

CHARACTERISTICS OF ADULT RESPONDENTS		MH	SUD
Gender	Female	68.7%	48.9%
	Male	31.3%	51.1%
Age	16 - 20	7.1%	1.1%
	21-30	12.7%	14.1%
	31-40	17.6%	21.8%
	41-50	17.0%	18.9%
	51-64	43.3%	40.9%
	65 and older	2.2%	3.2%
Race	American Indian or Alaska Native	2.1%	1.1%
	Asian	1.9%	0.2%
	Black or African-American	33.0%	32.5%
	White or Caucasian	50.7%	52.7%
	Other	0.7%	0.0%
	Unknown	11.6%	13.4%

Due to rounding, totals may not sum exactly to 100%.

REPORTED USE OF BEHAVIORAL HEALTH SERVICES	MH	SUD
Outpatient behavioral health treatment services	98.7%	99.8%
Psychiatric rehabilitation or day program services	29.6%	32.5%
Behavioral health self-help support group	28.5%	74.5%



MARYLAND
Department of Health

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MARYLAND
Department of Health

Maryland's Adult Consumers Rate Their Public Behavioral Health Services

**Consumer Perception of Care Survey
2017**

BACKGROUND

The Maryland Department of Health's (MDH) Behavioral Health Administration (BHA) conducted a statewide survey to assess satisfaction with and outcomes of services provided by Maryland's Public Behavioral Health System (PBHS). The Adult Consumer Perception of Care Survey was administered to a sample of adults who had received outpatient behavioral health treatment services between January and December 2016. A total of 534 adults receiving mental health (MH) services and 440 adults receiving substance use disorder (SUD) services participated in the survey.

RATING TREATMENT SUCCESS

Adult respondents were asked how they had improved as a direct result of services. Percentages below represent those respondents who "strongly agree" or "agree" with the following statements:

STATEMENTS	MH	SUD
I deal more effectively with daily problems.	67.7%	73.5%
I am better able to control my life.	64.8%	72.9%
I am better able to deal with crisis.	59.3%	71.9%
I am getting along better with my family.	61.6%	73.8%
I do better in social situations.	54.5%	64.1%
I do better in school and/or work.	53.0%	62.5%
My housing situation has improved.	52.4%	58.8%
My symptoms are not bothering me as much.	49.1%	60.0%
I do things that are more meaningful to me.	63.3%	70.8%
I am better able to take care of my needs.	61.0%	72.1%
I am better able to handle things when they go wrong.	56.3%	69.6%
I am better able to do things that I want to do.	58.4%	69.1%
I am happy with the friendships I have.	67.1%	72.7%
I have people with whom I can do enjoyable	70.8%	76.9%
I feel I belong in my community.	51.6%	64.8%
In a crisis, I would have the support I need from family or friends.	71.7%	79.5%

RATING SATISFACTION WITH SERVICES

Adult respondents were asked to rate their overall satisfaction with the behavioral health services they received. Eighty-three percent (83%) of MH respondents and 80% of SUD respondents "strongly agreed" or "agreed" with the statement, "Overall, I am satisfied with the services that I received." Respondents were also asked to rate their satisfaction with specific aspects of the outpatient behavioral health treatment services they received. The table below shows the percentages of respondents who "strongly agree" or "agree" with each item, using a 5-point scale.

SATISFACTION WITH SERVICES	OUTPATIENT TREATMENT SERVICES	
	MH	SUD
I like the services that I receive.	85.7%	79.9%
If I had other choices, I would still get services from this provider.	81.3%	71.4%
I would recommend this provider to a friend or a family member.	82.2%	77.9%
The location of services was convenient.	78.8%	79.8%
Staff were willing to see me as often as I felt was necessary.	82.7%	78.1%
Staff returned my calls in 24 hours.	76.5%	66.2%
Services were available at times that were good for me.	84.4%	80.2%
I was able to get all the services I thought I needed.	81.8%	73.8%
I was able to see a psychiatrist when I wanted to.	73.6%	60.9%
Staff here believe that I can grow, change, and recover.	79.9%	85.9%
I felt comfortable asking questions about my treatment and medication.	86.6%	84.6%
I felt free to complain.	80.2%	75.6%
I was given information about my rights.	89.5%	83.8%
Staff encouraged me to take responsibility for how I live my life.	78.6%	82.5%
Staff told me what side effects to watch out for.	70.6%	74.5%
Staff respected my wishes about who is and is not to be given information about my treatment.	89.3%	85.3%
I, not staff, decided my treatment goals.	64.0%	65.9%
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	73.0%	76.3%
I was encouraged to use consumer-run programs.	54.7%	67.9%
Staff were sensitive to my cultural or ethnic background.	75.9%	73.0%
Staff respected my family's religious or spiritual beliefs.	80.2%	76.0%
Staff treated me with respect.	92.2%	84.6%
Staff spoke with me in a way that I understood.	93.4%	89.4%