

OVERVIEW OF SURVEY

In January, 2017, the Mental Criminal Justice Partnership's DataLink Subcommittee issued a survey to the 16 jurisdictions that have implemented the DataLink program. A 10-question survey was sent to the Core Service Agencies (CSAs) and Local Detention Centers as well as to the State's Department of Public Safety and Correctional Services (DPSCS) to help us better understand how the DataLink information is being used on a daily basis, to identify best practices, and to determine what can be improved to enhance the coordination of care that exists between the Detention Centers and the local Core Service Agencies.

Highlights of the Responses:

- 15 Detention Centers and 10 CSAs responded to the survey - **A response rate of 78%**.
- **60%** of the CSAs and **23%** of the Detention Center indicated that they access the DataLink files daily.
- **90%** of the CSAs would recommended DataLink to another CSA compared to **67%** of the Detention Centers who would recommend DataLink to another facility.
- Overall, **68%** of the respondents felt that DataLink is an effective program.
- Almost everyone surveyed indicated the need for **additional training** or refresher courses - most preferred that these be provided online.

Suggestions from the Respondents:

- "Improve the format for an easier search and access." – Detention Center
- "Excel importing not very user friendly." – Detention Center
- "Listing expired Auth can be challenging to sift through." – CSA
- "Need of a better training." - Detention Center
- "Receive unwanted data. Ex- history of someone who has already been released." - CSA
- "Launch datalink application from the link that arrives in the email." - Detention Center
- "Would be helpful if the information was directly entering into the appropriate inmate health record"- Detention Center.
- "Provide a web portal to view the data instead of sending the files in order to improve compliance with HIPPA." - Detention Center

Actions Taken to Improve DataLink:

In order to enhance and improve the access of DataLink files, we have made several changes in the hope of helping CSA and Detention Center staff to improve coordination of care and provide timely treatment to individuals in their care. These changes include:

- An updated Import Template incorporating more descriptive column headings for easier identification of key data elements.
- Added formatting to the Import Template to highlight expired Authorizations in **red**.
- Added detailed descriptions for each Type of Care in Code Crosswalk document in order to better explain the type of services that an individual may have been receiving in the Public Behavioral Health System.
- Created documents and brief videos detailing the steps necessary to access and download daily Datalink files.
- CSA and Detention Center staff will soon see an updated e-mail that includes the link to FileConnect (June, 2017).

All of the above mentioned documents and training tools, including relevant studies and white papers, have been made available to all at http://maryland.beaconhealthoptions.com/provider/prv_datalink.html.

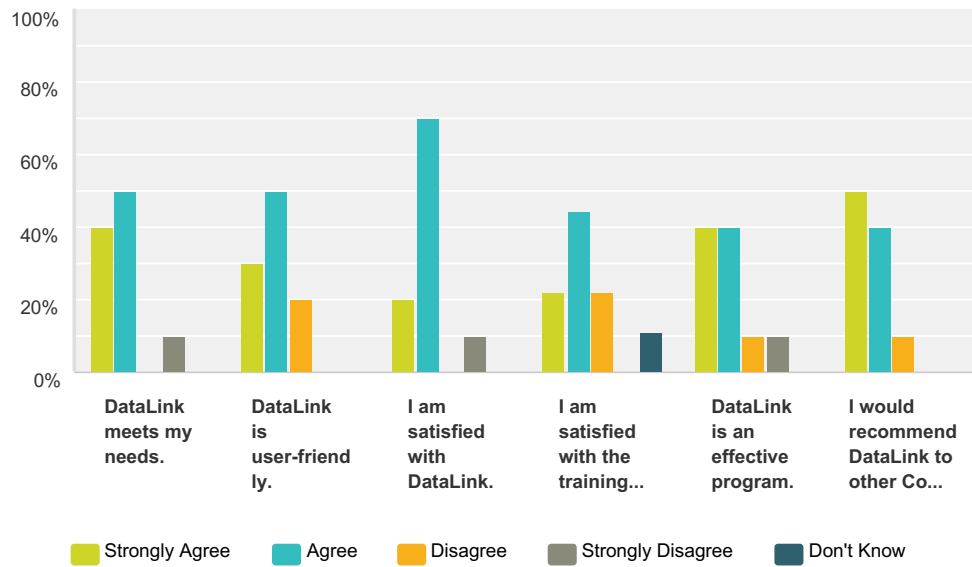
Q1 Respondent's Information (optional)

Answered: 9 Skipped: 1

Answer Choices	Responses	
CSA Location	100.00%	9
Primary Contact	100.00%	9
Phone Number	100.00%	9
Fax	88.89%	8
Email	100.00%	9

Q2 Do you agree or disagree with the following statements related to DataLink:

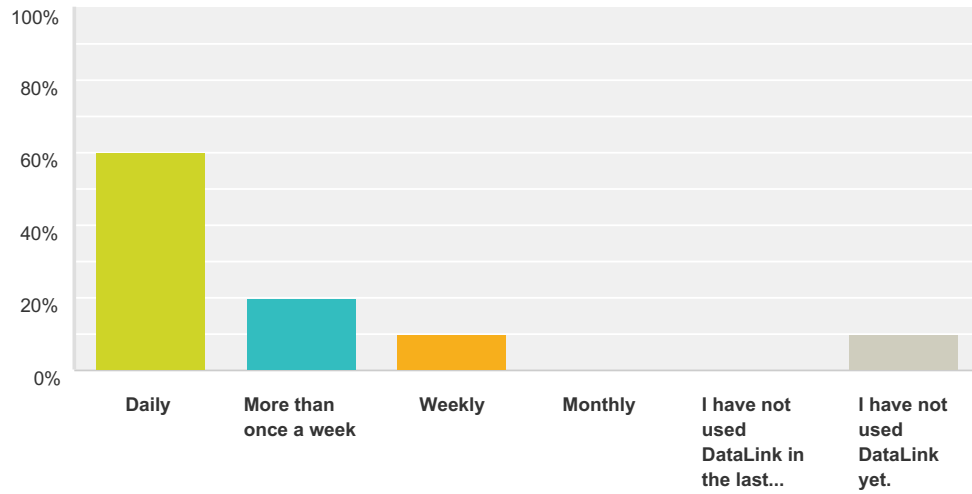
Answered: 10 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
DataLink meets my needs.	40.00% 4	50.00% 5	0.00% 0	10.00% 1	0.00% 0	10
DataLink is user-friendly.	30.00% 3	50.00% 5	20.00% 2	0.00% 0	0.00% 0	10
I am satisfied with DataLink.	20.00% 2	70.00% 7	0.00% 0	10.00% 1	0.00% 0	10
I am satisfied with the training for DataLink	22.22% 2	44.44% 4	22.22% 2	0.00% 0	11.11% 1	9
DataLink is an effective program.	40.00% 4	40.00% 4	10.00% 1	10.00% 1	0.00% 0	10
I would recommend DataLink to other Core Service Agencies	50.00% 5	40.00% 4	10.00% 1	0.00% 0	0.00% 0	10

Q3 How often do you access DataLink?

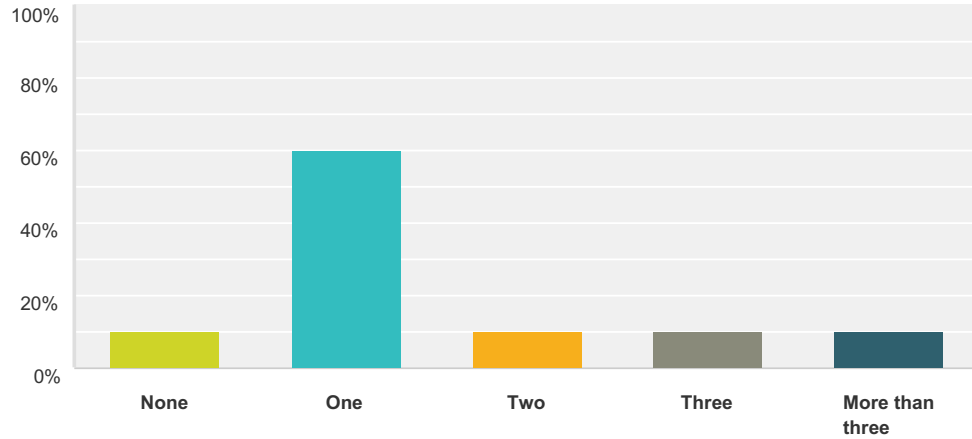
Answered: 10 Skipped: 0



Answer Choices	Responses
Daily	60.00% 6
More than once a week	20.00% 2
Weekly	10.00% 1
Monthly	0.00% 0
I have not used DataLink in the last six months.	0.00% 0
I have not used DataLink yet.	10.00% 1
Total	10

Q4 How many personnel at your CSA are using DataLink to coordinate care with Correctional Service facilities?

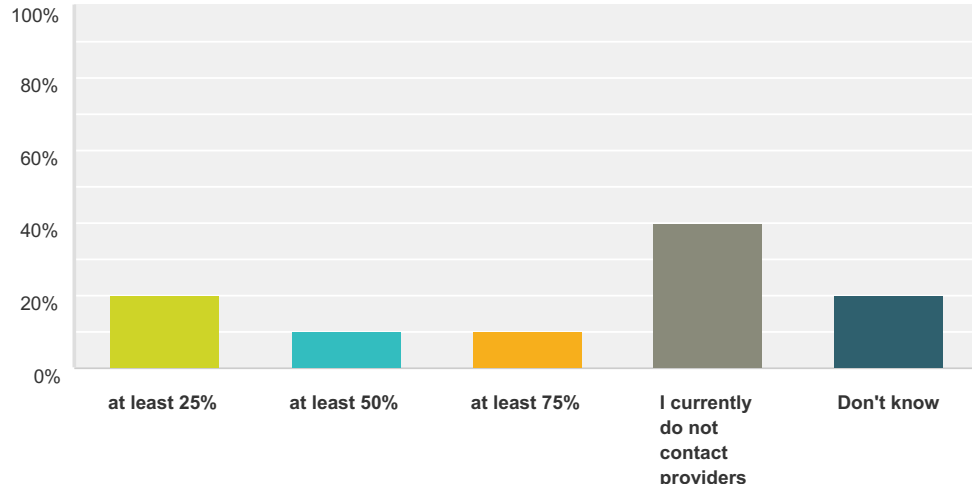
Answered: 10 Skipped: 0



Answer Choices	Responses	Count
None	10.00%	1
One	60.00%	6
Two	10.00%	1
Three	10.00%	1
More than three	10.00%	1
Total		10

Q5 What percentage of providers on a daily basis are you able to successfully outreach to coordinate care?

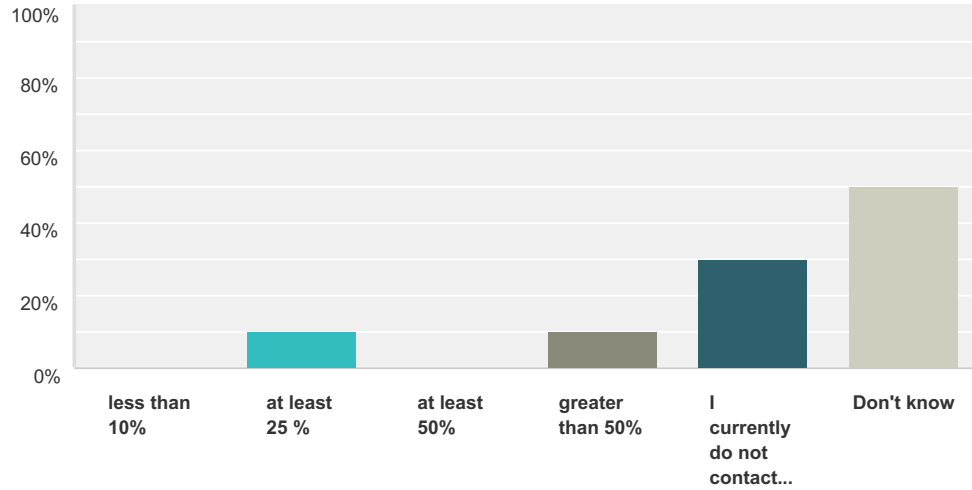
Answered: 10 Skipped: 0



Answer Choices	Responses
at least 25%	20.00% 2
at least 50%	10.00% 1
at least 75%	10.00% 1
I currently do not contact providers	40.00% 4
Don't know	20.00% 2
Total	10

Q6 What percentage of providers engage in coordination of care after your outreach efforts?

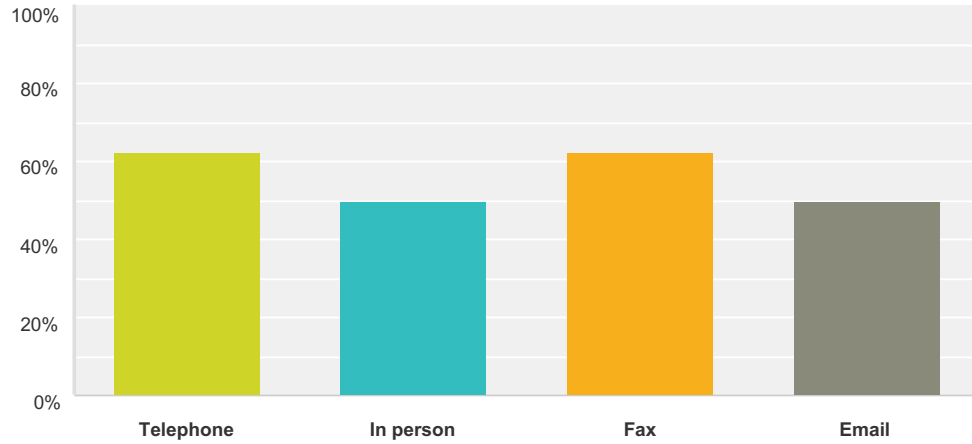
Answered: 10 Skipped: 0



Answer Choices	Responses
less than 10%	0.00% 0
at least 25 %	10.00% 1
at least 50%	0.00% 0
greater than 50%	10.00% 1
I currently do not contact providers	30.00% 3
Don't know	50.00% 5
Total	10

Q7 How do you coordinate care with providers for detainees in Correctional Service facilities? (check all that apply)

Answered: 8 Skipped: 2



Answer Choices	Responses
Telephone	62.50% 5
In person	50.00% 4
Fax	62.50% 5
Email	50.00% 4
Total Respondents: 8	

Q8 How would you prefer future DataLink trainings to be conducted? (check all that apply)

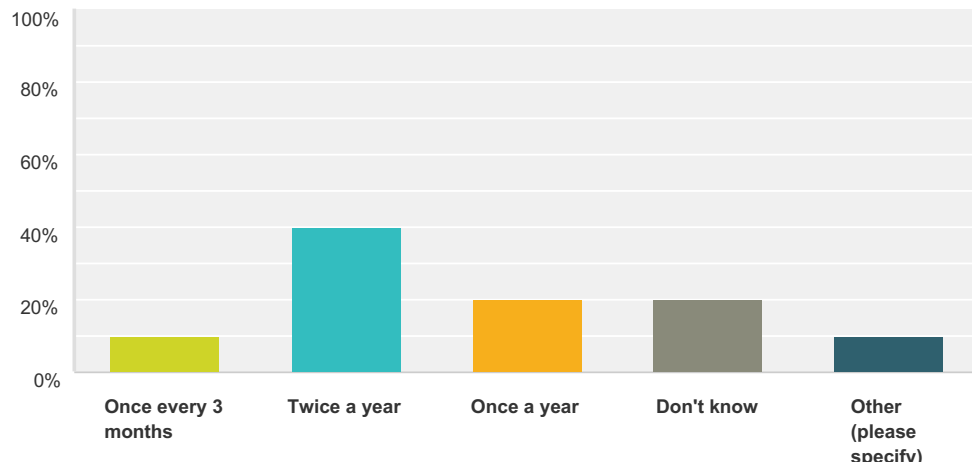
Answered: 10 Skipped: 0



Answer Choices	Responses
In person	40.00% 4
On-line training	60.00% 6
Webinar	80.00% 8
Manual	20.00% 2
Total Respondents: 10	

Q9 How often would you like Datalink refresher trainings to be made available?

Answered: 10 Skipped: 0



Answer Choices	Responses	
Once every 3 months	10.00%	1
Twice a year	40.00%	4
Once a year	20.00%	2
Don't know	20.00%	2
Other (please specify)	10.00%	1
Total		10

Q10 Please list ways we can improve Datalink as well as any other comments, questions and concerns. (optional)

Answered: 2 Skipped: 8

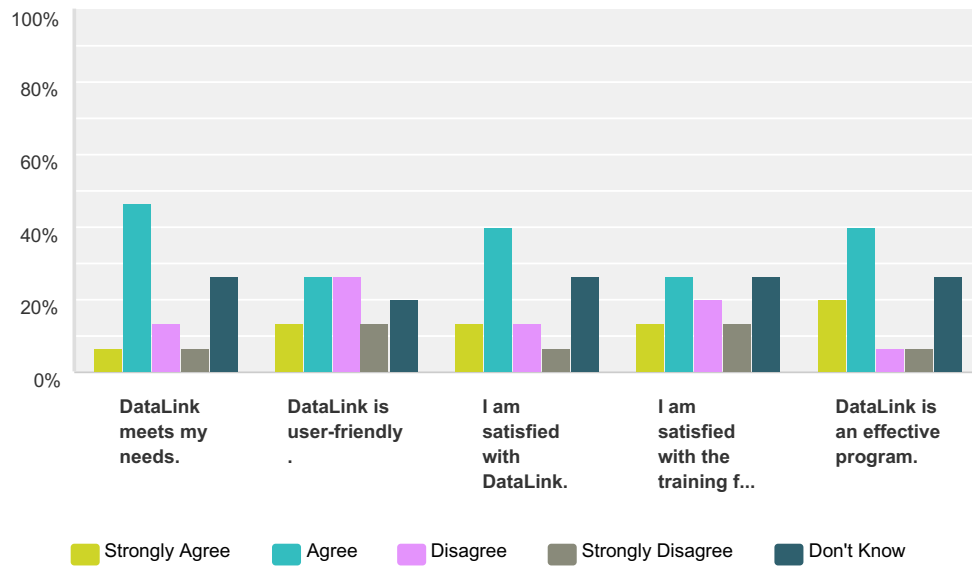
Q1 Respondent's Information (optional)

Answered: 15 Skipped: 0

Answer Choices	Responses	
Detention Center / Jurisdiction	100.00%	15
Primary Contact	93.33%	14
Phone Number	86.67%	13
Fax	66.67%	10
Email	93.33%	14

Q2 Do you agree or disagree with the following statements related to DataLink:

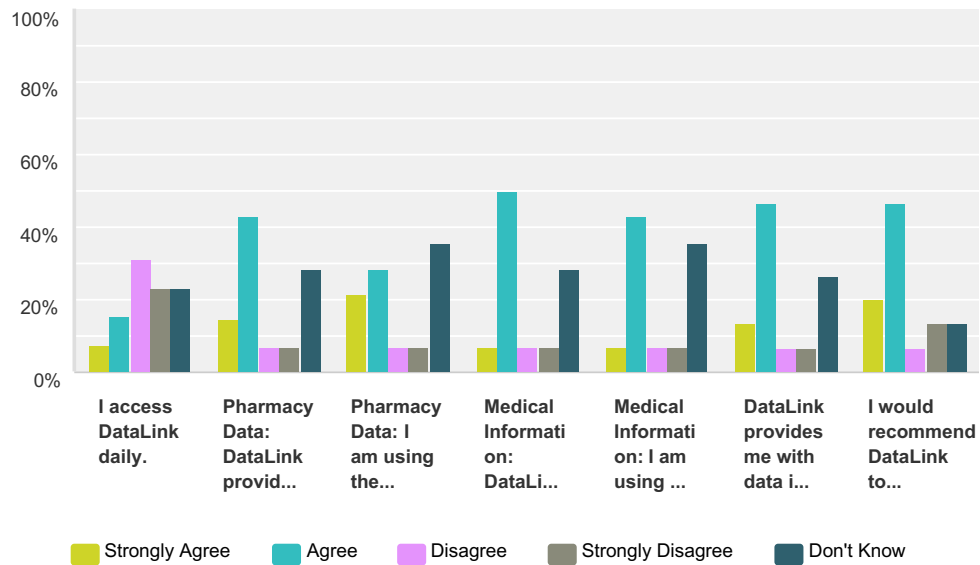
Answered: 15 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
DataLink meets my needs.	6.67% 1	46.67% 7	13.33% 2	6.67% 1	26.67% 4	15
DataLink is user-friendly.	13.33% 2	26.67% 4	26.67% 4	13.33% 2	20.00% 3	15
I am satisfied with DataLink.	13.33% 2	40.00% 6	13.33% 2	6.67% 1	26.67% 4	15
I am satisfied with the training for DataLink	13.33% 2	26.67% 4	20.00% 3	13.33% 2	26.67% 4	15
DataLink is an effective program.	20.00% 3	40.00% 6	6.67% 1	6.67% 1	26.67% 4	15

Q3 Do you agree or disagree with the following statements.

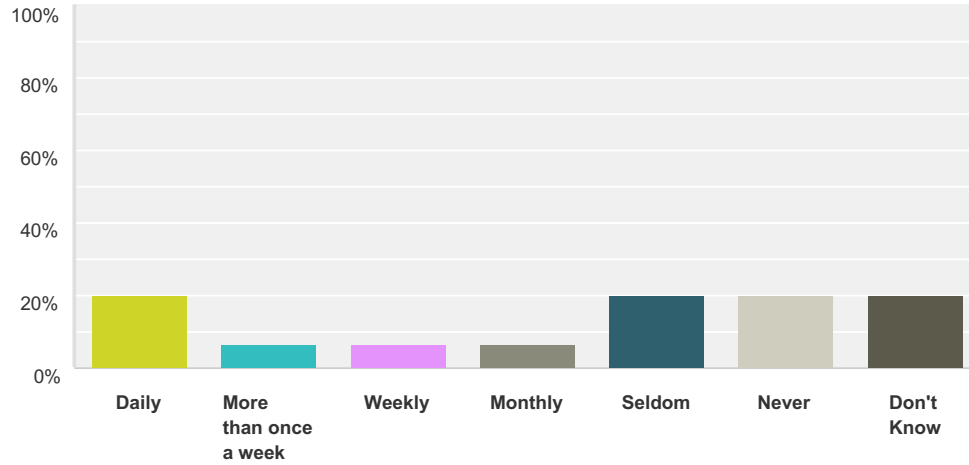
Answered: 15 Skipped: 0



	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Total
I access DataLink daily.	7.69% 1	15.38% 2	30.77% 4	23.08% 3	23.08% 3	13
Pharmacy Data: DataLink provides me with the pharmacy data I need to assist detainees.	14.29% 2	42.86% 6	7.14% 1	7.14% 1	28.57% 4	14
Pharmacy Data: I am using the pharmacy data provided by DataLink to improve the lives of detainees.	21.43% 3	28.57% 4	7.14% 1	7.14% 1	35.71% 5	14
Medical Information: DataLink provides me with the medical information I need to assist detainees.	7.14% 1	50.00% 7	7.14% 1	7.14% 1	28.57% 4	14
Medical Information: I am using the medical information provided by DataLink to improve the lives of detainees.	7.14% 1	42.86% 6	7.14% 1	7.14% 1	35.71% 5	14
DataLink provides me with data in a timely manner.	13.33% 2	46.67% 7	6.67% 1	6.67% 1	26.67% 4	15
I would recommend DataLink to another Correctional Services facility	20.00% 3	46.67% 7	6.67% 1	13.33% 2	13.33% 2	15

Q4 How frequently does the Core Service Agency (CSA) interact/communicate with your Correctional Service facility? (Check all that apply)

Answered: 15 Skipped: 0



Answer Choices	Responses
Daily	20.00% 3
More than once a week	6.67% 1
Weekly	6.67% 1
Monthly	6.67% 1
Seldom	20.00% 3
Never	20.00% 3
Don't Know	20.00% 3
Total Respondents: 15	

Q5 How would you prefer future DataLink trainings be conducted? (check all that apply)

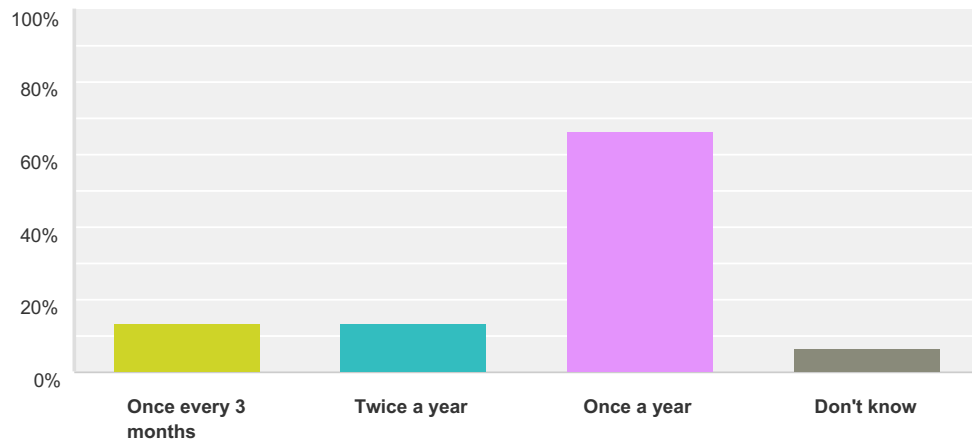
Answered: 15 Skipped: 0



Answer Choices	Responses
In person	53.33% 8
On-line training	46.67% 7
Webinar	53.33% 8
Manual	20.00% 3
Total Respondents: 15	

Q6 How often would you like DataLink refresher trainings to be made available?

Answered: 15 Skipped: 0



Answer Choices	Responses	
Once every 3 months	13.33%	2
Twice a year	13.33%	2
Once a year	66.67%	10
Don't know	6.67%	1
Total		15

**Q7 How can we improve DataLink?
(optional)**

Answered: 8 Skipped: 7

Q8 Do you have any other comments, questions, or concerns? (optional)

Answered: 2 Skipped: 13