STATE OF MARYLAND

DHMH

DEPARTMENT OF HEALTH AND MENTAL HYGIENE
MENTAL HYGIENE ADMINISTRATION

MARYLAND'S PUBLIC MENTAL HEALTH SYSTEM

CONSUMER PERCEPTION OF CARE SURVEY
2011

EXECUTIVE SUMMARY

MARYLAND'S PUBLIC MENTAL HEALTH SYSTEM
2011 CONSUMER PERCEPTION OF CARE SURVEY
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I. INTRODUCTION

The Department of Health and Mental Hygiene's (DHMH) Mental Hygiene Administration (MHA) launched Maryland's Public Mental Health System (PMHS) in July 1997 as part of the state's Medicaid 1115 waiver reform initiative. Specialty mental health services are delivered through a "carve-out" arrangement that manages public mental health funds under a single payer system. The system serves Medicaid recipients and a subset of uninsured individuals eligible for public mental health services due to severity of illness and financial need. Evaluation of consumer perception of care, including satisfaction with and outcomes of mental health services, is a requirement of the waiver and Code of Maryland Regulations. Findings provide MHA with valuable consumer input that may be used to improve the PMHS.

MHA currently contracts with ValueOptions®, Inc. to provide various administrative services, including evaluation activities, for the PMHS. One of the evaluation activities is the administration of consumer surveys to assess consumer perception of care, including satisfaction with and outcomes of mental health services provided by the PMHS. ValueOptions®, Inc. subcontracted with Fact Finders, Inc. to conduct telephone interviews, collect and analyze data, and document the findings. This report represents findings of the 2011 Consumer Perception of Care Survey, which is the eleventh systematic, statewide consumer perception survey since the inception of the PMHS.

The survey protocol, including methodology, sampling, administration, and data collection is reviewed annually by the DHMH Institutional Review Board (IRB). The IRB is responsible for reviewing research protocols to ensure that the rights, safety, and dignity of human subjects are protected.

This report is a condensed version of the *2011 Consumer Perception of Care Survey - Detailed Report*. To obtain a copy of this detailed document or brochures, contact the Mental Hygiene Administration or visit the following Web site: *www.dhmh.state.md.us/mha*.

II. METHODOLOGY

The potential survey population consisted of PMHS consumers for whom claims were received for outpatient services rendered between January and December 2010. The sample was stratified by age and county of residence. Individuals were then randomly selected from among these groups. Service types for adults included outpatient mental health treatment services or psychiatric rehabilitation services. Service types for children and adolescents included outpatient mental health services or family support services (i.e., psychiatric rehabilitation, mobile treatment, case management, and/or respite services). Individuals (16 years of age or older at the time of service) responded to the adult survey on their own behalf, while parents or caregivers responded to the child survey on behalf of children and adolescents under the age of 16.

Separate survey instruments were used for adults and for caregivers. The adult and the child/caregiver instruments both originated from a Federal initiative, the Mental Health Statistics Improvement Project (MHSIP) - Consumer Surveys. Items from these surveys are incorporated into the Center for Mental Health Services Uniform Reporting System (URS) for Federal Block Grant reporting. The Maryland Adult Consumer Perception of Care Survey is based on the MHSIP Consumer Survey, while the Maryland Child and Family Consumer Perception of Care Survey is based on the MHSIP Youth Services Survey for Families (YSS-F). In addition to the MHSIP items, both survey instruments include demographic items, service-specific sections, and selected items of interest regarding living situation, employment, education, and coordination of care.

III. ADULT SURVEY RESULTS

Telephone interviews were conducted with adults to assess their perception of care, including satisfaction with and outcomes of services received through Maryland's PMHS. These adults received outpatient mental health treatment and/or psychiatric rehabilitation services between January and December 2010. A total of 1,532 adults were successfully contacted to request participation in the survey; 503 adults completed the survey for a response rate of 32.8%.

DEMOGRAPHIC CHARACTERISTICS

Table 1 presents demographic and social characteristics of adult survey respondents:

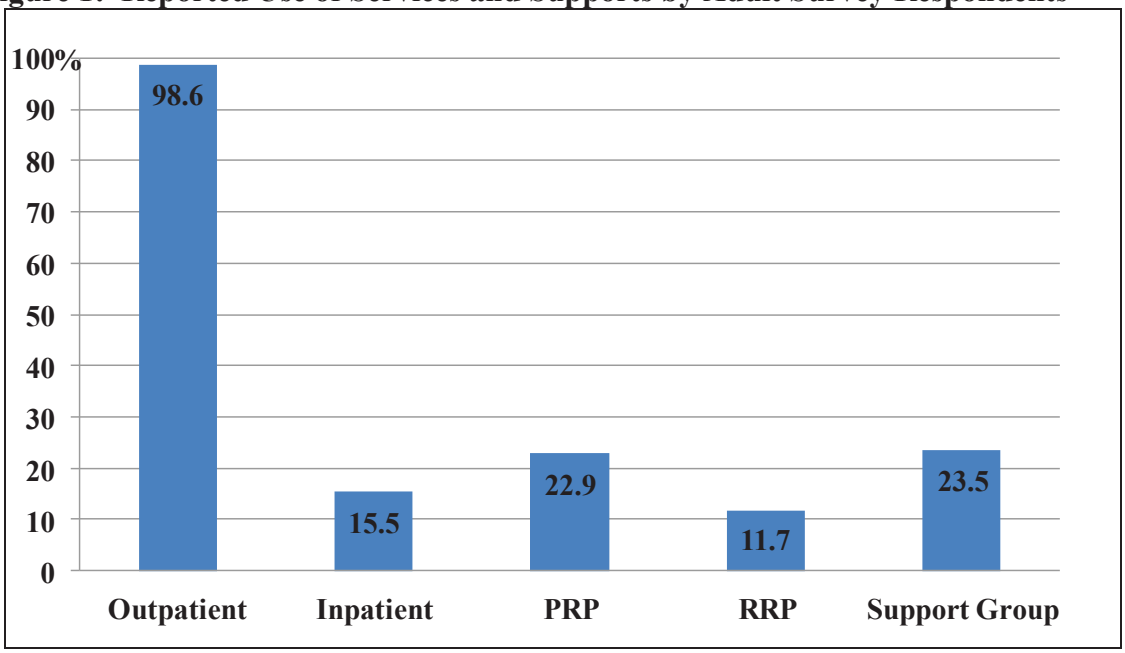
Table 1. Demographic Characteristics of Adult Survey Respondents

Characteristic		%
Gender	Female	66.0
	Male	34.0
Age	Under 21	10.1
	21-30	20.9
	31-40	17.7
	41-50	26.6
	51-60	19.7
	61 and older	5.0
Race	Black or African-American	33.0
	White or Caucasian	56.1
	More than one race reported	6.2
	Refused/Don't Know/Other	4.8
Ethnicity	Spanish, Hispanic, or Latino	5.4
Marital Status	Married or cohabitating	15.3
	Widowed	3.6
	Divorced	18.7
	Separated	7.4
	Never Married	52.9
	Refused/Don't Know	2.2
Education	Completed less than high school degree	29.6
	Completed high school degree or GED	30.6
	Some vocational school or training	4.4
	Some college (no degree)	22.7
	Completed Bachelor's/advanced degree	11.9
	Refused/Don't Know/Never Attended	0.8
Living Situation	House/apartment alone	19.5
	House/apartment with family/friends	73.4
	RRP/Boarding home/foster care home	5.0
	Refused/Don't Know/Other	2.2
Employment	Unemployed	30.2
	Employed full-time	8.2
	Employed part-time	10.1
	Permanently disabled, not working	30.8
	Homemaker/student/volunteer	9.0
	Refused/Don't Know/Other	11.7

Note: Due to rounding, totals may not equal exactly 100%.

SERVICE USE

Figure 1: Reported Use of Services and Supports by Adult Survey Respondents



Service use was assessed by asking respondents about their recent use of mental health services and supports. As seen in Figure 1, nearly all respondents (98.6%) reported receiving some type of outpatient mental health treatment service. Inpatient mental health treatment was reported by 15.5% of respondents. 22.9% of respondents reported utilizing services from a psychiatric rehabilitation program (PRP), 11.7% reported utilizing a residential rehabilitation program (RRP), and 23.5% reported participating in a mental health self-help group for support (e.g., On Our Own, depression support group, family support group, etc.).

OUTCOME MEASURES

Respondents were asked how they had benefited from the mental health services they received. Each question started with the statement, "As a direct result of all the mental health services I received" and was followed by the specific outcome of service. Respondents indicated the degree to which they agreed or disagreed with the statement using a five-point Likert scale of "strongly agree," "agree," "neutral," "disagree," and "strongly disagree." The percentage of agreement ranged from 61.0% to 80.4% across outcome measures, as seen in Figure 2. The 2009 and 2010 survey results are also included in the table for comparison purposes, although analyses for statistically significant differences were not conducted.

Figure 2. Outcome Measures

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2011	2010	2009	2011	2010	2009	2011	2010	2009
I deal more effectively with daily problems.	78.1	75.7	79.7	11.7	14.0	10.4	10.2	10.3	9.8
I am better able to control my life.	77.1	75.2	76.3	13.6	14.3	13.6	9.3	10.6	10.1
I am better able to deal with crisis.	71.1	69.9	72.0	15.7	16.8	14.6	13.2	13.3	13.4
I am getting along better with my family.	73.4	71.1	73.7	16.6	17.1	14.0	10.0	11.9	12.3
I do better in social situations.	65.1	63.2	67.6	18.9	17.9	16.3	16.0	18.8	16.1
I do better in school and/or work.	64.3	70.5	68.9	17.4	15.9	14.2	18.3	13.6	16.9
My housing situation has improved.	61.9	61.5	62.3	18.1	20.2	17.6	20.0	18.2	20.0
My symptoms are not bothering me as much.	61.0	62.0	62.7	14.6	15.7	13.9	24.4	22.2	23.4
I do things that are more meaningful to me.	72.0	76.8	73.6	15.5	11.1	13.5	12.5	12.0	13.0
I am better able to take care of my needs.	74.9	78.5	75.5	14.5	12.1	13.3	10.6	9.4	11.2
I am better able to handle things when they go wrong.	66.3	66.3	67.8	17.6	19.4	17.2	16.2	14.3	15.0
I am better able to do things that I want to do.	64.4	69.4	66.9	18.3	15.6	16.3	17.3	15.0	16.8
I am happy with the friendships I have.	80.4	77.0	81.1	11.3	9.8	7.9	8.2	13.2	11.1
I have people with whom I can do enjoyable things.	77.0	83.5	82.7	12.1	7.1	7.4	10.9	9.3	9.9
I feel I belong in my community.	70.9	74.8	71.0	15.4	11.4	13.7	13.7	13.8	15.3
In a crisis, I would have the support I need from family or friends.	79.7	84.3	84.1	10.4	6.2	7.1	9.8	9.5	8.8

Note: Due to rounding, totals may not equal exactly 100%.

OVERALL SATISFACTION

Overall satisfaction with mental health services received was assessed using the same Likert scale as was used for the outcome measures. A majority of the respondents (83.9%) reported agreement or strong agreement with the statement, "Overall, I am satisfied with the mental health services I received." This suggests a relatively high degree of overall satisfaction with mental health services provided by the PMHS to these adults.

SATISFACTION WITH SPECIFIC SERVICES

Respondents were asked about their satisfaction with multiple aspects of the outpatient mental health treatment and psychiatric rehabilitation services they received, using the same Likert scale as was used for the outcome measures. Respondents were generally satisfied with the services provided, as Figures 3 and 4 indicate. The percent of agreement for items addressing outpatient mental health treatment services satisfaction exceeded 81.0% for all items except, "I, not staff, decided my treatment goals" (74.2%) and "I was encouraged to use consumer-run programs" (68.3%). The percent of agreement for all items addressing satisfaction with psychiatric rehabilitation services exceeded 82.0%. Similar to Figure 2, the 2009 and 2010 survey results are provided in Figures 3 and 4 for comparison purposes, although analyses for statistically significant differences were not conducted.

REFERRAL AND ACCESS TO SUBSTANCE ABUSE SERVICES

Only 16.7% of the survey respondents reported that they attempted to get or had been referred for substance abuse services. Of those, 92.9% reported they were able to access substance abuse services.

COORDINATION OF CARE

A majority of survey respondents (90.3%) reported having a primary health care provider. Of those, 33.0% answered, "yes" to the question, "To your knowledge, have your primary care provider and your mental health provider spoken with each other about your health?" This response is similar to the response from the 2010 survey (31.7%).

POLICE ENCOUNTERS AND ARRESTS

Most respondents (92.4%) reported that they had no police encounters, including arrests, in the previous year (or since beginning to receive mental health services, if they had been receiving mental health services for less than 12 months). Of those respondents who reported they had police encounters, 87.1% reported that police encounters had either been reduced (45.2%) or stayed the same (41.9%).

Figure 3. Satisfaction with Outpatient Mental Health Treatment Services

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2011	2010	2009	2011	2010	2009	2011	2010	2009
I like the services that I received.	88.4	89.4	85.8	5.1	4.5	6.6	6.5	6.1	7.6
If I had other choices, I would still get services from this provider.	81.7	83.5	82.0	6.5	3.9	4.8	11.8	12.6	13.1
I would recommend this provider to a friend or a family member.	84.9	88.3	85.4	5.5	2.8	4.2	9.6	8.9	10.4
The location of services was convenient.	89.6	87.9	85.3	2.8	3.6	5.3	7.5	8.5	9.4
Staff were willing to see me as often as I felt it was necessary.	89.9	90.0	88.8	2.8	2.9	3.3	7.3	7.0	7.9
Staff returned my calls in 24 hours.	82.4	84.7	82.1	4.4	5.1	5.0	13.2	10.3	12.9
Services were available at times that were good for me.	91.5	92.1	89.1	3.4	2.3	4.6	5.0	5.6	6.3
I was able to get all the services I thought I needed.	82.0	83.6	81.1	4.0	4.8	4.8	13.9	11.5	14.1
I was able to see a psychiatrist when I wanted to.	82.7	83.7	81.1	4.0	4.1	4.2	13.4	12.2	14.6
Staff here believe that I can grow, change, and recover.	90.0	87.7	88.7	5.6	7.0	5.1	4.4	5.2	6.2
I felt comfortable asking questions about my treatment and medication.	92.4	93.8	89.6	2.1	2.5	3.6	5.5	3.6	6.7
I felt free to complain.	87.5	92.9	87.3	4.3	3.1	4.6	8.2	4.0	8.1
I was given information about my rights.	92.8	95.9	91.8	1.4	1.2	2.8	5.8	2.9	5.4
Staff encouraged me to take responsibility for how I live my life.	89.3	90.8	88.7	4.7	3.9	4.9	6.0	5.2	6.4
Staff told me what side effects to watch out for.	82.7	84.9	82.4	2.8	3.1	4.7	14.5	12.1	13.0
Staff respected my wishes about who is and is not to be given information about my treatment.	96.1	95.1	90.7	1.5	1.5	4.2	2.5	3.4	5.1
I, not staff, decided my treatment goals.	74.2	61.7	77.5	14.2	29.1	9.8	11.6	9.1	12.7
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	88.2	89.2	84.4	4.6	4.5	6.6	7.1	6.3	8.9
I was encouraged to use consumer-run programs.	68.3	73.2	73.3	11.4	5.6	8.4	20.3	21.2	18.3
Staff were sensitive to my cultural or ethnic background.	88.3	92.6	85.3	7.1	3.4	8.4	4.6	3.9	6.3
Staff respected my family's religious or spiritual beliefs.	89.7	94.3	90.0	7.7	3.7	6.7	2.6	2.1	3.3
Staff treated me with respect.	94.9	97.1	92.7	3.3	1.3	4.1	1.8	1.6	3.3
Staff spoke with me in a way that I understood.	95.6	96.8	94.7	2.4	2.0	2.0	2.0	1.2	3.3

Note: Due to rounding, totals may not equal exactly 100%.

Figure 4. Satisfaction with Psychiatric Rehabilitation Program Services

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2011	2010	2009	2011	2010	2009	2011	2010	2009
I like the services that I received.	88.7	89.5	89.2	5.2	4.4	3.3	6.1	6.2	7.5
If I had other choices, I would still get services from this provider.	85.7	86.0	81.7	8.0	1.8	6.2	6.3	12.2	12.1
I would recommend this provider to a friend or a family member.	85.0	86.8	84.3	8.0	3.5	4.9	7.1	9.6	10.8
The location of services was convenient.	88.6	88.6	85.2	5.3	2.6	5.9	6.1	8.8	8.9
Staff were willing to see me as often as I felt it was necessary.	92.0	93.0	85.2	2.7	2.6	4.6	5.3	4.4	10.2
Staff returned my calls in 24 hours.	88.5	90.1	80.1	2.7	0.9	7.4	8.8	8.9	12.5
Services were available at times that were good for me.	90.4	91.3	89.2	4.4	1.8	4.3	5.3	7.0	6.6
I was able to get all the services I thought I needed.	83.3	85.0	84.0	8.8	4.4	5.2	7.9	10.6	10.8
Staff here believe that I can grow, change, and recover.	91.2	93.6	91.0	4.4	1.9	3.3	4.4	4.7	5.6
I felt comfortable asking questions about my rehabilitation.	93.9	93.0	88.9	2.6	3.5	3.6	3.5	3.6	7.5
I felt free to complain.	85.2	91.9	86.7	7.8	1.8	5.0	7.0	6.3	8.3
I was given information about my rights.	95.6	96.4	92.1	1.8	0.0	3.0	2.7	3.6	4.9
Staff encouraged me to take responsibility for how I live my life.	93.9	90.2	89.4	2.6	2.7	4.0	3.5	7.1	6.6
Staff respected my wishes about who is and is not to be given information about my rehabilitation.	97.3	92.9	92.6	0.0	6.2	2.3	2.7	0.9	5.0
I, not staff, decided my rehabilitation goals.	82.3	81.4	78.9	11.5	9.7	7.0	6.2	8.9	14.0
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	92.0	90.1	88.7	3.6	2.7	4.3	4.5	7.2	7.0
I was encouraged to use consumer-run programs.	85.0	87.3	82.9	5.3	5.5	3.8	9.7	7.3	13.4
Staff were sensitive to my cultural or ethnic background.	92.7	92.8	89.1	3.6	3.4	2.8	3.6	3.9	8.1
Staff respected my family's religious or spiritual beliefs.	93.6	96.1	90.7	3.7	2.9	4.3	2.8	1.0	5.0
Staff treated me with respect.	93.9	92.1	92.2	4.4	4.4	4.6	1.8	3.5	3.3
Staff spoke with me in a way that I understood.	94.7	94.6	92.5	3.5	1.8	3.6	1.8	3.6	3.9

Note: Due to rounding, totals may not equal exactly 100%.

IV. CHILD AND CAREGIVER SURVEY RESULTS

Telephone interviews were conducted with the caregivers of children served by Maryland's PMHS to assess their perception of care, including satisfaction with and outcomes of services rendered. These children received outpatient mental health treatment and/or family support services (i.e., psychiatric rehabilitation, mobile treatment, case management, and/or respite care) between January and December 2010. A total of 1,425 caregivers were successfully contacted to request participation in the survey. Of those contacted, 594 completed the survey for a response rate of 41.7%.

DEMOGRAPHIC CHARACTERISTICS

Table 2 presents demographic characteristics of the children served.

Table 2. Characteristics of Children

Characteristic		%
Gender	Female	38.9
	Male	61.1
Age	1-4	4.2
	5-9	35.4
	10-14	51.3
	15 and older	9.1
Race	Black or African-American	40.4
	White or Caucasian	41.6
	More than one race reported	10.1
	Other	5.7
	Refused/Don't Know	2.2
Ethnicity	Spanish, Hispanic, or Latino	11.4
Education	Currently in school	96.5
	• Regular classroom	73.6
	• Special education, all or part day	22.3
	• Other classroom setting	4.0
	Have repeated a grade	20.4

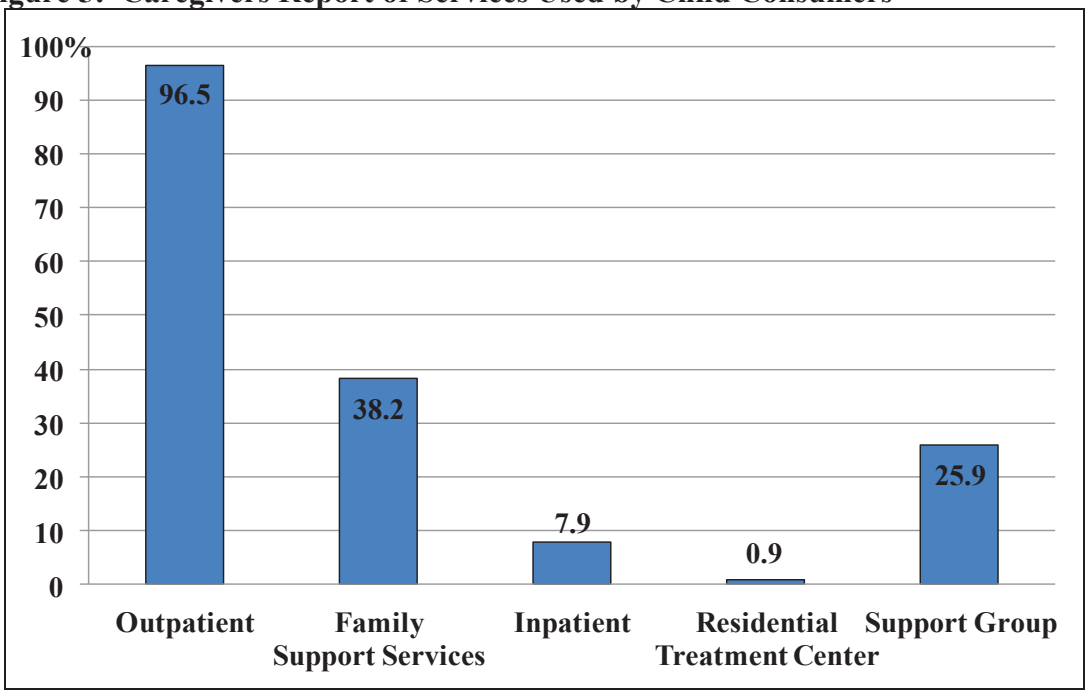
Table 3 presents demographic characteristics of the caregiver respondents of the children served.

Table 3. Characteristics of Caregiver Respondents

Characteristic		%
Gender	Female	89.7
	Male	10.3
Age	20-50	72.1
	51-70	19.9
	71 and older	2.9
	Refused/Don't Know	5.2
Race	Black or African-American	40.4
	White or Caucasian	47.8
	More than one race reported	2.7
	Other	7.6
	Refused/Don't Know	1.5
Ethnicity	Spanish, Hispanic, or Latino	6.7
Relationship to Child	Parent	80.1
	Grandparent	12.6
	Other relative	5.4
	Other	1.7
	Refused/Don't Know	0.2

SERVICE USE

Figure 5: Caregivers Report of Services Used by Child Consumers



Caregiver respondents were asked about their child's recent use of mental health services. As seen in Figure 5, nearly all of the caregiver respondents (96.5%) indicated their child had received some type of outpatient service. In addition, 38.2% reported receiving family support services, 7.9% indicated their child had stayed overnight in a hospital for an emotional or behavioral problem, 0.9% had utilized residential treatment centers, and 25.9% reported that their child had participated in a mental health support group (e.g., peer counseling).

OUTCOME MEASURES

Caregiver respondents were asked how their child had benefited from the mental health services received. Each question started with the statement, "As a direct result of all of the mental health services my child and family received" and was followed by the specific outcome of services. Caregiver respondents indicated the degree to which they agreed or disagreed with the statement using a five-point Likert scale of "strongly agree," "agree," "neutral," "disagree" and "strongly disagree." The percent of agreement ranged from 54.9% to 71.0% across child outcome measures, as seen in Figure 6. The 2009 and 2010 survey results are also included in the table for comparison purposes, although analyses for statistically significant differences were not conducted.

Four additional questions assess the "social connectedness" of caregivers of children. The range of agreement for these questions is 84.1% to 91.4%.

Figure 6. Outcome Measures

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2011	2010	2009	2011	2010	2009	2011	2010	2009
My child is better at handling daily life.	65.8	77.9	69.3	18.9	10.8	15.3	15.3	11.3	15.4
My child gets along better with family members.	65.2	73.4	69.2	20.1	13.5	15.5	14.7	13.1	15.3
My child gets along better with friends and other people.	64.2	77.4	68.1	21.0	12.0	17.8	14.9	10.5	14.1
My child is doing better in school and/or work.	66.4	75.0	67.0	17.9	10.7	16.5	15.8	14.3	16.5
My child is better able to cope when things go wrong.	54.9	65.5	60.3	23.5	15.5	18.7	21.6	18.9	21.0
I am satisfied with our family life right now.	67.1	76.5	73.0	17.2	10.1	13.7	15.7	13.3	13.2
My child is better able to do things he or she wants to do.	71.0	79.4	73.0	16.8	8.7	13.3	12.2	11.9	13.6
My child is better able to control his or her behavior.	56.4	66.3	56.9	19.7	14.2	20.6	23.9	19.5	22.5
My child is less bothered by his or her symptoms.	59.5	70.1	63.3	20.1	14.1	20.0	20.3	15.8	16.7
My child has improved social skills.	65.6	77.4	70.0	19.5	10.0	16.4	14.9	12.6	13.6
As a direct result of the mental health services my child and family received:									
I know people who will listen and understand me when I need to talk.	84.1	92.8	90.8	9.7	2.1	4.2	6.1	5.0	4.9
I have people that I am comfortable talking with about my child's problems.	89.0	94.2	92.7	5.3	1.6	2.8	5.8	4.3	4.4
In a crisis, I would have the support I need from family or friends.	88.2	92.6	90.8	5.4	2.9	4.7	6.4	4.5	4.4
I have people with whom I can do enjoyable things.	91.4	93.6	93.0	4.4	2.9	4.1	4.2	3.6	2.9

Note: Due to rounding, totals may not equal exactly 100%.

OVERALL SATISFACTION

Overall satisfaction with mental health services received was assessed using the same Likert scale as was used for the outcome measures. A majority of the caregiver respondents (82.5%) reported agreement or strong agreement with the statement, "Overall, I am satisfied with the mental health services my child received." This finding suggests a relatively high degree of overall caregiver respondent satisfaction with mental health services provided by the PMHS to their children.

SATISFACTION WITH SPECIFIC SERVICES

Caregiver respondents were asked about their satisfaction with multiple aspects of the outpatient mental health treatment and family support services that their children received, using the same Likert scale as was used for the outcome measures. Caregiver respondents were generally satisfied with the services provided, as Figures 7 and 8 indicate. The percent of agreement for items addressing outpatient mental health treatment services satisfaction equaled or exceeded 83.0% for all items except "My family got as much help as we needed for my child" (72.9%) and "My family got the help we wanted for my child" (79.5%). Likewise, the percent of agreement for items addressing family support services satisfaction exceeded 82.0% for all items except "My family got as much help as we needed for my child" (78.1%). 2009 and 2010 survey results are provided in Figures 7 and 8 for comparison purposes.

REFERRAL AND ACCESS TO SUBSTANCE ABUSE SERVICES

Only 1.9% of the caregiver respondents reported that their child had attempted to get or had been referred for substance abuse services. Of those children, 100.0% of caregiver respondents reported that they were able to access substance abuse services.

COORDINATION OF CARE

A majority of caregiver respondents (98.5%) reported that their child has a primary health care provider, and a majority of caregiver respondents (90.2%) reported that their child had seen their primary care provider in the previous year. One-third (33.7%) of caregiver respondents responded "yes" to the question, "To your knowledge, has (child)'s primary health care provider and (child)'s mental health provider spoken with each other about (child)'s health or mental health?" This represents a slight decrease from the 2010 survey results (36.3%).

POLICE ENCOUNTERS AND ARRESTS

Most caregiver respondents (97.1%) report that their child had no police encounters, including arrests, in the previous year (or since beginning to receive mental health services, if the child had been receiving mental health services for less than 12 months). Of caregiver respondents who reported that their child had police encounters, 80.8% reported that those police encounters had either been reduced (55.8%) or stayed the same (25.0%).

Figure 7. Satisfaction with Outpatient Mental Health Treatment Services

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2011	2010	2009	2011	2010	2009	2011	2010	2009
Overall, I am satisfied with the services my child received.	85.7	90.5	86.2	5.9	2.3	5.3	8.4	7.3	8.6
I helped choose my child's services.	87.5	89.6	87.7	4.6	2.3	4.0	7.9	8.0	8.4
I helped choose my child's treatment goals.	87.3	90.7	88.4	6.1	2.7	4.0	6.6	6.6	7.7
The people helping my child stuck with us no matter what.	83.5	89.7	83.9	6.7	2.2	5.4	9.8	8.1	10.7
I felt my child had someone to talk to when he/she was troubled.	86.6	91.2	88.6	6.6	2.2	4.1	6.8	6.5	7.2
I participated in my child's treatment.	96.3	96.9	95.9	1.8	1.4	1.1	1.9	1.8	3.0
The services my child and/or family received were right for us.	83.0	87.8	83.5	9.2	4.2	7.0	7.8	8.0	9.5
The location of services was convenient for us.	84.4	87.6	88.0	5.4	3.5	4.1	10.1	8.9	7.9
Services were available at times that were convenient for us.	85.4	87.8	86.2	5.6	4.0	6.2	8.9	8.1	7.5
My family got the help we wanted for my child.	79.5	85.2	80.6	10.4	5.0	8.2	10.2	9.9	11.2
My family got as much help as we needed for my child.	72.9	79.9	74.3	11.1	6.8	10.4	16.0	13.4	15.3
Staff treated me with respect.	95.5	96.6	95.2	1.9	1.5	2.4	2.6	1.9	2.4
Staff respected my family's religious or spiritual beliefs.	96.0	96.9	96.4	3.3	2.5	2.6	0.8	0.5	1.0
Staff spoke with me in a way that I understood.	96.8	97.8	97.2	1.4	1.1	1.2	1.8	1.1	1.6
Staff were sensitive to my cultural or ethnic background.	93.7	97.3	96.0	4.2	1.8	2.4	2.2	0.9	1.6
I felt free to complain.	92.5	94.8	93.1	3.9	1.6	3.0	3.6	3.5	3.9

Note: Due to rounding, totals may not equal exactly 100%.

Figure 8. Satisfaction with Family Support Services

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2011	2010	2009	2011	2010	2009	2011	2010	2009
Overall, I am satisfied with the services my child received.	86.7	93.5	86.8	6.2	3.0	5.6	7.1	3.4	7.6
I helped choose my child's services.	86.7	92.7	90.2	6.7	4.3	3.6	6.7	3.0	6.3
I helped choose my child's service goals.	91.1	94.3	91.7	5.8	2.2	3.0	3.1	3.5	5.3
The people helping my child stuck with us no matter what.	86.6	92.6	86.0	5.4	3.0	3.9	8.0	4.4	10.1
I felt my child had someone to talk to when he/she was troubled.	87.6	95.1	87.1	7.1	1.8	4.5	5.3	3.1	8.4
I participated in my child's services.	94.7	97.5	96.4	3.5	1.3	1.8	1.8	1.3	1.8
The services my child received were right for us.	85.4	93.9	83.2	6.2	3.5	8.0	8.4	2.6	8.8
The location of services was convenient for us.	89.7	93.5	88.2	4.0	2.6	2.9	6.3	3.9	8.8
Services were available at times that were convenient for us.	88.8	94.4	86.3	4.0	2.6	5.0	7.1	3.1	8.8
My family got the help we wanted for my child.	82.6	89.6	79.7	7.6	6.5	8.8	9.8	3.9	11.5
My family got as much help as we needed for my child.	78.1	89.6	76.1	7.6	6.5	9.4	14.3	3.9	14.5
Staff treated me with respect.	96.4	95.3	94.4	3.1	2.6	2.1	0.4	2.1	3.5
Staff respected my family's religious or spiritual beliefs.	94.8	96.5	94.9	5.2	2.2	2.8	0.0	1.3	2.2
Staff spoke with me in a way that I understood.	97.3	97.8	96.5	2.2	1.3	2.4	0.4	0.9	1.2
Staff were sensitive to my cultural or ethnic background.	95.3	96.9	96.5	4.2	2.6	2.9	0.5	0.4	0.6
I felt free to complain.	91.1	97.9	94.7	6.2	0.4	2.1	2.7	1.7	3.3

Note: Due to rounding, totals may not equal 100%.

V. SUMMARY

Statewide telephone surveys were administered to assess consumers' perceptions of services received through Maryland's Public Mental Health System. These surveys represent the eleventh systematic, statewide assessment of consumer perception of care since 1997. Data collection, data analysis, and documentation of the survey findings were subcontracted through Fact Finders on behalf of ValueOptions®, Inc. and the Maryland Mental Hygiene Administration.

The potential survey population consisted of PMHS consumers for whom claims were received for outpatient services rendered between January and December 2010. The sample was stratified by age and county of residence. Individuals were then randomly selected from among these groups. Service types for adults included outpatient mental health services or psychiatric rehabilitation services. Service types for children and adolescents included outpatient mental health services or family support services (i.e., psychiatric rehabilitation, mobile treatment, case management, and/or respite services). Individuals (16 years of age or older at the time of service) responded to the adult survey on their own behalf, while parents or caregivers responded to the child survey on behalf of children and adolescents under the age of 16.

Of the 1,532 adult consumers who were successfully contacted and asked to participate, 503 completed the telephone interview for a response rate of 32.8%. Of the 1,425 caregivers who were successfully contacted and asked to participate, 594 completed the telephone interview for a response rate of 41.7%.

Both adults and caregivers were satisfied overall with the mental health services they or their children received: 83.9% of adults and 82.5% of caregivers of children agreed or strongly agreed that, "Overall I am satisfied with the mental health services I (my child) received." Regarding satisfaction with specific aspects of outpatient mental health treatment services, over 81% of adults responded positively for 21 of the 23 survey items (range 68.3% to 96.1%). Regarding satisfaction with specific aspects of psychiatric rehabilitation services, over 82% of adults responded positively for all 21 survey items (range of 82.3% to 97.3%). Regarding satisfaction with specific aspects of outpatient services for children, 83% or more caregivers responded positively for 14 of the 16 survey items (range of 72.9% to 96.8%). Regarding satisfaction with specific aspects of family support services for children, over 82% of caregivers responded positively for 15 of the 16 survey items (range of 78.1% to 97.3%).

Responses to the 16 adult survey items that assess outcomes of care ranged from 61.0% to 80.4% agreement. Responses to the 10 caregiver survey items that assess outcomes of care for children ranged from 54.9% to 71.0% agreement. Over 84% of caregivers responded positively to each of the four outcomes items assessing "social connectedness" of the caregivers themselves.

It is hoped that these survey findings will be used to identify opportunities for improvement in the PMHS.

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

Joshua M. Sharfstein, M.D., Secretary,
Department of Health and Mental Hygiene

Renata J. Henry, Deputy Secretary,
Behavioral Health and Disabilities

Brian Hepburn, M.D., Executive Director,
Mental Hygiene Administration

Contact Information

Mental Hygiene Administration
Spring Grove Hospital Center
Dix Building - Public Relations
55 Wade Avenue
Catonsville, Maryland 21228
410-402-8300

www.dhmh.state.md.us/mha