Maryland's Public Mental Health System

Consumer Perception of Care Survey 2013

EXECUTIVE SUMMARY

MARYLAND'S PUBLIC MENTAL HEALTH SYSTEM
2013 CONSUMER PERCEPTION OF CARE SURVEY
~TABLE OF CONTENTS~

I. Introduction 1

II. Methodology 1

III. Adult Survey Results 3
Demographic Characteristics 3
Service Use 4
Outcome Measures 4
Overall Satisfaction 6
Satisfaction with Specific Services 6
Referral and Access to Substance Abuse Services 6
Coordination of Care 6
Police Encounters and Arrests 6
Satisfaction with Outpatient Mental Health Treatment Services 7
Satisfaction with Psychiatric Rehabilitation Program Services 8

IV. Child and Caregiver Survey Results 9
Demographic Characteristics 9
Characteristics of Children 10
Characteristics of Caregiver Respondents 10
Service Use 11
Outcome Measures 11
Overall Satisfaction 13
Satisfaction with Specific Services 13
Referral and Access to Substance Abuse Services 13
Coordination of Care 13
Police Encounters and Arrests 13
Satisfaction with Outpatient Mental Health Treatment Services 14
Satisfaction with Family Support Services 15

V. Summary 16

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 2013 Consumer Perception of Care Survey, which is the thirteenth 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 *2013 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 mental health services rendered between January and December 2012. 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 treatment 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 2012. A total of 3,176 adults were successfully contacted to request participation in the survey; 1,036 adults completed the survey for a response rate of 32.6%.

DEMOGRAPHIC CHARACTERISTICS

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

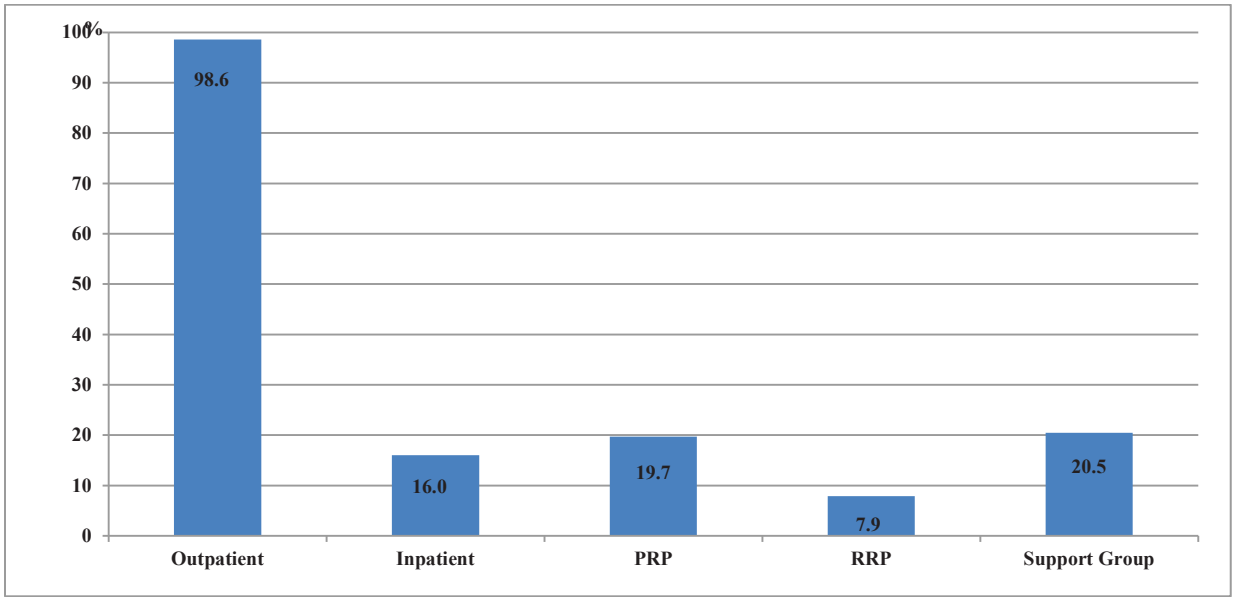
Table 1. Demographic Characteristics of Adult Survey Respondents

Characteristic		%
Gender	Female	65.8
	Male	34.2
Age	Under 21	7.2
	21-30	17.7
	31-40	17.7
	41-50	26.7
	51-60	24.6
	61 and older	6.1
Race	Black or African-American	42.3
	White or Caucasian	53.6
	More than one race reported	0.3
	Refused/Don't Know/Other	2.3
Ethnicity	Spanish, Hispanic, or Latino	6.0
Employment	Employed full-time	8.6
	Employed part-time	10.7
	Unemployed, looking for work	18.5
	Unemployed, not looking for work	10.6
	Permanently disabled, not working	33.5
	Homemaker	3.3
	Student/Volunteer	7.0
	Retired/Other	6.9
	Don't Know/Refused	0.8

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 16.0% of respondents. 19.7% of respondents reported utilizing services from a psychiatric rehabilitation program (PRP), 7.9% reported utilizing a residential rehabilitation program (RRP), and 20.5% 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 55.3% to 77.7% across outcome measures, as seen in Figure 2. Employed survey respondents reported a higher level of agreement than unemployed respondents with 16 of the 16 outcome statements. The 2011 and 2012 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		
	2013	2012	2011	2013	2012	2011	2013	2012	2011
I deal more effectively with daily problems.*	75.9	68.9	78.1	13.5	18.4	11.7	10.6	12.7	10.2
I am better able to control my life. *	74.3	71.2	77.1	15.0	17.2	13.6	10.7	11.7	9.3
I am better able to deal with crisis. *	71.0	66.7	71.1	16.0	19.5	15.7	12.9	13.8	13.2
I am getting along better with my family. *	72.5	70.0	73.4	14.4	17.0	16.6	13.1	13.0	10.0
I do better in social situations. *	62.6	57.5	65.1	18.5	23.0	18.9	18.9	19.5	16.0
I do better in school and/or work. *	64.3	57.6	64.3	18.1	21.9	17.4	17.6	20.5	18.3
My housing situation has improved. *	61.8	58.0	61.9	17.1	20.1	18.1	21.0	21.9	20.0
My symptoms are not bothering me as much. *	55.3	55.0	61.0	17.5	17.1	14.6	27.2	28.0	24.4
I do things that are more meaningful to me. *	70.4	66.8	72.0	15.0	17.1	15.5	14.5	16.1	12.5
I am better able to take care of my needs. *	73.0	71.6	74.9	15.8	15.6	14.5	11.2	12.8	10.6
I am better able to handle things when they go wrong. *	64.9	60.7	66.3	17.2	20.6	17.6	17.9	18.6	16.2
I am better able to do things that I want to do. *	64.4	62.0	64.4	16.5	19.8	18.3	19.1	18.2	17.3
I am happy with the friendships I have. *	74.2	70.8	80.4	16.1	15.6	11.3	9.7	13.6	8.2
I have people with whom I can do enjoyable things. *	76.7	75.6	77.0	10.7	12.1	12.1	12.5	12.3	10.9
I feel I belong in my community. *	67.5	64.9	70.9	16.9	16.2	15.4	15.7	18.9	13.7
In a crisis, I would have the support I need from family or friends. *	77.7	76.2	79.7	10.1	12.1	10.4	12.2	11.8	9.8

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

** Employed survey respondents reported a higher level of agreement than unemployed respondents with 16 of the 16 outcome statements.*

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 (84.3%) 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 met and exceeded 76.7% for all items except, "I was encouraged to use consumer-run programs" (68.4%). The percent of agreement for items addressing satisfaction with psychiatric rehabilitation services met and exceeded 81.1% for all items. Similar to Figure 2, the 2011 and 2012 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 16.5% of the survey respondents reported that they attempted to get or had been referred for substance abuse services. Of those, 91.2% reported they were able to access substance abuse services.

COORDINATION OF CARE

A majority of survey respondents (90.7%) reported having a primary health care provider. Of those, 33.1% 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 2012 survey (33.0%).

POLICE ENCOUNTERS AND ARRESTS

Most respondents (95.7%) 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, 82.4% reported that police encounters had either been reduced (59.7%) or stayed the same (22.7%).

Figure 3. Satisfaction with Outpatient Mental Health Treatment Services

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2013	2012	2011	2013	2012	2011	2013	2012	2011
I like the services that I received.	86.4	84.6	88.4	5.4	7.5	5.1	8.2	7.9	6.5
If I had other choices, I would still get services from this provider.	82.7	78.8	81.7	5.5	9.1	6.5	11.8	12.1	11.8
I would recommend this provider to a friend or a family member.	84.3	83.2	84.9	4.7	5.9	5.5	11.0	10.9	9.6
The location of services was convenient.	85.4	84.9	89.6	5.6	5.9	2.8	8.9	9.2	7.5
Staff were willing to see me as often as I felt it was necessary.	86.5	85.4	89.9	4.0	6.1	2.8	9.6	8.6	7.3
Staff returned my calls in 24 hours.	79.5	77.3	82.4	6.7	8.1	4.4	13.8	14.6	13.2
Services were available at times that were good for me.	87.9	87.5	91.5	3.9	5.3	3.4	8.2	7.2	5.0
I was able to get all the services I thought I needed.	80.9	81.5	82.0	5.3	5.0	4.0	13.7	13.4	13.9
I was able to see a psychiatrist when I wanted to.	78.0	76.1	82.7	6.1	7.4	4.0	15.9	16.5	13.4
Staff here believe that I can grow, change, and recover.	87.5	87.1	90.0	7.0	7.4	5.6	5.5	5.5	4.4
I felt comfortable asking questions about my treatment and medication.	91.1	92.1	92.4	3.3	3.5	2.1	5.6	4.4	5.5
I felt free to complain.	87.4	86.9	87.5	4.6	4.7	4.3	8.0	8.4	8.2
I was given information about my rights.	91.2	89.9	92.8	2.8	3.2	1.4	6.0	6.9	5.8
Staff encouraged me to take responsibility for how I live my life.	87.8	86.0	89.3	5.6	7.7	4.7	6.6	6.3	6.0
Staff told me what side effects to watch out for.	81.0	79.1	82.7	6.2	8.4	2.8	12.8	12.5	14.5
Staff respected my wishes about who is and is not to be given information about my treatment.	93.9	92.2	96.1	2.7	2.4	1.5	3.4	5.5	2.5
I, not staff, decided my treatment goals.	76.7	74.5	74.2	10.1	14.0	14.2	13.2	11.5	11.6
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	84.9	83.0	88.2	6.9	7.4	4.6	8.2	9.6	7.1
I was encouraged to use consumer-run programs.	68.4	66.3	68.3	10.1	10.8	11.4	21.5	22.9	20.3
Staff were sensitive to my cultural or ethnic background.	83.8	84.3	88.3	9.4	9.3	7.1	6.9	6.4	4.6
Staff respected my family's religious or spiritual beliefs.	89.0	87.1	89.7	8.1	8.8	7.7	3.0	4.1	2.6
Staff treated me with respect.	95.2	93.0	94.9	1.5	2.8	3.3	3.3	4.2	1.8
Staff spoke with me in a way that I understood.	96.3	94.3	95.6	1.8	2.3	2.4	2.0	3.3	2.0

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		
	2013	2012	2011	2013	2012	2011	2013	2012	2011
I like the services that I received.	91.1	86.2	88.7	4.5	5.5	5.2	4.5	8.3	6.1
If I had other choices, I would still get services from this provider.	87.7	80.1	85.7	4.4	12.3	8.0	7.9	7.5	6.3
I would recommend this provider to a friend or a family member.	87.7	84.2	85.0	4.4	4.8	8.0	7.9	11.0	7.1
The location of services was convenient.	88.1	84.2	88.6	5.5	6.2	5.3	6.5	9.6	6.1
Staff were willing to see me as often as I felt it was necessary.	87.1	80.6	92.0	3.5	6.2	2.7	9.5	13.2	5.3
Staff returned my calls in 24 hours.	80.9	73.8	88.5	5.2	8.5	2.7	13.9	17.7	8.8
Services were available at times that were good for me.	88.6	81.5	90.4	5.4	6.8	4.4	5.9	11.6	5.3
I was able to get all the services I thought I needed.	87.9	78.6	83.3	4.0	6.9	8.8	8.0	14.5	7.9
Staff here believe that I can grow, change, and recover.	89.1	85.2	91.2	4.1	9.2	4.4	6.7	5.6	4.4
I felt comfortable asking questions about my rehabilitation.	92.0	87.7	93.9	2.5	4.1	2.6	5.5	8.2	3.5
I felt free to complain.	88.0	77.9	85.2	3.5	9.0	7.8	8.5	13.1	7.0
I was given information about my rights.	94.1	88.4	95.6	1.5	3.4	1.8	4.5	8.2	2.7
Staff encouraged me to take responsibility for how I live my life.	87.9	88.4	93.9	5.1	5.5	2.6	7.1	6.2	3.5
Staff respected my wishes about who is and is not to be given information about my rehabilitation.	93.5	86.9	97.3	1.5	6.9	0.0	5.0	6.2	2.7
I, not staff, decided my rehabilitation goals.	81.1	69.0	82.3	8.7	19.3	11.5	10.2	11.7	6.2
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	87.8	80.7	92.0	5.6	6.9	3.6	6.6	12.4	4.5
I was encouraged to use consumer-run programs.	82.3	79.6	85.0	6.6	7.0	5.3	11.1	13.4	9.7
Staff were sensitive to my cultural or ethnic background.	85.2	84.5	92.7	8.2	9.2	3.6	6.6	6.3	3.6
Staff respected my family's religious or spiritual beliefs.	88.1	86.1	93.6	9.2	9.5	3.7	2.7	4.4	2.8
Staff treated me with respect.	93.0	87.0	93.9	3.0	2.7	4.4	4.0	10.3	1.8
Staff spoke with me in a way that I understood.	96.0	90.4	94.7	1.0	3.4	3.5	3.0	6.2	1.8

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 2012. A total of 2,043 caregivers were successfully contacted to request participation in the survey. Of those contacted, 837 completed the survey for a response rate of 40.9%.

DEMOGRAPHIC CHARACTERISTICS

Table 2 presents demographic characteristics of the children served.

Table 2. Characteristics of Children

Characteristic		%
Gender	Female	37.4
	Male	62.6
Age	1-4	4.8
	5-9	37.6
	10-14	49.8
	15 and older	7.8
Race	Black or African-American	48.6
	White or Caucasian	44.6
	More than one race reported	1.4
	Other	5.3
	Refused/Don't Know	0.1
Ethnicity	Spanish, Hispanic, or Latino	8.5
Education	Currently in school	96.5
	Have repeated a grade	16.5

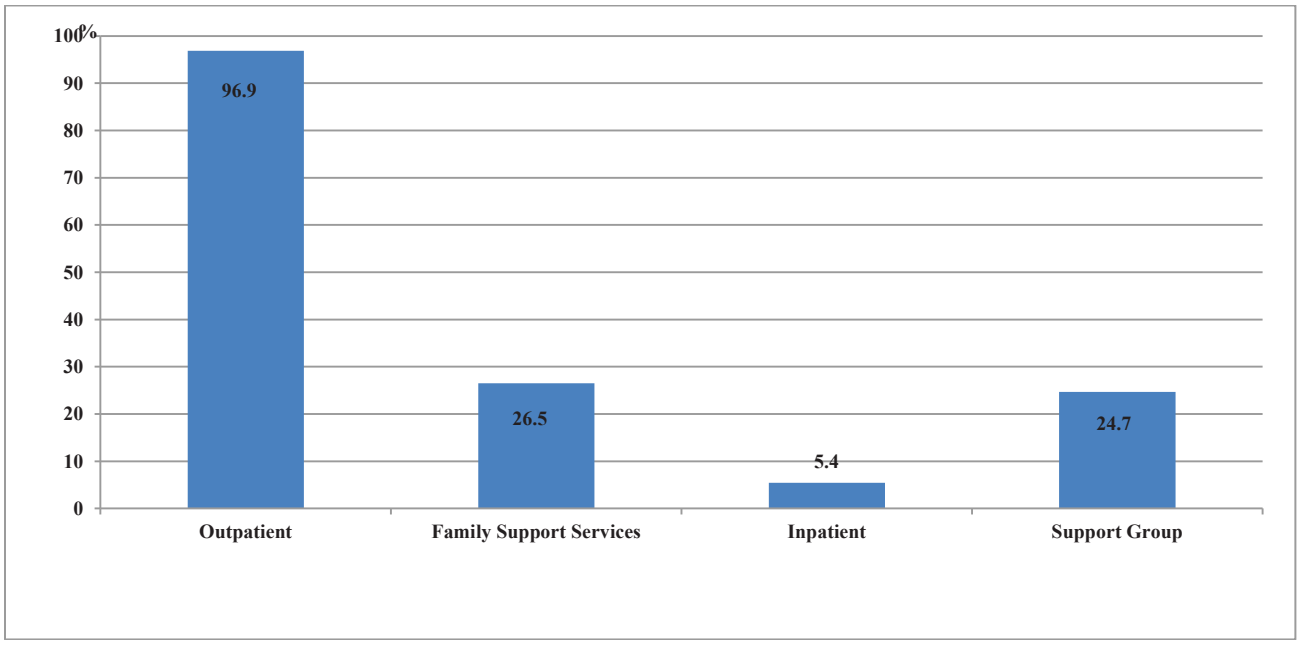
Table 3 presents demographic characteristics of the caregiver respondents of the children served.

Table 3. Characteristics of Caregiver Respondents

Characteristic		%
Gender	Female	89.1
	Male	10.9
Age	20-50	73.6
	51-70	16.8
	71 and older	1.6
	Refused/Don't Know	8.0
Race	Black or African-American	41.1
	White or Caucasian	46.8
	More than one race reported	3.6
	Other	6.8
	Refused/Don't Know	1.7
Ethnicity	Spanish, Hispanic, or Latino	5.4

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 (96.9%) indicated their child had received some type of outpatient mental health treatment service. In addition, 26.5% reported receiving family support services, 5.4% indicated their child had stayed overnight in a hospital for an emotional or behavioral problem, and 24.7% 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 60.3% to 76.5% across child outcome measures, as seen in Figure 6. The 2011 and 2012 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 88.6% to 93.1%.

Figure 6. Outcome Measures

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2013	2012	2011	2013	2012	2011	2013	2012	2011
My child is better at handling daily life.	69.1	66.1	65.8	19.1	18.9	18.9	11.9	15.0	15.3
My child gets along better with family members.	70.4	68.6	65.2	18.4	19.2	20.1	11.2	12.1	14.7
My child gets along better with friends and other people.	72.8	67.8	64.2	17.6	19.4	21.0	9.6	12.8	14.9
My child is doing better in school and/or work.	68.5	66.4	66.4	16.6	16.3	17.9	14.9	17.3	15.8
My child is better able to cope when things go wrong.	61.2	56.7	54.9	20.6	21.2	23.5	18.2	22.1	21.6
I am satisfied with our family life right now.	76.5	73.1	67.1	11.0	12.9	17.2	12.5	14.0	15.7
My child is better able to do things he or she wants to do.	74.7	71.7	71.0	14.4	17.5	16.8	10.9	10.9	12.2
My child is better able to control his or her behavior.	60.3	57.4	56.4	19.3	20.4	19.7	20.4	22.2	23.9
My child is less bothered by his or her symptoms.	64.1	60.0	59.5	18.2	20.2	20.1	17.7	19.8	20.3
My child has improved social skills.	71.0	68.6	65.6	15.6	16.8	19.5	13.3	14.6	14.9
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.	88.6	85.8	84.1	6.5	9.4	9.7	4.9	4.8	6.1
I have people that I am comfortable talking with about my child's problems.	91.4	89.3	89.0	3.8	5.2	5.3	4.9	5.5	5.8
In a crisis, I would have the support I need from family or friends.	90.2	88.6	88.2	4.8	6.4	5.4	5.0	5.0	6.4
I have people with whom I can do enjoyable things.	93.1	90.9	91.4	3.4	5.6	4.4	3.5	3.6	4.2

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 (85.3%) 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 76.3% for all items. Likewise, the percent of agreement for items addressing family support services satisfaction equaled or exceeded 78.2% for all items. 2011 and 2012 survey results are provided in Figures 7 and 8 for comparison purposes.

REFERRAL AND ACCESS TO SUBSTANCE ABUSE SERVICES

Only 4.1% of the caregiver respondents reported that their child had attempted to get or had been referred for substance abuse services. Of those children, 80.0% of caregiver respondents reported that they were able to access substance abuse services.

COORDINATION OF CARE

A majority of caregiver respondents (99.4%) reported that their child has a primary health care provider, and a majority of caregiver respondents (90.7%) reported that their child had seen their primary care provider in the previous year. Over one-third (35.7%) 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 response is similar to the response from the 2011 survey (33.7%).

POLICE ENCOUNTERS AND ARRESTS

Most caregiver respondents (92.4%) 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, 66.7% reported that those police encounters had either been reduced (46.2%) or stayed the same (20.5%).

Figure 7. Satisfaction with Outpatient Mental Health Treatment Services

Statement	Strongly Agree/Agree			Neutral			Strongly Disagree/Disagree		
	2013	2012	2011	2013	2012	2011	2013	2012	2011
Overall, I am satisfied with the services my child received.	85.6	81.9	85.7	6.8	10.1	5.9	7.6	8.0	8.4
I helped choose my child's services.	89.0	86.1	87.5	3.9	6.0	4.6	7.1	7.9	7.9
I helped choose my child's treatment goals.	89.9	88.4	87.3	4.0	6.0	6.1	6.1	5.6	6.6
The people helping my child stuck with us no matter what.	86.1	82.9	83.5	4.9	6.7	6.7	9.0	10.4	9.8
I felt my child had someone to talk to when he/she was troubled.	87.4	85.7	86.6	6.2	7.6	6.6	6.3	6.7	6.8
I participated in my child's treatment.	95.1	94.9	96.3	1.7	2.2	1.8	3.1	2.8	1.9
The services my child and/or family received were right for us.	85.5	84.8	83.0	7.3	8.7	9.2	7.3	6.6	7.8
The location of services was convenient for us.	87.3	87.1	84.4	5.8	5.0	5.4	6.8	7.9	10.1
Services were available at times that were convenient for us.	85.8	86.7	85.4	4.5	5.4	5.6	9.8	7.9	8.9
My family got the help we wanted for my child.	82.7	80.9	79.5	6.9	9.5	10.4	10.4	9.6	10.2
My family got as much help as we needed for my child.	76.3	72.7	72.9	9.5	12.4	11.1	14.2	15.0	16.0
Staff treated me with respect.	96.4	95.2	95.5	2.4	3.0	1.9	1.2	1.8	2.6
Staff respected my family's religious or spiritual beliefs.	94.8	95.7	96.0	4.6	3.6	3.3	0.5	0.7	0.8
Staff spoke with me in a way that I understood.	98.0	97.2	96.8	1.0	1.7	1.4	1.0	1.1	1.8
Staff were sensitive to my cultural or ethnic background.	94.1	94.8	93.7	5.1	3.6	4.2	0.8	1.6	2.2
I felt free to complain.	93.7	92.9	92.5	2.8	3.1	3.9	3.5	4.0	3.6

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		
	2013	2012	2011	2013	2012	2011	2013	2012	2011
Overall, I am satisfied with the services my child received.	87.5	84.6	86.7	4.2	7.5	6.2	8.3	7.9	7.1
I helped choose my child's services.	88.8	89.4	86.7	1.9	5.9	6.7	9.3	4.7	6.7
I helped choose my child's service goals.	91.6	90.9	91.1	2.3	4.0	5.8	6.0	5.1	3.1
The people helping my child stuck with us no matter what.	88.9	86.3	86.6	2.8	4.7	5.4	8.3	9.0	8.0
I felt my child had someone to talk to when he/she was troubled.	90.6	87.2	87.6	2.3	3.6	7.1	7.0	9.2	5.3
I participated in my child's services.	94.9	97.6	94.7	1.4	0.8	3.5	3.7	1.6	1.8
The services my child received were right for us.	88.4	86.5	85.4	2.8	9.5	6.2	8.8	4.0	8.4
The location of services was convenient for us.	89.8	88.2	89.7	1.9	3.9	4.0	8.4	7.8	6.3
Services were available at times that were convenient for us.	87.5	85.4	88.8	3.7	5.1	4.0	8.8	9.4	7.1
My family got the help we wanted for my child.	84.3	81.1	82.6	4.1	9.4	7.6	11.5	9.4	9.8
My family got as much help as we needed for my child.	78.2	77.9	78.1	7.4	10.7	7.6	14.4	11.5	14.3
Staff treated me with respect.	96.3	96.4	96.4	1.9	2.4	3.1	1.9	1.2	0.4
Staff respected my family's religious or spiritual beliefs.	95.5	96.5	94.8	4.0	3.1	5.2	0.5	0.4	0.0
Staff spoke with me in a way that I understood.	99.1	96.5	97.3	0.5	2.0	2.2	0.5	1.6	0.4
Staff were sensitive to my cultural or ethnic background.	97.5	97.0	95.3	2.5	1.7	4.2	0.0	1.3	0.5
I felt free to complain.	93.3	93.2	91.1	1.9	3.2	6.2	4.8	3.6	2.7

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 thirteenth 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 2012. 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 3,176 adult consumers who were successfully contacted and asked to participate, 1,036 completed the telephone interview for a response rate of 32.6%. Of the 2,043 caregivers who were successfully contacted and asked to participate in the survey; 837 completed the telephone interview for a response rate of 40.9%.

Both adults and caregivers were satisfied overall with the mental health services they or their children received: 84.3% of adults and 85.3% 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 77.0% of adults responded positively for 21 of the 23 survey items (range 68.4% to 96.3%). Regarding satisfaction with specific aspects of psychiatric rehabilitation services, over 82.0% of adults responded positively for 19 of the 21 survey items (range of 80.9% to 96.0%). Regarding satisfaction with specific aspects of outpatient mental health treatment services for children, over 82.0% of caregivers responded positively for 15 of the 16 survey items (range of 76.3% to 98.0%). Regarding satisfaction with specific aspects of family support services for children, over 84.0% of caregivers responded positively for 15 of the 16 survey items (range of 78.2% to 99.1%).

Responses to the 16 adult survey items that assess outcomes of care ranged from 55.3% to 77.7% agreement. Responses to the 10 caregiver survey items that assess outcomes of care for children ranged from 60.3% to 76.5% agreement. Over 88.0% 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

Gayle Jordan-Randolph, M.D., 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

The services and facilities of the Maryland Department of Health and Mental Hygiene (DHMH) are operated on a non-discriminatory basis. This policy prohibits discrimination on the basis of race, color, sex, or national origin and applies to the provisions of employment and granting of advantages, privileges, and accommodations.

The Department, in compliance with the Americans with Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from DHMH services, programs, benefits, and employment opportunities.