

**Aggregate Day Treatment
Consumer Satisfaction Report, 2003**

Consumer Quality Initiatives, Inc.

Consumer Quality Initiatives (CQI)

CQI's written mission is to "give consumers a greater voice and an integral role in evaluating the effectiveness of their [our] treatment" through "fair, honest and balanced" reports on consumers' satisfaction and their perceptions of quality. CQI provides a forum for the consumer voice through 30-minute confidential interviews with MassHealth clients. This mission also permits CQI "to hope to initiate changes to improve the system for all, consumers and providers alike." Through small group discussions about data among consumers, providers and health care authorities, CQI is beginning to bridge information gaps and establish a common understanding of quality and mental health.

Table of Contents

EXECUTIVE SUMMARY	4
SURVEY METHODOLOGY	5
INTERVIEWING PROTOCOL	5
THE INSTRUMENT	5
ASSESSING SATISFACTION	5
SITE DESCRIPTION	6
SITE DETAILS	6
RESPONDENT DEMOGRAPHICS	7
KEY TRENDS	8
OVERALL SATISFACTION	8
ACCESS TO SERVICES	9
<i>Transportation</i>	9
<i>Location</i>	9
<i>Hours</i>	9
<i>Access to Staff</i>	9
<i>Access to Information</i>	9
<i>Crisis Services</i>	9
APPROPRIATENESS OF SERVICES	9
<i>Groups and Daily Activities</i>	9
<i>Food and Cleanliness</i>	10
<i>Relationships with Staff</i>	10
<i>Treatment</i>	10
<i>Connections to Community</i>	10
<i>Special Needs</i>	10
OUTCOMES OF SERVICES	11
RESPONDENTS' REPORTS OF PROGRAM'S EFFECTS ON THEIR LIVES	11
RESPONDENTS' RECOMMENDATIONS FOR CHANGING PROGRAM	12
DISCUSSION	13
CQI COMMENDATIONS	15
CQI RECOMMENDATIONS	15

Interviewing Protocol

CQI interviewers conducted 20 to 30-minute interviews with clients of 6 different day treatment programs in Massachusetts during scheduled visits to the program's offices. The interviewers were consumers of mental health services or family members of consumers who had received extensive training in interview techniques. Because of their personal experiences with mental illnesses, the interviewers often were able to build a rapport with respondents that would not have been possible otherwise. This rapport helped the interview respondents speak openly and honestly about their treatment experiences.

The Instrument

The CQI day treatment survey consists of 58 items. Fifty-two of the questions allow individuals to respond using scales with two or four points. (Some scales also contained an additional point with a "not applicable" ("n/a") or "not sure" label.) The questions with two-point scales required individuals to respond "yes" or "no."

The four-point scales used varied a bit, as shown below:

1	2	3	4
Poor	Fair	Good	Excellent
Never	Sometimes	Often	Always
Worse	Same	Better	Much Better
Strongly Disagree	Disagree	Agree	Strongly Agree

The instrument provided opportunities for respondents to explain their thoughts and opinions. Interviewers used space provided on the survey to note any comments made by respondents about the items with scales. In addition, four open-ended questions allowed respondents to describe the benefits received from the program as well as any recommendations for improving the program. Interviewers recorded comments and responses to open-ended questions using respondents' own words as much as possible, although longer responses were sometimes paraphrased.

Assessing Satisfaction

The following pages describe the results of CQI's consumer satisfaction survey at the 6 day treatment programs. For items using four-point scales, responses on the first and second scale points were considered markers of dissatisfaction, and responses on the third and fourth points were considered markers of satisfaction. These results also include many of the respondents' comments and responses to open-ended questions in *italics*.

To assess satisfaction for a particular item with a four-point scale, CQI staff totaled the number of responses on the scale's third and fourth point, then divided that number by the total number of responses responded to the item to obtain a percentage. Of course, not all respondents provided answers to all items. Those failing to respond or those providing answers such as *n/a* or *not sure* were not included in the total number of responses for the percentage calculations. (Percentage calculations were rounded to the nearest whole number percent; therefore, some percentages may add up to slightly more or slightly less than 100%.) Items that were not answered by all survey participants are noted in the results that follow.

4	Respondent Demographics
----------	--------------------------------

CQI interviewed a total of 102 respondents at the 6 day treatment programs. Respondents were asked various questions regarding their background. The results are listed in the table below:

Demographic	
Age (N=99)	
Mean	43 years
Median	43 years
Range	19 – 64 years
Gender (N=101)	
Male	41%
Female	59%
Race (N=98)	
Caucasian/White	87%
Native American/American Indian	1%
African American/Black	4%
Multiracial	4%
Hispanic	3%
Not sure	1%
Hispanic Ethnicity (N=100)	9%
Language (N=100)	
English	98%
Spanish	2%
Supported Housing with MH Services (N=81)	
Yes	32%
No	68%
Housing Situation (N=84)	
Live alone	36%
Spouse/significant other	6%
Live with family	25%
Live in group home/nursing home	18%
Live with roommates	6%

Demographic	
No stable address	2%
Other	7%
<i>Work Status (N=99)</i>	
Working for pay full-time	1%
Working for pay part-time	8%
Working for pay, temporary f/t	1%
Working for pay, temporary p/t	2%
Not working for pay	85%
Decline to answer	3%
<i>Relationship Status (N=100)</i>	
Single	68%
Married	6%
Divorced	19%
Separated	4%
Widowed	2%
Other (engaged)	1%
<i>Respondents with Children (N=100)</i>	46%
<i>Primary Psychiatric Diagnosis (N=100)</i>	
Bipolar disorder	33%
Major depression	15%
Schizoaffective disorder	16%
Schizophrenia	12%
Adjustment disorder	5%
Personality disorder	2%
Anxiety disorder	2%
PTSD	8%
I don't know	5%
Decline to answer	1%
Other (ADHD)	1%
<i>Primary Source of Emotional Support (N=99)</i>	
Family/Significant other	42%
Legal guardian	10%
Case manager	7%
Therapist	20%
No one other than self	3%
Decline to answer	1%
Other	16%
<i>Highest Level of Education Completed (N=97)</i>	
8 th grade or less	14%
Some high school (did not graduate)	9%
High school graduate/GED recipient	36%
1-3 years of college	27%
College graduate	8%
Decline to answer	2%
Other	3%
<i>Quality of Physical Health (N=100)</i>	

Demographic	
Poor	10%
Fair	36%
Good	36%
Very Good	6%
Excellent	12%

Respondents also informed interviewers about the length of time they had attended the program, as well as information about the type of insurance coverage they had.

Program-Related Information	
<i>Length of Time Attending Program (N=100)</i>	
Mean	30 months
Median	12 months
Range	2 weeks– 20 yrs
<i>Health Insurance (N=100)</i>	
MassHealth MBHP	34%
Medicaid/Fee-for-service	61%
MassHealth HMO	5%

5	Key Trends
----------	-------------------

Overall Satisfaction

The following table shows respondents' ratings of their overall satisfaction with the program's services:

Satisfaction-Related Issue	1	2	3	4	N	Scale	Ques.
Respondent's rating of program's care over last four weeks	1%	3%	29%	67%	101	Poor (1) – Excellent (4)	16
Respondents who would recommend program		2%	98%		101	No (2) – Yes (3)	17

Access to Services

Respondents were asked several questions about their satisfaction with various aspects of the program and their access to staff.

Access-Related Issue	1	2	3	4	N	Scale	Ques.
<i>Transportation</i> to/from program	10%	14%	39%	36%	69	Poor (1) – Excellent (4)	1a
<i>Location</i> of program	3%	9%	45%	43%	102	Poor (1) – Excellent (4)	1b
<i>Hours</i> program is open	2%	7%	46%	45%	102	Poor (1) – Excellent (4)	1c
<i>Access to Staff</i>							
Ease of bringing concerns to staff	3%	5%	35%	56%	62	Poor (1) – Excellent (4)	6b2
Ability to get counselor to talk during program hrs.	5%	7%	26%	62%	99	Never (1) – Always (4)	11a
<i>Access to Information</i>							
Familiarity with procedure for reviewing records		51%	49%		100	No (2) – Yes (3)	10
Ability to get program-related info over phone	3%	7%	28%	62%	29	Never (1) – Always (4)	11b2
<i>Crisis Services</i> : Ability to get crisis services when needed	0%	4%	20%	76%	51	Never (1) – Always (4)	11c2

Appropriateness of Services

Interviewers also asked respondents to rate their satisfaction with the appropriateness of the various services offered by the program:

Service-Related Issue	1	2	3	4	N	Scale	Ques.
<i>Groups and Daily Activities</i>							
Groups offered at program	0%	7%	40%	53%	102	Poor (1) – Excellent (4)	2b
Daily activities offered at program	1%	11%	61%	27%	99	Poor (1) – Excellent (4)	2c
<i>Food and Cleanliness</i>							
Food offered at program	5%	16%	56%	23%	80	Poor (1) – Excellent (4)	2a
Cleanliness of program facilities	2%	15%	46%	37%	100	Poor (1) – Excellent (4)	2d
<i>Relationships with Staff</i>							
Resp. treated w/ dignity & respect by counselor	0%	3%	13%	84%	101	Never (1) – Always (4)	12a

Service-Related Issue	1	2	3	4	N	Scale	Ques.
Resp. treated w/ dignity & respect by group leader(s)	1%	1%	17%	81%	101	Never (1) – Always (4)	12b
Resp. treated w/ dignity & respect by receptionist(s)	0%	4%	15%	81%	98	Never (1) – Always (4)	12c
Resp. treated w/ dignity & respect by HRO	0%	5%	0%	95%	38	Never (1) – Always (4)	12d3
Staff support efforts to grow, change, and recover	1%	0%	34%	65%	100	Strongly disagree (1) - Strongly agree (4)	15
<i>Treatment</i>							
Staff's efforts to bring out strengths and skills in resp.	1%	4%	26%	69%	101	Poor (1) – Excellent (4)	3
Staff's efforts in past 4 wks. to involve resp. in tx plans, goals	2%	7%	39%	52%	101	Poor (1) – Excellent (4)	4
Staff's efforts in past 4 wks. to involve others in tx.	7%	11%	57%	25%	28	Poor (1) – Excellent (4)	5b
Resp.'s ability to refuse unwanted services/tx.	8%	15%	23%	54%	26	Never (1) – Always (4)	13b
<i>Connections to Community</i>							
Staff's efforts in past 4 wks to prepare resp for emplmnt/educ	11%	18%	38%	34%	56	Poor (1) – Excellent (4)	7b
Staff encouraged resp. to use consumer-run programs		43%	57%		99	No (2) – Yes (3)	9a

Outcomes of Services

Respondents rated the degree of improvement in certain areas of their lives since they first came to their respective day treatment programs:

Outcome	Worse	Same	Better	Much Better	N	Ques.
Confidence to deal with daily problems	1%	10%	41%	48%	100	14a
Ability to prevent a crisis	1%	20%	42%	38%	101	14b
Ability to hold job or volunteer position	4%	46%	35%	15%	98	14c
Involvement in work, school, daily activities	2%	26%	44%	28%	100	14d