

# **Outpatient Aggregate Report 2006**

**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.

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## Sample Demographics

Three hundred and thirty-three (N=333) respondents at 14 outpatient clinics in Massachusetts.

Mean/Median <b>length of time attending clinic</b> (at time of interview)	<b>58/36 months</b>
Mean/Median <b>age of respondents</b>	<b>43/43 years</b>
Percent <b>male/female</b>	<b>40%/60%</b>

## Summary of Findings

### Key Areas of Highest Satisfaction

- **Client/staff relationships:** The vast majority of respondents felt that staff treated them with respect and courtesy either “usually” or “always”, with 99% satisfied with their counselor, 95% satisfied with the receptionist, 95% satisfied with their group leader, and 94% satisfied with their psychiatrist.
- **Treatment planning:** Most respondents were satisfied with their counselor’s efforts to involve them in treatment planning (93%), with his/her understanding of their treatment goals (93%), and with his/her ability to bring out their strengths and skills (91%).
- **Hours:** 94% of respondents were satisfied with the hours that services were available.
- **Specific treatment issues addressed:** 92% of respondents felt staff had addressed their drug/alcohol problems and their trauma histories.
- **Confidentiality respect:** 96% of respondents felt staff had kept their private information confidential “always.”

### Key Areas of Lowest Satisfaction

- **Information:** 56% of respondents reported that the clinic had provided them with information about treatments other than medications, 56% had been told about self-help/support groups and 47% were aware of the process to review their records. 81% were satisfied with the information they received about their medications.
- **Vocational support:** 59% of respondents were satisfied with staff’s efforts to prepare them for vocational opportunities and 74% were satisfied with staff’s efforts to refer them to vocational programs.
- **Crisis services:** 77% of respondents were able to get crisis services when they desired and 82% were able to get an appointment right away when desired.
- **Communication:** 79% of respondents felt comfortable raising issues/concerns about their treatment with the clinic/staff.
- **Waiting Area:** 81% of respondents were satisfied with the comfort of the waiting areas.

<b>2</b>	<b>Survey Methodology</b>
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### Interviewing Protocol

CQI interviewers conducted 15 to 20-minute interviews with clients of 14 different outpatient clinics 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 outpatient survey instrument consists of 49 quantitative and 4 qualitative questions, as well as 20 demographic questions (Appendix A). Most quantitative questions allow individuals to respond using a four point scale; three variations of the scale are shown below. (Some scales also contained an additional point with a “not applicable” (“n/a”) or “not sure” option.) Seventeen questions had a two-point, yes or no, response option. Interviewers also recorded respondent’s comments to some of the quantitative questions to allow for better interpretation of these variables.


<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Poor	Fair	Good	Excellent
Never	Sometimes	Usually	Always
Worse	Same	Better	Much Better

In addition to the quantitative questions, four open-ended questions were asked throughout the interview. Interviewers recorded responses to open-ended questions using respondents’ own words as much as possible, though longer responses were sometimes paraphrased.

### Reporting Data

Below is an example of how responses are reported for the quantitative section of the survey instrument. We have included a discussion section following, which describes the comments respondents gave in this section of the survey.

*The percentages for each response category are listed under the variable label. The total number of respondents for this question is 14 (N).*

  
**SAMPLE TABLE**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>N</b>
	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Excellent</b>	
Svcs received at clinic in last 12 mos	7%	7%	57%	29%	14

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## Respondent Demographics

CQI interviewed a total of 333 respondents at 14 outpatient clinics across Massachusetts.

<b>Age (N=328)</b>		<b>Primary Language (N=331)</b>	
Mean	43 yrs	English	97%
Median	43 yrs	Spanish	2%
Range	18-74 yrs	French, Other	<1%
<b>Gender (N=332)</b>		<b>Housing Situation (N=327)</b>	
Male	40%	Live alone	39%
Female	60%	Live with spouse/significant other	10%
<b>Race (N=331)</b>		Live with family	27%
African American/Black	10%	Live in group home/nursing home	8%
Asian/Pacific Islander	<1%	Live in supported housing	2%
Caucasian/White	79%	Live with roommates	6%
Native American	2%	No stable address	5%
Multiracial	3%	Other	3%
Other	6%	<b>Education Completed (N=327)</b>	
<b>Ethnicity (N=329)</b>		8 <sup>th</sup> Grade or less	6%
Hispanic/ Latino	7%	Some high school	17%
<b>Health Insurance (N=329)</b>		High school graduate / GED	33%
MassHealth: Partnership	39%	1-3 years of college	34%
MassHealth : HMO	12%	College graduate (4 years)	7%
MassHealth: Fee for Service	49%	Advanced degree	3%
<b>Physical Health (N=329)</b>		<b>Relationship Status (N=327)</b>	
Poor	11%	Single/ Never Married	58%
Fair	38%	Married	15%
Good	42%	Divorced or Separated	22%
Excellent	10%	Widowed	2%
<b>Work Status (N=328)</b>		Other (Significant Other)	2%
Working for pay: full-time	4%	<b>Respondents with Children (N=328)</b>	
Working for pay: part-time	13%	Living with them at least part time	25%
Volunteer work	5%	<b>DMH Client (N=327)</b>	
Not working for pay	78%	Yes	28%
Other	1%	No	67%
		Unsure/ Don't Know	5%

Respondents also informed interviewers about the length, frequency and type of services they received at the clinic, as well as information about the type of insurance coverage they had.

<b>Clinic-Related Information</b>	
<b><i>Length of Time Attending Clinic (N=319)</i></b>	
Mean	58 months
Median	36 months
Range	1–444 months
<b><i>Frequency of Clinic Attendance (N=328)</i></b>	
Once a week	42%
More than once a week	11%
Once every two weeks	20%
More than once every two weeks	5%
Once a month	11%
More than once a month	4%
Other	6%
<b><i>Clinic Services Respondents Use (N=327)</i></b>	
Individual therapy	82%
Couples therapy	3%
Family therapy	11%
Group therapy	18%
Medication management services	75%
Other	7%

**4****Key Trends****Overall Satisfaction**

Interviewers asked respondents to rate the overall care they received at the clinic as well as whether or not they would recommend the clinic:

	Poor	Fair	Good	Excellent	N
Overall services provided	1%	6%	38%	55%	326
	Not at all	A little	Somewhat	A lot	
How much been helped by counseling at clinic	2%	7%	25%	67%	326
	No	Yes			
Recommend this clinic	4%	96%	323		

**Access to and Appropriateness of Services**

Interviewers also asked respondents to rate their experience with the following aspects of care and services offered by the clinic:

Location	Poor	Fair	Good	Excellent	N
Convenience of clinic's location	2%	9%	49%	40%	331
Transportation provided by clinic	5%	5%	59%	32%	41
Appointments					
Comfort of waiting area	5%	15%	61%	20%	331
Hours appointments are available	2%	5%	51%	43%	333
Groups					
Groups	0%	7%	47%	45%	55
Treatment Planning					
Staff efforts to involve respondent in treatment decisions	2%	5%	38%	55%	324
Staff efforts to involve family in respondent's treatment	5%	9%	42%	44%	110
Counselor's ability to bring out strengths and skills	2%	6%	42%	49%	324
Assistance/Referrals					
Efforts to prepare for employment, education or other vocational goals	17%	24%	41%	18%	142

Efforts to help set up vocational/employment programs	15%	11%	47%	27%	175
<b>Informed Consent</b>					
Info received about benefits, risks, side effects of meds	8%	11%	42%	39%	288
		<b>No</b>	<b>Yes</b>		<b>N</b>
Given information about treatments other than medications		44%	56%		326
Told about self-help or support groups (12 step programs)		44%	56%		327
Given information about rights as a client		18%	82%		325
Aware of process to see records		53%	47%		322
<b>Access to Services</b>					
	<b>Never</b>	<b>Sometimes</b>	<b>Usually</b>	<b>Always</b>	<b>N</b>
How often got appointment for counseling as soon as wanted	2%	9%	34%	55%	283
How often saw counselor when needed counseling right away	7%	12%	29%	53%	146
How often wait more than 15 minutes past appt. time	56%	33%	6%	5%	324
How often did you get help with crisis svcs when wanted	6%	17%	27%	50%	106
<b>Staff Relationships</b>					
	<b>Never</b>	<b>Sometimes</b>	<b>Usually</b>	<b>Always</b>	<b>N</b>
<b>Treated with respect and courtesy by:</b>					
Psychiatrists	3%	3%	8%	86%	287
Therapist/clinician/counselor	0%	1%	7%	92%	306
Receptionist	0%	5%	12%	83%	329
Group Leaders	0%	4%	15%	80%	46
Counselor understood what your treatment goals are	2%	7%	25%	67%	326
<b>Coercion</b>					
Able to refuse unwanted services or treatment	6%	10%	6%	79%	180
<b>Confidentiality</b>					
Staff reveal any info to others that should have been private	96%	2%	1%	1%	323
<b>Concerns/Complaints</b>					
How often felt comfortable raising issues/concerns to staff	4%	16%	18%	61%	278
How often concern taken seriously by staff	5%	6%	22%	67%	245
<b>Assistance with specific issues</b>					
		<b>No</b>	<b>Yes</b>		<b>N</b>
Trauma history addressed		8%	92%		229
Substance Abuse issues addressed		8%	92%		157

Domestic violence situation addressed	18%	82%	119
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**Outcomes of Services**

Respondents rated the degree of improvement in certain areas of their lives since beginning to receive services at the clinic.

Outcome	Worse	Same	Better	Much Better	N
Mental Health	5%	18%	51%	27%	327
Ability to cope when things go wrong	4%	20%	53%	24%	324
Involvement in daily life outside of the clinic	7%	24%	48%	21%	328
Ability to hold a job or volunteer position	11%	43%	31%	15%	272
Relationships with friends/family	3%	35%	37%	25%	316