

MEMORANDUM

TO: LMHA Executive Directors
 PNP Agency Directors
 QI Directors
 Agency's Coordinators for the DMHAS Consumer Survey Initiative

FROM: Eva Vavrousek-Jakuba, Sc.D.

DATE: August 13, 2004

SUBJECT: DMHAS Consumer Survey FY04 – Results

Thank you for your co-operation in the implementation of the FY04 DMHAS consumer survey. The state-wide analysis of the DMHAS Consumer Survey for FY04 has been completed and the aggregate results will soon be posted on the DMHAS Consumer Survey Home Page (<http://www.dmhas.state.ct.us/QMI/consumersurvey.htm>).

Consumer Survey Process

As you recall, agencies gathered surveys from consumers between November, 2003 and March, 2004. Agencies entered the consumer survey responses into the Data Entry and Report Writing Tool provided by DMHAS. This tool provided a data entry mechanism with automated reports based on the responses entered. These reports were printed out by agencies and sent to the Office of the Commissioner at DMHAS. Additionally, the raw data was submitted electronically to allow for statewide analyses. We hope that the reports have provided a basis for discussion around strengths and challenges reported by consumers and will inform agency initiatives to strengthen the services provided to individual in recovery.

State Wide Results

Overall it appears that people are quite pleased with the services they are receiving. The provider community collected satisfaction data from about 10,000 clients receiving MH services and from over 8,000 clients who received substance abuse treatment services during the last fiscal year. The overall statewide FY04 satisfaction data for each domain are summarized in the Table.

	General Satisfaction*	Access*	Participation in Treatment Planning*	Quality and Appropriateness*	Outcomes*	Respect for client's wishes*
MH	90.2% ¹ 10,747 ²	87.0% 10,599	88.8% 10,463	88.1% 10,432	78.3% 10,309	87.0% 9,860
SA	87.0% 8,430	80.5% 8,196	87.6% 8,307	86.5% 8,344	84.4% 8,181	86.1% 8,091

*The 95% confidence interval for the estimates of the satisfaction on a statewide level in FY04 is +/- 1%.

¹ Percent positive responses

² N used for analysis

In general, the statewide satisfaction with MH services was somewhat higher than that with SA treatment services. The exception is the satisfaction of clients with their Outcomes: there are about 6% more clients in the SA treatment services that reported being satisfied with their Outcomes than among the clients receiving MH services.

Compared to the previous year's state-wide data, the percentage of people satisfied in general or satisfied with the Access, Participation in treatment planning, Quality and appropriateness of services, or with Outcomes has held about the same or increased slightly (over 2% in domains of the Access and Outcomes). Among the SA service sector clients, however, the mean satisfaction scores for the domain of Access and the domain of Quality and appropriateness decreased by over 2% from the previous year (see the graph on the home page: "[DMHAS Consumer Survey FY04 – Comparison of state wide results to previous years](#)").

Details of Results

The other three reports (see attachments) being posted on the Home Page are:

1. "[Consumer Survey FY04: Results – Summarized by Service Type \(MH or SA\) and Services \(Levels of Care\)](#)"
2. "[Consumer Survey FY04: Results - Summarized by Service Type and Region](#)"
3. "[Consumer Survey FY04: Results - Summarized by Service Type, Region, and Agency](#)"

Explanation of how to read/ interpret these reports are included in a one page document that will be posted on the website. We have also enclosed that description along with this letter.

Using the Results

As you will see the last report on the list includes aggregate results for each survey domain for each reporting group, and these groups are identified by agency name. There are several points to keep in mind as you look at that report.

- The report provides a tool for an agency to use to see how its results compare with statewide averages.
- An agency may also find it informative to compare agency results with results of surveys from previous fiscal years and to compare results among domains within a given fiscal year.
- Consumer surveys are, by their nature, not precise measures. Differences of a few percentage points between reporting clusters or between agencies may well **not** represent a significant difference in satisfaction, either in the statistical sense or in real-world meaning.
- Note that in order to keep agency sample sizes manageable, the survey design tolerated a somewhat large confidence interval for agency-level results (about +/-7%).
- Agencies differ in the sampling and data-collection methods they use, and these and other factors can influence the aggregate results.

You should remember that while many DMHAS funding contracts include a performance measure that calls for at least 75% of respondents to rate services positively in each domain of the consumer survey, DMHAS uses results on this measure (and other measures) in a collaborative process with providers with the aim of improving services. If results should fall below that benchmark, that does not automatically trigger sanctions; rather it leads to consultations between DMHAS staff and the provider to understand the meaning of the results and to ascertain what actions, if any, the provider should take in response. Of course, a provider may also wish to get additional input from consumers in order to clarify the finding.

Program-level Analyses

This year's Data Entry and Report Writer Tool has been designed to aggregate the survey data on a "reporting group" level rather than on a program level. Nevertheless, it is possible to obtain results by program if your agency desires. The instructions for how to do so will be posted on the website.

Ahead for FY05

As you may be aware, DMHAS plans to incorporate a few recovery-oriented questions on the FY2005 survey instrument. The analysis of the pilot study is not yet complete and thus we are not able to post the next year's survey instrument at this time. The QMI unit at the DMHAS Office of the Commissioner aims to post the requirements and other information that you will need to complete the FY05 survey process by early fall. Please consult the Home Page on the web in late September or early October for any updates to the FY05 process.

It is unclear who will be the lead person at the QMI Division at the Office of the Commissioner on the consumer survey project for FY05. I am retiring as of August 1, 2004. Until a new person is selected, please direct all inquiries about the FY05 to Dr. Roger Adams (860-418-6770; Roger.Adams@po.state.ct.us).

Have a great summer and do not forget to check the DMHAS Consumer Survey Home Page later in the fall for the instructions for the FY05.