2008 CONSUMER SATISFACTION SURVEY

New Mexico Behavioral Health Purchasing Collaborative
What this project is

- An annual effort to determine satisfaction of NM consumers with State-funded behavioral health services
- A collaborative effort of the Medical Assistance; Behavioral Health Services, Human Services; Children, Youth & Families Departments; the Office of Consumer and Family Engagement and ValueOptions NM
More about the survey -

The Project surveys families and consumer with regard to their satisfaction with the behavioral health care they received from ValueOptions during the first six months of FY08. Over 1516 adults, family members and youth were randomly selected and participated in interviews (telephone and in person)
This effort is guided by consumer and family leadership who make up the majority of the membership of the Project’s Steering Team.

The survey is conducted by trained consumer or family surveyors.
Why we do it

- Gather valuable information about how consumers and families view behavioral health services in NM.
- Provide input to insure the quality improvement process
- Fulfill federally mandated data reporting
What the survey measures

Statewide and regional findings are organized and analyzed around the domains of:

- **Access** - Entry into behavioral health services is quick, easy, and convenient
- **Appropriateness** - Services are individualized to address a consumer’s strengths and needs, cultural context, preference, and recovery goals
- **Satisfaction** - Adults, youth, children, and families are generally happy with the services they are provided
- **Effectiveness** - The extent to which services provided to individuals with behavioral health needs has a positive or negative effect on their well-being, life circumstances, and capacity for self-management and recovery
- **Empowerment** - The perception by consumers and families that they have more control of their situations, and the available encouragement, support, and techniques offered by the provider
What we do with it

Collected data is analyzed in the five domains in order to determine ways in which to improve behavioral health services to New Mexico consumers (Adults, Families, and Youth).

The findings of this survey will be presented to ValueOptions NM to assist them in improving behavioral health care in New Mexico.
Highlights

*Adults
There were 738 adult respondents in this survey Statewide. They were White, African American, Hispanic, Native American and Other Ethnic groups. They were male and female and received 8 different kinds of services.
Access

- 88% of responses were positive
- 12% of responses were negative
<table>
<thead>
<tr>
<th>Access</th>
<th>Appropriateness</th>
<th>Satisfaction</th>
<th>Effectiveness</th>
<th>Empowerment</th>
</tr>
</thead>
</table>

**Appropriateness**

- 88% of responses were positive
- 12% of responses were negative
### Satisfaction

- **84% of responses were positive**
- **16% of responses were negative**

In the Satisfaction Domain, consumers who had received services for less than 3 months had significantly fewer positive responses than consumers who had received services for longer times. There was no significant difference between those who answered “less than 3 months” and “I don’t know”.
Effectiveness

- 81% of responses were positive
- 19% of responses were negative

In the Effectiveness Domain, when we compare them by what type of service they are receiving. Consumers receiving Drug and Alcohol services had significantly more positive responses about Effectiveness than those receiving other types of service (Mental Health Services Only, Medication Monitoring, Domestic Violence Incident, Crisis Services, and Other Combinations).
Empowerment

- 88% of responses were positive
- 12% of responses were negative
Adult: Percent Positive for Domains by Year

## Adult: Percent Positive for Domains by Year

<table>
<thead>
<tr>
<th>Domain</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>0.866</td>
<td>0.885</td>
<td>0.874</td>
</tr>
<tr>
<td>Appropriateness</td>
<td>0.884</td>
<td>0.892</td>
<td>0.892</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>0.850</td>
<td>0.887</td>
<td>0.840</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>0.797</td>
<td>0.803</td>
<td>0.810</td>
</tr>
<tr>
<td>Empowerment</td>
<td>0.889</td>
<td>0.890</td>
<td>0.881</td>
</tr>
</tbody>
</table>
There were no significant differences within four domains over the past three years. This demonstrates stability within the domains over time.

However, there was significant difference within the Satisfaction domain; the year 2007 had a significantly higher percentage of positive responses for Satisfaction than 2006 and 2008.

The Effectiveness domain has scored lower in comparison to the other domains over the three years.
Highlights

*Youth/ Families
This survey included 778 youth and parent respondents Statewide.

This survey was conducted with family members of youth who have received behavioral health services.

The ethnic groups represented included White, African American, Hispanic, Native American and Other Ethnic groups. Respondents were both male and female and received one or more of eight different kinds of services.
Access

- 90% of responses were positive
- 10% of responses were negative
Statistical significance by Access domain

There was a significant difference in the respondents who answered YES than those who answered NO or I DON’T KNOW in the Access Domain.
Appropriateness

- 90% of responses were positive
- 10% of responses were negative
Satisfaction

- 91% of responses were positive
- 9% of responses were negative
Effectiveness

- 84% of responses were positive
- 16% of responses were negative
Empowerment

- 90% of responses were positive
- 10% of responses were negative
Graph 21. Youth and Families: Percent Positive for Domains by Year

Satisfaction: 86% (2006), 84% (2007), 84% (2008)
Youth & Families: Percent Positive for Domains by Year

<table>
<thead>
<tr>
<th>Domain</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>0.909</td>
<td>0.908</td>
<td>0.896</td>
</tr>
<tr>
<td>Appropriateness</td>
<td>0.895</td>
<td>0.898</td>
<td>0.895</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>0.800</td>
<td>0.914</td>
<td>0.910</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>0.897</td>
<td>0.865</td>
<td>0.838</td>
</tr>
<tr>
<td>Empowerment</td>
<td>0.837</td>
<td>0.901</td>
<td>0.900</td>
</tr>
</tbody>
</table>
● There were statistical differences in three out of five of the domains.

● **Satisfaction**- 2006 had a significantly lower mean than 2007 and 2008. There was no significant difference between 2007 and 2008.

● **Effectiveness**- 2006 had a significantly higher mean than 2007 and 2008; 2007 had a significantly higher mean than 2008.

● **Empowerment**- 2006 had a significantly lower mean than 2007 and 2008. There was no significant difference between 2007 and 2008.
Highlights

Progress on Summer Youth Initiative
Looking ahead

We will be seeking suggestions for service improvement from:

- Behavioral Health Planning Council
- Local Collaboratives

Quality Improvement Committee will meet with ValueOptions to address significant findings to initiate service improvement.