2009
CONSUMER SATISFACTION
SURVEY

New Mexico Behavioral
Health Purchasing
Collaborative
What this project is?

Collaborative effort of the Human Services Department: Behavioral Health Services Division; Medical Assistance Division; and Children, Youth & Families Department
Who is surveyed?

- Adult Consumers
- Youth
- Family Members
How was the survey conducted?

- Participants were randomly selected
- Anonymously conducted
- Face to Face
- Via Telephone
Consumer-Driven

- Steering Committee
- Surveyors
- Report Writer
- Coordinator
- Trainers
Why we do it

- Valuable information
- Ensure Quality Improvement Process
- Federally Mandated Reporting Requirements
What the survey measures

• Access
• Appropriateness
• Satisfaction
• Effectiveness
• Empowerment
Access

- Easy access services
- Services are available when needed;
- Concerns and questions are answered quickly and appropriately;
- Meet individual needs.
Appropriateness

- Participation
- Support Person-Centered Services
- Consumers and Families Understand
- Provider Staff is Respectful and Competent
Satisfaction

- Indicator of Service Excellence
- Generally Happy with Services
- Providers Listen to and make changes based upon input
- Provider would be recommended
Effectiveness

- Measures outcomes
- Improvement of Lives
- Treatment Goals are individualized
- Consumers and Family Members
Empowerment

- Principle Concept of Recovery
- Providers are encouraging
- Providers are supportive of Consumers and Family
Measuring Responses

Positive Response equals

1 ............ 2 ............ 3 ................ 4 .................. 5

Disagree Strongly Agree
Adults
Demographics

- 807 Adult respondents
  - 37% Males, 63% Females
- White – 50.9%
- African American—2.4%
- Hispanic— 37.2%
- Native American—9.0%
- Multi-Racial -- .5%
Access

- 88% of responses were positive
- 12% of responses were negative
Graph 1. Adults: Percent Positive Responses in Access

Percent

Less than 3 Months | 79%
3 Months to a Year | 89%
More than 1 Year | 88%
I Don't Know | 89%
Graph 2. Access: Special Needs that Present a Barrier to Getting Services

- 81%
- 90%
- 80%
### Appropriateness

- 88% of responses were positive
- 12% of responses were negative
Graph 3. Adults: Percent Positive Responses in Appropriateness

<table>
<thead>
<tr>
<th>Length of Time in Service</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 3 Months</td>
<td>81%</td>
</tr>
<tr>
<td>3 Months to a Year</td>
<td>89%</td>
</tr>
<tr>
<td>More than 1 Year</td>
<td>89%</td>
</tr>
<tr>
<td>I Don't Know</td>
<td>71%</td>
</tr>
</tbody>
</table>
Graph 4. Voluntary Choice of Program

Yes: 0.88
No: 0.88
I Don't Know: 0.66
Graph 5. Special Needs that Present a Barrier to Getting Services

- Yes: 0.84
- No: 0.89
- Don't Know: 0.82
Satisfaction

• 85% of responses were positive
• 15% of responses were negative
Graph 6. Adults: Percent Positive Responses for Satisfaction by Ethnicity

- White: 84%
- African American: 88%
- Hispanic/Chicano/Latino: 88%
- Native American: 83%
- Other or Bi-Multiracial: 83%
Graph 7. Adults: Percent Positive Responses in Satisfaction

<table>
<thead>
<tr>
<th>Length of Time in Service</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 3 Months</td>
<td>79%</td>
</tr>
<tr>
<td>3 Months to a Year</td>
<td>87%</td>
</tr>
<tr>
<td>More than 1 Year</td>
<td>86%</td>
</tr>
<tr>
<td>I Don't Know</td>
<td>74%</td>
</tr>
<tr>
<td>Access</td>
<td>Appropriateness</td>
</tr>
<tr>
<td>--------</td>
<td>----------------</td>
</tr>
</tbody>
</table>

**Effectiveness**

- 83% of responses were positive
- 17% of responses were negative
### Empowerment

- 88% of responses were positive
- 12% of responses were negative
Graph 8. Adults: Percent Positive Responses in Empowerment

Percent

Less than 3 Months  3 Months to a Year  More than 1 Year  I Don't Know

76%  89%  91%  88%
Graph 9. Special Needs that Present a Barrier to Getting Services

- Yes: 0.88
- No: 0.89
- Don't Know: 0.67
## Adult: Percent Positive for Domains by Year

<table>
<thead>
<tr>
<th>Domain</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>0.866</td>
<td>0.885</td>
<td>0.874</td>
<td>0.875</td>
</tr>
<tr>
<td>Appropriateness</td>
<td>0.884</td>
<td>0.892</td>
<td>0.881</td>
<td>0.880</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>0.850</td>
<td>0.887</td>
<td>0.840</td>
<td>0.854</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>0.797</td>
<td>0.803</td>
<td>0.810</td>
<td>0.878</td>
</tr>
<tr>
<td>Empowerment</td>
<td>0.889</td>
<td>0.890</td>
<td>0.881</td>
<td>0.833</td>
</tr>
</tbody>
</table>
Proportion Positive on Consumer Satisfaction Survey-Adults by Year
Youth and Families
Demographics

- 1064 youth and parent respondents
  - Males 53%
  - Females 47%
- White—26.4%
- African American-3.5%
- Hispanic—50%
- Native American—10.2%
- Multi-Racial – 9.9%
Access

• 92% of responses were positive

• 8% of responses were negative
Graph 10. Youth and Families: Percent Positive Responses for Access by Type of Service Received

- Mental Health
  - MH Medication Monitoring
  - Drug or Alcohol Services
  - DRG/ALC Methadone
  - Sexual Assault Support
  - Domestic Violence Support
  - Crisis Services
  - Other
Graph 11. Youth and Families: Percent Positive Response for Access by Voluntary Choice of Program

- Yes: 93%
- No: 89%
- I Don't Know: 91%
Graph 12. Youth and Families: Percent Positive Responses for Access by Special Needs

- Yes: 78%
- No: 94%
- I Don't Know: 89%
Graph 13. Length of Service

- Less Than 1 Year: 87%
- 3 Months to 1 Year: 90%
- More than 1 Year: 92%
Appropriateness

- 92% of responses were positive
- 08% of responses were negative
Graph 14. Youth and Families: Responses for Appropriateness

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
<td>92%</td>
</tr>
<tr>
<td>MH Medication Monitoring</td>
<td>90%</td>
</tr>
<tr>
<td>Drug or Alcohol Services</td>
<td>99%</td>
</tr>
<tr>
<td>DRG/ALC Methadone</td>
<td>100%</td>
</tr>
<tr>
<td>Sexual Assault Support</td>
<td>99%</td>
</tr>
<tr>
<td>Domestic Violence Support</td>
<td>97%</td>
</tr>
<tr>
<td>Crisis Services</td>
<td>93%</td>
</tr>
<tr>
<td>Other</td>
<td>89%</td>
</tr>
</tbody>
</table>
Graph 15. Youth and Families: Response for Appropriateness

Voluntary Choice

- Yes: 92%
- No: 93%
- I Don't Know: 91%
Graph 16. Youth and Families: Responses for Appropriateness

- Yes: 81%
- No: 94%
- I Don't Know: 84%

Special Needs
<table>
<thead>
<tr>
<th>Access</th>
<th>Appropriateness</th>
<th>Satisfaction</th>
<th>Effectiveness</th>
<th>Empowerment</th>
</tr>
</thead>
</table>

**Satisfaction**

- 93% of responses were positive
- 07% of responses were negative
Graph 17. Youth and Families: Responses for Appropriateness

- Mental Health: 93%
- MH Medication Monitoring: 90%
- Drug or Alcohol Services: 93%
- DRG/ALC Methadone: 100%
- Sexual Assault Support: 96%
- Domestic Violence Support: 97%
- Crisis Services: 95%
- Other: 89%
Graph 18. Youth and Families: Response for Satisfaction

Voluntary Choice

- Yes: 93%
- No: 89%
- I Don’t Know: 88%
Graph 19. Youth and Families: Responses for Satisfaction

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>I Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Need</td>
<td>79%</td>
<td>94%</td>
<td>89%</td>
</tr>
</tbody>
</table>
Graph 20. Responses of Satisfaction for Length of Service

- Less Than 3 Months: 0.86
- 3 Months to 1 Year: 0.89
- More than 1 Year: 0.89
Effectiveness

- 89% of responses were positive
- 11% of responses were negative
Graph 22. Youth and Families: Responses for Effectiveness

<table>
<thead>
<tr>
<th>Special Need</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>86%</td>
</tr>
<tr>
<td>No</td>
<td>90%</td>
</tr>
<tr>
<td>I Don't Know</td>
<td>88%</td>
</tr>
</tbody>
</table>
Graph 23. Youth and Families: Responses for Effectiveness

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>89%</td>
</tr>
<tr>
<td>African American</td>
<td>92%</td>
</tr>
<tr>
<td>Hispanic/Chicano/Latinx</td>
<td>90%</td>
</tr>
<tr>
<td>Native American</td>
<td>92%</td>
</tr>
<tr>
<td>Other or Bi-Multiracial</td>
<td>86%</td>
</tr>
</tbody>
</table>
Empowerment

- 96% of responses were positive
- 4% of responses were negative
Graph 24. Youth and Families: Responses for Empowerment

Percent

MH Medication Monitoring
Drug or Alcohol Services
Sexual Assault Support
Domestic Violence Support
Crisis Services
Other

Type of Service

96% 97% 95% 100% 99% 94% 95% 95%
Graph 25. Youth and Families: Response for Empowerment

Voluntary Choice

Yes: 96%
No: 96%
I Don't Know: 96%
Youth and Families: Percent Positive for Domains by Year

![Bar chart showing percent positive for domains by year. The domains are Access, Appropriateness, Satisfaction, Effectiveness, and Empowerment. The years range from 2006 to 2009. Each domain has a y-axis ranging from 0% to 100%. The x-axis represents the years 2006 to 2009. The chart indicates the percent positive for each domain across the years.](image-url)
Youth & Families: Percent Positive for Domains by Year

<table>
<thead>
<tr>
<th>Domain</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>0.921</td>
<td>0.908</td>
<td>0.896</td>
<td>0.924</td>
</tr>
<tr>
<td>Appropriateness</td>
<td>0.91</td>
<td>0.898</td>
<td>0.895</td>
<td>0.924</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>0.923</td>
<td>0.914</td>
<td>0.91</td>
<td>0.926</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>0.848</td>
<td>0.838</td>
<td>0.797</td>
<td>0.892</td>
</tr>
<tr>
<td>Empowerment</td>
<td>0.91</td>
<td>0.902</td>
<td>0.9</td>
<td>0.957</td>
</tr>
</tbody>
</table>
• The results for the Youth and Families Survey showed no statistically significant differences across domains by year.
Where to Find More Information

www.bhc.state.nm.us
Looking Ahead-Next Steps

• Limited Number of Adult and Family Focus Groups to Discuss Findings
• Take to the Quality Improvement Committee
• Youth Survey to be rolled out in FY2010
• Better Define “Consumer Driven”
Acknowledgements

Many wonderful people came together to complete this project and the Steering Committee would like to Thank Them.