2010
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
• Family Members
  • Youth

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
Adult Survey
Demographics

• 811 Adult respondents
• White, African American, Native American, Other/Bi/Multicultural groups
• Hispanic/Latino (46.9%)
• 350 Males, 461 Females
Graph 1: Frequency by Race - Total population

- American Indian or Alaskan Native: 8%
- Asian: 1%
- African American: 2%
- Native Hawaiian or Other Pacific Islander: 0%
- White (Caucasian): 86.08%
- Other/Unknown: 2.17%
Areas for highest positive responses (+90%)

- respected my right
- Treated me with dignity
- Honored my wishes about sharing info about my treatment
- Services where helpful
  - I liked the services I received here
  - I was given information about my rights

Areas for the lowest positive responses (<40%)

- Medication - Controlling emotions/harmful side effects
  - Work
  - Housing
  - Substance abuse
### Access

81% of responses were positive  
19% of responses were neutral/negative

### Appropriateness

80% of responses were positive  
20% of responses were neutral/negative

### Satisfaction

80% of responses were positive  
20% of responses were neutral/negative
61% of responses were positive
39% of responses were neutral/negative

The issues that respondents were notably less satisfied where in regards to:

- Substance abuse with drugs/alcohol
  - Housing
  - Harmful side effects
  - Work
Empowerment

75% of responses were positive
25% of responses were neutral/negative

The issues that respondents were notably less satisfied where in regards to:

• Encouraged to use consumer run programs
• Because of the staff's help, my work situation is better.
### 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>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>0.866</td>
<td>0.885</td>
<td>0.874</td>
<td>0.875</td>
<td>0.81</td>
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<tr>
<td>Appropriateness</td>
<td>0.884</td>
<td>0.892</td>
<td>0.881</td>
<td>0.880</td>
<td>0.80</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>0.850</td>
<td>0.887</td>
<td>0.840</td>
<td>0.854</td>
<td>0.80</td>
</tr>
<tr>
<td>Effectiveness</td>
<td>0.797</td>
<td>0.803</td>
<td>0.810</td>
<td>0.878</td>
<td>0.61</td>
</tr>
<tr>
<td>Empowerment</td>
<td>0.889</td>
<td>0.890</td>
<td>0.881</td>
<td>0.833</td>
<td>0.75</td>
</tr>
</tbody>
</table>
Proportion Positive on Consumer Satisfaction Survey-Adults by Year

Access  Appropriateness  Satisfaction  Effectiveness  Empowerment
2006  2007  2008  2009  2010
0.87  0.89  0.87  0.88  0.81
0.88  0.89  0.88  0.82  0.80
0.80  0.85  0.84  0.80  0.80
0.80  0.89  0.80  0.80  0.80
0.89  0.89  0.88  0.88  0.89
0.61  0.75  0.88  0.80  0.75
Family Survey

Demographics

• 339 parents/ care givers respondents
• White, African American, Native American and Other racial groups.
• Hispanic/Latino (69.6%)
Graph 1: Frequency by Race - Total population

Percent

86.08% White (Caucasian)
2.17% Other/Unknown

American Indian or Alaskan Native
Asian
African American
Native Hawaiian or Other Pacific Islander
Areas for highest positive Responses (+90%)

• Staff spoke with me in a way that I understood.
• Family Participation in child treatment plan
  • Support in a crisis
  • Respectful of rights
• Was given information of my child’s/family’s rights

Areas for lowest positive Responses (<40%)

• Housing
• Emotional/Behavioral Problems
• Participation in a self help group or support group
### Access
85% of responses were positive
15% of responses were neutral/negative

### Appropriateness
88% of responses were positive
12% of responses were neutral/negative

### Satisfaction
87% of responses were positive
13% of responses were neutral/negative

### Empowerment
90% of responses were positive
10% of responses were neutral/negative
Effectiveness
54% of responses were positive

46% of responses were neutral/negative

The issues that respondents were notably less satisfied where in regards to:

• My child has the tools need to prevent relapse.
• Prescription medication/ harmful side effects
  • Substance abuse
  • Housing
<table>
<thead>
<tr>
<th>Domain</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
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</thead>
<tbody>
<tr>
<td>Access</td>
<td>0.909</td>
<td>0.908</td>
<td>0.896</td>
<td>0.875</td>
<td>.85</td>
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<tr>
<td>Appropriateness</td>
<td>0.895</td>
<td>0.898</td>
<td>0.895</td>
<td>0.880</td>
<td>.88</td>
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<td>Satisfaction</td>
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<td>0.914</td>
<td>0.91</td>
<td>0.854</td>
<td>.87</td>
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<td>Effectiveness</td>
<td>0.897</td>
<td>0.865</td>
<td>0.838</td>
<td>0.878</td>
<td>.54</td>
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<td>Empowerment</td>
<td>0.837</td>
<td>0.901</td>
<td>0.90</td>
<td>0.833</td>
<td>.90</td>
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Next Steps to Address Effectiveness and Empowerment for Adults and Effectiveness for Families

Meeting with:

• Quality Improvement Committee,

• Consumer, Family and Youth Advisory Committee OptumHealth,

• Children Youth and Families Department
Youth Survey

What the survey measures

Satisfaction
Effectiveness

**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
Demographics

• 88 Youth respondents
• White (33%), African American (5%), Native American (10%), and Other/Bi/Multi-racial groups
• Hispanic/Latino (42%)
• 40 Males, 46 Females, 2 respondents did not answer
Age

- 17 to 18: 36, 41%
- 15 to 16: 36, 41%
- 13 to 14: 5, 6%
- 11 to 12: 1, 1%
- Missing: 3, 3%
- 19 and older: 7, 8%
Satisfaction of Services

• 86.7% of responses were positive

• 13.3% of responses were neutral/negative
Sample Item: *Overall I am satisfied with the services I received.*

- **Agree**
  - Strongly Agree: 27 (31%)
  - Agree: 53 (60%)

- **Strongly Disagree**
  - Strongly Disagree: 3 (4%)
  - Disagree: 2 (2%)

- **Undecided**
  - Undecided: 3 (4%)
Effects of Service

• 84.2% of responses were positive

• 15.8% of responses were neutral/negative
Sample Item: *I am better at handling daily life.*

- **Agree**: 51 (58%)
- **Strongly Agree**: 27 (31%)
- **Undecided**: 6 (7%)
- **Disagree**: 2 (2%)
- **Strongly Disagree**: 2 (2%)
Limitation of Survey Sample

- **Disconnected / Missing or Wrong Number**: 1,222 (63%)
- **No answer/Voicemail**: 489 (25%)
- **Youth or Guardian not interested**: 112 (6%)
- **COMPLETED**: 88 (4%)
- **Unable to respond (translator or assistance required)**: 44 (2%)
Next Steps to Address Limitation of Survey Sample

Meeting with:

• Director of Quality Improvement, OptumHealth
• Medicaid
• Adolescents in Transition Committee
• Children Youth and Families
• Human Services Department
• Providers
Where to Find More Information

www.bhc.state.nm.us

Looking Ahead

- Adult Consumer, Youth and Families are constantly being recruited to participate in the CSP Steering committee
- Report will be presented to:
  - Behavioral Health Purchasing Collaborative
  - BH Planning Council
  - BH Local Collaborative, Consumer,
  - Family and Youth Advisory Committee, OptumHealth,
  - Systems of Care Anchor Sites
  - Adelante Youth Advocacy Group
  - Juvenile Justice Advisory Committee Youth Subcommittee
Acknowledgements
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