2007 Consumer Satisfaction Survey

New Mexico Behavioral Health Purchasing Collaborative
From Linda Roebuck, CEO
Behavioral Health Purchasing Collaborative

- As part of the Collaborative’s ongoing efforts in systems improvement, I am happy to share the findings of from the 2007 Annual Consumer Satisfaction Project. The Project surveys families and consumers about their satisfaction with the behavioral health care they received from ValueOptions during the first six months of FY07. Over 1,400 family members and adults were randomly selected and participated in telephone interviews.
Both statewide and regional findings are organized and analyzed around the domains of:

- Access
- Appropriateness
- Satisfaction
- Effectiveness
- Empowerment
● This improvement 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

- Provide valuable information on services to the NM behavioral health community
- Input to the quality process; the report findings will be presented to ValueOptions so they can develop ways of improving behavioral health care
- Fulfill federally mandated requirements
Proportion Positive

- Proportion Positive is the percentage of surveyed consumers answering “4” or “5” to a domain question where “4” represents “agree” and “5” represents “strongly agree”

- When more than one domain is involved for one person (scale), the score on the scale is the proportion in the scale that is answered positively
Proportion Positive is a “4 or “5” on the following 5 point scale:

1 2 3 4 5
Strongly Disagree Neutral Agree Strongly Agree
Disagree
Highlights - Children

- Family involvement in provider agencies shows a significant increase; 33% since 2006 and a 25% decrease in the response, “don’t know”
- Families that answered, “yes,” to having special needs rated each domain lower than those that answered, “no”
- Children and families who answered they had not voluntarily entered programs showed significantly lower proportion positive for every domain
- Highest proportion positive questions concerned feeling comfortable asking questions about treatment and medications
- Diagnosis, followed by transportation and Medicaid coverage were identified as barriers to service.
- A high proportion of families, 81%, reported that housing was a part of their child’s treatment plan; almost 3/4th’s of families found providers assisted them in resolving housing issues.
- Over 80% of families reported that work goals are a part of their child’s treatment plan; more than 3/4th’s of families stated that providers assisted in resolving work issues.
Highlights - Adults

- The Empowerment domain had the highest increase in positive ratings from ’06 to ’07.
- The number of adult respondents was 1,035, the highest response in the history of the survey.
- Native American results were higher for Empowerment and Effectiveness than overall state responses.
- Those receiving services for less than 3 months rated access, appropriateness and satisfaction significantly lower than those receiving services for 3 months to 1 year.
- The proportion positive for those reporting their belief that services would improve if they told their provider of their dissatisfaction was over 75%.
Consumers who attended programs voluntarily rated “Satisfaction” significantly higher than those who did not.

Special needs consumers rated all domains lower, with the exception of “Satisfaction” than did consumers without special needs.

The percentage of consumers that felt involved with the ways in which agencies made decisions increased over 50% from “06

83% of adults reported housing was important to their recovery; 4/5th’s felt that providers recognized this value

49% of adults stated that working was important to their recovery; 4/5th’s felt providers recognized it’s importance
POINTS OF INTEREST

- Diagnosis, followed by transportation and Medicaid coverage were identified as barriers to service.
- A high proportion of families, 81%, reported that housing was a part of their child’s treatment plan; almost 3/4th’s of families found providers assisted them in resolving housing issues.
- Over 80% of families reported that work goals are a part of their child’s treatment plan; more than 3/4th’s of families stated that providers assisted in resolving work issues.
Statewide Proportion Positive by Domain – Children and Families

![Bar chart showing the proportion positive in 2007 by domain. The chart includes the following data points:
- Access: 0.908
- Appropriateness: 0.898
- Satisfaction: 0.914
- Empowerment: 0.901
- Effectiveness: 0.865

Legend:
- Access
- Appropriateness
- Satisfaction
- Empowerment
- Effectiveness]
Statewide Proportion Positive by Domain - Adults

![Bar chart showing percentage positive by domain for 2007, with values: Access 0.885, Appropriateness 0.892, Satisfaction 0.887, Empowerment 0.89, Effectiveness 0.83.](chart_image)
The only significant difference in domains between 2007 and 2006 was **Satisfaction**.
Adults

Each domain had slightly higher results in 2007 than in 2006. Empowerment had a significantly higher rate.
Statewide Proportion Positive by Domain – Children and Families

2007

- Access: 0.908
- Appropriateness: 0.898
- Satisfaction: 0.914
- Empowerment: 0.901
- Effectiveness: 0.865
Statewide Proportion Positive by Domain - Adults
### Top Five Proportion Positive Survey Questions

<table>
<thead>
<tr>
<th>Survey Questions</th>
<th>Number of Respondents</th>
<th>Proportion Positive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q11. I felt comfortable asking questions about my child’s treatment and medications.</td>
<td>666</td>
<td>.959</td>
</tr>
<tr>
<td>Q65. I have people with whom I can do enjoyable things.</td>
<td>677</td>
<td>.956</td>
</tr>
<tr>
<td>Q52. Our housing situation is important to my child’s mental health/recovery</td>
<td>599</td>
<td>.955</td>
</tr>
<tr>
<td>Q17. Staff respected my rights and my family’s rights.</td>
<td>684</td>
<td>.949</td>
</tr>
<tr>
<td>Q20. Staff respected my wishes about who is, and is not to be given information about my child’s or family’s treatment.</td>
<td>676</td>
<td>.948</td>
</tr>
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### Lowest Five Proportion Positive Survey Questions

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<tr>
<td>Q54. When my family has housing problems, the staff helps us solve it.</td>
<td>404</td>
<td>.715</td>
</tr>
<tr>
<td>Q55. Because of the staff’s help, my family’s housing situation is better.</td>
<td>416</td>
<td>.685</td>
</tr>
<tr>
<td>Q49. My child has reduced his or her abuse of drugs and/or alcohol.</td>
<td>141</td>
<td>.617</td>
</tr>
<tr>
<td>Q13. My child experienced harmful medication side effects.</td>
<td>541</td>
<td>.612</td>
</tr>
<tr>
<td>Q50. My child has stopped using drugs and/or alcohol.</td>
<td>135</td>
<td>.533</td>
</tr>
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## Top Five Proportion Positive Answers

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<td>Q28. The staff members I worked with were competent and knowledgeable.</td>
<td>995</td>
<td>.942</td>
</tr>
<tr>
<td>Q3. I would recommend this provider to a friend or family member.</td>
<td>986</td>
<td>.940</td>
</tr>
<tr>
<td>Q44. My housing situation is important to my mental health/recovery</td>
<td>915</td>
<td>.939</td>
</tr>
<tr>
<td>Q16. I was given information about my rights.</td>
<td>984</td>
<td>.938</td>
</tr>
<tr>
<td>Q23. The staff was sensitive to my cultural-ethnic background.</td>
<td>976</td>
<td>.938</td>
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## Lowest Five Proportion Positive Answers

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<td>Q32. I do better in social situations.</td>
<td>937</td>
<td>.792</td>
</tr>
<tr>
<td>Q51. Because of the staff’s help, my work situation is better.</td>
<td>541</td>
<td>.786</td>
</tr>
<tr>
<td>Q40. The medication I am taking helps me control symptoms that used to bother me.</td>
<td>831</td>
<td>.773</td>
</tr>
<tr>
<td>Q39. My symptoms are not bothering me as much</td>
<td>929</td>
<td>.713</td>
</tr>
<tr>
<td>Q20. I experienced harmful medication side effects.</td>
<td>616</td>
<td>.385</td>
</tr>
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</table>
The 2007 Consumer Satisfaction Survey had the highest number of respondents since its inception and the results have shown improvement over last year’s outcomes.

The information that has been collected by this survey provides information that is invaluable to the transformation of the behavioral health system in New Mexico.

The voices of consumers, children and family members are vital to identifying not only the gaps and improvements needed in services, but to recognizing the successes that are taking place.
What’s next?

- The 2007 Report
  - Is made available to consumers, families and other stakeholders statewide through the Local Collaboratives, the Behavioral Health Purchasing Collaborative and the Collaborative website
  - Feedback will be collected and given to the Collaborative’s Quality and Evaluation cross-agency team
  - Recommendations for systems’ improvement will be provided to VONM
  - Progress will be reported by VONM