

SECTION 404 (2) (e)  
SERVICE OUTCOMES  
FY 2004

**Michigan 2004  
Consumer  
Satisfaction  
Survey Report**

*Full Analysis  
Report:  
Michigan Public  
Mental Health,  
Developmental  
Disability, and  
Substance Abuse  
Services*

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# **2004 Michigan Department of Community Health Consumer Satisfaction Survey**

## **Michigan Health Services for Mental Health, Developmental Disabilities and Substance Abuse**

### **Background**

In 1998, the Michigan Department of Community Health (MDCH) was approved for a waiver to move services for mental health (MI), developmental disability (DD) and substance abuse (SA) populations from a fee-for-service model to managed care. In 2004, 18 county-level Prepaid Inpatient Health Plans (PIHPs) were designated to manage mental health services for persons with a mental illness or a developmental disability. In addition, 16 Substance Abuse Coordinating Agencies (CAs) provided substance abuse services.

In order to ensure that states are obtaining value for the funding they provide to providers, states need a mechanism for evaluating the care that beneficiaries receive. It is imperative that the state agents who monitor these groups have reliable and timely information about beneficiary utilization of, and satisfaction with, health care services and providers. Armed with appropriate analytic tools, policy makers can determine whether health plans and providers are meeting the needs of Medicaid beneficiaries. Appropriate evaluation data should:

- allow states to determine whether their beneficiaries are receiving quality care
- allow states to provide feedback to providers to improve care quality
- allow states to encourage providers accountability
- allow states to provide providers with specific action plans

This report describes the implementation and results of a mail survey designed to determine levels of satisfaction among persons with a mental illness, persons with developmental disabilities, and persons with substance abuse problems who received services from PIHPs or CAs in 2004.

## **Sampling Eligibility and Selection Procedures**

Prior to selecting persons for inclusion in the samples, MDCH determined the appropriate sample sizes and also developed the eligibility criteria for participation in the surveys.

Eligibility requirements included:

1. Consumer must have been age 18 or older on June 30, 2004.
2. Consumer must have received services between October 1, 2003 and September 30, 2004 (unless data for the last quarter were not yet available, in which case the PIHPs and CAs were instructed to use the most recent information in their system).
3. Consumer had the proper designation on item in the “quality improvement data report”:
  - a. For the MI population, this was a “disability designation” of mental illness.
  - b. For the DD population, this was a “disability designation” of developmental disability.
  - c. No such criteria for SA population.
4. For the DD population, consumer was not reported as having an DSM-IV Axis II Diagnosis of profound mental retardation, (DSM code of 318.2).
5. Consumer must have been Medicaid eligible sometime during this period.
6. MI and DD consumers must have been residing in a non-institutional setting, i.e., not in a community hospital or State Psychiatric Hospital (no such criteria for SA population).

PIHPs and CAs provided Abt Associates with the names and addresses of those eligible for the 2004 survey, and simple random sampling was used to draw representative samples from each of the three populations. Historically, response rates were highest for consumers with a developmental disability and lowest for consumers with a substance use disorder. In order to achieve desired subgroup sample sizes ranging from 200 to 500 consumers, MDCH required that 3,000 consumers be randomly selected. This was allocated to each of the three subgroups as follows: 1,000 consumers with a mental illness, 500 consumers with a developmental disability and 2,000 persons with a substance use disorder.

## **Survey Instrument and Contact Procedures**

Michigan used the Mental Health Statistics Improvement Program’s (MHSIP) consumer satisfaction survey. The survey instrument consists of 28 items assessing five separate components of consumer satisfaction: General Satisfaction, Perception of Access to Services, Perception of Quality and Appropriateness of Services, Perception of Participation in Treatment Planning, and Perception of Outcomes (Appendix A). Two surveys were used, one for MI and DD persons and another for SA persons, with the introduction and slight wording changes being the only differences between them. Respondents were asked to rate their level of agreement with statements tapping each

domain along a five point scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree), assuming the item to be applicable to their experience with their PIHP or CA. Endpoint values of 1 and 5 were assigned to Strongly Agree and Strongly Disagree, respectively.

The data collection protocol included:

- Sent first questionnaire with cover letter (November 17, 2004)
- Sent reminder postcard to non-respondents (November 26, 2004)
- Sent second questionnaire with cover letter to non-respondents approximately 30 days after mailing the first questionnaire (December 21, 2004)
- Sent second reminder postcard to non-respondents (December 29, 2004)
- Data collection completed (February 4, 2005)

### **Response Rates**

Of the 3,462 surveys that were mailed out<sup>1</sup>, 911 were returned with usable data (for an overall response rate of 26%, compared with 25% in 2003, 29% in 2002 and 23% in 2001). Specifically:

- MI population. 1002 surveys were mailed, 310 surveys were returned with usable data, for a response rate of 31% (compared with 31% in 2003, 33% in 2002 and 27% in 2001)
- DD population. 502 surveys were mailed, 179 surveys were returned, for a response rate of 36% (compared with 36% in 2003, 40% in 2002 and 34% in 2001)
- SA population. 1958 surveys were mailed, 422 surveys were returned, for a response rate of 22% (compared with 20% in 2003, 21% in 2002 and 17% in 2001)

### **Summary of Survey Results**

In order to keep the discussion focused and straightforward, the results presented and discussed in this report are primarily limited to the 2004 survey. However, comparisons are provided between 2003 and 2004 survey years to identify noteworthy changes in year-to-year findings. While the results of this analysis revealed no large differences between the two survey years, there was a small but consistent trend. The percent of respondents providing favorable ratings increased for the great majority of questionnaire items in 2004 as compared with 2003.

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<sup>1</sup> Addresses were not available on all sampled persons, and so some sampled persons did not receive a mailed questionnaire.

Scores for the five domains (General Satisfaction, Access, Appropriateness, Participation and Outcomes) were obtained by calculating the average across the items comprising each scale. Cases with missing data were omitted from the construction of the domain scales. The survey data are summarized in three ways. First, the mean scale score for each population is presented along with the standard deviation of those scores. Second, the percentage of respondents agreeing and disagreeing with each item is reported. To obtain these percentages, individual mean scores less than or equal to 2.5, the scale midpoint, were classified as being in agreement with the scale items. Respondent mean scores above 2.5 were classified as being in disagreement. The interpretation of these results may be somewhat confusing as low values are “better” than high values and vice versa. Finally, the distribution of actual responses to each 2004 scale item is presented in Appendix B. Note that the *mean* in the Appendix B tables is based on the “valid” responses only (that is, the mean excludes cases that were Not Applicable or missing for a given item).

Respondents to the Medicaid Consumer Satisfaction Survey, regardless of program membership (i.e. DD, SA and MI), were very pleased with the services received from their respective PIHP facilities and CAs. Respondent satisfaction was evident across all five domains (General Satisfaction, Access to Services, Quality and Appropriateness of Services, Participation in Treatment Planning and Outcomes). Ratings of General Satisfaction were generally higher than ratings for the other domains, and satisfaction with Outcomes tended to be lower than satisfaction with the other domains (these differences were small, but the direction of the differences was consistent across all three groups). Results for each domain are presented below.

### General Satisfaction

Respondent scores on the General Satisfaction scale<sup>2</sup> are presented in Table 1 below. Scale items include whether the health care provider would be recommended to a friend or family member, whether the same provider would be chosen if other options were available, and whether the respondent liked the services provided.

|                    | Overall |      | MI   |      | DD   |      | SA   |      |
|--------------------|---------|------|------|------|------|------|------|------|
|                    | 2003    | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Mean Score         | 1.94    | 1.92 | 1.99 | 2.00 | 1.98 | 1.90 | 1.89 | 1.87 |
| Standard Deviation | .935    | .877 | .992 | .956 | .838 | .648 | .934 | .895 |
| % in agreement     | 81%     | 82%  | 79%  | 77%  | 83%  | 85%  | 83%  | 84%  |
| % in disagreement  | 19%     | 18%  | 21%  | 23%  | 17%  | 15%  | 17%  | 16%  |

Across all groups, the average General Satisfaction score was slightly below 2<sup>3</sup>, indicating agreement with the statements comprising the scale. Overall, 82% of the

<sup>2</sup> General Satisfaction Scale – Q1+Q2+Q3/# of responses

<sup>3</sup> The mean score for the MI group was less than 2, but rounded to 2.

respondents agreed with the items in the scale, with SA and DD respondents showing a higher level of agreement (84% and 85%, respectively) compared with the MI population (77%). For all three groups, the modal rating was either 1 or 2, which shows that respondents generally agreed with these General Satisfaction statements.

An item-by-item breakdown for the General Satisfaction scale is provided in Appendix B, including response distributions and descriptive statistics overall, and for each group.

In terms of the item level data, in 2003, the largest gains were observed in the DD group. In 2004, the largest increases were observed for the SA group, with a three point increase for the item about respondents recommending their providers to others, and a similar increase for respondents reporting that they liked the services they received (refer to 2004 item level results in Appendix B and 2003 in Appendix C).

Responses from the DD respondents were stable for two of the three items making up the General Satisfaction domain. The 2004 DD group reported more favorably about the services they received (a four percentage point increase over 2003). The MI group was the only group that experienced a drop from 2003, but the decline was small – a two percentage point decline in reports that MI respondents liked the services they received, and a similar decline in the percent that would recommend their providers to others. There was a one percentage point increase in the percent agreeing that they would use this provider even if they had other care choices.

### Access to Services

As shown in Table 2 below, consumers' responses to items in the Access to Services domain<sup>4</sup> were also uniformly positive. The Access scale consists of items assessing the convenience of the PIHP location, ability to get needed services, staff's willingness to see the consumer as often as needed, ability to see a psychiatrist when necessary, convenience of appointment scheduling, and prompt (within 24 hours) message return. In each of the three groups, the vast majority of respondents agreed that they were able to obtain the needed care from their facilities and mental health providers with relative ease.

|                    | <b>Overall</b> |             | <b>MI</b>   |             | <b>DD</b>   |             | <b>SA</b>   |             |
|--------------------|----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                    | <b>2003</b>    | <b>2004</b> | <b>2003</b> | <b>2004</b> | <b>2003</b> | <b>2004</b> | <b>2003</b> | <b>2004</b> |
| Mean Score         | 2.03           | 2.01        | 2.06        | 2.07        | 2.08        | 2.01        | 1.98        | 1.97        |
| Standard Deviation | .819           | .781        | .809        | .867        | .801        | .682        | .834        | .752        |
| % in agreement     | 80%            | 80%         | 80%         | 75%         | 81%         | 83%         | 80%         | 82%         |
| % in disagreement  | 20%            | 20%         | 20%         | 25%         | 19%         | 17%         | 20%         | 18%         |

Similar to the General Satisfaction scores, the average score across respondents for Access (mean=2.01) indicated agreement with the scale items. The mean scores for each

<sup>4</sup> Access to Services – Q4+Q5+Q6+Q7+Q8+Q9/# of responses

group were similar, ranging from 1.97 (SA) to 2.01 (DD) to 2.07 (MI), indicating agreement that services provided at PIHPs or CAs were accessible.

In a pattern consistent with that found in the General Satisfaction domain, the majority of respondents (80% overall) were in agreement that their respective agencies and programs were accessible and capable of accommodating the needs associated with their presenting conditions. The DD and SA sub-populations were very similar in their agreement (82-83%) about the accessibility of services provided by their program. The MI respondents reported less satisfaction than their SA and DD counterparts (75% were in agreement that services were accessible). The modal rating overall, and for all three sub-populations, was 2, which shows general agreement with the Access to Services statements.

The 2004 scale ratings were quite similar to 2003, with the exception that somewhat fewer MI respondents provided favorable scale ratings in 2004 (75% agreement) than the prior year (80%).

At the item level, item ratings from 2004 were generally more favorable than those from 2003. While the differences were not sizable, they were very consistent across most items.

A detailed breakdown of questionnaire items in the Access domain is provided in Appendix B, including response distributions and descriptive statistics overall and across groups.

### Appropriateness of Services

A series of questions gauged the appropriateness<sup>5</sup> of the services provided for consumers' presenting conditions. The Appropriateness of Services scale assesses consumers' perception of the staff's helpfulness in obtaining information about presenting conditions, staff's sensitivity to different cultural and ethnic backgrounds, staff's encouragement to utilize consumer-run programs such as support groups, and the provision of information concerning consumer rights. The respondents' scores on the Appropriateness scale are presented in Table 3<sup>6</sup>.

|                    | Overall |      | MI   |      | DD   |      | SA   |      |
|--------------------|---------|------|------|------|------|------|------|------|
|                    | 2003    | 2004 | 2003 | 2004 | 2003 | 2004 | 2003 | 2004 |
| Mean Score         | 1.96    | 1.92 | 2.01 | 2.07 | 2.01 | 1.94 | 1.91 | 1.79 |
| Standard Deviation | .721    | .695 | .711 | .801 | .691 | .540 | .738 | .647 |
| % in agreement     | 81%     | 84%  | 79%  | 75%  | 85%  | 90%  | 82%  | 89%  |
| % in disagreement  | 19%     | 16%  | 21%  | 25%  | 15%  | 10%  | 18%  | 11%  |

<sup>5</sup> Appropriateness of Services – Q10+Q12+Q13+Q14+Q15+Q16+Q18+Q19+Q20/# of responses

<sup>6</sup> Note that the 2003 results were revised from the 2003 report. In 2003, the Appropriateness of Services scale also included questions 11 and 17, which in 2004 were moved to a new scale.

The average rating on the Appropriateness of Services scale was 1.92, indicating agreement with the evaluative statements. Overall, 84% of consumers agreed that services provided at their respective PIHP facilities and CAs were appropriate for their circumstances. Respondents in the DD and SA sub-groups reported the highest level of agreement at 89%, while the MI respondents were less likely to agree (75%). The modal rating given overall and for each of the three sub-groups was 2, which reveals general agreement.

A detailed breakdown of items in the 2004 Appropriateness scale is provided in Appendix B. The distribution of responses across all categories and descriptive statistics are noted overall and across groups.

The DD and SA sub-populations experienced sizable increases in satisfaction with the appropriateness of services. The DD group reported 85% agreement with the Appropriateness of Services domain in 2003; this increased to 90% in 2004. Similarly, agreement among SA respondents increased from 82% in 2003 to 89% in 2004.

While the MI sub-population was still in general agreement with the Appropriateness of Services scale, the level of agreement in 2004 decreased slightly; 79% agreement in 2003 compared with 75% agreement in 2004.

There was considerable movement at the item level, particularly for the DD respondents (refer to 2004 and 2003 item level results in Appendices B and C). These large changes at the item level were similarly observed in 2003, although the changes in 2004 were even more dramatic (and all were in a positive direction). Some item level variation for DD respondents included:

- Fifteen percent more DD respondents agreed that they were told what side effects to look for in 2004.
- Eleven percent more DD respondents agreed that they were encouraged to take responsibility for their lives and that they were helped to obtain information in order to manage their illnesses/disabilities.
- Eight percent more DD respondents agreed that they felt free to complain about their services.

### **Participation in Treatment Planning**

Two survey items<sup>7</sup> assessed the consumers' perceptions of whether they were involved in their treatment planning. This scale was first introduced in 2004 – previously, the two items in this scale were included in the prior scale, Appropriateness of Services. The respondents' scores on the Participation scale are presented in Table 4<sup>8</sup>, which follows.

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<sup>7</sup> Participation – Q11+Q17 / # of responses

<sup>8</sup> Note that the 2003 results were revised from the 2003 report. In 2003, the Participation scale did not exist, although the items that comprise the scale, questions 11 and 17, were included in the 2003 questionnaire.

|                    | <b>Overall</b> |             | <b>MI</b>   |             | <b>DD</b>   |             | <b>SA</b>   |             |
|--------------------|----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                    | <b>2003</b>    | <b>2004</b> | <b>2003</b> | <b>2004</b> | <b>2003</b> | <b>2004</b> | <b>2003</b> | <b>2004</b> |
| Mean Score         | 2.02           | 1.98        | 2.04        | 2.10        | 2.08        | 2.03        | 1.99        | 1.88        |
| Standard Deviation | .864           | .826        | .896        | .914        | .855        | .680        | .845        | .797        |
| % in agreement     | 82%            | 84%         | 81%         | 79%         | 80%         | 84%         | 83%         | 87%         |
| % in disagreement  | 18%            | 16%         | 19%         | 21%         | 20%         | 16%         | 17%         | 13%         |

In general, 2004 respondents expressed greater agreement with statements regarding participation in treatment planning than 2003 respondents. Both DD and SA sub-populations had 4 percentage point increases in 2004. The MI sub-population experiences a small decrease in 2004, but the majority of respondents remained positive about participation in their treatment planning.

### **Outcomes**

Eight survey items<sup>9</sup> assessed respondent agreement with statements regarding outcomes resulting from services received at PIHP facilities. Assessed Outcome areas included social functioning, family relations, functioning at school or work, symptom improvement, ability to deal with crises and daily problems, housing situation, and a perception of greater control over life circumstances. Outcomes scores can be found in Table 5 below.

|                    | <b>Overall</b> |             | <b>MI</b>   |             | <b>DD</b>   |             | <b>SA</b>   |             |
|--------------------|----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                    | <b>2003</b>    | <b>2004</b> | <b>2003</b> | <b>2004</b> | <b>2003</b> | <b>2004</b> | <b>2003</b> | <b>2004</b> |
| Mean Score         | 2.20           | 2.20        | 2.43        | 2.49        | 2.23        | 2.11        | 2.01        | 2.03        |
| Standard Deviation | .878           | .877        | .920        | .928        | .841        | .653        | .818        | .863        |
| % in agreement     | 72%            | 70%         | 62%         | 56%         | 72%         | 78%         | 79%         | 78%         |
| % in disagreement  | 28%            | 30%         | 38%         | 44%         | 28%         | 22%         | 21%         | 22%         |

Similar to 2003 findings, respondents assessed their respective outcomes positively, but the average scores on this scale were slightly higher than scores in the other domains, indicating less agreement that their outcomes had improved. While respondents reported less agreement with the Outcomes items than with the other domains, the overall mean score of 2.19 indicated that respondents generally agreed that services had an impact on the various areas of functioning. Average scores across the groups ranged from 2.02 for SA to 2.49 for MI.

As was the case on the other domains, respondents for the most part agreed that the services received from PIHP facilities and CAs resulted in improvements across the different areas of functioning.

<sup>9</sup> Outcomes – Q21+Q22+Q23+Q24+Q25+Q26+Q27+Q28/# of responses

The proportion of respondents in agreement with items on the Outcomes scale was considerably lower for the MI sub-population. For the MI group, the remaining four domains ranged from 75% agreement to 79% agreement. MI agreement with the Outcomes domain was approximately 20 percentage points lower than the scores for the other domains. While the level of agreement (56%) was the lowest of all sub-populations, the majority of respondents still reported favorably on their outcomes.

While this “agreement” measure differed greatly for the three groups, the modal rating was steady; the modal rating for all three groups was 2, indicating general agreement that outcome objectives had been met.

A detailed presentation of items in the Outcomes domain is provided in Appendix B. The distribution of responses across all categories and descriptive statistics are noted overall and for the different populations.

## **Conclusions**

This survey provides valuable feedback and insight into consumers’ perspectives regarding the care and services they received through their Medicaid-funded PIHP s or CAs. A comparison between the results from this year’s survey to the 2003 survey reveals that there were not substantial differences between the two; however, the differences that are observed are in a positive direction, with a trend of more favorable responses in 2004 than in 2003. Based on these findings, it is evident that the quality and effectiveness of the care and services supplied by the PIHP s and CAs are being maintained (and even increased) from year-to-year. As such, the resounding majority of consumers who responded to the 2004 Consumer Satisfaction Survey for Michigan Public Mental Health and Substance Abuse Services expressed satisfaction with the services received at their PIHP s or CAs. Mean scores on all domains measured by the survey instrument (i.e., General Satisfaction, Access to Services, Appropriateness of Services, Participation in Treatment Planning and Outcomes) represent agreement that the services received over the past 12 months were useful, appropriate, and accessible to consumers. This is true of consumers receiving services for mental illness, developmental disabilities, and substance abuse disorders.

## **APPENDIX A**

### **Survey Instruments**

# CONSUMER SATISFACTION SURVEY

In order to improve substance abuse services for persons enrolled in the Medicaid program, we need to know what you think about the services you have received from your local substance abuse provider during the last 12 months, the people who have provided these services, and the results that have been achieved. There are no right or wrong answers. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. If a question concerns something that does not apply to you, then fill in the "NA" circle for "not applicable."

|   | Strongly Agree (SA)      | Agree (A)               | I am Neutral (N)        | Disagree (D)            | Strongly Disagree (SD)   | Not Applicable (NA)      |
|---|--------------------------|-------------------------|-------------------------|-------------------------|--------------------------|--------------------------|
| 1. I liked the services that I received.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 2. If I had other choices, I would still choose to get services from this substance abuse provider. | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 3. I would recommend this substance abuse provider to a friend or family member.                    | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 4. The location of service was convenient (parking, public transportation, distance, etc.).         | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 5. Staff were willing to see me as often as I felt it was necessary.                                | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 6. My calls were returned within 24 hours.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 7. Services were available at times that were good for me.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 8. I was able to get all the services I thought I needed.   | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 9. I was able to see my treatment counselor when I wanted to.                                       | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 10. Staff believed that I could grow, change, and recover.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 11. I felt comfortable asking questions about my treatment and medications.                         | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 12. I felt free to complain.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 13. I was given information about my rights.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 14. I was encouraged to take responsibility for how I live my life.                                 | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |

|   | Strongly Agree (SA)                 | Agree (A)               | I am Neutral (N)        | Disagree (D)            | Strongly Disagree (SD)   | Not Applicable (NA)      |
|---|-------------------------------------|-------------------------|-------------------------|-------------------------|--------------------------|--------------------------|
| 15. I was told what side effects to watch for.  | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 16. My wishes about who is and is not to be given information about my treatment were respected.                      | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 17. I, not staff, decided my treatment goals.   | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 18. Staff were sensitive to my cultural/ethnic background.  | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| <b>As a direct result of the services I received:</b>   |                                     |                         |                         |                         |                          |                          |
|   | Strongly Agree (SA)                 | Agree (A)               | I am Neutral (N)        | Disagree (D)            | Strongly Disagree (SD)   | Not Applicable (NA)      |
| 21. I deal more effectively with daily problems.  | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 22. I am better able to control my life.  | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 23. I am better able to deal with crisis.   | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 24. I am getting along better with my family.   | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 25. I do better in social situations.   | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 26. I do better in school and/or work.  | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 27. My housing situation has improved.  | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 28. My symptoms are not bothering me as much.   | <input checked="" type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |

**Thank you for completing this survey.  
Please return it in the pre-addressed envelope.**

# CONSUMER SATISFACTION SURVEY

In order to improve mental health and developmental disability services for persons enrolled in the Medicaid program, we need to know what you think about the services you have received from your local community mental health agency during the last 12 months, the people who have provided these services, and the results that have been achieved. There are no right or wrong answers. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. If a question concerns something that does not apply to you, then fill in the "NA" circle for "not applicable."

|   | Strongly Agree (SA)      | Agree (A)               | I am Neutral (N)        | Disagree (D)            | Strongly Disagree (SD)   | Not Applicable (NA)      |
|---|--------------------------|-------------------------|-------------------------|-------------------------|--------------------------|--------------------------|
| 1. I liked the services that I received.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 2. If I had other choices, I would still choose to get services from this mental healthcare provider. | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 3. I would recommend this mental healthcare provider to a friend or family member.                    | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 4. The location of service was convenient (parking, public transportation, distance, etc.).           | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 5. Staff were willing to see me as often as I felt it was necessary.                                  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 6. My calls were returned within 24 hours.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 7. Services were available at times that were good for me.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 8. I was able to get all the services I thought I needed.   | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 9. I was able to see a psychiatrist when I wanted to.   | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 10. Staff believed that I could grow, change, and recover.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 11. I felt comfortable asking questions about my treatment and medications.                           | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 12. I felt free to complain.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 13. I was given information about my rights.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 14. I was encouraged to take responsibility for how I live my life.                                   | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |

|   | Strongly Agree (SA)      | Agree (A)               | I am Neutral (N)        | Disagree (D)            | Strongly Disagree (SD)   | Not Applicable (NA)      |
|---|--------------------------|-------------------------|-------------------------|-------------------------|--------------------------|--------------------------|
| 15. I was told what side effects to watch for.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 16. My wishes about who is and is not to be given information about my treatment were respected.                      | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 17. I, not staff, decided my treatment goals.   | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 18. Staff were sensitive to my cultural/ethnic background.  | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |

| <b>As a direct result of the services I received:</b> | Strongly Agree (SA)      | Agree (A)               | I am Neutral (N)        | Disagree (D)            | Strongly Disagree (SD)   | Not Applicable (NA)      |
|---|--------------------------|-------------------------|-------------------------|-------------------------|--------------------------|--------------------------|
| 21. I deal more effectively with daily problems.      | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 22. I am better able to control my life.              | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 23. I am better able to deal with crisis.             | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 24. I am getting along better with my family.         | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 25. I do better in social situations.                 | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 26. I do better in school and/or work.                | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 27. My housing situation has improved.                | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |
| 28. My symptoms are not bothering me as much.         | <input type="radio"/> SA | <input type="radio"/> A | <input type="radio"/> N | <input type="radio"/> D | <input type="radio"/> SD | <input type="radio"/> NA |

**Thank you for completing this survey.  
Please return it in the pre-addressed envelope.**

**SERIAL #**

**APPENDIX B**

**2004 Item Response Distributions and Descriptive Statistics**

**Overall, MI, DD, and SA Groups**

## 2004 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item Overall (N = 911)

### General Satisfaction

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 1 I liked the services that I received.  | 37.65          | 45.33 | 10.21   | 3.62     | 1.87              | 0.88     | 0.44    | 1.85 | 0.88 | (2) Agree |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 35.46          | 40.5  | 13.17   | 5.6      | 3.51              | 1.21     | 0.55    | 1.99 | 1.02 | (2) Agree |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 37.65          | 42.7  | 10.54   | 3.84     | 3.4               | 1.32     | 0.55    | 1.91 | 0.98 | (2) Agree |

### Access to Services

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 4 The location of the service was convenient (parking, public transportation, distance, etc.). | 33.81          | 44.79 | 9.66    | 5.49     | 2.31              | 3.29     | 0.66    | 1.93 | 0.95 | (2) Agree |
| 5 Staff were willing to see me as often as I felt it was necessary.                            | 35.24          | 42.59 | 10.54   | 6.15     | 2.41              | 2.52     | 0.55    | 1.95 | 0.97 | (2) Agree |
| 6 My calls were returned within 24 hours.  | 29.86          | 38.64 | 11.96   | 6.92     | 2.52              | 9.33     | 0.77    | 2.04 | 1.01 | (2) Agree |
| 7 Services were available at times that were good for me.                                      | 36.55          | 45.33 | 9.11    | 4.83     | 1.76              | 1.76     | 0.66    | 1.87 | 0.90 | (2) Agree |
| 8 I was able to get all the services I thought I needed.                                       | 31.83          | 41.82 | 11.09   | 8.89     | 4.17              | 1.54     | 0.66    | 2.10 | 1.09 | (2) Agree |
| 9 I was able to see a (psychiatrist/treatment counselor) when I wanted to.                     | 28.54          | 36.33 | 12.07   | 7.68     | 4.5               | 9.99     | 0.88    | 2.14 | 1.11 | (2) Agree |

| Appropriateness of Services  |                |       |         |          |                   |          |         |      |      |              |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------|
| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode         |
| 10 Staff believed that I could grow, change and recover.   | 34.69          | 39.74 | 12.62   | 2.96     | 1.54              | 7.9      | 0.55    | 1.87 | 0.88 | (2)<br>Agree |
| 12 I felt free to complain.  | 30.52          | 41.82 | 13.72   | 5.49     | 3.07              | 4.17     | 1.21    | 2.04 | 1.00 | (2)<br>Agree |
| 13 I was given information about my rights.  | 42.48          | 48.85 | 3.29    | 1.65     | 1.32              | 1.65     | 0.77    | 1.67 | 0.74 | (2)<br>Agree |
| 14 I was encouraged to take responsibility for how I live my life.   | 40.18          | 42.15 | 8.34    | 2.63     | 0.77              | 5.05     | 0.88    | 1.74 | 0.80 | (2)<br>Agree |
| 15 I was told what side effects to watch for.  | 27.55          | 39.85 | 11.09   | 6.92     | 3.4               | 9.55     | 1.65    | 2.09 | 1.04 | (2)<br>Agree |
| 16 My wishes about who is and is not to be given information about my treatment were respected.                      | 39.52          | 43.69 | 6.7     | 2.63     | 1.43              | 4.17     | 1.87    | 1.75 | 0.82 | (2)<br>Agree |
| 18 Staff were sensitive to my cultural/ethnic background.  | 27.99          | 39.08 | 14.05   | 2.31     | 1.32              | 11.96    | 3.29    | 1.94 | 0.86 | (2)<br>Agree |
| 19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 29.42          | 40.5  | 13.72   | 5.49     | 2.74              | 6.37     | 1.76    | 2.04 | 0.99 | (2)<br>Agree |
| 20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 26.78          | 37.43 | 13.72   | 6.15     | 3.73              | 9.99     | 2.2     | 2.12 | 1.05 | (2)<br>Agree |

Participation in Treatment Planning

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 11 I felt comfortable asking questions about my treatment and medications. | 36.11          | 43.36 | 9.22    | 4.06     | 1.87              | 4.72     | 0.66    | 1.86 | 0.90 | (2) Agree |
| 17 I, not staff, decided my treatment goals.                               | 25.91          | 40.61 | 16.47   | 6.37     | 2.41              | 6.04     | 2.2     | 2.11 | 0.98 | (2) Agree |

Outcomes

| Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 21 I deal more effectively with daily problems. | 27.88          | 41.27 | 17.12   | 5.71     | 2.63              | 3.95     | 1.43    | 2.09 | 0.98 | (2) Agree |
| 22 I am better able to control my life.         | 27.22          | 40.4  | 17.23   | 6.15     | 2.63              | 4.61     | 1.76    | 2.11 | 0.99 | (2) Agree |
| 23 I am better able to deal with crisis.        | 23.27          | 39.74 | 18.44   | 7.57     | 3.18              | 5.71     | 2.09    | 2.22 | 1.02 | (2) Agree |
| 24 I am getting along better with my family.    | 30.19          | 36.55 | 15.7    | 5.38     | 3.29              | 7.14     | 1.76    | 2.07 | 1.03 | (2) Agree |
| 25 I do better in social situations.            | 24.48          | 37.32 | 21.19   | 7.14     | 3.51              | 4.72     | 1.65    | 2.23 | 1.04 | (2) Agree |
| 26 I do better in school and/or work.           | 19.32          | 24.92 | 18.99   | 4.83     | 2.41              | 26.56    | 2.96    | 2.24 | 1.04 | (2) Agree |
| 27 My housing situation has improved.           | 24.7           | 30.85 | 17.45   | 6.59     | 5.16              | 13.28    | 1.98    | 2.25 | 1.14 | (2) Agree |
| 28 My symptoms are not bothering me as much.    | 22.39          | 35.68 | 17.56   | 8.45     | 6.37              | 7.9      | 1.65    | 2.34 | 1.15 | (2) Agree |

## 2004 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item Mental Illnesses (N = 310)

### General Satisfaction

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 1 I liked the services that I received.  | 36.45          | 42.9  | 10.97   | 4.52     | 3.55              | 0.65     | 0.97    | 1.94 | 0.99 | (2) Agree |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 35.16          | 38.39 | 13.87   | 6.13     | 4.52              | 0.65     | 1.29    | 2.05 | 1.08 | (2) Agree |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 36.13          | 42.9  | 10.32   | 4.52     | 4.84              | 0.65     | 0.65    | 1.98 | 1.05 | (2) Agree |

### Access to Services

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 4 The location of the service was convenient (parking, public transportation, distance, etc.). | 35.81          | 44.19 | 8.71    | 5.16     | 2.58              | 2.58     | 0.97    | 1.91 | 0.95 | (2) Agree |
| 5 Staff were willing to see me as often as I felt it was necessary.                            | 35.16          | 40    | 8.39    | 8.39     | 4.84              | 2.26     | 0.97    | 2.05 | 1.12 | (2) Agree |
| 6 My calls were returned within 24 hours.  | 31.61          | 38.06 | 10.97   | 8.39     | 3.23              | 6.13     | 1.61    | 2.06 | 1.07 | (2) Agree |
| 7 Services were available at times that were good for me.                                      | 37.74          | 44.52 | 9.03    | 4.52     | 2.58              | 0.97     | 0.65    | 1.88 | 0.94 | (2) Agree |
| 8 I was able to get all the services I thought I needed.                                       | 31.29          | 39.35 | 11.29   | 8.71     | 6.13              | 1.61     | 1.61    | 2.16 | 1.16 | (2) Agree |
| 9 I was able to see a (psychiatrist/treatment counselor) when I wanted to.                     | 28.06          | 32.9  | 12.9    | 8.71     | 9.35              | 6.13     | 1.94    | 2.33 | 1.28 | (2) Agree |

## Appropriateness of Services

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 10 Staff believed that I could grow, change and recover.   | 30             | 38.06 | 16.45   | 6.45     | 2.58              | 5.81     | 0.65    | 2.08 | 1.01 | (2) Agree |
| 12 I felt free to complain.  | 29.03          | 37.1  | 15.81   | 7.74     | 5.48              | 3.55     | 1.29    | 2.20 | 1.13 | (2) Agree |
| 13 I was given information about my rights.  | 43.23          | 46.13 | 3.87    | 2.58     | 1.94              | 1.29     | 0.97    | 1.71 | 0.83 | (2) Agree |
| 14 I was encouraged to take responsibility for how I live my life.   | 33.87          | 42.9  | 11.61   | 5.48     | 1.61              | 3.23     | 1.29    | 1.93 | 0.93 | (2) Agree |
| 15 I was told what side effects to watch for.  | 27.74          | 37.42 | 12.9    | 9.35     | 5.16              | 5.48     | 1.94    | 2.21 | 1.14 | (2) Agree |
| 16 My wishes about who is and is not to be given information about my treatment were respected.                      | 36.45          | 45.81 | 6.45    | 3.55     | 2.9               | 2.58     | 2.26    | 1.85 | 0.92 | (2) Agree |
| 18 Staff were sensitive to my cultural/ethnic background.  | 26.45          | 37.1  | 16.45   | 2.26     | 2.58              | 10.97    | 4.19    | 2.03 | 0.94 | (2) Agree |
| 19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 26.45          | 38.06 | 13.55   | 9.68     | 5.16              | 4.84     | 2.26    | 2.24 | 1.14 | (2) Agree |
| 20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 22.58          | 38.06 | 13.23   | 8.71     | 6.45              | 8.39     | 2.58    | 2.31 | 1.16 | (2) Agree |

Participation in Treatment Planning

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 11 I felt comfortable asking questions about my treatment and medications. | 35.16          | 42.9  | 9.35    | 6.13     | 3.23              | 2.26     | 0.97    | 1.96 | 1.01 | (2) Agree |
| 17 I, not staff, decided my treatment goals.                               | 24.19          | 36.13 | 20.97   | 8.39     | 3.23              | 3.87     | 3.23    | 2.25 | 1.05 | (2) Agree |

Outcomes

| Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode        |
|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-------------|
| 21 I deal more effectively with daily problems. | 22.58          | 38.06 | 21.94   | 8.71     | 4.19              | 2.58     | 1.94    | 2.31 | 1.07 | (2) Agree   |
| 22 I am better able to control my life.         | 19.35          | 37.74 | 23.55   | 10       | 3.87              | 2.9      | 2.58    | 2.38 | 1.05 | (2) Agree   |
| 23 I am better able to deal with crisis.        | 15.81          | 35.81 | 23.55   | 12.9     | 5.48              | 3.23     | 3.23    | 2.53 | 1.10 | (2) Agree   |
| 24 I am getting along better with my family.    | 22.26          | 35.48 | 20.32   | 7.74     | 6.77              | 5.16     | 2.26    | 2.37 | 1.15 | (2) Agree   |
| 25 I do better in social situations.            | 17.74          | 33.23 | 25.81   | 11.61    | 6.77              | 2.58     | 2.26    | 2.54 | 1.14 | (2) Agree   |
| 26 I do better in school and/or work.           | 11.94          | 17.1  | 22.9    | 7.74     | 4.52              | 31.61    | 4.19    | 2.62 | 1.13 | (3) Neutral |
| 27 My housing situation has improved.           | 20.97          | 27.42 | 20.32   | 10.65    | 6.45              | 11.61    | 2.58    | 2.47 | 1.20 | (2) Agree   |
| 28 My symptoms are not bothering me as much.    | 17.1           | 29.68 | 22.58   | 14.84    | 10                | 3.87     | 1.94    | 2.69 | 1.24 | (2) Agree   |

## 2004 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item Developmental Disabilities (N = 179)

| General Satisfaction   |                |       |         |          |                   |          |         |      |      |           |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
| 1 I liked the services that I received.  | 29.61          | 60.34 | 5.59    | 2.79     | 0                 | 1.12     | 0.56    | 1.81 | 0.66 | (2) Agree |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 27.37          | 49.16 | 16.2    | 2.79     | 1.12              | 2.79     | 0.56    | 1.98 | 0.82 | (2) Agree |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 28.49          | 48.6  | 14.53   | 3.91     | 0                 | 3.35     | 1.12    | 1.94 | 0.78 | (2) Agree |
| Access to Services   |                |       |         |          |                   |          |         |      |      |           |
| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
| 4 The location of the service was convenient (parking, public transportation, distance, etc.).       | 27.93          | 47.49 | 7.26    | 5.59     | 1.68              | 9.5      | 0.56    | 1.95 | 0.90 | (2) Agree |
| 5 Staff were willing to see me as often as I felt it was necessary.                                  | 33.52          | 43.58 | 10.61   | 5.59     | 0                 | 5.59     | 1.12    | 1.87 | 0.84 | (2) Agree |
| 6 My calls were returned within 24 hours.  | 22.91          | 44.13 | 13.41   | 5.59     | 2.23              | 11.17    | 0.56    | 2.09 | 0.94 | (2) Agree |
| 7 Services were available at times that were good for me.  | 29.61          | 51.96 | 9.5     | 3.35     | 0                 | 5.03     | 0.56    | 1.86 | 0.73 | (2) Agree |
| 8 I was able to get all the services I thought I needed.   | 22.35          | 50.84 | 11.73   | 8.38     | 2.79              | 3.35     | 0.56    | 2.15 | 0.97 | (2) Agree |
| 9 I was able to see a (psychiatrist/treatment counselor) when I wanted to.                           | 17.88          | 29.05 | 10.06   | 5.03     | 1.68              | 35.75    | 0.56    | 2.11 | 0.99 | (2) Agree |

## Appropriateness of Services

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 10 Staff believed that I could grow, change and recover.   | 15.08          | 39.11 | 15.64   | 1.68     | 0.56              | 26.82    | 1.12    | 2.08 | 0.77 | (2) Agree |
| 12 I felt free to complain.  | 21.23          | 51.96 | 12.29   | 2.79     | 0                 | 8.94     | 2.79    | 1.96 | 0.71 | (2) Agree |
| 13 I was given information about my rights.  | 32.4           | 58.66 | 2.23    | 0        | 1.68              | 3.35     | 1.68    | 1.74 | 0.68 | (2) Agree |
| 14 I was encouraged to take responsibility for how I live my life.   | 22.91          | 46.37 | 7.82    | 1.68     | 0                 | 18.99    | 2.23    | 1.85 | 0.68 | (2) Agree |
| 15 I was told what side effects to watch for.  | 16.2           | 41.9  | 9.5     | 4.47     | 0.56              | 24.58    | 2.79    | 2.05 | 0.82 | (2) Agree |
| 16 My wishes about who is and is not to be given information about my treatment were respected.                      | 25.14          | 51.96 | 5.59    | 1.12     | 0                 | 13.41    | 2.79    | 1.79 | 0.62 | (2) Agree |
| 18 Staff were sensitive to my cultural/ethnic background.  | 20.11          | 45.25 | 9.5     | 1.12     | 0                 | 21.79    | 2.23    | 1.89 | 0.66 | (2) Agree |
| 19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 19.55          | 44.13 | 13.97   | 1.68     | 1.12              | 18.44    | 1.12    | 2.01 | 0.79 | (2) Agree |
| 20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 13.41          | 30.17 | 20.67   | 4.47     | 1.12              | 26.26    | 3.91    | 2.28 | 0.90 | (2) Agree |

## Participation in Treatment Planning

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 11 I felt comfortable asking questions about my treatment and medications. | 21.23          | 48.04 | 11.17   | 1.68     | 0                 | 16.2     | 1.68    | 1.92 | 0.69 | (2) Agree |
| 17 I, not staff, decided my treatment goals.                               | 12.85          | 42.46 | 16.2    | 4.47     | 0                 | 21.79    | 2.23    | 2.16 | 0.77 | (2) Agree |

## Outcomes

| Item  | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|---|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 21 I deal more effectively with daily problems. | 17.88          | 47.49 | 14.53   | 3.35     | 0.56              | 14.53    | 1.68    | 2.06 | 0.78 | (2) Agree |
| 22 I am better able to control my life.         | 16.76          | 44.69 | 15.64   | 3.35     | 1.12              | 16.76    | 1.68    | 2.11 | 0.82 | (2) Agree |
| 23 I am better able to deal with crisis.        | 14.53          | 41.9  | 16.2    | 4.47     | 1.12              | 20.11    | 1.68    | 2.18 | 0.85 | (2) Agree |
| 24 I am getting along better with my family.    | 19.55          | 39.66 | 13.97   | 3.91     | 0                 | 20.67    | 2.23    | 2.03 | 0.80 | (2) Agree |
| 25 I do better in social situations.            | 16.76          | 46.93 | 15.08   | 3.35     | 0.56              | 15.64    | 1.68    | 2.08 | 0.78 | (2) Agree |
| 26 I do better in school and/or work.           | 16.76          | 41.34 | 10.61   | 2.23     | 0                 | 26.82    | 2.23    | 1.98 | 0.72 | (2) Agree |
| 27 My housing situation has improved.           | 17.32          | 37.99 | 12.85   | 2.23     | 2.23              | 25.7     | 1.68    | 2.09 | 0.90 | (2) Agree |
| 28 My symptoms are not bothering me as much.    | 13.41          | 35.75 | 16.2    | 5.59     | 0.56              | 26.26    | 2.23    | 2.22 | 0.87 | (2) Agree |

## 2004 MDCH Consumer Satisfaction Percent Distribution of Ratings by Item Substance Abuse Disorders (N = 422)

### General Satisfaction

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode                  |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------------------|
| 1 I liked the services that I received.  | 41.94          | 40.76 | 11.61   | 3.32     | 1.42              | 0.95     | 0       | 1.80 | 0.88 | (1)<br>Strongly Agree |
| 2 If I had other choices, I would still choose to get services from this mental healthcare provider. | 39.1           | 38.39 | 11.37   | 6.4      | 3.79              | 0.95     | 0       | 1.96 | 1.06 | (1)<br>Strongly Agree |
| 3 I would recommend this mental healthcare provider to a friend or family member.                    | 42.65          | 40.05 | 9       | 3.32     | 3.79              | 0.95     | 0.24    | 1.84 | 0.99 | (2) Agree             |

### Access to Services

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode      |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|-----------|
| 4 The location of the service was convenient (parking, public transportation, distance, etc.). | 34.83          | 44.08 | 11.37   | 5.69     | 2.37              | 1.18     | 0.47    | 1.95 | 0.96 | (2) Agree |
| 5 Staff were willing to see me as often as I felt it was necessary.                            | 36.02          | 44.08 | 12.09   | 4.74     | 1.66              | 1.42     | 0       | 1.90 | 0.91 | (2) Agree |
| 6 My calls were returned within 24 hours.  | 31.52          | 36.73 | 12.09   | 6.4      | 2.13              | 10.9     | 0.24    | 2.00 | 1.00 | (2) Agree |
| 7 Services were available at times that were good for me.                                      | 38.63          | 43.13 | 9       | 5.69     | 1.9               | 0.95     | 0.71    | 1.87 | 0.94 | (2) Agree |
| 8 I was able to get all the services I thought I needed.                                       | 36.26          | 39.81 | 10.66   | 9.24     | 3.32              | 0.71     | 0       | 2.03 | 1.07 | (2) Agree |
| 9 I was able to see a (psychiatrist/treatment counselor) when I wanted to.                     | 33.41          | 41.94 | 12.32   | 8.06     | 2.13              | 1.9      | 0.24    | 2.01 | 1.00 | (2) Agree |

## Appropriateness of Services

| Item   | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not App. | No Ans. | Mean | SD   | Mode               |
|--|----------------|-------|---------|----------|-------------------|----------|---------|------|------|--------------------|
| 10 Staff believed that I could grow, change and recover.   | 46.45          | 41.23 | 8.53    | 0.95     | 1.18              | 1.42     | 0.24    | 1.67 | 0.77 | (1) Strongly Agree |
| 12 I felt free to complain.  | 35.55          | 41    | 12.8    | 4.98     | 2.61              | 2.61     | 0.47    | 1.95 | 0.97 | (2) Agree          |
| 13 I was given information about my rights.  | 46.21          | 46.68 | 3.32    | 1.66     | 0.71              | 1.18     | 0.24    | 1.62 | 0.70 | (2) Agree          |
| 14 I was encouraged to take responsibility for how I live my life.   | 52.13          | 39.81 | 6.16    | 0.95     | 0.47              | 0.47     | 0       | 1.57 | 0.70 | (1) Strongly Agree |
| 15 I was told what side effects to watch for.  | 32.23          | 40.76 | 10.43   | 6.16     | 3.32              | 6.16     | 0.95    | 2.01 | 1.02 | (2) Agree          |
| 16 My wishes about who is and is not to be given information about my treatment were respected.                      | 47.87          | 38.63 | 7.35    | 2.61     | 0.95              | 1.42     | 1.18    | 1.67 | 0.81 | (1) Strongly Agree |
| 18 Staff were sensitive to my cultural/ethnic background.  | 32.46          | 37.91 | 14.22   | 2.84     | 0.95              | 8.53     | 3.08    | 1.89 | 0.86 | (2) Agree          |
| 19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability. | 35.78          | 40.76 | 13.74   | 4.03     | 1.66              | 2.37     | 1.66    | 1.91 | 0.91 | (2) Agree          |
| 20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).         | 35.55          | 40.05 | 11.14   | 4.98     | 2.84              | 4.27     | 1.18    | 1.94 | 0.99 | (2) Agree          |