2001
Consumer Satisfaction
for
Burrell Behavioral Health-Springfield
Community-based Services

Division of Comprehensive Psychiatric Services
Missouri Department of Mental Health

Christine Rinck, Ph.D., Project Director, Consumer Satisfaction
UMKC Institute for Human Development, a UAP
Kansas City, Missouri

Gary Harbison, MA, DMH Outcomes Coordinator,
Office of Quality Management

Christine Squibb, Director, Office of Consumer Affairs

Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.

August 2001

DMH Satisfaction Survey Results
Consumer Satisfaction - 2001
Comprehensive Psychiatric Services

Agency: Burrell Behavioral Health

Demographics

		Total Served		Agency Survey Returns				
		State	Agency	Total Consumers	CPRC Adults	Non-CPRC Adults	Child/ Adolescent	Child/ Adolescent Family
SEX	Male	46.8%	46.5%	45.8%	49.2%	35.9%	61.8%	61.0%
	Female	53.2%	53.6%	54.2%	50.8%	64.1%	38.2%	39.0%
RACE	White	79.7%	96.5%	92.1%	92.4%	90.8%	95.5%	84.4%
	Black	17.9%	1.3%	2.7%	2.7%	3.2%	0%	1.3%
	Hispanic	.5%	0.2%	.8%	.4%	1.8%	0%	2.6%
	Native American	.4%	0.2%	1.2%	1.2%	1.4%	0%	1.3%
	Pacific Islander	0.1%	0.1%	.3%	.4%	.4%	0%	0%
	Other	1.4%	1.8%	2.9%	2.9%	2.5%	4.5%	10.4%
MEAN AGE				39.62	43.45	39.29	11.68	9.48
	0-17	15.9%	13.9%	7.8%	.2%	.4%	98.5%	100%
	18-49	61.2%	64.9%	68.6%	70.8%	80.2%	1.5%	0%
	50+	22.9%	21.2%	23.6%	29.0%	19.4%	0%	0%

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

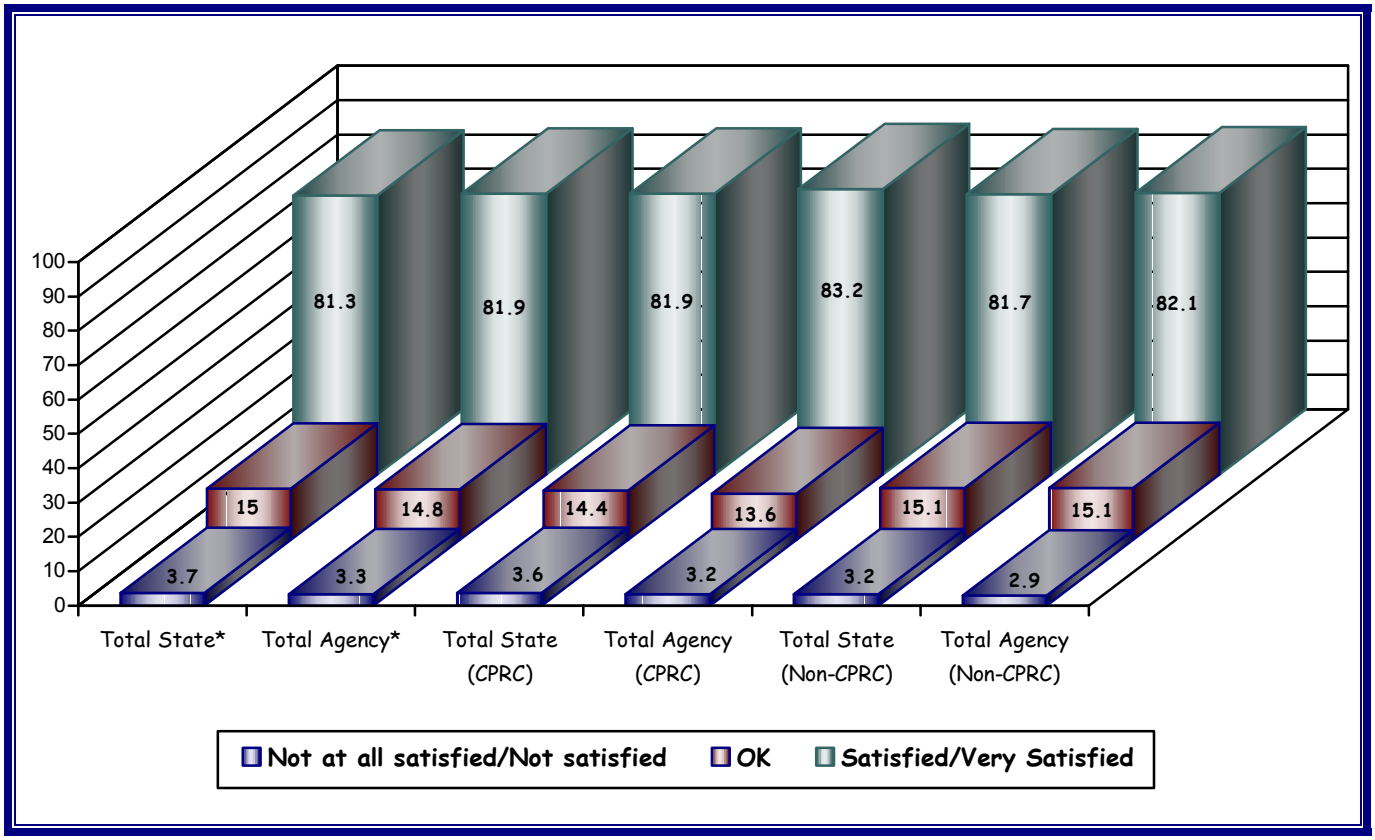
	Number Served April 2001	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
CONSUMERS					
Total State	25136		5328	21.2%	
Total Agency*	1793		921	51.4%	
CPRC Adult	854		555	65.0%	
Non-CPRC Adult	981		298	30.4%	
Child/Adolescent	242		68	28.1%	
Family Members					
CPRC Adult		286	28		9.8%
Child/Adolescent		264	79		29.9%
*Unduplicated Count					

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item.

	Overall Agency Totals		CPRC Adult Total		Non-CPRC Adult Total		Child/Adolescent Total		Child/Adolescent Family Total	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
Are you deaf or hard of hearing?	8.9%	7.9%	9.5%	7.8%	8.5%	9.3%	4.4%	3.0%	2.3%	5.4%
If yes, do you use sign language?	10.6%	7.5%	9.4%	7.9%	7.7%	3.7%	56.3%	50.0%	40.0%	25.0%
If you use sign language, did this agency use sign language without the help of an interpreter?	9.4%	7.9%	7.1%	8.0%	8.3%	8.3%	55.6%	0%	20.0%	0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	12.6%	10.0%	11.3%	13.0%	8.1%	0%	45.5%	0%	66.7%	0%

Overall Satisfaction with Services
Adults

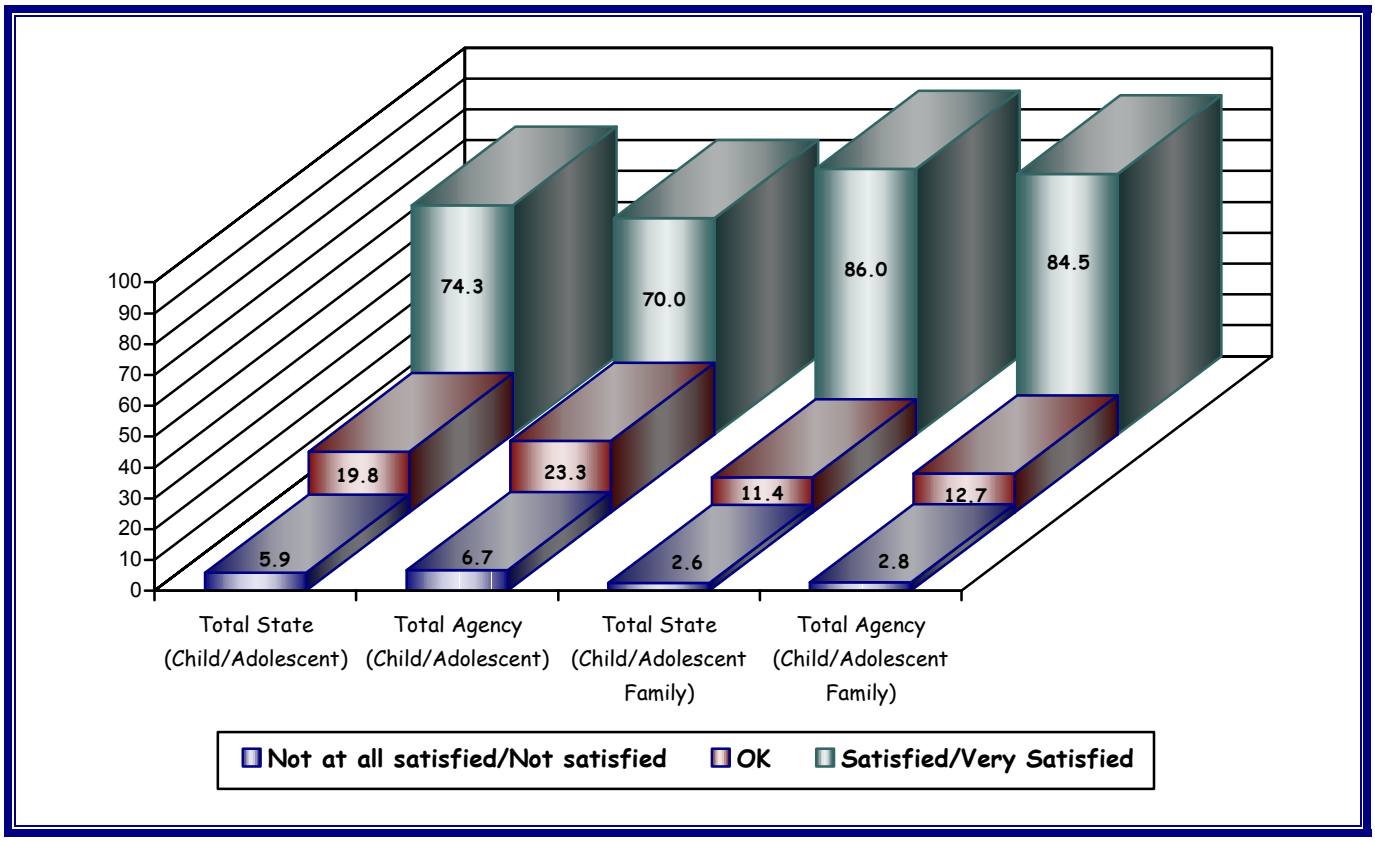


**** The Total State and Total Agency percents include both Adult and Children Program Satisfaction ratings of the question "How satisfied are you with the services you receive?"***

Some of the key findings were:

- **Statewide, 81.3% of the consumers of CPS services who responded to the survey were "satisfied" or "very satisfied" with the services they received.**
- **The percent of individuals who rated services as "satisfied" or "very satisfied" was higher than the state average (81.9% for this agency versus 81.3% for the state).**
- **This agency's CPRC program was rated higher (83.2% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (81.9%).**

Overall Satisfaction with Services
Children/Adolescents

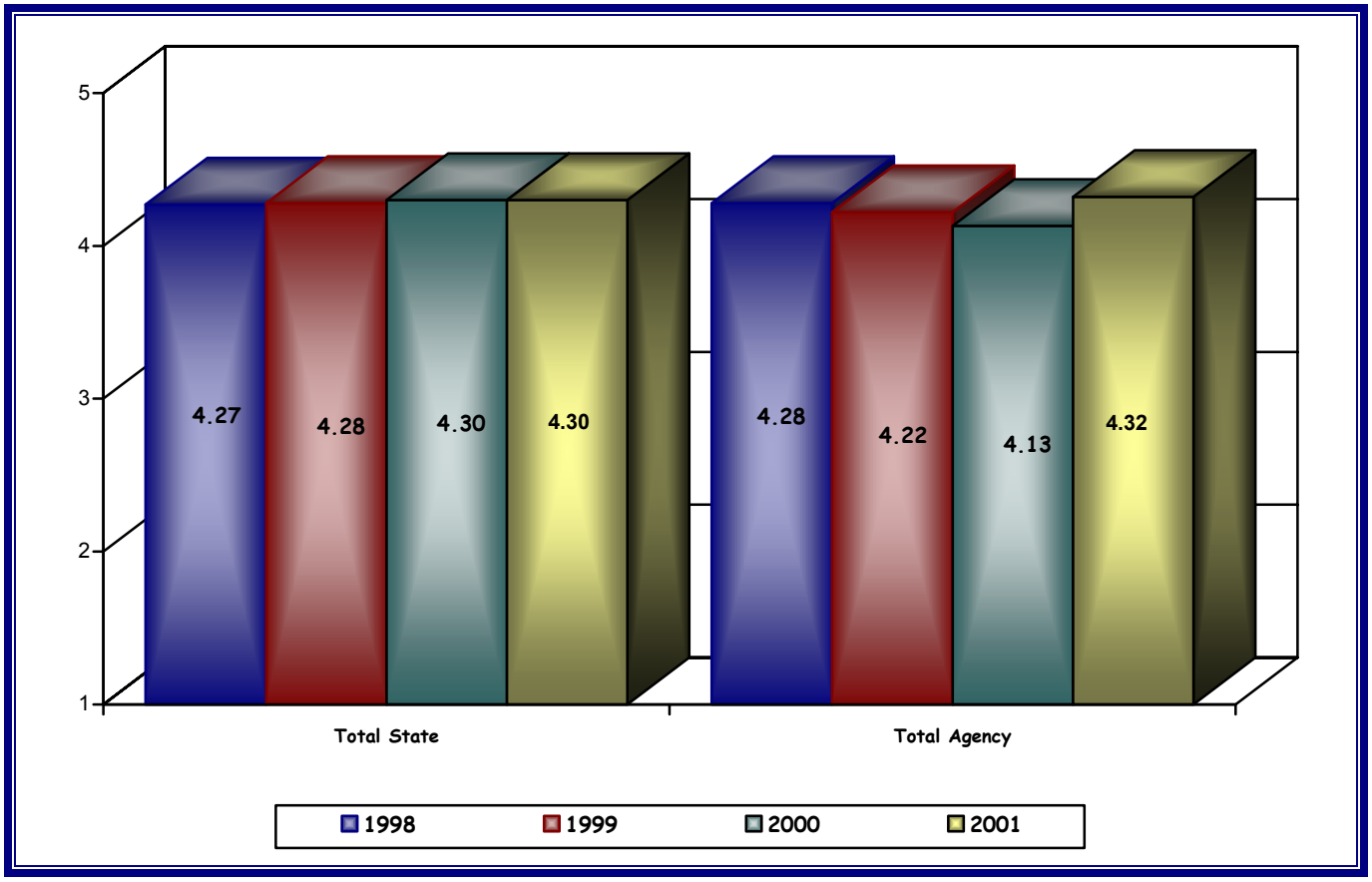


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- **Statewide, 74.3% of the Child/Adolescent consumers of CPS services who responded to the survey were "satisfied" or "very satisfied" with the services they received.**
- **The percent of individuals who rated services as "satisfied" or "very satisfied" was lower than the state average (70.0% for this agency versus 74.3% for the state).**
- **This agency's Child/Adolescent Family Members rated the program lower (84.5% of the consumers reporting "satisfied" or "very satisfied") than the statewide rating (86.0%).**

Service Means
Comparison of 1998, 1999, 2000, & 2001

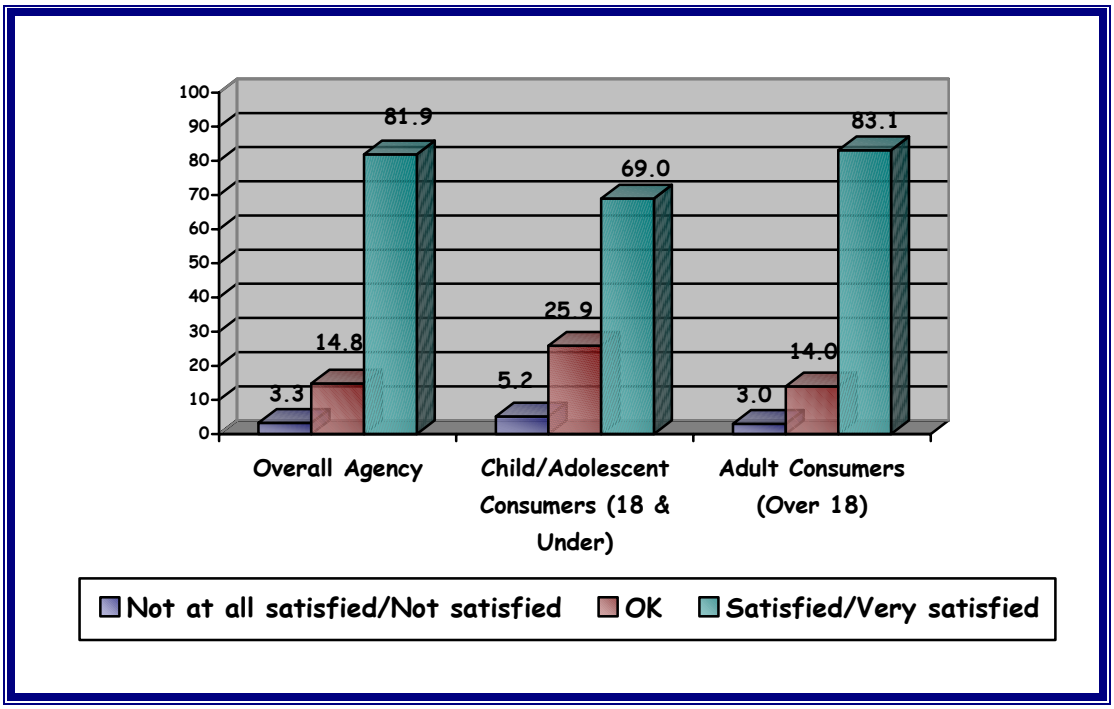


Comparison of 1998, 1999, 2000 & 2001 Mean Ratings

Some of the key findings were:

- **The mean of the responses to the question " How satisfied are you with the services you received?" was 4.28 in 1998, 4.22 in 1999, 4.13 in 2000 and 4.32 in 2001.**
- **For this agency, the mean of the responses to the service question increased from year 1999 (mean= 4.22) to year 2001 (mean= 4.32).**

Overall Satisfaction with Services
Comparison of Adults & Children



	Total Agency Consumers (a)	Child/Adolescent Consumers 18 & Under	Adult Consumers Over 18
Not at all satisfied/ Not satisfied	3.3% (29)	5.2% (3)	3.0% (22)
OK	14.8% (129)	25.9% (15)	14.0% (104)
Satisfied/Very satisfied	81.9% (716)	69.0% (40)	83.1% (619)
Overall Mean Rating of Satisfaction with Services	4.32 (874)	4.07 (58)	4.35 (745)

(a) All consumers did not specify their age. Therefore the number of child/adolescent and adult consumers does not add to the total agency consumer number.

The key finding was:

- **For both the Percent of consumers satisfied with Overall services and the Mean Satisfaction Services ratings, the adult consumers were more satisfied than the child/adolescent consumers.**

Satisfaction with Services

How satisfied are you . . .	Total Consumers		CPRC Adult		Non-CPRC Adult		Child/ Adolescent		Child/ Adolescent Family	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.31 (5176)	4.35 (888)	4.31 (3404)	4.36 (544)	4.38 (1393)	4.35 (283)	4.10 (379)	4.23 (61)	4.46 (427)	4.38 (73)
with how much your staff know about how to get things done?	4.23 (5125)	4.28 (876)	4.25 (3371)	4.30 (533)	4.23 (1377)	4.26 (281)	4.02 (377)	4.16 (62)	4.31 (425)	4.18 (72)
with how staff keep things about you and your life confidential?	4.34 (5082)	4.39 (861)	4.31 (3339)	4.38 (523)	4.45 (1370)	4.42 (279)	4.22 (373)	4..24 (59)	4.57 (424)	4.62 (71)
that your treatment plan has what you want in it?	4.17 (5063)	4.24 (862)	4.19 (3336)	4.28 (528)	4.14 (1352)	4.22 (274)	4.03 (375)	4.08 (60)	4.28 (412)	4.23 (69)
that your treatment plan is being followed by those who assist you?	4.22 (5061)	4.30 (862)	4.25 (3345)	4.33 (532)	4.20 (1344)	4.28 (269)	4.05 (372)	4.11 (61)	4.34 (419)	4.29 (70)
that the agency staff respect your ethnic and cultural background?	4.35 (4864)	4.43 (825)	4.34 (3194)	4.44 (506)	4.40 (1301)	4.44 (261)	4.24 (369)	4.26 (58)	4.54 (411)	4.51 (68)
with the services that you receive?	4.30 (5107)	4.32 (874)	4.31 (3357)	4.35 (535)	4.32 (1376)	4.32 (279)	4.13 (374)	4.08 (60)	4.41 (422)	4.34 (71)
that services are provided in a timely manner?	4.22 (5122)	4.28 (878)	4.24 (3372)	4.33 (536)	4.21 (1380)	4.23 (281)	4.02 (370)	4.08 (61)	4.34 (424)	4.40 (72)

The first number represents a mean rating.
Scale: 1=Not at all satisfied . . . 5=Very satisfied.
The number in parentheses represents the number responding to this item.

Some of the key findings were:

- **Statewide, the people served by the Comprehensive Psychiatric Services Programs reported that they were satisfied with the services they received. For this agency the mean scores ranged from 4.24 to 4.43. (1=not satisfied…5=very satisfied)**

- **The people were most satisfied with respect of ethnic and cultural backgrounds. They were least satisfied with the content of the treatment plan.**

Satisfaction with Quality of Life

How satisfied are you . . .	Total Consumers		CPRC Adult		Non-CPRC Adult		Child/Adolescent		Child/Adolescent Family	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.47 (5098)	3.49 (879)	3.55 (3377)	3.64 (535)	3.22 (1385)	3.15 (285)	3.74 (336)	3.83 (59)	3.46 (344)	3.58 (62)
with where you live?	3.66 (5068)	3.68 (870)	3.71 (3348)	3.83 (530)	3.48 (1382)	3.35 (281)	3.81 (338)	3.90 (59)	4.13 (341)	4.23 (62)
with the amount of choices you have in your life?	3.43 (5083)	3.43 (874)	3.52 (3362)	3.61 (533)	3.20 (1386)	3.09 (283)	3.45 (335)	3.43 (58)	3.70 (345)	3.86 (63)
with the opportunities/ chances you have to make friends?	3.52 (5052)	3.53 (874)	3.61 (3349)	3.71 (533)	3.25 (1367)	3.19 (282)	3.65 (336)	3.53 (59)	3.59 (347)	3.75 (61)
with your general health care?	3.69 (5038)	3.73 (872)	3.77 (3344)	3.91 (534)	3.44 (1370)	3.37 (282)	3.90 (324)	3.77 (56)	4.05 (350)	4.13 (62)
with what you do during your free time?	3.53 (5076)	3.57 (874)	3.62 (3365)	3.73 (533)	3.25 (1378)	3.17 (284)	3.83 (333)	3.98 (57)	3.36 (342)	3.49 (61)
How safe do you feel . . .										
in your home?	3.97 (4890)	3.98 (831)	3.97 (3229)	4.08 (504)	3.91 (1321)	3.77 (271)	4.17 (340)	4.18 (56)	4.41 (367)	4.54 (63)
in your neighborhood?	3.80 (4824)	3.80 (813)	3.81 (3182)	3.92 (492)	3.75 (1303)	3.60 (265)	3.86 (339)	3.79 (56)	4.01 (362)	4.17 (63)

The first number represents a mean rating.
Scale: (how satisfied are you…): 1=Not at all satisfied . . . 5=Very satisfied.
Scale: (how safe do you feel…): 1=Not at all safe . . . 5=Very safe.
The number in parentheses represents the number responding to this item.

Some of the key findings were:

- **The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services from the Comprehensive Psychiatric Services Programs.**
- **Overall, the consumers served by this agency were most satisfied with safety in their home (mean of 3.98). They reported being the least satisfied with choices in their life (mean of 3.43).**

Satisfaction with Crisis Hotline

In the past year 220 (25.5%) consumers from this agency have called about a crisis after normal office hours.				
In the past year, about how many times have you called about a crisis after normal office hours?	1 time (a)	2-5 times	6-9 times	10+ times
	40.9% (94)	43.9% (101)	9.1% (21)	6.1% (14)
(a) The first number represents the percent who used crisis services for the specified period of time. The number in parenthesis represents the number responding to this choice.				

How satisfied are you . . .	Total Consumers		CPRC Adult		Non-CPRC Adult		Child/Adolescent		Child/Adolescent Family	
	State	Agency	State	Agency	State	Agency	State	Agency	State	Agency
that crisis staff responded promptly to your needs?	3.59 (1198)	3.50 (228)	3.61 (833)	3.49 (126)	3.56 (309)	3.54 (89)	3.50 (56)	3.23 (13)	3.63 (75)	3.64 (22)
that crisis staff was courteous, friendly, and understanding?	3.77 (1199)	3.61 (228)	3.79 (834)	3.65 (126)	3.71 (309)	3.57 (89)	3.70 (56)	3.46 (13)	4.08 (75)	3.82 (22)
with how much crisis staff know about how to get things done?	3.62 (1181)	3.46 (225)	3.66 (825)	3.54 (124)	3.51 (301)	3.35 (88)	3.49 (55)	3.38 (13)	3.72 (75)	3.45 (22)
that you got the help you needed?	3.61 (1194)	3.50 (226)	3.66 (830)	3.55 (123)	3.48 (307)	3.46 (90)	3.56 (57)	3.31 (13)	3.64 (74)	3.43 (21)
with the overall crisis services you received?	3.66 (1187)	3.55 (225)	3.68 (825)	3.59 (123)	3.56 (307)	3.49 (89)	3.76 (55)	3.62 (13)	3.73 (75)	3.68 (22)

The first number represents a mean rating.
Scale: (how satisfied are you…): 1=Not at all satisfied . . . 5=Very satisfied.
The number in parentheses represents the number responding to this item.

Some of the key findings were:

- **The agency crisis services (mean of 3.55) were rated lower than the state crisis services (mean of 3.66).**
- **The lowest rated item was how much crisis staff know about how to get things done (mean of 3.46).**

Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2001. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.