

MHSIP Consumer Survey Executive Summary 2007

A Report from the Colorado Department of Human Services

DMH



Prepared by the Division of Mental Health, Data and Evaluation Section

Introduction

In 2007 the Colorado Division of Mental Health (DMH) conducted its tenth annual Mental Health Statistics Improvement Program (MHSIP) Consumer Survey with a focus on services provided in State Fiscal Year 2006 (July 1, 2005-June 30, 2006). Consistent with national trends in performance measurement, DMH administers the MHSIP Consumer Survey, a nationally developed and validated instrument, to assess perceptions of public mental health services provided in Colorado. As mental health services move toward a recovery-oriented system, DMH is committed to the inclusion of consumer participation in mental health services and perceives the MHSIP survey as one way of meeting this ongoing goal.

The MHSIP Consumer Survey Composition

The 2007 MHSIP Consumer Survey consists of 36 items, each answered using a Likert scale. Standardized at a national level, the core survey is comprised of the five following domains using 21 items: Access, Quality/Appropriateness, Participation, Outcomes, and General Satisfaction. The survey also includes an item assessing perceived provider sensitivity to cultural/ethnic issues, multiple items assessing demographic information, and open-ended questions about the most and least preferred aspects of services received.

Results

Response Rate

DMH sent the 2007 (FY2005-2006) MHSIP survey to 7,652 individuals. 2,064 surveys were returned resulting in a response rate of 34%.

Demographics of Interest

Regarding demographics of the respondents, the following describe the respondent sample:

- 65.3% were female.
- 70.6% identified themselves as Caucasian and 11.4% identified themselves as Hispanic.
- Slightly under half (46.3%) of the sample reported being between the ages of 45 and 64.
- 72.1% reported not having worked at a paid job in the three months prior to the survey, however, 21.5% of the sample indicated having volunteered in this time frame.
- Slightly less than half of the sample reported being unmarried or single (45%).
- Over half (56.1) of the sample of respondents indicated receiving Medicaid.

Additionally, a majority of respondents (79.3%) reported that they were still receiving treatment at the time of survey completion. The mean and median of treatment duration was 64.3 and 25.0 months respectively, which represents a decrease of 19.8 and 29 months compared to 2006 MHSIP treatment durations; this is a departure from the past five years of MHSIP data collection in which overall means and medians had increased successively by year.

Respondent Sample versus the Population

The respondent group differed significantly from the population of individuals receiving state funded mental health services in a significant manner.

- MHSIP respondents were significantly more likely to be female as compared to the overall population.
- 79% of the respondents endorsed Caucasian as their race in comparison to 71.2% of the population.
- MHSIP respondents were less likely to be single and more likely to be married than the population.
- 27.2% the MHSIP respondents were employed compared to the 23.7% in population.

Domain Results

Table 1 reports total domain scores in Colorado for 2007. Domain results are reported as a percentage (with 95% confidence intervals) of respondents agreeing with the domain. The domains are calculated following national standards and recommendations (for a complete description as well as in depth analyses of time responses by domain, please refer to the MHSIP 2007 Technical Report). Differences from last year's domain agreement percentages are not statistically significant.

Table 1

Percent Agreement with MHSIP Domains

	Domain				
	Access	Appropriate/ Quality	Participation	Outcomes	General Satisfaction
% Agreement	71.5 (69.5-73.4)	71.6 (69.6-73.6)	65.0 (62.8-67.1)	61.8 (59.6-63.9)	77.9 (76.1-79.7)

Demographics and Domain Agreement

Several statistically significant domain agreement results were evident with respect to demographic variables in the MHSIP respondent sample. Some examples of demographics found to significantly impact domain agreement include:

- Percent agreement across domains increased with age.
- Widowed status related to high percent agreement regarding the Satisfaction and Appropriateness domains.
- Employment and volunteerism related to higher percent agreement with the Outcomes domain.
- Ethnicity affected percent agreement for the Appropriateness and Participation domains.
- Criminal justice involvement related to lower percent agreement across four of five domains.
- Respondents who have been in treatment for longer than one year reported greater percentages of agreement on four of five domains.
- Respondents who remained in treatment reported significantly higher percentages of agreement on all domains in comparison to those respondents no longer in treatment.

Discussion

The 2007 MHSIP data shows consumer perceptions of mental health services in Colorado to be comparable to those reported for the previous five years. However, the 2007 respondent sample differed significantly from previous survey respondent samples with respect to treatment duration. Study is recommended to ascertain reasons for the decrease in treatment duration, which may be due to a shift toward a recovery-oriented mental health system. The MHSIP respondent sample differed in multiple ways from the overall population of Colorado mental health consumers and seemed to represent a sample of individuals with higher levels of functioning as evidenced by greater percentages of married and employed persons. These variables were also positively correlated with domain agreement. Although the sample does not seem to be an exact representation of the population of mental health consumers, the data provide very rich information that can inform future mental health services.