



MHSIP CONSUMER SURVEY RESULTS FOR FY2014

WHAT IS THE MHSIP SURVEY?

During October/November 2013, the Office of Behavioral Health (The Office) conducted a survey, the MHSIP, to hear from adults (18+) who received services at the community behavioral health agencies across Colorado. These surveys were handed out when consumers came in for an appointment. They were asked to rate on a scale of 1 to 5 whether they agreed or disagreed with 36 statements about the services they received.

The Office is dedicated to strengthening the health, resiliency, and recovery of Coloradans through quality and effective behavioral health prevention, intervention, and treatment. The MHSIP helps us achieve those goals.

A summary of the results is reflected in this paper. The full report can be found on the Office website:
<http://www.colorado.gov/cs/Satellite/CDHS-BehavioralHealth/CBON/1251583731618>

WHO ANSWERED?

Of the 3,676 consumers who completed a survey:

- ⇒ 65% were female, 34% male
- ⇒ 23% identified as Hispanic/Latino (a)
- ⇒ 84% identified as Caucasian, 6% as Multi-Racial, and 5% as African American
- ⇒ 70% were between the ages of 31- and 64-years-old

WHAT DID THEY SAY?

The MHSIP captures satisfaction within 7 domains: Access, Quality, Outcomes, Participation, Satisfaction, Function, and Social Connectedness. The following percentages represent the consumers' positive feelings in each category.

Reporting Positively about:	Percent
Access	84.9
Quality	88.1
Outcomes	65.7
Participation	81.4
Satisfaction	90.2
Functioning	68.8
Social Connectedness	63.8

- 3 out of 5 people agreed they were functioning better overall.
- 9 out of 10 consumers were satisfied with the quality and appropriateness of services they received.

The MHSIP also includes a section for comments, both positive and negative. The following are excerpts from this year's survey.

- ⇒ "Clinician/Therapist is genuinely interested and concerned about my well-being. She encourages me to do what is best for me."
- ⇒ "I am involved in my treatment plan and staff are very positive in believing that I can grow, change and recover."
- ⇒ "It is sometimes difficult to get in to be seen."
- ⇒ "The [doctors] make you feel bad about yourself."

Have Questions? Please call Adrienne Jones, M.A., MHSIP Project Coordinator, at 303-866-7400 or call Toll Free at 1-800-811-7648.