Introduction

This document was created as a result of collaboration between two key entities:

- the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID)

and,

- the Community Mental Health Centers (CMHCs).

Purpose

The purpose of this document is to evaluate satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer’s perspective. The source of information reported in this document is aggregated results of a survey.

Why This Survey?

The Mental Health Statistics Improvement Program (MHSIP) survey was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The MHSIP adult survey is designed as the primary tool to evaluate and include the clients’ perspectives of public mental health services they have received.
Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents’ perception of care. This booklet represents the perceptions of 5.35% sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all CMHC clients of services received.

This output report includes results about the survey’s seven core domains:

<table>
<thead>
<tr>
<th>Domain</th>
<th>Primary Concerns Related to the Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Satisfaction</td>
<td>Services were, overall, satisfactory and preferable to other choices</td>
</tr>
<tr>
<td>Access</td>
<td>Staff availability, the range of service options and how quickly and conveniently services were received</td>
</tr>
<tr>
<td>Quality/Appropriateness</td>
<td>Cultural and linguistic access and whether services promoted recovery and continuity of care</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>Clients’ participation in planning services. For example, whether the patient, not staff, decided treatment goals</td>
</tr>
<tr>
<td>Outcomes</td>
<td>Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes.</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>Services contributed to improving natural supports, which come from family or friends</td>
</tr>
<tr>
<td>Functioning</td>
<td>There was a positive effect on independent community living and decreasing distress caused by symptoms</td>
</tr>
</tbody>
</table>
State Mental Health Authority

The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194.030 as the primary state agency for developing and administering programs for the prevention, detection and treatment of mental health, developmental and intellectual disabilities and substance use disorders.

DBHDID Website: [http://dbhdid.ky.gov/kdbhdid/default.asp](http://dbhdid.ky.gov/kdbhdid/default.asp)

Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region, a Regional Mental Health and Mental Retardation Board has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.
Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. Each spring for a two week period, staff made the survey available to people who arrived for outpatient appointments at selected clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

Kentucky Survey Penetration Rate in 2011

Table 1. Kentucky Survey Penetration Rate in State Fiscal Year 2011.

<table>
<thead>
<tr>
<th>Number of Adults (Age &gt; 18) Served in Kentucky*:</th>
<th>119,507</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Surveys Returned to Kentucky:</td>
<td>6,391</td>
</tr>
<tr>
<td>Statewide Survey Penetration Rate:</td>
<td>5.35%</td>
</tr>
</tbody>
</table>

*Source: CMHC Data Reports, [http://www.rdm.org/cmhc/reports/CMHC_I2.rpt](http://www.rdm.org/cmhc/reports/CMHC_I2.rpt)

During state fiscal year 2011 (July 1, 2010 ~ June 30, 2011), 119,507 Mental Health (MH) adult clients visited Kentucky CMHCs. Six thousand three hundred ninety one MH adult clients participated in the survey in Kentucky, resulting in a 5.35% statewide penetration rate. (Table 1)
Respondents’ Characteristics

The demographic profile of MH adult clients in Kentucky in 2011 is similar to that of previous years. In this report, respondent’s characteristics are presented on gender and race.

Table 2. Gender of Adult Respondents in 2011

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>62%</td>
</tr>
<tr>
<td>Male</td>
<td>38%</td>
</tr>
<tr>
<td>Total</td>
<td>6,010</td>
</tr>
</tbody>
</table>

As Table 2 indicates, female respondents outnumber male respondents nearly six-to-four. This is consistent across most of regions of the state.

Table 3. Race of Adult Respondents in 2011

<table>
<thead>
<tr>
<th>Race</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian /Alaska Native</td>
<td>2%</td>
</tr>
<tr>
<td>Native Hawaiian / Other Pacific Islander</td>
<td>0.2%</td>
</tr>
<tr>
<td>Asian</td>
<td>0.3%</td>
</tr>
<tr>
<td>White (Caucasian)</td>
<td>88%</td>
</tr>
<tr>
<td>Black (African - American)</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
</tr>
<tr>
<td>Total</td>
<td>5,936</td>
</tr>
</tbody>
</table>

The majority of adult respondents are white (88%) and fewer than 2% of respondents reported being of Hispanic or Latino descent. A high rate of white respondents could be explained by a higher residency of Whites in Kentucky. In fact, this observation is consistent with the 2010 U.S. Census Bureau data showing that Kentucky consists of 89.2% white residents.
Kentucky MHSIP Adult Results (2008-2011) Compared to National Averages

Percent Reporting Positively

- Access
- Quality & Appropriateness
- Outcomes
- Participation in Treatment Planning
- General Satisfaction
- Social Connectedness
- Functioning

2008 % Reporting Positively
2009 % Reporting Positively
2010 % Reporting Positively
2011 % Reporting Positively
2008 % National Average
2009% National Average
2010 % National Average
General Satisfaction

- Primary Concerns Related to General Satisfaction of Services:
  - Provide Satisfaction
  - Service Preferences and Satisfaction

By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.

<table>
<thead>
<tr>
<th>Domain</th>
<th>KY Domain Score (1 to 5)</th>
</tr>
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<tbody>
<tr>
<td>General Satisfaction</td>
<td>4.44</td>
</tr>
<tr>
<td>Access to Services</td>
<td>4.33</td>
</tr>
<tr>
<td>Quality / Appropriateness</td>
<td>4.36</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>4.27</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.90</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>4.00</td>
</tr>
<tr>
<td>Functioning</td>
<td>3.89</td>
</tr>
</tbody>
</table>

MHSIP Survey Scale
About 93% of respondents positively indicated that they liked the services that they received in the Kentucky in 2011.

This is a 1% increase from 2010.
About 89% of respondents positively indicated that they would still get services from Kentucky if they had other choices, in 2011.

This is a 1% increase from 2010.
About 92% of respondents positively indicated that they would recommend Kentucky to a friend or family member in 2011, as well as in 2010.
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 88% of respondents positively indicated that the location of services was convenient (parking, public transportation, distance etc), in 2011.

This is a 1% increase from 2010.
About 91% of respondents positively indicated that staff were willing to see them as often as they felt it was necessary in 2011, as well as in 2010.
About 85% of respondents positively indicated that staff returned their call in 24-hours in 2011, as well as in 2010.
About 92% of respondents positively indicated that services were available at times that were good for them in 2011.

This is a 1% increase from 2010.
About 89% of respondents positively indicated that they were able to get all the services they thought they needed in 2011, as well as in 2010.
About 81% of respondents positively indicated that they were able to see a psychiatrist when they wanted to in 2011.

This is a 1% increase from 2010.
Primary Concerns Related to Quality / Appropriateness of Services:
- Voluntary Participation in Services
- Services That Promote Recovery
- Services That Maximize Continuity of Care
- Cultural and Linguistic Access

By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.

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MHSIP Survey Scale

Negative Response
- Strongly Disagree (1)
- Disagree (2)
- Neutral (3)

Positive Response
- Agree (4)
- Strongly Agree (5)
About 89% of respondents positively indicated that the staff in Kentucky believed that patients can grow, change and recover, in 2011. This is a 1% decrease from 2010.
About 86% of respondents positively indicated that they felt free to complain in Kentucky in 2011, as well as in 2010.
About 93% of respondents positively indicated that they were given information about their rights in Kentucky in 2011, as well as in 2010.
About 91% of respondents positively indicated that staff of CMHCs in Kentucky encouraged them to take responsibility for how they live their lives, in 2011, as well as in 2010.
About 84% of respondents positively indicated that staff of CMHCs in Kentucky told them what side effects to watch out for in 2011.

This is a 1% decrease from 2010.
About 94% of respondents positively indicated that staff of CMHCs in Kentucky respected their wishes about who is and who is not to be given information about their treatment in 2011, as well as in 2010.
About 89% of respondents positively indicated that staff of CMHCs in Kentucky were sensitive to their cultural background in 2011, as well as in 2010.
About 89% of respondents positively indicated that staff of CMHCs in Kentucky helped them to obtain the information they needed so that they could take charge of managing their illness in 2011, as well as in 2010.
About 83% of respondents positively indicated that they were encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc) in 2011, as well as in 2010.
PARTICIPATION IN TREATMENT PLANNING

- Primary Concerns Related to Participation in Treatment Planning of Services:
- Participation in Planning Services Array

By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.

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<tr>
<td>Social Connectedness</td>
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<td>Functioning</td>
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</table>

81% Positive Response

MHSIP Survey Scale

<table>
<thead>
<tr>
<th>Negative Response</th>
<th>Strongly Disagree (1)</th>
<th>Disagree (2)</th>
<th>Neutral (3)</th>
<th>Agree (4)</th>
<th>Strongly Agree (5)</th>
<th>Positive Response</th>
</tr>
</thead>
</table>
About 91% of respondents positively indicated that they felt comfortable asking questions about their treatment and medications in 2011.

This is a 1% decrease from 2010.
About 79% of respondents positively indicated that they, not staff, decided their treatment goals in 2011, as well as in 2010.
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 78% of respondents positively indicated that they dealt more effectively with daily problems in 2011, as well as in 2010.
About 76% of respondents positively indicated that they were better able to control their lives in 2011.

This is a 2% decrease from 2010.
About 72% of respondents positively indicated that they were better able to deal with crisis in 2011.

This is a 1% decrease from 2010.
About 72% of respondents positively indicated that they were getting along better with their family in 2011.

This is a 2% decrease from 2010.
About 67% of respondents positively indicated that they did better in social situations in 2011.

This is a 1% decrease from 2010.
About 63% of respondents positively indicated that they did better in school and/or work in 2011.

This is a 1% decrease from 2010.
About 67% of respondents positively indicated that their housing situations have improved in 2011, as well as in 2010.
About 64% of respondents positively indicated that their symptoms were not bothering them as much in 2011.

This is a 2% decrease from 2010.
By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.

**Domain** | **KY Domain Score (1 to 5)**
---|---
General Satisfaction | 4.44
Access to Services | 4.33
Quality / Appropriateness | 4.36
Participation in Treatment Planning | 4.27
Outcomes | 3.90
**Social Connectedness** | **4.00**
Functioning | 3.89

By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 76% of respondents positively indicated that they were happy with the friendships they had, in 2011.

This is a 1% decrease from 2010.
About 78% of respondents positively indicated that they had people with whom they could do enjoyable things in 2011.

This is a 1% decrease from 2010.
About 67% of respondents positively indicated that they felt they belonged in their community, in 2011.

This is a 1% decrease from 2010.
About 79% of respondents positively indicated that in a crisis, they would have the support they need from family or friends in 2011.

This is a 1% decrease from 2010.
FUNCTIONING

- Primary Concerns Related to Access of Services:
  - Increase in Independent Functioning
  - Capacity for Independent Community Living
  - Meaningfullness of Daily Activities
  - Reduced Distress Caused by Symptoms

By national standards, a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 74% of respondents positively indicated that they did things that are more meaningful to them in 2011.

This is a 1% decrease from 2010.
About 76% of respondents positively indicated that they were better able to take care of their needs in 2011, as well as in 2010.
About 69% of respondents positively indicated that they were better able to handle things when they went wrong in 2011.

This is a 1% decrease from 2010.
About 71% of respondents positively indicated that they were better able to do things that they wanted to do in 2011.

This is a 1% decrease from 2010.