

# Sacramento County



## Older Adult System of Care Performance Outcomes Report May 2011 Consumer Survey Administration

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Mental Health Report

## EXECUTIVE SUMMARY

The following document reports data collected in May 2011 for the Sacramento County Division of Behavioral Health Services, Mental Health Performance Outcome System. This report details response rate information and focuses on satisfaction with services received within the Sacramento County Older Adult Mental Health System of Care.

### Major Findings

- As a whole, the Older Adult System of Care achieved a response rate of 39%, down from the previous rate of 49%.
- 78% of the 164 surveys submitted contained responses to survey items. 16.7% (6) of those without responses were due to clients not having the survey available in their preferred language, up from the previous rate of 4.6%.
- 47% of clients completed the survey by themselves. Family members helped the majority of those who did need help.
- Of the consumers who responded, 70% had been receiving services for at least 6 months.
- Overall, Older Adult clients are satisfied with services received from the Sacramento County Mental Health System of Care.
- Satisfaction is higher in Access, Quality and Appropriateness, Participation in Treatment Planning, and General Satisfaction.
- Average satisfaction scores for the seven domains were analyzed by ethnicity, race and language, and significant differences were noted. Specifically:
  - Hispanic consumers reported significantly higher satisfaction in Access, but lower satisfaction in Quality and Appropriateness, Participation in Treatment Planning, Outcomes, Functioning, Social Connectedness and Overall than Non-Hispanic consumers.
  - Other Race consumers reported significantly lower satisfaction in Quality and Appropriateness, Outcomes, Functioning, Social Connectedness and Overall than White consumers and lower in Participation in Treatment Planning than both White and Black consumers.
  - Non-English speaking consumers were significantly less satisfied in Outcomes, Functioning, Social Connectedness and Overall than English speaking consumers.
- The Division of Behavioral Health, Mental Health has targeted three items on the satisfaction survey as performance improvement goals within the Quality Management Improvement Plan. The items are listed below, along with the data from the past three sampling periods.

Item #	May-11 (N=128)		May-09 (N=123)		Nov-08 (N=159)		May-08 (N=114)	
	Percent Agree	Average Score						
6	75	4.18	84	4.26	79	4.23	81	4.16
17	77	4.11	77	4.06	78	4.12	73	4.20

20	76	4.16	64	4.07	40	3.93	58	3.92
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**Definition of Items**

- # 6: Staff returned my calls within 24 hours.
- # 17: I, not staff, decided my treatment goals.
- # 20: I was encouraged to use consumer run programs.

**SACRAMENTO COUNTY OLDER ADULT SYSTEM OF CARE**

The Division of Behavioral Health Services, Mental Health encourages providers to reach a response rate of at least 75%. Response rate (B/A) is calculated by dividing the number of surveys received (whether or not they were fully completed) by the unduplicated number of clients receiving face-to-face services during the collection period. The number of clients receiving face-to-face services is determined by the number of clients who received at least one of the several Treatment Codes (TX Code) listed in the appendix and did not have “Phone” or “Telehealth” in Place of Service.

As the data in the tables below illustrates, the system wide response rate decreased from 49% to 39% between May 2009 and May 2011.

The completion rate (C/B) is determined by dividing the number of surveys completed by the total number of surveys received. The completion rate increased 19 percentage points since the last data collection period.

The percentage of consumers reflected (C/A) is determined by dividing the number of surveys completed by the total number of consumers served. The percentage of consumers reflected increased 1 percentage point since the last data collection period.

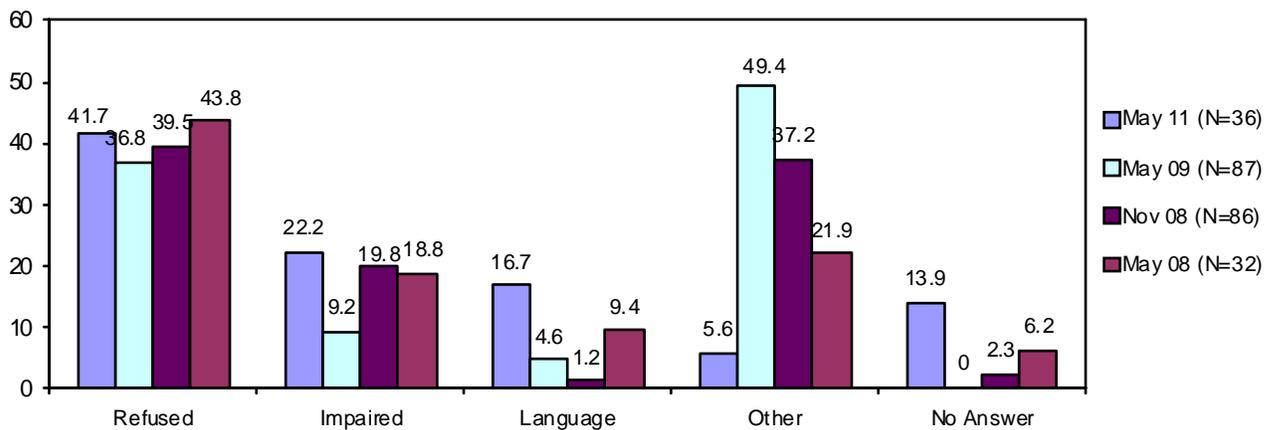
	A	B	C	B/A	C/B	C/A
	Consumers Served (N)	Surveys Received (N)	Completed Surveys (N)	Response Rate (%)	Completion Rate (%)	Consumers Reflected (%)
<b>May 2011</b>	423	164	128	39	78	30
<b>May 2009</b>	425	210	123	49	59	29
<b>November 2008</b>	558	245	159	44	65	28
<b>May 2008</b>	437	146	114	33	78	26

- Taking into account both the response rate and the completion rate, the satisfaction data in the following report reflects 30% of Older Adult consumers served during the May 2011 data collection time frame.

## Reason for Incomplete Surveys

Agency staff was expected to complete the “reason” section if a consumer did not complete a survey. The figure on the page below illustrates the reasons given by staff for incomplete surveys. During May 2011, six respondents (16.7%) said the survey was not available in their preferred language. These consumers reported their preferred language (per Avatar) is Hmong (4) and Korean (2). Consumers whose primary language is Hmong should have been offered a survey in this language, as translations are available. Providers should ensure surveys are available and offered in the appropriate language to consumers.

**Reason for Incomplete Surveys: Historical View**



## **Who Helped Consumer Complete Survey**

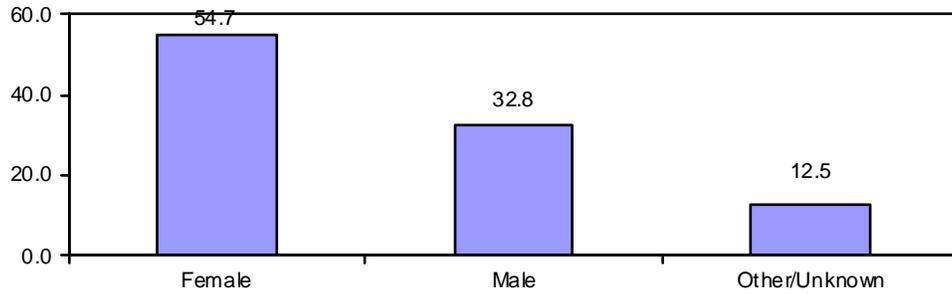
The table below summarizes the amount of help consumers reported needing and receiving. Forty-seven (47) percent of clients surveyed reported that they did not need help completing the survey, compared to the previous reporting of 50%. For clients needing help with the survey, the most utilized source of help was a family member. A increase in percentage of consumers reporting that their clinician/case manager helped was noted for May 2011 (from 11% to 13%).

<b>WHO HELPED CONSUMER COMPLETE SURVEY</b>				
	<b>MAY 2011 (N=128)</b>		<b>MAY 2009 (N=123)</b>	
<b>Domain</b>	<b>N</b>	<b>Percent</b>	<b>N</b>	<b>Percent</b>
Clients who indicated they did NOT need help.	60	47%	61	50%
Clients who indicated they need help.	62	48%	61	50%
<b>Of those who indicated needing help, they noted the following help source:</b> (Note: Consumers were permitted to choose more than one response or may not have selected a source, so total percent may not equal 100 %.)				
A mental health advocate/ volunteer helped me.	9	15%	12	20%
A mental health consumer helped me.	3	5%	6	10%
A member of my family helped me.	16	26%	18	30%
A professional interviewer helped me.	5	8%	7	11%
My clinician/case manager helped me.	8	13%	7	11%
A staff member other than my clinician or case manager helped me.	10	16%	8	13%
Someone else helped me.	11	18%	3	5%

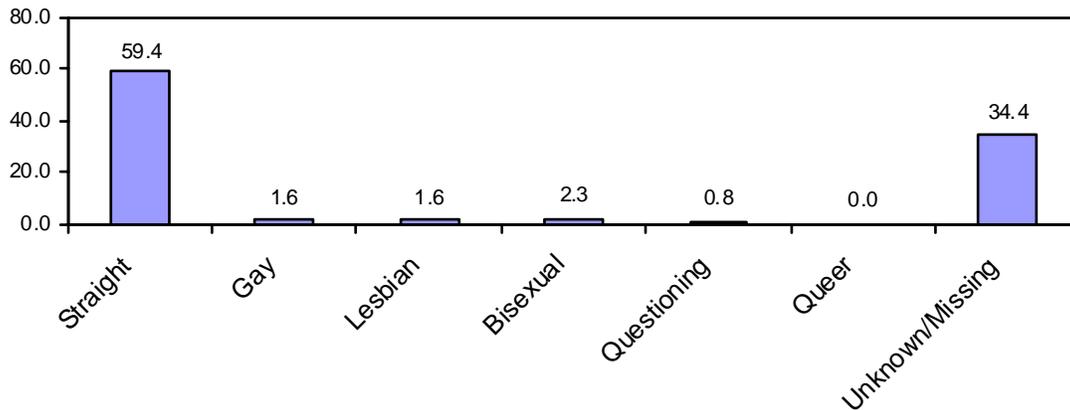
## **DEMOGRAPHICS**

The next three figures illustrate the Gender, Sexual Orientation, Latino Origin and Race of Older Adult consumers who participated in the survey.

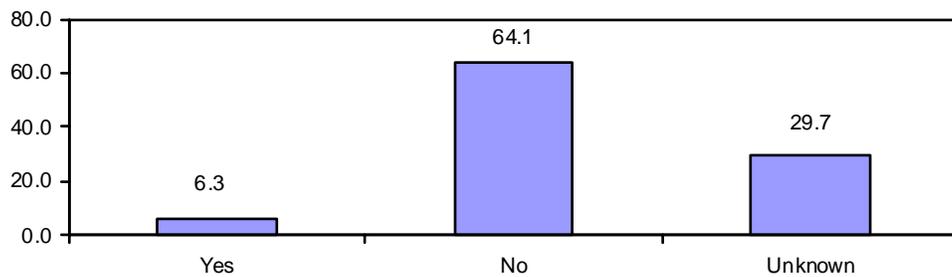
**Gender (N=128)**



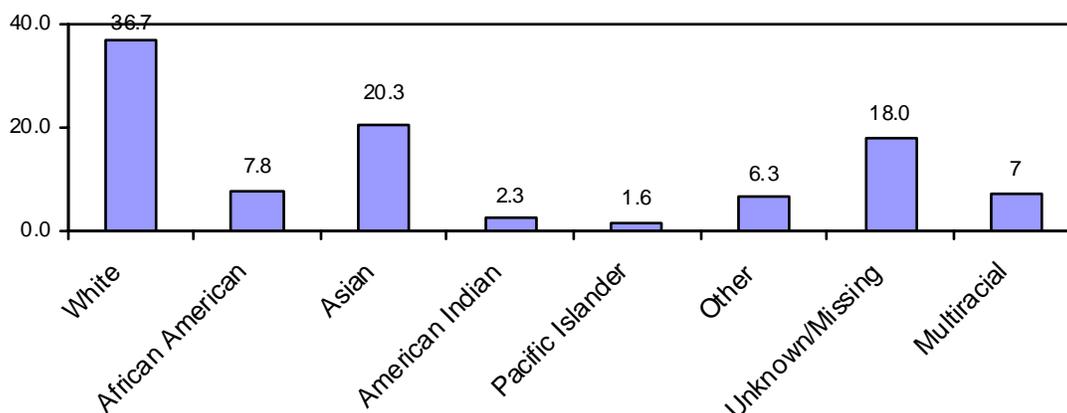
**Sexual Orientation (N=128)**



**Mexican/Hispanic/Latino Origin (N=128)**



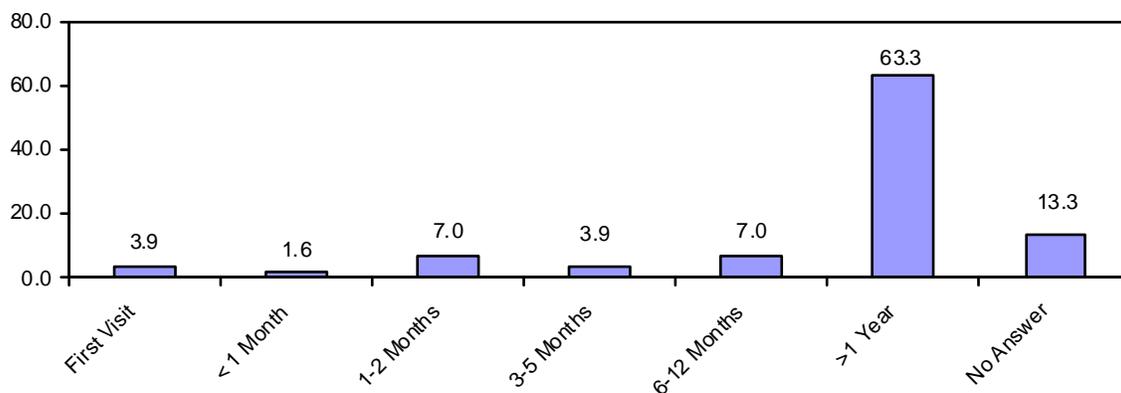
Race (N=128)



### **LENGTH OF TIME IN SERVICES**

Of the clients who responded, 70% received services for at least six months.

Length of Service (N=128)



### **SACRAMENTO COUNTY CONSUMER SATISFACTION OUTCOMES**

Overall, Older Adult consumers are satisfied with the services they receive in the Sacramento County Mental Health System. The data represented in the table illustrates average scores for the seven domains measured. Each domain has several items scored on a five-point scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree. Higher scores reflect higher levels of satisfaction, and consumers are considered “Satisfied” in a domain if their average scores were greater than 3.50. On average, consumers are satisfied in all domains, with the highest satisfaction in Access, Quality & Appropriateness, Participation in Treatment and General Satisfaction.

OVERALL SATISFACTION OUTCOMES: OLDER ADULT PROVIDERS		
	MAY 2011 (N=128)	MAY 2009 (N=123)
Domain	Avg. Score	Avg. Score
Access	4.21	4.24
Quality & Appropriateness	4.24	4.14
Participation in Treatment Planning (PIT)	4.26	4.14
Outcomes of Services	3.89	3.86
Functioning	3.84	3.85
Social Connectedness	3.86	3.81
General Satisfaction	4.35	4.36
<b>Overall Average</b>	<b>4.09</b>	<b>4.05</b>

The table below investigates the effects of ethnicity (whether the client identifies as Hispanic/Latino), race and language on average satisfaction scores. Results were analyzed via independent T-Tests (ethnicity and language) or ANOVA (race); averages found to be significantly different between groups are marked with superscripts (p<.05).

Older Adult Satisfaction by Demographics: May 2011 (N=128)								
	Access	Quality & Approp.	PIT	Outcomes of Services	Functioning	Social	General Satisfaction	Overall Average
<b>ETHNICITY (Hispanic or Latino)</b>								
Hispanic	4.35	4.08 <sup>o</sup>	4.19 <sup>o</sup>	3.68 <sup>o</sup>	3.53 <sup>o</sup>	3.47 <sup>o</sup>	4.38	3.94 <sup>o</sup>
Non-Hispanic	4.19 <sup>o</sup>	4.24	4.27	3.89	3.86	3.87	4.34	4.09
<b>RACE</b>								
White	4.34	4.40 <sup>o</sup>	4.43	4.13 <sup>o</sup>	4.07 <sup>o</sup>	4.11 <sup>o</sup>	4.51	4.28 <sup>o</sup>
Black	4.20	4.34	4.55	3.91	3.74	4.02	4.18	4.13
Other*	4.13	4.12 <sup>o</sup>	4.11 <sup>o</sup>	3.71 <sup>o</sup>	3.69 <sup>o</sup>	3.65 <sup>o</sup>	4.27	3.97 <sup>o</sup>
<b>LANGUAGE</b>								
English	4.28	4.29	4.33	3.99	4.01	3.95	4.43	4.21
Non-English**	4.34	4.30	4.31	3.85 <sup>o</sup>	3.81 <sup>o</sup>	3.84 <sup>o</sup>	4.43	4.14 <sup>o</sup>

Categories combined due to low individual cohort size in order to increase data validity:

\* Other (Race) includes: Hmong, Vietnamese, Chinese, Other Asian, Former Soviet, Multi, and other.

\*\* Non-English (Language) includes: Spanish, Former Soviet, Hmong, Vietnamese, Cantonese, and Lao.

An analysis of mean domain scores within groups for Older Adults found significant differences in: Ethnicity, such that Hispanic consumers reported higher satisfaction than Non-Hispanic consumers in Access, but lower satisfaction in Quality and Appropriateness, Participation in Treatment Planning, Outcomes, Functioning, Social Connectedness and Overall; Race, such that Other Race consumers were significantly less satisfied than White consumers in Quality and Appropriateness, Outcomes of Services, Functioning, Social Connectedness and Overall and were less satisfied than both White and Black consumers for Participation in Treatment Planning; Language, such that Non-English speaking consumers were significantly less satisfied than English speaking consumers in Outcomes, Functioning, Social Connectedness and Overall.

## **SATISFACTION WITH SERVICES**

The table below shows consumer satisfaction across the seven domains (i.e., Access, Quality and Appropriateness, Participation in Treatment, Outcomes, Functioning, Social Connectedness and General Satisfaction). Each domain has several items scored on a five-point scale: 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly Agree. Higher scores reflect higher levels of satisfaction. Clients were “Satisfied” in a domain if their average scores were greater than 3.50. Overall, consumers are satisfied in all domains, and satisfaction is higher in four of the seven domains (Access, Quality, Participation in Treatment Planning and General Satisfaction.)

<b>OLDER ADULT MHSIP CONSUMER SURVEY</b>		<b>May2011 (N=128)</b>	
		<b>Percent Agree</b>	<b>Average Score</b>
<b>Question</b>	<b>Perception of Access</b>		
4	The Location of Services was convenient.	85	4.24
5	Staff were willing to see me as often as I felt was necessary.	84	4.28
6	Staff returned my calls within 24 hours.	75	4.18
7	Services were available at times that were good for me.	88	4.27
8	I was able to get all the services I thought I needed.	84	4.26
9	I was able to see a psychiatrist when I wanted to.	81	4.19
	<b>Perception of Access Averages</b>	<b>85</b>	<b>4.21</b>
<b>Question</b>	<b>Perception of Quality and Appropriateness</b>		
10	Staff believed that I could grow, change and recover.	82	4.34
12	I feel free to complain	80	4.13
13	I was given information about my rights.	85	4.31
14	Staff encouraged me to take responsibility for how I live my life.	84	4.26
15	Staff told what side effects to watch for.	77	4.18
16	Staff respected my wishes about who is and is not to be given information about my treatment.	83	4.27
18	Staff were sensitive to my cultural/ethnic background.	82	4.29
19	Staff helped me obtain the information needed so I could take charge of managing my illness.	84	4.25
20	I was encouraged to use consumer-run programs.	76	4.16
	<b>Perception of Quality and Appropriateness Averages</b>	<b>86</b>	<b>4.24</b>
<b>Question</b>	<b>Perception of Participation in Treatment Planning</b>		
11	I felt comfortable asking questions about my treatment and medication	90	4.41
17	I, not staff, decided my treatment goals.	77	4.11
	<b>Perception of Participation in Treatment Planning Averages</b>	<b>84</b>	<b>4.26</b>
<b>Question</b>	<b>Perception of Outcomes of Services</b>		
21	I deal more effectively with daily life problems.	70	4.07
22	I am better able to control my life.	71	3.99
23	I am better able to deal with crisis.	71	3.98
24	I am getting along better with my family.	63	3.97
25	I am better in social situations.	64	3.83
26	I do better in school and/or work.	34	3.64
27	My housing situation has improved.	54	3.80
28	My symptoms are not bothering me as much.	55	3.67
	<b>Perception of Outcomes of Services Averages</b>	<b>66</b>	<b>3.89</b>

OLDER ADULT MHSIP CONSUMER SURVEY		May2011 (N=128)	
		Percent Agree	Average Score
Question	<b>Perception of Functioning</b>		
29	I do things that are more meaningful to me.	66	3.96
30	I am better able to take care of my needs.	66	3.93
31	I am better able to handle things when they go wrong.	60	3.82
32	I am better able to do things that I want to do.	63	3.89
28	My symptoms are not bothering me as much.	55	3.67
	<b>Perception of Functioning Averages</b>	61	3.84
Question	<b>Perception of Social Connectedness</b>		
33	I am happy with the friendships I have.	59	3.91
34	I have people with whom I can do enjoyable things.	57	3.85
35	I feel I belong in my community.	54	3.83
36	In a crisis, I would have the support I need from family or friends.	59	3.91
	<b>Perception of Social Connectedness Averages</b>	53	3.86
Question	<b>Perception of General Satisfaction</b>		
1	I liked the services that I received here.	90	4.40
2	If I had other choices, I would still get services at this agency.	87	4.34
3	I would recommend this agency to a friend or family member.	88	4.32
	<b>Perception of General Satisfaction Averages</b>	94	4.35
<b>OVERALL AVERAGE ACROSS ALL DOMAINS</b>		87	4.09

## APPENDIX

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### Treatment Codes Used in Determining Response Rates

Code	Description	Adult/Older Adult	Child/Youth
93010	ASSESSMENT	X	X
94000	REHABILITATION	X	X
96010	EVALUATION	X	X
96510	GROUP THERAPY	X	X
96520	GROUP SESSION	X	X
97010	INDIVIDUAL THERAPY	X	X
97500	MEDICATION SUPPORT	X	X
97530	GROUP SESSION MEDS	X	
97550	MIXED MEDICAL LICENSURE	X	
98010	MEDICATION SUPPORT	X	X
98500	PLAN DEVELOPMENT	X	X
99650	DAY TREATMENT - INTENSIVE - FULL DAY		X
99700	DAY TREATMENT - REHAB - HALF DAY		X
99750	DAY TREATMENT - REHAB - FULL DAY		X

### Place of Service Data Elements Eliminated in Determining Response Rates

Code	Description	Adult/Older Adult	Child/Youth
P	PHONE	X	X
T	TELEHEALTH	X	X