

Listen and Learn: DMHAS 2007 Consumer Survey

Each year DMHAS conducts a **Consumer Satisfaction Survey** to gauge client satisfaction with the mental health and substance use services being provided. In the spirit of focusing on a recovery-oriented and person-centered system of care, people were asked to rate their service and treatment experience within the DMHAS state/private provider network. What are people saying about recovery? The Recovery Domain consists of five questions:

- I am involved in my community (for example, church, volunteering, sports, support groups, or work).
- I am able to pursue my interests.
- I can have the life I want, despite my disease/disorder.
- I feel like I am in control of my treatment.
- I give back to my family and/or community.



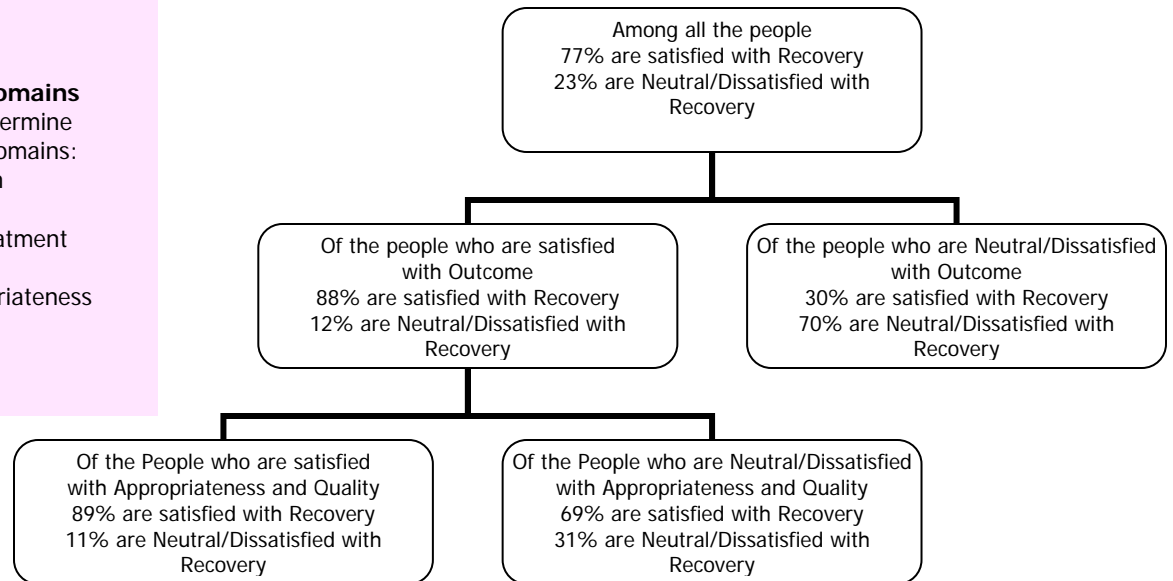
Consumer Survey Domains

Questions were asked to determine consumer satisfaction in 7 domains:

- General Satisfaction
- Access
- Participation in Treatment Planning
- Quality and Appropriateness
- Respect
- Outcome
- Recovery

We received 24,147 consumer surveys. On the Recovery Domain Satisfied = 77% Neutral/Dissatisfied with Outcome = 23%

What predicts satisfaction on the Recovery domain?



Conclusions:

- ✓ *The model predicts that of the people who are:*
 - *satisfied on the Outcome and the Appropriateness and Quality of Care domain, 89% will report being satisfied on the Recovery domain.*
 - *neutral/dissatisfied on the Outcome domain 70% will report being neutral/dissatisfied on the Recovery domain.*
- ✓ *Recovery, Outcome, and Quality and Appropriateness are related in some way, that is, people that report better outcomes also report experiencing good and appropriate quality of care, which results in a positive recovery experience.*
- ✓ *We know that recovery is an individualized journey. The question that we have to answer as a system is, how can we help and assist people in their journeys. The data models tested reflect that men, African-Americans, people 55 and older, and those receiving services for substance use disorders (a field that embraced recovery earlier) are more likely to experience our system as being recovery-friendly.*
- ✓ *People that are neutral or dissatisfied with Recovery are more likely to be women, receiving mental health services, be white, and young.*

To obtain a copy of the survey report or for more information on the demographics, limitations or other aspects of the survey results, please contact Minakshi Tikoo by email to minakshi.tikoo@po.state.ct.us or by telephone to (860) 418-6824.