

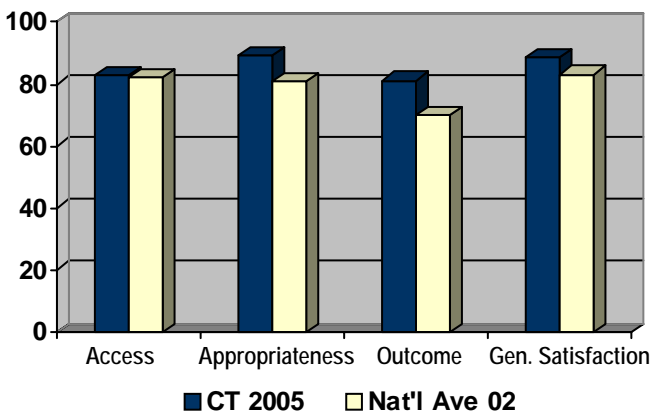
2005 Consumer Satisfaction Survey

Each year DMHAS conducts a Consumer Satisfaction Survey to gauge client satisfaction with the mental health and substance use services being provided. This was the third successive year for this survey. In the spirit of focusing on a recovery-oriented and patient-centered system of care, people were asked to rate their service and treatment experience within the DMHAS state/private provider network. Participants responded to 28 questions on a scale of one (strongly agree) to five (strongly disagree). In addition to the 23-item version developed by the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card*, five items were added to assess consumer perception of "recovery-oriented" services. Domains were:

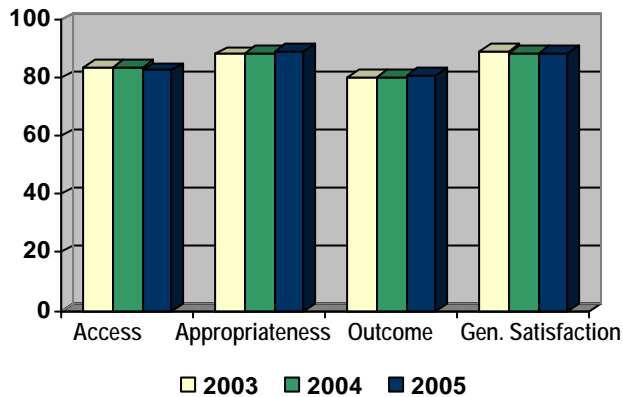
- Services in general
- Access to services
- Quality and appropriateness of services
- Outcomes of these services
- Do services support the "recovery-oriented" system of care

We received **21,575** consumer surveys, nearly a two-fold increase since 2003. An equal number of clients received mental health services as those who received substance use disorders services. Of 133 providers administering the survey, 123 submitted data. Sixty-one percent of respondents were White, 15% African-American/Black, and 19% identified themselves as Hispanic. Half (52%) were ages 35-54.

Comparison of CT with National Survey Results by Domain



Survey Domain Trends 2003-2005



Client perception of services and satisfaction with services has remained consistently positive over all 3 years!

Conclusions:

- Overall, eight out of 10 consumers are satisfied with our services in general, and the majority are satisfied with the treatment services being provided to them through the DMHAS provider network. These trends have remained stable over the last three years of survey administration. These results also surpass the national averages on all four MHSIP domains.
- Persons receiving services for substance use disorders expressed significantly higher satisfaction on the Outcome (84.9% vs. 79.2%) and Recovery (80% vs. 73.9%) domains than those receiving services for mental health disorders.
- Persons receiving services for mental health disorders expressed significantly higher satisfaction on the Access (85.4% vs. 78.8%) and General Satisfaction (90% vs. 87%) domains than those receiving services for substance use disorders.

Knowing people's opinions about the services they receive and how these services have improved their daily lives, provides DMHAS with a valuable tool to evaluate its service system. This direct input is a vital component of our evaluation process, essential to making the service system increasingly recovery-oriented and consumer-driven.

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 at minakshi.tikoo@po.state.ct.us or by telephone at (860) 418-6824.