

**LISTEN AND LEARN
DMHAS 2007 CONSUMER SURVEY**

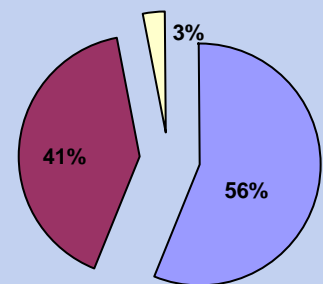
One of the important ways to evaluate the quality of a healthcare system is seek the opinions of the people who receive services. 2007 is the 5th year that DMHAS has used the **Consumer Survey** to gauge the perspective of its customers and as a framework for a report card on its service providers. Twenty eight questions were asked on the survey to measure 7 domains, and for the first time, **consumers' direct quotes** were included.

Satisfaction Measured in 7 Domains

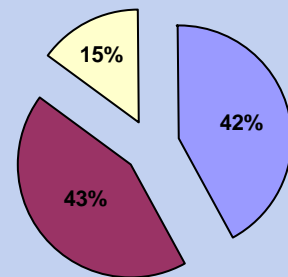
- Access:** Did I get services I need at times that were good for me?
- Appropriateness/Quality:** Did staff tell me about side effects?
- Outcome:** Did I get better?
- General Satisfaction:** Would I recommend this agency to others?
- Participation in Treatment:** Did I feel comfortable asking questions about my treatment?
- Respect:** Did staff respect my wishes?
- Recovery:** Can I have the life I want despite my disorder?

24,147 surveys completed statewide
Over 120 agencies participated

Who Completed the Survey?



Male Female Unknown



Mental Health Substance Use Unknown

QUOTES ON THE BRIGHT SIDE

As of today, my life has taken a complete turn around. I am able to walk with my head up.

I have a sense of independence I haven't had in a long time. I am not getting help from welfare and I am hopeful that I will not be a recipient in the future.

May I please have a letter of recovery typed up? I feel that I have recovered.

QUOTES SHOW IMPROVEMENT NEEDED

I never received the services I really needed.

Counselors are indifferent. No real interest in me. Use time poorly.

20 minutes is not long enough for a psych appointment.

"Constant evaluation of the service system is essential; it ensures that we keep in touch with the reality of our services and listen to the people that we aim to serve...Listening to their feedback is so important - about their strengths, what works best for them, how they feel they are treated, and the value of services. This must be meshed with the input of skilled, dedicated staff and be at the center of all quality care and system improvement efforts."

Commissioner Thomas A Kirk, Jr., Ph.D.

See the full 2007 Consumer Survey on line at www.ct.gov/dmhas/lib/dmhas/consumersurvey/07csreport.pdf.