

Vermont Mental Health Performance Indicator Project
Agency of Human Services, Department of Health, Department of Mental Health
108 Cherry Street, Burlington, Vermont 05401

MEMORANDUM

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani and Barbara Carroll

DATE: March 21, 2008

RE: Adult MH Consumer Survey Results for New England States

Following our March 7, 2008 overview of the findings of Vermont's 2006 CRT Consumer Satisfaction Survey, Jeff Rothenberg (the Clara Martin Center's CRT Director) asked if there are findings from other states to which we could compare ourselves. This report was prepared in response to Jeff's request.

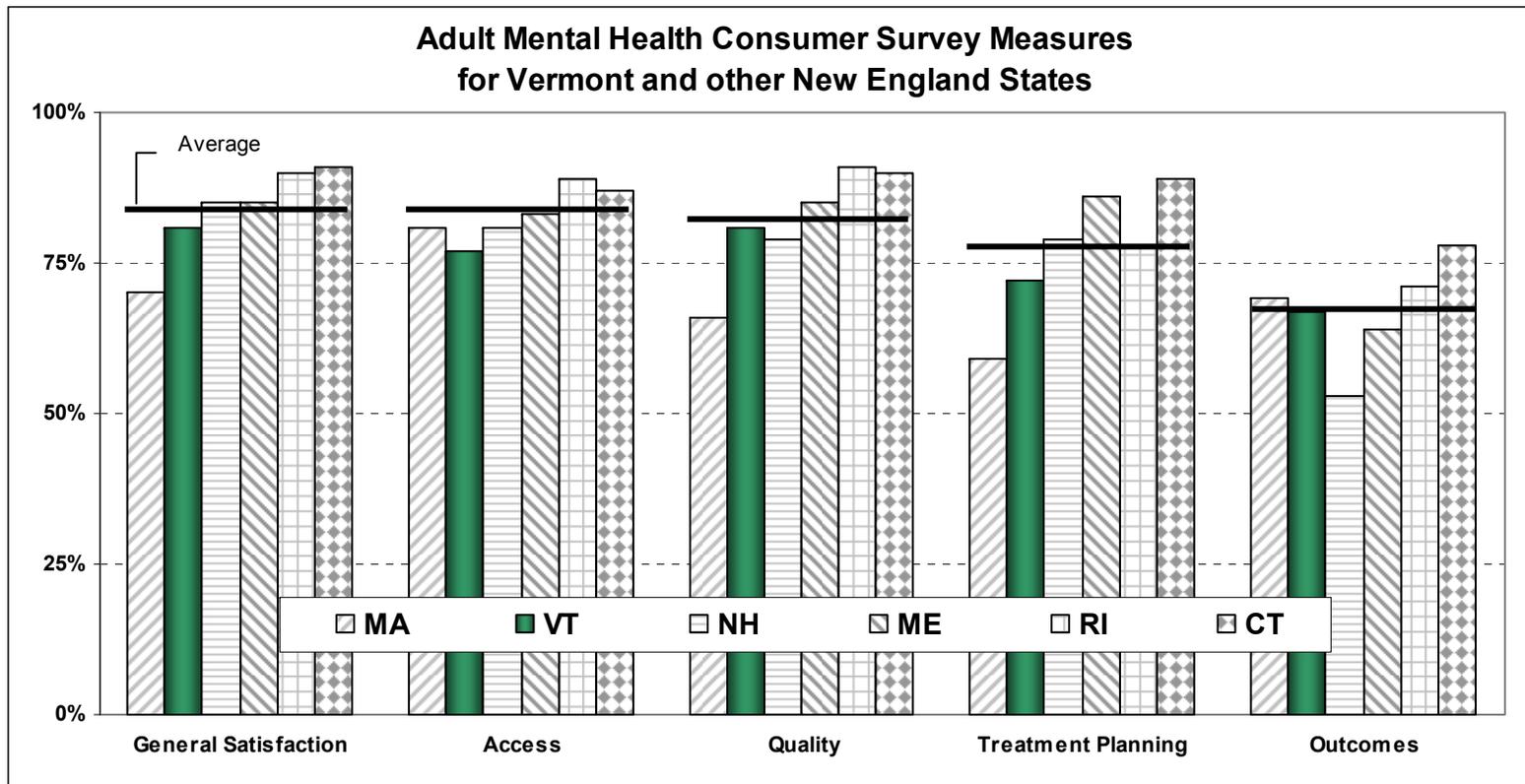
The satisfaction scores results presented here are based on consumer survey results submitted to the federal Center for Mental Health Services (CMHS) as part of the Uniform Reporting System (URS) requirement of the states' Data Infrastructure Grants for Quality Improvement. Detailed data for all participating states regarding consumer satisfaction and other measures are available online.¹ It is important to note methodological differences among states. First, the Vermont adult mental health consumer survey focused on adults with serious mental illness, as did three other New England state surveys. Two New England States (Connecticut and New Hampshire), included all adult mental health service recipients in their surveys. Second, half of the New England states (including Vermont) expanded the standard CMHS survey to address their local needs, while the other states (New Hampshire, Maine, and Rhode Island) used the standard CMHS survey. These differences could have an impact on findings.

As you will see, Vermont and most other New England states were not substantially different ($\pm 20\%$ ²) from the regional average on any of the scales. Vermont ranked fourth on the Outcomes and Quality scales, fifth on the General Satisfaction and Treatment Planning scales, and sixth on the Access scale.

We look forward to your questions, comments, and requests for further analysis. As always, we can be reached at pip@vdh.state.vt.us or 802-863-7249.

¹ <http://mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/URS2006.asp>.

² Following Cohen, J. (1998) Statistical Power Analysis for the Behavioral Sciences



| <u>Measures</u> | <u>Average</u> | <u>MA</u> | <u>VT</u> | <u>NH</u> | <u>ME</u> | <u>RI</u> | <u>CT</u> |
|-----------------------------|----------------|-----------|-----------|-----------|-----------|-----------|-----------|
| General Satisfaction | 84% | 70% | 81% | 85% | 85% | 90% | 91% |
| Access | 83% | 81% | 77% | 81% | 83% | 89% | 87% |
| Quality | 82% | 66% | 81% | 79% | 85% | 91% | 90% |
| Treatment Planning | 77% | 59% | 72% | 79% | 86% | 78% | 89% |
| Outcomes | 67% | 69% | 67% | 53% | 64% | 71% | 78% |

Data are from the 2006 CMHS Uniform Reporting System (URS) Tables, published 8/20/2007. Complete URS data for all states are available at <http://mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/URS2006.asp>

Analysis conducted by the Vermont Mental Health Performance Indicator Project.