

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 7, 2008

RE: 2006 CRT Consumer Satisfaction Survey

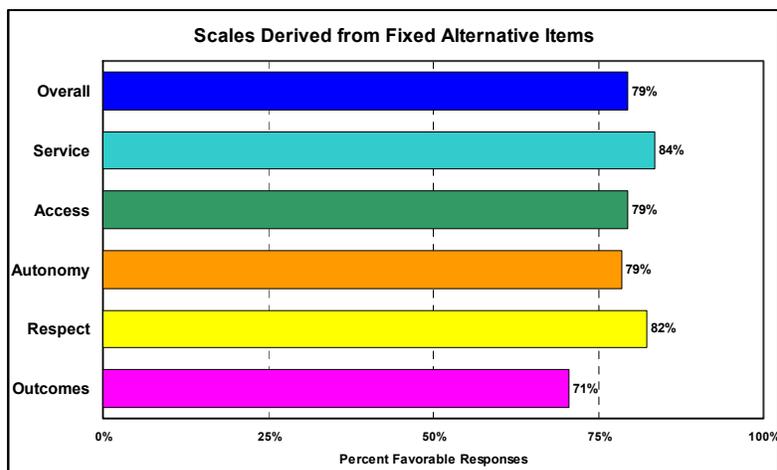
This week's PIP provides an overview of findings of the 2006 CRT Consumer Satisfaction Survey. A copy of the full report on the 2006 Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont is available at: <http://healthvermont.gov/mh/docs/res-eval/satisfaction-research/06CRTtechnicalreport.pdf>.

Findings from the 1997, 2000 and 2003 surveys of CRT consumer satisfaction are also available at:

<http://healthvermont.gov/mh/docs/res-eval/satisfaction-report.aspx>

We look forward to your questions and comments about this report, and your suggestions for further analyses of these data. As always, we can be reached at pip@vdh.state.vt.us or 802-863-7249.

**Favorable Consumer Evaluation
Of CRT Programs in Vermont: 2006**



2006 CONSUMER EVALUATION COMMUNITY REHABILITATION AND TREATMENT PROGRAMS IN VERMONT

Project Overview and Summary of Results

In May 2006, the Adult Unit of the Vermont Department of Mental Health (DMH) asked consumers to evaluate the Community Rehabilitation and Treatment (CRT) programs for adults with severe and persistent mental illness in Vermont's ten Community Mental Health Centers. A random sample of 75% of all consumers who received services from these programs during July through December of 2005 were sent questionnaires that asked for their opinion of various aspects of these services. A total of 741 consumers (36% of deliverable surveys) returned completed questionnaires. The survey instrument was based on the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey developed by a multi-state work group and modified as a result of input from Vermont stakeholders. The Vermont consumer survey was designed to provide information that would help stakeholders to compare the performance of CRT programs in Vermont.

Methodology

In order to facilitate comparison of Vermont's ten CRT programs, the consumers' responses to forty-one fixed alternative items were combined into six scales. These scales focus on overall consumer evaluation of program performance, and evaluation of program performance with regard to access, service, respect, autonomy and outcomes. In addition, consumers' responses to five questions that relate to specific outcomes were analyzed individually. These questions included whether, during the past year, consumers had been employed, hospitalized for medical treatment, hospitalized for mental health treatment, arrested, or homeless. In order to provide an unbiased comparison across programs, survey results were statistically adjusted to remove the effect of demographic and clinical dissimilarities among the client populations served by different community programs.

Overall Results

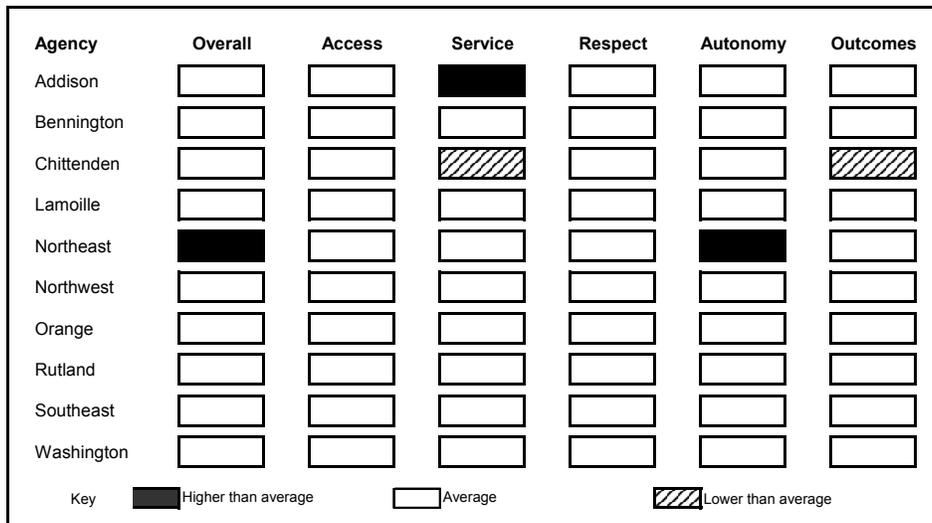
The majority of consumers served by CRT programs in Vermont rated their programs favorably. On the overall measure of program performance, 79% of the respondents evaluated their programs positively. Some aspects of program performance, however, were rated more favorably than other aspects. Fixed alternative items related to service received more favorable responses (84% favorable) than items related to access (79% favorable), autonomy (79% favorable), respect (82% favorable), and outcomes (71% favorable).

Statewide, 32% of respondents indicated that they had been employed in the past year. Thirty percent of respondents indicated that they had been hospitalized for medical treatment, and 28% indicated that they had been hospitalized for mental health treatment in the past year. Finally, 8% of respondents indicated that they had been arrested in the past year, and 10% of respondents indicated that they had been homeless in the past year.

Overview of Differences among Programs

In order to compare consumers' evaluations of CRT programs in the ten regional Community Mental Health Centers, scores on each of the six composite scales were compared to the statewide average for each scale. The results of this survey indicate that there were significant differences in consumers' evaluations of some of the state's ten CRT programs.

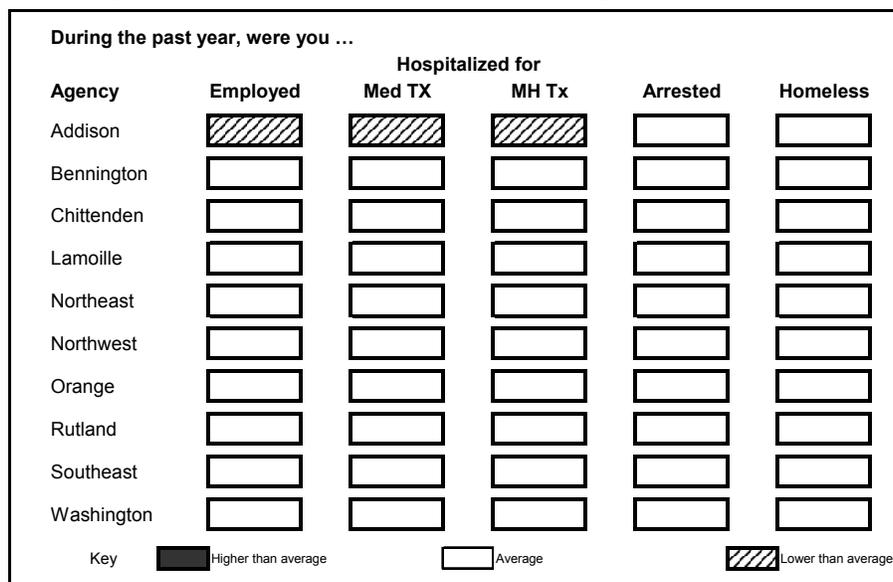
Positive Consumer Evaluation of Community Rehabilitation and Treatment Programs: 2006



Examination of the scales based on fixed alternative items showed that Addison's scores for the service scale were significantly above the statewide average. Scores on the overall scale and the autonomy scale for the CRT program in the Northeast region were significantly above the statewide average. The CRT program in Chittenden County scored significantly lower than the statewide average on two scales (service and outcomes). Consumer evaluations of the CRT programs in the remaining regions, Bennington, Lamoille, Northwest, Orange, Rutland, Southeast and Washington, were not different from the statewide average on any of these scales.

Five specific outcomes questions were included in the CRT survey. These questions related to whether respondents, during the past year, had been employed, hospitalized for medical treatment, hospitalized for mental health treatment, arrested, or homeless. For each CRT program, consumer self-reported responses to each of the five questions were compared to the statewide average. The results indicate that there were few significant differences in responses to these specific outcome questions by individuals served by the state's ten CRT programs.

Consumers' Self-reported Outcomes Community Rehabilitation and Treatment Programs in Vermont: 2006



Consumers in the CRT program in the Addison region had a rate of self-reported employment in the past year that was significantly lower than the statewide average. Self-reported rates of hospitalization for both medical treatment and for mental health treatment in the past year were also significantly lower than the statewide average in the Addison region. There were no significant differences in self-reported arrest rates or in rates of homelessness across the ten CRT programs. Responses by consumers in CRT programs in the Bennington, Chittenden, Lamoille, Northeast, Northwest, Orange, Rutland, Southeast, and Washington regions were not different from the statewide average on any of these five self-reported outcome measures.

Item-by-item Responses

The majority of consumers served by CRT programs at Community Mental Health Centers in Vermont rated their programs favorably. An item-by-item evaluation of responses indicates that the most favorably rated item was *"Staff treat me with respect,"* with 87% of the consumers agreeing or strongly agreeing with that item. Other favorably rated aspects of care were *"I have been given information about my rights,"* *"Staff encourage me to take responsibility for how I live my life"* (both 86% favorable), *"I like the services I receive,"* *"Staff I work with are competent and knowledgeable,"* and *"Services are available at times that are good for me"* (each 85% favorable). The least favorably rated items related to outcomes of treatment. Fifty-six percent felt that *"I do better at work and/or in school"* and 62% indicated that *"I feel I belong in my community."* Sixty-three percent indicated that *"My symptoms are not bothering me as much"* and *"I am better able to handle things when they go wrong."* Responses varied across the ten individual CRT programs.

Positive Consumer Evaluation of Community Rehabilitation and Treatment Programs: 2006 Item Responses by Region

State	Addison	Bennington	Chittenden	Lamoille	Northeast	Northwest	Orange	Rutland	Southeast	Washington	
<i>Staff treat me with respect</i>	87%	93%	87%	84%	86%	95%	87%	90%	91%	85%	83%
<i>I have been given information about my rights</i>	86%	85%	93%	82%	83%	91%	88%	93%	85%	93%	79%
<i>Staff encourage me to take responsibility for how I live my life</i>	86%	93%	93%	80%	91%	89%	87%	87%	85%	85%	84%
<i>I like the services that I receive</i>	85%	93%	85%	80%	83%	91%	85%	96%	87%	85%	82%
<i>Staff I work with are competent and knowledgeable</i>	85%	90%	90%	81%	77%	93%	85%	87%	87%	84%	82%
<i>Services are available at times that are good for me</i>	85%	90%	88%	80%	82%	94%	93%	89%	82%	85%	79%
<i>Staff respect my rights</i>	84%	88%	90%	76%	78%	89%	88%	98%	90%	84%	79%
<i>Staff respect my wishes about who is, and is not, to be given information about my treatment</i>	84%	95%	88%	80%	82%	91%	86%	89%	87%	75%	81%
<i>Most of the services I get are helpful</i>	83%	85%	83%	78%	78%	87%	83%	93%	90%	83%	80%
<i>Staff are sensitive to my cultural background (race, religion, language, etc)</i>	82%	89%	90%	82%	65%	83%	82%	84%	87%	79%	77%
<i>Staff are willing to see me as often as I feel it is necessary</i>	81%	85%	78%	77%	73%	84%	83%	91%	81%	84%	79%
<i>I would recommend this agency to a friend or family member</i>	80%	78%	83%	74%	83%	84%	80%	91%	81%	83%	80%
<i>My questions about treatment and/or medication are answered to my satisfaction</i>	80%	83%	88%	72%	77%	91%	75%	86%	84%	81%	76%
<i>I am able to get the services I need</i>	80%	90%	79%	71%	78%	84%	78%	89%	89%	79%	77%
<i>The location of the services is convenient (parking, public transportation, distance, etc)</i>	79%	88%	88%	75%	91%	83%	83%	82%	90%	74%	70%
<i>I feel free to complain</i>	79%	80%	79%	73%	74%	83%	81%	82%	84%	76%	82%
<i>I deal more effectively with daily problems</i>	79%	82%	80%	75%	91%	81%	75%	79%	85%	81%	76%
<i>Staff help me get the information I need so that I can take charge of managing my illness</i>	78%	80%	80%	76%	73%	82%	75%	84%	85%	76%	75%
<i>I am better able to control my life</i>	77%	82%	85%	73%	83%	82%	73%	70%	86%	79%	72%
<i>I, not staff, decide my treatment goals</i>	76%	73%	88%	68%	82%	85%	83%	70%	77%	76%	76%
<i>Staff return my calls within 24 hours</i>	76%	80%	74%	74%	76%	80%	78%	84%	87%	75%	67%
<i>I am satisfied with my progress in terms of growth, change and recovery</i>	76%	85%	83%	70%	73%	81%	73%	80%	78%	78%	73%
<i>I am encouraged to use consumer run programs (support groups, drop-in centers, crisis lines etc)</i>	76%	82%	85%	70%	78%	78%	80%	80%	79%	77%	71%
<i>Staff believe that I can grow, change and recover</i>	75%	70%	85%	72%	82%	82%	78%	78%	76%	69%	75%
<i>I am better able to take care of my needs</i>	75%	74%	80%	71%	77%	79%	71%	68%	84%	74%	75%
<i>If I had other choices, I would still get services from this agency</i>	75%	74%	80%	65%	61%	82%	77%	89%	77%	77%	74%
<i>I have people with whom I can do enjoyable things</i>	74%	83%	83%	70%	64%	75%	73%	73%	83%	65%	78%
<i>I am better able to deal with a crisis</i>	74%	74%	83%	74%	82%	73%	66%	62%	83%	73%	73%
<i>I am happy with the friendships I have</i>	73%	78%	77%	69%	70%	82%	73%	70%	74%	68%	73%
<i>I am able to see a psychiatrist when I want to</i>	73%	83%	78%	71%	82%	73%	75%	70%	68%	77%	65%
<i>In a crisis, I would have the support I need from family or friends</i>	72%	83%	70%	65%	68%	84%	68%	70%	72%	70%	75%
<i>Staff tell me what medication side effects to watch for</i>	70%	82%	71%	69%	77%	85%	65%	60%	79%	62%	61%
<i>I am better able to do things that I want to do</i>	69%	82%	83%	59%	82%	74%	67%	60%	78%	64%	71%
<i>I am getting along better with my family</i>	69%	68%	63%	65%	67%	80%	68%	66%	79%	67%	67%
<i>I do things that are more meaningful to me</i>	69%	79%	63%	66%	71%	79%	66%	62%	79%	64%	67%
<i>My housing situation has improved</i>	67%	81%	61%	62%	75%	68%	66%	74%	84%	65%	64%
<i>I do better in social situations</i>	65%	72%	66%	57%	64%	73%	60%	58%	68%	67%	67%
<i>I am better able to handle things when they go wrong</i>	63%	64%	66%	59%	76%	65%	59%	55%	71%	63%	67%
<i>My symptoms are not bothering me as much</i>	63%	64%	68%	58%	73%	70%	64%	50%	69%	56%	68%
<i>I feel I belong in my community</i>	62%	56%	68%	58%	70%	66%	63%	59%	76%	55%	66%
<i>I do better at work and/or school</i>	56%	48%	63%	58%	63%	53%	50%	44%	58%	54%	60%
Average	76%	80%	80%	71%	77%	81%	75%	77%	80%	74%	74%