

**OMHSAS Integrating Consumer Satisfaction
Survey Methodologies (CSM) Workgroup
Adult Sub-Group**

Subject: 03/16/2010 meeting notes

NOTE: THE MARCH MEETING WAS A JOINT GATHERING OF THE ADULT SUB-GROUP AND THE OLDER ADULT SUB-GROUP.

Adult Sub-Group Members Present

Tracy Mitchell, Bill Polito, Rita Cisneros, Dan Rossi, Kate Pawloski, Natalie Shaffer (co-chair), Jerry Goessel (co-chair)

Older Adult Sub-Group Members Present

Scott Heller, Kenny Weurtenberg, Carol Baker, George Anthony, Ginny Mastrine (co-chair), Nancy Stadler (co-chair)

Tasks

The two sub-groups met together with a charge to:

- * Review the 5 prioritized survey items common to both groups, and come to an agreement on recommending whether one or more should be used as core items statewide for surveys of both adults and older adults.

Discussion

Each sub-group had independently developed a list of potential survey items to be considered for their 5-10 age-specific items. The groups had used the Mental Health Statistics Improvement (MHSIP) adult consumer survey and the Recovery-Oriented Systems Indicators (ROSI) consumer survey as their resources. Possible items were then voted on and ranked in priority order. The resulting lists were cross-walked and it was found that there was overlap for 5 survey items.

Action

- * Jerry volunteered to be the secretary for this meeting.
- * The two sub-groups discussed and voted on each of the five cross-walked survey items. Four of the five items were voted in, while one item ("I have information and/or guidance to get the services and supports I need, both inside and outside my mental health agency.") did not receive a majority of votes from members. Alternative survey items were suggested and discussed, until there was consensus on the following item: Staff give me complete information in words I understand before I consent to treatment or medication.

Follow-up

- * OMHSAS will post to the PaRecovery.org website the common five survey items agreed to by the groups, and additional CSM Workgroup material.
- * The next meeting of the full CSM Workgroup (scheduled for April 20) will address the children's 5-10 questions, survey methodology and progress on Appendix L.
- * The next meeting of the Adult sub-group (April 20) will focus on implementation strategies, including items for the toolbox.