

## Consumer Satisfaction Methodologies (CSM) Workgroup Summary February 16, 2010

The meeting opened with welcome and introductions and a review of the packet, questions and information issues. There was a lengthy discussion that some stakeholders feel their voice is not being represented. Questions were asked as to how the make-up of the group was decided and how can we get more consumer/family/stakeholder voice. *The workgroup decided that “**Non Member Attendees**” will have voice during the sub-group breakouts.* As in other workgroups that have non-members, non-members will have voice but not vote. Also, non member attendees who are consumers and family members will qualify for travel reimbursement from OMHSAS.

The adult sub-group *proposed* a Consumer Satisfaction Mission Statement, Principles and Strategy.

### Mission Statement

Advise OMHSAS on the design and statewide implementation of integrated consumer and family survey processes that incorporate: uniformity, reliability and validity in fostering individual recovery and resiliency.

### Principles

- The voices of consumers and families must be encouraged and valued.
- The purposes and expectations of each of the survey processes must be clarified.
- The 5-10 standard survey items for each age group must all address outcomes of care and other common domains, not just general satisfaction.
- We must identify optional survey items that will address the various issues surrounding different age groups, special populations, and cultures.
- Consistency across satisfaction teams is critical in applying survey measures.
- Implementation must include the training and tools needed to ensure success statewide.
- The implementation process must begin with a shared understanding of why the survey changes are being made.
- Statewide standardization of C/FST surveying must include common sampling methods.
- There must be consolidation of all statewide survey data in one central spot.
- There must be a clear process for sharing and using the survey findings to “close the loop” on quality improvement.

## Strategy

### Identifying the Need

The need to develop and enact a statewide implementation strategy for integrating consumer and family survey methodologies was identified by the OMHSAS CSM Workgroup as being an essential step in successfully enhancing and standardizing satisfaction survey activities.

### Components

- Shared Commitment
  - Clarity in Appendix L
- Education and Outreach
- Training
- Toolkit
  - Standard survey measures
  - Common optional measures
  - Clear definitions for all survey items
  - Data entry instructions
  - Instructions on conducting local data analysis and reporting
  - Information on using the survey findings to improve quality
- Shared knowledge

Appendix L was discussed and reviewed. The workgroup established priorities and sections to edit in the smaller CSM subgroup; they are as follows:

#### Priority Section A

Paragraphs 4, 3, 6 and 5.

The Appendix L subgroup meets each Wednesday from 10-12 via Webx.

### Adult Subgroup Break-out

The subgroup spent its time reviewing questions to recommend as the 5-10 standardized questions. The group reviewed both the Recovery Oriented System Indicators (ROSI) and Mental Health Statistics Improvement Program (MHSIP) surveys. From them, 39 questions were chosen to be reviewed and 10 to be voted by the subgroup as proposed questions to be used as the standardized questions. The subgroup also agreed that the 5-10 items should not be limited to items from the adult MHSIP or the ROSI surveys.

### Parameters

- If a survey item is selected from an existing survey tool, it will be taken word-for-word, rather than trying to reverse, adapt or otherwise change the wording. Changing the wording or changing the items will undermine the reliability of the survey items and the responses.
- All C/FSTs statewide will have to use the exact same set of 5-10 survey items. There cannot be any adaptation or modification of the agreed-upon items.

- None of the survey items can be negatively worded.
- There may be a phasing-in of all 10 survey items over time (e.g. start with 5 or 6 items and phase in the rest)

The 39 questions chosen to be reviewed are below; the X indicates those that received a vote from the CSTAP Coordinator:

**Recommendations for 5-10 items: Vote (with an “X”) for no more than 10 items:**

#	Survey Item	Vote
1	<i>(As a direct result of services I received:)</i> I am better able to do things that I want to do.	
2	<i>(As a direct result of services I received:)</i> I am better able to control my life.	
3	<i>(As a direct result of services I received:)</i> I am better able to take care of my needs.	
4	I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).	
5	I am happy with the friendships I have.	
6	I am treated as a psychiatric label rather than as a person.	
7	I believe I am recovering.	
8	<i>(As a direct result of services I received:)</i> I deal more effectively with daily problems.	
9	<i>(As a direct result of services I received:)</i> I do better in social situations.	
10	<i>(As a direct result of services I received:)</i> I do things that are more meaningful to me.	
11	I feel I belong in my community.	
12	I feel more hopeful about the future.	
13	I have a place to live that feels like a comfortable home to me.	
14	I have a say in what happens to me when I am in crisis.	X
15	I have enough income to live on.	X
16	I have housing that I can afford.	
17	I have information and/or guidance to get the services and supports I need, both inside and outside my mental health agency.	
18	I have people with whom I can do enjoyable things.	
19	I, not staff, decided my treatment goals.	X
20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	X
21	Mental health services helped me get housing in a place I feel safe.	X
22	Mental health services helped me get or keep employment.	
23	Mental health staff help me build on my strengths.	
24	Mental health staff support my self-care or wellness.	
25	My family gets the education or supports they need to be helpful to me.	
26	My right to refuse treatment is respected.	X
27	Services help me develop the skills I need. Services help me develop the skills I need.	
28	Staff believe that I can grow, change and recover.	
29	Staff encourage me to do things that are meaningful to me.	
30	Staff encouraged me to take responsibility for how I live my life.	
31	Staff give me complete information in words I understand before I consent to treatment or medication.	
32	Staff here believed that I can grow, change, and recover.	
33	Staff listen carefully to what I say.	X

34	Staff respect me as a whole person.	
35	Staff see me as an equal partner in my treatment program. Staff see me as an equal partner in my treatment program.	
36	Staff stood up for me to get the services and resources I needed. Staff stood up for me to get the services and resources I needed.	
37	There are consumers working as paid employees in the mental health agency where I receive services.	<b>X</b>
38	There is at least one person who believes in me.	
39	There was a consumer peer advocate to turn to when I needed one.	<b>X</b>

The optional recommendation below was made by the CSTAP Coordinator.

**Recommendations for Optional items: Suggest as many as you would like:**

Survey Item	Source (e.g., ROSI)	Recommended Use
I have a Mental Health Psychiatric Advanced Directive	CSTAP ROSI	Strongly recommend

The next meeting is scheduled for Tuesday, March 16, 2010 at the Harrisburg Annex; Beechmont Building, Room #145.

**A Reminder:**

The meetings are from 9:45 AM until 3:45 PM. Email Nancy Stadler to RSVP to the meeting so that she can have a packet available for you. You will have to provide your own lunch.

You must stop at the Administration Building Security office to obtain a parking permit. I have included the parking permit and directions.

Hello -- if you are going to visit us at the

DGS ANNEX COMPLEX - Harrisburg - Pennsylvania

You must provide your information before the meeting to the  
DGS Security Office to pre-register your visit:

NAME: \_\_\_\_\_

Tel.: \_\_\_\_\_ E-mail: \_\_\_\_\_

Organization: \_\_\_\_\_

Date & Times of Visit: \_\_\_\_\_

CAR MAKE: \_\_\_\_\_ CAR MODEL: \_\_\_\_\_

CAR COLOR: \_\_\_\_\_ CAR LICENSE NUMBER: \_\_\_\_\_

Upon your arrival on the complex,  
please remember that you must stop at the  
Security Office located on the first floor of the  
Administration Building #11 to receive your  
Visitor Parking Space Assignment

Thank you for your cooperation!

Directions to the DGS Annex Complex follow.....

## **Directions: DGS ANNEX COMPLEX (former HARRISBURG STATE HOSPITAL)**

### **From Points East or Northeast (Using Turnpike):**

Take Exit 247 Harrisburg East off the Turnpike, traveling 283 West to I-83/81. At the three-way split, stay in the middle lane and follow the signs to I-83 North. Stay on I-83 North, to I-81 interchange. As you approach I-81, move to the far left lane, and take I-81 South towards Carlisle. Move to the middle lane of I-81 South and take the Cameron St. Exit ramp to 22/322 East. Continue with the instructions below (From I-81 North or South).

### **From Points West or Northwest (Using Turnpike):**

Take Exit 226 from Turnpike at Carlisle. Stay in the far left lane of the ramp, and follow the signs to Harrisburg, Route 11 East and I-81. At the end of the Exit ramp, turn right onto Route 11 East and the I-81 Interchange. At the I-81 Interchange, follow the signs to I-81 North entrance ramp. Follow I-81 North to the Cameron Street Exit and go South on Cameron St. Continue with the instructions below (From I-81 North or South).

### **From Points North, Northwest, or Northeast (Using Route 11/15 or 22/322):**

Traveling South on Route 11/15 or East on Route 22/322, two alternate routes are available:

- At the interchange of 11/15 and 22/322, travel East on Route 22/322, across the Susquehanna River (Clarks Ferry Bridge). Continue on East 22/322 into Harrisburg. At the I-81 Interchange, stay in the far left lane and travel South onto Cameron St. Continue with instructions below (From I-81 North or South)
- At the Intersection of 11/15 and 22/322, travel South on Route 11/15 to I-81 at Harrisburg. At the I-81 Interchange, take I-81 North, crossing the Susquehanna River (George Wade Bridge). Continue with instruction below (From I-81 North or South)

### **From I-81 North or South:**

Exit from I-81 at the Cameron St. Exit Ramp, and travel South on Cameron St. At the top of the ramp, move to the left lane. Go through the first traffic light at the intersection of Cameron St. and Elmerton Ave. (Farm Show Bldg. is on the right). Stay in the left lane, travel to the next traffic light and take a left into the Harrisburg State Hospital Grounds. (Old Entrance of the Farm Show Bldg. on Right and Agriculture Bldg. on left.)

Stay to the right, and turn right at the next intersection at the top of the hill onto Azalea Drive. Follow Azalea Drive, toward the Administration Building #11. Report to the DGS

ANNEX COMPLEX Security Office on the first floor where you will receive your visitor parking space assignment.