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Nevada Division of Mental Health And Developmental Services (MHDS): 2005 Mental Health Consumer Survey

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Table of Contents

EXECUTIVE SUMMARY 2

INTRODUCTION 4

ADULT OUTPATIENT SURVEY RESULTS STATEWIDE . . . 5

ADULT INPATIENT SURVEY RESULTS STATEWIDE 9

AGENCY REPORT CARDS

NNAMHS Outpatient Report Cards 12

NNAMHS Inpatient Report Cards 16

Rural Clinics Adult Report Cards 19

Rural Clinics Youth Report Cards 23

SNAMHS Outpatient Report Cards 28

SNAMHS Inpatient Report Cards 31

Attachment I – New Mental Health Statistical Improvement Plan Indicator Domains

Attachment II – Adult Consumer Survey Proposed Item Set

EXECUTIVE SUMMARY

Performance Indicators are used by a system to evaluate and monitor how well that system is performing, and directing the system's efforts and resources towards desirable goals. As part of overall evaluation and monitoring, the Division of Mental Health and Developmental Services (MHDS) conducts consumer surveys of children/adolescents in outpatient services and adults within both inpatient and outpatient settings. Inpatient surveys are collected on an ongoing basis with each person as they are discharged from the two state hospitals. Currently outpatient surveys are collected using a convenience sample of persons who come in for services in June and July.

Although the Division of MHDS uses a number of mental health indicators (see our website), the only indicators regarding people's values and concerns about the mental health services they receive are three inpatient indicators, which are:

"My symptoms are not bothering me as much"
"I was given information about how to manage my medication side-effects"
"I felt safe while I was in the hospital"

No outpatient survey questions are included as Division Performance Indicators. However, the Division of Mental Health and Developmental Services (MHDS) does utilize a myriad of consumer survey forms developed by the Mental Health Statistical Improvement Program (MHSIP) to gather information from consumers about their perception of mental health services that they received from a Division agency.

Some notable changes have taken place this past year, including:

- New MHSIP Quality Report – with new domains
- The Division purchased new software used to develop survey forms and enter consumer survey information
- The Division is in the process of developing a specific policy regarding consumer surveys

The domains that the Division has historically used for both inpatient and outpatient surveys are based upon the Mental Health Statistical Improvement Program (MHSIP) as follows:

Perception of Access	Quality/Appropriateness	
Perception of Outcomes	Participation in Treatment	General Satisfaction

These domains are the same between types of surveys, although the questions within them may be slightly different. However, the overall agreement level (persons marking agree/strongly agree) for agencies is as follows:

DOMAIN/AGENCY	NNAMHS	RC	SNAMHS
PERCEPTION OF ACCESS	73%	91%	78%
QUALITY/APPROPRIATENESS	75%	86%	74%
PERCEPTION OF OUTCOMES	68%	61%	71%
PARTICIPATION IN TREATMENT	70%	90%	75%
GENERAL SATISFACTION	75%	92%	70%

NOTE: Each agency will be provided with the Summary and Data Tables that were made when inputting data into the software system.

Last year the two surveys used for conducting surveying of adolescents and children's families had included a separate domain of Cultural Sensitivity, which has been merged with Quality/Appropriateness this year, and added the domain of General Satisfaction, having the one question about overall satisfaction from the Quality/Appropriateness placed into that domain.

Since 2003 the Division of MHDS has been working towards refining the surveying process and simplifying the reporting of the results into a "Report Card" which can be used to provide direction for improvement at the local level.

In this same time period the MHSIP was updating their domains and over the last couple of years staff within the Division MHDS Planning/Evaluation unit participated in a multi-state stakeholder subcommittee, with oversight by the Center for Mental Health Services (CMHS) and the MHSIP. One of the goals of the subcommittee was to develop pilot items for inclusion on future surveys.

As a result of these, and other, initiatives, the MHSIP published a Quality Report (MQR) and Toolkit in May of this year. This MQR is the next generation of performance measures. Some measures resulted in the recommendation to change satisfaction survey items. Some states, including Nevada, indicated that they would pilot test these questions in their 2005 survey efforts. Those are noted separately in this report. The complete MQR Universal Set of Performance Indicators (Attachment I) have the following domains:

Outcomes	Participation in Treatment	Recovery Orientation
Quality Interaction	Quality of Treatment	Safety
Availability of Services	Availability of Info/Education	Tx Initiation
Cultural Competence	Co-Occurring Problems/Screening	Symptom Reduction
Social Support/Connectedness		

Over this next year, the Division of MHDS will continue to refine and evaluate the consumer surveying process, including:

- Finalization of Consumer Survey Policy
- Format changes to surveys (based upon MQR)
- Inclusion of other survey questions in current MHDS Performance Indicators
- Training

Consumer Survey Results – 2005
Introduction

Outpatient consumer surveys for both adult and youth (including family surveys for children 0-12 years of age) were collected, using convenience sampling, by all Division agencies in June and July of this year. Inpatient surveys are collected all year for inpatient units north and south; however, only data from January through June is included in this report. There were a total of 1,325 surveys collected in 2005, depicted as follows:

ADULT OUTPATIENT (June and July 2005)

NNAMHS	N=136
RURAL CLINICS	N=289
SNAMHS	N=523
TOTAL	**N=948**

ADULT INPATIENT (January-June 2005)

NNAMHS	N=88
SNAMHS	N=231
TOTAL	**N=319**

YOUTH SURVEYS (June and July 2005)

RC – YOUTH	N=23
RC – FAMILY	N=35
TOTAL	**N=58**

The total number of adult outpatient surveys (N=948) is significantly less than in 2004, in which there were a total of 2,502 surveys collected. Factoring into this drop in number of surveys collected are: change in format by federal entities, new surveying software, and problems implementing at the local level.

For this year, data from all surveys was analyzed and summarized into report cards for each agency. Report cards can be utilized as a process to identify people's values and concerns about the mental health services they receive, thereby deriving a measure of quality within a certain set of domains. The bulk of this report will focus on the report card developed last year that is based upon the old MHSIP domains as well as provide some new information that was added as part of the new MQRs.

Agencies are encouraged to use this, as well as past consumer surveys, to develop action plans for ensuring that services meet the needs of consumers.

2005 Adult Outpatient Consumer Survey Report Cards – Statewide

This year there are two separate adult outpatient report cards for each agency. The first report card contains information about consumer perceptions regarding questions within the original MHSIP Performance Indicator domains. The second report card contains information about consumer perceptions regarding two new domains that are being piloted as part of the new MHSIP Quality Report Indicators.

The original MHSIP domains are:

- Perception of Access
- Quality/Appropriateness
- Perceptions of Outcomes
- Participation in Treatment Planning
- General Satisfaction

This year, the Division of MHDS decided to merge the agreement/disagreement response categories so that there are only four columns to choose from on any of the surveys. These are:

- Agree/Strongly Agree
- No Opinion
- Disagree/Strongly Disagree
- Not Applicable

The percentage for domains is calculated using only the first response categories, unlike when the state develops the report card that is sent to the Center for Mental Health Services (CMHS). Using this methodology means that agencies are not "penalized" for questions that are not applicable of those that the person refused to answer (blanks). In the future, the Division will be working towards educating consumers about the need for complete and accurate information as well as standardize report cards in the same format as those reported to CMHS.

The table below is a breakdown of the agreement/disagreement level to each of the various questions within the MHSIP domains:

Table 1.
STATEWIDE ---- Adult Outpatient Survey
June and July 2005 (N=948)

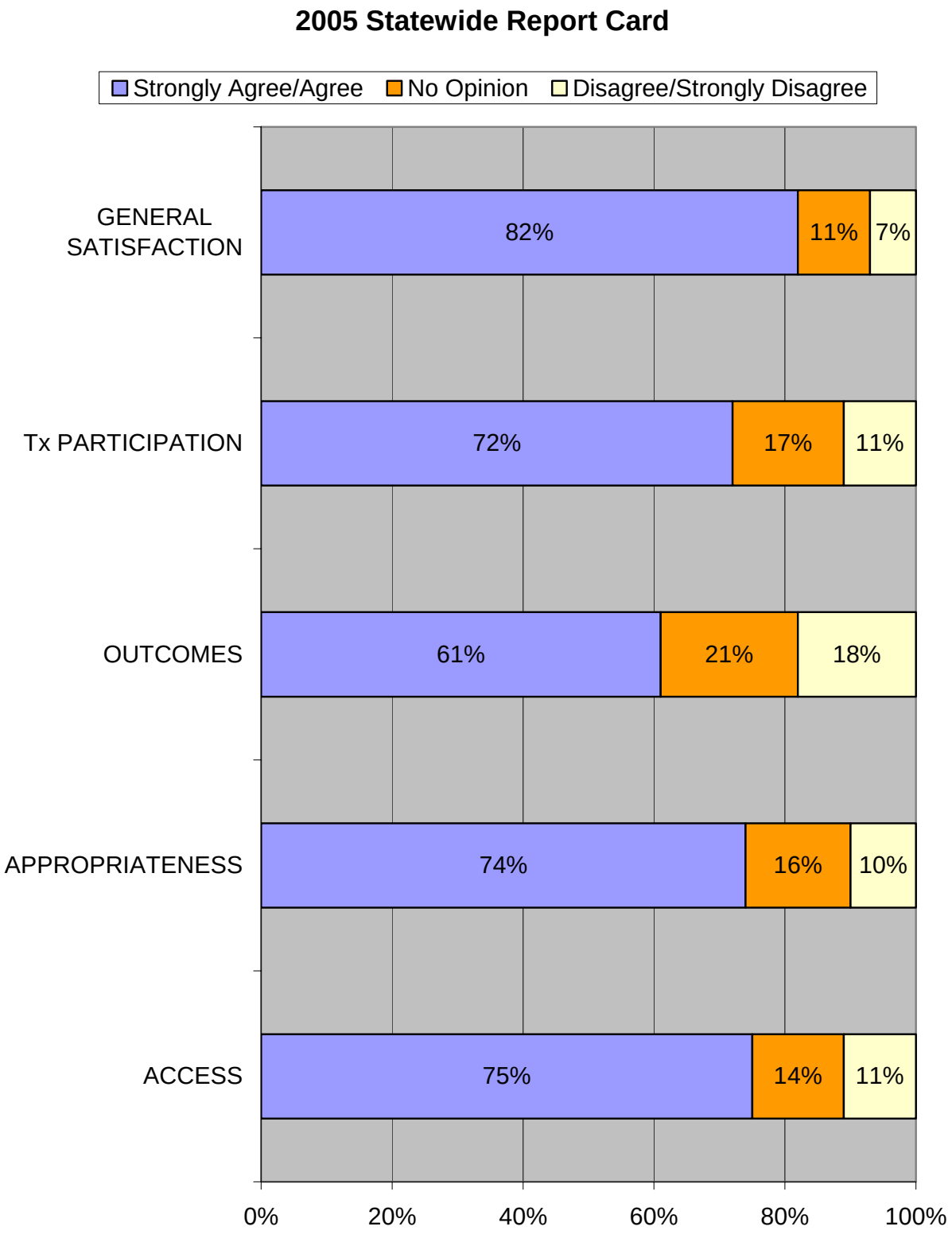
?	ACCESS	D/SD	N	A/SA
28	Location of services convenient	82	87	741
29	Staff willing to see me often as necessary	82	129	687
30	Staff returned calls w/in 24 hours	99	163	556
31	Services avail at times good for me	67	93	739
32	Able to get services thought I needed	100	114	690
33	Able to see Psych when wanted to	148	135	589
	PERCENTAGE FOR DOMAIN	**11%**	**14%**	**75%**
	QUALITY/APPROPRIATENESS	**D/SD**	**N**	**A/SA**
34	Staff believed could grow, change	53	168	659

Table 1.

STATEWIDE ---- Adult Outpatient Survey
June and July 2005 (N=948)

36	I felt free to complain	108	137	633
37	Staff told me side effects	115	106	652
38	Respected who is/is not given info	61	116	684
39	Sensitive to cultural/ethnic b/ground	60	181	560
40	Helped me obtain info to take charge	95	152	616
42	Given information about rights	68	88	736
43	Encouraged to take responsibility	59	147	665
44	Encouraged to use consumer-run programs	149	150	514
	PERCENTAGE FOR DOMAIN	**10%**	**16%**	**74%**
	OUTCOMES	**D/SD**	**N**	**A/SA**
6	Deal more effectively with daily problems	114	162	623
7	Better able to control my life	131	171	614
8	Better able to deal with crisis	164	174	558
9	Getting along better with my family	129	170	553
10	Do better in social situations	161	207	507
11	Do better in school and/or work	137	177	351
12	My housing situation has improved	172	202	430
13	Symptoms are not bothering me as much	210	166	531
	PERCENTAGE FOR DOMAIN	**18%**	**21%**	**61%**
	PART. IN TREATMENT PLAN	**D/SD**	**N**	**A/SA**
35	I felt comfortable asking questions	66	90	740
41	I, not staff, decided treatment goals	132	209	517
	PERCENTAGE FOR DOMAIN	**11%**	**17%**	**72%**
	GENERAL SATISFACTION	**D/SD**	**N**	**A/SA**
25	I liked the services I received here	68	82	760
26	I would still get services at this agency	81	128	682
27	Recommend this agency to friend/family	55	83	777
	PERCENTAGE FOR DOMAIN	**7%**	**11%**	**82%**

Based upon the information from the table above, the following report card represents an overall representation of Nevada and how it stacks up regarding the original MHSIP domains:


2005 Statewide Report Card
Strongly Agree/Agree
No Opinion
Disagree/Strongly Disagree
GENERAL SATISFACTION
82%
11%
7%
Tx PARTICIPATION
72%
17%
11%
OUTCOMES
61%
21%
18%
APPROPRIATENESS
74%
16%
10%
ACCESS
75%
14%
11%
0%
20%
40%
60%
80%
100%

These particular domains have not changed since last year, thus a comparison between years can be made as follows:

DOMAIN	2004	2005
Access	85%	75%
Quality/Appropriateness	83%	74%
Outcomes	76%	61%
Participation in Treatment	84%	72%
General Satisfaction	89%	82%

Although there was a significant reduction in the number of completed surveys (62% fewer completed surveys), it would appear satisfaction levels in all domains has decreased. It appears that the change in perception has come about as consumers and staff becomes more aware of the importance of this data. In previous years, consumers would put a circle around the agreement response for the entire survey thus giving the impression that that did not read each question. This year the majority of the surveys appeared to have a response individualized to the particular question as there would be agreement and disagreement responses to questions within the same section.

The additional questions that were added as a recommendation from the subcommittee, and included in the new MHSIP Quality Report (MQR), are within the domains of:

- Reduction of Symptoms
- Social Support/Connectedness

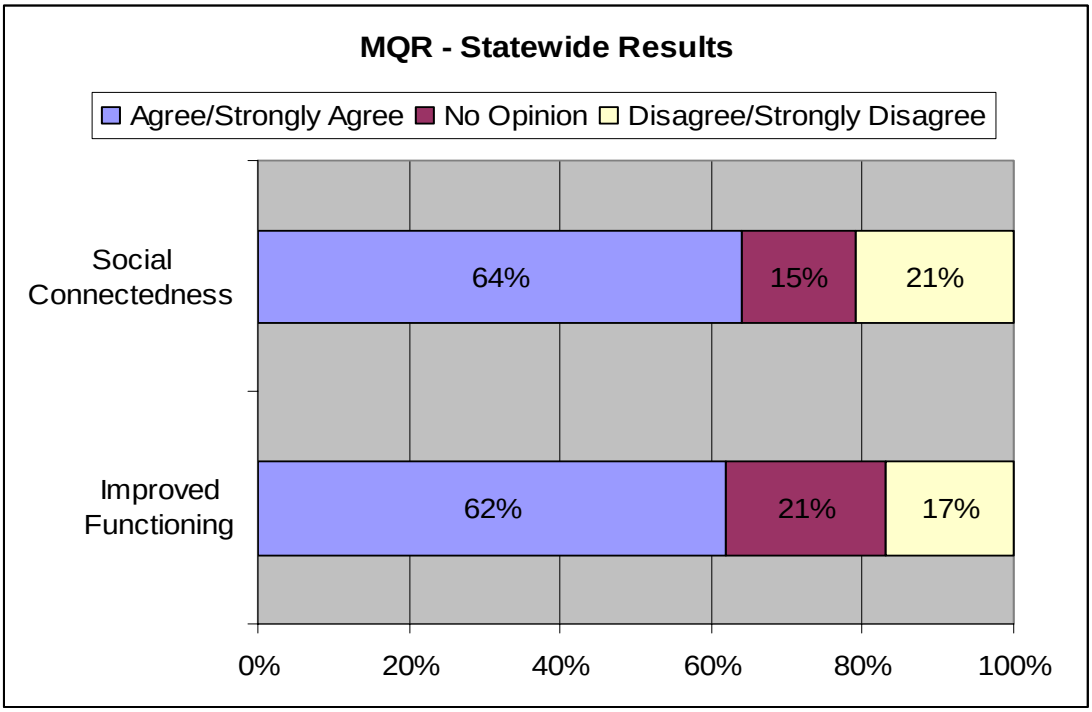
The table below indicates the findings:

Table 2.

STATEWIDE ---- Adult Outpatient Survey
June and July 2005 (N=948)

?	REDUCTION OF SYMPTOMS	D/SD	N	A/SA
14	I do things that are more meaningful to me	139	209	553
15	I am better able to take care of my needs	137	171	597
16	I am better able to handle things when they go wrong	182	176	543
17	I am better able to do things I want to do	165	182	549
	PERCENTAGE FOR DOMAIN	**17%**	**21%**	**62%**
	SOCIAL SUPPORT/CONNECTEDNESS	**D/SD**	**N**	**A/SA**
18	I know people who will listen/understand me when I need to talk	157	125	631
19	In a crisis, I have the support I need from family/friends	178	120	604
20	When I need help right away, I know people I can call on	152	116	638
21	I have more than one friend	231	97	565
22	I am happy with the friendship I have	161	147	584
23	I have people with whom I can do enjoyable things	184	146	578
24	I feel I belong in my community	259	194	441
	PERCENTAGE FOR DOMAIN	**21%**	**15%**	**64%**

The graph below is the statewide report card regarding these two new domains:



Although there is no comparison to be made with previous years or other states, it does appear that over half of the people receiving services at agencies within the Division of MHDS do not feel either improvement in functioning or that they are socially connected within their community.

2005 Adult Inpatient Consumer Survey Report Cards - Statewide

Survey analysis and reporting was completed on those surveys sent by NNAMHS and SNAMHS inpatient units to the Division Administration for the third (January – March) and fourth (April – June) quarters of FY05. Surveys are conducted with each person being discharged from the inpatient unit. Due to changing surveying software, analysis was not done for the whole year but is still seen as representative of people's perception of care.

After further review by Performance Improvement staff, an additional three questions were added for the domain of Quality/Appropriateness as follows:

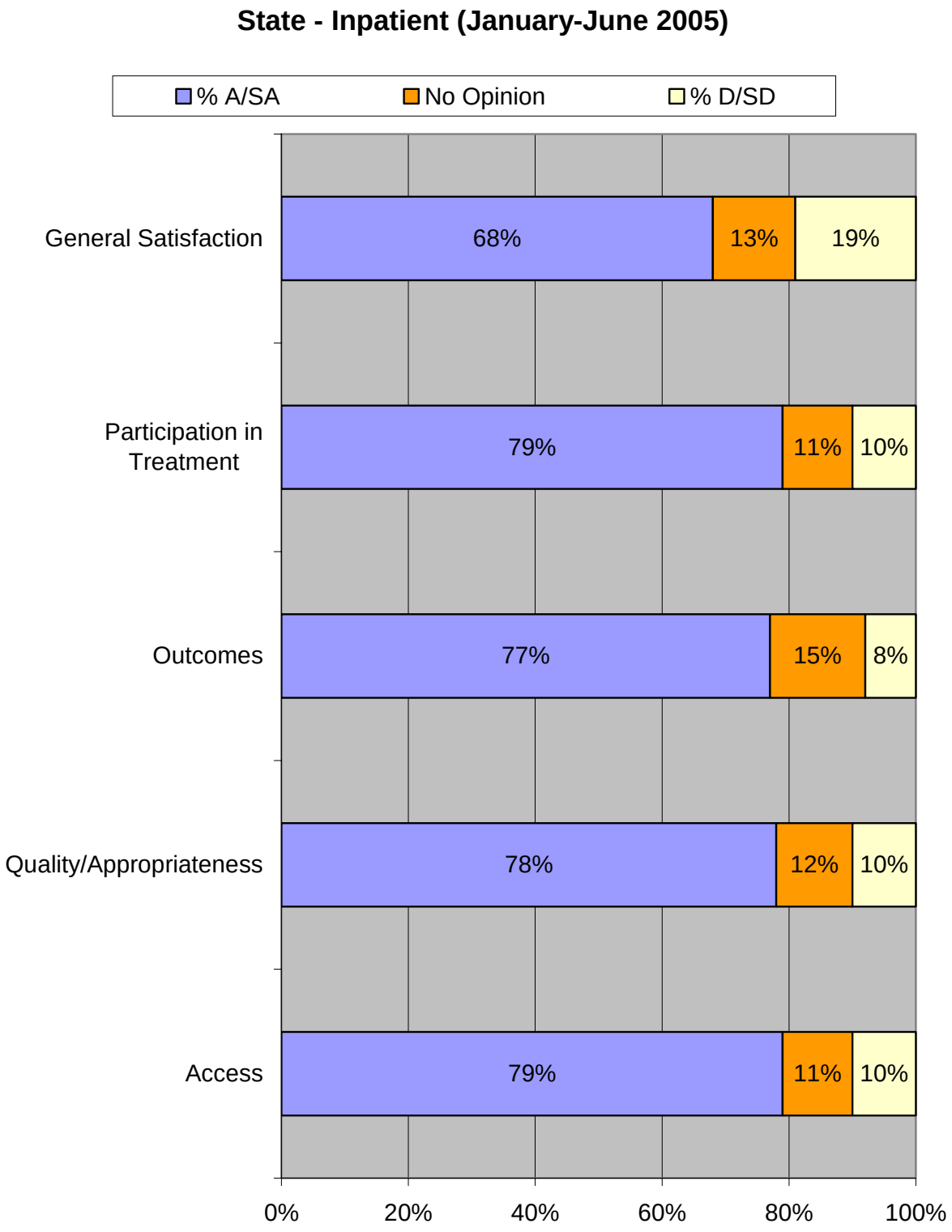
- I was treated with dignity and respect
- I was encouraged to use self-help/support groups
- Staff were sensitive to my cultural background (race, religion, language, etc.)

The table below is the breakdown of agreement/disagreement levels to each of the questions within the original MHSIP domains:

Table 3.
STATEWIDE – Adult Inpatient Surveys:
Jan-June 2005 (N=319)

?	ACCESS	D/SD	N.O.	A/SA
	Surrounding/atmosphere helped me get better	46	42	213
	I felt I had enough privacy	46	36	223
	I felt safe while in the hospital	16	34	254
	Hospital was clean/comfortable	22	27	252
	Family/friends able to visit me	16	20	238
	PERCENTAGE FOR DOMAIN	**10%**	**11%**	**79%**
	QUALITY/APPROPRIATENESS	**D/SD**	**N.O.**	**A/SA**
	I was treated with dignity & respect	28	32	251
	Staff believed I could grow, change, recover	12	38	263
	Encouraged to use self-help support groups	26	23	257
	I felt free to complain w/o fear of retaliation	37	53	209
	My complaints and grievances were addressed	40	34	196
	Staff sensitive to cultural background	18	27	131
	PERCENTAGE FOR DOMAIN	**10%**	**12%**	**78%**
	OUTCOMES	**D/SD**	**N.O.**	**A/SA**
	I am better able to deal with crisis	20	35	251
	My symptoms are not bothering me as much	23	33	247
	Medications help control symptoms	26	41	228
	I do better in social situations	31	69	216
	I deal more effectively with daily problems	25	51	234
	PERCENTAGE FOR DOMAIN	**8%**	**15%**	**77%**
	PARTICIPATION	**D/SD**	**N.O.**	**A/SA**
	I felt comfortable asking questions about med/tx	24	25	250
	Given info to manage medication side effects	35	53	206
	Other medical conditions were treated	33	28	179
	Felt safe to refuse meds/tx during hospital stay	56	54	168
	I participated in planning my discharge	13	16	281
	I/MD in community - active involvement in tx	26	28	137
	I/MD in community - opportunity to talk	20	20	143
	I had a choice of treatment options	55	36	204
	Contact with doctor helpful	23	21	263
	Contact with RN/Therapist helpful	14	22	271
	PERCENTAGE FOR DOMAIN	**10%**	**11%**	**79%**
	GENERAL SATISFACTION	**D/SD**	**N.O.**	**A/SA**
	I felt this hospital stay was necessary	60	33	217
	If choice of hospitals, would choose this one	56	46	192
	PERCENTAGE FOR DOMAIN	**19%**	**13%**	**68%**

The graph below is the statewide inpatient report card:



With the exception of the three additional questions noted above, the domains have not changed since last year. A comparison between years is as follows:

DOMAIN	2004	2005
Access	79%	79%
Quality/Appropriateness	76%	78%
Outcomes	81%	77%
Participation in Treatment	83%	79%
General Satisfaction	77%	68%

With the exception of the decline regarding General Satisfaction, it appears that the level of agreement regarding inpatient care has remained relatively stable between reporting periods.

2005 Agency Report Cards

Northern Nevada Adult Mental Health Services (NNAMHS):

Adult Outpatient Surveys

This agency submitted 136 surveys for 2005, ten more surveys than in 2004. The table below provides a breakdown of agreement/disagreement levels to questions within the various MHSIP domains:

Table 4.

NNAMHS ---- Adult Outpatient Survey
N=136

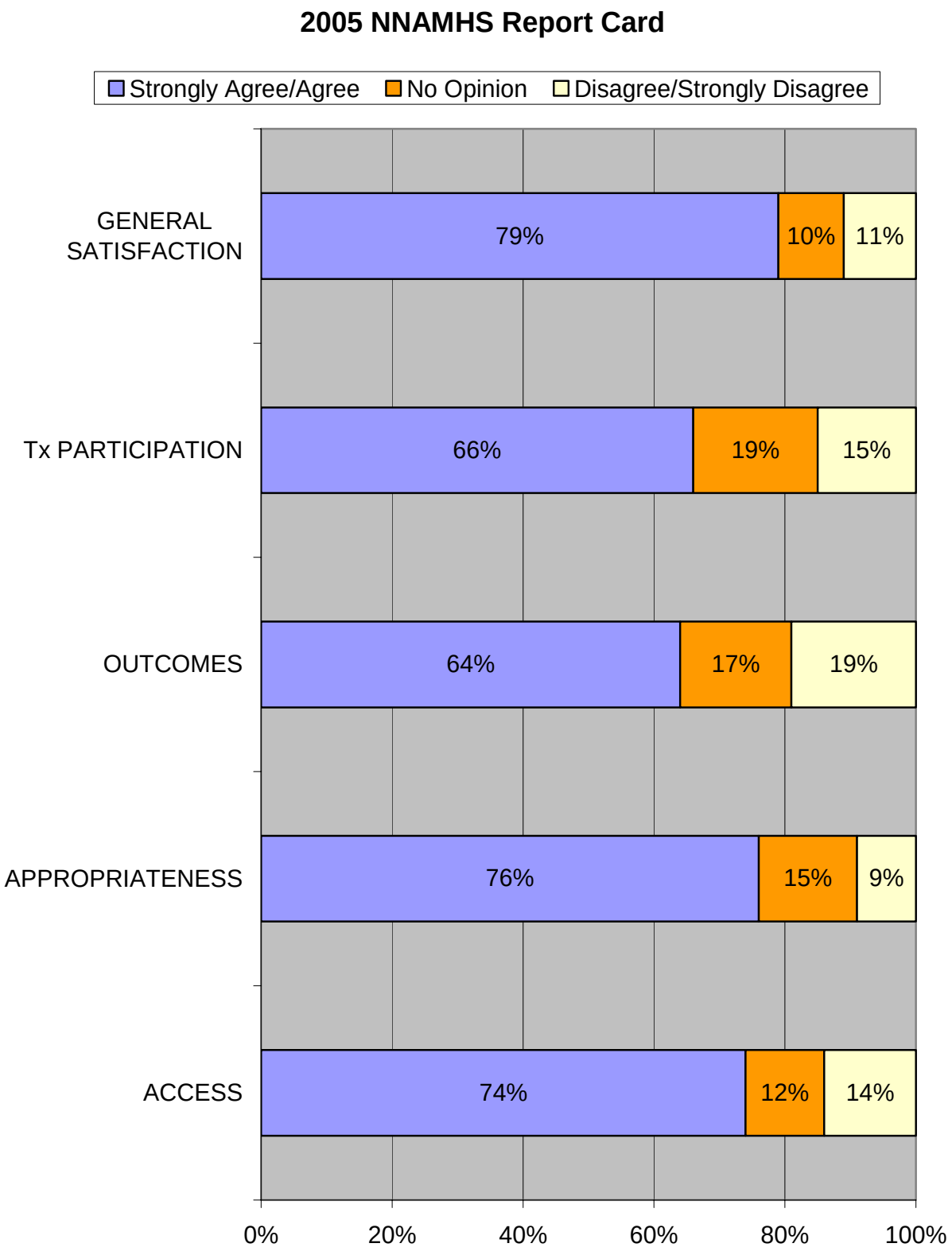
?	ACCESS	D/SD	N.O.	A/SA
28	Location of services convenient	19	10	104
29	Staff willing to see me often as nec	18	16	96
30	Staff returned calls w/in 24 hours	20	24	69
31	Services avail at times good for me	13	13	103
32	Able to get services thought I needed	16	16	99
33	Able to see Psych when wanted to	22	14	88
	PERCENTAGE FOR DOMAIN	**14%**	**12%**	**74%**
	QUALITY/APPROPRIATENESS	**D/SD**	**N**	**A/SA**
34	Staff believed could grow, change	9	25	95
36	I felt free to complain	18	19	85
37	Staff told me side effects	18	8	99
38	Respected who is/is not given info	6	15	99
39	Sensitive to cultural/ethnic b/ground	5	29	84
40	Helped me obtain info to take charge	14	17	92
42	Given information about rights	9	14	104
43	Encouraged to take responsibility	9	17	95
44	Encouraged to use consumer-run programs	16	18	91
	PERCENTAGE FOR DOMAIN	**9%**	**15%**	**76%**
	OUTCOMES	**D/SD**	**N**	**A/SA**

Table 4.

NNAMHS ---- Adult Outpatient Survey
N=136

6	Deal more effectively with daily problems	18	22	91
7	Better able to control my life	19	20	92
8	Better able to deal with crisis	25	24	82
9	Getting along better with my family	17	19	88
10	Do better in social situations	19	22	85
11	Do better in school and/or work	24	21	54
12	My housing situation has improved	29	25	65
13	Symptoms are not bothering me as much	32	19	78
	PERCENTAGE FOR DOMAIN	**19%**	**17%**	**64%**
	PART. IN TREATMENT PLAN	**D/SD**	**N**	**A/SA**
35	I felt comfortable asking questions	17	19	91
41	I, not staff, decided treatment goals	20	28	75
	PERCENTAGE (+) FOR DOMAIN	**15%**	**19%**	**66%**
	GENERAL SATISFACTION	**D/SD**	**N**	**A/SA**
25	I liked the services I received here	15	16	102
26	I would still get services at this agency	18	14	91
27	Recommend this agency to friend/family	12	8	112
	PERCENTAGE FOR DOMAIN	**11%**	**10%**	**79%**

The graph on the next page is the NNAMHS adult outpatient survey report card:


2005 NNAMHS Report Card
Strongly Agree/Agree
No Opinion
Disagree/Strongly Disagree
GENERAL SATISFACTION
79%
10%
11%
Tx PARTICIPATION
66%
19%
15%
OUTCOMES
64%
17%
19%
APPROPRIATENESS
76%
15%
9%
ACCESS
74%
12%
14%
0%
20%
40%
60%
80%
100%

The original MHSIP adult outpatient survey domains have not changed since last year, thus a comparison between years is as follows:

DOMAIN	2004	2005
Access	78%	74%
Quality/Appropriateness	78%	76%
Outcomes	64%	64%
Participation in Treatment	81%	66%
General Satisfaction	80%	79%

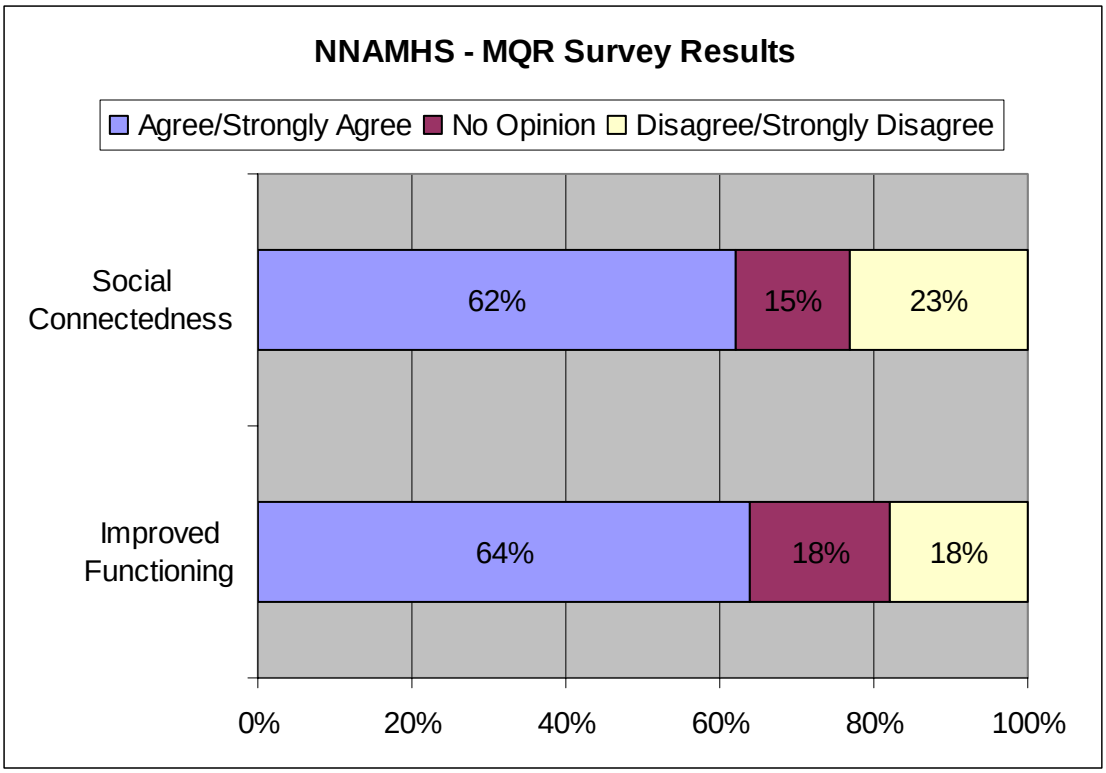
With the exception of the decline in agreement regarding Participation in Treatment Planning, it appears that the level of agreement has remained relatively stable between reporting periods.

The agreement/disagreement levels to the questions added within the domains of Reduction of Symptoms and Social Support/Connectedness within the MHSIP Quality Report (MQR) are below:

Table 5.
NNAMHS ---- Adult Outpatient Survey
N=136

?	REDUCTION OF SYMPTOMS	D/SD	N	A/SA
14	I do things that are more meaningful to me	23	25	83
15	I am better able to take care of my needs	18	18	94
16	I am better able to handle things when they go wrong	27	24	80
17	I am better able to do things I want to do	24	25	77
	PERCENTAGE FOR DOMAIN	**18%**	**18%**	**64%**
?	**SOCIAL SUPPORT/CONNECTEDNESS**	**D/SD**	**N**	**A/SA**
18	I know people who will listen/understand me when I need to talk	28	18	82
19	In a crisis, I have the support I need from family/friends	27	16	83
20	When I need help right away, I know people I can call on	25	17	85
21	I have more than one friend	33	15	79
22	I am happy with the friendship I have	30	20	81
23	I have people with whom I can do enjoyable things	26	21	83
24	I feel I belong in my community	38	23	67
	PERCENTAGE FOR DOMAIN	**23%**	**15%**	**62%**

The graph on the next page is the report card for these new domain questions:



Inpatient Surveys

There were a total of 88 people that received inpatient surveys upon discharge from NNAMHS for the period between January 1st and June 30th of 2005. As was indicated earlier, three questions were added to the domain of Quality/Appropriateness: "I was treated with dignity and respect", "I was encouraged to use self-help /support groups", and "Staff were sensitive to my cultural background." The table below is a breakdown of the agreement/disagreement levels to each of the questions within the inpatient MHSIP domains:

Table 6.

NNAMHS – Inpatient Surveys: Jan-June 2005 (N=88)

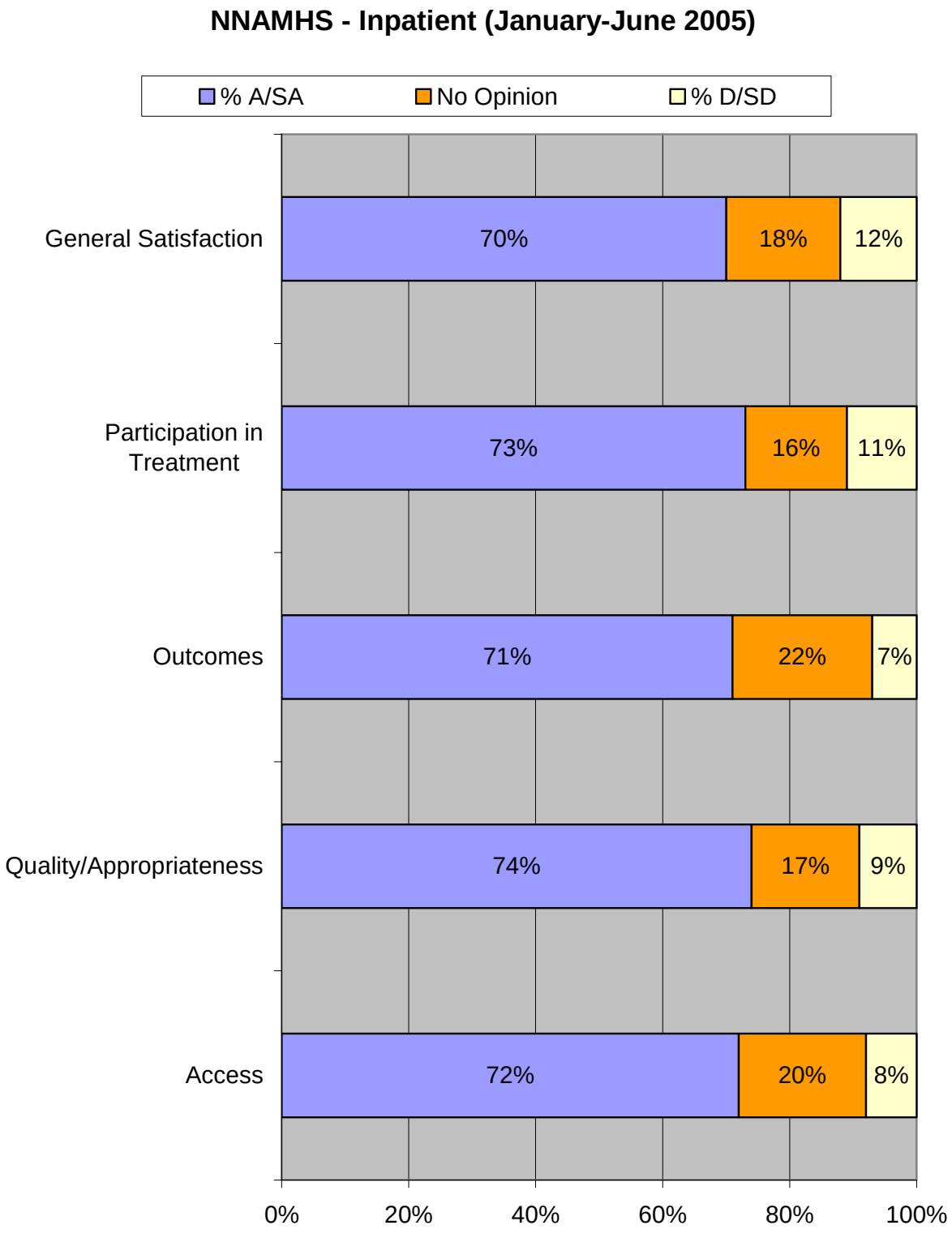
?	ACCESS	D/SD	N.O.	A/SA
25	Surrounding/atmosphere helped me get better	8	20	54
26	I felt I had enough privacy	11	18	55
27	I felt safe while in the hospital	5	16	60
28	Hospital was clean/comfortable	5	12	66
30	Family/friends able to visit me	5	12	54
	PERCENTAGE FOR DOMAIN	**8%**	**20%**	**72%**
	QUALITY/APPROPRIATENESS	**D/SD**	**N.O.**	**A/SA**
12	I was treated with dignity & respect	7	10	67
13	Staff believed I could grow, change, recover	2	8	70

Table 6.

NNAMHS – Inpatient Surveys:
Jan-June 2005 (N=88)

15	Encouraged to use self-help support groups	8	5	70
19	I felt free to complain w/o fear of retaliation	6	24	54
21	My complaints and grievances were addressed	11	23	42
29	Staff sensitive to cultural background	9	11	54
	PERCENTAGE FOR DOMAIN	**9%**	**17%**	**74%**
	OUTCOMES	**D/SD**	**N.O.**	**A/SA**
7	I am better able to deal with crisis	3	14	68
8	My symptoms are not bothering me as much	11	14	57
9	Medications help control symptoms	3	17	61
10	I do better in social situations	7	26	49
11	I deal more effectively with daily problems	7	19	58
	PERCENTAGE FOR DOMAIN	**7%**	**22%**	**71%**
	PARTICIPATION	**D/SD**	**N.O.**	**A/SA**
14	I felt comfortable asking questions about med/tx	5	8	72
16	Given info to manage medication side effects	12	13	56
17	Other medical conditions were treated	11	15	54
20	Felt safe to refuse meds/tx during hospital stay	16	22	41
22	I participated in planning my discharge	5	8	70
23	I/MD in community - active involvement in tx	10	15	57
24	I/MD in community - opportunity to talk	8	14	55
31	I had a choice of treatment options	13	14	47
32	Contact with doctor helpful	8	12	64
33	Contact with RN/Therapist helpful	5	8	70
	PERCENTAGE FOR DOMAIN	**11%**	**16%**	**73%**
	GENERAL SATISFACTION	**D/SD**	**N.O.**	**A/SA**
18	I felt this hospital stay was necessary	12	13	60
34	If choice of hospitals, would choose this one	9	16	55
	PERCENTAGE FOR DOMAIN	**12%**	**18%**	**70%**

Based upon the above information, the graph on the next page is the inpatient report card for NNAMHS:



With the exception of the three additional questions, the domains have not changed since last year. A comparison between years is as follows:

DOMAIN	2004	2005
Access	77%	72%
Quality/Appropriateness	73%	74%
Outcomes	77%	71%
Participation in Treatment	80%	73%
General Satisfaction	75%	70%

With the exception of Quality/Appropriateness, there was a slight decrease not in all other domains between 2004 and 2005.

Rural Clinics Community Mental Health Centers (RC)

Adult Outpatient Surveys

This agency submitted 289 surveys for 2005, six less surveys than in 2004. The table below provides a breakdown of agreement/disagreement levels to various questions within the original MHSIP domains:

Table 7.
Rural Clinics ---- Adult Outpatient Surveys
N=289

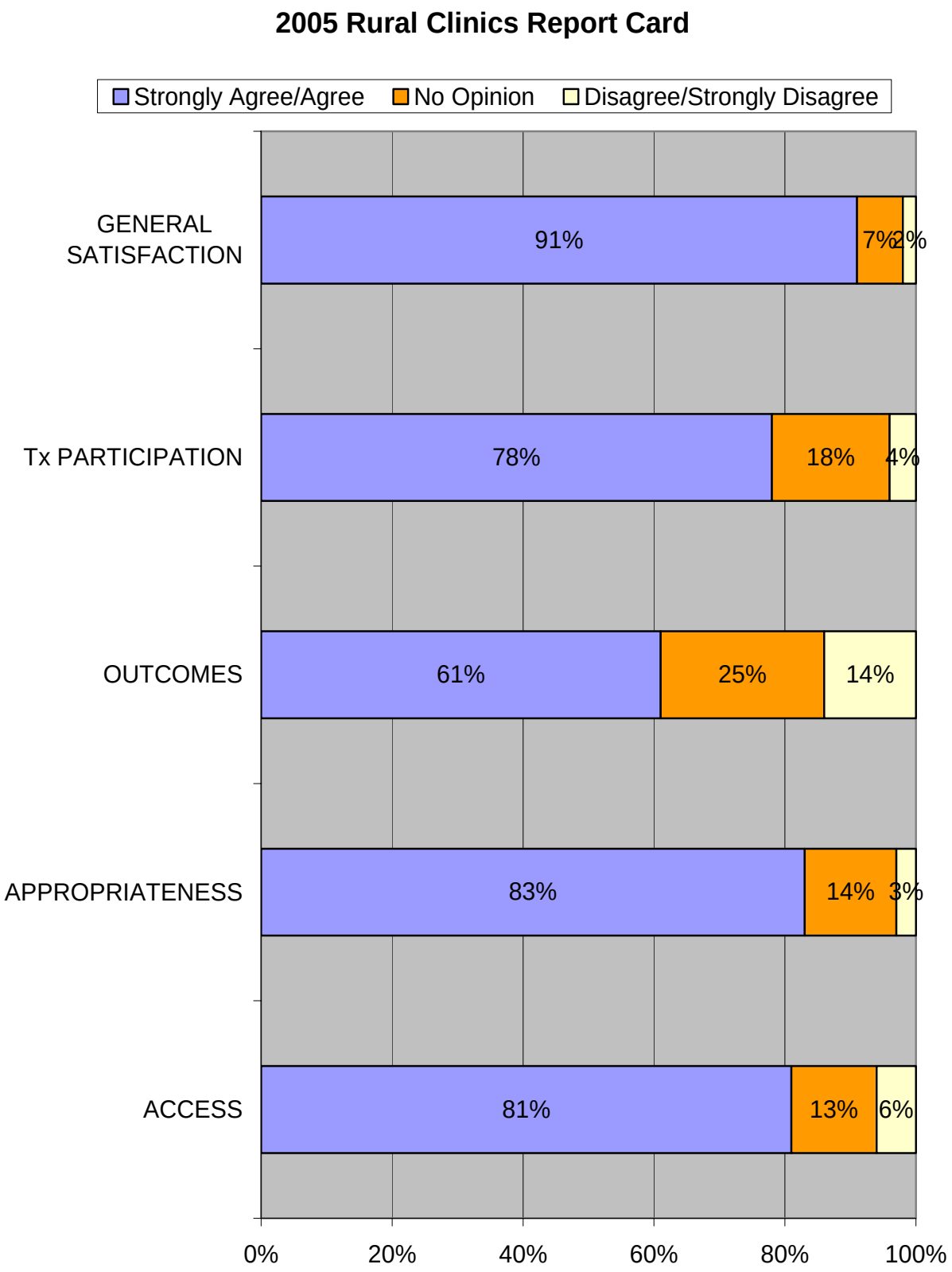
?	ACCESS	D/SD	N	A/SA
28	Location of services convenient	12	29	245
29	Staff willing to see me often as necessary	15	34	235
30	Staff returned calls w/in 24 hours	12	43	210
31	Services avail at times good for me	7	24	247
32	Able to get services thought I needed	18	34	230
33	Able to see Psych when wanted to	42	47	186
	PERCENTAGE FOR DOMAIN	**6%**	**13%**	**81%**
	QUALITY/APPROPRIATENESS	**D/SD**	**N**	**A/SA**
34	Staff believed could grow, change	3	41	237
36	I felt free to complain	17	41	221
37	Staff told me side effects	17	39	214
38	Respected who is/is not given info	6	29	240
39	Sensitive to cultural/ethnic b/ground	1	44	207
40	Helped me obtain info to take charge	8	44	223
42	Given information about rights	3	21	252
43	Encouraged to take responsibility	2	40	235
44	Encouraged to use consumer-run programs	16	48	194
	PERCENTAGE FOR DOMAIN	**3%**	**14%**	**83%**
	OUTCOMES	**D/SD**	**N**	**A/SA**
6	Deal more effectively with daily problems	25	49	207
7	Better able to control my life	34	56	195
8	Better able to deal with crisis	37	67	168
9	Getting along better with my family	35	60	174
10	Do better in social situations	44	76	146
11	Do better in school and/or work	21	69	111
12	My housing situation has improved	42	80	122

Table 7.

Rural Clinics ---- Adult Outpatient Surveys
N=289

13	Symptoms are not bothering me as much	61	66	154
	PERCENTAGE FOR DOMAIN	**14%**	**25%**	**61%**
	PART. IN TREATMENT PLAN	**D/SD**	**N**	**A/SA**
35	I felt comfortable asking questions	5	28	251
41	I, not staff, decided treatment goals	20	70	183
	PERCENTAGE (+) FOR DOMAIN	**4%**	**18%**	**78%**
	GENERAL SATISFACTION	**D/SD**	**N**	**A/SA**
25	I liked the services I received here	6	17	265
26	I would still get services at this agency	8	27	244
27	Recommend this agency to friend/family	3	13	271
	PERCENTAGE FOR DOMAIN	**2%**	**7%**	**91%**

The graph on the next page is the RC adult outpatient survey report card:


2005 Rural Clinics Report Card
Strongly Agree/Agree
No Opinion
Disagree/Strongly Disagree
GENERAL SATISFACTION
91%
7%
2%
Tx PARTICIPATION
78%
18%
4%
OUTCOMES
61%
25%
14%
APPROPRIATENESS
83%
14%
3%
ACCESS
81%
13%
6%
0%
20%
40%
60%
80%
100%

These domains have not changed since last year, thus a comparison between years can be made as follows:

DOMAIN	2004	2005
Access	90%	81%
Quality/Appropriateness	86%	83%
Outcomes	67%	61%
Participation in Treatment	87%	78%
General Satisfaction	95%	91%

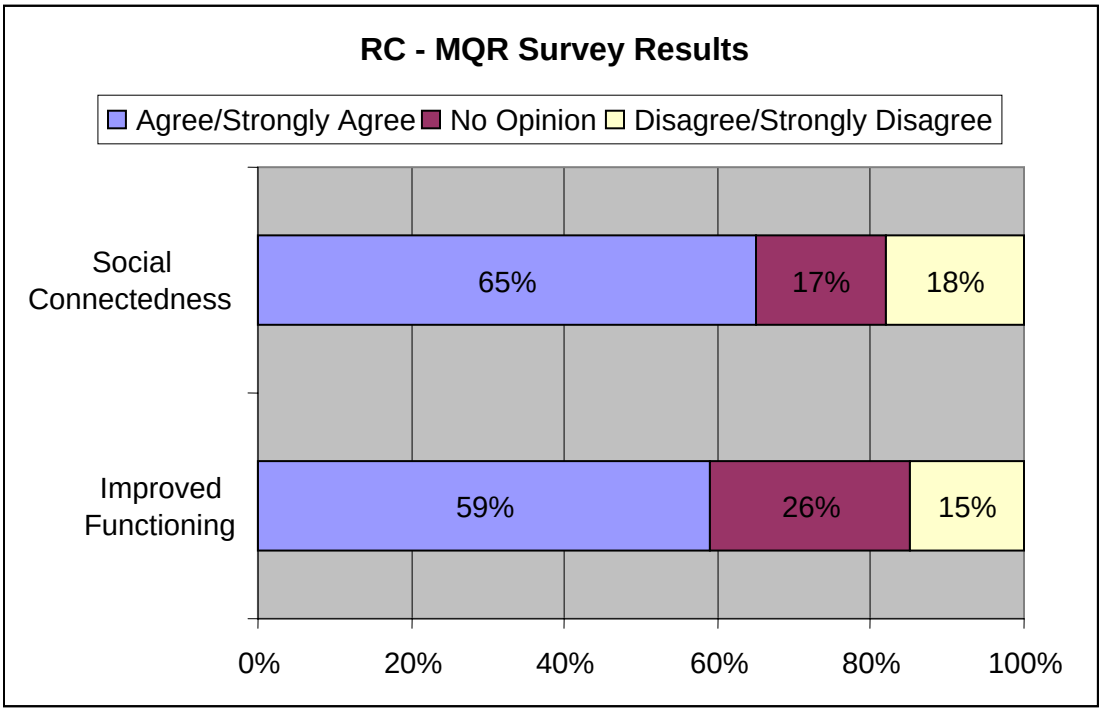
The agreement level of all domains decreased between 2004 and 2005. The agreement/disagreement levels to questions added within the domains of Reduction of Symptoms and Social Support/Connectedness within the MQR are:

Table 8.

Rural Clinics ---- Adult Outpatient Surveys
N=289

?	REDUCTION OF SYMPTOMS	D/SD	N	A/SA
14	I do things that are more meaningful to me	40	78	159
15	I am better able to take care of my needs	33	64	180
16	I am better able to handle things when they go wrong	52	66	162
17	I am better able to do things I want to do	43	78	158
	PERCENTAGE FOR DOMAIN	**15%**	**26%**	**59%**
?	**SOCIAL SUPPORT/CONNECTEDNESS**	**D/SD**	**N**	**A/SA**
18	I know people who will listen/understand me when I need to talk	43	41	199
19	In a crisis, I have the support I need from family/friends	45	40	199
20	When I need help right away, I know people I can call on	36	42	206
21	I have more than one friend	64	33	179
22	I am happy with the friendship I have	40	55	181
23	I have people with whom I can do enjoyable things	50	45	185
24	I feel I belong in my community	81	80	116
	PERCENTAGE FOR DOMAIN	**18%**	**17%**	**65%**

The graph on the next page is the report card for these new domain questions:



Rural Clinics – Youth Surveys

There are two types of youth surveys – a Youth Services Survey (YSS) for adolescents aged 13-17 to complete on their own and a Youth Services Survey for Families (YSS-F) for the parents of children aged 0-12 to complete on behalf of their child. This year there were 23 YSS and 35 YSS-F forms included in this report and last year there were 30 YSS and 31 YSS-F forms.

In the 2004 report, the questions with the domain of Cultural Sensitivity were separated from those within Quality/Appropriateness. For this report the two domains are merged and the question about overall satisfaction, which was placed within the domain of Quality/Appropriateness last year, is placed within the domain of General Satisfaction this year.

The table below is a breakdown of the agreement/disagreement levels to the various questions within the original MHSIP domains regarding the YSS:

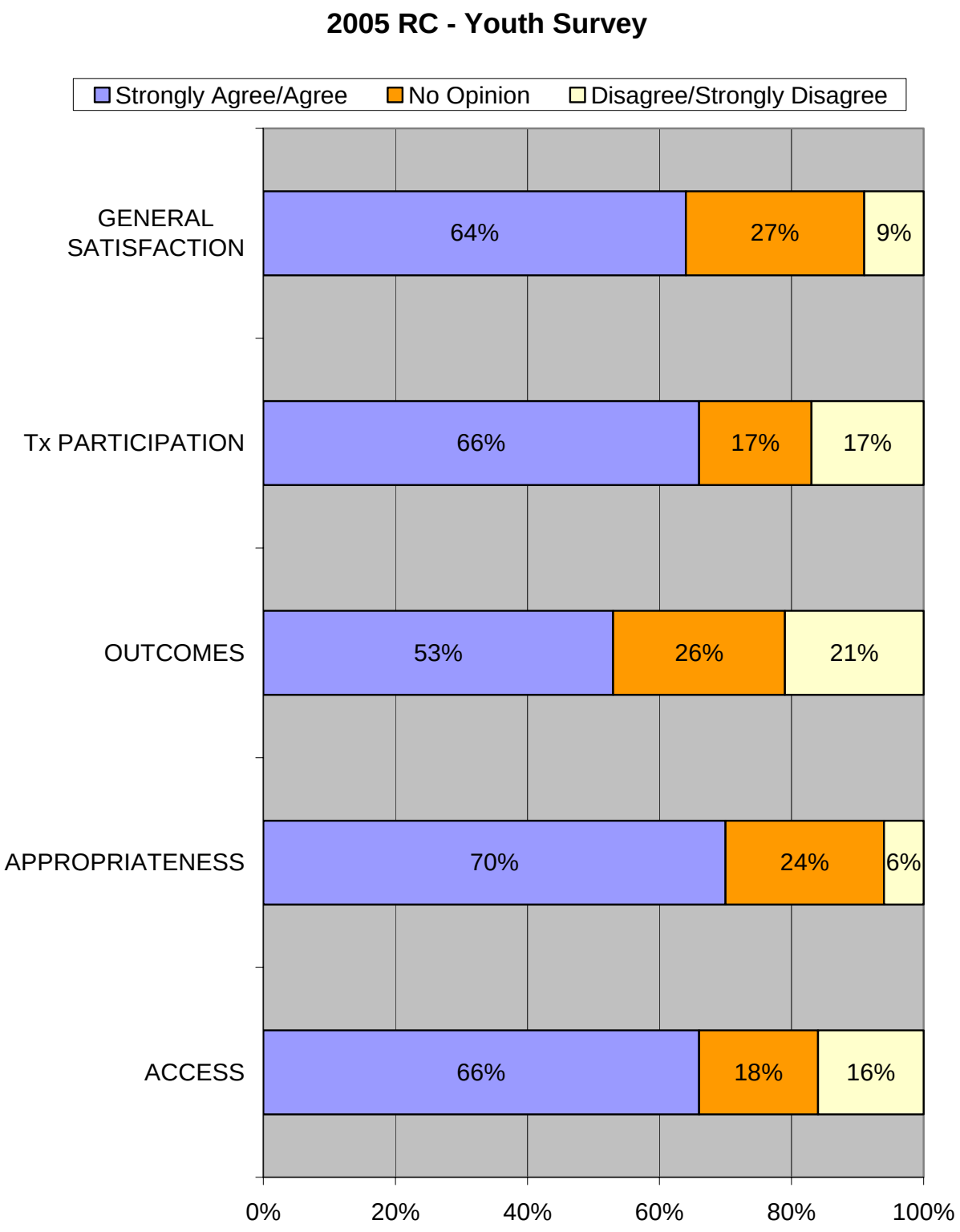
Table 9.
Rural Clinics ---- Youth Services Survey (YSS)
N=23

?	ACCESS	D/SD	N.O.	A/SA
13	Location services was convenient	3	6	13
14	Services available at convenient times	4	2	16
	PERCENTAGE FOR DOMAIN	**2%**	**2%**	**96%**
	QUALITY/APPROPRIATENESS	**D/SD**	**N**	**A/SA**
9	People helping me stuck with me	1	2	17
10	Felt I had someone to talk to	2	6	13
12	Received services that were right	0	6	16

Table 9.
Rural Clinics ---- Youth Services Survey (YSS)
N=23

15	I got the help I wanted	3	8	12
16	I got as much help as I needed	4	9	8
17	Staff treated me with respect	0	2	21
18	Staff respected family's beliefs	1	4	15
19	Staff spoke in way I understood	2	2	19
20	Sensitive to cultural/ethnic b/ground	1	7	14
	PERCENTAGE FOR DOMAIN	**3%**	**10%**	**87%**
	OUTCOMES	**D/SD**	**N**	**A/SA**
21	I am better at handling daily life	4	8	7
22	I get along better with family	6	5	10
23	I get along better w/friend & others	2	5	13
24	I am doing better in school/work	4	5	8
25	Better able to cope when things wrong	5	5	10
26	I am satisfied with family life right now	4	2	14
	PERCENTAGE FOR DOMAIN	**18%**	**21%**	**61%**
	PART. IN TREATMENT PLAN	**D/SD**	**N**	**A/SA**
7	I helped to choose my services	6	4	11
8	I helped choose my treatment goals	4	4	14
11	I participated in my own treatment	1	3	17
	PERCENTAGE FOR DOMAIN	**0%**	**4%**	**96%**
	GENERAL SATISFACTION	**D/SD**	**N**	**A/SA**
6	I am satisfied with services I received	2	6	14
	PERCENTAGE FOR DOMAIN	**0%**	**7%**	**93%**

Based upon the information from the table above, the next page is the Rural Clinics report card for Youth Services Surveys:



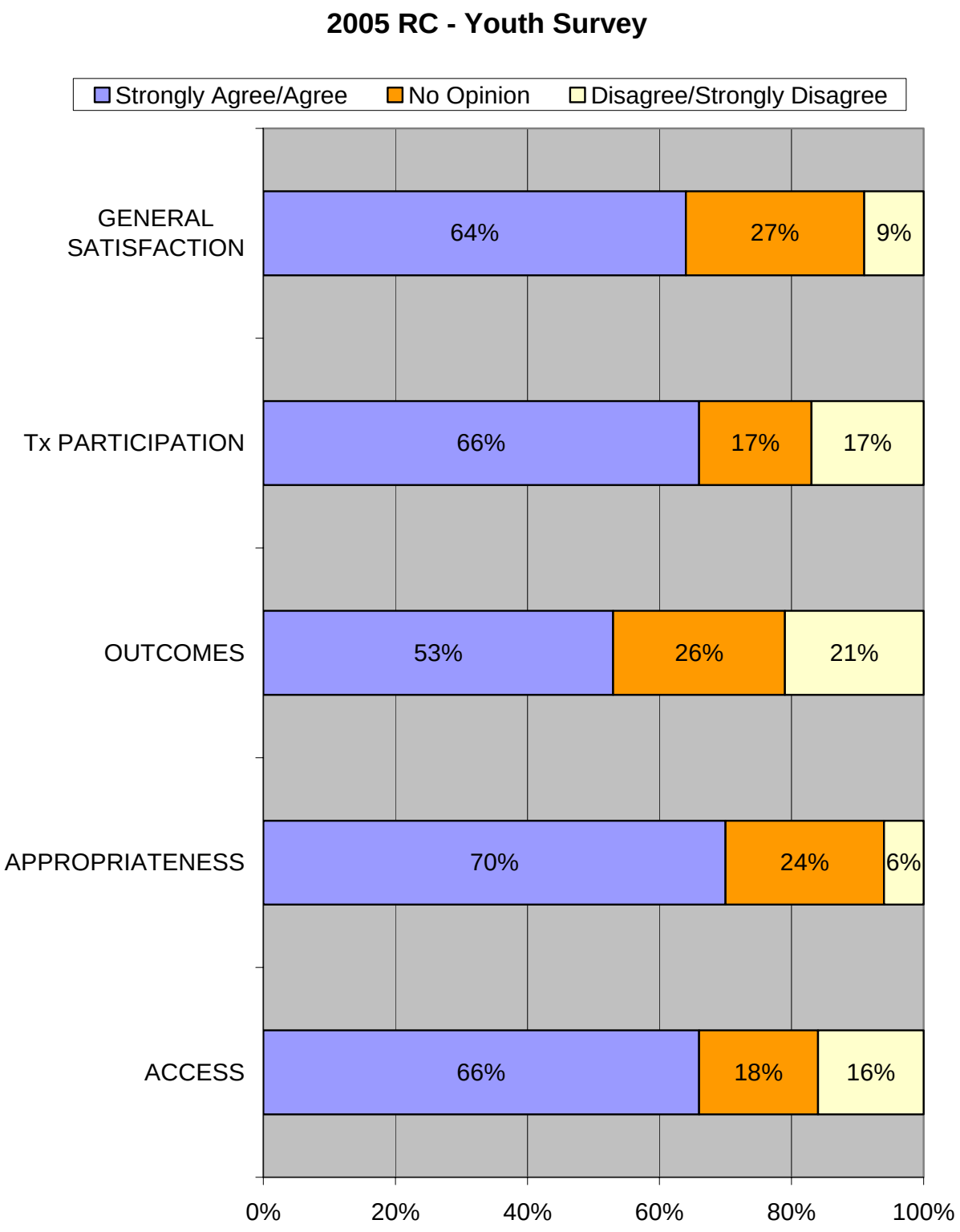
Because of the various changes made, no comparison table has been made. Rural Clinics is urged to use raw data between years when developing action plans.

The table below is a breakdown of the agreement/disagreement levels to the various questions within the original MHSIP domains regarding the YSS-F:

Table 9.
Rural Clinics ---- Youth Services Survey for Families (YSS-F)
N=35

?	ACCESS	D/SD	N.O.	A/SA
12	Location services was convenient	1	0	27
13	Services available-times good for us	0	1	27
	PERCENTAGE FOR DOMAIN	**2%**	**2%**	**96%**
	QUALITY/APPROPRIATENESS	**D/SD**	**N.O.**	**A/SA**
8	People helping child stuck with us	1	2	22
9	Felt child had someone to talk to	1	5	21
11	Services child/family received right	0	2	23
14	Family got helped wanted for child	2	2	22
15	Family got as much help as needed	4	4	19
16	Staff treated me with respect	0	0	30
17	Staff respected family religious/spirit.	0	4	18
18	Staff spoke in way we understood	0	0	30
19	Staff sensitive to culture/ethnicity	0	4	21
	PERCENTAGE FOR DOMAIN	**3%**	**10%**	**87%**
	OUTCOMES	**D/SD**	**N.O.**	**A/SA**
20	Child is better at handling daily life	2	6	16
21	Child gets along better with family	5	5	15
22	Child gets along better-friends/others	3	5	16
23	Child is doing better in school/work	2	5	17
24	Child better able to cope - wrong	7	5	13
25	Satisfied with family life right now	8	6	15
	PERCENTAGE FOR DOMAIN	**18%**	**21%**	**61%**
	PART. IN TREATMENT PLAN	**D/SD**	**N.O.**	**A/SA**
7	I helped choose my child's services	0	2	22
10	I participated in child's treatment	0	0	27
	PERCENTAGE FOR DOMAIN	**0%**	**4%**	**96%**
	GENERAL SATISFACTION	**D/SD**	**N.O.**	**A/SA**
6	Satisfied with services my child rec.	0	2	25
	PERCENTAGE FOR DOMAIN	**0%**	**7%**	**93%**

Based upon the above table, the next page contains the Rural Clinics report card for YSS-F:



As noted above for the YSS, there is no comparison made between years on the YSS-F and again Rural Clinics is urged to use raw data to develop action plans.

Southern Nevada Adult Mental Health Services (SNAMHS):

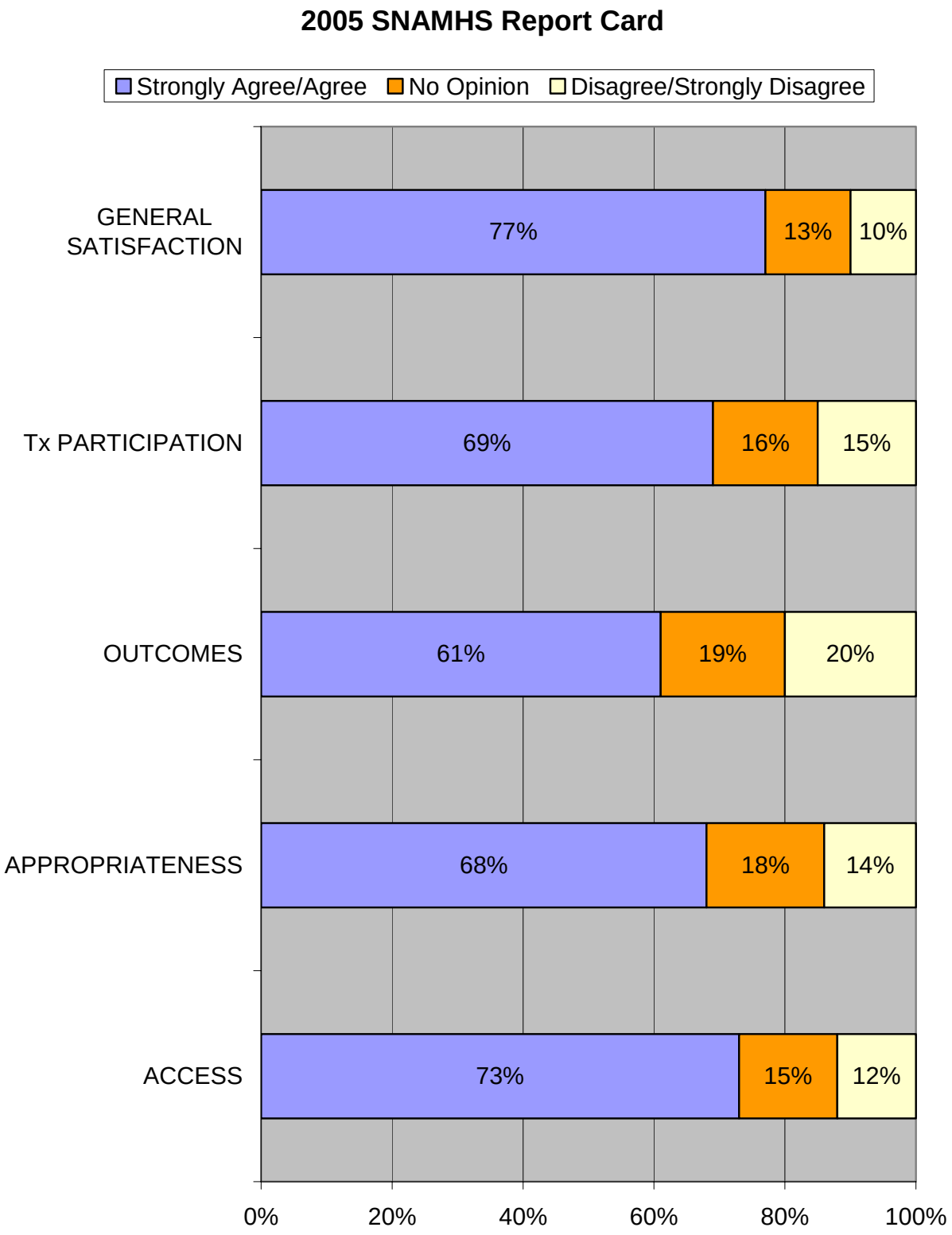
Adult Outpatient Surveys

This agency submitted 523 adult outpatient surveys for 2005, 1,558 less than the 2,081 surveys collected in 2004 (a 75% decrease). The table below provides a breakdown of agreement/disagreement levels to questions within the original MHSIP domains:

Table 10.
SNAMHS ---- Adult Outpatient Survey
N=523

?	ACCESS	D/SD	N	A/SA
28	Location of services convenient	51	48	392
29	Staff willing to see me often as nec	49	79	356
30	Staff returned calls w/in 24 hours	67	96	277
31	Services avail at times good for me	47	56	389
32	Able to get services thought I needed	66	64	361
33	Able to see Psych when wanted to	84	74	315
	PERCENTAGE (+) FOR DOMAIN	**12%**	**15%**	**73%**
	QUALITY/APPROPRIATENESS	**D/SD**	**N**	**A/SA**
34	Staff believed could grow, change	41	102	327
36	I felt free to complain	73	77	327
37	Staff told me side effects	80	59	339
38	Respected who is/is not given info	49	72	345
39	Sensitive to cultural/ethnic b/ground	54	108	269
40	Helped me obtain info to take charge	73	91	301
42	Given information about rights	56	53	380
43	Encouraged to take responsibility	48	90	335
44	Encouraged to use consumer-run programs	117	84	229
	PERCENTAGE FOR DOMAIN	**14%**	**18%**	**68%**
	OUTCOMES	**D/SD**	**N**	**A/SA**
6	Deal more effectively with daily problems	71	91	325
7	Better able to control my life	78	95	327
8	Better able to deal with crisis	102	83	308
9	Getting along better with my family	77	91	291
10	Do better in social situations	98	109	276
11	Do better in school and/or work	92	87	186
12	My housing situation has improved	101	97	243
13	Symptoms are not bothering me as much	117	81	299
	PERCENTAGE FOR DOMAIN	**20%**	**19%**	**61%**
	PART. IN TREATMENT PLAN	**D/SD**	**N**	**A/SA**
35	I felt comfortable asking questions	44	43	398
41	I, not staff, decided treatment goals	92	111	259
	PERCENTAGE FOR DOMAIN	**15%**	**16%**	**69%**
	GENERAL SATISFACTION	**D/SD**	**N**	**A/SA**
25	I liked the services I received here	47	49	393
26	I would still get services at this agency	55	87	347
27	Recommend this agency to friend/family	40	62	394
	PERCENTAGE FOR DOMAIN	**10%**	**13%**	**77%**

The graph below is the SNAMHS adult outpatient survey report card:



The original MHSIP adult outpatient survey domains have not changed since last year, thus a comparison between years is as follows:

DOMAIN	2004	2005
Access	85%	73%
Quality/Appropriateness	83%	68%
Outcomes	78%	61%
Participation in Treatment	84%	69%
General Satisfaction	89%	77%

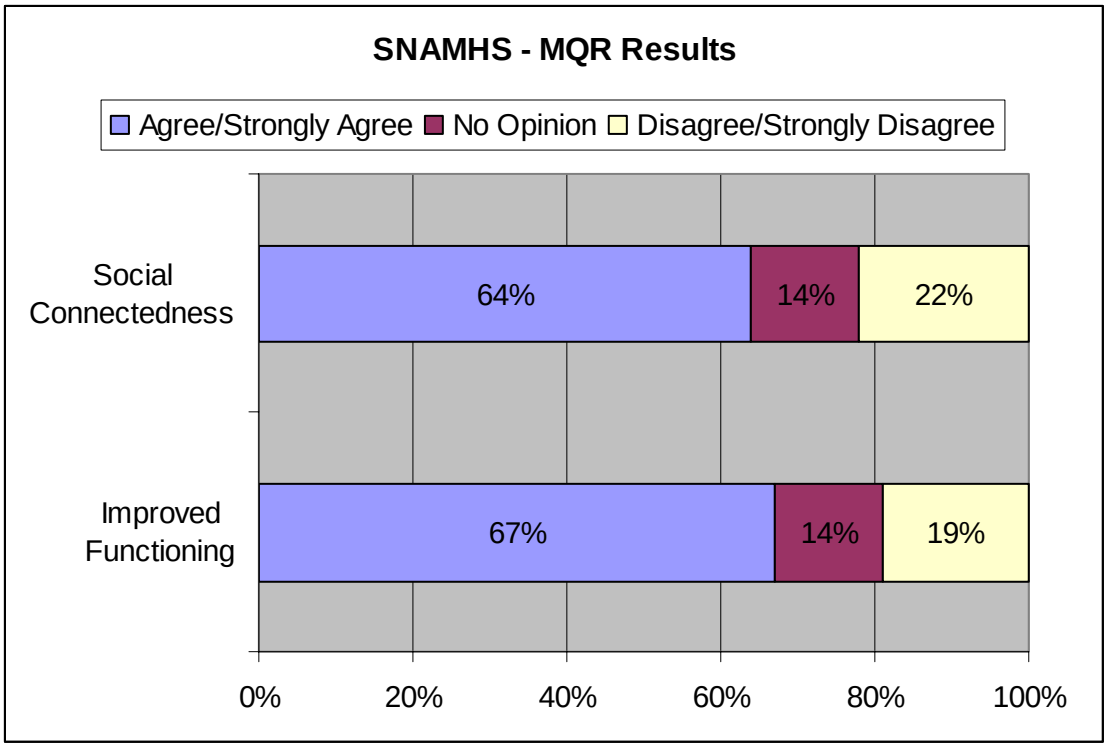
Agreement levels of each domain decreased by more than 10% between 2004 and 2005.

The agreement/disagreement levels to questions added with the domains of Reduction of Symptoms and Social Support/Connectedness with the MQR are:

Table 11.
SNAMHS – Adult Outpatient Survey
N=523

?	REDUCTION OF SYMPTOMS	D/SD	N	A/SA
14	I do things that are more meaningful to me	76	106	311
15	I am better able to take care of my needs	86	89	323
16	I am better able to handle things when they go wrong	103	86	301
17	I am better able to do things I want to do	98	79	314
	PERCENTAGE FOR DOMAIN	**19%**	**14%**	**67%**
	SOCIAL SUPPORT/CONNECTEDNESS	**D/SD**	**N**	**A/SA**
18	I know people who will listen/understand me when I need to talk	86	66	350
19	In a crisis, I have the support I need from family/friends	106	64	322
20	When I need help right away, I know people I can call on	91	57	346
21	I have more than one friend	134	49	307
22	I am happy with the friendship I have	91	72	322
23	I have people with whom I can do enjoyable things	108	80	310
24	I feel I belong in my community	140	91	258
	PERCENTAGE FOR DOMAIN	**22%**	**14%**	**64%**

The graph on the next page is the SNAMHS report card for these new domains:



Inpatient Surveys

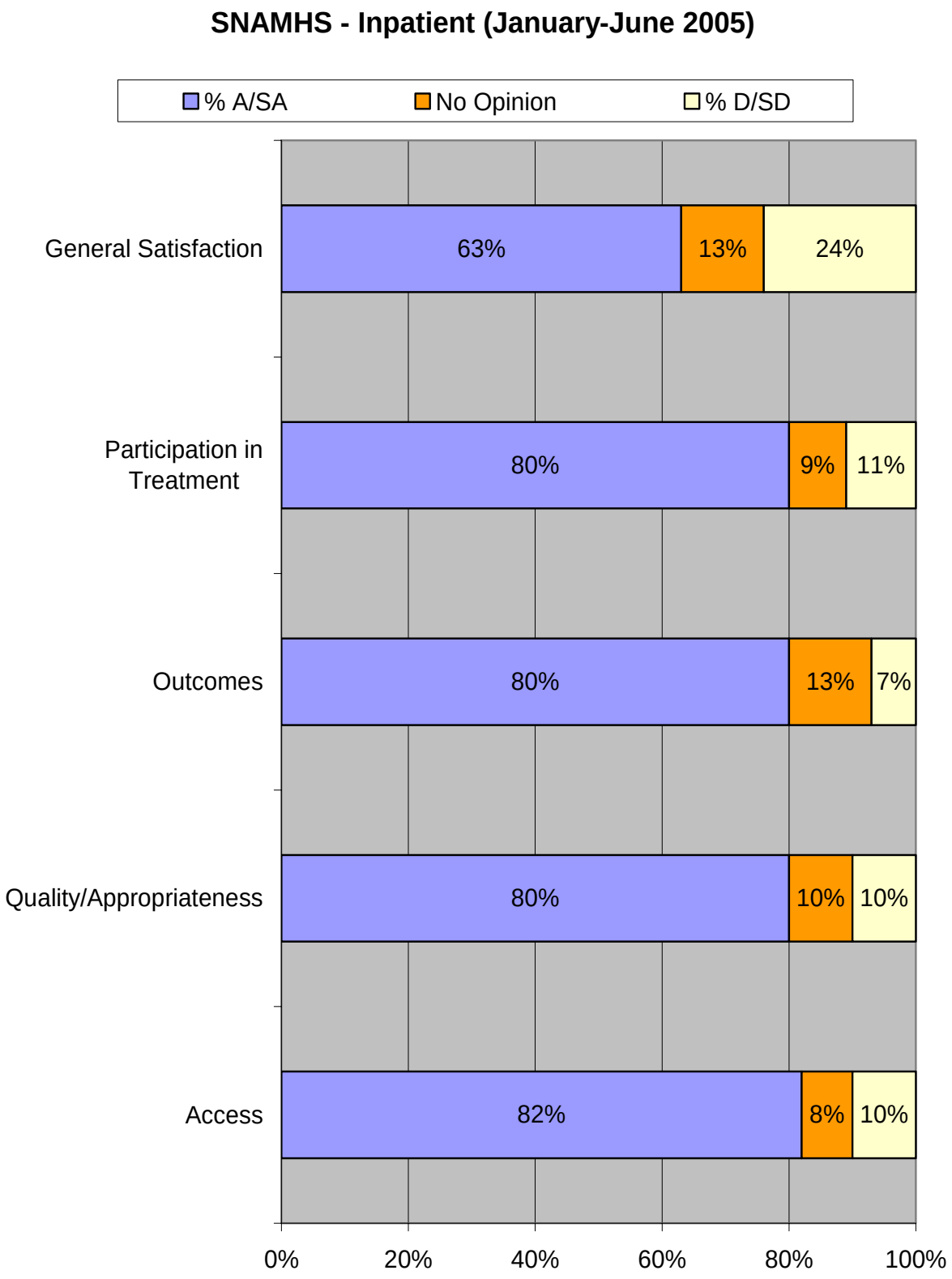
There were a total of 231 people that received inpatient surveys upon being discharged from SNAMHS for the period of January 1st through June 30th 2005. As indicated earlier, three questions were added to the domain of Quality/Appropriateness: "I was treated with dignity and respect", "I was encouraged to use self-help/support groups", and ""Staff were sensitive to my cultural background." The table below is a breakdown of the agreement/disagreement levels to each of the questions with the inpatient MHSIP domains:

Table 12.
SNAMHS – Inpatient Surveys
Jan-June 2005 (N=231)

?	ACCESS	D/SD	N.O.	A/SA
25	Surrounding/atmosphere helped me get better	38	22	159
26	I felt I had enough privacy	35	18	168
27	I felt safe while in the hospital	11	18	194
28	Hospital was clean/comfortable	17	15	186
30	Family/friends able to visit me	11	8	184
	PERCENTAGE FOR DOMAIN	**10%**	**8%**	**82%**
	QUALITY/APPROP	**D/SD**	**N.O.**	**A/SA**
12	I was treated with dignity & respect	21	22	184
13	Staff believed I could grow, change, recover	10	20	193
15	Encouraged to use self-help support groups	18	18	187
19	I felt free to complain w/o fear of retaliation	31	29	155
21	My complaints and grievances were addressed	29	11	154

29	Staff sensitive to cultural background	9	16	77
	PERCENTAGE FOR DOMAIN	**10%**	**10%**	**80%**
	OUTCOMES	**D/SD**	**N.O.**	**A/SA**
7	I am better able to deal with crisis	17	21	183
8	My symptoms are not bothering me as much	12	19	190
9	Medications help control symptoms	23	24	167
10	I do better in social situations	14	43	167
11	I deal more effectively with daily problems	18	32	176
	PERCENTAGE FOR DOMAIN	**7%**	**13%**	**80%**
	PARTICIPATION	**D/SD**	**N.O.**	**A/SA**
14	I felt comfortable asking questions about med/tx	19	17	178
16	Given info to manage medication side effects	23	40	150
17	Other medical conditions were treated	22	13	125
20	Felt safe to refuse meds/tx during hospital stay	40	32	127
22	I participated in planning my discharge	8	8	211
23	I/MD in community - active involvement in tx	16	13	80
24	I/MD in community - opportunity to talk	12	6	88
31	I had a choice of treatment options	42	22	157
32	Contact with doctor helpful	15	9	199
33	Contact with RN/Therapist helpful	9	14	201
	PERCENTAGE FOR DOMAIN	**11%**	**9%**	**80%**
	GENERAL SATISFACTION	**D/SD**	**N.O.**	**A/SA**
18	I felt this hospital stay was necessary	48	20	157
34	If choice of hospitals, would choose this one	47	30	137
	PERCENTAGE FOR DOMAIN	**24%**	**13%**	**63%**

The graph on the next page is the SNAMHS adult outpatient survey report card:


SNAMHS - Inpatient (January-June 2005)
% A/SA
No Opinion
% D/SD
General Satisfaction
63%
13%
24%
Participation in Treatment
80%
9%
11%
Outcomes
80%
13%
7%
Quality/Appropriateness
80%
10%
10%
Access
82%
8%
10%
0%
20%
40%
60%
80%
100%

With the exception of the three additional questions, the domains have not changed since last year. A comparison between years is as follows:

DOMAIN	2004	2005
Access	81%	82%
Quality/Appropriateness	79%	79%
Outcomes	84%	80%
Participation in Treatment	84%	80%
General Satisfaction	78%	63%

With the exception of the drop in agreement regarding General Satisfaction, all other domains stayed relatively stable between 2004 and 2005.

FUTURE DIRECTIONS/RECOMMENDATIONS

The Division of MHDS plans for 2006 include:

- Move to incorporating web-based format for all consumer surveys – both inpatient and outpatient
- Finalize policy on the consumer survey process
- Finalize survey questions to be used in 2006

ATTACHMENT I

MQR PROPOSED MEASURES – UNIVERSAL SET

PERFORMANCE INDICATOR: CONSUMER PERCEPTION OF OUTCOMES/CONSUMER PERCEPTION OF IMPROVEMENT **Concern:** This indicator is the most direct measure of the consumer's perception of the outcomes of services received. **Performance Measure:** Seven items from the MHSIP Consumer Survey: I deal more effectively with daily problems I am better able to control my life I am better able to deal with crisis I am getting along better with my family I do better in social situations I do better in school and/or work My symptoms are not bothering me as much
PERFORMANCE INDICATOR: ACTIVE PARTICIPATION IN TREATMENT PLANNING AND DECISIONS **Concern:** Participation by consumers (and family members for children) in decision regarding treatment fosters a collaborative, trusting relationship and supports the consumer's (or family member's) ability to make decision an act responsibly. Both for health and mental health services, research indicates that such involvement is correlated with positive outcomes. **Performance Measure:** Two items from the MHSIP Consumer Survey: I, not staff, decided my treatment goals I felt comfortable asking questions about my treatment and medication
PERFORMANCE INDICATOR: RECOVERY ORIENTATION OF SYSTEM **Concern:** Recovery is an important concept that is a goal of persons receiving mental health services. A system- or organization-level recovery orientation is critical to reaching this goal. **Performance Measure:** (see Recovery-Oriented System Report – Attachment A, page 71). Items we currently ask that are the same/similar: I am encouraged to use consumer-run programs Staff believe that I can grow, change and recover Staff treated me with respect (new-Staff respect me as a whole person) **NOTE: Review this section for inclusion of other questions for next year.**
PERFORMANCE INDICATOR: QUALITY OF INTERACTION BETWEEN CLINICIANS AND CONSUMERS **Concern:** Persons receiving treatment services should feel that those who provide the services treat them with respect, communicate effectively, and spend sufficient time with them, and that they themselves feel safe and are sufficiently involved in their treatment. **Performance Measure:** The people I went to for services explained things in a way I understood The people I went to for services spent enough time with me
PERFORMANCE INDICATOR: PERCEPTION OF OVERALL QUALITY OF TREATMENT **Concern:** Persons receiving treatment services should experience high quality treatment.

Performance Measure: Overall quality of treatment. Items from the MHSIP Adult Consumer Survey: Staff believed I could grow, change and recover I felt free to complain Staff told me what side effects to watch for Staff respected my wishes about who is and is not to be given information about my treatment Staff were sensitive to my cultural/ethnic background Staff helped me obtain the information I needed so I could take charge of managing my illness
PERFORMANCE INDICATOR: SAFETY **Concern:** A critical component of the treatment of persons with mental illness, particularly those people with severe and persistent illnesses is pharmacotherapy. **Performance Measure:** Total number of medication errors.
PERFORMANCE INDICATOR: AVAILABILITY OF SERVICES (UNDER DEVELOPMENT)
PERFORMANCE INDICATOR: AVAILABLY OF INFORMATION/EDUCATION **Concern:** Service recipients should receive information that enables them to make informed choices about services. **Performance Measure:** Questions from the original MHSIP survey include: I felt comfortable asking questions about my treatment and medication I was given information about my rights Staff told me what side effects to watch for
PERFORMANCE INDICATOR: INITIATION OF TREATMENT **Concern:** Systems of care have a responsibility to provide access to appropriate care to persons identified as having mental health problems. **Performance Measure:** The percent of persons with a new episode of services for any of a specified set of mental health disorders who meet one of the following criteria during the course of a year (see page 24 of the MQR).
PERFORMANCE INDICATOR: CULTURAL COMPETENCE **Concern:** Consumers must have access to a primary mental health provider who meets their needs in terms of ethnicity, language, culture, age, and disability. **Performance Measure:** The following consumer survey items are proposed for testing: My individual needs and goals were met Staff were sensitive to my cultural background My culture and race/ethnicity was included in planning services I received Staff understood the customs and traditions of my race/ethnic group I was able to get services from staff of my race/ethnicity group when I wanted to Staff was able to speak my language (or use interpreters) whenever I needed
PERFORMANCE INDICATOR: CO-OCCURRING PROBLEMS/SCREENING **Performance Measure:** Two measures are recommended – the percentage of persons screened for a co-occurring mental illness/substance abuse diagnosis and the number of persons screened for a co-occurring mental illness/substance abuse disorder.
PERFORMANCE INDICATOR: REDUCTION OF SYMPTOMS **Concern:** Mental health treatment should result in a reduction of a consumer's symptoms and an improvement in ability to function. **Performance Measure:** *As a result of services I received . . . .* I do things that are more meaningful to me

I am better able to take care of my needs I am better able to handle things when they go wrong I am better able to do things that I want to do Children's Survey: *As a result of services my child received . . . .* My child is better able to do things he or she wants to do
PERFORMANCE INDICATOR: SOCIAL SUPPORT/CONNECTEDNESS **Concern:** Social support/connectedness supports consumers' movement toward recovery. **Performance Measure:** The following survey items have been proposed by a Data Infrastructure Workgroup for testing: Adult Survey: *Other than my services providers . . . .* I know people who will listen and understand me when I need to talk In a crisis, I would have the support I need from family or friends When I need help right away, I know people I can call on I have more than one friend I am happy with the friendships I have I have people with whom I can do enjoyable things I feel I belong in my community Children Surveys (YSS & YSSF): *Other than my (my child's) service providers . . . .* I know people who will listen and understand me when I need to talk In a crisis, I would have the support I need from family or friends I have people that I am comfortable talking with about my (my child's) problems I have people that I am comfortable talking to about private things I have more than one friend I am happy with the relationship I have I have people with whom I can do enjoyable things
NOTE: There are other sets for other settings. It is recommended that all persons involved in the Consumer Survey process review the MHSIP Quality Report and Toolkit.

ATTACHMENT II

MHSIP Quality Report Adult Consumer Survey Proposed Item Set for Testing with Specific Populations in Specific Settings – items for specific populations will be developed using the pool of items displayed below and items from existing surveys:

ACCESS DOMAIN:

- Staff were willing to see me as often as I felt was necessary.
- Services were available at times that were good for me.
- When I needed services right away, I was able to see someone as soon as I wanted.
- My calls were returned within 24 hours.

APPROPRIATENES DOMAIN

- Staff respected my wishes about who is and who is not to be given information about my treatment.
- Staff helped me obtain the information I needed so that I could take charge of managing my illness.
- Staff were sensitive to my cultural background (race, religion, language, etc.)
- I was treated with respect.
- The people I went to explained things in a way I understood.
- I helped to develop my treatment goals.
- I was given information about my rights as a consumer.
- The people I went to for services spent enough time with me.
- Staff believe I can grow, change and recover.
- I felt comfortable asking questions about my treatment and medication.
- I was given information about different services that were available to me.
- I was given enough information to effectively handle my condition.

OUTCOME DOMAIN

- I deal more effectively with my problems.
- I am better able to control my life.
- I am better able to deal with crises.
- I get along better with my family.
- I do better in social situations.
- My symptoms are not bothering me as much.
- I am better able to accomplish the things I want to do.
- I am better able to cope when things go wrong.
- I am doing better in work/school.
- I am not likely to use alcohol or other drugs.

RECOVERY ORIENTATION SYSTEM ITEMS

- Staff respect me as a whole person.
- There is at least one person who believes in me.
- I do not have the support I need to function in the roles I want in my community.
- I have a say in what happens to me when I am in crisis.
- I have housing that I can afford.

- Staff use pressure, threats, or force in my treatment.
- Staff see me as an equal partner in my treatment program.
- Mental Health staff support my self-care or wellness.
- I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)
- Staff believe I can grow, change and recover (also in appropriateness domain)

**NOTE: Several additional items may be added related to such concerns as safety, costs as a barrier to access, and provider competence.

SURVEY MODULES FOR TESTING – the modules listed below will be tested, however they will comprise separate survey modules that can be used by systems who want an in-depth assessment of these areas.

CULTURAL COMPETENCE MODULE

- My individual needs and goals were met.
- Staff were sensitive to my cultural background (rate, ethnicity, religion, language, age, sexual orientation, etc.) – (also in appropriateness domain)
- My culture and race/ethnicity was included in planning the services I received.
- Staff understood the customs and traditions of my race/ethnic group.
- I was able to get services from staff of my race/ethnicity groups when I wanted.
- Staff were able to speak my language (or use interpreters) whenever I needed.

FULL SET – RECOVERY ORIENTATION SYSMTEM MODULE ITEMS FOR TESTING

1. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).
2. Staff respect me as a whole person.
3. There is at least one person who believes in me.
4. I do not have the support I need to function in the roles I want in my community.
5. I do not have enough good service options to choose from.
6. Mental health services helped me get housing in a place I feel safe.
7. Staff do not understand my experience as a person with mental health problems.
8. The mental health staff ignore my physical health.
9. I have a place to live that feels like a comfortable home to me.
10. Mental health services have caused me emotional or physical harm.
11. I cannot get the service I need when I need them.
12. Mental health services helped me get medical benefits that meet my needs.
13. Mental health services led me to be more dependent, not independent.
14. I lack the information or resources I need to uphold my client rights and basic human rights.
15. I have enough income to live on.
16. Services help me develop the skills I need.
17. I have a say in what happens to me when I am in crisis.
18. Staff believe that I can grow, change and recover (in appropriateness domain)
19. I have housing that I can afford.

20. Staff use pressure, threat, or force in my treatment.
21. Staff see me as an equal partner in my treatment program.
22. Metal health staff support my self-care or wellness.
23. Mental health services helped me get or keep employment.
24. I have a change to advance my education if I want to.
25. I have reliable transportation to get where I need to go.
26. There was a consumer peer advocate to turn to when I needed one.
27. There are consumers working as paid employees in the mental health agency what I receive services.
28. Staff give me complete information in words I understand before I consent to treatment or medication.
29. Staff encourage me to do things that are meaningful to me.
30. Staff stood up for me to get the services and resources I needed.
31. Staff treat me with respect regarding my cultural background
32. Staff listen carefully to what I say.
33. Staff lack up-to-date knowledge on the most effective treatments.
34. Mental health staff interfere with my personal relationships.
35. Mental health staff help me build on my strengths.
36. My right to refuse treatment is respected.
37. My treatment plan goals are stated in my own words.
38. The doctor worked with me to get on medications that were most helpful for me.
39. I am treated as a psychiatric label rather than as a person.
40. I can see a therapist when I need to.
41. My family gets the education or supports they need to be helpful to me.
42. I have information or guidance to get the services and supports I need, both inside and outside my mental health agency.

SOCIAL CONNECTENESS MODULE

Adults:

As a result of the services I received . . .

1. I do things that are more meaningful to me.
2. I am better able to take care of my needs.
3. I am better able to handle things when they go wrong.
4. I am better able to do things that I want to do.

Parent/Caregiver

As a result of the services my child received . . .

My child is better able to do things he or she wants to do.

REDUCTION OF SYMPTOMS/FUNCTIONING

Adult

Other than my services providers . . .

1. I know people who will listen and understand me when I need to talk.
2. In a crisis, I would have the support I need from family or friends.

3. when I need help right away, I know people I can call on.
4. I have more than one friend.
5. I am happy with the friendships I have.
6. I have people with whom I can do enjoyable things.
7. I feel I belong in my community.

Caregiver/Children/Adolescents

Other than my (child's) services providers . . .

1. I know people who will listen and understand me when I need to talk.
2. In a crisis, I would have the support I need from family or friends.
3. I have people that I am comfortable talking with about my (child's) problems.
4. I have people that I am comfortable talking to about private things.
5. I have more than one friend.
6. I am happy with the friendships I have.
7. I have people with whom I can do enjoyable things.