



# DATA SHORTS

## Consumer Perception of Care Survey Results 2018

Over the past 17 years, Maryland has conducted annual Consumer Perception of Care surveys for adults and for caregivers of children who received outpatient services in the Public Behavioral Health System (PBHS). The surveys contain items developed jointly by the states, U.S. territories, and the Substance Abuse and Mental Health Services Administration (SAMHSA)<sup>1</sup>. A full report on these results will be published later this year and will be posted on the BHA website.

### Survey Methods

In 2018, Maryland surveyed three groups: adults who received outpatient mental health (MH) services, adults who received outpatient substance use disorder (SUD) services and caregivers of children who received outpatient MH services in 2017. Individuals from each group were randomly selected and stratified by age and region. Individuals had the option to return a paper survey complete an online survey, schedule a time for a telephone survey, or indicate that they did not want to participate. The minimum sampling targets of 500 completed responses were exceeded for each service group. Overall, 74.7 percent sent in the paper survey, 22.7 percent completed a telephone interview, and 2.6 percent completed the survey online.

### Results

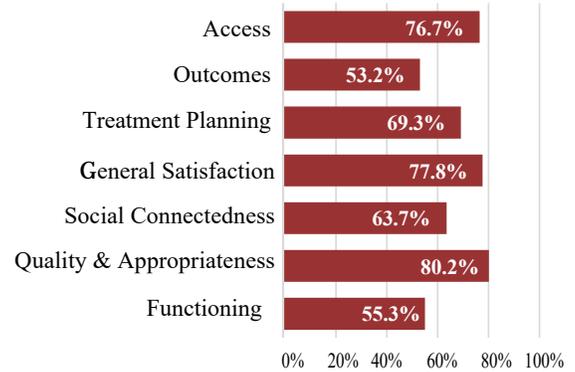
Most individuals reported being satisfied with the services they received (MH Adults: 77.8 percent; SUD Adults: 80.6 percent; Caregivers, 80.0 percent). Figures 1 to 3 display the level of satisfaction for each participant group across seven satisfaction domains:

Nearly **80 percent** of all participants reported satisfaction with the services received.

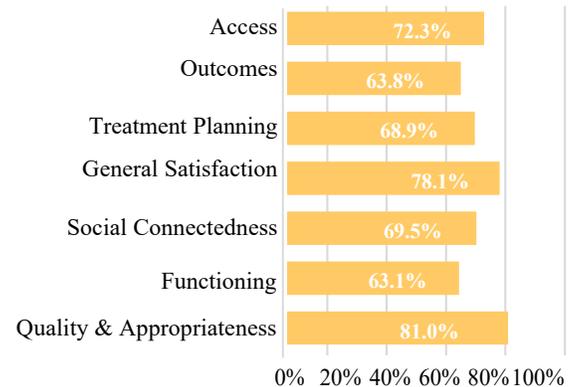
- Adult MH and SUD participants reported the highest level of satisfaction with service quality and appropriateness, general satisfaction, and access to services
- Caregivers of children reported being most satisfied with the cultural sensitivity exhibited by providers, their ability to participate in their child's treatment planning and with family and social relationships

Across all participant groups, individuals reported the least satisfaction with perceived outcomes, such as: getting along with family and friends; handling daily problems and doing better at school and work; and improvement in functioning as a result of services received

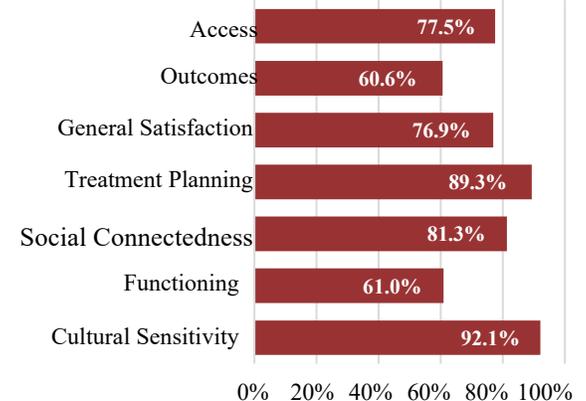
**Figure 1. Satisfaction Among Adults in Mental Health Treatment By Domain**



**Figure 2. Satisfaction Among Adults In Substance Use Treatment By Domain**



**Figure 3. Satisfaction Among Caregivers of Children and Adolescents in PBHS Treatment by Domain**



<sup>1</sup><https://www.dasis.samhsa.gov/dasis2/urs.htm>

Because of the importance of physical health to overall well-being, respondents were also asked whether (they/their child) had a primary care practitioner (PCP) and whether (they/their child) had visited a primary care practitioner for a check-up or because they were sick. The vast majority of respondents from all groups reported having a PCP (Adult MH, 94.4 percent; Child Caregiver, 95.7 percent; and Adult SUD, 89.3 percent) and more than three-quarters of each participant group reported visiting their PCP for a check-up or because they were sick over the past 12-months.

**Three in four** participants reported having visited their PCP in the past 12 months.

Respondents were also asked, “Now thinking about your physical health, which includes physical illness and injury, for how many days in the past 30 days was your physical health not good?” One typical analysis, and the one used here, creates two groups - one reported 13 days or fewer of poor health and the other reported 14 days or more of poor health. As shown in Figure 4, more than one third of the adult MH (36 percent) and SUD (40 percent) groups reported 14 or more days of poor physical health in the past 30 days. In contrast, 10 percent of the Maryland general adult population reported 14 or more days of poor physical health<sup>1</sup>.

**One in three** adults reported that they were in physically ill health 14 or more days in the past month.

In order to examine the influence of physical health on survey responses, Figure 5 compares satisfaction across domains for those MH adults reporting 13 or fewer days of poor physical health with the group reporting 14 or more days. Figure 6 makes the same comparison for the SUD Adult group. As shown in Figures 5 and 6, those reporting 14 or more days of poor physical health report lower satisfaction in all domains.

**Conclusion**

This summary provides a brief preview of some of the highlights of the results of the 2018 Consumer Perception of Care Survey of the Public Behavioral Health System:

- ✚ Adult and Child Caregivers report being generally satisfied with the outpatient services that they received
- ✚ Individuals reported the least satisfaction with improvement in outcomes and functioning as a result of services
- ✚ More than one third of adults reported being in poor physical health 14 or more days in the past month
- ✚ Adults with 14 or more days of poor physical health were less likely to report satisfaction across all domains but particularly with perceived outcomes, such as: getting along with family and friends; handling daily problems and doing better at work and improvement in functioning as a result of services received

<sup>1</sup> [https://www.cdc.gov/brfss/annual\\_data/annual\\_2015.html](https://www.cdc.gov/brfss/annual_data/annual_2015.html)

