



DATA SHORTS

Consumer Perception of Care Survey:

Who Responds?

Since the inception of the managed fee-for-service Public Mental Health System (PMHS), Maryland has annually conducted Consumer Perception of Care Surveys (CPCS), one version for adults and one version for caregivers of youth. The results of the surveys conducted in the winter of 2012 were recently released. Because participation in the surveys is voluntary and the survey pool is selected randomly, it is useful to attempt to determine how well these surveys represent the system as a whole. One way to assess this is to determine how well the demographic characteristics of the survey respondents correspond to the demographic characteristics of the PMHS as a whole.

These four graphs compare the demographics of the survey respondents (all of whom received an outpatient service in 2011), to those individuals for whom PMHS claims were paid in 2011, and to individuals completing an Outcomes Measurement System (OMS) interview in 2011. The OMS is administered only to those ages 6 to 64, while claims and the surveys include consumers of all ages.

In the adult survey group, males, younger consumers, and African Americans are somewhat underrepresented. Similarly, in the youth survey group, teenagers, African Americans, and those of Hispanic origin are also somewhat underrepresented. Because there is no information about those who were contacted and elected not to respond, the reasons for such differences are difficult to determine. These differences in demographic characteristics, however, are relatively minor and do not affect the overall validity of the survey results. The surveys offer valuable information regarding individuals' feelings about their care.

The results of the surveys are published in several formats and are available at the MHA website, <http://dhmh.maryland.gov/mha/Pages/surveys.aspx>. The annual consumer survey process will begin again in February/March 2013. Consumers and caregivers are urged to consider participating as their feedback is important in the PMHS quality improvement process.

