

## BACKGROUND

The Department of Health and Mental Hygiene (DHMH), Mental Hygiene Administration (MHA) conducted a Statewide telephone survey to assess satisfaction with and outcomes of services provided by Maryland's Public Mental Health System (PMHS). The Adult Consumer Satisfaction and Outcomes Survey was administered in Fiscal Year 2007 to a sample of adults who had received outpatient mental health services and/or psychiatric rehabilitation services between January and December 2006. A total of 743 adults participated in the survey, representing 34% of those contacted.

## RATING TREATMENT SUCCESS

Adult consumers were asked how they had improved as a direct result of the mental health services they received. Percentages below represent those respondents who "strongly agreed" or "agreed" with the following statements:

<b>81%</b>	I deal more effectively with daily problems.
<b>79%</b>	I am better able to control my life.
<b>72%</b>	I am better able to deal with crisis.
<b>76%</b>	I am getting along better with my family.
<b>70%</b>	I do better in social situations.
<b>69%</b>	I do better in school and/or work.
<b>65%</b>	My housing situation has improved.
<b>68%</b>	My symptoms are not bothering me as much.
<b>80%</b>	I do things that are more meaningful to me.
<b>80%</b>	I am better able to take care of my needs.
<b>72%</b>	I am better able to handle things when they go wrong.
<b>73%</b>	I am better able to do things that I want to do.
<b>79%</b>	I am happy with the friendships I have.
<b>82%</b>	I have people with whom I can do enjoyable things.
<b>72%</b>	I feel I belong in my community.
<b>84%</b>	In a crisis, I would have the support I need from family or friends.

## RATING SATISFACTION WITH SERVICES

Adult consumers were asked to rate their overall satisfaction with the mental health services they received. Eighty-seven percent (87%) of the respondents "strongly agreed" or "agreed" with the statement, "Overall, I am satisfied with the mental health services I received." Consumers were also asked to rate their satisfaction with specific aspects of the outpatient and psychiatric rehabilitation services they received. The table below shows survey findings, where percentages represent respondents who "strongly agreed" or "agreed" with each item, using a 5-point scale.

SATISFACTION WITH SERVICES	OUTPATIENT SERVICES	PSYCHIATRIC REHABILITATION SERVICES
I like the services that I received here.	<b>89%</b>	<b>86%</b>
If I had other choices, I would still get services from this provider.	<b>81%</b>	<b>84%</b>
I would recommend this provider to a friend or a family member.	<b>85%</b>	<b>85%</b>
The location of services was convenient.	<b>87%</b>	<b>90%</b>
Staff were willing to see me as often as I felt it was necessary.	<b>89%</b>	<b>85%</b>
Staff returned my calls in 24 hours.	<b>82%</b>	<b>86%</b>
Services were available at times that were good for me.	<b>90%</b>	<b>88%</b>
I was able to get all the services I thought I needed.	<b>83%</b>	<b>84%</b>
I was able to see a psychiatrist when I wanted to.	<b>81%</b>	<b>N/A</b>
Staff here believe that I can grow, change, and recover.	<b>88%</b>	<b>88%</b>
I felt comfortable asking questions about my treatment and medication.	<b>91%</b>	<b>89%</b>
I felt free to complain.	<b>88%</b>	<b>86%</b>
I was given information about my rights.	<b>92%</b>	<b>92%</b>
Staff encouraged me to take responsibility for how I live my life.	<b>89%</b>	<b>90%</b>
Staff told me what side effects to watch out for.	<b>85%</b>	<b>N/A</b>
Staff respected my wishes about who is and is not to be given information about my treatment/rehabilitation.	<b>92%</b>	<b>91%</b>
I, not staff, decided my treatment/rehabilitation goals.	<b>76%</b>	<b>81%</b>
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<b>87%</b>	<b>88%</b>
I was encouraged to use consumer-run programs.	<b>75%</b>	<b>82%</b>
Staff were sensitive to my cultural/ethnic background.	<b>86%</b>	<b>92%</b>
Staff respected my family's religious/spiritual beliefs.	<b>91%</b>	<b>92%</b>
Staff treated me with respect.	<b>93%</b>	<b>93%</b>
Staff spoke with me in a way that I understood.	<b>95%</b>	<b>94%</b>

## CHARACTERISTICS OF ADULT PARTICIPANTS

<b>Gender:</b>	Male	37%
	Female	63%
<b>Age:</b>	Under 21	11%
	21 - 30	18%
	31 - 40	18%
	41 - 50	24%
	51 - 60	19%
	61 and older	7%
	Refused	4%
<b>Race:</b>	White/Caucasian	52%
	Black or African American	41%
	More than one race reported	3%
	Other	3%
	Refused or Don't Know	1%
<b>Ethnicity:</b>	Spanish, Hispanic, or Latino	4%
<b>Marital Status:</b>	Married or cohabitating	9%
<b>Education:</b>	Widowed	5%
	Divorced	14%
	Separated	8%
	Never married	64%
<b>Living Situation:</b>	Completed less than high school degree	32%
	Completed high school degree or GED	36%
	Some vocational school or training	1%
	Some college (no degree)	21%
<b>Employment:</b>	Completed Bachelor's/advanced degree	9%
	House/apartment alone	23%
	House/apartment with family/friends	68%
<b>Employment:</b>	Residential rehabilitation program	4%
	Other	5%
	Unemployed	65%
	Employed full-time	7%
	Employed part-time	15%
	Homemaker	1%
	Student/volunteer/other	11%

Note: Due to rounding, totals may not equal exactly 100%

## REPORTED USE OF MENTAL HEALTH SERVICES

Outpatient mental health services	100%
Inpatient mental health services	22%
Psychiatric rehabilitation or day program services	46%
Residential rehabilitation services	15%
Mental health self-help/support group	32%



Martin O'Malley, Governor  
Anthony G. Brown, Lt. Governor

John M. Colmers, Secretary,  
Department of Health and Mental Hygiene

Michelle Gourdine, M.D., Deputy Secretary,  
Public Health Services

Brian Hepburn, M.D., Executive Director,  
Mental Hygiene Administration

### Contact Information

Mental Hygiene Administration  
Spring Grove Hospital Center  
Dix Building - Public Relations  
55 Wade Avenue  
Catonsville, Maryland 21228  
410-402-8300

[www.dhmm.state.md.us/mha](http://www.dhmm.state.md.us/mha)  
[www.maps-md.com](http://www.maps-md.com)

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DEPARTMENT OF HEALTH AND MENTAL HYGIENE

Mental Hygiene Administration

# MARYLAND'S ADULT CONSUMERS RATE THEIR PUBLIC MENTAL HEALTH SERVICES

FISCAL YEAR 2007