

Performance Outcomes System Initial Reports

Report run on October 25, 2017

Background

This is the first in the series of new Adult/Older Adult Consumer Perception Survey (CPS) reports for the Performance Outcomes System (POS). The reports meet the intent of the Legislation, as stated in Welfare and Institutions Code Section 14707.5, to develop a performance outcomes system for Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) mental health services that will improve outcomes at the individual, program, and system levels and inform fiscal decision-making related to the purchase of services. This reporting effort is part of the implementation of the performance outcomes system for Medi-Cal Specialty Mental Health Services (SMHS) for children and youth.

Since 2012 DHCS has worked with several groups of stakeholders to create a structure for reporting, develop the Performance Measurement Paradigm, and develop indicators and measures. Through this process, seven domains were identified as necessary to assess in order to meet the legislative requirements for the POS. The domains are: Access, Engagement, Service Appropriateness to Need, Service Effectiveness, Linkages, Cost Effectiveness and Satisfaction.

Purpose and Overview

For the Consumer Perception Survey (CPS) Adult/Older Adult data one statewide aggregate report will be produced. Due to the small yearly sample sizes it is not possible to provide reports at the population-based county grouping level or at the county-specific level. These are the initial statewide, aggregate reports using CPS data created for the Performance Outcomes System; they establish a foundation for on-going reporting and are anticipated to be produced on an annual basis.

These reports provide trend information by displaying information for Fiscal Years (FY) 12/13, 13/14, 14/15 and 15/16. This report includes all the CPS questions broken out by Adult/Older Adult respondents. The CPS questions address the following seven domains: General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Participation in Treatment Planning, Perception of Outcomes of Services, Perception of Functioning, and Perception of Social Connectedness.

Definitions

Population - Adults (age 18-59) and Older Adults (age 60 and over) and receiving Specialty Mental Health Services.

Data Source - Consumer Perception Survey Database FY 12/13 through FY 15/16.

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Additional Information

The **Measures Catalog** is the companion document for these reports and provides the methodology and definitions for the measures. Each measure is defined and the numerator and denominator used to develop the metrics are provided with relevant notes and additional references. The Measures Catalog may be found at:

http://www.dhcs.ca.gov/individuals/Documents/POS%20Measures%20Catalog_2.17.15.pdo

Background information on the Performance Measures System implementation is available on the DHCS website through the POS landing page. Documents posted include the relevant legislation, plans submitted to the Legislature, and handouts for meetings with the Stakeholder Advisory Committee dating back to the first meeting in 2012. To obtain this information go to:

<http://www.dhcs.ca.gov/individuals/Pages/POSReports.aspx>

Report Highlights

Sample size varies by question and by domain.*

The number of respondents for FY 12/13 was 3,948.

The number of respondents for FY 13/14 was 41,998.

The number of respondents for FY 14/15 was 50,289.

The number of respondents for FY 15/16 was 41,350.

Each of the questions are answered using a 5-point Likert scale with the following values: 1 = Strongly Disagree; 2 = Disagree; 3 = Undecided; 4 = Agree; and 5 = Strongly Disagree.

- in FY 15/16 the average response for the General Satisfaction domain was 4.4
- in FY 15/16 the average response for the Perception of Access domain was 4.3
- in FY 15/16 the average response for the Perception of Quality and Appropriateness domain was 4.3
- in FY 15/16 the average response for the Perception of Participation in Treatment Planning domain was 4.3
- in FY 15/16 the average response for the Perception of Outcomes of Services domain was 3.9
- in FY 15/16 the average response for the Perception of Functioning domain was 3.9
- in FY 15/16 the average response for the Perception of Social Connectedness domain was 3.9

**Note: The Consumer Perception Survey has typically been administered two times a year. However, for FY 12/13 the CPS was administered only once during the year. Thus, for FY 12/13 the sample sizes are smaller when compared to the other FY's that are included in this report.*

Please contact cmhpos@dhcs.ca.gov for any questions regarding this report.

Consumer Perception Survey Questions For Adults

Individual Item	
1	I liked the services that I received here.
2	If I had other choices, I would still get services at this agency.
3	I would recommend this agency to a friend or family member
4	The location of services was convenient.
5	Staff were willing to see me as often as I felt was necessary.
6	Staff returned my calls within 24 hours.
7	Services were available at times that were good for me.
8	I was able to get all the services I thought I needed.
9	I was able to see the a psychiatrist when I wanted to.
10	Staff believed I could grow, change and recover.
11	I feel comfortable asking questions about my treatment and medications.
12	I feel free to complain.
13	I was given information about my rights.
14	Staff encouraged me to take responsibility for how I live my life.
15	Staff told me what side effects to watch out for.
16	Staff respected my wishes about who is and is not to be given information about my treatment.
17	I, not staff, decided my treatment goals.
18	Staff were sensitive to my culture/ethnic background.
19	Staff helped me obtain the information needed so I could take charge of managing my illness.
20	I was encourages to use consumer-run programs.
21	I deal more effectively with daily problems.
22	I am better able to control my life.
23	I am better able to deal with crisis.
24	I am getting along better with my family.
25	I do better in social situations
26	I do better in school and/or work.
27	My housing situation has improved.
28	My symptoms are not bothering me as much.
29	I do things that are more meaningful to me.
30	I am better able to take care of my needs.
31	I am better able to handle things when they go wrong.
32	I am better able to do things that I want to do.
33	I am happy with the friendships that I have.
34	I have people with whom I can do enjoyable things.
35	I feel I belong in my community.
36	In a crisis, I would have the support I need from family and friends.

**Table A1: Adult Respondent Domain Averages
in the Consumer Perception Survey**

DOMAIN	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
General Satisfaction	4.4	4.4	4.4	4.4
Perception of Access	4.3	4.3	4.2	4.3
Perception of Quality and Appropriateness	4.3	4.3	4.3	4.3
Perception of Participation in Treatment Planning	4.3	4.2	4.2	4.3
Perception of Outcomes of Services	3.9	3.9	3.9	3.9
Perception of Functioning	3.9	3.9	3.9	3.9
Perception of Social Connectedness	3.9	3.9	3.9	3.9

Table A2: Adult Respondents Percentage of Scores above 3.5 (i.e. Agree or Strongly Agree) in each Domain

DOMAIN	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
General Satisfaction	91.2%	90.1%	89.6%	90.2%
Perception of Access	85.6%	85.1%	84.9%	85.2%
Perception of Quality and Appropriateness	89.8%	88.7%	88.2%	88.8%
Perception of Participation in Treatment Planning	80.4%	79.0%	78.8%	79.5%
Perception of Outcomes of Services	69.8%	69.7%	70.0%	69.7%
Perception of Functioning	69.0%	70.0%	69.6%	69.6%
Perception of Social Connectedness	66.2%	67.1%	67.1%	67.8%

**Table A3: Number of Adult Respondents in the
Consumer Perception Survey**

DOMAIN	FY 2012-13	FY 2013-14	FY 2014-15	FY 2015-16
Total Number of Surveys Received	3,948	41,998	50,289	41,350
General Satisfaction	3,901	41,773	49,755	41,128
Perception of Access	3,858	40,601	49,037	40,709
Perception of Quality and Appropriateness	3,786	39,277	48,084	39,895
Perception of Participation in Treatment Planning	3,633	38,023	46,219	38,598
Perception of Outcomes of Services	3,607	38,833	45,213	37,696
Perception of Functioning	3,656	38,707	46,061	38,242
Perception of Social Connectedness	3,653	39,780	45,860	38,083

**Table B1: Adult Respondents item Averages
in the Consumer Perception Survey**

Domain	Individual Item		FY 12-13	FY 13-14	FY 14-15	FY 15-16
General Satisfaction	1	I liked the services that I received here.	4.5	4.5	4.5	4.5
General Satisfaction	2	If I had other choices, I would still get services at this agency.	4.4	4.3	4.3	4.3
General Satisfaction	3	I would recommend this agency to a friend or family member	4.4	4.4	4.4	4.4
Perception of Access	4	The location of services was convenient.	4.2	4.2	4.2	4.2
Perception of Access	5	Staff were willing to see me as often as I felt was necessary.	4.4	4.3	4.3	4.3
Perception of Access	6	Staff returned my calls within 24 hours.	4.2	4.2	4.2	4.2
Perception of Access	7	Services were available at times that were good for me.	4.4	4.4	4.3	4.4
Perception of Access	8	I was able to get all the services I thought I needed.	4.3	4.3	4.3	4.3
Perception of Access	9	I was able to see the a psychiatrist when I wanted to.	4.2	4.1	4.1	4.1
Perception of Quality and Appropriateness	10	Staff believed I could grow, change and recover.	4.4	4.4	4.4	4.4
Perception of Participation in Treatment Planning	11	I feel comfortable asking questions about my treatment and medications.	4.4	4.4	4.4	4.4
Perception of Quality and Appropriateness	12	I feel free to complain.	4.2	4.2	4.2	4.2
Perception of Quality and Appropriateness	13	I was given information about my rights.	4.4	4.3	4.3	4.3
Perception of Quality and Appropriateness	14	Staff encouraged me to take responsibility for how I live my life.	4.4	4.3	4.3	4.3
Perception of Quality and Appropriateness	15	Staff told me what side effects to watch out for.	4.2	4.1	4.1	4.1
Perception of Quality and Appropriateness	16	Staff respected my wishes about who is and is not to be given information about my treatment.	4.4	4.4	4.4	4.4
Perception of Participation in Treatment Planning	17	I, not staff, decided my treatment goals.	4.1	4.1	4.1	4.1
Perception of Quality and Appropriateness	18	Staff were sensitive to my culture/ethnic background.	4.3	4.3	4.3	4.3

**Table B1: Adult Respondents item Averages
in the Consumer Perception Survey**

Domain	Individual Item	FY 12-13	FY 13-14	FY 14-15	FY 15-16
Perception of Quality and Appropriateness	19 Staff helped me obtain the information needed so I could take charge of managing my illness.	4.3	4.3	4.3	4.3
Perception of Quality and Appropriateness	20 I was encourages to use consumer-run programs.	4.2	4.2	4.2	4.2
Perception of Outcomes of Services	21 I deal more effectively with daily problems.	4.1	4.1	4.1	4.1
Perception of Outcomes of Services	22 I am better able to control my life.	4.1	4.1	4.1	4.1
Perception of Outcomes of Services	23 I am better able to deal with crisis.	4.0	4.0	4.0	4.0
Perception of Outcomes of Services	24 I am getting along better with my family.	3.9	3.9	3.9	3.9
Perception of Outcomes of Services	25 I do better in social situations	3.9	3.8	3.8	3.9
Perception of Outcomes of Services	26 I do better in school and/or work.	3.7	3.7	3.8	3.8
Perception of Outcomes of Services	27 My housing situation has improved.	3.7	3.8	3.8	3.8
Perception of Outcomes of Services/Perception of Functioning	28 My symptoms are not bothering me as much.	3.7	3.7	3.7	3.7
Perception of Functioning	29 I do things that are more meaningful to me.	3.9	4.0	3.9	3.9
Perception of Functioning	30 I am better able to take care of my needs.	4.0	4.0	4.0	4.0
Perception of Functioning	31 I am better able to handle things when they go wrong.	3.8	3.9	3.9	3.9
Perception of Functioning	32 I am better able to do things that I want to do.	3.9	3.9	3.9	3.9
Perception of Social Connectedness	33 I am happy with the friendships that I have.	3.9	4.0	4.0	4.0
Perception of Social Connectedness	34 I have people with whom I can do enjoyable things.	3.9	3.9	3.9	4.0
Perception of Social Connectedness	35 I feel I belong in my community.	3.7	3.8	3.8	3.8
Perception of Social Connectedness	36 In a crisis, I would have the support I need from family and friends.	3.9	4.0	4.0	4.0

**Table B2: Adult Respondents Percentage of Scores above 3.5 (i.e. Agree or Strongly Agree)
in the Consumer Perception Survey**

Domain		Individual Item	FY 12-13	FY 13-14	FY 14-15	FY 15-16
General Satisfaction	1	I liked the services that I received here.	92.8%	92.2%	91.5%	92.2%
General Satisfaction	2	If I had other choices, I would still get services at this agency.	87.2%	85.4%	85.3%	85.9%
General Satisfaction	3	I would recommend this agency to a friend or family member	90.1%	89.4%	88.8%	89.2%
Perception of Access	4	The location of services was convenient.	82.6%	82.8%	83.0%	83.7%
Perception of Access	5	Staff were willing to see me as often as I felt was necessary.	87.6%	87.2%	86.9%	87.1%
Perception of Access	6	Staff returned my calls within 24 hours.	81.0%	81.2%	80.9%	81.7%
Perception of Access	7	Services were available at times that were good for me.	89.8%	89.0%	88.5%	89.3%
Perception of Access	8	I was able to get all the services I thought I needed.	86.3%	84.9%	84.5%	85.0%
Perception of Access	9	I was able to see the a psychiatrist when I wanted to.	80.7%	78.7%	78.2%	78.2%
Perception of Quality and Appropriateness	10	Staff believed I could grow, change and recover.	89.0%	88.5%	87.9%	88.7%
Perception of Participation in Treatment Planning	11	I feel comfortable asking questions about my treatment	90.1%	89.2%	88.4%	89.3%
Perception of Quality and Appropriateness	12	I feel free to complain.	81.9%	80.9%	81.0%	81.4%
Perception of Quality and Appropriateness	13	I was given information about my rights.	88.9%	88.3%	87.9%	88.2%
Perception of Quality and Appropriateness	14	Staff encouraged me to take responsibility for how I live my	88.5%	87.6%	87.3%	87.7%
Perception of Quality and Appropriateness	15	Staff told me what side effects to watch out for.	81.8%	79.0%	79.1%	79.3%
Perception of Quality and Appropriateness	16	Staff respected my wishes about who is and is not to be given information about my treatment.	89.2%	88.6%	88.4%	89.0%
Perception of Participation in Treatment Planning	17	I, not staff, decided my treatment goals.	78.7%	77.2%	77.5%	78.5%
Perception of Quality and Appropriateness	18	Staff were sensitive to my culture/ethnic background.	85.6%	84.0%	83.7%	84.2%

Table B2: Adult Respondents Percentage of Scores above 3.5 (i.e. Agree or Strongly Agree) in the Consumer Perception Survey

Domain		Individual Item	FY 12-13	FY 13-14	FY 14-15	FY 15-16
Perception of Quality and Appropriateness	19	Staff helped me obtain the information needed so I could take charge of managing my	88.2%	85.7%	85.3%	85.9%
Perception of Quality and Appropriateness	20	I was encourages to use consumer-run programs.	80.3%	81.7%	81.4%	82.0%
Perception of Outcomes of Services	21	I deal more effectively with daily problems.	78.7%	78.4%	78.2%	78.7%
Perception of Outcomes of Services	22	I am better able to control my life.	76.2%	76.1%	76.0%	76.3%
Perception of Outcomes of Services	23	I am better able to deal with crisis.	73.2%	74.1%	74.3%	74.4%
Perception of Outcomes of Services	24	I am getting along better with my family.	70.5%	70.7%	71.0%	71.0%
Perception of Outcomes of Services	25	I do better in social situations	68.9%	66.6%	67.2%	66.9%
Perception of Outcomes of Services	26	I do better in school and/or work.	59.3%	59.2%	59.7%	59.9%
Perception of Outcomes of Services	27	My housing situation has improved.	62.5%	63.7%	64.1%	64.1%
Perception of Outcomes of Services/Functioning	28	My symptoms are not bothering me as much.	63.1%	63.7%	63.6%	63.3%
Perception of Functioning	29	I do things that are more meaningful to me.	71.0%	72.1%	71.7%	71.7%
Perception of Functioning	30	I am better able to take care of my needs.	73.1%	74.0%	73.8%	73.6%
Perception of Functioning	31	I am better able to handle things when they go wrong.	68.3%	68.7%	68.7%	69.0%
Perception of Functioning	32	I am better able to do things that I want to do.	68.8%	70.0%	69.4%	69.8%
Perception of Social Connectedness	33	I am happy with the friendships that I have.	71.3%	72.3%	72.2%	72.6%
Perception of Social Connectedness	34	I have people with whom I can do enjoyable things.	72.1%	72.4%	72.4%	73.0%
Perception of Social Connectedness	35	I feel I belong in my community.	63.1%	63.3%	63.8%	64.2%
Perception of Social Connectedness	36	In a crisis, I would have the support I need from family and friends.	72.2%	73.4%	73.3%	73.8%