CAMHD Consumer Survey: 2017

Kalyn Holmes, B.S., David Jackson, Ph.D., & Trina Orimoto, Ph.D.
Presentation Outline

• Background
• Survey
• Methods
• Results
• Summary
Background

• Part of federal requirement of Center for Behavioral Health Statistics & Quality (CBHSQ) contract
  • Conduct and report on Youth Services Survey for Families (YSS-F)
• CAMHD’s only system-wide, standardized method of obtaining feedback from families
Sampling & Methods for 2017 Survey

• Sampling
  • Clients *currently* registered AND having at least 3 months of service

• Methods
  • Distribution
    • Care Coordinator distributed to all potential respondents
  • Data Collected
    • 2 pages (37 items)
  • Incentive
    • $5 gift card
## Methods – Survey Topic Areas

<table>
<thead>
<tr>
<th>YSS-F Domains</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outcomes/Functioning</td>
<td>Child gets along better with friends &amp; family</td>
</tr>
<tr>
<td></td>
<td>Child better at coping, handling daily life</td>
</tr>
<tr>
<td></td>
<td>Child shows improvement in school and work</td>
</tr>
<tr>
<td>Access</td>
<td>Location and time of services</td>
</tr>
<tr>
<td>Treatment Participation</td>
<td>Caregiver helped to choose services and goals, and participated in treatment</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>Caregiver has support at time of crisis</td>
</tr>
<tr>
<td></td>
<td>Caregiver feels listened to and understood</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>Staff sensitive to cultural/ethnic background</td>
</tr>
<tr>
<td></td>
<td>Staff respected caregiver/family's beliefs</td>
</tr>
<tr>
<td>Overall Program Assessment</td>
<td>Overall satisfaction with services to child</td>
</tr>
</tbody>
</table>
Methods – Survey Topic Areas

• Other Items
  • Communication with Care Coordinator
    • Frequency of contact
    • Keeping family informed and obtaining feedback
• Parent Partners
  • Knowledge of Parent Partner resource
  • Helping empower caregivers
• Help Your Keiki Website
  • Knowledge of website
  • Access to website
Methods – Distribution of Surveys

• Care Coordinator handed materials to caregiver
  • Helped explain purpose of survey; Added ‘personal touch’

• Materials
  • Blank survey
  • Self-addressed, stamped envelope
  • Address card for sending gift card

• Distribution period from April to July 2017
Results – Response Rate

• Response Rate
  • Estimated surveys distributed = 459
  • Surveys returned completed = 184
  • Response Rate = 40%

• Similar response rate to last year
## Results – Sample Characteristics

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>(Returned) Sample</th>
<th>CAMHD Population</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Count</td>
<td>Percent</td>
</tr>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>124</td>
<td>67.4%</td>
</tr>
<tr>
<td>Female</td>
<td>58</td>
<td>31.5%</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>1.1%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>184</td>
<td>100%</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 or younger</td>
<td>3</td>
<td>1.6%</td>
</tr>
<tr>
<td>Between 6 and 12</td>
<td>64</td>
<td>34.8%</td>
</tr>
<tr>
<td>Between 13 and 15</td>
<td>57</td>
<td>31.0%</td>
</tr>
<tr>
<td>16 or older</td>
<td>58</td>
<td>31.5%</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>1.1%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>184</td>
<td>100%</td>
</tr>
</tbody>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Count</td>
<td>Percent</td>
</tr>
<tr>
<td><strong>Geographic Region (FGC)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Oahu</td>
<td>53</td>
<td>28.8%</td>
</tr>
<tr>
<td>Leeward Oahu</td>
<td>42</td>
<td>22.8%</td>
</tr>
<tr>
<td>Honolulu</td>
<td>33</td>
<td>17.9%</td>
</tr>
<tr>
<td>Maui</td>
<td>15</td>
<td>8.2%</td>
</tr>
<tr>
<td>Hawa`i</td>
<td>26</td>
<td>14.1%</td>
</tr>
<tr>
<td>Kaua`i</td>
<td>13</td>
<td>7.1%</td>
</tr>
<tr>
<td>Unknown</td>
<td>2</td>
<td>1.1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>184</td>
<td>100%</td>
</tr>
</tbody>
</table>
### Results – Sample Characteristics

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>(Returned) Sample</th>
<th>CAMHD Population</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Count</strong></td>
<td><strong>Percent</strong></td>
<td><strong>Count</strong></td>
</tr>
<tr>
<td><strong>Diagnostic Category</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjustment Disorders</td>
<td>18</td>
<td>98</td>
</tr>
<tr>
<td>Anxiety Disorders</td>
<td>8</td>
<td>41</td>
</tr>
<tr>
<td>Attentional Disorders</td>
<td>38</td>
<td>153</td>
</tr>
<tr>
<td>Disruptive Behavior Disorders</td>
<td>32</td>
<td>207</td>
</tr>
<tr>
<td>Intellectual Disabilities</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Mood Disorders</td>
<td>19</td>
<td>116</td>
</tr>
<tr>
<td>Pervasive Developmental Disorders</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Psychotic Spectrum Disorders</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Substance-Related Disorders</td>
<td>2</td>
<td>11</td>
</tr>
<tr>
<td>Miscellaneous Disorders</td>
<td>34</td>
<td>161</td>
</tr>
<tr>
<td>Not Available</td>
<td>26</td>
<td>199</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>184</td>
<td>1012</td>
</tr>
</tbody>
</table>

Count based on primary diagnosis only
Results – Overall Satisfaction (N = 184)
“Overall, I am satisfied with the services my child received.”

Over 90% “Agree” or “Strongly Agree” that they were satisfied with services.
Percent of Positive Responses on the “Overall Satisfaction” Item Since 2012

- 2011: 87%
- 2012: 80%
- 2013: 93.2%
- 2014: 90.2%
- 2015: 87.2%
- 2016: 92.9%

Percent of positive responses (agree or strongly agree)
These percentages are based on the number of respondents whose combined scores totaled a ‘3.5’ or better.

A five-point Likert-type scale was used for each item (i.e., ‘Strongly Agree’ (5), ‘Agree’ (4), ‘Undecided’ (3), ‘Disagree’ (2), or ‘Strongly Disagree’ (1)).
Percent of Positive Responses on the Highest Rated Domains Since 2011

- Cultural sensitivity
- Treatment participation
- Social connectedness
- Access
Percent of Positive Responses on the Lower Rated Domains Since 2011

- **Percent of positive responses (agree or strongly agree)**

![Graph showing the percent of positive responses on the lower rated domains from 2011 to 2017. The graph compares child outcomes and child functioning.]
Percent of Positive Responses on the Overall Program Assessment Domain Since 2011

<table>
<thead>
<tr>
<th>Year</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>73</td>
</tr>
<tr>
<td>2012</td>
<td>87</td>
</tr>
<tr>
<td>2013</td>
<td>81</td>
</tr>
<tr>
<td>2014</td>
<td>89.3</td>
</tr>
<tr>
<td>2015</td>
<td>89.4</td>
</tr>
<tr>
<td>2016</td>
<td>82.9</td>
</tr>
<tr>
<td>2017</td>
<td>85.9</td>
</tr>
</tbody>
</table>
Percent of Positive Responses on the Communication with Care Coordinator Domain Since 2014

![Graph showing percent of positive responses from 2014 to 2017. The graph indicates a trend where percent positive responses range from 83 in 2014 to 89 in 2015, with slight fluctuations in 2016 and 2017.](image)
Results – Communication with Care Coordinator

My Care Coordinator contacted me (in person or by phone) at least one time every month my child was receiving services. (N = 182)

- 7.6% strongly disagree
- 3.8% disagree
- 2.2% undecided
- 36.4% agree
- 48.9% strongly agree

During the time my child received services from CAHMD, I was kept informed about the exact services my child was receiving. (N = 182)

- 2.7% NA
- 6% strongly disagree
- 1.1% disagree
- 1.6% undecided
- 34.8% agree
- 52.7% strongly agree

During the time my child received services from CAMHD, I was kept informed about how my child was doing. (N = 183)

- 1.6% NA
- 5.4% strongly disagree
- 2.2% disagree
- 6% undecided
- 36.4% agree
- 47.8% strongly agree

During meeting(s) with my child’s Care Coordinator, I was asked for my feedback about my child’s treatment plan. (N = 183)

- 0.5% NA
- 6% strongly disagree
- 1.1% disagree
- 3.3% undecided
- 38.6% agree
- 50% strongly agree
My Care Coordinator contacted me at least one time every month my child was receiving services

During the time my child was receiving services from CAMHD, I was kept informed about the exact services my child was receiving

During the time my child was receiving services from CAMHD, I was kept informed about how my child was doing

During meetings with my child's Care Coordinator, I was asked for feedback about my child's treatment plan
Qualitative Responses:

“What service has been the most helpful to you and your child and what is it about that service that has been so helpful?” (N = 148)

Specific services (n=61, 41%)

- “One-on-one with my child.”
- “MST services, looked at what my child enjoyed doing and put him in a program (art) to learn more different kinds of arts (drawing)”

Qualities of service providers (n=25, 17%)

- “Our therapist has been very supportive in everything regarding my child. She’s helpful and understanding.”
- “She advocated for my son when no one else would. Thank you.”

General positive comment (n=22, 15%)

- “DOH has been the most helpful people to work with.”
- “They listen to children and parents.”
Qualitative Responses:
“What services have been most helpful?” (N = 148)

**Child/case progress/improvement (n=13, 9%)**
- “FFT program is good for our family. Since it started I can see my child improving.”
- “The in home therapy made communications between parent and child a lot better.”

**Availability of service provider (n=11, 7%)**
- “Having therapist available 24/7 it is so helpful to have someone to call and speak to when there is a crisis.”
- “The times she spends with him and talk with him and talking the time to meet with meds doctors and school staff.”

**Communication about child’s case (n=6, 4%)**
- “Regular monthly treatment team meetings to keep everybody on the team for the youth as well as the youth on the same page with helping plan for the youth's future.”
Qualitative Responses:
“What would improve the services offered?” (N = 120)

No improvement needed (n=46, 38%)
- “Services are great at this time. I am satisfied how things work. No improvements needed at this time.”
- “More kind people like them”

Lack of availability of services and/or resources (n=42, 35%)
- “More resources in Hawai‘i.”
- “Need more mental health services, facilities.”

More reports/communications (n=10, 8%)
- “Written reports to other services providers or copies of notes.”
- “More communication.”
Qualitative Responses: “What would improve the services offered?” (N = 120)

**Greater consistency (n=4, 3%)**

- “Take into consideration the child’s and parents relationship with the worker and keep the child with the worker.”
- “Allow longer...to enable same therapist for child consistently hopefully find good match/fit.”

**Increase ease of moving through the system (n=4, 3%)**

- “It took a lot of begging and pleading to get the next level of support (respite). Things shouldn’t be so difficult for a family in need.”
- “Intake process could be faster.”
Results – Role of Parent Partners

Having the Parent Partner involved has contributed to my feelings of empowerment as a caregiver. (N = 179)

During meeting(s) with my child’s Care Coordinator, I was informed about the role of the Parent Partners. (N = 179)

I understand the role of the Parent Partner in the treatment of my child. (N = 177)
During meeting(s) with my child’s Care Coordinator, I was informed about the role of the Parent Partners. I understand the role of the Parent Partner in the treatment of my child. Having the Parent Partner involved has contributed to my feelings of empowerment as a caregiver.

Role of Parent Partners since 2014
Results – Do you know about the Help Your Keiki website that provides information about services for your child?

2016

- Yes: 69%
- No: 31%

2017

- Yes: 75.5%
- No: 20.7%
Results - During the last year, did you access the Help Your Keiki website for information about services for your child?

2016:
- Yes: 31%
- No: 69%

2017:
- Yes: 24%
- No: 76%
HYK Website Visitors Flow (July 2015 - June 2017)

Number of Visitors

Global
US Month
Hawaii
Linear (Global)
Linear (US)
Linear (Hawaii)
Summary

• Response rate of 40%.
• 90% of consumers responded positively to the item regarding overall satisfaction.
• Consistent with prior years, outcomes and functioning domains had less positive responses (approx. 60%) relative to other domains.
• Overall scores on the communication with care coordinators items have increased since last fiscal year.
• Fewer respondents had heard about the Help Your Keiki website than last fiscal year (30%->20%).