

CHILD & ADOLESCENT MENTAL HEALTH DIVISION CONSUMER SURVEY 2018

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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

Method

- 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

Method

Survey Topic Areas

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

Method

Other Survey Topic Areas

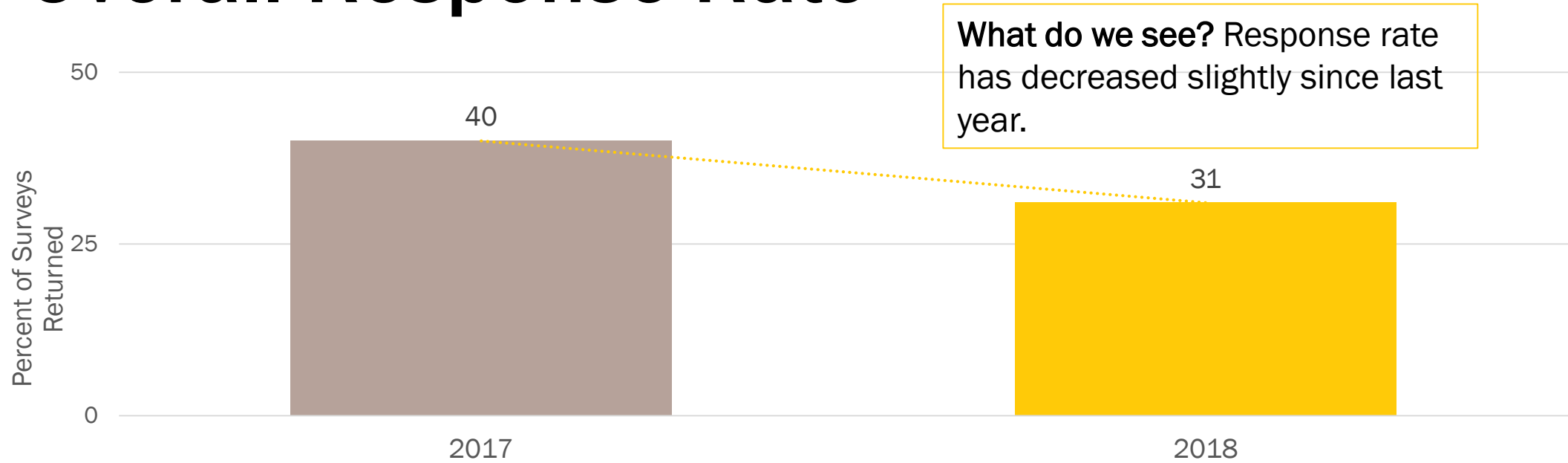
- Communication with Care Coordinator
 - Frequency of contact
 - Keeping family informed and obtaining feedback
- Timeliness
 - Services received without delays
- Parent Partners
 - Knowledge of Parent Partner resource
 - Helping empower caregivers
- Help Your Keiki Website
 - Knowledge of website
 - Access to website

Method

- 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 July to August 2018

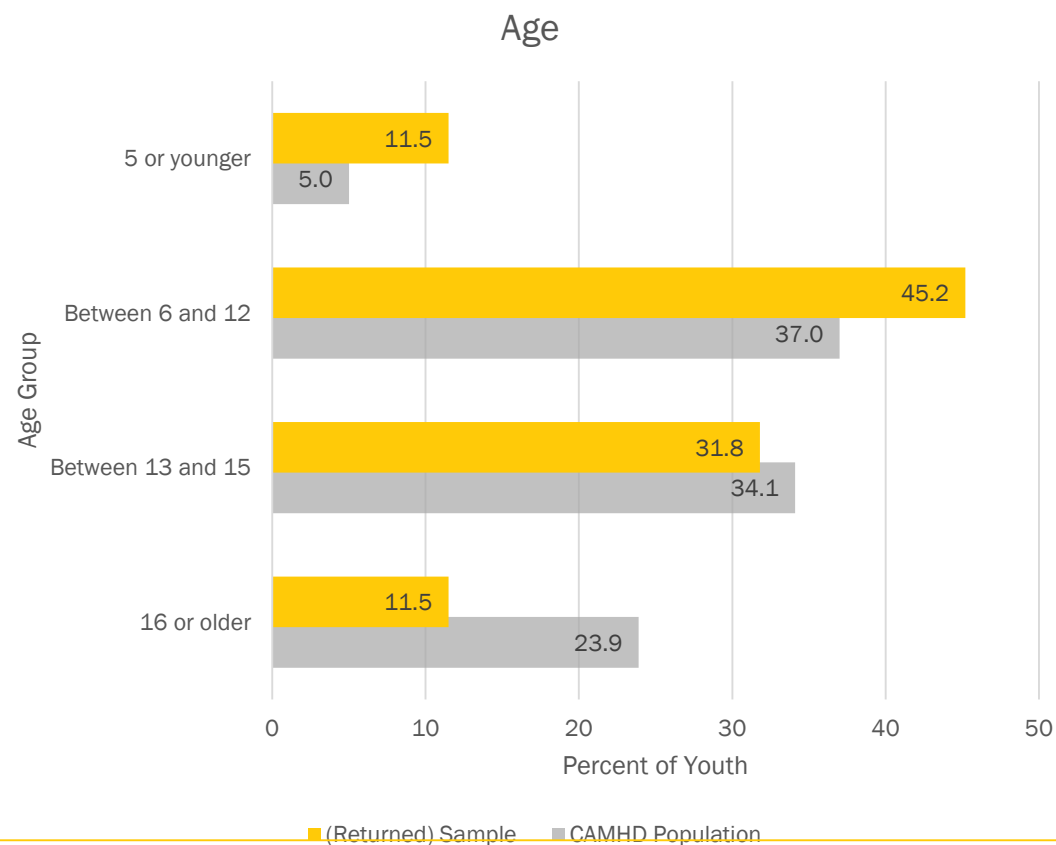
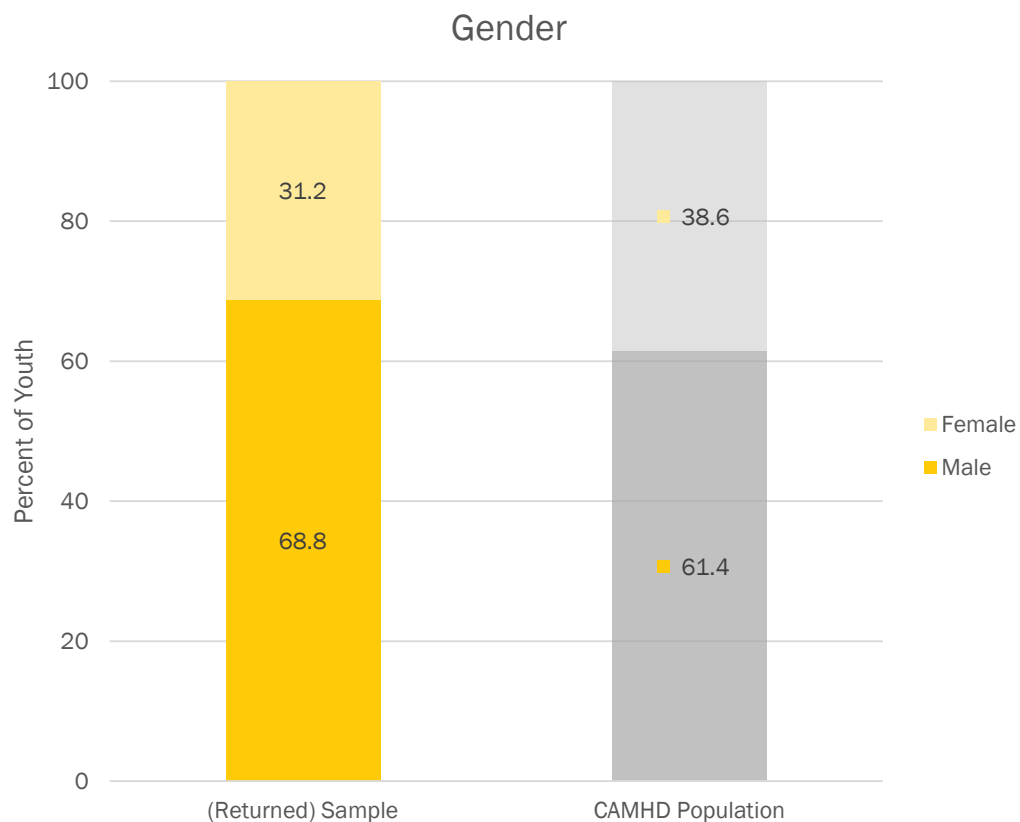
RESULTS

Overall Response Rate



	2017	2018
Estimated Surveys Distributed	459	506
Surveys Returned	184	157

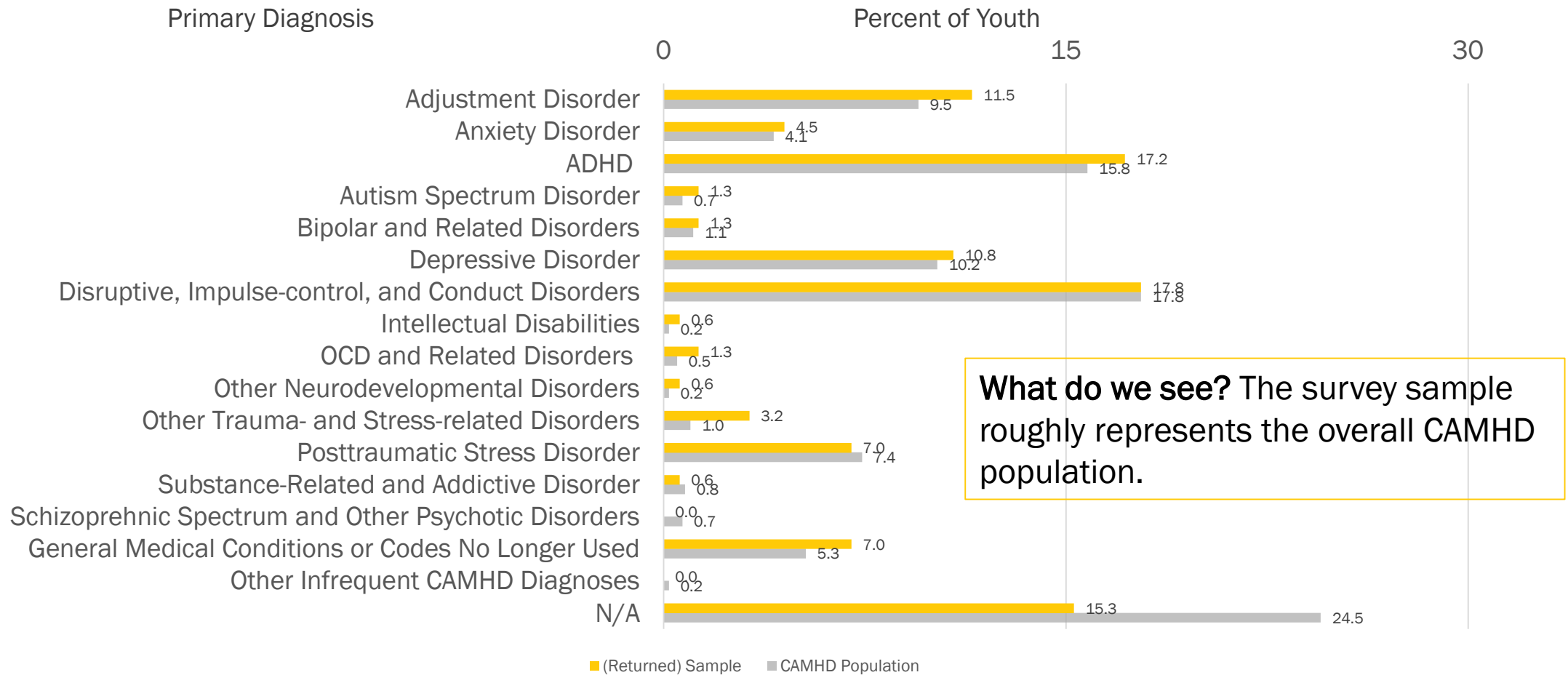
Sample Representativeness (n=157, N=1103)



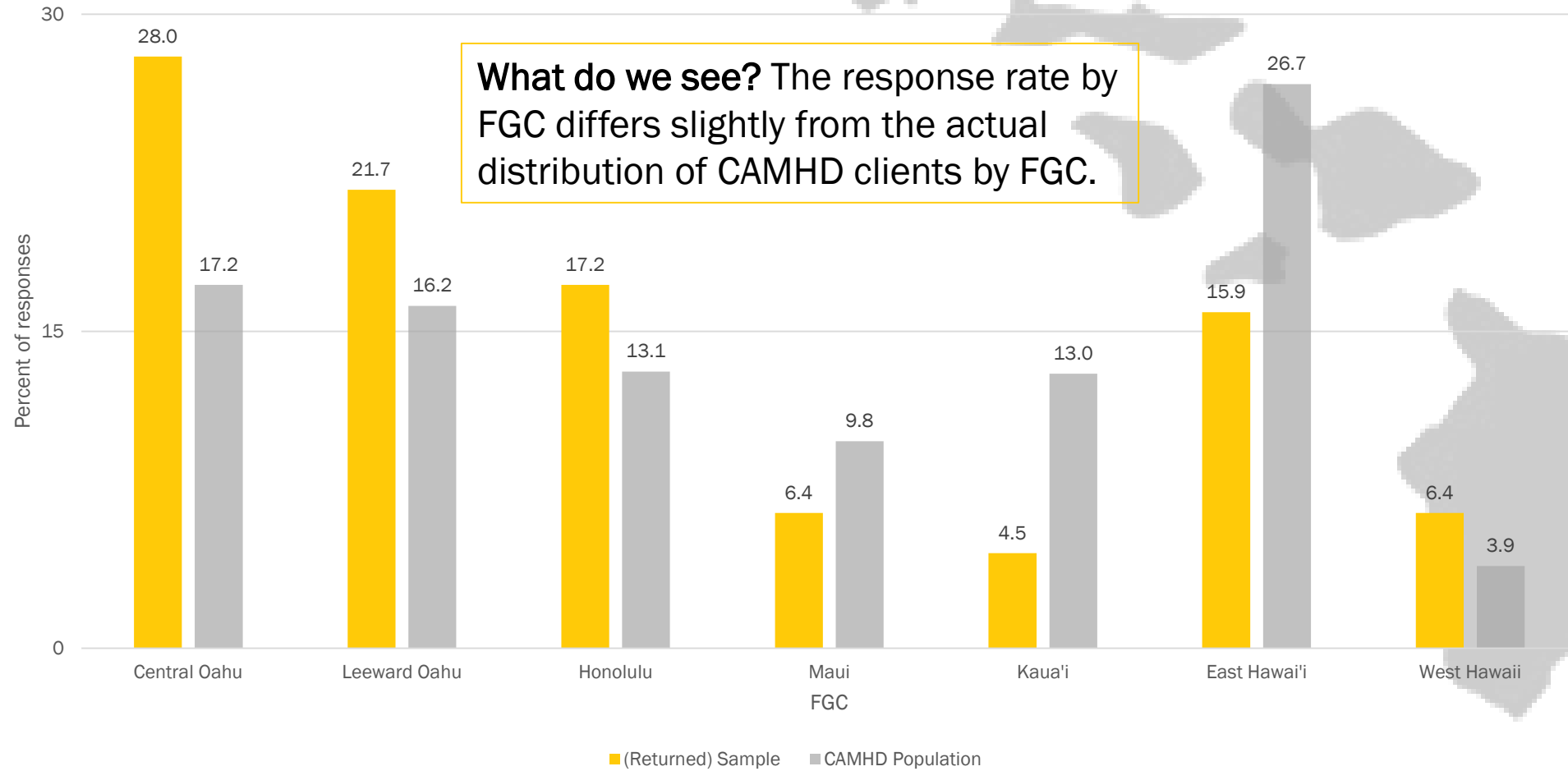
What do we see? The survey sample appears to reflect caregivers with clients that are slightly younger than the CAMHD population.

Sample Representativeness (n=157, N=1103)

Diagnostic Category

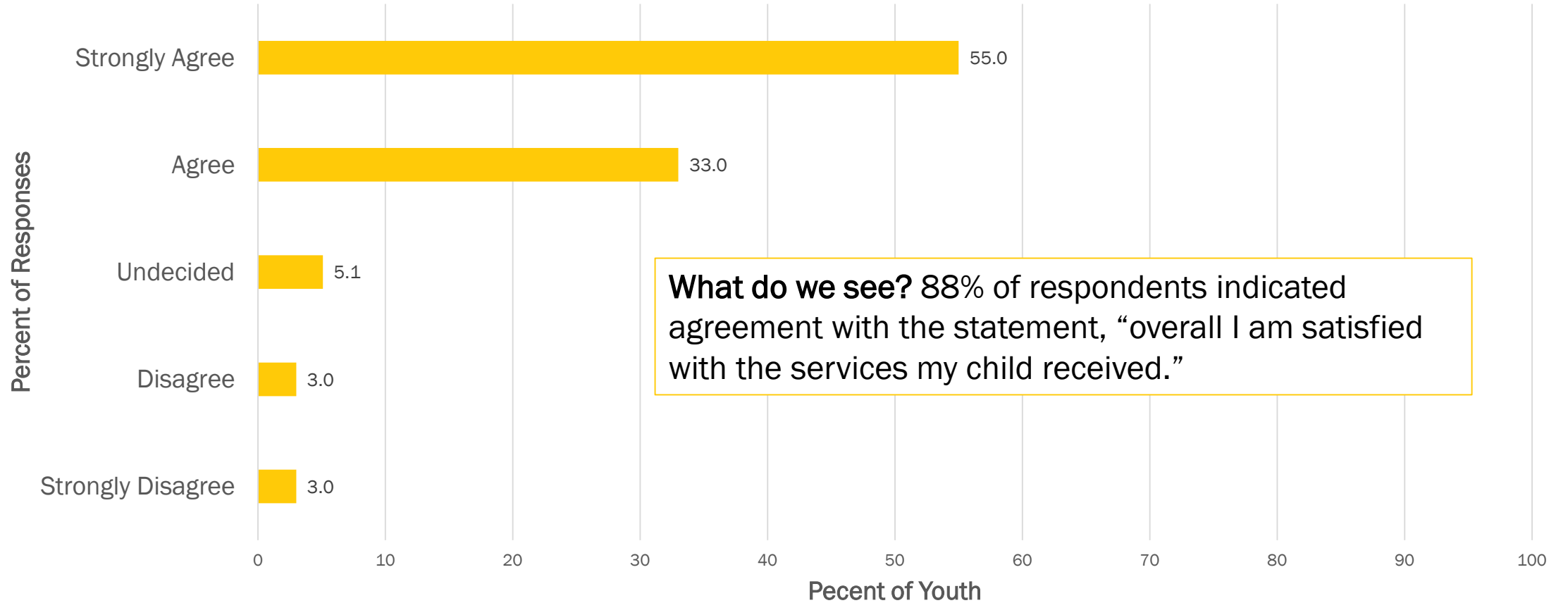


Sample Representativeness by FGC



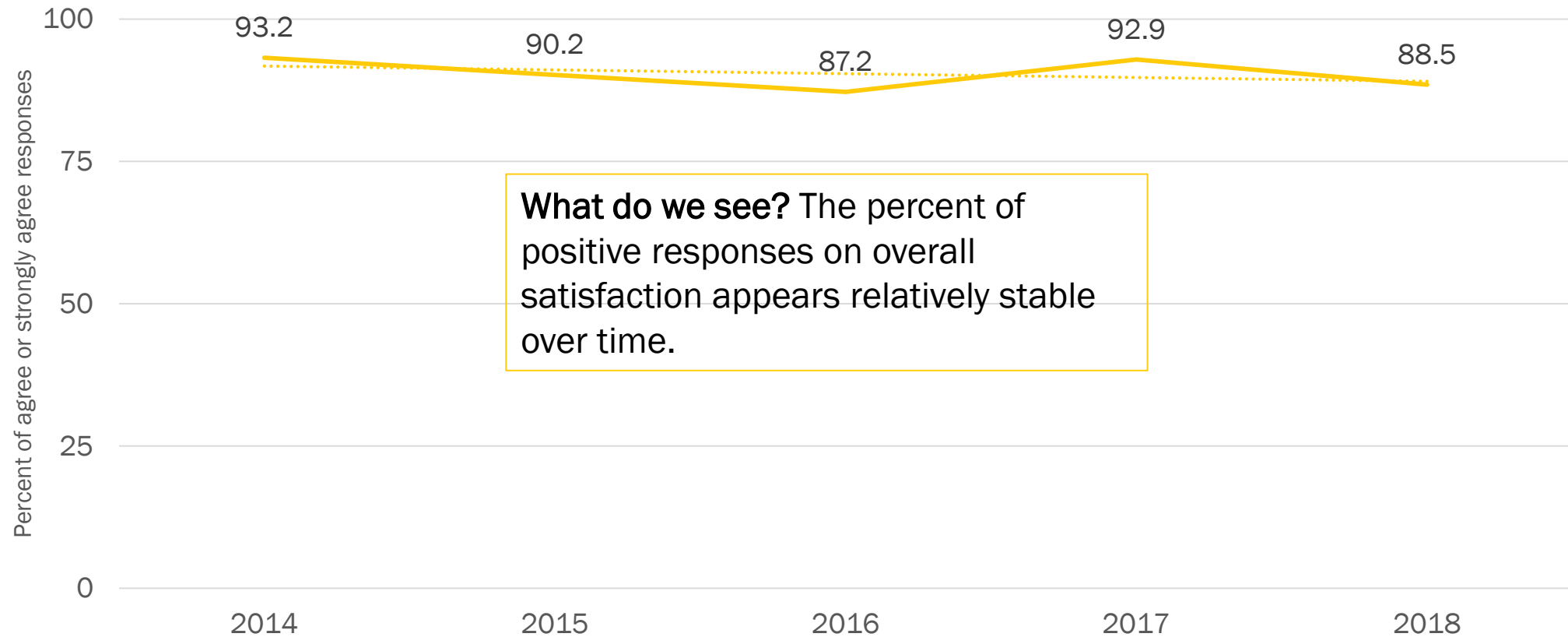
Overall Satisfaction (n=156)

“Overall, I am satisfied with the services my child received.”

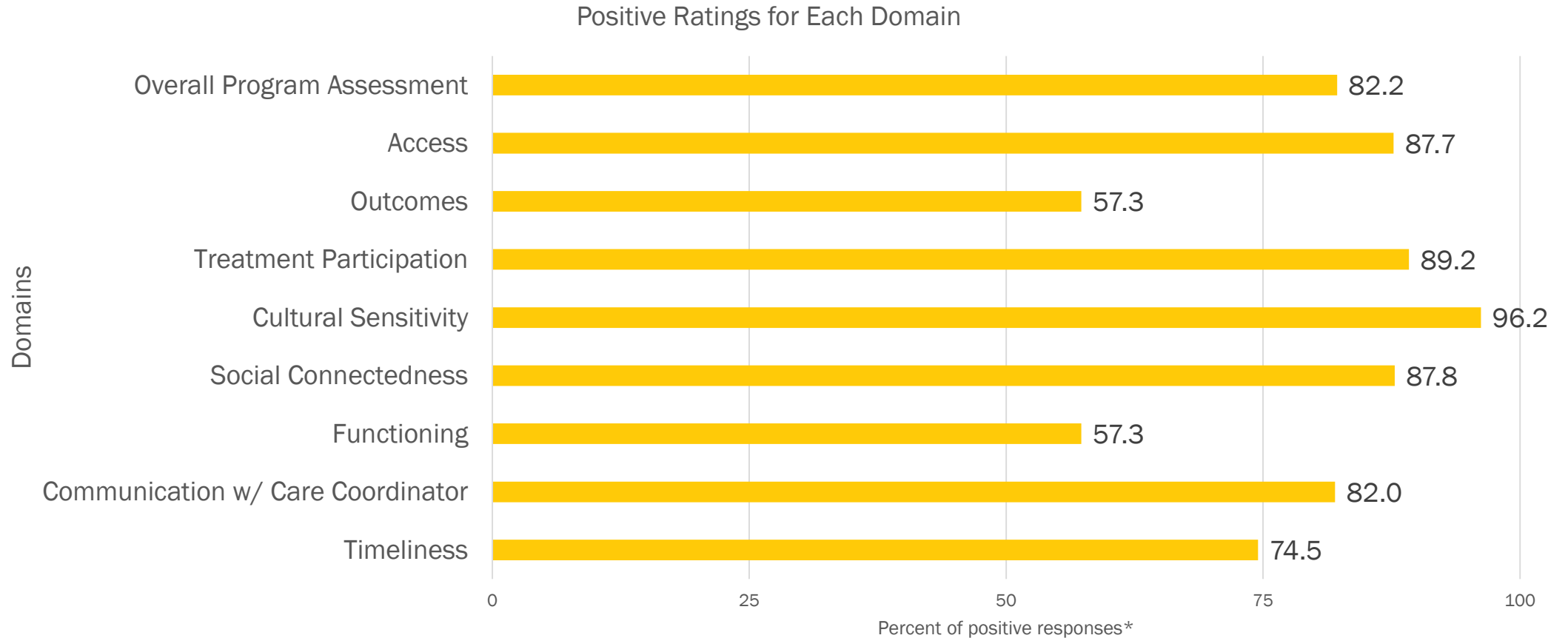


Overall Satisfaction

Percent of Positive Responses Since 2014



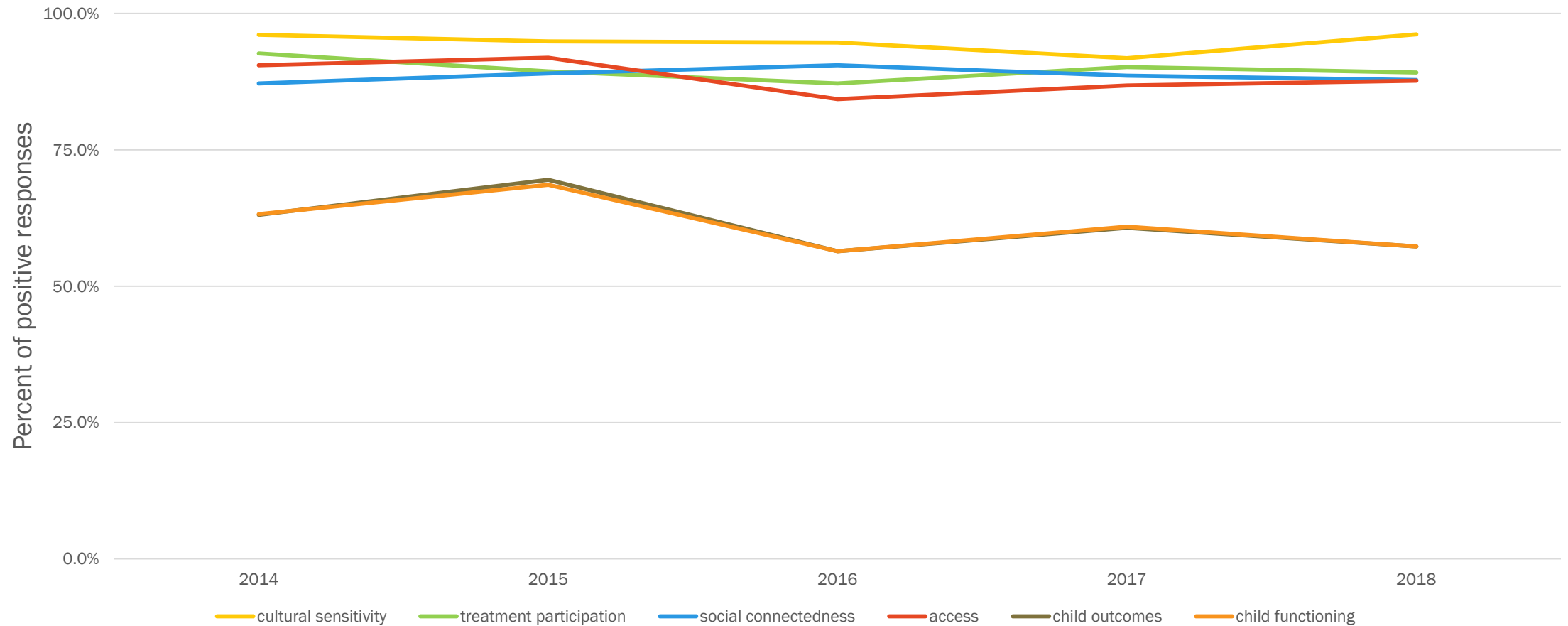
Domain Ratings (n=157)



*Positive responses determined by a mean score of 3.5 or higher for all items within each domain. 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)].

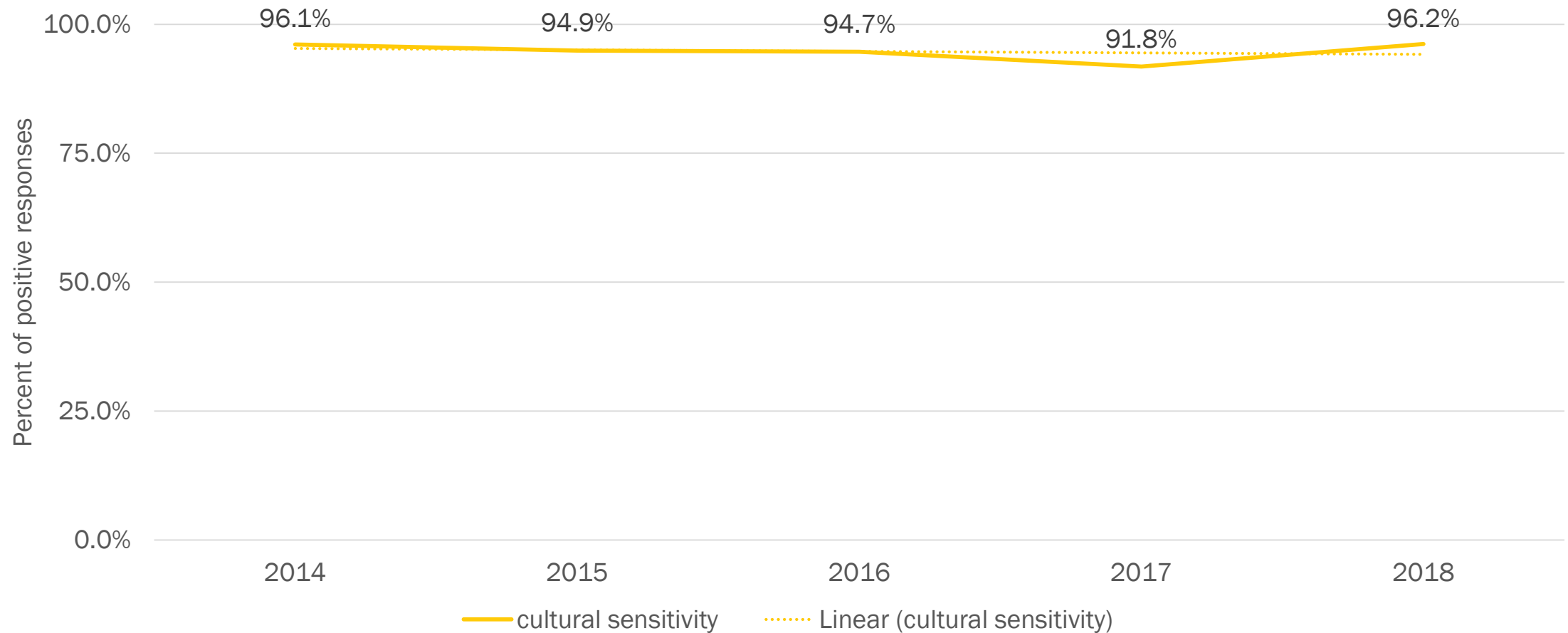
Domain Ratings

Percent of Positive Responses Since 2014



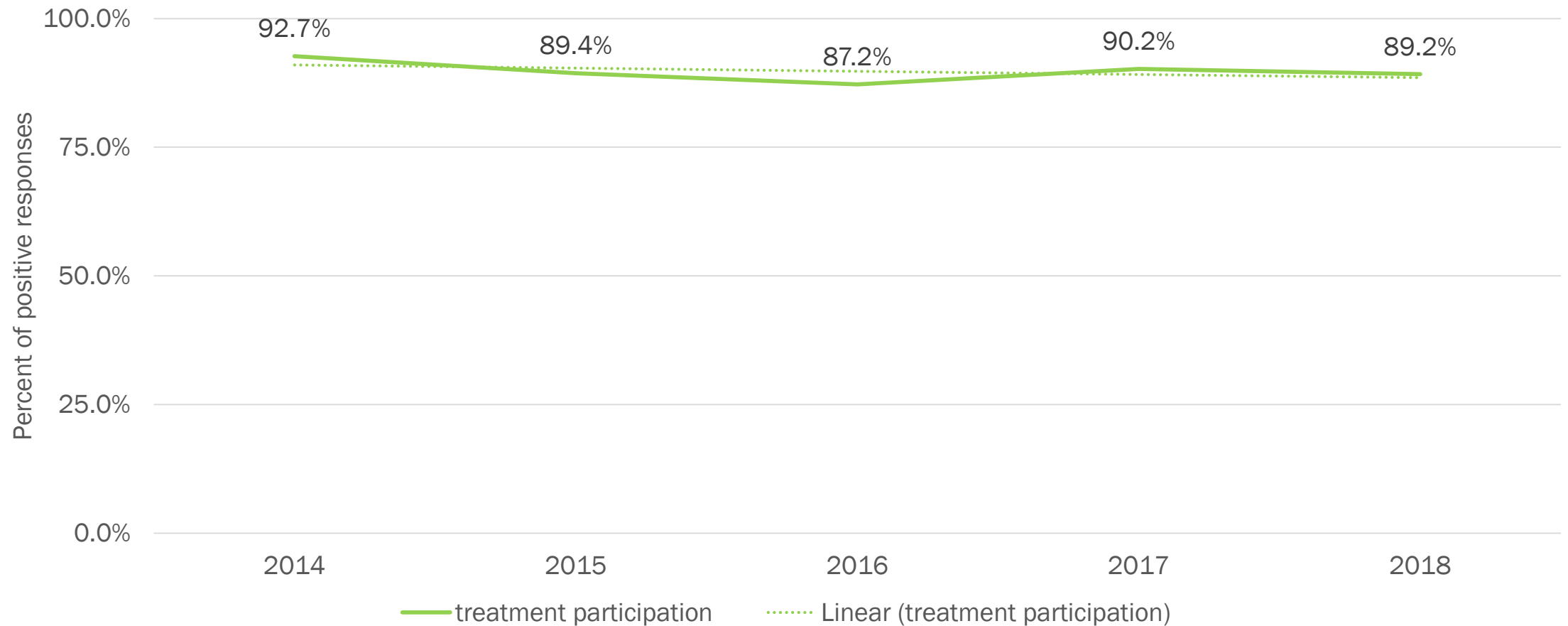
Domain Ratings

Percent of Positive Responses on “Cultural Sensitivity” Since 2014



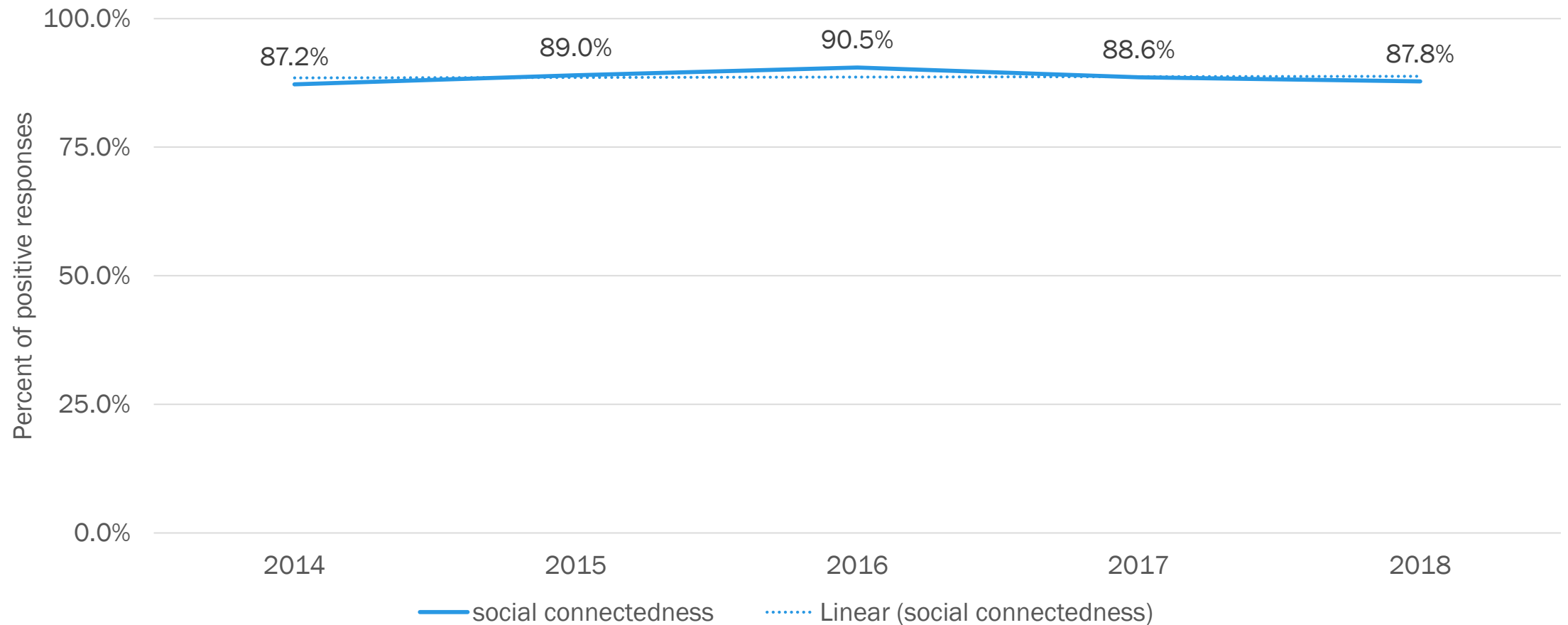
Domain Ratings

Percent of Positive Responses on “Treatment Participation” Since 2014



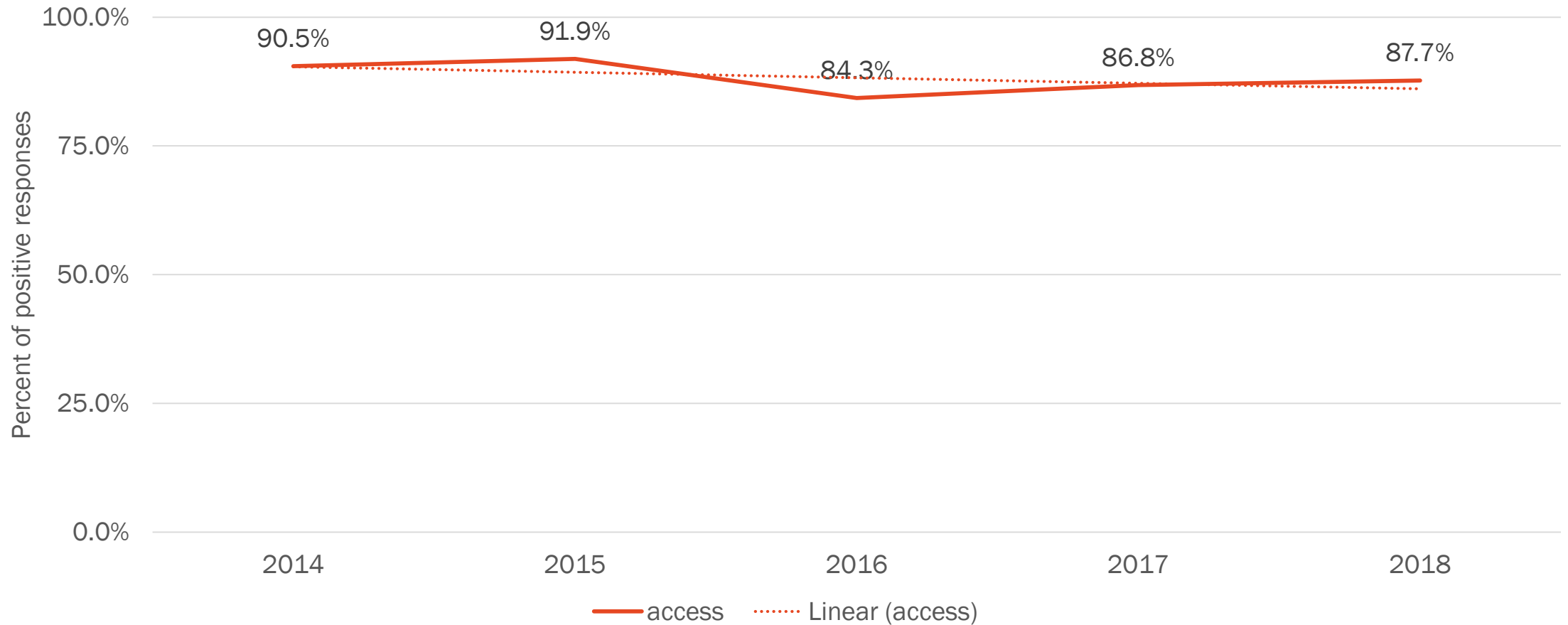
Domain Ratings

Percent of Positive Responses on “Social Connectedness” Since 2014



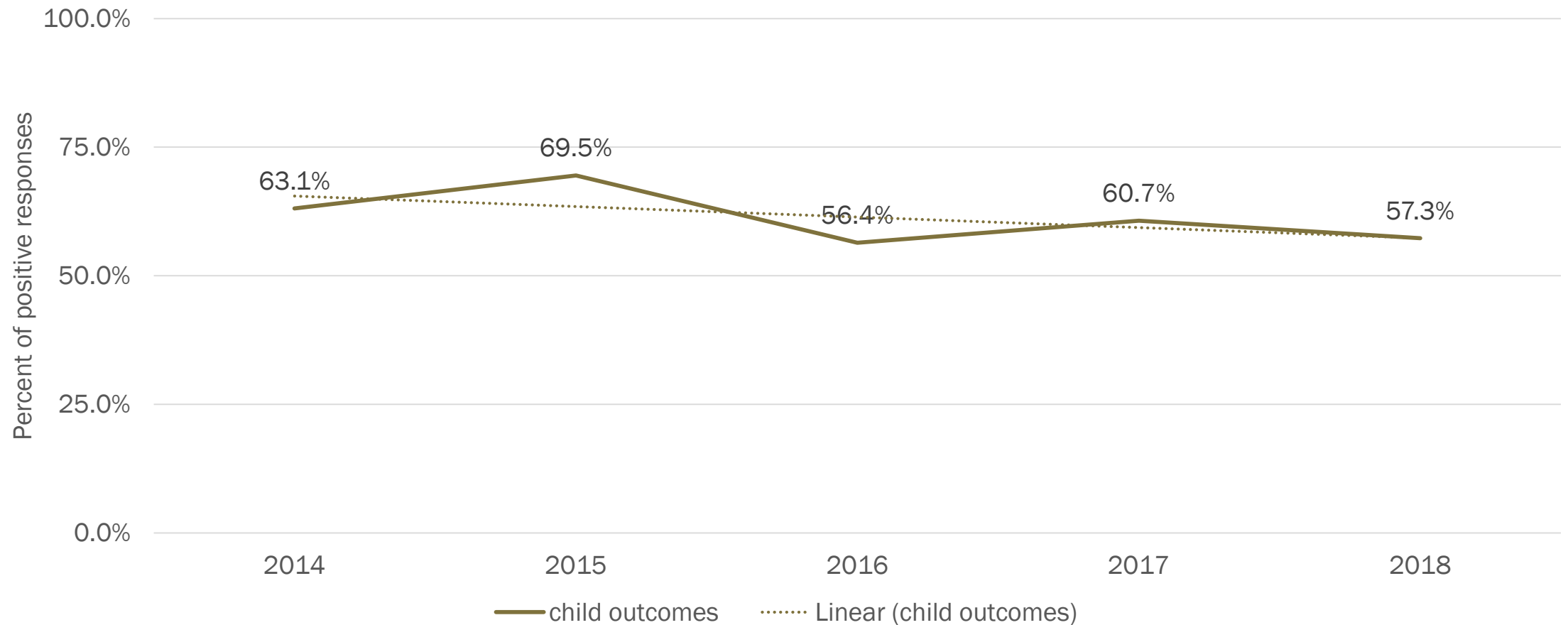
Domain Ratings

Percent of Positive Responses on “Access” Since 2014



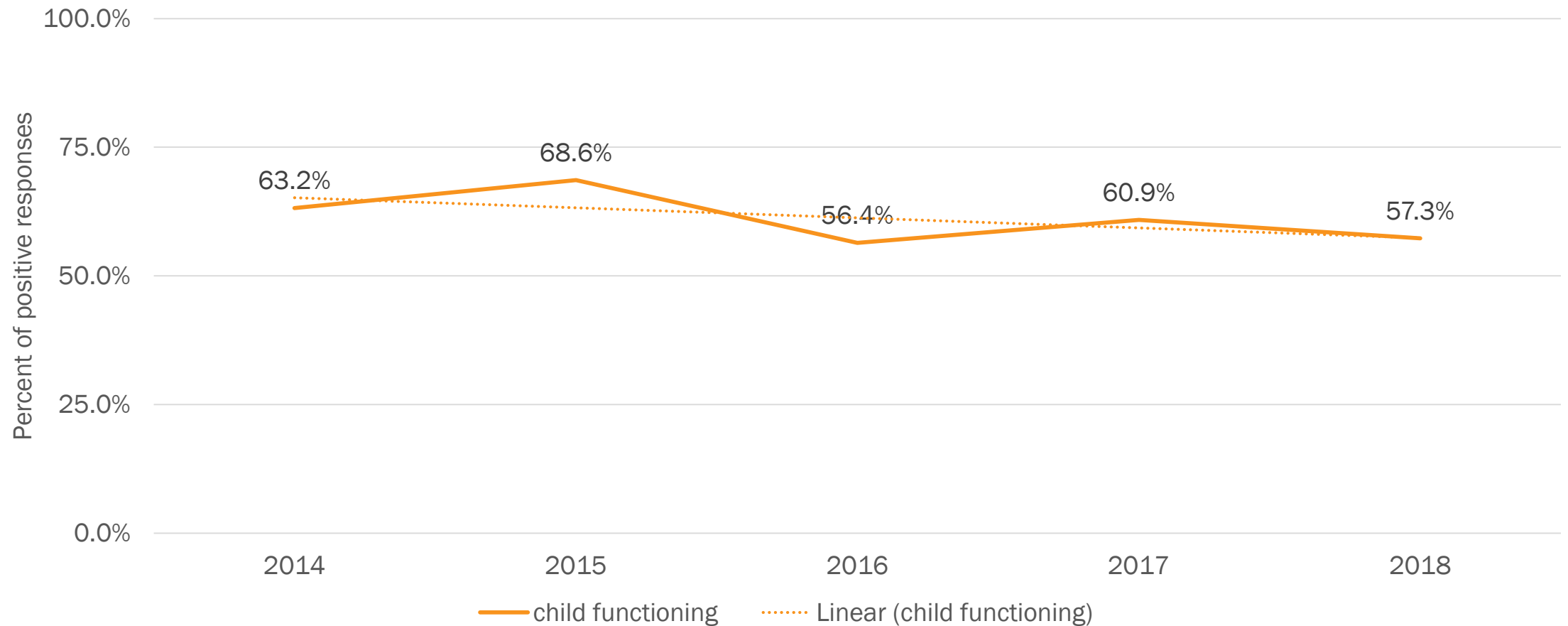
Domain Ratings

Percent of Positive Responses on “Child Outcomes” Since 2014



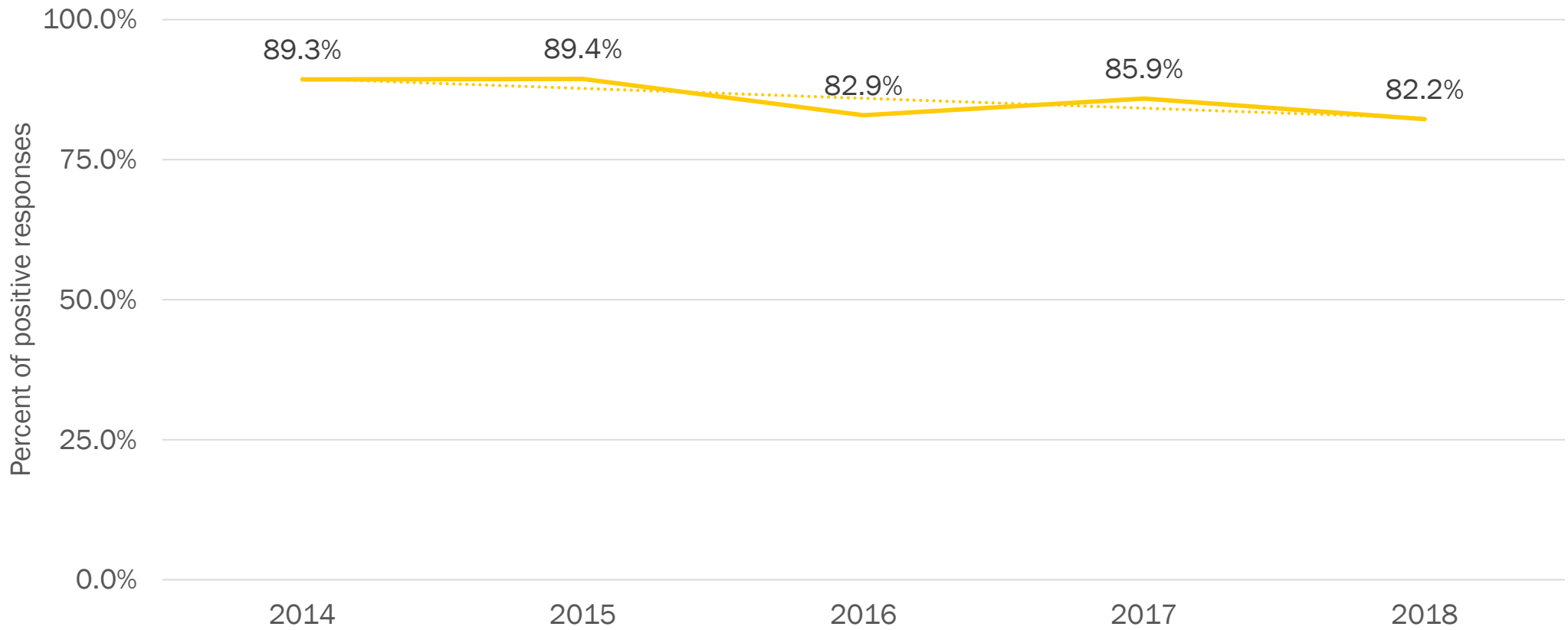
Domain Ratings

Percent of Positive Responses on “Child Functioning” Since 2014



Domain Ratings

Percent of Positive Responses on 'Overall Program Assessment' Since 2014



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=142)

Praise for Specific Service/Therapy
(HBR, TFH, MST, FFT, CBR-II, CBR-III,
Respite, Telehealth, Psychiatric
Services (n=49, 35%)

- “Treatment Foster Care has been most helpful as it has given the family respite and allowed our son to see that our expectations of him are similar to the foster family and their friends.”

Praise for Specific
Therapists

(n=23, 16%)

- “In home therapy with _____, Very specific info and training to help with issues and problems. Respite and help with school, IEP, etc. _____ helping with services”

General Comments
About Therapy

(n=17, 12%)

- “Learning that my child has ADHD and helping me understand why they act the way they do. Starting on medication has helped more than I could have thought it would.”

Praise for Specific Care
Coordinators (n=17, 12%)

- “Our caseworker has been timely and helpful in his communication. He does his best to keep us informed, even with difficult outcomes.”

Qualitative Responses

“What would improve the services offered through Hawaii’s Child and Adolescent Mental Health Division?” (n=96) (Note: **11 [11%]** comments provided positive feedback on CAMHD services)

Increase Available Services (n=10,10%)

- “More services in Hawaii, get the help this youth needs – too many barriers to accessing services”

Specific Critiques of Therapy (n=7, 7%)

- “More suggestions on bringing the family together.”

Improved Timeliness (n=7, 7%)

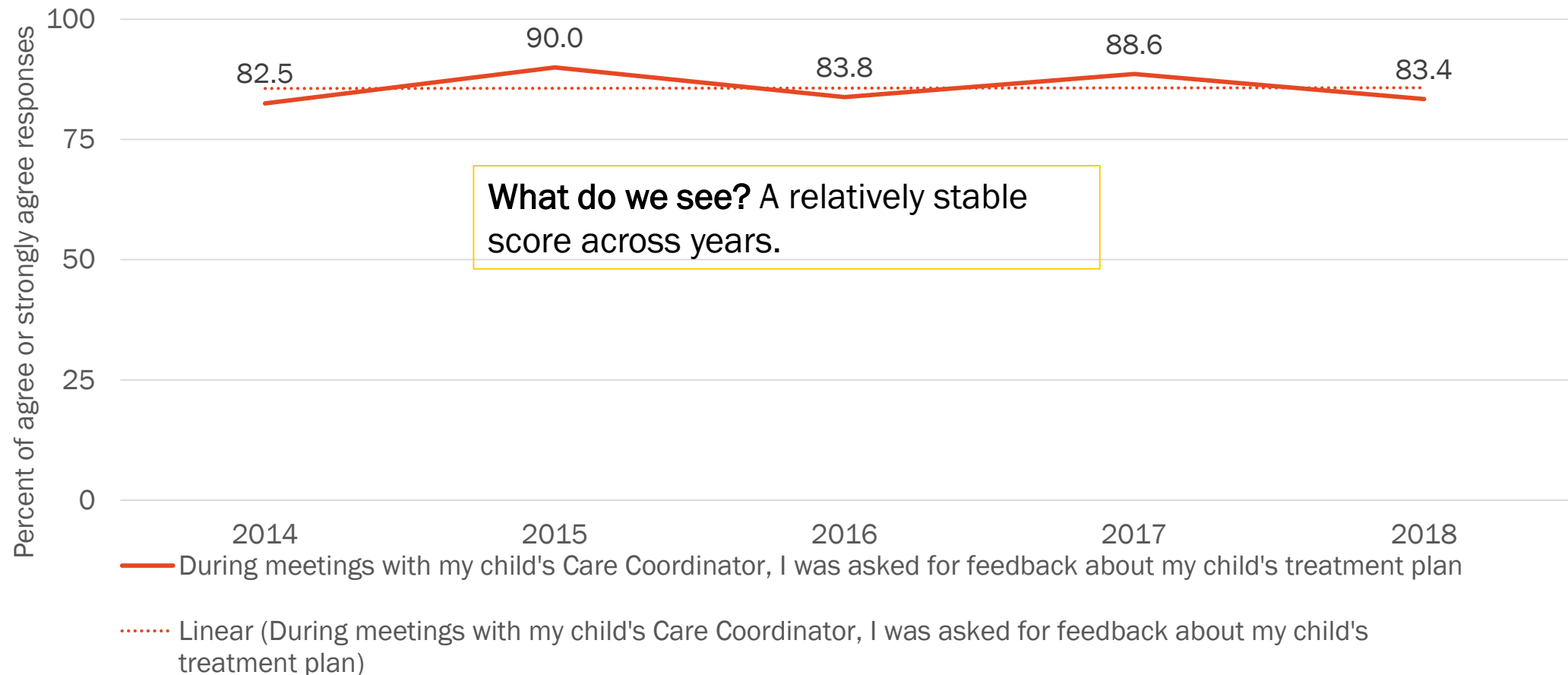
- “Not sure what to change but it just took a really long time to get the intensive home therapy for my children. It was almost 1 year's wait. Also about the same length of time to receive a care coordinator.”

Increase Intensity/Availability of Services (n=7, 7%)

- “More in home support”
- “Weekend visiting hours”

Communication with Care Coordinator

Percent of Positive Responses on “Care Coordinator Asked for Feedback” Since 2014



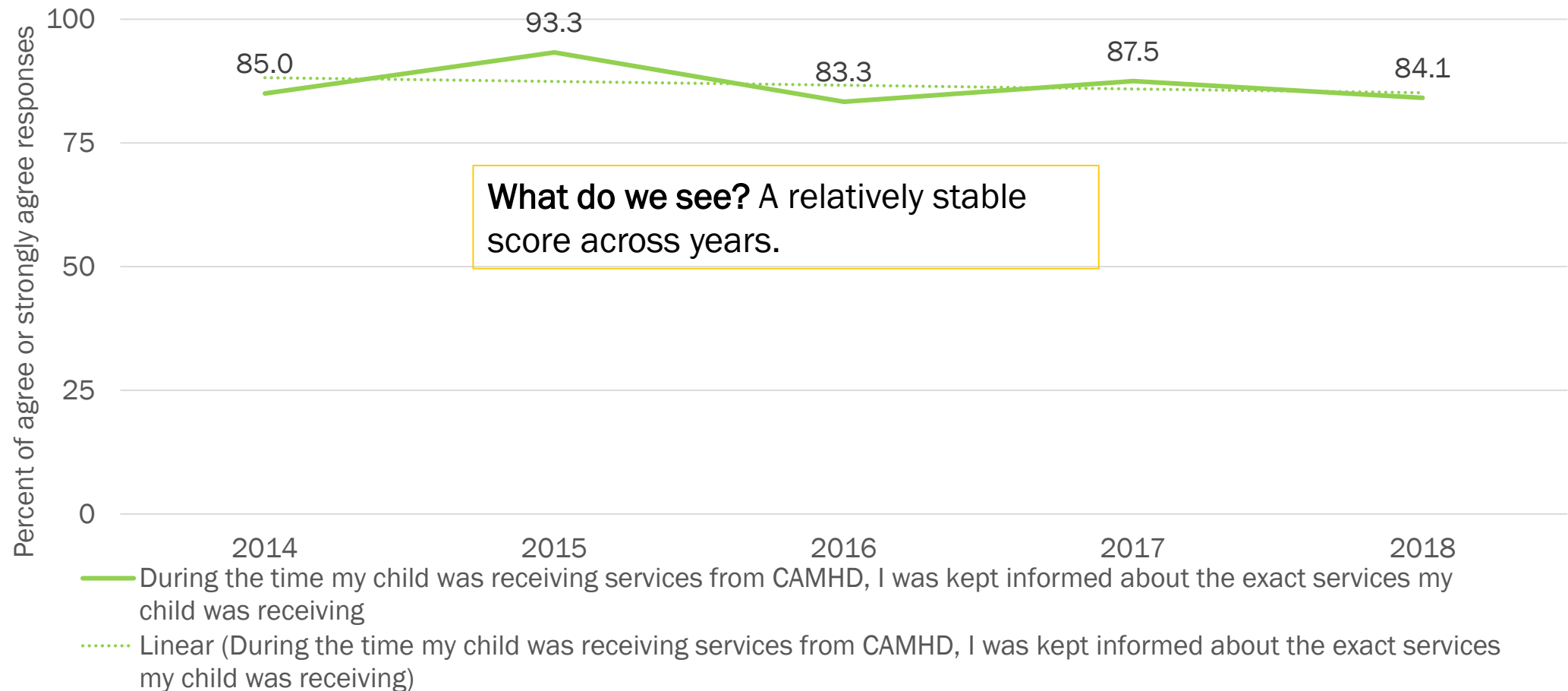
Communication with Care Coordinator

Percent of Positive Responses on “Care Coordinator Contact” Since 2014



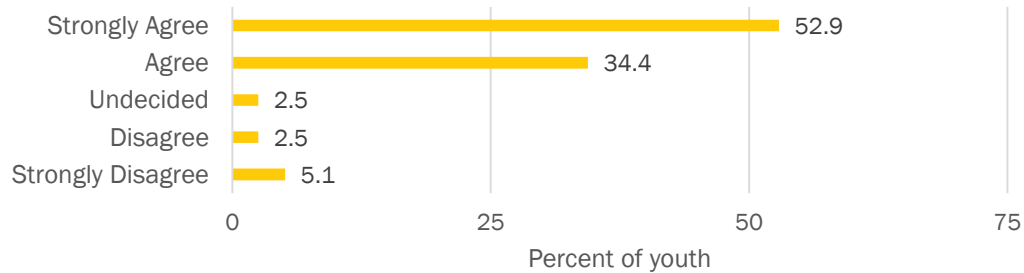
Communication with Care Coordinator

Percent of Positive Responses on “Care Coordinator Informed About Services” Since 2014

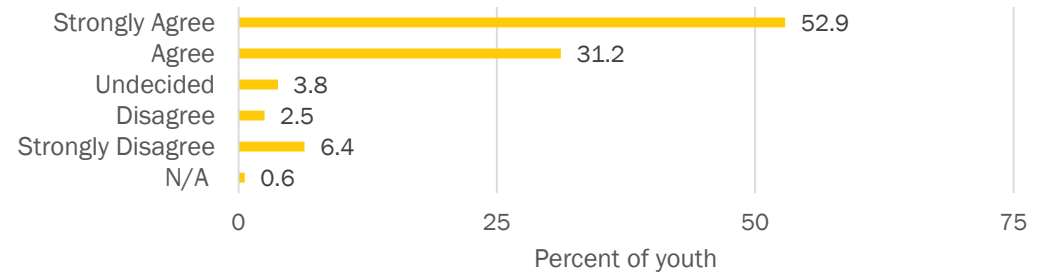


Communication with Care Coordinator

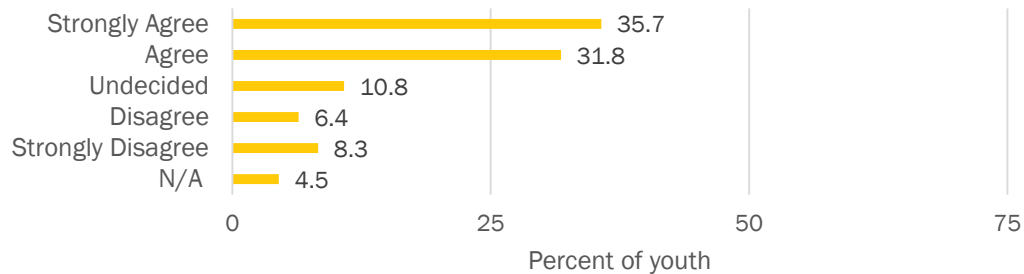
My Care Coordinator contacted me (in person or by phone) at least one time every month my child was receiving services (n=153)



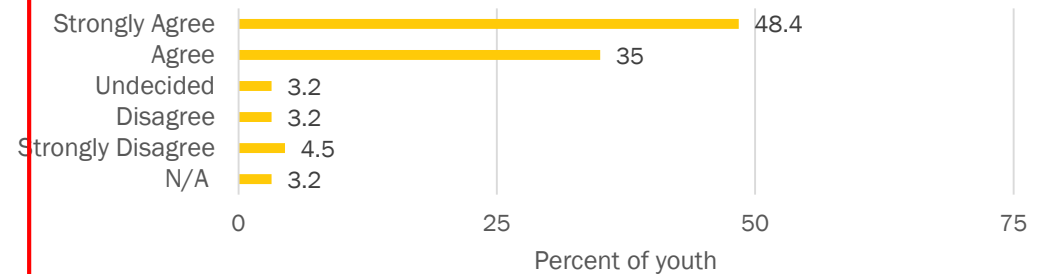
During the time my child received services from CAMHD, I was kept informed about the exact services my child was receiving (n=153)



During the time my child received services from CAMHD, I was shown my child's progress over time (n=153)

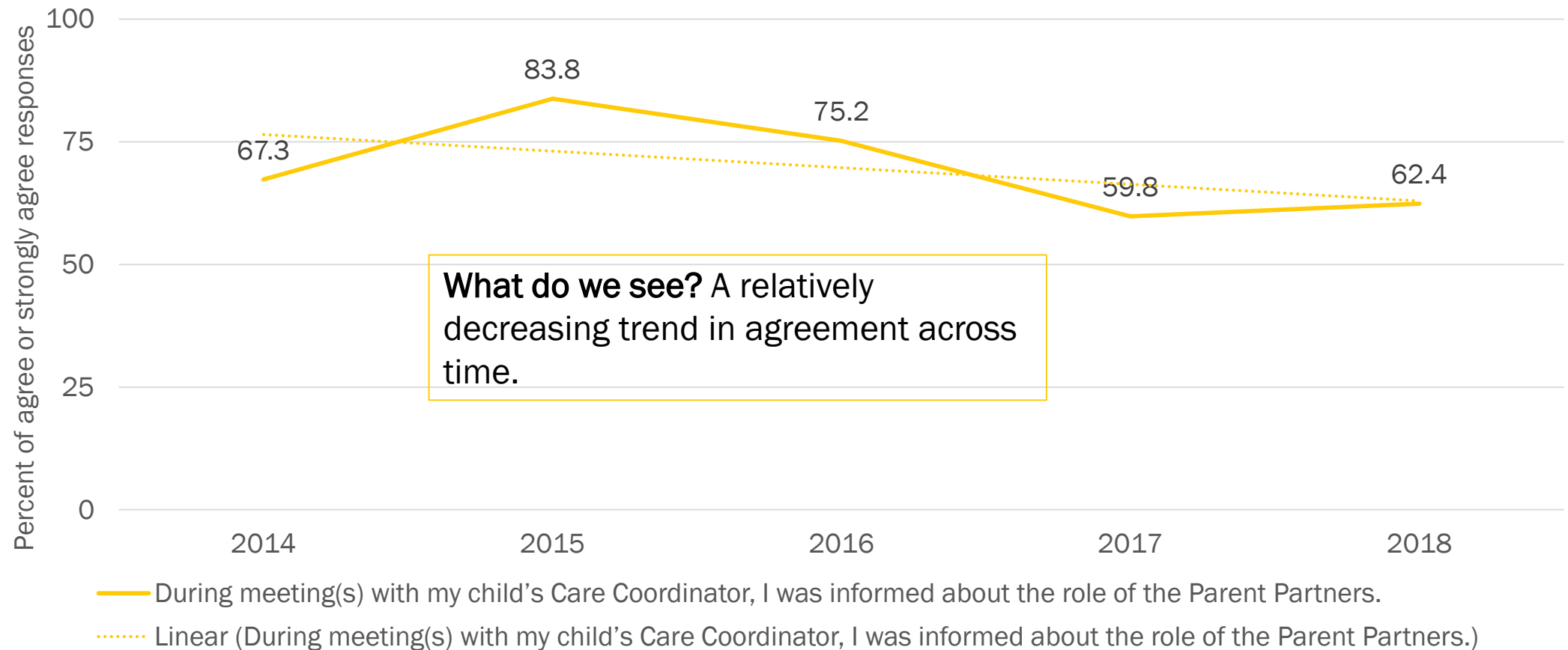


During meeting(s) with my child's Care Coordinator, I was asked for my feedback about my child's treatment plan (n=153)



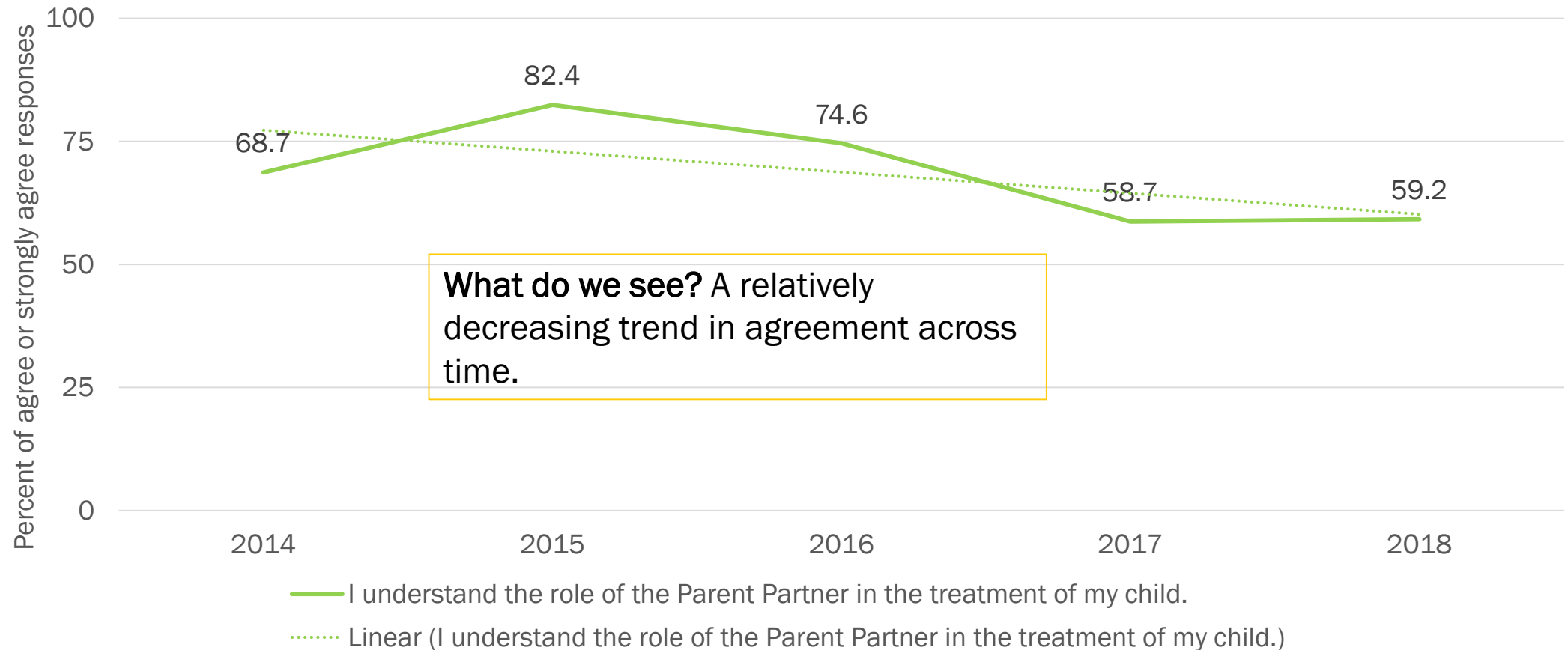
Role of Parent Partners

Percent of Positive Responses on “**Informed of Parent Partners**” Since 2014



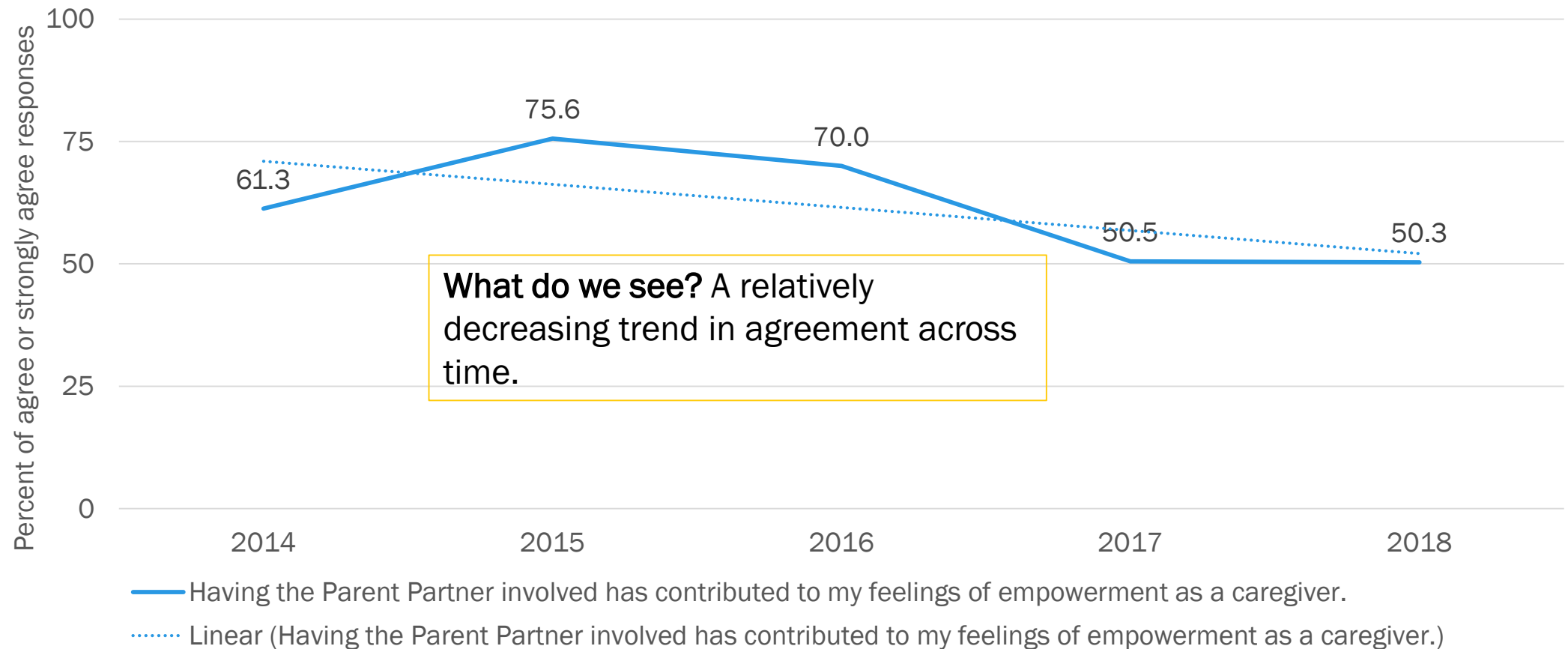
Role of Parent Partners

Percent of Positive Responses on “Understanding of Parent Partners” Since 2014



Role of Parent Partners

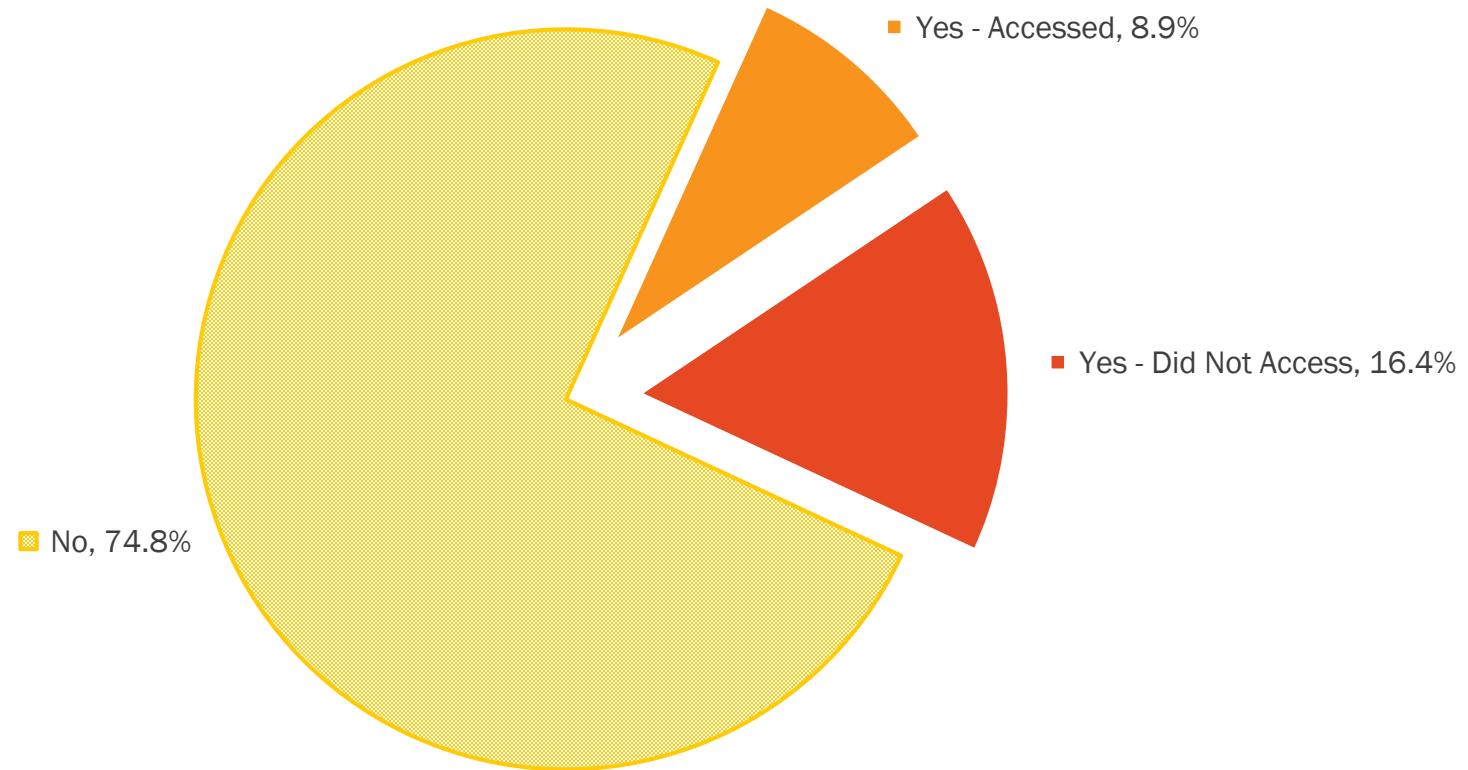
Percent of Positive Responses on “Feelings of Empowerment” by Parent Partner” Since 2014



Help Your Keiki (HYK) Website (n=151)

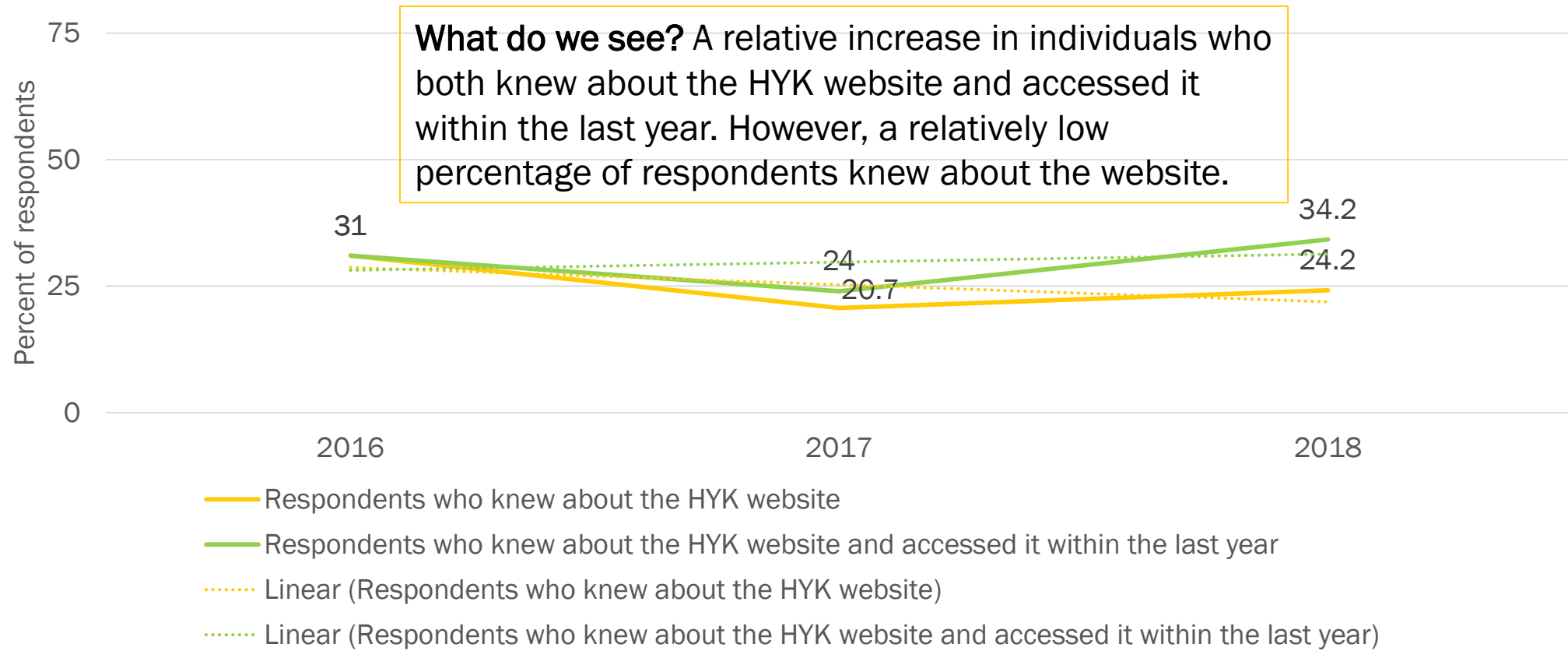
Do you know about the HYK website that provides information about services for your child?

If yes, did you access the HYK website for information about services for your child during the last year?



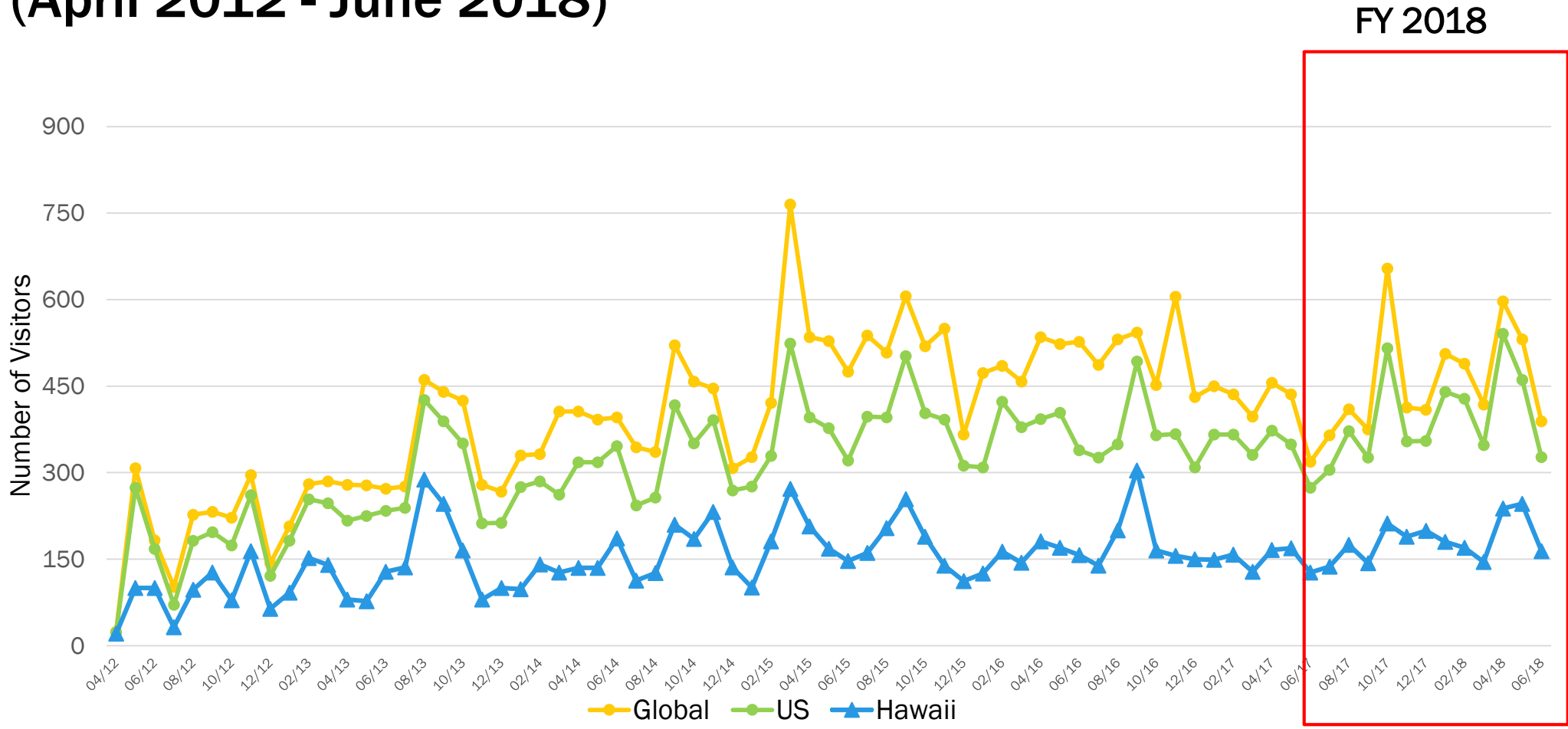
Help Your Keiki (HYK) Website

Percent of Respondents Who Knew About and Accessed HYK Since 2016



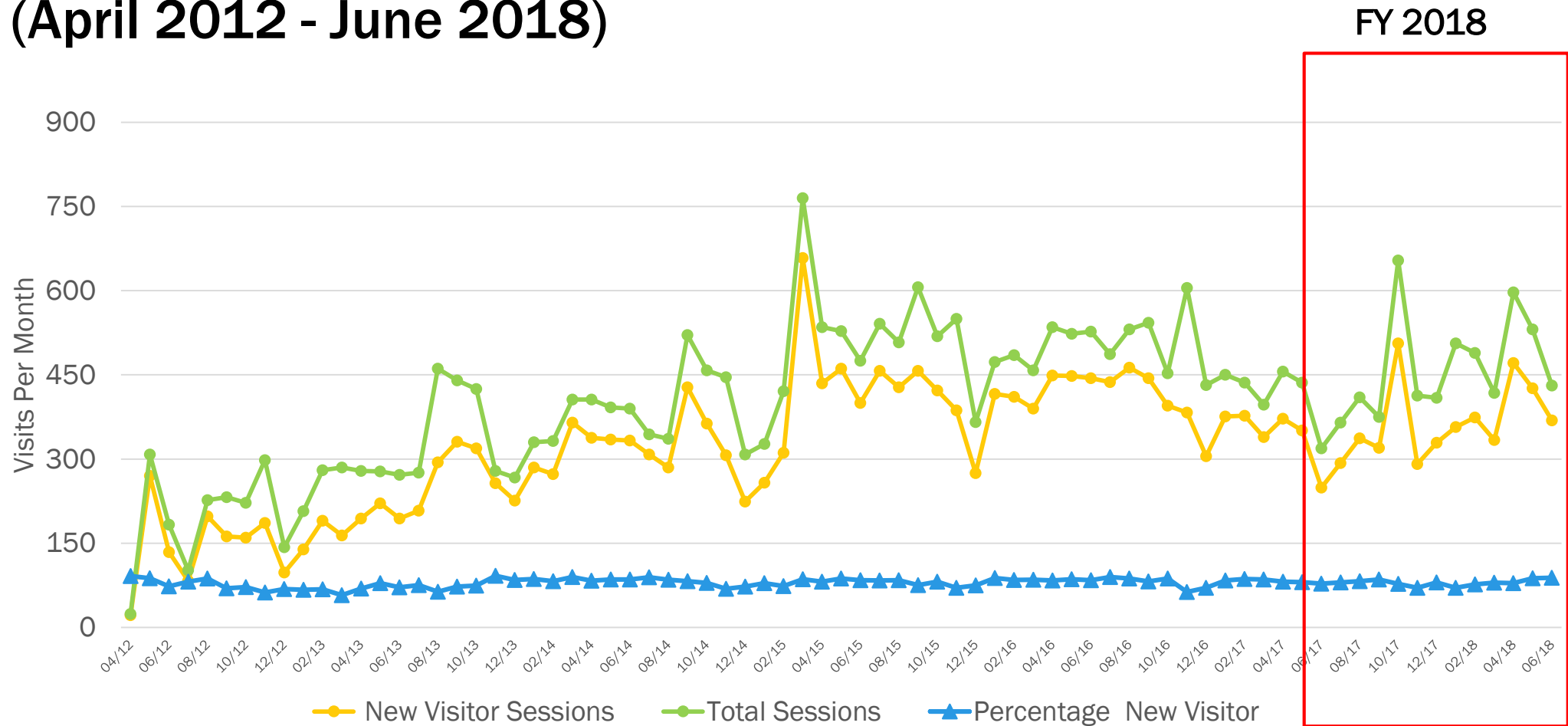
HYK Website Visitors Flow

(April 2012 - June 2018)



HYK Website New Visitors Flow

(April 2012 - June 2018)



Caveats

- Consumers were rating CAMHD services overall (which includes the services of contracted providers).
- Peak-End rule
- Yelp phenomenon

Summary

- Overall, consumers are satisfied with services (88%)
- Areas of strength
 - Relatively stable scores (across time) on treatment participation, social connectedness, cultural sensitivity
 - Relatively stable scores (across time) on care coordinator communication
 - Increasing reports of care coordinators contacting families at least once per month
 - Lots of praise for specific services, therapists, care coordinators
 - Increasing awareness of the Help Your Keiki website

Summary

- Opportunities for improvement
 - Relative decreases in satisfaction with access, outcomes, functioning, and overall program assessment
 - Requests for more available services, increased timeliness, increased intensity/availability of services, improved telehealth service
 - Request for greater willingness to accept family feedback
 - Relative decreases in awareness of and satisfaction with parent partner services
 - Low rates of awareness of the Help Your Keiki website

Three Things to Work On

- Improve timeliness
- Improve outcomes and functioning
- Increase awareness of the Help Your Keiki website

MAHALO! QUESTIONS?



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