



Quality Improvement  
Services

An Office of the  
Department of Health and Human Services

John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

# 2008 DIG Adult Mental Health & Well-Being Survey

APS/DHHS Data Forum  
June 18, 2009

# MHSIP/DIG Mental Health & Well-Being Survey

- Part of Maine Data Infrastructure Grant (DIG) Project sponsored through the Federal Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA).
- The survey assesses consumer satisfaction with mental health services and continues to remain a key part of SAMHSA's National Outcome Measures. The National Outcome Measures (NOMs) are a performance-based, outcome-driven measurement system that focuses on outcomes for people receiving mental health services.
- Many of the questions asked in the 2008 DHHS Mental Health & Well-Being Survey administered in Maine are also used by State Mental Health Authorities in 50 states and 7 United States Territories. The widespread use of the survey allows for national comparison of satisfaction trends.

# MHSIP/DIG Survey

- 1.) **General Satisfaction** – examines an individual's overall satisfaction with the services that have been received. Some questions in this area include:
  - I like the services I receive.
  - If I had other choices, I would still get services from this agency.
  - I would still recommend this agency to a friend or family member.
  
- 2.) **Perception of Access** – examines an individual's experience with the convenience and availability of services. Some questions for this area include:
  - The location of services is convenient (public transportation, distance, parking, etc.).
  - Staff are willing to see me as often as I feel it is necessary.
  - Services are available at times that are good for me.

# MHSIP/DIG Survey

- 3.) ***Perception of Quality and Appropriateness*** – refers to individual experiences with the overall quality of services received and include the following questions:
- Staff encourage me to take responsibility for how I live my life.
  - I feel free to complain.
  - I am given information about my rights.
- 4.) ***Perception of Outcomes*** – examines the extent to which individuals feel that changes in their life are a result of the treatment and services they are receiving. Some questions for this area include:
- I deal more effectively with daily problems.
  - I am able to control my life.
  - I do well in social situations.

# MHSIP/DIG Survey

- 5.) **Participation in Treatment Planning** – examines the extent to which individuals are involved and participate in treatment planning decisions. Some questions for this area include:
- I feel comfortable asking questions about my treatment and medication.
  - I, not staff, decide my treatment goals.
- 6.) **Functioning** – this area examines individual experiences with services and how these services have improved or maintained functioning in respect to dealing with everyday situations, problems and crises. Some questions for this scale include:
- My symptoms are not bothering me as much.
  - I am better able to take care of my needs.
  - I am better able to do things that I want to do.

# MHSIP/DIG Survey

7.) ***Social Connectedness*** – (This domain area was not collected in 2008, but will be collected in 2009). This area examines the extent to which individuals have supportive social relationships and experience a sense of belonging in their community. Some questions for this area include:

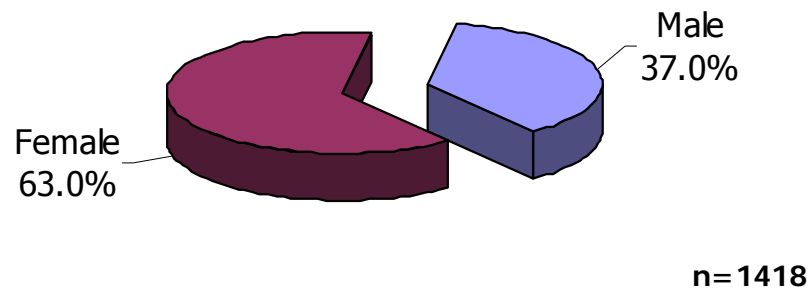
- I deal more effectively with daily problems.
- Other than my current service provider(s) in a crisis, I would have the support I need from family and friends.
- Other than my current service provider(s) I have people with whom I can do enjoyable things.
- Other than my current service provider(s) I feel I belong in my community.

# Maine DIG Methodology and Response Rate

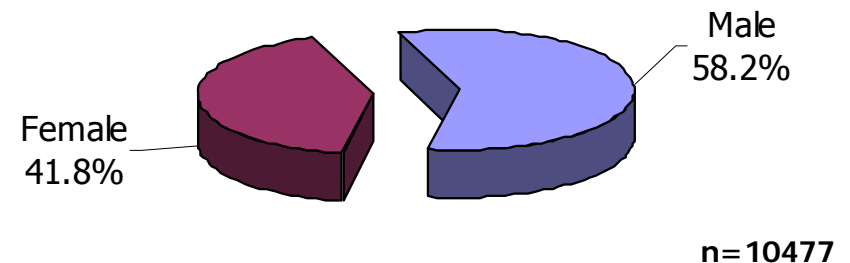
- Survey is administered by mail.
- Individuals receiving Community Integration/ACT/Case Management Services publicly between December 2007 and April 2008.
- A total of 6,775 surveys were mailed to valid addresses with 1,467 completed surveys for a response rate of 21.7%.

# Gender: Survey Participants Compared to SMI Population

Response Population by Gender 2008



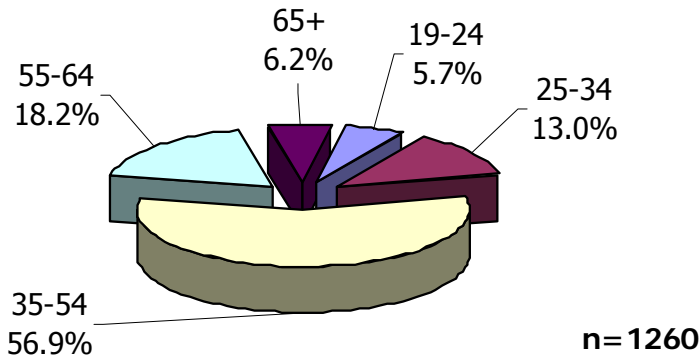
Actual Service Population by Gender 2008



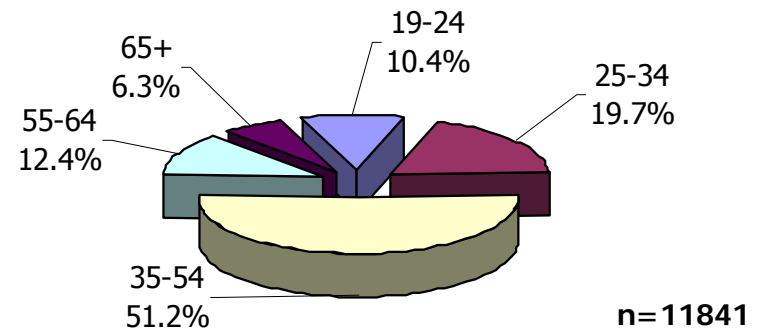
- A higher percentage of females responded to the survey: 63.0% compared to 41.8% in the SMI population.

# Age: Survey Participants Compared to SMI Population

Response Population by Age 2008

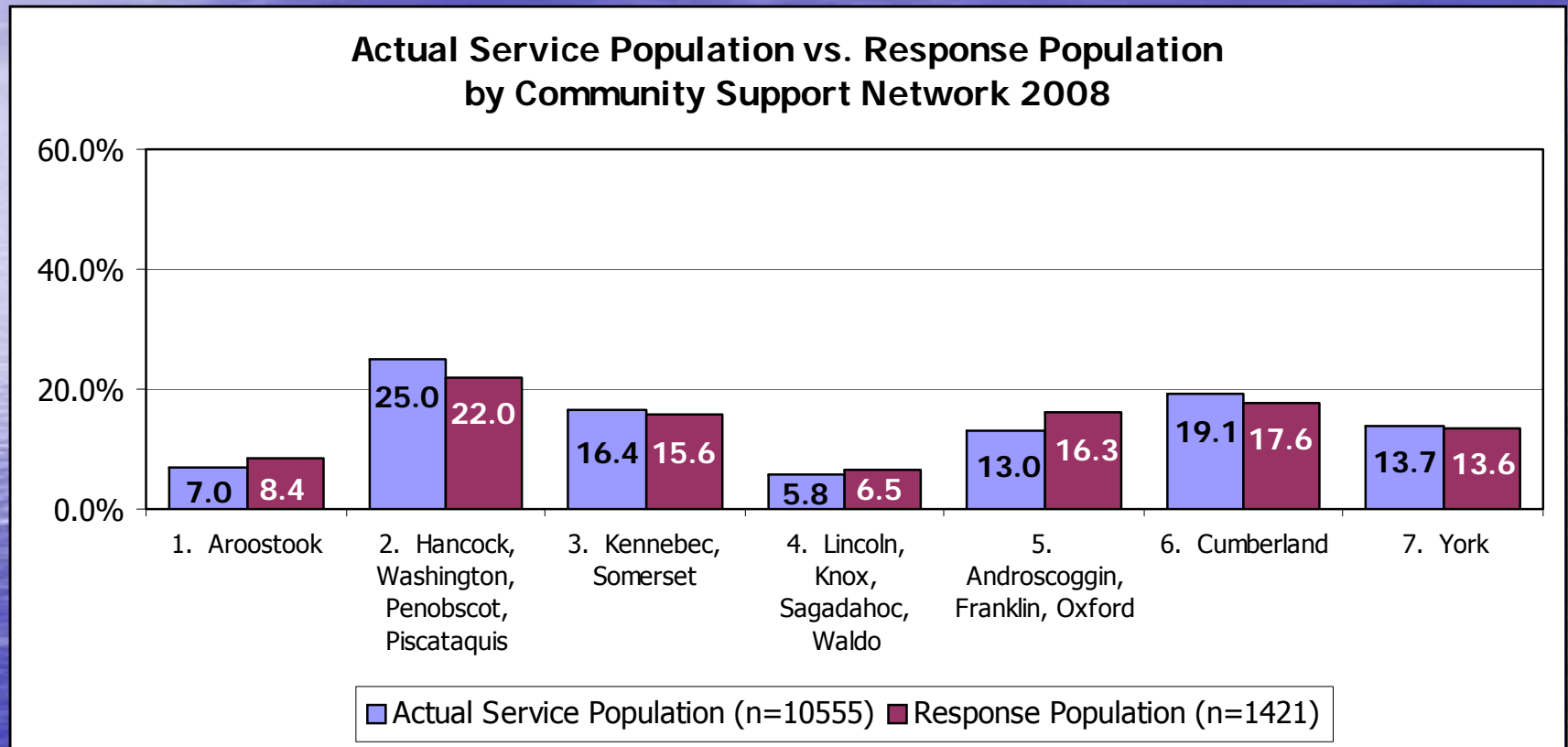


Actual Service Population by Gender 2008



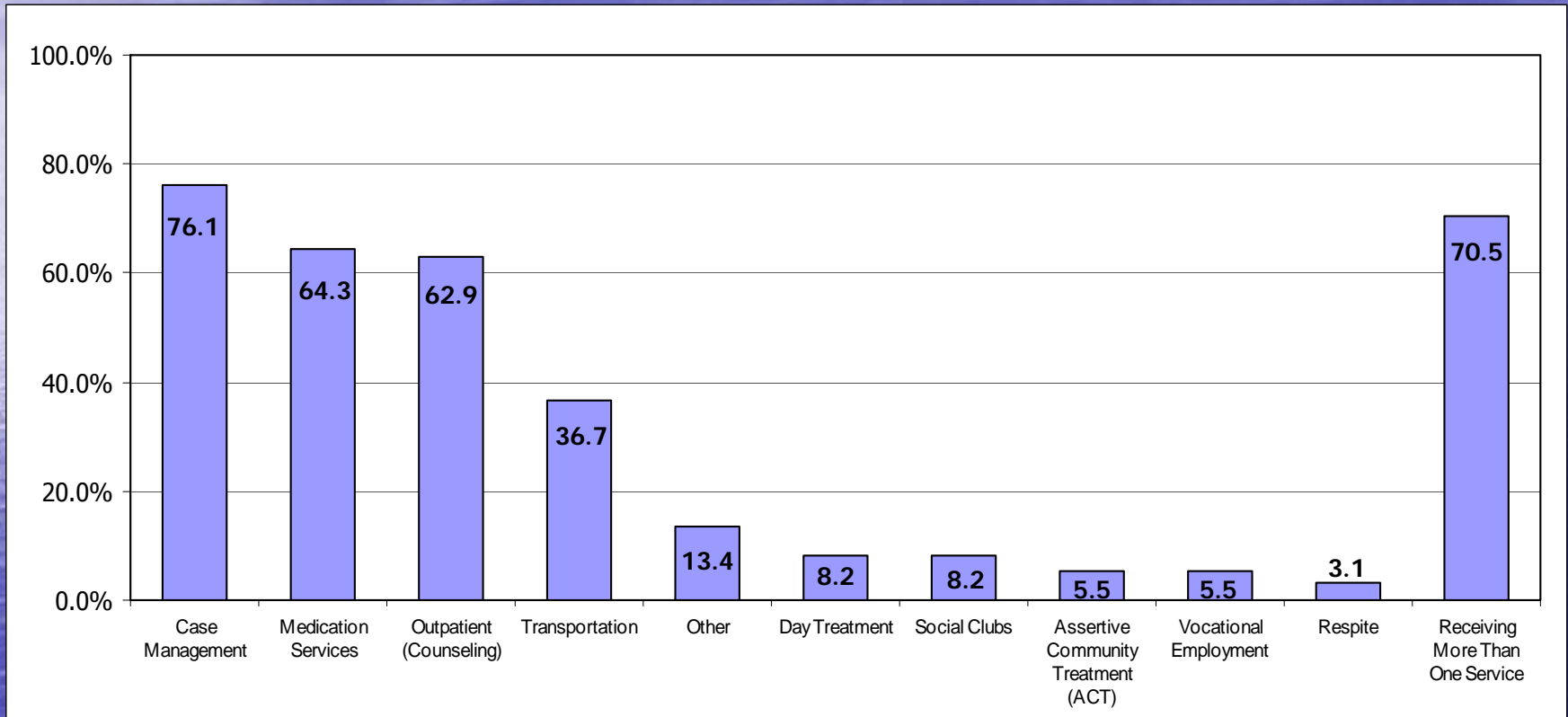
- A higher percentage of individuals between the ages of 35 and 64 responded to the survey: 75.1% vs. actual population of 63.6%.

# Community Support Network: Actual Service Population vs. Survey Responses



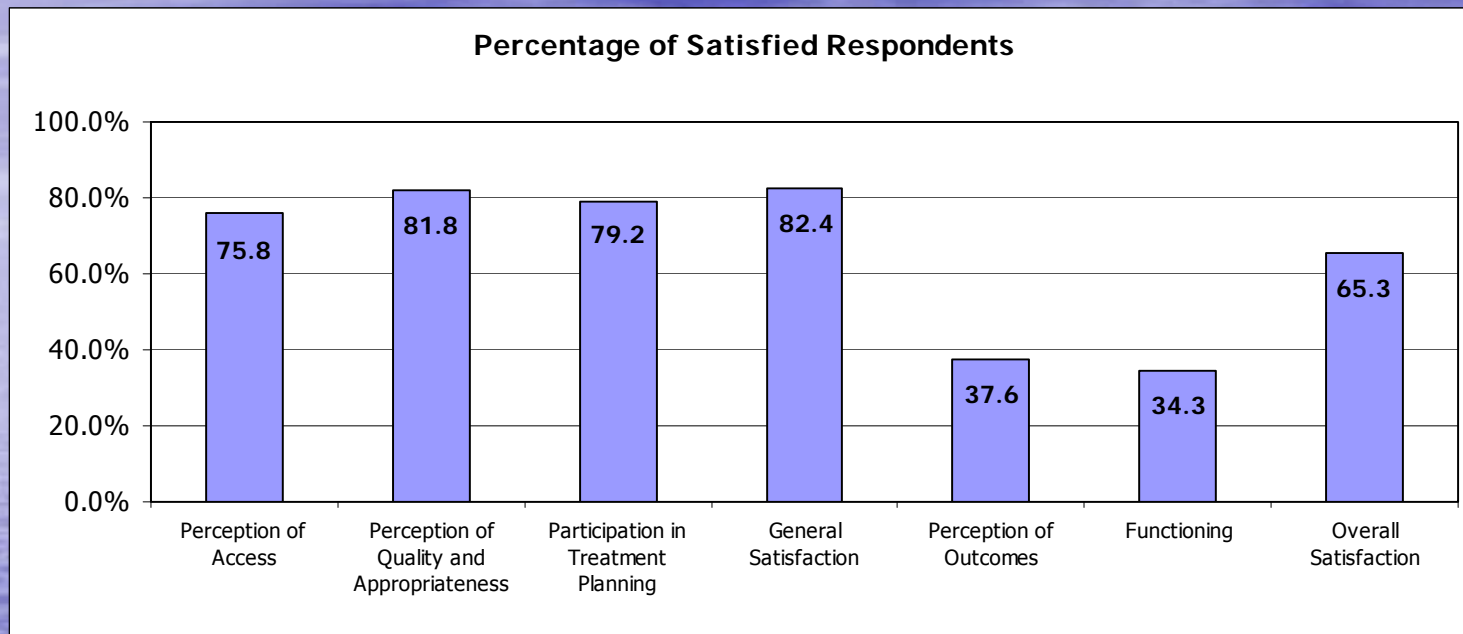
- The distribution of survey participants by CSN were consistent with the actual population individuals with SMI receiving services in each CSN.

# Services and Supports Reported by Respondents



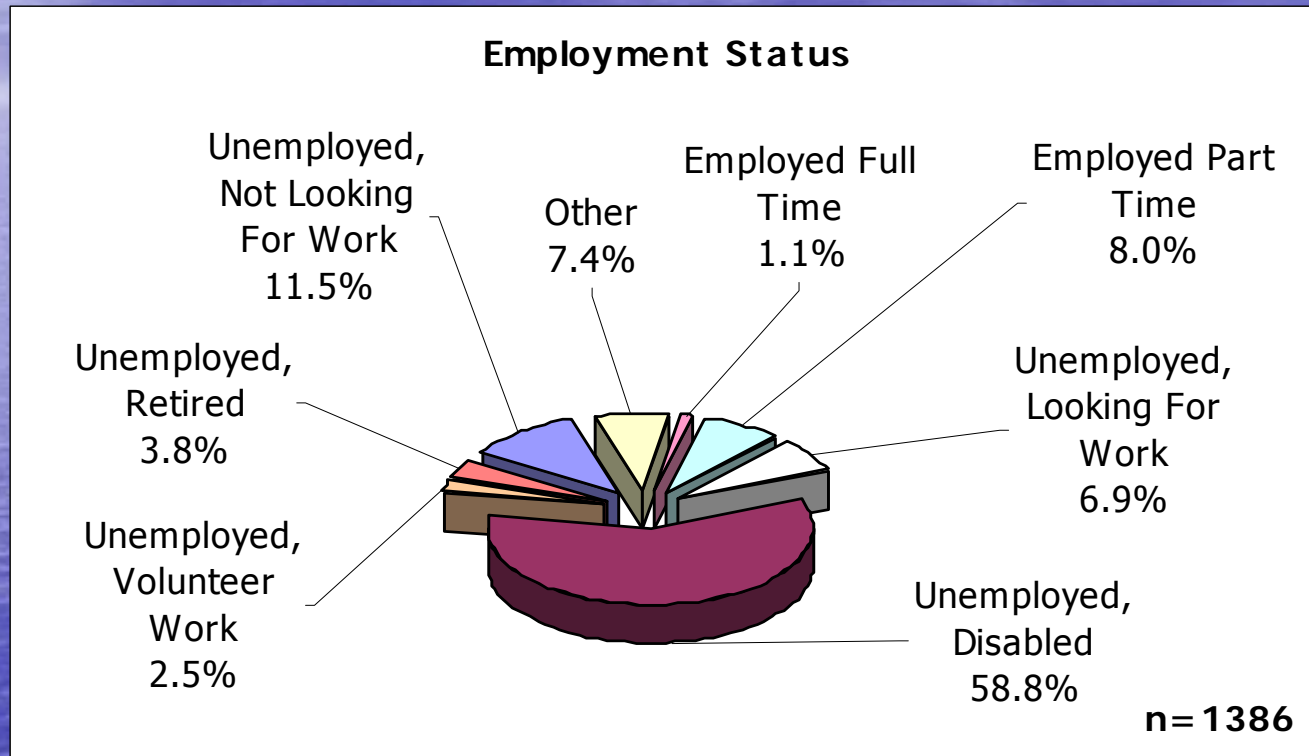
- Most individuals reported receiving Case Management/Community Integration Services (76.1%) and most (70.5%) individuals received more than one service.

# Satisfaction by Domain Area



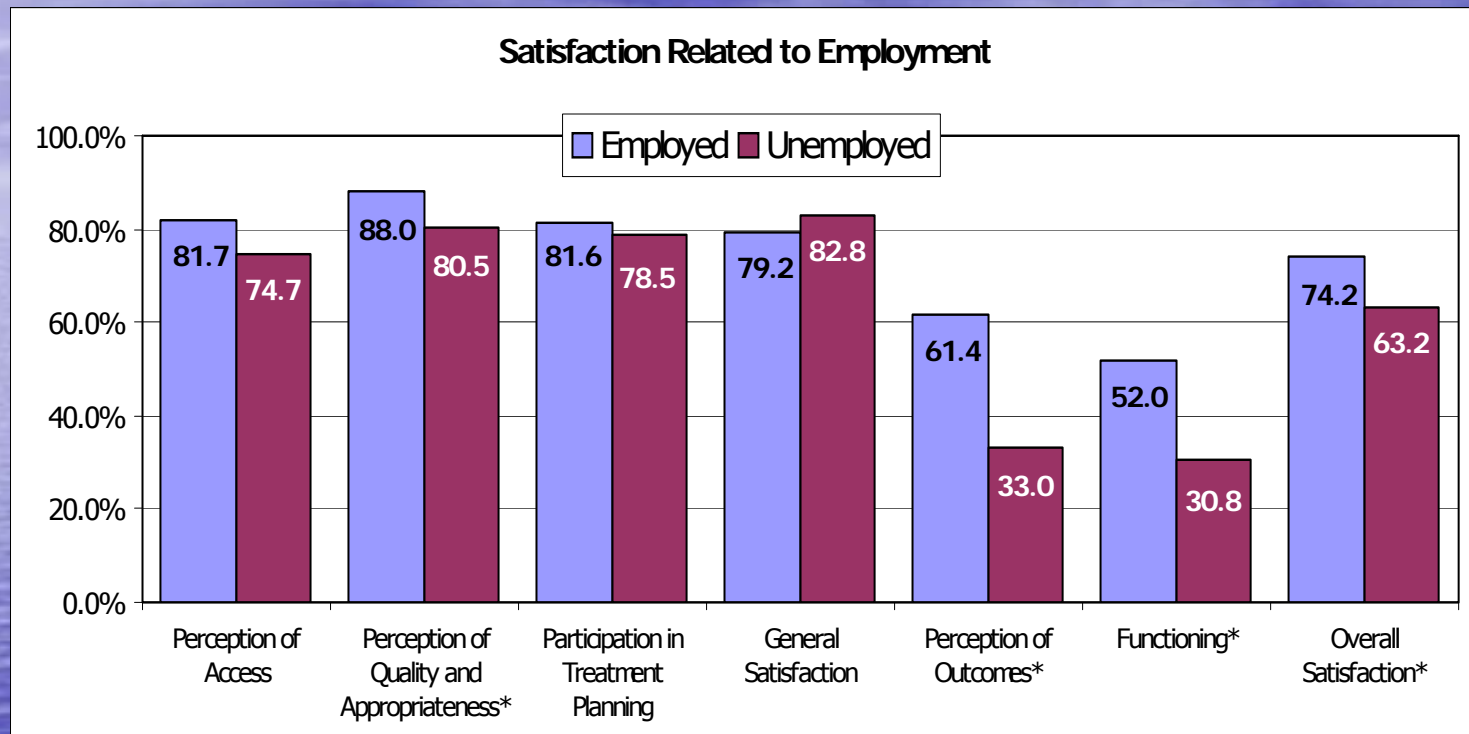
- Most respondents (82.4%) reported being satisfied with the services and supports they received.
- Nearly two-thirds (65.3%) of respondents reported positively regarding their mental health services and experiences.
- Respondents reported being least satisfied with progress made on Outcomes (37.6%) and Functioning (34.3%).
- Participant satisfaction was not found to differ significantly by age, gender or ethnicity.

# Employment Status



- Approximately 9% of respondents reported that they were employed full or part-time.
- More than half (58.9%) of respondents reported being unemployed due to a disability.

# Satisfaction by Employment Status



- Individuals who reported being employed full or part-time were more likely to report satisfaction with:
  - Mental Health Services and Experiences;
  - Quality and Appropriateness of Services Received; and
  - Outcomes Achieved Overall Functioning and Well-Being.

# Health & Well-Being Questions Added to Maine Consumer Satisfaction Survey

- Health and Wellbeing Questions adapted from BRFSS Survey
- Height and Weight (translated into Body Mass Index)
- Have you ever been told by a doctor or health professional that you have...(coronary artery disease, heart attack, diabetes, high blood pressure, high cholesterol)?
- Do you smoke cigarettes?
- Now thinking about your physical health, which includes physical illness and injury, how many days during the past 30 days was your physical health not good?
- Now thinking about your mental health, which includes stress, depression, and problems with emotions, how many days during the past 30 days was your mental health not good?
- During the past 30 days, about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?
- Would you say that your general health is...(excellent, very good, good, fair, poor)?

# Health & Well-Being

HEALTH RISK (Age 18-64 Years)	Age Group	2007 DIG Survey Percent (n=731)	2008 DIG Survey Percent (n=1182)	2007 Maine BRFSS Percent
Do you smoke cigarettes? <u>Smoking</u>	18-44	46.1	50.5	26.3
	45-64	49.5	45.7	18.8
Height and Weight. <u>Obesity</u>	18-44	49.4	45.9	26.0
	45-64	49.6	47.1	27.6
Have you ever been told by your doctor or health professional that you have? Blood cholesterol is high. <u>High Cholesterol</u>	18-44	40.5	29.2	23.2
	45-64	38.6	48.0	46.0
Have you ever been told by your doctor or health professional that you have? <u>High Blood Pressure</u>	18-44	34.0	24.3	13.5
	45-64	34.7	45.6	34.0

- Nearly one-quarter of individuals 18-44 years old (24.3%) reported having high blood pressure in the 2008 Mental Health & Well-Being Survey compared to 13.5% of BRFSS respondents.
- Almost one-half of individuals 18-44 years old (45.9%) reported being obese in the 2008 Mental Health & Well-Being Survey compared to 26.0% of BRFSS respondents.

# Health & Well-Being

CHRONIC HEALTH CONDITIONS (Age 18-64 Years)	Age Group	2007 DIG Survey Percent (n=731)	2008 DIG Survey Percent (n=1182)	2007 Maine <i>BRFSS</i> Percent
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. Diabetes. <u>Chronic Disease</u> *	18-44	29.6	19.2	3.8
	45-64	31.5	36.8	14.8
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. <u>Cardiovascular Disease</u> **	18-44	11.3	5.3	1.3
	45-64	9.7	14.3	7.7
Have you ever been told by your doctor or health professional that you have? <u>Diabetes</u>	18-44	23.0	15.1	2.7
	45-64	25.5	29.2	9.4

\* **Chronic Disease = reported CVD or diabetes**

\*\* **Cardiovascular Disease (CVD) = reported angina or heart attack**

# Health & Well-Being

METABOLIC RISK* (Age 18-64 Years)	Age Group	2007 DIG Survey Percent (n=731)	2008 DIG Survey Percent (n=1182)	2007 Maine BRFSS Percent
0 Risks	18-44	27.5	37.6	61.6
	45-64	36.0	23.5	45.3
1 Risk	18-44	27.5	34.4	28.1
	45-64	27.1	30.1	31.2
2 or More Risks	18-44	34.0	28.0	10.3
	45-64	37.0	46.4	23.5

\* Metabolic Risk = reported obesity, high blood pressure, or high cholesterol and no diabetes

CARDIOVASCULAR RISK* (Age 18-64 Years)	Age Group	2007 DIG Survey Percent (n=731)	2008 DIG Survey Percent (n=1182)	2007 Maine BRFSS Percent
0 Risks	18-44	9.9	16.0	42.5
	45-64	16.4	10.0	29.3
1 Risk	18-44	66.1	59.9	52.4
	45-64	51.6	46.5	51.5
3 or More Risks	18-44	30.0	24.1	5.0
	45-64	32.0	43.4	19.3

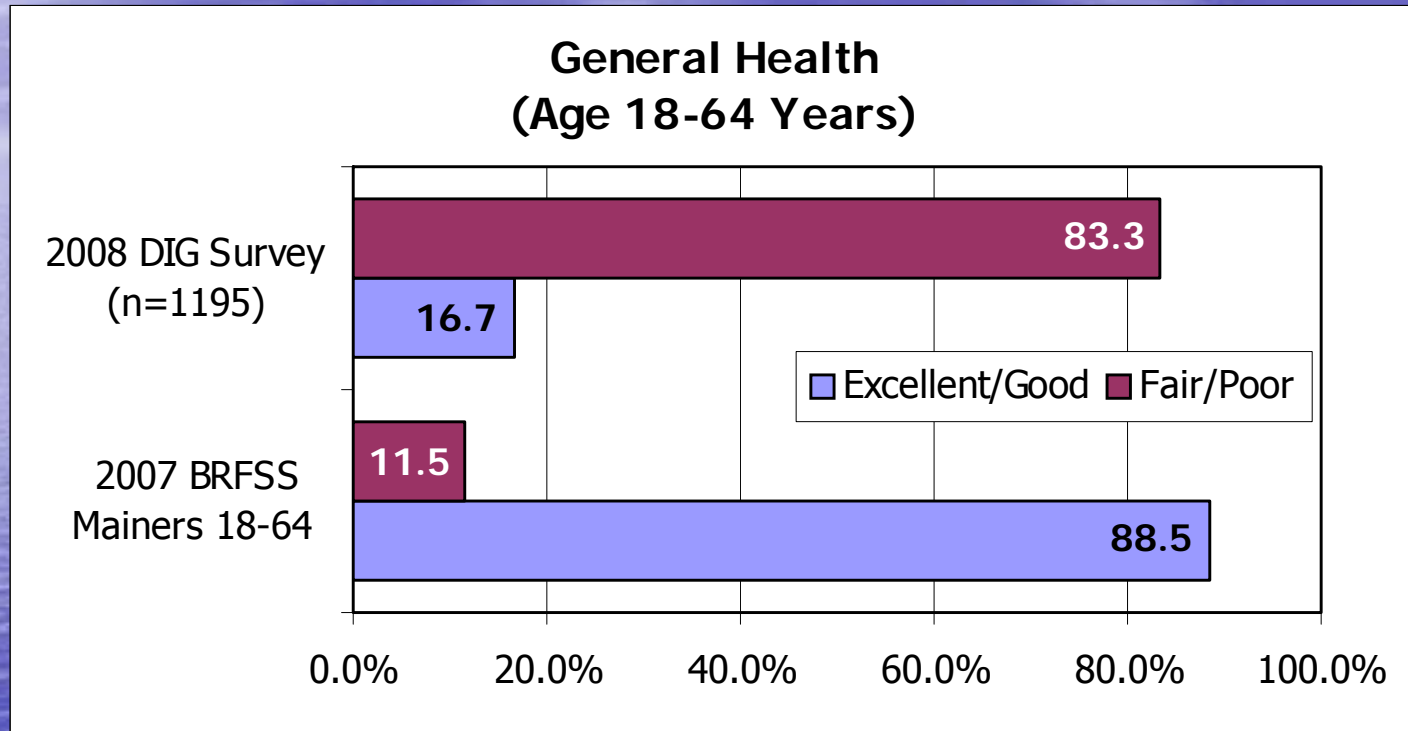
\* Cardiovascular Risk = reported CVD, high blood pressure, high cholesterol, diabetes, smoking or obesity

# Health & Well-Being: Unhealthy Days

UNHEALTHY DAYS (From HRQOL) (Age 18-64 Years)	2007 DIG * Survey Percent (n=731)	2008 DIG * Survey Percent (n=1182)	2007 Maine * <i>BRFSS</i> Percent
Now thinking about your physical health, which includes physical illness and injury, how many days <u>during the past 30 days</u> was your physical health not good?	37.0	48.5	10.3
Now thinking about your mental health, which includes stress, depression, and problems with emotions, how many days <u>during the past 30 days</u> was your mental health not good?	Not collected in 2007	61.1	11.7
<u>During the past 30 days</u> , about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?	Not collected in 2007	43.8	13.0

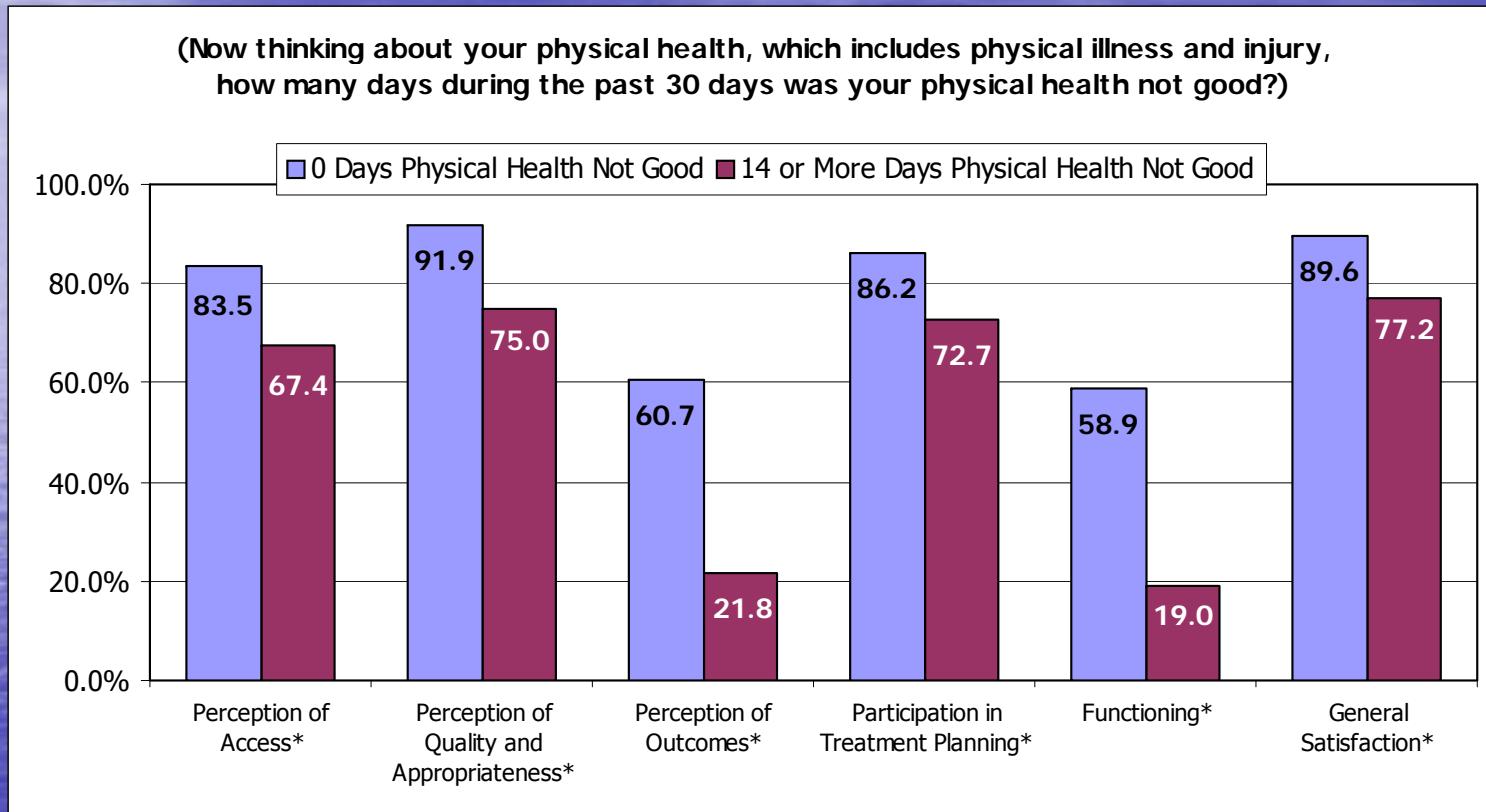
\* Number reflects the percentage of individuals reporting 14 or more poor health days

# Health & Well-Being: General Health



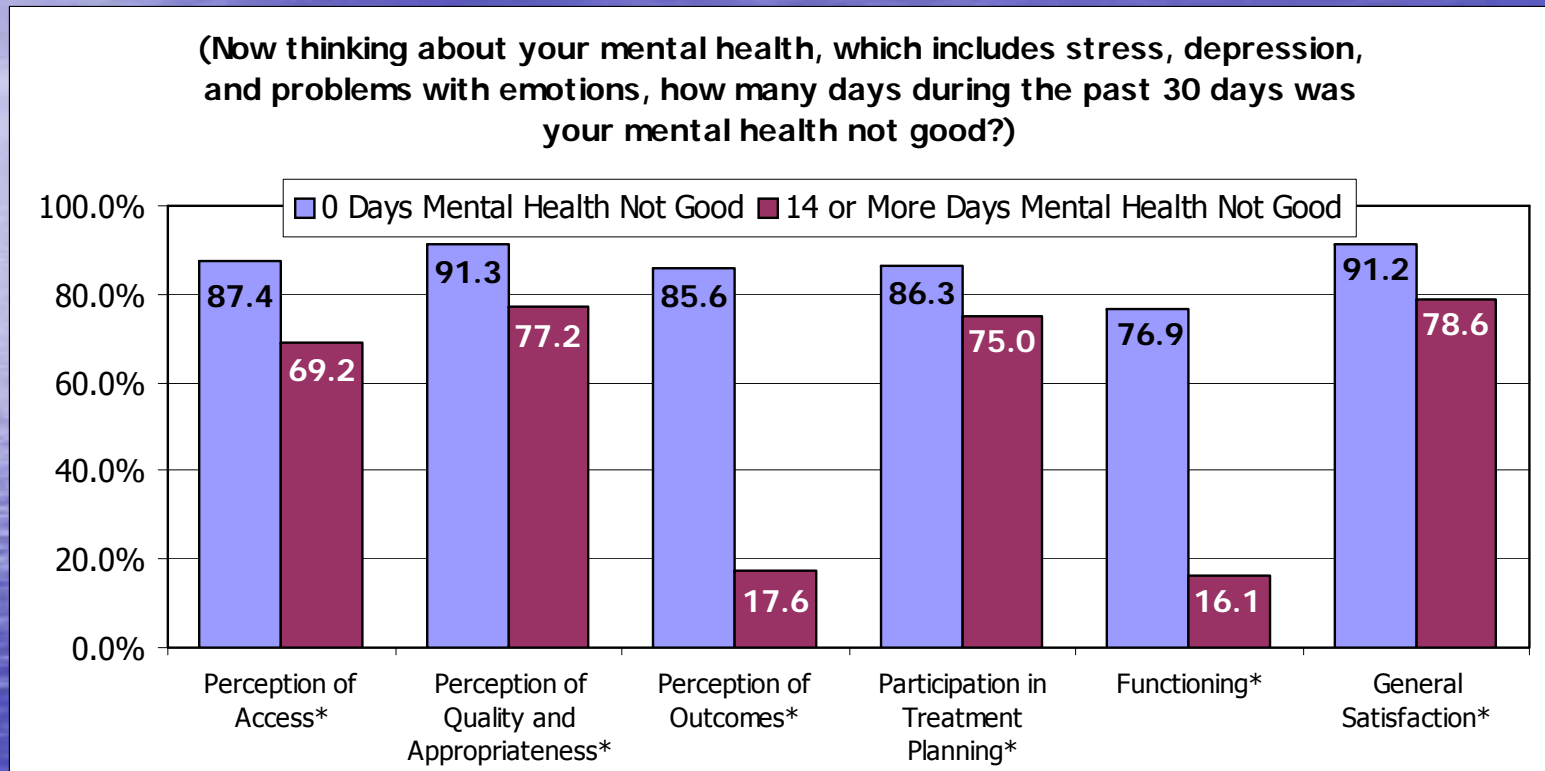
- In 2008, 83.3% of survey participants reported having fair/poor health compared to 11.5% of BRFSS Survey Respondents.

# Health & Well-Being: Satisfaction Related to Physical Health Status



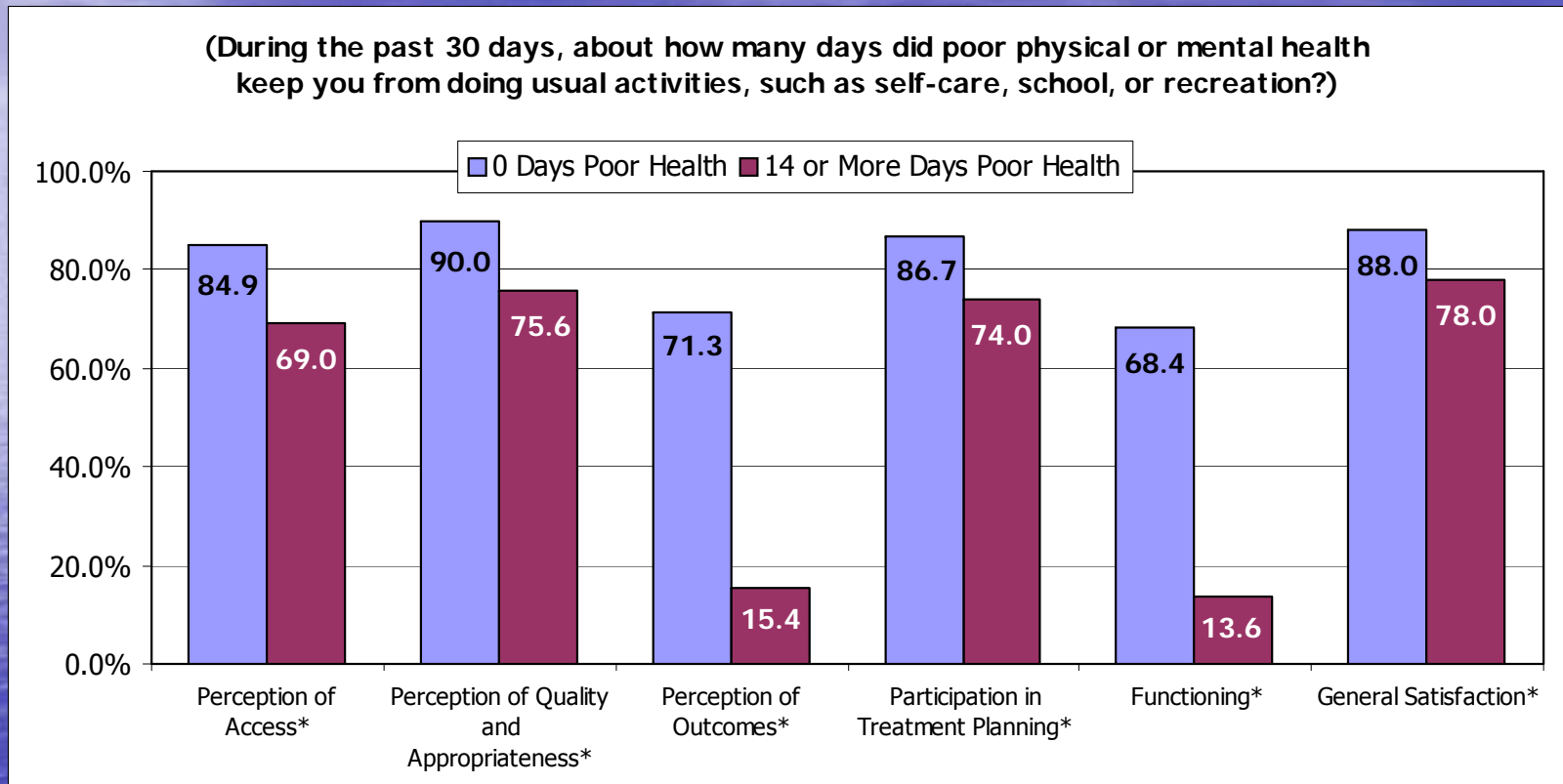
- Individuals reporting 14 or more bad physical health days were significantly less likely to report satisfaction in all domains when compared to individuals reporting 0 bad physical health days.

# Health & Well-Being: Satisfaction Related to Mental Health Status



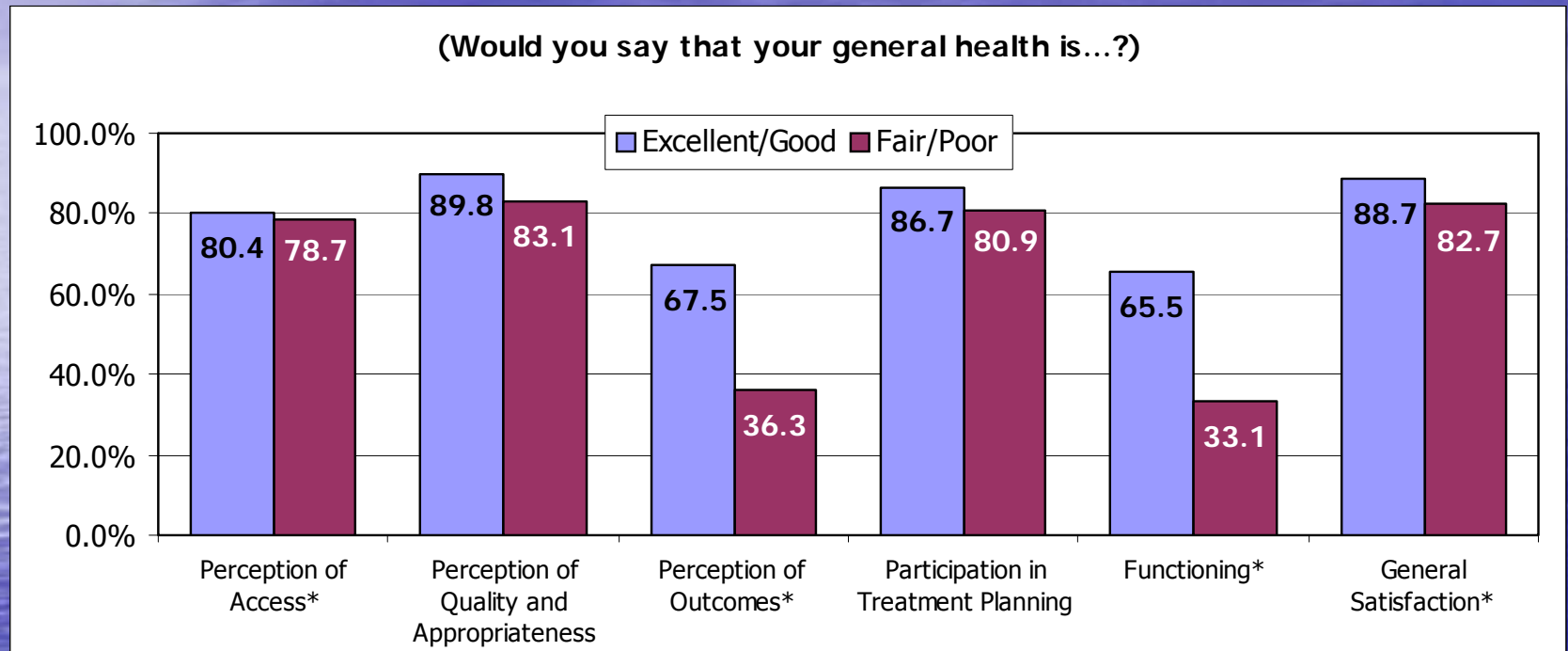
- Individuals who reported 14 or more bad mental health days were significantly less likely to report satisfaction in all areas compared to individuals reporting 0 bad mental health days.

# Health & Well-Being: Satisfaction Related to Poor Health



- Individuals who reported 14 or more poor physical or mental health days were significantly less likely to report satisfaction in all domains compared to those reporting 0 poor physical or mental health days.

# Health & Well-Being: Satisfaction Related to General Health Status



- Significant differences of satisfaction were found in the areas of Perception of Access, Outcomes, Functioning and General Satisfaction for those individuals reporting general health Excellent/Good compared to those individuals reporting Fair/Poor.



Department of Health  
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*Maine People Living  
Safe, Healthy and Productive Lives*

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