



Verity Integrated Behavioral Healthcare Systems

Adult Satisfaction Surveys
May 2009

Revised October 2009

Table of Contents

Introduction	3
Executive Summary.....	4
Results: Verity System Wide	5
Comment Analysis	9
Results: Individual Agencies	
<i>Asian Health & Service Center</i>	10
<i>Cascadia</i>	11
<i>Central City Concern</i>	12
<i>DePaul Treatment Center</i>	13
<i>Lifeworks North West</i>	14
<i>Lutheran Community Services</i>	15
<i>NARA North West</i>	16
<i>Oregon Health & Science University – IPP</i>	17
<i>Project Quest</i>	18
<i>Western Psychological Counseling Services</i>	19
Appendix A: Descriptive Analysis by Agency	20

Prepared by:

Sara Hallvik
Sr Research & Evaluation Analyst
Multnomah County Verity
421 SW Oak St, Suite 520
Portland, OR 97204
503.988.5464 x26575
sara.hallvik@co.multnomah.or.us

www.co.multnomah.or.us/dchs/mhas/quality.shtml

Introduction

Consumer satisfaction is an important aspect of quality management. While billing information provides encounter data and usage statistics, and clinicians manage the day to day progress of their clients, only consumers can rate their satisfaction with service. Satisfaction is important because satisfied consumers are more likely to stick with their treatment plan, and adherence to a treatment plan increases the odds of positive outcomes.

Client satisfaction was measured in 2009 with the Mental Health Statistics Improvement Program (MHSIP, www.mhsip.org). This is the same survey tool used annually in Multnomah County since 2004. The survey contains 28 questions, answered on a five-point Likert scale (1= Strongly Agree to 5 = Strongly Disagree). The survey also includes a few personal information questions.

Over a three week period in May 2009, the MHSIP survey was given to adult Verity members when they arrived for regularly scheduled appointments with their mental health provider. Respondents were asked to place completed surveys in a sealed box in the lobby. No names were associated with any survey, so respondents were encouraged to be honest in their evaluation.

Fifteen agencies returned 832 valid MSHIP surveys. An overview table is presented in the Descriptive Analysis by Agency. Agencies with at least 20 respondents are presented and analyzed in this report.

The 28 questions on the MHSIP fall into four domains: Access, Quality, Satisfaction, and Outcome. Each domain was calculated by averaging the response scores of all questions in that domain. For analysis purposes, responses were divided into three rating categories (1 = Strongly Agree, 2 = Agree, 3 = Not Agree).

The four domains are comprised of the following questions:

Access

- The location of services was convenient (parking, public transportation, distance, etc.)
- Staff were willing to see me as often as I felt it was necessary
- Staff returned my call in 24 hours
- Services were available at times that were good for me
- I was able to get all the services I thought I needed
- I was able to see a psychiatrist when I wanted to

Satisfaction

- I like the services that I received here
- If I had other choices, I would still get services from this agency
- I would recommend this agency to a friend or family

Outcome

- I deal more effectively with daily problems
- I am better able to control my life
- I am better able to deal with crisis
- I am getting along better with my family
- I do better in social situations
- I do better in school and/or work
- My housing situation has improved
- My symptoms are not bothering me as much

Quality

- Staff here believe I can grow, change, and recover
- I felt comfortable asking questions about my treatment and medication
- I felt free to complain
- I was given information about my rights
- Staff encouraged me to take responsibility for how I live my life
- Staff told me what side effects to watch out for
- Staff respected my wishes about who is and who is not to be given information about my treatment
- I, not staff, decided my treatment goals
- Staff were sensitive to my cultural background (race, religion, language, etc.)
- Staff helped me obtain the information I needed so that I could take charge of managing my illness
- I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)

Executive Summary

- Roughly one in four (27%) Verity members served in the month of May completed a satisfaction survey.
- The distribution of survey respondents is reflective of Verity membership with respect to age and gender.
 - Men and women were similarly satisfied in all domains.
 - Adults age 66 and over were significantly more satisfied than those age 18-44 in the domains of Access ($p=.011$) and Quality ($p=.045$).
- The distribution of survey respondents is not reflective of Verity membership with respect to race and ethnicity.
 - Hispanic and African American Verity members were under-represented.
 - Caucasian, Asian/Pacific Islander, and Native American Verity members were over-represented.
 - In the Access domain, Asian/Pacific Islanders were significantly more satisfied than African American ($p=.05$) and Caucasian ($p=.01$) respondents.
- Length of service was not associated with satisfaction.
- Questions from the Quality domain have consistently been correlated to Outcome score.
- The following questions are strongly correlated ($R^2 = .655$) to Outcome scores:
 - I was able to get all the services I thought I needed (Access)
 - Staff helped me obtain the information I needed so that I could take charge of managing my illness (Quality)
 - I would recommend this agency to a friend or family (Satisfaction)
 - Staff encouraged me to take responsibility for how I live my life (Quality)

Results: Verity System Wide

A total of 832 surveys were completed by adult consumers. Of these, 62.6% were female and 37.4% were male, a split very similar to the Verity enrollees (64% and 36%, respectively).

Gender	Survey	Members
Female	62.6%	64.0%
Male	37.4%	36.0%

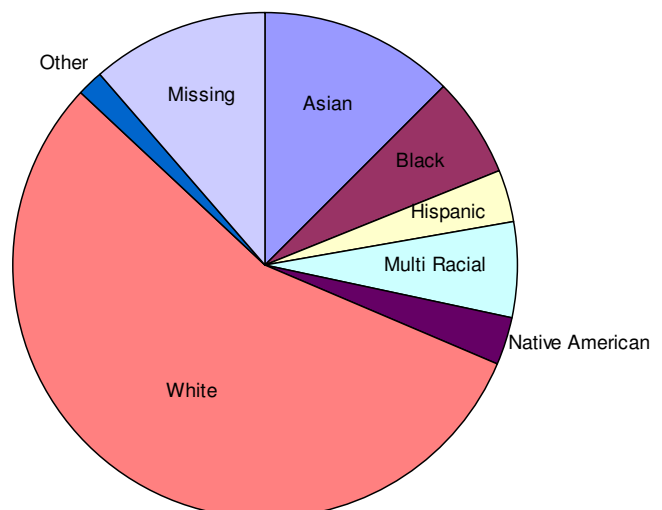
Roughly 20% of consumers were between age 18 and 29, and 7% were over 65 years. Most respondents (73.4%) were between age 30 and 65, with 33.6% between age 30 and 44 and 39.8% between age 45 and 65.

Caucasians, Native Americans, and Asian/Pacific Islanders were over-represented in survey respondents relative to the proportion of each ethnicity enrolled in Verity. Caucasians represented 55.4% of survey respondents, but only 47.4% of Verity members. Native Americans represented 3.2% of survey respondents, although only represent 1.7% of Verity members. Asian/Pacific Islanders represented 12.5% of survey respondents, but only 6.6% of Verity members. Other racial and ethnic categories were under-represented in survey respondents, including Black/African American and Hispanic/Latino. Black/African Americans represented 6.3% of survey respondents, but represent 14.2% of Verity members. Similarly, Hispanic/Latinos represented only 3.3% of survey respondents but 19.2% of Verity members.

	Frequency	Percent
Age		
18yr-29yr	104	19.6%
30yr-44yr	178	33.6%
45yr-65yr	211	39.8%
66yr+	37	7.0%
Gender		
Female	477	62.6%
Male	285	37.4%
Race/Ethnicity		
Asian/Pacific Islander	101	12.5%
Black/African American	51	6.3%
Hispanic/Latino	27	3.3%
Multi Racial/Ethnic	49	6.1%
Native American	26	3.2%
White/Caucasian	447	55.4%
Other	13	1.6%
Missing/Decline	93	11.5%
Length of Service		
0-3 months	214	27.8%
3-6 months	135	17.5%
6-12 months	94	12.2%
1+ yrs	327	42.5%

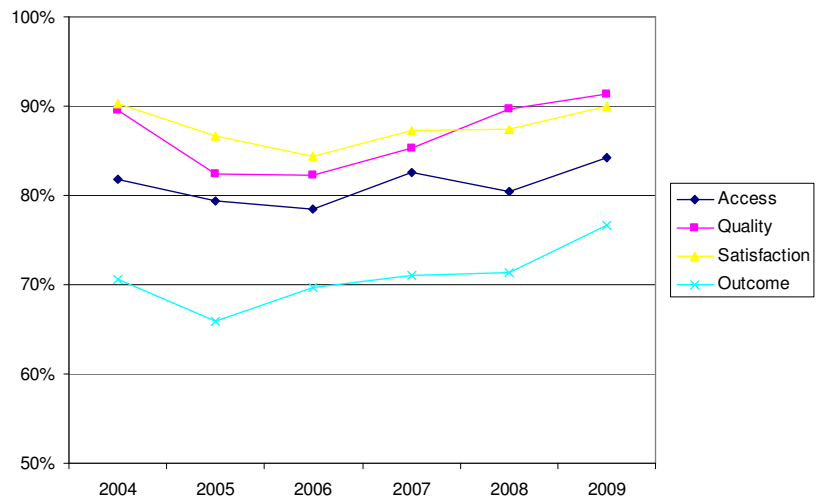
Race/Ethnicity	Survey	Members
Asian/Pacific Islander	12.5%	6.6%
Black/African American	6.3%	14.2%
Hispanic/Latino	3.3%	19.2%
Multi Racial/Ethnic	6.1%	
Native American	3.2%	1.7%
Russian		5.8%
White/Caucasian	55.4%	47.4%
Other	1.6%	
Missing/Decline	11.5%	5.1%

Surveys were available in many languages, including Spanish, Russian, Vietnamese, Bosnian, Cambodian-Khmer, Chinese, Hmong, Korean, and Somali.



Satisfaction by Year

There were no significant¹ differences in Access, Quality, Satisfaction, or Outcome among consumers between 2008 and 2009. The increase from 2005 to 2009 is significant, however, in all four domains ($p < .05$).

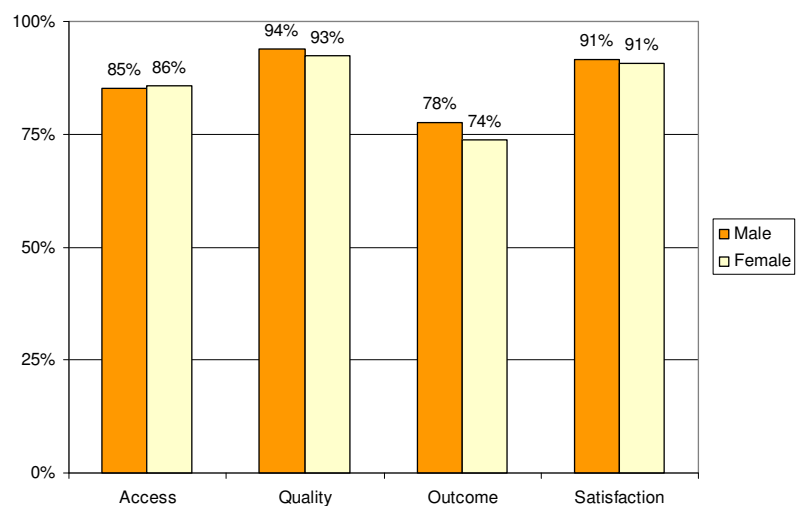


	2004	2005	2006	2007	2008	2009
<i>(number of surveys)</i>	494	1031	1269	931	764	832
Access	82%	79%	78%	83%	81%	84%
Quality	90%	82%	82%	85%	90%	91%
Satisfaction	90%	87%	84%	87%	87%	90%
Outcome	71%	66%	70%	71%	71%	77%

Satisfaction by Gender

There are no significant differences in satisfaction between males and females. The gender split among survey respondents was very similar to the gender split among all Verity adult members.

Percent Satisfied by Domain by Gender		
	Male	Female
Access	85%	86%
Quality	94%	93%
Outcome	78%	74%
Satisfaction	91%	91%



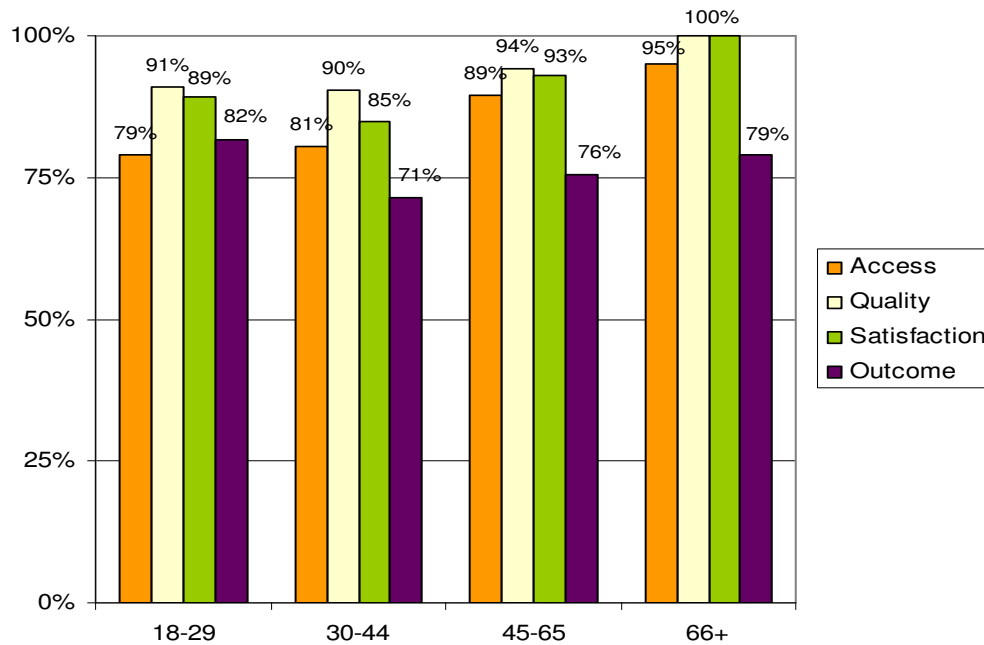
¹ Significant differences are reported at $p < .05$. To account for multiple tests, post hoc analyses are done with bonferroni adjustment.

Satisfaction by Age

Adults age 66+ years are significantly more satisfied than those 18-44 years in domains of Access ($p=.011$) and Quality ($p=.045$). There are no statistically significant differences between age categories in the Satisfaction and Outcome domains. Adults age 45-65 are not significantly more or less satisfied than any other age categories in these domains.

Satisfaction by Domain by Age

	18-29	30-44	45-65	66+
Access	79%	81%	89%	95%
Quality	91%	90%	94%	100%
Satisfaction	89%	85%	93%	100%
Outcome	82%	71%	76%	79%



Satisfaction by Race/Ethnicity

There were no significant differences in satisfaction by race/ethnicity except for the Access domain. Within Access, Asian/Pacific Islanders were significantly more satisfied than Black/African American ($p=.05$) and White/Caucasian ($p=.01$) respondents. In all domains, Asian/Pacific Islanders expressed the most satisfaction. Although not statistically significant, Native Americans were less satisfied in the Access domain, while those who declined to identify a race were less satisfied with Outcomes.

	Asian/ Pacific Islander	Black/ African American	Hispanic/ Latino	Multi Racial/ Ethnic	Native American	White/ Caucasian	Other	Decline
Access	99%	80%	91%	86%	73%	83%	89%	84%
Quality	99%	93%	95%	95%	95%	93%	73%	83%
Satisfaction	100%	89%	93%	92%	88%	90%	83%	84%
Outcome	86%	82%	73%	79%	79%	73%	71%	68%

Satisfaction by Length of Service

There were no significant differences in satisfaction by length of service. Length of service is the amount of time a consumer had been receiving services at the time they took the satisfaction survey.

Satisfaction by Domain by Length of Service				
	0-3 months	3-6 months	6-12 months	1+ yr
Access	81%	81%	88%	89%
Quality	89%	93%	94%	94%
Satisfaction	90%	88%	90%	92%
Outcome	76%	75%	69%	77%

Outcome Predictors

Stepwise regression was used to determine the questions that best predicted, or explained, outcome scores. The questions, and their domains, that best explain outcome scores are as follows:

- I was able to get all the services I thought I needed (Access)
- Staff helped me obtain the information I needed so that I could take charge of managing my illness (Quality)
- I would recommend this agency to a friend or family (Satisfaction)
- Staff encouraged me to take responsibility for how I live my life (Quality)

R-squared scores ranged from .594 for the first question listed above to .655 when all four questions were included in the model used to explain outcome scores. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .594 for the first question listed means that 59.4% of the variation in the outcome domain is due to that question. When all four questions are included in the model, 65.5% of the variation in the outcome domain is due to those four questions.

Future Plans

As part of Verity's continuous quality improvement plan, Verity will provide contracted agencies with their satisfaction survey data as it compares with overall Verity, state, and national data. We hope this information is utilized within each agency to improve quality and outcomes in areas identified by consumers.

Beginning in FY2009, Verity will implement an outcomes measurement system called ACORN, facilitated by the Center for Clinical Informatics (www.psychoutcomes.com). This outcomes measurement will be useful to clients, clinicians, and the Mental Health Organization (MHO) in monitoring consumers' progress. This outcomes tool will also identify critical points in treatment, enabling clinicians to intervene to maintain clients in treatment and improve overall outcomes. Verity hopes the impact of outcomes informed care will be evident in future satisfaction surveys.

Surveys will continue to be collected annually through all Verity outpatient provider agencies. Verity and the Quality Management Committee will determine appropriate interventions based on information gathered from consumers. Comments and suggestions may be directed to Sara Hallvik or Charmaine Kinney at 503-988-5464.

Comment Analysis

Counselors/Staff

Many consumers commented on the compassion and responsiveness of their counselors, often naming staff by name. Being able to relate to one's counselor was mentioned several times as key to success. Others commended reception staff for making them feel welcome in the agency. At least one person mentioned the benefit of reminder calls and flexibility with re-scheduling appointments. Several mentioned the need for more counselors, reduced staff turnover, and higher staff pay. A few consumers mentioned the benefit of determining treatment goals collaboratively with their counselor, rather than being told what to do. Others offered suggestions, including the need for additional time with their counselor and better staff attitude.

Self-Responsibility

Many consumers appreciated playing an active role and taking responsibility for their own recovery. Many mentioned that their counselors made them work hard at treatment goals including cooperating, stress and anxiety coping, self-love, positive social interaction, comfort in crowds, and humor. Taking responsibility for these improvements were attributed to successful treatment.

Prescribers/Medication

The majority of consumer comments regarding medication management were negative. Many consumers said they were on the wrong prescriptions or the wrong dose, but prescribers did not acknowledge their wishes. Consumers with positive experiences said being on the right medication was helping tremendously.

Access

Many consumers mentioned the need for timely appointments: quicker access to services, on time appointments, access to more frequent services, and more appointment availability, especially on Fridays, weekends, and evenings. Several appreciated one on one therapy sessions, while others felt they benefitted most from groups. Many appreciated the availability of their counselors, saying they felt supported knowing they could always call someone when they needed help. A few said that they felt safe in their agency, or that the agency had helped them grow in their spirituality which benefited other areas of their life.

Talking / Listening

Most consumers said that having someone to talk to who would listen without judgment helped them feel comfortable and make progress on their treatment goals. A few mentioned they would like their counselor to ask more questions to help guide the conversation, and to explain things in a way they could understand.

Additional Needs

Many consumers asked for more community activities, exercise, and outings. Others request additional parking and larger meeting spaces and counseling offices, gender specific restrooms, free computer access, and cable TV.

Asian Health & Service Center

The proportion of men and women who are satisfied in each domain is very similar, but women were more likely to strongly agree, rather than agree ($p=.022$). Women were also marginally more likely to be very satisfied in the Satisfaction domain ($p=.071$). Analysis focuses on the distinction between “Strongly Agree” and “Agree” due to the very high satisfaction reported among Asian Health & Service Center clients.

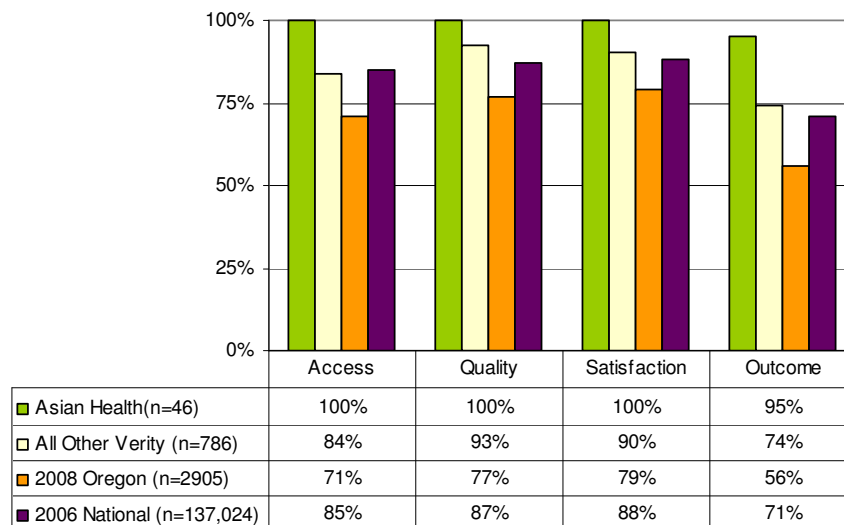
	Female	Male
Access	100%	100%
Quality	100%	100%
Satisfaction	100%	100%
Outcome	89%	100%

There were no significant differences in client satisfaction between years in the access, quality, or satisfaction domains. Outcome satisfaction increased significantly ($p<.04$) in 2009 from all previous years except 2004.

	2004	2005	2007	2008	2009
<i>(number of surveys)</i>	29	18	36	31	46
Access	100%	100%	100%	97%	100%
Quality	93%	100%	97%	100%	100%
Satisfaction	100%	100%	97%	100%	100%
Outcome	93%	72%	56%	74%	95%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. No single question or combination of questions explained positive outcome scores more than others at Asian Health & Service Center. This may be due to the high overall satisfaction scores in every domain.

Compared to all other Verity agencies, Asian Health & Service Center consumers reported higher satisfaction in all domains: Access, Quality, Satisfaction, and Outcome.



Cascadia

The proportion of men and women reporting satisfaction in each of the domains is similar. In the Outcome domain, men are marginally more likely to report satisfaction than women ($p=.083$).

	Female	Male
Access	89%	93%
Quality	95%	100%
Satisfaction	94%	98%
Outcome	80%	93%

Client satisfaction in the access domain increased significantly ($p<.05$) in 2009 from all previous years except 2006. Quality satisfaction increased significantly ($p<.01$) in 2009 from all previous years except 2004 and 2008. There were no significant changes in satisfaction or outcome in 2009.

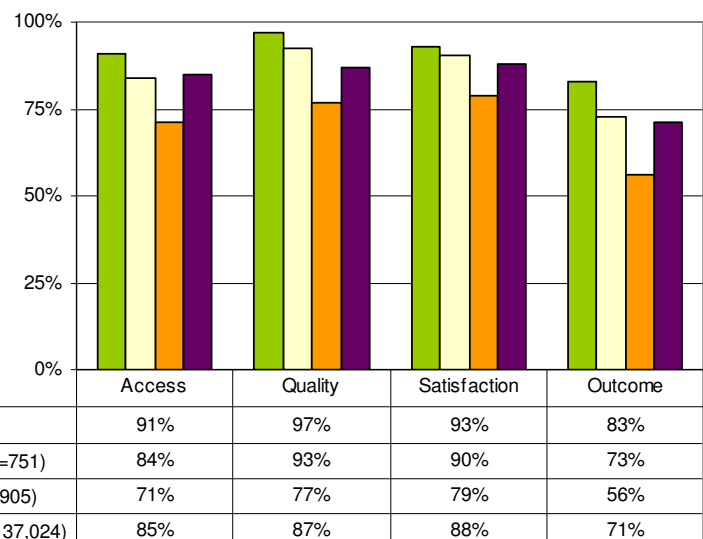
	2004	2005 (spring)	2005 (fall)	2006 (spring)	2006 (fall)	2007	2008	2009
(number of surveys)	204	245	224	248	444	448	225	81
Access	77%	72%	76%	79%	77%	79%	80%	91%
Quality	88%	76%	71%	78%	80%	80%	87%	97%
Satisfaction	87%	80%	88%	81%	83%	81%	83%	93%
Outcome	56%	63%	59%	69%	67%	70%	71%	83%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores at Cascadia. The questions, and their domains, that best explain outcome scores are as follows:

- I would recommend this agency to a friend or family (Satisfaction)
- Staff respected my wishes about who is and who is not to be given information about my treatment (Quality)
- I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line, etc.) (Quality)

R-squared scores ranged from .463 for the first question listed above to .637. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .463 means that 46.3% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, Cascadia consumers reported higher satisfaction in all domains: Access, Quality, Satisfaction, and Outcome.



Central City Concern

Men were significantly more likely than women to report satisfaction in the Access domain ($p=.005$). Men were also marginally more likely than women to report satisfaction in the Quality ($p=.063$) and Outcome ($p=.074$) domains.

	Female	Male
Access	64%	94%
Quality	67%	95%
Satisfaction	82%	90%
Outcome	44%	75%

There were no significant differences in Access, Quality, Satisfaction, or Outcomes satisfaction over the years.

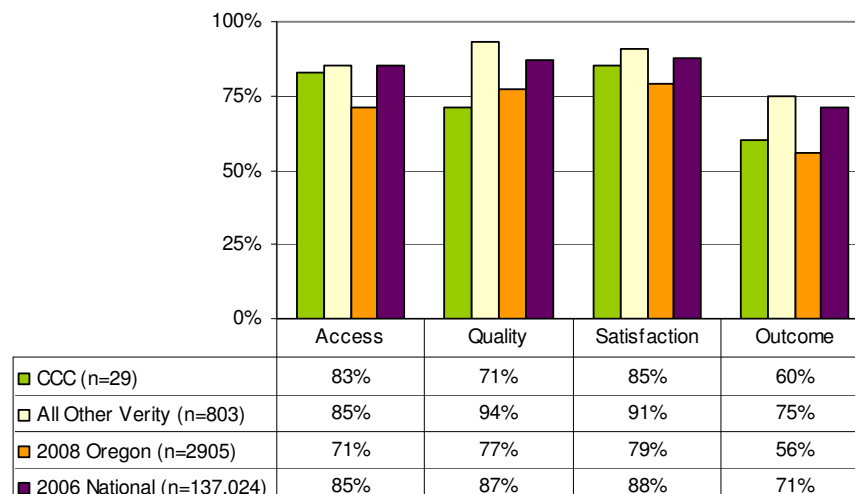
	2006 (fall)	2007	2008	2009
(number of surveys)	10	13	15	29
Access	70%	92%	80%	83%
Quality	70%	92%	93%	71%
Satisfaction	80%	92%	93%	85%
Outcome	80%	77%	67%	60%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The question, and its domain, that best explain outcome scores is:

- Staff returned my call in 24 hours (Access)

The R-squared score was .404. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .404 means that 40.4% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, Central City Concern consumers reported slightly lower satisfaction in all domains: Access, Quality, Satisfaction, and Outcome.



DePaul Treatment Center

There are no significant or marginal differences in satisfaction between men and women.

	Female	Male
Access	48%	70%
Quality	82%	91%
Satisfaction	74%	86%
Outcome	71%	73%

There were no significant differences in Access, Quality, Satisfaction, or Outcomes satisfaction over the years.

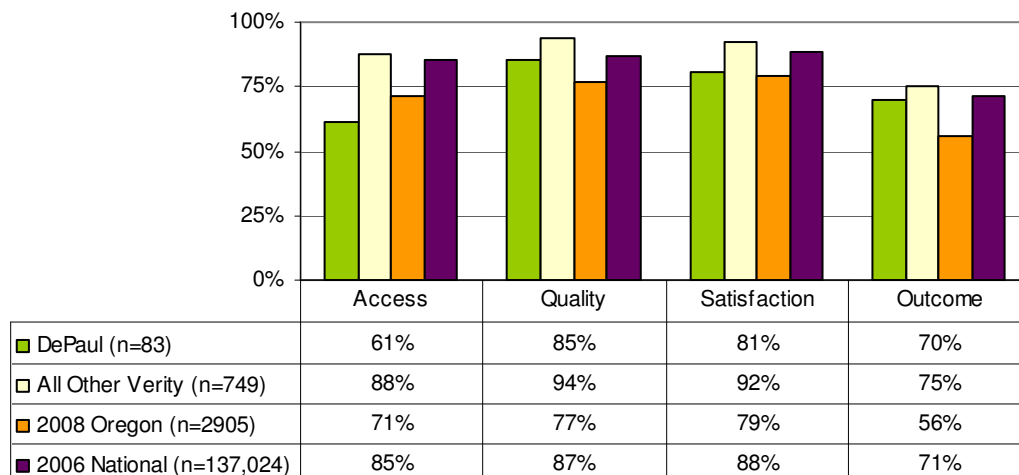
	2004	2005 (spring)	2006 (fall)	2007	2008	2009
<i>(number of surveys)</i>	72	6	14	6	18	83
Access	57%	67%	64%	83%	72%	61%
Quality	76%	83%	93%	100%	94%	85%
Satisfaction	76%	67%	79%	83%	89%	81%
Outcome	69%	80%	86%	100%	83%	70%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The questions, and their domains, that best explain outcome scores are as follows:

- I was able to get all the services I thought I needed (Access)
- I felt free to complain (Quality)
- I was given information about my rights (Quality)

R-squared scores ranged from .523 for the first question listed above to .655 when all three questions were included in the model. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .523 for the first question listed means that 52.3% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, DePaul consumers reported slightly lower satisfaction in all domains: Access, Quality, Satisfaction, and Outcome.



Lifeworks NW

Women are marginally more satisfied with Quality ($p=.083$). In all other domains men and women are similarly satisfied.

	Female	Male
Access	78%	76%
Quality	89%	85%
Satisfaction	88%	79%
Outcome	70%	62%

There were no significant differences in Access, Quality, Satisfaction, or Outcomes satisfaction between 2008 and 2009. In the Outcome domain, satisfaction increased significantly ($p=.013$) between 2006 and 2009.

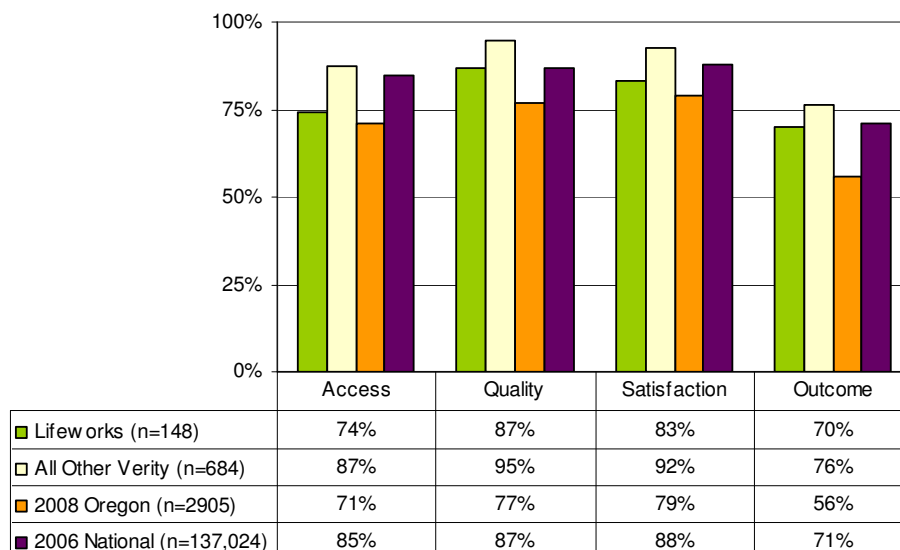
	2005 (spring)	2005 (fall)	2006 (fall)	2007	2008	2009
<i>(number of surveys)</i>	44	62	85	108	183	148
Access	89%	73%	68%	71%	78%	74%
Quality	91%	79%	82%	83%	89%	87%
Satisfaction	91%	68%	78%	88%	89%	83%
Outcome	54%	65%	51%	64%	70%	70%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The question, and its domain, that best explains outcome scores is:

- I was able to get all the services I thought I needed (Access)

The R-squared score was .506. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .506 means that 50.6% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, Lifeworks consumers reported slightly lower satisfaction in all domains: Access, Quality, Satisfaction, and Outcome.



Lutheran Community Services

Men are marginally more likely to report satisfaction in the Quality domain than women ($p=.055$). In all other areas, men and women report similar satisfaction.

	Female	Male
Access	88%	100%
Quality	94%	100%
Satisfaction	88%	100%
Outcome	80%	67%

There were no significant differences in Access, Quality, Satisfaction, or Outcomes satisfaction over the years.

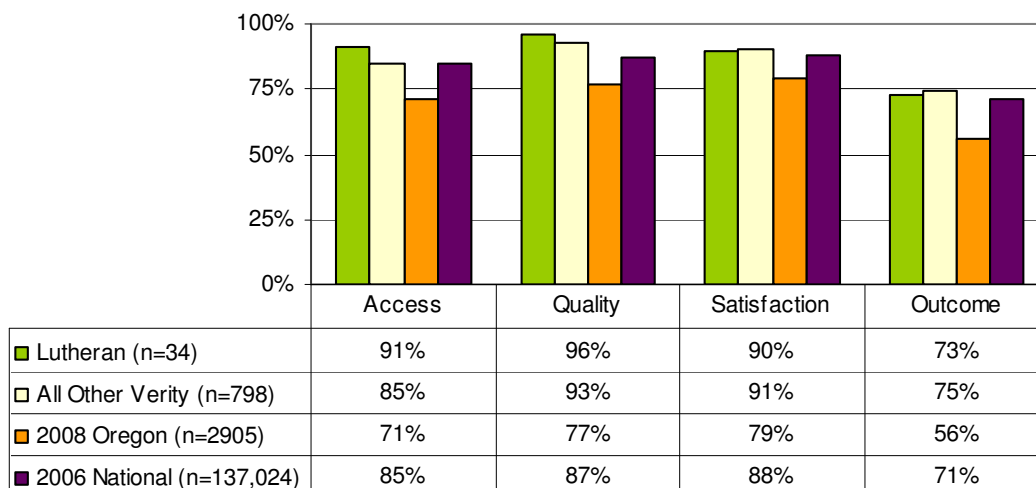
	2004	2005 (spring)	2005 (fall)	2006 (spring)	2006 (fall)	2007	2008	2009
<i>(number of surveys)</i>	6	27	17	127	10	21	49	34
Access	100%	85%	76%	71%	90%	90%	84%	91%
Quality	83%	85%	88%	80%	90%	95%	98%	96%
Satisfaction	100%	89%	94%	82%	90%	95%	96%	90%
Outcome	67%	47%	47%	67%	78%	70%	73%	73%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The question, and its domain, that best explain outcome scores is:

- I was able to get all the services I thought I needed (Access)

The R-squared score was .435. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .435 means that 43.5% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, Lutheran consumers reported higher satisfaction in the Access and Quality domains, similar satisfaction in the Satisfaction domain, and slightly lower satisfaction in the Outcome domain.



NARA NW

There are no significant or marginal differences in satisfaction between men and women.

	Female	Male
Access	90%	74%
Quality	100%	95%
Satisfaction	100%	91%
Outcome	100%	83%

There were no significant differences in Access, Quality, Satisfaction, or Outcomes satisfaction over the years.

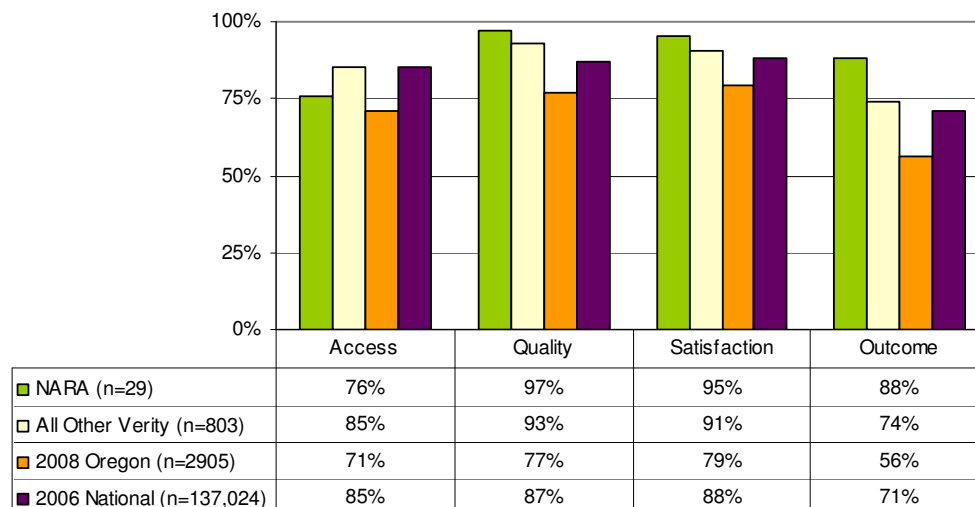
	2006 (fall)	2007	2008	2009
<i>(number of surveys)</i>	42	55	37	29
Access	64%	69%	78%	76%
Quality	81%	87%	95%	97%
Satisfaction	81%	91%	97%	95%
Outcome	64%	69%	76%	88%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The question, and its domain, that best explain outcome scores is:

- Staff helped me obtain the information I needed so that I could take charge of managing my illness (Quality)

The R-squared score was .716. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .716 means that 71.6% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, NARA consumers reported higher satisfaction in the Quality, Satisfaction, and Outcome domains, and slightly lower satisfaction in the Access domain.



OHSU - IPP

Men were significantly more likely to report satisfaction in the Outcome ($p=.037$) and Satisfaction ($p=.017$) domains than women. In all other areas, men and women report similar satisfaction.

	Female	Male
Access	97%	100%
Quality	94%	100%
Satisfaction	100%	95%
Outcome	62%	100%

There were no significant differences in Access, Quality, Satisfaction, or Outcomes satisfaction over the years.

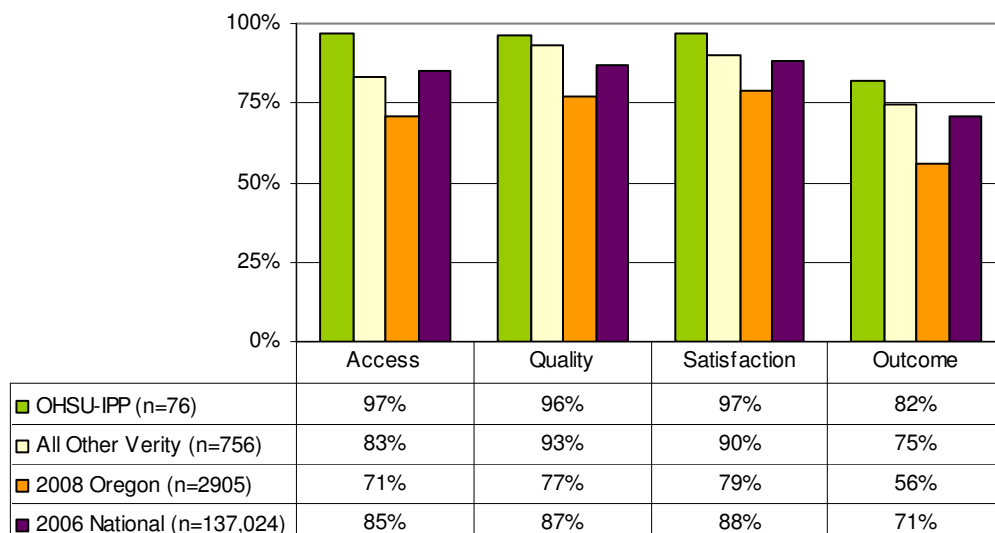
	2004	2005 (spring)	2005 (fall)	2006 (spring)	2006 (fall)	2007	2008	2009
(number of surveys)	170	157	112	62	87	139	91	76
Access	95%	92%	83%	97%	94%	96%	87%	97%
Quality	96%	97%	87%	95%	93%	95%	95%	96%
Satisfaction	98%	96%	93%	95%	97%	97%	86%	97%
Outcome	85%	75%	76%	95%	80%	82%	84%	82%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The question, and its domain, that best explain outcome scores is:

- I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.) (Quality)

The R-squared score was .226. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .226 means that 22.6% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, OHSU-IPP consumers reported higher satisfaction in all domains: Access, Quality, Satisfaction, and Outcomes.



Project Quest

Men were significantly more likely than women to report satisfaction in the Quality domain ($p=.005$). In all other areas, men and women report similar satisfaction.

	Female	Male
Access	85%	100%
Quality	92%	100%
Satisfaction	100%	100%
Outcome	88%	73%

There were no significant differences in Access, Quality, Satisfaction, or Outcomes satisfaction over the years.

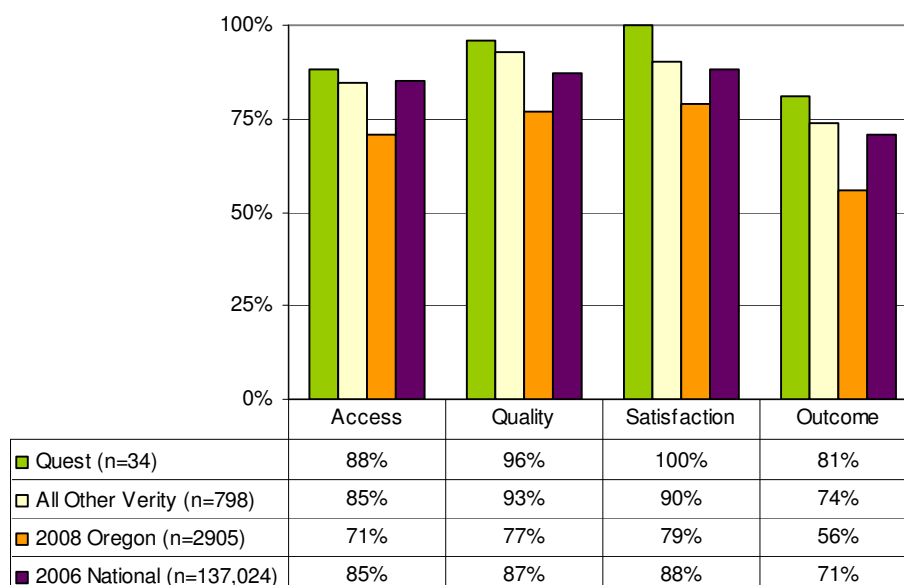
	2006 (fall)	2007	2009
<i>(number of surveys)</i>	<i>24</i>	<i>31</i>	<i>34</i>
Access	96%	100%	88%
Quality	96%	97%	96%
Satisfaction	96%	100%	100%
Outcome	88%	90%	81%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The question, and its domain, that best explain outcome scores is:

- I was able to see a psychiatrist when I wanted to (Access)

The R-squared score was .261. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .261 means that 26.1% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, Quest consumers reported higher satisfaction in all domains: Access, Quality, Satisfaction, and Outcomes.



Western Psychological Counseling Services

Women were marginally more likely than men to report satisfaction in the Satisfaction domain ($p=.067$). In all other areas, men and women report similar satisfaction.

	Female	Male
Access	93%	100%
Quality	98%	100%
Satisfaction	95%	93%
Outcome	77%	86%

Client satisfaction in the Access, Quality, and Outcome domains increased significantly in 2009 from previous years ($p<.05$). There were no significant changes in the Satisfaction domain.

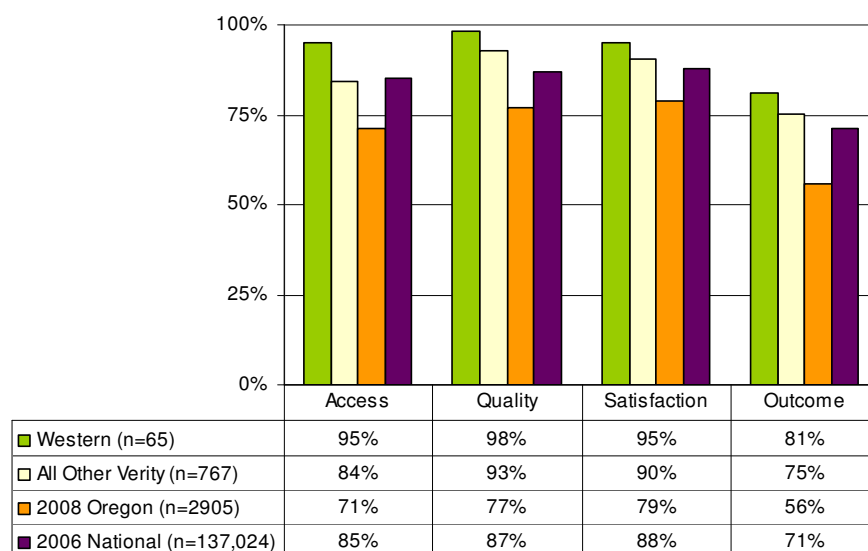
	2006 (fall)	2007	2008	2009
(number of surveys)	42	28	58	65
Access	88%	93%	81%	95%
Quality	90%	89%	86%	98%
Satisfaction	88%	96%	90%	95%
Outcome	63%	54%	56%	81%

Stepwise regression was used to determine the question(s) that best predicted, or explained, outcome scores. The question, and its domain, that best explain outcome scores is:

- Staff helped me obtain the information I needed so that I could take charge of managing my illness (Quality)

The R-squared score was .230. R-squared is a measure of the extent to which the predictor explains the outcome measure. For example, an R-squared of .230 means that 23% of the variation in the outcome domain is due to that question.

Compared to all other Verity agencies, Western consumers reported higher satisfaction in all domains: Access, Quality, Satisfaction, and Outcomes.



Appendix A: Descriptive Information by Agency

	Asian Health		Cascadia		CCC		CODA		DePaul		InAct		Lifeworks		Luke Dorf		Lutheran		NARA		OHSU-IPP		DBT		Quest		Western		All	
Surveys Received	46		106		37		16		115		3		186		11		41		39		89		4		54		81		832	
Response Rate*	59%		9%		14%		41%		78%		100%		24%		12%		49%		100%		28%		100%		100%		45%		27%	
Gender	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Female	28	61	55	57	11	30	14	88	42	37	3	100	133	76	3	30	26	63	16	41	58	74	4	100	30	57	70	92	493	63
Male	18	39	42	43	24	65	2	13	73	64	0	0	42	24	7	70	9	22	22	56	20	26	0	0	23	43	6	8	288	37
Age	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Average (yrs)	67		44		49		39		37		40		40		47		45		36		57		42		45		36		42	
18-29	1	3	9	12	2	10	1	8	33	41	1	33	26	23	1	14	3	12	9	31	4	6	0	0	1	3	20	36	111	20
30-44	4	10	26	34	1	5	7	58	37	46	1	33	41	37	1	14	8	31	15	52	5	8	3	75	18	45	17	30	184	32
45-65	9	23	41	54	18	86	4	33	10	12	1	33	43	39	5	71	15	58	5	17	38	60	1	25	20	50	19	34	229	40
66+	25	64	0	0	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	16	25	0	0	1	3	0	0	44	8
Time in Services	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
0-3 months	6	14	24	26	19	51	11	69	51	45	2	67	40	23	0	0	5	14	14	37	2	3	3	75	6	12	29	38	212	28
3-6 months	5	12	14	15	2	5	4	25	29	25	1	33	36	21	2	20	3	8	17	45	2	3	0	0	4	8	16	21	135	18
6-12 months	5	12	10	11	3	8	0	0	7	6	0	0	30	17	0	0	9	25	5	13	2	3	0	0	11	22	12	16	94	12
12+ months	27	63	46	49	12	32	1	6	27	24	0	0	70	40	8	80	19	53	2	5	63	91	1	25	29	58	20	26	325	42
Race/Ethnicity	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Asian/Pacific Islander	44	96	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	3	61	69	1	25	1	2	0	0	110	13
Black/African American	0	0	4	4	4	11	1	6	14	12	0	0	24	13	1	9	1	2	0	0	1	1	0	0	1	2	1	1	52	6
Hispanic/Latino	0	0	1	1	0	0	0	0	9	8	0	0	6	3	0	0	2	5	0	0	0	0	0	0	2	4	7	9	27	3
Multiracial/Ethnic	0	0	9	9	2	5	1	6	9	8	0	0	7	4	0	0	1	2	11	28	1	1	0	0	0	0	8	10	49	6
Native American	0	0	1	1	0	0	0	0	2	2	0	0	2	1	1	9	1	2	20	51	0	0	0	0	0	0	0	0	27	3
White/Caucasian	0	0	75	71	23	62	14	88	74	64	3	100	124	67	6	55	26	63	6	15	4	5	3	75	46	85	50	62	454	55
Other	0	0	1	1	3	8	0	0	2	2	0	0	3	2	0	0	0	0	0	0	4	5	0	0	0	0	0	0	13	2
Missing/Decline	2	4	14	13	5	14	0	0	4	4	0	0	20	11	3	27	10	24	1	3	18	20	0	0	4	7	15	19	96	12
Domain (% Agree)	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Access	46	100	73	91	23	83	14	100	55	61	1	50	169	74	10	100	31	91	23	76	70	97	3	100	31	88	57	95	606	84
Quality	43	100	69	97	26	71	12	92	87	85	1	50	120	87	8	89	26	96	31	97	63	96	4	100	25	96	44	98	559	91
Satisfaction	45	100	94	93	30	85	15	94	91	81	2	100	158	83	9	81	37	90	35	95	75	97	4	100	53	100	76	95	724	90
Outcome	13	95	55	83	16	60	9	90	65	70	1	100	72	70	5	45	16	73	22	88	25	82	3	100	25	81	36	91	363	77

*response rate was calculated by dividing the total number of surveys by the number of distinct clients served in May 2009.