

# **MRSAP Quality Improvement and Outcomes (QIO) Committee**

## **Data Report for April 7, 2010 Meeting**

### ***Introduction***

A very important part of monitoring the closure of Mayview State Hospital is asking people discharged how they are doing in the community. Trained teams of consumer and family member interviewers called Consumer and Family Satisfaction Teams (CFSTs) interview people discharged every six months to ask them questions about their experiences in the community. The individual surveys are sent to the counties (with the person's permission) so each county can follow up on concerns. The surveys are also summarized in reports so we can review how the process is going overall.

We have reviewed data from the surveys at two other QIO meetings. This report looks at the survey responses in a different way. We included people who completed at least two surveys to see whether people's experiences and opinions change the longer they are living in the community.

This report includes the following sections:

- Response rate
- Satisfaction with services
- Housing
- Income, employment, and education
- Physical and mental health
- Quality of life

Please review this report before the April 7<sup>th</sup> meeting. There is space after each section for you to write your comments and questions.

## Survey Response Rates

The CFSTs attempt to interview people every six months after their discharge date. Sometimes people do not want to be interviewed, or they are in the hospital, or for other reasons they aren't able to be reached. The CFST will try several times, and sometimes the surveys are completed later than the month they are due.

It is important to understand how many people completed the interviews and how many people do not. If a large percent refuse or don't complete the survey, we can be less confident that the results tell us how people in general are doing.

For this report, we included **the earliest and most recent surveys** for each individual who had completed at least two interviews since their discharge. Chart 1 shows the number of surveys by county.

**Chart 1**

Number of Surveys People have Completed, by County 2008-2009						
County	# of people who have completed 0 surveys	# of people who have completed 1 survey	# of people who have completed 2 surveys	# of people who have completed 3 surveys	# of people who have completed 4 surveys	Grand Total
Allegheny	58	55	62	43	11	229
Beaver	2	2	6	11	6	27
Lawrence	4	4				8
Washington	6	3	7	5	1	22
Grand Total	70	64	75	59	18	286

Overall, the response rate for 2009 is 59%. This means that 59 out of every 100 surveys that were due in 2009 were completed. Across 2008-2009:

- About 36% of people have completed ALL of their 6-month interviews
- Another 30% have completed at least half of their 6-month interviews
- 8% completed a quarter or a third of their 6-month interviews
- 24% (70 people) have not completed any 6-month interviews

We investigated with the counties reasons why 70 people have not had any surveys completed. The reasons are summarized in Chart 2.

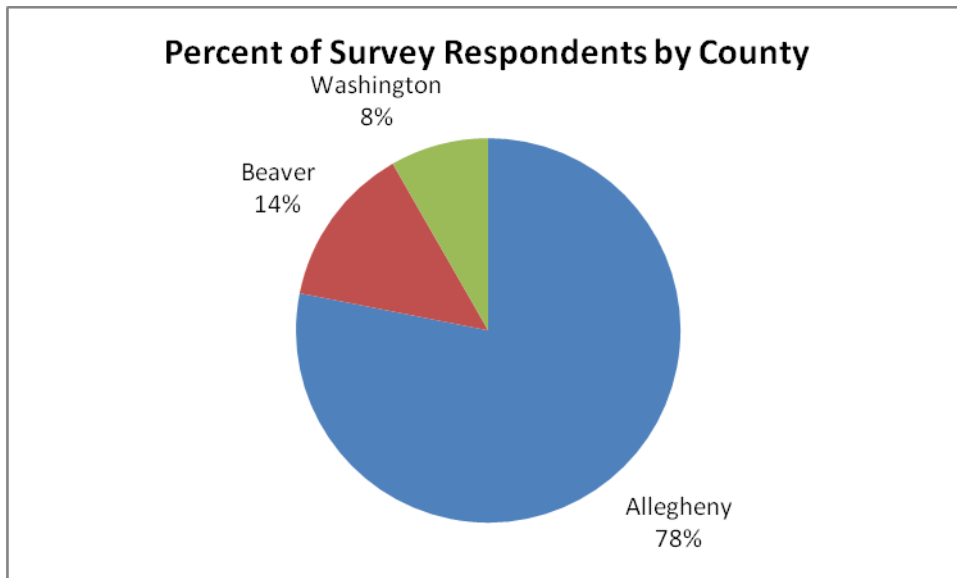
**Chart 2**

Reasons why people have not completed any interviews, by County							
	Refused	Moved from area	Transferred to Torrance	Hospitalized	In Jail	Not tracked	Total
Allegheny	26	5	16	2	3	3	55
Beaver	1					1	2
Lawrence		1	2			1	4
Washington	2	1	1		1	2	7
Total	29	7	19	2	4	7	68*

\* Please note that Allegheny had three individuals who have completed interviews but were not yet entered into the database at the time Chart 1 was generated.

In total, 169 people have completed two or more interviews. Chart 3 shows the county breakdown for the interview respondents included in this report. Most are from Allegheny County (132 people, 78%), followed by Beaver County (23 people, 14%) and Washington County (14 people, 8%).

**Chart 3**



Of the people completing at least two interviews:

- 40% are African-American
- 58% are white
- 2% are of another race or race wasn't reported
- 40% are female and 60% are male
- The average age is 47 years

The amount of time between each person's two interviews varied.

- 22% (37 people) had less than six months between their interviews
- 45% (76 people) had 6 months to one year between their interviews
- 21% (36 people) had 12 to 18 months between their interviews
- 12% (20 people) had more than 18 months between their interviews

**Questions or comments about survey response rates:**

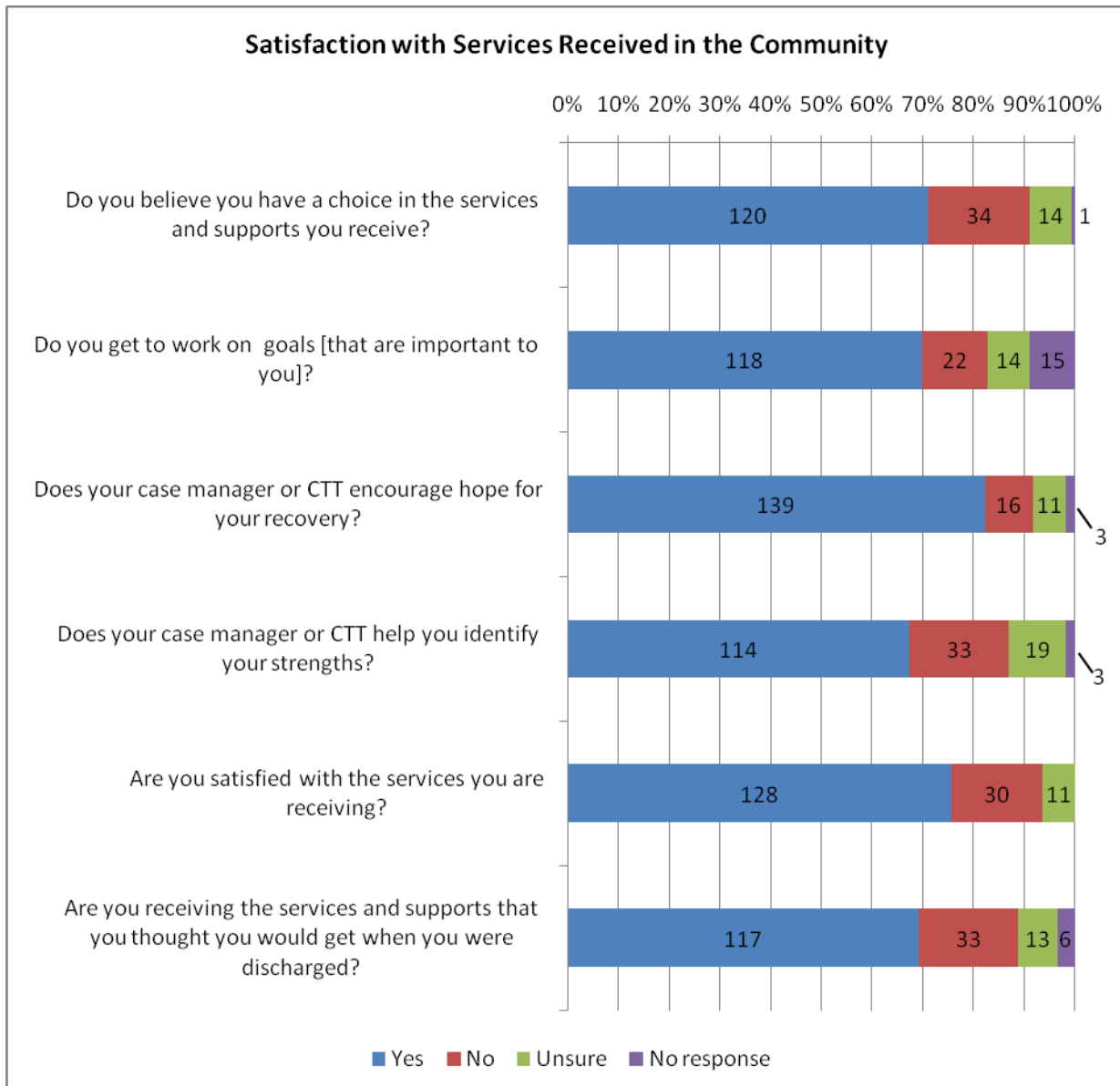
### HOW TO READ THE CHARTS

- All the following charts include 169 people. This is the total number of people who completed at least two interviews.
- The charts show responses from people’s most recent interview. The text after the charts explains any differences between the first and most recent interviews, and County-specific data.
- The bar charts include the number of people who gave each answer.

### Satisfaction with Services

Chart 4 below shows how people feel about the services they are receiving in the community.

Chart 4



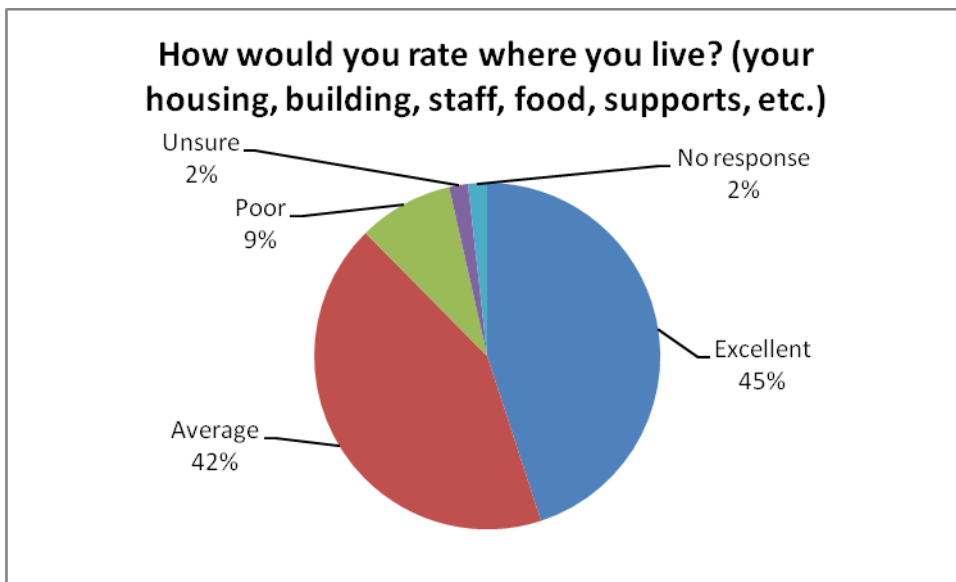
Overall, people reported similar levels of satisfaction in both interviews.

In their most recent interview, forty-seven people (28%) said that they needed services and supports that they weren't receiving. When asked what else they needed, there were several themes in the responses:

- Money
- Prefer a different housing arrangement
- Different psychiatrist
- Additional or different groups and activities
- Assistance with transportation
- Housing

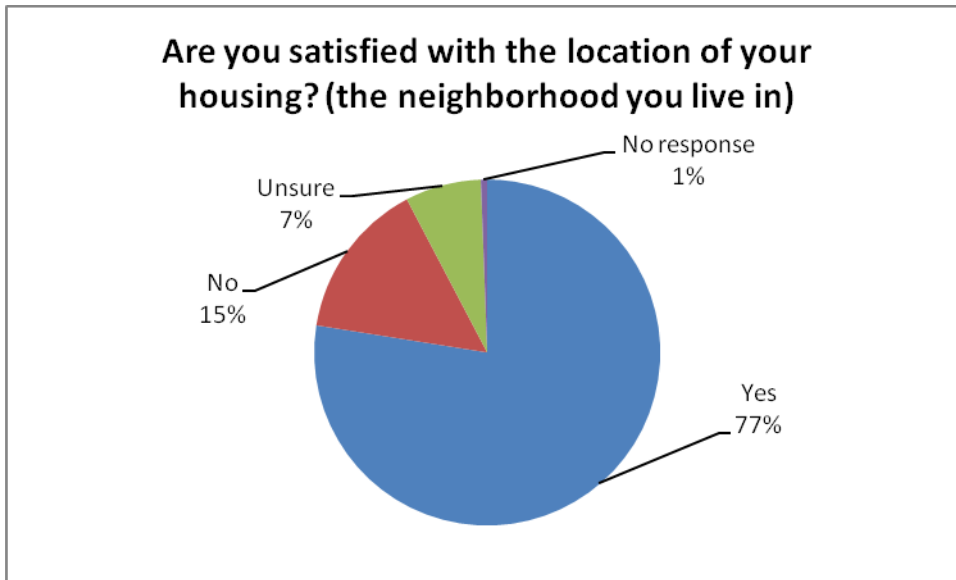
## ***Housing***

**Chart 5**



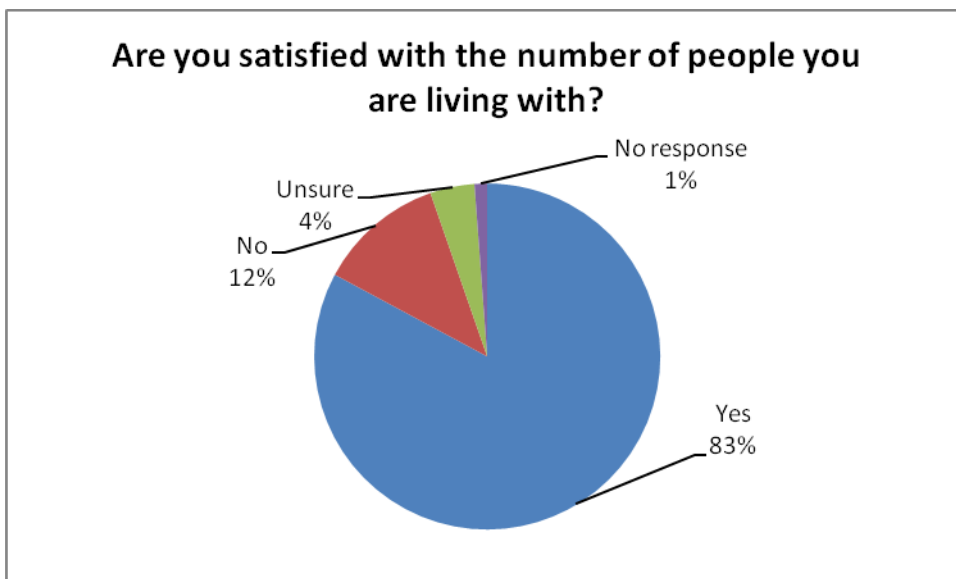
Of the 15 people (9%) who rated their housing as poor, 14 live in Allegheny County and one lives in Beaver County. Most people rated their housing as excellent or average; between their first and most recent interview, an equal number of people switched between the "excellent" and "average" categories.

**Chart 6**



Of the 25 people (15%) of people who are not satisfied with the location of their housing, 19 live in Allegheny County, 4 live in Beaver County, and 2 live in Washington County.

**Chart 7**

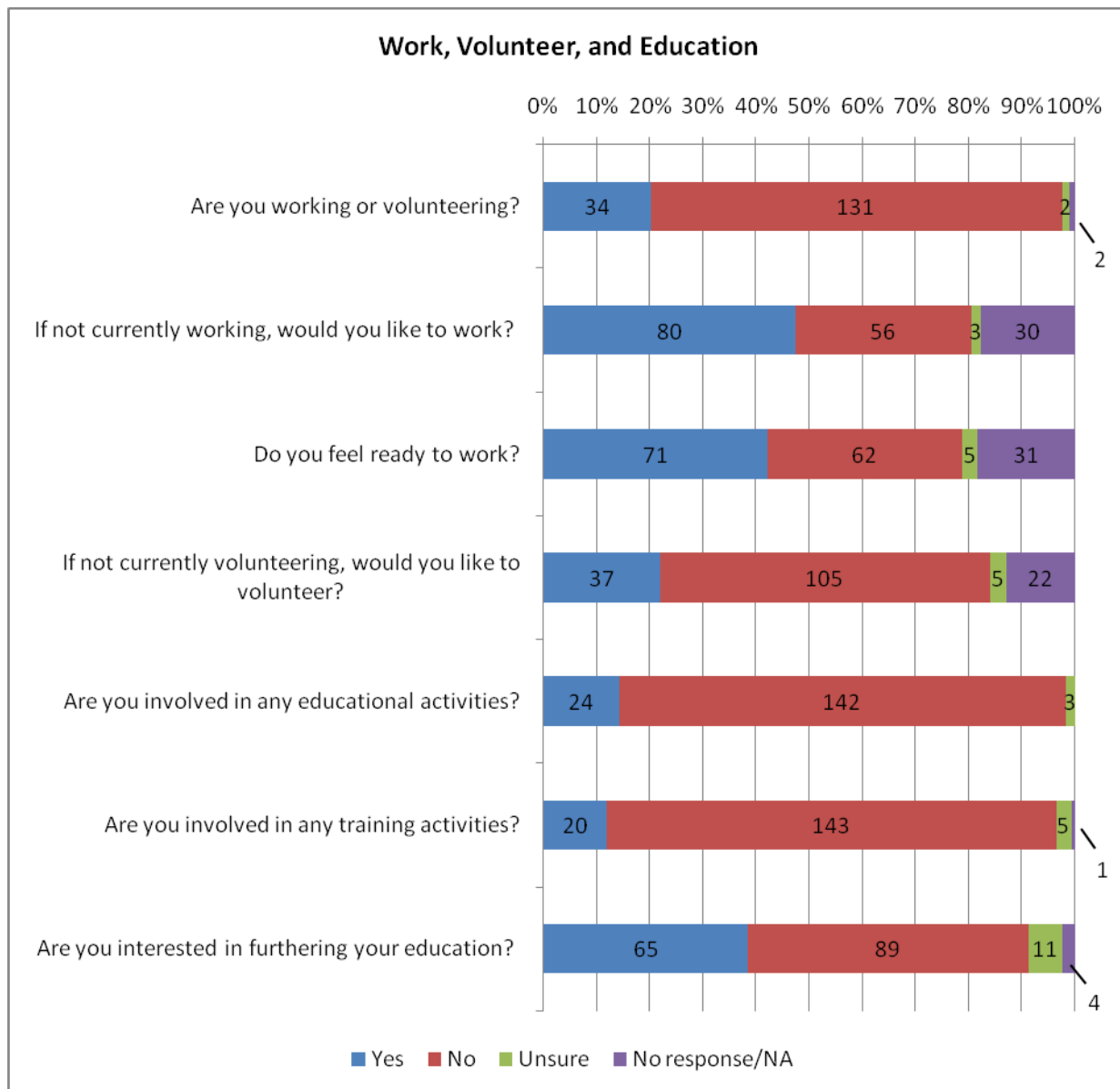


Of the 20 people (12%) who are not satisfied with the number of people they are living with, 18 people live in Allegheny County and 2 people live in Beaver County. There were very few changes in housing opinions (Charts 6 & 7) from the first survey to the most recent survey.

**Questions or comments about the housing charts:**

## Income, Employment, and Education

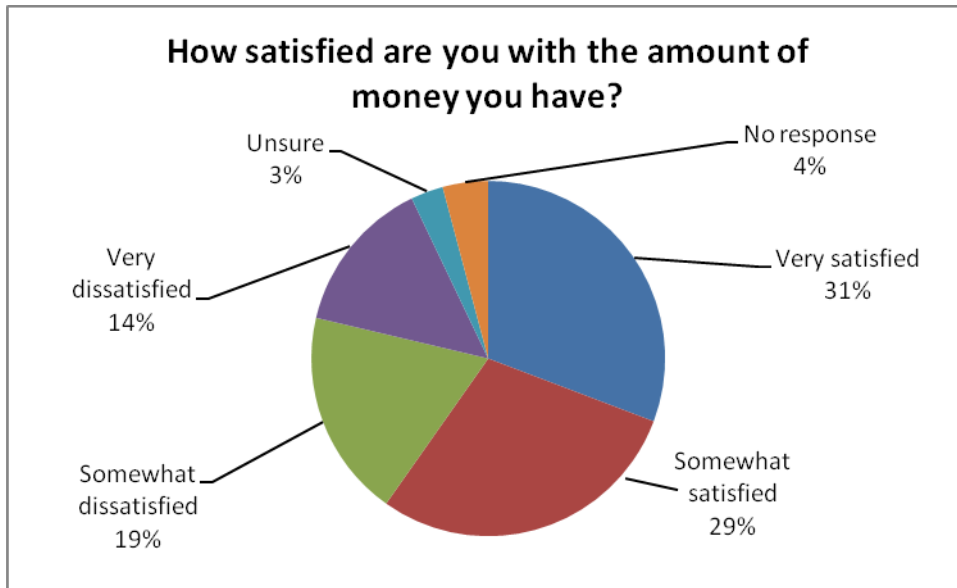
Chart 8



- Of the 34 people (20%) working or volunteering, 25 live in Allegheny County, 6 live in Beaver County, and 3 live in Washington County.
- The most common types of work are working at the CTT car wash, cleaning, janitorial or office work, food service, or working at the Beaver County Rehabilitation Center (BCRC).
- There was a small decline in the total number of people working when comparing the first interview to the most recent interview (40 people to 32 people). About the same number of people got jobs/volunteer activities as lost them between the two interviews.

- While some people changed their minds about wanting to work between their two interviews, overall, more people expressed an interest in work during their most recent interview, and more people expressed a readiness to work in their most recent interview, when compared to their first interview.

**Chart 9**



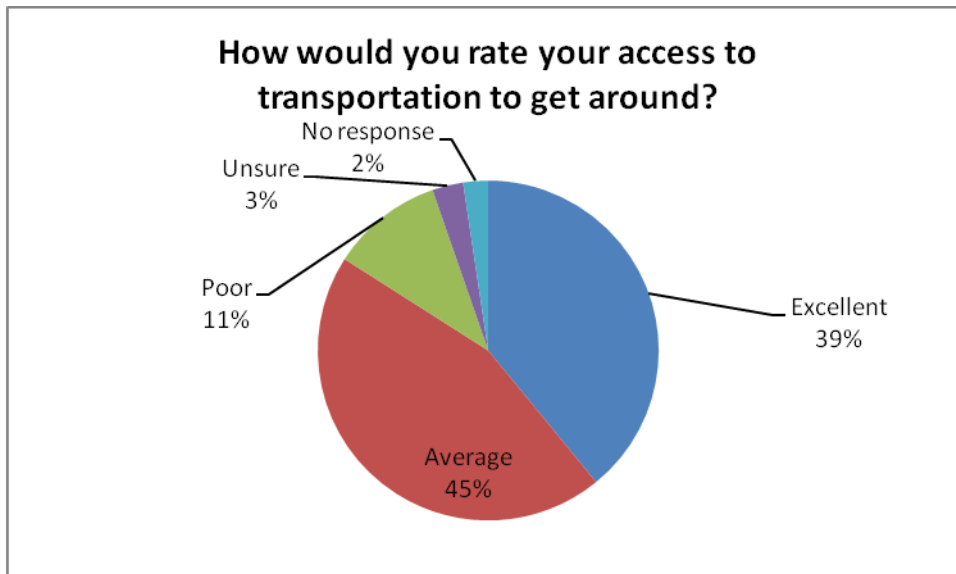
Overall, 60% of people are either somewhat or very satisfied with the amount of money they have. About 33% of people are somewhat or very dissatisfied with their level of income. The overall percentages of dissatisfaction were similar from people’s first interview to their most recent interview.

**Questions or comments about employment, education, and income charts:**



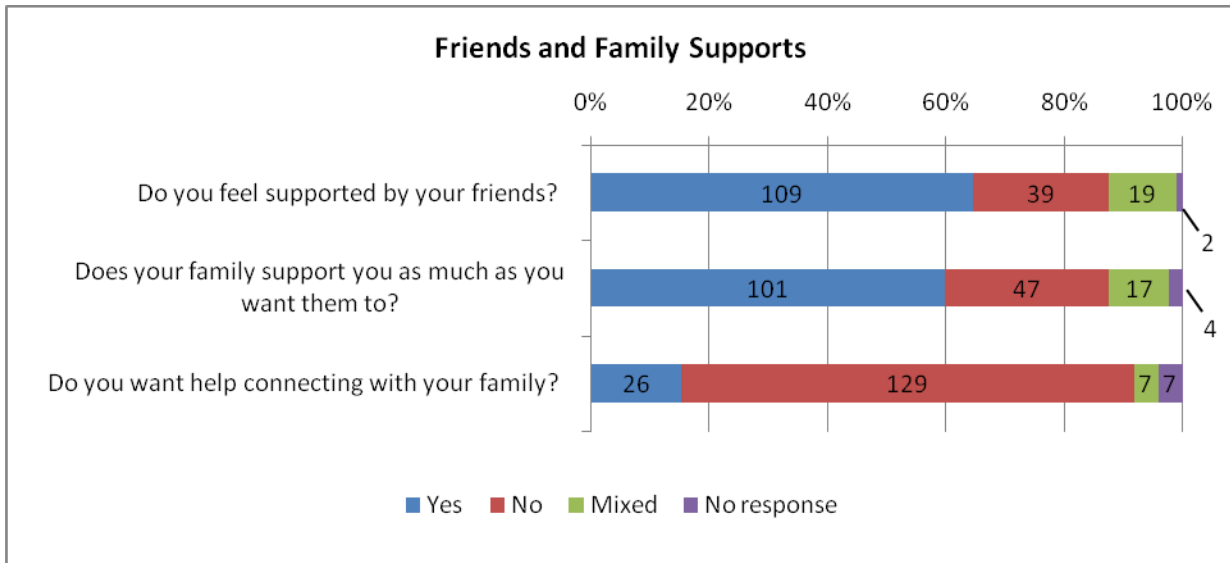
## Supports

Chart 10



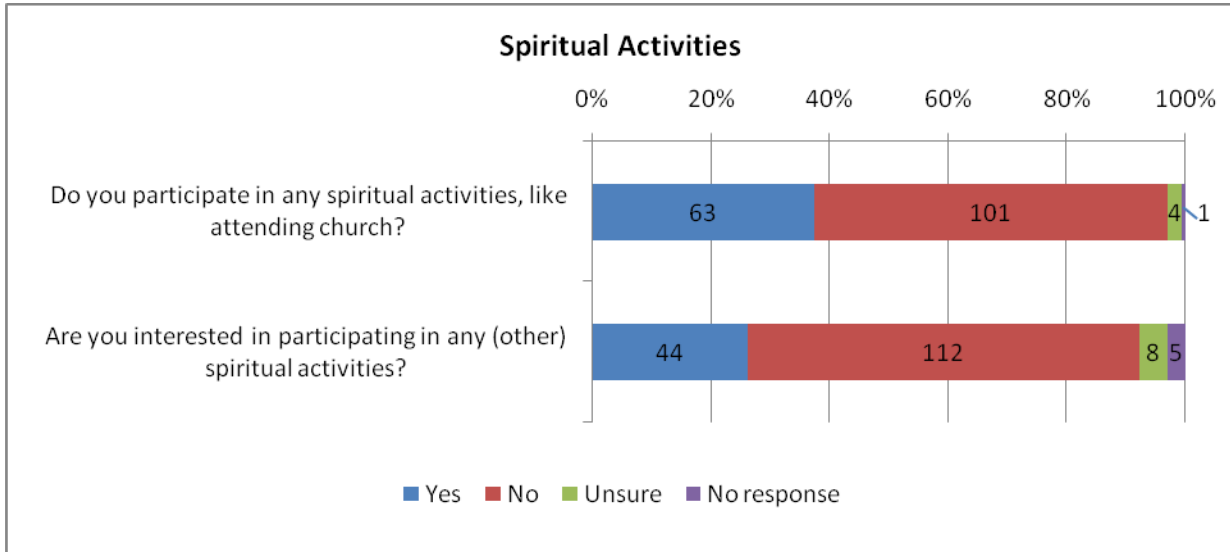
Of the 18 people (11%) who rated their access to transportation as poor, 11 people live in Allegheny County, 6 in Beaver County, and 1 in Washington County. From the first interview to the most recent interview, there was an increase in the number of people who rated their transportation as excellent. About the same percent of people rated their transportation as poor in both surveys, although some people changed their rating from survey to survey.

**Chart 11**



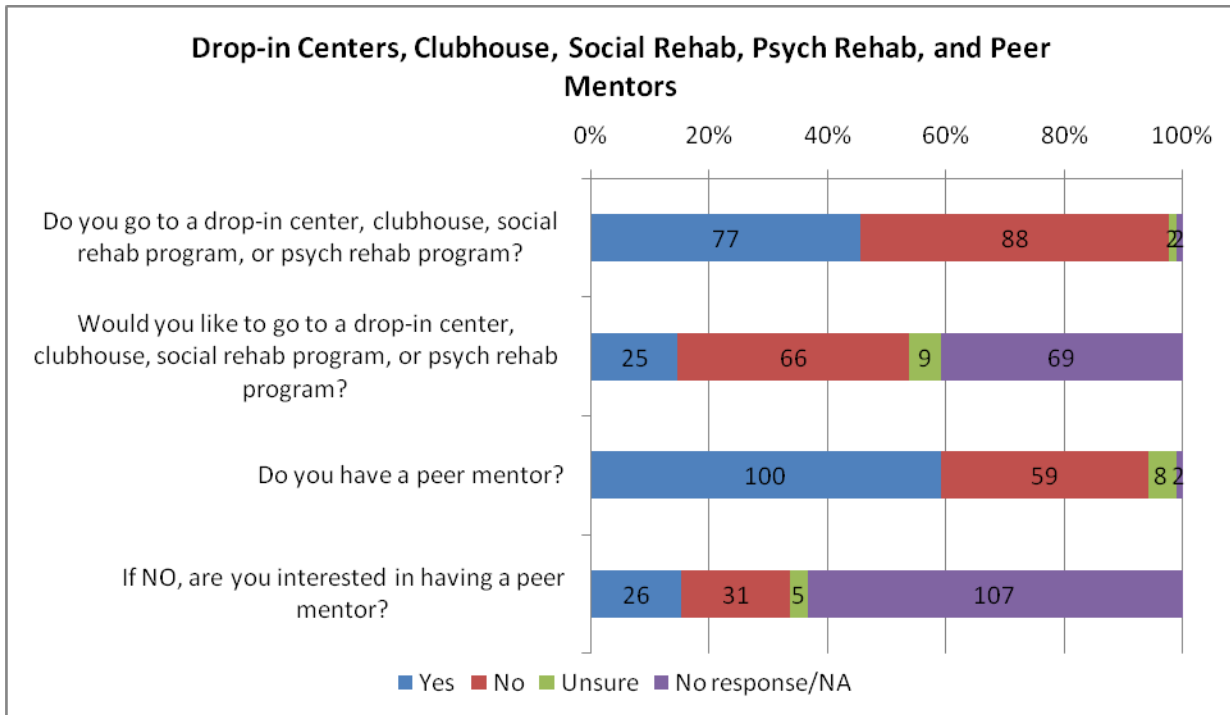
- The number of people reporting support from friends increased between the first and most recent interviews.
- While some individual people changed opinions about whether their family supports them as much as they would like, the overall percentage of about 60% feeling supported by family didn't change between the two interviews.
- Only 15% of people said they would like help in connecting with family.

Chart 12



- The number of people participating in spiritual activities decreased from 44% to 37% between people’s first interview and most recent interview. More people stopped participating in spiritual activities than started participating between their two interviews.
- For the 26% of people who said they are interested in participating in other spiritual activities in their most recent interview, the most common interests were in attending church or a Bible study group. 31 of these people live in Allegheny County, 9 live in Beaver County, and 4 live in Washington County.

**Chart 13**



- Overall, there was an increase in the number of people reporting that they go to drop-in center, clubhouse, social rehab, or psych rehab program between the first interview and most recent interview. People reported a variety of different programs, and it appears that some consumers are counting groups offered by CTT in this category (rather than separate services).
- About the same number of people reported gaining a peer mentor between interviews as no longer having a peer mentor.
- Of the 26 people (15%) who reported wanting a peer mentor in their most recent interview, 22 people live in Allegheny County, 3 people live in Beaver County, and 1 person lives in Washington County.

**Questions or comments about charts related to supports:**

## Physical and Mental Health

Most of the questions reported in this section were added to the survey after the survey had been in use about six months. So, many people didn't get to answer these questions during their first interview and we can't make very many comparisons between the two interviews. The charts below still include 169 individuals.

Chart 14

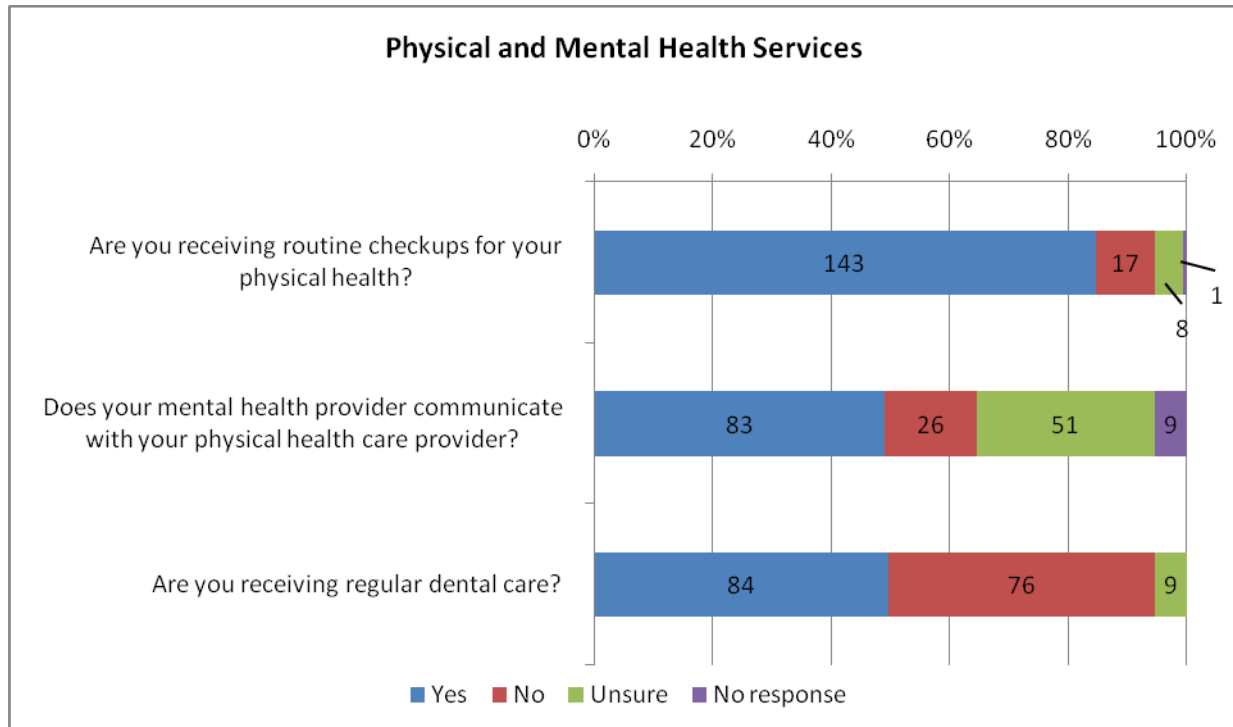
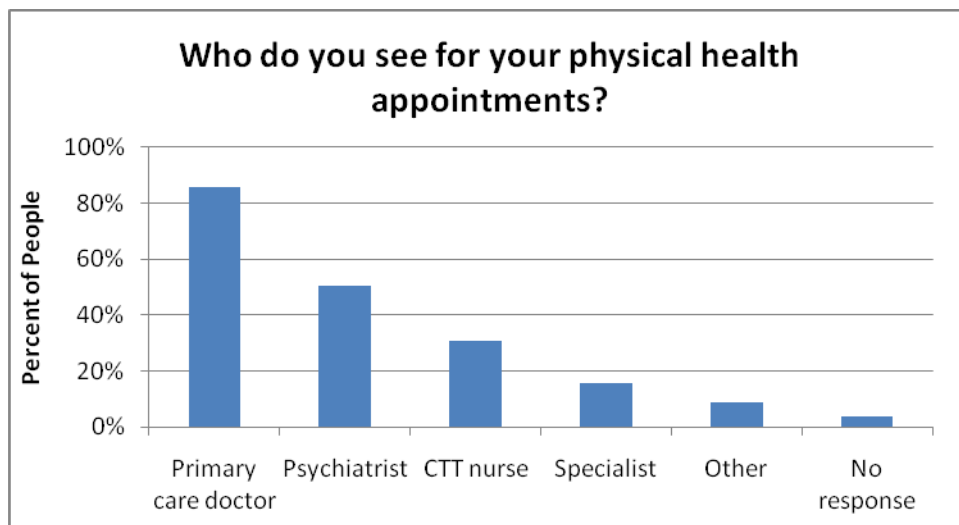
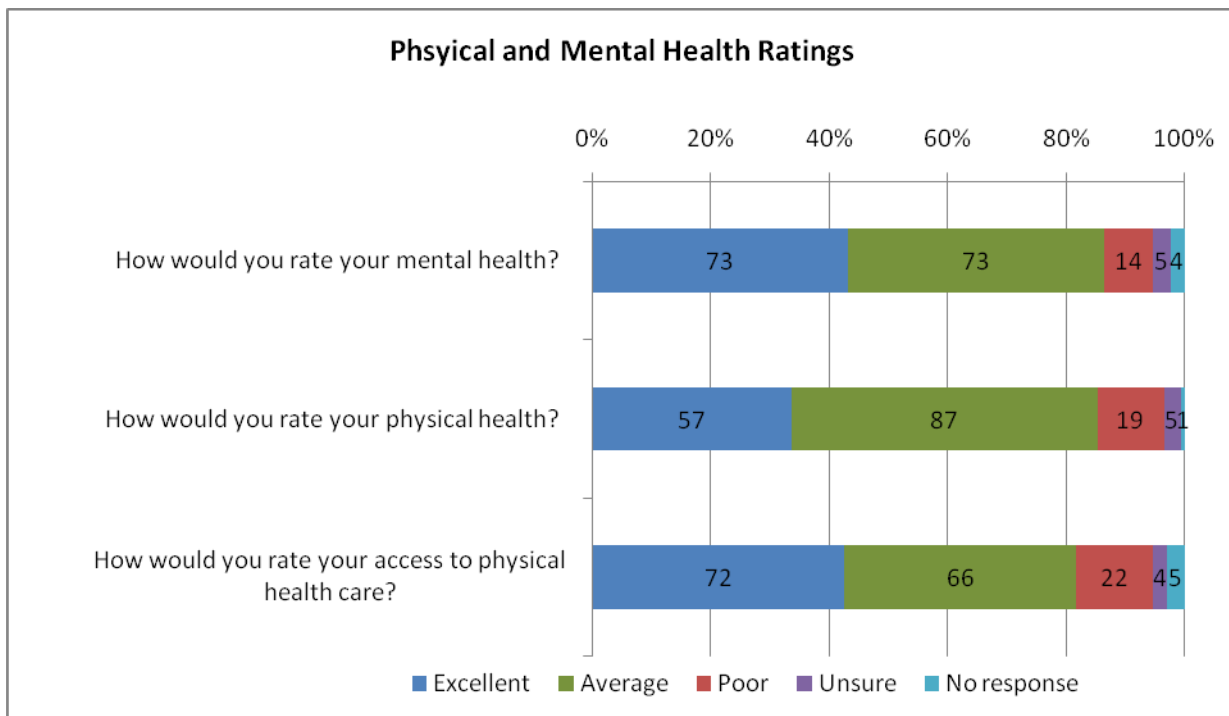


Chart 15



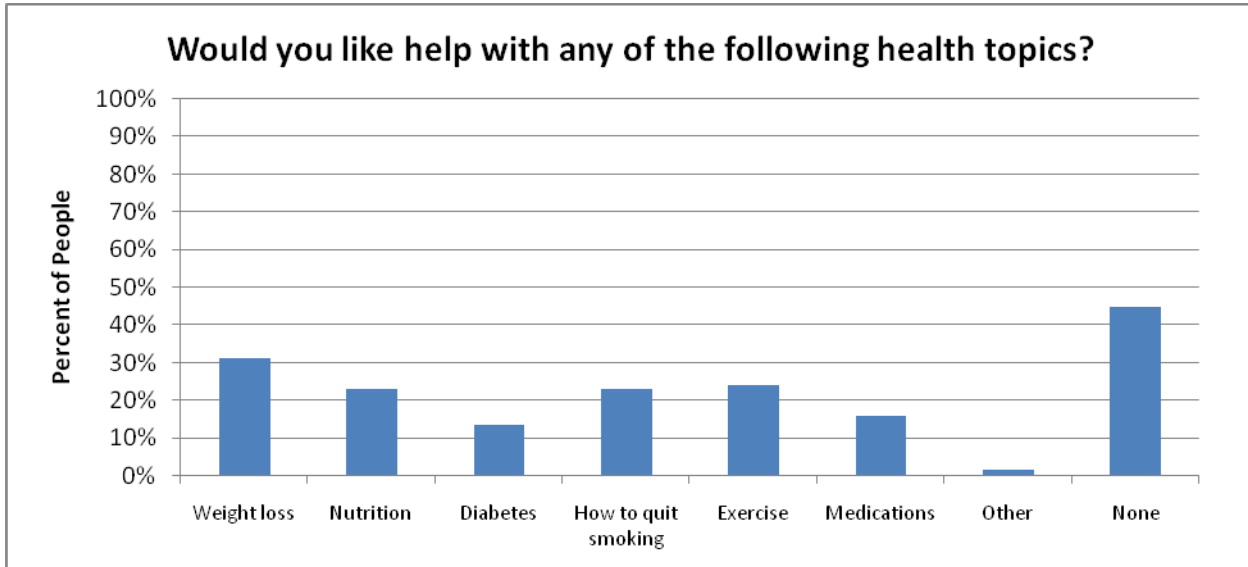
- Charts 14 and 15 show that nearly all people report having regular checkups, most often with their primary care doctor.
- 50% (83 people) interviewed report that there is communication between their physical health and behavioral health providers, and 51 people (30%) don't know if their providers communicate.
- 50% (84 people) report having regular dental care.
- People could give multiple answers when asked who they see for physical health appointments; most see their PCP, but many also report seeing their psychiatrist or CTT nurse.

**Chart 16**



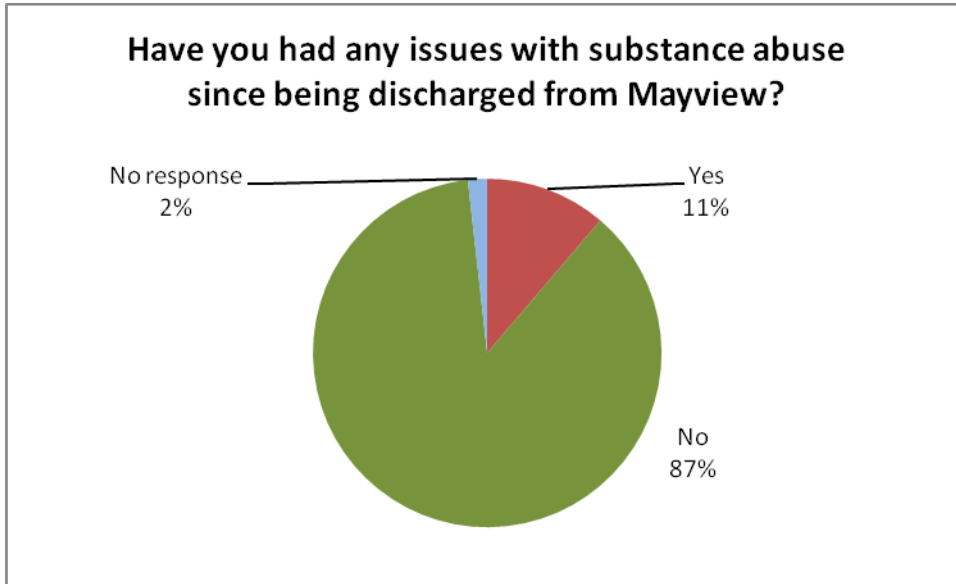
- The majority of people report that their mental health, physical health, and access to physical health care are average or excellent.
- Of the 19 people who rated their physical health poorly, 15 people live in Allegheny County, 3 in Beaver County, and one in Washington County.
- Of the 14 people who rated their mental health poorly, 11 people live in Allegheny County, 1 in Beaver County, and 2 in Washington County.
- Most people rated their mental and physical health during both their interviews. About the same number of people switched between “average” and “excellent,” and a smaller number changed their rating to “poor.” Overall the group percentages of average, excellent and poor were the same between the two interviews.

Chart 17



- In Chart 17, people could say they would like help with multiple topics.
- In their most recent interview, 45% (76 people) did not want help with any of these topics.
- 31% (53 people) want help losing weight, and about 23% want help with nutrition, quitting smoking, and/or exercise.

**Chart 18**



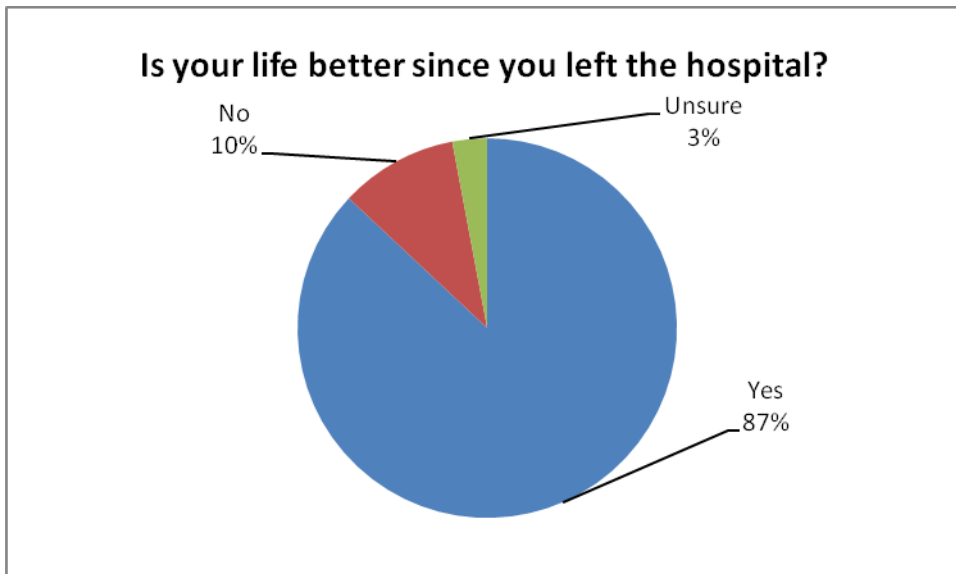
- In their most recent interview, very few people reported issues with substance abuse. Of the 11% (19 people) who said they did have substance abuse issues, 14 live in Allegheny County , 3 in Beaver County, and 2 in Washington County.
- Of these 19 people, 12 report that their use of street drugs or alcohol is having a negative impact on their lives.

**Questions or comments about charts related to physical and mental health:**



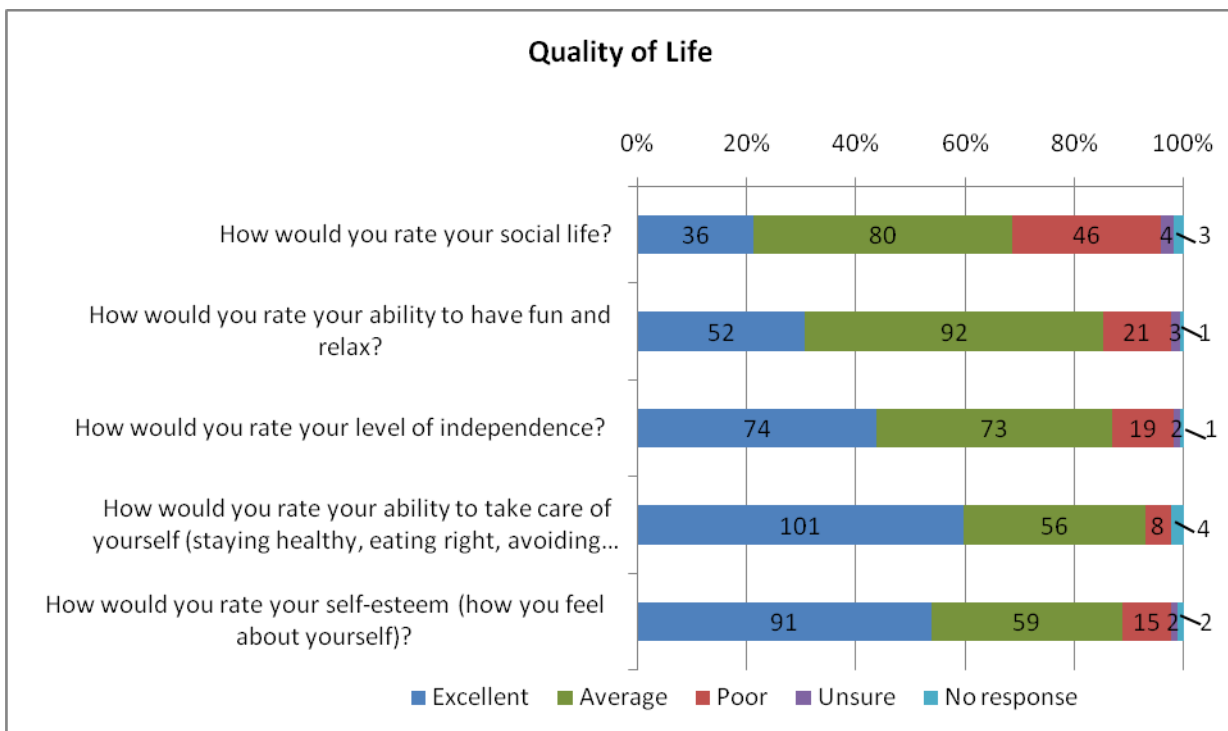
## Quality of Life

Chart 19



- The great majority (87%) feel life is better after leaving the hospital. This percent increased to 87% at the most recent interview from 82% in the first interview.
- When asked why life is better, most people talked about the freedom they now have.

Chart 20



In Chart 20, we see that:

- 69% of people rated their social life as average or excellent during their most recent interview
- 27% (46 people) rated their social life as poor, an increase from 20% during people's first interview. Of these 46 people, 34 live in Allegheny County, 6 live in Beaver County, and 6 live in Washington County.
- 85% of people rated their ability to have fun and relax as excellent or average. The number of people who rated this as poor was similar from their first interviews to their most recent interviews. Of these 21 individuals, 16 people live in Allegheny County, 3 live in Beaver County, and 2 live in Washington County.
- 87% of people rated their level of independence as average or excellent. From first to most recent interviews, a number of people changed their ratings from average to excellent; a smaller number changed their ratings from average or excellent to poor.
- 92% of people rated their ability to take care of themselves as average or excellent. The number of people who rated their ability as excellent grew substantially between interviews (from 43% to 60%).
- Similarly, 89% of people rated their self-esteem as average or excellent, with the number of people rating excellent growing from 33% to 53%.

When asked what one thing would make their lives better now, several themes emerged:

- Finding a significant other
- Employment
- Finding a home
- Getting a car
- Having more money
- Relationships with family
- Stop hearing voices
- Dentures, walkers, other health needs

And my two favorite answers:

- "Finding out how they make the holes in Swiss cheese."
- "If I married a rich man."

**Questions or comments about charts related to quality of life:**