

YOLO COUNTY HEALTH AND HUMAN SERVICES QUALITY MANAGEMENT TRAINING

THE BASICS OF OUTCOME ASSESSMENT: The 2015 Consumer Perception Survey



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WHO WILL BENEFIT FROM THE CONSUMER PERCEPTION SURVEY?

- **CONSUMERS**
- **FAMILIES**
- **CONTRACT PROVIDERS**
- **COUNTY STAFF**
- **COMMUNITY**

TRAINING OVERVIEW

- **WHO:** For all staff who interface with Yolo Co clients
- **WHAT:** Identify factors that influence findings
How to effectively administer surveys
- **WHY:** Quality improvement, funding, state mandated

WHY DO SURVEYS?

“**RESULTS**”

The entire process informs us on how we are doing & where we need to go – *continuous quality improvement*:

PROGRAM EVALUATION:

- Is what we are doing enough?
- Do we *change* things?

PROGRAM DEVELOPMENT & FUNDING:

- Who are we serving (population-wise)?
- What populations should we get *funding* for?

STAFF DEVELOPMENT :

- *Validate* the hard work staff do
- Identify *opportunities* for further development

FACTORS THAT IMPACT SURVEY PARTICIPATION & OUTCOMES

- **MENTAL HEALTH STIGMA**
- **CULTURAL CONSIDERATIONS**
- **MODES OF COMMUNICATION**
- **ADMINISTRATOR'S BIAS**

STIGMA IMPACTS SURVEY OUTCOMES

- Stigmatization is manifested by bias, distrust, stereotyping, fear, embarrassment, anger and/or avoidance which can contribute to a person's: lived or perceived isolation from others; levels of stress and social constraint; low self-esteem; sense of hopelessness.
- In its more overt and egregious form, stigma results in outright discrimination and abuse.
- Stigma prevents consumers from seeking help or support for their mental health conditions. More tragically, it deprives people of their dignity and interferes with their full participation in society
- Stigma deters the public from seeking, and wanting to pay for, care.

REMEMBER: FEARS PEOPLE HAVE ABOUT SURVEY PARTICIPATION MIGHT BE INFLUENCED BY STIGMA

CULTURAL CONSIDERATIONS IMPACT SURVEY OUTCOMES

CONSUMER CULTURE:

- Individual and group experiences of stigma
- Varying levels of need and life experience
- Consider: Are respondents feeling well enough to take the survey?
- Mistrust of the “system”

S.E.S/ EDUCATIONAL OPPORTUNITIES:

- Are participants able to read/ fill out surveys on their own?
- What is the participant’s reading level? Comprehension level?
- Will the survey trigger prior school experiences? (test anxiety, low self-esteem)

CULTURAL CONSIDERATIONS CONTINUED...

OTHER CULTURAL DIFFERENCES: Veterans; Immigrants; People with Disabilities; LGBTQI; Race/ Ethnicity....

- Is there a language barrier?
- Have certain groups been over-surveyed?
- Do participants find the questions intrusive?
- Suspiciousness re: the permanency of written communication?
- Are participants worried about retribution? Offending staff?
- Disability: Is there physical discomfort when writing?
- Is there an attention or cognitive deficit?
- Could the participant benefit from an accommodation?

MODES OF COMMUNICATION IMPACT SURVEY OUTCOMES

VERBAL

WRITTEN

INFORMAL

VERBAL - INFORMAL

WRITTEN - INFORMAL

FORMAL

VERBAL - FORMAL

WRITTEN - FORMAL

ADMINISTRATOR'S BIAS IMPACT SURVEY OUTCOMES

- **NEGATIVE**
 - “Ugh what a hassle”
 - “I don’t have time to do this – I need to be charting!”
 - “My clients are sick of doing this every 6 months!”
 - “What’s the point? It’s not like we get anything out of this.”
- **OPTIMISTIC**
 - “Hey – this is a real opportunity to hear what our clients think!”
 - “This is a chance to make a difference!”
 - “I bet we can get more surveys completed than our coworkers over there!”

FORMS

STANDARD PRACTICE

PREPARE:

- Print copies directly from PDF's contained on the CIBHS website

<http://www.cibhs.org/consumer-perception-surveys>

- Make sure the ink/ toner used on the prints is dark
- Light pastel colored paper (for coding) is accepted
- Use black ink
- Make sure the CSI County Client # is on all 4 pages of the form
- Make sure the CSI # takes up 9 boxes (use zeros in front)
- Make sure the QI code is intact; no markings can be drawn on it

(support groups, drop-in centers, crisis phone line, etc.)

*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

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59605

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CSI County Client Number
Must be entered on EVERY page

A	-	E	N
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STANDARD PRACTICE


This is a formal process with a specific set of rules

TO ENSURE THE SURVEY IS “VALID” :

- Provide pens (black ink)
- Completely fill in the bubbles – no circles or X’s
- Complete the entire survey (no blanks)
- Add 2-digit county code (57)
- Include date of survey administration (“For Office Use Only”)
- Include Reason for Non-Completion of the Survey, if applicable

THANK YOU FOR TAKING THE TIME TO ANSWER THESE QUESTIONS!

FOR OFFICE USE ONLY:

REQUIRED Information:	Optional County Questions:
County Code: <input type="text"/>	County Question #1 (mark only ONE bubble): <input type="radio"/> 01 <input type="radio"/> 02 <input type="radio"/> 03 <input type="radio"/> 04 <input type="radio"/> 05 <input type="radio"/> 06 <input type="radio"/> 07 <input type="radio"/> 08 <input type="radio"/> 09 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20
Date of Survey Administration: <input type="text"/> 05 - <input type="text"/> - <input type="text"/> 2007	County Question #2 (mark only ONE bubble): <input type="radio"/> 01 <input type="radio"/> 02 <input type="radio"/> 03 <input type="radio"/> 04 <input type="radio"/> 05 <input type="radio"/> 06 <input type="radio"/> 07 <input type="radio"/> 08 <input type="radio"/> 09 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20
Reason (if applicable): <input type="radio"/> Ref <input type="radio"/> Imp <input type="radio"/> Lan <input type="radio"/> Oth	County Question #3 (mark only ONE bubble): <input type="radio"/> 01 <input type="radio"/> 02 <input type="radio"/> 03 <input type="radio"/> 04 <input type="radio"/> 05 <input type="radio"/> 06 <input type="radio"/> 07 <input type="radio"/> 08 <input type="radio"/> 09 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20
Make sure the same CSI County Client Number is written on all four pages of this survey. <input type="text"/>	County Reporting Unit: 36070 <input type="text"/>
CSI County Client Number ---Must be written on EVERY page---	

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BEST PRACTICES

ENSURE THE INTERGRITY OF THE SURVEY:

- Complete the survey in a private/ quiet place
- Allow the participants adequate time to fill out the survey
- Use your resources as best as you can

PROVIDE SUPPORT:

- Assistants will be available to help participants complete surveys

**PLEASE RETURN COMPLETED SURVEYS BY MONDAY
NOVEMBER 30TH!!!!**

GET THE MOST FOR THE PARTICIPANT'S TIME & EFFORT

BUILD RAPPORT: Engage participants in pleasant, uplifting dialogue; be aware of the influence of your perceptions

NORMALIZE: Talk about the survey process as a normal part of treatment when speaking to participants

EMPOWER: Emphasize to the participant that this is a chance for him/ her to share his/ her experiences & perceptions of service delivery

LEGAL CONSIDERATIONS

PROTECT CONFIDENTIALITY:

- Maintain your integrity: DO NOT guarantee anonymity
- Emphasize that responses are reported as a group statistic
- Protect consumer responses; institute a confidential collection process such as a “Drop Box,” sealed envelope, etc.
- Do not leave surveys unattended
- Maintain confidentiality when sending/ mailing/ or transporting completed surveys
- Survey material is subject to HIPAA laws

RECAP

- **PRINT SURVEYS DIRECTLY FROM WEBSITE – NO COPIES**
- **HAVE DARK PENS READY – BLACK IS BEST**
- **PREPARE SURVEYS IN ADVANCE W/ MEDICAL RECORD #**
- **IDENTIFY STAFF WHO CAN ASSIST**
- **IDENTIFY A CONFIDENTIAL LOCATION FOR CLIENTS TO DEPOSIT SURVEYS ONCE COMPLETED**
- **MAINTAIN A POSITIVE ATTITUDE**

**For more information, please contact Yolo County
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