

Planning for January 26, 1999 Meeting on the MHSIP Consumer Oriented Report Card Consumer Survey

Issues to be focused on:

I. Review various versions of the Adult Survey utilized in outpatient settings (including psychometric properties and analyses as available). Usefulness of the various versions from the perspective of consumers, providers, family members, state and national level should also be addressed.

- a. 40-item original survey, which includes negatively worded items.
- b. 40-item version of the survey in which the negatively worded items have been reversed.
- c. 21 item version based on a factor analysis by Jack Wackwitz (Colorado), Vijay Ganju and Tom Trabin). Testing by HSRI contractor for possible use by NCQA.
- d. 23-, 25- and 29-item versions of the survey (currently being studied as part of the 16 State Performance Indicator Study) – Judy Hall.
- e. Others, e.g., with similar items with variations on wording.

II. Review versions of the Adult consumer survey being utilized in inpatient settings.

- a. Illinois version – 52 items
- b. NRI ORYX version
- c. Others, e.g., NY

III. Review versions of the Consumer Survey being utilized with children and adolescents and their families

- a. revised/adapted MHSIP adult consumer survey – Dorothy Webman
- b. Modified Family Satisfaction and Youth Satisfaction Surveys, (Molly Brunk and workgroup from the 16-State Performance Indicator Project)
- c. Others

IV. Scoring of Survey

- a. Methodology for scoring and presenting data

V. Review methodology issues re: administration of the survey

- a. Consumer administered vs. administration by others
- b. In-person vs. telephone vs. mail vs. web-based
- c. Timelines for administration: discharge, 6 months etc.
- d. Population surveyed – adults with serious mental illnesses, other persons with mental illness, persons with alcohol and/or substance use problems
- e. Training of persons who administer the survey
- f. Sample selection

VI. Addition of new items to cover areas not previously covered by the survey

- a. Recovery
- b. Cultural competence
- c. Others, e.g., dual diagnosis

VII. Translation of the survey into various languages

- a. What translations exist?
- b. What was the methodology used?
- c. Where are they being used?
- d. Recommendations re: translation methodology and approval of translated copies

VIII. Consumer survey tracking log and development of procedures for future "official" approval of new versions, including translations into new languages.

IX. Other issues

- a. Public/Private Sectors issues, e.g. Performance Measurement Summit
- b. Relationship between the CABHS (Consumer Assessment of Behavioral Health Services) and the MHSIP Consumer Survey
- c. Copyright to ensure public domain status
- d. Relation to HSRI-produced Toolkit

Outcomes Produced by the end of the Meeting:

Recommendations to the MHSIP Policy Group regarding the following issues:

1. Which versions of the survey should be the "Official" versions recommended by the MHSIP Policy Group for Outpatient and Inpatient Settings and for Adult and Child and Adolescent Populations.
 2. The appropriateness of the survey for various populations served by the mental health service delivery system.
 3. Guidelines re: who should administer the survey and under what circumstances
 4. Recommendations re: when the survey should be administered
 5. Guidance regarding the translation process and official translation versions cataloged by language, persons (agencies) responsible for translation
 6. Guidelines regarding scoring and presentation of data
 7. Guidelines regarding involvement of consumers, family members and providers in interpreting and presenting data
 8. Addition of items to the survey
 9. Tracking of different versions and approval of future versions
10. Guidance for revision and completion of the draft MHSIP Consumer Survey policy paper
11. Guidance for Toolkit revision

Information for Distribution Prior to the Meeting:

- ◆ Vijay Ganju's draft paper on the MHSIP website
- ◆ Information produced by Judy Hall summarizing work completed thus far on the 16 state pilot indicator project

- ◆ Information produced by Jack Wackwitz re: factor analysis
- ◆ NRI ORYX information re: use of consumer survey items
- ◆ Information from the HSRI toolkit
- ◆ Steve Davis' proposal for tracking consumer survey use and development
- ◆ Any other information produced by invitees or others that can be reviewed prior to the meeting, e.g., NASMHPD State Profile System summary of states' use of surveys
 - Eisen, et al., Development of a Consumer Survey for Behavioral Health Services. *Psychiatric Services*, June 1999, Vol 50, No 6, pp 793-798.
 - Report by Carrie Kaufman on Survey of State Surveys