

The Consumer Survey

The Consumer Survey was created specifically for the MHSIP Mental Health Report Card by the MHSIP Task Force. This instrument includes 40 questions, four of which are related to consumer global satisfaction; seven to access to services; 15 to appropriateness of treatment; and, 14 to outcomes of care. The survey is presented with five response choices ranging from **Astrongly agree@** to **Astrongly disagree@** and one **Anot applicable@** choice.

It is important to note that the consumer survey is a mechanism to obtain the consumer perspective of some of the priority concerns under the domains of outcomes, access, appropriateness, and prevention in the report card. It is not a satisfaction survey and there is no intent to obtain a global satisfaction score from the elements of this survey. (In fact, as the report indicates, consumer satisfaction was dropped as a separate domain from the report card.)

A pilot test of the survey (Minsky 1996) obtained data on the instrument's validity and reliability as well as feedback from consumers who completed the questionnaire. The results of this study are presented in table 7.

Since the first printing of this report, several States have tested the initial version of the consumer survey. Some of the negatively worded items were reported by consumers to be confusing. Several of these items have been revised. Both the original and the revised versions are included.

Table 7

Study	Subjects	Proportion of Subjects Who Reported that the Instrument:	Inter-item rs	Identified Factors	Reliability
Minsky 1996	<ul style="list-style-type: none"> • Consumers of mental health services • N=101 	<ul style="list-style-type: none"> • Was not too long: 76% • Was not too short: 80% • Did not omit any important issues: 60% • Did not include any irrelevant items: 97% • Did not include any difficult or unclear items: 96% 	<ul style="list-style-type: none"> • Typical rs between items measuring the same domain were .50 to .60 • Typical rs between items measuring different domains were .20 to .40 	<ul style="list-style-type: none"> • Five factors that explained 66% of the total variance; • Two factors, “Outcomes” and “Access” matched well the domains postulated by the task force; • Two factors emerged inside one postulated “Appropriateness” domain, one related to staff behaviors, another related to consumer behaviors; • There appeared one unexpected factor, “Financial barriers to services”, that consisted of only one item; • The “General Satisfaction” dimension was not confirmed 	alpha of .95