



# **Broome County Mental Health Peer Survey Final Report**

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## Summary

The CCSI Performance Management Staff conducted a “Peer Survey” during March 8-16, 2006 to assess the satisfaction of individuals using mental health services in this area. A total of 89 individuals, at four different locations, took part in the survey. The majority of individuals participating in the survey indicated they were satisfied with the mental health services in this area. Additionally, the majority of individuals participating in the survey provided a favorable overall rating for the mental health services in this area.

## Introduction

On March 8 – March 16, 2006, the CCSI Performance Management Staff for Broome County Mental Health (BCMh) conducted a series of Peer Surveys. The purpose of the survey was to determine consumer satisfaction with the programs and providers in the area regarding their mental health service experience.

As background, the open meetings were held at the Broome County Mental Health Clinic Groups, Catholic Charities – Four Seasons Club, Mental Health Association - Beacon Drop-In Center and the Greater Binghamton Health Center - Community Treatment & Rehabilitation Center (GBHC CTRC) Day Treatment Groups. The survey inquires about the treatment the consumer received, the people who provided the service and the results achieved. Comments, suggestions and recommendations were encouraged and included on the back of the survey (see Appendix). Also, charts on age, service rating, direct services, location, survey responses, race, and gender are included for reference in the Appendix.

The survey (see Appendix) was created by CCSI for this specific purpose.

The measures included in the survey are:

- Consumer Treatment
- Staff/Client Relations
- Services Received
- Client Satisfaction
- Overall Experience Rating

The results were based on input from mental health service recipients.

All survey meetings were scheduled in one-hour blocks to provide time for discussion. Table 1, titled *Survey Details*, lists the meeting particulars.

Table 1: *Survey Details*

<b>Date</b>	<b>Time</b>	<b>Location</b>
March 8 & 13, March 16	3-4pm & 12-1pm	BC Mental Health Dept. Clinic Groups
Monday, March 13	9:30-10:30 am	CC – Four Seasons Club
Friday, March 10	4:30 – 5:30pm	MHA - Beacon Drop-In Center
Thursday March 9	10am – 11am	GBHC - CTRC

## Characteristics of the Respondents

The highest turnout for the survey (53) was Catholic Charities’ Four Seasons Club. The Greater Binghamton Health Center Community Treatment & Rehabilitation Center (GBHC CTRC), the Mental Health Association Beacon Drop-In Center and Broome County Mental Health Clinic Groups all had turnouts of 12 responses each. Table 2, titled *Responses by Location*, lists the number of completed surveys and percent of total for each of the four venues.

Table 2: *Responses by Location*

<b>Location</b>	<b>Responses</b>	<b>Percent</b>
BCMh Clinic Groups	12	13%
CC Four Seasons	53	60%
MHA Beacon	12	13%
GBHC CTRC	12	13%
<b>Total</b>	<b>89</b>	<b>100%</b>

Almost an equal amount of respondents identified themselves as male (42) and female (43). Four individuals did not provide a response to the gender question. Table 3, titled *Gender of Respondents*, lists the total percent for each gender response in the survey. Those not responding to the gender question are not included on the chart.

Table 3: *Gender of Respondents*

<b>Gender</b>	<b>Responses</b>	<b>Percent</b>
Male	42	49%
Female	43	51%
<b>Total</b>	<b>85</b>	<b>100%</b>

The range of age indicated by individuals varied from a maximum of 74 years to a minimum of 21 years. The mean (average) age of the respondents was 46.19 years and the median (middle) age was 44 years. Individuals not providing a response to the question were not accounted for in the range, mean, or median for the distribution of ages.

A total of 82 individuals indicated a racial and ethnic background on the survey. The category “White (Caucasian)” received the most responses (65). Next, seven (7) individuals responded “Native American” to the question. Four (4) individuals responded “Black/African American” and three (3) individuals responded “Spanish/Hispanic/Latino”. The categories receiving the least responses were “Other”, with two (2) respondents and “Asian/Pacific Islander”, with one (1) respondent. Seven (7) individuals did not provide a response to the question. The total responses and percents are listed in Table 4, titled *Race of Respondents*.

Table 4: *Race of Respondents*

<b>Race</b>	<b>Responses</b>	<b>Percent</b>
Native American	7	9%
Spanish/Hispanic/Latino	3	4%
Black (African American)	4	5%
Asian/Pacific Islander	1	1%
White (Caucasian)	65	79%
Other	2	2%
<b>Total</b>	<b>82</b>	<b>100%</b>

**Responses to the Survey**

The survey included six (6) “Treatment and Service” questions. Individuals provided a positive response approximately 81 percent of the time, by selecting “yes”. Approximately 7 percent of the responses were negative, with “no” selected by the individual and approximately 12 percent of the responses were neutral with “maybe” selected by the individual. Table 5, titled *Responses to Treatment and Services Questions*, lists the percentage of yes, no and maybe responses for each of the “Treatment and Service” questions.

The question “services were available at times that were good for me” received highest percentage of individuals (89%) responding “yes”. The highest percentage of individuals (16%) responded “no” to the question “I was encouraged to use consumer-run programs”. Also falling below the average percent (81%) responding “yes” were the questions “the location of services was convenient”, with 78 percent and “I was able to get all the services I needed”, with 76 percent.

Table 5: *Responses to Treatment and Services Questions*

<b>Treatment and Service Questions</b>	<b>Yes</b>	<b>No</b>	<b>Maybe</b>	<b>Total</b>	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>
					<b>Yes</b>	<b>No</b>	<b>Maybe</b>
Services were available (times)	79	4	6	89	89%	4%	7%
Felt comfortable asking questions	74	3	11	88	84%	3%	13%
Location was convenient	69	8	11	88	78%	9%	13%
Able to get all services (provided)	68	9	12	89	76%	10%	13%
Staff were knowledgeable	75	2	12	89	84%	2%	13%
Encourage consumer run programs	63	14	11	88	72%	16%	13%

The survey included three (3) “Results” questions. Individuals responded “yes” 73 percent of the time; therefore, indicating a positive response to the “results” questions. Individuals responded “no” 7 percent of the time, and approximately 20 percent of the responses were neutral with “maybe” selected. The question “I am better able to control my life” received highest percentage of individuals (82%) responding “yes”. The highest percentage of individuals (25%) responded “maybe” to the question “my symptoms are not bothering me as much”. Table 6, titled

*Responses to Results Questions*, lists the number and percent of responses to each question in the “Results” section of the survey.

Table 6: *Responses to Results Questions*

Results Questions	Yes	No	Maybe	Total	Percent	Percent	Percent
					Yes	No	Maybe
Better able to control life	73	5	11	89	82%	6%	12%
Symptoms not bothering as much	55	11	22	88	63%	13%	25%
More effective in getting what's needed	66	2	20	88	75%	2%	23%

A total of 88 individuals provided a response for the “overall rating of mental health services in this area”. The most frequent response was “Good”, with 50 percent. Next, 39 percent responded “Excellent” and 9 percent responded “Fair”. Both “Poor” and “Unacceptable” were the least frequent responses, with 1 percent selecting each. Table 7, titled *Overall Rating of Mental Health Services*, list the number and percent of responses to the overall rating question.

Table 7: *Overall Rating of Mental Health Services*

Overall Rating	Responses	Percent
Excellent	34	39%
Good	44	50%
Fair	8	9%
Poor	1	1%
Unacceptable	1	1%
<b>Total</b>	<b>88</b>	<b>100%</b>

A total of 24 individuals (27%) provided additional comments on the back of the survey. The comments ranged from positive and constructive to negative and critical. Typically, the comments detailed personal experiences of the individuals, with respect to mental health services in this area. The comments are included in the Appendix. Below, selected negative and positive comments are listed verbatim.

**Selected Examples of Positive Comments**

- *My staff & program have saved my life. There’s no other way to “say” it. I am grateful & happy & have “peace of mind”*
- *I love the different Mental Health organizations that are available to me.*
- *Becon has Been A Big help to me.*

**Selected Examples of Negative Comments**

- *My car Broke down, Can’t get the 15 dollar a month bus pass unlimited still on waiting list after 3 months have to walk a lot more, stressful and bad health problems such as*

*back pain. Do get some help from Project Uplift, shopping and dental doctor appointments*

- *Two years ago I was very sick. I was in and out of the Hospital. My therapist dismissed my case, because I couldn't make a couple of appointments. I tried to tell her but she didn't understand or she wasn't hearing me.*
- *The care I Receive for mental Health is Limited Due to my Resources. I have medicare as a provider NOT medicaid. For example at Broome County Mental Health, I Hawley Street Adult Unit. I was given only 1 choice for a Therapist, AND that one Therapist suggested for me NOT to speak about the issue of my past that has been bothering myself. Unlike the care I Receive at Broome County Catholic Charities which is much more intense. And I'm am able to vent more of the issues that relate to myself.*

## **Conclusions**

Exactly, 89 percent of the respondents provided a positive (either "excellent" or "good") overall rating to the mental health services in this area. Additionally, 98 percent of the respondents indicated (by selecting "fair", "good", or "excellent") were satisfied with the mental health services in this area. Furthermore, individuals were approximately 77 percent likely to respond positively ("yes") to question related to both services and results.

The greatest deviation from the other responses was for the question of "I was encouraged to use consumer run programs". This question produced the most negative responses, with 16 percent of individuals selecting "no". The question "my symptoms are not bothering me as much" had the most neutral responses, with 25 percent of individuals selecting "maybe"

Therefore, it can be generalized that the overwhelming majority of individuals participating in the survey were at least satisfied with the mental health services provided in this area. The individuals were most satisfied with the quality of the staff. Individuals were least satisfied with the encouragement of consumer run programs; although, a majority was still satisfied.

## **Recommendations**

The 2006 Peer Survey was successful in measuring the satisfaction of individuals with aspects of the mental health services provided in this area. However, the survey and process could be modified to improve the quality and quantity of the results.

A satisfaction survey should be conducted each year to measure improvements. Additionally, the survey should be standardized to allow for comparisons to prior years. Finally, incorporating more locations into the survey would increase the number of participants; thus, making the survey a better representative of the population served and the opinions they share.

## Appendix

### Survey Comments

Note: *With minor exceptions, the comments are included verbatim, including both original grammar and spelling. All-Caps are used where emphasis was indicated. The comments are listed in no particular order.*

1. We do need more arts & crafts materials. Lack of funds is the problem.
2. My staff & program have saved my life. There's no other way to "say" it. I am grateful & happy & have "peace of mind".
3. I love the different Mental Health organizations that are available to me.
4. My Nurse Practitioner is very nice and very helpful, I'm really content with her. She's helped me alot, just sometimes she has be alittle late going in her office, that's all. Otherwise she's very good. I'm very pleased with her. She also talks w/ me about the Lord, which is Great!
5. I am not currently from this part of N.Y. But I am adjusting to the change of environment. Also, this is a nice area, I am beginning to like it here!
6. My car Broke down, Can't get the 15 dollar a month bus pass unlimited still on waiting list after 3 months have to walk a lot more, stressful and bad health problems such as back pain. Do get some help from Project Uplift, shopping and dental doctor appointments
7. I was asking for a certain Medication and Received another one, that worked wonderfully.
8. Becon has Been A Big help to me
9. Staff are always act in a dignified are profesianel manner
10. The Beacon is located in a very good location. I Believe There are not enough people That know about The Beacon
11. *[name omitted]* group Helps me mingle with other Clients and Helps with Social interactions of others, it helps me maintain.
12. I ever never complain! I play Scrabble all often times! I find Scrabble enjoyable and entertaining! I'm always in a good mood! I never act up! I do good at *[name omitted]* Family Care Home! This coming September, 26, Year, 2006, I will be 66 years young; 66 years of age; 66<sup>th</sup> Birthday!

13. I feel the staff at C.D.T are very important for the well being of the clints at our groups. With out the help that we get in these program I would be a mess and so would a lot of other people. Thank you
14. We need to keep this program going, so we as consumers can get the help we so need. Alot of consumers still need the help and if the program closes down, they would go back to the hospital or back on the streets.
15. I try to do art good I can do I thank God
16. I needed a counselor that truly believed I could heal and change. I had to go outside the system for this. I needed someone I could see twice a week and do in-depth work. I think there should be programs or groups about spirituality. There should be non-sectarian. It is a well-known fact that people with faith heal/improve more than those without faith, so faith/spirituality should be encouraged within the Mental Health system.
17. I'm relieved to know that there are places to go for treatment. The quality of my life has improved with education and x's mng. We need to go to area schools to let young people know about services in the area. And possibly have some organized Activities.
18. I would like to see less stigma in people who have a mental illness and quit labeling as so. We are just people with an illness.
19. More \$ needs to be given to programs to keep them going. Example: Catholic Charities CDT program The only Day Treatment program left in Broome Co.
20. I like a 9am-4pm schedule
21. I requested to be seen individually by a therapist not long ago, but was turned down by BCMHC because I had relapsed with Drugs and Alcohol within six months of my request. At the time of my request I was In a recovery for Drugs and Alcohol.
22. Two years ago I was very sick. I was in and out of the Hospital. My therapist dismissed my case, because I couldn't make a couple of appointments. I tried to tell her, but she didn't understand or she wasn't hearing me.
23. The care I Receive for mental Health is Limited Due to my Resources. I have medicare as a provider Not medicaid. For example at Broome County Mental Health 1 Hawley Street Adult Unit. I was given only 1 choice for a Therapist, And that one Therapist suggested for me Not to speak about the issue of my past that has been bothering myself. Unlike the care I Receive at Broome County Catholic Charities which is much more intense. And I'm am able to vent more of the issues that relate to myself.
24. I haven't used the services very often. Found couldn't get my needs met.

Figure 1: Survey Responses

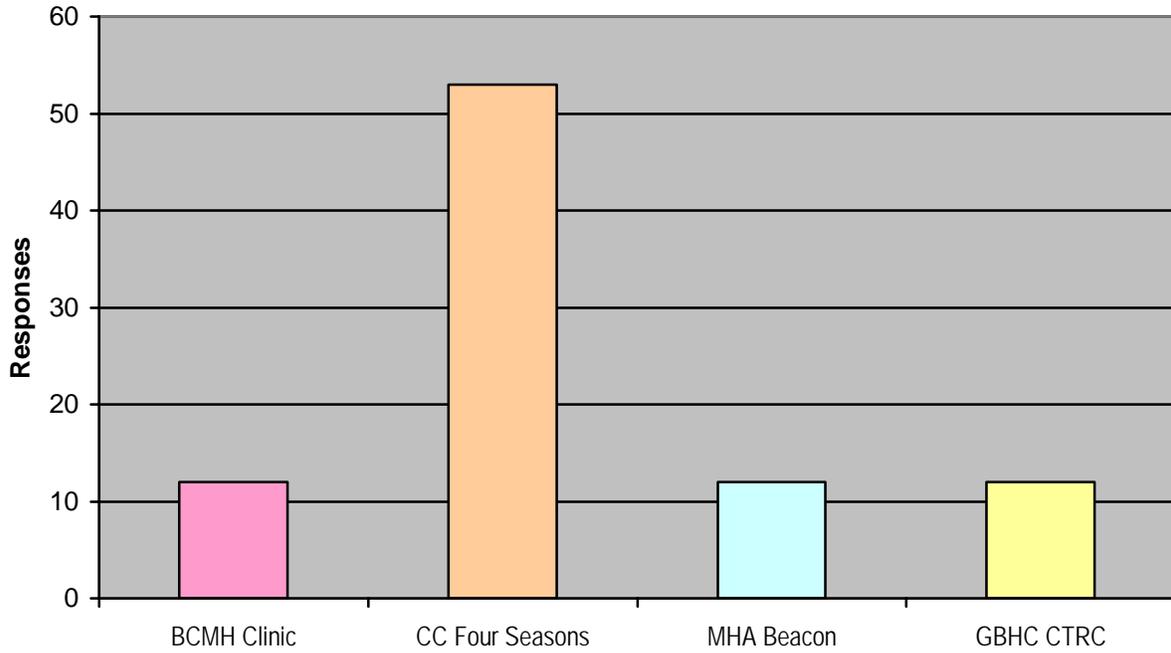


Figure 2: Gender of Respondents

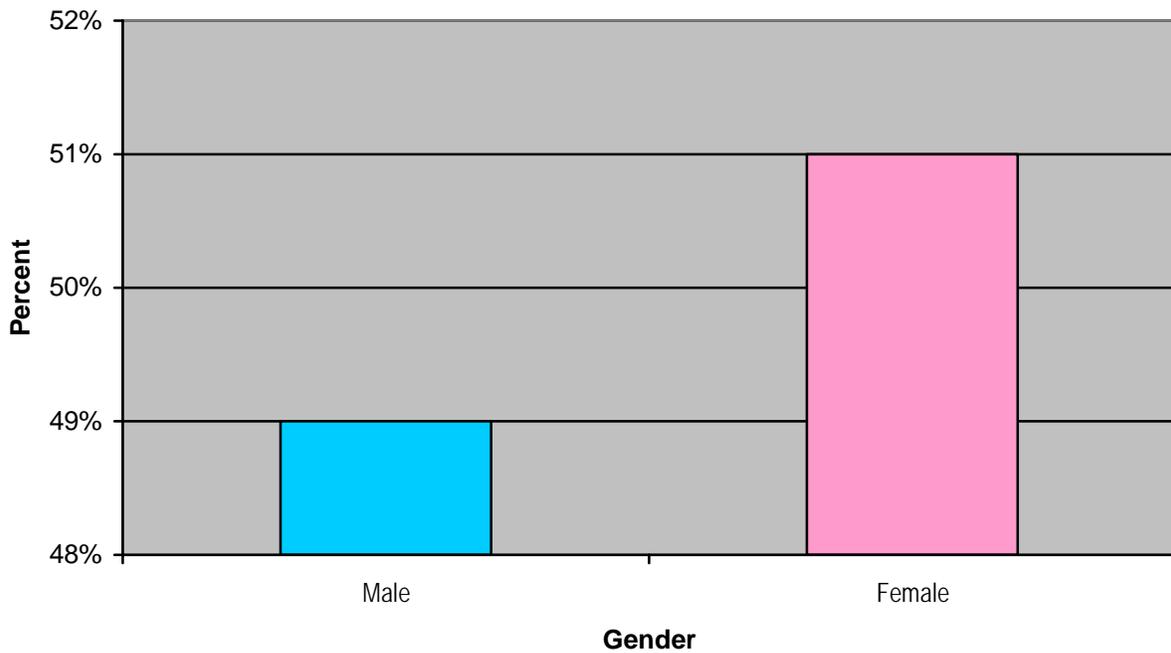


Figure 3: Race of Respondents

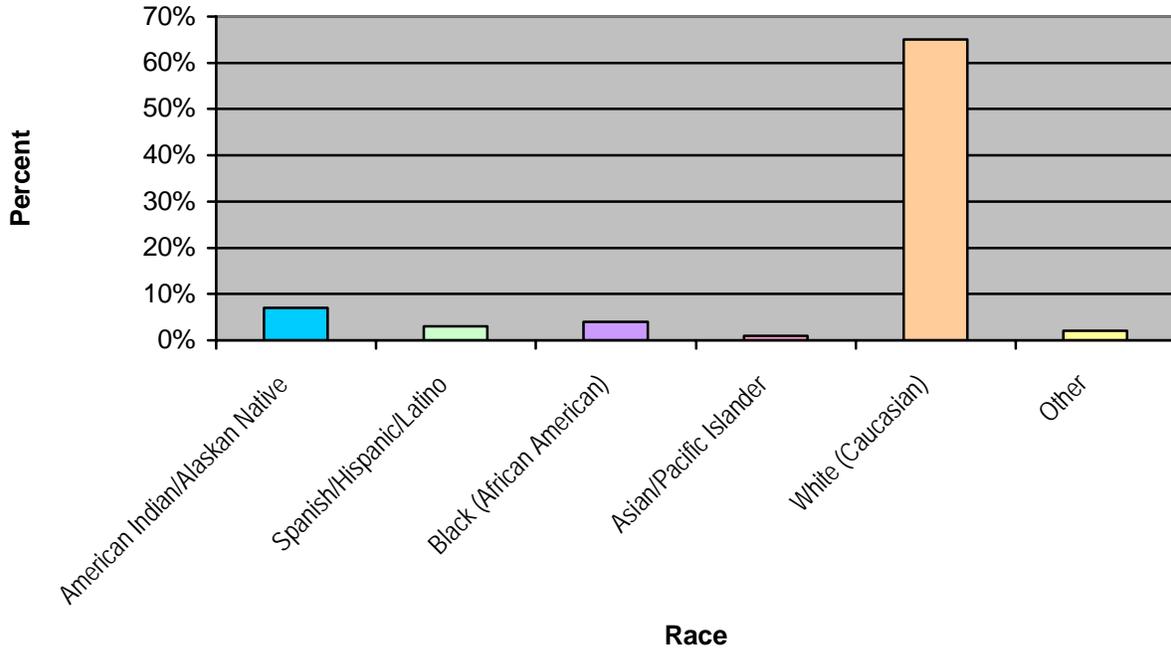


Figure 4: Mental Health Service Delivery

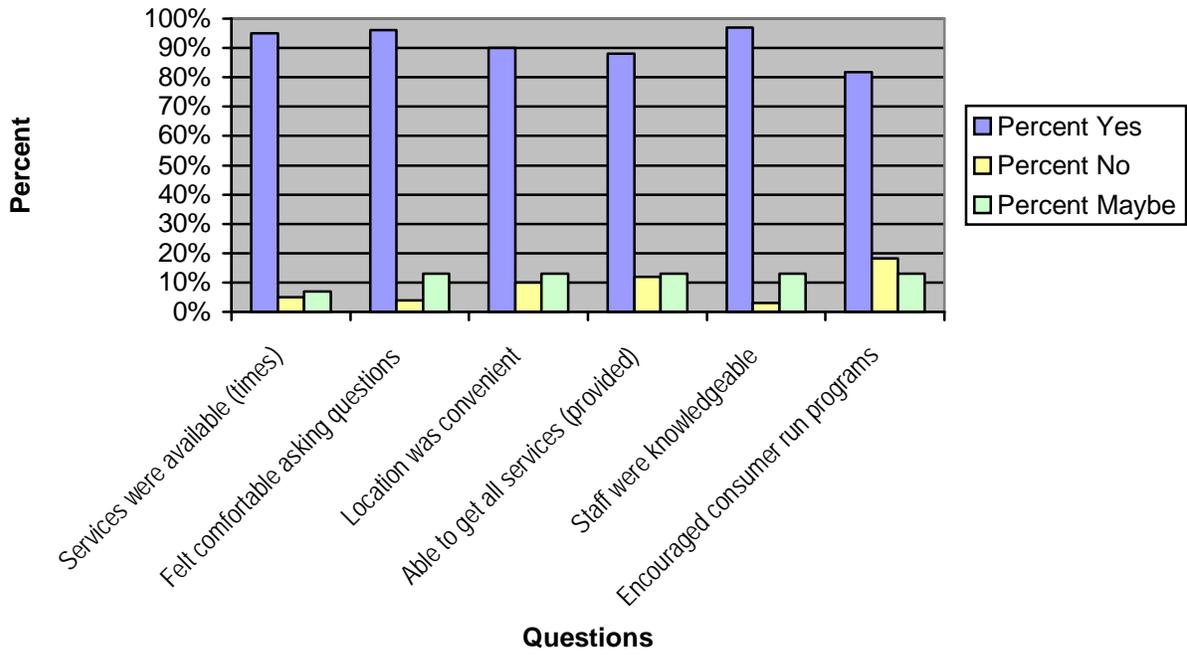


Figure 5: Results of Direct Services

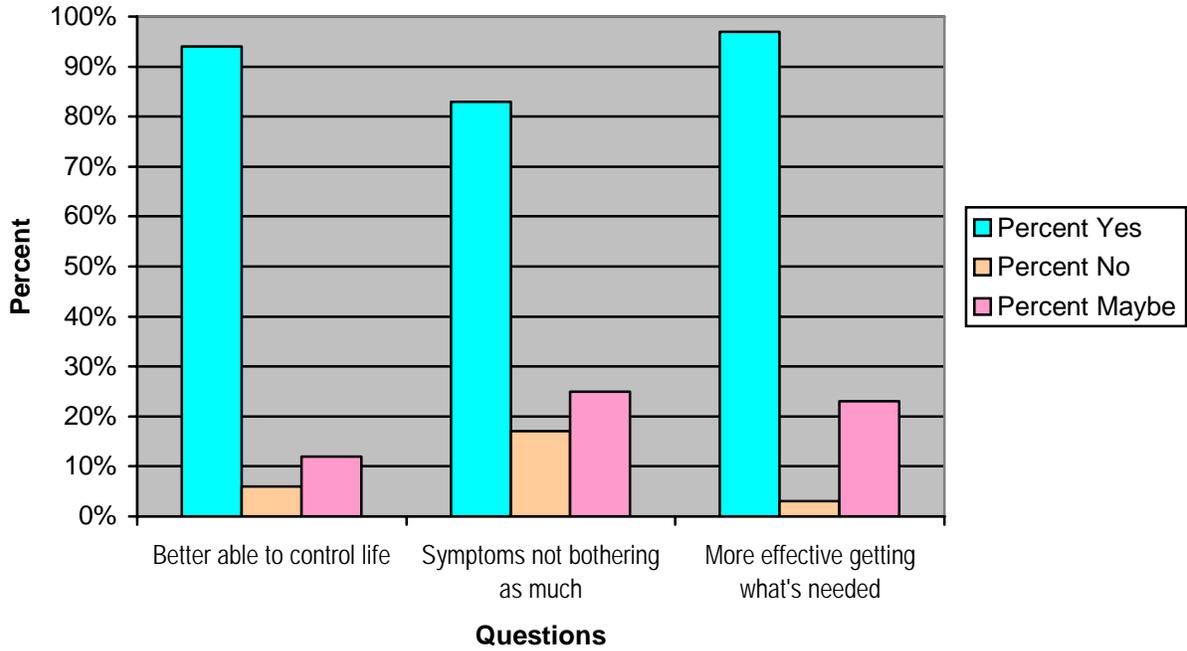
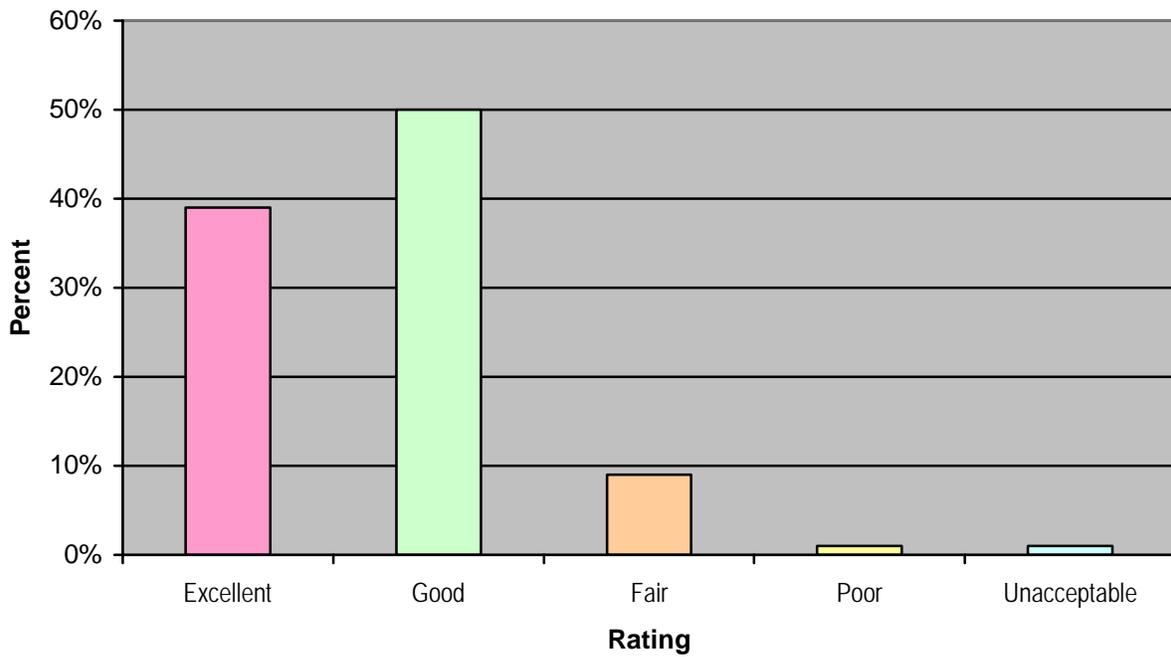


Figure 6: Overall Mental Health Services Rating





Broome County Mental Health Department
2006 Peer Survey

PLEASE, TELL US WHAT YOU THINK.....

In order to improve mental health services, we need to know what you think about the treatment you received, the people who provided it and the results of this treatment. Please indicate your response by circling either Yes, Maybe, or No. Thank you!

Concerning my services.....

- 01 Services were available at times that were good for me. YES MAYBE NO
02 I felt comfortable asking questions about my treatment and medication. YES MAYBE NO
03 The location of services was convenient (parking, public transportation, distance, hours, etc) YES MAYBE NO
04 I was able to get all the services I needed. YES MAYBE NO
05 Staff I worked with were competent and knowledgeable. YES MAYBE NO
06 I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.) YES MAYBE NO

As a Direct Result of Services I received.....

- 07 I am better able to control my life. YES MAYBE NO
08 My symptoms are not bothering me as much. YES MAYBE NO
09 I have become more effective in getting what I need. YES MAYBE NO

Please rate your overall experience with the Mental Health Services in this area by picking a choice below:

Table with 5 columns: Excellent (A), Good (A- B+ B), Fair (B- C+ C), Poor (C- D+ D), Unacceptable (F)

Please let us know a little about yourself. Thank you!

Age: Gender: Male Female
Race: Native American Spanish/Hispanic/Latino Black/African American Asian/Pacific Islander White (Caucasian) Other:



Your comments are welcome on the reverse side.