



Larry Hogan, Governor

Boyd K. Rutherford, Lt. Governor

Dennis R. Schrader, Secretary,  
Department of Health and Mental Hygiene

Barbara J. Bazron, Ph.D.,  
Deputy Secretary/Executive Director,  
Behavioral Health Administration

**Contact Information**

Behavioral Health Administration  
Spring Grove Hospital Center  
Dix Building  
55 Wade Avenue  
Catonsville, Maryland 21228  
bha.dhmv.maryland.gov



**Maryland's  
Adult Consumers  
Rate Their  
Public Behavioral  
Health Services**

**Consumer Perception of Care Survey  
2016**

| CHARACTERISTICS OF ADULT RESPONDENTS |                           | MH  | SRD |
|--------------------------------------|---------------------------|-----|-----|
| Gender                               | Female                    | 63% | 40% |
|                                      | Male                      | 37% | 60% |
| Age                                  | Under 21                  | 5%  | 3%  |
|                                      | 21-30                     | 19% | 21% |
|                                      | 31-40                     | 17% | 22% |
|                                      | 41-50                     | 19% | 23% |
|                                      | 51-64                     | 39% | 30% |
|                                      | 65 and older              | 2%  | 2%  |
| Race                                 | Black or African-American | 40% | 44% |
|                                      | White or Caucasian        | 55% | 54% |
|                                      | Other                     | 5%  | 2%  |
| Employment                           | Employed full-time        | 15% | 22% |
|                                      | Employed part-time        | 10% | 15% |
|                                      | Unemployed                | 31% | 28% |
|                                      | Permanently disabled      | 32% | 21% |
|                                      | Homemaker                 | 2%  | 3%  |
|                                      | Student/Volunteer         | 4%  | 4%  |
|                                      | Retired/Other             | 7%  | 7%  |

*Due to rounding, totals may not sum exactly to 100%.*

| REPORTED USE OF BEHAVIORAL HEALTH SERVICES         | MH  | SRD  |
|--|-----|------|
| Outpatient behavioral health treatment services    | 97% | 100% |
| Inpatient mental health services                   | 15% | 16%  |
| Psychiatric rehabilitation or day program services | 23% | 17%  |
| Residential rehabilitation services                | 7%  | 11%  |
| Behavioral health self-help support group          | 24% | 56%  |

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The Department, in compliance with the Americans with Disabilities Act, ensures that qualified individuals with disabilities are given an opportunity to participate in and benefit from DHMH services, programs, benefits, and employment opportunities.

## BACKGROUND

The Department of Health and Mental Hygiene's (DHMH) Behavioral Health Administration (BHA) conducted a statewide telephone survey to assess satisfaction with and outcomes of services provided by Maryland's Public Behavioral Health System (PBHS). The Adult Consumer Perception of Care Survey was administered to a sample of adults who had received outpatient behavioral health treatment services and/or psychiatric rehabilitation services between January and December 2015. A total of 403 adults receiving mental health (MH) services (33% response rate) and 234 adults receiving substance-related disorder (SRD) services (13% response rate) participated in the survey.

## RATING TREATMENT SUCCESS

Adult respondents were asked how they had improved as a direct result of services. Percentages below represent those respondents who "strongly agree" or "agree" with the following statements:

| STATEMENTS   | MH  | SRD |
|--|-----|-----|
| I deal more effectively with daily problems.                         | 78% | 78% |
| I am better able to control my life.                                 | 74% | 81% |
| I am better able to deal with crisis.                                | 72% | 77% |
| I am getting along better with my family.                            | 71% | 80% |
| I do better in social situations.                                    | 65% | 72% |
| I do better in school and/or work.                                   | 67% | 75% |
| My housing situation has improved.                                   | 62% | 63% |
| My symptoms are not bothering me as much.                            | 55% | 66% |
| I do things that are more meaningful to me.                          | 70% | 80% |
| I am better able to take care of my needs.                           | 73% | 82% |
| I am better able to handle things when they go wrong.                | 68% | 73% |
| I am better able to do things that I want to do.                     | 66% | 72% |
| I am happy with the friendships I have.                              | 76% | 77% |
| I have people with whom I can do enjoyable things.                   | 79% | 84% |
| I feel I belong in my community.                                     | 68% | 76% |
| In a crisis, I would have the support I need from family or friends. | 77% | 85% |

## RATING SATISFACTION WITH SERVICES

Adult respondents were asked to rate their overall satisfaction with the behavioral health services they received. Eighty-six percent (86%) of MH respondents and 82% of SRD respondents "strongly agreed" or "agreed" with the statement, "Overall, I am satisfied with the behavioral health services I received." Respondents were also asked to rate their satisfaction with specific aspects of the outpatient behavioral health treatment and psychiatric rehabilitation services they received. The table below shows the percentages of respondents who "strongly agree" or "agree" with each item, using a 5-point scale.

| SATISFACTION WITH SERVICES   | OUTPATIENT TREATMENT SERVICES |     | PSYCHIATRIC REHABILITATION SERVICES |      |
|--|-------------------------------|-----|-------------------------------------|------|
|  | MH                            | SRD | MH                                  | SRD  |
| I like the services that I received.   | 86%                           | 84% | 87%                                 | 80%  |
| If I had other choices, I would still get services from this provider.                                       | 82%                           | 81% | 87%                                 | 79%  |
| I would recommend this provider to a friend or a family member.  | 82%                           | 85% | 87%                                 | 85%  |
| The location of services was convenient.   | 89%                           | 81% | 90%                                 | 85%  |
| Staff were willing to see me as often as I felt it was necessary.  | 86%                           | 81% | 86%                                 | 88%  |
| Staff returned my calls in 24 hours.   | 77%                           | 79% | 76%                                 | 85%  |
| Services were available at times that were good for me.  | 87%                           | 84% | 84%                                 | 93%  |
| I was able to get all the services I thought I needed.   | 82%                           | 78% | 84%                                 | 80%  |
| I was able to see a psychiatrist when I wanted to.   | 77%                           | 64% | N/A                                 | N/A  |
| Staff here believe that I can grow, change, and recover.   | 91%                           | 91% | 90%                                 | 98%  |
| I felt comfortable asking questions about my treatment/rehabilitation and medication.                        | 93%                           | 90% | 89%                                 | 90%  |
| I felt free to complain.   | 87%                           | 87% | 83%                                 | 83%  |
| I was given information about my rights.   | 89%                           | 87% | 86%                                 | 92%  |
| Staff encouraged me to take responsibility for how I live my life.   | 89%                           | 91% | 90%                                 | 97%  |
| Staff told me what side effects to watch out for.  | 80%                           | 87% | N/A                                 | N/A  |
| Staff respected my wishes about who is and is not to be given information about my treatment/rehabilitation. | 93%                           | 91% | 94%                                 | 97%  |
| I, not staff, decided my treatment/rehabilitation goals.   | 80%                           | 73% | 81%                                 | 74%  |
| Staff helped me obtain the information I needed so that I could take charge of managing my illness.          | 87%                           | 86% | 90%                                 | 95%  |
| I was encouraged to use consumer-run programs.   | 72%                           | 85% | 86%                                 | 92%  |
| Staff were sensitive to my cultural or ethnic background.  | 86%                           | 86% | 88%                                 | 97%  |
| Staff respected my family's religious or spiritual beliefs.  | 90%                           | 89% | 88%                                 | 100% |
| Staff treated me with respect.   | 95%                           | 91% | 95%                                 | 90%  |
| Staff spoke with me in a way that I understood.  | 95%                           | 95% | 95%                                 | 88%  |