Massachusetts Child Psychiatry Access Project (MCPAP) University of Massachusetts (UMass) Parent Satisfaction Study

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Massachusetts Child Psychiatry Access Project (MCPAP) Parent Satisfaction Study
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I. Abstract

Objective: To evaluate parent experience with Massachusetts Child Psychiatry Access Project (MCPAP) in terms of overall satisfaction, satisfaction with service delivery, and importance of psychosocial support to help children and families reach their goals (oral presentation for second and final review meeting for parent satisfaction study for the 2008-2010 study). MCPAP is a mentoring program providing telephone consultations to primary care practitioners to improve access to child psychiatry services (oral presentation for second and final review meeting for parent satisfaction study for the 2008-2010 study).

Methods: A 2-page questionnaire with 5 demographic questions and 3 survey questions was mailed to 360 parents of children who had received telephone consultations through MCPAP between 2/2008 - 8/2008, identified using the University of Massachusetts Medical Center (UMMMC) database.

Results: 360 initial and 348 follow-up PSQ were mailed, and 158 PSQ returned, defining a response rate of 43.3%. 62% of parents agreed or strongly agreed that the service was offered in a timely manner; 54% of parents agreed or strongly agreed with the statement that their child’s mental health needs were addressed; 60% of parents agreed or strongly agreed that the quality of the service they received was satisfying; 84% of parents agreed or strongly agreed that the service provided was effective; 57% of parents agreed or strongly agreed that the service provided was helpful; 82% of parents agreed or strongly agreed that the service provided made a difference; 71% of parents agreed or strongly agreed that the service provided was highly valued; 73% of parents agreed or strongly agreed that the service provided was meeting their needs; 78% of parents agreed or strongly agreed that the service provided was highly valued; 73% of parents agreed or strongly agreed that the service provided was meeting their needs.

Conclusions: MCPAPParent Satisfaction Questionnaire (MCPAP PSQ): 3-page questionnaire created by Gerkensmeyer et al. (2009). Parent satisfaction with services is an important component in evaluating its adequacy as a mental health intervention. 

II. Introduction & Literature Review

Background: Few tools exist to accurately measure parent satisfaction. Although the Child Health and Measurement of Services Assessment (CHAMSA) and the Patient Satisfaction with Mental Health System (PSQ) are frequently used in chronic care management, these tools are not designed for the clinical setting. Ray et al. (2014) designed the MCPAP Parent Satisfaction Questionnaire (MCPAP PSQ) to measure satisfaction with the child psychiatry care delivery in primary care settings.

Methods: The MCPAP PSQ was mailed to 360 parents between 2/2008 and 8/2008, identified using the University of Massachusetts Medical Center (UMMMC) database. Results: 360 initial and 348 follow-up PSQ were mailed, and 158 PSQ returned, defining a response rate of 43.3%. 62% of parents agreed or strongly agreed that the service was offered in a timely manner; 54% of parents agreed or strongly agreed with the statement that their child’s mental health needs were addressed; 60% of parents agreed or strongly agreed that the quality of the service they received was satisfying; 84% of parents agreed or strongly agreed that the service provided was effective; 57% of parents agreed or strongly agreed that the service provided was helpful; 82% of parents agreed or strongly agreed that the service provided made a difference; 71% of parents agreed or strongly agreed that the service provided was highly valued; 73% of parents agreed or strongly agreed that the service provided was meeting their needs; 78% of parents agreed or strongly agreed that the service provided was highly valued; 73% of parents agreed or strongly agreed that the service provided was meeting their needs.

Conclusions: MCPAPParent Satisfaction Questionnaire (MCPAP PSQ): 3-page questionnaire created by Gerkensmeyer et al. (2009). Parent satisfaction with services is an important component in evaluating its adequacy as a mental health intervention. 

III. Methods

MCPAP Parent Satisfaction Questionnaire (MCPAP PSQ): 3-page questionnaire created by the research team was mailed

Sample and Design

Face to face contact with MCPAP between 2/2008 and 8/2008, identified using UMMC database. Qualitative data included answers to PSQ within 4-6 weeks and 6 months.

Survey Questions

Parents consensus leading to referral
Information given to parents
Satisfaction from services provided

Hypothesis

Parents satisfied with the quality of service
Parents better satisfied with open-ended reported evaluations

Data Analysis

Local/PSQ database
Description statistics

General Questions

Parents satisfied with the quality of service
Parents better satisfied with open-ended reported evaluations

Regression analyses: differences based on percentages (categorical data)

IV. Results

Parent Satisfaction

Sample size: 158 responses from 360 initial questionnaires mailed

Parent Satisfaction: Parents reported being less satisfied with regards to follow up appointments in the community and were quite satisfied with all referrals.

Data Analysis

Descriptive statistics

Least satisfied

Most satisfied

Qualitative Results

Most satisfied

Parents satisfied with the quality of service
Parents better satisfied with open-ended reported evaluations

Regression analyses: differences based on percentages (categorical data)

V. Conclusions

PSQQuest: High parent satisfaction with MCPAP evaluation process. Notably in higher rates of parents reporting they felt prepared, heard and understood. Satisfaction with follow up appointments in the community. Parent satisfaction with open-ended reported evaluations.

The scarcity of child psychiatrists to prescribe medications

The 3 month wait between calling for an appointment and the appointment date

“The interview process was very calming. We felt so good with the interviewer. The follow up and evaluation was very thorough.”

“Because child psychiatry services are frequently unavailable, primary care clinicians are frequently left managing these children without access to child psychiatry consultation or psychopharmacologic consultation.

Parent satisfaction with community provider

Parents satisfied with the quality of service
Parents better satisfied with open-ended reported evaluations

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