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

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

Authors
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I. Abstract

Objective: To evaluate parents' experience with Massachusetts Child Psychiatry Access Project (MCPAP) in a qualitative study, and to describe parents' perception of the adequacy of the referral process and follow-up plan.

Methods: IRB approved Parent Satisfaction Questionnaire (PSQ) sent to families referred to the Liaison model for Primary Care Providers (PCP) who are provided telephone consultation within 30 minutes of request.

Survey Questions:
- Parents concern regarding the referral process
- Satisfaction from services provided
- Hypothesis: Parents satisfied with the quality of service

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

Sample and Design:
- Families in contact with MCPAP between 2/2008 and 8/2008, identified using the University of Massachusetts Medical Center (UMMC) database.

Results:
- 75% of families said they were satisfied with the program.
- 91% biological/adoptive parents, 1.3% stepparent, 5.2% guardian/foster parent.

Conclusions:
- The interview process was very calming. We felt so good with the interviewer. The follow up contact was key. Compared to other psychiatric evaluations, I feel we were more prepared.

Qualitative Results:
- Parents reported being less satisfied with regards to follow up appointments in the community.
- Parents strongly agreed that the service helped them deal with their issues more effectively.

II. Introduction & Literature Review

Background: While primary care providers frequently see children and adolescents who are in need of mental health services, they are in a unique position to judge its impact. Satisfaction with MCPAP evaluation process is an important component in evaluating its adequacy as an infant or toddler mental health system.

Methods:
- To evaluate parents' experience with MCPAP in a qualitative study, and to describe parents' perception of the adequacy of the referral process and follow-up plan.
- IRB approved Parent Satisfaction Questionnaire (PSQ) sent to families referred to the Liaison model for Primary Care Providers (PCP) who are provided telephone consultation within 30 minutes of request.

Data Analysis:
- Local/PSQ database

Description of Study:
- The questionnaire was designed to inform quality improvement efforts based on descriptive data analyses. Parent satisfaction with respect to the referral process and follow-up plan is an important component in evaluating the adequacy of the referral process and follow-up plan. The qualitative results provide insights into parents' satisfaction with the referral process and follow-up plan in the community to help children and families reach their goals.

III. Methods

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

Sample and Design:
- Families in contact with MCPAP between 2/2008 and 8/2008, identified using the University of Massachusetts Medical Center (UMMC) database.

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IV. Results

Parents
- Age: 17.5% 18-24 yrs, 43.5% 25-39 yrs, 6.9% 40-49 yrs, 21.2% 50 yrs or over.
- Race: 97% Caucasian, 1.9% Hispanic, 0.6% Asian.
- Gender: 58% male, 42% female.
- Education level: 8.9% high school drop out, 1.9% high school graduate, 6.9% some college, 35.4% college graduate, 35.4% graduate/professional degree.
- Income: 7.1% under 10K, 13.5% 10-22, mean 42.97 (Std. D 4.646), 47.7% 45-74, mean 74%, 39% over 75, 7.1% unknown.

Children
- Age: 17.5% 18-24 yrs, 43.5% 25-39 yrs, 6.9% 40-49 yrs, 21.2% 50 yrs or over.
- Race: 97% Caucasian, 1.9% Hispanic, 0.6% Asian American, 0.6% Other.

Dx as reported by parents
- ADHD
- Mood disorder
- Anxiety disorder
- Conduct disorder
- Eating disorders
- PTSD
- Other

Preparation for service

Parents satisfied with the referral process
- 91% biological/adoptive parents, 1.3% stepparent, 5.2% guardian/foster parent.

Follow up in the Community
- Time between referral and follow up appointment: 12 weeks or less in 72.9% of cases, 4 weeks over 4 weeks, 11.9% more than 4 weeks.

Parents concerns leading to the referral
- Less satisfaction with reaching their goals for their child

Adequacy of follow up plan
- Parents satisfied with the quality of service

Parents satisfaction with services is an important component in evaluating its adequacy as an infant or toddler mental health system.

V. Conclusions

The qualitative results provide insights into parents' satisfaction with the referral process and follow-up plan in the community to help children and families reach their goals.