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

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I. Abstract

Objective: To evaluate parent experience with Massachusetts Child Psychiatry Access Project (MCPAP) during a 1-year period, and to determine whether parents are satisfied with services provided.

Methods: Parents who were or had been recruited into MCPAP were surveyed using a 3-page paper questionnaire created by Gerkensmeyer et al. (2013). Results: Surveys were returned by 158 parents, defining a response rate of 45%.

Results: 1% of parents strongly agreed or agreed that the interview process was very calming; 99% agreed or strongly agreed that the interviewer was helpful; 1% strongly disagreed or disagreed that the service helped them deal with their issues, and 99% agreed or strongly agreed that the service helped them deal with their issues.

Conclusions: MCPAP yields high parental satisfaction rates with regard to the evaluation process, but also highlights the need for parental follow up in the community in order to help children and families reach their goals.

II. Introduction & Literature Review

This study will focus on evaluating the parental experience with MCPAP. Previous studies have found that parents of children in crisis with the onset of a mental illness often have a behavioral health disorder with significant psychopathology (Connor et al., 2006). This is a major reason why parents need access to child psychiatry services.

Because child psychiatry services are frequently unavailable, primary care providers are a critical source of support for families experiencing a mental health crisis. However, there is evidence that parents satisfaction with mental health services is related to clinical outcomes (Connor et al., 2006).

There is a need for appropriate mental health follow up in the community in order to help children and families reach their goals.

III. Methods

MCPAP Parent Satisfaction Questionnaire (MCPAP PSQ): A 3-page questionnaire created by Gerkensmeyer et al. (2013) was mailed to the research team was mailed.

Survey Questions: Parents were asked questions about the referral process, the interaction with the community provider, and the satisfaction with the service provided.

Data Analysis: Descriptive statistics were used to compare group differences in scale scores (mean differences in parent responses).

Hypothesis: Parents satisfied with the quality of service.

Parents satisfied with the service provided.

Data Analysis: Local / SPSS database

Descriptive statistics

The results show high parental satisfaction with MCPAP evaluation process, but also highlights the need for parental follow up in the community in order to help children and families reach their goals.

IV. Results

Parents

- Age: 27 (23-31) mean 26.94 (SD 4.51), 58.3% females, 41.7% males.
- Income: 7.1% under $10K, 13.5% 10-24K, 41.9% 25-49K, 12.8% 50-74K, 12.8% 75K+.
- Education: 9.2% did not complete high school, 34.9% graduated high school, 32.6% some college, 19.6% Bachelor's degree, 5.1% Master's degree.
- Gender: 52.9% females, 47.1% males.

Experiences:

- Preparation for service: 48.7% had a visit with a clinician who offered a copy of PSQ within 3-4 weeks.
- Support before initial visit: 45.8% had a visit with a clinician who offered a copy of PSQ within 3-4 weeks.
- After-service support: 24.1% had a visit with a clinician who offered a copy of PSQ within 3-4 weeks.

Satisfaction:

- Satisfaction from service provided: 74.2% agreed or strongly agreed that their child's issues were understood.
- Improvement in situation: 75% did not have a visit with a MCPAP clinician, 25% had a visit with a MCPAP clinician.
- Parents satisfied with the quality of service.

Qualitative Results

Parents reported being less satisfied with regards to follow up appointments in the community.

Follow up in the Community:

- Time between referral and first contact: 25.9% less than a week, 50.3% between 1-7 weeks, 24% between 8-12 weeks.
- Parents satisfied with the quality of service.

V. Conclusions

- MCPAP parent satisfaction with MCPAP evaluation process

- Results are high in terms of parents' expectations, high preparation, and understanding of the process. Parents report being satisfied with the quality of service.

- Parents satisfied with the quality of service.

- Follow up in the community.

- There is a need for appropriate mental health follow up in the community in order to help children and families reach their goals.