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University of Massachusetts (UMass) Parent Satisfaction Study

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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) service to assess its impact of mental health consultation for children and families as well as to evaluate the impact on parent satisfaction.
Methods: A longitudinal study was conducted for 2 years. Families were recruited at the time of initial contact with MCPAP, and continued to be followed throughout the study period (between 15 months and 2 years). Surveys were distributed to parents through IRB approved Parent Satisfaction Questionnaire (PSQ) sent to families referred to the MCPAP Center (UMMHC) database.
Results: 58% of initial contact visits were made to parents, followed by a visit with a clinician to provide telephone consultation. 75% did not have a visit with a MCPAP clinician, 25% had a visit with a MCPAP clinician. Parents were then surveyed to assess their satisfaction with the services provided.
Survey Questions: Parents concerns leading to the referral, Hypothesis: Parents satisfied with the quality of service, Data Analysis: Local/SPSS database.
Conclusions: The clinic has a high rate of parents satisfied with the quality of service, and the majority of parents had a positive experience with the service provided.

II. Introduction and Literature Review
Background: A significant number of children and families are in need of mental health services. However, there is a lack of access to mental health services for children and families, particularly in underserved communities.
Methods: A longitudinal study was conducted for 2 years. Families were recruited at the time of initial contact with MCPAP, and continued to be followed throughout the study period (between 15 months and 2 years). Surveys were distributed to parents through IRB approved Parent Satisfaction Questionnaire (PSQ) sent to families referred to the MCPAP Center (UMMHC) database.
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Conclusions: The clinic has a high rate of parents satisfied with the quality of service, and the majority of parents had a positive experience with the service provided.

III. Methods
MCPAP Parent Satisfaction Questionnaire (MCPAP PSQ): A 3-page questionnaire was created to solicit the opinions of parents regarding the services provided. Parents were surveyed to assess their satisfaction with the services provided.
Survey Questions: Parents concerns leading to the referral, Hypothesis: Parents satisfied with the quality of service, Data Analysis: Local/SPSS database.
Conclusions: The clinic has a high rate of parents satisfied with the quality of service, and the majority of parents had a positive experience with the service provided.

IV. Results
Parents: Age: 42% female, 58% male; 21.8% 16-20 years old, 54.5% 21-40 years old, 23.7% 41+ years old; 80.8% Caucasian, 16% Hispanic, 1.9% African American, 0.6% Asian.
Survey Questions: Parents concerns leading to the referral, Hypothesis: Parents satisfied with the quality of service, Data Analysis: Local/SPSS database.
Conclusions: The clinic has a high rate of parents satisfied with the quality of service, and the majority of parents had a positive experience with the service provided.

V. Conclusions
Parents are satisfied with the service provided. The study highlights the importance of providing mental health services to children and families, as well as the need for ongoing support and follow-up care.

General Questions
Length of time that child had these issues: Mean 2.83 years (Std. D 2.676) 1 month
Satisfaction from service provided
Excel / SPSS database
Initial Mailing 4
Excel / SPSS database
Follow up by the Community
Time between referral and first contact: Mean 2.94 weeks (Std. D 1.428) 1 week
Satisfaction from service provided
Correlational
A  thank you note to all
Satisfaction from service provided
Correlational
A reminder letter with another copy of PSQ within 3 weeks
Satisfaction from service provided
Correlational
V. Conclusions
Parents are satisfied with the service provided. The study highlights the importance of providing mental health services to children and families, as well as the need for ongoing support and follow-up care.