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
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I. Abstract

Objective: To evaluate parent satisfaction with Massachusetts Child Psychiatry Access Project (MCPAP) referrals, and use of data to understand the patient population, highlight strengths and weaknesses of the referral process, and identify areas for improvement.

Methods: IRB approved Parent Satisfaction Questionnaire (PSQ) sent to parents referred to the MCPAP between 2/2008 and 8/2008. Parents who did not have a copy of PSQ within 2-4 weeks were mailed a copy. Parents were asked to rate satisfaction with process variables.

Results: 86% of parents responded to the PSQ. Parents were highly satisfied with the evaluation process and the service they received. A majority of parents strongly agreed that they were heard, understood, and prepared by the service.

Conclusions: MCPAP helps families access mental health services, but there is room for improvement. Further analysis of data collected through the PSQ will help identify areas for improvement.

II. Introduction & Literature Review

Behavioral health issues are a major part of childhood. Due to the high prevalence of mental health disorders in children, it is important to identify effective methods for addressing these issues. Parent satisfaction is a critical factor in the effectiveness of mental health services.

Methods:

- IRB approved Parent Satisfaction Questionnaire (PSQ) sent to parents referred to the MCPAP between 2/2008 and 8/2008. Parents who did not have a copy of PSQ within 2-4 weeks were mailed a copy. Parents were asked to rate satisfaction with process variables.

Results: 86% of parents responded to the PSQ. Parents were highly satisfied with the evaluation process and the service they received. A majority of parents strongly agreed that they were heard, understood, and prepared by the service.

Conclusions: MCPAP helps families access mental health services, but there is room for improvement. Further analysis of data collected through the PSQ will help identify areas for improvement.

III. Methods

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

Sample and Design:

- Parents in contact with MCPAP between 2/2008 and 8/2008 were included in the study.
- Parents who did not have a copy of PSQ within 2-4 weeks were mailed a copy.

Survey Questions:

- Parents were asked to rate their satisfaction with the referral process and the service provided.

Hypothesis:

- Parents would be satisfied with the service provided.

Results:

- 60.4% are still engaged with community provider, 39.6% are not engaged with community.

- Less satisfaction with follow up appointments in the community.

- Correlational analyses: relation between process variables and outcomes for children.

- Analyses: differences based on percentages (categorical data).

Data Analysis:

- Local/SPS database.

- Generalizability: results are generalizable to the Massachusetts child population.

Qualitative Results:

- Parents were asked to write in open-ended comments about their experience.

IV. Results

Parents:

- Age: 23.2% 18-24, 24.6% 25-34, 25.0% 35-44, 15.5% 45-54, 10.7% 55+
- Gender: 40.6% female, 59.4% male
- Race: 49.5% Caucasian, 32.5% Hispanic, 8.9% African American

Children:

- Age: 18.9% 2-5, 36.1% 6-11, 38.9% 12-17, 6.1% 18+
- Gender: 9.4% female, 90.6% male
- Race: 80.8% Caucasian, 16% Hispanic, 1.9% African American, 0.6% Asian

Follow Up in the Community:

- 25% of children and adolescents seen in pediatric primary care have a behavioral health disorder with significant psychopathology (Connor et. al., 2006).

- 60.4% are still engaged with community provider, 39.6% are not engaged with community.

- Correlational analyses: depending on the outcomes of the referral, MCPAP has influence on getting a psychiatrist appointment.

- 60.4% are still engaged with community provider, 39.6% are not engaged with community.

- Lack of follow up in the community is a major issue.

- 25% of children and adolescents seen in pediatric primary care have a behavioral health disorder with significant psychopathology (Connor et. al., 2006).

- Less satisfaction with follow up appointments in the community.

- Correlational analyses: relation between process variables and outcomes for children.

V. Conclusions

- PSQ is a good tool for parent satisfaction with MCPAP evaluation process.

- Results are in high agreement with parent satisfaction findings reported in the literature.

- Patient satisfaction with mental health services in clinical outcomes for children (Gerkensmeyer et al., 2005).