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

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Dvir, Yael; Wenz-Gross, Melodie; Jeffers-Terry, Mary; and Metz, Peter, "Massachusetts Child Psychiatry Access Project (MCPAP) University of Massachusetts (UMass) Parent Satisfaction Study" (2009). Psychiatry Publications and Presentations. 491.  
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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 parents’ experience with Massachusetts Child Psychiatry Access Project (MCPAP), a Consultation Liaison model, aimed at improving access to child psychiatry for families in contact with the Massachusetts Child Psychiatry Access Project (MCPAP) between 2/2008 and 11/2009.

Methods: IRB approved Parent Satisfaction Questionnaire (PSQ) sent to families referred to the MCPAP between 2/2008 and 11/2009. A reminder letter with another copy of PSQ was mailed within 3-4 weeks if no response. The research team was mailed 360 initial and 348 follow up PSQs, and 158 PSQs returned, defining a response rate of 44.6%. Notable are the high rates of parents reporting they felt prepared, heard and understood their child or family's mental health concerns.

Results: Parents strongly agreed that the quality of the service they received was satisfying (69%). 74.9% of parents agreed or strongly agreed with the statement “Someone finally listening and helping me to set up services that I was previously denied or unaware of.” 78.9% of parents agreed or strongly agreed that the services provided were appropriate for their child. 75.6% of parents agreed or strongly agreed that the program in general highlighted the need for appropriate mental health follow up in the community in order to help children and families reach their goals.

Conclusions: Parent satisfaction with mental health services is related to clinical outcomes. Parents with high satisfaction with the process variables were more likely to strongly agree that the MCPAP process facilitated children and families reach their goals.

II. Introduction & Literature Review

Background: Despite a high prevalence of mental health problems among children, many children with mental health needs are not receiving needed mental health services. Because children’s mental health services are frequently unavailable, primary care providers are frequently left managing these children without access to child psychiatry consultation services.

Methods: IRB approved Parent Satisfaction Questionnaire (PSQ) sent to families referred to the MCPAP between 2/2008 and 11/2009.

Results: Parents strongly agreed that the quality of the service they received was satisfying (69%). 74.9% of parents agreed or strongly agreed with the statement “Someone finally listening and helping me to set up services that I was previously denied or unaware of.” 78.9% of parents agreed or strongly agreed that the services provided were appropriate for their child. 75.6% of parents agreed or strongly agreed that the program in general highlighted the need for appropriate mental health follow up in the community in order to help children and families reach their goals.

Conclusions: Parent satisfaction with mental health services is related to clinical outcomes. Parents with high satisfaction with the process variables were more likely to strongly agree that the MCPAP process facilitated children and families reach their goals.

III. Methods

MCPAP Parent Satisfaction Questionnaire (MCPAP PSQ): 2-page questionnaire completed by the research team was mailed.

Sample and Design

Families were in contact with MCPAP between 2/2008 and 11/2009 identified using UMass database. A PSQ was mailed 2-3 months after initial contact with MCPAP. A reminder letter with another copy of PSQ was mailed within 3-4 weeks if no response.

Survey Questions

- Parents concerns leading to the referral
- Quality of diagnostic and consultative conclusions
- Satisfaction from services provided
- Anticipatory aspects of follow up plan
- Interaction with MCPAP staff and clinicians

Hypothesis

Parents satisfied with the quality of service

Data Analysis

1. Local/PSQ database
2. Descriptive statistics
3. McNemar’s test was employed to inform quality improvement
4. Analysis of variance (ANOVA): group differences scale scores (mean differences in satisfaction ratings).

Conclusions: Parent satisfaction with mental health services is related to clinical outcomes. Parents with high satisfaction with the process variables were more likely to strongly agree that the MCPAP process facilitated children and families reach their goals.

IV. Results

Parents

Age: 36% 1-5; 42% 6-11; 22% 12-17 yrs. 78% parents were biological/adoptive parents, 1.3% stepparent, 5.2% guardian/foster parent.

Parents strongly agreed that the service helped them deal with their issues more effectively (82%). 69% agreed or strongly agreed with the statement “Someone finally listening and helping me to set up services that I was previously denied or unaware of.” 78.9% of parents agreed or strongly agreed that the services provided were appropriate for their child. 75.6% of parents agreed or strongly agreed that the program in general highlighted the need for appropriate mental health follow up in the community in order to help children and families reach their goals.

Conclusions: Parent satisfaction with mental health services is related to clinical outcomes. Parents with high satisfaction with the process variables were more likely to strongly agree that the MCPAP process facilitated children and families reach their goals.

V. Conclusions

- Parent satisfaction with mental health services is related to clinical outcomes. Parents with high satisfaction with the process variables were more likely to strongly agree that the MCPAP process facilitated children and families reach their goals.

Disclosures: AACAP honorarium, GSK unrestricted educational funds, Wyeth support.

References:
- Yount et al., 2006.}

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