

Hamilton County Mental Health and Recovery Services Board

System Wide Consumer Outcomes Summary

The Hamilton County Mental Health and Recovery Services Board (HCMHRSB) maintains a strong commitment to regularly and consistently measure the impact of services provided through its network of contract agencies. In September of 2001, agencies under contract with the HCMHRSB began collecting data as part of the Ohio Consumer Outcomes initiative. The reporting that follows provides information derived through analysis of data from two of the surveys administered as part of this effort. Adult consumers complete the 67-item Ohio Consumer Outcomes survey, while parents/guardians of children and youth between the ages of 5 and 17 complete the 48-item parent version of the Ohio Youth Scales. Survey administrations are generally conducted at the time of service inception, 6 months following service inception, 12 months following service inception, and every 12 months thereafter or at the time of service discharge.

Each quarter the HCMHRSB compiles data representing administrations completed during the previous 24-month period. Use of a 24-month period ensures the capture of two administrations for each individual, including those having been in service for an extended period whom, as a result, are on an annual administration cycle.

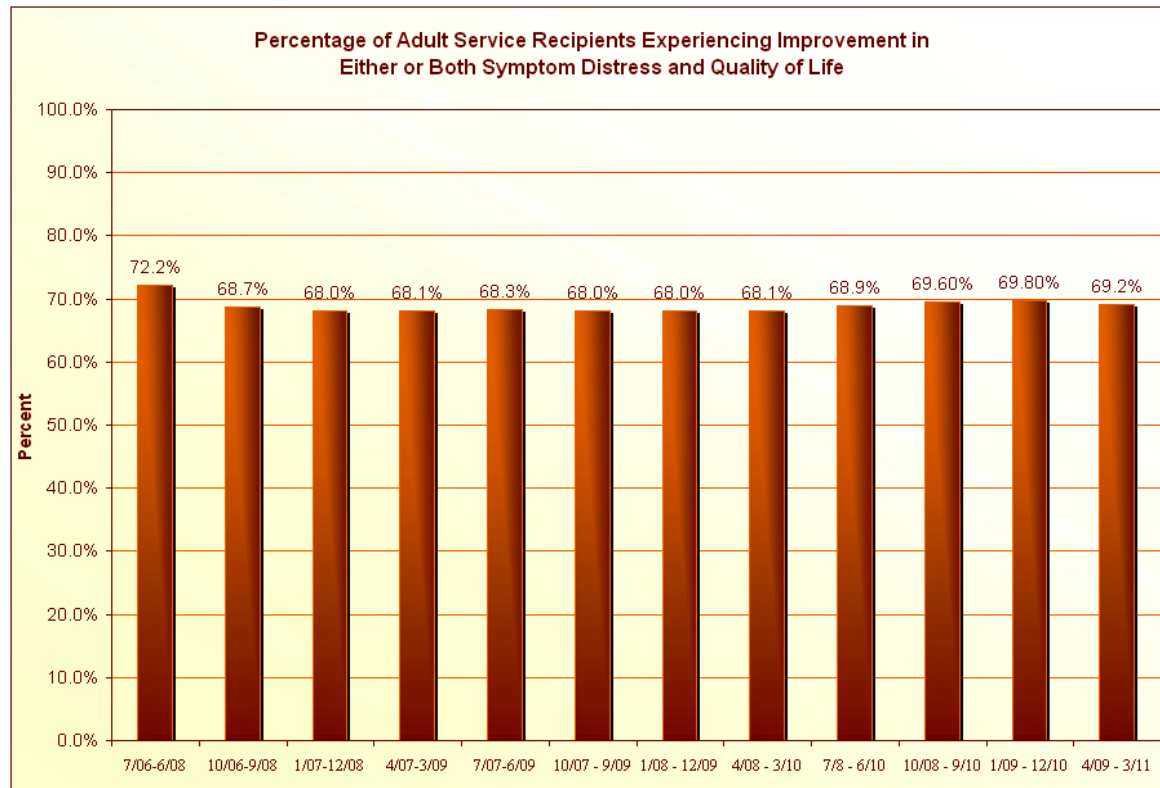
While it would be desirable to provide comparisons of this data across the state, such comparisons are not possible as the state no longer mandates the collection of this data. Additional information on Hamilton County's performance is available through the "Hamilton County Mental Health and Recovery Services Board Consumer Outcomes Report," published quarterly. Information regarding the Ohio Consumer Outcomes system can be found at: <http://www.mh.state.oh.us/what-we-do/protect-and-monitor/consumer-outcomes/index.shtml>

Adult Consumer Outcomes

Symptom Distress and Overall Quality of Life

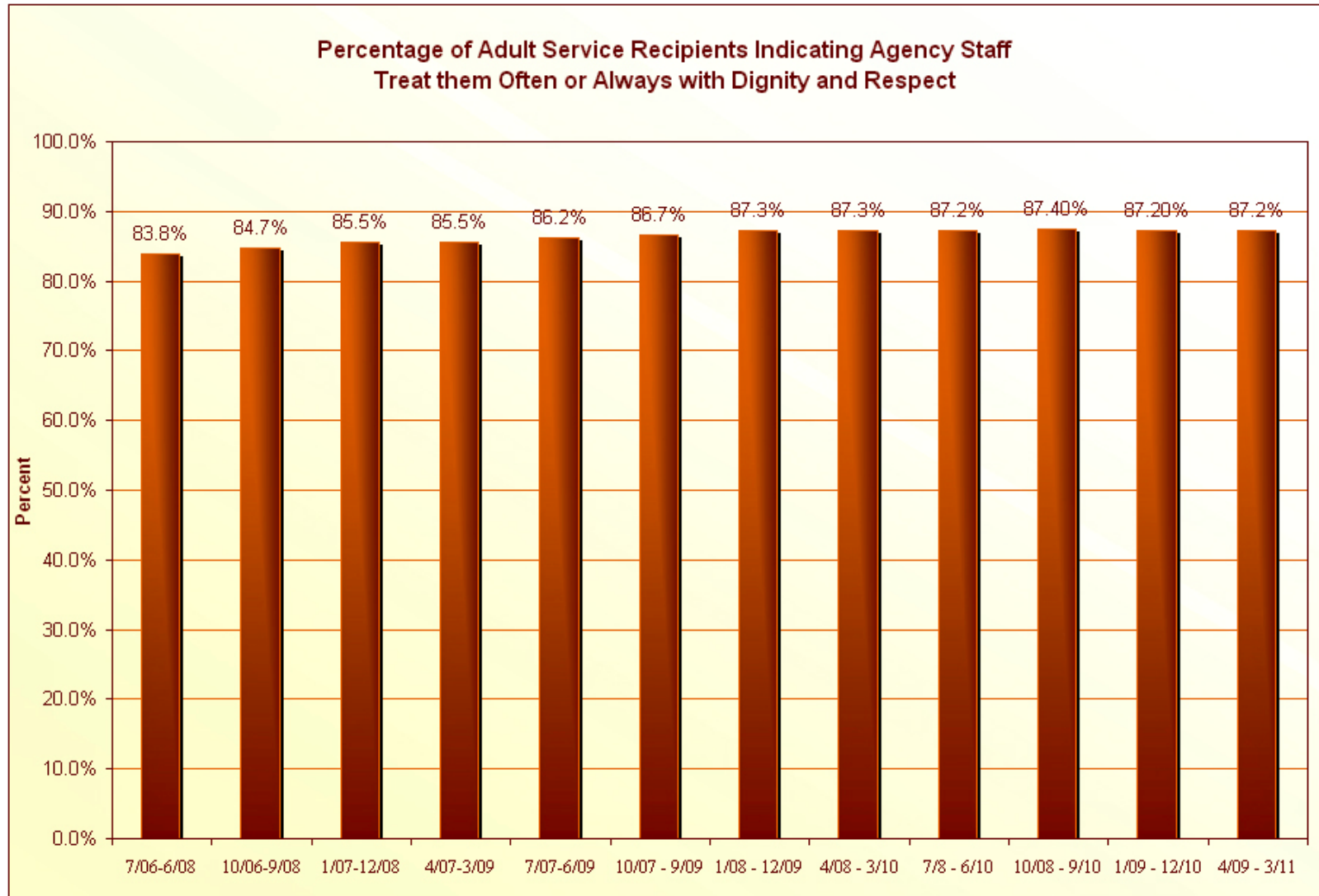
Contained in the adult instrument is a fifteen-item scale measuring the level of symptom distress experienced by an individual. Level of distress is measured for the seven-day period preceding the administration using a five-point scale with response choices that vary from (1) not at all distressed/bothered, to (5) extremely distressed/bothered. Also contained in the adult instrument is an Overall Quality of Life scale that is calculated by summing twelve items focused upon how one feels about their current condition/experience. Items focus upon such areas as friendship and family, financial well-being, meaningful activity, housing, and general health. Response choices for the items vary from (1) terrible, to (5) very pleased.

The bar chart reflects the percentage of individuals for whom an improvement was observed from the earliest administration in the period to the last administration for the period for one or both of these scales. *A decrease is observed between the 7/06 – 6/08 period and the 10/06 – 9/08 period resulting from a minor change made in the reporting of this item such that cases missing one of the scales could still be accounted for in the combined item.*



Treatment with Dignity and Respect

An item in the adult instrument asks respondents whether they are treated with dignity and respect by service their service providers. Response choices can consist of: never; seldom/rarely; sometimes; often; or, always. The bar chart reflects the percentage of those responding with “always” or “often” at the time of the last administration during the period.

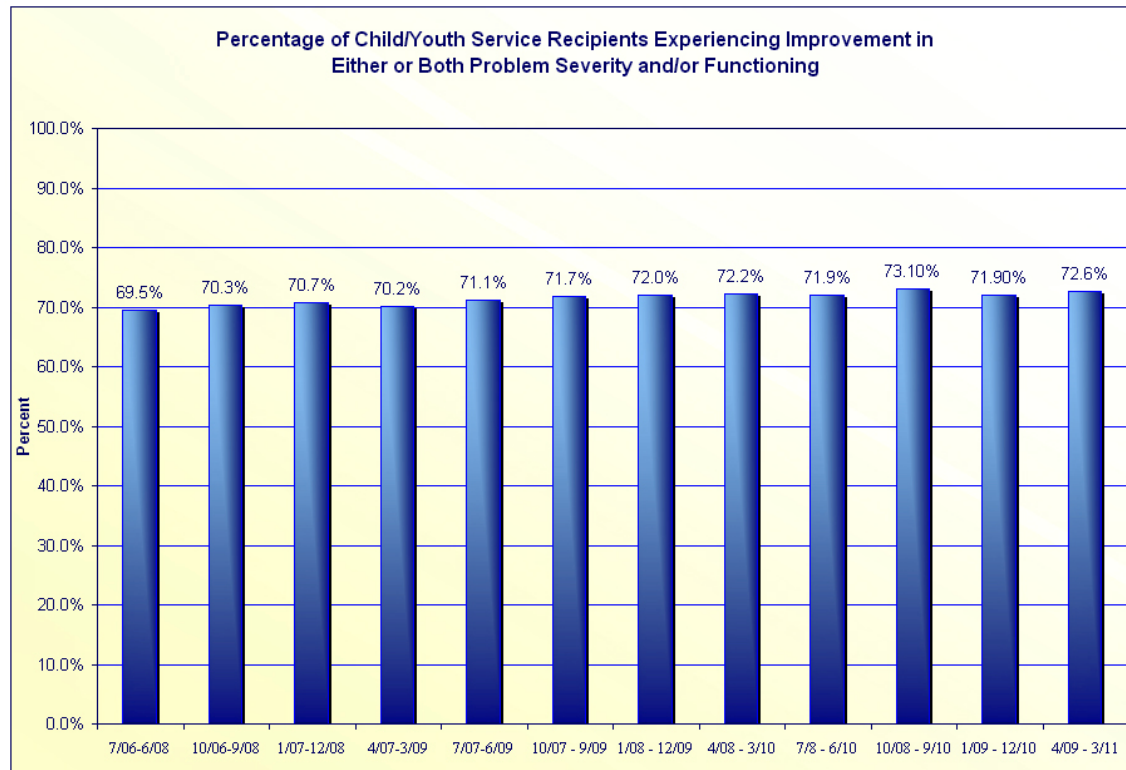


Child/Adolescent Outcomes

Combined Problem Severity and Functioning

The parent instrument of the Ohio Youth Scales contains a twenty-item scale measuring the extent/degree of difficulties experienced by each particular child/youth during the thirty-day period preceding the administration. Items contained in the scale cover a wide range of areas in which parents rate the frequency of occurrence with response choices varying from (0) not at all, to (5) all of the time. The scale score is the aggregated responses to these twenty items. A twenty-item scale measuring the child's level of functioning is also completed by the parent/guardian. Single item responses vary from (0) extreme trouble, to (4) doing very well. Scale scores are determined by aggregation of the individual scale items.

A combined variable is computed that addresses improvement in either or both of the two aforementioned areas. The bar chart reflects the percentage of individuals for whom an improvement was observed from the earliest administration in the period to the last administration for the period for one or both of these variables.



Service Satisfaction

Contained in the parent/guardian version of the Ohio Youth Scales is an item that asks “How satisfied are you with the mental health services your child has received so far?” Response choices are based upon a six-point scale varying from (1) extremely satisfied, to (6) extremely dissatisfied. The bar chart reflects the percentage of individuals responding with moderate or extreme satisfaction at the time of the latter (follow-up) administration.

