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Behavioral Health Survey Finds Most Consumers Satisfied

Lincoln—A survey of consumers of behavioral health services indicates that 85 percent were generally satisfied with the services they received from the state’s public behavioral health system, which includes services through the Nebraska Department of Health and Human Services Division of Behavioral Health and the state’s six regional behavioral health authorities. Behavioral health services include both mental health and substance abuse services. The survey has been conducted every year since 2003.

Completed by 1,658 adults and 313 youth caregivers, it also found that 82 percent responded positively to questions about accessibility.

“The survey is our best snapshot of what consumers think about the care they received,” said Scot L. Adams, director of the Division of Behavioral Health at the Nebraska Department of Health and Human Services. “Generally, people’s responses reflected satisfaction.”

Of those surveyed, 86 percent responded positively to questions about quality and appropriateness of services. More than three-fourths (79 percent) reported satisfaction with their level of involvement in treatment planning.

Most consumers thought services improved their level of functioning (71 percent) and social connectedness (69 percent).

“This input will be used to evaluate the services that are provided with the goal of improving the public behavioral health system,” Adams said.