

Consumer & Family Survey Workgroup

MINUTES

FEBRUARY 11, 2011 2:00 TO 4:00 CENTRAL

ATTENDEES	Ann Arthur, DHHS; Sheri Dawson, DBH; Kathleen Hanson, Region V Consumer; Jim Harvey, DBH; Ying Wang, DBH; Brian Wells, DBH; Mary O'Hare, Facilitator; Corey Brockway, Region 2; Ann Tvrdik, Region 3; Lisa Christensen, Magellan; Tammy Fiala, Region 3; Lisa Gion, Region 1; Christine McCollister, CenterPointe; Jean Hartwell, Region 6
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Workgroup Charge

The charge for the workgroup is to provide recommendations to DBH leadership for changes to the consumer/family surveys, survey methodology, and use and distribution of survey results. DBH leadership will make final decisions related to the recommendations.

Agenda Topics

2010 BEHAVIORAL HEALTH CONSUMER SURVEY RESULTS

PAULA HARTIG

DISCUSSION	<ul style="list-style-type: none"> Paula presented a power point on the 2010 Behavior Health Consumer Survey. Since the physical health questions are also distributed to the general population, a comparison can be made between the general population and those completing the consumer survey. Of particular significance is the percentage of individuals who completed the 2010 Behavioral Health Consumer Survey who smoke, are obese, and have diabetes compared to the general population. Region 3 requested raw data to further address issues at the Regional level. Jim will explore with other DBH staff. The entire Nebraska 2010 Behavioral Health Consumer Survey Summary of Results is available at http://www.dhhs.ne.gov/beh/mh/mh.htm. On page 14 of the report, the URS Table 11 Jim often refers to is included. This is the table which must be included in the block grant. It serves as the framework for the consumer survey.
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ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
None for committee members.		

UTILIZING 2010 SURVEY RESULTS

JIM HARVEY & BRIAN WELLS

DISCUSSION	<ul style="list-style-type: none"> The 2010 Consumer Survey results have been distributed to SQIT, Ne Legislature, Advisory Groups, and used in the Block Grant report. DBH has held initial discussions with Tobacco Free Nebraska to present the survey results and discuss actions. A suggestion was made to couple weight reduction and smoking cessation efforts. Sheri reported that SQIT will develop a formal action plan to address some of the issues revealed in the survey. A suggestion was made to involve Peer Support in developing strategies to address health related issues. Brian is working on a non-response analysis of the 2010 survey to further describe those who are not responding to the survey.
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ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
None for committee members.		

**2011 SURVEY PROGRESS
REPORT****BRIAN WELLS**

DISCUSSION	<ul style="list-style-type: none"> The 2011 Survey and the accompanying letters were revised as recommended at the last meeting. The next step is to seek approval from Scot Adams and Vicki Maca. Providers will be notified regarding when the surveys will be mailed out to consumers. Specific names of those selected to answer the survey will not be disclosed to providers. The sample will be drawn within the next 2 weeks and letters sent out to consumers in March. 		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	
Seek approval for survey and send out letters to providers regarding when the survey is being mailed.	Jim Harvey & Brian Wells	Before Survey is Administered	
SURVEY METHODOLOGY 101 FOLLOW UP		ANN ARTHUR	
DISCUSSION	<ul style="list-style-type: none"> Ann presented a power point and a handout which outlined some of the improvements which could be made to reduce survey error. Highlights of the suggested improvements follow: <ul style="list-style-type: none"> Draw proportional-to-size samples in each region. Include an Address Service Requested endorsement on the envelope which would provide for forwarding the envelope if a new address is on file. Shorten the time between drawing the sample and sending out the survey. Currently, those in service from July to December have potential for being drawn as part of the sample. Someone who received services in July 2010 may be asked to comment in March 2011 on the services they received in July 2010. Ideas to counter this included drawing from those who were in services from October thru December or do consumer surveys on a quarterly basis. Individuals in residential settings are not currently included in the sample. This is something that could improve the validity of the responses since consumers in these settings tend to be high users of behavioral health services. Provide more oversight to Magellan in the drawing of the sample. Print surveys on 11X17 paper. It was recommended that a subcommittee be formed to address these more technical improvements recommended by Ann. The subcommittee will include: Brian Wells, Ann Arthur, Ying Wang, Ann Tvrdik, Kathleen Hanson, and Jean Hartwell. Mary O'Hare will schedule a subcommittee meeting. 		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	
Subcommittee Meeting	Mary O'Hare will arrange	Before the Next Full Workgroup Meeting	
VISIONING FOR 2012		BRIAN WELLS	
DISCUSSION	<ul style="list-style-type: none"> The use of face-to-face consumer-to-consumer interviews as a survey method was discussed. Brain suggested a pilot project to interview non-responsive individuals. Trust issues may be an issue if consumers are going to the homes of the non-responding consumers. Pairing an experienced interviewer with a consumer interviewer was also discussed. The workgroup discussed how to facilitate youth completing a survey. Ann has had some experience with a national survey which utilized face-to-face interviews with those over age 11 and parents filling out the survey for those youth 0 to 10 years of age. 		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	
Continue Discussion at Next Meeting			

NEXT MEETING DATE	2:00 to 4:00 Central Time March 11, 2011
CALL IN NUMBER	1-888 – 820-1398, Attendee Code is 5743906#