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Maryland's Adult Consumers Rate Their Public Behavioral Health Services

Consumer Perception of Care Survey 2021

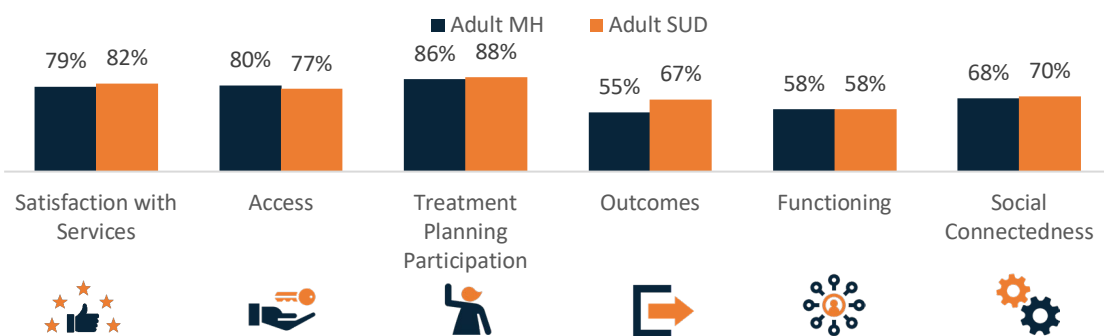
BACKGROUND

The Maryland Department of Health's (MDH) Behavioral Health Administration (BHA) conducted a statewide survey to assess satisfaction with and outcomes of services provided by Maryland's Public Behavioral Health System (PBHS). The Adult Consumer Perception of Care Survey was administered to a sample of adults who had received outpatient behavioral health treatment services between January and December 2020. A total of 376 adults receiving mental health (MH) services and 380 adults receiving substance use disorder (SUD) services participated in the survey.

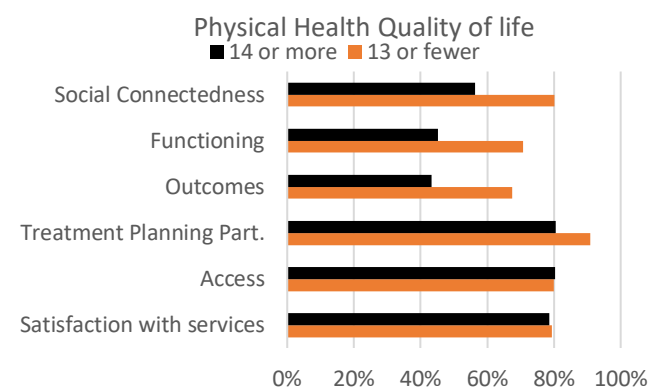
OVERVIEW

- Overall, domains that center around access and quality of care (participation in treatment planning) were given higher positive ratings than measures that center around results of care (treatment outcomes, social connectedness, and improved functioning).
- Adult mental health (MH) and substance use disorders (SUD) recipients reported least satisfaction with activities of daily living (functioning, outcomes and social connectedness)
- Based on responses to the question "Overall, I am satisfied with the services I received" over 70% of both MH and SUD treatment recipients were satisfied with services overall (Satisfaction Domain).
- Overall, irrespective of employment status, experience of care was similar among adult mental health services recipients. Among adults with a substance use diagnosis, those who are unemployed were less likely to report satisfaction with the care they receive, access to care, treatment outcomes and functioning, while those who were employed reported higher levels of positive experiences.
- Respondents who rated their mental or physical health quality of life as poor (14 or more days of poor mental or physical health), reported lower ratings across all satisfaction domains.

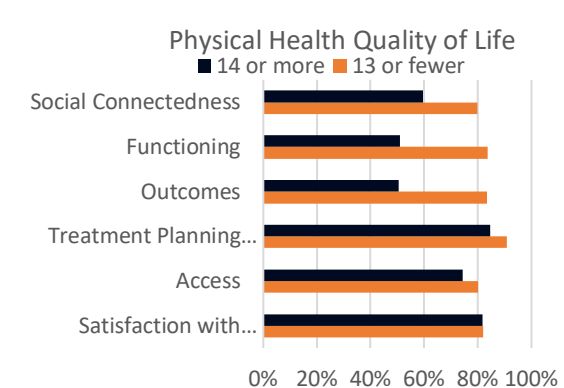
Adult MH and SUD Satisfaction with Services Domain by Treatment Type



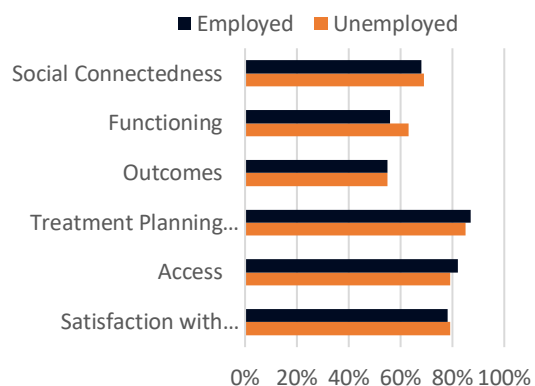
Adult MH Recipient Quality of Life



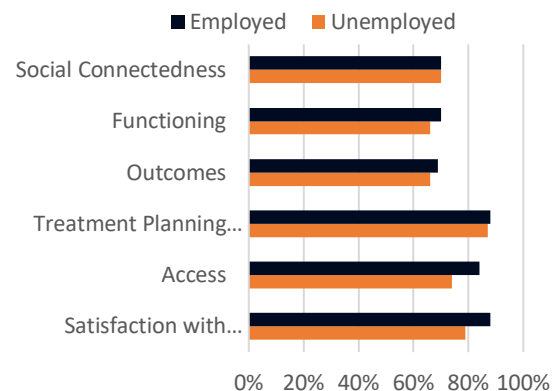
Adult SUD Recipient Quality of Life



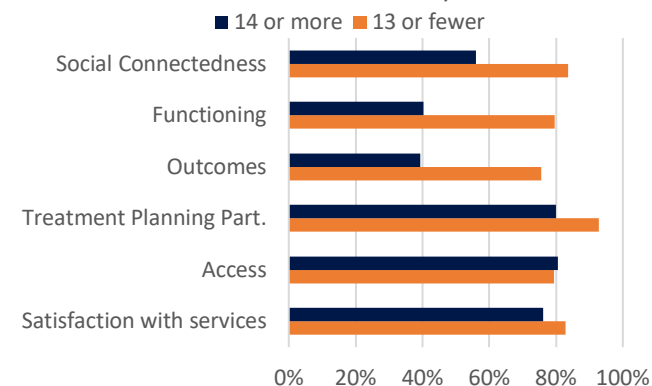
Adult MH Employment



Adult SUD Employment



Mental Health Quality of Life



Mental Health Quality of Life

