

Adult Consumer Satisfaction with Program of Assertive Community Treatment (PACT) Services 2022 Massachusetts Statewide Findings

PACT Services uses a multidisciplinary team approach to provide acute and long term support, community-based psychiatric treatment, assertive outreach, and rehabilitation services. The flexible nature of PACT cultivates resiliency and supports each person's path to recovery. Service goals include rehabilitation, support, supervision, stable housing, participation in the community, self-management, self-determination, empowerment, wellness, improved physical health, and independent employment.

Ensuring Quality Services. To continuously improve service quality and monitor the performance of **19** contracted sites throughout Massachusetts and to meet reporting requirements of the federal SAMHSA Community Mental Health Services Block Grant, DMH conducts an annual consumer satisfaction survey.

2022 Consumer Satisfaction Survey

100% of clients were invited to participate

Of the 1,355 active clients, 1,297 with valid addresses were sent a pre-notification. Of these, an additional 257 were excluded due to incorrect addresses, resulting in a final eligible sample of 1,012 clients. The pre-notification letters included the online survey link. All nonresponding clients were sent paper surveys with online and smartphone survey options, and an up-front \$5 incentive, followed by a reminder letter, a second copy of the survey, a second reminder letter, and a reminder flyer. Data collection started in April and ended in July.

Surveys were in English and six other languages (Spanish, Haitian Creole, Chinese Simplified Text, Chinese Traditional Text, Khmer, and Vietnamese).

Survey on 9 areas of satisfaction

A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program (MHSIP) tool was used. It included 57 items measuring satisfaction, based on a 5-point scale (strongly agree, agree, neutral, disagree and strongly disagree), with an option of "not applicable" as well as other demographic and behavioral outcome questions.

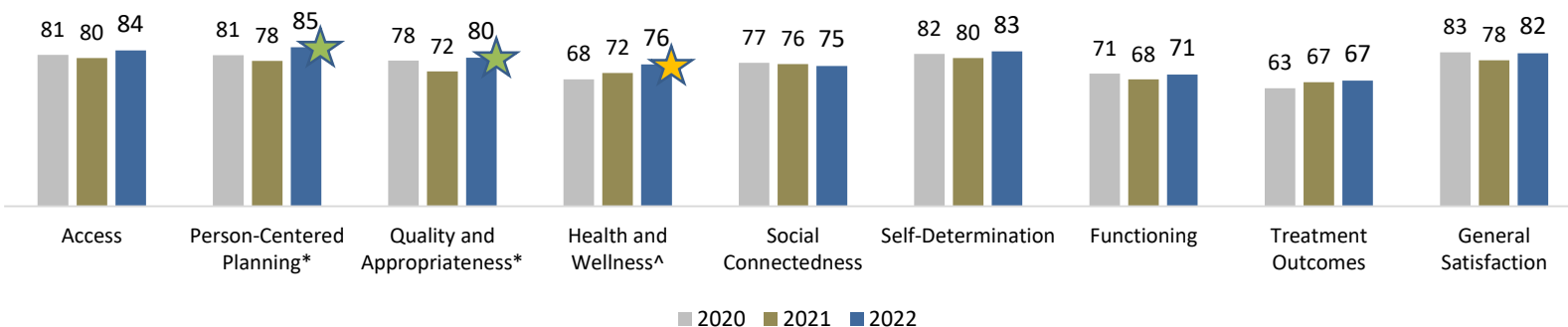
29% or 297 of eligible clients responded

Response rates ranged from 16% to 44% across the 19 contracted sites. DMH Area rates ranged from 24% to 34%. Clients under age 35 were less likely to respond than older clients. There were no statistically significant differences in response by gender, race/ethnicity, or preferred language.

Nearly two-thirds were male and 35% were females. Average age was 48 years. About 55% were White, non-Hispanic, 13% Black non-Hispanic, 3% Asian, 6% multiracial, 11% other, and 10% Hispanic.

80% or more of clients responded positively in 5 of the nine areas of satisfaction in 2022, with significant improvements in person-centered planning and quality and appropriateness of services compared to 2021. Satisfaction with health and wellness was higher compared to 2020. There were no other differences.

★ Higher than 2021
★ Higher than 2020



2022 Massachusetts Statewide Findings

WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (51% or 150 clients responded)**STAFF/SERVICES: GENERAL (38.0%)**

- Talking with people and getting advice.
- The PACT team has been enormously helpful. I know that if I'm in crisis I can call them.

**ACCESS/AVAILABILITY (22.7%)**

- Being able to have staff reach out on Zoom so I could see them and feel like they were visiting with me when we couldn't meet in person helped me feel still very connected.

**THERAPY (15.3%)**

- Therapy in the community—meeting with my therapist for social interaction and exposure therapy.
- The weekly visits of my therapist makes all the difference.

**PROGRAMS (12.7%)**

- I haven't fully recovered, but PACT has helped me.
- The PACT program is a phone call away at any time.

**TRANSPORTATION (12.7%)**

- Transportation for groceries and household items.
- Providing rides to important appointments with PCP or psychiatrist.

WHAT SERVICES HAVE BEEN LEAST HELPFUL TO YOU IN YOUR RECOVERY? (25% or 75 clients responded)**NONE (28.0%)**

- None of my services have been least helpful. They all help.
- I can't say anything they offer is not helpful.
- All of the services work together for my well-being.

**QUALITY OF CARE (17.3%)**

- I'm extremely disappointed with my house apartment! I feel "forced" to move to where I am.
- The nurse practitioner doesn't listen and thinks I'm okay when I'm doing a lot worse and having suicidal thoughts.

**ACCESS TO CARE (10.7%)**

- [The least helpful service has been] not being physically possible to go to programs.
- Limited contact with my current peer specialist.

**MEDICATION (9.3%)**

- My medication is too strong for me and causes me to drool, stagger, and drag my heels.
- Forced medication.

**STAFF/SERVICES: GENERAL (9.3%)**

- Some of the staff not helpful; they are not on my wavelength.

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (32% or 94 clients responded)**ACCESS/AVAILABILITY (28.7%)**

- When a PACT staff leaves the job, it takes too long for the administration to find replacements. There is a current clinician vacancy for 1.5 years.
- Have more frequent weekly visits.

**NONE (24.5%)**

- No changes—[PACT] is the best ever program. I've had many and none as caring as this team is for me.
- None, they do a great job already.

**QUALITY OF CARE (17.0%)**

- More funding to pay employees better and to thoroughly do employee background checks. Some of the new hires think they can get paid just by showing up and not doing their jobs.

**COMMUNICATION (13.8%)**

- Provide more information in general in print or through verbal explanation about what is out there to help.
- If staff would call to advise me of arrival ahead of time.

**STAFF/SERVICES: GENERAL (13.8%)**

- To be able to speak your opinion more often, even if it is the opposite of what staff thinks.
- Be more encouraging.

Note: Percentages add to more than 100, because participants can give multiple responses.