

PACT Services

PACT uses a multidisciplinary team approach providing acute and long term support, community-based psychiatric treatment, assertive outreach, and rehabilitation services to persons served. 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 18 contracted and state-operated services throughout Massachusetts and to meet reporting requirements of the federal SAMHSA Community Mental Health Services Block Grant, DMH conducts an annual consumer satisfaction survey.

Consumer Satisfaction Survey

100% of active PACT clients were invited to participate in the survey

In 2018, 1,086 active clients received survey pre-notification. Of these, 186 were excluded due to incorrect addresses. Surveys were mailed to **900** clients with an online web option and up-front \$5 incentive, followed by a reminder letter, a second copy of the survey, and a final reminder. Surveys were in English and available in 7 other languages (Spanish, Portuguese, Haitian Creole, Chinese Simplified Text, Chinese Traditional Text, Khmer, and Vietnamese). Data collection started in April and ended in August. **This is the first year that a consumer survey was conducted with PACT clients.**

34% or 263 of eligible clients completed the survey

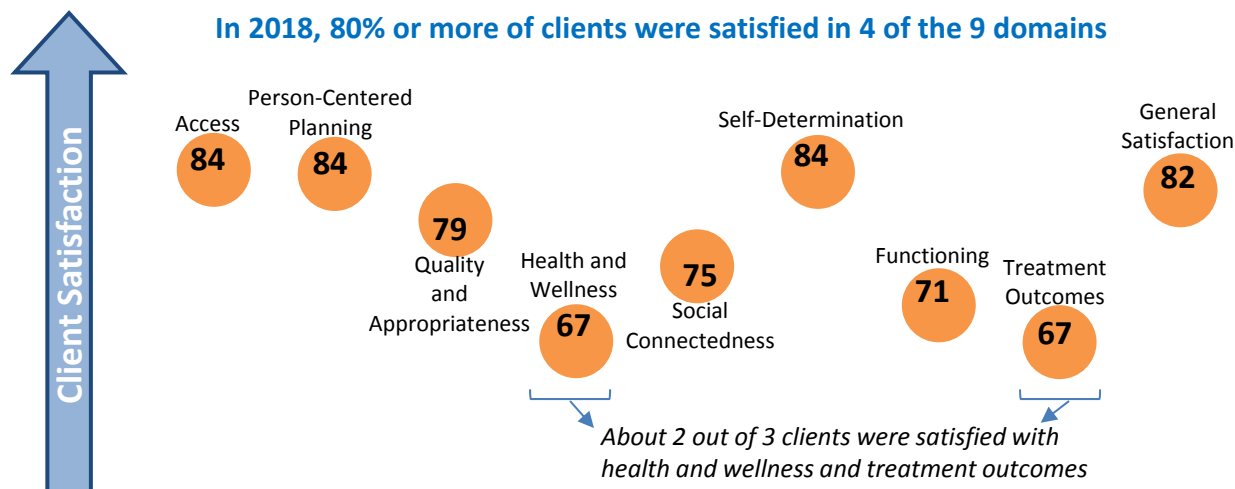
Response rates ranged from 17% to 50% across 18 contracted sites. DMH Area rates ranged from 30% to 43%. There were no statistically significant differences in response rates by client gender, race/ethnicity, or preferred language. Younger clients under age 35 (28%) and those who enrolled in services more recently in 2017 or after (33%) were less likely to respond.

Clients responded to questions about satisfaction or experiences in 9 domains

A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program (MHSIP) tool was used. It included 57 items 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. Sixty-five percent of respondents were male and 35% females. The average age was 46 years (males: 43; females: 50). About 88% enrolled in PACT in 2017 or after and 12% were enrolled before 2017. Of those who identified as non-Hispanic, about 55% were White, 10% Black, 6% Asian, 3% multiracial, and 14% other. Of the 11% Hispanic, 13% identified as Black, 10% as White, 7% were multiracial, and 70% did not identify with any race category.

Findings: What did Consumers Say about PACT Services?

In 2018, 80% or more of clients were satisfied in 4 of the 9 domains



Statewide Findings

WHAT SERVICES HAVE BEEN MOST HELPFUL TO YOU IN YOUR RECOVERY? (Number Responding=124)

STAFF: GENERAL (47.6%)



- My nurse, my case manager, and prescriber.
- Kindness and compassion of the staff.

PROGRAMS/CLUBHOUSES (34.7%)



- PACT services.
- The agency has helped me a lot.
- PACT program and clubhouse.

SERVICES: ACCESSIBLE (33.9%)



- My counselor always makes her visits to me! Psychiatrist visits at home. Being able to call and get a call back.
- They give me ride for my bloodwork and psychiatry every month.

SERVICES: GENERAL (31.5%)



- When a clinician visits with me for coffee - it is very helpful to discuss medication or upcoming visits.
- Individual 1:1 with therapist and psychiatrist.

MEDICATION (19.4%)



- Continuing to work on my prescription with my psychiatrist.
- Medications arrive in a timely manner.

WHAT SERVICES HAVE BEEN THE LEAST HELPFUL TO YOU IN YOUR RECOVERY? (Number Responding=41)

SERVICES: UNDERPERFORMING (19.5%)



- Nurse - not really involved in my treatment plan and is not administering my medications.
- I have been misdiagnosed and ridiculed.

MEDICATION (19.5%)



- The staff hasn't been that flexible about receiving medication.
- Changing my medication to medication that clearly isn't working for me.

SERVICES: GENERAL (14.6%)



- Counseling.
- Home visits.
- Hospitalizations.

PROGRAMS/CLUBHOUSES (14.6%)



- The clubhouse because I'm exposed to active not sober club members.
- The new PACT program.

SERVICES: INACCESSIBLE (12.2%)



- They need to be available more on my time.
- The staff hasn't been that flexible about receiving medication. PACT used to have more services in the past (i.e., employment counseling, education).

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (Number Responding=525)

SERVICES: MORE ACCESSIBLE (25.8%)



- The staff should answer the phone more. They seem most of the time to be over worked and some seem to be stressed.
- Have meetings after business hours and on the weekends.

NONE (16.1%)



- No changes! Very happy with the services PACT program is giving. We are being very productive and playing it by ear.
- The services have been perfect.

SERVICES: HIGHER PERFORMING (16.1%)



- DMH should hire staff with compassion and listen to us clients. Get to know us as people not our illness. I don't want pity I want understanding.
- Respect my individual needs and take my symptoms more seriously.

MORE CONSUMER INPUT (11.3%)



- Respect my right to refuse psychiatric medication.
- Allow me to do things in my way.

SERVICES: MORE CONSISTENT (9.7%)



- I wish I could see my therapist every week. He often cancels on me and I end up seeing him only 1-2 times per month.
- The turnover is so great that it has a severe impact on my treatment. The staff deserves more hourly wages and showed more appreciation so they will stay longer.