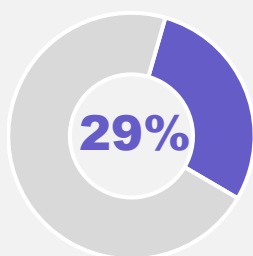


PROGRAM OF ASSERTIVE COMMUNITY TREATMENT 2023 CONSUMER SATISFACTION SURVEY

Statewide Findings

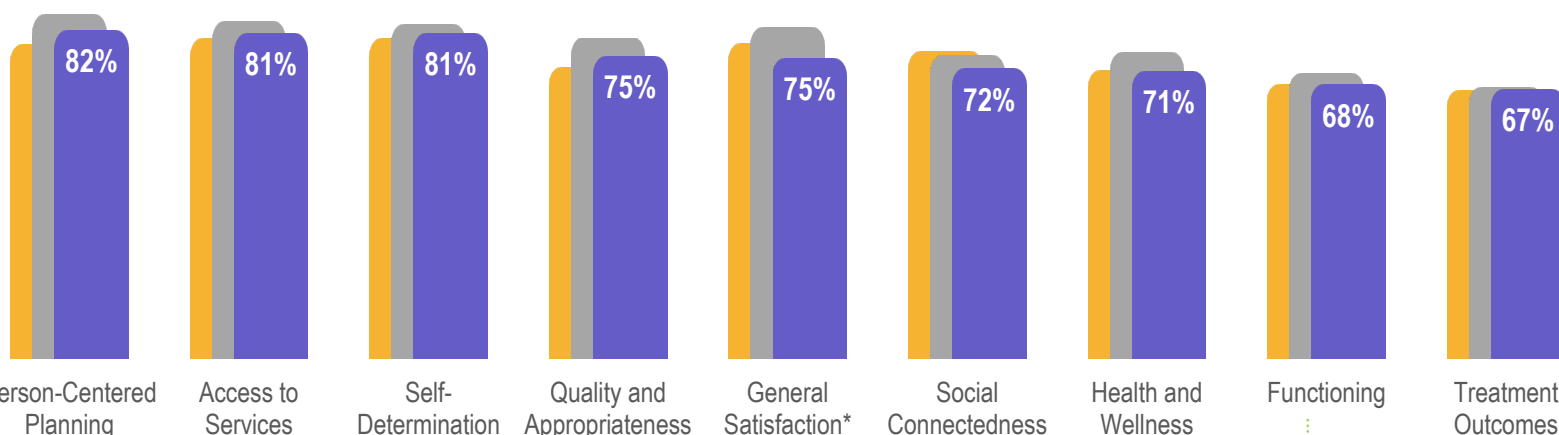


297
completed
the survey

Majority of respondents were White, non-Hispanic
males around 49 years of age.

75% or more responded positively in **5 of the 9 areas of satisfaction**

■ 2021 ■ 2022 ■ 2023



*Significantly lower between 2022 and 2023. No changes in other areas over time.

74% agreed they were able
to **get all the services** they
thought they **needed**

79% agreed staff here
believed they could **grow**,
change, and **recover**

64% agreed their
symptoms are not
bothering them as much



80% liked the services
received
(82% in 2021 and 85% in 2022)



73% would recommend
the service provider
(77% in 2021 and 78% in 2022)

About the Survey: DMH conducts an annual survey and uses findings to inform continuous quality improvement activities. A state-modified version of the federal SAMHSA Mental Health Statistical Improvement Program tool with 57 satisfaction items was used and translated into eight languages including English. A census was conducted including all 1,507 clients across 24 contracts in Massachusetts; 1,042 were eligible. Clients responded by paper or online. Data collection began in April 2023 and ended in September 2023.

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

PROGRAM OF ASSERTIVE COMMUNITY TREATMENT 2023 CONSUMER SATISFACTION SURVEY

Statewide Findings



Top 5 **most helpful**
aspects of services
137 clients commented

Staff/Services: General (32.8%)

- The PACT team has helped me a lot.
- I have good care. I would like to always have good care.

Access to care (19.0%)

- Staff visiting me in my home.
- Remote therapy via internet video streaming and phone calls.

Medical services (15.3%)

- My psychiatric nurse practitioner is a fantastic provider. She monitors me closely, is involved in my treatment plan, has me on the right medication, and treats me with respect.
- Getting my medications delivered each week.

Quality of care (14.6%)

- I work with a caseworker who is very supportive and we together are working on changing my living condition. She is great.
- The PACT program has always been extremely helpful.

Therapy (13.1%)

- The therapy and psychiatry has been greatly appreciated.
- Therapy and other PACT team members to talk to.



Top 5 **least helpful**
aspects of services
76 clients commented

None (23.7%)

- None. Everything has helped. I have not found a service that hasn't helped me yet.
- Nothing. Every service received was good.

Staff/Services: General (22.4%)

- PACT team. I've had no personal contact, phone calls, or services in over two years.
- I don't care for group settings.

Access to care (18.4%)

- Therapy when I need it. There is not enough staff to handle when someone needs therapy.
- Psychiatrist. We only speak once a month, which is not enough.

Quality of care (17.1%)

- The medicine I'm taking is not helping me at all, but my doctor would not stop giving me the medicine.
- The way the PACT staff behaves is concerning.

Medical services (10.5%)

- Services rendered while I was in the hospital.
- The previous doctors at the center were not very helpful as far as being treated for any of my symptoms, and the medications that I did try did not help.



Top 5 **changes to improve** services
106 clients commented

Access to care (34.0%)

- They need more personnel. They are very understaffed.
- Host more groups and more social gatherings in the community.

Communication (11.3%)

- More communication between team members.
- Be responsive to my medical requests in a timely manner.

None (25.5%)

- I wouldn't change a thing with the services.
- Nothing needs to change.

Quality of care (17.0%)

- Competent and compassionate and forgiving staff members.
- More integrity and credibility.

General (11.3%)

- Allowing me to work with a therapist outside of the PACT. I do not want to lose this person when PACT does get one.
- All PACT persons be allowed to take their clients on quick nearby errands.