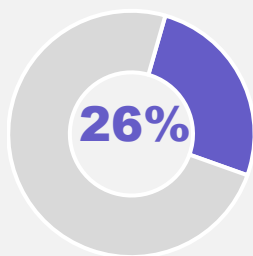


PROGRAM OF ASSERTIVE COMMUNITY TREATMENT (PACT) 2024 CONSUMER SATISFACTION SURVEY

Statewide Findings

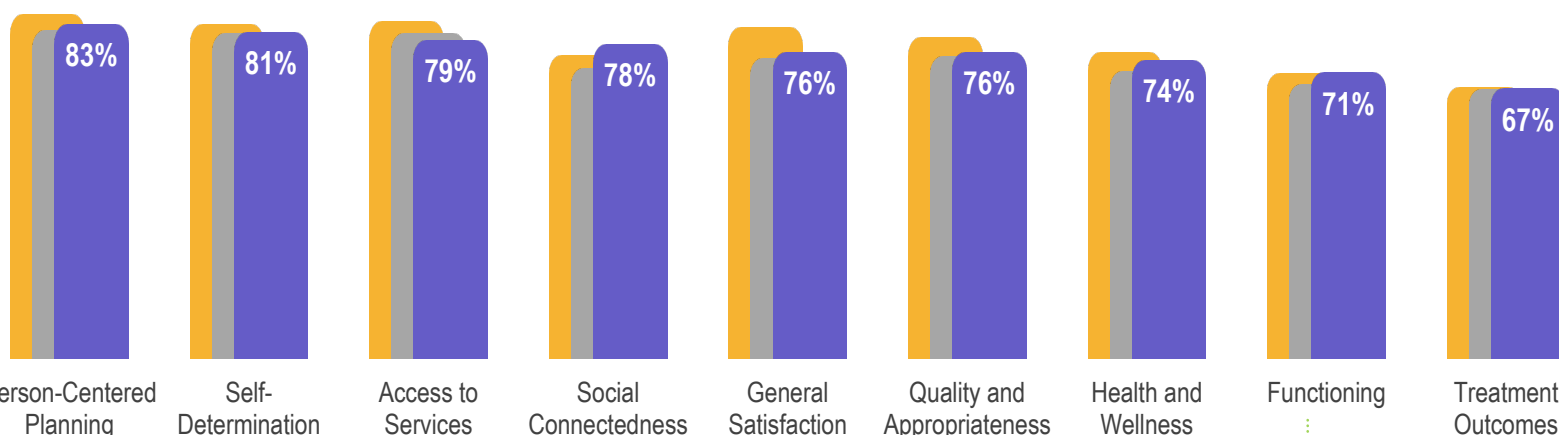


319
completed
the survey

Majority of respondents were White, non-Hispanic
males around 47 years of age.

75% or more responded positively in **6 of the 9 areas of satisfaction**

■ 2022 ■ 2023 ■ 2024



No significant difference over time.

74% agreed that staff saw them as **an equal partner** in their treatment plan

75% agreed they were able to **get all the services** they thought they **needed**

70% agreed they were **better able to do things** that they want to do



78%
liked the services received
(85% in 2022, 80% in 2023)



75%
recommend the service provider
(78% in 2022, 73% in 2023)

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 seven languages including English. A census was conducted including all 1,647 clients across 26 contracts in Massachusetts; 1,210 were eligible. Clients responded by paper or online. Data collection began in April 2024 and ended in September 2024.

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 (PACT) 2024 CONSUMER SATISFACTION SURVEY

Statewide Findings

★ ★ ★ Top 5 **most** helpful aspects of services 161 clients commented

General services (30%)

- Just having the opportunity to work things out when they are not well.
- Talking to staff.

Access to care (19%)

- I am able to call and reach out to PACT anytime I need.... It makes me feel comfortable and not anxious when my illness is bothering me.

Medication services (16%)

- Access to my preferred medication.
- My psychiatrist has helped find medications that actively support me and significantly impacts my quality of life and ability to self regulate.

Therapy services (15%)

- Therapy. [Therapist] has been incredible in challenging me while "meeting me where I'm at."
- My therapist is really helpful for providing a safe space to be heard in a world where I otherwise feel unseen.

Quality of care (11%)

- One specific recovery support person has been super helpful and understanding regarding managing life with anxiety and PTSD. He's knowledgeable about so many resources and how to fill out overwhelming forms.
- My doctor is very thorough, informative, and understanding.

! Top 5 **least** helpful aspects of services 97 clients commented

None (23%)

- Nothing, they have all been very helpful.
- I can't think of one. All have been so helpful.

Quality of care (18%)

- Staff not following up with plans and completing things they've started.
- Having therapy sessions that are equivalent to just talking to an acquaintance for 50 minutes.

General services (17%)

- Not receiving a phone call when they arrive at my address.
- Services are inconsistent.

Clinical support, non-psychiatry (16%)

- Services outside the mental health field have been the least helpful. More specifically my primary care physician. There seems to be a real disconnect when responding to my actual needs.

Access to care (13%)

- It has been over 3 months and I still have not been able to receive a therapist to work with.
- The staff of PACT is very unavailable by phone.
- I went a long time without a counselor when I was dealing with a behavioral issue.

🔄 Top 5 **changes to improve** services 125 clients commented

Access to care (36%)

- More services to be offered and staff hired would be helpful.
- The PACT programs are chronically understaffed. For the past 2 years we have been without 4 staff. It's unfair to everyone.

Consumer input (10%)

- My right to refuse treatment was not respected.
- Seeing a doctor should be voluntary and medication should not be court ordered.

None (22%)

- None, they are perfect.
- No changes. The services are really helpful to me.
- Nothing. All services are good.

Communication (10%)

- Dependable contact from service providers. Sincere care via phone, text, etc.
- More information about PACT and DMH. This is all new to me.

Quality of care (16%)

- I wish I had a psychiatric practitioner who was more knowledgeable.
- Timely and accurate assistance.

Clients most commonly wanted to see improvements in general services, transportation assistance, therapy, psychiatry, and medical services