

Beaver County Project Recovery

Single Point of Accountability (SPA)

Fact Sheet August 2013¹

Consumer ROSI Data:

Project Recovery intends to offer all Beaver County residents a **quality** life in their community by transforming the manner in which public mental health and substance abuse services are organized, managed and delivered, so that they are welcoming, peer-driven, **recovery-oriented**, trauma-informed, integrated, and supported through evidence-based and best practices.

One way to assess the level that mental health and substance abuse services are organized, managed, and delivered in recovery-oriented manner is through the Recovery Oriented Systems Indicators Measure (ROSI) Peer Survey (also known as the consumer ROSI). The consumer ROSI measures aspects that help or hinder the recovery process and is used to address recovery-oriented systems aspects of transformation. The consumer ROSI is endorsed by the Pennsylvania Office of Mental Health and Substance Abuse Services (OMHSAS).

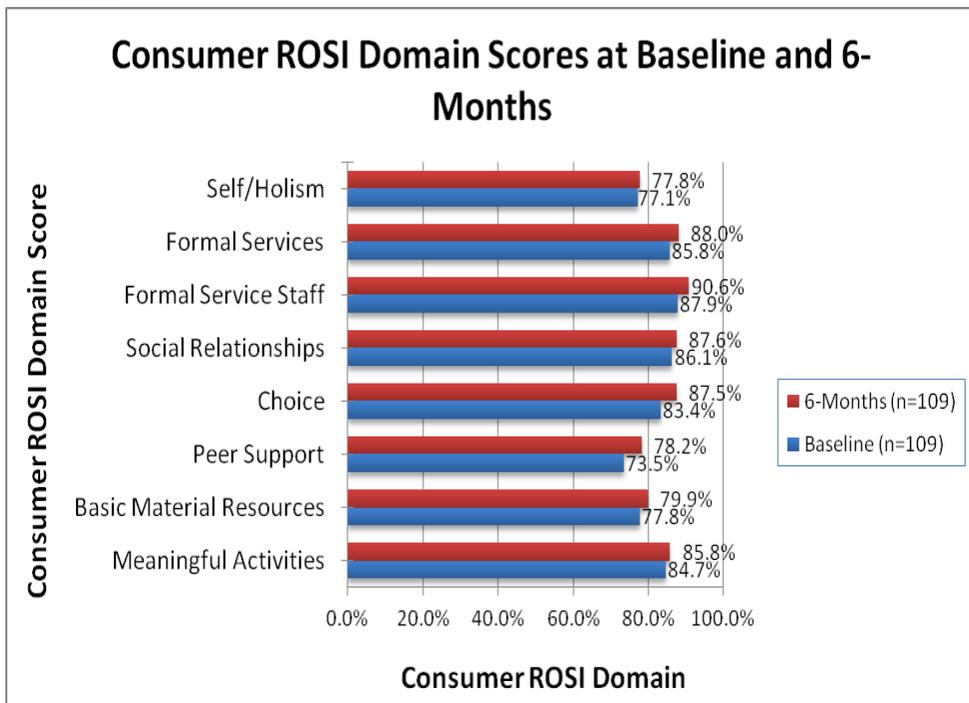
Individuals enrolled in Project Recovery through the SPAs completed the 42-item consumer ROSI instrument at enrollment and at each subsequent reassessment interview that occurs every 6-months. For each item the consumer is presented with a survey question or statement and then asked to rate how much or how little he or she agrees with that statement as it relates his or her specific situation during the past 6-months.

Similar survey items are then collapsed together to create the following 8 domains: Meaningful Activities, Basic Material Resources, Peer Support, Choice, Social Relationships; Formal Service Staff; Formal Services; Self/Holism.

The 8 domain percentage scores were calculated and compared from the baseline interview (average baseline interview date= 1/11/2012) to the 6-month reassessment interview (average 6-month reassessment interview date of 7/9/2012). It is important to note that only those consumers who completed both a baseline interview *and* a 6-month reassessment interview were included in this sample (n= 109).

An increase (average score increase=2.4%) was found for all 8 domain scores over the 6 month period. Out of the 8 domains, the largest score increase was seen within the **Peer Support** (average score increase= 4.7%) and **Choice** (average score increase= 4.1%) domains.

Figure 1.



¹ All data is from the most recent Consumer ROSI data pull that occurred on June 12, 2013

The consumer ROSI also contains an open-ended (optional) item at the end of the instrument which asks consumers for their suggestions on how services can be improved in Beaver County.

Thus, all consumer suggestions were utilized in this analysis in order to first understand services being provided to the consumer from the consumer perspective on both general and detailed levels. On a general level, a total of 63 consumers made a total of 148 suggestions over 18 months time ranging in time from February 2012 to June 2013. The interval in which consumers gave the greatest number of suggestions (n= 47) was at the baseline interview. The interval in which consumers gave the least number of suggestions (n=29) was at the 18-month reassessment interview.

Our next goal was to start to quantify each suggestion in order to understand what types of suggestions are being made and how these suggestions relate to the type and quality of care services that are being delivered from the consumer standpoint. Specifically, each suggestion was analyzed for positivity and negativity; specifically if positive and negative words were used, the types of positive or negative words, and how often the positive or negative words were used when consumers made suggestions.

Positive Suggestions:

Of the 148 total suggestions, a total of 22 different positive words (i.e., success, kind, benefitted, help, etc.) were used a total of 29 times.² We then looked at the specific suggestion that corresponded to the positive word or phrase to further understand what the consumers voiced as a positive suggestion. The results indicate that consumers voiced positive aspects of services provided to them (system-level) and those that provided services to them (provider-level).³ Consumers indicated most often that both the services and those providing the services to them are “helpful.” Consumers also commonly expressed gratitude for what is being done for them and to those helping them. Consumers also indicate that they are making progress in their recovery journey.

Negative Suggestions:

Of the total 148 suggestions, a total of 22 negative words (i.e., not, too long, lack of respect, ignore, etc.) were used a total of 43 times.⁴ Similar to our methodology for the positive suggestions, we then looked at the specific suggestion that corresponded to the negative word or phrase to further understand what consumers voiced as a negative suggestion. Interestingly, the same number of negative words were used as positive words. However, consumers used negative words almost twice as much as they used positive words. The consumers voiced negative aspects services provided to them (system-level) and those that provided services to them (provider-level).⁵ Accordingly, consumers indicated most often that they are “not” getting something that they need or want. Consumers also commonly expressed that various aspects of services are “taking too long” or are taking a “long time.” Further, consumers indicate that they are being treated with a “[lack of] respect.”

When taking these positive and negative consumer suggestions into consideration it is important to recognize that consumers are identifying the ways in which recovery-oriented services and those providing these services have improved the quality of their lives. However, consumers also indicate there is still room for improvement when it comes to recovery-oriented services. Consumers specify that they desire to receive more services than are actually being delivered to them and need these services to be delivered to them in a respectful fashion.

² Please refer to Figure 2. for a complete list of all positive words used and the number of times used.

³ Please refer to Figure 3. for a list of selected examples of entire consumer positive suggestions.

⁴ Please refer to Figure 4. for a complete list of all negative words used and the number of times used.

⁵ Please refer to Figure 5. for a list of selected examples of entire consumer negative suggestions.

Figure 2.

Consumer Positive Words or Phrases Used in ROSI Suggestions

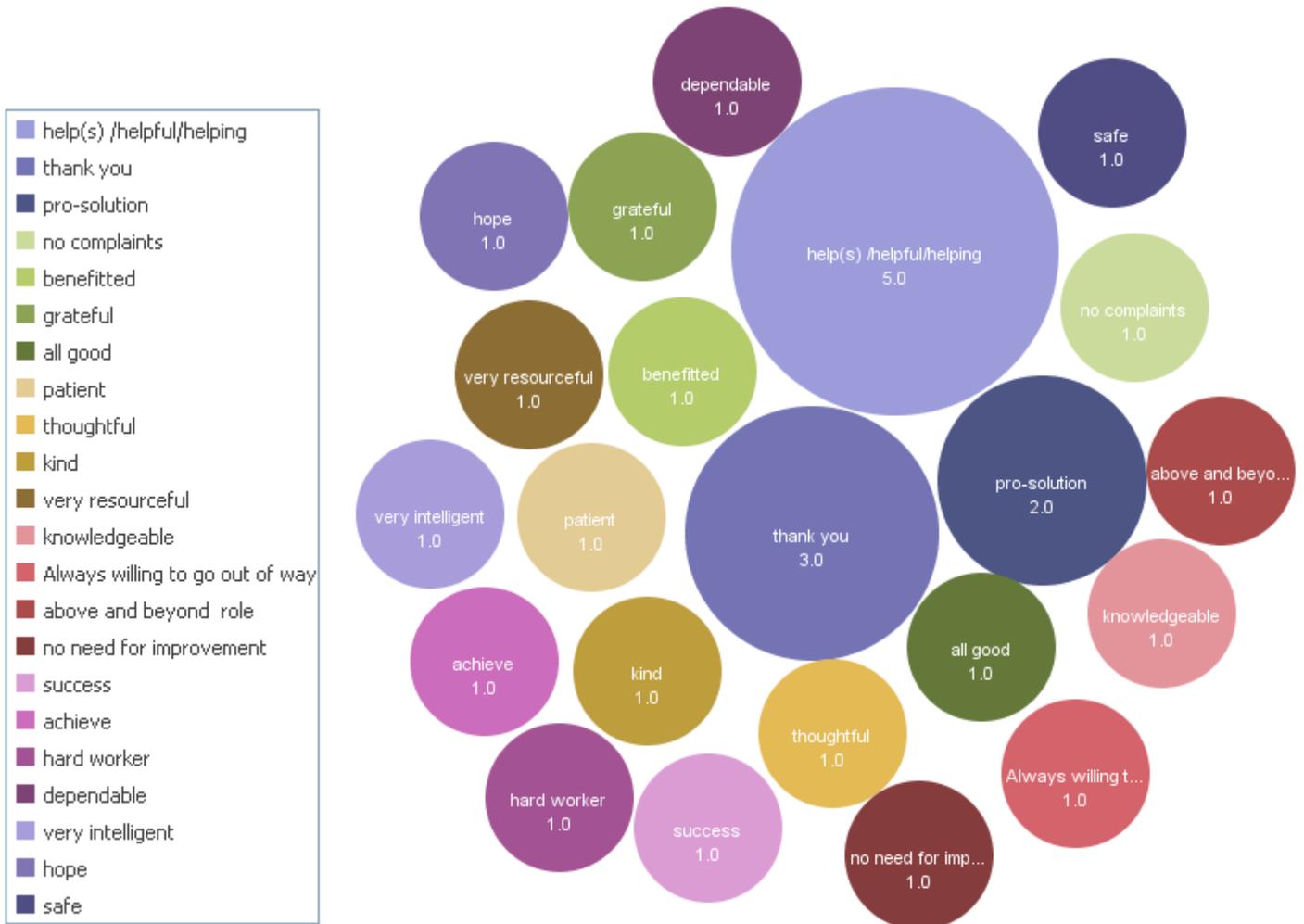


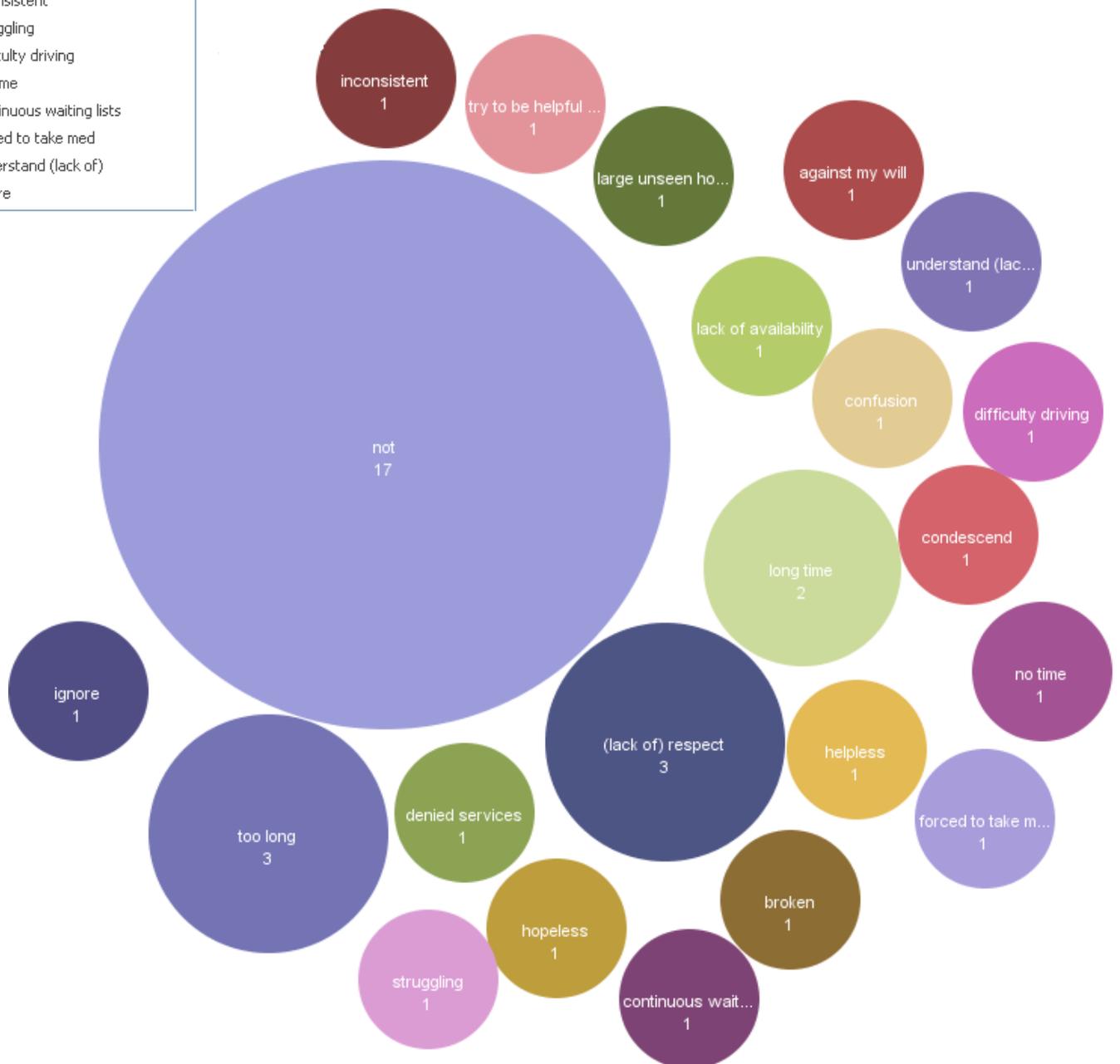
Figure 3.

Example of Actual Consumer Suggestion (Positive)	
Provider (Individual or Staff) Related Suggestion	System Level Related Suggestion
<p>“Kellie George, Leslie Waddall and Dr. Pandian are helping me to successfully achieve my wellness goals.”</p>	<p>“I find case management to be very helpful.”</p>
<p>“Janet has been working with my family for quite a while. She has been patient, thoughtful, kind, and very resourceful, and knowledgeable. Always willing to go out of her way, or find an answer to a question. Janet has gone above and beyond her role.”</p>	<p>“Things seem fine. I have no complaints.”</p>
<p>“Janet: helps me with my goals.”</p>	<p>“NHS FACT team has benefitted me in many ways. I am very grateful for the services provided. Thanks for everything.”</p>

Figure 4.

Consumer Negative Words or Phrases Used in ROSI Suggestions

- not
- too long
- (lack of) respect
- long time
- lack of availability
- denied services
- large unseen homeless population
- confusion
- helpless
- hopeless
- broken
- try to be helpful towards me
- condescend
- against my will
- inconsistent
- struggling
- difficulty driving
- no time
- continuous waiting lists
- forced to take med
- understand (lack of)
- ignore



*Source for visualization: <http://www-958.ibm.com/software/data/cognos/manyeyes/>

Figure 5.

Example of Actual Consumer Suggestion (Negative)	
Provider (Individual or Staff) Related Suggestion	System Level Related Suggestion
<p>“[Consumer] feels that the social security representative Payees at times can view us as numbers not a person.”</p> <p>“So much confusion with Harbor Point Housing, right now. Don't know who to talk to about the issues.”</p> <p>“Psychiatrists should listen more and prescribe less medications.”</p> <p>“Living in abusive home and cannot get help moving away, on continuous waiting lists.”</p>	<p>“Services should be designed for married couples as a unit.”</p> <p>“It is taking me a long time to get my psychiatric services transferred due to lack of availability.”</p> <p>“Gets very upset with daily staff who condescend her and do not treat her with respect.”</p> <p>“Client was denied FACT services that could have been very useful to her.”</p> <p>“[Consumer] struggles with agencies that are not respectful and meeting needs promptly.”</p>

***Consumer ROSI Detailed Information:**

Survey Items:

The survey questions or statements addressed in this instrument represent various broad-level factors that are associated with and facilitate recovery such as individual characteristics (i.e., “Services help me develop the skills I need”), environmental characteristics (i.e., “I have a place to live that feels like a comfortable home to me”), and characteristics of the exchange (i.e., “Mental health services led me to be more dependent, not independent).

(<http://www.mhsret.org/documents/ROSIPilotMeasuresV7.pdf>).

Scoring:

- **42-Item Scoring:** Survey response items are rated on a Likert scale of 4 Likert items ranging from 1 to 4 (**Section 1:** 1= Strongly Disagree; 2= Disagree; 3= Agree; 4= Agree; **Section 2:** 1=Never/Rarely; 2= Sometimes; 3= Often; 4=Almost Always/Always). Consumers are instructed to “please circle the response that best represents your situation *during the past six months.*” A higher score indicates a higher level of consumer satisfaction.
- **Domain Scoring:** Each item that is grouped together is rated on a score of 1-4. An average score is then calculated for each domain. This average score is then divided by 4 to obtain a percentage grade, similar to an academic grade. Thus, a higher percentage indicates that the consumer feels that the providers are doing a good job in addressing the indicators within that domain.
- **Open-Ended Item Prompt:** “Your suggestions are important in helping us learn what else is needed to improve services. Please provide your suggestions for improving services in Beaver County. (All suggestions will be reviewed and taken into consideration. However, making changes takes time, and will not happen immediately).”