Massachusetts Child Psychiatry Access Project (MCPAP) University of Massachusetts (UMass) Parent Satisfaction Study

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I. Abstract

Objective: To evaluate parents’ experience with Massachusetts Child Psychiatry Access Project (MCPAP) consultative services, a collaborative model designed to address the growing number of children seen by pediatric primary care providers (PCPs) with mental health disorders (MHDs). (The hypothesis is that parents who use MCPAP during referral to a mental health clinician will report increased satisfaction with services than parents who used other forms of mental health service.)

Methods: An IRB approved Parent Satisfaction Questionnaire (PSQ) sent to families referred to the MCPAP between 2/2008 and 8/2008, identified using the University of Massachusetts Medical Center (UMMHC) database.

Results: 11 years.

Conclusions: MCPAP offer high satisfaction rates with MCPAP. Notable are the high rates of parents reporting they felt prepared, heard and understood.

II. Introduction & Literature Review

Background: Children and adolescents with behavioral health issues may be missed by pediatric primary care providers. The National Research Council (National Academy of Sciences, 2007) has recommended that all children and adolescents be screened for behavioral health issues. However, child psychiatry services are frequently unavailable, primary care providers are frequently unsure whether to screen their young patients, and lack competence in how to interpret the data. While children and adolescents with behavioral health issues are frequently seen by pediatric primary care providers, referrals for child psychiatry services were frequently denied or delayed. The hypothesis is that parents who use MCPAP during referral to a mental health clinician will report increased satisfaction with services than parents who used other forms of mental health service.

Methods: An IRB approved Parent Satisfaction Questionnaire (PSQ) sent to families referred to the MCPAP between 2/2008 and 8/2008, identified using the University of Massachusetts Medical Center (UMMHC) database.

Conclusions: MCPAP offer high satisfaction rates with MCPAP. Notable are the high rates of parents reporting they felt prepared, heard and understood.

III. Methods

MCPAP Parent Satisfaction Questionnaire (MCPAP PSQ): 3-page questionnaire conceived by the research team was mailed

Sample and Design

Face to face contact with MCPAP between 2/2008 and 8/2008 identified using UMMHC administrative database. Validation of 3 versions after mailed to 48 parents.

Survey Questions

Parents answer questions leading to referral

Contact with clinician: when that contact had occurred.

Satisfaction from services provided

Hypothesis

Parents satisfied with the quality of service

Parents better satisfied for follow up appointments attendance in education

Data Analysis

Local/PSQ database

Descriptive statistics

The results were entered to inform quality improvement processes. Correlational analyses: relation between process variables and outcomes

Regression analysis: depending on the outcomes of the previous conclusions

IV. Results

Parents

Age: 22.7% (n=78); mean 11.94 (Std. D 4.646)

Gender: 52.6% females, 47.4% males.

Race: 49.3% White, 38.9% Black, 8.8% Hispanic,

Ethnicity: 63.9% parents have three or more children under the age of 18.

Contact with clinician: when that contact had occurred.

Satisfaction from services provided

Hypothesis

Parents satisfied with the quality of service

Parents better satisfied for follow up appointments attendance in education

Data Analysis

Local/PSQ database

Descriptive statistics

The results were entered to inform quality improvement processes. Correlational analyses: relation between process variables and outcomes

Regression analysis: depending on the outcomes of the previous conclusions

V. Conclusions

Parents' satisfaction with the MCPAP consultation process,