

WSH Recovery Surveys: January 2011

Jeff Phillips, Ph.D.
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Western State Hospital conducted a survey of consumers' recovery experiences at the hospital and a survey of staff members' attitudes towards recovery in January 2011 as part of the hospital's Recovery Plan. This was the third such set of surveys; the first two surveys were conducted in 2008. Some items in both the consumer and staff surveys were similar to questions asked by the Office of the Inspector General (OIG) in their review in the winter of 2006-2007. For comparison, results of the three sets of WSH surveys and the OIG review are reported below.

Consumer Survey: January 2011

Consumer surveys were distributed through the treatment malls. The survey consisted of 12 items, 7 of which were similar to questions asked consumers during the OIG's review. All of the WSH surveys were anonymous.

Sample Characteristics:

N	124
Gender	
Men	71 (57%)
Women	36 (29%)
Not reported	17 (14%)
LOS	
1-30 days	19 (15%)
31-60 days	12 (10%)
61 days – 6 months	20 (16%)
GT 6 months	46 (37%)
Not reported	27 (22%)
Age	
Mean	41
1 st Quartile	31
Median	41
3 rd Quartile	52
Minimum	18
Maximum	64

Listed in the table below are the percentages of consumers who endorsed each option for each item. The first row for each item contains the results from the January 2011 survey. For comparison, the second and third rows for each item contain the results from the December 2008 and May 2008 surveys, respectively. Seven items in the WSH surveys were very similar to those used by the OIG during their survey in winter 2006-07. These items are printed in italics immediately below the corresponding items in the May 2008 survey. For five of these items, the OIG used a four point scale, "Strongly Agree" to "Strongly Disagree", while two items were answered either "Yes" or "No". Both the WSH survey and the OIG survey were worded in such a way that agreement with the item indicated a positive recovery experience.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	No Answer
1. I think my mental health will improve.	48	39	5	1	5	2
Dec 2008	54	25	5	5	6	5
May 2008	46	38	2	2	7	5
<i>O7. Do you believe that your mental health condition will improve – that you will get better?</i>	<i>Yes=78</i>		<i>No=6</i>			
2. I have a say in the treatment I get at this hospital.	27	52	9	5	4	3
Dec 2008	26	47	12	6	2	6
May 2008	20	47	16	5	7	4
<i>R6. I feel I have a say in the treatment I get here.</i>	8	49	22	10		
3. Most staff members at this hospital treat me with respect and courtesy.	27	52	9	7	3	2
Dec 2008	37	39	12	7	2	3
May 2008	30	46	15	3	3	4
<i>R3. Most staff at this hospital treat me with respect and courtesy.</i>	4	65	16	10		
4. Most staff members at this hospital listen carefully to what I have to say.	23	52	9	7	6	3
Dec 2008	32	45	11	6	4	2
May 2008	27	48	12	4	8	1
<i>R1. Most staff at this hospital listen carefully to what I have to say.</i>	8	43	33	10		
5. Most staff members at this hospital think that my mental health will get better.	30	43	10	2	14	2
Dec 2008	36	36	7	4	11	6
May 2008	28	46	3	2	14	7
<i>O8. Do you think the staff here at this hospital believe your mental health condition will improve – that you will get better?</i>	<i>Yes=67</i>		<i>No=16</i>			
6. Most staff members at this hospital think that I can grow, change, and recover.	31	41	9	3	13	2
Dec 2008	44	33	6	3	7	6
May 2008	37	39	5	3	10	6
<i>R16. Staff at this hospital believe that I can grow, change, and recover.</i>	8	63	8	6		
7. The treatment team gives me hope that my life will get better.	26	49	11	6	6	2
Dec 2008	31	42	10	9	4	4
May 2008	36	38	13	4	4	4

8. I am satisfied with the options I have for my free time on the unit.	25	42	19	10	2	1
Dec 2008	24	41	18	9	2	6
May 2008	23	39	19	9	5	4
9. I am given opportunities to make choices during my hospital stay such as a choice of groups, types of medications, diet, and clothing.	23	49	14	8	5	2
Dec 2008	28	41	12	9	4	6
May 2008	24	49	14	5	4	3
10. Other people at this hospital with mental health conditions help me get better.	20	44	16	11	6	3
Dec 2008	22	38	21	9	4	6
May 2008	20	34	26	9	7	4
11. The treatment team is helping me to get discharged.	31	41	11	6	7	4
Dec 2008	34	39	8	8	6	4
May 2008	34	38	12	7	6	4
12. I feel safe at this hospital most of the time.	28	45	10	7	6	2
Dec 2008	32	43	10	5	5	5
May 2008	37	41	11	4	4	4
<i>O15. Do you feel safe at this hospital?</i>	<i>Yes=71</i>		<i>No=22</i>			

At least three-quarters of consumers agreed or strongly agreed with 5 of the 12 items in the 2011 survey (items #1, 2, 3, 4, and 7). These items assess the consumers' opinions that their mental health will improve, that they have a say in their treatment, that they are treated with courtesy and respect by most staff members, that staff listen to what they say, and that the treatment team gives them hope. The two items with the lowest levels of endorsement were getting help from other people at the hospital with mental health conditions (item #10), and satisfaction with their options during their free time (item #8). The percentage of consumers who agreed or strongly agreed with these two items were 64% and 67%, respectively. At least one-fifth of consumers disagreed or strongly disagreed with three items: #8 regarding satisfaction with free time options (29%), #10 on getting help from other consumers (27%), and #9 on opportunities to make choices (22%).

Results from the 2011 and December 2008 surveys were fairly similar. On only three items did the percentage of consumers who agreed or strongly agreed differ by five points or more. On item #1 (My mental health will improve), the percentage of consumers who agreed or strongly agreed with this statement in December 2008 was 79%. In the 2011 survey it was 87%. This was the highest rated item in both surveys. On item #2 (I have a say in my treatment), the percentage of consumers who agreed or strongly agreed was 73% in December 2008 compared to 79% in the 2011 survey. Finally, on item #6 (Most staff members think I can grow, change, and recover), 77% of consumers agreed or strongly agreed in December 2008 compared to 72% in the 2011 survey.

Seven items in the WSH surveys were similar to those in the OIG review in winter 2006-2007. Endorsement in a direction indicative of a recovery experience (agree plus strongly agree) was higher in the WSH surveys than in the OIG review for all seven items. For some items, the difference between the 2011 survey and the OIG review were small: #12, feeling safe at the

hospital (73% vs. 71%). For other items the difference was moderate: #1, my mental health will improve (87% vs. 78%), #3, staff treat me with respect and courtesy (79% vs. 69%), #5, staff think my mental health will get better (73% vs. 67%), and #6, staff think that I will grow, change, and recover (72% vs. 71%). There was a large difference between the two surveys on two items: #2, I have a say in the treatment I get (79% vs. 57%) and #4, most staff members listen carefully to what I have to say (75% vs. 51%).

Recovery Experience Score (RES):

The OIG computed a Recovery Experience Score by dividing the total number of questions answered “Yes” by the total number of questions answered “Yes” or “No” for each individual. This process was repeated for the Record Review. These two scores were then averaged to compute a Recovery Experience Score for each individual. A score of 85% or above was considered to reflect a recovery experience. Each hospital’s Recovery Experience Score was calculated as the percentage of consumers who scored 85% or above on this measure. For WSH this score was 4% (2/50).

Two RES scores were calculated from our survey, one for all 12 items (RES-12), and one for the 7 items that were similar to those used by the OIG (RES-7). These scores were computed by dividing the number of items rated agree or strongly agree by the number of items in the index answered by the consumer (e.g., seven for the RES-7). The percentage of consumers who had scores of 85% or above on these indices is shown below. The first line for each score is the Num. (Pct.) from the 2011 survey. The second and third lines are from the December and May 2008 surveys, respectively. These scores are based solely on the surveys and do not include data from record reviews as was done by the OIG.

	RES-12	RES-7
Num. (Pct.) GE 85%	65 (52%)	83 (67%)
Dec 2008	62 (50%)	76 (62%)
May 2008	60 (54%)	78 (70%)
Num. (Pct.) LT 85%	58 (47%)	40 (32%)
Dec 2008	58 (47%)	44 (36%)
May 2008	52 (46%)	34 (30%)
Insufficient Data	1 (1%)	1 (1%)
Dec 2008	3 (2%)	3 (2%)
May 2008	0 (0%)	0 (0%)

The percentage of consumers with a score of 85% or higher on the RES-12 was fairly constant across the three surveys ranging from 50% to 54%. Comparable scores on the RES-7 went from 70% in May 2008 to 62% in December 2008 to 67% in 2011.

Staff Survey: January 2011

The staff survey was given to direct care staff. It consisted of 10 items, 4 of which were similar to questions asked by the OIG. All of the WSH surveys were anonymous.

Sample Characteristics:

N	170
Years of Service	
Mean	14
1 st Quartile	4
Median	10
3 rd Quartile	24
Department	N (%)
Nursing	88 (52)
Rehab	6 (4)
Psychology	24 (14)
Social Work	13 (8)
Medicine	18 (11)
Other	13 (8)
Not identified	8 (5)

Listed in the table below are the percentages of staff who endorsed each option for each item on the staff recovery survey. The first row for each question contains the results from the January 2011 survey. Results from the December 2008 and May 2008 surveys are on the second and third rows, respectively. Four questions on the WSH survey were similar to questions from the OIG survey conducted in winter 2006-2007. These questions from the OIG survey are printed in italics immediately below the corresponding item in the May 2008 survey. The OIG did not report the percentages of those who did not answer a question. All questions from the WSH survey were worded in such a manner that an answer of agree or strongly agree is consistent with a recovery orientation. Two of the questions from the OIG survey are worded in the reverse direction from those in the WSH survey, questions #O15 and #O2.

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	No Answer
1. It is important to express hope to people with mental disorders even if their symptoms are severe.	77	22	0	0	0	1
Dec 2008	81	16	0	0	0	2
May 2008	80	19	0	0	0	0
2. Other people who have a serious mental illness or problems with substance abuse can be very helpful to someone else's recovery.	51	36	7	2	3	2
Dec 2008	50	43	3	0	2	2
May 2008	39	47	5	3	4	3

<i>O20 Other people who have a serious mental illness or who are recovering from substance abuse can be as instrumental to a person's recovery as mental health professionals.</i>	38	52	4	2		
3. An important part of recovery is recognizing that there is more to a person than just his/her mental illness.	83	16	0	0	0	1
Dec 2008	80	19	0	0	0	1
May 2008	81	18	0	0	0	0
<i>O12 Defining who one, is apart from his or her illness/condition, is an essential component of recovery.</i>	46	46	6	0		
4. People make gains during recovery, but along the way, they also have some setbacks.	68	31	0	0	0	2
Dec 2008	58	40	0	0	0	2
May 2008	61	36	0	0	0	3
<i>O15 Recovery is characterized by a person making gradual steps forward without major steps back.</i>	4	43	35	10		
5. Even though there may be limitations on the people served at this hospital, they should have as much choice as possible.	67	32	1	0	1	0
Dec 2008	70	28	1	0	0	1
May 2008	72	25	0	1	0	2
6. The opinions of the people we serve are important in determining what happens to them at the hospital.	54	41	1	1	1	2
Dec 2008	62	36	0	0	0	2
May 2008	58	38	1	0	1	1
<i>O2 People receiving psychiatric/substance abuse treatment are unlikely to be able to decide their own treatment and rehabilitation goals.</i>	0	10	54	35		
7. We should encourage the people we serve to achieve their goals even if they seem unrealistic.	26	51	13	1	6	4
Dec 2008	41	43	13	0	3	1
May 2008	31	50	11	3	3	1
8. It is better to refer to someone as a "person with schizophrenia" than a "schizophrenic."	68	29	1	1	1	2
Dec 2008	68	28	2	1	0	1
May 2008	63	31	2	1	0	2

9. Discharge planning should be a team effort.	84	15	0	0	1	0
Dec 2008	77	19	0	0	0	3
May 2008	78	20	0	0	0	1
10. The mental health of most people served at this hospital will improve.	45	40	5	2	4	5
Dec 2008	46	44	3	0	4	3
May 2008	43	43	7	1	4	3

Ninety percent of staff agreed or strongly agreed with eight of the 10 questions. For the remaining two questions, 77% of staff agreed or strongly agreed with #7 (encouraging people to achieve their goals even if they seem unrealistic), and 85% agreed or strongly agreed with #10 (the mental health of most people will improve).

Results from the 2011 and December 2008 surveys were fairly similar. The largest differences between the two surveys were on items #7 (encouraging people to achieve their goals even if they seem unrealistic), #2 (“Other people who have serious mental illness or problems with substance abuse can be very helpful to someone else’s recovery”), and #10 (the mental health of most people will improve). For each of these items the percentage of staff who agreed or strongly agreed was higher in the December 2008 survey than the 2011 survey by 5 to 7 points. All other items were within four percentage points of each other on the two surveys.

Four questions in the WSH survey were similar to those in the OIG survey. The percentage of staff who endorsed these items in the direction indicative of recovery in the OIG survey ranged from 89 to 92 for items #2, 3, and 6. Comparable percentages on the 2011 staff survey were fairly similar ranging from 97 to 99. On the fourth question (WSH #4 and OIG #15 about having setbacks while making gains) there was a difference of 52 percentage points between the OIG survey and the December WSH survey. This could represent a true difference between the two surveys or a misunderstanding of the wording of the OIG question.