Consumer Satisfaction With a Co-located Model of Service Delivery:

Evaluating Mental Health Services Provided in Pediatric Primary Care

Barbara A. Gueldner, PhD, MSE, NCSP
Lindsey Einhorn, PhD
Jay Rabinowitz, MD

Collaborative Family Healthcare Association 14th Annual Conference
October 4-6, 2012  Austin, Texas  U.S.A.
Faculty Disclosure

We have not had any relevant financial relationships during the past 12 months.
Objectives

- Review demographics of practice
- Review procedures for this evaluation
- Review evaluation results
- Answer questions
Learning Assessment

A learning assessment is required for CE credit.

**Attention Presenters:**

Please incorporate audience interaction through a brief Question & Answer period during or at the conclusion of your presentation.

This component MUST be done in lieu of a written pre- or post-test based on your learning objectives to satisfy accreditation requirements.
Parker Pediatrics & Adolescents, PC
Parker, Colorado
Suburban Pediatric Practice

- Douglas County:
- Population, 2009 estimate: 288,225
- Growth Rate 2000-2009: 64%
- White: 82.3%, Black: 1.9%, Hispanic: 7.2%
- Median Income: $100,493
- Home Median Value: $236,000
- Persons below poverty, 2008: 3.1%
Practice Staffing

- 6 pediatricians, 3 PAs, 1 PNP, 1 dietician/lactation consultant
- 1 Psychologist
- Medical students and residents rotating through the practice
Program and Services

• Co-located model
• Assessment, brief consultation, intake and triage, and individual and family therapy
• General mental health issues:
  – Anxiety, depression, ADHD, school issues, parenting, teen adjustment, family functioning, medication management
• Parenting classes, information sessions
Rationale

• Understanding patient satisfaction is important for health services delivery

• Patient satisfaction information can be used as an indicator of health care quality

• To understand consumer satisfaction with accessing mental health care in same location as medical care
Procedure

• A brief, 8-item survey was constructed to evaluate patient satisfaction of co-located care

• 63 adult respondents completed a survey

• Responses were analyzed using descriptive statistics and basic thematic grouping for responses from the opened-ended question

• Results were discussed among the psychologist and principal PPA physicians
Questionnaire Items

– Importance of having mental health and medical health care in same location: before and after receiving MH services
– Convenience of this service model
– Satisfaction with appointment times
– Satisfaction with care
– Perceived benefit of services: to child and family
– Additional thoughts and comments
Results
How important was/is it to you that your child receive mental health services in the same location as your medical provider?

- Did Not Consider It: 3% (After), 21% (Before)
- Very Important: 27% (After), 52% (Before)
- Important: 29% (After), 22% (Before)
- Sort of Important: 8% (After), 8% (Before)
- Not Important: 8% (After), 22% (Before)
How convenient is it for your child to receive mental health services in the same location as your medical provider?

- Not Sure: 2%
- Very Convenient: 75%
- Convenient: 11%
- Sort of Convenient: 8%
- Not Convenient: 3%
How satisfied are you with the variety of appointment times available for mental health services?

- Not Sure: 2%
- Very Satisfied: 49%
- Satisfied: 35%
- Sort of Satisfied: 9%
- Not Satisfied: 5%
How satisfied are you with the mental health care services your child is receiving at PPA?

- Very Satisfied: 81%
- Satisfied: 14%
- Sort of Satisfied: 2%
- Not Satisfied: 0%
- Not Sure: 3%
Response themes to open-ended “comments” questionnaire item

- Not sure if child is making progress: 1 response
- Services are convenient: 1 response
- General satisfaction: 3 responses
- Advantage for psychologist and MD collaborating: 3 responses
- Service has had positive impact on child: 3 responses
- Service has had positive impact on family/parents: 5 responses
- Prefer better/different appointment times: 6 responses
- Positive adjectives to describe psychologist: 10 responses
Comments

• I believe having the mental health care at the pediatricians greatly improves and enhances the communication between the two doctors.

• I would like to have seen more late afternoon and early evening hours/appointments. I was always pulling my child early from school (45 min) to make the appoint time.

• The services my child is receiving here are excellent and having all medical information in one place really helps with the continuity of care. I am so pleased that Parker Pediatrics offers all of these services for my child.

• Very impressed with Dr. Einhorn. She relates well to teenagers and she is very friendly, concerned, and supportive.

• We think Dr. Gueldner is very knowledgeable and has helped us tremendously in a very short amount of time.
To what extent do you think your child/family is benefitting from receiving mental health services at PPA?
Summary

✧ It is *very important* to parents that children receive mental health care in the same location as medical services

✧ After receiving services, ratings in the *very important* category increased, *not important* ratings decreased

✧ Overwhelmingly, respondents indicated it to be *very convenient* to access services

✧ Perceived benefit to child *and* family is remarkably positive

✧ **No one** reported *not [being] satisfied* with their care
Future Directions

• Continue with co-located care! Evaluation was affirming.

• Currently, more evening hours not option for clinic.

• Consider sharing with 3rd party payers to affirm consumer satisfaction in this clinic.

• Continue discussion on measuring patient progress.
Questions?
Contact Info

• Barbara Gueldner, PhD: bgueldner@gmail.com
Session Evaluation

Please complete and return the evaluation form to the classroom monitor before leaving this session.

Thank you!