

RESULTS FROM THE PROVIDER SURVEY

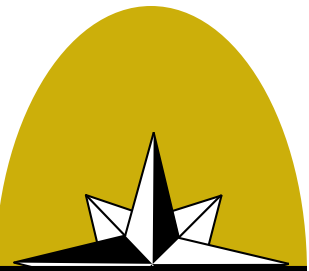
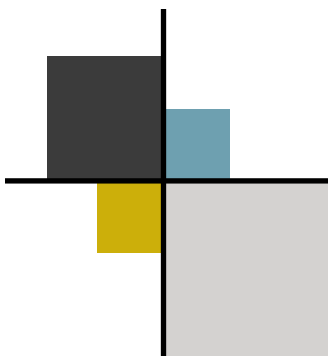
SURVEY DEVELOPMENT AND RESPONDENT CHARACTERISTICS

Characteristics of Survey Respondents:

- * 118 providers who served individuals with mental health issues completed the survey
- * 48% provided primary care services
- * 30% were psychiatrists
- * 20% of respondents provided emergency services and 7% provided physical health specialty services
- * 67% practiced as part of a health system medical group
- * 28% were in private practice and 26% at the Medical College of Wisconsin

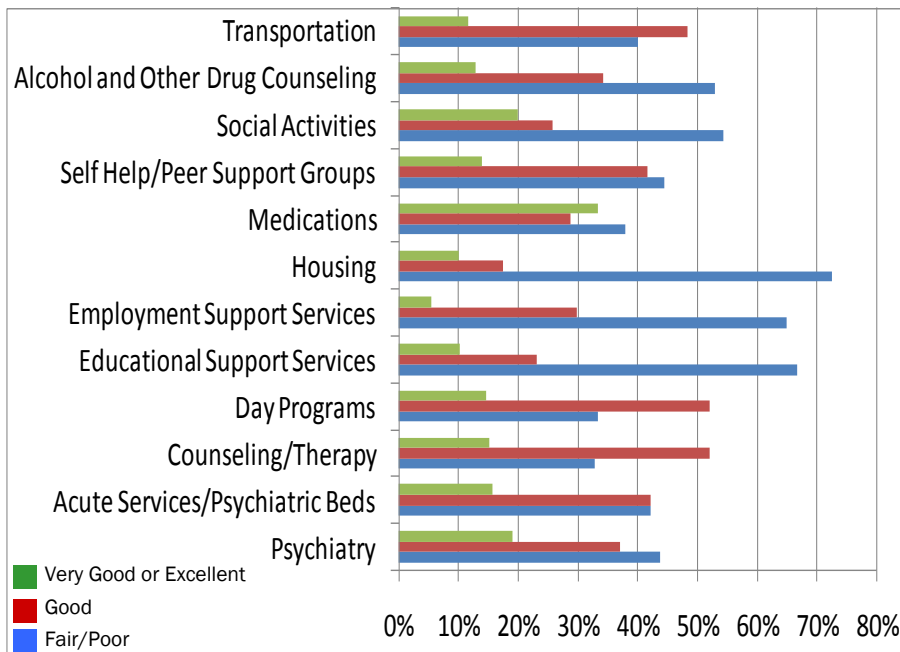
In consultation with Bruce Kruger and the rest of the Project Steering Committee, Milwaukee Mental Health Redesign project staff developed and implemented an online survey of mental health service providers in Milwaukee County. A total of 157 providers responded to the survey. Of these respondents, 118 respondents served individuals with mental health needs. Providers came from a variety of professional disciplines, including primary care and internal medicine (48%), psychiatry (30%), emergency services (20%), and physical health specialties (7%). The place of practice for the majority of respondents was a health system medical group (67%), with 28% in private practice and 26% at the Medical College of Wisconsin. A small proportion worked in other organizations, including the Veteran's Administration, county hospitals, and federally qualified health centers. Survey respondents provided a range of services to individuals with mental health needs, including mental health assessments and

referrals, medication management, physical health services, emergency and crisis services, and counseling. Survey respondents were asked to comment on the accessibility and quality of mental health services in the county. They were asked to identify services most in need of attention from the project. Providers were also asked to identify the most significant service delivery problems from the perspective of the individual provider and from the perspective of the people who are served by the mental health system. The data from this survey will be used as part of a comprehensive redesign project to identify needs and develop recommendations for improving the quality of mental health services in Milwaukee County. The project team will be collecting information from other stakeholders, including consumers, program leadership, and case managers. The project team will also compare county service utilization data to national data.



*The project staff would like to extend a sincere **THANK YOU** to the providers who participated in this very important part of the Milwaukee County Mental Health Redesign Project.*

QUALITY OF MANY SERVICES RANKED “FAIR” OR “POOR”



Survey respondents were asked to rate the quality of a set of services and were also given the option to check “Don’t Know or Unsure”. The survey results indicate that providers differed in their opinions of the quality of services for individuals with mental health needs in Milwaukee County. However, providers consistently ranked many services “Fair” or “Poor”, and no single service was consistently ranked “Very Good” or “Excellent.” The services receiving the most consistently poor ratings were related to community supports such as housing, employment and education support services, and alcohol and other drug counseling services. Medications received the highest number of “Very Good” or “Excellent” ratings.



MANY SERVICES RATED “DIFFICULT TO ACCESS”

UNAVAILABLE SERVICES AND SUPPORTS IDENTIFIED

When asked whether there were important services and supports that are unavailable to the people they serve, 57% of providers answered yes.

Providers consistently identified two services categories in particular as lacking: outpatient services such as counseling and psychiatry and community rehabilitative services such as supported employment. Many survey respondents also noted that uninsured patients face a significant barrier to receiving services and often go without much-needed supports such as mental health counseling and drug and alcohol services.

Providers were asked to rank a series of services as either “Difficult to Access” or “Easier to Access” with an additional option to check “Don’t Know or Unsure.”

Survey respondents identified a large number of services as being difficult to access. Psychiatry was most frequently rated “Difficult to Access” at 74%, followed by acute services at

63% and counseling and therapy at 60%. Additionally, close to 50% of providers indicated that they did not know or were unsure about the accessibility of many community support services, including self-help/peer support groups, social activities, and employment and educational support services. Housing had the fewest “Easier to Access” ratings at 8%.

