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Maryland's Caregivers Rate Their Children's Public Behavioral Health Services

Consumer Perception of Care Survey
 2021

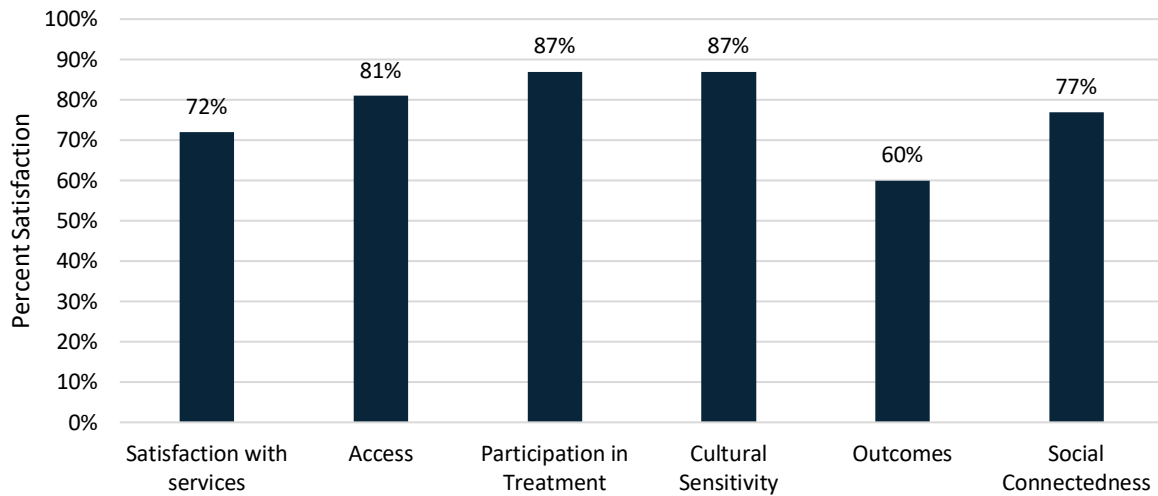
BACKGROUND

The Maryland Department of Health's (MDH) Behavioral Health Administration (BHA) conducted a statewide survey to assess satisfaction with and outcomes of services provided by Maryland's Public Behavioral Health System (PBHS). The Child/Caregiver Perception of Care Survey was administered to a sample of caregivers whose children had received outpatient behavioral health treatment services between January and December 2020. A total of 179 child mental health services recipients completed the survey.

OVERVIEW

- Overall, child caregivers reported generally positive experiences with the care their child received.
- Experience domains that center around access and quality of care (participation in treatment planning and cultural sensitivity) received higher positive ratings compared to domains that center around the results or outcomes of care.
- More than two-thirds of caregivers reported overall satisfaction with services.
- Caregiver ratings did not differ substantially by gender. Caregivers of male children were slightly more likely to report positive experiences in the participation in treatment and outcomes of service domains compared to caregivers of female children.

Overall Satisfaction By Service Domains, Child Mental Health



Overall Satisfaction with Services by Gender

