



Consumer Satisfaction Team Alliance of Pennsylvania



**Mayview State Hospital
2006 Peer Assessment Report**

4105 Derry Street
Harrisburg, PA 17111
Phone: 717-920-0457 Fax: 717-920-0458
Toll-free: 1-877-203-0760
www.cstap.org

Acknowledgements

To all the peers, the employees of the local Satisfaction Teams, who dedicate their hearts and talents to this and other peer supportive endeavors, thank you.

And to the individuals utilizing the State Hospitals for inpatient treatment because it's the best we have to offer; we will advocate action to assist in making your hopes and expectations a reality.

CSTAP Mission Statement

*To promote consumer and family satisfaction endeavors
and to provide support, resources and information*

CSTAP Steering Committee Members

Bette Peoples, Bonnie Gallaher, Paul Freund, Midge Klotz,
Kimberly Wildasin, Valerie Melroy, Sandy Watson, Scott Kiefer,
Katie Connolly, Lynn Houseknecht, Diana Fullem,
Diane Lichtman and Millie Crowe

CSTAP Staff

Danny Wildasin, Director
Rita Cisneros, Coordinator

CSTAP Statewide Data Workgroup Purpose Statement

*to develop, implement and evaluate the unified collection
of Consumer/Family Satisfaction Team data and to collaborate with others
to analyze data and present recommendations for change.*

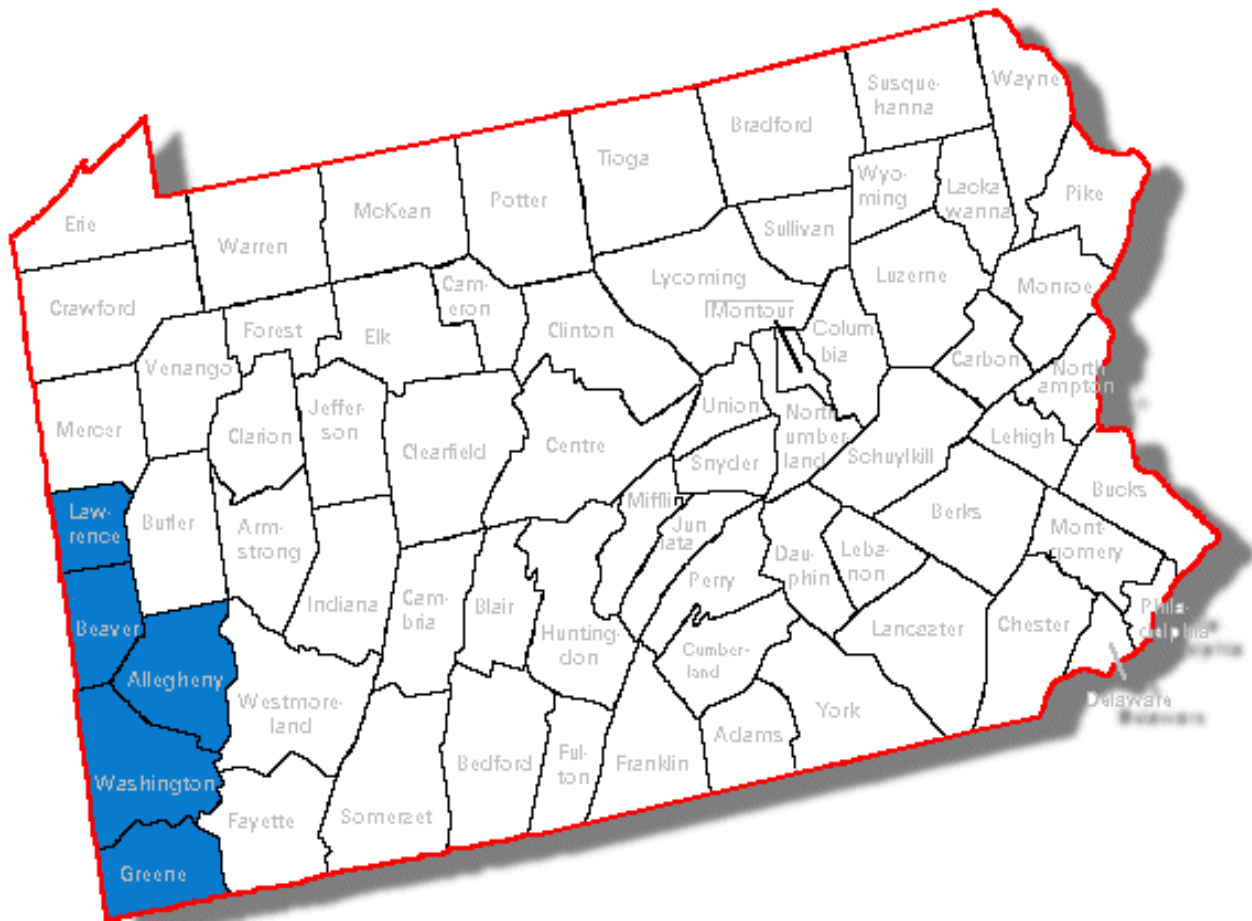
CSTAP Statewide Data Workgroup Members

Katie Connolly, Bette Peoples
Scott Murphy, Valerie Melroy, Sandy Watson

Mayview Service Area Consumer Satisfaction Team Directors

Sandra Hause, Lawrence County CST, PMHCC
Melissa Feragotti, Beaver County C/FST
Paul Freund, Allegheny County Consumer Action Response Team
Barbara Miller, C/FST of Washington
Paul Rinehart, Green County C/FST

Mayview State Hospital 2006 Peer Assessment Report



The following counties in the Clark Summit State Hospital (CSSH) service area are represented in this report:

Allegheny, Beaver, Washington and Lawrence

TABLE OF CONTENTS

I.	Overview of Survey Process	5
II.	Service Area Recommendations for Action	6-8
Question by Question Review of Statistics		9-19
III.	Demographics	9
IV.	Housing/ Living Environment	10-11
V.	Learning	12-13
VI.	Socializing	14-15
VII.	Working	16
VIII.	Holistic Planning	17-19

OVERVIEW OF PEER ASSESSMENT PROCESS

- The peer assessments at Mayview State Hospital were conducted by the Consumer Satisfaction Team Alliance of Pennsylvania, CSTAP, through contracts with the regional satisfaction teams; Lawrence County CST, Beaver County C/FST, Allegheny County Consumer Action Response Team and C/FST of Washington County.
- All participating teams received one full day Peer Assessment training. Leadership from these Satisfaction Teams scheduled and managed 46 peer assessments at the Mayview campus with those willing participants who had been utilizing the State Hospital services for longer than two years as of the winter of 2006.
- Each team was contractually responsible for providing the identified hospital liaison with individual assessment reports for each completed assessment to be utilized for that individual's future planning. Each team was also responsible for entering anonymous assessments into the CSTAP internet database for this regional report and local county data reports.
- The CSTAP Peer Assessment tool and protocol were designed in collaboration with statewide consumer stakeholder input and approved and adopted by the CSTAP Steering Committee, comprised of elected regional representation from local Consumer Satisfaction Teams across the Commonwealth. This tool and protocol were utilized as the statewide standard at all of the eight State Psychiatric Hospitals currently open in Pennsylvania.
- While advocating for mental health system changes and growth to serve those needs verbalized by mental health consumers, CSTAP believes that data and information is only as good as the action it creates. In the spirit of eliciting action from the communities and authorities in the service areas of Pennsylvania's State Hospitals, CSTAP will share our observations from the data in the service area recommendations for action included in this report.

MSH SERVICE AREA RECOMMENDATIONS FOR ACTION

HOUSING/LIVING ENVIRONMENT

Data: Thirty-nine percent of respondents want to live in a house, apartment or room by themselves. Fifty percent want to live in placement with family. Seventy-six percent, of respondents do not want to live in a nursing home facility and thirty-nine percent do not want to live in a permanent group setting with 24-7 in-site staff. A large percentage of individuals prefer to their own bedroom or to share with only one person. Forty-one percent prefer pet ownership.

Recommendation: Develop the least restrictive and long-term housing options promoting as much independence as possible. When possible, provide support and education to families that are willing and able to provide housing. Locate and/or create housing opportunities making pet ownership of all kinds a reality.

Data: Fifty-four percent of respondents want help learning about their neighborhoods while 57% to 54% need help structuring their free time and want help finding things to do. Fifty percent would like help communicating with others regularly in social situations.

Recommendation: Develop a network of local outreach opportunities through advocacy and educational organizations, Mental Health Associations, NAMI, Peer Resource Centers/organizations, and Drop-ins and provide community mentorship opportunities for individuals transitioning into community life. Develop ongoing skill building opportunities to address these issues. Encourage Clubhouse or similar psychiatric rehabilitation services utilization and/or development to assist in these efforts.

Data: Large percentages of respondents desire to live within walking distance of community resources such as a bus stop, a grocery store, food banks, a pharmacy, a post office, places of worship and open spaces and parks.

Recommendation: Develop housing opportunities in good neighborhoods with access by walking to such resources.

LEARNING

Data: Forty-six percent need help or don't know how to cook and get meals, while 52% don't know how or need help using basic appliances. Forty-one percent of individuals need help or don't know how to go places alone. Sixty-one percent need help or don't know how to grocery shop.

Recommendation: Train and equip case management with alleviated case loads, peer specialists or other support staff to assist individuals with intensive skill development in these areas.

- Data:** Thirty-seven percent of respondents would like help getting a driver's license.
- Recommendation:** Institute an informational campaign to support individuals who would like to acquire a driver's license.
- Data:** Sixty-one to 68% of participants don't know how or need some help with money management skills such as banking, paying bills, budgeting money and balancing a checkbook.
- Recommendation:** Offer regular money management skill development trainings on a community level for consumers, possibly facilitated by representative payee-type services in collaboration with local financial institutions.
- Data:** Approximately 37% of the individuals stating they can read say they have trouble understanding or comprehending what they read.
- Recommendation:** Evaluate the appropriateness of medications to see if it's interfering with reading comprehension. Train to recognize and refer individuals with learning disabilities to literacy/ adult learning services.
- Data:** Seventy percent of individuals want to learn to use a computer and 52% of individuals would like to pursue educational opportunities.
- Recommendation:** Train and utilize Clubhouses, vocational rehabilitation, case management and other staff resources to facilitate computer skill development and to seek out educational funding for college, trade school or GED completion. Possibly build internet accessible computer labs into funding for local drop-in centers.

WORKING

- Data:** Fifty-nine percent of respondents want full time or part time work, paid employment and 41% would like to receive job training.
- Recommendation:** Train and utilize Clubhouses, vocational rehabilitation, case management and other resources in a manner that builds upon the strengths, desires, and hopes of individuals in finding and creating work opportunities beyond food, janitorial and sheltered workshops.

SOCIALIZING

- Data:** Fifty-nine percent of the respondents shared that they would like to utilize spiritual supports in their recovery process.
- Recommendation:** Utilize state-funded Spiritual Supports Facilitation (717-346-9132) to identify training and engage Drop-Ins and peer services on how to dialogue around the issues of spirituality without being exclusionary or offensive to any given spiritual practices or preferences, rather than treating spirituality as a "taboo topic" within services.

Data: A large percentage of individuals, 54%, want peer connections with others who have been hospitalized and 35% are interested in becoming active in the “consumer movement”.

Recommendation: Enhance or develop peer-driven organizations, opportunities and programs and utilize peer supports in all aspects of the community service system.

HOLISTIC PLANNING

Data: A good number of individuals participating, 52%, were aware of advocacy services in the hospital, a positive fact, although 46% knew of no such services in the community.

Recommendation: Invest in fairly funded consumer rights advocacy positions within the community and make sure external advocates are visible and known both in the hospital setting and the community. Explore individual interest of persons using or have used services of the state hospital in becoming peer advocates as an employment opportunity.

Data: The largest requested tools or treatments for wellness in the Mayview area are Individual therapy, 80%, music therapy, 63%, exercise, group therapy, and psychiatrist visits, 61%, relaxation techniques, 59%, group setting spirituality, 57%, followed by proper nutrition and drop in centers at 52% each. Psychiatry where you live was requested by 44% along with art therapy and meditation and family therapy was 41%. Pet ownership was requested by 41% of respondents, also.

Recommendation: Develop a vast array of creative opportunities (artistic ventures and music therapy) for individuals to take advantage of within service communities. Also create a network for the ability to refer individuals to resources that may help promote mindfulness techniques (meditation and relaxation) and spiritual supports. “Tele-psychiatry/therapy” and in home/ mobile psychiatry or therapeutic services could be developed for suburban areas. Focus on including opportunities for physical health within programming or develop space at drop-in centers for “work-out” equipment while also developing strong peer-driven, fiscally sound drop-in centers accessible and available to communities.

Data: Eighty percent of respondents have not created an advance directive.

Recommendation: Utilize opportunities to enhance or develop peer-driven organizations and programs and utilize peer supports around areas of WRAP trainings/facilitation and Pennsylvania Advance Directive (PAD) trainings.

Data: Thirty -three percent of participants have no primary care physician and 35% have no dentist.

Recommendation: Utilize drop-in centers and clubhouses to establish a link to the managed care organization and develop workshops that stress the importance of relationship between physical and mental health.

Demographics

Organizations facilitating assessments (C/FSTs)

Allegheny County Consumer Action Response Team (02)	76.1%	(35)
Beaver County C/FST (04)	6.5%	(3)
C/FST of Washington County (11)	13.0%	(6)
Lawrence County CST (34)	4.3%	(2)

Gender

Male	58.7%	(27)
Female	41.3%	(19)

What County did you live in prior to being hospitalized?

Allegheny	63.0%	(29)
Beaver	8.7%	(4)
Lawrence	2.2%	(1)
Washington	13.0%	(6)

How would you describe your race?

White	69.6%	(32)
African American	17.4%	(8)

Do you have any of the following disabilities?

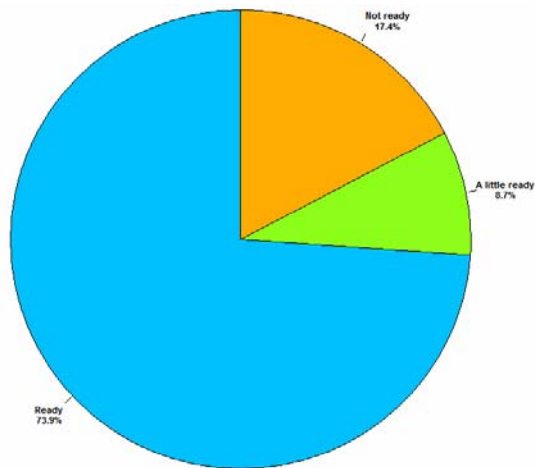
Visual impairment	45.7%	(21)
Mobility impairment	17.4%	(8)
Hearing impairment	4.3%	(2)
No physical limitations	52.2%	(24)

Housing/Living Environment

How ready do you feel to live outside of the hospital? See *Graph 1*.

Not ready	17.4%	(8)
A little ready	8.7%	(4)
Ready	73.9%	(34)

Graph 1: Discharge
Readiness



What type of place would you like to live in?

	Very Much	A Little	Not at All
Live in a house, apartment or room by yourself.	39.1% (18)	8.7% (4)	45.7% (21)
Live in a house, apartment or room with family.	50.0% (23)	6.5% (3)	30.4% (14)
Live in a house, apartment or room with roommate(s).	23.9% (11)	17.4% (8)	41.3% (19)
Live in a transitional rehabilitation group setting with other individuals.	32.6% (15)	17.4% (8)	37.0% (17)
Live in a permanent group setting with other individuals and 24/7 staff support on-site.	26.1% (12)	26.1% (12)	39.1% (18)
Live in a nursing home because of severe medical problems.	4.3% (2)	4.3% (2)	76.1% (35)

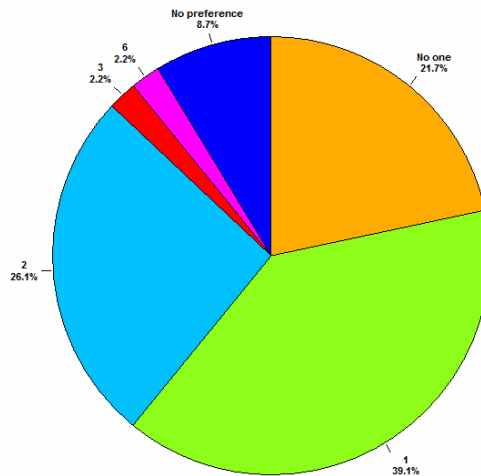
What level of staff support do you want in your living situation?

Daily Support Staff	34.8%	(16)
Weekly Support Staff	19.6%	(9)
Monthly Support Staff	10.9%	(5)
No Support Staff	10.9%	(5)
I don't know	21.7%	(10)

Maximum number of people you would like to live with in the *same bedroom*. See Graph 2.

No one	21.7%	(10)
1	39.1%	(18)
2	26.1%	(12)
3	2.2%	(1)
4	0.0%	(0)
No preference	0.0%	(0)

Graph 2: Shared Rooming



Maximum number of people you would like to live with in the *same house or apartment*:

No one else	8.7%	(4)
1	13.0%	(6)
2	6.5%	(3)
3	10.9%	(5)
4	8.7%	(4)
5	8.7%	(4)
6	19.6%	(9)
7 or more	21.7%	(10)

If you share a living space, what age group do you want to live with?

18-25 years old	2.2%	(1)
26-35 years old	15.2%	(7)
36-45 years old	10.9%	(5)
46-55 years old	23.9%	(11)
56-62 years old	13.0%	(6)
Over 62 years old	8.7%	(4)

Learning

How well can you perform the following tasks?

<u>Living Skills</u>			
	On my own	With some help	Don't know how
Going places alone without help	56.5% (26)	32.6% (15)	8.7% (4)
Cooking/getting meals	52.2% (24)	34.8% (16)	10.9% (5)
Grocery shopping	39.1% (18)	56.5% (26)	4.3% (2)
Using appliances	47.8% (22)	41.3% (19)	10.9% (5)

<u>Money Management</u>			
	On my own	With some help	Don't know how
Budgeting my own money	39.1% (18)	34.8% (16)	26.1% (12)
Banking	34.8% (16)	34.8% (16)	28.3% (13)
Paying bills	30.4% (14)	34.8% (16)	32.6% (15)
Balancing a checkbook	28.3% (13)	34.8% (16)	37.0% (17)

<u>Self-Care and Safety</u>			
	On my own	With some help	Don't know how
Maintaining personal appearance	80.4% (37)	19.6% (9)	0.0% (0)
Doing laundry	69.6% (32)	23.9% (11)	6.5% (3)
Keeping a clean living space	69.6% (32)	21.7% (10)	6.5% (3)
Recognizing dangerous situations	67.4% (31)	15.2% (7)	10.9% (5)
Contacting someone in an emergency	69.6% (32)	17.4% (8)	8.7% (4)
Finding a place to live	28.3% (13)	37.0% (17)	32.6% (15)
Finding a job	23.9% (11)	41.3% (19)	30.4% (14)

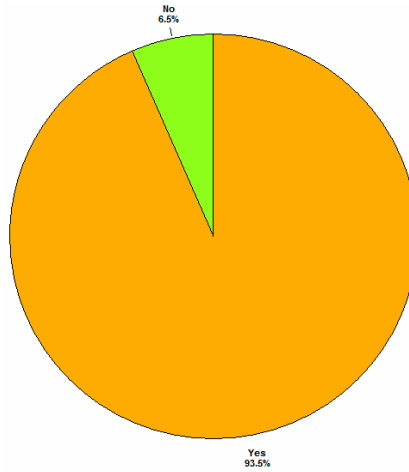
<u>Mental Health Needs</u>			
	On my own	With some help	Don't know how
Getting services	23.9% (11)	52.2% (24)	19.6% (9)
Making appointments	37.0% (17)	50.0% (23)	10.9% (5)
Keeping appointments	39.1% (18)	47.8% (22)	6.5% (3)
Following a medication schedule	34.8% (16)	54.3% (25)	6.5% (3)
Drug/Alcohol treatment	19.6% (9)	32.6% (15)	10.9% (5)
Expressing/Verbalizing what I need	45.7% (21)	43.5% (20)	6.5% (3)
Finding someone to go to appointments with	34.8% (16)	54.3% (25)	4.3% (2)

<u>Transportation</u>			
	On my own	With some help	Don't know how
Having access to a car	19.6% (9)	17.4% (8)	52.2% (24)
Learning a bus schedule	39.1% (18)	47.8% (22)	10.9% (5)
Taking the bus	43.5% (20)	47.8% (22)	6.5% (3)
Getting a valid driver's license	23.9% (11)	19.6% (9)	47.8% (22)

Do you know how to read? *See Graph 3.*

Yes	93.5%	(43)
No	6.5%	(3)

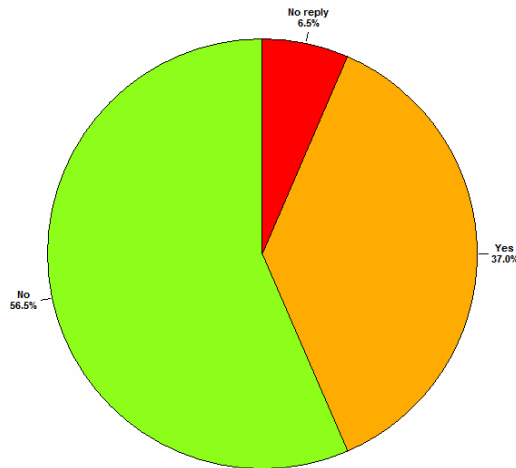
Graph 3: Literacy



If yes, do you have trouble reading or understanding what you are reading? *See Graph 4.*

Yes	37.0%	(17)
No	56.5%	(26)

Graph 4: Reading Comprehension



Would you like to learn to use a computer?

Yes	69.6%	(17)
No	30.4%	(26)

Do you want to pursue any education?

Yes	52.2%	(24)
No	45.7%	(21)

Social Skills

This covers Social Rehabilitation, Intensive Case Management (ICM) and Consumer Self-Help.

Would you like help with any of the following:		
	Yes	No
Finding things to do	56.5% (26)	39.1% (18)
Getting a driver's license	37.0% (17)	58.7% (27)
Reading	32.6% (15)	65.2% (30)
Writing	26.1% (12)	71.7% (33)
Safe sexual practices	23.9% (11)	69.6% (32)
Learning about your neighborhood	54.3% (25)	37.0% (17)
Dealing with authority figures	34.8% (16)	58.7% (27)
Family relationship	45.7% (21)	50.0% (23)
Meeting people/Making friends	47.8% (22)	45.7% (21)
Paying attention to time	43.5% (20)	47.8% (22)
Structuring free time	54.3% (25)	43.5% (20)
Communicating with others regularly in social situations	50.0% (23)	41.3% (19)
Other (Learning new skills, pursuing hobbies)	2.2% (1)	2.2% (1)

In this list of places you might want to go when living in the community, would you prefer to be in walking distance of these destinations or to be able to take the bus there.

	Able to Walk to...	Able to Take a Bus to...
See Family and Friends	39.1% (18)	54.3% (25)
A Bus Stop	65.2% (30)	23.9% (11)
Open Spaces/Parks	63.0% (29)	28.3% (13)
Church, Synagogue, Mosque, other place of worship	47.8% (22)	43.5% (20)
Malls/Shopping areas	37.0% (17)	54.3% (25)
A Food bank	50.0% (23)	43.5% (20)
A Library	47.8% (22)	47.8% (22)
A Grocery Store	65.2% (30)	30.4% (14)
A Pharmacy	63.0% (29)	30.4% (14)
A Post Office	52.2% (24)	37.0% (17)
Museums	34.8% (16)	54.3% (25)
Sports/Fitness Centers	39.1% (18)	50.0% (23)
Drop-in Centers	43.5% (20)	43.5% (20)
Drug/Alcohol Counseling	43.5% (20)	32.6% (15)
Medical Services	43.5% (20)	45.7% (21)
Dentist	41.3% (19)	54.3% (25)
Mental Health Clinic	45.7% (21)	50.0% (23)
Housing Supports	45.7% (21)	45.7% (21)
Self-help (AA, OA, NA, etc.)	43.5% (20)	37.0% (17)
Other (Vocational school, hospital, shopping)	4.3% (2)	2.2% (1)

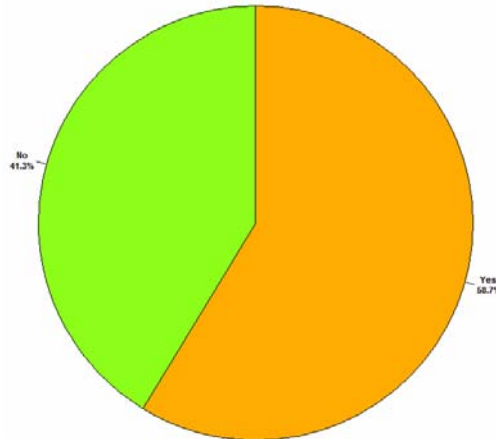
Are you interested in becoming active in the consumer movement?

Yes	34.8%	(16)
No	58.7%	(27)

Would like to use spiritual supports or connections in your recovery process? *See Graph 5.*

Yes	58.7%	(27)
No	41.3%	(19)

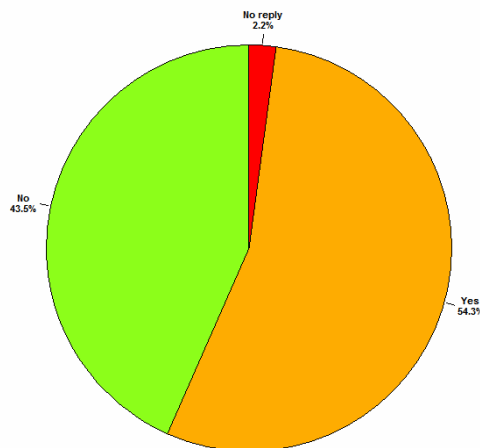
Graph 5: Spiritual Supports



Would you like to speak to someone who had been in the hospital and is now living in the community? *See Graph 6.*

Yes	54.3%	(25)
No	43.5%	(20)

Graph 6: Peer Connections



Working

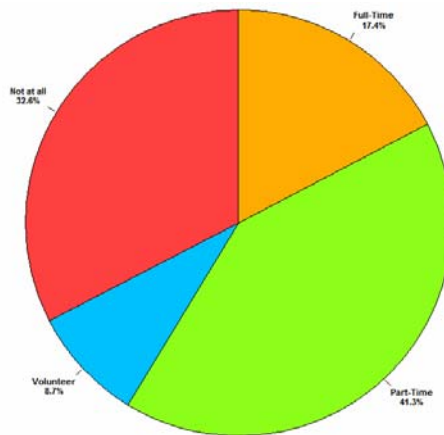
Are you aware that you can work and still receive benefits?

Yes	73.9%	(34)
No	21.7%	(10)

Would you like to work? See Graph 7.

Full-Time	17.4%	(8)
Part-Time	41.3%	(19)
Volunteer	8.7%	(4)
Not at all	32.6%	(15)

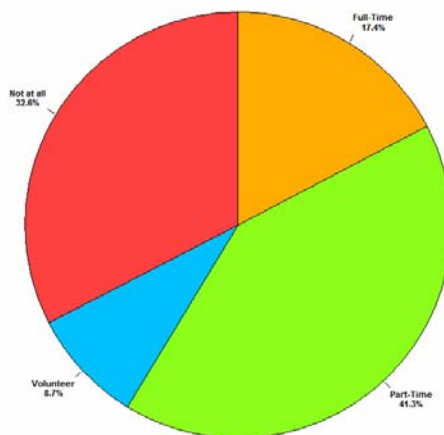
Graph 7: Working



Would you like training for a job? See Graph 8.

Yes	40.9%	(36)
No	23.9%	(21)

Graph 8: Job Training

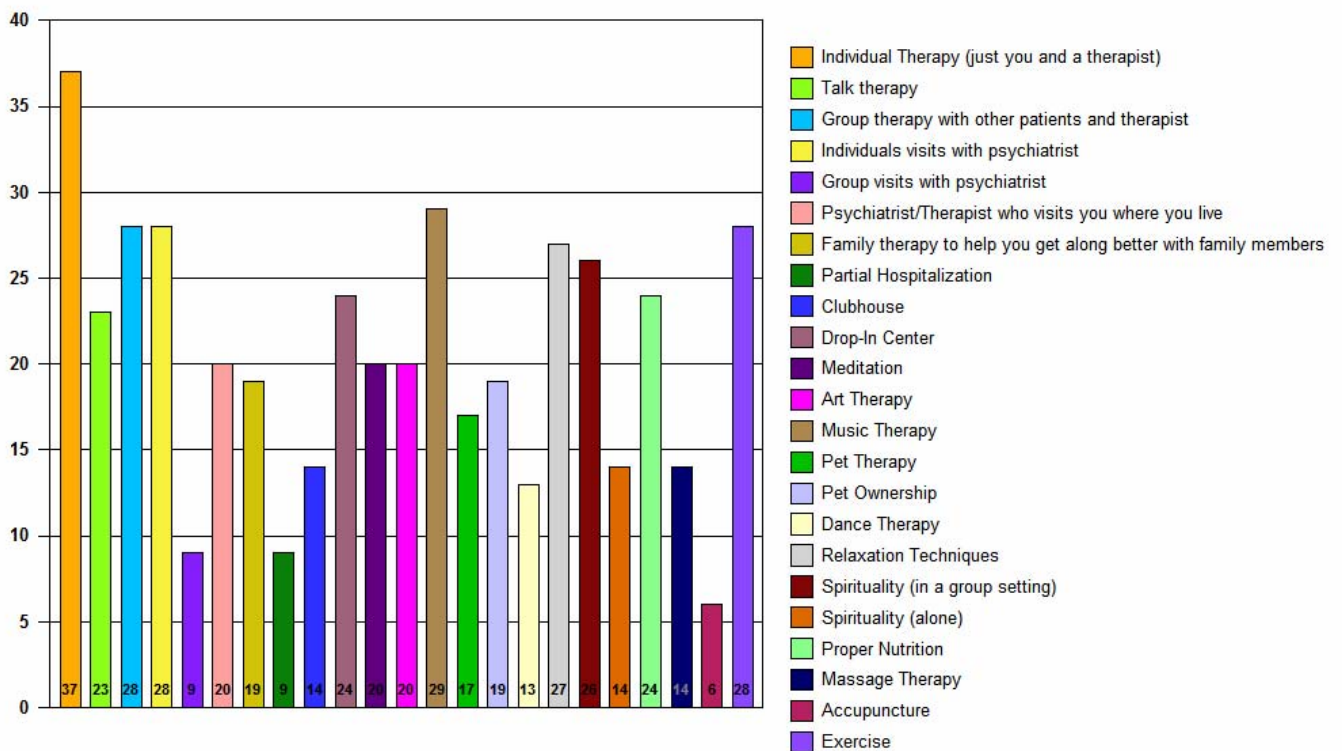


Holistic Planning

Tools or treatments felt needed for your mental wellness. *See Graph 9.*

Individual Therapy (just you and a therapist)	80.4%	(37)
Talk therapy	50.0%	(23)
Group therapy with other patients and therapist	60.9%	(28)
Individuals visits with psychiatrist	60.9%	(28)
Group visits with psychiatrist	19.6%	(9)
Psychiatrist/Therapist who visits you where you live	43.5%	(20)
Family therapy to help you get along better with family members	41.3%	(19)
Partial Hospitalization	19.6%	(9)
Clubhouse	30.4%	(14)
Drop-In Center	52.2%	(24)
Meditation	43.5%	(20)
Art Therapy	43.5%	(20)
Music Therapy	63.0%	(29)
Pet Therapy	37.0%	(17)
Pet Ownership	41.3%	(19)
Dance Therapy	28.3%	(13)
Relaxation Techniques	58.7%	(27)
Spirituality (in a group setting)	56.5%	(26)
Spirituality (alone)	30.4%	(14)
Proper Nutrition	52.2%	(24)
Massage Therapy	30.4%	(14)
Acupuncture	13.0%	(6)
Exercise	60.9%	(28)

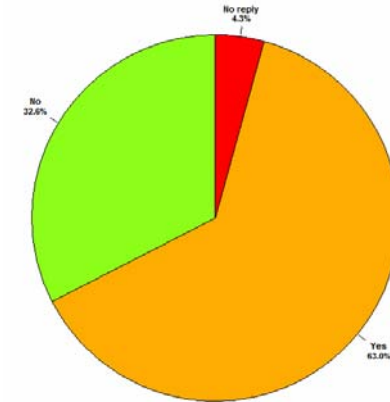
Graph 9: Wellness Tools and Treatments



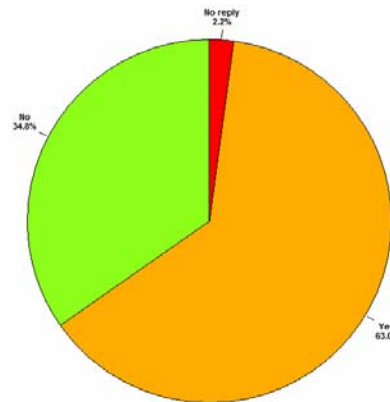
Do you have:

	Yes	No
A Primary Care Physician/Family Doctor? <i>See Graph 10</i>	63.0% (29)	32.6% (15)
A Dentist? <i>See Graph 11</i>	63.0% (29)	34.8% (16)

Graph 10: Primary Care Physician



Graph 11: Dentist



Are there any behaviors you have that make you feel unsafe?

Yes	31%	(14)
No	69%	(31)

How often can you tell when mental or emotional problems are about to occur?

Never	10.9%	(5)
Rarely	10.9%	(5)
Sometimes	37.0%	(17)
Often	13.0%	(6)
Always	21.7%	(10)

When you can tell problems are about to occur, how often can you take care of those problems before they become worse?

Never	6.5%	(3)
Rarely	4.3%	(2)
Sometimes	28.3%	(13)
Often	23.9%	(11)
Always	28.3%	(13)

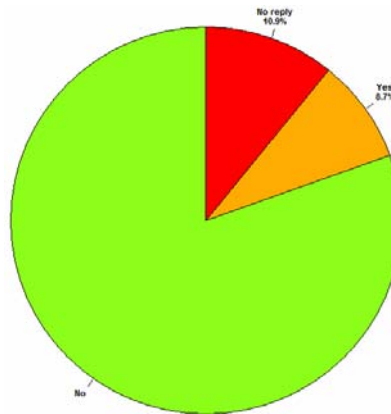
Have you been given relapse prevention tools to use when you return to the Community?

Yes	41.3%	(19)
No	47.8%	(22)

Has anyone worked with you to create a Psychiatric Advance Directive? See Graph 12.

Yes	8.7%	(4)
No	80.4%	(37)

Graph 12: Pa. Advance Directives



Do you know where you need to call or go to locate an advocate if you need one with regard to insurance issues, treatment concerns, housing concerns, or civil rights?

	Yes	No
In the Hospital	52.2% (24)	37.0% (17)
In the Community	39.1% (18)	45.7% (21)