

# 2022 Consumer Perception of Care Survey

Rating of Maryland Children's Public Behavioral Health Services from Caregivers

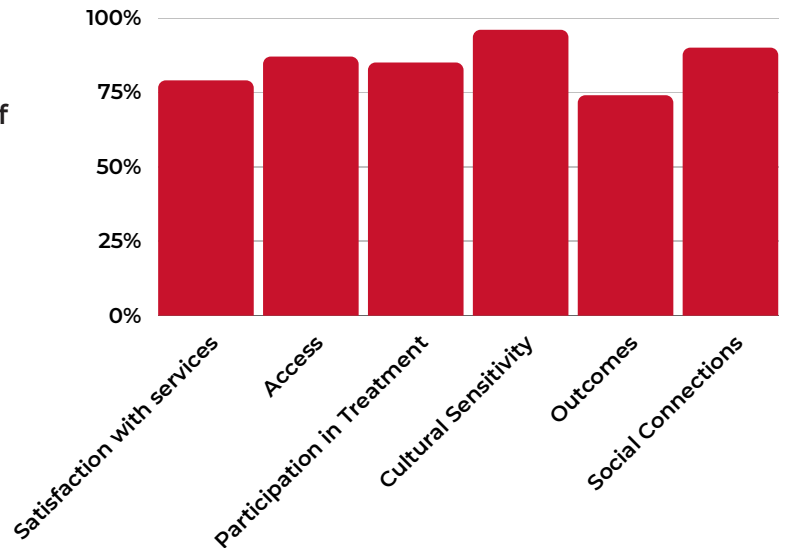


Wes Moore, Governor | Aruna Miller, Lt. Governor | Laura Herrera Scott, MD, MPH, Maryland Department of Health  
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## Background

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 2021. A total of 704 child mental health services recipients completed the survey.

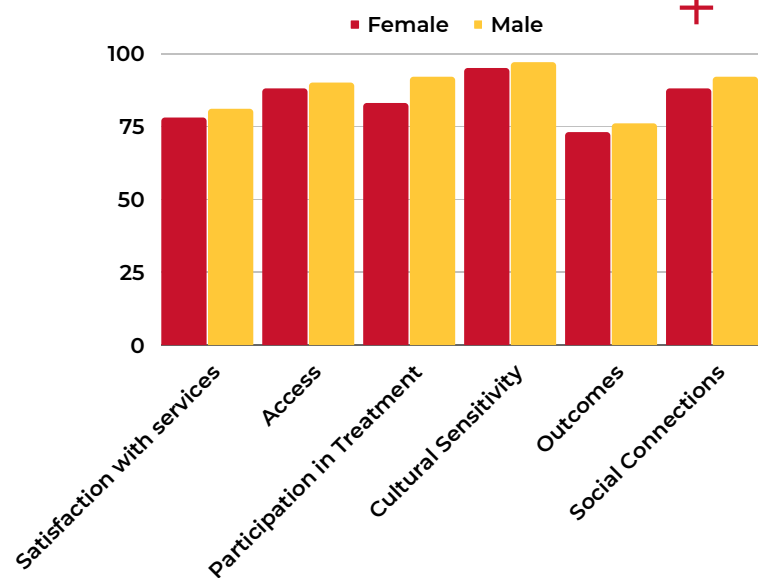
### Overall Satisfaction By Service Domains, Child Mental Health



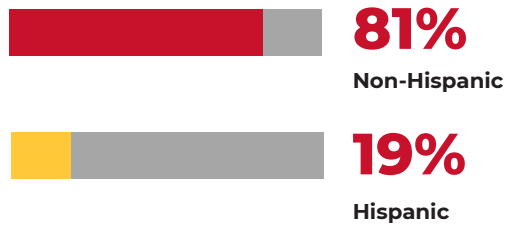
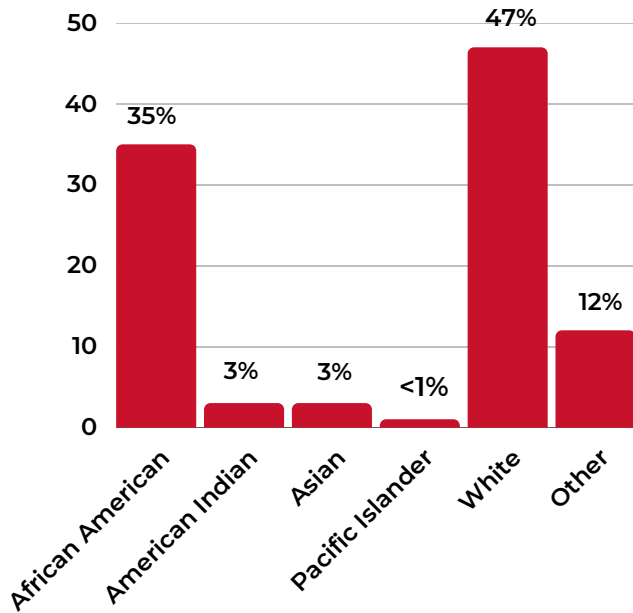
## Overview

- Overall, child caregivers reported generally positive experiences with the care their child received.
- Experience domains that center around cultural sensitivity, social connectedness and access 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 almost all services except for outcomes.

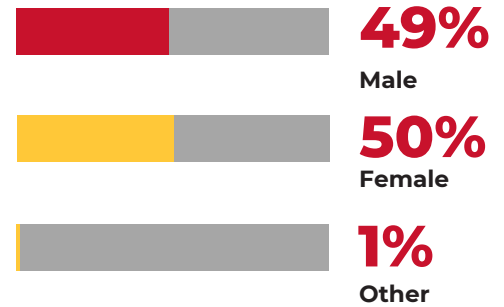
### Overall Satisfaction with Services by Gender



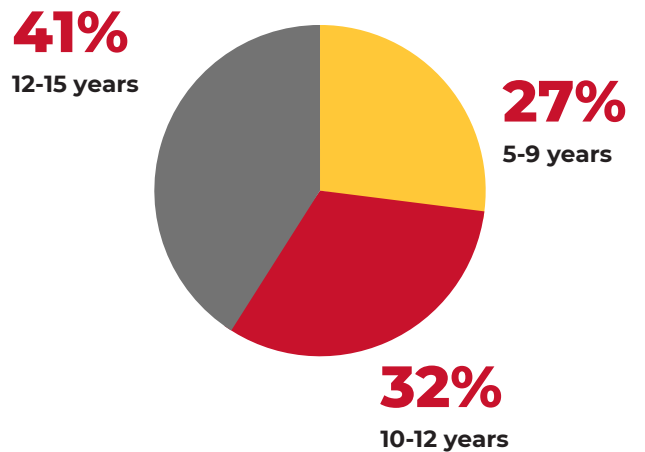
### Child Service Recipients by Race



### Child Service Recipients by Gender



### Child Service Recipients by Age



### Services Utilized By Child Service Recipients FY21



### Mental Health Services Mostly Utilized By Child Service Recipients FY21

