

Attachment B6: Health Professional Impact Survey Pilot Test Results

Health Resources and Services Administration (HRSA) Maternal and Child Health Bureau (MCHB) Pediatric Mental Health Care Access (PMHCA) Program National Impact Study

Note: The instruments included in this OMB package have been revised and incorporate the pilot test results.

Feedback	Changes Made to Instrument, if Applicable
General Feedback	
Time to complete: 1. 15 minutes. Less if the language can be clarified/simplified a little. 2. 5-10 minutes 3. 7 minutes 4. 15 minutes 5. 10 minutes	Projected time to complete the survey will stay the same at 10 minutes or less
How clear and easy to understand are the survey instructions and questions? 1. Consider removing "postal" unless we are surveying Canadians. 2. Consider bullets to make it more digestible and more likely it will be read. Consider simplifying "other data sources (e.g., Medicaid data)" etc. 3. Generally easy to understand; but for the question where they asked about estimating the proportion with disorders, some of the terminology (elimination disorders, obsessive compulsive and related disorders, people might not know what the related disorders are), might need to give more examples. 4. Easy 5. Fairly clear	1. Deleted "postal" as all locations outside of Continental US (e.g., Micronesia, Palau, Guam) use ZIP Codes. 2. Bulleted the two sentences in Survey Purpose. 3. Elaborated elimination disorder by adding examples. Elaborated the disorders related to obsessive-compulsive disorder by adding examples. 4. N/A 5. N/A
Were there any issues with the flow, formatting, layout, or appearance of the survey? If so, please explain. 1. Group practice questions together and then move on to the "you" questions. 2. There was one question where answers need to add up to 100% that might be frustrating to complete. Also, if patients have comorbid disorders, it	1. Order retained to maintain logical flow. 2. Question asks about primary/principal diagnosis, not comorbid disorders. 3. N/A 4. Bolded text to differentiate the questions. 5. Responses are ordered as related groups/categories.

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<p>would add up to more than 100%. Would consider simplifying this.</p> <p>3. No</p> <p>4. There are a series of questions that ask what proportion of patients were screened, diagnosed, and referred. It took me reading it a few times before I realized they were different questions. It would help to italicize or underline those words (screen, diagnose, refer).</p> <p>5. Some of the response item lists were long. I suggested grouping one such list into categories.</p>	
<p>Did you experience any technology difficulties when accessing and/or taking the survey? If so, please explain.</p> <p>1. No</p> <p>2. No</p> <p>3. No</p>	N/A
<p>Please provide any additional comments or suggestions to improve the survey (e.g., unnecessary or missing questions or response options; spelling/grammatical errors; sensitivity issues).</p> <p>1. None other</p> <p>2. Overall, there are A LOT of open-ended % questions. I worry that you are going to get a lot of missing data, as those kinds of questions are a bit more stressful for people to answer. Consider a different way to ask this – give people % categories or a % slider, maybe?</p> <p>3. You have the definition of a Behavioral Health Disorder at the top of each page – do you need it on every page, or is it possible to have it as a footnote, a little “info” icon, or a call out box on the side? It took me a minute to realize that I was re-reading something I’d already read and that it was not a new instruction.</p>	<p>1. N/A</p> <p>2. We have used an input field instead of categories or a slider to allow for responding with more precision, which is important for statistical analyses. Also, we have revised to focus on numbers of patients rather than percentage.</p> <p>3. Revised to present definition of behavioral health disorder on the page of its first mention.</p>
<p>Survey Question Feedback</p>	
<p>Please enter your:</p> <p>First Name:</p> <p>Last Name:</p> <p>Primary Practice Postal or ZIP Code:</p>	<p>1. Because some individuals may have multiple email addresses, we request here the email address that specifically links the respondent with the PMHCA</p>

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<p>Email address used for receiving communication from [insert PMHCA program name] program:</p> <ol style="list-style-type: none"> 1. Is it possible to say this more plainly? "Email addresses will only be used to track survey administration and completion." And, why wouldn't the name do that? Could you just say "Email addresses are used for internal tracking only." or something? 	<p>program that they are associated with for survey completion tracking. Revised language as recommended.</p>
<p>Please select the primary type of health professional that best describes you.</p> <ol style="list-style-type: none"> 1. You might consider adding "Child and Adolescent Psychiatry" like you do for the ped[iatric] subspecialty? This is also a subspecialty so they may not perceive "other specialist" as an opportunity to capture that. 2. This is a long list – consider grouping them by heading or something (Physician/advanced practice professional/other...or something like that). 	<ol style="list-style-type: none"> 1. Revised as recommended. 2. The list is presently grouped conceptually without lengthening further with headings: The physicians are the first 6, assistants the next 2, nurses the next 4, and behavioral health practitioners the final 3.
<p>Which PMHCA program services or trainings have you utilized or participated in during the last 12 months? Select all that apply.</p> <ol style="list-style-type: none"> 1. Is there a natural hierarchy to these services? Could you possibly simplify this so that it isn't "utilize or participated" and "services or trainings"? I'm not sure the providers will see a difference between utilizing and participating so maybe get rid of a verb there. 	<ol style="list-style-type: none"> 1. Revised to "used". Kept "used" and "participated" per HRSA's feedback.
<p>For the purpose of this survey, Behavioral Health Disorder is defined as common, recurrent, and often serious mental health and substance use disorders that affect an individual's behavioral health, defined as the ability to cope with life stressors, actualize their abilities, learn well, work productively, and contribute to the community.</p> <ol style="list-style-type: none"> 1. Would this section benefit from definitions that could be found by 	<ol style="list-style-type: none"> 1. Revised definition.

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<p>hovering over a ? Is there a more straightforward way to say “actualize their abilities”? Is it necessary to say? It seems redundant with all the examples that follow in the sentence.</p> <p>Is it possible to make this text into 2 sentences? Is “often serious” necessary information?</p>	
<p>Approximately how many patients between the ages of 5 and 21 years do you see per week on average?</p> <p>1. Move this to after the practice questions.</p>	<p>1. Retained here as a reference for screening, diagnosis, and referral questions that follow.</p>
<p>Which type of behavioral health screenings does your practice conduct with patients between the ages of 5 and 21 years?</p> <p>1. Ask both practice questions first and then move on to the “you” questions.</p>	<p>1. Retained here to lead in to “you” screening questions.</p>
<p>In the past 30 days, what percentage of the patients you saw between the ages of 5 and 21 years were screened for behavioral health disorders (either by you or by other practice staff)? Your best estimate is fine. By screening, we mean using a question guide or screening tool (e.g., PHQ-9) intended to identify behavioral health disorders.</p> <p>1. Could it just say “In the past 30 days, approximately what percentage.....screened using a question guide or tool by you or a member of your staff” In this context it</p>	<p>1. JBS and HRSA agreed to use “disorder”.</p>

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<p>is probably not necessary to specify that the tool is intended to identify BH disorders. Consider using approximately instead of the additional complete sentence about best estimate....</p>	
<p>In the past 30 days, which behavioral health disorders did your practice screen for among patients (5-21 years)? Select all that apply.</p> <ol style="list-style-type: none"> 1. Is it necessary to state the ages over and over again? 2. I don't understand why these two skip pattern questions display differently based on answers to the two screening questions. For example, if I click general/multidimensional, then you ask me about screening with the PHQ9 (used as an example), which the question also defines as a specific screening. In general, this list is quite long and might benefit from some cutting and/or grouping. 	<ol style="list-style-type: none"> 1. We have repeated the ages in each question for clear reference for the respondent. 2. Removed examples in the following question to minimize/avoid any confusion.
<p>In the past 30 days, what percentage of your patients (ages 5-21 years) did you personally diagnose with a behavioral health disorder? Your best estimate is fine.</p> <ol style="list-style-type: none"> 1. Probably not necessary to keep repeating "personally" over and over again especially if you group the practice questions first. 2. By this, do you mean an incident diagnosis, or should it include patients with a prior diagnosis that you've seen for a f/u visit in the past 30 days? 	<ol style="list-style-type: none"> 1. "Personally" retained because some questions are at the individual level, while some are at the practice level. 2. Question solicits the number personally diagnosed in the past 30 days, so 30-day incidence.
<p>Of your patients (ages 5-21 years) that you personally diagnosed with a behavioral health disorder, what percentage of primary diagnosis fell into the following categories? Your best estimate is fine.</p> <ol style="list-style-type: none"> 1. Consider: "Of the patients you diagnosed with a BH d/o in the last 30 days what is the approximate percentage diagnosed with each of the following." What do you want them to do if they diagnosed more than one 	<ol style="list-style-type: none"> 1. The question focuses on primary/principal, not comorbidities. 2. Knowing the number diagnosed is not necessary; respondents need only identify the percentage diagnosed in each category. The survey application will validate totals and prompt if < 100%.

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<p>condition in the same patient since you require it to add up to 100? You could rephrase: Of all the BH diagnoses you made in the past 30 days what is the approximate percentage of each of the following diagnoses? And allow it to add up to at least 100%.</p> <p>2. This is a little tricky, because you're requiring that people take their prior answer % and then translate that into a set of answers that have to add up to 100. You could either add some language to the question to make it clear that numbers have to add up to 100, give an example (e.g., "For example, if you answered 10% above, the next question requires that you specify the distribution of diagnoses for that 10% blah blah)</p>	
<p>What percentage of your behavioral health care referrals for patients (ages 5-21 years) resulted in a visit to a behavioral health specialist within 90 days of you referring them?</p> <p>1. Have you defined behavioral health specialist somewhere? Consider inserting an e.g.</p>	<p>1. Revised as recommended.</p>
<p>Before participating in the PMHCA program, on average what percentage of your patients (ages 5-21 years) did you personally screen for behavioral health disorders? Your best estimate is fine.</p> <p>1. During what period of time? The year before they started participating? The 30 days before? What are you asking them to average? Per month? There has to be a way to simplify this. Maybe "In the year prior to joining the PMHCA program, what percentage of patients did you screen for BH d/o per month?" or something. This is a problem throughout this section.</p>	<p>1. Period of time is an estimate of care before participating in PMHCA.</p> <p>2. Bolded the text that highlights that we are asking "before participation in the program".</p>

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<p>2. Consider putting another intro sentence to flag that now we're asking you about BEFORE you participated in the program. You've got people answering a lot of % questions and they might be more focused on that than on reading the nuances of the questions.</p>	
<p>How much has the PMHCA program helped address the unmet behavioral health care needs of your child and adolescent patients?</p> <p>1. Why unmet? What if it just makes it easier, more efficient, more effective to meet the bh needs of my patients (still asking about my individual patients or the practice?) What if there was a response: there was no unmet need? Here you say child and adolescent instead of giving the ages. Less painful than the recurring parenthetical.</p>	<p>1. Revised. Question now asks how much PMHCA helps to better address behavioral health care needs. Kept parenthetical for consistency.</p>
<p>Is there anything else you would like us to know about the impact of PMHCA program?</p> <p>1. I know it's an impact study but is it necessary to use that word in the question? Isn't anything they write here an impact? Maybe just "your experience" or "the effect"? "How else has participating in the PMHCA program affected your practice?"</p>	<p>1. "Impact" used for consistency.</p>