

# Q&A



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# Questions or Comments?

 E-mail: [cahps1@westat.com](mailto:cahps1@westat.com)

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**THANK YOU!**

# APPENDIX

# Limitations

- The number of responses for each practice type was small. Thus, estimating inter-unit reliability was difficult.
- A survey that focuses on a visit to a specific provider may achieve higher response rates.
- Yet, many people obtain MH care from multiple providers, both Rx prescribers and counselors

# Future Studies

- Re-assess sample selection protocol
  - ▶ Should the survey focus on a specific provider, given the diversity of providers in mental health care?
- Explore ways to encourage response
  - ▶ Sending a notice from practice to alert selected patients to look for survey
  - ▶ Promoting patient experience surveys as important by potential respondents, given all the survey activity in contemporary society.
    - Actively solicit survey response by providers without appearing to tell people “we need you to rate us a 10”

# Selected References

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