

## Section 4: Patient Experience Measures from the CAHPS Outpatient Mental Health Survey

The Outpatient Mental Health Survey generates the following composite measures, single-item measures, and rating measures:

- Getting Appointments for Prescription Medicines (Q3)
- Getting Mental Health Counseling (Q10, Q12)
- Communication with Mental Health Counselor (Q13, Q14)
- Goal Setting (Q16)
- Getting Help Between Appointments (Q21)
- Rating of Mental Health Counselor (Q22)
- Unmet Need for Mental Health Services (Q23)
- Financial Barriers to Mental Health Services (Q25)

These measures have been shown to have adequate internal consistency reliability at the provider group level and are recommended for all types of reporting. Learn more about [CAHPS measures and reporting CAHPS survey results](#).

Getting Appointments for Prescription Medicines		
Q3	How difficult was it for you to make an appointment with the person who prescribes your mental health medicine?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Very difficult</li> <li>• Somewhat difficult</li> <li>• Not very difficult</li> <li>• Not difficult at all</li> </ul>

Getting Mental Health Counseling		
Q10	How difficult was it to find this mental health counselor?	<b>Response Options</b> <ul style="list-style-type: none"> <li>• Very difficult</li> <li>• Somewhat difficult</li> <li>• Not very difficult</li> <li>• Not difficult at all</li> </ul>
Q12	How difficult was it to make appointments with your mental health counselor?	

**Communication with Mental Health Counselor**

Q13	How often did your main mental health counselor listen carefully to you?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
Q14	How often did your main mental health counselor show respect for what you had to say?	

**Goal Setting**

Q16	How much did your main mental health counselor consider what is important to you when setting the goals for treatment?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Not at all</li> <li>● A little</li> <li>● Some</li> <li>● A lot</li> </ul>
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**Getting Help Between Appointments**

Q21	When you contacted your main mental health counselor between your appointments, how often did you get the help or support you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Never</li> <li>● Sometimes</li> <li>● Usually</li> <li>● Always</li> </ul>
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**Rating of Mental Health Counselor**

Q22	What number would you use to rate your main mental health counselor?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● 0-10</li> </ul>
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**Unmet Need for Mental Health Services**

Q23	Did you get all the mental health services you needed?	<b>Response Options</b> <ul style="list-style-type: none"> <li>● Yes</li> <li>● No</li> </ul>
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**Financial Barriers to Mental Health Services**

Q25	How difficult was it for you to pay for the mental health services you received?	<b>Response Options</b> <ul style="list-style-type: none"><li>● Very difficult</li><li>● Somewhat difficult</li><li>● Not very difficult</li><li>● Not difficult at all</li></ul>
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