

## Variations in Experiences within Systems of Care: An Exploratory Analysis of System-of-Care Roles



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### System of Care Roles: The Goal

- ∪ A core value of systems of care (SOC) is that all involved in the care of children and families should be communicating, coordinating and participating at all levels.
- ∪ As a result, all involved parties will have a shared vision, understanding and perception of their SOC.
- ∪ Ideally, if a SOC is operating in this manner, participants serving different roles within a SOC will be consistent in their experiences within the system.



### Background

- ∪ In the national evaluation of the Comprehensive Community Mental Health Services for Children and their Families Program, the System of Care Assessment (SOCA) evaluates implementation of SOC principles in SOC communities.
- ∪ SOCA uses a triangulation method whereby interview questions about the structure and services of a SOC are posed to people with different roles in the program.

### The Questions

- ∪ Do interview responses in the SOCA vary across roles?
- ∪ Is there more variability in perceptions and experiences of specific SOC principles?
- ∪ Do people in certain roles consistently describe the SOC more positively or negatively than others?



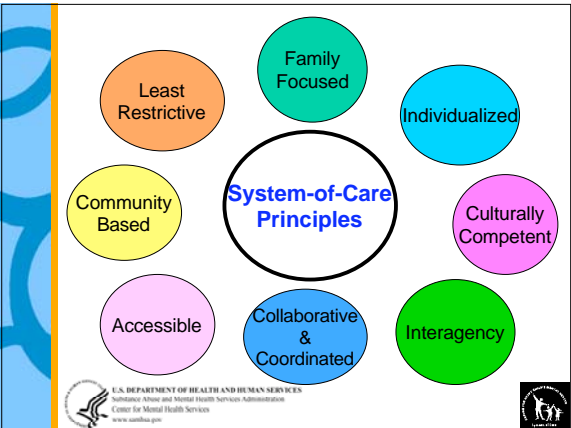



### Methods

SOCA interviews conducted in 41 communities between October 2003 and November 2004 were examined.



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|---|--|
| <ul style="list-style-type: none"> <li>∪ In each community, 1- 4 respondents representing 8 different roles were interviewed:                             <ul style="list-style-type: none"> <li>• Project director*</li> <li>• Agency representative</li> <li>• Family representative</li> <li>• Care Coordinator</li> <li>• Service provider</li> <li>• Agency staff</li> <li>• Intake worker</li> <li>• Caregiver</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>∪ 15 questions with similar content were analyzed across 3 respondents serving different roles.**</li> <li>∪ The questions addressed each of the 8 SOC principles:                             <ul style="list-style-type: none"> <li>• Family focused</li> <li>• Individualized</li> <li>• Culturally competent</li> <li>• Interagency</li> <li>• Collaborative/coordinated</li> <li>• Accessible</li> <li>• Community based</li> <li>• Least restrictive</li> </ul> </li> </ul> |
|---|--|

\*All roles had at least 2 respondents except project director.  
\*\*Cultural competence question was asked of 2 respondents.



### Methods

- ∪ Interviews were conducted during 3-day visits to each of the 41 communities
- ∪ In each community, interviews were conducted with respondents in each of the 8 roles.
- ∪ Across all communities, the number of respondents/role ranged from 38-135.
- ∪ Interview responses were rated by site visitors from 1 (low) to 5 (high), to reflect the extent to which the principle addressed by the question is implemented in the SOC.
- ∪ Scores were aggregated across all communities by role.


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### Analytic Strategy

- ∪ For each question, the following was calculated by role:
  - ◆ Mean score
  - ◆ Standard deviation
  - ◆ Percent of respondents who scored high (4-5), average (3<x<4), or low (1-3)
- ∪ ANOVAs were calculated to identify questions with significant ( $p < .05$ ) variation in means among roles. A Tukey post-hoc test was calculated to determine which role(s) varied most.


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### Results

- ∪ For 11 out of 15 questions (73%), there was no significant variation across respondents in different roles.
- ∪ Within each principle, there were questions that did not yield significant variation across respondent roles.
- ∪ For 4 questions (27%), responses from at least one role varied from the others.
- ∪ Responses differed with respect to the implementation of *family focused, collaborative and coordinated, and accessible principles*.

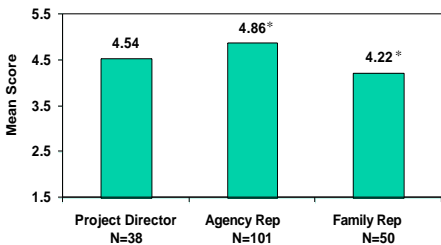

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### Results

- ∪ There was variation among roles in 1 question pertaining to the implementation of family focused:
  - ◆ How are family members treated by other governing body participants?




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### Family members are treated well by governing body participants.





| Role             | Mean Score | N   |
|------------------|------------|-----|
| Project Director | 4.54       | 38  |
| Agency Rep       | 4.86*      | 101 |
| Family Rep       | 4.22*      | 50  |

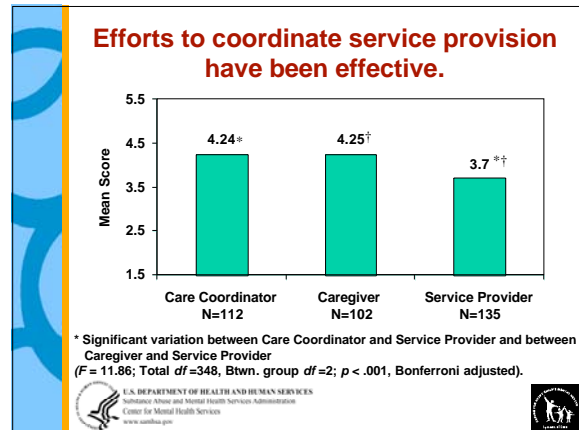
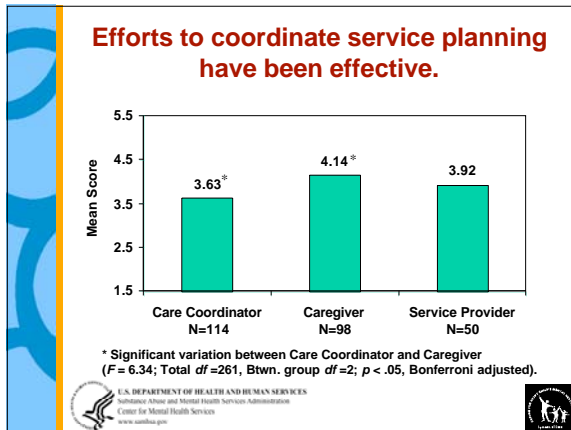
\* Significant variation between Agency and Family Representatives ( $F = 13.49$ ; Total  $df = 188$ , Btwn. group  $df = 2$ ;  $p < .001$ , Bonferroni adjusted).


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### Results

- ∪ There was variation among roles in 2 questions pertaining to the implementation of Collaboration and Coordination:
  - ◆ How effective are the efforts to coordinate service planning?
  - ◆ How effective are the efforts to coordinate service provision?

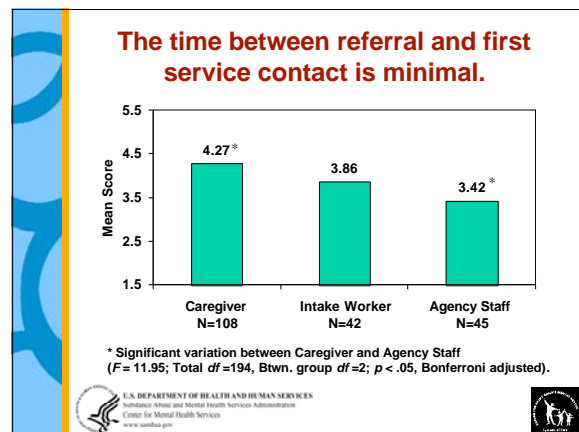

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### Results

- There was variation among roles in 1 question pertaining to the implementation of Accessibility:
  - What is the length of time between referral and first service contact?

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### Discussion

- Overall, people with different roles in a SOC do report similar experiences and perceptions. This may suggest communication and interaction across roles.
- Based on these questions, family members seem to be more likely than people in other roles to have a different perspective. However, their perspective is not consistently more positive or negative than those in other roles.
- Given that variations across SOC roles do occur, it is necessary to consider the perspectives of all types of SOC participants in order to fully understand how the system is being experienced.

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