

CMBHS-BETA Pilot STRS Evaluation Data Summary

1. Eleven (11) of a possible thirty-two (32) evaluations were completed or 33%
 - a. A return rate of 25% or better is considered a normal rate of return
 - b. Seven (7) of the eleven (11) evaluations were completed by SA provider users
 - c. Four (4) of the eleven (11) evaluations were completed by MH provider users
2. Five (5) of the seven (7) pilot sites completed one or more of the eleven (11) STRS evaluations
 - a. Amarillo Center for Alcoholism and Drug Abuse: two (2)
 - b. Helen Farabee Regional MHMR Center : two (2)
 - c. Lakes regional MHMR Center: three (3)
 - d. Managed Care Center for Addictive/Other Disorders: three (3)
 - e. Recovery Resource Council: one (1)
3. STRS Categories by most importance to least important as determined by assignment of item weights by pilot sites and CMBHS-BETA Team members
 - a. User Telephone Support
 - b. Online Help
 - c. Rollout Process
 - d. Software Functionality
 - e. Training
 - f. Pilot Users Teleconferences
4. STRS All Users Overall Satisfaction Level: “Satisfied” (% Rating: 77.49%)
 - a. SA Users Overall Satisfaction level: “Satisfied” (% Rating: 77.22%)
 - b. MH Users Overall Satisfaction Level: “< Satisfied” (% Rating: 74.89%)
5. STRS Categories by satisfaction level: (*Note: “<<” = lowest end of “Satisfied” or “Very Satisfied” rating category; “<” = low end of “Satisfied” or “Very Satisfied” rating category; “% Rating” = percent of available satisfaction score; “Rank” = 1-5 scale with 1 being highest level of satisfaction.*)
 - a. Pilot User Teleconferences:
 - i. All Users: “Very Satisfied” (% Rating: 88.88%) (Rank: 1)
 - ii. SA Users: “Very Satisfied” (% Rating: 89.21%) (Rank: 1)
 - iii. MH Users: “Very Satisfied” (% Rating: 90.33%) (Rank: 2)
 - b. Telephone Support:
 - i. All Users: “Satisfied” (% Rating: 80.84%) (Rank: 2)
 - ii. SA Users: “Satisfied” (% Rating: 78.72%) (Rank: 2)
 - iii. MH Users: “Very Satisfied” (% Rating: 93.95%) (Rank: 1)
 - c. Rollout Process:
 - i. All Users: “Satisfied” (% Rating: 77.76%) (Rank: 3)
 - ii. SA Users: “<< Very Satisfied” (% Rating: 78.34 (Rank: 3)
 - iii. MH Users: “Satisfied” (% Rating: 76.14 (Rank: 3)
 - d. Software Functionality:
 - i. All Users: “Satisfied” (% Rating: 75.64%) (Rank: 4)
 - ii. SA Users: “Satisfied” (% Rating: 76.74%) (Rank: 4)
 - iii. MH Users: “< Satisfied” (% Rating: 72.77%) (Rank: 5)
 - e. Online Help:
 - i. All Users: “< Satisfied” (% rating: 74%) (Rank: 5)
 - ii. SA Users: “< Satisfied” (% Rating: 74.25%) (Rank: 5)

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- iii. MH Users: “<< Satisfied” (% Rating: 73.09%) (Rank: 4)
 - f. Architecture and Design:
 - i. All Users: “<< Satisfied” (% Rating: 72.31%) (Rank: 6)
 - ii. SA Users: “<< Satisfied” (% Rating: 73.79%) (Rank: 6)
 - iii. MH Users: “<< Satisfied” (% Rating: 68.02%) (Rank: 7)
 - g. Training:
 - i. All Users: “<< Satisfied” (% Rating: 71.31%) (Rank: 7)
 - ii. SA Users: “<< Satisfied” (% Rating: 71.88%) (Rank: 7)
 - iii. MH Users: “<< Satisfied” (% Rating: 69.85%) (Rank: 6)
- 6. Quality Issues by Category (Features users liked and those to improve)
 - a. Architecture and Design
 - i. “Like”
 - 1. Logon response time
 - 2. Screen refresh time
 - 3. screen to screen speed
 - ii. “Improve”
 - 1. Use of color
 - 2. Date format
 - 3. Use of radio buttons
 - b. Training
 - i. “Like”
 - 1. Training effectiveness
 - 2. Understandability
 - ii. “Improve”
 - 1. Registration process
 - 2. Location
 - 3. Post-training follow-up
 - iii. *Note: One evaluator from the MCCAOD scored this area particularly low. It is possible this evaluator did not attend the January Austin CMBHS-BETA Training. Some new users were added when the pilot was extended in April 08 after the January 08 training.*
 - c. Pilot User Teleconference
 - i. “Like”
 - 1. Follow-up on issues
 - 2. Resolution of issues
 - ii. “Improve”
 - 1. Agenda format
 - 2. Item submission process
 - iii. *Note: This component of the pilot received the most favorable ratings from the evaluators. Since the conclusion of the pilot on 6/15/08, our customers are without a routine forum for obtaining information about CMBHS. A communications “blackout” during the production release development process, may cost us the partnership and good will we earned during the pilot.*
 - d. Online Help

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- i. “Like”
 - 1. Accuracy
 - 2. Understandability
- ii. “Improve”
 - 1. Graphics
- e. User Telephone Support
 - i. “Like”
 - 1. Staff knowledge
 - 2. Problem resolution
 - ii. “Improve”
 - 1. Hold times
 - iii. Note: One evaluator did not rate this area because they did not use Telephone Support.
- f. Software Functionality
 - i. “Like”
 - 1. Search for client record
 - 2. Create client record
 - ii. “Improve”
 - 1. TIMA note
 - 2. Discharge
 - 3. Spell check
- g. Rollout Process
 - i. “Like”
 - 1. Elapsed time from train to use
 - 2. Time allotted for pilot site preparation
 - ii. “Improve”
 - 1. Evaluation process (STRS)
 - 2. Evaluation form
- 7. Highest to lowest satisfaction rating by pilot site type: MH or SA
 - a. 4 of the highest ratings came from SA providers
 - b. 3 of the lowest 5 ratings came from MH providers