



MCH Needs Assessment Consumer Survey Results

Consumer Survey

One of the first steps in the Maternal and Child Health (MCH) Needs Assessment process is to uncover need related to the current state of health in Ohio. One step in this process was the consumer survey to assess consumers' satisfaction levels of current services provided throughout the state and their thoughts on current unmet needs.

The consumer survey was an electronic survey sent to consumers who received services funded by ODH's Division of Family and Community Health Services. A total of 576 respondents completed the survey.

Respondent zip codes were used to assign responses to one of ten regions across the state (see map). These regions correspond with the regions that will be used for the Needs Assessment Community Forums. Survey responses were received from consumers in every region of the state.

The survey questions were tailored based on how respondents identified themselves.

Population Groups:

- Expectant parents and parents of children under the age of one
- Parents of children between the ages of 2-17
- Parents of children with special health care needs

Generalizations about findings should be limited as participants were not randomly selected and may not represent all consumers throughout the state equally.



MCH Block Grant Services Received

The MCH Block Grant provides funding for a variety of services to address the needs of women and children.

The majority (74.4%) of respondents had received at least one MCH service.

Survey respondents were most likely to have received:

- Hearing and vision screening
- WIC
- Help Me Grown Home Visiting
- Help Me Grow Early Intervention
- Oral Health
- BCMH

Population Specific Results

The following highlights the survey results for specific groups. The majority of the responses were from women, but several males completed the survey as well.

Expectant Parents and parents of children under the age of one

13% of respondents

Median age - 28

67% white; 12% black/African American; 3% Hispanic

Satisfaction: Overall satisfied with most aspects of the health services they have received

- The two health issues with the lowest satisfaction scores included help with depression/mood swings after birth and genetic counseling

Unmet Needs

- Concerns regarding a child's breathing and sinus issues

Parents of children with special health care needs

15% of respondents

Median age - 40

80% white; 9% black/African American; 1% Hispanic

Satisfaction: Only moderately to not very satisfied with the health services they have received

Unmet Needs: More likely to report unmet needs compared to other parents

Unmet needs included:

- Quality health insurance that covered needed services
- Mental health services and treatment
- Vision, speech and hearing services

Parents of children between the ages of 2-17

43% of respondents

Median age - 36

74% white; 11% black/African American; 3% Hispanic

Satisfaction: Have varied attitudes about the health services and information they are receiving

- Need improvement in areas that lead to unhealthy outcomes later in life (obesity, tobacco use, teen pregnancy, chronic disease support and treatment, violence, sexually transmitted infections, suicide, etc.)

Unmet Needs

- Screening and treatment for mental health and behavioral health
- Early education
- Access to dental services
- Affordable health insurance
- Bullying
- Healthy eating

*Additional details regarding survey results are contained in the full report.



Other Survey Results



Overall, it appears that satisfaction of maternal and child health related services is fairly strong for women and infant services. The general satisfaction scores decrease as a child ages and/or the health issues become more complicated.

Parents reported that mental health treatment and health insurance were two major themes of unmet needs.

The next step in the Needs Assessment process is to conduct 10 Regional Community Based Forums to prioritize the top unmet needs.

More details on the results of the Maternal and Child Health Block Grant Needs Assessment Survey, and Community Forums can be found at the Ohio MCHBG and Needs Assessment website located at:

http://www.odh.ohio.gov/landing/phs_access/MCH%20Block%20Grant.aspx

Contact:
Theresa Seagraves, MPA
theresa.seagraves@odh.ohio.gov



www.odh.ohio.gov