



Iowa Total Care 2025 Outpatient Mental Health (OPMH) Survey Reference Guide

OMPH Survey

Each summer, a random sample of Iowa Total Care members are surveyed about their experiences with behavioral health services through the Outpatient Mental Health (OPMH) survey.

As a provider, you are an important partner in our members' satisfaction with their healthcare experience. The OPMH Survey Reference Guide provides insight into how members are evaluating the care they receive. Please take a moment to review some of the key topics in the OPMH survey and other valuable resources provided to you by Iowa Total Care.

Your patients may be asked the following questions. How do you rate?

Composite Measures	Sample Questions
Getting Appointments for Prescription Medicines	What kind of provider is the person who prescribes your mental health medicine? Sample Responses: Psychiatrist, primary care provider, other medical doctor
Getting Appointments for Prescription Medicines	How difficult was it for you to make an appointment with the person who prescribes your mental health medicine? Sample Responses: Very difficult, somewhat difficult, not very difficult, not difficult at all
Getting Mental Health Counseling	In this survey, your main mental health counselor is the mental health counselor you talked with most often in the last 6 months. What kind of provider is your main mental health counselor? Sample Responses: Clinical psychologist, psychiatrist, social worker, primary care provider, other
Getting Mental Health Counseling	How difficult was it to find this mental health counselor? How difficult was it to make appointments with your mental health counselor? Sample Responses: Very difficult, somewhat difficult, not very difficult, not difficult at all
Communication with Mental Health Counselor	How often did your main mental health counselor listen carefully to you? How often did your main mental health counselor show respect for what you had to say? Sample Responses: Never, sometimes, usually, always

Composite Measures	Sample Questions
Goal Setting	<p>How much did your main mental health counselor consider what is important to you when setting the goals for treatment?</p> <p>Sample Responses: Not at all, a little, some, a lot</p>
Getting Help Between Appointments	<p>When you contacted your main mental health counselor between your appointments, how often did you get the help or support you needed?</p> <p>Sample Responses: Never, sometimes, usually, always</p>
Rating of Mental Health Counselor	<p>What number would you use to rate your main mental health counselor?</p> <p>Sample Responses: Scale 0 - 10</p>
Unmet Need for Mental Health Services	<p>Did you get all the mental health services you needed?</p> <p>Sample Responses: Yes, no</p>
Financial Barriers to Mental Health Services	<p>How difficult was it for you to pay for the mental health services you received?</p> <p>Sample Responses: Very difficult, somewhat difficult, not very difficult, not difficult at all</p>

Please incorporate the following into your daily practice:

- Offer extended hours, telehealth and various treatment options when possible.
- Let members know your office hours and how to get after-hours care.
- Partner with Iowa Total Care and coordinate care with other specialists and primary care physicians to address whole person health and access to timely care.
- Assess cultural and linguistic needs by asking members what is important to them.
- Obtain release of information forms and explain the purpose of releasing information to other providers.
- Include family and caregivers in the treatment plan.
- Invite questions and encourage the member to take notes.
- Use the teach-back method to check for member's understanding and to improve communication.

Thank you for your partnership and for the care you provide to Iowa Total Care members.