

# Mental Health Professionals in Delaware, 2009

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Center for Applied Demography & Survey Research  
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**Mental Health Professionals in Delaware  
2009**

prepared for

**Delaware Department of Health and Social Services  
Division of Public Health**

by

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**March, 2010**

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## **ACKNOWLEDGEMENT**

This report was primarily funded by the Delaware Department of Health and Social Services. The author would also like to acknowledge the Delaware Division of Professional Regulation for providing the licensure data that served as the basis for the survey. Special thanks go to Rebecca Bedford, Roberta Gibson, John Laznik, and Jo-Ell Malloy at CADSR for data entry, editing, mapping and geo-coding of responses.

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## Overview

In 2005, Delaware's Division of Public Health began an effort to measure the number and spatial distribution of mental health professionals practicing in Delaware. This current study expands on that effort. In 2009, through collaboration with the Delaware Division of Professional Regulation, all mental health professionals licensed to practice in Delaware received a survey. In addition to the professionals who were surveyed in 2005 (psychiatrists, psychologists, social workers, professional counselors of mental health and chemical dependency care specialists), psychiatric advanced practice nurses were also included in the current study. The design of the study followed a well established protocol of surveying health professionals in Delaware. It included a pre-letter, followed up by the first mailing of the questionnaire, then a reminder card and two more mailings of the questionnaire to those who have not responded. The mailings and repeat contact were an attempt to boost the response rate. Field work (data collection) took place between September and November 2009.

In 2009 there were 1,607 mental health professionals licensed in Delaware. A list of these practitioners was obtained from the Division of Professional Regulations for the purpose of this study. Out of these, 1,073 listed an address in Delaware, and 95 listed addresses in zip codes adjacent to Delaware (these were not included in 2005) for a total of 1,168 licensed mental health professionals who are likely to practice in Delaware. The list of 1,168 mental health professionals included 17 individuals with two different licenses and three individuals with three different licenses. For the purposes of the study, 19 (duplicate) licenses were removed from the list. As a result, a total of 1,149 mental health professionals likely to practice in Delaware (with addresses in Delaware or the adjacent ZIPs) were contacted. After the completion of the field-work, 645 responses were received. The response rate for the survey was 56.1%. Based on the results, which were adjusted for non respondents, the number of mental health professionals with an active practice in Delaware is approximately 754<sup>1</sup>. This total

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<sup>1</sup> On occasion, the data in the tables may not add to the total of 754 mental health professionals because not all respondents provided information for all questions.

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is used to produce all estimates presented throughout this report. The data on mental health professionals is separated into the following two subgroups for the purposes of this report: psychiatrists and mental health specialists. Psychiatrists include all who indicated their mental health profession as a psychiatrist. Mental health specialists include psychologists, social workers, professional counselors of mental health, chemical dependency professionals, and psychiatric advanced practice nurses. When the term mental health professionals is used throughout this report, it refers to all psychiatrists and mental health specialists together.

As the survey responses indicated that not all mental health professionals deliver direct patient care on a full-time basis, a full-time equivalent (FTE) was calculated. In accordance with federal regulations, a mental health professional engaged in delivering care directly to patients 40 or more hours per week was defined as a full-time provider. A mental health professional working less than 40 hours was considered as less than full-time (for each four hours less than 40 hours, 0.1 FTE was deducted).<sup>2</sup> In other words, a mental health professional delivering 50 hours per week of primary care was counted as 1.0 FTE. A mental health professional working 36 hours per week was counted as 0.9 FTE. This methodology is in accordance with the federal guidelines for calculating provider capacity and shortage designations.

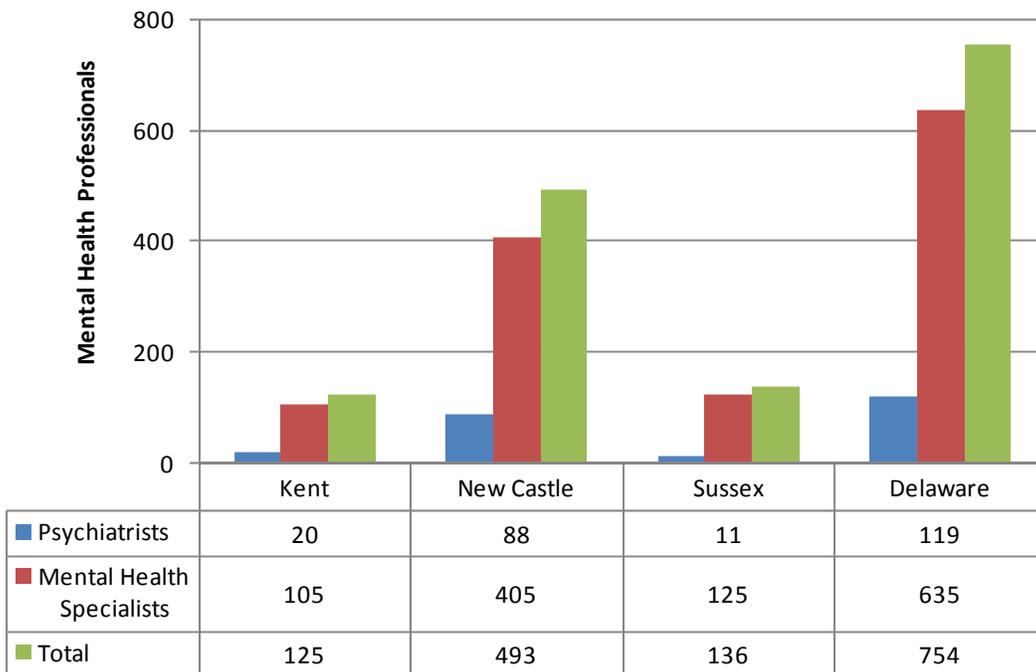
The following sections of the report summarize the findings of the survey. Presented are provider counts, FTE counts, demographic characteristics, practice characteristics, and the spatial distribution of the mental health professionals at the sub-county level.

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<sup>2</sup> Federal Register/Vol.45, No.223/ Monday, November 17, 1980, Part IV Department of Health and Human Services, 42 CFR Part 5, p.76002.

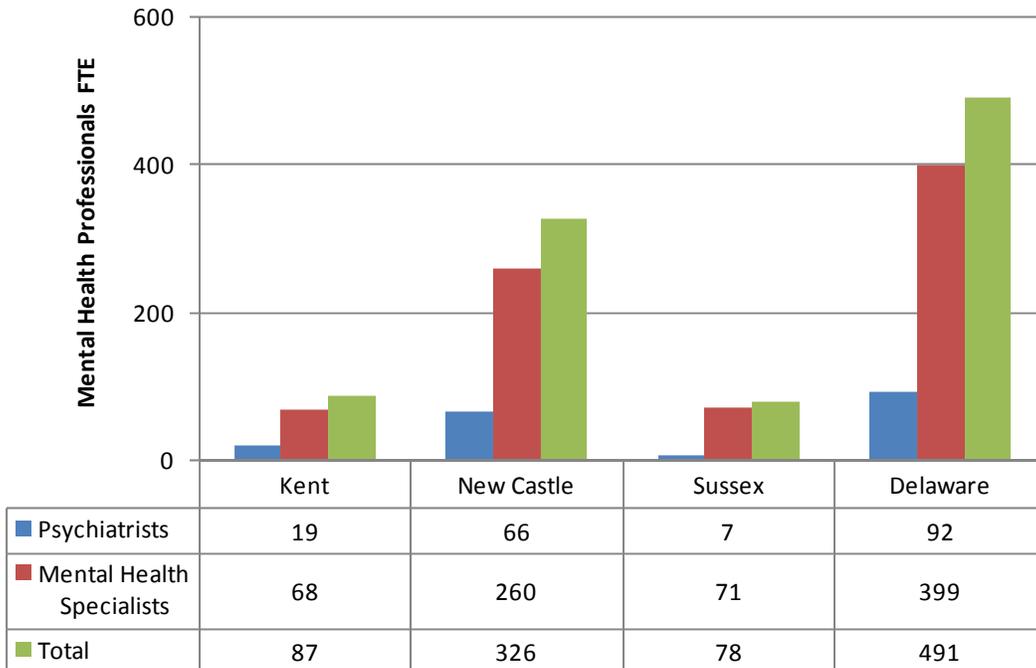
Figure I.1 summarizes the number of mental health professionals in Delaware by county of practice. The highest number of psychiatrists and also the highest number of mental health specialists is in New Castle County. The number of psychiatrists in Kent County is almost double that in Sussex County. The number of mental health specialists is somewhat larger in Sussex County than in Kent County. The number of mental health specialists is somewhat larger in Sussex County than in Kent County. The overall proportion of psychiatrists to mental health specialists across Delaware is about 1 to 5.3. The proportion varies significantly across counties, the lowest ratio is in New Castle County (1:4.6), followed by Kent County (1:5.25) and Sussex County (1:11.4).

**Figure I.1**  
**Mental Health Professionals by County**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

**Figure 1.2**  
**Full-time Equivalent Mental Health Professionals**  
**by County**



**Source:** Center for Applied Demography & Survey Research  
 University of Delaware

The number of full-time equivalent mental health professionals is provided in Figure 1.2. Because full-time equivalent calculations include an adjustment for the number of hours providing direct patient care, FTE counts are often preferred when making comparisons. In addition to taking into account the number of hours spent providing direct patient care, an important factor is the population density for the geographic area. Given Delaware's population of 888,532<sup>3</sup>, the statewide ratio of psychiatrist to population is 1:9,582 persons. The estimates are 1:8,286 for Kent County and 1:8,062 for New Castle County. Sussex County has a significantly higher ratio of 1:27,431 persons served by each FTE psychiatrist. The population to provider (psychiatrist) ratio required for a federal shortage designation is 1:30,000 (or 1:20,000

<sup>3</sup> Center for Applied Demography, Population projection at Census County Division level, based on Delaware Population Consortium's Annual Population Projections from October 29, 2009.

if combined with a population-to-core-mental-health-professional ratio greater than or equal to 6,000:1)<sup>4</sup> – clearly only Sussex County would meet this designation.

The statewide ratio of each FTE mental health specialist is 1:2,209 persons. The Kent County ratio of mental health specialists to population is 1:2,315 persons; the Sussex County ratio is 1:2,802, and New Castle County had the most favorable ratio with 1:2,046 persons. Please note that FTE count comparisons and comparisons of ratios to data from 2005 need to be done carefully. This current study surveyed providers with addresses in ZIPs adjacent to DE and also psychiatric advanced practice nurses – while neither one of these groups was included in 2005.

**Figure 1.3**  
**Full-time Equivalent Mental Health Professionals**  
**by Occupation and County**

	Kent	New Castle	Sussex	Delaware
Psychiatrist	19	66	7	92
Psychologist	6	81	13	100
Social worker	33	115	35	183
Professional counselor of mental health	24	52	18	94
Chemical dependency professional	1	9	3	13
Psych. advanced practice nurse	4	3	2	9
<b>Total</b>	<b>87</b>	<b>326</b>	<b>78</b>	<b>491</b>

**Source:** Center for Applied Demography & Survey Research  
University of Delaware

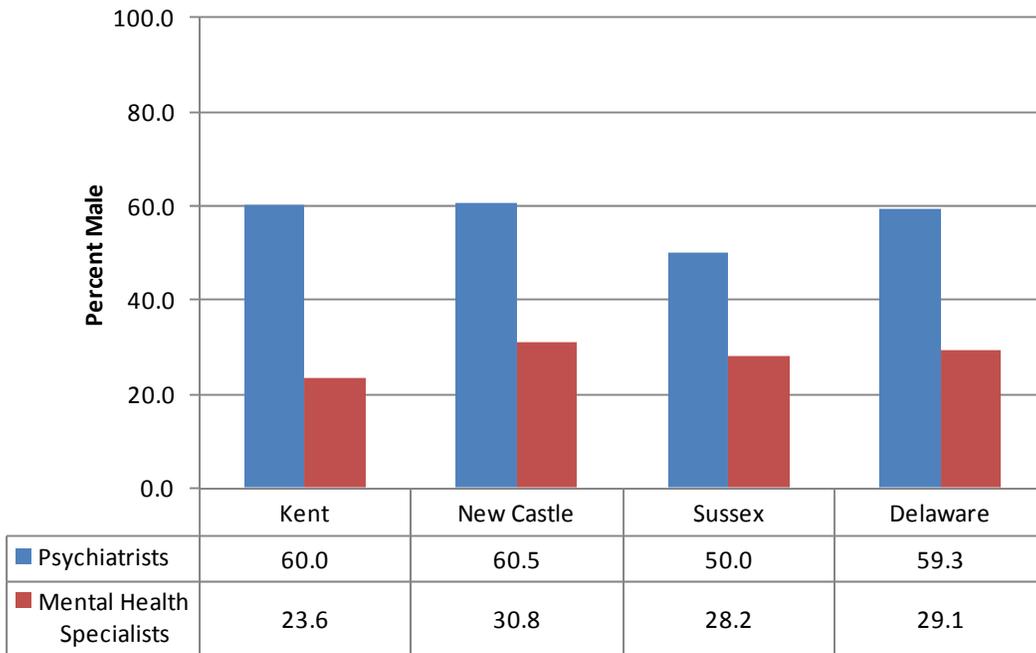
Figure 1.3 presents the full-time equivalent counts of mental health professionals by occupation and county. Most frequent among mental health professionals are social workers (particularly in New Castle County).

<sup>4</sup> Shortage Designation: Health Professional Shortage Areas (HPSAs), HPSA Designation Criteria for Mental Health, <http://bhpr.hrsa.gov/shortage/hpsacritmental.htm>, Accessed May 12, 2010.

## Demographics

The topic of demographic diversity within the mental health professional community is important as changes occur in the population of Delaware.

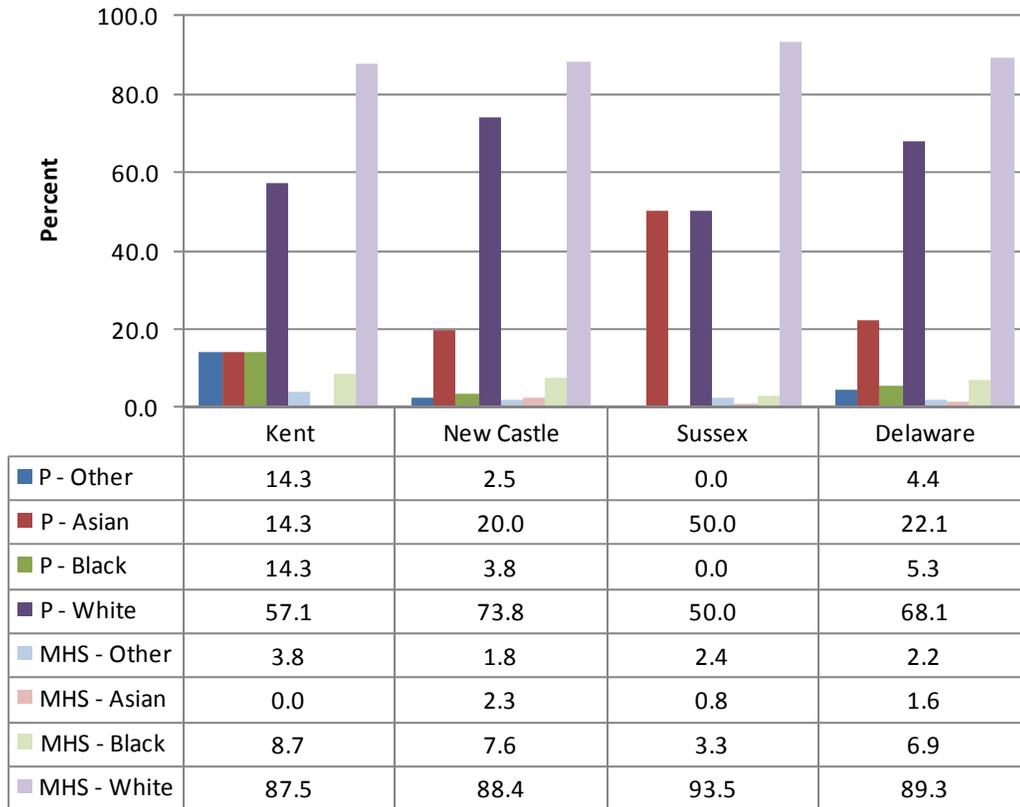
**Figure 2.1**  
**Gender of Mental Health Professionals**  
**by County**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

The psychiatrist community in Delaware is about 60% male. There is, however, some variation between the counties. New Castle County (60%) and Kent County (60%) both have a higher proportion of male psychiatrists than does Sussex County (50%). A very different pattern appears among mental health specialists across the state where only 29% is male. The variation of males among mental health specialists across counties is less pronounced with a range of 24% in Kent County to 31% in New Castle County.

**Figure 2.2**  
**Race of Mental Health Professionals**  
**by County**

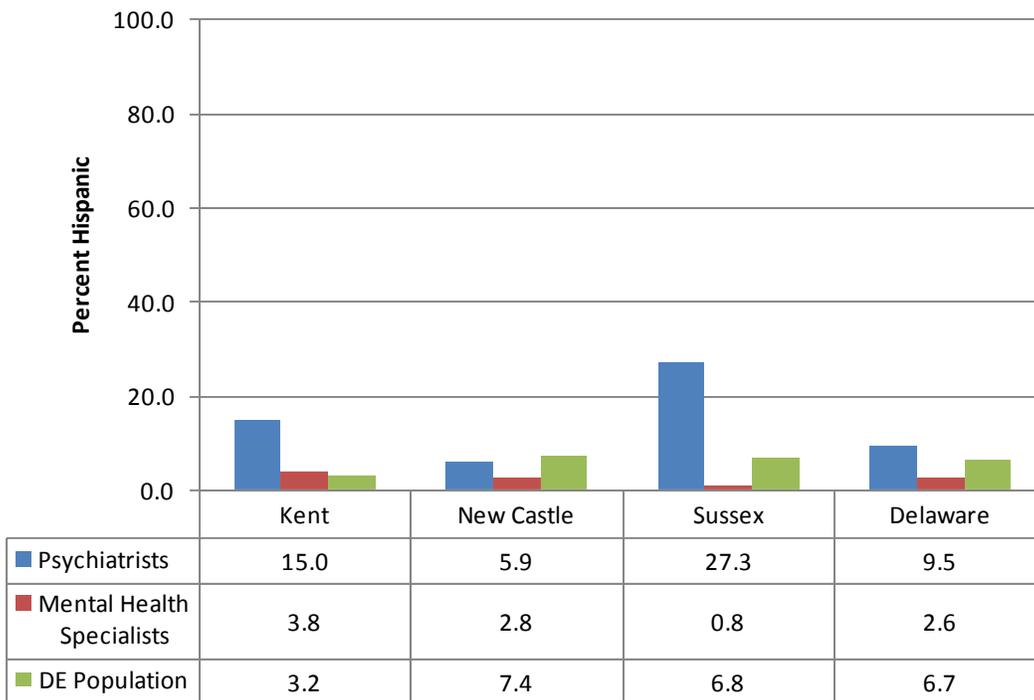


**Source:** Center for Applied Demography & Survey Research  
 University of Delaware

The racial distribution of mental health professionals by county is presented in Figure 2.2. Overall, 68% of all psychiatrists and almost 90% of mental health specialists are Caucasian. Interestingly, 50% of all psychiatrists in Sussex County are non-Caucasian. However, there are no African American psychiatrists reporting from Sussex County. The highest proportion of African American providers report from Kent County (14%) as psychiatrists. The highest proportion of Asian providers report again as psychiatrists but this time from Sussex County (50%). Overall, Sussex County's psychiatrists are less likely to report to be Caucasian (50%), while Sussex County's mental health specialists are most likely to report to be Caucasian (93%).

Hispanic origin<sup>5</sup> has taken on a particular interest in Delaware with the rapid growth of that population in the 1990s, particularly in Sussex County. The distribution of mental health professionals by Hispanic origin is found in Figure 2.3.

**Figure 2.3**  
**Hispanic Origin of Mental Health Professionals**  
**by County**



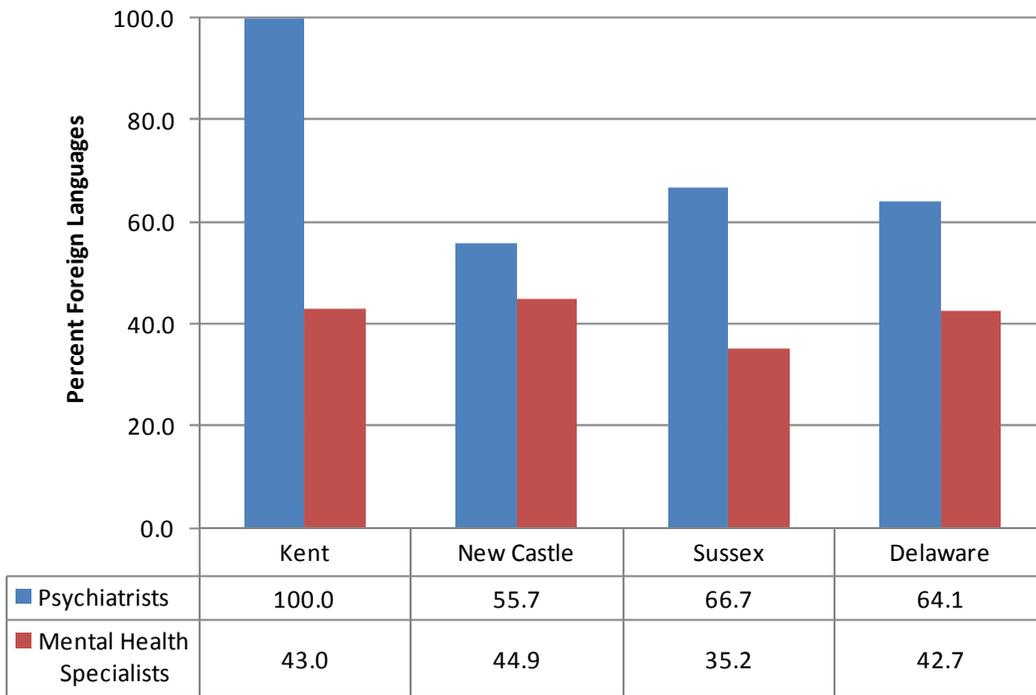
**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Delaware's population is nearly 7% Hispanic, and the overall Hispanic mental health professionals essentially mirror that population. However, significant differences exist between psychiatrists and mental health specialists, and across counties. The highest proportion of Hispanic psychiatrists is found in Sussex County (27%), and the smallest proportion of Hispanic

<sup>5</sup> Center for Applied Demography, Population projection based on US Census Bureau CC-EST2008-ALLDATA-[ST-FIPS]: Annual County Resident Population Estimates by Age, Sex, Race, and Hispanic Origin: April 1, 2000 to July 1, 2008

psychiatrists is found in New Castle County (6%). There are no Hispanic mental health specialists reported in Kent County. The proportion of Hispanic mental health specialists lags behind both the general DE population and also behind Delaware’s psychiatrists. Particularly, Sussex County reports the lowest proportion (1%) of mental health specialists of Hispanic origin.

**Figure 2.4  
Languages Spoken  
by County**

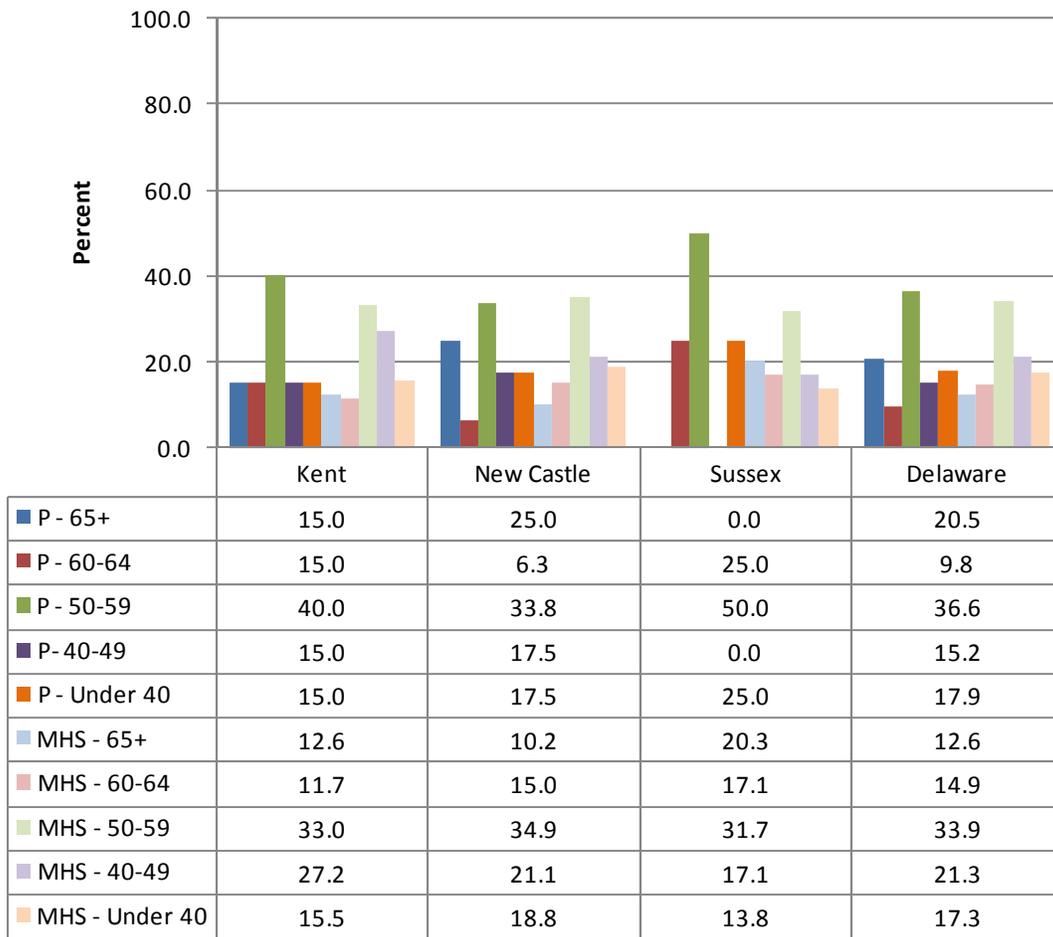


**Source:** Center for Applied Demography & Survey Research  
University of Delaware

The population of Delaware is becoming more diverse. For example, there has been a significant increase in the number of Hispanic Delawareans, particularly in Sussex County. For many, English is a second language or is not spoken at all. This presents a challenge for the mental health community as they try to provide services to this population. Respondents were asked if languages other than English were spoken at their practice site. The results are detailed in Figure 2.4.

Across the state, 64% of psychiatrists and about 43% of mental health specialists have someone in their office who can speak a language other than English. New Castle County’s psychiatrists (56%) and mental health specialists in Sussex County (35%) report the lowest capability to communicate in a language other than English. Spanish was by far the most frequently mentioned language. Almost 40% of Delaware’s mental health specialists and psychiatrists indicated that someone in their office spoke Spanish (not tabulated here).

**Figure 2.5**  
**Age of Mental Health Professionals**  
**by County**

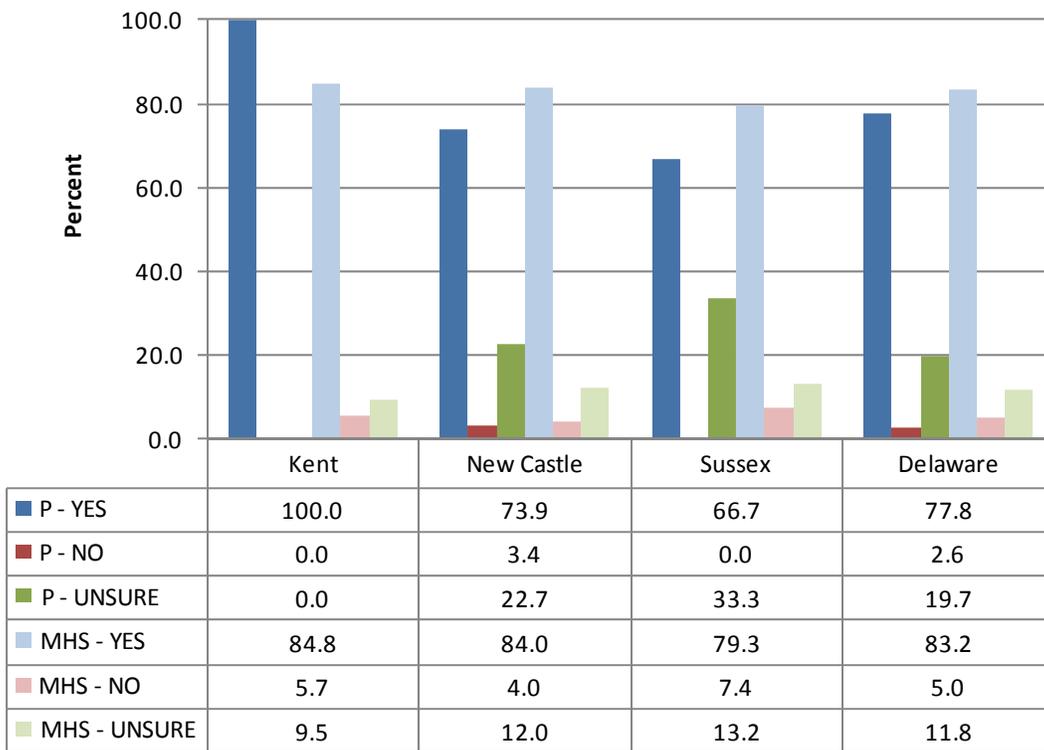


**MHS** – Mental health specialists  
**P** - Psychiatrists

**Source:** Center for Applied Demography & Survey Research  
University of Delaware

The age of mental health professionals is ultimately a factor in their future availability. The higher the proportion of older providers, the higher is the likelihood that they will retire. The age distribution of mental health professionals is found in Figure 2.5. There are several points of interest in this display. First, the smallest proportion of psychiatrists under 50 is found in Sussex County (25%). Across Delaware, about 43% of psychiatrists are under the age of 50. Second, the highest proportion of psychiatrists aged 60 and above is again in New Castle County (31%). Third, Sussex County, the fastest growing county with the oldest residents on average, has the highest proportion (37%) of mental health specialists 60 and older. Overall, in Delaware, about 27% of mental health specialists are 60 and older.

**Figure 2.6**  
**Active Five Years from Now**  
**by County**

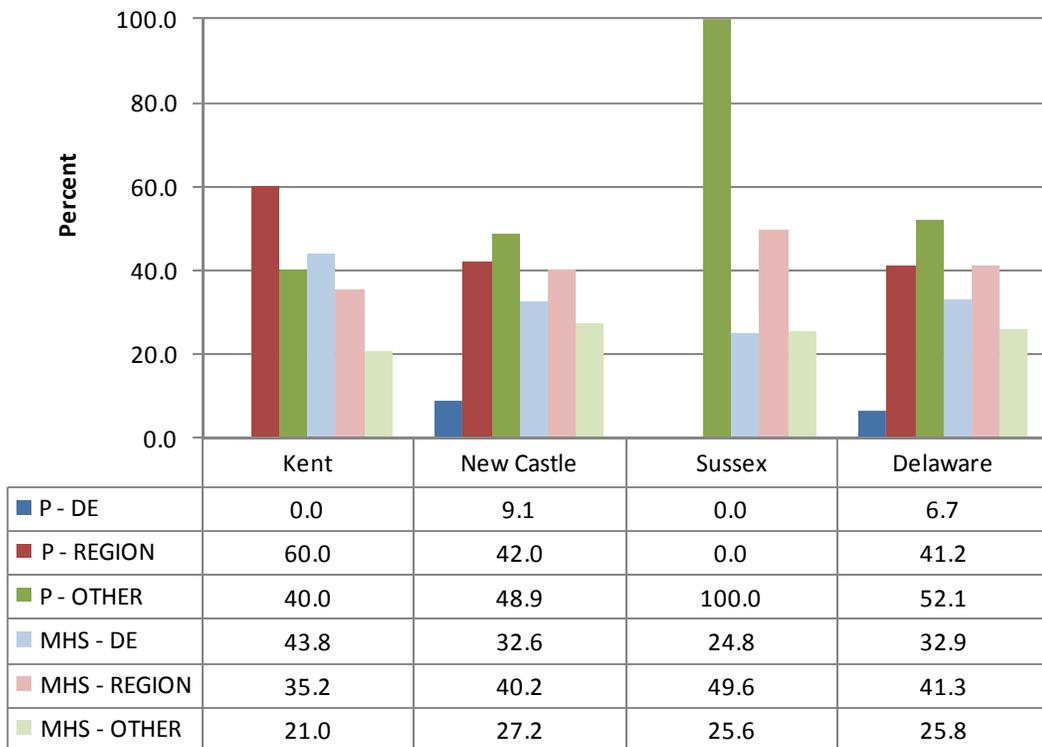


**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Mental health professionals were asked if they planned to be active in their chosen profession five years from now. Those answers are summarized in Figure 2.6. In general, 80% of mental health professionals expect to be active in five years. The lowest proportion of those planning to be active 5 years from now is found among Sussex County’s psychiatrists (67%).

It is necessary to analyze why mental health professionals licensed in Delaware choose to practice in Delaware and some choose to practice in other states. The way this choice is made determines the adequacy of the supply for serving Delaware’s residents. Several factors determine this choice. The first factor is where a mental health professional originally resides as indicated by the state from which they graduated high school. The second factor is the state the mental health professional attended college/university.

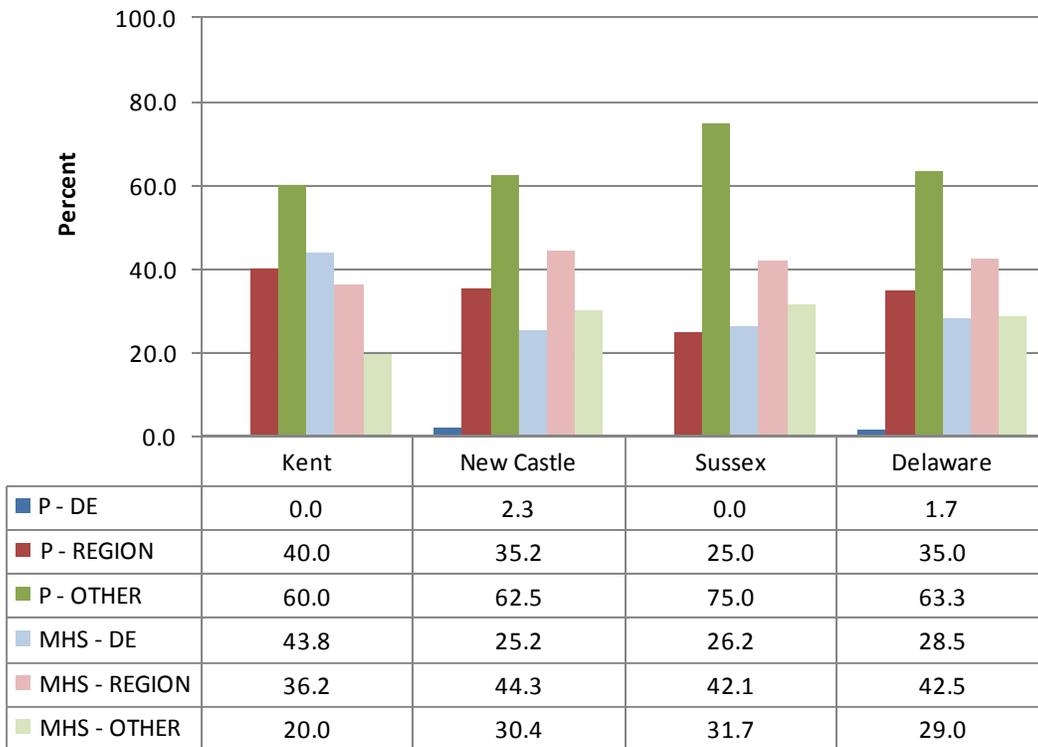
**Figure 2.7**  
**State of High School Graduation**  
**by County**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Figure 2.7 shows the distribution of the state of mental health professionals' high school graduation. The first interesting aspect of this figure is that 48% of Delaware's psychiatrists and 74% of mental health specialists grew up in the region. While about 33% of the mental health specialists are from Delaware, only 7% of psychiatrists are from Delaware. The second interesting aspect of the figure is that about 52% of all psychiatrists in Delaware come from high schools outside of the region while only 26% of mental health specialists come from outside the region.

**Figure 2.8**  
**State of College/University Graduation**  
**by County**



**Source:** Center for Applied Demography & Survey Research  
 University of Delaware

The pattern observed for the state of high school graduation is replicated in part for the state of university/college graduation (Figure 2.8). Overall, 42% of Delaware's mental health

specialists graduated from colleges/universities in the region. About 28% of mental health specialists graduated from a college/university in Delaware.

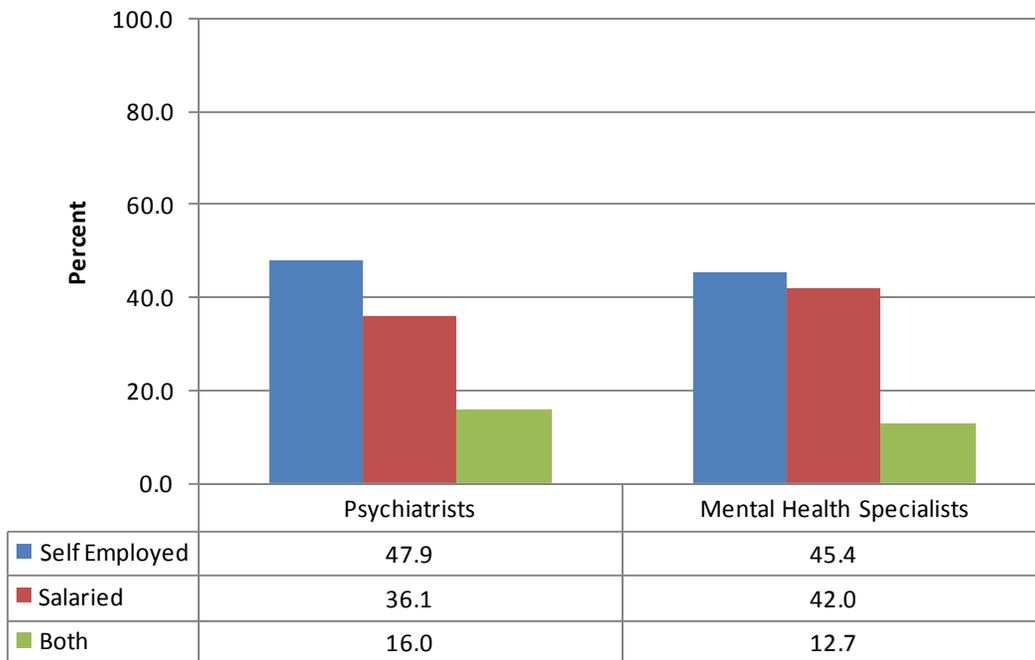
The majority of Delaware's psychiatrists (63%) graduated from colleges/universities outside of the region. About 2% of psychiatrists reported receiving a university degree from a university/college in Delaware.

## Practice Characteristics

Mental health professionals may practice in a variety of settings, including self employed, salaried or both. Some differences between psychiatrists and mental health specialists are apparent, while other differences are surprisingly small.

One of the key decisions a mental health professional will make is whether to become self-employed or to join an existing practice as a salaried employee. While one would tend to think that this decision is an either/or decision, that is not supported in Figure 3.1.

**Figure 3.1**  
**Primary Employment**  
**by Mental Health Professional Class**

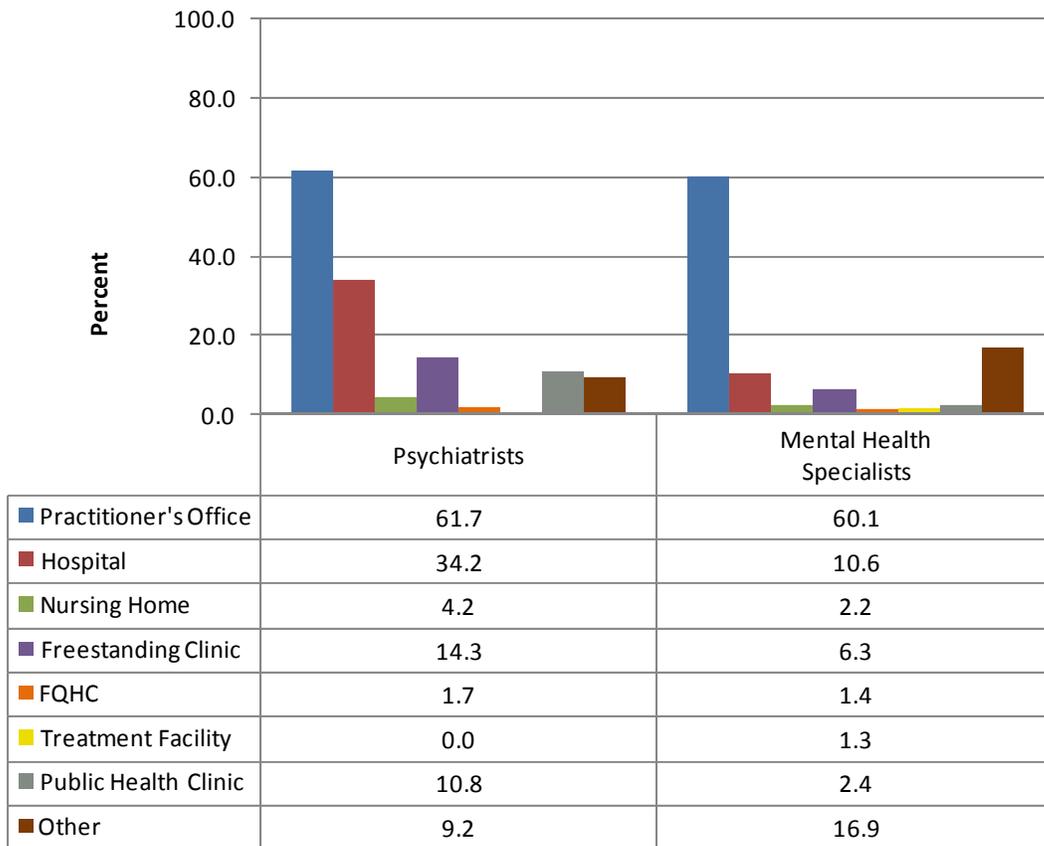


**Source:** Center for Applied Demography & Survey Research  
 University of Delaware

When mental health professionals were asked about their primary employment they could choose more than one answer. About 15% of health professionals indicated that they were involved in both primary types of employment (see Figure 3.1). Presumably this suggests

that they are salaried but are engaged in consulting activities outside of their primary employment. Psychiatrists are slightly more likely (48%) to indicate that their primary form of employment is self employed compared to mental health specialists of whom 45% indicates self employment.

**Figure 3.2  
Clinical Setting  
by Mental Health Professional Class**



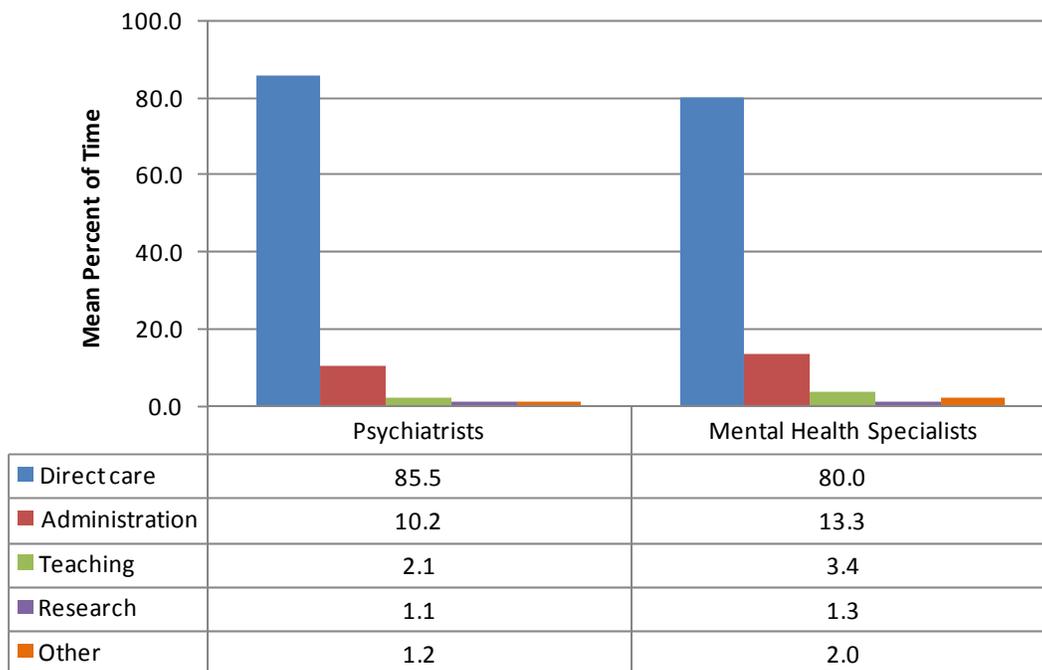
**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Mental health professionals were also asked to describe the setting of their employment. The detailed responses within the clinical care setting are shown in Figure 3.2. First of all, it is important to note that these categories are not mutually exclusive. Many mental health professionals selected more than one. Most psychiatrists (62%) and many mental health specialists (60%) indicated that the clinical setting of their primary employment is a practitioner’s

office. Psychiatrists (34%) are more likely to work in a hospital than mental health specialists (11%). About 14% of psychiatrists work in freestanding clinics, while about 6% of mental health specialists indicated this setting for their primary employment. The two groups select all of the other settings with similar frequencies.

In order to calculate full-time equivalencies, mental health professionals were asked to describe the way they distributed their time over a typical week. The categories included direct patient care, administration, teaching, research, and other. In general, the responding psychiatrist's work week on average was slightly over 41 hours and the mental health specialist's work week was about 36 hours.

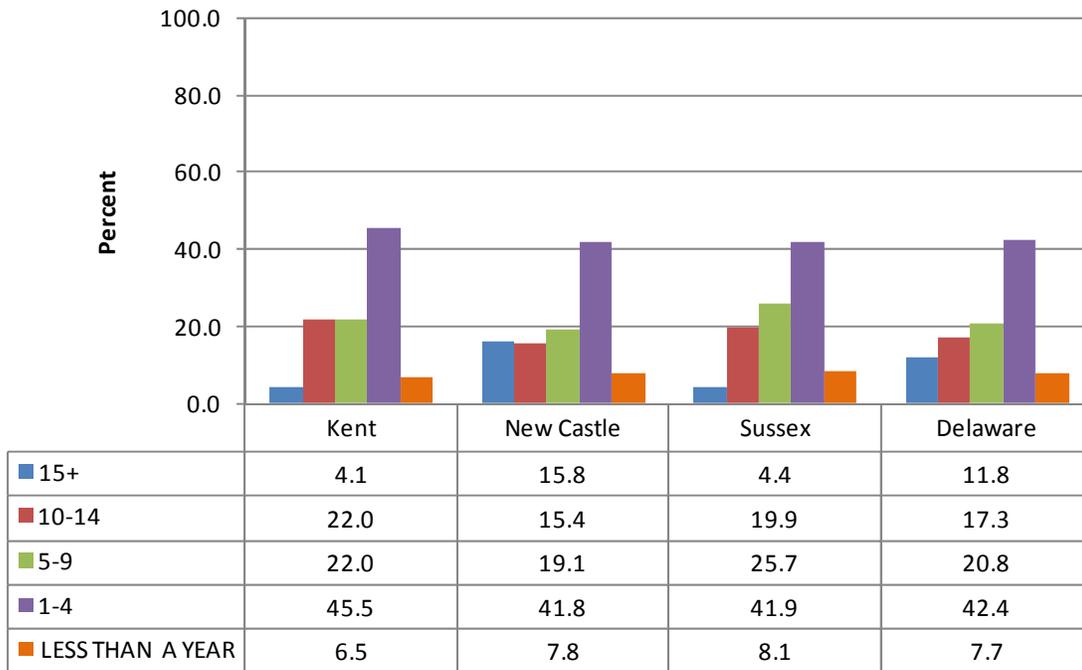
**Figure 3.3**  
**Work Hours**  
**by Activity**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

The breakdown for the detailed categories is shown in Figure 3.3. Not surprisingly, both groups of mental health professionals spend the majority of their week on direct care. Psychiatrists spend about 86% of the week on direct care, while mental health specialists spend about 80% of their week on direct patient care. The time spent on administrative activities clarifies this difference between the two groups. Mental health specialists spend about 13% of their work hours on administrative duties while psychiatrists spend about 10%.

**Figure 3.4**  
**Length of Practice at Current Location**  
**by County**



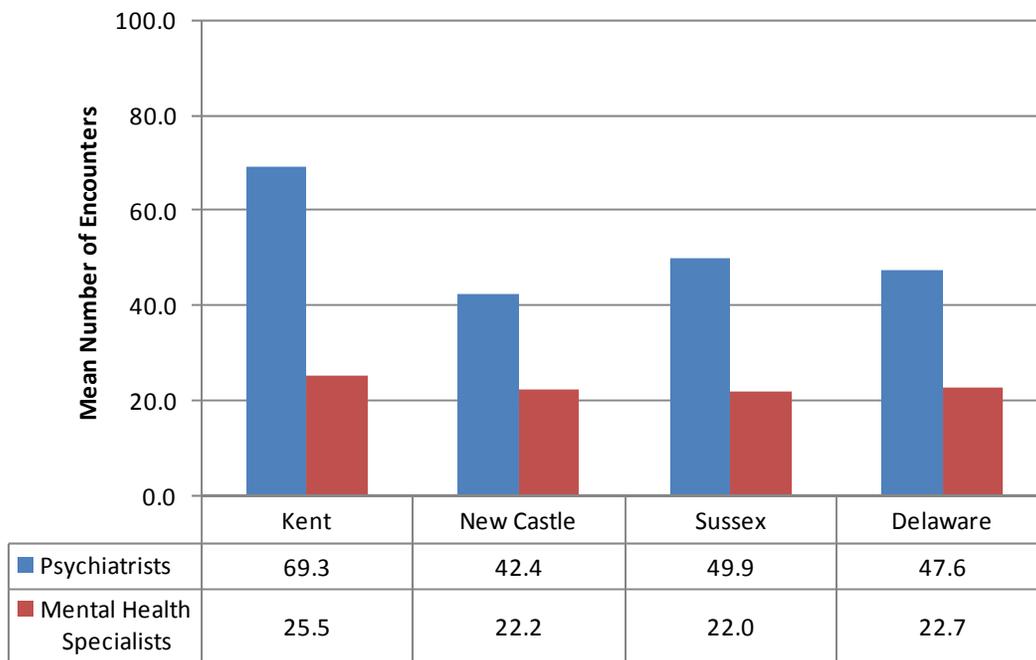
**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Mental health professionals were asked to indicate the length of time they have practiced at their current location. The responses are tabulated in Figure 3.4. Overall, about 42% of all mental health professionals have been practicing at the same location for 1-4 years. Only 12% have practiced at the current location for more than 15 years. New Castle County has the highest proportion (16%) of mental health professionals who have been practicing at

their current location for over 15 years. Overall about 8% of Delaware's mental health specialists report from locations where they have been practicing for less than 1 year.

The survey asked respondents to indicate the number of patient encounters they have in a week. Detailed tabulation of the average patient encounters is provided in Figure 3.5. The average number of patient encounters for mental health specialist stands at 23 per week and is much lower than what is reported by psychiatrists. This difference is caused by the nature of the work performed by these two groups.

**Figure 3.5**  
**Average Number of Patient Encounters**  
**by County**

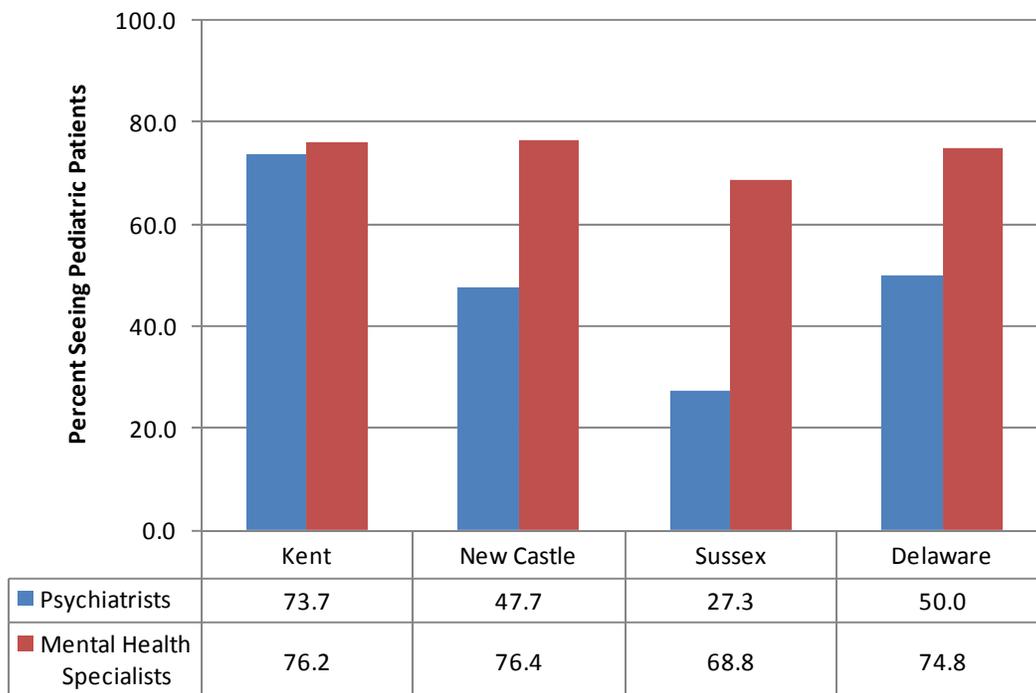


**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Looking at psychiatrists across Delaware, the average number of patient encounters per week stands at 48, however significant differences exist among psychiatrists reporting from different counties. Psychiatrists in Kent County report the highest average number of patient encounters (69 per week), followed by psychiatrists in Sussex County (50 patient encounters

per week) and last - New Castle County's psychiatrists (42 patient encounters per week). Because Sussex County has the lowest psychiatrist to population ratio (see page 3), the expectation is that the average number of patient encounters would be highest in Sussex County. There are at least two plausible explanations. First, the demand for psychiatrists in Sussex County may be significantly lower. The second explanation is that the demand for psychiatrists in Sussex County is comparable to the demand Kent and New Castle counties, but, due to a perceived shortage of psychiatrists, patients chose not to see a psychiatrist at all or see one outside of Sussex County.

**Figure 3.6**  
**Seeing Pediatric Patients**  
**by County**



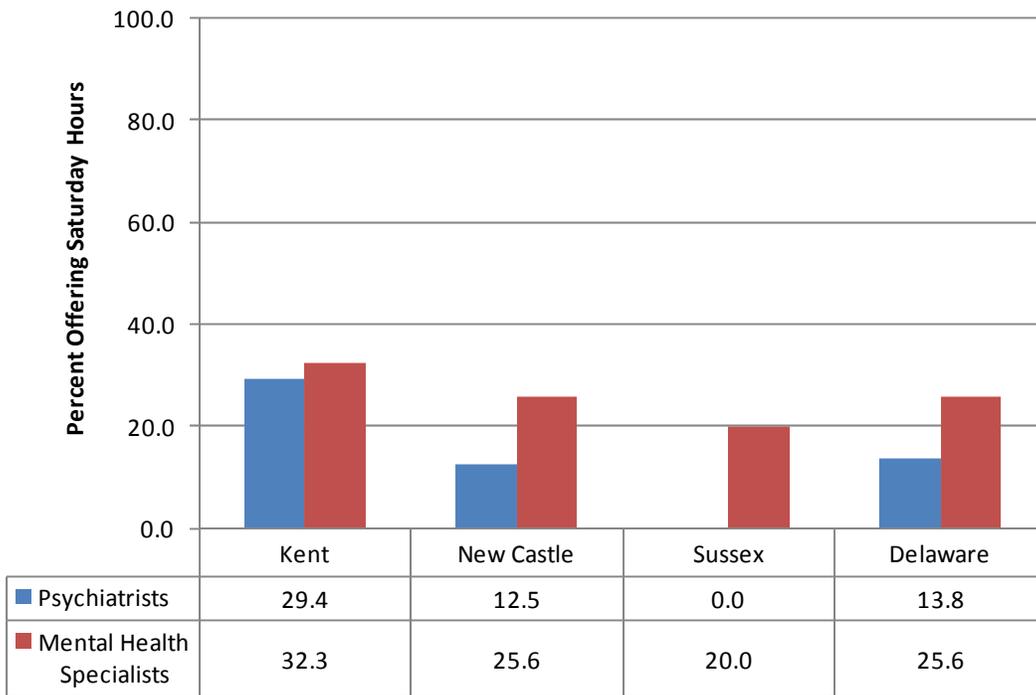
**Source:** Center for Applied Demography & Survey Research  
University of Delaware

In order to understand the availability of mental health services to pediatric patients, the survey asked respondents to indicate if they see patients under age 21. Tabulation of the responses is presented in Figure 3.6. Kent County has the highest proportion of psychiatrists

(74%) indicating that they see pediatric patients. About 75% of mental health specialists across the state report seeing pediatric patients.

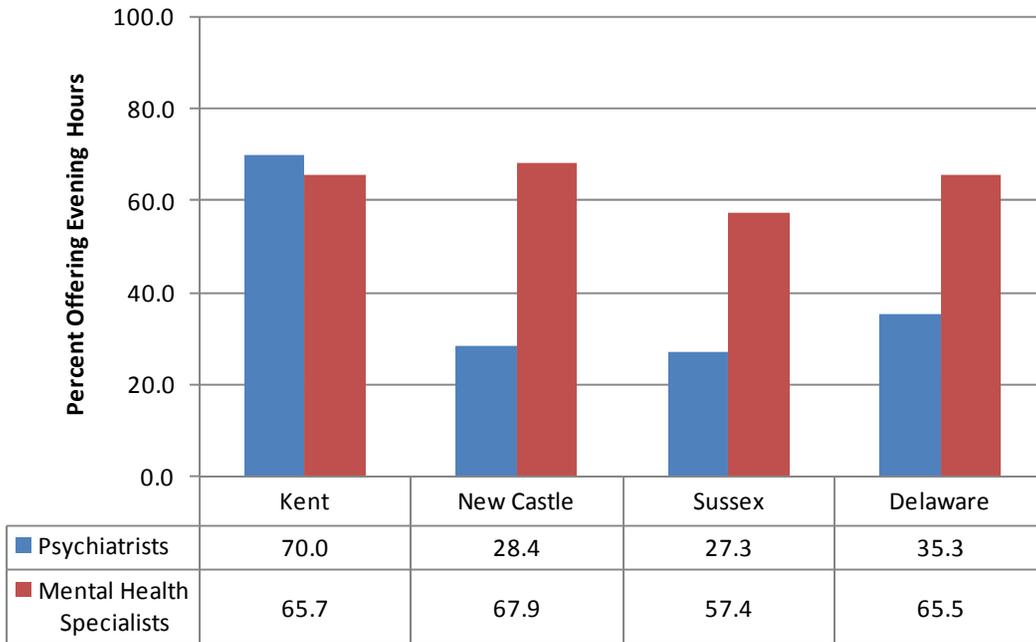
Accessibility to mental health services has a number of dimensions. One of those dimensions is flexible office hours, i.e. hours other than the typical hours that people are working. The survey asked respondents if they provided either Saturday or evening office hours. Their responses are tabulated in Figure 3.7 and 3.8. Mental health specialists are more likely to offer flexible office hours than psychiatrists. Offering evening hours is roughly twice as popular as providing Saturday hours. Mental health specialists in Kent County are more likely to offer evening and Saturday hours than mental health specialists in New Castle and Sussex County.

**Figure 3.7**  
**Offering Saturday Hours by County**



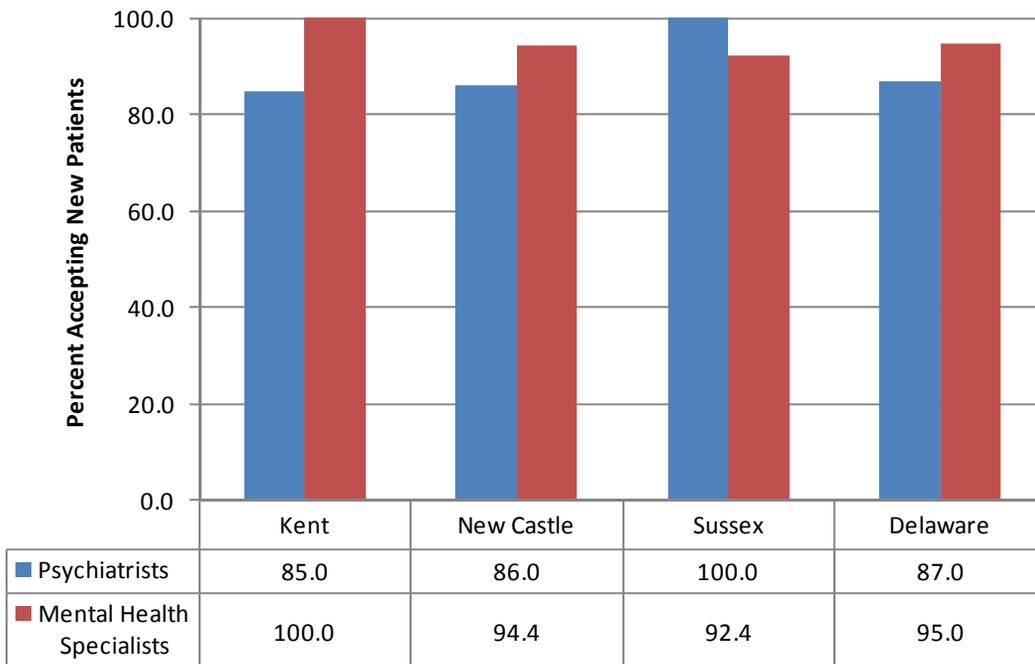
**Source:** Center for Applied Demography & Survey Research  
University of Delaware

**Figure 3.8**  
**Offering Evening Hours by County**



Source: Center for Applied Demography & Survey Research

**Figure 3.9**  
**Currently Accepting New Patients by County**

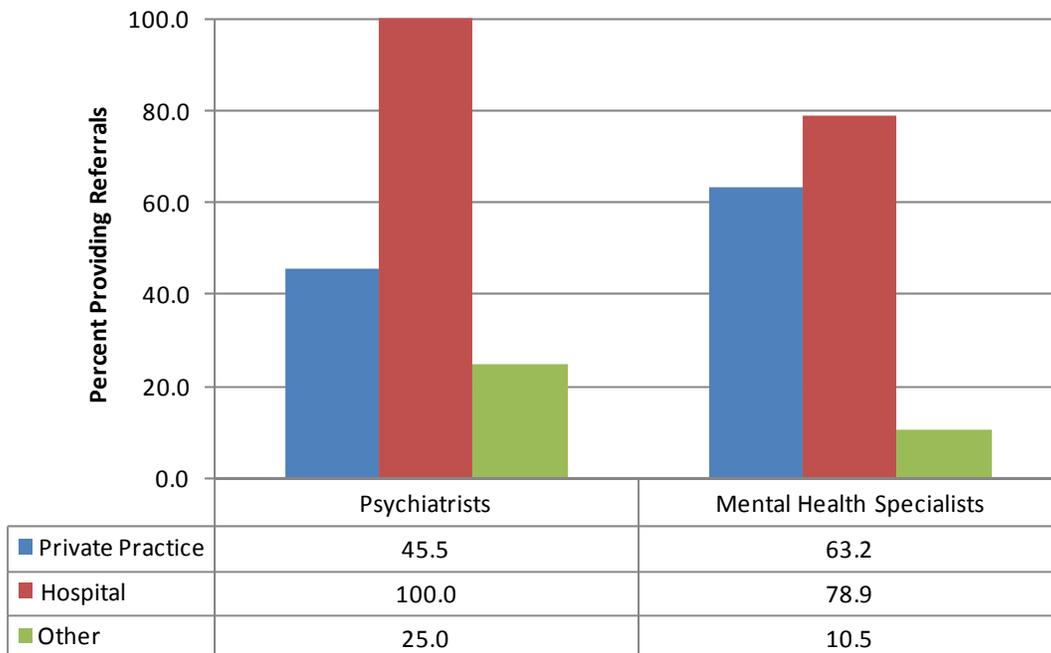


Source: Center for Applied Demography & Survey Research  
University of Delaware

The survey asked mental health professionals if they are accepting new patients. Results are found in Figure 3.9. Almost all mental health specialists (around 95%) accept new patients. The percentage of psychiatrists accepting new patients is a bit lower (around 87%).

Even though the majority of mental health professionals across Delaware is accepting new patients, there are some who do not see new patients or cannot make emergency appointments. To learn what happens to these patients, the survey asked the respondents to identify the types of referrals they provide. Around 90% of mental health professionals who do not see new patients or cannot accommodate an emergency appointment indicated that they provide referrals. Detailed tabulation of the types of referrals is presented in Figure 3.10. Mental health specialists are most likely (79%) to refer a patient to a hospital emergency room, and psychiatrists are also most likely (100%) to refer a patient they can't see to a hospital emergency room.

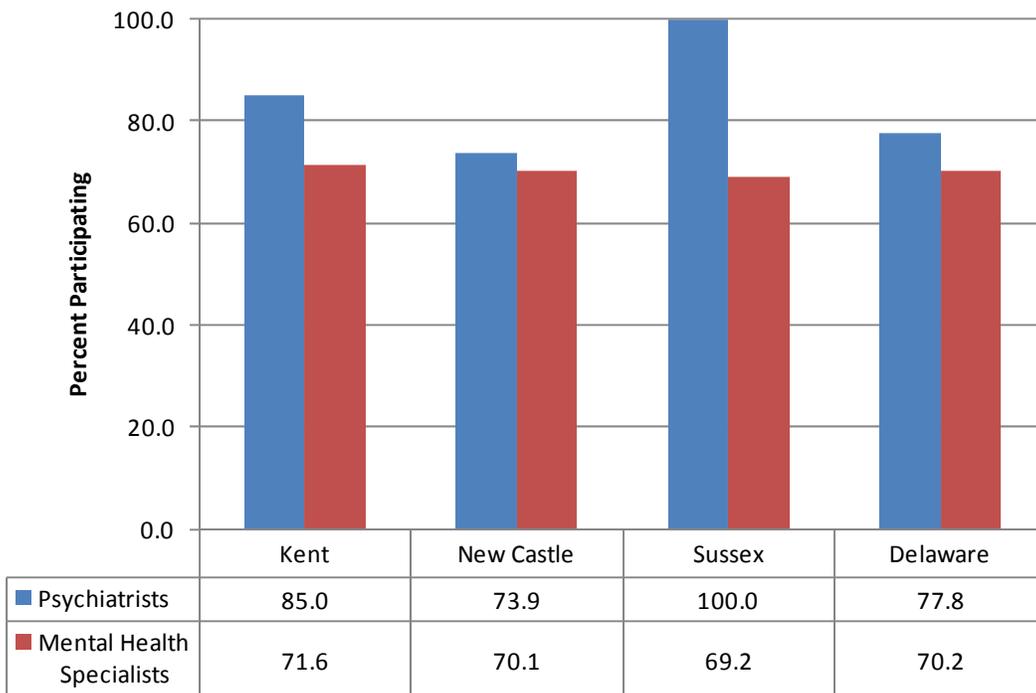
**Figure 3.10**  
**Type of Referrals Provided**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Access to mental health services can be affected by the acceptance of insurance plans. The survey asked if mental health professionals participated in such plans. The responses are found in Figure 3.11. Overall, around 22% of psychiatrists and little more than 30% of mental health specialists do not participate in insurance plans. There are differences between the counties. Kent County psychiatrists and mental health specialists are more likely to accept insurance plans than their counterparts located in New Castle County or Sussex County. Mental health specialist participation in insurance plans varies marginally across counties.

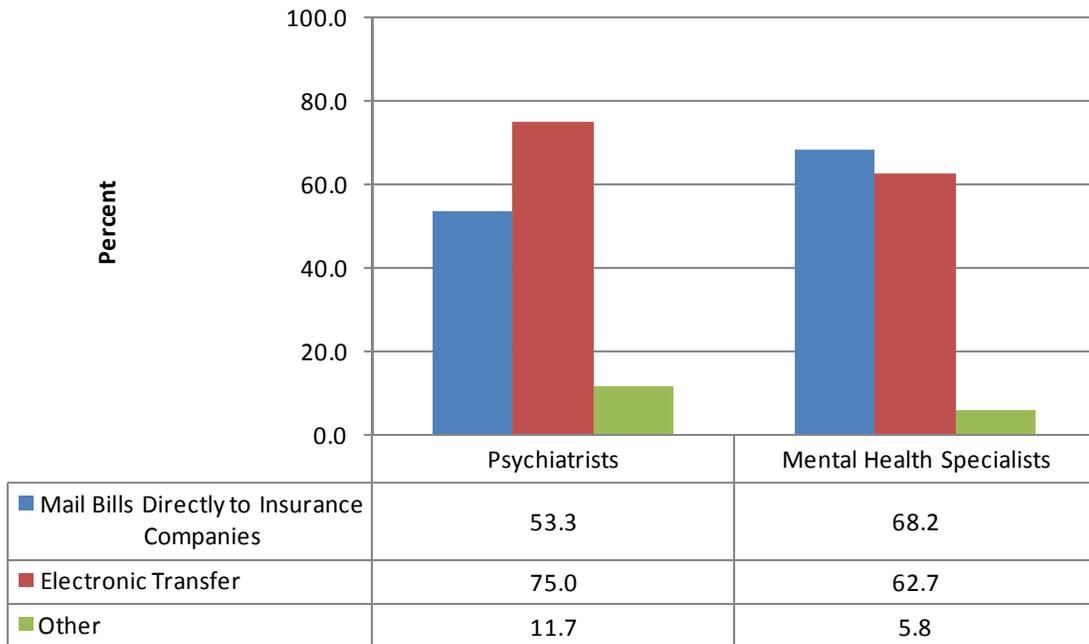
**Figure 3.11**  
**Insurance Plan Participation**  
**by County**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Mental health professionals were asked to indicate how they currently submit bills and related paperwork to the insurance companies. As shown in Figure 3.12, about 68% of mental health specialists and just over half (53%) of psychiatrists submit their bills to insurance companies by mailing them. Three quarters of psychiatrists and two thirds of mental health specialists submit their bills electronically. Three quarters of psychiatrists and two thirds of mental health specialists submit their bills electronically.

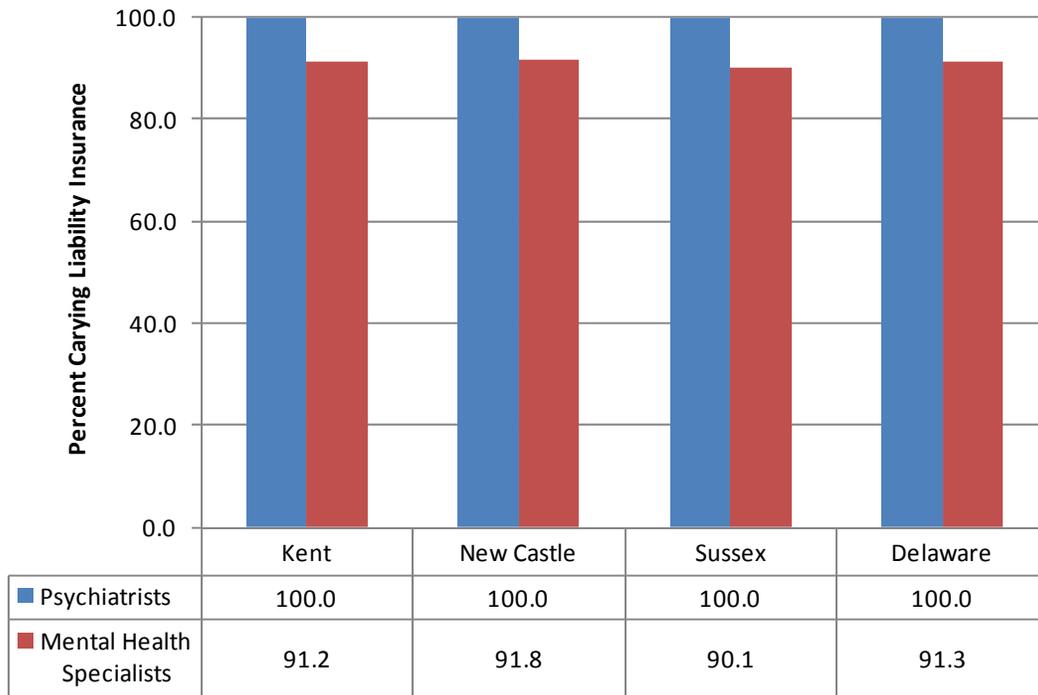
**Figure 3.12**  
**Current Form of Bill Submission**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

Mental health professionals were asked to indicate if they carry liability insurance. Figure 3.13 shows their responses. All psychiatrists in Delaware indicated that they carry liability insurance. About 91% of mental health specialists carry liability insurance, differences among counties are insignificant.

**Figure 3.13**  
**Liability Insurance by County**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

## Spatial Distribution

The spatial distribution of FTE psychiatrists is shown in Figure 4.1. In Figure 4.2, the spatial distribution of FTE mental health specialists is depicted. Responses were received from psychiatrists in 14 census county divisions. Mental health specialists responded in 25 of 27 census county divisions.

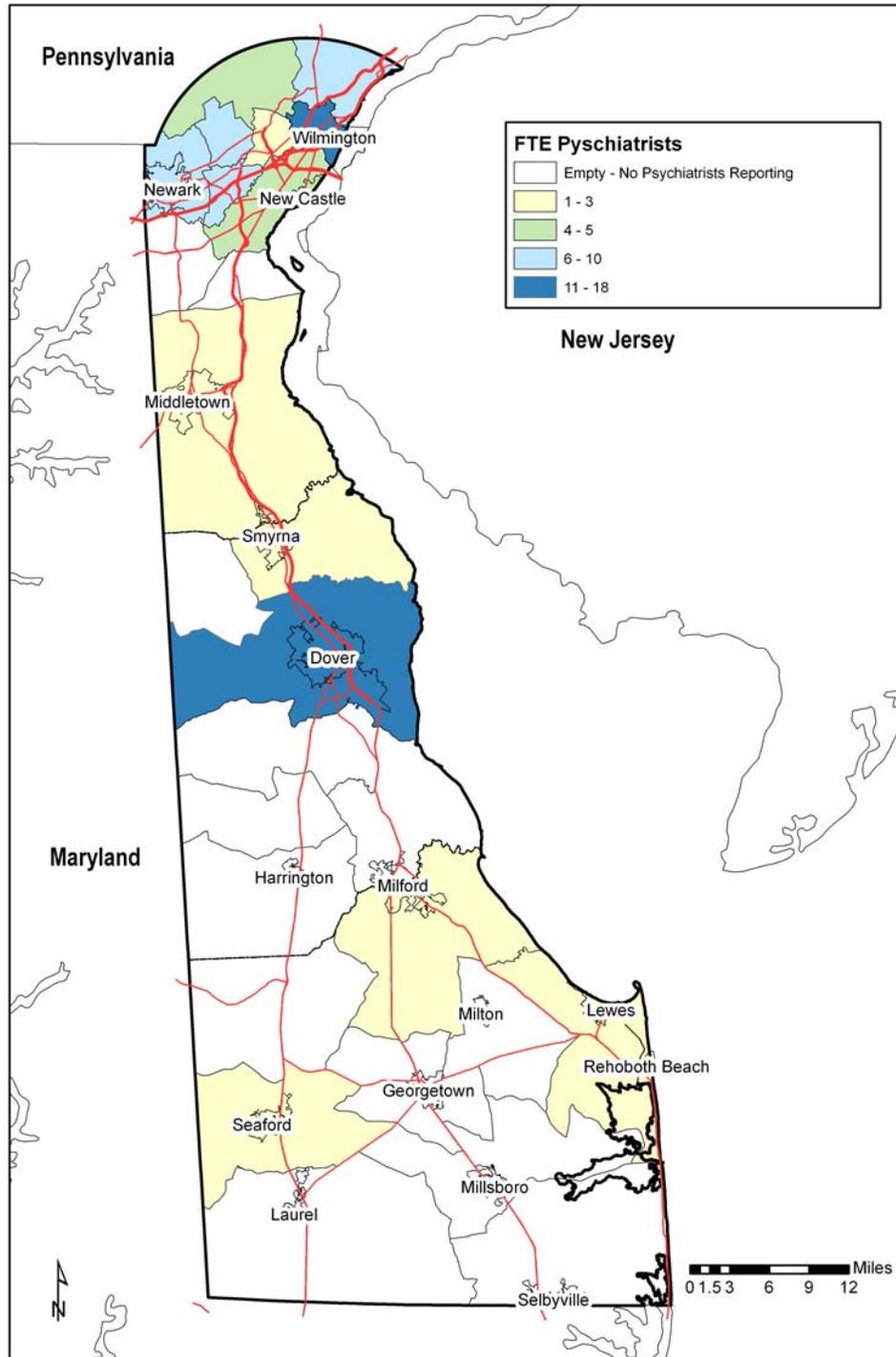
Figures 4.3 and 4.4 show the number of persons served by a full-time equivalent psychiatrist or a mental health specialist given the responses to the survey.

It is imperative to note that the census county divisions that indicate “No psychiatrists reporting” or “No mental health specialists reporting” really indicate one of two plausible reasons:

- a) there are some psychiatrists/mental health specialists in these CCDs but none responded to the survey OR
- b) there are no psychiatrists/mental health specialists in these CCDs thus no responses were received

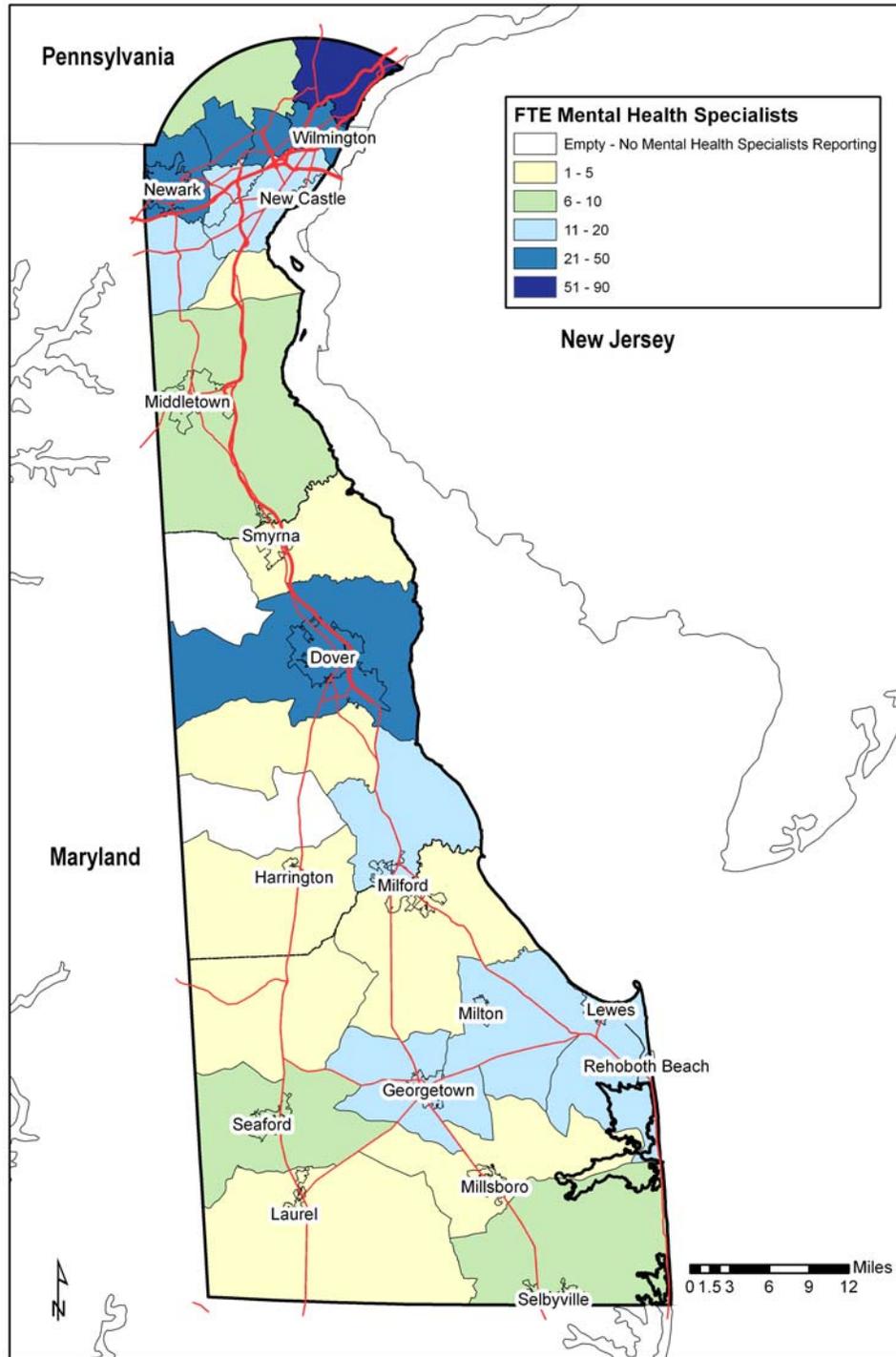
Consequently, the adequacy of mental health care in census county divisions indicating “No psychiatrists reporting” or “No mental health specialists reporting” needs to be evaluated along with the data shown for adjacent CCDs.

**Figure 4.1**  
**Number of Psychiatrist FTEs**  
**by Census County Division**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

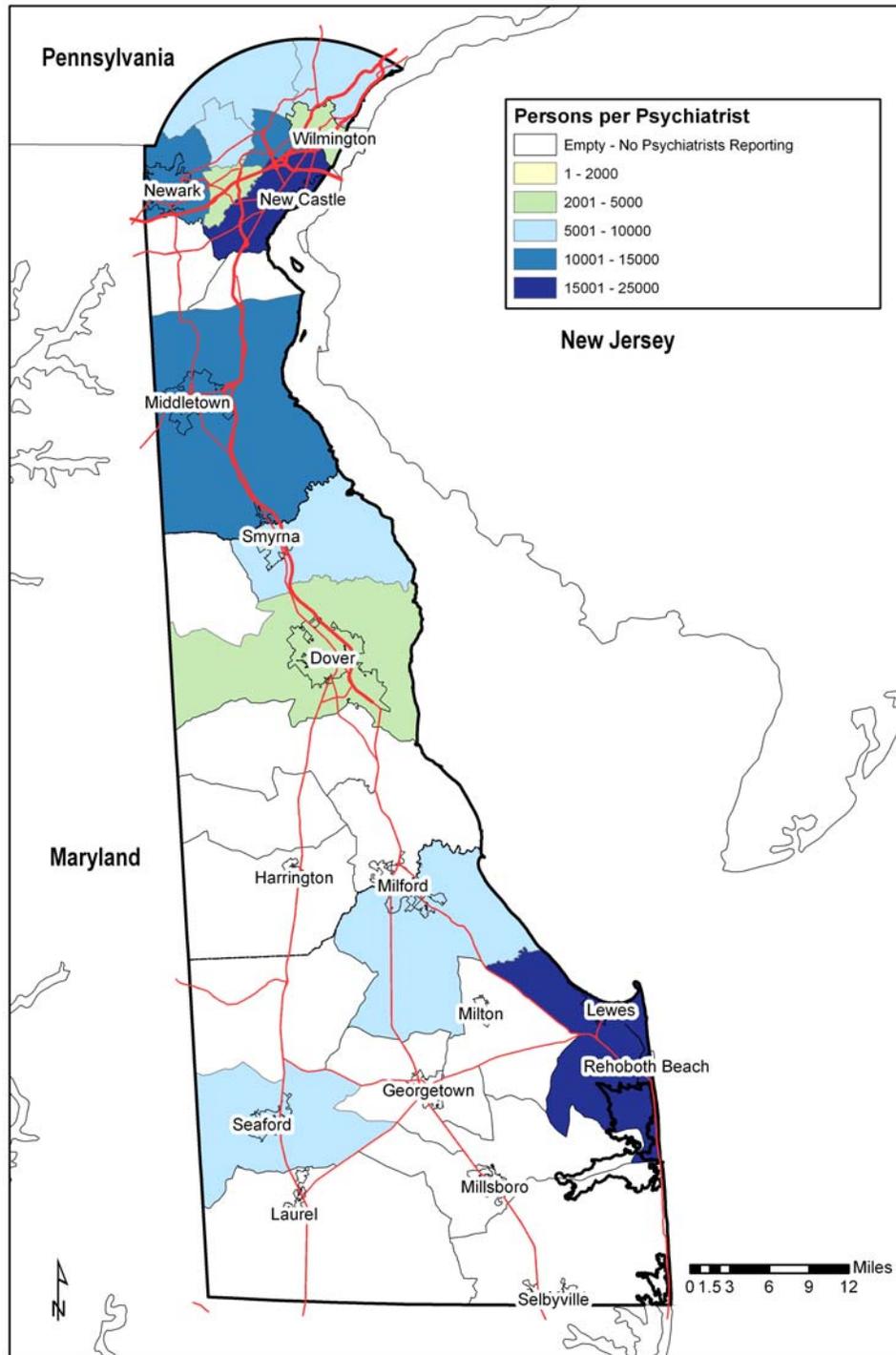
**Figure 4.2**  
**Number of Mental Health Specialist FTEs**  
**by Census County Division**



**Source:** Center for Applied Demography & Survey Research

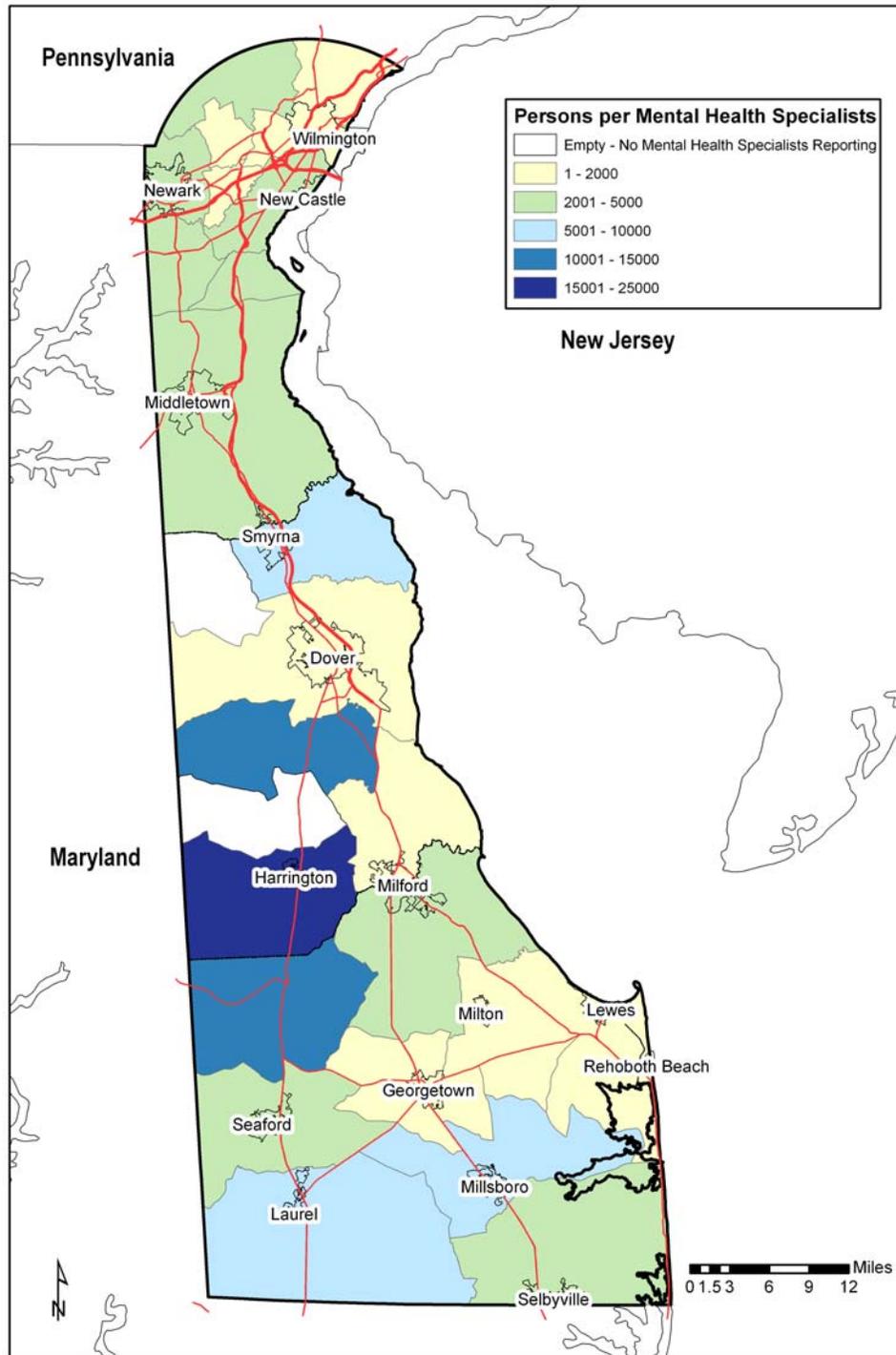
University of Delaware

**Figure 4.3**  
**Number of Persons per Psychiatrist**  
**by Census County Division**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

**Figure 4.4**  
**Number of Persons per Mental Health Specialist**  
**by Census County Division**



**Source:** Center for Applied Demography & Survey Research  
University of Delaware

## Observations

This study of mental health professionals in Delaware is the second time a study of this type was conducted among mental health professionals in Delaware. It was first conducted in 2005. The field work for the current study was conducted in the fall of 2009 and included improvements in the questionnaire and the protocol. The results presented in the report intend to provide information that will be useful to policymakers in Delaware. Even without a complete reporting, the observations about mental health professionals in Delaware collected and analyzed in this study are statistically sound and a number of findings can be drawn from the data:

- Based on the survey results, adjusted for non-respondents, the number of mental health professionals with an active practice in Delaware is 754; this represents 491 full-time equivalent mental health professionals.
- According to estimates based on this study, there are 92 full-time equivalent psychiatrists, and 399 full-time equivalent mental Health specialists (psychologists, social workers, professional counselors of mental health, chemical dependency care specialists, and psychiatric advanced practice nurses).
- Sussex County has the least favorable ratio of 27,431 persons served by one full-time equivalent psychiatrist compared to 1:8,286 in Kent County and 1:8,062 in New Castle County. The statewide ratio of full-time equivalent psychiatrist to population is 1:9,582.
- Mental health specialists are more likely to be female in all counties, while psychiatrists are more likely to be male in Kent and New Castle counties. About half of psychiatrists in Sussex County are female and half are male.
- About 22% of all psychiatrists in Delaware are Asian, compared to 1% of mental health specialists indicating Asian as their race.
- The highest proportion (27%) of psychiatrists with Hispanic origin can be found in Sussex County. This compares to Kent County with 15% and New Castle County with 6%.
- Sussex County, the fastest growing county with the oldest residents on average, has the highest proportion (20%) of mental health specialists 60 years and above.

- 
- None of the psychiatrists reporting from New Castle County indicated that they do not expect to be active five years from now. The highest level (33%) of uncertainty can be observed in Sussex County among psychiatrists.
  - The majority (69%) of Delaware's mental health professionals grew up in Delaware or the region; 29% of them in Delaware. One-third of mental health specialists are from Delaware while only 7% of psychiatrists are from Delaware.
  - Over 52% of psychiatrists practicing in Delaware graduated from colleges/universities outside of the region, while 64% of mental health specialists practicing in Delaware graduated from colleges/universities in the region (PA, NY, NJ, MD, DE).
  - Delaware's psychiatrists are more likely to be self employed (48%) than mental health specialists (45%).
  - Psychiatrists spend about 85% of their work week on direct patient care while mental health specialists spend about 80% on direct patient care. The remainder of their time is spent mostly on administration.
  - About 50 of mental health specialists have been practicing at their current location for less than 5 years.
  - On average, psychiatrists see about 48 patients per week, while mental health specialists report seeing 28 patients per week.
  - Kent County has the highest proportion psychiatrists (74%) indicating that they see pediatric patients, compared with 48% in New Castle County and 27% in Sussex County.
  - Mental health specialists are more likely to offer flexible hours than psychiatrists. Offering evening hours is roughly twice as popular as providing Saturday hours.
  - Almost all mental health specialists (95%) accept new patients. The percentage of psychiatrists accepting new patients is 87%.
  - Both mental health specialists and psychiatrists are most likely (79% and 100% respectively) to refer a patient to a hospital emergency room when they cannot see a patient.
  - The acceptance of medical insurance among psychiatrists is lowest in New Castle County (74%) compared with 85% in Kent County and 100% in Sussex County.
  - All psychiatrists in Delaware indicated that they carry liability insurance. The proportion of mental health specialists carrying liability insurance varies minimally across counties and stands at 91%.
-

## **APPENDIX**



# DELAWARE MENTAL HEALTH SURVEY 2009

Commissioned by the Delaware Department of Health and Social Services

(ID)

## INSTRUCTIONS

Mail your completed form in the attached prepaid envelope to:

University of Delaware  
CADSR - Graham Hall  
Newark, DE 19716

- Use either a pen or pencil when completing the questionnaire.
- Follow all "SKIP" instructions after answering a question. If no instructions are provided, continue to the next question.
- If you have any questions, contact the **Center for Applied Demography & Survey Research** at the **University of Delaware** by calling **302-831-3320**.

**PURPOSE** – Results from the survey will be used to help state and local governments along with employers and educational institutions to plan for an adequate supply of health professionals in the state.

**SCOPE** – All mental health professionals licensed to practice in the State of Delaware. **Even if you do not practice in Delaware please complete the questionnaire.**

**PARTICIPATION** – Your participation is voluntary. However, your responses are important to ensure adequate health care for Delaware's residents.

If you would like to see a copy of the report based on the survey conducted in 2005, point your browser to:

<http://www.cadsr.udel.edu/DOWNLOADABLE/DOCUMENTS/mentalh059.pdf>

### 1. Indicate your mental health profession:

- 1  Psychiatrist
- 2  Psychologist
- 3  Licensed Social Worker
- 4  Licensed Professional Counselor of Mental Health
- 5  Chemical Dependency Professional
- 6  Psychiatric Advanced Practice Nurse

### 2. Are you currently active in any of the described mental health professions (i.e.: seeing patients and/or doing tasks necessary for the care of patients):

- 1  Yes, in training
- 2  Yes, working full time
- 3  Yes, working part time (less than 30 hours/ week)
- 4  No, retired (**GO TO QUESTION 27**)
- 5  No, inactive (**GO TO QUESTION 27**)
- 6  No, other (specify): \_\_\_\_\_  
(GO TO QUESTION 27)
- 7  Not practicing in Delaware  
(GO TO QUESTION 27)

**IF RETIRED, INACTIVE, OTHER, OR NOT PRACTICING IN DELAWARE, PLEASE SKIP TO QUESTION 27 ON PAGE 4**

### 3. On average, how many hours per week do you spend on each of the following activities:

- \_\_\_\_ Hours - Direct patient care or services and related paperwork
- \_\_\_\_ Hours - Direct management and related paperwork
- \_\_\_\_ Hours - Teaching
- \_\_\_\_ Hours - Research
- \_\_\_\_ Hours - Other (specify): \_\_\_\_\_

### 4. Setting of primary employment is (check all that apply):

- 1  **Clinical Care Settings:**
  - 1  Practitioner's Office (solo, partner of group practice)
  - 2  Hospital (except federal)
  - 3  Nursing Home
  - 4  Freestanding Clinic (administratively distinct from a hospital, nursing home, etc.)
  - 5  Federally Qualified Health Center
  - 6  Treatment Facility for the Handicapped or Disabled
  - 7  Public Health Clinic
  - 8  Other (specify): \_\_\_\_\_
- 2  **Federal Health Facility:**
  - 1  Veterans' Administration (VA hospital)
  - 2  Other (specify): \_\_\_\_\_
- 3  **School:**
  - 1  University or College
  - 2  Other (specify): \_\_\_\_\_
- 4  **What kinds of services do you provide? (check all that apply)**
  - 1  Addiction Counseling
  - 2  Family Counseling
  - 3  Group Therapy
  - 4  Individual Counseling
  - 5  Other (specify): \_\_\_\_\_

**5. Form of primary employment is (check all that apply):**

- 1  **Self-Employed/Principal:**
  - 1  Solo Practice
  - 2  Partner of Group Practice
  - 3  Professional Corporation
  - 4  Other (specify): \_\_\_\_\_
- 2  **Salaried, Employed by:**
  - 1  Commissioned Associate
  - 2  Partnership or Group Practitioners
  - 3  Other Non-Government Employer (hospital, school, etc.)
  - 4  Federal Government
  - 5  Federally Qualified Health Center
  - 6  State Government
  - 7  Other (specify): \_\_\_\_\_

**6. What are the practice name, facility name, address and zip code for each of the locations in Delaware where you practice your mental health profession?**

1  **Primary Location (most time delivering care)**

\_\_\_\_\_  
Practice Name (example: Psychiatric Associates)

\_\_\_\_\_  
Facility Name (example: People's Plaza)

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City                      State                      ZIP code

2  **Secondary Location**

\_\_\_\_\_  
Practice Name (example: Psychiatric Associates)

\_\_\_\_\_  
Facility Name (example: People's Plaza)

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City                      State                      ZIP code

3  **Tertiary Location**

\_\_\_\_\_  
Practice Name (example: Psychiatric Associates)

\_\_\_\_\_  
Facility Name (example: People's Plaza)

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City                      State                      ZIP code

**7. What percentage of your working hours in Delaware do you spend at each of the locations listed above?**

- 1 \_\_\_\_\_ Percent – Primary Location
- 2 \_\_\_\_\_ Percent – Secondary Location
- 3 \_\_\_\_\_ Percent – Tertiary Location
- \_\_\_\_\_ 100 Percent – Total

**QUESTIONS BELOW PERTAIN TO YOUR PRIMARY LOCATION IN DELAWARE ONLY**

**8. How long have you been practicing at this location?**

\_\_\_\_\_ (years at this location)

**9. What type of site is at the primary location?**

- 1  Practice Office
- 2  Clinic
- 3  Hospital
- 4  Other (specify): \_\_\_\_\_

**10. How many other types and number of Mental health providers currently practice at this site?**

Type	Number
1 Psychiatrist	_____
2 Psychologist	_____
3 Licensed Social Worker	_____
4 Licensed Professional Counselor of Mental Health	_____
5 Chemical Dependency Professionals	_____
6 Psychiatric Advanced Practice Nurse	_____

**11. About how many patient encounters do you personally have in a week at this site?**

\_\_\_\_\_ (# patient encounters per week)

**12. Do you see pediatric patients (under 21) at this site?**

- 1  Yes
- 2  No

If YES to above, at what age do you begin to see patients?

\_\_\_\_\_ (youngest age of patient)

**13. Do you offer Saturday and Evening hours at this site?**

- Saturday
  - 1  Yes
  - 2  No
- Evening
  - 1  Yes
  - 2  No

**14. When a patient calls your office to request a routine (non-emergency) appointment, what is the usual elapsed time between the request and the resulting appointment for new and established patients (days)?**

- New patients \_\_\_\_\_ 1  Not Applicable  
Days
- Existing Patients \_\_\_\_\_ 1  Not Applicable  
Days

15. When a patient calls your office with a true emergency, what is the usual elapsed time between the request and the resulting appointment for new and established patients (hours)?

New patients [ ] 1 [ ] Not Applicable
Hours
Existing Patients [ ] 1 [ ] Not Applicable
Hours

16. Are you currently accepting new patients at this site?

1 [ ] Yes
2 [ ] No

17. If you are NOT accepting new patients or at times are unable to make emergency appointments, do you provide any type of patient referral?

1 [ ] Yes
2 [ ] No

If YES to above, to what source(s)? (check all that apply)

1 [ ] Private Practice
2 [ ] Hospital Emergency Room
3 [ ] Other (specify): [ ]

18. Do you participate in insurance plans at this site?

1 [ ] Yes
2 [ ] No

If YES to above, please indicate which plans you participate in? (check all that apply)

1 [ ] Capitation
2 [ ] Reduced fee for service
3 [ ] Medicaid
4 [ ] Traditional insurance with balance billing

19. What are the three biggest problems your practice encounters when dealing with insurance companies?

1 [ ]
2 [ ]
3 [ ]

20. How do you currently submit bills and other related paperwork to your patients' insurance companies at this site? (check all that apply)

1 [ ] Mail bills directly to insurance companies
2 [ ] Electronic transfer
3 [ ] Other (specify): [ ]

21. Do you have liability insurance?

1 [ ] Yes
2 [ ] No

If YES, please indicate what type and the amount of liability insurance you have

Table with 2 columns: Type, Amount. Rows for liability insurance details.

22. Are there people at this site who have the ability to communicate with patients in a language other than English?

1 [ ] Yes
2 [ ] No

If YES, which one (check all that apply)?

1 [ ] Spanish 4 [ ] Asian
2 [ ] French 5 [ ] Sign Language
3 [ ] Arabic 6 [ ] Other (specify): [ ]

23. What percentage of your practice's gross fees are unreimbursed (includes uncollectables, not charity or discounts)?

1 Percent of unreimbursed gross fees: [ ] (percent)

24. Do you provide charity care (no fee expected) inside your office?

1 [ ] Yes
2 [ ] No

If NO, what is your range of fees charged?

1 [ ] \$0 - \$50
2 [ ] \$50 - \$100
3 [ ] \$100 - \$150
4 [ ] \$150 - \$200
5 [ ] Other (specify): \$ [ ]

25. Do you provide charity care (no fee expected) outside your office?

1 [ ] Yes
2 [ ] No

If NO, what is your range of fees charged?

1 [ ] \$0 - \$50
2 [ ] \$50 - \$100
3 [ ] \$100 - \$150
4 [ ] \$150 - \$200
5 [ ] Other (specify): \$ [ ]

26. Do you offer flexible or installment payment plans, which would allow patients to pay for services over a period of time?

1 [ ] Yes
2 [ ] No

QUESTIONS BELOW PERTAIN TO ALL MENTAL HEALTH PROFESSIONALS LICENSED IN DELAWARE

27. Do you expect to be active in your chosen profession in Delaware 5 years from now?

1 [ ] Yes
2 [ ] No
3 [ ] Unsure

28. State (or country if applicable) of residence at time of high school graduation.

[ ]
State (country if applicable)

**29. From which college/university did you graduate?**

Name of school Year (YYYY)

State (country if applicable)

**30. Did you complete a residency program?**

- 1  Yes
- 2  No

a **If YES, what type of residency was it? (check all that apply)**

- 1  General or Family Residency
- 2  Hospital Residency
- 3  Specialized Residency
- 4  Military Service

5  Other (specify):

b **If YES, please indicate the state(s) where you did your residency (specify below)**

1   
State (country if applicable)

2   
State (country if applicable)

3   
State (country if applicable)

**31. In which states are you currently licensed to practice? (please specify below):**

1   
State (country if applicable)

2   
State (country if applicable)

3   
State (country if applicable)

**32. What is your race?**

- 1  Caucasian or White
- 2  African American or Black
- 3  Native American or Alaskan
- 4  Asian or Pacific Islander
- 5  Multi-Racial

6  Other (specify):

**33. Are you of Hispanic origin?**

- 1  Yes
- 2  No

**34. What is your sex?**

- 1  Male
- 2  Female

**35. What is your Year of Birth?**

Year (YYYY)

**36. Do you have a Delaware business license?**

- 1  Yes
- 2  No

**37. If you have any comments, please feel free to include them in the space provided below.**

**Thank you for completing the Delaware Mental Health Survey 2009.**

**Return the completed form to:**

**University of Delaware, CADSR, Graham Hall,  
Newark, DE 19716**

**Center for Applied Demography & Survey Research**

**College of Education & Public Policy  
University of Delaware**

287 Graham Hall  
Newark, DE 19716

phone: **302-831-8406**      fax: **302-831-6434**

**[www.cadsr.udel.edu](http://www.cadsr.udel.edu)**

Center for Applied Demography & Survey Research (CADSR) is a project - oriented, policy analysis and survey research center. The Center's primary mission is to ensure that the best possible data and information on important public issues are developed and made available to members of the College, its clients, and, most importantly, to the policy-makers who affect the way we all live and work in Delaware. This mission is accomplished in four different ways: by acting as a clearinghouse for large data sets supplied by local, state, regional, and federal agencies; by maintaining an active survey research capability; by developing and designing custom databases of text, graphical information (including both raster and vector data), drawn from client files; and by using an array of information system technologies.



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