

Genesee Health System Consumer Survey Report FY 2019

Survey process

In Fiscal Year 2019, Genesee Health System's (GHS) consumer survey process continued to proceed as part of a unified Region 10 process that went beyond MDHHS mandated systems. Both survey content and procedures were shared across the provider network. Surveys were offered to consumers who were served in medication clinics during the month of May. Consumers were instructed to rate all services, not just medication clinic services. In addition, 100 adult and child surveys were mailed to a random selection of consumers / families who did not receive a medication clinic service in May. Both the medication clinic and randomly mailed surveys included all populations served for adults with Serious Mental Illness, children with Serious Emotional Disorders, and adults and children with Intellectual/Developmental Disabilities.

Other methods of gauging consumer sentiment include the following. Starting in mid-2016, a tablet was made available in the GHS lobby, allowing consumers to answer a single question (which varied over time). Also, within 30 to 90 days after discharge, Customer Services contacts consumers who left services, to ask a series of questions. Finally, data from formal grievances received by the GHS Customer Services department were also reviewed.

Survey content

The Region 10 adult survey consisted of the following, each scored Yes or No:

1. I like the services I have received.
2. As a result of services received, I deal more effectively with daily problems.
3. As a result of services received, I am better able to control my life.
4. As a result of services received, I do better in social situations.
5. As a result of services received, my symptoms are not bothering me as much.
6. Staff were sensitive to my cultural/ethnic background and treated me with respect.
7. Staff believed that I could grow, change, and recover.
8. Services were available at times that were convenient to me.
9. I am happy with the quality of services I have received.
10. Have you had difficulty getting services due to any barriers?
11. Overall, I am satisfied with the services I have received.

The child survey items were as follows, again with Yes and No as the available responses:

1. As a result of services received, my child is better able to do the things he/she wants to do.
2. As a result of services received, my child gets along better with family and others.
3. As a result of services received, my child is better at handling everyday life.
4. Services were available at times that were convenient for my family.
5. Staff were sensitive to my family's cultural/ethnic background and treated us with respect.
6. My family got the help we needed for my child.
7. I am happy with the quality of services I have received.
8. Have you had difficulty getting services due to any barriers?
9. Overall, I am satisfied with the services I have received.

Child surveys were to be completed by parents/guardians, with one offered per child served.

In both the adult and child surveys, the following open-ended questions were also asked:

1. If yes (to having difficulty getting services due to any barriers), please explain.
2. What would make services better for you or the community as a whole? Please explain.
3. Do you have any other comments, questions, or concerns? If yes, please describe.

Region 10 survey results

Adult Surveys

A total of 382 surveys were received from adults. Figure 1 shows the proportion of positive responses for each item, including by provider.

Consistent with last year's survey, measures of outcomes ("as a result of..." items focused on coping, symptom reduction, social functioning, and general functioning) were rated lower than the other items measuring satisfaction, cultural sensitivity, quality, and recovery orientation.

Question 10 is a new question for 2019, "Have you had difficulty getting services due to any barriers? If yes, please explain". 374 consumers answered this question, with 18% stating they had barriers; 43 consumers wrote comments. The comments were grouped into the following categories:

- **33% - Transportation.** Examples:
 - *Rides, right now I have to walk home*
 - *My insurance does not take me to appointments*
 - *I rely on rides from family*
- **23% - Responses difficult to interpret barriers.** Examples:
 - *Willing to receive help and open to options*
 - *Kind of*
 - *Tides*
- **19% - Neutral or positive comments about services.** Examples:
 - *I have been helped very much and can talk my mind and they help me with their answers*
 - *She sat and listen to what I say and don't cut me down*
 - *Things are just fine*
- **14% - Service Accessibility.** Examples:
 - *I had issues with getting my initial psych evaluation. My appointment was rescheduled 3 times in four month timeframe before I could receive medication*
 - *Previous diagnosis lost in transition between doctors; transferring paperwork took less time than a completed Re-Eval*
 - *My work schedule conflict with my appointments*

Other responses include improved communication with staff (5%), housing (2%), symptoms (2%), and financial (2%).

On question 11, “What would make services better for you or the community as a whole?”, 39 consumers provided responses. These were grouped into the following categories:

- **43% - “Nothing” or positive comments about services.** Examples:
 - *You guys do everything right, I think nothing needs changing*
 - *I have had an extremely positive experience this far and do not have any suggestions at this time*
 - *Services are great. There is nothing I can think of*

- **17% - Responses difficult to interpret as evaluations of services.** Examples:
 - *Think positive, be happy, live life like it's your last day on earth*
 - *If more people took advantage of what you offer*
 - *The stigma has got to go still*

- **15% - Desire for improved service or staff accessibility.** Examples:
 - *Home visits by my case manager every 2 weeks, not monthly*
 - *Offer later services for people who work so they can stay on meds*
 - *More efficient with appointment scheduling. Also in-home therapy session would be convenient*

- **8% - Identification of specific services or service characteristics desired.** Examples:
 - *We need more support groups like DBT here*
 - *Alcoholism counselors*
 - *More options-outpatient day programs*
 - *Long term users of some meds would be great to have 6 month appointments*

Other responses discussed concerns with transportation, offering bus passes or rides (6%); concern with staff attitude, specifically increase positivity, empathy, and respect (5%); requests for improved environment of having less noise, offer snacks, and more visible clocks (4%); and general, none specific comments of “more resources” or “more funding available to help our mentally ill” (3%).

Thirty-seven consumers responded to question 13, “Do you have any other comments, questions, or concerns?” The following categories were identified among these:

- **51% - Positive statements about staff, agency, or services.** Examples:
 - *My case manager ___ has been so amazing and helpful on an emotional, mental, and physical level*
 - *All the staff at GHS are so awesome. I am so fortunate to be getting such great services. They have truly changed my life!*

- *I wouldn't be where I am now without the treatment I've received. My life as a whole has improved significantly.*
- *I am actually delighted with the services at Hope Network, I have quite a road still in front of me, but I can definitely see the difference from where I was when I started and even in the last year*
- **24% - General Comments.** Examples:
 - *Need more help controlling my anxiety and depression*
 - *I want to come to recovery. coffee and conversation*
 - *Other side effect med need to be taken with the Depakote*
 - *Need more time in programs to see if it is going to help me*
- **8% - Negative evaluations or expressions of concern about services.** Examples:
 - *Yes, that I am not getting the help I need*
 - *I still need counseling*
 - *Overall, satisfied with God, not you*
- **16% - Comments about other issues concerning transportation, staffing, and physical environment.** Examples:
 - *Have a ride in the winter time*
 - *I would like to be able to call Dr. directly*
 - *Food cart in lobby*
 - *I do think we need an actual doc though*

Child/Family Surveys

Parents and families of children served returned 379 surveys. Figure 2 shows response summaries by provider and item. Similarly to the adult survey responses, the highest proportion of positive responses were on items reflecting cultural sensitivity, quality of services, and positive evaluation of services. As with adults, items reflecting improvement in functioning were not as positively evaluated.

Similar to the adult survey, question 8 was a new question for 2019, "Have you had difficulty getting services due to any barriers? If yes, please explain". Three hundred sixty-seven (367) families answered this question, with 14% stating they had barriers; 51 surveys had comments. The comments were grouped into the following categories:

- **53% - Comments concerning service or staff accessibility.** Examples:
 - *You are so popular that it was over 2 months to get in to start the med service*
 - *She was not able to do the DBT class due to hours, it would cause her to miss an hour or two of school. I feel program should be available more than one time to help accommodate more people*
 - *Time are always during school hours, attendance is an issue these days, evening and weekends would help tremendously*
 - *ABA Therapy has taken 1.5 years to be put into place*
 - *Therapist do not return calls*

- **14% - Positive or neutral comments.** Examples:
 - *What you guys do is already a big help to everything*
 - *New to county, so transition is the issue but appointment meet our needs*
 - *We still have a lot of work to do but he is doing better with the services*
 - *The medication helps my child with his everyday life*
- **12% - Comments about specific services.** Examples:
 - *Group meeting with other parents*
 - *Needs more respite hours*
 - *With speech therapy*
 - *Problems with respite services*
- **10% - Transportation issue.** Examples:
 - *Barriers can include transportation. We no longer have a bus pass and we have no other way besides the bus to get here. We may or may not be feeling well*
 - *Mechanical issues with car*
 - *I've been having transportation issues*

Other comments were general, non-specific concerning child symptoms or behaviors (8%) and statements of wanting more education on services or how to handle emergencies (4%).

Question 9, "what would make services better for you or the community as whole? Please explain" had 132 comments. Comments were grouped in the below categories:

- **41% - Positive or neutral comments.** Examples:
 - *I strongly feel that the desire to help as much as possible humanly is what this staff excels in*
 - *Nothing*
 - *We are very happy with the services and her doctor and treatment. Thank you*
 - *Services are awesome from the amazing ladies at the front desk, to the counselors to the NP*
- **21% - Feedback on Services or staff accessibility.** Examples:
 - *More site. We live about 45 min away*
 - *Getting phone calls returned the same day*
 - *Possibly being able to combine services into one time slot, rather than separate*
 - *Weekend and evening hours during the school year*
 - *It can be tough taking so much time off work. After hours would make things a lot easier but everyone has been wonderful*
- **19% - General, non-specific to service improvement.** Examples:
 - *More communication and resources for needing help*
 - *To get ___ to get back to his everyday self with no attitudes*
 - *Just making services available to those in need*

- **7% - Staffing and staff improvement.** Examples:
 - *If the Dr. would listen to what the parents have to say and not only what the therapist has to say*
 - *Everything is good. Just need a good consistent case worker. We've been thru a lot of case workers and getting to have to know each one. Having a hard time opening up and trusting each case worker and sharing all of my child's hope and issues and remembering.*
 - *Case management is full of people not doing their job, lying about appointments they say they've done and haven't.*
- **6% - Responses difficult to interpret.** Examples:
 - *If a lot of people were able to use the services*
 - *Yes, because it would help a lot*
 - *If they actually tried to stop the situation from happening over*

Other comments centered around more education on diagnosis and service options (4%); transportation (1%), develop community partnerships with schools (1%), and add more parking (1%).

Question 11, "Do you have any other comments, questions, or concerns?" had 60 comments. Comments were grouped in the below categories:

- **50% - Positive or neutral comments.** Examples:
 - *We love how ___ and ___ love and teach on their levels and bring extra ideas to the table-reinforcing the good behaviors controlling the difficult ones-by teaching self-control.*
 - *Thank you for everything you have done for my daughter. While I know we still have a long road ahead, I feel that we are better equipped to handle any curve balls thrown our way. I appreciate you all!*
 - *Dr. Warner gave me hope again and I can have a little life again.*
 - *Office staff is so friendly and welcoming. Always willing to help in any way possible.*
- **20% - General Comments.** Examples:
 - *Work in progress*
 - *Medication doesn't seem to work*
 - *Need a sometimes box*
 - *My son meds work sometimes and the teacher says his behavior is getting worse*
- **17% - Service or staff accessibility.** Examples:
 - *If my son med are not working, I should get in sooner. More info on things we can get help with*
 - *Home visits would be helpful*
 - *Better scheduling practices*
 - *I would like child treated for Autism*

- **8% - General Negative statements.** Examples:
 - *After 4 years of being clients, I can see no change*
 - *Just the changes that keep going on. She cannot deal with changes*
 - *I feel like that when we are getting help, that the people we see do not try to understand the situation to their best extent*
 - *Case management is a big issue*

Other comments were concerning service enhancement (3%) of more team like/family included in therapy or provide transitional services when an adolescent is 17 ½ years of age and wanting additional information concerning respite (2%).

Genesee Health System Consumer Council also reviewed the preliminary survey results of both the Adult and Child/Family surveys. In addition to providing feedback on the survey results, Consumer Council was also given an opportunity to provide feedback on GHS services and barriers.

The council agreed that transportation is a barrier for adults and not having extended evening and weekend hours is a barrier for children and families, especially during the school year. They expressed various issues with MTA Your Ride.

The Consumer Council discussed that they would like to see GHS services expanded to include more opportunities for community integration and socialization, especially for consumers who are not receiving skill building services or residing in Adult Foster Care homes. Also, they expressed that GHS should increase focus on assisting consumers in developing natural supports and community supports to increase self-sufficiency, so consumers are not as dependent on GHS. Several expressed that there is a perception in the community that GHS should do everything for consumers, but the focus needs to be on assisting consumers gain independence and connected with other community supports.

In addition, they would like to see GHS increase jobs opportunities at GHS for consumers, such as Temporary Employment Position-Greater positions. It can be difficult to find work in the community and they would like to see increased opportunities made available through GHS.

Various council members expressed that they found the various groups offered by GHS Customer Service useful in self-improvement and would like to see continued expansion of groups offered, such as the anger management group.

Concern was raised of the potential effect of lead exposure through Flint's water crisis to children and their development and mental health needs as they grow into adulthood. Consumer Counsel would like to see GHS provide adequate services to these children that were exposed and increase testing, such as neuropsychological testing.

GHS does receive Medicaid funds specific to the Flint water crisis that includes target services to assist those who were exposed, as well as received various grants to provide support. These services include Family Support Coordination/Water Targeted Case Management, community Mobile Unit, Lead Safe Home Program, Family Navigator's and outreach, and the Healthy Aging Program. And more recently, GHS was awarded a contract in November 2018 to complete neuropsychological testing through our Neurodevelopmental Center of Excellence (NCE) for children and young adults through age 26 that were impacted by the Flint Water Crisis. Testing started at the end of December 2018 and is available to assist caregivers, educators and medical/psychiatric providers in supporting children who may have suffered damage as a result of exposure to lead.

Overall, the Consumer Council thought the survey results were positive and voiced that they feel GHS does good work and has continued to improve over the years.

Post-discharge surveys

It is quite difficult to successfully contact consumers after they have left services. The GHS customer services department generates a monthly sample and makes three attempts to reach each consumer. Questions asked are similar to some of Region 10 Annual Consumer Survey questions. See Figure 3 for a summary of findings (N = 142).

Consistent with other findings, ratings of service outcomes – while still positive – tended to be less so than other ratings of satisfaction and quality. Highest ranking satisfaction is staff being sensitive to cultural or ethnic background, having more meaningful activities, and staff believing that they could grow, change, and recover, while the lowest rating is symptoms improvement.

There were 44 responses to the question, “Is there anything else you would like to tell us about the quality of services you have received?” They were categorized as follows:

- **27% - Positive evaluations of or comments about services.** Examples:
 - *The services did me really good. They do things correctly. I'm in a lot better place now because of them*
 - *I feel like GHS is one of the best provider out there*
 - *I felt the services were outstanding. The people really helped me and were really there for me*
- **27% - General negative community about services or staff.** Examples:
 - *I felt that the staff never really got to know my grandson*
 - *I felt like the treatment was not consistent for the most part. I did not feel like the people were knowledgeable. I feel like all I was offered was respite when I needed other things*
 - *The psychiatrist on staff was condescending and does not work there anymore*
- **20% - Comments about service access or staff availability.** Examples:
 - *I didn't feel there was enough flexibility in the appointments*
 - *Our case manager quit and then nobody ever call me again*
 - *We were unable to get the services that we needed because we no longer lived in the city of Flint*
- **11% - Comments concerning staff turnover.** Examples:
 - *It would be nice if the case managers were not changed so often*
 - *Therapist would make appointment and no show up. Therapist changed multiple times. They discharge for meeting all goals when he did not receive therapy.*

Other comments included returning back to GHS for services (9%), which each of these consumers were connected back to Access, and poor discharge planning (5%).

Lobby surveys

Genesee Health System has a brief, one-question survey that is offered to consumers on a tablet computer located in the GHS main building lobby, which over the years, the question has changed. From July 2018

through July 2019, the question, “**How well did we listen to you today?**” was asked. Responses were as follows (N = 41):

Item	Proportion of responses
We paid attention and understood.	66%
We tried, but you didn't get it.	27%
We were hardly listening at all.	7%

This survey is offered in the GHS lobby, where it is available to individuals seeking services through the Region 10 Access Center, and even those using the non-GHS pharmacy located on the first floor. While unable to decipher if the survey is completed by consumers or individuals not found eligible, people are expressing that they felt heard and staff are trying to listen to them.

Analysis of grievances

Between 7/1/18 and 7/18/19, 63 formal grievances were filed with the GHS Customer Services department. The majority of the grievances filed were a request to change case managers or to change providers altogether. Of the 63 grievances filed 55 (87%) of them were either a request to change case managers or providers and only one specified why, which was for the convenience of having all services in one place. 40 (63%) of the grievances filed were to request a new provider; 15 (24%) were to change case managers; 6 (10%) were concerns about care or treatment that was received but they didn't request to switch services they just wanted their concern addressed or documented; and 2 (3%) were financial complaints that GHS didn't pay for a request that they had.

Summary

Overall, consumer ratings of quality, satisfaction, appropriateness, and outcomes were positive. Measures of outcomes tended to be lower than other scales. This may be attributable in part to the fact that, in ongoing care, desired outcomes have by definition not yet been obtained.

Open-ended responses most frequently were expressions of a positive evaluation of services. Consumers also made requests for more scheduling flexibility with evening and weekend hours, especially for children and family services and transportation assistance.

A few concerns were identified in the open-ended questions, particularly around specific issues with quality of care. Some of these referred to specific staff actions or characteristics, e.g., not listening, others were concerns of staff turnover. Others were expressions of desire for a change in case management or providers; these issues were echoed in the pattern of grievances.

The lobby survey indicates that staff are listen, or trying to listen, which shows that staff are allowing individuals to “tell their story”. This may include individuals who are not found eligible in Access. Positive feedback about staff is consistent with the other surveys in that overall, consumers and families are finding staff are helping them, and believe that they can grow while being sensitive to cultural and ethnic backgrounds, consistent with GHS Recovery Philosophy.

Figure 1: Region 10 adult survey response summary:
Percent responding "yes" overall and by provider

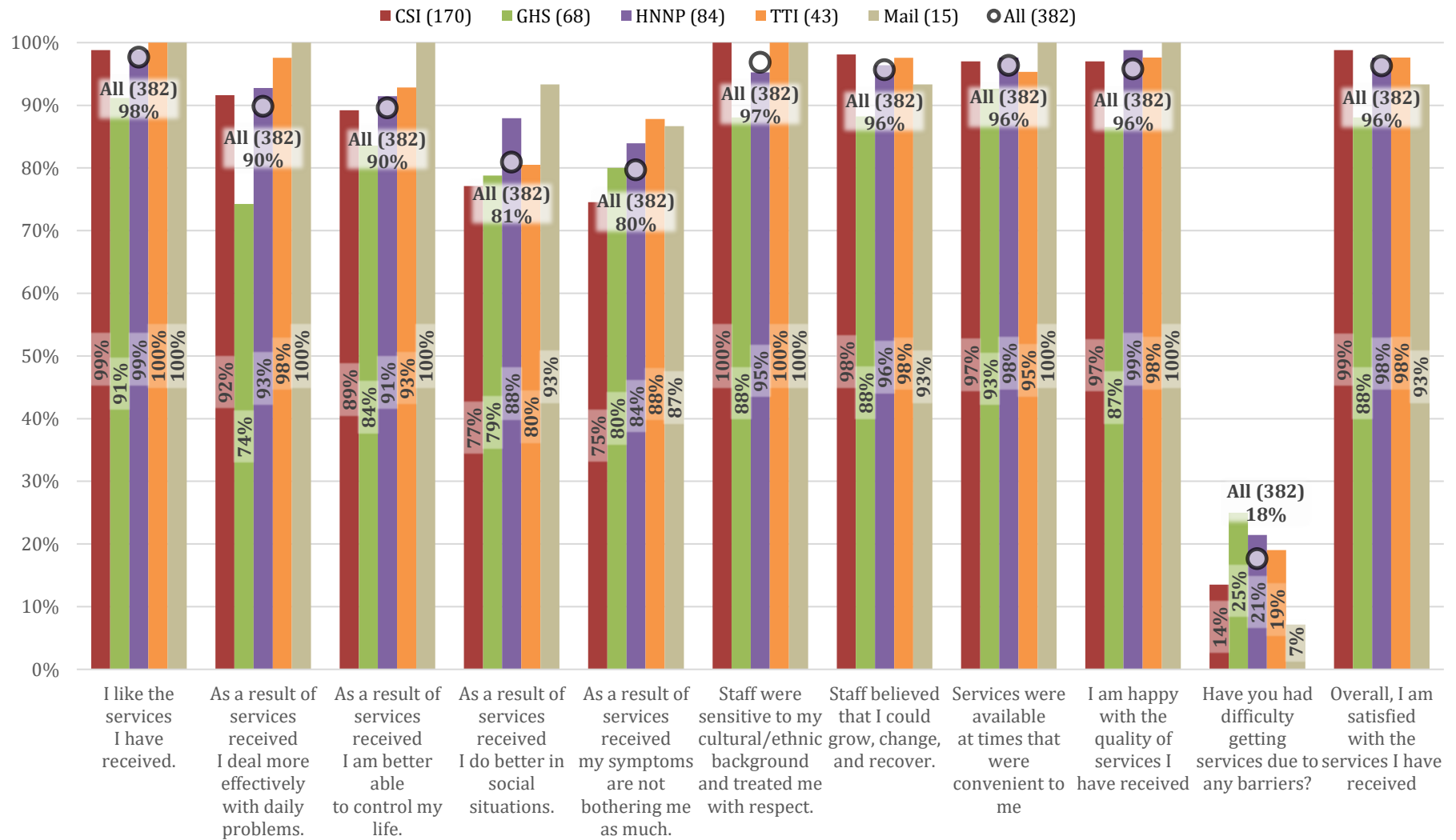


Figure 2: Region 10 child/family survey response summary:
Percent responding "yes" overall and by provider

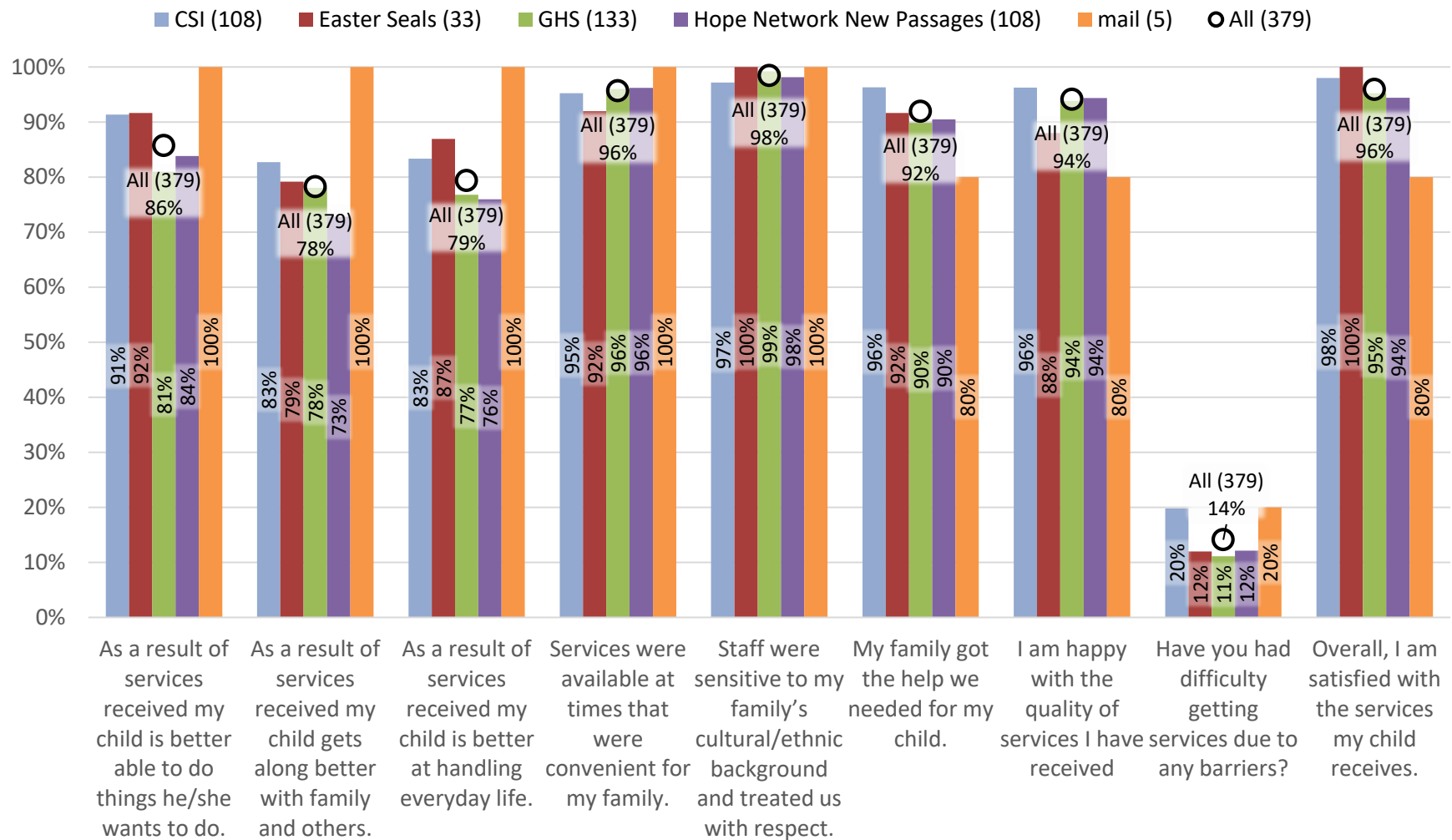


Figure 3: 2018-2019 post-discharge survey questions
 (X axis reversed; lower numbers (higher bars) represent more positive evaluations)

