

Genesee Health System
FY2012 consumer satisfaction findings

PROCEDURE

Surveys were offered to adults and children seen by primary providers in the MI/DD and SUD networks, between Nov. 3 and Nov. 16, 2012. The whole-network survey was synchronized with the survey of ACT and home-based providers required by the Michigan Department of Community Health (MDCH). For the second year, because MDCH's mandated survey timeframe was delayed, GHS's network survey was also delayed from its usual spring schedule. As in previous years, MDCH mandated the use of the MHSIP (Mental Health Statistics Improvement Program) and YSS (Youth Satisfaction Survey) tools for ACT and home-based providers, respectively.

Providers were instructed to offer surveys to each consumer they served during the survey period, for whom they were the primary program. As noted above, MDCH required full versions of the MHSIP and YSS for recipients of ACT and children's home-based services, respectively. However, these instruments are quite long. Abbreviated versions of the surveys were used for all other providers. The Appendix contains the survey questions.

The YSS tools were offered to parents / caregivers of children receiving mental health services. MHSIP tools were offered to adult consumers in the GHS system, and all consumers receiving Substance Use Disorder services. Assistance was offered to respondents where needed. Providers were instructed in survey administration methods designed to avoid influencing consumer ratings.

As noted above, there were longer, MDCH-required measures, and abbreviated versions. The abbreviated and long measures shared items, which are analyzed here, so that providers can be measured on the same scale. The additional required items on the ACT and home-based surveys do not add substantial value to the analysis and are not reported here. The detailed case- and item-level data were provided to MDCH per requirements.

FINDINGS

Survey findings

A total of 2414 surveys were returned from 25 providers / programs. This represents about 40% of eligible consumers served during the survey period. The MHSIP survey content (Appendix, page 12) can be divided into three scales: satisfaction, important service attributes, and outcomes. The second of these requires some explanation. MHSIP items on this scale include content around staff's respect for, sensitivity to, and support of consumers.

While the measure is written with a response of 1 indicating greatest satisfaction and 5 the least, for ease of interpretation and consistency with the YSS, the MHSIP scales are transformed here so that **higher numbers represent the greatest satisfaction and positive evaluation.**

In general, consumers reported high levels of satisfaction and quality, with slightly lower ratings on the Outcomes scale:

Scale	Mean score (1-5 scale)
Satisfaction	4.43
Important service attributes	4.39
Outcomes	4.05

Given that the consumers surveyed are still in service, and have thus by definition not yet achieved their desired outcomes, it is not surprising that the Outcomes scale is rated lower than the others. These findings are very consistent with those of previous years' surveys.

YSS scales were Satisfaction, Person-family focus, and Outcomes. The second of these reflects respondents' assessment of services as tailored to families' goals, cultural background, and desired outcomes. YSS findings were similar to MHSIP findings:

Scale	Mean score (1-5)
Satisfaction	4.51
Person-family focus	4.53
Outcomes	3.78

Program-level findings are reported in Figures 1 through 6, pages 8-11.

Open-ended responses

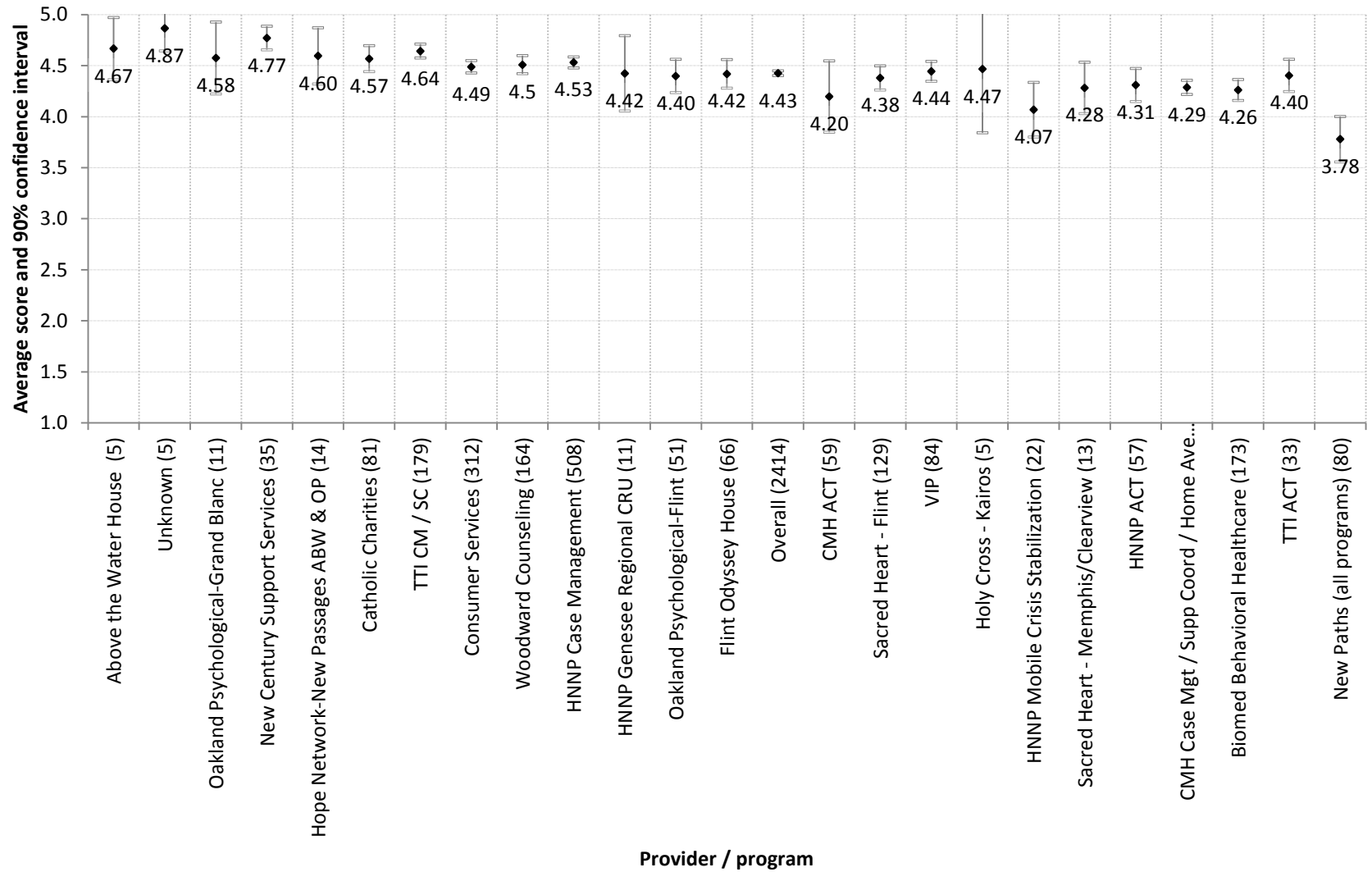
Six hundred thirty-six open-ended responses were obtained relative to the MHSIP and YSS, and they were categorized as follows:

Response content	Examples (transcribed as written, except that staff and consumer names are removed)	% of open-ended responses¹
Positive comments about staff and/or services	<ul style="list-style-type: none"> • We have a wonderful director that truly cares and makes sure we have the necessary tools and leadership that we require for our recovery to be possible. I feel blessed! • You have the best services I've ever had and I'm been going for years to other providers. Thank You! 	68%
General expressions of dissatisfaction and requests for changes	<ul style="list-style-type: none"> • I would like to see/have more sensitive, knowledgeable to LGBT people and community. More secular environment. • I don't like change at all. Since 3 case managers I have been with New Hope. I didn't want to change case manager. • I feel I am not important to the doctor just another patient. • No I was not satisfied. 	17%
Idiosyncratic / unclassifiable comments	<ul style="list-style-type: none"> • Family is important to the services I receive. • I have nothing to say. • I want to live with my family, my sister won't let me. 	15%
Concrete descriptions of positive outcomes	<ul style="list-style-type: none"> • Am achieving objectives and goals with help. • Care and doing better and it helps to be better with medication • I feel better! 	8%

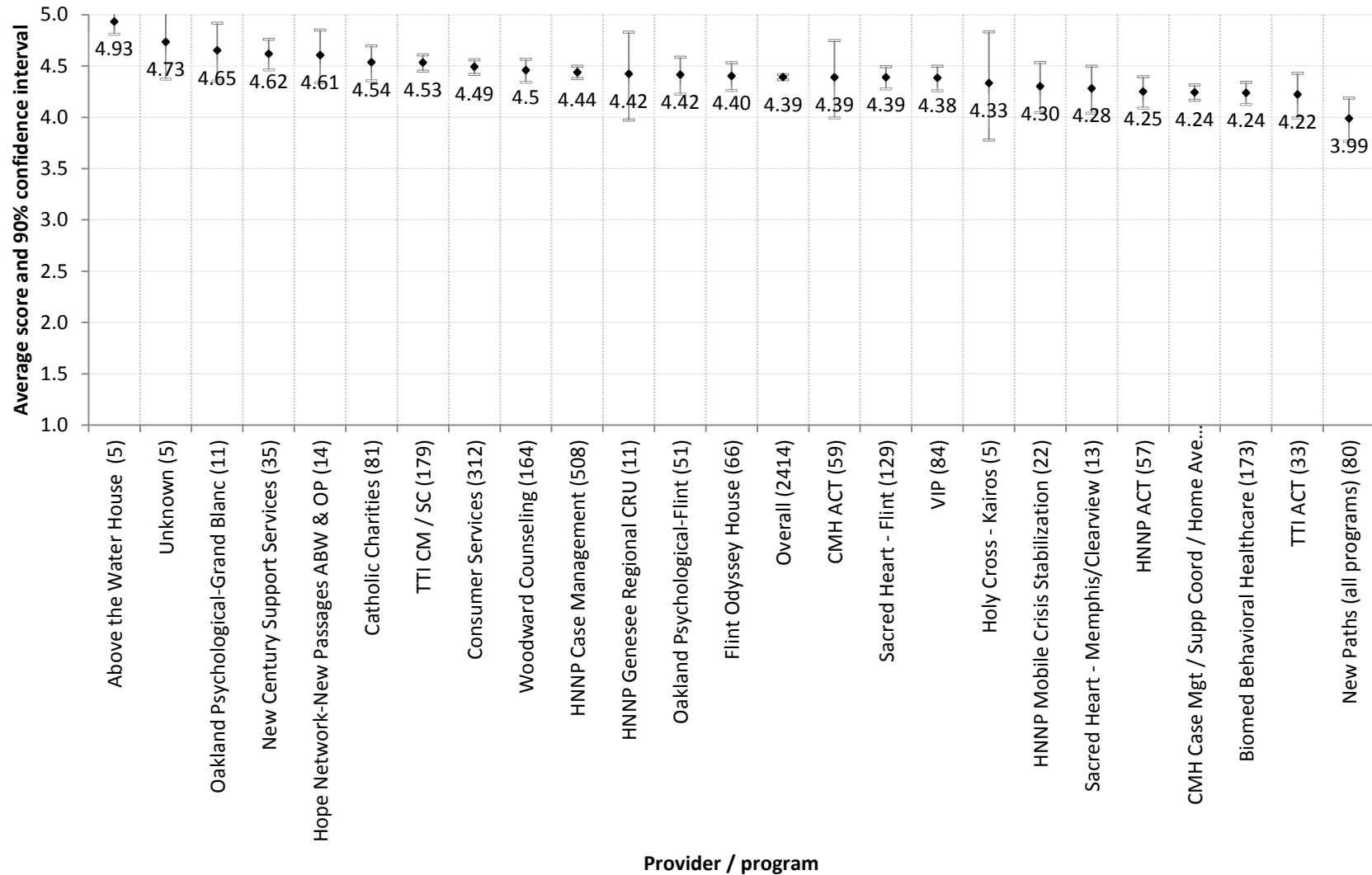
In general, both scores and open-ended responses are consistent with those observed in previous years. Most consumers report they are receiving high-quality services from compassionate and engaged providers, and there is evidence that services make a difference.

¹ Categories sum to more than 100% because some responses fell into more than one category.

Figure 1: Adults (MHSIP): Mean quality rating (with 90% confidence interval)



**Figure 2: Adults (MHSIP) Mean rating of important service attributes
(with 90% confidence interval)**



**Figure 3: Adults (MHSIP) Mean rating of outcomes
(with 90% confidence interval)**

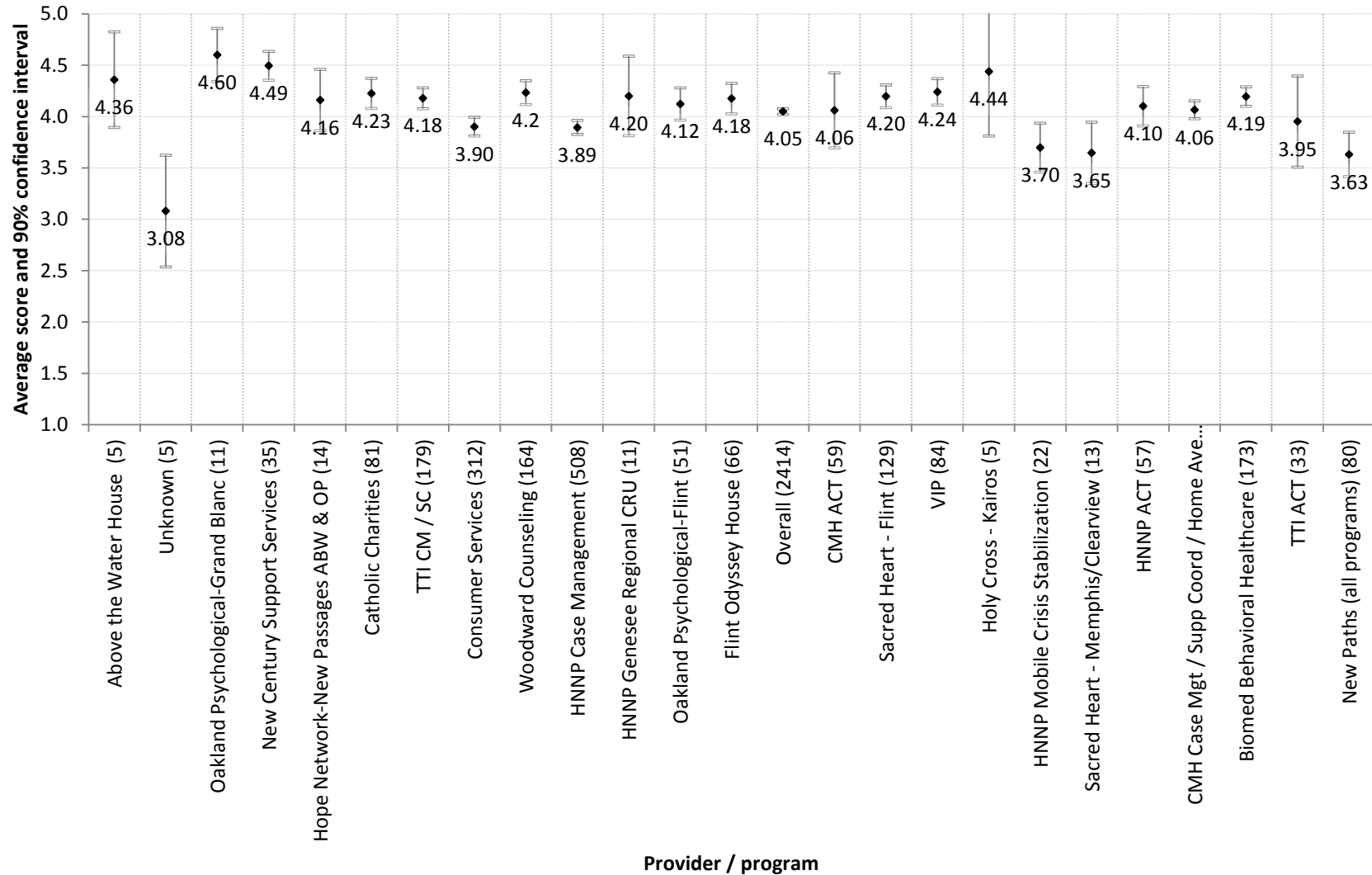


Figure 4: YSS (Children) Mean quality ratings by program with 90% confidence interval

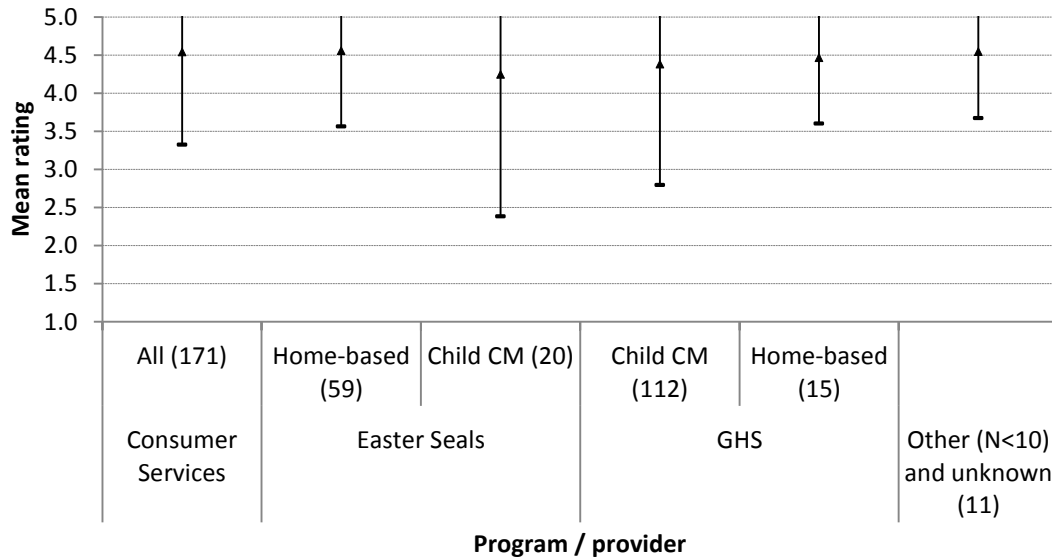
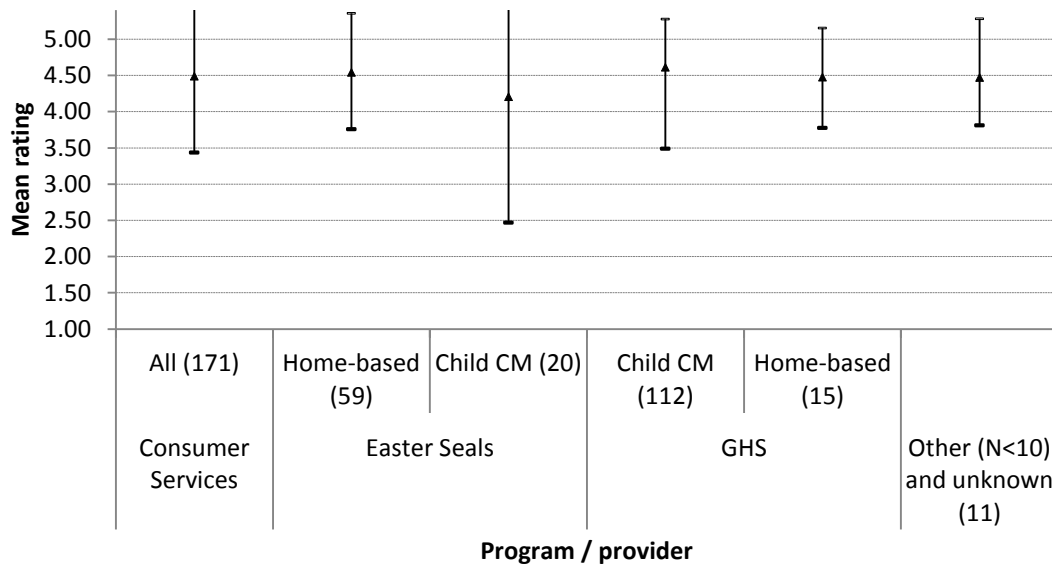
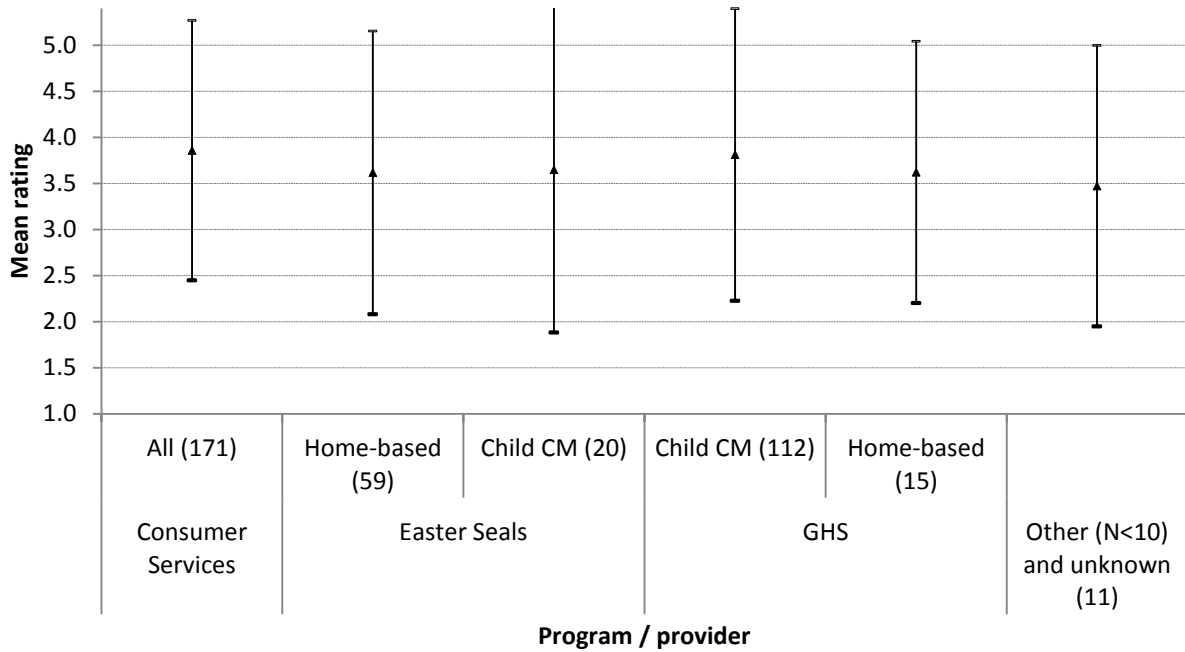


Figure 5: YSS (Children) Mean person-family focus ratings by program with 90% confidence interval



**Figure 6: YSS (children) mean outcomes ratings
by program
with 90% confidence interval**



Appendix: Survey questions

Adult survey (MHSIP)

Scoring on the MHSIP response form is inverted from the intuitive direction, with 1 representing Strongly Agree and 5 Strongly Disagree. Results presented in this report are reversed, so that in the present analysis **higher numbers represent more positive evaluations.**

Item	Scale
1. I like the services that I received.	Satisfaction
2. I would recommend this agency to a friend or family member.	Satisfaction
3. I was able to get all the services I thought I needed.	Satisfaction
4. Staff believed that I could grow, change and recover.	Important service attributes
5. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	Important service attributes
6. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	Important service attributes
<u>As a direct result of the services my child and family received:</u>	
7. I deal more effectively with daily problems.	Outcomes
8. I am better able to control my life.	Outcomes
9. I do better in social situations.	Outcomes
10. My symptoms are not bothering me as much.	Outcomes
11. I do things that are more meaningful to me.	Outcomes

Youth Service Survey (YSS)

Each question is scored from 1 (Strongly Disagree) to 5 (Strongly Agree), so that **higher numbers represent more positive evaluations**. Note that the parent or guardian completes this survey.

Item	Scale
1. Overall, I am satisfied with the services my child received.	Satisfaction
2. The people helping my child stuck with us no matter what.	Person-family centered focus
3. I participated in my child's treatment/services.	Person-family centered focus
4. The services my child and/or family received were right for us.	Person-family centered focus
5. My family got as much help as we needed for my child.	Person-family centered focus
6. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	Person-family centered focus
<u>As a direct result of the services my child and family received:</u>	
7. My child is better at handling daily life.	Outcomes
8. My child gets along better with family members.	Outcomes
9. My child gets along better with friends and other people.	Outcomes
10. I am satisfied with our family life right now.	Outcomes
11. My child is better able to do things he or she wants to do.	Outcomes