

Genesee County CMH  
FY2010 consumer satisfaction findings

## PROCEDURE

Surveys were administered to adults and children seen by primary providers in the MI/DD and SUD networks, between June 16 and June 29, 2010. As in previous years, the Michigan Department of Community Health (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. There were five separate survey versions. 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. The PIHP's Performance Improvement Committee created abbreviated versions for use by all other MI/DD providers. A different abbreviated version was used for SUD providers.

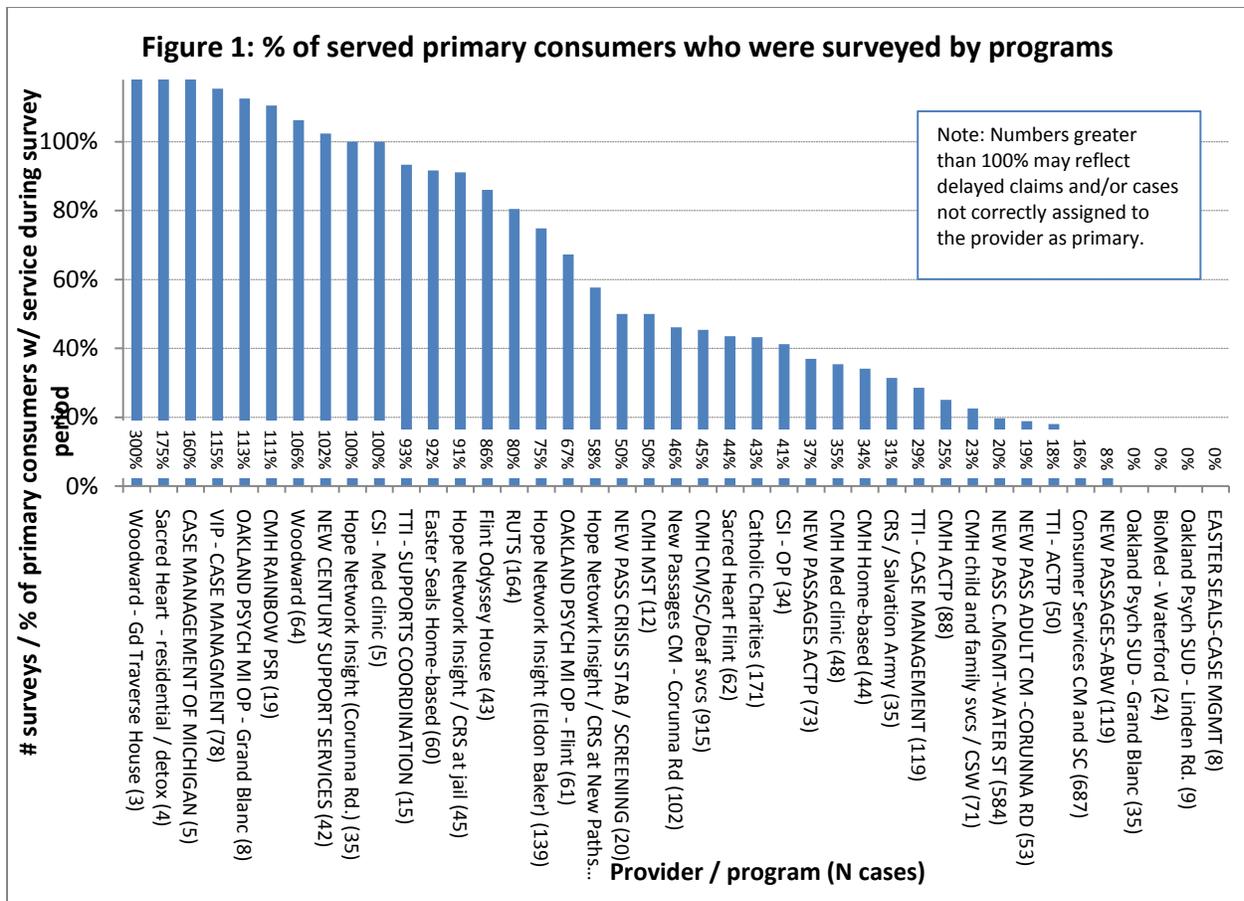
The YSS tools were offered to parents / caregivers. MHSIP tools were offered to consumers. Assistance was offered to respondents where needed. Providers were instructed in survey administration methods designed to avoid influencing consumer ratings.

As noted above, there were two measures for MI/DD adults, and two for MI/DD children. The abbreviated and long measures shared items, which are analyzed here, so that providers can be measured on the same scale. The full item-level detail for the ACT and home-based surveys does not add value to the analysis and is not reported here. The detailed case- and item-level data were provided to MDCH per requirements.

## FINDINGS

### Return rates

A total of 1682 surveys were returned from thirty-four providers. This represents about 40% of eligible consumers served during the survey period. Individual providers' completion rates ranged from 0% to 100% (Figure 1). A few providers reported greater than 100% response rates. This is likely because some of the consumers surveyed were not identified in our data system as primary to the programs in question and therefore were not counted in the denominator. Correct assignment of primary programs is particularly difficult to ensure in the SUD network, where only partial implementation of the PIHP's new data system has occurred.



In some cases multiple program codes were combined into single units because the same provider offered similar services in the same location, with more than a single program code. Programs with fewer than five cases were aggregated in analyses, rather than being reported individually.

The PIHP's Quality Management and Provider Relations departments, in concert with the Performance Improvement Committee, are working to help providers with very low response rates improve their compliance with future surveys.

Item analysis

The following questions were offered on the adult MHSIP survey. Note that, on the 1-5 scale, from Strongly Agree to Strongly Disagree, *lower* scores represent *more positive* evaluations.

Domain	Question	Mean rating (1-5)
Quality /satisfaction	I like the services that I received.	1.45
	I would recommend this agency to a friend or family member.	1.53
	I was able to get all the services I thought I needed.	1.61
	Staff believed that I could grow, change and recover.	1.58
	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	1.59
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1.74
Outcomes	I deal more effectively with daily problems.	1.78
	I am better able to control my life.	1.79
	I do better in social situations.	1.89
	My symptoms are not bothering me as much.	2.00
	I do things that are more meaningful to me.	1.81

The SUD version of the survey included the following questions:

Domain	Question	Mean rating
Quality /satisfaction	I like the services that I received.	1.41
	If I had other choices, I would still choose to get services from this agency.	1.49
	I would recommend this agency to a friend or family member.	1.39

The Youth Satisfaction Survey is scored opposite to the MHSIP survey: higher numbers represent more positive evaluations. Item-level findings are as follows:

Domain	Question	Mean rating (1-5)
Quality /satisfaction	Overall, I am satisfied with the services my child received.	4.38
	The people helping my child stuck with us no matter what.	4.35
	I participated in my child's treatment/services.	4.51
	The services my child and/or family received were right for us.	4.20
	My family got as much help as we needed for my child.	4.12
	Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language)	4.58
Outcomes	My child is better at handling daily life.	3.65
	My child gets along better with family members.	3.56
	My child gets along better with friends and other people.	3.49
	I am satisfied with our family life right now.	3.34
	My child is better able to do things he or she wants to do.	3.55

Consistent with past years' findings, evaluations of program quality and consumer satisfaction are highly positive. Ratings of outcome are positive, but less so. This is consistent with the fact that the consumers surveyed have not yet completed service, so are not expected to have attained all of their goals yet.

#### Program-level findings

Multivariate analysis of variance indicates there are statistically significant differences in consumer ratings among programs, on almost all items. However, in practice, these differences tend to be quite small and without practical importance.

A composite score was computed, as the sum of all items. While the MHSIP and YSS have specific subscales, the psychometric properties of a composite scale make it an acceptable way to evaluate overall quality and satisfaction. The following charts, then, provide each provider's average score, with the 95% confidence interval, or "margin of error".

#### Open-ended comments

The final survey question was, "Is there anything else you would like to tell us about the quality of services you have received?" A total of 644 comments were received. The majority of comments were expressions of satisfaction and appreciation, often related to specific staff and providers. Themes included staff competence, kindness, respect, good listening, and effectiveness of services.

A small number of comments reflected specific concerns or issues of dissatisfaction regarding services. Themes included a desire for more independence and community integration, desire for more responsiveness to consumer concerns and needs, and desires for greater respect and communication.

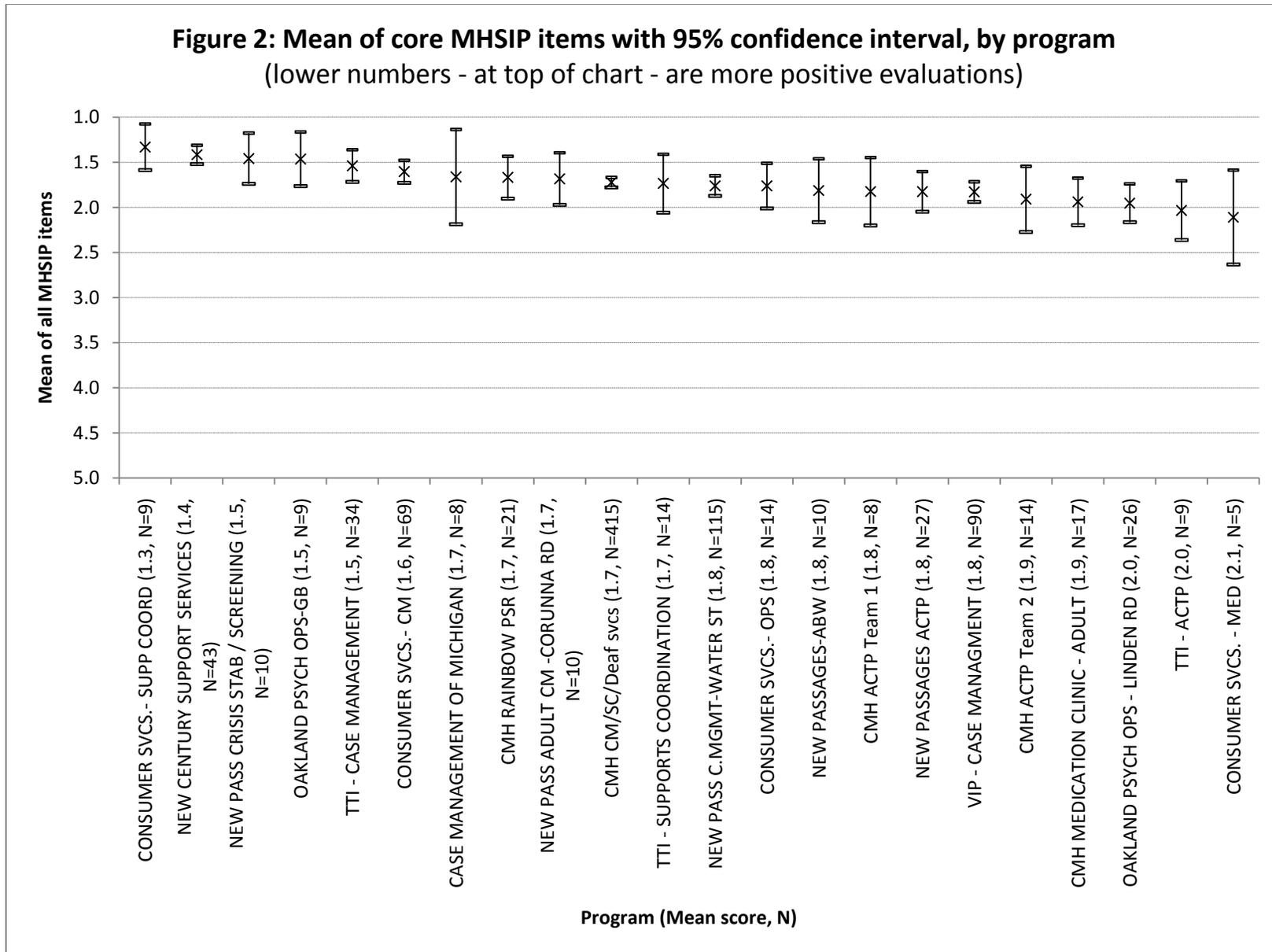
#### Mental Health Court data

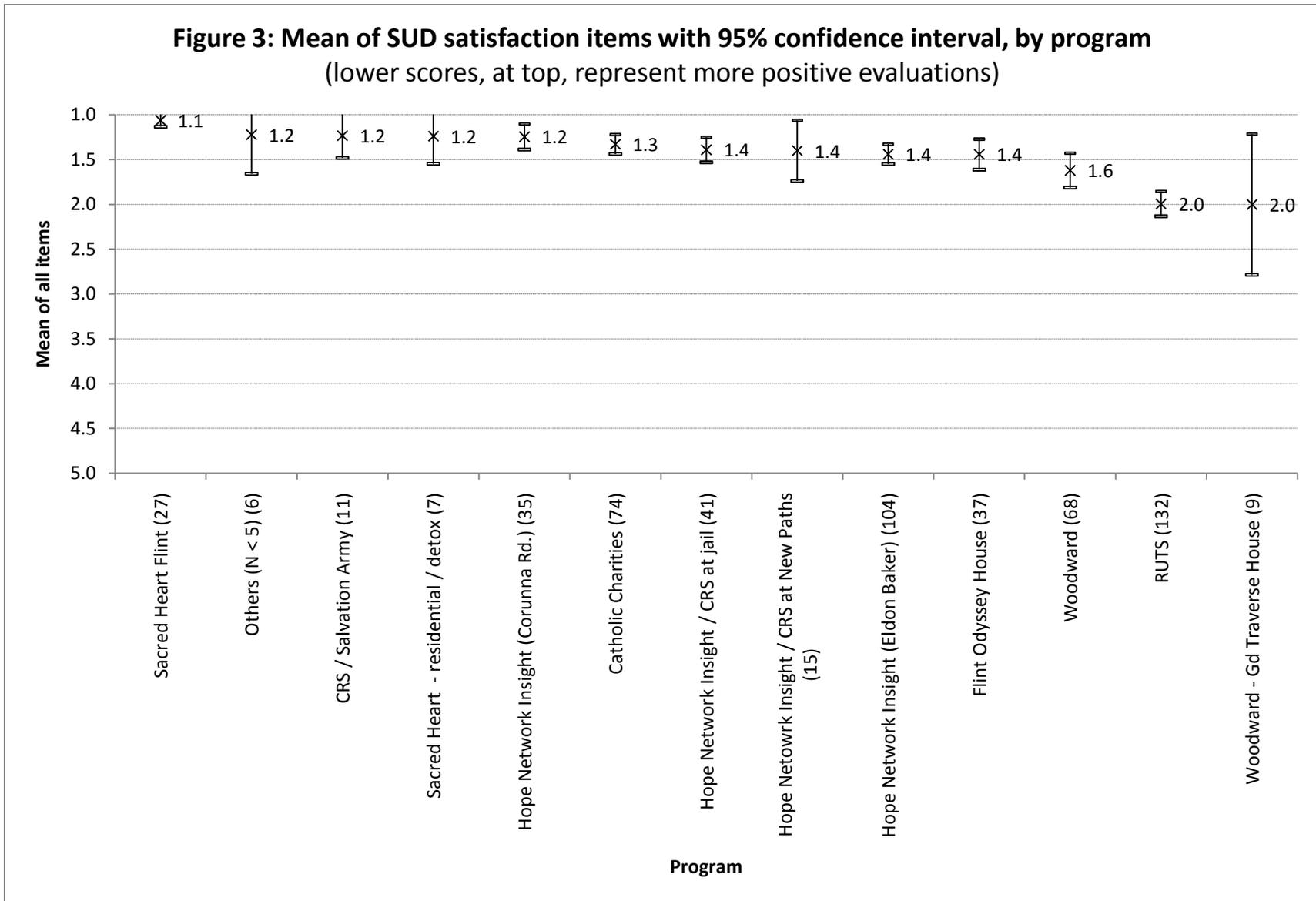
Separate from the formal CMH-wide process, the MHSIP survey was administered to consumers in CMH's Mental Health Court (MHC) program, as a state requirement for MHC programs. Twenty responses were collected during the fiscal year. The mean rating of 1.57 is comparable to ratings given throughout the network. In general, mean quality and satisfaction ratings were slightly more positive for MHC participants than for CMH consumers in general. The outcomes questions, in general, did not note a similar pattern. At this point, we do not yet understand the data well enough to interpret the differences, given the differences in survey context and population.

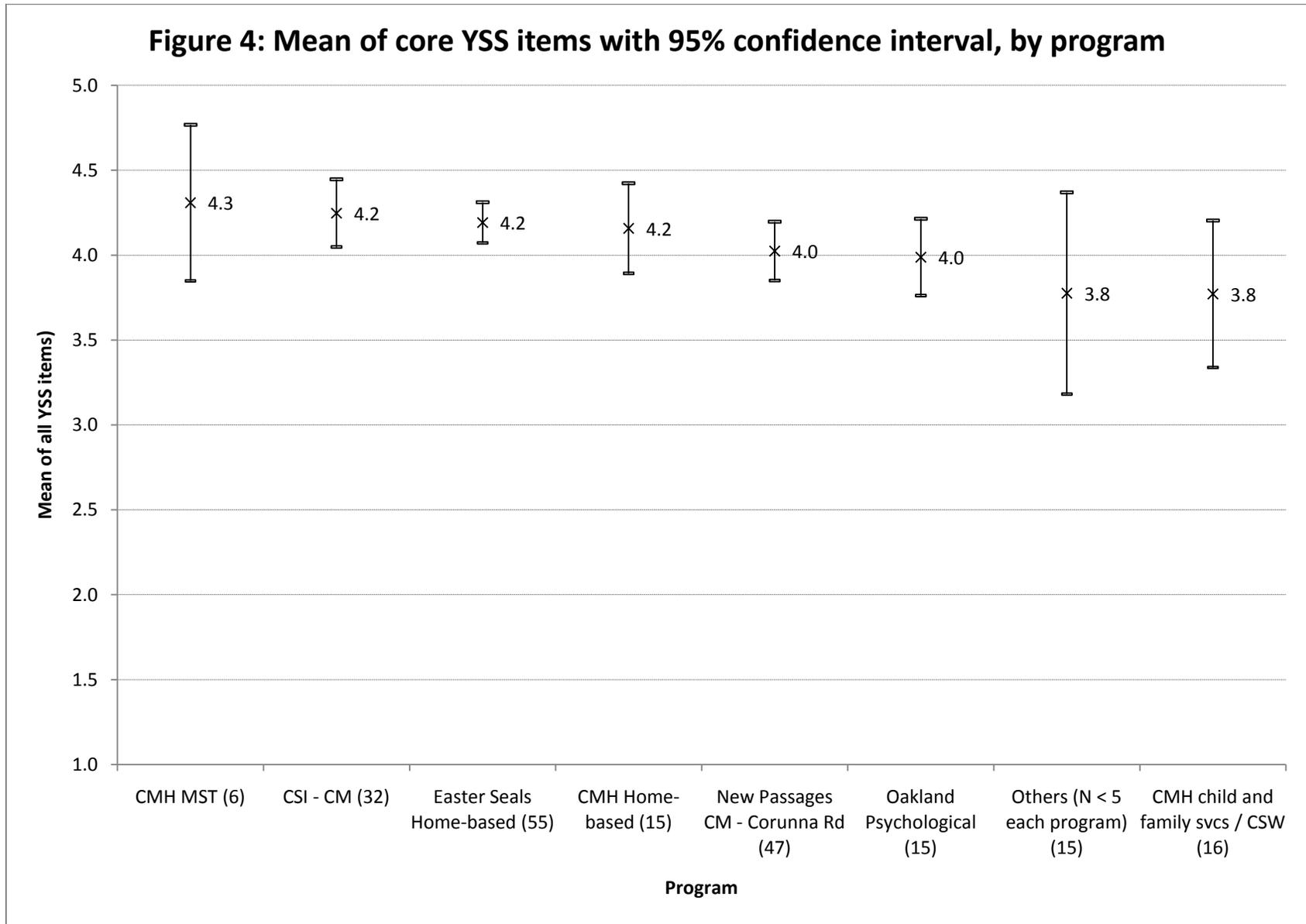
## CONCLUSIONS

The present findings are consistent with historical performance. All indicators and most programs are rated extremely positively, and there is very little negative evaluation of CMH services, both on the structured evaluation and in consumers' open-ended responses.

Provider-level data and open-ended responses will be forwarded to providers, to assist them in self-evaluation.







**Appendix: selected open-ended comments**Selected comments: Adult MI/DD

- I like coming to \_\_\_ there service is good and the people and Dr. make you feel like you are someone.
- I feel the staff are considerate, understanding and do work with me on any problems I have.
- Case management workers go above & beyond what is expected & always keeps me informed.
- I like being here, however, eventually I would like to get employed either in town or in the country, start renting an apartment, and get a moped for transportation,
- The last time I was there I had an appt with \_\_\_ I thought the medication was making me shaky. Margaret has me set up with Dr. \_\_\_ because of some conflict with Jennifer. I went to see the doctor, got labs, he didn't even look up at me. I don't know what's going on with her. I never told them people I don't want to see \_\_\_. I think the thing or the better had something to do with not seeing \_\_\_.
- "I like the workshop staff, bus drivers, and clients (some) & we will be on time for appointments we sign in & out. I like the jobs & the jobs from before". "I don't like bad attitudes & bad behavior of those clients sometimes very rude very selfish when they stand up they have to push their chairs in"
- They have been diligent working on the ongoing problems we are making progress slowly.
- Wished there wasn't so many loopholes so I could live more independently.
- The mental health system is very effective and it works.
- \_\_\_ is a really good program it changed my life for the better.
- I disagree with the former doctor and case manager decision to call the police on me. I feel it was uncalled for.
- I'm not getting any help with dealing with ghost all the time. I need help badly no one cares. I can't do it alone. I even tried to kill myself again so I want see them.
- My worker is amazing! I am now on two pills instead of ten, so I'm doing a lot better in that area too. All the staff I have met do a great job and treat everyone with respect!
- If it wasn't for this service I wouldn't be able to function in my daily life. I am so grateful to be able to receive this help. THANK YOU!
- I would like to have my own house and my own car.
- Death of my oldest son two years ago, Max (6-08)The psychiatrist doctor no help.
- Crisis line a joke. I get better advice from my cat.
- I love love love the services, they actually care about you here.

- this experience has helped me greatly understand better what is happening to me inside, but still having problems putting these skills to work. I haven't been able to physically put in action sometimes at a stand still. But getting there slowly.
- I working hard with my staff member to learn how to open up better and not hold things in.
- I just don't like talking about it. Someone die they don't know.

#### Selected comments: Child survey

- good services survey too long
- well, I need help with a lot of things right away. I don't get along with any one at home, Anger is terrible with my dad. My home is gone I have no place to live.
- equipment took to long to get \_\_\_\_ has been wonderful overall knowledge at local level of CMH over the years has been little and slow at best
- I didn't like the sudden change of my son's case manager. There was no warning it was coming.
- I'm disappointed with the state of Michigan because they view autism as a mental disorder not a neurological disorder. Also, I came to CMH for help with OT and speech and they couldn't help with providing services only consultation. My case manager did everything she could to help find services for my son. There were two barriers: one, he is home schooled; and second insurance. I am satisfied with case management services.
- I am very satisfied with my case manager.
- it has taken a long time but the therapist has been very patient and my daughter will finally talk to her about things!
- I am very happy with the home services/worker that we have. Dr. \_\_\_\_ on the other hand doesn't seem to want to listen, talk and actually discuss different options and things to do.
- My services that we have received is ok. I just wish our workers we got could stay longer instead of having to get to know one. Because it makes it hard for my son to anyone else and feel safe.
- I am very satisfied with the quality of care my children are receiving whenever I have a problem, a question, the issues are always addressed, so I m very comfortable with the services.
- I see no improvement- new diagnosis for anger Anxiety has been improved, med is working
- All most all of the staff I met are quick to understand, slow to judge, and willing to go the extra mile to find solutions.
- Im very happy my son started your services Mrs. Crystal has been GREAT!
- I requested more hours of respite care because I was having surgery (extensive). I was denied hours because my child didn't score high enough with his behaviors. This is the time that I really needed the extra support.

- I would like to see the court/probation officer be made more aware of progress made with \_\_\_\_ I would like to have Andrews treatment plan discussed by all involved including Andrew, his family, & his doctor when the court is making decisions..

Selected comments: SUD survey

- \_\_\_\_ has had a tremendous impact on my life and has made me realize that a bad situation can turn around only if you put forth the effort.
- I like coming here, although I feel I don't need to be here, I feel better and happy when I leave. \_\_\_\_ is great!
- \_\_\_\_ has been an inspiration to me and helped me through a difficult time. I really appreciate her and her qualities.
- LINES ARE GETTING LONGER---SERVICES SEEMS LESS?
- Don't think it's right that the ones that are paying with Medicaid they have to come to more groups.
- This place has saved my life. I have become a better person b/c of this place. I have great counselor and group leader who is very helpful. I love this place for everything it has done.
- I feel there's a lot of trouble with communication between staff & clients. I don't feel I was ever informed as to exactly how this type of treatment helps & runs etc. I find it very hard to get a chance to talk directly with the doctor about my concerns & questions. I have recently had some worries that are not being addresses that made me almost quit. Other than that in general the staff is decent at least.
- Ive received great help here. Yeah I wish I could bring my dog.
- I don't like once you get a counselor for a while you get to know them they switch you to another one that is unfair.
- Everyone at \_\_\_\_ has treated me very well.
- \_\_\_\_ & \_\_\_\_ have been extremely instrumental in helping me with my addiction & personal problems I've had, I know for a fact w/o their support I would have fallen mentally many times. I have no desire to use drugs any longer or ever again, they both also played a huge role in helping my mom with her addiction, \_\_\_\_ was her counselor & helped her get back to her true self, this clinic, \_\_\_\_ & \_\_\_\_ & \_\_\_\_, especially Pam the last year of her life the best shed been in years, not just made with her addiction but personally as well.
- I like the new receptionist, she is much nicer than the last.
- I chose this agency on my own I asked the court to allow me to continue with this agency rather than their choices.
- Ive been here off & on for at least 5-6 years & find everyone helpful & courteous I very much appreciate this facility.
- Need more assistance in public help programs if there are any. Thank you.
- \_\_\_\_ is pretty awesome!

- Its very family like setting on the night RCT staff, but the day time counselors are great cant say the same about the daytime RCT's.
- I am very pleased with the help I am receiving here. I was at \_\_\_\_ July of '09 and I have learned more here in one week than I learned there in 15 days I love the support and I feel I can maintain sobriety when I leave. Thank you.
- \_\_\_\_ has worked for me if I use it what its designed for to get back to independent living.
- I enjoy coming here it is a nice & warm environment.
- Love the Odyssey House and thank you for your help when no one else was there.
- I have only been here for a month & so many things have improved already in my life my daughter is proud of me that something I never thought I would hear again. My husband, mom, boyfriend all support me being here. When I say husband we are separated. But I feel so good knowing Im going to get visits from my children soon I cant wait. I thank Semca & Odyssey house for helping me.
- Thank you, I am living great.
- I think it's a great system. The counselors and staff are great. Nice and courteous. They make you feel comfortable to be yourself.
- I like the services I have been getting. This is more help than I have ever had.
- Counselor seems to care about his people.
- Issue a money advise course.
- I had a great time talking with \_\_. She really helped me get through my time at New Path.
- this class is wonderful and Mr. \_\_\_\_ is a great deal of help to me, cause he got straight to the point about any situation I have.
- It takes a little bit for me to come forward, which I'm sure in time I will.
- Helpful and good services, excellent.