

Community Mental Health Services of Muskegon County
Agency Satisfaction Survey Report for FY06/07
Report Date: 11/26/2007

Survey Return Rates for FY06/07

- For FY06/07 there were 2193 Agency Satisfaction Surveys mailed or handed out to consumers, of those 818 were returned. for an overall satisfaction survey return rate of 37.3% There were 99 less Agency Satisfaction Surveys completed compared to last year, however the ACT and Homebased (HBS) programs completed a DCH required Satisfaction Survey this year, and Club House completed their own internal survey. These programs return rate are reported separately and not included with the Agency Satisfaction Survey Return Rate.
- ACT handed out 108 MHSIP Consumer Satisfaction Surveys and of those 73 were returned for a return rate of 68%
- HBS handed out 16 Youth Services for Families Surveys and of those 10 were returned for a return rate of 62.5%.
- Clubhouse conducted a member's Satisfaction Survey from 7/24/07 - 8/9/07. Forty-two members participated in the survey during the two week program. Everyone who attended Clubhouse during the two week period participated in the survey.
- Agency Satisfaction Surveys are color coded per Provider Group/ Service Element. The following shows the number of surveys sent, surveys returned and satisfaction survey return rate per program:

Service Element	#Sent	#Returned	Survey Return Rate	Return Rate Increase/ Decrease
DD Support Coordination	608	319	48%	Increase: 4%
MI Outpatient	722	99	14%	Decrease: 7% Note: the number of completed surveys the same as last year, however there were 240 more surveys sent out this year.
ACT	108	73	68%	Decrease: 4%
Home Based	16	10	62.5%	Increase: 42.5% Note: Last year 80 surveys were mailed out.
MI Support Coordination	594	151	25%	Decrease: 2%
Brinks	269	249	93%	Increase: 2% Note; 69 less surveys handed out and 60 less completed compared to last year.
Clubhouse	42	42	100%	Rate the same as last year, however there were 18 more completed surveys this year, Note: Survey was handed out to everyone who attended during the two weeks.

Overview of Agency Survey Questions by Fiscal Year

- Overall, FY 07 rating scores indicate a high level of satisfaction with services as all rating scores ranged between 4.03 and 4.64.
- All programs have consistently been in the 4.02 and above range for the last four fiscal years indicating a high level of satisfaction with services.

DD Support Coordination

- For FY06/07, 608 DD Support Coordination Satisfaction Surveys mailed or handed out to consumers, of those 319 were returned for an overall satisfaction survey return rate of 52%
- The DD Support Coordination Satisfaction Survey return rate for FY06/07 increased 48% last year to 52% this year. There were 36 less surveys sent with 10 more completed and returned this fiscal year compared to last fiscal year.

Overview of DD Support Coordination Customer Satisfaction Survey Questions Responses for FY06/07

- DD Support Coordination rating scores have consistently been in the 4.35 and above range for the last seven fiscal years indicating a very high level of satisfaction with services.
- For the last four fiscal years, DD Support Coordination received their highest rating score in the area of: "While receiving CMH Services you were treated with respect". (4.47; 4.60; 4.59; 4.64)

MI Support Coordination

- For FY06/07 there were 594 MI Support Coordination Satisfaction Surveys mailed out to consumers, of those 151 were returned for an overall satisfaction survey return rate of 25%.
- A 2% decrease noted in the MI Support Coordination Satisfaction Survey return rate for FY06/07. There were 88 more surveys mailed and 16 more completed / returned surveys compared to last fiscal year.

Overview of MI Support Coordination Customer Satisfaction Survey Questions Responses for FY06/07

- MI Support Coordination rating scores have consistently been in the 4.06 and above range for the last seven fiscal years indicating a high level of satisfaction with services.
- This is the second year in a row that MI Support Coordination received higher ratings in each of the eight categories as compared to the previous year's scores. Rating scores ranged from 4.38 to 4.58 this year.
- This is the third year in a row that MI Support Coordination received its highest rating score (4.12; 4.47; 4.58) in the area of: "While receiving CMH Services you were treated with respect".

MI Outpatient

- For FY 06/07 there were 722 MI Outpatient Satisfaction Surveys mailed out to consumers, of those 99 were returned for an overall satisfaction survey return rate of 14%.
- MI Outpatient Satisfaction Survey return rate for FY06/07 decreased by 7% compared to last year (21%). The number of completed surveys was the same as last year, however there were 240 more surveys sent out this year as compared to last year.

Overview of MI Outpatient Customer Satisfaction Survey Questions Responses for FY05/06

- Rating scores range from 4.03 to 4.53. This is the fourth year in a row that all rating scores have been above 4, indicating a high level of satisfaction with services in all areas
- This is the second year in a row that MI Outpatient received its highest rating score (4.53) in the area of: "While receiving CMH Services you were treated with respect".

Brinks

- For Each consumer using Brinks services is asked to complete a satisfaction survey at time of discharge.
- There were 269 surveys handed out for FY06/07 (which was a decrease of 68 from last year) and of them 249 were completed and returned. For a 93% return rate. A 2% increase noted in the return rate as compared to last year.

Overview Brinks Customer Satisfaction Survey Questions Responses for FY06/07

- For FY06/07 rating scores ranged between 4.32 and 4.45 indicating a high level of satisfaction with services.
- Rating scores increased in each of the 8 categories/areas as compared to last fiscal year.
- The highest rating score (4.45) was in the area of: "While receiving CMH services your were treated with respect" for the third year in a row. (4.32; 4.43; 4.45)

Assertive Community Treatment (ACT) Services

- For FY 06/07 ACT Programs across the state were required by DCH to participate in the DCH Satisfaction Project for 2007. The MHSIP 28 Item Consumer Satisfaction Survey was the satisfaction instrument used for this population this year ACT handed out 108 MHSIP Consumer Satisfaction Surveys during a two week time frame in June 07 and of those 73 were returned for a return rate of 68%.

Overview of ACT Customer Satisfaction Survey Questions Responses for FY06/07

- The MHSIP 28 Item Consumer Satisfaction Survey is based on a Likert Scale of 1 to 5 with one being the best possible score. This is opposite of the Agency satisfaction surveys rating scores in which five is the best possible score.
- The survey data was collected and reported to DCH. As ACT has two Teams, each was given an identifier so that data could be aggregated by team. As this was a PIHP project Ottawa's data was also included and they were identified as Team 3
- Muskegon CMHSP ACT Program rating scores ranged from 1.56 to 2.19, with the best score (1.56) received for the question /statement "Staff believe that I can grow, change and recover".
- ACT Team 1 best score was 1.67 and received for the question / statement: "Services were available at times that were good for me"
- ACT Team 2's best score was 1.37 and received for the question / statement: "Staff encourage me to take responsibility for how I live my life".
- The ACT Program Supervisor was very pleased with the MHSIP Consumer Satisfaction Survey and plans to use it again next year.
- In Oct 2007, DCH distributed the Satisfaction Survey Results Report. Muskegon CMHSP and Lakeshore PIHP can compare themselves against other ACT Programs across the state. The Lakeshore PIHP received a better rating score than the state average in all five of the surveyed areas:

	State Average	Lakeshore PIHP Rating Score	Muskegon CMHSP ACT Team 1 Rating Score	Muskegon CMHSP ACT Team 2 Rating Score
General Satisfaction	2.00	1.79	1.765	1.593
Access to Care	1.99	1.89	1.866	1.658
Quality of Care	1.91	1.71	1.803	1.467
Participation in TX Planning	1.99	1.86	1.909	1.658
Outcomes of Care	2.39	2.06	2.085	1.908

Homebased (HBS) Services

- For FY 06/07 HBS Programs across the state were required by DCH to participate in the DCH Satisfaction Project for 2007. The Youth Services Survey for Families Satisfaction Survey was the satisfaction instrument used for this population this year. HBS handed out 16 Youth Services for Families Surveys in June 2007 and of those 10 were returned for a return rate of 62.5%.

Overview of HBS Customer Satisfaction Survey Questions Responses for FY06/07

- The Youth Services Survey for Families (YSS) Consumer Satisfaction Survey is based on a Likert Scale of 1 to 5 with Five being the best possible score, which is the same as the Agency satisfaction surveys rating scores.
- The survey data was collected and reported to DCH. As this was a PIHP project Ottawa's data was also included and they were identified as Team 2
- Muskegon CMHSP HBS Program rating scores ranged from 3 to 4.3, with the best score (4.3) received for the question /statement "I helped to choose my child's services".
- In Oct 2007, DCH distributed the Satisfaction Survey Results Report. Muskegon CMHSP and or Lakeshore PIHP can compare themselves against other HBS Programs across the state. The Lakeshore PIHP received a lower rating score than the state average in all six of the surveyed areas:

	State Average	Lakeshore PIHP Rating Score	Muskegon CMH Rating Score
Access To Care	4.569	4.275	4.15
TX Plan Participation	4.419	4.289	4.133
Cultural Sensitivity	4.584	4.200	4.025
Appropriateness of Care	4.303	3.966	3.833
Outcomes of Care	3.550	3.418	3.186
Social Connectedness	4.127	3.837	3.5

Clubhouse Program

- Clubhouse conducted a member's Satisfaction Survey from 7/24/07 - 8/9/07. Forty-two members participated in the survey during the two week program. Everyone who attended Clubhouse during the two week period participated in the survey

Overview of Clubhouse Program Satisfaction Survey Question Responses for FY06/07

- There were 14 statements that Clubhouse members were asked to evaluate on the satisfaction survey instrument that Clubhouse implemented this year. Survey Response choices were: Strongly Agree; Agree; Equally Agree/ Disagree; Disagree; & Strongly Disagree
- Majorities of responses were in the Strongly Agree and Agree categories indicating satisfaction with the Clubhouse program. Clubhouse received its best rating in the area of: "I feel the work and activities of the Clubhouse help me to attain my personal goals." (41/42 in the Strongly Agree / Agree Response Category)
- Clubhouse plans to continue to use their own survey for future years as it gives them more information than the Agency Survey about their program.

Agency Satisfaction Survey Consumer Comments

- For FY06/07 there were 354 surveys had written comments on them. Note: Comments are included from ACT, HBS and Clubhouse even though a different survey instrument was used for those programs.
- The Customer Satisfaction Workgroup decided in FY04/05 that it was important to categorize the comments, looking for trends, issues etc. Written comments are categorized at time of data entry and discussed at each workgroup meeting.

Overview of Agency Satisfaction Survey Consumer Comments for FY06/07

In Dec 2005 several new DST's were added to the Agency Customer Satisfaction Database to track and categorize satisfaction survey comments. They are as follows:

- Was the comment negative or positive or both
- The type of comment, ie, Customer Satisfaction, Satisfaction with staff, Customer Suggestion, Facility Issues; Timeliness, Appropriateness of Care, Services Array
- For FY06/07 274 out of the 354 comments were positive (77%).

The following table shows the results of the comments by categories by Program / Service Element.

Service Element	Positive Comment Categories	# Positive Comments	Negative Comments Categories	# Negative Comments
DD Support Coordination		Total # of Comments for FY06/07: 108 Note: Some comments were both positive & negative		
	Customer Satisfaction	72	Customer Satisfaction	13
	Satisfaction With Staff	19	Satisfaction With Staff	1
			Consumer Suggestion	2
			Consumer Request	1
	TOTALS	91	TOTALS	17
			Detail From Negative Comments	
			Care and TX Issues	1
			Staff Issues	1
			Communication Issues	3
			Respite / Subsidy Issues	3
			Money Issues	1
			Residential Issues	2
			Guardianship Issues	1
			Paperwork Issues	1
			More Counseling for parents	1
Service Element	Positive Comment Categories	# Positive Comments	Negative Comments Categories	# Negative Comments
MI Outpatient		Total # of Comments for FY06/07: 45 Note: Some comments were both positive & negative		
	Customer Satisfaction	27	Customer Satisfaction	10
	Satisfaction With Staff	7	Satisfaction With Staff	0
			Consumer Request	1
	TOTALS	34	TOTALS	11

			Detail From Negative Comments – MI Outpatient Program	
			Care and TX Issues	2
			Staff Lateness	1
			Psych Waiting Time	1
			Waiting Time	1
			Staff Issues	5
			Parking Issues	1
ACT		Total # of Comments for FY06/07: 24 Note: Some comments were both positive & negative		
	Customer Satisfaction	16	Customer Satisfaction	7
			Satisfaction With Staff	0
			Consumer Request	1
	TOTALS	16	TOTALS	8
			Detail From Negative Comments	
			Housing Issues	1
			Staff Issues	1
			More Staff Time	1
			Money Issues	2
			Issues with Jail	1
			Other	2
Home Based		Total # of Comments for FY06/07: 4		
	Customer Satisfaction	3	Customer Satisfaction	1
			Satisfaction With Staff	0
	TOTALS	3	TOTALS	1
			Detail From Negative Comments	
			Care and TX Issues	1
MI Support Coordination		Total # of Comments for FY06/07: 73 Note: Some comments were both positive & negative		
	Customer Satisfaction	48	Customer Satisfaction	18
	Satisfaction With Staff	6	Satisfaction With Staff	1
			Consumer Request	2
	TOTALS	52	TOTALS	21
			Detail From Negative Comments	
	Consumer Request – Wanted Counseling	1	Care and TX Issues	3
			Medication Issues	4
			Psych Waiting Time	2
			More Psych Time	2
			Staff Issues	6
			Communication Issues	2
			Money Issues	2

Brinks		Total # of Comments for FY06/07: 71 Note: Some comments were both positive & negative		
	Customer Satisfaction	50	Customer Satisfaction	17
			Satisfaction With Staff	1
			Consumer Suggestion	3
	TOTALS	50	TOTALS	21
			Detail From Negative Comments	
			Care and TX Issues	4
			Discharge Issues	1
			Food Issues	5
			Medication Issues	1
			Staff Issues	9
			Site Issues	1
Clubhouse		Total # of Comments for FY06/07: 20		
	Customer Satisfaction	18	Customer Satisfaction	2
	TOTALS	18	TOTALS	2
			Detail From Negative Comments	
			Staff Issues	1
			Building Issues	1

Overview of Agency Satisfaction Survey Follow-up Report Process for FY06/07

The Customer Satisfaction Workgroup tracks and monitors the satisfaction survey follow-up. A form was developed to be sent to Supervisors / Recipient Rights/ Admin.

DST's were added to the Agency Satisfaction Survey Database to collect the data from the Satisfaction Survey Follow-up Form. These DST's included the following:

- Did the consumer request Follow-up
- Was follow-up needed even if the consumer did not request it.
- Who the Follow-up Request Form was sent to.
- Date the Follow-up Request Form was sent
- Date the Follow-up Was completed
- Follow-up outcome

Agency Satisfaction Survey Follow-up Reports

- For FY06/07, forty-seven completed Agency Satisfaction Surveys required follow-up
- The Customer Satisfaction Survey Workgroup has found that monitoring the follow-up process has been very useful. It ensures that supervisors are aware when there are problems, issues, concerns within their program. Information is sent on to Administration when the same issues / problems are reported by several consumers. An example of this would be the food / meal issues mentioned on several of the Brinks completed surveys, another would be the length of time a consumer has to wait to see the Psychiatrist.
- The Customer Satisfaction Workgroup plans on continuing to monitor the satisfaction survey follow-up process for FY07/08