

**Community Mental Health Services of Muskegon County
Annual Review of Site Satisfaction Survey "How Are We Doing" Results
For Fiscal Year 06 / 07**

Report Date: November 27, 2007

How Are We Doing Satisfaction Survey Returns

- For FY 06/07 there were 76 "How Are We Doing?" Site Satisfaction Surveys completed.
- This was a decrease (by 1) in the number of completed surveys in FY06/07 as compared to FY05/06 which had 77 completed surveys
- How Are We Doing Satisfaction Surveys are coded per CMH Site. The following shows the number of surveys completed at each site with a comparison to the previous fiscal year.

CMH Site	# Completed for FY 06/07	Return Rate Increase/ Decrease as Compared to Last FY
Brinks	20	Decreased by 13
Halmond	3	Same
Peck	9	** Note Only one survey card was completed the other 8 were comments written on paper and placed in survey box
Southern	33	Decreased by 1
Youth Services	11	Decreased by 3

- As indicated by the above chart all sites except for Halmond, had fewer How Are We Doing Surveys completed this year as compared to last.

Overview of How Are We Doing Site Satisfaction Survey Rating Scores

- All rating scores are lower for FY06/07 than in previous fiscal years. The number of completed surveys continue to decrease. It appears the majority of individuals are now completing this survey card when they are dissatisfied or unhappy with some aspect of the service or they are very happy with a staff or aspect of service. Completed cards are either all "5's" or "1's" and "2's".

How Are We Doing Satisfaction Survey Consumer Comments

- For FY06/07 44 of the 76 completed / returned How Are We Doing Satisfaction Surveys had written comments on them.
- The Customer Satisfaction Workgroup decided that it was important to categorize the comments, looking for trends, issues etc. Starting for FY06 written comments are categorized at time of data entry and will be discussed at each workgroup meeting.

Overview of How Are We Doing Satisfaction Survey Consumer Comments for FY06/07

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

CMH Location	Positive Comment Categories	# Positive Comments	Negative Comments Categories	# Negative Comments
Brinks		Total # of Comments for FY05: 11		
	Customer Satisfaction	3	Customer Satisfaction	5
	Satisfaction With Staff	1	Satisfaction With Staff	2
	TOTALS	4	TOTALS	7
			Detail From Negative Comments	
			Food Issues	2
			Other – Missing Family	1
			Staff Issues	4
Halmond		Total # of Comments for FY05: 1		
	Customer Satisfaction		Customer Satisfaction	1
	Satisfaction With Staff		Satisfaction With Staff	
			TOTALS	1
			Detail From Negative Comments	
			Care and TX Issues – Denial of Service	1
Peck St.		Total # of Comments for FY05: 8		
	Customer Satisfaction	1	Customer Satisfaction	2
	Satisfaction With Staff		Satisfaction With Staff	
	TOTALS	1	TOTALS	2
Customer Suggestions:	New magazines; TV with Cable		Detail From Negative Comments	
	Art Activities		Staff Timeliness	1
	Food Before Dr Appointments			
Southern		Total # of Comments for FY05: 21 Note: Some comments were both positive & negative		
	Customer Satisfaction	11	Customer Satisfaction	7
	Satisfaction With Staff	1	Satisfaction With Staff	1
	Other	1		
	TOTALS	13	TOTALS	8
			Detail From Negative Comments	
			Staff Issues	2
			Staff Timeliness	2
			Medication Issues	1
			Psych Wait Time	2
			Staff Dress Code	1

Youth Services		Total # of Comments for FY05: 3 Note: Some comments were both positive & negative		
	Customer Satisfaction		Customer Satisfaction	2
	Satisfaction With Staff	1	Satisfaction With Staff	
	TOTALS	1	TOTALS	
			Detail From Negative Comments	
			Medication Issues	1
			Staff Timeliness	1

Overview of How Are We Doing Satisfaction Survey Follow-up Report Process for FY05

The Customer Satisfaction Workgroup tracks and monitors satisfaction survey follow-up. A follow-up form is sent to the appropriate supervisor when a consumer requests follow-up or if the survey comment the consumer wrote indicates a follow-up is necessary. An Access database is used to collect the following information:

- 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

How Are We Doing Satisfaction Survey Follow-up Reports

- For FY06/07, nine completed How Are We Doing Satisfaction Survey Cards 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. The Customer Satisfaction Workgroup plans on continuing to monitor the satisfaction survey follow-up process.