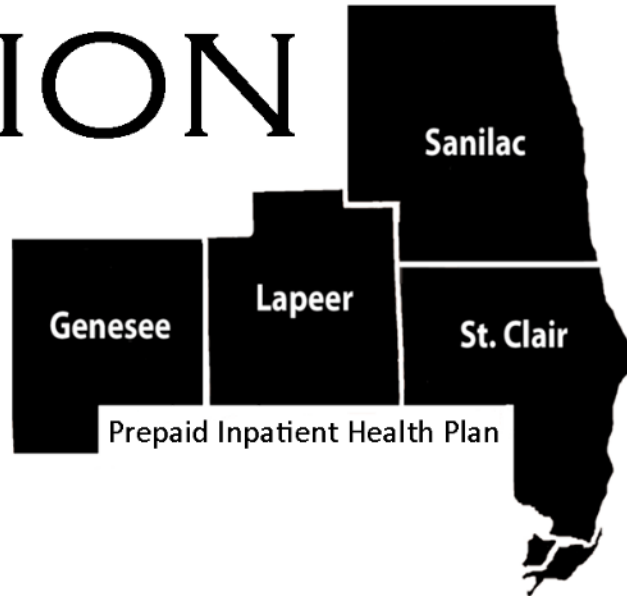


# REGION

# 10



## Customer Satisfaction Survey Report FISCAL YEAR 2020

**Region 10 Prepaid Inpatient Health Plan (PIHP)  
Customer Satisfaction Survey Report FY2020  
April 2021**

This report is a summary of the annual Region 10 PIHP Customer Satisfaction Survey regarding customer satisfaction in the regional provider network for Fiscal Year 2020. It represents the PIHP's effort to implement the Customer Satisfaction process as noted in the FY2020 Quality Improvement Program & Workplan.

**Survey Methodology**

In FY2020, Region 10 PIHP's customer satisfaction survey project utilized aligned survey instruments. The survey instruments were designed in FY2016 and updated in 2019 by PIHP / Community Mental Health (CMH) Quality Management leaders on the Region 10 Quality Management Committee (QMC). The survey instruments continue to be used. In 2019, four questions were added to the Adult survey and one to the Child survey to better address quality and availability of service delivery, and better align the two surveys. For FY2020, the questions were reordered to mix the subjective/person-focused questions with the questions regarding satisfaction. The surveys used in the region incorporate questions similar to those used within the satisfaction surveys used by the Michigan Department of Health and Human Services (MDHHS).

The Adult survey was administered to the CMH Adult population and the Substance Use Disorder (SUD) network, specifically SUD Treatment Service Providers. The Child survey was administered to the CMH Child population. Individuals among the region were asked to collectively rate their service experience. In FY2020, the survey process and methodology utilized were not aligned throughout the region due to the COVID-19 pandemic. Administration periods and processes varied by CMH and the SUD network. Each CMH returned data to the PIHP for data analysis.

Each CMH determined a methodology for selecting individuals and administering the survey for the Child and Adult populations. Genesee Health System (GHS) selected all individuals to survey who were scheduled for medication clinic appointments during the month of July 2020. GHS also mailed surveys to a random selection of individuals who did not have a medication clinic appointment during July and individuals specifically receiving long-term services and supports (LTSS) / home and community-based services (HCBS). Surveys were mailed with instructions for the individual to assist in completing the survey. The response rate for GHS was 15%.

Lapeer CMH randomly selected individuals to survey. During the administration period of July 2020 to August 2020, surveys were completed by mail. Individuals receiving LTSS / HCBS were represented in the survey population. The response rate for Lapeer CMH was 16%.

Sanilac CMH selected individuals who received a service between June 15, 2020 and July 15, 2020. The surveys were completed in person via paper survey or over the phone with Sanilac CMH staff. An additional 100 individuals were randomly chosen to receive a survey. The survey was administered to individuals from all agency programs and from all agency fund sources, including individuals receiving LTSS / HCBS. The response rate for Sanilac CMH was 60%.

St. Clair CMH selected all individuals to survey who received a service from April 1, 2020 through April 15, 2020. The survey was conducted during the month of June 2020. St. Clair CMH surveyed individuals from the following populations: Adults with Intellectual Developmental Disability, Children with Intellectual

Developmental Disability, Adults with a Mental Illness, and Children with a Serious Emotional Disorder. The response rate for St. Clair CMH was 23%.

For the SUD network, surveys were offered to 40% of randomized individuals who received SUD Treatment services during the month of July 2020. The surveys, with a return envelope with postage, were mailed to the selected individuals. The response rate for the SUD network was 7%.

The Region 10 Adult survey consisted of the following items:

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

The Region 10 Child survey consisted of the following items:

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

In both Adult and Child CMH surveys, one additional open-ended question was asked to supplement the findings obtained across each CMH:

- What would make services better for you or the community as a whole? Please explain.

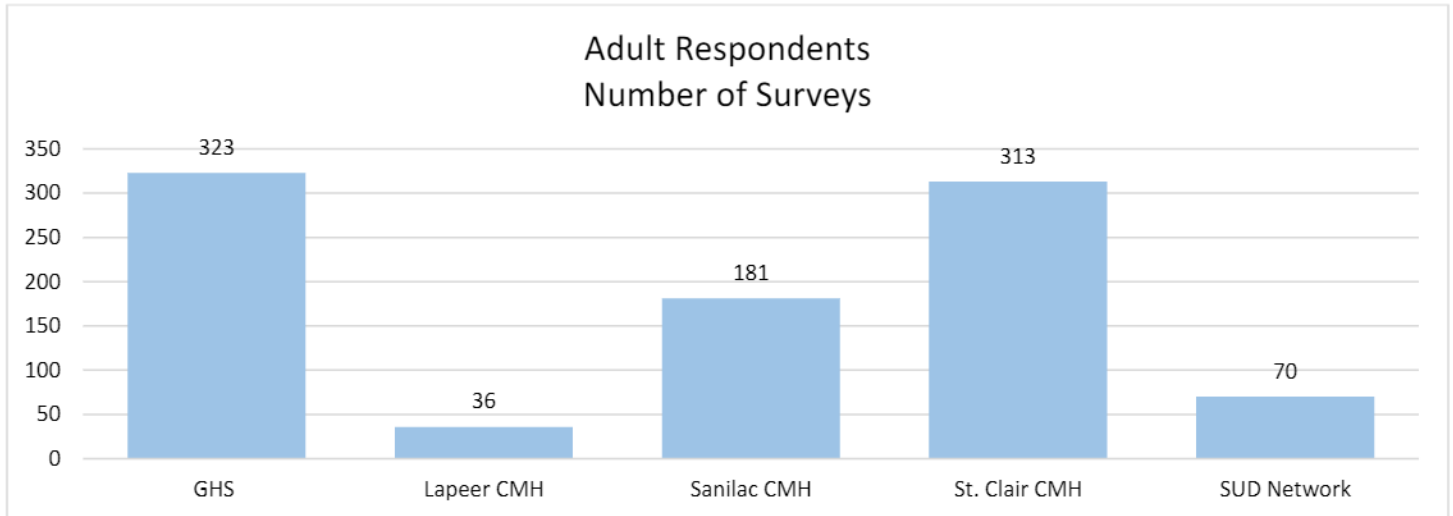
In the SUD survey, two additional open-ended questions were asked to supplement findings across the SUD Network:

- Name one thing I like most about this program:
- Name one thing I think needs improvement in this program:

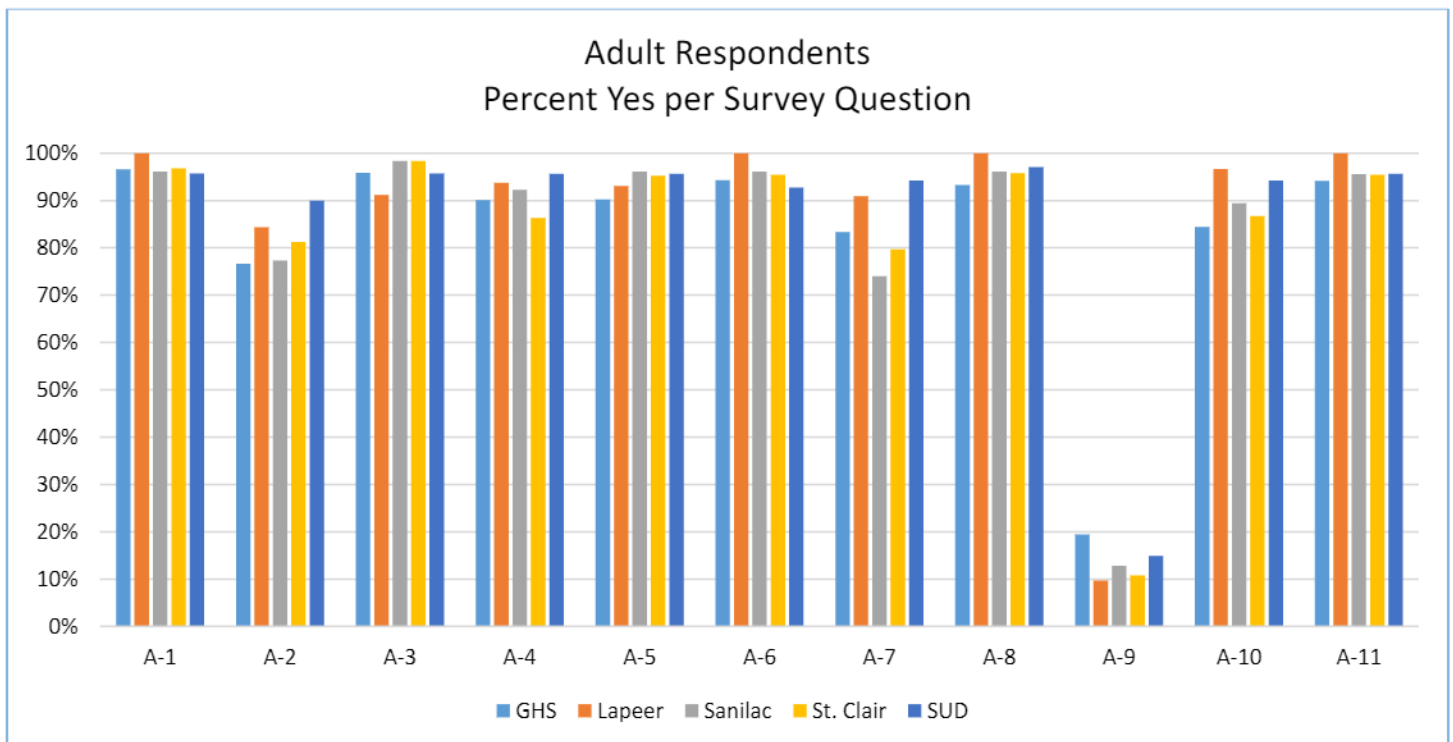
## Region 10 Survey Results

### Adult Surveys

A total of 923 surveys were completed by adults receiving services in the Region 10 PIHP network. Of the 923 surveys, 853 were completed by persons receiving CMH services with the remaining 70 surveys completed by individuals receiving SUD network services.



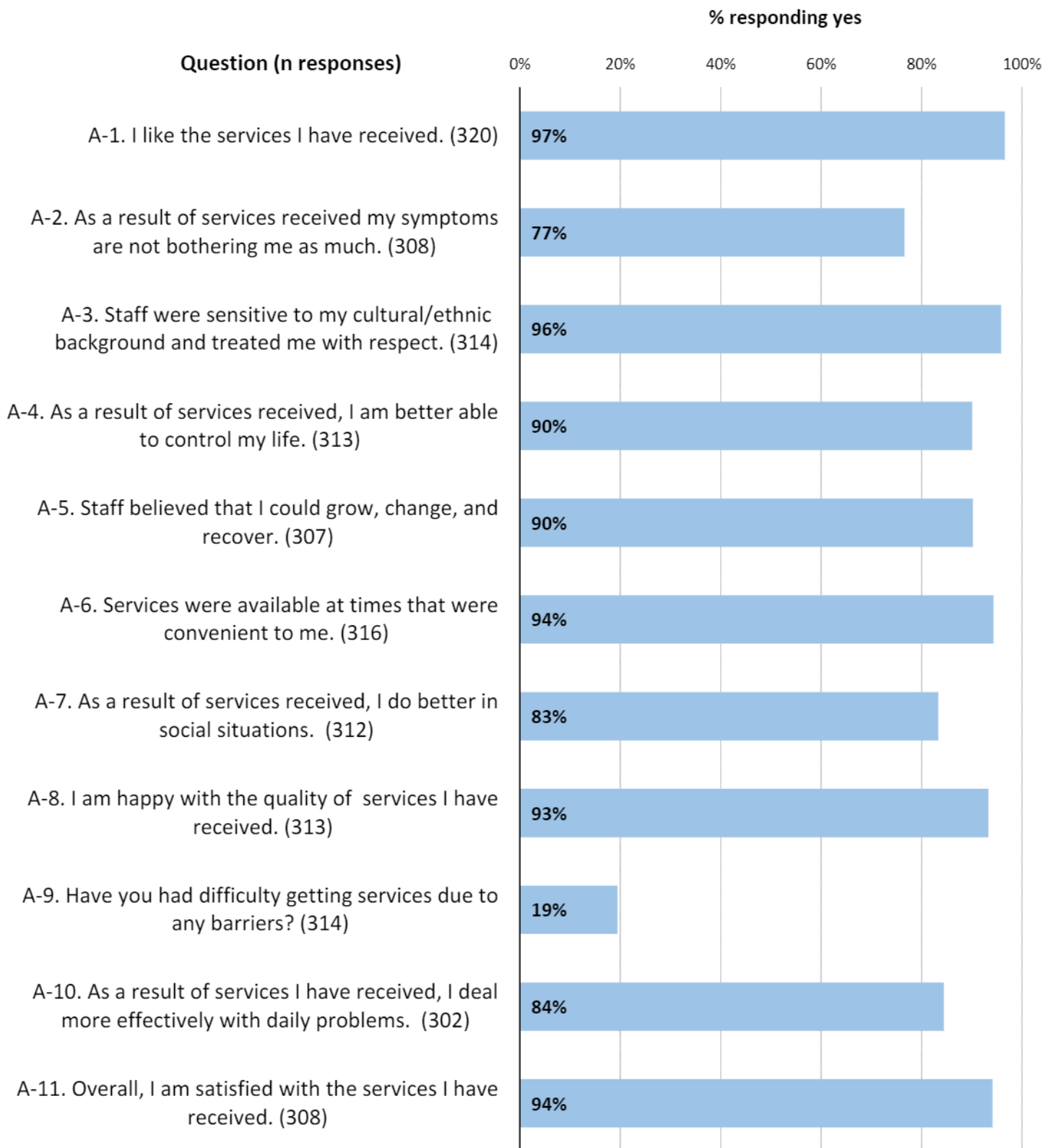
The graph below shows the percentage of “yes” responses per survey item for the Adult Survey.



The graphs on the following pages display survey detail per findings obtained by each CMH and the SUD Network for the Adult survey. (N) indicates the total number of surveys received and (n) indicates the total number of responses received per question / survey items.

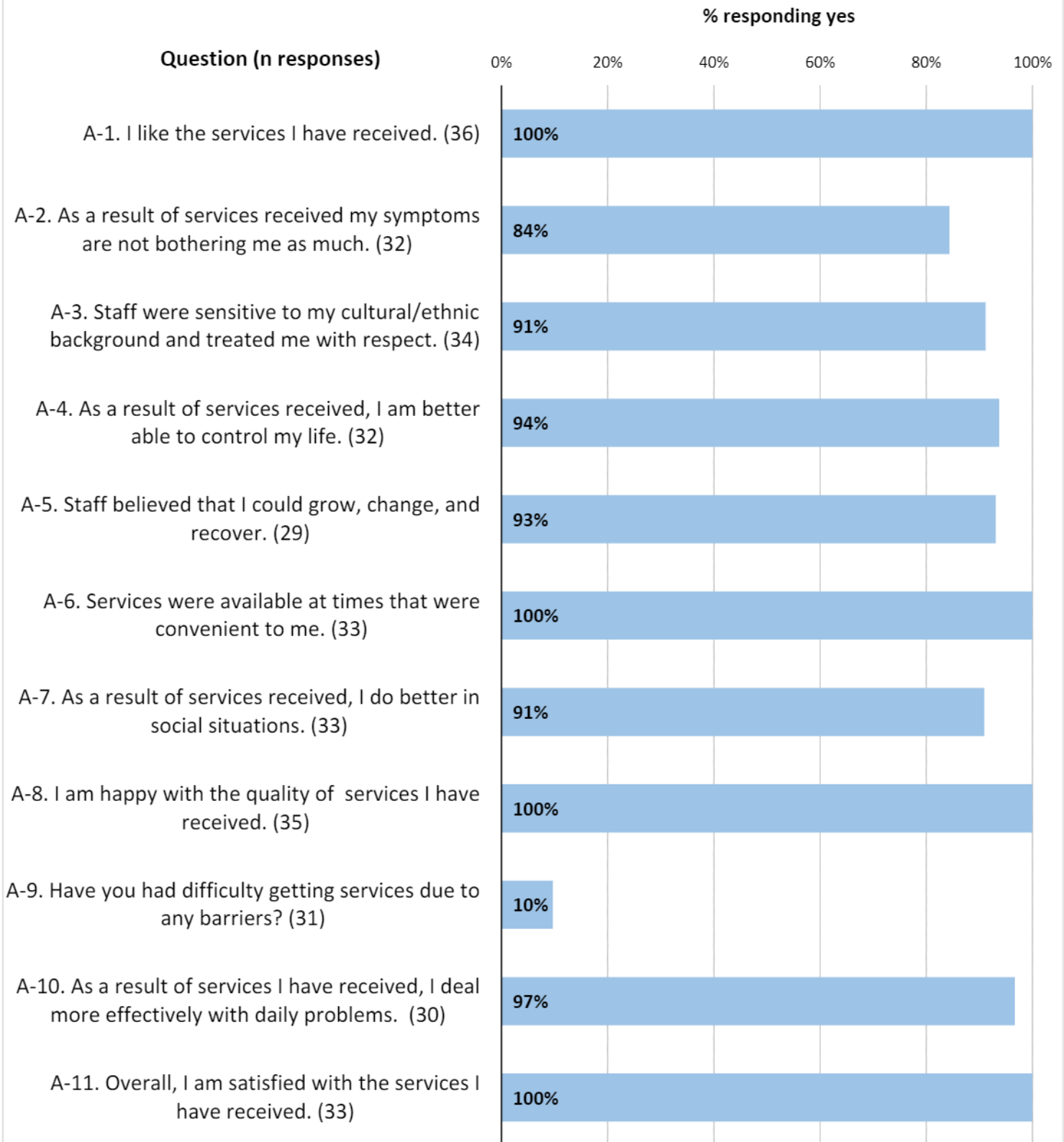
# GHS 2020 Adult Survey responses

N=323



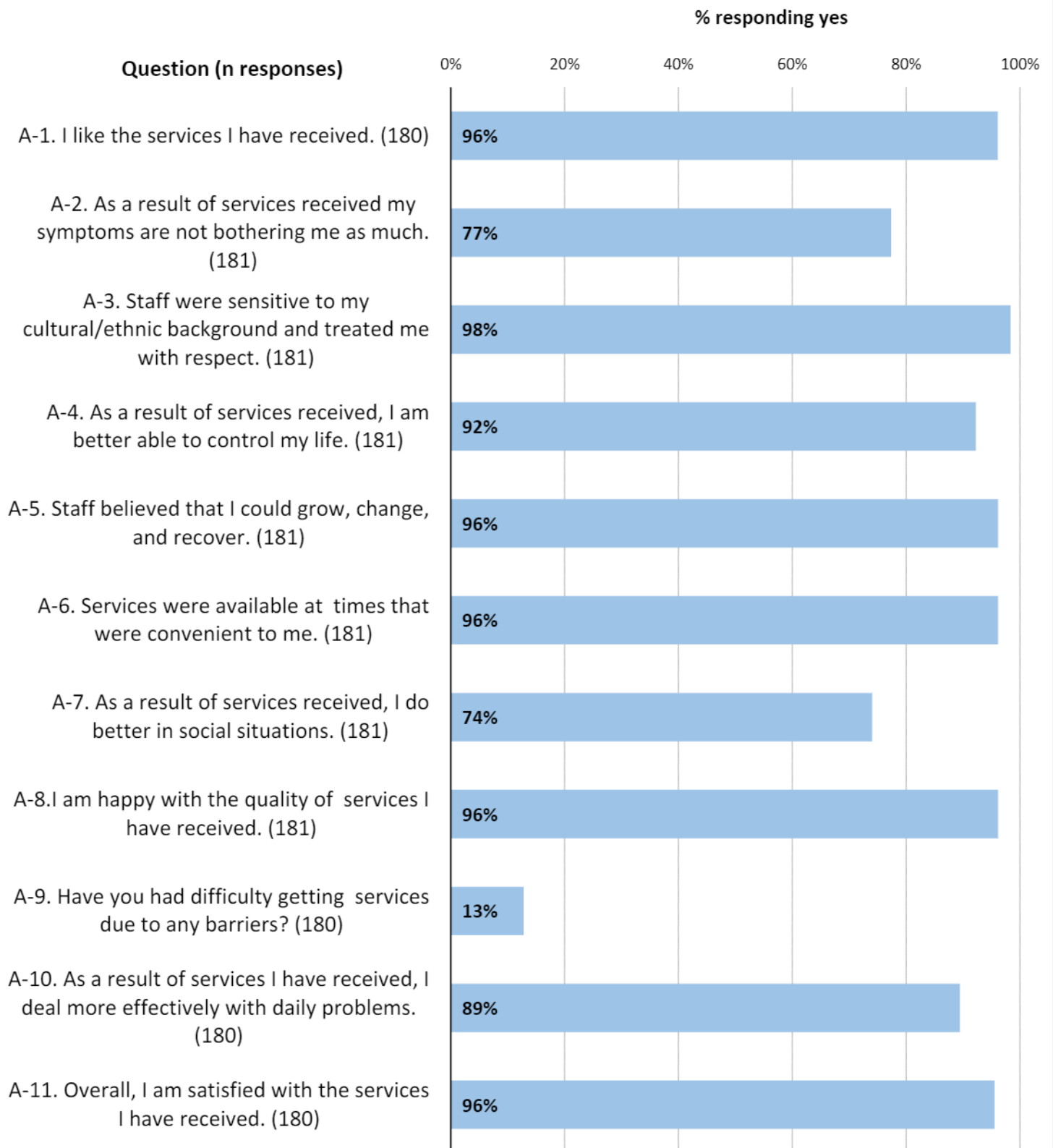
# Lapeer CMH 2020 Adult Survey responses

**N=36**



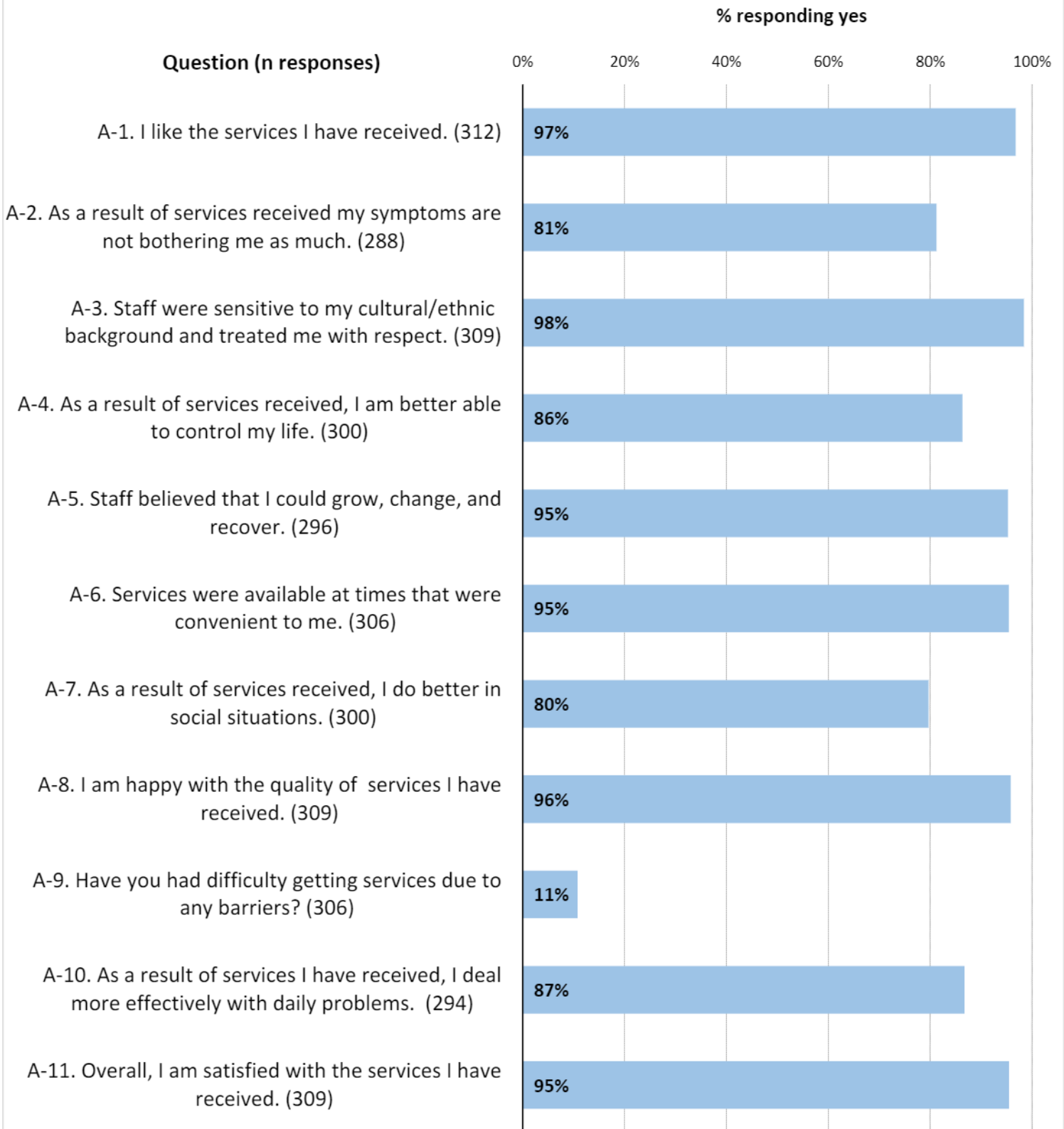
# Sanilac CMH 2020 Adult Customer Survey responses

N=181



# St. Clair CMH 2020 Adult Survey responses

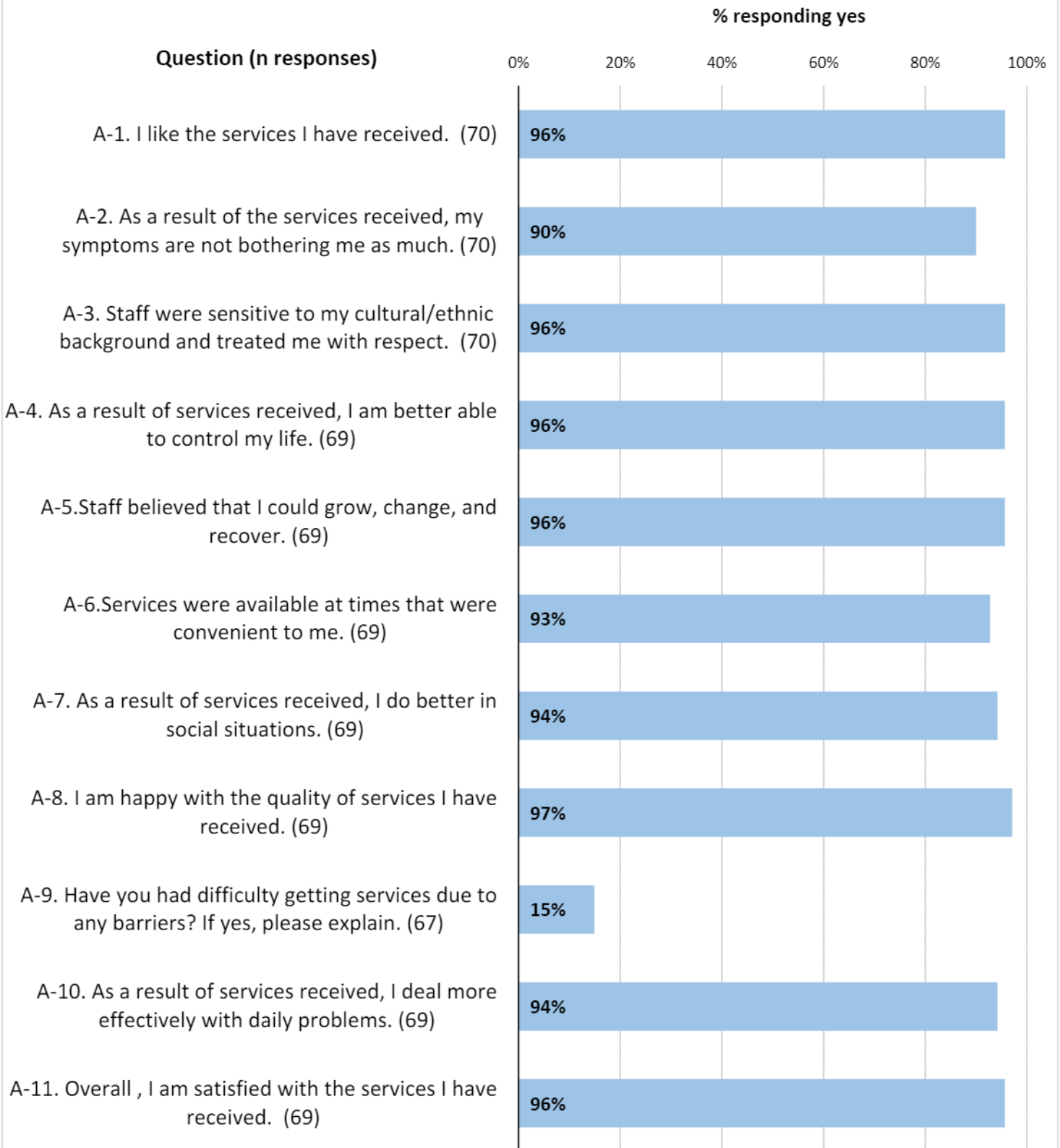
N=313





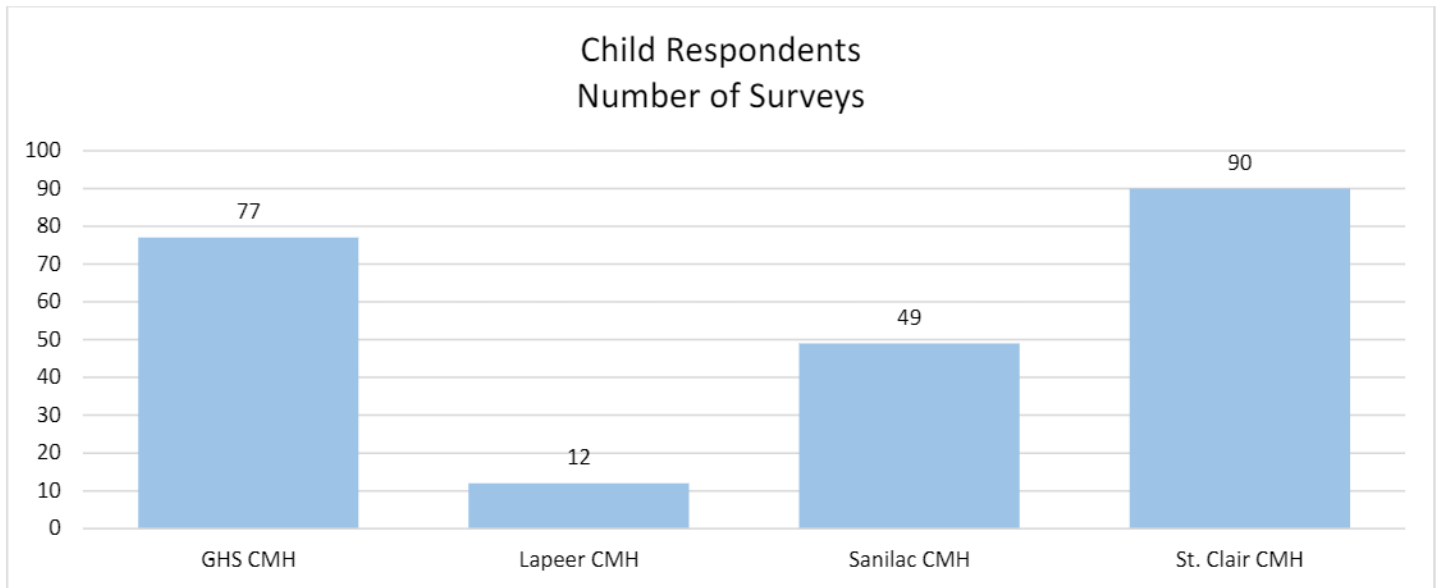
# SUD Network 2020 Adult Survey responses

N=70

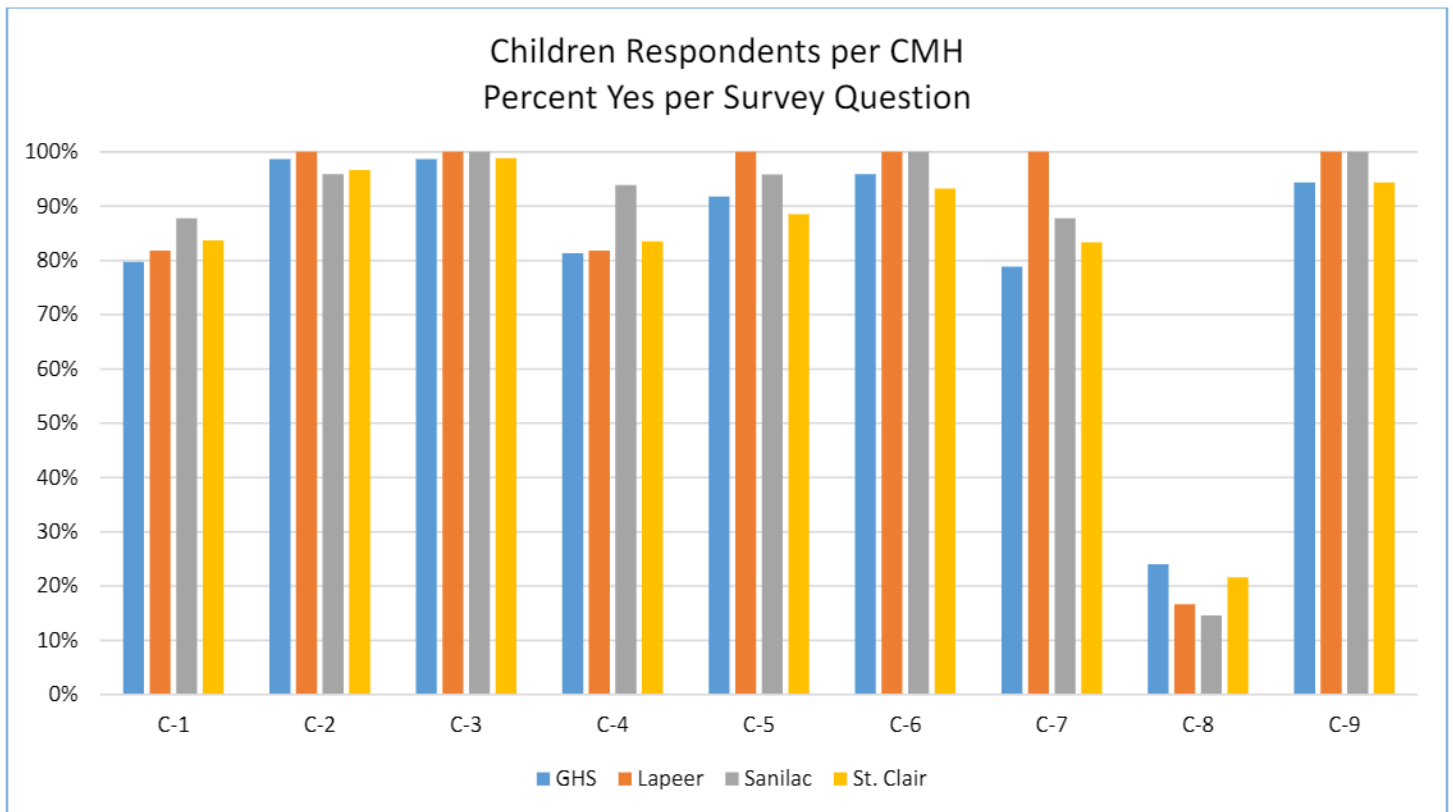


## Child Surveys

Parents/guardians of children served returned 228 surveys. The graph below shows the number of surveys completed by each CMH.



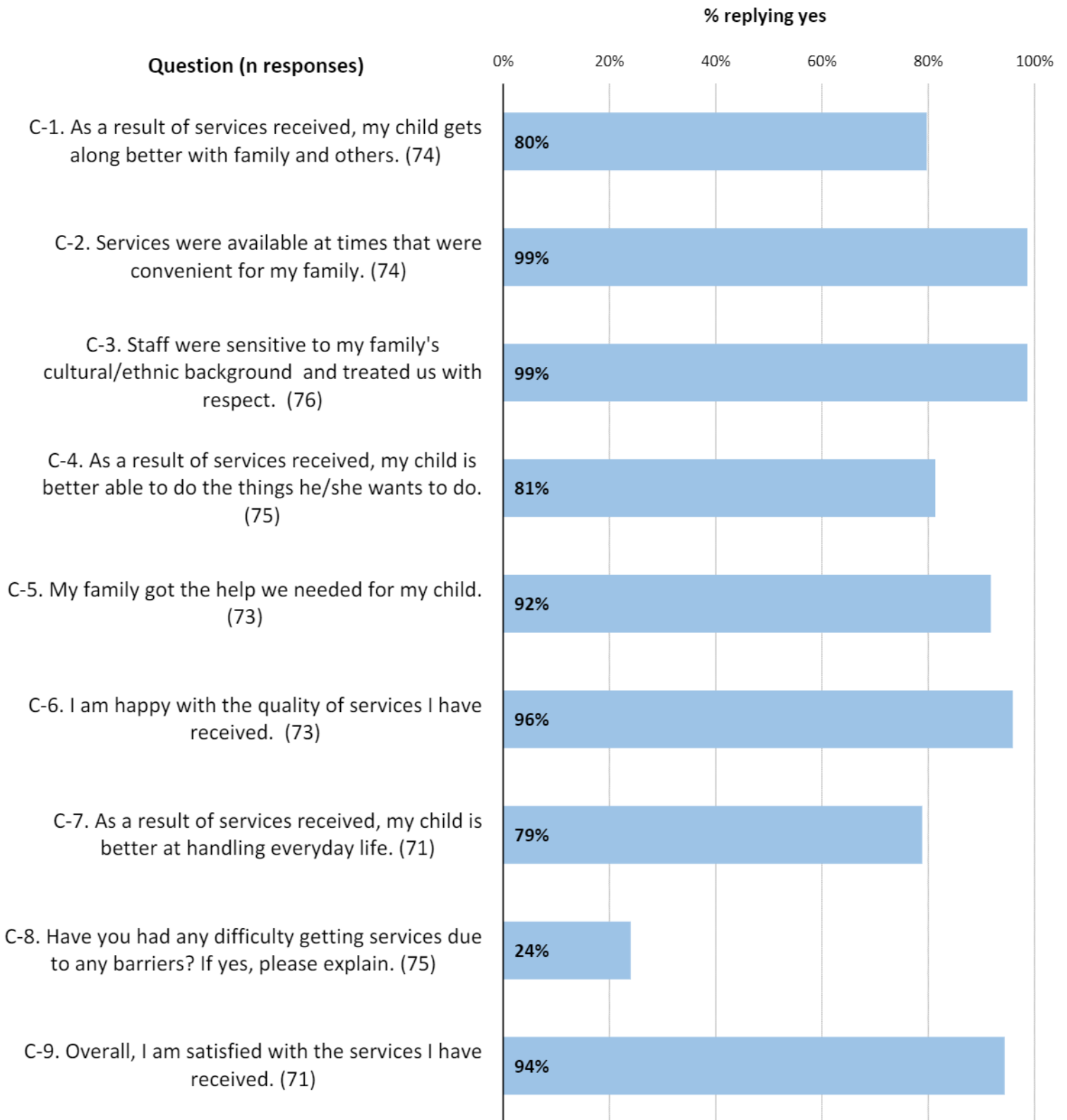
The graph below shows the percentages of satisfaction (% yes) per question received by each CMH.



The graphs on the following pages display survey item detail per findings obtained by each CMH for the Child survey. (N) indicates the total number of surveys received and (n) indicates the total number of responses received per question.

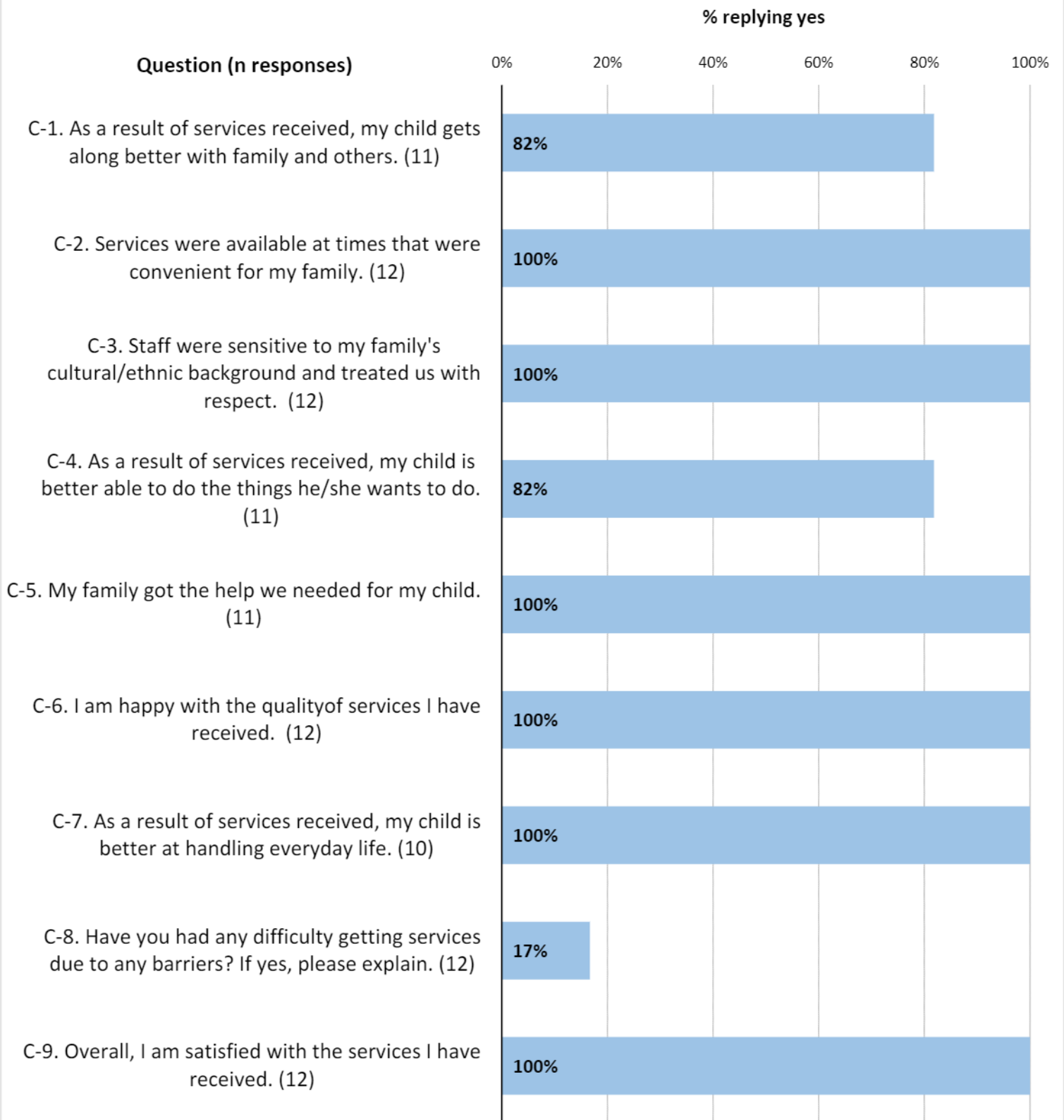
# GHS 2020 Child Survey responses

N=77



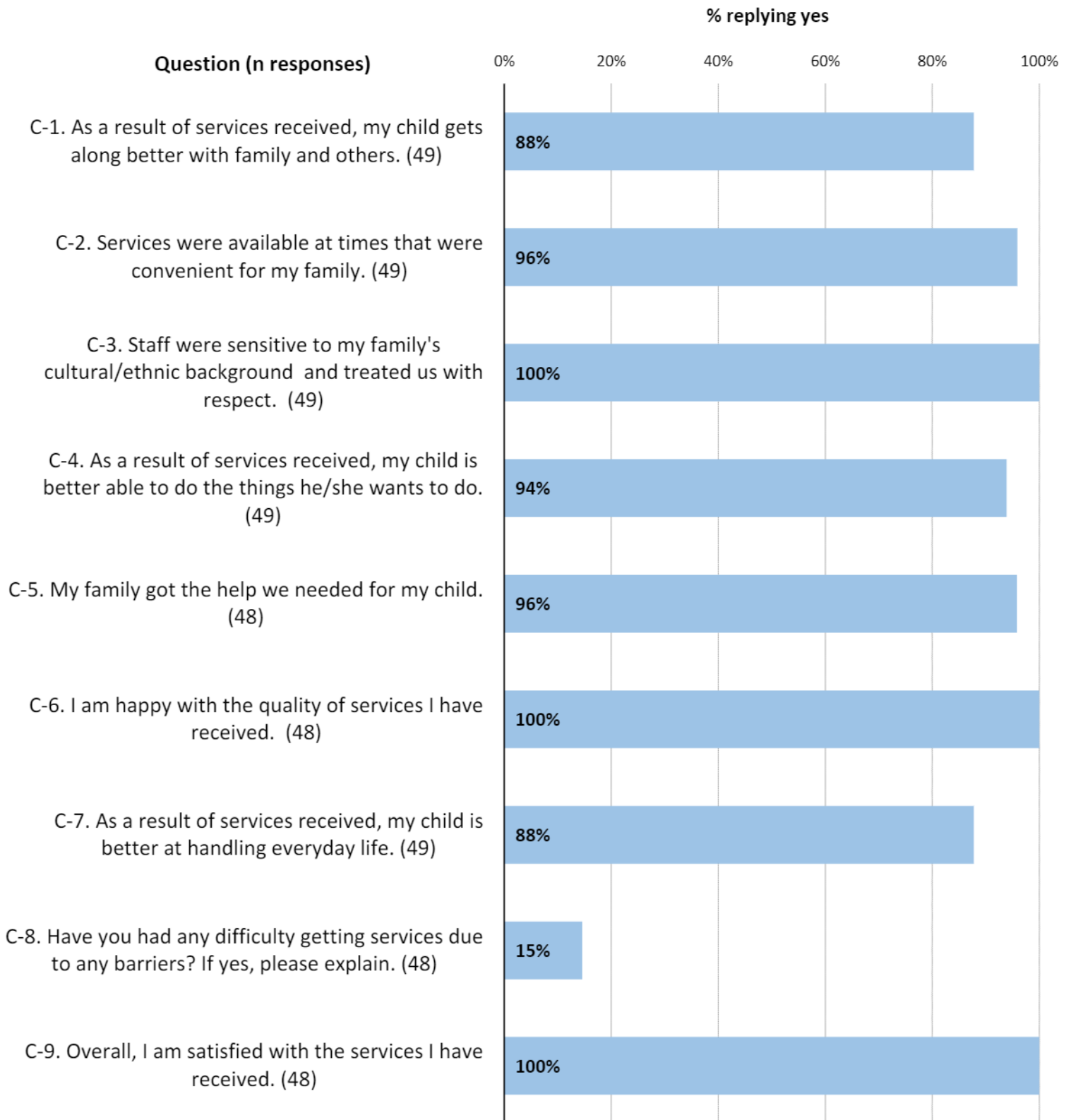
# Lapeer CMH 2020 Child Survey responses

N=12



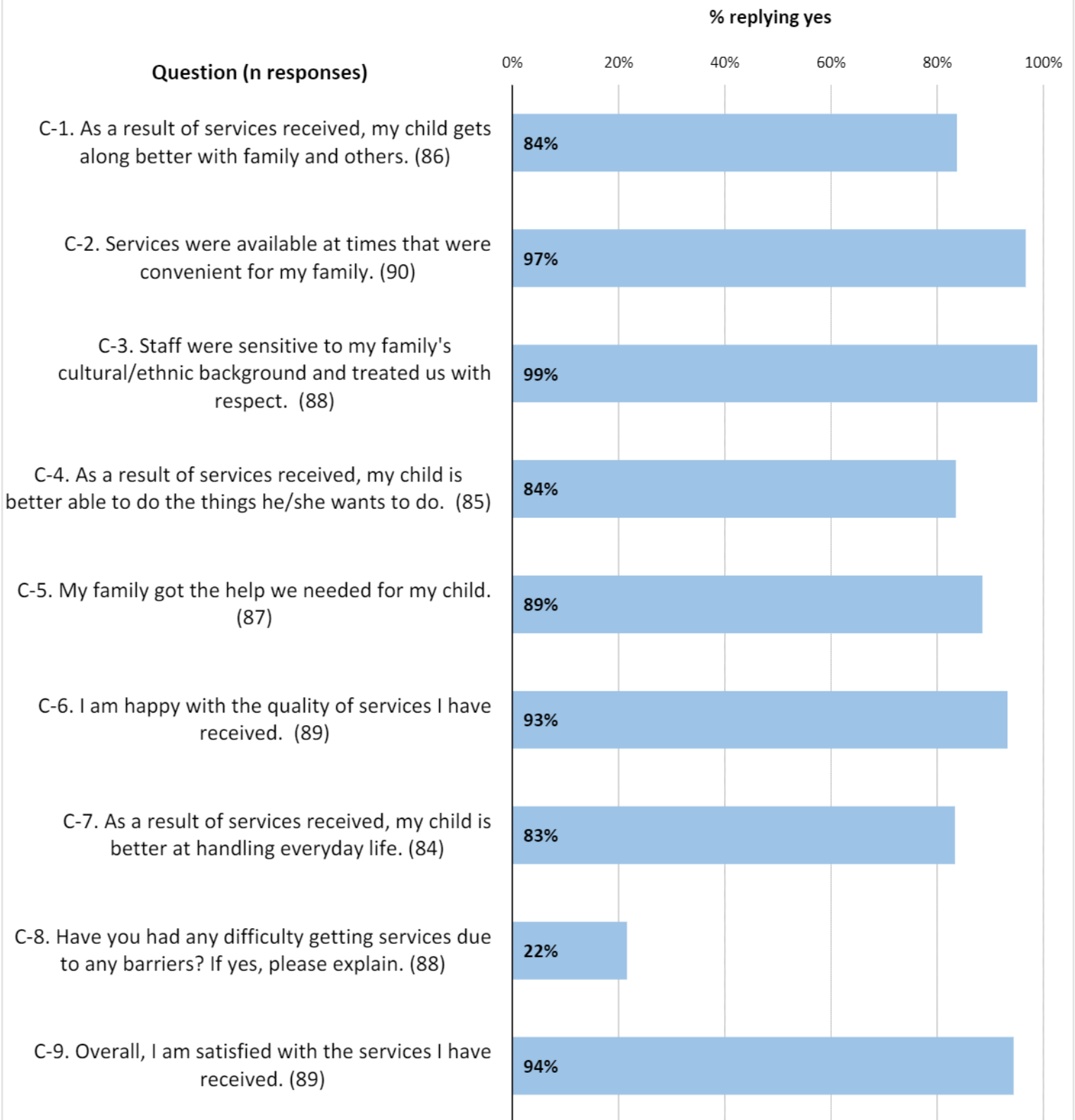
# Sanilac CMH Child Survey responses

N=49



# St. Clair CMH Child Survey responses

N=90



## Longitudinal Comparison of Customer Satisfaction

The tables below show a longitudinal comparison of survey results from FY2016 to FY2020 for both the Adult and Child surveys. These tables show the percentage of “yes” responses among the region for each item included within the surveys.

### Adult Customer Satisfaction Survey Comparison

Survey Questions	FY2016	FY2017	FY2018*	FY2019*	FY2020
A-1. I like the services I have received.	97%	98%	96%	97%	97%
A-2. As a result of services received, my symptoms are not bothering me as much.	78%	77%	83%	84%	80%
A-3. Staff were sensitive to my cultural/ethnic background and treated me with respect.	98%	98%	96%	97%	97%
A-4. As a result of services received, I am better able to control my life.	68%	89%	94%	92%	90%
A-5. Staff believed that I could grow, change, and recover.	96%	96%	97%	97%	94%
A-6. Services were available at times that were convenient to me. *				93%	95%
A-7. As a result of services received, I do better in social situations.	84%	83%	86%	87%	81%
A-8. I am happy with the quality of services I have received. *				95%	95%
A-9. Have you had difficulty getting services due to any barriers? If yes, please explain. *				17%	14%
A-10. As a result of services received, I deal more effectively with daily problems.	87%	86%	88%	92%	87%
A-11. Overall, I am satisfied with the services I have received. *				97%	95%

\* Persons served by SUD network providers added to survey process beginning FY2018

\* Questions added FY2019

### Child Customer Satisfaction Survey Comparison

Survey Questions	FY2016	FY2017	FY2018	FY2019	FY2020
C-1. As a result of services received, my child gets along better with family and others.	81%	84%	77%	79%	83%
C-2. Services were available at times that were convenient for my family.	97%	95%	96%	95%	97%
C-3. Staff were sensitive to my family’s cultural/ethnic background and treated us with respect.	100%	99%	100%	99%	99%
C-4. As a result of services received, my child is better able to do the things he/she wants to do.	84%	91%	89%	85%	85%
C-5. My family got the help we needed for my child.	96%	92%	93%	93%	92%
C-6. I am happy with the quality of services I have received.	81%	84%	77%	94%	96%
C-7. As a result of services received, my child is better at handling everyday life.	84%	88%	83%	79%	84%
C-8. Have you had difficulty getting services due to any barriers? If yes, please explain. *				14%	21%
C-9. Overall, I am satisfied with the services I have received.	97%	95%	97%	96%	96%

\*Question added FY2019

## Summary of Findings

Overall, customer satisfaction percentages reveal favorable levels of customer satisfaction (many items in the 90<sup>th</sup> percentile band or above). The highest areas of satisfaction in both adult and child populations were found in areas reflecting overall satisfaction, cultural sensitivity of staff, respectful treatment of individuals by staff, and services available at convenient times.

Both the Adult and Child Surveys include subjective and person-focused questions related to perceived changes in the individual's life resulting from services received. Questions such as dealing more effectively with daily problems, getting along better with others, better handling the challenges of everyday life, or reduction of symptoms, scored slightly lower than the satisfaction-based questions, ranging from 80% – 90% regionally.

The Adult survey results show decreases in satisfaction in most areas from FY2019 to FY2020, while the Child survey results show increases in almost all areas. It is also noted that the SUD survey results specifically show very high levels of satisfaction. All SUD questions have a satisfaction percentage of 90% or higher, excluding question A-9 regarding barriers to services.

Longitudinal analysis of the Adult survey shows a strong increase in Adult customer satisfaction on question A-4 from FY2016 to FY2020. A-7 shows a decrease of 6% from FY2019 to FY2020. The remaining questions show little to no variation over time in percentage of satisfaction. It can be determined that individuals are generally satisfied with the services received and the way they are treated, with an overall 95% satisfaction rate reported.

Longitudinal analysis of the Child survey shows an increase in customer satisfaction on question C-1 from FY2019 to FY2020 of 4%. A strong increase of 15% is noted on question C-6 from FY2016 to FY2020. This is the largest increase documented on the Child survey results. A decrease of 4% is noted on question C-5 from FY2016 to FY2020. Additionally, the responses to question C-8 indicate increased difficulty getting services due to barriers. Overall, the Child customer survey results indicate a 96% satisfaction rate.

Barriers reported in the survey results among the region include transportation, clinic hours of operation, and COVID-19 restrictions, which were noted on questions A-9 and C-8 of the survey. Barriers mentioned less frequently were handicap accessible parking options, no Case Manager, no babysitter for other children, phone calls not returned promptly from staff, and individuals stopped receiving appointment reminders.

Network affiliates are responsible for reviewing results with individuals served and/or their family members to obtain input and feedback. Following the conclusion of the survey, affiliates are responsible for acting on specific cases as appropriate and identifying the source of dissatisfaction. Affiliates are also responsible for informing practitioners, providers, individuals served, and their Governing Body of the survey results.

The results of these surveys are reported to numerous committees throughout the region, including advisory boards, Boards of Directors, and are shared on agency websites. The Quality Management Committee will continue to review and discuss survey results, barriers to survey administration, response rates, and suggested changes to future survey processes.



## Recommendations

Based on the above summary, the following recommendations are advised:

- 1) The PIHP and network affiliates should be informed of these findings and investigate areas of dissatisfaction noted within the survey results.
- 2) Network affiliates should present data to Consumer Advisory Councils to obtain input from individuals receiving services and/or their family members.
- 3) The network affiliates should review survey results and identify opportunities for improvement within their service delivery system, including a review of reported barriers and responses to open-ended questions.
- 4) The network affiliates should identify specific findings among LTSS and HCBS populations surveyed.
- 5) The network affiliates should outline systemic action steps to follow up on the findings. The PIHP and network affiliates should also evaluate the effects of the systemic action steps taken and determine if these steps have led to improved satisfaction. Network affiliates will report their action steps to the PIHP via the PIHP's contract monitoring.
- 6) The PIHP and network affiliates should standardize the survey administration process among the region to assist in improving the response rate and regional efficiencies.

Appendix A: Overall Satisfaction by Provider

Provider	Location / Population	Total Responses	Overall, I am satisfied with the services I have received.
BIOMED	SUD – Flint	14	100%
	SUD – Roseville	2	100%
Catholic Charities of Southeast Michigan	SUD – St. Clair	1	100%
Catholic Charities of Shiawassee & Genesee Counties	SUD	1	100%
Community Programs Inc.	SUD – Flint	3	100%
	SUD – Waterford	1	100%
Genesee Health System	Mental Health – Adult	308	94%
	Mental Health – Children	71	94%
Holy Cross Counseling	SUD	5	100%
Lapeer CMH	Mental Health – Adult	33	100%
	Mental Health – Children	12	100%
New Paths	SUD – 909 MLK Ave	2	100%
	SUD – 765 E Hamilton	4	100%
	SUD – 939 MLK Ave	2	100%
Flint Odyssey House	SUD – 1108 Lapeer Rd.	13	92%
	SUD – Cottage Grove	1	100%
	SUD – 1219 MLK Ave	1	100%
	SUD – Oak St.	1	100%
	SUD – 529 MLK Ave.	2	50%
Professional Counseling Center	SUD	1	100%
Sacred Heart	SUD – Port Huron	1	100%
	SUD – Richmond	5	100%
	SUD – Berrien	1	100%
	SUD – Flint	6	83%
Sanilac County Counseling	SUD	1	100%
Sanilac CMH	Mental Health – Adult	180	96%
	Mental Health – Children	48	100%
St. Clair CMH	SUD	1	100%
	Mental Health – Adult	309	95%
	Mental Health – Children	89	94%