Region 10

PIHP Customer Satisfaction Survey

Fiscal Year 2017
Survey Process

FY 2017, Region 10 PIHP’s consumer survey project incorporated an aligned survey process (instrument, method, analysis) across the regional CMH network. The instrument was designed by PIHP and CMH QI/QM leaders on the Region 10 QMC. Leaders agreed that this process would generate more relevant and actionable information. During its construction, Leaders also reviewed similar survey instruments from MDHHS. Surveys (adult and child versions) were offered to all consumers receiving medication clinic services during July. Consumers were asked to collectively rate their service experience. Given that ACT, Home-Based, and I/DD populations receive other assessments of quality and outcomes, survey administration was limited to individuals with SMI or SED, and no I/DD and, accordingly, findings from other survey projects are not included in this report.

Survey Content

The Region 10 adult survey consisted of the following items, each scored Yes or No:
1. I like the services I received.
2. As a result of services I have received, I deal more effectively with daily problems.
3. As a result of services I have received, I am better able to control my life.
4. As a result of services I have received, I do better in situations with other people.
5. As a result of services I have received, my symptoms are not bothering me as much.
6. Staff were sensitive to my cultural/ethnic background and treated me with respect.
7. Staff believed that I could grow, change, and recover.

The Region 10 child survey consisted of the following items, each scored Yes or No (survey items were to be completed by parents/guardian, with one survey offered per child):
1. Overall, I am satisfied with the services my child receives.
2. As a result of services, my child is better able to do things he/she wants to do.
3. As a result of services received, my child gets along better with family and others.
4. Services were available at times that were convenient for my family.
5. Staff were sensitive to me family’s cultural/ethnic background and treated us with respect.
6. As a result of services received, my child is better at handling everyday life.
7. My family got the help we needed for my child.

In both adult and child surveys, two additional open-ended questions were also asked, thus to supplement the findings obtained across each CMH (thereby not included in the PIHP report):
8. What would make services better for you or the community as a whole?
9. Is there anything else you would like to comment on?
Region 10 Survey Results

Adult Surveys
A total of 808 surveys were received from adults. Figure 1 shows the per-CMH break-out of surveys completed.

Figure 2 shows the per-CMH adult surveys in terms of satisfaction (percent ‘yes’) per survey item.

Levels of satisfaction across survey items vary similarly across CMHs. High rates of satisfaction are noted in the following aspects of consumer service experience: general satisfaction (S-1), being treated with sensitivity to cultural background and respect (S-6), and receiving messages of growth, change and recovery (S-7). The greatest improvement opportunity for all four CMHs is in reported symptom reduction (S-5).

Figures 3 – 6 below display survey item detail per findings obtained by each CMH:
I like the services I have received. (279)
97%

As a result of services received I deal more effectively with daily problems. (276)
88%

As a result of services received I am better able to control my life. (272)
89%

As a result of services received I do better in social situations. (269)
85%

As a result of services received my symptoms are not bothering me as much. (271)
81%

Staff were sensitive to my cultural/ethnic background and treated me with respect. (248)
98%

Staff believed that I could grow, change, and recover. (245)
98%
I like the services I have received. (66)

As a result of services received I deal more effectively with daily problems. (65)

As a result of services received I am better able to control my life. (65)

As a result of services received I do better in social situations. (64)

As a result of services received my symptoms are not bothering me as much. (64)

Staff were sensitive to my cultural/ethnic background and treated me with respect. (64)

Staff believed that I could grow, change, and recover. (65)
I like the services I have received. (133) 98%

As a result of services received I deal more effectively with daily problems. (129) 84%

As a result of services received I am better able to control my life. (130) 87%

As a result of services received I do better in social situations. (131) 81%

As a result of services received my symptoms are not bothering me as much. (129) 78%

Staff were sensitive to my cultural/ethnic background and treated me with respect. (132) 98%

Staff believed that I could grow, change, and recover. (119) 93%
I like the services I have received. (321)
As a result of services received I deal more effectively with daily problems. (309)
As a result of services received I am better able to control my life. (310)
As a result of services received I do better in social situations. (314)
As a result of services received my symptoms are not bothering me as much. (295)
Staff were sensitive to my cultural/ethnic background and treated me with respect. (309)
Staff believed that I could grow, change, and recover. (305)
Child/Family Surveys
Parents and families of children served returned 374 surveys. Figure 7 shows response summaries by survey item.

![Child Respondents Per CMH Number of Surveys](image)

Figure 8 shows the per-CMH children’s surveys in terms of satisfaction (percent ‘yes’) per survey item.

![Children Respondents per CMH Percent Yes per Survey Item](image)

Resembling the adult survey trend, levels of satisfaction across survey items vary similarly across CMHs. High rates of satisfaction are noted in the following aspects of consumer service experience: general satisfaction (S-1, also resembling the adult survey finding), being treated with sensitivity to cultural background and respect (S-5, also resembling the adult survey finding), and receiving the help that was needed (S-7). The greatest improvement opportunity for all four CMHs is in reported quality of family interactions (S-3).

Figures 9 – 12 below display survey item detail per findings obtained by each CMH:
Overall, I am satisfied with the services my child receives (222) 

95%

As a result of services received my child is better able to do the things he/she wants to do. (212) 

86%

As a result of services received my child gets along better with family and others. (208) 

79%

Services were available at times that were convenient for my family. (220) 

96%

Staff were sensitive to my family's cultural/ethnic background and treated us with respect. (221) 

99%

As a result of services received my child is better at handling every day life. (185) 

82%

My family got the help we needed for my child. (195) 

96%
Overall, I am satisfied with the services my child receives (14)
100%

As a result of services received my child is better able to do the things he/she wants to do. (12)
92%

As a result of services received my child gets along better with family and others. (12)
75%

Services were available at times that were convenient for my family. (14)
100%

Staff were sensitive to my family's cultural/ethnic background and treated us with respect. (13)
100%

As a result of services received my child is better at handling everyday life. (11)
91%

My family got the help we needed for my child. (13)
100%
Overall, I am satisfied with the services my child receives (21)

As a result of services received my child is better able to do the things he/she wants to do. (21)

As a result of services received my child gets along better with family and others. (21)

Services were available at times that were convenient for my family. (22)

Staff were sensitive to my family's cultural/ethnic background and treated us with respect. (22)

As a result of services received my child is better at handling every day life. (22)

My family got the help we needed for my child. (21)
Overall, I am satisfied with the services my child receives (112)

As a result of services received my child is better able to do the things he/she wants to do. (109)

As a result of services received my child gets along better with family and others. (108)

Services were available at times that were convenient for my family. (110)

Staff were sensitive to my family’s cultural/ethnic background and treated us with respect. (109)

As a result of services received my child is better at handling every day life. (109)

My family got the help we needed for my child. (110)
Summary
Overall, consumer satisfaction ratings reveal favorable levels of consumer satisfaction (some items in the 90th percentile band, some items in the 100th percentile band). Across these findings, child ratings of satisfaction tend to be marginally higher than adult ratings of satisfaction. Highest areas of satisfaction in both populations are in general satisfaction, and in being treated with sensitivity to cultural background and respect. The greatest areas of improvement, as evidenced by ratings mostly in the 70th percentile band, are in addressing satisfaction in connection to symptom reduction (adults) and quality of family interactions (children). It is also noted here that these two improvement opportunities appear to be informed, as well as offset, by consistently high levels of general satisfaction. Thus, while consumers report on specific areas of concern regarding satisfaction, they nevertheless feel generally satisfied with their service experience. All of the above trends are evident across each CMH.

Recommendations
Based on the above summary, three recommendations are made:

1) PIHP and CMH clinical leaders be informed of these findings and provide validating feedback to CMH practitioners on their achieving commendable levels of consumer satisfaction.

2) CMH clinical leaders consider exploring evidence-based in-service opportunities regarding clinical interventions and/or skill development activities that address symptom reduction (adults) and improved family interaction (children). Root-cause analyses of select cases could be considered, to help identify underlying processes linked to this area of service dis/satisfaction.

3) CMH clinical leaders consider additional in-service opportunities in the rational management of consumer expectations pertaining to treatment/service experience and treatment outcomes, e.g. Motivational Interviewing techniques. Root-cause analyses of select cases could be considered, to help identify underlying processes linked to unrealistic expectations.