



Customer Satisfaction Survey Report
FISCAL YEAR 2018

**Region 10 PIHP
Customer Satisfaction Survey Report FY 2018
September 2018**

Survey Process

In FY 2018, Region 10 PIHP's customer survey project utilized an aligned survey process (instrument, method, analysis) across the regional network. The instrument was designed in FY2016 by PIHP/CMH Quality Management leaders on the Region 10 Quality Management Committee and incorporates questions similar to those used in the MDHHS satisfaction surveys.

In the CMH systems, surveys (adult and child versions) were offered to all customers receiving medication clinic services during the month of July as well as to one-hundred additional individuals who were not scheduled for medication clinic services during the time period. For the SUD system, surveys were offered to all adults receiving services during a two-week period in July/August. Customers were asked to collectively rate their service experience.

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 my family's cultural/ethnic background and treated us with respect.
6. Because 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 CMH surveys, two additional open-ended questions were asked, 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?

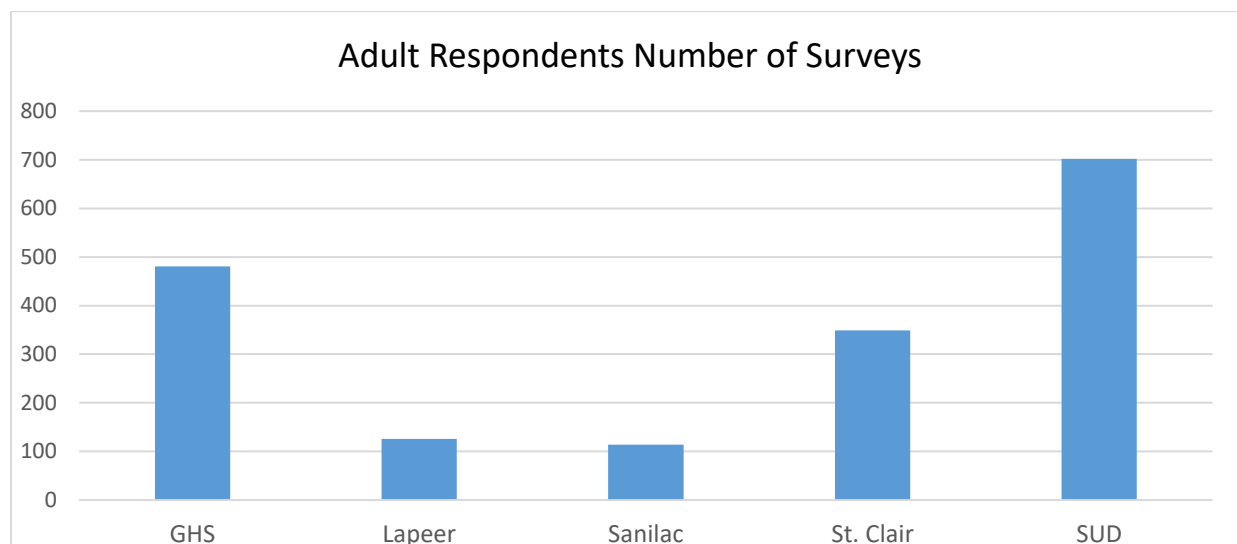
In the SUD survey, three additional open-ended questions were also asked, and two demographic questions relating to gender identification and age, thus to supplement the findings across the SUD program, (thereby not included in the PIHP report):

8. What is one thing I like most about this program?
9. What is one thing I think needs improvement in this program?
10. Is there anything else you would like to comment on?
11. What gender do you identify with?
12. What is your age?

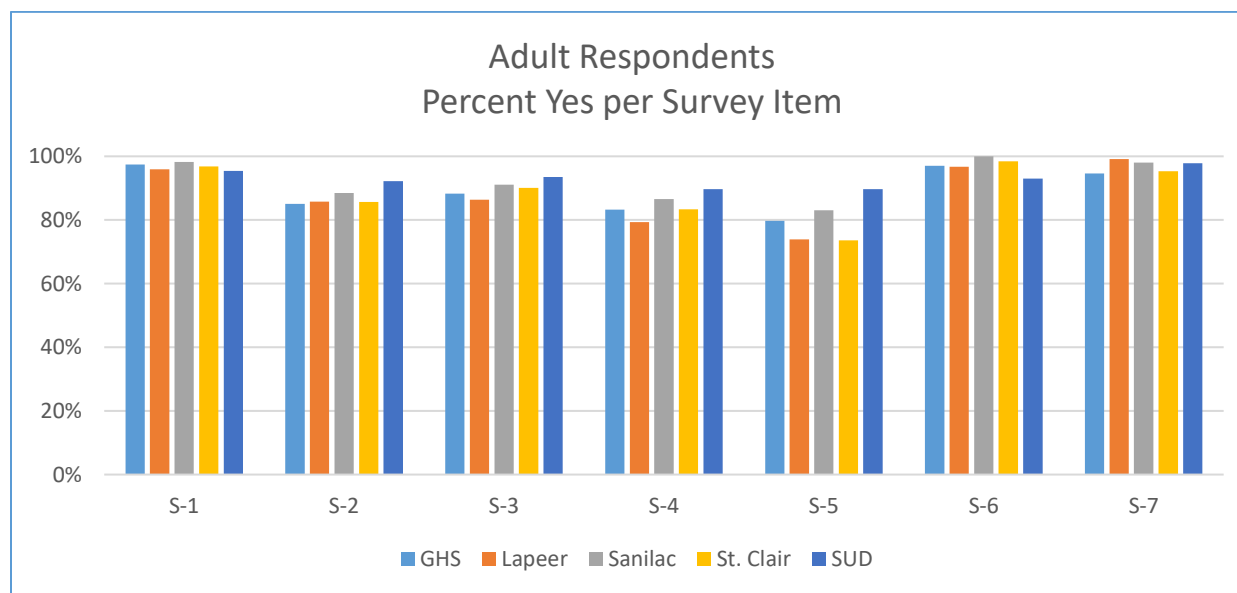
Region 10 Survey Results

Adult Surveys

A total of 1,772 were received from adults, including 702 surveys from the SUD network. The chart below shows a break-out of number of surveys completed.



The graph below shows percentage of satisfaction per survey item for the adult survey.

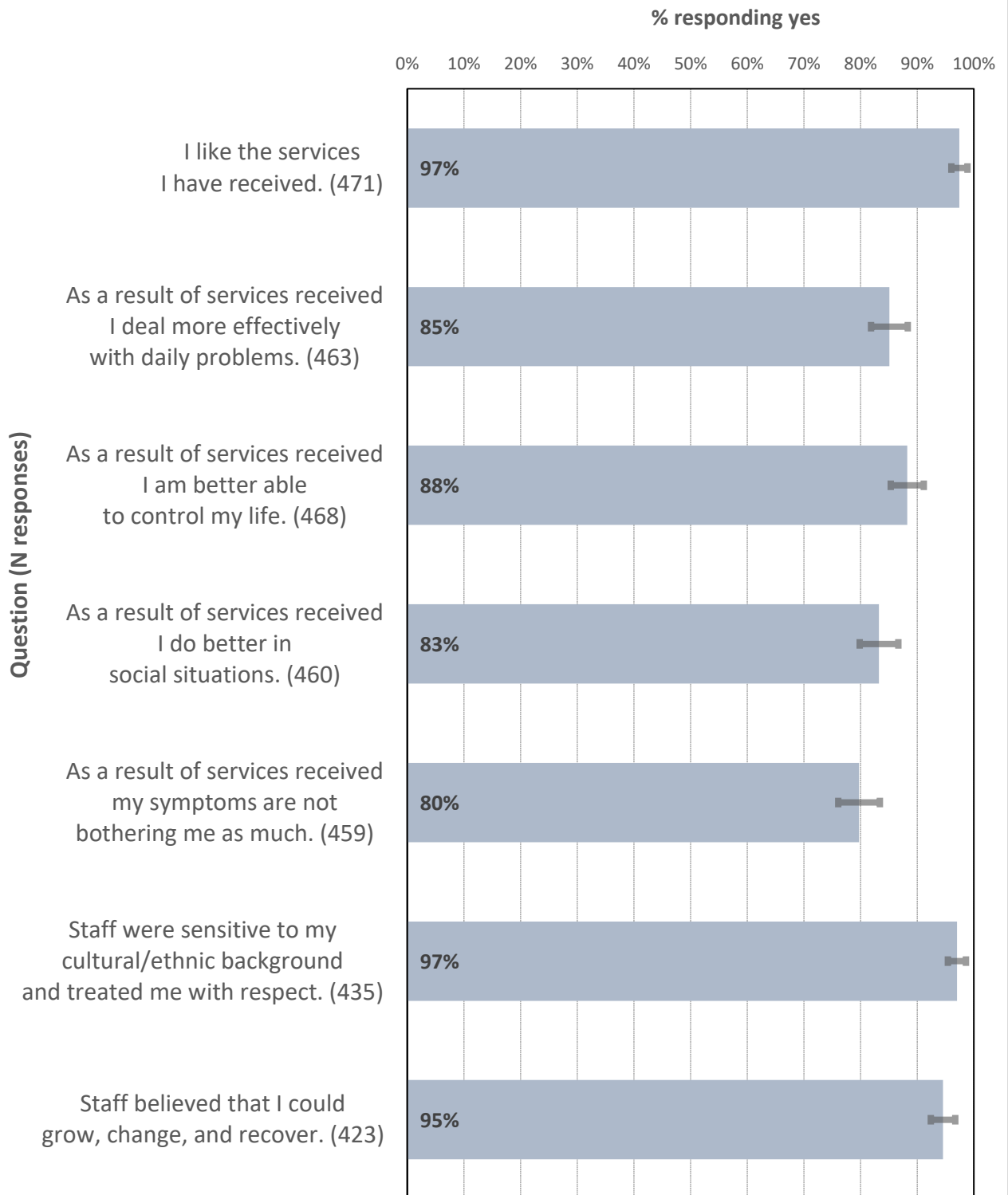


Levels of satisfaction across survey items vary similarly across CMHs and SUD. High rates of satisfaction are noted in the following aspects of customer service experience: *general satisfaction* (S-1), *being treated with sensitivity to cultural background and respect* (S-6), and *receiving messages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

The graphs below display survey detail per findings obtained by each CMH and the SUD system:

GHS 2018 Adult Consumer Survey responses

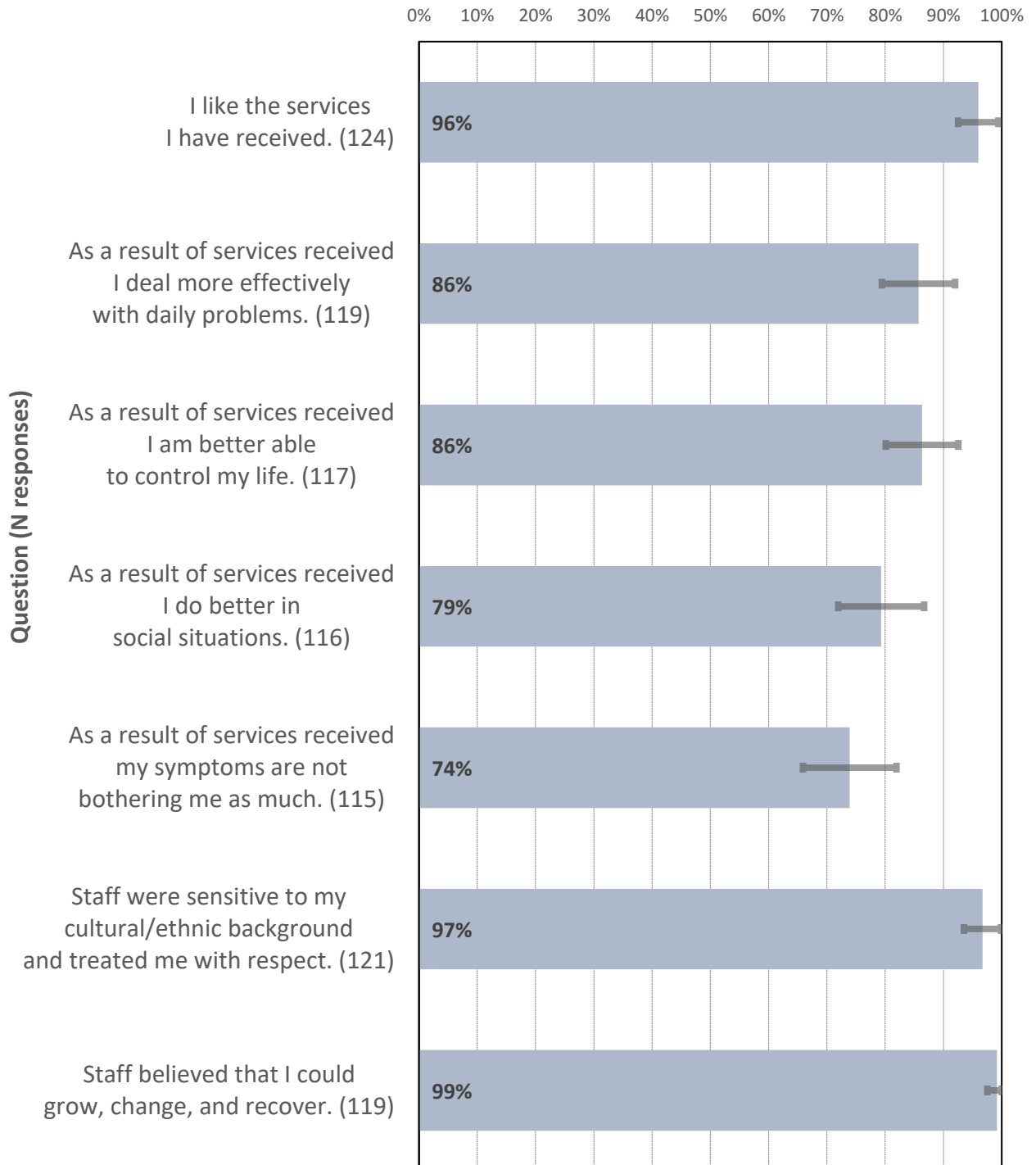
with 95% confidence interval



Lapeer 2018 Adult Consumer Survey responses

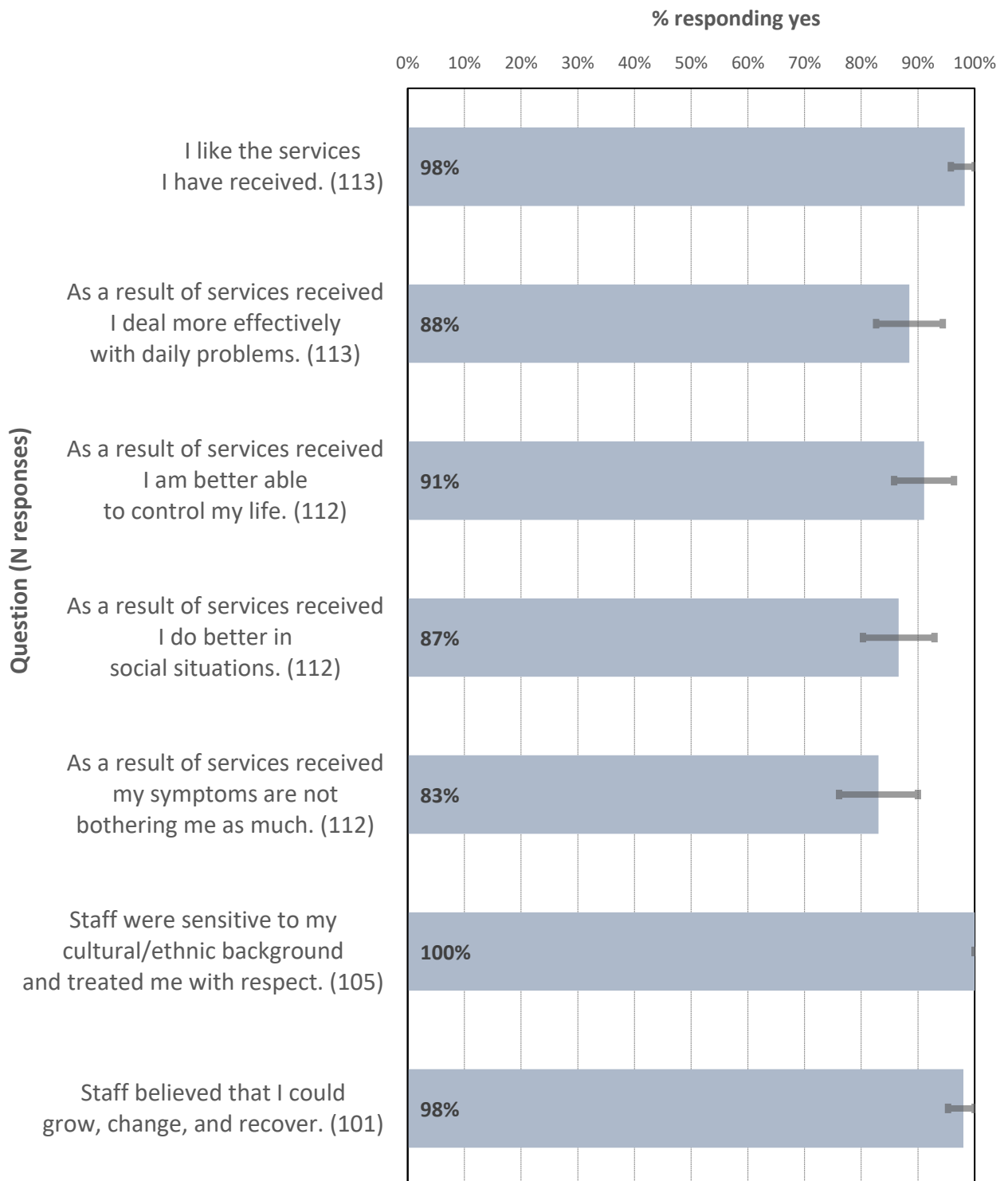
with 95% confidence interval

% responding yes



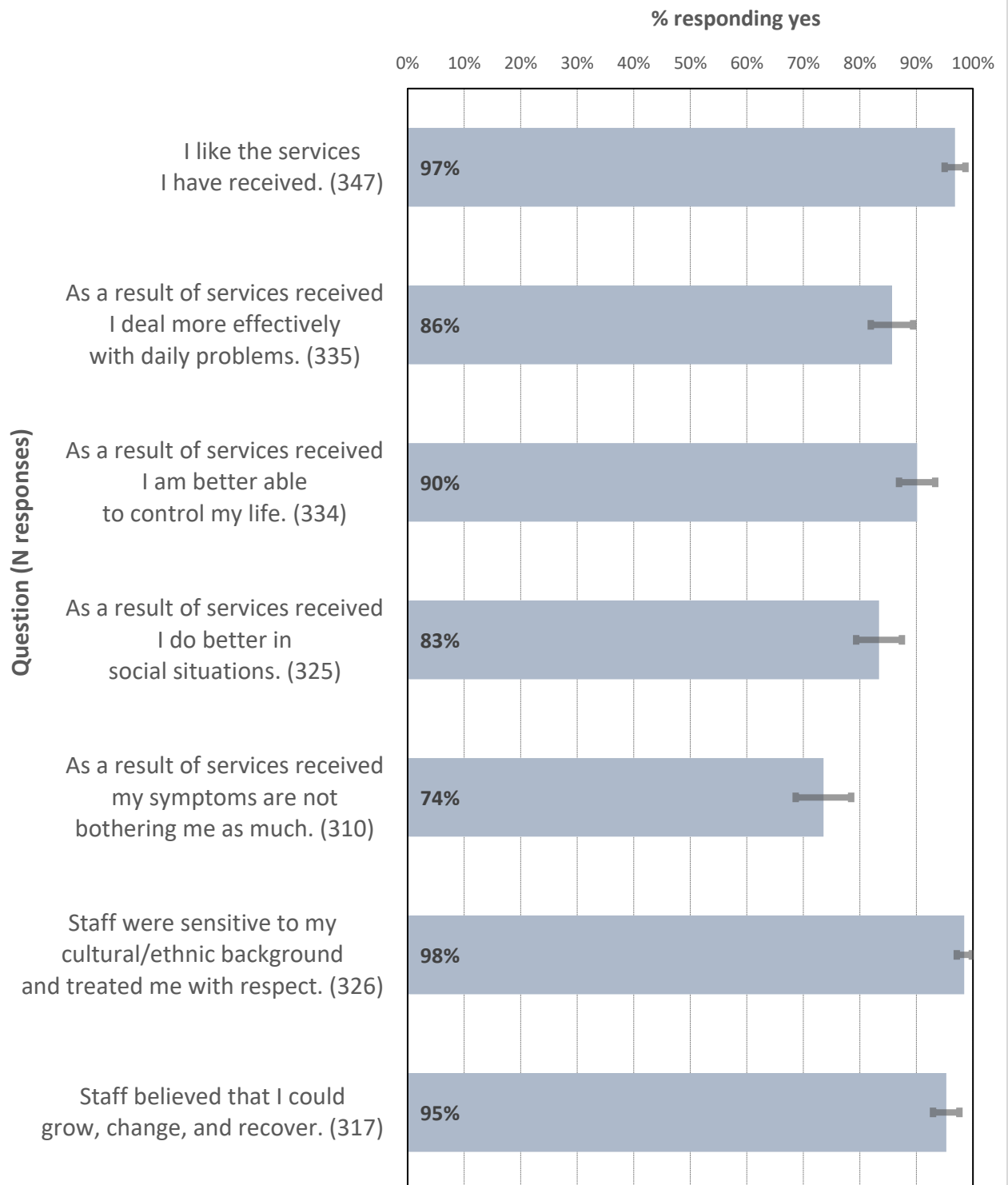
Sanilac 2018 Adult Consumer Survey responses

with 95% confidence interval



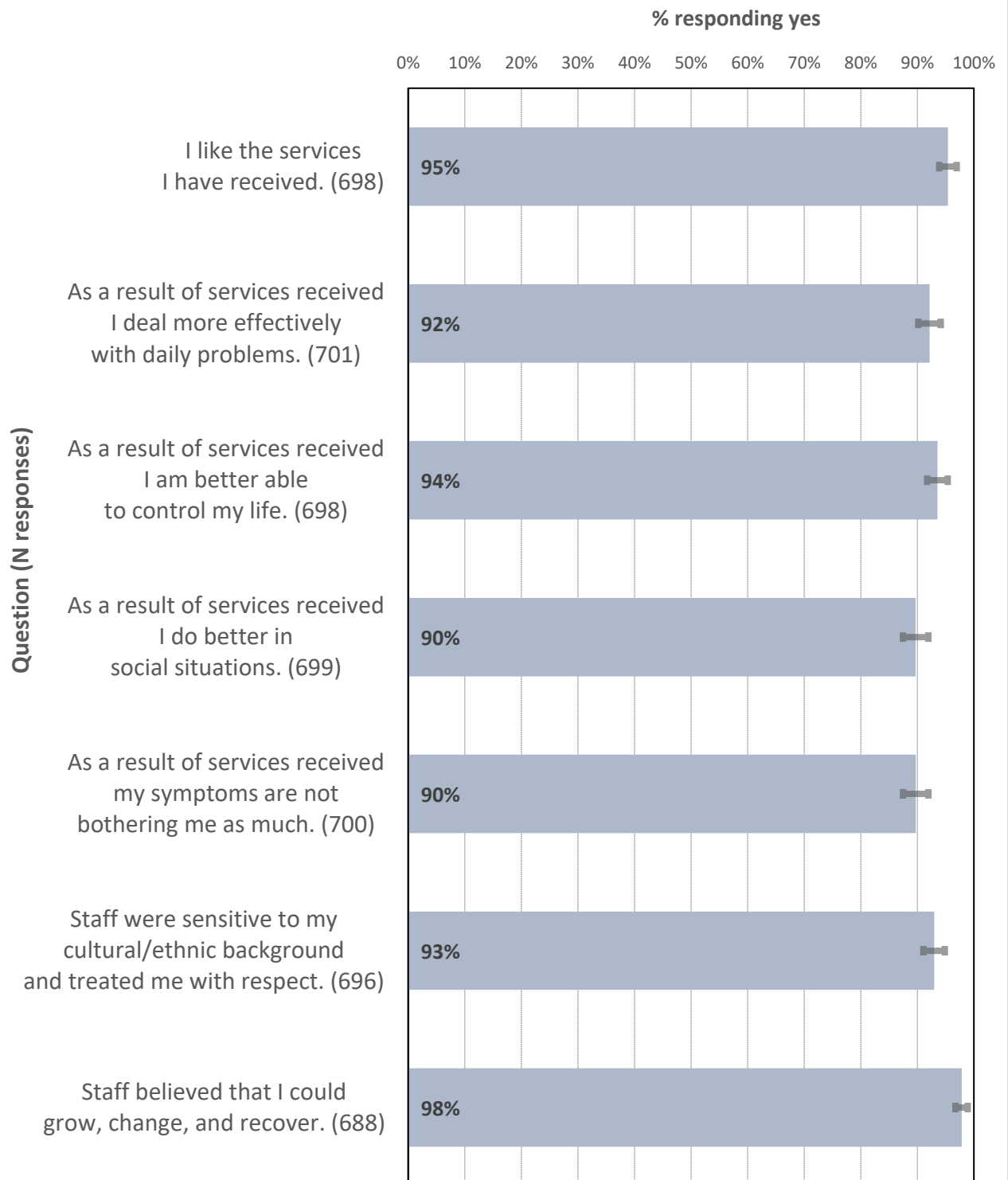
St. Clair 2018 Adult Consumer Survey responses

with 95% confidence interval



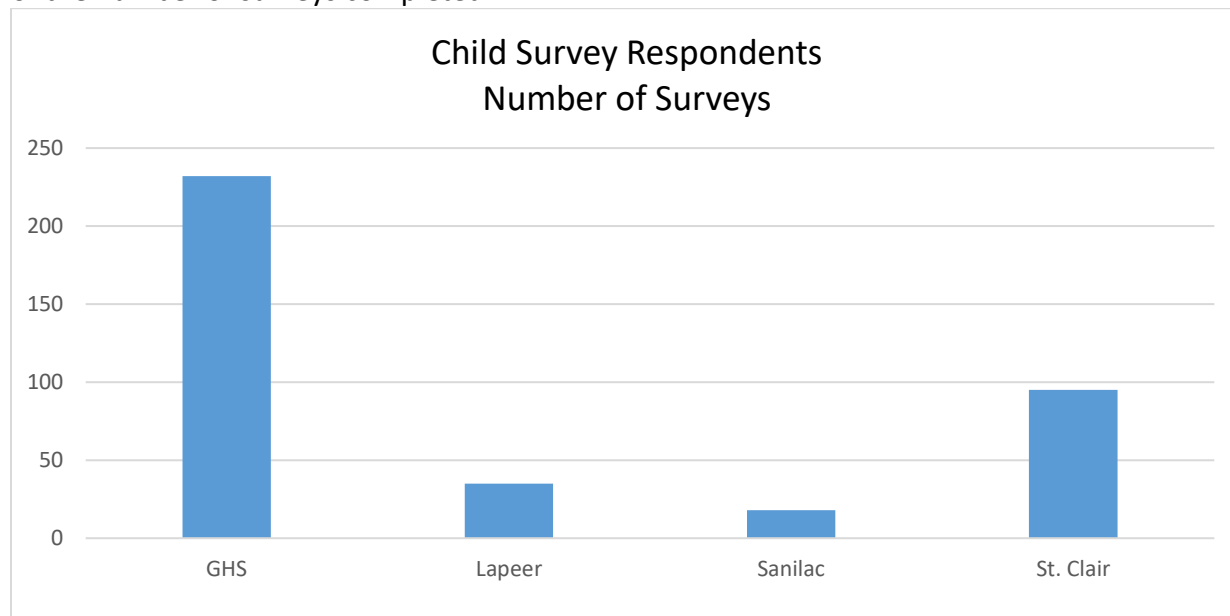
SUD 2018 Adult Consumer Survey responses

with 95% confidence interval

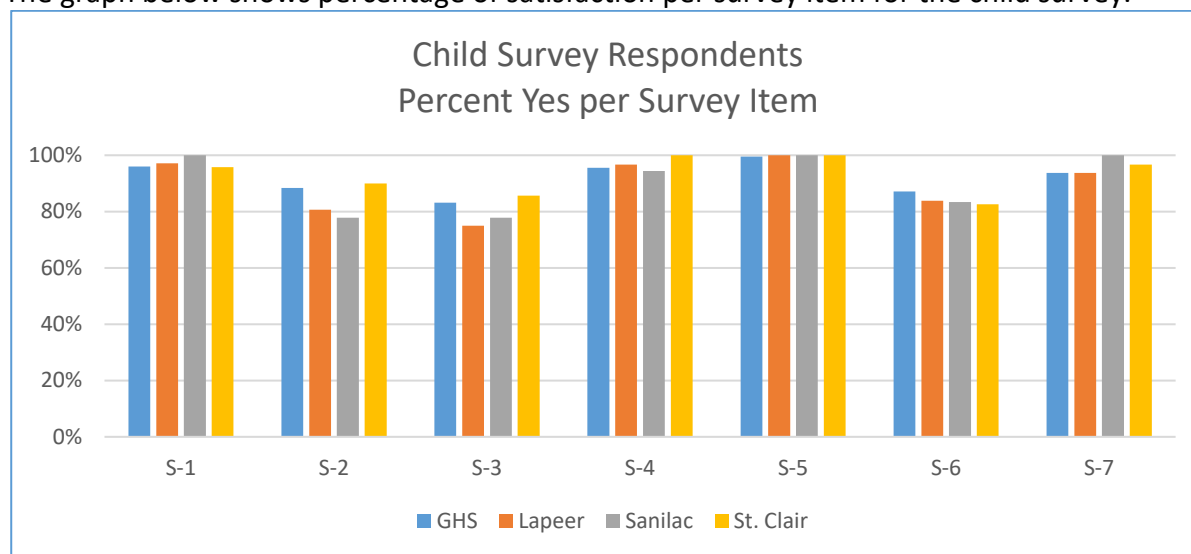


Child/Family Surveys

Parents and families of children served returned 380 surveys. The chart below shows a break-out of the number of surveys completed.



The graph below shows percentage of satisfaction per survey item for the child survey.

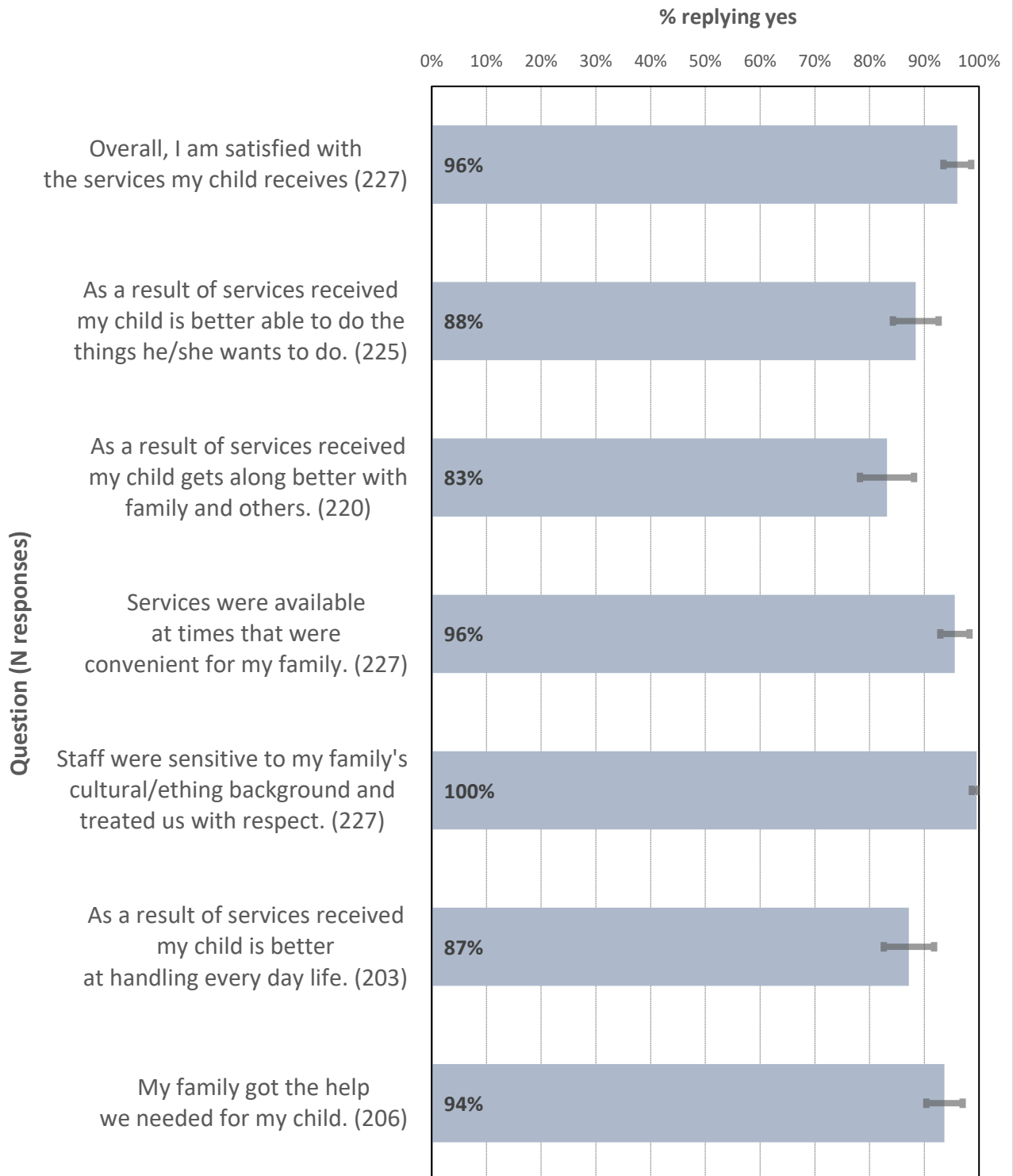


Resembling the adult survey trend, levels of satisfaction across survey items vary similarly across CMHs. High rates of satisfaction are noted in the following aspects of customer service experience: *general satisfaction* (S-1, also resembling the adult survey finding), *Services were available at times that were convenient to my family* (S-4) *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).

The graphs below display survey item detail per findings obtained by each CMH:

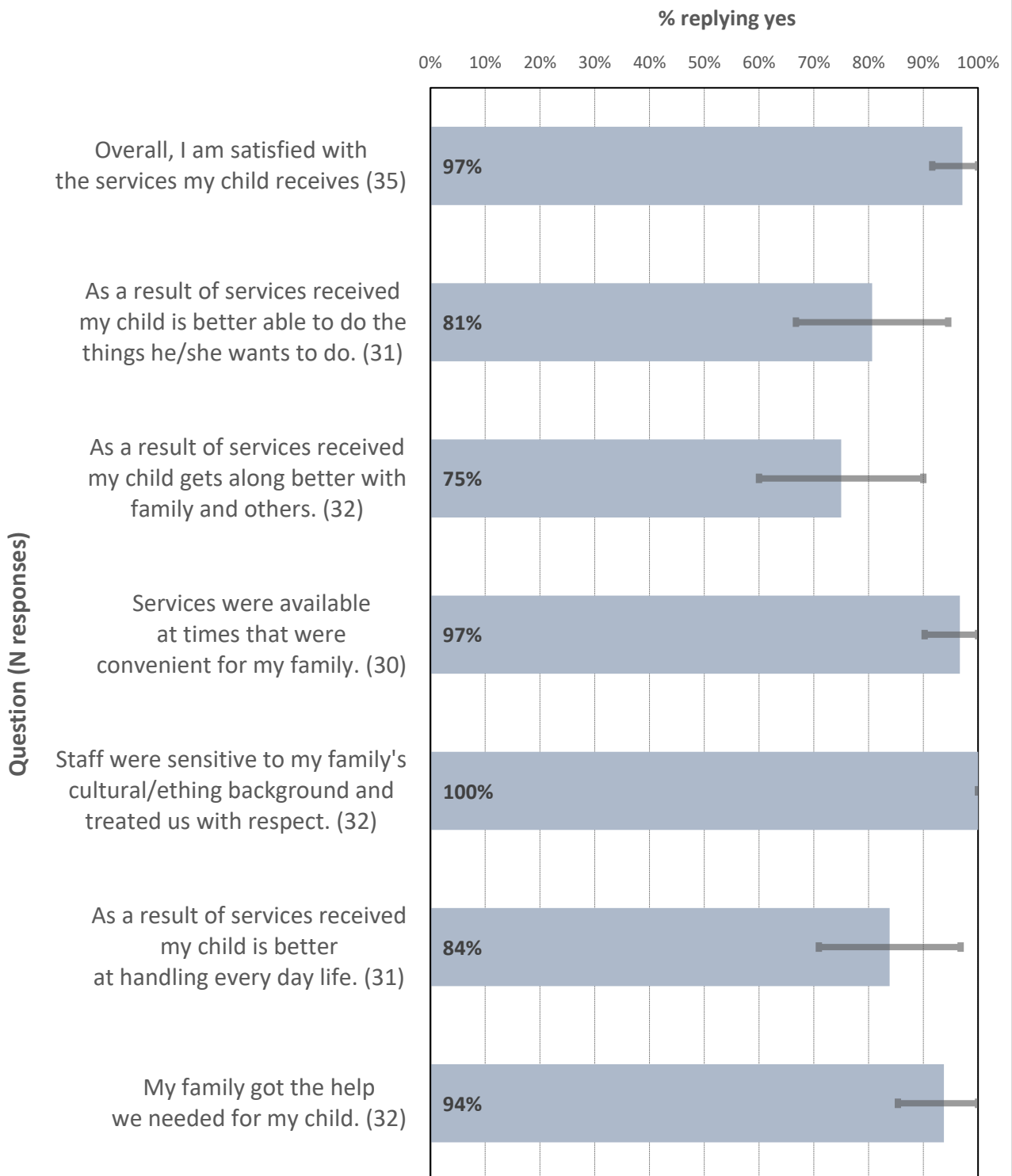
GHS 2018 Child Consumer Survey responses

with 95% confidence interval



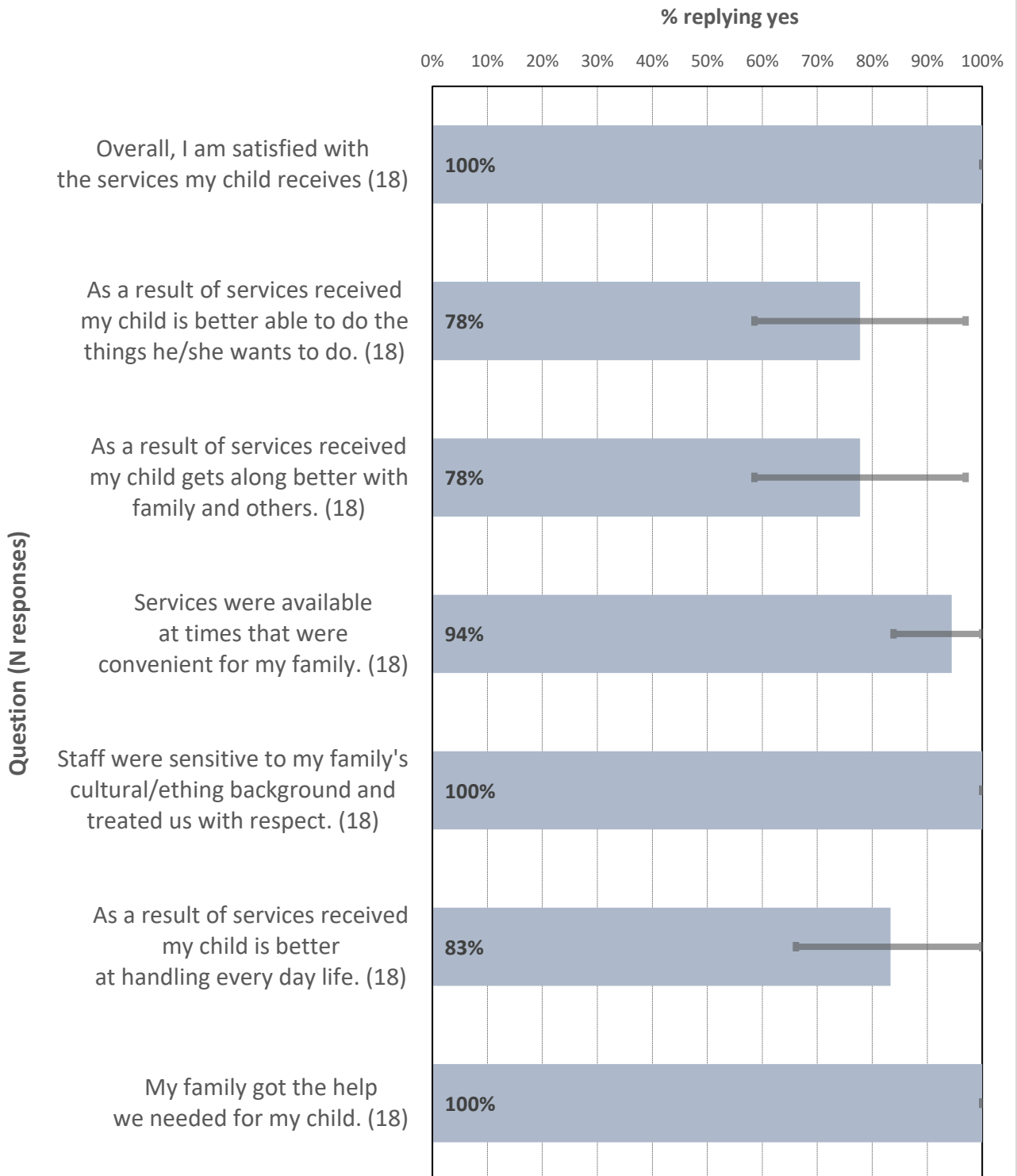
Lapeer 2018 Child Consumer Survey responses

with 95% confidence interval



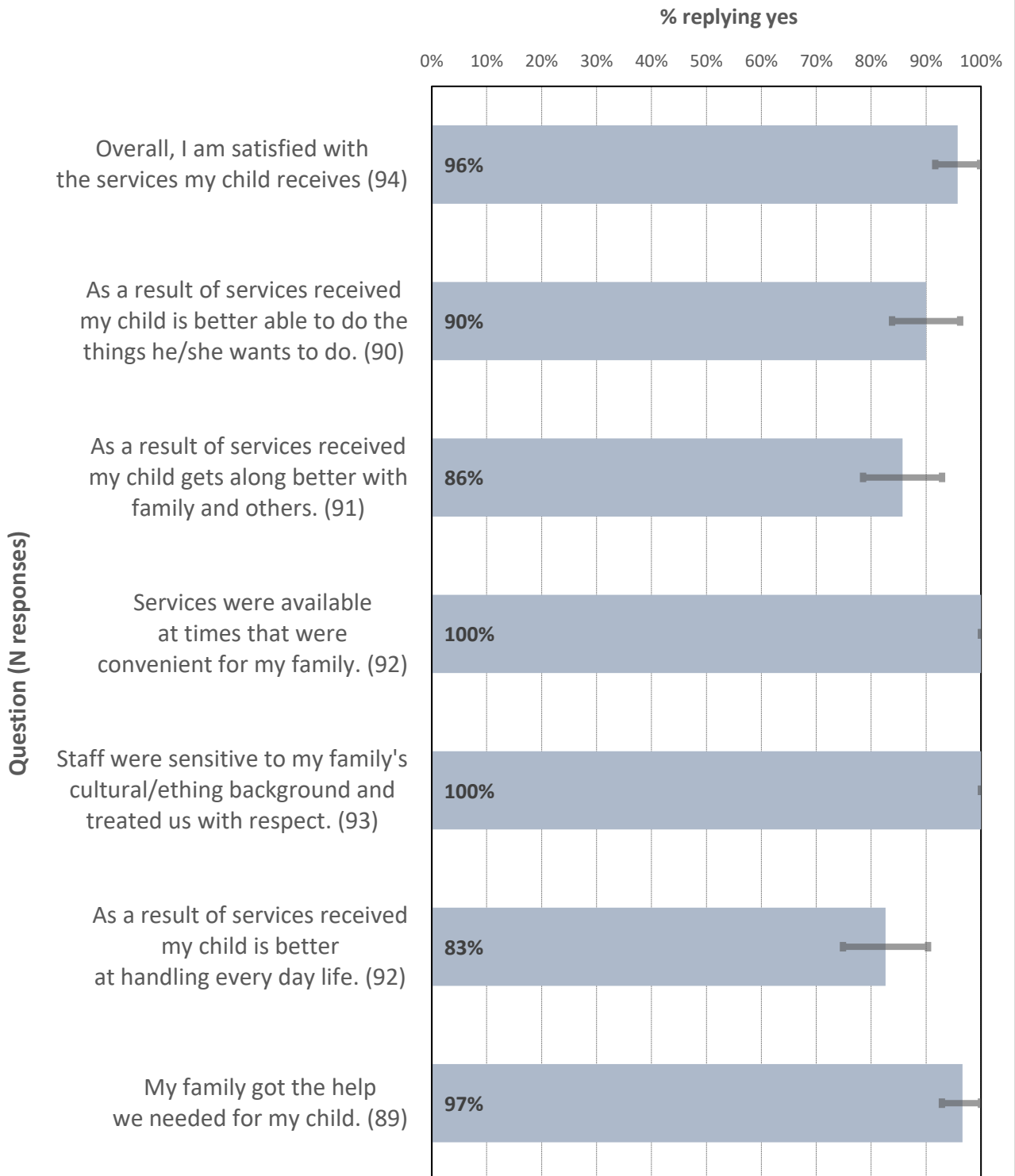
Sanilac 2018 Child Consumer Survey responses

with 95% confidence interval



St. Clair 2018 Child Consumer Survey responses

with 95% confidence interval



Longitudinal Comparison of Customer Satisfaction

The tables below demonstrate the percentage of satisfaction for each survey question over time for Adult and Children surveys.

Adult Customer Satisfaction Survey Comparison

Survey Questions	FY2016	FY2017	FY2018
I like the services I have received.	97%	98%	97%
As a result of services received I deal more effectively with daily problems.	87%	86%	87%
As a result of services received I am better able to control my life.	68%	89%	90%
As a result of services received I do better in social situations.	84%	83%	86%
As a result of services received my symptoms are not bothering me as much.	78%	77%	80%
Staff were sensitive to my cultural/ethnic background and treated me with respect.	98%	98%	97%
Staff believed that I could grow, change, and recover.	96%	96%	97%

Children's Customer Satisfaction Survey Comparison

Survey Questions	FY2016	FY2017	FY2018
Overall, I am satisfied with the services my child receives	97%	95%	97%
As a result of services received, my child is better able to do the things he/she wants to do.	84%	91%	89%
As a result of services received, my child gets along better with family and others.	81%	84%	77%
Services were available at times that were convenient for my family.	97%	95%	96%
Staff were sensitive to my family's cultural/ethnic background and treated us with respect.	100%	99%	100%
As a result of services received, my child is better at handling everyday life.	84%	88%	83%
My family got the help we needed for my child.	96%	92%	93%

Summary

Overall, customer satisfaction ratings reveal favorable levels of customer satisfaction (many items in the 90th percentile band or above). 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 in the 70th or 80th percentile band, are in addressing *satisfaction in connection to symptom reduction* (adults) and *quality of interactions with family and others* (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 customers 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 provider system.

Recommendations

Based on the above summary, three recommendations are made:

- 1) PIHP, CMH and SUD clinical leaders be informed of these findings and provide validating feedback to practitioners on their achieving commendable levels of customer satisfaction.
- 2) CMH and SUD clinical leaders consider exploring evidence-based in-service opportunities regarding clinical interventions and / or skill development activities that address *symptom reduction (adults)* and *improved interactions with family and others (children)*. Root-cause-analyses of select cases could be considered, to help identify underlying processes linked to this area of service satisfaction.
- 3) CMH and SUD clinical leaders consider additional in-service opportunities in the rational management of customer 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.