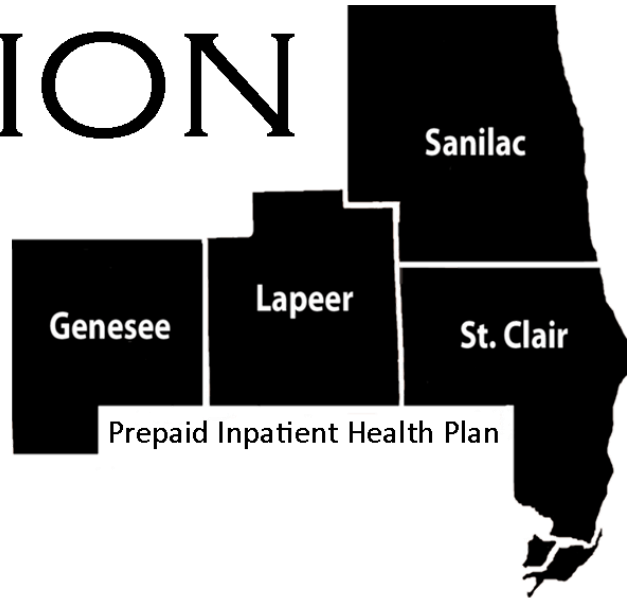


REGION

10



Customer Satisfaction Survey Report

FISCAL YEAR 2019

**Region 10 Prepaid Inpatient Health Plan (PIHP)
Customer Satisfaction Survey Report FY2019
September 2019**

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 2019. It represents the PIHP's effort to implement the Customer Satisfaction process as noted in the FY2019 Quality Improvement Program & Workplan.

Survey Methodology

In FY 2019, Region 10 PIHP's customer survey project utilized an aligned survey process (instrument, method, analysis) across the regional network. The 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). 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. The surveys incorporate questions similar to those used in the MDHHS satisfaction surveys.

In the CMH systems, surveys were offered to all customers receiving medication clinic services during a four-week period in May/June. The survey was also offered to one-hundred additional individuals who were not scheduled for medication clinic services during the time period. 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. For the SUD network, surveys were offered to all individuals receiving services during a two-week period in April/May. Customers were asked to collectively rate their service experience.

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):

- What would make services better for you or the community as a whole?
- Do you have any other comments, questions, or concerns?

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 social situations.
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.
8. Services were available at times that were convenient to me.
9. I am happy with the quality of services I have received.
10. Have you had difficulty getting services due to any barriers?
11. Overall, I am satisfied with the services I have received.

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. As a result of services received, my child is better able to do the things he/she wants to do.
2. As a result of services received, my child gets along better with family and others.
3. As a result of services received, my child is better at handling everyday life.
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. My family got the help we needed for my child.
7. I am happy with the quality of services I have received.
8. Have you had difficulty getting services due to any barriers?
9. Overall, I am satisfied with the service I have received.

In the SUD survey, three additional open-ended questions and two demographic questions relating to gender identification and age were asked, to supplement the findings across the SUD program:

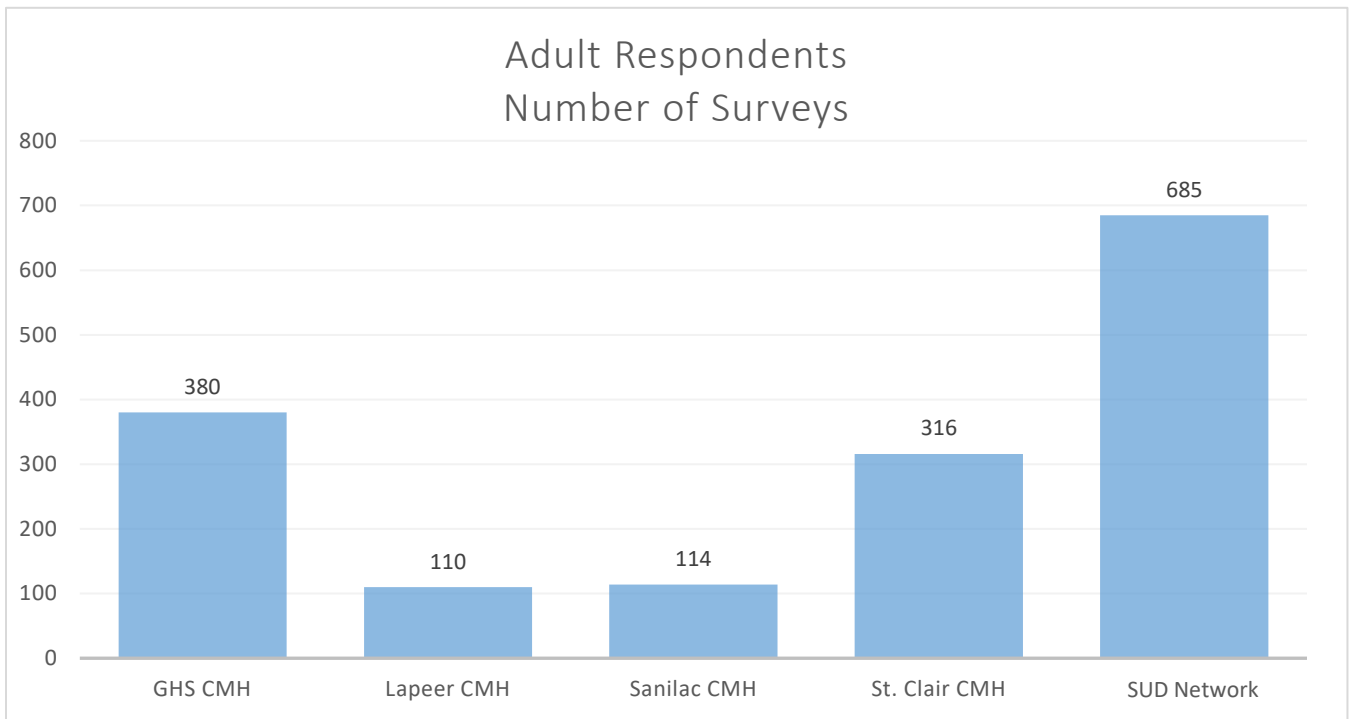
- Name one thing I like most about this program:
- Name one thing I think needs improvement in this program:
- Do you have any other comments, questions, or concerns?
- My Age range is 17-23, 24-30, 31-40, 41-50 or 50+
- I identify my gender as: Male, Female, Transgender, or Other

Region 10 Survey Results

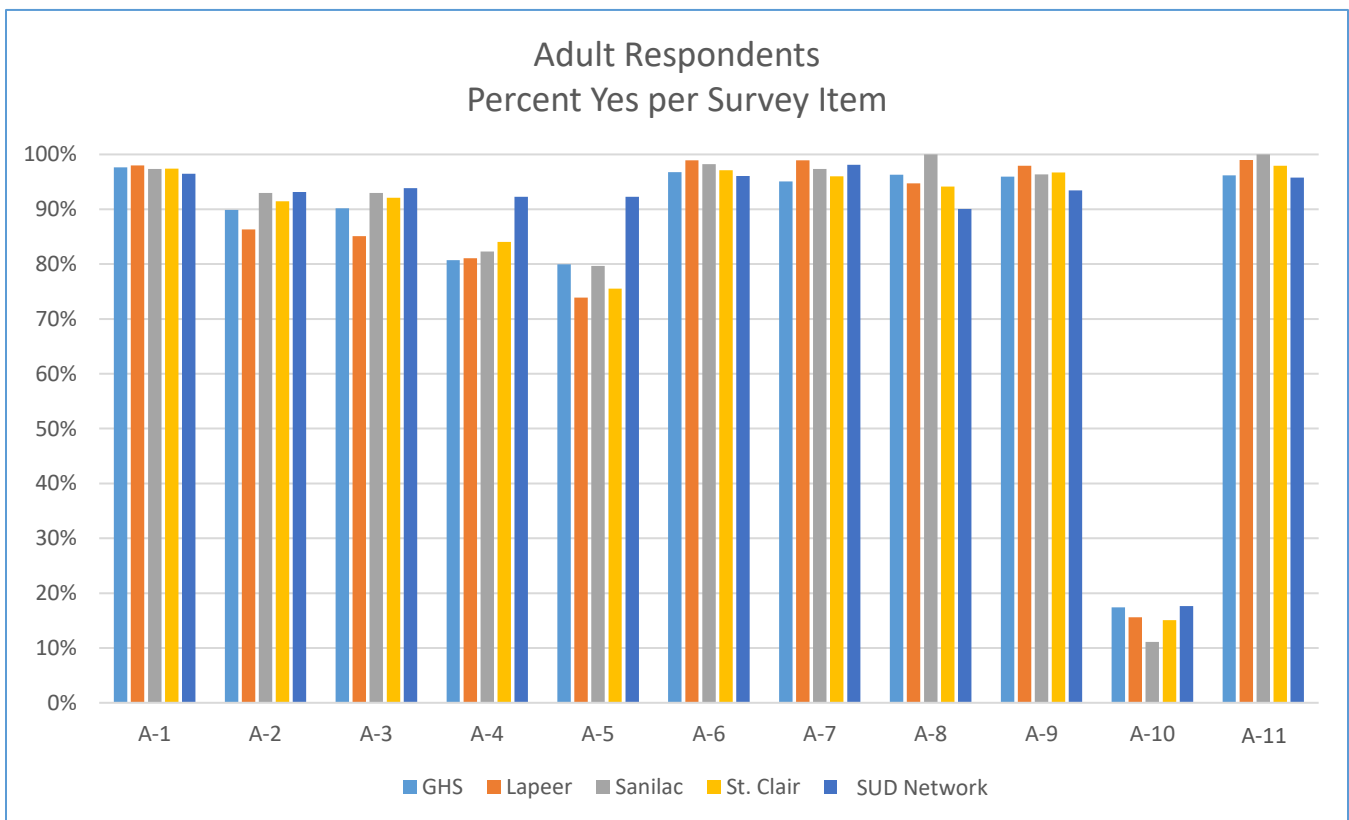
Adult Surveys

A total of 1,605 surveys were completed by adults receiving services in the Region 10 PIHP network. Of the 1,605 surveys, 920 were completed by persons receiving CMH services with the remaining 685 surveys completed by individuals receiving SUD network services.

The chart on the following page shows a break-out of the number of Adult surveys completed by PIHP affiliate.



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



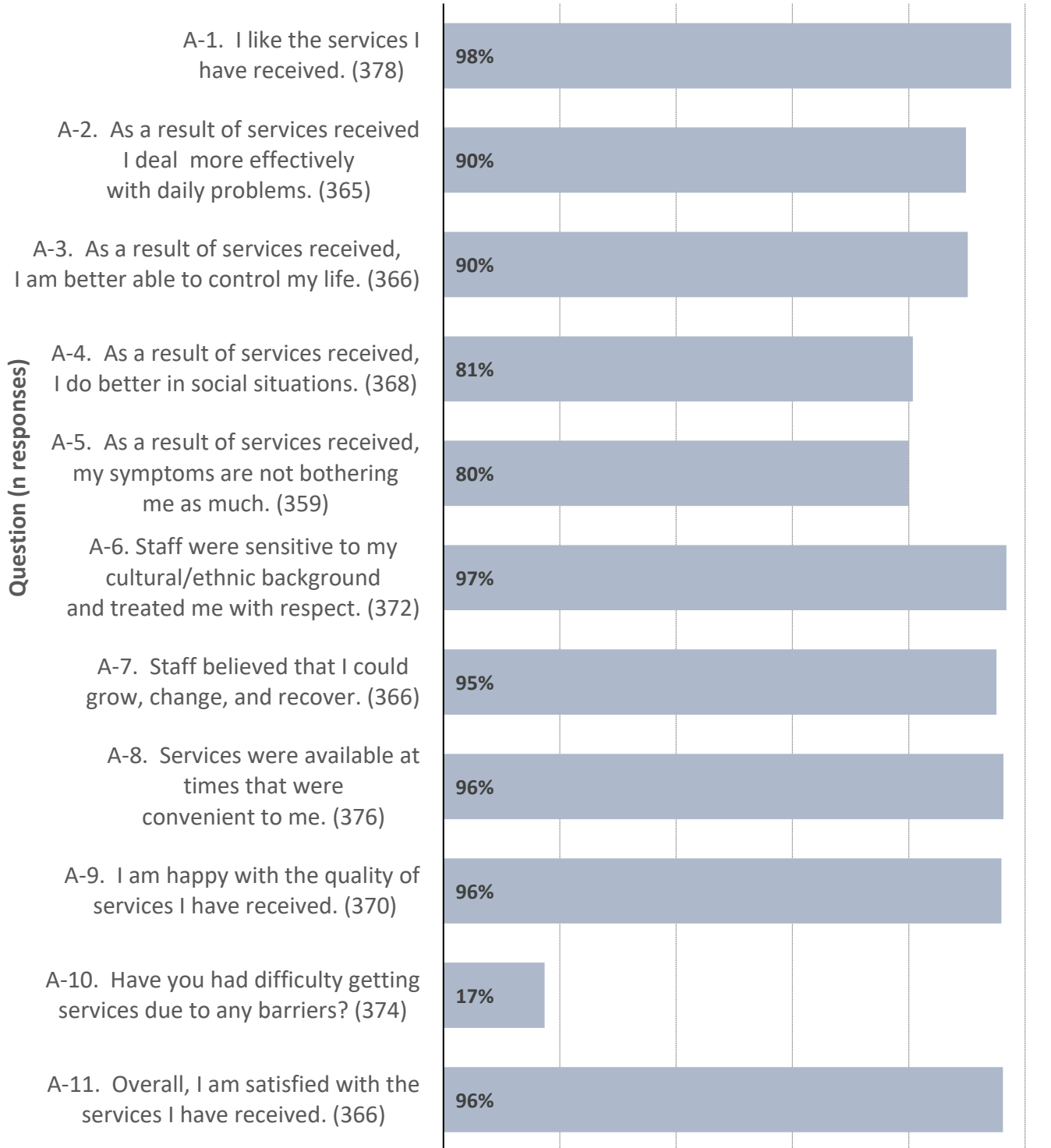
The graphs on the following pages display survey detail per findings obtained by each CMH and the SUD network:

Genesee Health System CMH 2019 Adult Survey responses

N= 380

% responding yes

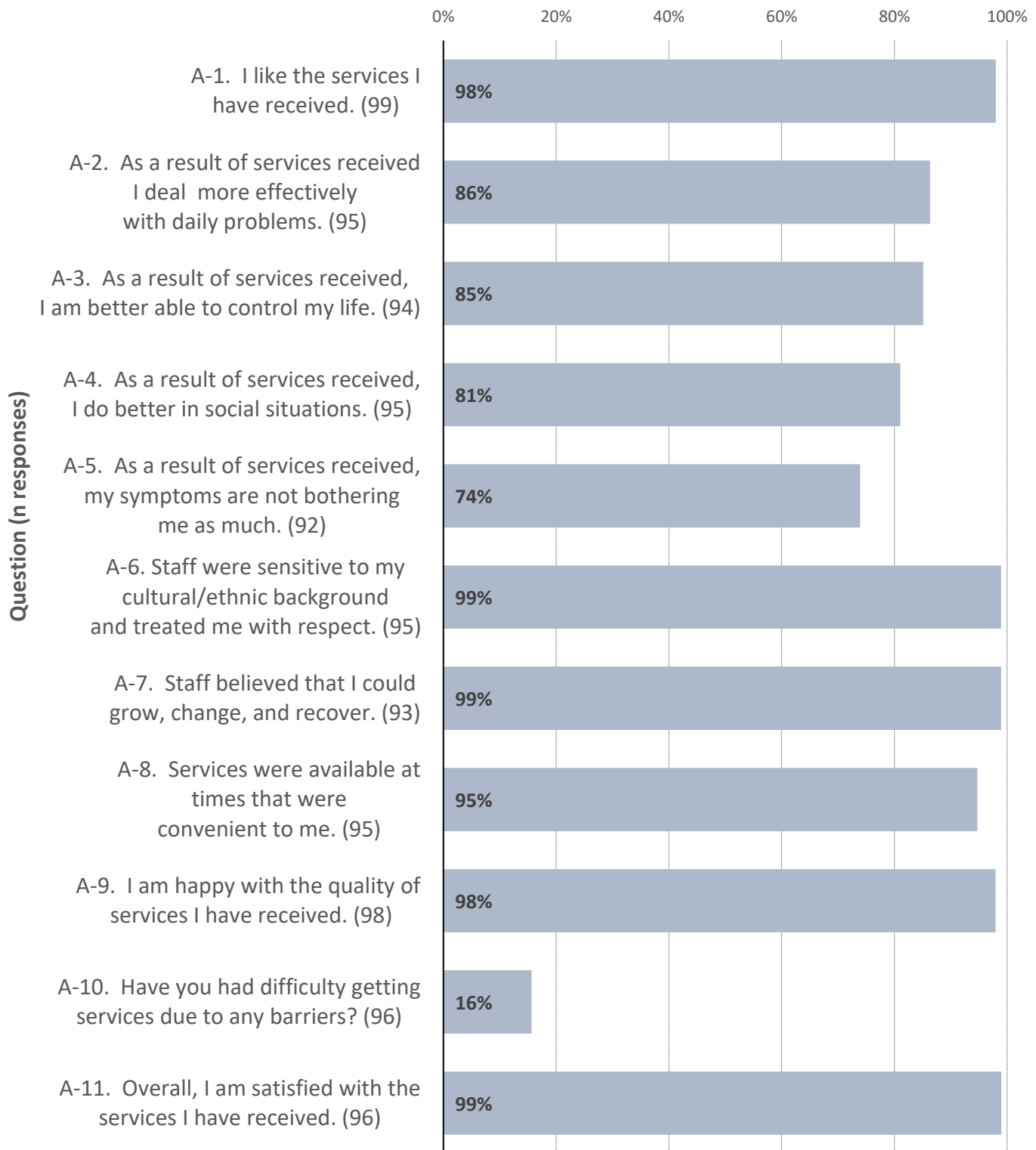
0% 20% 40% 60% 80% 100%



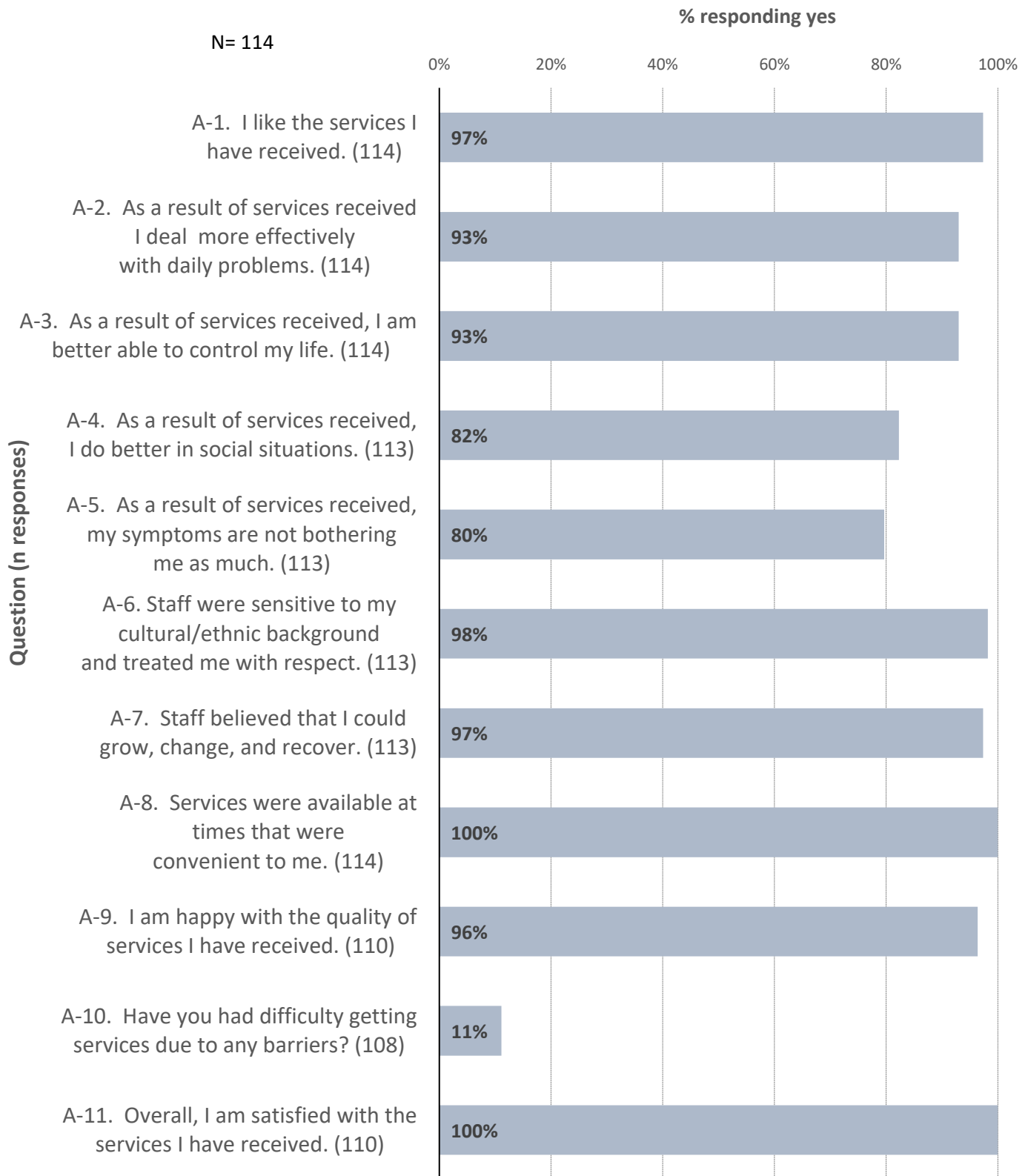
Lapeer CMH 2019 Adult Survey responses

N= 110

% responding yes



Sanilac CMH 2019 Adult Survey responses



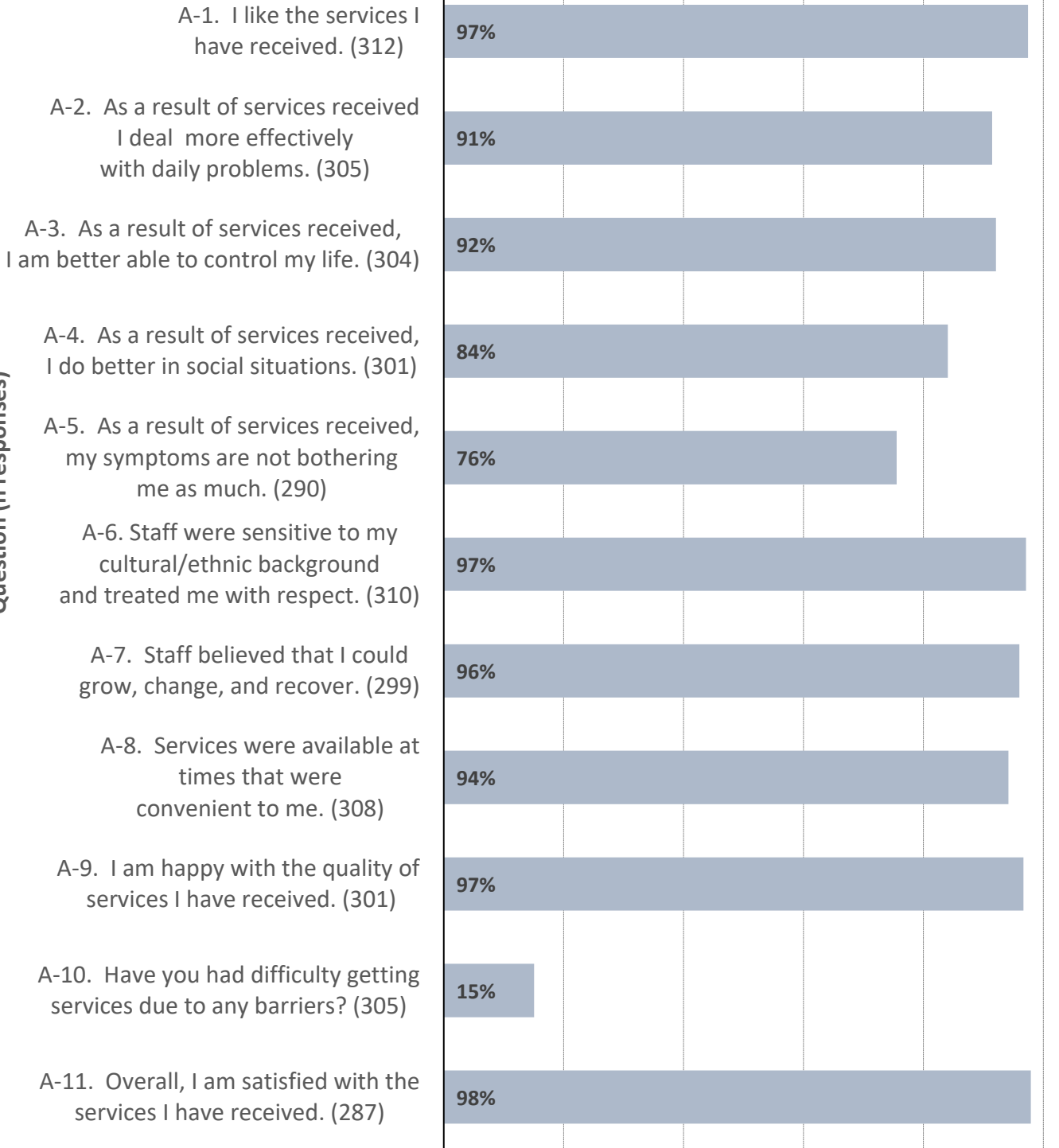
St. Clair CMH 2019 Adult Survey responses

N= 316

% responding yes

0% 20% 40% 60% 80% 100%

Question (n responses)



SUD Network 2019 Adult Survey responses

N= 685

% responding yes

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Question (n responses)

A-1. I like the services I have received. (685)

96%

A-2. As a result of services received I deal more effectively with daily problems. (685)

93%

A-3. As a result of services received, I am better able to control my life. (685)

94%

A-4. As a result of services received, I do better in social situations. (685)

92%

A-5. As a result of services received, my symptoms are not bothering me as much. (685)

92%

A-6. Staff were sensitive to my cultural/ethnic background and treated me with respect. (685)

96%

A-7. Staff believed that I could grow, change, and recover. (685)

98%

A-8. Services were available at times that were convenient to me. (685)

90%

A-9. I am happy with the quality of services I have received. (685)

93%

A-10. Have you had difficulty getting services due to any barriers? (685)

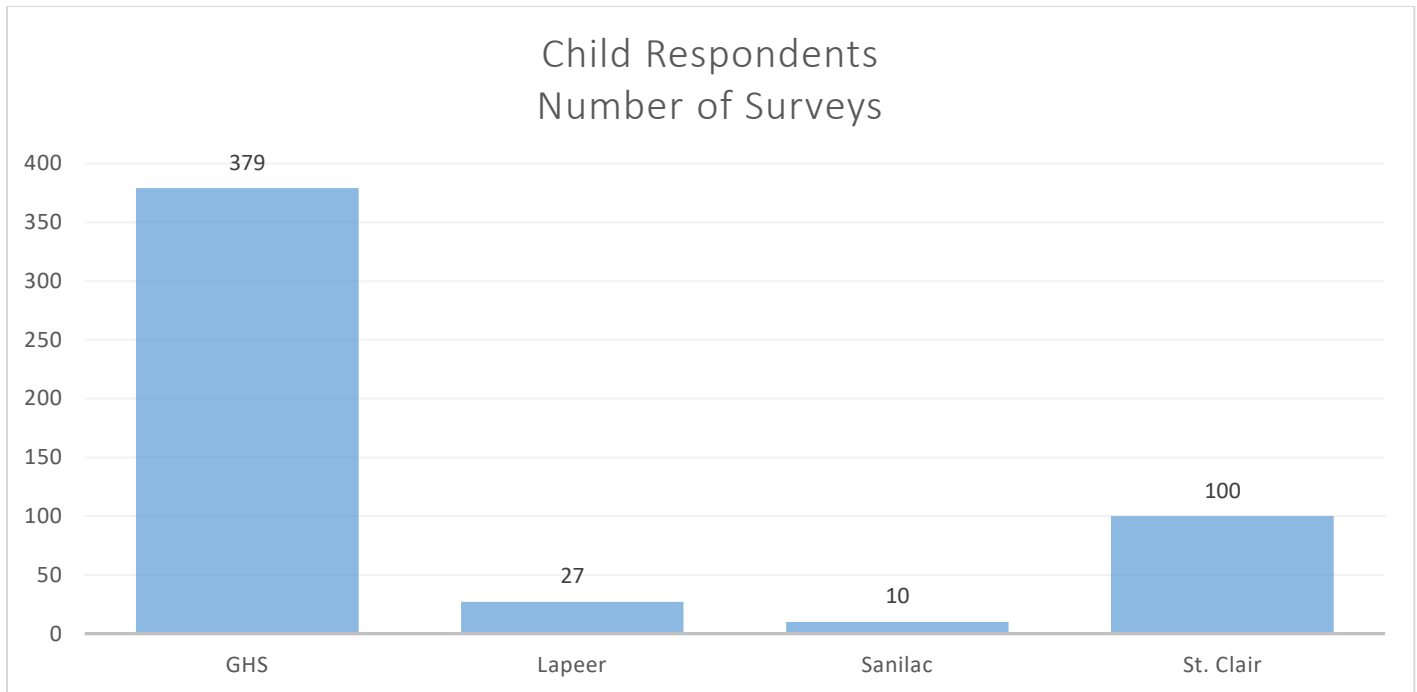
18%

A-11. Overall, I am satisfied with the services I have received. (685)

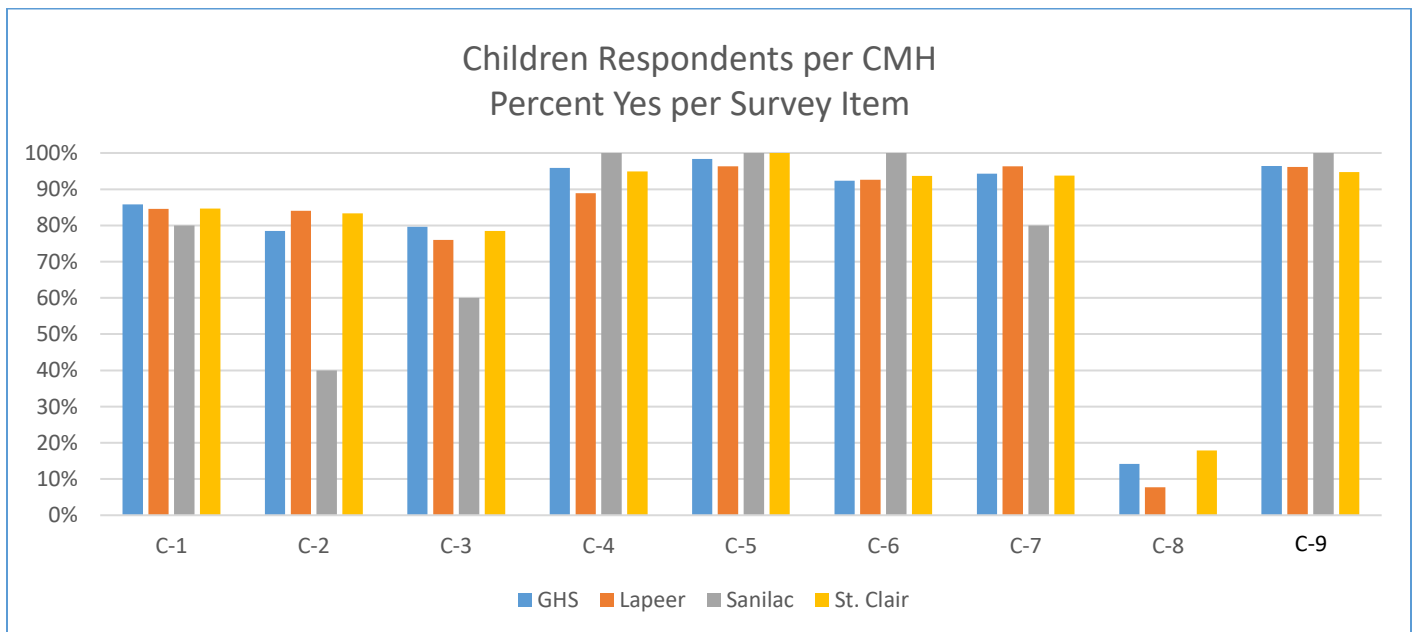
96%

Child Surveys

Parents/guardians of children served returned 516 surveys. The graph below shows the number of surveys completed by each CMH.



The graph below shows the percentage of "yes" responses per survey item for the Child survey.



The graphs on the following pages display survey item detail per findings obtained by each CMH:

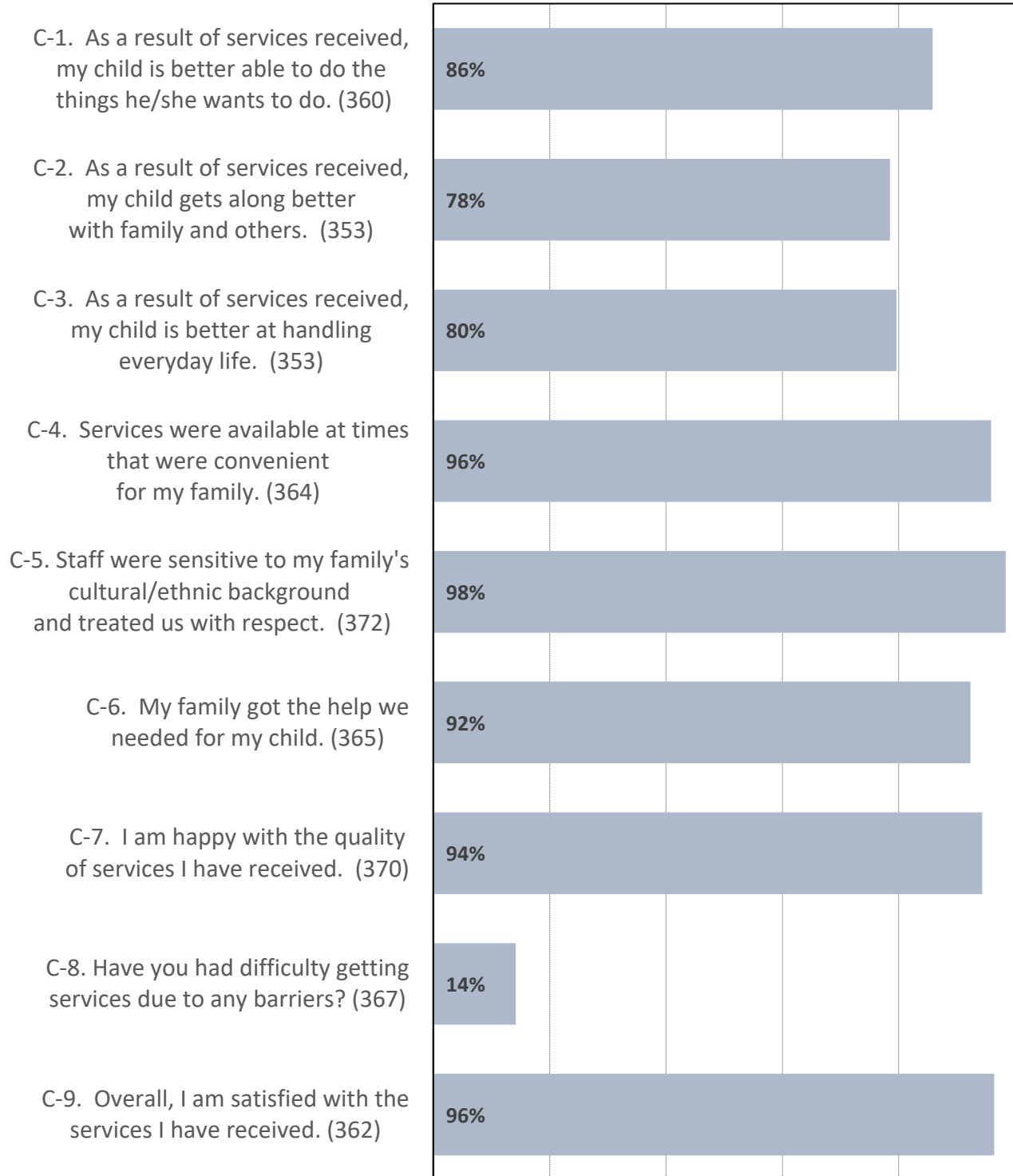
Genesee Health System CMH Child Survey responses

N= 379

% replying yes

0% 20% 40% 60% 80% 100%

Question (n responses)

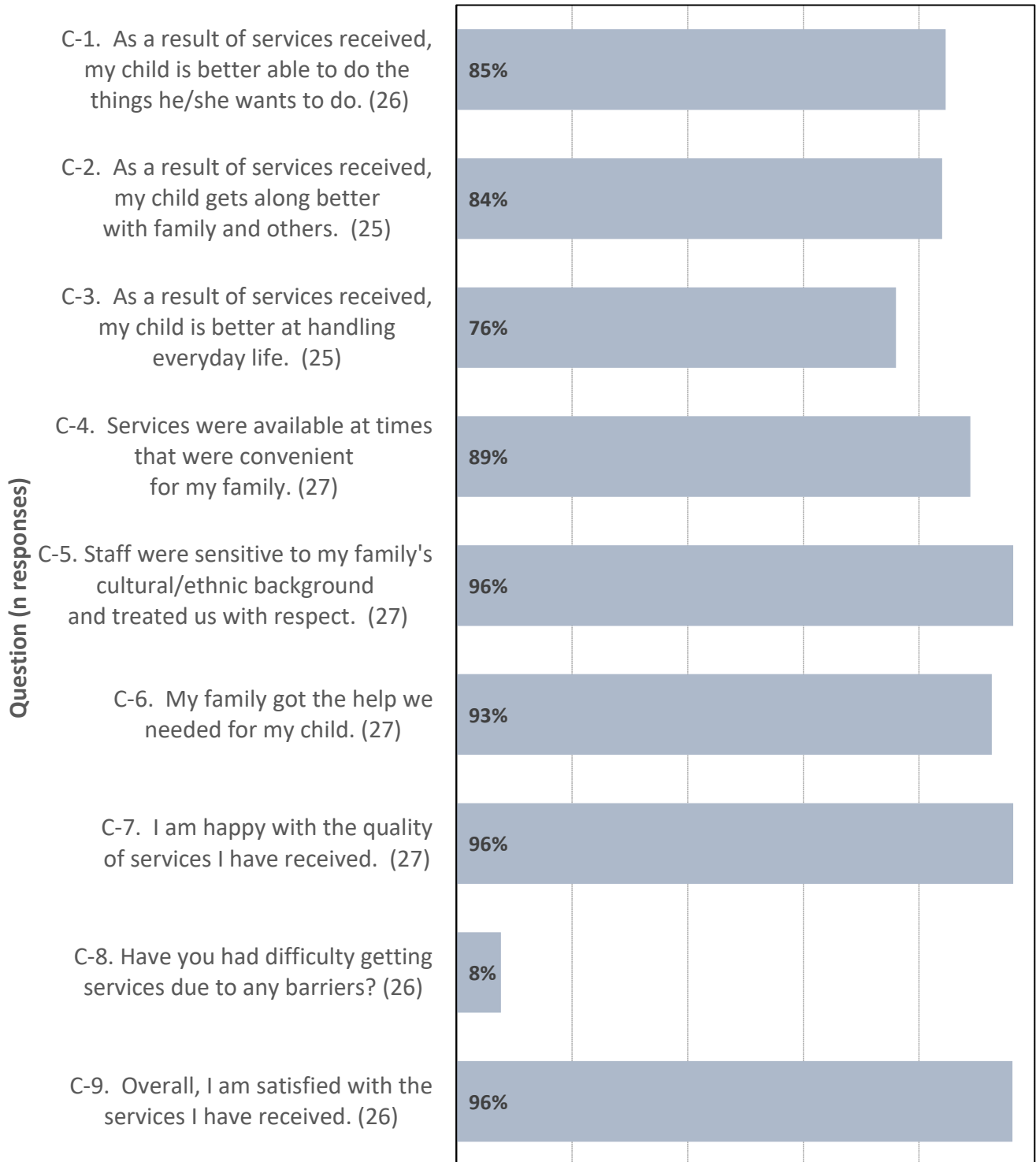


Lapeer CMH Child Survey responses

N= 27

% replying yes

0% 20% 40% 60% 80% 100%



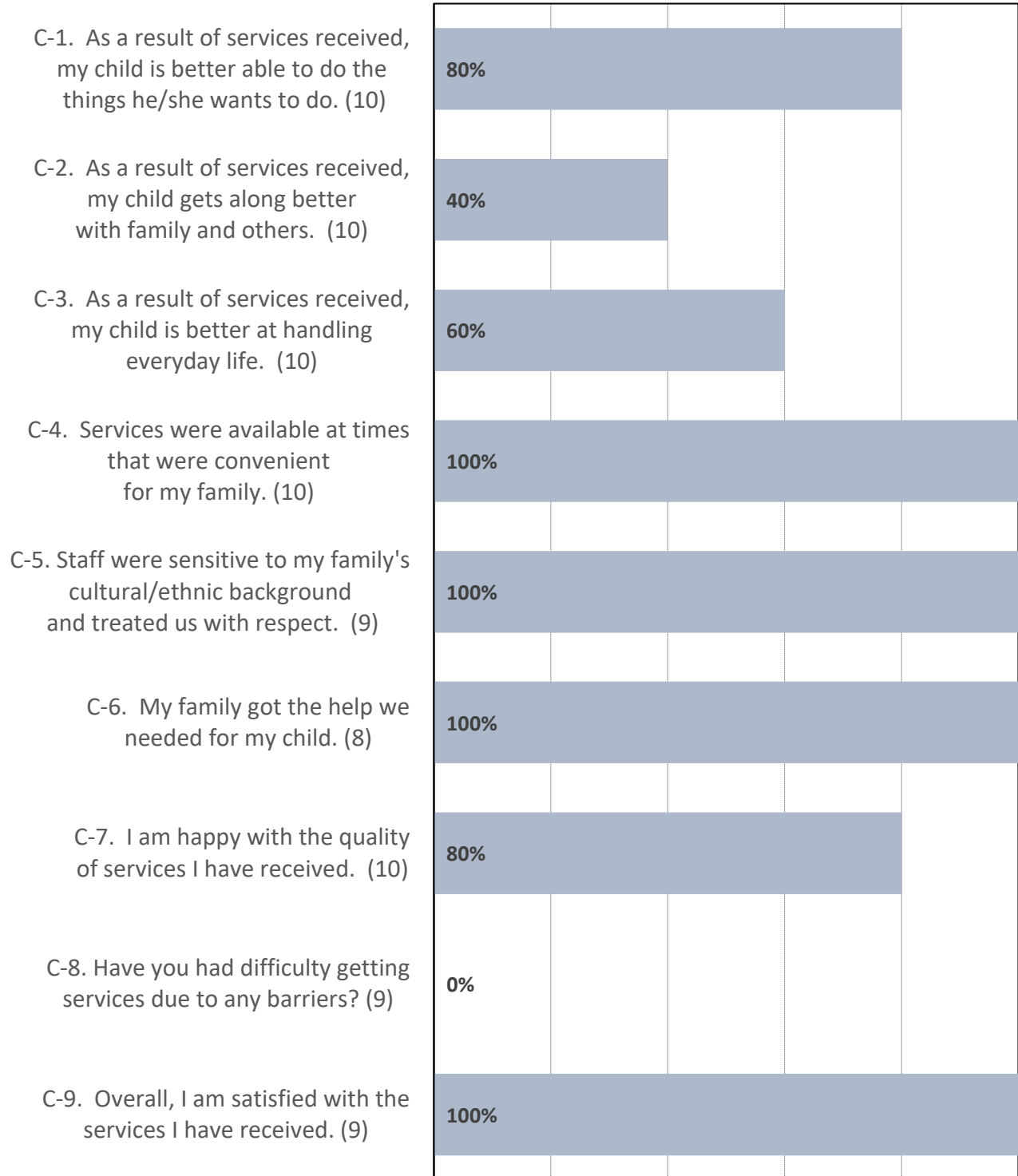
Sanilac CMH Child Survey responses

N= 10

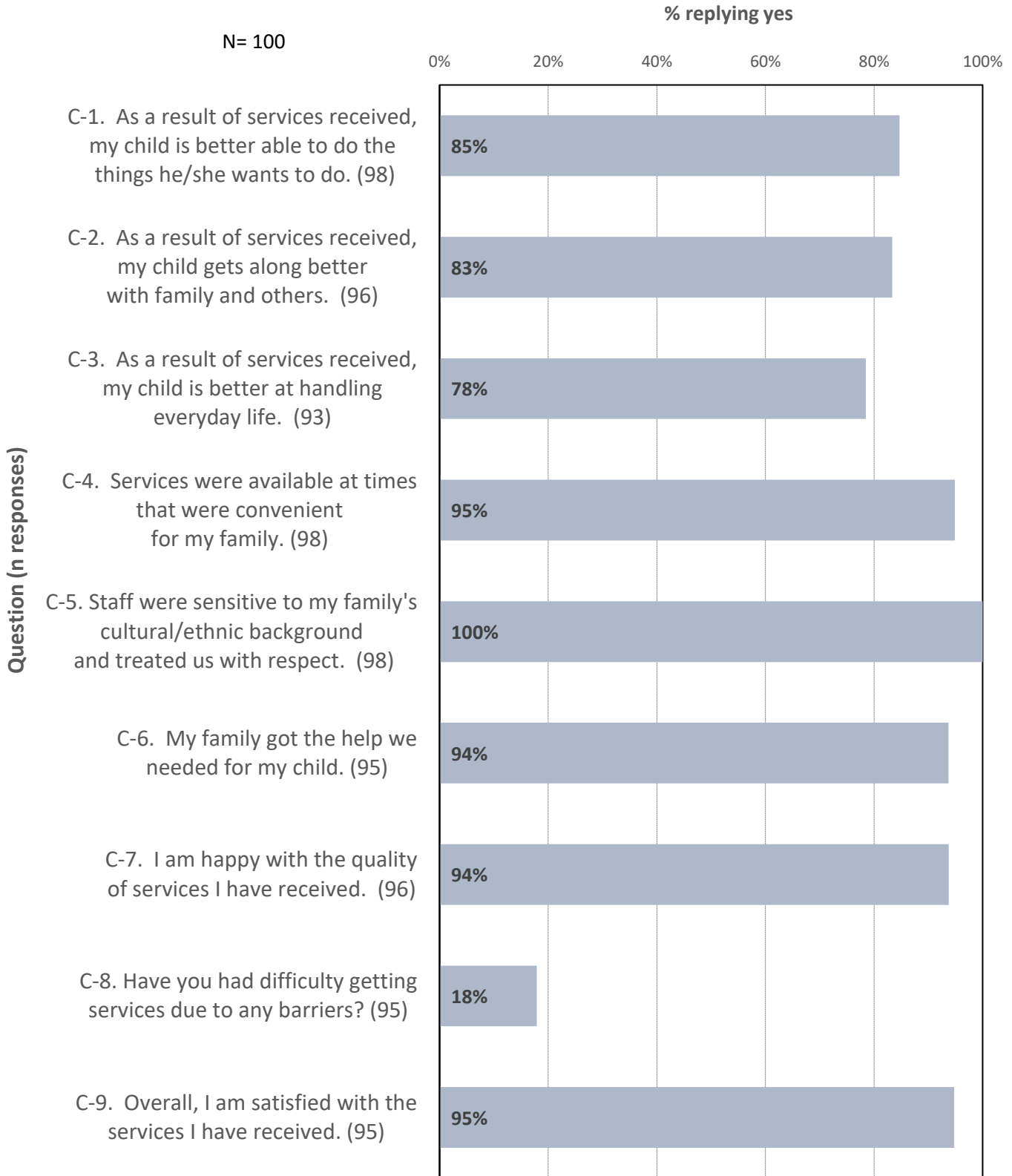
% replying yes

0% 20% 40% 60% 80% 100%

Question (n responses)



St. Clair CMH Child Survey responses



Longitudinal Comparison of Customer Satisfaction

The tables below demonstrate the percentage of “yes” responses for each survey question over time for Adult and Children surveys.

Adult Customer Satisfaction Survey Comparison

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

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

*Question added FY2019

Summary of Findings

Overall, customer satisfaction percentages reveal favorable levels of customer satisfaction (many items in the 90th percentile band or above). Across these findings, adult ratings of satisfaction tend to be marginally higher than child ratings of satisfaction. The highest areas of satisfaction in both adult and child populations were found in areas reflecting overall satisfaction, quality of services, cultural sensitivity of staff, respectful treatment of individuals by staff, and staff's beliefs in recovery for the individual.

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 79 – 92% regionally. As the individuals responding to these surveys are still actively engaged in treatment and continue to qualify for and receive medically necessary services, these lower percentage scores may not be unexpected. However, longitudinal analysis in the adult ratings suggest a slight favorable trend upward, and in the Child ratings improvement in quality of services along with continuing challenges with behavioral outcomes. Also, it should be noted that all of these percentages are offset by the consistently high levels of overall satisfaction with services for the same respondents. Thus, while customers report on specific areas of concern through the survey questions, they nevertheless feel generally satisfied with their service experience. All the above trends are evident across each provider system.

Longitudinal analysis of the Adult survey reveals a significant increase in A-3 as well as marginal increases in two lowest responses, A-4 and A-5. The other questions suggest little variance year-to-year, though all remain at favorable levels. Longitudinal analysis of the Child survey reveals a significant increase in C-7, now brought into a favorably high level. In contrast, C-3 is decreased and remains below target along with C-1 and C-2. The other questions reveal little variance year-to-year, though all remain at favorable levels.

Preliminary survey data was presented and reviewed by Consumer Advisory Councils of each CMH affiliate to obtain input from individuals receiving services and/or their family members. Additionally, affiliates are responsible for acting on specific cases as appropriate, identifying the source of dissatisfaction, and informing the appropriate staff of the survey results.

The Quality Management Committee reviewed and discussed survey results, barriers to survey administration, response rates, and suggested changes to next year's survey processes. The survey results are reported to numerous committees throughout the region, including advisory boards, Boards of Directors, and are shared on agency websites.

Recommendations

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

- 1) The PIHP and network affiliates should be informed of these findings, provide validating feedback to practitioners on their achieving commendable levels of customer satisfaction, and investigate sources of dissatisfaction.
- 2) CMH and SUD clinical leaders should review system survey results and identify opportunities for improvement within their service delivery system. For example, in the Children treatment planning,

greater attention may be directed toward facilitating specific behavioral outcomes and/or discussing parental expectations for their child's behavior.

- 3) CMH and SUD clinical leaders should 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 or systemic wide trends could be considered to help identify underlying processes linked to this area of service satisfaction.
- 4) The PIHP and network affiliates should review survey administration processes to identify opportunities for improvement to bring more efficiencies to the process.

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Appendix A: Overall Satisfaction by Provider

Provider	Location / Population	Total Responses	Overall, I am satisfied with the services I have received.
Above the Water House	SUD	1	100%
Alcohol Information & Counseling Center	SUD	12	100%
BIOMED – Flint	SUD	201	97%
Boysville	SUD – Holy Cross Services Flint - Miller Rd	23	100%
	SUD – Kairos - Jennings (Corcoran House)	7	86%
Catholic Charities of Shiawassee & Genesee Counties	SUD	32	100%
Catholic Charities of Southeast Michigan	SUD – Lapeer	14	100%
	SUD – St. Clair	20	100%
Flint Odyssey House	SUD – 1108 Lapeer Rd	50	94%
	SUD – 1220 MLK Ave	1	100%
	SUD – 1225 MLK Ave	1	100%
	SUD – 529 MLK Ave	116	92%
	SUD – 718 Oak St	11	100%
Genesee Health System	Mental Health – Adult	366	96%
	Mental Health – Children	362	96%
Lapeer CMH	Mental Health – Adult	96	99%
	Mental Health – Children	26	96%
New Paths	SUD – Men’s	67	87%
	SUD – Women’s	14	100%
Professional Counseling Center	SUD	6	100%
Sacred Heart	SUD – Algonac	4	100%
	SUD – Port Huron	26	100%
	SUD – Richmond	65	100%
Sanilac CMH	Mental Health – Adult	110	100%
	Mental Health – Children	9	100%
Sanilac County Counseling Services	SUD	14	100%
St. Clair CMH	Mental Health – Adult	287	98%
	Mental Health – Children	95	95%