

Community Mental Health Services of Muskegon County
Muskegon CMHSP Agency Satisfaction Survey Report for FY11/12
Report Date: 02/12/2013

Survey Return Rates for FY11/12

- For FY11/12 there were 2518 Agency Satisfaction Surveys mailed or handed out to consumers, of those 997 were returned, for an overall satisfaction survey return rate of 39.6%. ACT and Homebased (HBS) programs completed a DCH required Satisfaction Survey again this year, and Club House completed their own internal survey. These programs return rate are reported separately and not included with the Agency Satisfaction Survey Return Rate.
- ACT handed out 76 MHSIP Consumer Satisfaction Surveys and of those 39 were returned for a return rate of 51.3%
- HBS handed out 7 Youth Services for Families Surveys and of those 6 were returned for a return rate of 85.6%.
- Clubhouse conducts a member's Satisfaction Survey monthly, asking the question "How satisfied are you with your Clubhouse Membership"? Each member is asked this question and responses are documented on a progress note. The number of surveys completed monthly ranged from 13 to 23 with an overall monthly average of 16.

Agency Satisfaction Surveys are color coded per Provider Group/ Service Element. The following shows the number of surveys sent, surveys returned and satisfaction survey return rate per program:

Service Element	#Sent / Handed Out	#Returned	Survey Return Rate	Return Rate Increase/ Decrease FY 11/12 Compared to FY 10/11 Return Rate
DD Support Coordination	580	255	43.9%	Decrease of 6.7%
MI Outpatient	1043	420	40.37%	Increase of: 6.6% Note: Front Desk staff continue to hand out surveys vs mailing them
ACT	76	39	51.3 %	Decrease : 14%
Home Based	7	6	85.6%	Increase of 12.6% Note: Last year 15 Surveys handed out with 11 returned
MI Support Coordination	554	104	18.7%	Decrease: 11%
Brinks	341	218	63.9%	Decrease: 5.2%
Clubhouse	8 to 3 completed each month for a total of 194 for the year	194	NA	Surveys completed monthly

Survey Responses are based on a Likert Scale of "1" to "5", with "5" being the best. A rating score of "4" and above indicates satisfaction.

Overview of Agency Satisfaction Survey Questions/ Statements Responses FY11/12

Agency Total Responses

- Overall, FY 11/12 rating scores indicate a high level of satisfaction with services as averaged rating scores ranged between 4.23 and 4.54 for all 12 survey questions / statements.
- For FY11 /12 Agency Satisfaction Report, survey responses were also grouped into three categories with a percentage given for each of the three categories of "Agree"/ "Good", "Neutral" and "Disagree" / "Fair". Survey Response choices of strongly agree and agree were merged to make up the "Agree" category; Neutral responses make up the "Neutral" category; and survey response choices of disagree and strongly disagree make up the "Disagree" category. Note: That for question 1: How would you rate the CMH Services you received, the response categories are "Good", "Neutral" or "Fair". The workgroup consider the "Agree" / "Good" category responses as an indication of satisfaction.
 - For FY 11/12 the overall Agency Totals per question for the "Agree" category ranged from 85% to 95%. Of the 12 questions 9 received a 92% or higher in this category. Three questions tied for the receiving the highest received of 95%: (1) "You felt welcomed by staff"; (2) "When receiving CMH Services you were treated with respect"; and (3) "The environment (office and lobby areas) was clean, comfortable and accessible". Note the first two questions have received the highest percentage rating for the last three years.
 - For the third year in a row, the two survey statements receiving the lowest percentage in the "Agree" category of 85% were: (1) "The CMH Services you received helped you deal with your problems." and (2) "You were satisfied with the amount of help you received from Muskegon CMH. "
 - The "Disagree" category percentages ranged from 1% to 4% for the 12 survey questions / statements. The survey question / statement which received a 4% in the "Disagree" category. Those statements/ questions was: "You are satisfied with the amount of help you received from Muskegon CMH". Two other survey questions/statements received a 3% and they are: "The CMH Services you received helped you deal with your problems"; and How would you rate the CMH Services you received?
 - The "Neutral" category appeared to be the variable ranging from 4% to 12%.

Support Coordination Services

- Surveys completed by individuals receiving Support Coordination Services averaged rating scores ranged from 4.36 to 4.54 indicating a high level of satisfaction with services. From 90% to 96% of individuals completing the survey responded in the "Agree" Category for each of the twelve questions/ statements. Two question/statements tied for the highest percentage ranking in the "Agree" category for Support Coordination: "When receiving CMH Services you were treated with respect" and "The environment (office & lobby areas) was clean, comfortable and accessible".

Outpatient Services

- Surveys completed by individuals receiving Outpatient Services averaged rating scores ranged from 4.18 to 4.60 indicating a high level of satisfaction with services. From 81% to 97% of individuals completing the survey responded in the "Agree" Category for each of the twelve questions/ statements. Nine of the twelve questions received a percentage of 91% or higher. The two question/statements receiving the highest percentage in the "Agree" category (97%) for Outpatient Services were: "When receiving CMH

Services you were treated with respect" and "The environment (office & lobby areas) was clean, comfortable and accessible". The question receiving the lowest percentage in the "Agree" category was: "The CMH Services you received helped you deal with your problems." (81%)

Brinks Services

- Surveys completed by individuals receiving Brinks Services averaged rating scores ranged from 4.16 to 4.50 indicating a high level of satisfaction with services. From 82% to 94% of individuals completing the survey responded in the "Agree" Category for each of the twelve questions/ statements. Six of the twelve questions received an "Agree" percentage of 90% and higher. The question/statement which received the highest percentage in the "Agree" (94%) category for Brinks Services was: "You felt welcomed by staff". The two question receiving the lowest percentage of 82% in the "Agree" category are: "The CMH Services you received helped you deal with your problems" and "You are satisfied with the amount of help you received from Muskegon CMH".

Day Program Satisfaction Survey

- Four questions were added to the Agency Satisfaction Survey in FY10/11 to assess/monitor satisfaction with Day Program Services, these questions continued for FY11/12.
- 29 surveys completed for fiscal year.
- Average Rating Scores ranged from 4.10 to 4.28 for the four questions indicating satisfaction with Day Program Services. The question/statement "Day Program staff treat me with respect" received the highest rating score of 4.28.
- There were many "neutral" responses which workgroup attribute to the fact as many of these surveys are completed by parents/guardians and not the individual themselves.

Assertive Community Treatment (ACT) Services

- For FY 11/12 ACT Programs across the state were required by DCH to participate in the DCH Satisfaction Project for 2012. The MHSIP 44 Item Consumer Satisfaction Survey was the satisfaction instrument used for this population again this year ACT handed out 76 MHSIP Consumer Satisfaction Surveys during a two week time frame in November 2012 and of those 39 were returned for a return rate of 51.3%. This is the sixth year this survey has been used for ACT. The survey data was collected and reported to DCH.
- The MHSIP 44 Item Consumer Satisfaction Survey is based on a Likert Scale of 1 to 5 with one being the best possible score. This is opposite of the Agency satisfaction surveys rating scores in which five is the best possible score.
- Muskegon CMHSP ACT Program rating scores ranged from 1.60 to 2.40. The rating scores for questions 1 thru 20, which measure satisfaction with services indicate individuals are very satisfied with the services they receive. Question 21 thru 44 measure satisfactions with treatment outcomes and the survey results indicate less satisfaction in this area, which is consistent with survey results from previous years.
- The ACT Satisfaction Report responses were also categorized by the three categories of Agree, Neutral and Disagree. Responses in the "Agree" category ranged from 56% to 90% for each of the 36 questions. The question/statement receiving the highest percentage in the "Agree" category for ACT Services was: "I was given information about my rights" (90%). The questions receiving the lowest percentage in the "Agree" category was: "Staff told me what side effects to look for." (56%)
- The four "Welcoming Questions" from the CMH Agency Survey were added to this ACT Survey. Thirty-six of the thirty-nine individuals responding to the survey completed these questions with a averaged rating score between 4.17 and 4.58.

Homebased (HBS) Services

- For FY 11/12 HBS Programs across the state were required by DCH to participate in the DCH Satisfaction Project for 2012. The Youth Services Survey for Families Satisfaction Survey was the satisfaction instrument used for this population again this year. HBS handed out 7 Youth Services for Families Surveys in November 2012 and of those 6 were returned for a return rate of 85.7%.
- The Youth Services Survey for Families (YSS) Consumer Satisfaction Survey is based on a Likert Scale of 1 to 5 with Five being the best possible score, which is the same as the Agency satisfaction surveys rating scores.
- Muskegon CMHSP HBS Program rating scores ranged from 2.7 to 4.7. The rating scores for questions 1 thru 15, which measure satisfaction with services indicate individuals are very satisfied with the services they receive. Question 16 thru 26 measure satisfaction with treatment outcomes and the survey results indicate less satisfaction in this area, which is consistent with survey results from previous years.
- The HBS Satisfaction Report responses were also categorized by the three categories of Agree, Neutral and Disagree. Responses in the "Agree" category ranged from 17% to 100% for each of the 26 questions. HBS survey results showed 100% responses in the "Agree" category for 9 out of the first 15 questions..
- The four "Welcoming Questions" were also included in this HBS Survey. All 6 individuals responding to the survey completed these questions with a averaged rating score between 4.5 and 4.8.

Agency Satisfaction Survey Consumer Comments

- For FY11/12 there were 373 surveys with written comments on them. Note: Comments are included from ACT& HBS even though a different survey instrument was used for those programs.
- The Customer Satisfaction Workgroup decided several years ago that it was important to categorize the comments, looking for trends, issues etc. Written comments are categorized at time of data entry and discussed at each workgroup meeting.
 - The following questions / responses are used in the Satisfaction Database to track and categorize satisfaction survey comments. They are as follows:
 - Was the comment negative or positive or both
 - The type of comment, ie, Customer Satisfaction, Satisfaction with staff, Customer Request / Suggestion.
 - If the comment was negative or both negative & positive the issue is also identified, i.e., Care /Tx Issues, Staff Issues, Waiting Time, Facility Issues, etc.

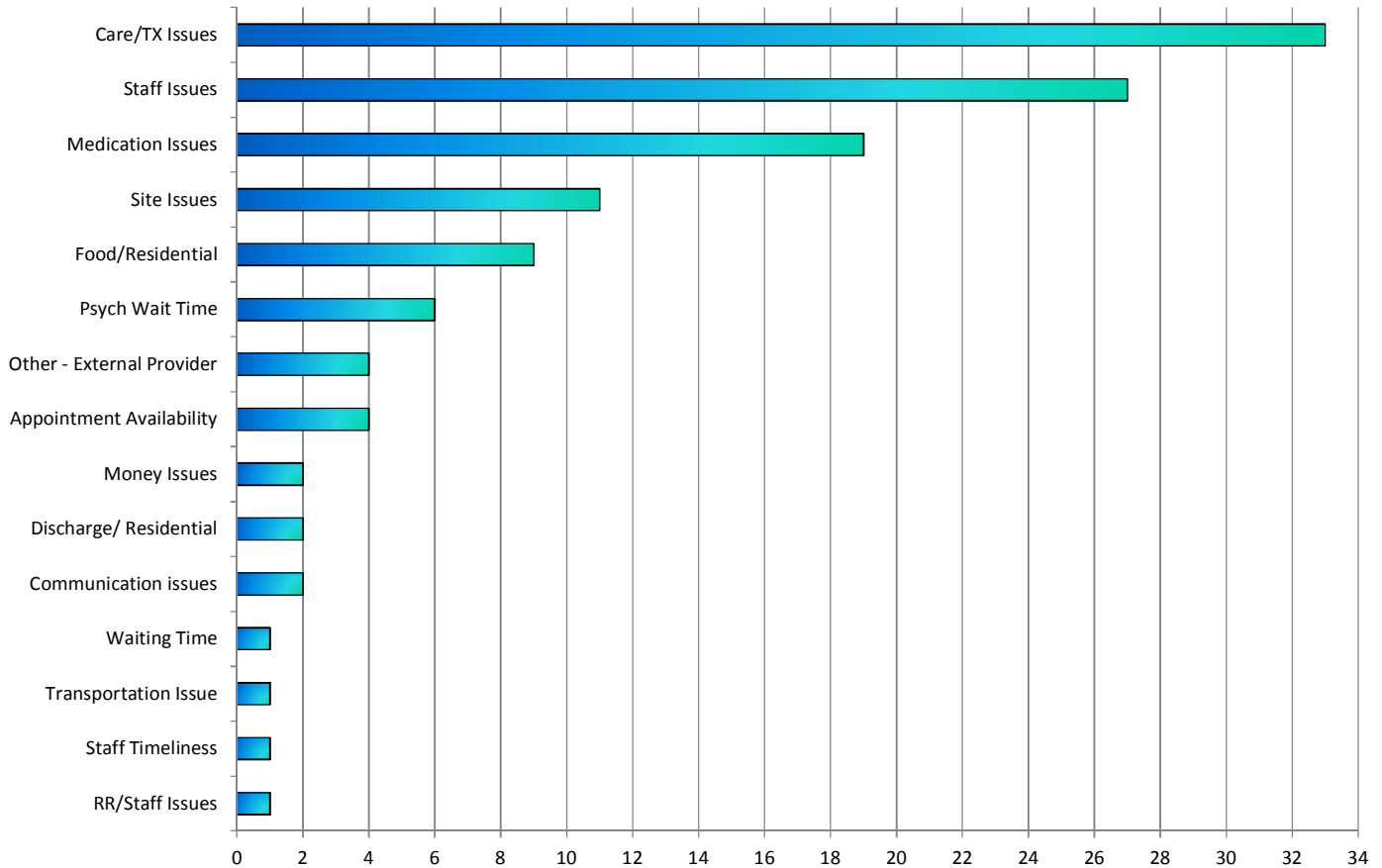
Overview of Categorizing /Trending of Agency Satisfaction Survey Consumer Comments

- For FY11/12 there were 373 Comments,
- 227 out of the 373 comments were all positive (61%).
- 14 out of the 373 comments were both positive & negative (4%)
- 109 out of the 373 comments were all negative (29%)
- 23 out of the 373 comments were consumer requests / suggestions / other (6%)

Muskegon CMH Agency Satisfaction Survey Comment Report For FY 11/12

123 Comments with Issues/ Concerns Grouped by Category

Report Date 2/12/13



The Graph represents the 123 comments out of the 373 comments for FY 11/12 that were considered negative. The graph trends the comment by the identified issue. The five categories that received the most negative comments are as follows: Care / Tx Issues (33); Staff Issues (27); Medication Issues (19); Facility Issues (11); and Food / Residential (9).

Care / Tx Issues

In reviewing the comments under Care / Tx Issues here are some of the concerns:

- Need more linking/coordinating services and more social activities. (ACT)
- I really wanted to join the support groups to tell my story, but it seems like ACT keeps putting that off, but all and all I love the program. (ACT)
- Overall, my staff was nice. The staff were helpful and nice. The only thing I did not like was I did not get to see the Doctor or Case Worker. (Brinks)
- Not enough to help me adjust. Too much drama here and it made me feel worse. (Brinks)
- I do not feel my needs were met in my stay. _____refused me medication as well as was disrespectful. I do not feel I am ready/stable to go home with no support, but am being forced to leave anyway. (Brinks)
- My doctor does not listen to me when I try to talk to him. (HBS)
- Therapist did not seem to address my issues and gave me no plan. (MIA Outpatient)
- Keep changing therapist. (MIC Outpatient)
- _____Would greatly benefit from an increase in hours from HGA. With an increase in hours, she could be more healthy and increase her social skills and become more independent. (DD Sup Coor)
- My daughter gets services and I would like to see the doctors listen to her concerns a little more. Especially when it comes to all the weight she has gained. (DD Sup Coor)

Staff Issues

In reviewing the comments under Staff Issues here are some of the concerns:

- _____was rude, disrespectful, and not nice, but the rest of the staff were great. (Brinks)
- Need to be more respectful. (Brinks)
- Getting my meds refilled has been difficult. I would prefer to see someone other than _____. It took 3 visits before she could help me with my panic/attacks and anxiety. She rarely listens to you, she just looks at her computer. (MIA Outpatient)
- This is for a child—I brought up a concern and I was brushed off. (MIC Outpatient)
- I have been upset because every time we get a doctor they change. We liked Dr. Jawor but did not have her lone. I do not know how a doctor can treat someone when they do not get to know the patient. Dr _____is okay, the other one is a _____. Case Worker Dan is wonderful. He really tries to help you. (DD Sup Coor)
- Depending on which receptionist you call or see when you come/call CMH, a few can be rude and short with people. (MIA Sup Coor)
- _____does not go by your goals and work on them. She does what she wants to do. The lobby is kept clean but needs kid things for parents who have to bring their kids with them. The person getting therapy should be listened to and not treated like they are always wrong. Be respectful. (MIA Supp Coor)

Medications Issues

In reviewing the comments under Medications Issues here are some of the concerns:

- My time for meds is 1:30. I need them to be there at 1:30 or call before to let me know. (ACT)
- The only problem that I have is getting a refill on a prescription when my refills run out. I have left numerous messages on the med line without a response. Otherwise, I appreciate the help CMH gives me. (Outpatient)
- When I was changed to a different prescriber I was without my medication for five days. (Outpatient)
- I have had a problem refilling my prescriptions from time to time. The doctor here changes the refills in the system here, but my pharmacy does not get it. (Outpatient)
- I do not get enough/ right dose of meds to sleep or deal with anxiety. I also have a problem getting my Adderall prescription when it is out. I have had to wait over a week for it. (Outpatient)
- I do not like CMH Services when they treat me poorly. They do not understand and do not put me on the correct medications that I need to be put on. (DD Sup Coor)
- I do not like being taken off certain medications without being told. I was taken off medications in August 2011. My anxiety is very high, not sleeping well, I am depressed all the time and hear voices that are loud and negative. (MIA Sup Coor)

Facility Issues

In reviewing the comments under Facility Issues here are some of the concerns:

- The NAMI library is very inaccessible. If ever there were a fire (God Forbid) it would be extremely dangerous. Even more so if someone in a chair particularly had to reach safety because it is so difficult maneuvering in there. (DD Sup Coor)
- People should not be on their cell phones in the Waiting Room (MIA Outpatient)
- The seating needs to be spread out more so it is accessible to everyone even parents that have to bring kids and have no choice but to bring them. It would be easier to bring strollers in. Also as a parent that has to bring kids in with me and a stroller that is normally in everyone's way when they are trying to get around. (MIA Outpatient)
- I have OCD and some staff offices are very cluttered and uncomfortable for me. The rooms make me anxious. (MIA Outpatient)
- The carpet was moldy due to water damage from A/C. (Brinks)

Food/ Residential Issues

In reviewing the comments under Food/Residential Issues here are some of the concerns:

- I liked the staff. Everyone is nice and understanding, and I got the help I needed. The only complaint I had was the food. (Brinks)
- I like the group meetings with Lisa and the craft room and staff. I did not like the food. (Brinks)
- Like the staff very well. They were friendly and respectful. Food was not very tasty. It was like dog food. (Brinks)
- Food allergies are not taken into account for those that have them. (Brinks)
- Poor food. (Brinks)

Customer Suggestions:

In reviewing the comments under Customer Suggestions here are some of the suggestions:

- Have you ever thought of having an FPE Group at your Whitehall Facility? Muskegon is a long drive for me.
- Home supports—maybe a family group discussing stuff. In home family counseling and supports.
- Taking a teenager out on an outing or doing more things together such as bowling or a movie—something to help with his ability to get out of the house more and meet new friends just over all more group sessions.
- It would be nice to get discounted rates for local health clubs, ie Omni or Norton Pines.
- Sibling support group
- A worker's group would be nice.

Overview of Agency Satisfaction Survey Follow-up Report Process for FY11/12

The Customer Satisfaction Workgroup tracks and monitors the satisfaction survey follow-up process. When an individual requests follow-up a tracking form is sent with the survey comment to the supervisor, admin, recipient rights, or customer services depending upon the request or type of follow-up needed. This information is entered and tracked in the Agency Satisfaction Survey Database:

Agency Satisfaction Survey Follow-up Reports

- For FY11/12 there were 35 surveys in which consumers requested a follow-up call. Thirty-one of these were sent to supervisors for follow-up and four to Customer Service.
- 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 for FY 12/13.