

Overview of Mid-State Health Network FY2017 SUD Consumer Satisfaction Survey Summary Report

Introduction

The following is a summary of the Mid-State Health Network's (MSHN) SUD Consumer Satisfaction survey. The survey was developed to assist MSHN and the SUD Providers in developing a better understanding of the strengths and weaknesses in the quality of services provided to the SUD population.

The tool was distributed to adult and adolescent consumers who were served by SUD Treatment Providers within the MSHN provider network to assess the perceptions of individual recovery. All items were rated using a 5-point Likert scale that ranged from 1 = "strongly disagree" to 5 = "strongly agree."

The distribution period was June 14, 2017 to July 12, 2017 and this marks the third year of implementation. This report was developed utilizing voluntary self-reflective surveys from 3045 consumer's representing MSHN's region. There were 3343 surveys distributed by a total of 66 SUD Provider locations with 208 surveys refused.

The information from this report is intended to support discussions on how the various SUD Provider practices may facilitate or impede recovery. The information from this overview should not be used to draw conclusions or make assumptions without further analysis.

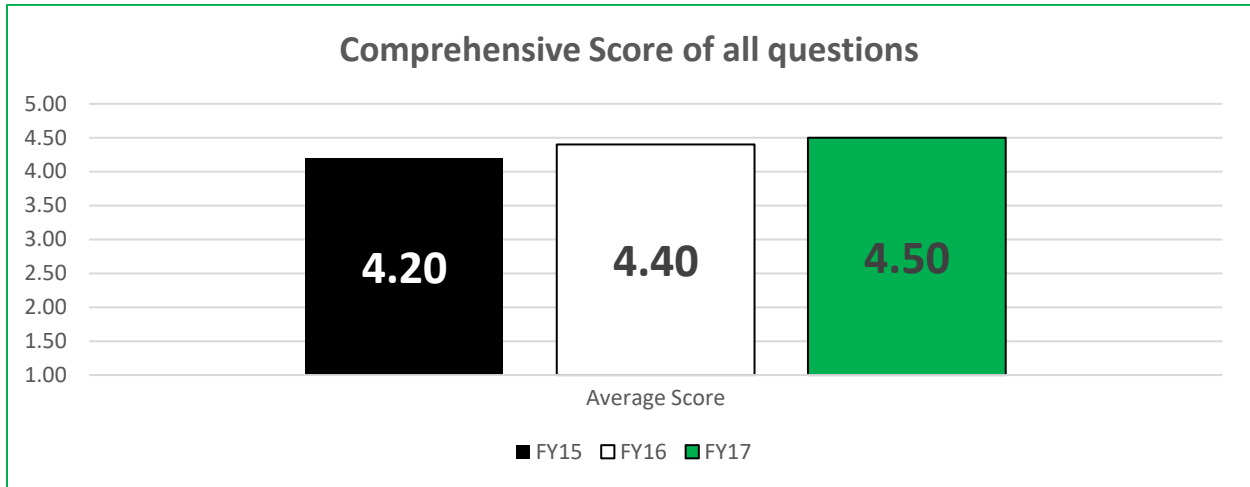
Any questions regarding the report should be sent to Dan Dedloff, MSHN Customer Service and Recipient Rights Specialist, at dan.dedloff@midstatehealthnetwork.org.

MSHN Summary

The responses from the SUD Consumer Satisfaction surveys were scored as a comprehensive total of all questions, as well as individually for each of the fifteen questions. The comprehensive score measures how the system is performing overall, and the individual questions measure the performance for the stated question from all survey responses.

Figure 1 illustrates how MSHN’s SUD Providers scored comprehensively for Fiscal Year (FY) 2015 to FY 2017.

Fig. 1 – MSHN Comprehensive Score

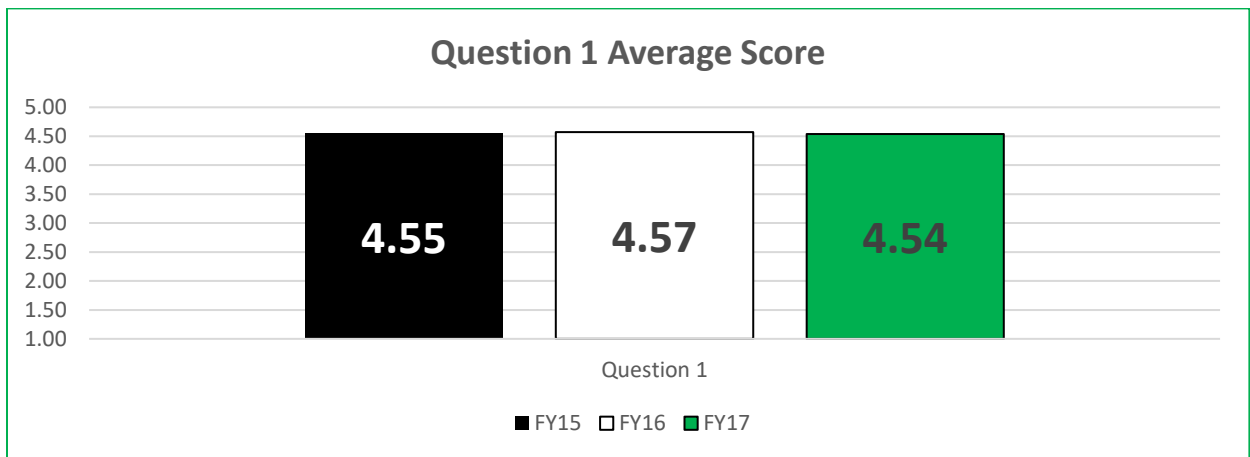


The comprehensive score for FY15 was 4.20, 4.40 for FY16, and 4.50 for FY17. This demonstrates a 0.10 increase for FY17 for how the system performs overall.

Figure 2 illustrates how MSHN’s SUD Providers scored in response to question 1 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 1: Staff was courteous and respectful.

Fig. 2 – MSHN question 1 score

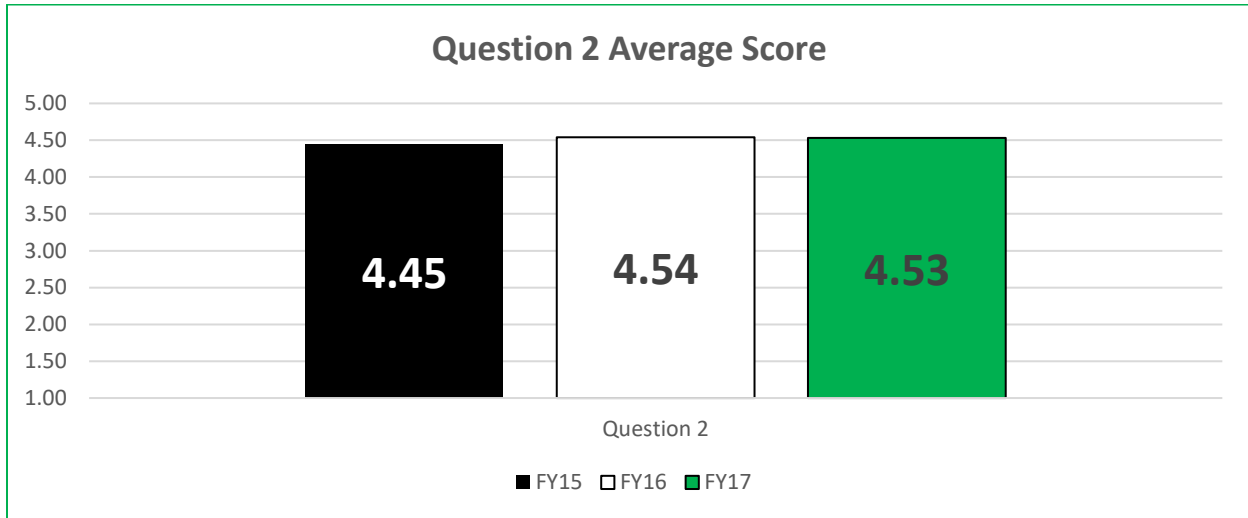


The average score for FY15 was 4.55, 4.57 for FY16, and 4.54 in FY17. This demonstrates a 0.03 decrease from FY16.

Figure 3 illustrates how MSHN’s SUD Providers scored in response to question 2 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 2: I would recommend this agency to others.

Fig. 3 – MSHN question 2 score

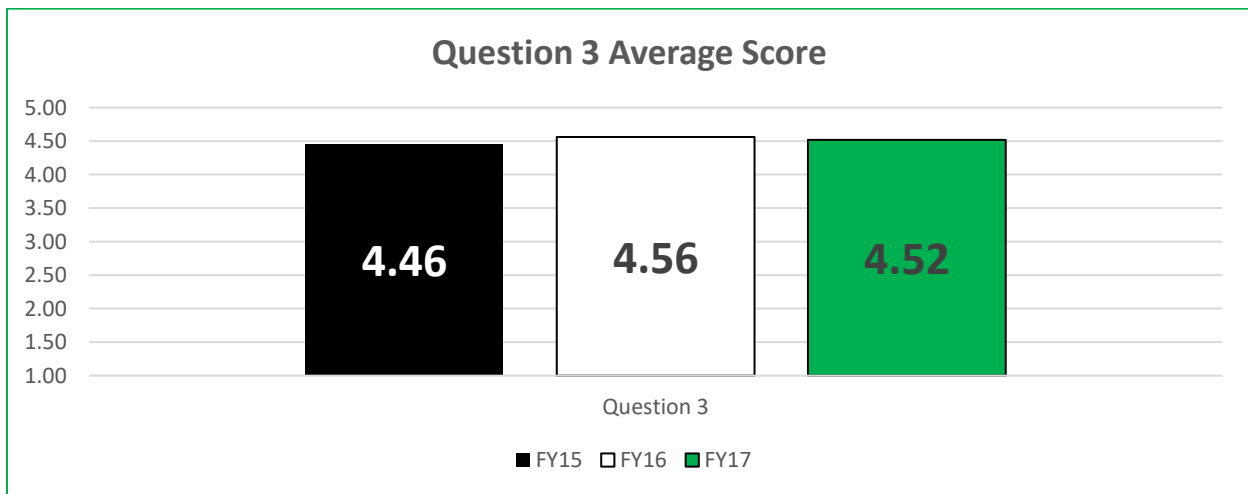


The average score for FY15 was 4.35, 4.54 for FY16, and 4.53 for FY17. This demonstrates a 0.01 decrease from FY16.

Figure 4 illustrates how MSHN’s SUD Providers scored in response to question 3 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 3: I was informed of my rights.

Fig. 4 – MSHN question 3 score

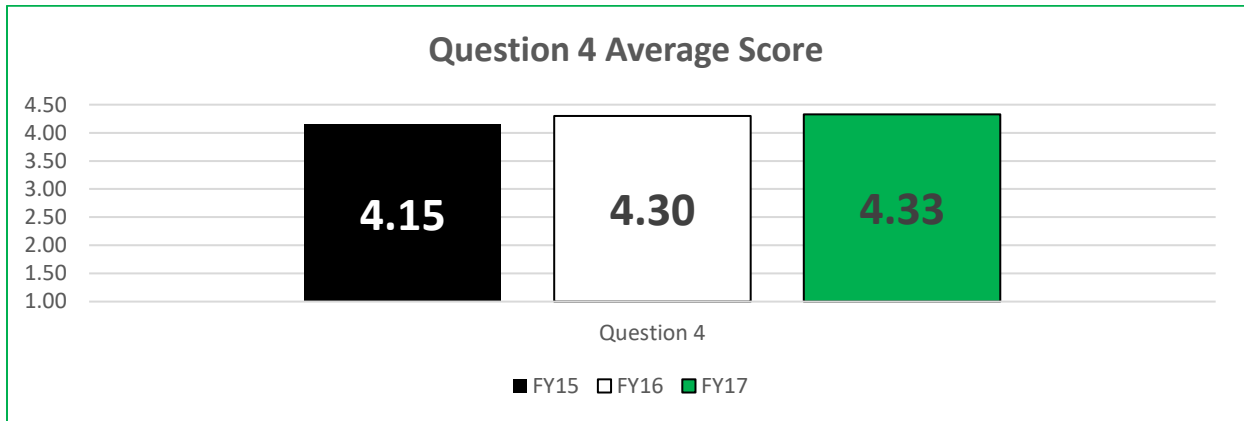


The average score for FY15 was 4.46, 4.56 for FY16, and 4.52 for FY17. This demonstrates a 0.04 decrease from FY16.

Figure 5 illustrates how MSHN’s SUD Providers scored in response to question 4 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 4: I know how to contact my recipient rights advisor.

Fig. 5 – MSHN question 4 score

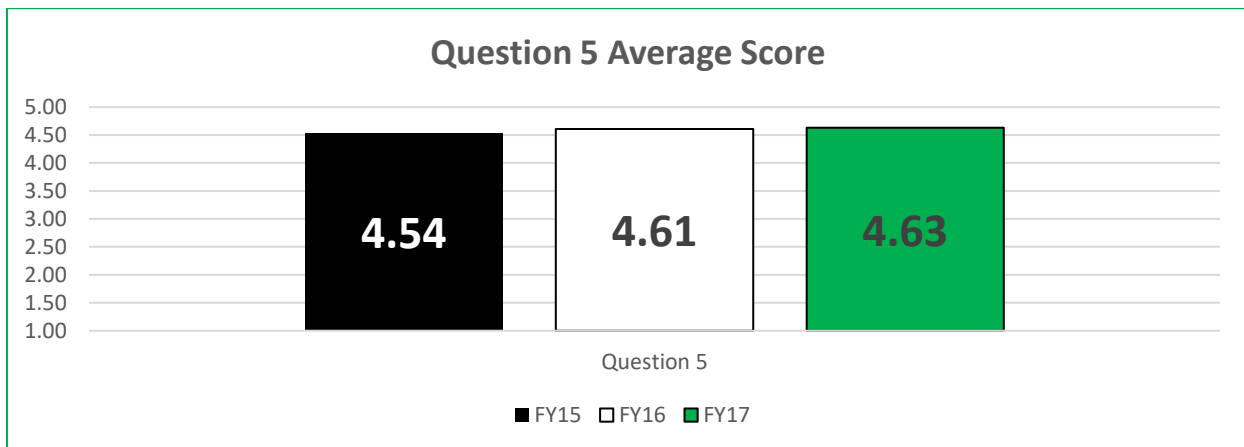


The average score for FY15 was 4.15, 4.30 for FY16, and 4.33 for FY17. This demonstrates a 0.03 increase from FY16.

Figure 6 illustrates how MSHN’s SUD Providers scored in response to question 5 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 5: I was informed that information about my treatment is only given with my permission.

Fig. 6 – MSHN question 5 score

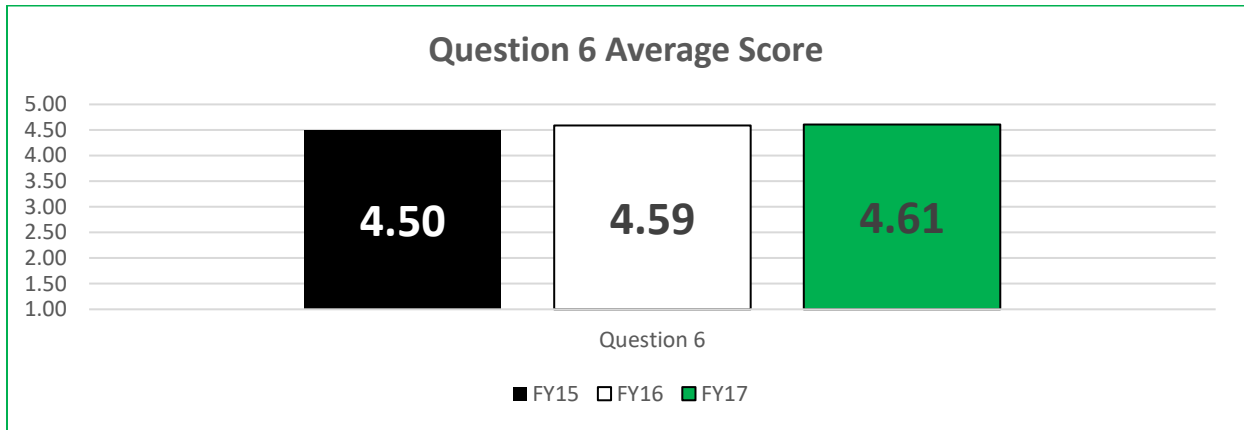


The average score for FY15 was 4.54, was 4.61 for FY16, and 4.63 for FY17. This demonstrates a 0.02 increase from FY16.

Figure 7 illustrates how MSHN’s SUD Providers scored in response to question 6 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 6: My cultural/ethnic background was respected.

Fig. 7 – MSHN question 6 score

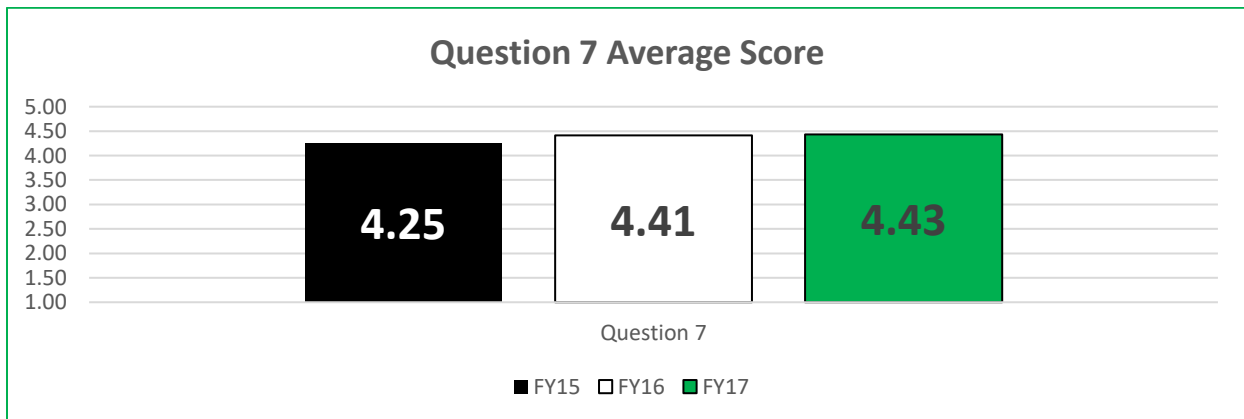


The average score for FY15 was 4.50, 4.59 for FY16, and 4.61 for FY17. This demonstrates a 0.02 increase from FY16.

Figure 8 illustrates how MSHN’s SUD Providers scored in response to question 7 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 7: I was given information about the different treatment options available that would be appropriate to meet my needs.

Fig. 8 – MSHN question 7 score

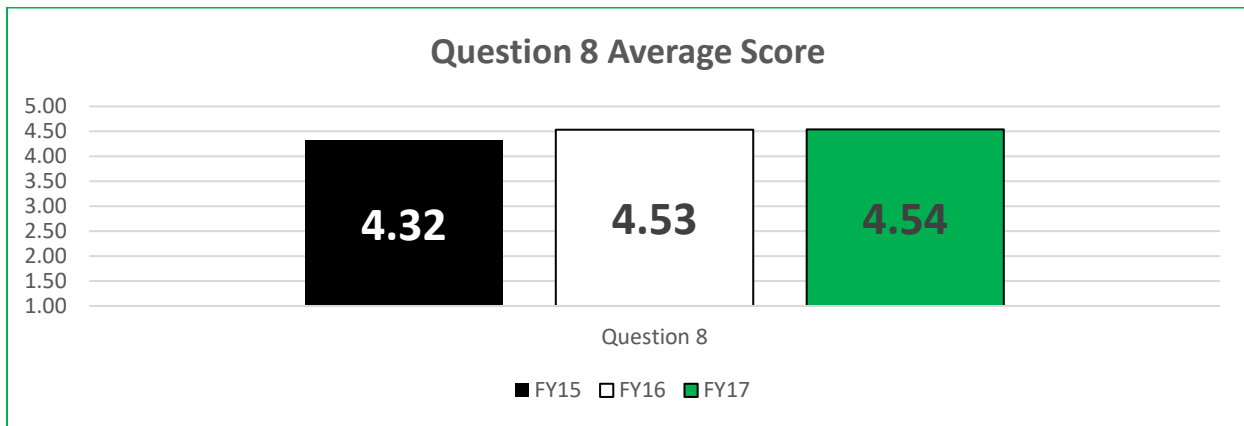


The average score for FY15 was 4.25, 4.41 for FY16, and 4.43 for FY 17. This demonstrates a 0.02 increase from FY16.

Figure 9 illustrates how MSHN’s SUD Providers scored in response to question 8 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 8: I received services that met my needs and addressed my goals.

Fig. 8 – MSHN question 8 score

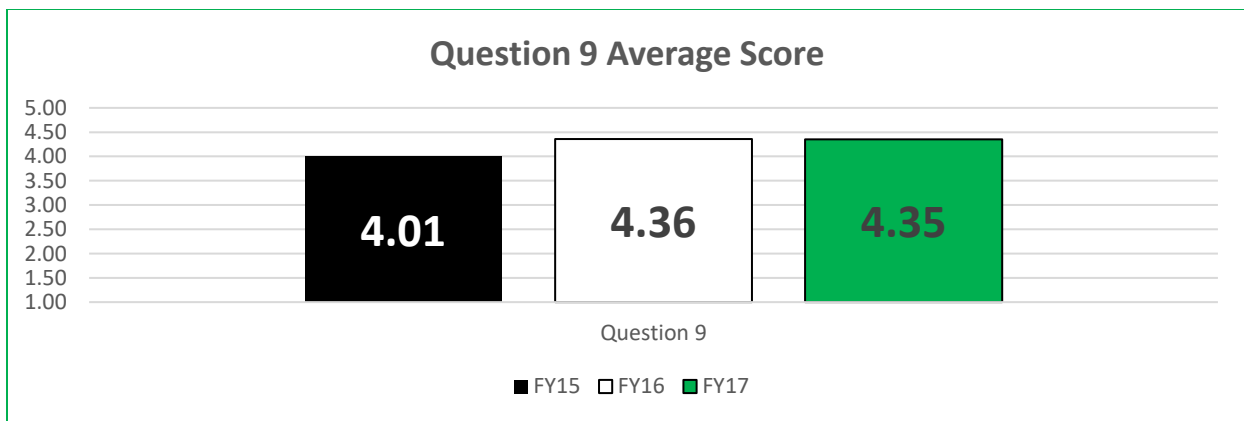


The average score for FY15 was 4.32, 4.53 for FY16, and 4.54 for FY17. This demonstrates a 0.01 increase from FY16.

Figure 10 illustrates how MSHN’s SUD Providers scored in response to question 9 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 9: I was given a choice as to what provider to seek treatment from.

Fig. 10 – MSHN question 9 score

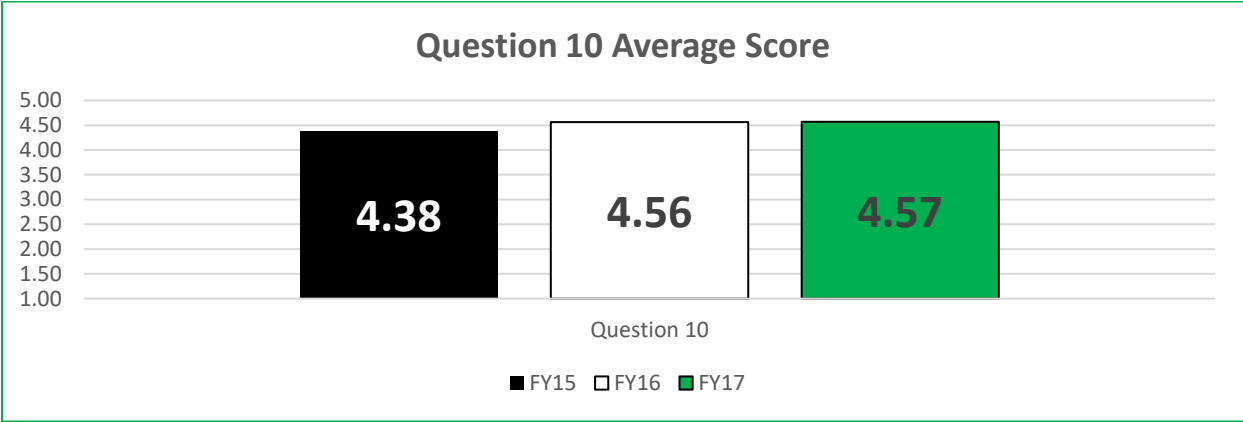


The average score for FY15 was 4.01, was 4.36 for FY16, and 4.35 for FY17. This demonstrates a 0.01 decrease from FY16.

Figure 11 illustrates how MSHN’s SUD Providers scored in response to question 10 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 10: I was involved in the development of my treatment plan and goals.

Fig. 11 – MSHN question 10 score

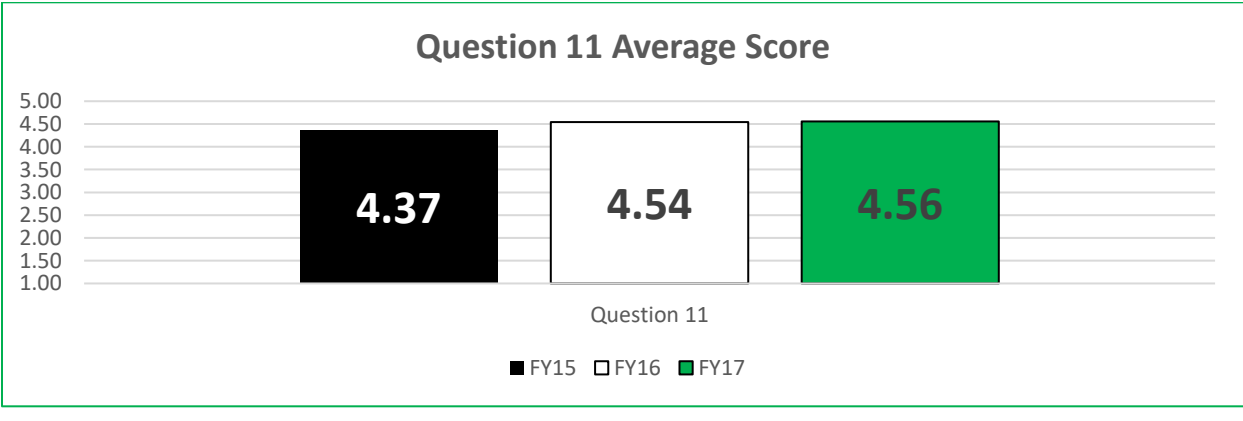


The average score for FY15 was 4.38, 4.56 for FY16, and 4.57 for FY17. This demonstrates a 0.01 increase from FY16.

Figure 12 illustrates how MSHN’s SUD Providers scored in response to question 11 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 11: My goals were addressed during treatment.

Fig. 12 – MSHN question 11 score

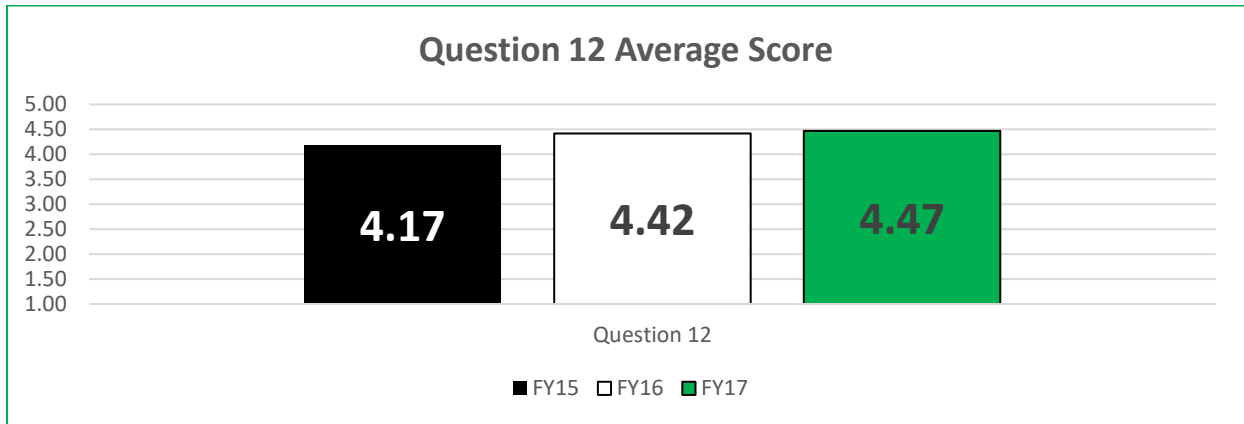


The average score for FY15 was 4.37, 4.54 for FY16, and 4.56 for FY17. This demonstrates a 0.02 increase from FY16.

Figure 13 illustrates how MSHN’s SUD Providers scored in response to question 12 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 12: My goals were changed when needed to reflect my needs.

Fig. 13 – MSHN question 12 score

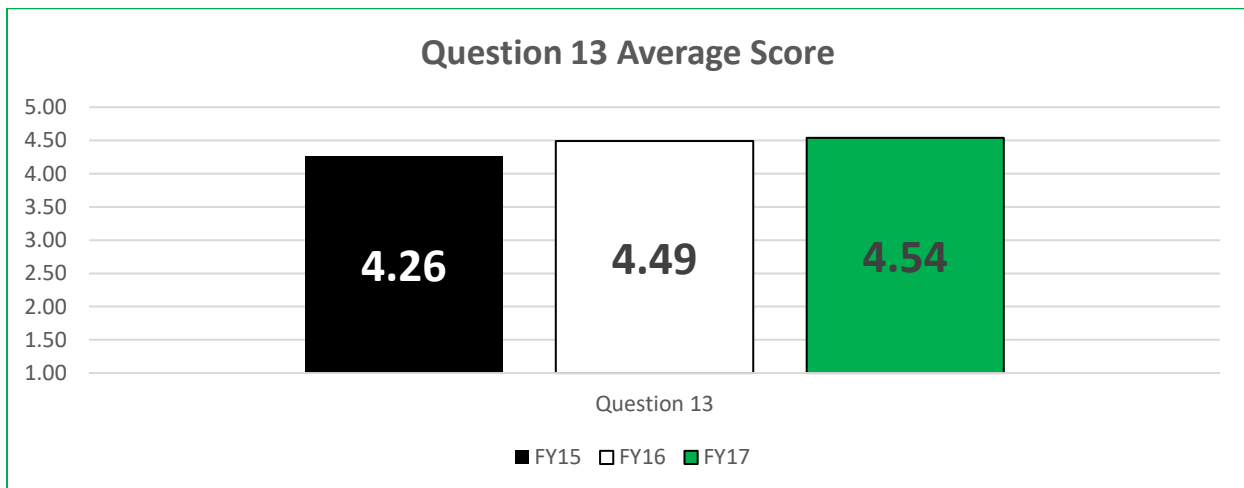


The average score for FY15 was 4.17, 4.42 for FY16, and 4.47 for FY17. This demonstrates a 0.05 increase from FY16.

Figure 14 illustrates how MSHN’s SUD Providers scored in response to question 13 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 13: I feel that I am better able to control my life as a result of treatment.

Fig. 14 – MSHN question 13 score

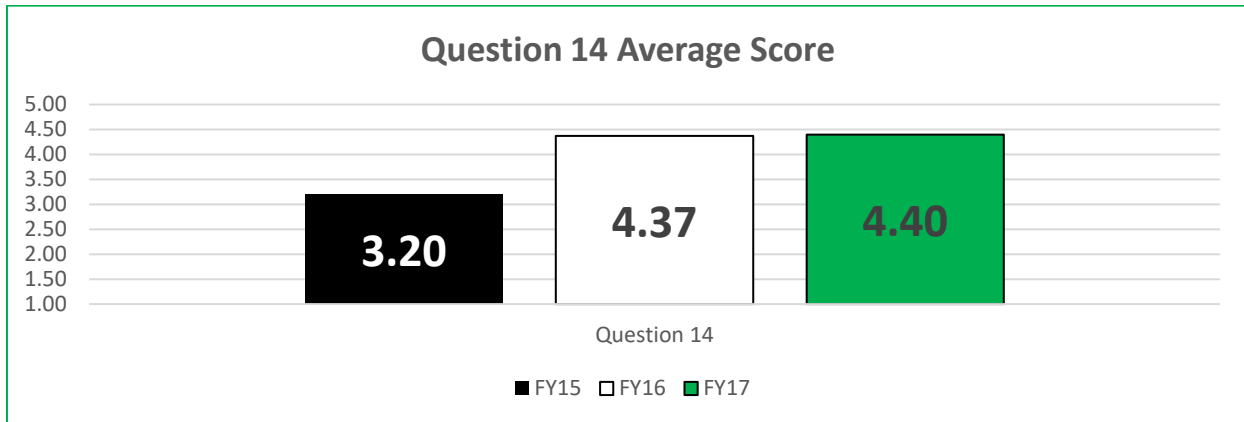


The average score for FY15 was 4.26, 4.49 for FY16, and 4.54 for FY17. This demonstrates a 0.05 increase from FY16.

Figure 15 illustrates how MSHN's SUD Providers scored in response to question 14 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 14: Staff assisted in connecting me with further services and/or community resources.

Fig. 15 – MSHN question 14 score

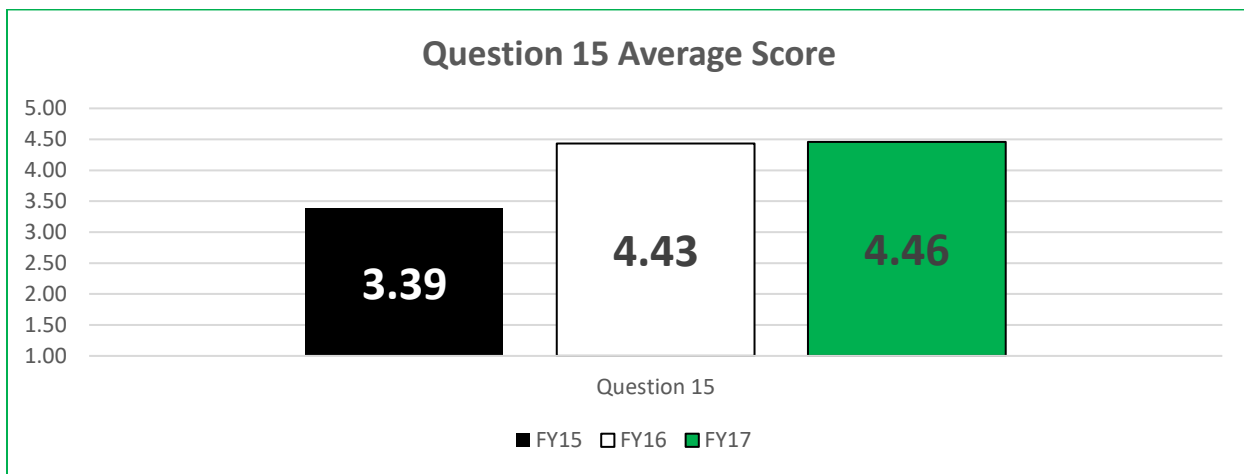


The average for FY15 was 3.20, 4.37 for FY16, and 4.40. This demonstrates a 0.03 increase from FY16.

Figure 16 illustrates how MSHN's SUD Providers scored in response to question 15 of the SUD Satisfaction Survey for FY15, FY16, and FY17.

Question 15: My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.

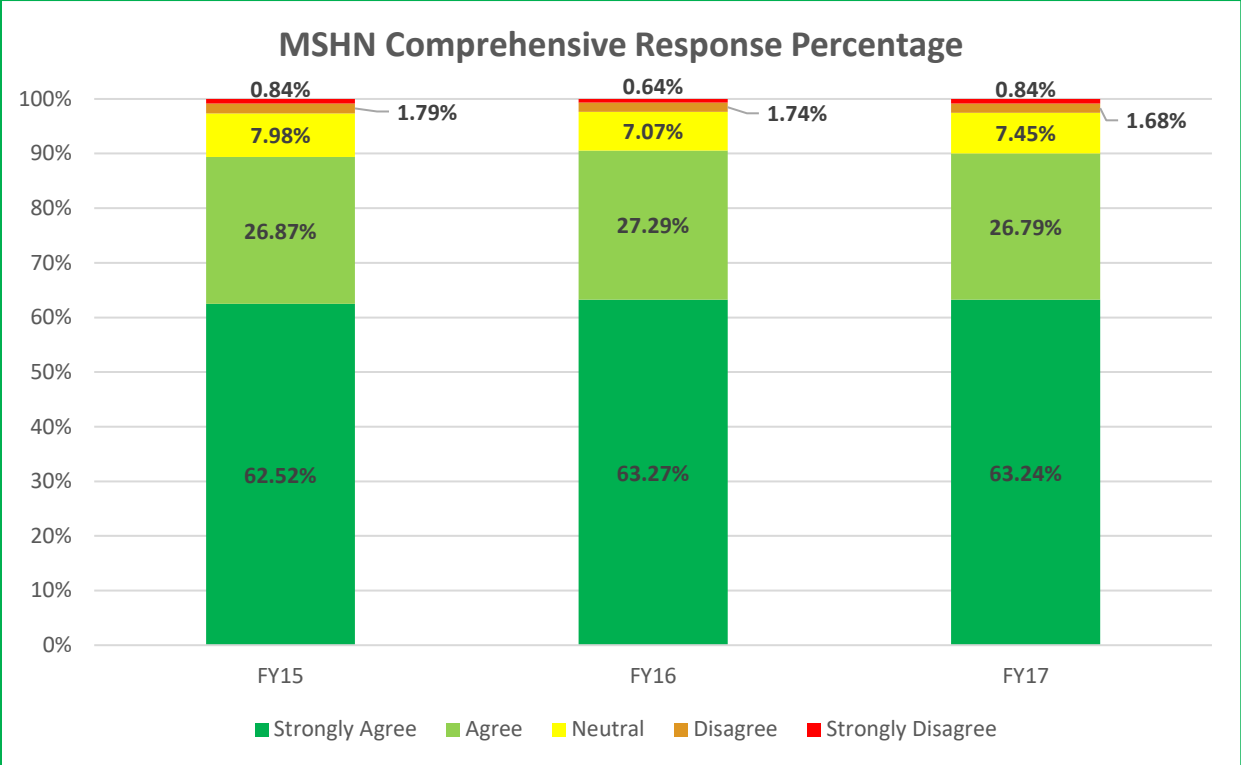
Fig. 16 – MSHN question 15 score



The average score for FY15 was 3.39, 4.43 for FY16, 4.46 for FY17. This demonstrates a .03 increase from FY16.

Figure 17 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey comprehensively in FY15, FY16, and FY17.

Fig. 17 – MSHN Comprehensive Response Percentage



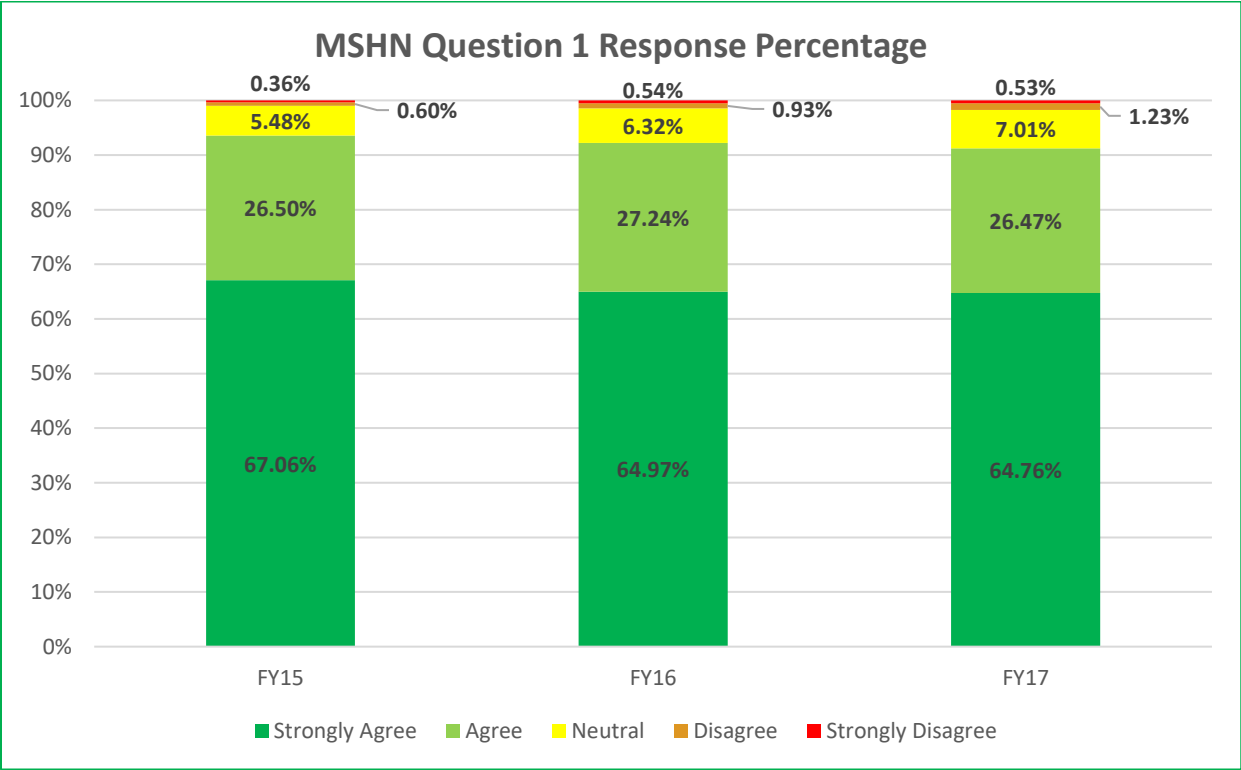
For FY17, 63.24% strongly agreed, 26.79% agreed, 7.45% were neutral, 1.68% disagreed, and 0.44% strongly disagreed. For FY16, 63.27% strongly agreed, 27.29% agreed, 7.07% were neutral, 1.74% disagreed, and 0.64% strongly disagreed. For FY15, 62.52% strongly agreed, 26.87% agreed, 7.98% were neutral, 1.79% disagreed, and 0.84% strongly disagreed.

FY17 had 90.03% that agreed or strongly agreed, FY16 had 90.56% that agreed or strongly agreed, FY15 had 89.39% that agreed or strongly agreed. This demonstrates a decrease of 0.53% in positive responses from FY16.

Figure 18 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 1 in FY15, FY16, and FY17.

Question 1: Staff was courteous and respectful.

Fig. 18 – MSHN Question 1 Response Percentage



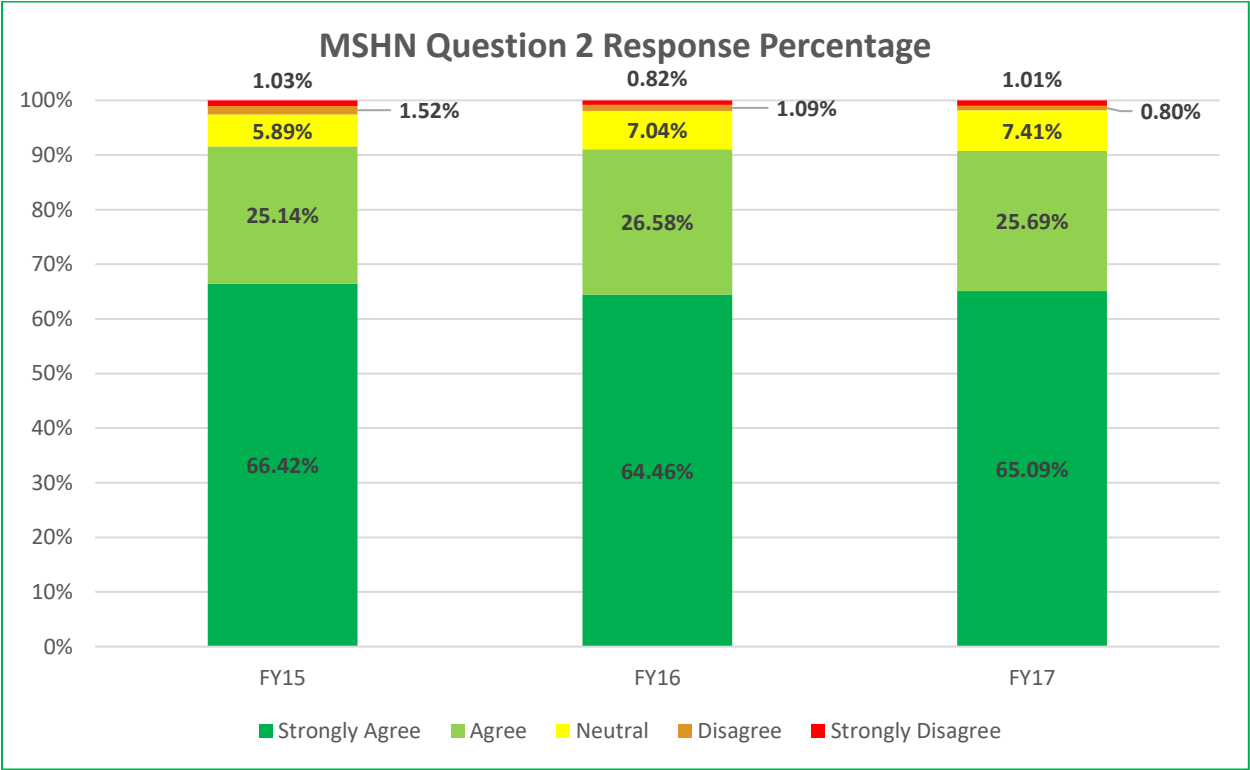
For FY17, 64.76% strongly agreed, 26.47% agreed, 7.01% were neutral, 1.23% disagreed, and 0.53% strongly disagreed. For FY16, 64.97% strongly agreed, 27.24% agreed, 6.32% were neutral, 0.93% disagreed, and 0.54% strongly disagreed. For FY15, 67.06% strongly agreed, 26.50% agreed, 5.48% were neutral, 0.60% disagreed, and 0.36% strongly disagreed.

FY17 had 91.23% that agreed or strongly agreed, FY16 had 92.21% that agreed or strongly agreed, FY15 had 93.56% that agreed or strongly agreed. This demonstrates a decrease of 0.98% in positive responses from FY16.

Figure 19 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 2 in FY15, FY16, and FY17.

Question 2: I would recommend this agency to others.

Fig. 19 – MSHN Question 2 Response Percentage



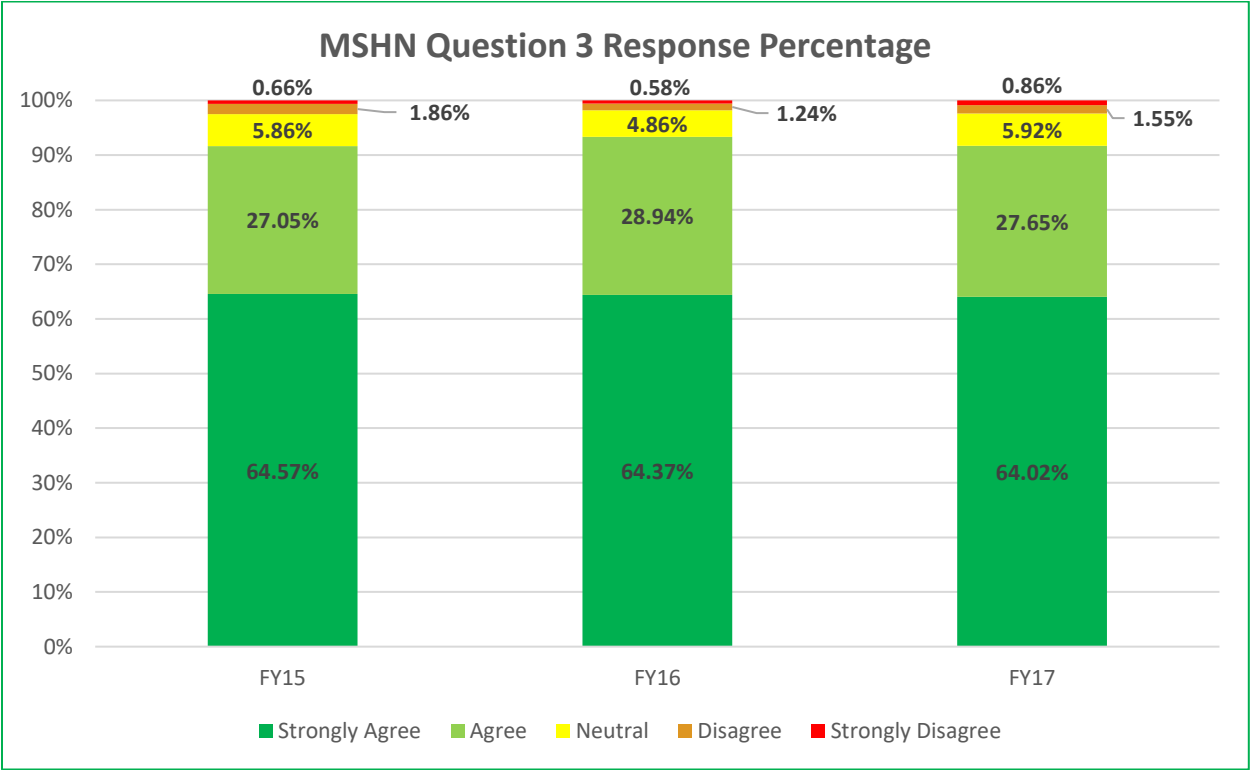
For FY17, 65.09% strongly agreed, 25.69% agreed, 7.41% were neutral, 0.08% disagreed, and 1.01% strongly disagreed. For FY16, 64.46% strongly agreed, 26.58% agreed, 7.04% were neutral, 1.09% disagreed, and 0.82% strongly disagreed. For FY15, 66.42% strongly agreed, 25.14% agreed, 5.89% were neutral, 1.52% disagreed, and 1.03% strongly disagreed.

FY17 had 90.78% that agreed or strongly agreed, FY16 had 91.04% that agreed or strongly agreed, FY15 had 93.04% that agreed or strongly agreed. This demonstrates a decrease of 0.26% in positive responses from FY16.

Figure 20 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 3 in FY15, FY16, and FY17.

Question 3: I was informed of my rights.

Fig. 20 – MSHN Question 3 Response Percentage



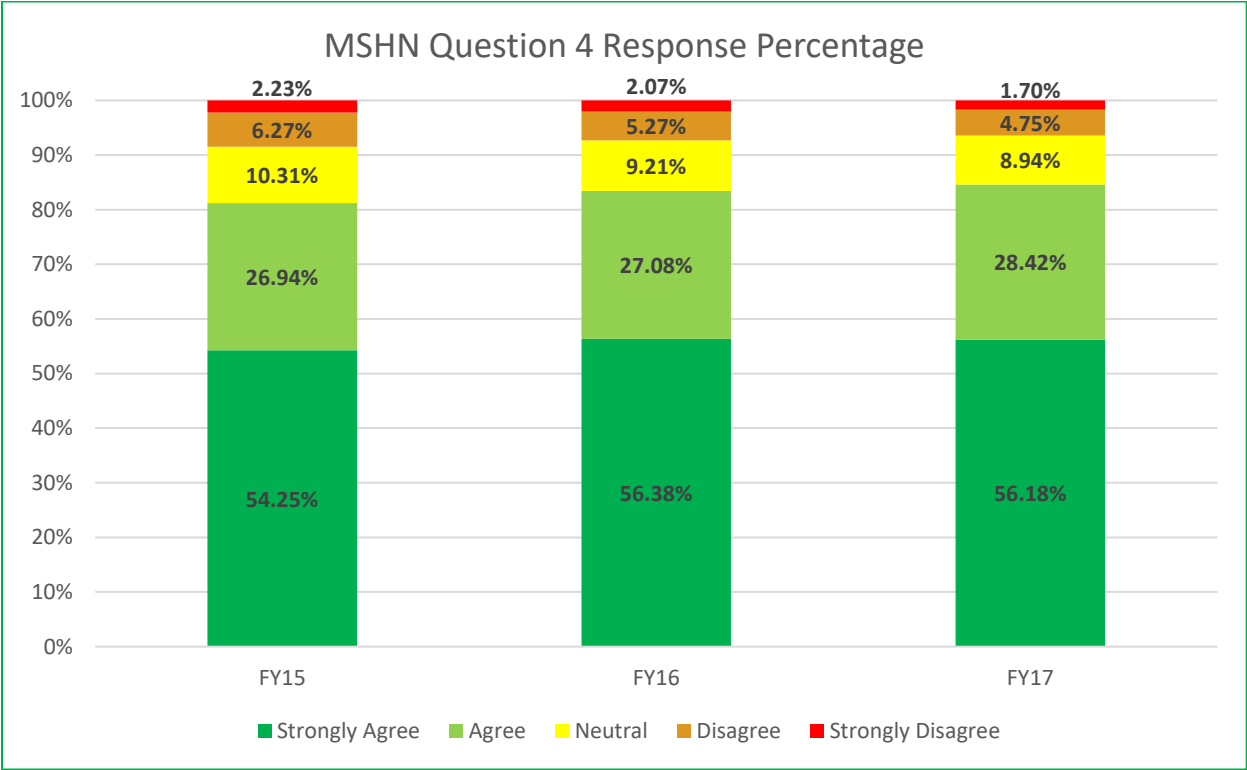
For FY17, 64.02% strongly agreed, 27.65% agreed, 5.92% were neutral, 1.55% disagreed, and 0.86% strongly disagreed. For FY16, 64.37% strongly agreed, 28.94% agreed, 4.86% were neutral, 1.24% disagreed, and 0.58% strongly disagreed. For FY15, 64.57% strongly agreed, 27.05% agreed, 5.86% were neutral, 1.86% disagreed, and 0.66% strongly disagreed.

FY17 had 91.67% that agreed or strongly agreed, FY16 had 93.31% that agreed or strongly agreed, FY15 had 91.62% that agreed or strongly agreed. This demonstrates a decrease of 1.64% in positive responses from FY16.

Figure 21 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 4 in FY15, FY16, and FY17.

Question 4: I know how to contact my recipient rights advisor.

Fig. 21 – MSHN Question 4 Response Percentage



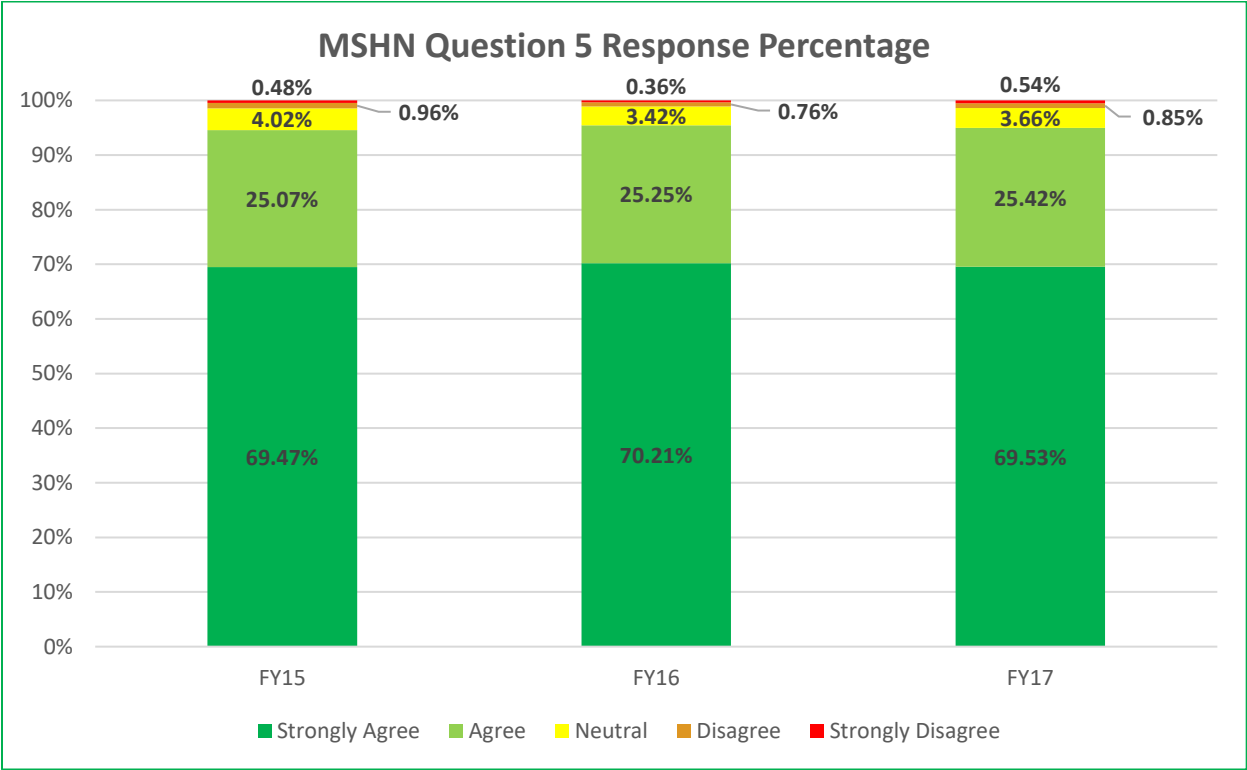
For FY17, 56.18% strongly agreed, 28.42% agreed, 8.94% were neutral, 4.75% disagreed, and 1.70% strongly disagreed. For FY16, 56.38% strongly agreed, 27.08% agreed, 9.21% were neutral, 5.27% disagreed, and 2.07% strongly disagreed. For FY15, 54.25% strongly agreed, 26.94% agreed, 10.31% were neutral, 6.27% disagreed, and 2.23% strongly disagreed.

FY17 had 84.60% that agreed or strongly agreed, FY16 had 83.46% that agreed or strongly agreed, FY15 had 81.19% that agreed or strongly agreed. This demonstrates an increase of 1.14% in positive responses from FY16.

Figure 22 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 5 in FY15, FY16, and FY17.

Question 5: I was informed that information about my treatment is only given with my permission.

Fig. 22 – MSHN Question 5 Response Percentage



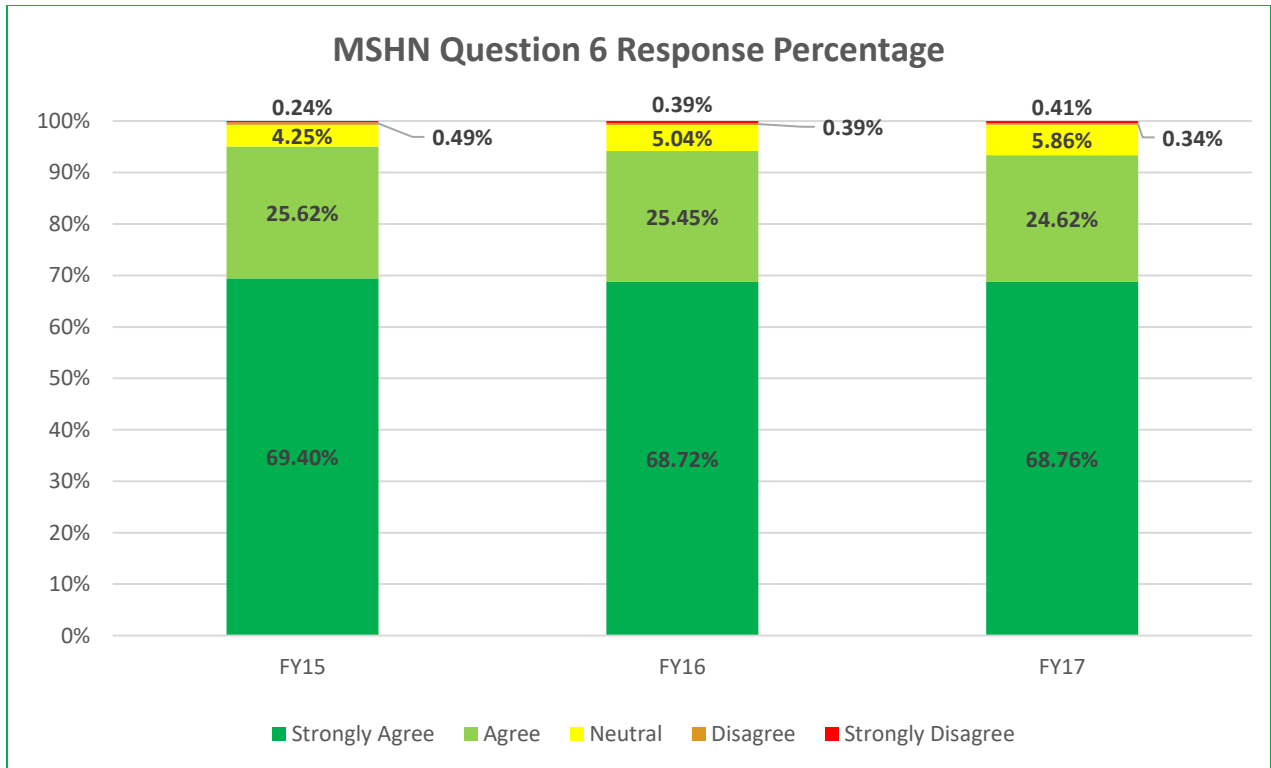
For FY17, 69.53% strongly agreed, 25.42% agreed, 3.66% were neutral, 0.85% disagreed, and 0.54% strongly disagreed. For FY16, 70.21% strongly agreed, 25.25% agreed, 3.42% were neutral, 0.76% disagreed, and 0.36% strongly disagreed. For FY15, 69.47% strongly agreed, 25.07% agreed, 4.02% were neutral, 0.96% disagreed, and 0.48% strongly disagreed.

FY17 had 94.95% that agreed or strongly agreed, FY16 had 95.46% that agreed or strongly agreed, FY15 had 94.54% that agreed or strongly agreed. This demonstrates a decrease of 0.51% in positive responses from FY16.

Figure 23 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 6 in FY15, FY16, and FY17.

Question 6: My cultural/ethnic background was respected.

Fig. 23 – MSHN Question 6 Response Percentage



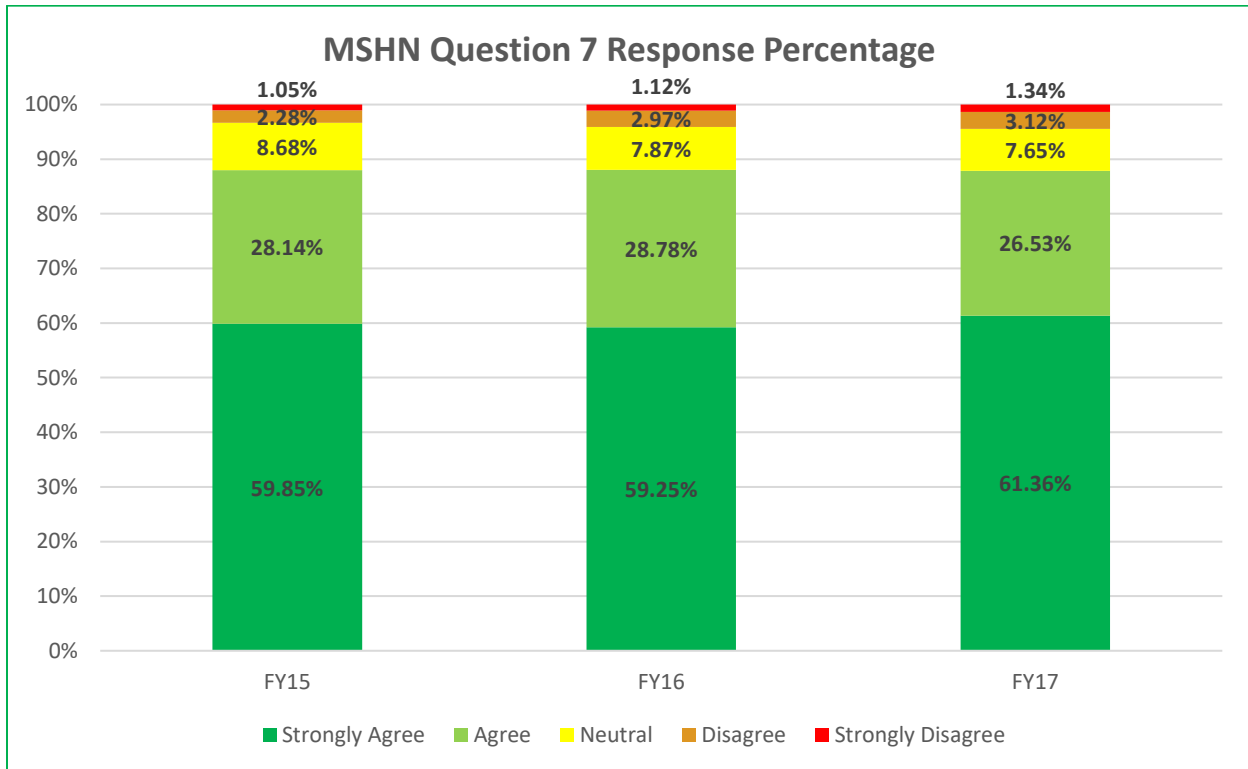
For FY17, 68.76% strongly agreed, 24.62% agreed, 5.86% were neutral, 0.34% disagreed, and 0.41% strongly disagreed. For FY16, 68.72% strongly agreed, 25.45% agreed, 5.04% were neutral, 0.39% disagreed, and 0.39% strongly disagreed. For FY15, 69.4% strongly agreed, 25.62% agreed, 4.25% were neutral, 0.49% disagreed, and 0.24% strongly disagreed.

FY17 had 93.38% that agreed or strongly agreed, FY16 had 94.17% that agreed or strongly agreed, FY15 had 95.02% that agreed or strongly agreed. This demonstrates an increase of 0.78% in positive responses from FY16.

Figure 24 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 7 in FY15, FY16, and FY17.

Question 7: I was given information about the different treatment options available that would be appropriate to meet my needs.

Fig. 24 – MSHN Question 7 Response Percentage



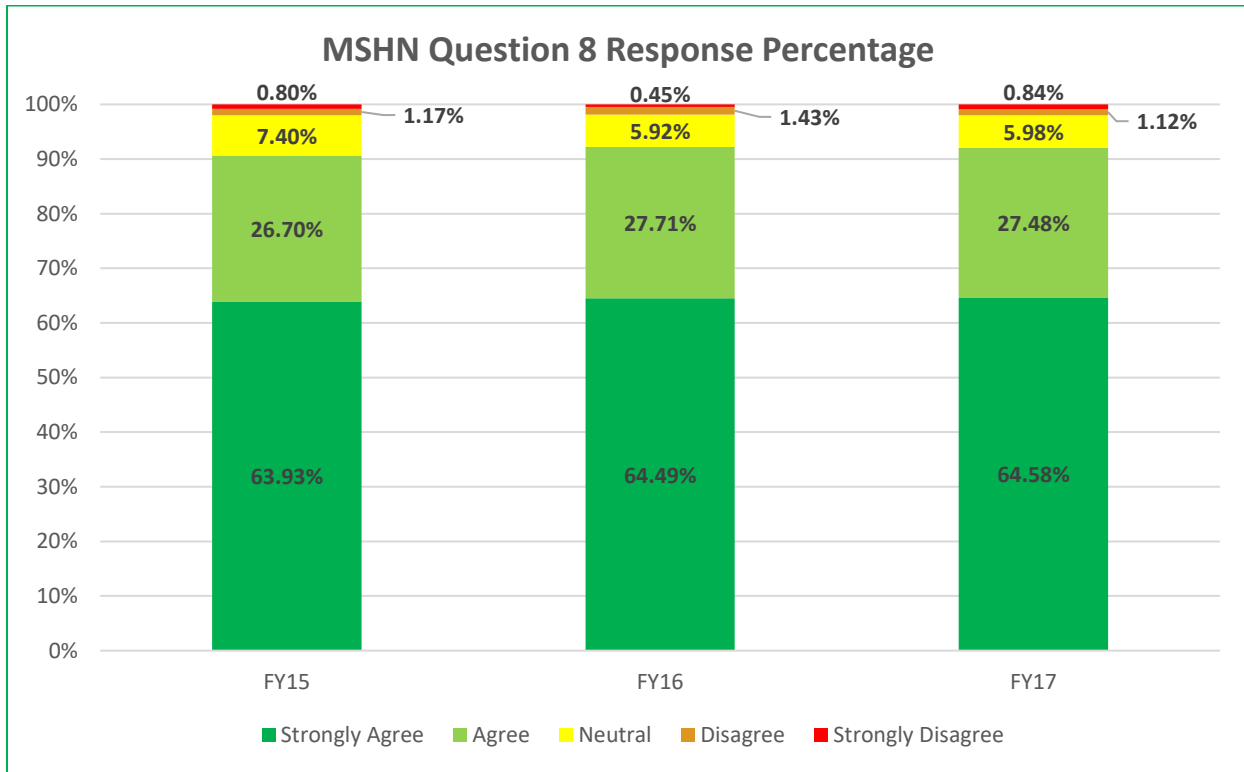
For FY17, 61.36% strongly agreed, 26.53% agreed, 7.65% were neutral, 3.12% disagreed, and 1.34% strongly disagreed. For FY16, 59.25% strongly agreed, 28.78% agreed, 7.87% were neutral, 2.97% disagreed, and 1.12% strongly disagreed. For FY15, 59.85% strongly agreed, 28.14% agreed, 8.68% were neutral, 2.28% disagreed, and 1.05% strongly disagreed.

FY17 had 87.89% that agreed or strongly agreed, FY16 had 88.03% that agreed or strongly agreed, FY15 had 87.99% that agreed or strongly agreed. This demonstrates a decrease of 0.14% in positive responses from FY16.

Figure 25 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 8 in FY15, FY16, and FY17.

Question 8: I received services that met my needs and addressed my goals.

Fig. 25 – MDHN Question 8 Response Percentage



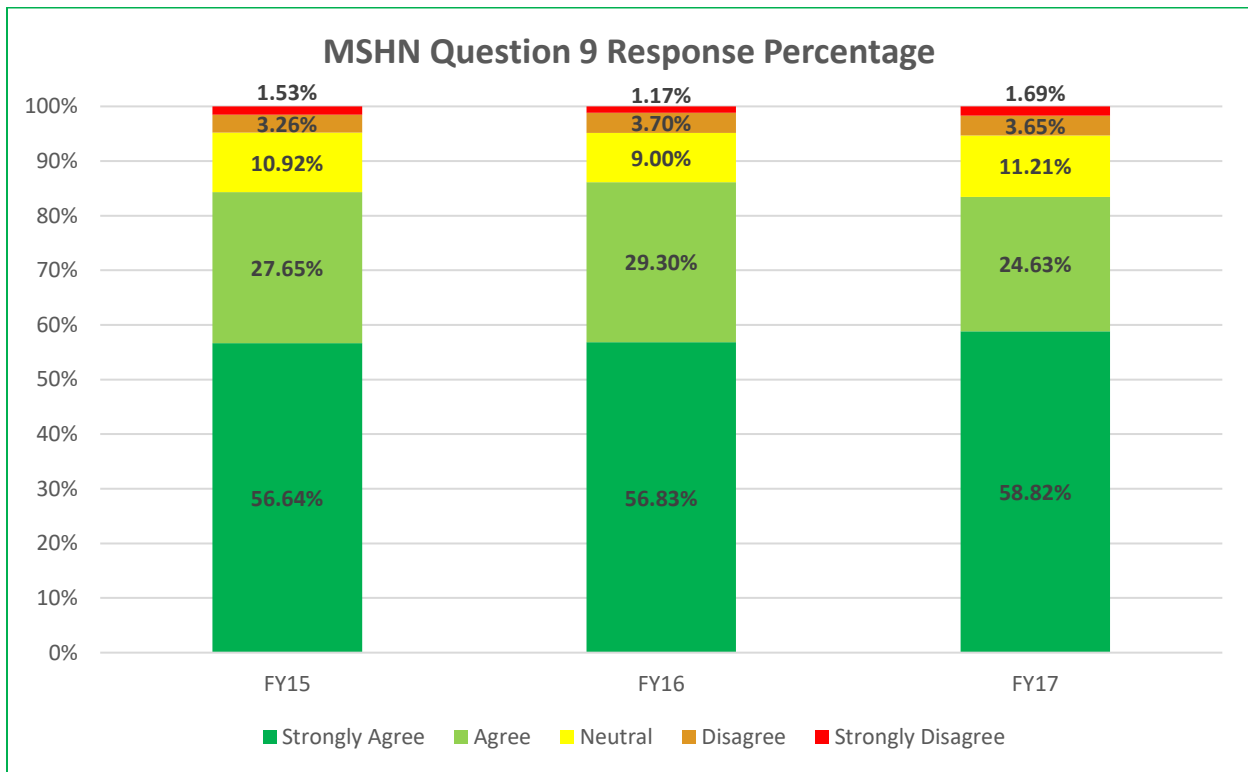
For FY17, 64.58% strongly agreed, 27.48% agreed, 5.98% were neutral, 1.12% disagreed, and 0.84% strongly disagreed. For FY16, 64.49% strongly agreed, 27.71% agreed, 5.92% were neutral, 1.43% disagreed, and 0.45% strongly disagreed. For FY15, 63.93% strongly agreed, 26.70% agreed, 7.40% were neutral, 1.17% disagreed, and 0.80% strongly disagreed.

FY17 had 92.06% that agreed or strongly agreed, FY16 had 92.20% that agreed or strongly agreed, FY15 had 90.63% that agreed or strongly agreed. This demonstrates a decrease of 0.14% in positive responses from FY16.

Figure 26 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 9 in FY15, FY16, and FY17.

Question 9: I was given a choice as to what provider to seek treatment from.

Fig. 26 – MSHN Question 9 Response Percentage



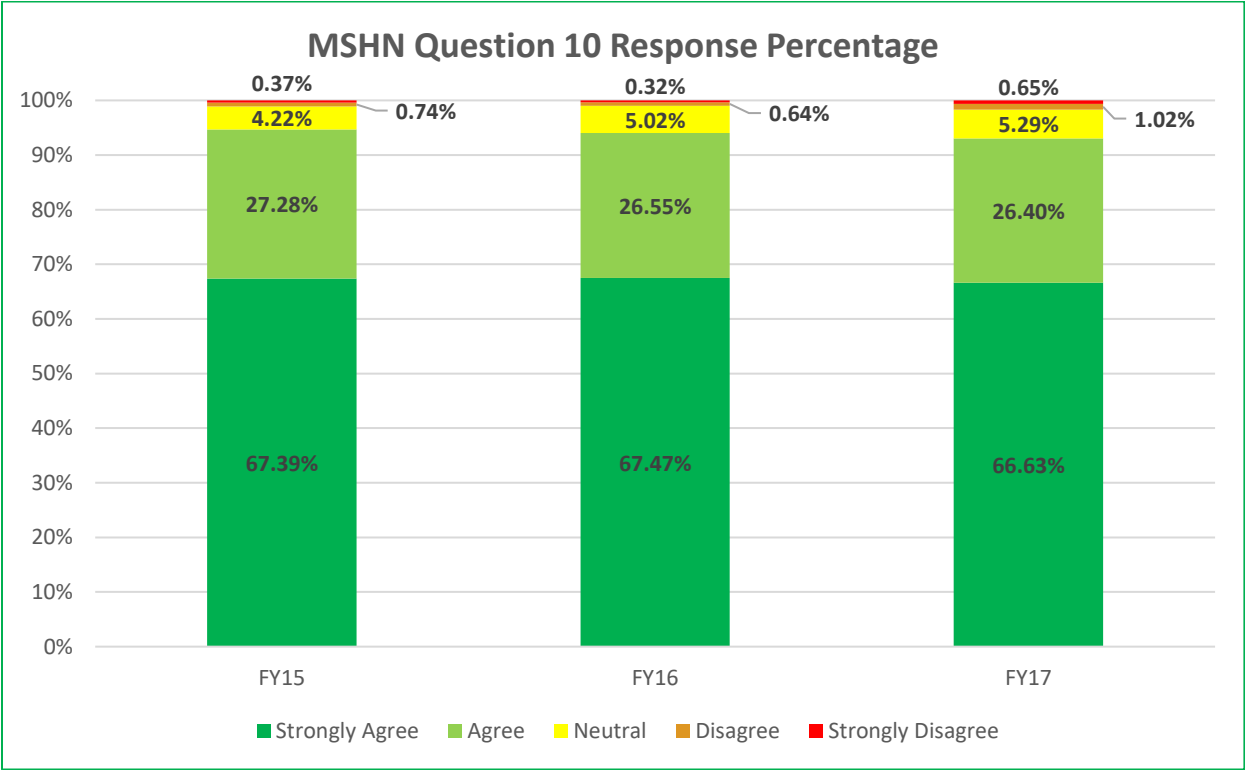
For FY17, 58.82% strongly agreed, 24.63% agreed, 11.21% were neutral, 3.65% disagreed, and 1.69% strongly disagreed. For FY16, 56.83% strongly agreed, 29.3% agreed, 9% were neutral, 3.70% disagreed, and 1.17% strongly disagreed. For FY15, 56.64% strongly agreed, 27.65% agreed, 10.92% were neutral, 3.26% disagreed, and 1.53% strongly disagreed.

FY17 had 83.45% that agreed or strongly agreed, FY16 had 86.13% that agreed or strongly agreed, FY15 had 84.29% that agreed or strongly agreed. This demonstrates a decrease of 2.68% in positive responses from FY16.

Figure 27 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 10 in FY15, FY16, and FY17.

Question 10: I was involved in the development of my treatment plan and goals.

Fig. 27 – MSHN Question 10 Response Percentage



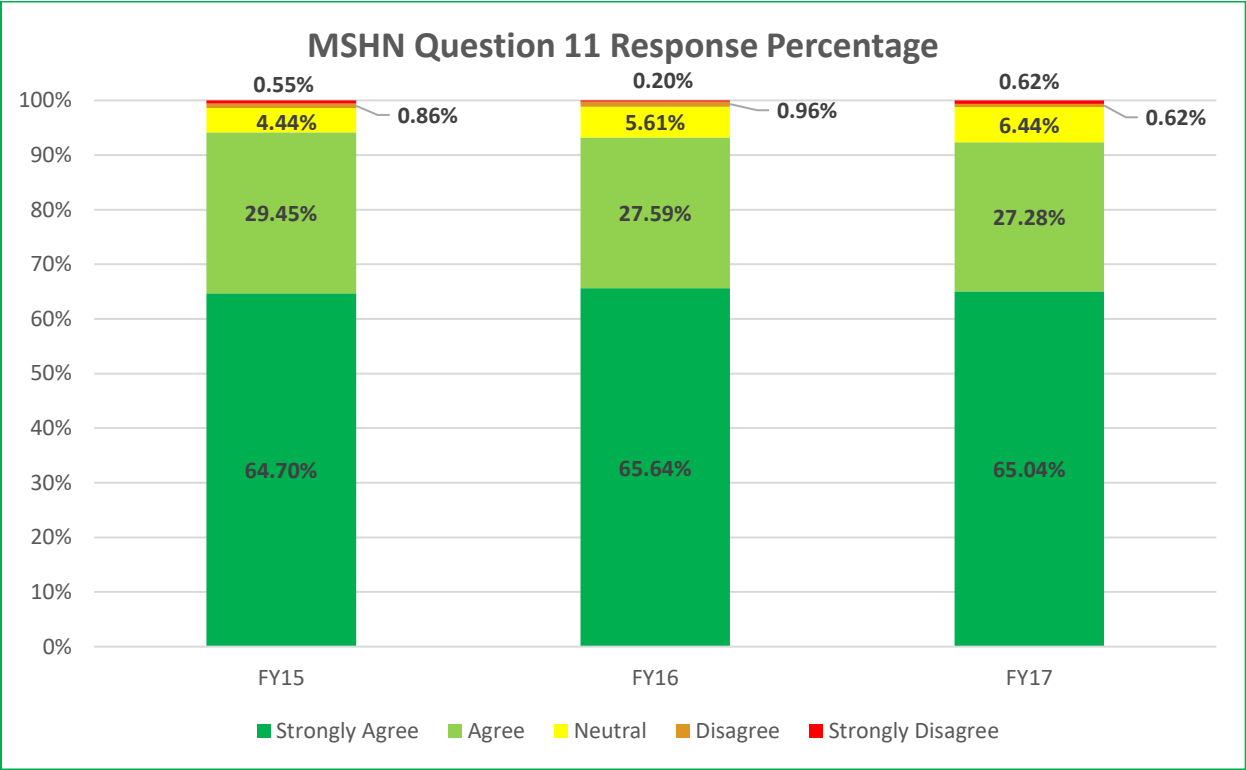
For FY17, 66.63% strongly agreed, 26.40% agreed, 5.29% were neutral, 1.02% disagreed, and 0.65% strongly disagreed. For FY16, 67.47% strongly agreed, 26.55% agreed, 5.02% were neutral, 0.64% disagreed, and 0.32% strongly disagreed. For FY15, 67.39% strongly agreed, 27.28% agreed, 4.22% were neutral, 0.74% disagreed, and 0.37% strongly disagreed.

FY17 had 93.03% that agreed or strongly agreed, FY16 had 94.02% that agreed or strongly agreed, FY15 had 94.67% that agreed or strongly agreed. This demonstrates a decrease of 0.99% in positive responses from FY16.

Figure 28 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 11 in FY15, FY16, and FY17.

Question 11: My goals were addressed during treatment.

Fig. 28 – MSHN Question 11 Response Percentage



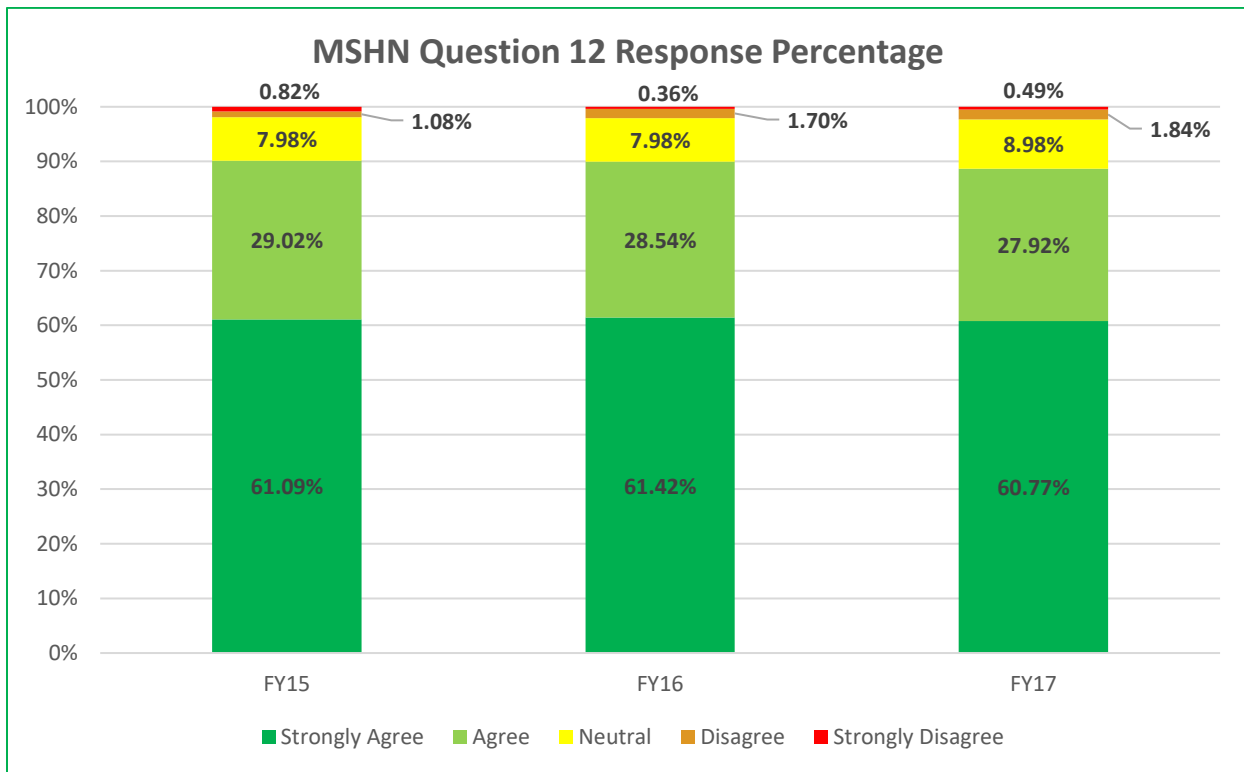
For FY17, 65.04% strongly agreed, 27.28% agreed, 6.44% were neutral, 0.62% disagreed, and 0.62% strongly disagreed. For FY16, 65.64% strongly agreed, 27.59% agreed, 5.61% were neutral, 0.96% disagreed, and 0.20% strongly disagreed. For FY15, 64.7% strongly agreed, 29.45% agreed, 4.44% were neutral, 0.86% disagreed, and 0.55% strongly disagreed.

FY17 had 92.32% that agreed or strongly agreed, FY16 had 93.23% that agreed or strongly agreed, FY15 had 94.15% that agreed or strongly agreed. This demonstrates a decrease of 0.91% in positive responses from FY16.

Figure 29 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 12 in FY15, FY16, and FY17.

Question 12: My goals were changed when needed to reflect my needs.

Fig. 29 – MSHN Question 12 Response Percentage



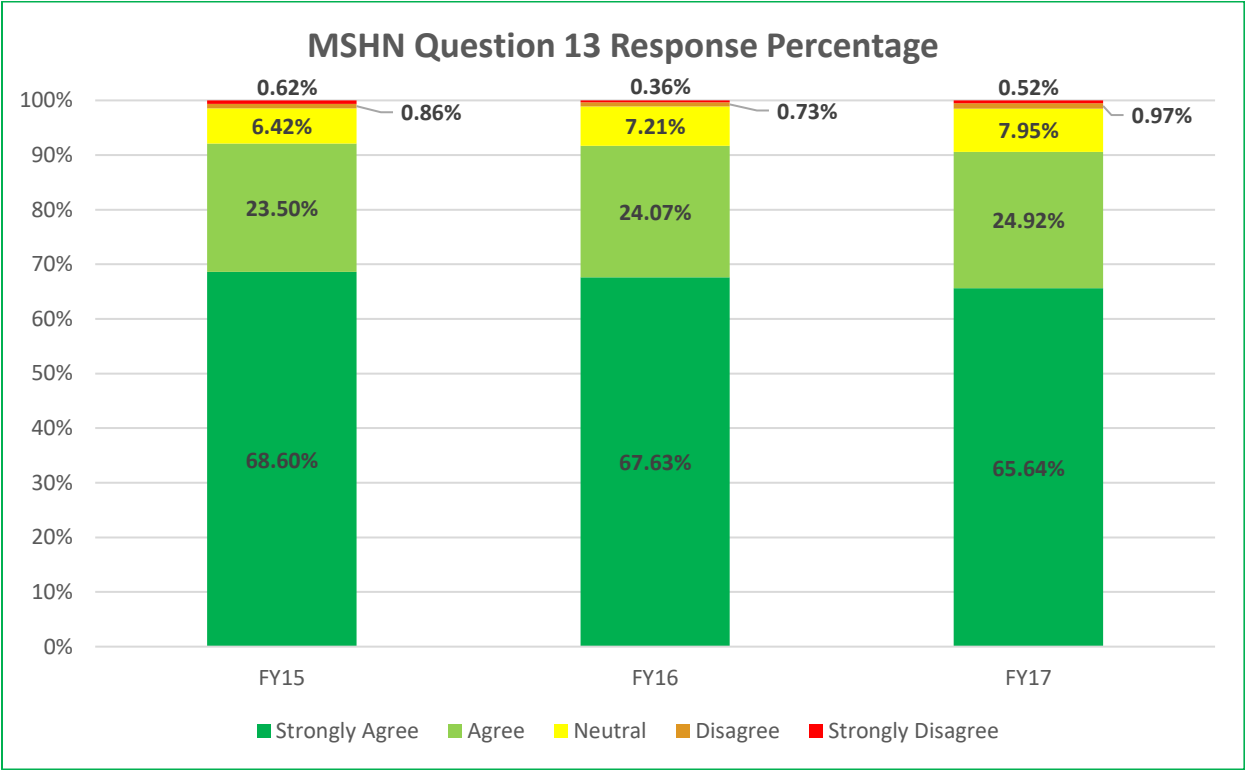
For FY17, 60.77% strongly agreed, 27.92% agreed, 8.98% were neutral, 1.84% disagreed, and 0.49% strongly disagreed. For FY16, 61.42% strongly agreed, 28.54% agreed, 7.98% were neutral, 1.70% disagreed, and 0.36% strongly disagreed. For FY15, 61.09% strongly agreed, 29.02% agreed, 7.98% were neutral, 1.08% disagreed, and 0.82% strongly disagreed.

FY17 had 88.69% that agreed or strongly agreed, FY16 had 89.96% that agreed or strongly agreed, FY15 had 90.11% that agreed or strongly agreed. This demonstrates a decrease of 1.27% in positive responses from FY16.

Figure 30 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 13 in FY15, FY16, and FY17.

Question 13: I feel that I am better able to control my life as a result of treatment.

Fig. 30 – MSHN Question 13 Response Percentage



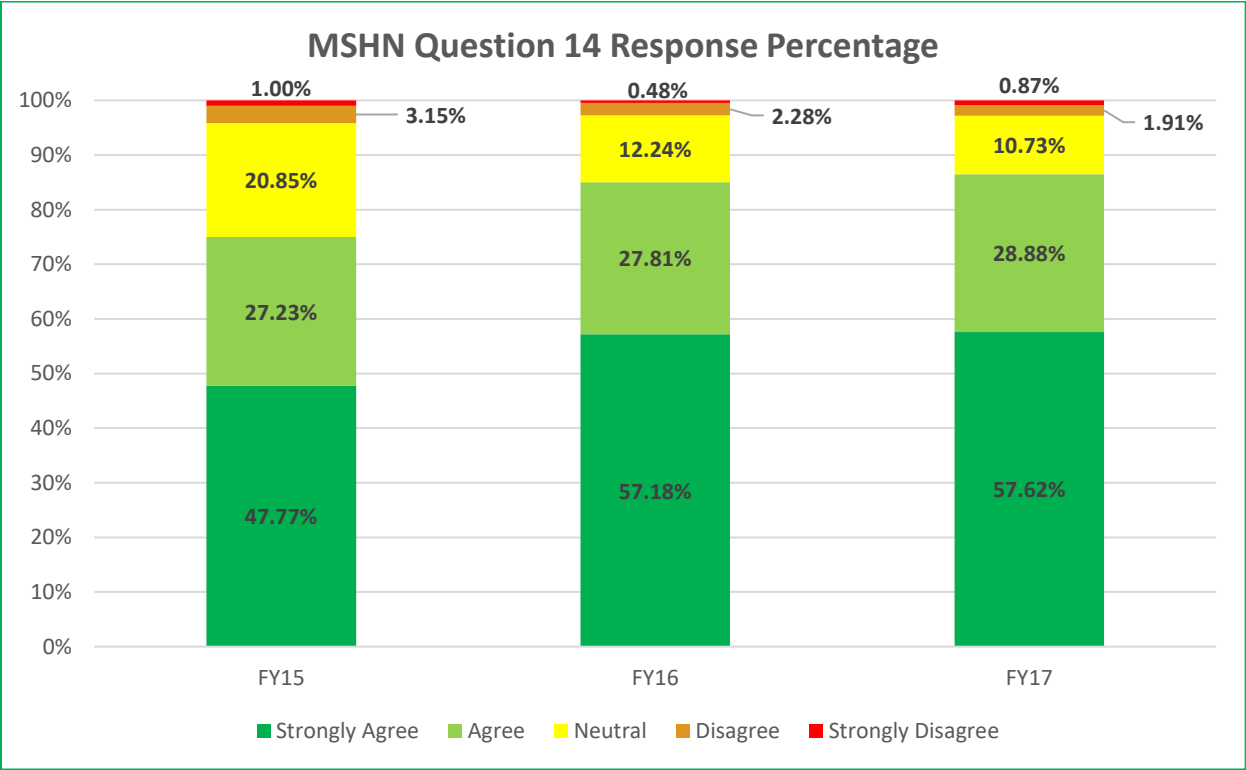
For FY17, 65.64% strongly agreed, 24.92% agreed, 7.95% were neutral, 0.97% disagreed, and 0.52% strongly disagreed. For FY16, 67.63% strongly agreed, 24.07% agreed, 7.21% were neutral, 0.73% disagreed, and 0.36% strongly disagreed. For FY15, 68.60% strongly agreed, 23.5% agreed, 6.42% were neutral, 0.86% disagreed, and 0.62% strongly disagreed.

FY17 had 90.56% that agreed or strongly agreed, FY16 had 91.70% that agreed or strongly agreed, FY15 had 92.10% that agreed or strongly agreed. This demonstrates a decrease of 1.14% in positive responses from FY16.

Figure 31 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 14 in FY15, FY16, and FY17.

Question 14: Staff assisted in connecting me with further services and/or community resources.

Fig. 31 – MSHN Question 14 Response Percentage



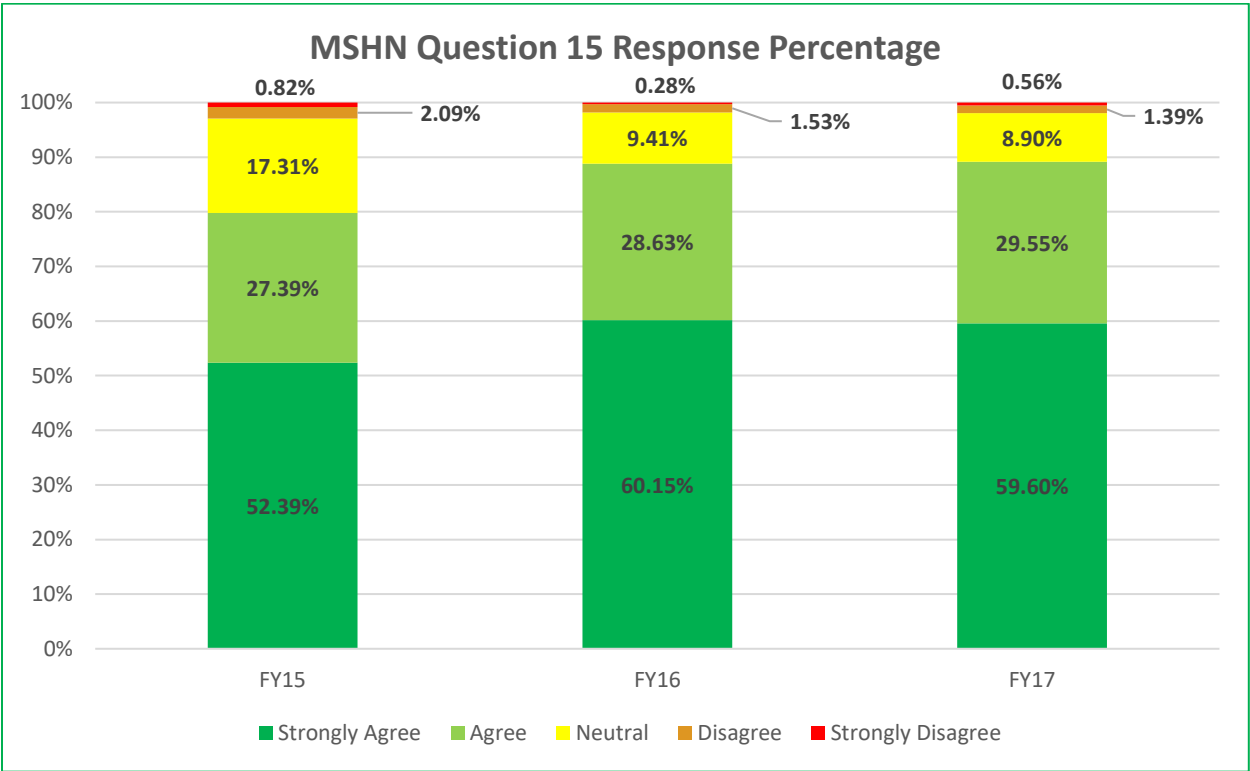
For FY17, 57.62% strongly agreed, 28.88% agreed, 10.73% were neutral, 1.91% disagreed, and 0.87% strongly disagreed. For FY16, 57.18% strongly agreed, 27.81% agreed, 12.24% were neutral, 2.28% disagreed, and 0.48% strongly disagreed. For FY15, 47.77% strongly agreed, 27.23% agreed, 20.85% were neutral, 3.15% disagreed, and 1.00% strongly disagreed.

FY17 had 86.50% that agreed or strongly agreed, FY16 had 84.99% that agreed or strongly agreed, FY15 had 75.00% that agreed or strongly agreed. This demonstrates an increase of 1.51% in positive responses from FY16.

Figure 32 illustrates how the SUD consumers responded to the SUD Consumer Satisfaction Survey question 15 in FY15, FY16, and FY17.

Question 15: My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.

Fig. 32 – MSHN Question 15 Response Percentage



For FY17, 59.60% strongly agreed, 29.55% agreed, 8.90% were neutral, 1.39% disagreed, and 0.56% strongly disagreed. For FY16, 60.15% strongly agreed, 28.63% agreed, 9.41% were neutral, 1.53% disagreed, and 0.28% strongly disagreed. For FY15, 52.39% strongly agreed, 27.39% agreed, 17.31% were neutral, 2.09% disagreed, and 0.82% strongly disagreed.

FY17 had 89.15% that agreed or strongly agreed, FY16 had 88.78% that agreed or strongly agreed, FY15 had 79.78% that agreed or strongly agreed. This demonstrates an increase of 0.37% in positive responses from FY16.

Conclusion:

In summary, the survey results identified a comprehensive score for all questions combined to have a positive satisfaction response of 90.02% for FY17 and a response of 90.56% for FY16. This demonstrates a decrease in the positive response rate of 0.54% from FY16. This slight decrease is contrasted with the overwhelming majority of the results receiving a positive response. The results of the satisfaction surveys highlight that most SUD consumers are satisfied with their SUD treatment provider and the treatment they receive.

The results will be reviewed further by the MSHN Quality Improvement Council, the Customer Service Committee, the Regional Consumer Advisory Council and the local SUD Providers to determine possible region wide improvement efforts as well as identification of any trends that have occurred from year to year. Areas of improvement will be targeted toward the scores that showed a decrease from prior years. Each SUD Provider will also be encouraged to review their local results for analysis and identification of local improvement efforts.

Completed by: Mid-State Health Network

Date: Sept. 2017

CSC Approved: September 25, 2017

MSHN QIC Approved: September 28, 2017