

Overview of Mid-State Health Network Recovery Self-Assessment Summary Report FY 2019

Persons in Recovery

Introduction

The following overview of Mid-State Health Network’s (MSHN) Recovery Self-Assessment (RSA) Survey was developed to assist MSHN Provider Network and other stakeholders develop a better understanding of the strengths and weaknesses in MSHN’s recovery-oriented care. This report was developed utilizing voluntary self-reflective surveys completed by adults receiving treatment for a substance use disorder. The respondents are outlined in Figure 1. The survey results were aggregated and scored as outlined in the Yale Program for Recovery and Community Health instructions.

Figure 1.

Agency	Respondents
RSA-R Persons in Recovery (Distinct)	777
Clubhouse	5
Case management/Supports Coordination	108
Intensive Outpatient	145
Outpatient	330
Substance Use Residential	182
Other	121

The distribution period was May 1, 2019 through May 31, 2019.

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

Any questions regarding the report should be sent to Sandy Gettel, Quality Manager at sandy.gettel@midstatehealthnetwork.org

MSHN Summary

The responses from the Recovery Self-Assessment surveys were scored as a comprehensive total and separately as six subcategories. The tool is intended to assess the perceptions of individual recovery and the recovery environment. All items are rated using the same 5-point Likert scale that ranges from 1 = “strongly disagree” to 5 = “strongly agree.” The comprehensive score measures how the system is performing, and the subcategories measures the performance of five separate parts. The individual response score for each question in the subcategories is included to assist in determining potential action steps. A score of 3.5 and above indicates satisfaction or agreement with the statement. The “not applicable” and “do not know” responses were removed from the analysis.

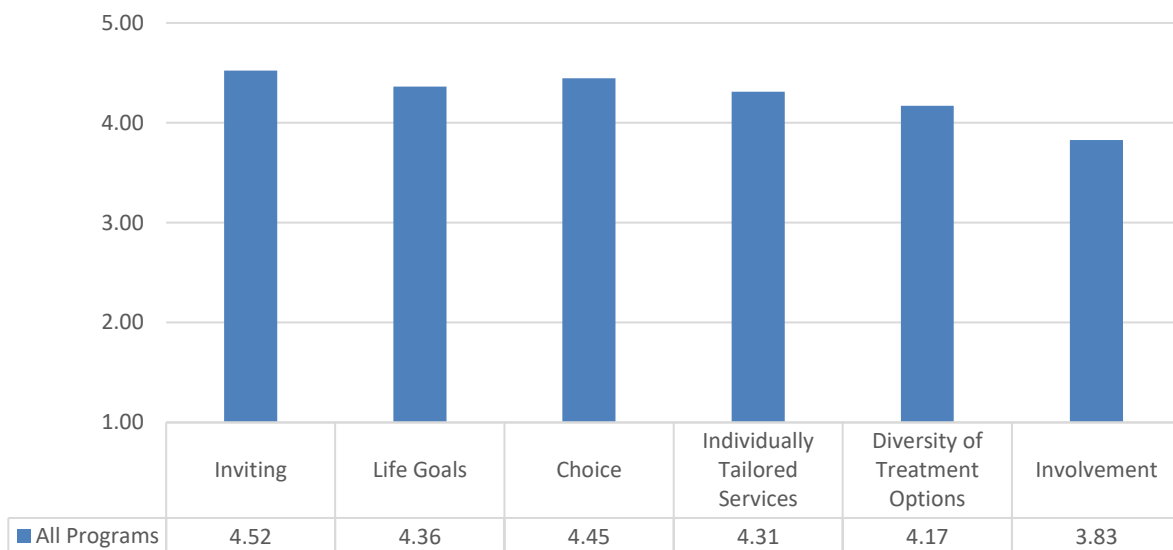
MSHN Comprehensive Summary

MSHN demonstrated a comprehensive score of 4.28 for the initial administration of the RSA-R for Persons in Recovery.

MSHN Subcategory Summary

Figure 2 illustrates how the Persons in Recovery assessed their perception of recovery during their treatment for each of the six (6) subcategories.

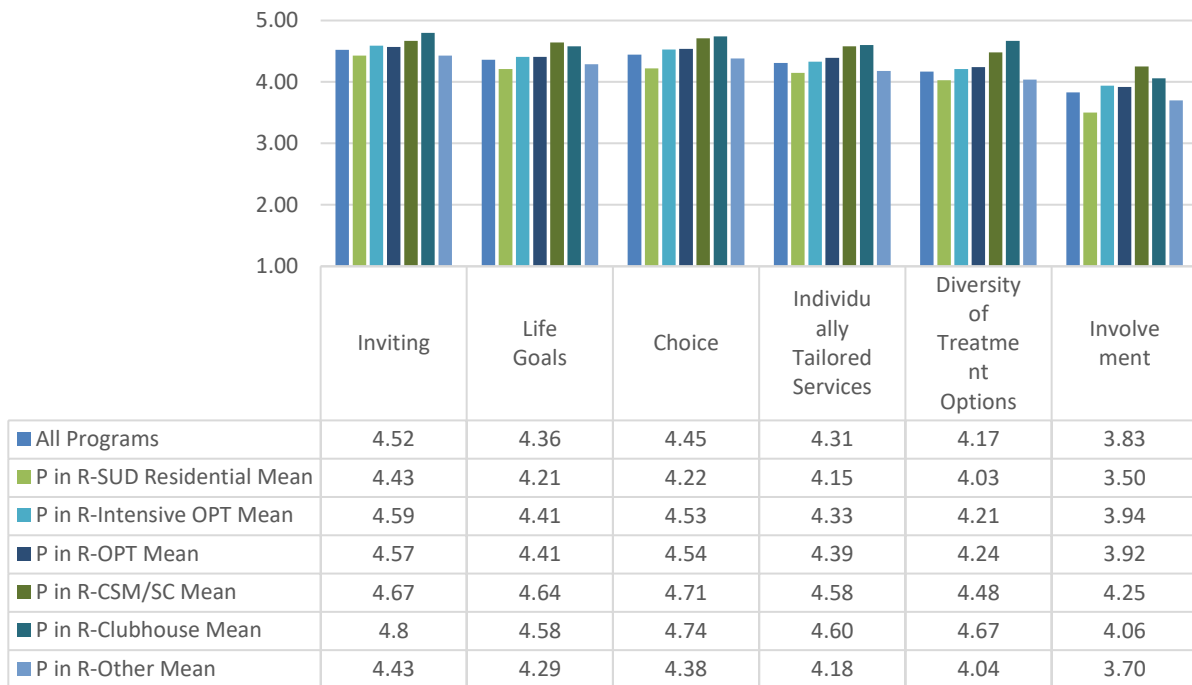
Figure 2 – MSHN Persons in Recovery Score by Subcategory



MSHN Program Summary

The responses from the Recovery Self-Assessment scores were separated by service type for each of the subcategory scores. Figure 3 illustrates the average score was 3.5 or above in each subcategory, which indicates agreement or satisfaction with each statement. The subcategory of Inviting was the highest with a range of 4.43 to 4.80. The subcategory demonstrating the lowest average was Involvement, with a range of 3.70 to 4.25.

Figure 3 – Comparison of the Subcategory Score for FY19 for each Program

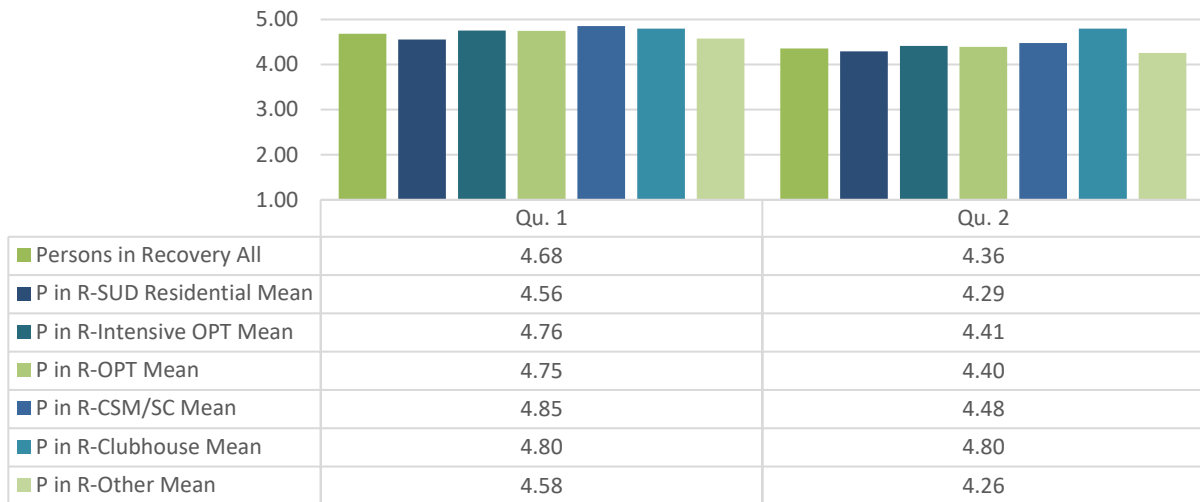


Invite Subcategory

The MSHN average was 4.52 for the Inviting Subcategory. Figure 4 illustrates the differences between the programs for each question for those who completed the assessment. The average score was 3.5 or above for each question which indicates agreement or satisfaction with each statement. The Invite Subcategory includes the following questions:

1. Staff welcome me and help me feel comfortable in this program.
2. The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.

Figure 4 – Comparison of FY19 Individual Questions Invite Subcategory

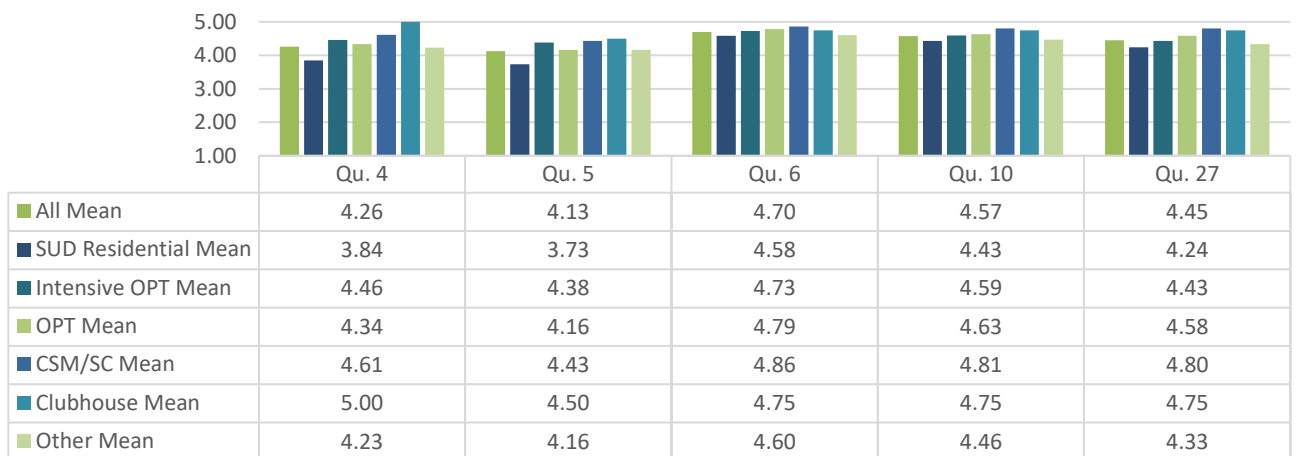


Choice Subcategory

The MSHN average was 4.45 for the Choice Subcategory. Figure 5 illustrates the differences between the programs for each question for those who completed the assessment. The average score was 3.5 or above in each subcategory, which indicates agreement or satisfaction with each statement. The Choice Subcategory includes the following questions:

- 4: I can change my clinician or case manager if I want to.
- 5: I can easily access my treatment records if I want to.
- 6: Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.
- 10: Staff listen to me and respect my decisions about my treatment and care.
- 27: Staff help me keep track of the progress I am making towards my personal goals.

Figure 5 – Choice Subcategory Comparison of FY19 Individual Questions



Involvement Subcategory

The MSHN average was 4.36 for the Involvement Subcategory. Figure 6 illustrates the differences between the programs for each question for those who completed the assessment. The average score was 3.5 or above for questions 22, 23, and 24. Questions 25 and 29 demonstrated a score below 3.5 indicating a neutral response or disagreement with the statement for all programs. The Involvement Subcategory includes the following questions:

- 22. Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).
- 23. I am encouraged to help staff with the development of new groups, programs, or services.
- 24. I am encouraged to be involved in the evaluation of this program’s services and service providers.
- 25. I am encouraged to attend agency advisory boards and/or management meetings if I want.
- 29. I am/can be involved with staff trainings and education programs at this agency.

Figure 6 – Involvement Subcategory Comparison of FY19 Individual Questions

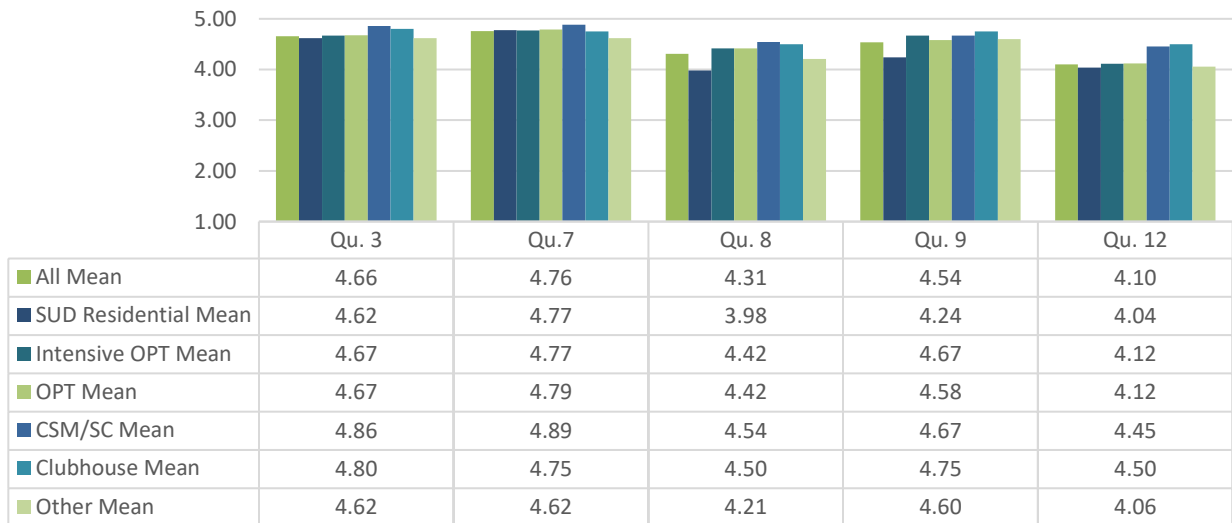


Life Subcategory

The MSHN average was 4.36 for the Life Subcategory. Figure 7 illustrates the differences between the programs for each question for those who completed the assessment. The average score was 3.5 or above for all questions which indicates agreement or satisfaction with each statement. Question seventeen (17) was below for the SUD Residential Providers. The Life Subcategory is illustrated in two graphs. Figure 7 includes the following questions:

- 3. Staff encourage me to have hope and high expectations for myself and my recovery.
- 7. Staff believe that I can recover.
- 8. Staff believe that I have the ability to manage my own symptoms.
- 9. Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.
- 12. Staff encourage me to take risks and try new things.

Figure 7 – Life Subcategory Comparison of FY19 Individual Questions (3, 7, 8, 9, 12)



The Life Subcategory is illustrated in two graphs. Figure 7a includes the following questions:

- 16. Staff help me to develop and plan for life goals beyond managing symptoms or staying stable (e.g., employment, education, physical fitness, connecting with family and friends, hobbies).
- 17. Staff help me to find jobs.
- 18. Staff help me to get involved in non-mental health/addiction related activities, such as church groups, adult education, sports, or hobbies.
- 28. Staff work hard to help me fulfill my personal goals.
- 31. Staff are knowledgeable about special interest groups and activities in the community.
- 32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.

Figure 7a – Life Subcategory Comparison of FY19 Individual Questions (16,17,18, 28, 31, 32).

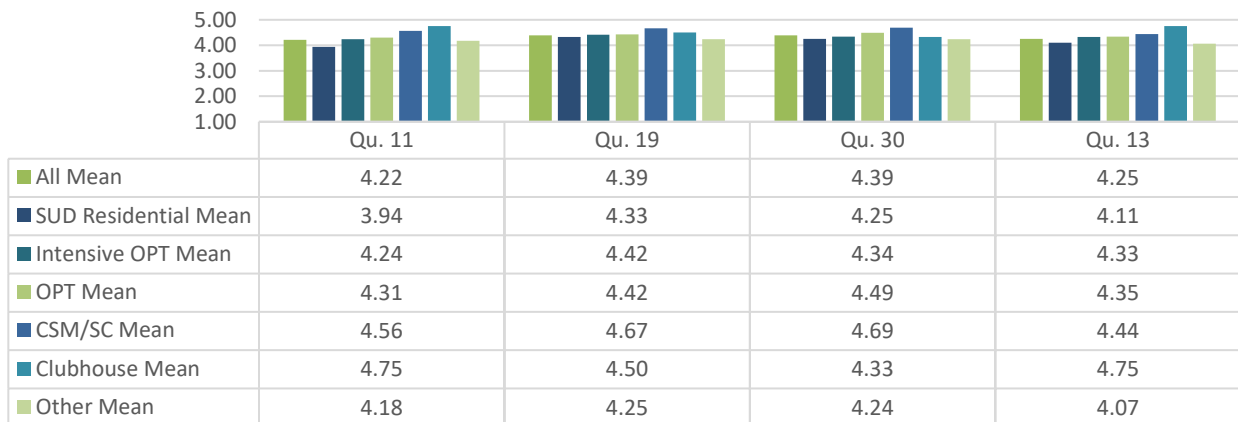


Individually Tailored Services Subcategory

The MSHN average was 4.31 for the subcategory of Individually Tailored Services. Figure 8 illustrates the differences between the programs for each question for those who completed the assessment. The average score was 3.5 or above for all questions which indicates agreement or satisfaction with each statement. The Individually Tailored Services Subcategory includes the following questions:

- 11. Staff regularly ask me about my interests and the things I would like to do in the community.
- 13. This program offers specific services that fit my unique culture and life experiences.
- 19. Staff help me to include people who are important to me in my recovery/treatment planning (such as family, friends, clergy, or an employer).
- 30. Staff listen, and respond, to my cultural experiences, interests, and concerns.

Figure 8 – Individually Tailored Services Subcategory Comparison of FY19 Individual Questions

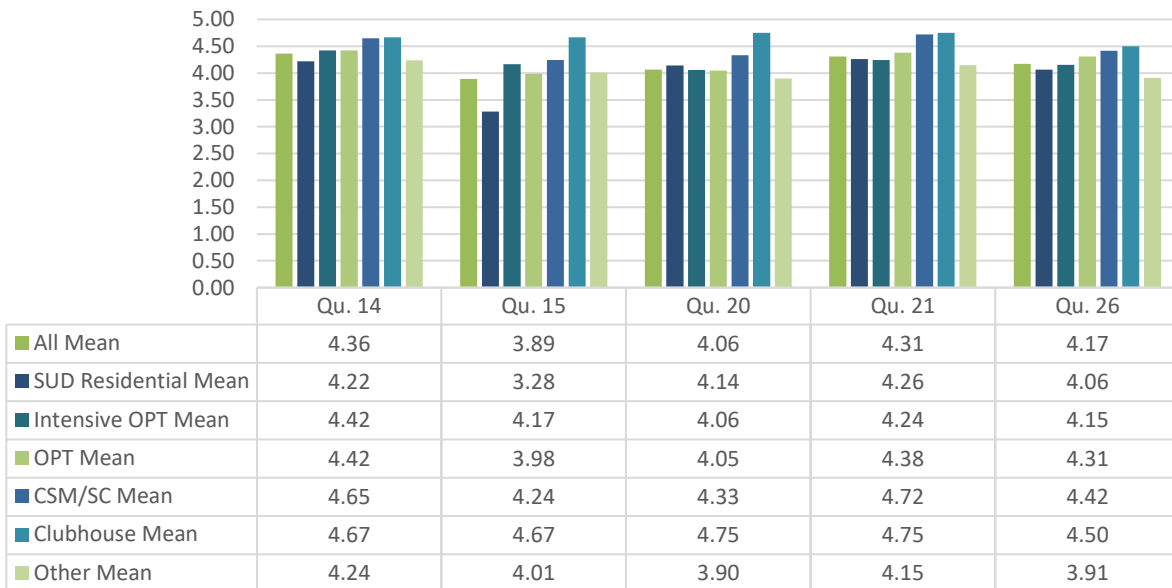


Diversity Subcategory

The MSHN average was 4.17 for the Diversity Subcategory. Figure 9 illustrates the differences between the programs for each question for those who completed the assessment. The average score was 3.5 or above for all questions which indicates agreement or satisfaction with each statement. Question fifteen (15) was below for the SUD Residential providers. The Diversity Subcategory includes the following questions:

- 14. I am given opportunities to discuss my spiritual needs and interests when I wish.
- 15. I am given opportunities to discuss my sexual needs and interests when I wish.
- 20. Staff introduce me to people in recovery who can serve as role models or mentors.
- 21. Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.
- 26. Staff talk with me about what it would take to complete or exit this program.

Figure 9 – Comparison of Diversity of Treatment Subcategory Score



Comparison FY18 SUD Consumer Satisfaction and RSA-R Persons in Recovery FY19

MSHN administered the initial RSA-R Persons in Recovery for FY19. It is not a direct comparison to the previous assessment of perception of care, however Attachment 1 provides cross walk identifying questions that may yield feedback relative to previous responses to perception of care. The questions that scored the lowest in FY18 include the following:

4. I know how to contact my recipient rights advisor.
9. I was given a choice as to what provider to seek treatment from
14. Staff assisted in connecting me with further services and/or community resources.
7. I was given information about the different treatment options available that would be appropriate to meet my needs
15. My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.

The questions that scored the highest in FY18 include the following:

5. I was informed that information about my treatment is only given with my permission.
6. My cultural/ethnic background was respected.
10. I was involved in the development of my treatment plan and goals.
1. Staff was courteous and respectful.
11. My goals were addressed during treatment.

Summary:

For the FY2019 assessment period there were 777 respondents who participated in the completion of the Recovery Self-Assessment Revised Persons in Recovery Version. The assessment consisted of six (6) separate subcategories that included Inviting, Choice, Involvement, Life Goals, Individually Tailored Services and Diversity of Treatment. All subcategories demonstrated a 3.5 or above average. The subcategory that demonstrated the lowest score was "Involvement" (3.83). The subcategory that demonstrated the highest score was "Choice" (4.45).

The questions that scored the lowest for the SUD Provider Network are identified in Attachment 1 in red font, and are as follows:

25. I am encouraged to attend agency advisory boards and management meetings if I want. (3.42)
29. I am/can be involved with staff trainings and education program at this agency. (3.50)
17. Staff help me to find jobs. (3.66)
23. I am encouraged to help staff with the development of new groups, programs, or services. (3.86)
15. I am given opportunities to discuss my sexual needs and interest when I wish. (3.89)

The questions that scored the highest for SUD Provider Network are identified in Attachment 1 in green font and are as follows:

7. Staff believe that I can recover. (4.76)
6. Staff do not use threats, bribes, or other forms of pressure to get me to do what they want. (4.70)
1. Staff welcome me and help me to feel comfortable in this program. (4.68)
3. Staff encourage me to have hope and high expectations for myself and my recovery. (4.66)
10. Staff listen to me and respect my decisions about my treatment and care. (4.57)

The analysis of the service type indicated that 4 of the lowest scoring questions were consistently low across each service program. Three of the highest scoring questions were consistently high across each service program.

The results will be reviewed further by the MSHN Quality Improvement Council, Provider Advisory Committee, and the Regional Consumer Advisory Council to determine if any trends are evident and if any regional improvement efforts would be recommended. Areas of improvement will be targeted toward below average scores (based on the regional average of all scores) and/or priority areas as identified through review of the regional councils and committees. Each Provider should review the results by Service Program to identify any local improvement recommendations.

Report Completed by: Sandy Gettel MSHN Quality Manager

Date: August 20, 2019

MSHN QIC Approved:

Comparison of MSHN SUD Consumer Satisfaction Survey FY15-FY18 and the RSA-R Persons in Recovery FY19

SUD Satisfaction Survey	FY15	FY16	FY17	FY18	RSA-R Persons in Recovery (questions that correlate to survey questions from FY15-FY18)	FY19
1. Staff was courteous and respectful	4.55	4.57	4.54	4.56	1. Staff welcome me and help me to feel comfortable in this program	4.68
					10. Staff listen to me and respect my decisions about my treatment and care.	4.57
					30. Staff listen, and respond, to my cultural experiences, interests, and concerns.	4.39
					6. Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.	4.70
2. I would recommend this agency to others	4.45	4.54	4.53	4.54		
3. I was informed of my rights	4.46	4.56	4.52	4.51		
4. I know how to contact my recipient rights advisor	4.15	4.3	4.33	4.27		
5. I was informed that information about my treatment is only given with my permission	4.54	4.61	4.63	4.62		
6. My cultural/ethnic background was respected	4.50	4.59	4.61	4.60	13. This program offers specific services that fit my unique culture and life experiences.	4.25
					14. I am given opportunities to discuss my spiritual needs and interests when I wish.	4.36
					15. I am given opportunities to discuss my sexual needs and interests when I wish.	3.89
					32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.	4.38
7. I was given information about the different treatment options available that would be appropriate to meet my needs.	4.25	4.41	4.43	4.41	13. This program offers specific services that fit my unique culture and life experiences.	4.25

Comparison of MSHN SUD Consumer Satisfaction Survey FY15-FY18 and the RSA-R Persons in Recovery FY19

SUD Satisfaction Survey	FY15	FY16	FY17	FY18	RSA-R Persons in Recovery	FY19
8. I received services that met my needs and addressed my goals.	4.32	4.53	4.54	4.52	14. I am given opportunities to discuss my spiritual needs and interests when I wish.	4.36
					15. I am given opportunities to discuss my sexual needs and interests when I wish.	3.89
					10. Staff listen to me and respect my decisions about my treatment and care.	4.57
					9. Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.	4.54
9. I was given a choice as to what provider to seek treatment from.	4.01	4.36	4.35	4.29	4. I can change my clinician or case manager if I want to.	4.26
10. I was involved in the development of my treatment plan and goals.	4.38	4.56	4.57	4.56	9. Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.	4.54
					10. Staff listen to me and respect my decisions about my treatment and care.	4.57
11. My goals were addressed during treatment.	4.37	4.54	4.56	4.54	10. Staff listen to me and respect my decisions about my treatment and care.	4.57
12. My goals were changed when needed to reflect my needs.	4.17	4.42	4.47	4.47	9. Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.	4.54
					27. Staff help me keep track of the progress I am making towards my personal goals.	4.45
13. I feel that I am better able to control my life as a result of treatment.	4.26	4.49	4.54	4.54	7. Staff believe that I can recover.	4.76
					8. Staff believe that I have the ability to manage my own symptoms.	4.31

Attachment 1

Comparison of MSHN SUD Consumer Satisfaction Survey FY15-FY18 and the RSA-R Persons in Recovery FY19

SUD Satisfaction Survey	FY15	FY16	FY17	FY18	RSA-R Persons in Recovery	FY19
14. Staff assisted in connecting me with further services and/or community resources.	3.2	4.37	4.4	4.36	20. Staff introduce me to people in recovery who can serve as role models or mentors.	4.06
					22. Staff help me to find ways to give back to my community, (i.e., volunteering, community services, neighborhood watch/cleanup).	3.96
					21. Staff offer to help me connect with self-help, peer support, or consumer advocacy groups and programs.	4.31
					23. I am encouraged to help staff with the development of new groups, programs, or services.	3.86
					25. I am encouraged to attend agency advisory boards and/or management meetings if I want.	3.42

Comparison by Service Program Type

	Key		*Five Lowest Scores **Five Highest Score				
	Life Goals	Choice					
	Involvement	Individually Tailored Services					
	Diversity of Treatment Options	Inviting Factor					
RSA-R Persons in Recovery	SUD - All	SUD Residential Mean	Intensive OPT Mean	OPT Mean	CSM/SC Mean	Clubhouse Mean	Other Mean
25. I am encouraged to attend agency advisory boards and management meetings if I want.	*3.42	*2.89	*3.63	*3.49	*4.04	*3.67	*3.41
29. I am/can be involved with staff trainings and education program at this agency.	*3.50	*2.87	*3.67	*3.69	*3.84	*3.67	*3.50
17. Staff help me to find jobs.	*3.66	*3.22	*3.94	*3.69	*4.14	*4.25	*3.59
23. I am encouraged to help staff with the development of new groups, programs, or services.	*3.86	*3.68	*3.92	*3.91	*4.33	*4.25	*3.61
15. I am given opportunities to discuss my sexual needs and interest when I wish.	*3.89	*3.28	4.17	*3.98	*4.24	4.67	4.01
22. Staff help me to find ways to give back to my community (i.e., volunteering, community services,	3.96	3.69	*4.03	4.07	4.39	*4.25	*3.81
20. Staff introduce me to people in recovery who can serve as role models or mentors.	4.06	4.14	4.06	4.05	4.33	4.75	3.90
18. Staff help me to get involved in non-mental health related activities, such as church groups, adult education, sports, or hobbies.	4.09	3.87	4.14	4.15	4.55	4.50	3.98
12. Staff encourage me to take risks and try new things.	4.10	4.04	4.12	4.12	4.45	4.50	4.06
5. I can easily access their treatment records if I want to.	4.13	3.73	4.38	4.16	4.43	4.50	4.16
26. Staff talk with me about what it would take to complete or exit the program.	4.17	4.06	4.15	4.31	4.42	4.50	3.91

RSA-R Persons in Recovery	SUD	SUD Residential Mean	Intensive OPT Mean	OPT Mean	CSM/SC Mean	Clubhouse Mean	Other Mean
11. Staff regularly ask me about my interests and the things I would like to do in the community.	4.22	3.94	4.24	4.31	4.56	4.75	4.18
13. This program offers specific services that fit my unique culture and life experiences.	4.25	4.11	4.33	4.35	4.44	4.75	4.07
24. I am encouraged to be involved in the evaluation of this program's services and service providers.	4.26	4.11	4.37	4.28	4.52	4.25	4.08
4. I can change my clinician or case manager if I want to.	4.26	3.84	4.46	4.34	4.61	**5.00	4.23
8. Staff believe that I have the ability to manage my own symptoms.	4.31	3.98	4.42	4.42	4.54	4.50	4.21
31. Staff are knowledgeable about special interest groups and activities in the community	4.31	4.22	4.25	4.36	4.66	4.50	4.17
21. Staff offer to help me connect with self help, peer support, or consumer advocacy groups and programs.	4.31	4.26	4.24	4.38	4.72	4.75	4.15
2. The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified	4.36	4.29	4.41	4.40	4.48	**4.80	4.26
14. I am given opportunities to discuss their spiritual needs and interests when I wish.	4.36	4.22	4.42	4.42	4.65	4.67	4.24
32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.	4.38	4.31	4.39	4.43	4.59	4.50	4.35
19. Staff help me to include people who are important to me in my recovery/treatment planning (such as family, friends, clergy, or an employer).	4.39	4.33	4.42	4.42	4.67	4.50	4.25
30. Staff listen, and respond, to my cultural experiences, interests, and concerns.	4.39	4.25	4.34	4.49	4.69	4.33	4.24
28. Staff work hard to help me fulfill my personal goals.	4.40	4.23	4.42	4.47	4.71	4.50	4.31
27. Staff help me keep track of the progress I am making towards my personal goals.	4.45	4.24	4.43	4.58	4.80	4.75	4.33
9. Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.	4.54	4.24	**4.67	4.58	4.67	4.75	**4.60

RSA-R Persons in Recovery	SUD	SUD Residential Mean	Intensive OPT Mean	OPT Mean	CSM/SC Mean	Clubhouse Mean	Other Mean
16. Staff help me to develop and plan for life goals beyond managing symptoms or staying stable (e.g.employment, education, physical fitness, connecting with family and friends, hobbies).	4.54	**4.44	4.56	4.60	**4.84	4.75	4.37
10. Staff listen to me and respect my decisions about my treatment and care.	**4.57	4.43	4.59	4.63	4.81	4.75	4.46
3. Staff encourage me to have hope and high expectations for myself and my recovery.	**4.66	**4.62	**4.67	**4.67	**4.86	**4.80	**4.62
1. Staff welcome me and help me to feel comfortable in this program	**4.68	**4.56	**4.76	**4.75	**4.85	**4.80	**4.58
6. Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.	**4.70	**4.58	**4.73	**4.79	**4.86	4.75	**4.60
7. Staff believe that I can recover.	**4.76	**4.77	**4.77	**4.79	**4.89	**4.75	**4.62

Respondent Summary

RSA-R Persons in Recovery Assessment	Average	Total Responses	Total Valid Responses	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	blank
Inviting	4.52								
1. Staff welcome me and help me to feel comfortable in this program	4.68	777	767	14	5	32	109	607	10
2. The physical space of this program (e.g., the lobby, waiting rooms, etc.) feels inviting and dignified.	4.36	777	748	19	23	75	185	446	29
Life Goals	4.36								
3. Staff encourage me to have hope and high expectations for myself and my recovery.	4.66	777	764	10	7	34	134	579	13
7. Staff believe that I can recover.	4.76	777	737	9	7	16	89	616	40
8. Staff believe that I have the ability to manage my own symptoms.	4.31	777	681	21	25	78	156	401	96
9. Staff believe that I can make my own life choices regarding things such as where to live, when to work, whom to be friends with, etc.	4.54	777	722	10	16	56	135	505	55
12. Staff encourage me to take risks and try new things.	4.10	777	716	31	31	122	181	351	61
16. Staff help me to develop and plan for life goals beyond managing symptoms or staying stable(e.g., employment, education, physical fitness, connecting with family and friends, hobbies).	4.54	777	740	13	15	41	160	511	37
17. Staff help me to find jobs.	3.66	777	540	66	50	103	101	220	237
18. Staff help me to get involved in non-mental health related activities, such as church groups, adult education, sports, or hobbies.	4.09	777	655	31	44	101	139	340	122
28. Staff work hard to help me fulfill my personal goals.	4.40	777	738	16	20	95	129	478	39
31. Staff are knowledgeable about special interest groups and activities in the community	4.31	777	665	22	23	83	136	401	112
32. Agency staff are diverse in terms of culture, ethnicity, lifestyle, and interests.	4.38	777	680	14	25	76	136	429	97

Respondent Summary

Choice	4.45								
4. I can change my clinician or case manager if I want to.	4.26	777	593	33	21	61	120	358	184
5. I can easily access their treatment records if I want to.	4.13	777	557	43	29	53	121	311	220
6. Staff do not use threats, bribes, or other forms of pressure to get me to do what they want.	4.70	777	757	22	6	22	79	628	20
10. Staff listen to me and respect my decisions about my treatment and care.	4.57	777	751	8	18	50	136	539	26
27. Staff help me keep track of the progress I am making towards my personal goals.	4.45	777	734	15	26	61	142	490	43
Individually Tailored Services	4.31								
11. Staff regularly ask me about my interests and the things I would like to do in the community.	4.22	777	735	28	34	98	166	409	42
13. This program offers specific services that fit my unique culture and life experiences.	4.25	777	702	14	44	79	182	383	75
19. Staff help me to include people who are important to me in my recovery/treatment planning (such as family, friends, clergy, or an employer).	4.39	777	717	21	29	61	147	459	60
30. Staff listen, and respond, to my cultural experiences, interests, and concerns.	4.39	777	706	17	19	84	135	451	71
Diversity	4.17								
14. I am given opportunities to discuss their spiritual needs and interests when I wish.	4.36	777	679	15	23	69	166	406	98
15. I am given opportunities to discuss my sexual needs and interest when I wish.	3.89	777	574	54	47	77	126	270	203
20. Staff introduce me to people in recovery who can serve as role models or mentors.	4.06	777	674	43	43	94	144	350	103
21. Staff offer to help me connect with self help, peer support, or consumer advocacy groups and programs.	4.31	777	709	26	26	73	161	423	68

Respondent Summary

26. Staff talk with me about what it would take to complete or exit the program.	4.17	777	688	32	47	83	136	390	89
Involvement	3.83								
22. Staff help me to find ways to give back to my community (i.e., volunteering, community services, neighborhood watch/cleanup).	3.96	777	644	38	53	108	145	300	133
23. I am encouraged to help staff with the development of new groups, programs, or services.	3.86	777	607	40	58	121	119	269	170
24. I am encouraged to be involved in the evaluation of this program's services and service providers.	4.26	777	673	25	29	90	133	396	104
25. I am encouraged to attend agency advisory boards and management meetings if I want.	3.42	777	544	99	71	82	89	203	233
29. I am/can be involved with staff trainings and education program at this agency.	3.50	777	506	86	47	98	76	199	271