

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



Introduction

The Michigan Department of Health and Human Services (MDHHS) requires a survey be administered annually to programs identified by the Michigan Quality Improvement Council. The Michigan QI Council has chosen the Assertive Community Treatment program as one of the programs for 2016. The program was required to complete the **Mental Health Statistics Improvement Program (MHSIP)** over a two-week period of time. MDHHS provides implementation guidelines and instructions to each Prepaid Inpatient Health Plan (PIHP). Each PIHP is to administer the survey within the time frame allotted by MDHHS. The survey results are returned to MDHHS via supplied excel workbook.

Each PIHP, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, utilized the MHSIP to conduct a region wide perception of care survey to determine any areas that may be deficient within the region. The data obtained by each CMHSP was provided to Mid-State Health Network (MSHN) for regional analysis. The survey outcomes will be compared to the previous years Perception of Care Reports and is reported to MSHN’s Quality Improvement Council (QIC).

Survey Response Rates

Clinicians within the Assertive Community Treatment program were given a tally form to track the survey response rate for their consumers. Those consumers who declined were removed from the total number of surveys distributed. The response rates were calculated by dividing the number of surveys that were received by the number of surveys that were distributed. **Figure 1** indicates the return rate for each CMHSP where data was available prior to February 26th. Any surveys received after February 26th were not included in the results.

Figure 1

| MHSIP-ACT | 2013 | 2014 | 2015 | 2016 | | | |
|----------------|----------------|----------------|----------------|----------------|-------------|----------|----------|
| | Response Rates | Response Rates | Response Rates | Response Rates | Distributed | Received | Declined |
| MSHN | 41% | 34% | 46% | 56% | 427 | 241 | 97 |
| BAHB | 41% | 64% | 59% | 29% | 42 | 12 | 18 |
| CEI | 44% | 13% | 46% | 47% | 45 | 21 | 24 |
| CMHCM | 55% | 21% | 28% | 81% | 102 | 83 | 11 |
| GIHN | * | ** | ** | ** | ** | ** | ** |
| HBH | 18% | 23% | 58% | 41% | 17 | 7 | 14 |
| The Right Door | 50% | * | ** | ** | ** | ** | ** |
| Lifeways | 23% | 37% | 43% | 42% | 118 | 49 | 7 |
| MCN | 26% | 25% | 40% | 27% | 22 | 6 | 8 |
| NCMH | 17% | * | ** | ** | ** | ** | ** |
| Saginaw | 85% | 78% | 88% | 60% | 42 | 25 | 7 |
| Shiawassee | 45% | 38% | 45% | 93% | 15 | 14 | 7 |
| TBHS | 87% | 50% | 52% | 100% | 24 | 24 | 1 |

*No Utilizers of ACT Services **No ACT Program

Quality Assessment and Performance Improvement Program
2016 Perception of Care Report
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Methodology

The population type chosen was the Assertive Community Treatment (ACT) Team. The sample was a convenience sample of all who were scheduled to be seen within a pre-identified time frame. The Assertive Community Treatment (ACT) was given a choice of any two-week time frame from January 30th to February 26, 2017. All adult consumers within the ACT program received the MHSIP 44 survey. The raw data was required to be received by MDHHS no later than March 31, 2017. MDHHS will prepare an analysis, which includes comparison data of the PIHPs in Michigan and CMHSPs within each PIHP. Consumers did have the option to decline participation. If a consumer declined, this was noted and removed from the number distributed.

There were two optional changes in the implementation process that started in FY2012. Based on discussions with Substance Abuse and Mental Health Services Administration (SAMHSA) and information from other states that implement the MHSIP, the MDHHS QIC decided that PIHPs can opt to assign numerical identifiers to the MHSIP in order to identify the respondents. The PIHP was to use the selected field in the data entry forms to inform MDHHS whether they have chosen to assign identifiers. These identifiers are for the PIHPs use only, and are not to be shared with MDHHS. MSHN did not require the use of identifiers for the survey.

Scoring

MHSIP – Seven domains are included in the survey. Each domain has multiple questions related to the domain topic. The domains are as follows: general satisfaction, access to care, quality of care, participation in treatment, outcomes of care, functional status, and social connectedness. Each question in the domain is required to have a response choice of 1 - 5 in order for the domain to be included in the sample. If one question is left blank, the responses of the remaining questions for that domain are excluded from the calculations of that domain. There are 6 response choices for each question within the domain, which are assigned a numeric value. Note that the number of responses included in the domain average and domain percentage of agreement could be less than that of each individual question as a result of the exclusion of unanswered questions when calculating the domain.

| | |
|------------------|---------------------|
| Strongly Agree=1 | Disagree=4 |
| Agree=2 | Strongly Disagree=5 |
| Neutral=3 | Not Applicable=9 |

The mean of each individual question is calculated. Those less than or equal to 2.5 are considered to be “in agreement”. The total number of respondents who were “in agreement” is then divided by the total respondents. The resultant number is then multiplied by 100 to provide a percentage. Those questions that have a “Blank” or a response of “Not Applicable” were removed from the sample.

The logic for Fiscal Year 2016 was updated to include steps that the state utilizes to calculate the domain percentage scores that were not originally included in the Scoring Protocols provided by the state. MSHN QIC decided to adopt these changes following Fiscal Year 2015. The Scoring Protocols are as follows: individuals who are missing more than 1/3 of total responses (blanks, or invalid response) are removed completely from the report for calculating subscale scores. Also within the subscales, if an individual is missing 1 or more of the included questions (blanks, or invalid responses) they are removed completely from the subscale scoring for that specific subscale. (The individuals’ valid responses are not removed from calculating the response totals to individual questions in Attachment A; even if they were removed from the subscale).

Data Analysis

Each survey was entered into an excel spreadsheet. The ACT program was categorized by numeric codes provided by MDHHS.

The results are analyzed as follows:

PIHP

- By Domain
- By Domain Line Item

CMHSP (Attachment A - MHSIP)

- By Domain
- By Domain Line Item

Survey Findings

MHSIP

Figure 2 demonstrates the percentage of agreement for each domain. Please refer to the scoring methodology above with questions related to the calculations. Each domain scored above the desired threshold of 80% except the “Perception of Outcome of Services”, “Perception of Functioning”, “Perception of Social Connectedness”, and “Perception of Participation in Treatment”. MSHN scored the highest in the “Perception of Quality and Appropriateness”, “Perception of Access,” and “General Satisfaction” domains in that order. Those who responded to the survey indicated:

- a) Staff gave Respondents the information needed to manage their illness (Survey Q19 – 82%, 193/234)
- b) Staff gave Respondents information about their rights (Survey Q13 – 90%, 213/237)
- c) Respondents were able to take responsibility for how to live their lives (Survey Q14 – 86%, 201/235)
- d) Staff were willing to see Respondents as often as was necessary (Survey Q5 – 89%, 211/237)
- e) Staff respected Respondents’ wishes about who to and not to give Respondents’ information to (Survey Q16 – 89%, 208/234)
- f) Staff believed Respondents could grow, change and recover (Survey Q10 – 86%, 201/234)
- g) Staff encouraged Respondents to use consumer run programs (Survey Q20 – 80%, 187/235)
- h) Respondents felt comfortable asking questions about their treatment (Survey Q11 – 88%, 209/237)
- i) Staff were able to see Respondents at times that were good for Respondents (Survey Q7 – 88%, 207/235)
- j) Staff returned calls within 24 hours (Survey Q6 – 84%, 199/237)
- k) Respondents liked the services they received (Survey Q1 – 86%, 202/236)
- l) Respondents would recommend the agency to a friend or family member (Survey Q3 – 82%, 193/235).

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



Figure 2

| Adult Survey | General Satisfaction | | | | Perception of Access | | | | Perception of Quality and Appropriateness | | | | Perception of Participation in Treatment Planning | | | |
|----------------|-----------------------------------|------|------|-------------|---------------------------|------|------|------------|---|------|------|-------------|---|------|------|------------|
| | 2013 | 2014 | 2015 | 2016 | 2013 | 2014 | 2015 | 2016 | 2013 | 2014 | 2015 | 2016 | 2013 | 2014 | 2015 | 2016 |
| MSHN | 86% | 90% | 85% | 83% | 91% | 92% | 86% | 86% | 89% | 97% | 85% | 91% | 86% | 94% | 84% | 78% |
| BABH | 84% | 71% | 84% | 91% | 92% | 79% | 92% | 91% | 91% | 89% | 86% | 91% | 92% | 90% | 87% | 91% |
| CEI | 79% | 100% | 90% | 83% | 83% | 100% | 89% | 89% | 82% | 100% | 89% | 100% | 72% | 100% | 90% | 70% |
| CMHCM | 89% | 86% | 73% | 79% | 98% | 91% | 82% | 87% | 86% | 95% | 78% | 89% | 90% | 90% | 83% | 78% |
| HBH | 89% | 100% | 91% | 100% | 88% | 86% | 89% | 86% | 89% | 100% | 93% | 100% | 88% | 100% | 95% | 71% |
| The Right Door | 100% | * | ** | ** | 100% | * | ** | ** | 100% | * | ** | ** | 100% | * | ** | ** |
| Lifeways | 86% | 90% | 86% | 79% | 94% | 97% | 83% | 79% | 89% | 98% | 84% | 90% | 82% | 97% | 82% | 77% |
| MCN | 100% | 100% | 73% | 100% | 80% | 100% | 69% | 80% | 100% | 100% | 76% | 100% | 100% | 100% | 65% | 67% |
| NCMH | 75% | * | ** | ** | 100% | * | ** | ** | 100% | * | ** | ** | 100% | * | ** | ** |
| Saginaw | 94% | 95% | 92% | 80% | 88% | 95% | 93% | 83% | 91% | 100% | 89% | 83% | 85% | 95% | 85% | 76% |
| Shiawassee | 80% | 100% | 78% | 93% | 90% | 67% | 88% | 85% | 89% | 100% | 84% | 92% | 80% | 88% | 83% | 79% |
| TBHS | 72% | 90% | 86% | 92% | 85% | 80% | 86% | 96% | 86% | 78% | 88% | 91% | 81% | 80% | 88% | 87% |
| Adult Survey | Perception of Outcome of Services | | | | Perception of Functioning | | | | Perception of Social Connectedness | | | | | | | |
| | 2013 | 2014 | 2015 | 2016 | 2013 | 2014 | 2015 | 2016 | 2013 | 2014 | 2015 | 2016 | | | | |
| MSHN | 73% | 84% | 74% | 68% | 84% | 73% | 75% | 69% | 84% | 82% | 77% | 66% | | | | |
| BABH | 72% | 50% | 76% | 57% | 96% | 60% | 72% | 73% | 92% | 73% | 73% | 73% | | | | |
| CEI | 73% | 100% | 86% | 78% | 79% | 88% | 82% | 63% | 94% | 100% | 77% | 61% | | | | |
| CMHCM | 74% | 92% | 66% | 75% | 83% | 89% | 67% | 74% | 84% | 68% | 74% | 66% | | | | |
| HBH | 83% | 75% | 86% | 71% | 88% | 67% | 82% | 71% | 100% | 50% | 84% | 71% | | | | |
| The Right Door | 100% | * | ** | ** | 100% | * | ** | ** | 67% | * | ** | ** | | | | |
| Lifeways | 82% | 86% | 75% | 50% | 87% | 71% | 75% | 63% | 78% | 86% | 75% | 61% | | | | |
| MCN | 50% | 100% | 67% | 50% | 60% | 80% | 68% | 80% | 100% | 80% | 65% | 33% | | | | |
| NCMH | 67% | * | ** | ** | 33% | * | ** | ** | 67% | * | ** | ** | | | | |
| Saginaw | 80% | 92% | 77% | 79% | 90% | 86% | 79% | 80% | 88% | 95% | 87% | 75% | | | | |
| Shiawassee | 86% | 67% | 70% | 67% | 100% | 33% | 77% | 46% | 89% | 100% | 83% | 57% | | | | |
| TBHS | 44% | 57% | 66% | 69% | 68% | 60% | 68% | 65% | 69% | 60% | 68% | 74% | | | | |

*No Utilizers of ACT Services **No ACT Program

Figure 3 provides a comparison of the percentage of those who responded with “agree-2” or “strongly agree-1” for each question within the domain. Please refer to the scoring methodology above with questions related to the calculations.

Figure 3

| Adult – ACT Program | 2013 | 2014 | 2015 | 2016 |
|---|-------|------|------|------------|
| General Satisfaction | | | | |
| Q1. I like the services that I received. | 87.6% | 92% | 89% | 86% |
| Q2. If I had other choices, I would still choose to get services from this mental health agency. | 83.4% | 84% | 83% | 81% |
| Q3. I would recommend this agency to a friend or family member. | 84.0% | 91% | 83% | 82% |
| Perception of Access | | | | |
| Q4. The location of services was convenient. | 82.7% | 87% | 85% | 82% |
| Q5. Staff were willing to see me as often as I felt it was necessary. | 90.6% | 89% | 88% | 89% |
| Q6. Staff returned my calls within 24 hours. | 85.8% | 90% | 90% | 84% |
| Q7. Services were available at times that were good for me. | 88.3% | 91% | 87% | 88% |
| Q8. I was able to get all the services I thought I needed. | 83.7% | 87% | 84% | 83% |
| Q9. I was able to see a psychiatrist when I wanted to. | 79.8% | 83% | 80% | 79% |
| Perception of Quality and Appropriateness | | | | |
| Q10. Staff believed that I could grow, change and recover. | 86.9% | 91% | 88% | 86% |
| Q12. I felt free to complain. | 79.4% | 85% | 77% | 79% |
| Q13. I was given information about my rights. | 89.7% | 91% | 90% | 90% |
| Q14. Staff encouraged me to take responsibility for how I live my life. | 87.7% | 92% | 88% | 86% |
| Q15. Staff told me what side effects to watch for. | 78.4% | 84% | 79% | 75% |
| Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services. | 86.8% | 92% | 88% | 89% |
| Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.). | 82.1% | 91% | 81% | 79% |
| Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability. | 87.7% | 90% | 88% | 82% |
| Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). | 83.9% | 93% | 84% | 80% |
| Perception of Participation in Treatment Planning | | | | |
| Q11. I felt comfortable asking questions about my treatment, services, and medication. | 86.0% | 93% | 89% | 88% |
| Q17. I, not staff, decided my treatment goals. | 79.5% | 87% | 80% | 79% |
| Perception of Outcome of Services | | | | |
| Q21. I deal more effectively with daily problems. | 80.4% | 84% | 82% | 77% |
| Q22. I am better able to control my life. | 80.6% | 82% | 79% | 78% |
| Q23. I am better able to deal with crisis. | 75.8% | 79% | 77% | 76% |
| Q24. I am getting along better with my family. | 78.2% | 74% | 76% | 69% |
| Q25. I do better in social situations. | 68.3% | 70% | 78% | 63% |
| Q26. I do better in school and/or work. | 57.8% | 61% | 60% | 35% |
| Q27. My housing situation has improved. | 68.6% | 76% | 73% | 64% |
| Q28. My symptoms are not bothering me as much. | 70.8% | 66% | 72% | 66% |

| Perception of Functioning | | | | |
|---|-------|-----|-----|------------|
| Q29. I do things that are more meaningful to me. | 80.2% | 75% | 75% | 74% |
| Q30. I am better able to take care of my needs. | 82.0% | 79% | 81% | 75% |
| Q31. I am better able to handle things when they go wrong. | 73.7% | 72% | 74% | 71% |
| Q32. I am better able to do things that I want to do. | 78.7% | 77% | 72% | 71% |
| Perception of Social Connectedness | | | | |
| Q33. I am happy with the friendships I have. | 84.9% | 77% | 81% | 68% |
| Q34. I have people with who I can do enjoyable things. | 80.3% | 79% | 82% | 71% |
| Q35. I feel I belong in my community. | 70.5% | 70% | 70% | 62% |
| Q36. In a crisis, I would have the support I need from family or friends. | 81.1% | 79% | 74% | 73% |

Recommendations/Improvement Opportunities

The results will be reviewed by the MSHN Quality Improvement Council and the Regional Consumer Advisory Council to determine possible region wide improvement efforts as well as identification of any trends that have occurred from year to year. The results will be compared to national averages as available. The areas of improvement will be targeted towards the domains with the lower average scores (based on the regional average of all scores) and those domains that have shown a decrease from the previous years. Each CMHSP will also review their local results for areas of improvement at the local level. It is also recommended that those with a low number of returned responses review their process and determine if additional action may need to be taken to impact the response rate. The low number of responses may result in an acceptable threshold based on the standard set or it may result in an unacceptable threshold. The low numbers may also impact the ability for the results to be generalized throughout the population.

Completed by: MSHN

Date: May 2017

MSHN QIC Approved: 06/22/17

Revised: June 2017 & July 2017

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



| Adult Survey | | MSHN | BABH | CEI | CMCMH | HBH | Lifeways | MCN | Saginaw | Shiawassee | TBHS |
|--|-------------------------|------------|-------------|------------|------------|-------------|------------|-------------|------------|------------|-------------|
| General Satisfaction | Domain Average % | 83% | 91% | 83% | 79% | 100% | 79% | 100% | 80% | 93% | 92% |
| 1. I like the services that I received. | % Agreement | 86% | 91% | 85% | 79% | 100% | 83% | 100% | 88% | 93% | 96% |
| | # Agree | 202 | 10 | 17 | 65 | 7 | 40 | 5 | 22 | 13 | 23 |
| | # Valid Respondents | 236 | 11 | 20 | 82 | 7 | 48 | 5 | 25 | 14 | 24 |
| 2. If I had other choices, I would still choose to get services from this mental healthcare agency. | % Agreement | 81% | 73% | 80% | 78% | 86% | 81% | 100% | 80% | 86% | 92% |
| | # Agree | 191 | 8 | 16 | 64 | 6 | 38 | 5 | 20 | 12 | 22 |
| | # Valid Respondents | 235 | 11 | 20 | 82 | 7 | 47 | 5 | 25 | 14 | 24 |
| 3. I would recommend this agency to a friend or family member. | % Agreement | 82% | 100% | 75% | 82% | 86% | 77% | 100% | 84% | 64% | 96% |
| | # Agree | 193 | 11 | 15 | 67 | 6 | 36 | 5 | 21 | 9 | 23 |
| | # Valid Respondents | 235 | 11 | 20 | 82 | 7 | 47 | 5 | 25 | 14 | 24 |
| Perception of Access | Domain Average % | 86% | 91% | 89% | 87% | 86% | 79% | 80% | 83% | 85% | 96% |
| 4. The location of services was convenient. | % Agreement | 82% | 91% | 85% | 82% | 100% | 81% | 67% | 72% | 86% | 83% |
| | # Agree | 194 | 10 | 17 | 67 | 7 | 39 | 4 | 18 | 12 | 20 |
| | # Valid Respondents | 237 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 24 |
| 5. Staff were willing to see me as often as I felt it was necessary. | % Agreement | 89% | 91% | 85% | 91% | 100% | 85% | 83% | 80% | 86% | 100% |
| | # Agree | 211 | 10 | 17 | 75 | 7 | 41 | 5 | 20 | 12 | 24 |
| | # Valid Respondents | 237 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 24 |
| 6. Staff returned my calls within 24 hours. | % Agreement | 84% | 82% | 75% | 85% | 71% | 77% | 100% | 80% | 93% | 100% |
| | # Agree | 199 | 9 | 15 | 70 | 5 | 37 | 6 | 20 | 13 | 24 |
| | # Valid Respondents | 237 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 24 |

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



| | | | | | | | | | | | |
|--|---------------------|------------|-------------|-------------|------------|-------------|------------|-------------|------------|------------|-------------|
| 7. Services were available at times that were good for me. | % Agreement | 88% | 100% | 85% | 93% | 86% | 79% | 100% | 84% | 79% | 96% |
| | # Agree | 207 | 11 | 17 | 75 | 6 | 38 | 5 | 21 | 11 | 23 |
| | # Valid Respondents | 235 | 11 | 20 | 81 | 7 | 48 | 5 | 25 | 14 | 24 |
| 8. I was able to get all the services I thought I needed. | % Agreement | 83% | 100% | 75% | 83% | 86% | 75% | 83% | 84% | 71% | 100% |
| | # Agree | 196 | 11 | 15 | 68 | 6 | 36 | 5 | 21 | 10 | 24 |
| | # Valid Respondents | 237 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 24 |
| 9. I was able to see a psychiatrist when I wanted to. | % Agreement | 79% | 73% | 85% | 73% | 100% | 81% | 83% | 72% | 79% | 92% |
| | # Agree | 187 | 8 | 17 | 60 | 7 | 39 | 5 | 18 | 11 | 22 |
| | # Valid Respondents | 237 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 24 |
| Perception of Quality and Appropriateness | Domain Average % | 91% | 91% | 100% | 89% | 100% | 90% | 100% | 83% | 92% | 91% |
| 10. Staff believed that I could grow, change and recover. | % Agreement | 86% | 73% | 75% | 85% | 100% | 89% | 80% | 80% | 86% | 100% |
| | # Agree | 201 | 8 | 15 | 70 | 7 | 41 | 4 | 20 | 12 | 24 |
| | # Valid Respondents | 234 | 11 | 20 | 82 | 7 | 46 | 5 | 25 | 14 | 24 |
| 12. I felt free to complain. | % Agreement | 79% | 82% | 72% | 85% | 57% | 79% | 50% | 64% | 71% | 96% |
| | # Agree | 185 | 9 | 13 | 69 | 4 | 38 | 3 | 16 | 10 | 23 |
| | # Valid Respondents | 234 | 11 | 18 | 81 | 7 | 48 | 6 | 25 | 14 | 24 |
| 13. I was given information about my rights. | % Agreement | 90% | 100% | 75% | 90% | 100% | 92% | 100% | 84% | 86% | 96% |
| | # Agree | 213 | 11 | 15 | 74 | 7 | 44 | 6 | 21 | 12 | 23 |
| | # Valid Respondents | 237 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 24 |
| 14. Staff encouraged me to take responsibility for how I live my life. | % Agreement | 86% | 73% | 80% | 88% | 57% | 91% | 80% | 84% | 79% | 92% |
| | # Agree | 201 | 8 | 16 | 72 | 4 | 43 | 4 | 21 | 11 | 22 |
| | # Valid Respondents | 235 | 11 | 20 | 82 | 7 | 47 | 5 | 25 | 14 | 24 |

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



| | | | | | | | | | | | |
|--|---------------------|------------|-------------|------------|------------|-------------|------------|-------------|------------|------------|-------------|
| 15. Staff told me what side effects to watch for. | % Agreement | 75% | 82% | 60% | 79% | 71% | 73% | 50% | 76% | 79% | 79% |
| | # Agree | 178 | 9 | 12 | 65 | 5 | 35 | 3 | 19 | 11 | 19 |
| | # Valid Respondents | 237 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 24 |
| 16. Staff respected my wishes about who is and who is not to be given information about my treatment services. | % Agreement | 89% | 91% | 80% | 93% | 86% | 79% | 100% | 88% | 93% | 100% |
| | # Agree | 208 | 10 | 16 | 75 | 6 | 37 | 5 | 22 | 13 | 24 |
| | # Valid Respondents | 234 | 11 | 20 | 81 | 7 | 47 | 5 | 25 | 14 | 24 |
| 18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.). | % Agreement | 79% | 91% | 70% | 75% | 100% | 81% | 60% | 76% | 93% | 88% |
| | # Agree | 184 | 10 | 14 | 59 | 7 | 38 | 3 | 19 | 13 | 21 |
| | # Valid Respondents | 232 | 11 | 20 | 79 | 7 | 47 | 5 | 25 | 14 | 24 |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability. | % Agreement | 82% | 91% | 79% | 85% | 100% | 77% | 83% | 76% | 71% | 92% |
| | # Agree | 193 | 10 | 15 | 68 | 7 | 37 | 5 | 19 | 10 | 22 |
| | # Valid Respondents | 234 | 11 | 19 | 80 | 7 | 48 | 6 | 25 | 14 | 24 |
| 20. I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line, etc.). | % Agreement | 80% | 64% | 65% | 75% | 86% | 81% | 80% | 88% | 93% | 92% |
| | # Agree | 187 | 7 | 13 | 61 | 6 | 39 | 4 | 22 | 13 | 22 |
| | # Valid Respondents | 235 | 11 | 20 | 81 | 7 | 48 | 5 | 25 | 14 | 24 |
| Participation in Treatment Planning | Domain Average % | 78% | 91% | 70% | 78% | 71% | 77% | 67% | 76% | 79% | 87% |
| 11. I felt comfortable asking questions about my treatment, services and medication. | % Agreement | 88% | 100% | 85% | 89% | 100% | 83% | 100% | 84% | 79% | 96% |
| | # Agree | 209 | 11 | 17 | 73 | 7 | 40 | 6 | 21 | 11 | 23 |
| | # Valid Respondents | 237 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 24 |
| 17. I, not staff, decided my treatment goals. | % Agreement | 79% | 91% | 70% | 80% | 71% | 81% | 67% | 80% | 79% | 79% |
| | # Agree | 187 | 10 | 14 | 65 | 5 | 39 | 4 | 20 | 11 | 19 |
| | # Valid Respondents | 236 | 11 | 20 | 81 | 7 | 48 | 6 | 25 | 14 | 24 |

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



| Perception of Outcome of Services | Domain Average % | 68% | 57% | 78% | 75% | 71% | 50% | 50% | 79% | 67% | 69% |
|---|---------------------|------------|------------|------------|------------|-------------|------------|------------|------------|------------|------------|
| 21. I deal more effectively with daily problems. | % Agreement | 77% | 73% | 75% | 82% | 100% | 72% | 67% | 72% | 57% | 83% |
| | # Agree | 180 | 8 | 15 | 67 | 7 | 34 | 4 | 18 | 8 | 19 |
| | # Valid Respondents | 235 | 11 | 20 | 82 | 7 | 47 | 6 | 25 | 14 | 23 |
| 22. I am better able to control my life. | % Agreement | 78% | 91% | 75% | 80% | 86% | 72% | 80% | 71% | 71% | 87% |
| | # Agree | 181 | 10 | 15 | 65 | 6 | 34 | 4 | 17 | 10 | 20 |
| | # Valid Respondents | 232 | 11 | 20 | 81 | 7 | 47 | 5 | 24 | 14 | 23 |
| 23. I am better able to deal with crisis. | % Agreement | 76% | 91% | 65% | 95% | 57% | 69% | 83% | 75% | 79% | 74% |
| | # Agree | 179 | 10 | 13 | 86 | 4 | 33 | 5 | 18 | 11 | 17 |
| | # Valid Respondents | 235 | 11 | 20 | 82 | 7 | 48 | 6 | 24 | 14 | 23 |
| 24. I am getting along better with my family. | % Agreement | 69% | 91% | 60% | 75% | 71% | 58% | 67% | 68% | 64% | 70% |
| | # Agree | 162 | 10 | 12 | 61 | 5 | 28 | 4 | 17 | 9 | 16 |
| | # Valid Respondents | 235 | 11 | 20 | 81 | 7 | 48 | 6 | 25 | 14 | 23 |
| 25. I do better in social situations. | % Agreement | 63% | 55% | 60% | 68% | 43% | 50% | 67% | 84% | 71% | 57% |
| | # Agree | 148 | 6 | 12 | 55 | 3 | 24 | 4 | 21 | 10 | 13 |
| | # Valid Respondents | 235 | 11 | 20 | 81 | 7 | 48 | 6 | 25 | 14 | 23 |
| 26. I do better in school and/or work. | % Agreement | 35% | 36% | 20% | 39% | 43% | 25% | 0% | 42% | 50% | 39% |
| | # Agree | 80 | 4 | 4 | 32 | 3 | 11 | 0 | 10 | 7 | 9 |
| | # Valid Respondents | 231 | 11 | 20 | 82 | 7 | 44 | 6 | 24 | 14 | 23 |
| 27. My housing situation has improved. | % Agreement | 64% | 55% | 70% | 70% | 86% | 53% | 50% | 64% | 71% | 57% |
| | # Agree | 148 | 6 | 14 | 55 | 6 | 25 | 3 | 16 | 10 | 13 |
| | # Valid Respondents | 232 | 11 | 20 | 79 | 7 | 47 | 6 | 25 | 14 | 23 |

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



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|--|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 28. My symptoms are not bothering me as much. (Outcomes) | % Agreement | 66% | 82% | 75% | 72% | 71% | 48% | 67% | 72% | 50% | 65% |
| | # Agree | 155 | 9 | 15 | 59 | 5 | 23 | 4 | 18 | 7 | 15 |
| | # Valid Respondents | 236 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 23 |
| Perception of Functioning | Domain Average % | 69% | 73% | 63% | 74% | 71% | 63% | 80% | 80% | 46% | 65% |
| 29. I do things that are more meaningful to me. | % Agreement | 74% | 82% | 75% | 74% | 86% | 64% | 83% | 80% | 64% | 83% |
| | # Agree | 173 | 9 | 15 | 60 | 6 | 30 | 5 | 20 | 9 | 19 |
| | # Valid Respondents | 234 | 11 | 20 | 81 | 7 | 47 | 6 | 25 | 14 | 23 |
| 30. I am better able to take care of my needs. | % Agreement | 75% | 73% | 70% | 78% | 86% | 75% | 67% | 76% | 64% | 70% |
| | # Agree | 176 | 8 | 14 | 64 | 6 | 36 | 4 | 19 | 9 | 16 |
| | # Valid Respondents | 236 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 23 |
| 31. I am better able to handle things when they go wrong. | % Agreement | 71% | 73% | 75% | 74% | 71% | 69% | 67% | 72% | 57% | 65% |
| | # Agree | 167 | 8 | 15 | 61 | 5 | 33 | 4 | 18 | 8 | 15 |
| | # Valid Respondents | 236 | 11 | 20 | 82 | 7 | 48 | 6 | 25 | 14 | 23 |
| 32. I am better able to do things that I want to do. | % Agreement | 71% | 82% | 78% | 76% | 57% | 66% | 67% | 72% | 54% | 70% |
| | # Agree | 165 | 9 | 14 | 62 | 4 | 31 | 4 | 18 | 7 | 16 |
| | # Valid Respondents | 232 | 11 | 18 | 82 | 7 | 47 | 6 | 25 | 13 | 23 |
| Perception of Social Connectedness | Domain Average % | 66% | 73% | 61% | 66% | 71% | 61% | 33% | 75% | 57% | 74% |
| 33. I am happy with the friendships I have. | % Agreement | 68% | 73% | 70% | 66% | 86% | 62% | 50% | 75% | 71% | 71% |
| | # Agree | 158 | 8 | 14 | 54 | 6 | 28 | 3 | 18 | 10 | 17 |
| | # Valid Respondents | 233 | 11 | 20 | 82 | 7 | 45 | 6 | 24 | 14 | 24 |

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



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|---|---------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 34. I have people with who I can do enjoyable things. | % Agreement | 71% | 73% | 65% | 69% | 86% | 67% | 50% | 83% | 71% | 75% |
| | # Agree | 164 | 8 | 13 | 56 | 6 | 30 | 3 | 20 | 10 | 18 |
| | # Valid Respondents | 232 | 11 | 20 | 81 | 7 | 45 | 6 | 24 | 14 | 24 |
| 35. I feel I belong in my community. | % Agreement | 62% | 82% | 70% | 63% | 71% | 49% | 50% | 63% | 64% | 67% |
| | # Agree | 145 | 9 | 14 | 52 | 5 | 22 | 3 | 15 | 9 | 16 |
| | # Valid Respondents | 233 | 11 | 20 | 82 | 7 | 45 | 6 | 24 | 14 | 24 |
| 36. In a crisis, I would have the support I need from family or friends. | % Agreement | 73% | 64% | 85% | 77% | 71% | 69% | 67% | 67% | 57% | 79% |
| | # Agree | 170 | 7 | 17 | 63 | 5 | 31 | 4 | 16 | 8 | 19 |
| | # Valid Respondents | 233 | 11 | 20 | 82 | 7 | 45 | 6 | 24 | 14 | 24 |