

Background

The following is a summary of the Mid-State Health Network’s (MSHN) Substance Use Disorder (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.

This report was developed utilizing voluntary self-reflective survey. The information from this report is intended to support discussions on how the various SUD Provider practices may improve treatment offered to individuals in recovery. The information from this overview should not be used to draw conclusions or make assumptions without further analysis. It should be noted that the survey was distributed during the 2020 pandemic. The results, therefore, are specific to the perception during that time. Caution should be used when comparing to other measurement periods.

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

Survey Method

The survey was distributed to adult and adolescent consumers who received a service by a MSHN SUD Treatment Provider between June 1, 2020 and July 30, 2020 to assess the perceptions of the individual treatment received. The survey was offered in person and by mail.

Six thousand eight hundred and thirty-one consumers received a service during the distribution period resulting in a response rate of 16.46%. Twenty-seven organizations participated in the consumer satisfaction survey. Figure 1 identifies the programs represented in the survey report. Individuals were able to identify more than one program.

Figure 1. The count of individuals represented in survey by program

Program	Number
Case Management (CSM)	18
Outpatient (OPT)	520
Detox	25
Residential Substance Use Disorder (Res. SUD)	179
Medication Assisted Treatment (MAT)	80
*OPT-CSM	2
*OPT-CSM-MAT	1
*OPT-MAT	6
OPT-Res. SUD	7
(blank)	287
Grand Total	1125

Survey Results

There are six subscales included in the survey. Each subscale has multiple questions related to the subscale topic. The subscales are as follows: welcoming environment, information on recipient rights, cultural/ethnic background, appropriateness and choice with services, treatment planning and progress toward goals, coordination of care/referrals to other resources. All items were rated using a 5-point Likert scale that ranged from 1 = “strongly disagree” to 5 = “strongly agree.” The response choices of “Not Applicable” were excluded from the calculations.

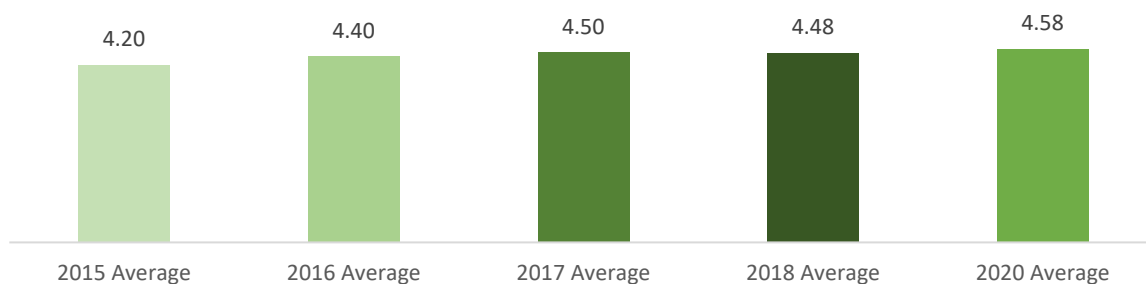
For each respondent, the scores for each item in the subscale are summed, then divided by the total number of items in the subscale. The result is a mean score for each individual respondent that may vary between 1 and 5. Individual mean scores greater than or equal to 3.50 are classified as being “in agreement.” Those questions that have a “blank” were removed from the sample.

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

Survey Findings

MSHN scored 4.58 indicating an overall agreement with all statements on the survey. The total comprehensive score for the survey demonstrated a continuous increase since 2015. Figure 2 illustrates the score for each year since 2015. The satisfaction survey was not completed in 2019.

Figure 2. MSHN Comprehensive Score FY2015-FY2020





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MSHN scored the highest in the subscale Cultural and Ethnic Background indicating that consumers felt MSHN SUD treatment providers respected their cultural and ethnic background. MSHN identified coordination of care, treatment planning and progress toward goals, and a welcoming environment a priority demonstrating the most improvement in those areas since 2018. MSHN Figure 3 indicates that MSHN demonstrated an upward trend since 2015 in all areas. All questions demonstrated improvement from the previous survey. Consumers indicated most improvement in being treated with courtesy and respect, assistance from staff in connecting to services and community resource and developing a treatment plan to include skills and community supports to assist in their path to recovery.

Figure 3 MSHN’s performance ranked by subscale based on averages.
Green cells indicate the top score. Red cells indicate the bottom score.

Subscale	2015 Average	2016 Average	2017 Average	2018 Average	2020 Average
Cultural /Ethnic Background	4.50	4.59	4.61	4.60	4.66
Welcoming Environment	4.50	4.56	4.54	4.55	4.65
Treatment Planning/Progress Towards Goal	4.30	4.50	4.54	4.53	4.63
Information on Recipient Rights	4.38	4.49	4.49	4.47	4.56
Coordination of Care/Referrals to Other Resources	3.40	4.40	4.43	4.39	4.52
Appropriateness and Choice with Services	4.19	4.43	4.44	4.41	4.50

Figure 4. MSHN survey questions ranked from highest to lowest based on average score.
Each question is color coded based on the subscale color in Figure 3. Green cells indicate top 5 scores. Red cells indicate bottom 5 scores.

Question	2015 Average	2016 Average	2017 Average	2018 Average	2020 Average
5. I was informed that information about my treatment is only given with my permission.	4.54	4.61	4.63	4.62	4.70
1. Staff was courteous and respectful.	4.55	4.57	4.54	4.56	4.68
6. My cultural/ethnic background was respected.	4.5	4.59	4.61	4.60	4.66
3. I was informed of my rights.	4.46	4.56	4.52	4.51	4.61
10. I was involved in the development of my treatment plan and goals.	4.38	4.56	4.57	4.56	4.65
11. My goals were addressed during treatment.	4.37	4.54	4.56	4.54	4.65
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	4.64
2. I would recommend this agency to others.	4.45	4.54	4.53	4.54	4.62
8. I received services that met my needs and addressed my goals.	4.32	4.53	4.54	4.52	4.59
12. My goals were changed when needed to reflect my needs.	4.17	4.42	4.47	4.47	4.58
15. My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	3.59	4.43	4.46	4.42	4.55
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	4.50
14. Staff assisted in connecting me with further services and/or community resources.	3.2	4.37	4.4	4.36	4.48
9. I was given a choice as to what provider to seek treatment from.	4.01	4.36	4.35	4.29	4.40
4. I know how to contact my recipient rights advisor.	4.15	4.3	4.33	4.27	4.36

An illustration of each individual question within a subscale is provided in Figures 5-10. This information is used to compare the responses to questions within the subscale and to determine more specifically what area of focus can benefit from improvement efforts.

Figure 5. MSHN’s Cultural and Ethnic Background subscale individual question score

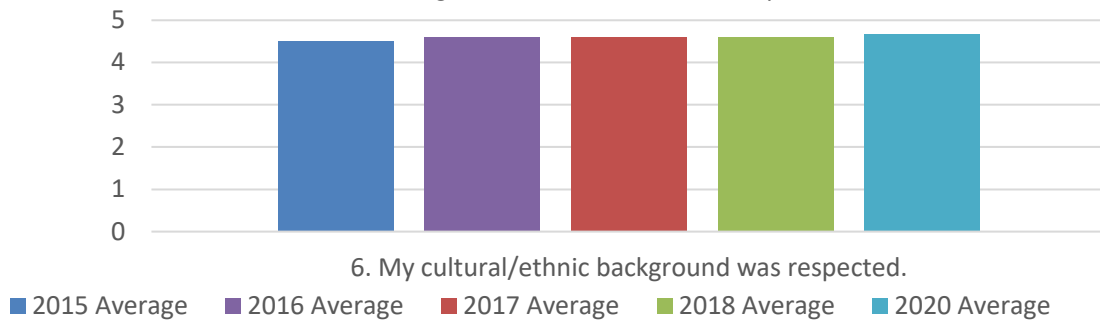


Figure 6. MSHN’s Welcoming Environment subscale score individual question score

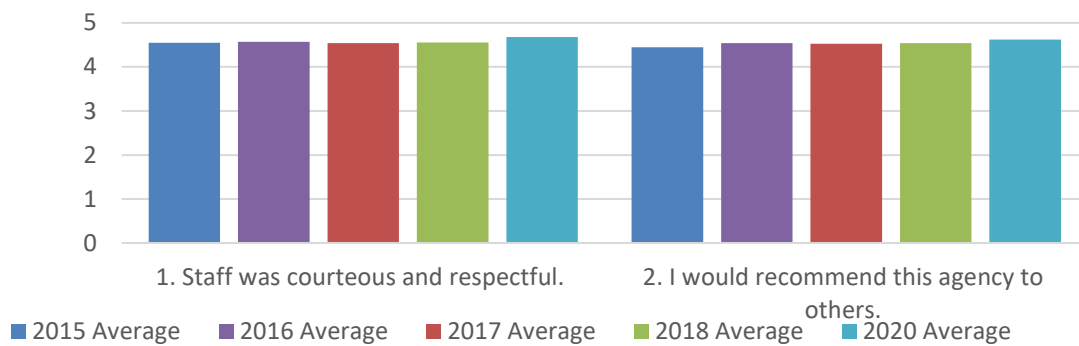


Figure 7. MSHN’s Information on Treatment Planning/Progress Towards Goal subscale individual question score

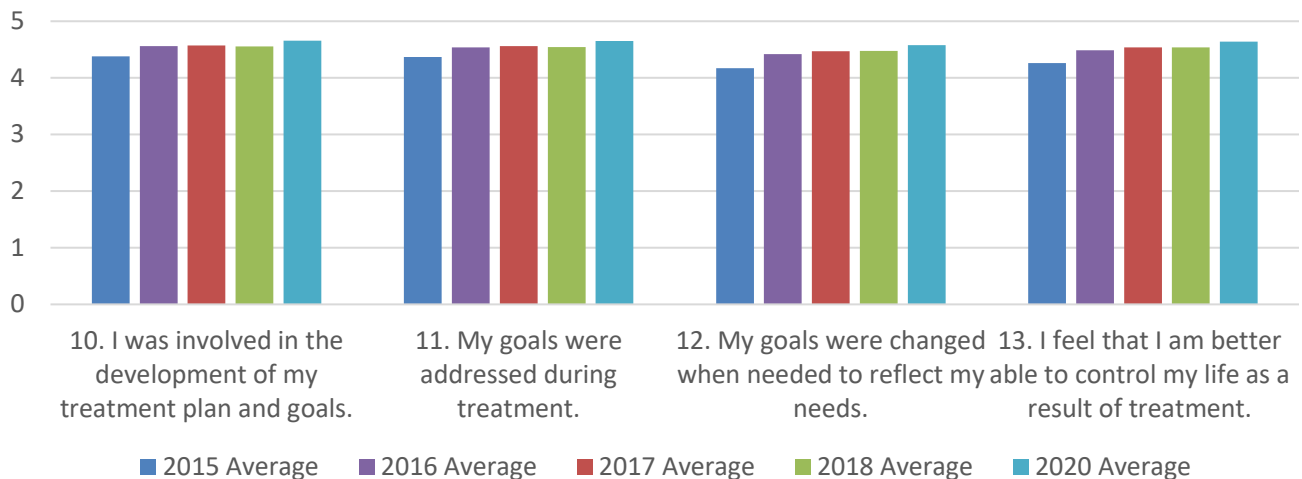


Figure 8. MSHN’s Information on Recipient Rights subscale score individual question score

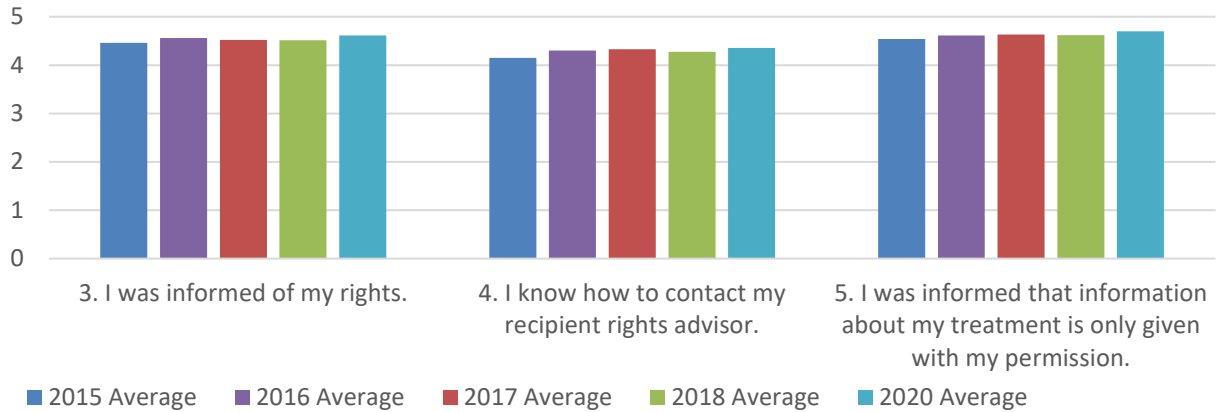


Figure 9. MSHN’s Coordination of Care/Referrals to Other Resources subscale individual question score

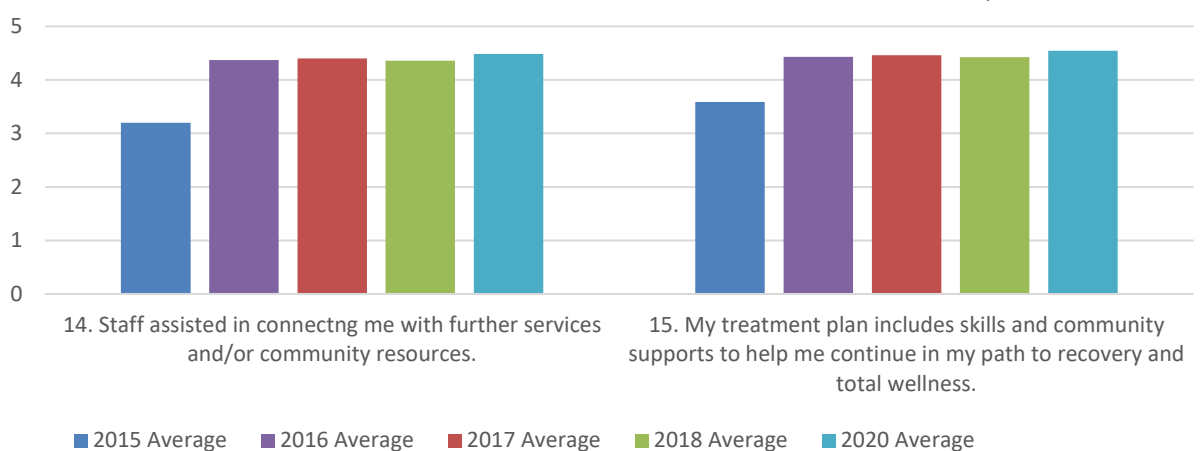
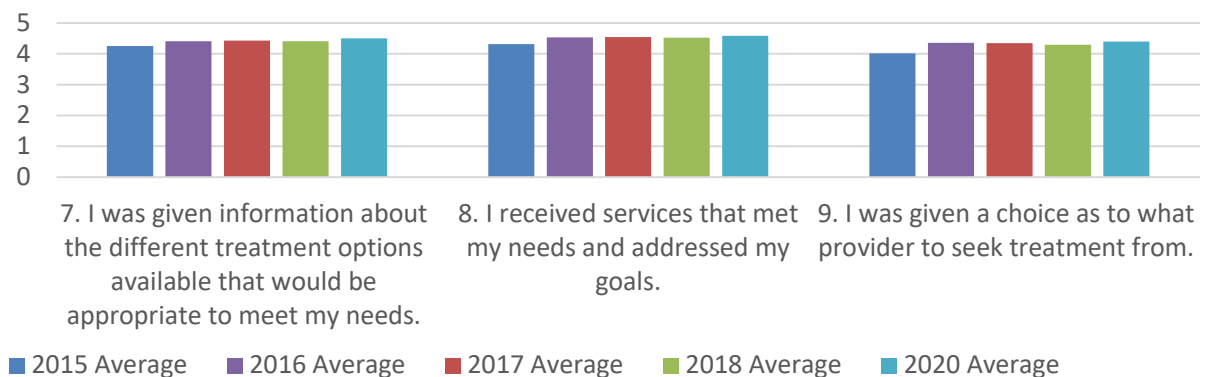


Figure 10. MSHN’s Information on Appropriateness and Choice with Services subscale individual question score





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Conclusion:

In summary, MSHN demonstrated improvement in the total comprehensive score, the subscale comprehensive score, and each individual question. The subscale that scored the highest was Cultural and Ethnic Background. The subscales that illustrated the most improvement were Coordination of Care/Referrals to Other Resources, Treatment Planning and Progress Toward Goals, and Welcoming Environment.

The subscale that scored the lowest was Appropriateness and Choice of Service. The lowest scoring questions as indicated below ranged from 4.36-4.55 on a scale from 1-5 with 5 being strongly agree.

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

All scores were above 3.50 indicating agreement.

Next Steps

- The survey will be reviewed with regional committees/councils to identify any additional areas for feedback that should be included in the next survey.
- Each provider should review individual organizational data to determine if any action is needed. Action items should be focused on areas that exhibit a score below 3.50 or have decreased from previous review.
- In the absence of areas not meeting the expectation of agreement (3.50) with the statements, the organization should review the lowest scoring questions for growth opportunities.
- A quality improvement plan should be established identifying any causal factors, barriers, and interventions to address the area of deficiency.
- A review of effectiveness of interventions should occur after the next annual Consumer Satisfaction Survey.

Attachment 1: Percentage of Each Response Choice by Subscale and Question

Attachment 2: Total Count for Each Response Choice

Attachment 3: Question Average by Service Type

Completed by: Sandy Gettel Quality Manager

Date: September 8, 2020

Reviewed by: Treatment and Utilization Management Team

Date: October 13, 2020

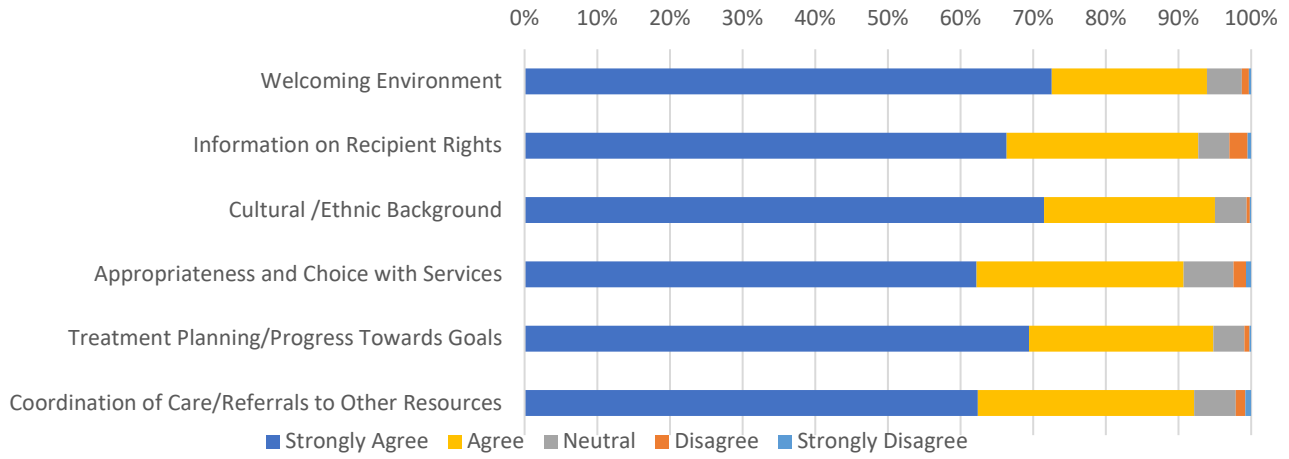
Reviewed by: Regional Consumer Advisory Council

Date: October 9, 2020

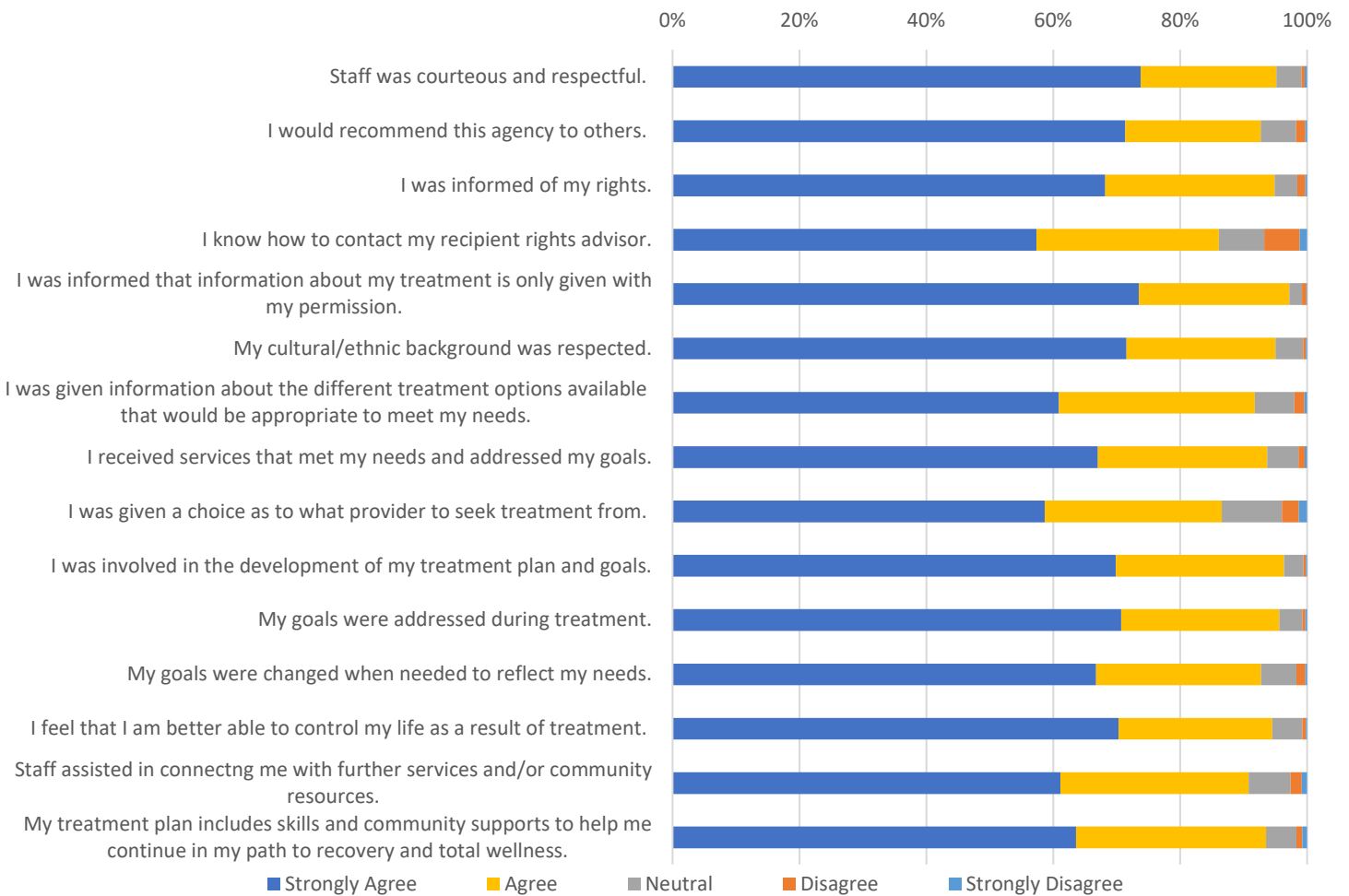
Reviewed by: SUD Provider Advisory Council

Date: November 9, 2020

MSHN percentage of response choice for each survey subscale



MSHN percentage of response choice for each survey question.



The total count for each response choice

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Total Questions Not Answered	Total Questions Answered (D)
Welcoming Environment	7	22	106	474	1609	32	2218
1. Staff was courteous and respectful.	4	6	44	237	818	16	1109
2. I would recommend this agency to others.	3	16	62	237	791	16	1109
Information on Recipient Rights	17	84	142	882	2217	33	3342
3. I was informed of my rights.	3	14	40	298	761	9	1116
4. I know how to contact my recipient rights advisor.	13	62	80	320	639	11	1114
5. I was informed that information about my treatment is only given with my permission.	1	8	22	264	817	13	1112
Cultural /Ethnic Background	2	5	48	260	791	19	1106
6. My cultural/ethnic background was respected.	2	5	48	260	791	19	1106
Appropriateness and Choice with Services	23	57	225	934	2039	97	3278
7. I was given information about the different treatment options available that would be appropriate to meet my needs.	5	17	69	341	673	20	1105
8. I received services that met my needs and addressed my goals.	4	11	54	292	733	31	1094
9. I was given a choice as to what provider to seek treatment from.	14	29	102	301	633	46	1079
Treatment Planning/Progress Towards Goals	10	30	186	1104	3018	152	4348
10. I was involved in the development of my treatment plan and goals.	2	4	34	290	765	30	1095
11. My goals were addressed during treatment.	3	5	40	272	772	33	1092
12. My goals were changed when needed to reflect my needs.	3	15	60	278	715	54	1071
13. I feel that I am better able to control my life as a result of treatment.	2	6	52	264	766	35	1090
Coordination of Care/Referrals to Other Resources	17	29	123	641	1342	98	2152
14. Staff assisted in connecting me with further services and/or community resources.	9	19	71	318	656	52	1073
15. My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	8	10	52	323	686	46	1079

Question Average by Service Type

Questions	CSM n=18	OPT N=520	Detox n=25	Res. SUD n=162	MAT n=80	OPT- Res. n=7	(blank) n=287
1. Staff was courteous and respectful.	4.61	4.81	4.56	4.41	4.79	4.29	4.59
2. I would recommend this agency to others.	4.22	4.73	4.56	4.31	4.78	4.43	4.59
3. I was informed of my rights.	4.22	4.71	4.52	4.42	4.69	4.29	4.57
4. I know how to contact my recipient rights advisor.	3.33	4.44	4.44	4.07	4.38	4.29	4.43
5. I was informed that information about my treatment is only given with my permission.	4.39	4.78	4.68	4.60	4.72	4.29	4.63
6. My cultural/ethnic background was respected.	4.44	4.72	4.68	4.52	4.74	4.29	4.62
7. I was given information about the different treatment options available that would be appropriate to meet my needs.	3.94	4.61	4.38	4.27	4.68	4.29	4.45
8. I received services that met my needs and addressed my goals.	4.11	4.71	4.33	4.31	4.80	4.29	4.55
9. I was given a choice as to what provider to seek treatment from.	3.89	4.51	4.29	4.03	4.70	4.29	4.39
10. I was involved in the development of my treatment plan and goals.	4.28	4.71	4.54	4.48	4.81	4.43	4.65
11. My goals were addressed during treatment.	4.22	4.73	4.46	4.44	4.84	4.57	4.64
12. My goals were changed when needed to reflect my needs.	4.24	4.65	4.46	4.28	4.78	4.29	4.60
13. I feel that I am better able to control my life as a result of treatment.	4.39	4.68	4.50	4.44	4.86	4.57	4.67
14. Staff assisted in connecting me with further services and/or community resources.	4.06	4.60	4.46	4.19	4.68	4.43	4.43
15. My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	4.22	4.64	4.46	4.33	4.67	4.57	4.50