



# MEMBER SATISFACTION FY21 ANNUAL REPORT

Mid-State Health Network

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## Executive Summary

The Mid-State Health Network (MSHN) Quality Assessment and Performance Improvement Program, as required by the Michigan Department of Health and Human Services (MDHHS), annually administers a survey to a representative group of individuals served. MSHN, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, utilized the Mental Health Statistics Improvement Program Survey (MHSIP) for adults; and the Youth Services Survey (YSS) for children and their families. MSHN in collaboration with the Substance Use Disorder Treatment Providers (SUDTP) utilized a MSHN developed satisfaction survey for individuals receiving SUD services. The data obtained by each CMHSP participant and SUDTP was provided to MSHN for regional analysis with the opportunity to identify strengths, growth areas, and implement improvement within the region. The results of the surveys are reported to MSHN's Quality Improvement Council (QIC) and available to stakeholders on the MSHN Website and upon request. The survey data provides a snapshot of how the individuals perceive the care that is received. The findings are utilized to improve the quality, access and effectiveness of care received.

MHSIP was completed by adults, 18 years and older, with a mental illness (n=1444). Seven domains were analyzed for the MHSIP. The three subscales that scored the highest were the Perception of Quality and Appropriateness, Perception of Participation in Treatment, and the Perception of General Satisfaction. The Perception of Social Functioning and the Perception of Outcomes of Services subscales scored the lowest.

The YSS was completed by children and families who experience a severe emotional disorder (n=575). Seven domains were analyzed for the YSS. The two subscales that scored the highest were the Perception of Cultural Sensitivity and Perception of Access. The Perception of Outcomes of Services, and the Perception of Social Functioning subscales scored the lowest.

The SUD Satisfaction Survey was completed by individuals who received a service from a substance use disorder treatment provider (n=2131). Six subscales were analyzed for the SUD Survey. The two subscales that scored the highest were the Perception of Cultural/Ethnic Background, and the Perception of the Welcoming Environment. The Perception of the Appropriateness and Choice with Services, and the Perception of Coordination of Care/Referrals to Other Resources (demonstrated most improvement) subscales scored the lowest.

## Methodology

The distribution method for the 2021 Satisfaction Survey included face to face, mailed, electronic, or phone surveys. Each survey included a list of statements that are categorized by subscales. The statement is rated using a Likert scale. Those statements that have a "Blank" or a response of "Not Applicable" were removed from the sample. Individuals who were missing more than 1/3 of total responses (blanks, or invalid response) were removed from the report. If one question was left blank, the responses of the remaining questions for that subscale were excluded from the

calculations of that subscale. The mean of each individual question is calculated. The total number of respondents who were “in agreement” was divided by the total respondents.

### Limitations

This report was developed utilizing voluntary self-reflective surveys. The information from this report is intended to support discussions on how the various provider practices may improve treatment offered to individuals. The information from this report should not be used to draw conclusions or make assumptions without further analysis. Accommodations made as a result of the regulatory changes related to the COVID Pandemic include modifications of the distribution method to include face to face, mailed, or phone surveys. Caution should be taken when using this data to make decisions. The results, therefore, are specific to the perception during that time, and when comparing to other measurement periods.

### Survey Findings

**MSHIP Findings**—The satisfaction survey for adults with a mental illness was completed by one-thousand, four hundred and forty-three (1443) individuals in the MSHN region. The survey utilized a 5 point Likert scale with 1 strongly agree and 5 strongly disagree. Anything under 2.50 is considered to be in agreement with the statement. The survey consisted of the following subscales: general satisfaction, perception of access, perception of participation treatment, perception of quality and appropriateness, perception of outcomes of services, perception of social connectedness, perception of social functioning.

The subscales as indicated in Figure 1. that demonstrated performance above the 80% standard included the following:

- Perception of Quality and Appropriateness (92%)
- Perception of Participation in Treatment (93%)
- General Satisfaction (92%)
- Perception of Access (92%)

Attachment 1 indicates the average of subscale line items (questions) that scored the highest include:

- Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services. (1.49)
- Q1. I like the services that I received. (1.56)
- Q13. I was given information about my rights. (1.53)
- Q7. Services were available at times that were good for me. (1.56)
- Q4. The location of services was convenient. (1.57)
- Q11. I felt comfortable asking questions about my treatment, services, and medication. (1.57)

Figure 1. MSHN MHSIP 2020/21 Subscale Ranking (\*2013-2017 includes HBS only; beginning 2019 includes all adult programs OPT, CSM, ACT)

Subscales	FY14	FY15	FY16	FY17	FY20	FY20 U.S Rate	FY21
Perception of Quality and Appropriateness	89%	97%	83%	85%	92%	90.8%	<b>92%</b>
Perception of Participation in Treatment Planning	86%	94%	88%	84%	92%	86.9%	<b>93%</b>
General Satisfaction	86%	90%	84%	83%	92%	90.1%	<b>92%</b>
Perception of Access	91%	92%	85%	85%	91%	88.9%	<b>92%</b>
Perception of Social Connectedness	84%	82%	78%	70%	81%	79.2%	<b>79%</b>
Perception of Functioning	84%	73%	70%	72%	77%	-	<b>76%</b>
Perception of Outcome of Services	73%	84%	56%	70%	75%	79.6%	<b>71%</b>

Growth areas to consider include areas that performed below the 80% for subscales or above 2.50 in the subscale line items indicating disagreement. In the absence of scores below 80% for the subscale or 2.50 or higher for the subscale line-item consideration should be given to the questions that offer the most opportunity for improvement or that have demonstrated a decrease since the previous year. Subscales where MSHN did not score above the desired performance included the following:

- Perception of Social Functioning (76%)
- Perception of Outcomes of Services (71%)
- Perception of Social Connectedness (79%)

No subscale line items (questions) scored above 2.50 indicating disagreement. The following questions scored the highest indicating room for improvement:

- Q35. I feel I belong in my community. (2.35)
- Q26. I do better in school and/or work. (2.28)
- Q25. I do better in social situations. (2.35)
- Q28. My symptoms are not bothering me as much. (2.32)
- Q27. My housing situation has improved. (2.23)

**YSSF Findings**—The Youth Satisfaction Survey for Families was completed by five hundred and seventy-five children (575) and/or families in the MSHN region. The survey utilized a 5 point Likert scale with 1 strongly disagree and 5 strongly agree. Anything over 3.50 is considered to be in agreement with the statement. The survey consisted of the following subscales: perception of access, perception of participation treatment, perception of cultural sensitivity, appropriateness, perception of outcomes of services, perception of social connectedness, perception of social functioning.

As indicated in Figure 2, the subscales in which MSHN performed above the 80% standard included the following:

- Perception of Cultural Sensitivity (99%)
- Perception of Access (96%)
- Participation in Treatment (93%)
- Social Connectedness (92%)
- Appropriateness (89%)

Attachment 2 indicates the average of the subscale line items (questions) that scored the highest include:

- Q14. Staff spoke with me in a way that I understand (4.70)
- Q12. Staff treated me with respect (4.70)
- Q13. Staff respected my family’s religious/spiritual beliefs (4.63)
- Q15. Staff were sensitive to my cultural/ethnic background (4.62)
- Q8. The location of services was convenient for us. (4.61)

Figure 2. MSHN YSSF 2020/19 Subscale Ranking.

(\*2013-2017 includes HBS only; beginning 2019 includes all youth programs OPT, CSM, HBS)

Subscale	MSHN *2013	MSHN *2014	MSHN *2015	MSHN *2016/17	MSHN 2019/20	U.S 2020	MSHN 2021
Perception of Cultural Sensitivity	98%	99%	97%	98%	98%	94.6%	99%
Perception of Access	90%	92%	90%	90%	95%	89.2%	96%
Perception of Participation in Treatment	95%	95%	96^	95%	94%	89.4%	93%
Perception of Social Connectedness	92%	92%	84%	88%	92%	88.4%	92%
Appropriateness	90%	92%	90%	90%	87%	89.2%	89%
Functioning	-	69%	61%	66%	65%	-	71%
Outcomes	63%	65%	60%	65%	62%	74.6%	68%

Growth areas to consider include areas that perform below the 80% for subscales or below 3.50 in the subscale line items indicating disagreement. In the absence of scores below 80% for the subscale or 3.50 for the subscale line item, consideration should be given to the questions that offer the most opportunity for improvement or that have demonstrated a decrease since the previous year. Subscales where MSHN did not score above the desired performance included the following:

- Perception of Outcomes of Services (68% an increase from 62%)
- Perception of Social Functioning (71% an increase from 65%)

No subscale line items (questions) scored below a 3.50. the following question scored the lowest indicating room for improvement:

- Q17. My child gets along better with family (3.83 an increase from 3.75)
- Q19. My child is doing better in school and/or work (3.78 an increase from 3.57)
- Q20. My child is better able to cope when things go wrong (3.63 an increase from 3.55)

**SUDTP Satisfaction Survey Findings**—The satisfaction survey for individuals receiving treatment for substance use disorder was completed by two thousand one-hundred and forty (2140) individuals within the MSHN region. The survey utilized a 5 point Likert scale with 1 strongly disagree and 5 strongly agree. Anything over 3.50 is considered to be in agreement with the statement. MSHN demonstrated improvement in the total comprehensive score. The subscale that scored the highest as indicated in Figure 3. was Cultural and Ethnic Background and Treatment Planning/Progress Towards Goal. The subscales that illustrated the most improvement were Coordination of Care/Referrals to Other Resources, Treatment Planning and Progress Toward Goals. All scores were above 3.50 indicating agreement.

Figure 3. MSHN’s performance ranked by subscale based on averages.

Subscale	2015 Average	2016 Average	2017 Average	2018 Average	2020 Average	2021 Average
Comprehensive Survey Total	4.20	4.40	4.50	4.48	4.58	4.61
Cultural /Ethnic Background	4.50	4.59	4.61	4.60	4.66	4.68
Welcoming Environment	4.50	4.56	4.54	4.55	4.65	4.64
Treatment Planning/Progress Towards Goal	4.30	4.50	4.54	4.53	4.63	4.68
Information on Recipient Rights	4.38	4.49	4.49	4.47	4.56	4.57
Coordination of Care/Referrals to Other Resources	3.40	4.40	4.43	4.39	4.52	4.57
Appropriateness and Choice with Services	4.19	4.43	4.44	4.41	4.50	4.52

The subscale that scored the lowest was Appropriateness and Choice of Service, however, the score was an improvement over FY20.

The lowest scoring questions, as indicated below, ranged from 4.39-4.60 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.
- 8. I received services that met my needs and addressed my goals.

## Annual Consumer Satisfaction Survey Summary

MSHN analyzed the data from satisfaction surveys representative of Adults and Children who experience a mental illness and individuals served by the SUD Treatment Providers in the MSHN region. MSHN met the desired threshold (80%) for ten (10) of the fourteen (14) subscales within the MHSIP (adults with mental illness) and the YSSF (children with severe emotional disturbance). The two (2) subscales that did not meet the desired threshold for both populations were the following: Perception of Outcomes of Services and Perception of Social Functioning. MSHN did meet the desired threshold (3.5), demonstrating an increase in five (5) of the six (6) subscales for those receiving SUD services.

All population groups indicated they were “treated with respect”, “services were available when needed”, and they were satisfied with the services received.

The satisfaction surveys were presented to the Quality Improvement Council (QIC), Clinical Leadership Committee (CLC), Regional Consumer Advisory Committee (RCAC) for review and determine recommendations for any improvements.

## Recommendations

- Each CMHSP to review internally to establish an action plan identifying growth areas, barriers, interventions, and process to monitor effectiveness of interventions.
- QIC in collaboration with relevant MSHN committees/council will establish a regional quality improvement plan to address the low response rates.
- QIC will identify regional barriers, relevant regional interventions, with measures of effectiveness.
- Distribution methods will be explored to determine the most effective method.
- Surveys will be streamlined to decrease survey fatigue.
- QIC to monitor for effectiveness of regional and local improvement plans.

Attachment 1 [MSHN Member Satisfaction Survey Adults with a Mental Illness.](#)

Attachment 2 [MSHN Member Satisfaction Survey for Children with a Severe and Emotional Disorder.](#)

Attachment 3 [MSHN Member Satisfaction Survey for Individuals Receiving Substance Use Treatment.](#)