

## Introduction

The following is a report of the Mid-State Health Network’s (MSHN) Substance Use Disorder (SUD) Treatment Providers (SUDTP) Consumer Satisfaction Survey results. The survey was developed to assist MSHN and SUD Providers in developing a better understanding of the strengths and weaknesses in the quality of services provided to the SUD consumer population.

This report was developed utilizing a voluntary self-reflective survey. The information from this report is intended to support discussions on how various SUD Provider practices may improve treatment offered to individuals. The information from this overview should not be used to draw conclusions or make assumptions without further analysis. It should be noted the 2020 survey was distributed during the time period when emergency orders were in place as a result of the pandemic. The results, therefore, are specific to the perception during that time. Caution should be used when comparing 2020 to 2021 and other measurement periods going forward.

Any questions regarding the report should be sent to Sandy Gettel, MSHN Quality Manager, at [sandy.gettel@midstatehelathnetwork.org](mailto:sandy.gettel@midstatehelathnetwork.org).

## Methodology

The survey was distributed to adult and adolescent consumers who received a service from a MSHN SUD Treatment Provider between June 16, 2021 and July 16, 2021 to assess the perceptions of the individual treatment received. The survey was offered in person and by mail.

Five thousand five hundred and seventy-three consumers (5573) received a service during the distribution period resulting in a FY21 response rate of 38.23%, an increase from FY20 (16.46%). Two thousand one hundred and thirty-one (2131) surveys were completed. Thirty-one (31) organizations participated in the consumer satisfaction survey process. Figure 1 identifies the programs represented in the survey report. Consumers were able to report participation in more than one program, therefore the total involved in individual programs is larger than the number of respondents.

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

Program	2020	2021
Case Management (CSM)	18	39
Outpatient (OPT)	520	671
Detox	25	10
Residential Substance Use Disorder (Res. SUD)	179	183
Medication Assisted Treatment (MAT)	80	796
(blank)	287	441

Six subscales are 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 had no response or “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’s overall comprehensive score was 4.61, which indicates 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 scores for each year since 2015. The survey results demonstrate an upward trend since 2015. The satisfaction survey was not completed in 2019. The perception of member experience was received through the administration of the Recovery Self-Assessment for persons served.

Figure 2. MSHN’s performance ranked by subscale based on averages  
*Green cells indicate scores at the top of the range. Red cells indicate scores at the bottom of the range.*

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

Figure 3. MSHN survey questions ranked from highest to lowest based on average score.

Each question is color coded based on the subscale color in Figure 2. Green cells indicate scores at the top of the range. Red cells indicate scores at the bottom of the range.

Question	2015	2016	2017	2018	2020	2021
10. I was involved in the development of my treatment plan and goals.	4.38	4.56	4.57	4.56	4.65	4.75
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	4.70
6. My cultural/ethnic background was respected.	4.5	4.59	4.61	4.60	4.66	4.68
11. My goals were addressed during treatment.	4.37	4.54	4.56	4.54	4.65	4.68
1. Staff was courteous and respectful.	4.55	4.57	4.54	4.56	4.68	4.66
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	4.66
2. I would recommend this agency to others.	4.45	4.54	4.53	4.54	4.62	4.63
3. I was informed of my rights.	4.46	4.56	4.52	4.51	4.61	4.63
12. My goals were changed when needed to reflect my needs.	4.17	4.42	4.47	4.47	4.58	4.62
8. I received services that met my needs and addressed my goals.	4.32	4.53	4.54	4.52	4.59	4.60
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	4.60
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	4.53
14. Staff assisted in connecting me with further services and/or community resources.	3.20	4.37	4.40	4.36	4.48	4.53
9. I was given a choice as to what provider to seek treatment from.	4.01	4.36	4.35	4.29	4.40	4.43
4. I know how to contact my recipient rights advisor.	4.15	4.30	4.33	4.27	4.36	4.39

An illustration of each individual question within a subscale is provided in Figures 4-9. 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 4. MSHN’s Cultural and Ethnic Background subscale individual question score

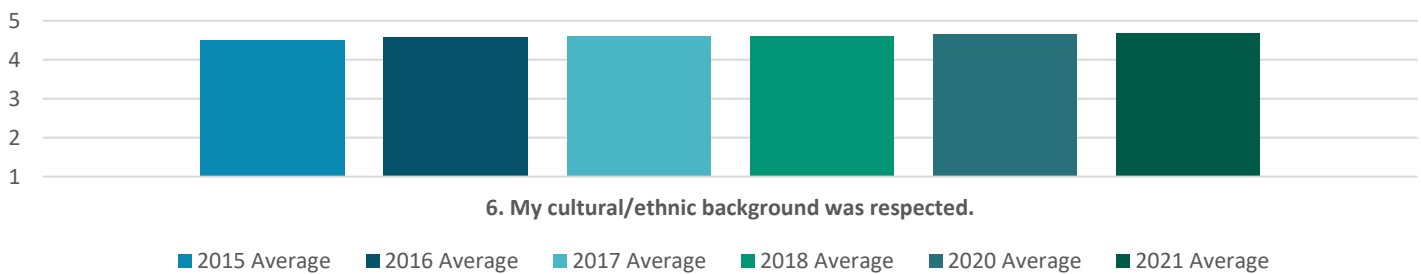


Figure 5. MSHN’s Welcoming Environment subscale score individual question score

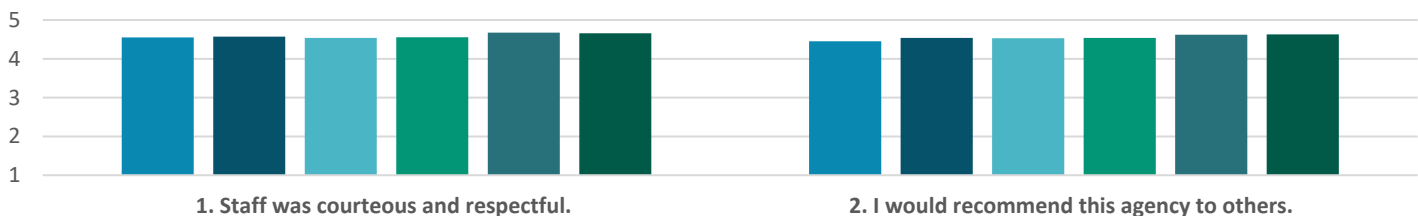


Figure 6. MSHN's Information on Treatment Planning/Progress Towards Goal subscale individual question score

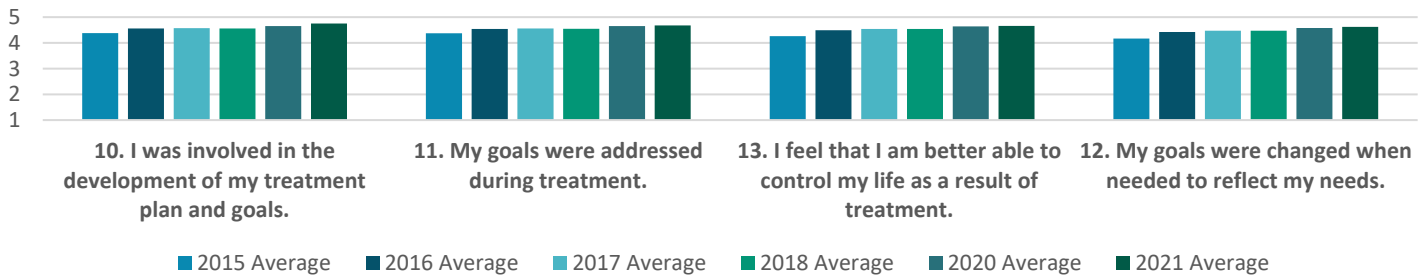


Figure 7. MSHN's Information on Recipient Rights subscale score individual question score

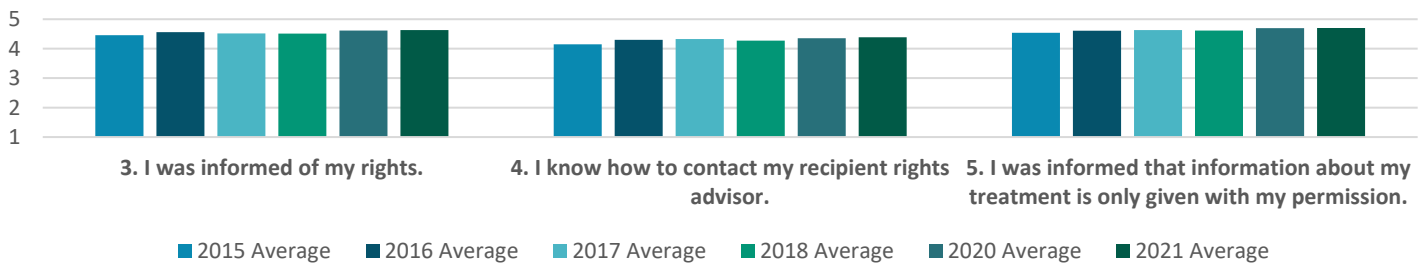


Figure 8. MSHN's Coordination of Care/Referrals to Other Resources subscale individual question score

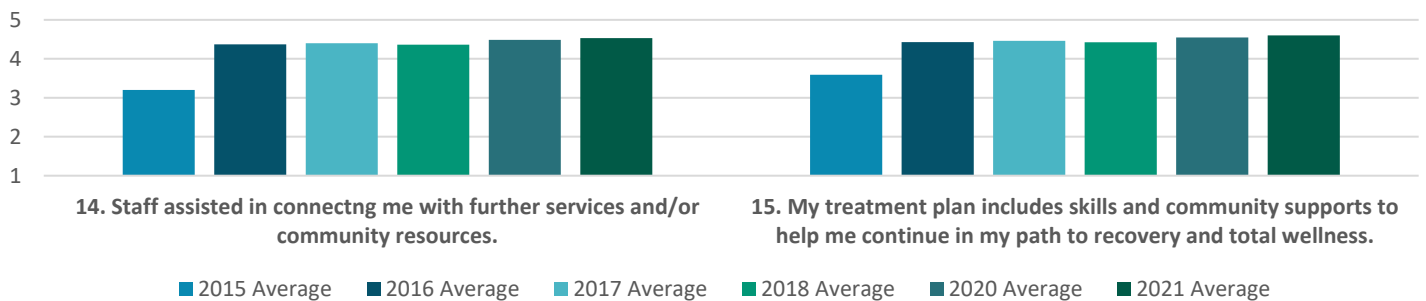
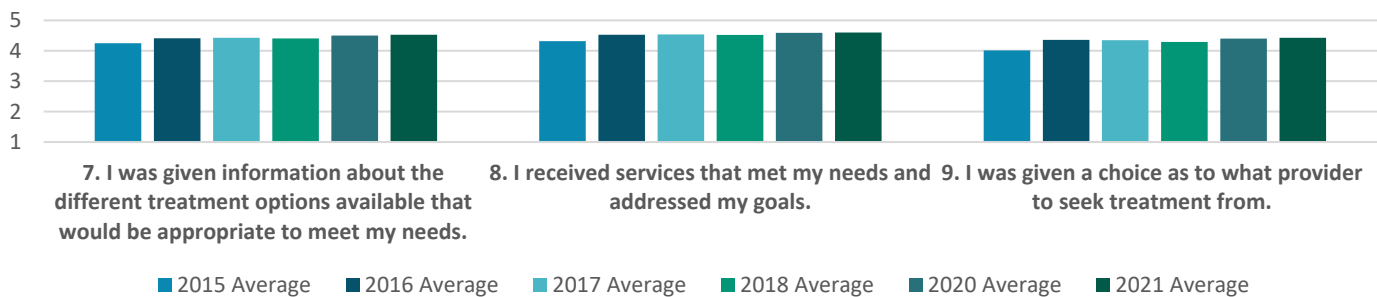


Figure 9. MSHN's Information on Appropriateness and Choice with Services subscale individual question score



### 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, and Treatment Planning and Progress Toward Goals.

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.

All scores were above 3.50, indicating agreement.

### Recommendations/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.
- Based on the scores there is no follow up at this time.
- MSHN will explore the use of a validated survey for the SUDTP.

**Completed by:** Sandy Gettel Quality Manager

**Date:** August 31, 2021

**Reviewed by:** SUD Treatment Team

**Date:** October 6, 2021

**Reviewed by:** Regional Consumer Advisory Council

**Date:** October 8, 2021

Appendix A 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)
<b>Welcoming Environment</b>							
Staff was courteous and respectful.	9	19	95	420	1495	93	2038
I would recommend this agency to others.	23	15	107	419	1464	103	2028
<b>Information on Recipient Rights</b>							
I was informed of my rights.	16	17	96	463	1440	99	2032
I know how to contact my recipient rights advisor.	51	82	178	483	1314	23	2108
I was informed that information about my treatment is only given with my permission.	14	11	57	440	1600	9	2122
<b>Cultural /Ethnic Background</b>							
My cultural/ethnic background was respected.	12	10	81	442	1567	19	2112
<b>Appropriateness and Choice with Services</b>							
I was given information about the different treatment options available that would be appropriate to meet my needs.	27	36	147	483	1426	12	2119
I received services that met my needs and addressed my goals.	17	25	119	478	1482	10	2121
I was given a choice as to what provider to seek treatment from.	38	62	197	462	1338	34	2097
<b>Treatment Planning/Progress Towards Goals</b>							
I was involved in the development of my treatment plan and goals.	4	9	56	360	1659	43	2088
My goals were addressed during treatment.	5	20	70	436	1548	52	2079
My goals were changed when needed to reflect my needs.	8	26	117	436	1469	75	2056
I feel that I am better able to control my life as a result of treatment.	11	8	110	418	1523	61	2070
<b>Coordination of Care/Referrals to Other Resources</b>							
Staff assisted in connecting me with further services and/or community resources.	16	42	164	442	1394	73	2058
My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	6	36	123	454	1447	65	2066