

Overview of Mid-State Health Network Recovery Assessment Scale Summary Report FY 2017

Consumer Outcome Measure

Introduction

The Recovery Assessment Scale (RAS) was developed as an outcome measure for program evaluations. Based on a process model of recovery, the RAS attempts to assess aspects of recovery with a special focus on hope and self-determination.

The tool is distributed to adult consumers with a diagnosis of mental illness to assess the perceptions of individual recovery. All items are rated using the same 5-point Likert scale that ranges from 1 = “strongly disagree” to 5 = “strongly agree.”

The distribution period was January 1, 2017 through March 31, 2017 and this marks the third year of implementation.

The following overview of Mid-State Health Network’s (MSHN) Recovery Assessment Scale was developed to assist MSHN Community Mental Health Service Program (CMHSP) participants 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 from consumers representing all 12 CMHSPs. The survey results were aggregated and scored as outlined in the University of Sydney instructions.

Agency	Total Respondents	Initial Surveys	Ongoing Surveys
Mid-State Health Network	2991	1492	1499
Bay-Arenac Behavioral Health Authority	584	254	330
Community Mental Health Authority of CEI	225	14	211
Community Mental Health for Central Michigan	675	447	228
Gratiot Integrated Health Network	106	56	50
Huron Behavioral Health	90	51	39
LifeWays Community Mental Health	288	144	144
Montcalm Care Network	169	165	4
Newaygo County Community Mental Health	147	81	66
Saginaw County Community Mental Health	370	148	222
Shiawassee County Community Mental Health	184	53	131
The Right Door for Hope Recovery and Wellness	22	10	12
Tuscola Behavioral Health	131	69	62

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

Any questions regarding the report should be sent to Kim Zimmerman, MSHN Director of Compliance, Customer Service and Quality, at kim.zimmerman@midstatehealthnetwork.org or Dan Dedloff, MSHN Customer Service and Rights Specialist, at dan.dedloff@midstatehealthnetwork.org.

MSHN Summary

The responses from the Recovery Assessment Scale survey were scored as a comprehensive total and into three (3) separate domains. The comprehensive score measures how the system is performing as a whole, and the performance of three (3) separate domains, and one (1) uncategorized area:

- PERSONAL RECOVERY
 - Questions 1, 3, 4, 5, 7, 8, 9, 10, 11, 15, and 17
 - 1: I have a desire to succeed
 - 3: I have goals in life that I want to reach.
 - 4: I believe I can meet my current personal goals.
 - 5: I have a purpose in life.
 - 7: I can handle what happens in my life.
 - 8: I like myself.
 - 9: If people really knew me, they would like me.
 - 10: Something good will eventually happen.
 - 11: I'm hopeful about my future.
 - 15: I know when to ask for help.
 - 17: I ask for help, when I need it.

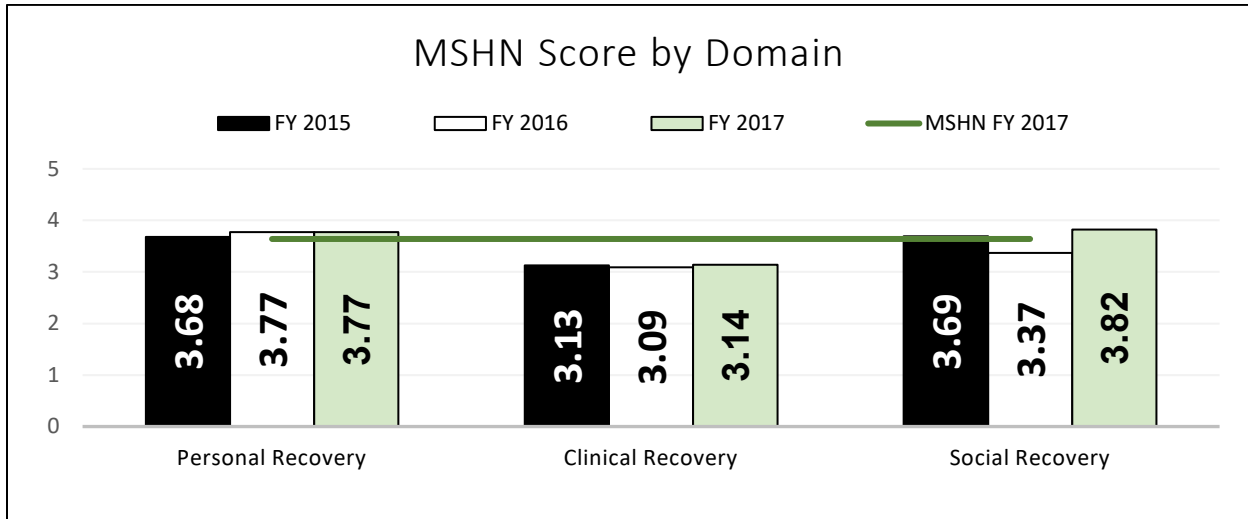
- CLINICAL RECOVERY
 - Questions 2, 13, and 14
 - 2: I have my own plan for how to stay or become well.
 - 13: My symptoms interfere less and less with my life.
 - 14: My symptoms seem to be a problem for shorter periods of time each time they occur.

- SOCIAL RECOVERY
 - Questions 6, 18, 19, and 20
 - 6: Even when I don't care about myself, other people do.
 - 18: I have people I can count on.
 - 19: Even when I don't believe in myself, other people do.
 - 20: It is important to have a variety of friends.

- UNCATEGORIZED QUESTIONS
 - Questions 12 and 16
 - 12: Coping with my mental illness is no longer the main focus of my life.
 - 16: I am willing to ask for help.

Figure 1 illustrates how MSHN’s 12 CMHSPs scored themselves comprehensively and in the three (3) separate domains. The MSHN comprehensive score for FY 2015 was 3.57, FY 2016 was 3.63, and FY 2017 was 3.64.

Fig. 1 – MSHN Score by Domain

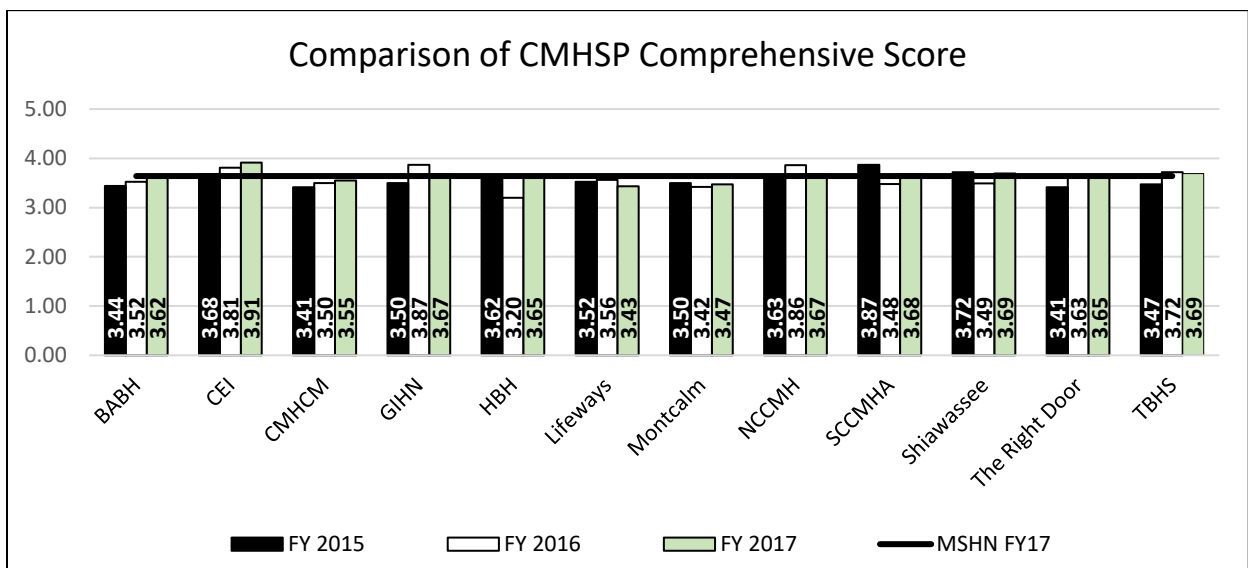


MSHN CMHSP Summary

The responses from the Recovery Assessment Scale survey were also analyzed by CMHSP, scored comprehensively, and by the separate domains.

Figure 2 illustrates how each CMHSP scored comprehensively in FY 2015, FY 2016, and FY 2017. The MSHN comprehensive score for FY 2015 was 3.57, FY 2016 was 3.63, and FY 2017 was 3.64

Fig. 2 – Comparison of CMHSP Comprehensive Score



PLEASE NOTE: For each of the following graphs, the data is compared between FY 2016 and FY 2017. During FY 2015 the surveys that were completed were not separated into “initial” and “ongoing. Therefore, there is no differentiated comparison data available for FY 2015.

Figure 3 illustrates how each CMHSP scored comprehensively with the Initial Recovery Assessment Scale survey responses for FY 2016 compared to FY 2017. The MSHN comprehensive scores for the Initial surveys was 3.48 for FY 2016, and 3.54 for FY 2017.

Fig. 3 – Comparison of CMHSP Comprehensive Score of Initial survey responses.

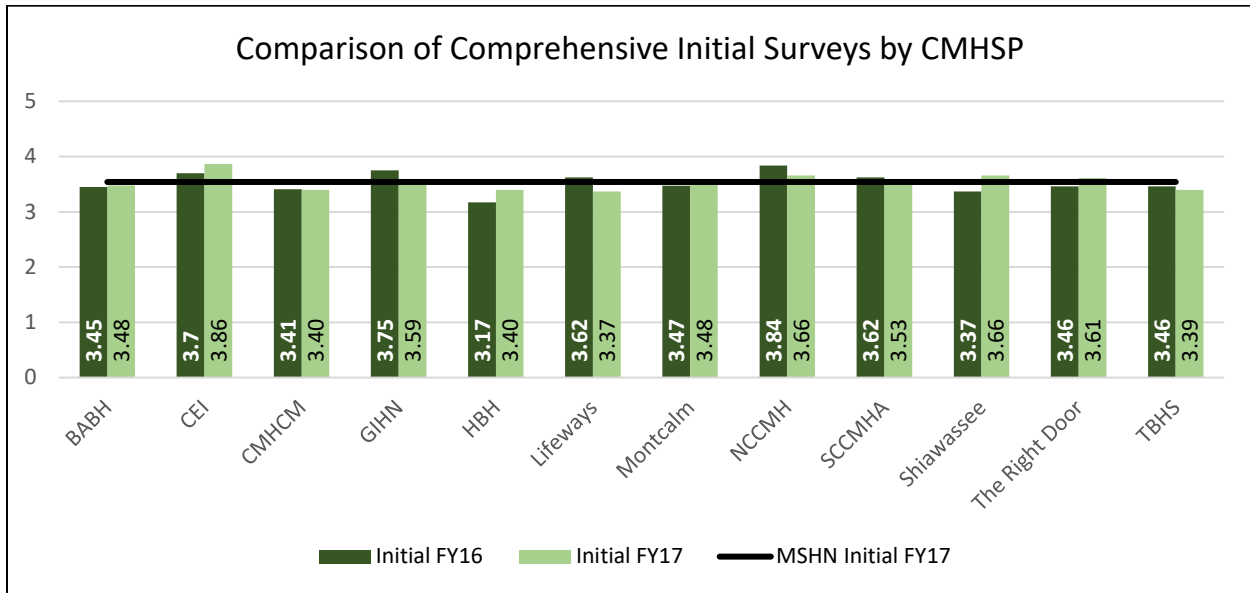


Figure 4 illustrates how each CMHSP scored comprehensively with the Ongoing Recovery Assessment Scale survey responses for FY 2016 compared to FY 2017. The MSHN comprehensive scores for the Ongoing surveys was 3.76 for FY 2016, and 3.75 for FY 2017.

Fig. 4 – Comparison of CMHSP Comprehensive Score of Ongoing survey responses.

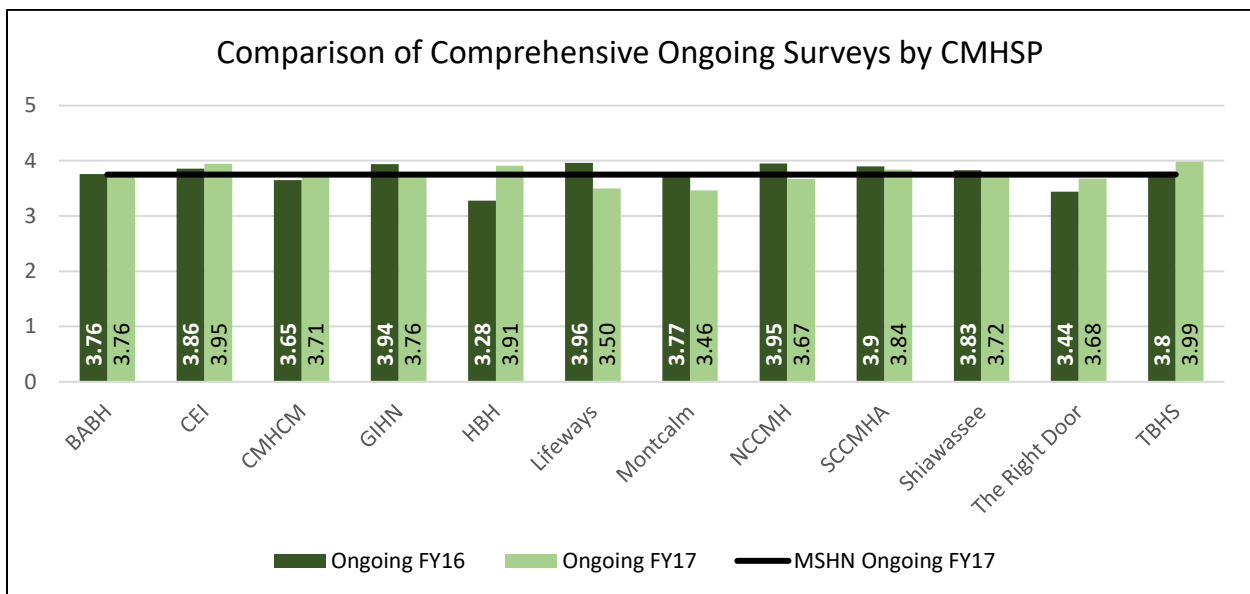


Figure 5 illustrates how each CMHSP scored in the Personal Recovery domain for Initial surveys in FY 2016 and FY 2017. The MSHN score for the Personal Recovery domain for Initial surveys was 3.31 in FY 2016, and 3.67 in FY 2017.

Fig. 5 – Comparison of CMHSP Initial Personal Recovery Scores.

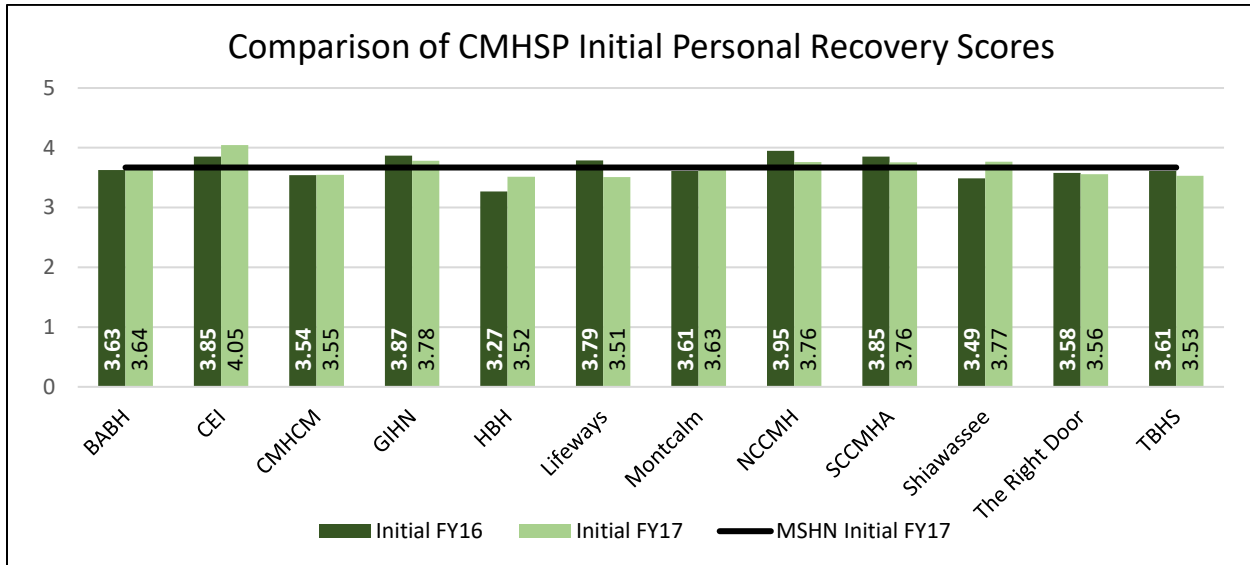


Figure 6 illustrates how each CMHSP scored in the Personal Recovery domain for Ongoing surveys in FY 2016 and FY 2017. The MSHN score for the Personal Recovery domain for Ongoing surveys was 3.87 in FY 2016, and 3.86 in FY 2017.

Fig. 6 - Comparison of CMHSP Ongoing Personal Recovery Scores.

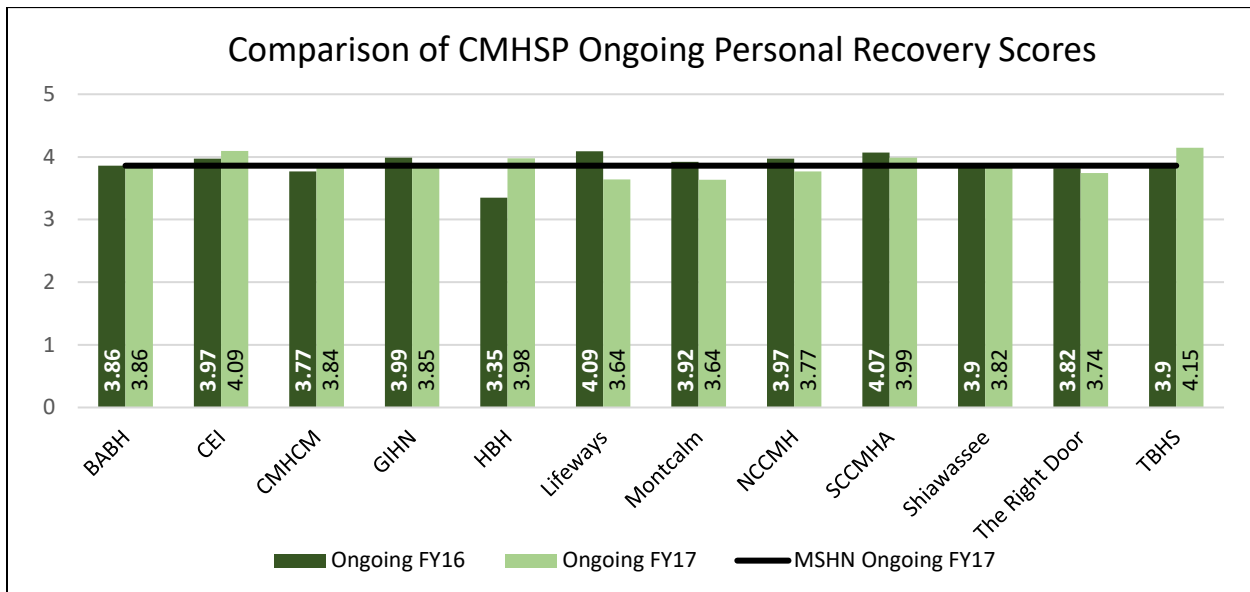


Figure 7 illustrates how each CMHSP scored in the Clinical Recovery domain for Initial surveys in FY 2016 and FY 2017. The MSHN score for the Clinical Recovery domain for Initial surveys was 2.82 for FY 2016, and 2.93 for FY 2017.

Fig 7 – Comparison of CMHSP Initial Clinical Recovery Scores.

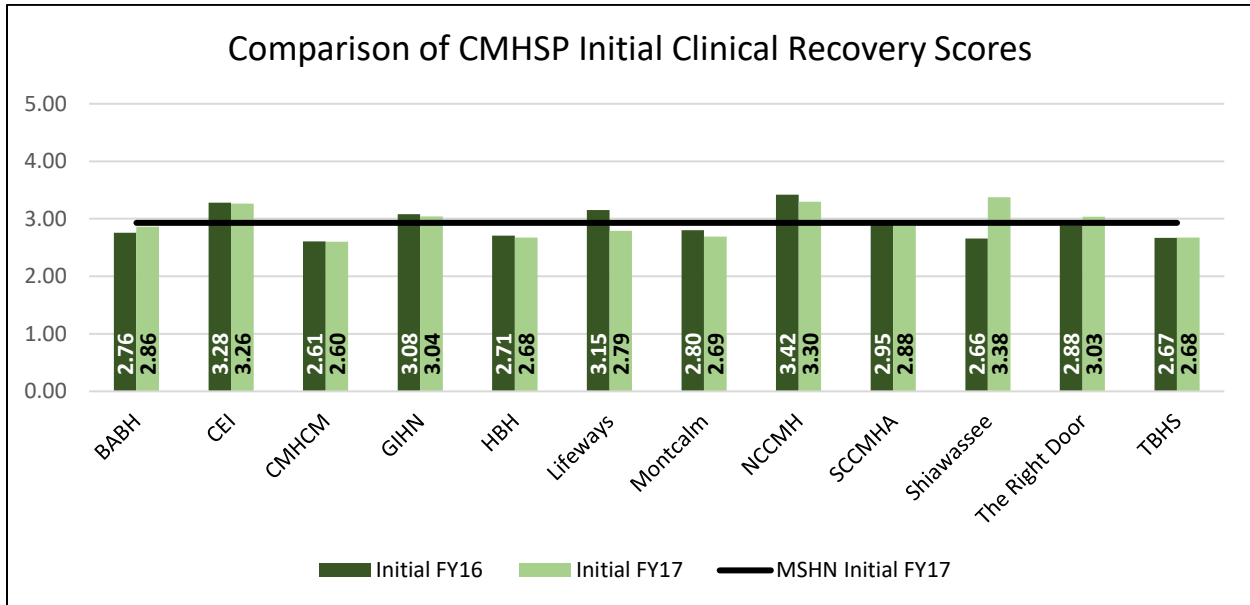


Figure 8 illustrates how each CMHSP scored in the Clinical Recovery domain for Ongoing surveys in FY 2016 and FY 2017. The MSHN score for the Clinical Recovery domain for Ongoing surveys was 3.37 for FY 2016, and 3.34 for FY 2017.

Fig 8 – Comparison of CMHSP Ongoing Clinical Recovery Scores.

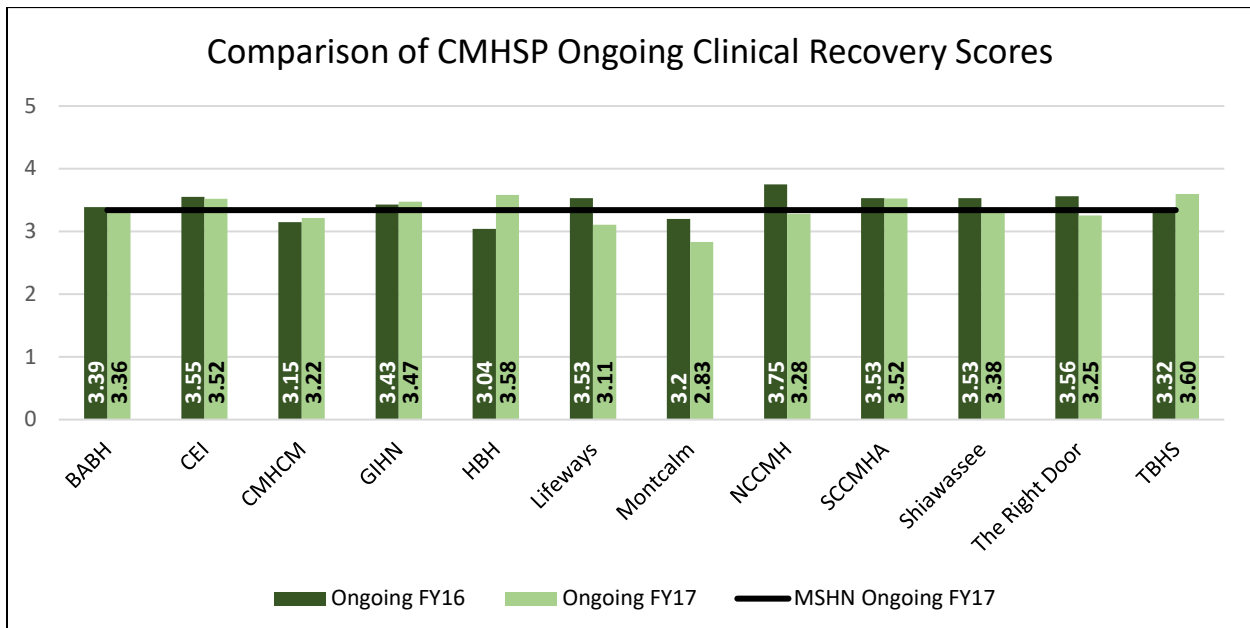


Figure 9 illustrates how each CMHSP scored in the Social Recovery domain for Initial surveys in FY 2016 and FY 2017. The MSHN score for the Social Recovery domain for Initial surveys was 3.69 for FY 2016, and 3.75 for FY 2017.

Fig 9 – Comparison of CMHSP Initial Social Recovery Scores.

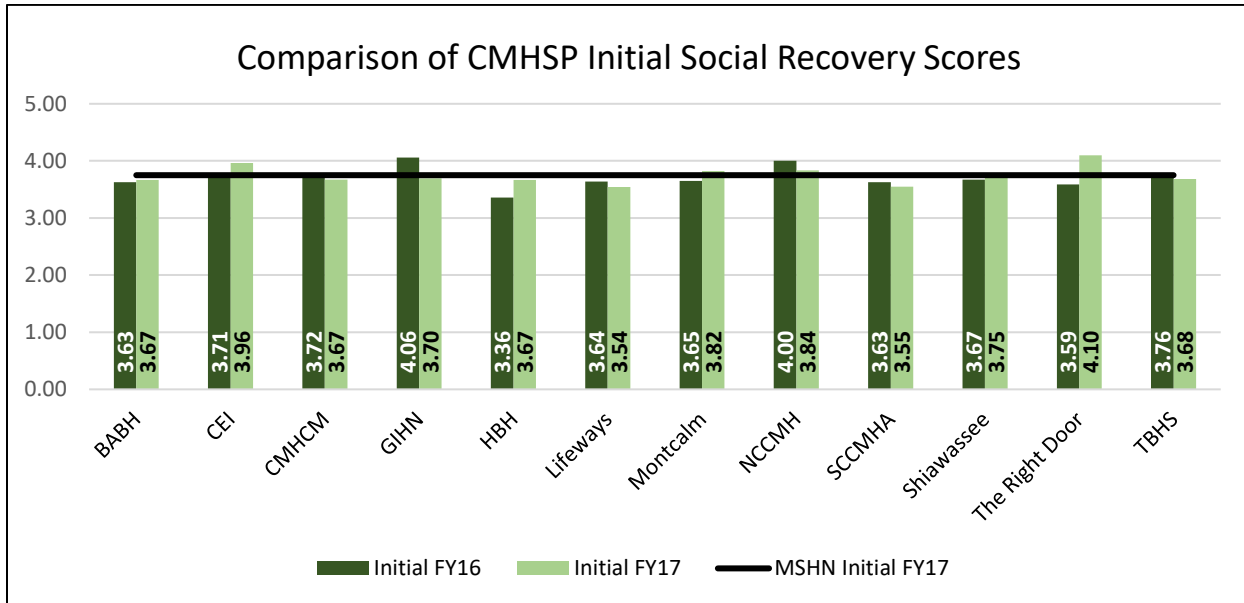
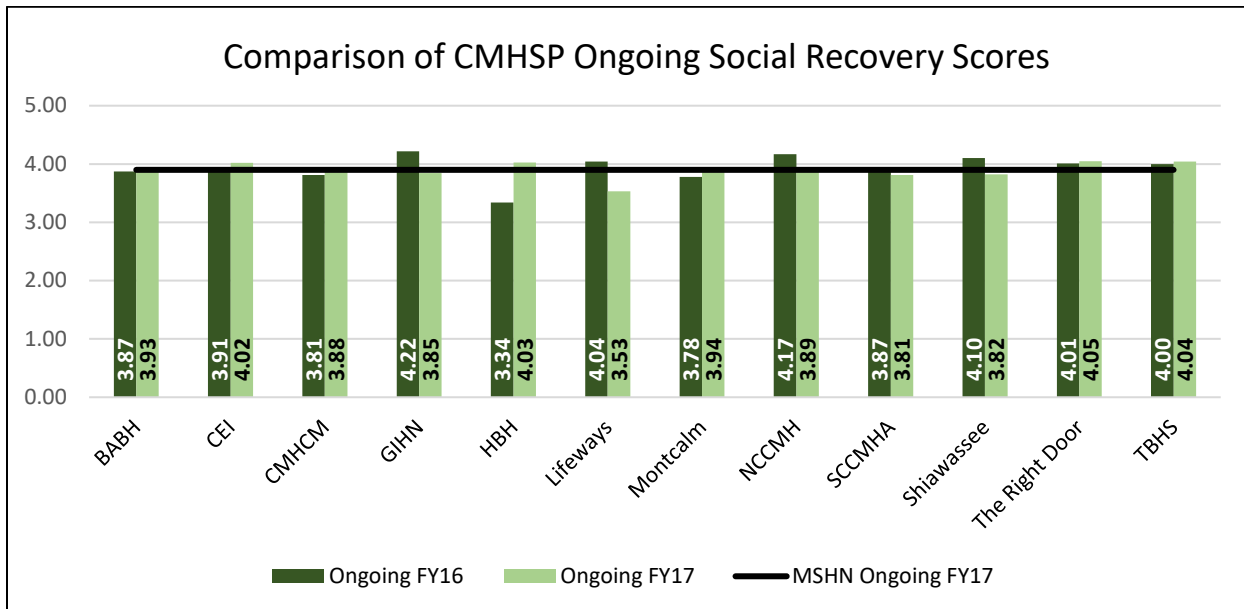


Figure 10 illustrates how each CMHSP scored in the Social Recovery domain for Ongoing surveys in FY 2016 and FY 2017. The MSHN score for the Social Recovery domain for Ongoing surveys was 3.88 for FY 2016, and 3.90 for FY 2017.

Fig 10 – Comparison of CMHSP Ongoing Social Recovery Scores.



MSHN Recovery Assessment Scale Domain Response

The responses from the Recovery Assessment Scale survey were analyzed by domain questions and responses for MSHN. The percentage of responses from the 5-point Likert scale that ranges from 1 = “strongly disagree” to 5 = “strongly agree” were calculated for each question within each domain.

Figures 11 and 12 illustrate how MSHN’s 12 CMHSPs responded to the eleven (11) Personal Recovery Domain question. (Figure 11: Initial Surveys, and Figure 12: Ongoing Surveys). The questions included in this domain are as follows:

- 1: I have a desire to succeed
- 3: I have goals in life that I want to reach.
- 4: I believe I can meet my current personal goals.
- 5: I have a purpose in life.
- 7: I can handle what happens in my life.
- 8: I like myself.
- 9: If people really knew me, they would like me.
- 10: Something good will eventually happen.
- 11: I’m hopeful about my future.
- 15: I know when to ask for help.
- 17: I ask for help, when I need it.

Fig. 11 – MSHN – Initial Survey: Personal Recovery Domain Response.

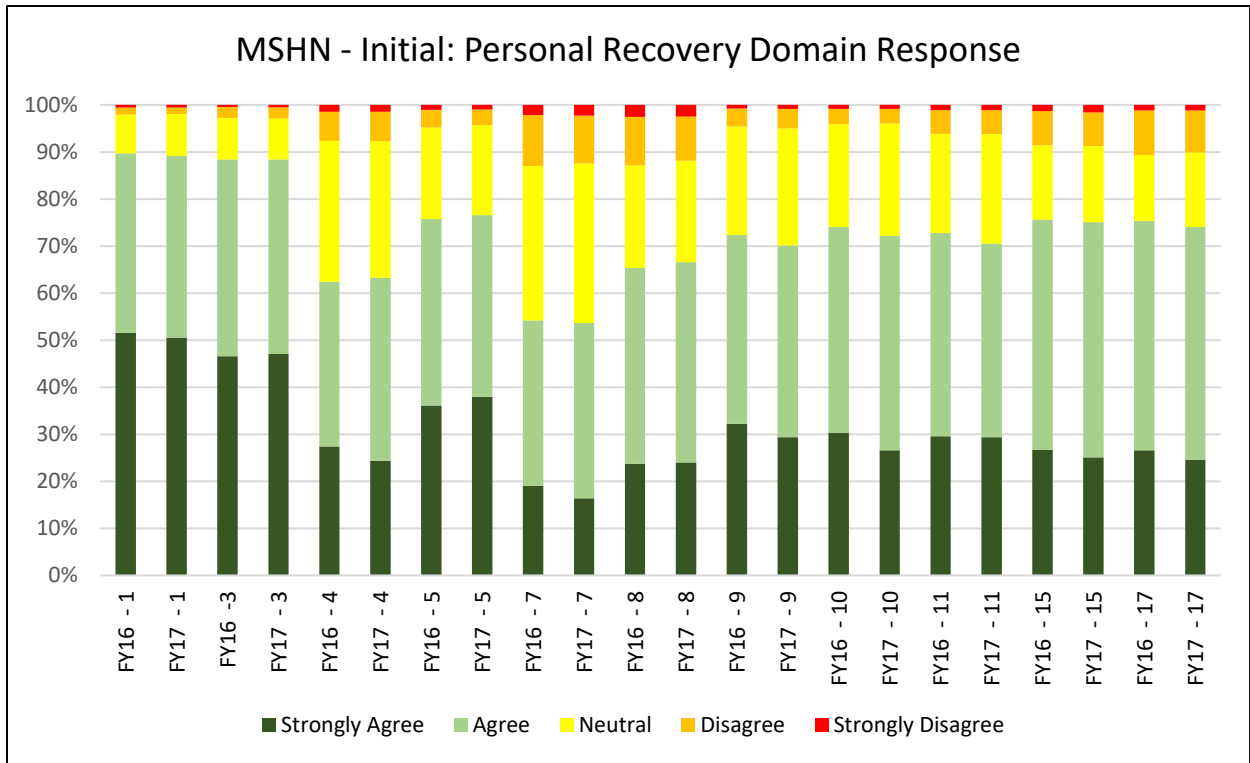
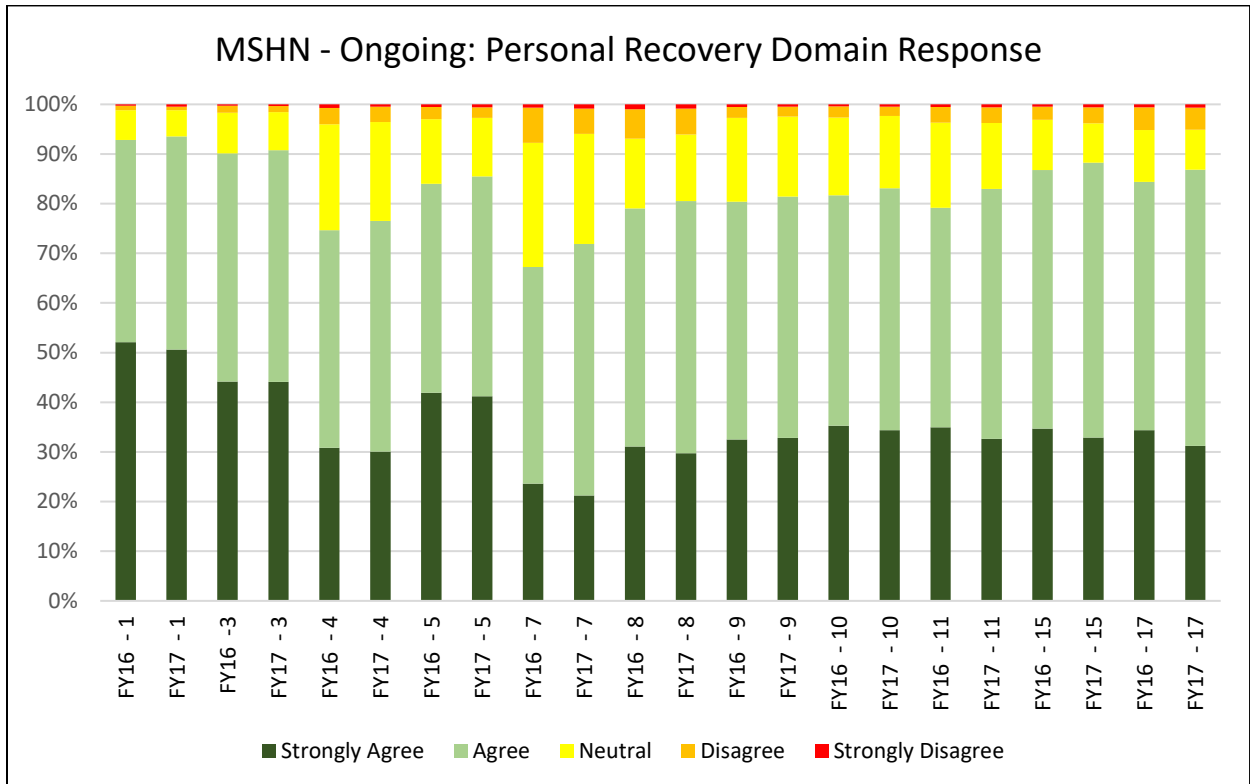


Fig. 12 – MSHN – Ongoing Survey: Personal Recovery Domain Response.



Figures 13 and 14 illustrate how MSHN’s 12 CMHSPs responded to the three (3) Clinical Recovery Domain questions. (Figure 13: Initial Surveys, and Figure 14: Ongoing Surveys). The questions included in this domain are as follows:

- 2: I have my own plan for how to stay or become well.
- 13: My symptoms interfere less and less with my life.
- 14: My symptoms seem to be a problem for shorter periods of time each time they occur.

Fig. 13 – MSHN – Initial Survey: Clinical Recovery Domain Response.

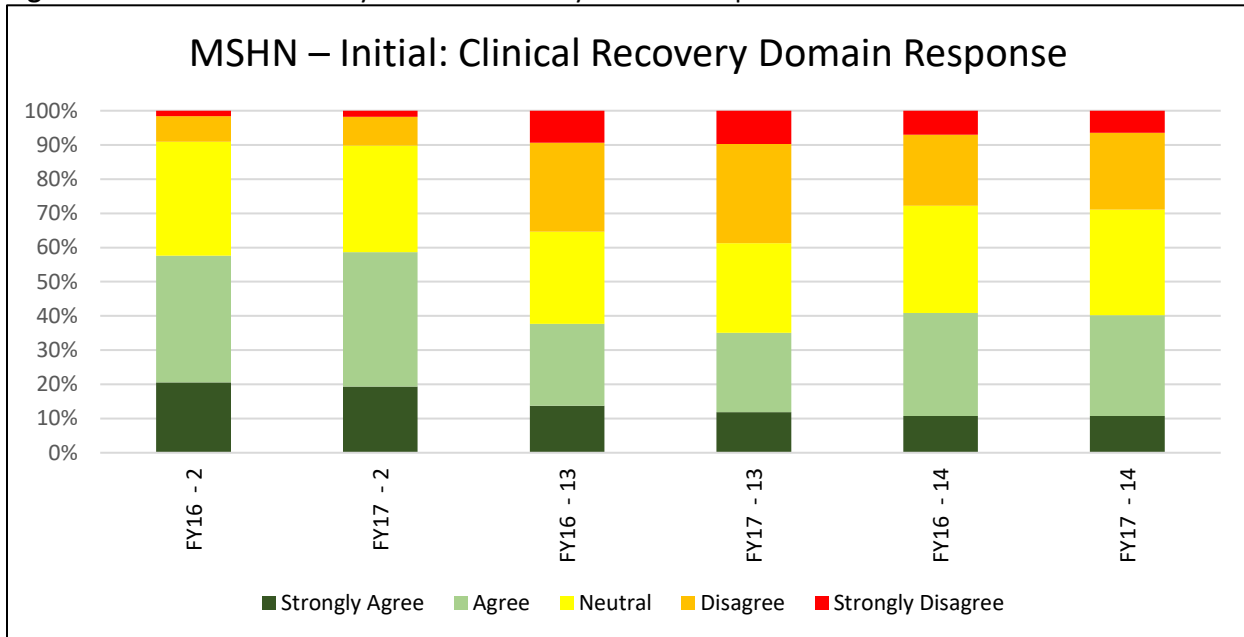
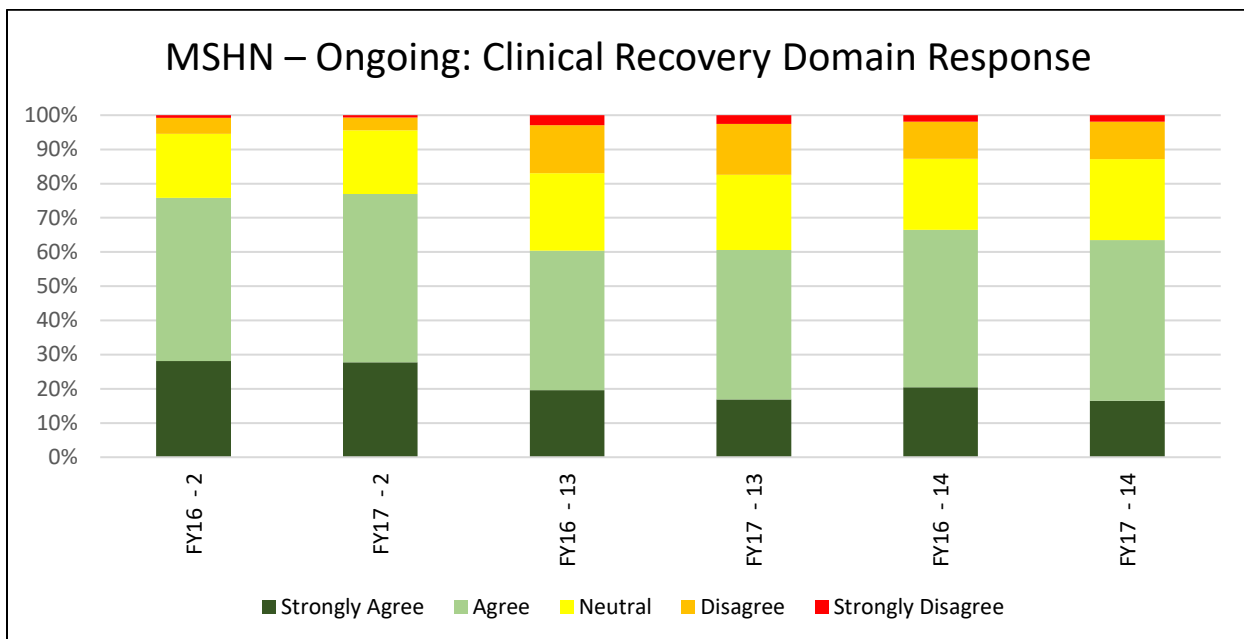


Fig. 14 – MSHN – Ongoing Survey: Clinical Recovery Domain Response.



Figures 15 and 16 illustrate how MSHN’s 12 CMHSPs responded to the four (4) Social Recovery Domain questions. (Figure 15: Initial Surveys, and Figure 16: Ongoing Surveys). The questions included in this domain are as follows:

- 6: Even when I don’t care about myself, other people do.
- 18: I have people I can count on.
- 19: Even when I don’t believe in myself, other people do.
- 20: It is important to have a variety of friends.

Fig. 15 – MSHN – Initial Survey: Social Recovery Domain Response.

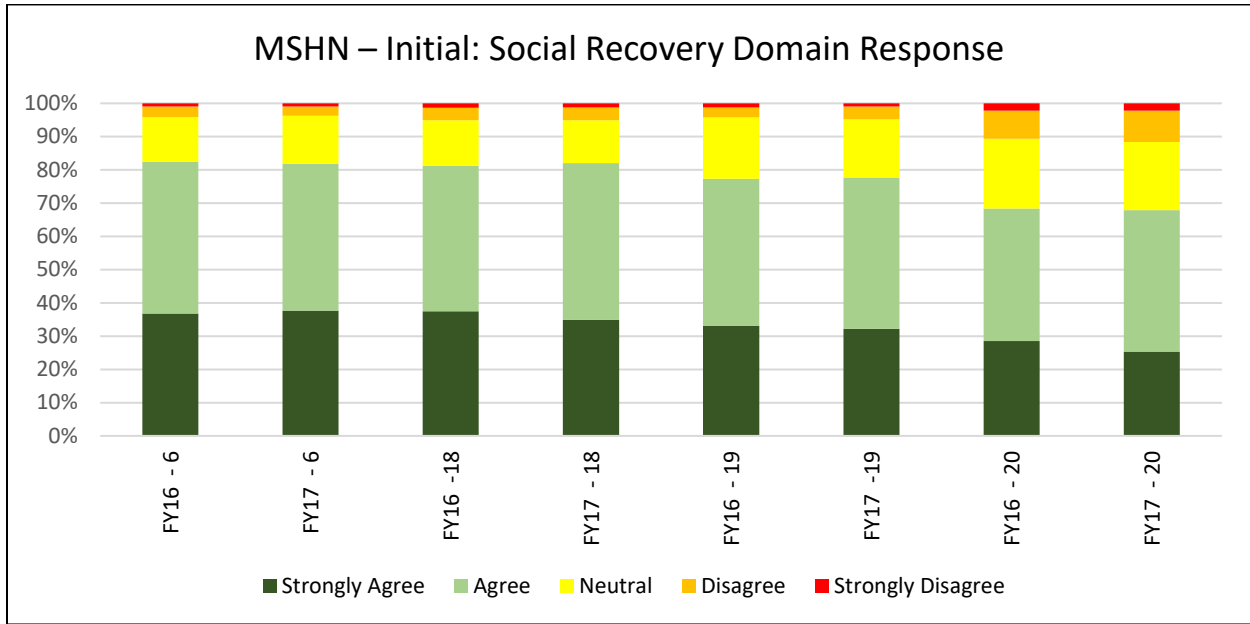
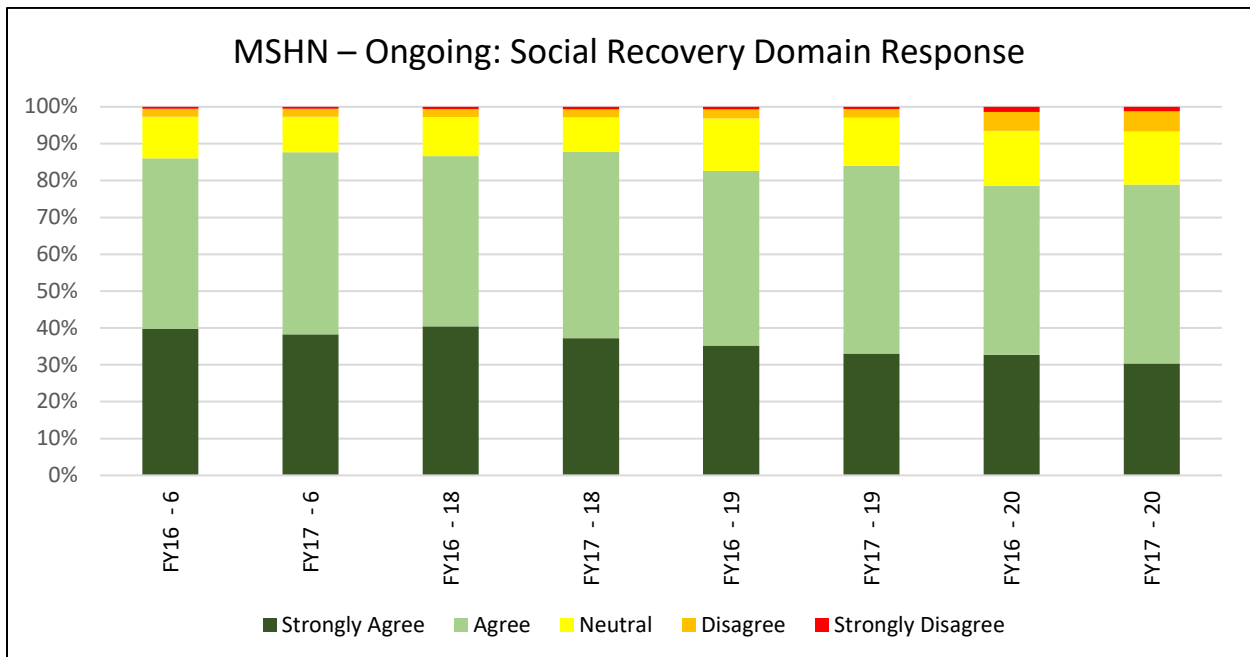


Fig. 16 – MSHN – Ongoing Survey: Social Recovery Domain Response.



Figures 17 and 18 illustrate how all 12 CMHSPs responded to two (2) uncategorized questions. (Figure 17: Initial Surveys, and Figure 18: Ongoing Surveys). The questions included are as follows:

12: Coping with my mental illness is no longer the main focus of my life.

16: I am willing to ask for help.

Fig. 17 – MSHN – Initial Survey: Uncategorized Response.

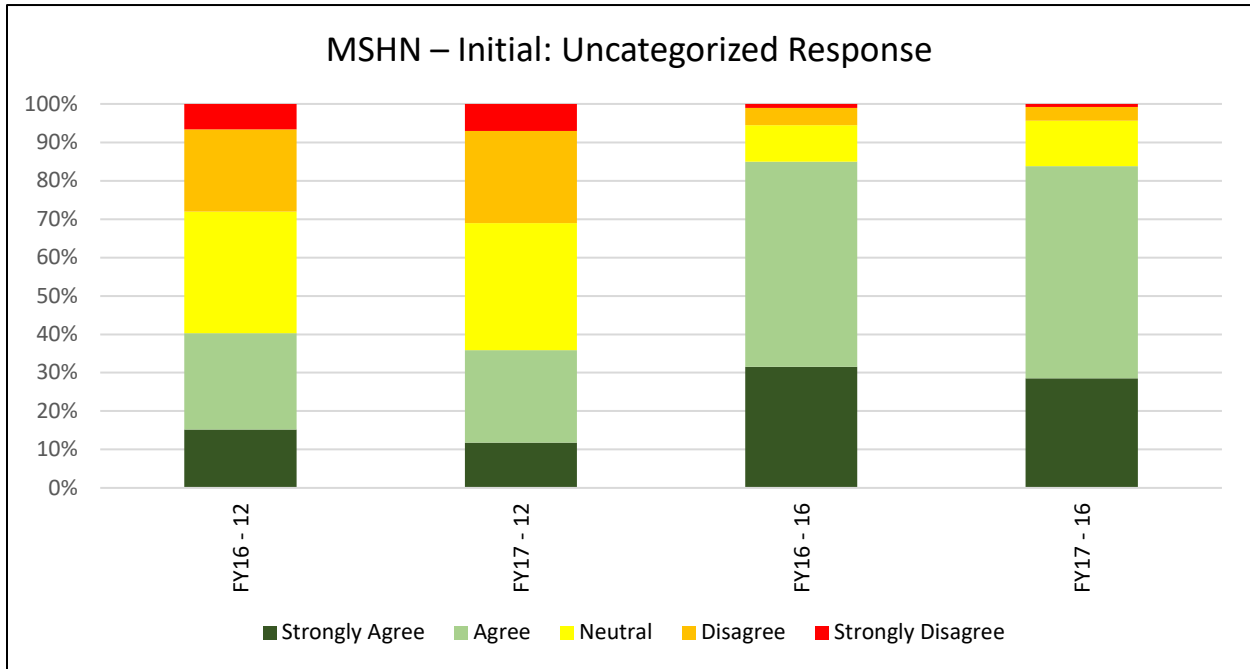
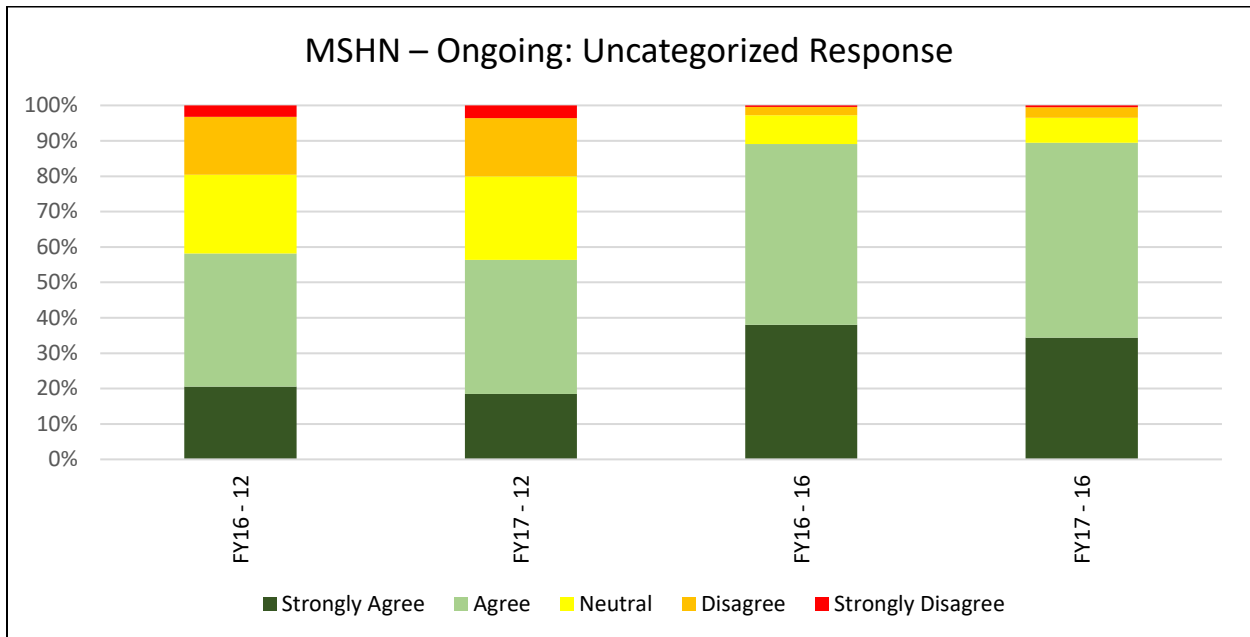


Fig. 18 – MSHN – Ongoing Survey: Uncategorized Response.



Conclusion:

The results in Figure 1 and 2 compare the FY 2017 results to the prior FY 2016 and FY 2015 results.

Figure 1:

The MSHN comprehensive score for FY 2015 was 3.57, FY 2016 was 3.63, and FY 2017 was 3.64. The results per domain identified a stable result for the personal recovery domain and an increase in the clinical and social recovery domains when compared to the results from FY2016.

Figure 2:

The MSHN comprehensive score for FY 2015 was 3.57, FY 2016 was 3.63, and FY 2017 was 3.64. The FY 2017 scores identified that eight (8) CMHSPs showed an improvement when compared to FY 2016 results and four (4) showed a decrease.

Figures 3 through 18 contain results for the FY 2017 and FY 2016 surveys.

Figure 3:

The FY 2017 CMHSP comprehensive scores compared the Initial Recovery Assessment Scale survey responses for FY 2016 to FY 2017. The MSHN comprehensive scores for the Initial surveys was 3.48 for FY 2016, and 3.54 for FY 2017. Six (6) CMHSP's showed an improvement when compared to FY 2016 and 6 (six) showed a decrease.

Figure 4:

The FY 2017 CMHSP comprehensive score compared the Ongoing Recovery Assessment Scale survey responses for FY 2016 to FY 2017. The MSHN comprehensive scores for the Ongoing surveys was 3.76 for FY 2016, and 3.75 for FY 2017. Five (5) CMHSPs showed an improvement, one (1) was equal, and six (6) showed a decrease when compared to FY2016.

Figure 5:

The FY 2017 CMHSP score for the Personal Recovery domain for Initial surveys compared the FY 2016 and FY 2017 results. The MSHN score for the Personal Recovery domain for Initial surveys was 3.31 in FY 2016, and 3.67 in FY 2017. Six (6) CMHSPs showed an improvement when compared to FY2016 and 6 (six) showed a decrease.

Figure 6:

The FY 2017 CMHSP score for the Personal Recovery domain for Ongoing surveys compared the FY 2016 and FY 2017 results. The MSHN score for the Personal Recovery domain for Ongoing surveys was 3.87 in FY 2016, and 3.86 in FY 2017. Four (4) CMHSPs showed an improvement, one (1) was equal, and seven (7) showed a decrease when compared to FY 2016.

Figure 7:

The FY 2017 CMHSP score for the Clinical Recovery domain for Initial surveys compared FY 2016 and FY 2017 results. The MSHN score for the Clinical Recovery domain for Initial surveys was 2.82 for FY 2016, and 2.93 for FY 2017. Four (4) CMHSPs showed an improvement and eight (8) showed a decrease when compared to FY 2016.

Figure 8:

The FY 2017 CMHSP score for the Clinical Recovery domain for Ongoing surveys compared the FY 2016 and FY 2017 results. The MSHN score for the Clinical Recovery domain for Ongoing surveys was 3.37 for FY 2016, and 3.34 for FY 2017. Four (4) CMHSPs showed an improvement and eight (8) showed a decrease when compared to FY 2016.

Figure 9:

The FY 2017 CMHSP score for the Social Recovery domain for Initial surveys compared the FY 2016 and FY 2017 results. The MSHN score for the Social Recovery domain for Initial surveys was 3.69 for FY 2016, and 3.75 for FY 2017. Six (6) CMHSPs showed an improvement and six (6) showed a decrease when compared to FY 2016.

Figure 10:

The FY 2017 CMHSP score for the Social Recovery domain for Ongoing surveys compared the FY 2016 and FY 2017 results. The MSHN score for the Social Recovery domain for Ongoing surveys was 3.88 for FY 2016, and 3.90 for FY 2017. Seven (7) CMHSPs showed an improvement and five (5) showed a decrease when compared to FY 2016.

Figure 11 & 12:

The FY 2017 MSHN scores for the Initial and Ongoing Personal Recovery Domain Survey questions showed that most individuals responded with “strongly agreed” or “agreed”. Question 1, “I have a desire to succeed”, and Question 3, “I have goals in life that I want to reach”, were answered with the highest combined scores of “strongly agree” and “agreed”. Question 7, “I can handle what happens in my life”, was answered with the highest combined scores of “strongly disagree” and “disagree”. Scores between FY 2016 and FY 2017 for the Initial and Ongoing Personal Recovery Domain Survey questions were relatively stable between the survey years.

Figure 13 & 14:

The FY 2017 MSHN scores for the Initial and Ongoing Clinical Recovery Domain Survey question “I have my own plan for how to stay or become well” scored the highest for “strongly agreed” and “agreed” for both the “initial” and the “ongoing” group. The question “My symptoms interfere less and less with my life” received the highest combined scores of “strongly disagreed” and “disagreed” for both the “initial” and “ongoing” group. The percentages for those in the “ongoing” group scored higher in all domain questions versus those in the “initial” survey group. FY 2016 and FY 2017 scores for the Initial and Ongoing Personal Clinical Recovery Domain Survey questions were relatively stable between the survey years.

Figure 15 & 16:

The FY 2017 MSHN scores for the Initial and Ongoing Social Recovery Domain Survey question “I have people I can count on” scored the highest for “strongly agreed” and “agreed” for the both the “initial and “ongoing” groups. The question “It is important to have a variety of friends” received the highest combined scores of “strongly disagreed” and “disagreed” for both the “initial” and “ongoing” groups. The percentages for those in the “ongoing” group scored higher in all domain questions versus those in the “initial” survey groups. FY 2016 and FY 2017 scores for the Initial and Ongoing Social Recovery Domain Survey questions were relatively stable between the survey years.

Figure 17 & 18:

The figures showed the results for the two “uncategorized” questions compared between FY 2016 and FY 2017. The question “I am willing to ask for help” had the highest combined responses for “strongly agreed” and “agreed” for both the “initial” and “ongoing” groups. The question “Coping with my mental illness is no longer the main focus of my life” received the highest combined score of “strongly disagreed” and “disagreed” for both the “initial” and “ongoing” groups. Both questions showed a higher percentage among the “ongoing” group versus the “initial” group across years. FY 2016 and FY 2017 scores for the “uncategorized” questions were relatively stable between the survey years.

Summary:

Overall the survey results identified a higher percentage of satisfaction for those in the “ongoing” group versus those in the “initial” group. This is a positive trend that provides evidence that MSHN and the CMHSPs embrace a culture that provides services and supports which are founded in recovery.

The results will be reviewed further by the MSHN Quality Improvement Council to determine if there are any trends between FY 2015, FY 2016, and FY 2017 and if any regional improvement efforts should be made to impact the survey results. Areas of improvement will be targeted toward below average scores (based on the regional average of all scores) in each of the domains and priority areas will be identified through review by the Regional Consumer Advisory Council. Each CMHSP will also review their local results and identify any needs for local improvement efforts.

Report Completed by: Mid-State Health Network

Date: 06/2017

MSHN QIC Approved: July 27, 2017