

Introduction

The following is a report of the Mid-State Health Network’s (MSHN) Substance Use Disorder 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 that 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 to 2020 going forward.

Any questions regarding the report should be sent to Sandy Gettel, MSHN Quality Manager, at 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 July 17, 2023, and August 18, 2023 to assess the perceptions of the individual treatment received. The survey was conducted in person and by mail.

Three thousand nine hundred and sixteen (3916) received a service during the distribution period, of those one thousand eight hundred and sixty-six (1866) completed a survey. Thirty-six (36) organizations participated in the consumer satisfaction survey process. The response rate in FY23 was 48%, which was an increase from the FY22 rate of 36%. The result is a 98 percent confidence interval with a 1.64% margin of error. This indicates that within the remaining population, 98% would have answered similarly to those surveyed, and less than 2% would have responded differently. 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	2022	2023
Case Management (CSM)	18	39	10	11
Outpatient (OPT)	520	671	572	691
Detox	25	10	51	29
Residential Substance Use Disorder (Res. SUD)	179	183	283	347
Medication Assisted Treatment (MAT)	80	796	1204	783
(blank)	287	441	58	5

The responses from the SUD consumer satisfaction surveys were scored as a comprehensive total, comprehensive total of each of the six subscales, as well as each individual question. 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” or blank were excluded from the calculations.

The comprehensive score measures how the system is performing overall and is obtained by calculating a mean of all questions combined. The comprehensive subscale score measures focus areas, obtained by calculating the mean of all questions combined within the subscale. The individual questions measure the performance for the stated question and are obtained by calculating the mean for each individual question.

Survey Findings

MSHN’s overall comprehensive score was 4.52, which indicates overall agreement with all statements on the survey. Figure 2 illustrates the scores for each year since 2017. The Recovery Self-Assessment replaced the satisfaction survey 2019, therefore a survey was not completed in 2019.

Figure 2. MSHN survey questions ranked from highest to lowest based on average score.

Green cells indicate scores at the top of the range. Red cells indicate scores at the bottom of the range .

Questions	2017	2018	2020	2021	2022	2023
Comprehensive Survey Total	4.50	4.48	4.58	4.61	4.62	4.52
Welcoming Environment	4.54	4.55	4.65	4.64	4.64	4.56
1. Staff was courteous and respectful.	4.54	4.56	4.68	4.66	4.65	4.55
2. I would recommend this agency to others.	4.53	4.54	4.62	4.63	4.63	4.50
Information on Recipient Rights	4.49	4.47	4.56	4.57	4.57	4.48
3. I was informed of my rights.	4.52	4.51	4.61	4.63	4.60	4.53
4. I know how to contact my recipient rights advisor.	4.33	4.27	4.36	4.39	4.39	4.29
5. I was informed that information about my treatment is only given with my permission.	4.63	4.62	4.70	4.70	4.70	4.60
Cultural /Ethnic Background	4.61	4.60	4.66	4.68	4.69	4.59
6. My cultural/ethnic background was respected.	4.61	4.6	4.66	4.68	4.69	4.59
Appropriateness and Choice with Services	4.44	4.41	4.50	4.52	4.54	4.46
7. I was given information about the different treatment options available that would be appropriate to meet my needs.	4.43	4.41	4.50	4.53	4.54	4.46
8. I received services that met my needs and addressed my goals.	4.54	4.52	4.59	4.60	4.62	4.53
9. I was given a choice as to what provider to seek treatment from.	4.35	4.29	4.40	4.43	4.46	4.36
Treatment Planning/Progress Towards Goals	4.54	4.53	4.63	4.68	4.69	4.58
10. I was involved in the development of my treatment plan and goals.	4.57	4.56	4.65	4.75	4.73	4.61
11. My goals were addressed during treatment.	4.56	4.54	4.65	4.68	4.69	4.58
12. My goals were changed when needed to reflect my needs.	4.47	4.47	4.58	4.62	4.65	4.52
13. I feel that I am better able to control my life as a result of treatment.	4.54	4.54	4.64	4.66	4.68	4.54
Coordination of Care/Referrals to Other Resources	4.43	4.39	4.52	4.57	4.60	4.48
15. My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	4.46	4.42	4.55	4.60	4.62	4.43
14. Staff assisted in connecting me with further services and/or community resources.	4.40	4.36	4.48	4.53	4.57	4.50

Conclusion:

The response rate of 48% is the highest rate since the inception of the survey and indicates SUD Providers and individuals receiving treatment are engaged in a process to receive and provide feedback related to their treatment and services.

MSHN demonstrated a score greater than 3.50 indicating satisfaction or agreement with each statement. Each question and domain demonstrated a decrease from the previous year. The range for individual questions in 2023 was 4.29-4.61 compared to the range for 2022 which was 4.39-4.73.

The domain that demonstrated the largest decrease was the Coordination of Care/Referrals to Other Resources.

The questions with the largest decrease were the following:

- I would recommend this agency to others.
- I was involved in the development of my treatment plan and goals.
- My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.

Recommendations/Next Steps

- Each organization should review individual organizational results and develop action steps for those areas where they scored below 3.50 or experienced a significant decrease from the previous year.
- MSHN will review the Satisfaction Survey Results and actions taken as part of the Quality Assessment Performance Improvement Program during the annual review of delegated functions.

Completed by: Sandy Gettel Quality Manager

Distributed to: SUD Treatment Team

Date: September 25, 2023

Date: October 10, 2023

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)	Total Surveys Completed
Welcoming Environment	42	51	247	827	2545	20	3712	3732
Staff was courteous and respectful.	13	20	115	435	1277	6	1860	1866
I would recommend this agency to others.	29	31	132	392	1268	14	1852	1866
Information on Recipient Rights	48	99	354	1353	3705	39	5559	5598
I was informed of my rights.	16	33	118	451	1236	12	1854	1866
I know how to contact my recipient rights advisor.	16	33	118	451	1235	13	1853	1866
I was informed that information about my treatment is only given with my permission.	16	33	118	451	1234	14	1852	1866
Cultural /Ethnic Background	8	15	110	406	1302	25	1841	1866
My cultural/ethnic background was respected.	8	15	110	406	1302	25	1841	1866
Appropriateness and Choice with Services	60	150	447	1326	3588	27	5571	5598
I was given information about the different treatment options available that would be appropriate to meet my needs.	20	50	149	442	1196	9	1857	1866
I received services that met my needs and addressed my goals.	20	50	149	442	1196	9	1857	1866
I was given a choice as to what provider to seek treatment from.	20	50	149	442	1196	9	1857	1866
Treatment Planning/Progress Towards Goals	16	88	312	1716	5172	160	7304	7464
I was involved in the development of my treatment plan and goals.	4	22	78	429	1293	40	1826	1866
My goals were addressed during treatment.	4	22	78	429	1293	40	1826	1866
My goals were changed when needed to reflect my needs.	4	22	78	429	1293	40	1826	1866
I feel that I am better able to control my life as a result of treatment.	4	22	78	429	1293	40	1826	1866
Coordination of Care/Referrals to Other Resources	30	92	356	918	2238	98	3634	3732
Staff assisted in connecting me with further services and/or community resources.	15	46	178	459	1119	49	1817	1866
My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	15	46	178	459	1119	49	1817	1866