

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 individuals served. MSHN, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, and the Substance Use Disorder Treatment Providers (SUDTP) utilized the Mental Health Statistics Improvement Program (MHSIP) and the Youth Satisfaction Survey (YSS) survey tool to obtain feedback related to the perception of care for a representative sample of all served within the MSHN region.

Survey Findings

- MSHN performed above the national performance and the 80% standard for the following domains: Access, Participation in Treatment, Appropriateness, General Satisfaction, Cultural Sensitivity.
- Growth areas include the domains that did not meet the 80% standard and/or performed below the National average. These domains include Perception of Social Functioning, Social Connectedness, and Outcomes.
- Distribution methods with the highest rate of return for children and families was phone distribution, and adults was face to face distribution method. The method with the highest increase in utilization and most consistent used was electronic. Phone surveys were the least used method.

Figure 1: Experience of Care Surveys-Children and Family Performance Comparison to National Performance.

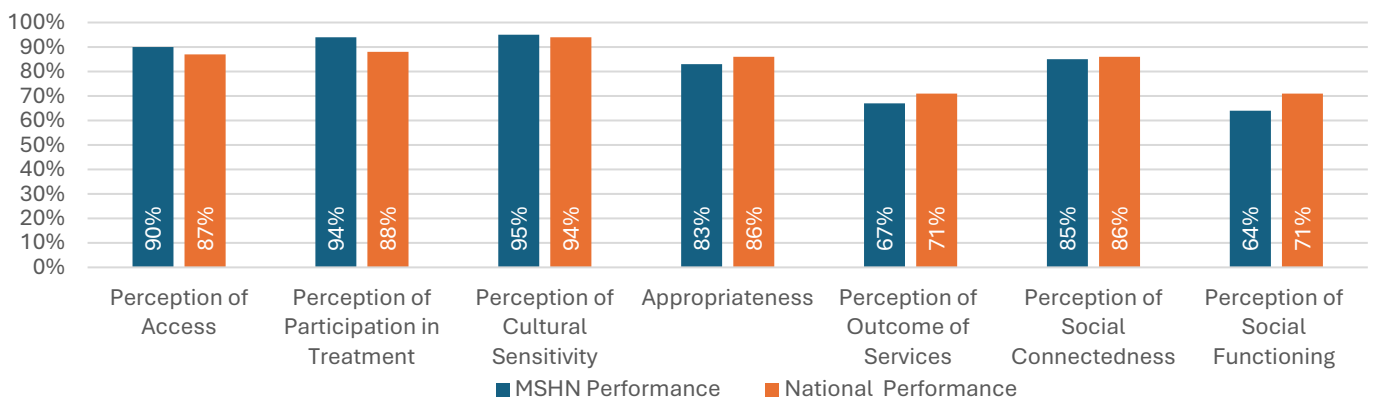


Figure 2: Experience of Care Surveys-Adult Performance Comparison to National Performance.

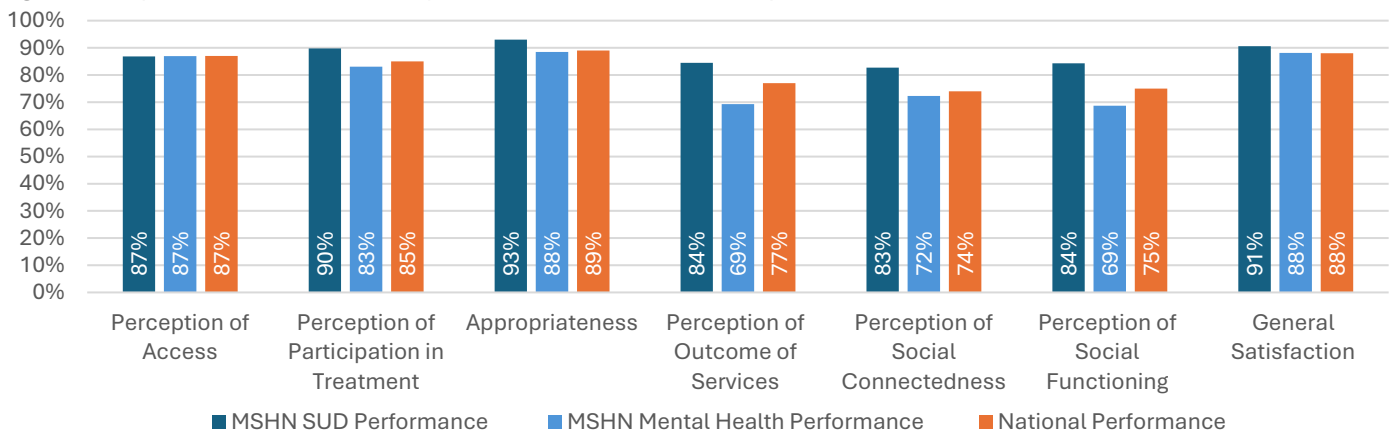


Figure 3: Distribution Methods

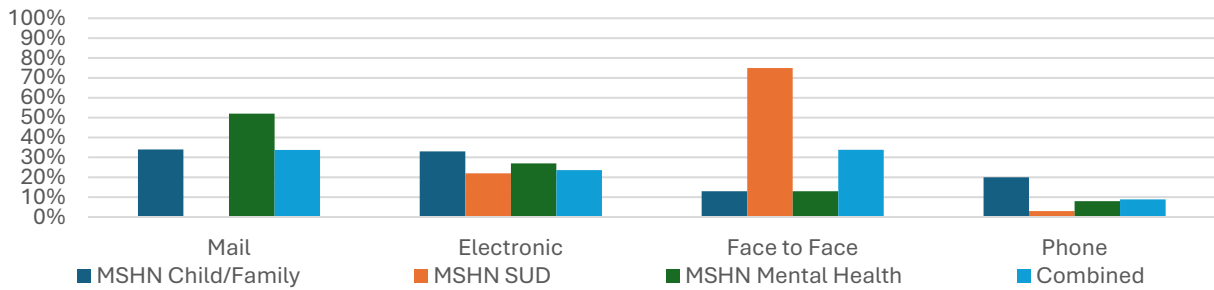
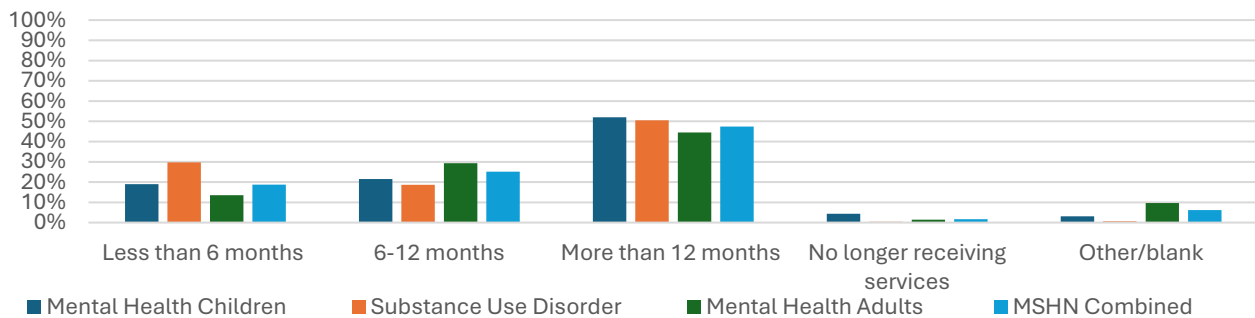


Figure 4: Length of Time in Services



Recommendations

- Distribute the Perception of Care Report to the providers through relevant committee/council for development of local improvement plan, identification of barriers, and development of interventions, with measures of effectiveness for the following areas:
 - Adult Mental Health and Children/Families Survey-Social Functioning
 - Adult Mental Health and Children/Families Survey -Outcomes of Services
 - Adult Mental Health -Social Connectedness
- MSHN and CMHSPs will identify regional barriers, relevant regional interventions, with measures of effectiveness.
 - *QIC will continue to utilize the QIP template in the QIC action plan for development of interventions and monitoring of effectiveness for those areas within each CMHSP that are below MSHN selected standard of 80% and the National average for the most recent published data (2022).*
- QIC in collaboration with relevant MSHN committees/council will establish a regional quality improvement plan to address any systemic issues.
 - Based on the distribution methods electronic and Face to Face were used the most with an increase in the use of electronic submissions. MSHN will explore the development of an electronic template for regional distribution.
 - Engage in a contract for additional analysis to include race/ethnicity, gender, length of time in service to identify additional areas of focus for interventions.
- Distribution methods will be explored to determine the most effective method.
 - *Evaluate the distribution methods considering resources required and rate of return.*

Attachments

Adults-Mental Health Experience of Care Annual Report
 Children/Families Experience of Care Annual Report
 Adults-Substance use Disorder Experience of Care Annual Report

Quality Assessment and Performance Improvement
2024 Annual Member Experience of Care Report

