

### Introduction

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 (MHSIP) to conduct a region wide perception of care survey to adults experiencing a mental illness to determine any areas that may be deficient within the region. The data obtained by each CMHSP was provided to MSHN for regional analysis. The survey outcomes will be compared to the previous year's Perception of Care Reports and is reported to MSHN's Quality Improvement Council (QIC) and available to stakeholders on the MSHN Website and upon request.

### Methodology

The population group included all adults, 18 years and older, with a mental illness. All individuals who received services between June 1, 2020 and July 30, 2020 were given the opportunity to complete the MHSIP survey. The raw data was required to be received by MSHN no later than August 28, 2020. MSHN prepared an analysis, which included comparison data of CMHSPs. Accommodations were made as a result of the regulatory changes related to the COVID Pandemic. The accommodations 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.

Changes made to the methodology include the following:

- FY2012 MDHHS QIC decided that PIHPs can opt to assign numerical identifiers to the MHSIP in order to identify the respondents. MSHN does not require the use of identifiers.
- FY2019/20 The population group was expanded to include all adults served

### Survey Response Rates

The response rate was calculated by dividing the number of surveys received by the number distributed. The number of surveys distributed was determined using three different methods; number mailed, the number offered, and the unique number of individuals served during the time period. The process used for distribution may skew the response rates. Figure 1 indicates the return rate for each CMHSP where data was available prior to August 28<sup>th</sup>, 2020. Any surveys received after August 28<sup>th</sup>, 2020 were not included in the results.

Figure 1 MSHN and CMHSP participant response rates

MHSIP	2013	2014	2015	2016	2019/20		
	Response Rates	Distributed	Received				
MSHN	41%	34%	46%	56%	18%	11012	2157
BABH	41%	64%	59%	29%	19%	1472	276
CEI	44%	13%	46%	47%	13%	1998	261
CMHCM	55%	21%	28%	81%	11%	1959	216
GIHN	*	**	**	**	35%	455	157
HBH	18%	23%	58%	41%	5%	421	20
The Right Door	50%	*	**	**	13%	518	65
Lifeways	23%	37%	43%	42%	32%	1666	531
MCN	26%	25%	40%	27%	20%	361	72
NCMH	17%	*	**	**	34%	469	161
Saginaw	85%	78%	88%	60%	14%	2138	291
Shiawassee	45%	38%	45%	93%	20%	214	42
TBHS	87%	50%	52%	100%	25%	264	65

\*No Utilizers of ACT Services    \*\*No ACT Program    2019/20 all adult programs (ACT, OPT, CSM) included in the results

### Data Analysis

MHSIP – There are seven subscales included in the survey. Each subscale has multiple questions related to the subscale topic. The subscales are as follows: general satisfaction, access to care, quality of care, participation in treatment, outcomes of care, functional status, and social connectedness.

The Scoring Protocols are as follows: There are 6 response choices for each question, which are assigned a numeric value. Each question in the subscale is required to have a response choice of 1 - 5 to be included in subscale mean. Those questions that have a “Blank” or a response of “Not Applicable” are removed from the sample.

- Strongly Agree=1
- Agree=2
- Neutral=3
- Disagree=4
- Strongly Disagree=5
- Not Applicable=9

Individuals who are missing more than 1/3 of total responses (blanks, or invalid response) are removed completely from the report for calculating subscale scores. If one question is left blank, the responses of the remaining questions for that subscale are excluded from the calculations of that subscale. Note that the number of responses included in the subscale average/mean and subscale percentage of agreement could be less than that of each individual question as a result of the exclusion of unanswered questions when calculating the subscale.

The mean of each individual question is calculated. Those less than or equal to 2.5 are considered to be “in agreement”. The total number of respondents who are “in agreement” is then divided by the total respondents. The resultant number is then multiplied by 100 to provide a percentage.

The results are analyzed as follows:

PIHP

- By Subscale
- By Subscale Line Item

CMHSP (Attachment A - MHSIP)

- By Subscale
- By Subscale Line Item

Survey Findings

MSHN’s percentage of agreement for each subscale for 2020/2019 demonstrated an increase in all subscales from previous years. Five subscales scored above the desired threshold. Figure 2a demonstrates the ranking of each subscale. MSHN scored the highest in the “Perception of Quality and Appropriateness” and “Perception of Participation in Treatment Planning”. Each subscale scored above the desired threshold of 80% except the “Perception of Outcomes of Services” and “Perception of Social Functioning”.

Figure 2a. MSHN 2020/19 Subscale Ranking

Adults	2013	2014	2015	2016/17	2019/20
<b>Perception of Quality and Appropriateness</b>	89%	97%	83%	85%	<b>92%</b>
<b>Perception of Participation in Treatment Planning</b>	86%	94%	88%	84%	<b>92%</b>
<b>General Satisfaction</b>	86%	90%	84%	83%	<b>92%</b>
<b>Perception of Access</b>	91%	92%	85%	85%	<b>91%</b>
<b>Perception of Social Connectedness</b>	84%	82%	78%	70%	<b>81%</b>
<b>Perception of Functioning</b>	84%	73%	70%	72%	<b>77%</b>
<b>Perception of Outcome of Services</b>	73%	84%	56%	70%	<b>75%</b>

In addition to the subscale score, a score is calculated to determine agreement with the individual question. This is completed using two methods. The first method is by calculating those who responded with “agree-2” or “strongly agree-1” (Figure 2b and Figure 3). This excludes those responses with “neutral-3” that neither affects the data positively or negatively. MSHN demonstrated a range of 60% to 93% for 2019/20. The score of each subscale since 2013 is demonstrated in Figure 2b.

Figure 2b. MSHN Longitudinal Data by Subscale Line Item (Percent of Strongly Agree and Agree). 2013-2017 include ACT only; beginning 2019 includes adults in OPT, CSM, ACT).

Adults	2013	2014	2015	2016/17	2019/20
<b>General Satisfaction</b>	86%	90%	84%	83%	92%
Q1. I like the services that I received.	88%	92%	89%	86%	92%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	83%	84%	83%	81%	89%
Q3. I would recommend this agency to a friend or family member.	84%	91%	83%	82%	92%
<b>Perception of Access</b>	91%	92%	85%	85%	91%
Q4. The location of services was convenient.	83%	87%	85%	82%	89%
Q5. Staff were willing to see me as often as I felt it was necessary.	91%	89%	88%	89%	90%
Q6. Staff returned my calls within 24 hours.	86%	90%	90%	84%	88%
Q7. Services were available at times that were good for me.	88%	91%	87%	88%	92%
Q8. I was able to get all the services I thought I needed.	84%	87%	84%	83%	87%
Q9. I was able to see a psychiatrist when I wanted to.	80%	83%	80%	79%	81%
<b>Perception of Quality and Appropriateness</b>	89%	97%	83%	85%	92%
Q10. Staff believed that I could grow, change and recover.	87%	91%	88%	86%	88%
Q12. I felt free to complain.	79%	85%	77%	79%	86%
Q13. I was given information about my rights.	90%	91%	90%	90%	93%
Q14. Staff encouraged me to take responsibility for how I live my life.	88%	92%	88%	86%	91%
Q15. Staff told me what side effects to watch for.	78%	84%	79%	75%	82%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	87%	92%	88%	89%	93%
Q18. Staff were sensitive to my cultural/ ethnic background (race, religion, language, etc.).	82%	91%	81%	79%	89%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	88%	90%	88%	82%	89%
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	84%	93%	84%	80%	85%
<b>Perception of Participation in Treatment Planning</b>	86%	94%	88%	84%	92%
Q11. I felt comfortable asking questions about my treatment, services, and medication.	86%	93%	89%	88%	90%
Q17. I, not staff, decided my treatment goals.	80%	87%	80%	79%	87%
<b>Perception of Outcome of Services</b>	73%	84%	56%	70%	75%
Q21. I deal more effectively with daily problems.	80%	84%	82%	77%	80%
Q22. I am better able to control my life.	81%	82%	79%	78%	78%
Q23. I am better able to deal with crisis.	76%	79%	77%	76%	74%
Q24. I am getting along better with my family.	78%	74%	76%	69%	73%
Q25. I do better in social situations.	68%	70%	78%	63%	65%
Q26. I do better in school and/or work.	58%	61%	60%	35%	62%
Q27. My housing situation has improved.	69%	76%	73%	64%	69%
Q28. My symptoms are not bothering me as much.	71%	66%	72%	66%	60%
<b>Perception of Functioning</b>	84%	73%	70%	72%	77%
Q29. I do things that are more meaningful to me.	80%	75%	75%	74%	74%
Q30. I am better able to take care of my needs.	82%	79%	81%	75%	78%
Q31. I am better able to handle things when they go wrong.	74%	72%	74%	71%	68%
Q32. I am better able to do things that I want to do.	79%	77%	72%	71%	72%
<b>Perception of Social Connectedness</b>	84%	82%	78%	70%	81%
Q33. I am happy with the friendships I have.	85%	77%	81%	68%	78%
Q34. I have people with who I can do enjoyable things.	80%	79%	82%	71%	79%
Q35. I feel I belong in my community.	71%	70%	70%	62%	65%
Q36. In a crisis, I would have the support I need from family or friends.	81%	79%	74%	73%	81%

The second method as demonstrated in Figure 4 provides the mean or average of each question which includes the “neutral-3” response. A score of 2.50 or lower indicates agreement with the statement. MSHN received a score of 2.50 or higher indicating agreement with all statements (Figure 4). The variability demonstrated in the two different methods is an indicator of the number of “neutral” that are included within the responses.

Figure 3. MSHN and CMHSP Longitudinal Data of Percentage of Agreement excluding the neutral responses. Report not completed in 2018.

		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Life-ways	MCN	NCMH	SCCMH	SHW	TBHS
General Satisfaction	2013	86%	84%	79%	89%	*	89%	100%	86%	100%	75%	94%	80%	72%
	2014	90%	71%	100%	86%	*	100%	*	90%	100%	*	95%	100%	90%
	2015	85%	84%	90%	73%	*	91%	**	86%	73%	**	92%	78%	86%
	2016/17	83%	91%	83%	79%	*	100%	**	79%	100%	**	80%	93%	92%
	2019/20	92%	90%	86%	88%	96%	95%	98%	96%	89%	94%	89%	90%	85%
Access	2013	91%	92%	83%	98%	*	88%	100%	94%	80%	100%	88%	90%	85%
	2014	92%	79%	100%	91%	*	86%	*	97%	100%	*	95%	67%	80%
	2015	86%	92%	89%	82%	*	89%	**	83%	69%	**	93%	88%	86%
	2016/17	86%	91%	89%	87%	*	86%	**	79%	80%	**	83%	85%	96%
	2019/20	91%	90%	86%	86%	97%	89%	94%	95%	83%	94%	89%	90%	89%
Quality and Appropriateness	2013	89%	91%	82%	86%	*	89%	100%	89%	100%	100%	91%	89%	86%
	2014	97%	89%	100%	95%	*	100%	*	98%	100%	*	100%	100%	78%
	2015	85%	86%	89%	78%	*	93%	**	84%	76%	**	89%	84%	88%
	2016/17	91%	91%	100%	89%	*	100%	**	90%	100%	**	83%	92%	91%
	2019/20	92%	90%	86%	88%	96%	89%	98%	98%	89%	98%	88%	83%	91%
Participation in Treatment Planning	2013	86%	92%	72%	90%	*	88%	100%	82%	100%	100%	85%	80%	81%
	2014	94%	90%	100%	90%	*	100%	*	97%	100%	*	95%	88%	80%
	2015	84%	87%	90%	83%	*	95%	**	82%	65%	**	85%	83%	88%
	2016/17	78%	91%	70%	78%	*	71%	**	77%	67%	**	76%	79%	87%
	2019/20	92%	90%	86%	85%	97%	89%	92%	97%	91%	97%	88%	81%	91%
Outcome of Services	2013	73%	72%	73%	74%	*	83%	100%	82%	50%	67%	80%	86%	44%
	2014	84%	50%	100%	92%	*	75%	*	86%	100%	*	92%	67%	57%
	2015	74%	76%	86%	66%	*	86%	**	75%	67%	**	77%	70%	66%
	2016/17	68%	57%	78%	75%	*	71%	**	50%	50%	**	79%	67%	69%
	2019/20	75%	65%	77%	67%	80%	58%	67%	85%	69%	79%	73%	60%	77%
Social Functioning	2013	84%	96%	79%	83%	*	88%	100%	87%	60%	33%	90%	100%	68%
	2014	73%	60%	88%	89%	*	67%	*	71%	80%	*	86%	33%	60%
	2015	75%	72%	82%	67%	*	82%	**	75%	68%	**	79%	77%	68%
	2016/17	69%	73%	63%	74%	*	71%	**	63%	80%	**	80%	46%	65%
	2019/20	77%	71%	78%	65%	82%	68%	65%	87%	73%	87%	73%	71%	68%
Social Connectedness	2013	84%	92%	94%	84%	*	100%	67%	78%	100%	67%	88%	89%	69%
	2014	82%	73%	100%	68%	*	50%	*	86%	80%	*	95%	100%	60%
	2015	77%	73%	77%	74%	*	84%	**	75%	65%	**	87%	83%	68%
	2016/17	66%	73%	61%	66%	*	71%	**	61%	33%	**	75%	57%	74%
	2019/20	81%	76%	83%	70%	85%	68%	75%	89%	70%	91%	80%	69%	71%

\*No Utilizers of ACT Services    \*\*No ACT Program

Figure 4. The mean score for each subscale line item

	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
<b>General Satisfaction</b>	<b>1.56</b>	1.65	1.66	1.62	1.50	1.49	1.34	1.47	1.76	1.47	1.64	1.54	1.51
Q1. I like the services that I received.	1.52	1.60	1.62	1.60	1.46	1.47	1.30	1.42	1.71	1.46	1.58	1.52	1.45
Q2. If I had other choices, I would still choose to get services from this mental health agency.	1.62	1.74	1.74	1.68	1.55	1.53	1.43	1.50	1.80	1.53	1.67	1.54	1.55
Q3. I would recommend this agency to a friend or family member.	1.56	1.62	1.62	1.57	1.50	1.47	1.29	1.50	1.77	1.42	1.66	1.57	1.54
<b>Perception of Access</b>	<b>1.65</b>	1.70	1.82	1.71	1.54	1.66	1.56	1.56	1.87	1.55	1.69	1.72	1.51
Q4. The location of services was convenient.	1.62	1.61	1.87	1.60	1.48	1.74	1.44	1.57	1.83	1.55	1.65	1.71	1.38
Q5. Staff were willing to see me as often as I felt it was necessary.	1.59	1.71	1.71	1.63	1.51	1.47	1.57	1.52	1.93	1.43	1.57	1.67	1.38
Q6. Staff returned my calls within 24 hours.	1.64	1.79	1.77	1.71	1.59	1.79	1.50	1.50	1.88	1.53	1.71	1.67	1.47
Q7. Services were available at times that were good for me.	1.56	1.60	1.69	1.64	1.47	1.68	1.49	1.46	1.74	1.49	1.59	1.52	1.45
Q8. I was able to get all the services I thought I needed.	1.68	1.67	1.80	1.79	1.53	1.58	1.65	1.59	1.93	1.62	1.72	1.69	1.68
Q9. I was able to see a psychiatrist when I wanted to.	1.84	1.85	2.12	1.93	1.66	1.68	1.72	1.72	1.92	1.72	1.90	2.08	1.70
<b>Perception of Quality and Appropriateness</b>	<b>1.63</b>	1.73	1.77	1.69	1.50	1.62	1.55	1.50	1.80	1.51	1.70	1.81	1.60
Q10. Staff believed that I could grow, change and recover.	1.61	1.71	1.79	1.71	1.47	1.53	1.52	1.49	1.73	1.44	1.72	1.62	1.52
Q12. I felt free to complain.	1.69	1.84	1.90	1.78	1.52	1.84	1.60	1.52	1.93	1.52	1.79	1.86	1.63
Q13. I was given information about my rights.	1.52	1.55	1.76	1.49	1.48	1.58	1.43	1.45	1.60	1.45	1.53	1.69	1.42
Q14. Staff encouraged me to take responsibility for how I live my life.	1.59	1.76	1.70	1.73	1.45	1.58	1.57	1.45	1.77	1.47	1.64	1.63	1.56
Q15. Staff told me what side effects to watch for.	1.80	1.91	1.72	1.88	1.88	1.56	1.75	1.63	2.05	1.70	1.93	2.21	1.95
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.51	1.57	1.60	1.61	1.36	1.47	1.46	1.42	1.71	1.42	1.55	1.64	1.48
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	1.60	1.70	1.81	1.57	1.43	1.63		1.50	1.68	1.45	1.71	1.80	1.53
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	1.63	1.69	1.77	1.69	1.48	1.63		1.49	1.91	1.50	1.73	1.86	1.73
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1.74	1.90	1.89	1.80	1.51	1.76		1.61	1.89	1.62	1.77	2.05	1.62

Figure 4. Continued. The mean score for each subscale line item

	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
<b>Perception of Participation in Treatment Planning</b>	<b>1.62</b>	1.70	1.76	1.74	1.46	1.68	1.54	1.46	1.76	1.51	1.80	1.80	1.55
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.59	1.67	1.70	1.70	1.44	1.68	1.49	1.47	1.66	1.48	1.67	1.74	1.58
Q17. I, not staff, decided my treatment goals.	1.66	1.74	1.82	1.77	1.48	1.68	1.60	1.45	1.87	1.54	1.93	1.86	1.52
<b>Perception of Outcome of Services</b>	<b>2.08</b>	2.30	2.06	2.19	2.01	2.41	2.30	1.88	2.30	1.89	2.11	2.33	2.10
Q21. I deal more effectively with daily problems.	1.89	2.13	1.94	2.01	1.68	2.21	2.00	1.70	2.16	1.73	1.97	2.05	1.77
Q22. I am better able to control my life.	1.92	2.14	1.93	1.98	1.73	2.42	2.19	1.77	2.25	1.70	2.01	2.07	1.86
Q23. I am better able to deal with crisis.	2.01	2.24	2.00	2.14	1.81	2.58	2.27	1.82	2.18	1.79	2.12	2.29	2.05
Q24. I am getting along better with my family.	2.03	2.21	2.01	2.07	2.05	1.84	2.22	1.91	2.41	1.83	2.00	2.14	2.22
Q25. I do better in social situations.	2.25	2.50	2.18	2.32	2.33	2.79	2.52	2.05	2.22	2.04	2.24	2.48	2.37
Q26. I do better in school and/or work.	2.23	2.50	2.25	2.43	2.29	2.36	2.56	1.83	2.19	1.94	2.23	2.79	2.10
Q27. My housing situation has improved.	2.09	2.24	2.06	2.22	2.14	2.27	2.26	1.91	2.48	1.93	2.07	2.27	2.18
Q28. My symptoms are not bothering me as much.	2.27	2.53	2.19	2.44	2.19	2.79	2.43	2.07	2.55	2.18	2.23	2.69	2.29
<b>Perception of Functioning</b>	<b>2.06</b>	2.27	2.07	2.21	1.98	2.41	2.28	1.86	2.32	1.83	2.11	2.29	2.11
Q29. I do things that are more meaningful to me.	2.02	2.24	2.07	2.17	1.89	2.47	2.23	1.85	2.30	1.78	2.01	2.33	2.05
Q30. I am better able to take care of my needs.	1.96	2.13	1.99	2.17	1.77	2.26	2.29	1.75	2.24	1.78	2.04	2.05	2.02
Q31. I am better able to handle things when they go wrong.	2.18	2.39	2.15	2.25	2.31	2.68	2.38	1.96	2.34	1.89	2.26	2.50	2.26
Q32. I am better able to do things that I want to do.	2.07	2.31	2.07	2.25	1.96	2.21	2.22	1.86	2.40	1.87	2.13	2.29	2.11
<b>Perception of Social Connectedness</b>	<b>1.97</b>	2.11	1.98	2.15	1.91	2.22	2.21	1.81	2.29	1.79	1.92	2.33	2.11
Q33. I am happy with the friendships I have.	1.94	2.05	1.96	2.11	1.82	2.00	2.13	1.82	2.18	1.68	1.92	2.19	2.20
Q34. I have people with who I can do enjoyable things.	1.91	2.05	1.96	2.13	1.81	2.16	2.05	1.75	2.13	1.74	1.88	2.07	2.00
Q35. I feel I belong in my community.	2.20	2.42	2.19	2.48	2.19	2.79	2.52	1.96	2.58	2.02	2.06	2.81	2.31
Q36. In a crisis, I would have the support I need from family or friends.	1.84	1.94	1.81	1.90	1.80	1.95	2.16	1.70	2.26	1.74	1.82	2.24	1.94

### Summary

The satisfaction survey for adults with a mental illness was completed by each CMHSP Participant. Each survey was scored separately for comparison purposes. The survey consisted of the following subscales: general satisfaction, perception of access, perception participation treatment, perception of quality and appropriateness, perception of outcomes of services, perception of social connectedness, perception of social functioning.

The subscales in which MSHN performed above the 80% standard included the following:

- Perception of Quality and Appropriateness (92%)
- Perception of Participation in Treatment (92%)
- General Satisfaction (92%)
- Perception of Access (91%)
- Perception of Social Connectedness (81%)

The 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. (1.51)
- Q1. I like the services that I received. (1.52)
- Q13. I was given information about my rights. (1.52)
- Q7. Services were available at times that were good for me. (1.56)
- Q3. I would recommend this agency to a friend or family member. (1.56)

Growth areas to consider include areas that perform below the 80% for subscales or above 2.50 in the subscale line items indicating disagreement or room for improvement. 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 (77%)
- Perception of Outcomes of Services (75%)

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

- Q31. I am better able to handle things when they go wrong.
- Q35. I feel I belong in my community.
- Q26. I do better in school and/or work.
- Q25. I do better in social situations.
- Q28. My symptoms are not bothering me as much.

### Recommendations

- Distribute the 2019/20 Perception of Care Report to the CMHSP participants through the following committee/council review: Quality Improvement Council (QIC), Clinical Leadership Committee (CLC), Regional Consumer Advisory Committee (RCAC)
- 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, identifying regional barriers, relevant regional interventions, with measures of effectiveness.
- Improvement plan to include increase of response rates, including reviewing of the distribution methods to determine most effective method, streamline surveys to decrease survey fatigue.
- QIC to monitor for effectiveness of regional and local improvement plans through analysis of survey results for the next measurement period.

Attachment A MSHN and CMHSP participants percentage of agreement for subscale and subscale line item

Attachment B MSHN and CMHSP average for each subscale line item

**Completed by:** Sandy Gettel Quality Manager MSHN

**Date:** October 8, 2020

**1st Review by:** MSHN QIC

**Date:** October 22, 2020

**Reviewed by:** MSHN Clinical Leadership Committee

**Date:** October 22, 2020

**Reviewed by:** MSHN Regional Advisory Council

**Date:** October 9, 2020



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		MSHN	BABH	CEI	CMCMH	GIHN	HBH	TRD	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
<b>General Satisfaction</b>	<b>Domain Average</b>	<b>92%</b>	<b>90%</b>	<b>86%</b>	<b>88%</b>	<b>96%</b>	<b>95%</b>	<b>98%</b>	<b>96%</b>	<b>89%</b>	<b>94%</b>	<b>89%</b>	<b>90%</b>	<b>85%</b>
1. I like the services that I received.	% Agreement	92%	90%	87%	88%	92%	95%	98%	97%	92%	95%	90%	90%	88%
	# Agreement	1865	230	198	174	145	17	60	494	59	148	248	37	55
	Valid Total	2089	272	231	203	156	19	63	527	70	160	281	42	65
2. If I had other choices, I would still choose to get services from this mental healthcare agency.	% Agreement	89%	85%	84%	86%	90%	89%	95%	94%	90%	93%	88%	90%	85%
	# Agreement	1865	230	198	174	145	17	60	494	59	148	248	37	55
	Valid Total	2090	272	235	203	155	19	63	524	70	160	283	41	65
3. I would recommend this agency to a friend or family member.	% Agreement	92%	90%	89%	88%	91%	95%	98%	94%	91%	98%	89%	90%	88%
	# Agreement	1912	246	209	181	148	18	61	493	57	156	248	38	57
	Valid Total	2088	272	235	205	153	19	62	525	70	160	280	42	65
<b>Perception of Access</b>	<b>Domain Average</b>	<b>91%</b>	<b>90%</b>	<b>86%</b>	<b>86%</b>	<b>97%</b>	<b>89%</b>	<b>94%</b>	<b>95%</b>	<b>83%</b>	<b>94%</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>
4. The location of services was convenient.	% Agreement	89%	89%	80%	86%	89%	84%	95%	92%	89%	93%	89%	88%	91%
	# Agreement	1851	240	188	173	152	16	58	478	57	148	245	37	59
	Valid Total	2071	269	234	201	156	19	61	521	70	159	274	42	65
5. Staff were willing to see me as often as I felt it was necessary.	% Agreement	90%	86%	84%	87%	89%	95%	90%	93%	89%	97%	91%	88%	91%
	# Agreement	1869	232	195	178	146	18	57	488	49	155	255	37	59
	Valid Total	2080	269	231	205	154	19	63	526	67	160	279	42	65
6. Staff returned my calls within 24 hours.	% Agreement	88%	82%	85%	83%	87%	74%	95%	94%	87%	97%	84%	86%	91%
	# Agreement	1788	210	197	166	140	14	57	481	51	153	225	36	58
	Valid Total	2029	257	231	200	155	19	60	511	65	158	267	42	64
7. Services were available at times that were good for me.	% Agreement	92%	92%	88%	86%	92%	89%	95%	95%	92%	98%	90%	88%	91%
	# Agreement	1922	249	208	177	148	17	60	501	60	156	250	37	59
	Valid Total	2089	270	236	205	154	19	63	527	70	160	278	42	65
8. I was able to get all the services I thought I needed.	% Agreement	87%	88%	82%	81%	85%	95%	90%	90%	85%	92%	85%	83%	80%
	# Agreement	1816	234	192	166	148	18	57	475	54	146	239	35	52
	Valid Total	2086	267	233	205	156	19	63	527	69	159	281	42	65
9. I was able to see a psychiatrist when I wanted to.	% Agreement	81%	81%	73%	76%	80%	89%	89%	84%	80%	90%	77%	74%	80%
	# Agreement	1562	207	167	146	111	17	48	395	48	136	208	28	51
	Valid Total	1931	257	229	191	124	19	54	469	66	151	269	38	64

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Perception of Quality and Appropriateness	Domain Average	92%	90%	86%	88%	96%	89%	98%	98%	89%	98%	88%	83%	91%
10. Staff believed that I could grow, change and recover.	% Agreement	88%	85%	80%	82%	88%	89%	95%	94%	88%	96%	83%	86%	86%
	# Agreement	1818	224	183	165	149	17	59	492	57	152	228	36	56
	Valid Total	2063	265	228	201	156	19	62	523	70	158	274	42	65
12. I felt free to complain.	% Agreement	86%	80%	78%	83%	85%	79%	92%	92%	85%	96%	81%	81%	80%
	# Agreement	1766	216	180	163	145	15	58	481	51	152	219	34	52
	Valid Total	2062	269	231	197	156	19	63	523	68	159	270	42	65
13. I was given information about my rights.	% Agreement	93%	93%	85%	92%	93%	89%	98%	96%	93%	98%	91%	83%	91%
	# Agreement	1937	251	196	189	146	17	62	507	60	157	258	35	59
	Valid Total	2087	270	231	205	156	19	63	526	68	160	282	42	65
14. Staff encouraged me to take responsibility for how I live my life.	% Agreement	91%	85%	86%	85%	91%	89%	95%	97%	91%	97%	89%	85%	88%
	# Agreement	1877	229	197	170	152	17	57	504	58	152	250	35	56
	Valid Total	2066	270	230	200	156	19	60	521	69	156	280	41	64
15. Staff told me what side effects to watch for.	% Agreement	82%	78%	85%	77%	79%	89%	89%	91%	79%	89%	78%	66%	69%
	# Agreement	1578	203	183	146	100	16	47	436	41	132	207	25	42
	Valid Total	1919	260	216	189	129	18	53	481	59	148	267	38	61
16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	% Agreement	93%	90%	89%	87%	93%	95%	97%	96%	93%	97%	92%	86%	91%
	# Agreement	1927	242	208	179	154	18	59	504	58	154	257	36	58
	Valid Total	2080	268	234	205	156	19	61	524	69	158	280	42	64
18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	% Agreement	89%	86%	82%	89%	90%	89%		94%	90%	98%	86%	83%	86%
	# Agreement	1721	215	175	176	149	17	0	464	52	147	241	34	51
	Valid Total	1923	250	213	197	156	19	0	495	63	150	280	41	59
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	% Agreement	89%	88%	84%	85%	89%	89%	#####	96%	89%	96%	86%	83%	80%
	# Agreement	1785	235	196	169	144	17	0	493	54	153	238	35	51
	Valid Total	1923	250	213	197	156	19	0	495	63	150	280	41	59
20. I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line, etc.).	% Agreement	85%	76%	78%	81%	83%	82%	#####	91%	83%	92%	82%	77%	85%
	# Agreement	1643	197	177	155	146	14	0	461	46	141	224	30	52
	Valid Total	1944	258	227	191	156	17	0	507	62	154	272	39	61

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Perception of Participation in Treatment Planning		Domain Average	92%	90%	86%	85%	97%	89%	92%	97%	91%	97%	88%	81%	91%
11. I felt comfortable asking questions about my treatment, services and medication.	% Agreement	90%	88%	86%	85%	89%	89%	94%	96%	89%	97%	86%	83%	83%	
	# Agreement	1881	238	201	171	149	17	59	503	61	155	239	35	53	
	Valid Total	2082	269	234	202	156	19	63	525	70	160	278	42	64	
17. I, not staff, decided my treatment goals.	% Agreement	87%	84%	81%	80%	86%	84%	92%	96%	86%	94%	75%	81%	87%	
	# Agreement	1794	228	183	162	146	16	57	505	56	148	205	34	54	
	Valid Total	2065	270	227	203	155	19	62	525	70	158	272	42	62	
Perception of Outcome of Services		Domain Average	75%	65%	77%	67%	80%	58%	67%	85%	69%	79%	73%	60%	77%
21. I deal more effectively with daily problems.	% Agreement	80%	71%	80%	73%	78%	63%	79%	87%	78%	91%	77%	76%	78%	
	# Agreement	1669	189	186	149	136	12	50	458	48	145	213	32	51	
	Valid Total	2077	268	232	203	155	19	63	525	69	160	276	42	65	
22. I am better able to control my life.	% Agreement	78%	69%	79%	74%	76%	58%	69%	84%	76%	89%	73%	67%	78%	
	# Agreement	1626	188	184	151	135	11	43	442	46	143	205	28	50	
	Valid Total	2084	272	232	204	156	19	62	524	69	160	280	42	64	
23. I am better able to deal with crisis.	% Agreement	74%	66%	77%	67%	72%	42%	66%	81%	72%	85%	69%	64%	66%	
	# Agreement	1535	177	178	136	130	8	41	424	44	135	192	27	43	
	Valid Total	2073	270	231	203	156	19	62	521	68	158	278	42	65	
24. I am getting along better with my family.	% Agreement	73%	67%	77%	69%	70%	84%	70%	78%	70%	84%	74%	69%	58%	
	# Agreement	1475	174	171	135	110	16	42	397	37	132	195	29	37	
	Valid Total	2012	259	222	195	149	19	60	511	69	158	264	42	64	
25. I do better in social situations.	% Agreement	65%	54%	68%	59%	62%	32%	57%	74%	62%	78%	63%	62%	58%	
	# Agreement	1281	146	154	117	95	6	35	317	46	124	177	26	38	
	Valid Total	1975	270	227	200	155	19	61	429	69	158	280	42	65	
26. I do better in school and/or work.	% Agreement	62%	52%	67%	50%	60%	64%	51%	76%	60%	78%	65%	45%	67%	
	# Agreement	761	92	106	70	49	7	23	151	31	60	131	13	28	
	Valid Total	1231	176	158	141	103	11	45	198	48	77	203	29	42	
27. My housing situation has improved.	% Agreement	69%	63%	72%	61%	68%	60%	64%	74%	68%	81%	71%	57%	60%	
	# Agreement	1271	149	151	110	76	9	34	351	35	117	184	21	34	
	Valid Total	1843	237	210	180	117	15	53	472	61	145	259	37	57	
28. My symptoms are not bothering me as much. (Outcomes)	% Agreement	60%	54%	70%	59%	60%	37%	56%	72%	60%	70%	62%	43%	58%	
	# Agreement	1317	142	159	120	110	7	34	372	37	111	169	18	38	
	Valid Total	2055	264	228	204	156	19	61	515	69	158	274	42	65	

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<b>Perception of Functioning</b>	<b>Domain Average</b>	<b>77%</b>	<b>71%</b>	<b>78%</b>	<b>65%</b>	<b>82%</b>	<b>68%</b>	<b>65%</b>	<b>87%</b>	<b>73%</b>	<b>87%</b>	<b>73%</b>	<b>71%</b>	<b>68%</b>
29. I do things that are more meaningful to me.	% Agreement	74%	64%	75%	63%	72%	58%	66%	83%	72%	87%	73%	64%	65%
	# Agreement	1536	171	171	127	130	11	40	435	44	136	202	27	42
	Valid Total	2070	267	229	202	155	19	61	526	70	157	277	42	65
30. I am better able to take care of my needs.	% Agreement	78%	73%	78%	66%	75%	63%	65%	87%	75%	89%	71%	74%	68%
	# Agreement	1613	196	181	134	134	12	40	453	49	141	198	31	44
	Valid Total	2077	268	231	204	155	19	62	523	70	159	279	42	65
31. I am better able to handle things when they go wrong.	% Agreement	68%	59%	73%	62%	66%	32%	59%	77%	66%	83%	63%	55%	62%
	# Agreement	1415	161	168	125	103	6	36	401	43	130	179	23	40
	Valid Total	2075	271	230	201	154	19	61	523	70	157	282	42	65
32. I am better able to do things that I want to do.	% Agreement	72%	64%	74%	63%	69%	58%	67%	80%	69%	85%	68%	61%	68%
	# Agreement	1488	172	169	127	117	11	40	420	39	134	190	25	44
	Valid Total	2069	270	229	202	154	19	60	525	67	158	279	41	65
<b>Perception of Social Connectedness</b>	<b>Domain Average</b>	<b>81%</b>	<b>76%</b>	<b>83%</b>	<b>70%</b>	<b>85%</b>	<b>68%</b>	<b>75%</b>	<b>89%</b>	<b>70%</b>	<b>91%</b>	<b>80%</b>	<b>69%</b>	<b>71%</b>
33. I am happy with the friendships I have.	% Agreement	78%	72%	80%	68%	76%	74%	74%	83%	76%	92%	76%	64%	60%
	# Agreement	1603	190	183	138	134	14	45	430	47	147	209	27	39
	Valid Total	2061	263	230	203	154	19	61	521	68	160	275	42	65
34. I have people with who I can do enjoyable things.	% Agreement	79%	75%	80%	68%	77%	68%	79%	85%	77%	86%	80%	74%	70%
	# Agreement	1644	199	184	137	130	13	49	447	49	138	222	31	45
	Valid Total	2071	266	230	202	154	19	62	526	69	160	277	42	64
35. I feel I belong in my community.	% Agreement	65%	57%	67%	54%	62%	42%	52%	75%	62%	75%	69%	38%	57%
	# Agreement	1336	149	155	105	103	8	29	392	35	117	190	16	37
	Valid Total	2055	263	232	196	154	19	56	525	69	157	277	42	65
36. In a crisis, I would have the support I need from family or friends.	% Agreement	81%	79%	82%	76%	79%	68%	73%	86%	79%	91%	81%	71%	73%
	# Agreement	1680	210	188	152	129	13	46	451	45	145	224	30	47
	Valid Total	2066	265	229	201	153	19	63	525	69	160	276	42	64

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Questions	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.51	1.57	1.60	1.61	1.36	1.47	1.46	1.42	1.71	1.42	1.55	1.64	1.48
Q1. I like the services that I received.	1.52	1.60	1.62	1.60	1.46	1.47	1.30	1.42	1.71	1.46	1.58	1.52	1.45
Q13. I was given information about my rights.	1.52	1.55	1.76	1.49	1.48	1.58	1.43	1.45	1.60	1.45	1.53	1.69	1.42
Q7. Services were available at times that were good for me.	1.56	1.60	1.69	1.64	1.47	1.68	1.49	1.46	1.74	1.49	1.59	1.52	1.45
Q3. I would recommend this agency to a friend or family member.	1.56	1.62	1.62	1.57	1.50	1.47	1.29	1.50	1.77	1.42	1.66	1.57	1.54
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.59	1.67	1.70	1.70	1.44	1.68	1.49	1.47	1.66	1.48	1.67	1.74	1.58
Q5. Staff were willing to see me as often as I felt it was necessary.	1.59	1.71	1.71	1.63	1.51	1.47	1.57	1.52	1.93	1.43	1.57	1.67	1.38
Q14. Staff encouraged me to take responsibility for how I live my life.	1.59	1.76	1.70	1.73	1.45	1.58	1.57	1.45	1.77	1.47	1.64	1.63	1.56
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	1.60	1.70	1.81	1.57	1.43	1.63		1.50	1.68	1.45	1.71	1.80	1.53
Q10. Staff believed that I could grow, change and recover.	1.61	1.71	1.79	1.71	1.47	1.53	1.52	1.49	1.73	1.44	1.72	1.62	1.52
Q2. If I had other choices, I would still choose to get services from this mental health agency.	1.62	1.74	1.74	1.68	1.55	1.53	1.43	1.50	1.80	1.53	1.67	1.54	1.55
Q4. The location of services was convenient.	1.62	1.61	1.87	1.60	1.48	1.74	1.44	1.57	1.83	1.55	1.65	1.71	1.38
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	1.63	1.69	1.77	1.69	1.48	1.63		1.49	1.91	1.50	1.73	1.86	1.73
Q6. Staff returned my calls within 24 hours.	1.64	1.79	1.77	1.71	1.59	1.79	1.50	1.50	1.88	1.53	1.71	1.67	1.47
Q17. I, not staff, decided my treatment goals.	1.66	1.74	1.82	1.77	1.48	1.68	1.60	1.45	1.87	1.54	1.93	1.86	1.52
Q8. I was able to get all the services I thought I needed.	1.68	1.67	1.80	1.79	1.53	1.58	1.65	1.59	1.93	1.62	1.72	1.69	1.68

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Questions	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q12. I felt free to complain.	1.69	1.84	1.90	1.78	1.52	1.84	1.60	1.52	1.93	1.52	1.79	1.86	1.63
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1.74	1.90	1.89	1.80	1.51	1.76		1.61	1.89	1.62	1.77	2.05	1.62
Q15. Staff told me what side effects to watch for.	1.80	1.91	1.72	1.88	1.88	1.56	1.75	1.63	2.05	1.70	1.93	2.21	1.95
Q9. I was able to see a psychiatrist when I wanted to.	1.84	1.85	2.12	1.93	1.66	1.68	1.72	1.72	1.92	1.72	1.90	2.08	1.70
Q36. In a crisis, I would have the support I need from family or friends.	1.84	1.94	1.81	1.90	1.80	1.95	2.16	1.70	2.26	1.74	1.82	2.24	1.94
Q21. I deal more effectively with daily problems.	1.89	2.13	1.94	2.01	1.68	2.21	2.00	1.70	2.16	1.73	1.97	2.05	1.77
Q34. I have people with who I can do enjoyable things.	1.91	2.05	1.96	2.13	1.81	2.16	2.05	1.75	2.13	1.74	1.88	2.07	2.00
Q22. I am better able to control my life.	1.92	2.14	1.93	1.98	1.73	2.42	2.19	1.77	2.25	1.70	2.01	2.07	1.86
Q33. I am happy with the friendships I have.	1.94	2.05	1.96	2.11	1.82	2.00	2.13	1.82	2.18	1.68	1.92	2.19	2.20
Q30. I am better able to take care of my needs.	1.96	2.13	1.99	2.17	1.77	2.26	2.29	1.75	2.24	1.78	2.04	2.05	2.02
Q23. I am better able to deal with crisis.	2.01	2.24	2.00	2.14	1.81	2.58	2.27	1.82	2.18	1.79	2.12	2.29	2.05
Q29. I do things that are more meaningful to me.	2.02	2.24	2.07	2.17	1.89	2.47	2.23	1.85	2.30	1.78	2.01	2.33	2.05
Q24. I am getting along better with my family.	2.03	2.21	2.01	2.07	2.05	1.84	2.22	1.91	2.41	1.83	2.00	2.14	2.22
Q32. I am better able to do things that I want to do.	2.07	2.31	2.07	2.25	1.96	2.21	2.22	1.86	2.40	1.87	2.13	2.29	2.11
Q27. My housing situation has improved.	2.09	2.24	2.06	2.22	2.14	2.27	2.26	1.91	2.48	1.93	2.07	2.27	2.18
Q31. I am better able to handle things when they go wrong.	2.18	2.39	2.15	2.25	2.31	2.68	2.38	1.96	2.34	1.89	2.26	2.50	2.26
Q35. I feel I belong in my community.	2.20	2.42	2.19	2.48	2.19	2.79	2.52	1.96	2.58	2.02	2.06	2.81	2.31
Q26. I do better in school and/or work.	2.23	2.50	2.25	2.43	2.29	2.36	2.56	1.83	2.19	1.94	2.23	2.79	2.10
Q25. I do better in social situations.	2.25	2.50	2.18	2.32	2.33	2.79	2.52	2.05	2.22	2.04	2.24	2.48	2.37
Q28. My symptoms are not bothering me as much.	2.27	2.53	2.19	2.44	2.19	2.79	2.43	2.07	2.55	2.18	2.23	2.69	2.29