

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 were 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 adults with a mental illness, 18 years and older, who received services between June 1, 2021 and July 30, 2021. The raw data was required to be received by MSHN no later than August 8, 2021. MSHN prepared an analysis, which included comparison data of CMHSPs.

Changes made to the methodology include the following:

- FY2019/20 The population group was expanded to include all youth individuals and families served. As a result of the pandemic and emergency orders, accommodations were made in the distribution methods by allowing mailed survey, phone surveys, electronic surveys, and face to face when available.

Seven subscales are included in the survey. Each subscale included 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. Questions left "Blank" or a response choice of "Not Applicable" are removed from the sample. To obtain individual subscale scores, each response is assigned the following numerical values:

Strongly Agree=1

Agree=2

Neutral=3

Disagree=4

Strongly Disagree=5

Not Applicable=9

Individuals missing more than 1/3 of total responses (blanks, or invalid response) are excluded from the calculations. Subscale line items that include a blank result in all subscale line items to be 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 subscale line item 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 and CMHSP
 - By Subscale
 - By Subscale Line Item

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 31th, 2021.

Figure 1 MSHN and CMHSP participant response rates

MHSIP	2013	2014	2015	2016	2019/20**	2020/21**		
	Response Rates	Distributed/ Served	Received					
MSHN	41%	34%	46%	56%	18%	15%	9323	1444
BABH	41%	64%	59%	29%	19%	17%	1206	205
CEI	44%	13%	46%	47%	13%	3%	919	26
CMHCM	55%	21%	28%	81%	11%	13%	2113	282
GIHN	*	*	*	*	35%	8%	471	39
HBH	18%	23%	58%	41%	5%	7%	220	16
The Right Door	50%	*	*	*	13%	23%	362	83
Lifeways	23%	37%	43%	42%	32%	31%	1398	428
MCN	26%	25%	40%	27%	20%	10%	252	26
NCMH	17%	*	*	*	34%	21%	530	110
Saginaw	85%	78%	88%	60%	14%	10%	1376	141
Shiawassee	45%	38%	45%	93%	20%	12%	234	28
TBHS	87%	50%	52%	100%	25%	25%	242	60

*No data available ** 2019/20 all adult programs (ACT, OPT, CSM) included in the results

Survey Findings

MSHN’s percentage of agreement for each subscale for FY21 scored above the desired threshold for four out of seven subscales. Figure 2 demonstrates the percentage of agreement for each subscale. MSHN scored the highest in the “Perception of Quality and Appropriateness” and “Perception of Participation in Treatment Planning” and “General Satisfaction”. The subscales that did not score above the desired threshold of 80% include “Perception of Social Connectedness”, “Perception of Functioning”, and “Perception of Outcome of Services”.

Figure 2. MSHN Subscale Ranking Percentage of Agreement

Subscale	2013	2014	2015	2016/17	2019/20	FY20 U.S Rate	2021
Perception of Quality and Appropriateness	89%	97%	83%	85%	92%	90.8%	92%
Perception of Participation in Treatment Planning	86%	94%	88%	84%	92%	86.9%	93%
General Satisfaction	86%	90%	84%	83%	92%	90.1%	92%
Perception of Access	91%	92%	85%	85%	91%	88.9%	92%
Perception of Social Connectedness	84%	82%	78%	70%	81%	79.2%	79%
Perception of Functioning	84%	73%	70%	72%	77%	-	76%
Perception of Outcome of Services	73%	84%	56%	70%	75%	79.6%	71%

2019/20 forward includes all programs (OPT/CSM/ACT) included in the results.

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 calculates the percentage of those who demonstrated a 2.50 or below. The MSHN score of each subscale since 2013 is demonstrated in Figure 3. The CMHSP score of each subscale since 2013 is exhibited in Appendix A.

Figure 3. MSHN MHSIP Longitudinal Data by Subscale and Subscale Line Item (2013-2017 include ACT only; beginning 2019 includes adults in OPT, CSM, ACT).

Adults	2013	2014	2015	2016/17	2019/20	2020/21
General Satisfaction	86%	90%	84%	83%	92%	92%
Q1. I like the services that I received.	88%	92%	89%	86%	92%	92%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	83%	84%	83%	81%	89%	88%
Q3. I would recommend this agency to a friend or family member.	84%	91%	83%	82%	92%	91%
Perception of Access	91%	92%	85%	85%	91%	92%
Q4. The location of services was convenient.	83%	87%	85%	82%	89%	90%
Q5. Staff were willing to see me as often as I felt it was necessary.	91%	89%	88%	89%	90%	90%
Q6. Staff returned my calls within 24 hours.	86%	90%	90%	84%	88%	87%
Q7. Services were available at times that were good for me.	88%	91%	87%	88%	92%	93%
Q8. I was able to get all the services I thought I needed.	84%	87%	84%	83%	87%	88%
Q9. I was able to see a psychiatrist when I wanted to.	80%	83%	80%	79%	81%	81%
Perception of Quality and Appropriateness	89%	97%	83%	85%	92%	92%
Q10. Staff believed that I could grow, change and recover.	87%	91%	88%	86%	88%	90%
Q12. I felt free to complain.	79%	85%	77%	79%	86%	90%
Q13. I was given information about my rights.	90%	91%	90%	90%	93%	92%
Q14. Staff encouraged me to take responsibility for how I live my life.	88%	92%	88%	86%	91%	88%
Q15. Staff told me what side effects to watch for.	78%	84%	79%	75%	82%	83%
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%	93%
Q18. Staff were sensitive to my cultural/ ethnic background.	82%	91%	81%	79%	89%	87%
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%	89%
Q20. I was encouraged to use consumer-run programs.	84%	93%	84%	80%	85%	84%
Perception of Participation in Treatment Planning	86%	94%	88%	84%	92%	93%
Q11. I felt comfortable asking questions about my treatment, services, and medication.	86%	93%	89%	88%	90%	90%
Q17. I, not staff, decided my treatment goals.	80%	87%	80%	79%	87%	87%

Perception of Outcome of Services	73%	84%	56%	70%	75%	71%
Q21. I deal more effectively with daily problems.	80%	84%	82%	77%	80%	79%
Q22. I am better able to control my life.	81%	82%	79%	78%	78%	76%
Q23. I am better able to deal with crisis.	76%	79%	77%	76%	74%	72%
Q24. I am getting along better with my family.	78%	74%	76%	69%	73%	70%
Q25. I do better in social situations.	68%	70%	78%	63%	65%	61%
Q26. I do better in school and/or work.	58%	61%	60%	35%	62%	63%
Q27. My housing situation has improved.	69%	76%	73%	64%	69%	64%
Q28. My symptoms are not bothering me as much.	71%	66%	72%	66%	60%	64%
Perception of Functioning	84%	73%	70%	72%	77%	76%
Q29. I do things that are more meaningful to me.	80%	75%	75%	74%	74%	73%
Q30. I am better able to take care of my needs.	82%	79%	81%	75%	78%	75%
Q31. I am better able to handle things when they go wrong.	74%	72%	74%	71%	68%	68%
Q32. I am better able to do things that I want to do.	79%	77%	72%	71%	72%	70%
Perception of Social Connectedness	84%	82%	78%	70%	81%	79%
Q33. I am happy with the friendships I have.	85%	77%	81%	68%	78%	75%
Q34. I have people with who I can do enjoyable things.	80%	79%	82%	71%	79%	79%
Q35. I feel I belong in my community.	71%	70%	70%	62%	65%	61%
Q36. In a crisis, I would have the support I need from family or friends.	81%	79%	74%	73%	81%	76%

The second method provides the mean or average of each question. A score of 2.50 or lower indicates agreement with the statement. Figure 4 provides the mean of each subcategory.

Figure 4. MSHN 2020/21 Subscale Ranking Mean <=2.50 indicates agreement

Subscale	FY20	FY21
General Satisfaction	1.56	1.59
Perception of Participation in Treatment Planning	1.62	1.61
Perception of Quality and Appropriateness	1.63	1.62
Perception of Access	1.65	1.66
Perception of Social Connectedness	1.97	2.09
Perception of Functioning	2.06	2.13
Perception of Outcome of Services	2.08	2.16

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 (93%)
- General Satisfaction (92%)
- Perception of Access (92%)

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. (1.49)
- Q1. I like the services that I received. (1.56)
- Q13. I was given information about my rights. (1.53)
- Q7. Services were available at times that were good for me. (1.56)
- Q4. The location of services was convenient. (1.57)
- Q11. I felt comfortable asking questions about my treatment, services, and medication.

Growth areas to consider include performance below 80% for subscales or above 2.50 in the subscale line items indicating disagreement. 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 those that ranked the lowest or demonstrated a decrease since the previous year.

Subscales where MSHN did not score above the desired performance included the following:

- Perception of Social Functioning (76%)
- Perception of Outcomes of Services (71%)
- Perception of Social Connectedness (79%)

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

- Q35. I feel I belong in my community. (2.35)
- Q26. I do better in school and/or work. (2.28)
- Q25. I do better in social situations. (2.35)
- Q28. My symptoms are not bothering me as much. (2.32)
- Q27. My housing situation has improved. (2.23)

Recommendations

- Distribute the 2020/21 Perception of Care Report to the CMHSP participants through the following committee/council review: Quality Improvement Council (QIC), 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.
- Modify the methodology to include a recommended length of time an individual should be in services prior to taking the survey.

Completed by: Sandy Gettel Quality Manager MSHN

Reviewed by MSHN QIC

Reviewed by Regional Consumer Advisory Council

Date: September 20, 2021

Date: September 23, 2021

Date: October 8, 2021

Appendix A. MHSIP MSHN and CMHSP Longitudinal Data of Percentage of Agreement.

Report not completed in 2018. *No Utilizers of ACT Services **No ACT Program

		MSHN	BABH	CEI	CMHCM	GIHN	HBH	The Right Door	Lifeways	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%
	2020/21	92%	92%	74%	88%	95%	100%	99%	94%	88%	98%	88%	89%	93%
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%
	2020/21	92%	94%	68%	87%	93%	100%	94%	94%	87%	94%	88%	96%	93%
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%
	2020/21	92%	88%	67%	88%	97%	91%	95%	98%	91%	94%	88%	92%	96%
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%
	2020/21	93%	91%	67%	85%	97%	93%	98%	97%	92%	98%	90%	96%	95%
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%
	2020/21	71%	62%	50%	65%	72%	77%	71%	92%	72%	79%	73%	59%	71%
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%
	2020/21	76%	65%	54%	70%	75%	88%	73%	85%	72%	87%	76%	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%
	2020/21	79%	70%	68%	73%	79%	88%	67%	85%	84%	87%	85%	71%	83%

Appendix B. MHSIP-The mean score for each subscale line item

2021	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
General Satisfaction	1.59	1.56	2.35	1.69	1.35	1.35	1.29	1.62	1.96	1.44	1.63	1.65	1.47
Q1. I like the services that I received.	1.56	1.52	2.08	1.63	1.33	1.31	1.35	1.60	1.69	1.35	1.61	1.61	1.47
Q2. If I had other choices, I would still choose to get services from this mental health agency.	1.65	1.60	2.61	1.79	1.41	1.31	1.23	1.64	2.31	1.54	1.69	1.64	1.52
Q3. I would recommend this agency to a friend or family member.	1.58	1.56	2.38	1.65	1.31	1.44	1.27	1.61	1.88	1.44	1.58	1.71	1.42
Perception of Access	1.66	1.64	2.20	1.76	1.44	1.41	1.48	1.63	1.94	1.61	1.67	1.66	1.55
Q4. The location of services was convenient.	1.57	1.57	2.04	1.59	1.34	1.44	1.39	1.54	1.73	1.71	1.55	1.44	1.60
Q5. Staff were willing to see me as often as I felt it was necessary.	1.62	1.60	2.15	1.73	1.41	1.44	1.46	1.60	1.96	1.46	1.70	1.71	1.42
Q6. Staff returned my calls within 24 hours.	1.70	1.71	2.32	1.83	1.53	1.27	1.41	1.66	2.08	1.63	1.77	1.68	1.53
Q7. Services were available at times that were good for me.	1.56	1.57	1.96	1.62	1.28	1.19	1.27	1.58	1.88	1.52	1.59	1.64	1.47
Q8. I was able to get all the services I thought I needed.	1.67	1.59	2.31	1.81	1.44	1.38	1.59	1.64	1.77	1.67	1.71	1.57	1.57
Q9. I was able to see a psychiatrist when I wanted to.	1.83	1.84	2.45	1.99	1.71	1.79	1.78	1.76	2.25	1.67	1.70	1.92	1.73
Perception of Quality and Appropriateness	1.62	1.69	2.21	1.69	1.39	1.50	1.48	1.51	1.85	1.64	1.72	1.71	1.56
Q10. Staff believed that I could grow, change and recover.	1.58	1.65	1.96	1.67	1.21	1.69	1.42	1.51	1.65	1.53	1.74	1.56	1.47
Q12. I felt free to complain.	1.59	1.75	2.28	1.48	1.44	1.69	1.46	1.51	1.88	1.65	1.72	1.79	1.55
Q13. I was given information about my rights.	1.53	1.55	2.08	1.64	1.33	1.50	1.43	1.39	1.96	1.59	1.56	1.57	1.50
Q14. Staff encouraged me to take responsibility for how I live my life.	1.63	1.74	2.04	1.88	1.26	1.38	1.48	1.47	1.72	1.61	1.71	1.52	1.46
Q15. Staff told me what side effects to watch for.	1.74	1.90	2.52	1.52	1.60	1.57	1.68	1.65	2.04	1.83	1.94	2.07	1.84
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.49	1.47	2.08	1.68	1.15	1.33	1.28	1.41	1.62	1.46	1.59	1.39	1.43
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	1.64	1.69	2.10	1.91	1.44	1.38	1.47	1.47	1.88	1.65	1.61	1.70	1.55
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	1.65	1.67	2.38	1.60	1.45	1.47	1.58	1.62	1.81	1.61	1.73	1.78	1.62
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1.74	1.81	2.45	1.86	1.63	1.47	1.55	1.54	2.12	1.82	1.87	2.00	1.67
Perception of Participation in Treatment Planning	1.61	1.65	2.08	1.78	1.35	1.48	1.49	1.47	1.86	1.59	1.65	1.73	1.60
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.57	1.56	2.04	1.80	1.33	1.33	1.40	1.48	1.85	1.50	1.57	1.61	1.51
Q17. I, not staff, decided my treatment goals.	1.64	1.73	1.96	1.75	1.36	1.63	1.59	1.47	1.88	1.68	1.73	1.85	1.68

Quality Assessment and Performance Improvement Program
MHSIP Annual Survey Report

Perception of Outcome of Services	2.16	2.30	2.82	2.26	2.05	1.78	2.22	2.04	2.19	2.03	2.05	2.40	2.18
Q21. I deal more effectively with daily problems.	1.96	2.14	2.67	1.98	1.74	1.73	1.94	1.89	2.00	1.70	2.04	2.21	1.97
Q22. I am better able to control my life.	2.01	2.16	2.69	2.05	1.90	1.56	1.92	1.95	2.08	1.85	1.99	2.25	2.07
Q23. I am better able to deal with crisis.	2.09	2.24	2.71	2.26	1.85	1.75	2.10	1.96	2.00	1.96	2.01	2.18	2.10
Q24. I am getting along better with my family.	2.15	2.23	2.88	2.28	2.03	1.87	2.01	2.14	2.08	2.00	1.90	2.44	2.12
Q25. I do better in social situations.	2.35	2.45	2.85	2.47	2.26	1.81	2.53	1.95	2.24	2.28	2.17	2.61	2.30
Q26. I do better in school and/or work.	2.28	2.49	3.17	2.43	2.24	1.57	2.44	1.98	2.28	2.12	2.22	2.43	2.36
Q27. My housing situation has improved.	2.23	2.22	2.71	2.23	2.18	2.07	2.33	2.23	2.35	2.25	1.98	2.46	2.25
Q28. My symptoms are not bothering me as much.	2.32	2.53	2.85	2.40	2.30	1.80	2.59	2.16	2.56	2.17	2.15	2.64	2.36
Perception of Functioning	2.13	2.31	2.87	2.22	2.06	1.73	2.24	1.98	2.27	1.97	2.05	2.24	2.17
Q29. I do things that are more meaningful to me.	2.09	2.24	2.88	2.18	2.00	1.75	2.16	1.96	2.20	1.94	1.99	2.25	2.20
Q30. I am better able to take care of my needs.	2.04	2.23	2.88	2.12	1.95	1.81	2.11	1.93	2.19	1.79	1.97	2.14	2.08
Q31. I am better able to handle things when they go wrong.	2.21	2.46	2.88	2.31	2.13	1.63	2.32	2.04	2.31	2.05	2.17	2.25	2.20
Q32. I am better able to do things that I want to do.	2.16	2.33	2.81	2.26	2.16	1.75	2.36	1.98	2.38	2.09	2.07	2.32	2.20
Perception of Social Connectedness	2.09	2.13	2.49	2.18	1.96	1.94	2.32	2.08	2.14	1.90	1.90	2.16	1.98
Q33. I am happy with the friendships I have.	2.03	2.07	2.42	2.10	1.95	1.75	2.25	2.02	2.16	1.81	1.88	2.07	2.00
Q34. I have people with who I can do enjoyable things.	1.99	2.03	2.42	2.06	1.77	1.94	2.06	1.98	2.12	1.79	1.90	2.25	1.87
Q35. I feel I belong in my community.	2.35	2.40	2.68	2.53	2.44	2.27	2.90	2.23	2.42	2.23	2.08	2.21	2.31
Q36. In a crisis, I would have the support I need from family or friends.	1.98	2.02	2.42	2.03	1.67	1.81	2.10	2.09	1.85	1.75	1.74	2.11	1.75

Appendix C. MHSIP Subscale Line Item Ranked

Questions	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Life-ways	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.	1.49	1.47	2.08	1.68	1.15	1.33	1.28	1.41	1.62	1.46	1.59	1.39	1.43
Q13. I was given information about my rights.	1.53	1.55	2.08	1.64	1.33	1.50	1.43	1.39	1.96	1.59	1.56	1.57	1.50
Q1. I like the services that I received.	1.56	1.52	2.08	1.63	1.33	1.31	1.35	1.60	1.69	1.35	1.61	1.61	1.47
Q7. Services were available at times that were good for me.	1.56	1.57	1.96	1.62	1.28	1.19	1.27	1.58	1.88	1.52	1.59	1.64	1.47
Q4. The location of services was convenient.	1.57	1.57	2.04	1.59	1.34	1.44	1.39	1.54	1.73	1.71	1.55	1.44	1.60
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.57	1.56	2.04	1.80	1.33	1.33	1.40	1.48	1.85	1.50	1.57	1.61	1.51
Q3. I would recommend this agency to a friend or family member.	1.58	1.56	2.38	1.65	1.31	1.44	1.27	1.61	1.88	1.44	1.58	1.71	1.42
Q10. Staff believed that I could grow, change and recover.	1.58	1.65	1.96	1.67	1.21	1.69	1.42	1.51	1.65	1.53	1.74	1.56	1.47
Q12. I felt free to complain.	1.59	1.75	2.28	1.48	1.44	1.69	1.46	1.51	1.88	1.65	1.72	1.79	1.55
Q5. Staff were willing to see me as often as I felt it was necessary.	1.62	1.60	2.15	1.73	1.41	1.44	1.46	1.60	1.96	1.46	1.70	1.71	1.42
Q14. Staff encouraged me to take responsibility for how I live my life.	1.63	1.74	2.04	1.88	1.26	1.38	1.48	1.47	1.72	1.61	1.71	1.52	1.46
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	1.64	1.69	2.10	1.91	1.44	1.38	1.47	1.47	1.88	1.65	1.61	1.70	1.55
Q17. I, not staff, decided my treatment goals.	1.64	1.73	1.96	1.75	1.36	1.63	1.59	1.47	1.88	1.68	1.73	1.85	1.68
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	1.65	1.67	2.38	1.60	1.45	1.47	1.58	1.62	1.81	1.61	1.73	1.78	1.62
Q2. If I had other choices, I would still choose to get services from this mental health agency.	1.65	1.60	2.61	1.79	1.41	1.31	1.23	1.64	2.31	1.54	1.69	1.64	1.52
Q8. I was able to get all the services I thought I needed.	1.67	1.59	2.31	1.81	1.44	1.38	1.59	1.64	1.77	1.67	1.71	1.57	1.57
Q6. Staff returned my calls within 24 hours.	1.70	1.71	2.32	1.83	1.53	1.27	1.41	1.66	2.08	1.63	1.77	1.68	1.53
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1.74	1.81	2.45	1.86	1.63	1.47	1.55	1.54	2.12	1.82	1.87	2.00	1.67
Q15. Staff told me what side effects to watch for.	1.74	1.90	2.52	1.52	1.60	1.57	1.68	1.65	2.04	1.83	1.94	2.07	1.84
Q9. I was able to see a psychiatrist when I wanted to.	1.83	1.84	2.45	1.99	1.71	1.79	1.78	1.76	2.25	1.67	1.70	1.92	1.73
Q21. I deal more effectively with daily problems.	1.96	2.14	2.67	1.98	1.74	1.73	1.94	1.89	2.00	1.70	2.04	2.21	1.97
Q36. In a crisis, I would have the support I need from family or friends.	1.98	2.02	2.42	2.03	1.67	1.81	2.10	2.09	1.85	1.75	1.74	2.11	1.75
Q34. I have people with who I can do enjoyable things.	1.99	2.03	2.42	2.06	1.77	1.94	2.06	1.98	2.12	1.79	1.90	2.25	1.87
Q22. I am better able to control my life.	2.01	2.16	2.69	2.05	1.90	1.56	1.92	1.95	2.08	1.85	1.99	2.25	2.07
Q33. I am happy with the friendships I have.	2.03	2.07	2.42	2.10	1.95	1.75	2.25	2.02	2.16	1.81	1.88	2.07	2.00
Q30. I am better able to take care of my needs.	2.04	2.23	2.88	2.12	1.95	1.81	2.11	1.93	2.19	1.79	1.97	2.14	2.08
Q23. I am better able to deal with crisis.	2.09	2.24	2.71	2.26	1.85	1.75	2.10	1.96	2.00	1.96	2.01	2.18	2.10
Q29. I do things that are more meaningful to me.	2.09	2.24	2.88	2.18	2.00	1.75	2.16	1.96	2.20	1.94	1.99	2.25	2.20

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Questions	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Life-ways	MCN	NCMH	SCCMH	SHW	TBHS
Q24. I am getting along better with my family.	2.15	2.23	2.88	2.28	2.03	1.87	2.01	2.14	2.08	2.00	1.90	2.44	2.12
Q32. I am better able to do things that I want to do.	2.16	2.33	2.81	2.26	2.16	1.75	2.36	1.98	2.38	2.09	2.07	2.32	2.20
Q31. I am better able to handle things when they go wrong.	2.21	2.46	2.88	2.31	2.13	1.63	2.32	2.04	2.31	2.05	2.17	2.25	2.20
Q27. My housing situation has improved.	2.23	2.22	2.71	2.23	2.18	2.07	2.33	2.23	2.35	2.25	1.98	2.46	2.25
Q26. I do better in school and/or work.	2.28	2.49	3.17	2.43	2.24	1.57	2.44	1.98	2.28	2.12	2.22	2.43	2.36
Q28. My symptoms are not bothering me as much.	2.32	2.53	2.85	2.40	2.30	1.80	2.59	2.16	2.56	2.17	2.15	2.64	2.36
Q25. I do better in social situations.	2.35	2.45	2.85	2.47	2.26	1.81	2.53	1.95	2.24	2.28	2.17	2.61	2.30
Q35. I feel I belong in my community.	2.35	2.40	2.68	2.53	2.44	2.27	2.90	2.23	2.42	2.23	2.08	2.21	2.31

Appendix D. MSHN and CMHSP MHSIP Total Valid Count for Each Question

Questions	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q1. I like the services that I received.	1437	204	26	281	39	16	83	426	26	108	141	28	59
Q2. If I had other choices, I would still choose to get services from this mental health agency.	1427	204	23	278	39	16	81	426	26	106	140	28	60
Q3. I would recommend this agency to a friend or family member.	1432	203	26	279	39	16	81	426	26	108	140	28	60
Q4. The location of services was convenient.	1414	195	26	270	38	16	82	427	26	109	138	27	60
Q5. Staff were willing to see me as often as I felt it was necessary.	1430	202	26	280	39	16	80	426	26	108	139	28	60
Q6. Staff returned my calls within 24 hours.	1409	192	25	271	38	15	82	426	25	108	140	28	59
Q7. Services were available at times that were good for me.	1435	203	26	280	39	16	81	428	26	108	140	28	60
Q8. I was able to get all the services I thought I needed.	1437	204	26	280	39	16	82	425	26	110	141	28	60
Q9. I was able to see a psychiatrist when I wanted to.	1287	191	22	261	31	14	68	355	24	100	136	26	59
Q10. Staff believed that I could grow, change and recover.	1417	201	25	276	39	16	78	424	26	109	136	27	60
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1426	203	26	276	39	15	81	423	26	109	141	28	59
Q12. I felt free to complain.	1422	204	25	279	39	16	78	423	26	106	138	28	60
Q13. I was given information about my rights.	1432	203	25	277	39	16	82	426	26	110	140	28	60
Q14. Staff encouraged me to take responsibility for how I live my life.	1394	201	25	253	38	16	81	421	25	110	138	27	59
Q15. Staff told me what side effects to watch for.	1332	193	25	273	35	14	76	365	24	103	140	27	57
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1410	201	25	261	39	15	81	426	26	108	140	28	60
Q17. I, not staff, decided my treatment goals.	1413	203	26	272	39	16	82	427	25	97	139	27	60
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	1351	187	21	270	36	13	77	406	24	101	133	27	56
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	1419	200	26	273	38	15	78	426	26	109	141	27	60
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1389	190	22	278	38	15	76	413	26	107	139	27	58
Q21. I deal more effectively with daily problems.	1429	203	24	278	39	15	80	427	26	109	140	28	60
Q22. I am better able to control my life.	1430	204	26	278	39	16	79	427	26	109	138	28	60
Q23. I am better able to deal with crisis.	1425	201	24	279	39	16	77	426	26	109	140	28	60

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Questions	MSHN	BABH	CEI	CMCMH	GIHN	HBH	The Right Door	Lifeways	MCN	NCMH	SCCMH	SHW	TBHS
Q24. I am getting along better with my family.	1380	195	24	270	39	15	75	409	25	109	135	27	57
Q25. I do better in social situations.	1095	202	26	280	38	16	78	95	25	110	140	28	57
Q26. I do better in school and/or work.	889	140	18	198	29	7	43	227	18	52	100	21	36
Q27. My housing situation has improved.	1280	180	24	248	33	14	66	385	26	102	127	24	51
Q28. My symptoms are not bothering me as much.	1420	200	26	279	37	15	80	423	25	110	138	28	59
Q29. I do things that are more meaningful to me.	1432	202	26	282	39	16	80	425	25	109	140	28	60
Q30. I am better able to take care of my needs.	1426	202	26	275	39	16	79	427	26	109	139	28	60
Q31. I am better able to handle things when they go wrong.	1433	203	26	280	38	16	82	426	26	109	139	28	60
Q32. I am better able to do things that I want to do.	1436	204	26	280	37	16	81	428	26	110	140	28	60
Q33. I am happy with the friendships I have.	1412	197	26	277	39	16	77	423	25	108	136	28	60
Q34. I have people with who I can do enjoyable things.	1421	202	26	272	39	16	81	426	26	108	137	28	60
Q35. I feel I belong in my community.	1409	201	25	272	39	15	73	425	26	109	137	28	59
Q36. In a crisis, I would have the support I need from family or friends.	1417	200	26	276	39	16	78	426	26	109	133	28	60