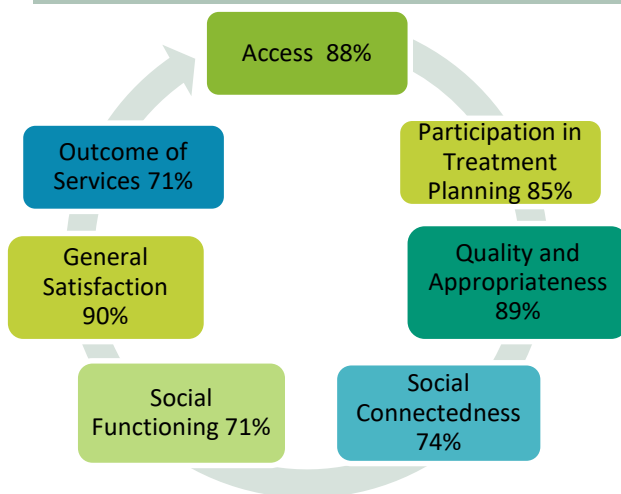


### Executive Summary

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 a representative group of individuals served. MSHN, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, Substance Use Disorder Treatment Providers (SUDTP), and the Michigan Developmental Disabilities Institute (MIDDI) through contract with the Michigan Department of Health and Human Services (MDHHS) utilized the following survey/assessments to obtain feedback related to the perception of care for a representative sample of all served within the MSHN region:

### Survey Findings

Adults receiving services for a mental illness and/or an intellectual developmental disability.



**Key Points:**

- MSHN’s standard is for 80% to agree with the statements in the survey.
  - The Perception of Outcomes of Services, Social Connectedness, and Social Functioning did not meet the standard, however all improved from FY22.
  - Access, Treatment Planning, Quality and Appropriateness, and General

**Distribution:**

- 18225 served during the timeframe.
- 2819 completed a survey.
- 15.47% response rate.

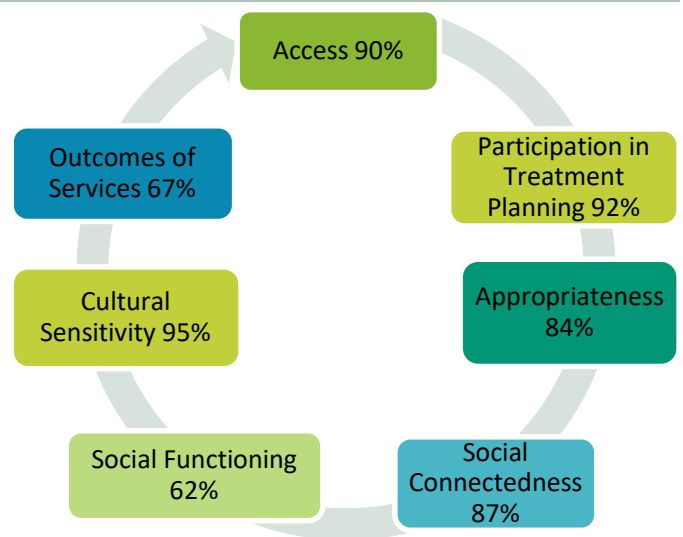
Youth receiving services for a serious emotional disorder and/or an intellectual developmental disability.

**Key Points:**

- MSHN’s standard is for 80% to agree with the statements in the survey.
- The Perception of Outcomes of Services and Social Functioning did not meet the standard.
- Outcomes of Services increased from FY22.
- Appropriateness decreased by 8 percentage points.
- Access decreased by 6 percentage points.

**Distribution:**

- 6881 served during the timeframe.
- 1041 completed the survey.
- 15% response rate.



Adults and adolescents receiving services for a substance use disorder.

**Key Points:**

- Greater than 3.50 indicates a positive response.
- All areas were more than 3.50.
- Each question and focus area decreased from previous year.
- Coordination of Care had the largest decrease.

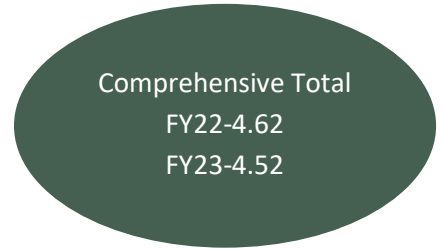
**Distribution:**

3916 served during the timeframe.  
1866 completed a survey.  
48% response rate.

**Scale:**

1-Strongly Disagree → 5-Strongly Agree

Subscales	2022	2023
Welcoming Environment	4.64	4.56
Information on Recipient Rights	4.57	4.48
Cultural /Ethnic Background	4.69	4.59
Treatment Planning/Progress Towards Goals	4.69	4.58
Coordination of Care/Referrals to Other Resources	4.60	4.48



**Recommendations/ Follow-up**

- 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:
  - MHSIP and YSS-Social Functioning
  - MHSIP and YSS-Outcomes of Services
  - MHSIP-Social Connectedness
    - ✓ *Status:* Continue and ongoing. Interventions were not effective for the YSS in demonstrating improvement.
- QIC in collaboration with relevant MSHN committees/council will establish a regional quality improvement plan to address the low response rates.
  - ✓ *Status:* The FY22 response rates for MSHN demonstrated an increase from FY21. (Adults-15% to 22%; children 15% to 21%). The FY23 response rates decreased to 15%
- MSHN and CMHSPs will identify regional barriers, relevant regional interventions, with measures of effectiveness.
  - ✓ *Status:* QIC will continue to utilize the QIP template in the QIC action plan for development of interventions and monitoring of effectiveness.
- Distribution methods will be explored to determine the most effective method. The consumer advisory council indicated most preferred method is face to face then phone.
  - ✓ *Status:* Evaluate the distribution method and consider returning to face to face distribution as was prior to the pandemic.
- Surveys will be streamlined to decrease survey fatigue.
  - ✓ *Status:* A regional workgroup will be developed to determine the most efficient and effective methods of feedback and distribution.

Attachment 1 [MSHN Member Satisfaction Survey Adults with a Mental Illness and/or an Intellectual Developmental Disability.](#)

Attachment 2 [MSHN Member Satisfaction Survey for Children with a Severe Emotional Disturbance and/or an Intellectual Developmental Disability](#)

Attachment 3 [MSHN Member Satisfaction Survey for Individuals Receiving Substance Use Treatment.](#)