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Introduction

The Mid-State Health Network (MSHN) Quality Assessment and Performance Improvement Program administered an annual 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 Youth Satisfaction Survey for Families (YSSF) to conduct a region wide perception of care survey for youth and families who experience a serious emotional disturbance and/or an intellectual developmental disability. The data obtained by each CMHSP was provided to MSHN for regional analysis and was used to determine any areas that may benefit from quality improvement efforts to increase satisfaction and improve services. The survey results were reported to MSHN's Quality Improvement Council (QIC), the Regional Consumer Advisory Council, and is available to stakeholders on the MSHN Website and upon request.

Methodology

The population group included individuals 17 years or younger who had one or more of the following: a mental illness, severe emotional disorder, and/or an intellectual developmental disability.

The results are analyzed by subscale and subscale line item for both the PIHP and the CMHSP. Seven subscales were included in the survey. The subscales are as follows: Quality and Appropriateness (satisfaction with service), Access to Care, Family Participation in Treatment Planning, Outcomes of Care, Cultural Sensitivity of Staff, Social Connectedness, and Social Functioning.

The following were excluded from the subscale calculations:

- Individuals missing more than 1/3 of the questions in that domain.
- Blanks, Not Applicable

Individual mean scores greater than 3.50 were classified as being "in agreement." The total number of respondents "in agreement" was divided by the total number of respondents with the result multiplied by 100. To obtain individual subscale scores, each response is assigned the following numerical values:

Strong Agree = 5

Agree = 4

Neutral = 3

Disagree = 2

Strongly Disagree = 1

Survey Response Rates

The response rate was calculated by dividing the number of surveys received by the number distributed or number served. The number of surveys distributed was determined using two different methods; number mailed, or the number offered. CMHSPs were able to choose the most appropriate method based on their distribution. The process used for the calculation and

distribution may impact the response rates. Ten of the twelve CMHSPs chose to use the number distributed. Figure 1 indicates the return rate for MSHN calculated by the number distributed and/or served based on the CMHSP choice. Figure 1 includes the response rate for the region. Figure 1a includes the method of distribution. The increase in the electronic method may have had an impact on the response rate.

Figure 1. MSHN and CMHSP Participants Return Rate

	2019/20**	FY21	FY22		FY23		FY24	
	Response Rate	Response Rate	Received	Response Rate	Received	Response Rate	Received	Response Rate
MSHN	17%	11%	882	21%	1041	15%	958	11%

Figure 1a. MSHN Distribution Methods

	FY23	FY24
Mailed	28%	32%
Electronic	16%	33%
Face to Face	40%	14%
Phone	16%	19%

Survey Findings

MSHN’s percentage of agreement for each subscale for FY24 scored above the desired threshold for three out of seven subscales. Figure 2 demonstrates the performance of each subscale compared to the previous year. MSHN met the 80% standard and scored the highest in the “Perception of Cultural Sensitivity”, “Perception of Participation in Treatment” followed by “Perception of Access”. The subscales that did not meet the 80% include the following: “Perception of Appropriateness”, “Perception of Outcomes of Services” and “Perception of Social Functioning”, and “Perception of Social Connectedness”. A downward trend was exhibited for all subscales. The largest decrease from the previous year was in the domain “Social Connectedness”.

Individual receiving service indicated that:

- Staff spoke with them in a way they understand.
- They participated in their child’s treatment.
- Staff treated them with respect.
- The location of the services was convenient for them.
- Staff were sensitive to their cultural/ethnic background.
- Staff respected their family’s religious/spiritual beliefs.
- I helped choose my child’s services

Growth opportunities are in the areas of Perception of Outcomes of Services and Perception of Social Functioning where less than 80% agreed with the statements in the survey. Further exploration should occur to determine causal factors for the overall downward trend.

Figure 2. MSHN YSS Longitudinal Data by Subscale and Subscale Line Item (**Distributed during COVID-19)

Youth	**FY20	**FY21	FY22	FY23	FY24
Perception of Access	95%	96%	96%	90%	90%
Q8. The location of services was convenient for us.	94%	97%	95%	93%	94%
Q9. Services were available at times that were convenient for us.	92%	92%	93%	90%	90%
Perception of Participation in Treatment	94%	93%	94%	92%	92%
Q2. I helped to choose my child’s services.	92%	93%	91%	89%	89%
Q3. I helped to choose my child’s treatment goals.	94%	97%	94%	92%	92%
Q6. I participated in my child’s treatment.	96%	87%	95%	93%	96%
Perception of Cultural Sensitivity	98%	99%	98%	95%	95%
Q12. Staff treated me with respect.	97%	97%	97%	95%	95%
Q13. Staff respected my family’s religious/spiritual beliefs.	94%	96%	93%	91%	92%
Q14. Staff spoke with me in a way that I understand.	98%	99%	98%	96%	97%
Q15. Staff were sensitive to my cultural/ethnic background.	94%	96%	93%	92%	93%
Appropriateness	87%	89%	92%	84%	83%
Q1. Overall, I am satisfied with the services my child received.	89%	90%	92%	89%	87%
Q4. The people helping my child stuck with us no matter what.	89%	89%	88%	86%	86%
Q5. I felt my child had someone to talk to when she/he was troubled.	85%	81%	90%	85%	84%
Q7. The services my child and/or family received were right for us.	87%	82%	89%	86%	84%
Q10. My family got the help we wanted for my child.	82%	83%	85%	82%	81%
Q11. My family got as much help as we needed for my child.	75%	80%	80%	79%	76%
Perception of Outcome of Services		62%	68%	66%	67%
Q16. My child is better at handling daily life.		64%	69%	66%	69%
Q17. My child gets along better with family.		63%	70%	66%	73%
Q18. My child gets along better with friends and other people.		64%	69%	64%	71%
Q19. My child is doing better in school and/or work.		53%	62%	60%	63%
Q20. My child is better able to cope when things go wrong.		56%	59%	60%	51%
Q21. I am satisfied with our family life right now.		66%	70%	66%	67%
Q22. My child is better able to do things he or she wants to do.		69%	71%	70%	65%
Perception of Social Connectedness		92%	92%	92%	85%
Q23. I know people who will listen and understand me when I need to talk.		89%	91%	89%	87%
Q24. I have people that I am comfortable talking with about my child’s problems.		93%	93%	90%	88%
Q25. In a crisis, I would have the support I need from family or friends.		88%	86%	86%	83%
Q26. I have people with whom I can do enjoyable things.		89%	89%	88%	87%
Perception of Social Functioning		65%	71%	68%	64%
Q16. My child is better at handling daily life.		64%	69%	66%	69%
Q17. My child gets along better with family.		63%	70%	66%	73%
Q18. My child gets along better with friends and other people.		64%	69%	64%	71%
Q19. My child is doing better in school and/or work.		53%	62%	60%	63%
Q20. My child is better able to cope when things go wrong.		56%	59%	60%	51%
Q22. My child is better able to do things he or she wants to do.		69%	71%	70%	65%

Figure 3. MSHN YSS Supplement Program Subsets

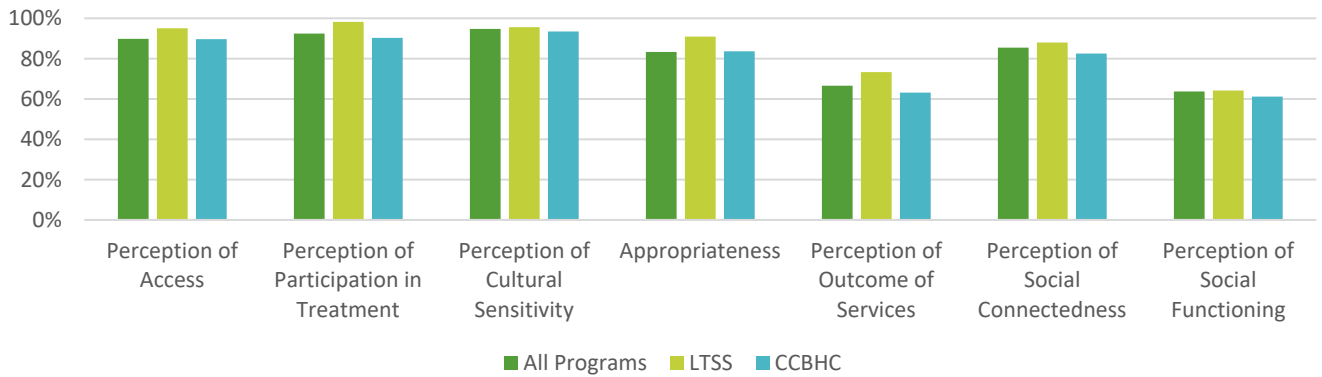
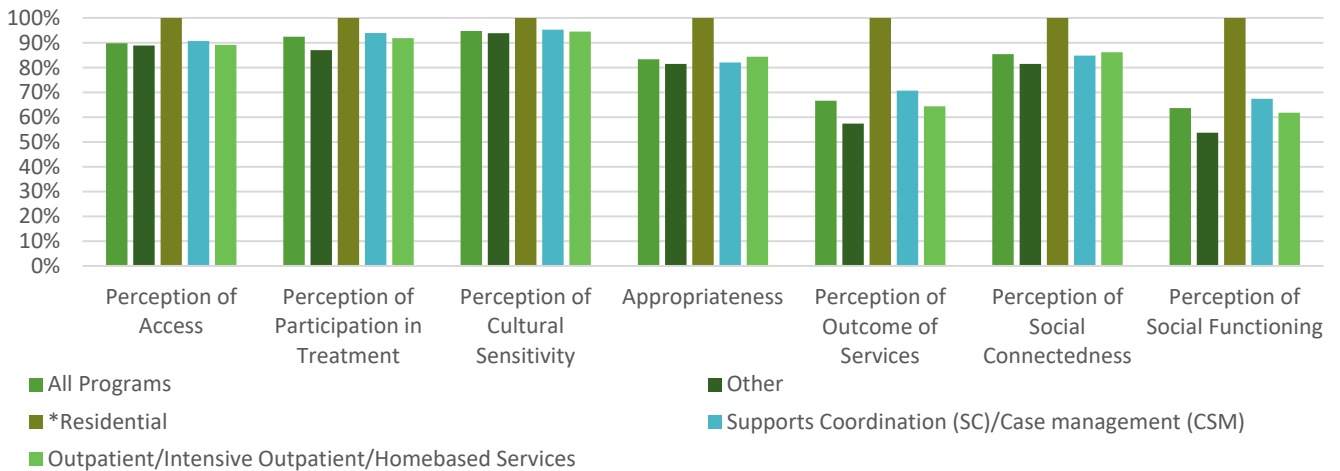


Figure 4. MSHN YSS Program Subsets



Next Steps

- Distribute the 2024 Experience of Care Report to the CMHSP participants through the following committee/council review: Quality Improvement Council (QIC), Regional Consumer Advisory Committee (RCAC)
- Each CMHSP will review internally individual cases of dissatisfaction and establish an action plan identifying growth areas, barriers, interventions, and process to monitor effectiveness of interventions.
- MSHN and CMHSP interventions will be documented on the QIC action plan.
- QIC in collaboration with relevant MSHN committees/council will obtain additional feedback from consumer groups to identify barriers, and assist in development of relevant interventions, with measures of effectiveness for the Perception of Social Functioning, and Outcomes of Services.

Completed by: Sandy Gettel Quality Manager MSHN
Reviewed by: MSHN Quality Improvement Council

Date: 10/13/2024
Date: 10/24/2024

Appendix A. YSS Subscale Line Item Ranked

Scale 1-5 with 5 being in agreement. Green indicates most agreement; Red indicates the least agreement.

Values	MSHN	BABH	CEI	CMHCM	GIHN	HBH	LifeWays	MCN	NCMH	SCCMHA	SHW	TBHS	The Right Door
Q14. Staff spoke with me in a way that I understand.	4.60	4.73	4.72	4.48	4.63	4.40	4.46	4.35	4.82	4.49	4.67	4.79	4.63
Q12. Staff treated me with respect.	4.60	4.73	4.70	4.45	4.65	4.59	4.41	4.30	4.82	4.52	4.69	4.81	4.61
Q6. I participated in my child's treatment.	4.57	4.57	4.54	4.54	4.60	4.50	4.58	4.35	4.66	4.47	4.68	4.79	4.57
Q15. Staff were sensitive to my cultural/ethnic background.	4.54	4.70	4.58	4.41	4.50	4.41	4.46	4.15	4.84	4.46	4.68	4.83	4.48
Q13. Staff respected my family's religious/spiritual beliefs.	4.53	4.70	4.57	4.40	4.62	4.42	4.38	4.20	4.81	4.45	4.66	4.83	4.50
Q8. The location of services was convenient for us.	4.51	4.59	4.57	4.36	4.60	4.48	4.43	4.20	4.60	4.46	4.54	4.81	4.61
Q3. I helped to choose my child's treatment goals.	4.45	4.53	4.45	4.39	4.60	4.37	4.36	4.05	4.58	4.38	4.56	4.71	4.43
Q9. Services were available at times that were convenient for us.	4.40	4.48	4.43	4.31	4.25	4.50	4.14	4.05	4.44	4.44	4.54	4.73	4.47
Q4. The people helping my child stuck with us no matter what.	4.34	4.61	4.35	4.18	4.55	4.48	4.03	3.95	4.41	4.29	4.54	4.77	4.40
Q1. Overall, I am satisfied with the services my child received.	4.33	4.55	4.48	4.11	4.65	4.56	4.02	3.95	4.26	4.24	4.54	4.79	4.34
Q2. I helped to choose my child's services.	4.31	4.47	4.27	4.24	4.40	4.44	4.19	3.90	4.34	4.29	4.47	4.69	4.19
Q24. I have people that I am comfortable talking with about my child's problems.	4.30	4.43	4.28	4.22	4.40	4.23	4.05	4.00	4.45	4.18	4.57	4.60	4.40
Q26. I have people with whom I can do enjoyable things.	4.29	4.43	4.35	4.23	4.35	4.23	3.88	3.94	4.63	4.15	4.53	4.49	4.37
Q7. The services my child and/or family received were right for us.	4.27	4.41	4.37	4.12	4.35	4.48	3.96	3.90	4.29	4.22	4.51	4.75	4.21
Q5. I felt my child had someone to talk to when she/he was troubled.	4.27	4.43	4.34	4.13	4.40	4.52	3.95	3.80	4.26	4.13	4.55	4.81	4.38
Q23. I know people who will listen and understand me when I need to talk.	4.25	4.31	4.27	4.09	4.35	4.23	4.07	4.12	4.52	4.06	4.50	4.56	4.32
Q10. My family got the help we wanted for my child.	4.18	4.29	4.23	3.94	4.35	4.44	3.90	3.85	4.19	4.14	4.49	4.70	4.21
Q25. In a crisis, I would have the support I need from family or friends.	4.17	4.29	4.05	4.10	4.15	4.46	3.97	3.71	4.45	4.00	4.53	4.46	4.32
Q11. My family got as much help as we needed for my child.	4.05	4.22	4.07	3.84	4.15	4.19	3.76	3.75	4.07	4.04	4.44	4.66	4.04
Q17. My child gets along better with family.	3.89	3.80	3.94	3.83	3.95	4.08	3.66	3.89	3.98	3.90	4.25	3.85	3.76
Q18. My child gets along better with friends and other people.	3.87	3.92	3.90	3.83	3.85	4.00	3.70	3.72	3.98	3.83	4.19	3.87	3.75
Q16. My child is better at handling daily life.	3.82	3.88	3.83	3.76	3.85	3.64	3.63	3.67	3.82	3.77	4.21	4.00	3.89
Q21. I am satisfied with our family life right now.	3.77	3.58	3.65	3.76	3.80	4.04	3.71	3.28	3.92	3.68	4.39	3.62	3.78
Q22. My child is better able to do things he or she wants to do.	3.75	3.71	3.81	3.78	3.80	4.15	3.02	3.72	3.95	3.67	4.26	3.92	3.82
Q19. My child is doing better in school and/or work.	3.73	3.71	3.70	3.71	3.63	4.08	3.49	3.56	3.79	3.66	4.24	3.88	3.67
Q20. My child is better able to cope when things go wrong.	3.42	3.18	3.44	3.41	3.35	3.58	3.51	3.33	3.18	3.31	3.93	3.31	3.40

Appendix B. MSHN and CMHSP YSS Total Valid Count for Each Question

Questions	MSHN	BABH	CEI	CMHCM	GIHN	HBH	LifeWays	MCN	NCMH	SCCMHA	SHW	TBHS	The Right Door
Q1. Overall, I am satisfied with the services my child received.	955	49	196	185	20	27	112	20	62	93	72	63	56
Q2. I helped to choose my child’s services.	950	48	193	185	20	27	112	20	61	94	72	63	55
Q3. I helped to choose my child’s treatment goals.	951	49	193	185	20	27	112	20	62	93	72	63	55
Q4. The people helping my child stuck with us no matter what.	950	49	194	185	20	25	112	20	62	93	72	63	55
Q5. I felt my child had someone to talk to when she/he was troubled.	931	49	178	185	20	27	112	20	62	92	67	63	56
Q6. I participated in my child’s treatment.	953	49	195	185	20	26	112	20	61	94	72	63	56
Q7. The services my child and/or family received were right for us.	954	49	194	185	20	27	112	20	62	94	72	62	57
Q8. The location of services was convenient for us.	954	49	195	185	20	27	112	20	62	92	72	63	57
Q9. Services were available at times that were convenient for us.	953	49	196	185	20	24	112	20	62	93	72	63	57
Q10. My family got the help we wanted for my child.	950	48	192	185	20	27	112	20	62	94	71	63	56
Q11. My family got as much help as we needed for my child.	944	46	193	185	20	27	112	20	61	94	70	62	54
Q12. Staff treated me with respect.	954	49	194	185	20	27	112	20	62	93	72	63	57
Q13. Staff respected my family’s religious/spiritual beliefs.	921	49	176	185	20	26	112	20	62	93	58	63	57
Q14. Staff spoke with me in a way that I understand.	952	49	195	185	19	25	112	20	62	93	72	63	57
Q15. Staff were sensitive to my cultural/ethnic background.	918	49	172	185	20	27	112	20	62	93	59	62	57
Q16. My child is better at handling daily life.	943	49	191	185	20	25	112	18	62	93	70	63	55
Q17. My child gets along better with family.	939	49	190	185	20	25	112	18	62	93	71	63	51
Q18. My child gets along better with friends and other people.	936	49	193	185	20	26	112	18	62	93	70	63	45
Q19. My child is doing better in school and/or work.	916	49	184	185	20	26	112	18	62	92	59	63	46
Q20. My child is better able to cope when things go wrong.	929	49	191	185	20	26	112	18	61	90	68	63	46
Q21. I am satisfied with our family life right now.	937	49	195	185	20	24	112	18	62	90	72	63	47
Q22. My child is better able to do things he or she wants to do.	934	49	193	185	20	26	112	18	62	91	69	63	46
Q23. I know people who will listen and understand me when I need to talk.	947	49	194	185	20	26	112	17	62	90	72	63	57
Q24. I have people that I am comfortable talking with about my child’s problems.	946	49	193	185	20	26	112	17	62	90	72	63	57
Q25. In a crisis, I would have the support I need from family or friends.	948	49	195	185	20	26	112	17	62	90	72	63	57
Q26. I have people with whom I can do enjoyable things.	944	49	193	185	20	26	112	17	62	88	72	63	57