



Introduction

The following is a report of the Mid-State Health Network's (MSHN) Substance Use Disorder Treatment Providers (SUDTP) Consumer Satisfaction Survey results. The survey was administered to assist MSHN and SUD Providers in developing a better understanding of the strengths and weaknesses in the quality of services provided to the SUD consumer population.

The survey used was a validated persons experience of care survey known as the Mental Health Statistics Improvement Program Survey (MHSIP). The information from this report is intended to support discussions on how various SUD Provider practices may improve treatment offered to individuals. The information from this overview should not be used to draw conclusions or make assumptions without further analysis. It should be noted that this is the first year for using the MHSIP/PEC Survey, therefore no comparative data is available.

Any questions regarding the report should be sent to Sandy Gettel, MSHN Quality Manager, at sandy.gettel@midstatehelathnetwork.org.

Methodology

The survey was distributed to adult and adolescent consumers who received a service from a MSHN SUD Treatment Provider between June 17, 2024, through July 19, 2024. Four distributions methods were available for providers which included face to face, phone calls, electronic, or mailed surveys.

The responses from the SUD consumer satisfaction surveys were scored as a comprehensive total, comprehensive total of each of the seven domains, as well as each individual question. The domains include the following: perception of access, quality and appropriateness, , outcomes, participation in treatment planning, general satisfaction, social connectedness, functioning. All items were rated using a 5-point Likert scale that ranged from 1 = "strongly agree" to 5 = "strongly disagree." The response choices of "Not Applicable" or blank were excluded from the calculations.

Scoring Rulesⁱ

1. In reporting each domain score, include only surveys with at least 2/3 of the domain items completed.
2. Recode ratings of "not applicable" as missing values.
3. Calculate the mean score of the domain items per survey.
4. Count the number of respondents with mean scores less than 2.5 (note: the cut-off score of 2.5 is based on the recommended coding of responses where strongly agree is 1).
5. Report the number of "positive" responses (this number is derived from step 4 above) and the total number of "responses" (this number is derived by counting the number of surveys from step 3 above) for each domain.
6. Divide the number of positive responses (a mean score less than 2.5) by the total number of responses.

Survey Findings

Three thousand six hundred and twenty-nine (3629) received a service during the distribution period, of those one thousand six hundred and nineteen (1619) completed a survey. The response rate in FY24 was 45%, Figure 1 identifies the programs represented in the survey report. For the years 2020-2023 the counts represent participation in more than one program, therefore the total involved in individual programs is larger than the number of respondents. *Beginning in 2024 the MHSIP was used and a category of “More than one program was added”. Therefore, the count equals the number of respondents.

Figure 1. The count of consumers represented in survey by program with the response rate.

Program	2020	2021	2022	2023	*2024
Case Management (CSM)	18	39	10	11	5
Outpatient (OPT)	520	671	572	691	441
Detox	25	10	51	29	21
Residential Substance Use Disorder (Res. SUD)	179	183	283	347	188
Medication Assisted Treatment (MAT)	80	796	1204	783	846
(blank)	287	441	58	5	22
More than one program					96
Total Respondents	1125	2140	2178	1866	1619
MSHN Response Rate	16%	38%	36%	48%	45%

Figure 2. The count and percentage of distribution methods used.

Program	1- Mail	2-Electronic Survey	3-Face to Face	4-Phone	Total Count
1-Outpatient/Intensive Outpatient	0.25%	11.00%	82.51%	6.24%	441
2-Case management (CSM)	0.00%	65.92%	34.08%	0.00%	5
3-Residential	0.00%	20.52%	77.14%	2.33%	188
4-Withdrawal Management	0.00%	16.07%	78.21%	5.72%	21
5-Medication Assisted Treatment (MAT)	0.00%	15.87%	83.80%	0.33%	846
6-More than one program	1.79%	78.73%	7.95%	11.53%	96
(blank)	0.00%	29.15%	70.85%	0.00%	22
MSHN	(4) 0.23%	(195) 22.18%	(1359) 74.56%	(61) 3.03%	1619

Figure 3. MSHN SUDTP Rate of Agreement, by Domain

	*U.S Rate	MSHN SUD Rate
Comprehensive Total Score	-	87%
Domain -Access	87%	87%
Domain- Quality and Appropriateness	89%	93%
Domain- Outcomes	78%	84%
Domain- Participation in Treatment Planning	85%	90%
Domain- General Satisfaction	88%	91%
Social Connectedness	74%	83%
Domain- Functioning	75%	84%

*Most recently published URS data published 2022ⁱⁱ

Conclusion:

The MSHN standard for perception of care surveys is 80%. MSHN's overall comprehensive score was 87%. All Domains met the standard of 80%. The response rate of 45% indicates SUD Providers and individuals receiving treatment are engaged in a process to receive and provide feedback related to their treatment and services.

The following questions represent the top and bottom ten percent.

Questions that had the highest percentage of agreement for the region.

- Q10. Staff believed that I could grow, change and recover.
- Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.
- Q11. I felt comfortable asking questions about my treatment, services and medication.

Questions that had the lowest percentage of agreement for the region.

- Q28. My symptoms are not bothering me as much.
- Q35. I feel I belong in my community.
- Q27. I am satisfied with my housing situation.

Recommendations/Next Steps

- Individual data will be distributed to the relevant providers who utilized the electronic survey developed by MSHN. 10/10/2024
- MSHN will review for any systemic barriers and action needed, including technical assistance for individual providers with a focus on Residential Treatment Provider. 10/30/2024
- Providers should reach out to those who requested to be contacted. 10/30/2024
- Each organization should review individual organizational results, identify barriers, and develop action steps for those areas where they scored above 2.50. 10/30/2024
- MSHN should develop a process to ensure oversight of the Satisfaction Survey Results and actions taken as part of the Quality Assessment Performance Improvement Program. 10/230/2024

Completed by: Sandy Gettel Quality Manager

Presented to: SUD Provider Network

Distributed to: SUD Treatment Team

Date: September 11, 2024

Date: September 19, 2024

Date: October 1, 2024

Appendix A MSHN Data by Program

Mid-State Health Network

MSHN survey questions ranked from highest (green) to lowest (red).

SUD	MSHN	OPT	*CSM	Residential	*WM	MAT	>1 Program	*Blank
Q10. Staff believed that I could grow, change and recover.	94%	99%	80%	88%	95%	91%	98%	95%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment.	93%	97%	80%	91%	95%	92%	92%	95%
Q11. I felt comfortable asking questions about my treatment, services and medication.	93%	97%	100%	88%	95%	92%	96%	95%
Q1. I like the services that I received.	92%	98%	80%	86%	95%	90%	96%	95%
Q14. Staff encouraged me to take responsibility for how I live my life.	92%	96%	100%	92%	85%	90%	97%	95%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	91%	95%	100%	87%	90%	91%	94%	95%
Q18. Staff were sensitive to my cultural/ethnic background.	91%	94%	100%	85%	90%	91%	92%	91%
Q13. I was given information about my rights.	91%	97%	80%	84%	90%	89%	92%	95%
Q3. I would recommend this agency to a friend or family member.	90%	97%	100%	83%	90%	87%	95%	91%
Q17. I, not staff, decided my treatment goals.	90%	92%	100%	74%	86%	93%	87%	91%
Q5. Staff were willing to see me as often as I felt it was necessary.	89%	96%	100%	84%	95%	86%	88%	91%
Q8. I was able to get all the services I thought I needed.	89%	94%	80%	82%	90%	87%	84%	91%
Q20. I was encouraged to use consumer run programs.	88%	93%	80%	81%	86%	88%	92%	81%
Q7. Services were available at times that were good for me.	88%	94%	100%	84%	90%	86%	88%	86%
Q30. I am able to take care of my needs.	86%	90%	80%	78%	90%	86%	85%	79%
Q6. Staff returned my calls within 24 hours.	86%	91%	100%	83%	90%	83%	88%	90%
Q2. If I had other choices, I would still choose to get services from this agency.	86%	94%	80%	78%	86%	82%	92%	91%
Q26. I do better in school and/or work.	86%	91%	100%	71%	69%	85%	85%	75%
Q29. I do things that are meaningful to me.	85%	89%	40%	79%	79%	85%	82%	84%
Q25. I am able to get along in social situations.	85%	86%	100%	82%	90%	85%	83%	89%
Q36. In a crisis, I have the support I need from family or friends.	85%	91%	100%	81%	95%	82%	85%	74%
Q34. I have people with who I can do enjoyable things.	85%	90%	60%	75%	90%	84%	84%	79%
Q22. I am able to manage my life.	84%	88%	80%	72%	70%	86%	83%	79%
Q21. I deal effectively with daily problems.	84%	89%	100%	81%	80%	82%	80%	79%
Q12. I felt free to complain.	83%	92%	100%	69%	95%	80%	89%	91%
Q15. Staff told me what side effects to watch for.	83%	85%	100%	69%	90%	85%	84%	91%
Q31. I am able to handle things when they go wrong.	83%	86%	80%	75%	80%	84%	72%	74%
Q33. I am happy with the friendships I have.	82%	87%	60%	75%	75%	82%	75%	67%
Q32. I am able to do things that I want to do.	81%	83%	80%	69%	75%	84%	77%	79%
Q24. I am getting along with my family.	81%	87%	80%	71%	80%	81%	76%	84%
Q23. I am able to deal with crisis.	81%	84%	80%	70%	75%	82%	78%	79%
Q9. I was able to see a psychiatrist/prescriber when I wanted to.	80%	84%	60%	66%	89%	82%	78%	90%
Q4. The location of services was convenient.	80%	90%	80%	70%	95%	77%	78%	86%
Q28. My symptoms are not bothering me as much.	79%	83%	80%	75%	80%	79%	77%	79%
Q35. I feel I belong in my community.	78%	81%	80%	70%	81%	78%	75%	74%
Q27. I am satisfied with my housing situation.	75%	74%	60%	65%	85%	78%	70%	63%

Domains and Question Rate of Agreement

Mid-State Health Network

SUD	MSHN	OPT	*CSM	Residential	*WM	MAT	>1 Program	*Blank
General Satisfaction	91%	98%	80%	84%	90%	88%	94%	95%
Q1. I like the services that I received.	92%	98%	80%	86%	95%	90%	96%	95%
Q2. If I had other choices, I would still choose to get services from this agency.	86%	94%	80%	78%	86%	82%	92%	91%
Q3. I would recommend this agency to a friend or family member.	90%	97%	100%	83%	90%	87%	95%	91%
Access	87%	95%	80%	79%	90%	84%	85%	95%
Q4. The location of services was convenient.	80%	90%	80%	70%	95%	77%	78%	86%
Q5. Staff were willing to see me as often as I felt it was necessary.	89%	96%	100%	84%	95%	86%	88%	91%
Q6. Staff returned my calls within 24 hours.	86%	91%	100%	83%	90%	83%	88%	90%
Q7. Services were available at times that were good for me.	88%	94%	100%	84%	90%	86%	88%	86%
Q8. I was able to get all the services I thought I needed.	89%	94%	80%	82%	90%	87%	84%	91%
Q9. I was able to see a psychiatrist/prescriber when I wanted to.	80%	84%	60%	66%	89%	82%	78%	90%
Participation in Treatment Planning	90%	94%	100%	77%	90%	90%	91%	91%
Q11. I felt comfortable asking questions about my treatment, services and medication.	93%	97%	100%	88%	95%	92%	96%	95%
Q17. I, not staff, decided my treatment goals.	90%	92%	100%	74%	86%	93%	87%	91%
Quality and Appropriateness	93%	98%	80%	88%	95%	91%	96%	95%
Q10. Staff believed that I could grow, change and recover.	94%	99%	80%	88%	95%	91%	98%	95%
Q12. I felt free to complain.	83%	92%	100%	69%	95%	80%	89%	91%
Q13. I was given information about my rights.	91%	97%	80%	84%	90%	89%	92%	95%
Q14. Staff encouraged me to take responsibility for how I live my life.	92%	96%	100%	92%	85%	90%	97%	95%
Q15. Staff told me what side effects to watch for.	83%	85%	100%	69%	90%	85%	84%	91%
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Q18. Staff were sensitive to my cultural/ethnic background.	91%	94%	100%	85%	90%	91%	92%	91%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	91%	95%	100%	87%	90%	91%	94%	95%
Q20. I was encouraged to use consumer run programs.	88%	93%	80%	81%	86%	88%	92%	81%
Outcomes	84%	91%	80%	79%	85%	83%	80%	84%
Q21. I deal effectively with daily problems.	84%	89%	100%	81%	80%	82%	80%	79%
Q22. I am able to manage my life.	84%	88%	80%	72%	70%	86%	83%	79%
Q23. I am able to deal with crisis.	81%	84%	80%	70%	75%	82%	78%	79%
Q24. I am getting along with my family.	81%	87%	80%	71%	80%	81%	76%	84%
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Q26. I do better in school and/or work.	86%	91%	100%	71%	69%	85%	85%	75%
Q27. I am satisfied with my housing situation.	75%	74%	60%	65%	85%	78%	70%	63%
Q28. My symptoms are not bothering me as much.	79%	83%	80%	75%	80%	79%	77%	79%
Functioning	84%	89%	80%	75%	85%	85%	80%	79%
Q28. My symptoms are not bothering me as much.	79%	83%	80%	75%	80%	79%	77%	79%
Q29. I do things that are meaningful to me.	85%	89%	40%	79%	79%	85%	82%	84%
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Q35. I feel I belong in my community.	78%	81%	80%	70%	81%	78%	75%	74%
Q36. In a crisis, I have the support I need from family or friends.	85%	91%	100%	81%	95%	82%	85%	74%

Key

OPT-Outpatient Therapy/Intensive Outpatient

CSM-Case management

WM-Withdrawal management

MAT-Medication Assisted Treatment

Green Font/Fill-Top 10% of Agreement

Red Font/Fill-Bottom 10% of Agreement

ⁱ 2022 Uniform Reporting System (URS) Instructions <https://www.samhsa.gov/data/sites/default/files/URSTables2022/2022-URS-Table-Instructions.pdf>

ⁱⁱ 2022 Michigan Uniform Reporting System Mental Health Data Results <https://www.samhsa.gov/data/sites/default/files/reports/rpt42759/Michigan.pdf>