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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 received for a minimum of 3 months during 2023. The raw data was required to be received by MSHN no later than September 16, 2023. MSHN prepared an analysis, which included comparison data between the CMHSP participants.

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

The following were excluded from individual questions calculations:

- Individuals missing more than 1/3 of questions.
- 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. The number of surveys distributed was determined using two different methods; number mailed, or the number offered. The process used for distribution may impact the response rates. Figure 1 indicates the return rate for MSHN, where data was available prior to September 16th, 2023.

The number of surveys increased by 18% in FY23 compared to FY22. Four methods of distribution were used for the member experience survey. Forty percent received were distributed face to face, followed by twenty-eight percent distributed by mail. Phone surveys and electronic surveys constituted sixteen percent each.

Figure 1. MSHN and CMHSP Participants Return Rate

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

Survey Findings

MSHN's percentage of agreement for each subscale for FY23 scored above the desired threshold for five out of seven subscales. Figure 2 demonstrates the performance of each subscale compared to the previous year. MSHN scored the highest in the "Perception of Cultural Sensitivity", "Perception of Access", and "Perception of Participation in Treatment". Each subscale scored above the desired threshold of 80% except the "Perception of Outcomes of Services" and "Perception of Social Functioning". Improvement from the previous year was demonstrated in the "Outcome" subscale. A downward trend was exhibited for all subscales except "Outcomes". The largest decrease was in "Access" and "Appropriateness".

Individual receiving service indicated that:

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

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.

Additional areas of focus are those that demonstrated a decline from the previous year.

Areas of focus for the next year include:

- Access to Services
- Appropriateness of Services Received

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

Youth	**FY20	**FY21	FY22	FY23
Perception of Access	95%	96%	96%	90%
Q8. The location of services was convenient for us.	94%	97%	95%	93%
Q9. Services were available at times that were convenient for us.	92%	92%	93%	90%
Perception of Participation in Treatment	94%	93%	94%	92%
Q2. I helped to choose my child’s services.	92%	93%	91%	89%
Q3. I helped to choose my child’s treatment goals.	94%	97%	94%	92%
Q6. I participated in my child’s treatment.	96%	87%	95%	93%
Perception of Cultural Sensitivity	98%	99%	98%	95%
Q12. Staff treated me with respect.	97%	97%	97%	95%
Q13. Staff respected my family’s religious/spiritual beliefs.	94%	96%	93%	91%
Q14. Staff spoke with me in a way that I understand.	98%	99%	98%	96%
Q15. Staff were sensitive to my cultural/ethnic background.	94%	96%	93%	92%
Appropriateness	87%	89%	92%	84%
Q1. Overall, I am satisfied with the services my child received.	89%	90%	92%	89%
Q4. The people helping my child stuck with us no matter what.	89%	89%	88%	86%
Q5. I felt my child had someone to talk to when she/he was troubled.	85%	81%	90%	85%
Q7. The services my child and/or family received were right for us.	87%	82%	89%	86%
Q10. My family got the help we wanted for my child.	82%	83%	85%	82%
Q11. My family got as much help as we needed for my child.	75%	80%	80%	79%
Perception of Outcome of Services	62%	68%	66%	67%
Q16. My child is better at handling daily life.	64%	69%	66%	68%
Q17. My child gets along better with family.	63%	70%	66%	66%
Q18. My child gets along better with friends and other people.	64%	69%	64%	68%
Q19. My child is doing better in school and/or work.	53%	62%	60%	58%
Q20. My child is better able to cope when things go wrong.	56%	59%	60%	60%
Q21. I am satisfied with our family life right now.	66%	70%	66%	69%
Q22. My child is better able to do things he or she wants to do.	69%	71%	70%	70%
Perception of Social Connectedness	92%	92%	92%	87%
Q23. I know people who will listen and understand me when I need to talk.	89%	91%	89%	88%
Q24. I have people that I am comfortable talking with about my child’s problems.	93%	93%	90%	91%
Q25. In a crisis, I would have the support I need from family or friends.	88%	86%	86%	84%
Q26. I have people with whom I can do enjoyable things.	89%	89%	88%	89%
Perception of Social Functioning	65%	71%	68%	62%
Q16. My child is better at handling daily life.	64%	69%	66%	68%
Q17. My child gets along better with family.	63%	70%	66%	66%
Q18. My child gets along better with friends and other people.	64%	69%	64%	68%
Q19. My child is doing better in school and/or work.	53%	62%	60%	58%
Q20. My child is better able to cope when things go wrong.	56%	59%	60%	60%
Q22. My child is better able to do things he or she wants to do.	69%	71%	70%	70%

Next Steps

- Distribute the 2023 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 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

Date: 10/06/2023

Reviewed by: MSHN Quality Improvement Council

Date: 10/26/2023

Appendix A. YSS Questions Ranked

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

Questions	MSHN	BABH	CMCMH	CEI	Lifeways	MCN	NCMH	SCCMHA	SHW	TBHS	HBH	GIHN	TRD
Q12. Staff treated me with respect.	4.63	4.72	4.15	4.64	4.66	4.68	4.72	4.60	4.87	4.86	4.83	4.43	4.49
Q14. Staff spoke with me in a way that I understand.	4.63	4.71	4.27	4.63	4.65	4.62	4.75	4.61	4.81	4.86	4.79	4.50	4.47
Q08. The location of services was convenient for us.	4.55	4.63	4.17	4.52	4.53	4.54	4.61	4.58	4.77	4.79	4.76	4.53	4.42
Q15. Staff were sensitive to my cultural/ethnic background.	4.55	4.58	4.11	4.54	4.58	4.55	4.78	4.55	4.73	4.79	4.71	4.42	4.42
Q13. Staff respected my family’s religious/spiritual beliefs.	4.54	4.61	4.05	4.59	4.55	4.57	4.78	4.41	4.77	4.86	4.64	4.34	4.44
Q06. I participated in my child’s treatment.	4.53	4.53	4.30	4.48	4.58	4.51	4.72	4.58	4.43	4.61	4.76	4.62	4.33
Q03. I helped to choose my child’s treatment goals.	4.47	4.60	4.12	4.43	4.50	4.49	4.59	4.57	4.43	4.46	4.72	4.38	4.33
Q09. Services were available at times that were convenient for us.	4.44	4.51	3.91	4.41	4.49	4.47	4.72	4.47	4.60	4.79	4.62	4.24	4.14
Q24. I have people that I am comfortable talking with about my child’s problems.	4.40	4.48	4.02	4.34	4.49	4.48	4.57	4.41	4.49	4.46	4.42	4.21	4.33
Q01. Overall, I am satisfied with the services my child received.	4.40	4.53	3.94	4.35	4.40	4.38	4.61	4.44	4.57	4.64	4.66	4.36	4.20
Q04. The people helping my child stuck with us no matter what.	4.39	4.54	3.79	4.39	4.48	4.30	4.58	4.40	4.51	4.75	4.69	4.43	4.09
Q02. I helped to choose my child’s services.	4.38	4.44	3.88	4.22	4.45	4.43	4.56	4.49	4.43	4.46	4.69	4.48	4.27
Q07. The services my child and/or family received were right for us.	4.36	4.46	3.82	4.36	4.40	4.32	4.54	4.44	4.43	4.71	4.62	4.28	4.14
Q26. I have people with whom I can do enjoyable things.	4.34	4.44	3.98	4.37	4.22	4.43	4.59	4.24	4.40	4.57	4.46	4.16	4.16
Q05. I felt my child had someone to talk to when she/he was troubled.	4.34	4.58	3.94	4.30	4.35	4.25	4.38	4.28	4.67	4.64	4.66	4.24	4.14
Q23. I know people who will listen and understand me when I need to talk.	4.33	4.47	3.92	4.23	4.41	4.31	4.58	4.45	4.52	4.43	4.38	4.17	4.16
Q10. My family got the help we wanted for my child.	4.27	4.38	3.71	4.24	4.38	4.23	4.42	4.33	4.21	4.61	4.52	4.21	4.14
Q25. In a crisis, I would have the support I need from family or friends.	4.24	4.34	3.95	4.16	4.30	4.33	4.22	4.19	4.45	4.14	4.46	4.16	4.07
Q11. My family got as much help as we needed for my child.	4.18	4.24	3.65	4.17	4.27	4.15	4.32	4.24	4.21	4.50	4.55	4.10	3.98
Q22. My child is better able to do things he or she wants to do.	3.84	3.99	3.24	3.87	3.95	3.65	4.07	3.98	4.12	3.89	4.08	3.86	3.56
Q18. My child gets along better with friends and other people.	3.83	3.88	3.26	3.93	3.94	3.68	3.96	3.91	4.02	4.07	3.92	3.91	3.56
Q16. My child is better at handling daily life.	3.83	3.80	3.20	3.96	3.98	3.67	4.15	3.96	3.89	3.96	3.96	3.76	3.71
Q21. I am satisfied with our family life right now.	3.82	3.82	3.26	3.76	3.98	3.70	4.12	4.00	4.27	3.68	3.96	3.83	3.51
Q17. My child gets along better with family.	3.77	3.75	3.21	3.93	3.94	3.59	3.94	3.84	3.96	3.93	3.88	3.78	3.53
Q19. My child is doing better in school and/or work.	3.68	3.61	3.17	3.72	3.80	3.62	3.88	3.93	3.77	3.64	3.58	3.74	3.53
Q20. My child is better able to cope when things go wrong.	3.64	3.65	3.27	3.77	3.71	3.50	3.68	3.76	3.79	3.86	3.65	3.66	3.42

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

Questions	MSHN	BABH	CMCMH	CEI	Lifeways	MCN	NCMH	SCCMHA	SHW	TBHS	HBH	GIHN	TRD
Q1. Overall, I am satisfied with the services my child received.	1021	114	66	180	125	169	69	87	53	28	26	58	43
Q2. I helped to choose my child’s services.	1021	113	66	180	125	171	68	87	53	28	26	58	43
Q3. I helped to choose my child’s treatment goals.	1020	113	66	180	125	169	69	87	53	28	26	58	43
Q4. The people helping my child stuck with us no matter what.	1024	114	66	181	125	171	69	87	53	28	26	58	43
Q5. I felt my child had someone to talk to when she/he was troubled.	1018	113	66	180	125	171	68	86	51	28	26	58	43
Q6. I participated in my child’s treatment.	1022	114	66	181	125	169	69	87	53	28	26	58	43
Q7. The services my child and/or family received were right for us.	1021	114	66	180	125	170	69	86	53	28	26	58	43
Q8. The location of services was convenient for us.	1020	112	66	180	125	170	69	87	53	28	26	58	43
Q9. Services were available at times that were convenient for us.	1022	114	66	180	125	170	69	87	53	28	26	58	43
Q10. My family got the help we wanted for my child.	1021	113	66	180	125	170	69	87	53	28	26	58	43
Q11. My family got as much help as we needed for my child.	1020	112	66	181	125	169	69	87	53	28	26	58	43
Q12. Staff treated me with respect.	1023	114	66	181	125	171	68	87	53	28	26	58	43
Q13. Staff respected my family’s religious/spiritual beliefs.	1011	113	66	179	125	171	69	87	44	28	25	58	43
Q14. Staff spoke with me in a way that I understand.	1023	114	66	181	125	170	69	87	53	28	26	58	43
Q15. Staff were sensitive to my cultural/ethnic background.	1000	114	66	180	125	170	69	87	33	28	25	57	43
Q16. My child is better at handling daily life.	1020	114	66	180	125	171	68	85	53	28	26	58	43
Q17. My child gets along better with family.	1016	114	66	176	125	171	68	86	52	28	26	58	43
Q18. My child gets along better with friends and other people.	1015	113	66	178	125	171	68	87	50	28	25	58	43
Q19. My child is doing better in school and/or work.	1006	113	66	171	125	170	68	87	48	28	26	58	43
Q20. My child is better able to cope when things go wrong.	1020	114	66	179	125	170	68	87	53	28	26	58	43
Q21. I am satisfied with our family life right now.	1017	114	66	181	125	169	68	87	52	28	23	58	43
Q22. My child is better able to do things he or she wants to do.	1017	114	66	178	125	170	68	86	52	28	26	58	43
Q23. I know people who will listen and understand me when I need to talk.	1020	114	66	181	125	169	69	87	52	28	26	58	42
Q24. I have people that I am comfortable talking with about my child’s problems.	1018	114	66	180	125	169	69	85	53	28	26	57	43
Q25. In a crisis, I would have the support I need from family or friends.	1021	114	66	180	125	169	69	87	53	28	26	58	43
Q26. I have people with whom I can do enjoyable things.	1013	111	66	180	125	167	69	84	53	28	26	58	43