

2020 Adult Consumer Satisfaction Survey Report

Overview

In July 2020, the Quality Department of the Saginaw County Community Mental Health Authority (SCCMHA) administered its annual adult consumer satisfaction survey to adult consumers to measure their satisfaction with care and treatment outcomes. The Mental Health Statistics Improvement Program (MHSIP) Survey was sent to adult consumers who received services during the previous six months from SCCMHA, Disability Network of Mid-Michigan (DNMM), Hope Network New Passages (HNNP), Saginaw Psychological Services (SPS), Training and Treatment Innovations (TTI), and Westlund Guidance Clinic (WGC).

The survey tool was developed by a group of representatives from federal, state and local governments, public and private service providers, and researchers. The group was formed to develop rules for collecting mental health data, to advise the federal government on data issues, and to develop and implement projects to improve the mental health data nationwide.

Methodology & Return Rates

All adult consumers with Mental Illness and/or Intellectual and Developmental Disabilities who received services during the six months prior to survey implementation were included in the survey sample. A total of 2,920 surveys were distributed by mail with a postage-paid return envelope. Five hundred (500) completed surveys were received resulting in a 17% return rate. The table below trends the return rates for each provider and shows that the overall return rate increased in 2020.

Provider	FY2016			FY2018			FY2020		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
DNMM Supports Coordination	103	25	24%	110	22	20%	116	24	21%
HNNP Adult Case Management HNNP Enhanced Adult Outpatient	108	7	6%	550	42	8%	500	64	13%
SCCMHA Community Support Services	348	41	12%	392	59	15%	447	48	11%
SCCMHA Supports Coordination Services	611	185	30%	576	171	30%	556	177	32%
SPS Adult Case Management SPS Enhanced Adult Outpatient	578	70	12%	520	52	10%	492	61	12%
TTI Adult Case Management TTI Assertive Community Treatment TTI Enhanced Adult Outpatient	524	101	19%	623	81	13%	595	91	15%
WGC Enhanced Adult Outpatient WGC Supports Coordination Services*	47	20	43%	110	32	29%	214	35	16%
Total	2,319	449	19%	2,881	459	16%	2,920	500	17%

Survey Domains

The MHSIP survey's 36-items assess seven different domains of consumer satisfaction. The first four domains reflect attributes of the provider and the last three reflect the consumer's status in clinical improvement, daily functioning, and relationships.

Provider Attributes

- General Satisfaction: three items assess the consumer's happiness with friendships, whether they have people who they can do enjoyable things with, feel that they belong in their community, and feel they would have the support needed from family or friends in a crisis.
- Access to Services: six items assess the convenience of the provider location, the consumer's ability to get needed services, and see a psychiatrist when necessary.
- Quality/Appropriateness: nine items assess the staff's helpfulness in obtaining information about presenting conditions, staff belief that the consumer could grow, change, and recover, staff's sensitivity to different cultural and ethnic backgrounds, staff's encouragement to utilize consumer-run programs such as support groups, and the provision of information concerning consumer rights.
- Participation in Treatment Planning: two items assess the consumer's perception of whether or not they were involved in their treatment planning.

Consumer Attributes

- Outcomes: eight items assess outcomes resulting from services received from the provider in social functioning, family relations, functioning at school/work, symptom improvement, ability to deal with crises and daily problems, housing, and a perception of greater control over life circumstances.
- Functioning: four items assess the consumer's perception of whether they do things that are more meaningful to them and if they are better able to take care of their needs, better able to handle things when they go wrong, and better able to do things that they want to do.
- Social Connectedness: four items assess the consumer's happiness with friendships, whether they have people who they can do enjoyable things with, feel that they belong in their community, and feel they would have the support needed from family or friends in a crisis.

Results Calculation

Respondents were asked to rate their level of agreement with statements along a five-point Likert scale from 1 to 5 where 1 = Strongly Agree, 2 = Agree, 3 = Neutral, 4 = Disagree, and 5 = Strongly Disagree.

The Quality Department calculated scores for all items and domains captured on the MHSIP survey. Consumer satisfaction (agreement) was defined as a mean score that ranged from 1 to 2.5 whereas disagreement was defined as a mean score that ranged from 2.6 to 5. Respondents who did not answer at least two-thirds of the domain items did not receive a domain score and were excluded from analysis. This method of computation follows national recommendations from the Substance Abuse Mental Health Service Administration (SAMHSA).

Domain scores were calculated by dividing the number of item scores less than or equal to 2.5 by the number of completed surveys resulting in a percentage of consumer satisfaction. Domain scores can be found on the following page of this report, and item scores can be found on pages 4 and 5.

Confidence Level

Survey results depict the scores with a 95% confidence level and a 4% confidence interval. Statistically this means we can be 95% certain that the true scores for the entire population of individuals surveyed are the scores reported by the respondents plus or minus 4%. For example, if 80% of the respondents indicated satisfaction, we can be sure that between 76% and 84% of the entire population would indicate satisfaction. The larger the sample size, the more we can be sure that the responses reflect those of the entire population.

Survey Results by Domain

Overall scores for domains defined as provider attributes ranged from 89% to 91% this year. Overall scores for domains defined as consumer attributes ranged from 75% to 85% this year. The percentage of satisfaction for each provider are shown in the following table. Also provided is the regional overall scores by domain for 2020.

Provider	Provider Attributes				Consumer Attributes			Overall
	General Satisfaction	Access to Services	Quality / Appropriateness	Participation in Treatment Planning	Outcomes	Functioning	Social Connectedness	
DNMM Supports Coordination	88%	96%	83%	100%	67%	65%	96%	85%
HNNP Adult Case Management HNNP Enhanced Adult Outpatient	83%	84%	83%	81%	63%	58%	72%	75%
SCCMHA Community Support Services	90%	94%	92%	89%	71%	81%	83%	86%
SCCMHA Supports Coordination Services	94%	94%	94%	94%	78%	81%	92%	90%
SPS Adult Case Management SPS Enhanced Adult Outpatient	92%	92%	85%	89%	75%	73%	77%	83%
TTI Adult Case Management TTI Assertive Community Treatment TTI Enhanced Adult Outpatient	89%	88%	86%	87%	80%	80%	86%	85%
WGC Enhanced Adult Outpatient WGC Supports Coordination Services*	94%	91%	100%	91%	75%	70%	85%	87%
Overall	91%	91%	89%	90%	75%	75%	85%	85%
MSHN 2020	92%	91%	92%	92%	75%	77%	81%	n/a

*previously known as SVRC Supports Coordination

Overall Survey Results

The following table trends the overall item and domain scores for the past three surveys. Scores for all of the seven domains increased from 2018 to 2020. Correspondingly, item scores have remained fairly consistent.

	FY2016 n=449	FY2018 n=459	FY2020 n=500
Provider Attributes			
General Satisfaction			
1 I liked the services that I received.	92%	90%	91%
2 If I had other choices, I would still choose to get services from this provider.	88%	88%	89%
3 I would recommend this agency to a friend or family member.	89%	87%	88%
Domain Score:	90%	89%	91%
Access to Services			
4 The location of services was convenient (parking, public transportation, distance, etc.).	88%	86%	90%
5 Staff were willing to see me as often as I felt it was necessary.	88%	86%	92%
6 Staff returned my calls within 24 hours.	81%	80%	86%
7 Services were available at times that were good for me.	89%	89%	91%
8 I was able to get all the services I thought I needed.	84%	86%	86%
9 I was able to see a psychiatrist when I wanted to.	79%	79%	80%
Domain Score:	89%	88%	91%
Quality/Appropriateness			
10 Staff believed that I could grow, change and recover.	83%	81%	84%
12 I felt free to complain.	82%	80%	83%
13 I was given information about my rights.	95%	94%	93%
14 Staff encouraged me to take responsibility for how I live my life.	86%	85%	87%
15 Staff told me what side effects to watch for.	79%	78%	80%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	89%	90%	92%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	88%	84%	88%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	82%	83%	86%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	75%	78%	82%
Domain Score:	87%	87%	89%
Participation in Treatment Planning			
11 I felt comfortable asking questions about my treatment, services, and medication.	87%	85%	87%
17 I, not staff, decided my treatment goals.	79%	81%	80%
Domain Score:	89%	88%	90%
Consumer Attributes			
Outcomes			
21 I deal more effectively with daily problems.	73%	70%	77%
22 I am better able to control my life.	72%	69%	76%
23 I am better able to deal with crisis.	68%	62%	69%
24 I am getting along better with my family.	69%	69%	75%
25 I do better in social situations.	69%	64%	68%
26 I do better in school and/or work.	62%	59%	65%
27 My housing situation has improved.	68%	66%	75%
28 My symptoms are not bothering me as much.	64%	61%	65%
Domain Score:	72%	67%	75%
Functioning			
29 I do things that are more meaningful to me.	76%	71%	74%
30 I am better able to take care of my needs.	69%	65%	71%
31 I am better able to handle things when they go wrong.	63%	57%	63%
32 I am better able to do things that I want to do.	71%	69%	72%
Domain Score:	72%	71%	75%
Social Connectedness			
33 I am happy with the friendships I have.	81%	80%	80%
34 I have people with whom I can do enjoyable things.	83%	82%	84%
35 I feel I belong in my community.	76%	74%	76%
36 In a crisis, I would have the support I need from family or friends.	80%	85%	86%
Domain Score:	83%	83%	85%
Overall			
Overall Score:	83%	82%	85%

Provider Results

The following table displays this year's item scores for each provider included in the survey.

	DNMM SC	HNNP ACM & EAO	SCCMHA CSS	SCCMHA SCS	SPS ACM & EAO	TTI ACM, ACT, & EAO	WGC EAO & SCS	TOTAL
# Completed Surveys:	24	64	48	177	61	91	35	500
Provider Attributes								
General Satisfaction								
1 I liked the services that I received.	88%	83%	91%	94%	92%	90%	91%	91%
2 If I had other choices, I would still choose to get services from this provider.	96%	78%	90%	91%	92%	88%	91%	89%
3 I would recommend this agency to a friend or family member.	79%	83%	91%	91%	90%	87%	91%	88%
Access to Services								
4 The location of services was convenient (parking, public transportation, distance, etc.).	95%	89%	98%	90%	88%	85%	90%	90%
5 Staff were willing to see me as often as I felt it was necessary.	96%	90%	92%	92%	92%	89%	97%	92%
6 Staff returned my calls within 24 hours.	91%	85%	83%	90%	83%	86%	81%	86%
7 Services were available at times that were good for me.	88%	90%	88%	93%	93%	89%	91%	91%
8 I was able to get all the services I thought I needed.	79%	82%	92%	90%	84%	80%	91%	86%
9 I was able to see a psychiatrist when I wanted to.	81%	70%	83%	88%	82%	74%	71%	80%
Quality/Appropriateness								
10 Staff believed that I could grow, change and recover.	86%	83%	88%	86%	78%	84%	74%	84%
12 I felt free to complain.	83%	83%	74%	86%	82%	79%	90%	83%
13 I was given information about my rights.	92%	89%	94%	95%	90%	91%	94%	93%
14 Staff encouraged me to take responsibility for how I live my life.	70%	87%	90%	88%	87%	89%	90%	87%
15 Staff told me what side effects to watch for.	76%	79%	74%	86%	77%	78%	75%	80%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	100%	87%	90%	94%	92%	92%	97%	92%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	87%	82%	88%	91%	86%	84%	97%	88%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	77%	83%	91%	89%	81%	83%	100%	86%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	85%	76%	87%	83%	79%	81%	92%	82%
Participation in Treatment Planning								
11 I felt comfortable asking questions about my treatment, services, and medication.	90%	85%	85%	88%	87%	86%	83%	87%
17 I, not staff, decided my treatment goals.	85%	65%	82%	87%	76%	76%	84%	80%
Consumer Attributes								
Outcomes								
21 I deal more effectively with daily problems.	55%	63%	76%	80%	75%	88%	77%	77%
22 I am better able to control my life.	71%	65%	79%	81%	71%	80%	65%	76%
23 I am better able to deal with crisis.	64%	58%	74%	71%	61%	79%	67%	69%
24 I am getting along better with my family.	71%	68%	70%	77%	75%	80%	74%	75%
25 I do better in social situations.	64%	52%	63%	76%	62%	70%	75%	68%
26 I do better in school and/or work.	59%	50%	58%	67%	71%	71%	70%	65%
27 My housing situation has improved.	74%	57%	71%	82%	70%	81%	78%	75%
28 My symptoms are not bothering me as much.	65%	59%	64%	73%	58%	66%	54%	65%
Functioning								
29 I do things that are more meaningful to me.	70%	66%	79%	78%	71%	78%	67%	74%
30 I am better able to take care of my needs.	59%	59%	83%	75%	66%	77%	58%	71%
31 I am better able to handle things when they go wrong.	52%	52%	69%	65%	62%	69%	59%	63%
32 I am better able to do things that I want to do.	70%	53%	72%	79%	73%	73%	67%	72%
Social Connectedness								
33 I am happy with the friendships I have.	87%	69%	77%	85%	77%	81%	76%	80%
34 I have people with whom I can do enjoyable things.	91%	67%	87%	89%	79%	83%	85%	84%
35 I feel I belong in my community.	96%	52%	68%	87%	74%	78%	65%	76%
36 In a crisis, I would have the support I need from family or friends.	100%	75%	80%	93%	77%	84%	91%	86%
Overall								
Overall Score:	85%	75%	86%	90%	83%	85%	87%	85%

- Medicine that I've been on for years and it was helping me, now I can't receive the med. Only money because of the doctors were committing fraud. Give medication people that really need it, as myself. My doctor is more confused than I am.
- The virus has messed up the support system for all of us co-occurring disorder patients. I'm a face-to-face guy!
- I could use different meds, but mostly my fault I guess because I missed my last scheduled appointment with Alexis. I sometimes find myself up all night long, sometimes just lying in the dark unable to sleep at least five days-ish a week. Even when I do it doesn't appear as if I get much sleep, maybe 4 hours a night, maybe five on a good night.
- Very friendly and supportive staff, always helpful and provide good information/suggestions to read or learn about, easy to talk to (comfortable atmosphere, easy to work with). Would like more information about support groups for anxiety/depression.
- I would like to see more services in field trips, classes in creativity, journaling, technology (computer labs), etc. Also, I think society has mental illness wrong and it is "taboo" or people walk around dressed differently, talking to themselves. Maybe Hope Network and CMH could do a fundraiser/awareness about mental illness, drug, and alcoholic addiction. CMH has the space for these activities. During the pandemic, since the pandemic, I miss going to Hope Network and some of the employees who also helps a great deal. One last thing...if the majority takes some of the same medication where does that leave the minority? All mental illness is not the same.
- You're doing very good.
- #25 – have Asperger's Autism and the social part of my brain didn't grow properly as a child. #31 – Since I've gone back to work, I've found that it's difficult to deal with some issues. Please stay safe during the coronavirus/COVID-19 Pandemic. Thank you for all you do to serve me.
- God bless me, Hope Network is helping me more than you would know. Hope Network becoming my family. I'm finally getting help I need.
- Doing a great job.
- I think the "staff" i.e. "reception desk" are rather rude and condescending. Also "Tony" was "confused" about dealing with my pharmacy. Which is a mail-order pharmacy. And there was no communication between the doctor there and my personal doctor and pharmacy. I think it would have been better if everybody were on the same page. All-in-all I had a good relationship with the therapist. But think the office is run hap-hazard!
- The staff are all very nice and welcoming. I have missed my appointments and need to reschedule them to continue. Have been a little distracted and need to get back on track. The office and staff have all made me feel safe and welcomed. Thank you!
- There is nothing that I think you guys need to change you are very professional, polite, friendly, sensitive with feelings. (The group) I have, George, Brandon, Maryann, and Sandy (I miss her). You guys have been awesome, and I feel much better. I found out who I am and how to cope.
- I am not getting services from this company since 3/20/2020. There is nothing mentally wrong with me.
- Face-to-face would be great.
- My providers are amazing, and the office is great. I, however, am still majorly struggling but it's being handled as God as it can.

SCCMHA Community Support Services

- Thank you for services.
- Give gift cards to all who reply to surveys and have services at SCCMHA. Have stipends for all who attends SCCMHA workshops/classes.

- I would like to know can I have a job at the rehabilitation center or Veteran ER highway off of Veteran highway.
- Well, I was treated fairly from staff ever since I have been dealing with you people at mental health.
- I have an issue with my psychiatrist nurse (Nurse Lu), she is making me get some of my psychiatric medications from my primary care doctor. She will not prescribe me the medication I've been taking for 6 years, even after I went to other doctors to get clearance. This is unacceptable.
- Thank you for all you do - I love being a part of and growing with SCCMHA.
- My worker was very helpful to see me once on the unit (Puff) in Caro – then a few times on tele-med. She was open to my recovery story and was interested in me. I'll continue to work with CMH and attend any appointments to stay helpful to help others through my life with God in life – I can do anything. Remember to always take meds!!!!
- I'm treated very well. I am blessed with great staff, Dr. Abbay, Ja, Rebecca, Nurses, are pleasant to talk to. Genoa Pharmacy calls when meds are full. Thanks
- I'm not how I was in past tense but better with help from you all and family and other in for sure my loving friend.
- There should be music playing in the recreation room because we have nothing to do.
- My feet are very sensitive, it kind of hurt pretty bad last night.
- To be treated with respect by locals and aftermath corona blues or A (a) new (er) kind of business to spend or B Advertising about finding a new kind of business or vehicle. Asking for funds to branch out to locate funds to create something new or a car-van mobile. Asking staff time extra to branch out from midgrade type kind of medication.
- I am grateful to have CMH in my life regardless of my own personal withdrawals due to my isolation. I thank you all for assisting me through my trials of life.

SCCMHA Supports Coordination Services

- I like people. I like they help me with money and help with meeting her goals.
- Can't wait to return safely. My mom and dad will decide when they feel I will be safe enough to return. Miss you all, especially Joyce Lee Chief.
- Thank you for all your help/services.
- Come and see him (his quote). Have another mental health Christmas party. I like to go to that with her.
- More services so consumer can obtain independent living.
- I got this at Frances in Lapeer and me from (8) years later from getting a public job in Lapeer. I'm doing from (8) years before till now and from (8) years I have not done) things bad no August 22, 1992, I got in a terrible accident. I am doing the best ever. God Bless you. Thanks.
- Jodi B. took off when Chelsea left my therapy session for 1 year. Thank you everyone.
- Tracey Looby needs to be fired. I had to be placed with Dr. Abbay because to me as a nurse was unprofessional where she said that "I don't have a glass ball to see things with." I told her as an LPN/graduate RN agency nurse for nursing homes, a home healthcare and pediatric trach and ventilation nurse, I WOULD HAVE NEVER TOLD THAT TO A PSYCH PATIENT OR ANYONE AT ALL. I felt uncomfortable with her personal references to what she can't do. She personally couldn't even be one of my CNAs in any facility I worked at. It's not about her.
- The turnover of therapists and psychiatrists is very upsetting. She may have someone twice and then they are gone. The last therapist she had told her when she went in "Let's make this quick." Very unprofessional. She is gone now.
- I am the guardian. These questions were answered based on the Self-Determination program he is enrolled in.
- I believe your agency does not encourage clients to work so they can better take care of themselves.

- Ash is absolutely wonderful – I would not ever want anyone else. He is thoughtful and explains everything. He helps me understand the paperwork involved. He stays on top of everything, things that need to be done – time sensitive things – spend-downs. Ash is very conscientious and always on the ball with everything. I could not be more pleased to have anyone else besides Ash. He’s given so much security and comfort with how he stays on top of everything.
- I’m subjected to institutionalized racism based on the color of my skin the not the contents of my character so to speak.
- Kerri, Support Coordinator doing great job! Dr. Vize is wonderful. Very caring.
- I am working on skills to get back in the community with the help of my county worker.
- #21-32. Her life is simple with a set routine. She has a comfortable stable home life. There is no drama or crisis. She goes to guardian angels for the social life and activities. She is a happy middle-aged woman/child with down syndrome.
- I am doing better at taking care of myself and being more responsible for my actions and needs and managing my systems. Taking care of my health.
- No questions or comments – I like the services I am getting. Overall, the program is great. Thank you for your services.
- COVID has made things more difficult but other than that things are good.
- I am very happy with the Dr. and everyone associated with her.
- Beautiful community, great staff, great residents.
- Staff asked the questions and had to explain the question.
- Staff didn’t help with obtaining information on support groups, drop-in center, etc. Don’t feel staff is working too hard to help with program. I feel they are there just for a paycheck.
- She has a guardian. Has difficulty speaking. Her case manager and guardian with input from AFC home she lives in make suggestions, her guardian either approves or disapproves.

Saginaw Psychological Services

- I think everything is going well and I like the services that I am receiving.
- I need to get a check-up. I'm hurting in my left leg and my stomach bad.
- This world doesn't make sense at all.
- I like Facebook kind of a little bit.
- The psychiatrist Dr. Mendez is hard-hearted and totalitarian.
- Initial intake was very thorough which I felt was beneficial. However, little to none of this was used upon intake at my first appointment with my provider. The provider fell short of my needs and I wasn’t sure who to contact at SCCMHA to be redirected.
- The one thing I see wrong with Saginaw Psychological is that as soon as I get use to a case worker or Therapist, they leave, and I get a different one. Why is this? And I feel like I’m starting all over again. I’m glad you offer this service; it has been a lifeline to me.
- Overall, I am satisfied with services.
- I do not have any friends because people are evil. My mother is Satan’s sister, and I am good in my home. Thank you much.
- Question #26 – I am physically disabled, so I am unable to work and am in a lot of pain.
- You are very helpful.
- To whom it may concern, keep up the great work all the time every time nothing like the free relaxation time in ones or a couples everyday living life to the fullest God graces bestow upon us staying in, staying home, staying safe, and staying smart.
- Have hard time concentrating, having hard time understanding things like paying some bills like going online or money orders or reading things that are important.

- It has been very hard to focus on my “Recovery” during this COVID 19 crisis. I really miss my face-to-face therapy.
- My mother-in-law needs to communicate more with you guys, I feel she’s not getting the proper help. She goes there and doesn’t really even talk, that needs some work from your facility. She needs to get more self-esteem and confidence.
- My medication is working. I need to move away from this area and this apartment. From what has happened already, I am not safe and my little dog either. My car is broke down; someone has been inside of this apartment (with a key) when I’m gone WITHOUT permission. “Home invaders”, “stalkers” and “thieves”. I cannot have acquaintances other than my dog. My “Rights”.
- Thank you for what you do. Helping me. I go to Saginaw Psychological. The phone calls thru COVID was so grateful for.
- More peer supports.
- I have no questions at all. I did the survey with help of a friend.
- COVID has changed access to services but case worker checks in frequently and is helpful!
- Due to COVID-19 more hours are needed for special needs people for they are in need of more care and help during the day when they need to do many things that are on their daily agenda.
- Take time to get to know that person and go from there, it will make a big difference. That’s my opinion.

Training and Treatment Innovations

- Saginaw County Community Mental Health does a great job with getting me my meds. Keep up the good work.
- I would like to thank the team at TTI starting with Eva, she was great!! Then Mark, Marsha and just new hired Martine who was great doing my PCP, didn’t miss a beat. Last but not least, Dr. Ibrahim for the quarterly injections (bed med since age 21 (now 57) and my injection nurse, Carol is very knowledgeable and thorough.
- I am very happy to have this in my life. It has been a life saver. The staff are wonderful!
- The new location is closer to me and has helped make it easier to get to my appointments.
- My care team is a very caring team. I really love going to my appointments. My doctor answers all my questions and if he can’t, he looks and finds the answers.
- Would like to get a job.
- I felt I was left by my case manager. I still think this was due to COVID for some people.
- I have not talked to my therapist in over 2 months because we just play phone tag. COVID has made things so hard and I just feel no one cares. My anxiety is so bad.
- I need a new roof. Help to pay septic tank cleaner. I worry all the time that I will have my house condemned.
- I am so blessed for you helping me and caring about me like you do.
- I am satisfied with my services.
- I feel that TTI has really dropped the ball with the COVID-19 issue. I have received very little contact from therapists, case manager and my psych appointments are worthless. They provide little to no needed services. I am seriously thinking about going to some other provider.
- Housing and a little more help with more finance.
- Of all the places I have gone to over the years for treatment, this place has truly been more help and beneficial to my mental health problems and has gotten me on the right track to achieving all the goals I have set for myself.
- Visits from case manager are good. My medication is delivered monthly on time. I enjoy time with everyone (including Doctor) and other things. Help has been available with the COVID-19 virus Pandemic. I am doing the best that I can and need the best I can daily. The best thing of all was

offered to help out special patients. I am trying to improve and will improve my treatment with the guidance that I get. The best of all it helps my family life with my care giver (i.e. family and friends).

- My anxiety is very high.
- When I first entered services in 2015, my health provider did NOT disclose the possible side effects of my medication, and I ended up gaining 60 lbs. and my hormones were a mess. Health providers should be aware of possible side effects and fully disclose them to the patient.
- They can help more when people are really and in need, but they only do what they feel comfortable doing at that time as far as appointments etc. But I grow and learn as I get older. God Bless Me!
- TTI has been a good experience for me.
- They have been very helpful, and I love my case manager, Kelly. She is so helpful, caring and understanding.

Westlund Guidance Clinic

- This evaluation is from January 2020 to Mid-March only as COVID-19 has resulted in services being shut down.
- I feel that with the Corona Virus going around, my providers did the best they could with what they could provide.
- Would like more activities to do. Would like someone to help me cook more.
- The services that are provided have been amazing to me.
- I wish my therapist listened more and talked a bit less and wouldn't dismiss my feelings sometimes.
- Would like to speak to my psychiatrist in person instead of over the phone.
- He likes working at SVRC. He likes working on the work floor with his friend.
- He is still in a child-like state. I did the best I could in answering these questions since he can't do it himself. Don't know if these answers will help you.
- There should have been a plan before COVID-19 so workers and employers should have been better protected. I hope there is a plan in place now for all.

Quality Improvement Opportunities

Results of the MHSIP Consumer Satisfaction Survey provide valuable feedback and insight into the perspectives of consumers regarding the care and services they receive. The following are recommendations to assure that the outcomes of this survey are shared with staff, providers, consumers, guardians, and stakeholders and that quality improvement opportunities are identified and acted upon as needed:

- 1) A final draft of this survey report will be reviewed by the SCCMHA Quality Governance Council (QGC) for comment and approval. The QGC will identify any trends that have occurred from year to year and determine possible system-wide improvement efforts.
- 2) The final survey report will be presented to the SCCMHA Adult Case Management Supervisors. Supervisors will be asked to review this information with their staff to identify areas needing improvement and celebrate successes as appropriate. They will be required to provide the SCCMHA Quality Department evidence that this has occurred within 60 days of receiving the report. At least one area of improvement based on a survey domain or individual survey item will be identified and a performance improvement plan will be submitted.
- 3) The Performance Improvement Plans from the 2018 survey should be reviewed by Supervisors to determine if their performance has improved as a result of their intervention.
- 4) The SCCMHA Quality Department will follow up on team/provider performance improvement plans to ensure they have been implemented accordingly.

- 5) The final report will be presented to the SCCMHA Ends Committee, the SCCMHA Citizen's Advisory Committee, and the SCCMHA Board of Directors.
- 6) A summary brochure of the results will be completed for distribution to consumers.
- 7) The final survey report and summary brochure will be posted on the SCCMHA website.
- 8) In an effort to improve survey return rates, the SCCMHA Quality Department will: 1) ask case holders and FDAs to verify consumer addresses prior to survey mailings and encourage consumers to complete the survey, 2) request "return service" from the post office so follow up on bad or incorrect addresses can occur, and 3) conduct a follow up postcard mailing to remind consumers to complete the previously mailed survey.

Date of Report: December 11, 2020

By: Holli McGeshick, Quality Project Specialist