

2022 Adult Consumer Satisfaction Survey Report

Overview

In June 2022, 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 2,492 surveys were distributed by mail with a postage-paid return envelope. Three hundred seventy-four (374) completed surveys were received resulting in a 15% return rate. The table below trends the return rates for each provider and shows that the overall return rate decreased in 2022.

Provider	FY2018			FY2020			FY2022		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
DNMM Supports Coordination	110	22	20%	116	24	21%	151	33	22%
HNNP Adult Case Management HNNP Enhanced Adult Outpatient*	550	42	8%	500	64	13%	393	36	9%
SCCMHA Community Support Services	392	59	15%	447	48	11%	404	47	12%
SCCMHA Supports Coordination Services	576	171	30%	556	177	32%	527	140	27%
SPS Adult Case Management SPS Enhanced Adult Outpatient*	520	52	10%	492	61	12%	442	41	9%
TTI Adult Case Management TTI Assertive Community Treatment TTI Enhanced Adult Outpatient*	623	81	13%	595	91	15%	512	60	12%
WGC Enhanced Adult Outpatient* WGC Supports Coordination Services	110	32	29%	214	35	16%	63	17	27%
Total	2,881	459	16%	2,920	500	17%	2,492	374	15%

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 crisis 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.

Survey Results by Domain

Overall scores for domains defined as provider attributes ranged from 91% to 92% this year. Overall scores for domains defined as consumer attributes ranged from 76% to 85% this year. The percentage of satisfaction for each provider are shown in the following table. Also provided are the regional overall scores by domain for 2022.

Provider	Provider Attributes				Consumer Attributes			Overall
	General Satisfaction	Access to Services	Quality / Appropriateness	Participation in Treatment Planning	Outcomes	Functioning	Social Connectedness	
DNMM Supports Coordination	94%	96%	96%	100%	77%	81%	97%	92%
HNNP Adult Case Management	91%	83%	86%	94%	53%	74%	80%	80%
SCCMHA Community Support Services	87%	89%	85%	85%	73%	77%	83%	83%
SCCMHA Supports Coordination Services	93%	95%	95%	92%	85%	86%	93%	92%
SPS Adult Case Management	90%	93%	85%	93%	66%	68%	67%	80%
TTI Adult Case Management TTI Assertive Community Treatment	95%	88%	88%	92%	75%	84%	71%	85%
WGC Supports Coordination Services	100%	100%	100%	93%	100%	92%	100%	98%
Overall	92%	92%	91%	92%	76%	81%	85%	87%
MSHN 2022	93%	91%	93%	88%	70%	69%	71%	n/a

*FY22 Enhanced Outpatient Services were discontinued and not surveyed

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 either increased or remained the same from 2020 to 2022. Correspondingly, item scores have remained fairly consistent.

	FY2018 n=459	FY2020 n=500	FY2022 n=374
Provider Attributes			
General Satisfaction			
1 I liked the services that I received.	90%	91%	93%
2 If I had other choices, I would still choose to get services from this provider.	88%	89%	89%
3 I would recommend this agency to a friend or family member.	87%	88%	90%
Domain Score:	89%	91%	92%
Access to Services			
4 The location of services was convenient (parking, public transportation, distance, etc.).	86%	90%	90%
5 Staff were willing to see me as often as I felt it was necessary.	86%	92%	92%
6 Staff returned my calls within 24 hours.	80%	86%	91%
7 Services were available at times that were good for me.	89%	91%	92%
8 I was able to get all the services I thought I needed.	86%	86%	90%
9 I was able to see a psychiatrist when I wanted to.	79%	80%	84%
Domain Score:	88%	91%	92%
Quality/Appropriateness			
10 Staff believed that I could grow, change and recover.	81%	84%	87%
12 I felt free to complain.	80%	83%	86%
13 I was given information about my rights.	94%	93%	94%
14 Staff encouraged me to take responsibility for how I live my life.	85%	87%	91%
15 Staff told me what side effects to watch for.	78%	80%	83%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	90%	92%	92%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	84%	88%	90%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	83%	86%	89%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	78%	82%	81%
Domain Score:	87%	89%	91%
Participation in Treatment Planning			
11 I felt comfortable asking questions about my treatment, services, and medication.	85%	87%	92%
17 I, not staff, decided my treatment goals.	81%	80%	86%
Domain Score:	88%	90%	92%
Consumer Attributes			
Outcomes			
21 I deal more effectively with daily problems.	70%	77%	80%
22 I am better able to control my life.	69%	76%	78%
23 I am better able to deal with crisis.	62%	69%	73%
24 I am getting along better with my family.	69%	75%	75%
25 I do better in social situations.	64%	68%	71%
26 I do better in school and/or work.	59%	65%	67%
27 My housing situation has improved.	66%	75%	75%
28 My symptoms are not bothering me as much.	61%	65%	71%
Domain Score:	67%	75%	76%
Functioning			
29 I do things that are more meaningful to me.	71%	74%	80%
30 I am better able to take care of my needs.	65%	71%	78%
31 I am better able to handle things when they go wrong.	57%	63%	68%
32 I am better able to do things that I want to do.	69%	72%	79%
Domain Score:	71%	75%	81%
Social Connectedness			
33 I am happy with the friendships I have.	80%	80%	81%
34 I have people with whom I can do enjoyable things.	82%	84%	84%
35 I feel I belong in my community.	74%	76%	78%
36 In a crisis, I would have the support I need from family or friends.	85%	86%	83%
Domain Score:	83%	85%	85%
Overall			
Overall Score:	82%	85%	87%
<i>*FY22 Enhanced Outpatient Services were discontinued and not surveyed</i>			

Provider Results

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

	DNMM SC	HNNP ACM	SCCMHA CSS	SCCMHA SCS	SPS ACM	TTI ACM & ACT	WGC SCS	TOTAL
# Completed Surveys:	33	36	47	140	41	60	17	374
Provider Attributes								
General Satisfaction								
1 I liked the services that I received.	97%	88%	87%	94%	95%	95%	100%	93%
2 If I had other choices, I would still choose to get services from this provider.	90%	82%	85%	91%	85%	90%	94%	89%
3 I would recommend this agency to a friend or family member.	94%	85%	78%	92%	87%	92%	100%	90%
Access to Services								
4 The location of services was convenient (parking, public transportation, distance, etc.).	91%	86%	91%	90%	87%	90%	100%	90%
5 Staff were willing to see me as often as I felt it was necessary.	96%	92%	87%	96%	93%	82%	93%	92%
6 Staff returned my calls within 24 hours.	96%	86%	86%	93%	87%	88%	100%	91%
7 Services were available at times that were good for me.	96%	86%	85%	95%	93%	90%	100%	92%
8 I was able to get all the services I thought I needed.	100%	86%	87%	93%	83%	85%	100%	90%
9 I was able to see a psychiatrist when I wanted to.	83%	69%	83%	92%	87%	79%	80%	84%
Quality/Appropriateness								
10 Staff believed that I could grow, change and recover.	82%	82%	87%	90%	79%	86%	100%	87%
12 I felt free to complain.	85%	78%	76%	92%	83%	85%	93%	86%
13 I was given information about my rights.	96%	89%	87%	98%	90%	91%	100%	94%
14 Staff encouraged me to take responsibility for how I live my life.	96%	82%	85%	94%	95%	86%	93%	91%
15 Staff told me what side effects to watch for.	85%	76%	72%	90%	85%	76%	85%	83%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	96%	88%	87%	94%	93%	86%	100%	92%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	96%	85%	87%	94%	84%	84%	93%	90%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	93%	88%	83%	92%	87%	88%	92%	89%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	72%	76%	76%	85%	76%	84%	86%	81%
Participation in Treatment Planning								
11 I felt comfortable asking questions about my treatment, services, and medication.	92%	92%	89%	94%	85%	92%	100%	92%
17 I, not staff, decided my treatment goals.	96%	91%	73%	88%	74%	89%	92%	86%
Consumer Attributes								
Outcomes								
21 I deal more effectively with daily problems.	88%	64%	79%	84%	81%	79%	92%	80%
22 I am better able to control my life.	73%	68%	79%	83%	74%	80%	83%	78%
23 I am better able to deal with crisis.	71%	53%	75%	76%	70%	80%	73%	73%
24 I am getting along better with my family.	77%	65%	72%	81%	56%	79%	100%	75%
25 I do better in social situations.	81%	42%	68%	81%	57%	67%	92%	71%
26 I do better in school and/or work.	71%	38%	61%	81%	47%	61%	91%	67%
27 My housing situation has improved.	76%	56%	70%	85%	63%	70%	100%	75%
28 My symptoms are not bothering me as much.	74%	55%	67%	79%	63%	71%	80%	71%
Functioning								
29 I do things that are more meaningful to me.	79%	62%	79%	86%	76%	81%	92%	80%
30 I am better able to take care of my needs.	81%	79%	72%	82%	63%	82%	77%	78%
31 I am better able to handle things when they go wrong.	71%	68%	65%	69%	58%	71%	73%	68%
32 I am better able to do things that I want to do.	85%	66%	74%	86%	68%	77%	100%	79%
Social Connectedness								
33 I am happy with the friendships I have.	81%	73%	80%	89%	70%	70%	100%	81%
34 I have people with whom I can do enjoyable things.	94%	83%	80%	93%	67%	68%	93%	84%
35 I feel I belong in my community.	88%	65%	78%	85%	73%	64%	100%	78%
36 In a crisis, I would have the support I need from family or friends.	94%	83%	80%	90%	62%	72%	100%	83%
Overall								
Overall Score:	92%	80%	83%	92%	80%	85%	98%	87%
<i>*FY22 Enhanced Outpatient Services were discontinued and not surveyed</i>								

- Hope Network has been great for me. Chris Luter has been great, helpful, and a good listener. And Tony Cannon was really easy to talk to and his responses were always encouraging and understanding. They were awesome and I miss them. They weren't just like people doing their jobs, they felt like my friends too.
- I am the grandfather of the patient.
- The sudden and extreme downsizing was horrifically problematic.

SCCMHA Community Support Services

- Thank you!
- Remove psychiatrists and replace them with a Soteria house environment. Psychiatrists are corrupt, apathetic towards feelings, not personable, physically abusive, emotionally abusive, psychologically abusive and mentally abusive. Soteria houses provide an environment where the person with a mental health condition can express thoughts and feelings comfortably and encourage a natural person without psychotropic medications.
- When am I going to get a new case manager? I really need one. Not doing too well.
- Thanks.
- Since going to CMH and Great Lakes Bay, my outlook on life has improved. It's taken 20 years to get my medication right! I feel I'm definitely going in the right direction.
- Good service. :)
- Brian Birdwell was great with getting me into the DBT group program, though it didn't end up being the right thing for me at this time. He was so nice and kind and went through everything with me. He was very genuine and gave me his undivided attention. He was also very understanding when something came up and I had to cancel at the last minute.

SCCMHA Supports Coordination Services

- He is unable to comment on result of services. We got what we need!
- As of 06/07/2022 I have only had one (1) visit with counselor; my grandmother helped me to respond and write this comment.
- Adam Soule is my worker. I appreciate him for all he does for me, going above and beyond to take care of my needs. Thank you, Adam S.
- My only need is to start going back to CTS. I have not been able to attend since March of 2020 because of COVID restrictions. Lynn White continues to be a wonderful case worker to me and my family. She is very kind and knowledgeable.
- My only need is to be able to attend SVRC program. Because of COVID restrictions, I have not attended program since March of 2020. I do participate on SKYPE 3 times a week for lunch bunch and 5 times a week of CLS. That is only a total of 8 hours a week. My case worker Lynn White is always available to me, and my family as needed and visits once a month and I enjoy that very much.
- Deb Salisbury is a wonderful support coordinator. She encourages me to be my best self.
- She has a wonderful caseworker, Shamon Johnson. We appreciate everything Suzanne Perkins does for our daughter. She works great with Sara and has assisted us in acquiring equipment for our home to safely care for her.
- I am disappointed the CLS is not available anymore – she does not get to spend a lot of time with peers.
- Patti Colpean-Decker is a wonderful support coordinator. I'm so happy to be back at CTN and staff there are so friendly and welcoming. I only wish I could attend 5 days again.
- It has been over a year that she has applied for services. It is now May of 2022, and still, she has nothing. Her case worker is great, but her hands are tied. No workers. There has to be something for her after all this time. I am only requesting 1 or 2 days a week. I am very disappointed in Saginaw Community Health. Had no problem in Bay City. Still waiting.
- All the staff are wonderful working with her. She enjoys seeing all of them. She feels they help her a lot.
- I would like to see changes in CTN. Like let people go two months or so then change to other people so everyone enjoys program instead of them sitting at home. Let everyone have a chance to go doing stupid zoom.

- I like Jamie she does a good job for me. She explains things and tries to be quick, so I don't have to sit too long. She talks to my mom as much as possible so they can make good choices for me.
- He has moved to Macomb County. He has a new record.
- My brother and I were very pleased with the visit. Ms. Johnson was very professional.
- We can always depend on Carrie and Amanda to help with our concerns and guide us in positive directions.
- Great job!!!
- I love all my staff and all my peers, all my friends.
- Lynn White is an amazing case worker. She is so very caring and always there to help in any way possible.
- I love all the staff here and peers.
- He needs staff hours, there are still hours he has no staff at night. He needs someone to make sure he stays on task, he eats right – to keep him company until – 5:00 p.m. – 10:00 p.m. like he has on some nights, not all the time. June 19 – there was no staff – maybe no staff during the day on weekends. When will he get staff? He needs it.
- My new support coordinator is working very well with me and my guardian.
- Like to go to school more often.
- I am happy.

Saginaw Psychological Services

- Counselor (therapist) and case management are great – been having issues with Alexia Smith (meds) not wanting to put me on a depressant or change my anxiety medication that doesn't work 1 year. Suggest mood stabilizer but I don't want that. Just anti-depressant like Zoloft or Effexor. Knows I have chronic fatigue, believes could be from depression but refuses to treat me properly.
- Continuing treatment as needed.
- I have been in mental health services off and on for 50 years. Hands down this is the best support team I have worked with. I have had and still am thrilled to be working with Sag Psych and SCCMHA.
- You all do a great job with people and what they need. Thank you all.
- Can you provide transportation to my appointments? Please and thank you.
- I wish there were in-person classes that would help me! I have also wanted info on AA or support groups and still have not received that info.
- The past year has brought on several challenges and much uncertainty. It has been very helpful to have this team on board for these things!

Training and Treatment Innovations

- I don't come to the office and I'm not on any medications. My case manager calls and checks on me.
- The staffing issue is poor. Employees leave for other positions in other areas. I can't understand why. Make your organization a better place to work.
- Service provider is excellent. Rest of staff leaves much to be desired.
- Everything was perfect.
- Great service at TTI Saginaw location. Brenda and Jill helped tremendously.
- I had my share of problems in pain, but you guys believe and now I achieve. Still working on recovery.
- You have a very strong and effective company. I am very pleased with the performance that I receive. Thank you so much for the services that I receive.
- The ACT Team administers an Invega Shot plus 3 mg of pills of Invega. I eat like a horse - the 3 mg is too much!
- I asked 1 1/2 weeks ago to see the Psych Dr - no reply.
- Just want my worker and or case manager to help instead of forgetting about me.
- I really enjoy the pharmacy and all the support this building has helped me get on my meds, stay in TTI. Without it I would act out, be mean and out of control without my meds. It doesn't heal me all the way, I sometimes have a bad bi-polar episode, but the pills help not freak out all the time.
- Very grateful (to have these services).

- I hope to get more stable and make an improvement of the things that I need to improve.
- Some staff lie to you. Some staff are no-shows when you have an appointment, never contact you about not showing up or call you.
- Very excellent services.
- Mental health has helped me get the help I need. I'm thankful for the services they do. If it wasn't for mental health, I wouldn't know where I would be and thankful for caring about my problems that I got. They are there for me and solve my problems that I have and good advice they give me and the therapist that I go to, she's helping me out when I talk to her and my case worker.

Westlund Guidance Clinic

- Very satisfied.
- He does good in some areas but when it comes to money, he still needs help in that because he is not very good in counting money that is what he needs help in and also needs help in reading. I try to help him in any that I could, but he doesn't sit still long enough for me to help him.
- I only get refills.
- I really like the service I get.
- Enjoy all the staff. Never had problems. They really seem to care.

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 2020 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.

Date of Report: December 6, 2022

By: Holli McGeshick, Quality and Medical Records Supervisor