

# 2024 Adult Consumer Satisfaction Survey Report

## Overview

In June 2024, the Quality Department of the Saginaw County Community Mental Health Authority (SCCMHA) administered its annual adult consumer satisfaction survey to adult persons served to measure their satisfaction with care and treatment outcomes. The Mental Health Statistics Improvement Program (MHSIP) Survey was sent to adult persons served who received services during the previous six months from SCCMHA, Disability Network of Mid-Michigan (DNMM), Hope Network New Passages (HNNP), McDowell Healing Arts Center, Saginaw Psychological Services (SPS), and Training and Treatment Innovations (TTI).

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 mental health data nationwide.

## Methodology & Return Rates

All adult persons served 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 2,606 surveys were distributed by mail with a postage-paid return envelope. Four hundred thirteen (413) completed surveys were received resulting in a 16% return rate. The table below trends the return rates for each provider and shows that the overall return rate decreased in 2024.

Provider	FY2022			FY2023			FY2024		
	Distributed	Received	Return Rate	Distributed	Received	Return Rate	Distributed	Received	Return Rate
DNMM Supports Coordination	151	33	22%	168	40	24%	164	42	26%
HNNP Adult Case Management HNNP Enhanced Adult Outpatient*	393	36	9%	422	38	9%	488	36	7%
HNNP Case Management I/DD**	N/A	N/A	N/A	37	12	32%	45	12	27%
McDowell M2M***	N/A	N/A	N/A	N/A	N/A	N/A	9	1	11%
SCCMHA Community Support Services	404	47	12%	348	47	14%	374	43	11%
SCCMHA M2M***	N/A	N/A	N/A	N/A	N/A	N/A	74	3	4%
SCCMHA Supports Coordination Services	527	140	27%	546	170	31%	536	150	28%
SPS Adult Case Management SPS Enhanced Adult Outpatient*	442	41	9%	387	43	11%	415	57	14%
TTI Adult Case Management TTI Assertive Community Treatment TTI Enhanced Adult Outpatient*	512	60	12%	523	69	13%	501	69	14%
WGC Enhanced Adult Outpatient* WGC Supports Coordination Services****	63	17	27%	2	0	0%	0	0	N/A
<b>Total</b>	<b>2,492</b>	<b>374</b>	<b>15%</b>	<b>2,433</b>	<b>419</b>	<b>17%</b>	<b>2,606</b>	<b>413</b>	<b>16%</b>

\*FY22 & FY23 Enhanced Outpatient Services were discontinued and not surveyed

\*\*FY23 HNNP I/DD New Team Surveyed

\*\*\*FY24 McDowell & SCCMHA Mild to Moderate New Team Surveyed

\*\*\*\*WGC was not serving SCCMHA individuals at the time of the FY24 survey

## 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 person served's status in clinical improvement, daily functioning, and relationships.

### Provider Attributes

- General Satisfaction: three items assess the persons served 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 persons served 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 person served could grow, change, and recover, staff's sensitivity to different cultural and ethnic backgrounds, staff's encouragement to utilize person served-run programs such as support groups, and the provision of information concerning consumer rights.
- Participation in Treatment Planning: two items assess the person served'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 persons served 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 persons served 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 89% to 90% 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 2024.

Provider	Provider Attributes				Consumer Attributes			Overall
	General Satisfaction	Access to Services	Quality / Appropriateness	Participation in Treatment Planning	Outcomes	Functioning	Social Connectedness	
DNMM Supports Coordination	90%	92%	87%	84%	85%	84%	92%	<b>88%</b>
HNNP Adult Case Management	80%	77%	77%	83%	69%	69%	65%	<b>74%</b>
HNNP Case Management I/DD**	92%	92%	92%	92%	91%	82%	100%	<b>91%</b>
McDowell M2M***	100%	100%	0%	100%	100%	100%	100%	<b>86%</b>
SCCMHA Community Support Services	81%	91%	84%	98%	74%	83%	81%	<b>85%</b>
SCCMHA M2M***	100%	67%	100%	100%	100%	100%	100%	<b>95%</b>
SCCMHA Supports Coordination Services	94%	94%	98%	96%	83%	79%	93%	<b>91%</b>
SPS Adult Case Management	86%	93%	89%	84%	68%	66%	78%	<b>81%</b>
TTI Adult Case Management TTI Assertive Community Treatment	87%	79%	83%	84%	66%	71%	78%	<b>78%</b>
Overall	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>90%</b>	<b>76%</b>	<b>76%</b>	<b>85%</b>	<b>85%</b>
MSHN 2024	88%	87%	88%	83%	69%	69%	70%	n/a

\*\*FY23 HNNP I/DD New Team Surveyed

\*\*\*FY'24 McDowell & SCCMHA Mild to Moderate New Teams Surveyed

## Overall Survey Results

The following table trends the overall item and domain scores for the past three surveys. Scores for four of the seven domains increased from 2023 to 2024, two scores remained the same, and one decreased. The overall score across all seven domains was 85% which is a 1% increase from last year.

	FY2022 n=374	FY2023 n=419	FY2024 n=413
<b>Provider Attributes</b>			
<b>General Satisfaction</b>			
1 I liked the services that I received.	93%	87%	91%
2 If I had other choices, I would still choose to get services from this provider.	89%	83%	87%
3 I would recommend this agency to a friend or family member.	90%	85%	87%
<b>Domain Score:</b>	<b>92%</b>	<b>86%</b>	<b>89%</b>
<b>Access to Services</b>			
4 The location of services was convenient (parking, public transportation, distance, etc.).	90%	85%	86%
5 Staff were willing to see me as often as I felt it was necessary.	92%	86%	90%
6 Staff returned my calls within 24 hours.	91%	84%	84%
7 Services were available at times that were good for me.	92%	87%	89%
8 I was able to get all the services I thought I needed.	90%	81%	83%
9 I was able to see a psychiatrist when I wanted to.	84%	81%	82%
<b>Domain Score:</b>	<b>92%</b>	<b>86%</b>	<b>89%</b>
<b>Quality/Appropriateness</b>			
10 Staff believed that I could grow, change, and recover.	87%	84%	86%
12 I felt free to complain.	86%	84%	84%
13 I was given information about my rights.	94%	91%	90%
14 Staff encouraged me to take responsibility for how I live my life.	91%	87%	86%
15 Staff told me what side effects to watch for.	83%	78%	80%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	92%	89%	91%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	90%	85%	87%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	89%	83%	86%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	81%	79%	82%
<b>Domain Score:</b>	<b>91%</b>	<b>87%</b>	<b>89%</b>
<b>Participation in Treatment Planning</b>			
11 I felt comfortable asking questions about my treatment, services, and medication.	92%	89%	89%
17 I, not staff, decided my treatment goals.	86%	80%	79%
<b>Domain Score:</b>	<b>92%</b>	<b>90%</b>	<b>90%</b>
<b>Consumer Attributes</b>			
<b>Outcomes</b>			
21 I deal more effectively with daily problems.	80%	76%	73%
22 I am better able to control my life.	78%	75%	69%
23 I am better able to deal with crisis.	73%	70%	61%
24 I am getting along better with my family.	75%	72%	77%
25 I do better in social situations.	71%	69%	76%
26 I do better in school and/or work.	67%	67%	80%
27 My housing situation has improved.	75%	70%	81%
28 My symptoms are not bothering me as much.	71%	68%	67%
<b>Domain Score:</b>	<b>76%</b>	<b>75%</b>	<b>76%</b>
<b>Functioning</b>			
29 I do things that are more meaningful to me.	80%	78%	80%
30 I am better able to take care of my needs.	78%	71%	69%
31 I am better able to handle things when they go wrong.	68%	64%	59%
32 I am better able to do things that I want to do.	79%	76%	76%
<b>Domain Score:</b>	<b>81%</b>	<b>76%</b>	<b>76%</b>
<b>Social Connectedness</b>			
33 I am happy with the friendships I have.	81%	84%	81%
34 I have people with whom I can do enjoyable things.	84%	85%	84%
35 I feel I belong in my community.	78%	77%	74%
36 In a crisis, I would have the support I need from family or friends.	83%	87%	85%
<b>Domain Score:</b>	<b>85%</b>	<b>88%</b>	<b>85%</b>
<b>Overall</b>			
<b>Overall Score:</b>	<b>87%</b>	<b>84%</b>	<b>85%</b>

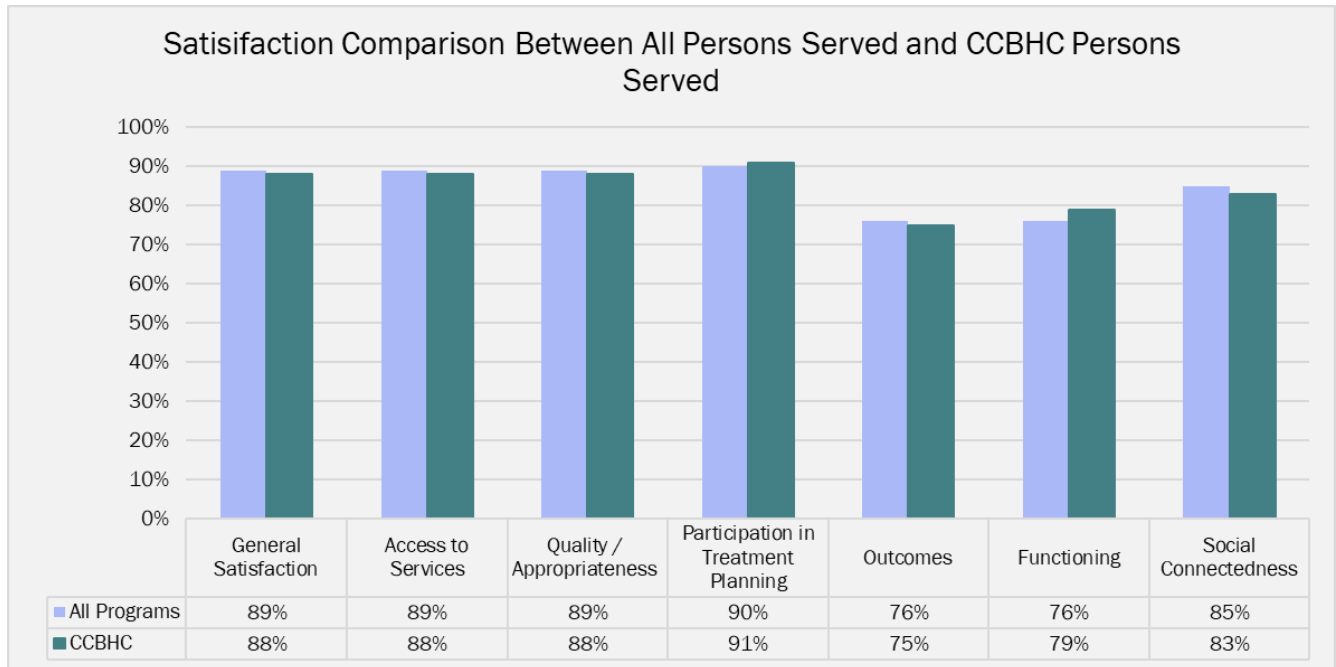
# Provider Results

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

	DNMM SC	HNNP ACM	HNNP CSM /DD**	McDowell M2M***	SCCMHA CSS	SCCMHA M2M***	SCCMHA SCS	SPS ACM	TTI ACM & ACT	TOTAL
# Completed Surveys:	42	36	12	1	43	3	150	57	69	413
<b>Provider Attributes</b>										
<b>General Satisfaction</b>										
1 I liked the services that I received.	95%	83%	92%	100%	88%	100%	95%	89%	85%	91%
2 If I had other choices, I would still choose to get services from this provider.	90%	79%	92%	100%	84%	67%	90%	84%	83%	87%
3 I would recommend this agency to a friend or family member.	90%	71%	83%	100%	81%	100%	92%	86%	88%	87%
<b>Access to Services</b>										
4 The location of services was convenient (parking, public transportation, distance, etc.).	92%	74%	92%	0%	88%	67%	91%	91%	71%	86%
5 Staff were willing to see me as often as I felt it was necessary.	93%	80%	92%	100%	90%	67%	95%	91%	85%	90%
6 Staff returned my calls within 24 hours.	86%	68%	83%	100%	76%	100%	89%	86%	81%	84%
7 Services were available at times that were good for me.	95%	80%	92%	100%	88%	100%	93%	98%	76%	89%
8 I was able to get all the services I thought I needed.	92%	69%	92%	100%	77%	67%	88%	87%	74%	83%
9 I was able to see a psychiatrist when I wanted to.	81%	65%	75%	0%	81%	67%	91%	79%	81%	82%
<b>Quality/Appropriateness</b>										
10 Staff believed that I could grow, change, and recover.	86%	79%	75%	0%	79%	100%	91%	87%	86%	86%
12 I felt free to complain.	86%	71%	92%	100%	79%	33%	92%	82%	81%	84%
13 I was given information about my rights.	93%	79%	92%	100%	88%	67%	96%	92%	83%	90%
14 Staff encouraged me to take responsibility for how I live my life.	83%	74%	92%	0%	83%	100%	92%	85%	82%	86%
15 Staff told me what side effects to watch for.	75%	65%	71%	N/A	81%	100%	91%	80%	73%	80%
16 Staff respected my wishes about who is and who is not to be given information about my treatment services.	88%	77%	83%	0%	88%	100%	98%	93%	89%	91%
18 Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	88%	73%	83%	0%	81%	100%	92%	88%	87%	87%
19 Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	89%	76%	92%	100%	84%	100%	92%	82%	82%	86%
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	86%	74%	90%	0%	74%	100%	90%	76%	76%	82%
<b>Participation in Treatment Planning</b>										
11 I felt comfortable asking questions about my treatment, services, and medication.	88%	74%	82%	100%	90%	100%	95%	89%	82%	89%
17 I, not staff, decided my treatment goals.	74%	74%	91%	0%	79%	67%	85%	71%	76%	79%
<b>Consumer Attributes</b>										
<b>Outcomes</b>										
21 I deal more effectively with daily problems.	81%	66%	82%	0%	73%	100%	76%	69%	66%	73%
22 I am better able to control my life.	77%	57%	73%	100%	68%	100%	70%	66%	71%	69%
23 I am better able to deal with crisis.	63%	53%	64%	100%	59%	100%	64%	61%	58%	61%
24 I am getting along better with my family.	90%	68%	100%	100%	70%	67%	86%	69%	63%	77%
25 I do better in social situations.	85%	56%	91%	0%	74%	100%	79%	67%	78%	76%
26 I do better in school and/or work.	100%	62%	83%	N/A	58%	100%	89%	76%	62%	80%
27 My housing situation has improved.	93%	67%	91%	100%	86%	67%	93%	61%	71%	81%
28 My symptoms are not bothering me as much.	82%	48%	91%	0%	67%	100%	75%	58%	58%	67%
<b>Functioning</b>										
29 I do things that are more meaningful to me.	85%	64%	82%	100%	66%	100%	92%	70%	76%	80%
30 I am better able to take care of my needs.	79%	74%	73%	100%	86%	100%	62%	64%	68%	69%
31 I am better able to handle things when they go wrong.	74%	57%	82%	100%	62%	100%	56%	51%	58%	59%
32 I am better able to do things that I want to do.	89%	66%	91%	100%	68%	100%	85%	64%	65%	76%
<b>Social Connectedness</b>										
33 I am happy with the friendships I have.	85%	56%	100%	100%	81%	100%	89%	74%	78%	81%
34 I have people with whom I can do enjoyable things.	95%	64%	100%	100%	71%	100%	93%	78%	75%	84%
35 I feel I belong in my community.	85%	44%	100%	0%	65%	100%	87%	67%	65%	74%
36 In a crisis, I would have the support I need from family or friends.	92%	70%	100%	100%	79%	100%	92%	79%	79%	85%
<b>Overall</b>										
<b>Overall Score:</b>	<b>88%</b>	<b>74%</b>	<b>91%</b>	<b>86%</b>	<b>85%</b>	<b>95%</b>	<b>91%</b>	<b>81%</b>	<b>78%</b>	<b>85%</b>
**FY23 HNNP /DD New Team Surveyed										
***FY24 McDowell & SCCMHA Mild to Moderate New Teams Surveyed										

## CCBHC Results

Satisfaction survey results were broken down further in FY2024 to compare satisfaction results between all persons served and CCBHC persons served. CCBHC persons served had a 1% lower satisfaction score in the domains of General Satisfaction, Access to Services, Quality/Appropriateness, and Outcomes and a 2% lower satisfaction score in Social Connectedness. However, they had a 3% higher satisfaction score in Functioning and a 1% higher satisfaction score in Participation in Treatment Planning.



## Qualitative Comments

Several persons served and guardians provided comments at the end of the survey. They have been typed verbatim except in cases where names were replaced with pronouns to protect anonymity. Comments of concern were addressed with the staff when identifiable information was provided.

## Survey Comment Word Cloud



## Disability Network of Mid-Michigan

- Enjoy Veronica.
- No current Support Coordinator.
- She is dependent on Family and the services available to and for her. We are thankful for the Disability Network this service by far and the staff are the best service we have received since moving to Saginaw, MI.
- Tara at DN is great!
- Wish there were more services like the "ARK" programs for 26-55 year olds.

## Hope Network Adult Case Management

- Evidence-Based stipends for class or survey or work or workshop or questionnaire.
- I don't feel like I'm receiving any type of services. Seen a "therapist" last week and it was probably the worst experience I've had with one. I feel I am on more of a check in every 2 weeks program. Case manager doesn't listen or recall things I've said after 2 minutes. When I meet with him, it's always assessments or just signing things.
- I feel as though I need services back.
- I love my case manager very much.
- Loved my meetings with Gregg but after losing services and getting them reactivated, I call, leave message, no call backs, call office, sometimes receptionist is unwilling to help problem solve.
- Saginaw County Mental Health did a wonderful job at helping me try to get help for my mother. The lady listened to all of my concerns and wanted to get my case to a judge right away. I appreciated that. It was Covenant who made EVERYTHING worse! The crisis counselor called and admitted to me that my mother is very paranoid and obsessed with certain things but did not think sending her to

HealthSource would help. So, after she got dragged out of her house late at night while she was eating dinner in her pajamas by police, about an hour later (10 p.m.) I am getting a call from Covenant Emergency Room to come pick her up. Then a few days later, just from sitting in that hospital for a couple hours, my mother fell extremely ill and had to be transported back by ambulance. She was diagnosed with COVID. They sent her out to the emergency waiting room after being diagnosed with COVID to wait for a ride. I see how she got it in the first place if that's how they handle it. So, after trying to get mental health treatment for her, I ended up having to take care of her physical health instead. She even told them she did not feel safe at home, and they still sent her home? Covenant's crisis department or emergency room needs help. I never want to go there or work with them again. Happened on December 28, 2023, and back with Covid on December 31, 2023.

- The only thing I have to complain about is the turn out for counselors and other staff. I realize you guys really can't do a lot, but it is still frustrating. Other than that, I have been very happy with my services.
- There should be a real psychiatrist on telehealth not just an NP. They should have more than 15 minutes to spend. There should be a 24/7 helpline.

## Hope Network I/DD

- She is non-verbal & 24/7 care. I am her mother/guardian and I filled out this survey.
- Kathi is great - she always listens to me.

## SCCMHA Community Support Services

- I am grateful for the services I receive.
- I can't get all of my work done. I don't have enough money.
- I think SCCMHA would greatly benefit from having both more group activities/free art & fun activities and group therapy.
- Like my older Dr. Lee Renato. Like also Jesica Westphal. Like my Dr's. I see, and my case worker Deborah Woolcott is very helpful and very nice. Good services that help me through and Cynthia.
- I love CMH and how they talk to me and understand me about my situation and I like my CMH staff she is nice to me and understand me.

## SCCMHA Supports Coordination Services

- He cannot read.
- Anger issues - Flying off the handle when I don't like what people are saying - Have upset many people who I care about.
- Consumer is non-verbal.
- I am getting so much better in the positive way.
- He is non-verbal.
- Most questions or statement did not pertain to me and my situation...but it's ok.
- Mother/Guardian.
- On answer #31, sometimes I need help.
- The "Agree" selections mean that I agree to some extent, but not fully confident in how I feel about it. "Neutral" means I'm not fully sure.
- Would like to attend more days.
- Answers in regard to Shamon, she is wonderful, previous case worker was not.
- Consumer is non-verbal.
- Everyone from Receptionist to Counselors to person that processes and suggests meds have been very supportive. I completed one section of Evening Group and was helped with many questions. Looking forward to further sessions.
- Everyone is trying to do their best and help my clients and patients, and family - mom & dad & etc. with our adult disabilities they have. They are all trying to help us. Thank you for the help we have.
- I love Guardian Angels.
- My CLS workers haven't been able to work with me for the hours I have. They have had family issues.



- Non-verbal.
- Questions seem based on M.H. and I am physically disabled.
- Riverfront AFC home has amazing staff! Kudos to them!!
- The mother filled out the form.

## Saginaw Psychological Services

- I feel really lost, alone and broken. I have no family that loves, respects or supports me in anything I do or say. In American Society, I feel totally hated due to being a white male.
- I have been with Saginaw Psych for over 10 years, and Tomekia has been my case manager for around 7 years, and I really feel comfortable with her and believe she is truly dedicated to doing what's in my best interest.
- "I need more help getting a Counselor have been asking for 2 years or more. Also, they need to be quicker and much better about getting my Medicaid spenddown in! I can't live on 23 a month food. When spenddown in its 291.00."
- I never had mental problems until this lady who is not my mother.
- I really need help with my drinking.
- I would just like to say that the staff do not get enough money, so you are losing the best therapist because they stay then after so long need to move on. People's lives are at stake. Coming close and can talk freely and bond, trust, then boom! The world around us falls apart. So please take consideration not just helping me but also keep the care and respect the therapist they deserve. They are well educated in their field and deserve compensation for their dedication. And due to losing my therapist of 4 years I will no longer coming here anymore. Wish me luck, thank you for reading this.
- It took almost a whole YEAR to receive supported employment services, which were unhelpful. I don't feel as if any service I received has been helpful, tbh. A lot of people are assuming I have more independence than I do currently. I cannot "just do" things!!!
- It's pretty bad that there is a waiting list for therapy. I've gone months without therapy. Was given the option to go to a 3rd Building for services which is ridiculous.
- Janet Jordan is excellent. Do not lose her.
- Love my counselor. Very Happy.
- Love my therapist.
- My name is "Person Served" and I love where I am staying.
- Very great help.
- We can DOERS :)

## Training and Treatment Innovations

- #4. The building was very hard to find. No address or sign naming the business. It is located on Bay Road in Saginaw, MI. There were very few street numbers on the other business along the way. I found it by the numbers on the mailbox.
- A lot of my answers were based on my experience with psychiatry. I also have a case manager and she is okay, does a pretty decent job and helps me/reaches out, sometimes. I'm just disappointed because I've been there since 2019 and I've literally had over 5 different CM's and 3 different doctors and now this one is changing everything that I've been on for years. She does not listen and is very rude.
- Could I get a different case worker, she always wants to text but I need to talk.
- Great.
- I am a client of Bayside Clubhouse. I enjoy attending the clubhouse. I enjoy the staff. Are attentive of my needs and work well with me. I have made many friends with other clients and enjoying doing activities with them.
- I am satisfied.
- I was hopeful talking to the staff. They were very helpful.
- I wish the secretary at TTI would call the day before to remind me of appointments. I wish they would call when the case holder or Dr has to cancel appointments.
- Keep TTI Services.

- Protective Services were notified. Attempted murder.
- Psychosis needs disability. No help getting disability.
- Thank you for checking on my needs. You don't have name, address option \*PHI Redacted\*. No drive get help run roads great service.
- You do a good job and I respect that.

## Quality Improvement Opportunities

Results of the MHSIP Consumer Satisfaction Survey provide valuable feedback and insight into the perspectives of persons served regarding the care and services they receive. The following are recommendations to ensure that the outcomes of this survey are shared with staff, providers, persons served, 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 with 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 2023 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 persons served.
- 7) The final survey report and summary brochure will be posted on the SCCMHA website.

Date of Report: December 2, 2024

By: Holli McGeshick, Quality and Medical Records Supervisor