Customer Satisfaction Summary

FY 2022

DRAFT

St. Clair County Community Mental Health Authority

3111 Electric Ave., Port Huron, MI

This report is the annual St. Clair County Community Mental Health Authority (SCCCMHA) summary regarding customer satisfaction for Fiscal Year 2022. It represents SCCCMHA's effort to implement the customer satisfaction process as noted in the FY22 "Quality Improvement Plan."

Method

The FY22 PIHP Customer Satisfaction Survey was administered August 1-September 2, 2022. The method set forth by Region 10, Quality Management Committee, included a random selection of 40% of adults and 40% of children who received service during the month of May (Medicaid ONLY individuals). Region 10 PIHP also requested a minimum of 100 individuals receiving Home and Community Based Services (HCBS). All raw data was forwarded to Regions 10 by the September 7, 2022 deadline.

In addition to Region 10's "Method" noted above, St. Clair CMH added non Medicaid individuals (i.e. private insurance, general fund etc.) who received service in the month of May. The numbers and percentages within this report reflect Medicaid and non-Medicaid individuals surveyed who received services in the month of May.

All surveys were mailed to individuals receiving services or the parent/guardian of those individuals. The survey mail out included a self-addressed stamped envelope.

A total of 1,263 individuals were selected to be surveyed. Of those 1,263 mailed surveys, 198 or 16% were completed. Below is the response rate history along with the survey method used for the past five surveys.

FY	Response Rate	Overall Satisfaction	Method	#'s
FY22	16%	97%	ALL MAIL	1263
FY21	17%	94%	ALL MAIL	2422
FY20	23%	95%	ALL MAIL	1779
FY19	44%	97%	In Person & Mail	995
FY18	41%	97%	In Person & Mail	1146

The survey questionnaire, which was revised for FY22, was developed by a workgroup of the Region 10, Quality Management Committee.

The child survey asked 11 questions, 10 simple, straightforward questions in an understandable format, with "yes" or "no" responses and 1 open ended question. The adult survey asked 13 questions, 12 simple, straightforward questions in an understandable format, with "yes" or "no" responses and 1 open ended question. The questions address areas recommended by CARF, MDHHS and other regulatory bodies.

All surveys that SCCCMHA Quality Improvement staff deemed as needing follow-up, based on the request of the individual, parent/guardian of the individual, or comments noted on the survey, were forwarded to the SCCCMHA's Program Director. The follow up phone call(s) by the Program Director was documented on the hardcopy survey as well as entered into the Customer Satisfaction Survey spreadsheet.

Demographics

The following table indicates the age groups of respondents. Individuals surveyed were grouped by "0-17", "18-64" and "65 or older." Of the 198 completed surveys, the age group breakouts of the respondents are as follows:

Age	***Percentage***	***Number***
0-17	16%	31 of 198
18-64	69%	137 of 198
65 or older	15%	30 of 198

The following table indicates the population percentages of the respondents. Individuals surveyed were grouped by the following populations: **I/DDA** (Adults with Intellectual Developmental Disability), **I/DDC** (Children with Intellectual Developmental Disability), **MIA** (Adults with a Mental Illness), and **MIC** (Children with a Serious Emotional Disorder).

Population	***Percentage***	***Number***
I/DDA	35%	69 of 198
I/DDC	7%	13 of 198
MIA	49%	98 of 198
MIC	9%	18 of 198

Results

Using the responses from the following question, taken from the child and the adult survey ***"Overall, I am satisfied with the services I have received"***, the cumulative overall rate of customer satisfaction was 97% (181 of 187).

- #9 "Overall, I am satisfied with the services I have received." Child 97% (28 of 29)
- #11 "Overall, I am satisfied with the services I have received." Adult 97% (153 of 158)

The below tables (Child & Adult) detail the response to each question:

#	**FY22 Child Customer Satisfaction Survey- Questions**	**% (Yes)**	**#Responses (Max 31)**
1.	As a result of services received, my child gets along better with family and others.	97%	29 of 30
2.	Services were available at times that were convenient for my family.	97%	29 of 30
3.	Staff were sensitive to my family's cultural/ethnic background and treated us with respect.	100%	30 of 30
4.	As a result of services received, my child is better able to do the things he/she wants to do.	93%	28 of 30
5.	My family got the help we needed for my child.	90%	27 of 30
6.	I am happy with the quality of services I have received.	97%	28 of 29
7.	As a result of services received, my child is better at handling everyday life.	97%	28 of 29
8.	Have you had difficulty getting services due to any barriers?	31%	9 of 29
9.	Overall, I am satisfied with the services I have received.	97%	28 of 29
10.	Do you have any other comments, questions or concerns.	*See comments below.*	
11.	What would make services better for you or the community as a whole.	*See comments below.*	

#	FY22 Adult Customer Satisfaction Survey- Questions	% (Yes)	#Responses (Max 167)
1.	I like the services I have received.	96%	156 of 162
2.	As a result of services received, my symptoms are not bothering me as much.	87%	131 of 151
3.	Staff were sensitive to my cultural/ethnic background and treated me with respect.	99%	156 of 157
4.	As a result of services received, I am better able to control my life.	90%	140 of 156
5.	Staff believed in me by supporting my journey towards recovery, discovery, health, and independence.	96%	150 of 156
6.	Services were available at times that were convenient to me.	99%	158 of 160
7.	As a result of services received, I do better in social situations.	84%	129 of 154
8.	I am happy with the quality of services I have received.	97%	151 of 156
9.	Have you had difficulty getting services due to any barriers.	17%	27 of 156
10.	As a result of services received, I deal more effectively with daily problems.	91%	141 of 155
11.	Overall, I am satisfied with the services I have received.	97%	153 of 158
12.	Do you have any comments, questions or concerns.	*See comments below.*	
13.	What would make services better for you or the community as a whole.	*See comments below.*	

A sample of the responses received from the two open-ended questions is as follows:

"Do you have any comments, questions or concerns: If yes please explain."

- "Have received excellent and compassionate services from every staff member at CMH."
- "Meeting with psych takes a long time. Having late policy is fine however, having multiple appointments canceled is unfair to my child. I was 12 minutes late for apt."
- "The reason why I came to St. Clair CMH was to get help to diagnose ADHS in my child and help with medication."
- "Still working on issues. My therapist is continuing to help."

What would make services better for you or the community as a whole: Please explain."

- "More psych, a better more compassionate late policy. Having counselors able to consult whole family one on one and together."
- "Increase hours for day program, only going 2 days as of now."
- "Changes are difficult but every year or so we get a new counselor. Have to start over again."
- "Open counseling to 7PM for those working 1st shift."

Discussion

Preliminary survey findings and responses to each question were reviewed and analyzed by members of the St. Clair County Advisory Council, which includes persons (or their family members) who receive services from public mental health in St. Clair County. The survey findings were discussed to gain suggestions as well as facilitate a question-and-answer forum. The group also reviewed statistics, in relation to who completed the surveys, the method of administration and the response rate for St. Clair County CMH. It was suggested by the committee to review other administration options and/or combine options (i.e. mail, in person) that may help improve the overall response rate. In addition, the committee felt question #8 on the child survey "Have you had difficulty getting services due to any barriers" needed to be looked into further.

Fiscal Year 2022's "Overall Satisfaction" cumulative rate was 97%. It should be noted that this satisfaction survey is only one of many methods SCCCMHA uses to evaluate an individual's satisfaction with services. Each individual who receives services is asked about satisfaction with the services received on an ongoing basis (annually and at periodic reviews). They also have an opportunity via the Suggestion Box Survey to submit comments anytime throughout the year.

It should be noted that the total number of surveys mailed out in FY22 (1263) was 48% less than in FY21 (2422), but only decreased the response rate by 1%. The overall response rate for FY22 was 16% compared to FY21's 17%. We will continue to evaluate the survey administration process for future surveys, as we would like to increase the response rate.

Recommendations

St. Clair County CMH should receive recognition for the high percentage of positive responses to the following survey questions:

- "I'm very happy with the services."
- "Great job THANK YOU!"
- "Everything has been great."

These positive results reflect that the majority of people served by SCCCMHA feel that the services they receive meet their individualized needs.

As part of its continuous quality improvement efforts, the SCCCMHA Quality Improvement office will continue to evaluate the methodologies and tools used for survey administration in an effort to increase survey participation and bring efficiencies to administration of the survey. Careful analysis of survey responses and comments are considered for upcoming survey opportunities.