



FY 2023

**Post–Discharge
Survey
Annual Report**

**St. Clair County
Community Mental Health**

This annual report is the St. Clair County Community Mental Health Post-Discharge Survey Report for the Fiscal Year 2023. It represents the Quality Improvement (QI) department’s effort to evaluate the satisfaction and status of individuals who were discharged from services during the period of October 1, 2022 through September 30, 2023.

METHOD

A Post-Discharge Survey is completed monthly on individuals who were discharged from St. Clair County Community Mental Health services in the preceding month. A survey, along with a self-addressed stamped envelope, is mailed out to each individual/guardian who received a service from our agency or through one of our contracted agencies, regardless of funding source. Any persons who requested no further contact, were hospitalized, are deceased, homeless, or in jail, received only an OBRA screening, received out of county services, Central Intake Unit (CIU), or children who reached three (3) years of age using previous Early On services are not included in the survey.

The responses for each question are individually calculated based on the number of “Yes” and “No” answers selected. Responses left blank are removed from the baseline before calculating totals. Sample size (n) is included to clarify response percentages of each question as some individuals did not complete certain questions.

For fiscal year 2023, **2277** surveys were mailed out to individuals who were closed from services. **One hundred and fourteen** individuals/guardians chose to participate in the survey, which calculates to a **5%** response rate that is **higher than** the fiscal year **2022** response rate of **4%**.

FY 23 RESPONSE RATE

	Surveys Attempted	Completed	Returned to Sender
Number	2277	114	109
Percentage	- All -	5%	5%

DEMOGRAPHICS

Age	Percentage	Count	Population	Percentage	Count
17 and under	34%	39	MIC	25%	29
18 - 64	57%	65	MIA	61%	69
65 and older	9%	10	DDC	9%	10
			DDA	5%	6

RESULTS

For fiscal year 2023, **overall satisfaction is 75%, with 82 out of 110 individuals** responding to the question, *“Overall, I am satisfied with the services I received from Community Mental Health”*. The table below examines questions in detail.

Self-reported Primary Reason for Leaving CMH Services	FY2023*	Count
Met my Goals	26%	28
Achieved Some Progress	10%	11
Service Not Available or Not Eligible for Services	5%	5
No Longer Want / Need Services	19%	21
Chose Another Provider	6%	7
Moved Out of the Area	13%	14
Dissatisfied with Services	19%	20
Transportation	2%	2
TOTAL	100%	108*

*(Only 108 individuals responded to this survey question out of 114 individuals who took the survey)

Since receiving services:

Question	Yes	No	Sample Size
I am better able to deal with emergency situations	71%	29%	96
I deal more effectively with daily problems	75%	25%	102
My symptoms have gotten better	64%	36%	103
I deal more effectively with other people	71%	29%	102
Overall, I am satisfied with the services I received from CMH	75%	25%	110

DISCUSSION

In FY 2023, surveys were administered by mail. Overall, **2277** surveys were mailed to individuals who were closed from services and identified to participate in the “Post-Discharge Survey”. Of **these 2277 attempts, 114 surveys were completed, which is a 5% response rate**.

The survey tool was developed by the Quality Improvement Committee, and has been used by St. Clair County CMH for many years. The tool asks six simple, straightforward questions in a format easily understandable to most individuals. The survey addresses areas recommended by the Commission on Accreditation of Rehabilitation Facilities (CARF), our accrediting agency.

LONGITUDINAL OVERVIEW

There were minor decreases in “Since Receiving Services” scores for FY 2023 from the previous year, however it is not clear which areas of service delivery contributed to this. If the trend continues, it may be something to investigate further to find out details regarding the negative results. This could serve as a model for other areas in need of improvement as well.

Question	“Yes” responses FY22	“Yes” responses FY23	Difference
I am better able to deal with emergency situations	72%	71%	-1%
I deal more effectively with daily problems	79%	75%	-4%
My symptoms have gotten better	76%	64%	-12%
I deal more effectively with other people	75%	71%	-4%
Overall, I am satisfied with the services I received from CMH	73%	75%	+3%

“Overall, I am satisfied with the services I received from CMH”.

2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
92%	95%	80%	67%	83%	62%	78%	74%	73%	75%

The general satisfaction percentage has ranged from 62% up to 95% over a ten year period, yet there are some differences in how many surveys were mailed out, how the surveys were administered, how many individuals responded, and how many individuals were selected to participate in the survey each year. Factors such as perception of care, access to care, and availability of care impact how individuals complete the survey answers. The percentages indicate satisfaction with only those individuals who participated in the survey, resulting in a small sample of the individuals that actually received services and were discharged.

Survey Response Percentage:

2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
30%	9%	7%	7%	5%	6%	5%	5%	4%	5%

COMMENTS

Responses are collected by mail and maintained in a database table. Individuals are asked to respond with their reason for leaving services and can provide general comments. All individuals are given the opportunity to respond to these questions.

Positive comments:

There were less positive comments than negative (19 versus 32), but the positive responses support the idea that St. Clair CMH is providing quality services and supports to individuals.

- **Everyone was so special to me. All the staff members were so kind to me. Thanks for everything.**
- **Completely satisfied with services. CMH is very professional and knowledgeable. Thank you.**
- **CMH has good services if you are really looking for the help you need. Thank you for my new beginning.**

Negative Comments:

Some of the comments were general such as “make people do their jobs”, but some were very specific and listed staff or locations. Many offered suggestions or expressed disappointment with staff turnover and conduct. Some comments seemed to suggest that individuals new to service were not aware of the intake process. One solution may be to better communicate the content of the first session so that individuals are informed of the overall process before they begin services.

Comments are carefully examined for feedback and those that require follow up are forwarded to appropriate staff. Follow up requests are given to the Program Director, Assistant Division Director, Program Supervisor and/or case manager/clinician for review and action, as necessary. Some of the individuals completing the survey request follow up even if their responses are positive. Every effort is made to reconnect individuals to services and to allow individuals that we serve the opportunity to provide feedback, either positive or negative.

- **I feel like we were shuffled around to different case managers.**
- **CMH needs more staff and my therapist regularly cancelled appointments the day of the appointment. When she moved to Florida there was no one to replace her.**
- **I had three meetings and all of them were for paperwork. It was a waste of my time.**

ANALYSIS and RECOMMENDATIONS

For the question, “***Overall, I am satisfied with the services I received from Community Mental Health***”, **75%** of the responses were positive. In general, the majority of responses to this survey reflected satisfaction and stability upon discharge from St. Clair County CMH services. Overall, **71%** indicated that since receiving our services they are ***getting along better with other people*** and **71% are better able to deal with emergency situations**. The majority of individuals, **75%** reported that they are ***better able to deal more effectively with daily problems*** and **64%** reported ***their symptoms have gotten better*** which is an indication that provided services are making a difference in helping individuals to cope with mental or developmental disabilities, regardless of a specific diagnosis.

Larger systems issues: With fiscal year 2023 having a satisfaction score of 75% overall, opportunities are still available for improvement within the system. Although some factors are beyond the control of St. Clair County CMH (economic factors, individual’s decision to discontinue services, and insurance coverage), some areas can be improved upon related to communication, training, and treatment planning.

The overall score of 75% satisfaction on this Post Discharge Survey and the customer satisfaction overall score of 95% for FY23 shows that, while both surveys are administered to the same populations, individuals currently receiving services typically report a higher rate of satisfaction versus the individuals that have been discharged for multiple reasons, many of whom report that the discharge was not due to their own choice.

Comments and trends noted in the survey relating to individuals wanting to receive CMH services again or ideas for improving services are taken into account when reviewing programs. These trends and comments are important feedback that drives the improvement process. Encouraging individuals to share their thoughts, both positive and negative, opens up communication and can lead to problem solving. The Post Discharge Survey is an attempt to collect the experiences and opinions of individuals that discharged from services at St. Clair County CMH throughout the fiscal year. These responses are key factors in enhancing services and guiding the quality improvement process.

Over a ten year period, the response rate has ranged from 4%-30% with an overall average of 8%. It is important to note, the highest response rate of 30% was obtained during a year when the surveys were administered by phone. The QI department will be reviewing the years with higher response and increased satisfaction rates to identify how improvements can be made going forward.