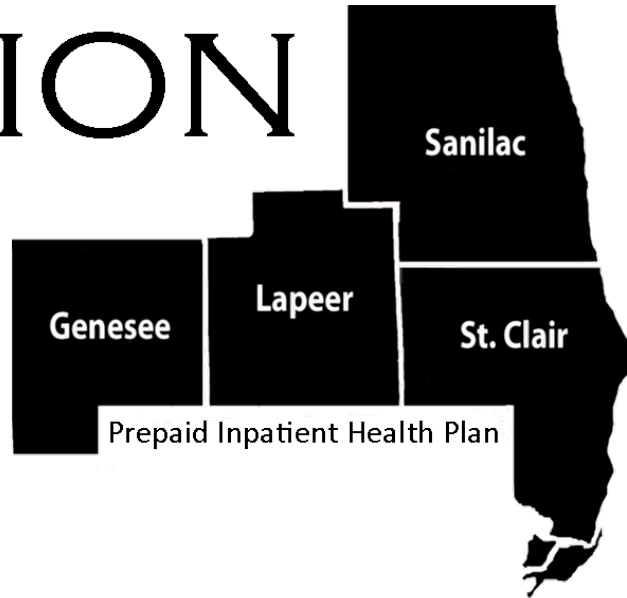


REGION

10



Customer Satisfaction Survey Report FISCAL YEAR 2021

**Region 10 Prepaid Inpatient Health Plan (PIHP)
Customer Satisfaction Survey Report FY2021
November 2021**

This report is a summary of the annual Region 10 PIHP Customer Satisfaction Survey regarding customer satisfaction in the regional provider network for Fiscal Year (FY) 2021. It represents the PIHP's effort to implement the Customer Satisfaction process as noted in the FY2021 Quality Improvement Program & Workplan.

Survey Methodology

In FY2021, Region 10 PIHP's customer satisfaction survey project utilized aligned survey instruments. The survey instruments were designed in FY2016 and updated in 2019 by PIHP / Community Mental Health (CMH) Quality Management leaders on the Region 10 Quality Management Committee (QMC). The survey instruments continue to be used. In 2019, four questions were added to the Adult survey and one to the Child survey to better address quality and availability of service delivery, and better align the two surveys. For FY2020, the questions were rearranged to mix the subjective/person-focused questions with the questions regarding satisfaction. The surveys used in the region incorporate questions similar to those used within the satisfaction surveys used by the Michigan Department of Health and Human Services (MDHHS).

The Adult survey was administered to the CMH Adult population and the Substance Use Disorder (SUD) network, specifically SUD Treatment Service Providers. The Child survey was administered to the CMH Child population. The CMH Adult and Child surveys were administered to Region 10 Medicaid beneficiaries only. Individuals among the region were asked to collectively rate their service experience. In FY2021, surveys were mailed to a percentage of individuals who received a service at each CMH and SUD Treatment Provider location in June 2021. The FY2021 Customer Satisfaction Survey was conducted from August 9, 2021 – September 17, 2021. Each CMH entered the survey responses into a PIHP created Survey Monkey link. The PIHP downloaded the data for aggregation and analysis. Individuals receiving long term support and services (LTSS) and home and community-based services (HCBS) were included in the sample population among each CMH. To analyze results for individuals receiving HCBS, the PIHP has added a question in FY2021 to identify if an individual was receiving HCBS.

Genesee Health System (GHS) selected 100% of children who received a service, and 50% of adults who received a service to complete a survey. The response rate for GHS was 15%.

Lapeer CMH selected a sample of adults and children that received a service during the month of June 2021. Surveys were sent to 40% of adults that received a service and 46% of children that received a service. Lapeer CMH had a 17.5% response rate.

Sanilac CMH selected one third (1/3) of individuals served during the month of June 2021 to receive a survey. Surveys were mailed with an instruction memo and return envelope. The response rate for Sanilac CMH was 28%.

St. Clair CMH selected 100% of individuals that received a service in the month of June 2021 to receive a survey. The response rate for St. Clair CMH was 16%.

For the SUD network, surveys were offered to 40% of randomized individuals who received an SUD Treatment services during the month of June 2021. This percentage excludes erroneous addresses identified by the PIHP. Additionally, at least ten individuals were selected from each provider location. If there were less than ten individuals served at an SUD provider location, each individual received a survey. The surveys were mailed with a postage-paid return envelope to the selected individuals. The SUD surveys were mailed back directly to the PIHP for input into Survey Monkey. This data was then used for regional data aggregation. The response rate for SUD Treatment Providers was 5%. This response rate is slightly lower than FY2020.

The Region 10 Adult survey consisted of the following items:

1. I like the services I have received.
2. As a result of services received, my symptoms are not bothering me as much.
3. Staff were sensitive to my cultural/ ethnic background and treated me with respect.
4. As a result of services received, I am better able to control my life.
5. Staff believed that I could grow, change, and recover.
6. Services were available at times that were convenient to me.
7. As a result of services received, I do better in social situations.
8. I am happy with the quality of services I have received.
9. Have you had any difficulty getting services due to any barriers?
10. As a result of services received, I deal more effectively with daily problems.
11. Overall, I am satisfied with the services I have received.
12. Do you have any other comments, questions, or concerns?
13. Requested follow-up?
14. PROVIDER USE ONLY: Is this member receiving HCBS services?

The Region 10 Child survey consisted of the following items:

1. As a result of services received, my child gets along better with family and others.
2. Services were available at times that were convenient for my family.
3. Staff were sensitive to my family's cultural/ethnic background and treated us with respect.
4. As a result of services received, my child is better able to do the things he/she wants to do.
5. My family got the help we needed for my child.
6. I am happy with the quality of services I have received.
7. As a result of services received, my child is better at handling everyday life.
8. Have you had any difficulty getting services due to any barriers?
9. Overall, I am satisfied with the services I have received.
10. Do you have any other comments, questions, or concerns?
11. Requested follow-up?
12. PROVIDER USE ONLY: Is this member receiving HCBS services?

In both Adult and Child CMH surveys, one additional open-ended question was asked to supplement the findings obtained across each CMH:

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

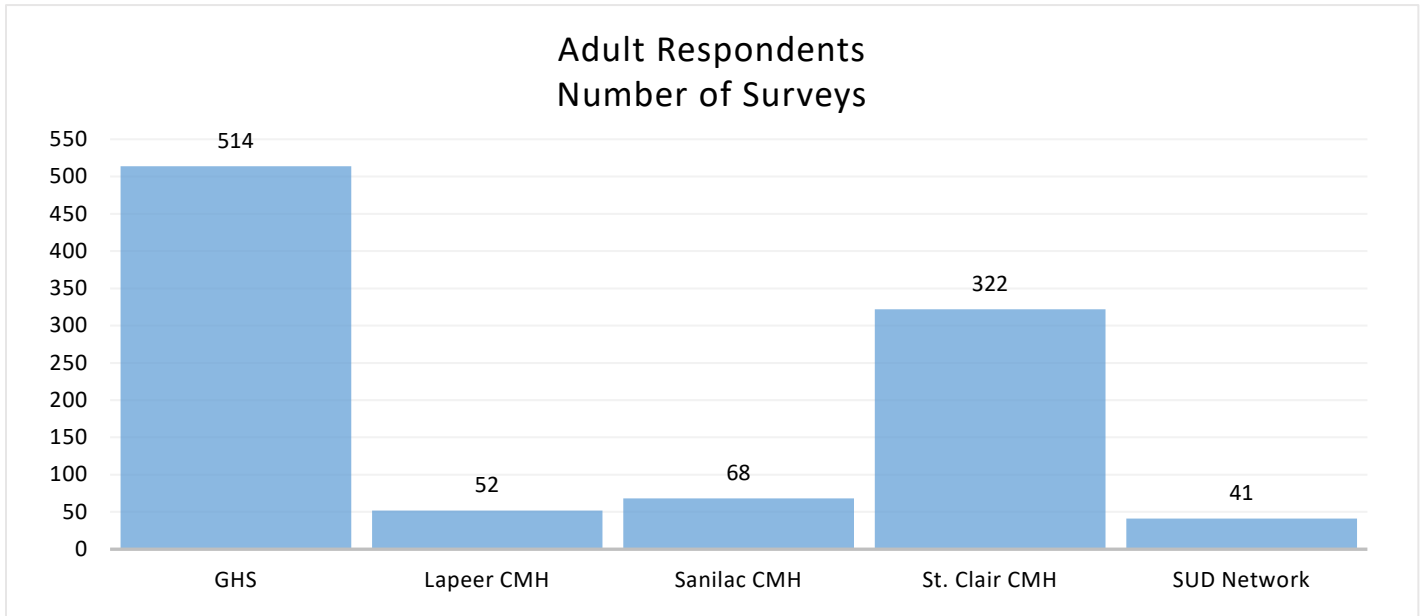
In the SUD survey, two additional open-ended questions were asked to supplement findings across the SUD Network:

- Name one thing I like most about this program:
- Name one thing I think needs improvement in this program:

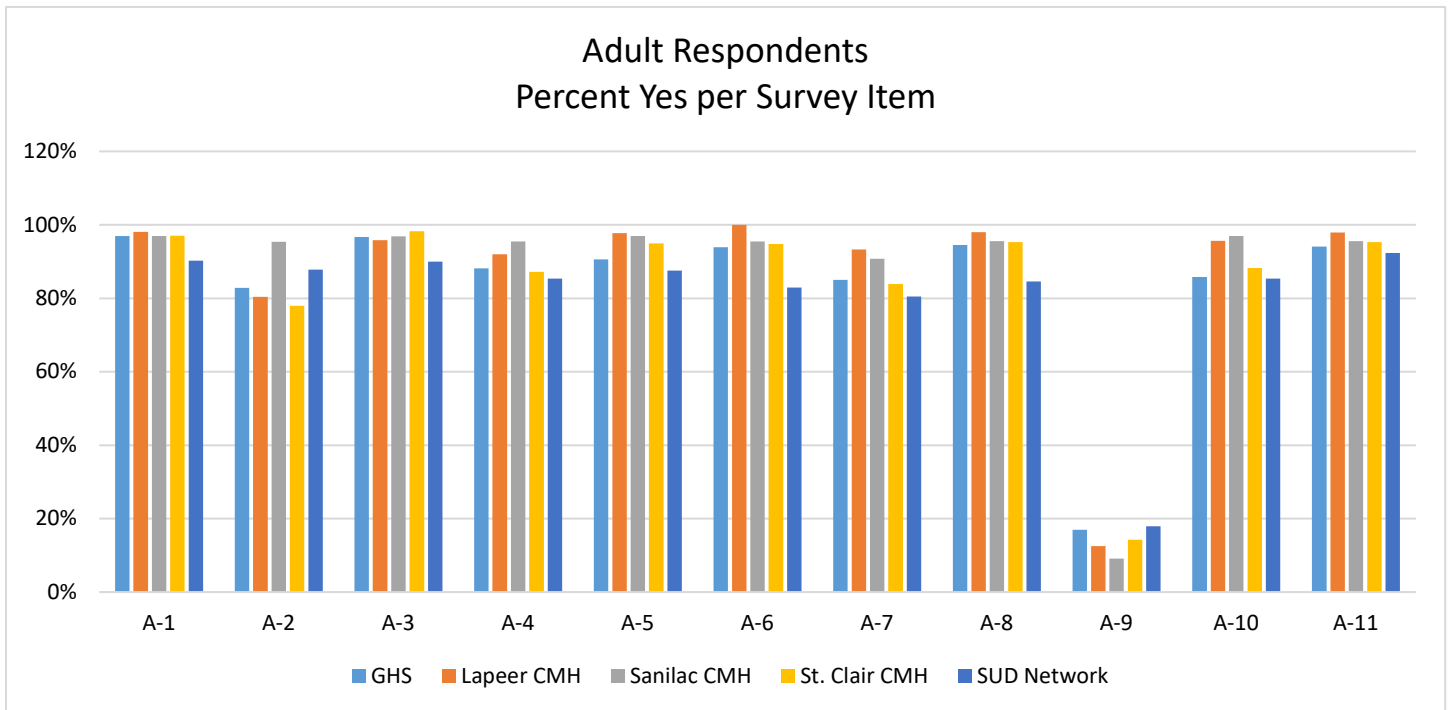
Region 10 Survey Results

Adult Surveys

A total of 997 surveys were completed by adults receiving services in the Region 10 PIHP network. Of the 997 surveys, 956 were completed by persons receiving CMH services with the remaining 41 surveys completed by individuals receiving SUD Treatment services.

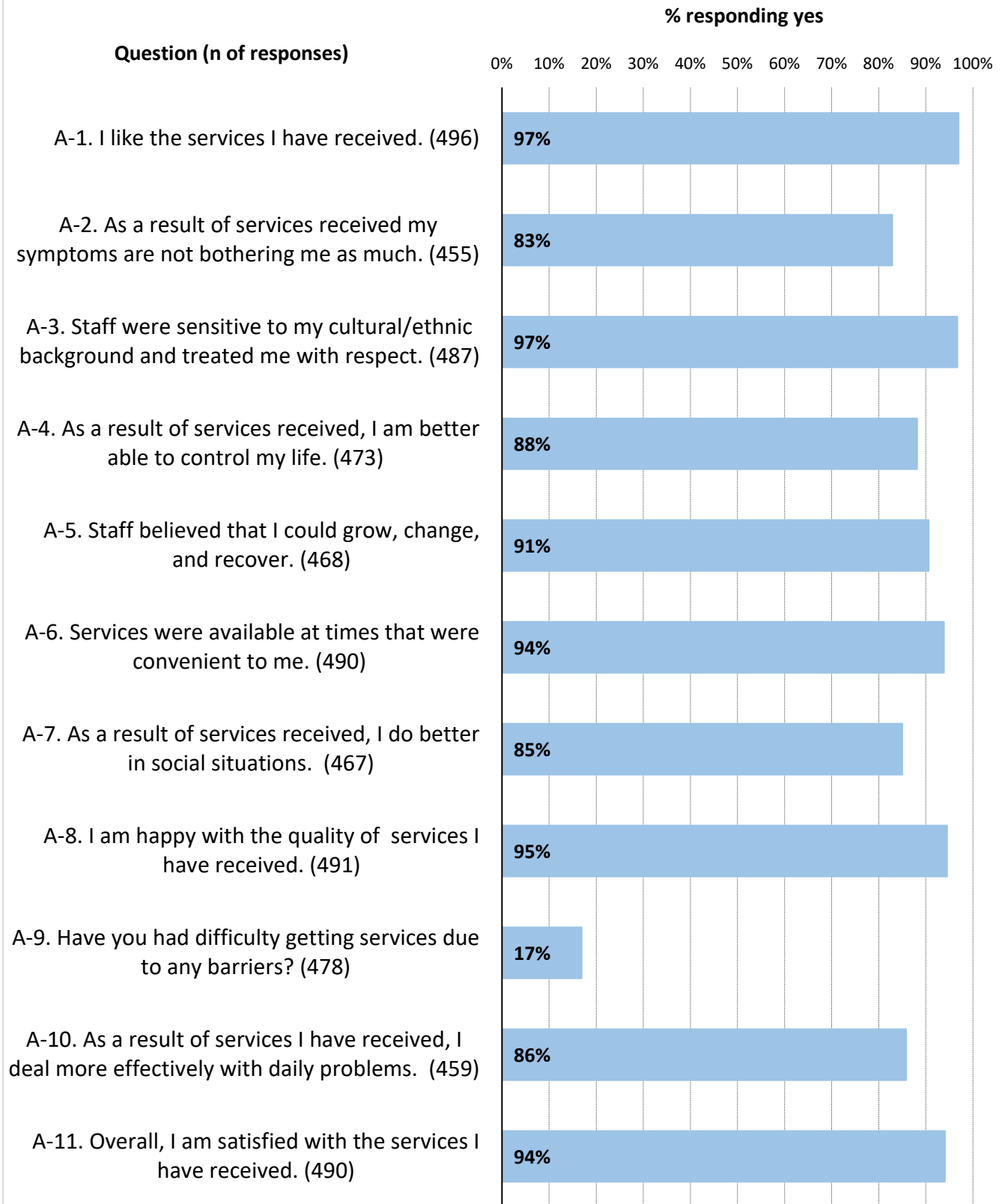


The graph below shows the percentage of “yes” responses per survey item for the Adult Survey. The graphs on the following pages display survey detail per findings obtained by each CMH and the SUD Network for the Adult survey. (N) indicates the total number of surveys received and (n) indicates the total number of responses received per question.



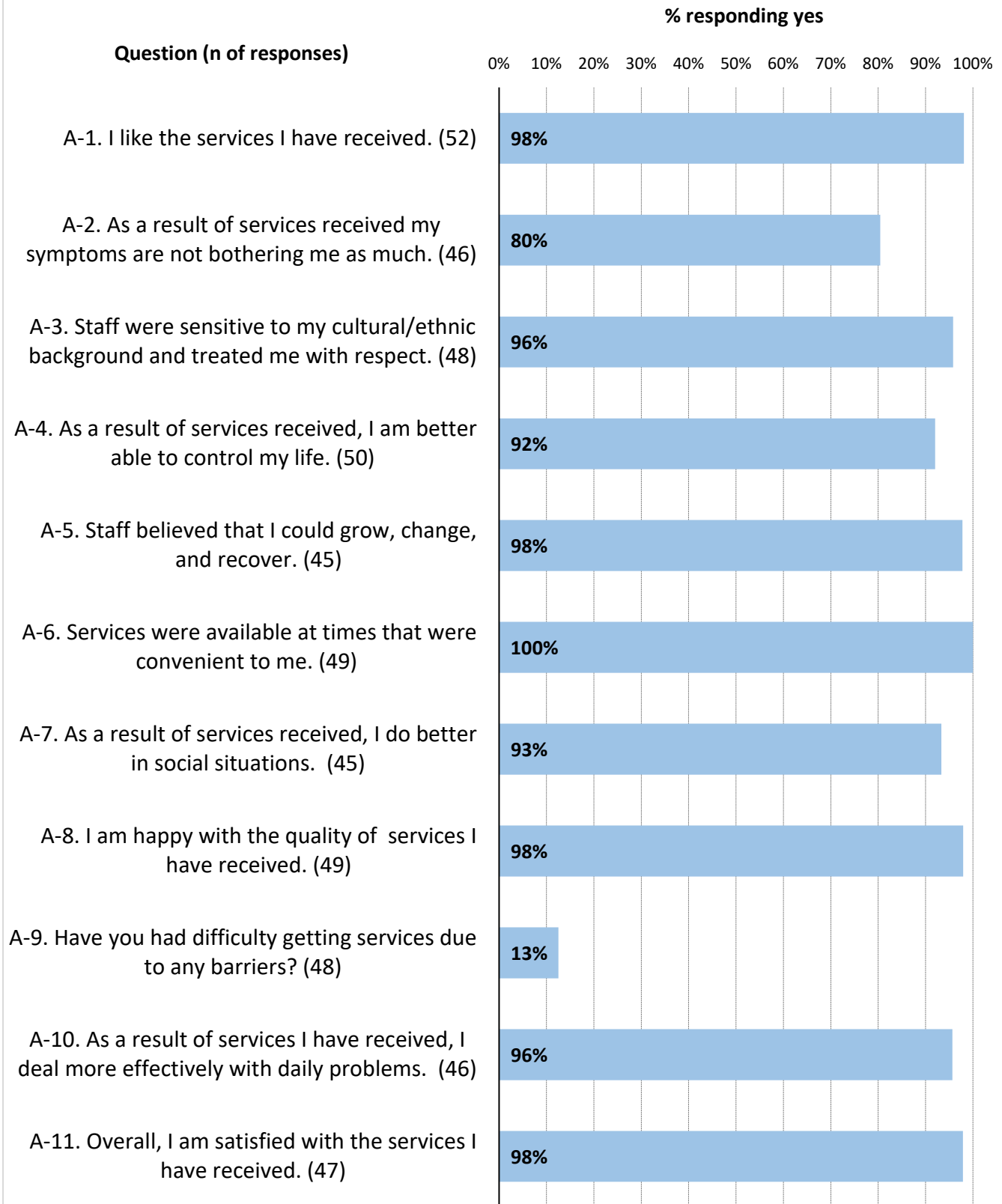
GHS 2021 Adult Survey responses

N=514



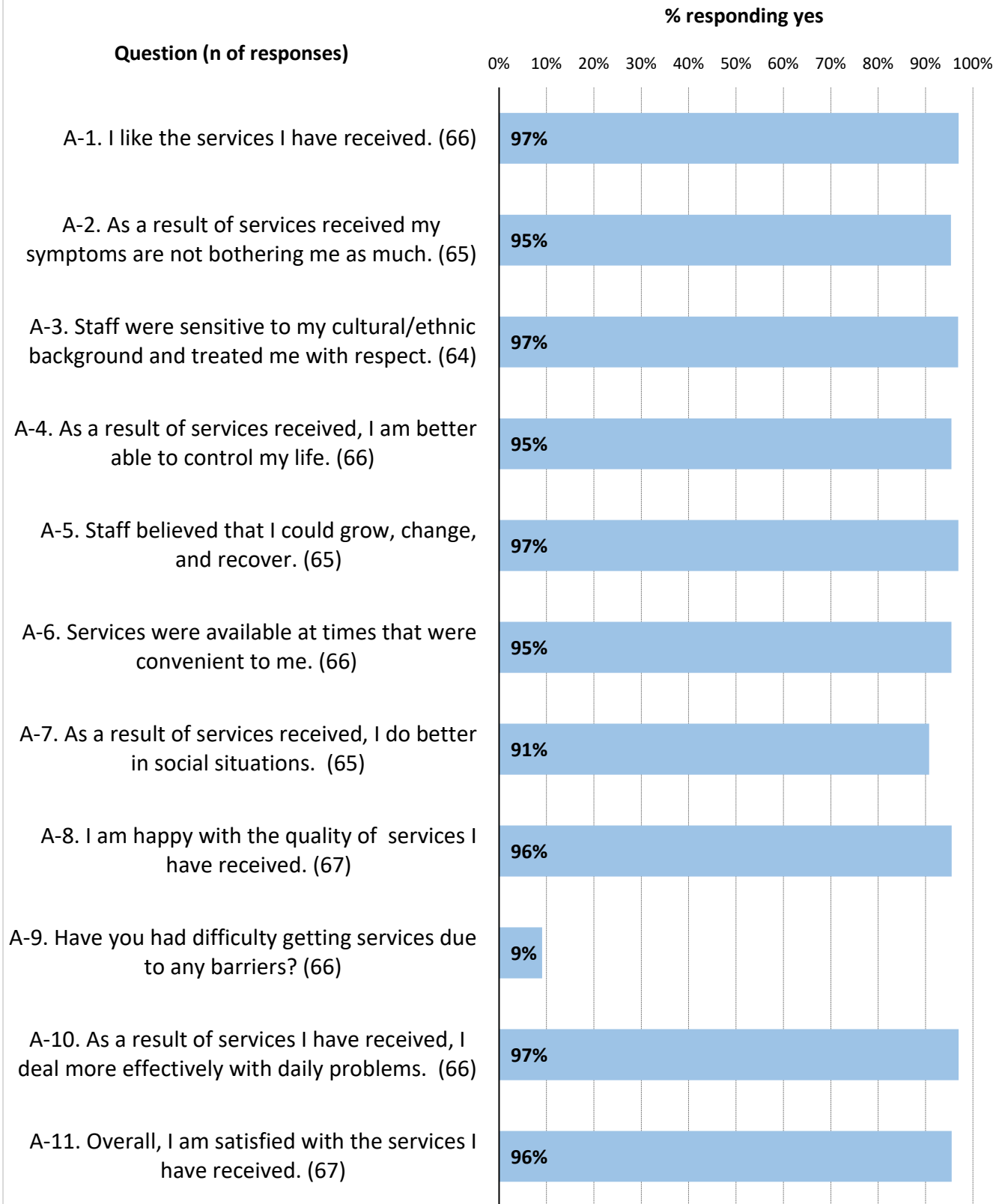
Lapeer CMH 2021 Adult Survey responses

N=52



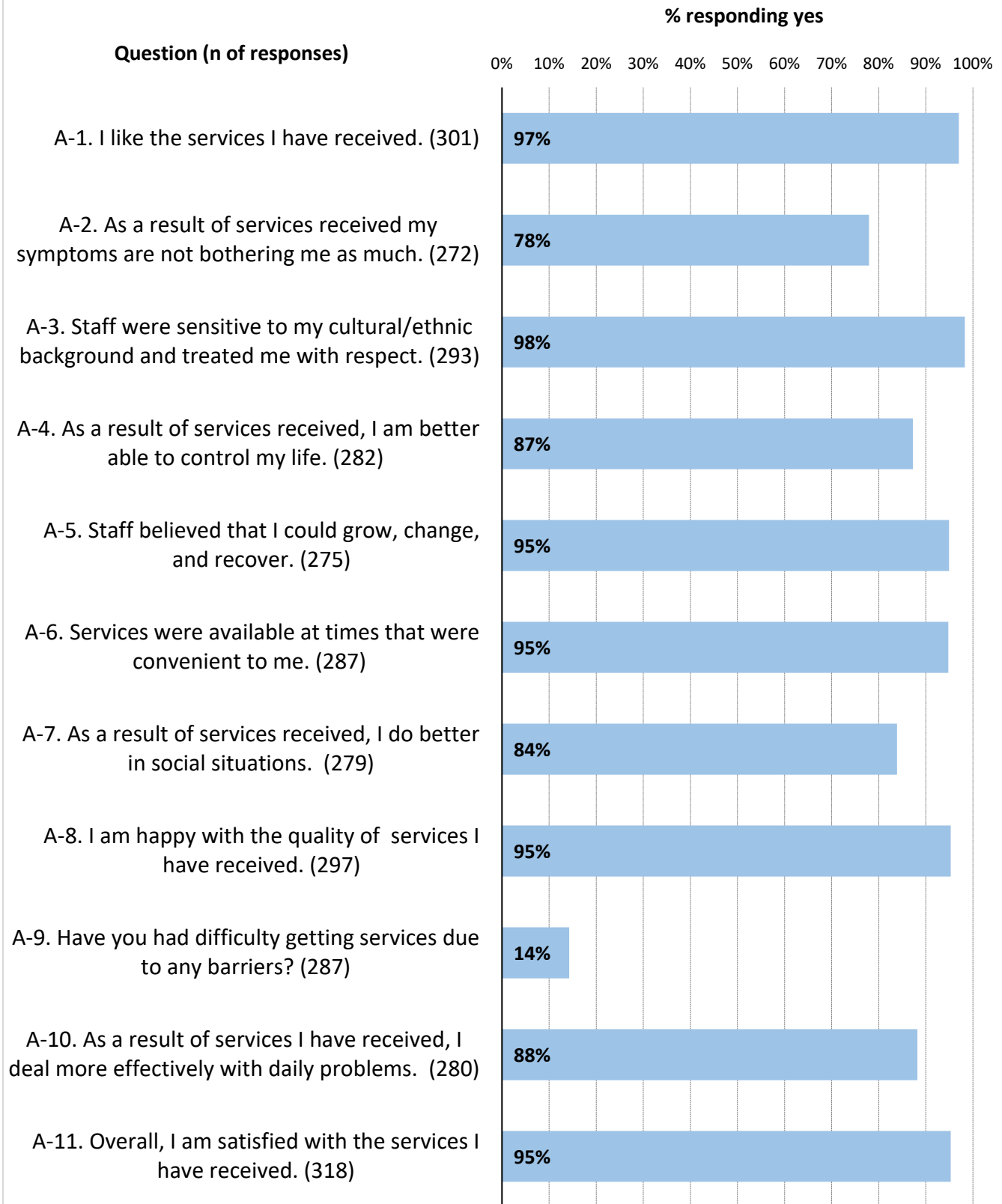
Sanilac CMH 2021 Adult Survey responses

N=68



St. Clair CMH 2021 Adult Survey responses

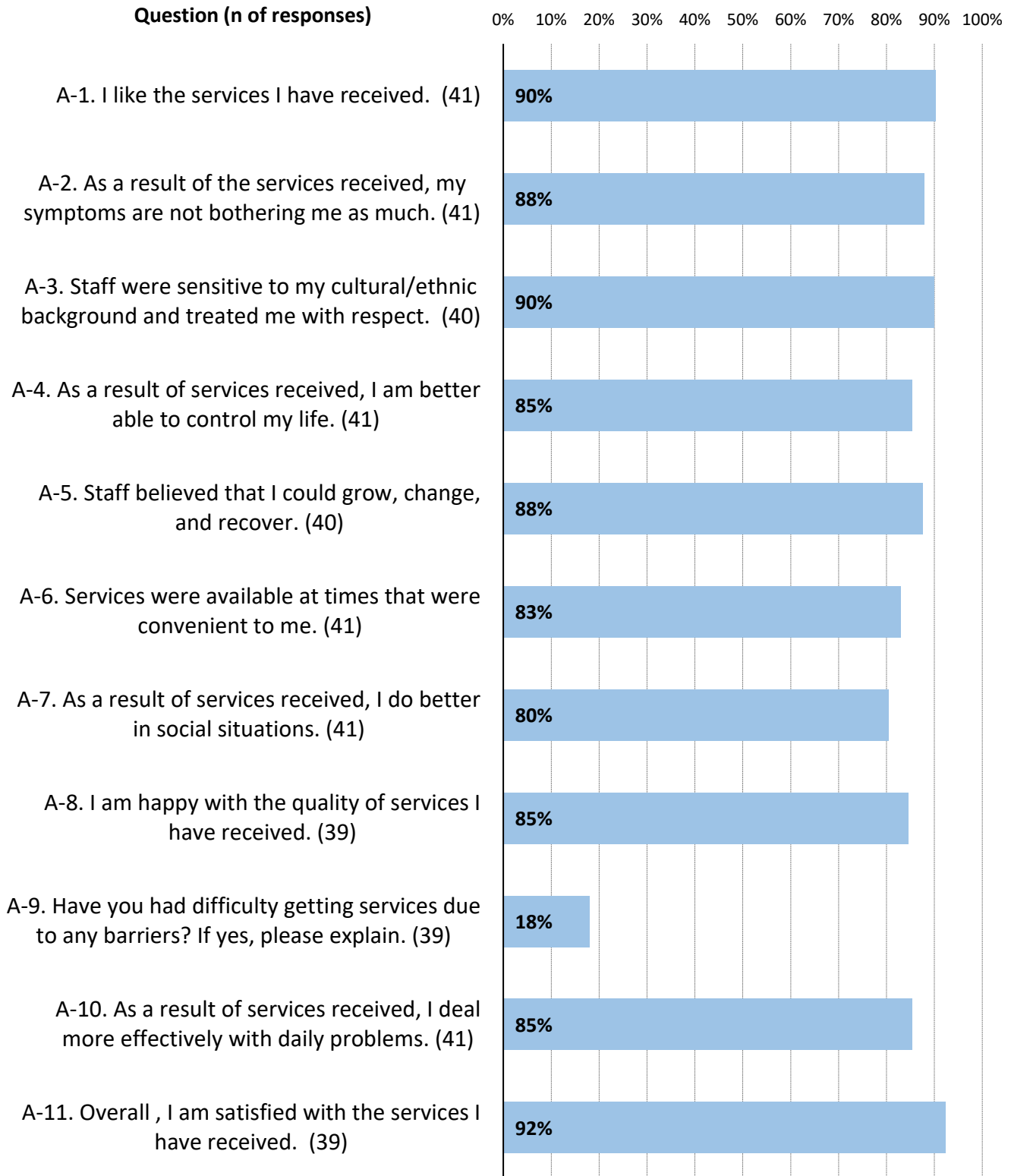
N=322



SUD Network 2021 Survey responses

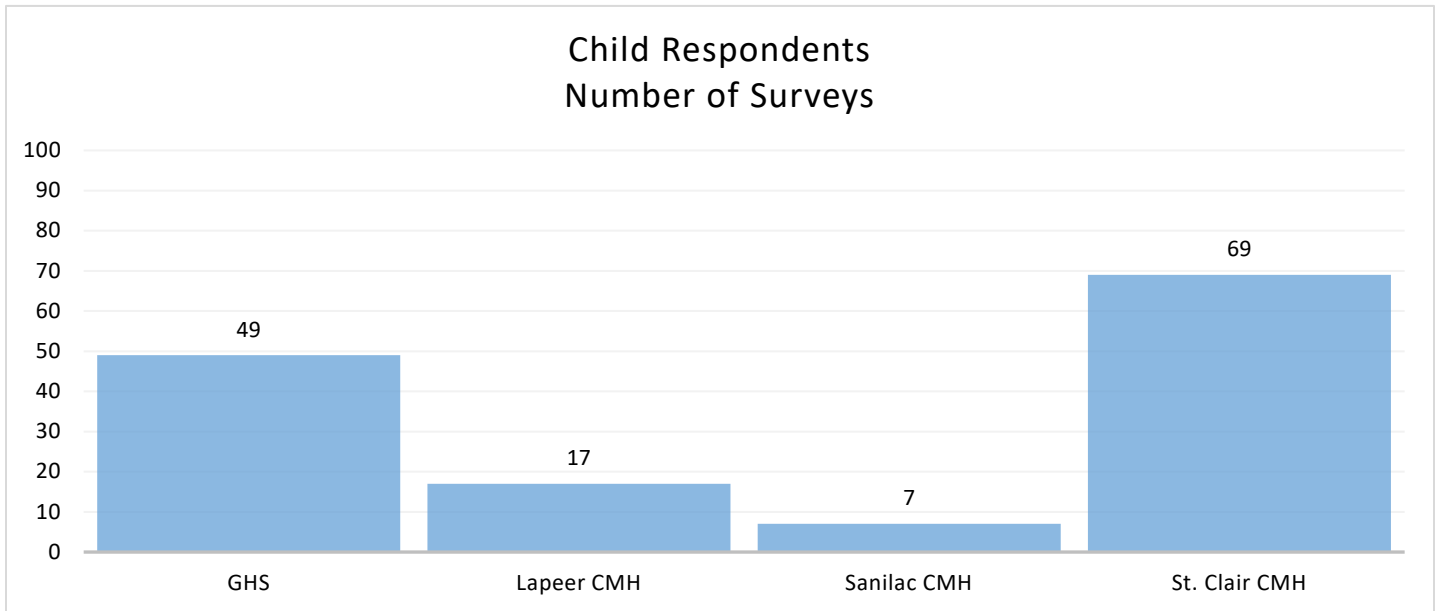
N=41

% responding yes

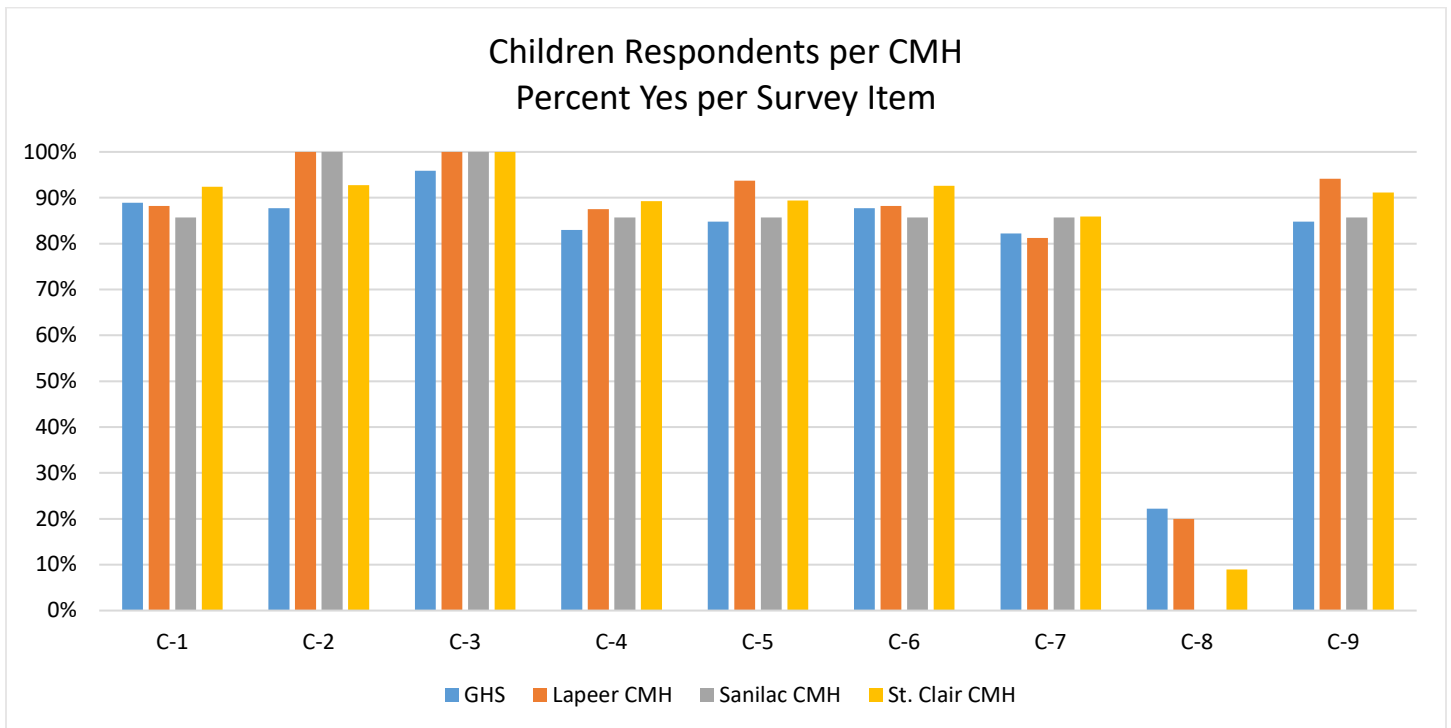


Child Surveys

Parents/guardians of children served returned 142 surveys. The graph below shows the number of surveys completed by each CMH.



The graph below shows the percentages of satisfaction (% yes) per question received by each CMH.



The graphs on the following pages display survey item detail per findings obtained by each CMH for the Child survey. (N) indicates the total number of surveys received and (n) indicates the total number of responses received per question.

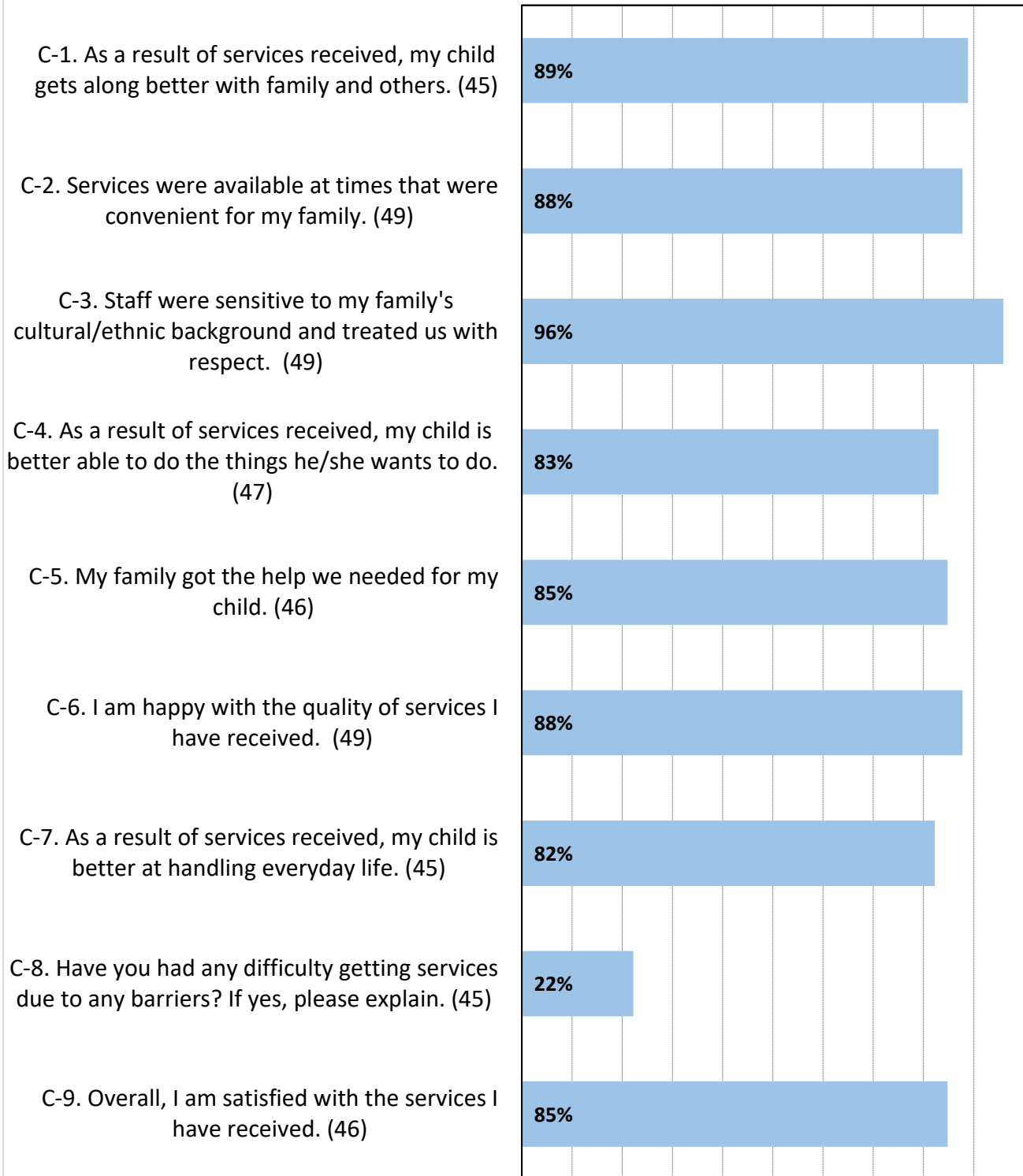
GHS 2021 Child Survey responses

N=49

% replying yes

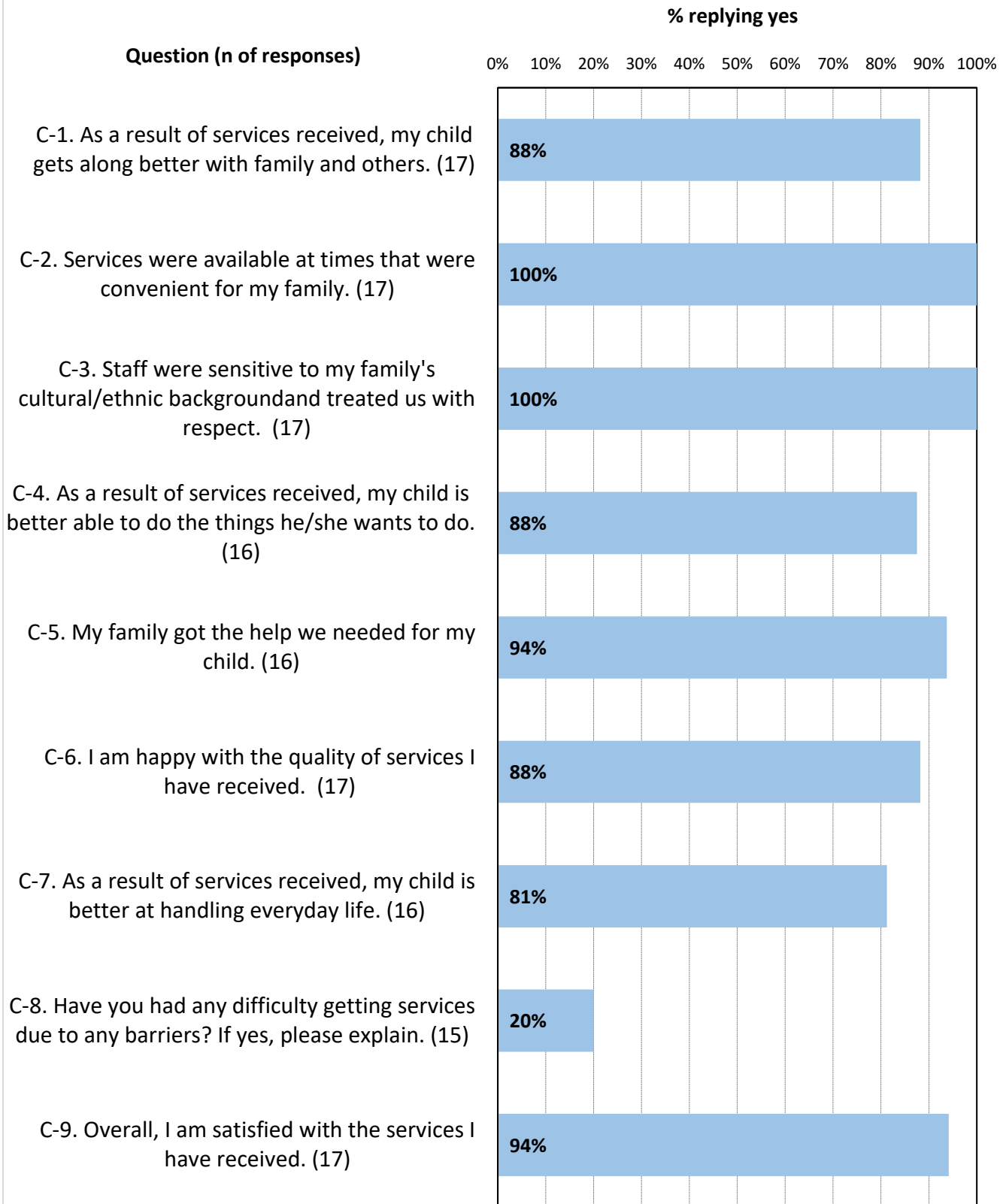
Question (n of responses)

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



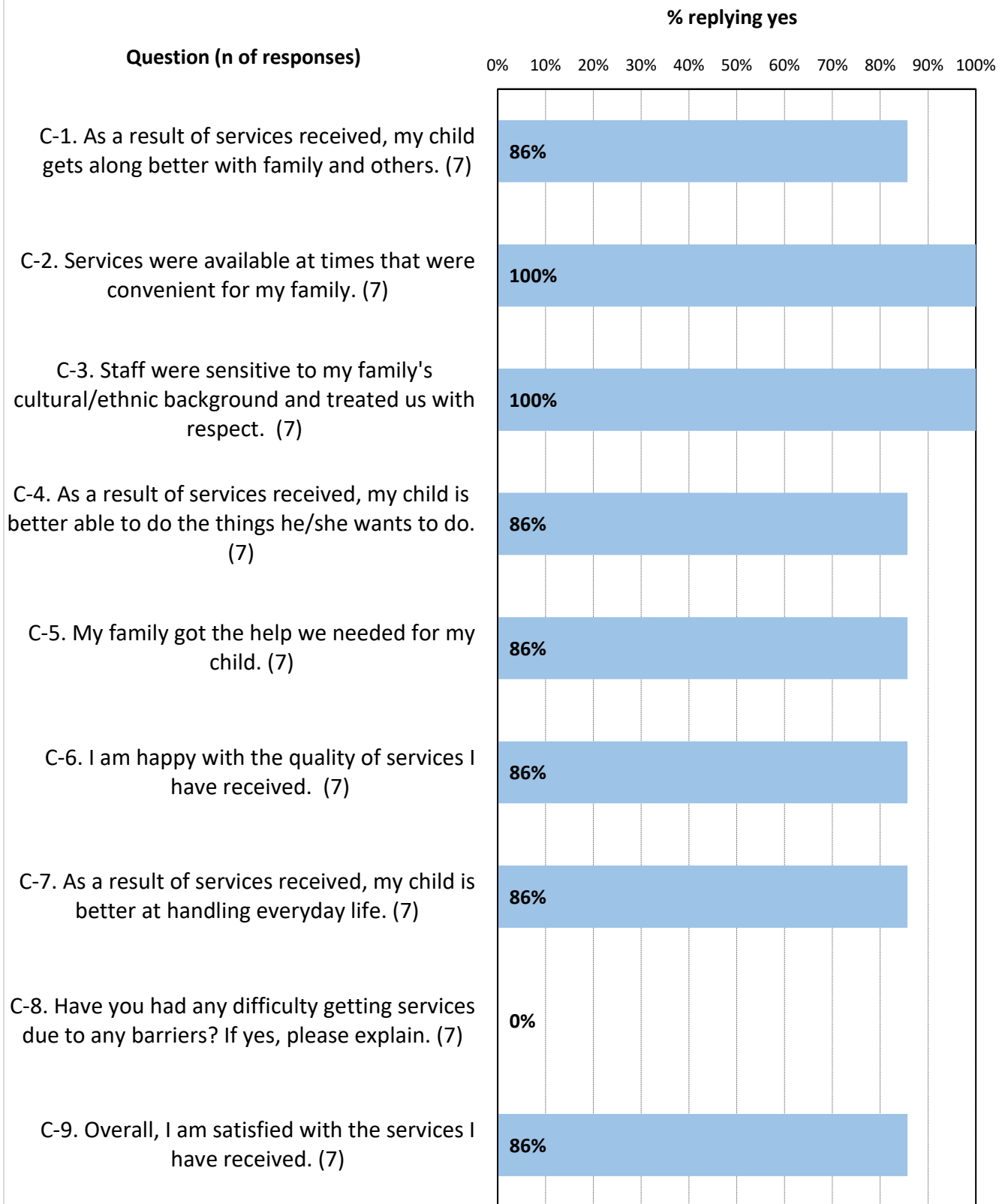
Lapeer CMH 2021 Child Survey responses

N=17



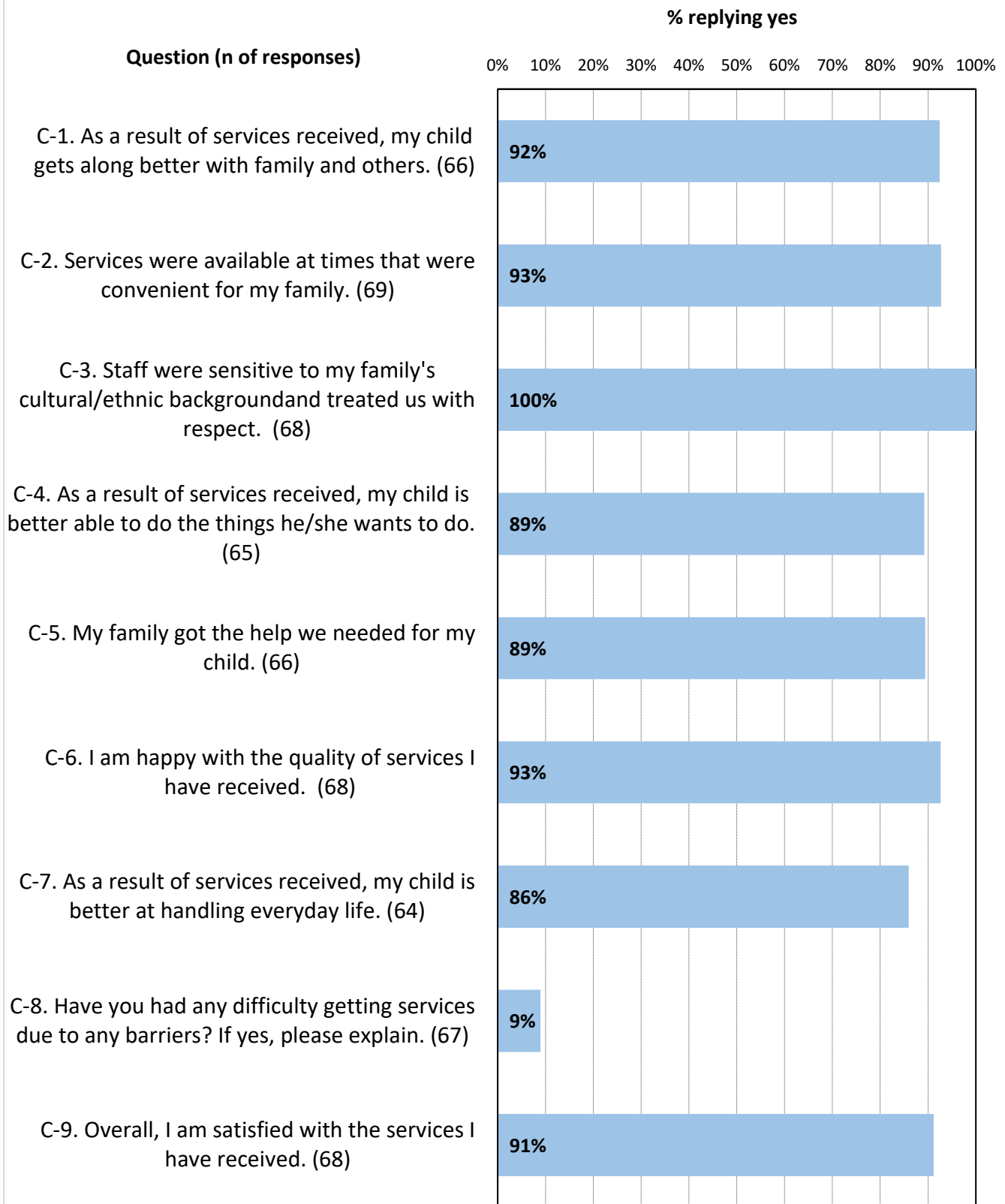
Sanilac CMH 2021 Child Survey responses

N= 7



St. Clair CMH 2021 Child Survey responses

N= 69



Longitudinal Comparison of Customer Satisfaction

The tables below show a longitudinal comparison of survey results from FY2016 to FY2021 for both the Adult and Child surveys. These tables show the percentage of “yes” responses among the region for each item included within the surveys.

Adult Customer Satisfaction Survey Comparison

Survey Questions	FY2016	FY2017	FY2018*	FY2019*	FY2020	FY2021
A-1. I like the services I have received.	97%	98%	96%	97%	97%	97%
A-2. As a result of services received, my symptoms are not bothering me as much.	78%	77%	83%	84%	80%	82%
A-3. Staff were sensitive to my cultural/ethnic background and treated me with respect.	98%	98%	96%	97%	97%	97%
A-4. As a result of services received, I am better able to control my life.	68%	89%	94%	92%	90%	88%
A-5. Staff believed that I could grow, change, and recover.	96%	96%	97%	97%	94%	93%
A-6. Services were available at times that were convenient to me. *				93%	95%	94%
A-7. As a result of services received, I do better in social situations.	84%	83%	86%	87%	81%	85%
A-8. I am happy with the quality of services I have received. *				95%	95%	95%
A-9. Have you had difficulty getting services due to any barriers? If yes, please explain. *				17%	14%	15%
A-10. As a result of services received, I deal more effectively with daily problems.	87%	86%	88%	92%	87%	88%
A-11. Overall, I am satisfied with the services I have received. *				97%	95%	95%

* Persons served by SUD network providers added to survey process beginning FY2018

* Questions added FY2019

Child Customer Satisfaction Survey Comparison

Survey Questions	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021
C-1. As a result of services received, my child gets along better with family and others.	81%	84%	77%	79%	83%	90%
C-2. Services were available at times that were convenient for my family.	97%	95%	96%	95%	97%	92%
C-3. Staff were sensitive to my family’s cultural/ethnic background and treated us with respect.	100%	99%	100%	99%	99%	99%
C-4. As a result of services received, my child is better able to do the things he/she wants to do.	84%	91%	89%	85%	85%	87%
C-5. My family got the help we needed for my child.	96%	92%	93%	93%	92%	88%
C-6. I am happy with the quality of services I have received.	81%	84%	77%	94%	96%	90%
C-7. As a result of services received, my child is better at handling everyday life.	84%	88%	83%	79%	84%	84%
C-8. Have you had difficulty getting services due to any barriers? If yes, please explain. *				14%	21%	14%
C-9. Overall, I am satisfied with the services I have received.	97%	95%	97%	96%	96%	89%

*Question added FY2019

Summary of Findings

Overall, customer satisfaction percentages reveal favorable levels of customer satisfaction. The highest levels of satisfaction for adults were in areas reflecting cultural sensitivity of staff, overall satisfaction of services, and being pleased with the quality of services. The highest level of satisfaction for children was in the area reflecting cultural sensitivity of staff.

Both the Adult and Child Surveys include subjective and person-focused questions related to perceived changes in the individual's life resulting from services received. For the Adult population, questions such as dealing more effectively with daily problems, getting along better with others, handling the challenges of everyday life, or reduction of symptoms scored lower than the satisfaction-based questions.

Longitudinal analysis of the Adult survey shows very little variance in percentages from FY2020 to FY2021, with some percentages staying the same. Question A-7 (*As a result of services received, I do better in social situations*) increased by 4% from FY2020 to FY2021. SUD results reveal lower percentages when comparing to FY2020 data. The increase in numbers shows that Adults receiving services are generally satisfied with services, with an overall satisfaction rate of 95%. Additionally, the SUD Adult responses indicate a satisfaction percentage of 80% or higher, excluding A-9 regarding barriers to services.

Longitudinal analysis of the Child survey shows a variance of percentages from FY2020 to FY2021. Question C-1 (*As a result of services, my child gets along better with family and others*) increased by 7% from FY2020 to FY2021. Question C-9 (*Overall, I am satisfied with the services I have received*) decreased by 7% from FY2020 to FY2021. Question C-6 (*I am happy with the quality of services received*) decreased by 6% from FY2020 to FY2021. Question C-8 of the Child survey, "*Have you had any difficulty getting services due to any barriers? If yes, please explain*" revealed a decrease in the percentage of individuals identifying barriers when trying to get services. Overall satisfaction for Children served was rated at 89% in FY2021, which is a decrease of 7% from FY2020.

The survey data shows that individuals receiving HCBS are satisfied with services. For the adults receiving HCBS, Question A-1 (*I like the services I have received*) and A-3 (*Staff were sensitive to my cultural/ethnic background and treated me with respect*) scored the highest. Question A-2 (*As a result of services received, my symptoms are not bothering me as much*) received the lowest rating for adults receiving HCBS services at 87%. Children receiving HCBS services reported 100% satisfaction on almost all questions, with the exception of C-2 (*Services were available at times that were convenient for my family*) and C-8 (*Have you had any difficulty getting services due to barriers?*). Adults receiving HCBS reported 96% overall satisfaction. Within the FY2021 survey population, 286 adults received HCBS, along with 4 children.

Barriers reported in the survey results among the region include COVID-19 restrictions such as wanting face to face services, transportation, staff availability, and anxiety preventing individuals to make it to their appointments. Barriers mentioned less frequently were housing, a lesser number of workshops being offered, and lack of Applied Behavior Analysis (ABA) services. These barriers were mentioned in questions A-9 and C-8 of the survey.

Network affiliates are responsible for reviewing results with individuals served and/or their family members to obtain input and feedback. Following the conclusion of the survey, affiliates are responsible for acting on specific cases as appropriate and identifying the source of dissatisfaction. This process is also monitored via the PIHP's official contract monitoring process. Affiliates are also responsible for informing practitioners, providers, individuals served, and their Governing Body of the survey results.

The results of these surveys are reported to numerous committees throughout the region. These committees include, advisory boards, Boards of Directors, and are shared on agency websites. The Quality Management Committee will continue to review and discuss survey results, barriers to survey administration, response rates, and suggested changes to future survey processes, including a review of the survey questions.

Evaluation of Previous Year's Activities

Individuals served by GHS requesting follow up during the FY2020 survey process were contacted by the Customer Service department at GHS to address any outstanding concerns. Individuals served by Lapeer CMH requesting follow up during the FY2020 process were contacted by Quality Improvement staff at Lapeer CMH. Additionally, to address feedback and findings from the FY2020 survey results, Lapeer CMH launched an anti-stigma campaign. This campaign is monitored through the Performance Improvement Project (PIP) and is integrated into Lapeer CMH's individualized care plans. Lapeer CMH is also providing Cultural Competency trainings to increase cultural awareness. Sanilac CMH followed up with individuals who provided their contact information on the survey, regardless of whether the feedback was positive or noted areas of dissatisfaction. Individuals requesting follow up with St. Clair CMH were referred to the Program Director at St. Clair CMH for follow up.

Recommendations

Based on the above summary, the following recommendations are advised:

- 1) The PIHP and network affiliates should be informed of these findings and investigate areas of dissatisfaction noted within the survey results.
- 2) Network affiliates should present data to Consumer Advisory Councils to obtain input from individuals receiving services and/or their family members.
- 3) The network affiliates should review survey results and identify opportunities for improvement within their service delivery system, including a review of reported barriers and responses to open-ended questions.
- 4) The network affiliates should outline systemic action steps to follow up on the findings. The PIHP and network affiliates should also evaluate the effects of the systemic action steps taken and determine if these steps have led to improved satisfaction. Network affiliates will report their action steps to the PIHP via the PIHP's contract monitoring.
- 5) The PIHP and network affiliates should standardize the survey administration process among the region to assist in improving the response rate and regional efficiencies.
- 6) For future surveys, the PIHP should adjust the survey response collection mechanism to make the "Provider" field required, to ensure all responses are assigned to a provider.
- 7) For future surveys, the PIHP and QMC should discuss a procedure to increase response rates for all survey types. The PIHP should also provide more clear guidance on the survey sample size.

Appendix A: Overall Satisfaction by Provider

Provider	Location / Population	Total Responses	Overall, I am satisfied with the services I have received.
BIOMED	SUD – Flint	11	91%
Catholic Charities of Southeast Michigan	SUD – Lapeer	2	100%
	SUD – St. Clair	3	100%
Flint Odyssey House	SUD – 1108 Lapeer Rd.	5	100%
	SUD – 718 Griswold	1	100%
	SUD – 529 MLK Ave.	1	0%
GHS	Mental Health – Adult	490	94%
	Mental Health – Children	46	85%
Lapeer CMH	Mental Health – Adult	47	98%
	Mental Health – Children	17	94%
New Paths	SUD – Men’s	2	100%
Sacred Heart	SUD – Flint	5	100%
	SUD – Richmond	5	80%
Sanilac CMH	Mental Health – Adult	67	96%
	Mental Health – Children	7	86%
St. Clair CMH	SUD	3	100%
	Mental Health – Adult	318	95%
	Mental Health – Children	68	91%