



Lapeer County Community Mental Health Customer Satisfaction Survey

Fiscal Year 2018

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Lapeer Community Mental Health is committed to providing excellent service to the residents of Lapeer County. Each year a customer satisfaction survey is conducted to determine satisfaction and support the continuous quality improvement efforts at the agency. The following pages contain information about the survey method, the results, comparison data and the recommendations for quality improvement.

Method

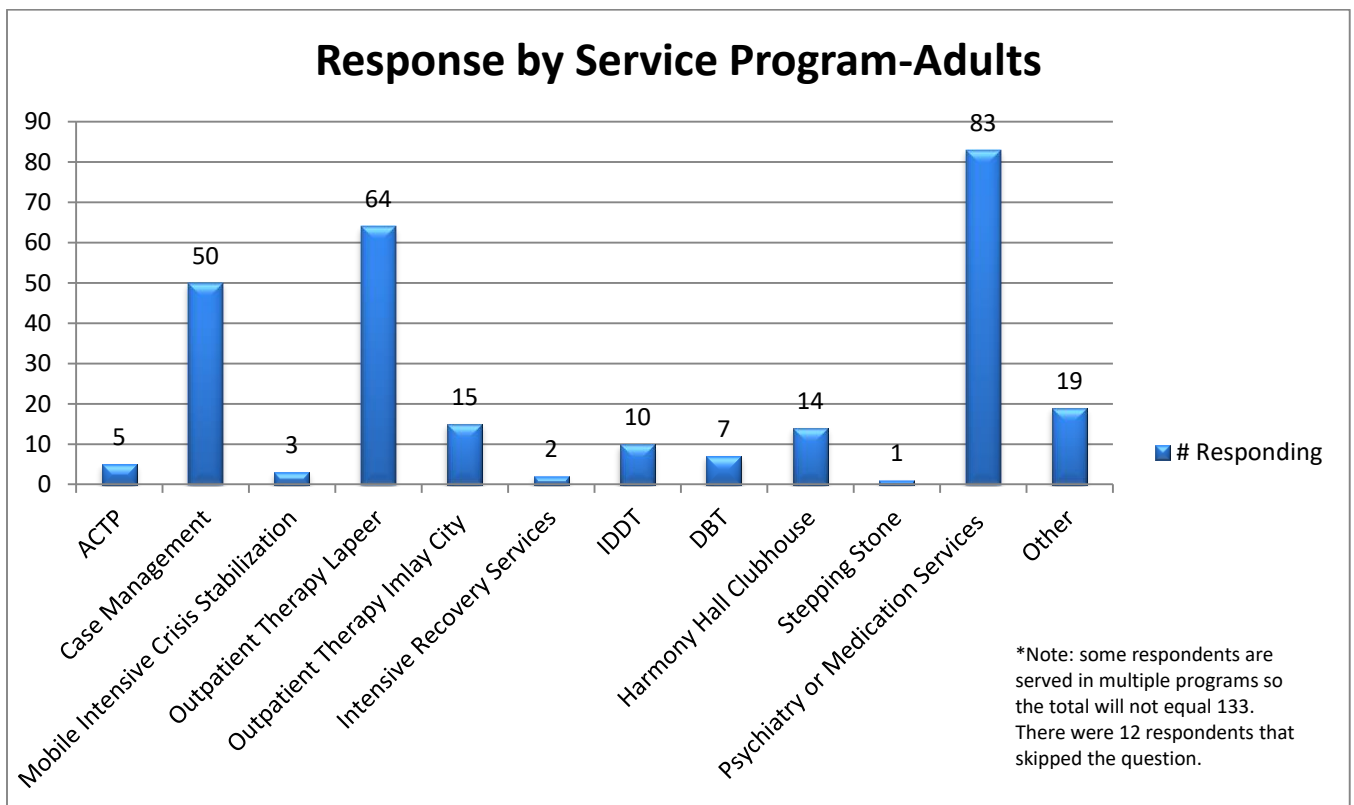
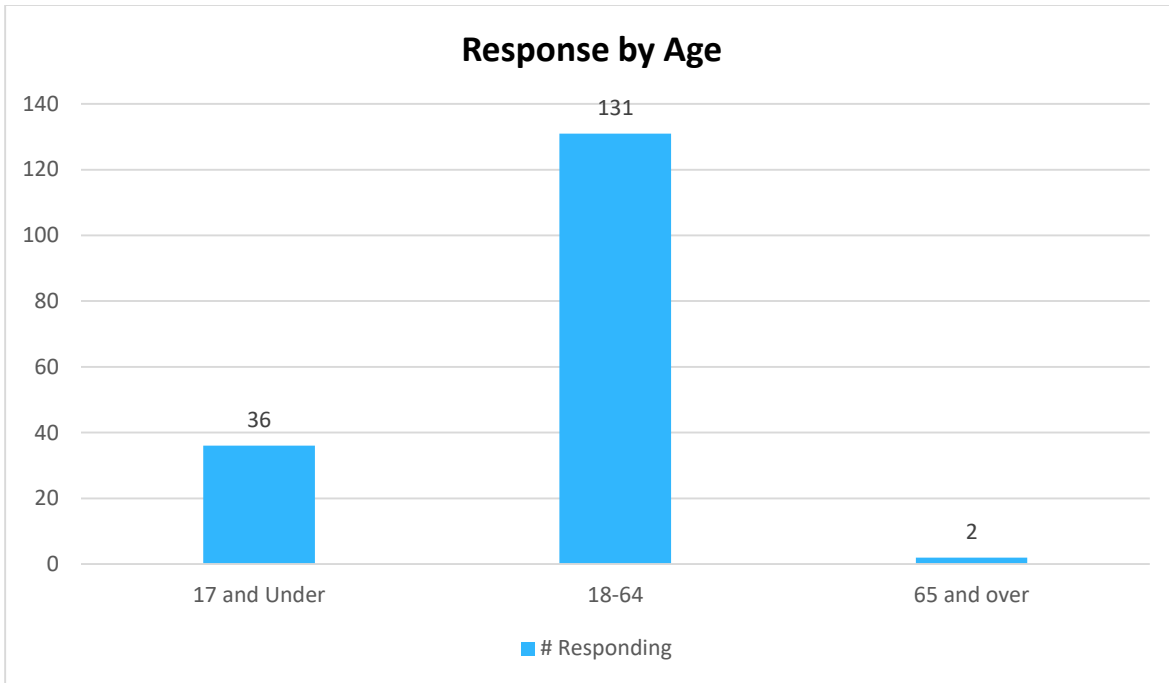
In July, 2018, the Annual Customer Satisfaction Survey was conducted. A convenience sample method was used for the survey whereby each person who came in for Medication Services at LCCMH during the month of July was given a survey to complete. Adults and children were included in the sample. The completed surveys were collected by the front desk staff and placed in an envelope. There were also 100 surveys mailed to randomly selected individuals who do not receive Medication Services.

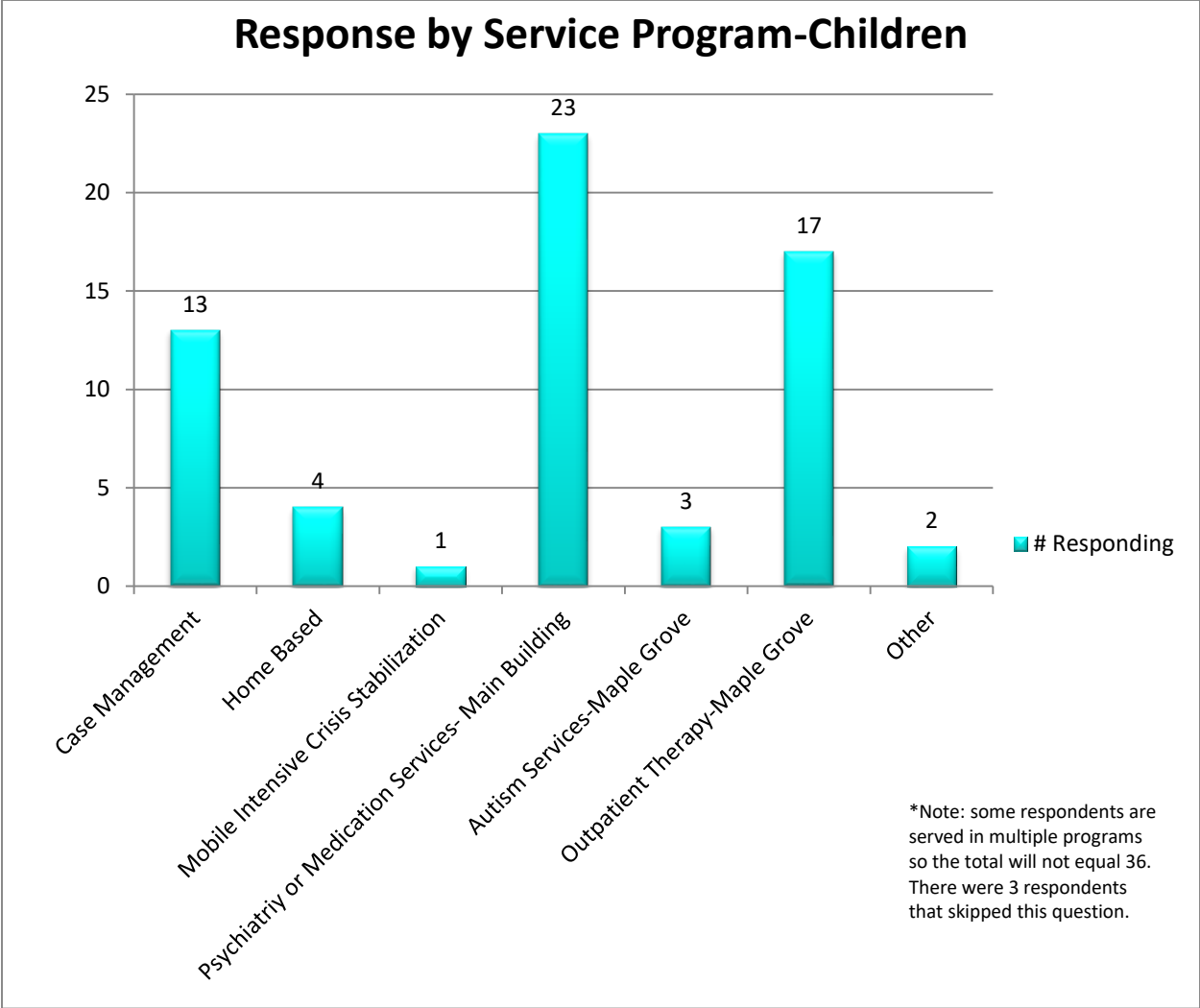
During the month of July, 169 surveys were completed by people receiving Medication Services and Non Medication Services. There were 289 Medication Services during the month of July to Adults and Children. There were also 100 surveys mailed to randomly selected individuals who do not receive Medication Services. The result for medication and non-medication surveys for both adults and children yielded a 43.44% response rate. Of those responding, 36 of them were from the children's department. Comparisons between the in-person and mailed surveys will not be made in the report since the survey was not intended to be a comparison of Medication and Non-Medication Services for persons served but rather to be inclusive of those with and without medication services.

The Region 10 PIHP Quality Management Council approved the survey tool and methodology for the Fiscal Year 2018 survey. Survey reports for region were submitted to the Region 10 PIHP for comparison across the four counties. The survey questions address areas recommended by CARF, Michigan Department of Health and Human Services and other regulatory bodies. The survey tool was designed with simple, straightforward questions in a format designed to be understandable to most persons served. Most of the survey questions call for a "Yes" or "No" response and allow the respondent to provide further explanation if needed. An open-ended question was added to the end of the survey for persons served who had additional comments.

Demographics

Demographic information that would not identify individual persons served was included in the survey. The demographic information included the age group of the person served, and the service program as indicated in the charts below.





Results

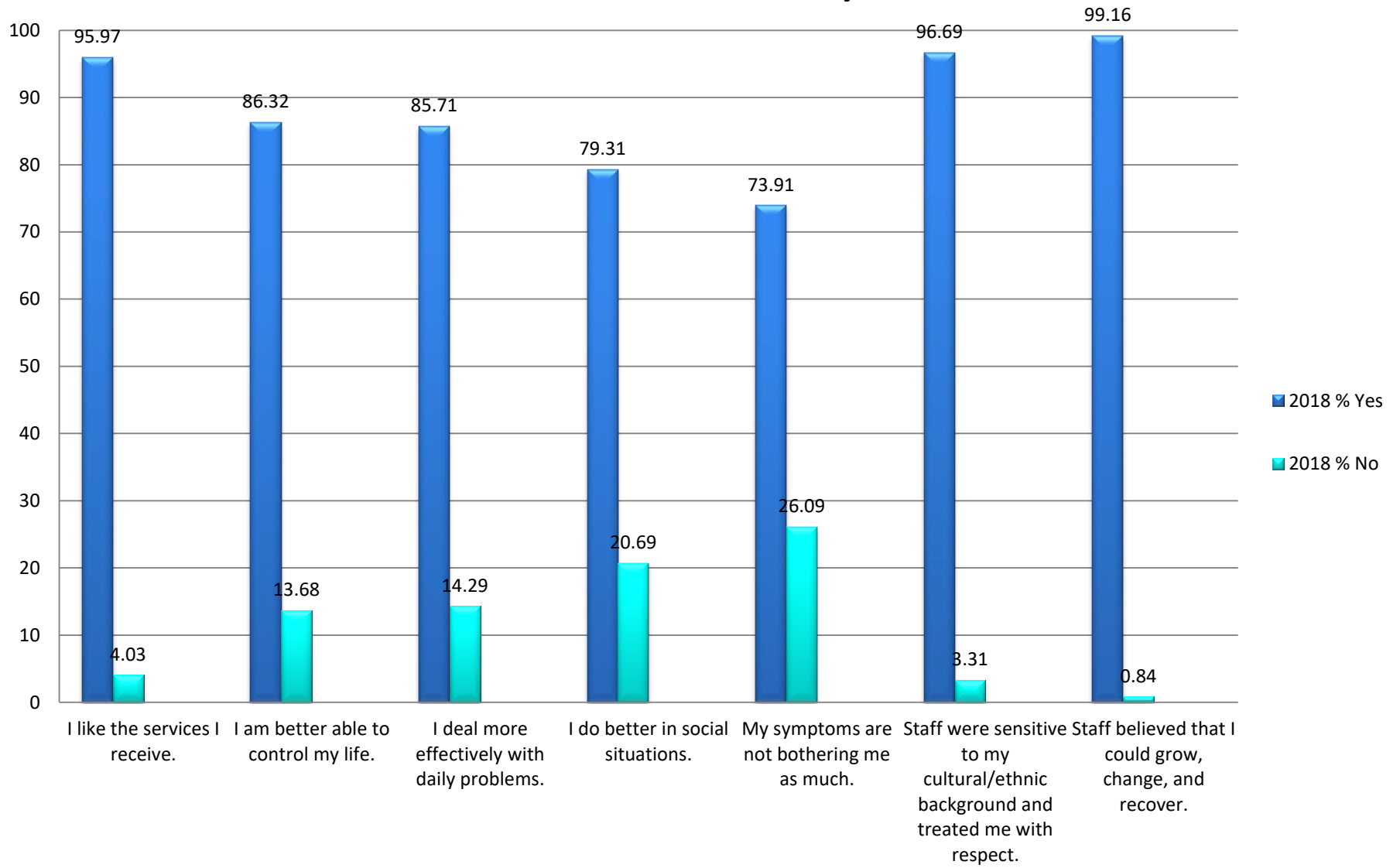
Similar to previous years, with the exception of psychiatry services, the majority of respondents were served in the Outpatient Services and Case Management Services Programs for both children and adults. The overall rate of satisfaction is 96% for adults, resulting from “yes” responses that they like the services they receive. The two areas where adult persons served are reporting the least improvement are social situations and symptom management. Only 79% of persons served are reporting they do better in social situations which is an increase of 5 percentage points from last year and their symptoms are not bothering them as much at 74% which is an increase of 2 percentage points from last year. Persons served scored LCCMH high at 97% and 99% in the questions regarding respect of culture and ethnic background and staff believing that they could grow, change and recover. Finally, 86% of adults with Services reported they deal more effectively with daily problems whereas 86% of adults responded that they were better able to control their life.

For Children’s Services, 97% are satisfied with their services overall. LCCMH Children’s Services scored 100% for those responding to the statement: “Staff are sensitive to my family’s cultural/ethnic

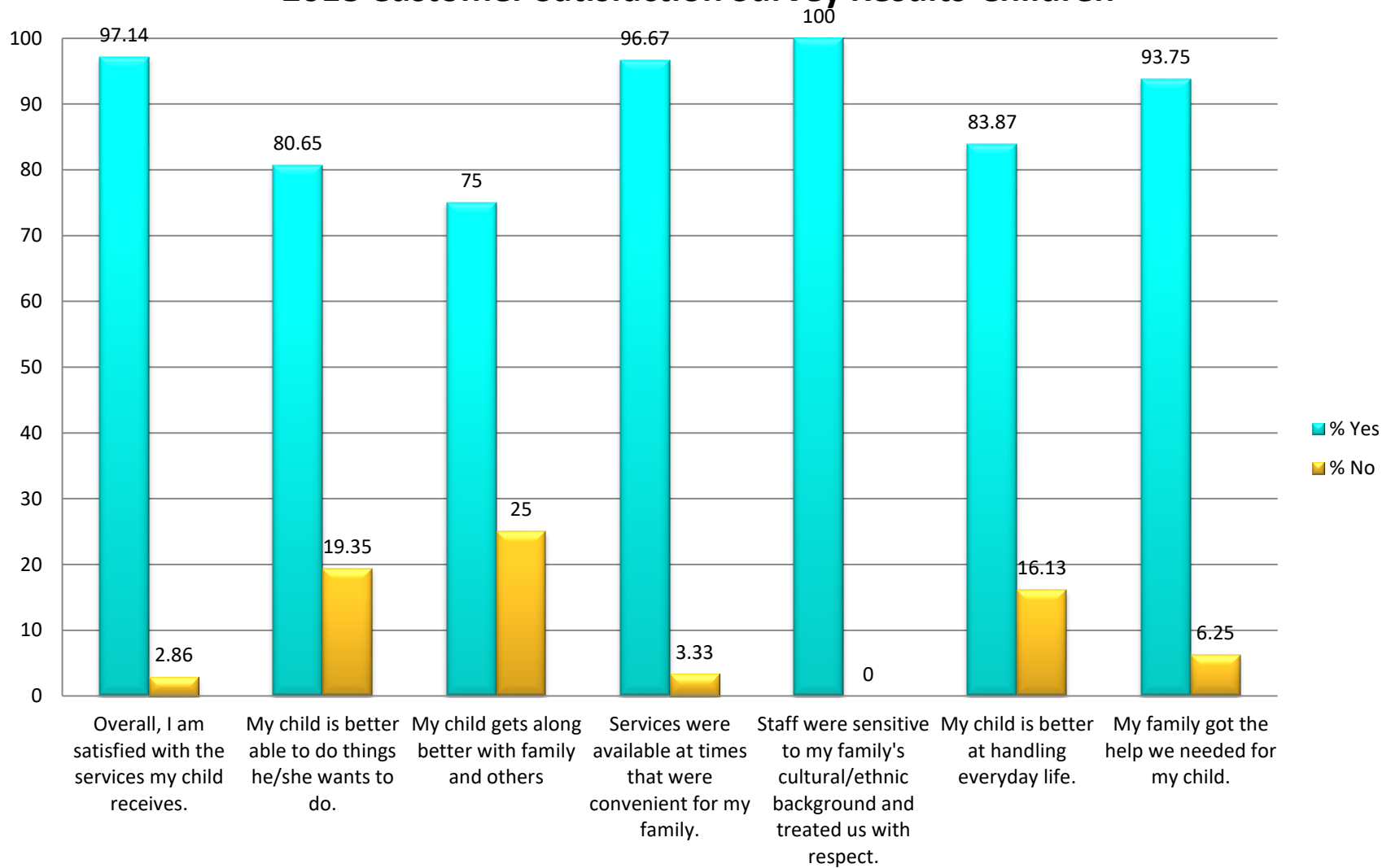
background and treated us with respect” Scores dropped from 91% in 2017 to 83% in 2018 for the child being better at handling everyday life since receiving services at LCCMH. This response has dropped in percentage for the past 2 years. 75% of respondents, stated as a result of services received, my child gets along better with family and friends, which hasn’t changed since the 2017 survey responses. Overall, 95% of respondents felt that they got the help they needed.

Each survey question is shown on the bar charts on the following pages, demonstrating the percentage of “Yes” and “No” responses for persons served who completed the question. Because the questions for adults and children were different, there are two bar charts showing the responses.

2018 Customer Satisfaction Survey Results-Adult



2018 Customer Satisfaction Survey Results-Children



Results by Funding Source

Of the survey responses in 2018, none of the children were without insurance, 100% indicated they had Medicaid, MI Child or Healthy Michigan Insurance. For adults, 93% indicated they had either Medicaid or Healthy Michigan Insurance, therefore meaningful comparison between those with and without insurance will not be made due to small sample size. There has been a decrease in insured adults from 97% last year to 93% this year, and this may continue to trend down with changes in funding of the Affordable Care Act.

Regional Comparison

The survey data for both children and adults are submitted to the Region 10 Prepaid Inpatient Health Plan for a regional comparison. A copy of the comparison results can be found at the Region 10 website at www.region10pihp.org

Discussion & Recommendations

The Lapeer County Community Mental Health (LCCMH) survey response rate was 43%, which was up significantly from 25% last year. The Overall Satisfaction rate is at 96% which is slightly higher than the last 6 years. Currently psychiatry services are not offered at the satellite clinics however those needing Medication Services do come to the LCCMH Lapeer Office for that service. LCCMH also added Telepsychiatry services this fiscal year at the main office. Further analysis of the survey results may include results by program for a department's year-end reporting and FY19 planning, at the request of the individual program supervisors.

While children's department showed that 95% of people were getting the help they need, getting connected to services does not always carry over into demonstrated effectiveness of services. The Children's Department will be providing additional staff training on Trauma Focused Cognitive Behavior Therapy and will look at CAFAS scores in 2019 as a measure of effectiveness.

Symptom management has been a consistent issue for LCCMH Persons Served in the Customer Satisfaction Surveys. LCCMH uses the PHQ-9 for adult persons served to measure symptoms of depression at the time of their Medication Services and during periodic and annual reviews. PHQ-9 scores are compared from previous visits so treatment can be adjusted accordingly. The PHQ-A was also added for adolescents. In 2018 the Dialectical Behavior Therapy Supervisor monitored symptoms through the Borderline Symptom List as part of the agency Quality Improvement Plan and was able to demonstrate improvement in symptom management in over 80% of case however the enrollment in DBT is low, so an agency wide impact was not recognized in this survey. LCCMH shall continue to work on initiatives that help with symptom management. In 2019, the Case Management Department will start Illness Management Recovery groups.

Lapeer CMH has current initiatives toward community integration activities for persons served. LCCMH has an Accredited Clubhouse through Clubhouse International and they provide social outings in the

community. The Stepping Stone Program also increased skill based outings each quarter to increase community integration for those with intellectual and developmental disabilities.

Lapeer CMH case holders will continue to assess satisfaction on an ongoing basis from persons served annually and at periodic reviews. LCCMH will also continue to actively participate and provide input into the Region 10 Customer Satisfaction Survey process. LCCMH staff will continue to assist persons served without insurance with enrollment in Medicaid or Healthy Michigan and will assist those already enrolled with maintaining their insurance coverage. A Department of Human Services (DHS) worker is on site at LCCMH.

Integrated Health Care initiatives will also remain an area of focus in an effort to provide total health care to persons served. The Integrated Care workgroup will focus on initiatives surrounding smoking cessation, diabetes screening and management, connections with a primary care physician, coordination with Medicaid health plans, and hospital readmissions.

Comments from the survey are reviewed by LCCMH Quality Council to identify additional targeted areas for improvement efforts. Satisfaction Survey results are also provided to the Citizen's Advisory Council as well as the LCCMH Services Board for strategic planning purposes. LCCMH remains committed to providing excellent services to Lapeer County Residents and will continue to use the Customer Satisfaction Survey process as part of the continuous quality improvement effort.

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