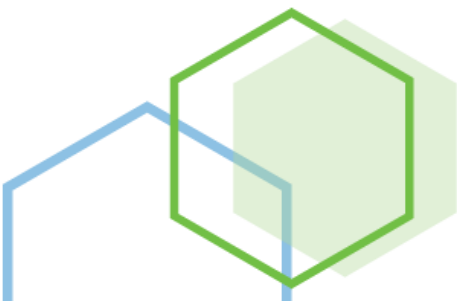




FY21 Customer Satisfaction Survey Report

Lapeer County Community Mental Health

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FY21 Customer Satisfaction Survey Report

Lapeer County Community Mental Health

Lapeer County Community Mental Health (LCCMH) 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

The annual Customer Satisfaction Survey was conducted from August 9, 2021 – September 16, 2021. Due to COVID-19 restrictions, a sample of adults and children who received services during the month of June 2021 were randomly selected to receive mailed surveys. There were 300 surveys mailed to adults and 100 surveys mailed to parents/guardians of children.

A total of 70 surveys were completed by mail. The results for both adults and children yielded a 17.5% response rate. Of those responding, 17 of them were from children’s services and 53 were adults receiving services. This response rate is down significantly from 31.8% in 2019 and similar to 16% in 2020. The low response rate most likely due to the change in methodology. In 2019, paper surveys were provided to persons served coming in for treatment.

Survey Tool

The Region 10 PIHP Quality Management Council approved the survey tool for the Fiscal Year 2021 survey. Survey reports for the 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 questions call for a “Yes” or “No” response and allow the respondent to provide further explanation of their answers if needed. An open-ended question was added at the end of the survey for persons served who had additional comments.

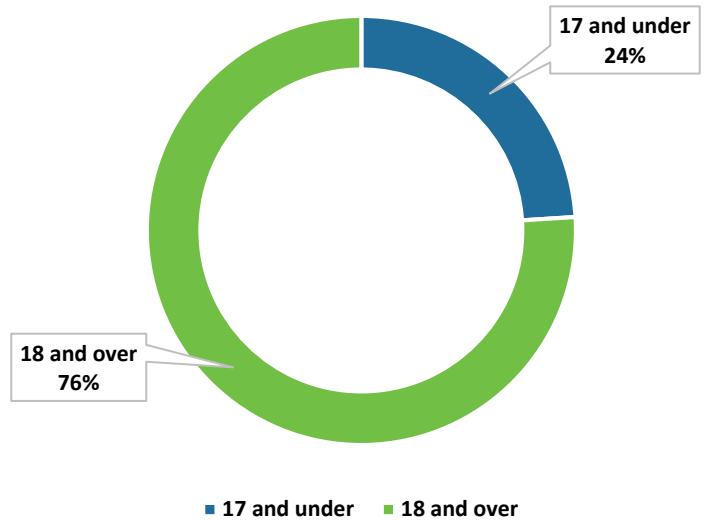


Demographics

Demographic information was not included in the survey this year. Surveys were divided between adult and children’s services. Surveys were provided across all populations including Serious Mental Illness, Serious Emotional Disturbance, Intellectual and Developmental Disabilities and Co-Occurring Disorders.

This year, a question was added asking if the respondent is receiving Home and Community Based Services (HCBS). This allows results of individuals receiving HCBS services to be analyzed. LCCMH staff identified persons served who receive these services prior to mailing out the surveys.

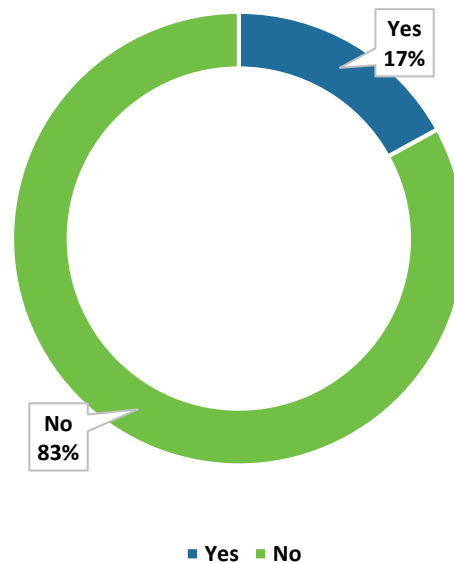
Response by Age



Home and Community Based Services (HCBS) allow persons served to receive services in their own home or community rather than in institutions or isolated settings. These services include skill building services, supported employment, and Community Living Supports (CLS) which are provided in a provider-owned setting, such as an Adult Foster Care home.

Source: www.Medicaid.gov, 2021

Is the Respondent Receiving HCBS Services?





Results

The overall satisfaction rate is 98% for adults, resulting from “Yes” responses that they like and are satisfied with the services they received. The two areas where adult persons served are reporting the least improvement are symptom management and control over life. Eighty percent of respondents reported their symptoms are not bothering them as much as a result of their treatment. This is down slightly from 84% in 2020. For control over life, 92% of respondents reported being better able to control their life, which is down slightly from 94% in 2020.

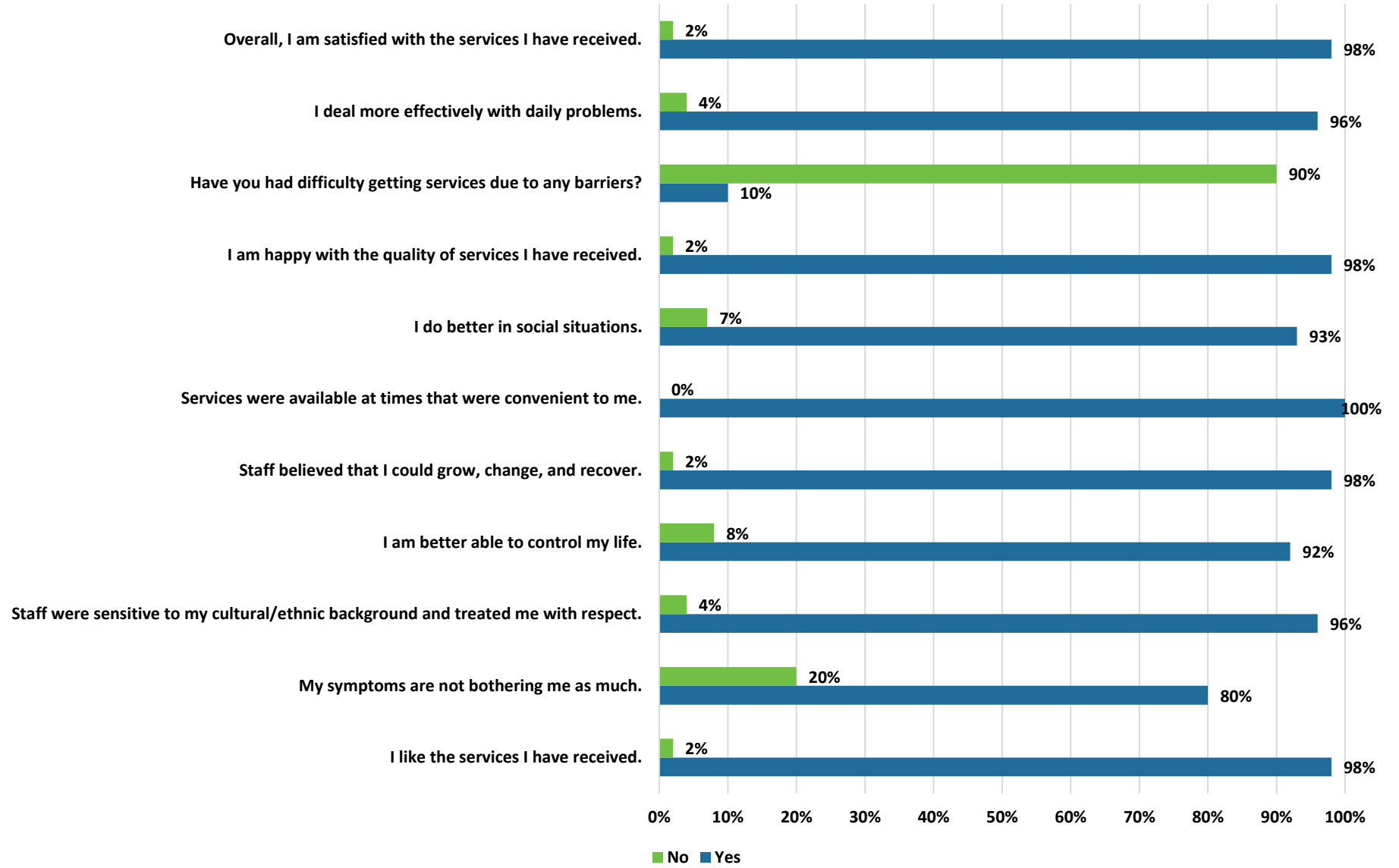
Persons served scored LCCMH positively at 96% and 98% in the questions regarding respect of culture/ethnic background and staff believing they could grow, change, and recover, respectively. Finally, 96% of adults reported they deal more effectively with daily problems and 93% of adults responded they do better in social situations as a result of treatment.

For Children’s Services, 94% are satisfied with their services overall. Respondents scored LCCMH at 100% for staff being sensitive to their family’s cultural/ethnic background and treating persons served with respect. Scores decreased from 100% in 2020 to 81% in 2021 for the child being better at handling everyday life since receiving services. As a result of the services received, 82% of respondents reported their child gets along better with family and others. Overall, 94% of respondents report 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.

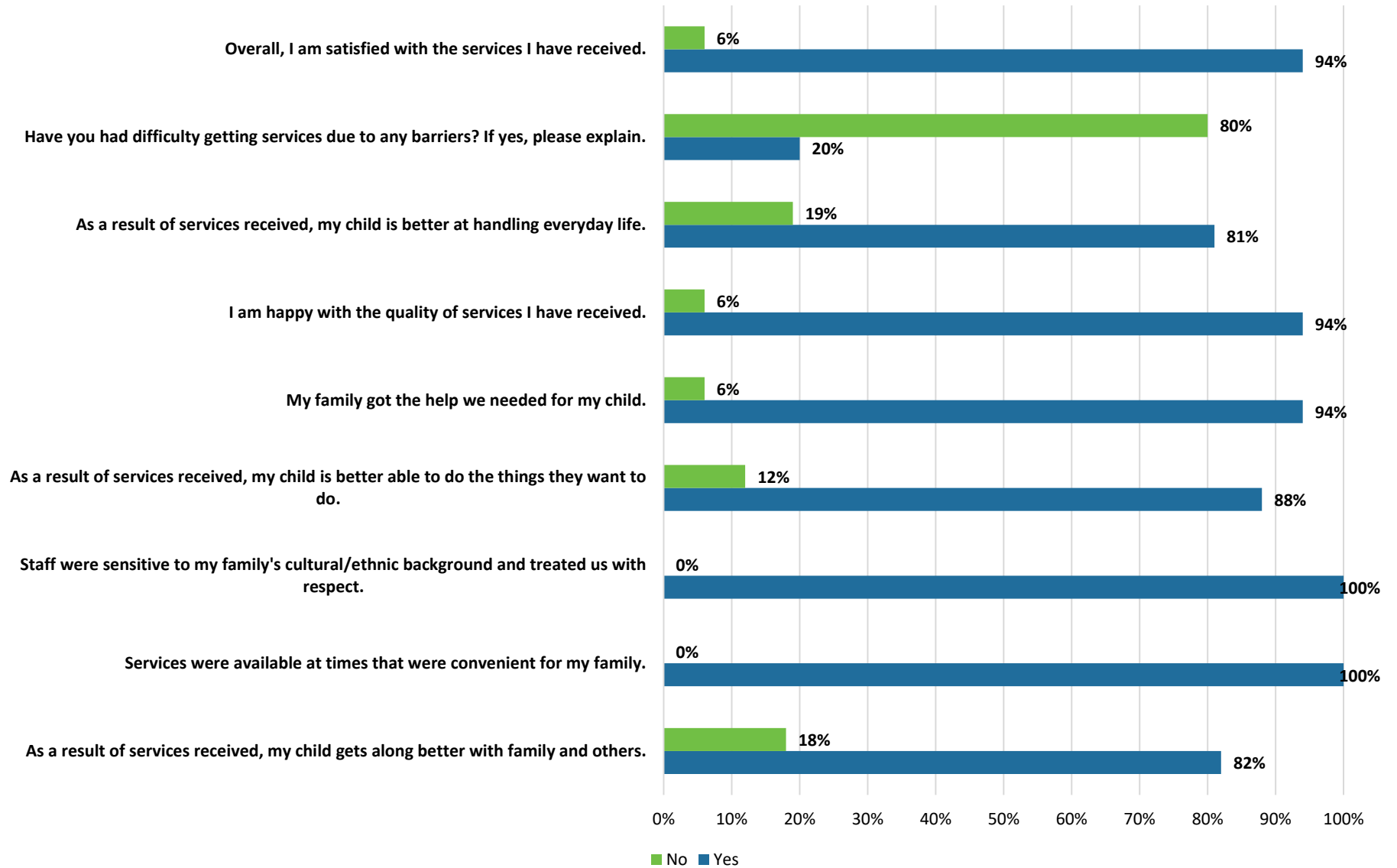


2021 Customer Satisfaction Survey Results - Adult





2021 Customer Satisfaction Survey Results - Children





Additional Comments

The survey allowed respondents to add additional comments. The following are responses from persons served regarding specific questions.

Have you had difficulty getting services due to any barriers? If yes, please explain.

- Not many doctors in Lapeer take Blue Cross Complete
- I'm forgetful and my anxiety stops me sometimes
- Would like new case manager please. Appointment / scheduling conflict with case manager again.
- I don't do steps
- Teamwork wouldn't supply the handicap van for my wheelchair
- Make more options like the ropes course for bigger teens
- Not CMH fault, our family is just going through a lot and hard to manage with time
- My granddaughter need med and help with other ADHD
- They remove the services no more service
- Multiple appointment needs at the same time
- Speech therapy – because straight Medicaid

Do you have any other comments, questions, or concerns?

- Everyone is great and does the best they can
- Not sure because of the situation and influence
- Very great with kids, we are grateful for our counselor!
- Your ABA Autism needs more training due to your staff could not help my son with ADHD autism. I refuse to ever deal with ABA again!
- For questions 5, 7, and 12 it falls on me for not putting enough effort in to it and missing appointments
- Dad's death wishes
- I feel like you violate HIPAA by asking me if I'm vaccinated
- I love Zyprexa
- Case manager liked to talk about herself and trouble focusing on my services. A lot of unfavorable replies to my needs
- When you have afterhours problems with [person served] no one to turn to for help
- Autism service worker – bringing up [child's] father. He is no longer in life
- I would like to see the Dr. in person
- I am satisfied with Harmony Hall

What would make services better for you or the community as a whole?

- Good as it is
- Actually doing a good job
- He won paid in and Dr. Gripp but Dr. Reddy meds
- Choice to have visits in person or phone



- I need someone who cares about my services. Been coming to CMH for over 20 years and the new employees just are not responsible. Sarah Reynolds Clinical case manager smoothed my ruffled feathers on 8/11/21. Got doctors note. Very difficult time right now - moving and Sarah Reynolds went over and above this situation / issues.
- More follow up with the counselors
- Pandemic to end
- Money towards funding these kinds of services for the public
- To help with anything else
- Seeing Amanda not sure if I'm just forgetting to write them down and have had car problems for rest not any problems
- I am satisfied with my psychiatrist
- Want more activities
- Parental support meetings not just for parents of autistic children, but other mental illnesses as well.
- I'm not sure the counselors are great we have but still addressing issues
- I cannot think of any at this time
- I learned to do everything myself. Because your staff can't handle my son ADHD autism and cognitive problems.
- Educate all teachers regarding mental illness in students

Regional Comparison

The survey data collected for both children and adults are submitted to the Region 10 PIHP for a regional comparison. A copy of the comparison results can be found on the Region 10 website www.region10pihp.org.

Discussion & Recommendations

The response rate for the Satisfaction Survey is low at 17.5%. The low response rate has been a problem for this survey for the last two years. A change in methodology could potentially increase response rate. LCCMH will discuss the low response rate and request, at the Region 10 Quality Management Committee, to return to a convenience sample of paper surveys when persons served come in for appointments with the psychiatrist. In a focus group conducted in March, 2021, persons served indicated they would prefer to receive information and get surveys when they come in for appointments rather than by mail or phone.

Overall satisfaction with services has decreased slightly from 100% in 2020 to 98% for adults and 94% for children. Both for adults and children, 100% reported services were available at times that were



convenient for their family. To improve satisfaction, LCCMH is addressing staff shortages with a new Human Resources Manager who is increasing recruitment techniques. Additionally, LCCMH hired a Clinical Director to increase clinical trainings and improve uniformity across departments. LCCMH is addressing secondary trauma of staff with a Trauma-Informed Care Work Plan and has offered training to supervisors and staff to identify and reduce burnout. LCCMH has a Training and Staff Development Committee, which plans various staff activities to increase morale. LCCMH is addressing staff shortages, burnout and morale as well as providing staff trainings, to improve customer satisfaction

For adults, symptom management is an area for improvement. Only 80% of respondents reported that their symptoms aren't bothering them as much as a result of services. From 2017 to 2020 this increased from 71% to 84%. LCCMH continues to use the PHQ-9 to measure depression symptoms during medication services and periodic reviews. The PHQ-A is used for adolescents. The Dialectical Behavior Therapy (DBT) therapist position has been vacant since 2019. During COVID-19 restrictions, the DBT Graduate Group was stopped in FY20. The DBT Graduate Group started again in FY21, but has low attendance. To increase symptom management, additional clinical trainings can be provided to staff about managing and coping with symptoms. Primary case holders can also refer to online or phone resources, such as the Stay Well Hotline, for additional support. In addition to current creative arts classes, LCCMH can also explore adding groups (such as meditation and mindfulness classes) to improve symptom management. Additionally, LCCMH is hiring a Health Mentor in FY22 who can assist persons served with increasing physical activity, eating nutritious foods, and improving sleep to help with symptom management.

Ninety-two percent reported being better able to control their life and 93% reported doing better in social situations, as a result of services. Harmony Hall provides social outings regularly to improve community integration of persons served. Stepping Stone also provides skill based outings, which have decreased this fiscal year due to COVID-19 restrictions. LCCMH added an additional Adult Peer Support Specialist in FY21. The Assertive Community Treatment Program has FY22 goals to increase group attendance and increase community involvement with persons served. The ACT Program uses the Illness Management and Recovery model in group therapy.



For children, symptom management is also an area for improvement. As a result of services, only 81% of parents reported their child is better at handling everyday life, which is down from 100% in 2020. Eighty-eight percent reported their child is better able to do the things they want and 82% reported their child gets along better with family and others, comparable to 2020 numbers. To increase symptom management, additional clinical trainings can be provided to staff about managing and coping with symptoms. Support groups and/or trainings for parents on how to assist their children may be beneficial in improving these numbers. For FY22, the Children's Department will be adding another Youth Peer Support worker to assist with community integration and the Autism Department will be implementing a parent training group.

LCCMH case holders will continue to assess satisfaction on an ongoing basis from persons served annually and at periodic reviews. LCCMH will actively participate and provide input into the Region 10 Customer Satisfaction Survey process.

In an effort to provide holistic healthcare to persons served, integrated healthcare initiatives will remain a priority area. The Integrated Care Workgroup will focus on healthcare goals in the individual plan of service (IPOS), providing health education classes, reducing hospital readmissions, and improving smoking cessation services.

Comments from the survey are reviewed by LCCMH Quality Council to identify additional targeted areas for improvement efforts. Satisfaction Survey results are shared with the Citizen's Advisory Council, posted one month per year in the LCCMH lobby, and posted on the website. The LCCMH Services Board also received the report 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.