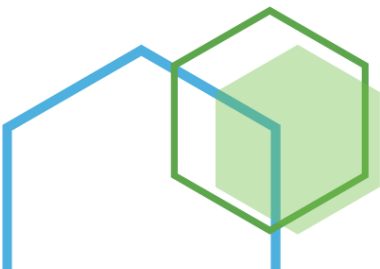




FY22 Customer Satisfaction Survey Report

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FY22 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 1, 2022 – September 7, 2022. A sample of 40% of adults and 40% of children who received services during the month of May 2022 were randomly selected to receive mailed surveys. A stratified random sample or quota sample of 100 persons served with Home and Community Based Services was included in the 40% of adults. There were 312 surveys mailed to adults and 85 surveys mailed to parents/guardians of children.

A total of 66 surveys were completed by mail. The results for both adults and children yielded a 16% response rate. Of those responding, 11 of them were from children’s services and 55 were adults receiving services. This response rate is down slightly from 17.5% in FY21. The low response rate is most likely due to the methodology. In previous years, paper surveys were provided to persons served coming in for treatment and had a higher response rate. Region 10 PIHP provided the survey collection methodology for FY22 with input from the four counties in the region.

Survey Tool



The Region 10 PIHP Quality Management Council approved the survey tool for the Fiscal Year 2022 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 CAREF, 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.

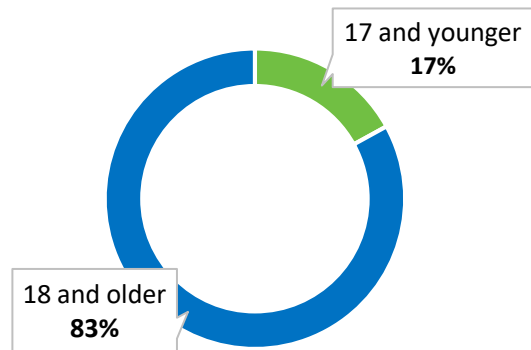


Demographics

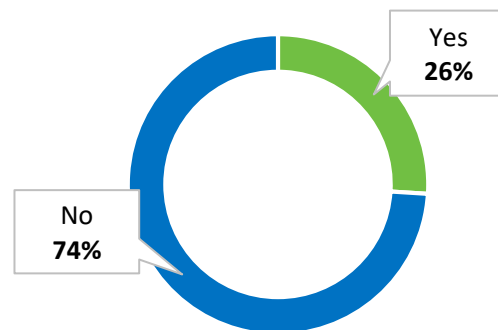
Surveys were divided between adult and children’s services. Surveys were provided across all populations including Serious Mental Illness, Serious Emotional Disturbance, Intellectual and Developmental Disabilities and Co-Occurring Disorders.

The surveys asked 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



Receiving HCBS Services



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

Results

The overall satisfaction rate is 98% for adults, resulting from “Yes” responses that they are satisfied with the services they received. The majority of respondents (96%) are happy with the quality of services they received.

The area where adult persons served are reporting the least improvement is social situations. Ninety percent of respondents reported doing better in social situations as a result of their treatment, compared to 93% in 2021. For control over life, 94% of respondents reported being better able to control their life, which is up slightly from 92% in 2021. Being able to manage symptoms as a result of treatment improved from 80% in 2021 to 96% in 2022.



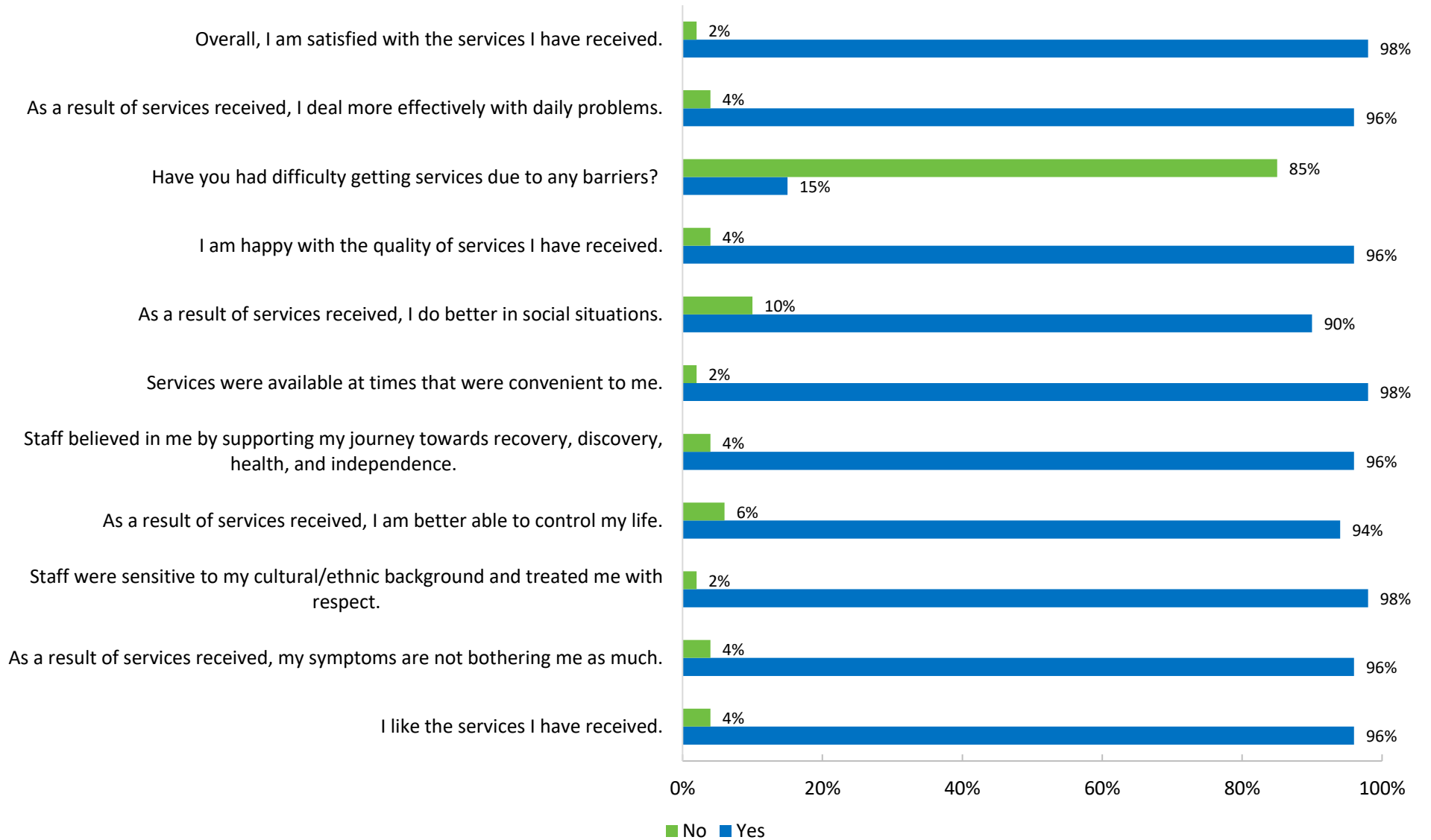
Persons served scored LCCMH positively at 98% and 96% in the questions regarding respect of culture/ethnic background and staff supporting their recovery journey, respectively. Finally, 15% of respondents reported difficulty getting services due to barriers.

For Children’s Services, 90% 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. As a result of services, 78% reported their child is better able to do the things they want to, which decreased from 88% in 2022, and 80% reported their child gets along better with family and others, compared to 82% in 2021. Overall, 91% of respondents report they got the help they needed for their child.

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.

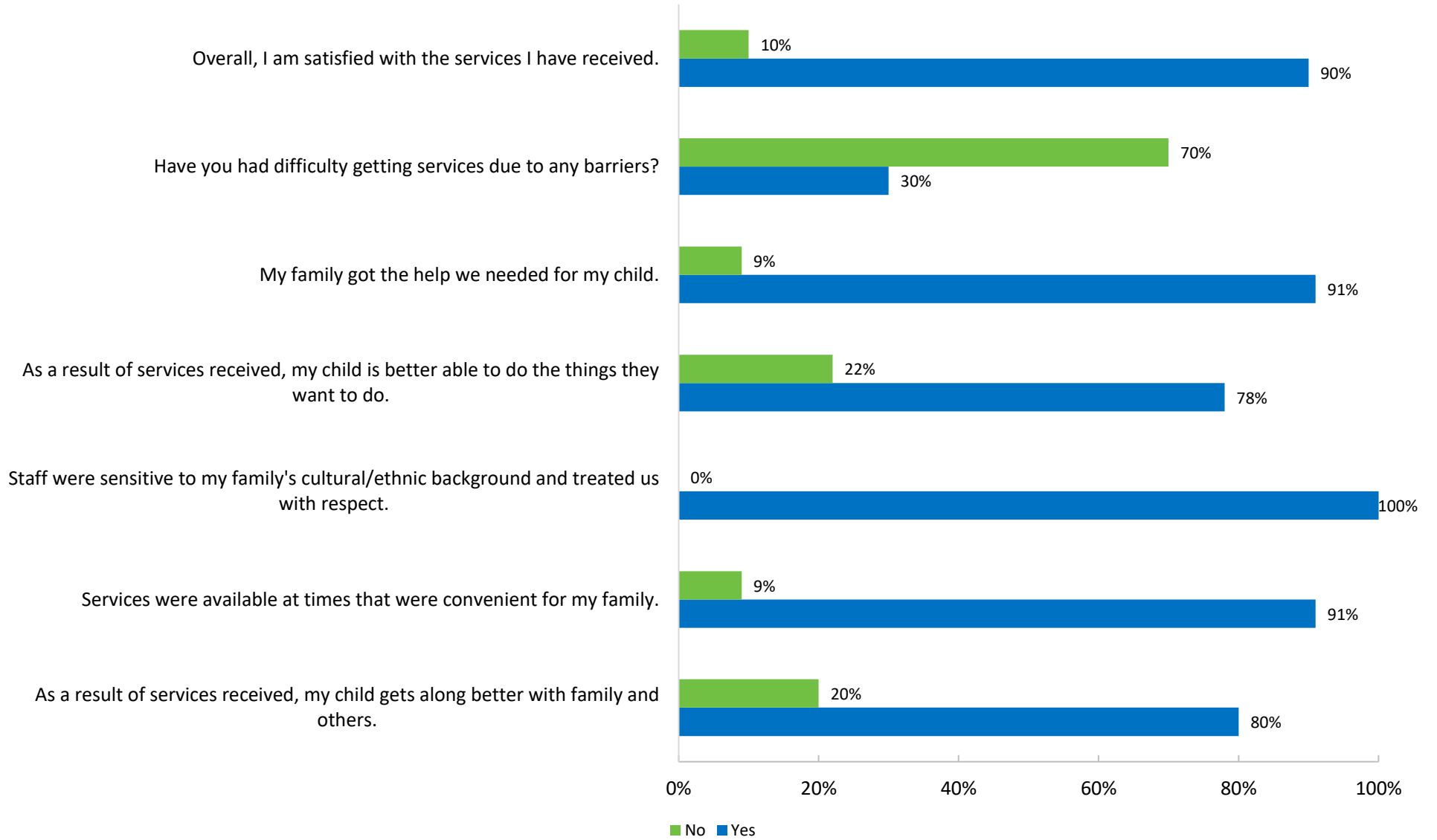


2022 Customer Satisfaction Survey Results - Adults





2022 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.

- Severe anxiety.
- We have had several case managers and are needing one again.
- Talking to doctors out of town.
- Lack of transportation as I live in the south part of the county.
- My child qualifies for respite services and we are constantly told there are no resources. This child has an SED waiver!
- Got denied so many times for son not being severe enough when he was.
- Insurance.
- ADHD Autism learning needs help with things.

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

- I am very grateful for the services I get.
- I love [CASE MANAGER] and [PSYCHIATRIST].
- Yes at time date 1988 at time my mother did CMH at.
- Need someone to continue to take me to doctor.
- [CASE MANAGER] has gone above and beyond her duties to help me. Harmony Hall is the greatest program. I love Harmony Hall.
- [THERAPIST] has helped me more than anyone in my life.
- This telehealth crap. How is that helping me or anyone. Why should I be there in person if their not. I don't like it at all.
- I am happy with the services I received, this is just a slow process and I understand that now.
- Having only one option in our county forces us to deal with situations that are not in our child's best interest. We often feel trapped because its "this" or nothing.
- This has allowed us to keep her in home.

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

- Services already met to my satisfaction.
- Interaction out in the community with myself as well as others like me.
- Well I think services provided to me are great so I think needs to be changed.
- They are fine.
- Transportation services to and from doctor's appointments.
- Don't know.
- None.
- Great already.
- I would like to see a Life Skills Community Based Program in Lapeer.
- More buildings like CMH.



- Bring back the in person. This is such crap.
- More counselors so they do not have such a case load.
- If by a miracle they could find a cure for depression.
- More ABA options – providers, etc.
- There needs to be resources found for services needed, such as respite.
- Don't deny people makes us walk away.
- Could I get help with gas cards?
- More hours.
- They are doing a great job with me and my son loves them. No complaints. Very understanding group.

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 16%. The low response rate has been a problem for this survey for the last three years. A change in methodology could potentially increase response rate. LCCMH will continue to advocate to return to a convenience sample of paper surveys when persons served come in for appointments with the psychiatrist.

Overall satisfaction with services has decreased slightly from 94% in 2021 to 90% in 2022 for children and remained consistent at 98% for adults. While 98% of adults reported services were available at convenient times, 91% of children reported this, which is a decrease from 100% in 2021.

LCCMH completed a federal grant application to the Substance Abuse Mental Health Services Administration (SAMHSA) to receive funding for and become a Certified Community Behavioral Health Clinic (CCBHC). This funding would allow LCCMH to expand services, treat more individuals, hire additional staff, and promote the integration of physical and mental health. With this potential funding, LCCMH would also add additional service hours to meet the needs of persons served. If LCCMH is awarded the CCBHC grant, funding would start October 1, 2022.



LCCMH is continuing to address staff shortages through recruitment efforts within the Human Resources Department and with a recruitment video for social media. This year, LCCMH implemented same day access along with teletherapy services to address local staffing shortages and eliminate the waiting list for outpatient therapy services. The Adult and Children's Clinical Directors have implemented monthly clinical supervision meetings to improve uniformity across departments. LCCMH is also working on addressing secondary trauma of staff with a Trauma-Informed Care Work Plan and has a Training and Staff Development Committee to plan various staff activities to increase morale. By addressing staff shortages, burnout and morale, person served satisfaction should increase.

For adults, doing better in social situations is an area for improvement. Ninety percent of respondents reported doing better in social situations as a result of services received. Community Integration goals are included in the individual plan of service for persons served. During COVID-19 restrictions, many LCCMH groups and activities were suspended. LCCMH has started offering additional evidence-based groups, such as the Dimensions Well-Body and Wellness Recovery Action Plan (WRAP). LCCMH is also trying to expand existing groups, such as Illness, Management, and Recovery (IMR). LCCMH has worked on increasing the number of person served as representatives on various committees, filling a spot on the Trauma Informed Care Workgroup and Health and Safety Committee and having representation from almost every department on the Citizens' Advisory Council. LCCMH's skill-building program (Stepping Stone) and Clubhouse (Harmony Hall) have been able to offer more group outings and trips since many COVID-19 restrictions have been lifted. Offering a wider selection of groups, classes, and participation opportunities help persons served improve social skills.

For children, areas for improvement are being able to do what they want and getting along with others. As a result of services, only 78% report their child is better able to do the things they want to do, compared to 88% in 2021. Additionally, as a result of services only 80% of parents report their child gets along better with family and others, compared to 82% in 2021. Also, 30% of parents report difficulty getting services due to barriers, which is down from 20% in 2021. LCCMH hired an additional Youth Peer Support Specialist to provide additional support to children receiving services. The Children's Department has begun to increase the number of social events and group outings as COVID-19 restrictions have been lifted. LCCMH conducts an annual Accessibility Survey in conjunction with the



Satisfaction Survey. The results from the Accessibility Survey can help guide changes to decrease barriers.

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. If awarded the CCBHC grant, LCCMH can also increase integrated health services and classes.

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.