



# **Lapeer County Community Mental Health Customer Satisfaction Survey**

**Fiscal Year 2016**

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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, 2016, the Annual Customer Satisfaction Survey was conducted. A convenience sample method was used for the survey whereby each person who came in for Medication Clinic 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.

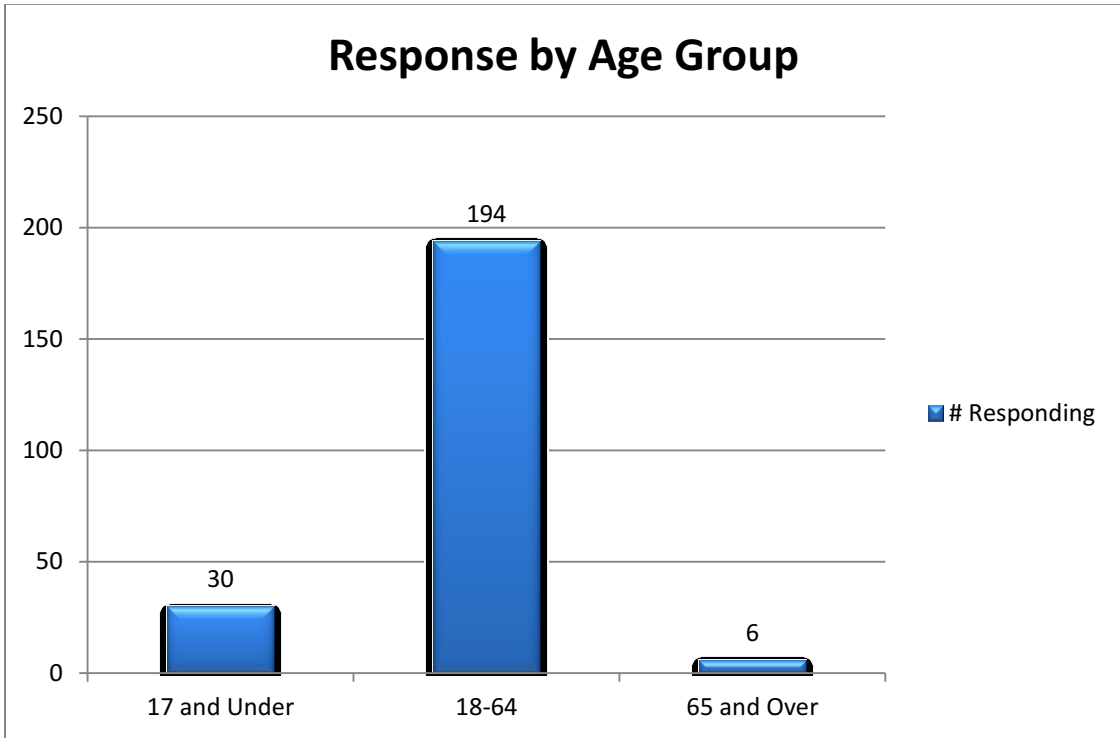
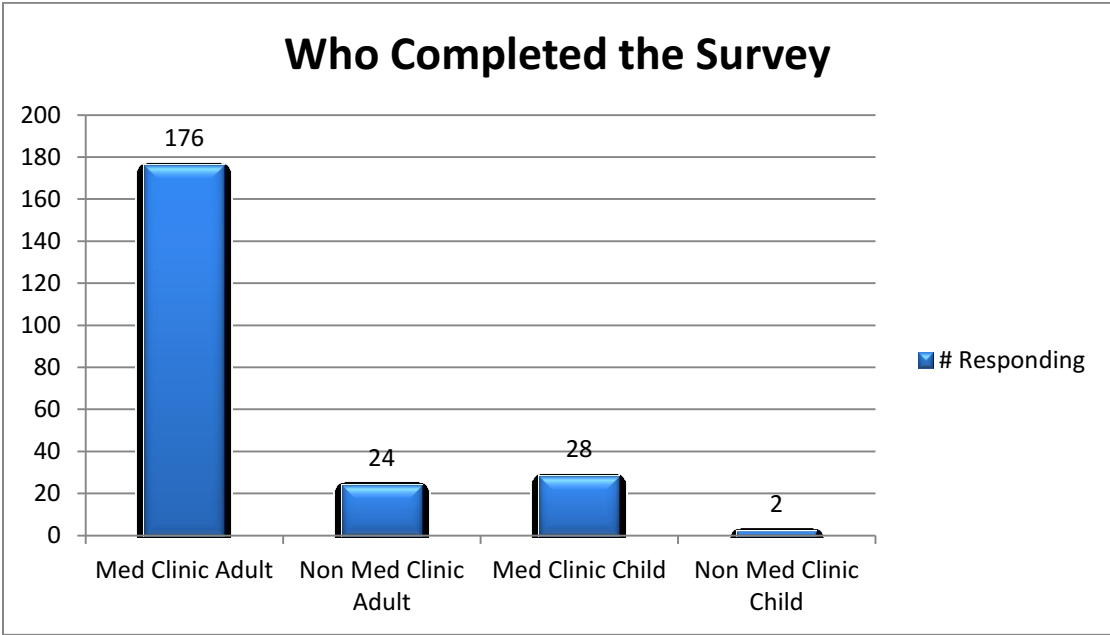
During the month of July, 204 surveys were completed by people receiving Medication Clinic Services. There were 221 Medication Clinic Services during the month of July therefore giving a 92% response rate from the sample. A random sample of adults who did not receive medication services were also selected as a comparison group and were given a phone survey by a trained student intern. There were 100 people not receiving Medication Clinic Services contacted by telephone and 26 agreed to participate in the survey resulting in a 26% response rate for the comparison sample for survey participation. Of those responding, only 2 of them were from the children's department. The survey responses were included in the results since the surveys are anonymous however comparisons will not be made in the report since it is not a representative sample size of children not receiving medication clinic services.

The Region 10 PIHP Quality Management Council developed a work-group in Fiscal Year 2015 to develop the Fiscal Year 2016 survey tool. The survey was conducted during the month of July for Lapeer, St. Clair, Genesee and Sanilac Counties. Survey reports will be submitted to the Region 10 PIHP for comparison across the four counties. The survey questions address areas recommended by CARF, Michigan Department of Community Health and other regulatory bodies. LCCMH also added three demographic questions to allow for some comparison by service population and age, but still maintain the anonymity of the respondent.

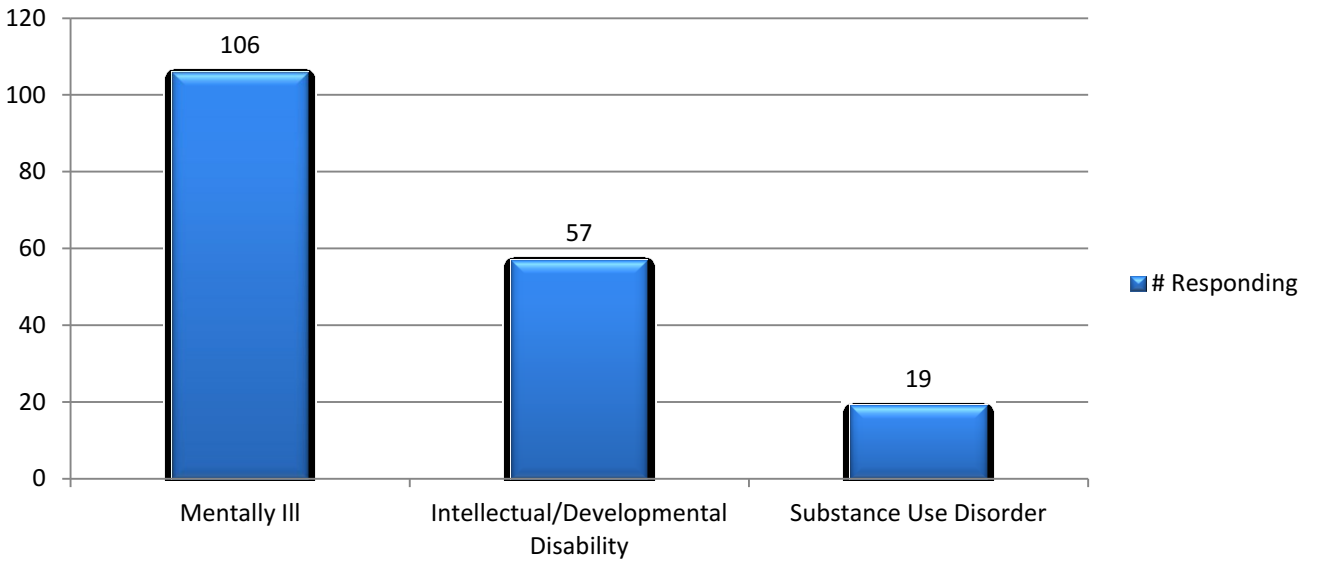
The survey tool was designed with simple, straightforward questions in a format designed to be understandable to most persons served. Most of the survey questions call for a "Yes" or "No" response and allow the respondent to provide further explanation if needed. An open-ended question was added to the end of the survey for persons served who had additional comments.

## **Demographics**

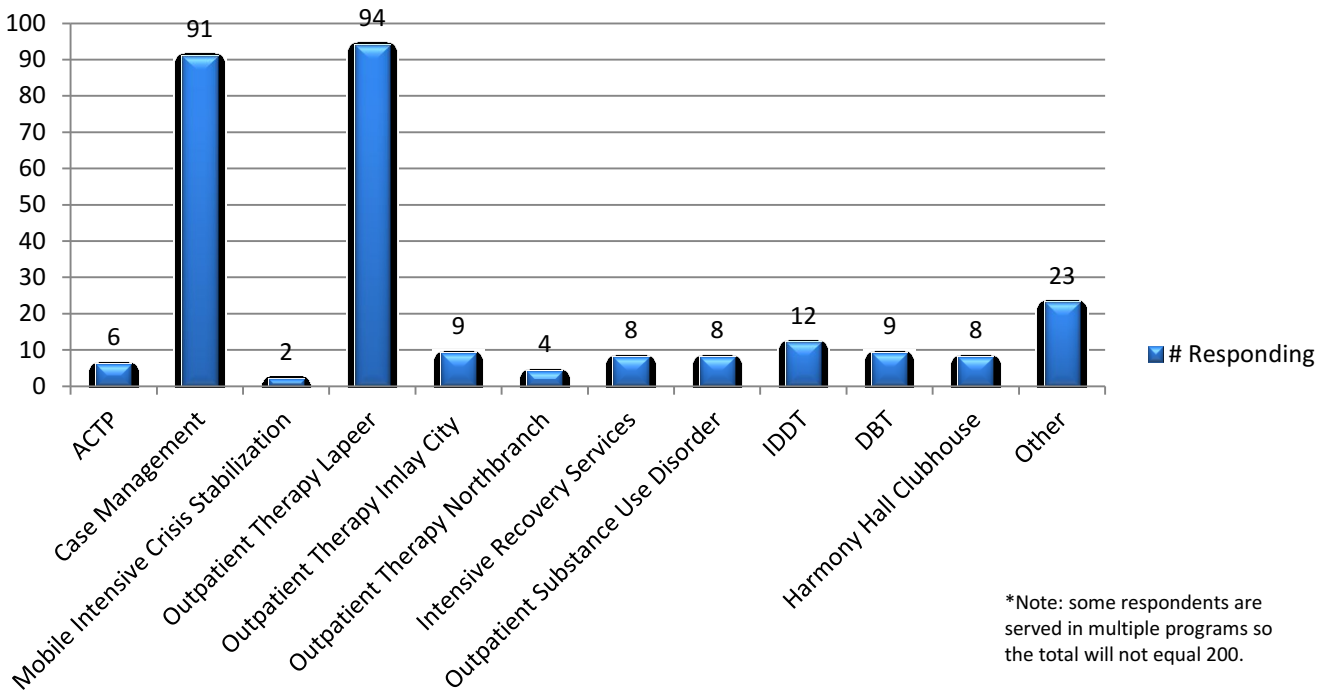
Demographic information that would not identify individual persons served was entered into the online survey tool. The demographic information included who completed the survey, the age group of the person served, the service population and the service program as indicated in the charts below.

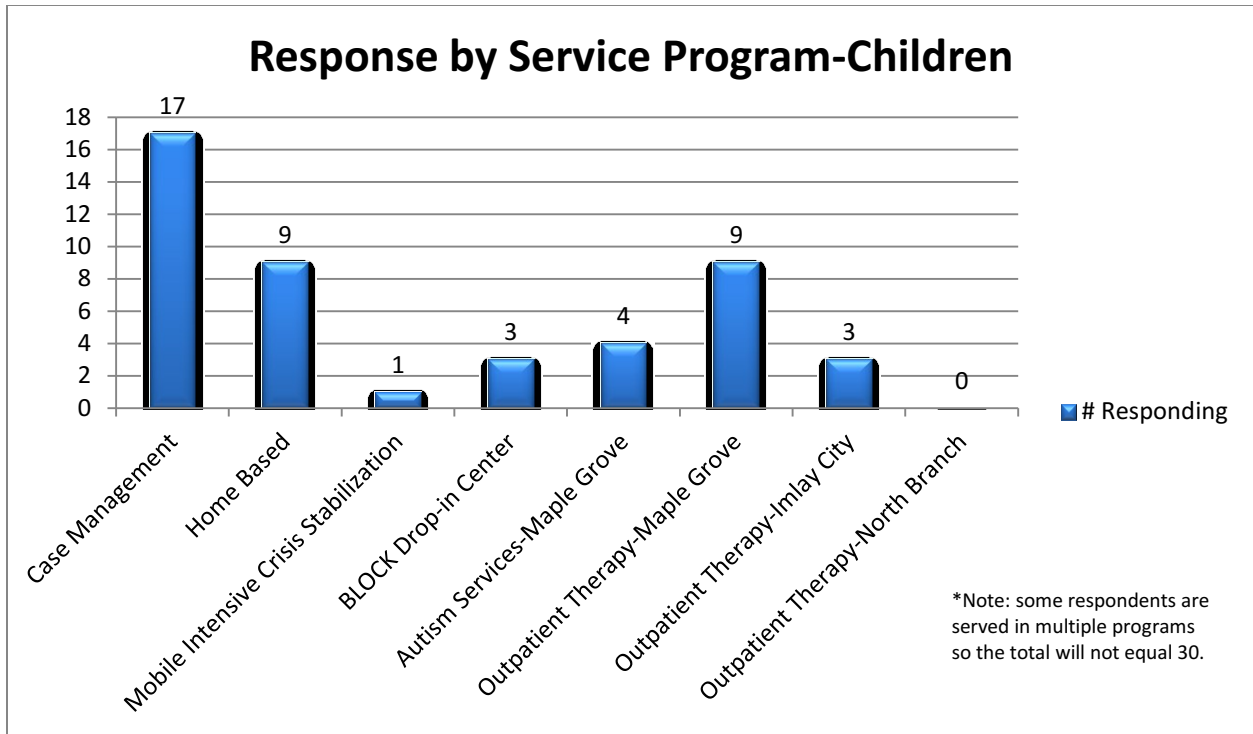


## Response by Service Population



## Response by Service Program-Adults





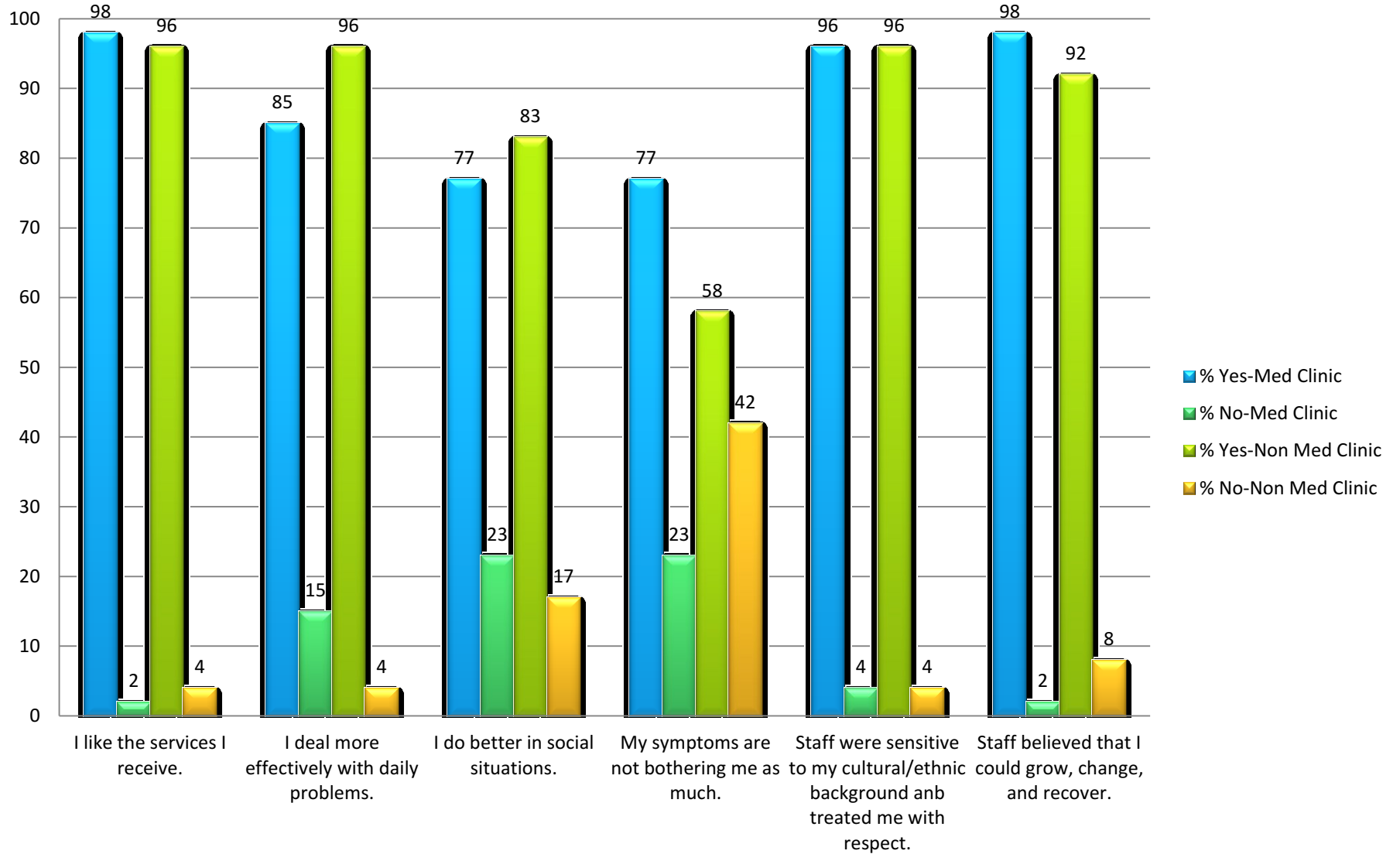
## Results

Similar to previous years, the majority of respondents were served in the Outpatient Services and Case Management Services Programs for both children and adults. Most of the respondents were Mentally Ill Adults between the ages of 18-64. LCCMH began Substance Use Disorder Services this year, so this marks the first year for SUD Respondents in the survey. The overall rate of satisfaction is 97% 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 77% of persons served in Medication Clinic are reporting they do better in social situations and their symptoms are not bothering them as much. Only 58% of non-medication clinic persons served are reporting their symptoms are not bothering them as much. Persons served scored LCCMH high in the questions regarding respect of culture and ethnic background and belief that they could grow, change and recover. Finally, 85% of adults with Medication Clinic Services reported they deal more effectively with daily problems whereas 96% of adults without Medication Clinic Services responded that they were able to deal more effectively with daily problems.

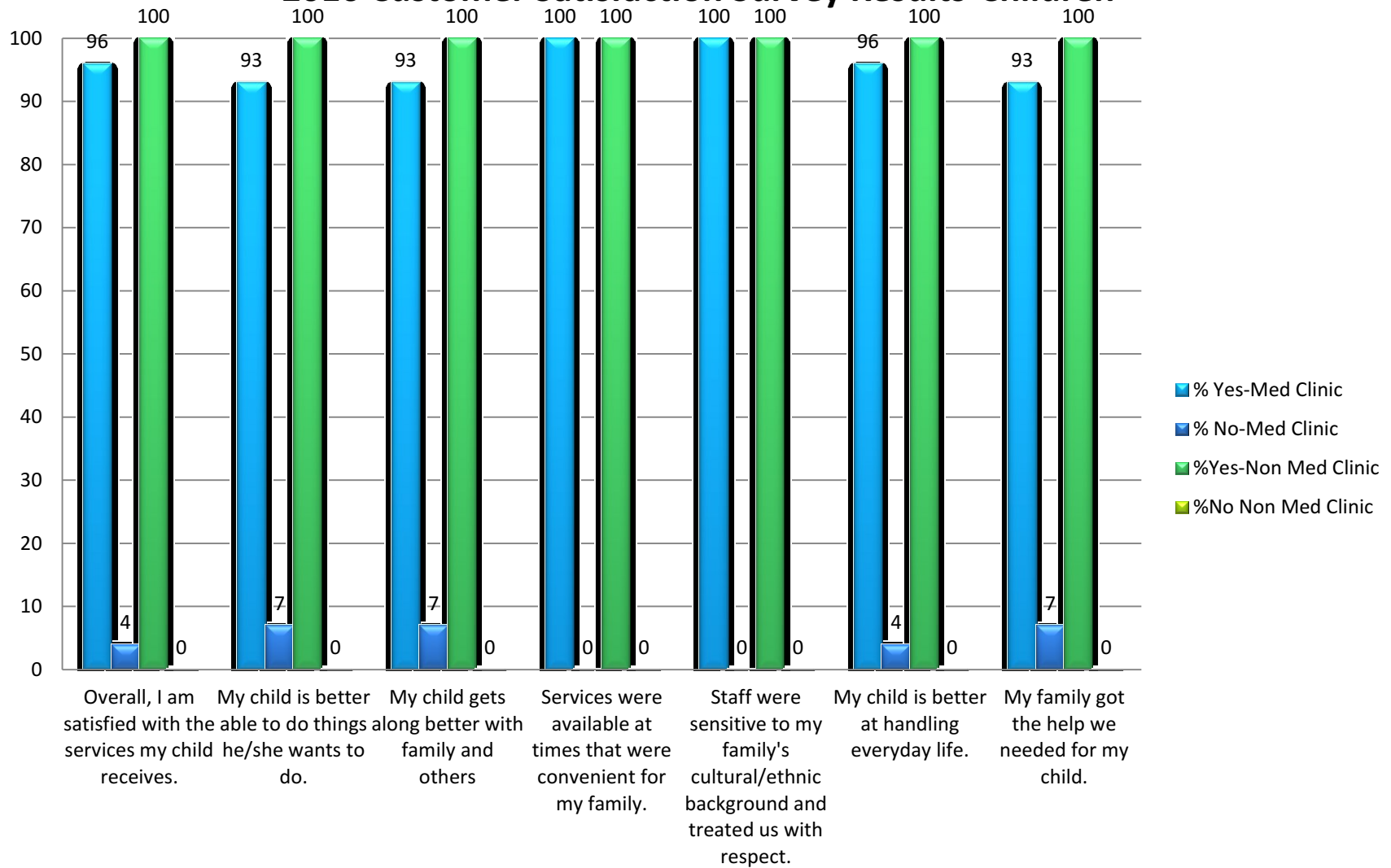
For Children’s Services, 97% are satisfied with their services overall. LCCMH Children’s Services scored at 93% or above in all questions from the survey with some questions receiving 100% responses such as: “Services were available at times that were convenient for my family”. Over 96% of respondents from the Children’s Department are reporting their child is better at handling everyday life since receiving services at LCCMH. Results show that the respondents from Children’s Services are finding their service effective.

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. Responses are broken down by those receiving Medication Clinic Services and those not receiving the service. Because the questions for adults and children were different, there are two bar charts showing the responses.

## 2016 Customer Satisfaction Survey Results-Adult



## 2016 Customer Satisfaction Survey Results-Children





## **Results by Funding Source**

Of the survey responses in 2016, none of the children were without insurance, 100% indicated they had Medicaid, MI Child or Healthy Michigan Insurance. For adults, 95% indicated they had either Medicaid or Healthy Michigan Insurance, therefore meaningful comparison between those with and without insurance could not be made due to small sample size. There has been an increase in insured adults and children with the roll-out of the Healthy Michigan Insurance Plan thus greatly reducing the uninsured population.

## **Annual Comparison**

LCCMH was unable to compare previous year's survey results due to the change in survey method and survey questions this year. LCCMH will evaluate the responses against the other CMHSP's in Region 10 once the regional comparisons are released.

## **Regional Comparison**

In 2014, the Thumb Alliance Pre-Paid Inpatient Health Plan (PIHP) merged with Genesee Health System in Genesee County to form the Region 10 PIHP. In 2016, the Region 10 Quality Management Council's Customer Satisfaction Survey Workgroup developed a uniform survey tool and survey process to use for Customer Satisfaction Surveys. The survey reports were written up by each CMH in the region and the reports will be sent to the Region 10 PIHP for comparison.

## **Discussion & Recommendations**

The Lapeer County Community Mental Health (LCCMH) survey response rate was good among those coming in for medication clinic services in the month of July with a 92% response rate. The Overall Satisfaction rate is at 97% which is consistent with the last 6 years. This year's survey also captured respondents from the North Branch and Imlay City Satellite CMH Clinics. Currently psychiatry services are not offered at the satellite clinics however those needing Medication Clinic Services do come to the LCCMH Lapeer Office for that service. Further analysis of the survey results will include results by program for department year-end reporting and FY17 planning, at the request of the individual program supervisors.

Symptom management has been a consistent issue for LCCMH Persons Served. LCCMH implemented the myStrength phone/computer application in 2015 to assist persons served with support between service appointments and to help reinforce symptom management skills learned in treatment. Despite this addition to traditional face-to face services, the symptom management score did not improve. The penetration rate for the enrollment of persons served in myStrength is only 2%. Beginning in 3<sup>rd</sup> Quarter this year, LCCMH implemented the PHQ-9 for adult persons served to measure symptoms of depression at the time of their Medication Clinic 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 2017 the DBT Supervisor will be monitoring the Borderline Symptom List results as part of the agency Quality Improvement Plan.

Lapeer CMH has current initiatives toward community integration activities for persons served. LCCMH Clubhouse provides social outings in the community and received Clubhouse International Accreditation this year and the local Drop-In Center has increased social outings. Community Integration tracking also took place in the Case Management Department over the last year. Survey results show that 77% of adults surveyed felt they were doing better in social situations indicating the need for further improvement in social settings. LCCMH will further develop community integration efforts and increase peer support services over the next year to further improve persons served functioning in social situations.

Lapeer CMH will continue to seek feedback from persons served annually and at periodic reviews with their case holders. LCCMH will also continue to actively participate and provide input into the Region 10 Customer Satisfaction Survey process. LCCMH's efforts to assist people with signing up for the Healthy Michigan Medicaid Expansion has been realized as the percentage of respondents with Insurance this year was high. LCCMH staff will continue to assist persons served without insurance with enrollment in Healthy Michigan and assist those already enrolled with maintaining their insurance coverage.

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 cardiovascular health, diabetes screening and management, hospital readmissions and medication adherence.

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 LCCMH Board of Directors 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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