



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

Fiscal Year 2019

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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

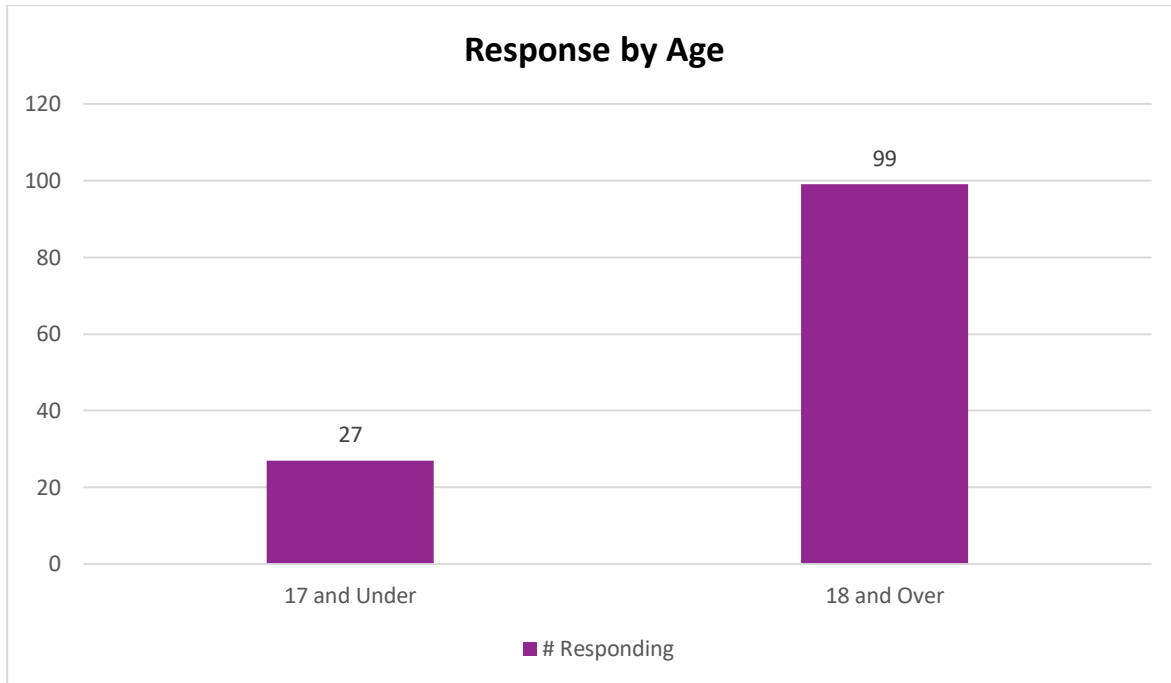
In May, 2019, the Annual Customer Satisfaction Survey was conducted. A convenience sample method was used for the survey whereby each person who came in for Medication Services at LCCMH during the month of May was given a survey to complete. Adults and children were included in the sample. The completed 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 May, a total of 126 surveys were completed by people receiving services. There were 396 surveys distributed (296 were given to adults and children receiving medication services, and 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 31.8% response rate. Of those responding, 27 of them were from children's services and 99 were adults receiving services. 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 2019 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 of their answers if needed. An open-ended question was added to 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 services 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.



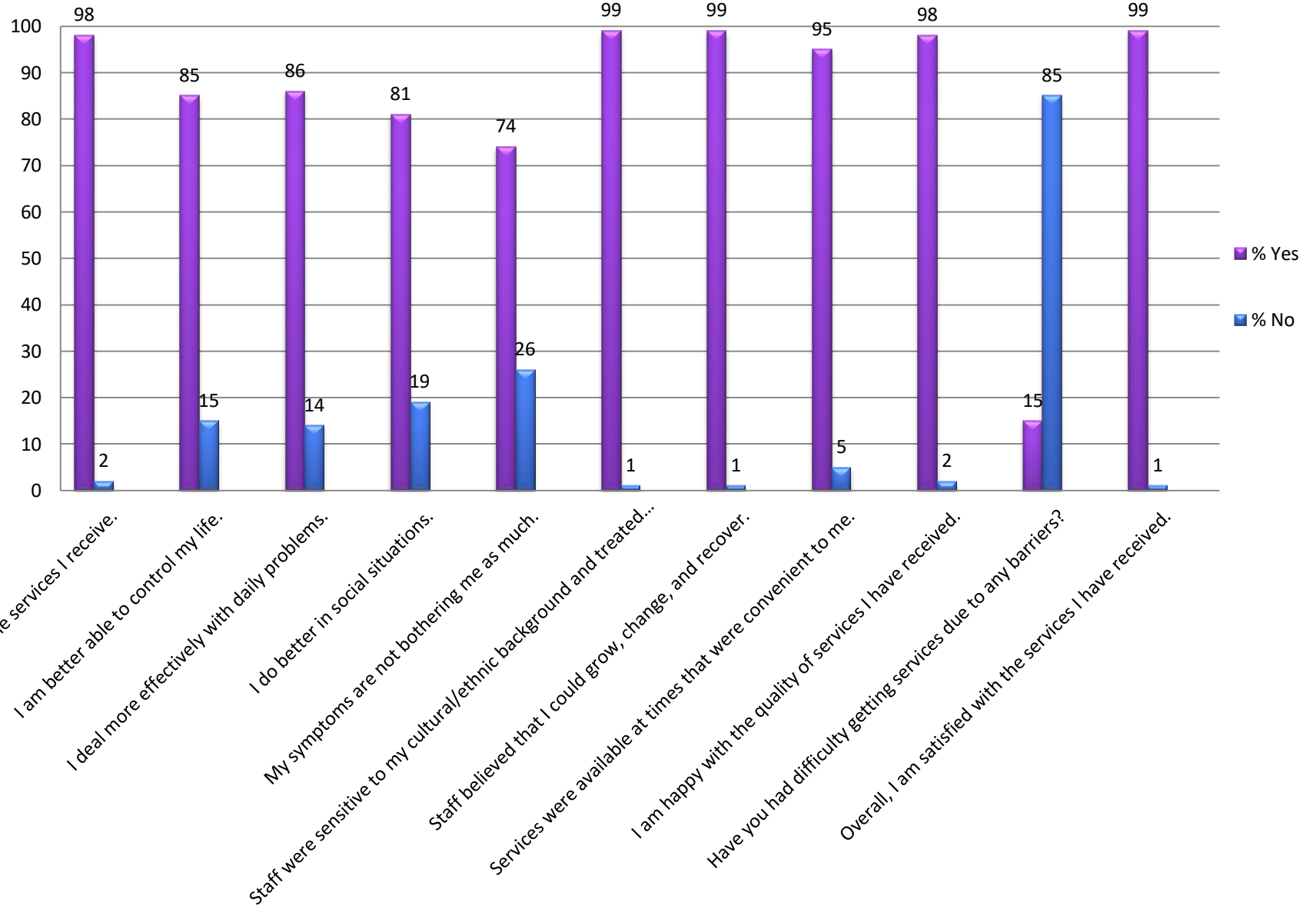
Results

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 positively at 97% and 99% in the questions regarding respect of culture and ethnic background and staff believing they could grow, change and recover. Finally, 86% of adults with Services reported they deal more effectively with daily problems and 85% of adults responded that they were better able to control their life.

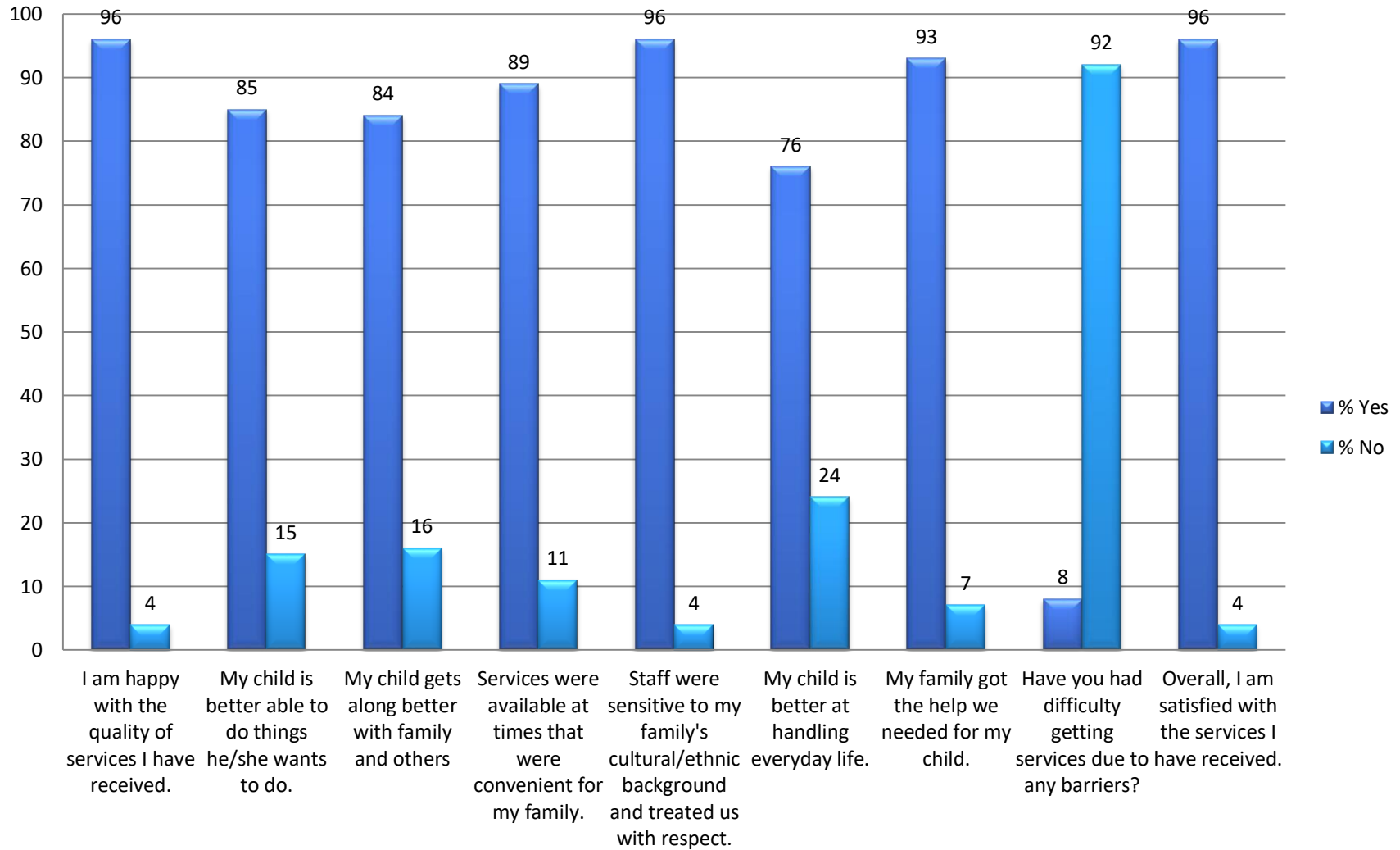
For Children’s Services, 96% are satisfied with their services overall. LCCMH Children’s Services scored 99% for those responding to the statement: “Staff are sensitive to my family’s cultural/ethnic background and treated us with respect”. Scores dropped from 83% in 2018 to 76% in 2019 for the child being better at handling everyday life since receiving services at LCCMH. Regarding relationships, 84% of respondents, stated as a result of services received, my child gets along better with family and friends, which is up from 75% in 2018. Overall, 93% 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.

2019 Customer Satisfaction Survey Results-Adult



2019 Customer Satisfaction Survey Results-Children



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 31.8%, which was down significantly from 43.4% last year. The Overall Satisfaction rate is at 98% which is slightly higher than the last year's 96%. Psychiatry services are not offered at the satellite clinics however those needing medication services do come to the LCCMH Lapeer Office for that service. Survey responses pointed to shortening the initial intake process as a means to make services better as well as extended hours and consistency in staffing.

This year, 93% of respondents in the Children's Department indicated they were getting the help they needed, which is down from 95% last year. The Children's Department staff received additional training on Trauma Focused Cognitive Behavior Therapy in 2019. It is also noted, there was some staff turn-over in the Children's Department in 2019. The Human Resources Department will be track turn-over rates in 2020. There are goals in the agency's Organizational Climate Work Plan to address employee turn-over.

Symptom management has been a consistent issue for LCCMH Persons Served in the Customer Satisfaction Surveys. Results this year show that 74% of adults felt their symptoms were not bothering them as much, which is the same as last year's response. LCCMH uses the PHQ-9 Tool 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 is used with adolescents. The Dialectical Behavior Therapy therapist position has been vacant most of the FY19 year which may account for some of the decline. LCCMH staff have attended trainings in FY19 and will implement Family Psychoeducation and Illness Management Recovery groups by the end of FY19.

This year, adults responded they do better in social situations at 81%, which is slightly improved from last year's 79%. Lapeer CMH has initiatives toward community integration activities for persons served. LCCMH Harmony Hall Clubhouse received their 3-year accreditation review from Clubhouse International. The clubhouse provides some social outings in the community. The Stepping Stone Program increased skill based outings this year to increase community integration for those with intellectual and developmental disabilities.

This year, the satisfaction survey included a question about service times being convenient. For adults, 95% responded that the service times were convenient, and 89% of children's department responses were favorable. Individual comments noted requests for evening appointments or longer agency hours once or twice a week.

Lapeer CMH 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. 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 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 reducing hospital readmissions in FY20.

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 Lapeer County CMH website. The LCCMH Services Board also receives 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.

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