

Lapeer County  
Community Mental Health

# CUSTOMER SATISFACTION SURVEY REPORT

*Fiscal Year 2020*

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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 in July – August 2020. Due to COVID-19 restrictions, a convenience sample method of persons receiving Medication Services at LCCMH was not used this year, as it had been done in previous years. Instead, 200 surveys were mailed to randomly selected adults and 100 surveys mailed to randomly selected children.

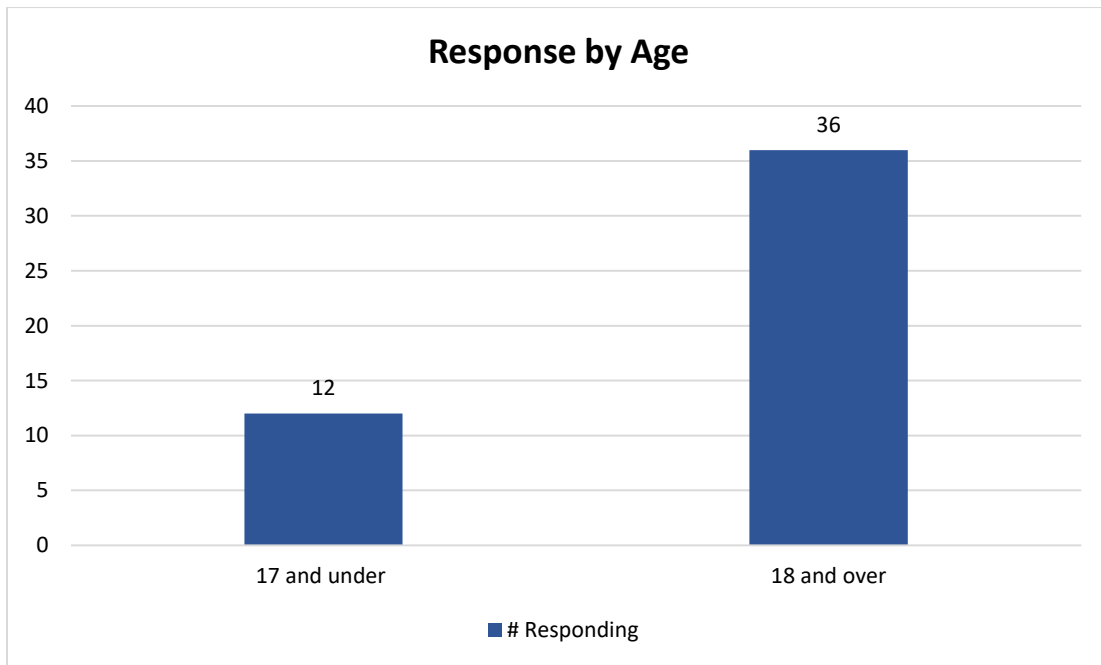
A total of 48 surveys were completed by mail. The results for both adults and children yielded a 16% response rate. Of those responding, 12 of them were from children’s services and 36 were adults receiving services. This response rate is down significantly from 31.8% in 2019, most likely due to the change in methodology.

The Region 10 Prepaid Inpatient Health Plan (PIHP) Quality Management Council approved the survey tool and methodology for the Fiscal Year 2020 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 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 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

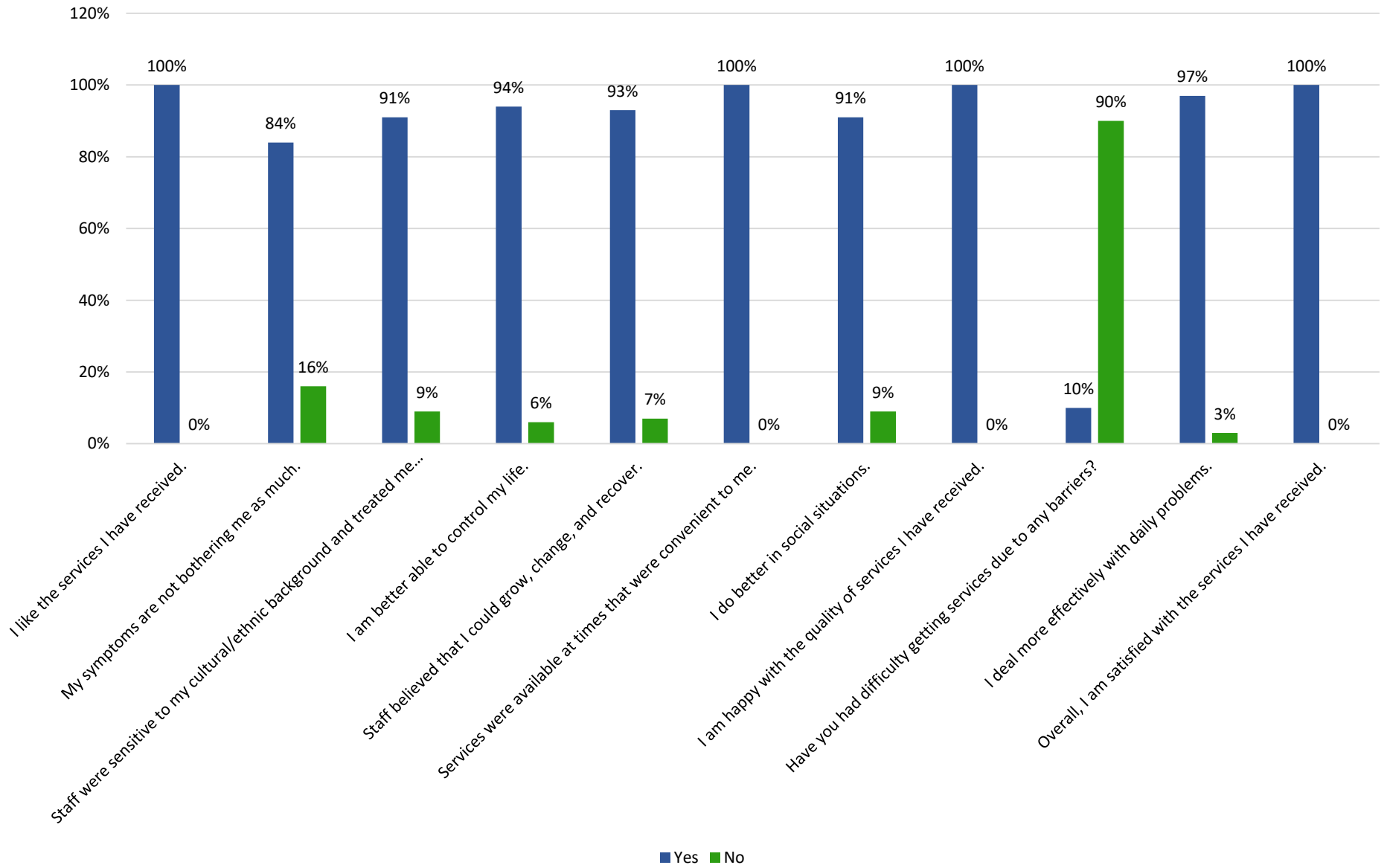
The overall satisfaction rate is 100% for adults, resulting from “Yes” responses that they like the services they receive. The two areas where adult persons served are reporting the least improvement are social situations and symptom management. Ninety-one percent of respondents are reporting they do better in social situations, which is an increase of 12% from 2019 results. For symptom management, 84% of respondents reported their symptoms are not bothering them as much, which is a 10% increase from 2019. Persons served scored LCCMH positively at 91% and 93% in the questions regarding respect of culture/ethnic background and staff believing they could grow, change, and recover. Finally, 97% of adults reported they deal more effectively with daily problems and 94% of adults responded that they were better able to control their life.

For Children’s Services, 100% 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 increased from 76% in 2019 to 100% in 2020 for

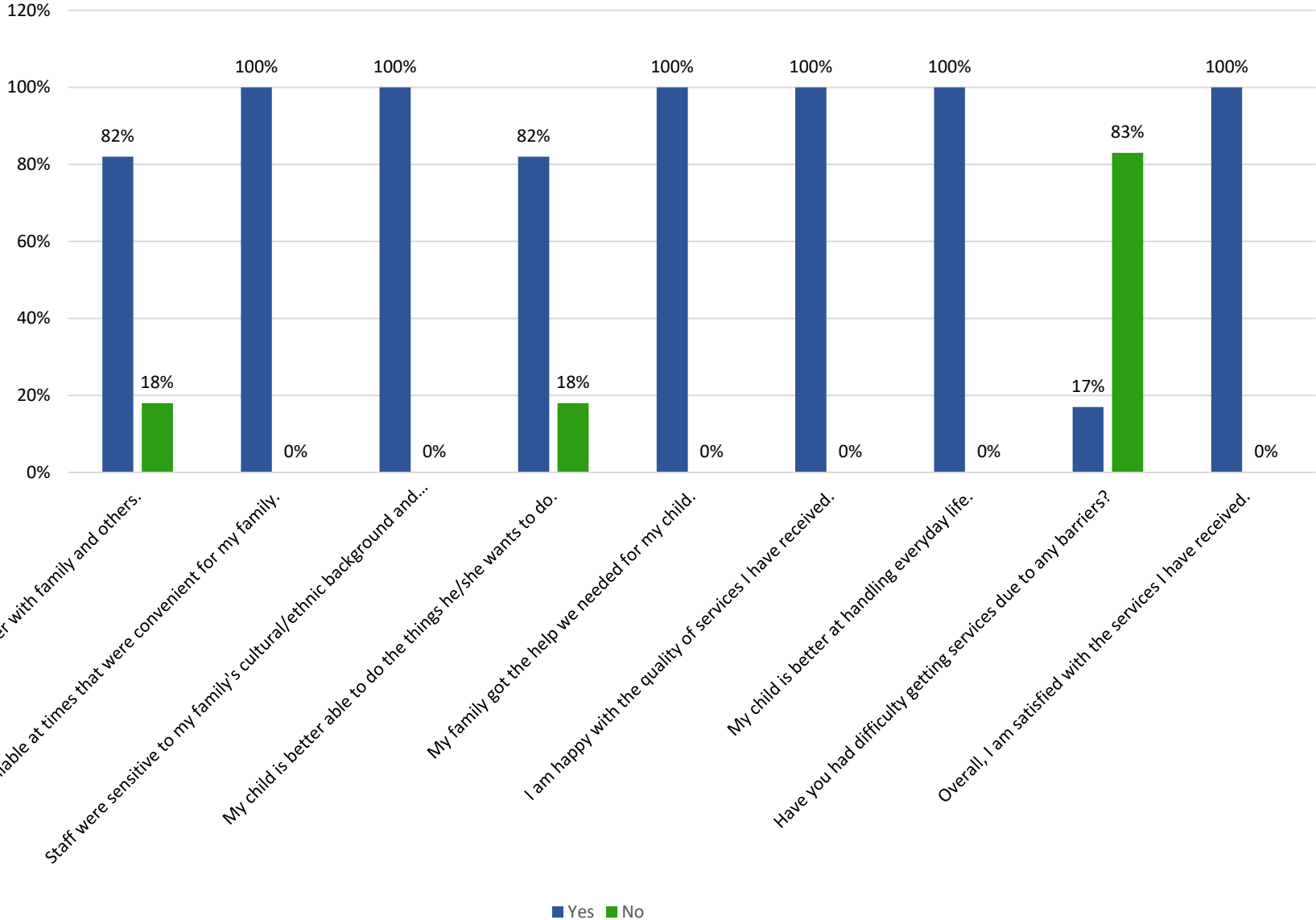
the child being better at handling everyday life since receiving services. As a result of the services received, 82% of respondents reported their child gets along better with family and others. Overall, 100% of respondents report they got the help they needed.

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.

## 2020 Customer Satisfaction Survey Results - Adult



### 2020 Customer Satisfaction Survey Results - Children



## **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](http://www.region10pihp.org).

## **Discussion & Recommendations**

The customer satisfaction response rate was 16%, down significantly from 32% in 2019. The overall satisfaction rate for both adults and children is at 100%. Survey responses indicated more transportation options and more/longer treatment options or group sessions would be beneficial.

Symptom management is a continuous area for improvement among respondents. Even though this is one of the lowest areas scored, there has been improvement in symptom management, better able to control my life, dealing with daily problems, and better in social situations compared to last year.

For Children's Services, 100% of respondents reported that they got the help their family needed, they're happy with the quality of service they received, and that their child is better at handling everyday life. Only 82% reported that their child gets along better with family/others and that their child is better able to do the things he/she wants as a result of our services.

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. 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. This year LCCMH staff registered to become MI Bridges navigators to further assist persons served with benefits through the Michigan Department of Health and Human Services.

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), reducing hospital readmissions, coordinating care with the Medicaid Health Plans for cases with high needs 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.