

LAPEER COUNTY

Community Mental Health

POST-DISCHARGE CUSTOMER SATISFACTION SURVEY REPORT Fiscal Year 2018 (October 1, 2017 - September 30, 2018)

Lapeer County Community Mental Health conducts a post-discharge satisfaction survey in an effort to determine on-going benefit of services provided by the agency and the reason the individual left services.

Methodology:

The names for the post-discharge surveys are pulled from the clinical record software the month after the file is closed for at least 30 days. The total population of “closed cases” during the specified timeframe is pulled for the survey. The information is filtered to eliminate the names of people who did not actually receive services from Lapeer CMH such as those who had an OBRA screening or an intake assessment, but no other services. Each month, the closed case report is generated and the survey is mailed to the last known address on record with a self-addressed stamped return envelope.

The survey responses are anonymous with minimal demographic information collected from the respondents which includes self-report questions for their age range, insurance type and service population category.

Surveys Mailed / Returned / Response Rate:

During this fiscal year, there were 584 surveys sent out with 90 surveys completed and returned.

	Fiscal Year 2012-2013	Fiscal Year 2013-2014	Fiscal Year 2014-2015	Fiscal Year 2015-2016	Fiscal Year 2016-2017 (phone surveys)	Fiscal Year 2017-2018
Surveys Mailed	408	387	318	259	547	584
Completed and Returned	52	39	26	24	107	90
Percentage Returned	13.9%	10.7%	8.8%	10%	19.6%	15.4%

The survey responses and demographics are in the summary report in the following pages.

Analysis:

This year LCCMH returned to a mailed survey due to lack of staffing capacity to conduct a phone survey even though the response rate was better with phone surveys. Responses were captured by yes/no questions along with not sure or not applicable as a response. The responses reflect the attitudes toward services received at LCCMH. A majority of the persons served, 66% responded that they were satisfied overall with their services after discharge, which is improved from last year’s rate of 60% (FY17). There was a trend downward over the past two years in overall satisfaction rate which improved in FY18.

The response to the statement: “Since receiving CMH services, I am better able to deal with crises” went down slightly from 53% positive response last year to 52% this year. The response to the statement: “Since receiving CMH services, I deal more effectively with daily problems” went down to 56% from 58% last year.

For the Question: “Since receiving CMH services, my symptoms are not bothering me as much” the positive score increased to 47% from 40% last year. Positive responses for: “Since receiving CMH services, I get along better with people” had an average score of 37%, which is down significantly from 43% last year. This has been the fourth year of decline for this question. It is worth noting that 31% responded that the question was not applicable and 9% were unsure.

This year, 59% of persons served reported they continued to benefit from the services they received after discharge. This is down from 62% in 2017. The overall satisfaction rate appears to be lower after discharged from services (66% overall satisfaction – down from 62% overall satisfaction last year) than it is during services as evidenced by the difference from the annual Customer Satisfaction Survey of active persons served, which is conducted in the summer. The overall score in the Customer Satisfaction Survey this year was at 96%.

Migration out of the area by persons served at appears to have slowed down this year with only 13% indicating that being the reason for leaving services. Last year's rate was 22.6%. The highest reason for leaving services besides 38% "other" this year was dropping out of treatment/no longer wanting services at 20%, which is an increase from 14% last year. Comments revealed transportation, finances and insurance were the main reasons for discontinuing services along with staff turn-over. While still a fairly low percentage, 18% of persons served responded that they left services because they met their treatment goals/completed treatment, it is a significant increase from last year of 7%.

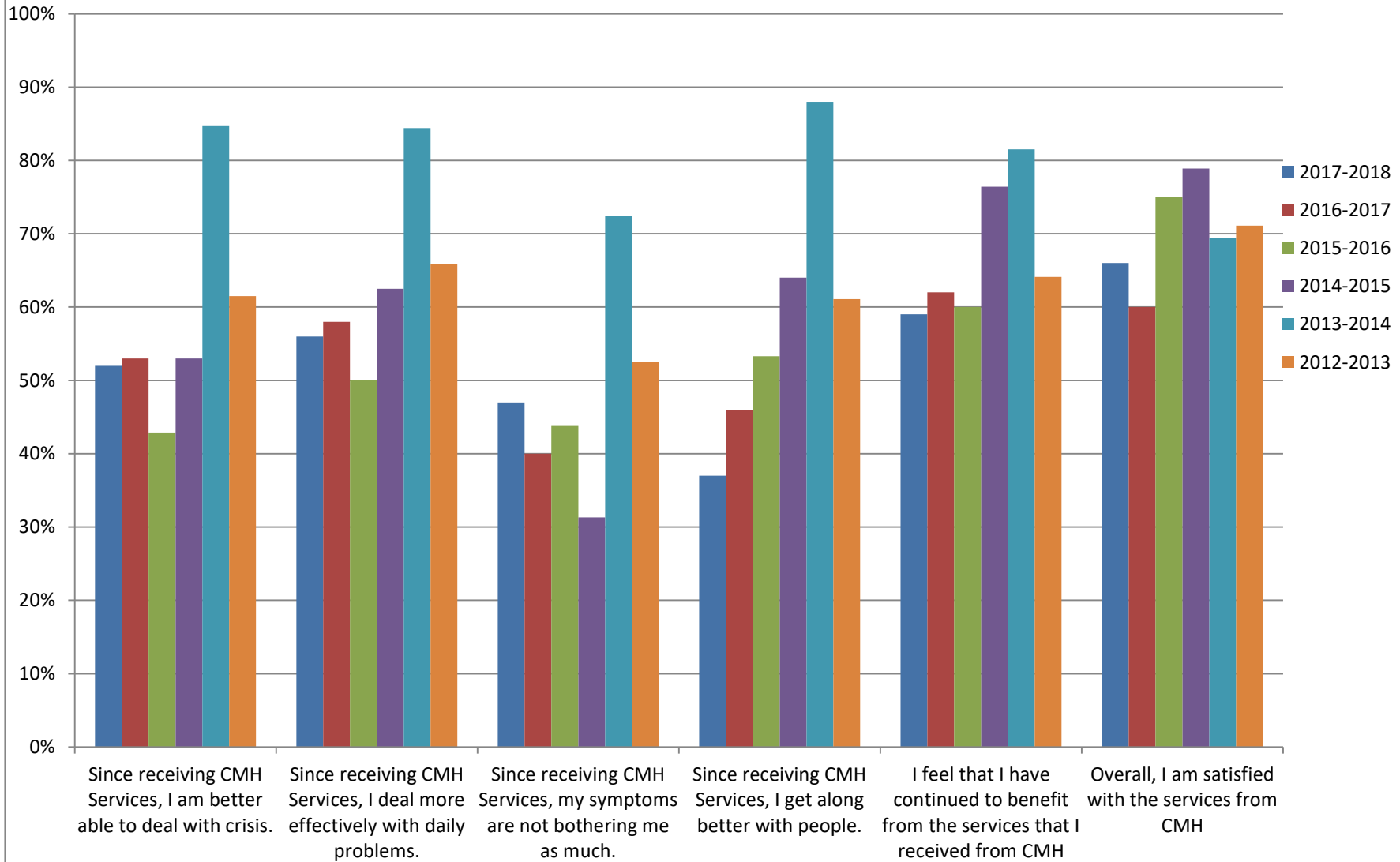
Recommendations:

LCCMH scored low in effectiveness in providing resources to deal with crisis and assisting persons served to deal with daily problems and in symptom management. LCCMH Quality Improvement Goals in 2018 looked at symptom management in the Dialectical Behavior Therapy (DBT) Program through the use of the Borderline Symptom List (BSL-23) measure and will continue into FY 18. LCCMH has goals for FY19 to include the addition of groups for Family Psychoeducation (FPE) and Illness Management and Recovery (IMR) to assist persons served with symptom management. The questions will remain the same, with exception of rewording the question regarding symptom management to make it easier for persons served to understand and respond to the question. LCCMH will continue mailed surveys during FY19.

Attached to this report is the comparison chart showing summary information for the past six fiscal years, and a copy of the survey questions in Appendix A.

mgr 01/02/2019

% Positive Responses to Survey Questions Over 6 Years



Our records indicate you are no longer receiving services from Lapeer CMH. We strive to continuously improve services for the people we serve and we want to know what your service experience has been. Please take a few moments to complete this survey and return it in the self-addressed stamped envelope provided. What you have to say is extremely important. Thank you!

1. Can you tell us why you are no longer receiving Lapeer CMH Services? (check all that apply)

- Met my goals/completed treatment
- Dropped out of treatment/person no longer wanted services
- Moved out of the region
- Treatment stopped by action of LCCMH (usually no-show for appointment or rule violations)
- Transferred to another agency within the region (Genesee, St. Clair or Sanilac)
- Became incarcerated or released by the courts
- Chose another provider
- Dissatisfied with services
- Services needed were not available (please specify in the comments)
- Other (please specify)

2. Since receiving CMH services, are you better able to deal with crises?

- Yes
- No
- Not Sure
- Not Applicable

3. Since receiving CMH services, are you able to deal more effectively with daily problems?

- Yes
- No
- Not Sure
- Not Applicable

4. Since receiving CMH services, are your symptoms bothering you as much?

- Yes
- No
- Not Sure
- Not Applicable

5. Since receiving CMH services, are you able to get along better with other people?

- Yes
- No
- Not Sure
- Not Applicable

6. Do you feel you have continued to benefit from the services you have received from Lapeer CMH?

- Yes
- No
- Not Sure
- Not Applicable

7. Overall, are you satisfied with the services you have received from Lapeer CMH?

- Yes
- No
- Not Sure
- Not Applicable

8. Which category below includes your age?

- 0-17
- 18-64
- 64- and older

9. Do you have Medicaid or Healthy Michigan Plan Insurance?

- Yes
- No

10. What population category below do you identify with the most?

- Persons with Developmental Disabilities (adult)
- Persons with Mental Illness (adult)
- Persons with Substance Abuse
- Severe Emotional Disturbance (child)
- Emotional Impaired (child)
- Intellectual/Developmental Disability (child)

11. Are there any other comments you would like to make?

