

LAPEER COUNTY
Community Mental Health

**POST-DISCHARGE CUSTOMER SATISFACTION SURVEY REPORT
Fiscal Year 2019
(October 1, 2018 - September 30, 2019)**

Lapeer County Community Mental Health conducts a post-discharge satisfaction survey to determine the 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 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 include: self-report questions for their age range, insurance type, and service population category.

Surveys Mailed / Returned / Response Rate:

During this fiscal year, there were 393 surveys sent out with 28 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	Fiscal Year 2018-2019
Surveys Mailed	408	387	318	259	547	584	393
Completed and Returned	52	39	26	24	107	90	28
Percentage Returned	13.9%	10.7%	8.8%	10%	19.6%	15.4%	7.1%

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

Analysis:

This year LCCMH continued a mailed survey due to a lack of staffing capacity to conduct a phone survey. 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 persons served, 63%, had said they were overall satisfied with the services they had received at LCCMH. However, this year saw a 3% decrease in overall satisfaction with the services received after last year (FY18) saw a slight increase.

The statement, "Since receiving CMH services, I am better able to deal with crises" had a response of 55% positive, which had a 3% increase from last year. The response to the statement: "Since receiving CMH services, I deal more effectively with daily problems", had a slight increase from last year, at 57%.

As for the question: "Since receiving CMH services, my symptoms are not bothering me as much" saw a significant decrease from 47% from last year (FY 2018) to only 42% this year (FY 2019). The trend had been going up for the past couple of years, this year we saw a steep decline. When asked, "Since receiving CMH services, I get along better with people", the response was positive and 62% of persons served said they did get along better with people. This is a significant increase from the previous 3 years.

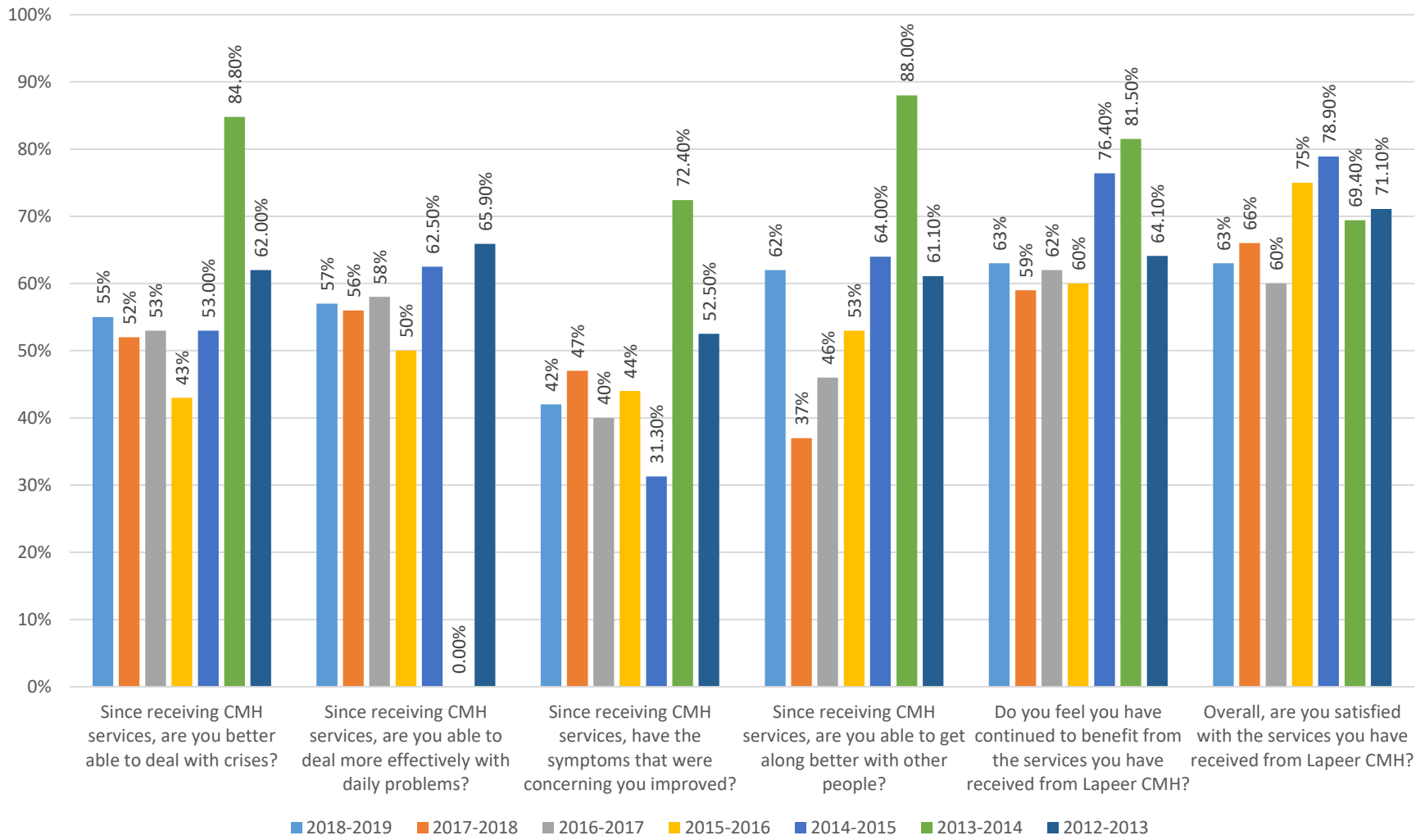
A majority of persons served, 63%, say they do continue to benefit from the services they received from LCCMH after discharge. This is a slight increase from the past couple of fiscal years.

Migration out of the area by persons served is rising again. This year, moving was the biggest factor in why people left with 40%. This is a significant 27% increase from last year (FY 2018), which saw only 13% of persons served moved. The next two biggest reasons for leaving were "dissatisfied with services" and "services needed were not available": both with affecting 12% of persons served. The comments revealed that the biggest concern was not providing the care that was needed. Some persons served felt there should be more sessions offered, the scheduled times were not long enough, and that what service they needed wasn't offered.

Recommendations:

Currently, LCCMH is urgently looking to hire staff for psychological testing and has experienced a significant staffing shortage for the past two years for master's level staff. This was also noted in the GAP Analysis and positions have been posted. Quality improvement is working with the Chief Executive Officer (CEO) and Chief Operating Officer (COO) to have this job position filled soon. With the biggest upsets being that a service was not offered, or that there were not enough sessions offered, hiring more master's level staff would help with the shortage; however, it was not clear in the survey responses what services the people needed were not available. LCCMH Administration will evaluate the need for extended hours during the weekdays in FY20 as identified as a need in the Accessibility Survey in 2019. Another area of concern is the response rate. With such a fluctuation in the rates between years can have an impact on the data. For the fiscal year 2020, LCCMH should aim to get more answered surveys back from discharged persons served. A more consistent response rate would help stabilize the numbers and give a better understanding of what can be improved and what is working. For a more consistent response rate, the phone surveys should be implemented again for the FY20. LCCMH is also asking discharged persons served if they would like to be contacted by customer service.

Post Discharge Survey: % Yes Responses to Survey Questions Over 7 Years



Post Discharge Survey: % of Why Person Served Left

