Customer Satisfaction Summary FY 2012

Thumb Alliance

Prepaid Inpatient Health Plan

c/o 3111 Electric Ave., Port Huron, MI

This report is the annual Thumb Alliance PIHP summary regarding customer satisfaction for Fiscal Year 2012. It represents the Regional Quality Management Committee's effort to implement the customer satisfaction process as noted in the FY 2012 "Quality Improvement Plan".

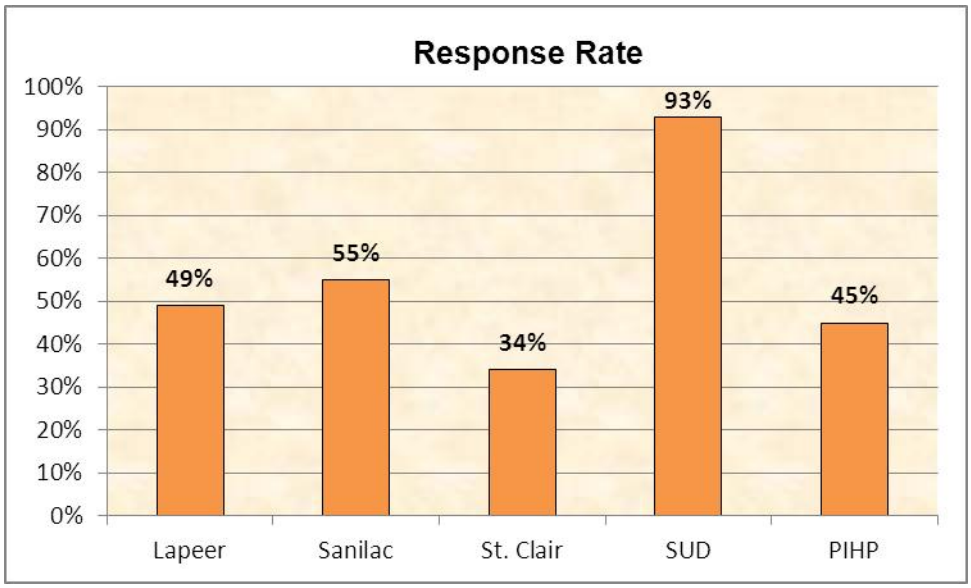
METHOD

From April through June 2012, the annual Thumb Alliance PIHP Customer Satisfaction Survey was conducted. A sample of persons who had received services in January 2012 through Lapeer County Community Mental Health (CMH), Sanilac County CMH, St. Clair County CMH and the Thumb Alliance Substance Use Disorder (SUD) Providers (residential treatment and outpatient services) were asked to complete a survey questionnaire regarding the services they had received. The survey was administered to persons who received services from all funding sources.

People were asked to complete the surveys using a number of different methods – face-to-face interviews with staff (including Peer Support Specialists), telephone interviews, self-administration and mail-outs. People receiving the mailed surveys were asked to complete and return them in a self-addressed, stamped envelope. Two (2) attempts were made to contact each individual selected for the survey (combinations of methods were used).

Guardians of individuals who were unable to complete the survey and parents of individuals aged seventeen (17) or younger were surveyed on the individual's behalf.

Two thousand two hundred twenty-four (2,224) individuals throughout the Thumb Alliance were selected to participate in the survey. One thousand three (1,003) surveys were completed and returned to the Quality Improvement Office, which is a 45% response rate for surveys administered (or 21% of all individuals who received services during January). The mail-out methodology resulted in 76 surveys being returned as "undeliverable" due to an incorrect address and/or unavailable forwarding address.

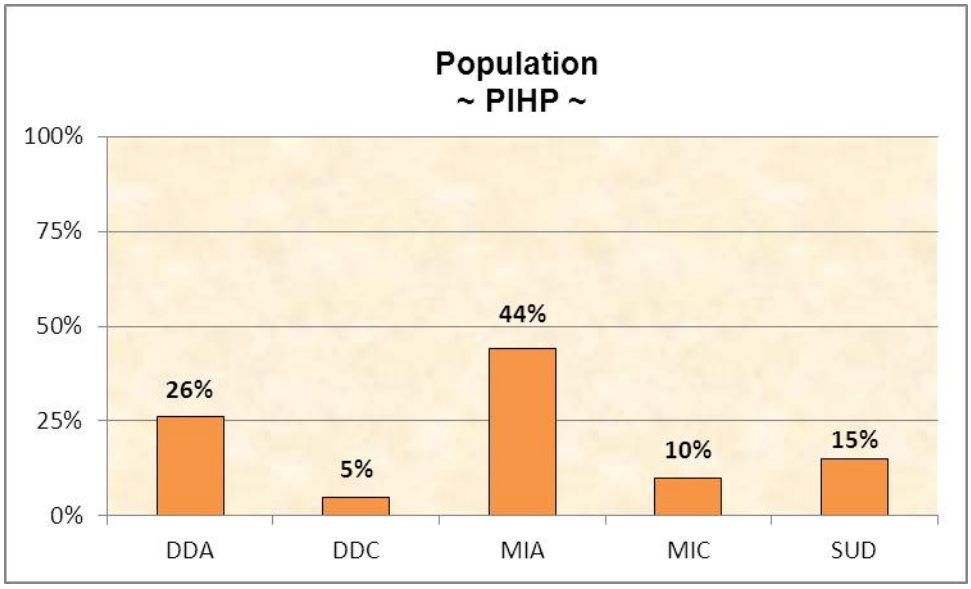


DEMOGRAPHICS

Surveys were administered using the following methods: 19 were face-to-face interviews with staff; 332 were telephone interviews; 463 were completed by mail; 176 were completed by the individual filling out the questionnaire himself / herself; 13 completed survey questionnaires did not identify the method of administration. Six hundred forty-five (645) surveys were completed by the individual receiving services, while 297 were completed by the parent / guardian, 44 were completed by someone else (e.g. caretaker, foster care provider, etc.) and the remaining 17 did not specify the person completing the answers. Age group break outs of the respondents are as follows: 17 and under – 150 individuals; 18 through 64 – 727; and 65 and older – 63, while the remaining 63 respondents did not indicate age.

The following bar chart indicates the population percentages of the respondents. People surveyed were grouped by the following populations:

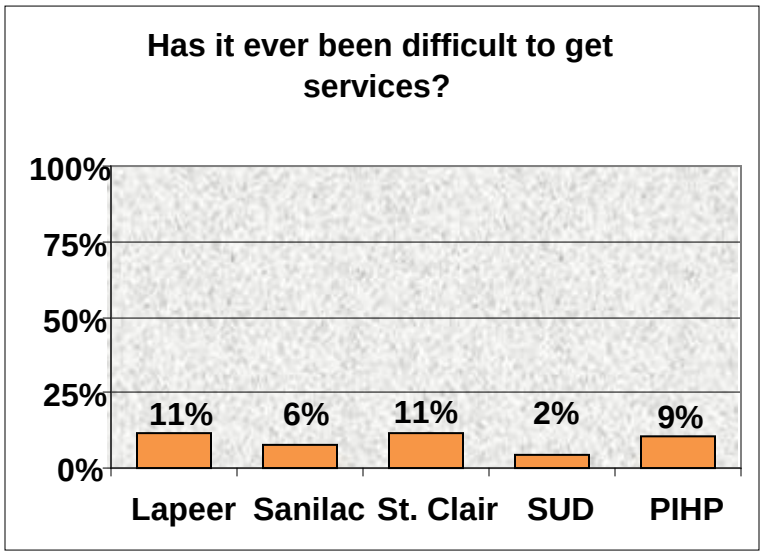
DDA (Adults with a Developmental Disability),
DDC (Children with a Developmental Disability),
MIA (Adults with a Mental Illness),
MIC (Children with a Serious Emotional Disorder), and
SUD (Individuals with a Substance Use Disorder).

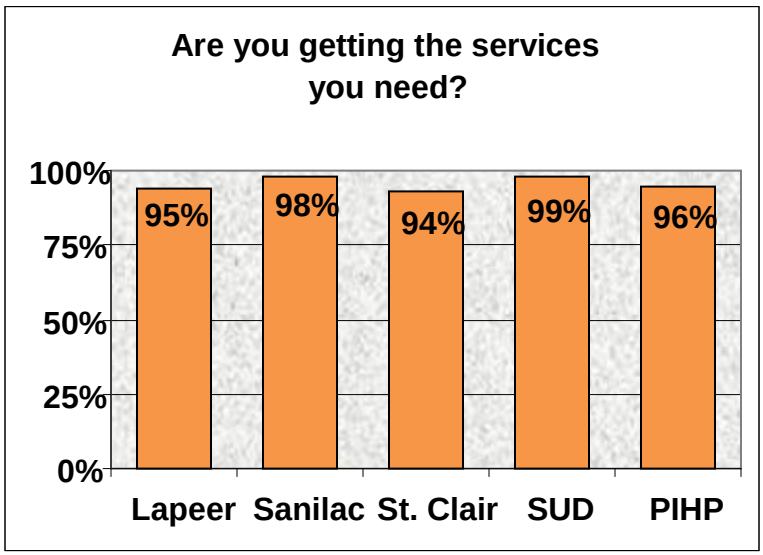


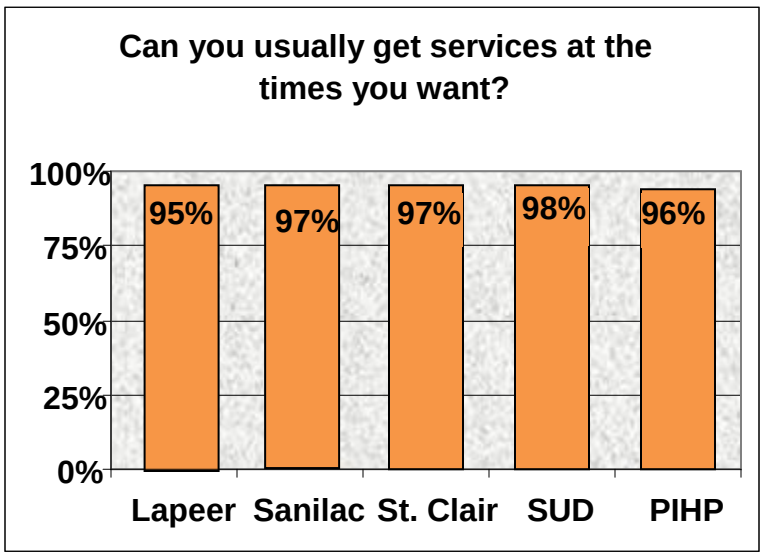
RESULTS

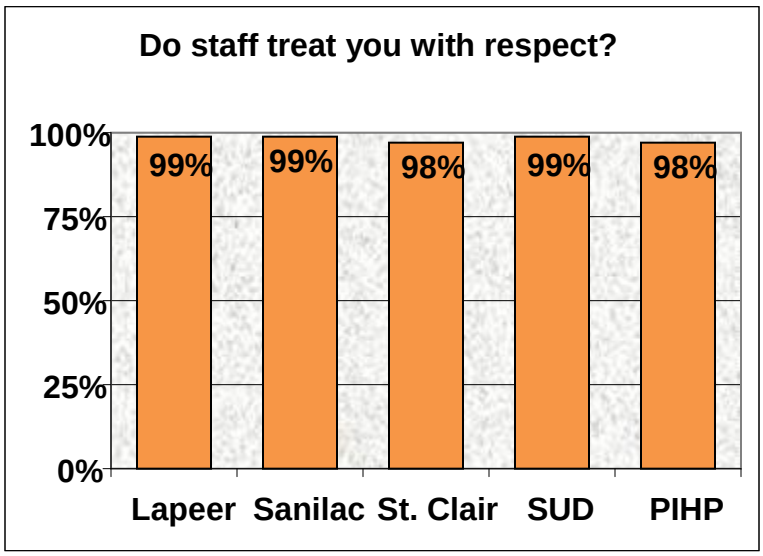
The cumulative overall **rate of satisfaction is 97%**, which is a direct result of the specific question, "*Overall, are you satisfied with the services you receive*?" There were 953 "Yes" responses and 25 "No" responses (25 surveys did not have this question completed with any answer).

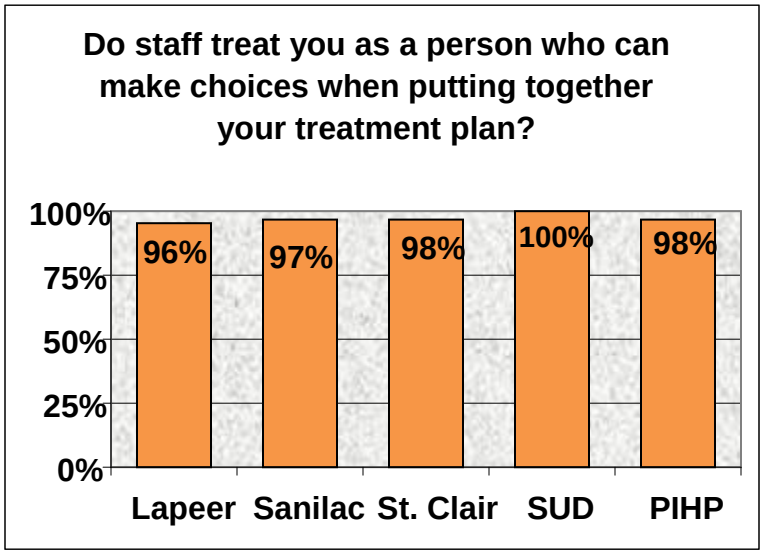
For each survey question a bar chart is shown, demonstrating the percentage of "Yes" responses for individuals regarding Thumb Alliance services as a whole, as well as breakouts by Lapeer County CMH, Sanilac County CMH, St. Clair County CMH and the Thumb Alliance SUD Providers. A complete satisfaction survey results break out, by each SUD Provider, is included as Appendix A, page 14.

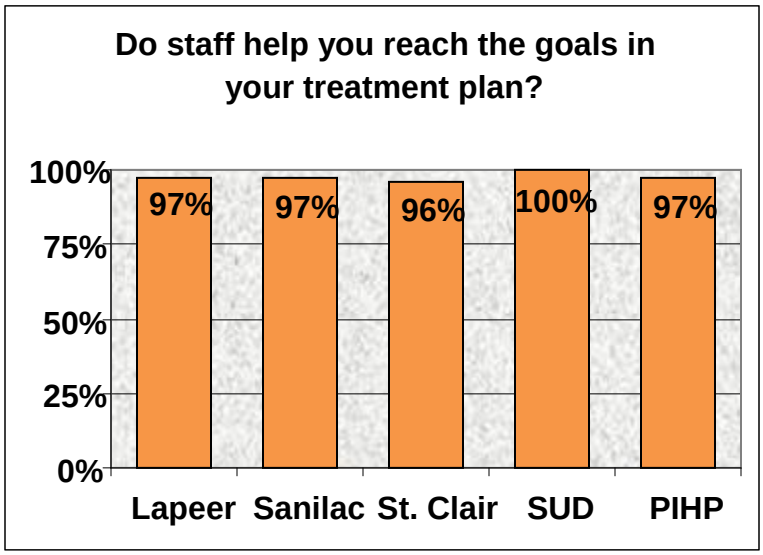

Has it ever been difficult to get services?
100%
75%
50%
25%
0%
11%
6%
11%
2%
9%
Lapeer
Sanilac
St. Clair
SUD
PIHP

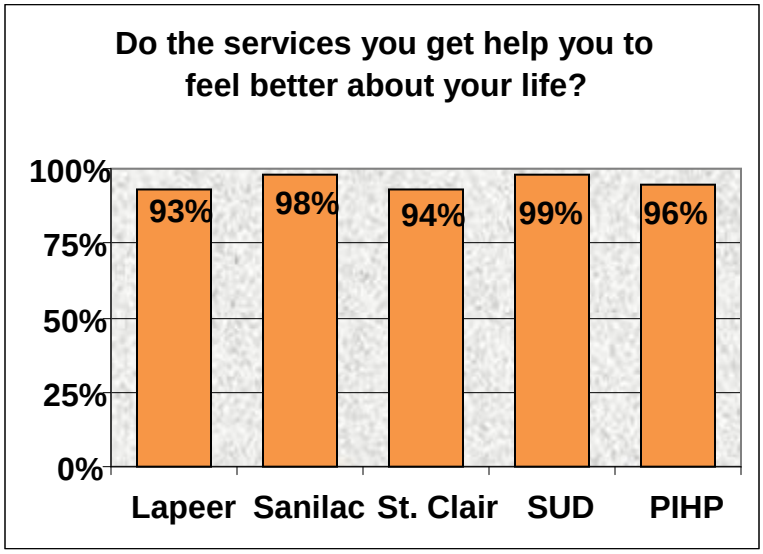

Are you getting the services you need?
100%
75%
50%
25%
0%
95%
98%
94%
99%
96%
Lapeer
Sanilac
St. Clair
SUD
PIHP

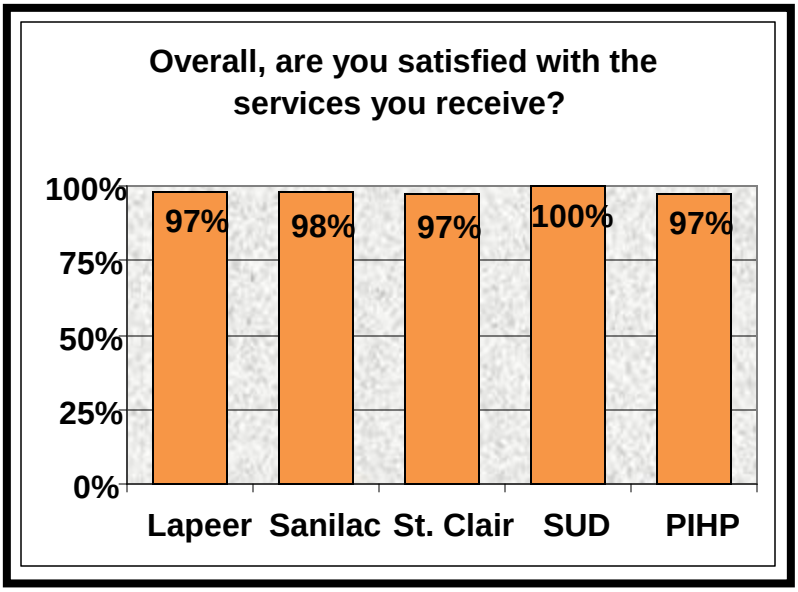

Can you usually get services at the times you want?
100%
75%
50%
25%
0%
95%
97%
97%
98%
96%
Lapeer
Sanilac
St. Clair
SUD
PIHP


Do staff treat you with respect?
100%
75%
50%
25%
0%
99%
99%
98%
99%
98%
Lapeer
Sanilac
St. Clair
SUD
PIHP


Do staff treat you as a person who can make choices when putting together your treatment plan?
100%
75%
50%
25%
0%
96%
97%
98%
100%
98%
Lapeer
Sanilac
St. Clair
SUD
PIHP


Do staff help you reach the goals in your treatment plan?
100%
75%
50%
25%
0%
97%
97%
96%
100%
97%
Lapeer
Sanilac
St. Clair
SUD
PIHP





Funding Source

The survey also looked at responses for the mental health system according to funding source; 78% of persons completing the survey were Medicaid beneficiaries. For the PIHP as a whole, people without Medicaid expressed similar satisfaction to those receiving Medicaid. Overall, there are fewer individuals receiving General Fund benefits due to budget restraints.

A comparison of survey responses, by funding source (Medicaid / Non-Medicaid), was broken out (applies only to people receiving mental health services). These satisfaction score break-outs are illustrated as follows:

Has it ever been difficult to get services?

	OVERALL	Non-Medicaid	Medicaid
Lapeer	**11%**	14%	10%
Sanilac	**6%**	4%	7%
St. Clair	**11%**	15%	10%
PIHP	**9%**	12%	9%

Are you getting the services you need?

	OVERALL	Non-Medicaid	Medicaid
Lapeer	**95%**	91%	97%
Sanilac	**98%**	100%	97%
St. Clair	**94%**	88%	95%
PIHP	**96%**	92%	96%

Can you usually get services at the times you want?

	OVERALL	Non-Medicaid	Medicaid
Lapeer	**95%**	95%	95%
Sanilac	**97%**	100%	96%
St. Clair	**97%**	96%	97%
PIHP	**96%**	97%	96%

Do staff treat you with respect?

	OVERALL	Non-Medicaid	Medicaid
Lapeer	**99%**	97%	99%
Sanilac	**99%**	100%	98%
St. Clair	**98%**	99%	97%
PIHP	**98%**	98%	98%

Do staff treat you as a person who can make choices when putting together your treatment plan?

	OVERALL	Non-Medicaid	Medicaid
Lapeer	**96%**	97%	95%
Sanilac	**97%**	96%	98%
St. Clair	**98%**	97%	98%
PIHP	**97%**	97%	97%

Do staff help you reach the goals in your treatment plan?

	OVERALL	Non-Medicaid	Medicaid
Lapeer	**97%**	95%	97%
Sanilac	**97%**	100%	96%
St. Clair	**96%**	94%	96%
PIHP	**96%**	96%	96%

Do the services you get help you to feel better about your life?

	OVERALL	Non-Medicaid	Medicaid
Lapeer	**93%**	92%	94%
Sanilac	**98%**	100%	98%
St. Clair	**94%**	88%	96%
PIHP	**95%**	92%	96%

Overall, are you satisfied with the services you receive?

	OVERALL	Non-Medicaid	Medicaid
Lapeer	**97%**	95%	98%
Sanilac	**98%**	100%	97%
St. Clair	**97%**	93%	97%
PIHP	**97%**	96%	97%

Survey Results Comparison

	'03	'04	'05	'06	'07	'08	'09	'10	'11	'12
Has it ever been difficult to get services?										
Lapeer	--	--	20%	21%	23%	18%	14%	12%	9%	11%
Sanilac	--	--	10%	3%	5%	3%	4%	2%	1%	6%
St. Clair	--	--	20%	19%	21%	27%	13%	13%	12%	11%
SUD	--	--	18%	14%	5%	19%	5%	15%	8%	2%
PIHP	--	--	18%	16%	17%	18%	10%	11%	8%	9%
Are you getting the services you need?										
Lapeer	--	--	97%	98%	95%	93%	95%	96%	97%	95%
Sanilac	--	--	98%	98%	100%	98%	99%	98%	99%	98%
St. Clair	--	--	93%	93%	94%	92%	93%	92%	93%	94%
SUD	--	--	91%	100%	91%	98%	97%	96%	97%	99%
PIHP	--	--	95%	95%	96%	93%	95%	94%	97%	96%
Can you usually get services at the times you want?										
Lapeer	--	--	98%	93%	92%	90%	95%	97%	96%	95%
Sanilac	--	--	99%	98%	99%	96%	99%	97%	99%	97%
St. Clair	--	--	97%	93%	94%	86%	93%	93%	95%	97%
SUD	--	--	95%	100%	88%	98%	98%	94%	95%	98%
PIHP	--	--	98%	94%	95%	89%	95%	95%	96%	96%
Do staff treat you with respect?										
Lapeer	99%	99%	99%	98%	98%	99%	98%	99%	100%	99%
Sanilac	96%	99%	99%	100%	100%	100%	100%	100%	100%	99%
St. Clair	96%	100%	99%	97%	98%	99%	97%	92%	95%	98%
SUD	100%	100%	100%	100%	91%	96%	99%	99%	99%	99%
PIHP	97%	99%	99%	97%	98%	99%	98%	96%	98%	98%
Do staff treat you as a person who can make choices putting together your treatment plan?										
Lapeer	90%	92%	97%	93%	96%	98%	98%	100%	98%	96%
Sanilac	92%	89%	99%	98%	99%	100%	100%	100%	100%	97%
St. Clair	87%	90%	96%	94%	97%	97%	98%	97%	97%	98%
SUD	88%	82%	71%	100%	90%	100%	99%	99%	99%	100%
PIHP	89%	90%	95%	95%	97%	98%	98%	99%	98%	98%

	'03	'04	'05	'06	'07	'08	'09	'10	'11	'12
Do staff help you reach the goals in your treatment plan?										
Lapeer	94%	98%	99%	96%	96%	96%	95%	98%	99%	97%
Sanilac	92%	91%	97%	98%	99%	100%	100%	97%	100%	97%
St. Clair	89%	94%	95%	94%	95%	96%	94%	96%	94%	96%
SUD	98%	97%	98%	100%	96%	100%	98%	99%	98%	100%
PIHP	91%	95%	96%	95%	96%	97%	96%	97%	97%	97%

Do the services you get help you feel better about your life?										
Lapeer	92%	94%	99%	96%	98%	96%	96%	95%	97%	93%
Sanilac	91%	95%	96%	97%	97%	97%	100%	98%	99%	98%
St. Clair	89%	92%	94%	94%	96%	93%	94%	94%	94%	94%
SUD	96%	95%	98%	100%	96%	98%	99%	99%	97%	99%
PIHP	91%	94%	96%	95%	96%	95%	97%	96%	96%	96%

~ Overall, are you satisfied with the services you receive? ~										
Lapeer	--	99%	98%	98%	98%	96%	97%	98%	99%	97%
Sanilac	--	99%	99%	99%	99%	100%	100%	99%	100%	98%
St. Clair	--	97%	97%	94%	98%	95%	95%	96%	96%	97%
SUD	--	100%	98%	100%	91%	100%	99%	99%	99%	100%
PIHP	--	98%	97%	96%	98%	97%	97%	97%	98%	97%

~ Response Rate ~										
Lapeer	56%	72%	61%	53%	52%	60%	67%	73%	70%	49%
Sanilac	70%	71%	67%	71%	67%	66%	65%	58%	62%	55%
St. Clair	58%	49%	55%	56%	59%	68%	46%	46%	42%	34%
SUD	100%	95%	100%	18%	80%	27%	94%	89%	94%	93%
PIHP	62%	62%	60%	57%	59%	62%	58%	58%	57%	45%

METHODOLOGY

Two thousand two hundred twenty-four (2,224) individuals who had received services from Lapeer County CMH, Sanilac County CMH, St. Clair County CMH and the Thumb Alliance Substance Use Disorder (SUD) providers were selected to participate in the annual Thumb Alliance Customer Satisfaction Survey. The CMH population was surveyed using a selective sampling of all persons who received services during a one-month period. The sample represents 47% of persons receiving services during that time. The SUD population was surveyed using a point-in-time survey process which selected anyone receiving SUD services within a two-week period. [Note: The differing processes have been utilized for many years in an effort to survey as many current service recipients as possible within the SUD system which generally has a shorter-term length of service compared to the CMH system. Past analysis of

results obtained with the different administration methods has indicated that there is no significant difference in satisfaction rates due to method of administration.]

The survey tool was developed by the QMC, comprised of PIHP and CSSN staff. The tool asks ten (10) simple, straightforward questions in a format that would be understandable to most individuals (4th grade reading level maximum). The first eight (8) questions call for "Yes" or "No" responses and allow for further explanation while the last two (2) questions are open-ended. The survey questions address areas recommended by CARF, MDCH and other regulatory bodies.

All surveys that the Quality Improvement Office deemed as needing follow-up based on comments are forwarded to the appropriate program supervisor/director or Customer Service Ombudsman for follow-up with the respondent.

DISCUSSION

Preliminary survey findings and responses to each question were reviewed and analyzed by members of the Regional QMC as well as by the Regional Customer Input Group (CIG), which consists of persons (or their family members) who receive services from the public mental health (and/or SUD) systems in Lapeer, Sanilac and St. Clair Counties. Discussion occurred to gain suggestions as well as facilitate a question-and-answer forum. The review included the number of "Yes" responses in relation to the total number of responses received for each question on the survey tool. The group also reviewed demographic statistics, in relation to *who* completed the surveys, the *methods of administration, ages* and *populations* for the PIHP as a whole as well as broken out by each CSSN. The topics discussed by the CIG were as follows:

- *The group commented positively that they continue to find the preliminary results helpful and illustrative.*

- *There was much discussion about the return rates from the various counties compared to the SUD system. The group suggested that further methodology standardization be pursued where possible.*

- *The group was impressed with the overall satisfaction rate and those for the individual questions. However, it also cautioned that, once the service and budget reductions take effect and the impact becomes known, corresponding rates may worsen in the coming years.*

- *Particular attention was paid to the results from the SUD system. It was suggested that the overall SUD satisfaction rate be further analyzed to check for any variations between current recipients of inpatient services versus people currently receiving outpatient services.* [Note: analysis revealed no variance in satisfaction rates of persons in inpatient programs vs. outpatient services.]

Difficult to Get Services:

It was noted that 9% (85 replies of 981 who answered the question) of responses indicated that it had been difficult to get services at one time or another. The satisfaction survey population and age data relating to this question was analyzed and the findings are as follows:

- 316 individuals with developmental disabilities participated in this survey, with 22, or 7%, reporting difficulty at one time.

- 536 individuals with a mental illness participated in this survey, with 60, or 11%, reporting difficulty at one time.

- People with a Substance Use Disorder accounted for the remaining three (3) responses. 151 individuals with an SUD completed a survey, thus two percent (2%) of people with SUDs experienced difficulty at one time.

A review of age break-outs of responses reporting difficulty in getting services at one time or another revealed the following:

- 17 & Under: 13 (of 152) replies – 9%
- 18 – 64: 69 (of 725) replies – 10%
- 65+: 2 (of 63) replies – 3%

By payer source, of the 85 individuals that reported that they had difficulty in getting services at one time or another:

- 22, or 26%, were non-Medicaid
- 60, or 71%, receive Medicaid benefits
- 3, or 3%, had an unknown payer source (SUD)

Or another way to examine this trend:

- 12% of total non-Medicaid individuals (22 of 190) reported difficulty in getting services
- 9% of total Medicaid individuals (60 of 662) reported difficulty in getting services

While this is a slight increase from FY 11, it continues to reflect a decrease from previous years. This indicates that ongoing improvement efforts continue to positively address the Thumb Alliance's accessibility of services.

Though significant satisfaction is evident, an area that warrants slight concern is in response to the question, "*Are you getting the services you need*?" which scored an overall 96% satisfaction rate. In the breakout of individuals by Medicaid / non-Medicaid, 96% of persons with Medicaid benefits reported that they are getting the services that they need while 92% of the individuals not receiving Medicaid reported that they received the services needed. Respondents representing children (ages 17 and under) indicated 92% satisfaction (with many respondents requesting additional Respite services), adults aged 18 – 64 indicated 96% satisfaction and respondents 65 or older replied with 95% satisfaction.

Some trends were noted in respondents' comments, which are quoted directly from the surveys. These include: initial difficulty getting into services, the need for more mental health personnel, less waiting time, and increased (more and longer) sessions. Other items mentioned this year include: more variety in the type of services offered, the inability to see a psychiatrist and difficulty in returning to services.

Positive trends include: The individuals receiving services are feeling better about their lives, grateful for work program opportunities, enjoy the socialization and feel that staff are responsive, friendly and helpful. There were many specific examples of how staff assists persons served,

many mentioning particular personnel by name. It appears that many respondents are very satisfied with the services they are receiving, often mentioning how they or their family member has improved along with specific helpful programs. Many respondents also shared that the Alliance's mental health professionals are doing a great job providing services that increase the well-being of the individuals served.

It should be noted that response rates for the three CMH systems decreased slightly from previous years due to the methodology change of making only two attempts to contact the individual to complete the survey. In the past, three (or more) attempts were made to contact each individual. This change was made to reduce survey costs and bring efficiencies to the survey process.

RECOMMENDATIONS

The Thumb Alliance PIHP should receive recognition for the high percentage of positive responses to the survey question *"Do staff treat you as a person who can make choices when putting together your treatment plan?"*. Overall, a ninety-eight percent (98%) satisfaction rating was achieved in this area.

While the number of individuals reporting difficulty obtaining services increased slightly, it continues to be much less when compared to past years, declining by half since 2008. This year, 9% of respondents throughout the region stated that they had encountered difficulty in receiving services at one time or another. This is 95 respondents of the overall 981 total responses received.

For the question "*Overall, are you satisfied with the services you receive*?", all agencies received at least a ninety-seven percent (97%) or higher satisfaction rating, with the overall PIHP score also at ninety-seven percent (97%), thus indicating a high level of overall satisfaction with services.

For the questions *"Do staff help you reach the goals in your treatment plan?", "Do staff treat you with respect?"* and *"Do the services you receive help you feel better about your life?"* scores overall were ninety-five percent (95%) or above. These positive results reflect that a majority of people served feel that the services they receive meet their individualized needs.

As part of its continuous quality improvement efforts, the Thumb Alliance Quality Management Committee will continue to evaluate the methodologies and tools used for survey administration in an effort to bring future efficiencies to this area.

Overall, the responses to this survey, including the comments sections, were very positive and reflected a high degree of satisfaction with CMH / SUD services. The Thumb Alliance PIHP achieved a ninety-seven percent (97%) overall satisfaction rate. Additionally, an overall high response rate of forty-five percent (45%) was achieved.

Appendix A

SUD Customer Satisfaction Survey Results by Agency – FY 12

FY 2012 Location	Catholic Social Services	Community Programs	IMPACT / CHR			Kairos	Lapeer AICC	List Psychological	Professional Counseling Center	Sacred Heart						Sanilac County Counseling Srvc	Turning Point (Pontiac)
			Algonac	Lexington	Port Huron					Algonac	Clearview	Flint	Madison Heights	Memphis	New Haven		
Number of Responses	**13**	**1**	**0**	**6**	**39**	**1**	**33**	**0**	**4**	**13**	**2**	**2**	**0**	**4**	**8**	**25**	**0**
Response Rate	**87%**	**100%**	**n/a**	**100%**	**100%**	**100%**	**100%**	**n/a**	**100%**	**100%**	**n/a**	**100%**	**n/a**	**50%**	**100%**	**83%**	**n/a**
1. Has it ever been difficult to get services?	0%	0%	n/a	0%	3%	0%	0%	n/a	0%	0%	10%	0%	n/a	0%	0%	2%	n/a
2. Are you getting the services you need?	92%	100%	n/a	100%	100%	100%	100%	n/a	100%	100%	100%	100%	n/a	100%	100%	100%	n/a
3. Can you usually get services at the times you want?	100%	100%	n/a	100%	100%	100%	97%	n/a	100%	100%	100%	100%	n/a	100%	100%	84%	n/a
4. Do staff treat you with respect?	92%	100%	n/a	100%	97%	0%	100%	n/a	100%	100%	100%	100%	n/a	100%	100%	100%	n/a
5. Do staff treat you as a person who can make choices when putting together your tx plan?	100%	100%	n/a	100%	97%	100%	100%	n/a	100%	100%	100%	100%	n/a	100%	100%	100%	n/a
6. Do staff help you reach the goals in your treatment plan?	92%	100%	n/a	100%	100%	100%	100%	n/a	100%	100%	100%	100%	n/a	100%	100%	96%	n/a
7. Do the services you get help you to feel better about your life?	100%	100%	n/a	100%	100%	0%	100%	n/a	100%	100%	100%	100%	n/a	100%	100%	96%	n/a
8. Overall, are you satisfied with the services you receive?	100%	100%	n/a	100%	100%	100%	97%	n/a	100%	100%	100%	100%	n/a	100%	100%	100%	n/a