

**Introduction**

The Michigan Department of Community Health (MDCH) requires a survey be administered annually to programs identified by the Michigan Quality Improvement Council. All BABH programs and contract providers will have the opportunity to complete the Mental Health Statistics Improvement Program (MHSIP) and the Youth Satisfaction Survey for Families (YSSF) over a two-week period of time. MDCH provides implementation guidelines and instructions to each Prepaid Inpatient Health Plan (PIHP).

Each BABH program and contract providers have utilized the MHSIP and the YSS to conduct a region wide perception of care survey to determine any areas of deficit. The data obtained by the BABH programs and the contract providers was provided to BABH Performance Improvement for analysis. The survey outcomes will be compared to the Baseline Perception of Care Report that was prepared by the 2013 data.

**Survey Response Rates**

Clinicians tracked who was given a survey with a tally form for each program. Consumers were given an option to decline answering the survey questions. Those consumers who declined were removed from the total number of surveys distributed. The response rates were calculated by dividing the number of surveys that were returned, by the number of surveys that were distributed. Figure 1 and 2 indicates the return rate for each provider by program and age category.

Figure 1					2014	2013
MHSIP-Adult	2015			Response Rates	Response Rates	Response Rates
	Distributed	Received	Declined			
BABH-ACT	29	17	0	59%	64%	41%
BABH-CSM	130	43	0	33%	35%	27%
BABH-OBRA	17	6	0	35%	20%	36%
BABH-SR Outreach	23	10	0	43%		
Arenac-CSM	43	26	0	60%	73%	27%
Arenac-OPT	72	72	0	100%	81%	36%
LIST	32	39	0	*122%	58%	88%
MBPA-CSM	108	39	0	36%	32%	35%
MBPA-OPT	168	69	0	41%	78%	24%
MPA-CSM	162	107	0	66%	30%	30%
MPA-OPT	143	101	0	71%	72%	17%

Figure 2					2014	2013
YSS-Children	2015			Response Rates	Response Rates	Response Rates
	Distributed	Received	Declined			
Arenac-CSM	18	4	0	22%	31%	31%
BABH-CSM	11	4	0	36%	**	31%
Arenac-OPT	43	25	0	58%	55%	35%
Bay-Arenac HB	59	8	0	14%	28%	15%
LIST	**	**	**	**	40%	*129%
MPA-CSM	52	14	0	27%	50%	
MPA-OPT	163	59	0	36%	46%	32%

\*Maybe inaccurate as a result of unreturned tally sheets    \*\* No data available

### **Methodology**

Two survey populations were identified to be part of the sample. The sample was a convenience sample of all who were scheduled to be seen within a pre-identified time frame. The survey populations were broken into program types. Each program was given a choice of any two-week time frame in November through February. Adults 18 and older who have been diagnosed with a mental illness will be broken into program types. All adult consumers will receive the MHSIP. The Adults in the CSM/SC and OPT programs will receive the MHSIP 36 and will be sent to the BABH Performance Improvement for analysis. (ACT participants are not included in this report. ACT results have been aggregated and analyzed in a separate report per MDCH reporting standards).

Youth, 17 years and younger, who have been diagnosed with a mental illness or a severe emotional disturbance, will be broken into program types. The CSM/SC and the OPT programs will receive the YSS 26 and will be sent to the BABH Performance Improvement for analysis. (Home-based participants are not included in this report. Home-based results have been aggregated and analyzed in a separate report per MDCH reporting standards).

The survey was hand delivered by the clinician or support staff. A postage paid envelope with a return address to BABH Performance Improvement was provided with each survey. If assistance was needed, the consumer was directed to the customer services department, or a peer supports specialist within their geographic location. If the consumer requested assistance from the assigned clinician, this was allowed. Youth, who are 13 or older, may complete the survey independently. Those youth who are 12 and under may be assisted by a parent or guardian.

The consumers did have the option to decline participation. If the consumer declined, this was noted and removed from the number distributed.

### **Scoring**

MHSIP – Seven domains are included in the survey. Each domain has multiple questions related to the domain topic. The domains are as follows: general satisfaction, access to care, quality of care, participation in treatment, outcomes of care, functional status, and social connectedness. Each question in the domain is required to have a response choice of 1 - 5 in order for the domain to be included in the sample. If one question is left blank, the responses of the remaining questions for that domain are excluded from the calculations of that domain. There are 6 response choices for each question within the domain, which are assigned a numeric value. Note that the number of responses included in the domain average and domain percentage of agreement could be less than that of each individual question as a result of the exclusion of unanswered questions when calculating the domain.

Strongly Agree=1

Agree=2

Neutral=3

Disagree=4

Strongly Disagree=5

Not Applicable=9

The mean of each individual question is calculated. Those less than or equal to 2.5 are considered to be “in agreement”. The total number of respondents who were “in agreement” is then divided by the total respondents. The resultant number is then multiplied by 100 to provide a percentage.

Those questions that have a “Blank” or a response of “Not Applicable” were removed from the sample.

YSS – There are six domains included in the survey. Each domain has several individual questions related to the domain topic. Each question in the domain is required to have a response choice of 1 - 5 in order for the domain to be included in the sample. If one question is left blank, the responses of the remaining questions for that domain are excluded from the calculations of that domain. The domains are as follows: quality and appropriateness (satisfaction with service), access to care, family participation in treatment planning, outcomes of care, cultural sensitivity of staff, and social connectedness. There are 5 response choices for each question within the domain, which are assigned a numeric value.

Strongly Agree=5

Agree=4

Neutral=3

Disagree=2

Strongly Disagree=1

The mean of each individual question is calculated. Those greater than or equal to 3.5 are considered to be “in agreement”. The total number of respondents who are “in agreement” is then divided by the total respondents. The resultant number is then multiplied by 100 to provide a percentage. Those questions that have a “blank” are removed from the sample.

### **Data Analysis**

Each survey was entered into an excel spreadsheet. The ACT and HBS programs are analyzed separately by MSHN.

The results are analyzed as follows:

BABH Program and Contract Providers (Attachment A YSS and Attachment B MHSIP)

- By Domain
- By Domain Line Item

### **Survey Findings**

The Youth Perception of Care Survey (YSS)

Figure 3 demonstrates the percentage of agreement for each domain. Please refer to the scoring methodology above with questions related to the calculations. Those who responded to the survey indicated agreement consistent or at an increased percentage compared to those who responded for the 2014 survey. Four out of six domains demonstrated an increase of scores from 2014. Each domain scored above the desired threshold of 80% except for “Perception of Outcomes of Services”. BABH and

the contract providers scored the highest (90% or above) in the “Quality and Appropriateness”, “Perception of Cultural Sensitivity” and “Perception of Participation” domains.

Figure 3 Youth Percent in Agreement	2011	2012	2013	2014	2015
Quality and Appropriateness (General Satisfaction)	92%	91%	87%	88%	92%
Perception of Access	97%	93%	91%	84%	85%
Perception of Cultural Sensitivity	98%	96%	97%	99%	95%
Perception of Participation in Treatment	96%	93%	93%	91%	92%
Perception of Outcome of Services	70%	63%	54%	55%	59%
Perception of Social Connectedness	92%	90%	78%	85%	85%

The “Perception of Outcomes of Services” domain received the lowest score (59%) and was the only domain that fell below the desired threshold of 80%. This domain did demonstrate a 7% satisfaction increase from 2014 results. This indicates that only 66% of the families felt that their child was better at handling daily life, 63% of the families felt that their child was getting along better with family, 68% felt their child was getting along better with friends and other people, 60% felt their child was doing better in school and/or work, 56% felt their child was better able to cope when things go wrong, and 62% felt that their child was better able to do things he or she wants to do.

The following questions exhibited the lowest percentage of “agree” responses across majority of the BABH programs and contract providers.

- Question 19, my child is doing better in school and/or work demonstrated 50% agreed for Arenac-CSM, 38% for Arenac-OPT, and 50% for MPA-CSM.
- Question 20, my child is better able to cope when things go wrong demonstrated 50% agreed for Arenac-CSM, 29% for Arenac-OPT, and 42% for MPA-CSM.
- Question 21, I am satisfied with our family life right now demonstrated 50% agreed for Arenac-CSM, 52% for Arenac-OPT, 42% for MPA-CSM and 62% for MPA-OPT.
- Question 22, my child is better able to do things he or she wants to do demonstrated 50% agreed for Arenac-CSM, 52% for Arenac-OPT, 67% for MPA-CSM and 71% for MPA-OPT.

Figure 4

Youth - Combined Responses -BABH Programs and Contract Providers	2015	2014
<b>Access</b>		
Q7. The services my child and/or family received were right for us.	89%	88%
Q8. The location of services was convenient for us.	92%	85%
Q9. Services were available at times that were convenient for us.	90%	90%
Q10. My family got the help we wanted for my child.	87%	79%
Q11. My family got as much help as we needed for my child.	78%	77%

<b>Participation in Treatment</b>		
Q2. I helped to choose my child's services.	92%	83%
Q3. I helped to choose my child's treatment goals.	92%	92%
Q6. I participated in my child's treatment.	95%	93%
<b>Cultural Sensitivity</b>		
Q12. Staff treated me with respect.	95%	99%
Q13. Staff respected my family's religious/spiritual beliefs.	91%	93%
Q14. Staff spoke with me in a way that I understand.	97%	99%
Q15. Staff were sensitive to my cultural/ethnic background.	93%	93%
<b>Appropriateness</b>		
Q1. Overall, I am satisfied with the services my child received.	91%	89%
Q4. The people helping my child stuck with us no matter what.	85%	87%
Q5. I felt my child had someone to talk to when she/he was troubled.	89%	90%
<b>Outcomes</b>		
Q16. My child is better at handling daily life.	66%	63%
Q17. My child gets along better with family.	63%	55%
Q18. My child gets along better with friends and other people.	68%	61%
Q19. My child is doing better in school and/or work.	60%	58%
Q20. My child is better able to cope when things go wrong.	56%	56%
Q21. I am satisfied with our family life right now.	57%	56%
Q22. My child is better able to do things he or she wants to do.	62%	59%
<b>Social Connectedness</b>		
Q23. I know people who will listen and understand me when I need to talk.	87%	83%
Q24. I have people that I am comfortable talking with about my child's problems.	84%	83%
Q25. In a crisis, I would have the support I need from family or friends.	79%	83%
Q26. I have people with whom I can do enjoyable things.	87%	81%

### Survey Findings

The Adult Perception of Care Survey (MHSIP)

Figure 6 demonstrates the percentage of agreement for each domain. Please refer to the scoring methodology above with questions related to the calculations. Those who responded to the survey indicated agreement consistent or at an increased percentage compared to those who responded for the 2014 survey in all of the domains. Five out of seven domains demonstrated an increase of scores from 2014. Four domains scored above the desired threshold of 80%. BABH and contract providers scored the highest (90% or above) in the "General Satisfaction", "Perception of Access", "Perception of Quality and Appropriateness" and "Perception of Participation in Treatment" domains. There were three domains that scored below the desired threshold: "Perception of Outcomes", "Perception of Functioning" and "Perception of Social Connectedness".

Figure 6 Adult Percent in Agreement	2011	2012	2013	2014	2015
General Satisfaction	97%	91%	93%	96%	97%
Perception of Access	96%	88%	95%	96%	96%
Perception of Quality and Appropriateness	95%	91%	90%	94%	95%
Perception of Participation in Treatment	95%	90%	92%	94%	95%
Perception of Outcome of Services	68%	69%	78%	69%	71%

Perception of Functioning	72%	64%	76%	63%	63%
Perception of Social Connectedness	76%	72%	80%	74%	76%

The “Perception of Functioning” domain received the lowest score (63%). The percentage in agreement remained the same from 2014. This indicates that 54% felt that their symptoms were not bothering them as much, 63% felt they did things that were more meaningful to them, only 71% reported being able to better take care of their needs, 64% felt they were better able to handle things that went wrong and 62% reported being able to do things that they wanted to do.

The following questions exhibited the lowest percentage for “agree” across majority of the BABH programs and contract providers.

- Question 26, I do better in school and/or work. For Arenac-CSM 33% agreed, Arenac-OPT 51%, BABH-CSM 59%, LIST-OPT 59%, MBPA-OPT 45% and MPA-CSM 48%.
- Question 28, my symptoms are not bothering me as much. For Arenac-CSM 47% agreed, Arenac-OPT 53%, BABH-CSM 78%, LIST-OPT 56%, MBPA-CSM 74%, MBPA-OPT 42%, MPA-CSM 55% and MPA-OPT 59%.
- Question 31, I am better able to handle things when they go wrong. For Arenac-CMS 65% agreed, Arenac-OPT 57%, LIST-OPT 53%, MBPA-CSM 65%, MBPA-OPT 69%, MPA-CSM 59% and MPA-OPT 66%.
- Question 35, I feel I belong in my community. For Arenac-OPT 41% agreed, LIST-OPT 38%, MBPA-OPT 46%, MPA-CSM 62% and MPA-OPT 59%. See Figure 9 for combined responses for BABH program and contract providers.

Figure 7

Adult - Combined Responses - BABH Programs and Contract Providers	2015	2014
<b>General Satisfaction</b>		
Q1. I like the services that I received.	98%	97%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	94%	94%
Q3. I would recommend this agency to a friend or family member.	94%	94%
<b>Access</b>		
Q4. The location of services was convenient.	90%	89%
Q5. Staff were willing to see me as often as I felt it was necessary.	95%	91%
Q6. Staff returned my calls within 24 hours.	87%	93%
Q7. Services were available at times that were good for me.	96%	94%
Q8. I was able to get all the services I thought I needed.	92%	91%
Q9. I was able to see a psychiatrist when I wanted to.	78%	81%
<b>Quality/Appropriateness</b>		
Q10. Staff believed that I could grow, change and recover.	90%	91%
Q12. I felt free to complain.	87%	89%
Q13. I was given information about my rights.	96%	96%
Q14. Staff encouraged me to take responsibility for how I live my life.	92%	93%
Q15. Staff told me what side effects to watch for.	78%	83%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	96%	94%

Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	87%	90%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	89%	91%
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	81%	82%
<b>Participation in Treatment Planning</b>		
Q11. I felt comfortable asking questions about my treatment, services, and medication.	92%	92%
Q17. I, not staff, decided my treatment goals.	86%	88%
<b>Outcomes</b>		
Q21. I deal more effectively with daily problems.	77%	76%
Q22. I am better able to control my life.	71%	71%
Q23. I am better able to deal with crisis.	67%	67%
Q24. I am getting along better with my family.	67%	67%
Q25. I do better in social situations.	59%	58%
Q26. I do better in school and/or work.	37%	58%
Q27. My housing situation has improved.	53%	61%
Q28. My symptoms are not bothering me as much.	54%	54%
<b>Functioning</b>		
Q28. My symptoms are not bothering me as much.	54%	54%
Q29. I do things that are more meaningful to me.	63%	63%
Q30. I am better able to take care of my needs.	71%	69%
Q31. I am better able to handle things when they go wrong.	64%	60%
Q32. I am better able to do things that I want to do.	62%	65%
<b>Social Connectedness</b>		
Q33. I am happy with the friendships I have.	69%	70%
Q34. I have people with who I can do enjoyable things.	73%	71%
Q35. I feel I belong in my community.	55%	55%
Q36. In a crisis, I would have the support I need from family or friends.	71%	71%

#### Recommendations/Improvement Opportunities

The QI Council recommended that an acceptable threshold be set at an 80% rate of agreement per domain. Each domain below 80% is subject to a corrective action/improvement plan. It is recommended this information be shared with department staff and the Consumer Council to identify improvement areas. The areas of focus for improvement are “Perception of Functioning” and “Perception of Outcome of Services” domains. The questions within these domains pertain to a client’s level of functioning and symptom management. Improvement opportunities should consist of increasing psychosocial education for consumers, along with staff training pertaining to symptom management. Another recommendation is to further explore curriculums such as Illness Management Recovery (IMR), which is evidence-based and focuses on these specific areas. IMR has shown to improve outcome measures on recovery and customer satisfaction surveys.

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Date: 5/04/2016

Quality Assessment and Performance Improvement Program  
2015 Perception of Care Report



Attachment A Youth Survey		Bay- Arenac HB	Arenac CSM	Arenac OPT	LIST	MPA CSM	MPA OPT	Bay CSM
Appropriateness	<b>Domain Average %</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>	<b>*no data</b>	<b>86%</b>	<b>93%</b>	<b>100%</b>
1. Overall, I am satisfied with the services my child received.	% Agreement	100%	100%	88%		86%	92%	100%
	# Agree	8	4	22		12	54	4
	# Valid Respondents	8	4	25		14	59	4
4. The people helping my child stuck with us no matter what.	% Agreement	100%	75%	88%		79%	85%	100%
	# Agree	8	3	22		11	50	4
	# Valid Respondents	8	4	25		14	59	4
5. I felt my child had someone to talk to when she/he was troubled.	% Agreement	100%	50%	80%		86%	97%	100%
	# Agree	8	2	20		11	57	4
	# Valid Respondents	8	4	25		14	59	4
Perception of Access	<b>Domain Average %</b>	<b>100%</b>	<b>100%</b>	<b>84%</b>		<b>77%</b>	<b>86%</b>	<b>100%</b>
7. The services my child and/or family received were right for us.	% Agreement	88%	100%	88%		69%	92%	100%
	# Agree	7	4	22		9	54	4
	# Valid Respondents	8	4	25		13	59	4
10. My family got the help we wanted for my child.	% Agreement	75%	75%	80%		77%	93%	100%
	# Agree	6	3	20		10	55	4
	# Valid Respondents	8	4	25		13	59	4
11. My family got as much help as we needed for my child.	% Agreement	88%	75%	68%		77%	83%	100%
	# Agree	7	3	17		10	49	4
	# Valid Respondents	8	4	25		13	59	4
8. The location of services was convenient for us.	% Agreement	100%	100%	100%		69%	93%	100%
	# Agree	8	4	25		9	55	4
	# Valid Respondents	8	4	25		13	59	4



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Attachment A Youth Survey		Bay-Arenac HB	Arenac CSM	Arenac OPT	LIST	MPA CSM	MPA OPT	Bay CSM
9. Services were available at times that were convenient for us.	% Agreement	100%	100%	96%		77%	90%	100%
	# Agree	8	4	24		10	53	4
	# Valid Respondents	8	4	25		13	59	4
Perception of Cultural Sensitivity	<b>Domain Average %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>79%</b>	<b>97%</b>	<b>100%</b>
12. Staff treated me with respect.	% Agreement	100%	100%	100%		86%	95%	100%
	# Agree	8	4	25		12	55	4
	# Valid Respondents	8	4	25		14	58	4
13. Staff respected my family's religious/spiritual beliefs.	% Agreement	100%	100%	100%		79%	90%	100%
	# Agree	8	4	25		11	52	4
	# Valid Respondents	8	4	25		14	58	4
14. Staff spoke with me in a way that I understand.	% Agreement	100%	100%	100%		86%	98%	100%
	# Agree	8	4	25		12	57	4
	# Valid Respondents	8	4	25		14	58	4
15. Staff were sensitive to my cultural/ethnic background.	% Agreement	100%	100%	96%		79%	95%	100%
	# Agree	8	4	24		11	55	4
	# Valid Respondents	8	4	25		14	58	4
Perception of Participation in Treatment	<b>Domain Average %</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>		<b>86%</b>	<b>93%</b>	<b>100%</b>
2. I helped to choose my child's services.	% Agreement	88%	100%	88%		86%	93%	100%
	# Agree	7	4	22		12	55	4
	# Valid Respondents	8	4	25		14	59	4
3. I helped to choose my child's treatment goals.	% Agreement	100%	100%	88%		86%	93%	100%
	# Agree	8	4	22		12	55	4
	# Valid Respondents	8	4	25		14	59	4

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Attachment A Youth Survey		Bay-Arenac HB	Arenac CSM	Arenac OPT	LIST OPT	MPA CSM	MPA OPT	Bay CSM
6. I participated in my child's treatment.	% Agreement	100%	100%	92%		86%	98%	100%
	# Agree	8	4	23		12	58	4
	# Valid Respondents	8	4	25		14	59	4
Perception of Outcome of Services	<b>Domain Average %</b>	<b>71%</b>	<b>50%</b>	<b>43%</b>		<b>42%</b>	<b>67%</b>	<b>75%</b>
16. My child is better at handling daily life.	% Agreement	71%	75%	52%		50%	76%	75%
	# Agree	5	3	11		6	44	3
	# Valid Respondents	7	4	21		12	58	4
17. My child gets along better with family.	% Agreement	86%	75%	57%		50%	71%	100%
	# Agree	6	3	12		6	41	4
	# Valid Respondents	7	4	21		12	58	4
18. My child gets along better with friends and other people.	% Agreement	71%	75%	52%		58%	78%	100%
	# Agree	5	3	11		7	45	4
	# Valid Respondents	7	4	21		12	58	4
19. My child is doing better in school and/or work.	% Agreement	71%	50%	38%		50%	74%	100%
	# Agree	5	2	8		6	43	4
	# Valid Respondents	7	4	21		12	58	4
20. My child is better able to cope when things go wrong.	% Agreement	71%	50%	29%		42%	71%	75%
	# Agree	5	2	6		5	41	3
	# Valid Respondents	7	4	21		12	58	4
21. I am satisfied with our family life right now.	% Agreement	43%	50%	52%		42%	62%	100%
	# Agree	3	2	11		5	36	4
	# Valid Respondents	7	4	21		12	58	4

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BEHAVIORAL HEALTH

Attachment A Youth Survey		Bay-Arenac HB	Arenac CSM	Arenac OPT	LIST OPT	MPA CSM	MPA OPT	Bay CSM
22. My child is better able to do things he or she wants to do.	% Agreement	57%	50%	52%		67%	71%	75%
	# Agree	4	2	11		8	41	3
	# Valid Respondents	7	4	21		12	58	4
Perception of Social Connectedness	<b>Domain Average %</b>	<b>100%</b>	<b>100%</b>	<b>92%</b>		<b>69%</b>	<b>83%</b>	<b>100%</b>
23. I know people who will listen and understand me when I need to talk.	% Agreement	100%	100%	88%		77%	90%	100%
	# Agree	7	4	22		10	52	4
	# Valid Respondents	7	4	25		13	58	4
24. I have people that I am comfortable talking with about my child's problems.	% Agreement	100%	100%	84%		69%	88%	100%
	# Agree	7	4	21		9	51	4
	# Valid Respondents	7	4	25		13	58	4
25. In a crisis, I would have the support I need from family or friends.	% Agreement	86%	75%	84%		69%	81%	100%
	# Agree	6	3	21		9	47	4
	# Valid Respondents	7	4	25		13	58	4
26. I have people with whom I can do enjoyable things.	% Agreement	86%	100%	92%		77%	86%	100%
	# Agree	6	4	23		10	51	4
	# Valid Respondents	7	4	25		13	59	4

Quality Assessment and Performance Improvement Program  
2015 Perception of Care Report



Attachment B Adult Survey		ACT	Arenac CMS	Arenac OPT	BABH CSM	BABH OBRA	BABH SrOutreach	LIST OPT	MBPA CSM	MPBA OPT	MPA CSM	MPA OPT
General Satisfaction	<b>Domain Average %</b>	<b>88%</b>	<b>100%</b>	<b>93%</b>	<b>88%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>	<b>97%</b>	<b>100%</b>	<b>99%</b>	<b>99%</b>
1. I like the services that I received.	% Agreement	100%	100%	96%	95%	100%	100%	92%	97%	100%	98%	99%
	# Agree	17	26	69	39	6	10	36	37	69	103	97
	# Valid Respondents	17	26	72	41	6	10	39	38	69	105	98
2. If I had other choices, I would still choose to get services from this mental healthcare agency.	% Agreement	82%	100%	92%	85%	100%	100%	85%	97%	99%	93%	96%
	# Agree	14	26	66	35	6	10	33	37	68	98	94
	# Valid Respondents	17	26	72	41	6	10	39	38	69	105	98
3. I would recommend this agency to a friend or family member.	% Agreement	71%	100%	90%	78%	100%	100%	87%	87%	99%	97%	99%
	# Agree	12	26	65	32	6	10	34	33	68	102	97
	# Valid Respondents	17	26	72	41	6	10	39	38	69	105	98
Perception of Access	<b>Domain Average %</b>	<b>94%</b>	<b>100%</b>	<b>98%</b>	<b>93%</b>	<b>100%</b>	<b>80%</b>	<b>86%</b>	<b>95%</b>	<b>98%</b>	<b>97%</b>	<b>99%</b>
4. The location of services was convenient.	% Agreement	88%	91%	94%	75%	100%	60%	83%	97%	94%	92%	90%
	# Agree	15	21	62	30	3	3	29	37	59	90	80
	# Valid Respondents	17	23	66	40	3	5	35	38	63	98	89
5. Staff were willing to see me as often as I felt it was necessary.	% Agreement	88%	100%	97%	90%	100%	80%	89%	89%	95%	97%	97%
	# Agree	15	23	64	36	3	4	31	34	60	95	86
	# Valid Respondents	17	23	66	40	3	5	35	38	63	98	89
6. Staff returned my calls within 24 hours.	% Agreement	94%	91%	97%	78%	100%	80%	91%	82%	92%	89%	94%
	# Agree	16	21	64	31	3	4	32	31	58	87	84
	# Valid Respondents	17	23	66	40	3	5	35	38	63	98	89
7. Services were available at times that were good for me.	% Agreement	100%	100%	100%	88%	100%	100%	86%	100%	95%	99%	96%
	# Agree	17	23	66	35	3	5	30	38	60	97	85
	# Valid Respondents	17	23	66	40	3	5	35	38	63	98	89

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8. I was able to get all the services I thought I needed.	% Agreement	94%	91%	92%	93%	100%	80%	89%	89%	95%	94%	96%
	# Agree	16	21	61	37	3	4	31	34	60	92	85
	# Valid Respondents	17	23	66	40	3	5	35	38	63	98	89
9. I was able to see a psychiatrist when I wanted to.	% Agreement	88%	74%	88%	73%	100%	80%	83%	82%	81%	85%	88%
	# Agree	15	17	58	29	3	4	29	31	51	83	78
	# Valid Respondents	17	23	66	40	3	5	35	38	63	98	89
Perception of Quality and Appropriateness	<b>Domain Average %</b>	<b>80%</b>	<b>87%</b>	<b>95%</b>	<b>92%</b>	<b>80%</b>	<b>80%</b>	<b>88%</b>	<b>94%</b>	<b>93%</b>	<b>98%</b>	<b>98%</b>
10. Staff believed that I could grow, change and recover.	% Agreement	93%	83%	85%	86%	80%	100%	88%	84%	93%	97%	85%
	# Agree	14	19	51	32	4	5	28	27	57	92	83
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87
12. I felt free to complain.	% Agreement	73%	91%	92%	86%	100%	80%	78%	84%	90%	86%	93%
	# Agree	11	21	55	32	5	4	25	27	55	82	81
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87
13. I was given information about my rights.	% Agreement	93%	96%	98%	95%	80%	80%	91%	97%	95%	99%	98%
	# Agree	14	22	59	35	4	4	29	31	58	94	85
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87
14. Staff encouraged me to take responsibility for how I live my life.	% Agreement	80%	78%	95%	95%	80%	80%	94%	97%	90%	96%	98%
	# Agree	12	18	57	35	4	4	30	31	55	91	85
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87
15. Staff told me what side effects to watch for.	% Agreement	73%	70%	85%	76%	40%	80%	75%	88%	84%	86%	89%
	# Agree	11	16	51	28	2	4	24	28	51	82	77
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87
16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	% Agreement	93%	96%	97%	92%	100%	100%	91%	97%	97%	97%	99%
	# Agree	14	22	58	34	5	5	29	31	59	92	86
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87

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18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	% Agreement	87%	83%	92%	92%	100%	80%	88%	84%	93%	92%	91%
	# Agree	13	19	55	34	5	4	28	27	57	87	79
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	% Agreement	80%	83%	97%	86%	80%	80%	81%	88%	89%	99%	94%
	# Agree	12	19	58	32	4	4	26	28	54	94	82
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87
20. I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line, etc.).	% Agreement	93%	78%	83%	78%	100%	80%	72%	88%	75%	92%	91%
	# Agree	14	18	50	29	5	4	23	28	46	87	79
	# Valid Respondents	15	23	60	37	5	5	32	32	61	95	87
Perception of Participation in Treatment	<b>Domain Average %</b>	<b>100%</b>	<b>100%</b>	<b>96%</b>	<b>93%</b>	<b>100%</b>	<b>90%</b>	<b>84%</b>	<b>97%</b>	<b>94%</b>	<b>99%</b>	<b>95%</b>
11. I felt comfortable asking questions about my treatment, services and medication.	% Agreement	93%	92%	94%	88%	100%	90%	82%	97%	94%	97%	94%
	# Agree	14	23	66	38	6	9	31	35	65	101	92
	# Valid Respondents	15	25	70	43	6	10	38	36	69	104	98
17. I, not staff, decided my treatment goals.	% Agreement	80%	96%	91%	84%	100%	90%	68%	89%	87%	90%	87%
	# Agree	12	24	64	36	6	9	26	32	60	94	85
	# Valid Respondents	15	25	70	43	6	10	38	36	69	104	98
Perception of Outcome of Services	<b>Domain Average %</b>	<b>82%</b>	<b>73%</b>	<b>67%</b>	<b>78%</b>	<b>67%</b>	<b>50%</b>	<b>63%</b>	<b>74%</b>	<b>61%</b>	<b>74%</b>	<b>74%</b>
21. I deal more effectively with daily problems.	% Agreement	91%	87%	77%	81%	33%	50%	70%	74%	77%	78%	82%
	# Agree	10	13	33	22	1	1	19	17	24	57	56
	# Valid Respondents	11	15	43	27	3	2	27	23	31	73	68
22. I am better able to control my life.	% Agreement	82%	80%	81%	85%	67%	50%	70%	70%	61%	75%	63%
	# Agree	9	12	35	23	2	1	19	16	19	55	43
	# Valid Respondents	11	15	43	27	3	2	27	23	31	73	68

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23. I am better able to deal with crisis.	% Agreement	91%	73%	70%	89%	67%	50%	63%	65%	68%	70%	71%
	# Agree	10	11	30	24	2	1	17	15	21	51	48
	# Valid Respondents	11	15	43	27	3	2	27	23	31	73	68
24. I am getting along better with my family.	% Agreement	91%	80%	67%	70%	100%	50%	63%	65%	71%	70%	71%
	# Agree	10	12	29	19	3	1	17	16	22	51	48
	# Valid Respondents	11	15	43	27	3	2	27	23	31	73	68
25. I do better in social situations.	% Agreement	91%	67%	60%	67%	67%	50%	48%	78%	61%	63%	62%
	# Agree	10	10	26	18	2	1	13	18	19	46	42
	# Valid Respondents	11	15	43	27	3	2	27	23	31	73	68
26. I do better in school and/or work.	% Agreement	64%	33%	51%	59%	33%	100%	59%	74%	45%	48%	60%
	# Agree	7	5	22	16	1	2	16	17	14	35	41
	# Valid Respondents	11	15	43	27	3	2	27	23	31	73	68
27. My housing situation has improved.	% Agreement	82%	67%	63%	78%	0%	50%	59%	65%	58%	62%	60%
	# Agree	9	10	27	21	0	1	16	15	18	45	41
	# Valid Respondents	11	15	43	27	3	2	27	23	31	73	68
28. My symptoms are not bothering me as much. (Outcomes)	% Agreement	64%	47%	53%	78%	67%	50%	56%	74%	42%	55%	59%
	# Agree	7	7	23	21	2	1	15	17	13	40	40
	# Valid Respondents	11	15	43	27	3	2	27	23	31	73	68
Perception of Functioning	<b>Domain Average %</b>	<b>57%</b>	<b>65%</b>	<b>57%</b>	<b>88%</b>	<b>80%</b>	<b>90%</b>	<b>61%</b>	<b>70%</b>	<b>63%</b>	<b>57%</b>	<b>58%</b>
28. My symptoms are not bothering me as much. (Functioning)	% Agreement	64%	48%	51%	80%	80%	90%	45%	59%	51%	55%	55%
	# Agree	9	11	32	33	4	9	17	22	34	55	53
	# Valid Respondents	14	23	63	41	5	10	38	37	67	100	96
29. I do things that are more meaningful to me.	% Agreement	71%	61%	63%	80%	80%	90%	66%	68%	54%	59%	65%
	# Agree	10	14	40	33	4	9	25	25	36	59	62
	# Valid Respondents	14	23	63	41	5	10	38	37	67	100	96

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30. I am better able to take care of my needs.	% Agreement	79%	70%	60%	90%	80%	90%	61%	70%	72%	71%	72%
	# Agree	11	16	38	37	4	9	23	26	48	71	69
	# Valid Respondents	14	23	63	41	5	10	38	37	67	100	96
31. I am better able to handle things when they go wrong.	% Agreement	57%	65%	57%	85%	100%	90%	53%	65%	69%	59%	66%
	# Agree	8	15	36	35	5	9	20	24	46	59	63
	# Valid Respondents	14	23	63	41	5	10	38	37	67	100	96
32. I am better able to do things that I want to do.	% Agreement	79%	57%	62%	83%	80%	70%	50%	65%	66%	60%	57%
	# Agree	11	13	39	34	4	7	19	24	44	60	55
	# Valid Respondents	14	23	63	41	5	10	38	37	67	100	96
Perception of Social Connectedness	<b>Domain Average %</b>	<b>80%</b>	<b>79%</b>	<b>66%</b>	<b>90%</b>	<b>100%</b>	<b>80%</b>	<b>59%</b>	<b>36%</b>	<b>70%</b>	<b>78%</b>	<b>81%</b>
33. I am happy with the friendships I have.	% Agreement	80%	67%	69%	90%	100%	80%	57%	72%	64%	76%	71%
	# Agree	12	16	48	37	6	8	21	26	43	77	66
	# Valid Respondents	15	24	70	41	6	10	37	36	67	101	93
34. I have people with who I can do enjoyable things.	% Agreement	73%	83%	73%	83%	83%	90%	65%	78%	70%	76%	80%
	# Agree	11	20	51	34	5	9	24	28	47	77	74
	# Valid Respondents	15	24	70	41	6	10	37	36	67	101	93
35. I feel I belong in my community.	% Agreement	80%	63%	41%	80%	83%	80%	38%	92%	46%	62%	59%
	# Agree	12	15	29	33	5	8	14	24	31	63	55
	# Valid Respondents	15	24	70	41	6	10	37	36	67	101	93
36. In a crisis, I would have the support I need from family or friends.	% Agreement	60%	75%	73%	71%	67%	80%	59%	78%	73%	74%	75%
	# Agree	9	18	51	29	4	8	22	28	49	75	70
	# Valid Respondents	15	24	70	41	6	10	37	36	67	101	93