

BABH Quality Assessment and Performance Improvement Program  
2021 Perception of Care Report

**Introduction**

The Michigan Department of Health and Human Services (MDHHS) 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 (YSS). Previously, the survey was distributed during face-to-face contacts over a two-week period. Due to the COVID-19 pandemic, the surveys were distributed via mail over a four-week period last year and this year. 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.

**Survey Response Rates**

Surveys were sent to all consumers that were currently active to services at the time of distribution. Clinicians were asked to discuss the survey with their consumers during their appointments for the month of July. Consumers were also provided with information on how to contact the Quality Manager if assistance was needed to complete the survey. 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 indicate the return rate for each provider by program and survey type.

Figure 1 – MHSIP - Adults					2021	
	2017 Response	2018 Response	2019/2020 Response	2021 Response	Distributed	Received
Arenac - CSM	82%	81%	27%	26%	66	17
Arenac - OPT	94%	62%	22%	23%	154	36
Bay - ACT	42%	26%	9%	9.6%	52	5
Bay - CSM	32%	24%	19%	23%	209	47
Bay - OPT	*	*	24%	29%	24	7
List Psych - OPT	94%	97%	23%	23%	57	13
MPA - CSM	67%	86%	19%	17%	235	39
MPA - OPT	87%	75%	12%	7%	202	14
Saginaw Psych - CSM	*	*	19%	17%	145	24
Saginaw Psych - OPT	67%	38%	15%	8%	62	5

\* No data available

**Analysis:** Due to the national COVID-19 pandemic, the surveys were distributed via mail in 2020 and 2021 compared to being given to consumers during face to face contacts in previous years. This had a significant impact on the return rate. For the MHSIP survey, there were 207 surveys returned in 2021 compared to 276 surveys returned in 2019/2020. For the YSS survey, there were 54 surveys received in 2021 compared to 68 surveys received in 2019/2020.

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**Action:** Prior to distributing surveys this year, it was discussed with Primary Network Operations and Quality Management Committee (PNOQMC) members and BABH Leadership Committee members to determine the best option for distribution. There were several options discussed including face to face delivery, mailing surveys, hybrid (mail and face to face delivery), and conflict-free calls. It was determined that it would be best to send surveys via mail and have staff follow-up with consumers on their caseload to offer assistance and encourage participation.

Figure 2 – YSS - Children					2021	
	2017 Response	2018 Response	2019/2020 Response	2021 Response	Distributed	Received
Arenac - CSM	85%	100%	13%	42%	12	5
Arenac - OPT	92%	65%	23%	25%	49	12
Bay - CSM	*	*	4%	9%	11	1
Bay-Arenac - HB	28%	23%	16%	5.5%	72	4
List Psych - OPT	72%	94%	11%	16%	25	4
MPA - CSM	78%	28%	13%	10%	69	7
MPA - OPT	80%	52%	11%	15%	130	19
Saginaw Psych - OPT	*	100%	0%	14%	14	2

\* No data available

**Survey Findings**

The Adult Perception of Care Survey (MHSIP)

Figure 3 – Adult Percent in Agreement per Domain	2016	2017	2018	2019/2020	2021
General Satisfaction	95%	94%	94%	89%	93%
Perception of Access	94%	87%	95%	89%	91%
Perception of Quality and Appropriateness	95%	89%	97%	89%	92%
Perception of Participation in Treatment	88%	89%	95%	91%	93%
Perception of Outcomes	64%	64%	68%	65%	64%
Perception of Functioning	58%	62%	73%	68%	63%
Perception of Social Connectedness	64%	63%	78%	76%	74%

**Analysis:** Figure 3 demonstrates the percentage of agreement for each domain. There are four domains that consistently score above the desired threshold of 80%. All of these domains had an increase in agreeance since last year. There are three domains that consistently score below the desired threshold: Perception of Outcomes, Perception of Functioning, and Perception of Social

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Connectedness. The percentage of agreeance for each of these domains was lower this year than last year.

Figure 4 demonstrates the percentage of agreement for each domain for specific BABH programs and contract service providers.

General Satisfaction							Access						
Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree	Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree
Arenac - CSM	50	1	51	98%	97%	98%	Arenac - CSM	96	5	101	100%	99%	95%
Arenac - OPT	99	9	108	95%	99%	92%	Arenac - OPT	191	14	205	100%	95%	93%
Bay - ACT	14	1	15	*	80%	93%	Bay - ACT	27	3	30	*	97%	90%
Bay - CSM	128	12	140	88%	93%	91%	Bay - CSM	241	29	270	88%	88%	89%
Bay - OPT	17	4	21	*	95%	81%	Bay - OPT	31	5	36	*	89%	86%
List Psych - OPT	30	9	39	90%	85%	77%	List Psych - OPT	54	21	75	83%	83%	72%
MPA - CSM	96	20	116	94%	85%	83%	MPA - CSM	195	36	231	96%	80%	84%
MPA - OPT	39	3	42	95%	93%	93%	MPA - OPT	69	13	82	99%	87%	84%
Sag Psych - CSM	70	2	72	*	70%	97%	Sag Psych - CSM	126	14	140	*	74%	90%
Sag Psych - OPT	12	3	15	100%	100%	80%	Sag Psych - OPT	21	9	30	100%	93%	70%
<b>Grand Total</b>	<b>555</b>	<b>64</b>	<b>619</b>	<b>94%</b>	<b>90%</b>	<b>90%</b>	<b>Grand Total</b>	<b>1051</b>	<b>149</b>	<b>1200</b>	<b>95%</b>	<b>90%</b>	<b>88%</b>
Quality and Appropriateness							Participation in Treatment						
Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree	Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree
Arenac - CSM	127	26	153	100%	87%	83%	Arenac - CSM	28	6	34	100%	93%	82%
Arenac - OPT	285	29	314	100%	93%	91%	Arenac - OPT	62	10	72	100%	95%	86%
Bay - ACT	42	2	44	*	93%	95%	Bay - ACT	9	1	10	*	80%	90%
Bay - CSM	338	55	393	94%	87%	86%	Bay - CSM	82	10	92	82%	89%	89%
Bay - OPT	52	9	61	*	88%	85%	Bay - OPT	13	1	14	*	93%	93%
List Psych - OPT	84	27	111	100%	83%	76%	List Psych - OPT	21	5	26	100%	86%	81%
MPA - CSM	273	72	345	99%	81%	79%	MPA - CSM	63	14	77	96%	83%	82%
MPA - OPT	104	18	122	96%	89%	85%	MPA - OPT	26	2	28	96%	82%	93%
Sag Psych - CSM	193	18	211	*	72%	91%	Sag Psych - CSM	45	2	47	*	76%	96%
Sag Psych - OPT	35	7	42	100%	91%	83%	Sag Psych - OPT	8	2	10	100%	100%	80%
<b>Grand Total</b>	<b>1533</b>	<b>263</b>	<b>1796</b>	<b>97%</b>	<b>91%</b>	<b>85%</b>	<b>Grand Total</b>	<b>357</b>	<b>53</b>	<b>410</b>	<b>95%</b>	<b>91%</b>	<b>87%</b>
Outcomes							Functioning						
Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree	Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree
Arenac - CSM	72	56	128	79%	68%	56%	Arenac - CSM	37	29	66	88%	66%	56%
Arenac - OPT	141	119	260	71%	66%	54%	Arenac - OPT	81	62	143	71%	61%	56%
Bay - ACT	36	1	37	*	67%	97%	Bay - ACT	20	0	20	*	75%	100%
Bay - CSM	240	98	338	67%	69%	71%	Bay - CSM	123	55	178	70%	76%	69%
Bay - OPT	38	13	51	*	73%	74%	Bay - OPT	23	5	28	*	70%	82%
List Psych - OPT	61	38	99	50%	58%	61%	List Psych - OPT	33	19	52	67%	68%	63%
MPA - CSM	152	146	298	65%	56%	51%	MPA - CSM	81	75	156	65%	57%	52%
MPA - OPT	52	53	105	80%	59%	49%	MPA - OPT	28	28	56	81%	66%	50%
Sag Psych - CSM	120	59	179	*	54%	67%	Sag Psych - CSM	68	27	95	*	55%	72%
Sag Psych - OPT	21	15	36	100%	69%	58%	Sag Psych - OPT	9	11	20	100%	89%	45%
<b>Grand Total</b>	<b>933</b>	<b>598</b>	<b>1531</b>	<b>68%</b>	<b>74%</b>	<b>61%</b>	<b>Grand Total</b>	<b>503</b>	<b>311</b>	<b>814</b>	<b>73%</b>	<b>68%</b>	<b>62%</b>

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Social Connectedness						
Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree
Arenac - CSM	49	18	67	88%	69%	73%
Arenac - OPT	88	51	139	90%	72%	63%
Bay - ACT	16	2	18	*	75%	89%
Bay - CSM	134	50	184	79%	79%	73%
Bay - OPT	23	5	28	*	57%	82%
List Psych - OPT	35	17	52	72%	74%	67%
MPA - CSM	88	64	152	77%	64%	58%
MPA - OPT	29	26	55	81%	82%	52%
Sag Psych - CSM	69	27	96	*	60%	72%
Sag Psych - OPT	11	9	20	67%	56%	55%
<b>Grand Total</b>	<b>542</b>	<b>269</b>	<b>811</b>	<b>78%</b>	<b>77%</b>	<b>66%</b>

\* No data available

Figure 5 demonstrates the percentage of agreement for each question in the domain for all BABH programs and contract service providers.

Figure 5 – Adult-Combined Responses - BABH Programs and Contract Providers	2017	2018	19/20	2021	Diff.
<b>General Satisfaction</b>					
Q1. I like the services that I received.	96%	95%	90%	92%	2%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	93%	91%	85%	88%	3%
Q3. I would recommend this agency to a friend or family member.	94%	93%	90%	89%	-1%
<b>Access</b>					
Q4. The location of services was convenient.	91%	90%	88%	91%	3%
Q5. Staff were willing to see me as often as I felt it was necessary.	96%	94%	86%	89%	3%
Q6. Staff returned my calls within 24 hours.	91%	84%	81%	86%	5%
Q7. Services were available at times that were good for me.	96%	94%	92%	91%	-1%
Q8. I was able to get all the services I thought I needed.	92%	92%	87%	88%	1%
Q9. I was able to see a psychiatrist when I wanted to.	83%	78%	80%	79%	-1%
<b>Quality and Appropriateness</b>					
Q10. Staff believed that I could grow, change and recover.	92%	86%	83%	85%	2%
Q12. I felt free to complain.	88%	88%	80%	83%	3%
Q13. I was given information about my rights.	97%	94%	92%	91%	-1%
Q14. Staff encouraged me to take responsibility for how I live my life.	93%	92%	84%	85%	1%
Q15. Staff told me what side effects to watch for.	83%	79%	77%	76%	-1%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	96%	94%	90%	93%	3%
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	92%	84%	86%	84%	-2%

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Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	92%	93%	87%	89%	2%
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	86%	83%	76%	80%	4%
<b>Participation in Treatment</b>					
Q11. I felt comfortable asking questions about my treatment, svcs., and meds.	92%	93%	88%	90%	2%
Q17. I, not staff, decided my treatment goals.	92%	86%	84%	84%	0%
<b>Outcomes</b>					
Q21. I deal more effectively with daily problems.	73%	72%	70%	69%	-1%
Q22. I am better able to control my life.	69%	70%	69%	68%	-1%
Q23. I am better able to deal with crisis.	66%	66%	65%	62%	-3%
Q24. I am getting along better with my family.	68%	65%	67%	64%	-3%
Q25. I do better in social situations.	57%	62%	54%	56%	2%
Q26. I do better in school and/or work.	52%	43%	50%	51%	1%
Q27. My housing situation has improved.	61%	59%	62%	60%	-2%
Q28. My symptoms are not bothering me as much.	56%	56%	53%	54%	1%
<b>Functioning</b>					
Q29. I do things that are more meaningful to me.	68%	68%	64%	65%	1%
Q30. I am better able to take care of my needs.	70%	72%	73%	65%	-7%
Q31. I am better able to handle things when they go wrong.	62%	62%	59%	55%	-4%
Q32. I am better able to do things that I want to do.	66%	70%	64%	62%	-2%
<b>Social Connectedness</b>					
Q33. I am happy with the friendships I have.	69%	73%	72%	69%	-3%
Q34. I have people with who I can do enjoyable things.	71%	74%	74%	71%	-3%
Q35. I feel I belong in my community.	55%	59%	56%	55%	-1%
Q36. In a crisis, I would have the support I need from family or friends.	78%	75%	79%	73%	-6%

**Analysis:** Question 30, “I am better able to take care of my needs,” was the question that had the greatest decrease in agreeance from the 2019/2020 to 2021 survey. Question 36, “In a crisis, I would have the support I need from family or friends,” had the second highest decrease in agreeance from the 2019/2020 to 2021 survey. Question 31, “I am better able to handle things when they go wrong,” had the third highest decrease in agreeance from the 2019/2020 to 2021 survey.

**Action:** There were 1206 MHSIP surveys distributed and 207 returned. In order to have a 95% confidence level to make the results statistically significant, there needed to be 292 surveys returned. The 207 surveys that were returned would produce an 88% confidence level. This is a decrease from the 93% confidence level received last year. Due to the low return rate, there are no specific actions that will be taken on the results. Actions taken on results that are not statistically significant could change processes/procedures that could negatively impact consumers overall. The PNOQMC discussed various options to consider as a way to increase survey return rates including: calling consumers directly, using a hybrid model consisting of hand delivering surveys when possible and mailing,

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emailing consumers the survey via Survey Monkey if possible, or utilizing iPads and other electronic devices when staff visit consumers to have them complete the survey at the time of the appointment. These results will be taken to the Consumer Council meetings to determine if any other feedback/input can be obtained.

**Survey Findings**

The Youth Perception of Care Survey (YSS)

Figure 6 – Youth Percent in Agreement per Domain	2017	2018	19/20	2021
<b>Appropriateness (General Satisfaction)</b>	95%	93%	78%	93%
<b>Perception of Participation in Treatment</b>	93%	95%	92%	95%
<b>Perception of Access</b>	97%	94%	92%	95%
<b>Perception of Cultural Sensitivity</b>	98%	98%	94%	98%
<b>Perception of Outcomes</b>	70%	61%	54%	61%
<b>Perception of Social Connectedness</b>	94%	90%	90%	91%

**Analysis:** Figure 6 demonstrates the percentage of agreement for each domain. There are five out of six domains that consistently score above the desired threshold of 80%. BABH and the contract service providers met the desired threshold in the all domains except Perception of Outcomes. The Perception of Outcomes domain consistently demonstrates a lower score, but had an increase of 7% for the 2021 survey.

Figure 7 demonstrates the percentage of agreement for each domain for each BABH program and contract service providers.

Figure 7 – Youth Percent in Agreement per Domain and Program													
Appropriateness (General Satisfaction)							Participation in Treatment						
Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree	Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree
Arenac - CSM	30	0	30	100%	100%	100%	Arenac - CSM	15	0	15	100%	100%	100%
Arenac - HBS	*	*	*	*	67%	*	Arenac - HBS	*	*	*	*	67%	*
Arenac - OPT	66	6	72	100%	73%	92%	Arenac - OPT	33	3	36	100%		92%
Bay - CSM	4	2	6	*	0%	67%	Bay - CSM	3	0	3	*	100%	100%
Bay - HBS	24	0	24	*	82%	100%	Bay - HBS	12	0	12	*	100%	100%
List Psych - OPT	21	3	24	87%	57%	88%	List Psych - OPT	12	0	12	100%	100%	100%
MPA - CSM	28	14	42	100%	88%	67%	MPA - CSM	17	4	21	100%		81%
MPA - OPT	93	19	112	91%	85%	83%	MPA - OPT	54	3	57	92%	100%	95%
Sag Psych - OPT	6	6	12	100%	*	50%	Sag Psych - OPT	5	1	6	100%	*	83%
<b>Grand Total</b>	<b>272</b>	<b>50</b>	<b>322</b>	<b>93%</b>	<b>78%</b>	<b>84%</b>	<b>Grand Total</b>	<b>151</b>	<b>11</b>	<b>162</b>	<b>95%</b>	<b>92%</b>	<b>93%</b>
Access							Cultural Sensitivity						
Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree	Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree

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Outcomes							Social Connectedness						
Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree	Program	Agree	Disagree	Grand Total	2018 % Agree	19/20 % Agree	2021 % Agree
Arenac - CSM	31	4	35	80%	50%	89%	Arenac - CSM	19	1	20	100%	100%	95%
Arenac - HBS	*	*	*	*	67%	*	Arenac - HBS	*	*	*	*	100%	*
Arenac - OPT	64	20	84	62%	55%	76%	Arenac - OPT	38	6	44	92%	91%	86%
Bay - CSM	1	6	7	*	0%	14%	Bay - CSM	3	1	4	*	100%	75%
Bay - HBS	15	13	28	*	27%	54%	Bay - HBS	14	2	16	*	64%	88%
List Psych - OPT	18	10	28	53%	43%	64%	List Psych - OPT	16	0	16	93%	83%	100%
MPA - CSM	17	32	49	88%	59%	35%	MPA - CSM	23	5	28	88%	100%	82%
MPA - OPT	74	58	132	64%	77%	56%	MPA - OPT	71	5	76	89%	100%	93%
Sag Psych - OPT	5	8	13	0%	*	38%	Sag Psych - OPT	7	1	8	0%	*	88%
<b>Grand Total</b>	<b>225</b>	<b>151</b>	<b>376</b>	<b>61%</b>	<b>54%</b>	<b>60%</b>	<b>Grand Total</b>	<b>191</b>	<b>21</b>	<b>212</b>	<b>90%</b>	<b>90%</b>	<b>90%</b>

Figure 8 demonstrates the percentage of agreement for each question in the domain for all BABH programs and contract service providers.

Figure 8 – Youth-Combined Responses - BABH Programs and Contract Providers	2017	2018	19/20	2021	Diff.
<b>Access</b>					
Q8. The location of services was convenient for us.	94%	95%	89%	96%	7%
Q9. Services were available at times that were convenient for us.	91%	94%	92%	89%	-3%
<b>Participation in Treatment</b>					
Q2. I helped to choose my child’s services.	86%	90%	86%	91%	5%
Q3. I helped to choose my child’s treatment goals.	93%	97%	91%	96%	5%
Q6. I participated in my child’s treatment.	93%	98%	94%	93%	-1%
<b>Cultural Sensitivity</b>					
Q12. Staff treated me with respect.	98%	98%	95%	96%	1%
Q13. Staff respected my family’s religious/spiritual beliefs.	95%	97%	89%	89%	0%
Q14. Staff spoke with me in a way that I understand.	98%	98%	92%	98%	6%
Q15. Staff were sensitive to my cultural/ethnic background.	95%	93%	92%	87%	-5%
<b>Appropriateness</b>					
Q1. Overall, I am satisfied with the services my child received.	94%	94%	80%	89%	9%
Q4. The people helping my child stuck with us no matter what.	95%	88%	88%	85%	-3%
Q5. I felt my child had someone to talk to when she/he was troubled.	94%	96%	82%	83%	1%

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Q7. The services my child and/or family received were right for us.	92%	93%	77%	89%	12%
Q10. My family got the help we wanted for my child.	89%	89%	72%	80%	8%
Q11. My family got as much help as we needed for my child.	85%	85%	68%	81%	13%
<b>Outcomes</b>					
Q16. My child is better at handling daily life.	72%	63%	52%	60%	8%
Q17. My child gets along better with family.	66%	57%	60%	61%	1%
Q18. My child gets along better with friends and other people.	72%	62%	58%	65%	7%
Q19. My child is doing better in school and/or work.	71%	61%	48%	51%	3%
Q20. My child is better able to cope when things go wrong.	59%	58%	51%	52%	1%
Q21. I am satisfied with our family life right now.	66%	62%	62%	69%	7%
Q22. My child is better able to do things he or she wants to do.	74%	72%	58%	61%	3%
<b>Social Connectedness</b>					
Q23. I know people who will listen and understand me when I need to talk.	92%	89%	77%	92%	15%
Q24. I have people that I am comfortable talking with about my child's problems.	91%	89%	85%	92%	7%
Q25. In a crisis, I would have the support I need from family or friends.	88%	88%	75%	92%	17%
Q26. I have people with whom I can do enjoyable things.	91%	86%	78%	83%	5%

**Analysis:** Question 15, “Staff were sensitive to my cultural/ethnic background” saw the biggest decrease in agreeance (5%) for 2021 followed by Question 4, “The people helping my child stuck with us no matter what” and Question 9, “Services were available at times that were convenient for us” both with a 3% decrease in agreeance. Question 15 has shown a decrease in agreeance since at least 2017 with an overall decrease of 18%.

There were several questions that showed a significant increase in agreeance (5% or more) for 2021 compared to last year. There were four questions that showed a 10% or more increase in agreeance.

**Action:** There were 390 YSS surveys distributed and 54 returned. In order to have a 95% confidence level to make the results statistically significant, there needed to be 194 surveys returned. The 54 surveys returned produced a 57% confidence level which was a decrease from last year with a 62% confidence level. Due to the low return rate, there are no specific actions that will be taken on the results. Actions taken on results that are not statistically significant could change processes/procedures that could negatively impact consumers overall. The PNOQMC discussed various options to consider as a way to increase survey return rates including: calling consumers directly, using a hybrid model consisting of hand delivering surveys when possible and mailing, emailing consumers the survey via Survey Monkey if possible, or utilizing iPads and other electronic devices when staff visit consumers to have them complete the survey at the time of the appointment. These results will be taken to the Consumer Council meetings to determine if any other feedback/input can be obtained.