

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 serving individuals with a mental illness 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, distributed face to face, or completed electronically over a four-week period. 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 to be distributed via mail, face to face, or completed electronically to/by 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. The response rates are calculated by dividing the number of surveys that were returned, by the number of surveys that were distributed. Figure 1 below shows the way that surveys were distributed, the number of declines, the number of consumer surveys that were not distributed/no information provided, the total count of surveys returned, and the percentage of surveys returned broken down by program/site.

Figure 1

Program/Site	Total Consumers Listed on Tally Sheets	Total Surveys Mailed to Consumers	Total Surveys Done by Phone	Total Surveys Done Face-to-Face	Total Surveys Done Electronically	Total Surveys Declined	Total Surveys Not Distributed or Left Blank	Total Surveys Returned	% of Surveys Returned
ACT									
Bay	49	1	0	37	0	9	1	20	40.8%
Total ACT	49	1	0	37	0	9	1	20	40.8%
CSM-A									
Arenac	102	14	10	16	2	10	2	36	35.3%
Bay	249	101	2	112	5	22	7	96	38.6%
MPA	260	69	0	96	0	51	34	69	26.5%
Saginaw Psych	270	3	1	95	1	63	107	108	40.0%
Total CSM - Adult	881	187	13	319	8	146	150	309	35.1%
OPT-A									
Arenac	194	139	0	40	0	5	1	55	28.4%
Bay	30	13	0	12	0	2	4	10	33.3%
LPS	225	0	0	2	0	2	61	5	2.2%
MPA	201	97	0	97	2	5	0	86	42.8%
Saginaw Psych	88	24	0	34	4	3	23	29	33.0%
Total OPT - Adult	738	273	0	185	6	17	89	185	25.1%
Home-Based									
Arenac	13	0	0	0	0	0	0	2	15.4%
Bay - Madison	101	6	0	46	0	3	0	22	21.8%
Total Home-Based	114	6	0	46	0	3	0	24	21.1%
CSM-C									
Arenac	15	13	0	1	0	0	1	4	26.7%
Bay	24	0	0	0	0	0	0	0	0.0%
MPA	127	42	0	39	0	43	3	31	24.4%
Saginaw Psych	5	1	0	2	0	2	0	0	0.0%
Total CSM - Child	171	56	0	42	0	45	4	35	20.5%
OPT-C									
Arenac	61	30	0	25	0	4	3	20	32.8%
LPS	91	0	0	3	0	3	33	0	0.0%
MPA	152	27	0	93	0	31	1	57	37.5%
Saginaw Psych	28	6	0	10	0	4	8	8	28.6%
Total OPT - Child	332	63	0	131	0	42	45	85	25.6%

Analysis: For 2022, an accurate response rate could not be determined, because 25% (32/127) of staff did not return the tally sheets used to track the response rate. Additionally, of the tally sheets returned, 289 (17.6%) surveys were not distributed or there was no information marked. These two issues were seen across a variety of programs/sites. Surveys that were distributed were primarily distributed in person (760) or via mail (586). There were 13 surveys that were completed via phone, but this was not a pre-determined method of distribution because it does not allow for anonymity.

Action: Over the past several years, surveys have been distributed in a variety of different ways with varying degrees of success. Historically, hand delivering surveys has been the most successful, but does require a lot of staff time and commitment compared to sending all surveys via mail. After discussion with the provider network and the Consumer Council members, it was determined that handing out surveys face to face is the most effective. Surveys sent via mail can be accurately tracked. BABH decided to include the option of allowing consumers to include their name on the survey (taking away the anonymity) to be entered into a drawing in an effort to increase survey response rates.

Survey Findings

The Adult Perception of Care Survey (MHSIP)- There were a total of 514 MHSIP surveys returned during 2022 which is a significant increase from previous years; 207 in 2021 and 276 in 2020. BABH did increase the programs that could have received a survey this year which would also have had an impact on the return rate.

Figure 2



2022 Perception of Care Report

Analysis: Figure 2 demonstrates the percentage of agreement for each domain for the MHSIP survey from 2018-2022. There are four domains that consistently score above the desired threshold of 80%. All four 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 Connectedness. All three of these domains also showed an increase for this year compared to last year. The Perception of Functioning and Social Connectedness domains saw the biggest increase in agreeance (both about 8%).

The graphs below show the percentage of agreement for each domain for specific BABH programs and contract service providers and the difference between 2021 and 2022.

General Satisfaction Status

Value ● Agree ● Disagree



Analysis for General Satisfaction: Six of the ten programs listed above had a decrease in general satisfaction for 2022 compared to the previous year, however, nine of the ten programs scored above the 80% standard. List Psychological Services (LPS) Outpatient Therapy (OPT) had a 17% decrease in general satisfaction for 2022, but it should be noted that there were 13 surveys returned in 2021 compared to five surveys returned in 2022.

2022 Perception of Care Report

Participation in Treatment

Value ● Agree ● Disagree



Analysis for Participation in Treatment: Six of the nine programs that had improvement or remained the same for 2022 compared to 2021; four of which brought the percentage of agreeance up to 100%. Similar to above, LPS OPT had a decrease in participation in treatment from 2021 (17%), however this was only based on five completed surveys.

2022 Perception of Care Report

Quality and Appropriateness

Value ● Agree ● Disagree



Analysis of Quality and Appropriateness: Eight of the ten programs had an increase in agreeance for 2022 compared to 2021. Nine of the ten programs scored above the 80% standard. Saginaw Psychological Services (SPS) OPT had the greatest increase in agreeance (25%) for 2022 which was the result of 26 surveys. Assertive Community Treatment (ACT) had an 18% decrease in agreeance which was the result of 16 surveys.

2022 Perception of Care Report

Functioning

Value ● Agree ● Disagree



Analysis of Functioning: Six of the ten programs had an increase in agreeance for Functioning during 2022 compared to 2021. Three of these programs had an increase in over 15%. SPS OPT had a 35% increase in agreeance and Arenac Case Management (CSM) had a 20% increase. ACT had a 20% decrease percentage of agreeance. Bay OPT had a 19% decrease which was the result of nine completed surveys.

2022 Perception of Care Report



Analysis of Social Connectedness: Eight of the ten programs had an increase in agreeance or remained the same for Social Connectedness during 2022 compared to 2021. SPS OPT had a 49% increase for 2022 and Michigan Psychiatric Associates (MPA) CSM had a 15% increase. LPS OPT had a 30% decrease which was the result of five surveys and Bay OPT had an 8% decrease in agreeance was the result of nine surveys.

2022 Perception of Care Report



Analysis of Access: Seven of the ten programs had an increase in the percentage of agreeance for Access for 2022. Five of the programs scored 100% agreeance. MPA OPT had a 10% increase in agreeance for 2022 compared to 2021. LPS OPT had a 7% decrease in Access and this was the result of five completed surveys.

2022 Perception of Care Report



Analysis of Outcomes: Five of the ten programs had an increase in agreeance for the Outcomes domain in 2022 compared to 2021. Arenac OPT, MPA CSM, and MPA OPT had an increase of more than 15%. Of those programs that had a decrease in agreeance, the percentages ranged from about 1% to 10%.

2022 Perception of Care Report

Figure 3 demonstrates the percentage of agreement for each question in the domain for all BABH programs and contract service providers. The percentages highlighted in red are those that were less than 80%.

Figure 3

Domain	2017	2018	2019	2020	2021	2022	Difference
General Satisfaction							
Q1. I like the services that I received.	96%	95%	90%	90%	92%	94%	2%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	93%	91%	85%	85%	88%	90%	2%
Q3. I would recommend this agency to a friend or family member.	94%	93%	90%	90%	89%	91%	2%
Access							
Q4. The location of services was convenient.	91%	90%	88%	88%	91%	91%	0%
Q5. Staff were willing to see me as often as I felt it was necessary.	96%	94%	86%	86%	89%	94%	5%
Q6. Staff returned my calls within 24 hours.	91%	84%	81%	81%	86%	89%	3%
Q7. Services were available at times that were good for me.	96%	94%	92%	92%	91%	97%	6%
Q8. I was able to get all the services I thought I needed.	92%	92%	87%	87%	88%	92%	4%
Q9. I was able to see a psychiatrist when I wanted to.	83%	78%	80%	80%	79%	85%	6%
Quality and Appropriateness							
Q10. Staff believed that I could grow, change and recover.	92%	86%	83%	83%	85%	92%	7%
Q12. I felt free to complain.	88%	88%	80%	80%	83%	93%	10%
Q13. I was given information about my rights.	97%	94%	92%	92%	91%	89%	-2%
Q14. Staff encouraged me to take responsibility for how I live my life.	93%	92%	84%	84%	85%	93%	8%
Q15. Staff told me what side effects to watch for.	83%	79%	77%	77%	76%	93%	17%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	96%	94%	90%	90%	93%	81%	-12%
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	92%	84%	86%	86%	84%	95%	11%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	92%	93%	87%	87%	89%	93%	4%
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	86%	83%	76%	76%	80%	92%	12%
Participation in Treatment							
Q11. I felt comfortable asking questions about my treatment, svcs., and meds.	92%	93%	88%	88%	90%	94%	4%
Q17. I, not staff, decided my treatment goals.	92%	86%	84%	84%	84%	85%	1%
Outcomes							
Q21. I deal more effectively with daily problems.	73%	72%	70%	70%	69%	74%	5%
Q22. I am better able to control my life.	69%	70%	69%	69%	68%	72%	4%
Q23. I am better able to deal with crisis.	66%	66%	65%	65%	62%	68%	6%
Q24. I am getting along better with my family.	68%	65%	67%	67%	64%	69%	5%
Q25. I do better in social situations.	57%	62%	54%	54%	56%	62%	6%
Q26. I do better in school and/or work.	52%	43%	50%	50%	51%	60%	9%
Q27. My housing situation has improved.	61%	59%	62%	62%	60%	65%	5%
Q28. My symptoms are not bothering me as much.	56%	56%	53%	53%	54%	60%	6%
Functioning							
Q29. I do things that are more meaningful to me.	68%	68%	64%	64%	65%	68%	3%
Q30. I am better able to take care of my needs.	70%	72%	73%	73%	65%	73%	8%
Q31. I am better able to handle things when they go wrong.	62%	62%	59%	59%	55%	64%	9%
Q32. I am better able to do things that I want to do.	66%	70%	64%	64%	62%	71%	8%
Social Connectedness							
Q33. I am happy with the friendships I have.	69%	73%	72%	72%	69%	73%	4%
Q34. I have people with who I can do enjoyable things.	71%	74%	74%	74%	71%	78%	7%
Q35. I feel I belong in my community.	55%	59%	56%	56%	55%	60%	5%

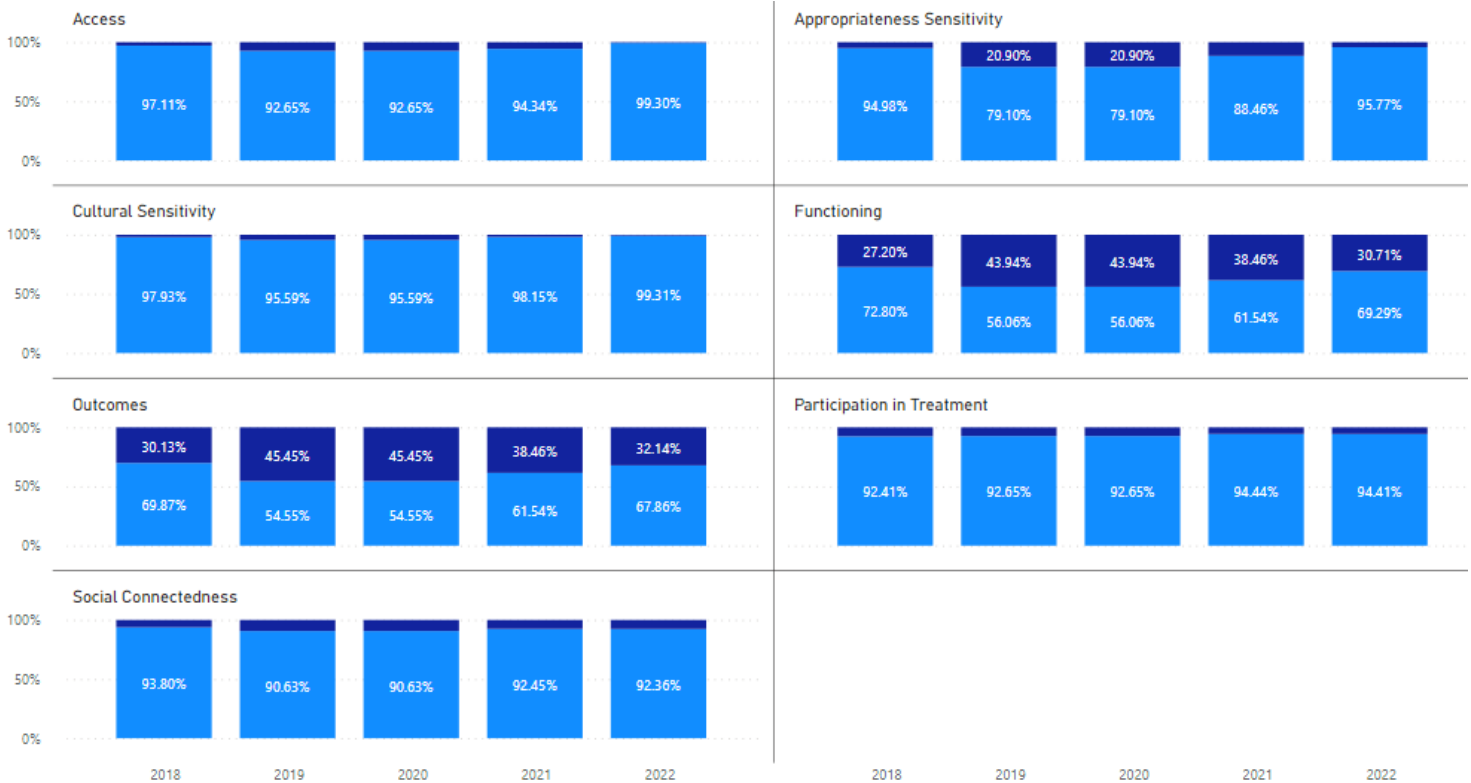
Analysis: Question 15, “Staff told me what side effects to watch for” saw the biggest increase in agreeance (17%) for 2022 compared to 2021 followed by Question 20, “I was encouraged to use consumer-run programs” with a 12% increase in agreeance. There were only two questions that saw a decrease in agreeance in 2022 compared to 2021; Question 13, “I was given information about my rights” and Question 16, “Staff respected my wishes about who is and who is not to be given information about my treatment services.” All of the questions in the Outcomes domain were below 80%, but all showed an increase from 2021.

Action: There were a total of 514 MHSIP surveys returned, but as noted above, the total number of surveys distributed was not reported accurately, therefore, a response rate and confidence level could not be determined. Actions taken on results that are not statistically significant could change processes/procedures that could negatively impact consumers overall. The results of the 2021 survey also showed a low response rate (207) and the PNOQMC and Consumer Council committee decided to offer the survey through various options including: hand delivering surveys when possible, mailing, or utilizing iPads and other electronic devices when staff visited consumers to have them complete the survey electronically at the time of the appointment. After discussion with the provider network and the Consumer Council members, it was determined that handing out surveys face to face is the most effective. Surveys sent via mail can be accurately tracked. BABH decided to include the option of allowing consumers to include their name on the survey (taking away the anonymity) to be entered into a drawing in an effort to increase survey response rates.

Survey Findings

The Youth Perception of Care Survey (YSS)- There were a total of 144 YSS surveys returned which was a significant increase from previous years; 54 returned in 2021 and 68 returned in 2020. BABH did increase the programs that could have received a survey this year which would also have had an impact on the return rate.

Figure 4



Analysis: Figure 4 demonstrates the percentage of agreement for each domain. Five of the seven domains consistently score above the desired threshold of 80%. For 2022, BABH and the contract

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service providers met the desired threshold in the all domains except Perception of Outcomes and Functioning. It should be noted that the Functioning and Outcomes domain contain six out of seven of the same questions. This explains the, almost identical, results. The Perception of Outcomes domain consistently demonstrates a lower percentages of agreements, but had an increase of 6% for the 2022 survey. Five of the seven domains saw an increase in percentage of agreeance for 2022 compared to 2021. The Participation in Treatment and Social Connectedness domain saw a decrease in agreeance, however it was less than 1%.

The graphs below show the percentage of agreement for each domain for specific BABH programs and contract service providers for 2022 compared to previous years. Five of the nine programs had eight or less surveys returned, making analysis difficult, therefore, analysis will only occur for Arenac OPT (20 surveys), Madison Home Based (22 surveys), MPA CSM (31 surveys), and MPA OPT (57 surveys).

Appropriateness Sensitivity

Value ● Agree ● Disagree



Analysis of Appropriateness (General Satisfaction): Of the four programs analyzed, three had an increase in agreeance for 2022 compared to 2021. MPA CSM had a 39% increase in agreeance and Madison Home Based had a 15% decrease in agreeance.

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Analysis of Access: Three of the four programs analyzed had 100% agreeance and one program had a 98.21% agreeance. MPA CSM had a 28.57% increase in agreeance in 2022 compared to 2021.

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

Figure 5

Domain	2017	2018	2019	2020	2021	2022	Difference
Access							
Q8. The location of services was convenient for us.	94%	95%	89%	89%	96%	99%	3%
Q9. Services were available at times that were convenient for us.	91%	94%	92%	92%	89%	94%	5%
Participation in Treatment							
Q2. I helped to choose my child’s services.	86%	90%	86%	86%	91%	92%	1%
Q3. I helped to choose my child’s treatment goals.	93%	97%	91%	91%	96%	95%	-1%
Q6. I participated in my child’s treatment.	93%	98%	94%	94%	93%	94%	1%
Cultural Sensitivity							
Q12. Staff treated me with respect.	98%	98%	95%	95%	96%	99%	3%
Q13. Staff respected my family’s religious/spiritual beliefs.	95%	97%	89%	89%	89%	95%	6%
Q14. Staff spoke with me in a way that I understand.	98%	98%	92%	92%	98%	98%	0%
Q15. Staff were sensitive to my cultural/ethnic background.	95%	93%	92%	92%	87%	94%	7%
Appropriateness							
Q1. Overall, I am satisfied with the services my child received.	94%	94%	80%	80%	89%	96%	7%
Q4. The people helping my child stuck with us no matter what.	95%	88%	88%	88%	85%	92%	7%
Q5. I felt my child had someone to talk to when she/he was troubled.	94%	96%	82%	82%	83%	91%	8%
Q7. The services my child and/or family received were right for us.	92%	93%	77%	77%	89%	90%	1%
Q10. My family got the help we wanted for my child.	89%	89%	72%	72%	80%	86%	6%
Q11. My family got as much help as we needed for my child.	85%	85%	68%	68%	81%	81%	0%
Outcomes							
Q16. My child is better at handling daily life.	72%	63%	52%	52%	60%	58%	-2%
Q17. My child gets along better with family.	66%	57%	60%	60%	61%	66%	5%
Q18. My child gets along better with friends and other people.	72%	62%	58%	58%	65%	65%	0%
Q19. My child is doing better in school and/or work.	71%	61%	48%	48%	51%	57%	6%
Q20. My child is better able to cope when things go wrong.	59%	58%	51%	51%	52%	53%	1%
Q21. I am satisfied with our family life right now.	66%	62%	62%	62%	69%	67%	-2%
Q22. My child is better able to do things he or she wants to do.	74%	72%	58%	58%	61%	75%	14%
Social Connectedness							
Q23. I know people who will listen and understand me when I need to talk.	92%	89%	77%	77%	92%	92%	0%
Q24. I have people that I am comfortable talking with about my child’s problems.	91%	89%	85%	85%	92%	92%	0%
Q25. In a crisis, I would have the support I need from family or friends.	88%	88%	75%	75%	92%	88%	-4%
Q26. I have people with whom I can do enjoyable things.	91%	86%	78%	78%	83%	90%	7%

Analysis: Question 22, “My child is better able to do things he or she wants to do” saw the biggest increase in agreeance (14%) for 2022 compared to 2021 followed by Question 5, “I felt my child had someone to talk to when she/he was troubled” with an 8% increase in agreeance. There were four questions that saw a decrease in agreeance in 2022 compared to 2021. The question that saw the biggest decrease in agreeance (4%) for 2022 compared to 2021 was Question 25, “In a crisis, I would have the support I need from family or friends.”

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Action: In 2021, YSS surveys were only distributed via mail due to COVID-19 and inconsistency with face to face appointments. Due to the low survey response rate in 2021, PNOQMC and the Consumer Council committee decided to offer the survey through various options including: hand delivering surveys when possible, mailing, or utilizing iPads and other electronic devices when staff visited consumers to have them complete the survey electronically at the time of the appointment. The survey response rate increased significantly, however, as noted above, the total number of surveys distributed was not reported accurately, therefore, a response rate and confidence level could not be determined. Actions taken on results that are not statistically significant could change processes/procedures that could negatively impact consumers overall. After discussion with the provider network and the Consumer Council members, it was determined that handing out surveys face to face is the most effective. Surveys sent via mail can be accurately tracked. BABH decided to include the option of allowing consumers to include their name on the survey (taking away the anonymity) to be entered into a drawing in an effort to increase survey response rates.

Submitted by: Sarah Holsinger, LMSW, Quality Manager

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*Updated on 6/1/2023 after input from PNOQMC and the Consumer Council