

Introduction

The Michigan Department of Health and Human Services (MDHHS) requires a survey to be administered annually. 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).

Survey Response Rates

Since 2019, the surveys have been distributed through a variety of different methods including face to face, regular mail, electronic, and hybrid versions. Due to past low response rates and confusion about tracking survey distribution, it was determined that surveys would be distributed face to face during a four-week period in 2023. 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 Distributed (Face-to-Face)	Total Surveys Mailed to Consumers	Total Surveys done by Phone	Total Surveys Declined	Total Surveys Not Distributed (No Face-to-Face, Closed, Deceased...)	Total Surveys Returned	% of Surveys Returned
ACT								
Bay	57	47	0	0	10	0	6	12.8%
Total ACT	57	47	0	0	10	0	6	12.8%
CSM-A								
Arenac	69	49	1	0	9	11	34	69.4%
Bay	269	150	13	0	55	64	34	22.7%
MPA	239	132	4	0	22	85	29	22.0%
Saginaw Psych	275	120	1	0	130	25	67	55.8%
Total CSM-Adult	852	451	19	0	216	185	164	36.4%
OPT-A								
Arenac	187	114	11	0	12	61	54	47.4%
Bay	14	10	0	0	4	0	5	50.0%
LPS	138	73	50	0	8	57	35	47.9%
MPA	302	147	29	2	46	109	74	50.3%
Saginaw Psych	78	41	5	0	18	19	22	53.7%
Total OPT-Adult	719	385	95	2	88	246	190	49.4%
Home-Based								
Arenac	14	9	0	0	1	4	5	55.6%
Bay	79	63	10	0	4	12	20	31.7%
Total Home-Based	93	72	10	0	5	16	25	34.7%
CSM-C								
Arenac	11	9	6	0	0	2	5	55.6%
Bay	16	14	1	0	0	2	2	14.3%
MPA	56	29	7	0	13	14	3	10.3%
Total CSM-Child	83	52	14	0	13	18	10	19.2%
OPT-C								
Arenac	62	32	5	0	6	24	17	53.1%
LPS	70	35	19	0	2	33	10	28.6%
MPA	242	135	12	0	21	86	50	37.0%
Saginaw Psych	22	7	0	0	8	7	2	28.6%
Total OPT-Child	396	209	36	0	37	150	79	37.8%

Analysis: For 2023, there was a 39% response rate (1216/2200) for surveys distributed. A response rate could not be determined for 2022, but this was the highest return rate since 2018. There were 174 (8%) surveys that were mailed (not including those mailed to guardians), and two surveys that were completed by phone, however, these were not approved methods for distribution. Due to low response rates in the past, it was determined that surveys were only supposed to be distributed face to face. There is not a way to determine if the surveys that were returned were those that were distributed in person or by mail. There was a 17% decline rate and 28% of consumers that were not seen for face-to-face contact during the four-week period. The MHSIP survey had a 41% response rate which met the 95% confidence level. The YSS survey had a 34% response rate which did not meet the 95% confidence level; it was an 81% confidence level. A drawing for a \$50 gift card was also offered to consumers if they completed the survey and provided their name/phone number. The only staff seeing this information was the Quality Improvement staff.

Action: Over the past several years, surveys have been distributed in a variety of different ways with varying degrees of success. Ninety-two percent of the surveys were distributed in person during 2023 and it appears that this produced a successful response rate. It is recommended that surveys continue to be hand delivered during face-to-face contacts. The results of the MHSIP can be actioned due to meeting the 95% confidence level, but the YSS results should not be actioned due to only producing an 81% confidence level. It is also recommended that there continues to be the option of being entered for a gift card.

Survey Findings

The Adult Perception of Care Survey (MHSIP) - There were a total of 360 MHSIP surveys returned during 2023 out of 883 surveys distributed, which resulted in a 98% confidence level. It should be noted that Assertive Community Treatment (ACT), Bay Case Management (CSM), Bay Outpatient (OPT), Michigan Psychiatric Associates (MPA) CSM, and Saginaw Psychological Services (SPS) CSM had a significant decrease in the number of surveys completed for 2023 compared to 2022. List Psychological Services (LPS) OPT had a significant increase in the number of surveys completed for 2023 compared to 2022. These differences have the potential to impact the appearance of major increases or decreases in compliance.

Figure 2



Analysis: Figure 2 demonstrates the percentage of agreement for each domain for the MHSIP survey from 2018-2023. There are three domains that consistently score below the desired threshold of 80%: Outcomes, Functioning, and Social Connectedness. Functioning and Outcomes both had an increase in agreement since last year. Four of the seven domains had an increase in agreement for 2023 compared to 2022. The Outcomes domain saw the biggest increase in agreement (6%).

2023 Perception of Care Report

The graphs below show the percentage of agreement for each domain for specific BABH programs and contract service providers and the difference between 2023 compared to previous years.



Analysis for General Satisfaction: Eight of the ten programs listed above had an increase in agreement or remained the same in the General Satisfaction domain for 2023 compared to 2022. All of the programs/providers scored above the 80% standard. LPS OPT had a 17% increase in compared to 2022. LPS OPT had five surveys returned for 2022 compared to 35 for 2023. MPA OPT had a 10% increase in agreement. Arenac CSM had a 9% decrease in the percentage of agreement.

2023 Perception of Care Report

Participation in Treatment

Value ● Agree ● Disagree



Analysis for Participation in Treatment: Four of the nine programs had improvement or remained the same for the Participation in Treatment domain for 2023 compared to 2022. LPS OPT had the biggest percentage of agreement with 33% and MPA OPT had the second biggest increase with 2%. Arenac CSM had a 12% decrease in agreement compared to 2022 and MPA CSM had a 9% decrease. MPA CSM had 29 surveys completed for 2023 compared to 66 in 2022. All of the domains scored above the 80% standard.

2023 Perception of Care Report

Quality and Appropriateness

Value ● Agree ● Disagree



Analysis of Quality and Appropriateness: Five of the ten programs had an increase in agreement or remained the same for the Quality and Appropriateness domain for 2023 compared to 2022. LPS OPT had the greatest increase in agreement (13%) and MPA OPT had a 6% increase. Arenac CSM had a 4% decrease in agreement. All of the programs/providers scored above the 80% standard.

2023 Perception of Care Report

Functioning

Value ● Agree ● Disagree



Analysis of Functioning: Five of the ten programs had an increase in agreement for the Functioning domain during 2023 compared to 2022. Four of these programs had an increase in over 14%. Saginaw Psych OPT had the biggest increase with 20% and Arenac OPT had a 17% increase. MPA CSM had the biggest decrease with 19%.

2023 Perception of Care Report

Social Connectedness

Value ● Agree ● Disagree



Analysis of Social Connectedness: Five of the ten programs had an increase in agreement for the Social Connectedness domain during 2023 compared to 2022. LPS OPT had a 29% increase and MPA OPT had a 12% increase during 2023 compared to 2022. Bay CSM had an 11% decrease and ACT had a 9% decrease.

2023 Perception of Care Report

Access

Value ● Agree ● Disagree



Analysis of Access: Five of the ten programs had an increase in the percentage of agreement or remained the same for the Access domain for 2023 compared to 2022. Three of the programs scored 100% agreement. All programs scored above the 80% standard.

2023 Perception of Care Report



Analysis of Outcomes: Seven of the ten programs had an increase in agreement or remained the same for the Outcomes domain in 2023 compared to 2022. SPS OPT, MPA OPT, LPS OPT, and SPS CSM had an increase of more than 10%. ACT had a 40% decrease, but this is likely due to the decrease in overall surveys completed for 2023 compared to 2022.

2023 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 80% or less.

Figure 3

Domain	2018	2019	2020	2021	2022	2023	Difference
General Satisfaction							
1. I like the services that I received.	96%	90%	90%	92%	94%	95%	1%
2. If I had other choices, I would still choose to get services from this mental healthcare agency.	93%	84%	84%	88%	90%	90%	0%
3. I would recommend this agency to a friend or family member.	94%	90%	90%	89%	91%	92%	1%
Access							
4. The location of services was convenient.	90%	89%	89%	91%	91%	91%	1%
5. Staff were willing to see me as often as I felt it was necessary.	96%	86%	86%	89%	94%	93%	-2%
6. Staff returned my calls within 24 hours.	91%	81%	81%	86%	89%	90%	1%
7. Services were available at times that were good for me.	96%	92%	92%	91%	97%	94%	-2%
8. I was able to get all the services I thought I needed.	93%	87%	87%	88%	92%	92%	1%
9. I was able to see a psychiatrist when I wanted to.	84%	80%	80%	79%	85%	88%	3%
Quality and Appropriateness							
10. Staff believed that I could grow, change and recover	92%	84%	84%	85%	92%	91%	-1%
12. I felt free to complain.	88%	80%	80%	83%	89%	88%	-2%
13. I was given information about my rights.	97%	92%	92%	91%	93%	96%	3%
14. Staff encouraged me to take responsibility for how I live my life	93%	84%	84%	85%	93%	91%	-1%
15. Staff told me what side effects to watch for.	83%	78%	78%	76%	81%	84%	3%
16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	96%	90%	90%	94%	95%	95%	-1%
18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	93%	86%	86%	84%	92%	92%	1%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	93%	87%	87%	89%	94%	93%	-0%
20. I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line, etc.).	86%	76%	76%	81%	85%	84%	-1%
Participation in Treatment							
11. I felt comfortable asking questions about my treatment, services and medication.	92%	89%	89%	90%	93%	93%	0%
17. I, not staff, decided my treatment goals.	92%	84%	84%	84%	93%	89%	-3%
Outcomes							
21. I deal more effectively with daily problems.	73%	70%	70%	69%	74%	77%	2%
22. I am better able to control my life.	70%	69%	69%	68%	72%	75%	3%
23. I am better able to deal with crisis.	67%	65%	65%	62%	68%	69%	1%
24. I am getting along better with my family.	69%	66%	66%	64%	69%	67%	-1%
25. I do better in social situations.	58%	54%	54%	56%	62%	62%	-1%
26. I do better in school and/or work.	53%	52%	52%	51%	60%	61%	1%
27. My housing situation has improved.	61%	63%	63%	60%	65%	69%	3%
28. My symptoms are not bothering me as much.	57%	54%	54%	54%	60%	58%	-2%
Functioning							
29. I do things that are more meaningful to me.	69%	64%	64%	65%	68%	69%	1%
30. I am better able to take care of my needs.	70%	73%	73%	65%	73%	72%	-1%
31. I am better able to handle things when they go wrong.	63%	59%	59%	55%	64%	66%	2%
32. I am better able to do things that I want to do.	67%	64%	64%	62%	70%	68%	-3%
Social Connectedness							
33. I am happy with the friendships I have.	69%	72%	72%	69%	73%	76%	3%
34. I have people with who I can do enjoyable things.	71%	74%	74%	71%	78%	78%	-0%
35. I feel I belong in my community.	56%	56%	56%	55%	60%	57%	-3%
36. In a crisis, I would have the support I need from family or	78%	79%	79%	73%	77%	75%	-2%

Analysis: There were six questions that had a 3% increase in agreement for 2023 compared to 2022, which was the biggest increase in agreement. These were found throughout four different domains. Question 17, “I, not staff, decided my treatment goals,” Question 32, “I am better able to do things that I want to do,” and Question 35, “I feel I belong in my community,” were the three questions that had the biggest decrease in agreement for 2023 with 3%. All of the questions in the Outcomes, Functioning, and Social Connectedness domains were below 80% which is typical of previous years.

Action: Over the past several years, surveys have been distributed through a variety of methods. This year the surveys were distributed primarily face to face and consumers/guardians had the chance to win a \$50 gift card. There was a total of 360 MHSIP surveys returned resulting in a 98% confidence level. The PNOQMC committee determined that providing the survey results and reviewing the Person Centered Planning policy with staff will remind them to make sure consumers are determine their goals and objectives. Staff will also be reminded of the option of using Independent Facilitation to make sure consumers are receiving a plan of service that is specific and unique to their goals and desires.

Survey Findings

The Youth Perception of Care Survey (YSS)- There were a total of 114 YSS surveys returned out of 333 surveys distributed for 2023 which resulted in an 81% confidence level. Four programs had an increase in surveys and four programs had a decrease in surveys. LPS had zero surveys returned in 2022 and 10 surveys returned in 2023. MPA CSM had 31 surveys returned in 2022 and 3 surveys returned in 2023.

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 2023, BABH and the contract service providers met the desired threshold in all the domains except the Outcomes and Functioning domains. It should be noted that the Functioning and Outcomes domains contain six out of seven of the same questions. This explains the, almost identical, results. The Social Connectedness and Participation in Treatment domains had an increase in agreement for 2023 compared to 2022. The other domains had a decrease in agreement, but this was less than 2%.

The graphs below show the percentage of agreement for each domain for specific BABH programs and contract service providers for 2023 compared to previous years. Six of the nine programs had ten or less surveys returned, making analysis difficult, therefore, analysis will only occur for Arenac OPT (17 surveys), Madison Home Based (20 surveys), and MPA OPT (50 surveys).



Analysis of Appropriateness (General Satisfaction): Of the three programs analyzed, Arenac OPT had 100% in agreement for 2023 and 2022. Madison Home Based had 100% in agreement which was a 15% increase in agreement for 2023 compared to 2022. MPA OPT had less than .3% decrease in agreement. All of these programs scored well above the 80% standard.

2023 Perception of Care Report

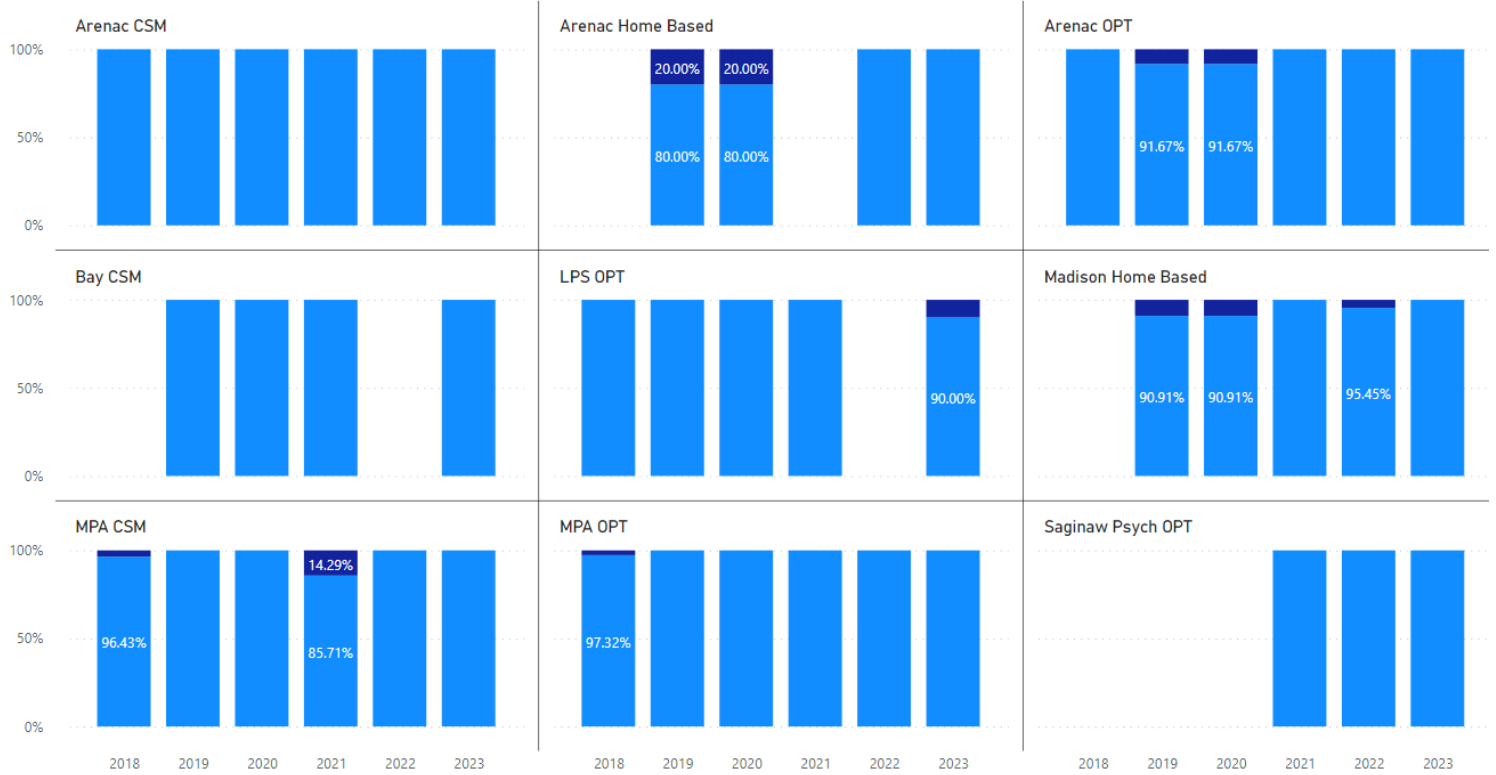


Analysis of Access: For 2023, Arenac OPT had 100% in agreement, Madison Home Based had 95% agreement (5% decrease compared to 2022), and MPA OPT had 98% agreement. All of these programs scored well above the 80% standard.

2023 Perception of Care Report

Cultural Sensitivity

Value ● Agree ● Disagree

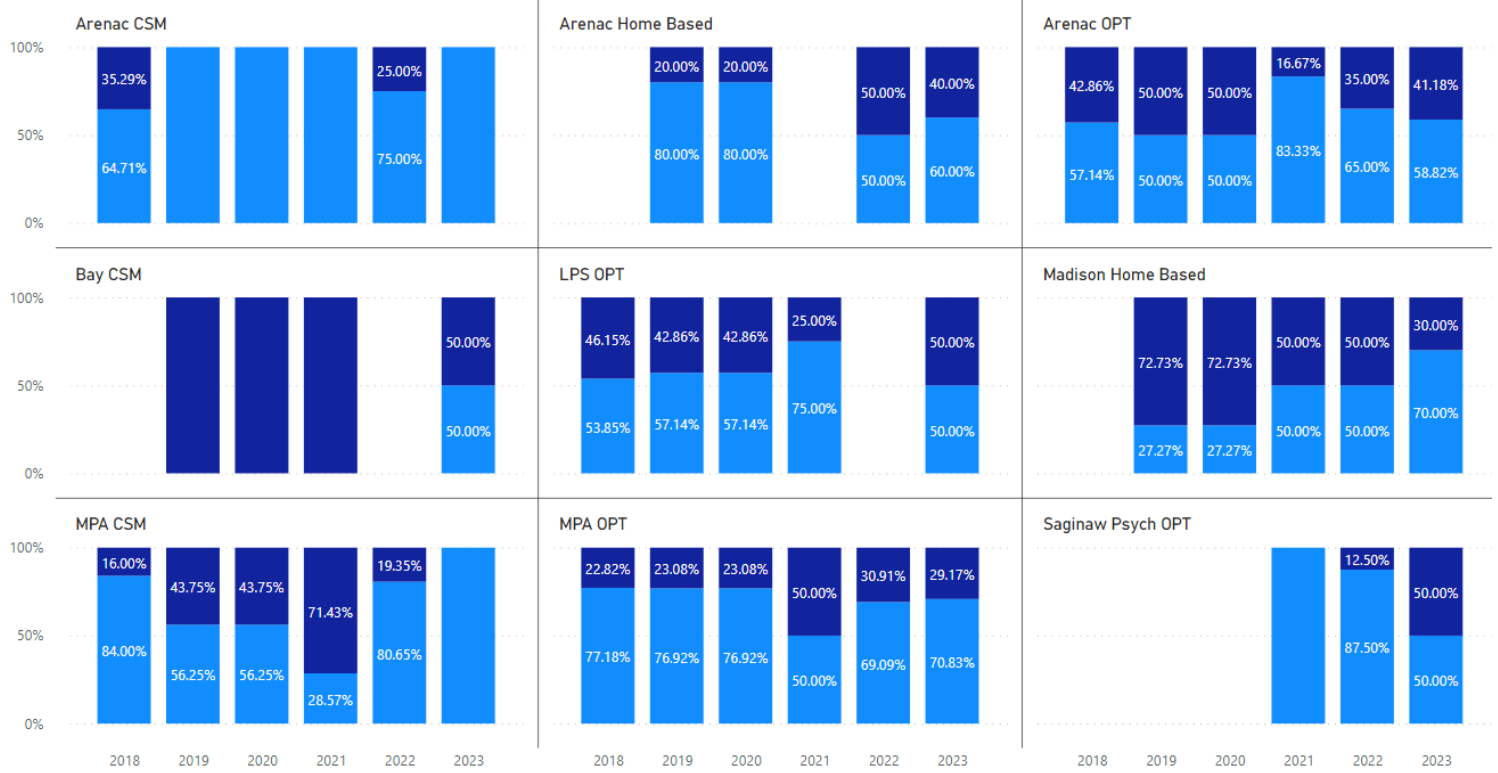


Analysis of Cultural Sensitivity: Arenac OPT, Madison Home Based, and MPA OPT all had 100% agreement in the Cultural Sensitivity domain for 2023. This was a 5% increase for Madison Home Based. All programs scored well above the 80% standard.

2023 Perception of Care Report

Functioning

Value ● Agree ● Disagree



Analysis of Functioning: For 2023, Arenac OPT had a 58% agreement which was a 7% decrease in agreement compared to 2022 for the Functioning domain. Madison Home Based had a 70% agreement, which was a 20% increase for 2023 compared to 2022. MPA OPT had a 71% agreement, which was a 2% increase for 2023 compared to 2022.

2023 Perception of Care Report

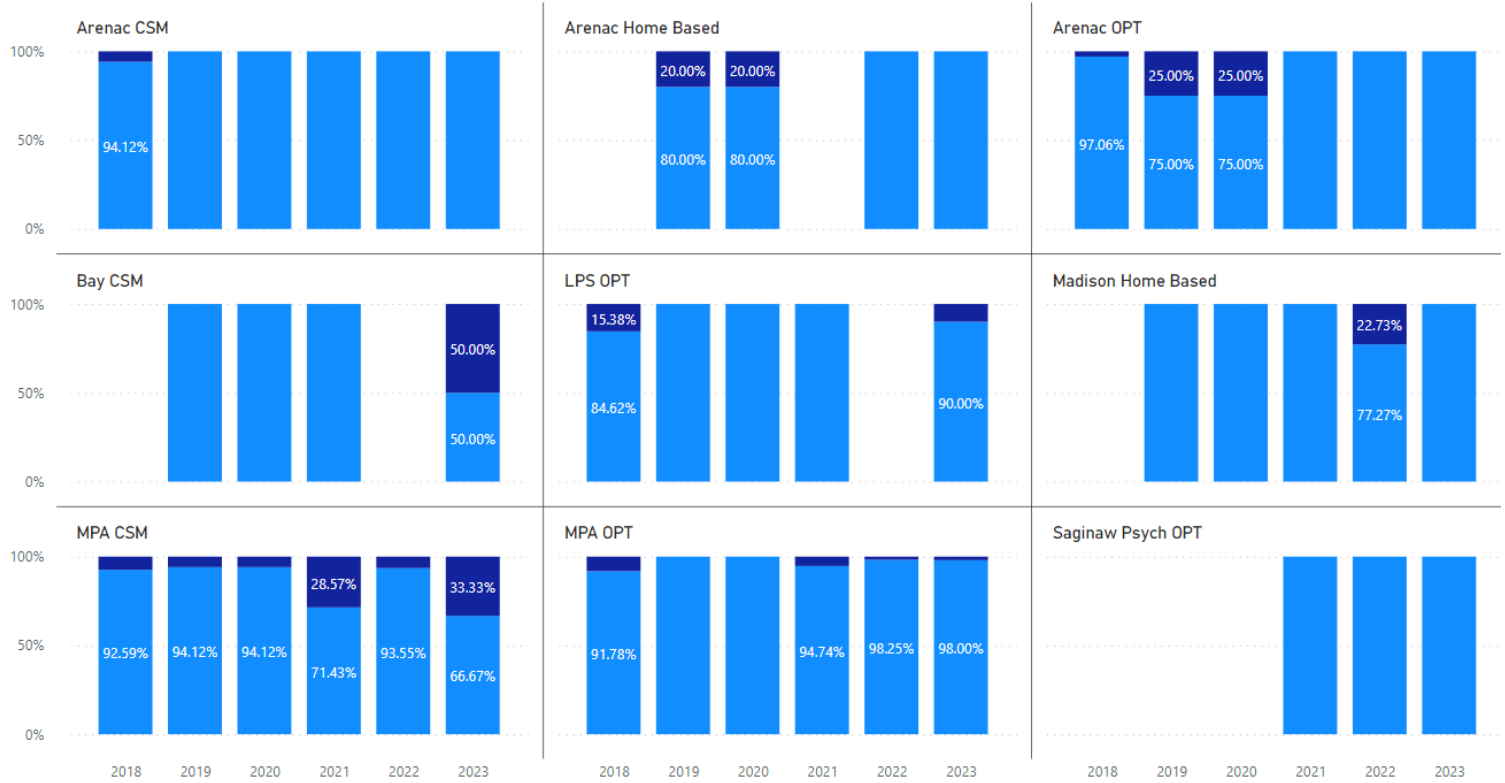


Analysis of Outcomes: For the Outcomes domain in 2023, Arenac OPT had a 64.7% agreement, which was consistent with 2022. Madison Home Based had a 55% agreement which was a 5% increase for 2023 compared to 2022. MPA OPT had a 68.7% agreement, which was consistent with 2022.

2023 Perception of Care Report

Participation in Treatment

Value ● Agree ● Disagree



Analysis of Participation in Treatment: For 2023, Arenac OPT and Madison Home Based had 100% in agreement for the Participation in Treatment domain and MPA OPT had 98% in agreement, which was consistent with 2022 for all programs.

2023 Perception of Care Report

Social Connectedness

Value ● Agree ● Disagree



Analysis of Social Connectedness: For the Social Connectedness domain for 2023, Arenac OPT had 88% agreement, which was a 2% decrease compared to 2022. Madison Home Based had 94% agreement, which was an 8% increase. MPA OPT had 98% agreement, which was a 3% increase.

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

Figure 5

Domain	2018	2019	2020	2021	2022	2023	Difference
Access							
8. The location of services was convenient for us.	94%	90%	90%	96%	99%	95%	-4%
9. Services were available at times that were convenient for us.	91%	91%	91%	89%	94%	92%	-2%
Appropriateness							
1. Overall, I am satisfied with the services my child received.	94%	79%	79%	89%	96%	93%	-3%
4. The people helping my child stuck with us no matter what.	95%	88%	88%	85%	92%	93%	1%
5. I felt my child had someone to talk to when he/she was troubled.	94%	81%	81%	83%	91%	95%	4%
7. The services my child and/or family received were right for us.	92%	78%	78%	89%	90%	89%	-0%
10. My family got the help we wanted for my child.	89%	72%	72%	80%	86%	88%	1%
11. My family got as much help as we needed for my child.	85%	68%	68%	81%	81%	84%	3%
Cultural Sensitivity							
12. Staff treated me with respect.	98%	96%	96%	96%	99%	98%	-1%
13. Staff respected my family's religious/spiritual beliefs.	95%	90%	90%	89%	95%	93%	-2%
14. Staff spoke with me in a way that I understood.	98%	93%	93%	98%	98%	98%	0%
15. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language).	95%	93%	93%	87%	94%	92%	-2%
Outcomes							
16. My child is better at handling daily life.	72%	53%	53%	60%	58%	68%	9%
17. My child gets along better with family members.	66%	60%	60%	61%	66%	65%	-1%
18. My child gets along better with friends and other people.	72%	59%	59%	65%	65%	69%	4%
19. My child is doing better in school and/or work.	71%	48%	48%	51%	57%	53%	-4%
20. My child is better able to cope when things go wrong.	59%	52%	52%	52%	53%	61%	7%
21. I am satisfied with our family life right now.	66%	59%	59%	69%	67%	65%	-2%
22. My child is better able to do things he or she wants to do.	74%	59%	59%	61%	75%	75%	1%
Participation in Treatment							
2. I helped to choose my child's services.	86%	87%	87%	91%	92%	91%	-1%
3. I helped to choose the goals in my child's service plan.	93%	91%	91%	96%	95%	96%	1%
6. I participated in my child's treatment/services.	93%	94%	94%	93%	94%	92%	-2%
Social Connectedness							
23. I know people who will listen and understand me when need to talk.	92%	83%	83%	92%	92%	94%	2%
24. I have people that I am comfortable talking with about child's problems.	91%	91%	91%	92%	92%	91%	-1%
25. In a crisis, I would have the support I need from family friends.	88%	80%	80%	92%	88%	87%	-1%
26. I have people with whom I can do enjoyable things.	91%	80%	80%	83%	90%	94%	4%

Analysis: Question 16, “My child is better at handling daily life” saw the biggest increase in agreement (9%) for 2023 compared to 2022 followed by Question 20, “My child is better able to cope when things go wrong” with a 7% increase in agreement. There were twelve questions that saw a decrease in agreement in 2023 compared to 2022. The two questions that saw the biggest decrease in agreement (4%) was Question 8, “The location of services was convenient for us” and Question 19, “My child is doing better in school and/or work.”

Action: For 2023, there were 114 YSS surveys returned from 333 distributed. This resulted in an 81% confidence level. Actions taken on results that are not statistically significant could change processes/procedures that could negatively impact consumers overall. Therefore, there is nothing specific to action with the results of the YSS for 2023. The response rate was 34% in 2023 compared to 14% in 2021. Staff will continue to provide education and encouragement on the value of completing these surveys and BABH, when possible, will continue to offer the chance to win a gift card.

2023 Perception of Care Report

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Date: 01/03/2024