



Contents

Introduction 2

Methodology..... 2

Survey Response Rates 3

Survey Findings 3

Summary 5

Recommendations 6

 Appendix A. MHSIP-The Mean Subscale Line Item Ranked 7

 Appendix B. MSHN and CMHSP MHSIP Total Valid Count for Each Question 8

Introduction

The Mid-State Health Network (MSHN) Quality Assessment and Performance Improvement Program, as required by the Michigan Department of Health and Human Services (MDHHS), annually administers a survey to a representative group of individuals served. MSHN, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, utilized the Mental Health Statistics Improvement Program (MHSIP) to conduct a region wide perception of care survey to adults experiencing a mental illness to determine any areas that may be deficient within the region, and the Youth Satisfaction Survey (YSS) for children and/families. The data obtained by each CMHSP was provided to MSHN for regional analysis. The survey outcomes were compared to the previous year’s Perception of Care Reports and is reported to MSHN’s Quality Improvement Council (QIC) and available to stakeholders on the MSHN Website and upon request.

Methodology

The population group includes individuals with one or more of the following: a mental illness, substance use disorder, severe emotional disturbance, and/or an intellectual developmental disability.

The results are analyzed by the subscale and subscale line items for both the PIHP and the CMHSP. Seven subscales are included in the survey. Each subscale included multiple questions related to the following subscale topics: General Satisfaction, Access to Care, Quality of Care, Participation in Treatment, Outcomes of Care, Functional Status, and Social Connectedness.

The following were excluded from the subscale calculations:

- Individuals missing more than 1/3 of the questions in that domain.
- Blanks, Not Applicable

Individual mean scores greater than 3.50 (YSS-children) or less than 2.5 (MHSIP-Adults) were classified as being “in agreement.” The total number of respondents “in agreement” was divided by the total number of respondents with the result multiplied by 100. To obtain individual subscale scores, each response is assigned the following numerical values:

	MHSIP-Adult Version	YSS-Child/Family Version
Standard-“In Agreement”	<2.5	>3.5
Strongly Agree	1	5
Agree	2	4
Neutral	3	3
Disagree	4	2
Strongly Disagree	5	1

Survey Response Rates

The response rate was calculated by dividing the number of surveys received by the number of individuals served during the distribution period or the number distributed. The number of surveys distributed was determined using two different methods; number mailed, or the number offered. CMHSPs were able to choose the most appropriate method based on their distribution. The process used for distribution may impact the response rates. Ten of the twelve CMHSPs chose to use the number distributed. Figure 1 indicates the return rate for MSHN as a region. Figure 1a indicates the distribution methods used throughout the region.

Figure 1. MSHN

	FY21	FY22		FY23		FY24	
	Response Rates	Received	Response Rate	Received	Response Rates	Received	Response Rates
MSHN	16%	2332	22%	2819	15%	2982	18%

Figure 1a. MSHN Distribution Methods

	FY23	FY24
Mailed	34%	52%
Electronic	12%	27%
Face to Face	33%	13%
Phone	21%	8%

Survey Findings

MSHN’s percentage of agreement for each subscale for FY24 scored above the desired threshold for four out of seven subscales as indicated in Figure 2. MSHN scored the highest in the “General Satisfaction” and “Quality and Appropriateness”. In addition to the subscale score, a score is calculated to determine agreement with the individual question. The MSHN and CMHSP score ranked is exhibited in Appendix A.

Figure 2. MSHN MHSIP Longitudinal Data by Subscale and Subscale Line Item

Adults	FY2020	FY2021	FY2022	FY2023	2024
General Satisfaction	92%	92%	93%	90%	88%
Q1. I like the services that I received.	92%	92%	93%	92%	90%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	89%	88%	89%	86%	85%
Q3. I would recommend this agency to a friend or family member.	92%	91%	92%	89%	87%
Perception of Access	91%	92%	91%	88%	87%
Q4. The location of services was convenient.	89%	90%	89%	89%	88%
Q5. Staff were willing to see me as often as I felt it was necessary.	90%	90%	92%	89%	89%
Q6. Staff returned my calls within 24 hours.	88%	87%	89%	86%	84%
Q7. Services were available at times that were good for me.	92%	93%	93%	90%	90%
Q8. I was able to get all the services I thought I needed.	87%	88%	89%	86%	83%
Q9. I was able to see a psychiatrist when I wanted to.	81%	81%	81%	81%	81%
Perception of Quality and Appropriateness	92%	92%	93%	89%	88%
Q10. Staff believed that I could grow, change and recover.	88%	90%	91%	88%	87%
Q12. I felt free to complain.	86%	90%	87%	84%	84%
Q13. I was given information about my rights.	93%	92%	94%	91%	91%
Q14. Staff encouraged me to take responsibility for how I live my life.	91%	88%	91%	87%	86%
Q15. Staff told me what side effects to watch for.	82%	83%	81%	77%	78%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	93%	93%	94%	90%	92%
Q18. Staff were sensitive to my cultural/ ethnic background.	89%	87%	90%	87%	88%

Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	89%	89%	90%	86%	85%
Q20. I was encouraged to use consumer-run programs.	85%	84%	85%	81%	81%
Perception of Participation in Treatment Planning	92%	93%	88%	85%	83%
Q11. I felt comfortable asking questions about my treatment, services, and medication.	90%	90%	91%	90%	88%
Q17. I, not staff, decided my treatment goals.	87%	87%	89%	85%	84%
Perception of Outcome of Services	75%	71%	70%	71%	69%
Q21. I deal more effectively with daily problems.	80%	79%	80%	77%	73%
Q22. I am better able to control my life.	78%	76%	77%	75%	72%
Q23. I am better able to deal with crisis.	74%	72%	74%	71%	64%
Q24. I am getting along better with my family.	73%	70%	71%	72%	73%
Q25. I do better in social situations.	65%	61%	65%	66%	69%
Q26. I do better in school and/or work.	62%	63%	61%	62%	68%
Q27. My housing situation has improved.	69%	64%	64%	71%	72%
Q28. My symptoms are not bothering me as much.	60%	64%	64%	62%	62%
Perception of Functioning	77%	76%	69%	71%	69%
Q29. I do things that are more meaningful to me.	74%	73%	72%	75%	62%
Q30. I am better able to take care of my needs.	78%	75%	76%	75%	77%
Q31. I am better able to handle things when they go wrong.	68%	68%	69%	69%	72%
Q32. I am better able to do things that I want to do.	72%	70%	72%	73%	62%
Perception of Social Connectedness	81%	79%	71%	74%	70%
Q33. I am happy with the friendships I have.	78%	75%	75%	78%	72%
Q34. I have people with who I can do enjoyable things.	79%	79%	78%	79%	76%
Q35. I feel I belong in my community.	65%	61%	63%	67%	78%
Q36. In a crisis, I would have the support I need from family or friends.	81%	76%	78%	79%	66%

The satisfaction survey results were broken down further in FY2024 by the following subsets:

Program (Figure 4)

- ✓ Outpatient/Intensive Outpatient/Assertive Community Treatment
- ✓ Supports Coordination/Case Management
- ✓ Residential
- ✓ Other which includes those that did not identify a program

Supplemental Program (Figure 3)

- ✓ Long Term Supports and Services (LTSS)
- ✓ Certified Community Behavioral Health Clinic (CCBHC) , and
- ✓ Other which includes all that did not identify as receiving a LTSS or enrolled in a CCBHC.

Figure 3. MSHN MHSIP Supplement Program Subsets LTSS, CCBHC, Other

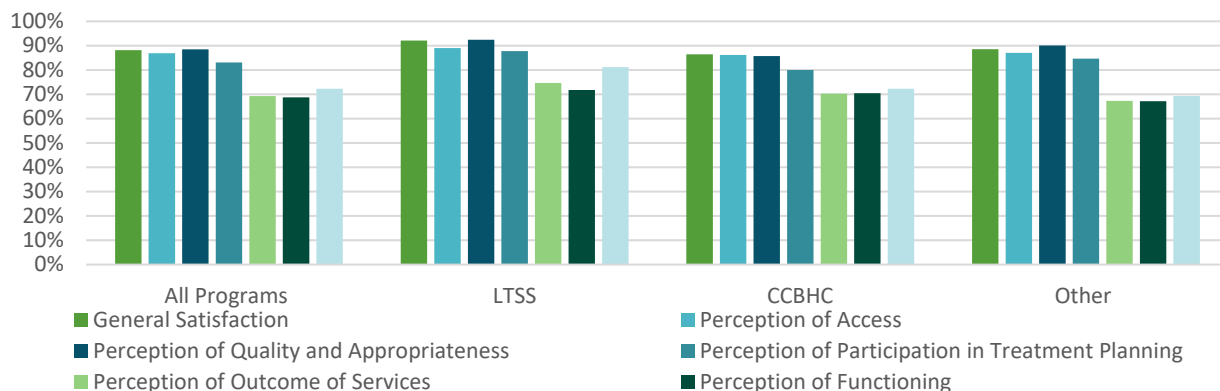
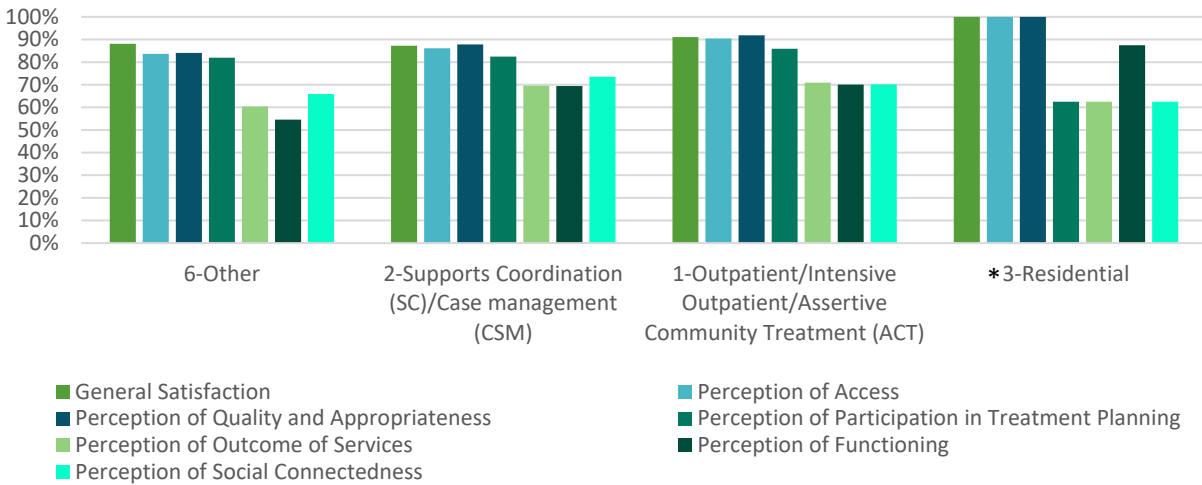


Figure 4. MSHN MHSIP Program Subsets



*Count is <30

Summary

MSHN’s performance standard includes an achievement of 80% or higher for the percentage of response in agreement (<2.50).

Areas in which 80% of the individuals served were in agreement with the statement included the following:

- Perception of Quality and Appropriateness
- Perception of Participation in Treatment
- General Satisfaction
- Perception of Access

Individuals receiving services indicated that:

- Staff respected their wishes about who is and who is not to be given information about my treatment services.
- They were given information about their rights.
- They liked the services they received.
- Services were available at times that were good for them.
- They felt comfortable asking questions about their treatment, services, and medication free to complain if needed.

The following areas focus on clinical outcomes and continued to below the desired performance of 80%:

- Perception of Social Functioning,
- Perception of Outcomes, and
- Perception of Social Connectedness.

Recommendations/Follow-up

- Distribute the Perception of Care Report to the providers through relevant committee/council for development of local improvement plan, identification of barriers, and development of interventions, with measures of effectiveness for the following areas:
 - MHSIP and YSS-Social Functioning
 - MHSIP and YSS-Outcomes of Services
 - MHSIP-Social Connectedness
- QIC in collaboration with relevant MSHN committees/council will establish a regional quality improvement plan to address the low response rates.
- MSHN and CMHSPs will identify regional barriers, relevant regional interventions, with measures of effectiveness.
 - ✓ *QIC will continue to utilize the QIP template in the QIC action plan for development of interventions and monitoring of effectiveness.*
- Distribution methods will be explored to determine the most effective method. The consumer advisory council indicated most preferred method is face to face then phone.
 - ✓ *Evaluate the distribution method and consider returning to face to face distribution. Include an option for regional electronic distribution.*
- Surveys will be streamlined to decrease survey fatigue.
 - ✓ *Status: A regional workgroup was developed to determine the most efficient and effective methods of feedback and distribution. Additional surveys were identified that were also distributed locally. It was recommended that MSHN contract with a vendor for the administration of the Satisfaction Survey.*

Completed by: Sandy Gettel Quality Manager MSHN
Reviewed by MSHN QIC

Date: 9/25/2024
Date: 10/24/2024

Appendix A. MHSIP-The Subscale Line Item Ranked

Questions	MSHN	BABH	CEI	CMHCM	GIHN	HBH	LifeWays	MCN	NCMH	SCCMHA	SHW	TBHS	TRD
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.51	1.52	1.58	1.43	1.44	1.47	1.49	1.58	1.34	1.61	1.54	1.43	1.28
Q1. I like the services that I received.	1.54	1.57	1.58	1.54	1.60	1.62	1.59	1.50	1.42	1.57	1.56	1.34	1.33
Q13. I was given information about my rights.	1.54	1.54	1.69	1.38	1.51	1.45	1.48	1.59	1.32	1.65	1.53	1.39	1.32
Q7. Services were available at times that were good for me.	1.58	1.56	1.56	1.57	1.68	1.51	1.57	1.61	1.44	1.66	1.64	1.54	1.47
Q18. Staff were sensitive to my cultural/ ethnic background.	1.59	1.58	1.62	1.49	1.63	1.66	1.63	1.75	1.28	1.69	1.66	1.50	1.39
Q4. The location of services was convenient.	1.60	1.64	1.65	1.52	1.49	1.60	1.57	1.59	1.41	1.72	1.68	1.44	1.44
Q5. Staff were willing to see me as often as I felt it was necessary.	1.61	1.62	1.59	1.60	1.75	1.55	1.67	1.80	1.52	1.66	1.63	1.43	1.43
Q3. I would recommend this agency to a friend or family member.	1.62	1.56	1.71	1.61	1.56	1.45	1.63	1.56	1.45	1.69	1.65	1.44	1.39
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.62	1.63	1.71	1.58	1.54	1.50	1.64	1.64	1.34	1.67	1.59	1.47	1.34
Q10. Staff believed that I could grow, change and recover.	1.63	1.75	1.63	1.55	1.60	1.63	1.65	1.66	1.43	1.76	1.76	1.44	1.37
Q14. Staff encouraged me to take responsibility for how I live my life.	1.66	1.73	1.74	1.51	1.64	1.73	1.66	1.68	1.42	1.76	1.72	1.53	1.40
Q2. If I had other choices, I would still choose services from this mental health agency.	1.68	1.65	1.76	1.72	1.41	1.64	1.67	1.69	1.48	1.72	1.66	1.47	1.45
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	1.69	1.73	1.73	1.68	1.68	1.68	1.74	1.71	1.41	1.74	1.74	1.53	1.42
Q12. I felt free to complain.	1.72	1.76	1.81	1.67	1.87	1.73	1.72	1.72	1.40	1.79	1.65	1.51	1.49
Q17. I, not staff, decided my treatment goals.	1.72	1.71	1.81	1.58	1.64	1.74	1.75	1.75	1.39	1.88	1.83	1.58	1.45
Q6. Staff returned my calls within 24 hours.	1.73	1.65	1.81	1.72	1.68	1.67	1.76	1.75	1.40	1.84	1.87	1.47	1.44
Q8. I was able to get all the services I thought I needed.	1.75	1.68	1.75	1.80	1.79	1.69	1.80	1.69	1.55	1.81	1.99	1.53	1.54
Q20. I was encouraged to use consumer-run programs.	1.79	1.98	1.87	1.68	1.89	1.71	1.74	1.80	1.48	1.83	1.92	1.56	1.55
Q9. I was able to see a psychiatrist when I wanted to.	1.81	1.70	1.82	1.85	1.87	1.62	1.88	1.87	1.63	1.83	1.97	1.57	1.64
Q15. Staff told me what side effects to watch for.	1.87	1.82	2.06	1.68	2.00	1.87	1.85	1.86	1.46	1.92	1.82	1.66	1.52
Q36. In a crisis, I would have the support I need from family or friends.	1.90	1.85	1.98	1.95	1.94	1.98	2.03	1.85	1.68	1.70	1.73	1.83	1.92
Q34. I have people with who I can do enjoyable things.	1.92	1.90	1.96	1.91	2.15	1.91	2.03	1.80	1.70	1.79	1.89	1.94	1.91
Q33. I am happy with the friendships I have.	1.95	1.96	1.96	1.99	2.03	2.00	1.99	2.05	1.68	1.82	1.99	1.99	1.95
Q29. I do things that are more meaningful to me.	1.96	2.06	1.94	2.05	2.21	2.15	2.00	1.97	1.65	1.87	1.81	2.04	1.83
Q24. I am getting along better with my family.	2.03	1.95	2.01	2.13	2.25	2.13	2.21	1.97	1.78	1.93	1.86	2.02	1.93
Q27. My housing situation has improved.	2.03	1.87	2.06	2.19	2.07	2.21	2.23	1.92	1.90	1.81	1.96	1.87	1.98
Q21. I deal more effectively with daily problems.	2.04	2.14	2.08	2.06	2.09	2.31	1.91	2.00	1.67	2.07	2.00	2.02	1.98
Q22. I am better able to control my life.	2.06	2.15	2.03	2.12	2.10	2.27	1.95	2.08	1.70	2.13	2.00	1.99	2.04
Q30. I am better able to take care of my needs.	2.06	2.20	2.01	2.10	2.12	2.24	1.98	2.08	1.62	2.10	2.21	2.00	2.06
Q26. I do better in school and/or work.	2.09	2.18	2.03	2.11	2.06	1.94	2.37	1.75	1.67	1.92	2.24	2.13	1.86
Q32. I am better able to do things that I want to do.	2.11	2.24	2.04	2.27	2.31	2.33	2.06	1.99	1.83	2.01	2.27	2.15	2.05
Q25. I do better in social situations.	2.12	2.22	2.12	2.19	2.18	2.18	2.21	1.97	1.88	1.98	2.12	2.18	2.04
Q35. I feel I belong in my community.	2.19	2.19	2.18	2.38	2.59	2.15	2.23	2.13	1.81	1.97	2.04	2.34	2.23
Q23. I am better able to deal with crisis.	2.21	2.41	2.26	2.26	2.35	2.47	1.97	2.23	1.75	2.25	2.14	2.20	2.05
Q28. My symptoms are not bothering me as much.	2.29	2.47	2.25	2.51	2.62	2.60	2.17	2.05	1.74	2.21	2.33	2.39	2.11
Q31. I am better able to handle things when they go wrong.	2.30	2.53	2.32	2.38	2.35	2.37	2.08	2.35	1.74	2.31	2.47	2.26	2.17

Appendix B. MSHN and CMHSP MHSIP Total Valid Count for Each Question FY2024

Questions	MSHN	BABH	CEI	CMCMH	GIHN	HBH	Lifeways	MCN	NCMH	SCCMHA	SHW	TBHS	TRD
Q1. I like the services that I received.	2951	279	828	471	68	53	323	112	83	406	91	102	135
Q2. If I had other choices, I would still choose services from this mental health agency.	2950	280	826	471	68	53	323	112	83	406	91	102	135
Q3. I would recommend this agency to a friend or family member.	2952	280	827	471	68	53	323	112	82	407	91	103	135
Q4. The location of services was convenient.	2972	279	848	471	68	53	323	112	83	406	91	103	135
Q5. Staff were willing to see me as often as I felt it was necessary.	2952	280	829	471	68	53	323	112	82	405	91	103	135
Q6. Staff returned my calls within 24 hours.	2947	280	824	471	68	52	323	112	83	406	91	101	136
Q7. Services were available at times that were good for me.	2961	280	842	471	68	53	323	112	81	404	91	103	133
Q8. I was able to get all the services I thought I needed.	2951	279	828	471	68	52	323	112	83	406	91	103	135
Q9. I was able to see a psychiatrist when I wanted to.	2938	279	842	471	68	45	323	112	82	404	77	102	133
Q10. Staff believed that I could grow, change and recover.	2950	278	837	471	68	49	323	111	83	407	86	103	134
Q11. I felt comfortable asking questions about my treatment, services, and medication.	2965	279	846	471	67	52	323	111	81	407	90	103	135
Q12. I felt free to complain.	2957	278	839	471	68	51	323	112	83	404	91	103	134
Q13. I was given information about my rights.	2959	280	838	471	68	53	323	112	81	405	91	103	134
Q14. Staff encouraged me to take responsibility for how I live my life.	2962	278	844	471	68	52	323	112	83	405	90	103	133
Q15. Staff told me what side effects to watch for.	2928	277	842	471	68	38	323	111	83	408	74	103	130
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	2941	278	826	471	68	49	323	111	83	405	91	103	133
Q17. I, not staff, decided my treatment goals.	2928	274	820	471	68	50	323	112	81	404	90	103	132
Q18. Staff were sensitive to my cultural/ ethnic background.	2961	276	845	471	68	53	323	110	83	407	87	103	135
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	2946	278	825	471	68	53	323	112	83	409	87	103	134
Q20. I was encouraged to use consumer-run programs.	2934	276	824	471	68	49	323	111	83	408	85	103	133
Q21. I deal more effectively with daily problems.	2926	278	822	471	68	51	323	105	82	403	89	102	132
Q22. I am better able to control my life.	2905	278	802	471	68	51	323	105	81	402	89	102	133
Q23. I am better able to deal with crisis.	2913	277	817	471	68	49	323	106	81	400	86	102	133
Q24. I am getting along better with my family.	2916	277	822	471	67	52	323	106	79	396	90	101	132
Q25. I do better in social situations.	2906	279	815	471	68	50	323	106	80	394	90	101	129
Q26. I do better in school and/or work.	2843	278	798	471	66	18	323	104	82	396	74	102	131
Q27. My housing situation has improved.	2923	278	821	471	68	52	323	106	82	396	91	102	133
Q28. My symptoms are not bothering me as much.	2879	276	804	471	68	50	323	106	81	399	86	101	114
Q29. I do things that are more meaningful to me.	2898	278	823	471	68	52	323	102	81	399	89	102	110
Q30. I am better able to take care of my needs.	2896	277	821	471	68	50	323	106	81	401	90	100	108
Q31. I am better able to handle things when they go wrong.	2894	278	820	471	68	51	323	105	82	397	90	102	107
Q32. I am better able to do things that I want to do.	2871	278	797	471	68	49	323	105	81	400	90	102	107
Q33. I am happy with the friendships I have.	2920	280	819	471	68	53	323	102	79	400	90	101	134
Q34. I have people with who I can do enjoyable things.	2895	279	800	471	68	53	323	102	78	396	90	101	134
Q35. I feel I belong in my community.	2914	277	818	471	68	53	323	103	78	397	91	101	134
Q36. In a crisis, I would have the support I need from family or friends.	2915	279	819	471	68	53	323	103	79	395	90	100	135

