

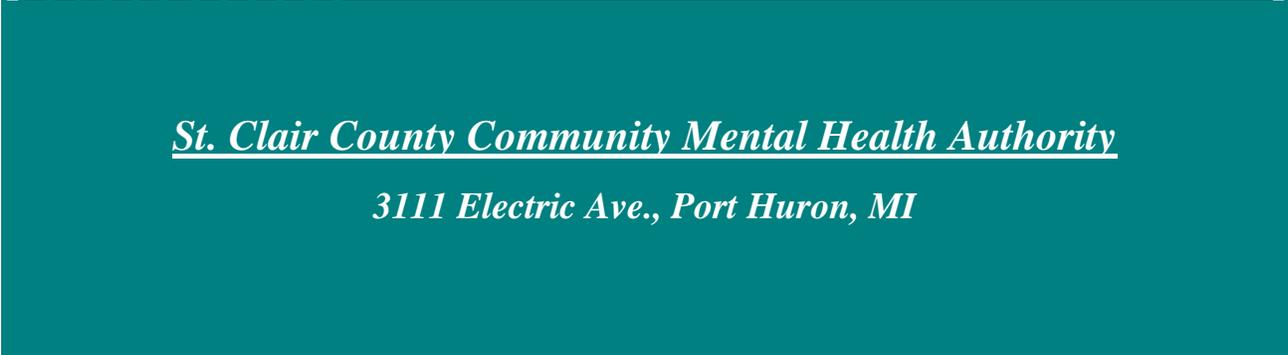


# Customer Satisfaction Summary

FY 2019

*St. Clair County Community Mental Health Authority*

*3111 Electric Ave., Port Huron, MI*



This report is the annual St. Clair County Community Mental Health summary regarding customer satisfaction for Fiscal Year 2019. It represents St. Clair CMH’s effort to implement the customer satisfaction process as noted in the FY 2019 “Quality Improvement Plan.”

**Method**

From June 3 through June 28, 2019, the annual Customer Satisfaction Survey was conducted. Survey selection method was a targeted sample of persons who receive Physician Services. The sample selected was any individual with a Physician Services appointment during the month of June. These surveys were completed in person by the individual, parent or guardian. Persons who did not receive Physician Services were also included in the survey sample. They were given an opportunity to complete the survey by mail.

The Customer Satisfaction Survey administration method was developed by a regional Quality Management Committee workgroup. The survey was administered to all person served regardless of type of funding source.

A total of 955 persons served were selected to be surveyed. Of those 955, 416 or 44% were completed. Three hundred thirty one (331) or 80% of the surveys were completed in person. Eighty five (85) or 20% were completed via mail. All surveys mailed were accompanied with a self-addressed stamped envelope.

The survey questionnaire, which was revised for fiscal year 2019, was developed by a workgroup of the Region 10 Quality Management Committee. The child survey asked 11 questions, 9 simple, straight forward questions in an understandable format, with “yes” or “no” responses and 2 open ended questions.

The adult survey asked 13 questions, 11 simple, straight forward questions in an understandable format, with “yes” or “no” responses and 2 open ended questions.

The questions address areas recommended by CARF, MDHHS and other regulatory bodies.

All surveys that Quality Improvement staff deemed as needing follow-up based on responses were forwarded to the Support Services Director for review and any needed follow-up.

**Demographics**

The following table indicates the age groups of respondents. Individuals surveyed were grouped by “0-17”, “18-64” and “65 or older”. Of the 416 completed surveys (*all surveys*) the age group break outs of the respondents are as follows:

<i>Age</i>	<i>Percentage</i>	<i>Number</i>
0-17	24%	100 of 416
18-64	72%	300 of 416
65 or older	4%	16 of 416

The following table indicates the population percentages of the respondents. People surveyed were grouped by the following populations: **DDA** (Adults with Intellectual Developmental Disability), **DDC** (Children with Intellectual Developmental Disability), **MIA** (Adults with a Mental Illness), and **MIC** (Children with a Serious Emotional Disorder).

<i>Population</i>	<i>Percentage</i>	<i>Number</i>
DDA	28%	115 of 416
DDC	8%	35 of 416
MIA	48%	201 of 416
MIC	16%	65 of 416

### **Results**

Using the responses from the following question: taken from the child and the adult survey ***“Overall, I am satisfied with the services I have received”***, the cumulative overall rate of customer satisfaction was 97%.

The below tables (Child & Adult) detail the response to each question:

#	FY2019 Child Customer Satisfaction Survey- Questions	%	#Responses (Max 100)
1.	As a result of services received, my child is better able to do the things he/she want to do.	85%	98
2.	As a result of services received, my child get along better with family and others.	83%	96
3.	As a result of services received, my child is better at handling everyday life.	78%	93
4.	Services were available at times that were convenient for my family.	95%	98
4a.	Would you be interested in Saturday appointments.	49%	90
5.	Staff were sensitive to my family’s cultural/ethnic background and treated us with respect.	100%	98
6.	My family got the help we needed for my child.	94%	95
7.	I am happy with quality of services I have received.	94%	96
8.	Have you had difficulty getting services due to any barriers.	18%	95
9.	What would make services better for you or the community as a whole.	N/A	N/A
10.	Overall, I am satisfied with the services I have received.	95%	95
11.	Do you have any other comments, questions, or concerns?	N/A	N/A

#	FY2019 Adult Customer Satisfaction Survey- Questions	%	#Responses (Max 316)
1.	I like the services I have received.	97%	312
2.	As a result of services received I deal more effectively with daily problems.	91%	305
3.	As a result of services received I am better able to control my life.	92%	304
4.	As a result of services received I do better in social situations.	84%	301
5.	As a result of services received my symptoms are not bothering me as much.	76%	290
6.	Staff were sensitive to my cultural/ethnic background and treated me with respect.	97%	310
7.	Staff believed that I could grow, change and recover.	96%	299
8.	Services were available at times that were convenient to me.	94%	308
8a.	Would you be interested in Saturday appointments.	33%	291
9.	I am happy with the quality of services I have received.	97%	301
10.	Have you had difficulty getting services due to any barriers.	15%	305
11.	What would make services better for you or the community as a whole.	N/A	N/A
12.	Overall, I am satisfied with the service I have received.	98%	287
13.	Do you have any other comments, questions, or concerns?	N/A	N/A

A sample of the responses received from the two open ended questions is as follows:

#11 ***“What would make services better for you or the community as a whole?”***

- More group (i.e. social, family)
- More help (i.e. legal, housing, applying for social security)
- Evening & weekend hours, less cancelations
- Transportation
- More job/vocational training and/or more opportunity for learning more skills (i.e. personal care)

#13 ***“Do you have any other comments, questions, or concerns?”***

- There were many positive comments these included the following:
  - “Very friendly and understanding staff”
  - “Everyone’s always friendly”
  - “All of the staff are wonderful and caring people”

- “This place is awesome”, “CMH is the best thing for me & my PTSD”
- “I would like to say through the years I have had services here I have had the most amazing help. The DBT class changed my life for the better and I want to thank everyone that touched my life”
- Help with: SSI, housing and transportation

### **Discussion**

Preliminary survey findings and responses to each question were reviewed and analyzed by members of the St. Clair Advisory Council, which includes persons (or their family members) who receive services from public mental health in St. Clair County. The survey findings were discussed to gain suggestions as well as facilitate a question-and-answer forum. The group also reviewed statistics, in relation to *who* completed the surveys, the *method of administration and the response rate* for St. Clair CMH. The committee was receptive to the information, asked some specific questions and provided positive comments regarding the results.

The survey method used for fiscal year 2019 showed a 3% increase in the response rate compared to fiscal year 2018. There has been an increase in the response rate for the past four years; this is directly related to providing the surveys in person at the individual’s appointment. Of the 416 completed surveys, 331 or 80% were completed on site and the remainder responses 85 or 20% were a result of the mailing. In addition to the increased response rate due to the change in method, there was also a significant cost savings to the agency by administering the surveys in person.

Fiscal year 2019’s “Overall Satisfaction” cumulative rate was 97%. This is the same as fiscal year 2018. It should be noted that this satisfaction survey is only one of many ways CMH uses to evaluate an individual’s satisfaction with services. Each individual who receives services is asked about satisfaction with the services received on an on-going basis (annually and at periodic reviews). They also have an opportunity via the Suggestion Box Survey to submit comments anytime throughout the year.

### **Recommendations**

St. Clair CMH should receive recognition for the high percentage of positive responses to the following survey questions:

- *“Overall, I am satisfied with the services I have received. [Average 97 % (Adult 98% Child 95%)]*
- *“Staff were sensitive to my family’s cultural/ethnic background and treated us with respect” [(Child Survey) 100% & (Adult Survey) 97%]*
- *“Staff believed that I could grow, change, and recover”[(Adult Survey) 96%]*

These positive results reflect that the majority of people served feel that the services they receive meet their individualized needs.

As part of its continuous quality improvement efforts, the St. Clair Quality Improvement office will continue to evaluate the methodologies and tools used for survey administration in an effort to bring future efficiencies to this area. Careful analysis of survey responses and comments are considered for upcoming survey opportunities.