



**COMMUNITY  
MENTAL HEALTH**  

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**OTTAWA COUNTY**

# Satisfaction Survey Results FY23

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MI, SUD, I/DD, AND FS SERVICES

PRESENTED BY AMY AVERY

# Survey Tool: LRE Standard 14 Question Survey

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Standardized Lakeshore Regional Satisfaction Survey was used

## Measures in these 4 areas:

- Access and Availability
- Long Term Supports and Services
- Quality
- Outcomes

## Question Values:

- 4 – Strongly Agree
- 3 – Agree
- 2 – Disagree
- 1 – Strongly Disagree
- 0 - Doesn't Apply (Excluded from calculation)

## **Data Analysis:**

The customer satisfaction survey was administered by each CMHSP and their provider network. The survey consisted of the following domains: access and availability measures, long term services measures, outcome measures, quality measures. The region 3 performance standard includes an achievement of 80% or higher for subscales or an average above 3.0.

**General areas in which individuals served felt the LRE CMHSPs performed well included the following:**

### **Access and Availability:**

- I have options for how I connect with my treatment team member(s): Phone, online, in person, etc.
- The location of my appointments worked for me.
- Dates and times of my appointments worked for me.

### **Long Term Supports and Services:**

- I am satisfied with my case mgr., supports coordinator, counselor, or psychiatrist.
- I decided my own goals for my treatment plan.

### **Quality:**

- My treatment team member(s) answered any questions I had about my treatment.
- I feel welcome when I go into an office for an appointment.
- My treatment team member(s) helped me connect with community resources and supports.

### **Outcomes:**

- The treatment I received has helped me improve relationships with family, friends, and community.
- I am satisfied with the help I have received.

**General areas in which individuals served felt the LRE & CMHs could improve include:**

### **Access and Availability:**

- I know the number to call if I need help on a weekend, holiday, or after-hours.

### **Quality:**

- I know how to file a grievance (complaint) if I am unhappy.
- I know how to file an appeal if I do not agree with a decision that changes or denies my services.

# Survey Tool: LRE Standard 14 Question Survey



## CUSTOMER SATISFACTION SURVEY

Your opinion is very important to us! This survey is anonymous unless you choose to tell us who you are on the last page. Your services will not be affected in any way by filling out this survey.

Please fill in the circles that apply to you or the person you represent. You may choose more than one.

- I am the client's guardian/parent or representative completing this on their behalf  Yes  No
- I get my services at:  HealthWest  Network 180  OnPoint  Ottawa CMH  West MI CMH  
Other Provider if **NOT** CMH \_\_\_\_\_
- I see someone for help with:  Mental Illness  Intellectual/Developmental Disability  Substance Use
- I have been in services for:  Less than 1 year  More than 1 year

### This section is optional:

- I identify as:  Male  Female  
 Other: \_\_\_\_\_
- I am:  Under 18  18-24  25-49  50-64  65+
- I Prefer to self-describe: \_\_\_\_\_
- My race/ethnicity is (you may choose more than one):  White  Black/African American  
 Middle Eastern  American Indian/Alaska Native  Native Hawaiian/Pacific Islander  
 Hispanic/Latino  Asian I prefer to self-describe \_\_\_\_\_

### Please choose how you feel about the questions below:

- I have options for how I connect with my treatment team member(s) (phone, online, in person).  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- I know what number to call when I need help on a weekend, holiday, or after-hours.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- The location of my appointments worked for me.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- Dates and times of my appointments worked for me.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply

- I have been given information about my rights.  
 Yes  No
- I know how to file an appeal if I do not agree with a decision that changes or denies my services.  
 Yes  No
- I know how to file a grievance (a complaint) if I am unhappy.  
 Yes  No
- I decided my own goals for my treatment plan.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- My treatment team member(s) answered any questions I had about my treatment.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- I feel welcome when I go into an office for an appointment.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- I am satisfied with my case manager, supports coordinator, psychiatrist, or counselor.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- My treatment team member(s) helped me connect with community resources and supports.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- The treatment I received has helped me improve relationships with family, friends, and community.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply
- I am satisfied with the help I have received.  
 Strongly Agree  Agree  Disagree  Strongly Disagree  Doesn't Apply

If you had any areas that you did not agree with, please explain them here.

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If you want to talk about your experience, please tell us your name and phone number and someone will call you.

\_\_\_\_\_(\_\_\_\_\_)\_\_\_\_\_  
Name Phone



# Survey Process

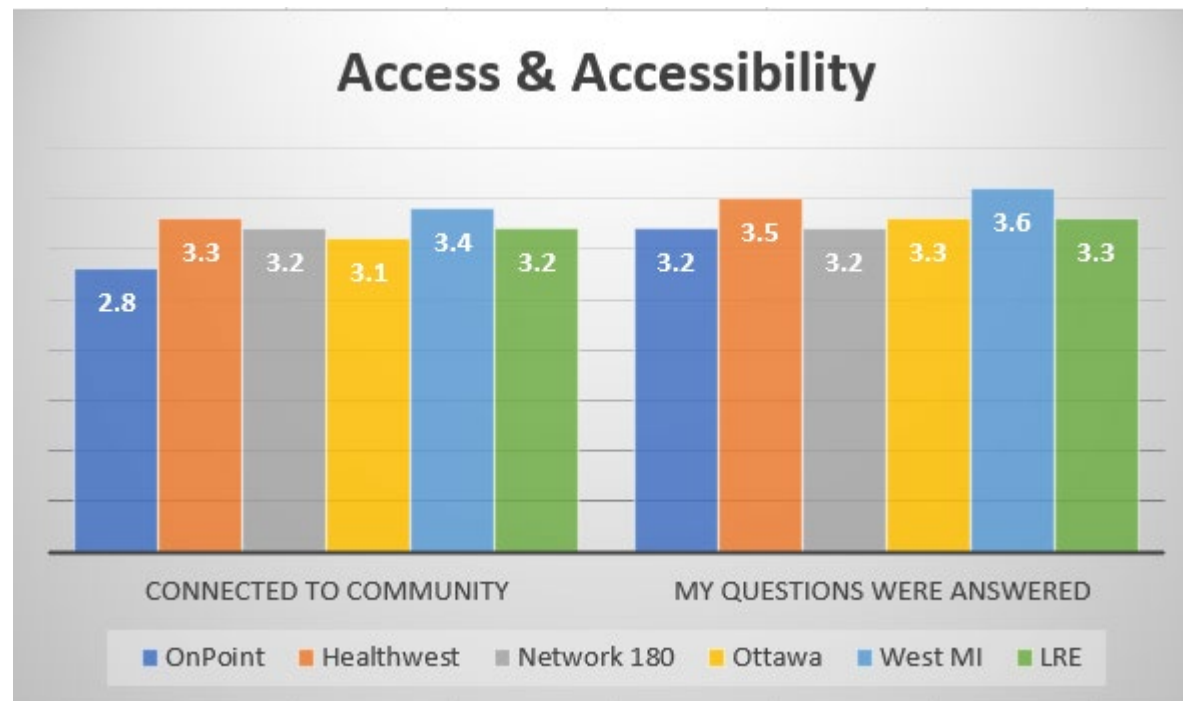
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## How was the data collected:

- All data was collected during the period May 8<sup>th</sup>, 2023 – June 9<sup>th</sup>, 2023.
- For MI, I/DD, and Family Services:
  - Paper versions of the satisfaction survey were mailed out with an enclosed return envelope.
  - Paper versions were distributed to consumers coming in for appointments in the office.
  - Online version of the Satisfaction survey was available through Qualtrics.
- For SUD Services:
  - BOTH online version and paper version were given to SUD providers: Reach for Recovery, Arbor Circle, Samaritas, Wedgewood, Western Michigan Comprehensive Treatment Center
  - SUD Providers emailed the survey link to consumers being seen virtually
    - Online survey was only active during the May 8<sup>th</sup> to June 9<sup>th</sup> period.
  - SUD Providers gave a copy of paper survey to consumers seen in person while they were in waiting room
  - Completed surveys collected day after the end of survey period.

# Comparison to other County CMHSPs


LAKESHORE REGIONAL ENTITY		
Access & Availability		Average Scores
CMHSP	CONNECTED TO COMMUNITY	MY QUESTIONS WERE ANSWERED
OnPoint	2.8	3.2
Healthwest	3.3	3.5
Network 180	3.2	3.2
Ottawa	3.1	3.3
West MI	3.4	3.6
LRE	3.2	3.3



**Survey Values**

- Strongly Agree = 4
- Agree = 3
- Disagree = 2
- Strongly Disagree = 1
- Doesn't Apply = 0 (excluded from calculation)

# Comparison to other County CMHSPs

 Quality			
CMHSP	Average Scores		
	I HAVE OPTIONS	I KNOW # TO CALL	LOCATION WORKED
OnPoint	3.2	2.8	3.2
Healthwest	3.2	3.1	3.3
Network 180	3.3	3.0	3.3
Ottawa	3.4	2.8	3.4
West MI	3.6	2.9	3.4
LRE	3.3	2.9	3.3

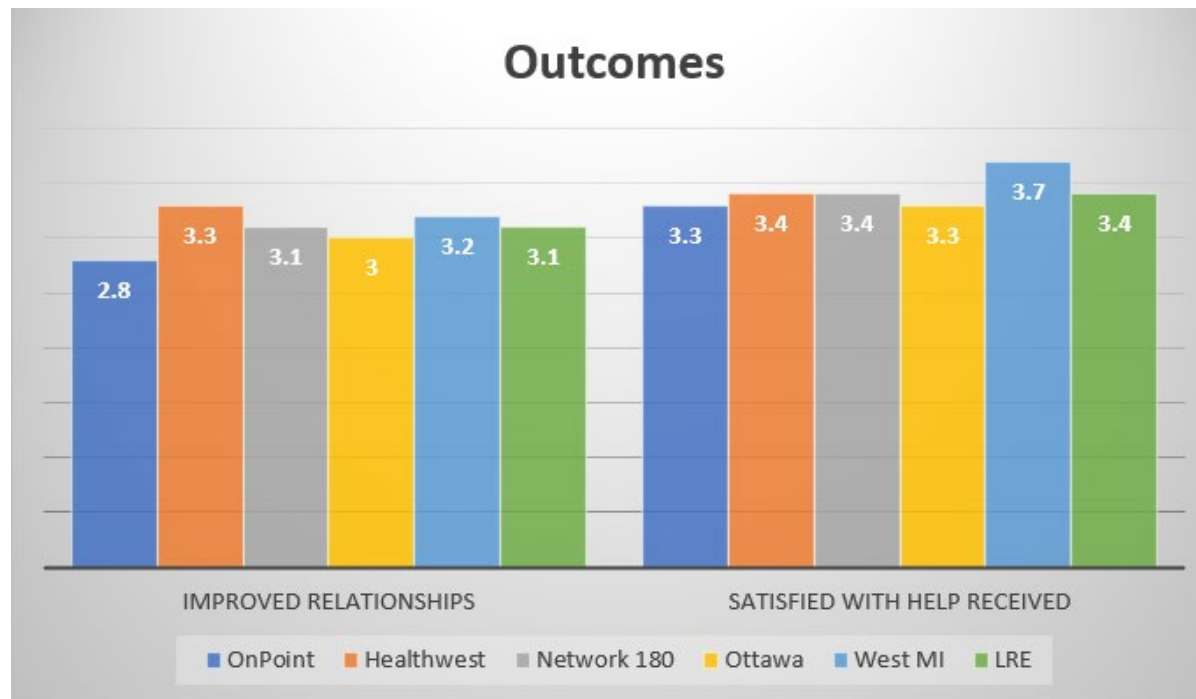


**Survey Values**

- Strongly Agree = 4
- Agree = 3
- Disagree = 2
- Strongly Disagree = 1
- Doesn't Apply = 0 (excluded from calculation)

# Comparison to other County CMHSPs

LAKESHORE REGIONAL ENTITY		
Outcomes	Average Scores	
CMHSP	IMPROVED RELATIONSHIPS	SATISFIED WITH HELP RECEIVED
OnPoint	2.8	3.3
Healthwest	3.3	3.4
Network 180	3.1	3.4
Ottawa	3	3.3
West MI	3.2	3.7
LRE	3.1	3.4



**Survey Values**

Strongly Agree = 4  
 Agree = 3  
 Disagree = 2  
 Strongly Disagree = 1  
 Doesn't Apply = 0 (excluded from calculation)



# CMHOC Survey Response Totals

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Results:

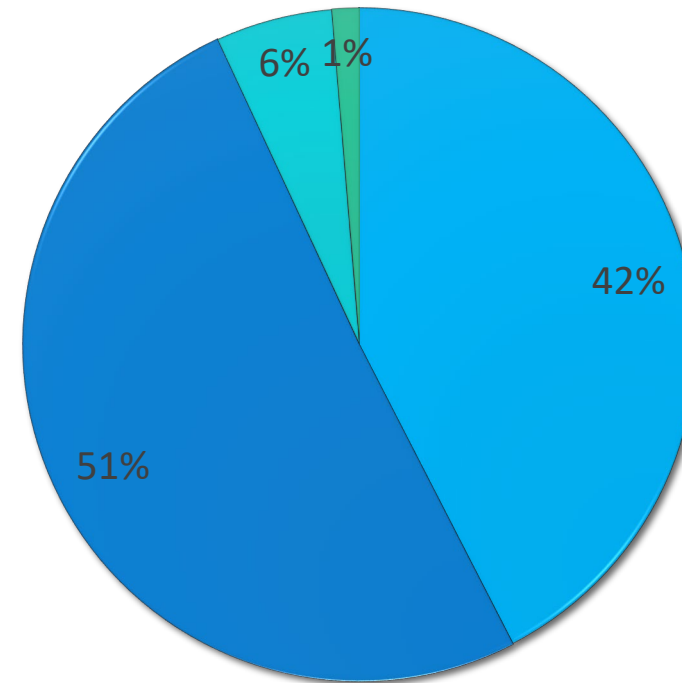
	Surveys Sent	Surveys Received	Percent of Surveys completed
DD	500	153	30.6%
FS	664	60	9%
MI	530	90	16.9%
SUD	500	107	21.4%

# I/DD Services – Overall Satisfaction

## I/DD - Population

- Strongly Agree: 42%
- Agree: 51%
- Strongly Disagree: 6%
- Disagree: 1%

I/DD Overall Satisfaction



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

# I/DD Satisfaction Survey Comments— Summary

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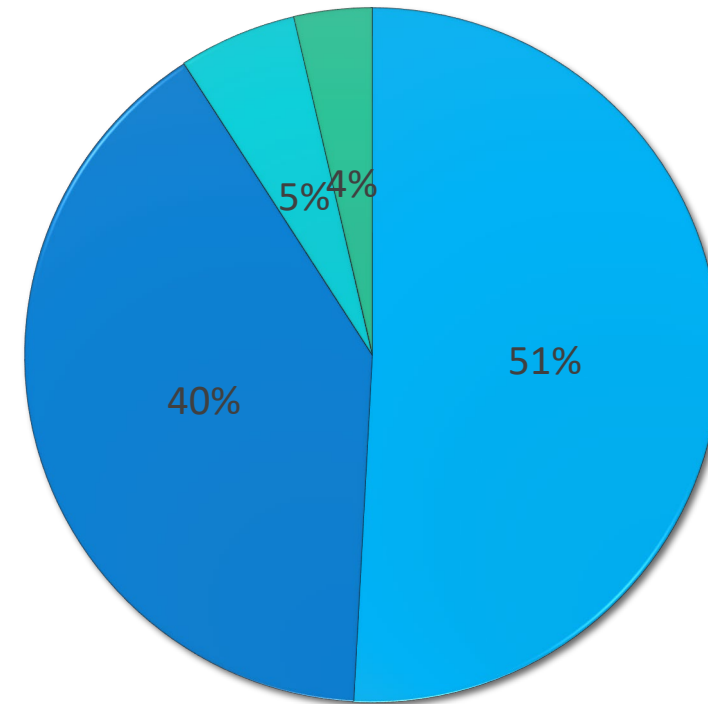
- Psychiatric Services were not as open to changes that we preferred with medications.
- Overall, I am very appreciative of CMH and the quality of services.
- There are not enough respite providers/services, would like to see that improved.
- I love working with our Supports Coordinators, they have been very helpful.
- Limited help with finding community resources.

# MI Services - Overall Satisfaction

## MI Population – Adults

- Strongly Agree – 51%
- Agree – 40%
- Disagree – 5%
- Strongly Disagree – 4%

MI Services - Overall Satisfaction



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

# MI Satisfaction Survey Comments— Summary

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- We do not know what our family would do without our care team at OCMH. They are invaluable to my brother who has schizophrenia.
- Wish you had a young adult program for Autism.
- Would like help in connecting with peers in the community and to know about more community resources.
- Should explain how to file appeals and grievances. Also provide numbers for after hour support.
- The services at OCMH are exemplary in all aspects of Mental Health Care! That includes the pharmacy department as well.

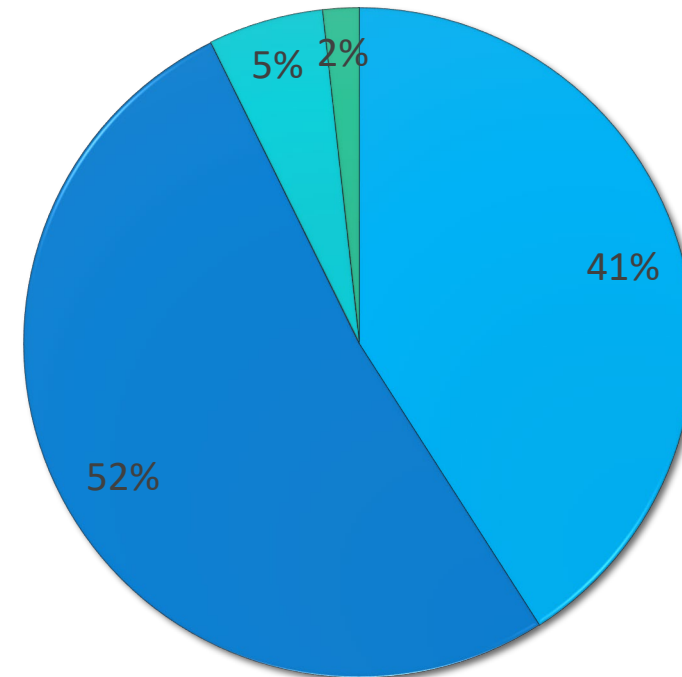


# Family Services – Overall Satisfaction

## Family Services Population

- Strongly Agree – 41%
- Agree – 52%
- Disagree – 5%
- Strongly Disagree – 2%

FS Services - Overall Satisfaction



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree



# FS Satisfaction Survey Comments

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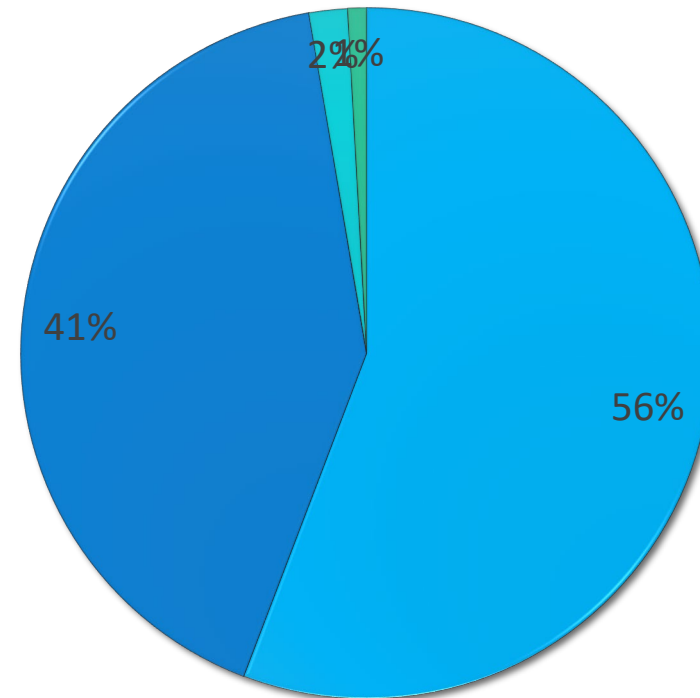
- Very impressed with responsiveness of Case Manager.
- There is no current “plan” for treatment that has been discussed rather than weekly visits which don’t seem to be doing a whole lot of help.
- Initial meetings have gone fine. Still waiting on contact with case manager for my son. Waiting too long!
- Not happy about having to wait until age 13 to start looking for group homes. With long waiting lists, should be able to start researching now.
- Fantastic Services! Our clinician is a great asset! She is such a sweet lady and is always willing to listen.

# SUD Services – Overall Satisfaction

## SUD Population

- Strongly Agree: 56%
- Agree: 41%
- Disagree: 2%
- Strongly Disagree: 1%

## SUD Services - Overall Satisfaction



■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree





# SUD Satisfaction Survey Comments— Summary

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- Only positive things to say. Great Experience! (Reach for Recovery)
- The location makes it really difficult at times. (West Michigan Comprehensive Treatment Center)
- I love my team! I have come so far in my treatment in many ways and am grateful to have the love and support I get from having a great team of ladies! (Wedgwood)

# Action Plan:

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- Share report with the team program supervisors
- Follow-up on comments from surveys with program supervisors
- Discuss at leadership appropriate target areas based on the four areas for improvement (Accessibility/Availability, Quality Measures, Outcome measures, Long-Term services)
- Follow-up on ways to address areas that need improvement.

