

West Michigan Community Mental Health
SUD Only Services - Satisfaction Survey Summary at Discharge
June 14, 2017
SUMMARY

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Review Period: January, February, March 2017

Purpose:

The purpose of this study is to better understand how consumers who have left SUD only services at WCMCMH:

- feel about the services they received,
- the outcome of these services on their living situation, school/employment situation and their drug/alcohol abuse
- the reasons for leaving care

Methodology:

For the period of **January, February, March 2017**, all consumers who were discharged from SUD only services at WCMCMH were provided with the opportunity to complete a satisfaction/outcome survey. Due to the relatively low number of consumers discharged from SUD only services during this review period, all (rather than just a random sample) consumers were provided the opportunity to complete a survey. Consumers were contacted by phone by Customer Services staff. *(For a review of the full study design, please refer to Attachment #1.)*

A five (5) question tool designed by WCMCMH staff, was utilized to obtain a subjective evaluation of a consumer's general satisfaction and the outcome of SUD services received. Please note that the tool is a revision from the original five (5) question tool and now contains fifteen (15) questions. This is due to Lakeshore Regional Entity (LRE) Overall Customer Satisfaction questions being added to the tool. *(Please see attachment #2 for a copy of the tool.)* Data obtained from the LRE additional questions are not reflected in this report summary as the Overall Satisfaction Summary report will be generated and distributed by the LRE.

Results:

There were **51 consumers** who were discharged from care in the months of January, February, March 2017. This is a significant increase from the last reporting period where there were 14 individuals discharged from SUD services. Customer Services attempted to contact all 51 of the consumers discharged. Due to phone disconnected, consumer not being available after two attempts or other extenuating circumstances; of the 51 consumers that CS staff attempted to reach:

- There were a total of **8 (16%) surveys completed** by consumers or guardians.
- There were **43 (86%) consumers who were not available** by phone or declined the opportunity to complete the survey.

When compared to the previous review period, the data from this review period suggests:

- Data indicates a decrease compared to the last period in the area of stable living situation (**75%**), although this is fairly consistent with previous reporting periods.

- Data also indicates a decrease in percentage (**75%**) of consumers reported of being employed or enrolled in school over the 30 days prior to this survey.
- Data implies a minor decrease compared to the last review period (**88%**) with consumers who report that they were employed or enrolled in school at some point in the 30 days prior to the survey. However this is fairly consistent with previous reporting periods.

OVERALL CONCLUSIONS

- With the **16%** response rate from this administration, conclusions are drawn from this data that show response rates decreased from the previous review period and were consistent with previous administrations.
- Overall, the data suggests that the consumers who completed the survey following discharge from services reported overall satisfaction with services they received.
- **75%** of the consumers reported a stable living situation.
- **75%** of the consumers reported that they were employed or enrolled in school at some point during the 30 days prior to the survey
- **88%** of the consumers reported that they had not used drugs or alcohol in the 30 days prior to the survey.

- **RECOMMENDATIONS**

- This data summary will be reviewed at PIOC and with SUD-only staff and clerical support staff.
- Some consumers who completed the survey requested to receive a copy of the results of this survey. A brief summary of the results of this survey will be created and mailed to consumers.
- PIOC input in regard to whether the brief summary should be made available in WM lobbies.

Will complete monitoring again during the 4th quarter of FY 16/17 (July, August and September 2017) with a report to PIOC December 2017.