

West Michigan Community Mental Health System
Mental Health Statistics Improvement Program (MHSIP)
Consumer Perception and Satisfaction Survey Summary
February 2018
BRIEF SUMMARY



Executive Summary

Overall, consumers who responded reported being satisfied with services. Average responses in the individual questions are relatively consistent with previous administrations. As in previous administrations, the outcome questions are rated most poorly.

Review Period: October 16 – October 20, 2017

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Methodology: The MHSIP, a psychometrically sound, self-report tool designed to obtain a subjective evaluation of a consumer's general satisfaction with mental health services received, was utilized. There are currently two MHSIP tools:

- Adult Tool – to be completed by consumers over the age of 18
- Youth Tool – to be completed by the parent/guardian of a child consumer

On these tools, consumers rated their satisfaction using a five-point Likert scale. **Note: On the "Adult" tool, 1 represents significant satisfaction and 5 represents minimal satisfaction. However, on the "Youth" tool, 1 represents minimal satisfaction and 5 represents significant satisfaction.**

- For the period of October 16-20, 2017, all consumers seen were provided with the opportunity to complete a MHSIP survey. Consumers seen "in office", for the period, were offered the opportunity to complete the survey while in the office. Consumers seen "out of office", for the period, were contacted by Customer Services staff and were offered the opportunity to complete the survey by phone.

The MHSIP survey was not designed to be used with developmentally disabled consumers; therefore, developmentally disabled consumers were not provided the opportunity to complete this tool. Also, due to the fact that consumers receiving a Service Entry assessment are just entering care at WMCMH and have likely not had the opportunity to have adequate information/knowledge that would allow them to answer all of the questions on the tool, these consumers were not provided the opportunity to complete a MHSIP survey.

For the study period, there were approximately 234 unduplicated consumer appointments scheduled. Of the approximately 234 scheduled appointments for the period:

- There were a total of 157 surveys completed (67% response rate).
- There were approximately 77 consumers who declined the opportunity to complete the survey, were not available by phone, or were not offered the survey (for the reasons indicated above).

Of the 157 completed surveys for the period:

- 133 were adult surveys
- 24 were youth surveys

OVERALL CONCLUSIONS AND RECOMMENDATIONS:

Overall, the results of this study would suggest that consumers who chose to complete the satisfaction survey appear to be generally satisfied with the services received. Overall, results across survey periods continue to remain relatively similar. For this administration of the MHSIP survey, outcomes questions were again included in the survey tool. As in the past when outcomes questions were part of the survey tool, the questions that consumers consistently rated the lowest were the “outcome” questions. Previous drilldown related to the ratings on the outcomes questions has suggested a number of variables impacting these scores (e.g., numerous interpretations regarding what the questions mean, fear that answers provided on this tool could impact future services at WMCMH, etc.).

1. Continue to administer the West Michigan MHSIP on an annual basis utilizing the survey tool, sampling procedures and administration methods of this review. The next WM MHSIP administration will be in October 2018 with a report to PIOC in January 2019.
2. In addition to the above, WMCMH will also continue to administer satisfaction tools as required by MDCH and the Lakeshore Regional Entity.

