

**West Michigan Community Mental Health (WMCMH)
Results of Post-Discharge Satisfaction Survey
For Consumers Receiving Substance Use Disorder Services
July, August, September 2017**



Why Did We Do this Study?

The purpose of this study was to better understand how consumers, after leaving Substance Use Disorder Services at West Michigan Community Mental Health, felt about the services they received and the impact of these services on their living situation, school/employment situation and their drug/alcohol use.

Who Participated in the Surveys?

Consumers who were discharged from Substance Use Disorder Services at WMCMH during the months of July, August and September 2017 were provided the opportunity to complete a phone survey.

What Did We Learn?

- The results suggest that consumers that completed the survey were overall satisfied with the services they received.
- 64% of consumers who completed the survey reported leaving Substance Use Disorder services at WMCMH because they finished treatment.
- 91% of consumers who completed the survey reported having a stable living situation.
- 64% of consumers reported 0 days of drug or alcohol use over the 30 days prior to the survey.
- 45% of consumers who completed the survey reported that they were employed/enrolled in school during the 30 days prior to the survey.

What Will We Do With This Information?

- This information was reviewed and evaluated by appropriate staff groups at West Michigan Community Mental Health.
- Information gathered will be used for future decision-making as appropriate.
- In order to ensure that services are continuously improving and meeting the changing needs of our consumers, we will continue to provide consumers with the opportunity to complete satisfaction surveys.

***If you have any questions regarding this survey or the results, please contact
Josh Snyder at 1-800-992-2061.***