

**West Michigan Community Mental Health
SUD Only Services - Satisfaction Survey Summary at Discharge
December 2018
SUMMARY**

Submitted by: Tracy Bonstell

Review Period: July, August, September 2018

Purpose:

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

- 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 **July, August, September 2018**, all consumers who were discharged from SUD only services at WMCMH 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.)*

WMCMH has historically used a five (5) question tool (designed by WMCMH staff) to obtain a subjective evaluation of a consumer's general satisfaction and the outcome of SUD services received. Beginning with the January 2017 administration, WMCMH started using a 15 item tool to collect general satisfaction and outcome data following discharge from SUD services. The change in tool is related to the LRE requiring additional satisfaction data be collected. *(Please see attachment #2 for a copy of the revised tool.)* The summary below will contain only the findings of the original 5 questions. 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 **101 consumers** who were discharged from care in the months of **July, August, September 2018**. This is an increase from previous reporting periods. Customer Services attempted to contact all 101 of the consumers discharged. Due to phone disconnected, consumer not being available after two attempts, consumers declining the opportunity to complete the tool or other extenuating circumstances; of the 101 consumers that CS staff attempted to reach:

- There were a total of **17 (17%) surveys completed** by consumers or guardians.
- There were **84 (83%) consumers who were not available** by phone or declined the opportunity to complete the survey.

RESULTS:

The tables below outline the responses to the tool questions:

Question: The services I received at WCMCMH were helpful in improving my life in the ways that I wanted to.	<u>% Responses</u>				
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>No Response</u>
Jul-Sep 2018 N=17	53%	29%	6%	6%	6%
Jul-Sep 2017 N=11	45%	36%	9%	0%	9%
Jan-Mar 2017 N=8	63%	25%	12%	0%	0%
Jul-Sep 2016 N=12	67%	33%	0%	0%	0%
Jan-Mar 2016 N=12	0%	100%	0%	0%	0%

Overall, the data suggests that the consumers who completed the survey following discharge from services reported overall satisfaction with services they received. This is a decrease with the “strongly disagree” response, but an increase in the “agree” response. One person disagreed and one person did not respond.

<u>Question:</u>	Jul-Sept 2018 (N=17)	Jul-Sept 2017 (N=11)	Jan-Mar 2017 (N=8)	July-Sept 2016 (N=12)	Jan-Mar 2016 (N=12)
In the past 30 days, how many days have you been in a Stable Living Situation?	Data indicates that 16 (94%) of consumers report a stable living condition.	Data indicates that 10 (91%) of consumers report a stable living condition.	Data indicates that 6 (75%) of consumers report a stable living condition.	Data suggests that 6 (100%) of consumers report a stable living situation.	Data suggests that 12 (100%) of consumers report a stable living situation.
In the past 30 days, how many days have you been Employed or enrolled in School?	Data indicates that 8 (47%) of consumers report that they were employed or enrolled in school at some point in the 30 days prior to the survey.	Data indicates that 5 (45%) of consumers report that they were employed or enrolled in school at some point in the 30 days prior to the survey.	Data indicates that 6 (75%) of consumers report that they were employed or enrolled in school at some point in the 30 days prior to the survey.	Data suggests that 5 (83%) of consumers report that they were employed or enrolled in school as some point in the 30 days prior to the survey.	Data suggests that 7 (83%) of consumers report that they were employed or enrolled in school as some point in the 30 days prior to the survey.
In the past 30 days, how many days have you used Drugs or Alcohol?	Data indicates that 11 (65%) of the consumers reported 0 days of drug or alcohol use over the 30 days prior to the survey.	Data indicates that 7 (64%) of the consumers reported 0 days of drug or alcohol use over the 30 days prior to the survey.	Data indicates that 7 (88%) of the consumers reported 0 days of drug or alcohol use over the 30 days prior to the survey.	Data suggests that 6 (100%) of the consumers reported 0 days of drug or alcohol use over the 30 days prior to the survey.	Data suggests that 11 (91%) of the consumers reported 0 days of drugs or alcohol use over the 30 days prior to the survey.

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

- Data indicates an increase compared to the last period in the area of stable living situation (**94%**), although this is fairly consistent with previous reporting periods.
- Data also indicates a slight increase in percentage (**47%**) of consumers reported of being employed or enrolled in school over the 30 days prior to this survey. This continues to be a noticeable drop from the previous reporting periods.
- Data is similar compared to the last review period (**65%**) with consumers who reported 0 (zero) days of drug or alcohol use over the 30 days prior to the survey. For the second review period in a row, this is lower than previous reporting periods.

<u>Reason Noted For Leaving Care:</u>	<u>Number of Consumers Providing This Response: Jul-Aug 2018</u>	<u>Number of Consumers Providing This Response: Jul-Aug 2017</u>	<u>Number of Consumers Providing This Response: Jan-Mar 2017</u>	<u>Number of Consumers Providing This Response: July-Sept 2016</u>	<u>Number of Consumers Providing This Response: Jan-Mar 2016</u>
Finished treatment/completed program	5	7	5	4	5
Other (receiving services elsewhere, dissatisfaction with counselor, incarceration, lack of attendance)	12	4	3	2	7

Responses received indicate that **29%** of the consumers discharged from SUD only services in July, August, September 2018 left due to having finished treatment/completed the program. This is a fairly significant drop from previous reporting periods.

Additional Comments Received:

- "Chassidy & Amanda are amazing and impact people's lives."
- "Further contact with CMH services were available if needed - was great to hear."
- "Good outlet - gave me someone to talk to."
- "Chris & Kathy were awesome! They really helped."
- "Diane was the best group counselor."
- "Chasity refused to help with meds, always late or never there. Not happy with services."
- "Chasity & Mandy were always late. Connected with Mandy, but thought Chasity should consider a new profession."
- "Couldn't afford it. Felt like it helped him, though."

OVERALL CONCLUSIONS

- WMCMMH is able to draw meaningful conclusions from a response rate of **17%**.
- Overall, the data suggests that the consumers who completed the survey following discharge from services reported overall satisfaction with services they received.
- **94%** of the consumers reported a stable living situation.
- **47%** of the consumers reported that they were employed or enrolled in school at some point during the 30 days prior to the survey
- **65%** 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.
- SUD supervisor to go over the positive/negative feedback in the comments section with the named staff members, ranging from “amazing” to “find a new profession”...
- Will complete monitoring again during the 4th quarter of FY 18/19 (July, August, September 2019) with a report to PIOC December 2019.

Attachment 1

Substance Use Disorder Monitoring Plan

Submitted by: Josh Snyder

Date: 9/21/12

Reviewed by: Tracy Bonstell

Date: 6/15/17

I. **Purpose of the Monitoring Plan:** To evaluate the process of SUD service provision, client satisfaction, and client outcomes at discharge and post-discharge.

II. **Review Period:** The review period of this plan for the 1st and 4th quarters of each fiscal year.

III. **Outcome Monitoring**

1. **Client Satisfaction**

a. Elements:

- i. Follow up to Treatment Data: WMCMH initiates a follow-up contact with clients who have been discharged from Treatment. The purpose is to gather information about outcomes achieved, the efficiency of the organization, and the satisfaction with service delivery. An interview tool has been developed. Follow up phone surveys will be conducted twice annually.

2. **Clinical Outcomes:**

a. Elements include:

- i. Treatment Data: The Treatment Outcomes measured from Admission to Discharge are:
 - b. Decrease in Use from Admission to Discharge
 - c. Increase in Stable Housing or continued Stable Housing
 - d. Increase in Employment or continued Employment

b. Method of monitoring/collection: The Follow up to Treatment Data survey is to be conducted by the Customer Services staff per the following schedule/procedures:

- i. Monthly during the specified monitoring periods of the 1st and 4th quarters of the fiscal year, a Customer Service staff member will request a report from IS staff of all SUD consumers discharged from treatment during the previous quarter.
- ii. A random sample from those clients will be created.
- iii. By the final day of that month, Customer Services staff will attempt to phone contact and interview the individual gathering the information.

Data Analysis and Summary: The Customer Services Coordinator will analyze and summarize all of the above data, make recommendations, and share a report with the PIOC. IOC will review the data and recommendations, and make additional recommendations as needed.

Attachment 2

**ADULT CONSUMER SATISFACTION SURVEY
SUD Post-Discharge**

Provider: **West Michigan CMH**

Date: _____

Completed without assistance

Completed with assistance

Please tell us about the person receiving services. Circle the words that best describe your answers.

My worker at West Michigan CMH is/was:				
Gender	Male	Female		
Age	Less than 18	Between 18-30	Between 31-60	Over Age 60

Length of Time You Have Received CMH Services:

New-Just Started	3 Months	6 Months	1 Year	2 Years	More than 2 Years
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In order to provide the best mental health services possible, we'd like to know what you think about the services you have received during the last **six** months, the people who provided these services to you, and the results that have been achieved. There are no right or wrong answers to the questions in this survey. Please indicate your agreement or disagreement with each of the following statements by filling in the circle that best represents your opinion. If a question does not apply to you, then fill in the "NA" circle for "not applicable." Your answers will remain strictly confidential.

1. "The services I received at WCMHS were helpful in improving my life in the ways that I wanted to."	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
2. The location of services is/was convenient.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
3. Staff returned my calls within 24 hours.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
4. Services were available at times that were good for me.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
5. I felt comfortable asking questions about my treatment, services, and medication.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA

6. I, not staff, decided my treatment goals.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
7. Staff encouraged me to take responsibility for how I live my life.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
8. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
9. Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA
10. As a direct result of the services I received, I deal more effectively with daily problems.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	NA

1. <u>In the past 30 days:</u>	
a. How many days have you been in a Stable Living Situation?	# _____
b. How many days have you been Employed or enrolled in School?	# _____
c. How many days have you used Drugs or Alcohol?	# _____

3. What was your reason for leaving WMCMHS SUD services?	
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4. Is there anything else/any additional comments that you would like to tell me about the SUD services you received?	
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5. Would you like to receive a copy of the results of this survey?	Yes	No
• If yes, list name and address here		

Thank you very much for completing this survey.