

**West Michigan Community Mental Health System**  
**Satisfaction Survey for Individuals with Developmental Disabilities**  
**June 23, 2017**  
**SUMMARY**

**Submitted by:** Tracy Bonstell & Megan Teall

**Review Period:** March – June 2017

**Methodology:**

- **Consumer Satisfaction:**  
There were 214 adult consumers with a Developmental Disability open to a WMCMH level of care during the month of March 2017. Based upon this number and an 85% confidence interval with a 15% margin of error, a sample of 21 consumers were randomly selected from the 214 individuals to be interviewed for the satisfaction study. Of the 21 individuals identified, two consumers chose not to participate in the study and four people were unavailable to be interviewed.
- **Guardian Satisfaction:**  
The guardian satisfaction tool was administered through the mail to family members and/or guardians of all 214 adult consumers with a Developmental Disability open to a WMCMH level of care during the month of March 2017. Instructions for completing the tool and a self-addressed, stamped envelope were included with each questionnaire. Guardian surveys were sent out and requested to be returned by April 17, 2017.

**OVERALL CONCLUSIONS:**

Overall the results suggest that consumers and guardians and/or parents of consumers with developmental disabilities are satisfied with the services received at WMCMH.

While the overall question that being answered through this study was intended to be related to satisfaction with services received at WMCMHS (both from a consumer and guardian perspective), we were also able to draw some subjective conclusions as highlighted below:

- Some of our current DD consumers with guardians question their authority and their ability to fully participate in person-centered planning (i.e., ability to choose own goals, ability to choose own direction for services, ability to develop own plan) and appear to see this as the role/responsibility of the guardian.
- Feedback from guardians landed in two categories, those who believe their consumers can participate in the PCP process and those who do not believe their consumer can participate in the PCP process. Of those who do not believe their consumer can participate, it appears to be for 2 reasons:
  - Due to the severity of the consumer's disability, the consumer realistically does not possess the skills needed
  - Guardians think that being a guardian means it is their responsibility to decide services based upon their authority as guardian.
- Due to lack of explanation on items listed, providing face to face interviews with guardians should be considered to get a full response on some of the questions that show a decline from this present survey to past surveys.

#### **OVERALL RECOMMENDATIONS**

- For future reviews it is recommend to conduct face to face or phone interviews with guardians in order to get a full response. A random sample of guardians will be pulled and attempts will be made to schedule interviews.
- Interviewers will collaborate prior to interviews to determine how to best present questions in a manner that is understandable. This may include elaboration on questions in order for the consumer to better understand.
- During activity planning, consumers shared they experienced that they do not always get to express themselves in a way that is fully understood and taken into consideration. This concern will be shared with the DD Care Management and Gathering Site teams.
- Recommend re-administration of both the consumer and guardian tools on an every other year basis, with the next re-administration scheduled for 2019. When scheduling the next administration, it is recommended that this not occur during the months of July or December to other WM satisfaction surveying taking place.

#### **Tool:**

- At this time, the questions will remain the same unless there are other requirements mandated from accrediting bodies that need to be included.

**West Michigan Community Mental Health System**  
**Satisfaction Survey for Individuals with Developmental Disabilities**  
**Summary of Results**  
**June 23, 2017**  
**For the Period of May – June 2017**

**Submitted by:** Tracy Bonstell & Megan Teall

**PURPOSE**

To evaluate consumer and guardian perception and satisfaction with services provided at WMCMH.

**METHODOLOGY**

**Tool Development**

The tools utilized for this study were developed based upon a review of a variety of formal and informal tools in use around the State. At the time of development, FY 2009, no satisfaction survey has been identified that clearly addresses satisfaction with services for individuals with a Developmental Disability in language that is accessible and user friendly. As such, the 3 primary authors of the study, reviewed all the tools they had collected, identified the strengths of each tool and the questions from each tool that they felt most adequately reflected the organizational purpose for the study, and developed two tools—one for consumers (interview format) and 1 for guardians (questionnaire format). The preliminary tools were then shared with a subset of staff from the DD Care Management Team for their input and feedback. Based upon their suggestions, questions were retooled and reformatted.

This is the same tool that was used for the FY 2017 satisfaction survey for individuals with a Developmental Disability with some items added to meet LRE reporting requirements.

**Consumer Interview Tool**

The consumer interview tool was utilized with consumers who had adequate verbal capacity to understand and respond to satisfaction questions. It consists of 13 questions addressing various domains of satisfaction. The response set for the 13 satisfaction questions was “yes,” “no,” and “I don’t know.” In addition to the 13 satisfaction questions, each tool contained a set of pre-populated information regarding the consumer to provide the interviewer with information regarding current services and providers. The interviewer could then use this information to assist the consumers in understanding what terms like “services” and “worker” meant to them individually during the interview process. Guardians were offered the opportunity to decline participation for their ward in the study. Additionally all consumer participants were directly offered the opportunity to participate or decline participation.

For FY 2017, two interviewers were identified to administer the interview to the consumers. These interviewers were not in any way involved in the care of the individual being interviewed. The typical interview took approximately 15 minutes. If consumers did not give a clear “Yes,” “No,” or “I don’t know” answer, the question was left blank. If they gave comments, these were marked down. At the end of each interview, each consumer was offered the opportunity to give us any additional information that they thought would be helpful. Interviews were conducted in a variety of confidential, community settings including consumer homes and gathering sites.

#### Guardian Questionnaire

The guardian tool was a questionnaire format administered to all parents or guardians of WMCMH consumers receiving DD services. The tool contains 16 questions addressing satisfaction with the services provided to their ward or family member. For public guardians who had more than one ward, the guardian was asked to complete a separate tool for each ward. The response set for the questionnaire was "Yes," "No," or "I don't know" for each question and the tool offered an opportunity at the end for any additional comments. The tool was administered through the mail to each family member or guardian. Instructions for completing the tool and a self-addressed, stamped envelope were included with each questionnaire. Guardian surveys were sent out and requested to be returned by April 14, 2017.

#### Time Period for the Study

All DD Consumers who were open to a WMCMH level of care during the month of March 2017 were included in the sample for the study.

#### Sampling Procedures

214 adult consumers with a Developmental Disability were open to a WMCMH level of care during the month of March 2017. Based upon this number and an 85% confidence interval with a 15% margin of error, a sample of 21 consumers were randomly selected from the 214 individuals to be interviewed for the satisfaction study. Of the 21 individuals identified, 2 consumers chose not to participate in the study and 4 people were unavailable to be interviewed.

214 surveys were sent to guardians or family members for completion. Of the surveys sent, 44 surveys were returned for a 21% response rate. Of those who responded 10 indicated that they were public guardians and 23 indicated that they were family members or parents. Nine (9) individuals indicated that they were both. Two did not respond.

**CONSUMER SATISFACTION INTERVIEW RESULTS**

The table below shows the number of yes, no, and I don't know responses to each of the 13 questions in the consumer satisfaction interview. Not all totals across any one question equal 15 as some individuals chose not to respond to certain questions.

	Yes	No	I don't know	% Yes Resp. 2017	% Yes Resp. 2009
1. Who do you work with at MH? What kinds of things do you get from mental health? <b>[Prompt with specific services from above if necessary]</b> .					
2. When you call staff do they call you back in 24 hours – by the next day? (Note: this is an added question as requested from the LRE)	10	1	4	67%	
3. I decided on my own what things I wanted to work on. [What I'd like to do next, treatment goals].	11	2	2	73%	75%
4. Staff <b>[prompt with specific staff names from above if necessary]</b> helps me to get the information I needed to take charge of my life. [Make decisions, be in control. Special needs—things I need that others don't. I can have a better life.]	14	0	1	93%	95%
5. Are you doing what you want to do with your workers <b>[fill in with names form above if necessary]</b> ?	12	1	2	80%	78%
a. If no, what else would you like to do?					
b. If yes, what do you like to do best?					
6. Services <b>[insert specific services]</b> are available at times that are good for me.	14	1	0	93%	89%
7. Services <b>[insert specific services]</b> available in the evenings and on week-ends would be better for me.	7	5	3	47%	43%
8. If I have a problem with my care <b>[insert specific services, if necessary]</b> , I know someone who will help me.	13	1	1	87%	82%
9. My workers <b>[fill in names, if necessary]</b> believe I can grow, change, and learn.	14	0	1	93%	89%
10. Staff <b>[fill in names, if necessary]</b> treats me with respect [are nice to me, are good to me].	15	0	0	100%	97%
a. Staff speak with me in a way I understand.	15	0	0	100%	95%
11. Do you understand how things work at CMH?	10	3	2	67%	69%
a. Do you know how you get what you need?	12	0	3	80%	78%
b. Do you know why you don't get certain things that you may want?	5	6	4	33%	51%
12. Staff <b>[fill in names, if necessary]</b> help me to learn new things so I can live the life I want to have [Staff helps me to do as much as I can do on my own; Staff helps me to be as independent as I can be]	14	1	0	93%	95%
13. I have a way to get to services at CMH [car/bus/dial-a-ride].	14	0	1	93%	95%

**Commented [TM1]:** This was a new question from the LRE

### **Comments and Information shared during consumer interviews**

- Consumers' feedback indicated in the stories that they shared and statements they made that they value the services they receive and the time and attention that direct staff offer them both in service delivery and in the more casual contacts they have. Consumer's associated their direct staff person with the person that assists in providing daily services rather than the actual care manager.
- A couple of the consumers who participated interpreted having less control in their lives—that guardians, home staff and care managers make decisions for them rather than having the ability to make decisions for themselves; While consumers expressed that they did not feel they had control in their lives, they felt they were doing what they were supposed to by following the rules and direction.
- Consumer participants enjoyed sharing their input and feedback and appreciated having the opportunity to do so;
- Staff who assisted with the interview process found the process educational and meaningful and enjoyed meeting many of our consumers;
- Consumers reported that they would like services available in the evenings and on the weekend.
- Consumers reported especially enjoying 2 opportunities specific to their CMH experience:
  - a. Work opportunities such as shredding, filling pop machines, and earning money that they can use for their own activities,
  - b. Community activities such as attending yard sales, bowling, park cleanup, fishing, and going to the library.

### **Summary of Results**

Overall the results suggest that our consumers with developmental disabilities are satisfied to very satisfied with the services they receive. They report feeling valued and respected by staff (100%) and feel strongly supported in their recovery (93%). When compared to the previous review period (2009) the results are very similar with consumers reporting they felt valued and respected by staff (97%) and felt strongly supported in their recovery (95%).

Upon review, five questions stuck out as areas for more exploration.

- **Question #2: When you call staff do they call you back in 24 hours – by the next day?** This is at a 67% and consumers indicated that they do not hear back from their care managers right away when they call.
- **Question #3: I decided on my own what things I want to work on.** Drill down indicated that of the 4 consumers who responded "no" to this question, 3 indicated that the individual's family member or guardian assist them with this.
- **Question #7: Services available in the evenings and on week-ends would be better for me.** Review of this question combined with information from the anecdotal section above, indicates that many of our consumers very much enjoy the services, attention, and opportunities for social networking they receive. Individuals did not appear to completely understand the question and readily said "yes they would like to see their workers on evenings and weekends so as to have the opportunity to do more social recreation in the evenings and weekends.
- **Question #11: Do you understand how things work at CMH?** Consumers do not appear to fully understand how things work at CMH, although they do tend to know how to get what they need but do not understand what they do not get certain things that they want. Review of question 10, 10a and 10b indicates that these questions were apparently very confusing for our consumers. Responses in comments to those questions indicate a lack of comprehension of the question. It was previously recommended to retool this question and that will be done prior to the next survey administration.

**GUARDIAN SATISFACTION SURVEY RESULTS**

The table below shows the number of yes, no, and I don't know responses to each of the 16 questions in the guardian satisfaction questionnaire. Not all numbers total 44 as some individuals chose not to respond to the questions asked.

	Yes	No	I don't know	% Yes Resp. 2017	% Yes Resp. 2009
1. Overall, we are satisfied with the services we receive.	40	2	1	95%	95%
2. The people helping us stick with us no matter what.	33	2	6	80%	92%
3. We have someone to talk to when there are problems.	38	2	1	92%	98%
4. The services we receive are right for us.	39	2	2	90%	89%
5. The location of services is convenient for us.	39	2	2	90%	98%
6. Services are available during the hours we needed them.	35	2	4	85%	94%
7. We get all the help we need from CMH.	32	3	5	80%	89%
8. We were given information about our rights.	41	0	0	100%	98%
9. Staff treats us with respect.	41	1	0	97%	98%
10. Staff speaks with us in a way we understand.	41	0	0	100%	100%
11. Staff is sensitive to our cultural/ethnic background.	34	0	5	87%	93%
12. Do you know how to get what you need from CMH?	33	4	2	84%	82%
13. Do you understand why you don't get certain things you may want?	31	4	2	83%	78%
14. The individual served chooses his/her own services	23	13	2	60%	52%
15. The individual served chooses the goals in his/her person centered plan.	28	8	3	71%	64%
16. If the individual served receives medications through WMCMH are satisfied with the effectiveness of meds and satisfied with medications in general?	18	5	3	69%	N/A

### **Summary of Results**

Overall, the results suggest that our guardians and/or parents of consumers with developmental disabilities are satisfied to very satisfied with the services the individual receives. When compared to the previous review period (2009) guardian and/or parents remained 95% satisfied with the overall services received.

Five questions that worth more consideration are:

- **Questions #2: The people helping us stick with us no matter what.** Two (2) guardians responded “no” to this question and six (6) responded “I don’t know”; however, no additional comments were indicated on the tool.
- **Question #6: Services are available during the hours we need them.** Two (2) guardians responded “no” to this question and four (4) responded “I don’t know”; however, no additional comments were indicated on the tool.
- **Questions #7: We get all the help we need from CMH.** Three (3) guardians responded “no” to this questions and five (5) responded “I don’t know”; however, no additional comments were indicated on the tool.
- **Question #14: The individual served chooses his/her own services.** Drill down indicated that 13 guardians responded “no” to this question and 2 responded “I don’t know “; review of comments shows that guardians make the decisions for the individuals.
- **Question #15: Our ward chooses the goals in his/her person-centered plan.** Of the 8 guardians who responded “no” to this question, from review of the comments on the completed tools, it appears that the consumer has some say of the goals, but not the final decision when completing the plan.

### **OVERALL CONCLUSIONS:**

Overall the results suggest that consumers and guardians and/or parents of consumers with developmental disabilities are satisfied with the services received at WCMCHS.

While the overall question that was being answered through this study was intended to be related to satisfaction with services received at WCMCHS (both from a consumer and guardian perspective), an anecdotal from both surveys highlights the following:

- Some of our current DD consumers with guardians question their authority and their ability to fully participate in person-centered planning (i.e., ability to choose own goals, ability to choose own direction for services, ability to develop own plan) and appear to see this as the role/responsibility of the guardian.
- During activity planning, consumers shared they experienced that they do not always get to express themselves in a way that is fully understood and taken into consideration. This concern will be shared with the DD Care Management and Gathering Site teams.
- We need to put guardians into two categories, those who believe their consumers can participate in the PCP process and those who do not believe their consumer can participate. Of those who do not believe their consumer can participate, it appears to be for 2 reasons:
  - Due to the severity of the consumer’s disability, the consumer realistically does not possess the skills needed
  - Guardians think that being a guardian means it is their responsibility to decide services based upon their authority as guardian.
- Due to lack of explanation on items listed, providing face to face interviews with guardians should be considered to get a full response on some of the questions that show a decline from this present survey to past surveys.



#### **OVERALL RECOMMENDATIONS**

- Recommend to conduct face to face or phone interviews with guardians in order to get a full response. A random sample of guardians will be pulled and attempts will be made to schedule interviews.
- Interviewers will collaborate prior to interviews to determine how to best present questions in a manner that is understandable. This may include elaboration on questions in order for the consumer to better understand.
- Recommend re-administration of both the consumer and guardian tools on an every other year basis, with the next re-administration scheduled for 2019. When scheduling the next administration, it is recommended that this not occur during the months of July or December to other WM satisfaction surveying taking place.

#### **Tool:**

- At this time the questions will remain the same unless there are other requirements mandated from accrediting bodies that need to be included.