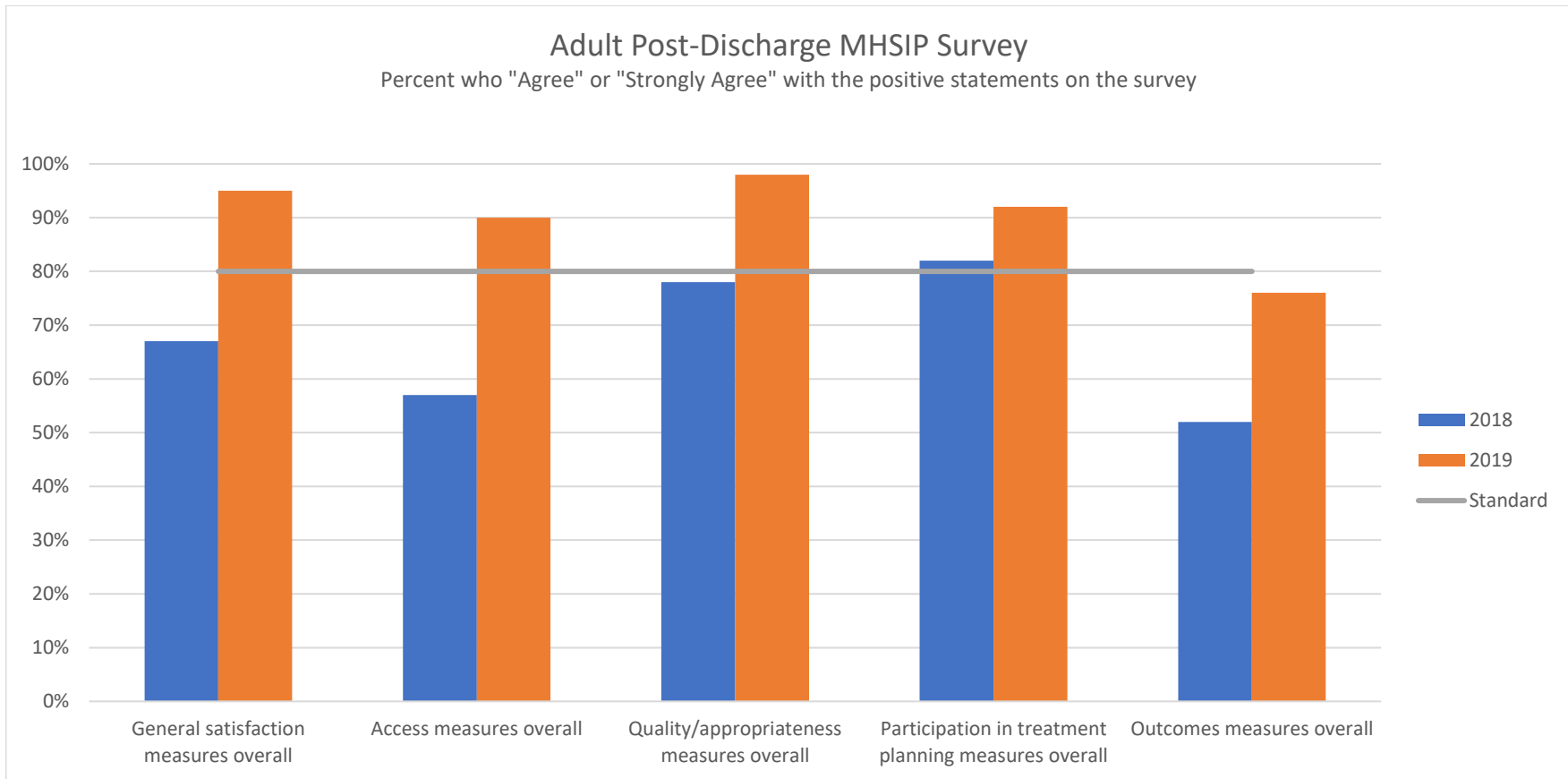


Summary

Results of the 2019 survey show significant improvement over the 2018 results. WMCMH has set a standard that 80% of respondents will agree or strongly agree with the positive statements in the survey. Any subscale results that fall below the 80% standard will be addressed with action steps to improve performance. All subscales are above the standard except social connectedness. These results are unusual for WMCMH. A subcommittee of PIOC is meeting on 5/31/19 to discuss action steps.



Summary

Results of the 2019 survey show significant improvement over the 2018 results. WCMCMH has set a standard that 80% of respondents will agree or strongly agree with the positive statements in the survey. Any subscale results that fall below the 80% standard will be addressed with action steps to improve performance. WCMCMH historically has had lower results with the Outcomes subscales. PIOC will need to make a decision about how to respond to this, since interventions to improve outcomes may be outside the scope of customer satisfaction. All other subscales are above the standard.

Adults Post Discharge MHSIP

	2018	2019	Standard
General satisfaction measures overall	67%	95%	80%
Access measures overall	57%	90%	80%
Quality/appropriateness measures overall	78%	98%	80%
Participation in treatment planning measures overall	82%	92%	80%
Outcomes measures overall	52%	76%	80%

Youth Post Discharge YSS

	2018	2019	Standard
Access measures overall	86%	92%	80%
Participation in treatment measures overall	61%	89%	80%
Cultural sensitivity measures overall	93%	83%	80%
Appropriateness measures overall	59%	89%	80%
Outcomes measures overall	56%	86%	80%
Social connectedness measures overall	75%	67%	80%