

**West Michigan Community Mental Health System  
Mental Health Statistics Improvement Program (MHSIP)  
Consumer Perception and Satisfaction Survey Summary  
July 8, 2019  
SUMMARY**

**Review Period: April 29, 2019 – May 3, 2019**

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**Executive Summary**

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

**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
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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. On the “Youth” tool, it is the opposite, where 1 represents minimal satisfaction and 5 represents significant satisfaction.**

- For the period of **April 29-May 3, 2019**, 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 they were 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, since 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 the questions on the tool, these consumers were not provided the opportunity to complete a MHSIP survey.

For the study period, there were **197 surveys completed**.

Of the 197 completed surveys for the period:

- 157 were adult surveys
- 40 were youth surveys

## **ADULT SURVEYS (N=157)**

### **ADMINISTRATION:**

Acceptable administration methods for the MHSIP tool are face-to-face, mail or phone. To ensure the most appropriate administration method for WMCMH consumers, three methods were used (completed by consumer, phone, or mail.)

Please see below for a summary of administration methods used for the 157 completed “Adult” surveys.

<b><u>Administration</u></b>	<b><u>Number</u></b>	<b><u>Percentage</u></b>
Completed by consumer in-office without staff assistance	142	90%
Completed by consumer in-office with staff assistance	0	0%
Mail	0	0%
Phone	15	10%

<b><u>County Where Served</u></b>	<b><u>Number</u></b>	<b><u>Percentage</u></b>
Lake County	25	16%
Mason County	81	52%
Oceana County	36	22%
County Unknown	15	10%

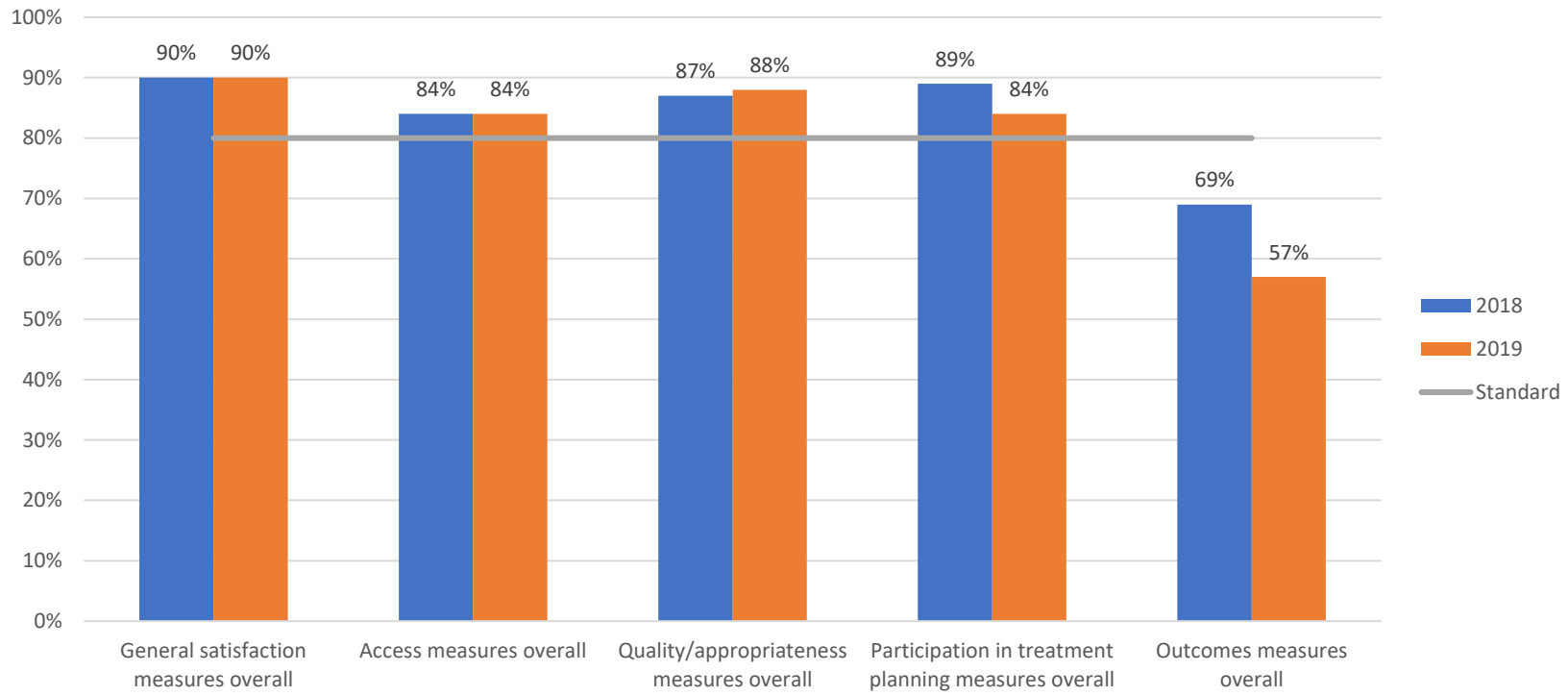
### **Summary of Adult Data**

Results of the 2019 survey show 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. WMCMH historically has had lower results with the Outcomes subscales. PIOC will need to plan 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.

Please see comments from the Adult Survey below.

# WM MHSIP Adult Survey

Percent who "Agree" or "Strongly Agree" with the positive statements on the survey



**YOUTH SURVEY (N=40)**

**ADMINISTRATION:**

Acceptable administration methods for the MHSIP tool are face-to-face, mail or phone. To ensure the most appropriate administration method for WMCMH consumers, three methods were used (completed by consumer, phone, or mail.)

Please see below for a summary of administration methods used for the 40 completed “Youth” surveys.

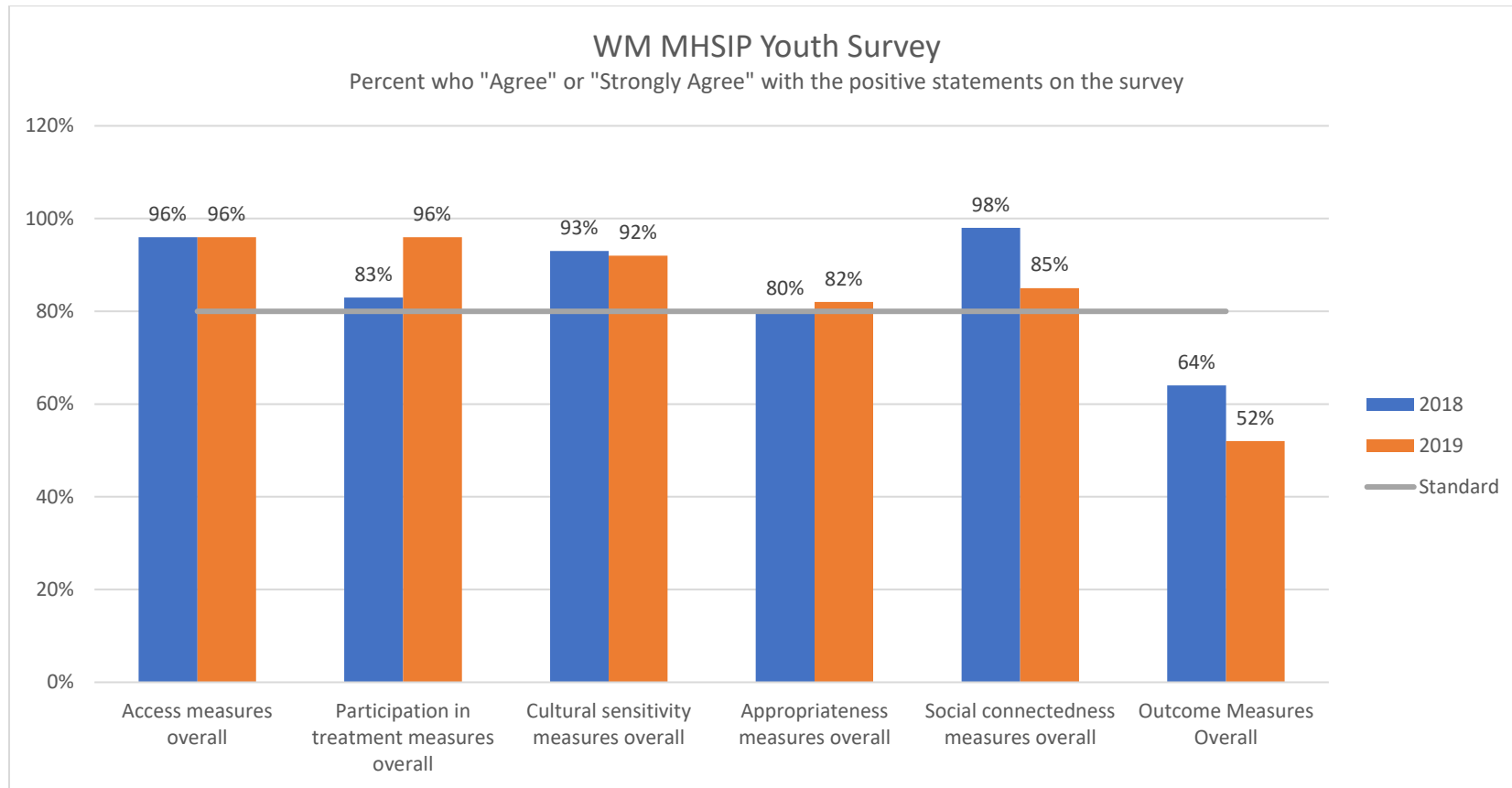
<b><u>Administration:</u></b>	<b><u>Number</u></b>	<b><u>Percentage:</u></b>
Completed by consumer in-office without staff assistance	28	70%
Completed by consumer in-office with staff assistance	0	0%
Mail	0	0%
Phone	12	30%

<b><u>County Where Served</u></b>	<b><u>Number</u></b>	<b><u>Percentage</u></b>
Lake County	8	20%
Mason County	17	43%
Oceana County	3	7%
County Unknown	12	30%

### Summary of Youth Data

Results of the 2019 survey show 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 plan 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.

Please see comments from the Youth Survey below.



**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 several 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 MHSIP on an annual basis utilizing the survey tool, sampling procedures and administration methods of this review. The next MHSIP administration will be in May 2020 with a report to PIOC in July 2020.
2. In addition to the above, WMCMH will also continue to administer satisfaction tools as required by MDCH and the Lakeshore Regional Partners.