

MCCMH 2012 Satisfaction Survey Results

The Michigan Department of Community Health asks CMHSPs to survey their mental health consumers on their perception of services and treatment outcomes. The Mental Health Statistics Improvement Program (MHSIP) survey is used with adults in Assertive Community Treatment and the Youth Services Survey for Families (YSS-F) is used for children in Home-Based Services. Data from the surveys are used for block grant reporting requirements, to inform quality improvement initiatives, and to give stakeholders a direct indication of how consumers of mental health services perceive their treatment and experience with the public community mental health system.

The MHSIP and YSS-F are used by the majority of the states in this country to collect data on consumer perception of services and outcomes, much like a customer satisfaction survey. Each survey includes self-report questions organized into domains, or sub-scales, in order to categorize the subject area. Some of the sub-scales appear in both surveys while others appear in only one. The table below illustrates which subscales are included in which survey.

Survey Instrument Subscales		
Domain	MHSIP	YSS-F
General Satisfaction	Yes	Yes
Access	Yes	Yes
Quality and Appropriateness	Yes	
Participation in Treatment Planning	Yes	Yes
Cultural Sensitivity		Yes
Perception of Outcomes	Yes	Yes
Perception of Functioning	Yes	
Perception Social Connectedness	Yes	Yes

Each item on the survey is rated using a Likert-type scale with the following response options: Strongly Disagree, Disagree, Undecided, Agree, Strongly Agree.

The surveys are hand-delivered to adults in ACT or to the parents of children in Home Based Services during a two-week data collection period each year in 2012, 10/22/12 - 11/02/12). Staff are prepared to orient the respondents using standardized instructions and responses to questions. Those completing the survey can ask for assistance with completing the survey and this is noted if it is provided. Respondents can put the completed survey into an envelope provided to them, seal it, and give it back to the distributing staff, or they can send it to the program in a pre-addressed, stamped envelope.

Table 1 presents the results for consumers of Assertive Community Treatment. Table 2 provides data for children and their families in Home-Based Services. In each table, the numbers in the response columns indicate the percentage of respondents choosing the particular response options. Percentages may not sum to 100% for a particular question because not all respondents answered every item. Near the name of each subarea, there are two additional data points. The first is the average rating for all those who completed the items in that area. The second is the percent of respondents whose average response for the item area can be seen as "in agreement" (i.e., their average score for the items in that area are between the midpoint value and the most preferred response).

Table 1: 2012 MHSIP -- Consumers in ACT services (percent of those responding)

	SA	A	UN	D	SD
General Satisfaction (1.42 Avg., 92% in agreement)	66%	26%	7%		
Q 1: I like the services that I received.					
Q 2: If I had other choices, I would still choose to get services from this mental healthcare provider.	62%	27%	7%		1%
Q 3: I would recommend this agency to a friend or family member.	62%	28%	7%		
Q 4: The location of services was convenient	64%	26%	7%	1%	
Q 5: Staff were willing to see me as often as I felt it was necessary.	71%	24%	2%		1%
Q 6: Staff returned my calls within 24 hours.	64%	25%	4%		1%
Q 7: Services were available at times that were good for me.	64%	34%	1%		
Q 8: I was able to get services I thought I needed	61%	28%	8%	1%	
Q 9: I was able to see a psychiatrist when I wanted to.	55%	34%	6%	2%	
Q11: I felt comfortable asking questions about my treatment, services, and medications	61%	26%	9%	2%	
Q17: I, not staff, decided my treatment goals.	47%	32%	11%	1%	
Q10: Staff believed that I could grow, change, and recovery.	55%	28%	12%	1%	2%
Q12: I felt free to complain.	51%	28%	13%	5%	
Q13: I was given information about my rights.	62%	31%	5%		1%
Q14: Staff encouraged me to take responsibility for how I live my life.	55%	34%	6%	1%	
Q15: Staff told me what side effects to watch for.	53%	32%	6%	5%	1%
Q16: Staff respected my wishes about who is and who is not to be given information about my treatment services.	62%	27%	5%	2%	2%
Q18: Staff were sensitive to my cultural / ethnic background (e.g., race, religion, language, etc.)	52%	27%	14%	1%	1%
Q19: Staff helped me to obtain the information I needed so that I could take charge of managing my illness or disability.	54%	35%	5%	1%	
Q20: I was encouraged to use consumer-run programs	58%	28%	6%	2%	
Q21: I deal more effectively with daily problems.	42%	35%	12%	4%	
Q22: I am better able to control my life	42%	38%	12%	1%	1%
Q23: I am better able to deal with crises	42%	33%	15%	2%	
Q24: I am getting along better with my family.	38%	36%	14%	4%	1%
Q25: I do better in social situations.	39%	29%	16%	6%	1%
Q26: I do better in school and /or work	24%	13%	15%	1%	4%
Q27: My housing situation has improved.	36%	26%	22%	2%	4%
Q28: My symptoms are not bothering me as much.	38%	34%	11%	9%	1%
Q28: My symptoms are not bothering me as much.	38%	34%	11%	9%	1%
Q29: I do things that are more meaningful to me.	46%	26%	20%	2%	
Q30: I am better able to take care of my needs.	42%	36%	11%	4%	1%
Q31: I am better able to handle things when they go wrong.	40%	31%	18%	2%	2%
Q32: I am better able to do things that I want to do.	40%	34%	14%	5%	2%
Q33: I am happy with the friendships I have..	40%	31%	20%	2%	1%
Q34: I have people with whom I can do enjoyable things.	40%	29%	21%	2%	1%
Q35: I feel I belong to my community	39%	29%	26%	5%	
Q36: In a crisis, I would have the support I need from family and friends.	44%	28%	16%	5%	
Participation in treatment planning (1.6 Avg., 90% in agreement)					
Quality and Appropriateness (1.6 avg., 90% in agreement)					
Perception of Outcomes (2.1 Avg., 70% in agreement)					
Perception of Functioning (2.0 Avg., 80% in agreement)					
Social Connectedness (1.8 avg., 80% in agreement)					

Table 2: 2012 YSS-F : Consumers in Home Based Services (percent of those responding)						
	SA	A	UN	D	SD	
Appropriateness / General Satisfaction (4.19 Average; 97% in agreement)	Q 1: Overall, I am satisfied with the services my child received.					
	56%	33%	3%	8%		
	Q 4: The people helping my child stuck with us no matter what.					
	44%	33%	8%	11%		
	Q 5: I felt my child had someone to talk to when he/she was troubled.					
	44%	47%	6%	3%		
	Q 7: The services my child and/or family received were right for us.					
	42%	39%	17%	3%		
	Q10: My family got the help we wanted for my child.					
	50%	28%	17%	6%		
	Q11: My family got as much help as we needed for my child					
39%	33%	14%	8%	6%		
Access (4.43 Average; 97% in agreement)	Q8: The location of services was convenient for us.					
	56%	36%	6%	0%	3%	
Q9: Services were available at times that were convenient for us						
58%	33%	6%	0%	3%		
Participation in Treatment! (4.37 Avg; 100% in agreement)	Q2: I helped to choose my child's services.					
	33%	50%	6%	8%		
	Q3: I helped to choose the goals in my child's service plan.					
	50%	47%	3%			
Q6: I participated in my child's treatment/services.						
50%	50%					
Cultural Sensitivity (4.61 Avg., 100% in agreement)	Q12: Staff treated me with respect.					
	69%	31%				
	Q13: Staff respected my family's religious/spiritual beliefs					
	67%	31%				
	Q14: Staff spoke with me in a way that I understood.					
	56%	42%				
Outcomes (3.16 Avg, 75% in agreement) - Functioning (w/out Q21)	Q15: Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language).					
	56%	39%	3%			
	Q16: My child is better at handling daily life.					
	14%	36%	25%	19%	6%	
	Q17: My child gets along better with family members.					
	8%	36%	28%	22%	6%	
	Q18: My child gets along better with friends and other people.					
	8%	28%	39%	17%	6%	
	Q19: My child is doing better in school and/or work.					
	11%	31%	22%	25%	11%	
	Q20: My child is better able to cope when things go wrong.					
	6%	33%	31%	25%	6%	
	Q21: I am satisfied with our family life right now.					
	3%	36%	28%	25%	8%	
Social Connectedness (4.21 Avg., 94.4 % in Agreement)	Q22: My child is better able to do things he or she wants to do					
	11%	33%	28%	22%	6%	
	Q23: I know people who will listen and understand me when I need to talk.					
	39%	50%	6%	3%	3%	
	Q24: I have people that I am comfortable talking with about my child's problems.					
	42%	53%		3%	3%	
	Q25: In a crisis, I would have the support I need from family or friends.					
47%	31%	17%		6%		
Q26: I have people with whom I can do enjoyable things						
42%	47%	6%	3%	3%		

2012 YSS-F	% Yes
Q27: Is your child currently living with you?	86%
Q28: Has your child lived in any of the following places in the last six months?	
with one or both parents	78%
with another family	6%
Foster home	8%
therapeutic foster home	0%
crisis shelter	0%
homeless shelter	0%
group home	0%
residential treatment center	22%
hospital	25%
local jail or detention facility	11%
state correctional facility	3%
runaway / homelessness / on the street	0%
other	0%

	Yes	No	over a yr = 6%	less = 94%	More = 0%
Q31: Is your child receiving home-based services? How long did your child receive home based services?	97%	3%			
Q29: In the last year, did your child see a medical doctor, or nurse for a health check up because Yes -- in a clinic or office	81%	16%			
Yes -- only in the ER	75%				
Q30: Is your child on medication for emotional or behavioral problems? If so, did the doctor or nurse tell you or your child what side effects to watch for?	6%				
Q33: If in services less than one year, was your child arrested since beginning to receive home-based	97%	3%			
Q34: If in services less than one year, was your child arrested during the 12 months prior to that?	85%	15%			
Q35: If in services less than one year, their encounters with the police have been _____ since your child began to receive home-based program services	12%	88%			
Q36: In in services less than one year, was your child expelled or suspended since beginning home based program services?	9%	88%			
Q37: In in services less than one year, was your child expelled or suspended during the 12 months prior to that?			Less = 32%	Same = 6%	More = 0%
Q38: If in services less than one year, the number of days your child was in school was _____ since starting to receive home-based services.	26%	74%			
Q39: If in services more than one year, was your child arrested during the last 12 months?	41%	59%			
Q40: If in services more than one year, was your child arrested during the 12 months prior to that?			Less = 38%	Same = 50%	More = 3%
Q41: If in services more than one year, since your child began to receive home-based services, their encounters with the police have been reduced? Stayed the same? Increased?	50%	50%			
Q42: If in services more than one year, was your child expelled or suspended during the last 12	100%	0%			
Q43: If in services more than one year, was your child expelled or suspended during the 12 months	100%	0%			
Q44: If in services more than one year, since starting to receive home-based services, the number of days my child was in school is greater? The same? Fewer?			Less = 0%	Same = 100%	More = 0%