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## Introduction

The Mid-State Health Network (MSHN) Quality Assessment and Performance Improvement Program, as required by the Michigan Department of Health and Human Services (MDHHS), annually administers a survey to a representative group of individuals served. MSHN, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, utilized the Mental Health Statistics Improvement Program (MHSIP) to conduct a region wide perception of care survey to adults experiencing a mental illness to determine any areas that may be deficient within the region. The data obtained by each CMHSP was provided to MSHN for regional analysis. The survey outcomes were compared to the previous year's Perception of Care Reports and is reported to MSHN's Quality Improvement Council (QIC) and available to stakeholders on the MSHN Website and upon request.

## Methodology

The population group included adults with a mental illness, 18 years and older, who received services between June 1, 2022 and July 30, 2022. The raw data was required to be received by MSHN no later than August 31, 2022. MSHN prepared an analysis, which included comparison data of CMHSPs.

The results are analyzed by the subscale and subscale line items for both the PIHP and the CMHSP. Seven subscales are included in the survey. Each subscale included multiple questions related to the subscale topic. The subscales are as follows: General Satisfaction, Access to Care, Quality of Care, Participation in Treatment, Outcomes of Care, Functional Status, and Social Connectedness.

Questions left "Blank" or a response choice of "Not Applicable" are removed from the sample. Individuals missing more than 1/3 of total responses (blanks, or invalid response) are excluded from the calculations. Subscale line items that include a blank result in all subscale line items to be excluded from the calculations of that subscale. Note that the number of responses included in the subscale average/mean and subscale percentage of agreement could be less than that of each individual question as a result of the exclusion of unanswered questions when calculating the subscale.

The mean of each individual subscale line item is calculated. The total number of respondents who are "in agreement" is then divided by the total respondents. The resultant number is then multiplied by 100 to provide a percentage. To obtain individual subscale scores, each response is assigned the following numerical values:

- Strongly Agree=1
- Agree=2
- Neutral=3
- Disagree=4
- Strongly Disagree=5
- Not Applicable=9

## Survey Response Rates

The response rate was calculated by dividing the number of surveys received by the number distributed. The number of surveys distributed was determined using three different methods; 1) number mailed, 2) the number offered, and 3) the unique number of individuals served during the time period. The process used for distribution may skew the response rates. Figure 1 indicates the return rate for each CMHSP where data was available prior to August 31, 2022.

Figure 1 MSHN and CMHSP participant response rates

| MHSIP          | 2019/20**<br>Response Rates | FY21<br>Response Rates | FY21<br>Received | FY22<br>Response Rates | FY22<br>Received |
|----------------|-----------------------------|------------------------|------------------|------------------------|------------------|
| MSHN           | 18%                         | 16%                    | 1444             | 22%                    | 2332             |
| BABH           | 19%                         | 17%                    | 205              | 32%                    | 514              |
| CEI            | 13%                         | 3%                     | 26               | 19%                    | 394              |
| CMHCM          | 11%                         | 13%                    | 282              | 17%                    | 342              |
| GIHN           | 35%                         | 8%                     | 39               | 27%                    | 100              |
| HBH            | 5%                          | 7%                     | 16               | 19%                    | 18               |
| The Right Door | 13%                         | 23%                    | 83               | 19%                    | 76               |
| Lifeways       | 32%                         | 31%                    | 428              | 26%                    | 356              |
| MCN            | 20%                         | 10%                    | 26               | 44%                    | 107              |
| NCMH           | 34%                         | 21%                    | 110              | 29%                    | 157              |
| Saginaw        | 14%                         | 12%                    | 141              | 11%                    | 184              |
| Shiawassee     | 20%                         | 12%                    | 28               | 12%                    | 21               |
| TBHS           | 25%                         | 25%                    | 60               | 37%                    | 63               |

## Survey Findings

MSHN's percentage of agreement for each subscale for FY22 scored above the desired threshold for four out of seven subscales as indicated in Figure 2. MSHN scored the highest in the "Perception of Quality and Appropriateness" and "Perception of Participation in Treatment Planning" and "General Satisfaction". In addition to the subscale score, a score is calculated to determine agreement with the individual question. This is completed using two methods. The first method calculates the percentage of those who demonstrated a 2.50 or below. The MSHN score of each subscale is demonstrated in Figure 3. The CMHSP score of each subscale is exhibited in Appendix A.

Figure 2. MSHN Subscale Percentage of Agreement

| Subscale  | 2019/20 | FY20 U.S. Rate | 2021 | 2022       |
|---|---------|----------------|------|------------|
| Perception of Quality and Appropriateness         | 92%     | 90.8%          | 92%  | <b>93%</b> |
| Perception of Participation in Treatment Planning | 92%     | 86.9%          | 93%  | <b>88%</b> |
| General Satisfaction                              | 92%     | 90.1%          | 92%  | <b>93%</b> |
| Perception of Access                              | 91%     | 88.9%          | 92%  | <b>91%</b> |
| Perception of Social Connectedness                | 81%     | 79.2%          | 79%  | <b>71%</b> |
| Perception of Functioning                         | 77%     | -              | 76%  | <b>69%</b> |
| Perception of Outcome of Services                 | 75%     | 79.6%          | 71%  | <b>70%</b> |

Figure 3. MSHN MHSIP Longitudinal Data by Subscale and Subscale Line Item

| <b>Adults</b>   | <b>FY2020</b> | <b>FY2021</b> | <b>FY2022</b> |
|---|---------------|---------------|---------------|
| <b>General Satisfaction</b>   | <b>92%</b>    | <b>92%</b>    | <b>93%</b>    |
| Q1. I like the services that I received.  | 92%           | 92%           | 93%           |
| Q2. If I had other choices, I would still choose to get services from this mental health agency.                        | 89%           | 88%           | 89%           |
| Q3. I would recommend this agency to a friend or family member.   | 92%           | 91%           | 92%           |
| <b>Perception of Access</b>   | <b>91%</b>    | <b>92%</b>    | <b>91%</b>    |
| Q4. The location of services was convenient.  | 89%           | 90%           | 89%           |
| Q5. Staff were willing to see me as often as I felt it was necessary.   | 90%           | 90%           | 92%           |
| Q6. Staff returned my calls within 24 hours.  | 88%           | 87%           | 89%           |
| Q7. Services were available at times that were good for me.   | 92%           | 93%           | 93%           |
| Q8. I was able to get all the services I thought I needed.  | 87%           | 88%           | 89%           |
| Q9. I was able to see a psychiatrist when I wanted to.  | 81%           | 81%           | 81%           |
| <b>Perception of Quality and Appropriateness</b>  | <b>92%</b>    | <b>92%</b>    | <b>93%</b>    |
| Q10. Staff believed that I could grow, change and recover.  | 88%           | 90%           | 91%           |
| Q12. I felt free to complain.   | 86%           | 90%           | 87%           |
| Q13. I was given information about my rights.   | 93%           | 92%           | 94%           |
| Q14. Staff encouraged me to take responsibility for how I live my life.   | 91%           | 88%           | 91%           |
| Q15. Staff told me what side effects to watch for.  | 82%           | 83%           | 81%           |
| Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.         | 93%           | 93%           | 94%           |
| Q18. Staff were sensitive to my cultural/ ethnic background.  | 89%           | 87%           | 90%           |
| Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability. | 89%           | 89%           | 90%           |
| Q20. I was encouraged to use consumer-run programs.   | 85%           | 84%           | 85%           |
| <b>Perception of Participation in Treatment Planning</b>  | <b>92%</b>    | <b>93%</b>    | <b>88%</b>    |
| Q11. I felt comfortable asking questions about my treatment, services, and medication.                                  | 90%           | 90%           | 91%           |
| Q17. I, not staff, decided my treatment goals.  | 87%           | 87%           | 89%           |
| <b>Perception of Outcome of Services</b>  | <b>75%</b>    | <b>71%</b>    | <b>70%</b>    |
| Q21. I deal more effectively with daily problems.   | 80%           | 79%           | 80%           |
| Q22. I am better able to control my life.   | 78%           | 76%           | 77%           |
| Q23. I am better able to deal with crisis.  | 74%           | 72%           | 74%           |
| Q24. I am getting along better with my family.  | 73%           | 70%           | 71%           |
| Q25. I do better in social situations.  | 65%           | 61%           | 65%           |
| Q26. I do better in school and/or work.   | 62%           | 63%           | 61%           |
| Q27. My housing situation has improved.   | 69%           | 64%           | 64%           |
| Q28. My symptoms are not bothering me as much.  | 60%           | 64%           | 64%           |
| <b>Perception of Functioning</b>  | <b>77%</b>    | <b>76%</b>    | <b>69%</b>    |
| Q29. I do things that are more meaningful to me.  | 74%           | 73%           | 72%           |
| Q30. I am better able to take care of my needs.   | 78%           | 75%           | 76%           |
| Q31. I am better able to handle things when they go wrong.  | 68%           | 68%           | 69%           |
| Q32. I am better able to do things that I want to do.   | 72%           | 70%           | 72%           |
| <b>Perception of Social Connectedness</b>   | <b>81%</b>    | <b>79%</b>    | <b>71%</b>    |
| Q33. I am happy with the friendships I have.  | 78%           | 75%           | 75%           |
| Q34. I have people with who I can do enjoyable things.  | 79%           | 79%           | 78%           |
| Q35. I feel I belong in my community.   | 65%           | 61%           | 63%           |
| Q36. In a crisis, I would have the support I need from family or friends.   | 81%           | 76%           | 78%           |

The second method provides the mean or average of each question. Figure 4 provides the mean of each subcategory.

Figure 4. MSHN Subscale Ranking Mean <2.50 indicates agreement

| Subscale  | FY20 | FY21 | FY22        |
|---|------|------|-------------|
| General Satisfaction                              | 1.56 | 1.59 | <b>1.49</b> |
| Perception of Participation in Treatment Planning | 1.62 | 1.61 | <b>1.53</b> |
| Perception of Quality and Appropriateness         | 1.63 | 1.62 | <b>1.56</b> |
| Perception of Access                              | 1.65 | 1.66 | <b>1.58</b> |
| Perception of Social Connectedness                | 1.97 | 2.09 | <b>1.99</b> |
| Perception of Functioning                         | 2.06 | 2.13 | <b>2.03</b> |
| Perception of Outcome of Services                 | 2.08 | 2.16 | <b>2.03</b> |

## Summary

The satisfaction survey for adults with a mental illness was administered by each CMHSP Participant. The survey consisted of the following subscales: general satisfaction, perception of access, perception participation treatment, perception of quality and appropriateness, perception of outcomes of services, perception of social connectedness, perception of social functioning.

MSHN's performance standard includes an achievement of 80% or higher for subscales or an average below 2.50.

General areas in which individuals served felt MSHN performed well included the following:

- Perception of Quality and Appropriateness
- Perception of Participation in Treatment
- General Satisfaction
- Perception of Access

Individuals receiving services indicated that:

- They know what side effects to watch for.
- They felt free to complain if needed.
- They liked the services they received.
- Services were available at times that were good for them.
- They would recommend this agency to a friend or family member.

Growth opportunities are in the areas of the perception of Social Functioning, Outcomes, and Social Connectedness.

## Recommendations

- Distribute the 2022 Perception of Care Report to the CMHSP participants through the following committee/council review: Quality Improvement Council (QIC), Regional Consumer Advisory Committee (RCAC)
- Each CMHSP will internally review individual cases of dissatisfaction and create an action plan identifying growth areas, barriers, interventions, and a process to monitor the effectiveness of interventions.
- CMHSP specific interventions will be documented on the QIC Action Plan.
- QIC in collaboration with relevant MSHN committees/council will establish a regional quality improvement plan, identifying regional barriers, relevant regional interventions, with measures of effectiveness for the Perception of Social Functioning and Outcomes of Services.

**Completed by:** Sandy Gettel Quality Manager MSHN  
**Reviewed by** MSHN QIC

**Date:** October 26, 2022  
**Date:** October 27, 2022

Appendix A. MHSIP MSHN and CMHSP Longitudinal Data of Percentage of Agreement.

\*Incomplete Dataset, no response to Q2

|                             |      | MSHN | BABH | CEI | CMHCM | GIHN | HBH  | The Right Door | Lifeways | MCN | NCMH | SCCMH | SHW | TBHS |
|-----------------------------|------|------|------|-----|-------|------|------|----------------|----------|-----|------|-------|-----|------|
| General Satisfaction        | FY20 | 92%  | 90%  | 86% | 88%   | 96%  | 95%  | 98%            | 96%      | 89% | 94%  | 89%   | 90% | 85%  |
|                             | FY21 | 92%  | 92%  | 74% | 88%   | 95%  | 100% | 99%            | 94%      | 88% | 98%  | 88%   | 89% | 93%  |
|                             | FY22 | 93%  | 92%  | 91% | 90%   | 93%  | 94%  | 99%            | 97%      | 87% | 97%  | 91%   | *   | 90%  |
| Access                      | FY20 | 91%  | 90%  | 86% | 86%   | 97%  | 89%  | 94%            | 95%      | 83% | 94%  | 89%   | 90% | 89%  |
|                             | FY21 | 92%  | 94%  | 68% | 87%   | 93%  | 100% | 94%            | 94%      | 87% | 94%  | 88%   | 96% | 93%  |
|                             | FY22 | 91%  | 94%  | 90% | 83%   | 94%  | 88%  | 97%            | 93%      | 88% | 96%  | 85%   | 83% | 96%  |
| Quality and Appropriateness | FY20 | 92%  | 90%  | 86% | 88%   | 96%  | 89%  | 98%            | 98%      | 89% | 98%  | 88%   | 83% | 91%  |
|                             | FY21 | 92%  | 88%  | 67% | 88%   | 97%  | 91%  | 95%            | 98%      | 91% | 94%  | 88%   | 92% | 96%  |
|                             | FY22 | 93%  | 95%  | 92% | 93%   | 93%  | 86%  | 100%           | 95%      | 90% | 97%  | 85%   | 92% | 94%  |
| Participation in Treatment  | FY20 | 92%  | 90%  | 86% | 85%   | 97%  | 89%  | 92%            | 97%      | 91% | 97%  | 88%   | 81% | 91%  |
|                             | FY21 | 93%  | 91%  | 67% | 85%   | 97%  | 93%  | 98%            | 97%      | 92% | 98%  | 90%   | 96% | 95%  |
|                             | FY22 | 88%  | 91%  | 89% | 84%   | 90%  | 61%  | 90%            | 93%      | 78% | 97%  | 83%   | 75% | 76%  |
| Outcome of Services         | FY20 | 75%  | 65%  | 77% | 67%   | 80%  | 58%  | 67%            | 85%      | 69% | 79%  | 73%   | 60% | 77%  |
|                             | FY21 | 71%  | 62%  | 50% | 65%   | 72%  | 77%  | 71%            | 92%      | 72% | 79%  | 73%   | 59% | 71%  |
|                             | FY22 | 70%  | 65%  | 79% | 65%   | 73%  | 47%  | 70%            | 73%      | 56% | 85%  | 67%   | 62% | 58%  |
| Social Functioning          | FY20 | 77%  | 71%  | 78% | 65%   | 82%  | 68%  | 65%            | 87%      | 73% | 87%  | 73%   | 71% | 68%  |
|                             | FY21 | 76%  | 65%  | 54% | 70%   | 75%  | 88%  | 73%            | 85%      | 72% | 87%  | 76%   | 71% | 68%  |
|                             | FY22 | 69%  | 65%  | 80% | 61%   | 66%  | 41%  | 77%            | 74%      | 51% | 81%  | 71%   | 55% | 51%  |
| Social Connectedness        | FY20 | 81%  | 76%  | 83% | 70%   | 85%  | 68%  | 75%            | 89%      | 70% | 91%  | 80%   | 69% | 71%  |
|                             | FY21 | 79%  | 70%  | 68% | 73%   | 79%  | 88%  | 67%            | 85%      | 84% | 87%  | 85%   | 71% | 83%  |
|                             | FY22 | 71%  | 68%  | 77% | 67%   | 69%  | 63%  | 72%            | 73%      | 60% | 80%  | 71%   | 58% | 64%  |

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Appendix B. MHSIP-The mean score for each subscale line item

| 2022  | MSHN | BABH | CEI  | CMCMH | GIHN | HBH  | The Right Door | Lifeways | MCN  | NCMH | SCCMH | SHW  | TBHS |
|---|------|------|------|-------|------|------|----------------|----------|------|------|-------|------|------|
| <b>General Satisfaction</b>   | 1.49 | 1.47 | 1.52 | 1.57  | 1.42 | 1.51 | 1.25           | 1.41     | 1.63 | 1.36 | 1.60  | *    | 1.55 |
| Q1. I like the services that I received.  | 1.44 | 1.40 | 1.43 | 1.56  | 1.42 | 1.56 | 1.23           | 1.40     | 1.57 | 1.31 | 1.49  | 1.76 | 1.57 |
| Q2. If I had other choices, I would still choose to get services from this mental health agency.                        | 1.55 | 1.52 | 1.62 | 1.66  | 1.49 | 1.53 | 1.30           | 1.41     | 1.73 | 1.41 | 1.64  | *    | 1.59 |
| Q3. I would recommend this agency to a friend or family member.   | 1.49 | 1.49 | 1.52 | 1.53  | 1.37 | 1.50 | 1.26           | 1.42     | 1.64 | 1.36 | 1.65  | 1.62 | 1.49 |
| <b>Perception of Access</b>   | 1.58 | 1.53 | 1.58 | 1.70  | 1.55 | 1.48 | 1.39           | 1.52     | 1.76 | 1.48 | 1.67  | 1.73 | 1.61 |
| Q4. The location of services was convenient.  | 1.56 | 1.53 | 1.66 | 1.59  | 1.31 | 1.47 | 1.28           | 1.49     | 1.62 | 1.58 | 1.66  | 1.76 | 1.63 |
| Q5. Staff were willing to see me as often as I felt it was necessary.   | 1.51 | 1.46 | 1.51 | 1.62  | 1.51 | 1.72 | 1.35           | 1.42     | 1.69 | 1.41 | 1.67  | 1.48 | 1.48 |
| Q6. Staff returned my calls within 24 hours.  | 1.60 | 1.59 | 1.58 | 1.73  | 1.57 | 1.59 | 1.34           | 1.50     | 1.73 | 1.50 | 1.70  | 1.81 | 1.65 |
| Q7. Services were available at times that were good for me.   | 1.48 | 1.41 | 1.47 | 1.56  | 1.55 | 1.29 | 1.31           | 1.39     | 1.74 | 1.37 | 1.64  | 1.76 | 1.48 |
| Q8. I was able to get all the services I thought I needed.  | 1.59 | 1.52 | 1.54 | 1.79  | 1.52 | 1.39 | 1.49           | 1.52     | 1.79 | 1.53 | 1.71  | 2.00 | 1.71 |
| Q9. I was able to see a psychiatrist when I wanted to.  | 1.79 | 1.71 | 1.82 | 1.95  | 1.85 | 1.50 | 1.54           | 1.76     | 1.95 | 1.56 | 1.82  | 1.89 | 1.87 |
| <b>Perception of Quality and Appropriateness</b>  | 1.56 | 1.52 | 1.57 | 1.61  | 1.44 | 1.67 | 1.29           | 1.51     | 1.75 | 1.44 | 1.71  | 1.64 | 1.66 |
| Q10. Staff believed that I could grow, change and recover.  | 1.50 | 1.49 | 1.47 | 1.61  | 1.33 | 1.72 | 1.26           | 1.44     | 1.69 | 1.37 | 1.67  | 1.60 | 1.65 |
| Q12. I felt free to complain.   | 1.63 | 1.56 | 1.57 | 1.70  | 1.65 | 1.83 | 1.34           | 1.58     | 1.90 | 1.51 | 1.79  | 2.05 | 1.97 |
| Q13. I was given information about my rights.   | 1.44 | 1.46 | 1.47 | 1.39  | 1.31 | 1.61 | 1.23           | 1.33     | 1.64 | 1.42 | 1.61  | 1.58 | 1.56 |
| Q14. Staff encouraged me to take responsibility for how I live my life.   | 1.53 | 1.51 | 1.51 | 1.59  | 1.49 | 1.83 | 1.31           | 1.47     | 1.74 | 1.43 | 1.63  | 1.86 | 1.59 |
| Q15. Staff told me what side effects to watch for.  | 1.77 | 1.77 | 1.84 | 1.78  | 1.90 | 1.65 | 1.49           | 1.70     | 1.83 | 1.55 | 1.86  | 2.00 | 1.95 |
| Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.         | 1.43 | 1.43 | 1.49 | 1.42  | 1.26 | 1.71 | 1.24           | 1.37     | 1.53 | 1.35 | 1.61  | 1.50 | 1.48 |
| Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).                     | 1.53 | 1.49 | 1.59 | 1.60  | 1.41 | 1.76 | 1.34           | 1.38     | 1.76 | 1.39 | 1.72  | 1.78 | 1.67 |
| Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability. | 1.56 | 1.48 | 1.57 | 1.72  | 1.51 | 1.31 | 1.40           | 1.48     | 1.74 | 1.47 | 1.69  | 1.86 | 1.65 |
| Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).          | 1.68 | 1.67 | 1.64 | 1.77  | 1.57 | 1.80 | 1.36           | 1.55     | 1.96 | 1.64 | 1.84  | 1.90 | 1.79 |
| <b>Perception of Participation in Treatment Planning</b>  | 1.53 | 1.47 | 1.52 | 1.63  | 1.38 | 1.92 | 1.44           | 1.44     | 1.79 | 1.41 | 1.69  | 1.70 | 1.74 |
| Q11. I felt comfortable asking questions about my treatment, services, and medication.                                  | 1.51 | 1.47 | 1.50 | 1.54  | 1.43 | 1.89 | 1.37           | 1.47     | 1.70 | 1.40 | 1.60  | 1.70 | 1.76 |
| Q17. I, not staff, decided my treatment goals.  | 1.56 | 1.47 | 1.54 | 1.73  | 1.32 | 1.94 | 1.51           | 1.42     | 1.88 | 1.45 | 1.78  | 1.71 | 1.71 |



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| 2022  | MSHN | BABH | CEI  | CMCMH | GIHN | HBH  | The Right Door | Lifeways | MCN  | NCMH | SCCMH | SHW  | TBHS |
|---|------|------|------|-------|------|------|----------------|----------|------|------|-------|------|------|
| <b>Perception of Outcome of Services</b>                                  | 2.03 | 2.10 | 1.82 | 2.14  | 1.94 | 2.62 | 1.81           | 1.96     | 2.33 | 1.84 | 2.11  | 2.02 | 2.22 |
| Q21. I deal more effectively with daily problems.                         | 1.86 | 1.95 | 1.74 | 1.96  | 1.72 | 2.17 | 1.59           | 1.75     | 2.13 | 1.60 | 1.95  | 2.38 | 2.17 |
| Q22. I am better able to control my life.                                 | 1.91 | 2.00 | 1.72 | 2.02  | 1.84 | 2.29 | 1.68           | 1.83     | 2.19 | 1.74 | 1.90  | 2.29 | 2.22 |
| Q23. I am better able to deal with crisis.                                | 1.96 | 2.06 | 1.74 | 2.09  | 1.97 | 2.53 | 1.72           | 1.85     | 2.28 | 1.73 | 2.05  | 2.35 | 2.29 |
| Q24. I am getting along better with my family.                            | 2.02 | 2.08 | 1.80 | 2.17  | 2.04 | 2.35 | 1.75           | 2.00     | 2.33 | 1.81 | 2.04  | 2.20 | 2.25 |
| Q25. I do better in social situations.                                    | 2.16 | 2.23 | 1.88 | 2.37  | 2.17 | 2.53 | 2.11           | 2.06     | 2.52 | 1.97 | 2.20  | 2.68 | 2.36 |
| Q26. I do better in school and/or work.                                   | 2.19 | 2.19 | 1.97 | 2.39  | 2.19 | 2.47 | 2.00           | 2.07     | 2.45 | 1.97 | 2.37  | 2.21 | 2.44 |
| Q27. My housing situation has improved.                                   | 2.14 | 2.13 | 1.92 | 2.18  | 2.24 | 2.47 | 1.93           | 2.26     | 2.40 | 2.05 | 2.11  | 2.37 | 2.50 |
| Q28. My symptoms are not bothering me as much.                            | 2.23 | 2.29 | 1.96 | 2.40  | 2.15 | 2.78 | 2.11           | 2.15     | 2.54 | 2.11 | 2.25  | 2.33 | 2.54 |
| <b>Perception of Functioning</b>  | 2.03 | 2.08 | 1.81 | 2.16  | 2.04 | 2.44 | 1.97           | 1.96     | 2.40 | 1.82 | 2.07  | 2.26 | 2.35 |
| Q29. I do things that are more meaningful to me.                          | 2.03 | 2.08 | 1.88 | 2.15  | 2.01 | 2.33 | 2.00           | 1.97     | 2.43 | 1.85 | 1.98  | 2.10 | 2.33 |
| Q30. I am better able to take care of my needs.                           | 1.96 | 2.01 | 1.76 | 2.08  | 1.95 | 2.33 | 1.88           | 1.86     | 2.38 | 1.74 | 1.99  | 2.35 | 2.34 |
| Q31. I am better able to handle things when they go wrong.                | 2.11 | 2.16 | 1.82 | 2.28  | 2.13 | 2.88 | 2.16           | 2.05     | 2.43 | 1.82 | 2.20  | 2.35 | 2.38 |
| Q32. I am better able to do things that I want to do.                     | 2.06 | 2.08 | 1.84 | 2.24  | 2.04 | 2.39 | 2.01           | 1.98     | 2.37 | 1.90 | 2.11  | 2.25 | 2.39 |
| <b>Perception of Social Connectedness</b>                                 | 1.99 | 2.00 | 1.85 | 2.10  | 1.97 | 2.00 | 2.00           | 1.99     | 2.29 | 1.81 | 1.97  | 2.12 | 2.13 |
| Q33. I am happy with the friendships I have.                              | 1.96 | 1.98 | 1.84 | 2.05  | 1.97 | 1.76 | 1.82           | 1.98     | 2.26 | 1.71 | 1.95  | 2.14 | 2.03 |
| Q34. I have people with who I can do enjoyable things.                    | 1.92 | 1.91 | 1.86 | 2.00  | 1.78 | 1.69 | 1.91           | 1.91     | 2.21 | 1.79 | 1.92  | 2.10 | 2.00 |
| Q35. I feel I belong in my community.                                     | 2.23 | 2.25 | 1.95 | 2.45  | 2.35 | 2.67 | 2.48           | 2.23     | 2.54 | 2.03 | 2.07  | 2.21 | 2.47 |
| Q36. In a crisis, I would have the support I need from family or friends. | 1.89 | 1.89 | 1.77 | 1.95  | 1.77 | 2.17 | 1.86           | 1.86     | 2.16 | 1.72 | 2.01  | 2.05 | 2.06 |

\*Incomplete data set.

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Appendix C. MHSIP Subscale Line Item Ranked

| Questions   | MSHN | BABH | CEI  | CMCMH | GIHN | HBH  | The Right Door | Lifeways | MCN  | NCMH | SCCMH | SHW  | TBHS |
|---|------|------|------|-------|------|------|----------------|----------|------|------|-------|------|------|
| Q16. Staff respected my wishes about who is and is not to be given information about my treatment services.             | 1.43 | 1.43 | 1.49 | 1.42  | 1.26 | 1.71 | 1.24           | 1.37     | 1.53 | 1.35 | 1.61  | 1.50 | 1.48 |
| Q13. I was given information about my rights.   | 1.44 | 1.46 | 1.47 | 1.39  | 1.31 | 1.61 | 1.23           | 1.33     | 1.64 | 1.42 | 1.61  | 1.58 | 1.56 |
| Q01. I like the services that I received.   | 1.44 | 1.40 | 1.43 | 1.56  | 1.42 | 1.56 | 1.23           | 1.40     | 1.57 | 1.31 | 1.49  | 1.76 | 1.57 |
| Q07. Services were available at times that were good for me.  | 1.48 | 1.41 | 1.47 | 1.56  | 1.55 | 1.29 | 1.31           | 1.39     | 1.74 | 1.37 | 1.64  | 1.76 | 1.48 |
| Q03. I would recommend this agency to a friend or family member.  | 1.49 | 1.49 | 1.52 | 1.53  | 1.37 | 1.50 | 1.26           | 1.42     | 1.64 | 1.36 | 1.65  | 1.62 | 1.49 |
| Q10. Staff believed that I could grow, change and recover.  | 1.50 | 1.49 | 1.47 | 1.61  | 1.33 | 1.72 | 1.26           | 1.44     | 1.69 | 1.37 | 1.67  | 1.60 | 1.65 |
| Q11. I felt comfortable asking questions about my treatment, services, and medication.                                  | 1.51 | 1.47 | 1.50 | 1.54  | 1.43 | 1.89 | 1.37           | 1.47     | 1.70 | 1.40 | 1.60  | 1.70 | 1.76 |
| Q05. Staff were willing to see me as often as I felt it was necessary.  | 1.51 | 1.46 | 1.51 | 1.62  | 1.51 | 1.72 | 1.35           | 1.42     | 1.69 | 1.41 | 1.67  | 1.48 | 1.48 |
| Q18. Staff were sensitive to my cultural/ ethnic background .   | 1.53 | 1.49 | 1.59 | 1.60  | 1.41 | 1.76 | 1.34           | 1.38     | 1.76 | 1.39 | 1.72  | 1.78 | 1.67 |
| Q14. Staff encouraged me to take responsibility for how I live my life.   | 1.53 | 1.51 | 1.51 | 1.59  | 1.49 | 1.83 | 1.31           | 1.47     | 1.74 | 1.43 | 1.63  | 1.86 | 1.59 |
| Q02. If I had other choices, I would still choose to get services from this mental health agency.                       | 1.55 | 1.52 | 1.62 | 1.66  | 1.49 | 1.53 | 1.30           | 1.41     | 1.73 | 1.41 | 1.64  |      | 1.59 |
| Q04. The location of services was convenient.   | 1.56 | 1.53 | 1.66 | 1.59  | 1.31 | 1.47 | 1.28           | 1.49     | 1.62 | 1.58 | 1.66  | 1.76 | 1.63 |
| Q17. I, not staff, decided my treatment goals.  | 1.56 | 1.47 | 1.54 | 1.73  | 1.32 | 1.94 | 1.51           | 1.42     | 1.88 | 1.45 | 1.78  | 1.71 | 1.71 |
| Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability. | 1.56 | 1.48 | 1.57 | 1.72  | 1.51 | 1.31 | 1.40           | 1.48     | 1.74 | 1.47 | 1.69  | 1.86 | 1.65 |
| Q08. I was able to get all the services I thought I needed.   | 1.59 | 1.52 | 1.54 | 1.79  | 1.52 | 1.39 | 1.49           | 1.52     | 1.79 | 1.53 | 1.71  | 2.00 | 1.71 |
| Q06. Staff returned my calls within 24 hours.   | 1.60 | 1.59 | 1.58 | 1.73  | 1.57 | 1.59 | 1.34           | 1.50     | 1.73 | 1.50 | 1.70  | 1.81 | 1.65 |
| Q12. I felt free to complain.   | 1.63 | 1.56 | 1.57 | 1.70  | 1.65 | 1.83 | 1.34           | 1.58     | 1.90 | 1.51 | 1.79  | 2.05 | 1.97 |
| Q20. I was encouraged to use consumer-run programs.   | 1.68 | 1.67 | 1.64 | 1.77  | 1.57 | 1.80 | 1.36           | 1.55     | 1.96 | 1.64 | 1.84  | 1.90 | 1.79 |
| Q15. Staff told me what side effects to watch for.  | 1.77 | 1.77 | 1.84 | 1.78  | 1.90 | 1.65 | 1.49           | 1.70     | 1.83 | 1.55 | 1.86  | 2.00 | 1.95 |
| Q09. I was able to see a psychiatrist when I wanted to.   | 1.79 | 1.71 | 1.82 | 1.95  | 1.85 | 1.50 | 1.54           | 1.76     | 1.95 | 1.56 | 1.82  | 1.89 | 1.87 |
| Q21. I deal more effectively with daily problems.   | 1.86 | 1.95 | 1.74 | 1.96  | 1.72 | 2.17 | 1.59           | 1.75     | 2.13 | 1.60 | 1.95  | 2.38 | 2.17 |
| Q36. In a crisis, I would have the support I need from family or friends.   | 1.89 | 1.89 | 1.77 | 1.95  | 1.77 | 2.17 | 1.86           | 1.86     | 2.16 | 1.72 | 2.01  | 2.05 | 2.06 |
| Q22. I am better able to control my life.   | 1.91 | 2.00 | 1.72 | 2.02  | 1.84 | 2.29 | 1.68           | 1.83     | 2.19 | 1.74 | 1.90  | 2.29 | 2.22 |
| Q34. I have people with who I can do enjoyable things.  | 1.92 | 1.91 | 1.86 | 2.00  | 1.78 | 1.69 | 1.91           | 1.91     | 2.21 | 1.79 | 1.92  | 2.10 | 2.00 |
| Q33. I am happy with the friendships I have.  | 1.96 | 1.98 | 1.84 | 2.05  | 1.97 | 1.76 | 1.82           | 1.98     | 2.26 | 1.71 | 1.95  | 2.14 | 2.03 |
| Q23. I am better able to deal with crisis.  | 1.96 | 2.06 | 1.74 | 2.09  | 1.97 | 2.53 | 1.72           | 1.85     | 2.28 | 1.73 | 2.05  | 2.35 | 2.29 |
| Q30. I am better able to take care of my needs.   | 1.96 | 2.01 | 1.76 | 2.08  | 1.95 | 2.33 | 1.88           | 1.86     | 2.38 | 1.74 | 1.99  | 2.35 | 2.34 |
| Q24. I am getting along better with my family.  | 2.02 | 2.08 | 1.80 | 2.17  | 2.04 | 2.35 | 1.75           | 2.00     | 2.33 | 1.81 | 2.04  | 2.20 | 2.25 |
| Q29. I do things that are more meaningful to me.  | 2.03 | 2.08 | 1.88 | 2.15  | 2.01 | 2.33 | 2.00           | 1.97     | 2.43 | 1.85 | 1.98  | 2.10 | 2.33 |
| Q32. I am better able to do things that I want to do.   | 2.06 | 2.08 | 1.84 | 2.24  | 2.04 | 2.39 | 2.01           | 1.98     | 2.37 | 1.90 | 2.11  | 2.25 | 2.39 |
| Q31. I am better able to handle things when they go wrong.  | 2.11 | 2.16 | 1.82 | 2.28  | 2.13 | 2.88 | 2.16           | 2.05     | 2.43 | 1.82 | 2.20  | 2.35 | 2.38 |
| Q27. My housing situation has improved.   | 2.14 | 2.13 | 1.92 | 2.18  | 2.24 | 2.47 | 1.93           | 2.26     | 2.40 | 2.05 | 2.11  | 2.37 | 2.50 |
| Q25. I do better in social situations.  | 2.16 | 2.23 | 1.88 | 2.37  | 2.17 | 2.53 | 2.11           | 2.06     | 2.52 | 1.97 | 2.20  | 2.68 | 2.36 |

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| Questions                                      | MSHN | BABH | CEI  | CMCMH | GIHN | HBH  | The Right Door | Lifeways | MCN  | NCMH | SCCMH | SHW  | TBHS |
|--|------|------|------|-------|------|------|----------------|----------|------|------|-------|------|------|
| Q26. I do better in school and/or work.        | 2.19 | 2.19 | 1.97 | 2.39  | 2.19 | 2.47 | 2.00           | 2.07     | 2.45 | 1.97 | 2.37  | 2.21 | 2.44 |
| Q28. My symptoms are not bothering me as much. | 2.23 | 2.29 | 1.96 | 2.40  | 2.15 | 2.78 | 2.11           | 2.15     | 2.54 | 2.11 | 2.25  | 2.33 | 2.54 |
| Q35. I feel I belong in my community.          | 2.23 | 2.25 | 1.95 | 2.45  | 2.35 | 2.67 | 2.48           | 2.23     | 2.54 | 2.03 | 2.07  | 2.21 | 2.47 |

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Appendix D. MSHN and CMHSP MHSIP Total Valid Count for Each Question

| Questions   | MSHN | BABH | CEI | CMCMH | GIHN | HBH | The Right Door | Lifeways | MCN | NCMH | SCCMH | SHW | TBHS |
|---|------|------|-----|-------|------|-----|----------------|----------|-----|------|-------|-----|------|
| Q1. I like the services that I received.  | 2266 | 511  | 384 | 318   | 96   | 18  | 71             | 354      | 102 | 157  | 171   | 21  | 63   |
| Q2. If I had other choices, I would still choose to get services from this mental health agency.                        | 2232 | 505  | 383 | 317   | 93   | 17  | 70             | 354      | 103 | 157  | 170   |     | 63   |
| Q3. I would recommend this agency to a friend or family member.   | 2254 | 509  | 385 | 314   | 94   | 18  | 70             | 353      | 102 | 157  | 168   | 21  | 63   |
| Q4. The location of services was convenient.  | 2246 | 509  | 382 | 310   | 95   | 17  | 71             | 354      | 103 | 156  | 166   | 21  | 62   |
| Q5. Staff were willing to see me as often as I felt it was necessary.   | 2257 | 511  | 381 | 314   | 95   | 18  | 71             | 354      | 102 | 156  | 172   | 21  | 62   |
| Q6. Staff returned my calls within 24 hours.  | 2194 | 495  | 371 | 307   | 92   | 17  | 70             | 341      | 97  | 155  | 168   | 21  | 60   |
| Q7. Services were available at times that were good for me.   | 2256 | 509  | 381 | 317   | 95   | 17  | 71             | 353      | 102 | 156  | 172   | 21  | 62   |
| Q8. I was able to get all the services I thought I needed.  | 2254 | 507  | 380 | 318   | 95   | 18  | 70             | 353      | 101 | 157  | 171   | 21  | 63   |
| Q9. I was able to see a psychiatrist when I wanted to.  | 2081 | 477  | 371 | 294   | 89   | 16  | 63             | 292      | 96  | 137  | 168   | 18  | 60   |
| Q10. Staff believed that I could grow, change and recover.  | 2242 | 507  | 380 | 313   | 96   | 18  | 70             | 350      | 102 | 155  | 168   | 20  | 63   |
| Q11. I felt comfortable asking questions about my treatment, services, and medication.                                  | 2222 | 501  | 377 | 313   | 96   | 18  | 65             | 347      | 101 | 153  | 171   | 19  | 61   |
| Q12. I felt free to complain.   | 2249 | 509  | 380 | 316   | 93   | 18  | 70             | 353      | 102 | 156  | 170   | 19  | 63   |
| Q13. I was given information about my rights.   | 2243 | 502  | 382 | 316   | 94   | 18  | 70             | 351      | 102 | 155  | 171   | 21  | 61   |
| Q14. Staff encouraged me to take responsibility for how I live my life.   | 2096 | 479  | 368 | 293   | 93   | 17  | 63             | 302      | 94  | 139  | 168   | 20  | 60   |
| Q15. Staff told me what side effects to watch for.  | 2240 | 504  | 379 | 315   | 95   | 17  | 71             | 351      | 103 | 154  | 170   | 20  | 61   |
| Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.         | 2094 | 483  | 348 | 290   | 90   | 17  | 64             | 331      | 91  | 145  | 165   | 18  | 52   |
| Q17. I, not staff, decided my treatment goals.  | 2204 | 501  | 356 | 312   | 95   | 16  | 70             | 347      | 98  | 156  | 169   | 21  | 63   |
| Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).                     | 2103 | 477  | 343 | 307   | 92   | 15  | 66             | 323      | 95  | 135  | 169   | 20  | 61   |
| Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability. | 2252 | 512  | 380 | 311   | 94   | 18  | 71             | 353      | 102 | 156  | 172   | 20  | 63   |
| Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).          | 2246 | 508  | 381 | 312   | 96   | 18  | 70             | 351      | 101 | 157  | 168   | 21  | 63   |
| Q21. I deal more effectively with daily problems.   | 2208 | 506  | 350 | 315   | 96   | 18  | 69             | 344      | 103 | 156  | 167   | 21  | 63   |
| Q22. I am better able to control my life.   | 2207 | 504  | 354 | 315   | 95   | 17  | 68             | 340      | 103 | 157  | 170   | 21  | 63   |
| Q23. I am better able to deal with crisis.  | 2199 | 501  | 353 | 315   | 96   | 17  | 68             | 342      | 101 | 157  | 166   | 20  | 63   |

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| Questions   | MSHN | BABH | CEI | CMCMH | GIHN | HBH | The Right Door | Lifeways | MCN | NCMH | SCCMH | SHW | TBHS |
|---|------|------|-----|-------|------|-----|----------------|----------|-----|------|-------|-----|------|
| Q24. I am getting along better with my family.                            | 2129 | 490  | 337 | 305   | 92   | 17  | 61             | 336      | 97  | 151  | 163   | 20  | 60   |
| Q25. I do better in social situations.                                    | 2167 | 500  | 346 | 309   | 93   | 17  | 65             | 338      | 102 | 155  | 162   | 19  | 61   |
| Q26. I do better in school and/or work.                                   | 1480 | 334  | 254 | 223   | 79   | 17  | 36             | 177      | 83  | 100  | 124   | 14  | 39   |
| Q27. My housing situation has improved.                                   | 1974 | 451  | 323 | 279   | 88   | 17  | 54             | 304      | 89  | 143  | 153   | 19  | 54   |
| Q28. My symptoms are not bothering me as much.                            | 2197 | 500  | 356 | 311   | 95   | 18  | 65             | 342      | 100 | 156  | 170   | 21  | 63   |
| Q29. I do things that are more meaningful to me.                          | 2218 | 510  | 354 | 316   | 94   | 18  | 70             | 347      | 102 | 156  | 171   | 20  | 60   |
| Q30. I am better able to take care of my needs.                           | 2209 | 511  | 353 | 310   | 95   | 18  | 67             | 345      | 102 | 157  | 169   | 20  | 62   |
| Q31. I am better able to handle things when they go wrong.                | 2214 | 510  | 354 | 316   | 95   | 17  | 68             | 345      | 101 | 157  | 168   | 20  | 63   |
| Q32. I am better able to do things that I want to do.                     | 2202 | 505  | 353 | 311   | 95   | 18  | 68             | 345      | 102 | 156  | 167   | 20  | 62   |
| Q33. I am happy with the friendships I have.                              | 2189 | 499  | 350 | 311   | 95   | 17  | 65             | 344      | 103 | 156  | 167   | 21  | 61   |
| Q34. I have people with who I can do enjoyable things.                    | 2204 | 506  | 354 | 314   | 96   | 16  | 66             | 344      | 101 | 156  | 169   | 21  | 61   |
| Q35. I feel I belong in my community.                                     | 2177 | 497  | 353 | 311   | 96   | 18  | 61             | 343      | 97  | 155  | 167   | 19  | 60   |
| Q36. In a crisis, I would have the support I need from family or friends. | 2207 | 507  | 351 | 313   | 95   | 18  | 69             | 343      | 102 | 156  | 169   | 21  | 63   |