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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 and or an intellectual disability, 18 years and older, who received services in 2023. The raw data was required to be received by MSHN no later than September 16, 2023. 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 following subscale topics: General Satisfaction, Access to Care, Quality of Care, Participation in Treatment, Outcomes of Care, Functional Status, and Social Connectedness.

The following were excluded from the subscale calculations:

- Individuals missing more than 1/3 of the questions in that domain.
- Blanks, Not Applicable

Individual mean scores greater than 3.50 were classified as being "in agreement." The total number of respondents "in agreement" was divided by the total number of respondents with the result multiplied by 100. 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

## Survey Response Rates

The response rate was calculated by dividing the number of surveys received by the number of individuals served during the distribution period. The process used for distribution may impact the response rates. Figure 1 indicates the return rate for each CMHSP where data was available prior to September 16<sup>th</sup>, 2023.

The number of surveys increased by 18% in FY23 compared to FY22. Four methods of distribution were used for the member experience survey. Thirty-three percent (33%) received were distributed face to face, followed by thirty-four percent by mail, twenty-one percent by phone, and twelve percent electronically.

Figure 1. MSHN and CMHSP participant response rates

	FY21	FY22		FY23	
	Response Rates	Received	Response Rate	Received	Response Rates
<b>MSHN</b>	16%	2332	22%	2819	15%

### Survey Findings

MSHN’s percentage of agreement for each subscale for FY23 scored above the desired threshold for four out of seven subscales as indicated in Figure 2. MSHN scored the highest in the “General Satisfaction”. In addition to the subscale score, a score is calculated to determine agreement with the individual question. The MSHN and CMHSP mean score ranked is exhibited in Appendix A.

Figure 2. MSHN MHSIP Longitudinal Data by Subscale and Subscale Line Item

<b>Adults</b>	<b>FY2020</b>	<b>FY2021</b>	<b>FY2022</b>	<b>FY2023</b>
<b>General Satisfaction</b>	92%	92%	93%	<b>90%</b>
Q1. I like the services that I received.	92%	92%	93%	<b>92%</b>
Q2. If I had other choices, I would still choose to get services from this mental health agency.	89%	88%	89%	<b>86%</b>
Q3. I would recommend this agency to a friend or family member.	92%	91%	92%	<b>89%</b>
<b>Perception of Access</b>	91%	92%	91%	<b>88%</b>
Q4. The location of services was convenient.	89%	90%	89%	<b>89%</b>
Q5. Staff were willing to see me as often as I felt it was necessary.	90%	90%	92%	<b>89%</b>
Q6. Staff returned my calls within 24 hours.	88%	87%	89%	<b>86%</b>
Q7. Services were available at times that were good for me.	92%	93%	93%	<b>90%</b>
Q8. I was able to get all the services I thought I needed.	87%	88%	89%	<b>86%</b>
Q9. I was able to see a psychiatrist when I wanted to.	81%	81%	81%	<b>81%</b>
<b>Perception of Quality and Appropriateness</b>	92%	92%	93%	<b>89%</b>
Q10. Staff believed that I could grow, change and recover.	88%	90%	91%	<b>88%</b>
Q12. I felt free to complain.	86%	90%	87%	<b>84%</b>
Q13. I was given information about my rights.	93%	92%	94%	<b>91%</b>
Q14. Staff encouraged me to take responsibility for how I live my life.	91%	88%	91%	<b>87%</b>
Q15. Staff told me what side effects to watch for.	82%	83%	81%	<b>77%</b>
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	93%	93%	94%	<b>90%</b>
Q18. Staff were sensitive to my cultural/ ethnic background.	89%	87%	90%	<b>87%</b>
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	89%	89%	90%	<b>86%</b>
Q20. I was encouraged to use consumer-run programs.	85%	84%	85%	<b>81%</b>
<b>Perception of Participation in Treatment Planning</b>	92%	93%	88%	<b>85%</b>
Q11. I felt comfortable asking questions about my treatment, services, and medication.	90%	90%	91%	<b>90%</b>
Q17. I, not staff, decided my treatment goals.	87%	87%	89%	<b>85%</b>

<b>Perception of Outcome of Services</b>	75%	71%	70%	<b>71%</b>
Q21. I deal more effectively with daily problems.	80%	79%	80%	<b>77%</b>
Q22. I am better able to control my life.	78%	76%	77%	<b>75%</b>
Q23. I am better able to deal with crisis.	74%	72%	74%	<b>71%</b>
Q24. I am getting along better with my family.	73%	70%	71%	<b>72%</b>
Q25. I do better in social situations.	65%	61%	65%	<b>66%</b>
Q26. I do better in school and/or work.	62%	63%	61%	<b>62%</b>
Q27. My housing situation has improved.	69%	64%	64%	<b>71%</b>
Q28. My symptoms are not bothering me as much.	60%	64%	64%	<b>62%</b>
<b>Perception of Functioning</b>	77%	76%	69%	<b>71%</b>
Q29. I do things that are more meaningful to me.	74%	73%	72%	75%
Q30. I am better able to take care of my needs.	78%	75%	76%	75%
Q31. I am better able to handle things when they go wrong.	68%	68%	69%	<b>69%</b>
Q32. I am better able to do things that I want to do.	72%	70%	72%	<b>73%</b>
<b>Perception of Social Connectedness</b>	81%	79%	71%	<b>74%</b>
Q33. I am happy with the friendships I have.	78%	75%	75%	<b>78%</b>
Q34. I have people with who I can do enjoyable things.	79%	79%	78%	<b>79%</b>
Q35. I feel I belong in my community.	65%	61%	63%	<b>67%</b>
Q36. In a crisis, I would have the support I need from family or friends.	81%	76%	78%	<b>79%</b>

### Summary

MSHN’s performance standard includes an achievement of 80% or higher for the percentage of response in agreement (<2.50).

Areas in which 80% of the individuals served were in agreement with the statement included the following:

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

Individuals receiving services indicated that:

- They liked the services they received.
- They felt staff respected their wishes about who is and who is not to be given information about my treatment services.
- They felt comfortable asking questions about their treatment, services, and medication free to complain if needed.
- Services were available at times that were good for them.
- They were given information about their rights.

The following areas showed improvement, however, continued to below the desired performance of 80%:

- Perception of Social Functioning,
- Perception of Outcomes, and
- Perception of Social Connectedness.

## Recommendations

- Distribute the 2023 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 review internally individual cases of dissatisfaction and establish an action plan identifying growth areas, barriers, interventions, and process to monitor 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, Social Connectedness, and Outcomes of Services.

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

**Date:** October 20, 2023  
**Date:** October 26, 2023

Appendix A. MHSIP-The Mean Subscale Line Item Ranked

Questions	MSHN	BABH	CMCMH	CEI	Lifeways	MCN	NCMH	SCCMHA	SHW	TBHS	HBH	GIHN	TRD
Q1. I like the services that I received.	1.51	1.35	1.61	1.59	1.54	1.51	1.25	1.64	1.63	1.48	1.40	1.39	1.34
Q13. I was given information about my rights.	1.52	1.33	1.43	1.66	1.51	1.52	1.29	1.59	1.66	1.45	1.29	1.39	2.03
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.52	1.37	1.42	1.68	1.53	1.52	1.19	1.61	1.59	1.45	1.29	1.37	2.26
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.56	1.41	1.56	1.62	1.60	1.56	1.21	1.61	1.66	1.58	1.46	1.51	1.99
Q7. Services were available at times that were good for me.	1.57	1.41	1.66	1.64	1.56	1.57	1.36	1.66	1.75	1.56	1.41	1.55	1.46
Q5. Staff were willing to see me as often as I felt it was necessary.	1.57	1.41	1.67	1.62	1.55	1.57	1.35	1.70	1.67	1.49	1.26	1.57	1.53
Q4. The location of services was convenient.	1.57	1.46	1.51	1.71	1.58	1.57	1.49	1.70	1.84	1.58	1.43	1.41	1.46
Q10. Staff believed that I could grow, change and recover.	1.58	1.42	1.60	1.65	1.57	1.58	1.31	1.67	1.69	1.56	1.51	1.56	1.88
Q3. I would recommend this agency to a friend or family member.	1.58	1.41	1.67	1.65	1.60	1.58	1.28	1.74	1.70	1.53	1.47	1.46	1.46
Q18. Staff were sensitive to my cultural/ ethnic background.	1.61	1.41	1.58	1.72	1.60	1.61	1.27	1.68	1.81	1.57	1.39	1.52	2.13
Q14. Staff encouraged me to take responsibility for how I live my life.	1.64	1.48	1.62	1.73	1.65	1.64	1.25	1.68	1.84	1.54	1.59	1.46	2.40
Q2. If I had other choices, I would still choose to get services from this mental health agency.	1.65	1.47	1.79	1.71	1.67	1.65	1.37	1.77	1.83	1.61	1.57	1.56	1.49
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	1.65	1.45	1.67	1.74	1.62	1.65	1.30	1.75	1.79	1.71	1.41	1.62	2.18
Q6. Staff returned my calls within 24 hours.	1.66	1.49	1.72	1.76	1.67	1.66	1.41	1.80	1.94	1.58	1.45	1.54	1.60
Q8. I was able to get all the services I thought I needed.	1.67	1.43	1.77	1.79	1.71	1.67	1.32	1.81	1.83	1.63	1.49	1.60	1.64
Q17. I, not staff, decided my treatment goals.	1.68	1.52	1.61	1.76	1.63	1.68	1.29	1.84	1.83	1.71	1.54	1.66	2.32
Q12. I felt free to complain.	1.69	1.51	1.68	1.81	1.75	1.69	1.29	1.74	1.95	1.60	1.64	1.62	2.01
Q20. I was encouraged to use consumer-run programs.	1.78	1.63	1.72	1.88	1.84	1.78	1.43	1.86	1.98	1.76	1.47	1.77	2.24
Q9. I was able to see a psychiatrist when I wanted to.	1.78	1.58	1.89	1.87	1.96	1.78	1.36	1.84	2.06	1.71	1.53	1.63	1.75
Q15. Staff told me what side effects to watch for.	1.84	1.67	1.80	2.07	1.84	1.84	1.45	1.88	2.22	1.70	1.59	1.74	2.22
Q36. In a crisis, I would have the support I need from family or friends.	1.86	1.93	2.09	1.82	2.00	1.86	1.69	1.64	1.64	1.70	2.09	2.11	1.57
Q34. I have people with who I can do enjoyable things.	1.88	1.95	2.12	1.87	1.92	1.88	1.53	1.69	1.79	1.72	2.03	2.07	1.75
Q33. I am happy with the friendships I have.	1.90	1.95	2.11	1.91	1.97	1.90	1.72	1.71	1.73	1.80	2.06	2.15	1.45
Q21. I deal more effectively with daily problems.	1.95	1.94	2.00	1.94	1.90	1.95	1.74	1.93	1.98	1.87	1.82	1.92	2.22
Q22. I am better able to control my life.	1.97	1.97	2.07	1.93	1.96	1.97	1.81	1.94	1.98	1.82	2.00	1.99	2.11
Q29. I do things that are more meaningful to me.	1.97	2.08	2.18	1.92	2.00	1.97	1.78	1.86	1.92	1.86	2.16	2.19	1.36



Questions	MSHN	BABH	CMCMH	CEI	Lifeways	MCN	NCMH	SCCMHA	SHW	TBHS	HBH	GIHN	TRD
Q30. I am better able to take care of my needs.	1.98	2.01	2.21	1.93	1.96	1.98	1.72	2.02	2.00	1.88	1.94	2.15	1.42
Q24. I am getting along better with my family.	2.03	2.06	2.16	2.00	2.15	2.03	1.81	2.00	1.83	2.01	2.06	2.20	1.54
Q32. I am better able to do things that I want to do.	2.04	2.21	2.24	1.96	2.05	2.04	1.82	1.96	2.03	1.90	2.03	2.24	1.49
Q27. My housing situation has improved.	2.05	2.09	2.18	1.96	2.39	2.05	1.88	2.01	1.73	1.71	2.22	2.39	1.39
Q23. I am better able to deal with crisis.	2.06	2.09	2.16	2.06	2.04	2.06	1.92	2.03	2.15	1.98	1.85	2.05	2.11
Q31. I am better able to handle things when they go wrong.	2.14	2.21	2.24	2.10	2.07	2.14	1.89	2.20	2.14	2.01	1.94	2.23	1.98
Q35. I feel I belong in my community.	2.15	2.35	2.46	2.03	2.27	2.15	1.84	1.94	1.94	2.08	2.31	2.44	1.50
Q25. I do better in social situations.	2.16	2.26	2.35	2.12	2.16	2.16	2.05	2.08	1.90	2.01	2.18	2.43	1.58
Q26. I do better in school and/or work.	2.18	2.16	2.36	2.13	2.58	2.18	1.78	2.14	1.92	2.06	2.21	2.30	1.32
Q28. My symptoms are not bothering me as much.	2.30	2.38	2.37	2.26	2.31	2.30	2.08	2.14	2.21	2.09	2.47	2.49	2.57

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

Questions	MSHN	BABH	CMCMH	CEI	Lifeways	MCN	NCMH	SCCMHA	SHW	TBHS	HBH	GIHN	TRD
CMHSP IDs	2819	360	383	600	311	194	113	404	64	94	35	137	124
Q1. I like the services that I received.	2791	360	383	590	311	191	113	396	63	93	35	136	120
Q2. If I had other choices, I would still choose to get services from this mental health agency.	2781	358	382	586	311	190	113	397	64	93	35	135	117
Q3. I would recommend this agency to a friend or family member.	2786	359	381	586	311	191	113	395	64	94	34	136	122
Q4. The location of services was convenient.	2770	354	383	585	311	190	113	384	64	93	35	136	122
Q5. Staff were willing to see me as often as I felt it was necessary.	2767	360	381	585	311	189	113	387	64	89	34	136	118
Q6. Staff returned my calls within 24 hours.	2668	350	374	545	311	179	108	374	64	86	33	127	117
Q7. Services were available at times that were good for me.	2769	359	381	584	311	191	112	387	64	91	34	135	120
Q8. I was able to get all the services I thought I needed.	2773	357	381	586	311	190	112	391	64	91	35	136	119
Q9. I was able to see a psychiatrist when I wanted to.	2528	336	369	508	311	177	104	334	53	77	34	120	105
Q10. Staff believed that I could grow, change and recover.	2691	354	381	555	311	187	112	361	64	82	35	133	116
Q11. I felt comfortable asking questions about my treatment, services, and medication.	2730	360	382	573	311	186	112	370	62	85	35	135	119
Q12. I felt free to complain.	2717	347	378	571	311	185	110	382	63	85	33	134	118
Q13. I was given information about my rights.	2752	356	382	573	311	187	112	389	64	92	35	136	115
Q14. Staff encouraged me to take responsibility for how I live my life.	2684	354	378	563	311	182	110	358	62	84	34	131	117
Q15. Staff told me what side effects to watch for.	2465	336	365	487	311	168	102	332	54	74	32	117	87
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	2698	353	378	570	311	187	112	368	63	89	35	134	98
Q17. I, not staff, decided my treatment goals.	2713	357	381	572	311	184	111	365	63	87	35	133	114
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	2584	337	361	524	311	181	104	358	62	79	31	121	115
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	2693	354	378	559	311	181	111	371	62	85	34	132	115
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	2572	333	377	516	311	179	106	330	60	82	30	129	119
Q21. I deal more effectively with daily problems.	2685	358	380	556	311	178	112	356	63	86	33	135	117
Q22. I am better able to control my life.	2679	356	380	557	311	177	112	356	62	85	34	134	115
Q23. I am better able to deal with crisis.	2632	352	380	531	311	171	110	348	61	84	34	133	117
Q24. I am getting along better with my family.	2597	346	372	525	311	176	109	341	64	81	31	129	112
Q25. I do better in social situations.	2671	354	377	554	311	178	109	361	61	87	33	133	113

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Q26. I do better in school and/or work.	2090	251	332	358	311	145	73	266	49	65	24	98	118
Questions	MSHN	BABH	CMCMH	CEI	Lifeways	MCN	NCMH	SCCMHA	SHW	TBHS	HBH	GIHN	TRD
Q27. My housing situation has improved.	2643	353	378	557	311	178	111	321	64	91	32	135	112
Q28. My symptoms are not bothering me as much.	2622	354	376	530	311	176	112	338	61	82	34	133	115
Q29. I do things that are more meaningful to me.	2687	354	380	557	311	179	112	360	64	85	32	134	119
Q30. I am better able to take care of my needs.	2686	356	379	552	311	177	112	361	63	86	34	133	122
Q31. I am better able to handle things when they go wrong.	2671	356	378	552	311	175	111	355	63	85	34	134	117
Q32. I am better able to do things that I want to do.	2693	357	380	564	311	181	110	358	62	84	33	134	119
Q33. I am happy with the friendships I have.	2707	352	379	562	311	179	112	373	62	92	33	132	120
Q34. I have people with who I can do enjoyable things.	2713	354	379	569	311	182	111	378	63	90	34	134	108
Q35. I feel I belong in my community.	2697	353	375	566	311	179	111	369	64	87	32	133	117
Q36. In a crisis, I would have the support I need from family or friends.	2207	351	381	568	311	183	111	377	64	90	33	136	120