

Mid-State Health Network
FY20 Consumer Satisfaction Survey
Substance Abuse Treatment Provider Network

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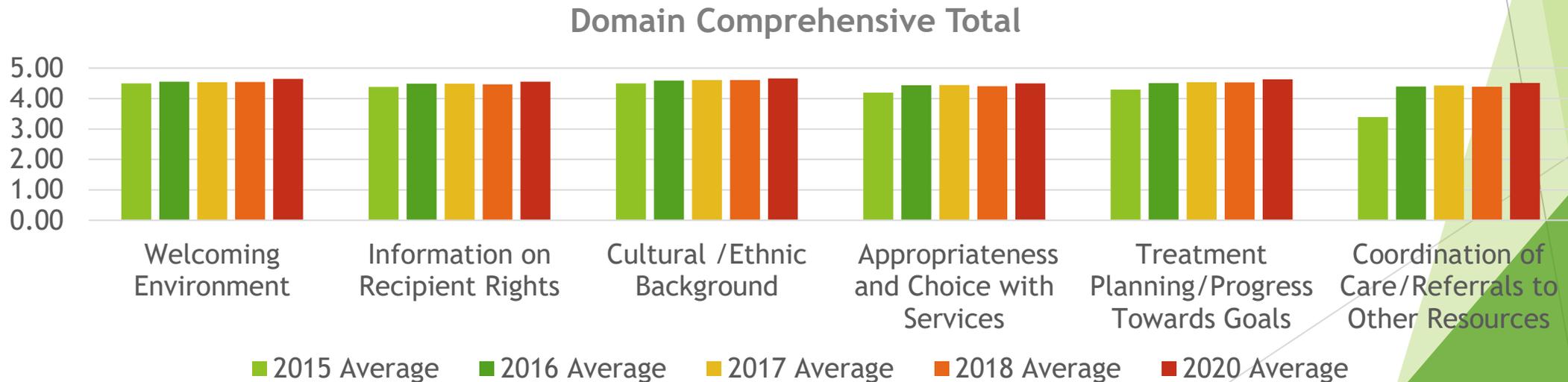
MSHN Substance Abuse Treatment Provider (SATP) Consumer Satisfaction Survey 2020

- ▶ The survey was developed to assist MSHN and the SUD Providers in developing a better understanding of the strengths and weaknesses in the quality of services provided to the SUD population.
- ▶ The tool was distributed to adult and adolescent consumers who were served by SUD Treatment Providers within the MSHN provider network during a four-week period of time between June 1, 2020 and July 30, 2020.
- ▶ All items were rated using a 5-point Likert scale that ranged from 1 = “strongly disagree” to 5 = “strongly agree.” The response choices of “Not Applicable” were excluded from the calculations. A score of 3.50 indicates agreement with the statement or group of statements.

Twenty-seven organizations submitted Consumer Satisfaction Survey results

Program	Number
Case Management (CSM)	18
Outpatient (OPT)	520
Detox	25
Residential Substance Use Disorder (SUD)	179
Medication Assisted Treatment (MAT)	80
OPT and CSM or MAT	9
OPT-Residential	7
(blank)	287
Grand Total	1125

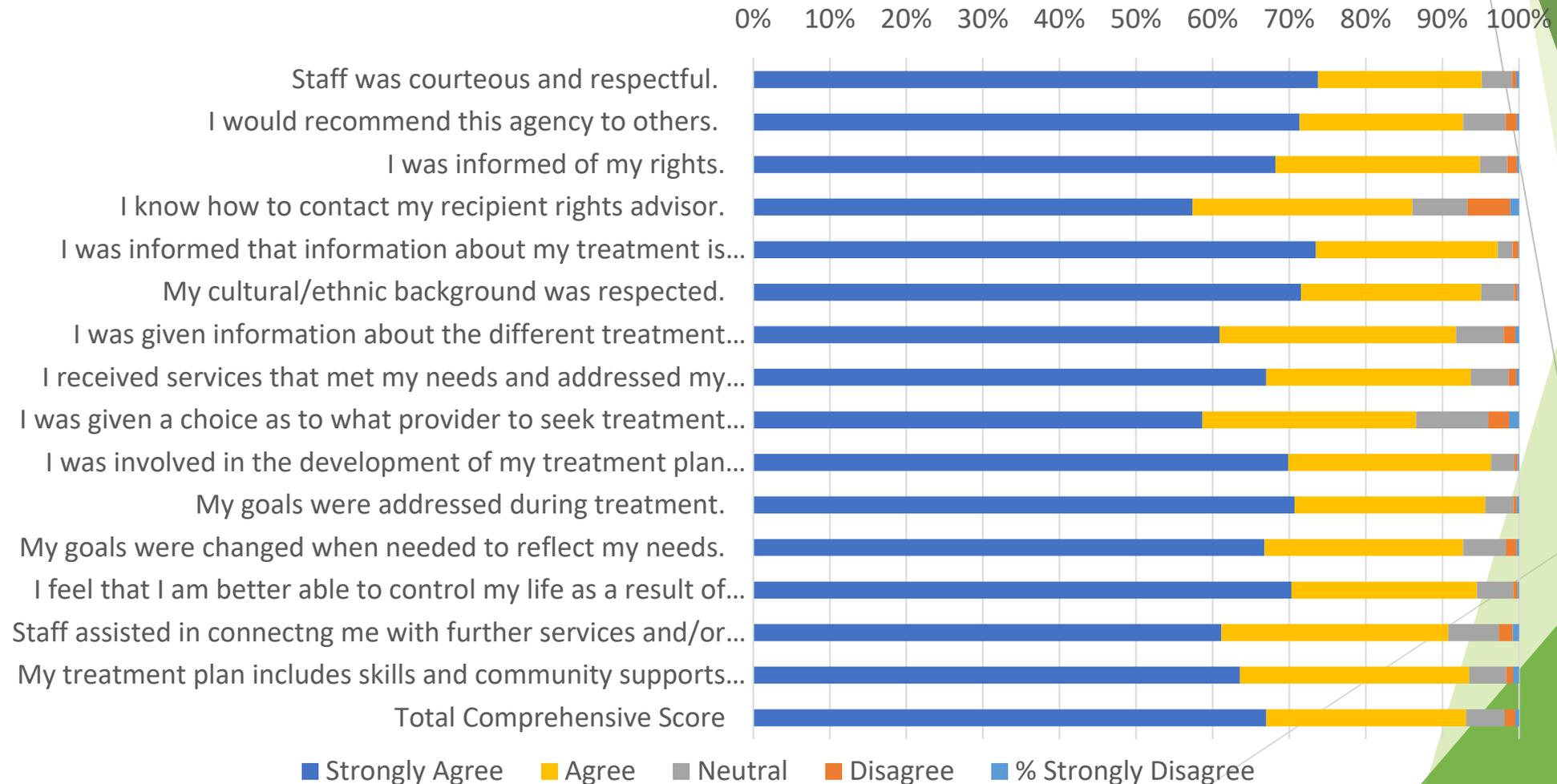
MSHN Comprehensive Total



Domain	2015 Average	2016 Average	2017 Average	2018 Average	2020 Average
Domain - Cultural /Ethnic Background	4.50	4.59	4.61	4.60	4.66
Domain - Welcoming Environment	4.50	4.56	4.54	4.55	4.65
Domain-Treatment Planning/Progress Towards Goal	4.30	4.50	4.54	4.53	4.63
Domain - Information on Recipient Rights	4.38	4.49	4.49	4.47	4.56
Domain - Coordination of Care/Referrals to Other Resources	3.40	4.40	4.43	4.39	4.52
Domain - Appropriateness and Choice with Services	4.19	4.43	4.44	4.41	4.50
Total Comprehensive Score	4.20	4.40	4.50	4.48	4.58

Question	2015 Average	2016 Average	2017 Average	2018 Average	2020 Average
5. I was informed that information about my treatment is only given with my permission.	4.54	4.61	4.63	4.62	4.70
1. Staff was courteous and respectful.	4.55	4.57	4.54	4.56	4.68
6. My cultural/ethnic background was respected.	4.5	4.59	4.61	4.60	4.66
10. I was involved in the development of my treatment plan and goals.	4.38	4.56	4.57	4.56	4.65
11. My goals were addressed during treatment.	4.37	4.54	4.56	4.54	4.65
13. I feel that I am better able to control my life as a result of treatment.	4.26	4.49	4.54	4.54	4.64
2. I would recommend this agency to others.	4.45	4.54	4.53	4.54	4.62
3. I was informed of my rights.	4.46	4.56	4.52	4.51	4.61
8. I received services that met my needs and addressed my goals.	4.32	4.53	4.54	4.52	4.59
12. My goals were changed when needed to reflect my needs.	4.17	4.42	4.47	4.47	4.58
15. My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	3.59	4.43	4.46	4.42	4.55
7. I was given information about the different treatment options available that would be appropriate to meet my needs.	4.25	4.41	4.43	4.41	4.50
14. Staff assisted in connecting me with further services and/or community resources.	3.2	4.37	4.4	4.36	4.48
9. I was given a choice as to what provider to seek treatment from.	4.01	4.36	4.35	4.29	4.40
4. I know how to contact my recipient rights advisor.	4.15	4.3	4.33	4.27	4.36

Individual question response demonstrated as a percentage



Summary

- ▶ The Total Comprehensive Score for the Survey, each Domain, and each individual question demonstrated a 3.50 score indicating agreement with the statements.
- ▶ The Total Comprehensive Score for the Survey, each Domain, and each individual question demonstrated an improvement from previous years.
- ▶ The Domain that scored the highest was Cultural and Ethnic Background.
- ▶ The Domain that scored the lowest was Appropriateness and choice of Service.
- ▶ The lowest scoring questions ranged from 4.36-4.55 on a scale from 1-5 with 5 being strongly agree.

15. My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.

7. I was given information about the different treatment options available that would be appropriate to meet my needs.

14. Staff assisted in connecting me with further services and/or community resources.

9. I was given a choice as to what provider to seek treatment from.

4. I know how to contact my recipient rights advisor.

Next Steps

- ▶ Based on the scores no regional action is required at this time. The survey will be reviewed with regional committees/councils to identify if any additional areas for feedback should be included in the next survey.
- ▶ Each provider should review individual organizational data to determine if any action is needed. Action items should be focused on areas that exhibit a score below 3.5 or have decreased from previous review.
- ▶ In the absence of areas not meeting the expectation of agreement (3.50) with the statements, the organization should review the lowest scoring questions for growth opportunities.
- ▶ Action steps should be implemented and reviewed for effectiveness after the next annual Consumer Satisfaction Survey.