

# 2024 Region 2

## Northern Michigan Regional Entity

**Mental Illness and  
Intellectual/Developmental Disabilities  
Mental Health Services Satisfaction  
Survey**



# Objectives



**Receive feedback on how providers are meeting the needs of their clients**



**Identify opportunities for quality and performance improvement activities**



**Access the client's perspective about;**

- Quality of care
- Access to care
- Interpersonal relationships
- Service delivery
- Service environment

## Methodology

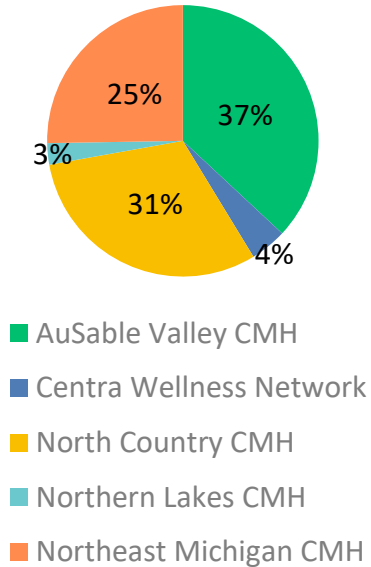
18 Questions

Clients receiving mental health services funded in whole or in part by NMRE

Survey period: June 1 – June 30, 2024

Available in paper or electronic format

# Q1: Where do you receive services?



ANSWER CHOICES	RESPONSES	
AuSable Valley CMH	36.94%	348
Centra Wellness Network	4.35%	41
North Country CMH	30.89%	291
Northern Lakes CMH	2.55%	24
Northeast Michigan CMH	25.27%	238
TOTAL		942

**Although overall participation in the satisfaction surveys increased, there were still challenges in collection of the surveys.**

Lack of interest in participation

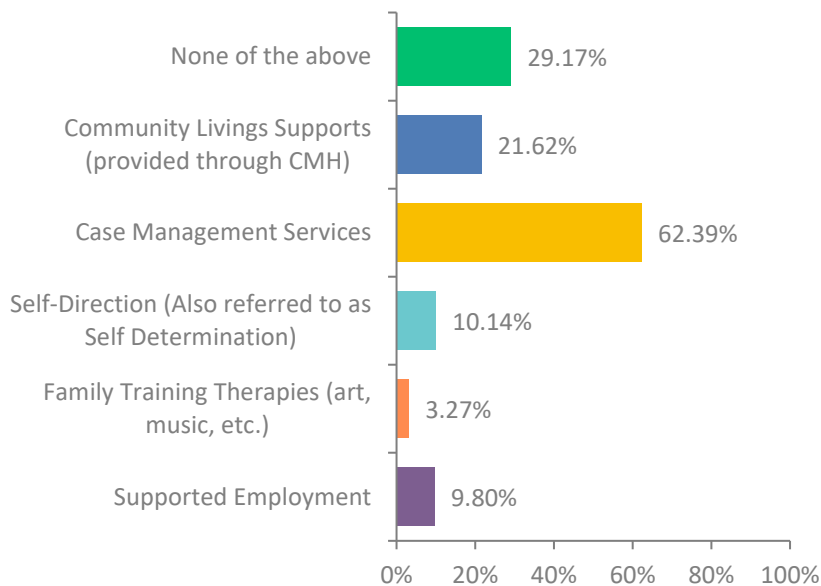
Ineffective survey administration due to staffing shortages and staff workload

Surveys not returned to NMRE by clients or staff in a timely manner

## Q2: What services do you receive?

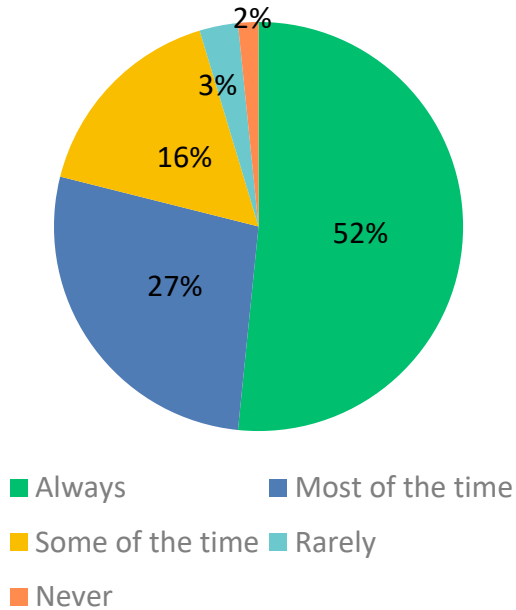
ANSWER CHOICES	RESPONSES	TOTAL
ACT (Assertive Community Treatment)	5.26%	49
Adult Case Management (Mental Illness or Intellectual/Developmental Disabilities)	42.64%	397
Clubhouse	8.16%	76
Crisis Services	2.90%	27
Jail Diversion Services	0.54%	5
Outpatient Therapy	40.28%	375
Peer Support Services	7.30%	68
Psychiatric Services	44.15%	411
Youth Services (case management, therapy, wrap around services, home based services, etc.,)	17.94%	167

### Q3: Please check any of the following Long Term Supports and Services you have received.



ANSWER CHOICES	RESPONSES	TOTAL
None of the above	29.17%	259
Community Livings Supports (provided through CMH)	21.62%	192
Case Management Services	62.39%	554
Self-Direction (Also referred to as Self Determination)	10.14%	90
Family Training Therapies (art, music, etc.)	3.27%	29
Supported Employment	9.80%	87

## Q4: I am able to go out into my community when I want to. (Skip this question if you live independently)

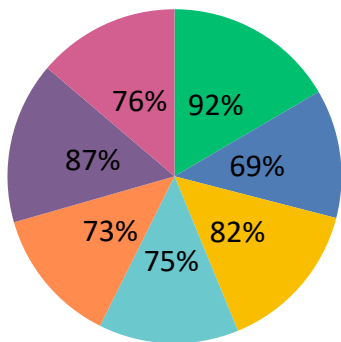


ANSWER CHOICES	RESPONSES	TOTAL
Always	51.61%	289
Most of the time	27.32%	153
Some of the time	16.43%	92
Rarely	3.04%	17
Never	1.61%	9
TOTAL		



**Q5: Please skip this question if you live independently.**

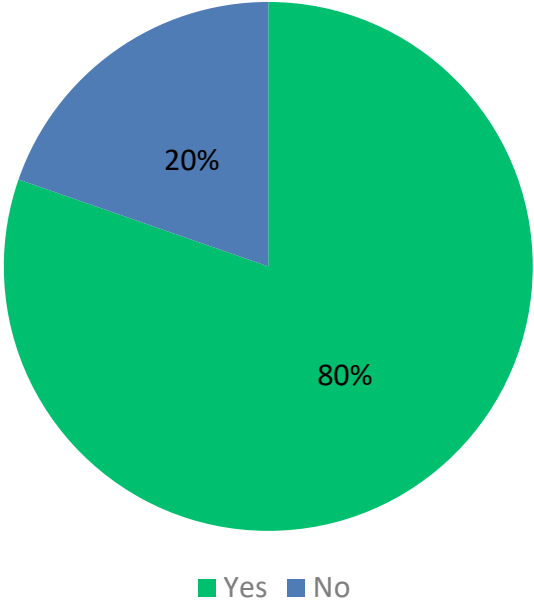
**At home, I have the ability to (check all that apply):**



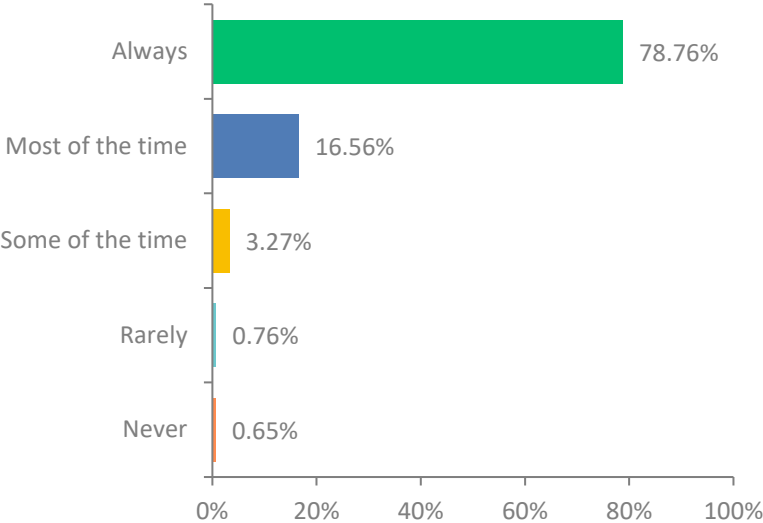
ANSWER CHOICES	RESPONSES	TOTAL
eat when I want to.	91.57%	315
lock my bedroom door if I want to.	68.90%	237
lock the bathroom door if I want to.	81.69%	281
spend my money the way I want.	75.00%	258
have friends over when I want.	72.97%	251
make phone calls when I want.	86.63%	298
have access to all the rooms in my home.	76.16%	262

# Q6: Somebody talked to me about sharing my health information with other people involved in my care.

ANSWER CHOICES	RESPONSES	TOTAL
Yes	80.33%	731
No	19.67%	179



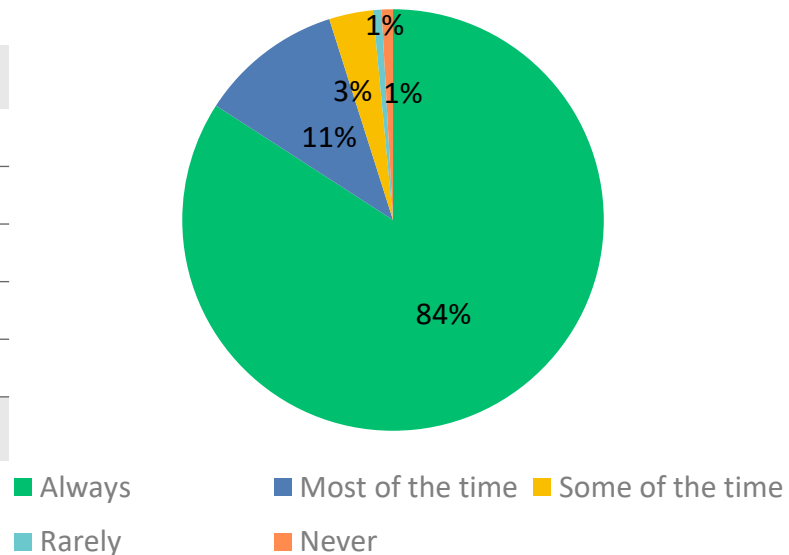
# Q7: Staff explain information about my services to me in a way that I can understand.



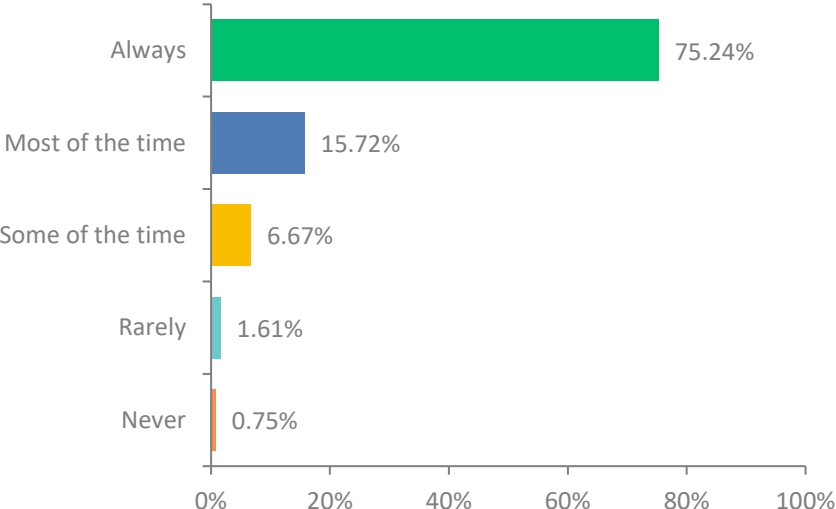
ANSWER CHOICES	RESPONSES	TOTAL
Always	78.76%	723
Most of the time	16.56%	152
Some of the time	3.27%	30
Rarely	0.76%	7
Never	0.65%	6

## Q8: I am involved in my health care decisions and the development of my treatment plan.

ANSWER CHOICES	RESPONSES	TOTAL
Always	84.13%	774
Most of the time	10.98%	101
Some of the time	3.37%	31
Rarely	0.65%	6
Never	0.87%	8



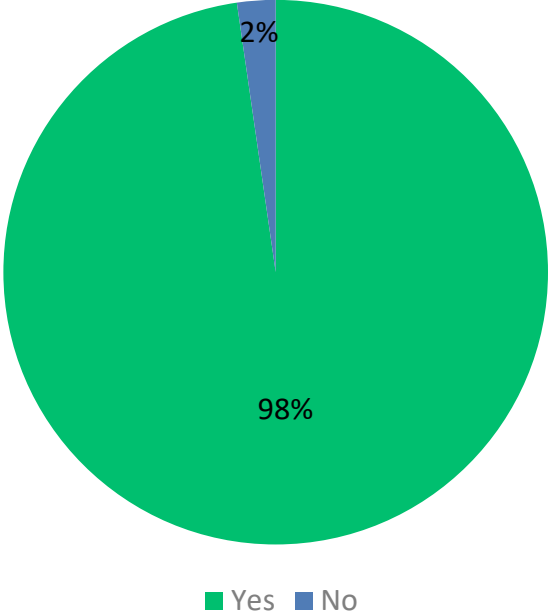
# Q9: I feel comfortable asking questions about my services or asking for other services I want.



ANSWER CHOICES	RESPONSES	
Always	75.24%	699
Most of the time	15.72%	146
Some of the time	6.67%	62
Rarely	1.61%	15
Never	0.75%	7

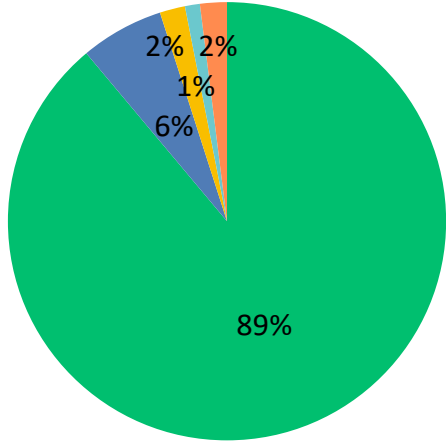
# Q10: Appointment times are convenient for me.

ANSWER CHOICES	RESPONSES	
Yes	97.72%	899
No	2.28%	21
TOTAL		



# Q11: I feel staff is sensitive to my cultural/ethnic background or gender identity.

Answered: 910 Skipped: 39

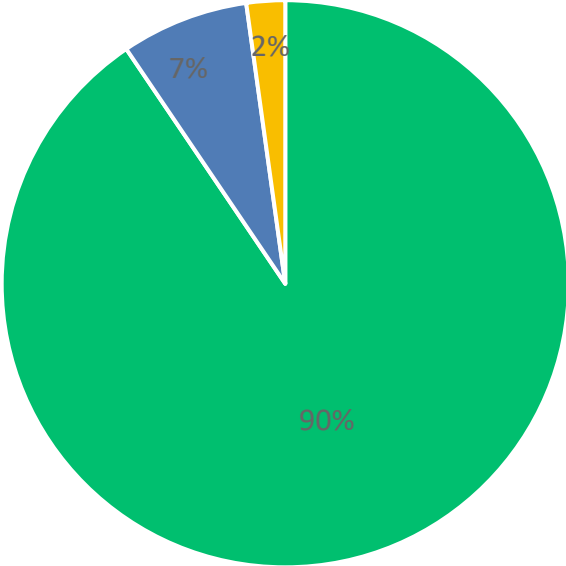


- Always
- Most of the time
- Some of the time
- Rarely
- Never

ANSWER CHOICES	RESPONSES	TOTAL
Always	88.90%	809
Most of the time	6.15%	56
Some of the time	1.87%	17
Rarely	1.10%	10
Never	1.98%	18

# Q12: Staff treat me with dignity and respect.

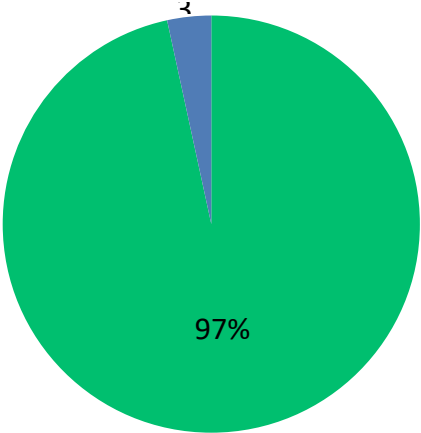
ANSWER CHOICES	RESPONSES	TOTAL
Always	90.03%	822
Most of the time	7.23%	66
Some of the time	2.19%	20
Rarely	0.44%	4
Never	0.11%	1



■ Always   ■ Most of the time   ■ Some of the time



# Q13: I know who to call when I need help, or I am in crisis.

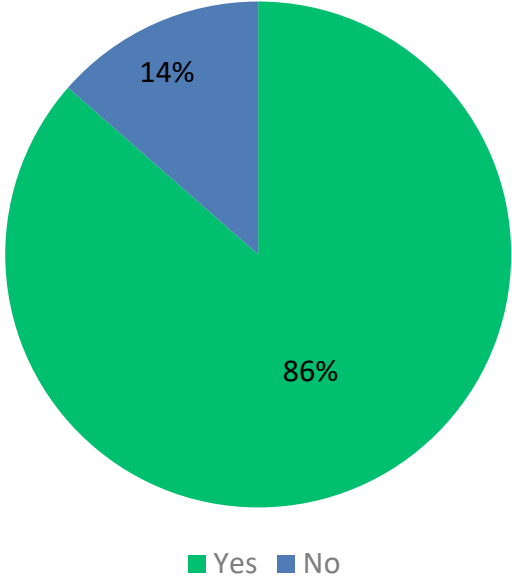


■ Yes ■ No

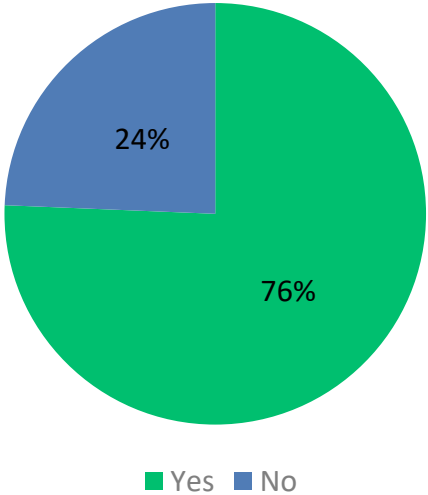
ANSWER CHOICES	RESPONSES	TOTAL
Yes	96.60%	880
No	3.40%	31

# Q14: I know how to file a complaint or grievance, if I want to.

ANSWER CHOICES	RESPONSES	TOTAL
Yes	86.46%	779
No	13.54%	122



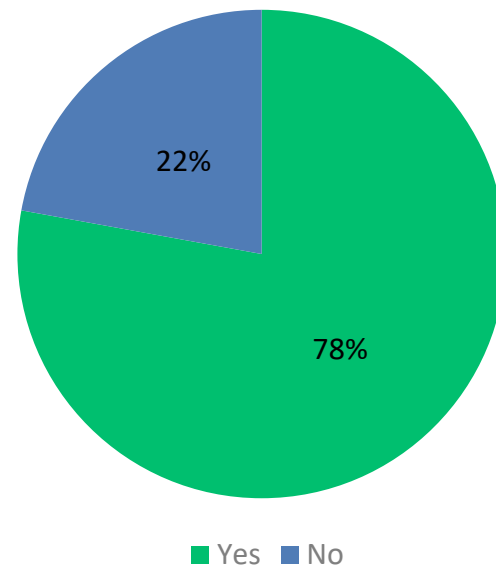
**Q15: I know how to file an appeal if I don't agree with a denial of a service I requested or I don't agree with a change to my services.**



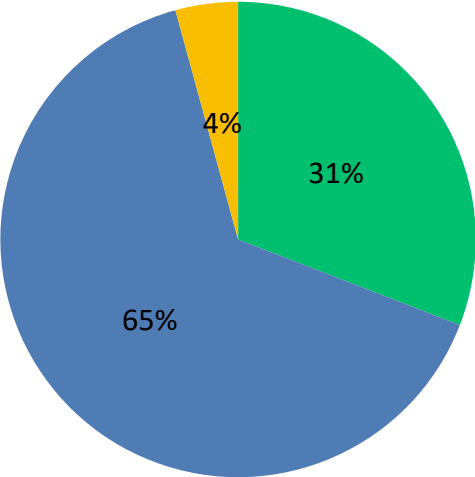
ANSWER CHOICES	RESPONSES	TOTAL
Yes	75.65%	696
No	24.35%	224

## Q16: I have been given information about mediation services and I know how to request mediation if I want to.

ANSWER CHOICES	RESPONSES	
Yes	77.86%	700
No	22.14%	199



# Q17: Access to services via telephone or video (telemedicine/telehealth) has improved my care.

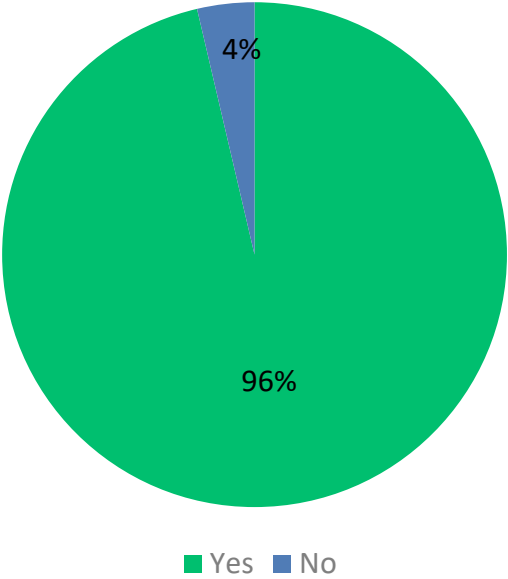


■ Not Applicable ■ Yes ■ No

ANSWER CHOICES	RESPONSES	
Not Applicable	30.86%	283
Yes	64.89%	595
No	4.25%	39

# Q18: Overall, I am satisfied with the services I receive from CMH:

ANSWER CHOICES	RESPONSES	TOTAL
Yes	96.34%	869
No	3.66%	33



## Areas for Improvement

14% of recipients do not know how to file a grievance

25% of recipients do not know how to file an appeal

22% of recipients are not aware of mediation services

20% of recipients were not informed about the sharing of health information

# Recommendations

Recipients have the right to file appeals of an Adverse or Advance Benefit Determination. Review the Appeal process with all staff to ensure compliance. Provide training to recipients regarding their right to appeal.

Recipients have the right to file grievances if they are unhappy. Review the grievance process with all staff to ensure compliance. Provide training to recipients regarding their right to appeal.

Recipients have the right to mediation services, which is a good alternative to appeals or grievances. Recipients must be given information about mediation. Review mediation services with staff so they can inform recipients of this service. This information should be given at time of service start and at least annually.

Staff must make sure notice of privacy/confidential information paperwork is procured, and that the client understands that they are giving permission for their health care team to coordinate their care. It is vital that we normalize open lines of communication between behavioral and medical health providers.



# Overview

96% of recipients feel as though they are actively involved in their health care decisions and the development of their treatment plan.

96% of recipients are satisfied with their services

99% of recipients feel that they are treated with dignity and respect.

# 2022

Respondents: 620

Staff treat me with dignity and respect: 99%

I know how to file a grievance: 81%

I know how to file an appeal: 80%

I know about mediation services: n/a

Overall, I am satisfied with my services: n/a

# 2023

Respondents: 921

Staff treat me with dignity and respect: 99%

I know how to file a grievance: 84%

I know how to file an appeal: 78%

I know about mediation services: 81%

Overall, I am satisfied with my services: n/a

# 2024

Respondents: 942

Staff treat me with dignity and respect: 98%

I know how to file a grievance: 86%

I know how to file an appeal: 75%

I know about mediation services: 78%

Overall, I am satisfied with my services: 96%

## FY23 v FY24 Participation Rates

FY23: 16,045, 6% Participation    FY24: 13,330, 7% Participation

### AVCMH:

Served: 1719

Participated: 244 (14%)

### AVCMH:

Served: 1744

Participated: 348 (20%)

### CWN:

Served: 993

Participated: 78 (8%)

### CWN:

Served: 829

Participated: 41 (5%)

### NCCMH:

Served: 3107

Participated: 290 (9%)

### NCCMH:

Served: 2821

Participated: 291 (10.5%)

### NEMCMH:

Served: 1781

Participated: 249 (14%)

### NEMCMH:

Served: 1717

Participated: 238 (14%)

### NLCMHA:

Served: 4314

Participated: 59 (1%)

### NLCMHA:

Served: 4131

Participated: 24 (<1%)

## Overall Satisfaction by CMH (data may be skewed from participation rate)

AuSable Valley CMH – 98%

Centra Wellness Network – 98%

North Country CMH – 99%

Northeast Michigan CMH – 92%

Northern Lakes CMHA – 80%