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# 2018 Consumer Perception of Care Survey Results

Theresa Clark / Comellia Saunders

# Purpose

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This annual survey is administered to satisfy a Substance Abuse and Mental Health Services Administration (SAMHSA) reporting requirement for the Community Mental Health Services Block Grant.

Assesses consumer satisfaction and perceptions of quality and outcomes of publicly funded Mental Health and Substance Use services.



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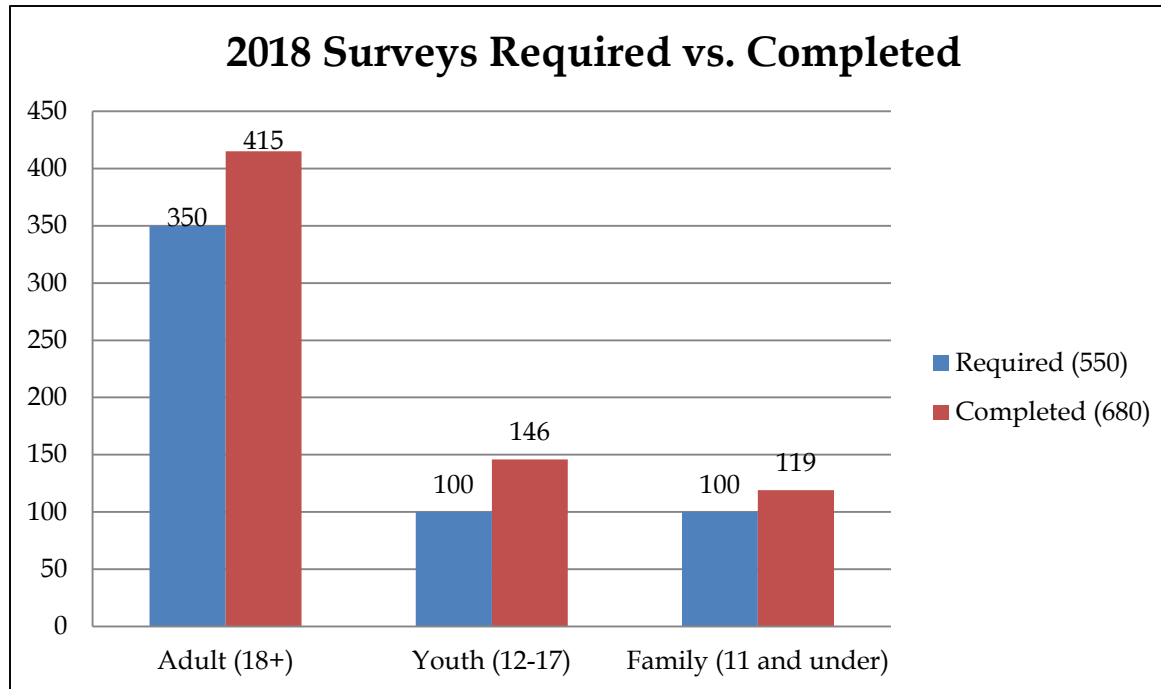
# Background

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- **Method** - The confidential survey was administered in English or Spanish at consumers' provider agencies. The survey was available from **May 7, 2018** through **June 5, 2018** at consumers' provider agencies.
- **Population** - Each LME-MCO was required to submit a total number of completed surveys approximately equal to 4% of its monthly number of Medicaid, State and Federal Block Grant Mental Health (MH) and Substance Use (SU) Consumers served. Each LME/MCO determined how many and which of their contracted providers would assist in administering surveys to their clients and the number of completed surveys to request from each participating provider.



# Sample Size



This chart shows the number of Sandhills Center surveys required (550) versus total number completed (680) by Age Category of Adult, Youth and Family.

Based on the number of surveys that were distributed (952), Sandhills Center had a **71.4% Response Rate**.



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# Survey Results

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- The survey is broken down into 3 sections:
  - I. Perception of Services
  - II. LME-MCO Network
  - III. Physical Health
- Each section is further broken down by population:
  - Adult
  - Youth
  - Family
- As a guideline, SHC used a variance of 5%
  - If the SHC Average was greater than 5% than the State Average it was identified as areas SHC excelled in.
  - If the SHC Average was more than 5% lower than the State Average, it was identified as areas for potential improvement.



# Survey Results - Summary

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SHC excelled in the following 4 areas:

– Network

- Youth 7% - Received a consumer handbook
- Youth 6% - Choice of providers
- Youth 7% - First service time frame met your needs
- Family 8% - Obstacles to receiving services



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# Survey Results - Summary

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## Areas identified as needing improvement:

### – Perception of Services:

- Family – Child Outcomes **6%**  
(Note – lowest positive response)
- Family – Child Functioning **8%**  
(Note – lowest positive response)



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# Survey Results - Summary

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## Physical Health Questions

- Only administered to Adults
- Overall Sandhills scored well
  - Excelled:
    - Emergency and Crisis Plans
  - Area to Improve
    - Smoking Prevalence and Frequency



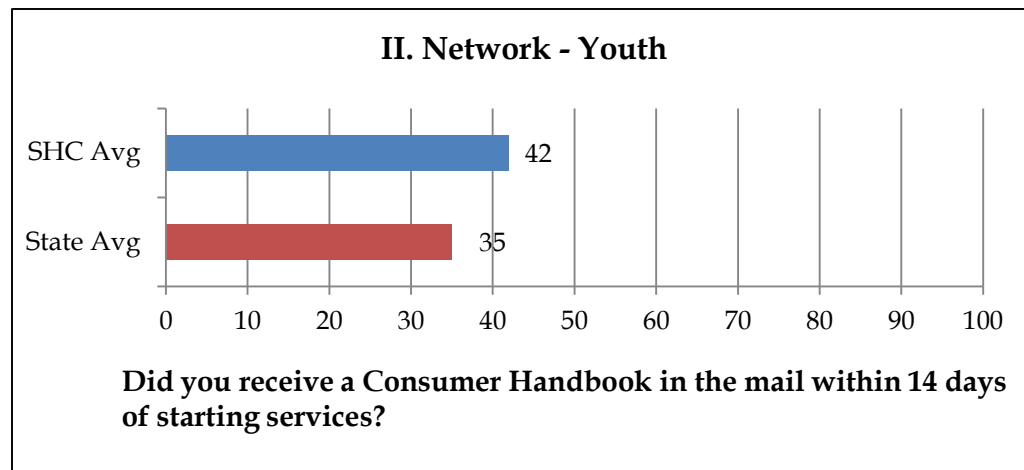
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# Survey Analysis - Excelled

II. Network – Did you receive a Consumer Handbook in the mail within 14 days of starting services?

The Youth population felt that Sandhills (42%) performed **7% above** the State Average (35%), which was also the highest out of all LME/MCO's in this category.



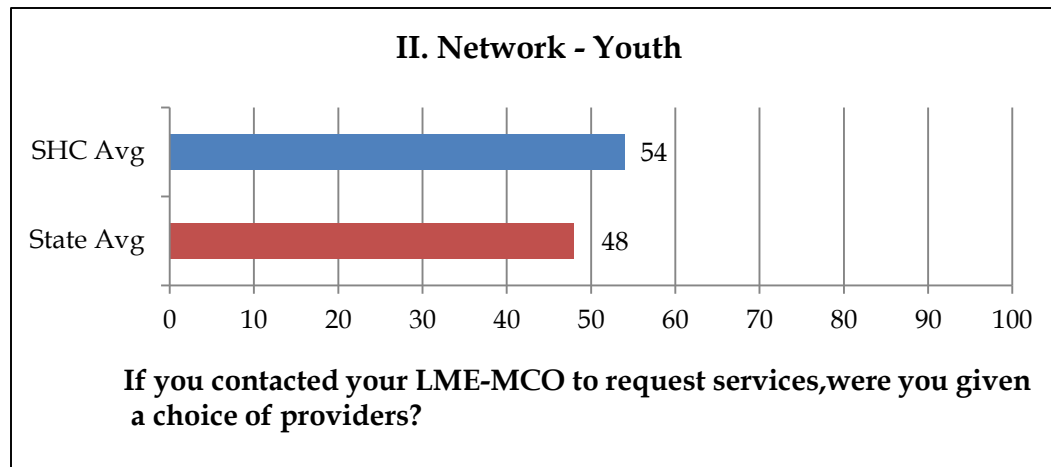
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# Excelled

II. Network – If you contacted your LME/MCO to request services, were you given a choice of providers?

The Youth population felt Sandhills (54%) performed over **6% above** the State Average (48%).



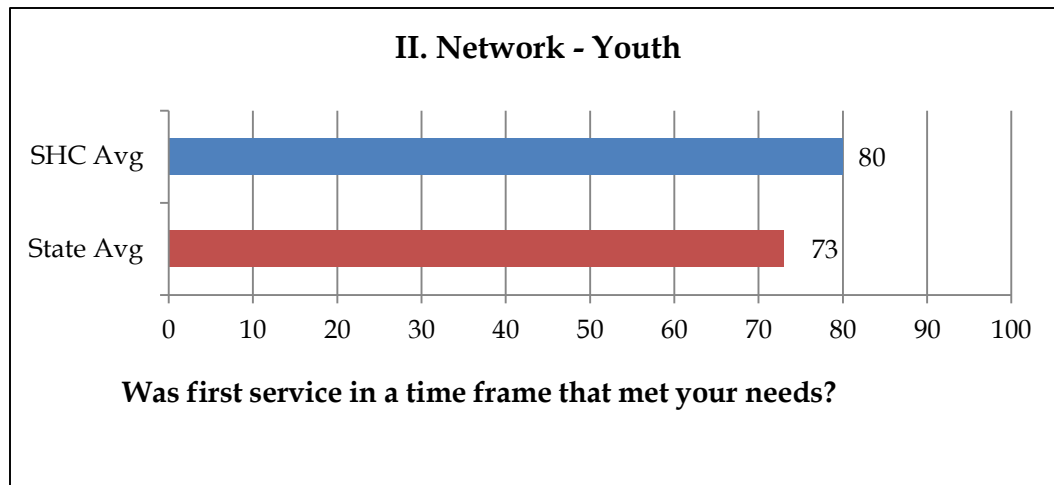
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# Excelled

II. Network – Was first service in a time frame that met your needs?

The Youth population felt Sandhills (80%) performed over **7% above** the State Average (73%).



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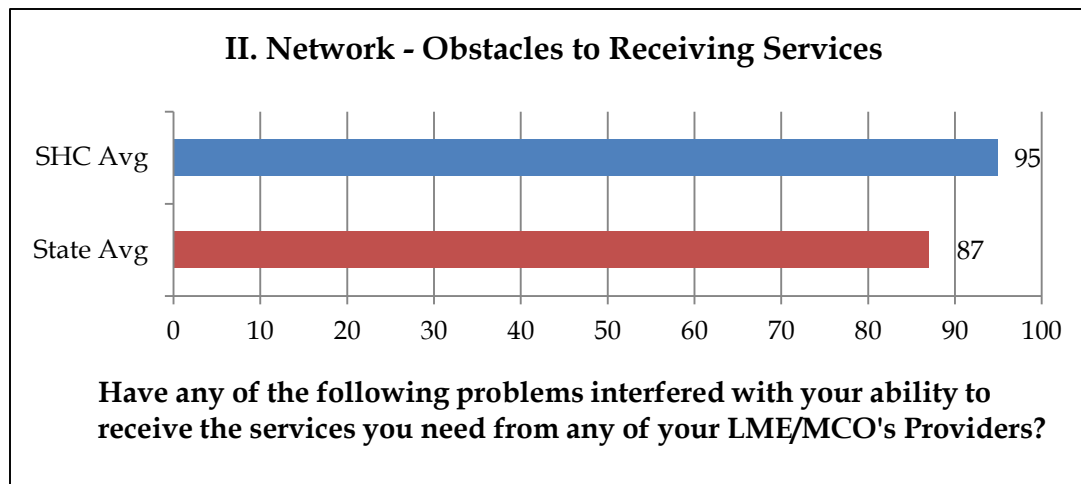


# Excelled

## II. Network – Obstacles to Receiving Services

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's Providers?

The Youth population felt Sandhills (95%) performed over **8% above** the State Average (87%) by answering “None of the above”.



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# Survey Analysis – Needs Improvement

## I. Perception of Services - Child *Outcomes* –Family

As a direct result of the services my child received...

- 16. My child is better at handling daily life.
- 17. My child gets along better with family members.
- 18. My child gets along better with friends and other people.
- 19. My child is doing better in school.
- 20. My child is better able to cope when things go wrong.
- 21. I am satisfied with our family life right now.

Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
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## Perception of Services - Child *Functioning* –Family

As a direct result of the services my child received...

- 16. My child is better at handling daily life.
- 17. My child gets along better with family members.
- 18. My child gets along better with friends and other people.
- 19. My child is doing better in school.
- 20. My child is better able to cope when things go wrong.
- 22. My child is better able to do things he or she wants to do.

Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
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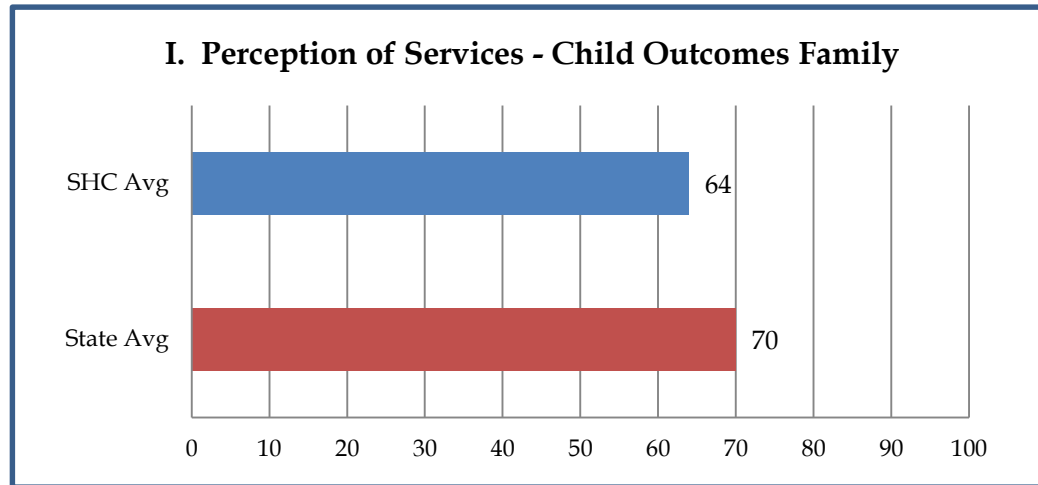


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# Needs Improvement

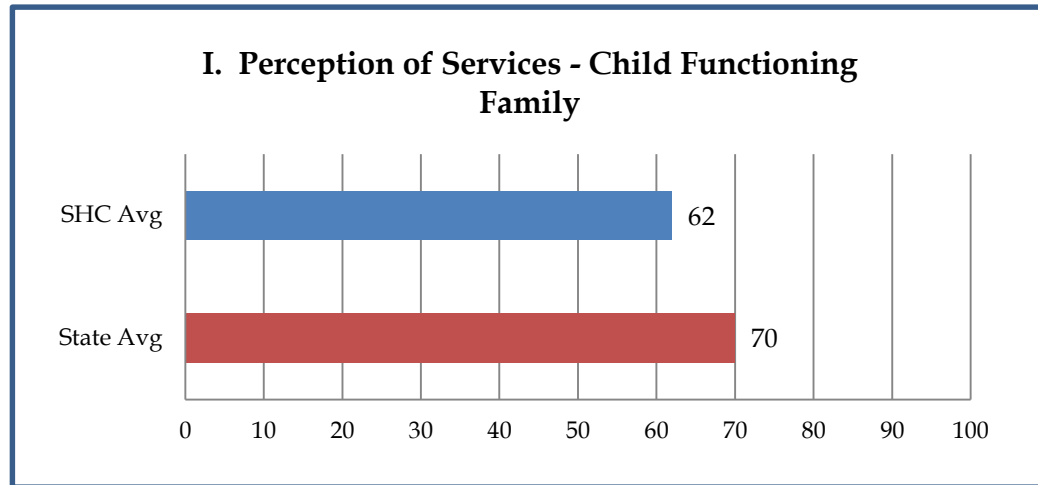
I. Perception of Services - Child *Outcomes* - The Family population felt that Sandhills (64%) performed **6% below** the state average of 70%.



Sandhills scored the **lowest** positive results and was also identified as an area needing improvement in 2017.

# Needs Improvement

I. Perception of Services - Child *Functioning* – The Family population felt that Sandhills (62%) performed **8% below** the state average of 70%.



Sandhills scored the **lowest** positive results and was also identified as an area needing improvement in 2017.



# Plan to Improve Performance

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- The Sandhills Center Project Manager will lead a task group to address next steps for the items needing improvement. This team includes staff from each department and our internal Integrated Care team.



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# Questions

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