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2019 Consumer Perception of Care Survey Results

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Purpose

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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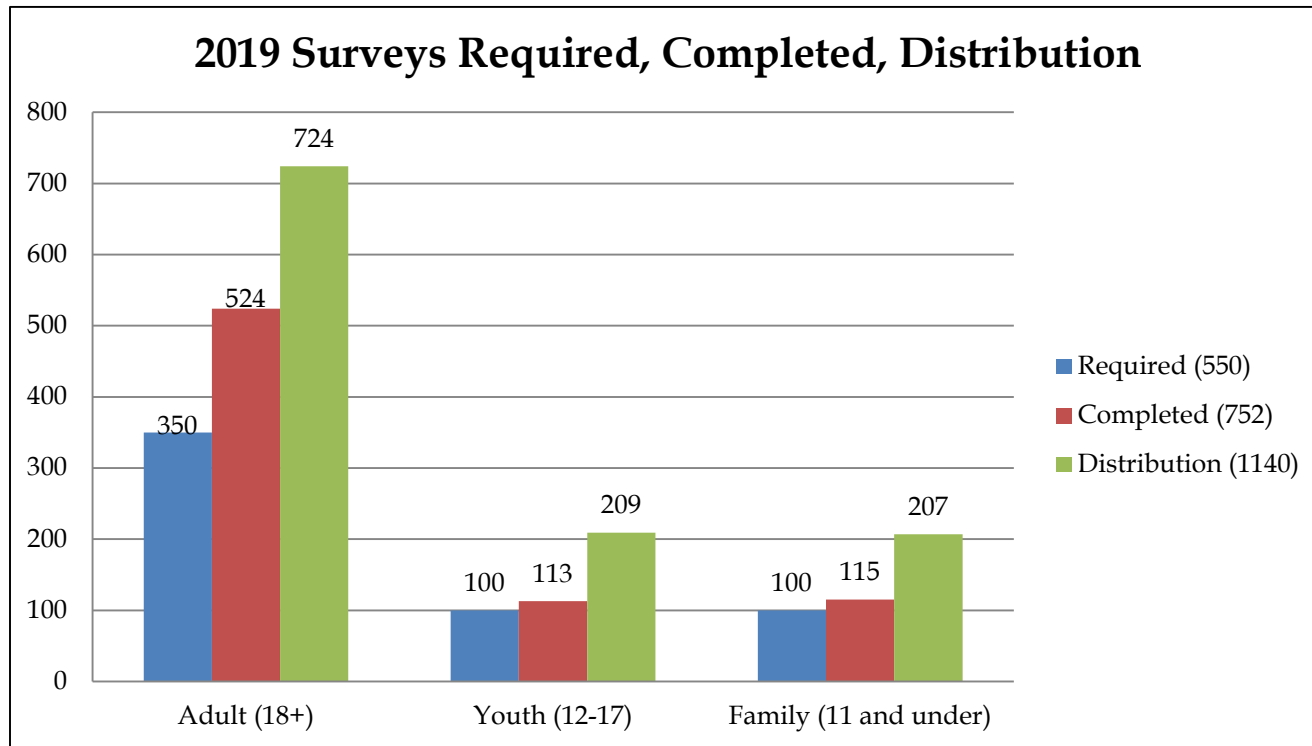


Background

- **Method** - The confidential survey was administered in English or Spanish at provider agencies where consumers receive services. The survey was available from **May 6, 2019** through **June 4, 2019**. Participation in the survey is completely voluntary.
- **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**), total number completed (**752**) and number distributed (**1140**) by Population Category of Adult, Youth and Family. Sandhills Center had a **70% Response Rate**.



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Survey Organization

- The survey is broken down into 3 sections:
 - I. Perception of Services
 - II. LME-MCO Network
 - III. Physical Health (Adult)
- Each section is further broken down by population:
 - Adult
 - Youth
 - Family
- As a guideline, SHC uses 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% below the State Average, it was identified as areas for potential improvement.



Survey Results - Summary

SHC excelled in the following 8 areas:

– Perception of Service:

- Adult 6% - **Social Connectedness**

– Network

- Adult 6% - Know how to make a complaint
- Youth 8% - First service time frame met your needs
- Youth 8% - **Obstacles to receiving services**
- Family 14% - Received Consumer Handbook
- Family 7% - Given Choice of Providers
- Family 6% - Provided enough information about Services and Support
- Family 8% - **Obstacles to receiving services**



Note that those in **BOLD** represent the highest positive responses.



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Survey Results - Summary

Area identified as needing improvement:

– Perception of Services:

- Youth – Treatment Planning **6%**

(Note – lowest positive response and 2% above in 2018)



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Survey Results - Summary



Physical Health Questions

- Only administered to Adults
- Overall Sandhills scored well
 - Excelled:
 - Health Status
 - Health Measures
 - Areas to Improve
 - None



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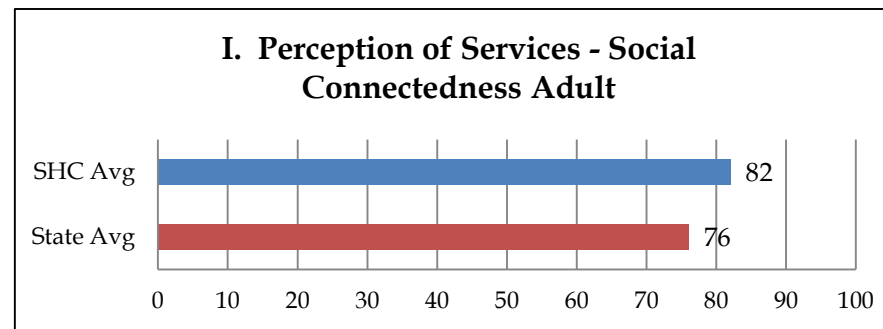


Survey Analysis - Excelled

I. Perception of Service – Social Connectedness

Adult Social Connectedness Domain Items:

- In a crisis, I would have the support I need from family or friends.
- I am happy with the friendships I have.
- I have people with whom I can do enjoyable things.
- I feel I belong in my community.



The Adult population felt that Sandhills (82%) performed **6% above** the State Average (76%), which was also the highest out of all LME/MCO's in this category.



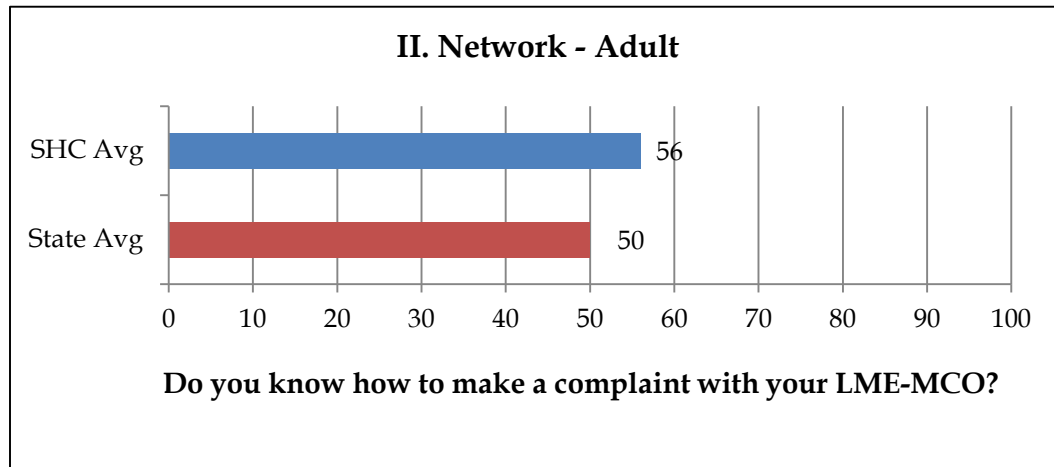
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Excelled

II. Network – Do you know how to make a complaint with your LME-MCO?

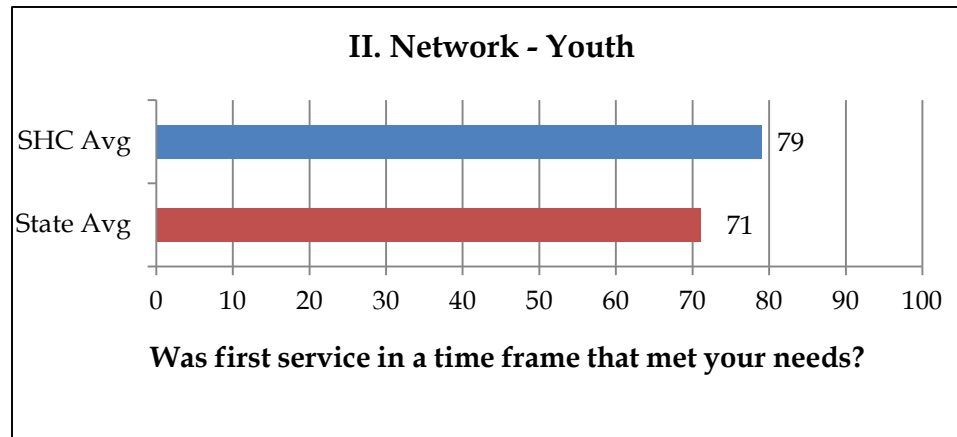
The Adult population felt Sandhills (56%) performed over **6% above** the State Average (50%).



Excelled

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

The Youth population felt Sandhills (79%) performed over **8% above** the State Average (71%), which was also the highest out of all LME-MCO's.



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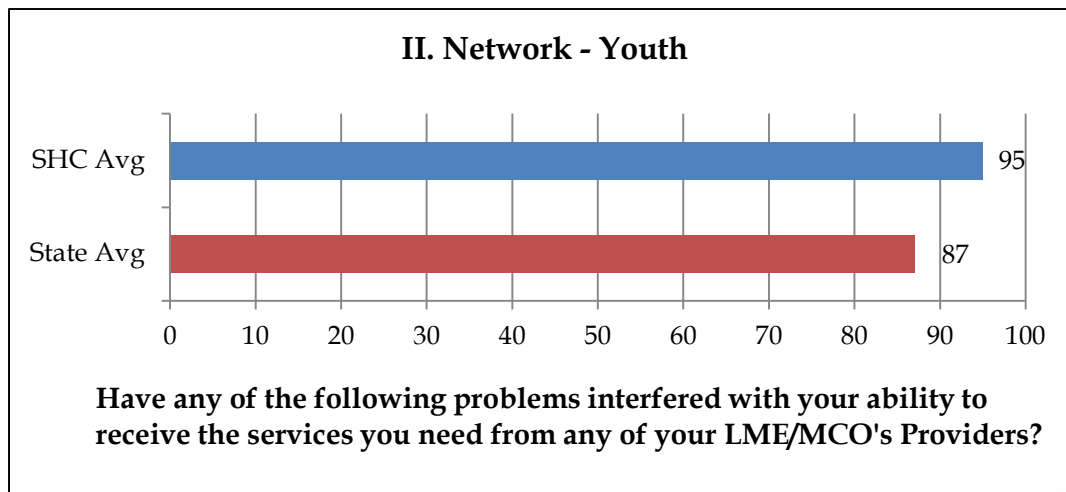


Excelled

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". We also scored the highest out of all LME-MCO's in this category.



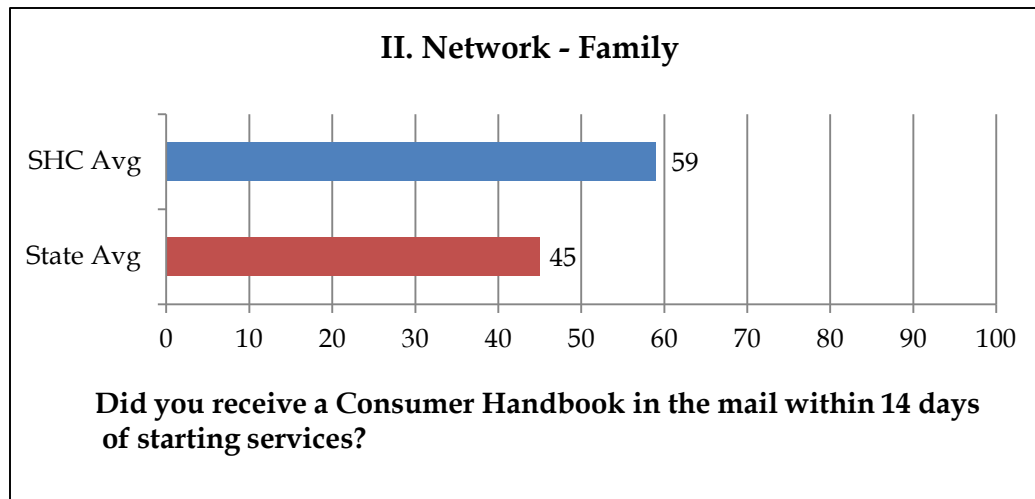
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Excelled

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

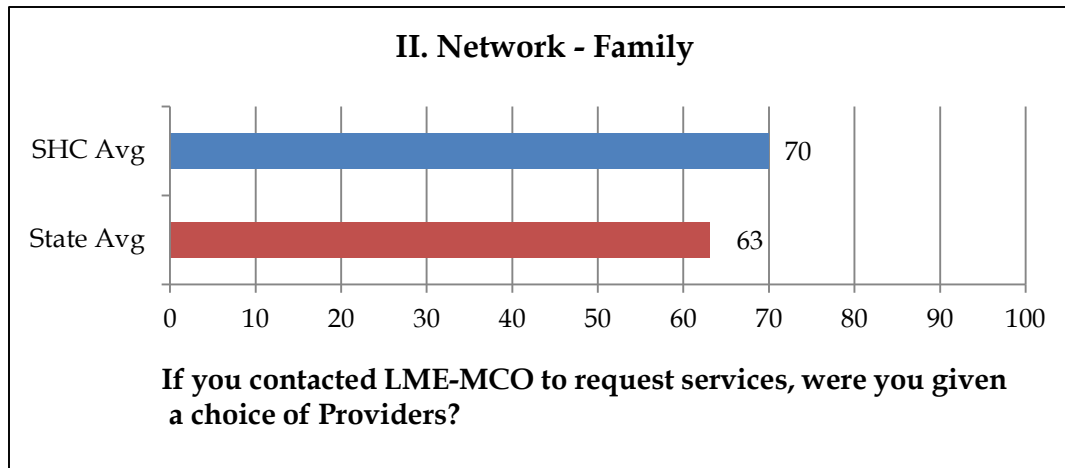
The Family population felt Sandhills (59%) performed over **14% above** the State Average (45%).



Excelled

II. Network – If you contacted LME-MCO to request services, were you given a choice of Providers?

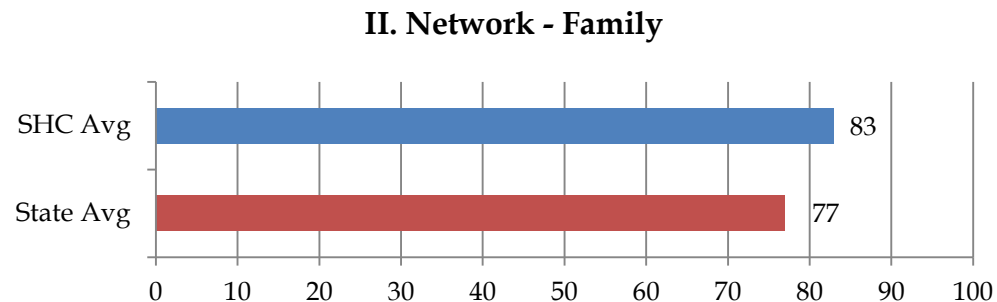
The Family population felt Sandhills (70%) performed over **7% above** the State Average (63%).



Excelled

II. Network – Has LME-MCO provided as much info as needed about services, supports available to you?

The Family population felt Sandhills (83%) performed over **6% above** the State Average (77%).



Has LME-MCO provided as much info as needed about services, supports available to you?



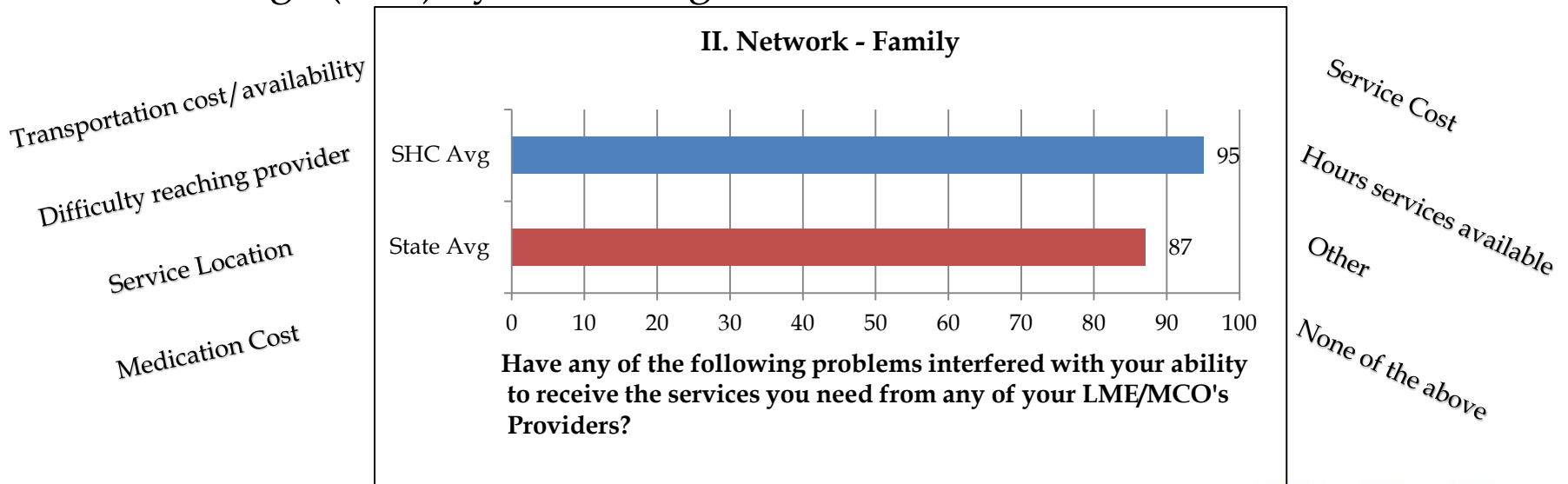
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Excelled

II. Network – Have any of the following problems interfered with your ability to receive services you need from any of your LME-MCO’s?

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



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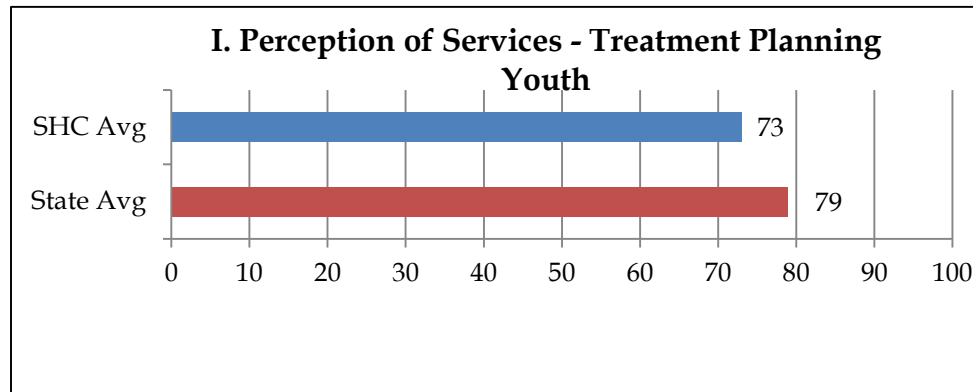


Needs Improvement

I. Perception of Service – Treatment Planning

The following questions are related to this section:

- I helped to choose my services.
- I helped to choose my treatment goals.
- I participated in my own treatment.



The Youth population felt that Sandhills (73%) performed **6% below** the State Average (77%), which was also the lowest results.



2018 vs. 2019

Sandhills has shown improvement in 2019 when compared to 2018.

- Area's Excelled
 - 2018 – 4 area's
 - 2019 – 8 area's
- Area's Needing Improvement
 - 2018 – 2 area's
 - 2019 – 1 area



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Plan to Improve Performance

- The Survey results will be posted on the Sandhills Center Website, shared with internal committee's and at Provider Forums.
- The Sandhills Center Project Manager will lead a task group to address next steps for the item that needs improvement. This team includes staff from each department and our internal Integrated Care team.



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Questions



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