

## **Genesee Health System Consumer Survey Report FY 2021**

### **Survey process**

During Fiscal Year 2021, Genesee Health System's (GHS) consumer survey process continued to proceed as part of a unified Region 10 process that went beyond MDHHS mandated systems. From August 9, 2021- September 17, 2021 we conducted surveys with the consumers. There were adults as well as children that completed the surveys. The surveys included all populations served for adults with Serious Mental Illness, children with Serious Emotional Disorders, and adults and children with Intellectual/Developmental Disabilities.

This report also includes data from surveys taken from consumers within 30 to 90 days after discharge. Customer Services contacts consumers who left services to ask a series of questions. Lastly, data from formal grievances received by the GHS Customer Services department were reviewed.

### **Survey content**

The Region 10 adult survey consisted of the following, each scored Yes or No:

1. I like the services I have received.
2. As a result of services received, my symptoms are not bothering me as much.
3. Staff were sensitive to my cultural/ethnic background and treated me with respect.
4. As a result of services received, I am better able to control my life.
5. Staff believed that I could grow, change, and recover.
6. Services were available at times that were convenient to me.
7. As a result of services received, I do better in social situations.
8. I am happy with the quality of services I have received.
9. Have you had difficulty getting services due to any barriers?
10. As a result of services received, I deal more effectively with daily problems.
11. Overall, I am satisfied with the services I have received.

The child survey items were as follows, again with Yes and No as the available responses:

1. As a result of services received, my child gets along better with family and others.
2. Services were available at times that were convenient for my family.
3. Staff were sensitive to my family's cultural/ethnic background and treated us with respect.
4. As a result of services received, my child is better able to do the things he/she wants to do.
5. My family got the help we needed for my child.
6. I am happy with the quality of services I have received.
7. As a result of services received, my child is better at handling everyday life.
8. Have you had difficulty getting services due to any barriers?
9. Overall, I am satisfied with the services I have received.

Child surveys were to be completed by parents/guardians, with one offered per child served.

In both the adult and child surveys, the following open-ended questions were also asked:

1. If yes (to having difficulty getting services due to any barriers), please explain.
2. What would make services better for you or the community as a whole? Please explain.
3. Do you have any other comments, questions, or concerns? If yes, please describe.

## Region 10 survey results

### Adult Surveys

A total of 479 surveys were received from adults. Consistent with last year's survey, reporting of barriers to getting into services was very low.

Question 9 on the survey, "Have you had difficulty getting services due to any barriers? If yes, please explain". 464 consumers answered this question, with 11% stating they had barriers; 27 consumers wrote comments. The comments were grouped into the following categories:

- **33% - Service Accessibility.** Examples:
  - *No staff available for respite*
  - *Have case manager, need therapist*
  - *No day programs, Genesee County limited resource*
- **11% - Pandemic.** Examples:
  - *Pandemic to be over*
  - *Due to COVID limited to no outsigns and no vocational school. Safety first.*
  - *Phone visits only due to COVID. Need in person*
- **22% - Difficult to interpret.** Examples:
  - *Housing for me and my 3 boys*
  - *ASD*
  - *I was kick out of the program because I said something wrong*
- **19% - Transportation.** Examples:
  - *It is just that I need bus passes to get around*
  - *Transportation issues*
  - *Rides*
- **8% - Health (physical/mental).** Examples:
  - *No one will talk to me about my Medicare premiums that I'm not supposed to pay*
  - *Doctors not available and would not call when suppose to*

- **4% - Insurance.** Example:
  - *Insurance*
- **4% - Race Concerns.** Example:
  - *I believe the therapist are racist*

Sixty-five consumers responded to question 13, “What would make services better for you or the community as a whole?” These were grouped into the following categories:

- **12% - Positive statements.** Examples:
  - *My case manager is awesome. He helps me a lot*
  - *I'm pleased with the adjustments made due to COVID*
  - *Great*
- **14% - Difficult to understand.** Examples:
  - *I don't know. You need to ask questions to my ward.*
  - *Not been seen for mental capability*
  - *Jesus love hope*
- **15% - Negative evaluations.** Examples:
  - *If the GHS service provides didn't make themselves become a permanent part of your life.*
  - *Move your building to a safer location.*
  - *Hard to get motivated that early*
- **12% - Comments about other issues concerning training, homelessness, and anxiety.** Examples:
  - *Get CM more training*
  - *Homeless. Is there a homeless coalition. Is there a policy or list of do's and don'ts.*
  - *A lot of anxiety*
- **20% - Resources.** Examples:
  - *To be able to have Delta Dental for disabled people.*
  - *More programs to choose from for day programs*
  - *More ASD resources*
- **15% - Transportation.** Examples:
  - *More rides and more staff*

- *I hope telehealth stays because people like me still need help but can't go out because of phobias and stranger transportation.*
- *Transportation*
  
- **5% - Medications.** Examples:
  - *No because you won't let them take medications as needed but by force and I do not like that kind of plan*
  - *Services have been especially helpful to have. Son has no awareness of his illness. Improvement is mostly due to medications*
  - *Would like meds at 10 am every day instead of late in day.*

Twenty-six consumers responded to question 12, "Do you have any other comments, questions, or concerns?" The following categories were identified among these:

- **30% - Positive statements about staff, agency, or services.** Examples:
  - *Thank everyone who have helped me*
  - *Thank you to GHS*
  - *My CM is great*
  
- **7% - Difficult to interpret.** Examples:
  - *I would like my prolixin shot reduced. They take \$148 out of SS to pay premiums. Nobody seems to want to help.*
  - *Home services*
  
- **7% - Transportation.** Examples:
  - *Bus pass and visit daughter and son*
  - *Why have the case workers stopped taking me into the community or shopping.*
  
- **15% - Medications.** Examples:
  - *I need higher doses of Xanax and meds for ADHD*
  - *Script issues*
  - *My daughter has outburst and always have had them. Medicine helps some but they are still here*
  
- **15% - Outliers.** Examples:
  - *CMH is a joke in Genesee County*
  - *I wasn't aware that I had to report once every 30 days so i dont feel the program was completely explained to me.*
  - *COVID impacts schedules are no fault of GHS*
  
- **23% - Service Accessibility.** Examples:

- *Get upset when I change case managers*
- *Since May 21 there have been 3 cm assigned. this has made continuity of care difficult.*
- *No help, too much computer, not talking to you.*

### Child/Family Surveys

Parents and families of children served returned 45 surveys. Similarly to the adult survey responses, reporting of barriers to getting into services was very low.

Similar to the adult survey, question 8 was an open ended question for 2021, "Have you had difficulty getting services due to any barriers? If yes, please explain". Forty-one (41) families answered this question, with 9 stating they had barriers; 10 surveys had comments. The comments were grouped into the following categories:

- **11% - Comments concerning service or staff accessibility.** Examples:
  - *Been trying to have my child tested for years and still waiting. I love our therapist, he's just not getting better.*
  - *No call, no show from case manager. No call back from case manager. 0 services received.*
  - *only when he needed to be admitted to a psych hospital-we were unable to get him in.*
- **7% - Pandemic.** Examples:
  - *Covid related shut down of services and ABA treatment*
  - *Closed due to Covid. They ae reopen but have not got us back in. Trying to go somewhere else. No one will call me back.*
  - *he was seeing a therapist he liked and when Covid hit they dropped him saying he didnt' come in enough.*
- **4% - Outliers.** Examples:
  - *Having 4 kids and appointments are never together.*
  - *Services was good unless you needed to reschedule a appointment. My kids got let go before they were ready.*

Question 11, "what would make services better for you or the community as whole? Please explain" had 15 comments. Comments were grouped in the below categories:

- **33% - Positive or neutral comments.** Examples:
  - *Everything is good.*
  - *Overall the therapist that we have had were excellent. We expecially really loved Jennifer (she no longer works at hope network) and now we have Serria*

*and my child likes having her for the therapist. She has taken a lot of knowledge that both Jennifer*

- *I wouldn't change how things are going.*
- **27% - Services Accessibility.** Examples:
  - *It would be easier if I would have kept the same case management*
  - *To just keep services open and working with the people as a whole.*
  - *having consistent care by case manager*
- **33% - Difficult to interpret.** Examples:
  - *communicating as a whole and working with people to keep services flowing..*
  - *Family participation helps with getting along together..*
  - *Having my daughter come back*
- **7% - Negative comment.** Examples:
  - *hospital treats mental ill patients awful. Wish they would treat them better.*

Question 10, "Do you have any other comments, questions, or concerns?" had 18 comments. Comments were grouped in the below categories:

- **67% - Service Accessibility.** Examples:
  - *It would be great if we could do more of the meetings/services at 7-8am before school.*
  - *I think virtual should be offered at all times. It comes in handy for people that can't drive or need babysitters. That way they still get to see the doctor. Has been wonderful for us.*
  - *Need requested services.*
- **25% - Positive comments.** Examples:
  - *Hannah has been so helpful and wonderful to my family. i hope to work with her more in future. Hannah cares about my whole family and not just my daughter. Honestly she is the best.*
  - *I am overall happy with the services I'm receiving for my child*
  - *Nothing. Easter Seals has been fantastic for my family and works great for everyone.*
- **8% - Difficult to interpret.** Examples:
  - *He still will not brush teeth, brush hair, doesn't want to be told what to do or he gets mad and says I was about to do that.*

Genesee Health System Consumer Council under normal circumstances would review the information from the survey results and provide feedback as well. This year due to the

COVID 19 pandemic Consumer Council Members will receive a summary of the survey findings in the mail. We will also discuss it during the next Consumer Council meeting held via teleconference to get the council's feedback.

### **Post-discharge surveys**

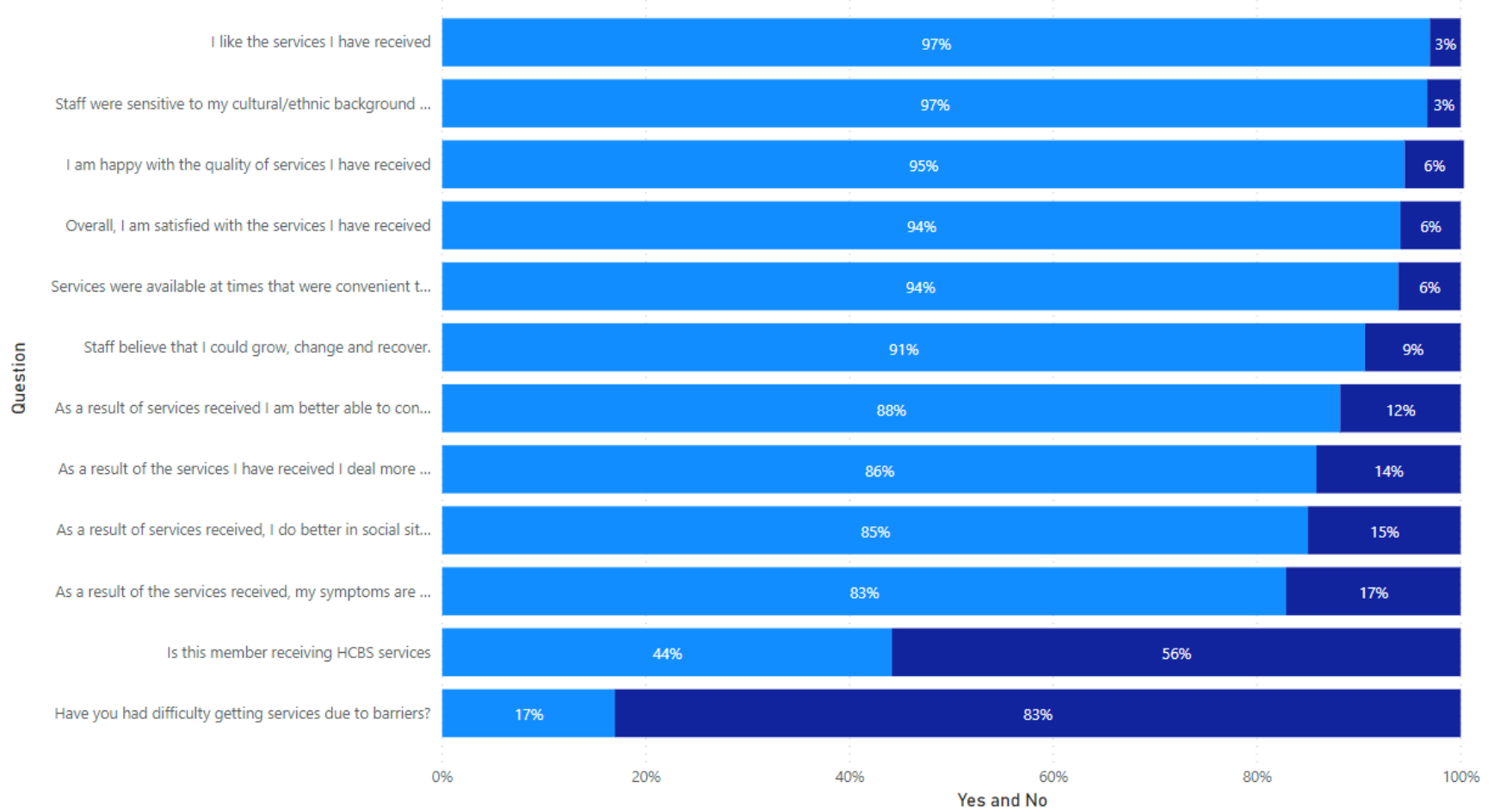
It is quite difficult to successfully contact consumers after they have left services. The GHS customer services department generates a monthly sample and makes three attempts to reach each consumer. There were 191 surveys completed from August 2020 through July 2021.

There were 76 responses to the question, "Is there anything else you would like to tell us about the quality of services you have received?" They were categorized as follows:

- **71% - Positive evaluations of or comments about services.** Examples:
  - *I thought that it was great*
  - *"They were amazing and Dr. Warner was wonderful."*
  - *I appreciated the services*
- **12% - General negative community about services or staff.** Examples:
  - *I felt like there was no a good transition when Covid happened.*
  - *They violated my privacy rights by telling my case to the entire office*
  - *I felt like it was all a waste of time because I ended up not being able to get services*
- **4% - Comments about service access or staff availability.** Examples:
  - *I would have liked to have more communication from my CM*
  - *I really liked my firs CM but my second one was really busy and only wanted to text a lot*
  - *I had a lot of case managers but they really need to let you know they are changing. The case manager need to be more experienced and review the file before they come out*
- **13%- Other.** Examples:
  - *I moved for a couple of months and lost of the services. I would like to get them back.*
  - *I can't wait until I get my medicaid back so I can get back on my medication*
  - *I still think that I need services" Caller transferred to Access*

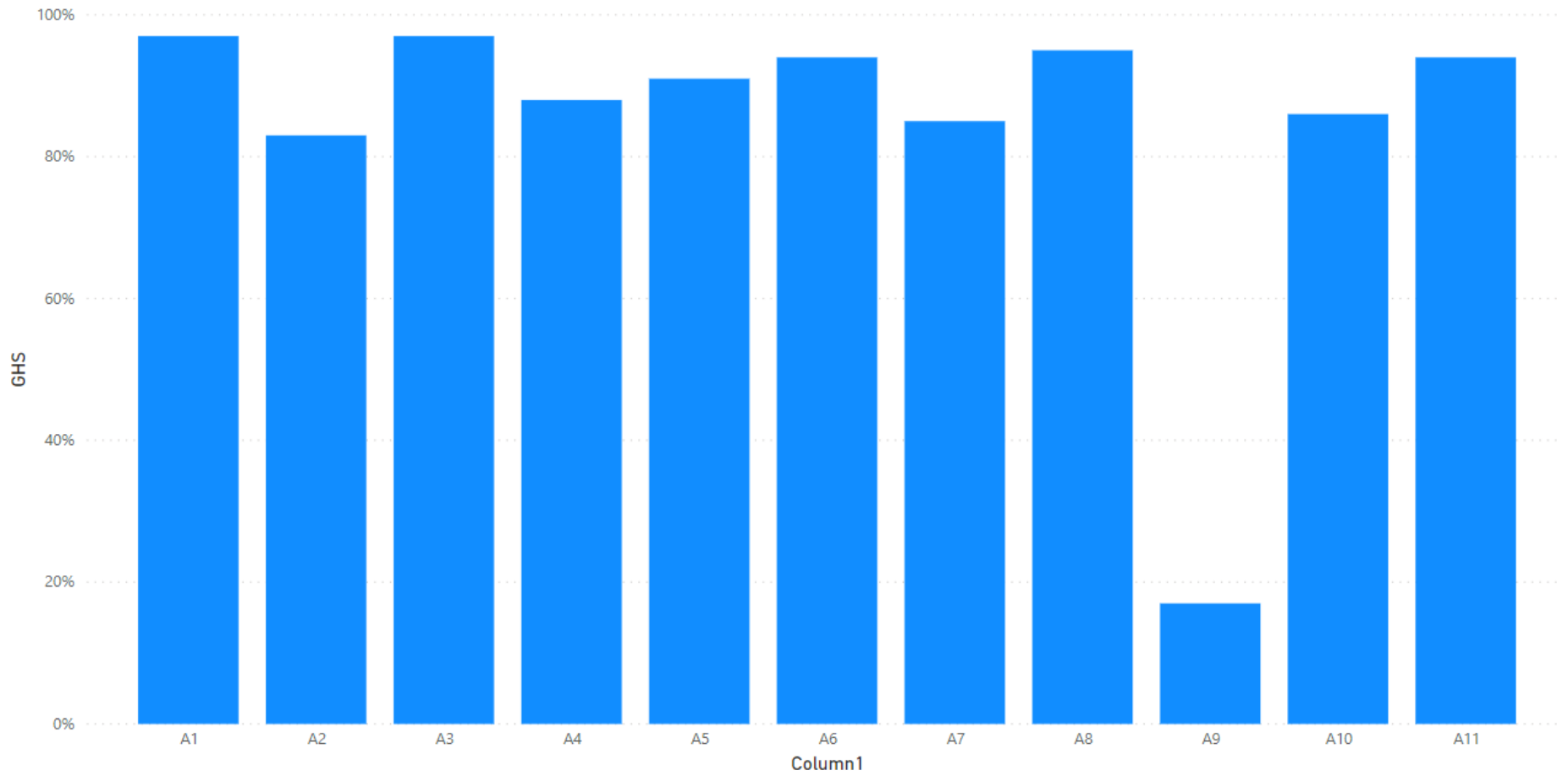
**Adults**

● Yes ● No



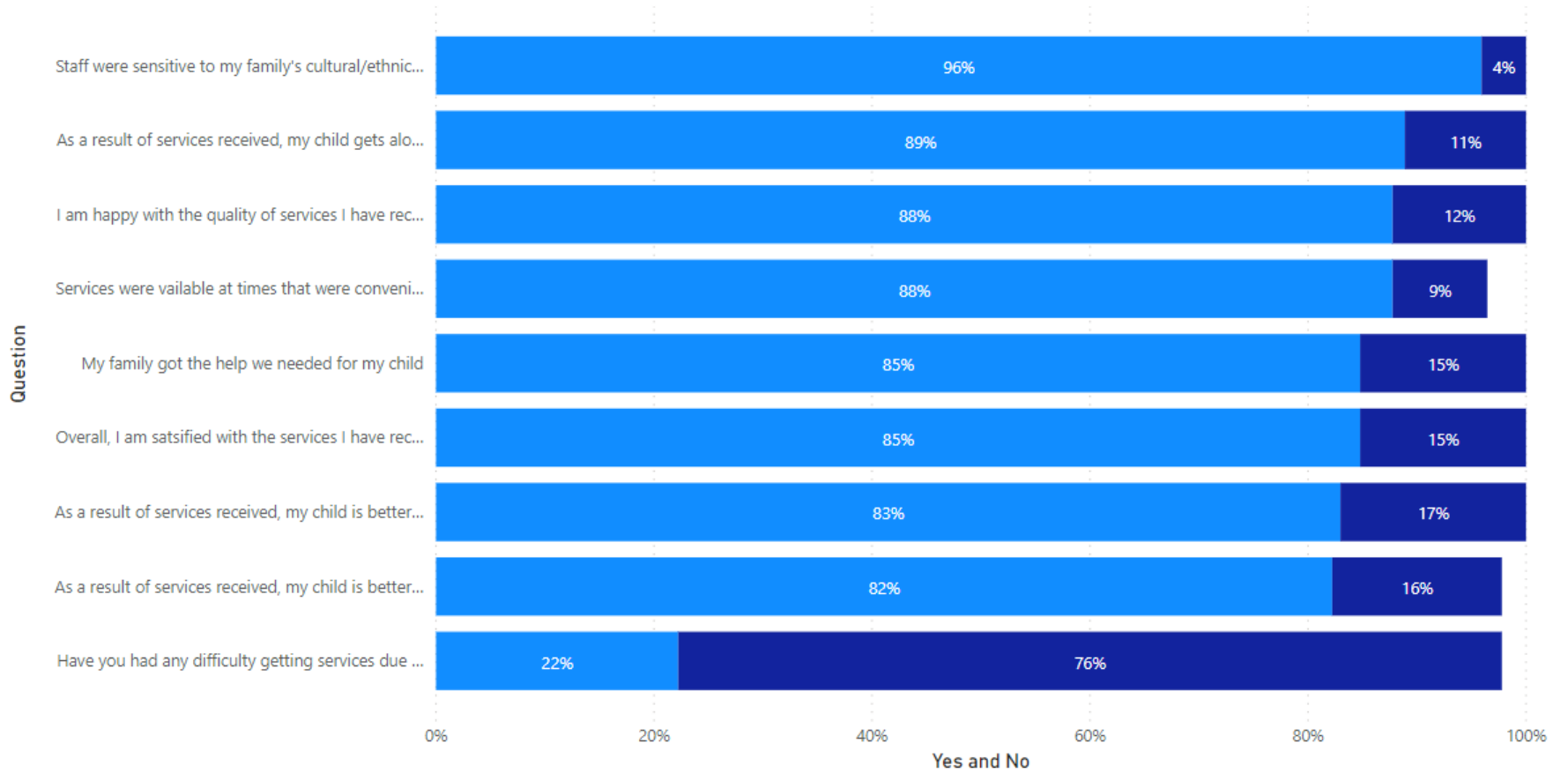


**Adults**



### Children

● Yes ● No



**Children**

