

## **Genesee Health System Consumer Survey Report FY 2022**

### **Survey process**

During Fiscal Year 2022, Genesee Health System's (GHS) conducted another set of consumer satisfaction surveys. This report contains the results from the surveys that were conducted. 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 in me by supporting my journey towards recovery, discovery, health, and independence.
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 the adult surveys, the following open-ended question was asked:

1. What would make services better for you or the community as a whole? Please explain.

## Region 10 survey results

### Adult Surveys

A total of 166 surveys were received from adults. Below are the details of the data collected on the descriptive question.

Question 13 on the survey, "What would make services better for you or the community as a whole? The responses were grouped into the categories below:

- **41% - Positive Comments.** Examples:
  - *Everything is good*
  - *I am very happy with my services*
  - *Just thank you for all the help*
- **21% - Accessibility.** Examples:
  - *Accessibility is a number 1 priority for the community as a whole*
  - *More therapists so everyone could be seen when they need to. If there's no reason now. Just saying.*
  - *Transportation services for food, etc.*
- **13% - Difficult to interpret.** Examples:
  - *Explain better*
  - *I don't have time to figure that out*
  - *Send me refills on my meds*
- **10% - Treatment Options.** Examples:
  - *An Adult Day Program*
  - *Free Activities monthly for all clients*
  - *Having a therapist on hand at GHS Mental Health when needed, when a crisis comes up in my life*
- **8% - Negative comment about provider.** Examples:
  - *If your doctors knew prescription policy for international travel  
Extreme inconvenience.*
  - *More people who care*

- *Respond quicker to a clients needs, when making their appointments. No help for housing, I walked/caught a bus, to much. I paid dearly. In more pain.*
- **5% - Other.** Example:
  - *Faster Services*
  - *I don't know. This survey needs to go to the consumer. You sent it to the guardian.*
  - *Mom completed paperwork*

### Child/Family Surveys

Similar to the adult survey, question 8 was an open ended question for 2022, "Have you had difficulty getting services due to any barriers? If yes, please explain". Nineteen (19) families answered this question with comments. The comments were grouped into the following categories:

- **37% - Staffing.** Examples:
  - *Not enough workers and an inability for current workers to keep appointments.*
  - *Poor communication, changed workers 4 times since March without knowledge*
  - *Turnover, wait for therapist. I'm sure these things can't be helped..*
- **21% - Difficult to interpret.** Examples:
  - *I would like to work part time as a front desk clerk or part time at the guest welcoming center at your building*
  - *My daughter goes to Mott Children's Health Center*
  - *The need to have two or more services. My son's case was closed due to this and he only wanted the Med Clinic*
- **11% - Timing of appointments.** Examples:
  - *Working around work schedule is hard sometimes. To initially get in for services took a long time.*
  - *Time of day. After school my son is exhausted from peopling all day. Early morning and late evenings would be nice.*
- **11% - Accessibility.** Examples:
  - *We need respite but also need to find someone that we don't need to train for tube feeding. Also, someone we don't have to babysit.*

- *When we first started services, my son was placed at helping hands autism services in Grand Blanc. We waited at least 4 months and still never received services. It was very unorganized and lacked communication on all levels. Whoever at GHS that was responsible for placement never answered or returned phone calls. However our caseworker has been amazing.*
- **11% - Other.** Examples:
  - *Covid shut down access to services for awhile. Also quarantine for exposure is worse than catching actual Covid.*
  - *She need someone to talk to abut life.*

Question 11, “what would make services better for you or the community as whole? Please explain” had 32 comments. Comments were grouped in the below categories:

- **34% - Positive or neutral comments.** Examples:
  - *Everything has been a great service so far*
  - *Right now, you are providing us with all the resources we need.*
  - *Yall doing a good job so far.*
- **31% - Treatment options.** Examples:
  - *Daycare services for children with special needs.*
  - *Hire more people.*
  - *If parents could see how their children work in school even if was a couple times a year.*
- **25% - Accessibility.** Examples:
  - *Services provided during weekends.*
  - *Flexibility in time slots.*
  - *There should be another GHS new building in other areas, Grand Blanc; Davison; Burton; Clio; Flushing*
- **9% - Difficult to interpret.** Examples:
  - *Making (#12) possible*
  - *We didn't receive services. Just the referral to get the assessment done for my child.*

Question 10, “Do you have any other comments, questions, or concerns?” had 23 comments. Comments were grouped in the below categories:

- **30% - Accessibility.** Examples:

- *Hope Network would cancel or be no shows. Often 15 minutes late to my appointment. We were very happy with Dr. Hill and staff at the main GHS campus. We don't even have access to the psychologist with Hope Network.*
- *Therapist on leave and very inconsistent at a time when she was struggling. Hopeful things will improve as she has a new therapist.*
- *Workers need better wages because we have changed therapist and caseworkers countless times because they have quit your company.*

**30% - Positive comments.** Examples:

- *I have an amazing team of people that provide home based services. Absolutely love them.*
- *The services we receive are wonderful. Our therapist tries very hard with our daughter who is very complex. While slow, we are making progress.*
- *We really appreciate the current provider we are working with. She is flexible and really has a nice manner, very pleasant.*

• **23% - Treatment options.** Examples:

- *I answered no to some questions due to awaiting testing results till so we can establish a better treatment plan.*
- *My daughter still needs the services. I know she will be 18 on the 13<sup>th</sup> of August, still working with her. The last year she will be in school*
- *We need tutor for school.*

• **17% - Difficult to interpret.** Examples:

- *His anger is a deep concern. I feel it's impacting his everyday life.*
- *Every family is different. You can't apply the same set of questions to each situation. The state thinks because I have an IRA (from deceased husband) that is "excess income" that I can use to buy food.*

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 and we will discuss it during the February Consumer Council meeting and receive feedback at that time.

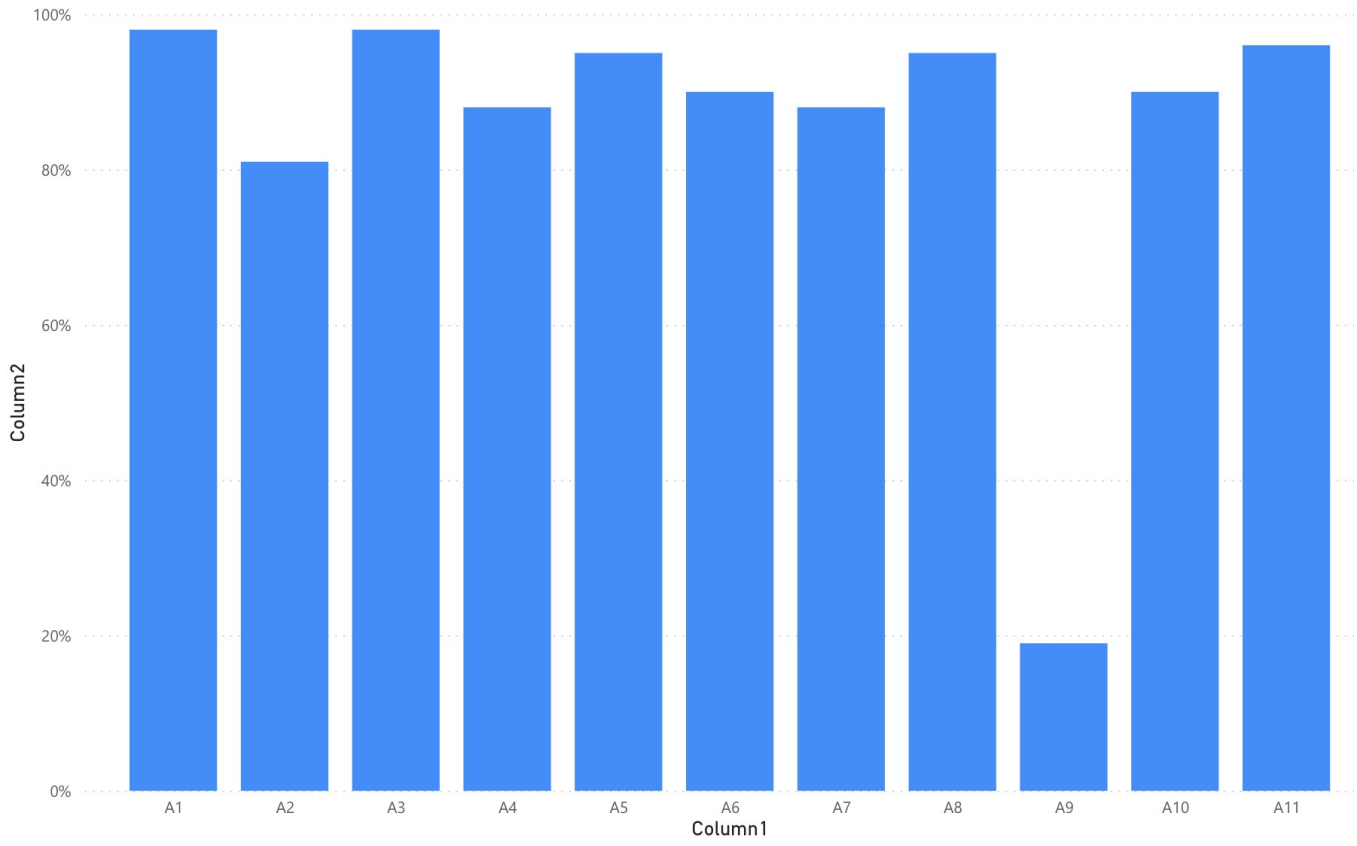
### **Post-discharge surveys**

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 2021 through July 2022.

There were 31 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:

- **45% - Positive evaluations of or comments about services.** Examples:
  - *Everyone really tried to help us*
  - *The communication was really good and it was very easy to do*
  - *We were satisfied with everything*
  
- **35% - General negative community about services or staff.** Examples:
  - *The medication that they had me taking didn't help me*
  - *The services were awful. You tell them all your problems and then they don't help you*
  - *After several months of not being able to get services we had to move her back to Livingston County. Overall we were unhappy, calls weren't returned promptly, and services weren't available.*
  
- **10% - Comments about service access or staff availability.** Examples:
  - *I haven't had any services with them for over a year*
  - *I want to get my case reopened*
  - *I would like to get back into the program*
  
- **10%- Other.** Examples:
  - *Jen and Gal were wonderful. She was dropped from services with people she was comfortable because she did not meet criteria for services*
  - *They were patient with her. I just don't feel they spent enough time testing her*
  - *I was closed twice and left with no medication*

*Adult Survey Results:*



*Children Survey Results:*

