

**Genesee Health System
Consumer Survey Report FY 2024
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Survey process

During Fiscal Year 2024, Genesee Health System (GHS) conducted consumer satisfaction surveys. Survey sample included both adult and child consumers. 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. Sample also included individuals receiving HCBS services. This report discusses the results of the 2024 surveys.

Survey content

In 2024, Region 10 utilized a different format for consumer surveys. Previous years the survey consisted of approximately 10 yes/no questions with opportunities to provide additional written feedback in some areas. This year, Region 10 utilized the Adult MHSIP Consumer Survey, version 1.2. This survey consisted of 36 questions rated via likert scale, with selection options including “Strongly Agree”, “Agree”, “I am neutral”, “Disagree”, “Strongly Disagree”, “Not Applicable”.

1. I like the services that I received here.
2. If I had other choices, I would still get services from this agency.
3. I would recommend this agency to a friend or family member.
4. The location of services was convenient (parking, public transportation, distance, etc.).
5. Staff were willing to see me as often as I felt it was necessary.
6. Staff returned my call in 24 hours.
7. Services were available at times that were good for me.
8. I was able to get all the services I thought I needed.
9. I was able to see a psychiatrist when I wanted to.
10. Staff here believe that I can grow, change and recover.
11. I felt comfortable asking questions about my treatment and medication.
12. I felt free to complain.
13. I was given information about my rights.
14. Staff encouraged me to take responsibility for how I live my life.

15. Staff told me what side effects to watch out for.
16. Staff respected my wishes about who is and who is not to be given information about my treatment.
17. I, not staff, decided my treatment goals.
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).
As a Direct Result of Services I received:
21. I deal more effectively with daily problems.
22. I am better able to control my life.
23. I am better able to deal with crisis.
24. I am getting along better with my family.
25. I do better in social situations.
26. I do better in school and/or work.
27. My housing situation has improved.
28. My symptoms are not bothering me as much.
29. I do things that are more meaningful to me.
30. I am better able to take care of my needs.
31. I am better able to handle things when they go wrong.
32. I am better able to do things that I want to do.
For questions 33-36 please answer for relationships with persons other than your service provider(s)
33. I am happy with the friendships I have.
34. I have people with whom I can do enjoyable things.
35. I feel I belong in my community.
36. In a crisis, I would have the support I need from family or friends.

Question 37 was “Have you had difficulty getting services due to any barriers?” and was a “yes/no” rated question, with the opportunity to provide additional explanation.

For families/guardians of children receiving services, Region 10 utilized the Youth Services Survey for Families (YSS-F), URS/DIG Revised version this year. This survey consisted of 26 questions rated via litmus scale, with selection options including “Strongly Agree”, “Agree”,

“I am neutral”, “Disagree”, “Strongly Disagree”, “Not Applicable”.

1. Overall, I am satisfied with the services my child received.
2. I helped to choose my child’s services.
3. I helped to choose my child’s treatment goals.
4. The people helping my child stuck with us no matter what.
5. I felt my child had someone to talk to when he/she was troubled.
6. I participated in my child’s treatment.
7. The services my child and/or family received were right for us.
8. The location of services was convenient for us.
9. Services were available at times that were convenient for us.
10. My family got the help we wanted for my child.
11. My family got as much help as we needed for my child.
12. Staff treated me with respect.
13. Staff respected my family’s religious/spiritual beliefs.
14. Staff spoke with me in a way that I understood.
15. Staff were sensitive to my cultural/ethnic background.
<u>As a result of the services my child and/or family received:</u>
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 and/or work.
20. My child is better able to cope when things go wrong.
21. I am satisfied with our family life right now
22. My child is better able to do things he or she wants to do
<u>As a result of the services my child and/or family received: please answer for relationships with persons other than your mental health provider(s)</u>
23. I know people who will listen and understand me when I need to talk
24. I have people that I am comfortable talking with about my child’s problems.
25. In a crisis, I would have the support I need from family or friends.

26. I have people with whom I can do enjoyable things

Question 27 was “Have you had difficulty getting services due to any barriers?” and was a “yes/no” rated question, with the opportunity to provide additional explanation.

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

Methodology of administration

This survey was conducted through medication clinic and front desk waiting areas, and hand-delivered during home and community visits. Surveys that were handed out during home and community visits were provided with an envelope to seal the completed survey inside for confidentially reasons.

In 2023, GHS collected a total of 416 completed surveys. In 2024, GHS collected a total of 481 surveys, a 15.5% increase from last year.

Region 10 survey results

Adult Surveys

A total of 331 surveys were received from adults (last year, 336). Data is provided in chart form encompassing all data as Attachment A at the end of this report. Data discussed in this section adjusted to reflect satisfaction/dissatisfaction, removing neutral and N/A data.

Results demonstrated high levels of satisfaction from consumers, with ratings spanning from 86% (28. My symptoms are not bothering me as much) to 99% (16. Staff respected my wishes about who is and who is not to be given information about my treatment.).

Question 37 was “Have you had difficulty getting services due to any barriers?” and was a “yes/no” rated question, with the opportunity to provide additional explanation. 259 out of the 294 individuals who answered this question answered no (88%). 35 individuals (12%) answered yes, indicating they had difficulty getting services due to barriers. 19 individuals wrote comments. The comments were grouped into the following categories:

- **8% - Staffing.** Examples:
 - *Needed a respite worker*

- *Finding cls staff due to limited staffing*
 - *He has not been placed into a community based program. He needs an outlet.*

- **16% - Difficult to interpret.** Examples:
 - *No*
 - *Case worker*
 - *Non verbal and an adult and need to do things without prompting.*

- **26% - Needs/barriers identified with no other information.** Examples:
 - *My income, SSN disability*
 - *I'm uneducated*
 - *Housing and bus passes*

- **11% - Timing of appointments.** Examples:
 - *Work has made it difficult*
 - *Work times*

- **26% - Accessibility.** Examples:
 - *Can't get DBT therapy because I don't qualify for Medicaid*
 - *Rides to appointments*
 - *Sometimes I need telehealth*
 - *Lack of programs for adults*

- **21% - Other.** Examples:
 - *Finding a career with my injuries*
 - *My SSL. Everytime i go they say i have to wait to find out if i can get it.*
 - *Before BHUC it was hard to receive services i needed at the time. GHS has helped tremendously!*

Child/Family Surveys

A total of 150 surveys were received from families of children receiving services. (last year, 79). Data is provided in chart form encompassing all data as Attachment B at the end of this report. Data discussed in this section adjusted to reflect satisfaction/dissatisfaction, removing neutral and N/A data.

Results demonstrated high levels of satisfaction from consumers, with ratings spanning from 79% (21. I am satisfied with our family life right now) to 98% (12. Staff treated me with respect, 13. Staff respected my family's religious/spiritual beliefs)

Question 27 was "Have you had difficulty getting services due to any barriers?" and was a "yes/no" rated question, with the opportunity to provide additional explanation. 110 out of the 141 individuals who answered this question answered no (78%). 31 individuals (22%) answered yes, indicating they had difficulty getting services due to barriers. 28 individuals wrote comments. The comments were grouped into the following categories:

- **29% - Need for different/more services.** Examples:
 - *Group therapy for me and my daughter*
 - *GHS not putting as much respite hours in the summer makes it harder. Want to point out that case mgr does an awesome job.*
 - *Need a therapist, not just a case worker*
 - *The system seems to be broken for single families. Daily tasks are concerned. System only gives 60 hours of respite and that's not enough.*
 - *Trying to get child tested for autism spectrum*

- **5% - Difficult to interpret.** Examples:
 - *No paperwork from Learning Dreams LLC (note: not a GHS contracted provider)*

- **14% - Timing of appointments.** Examples:
 - *Time with psychiatrist; the hours are limited with a job.*
 - *Scheduling*
 - *Timing during school hours only, no equine therapy or other therapies offered that middle school/teens therapy options that is not office based. They need alt therapy options.*
- **15% - Scheduling/communication.** Examples:
 - *Forgot to call me to RS daughters appt after she cancelled*
 - *Case manager communication*
 -
- **22% - Needs/barriers identified with no other information.** Examples:
 - *No car*
 - *No stable housing*
 - *Sitter for youngest child. Depression, anxiety, lack of sleep*
- **15% - Other.** Examples:
 - *Shut off from water and there was no help. First provider was a poor fit, current provider is amazing.*

Discussion

From a review of the survey results, overall response to services appears positive. The indicators rated lowest for adults include “I do better in social situations” (85%), “My symptoms are not bothering me as much” (86%), and “I do better in school and/or work (87%)”. The indicators rated lowest for children include “My child is better able to cope when things go wrong” (81%) and “I am satisfied with our family life right now” (79%).

These indicators are related to overall symptom management and functional impairment, which may be a direct reflection of the significant treatment needs related to specialty services provided through GHS. To that end, GHS continues to explore and promote additional evidence based practices and treatment modalities geared towards improved symptom management and recovery.

Questions rated highly, including Adult survey items “I felt comfortable asking questions about my treatment and medication.” (98%), and “Staff respected my wishes about who is and who is not to be given information about my treatment.” (99%); and Child survey items “Staff treated me with respect.” (98%), “Staff respected my family’s religious/spiritual beliefs.” (98%) speak to feeling respected in services and trust with their treatment teams. As service efficacy and outcomes are directly related to an individual/family’s perception of their services and service providers (feeling trust and respect in therapeutic relationships tends to be a predictor of better treatment outcomes) these ratings of 97+ percent satisfaction are notable as a strength of GHS services, per consumer report.

Barriers and concerns shared were as expected: consumers discussed the need for additional staffing, expanded services (type and amount), as well as identified both needs related to GHS and more global community needs (increased Flint –area transportation).

Preliminary action steps

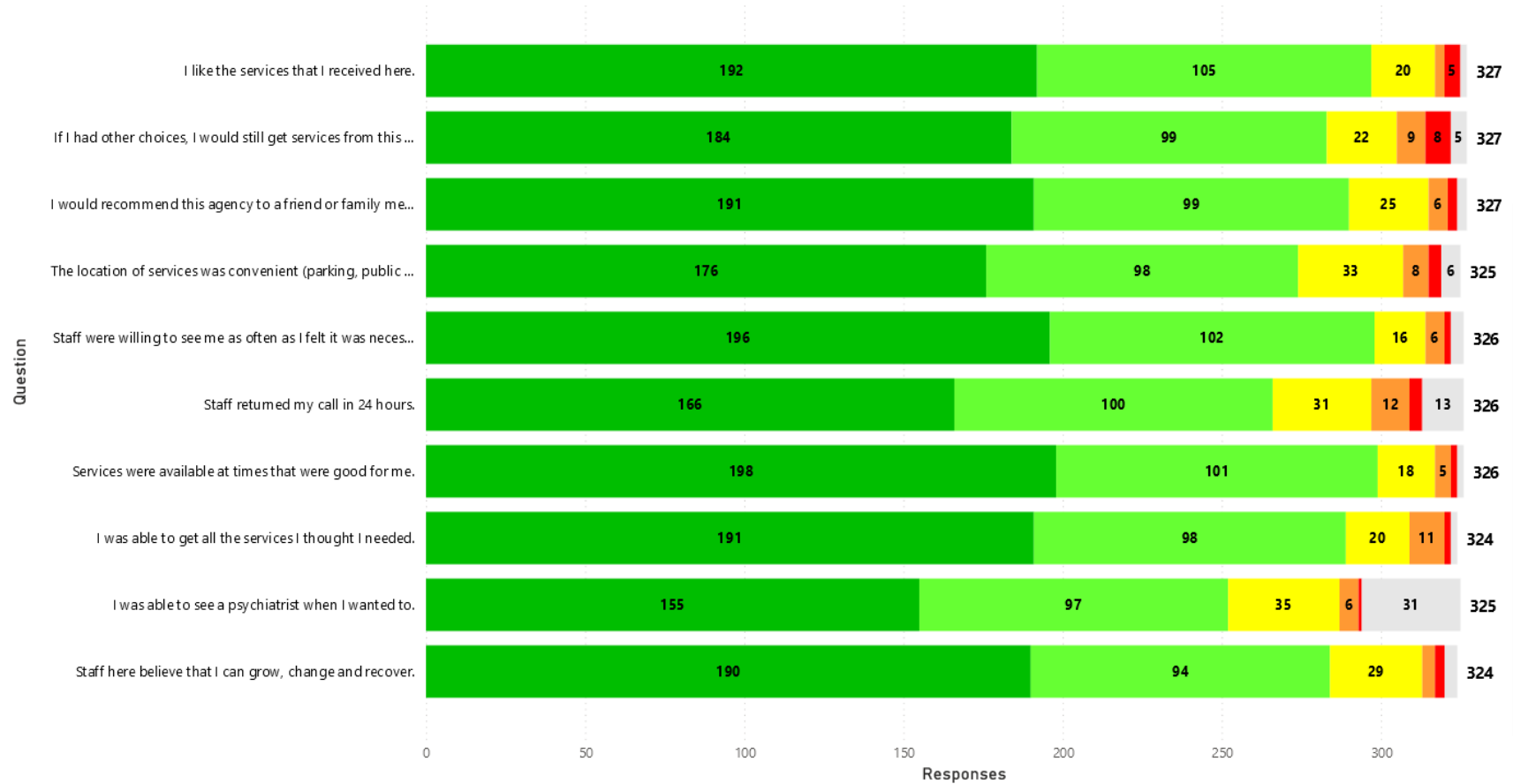
Any consumer who requested follow up from their survey will be contacted by Customer Services staff. General survey results will be discussed with clinical teams in order to develop action plans to identify areas for improvement and action plans. Additional service needs to be explored include more resources and treatment options related to meaningful improvement in functioning, specifically in the areas of relationships, family and connection; and meaningful daily activities. The survey results point to needs related to Social Determinants of Health, including housing, transportation, caregiver support and other resource needs, which ties into ongoing CCBHC initiatives.

Genesee Health System Consumer Council will review the results of the customer satisfaction survey and provide feedback as well.

Attachment A: Adult survey results

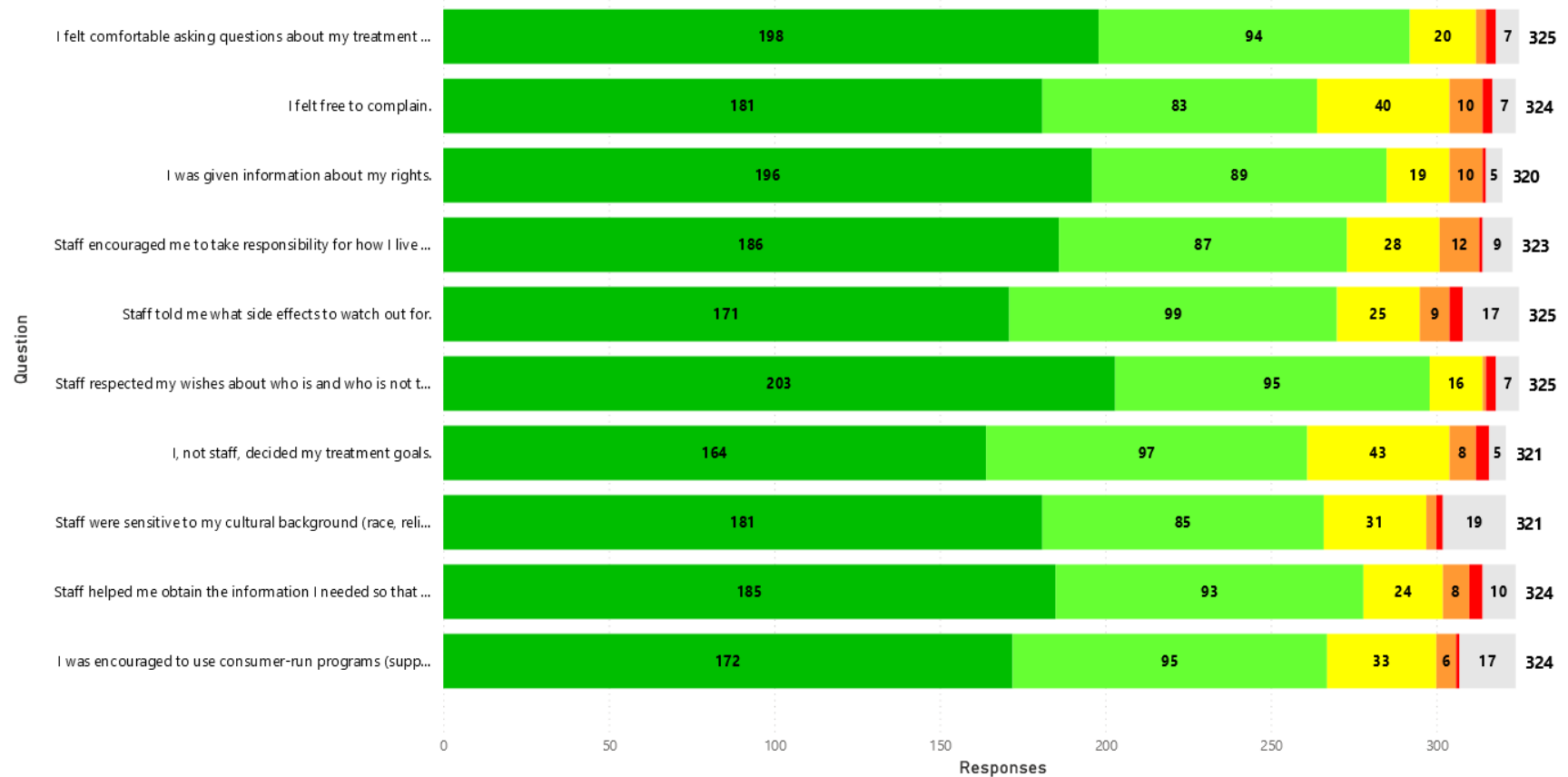
Responses by Q&A

● 1 - Strongly Agree ● 2 - Agree ● 3 - Neutral ● 4 - Disagree ● 5 - Strongly Disagree ● 6 - N/A



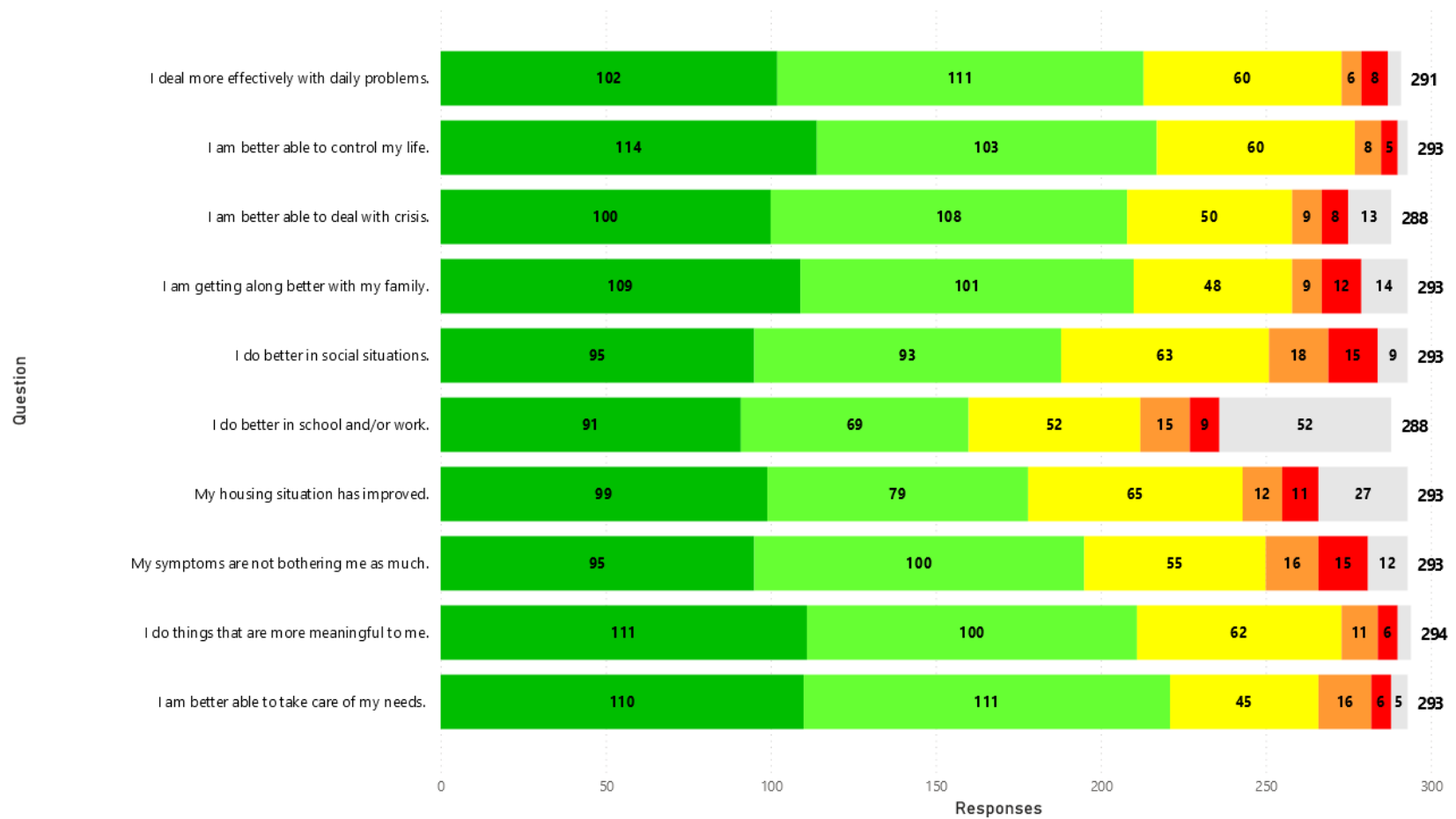
Responses by Q&A

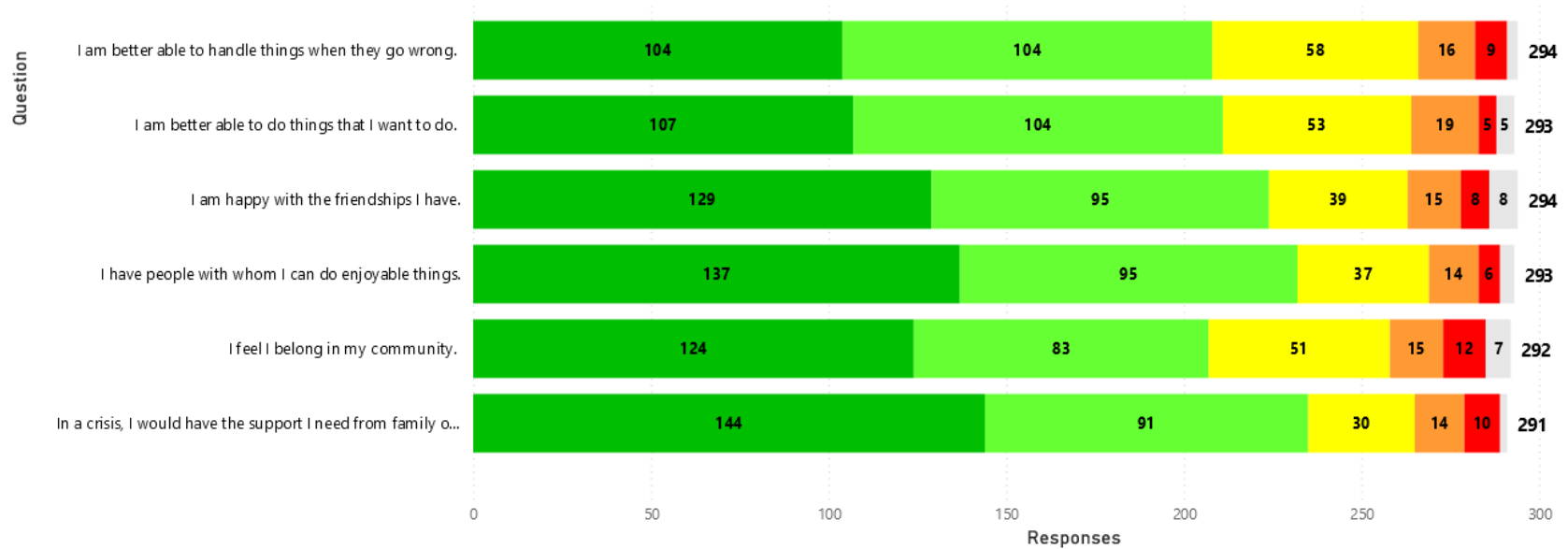
1 - Strongly Agree 2 - Agree 3 - Neutral 4 - Disagree 5 - Strongly Disagree 6 - N/A



Responses by Q&A

● 1 - Strongly Agree ● 2 - Agree ● 3 - Neutral ● 4 - Disagree ● 5 - Strongly Disagree ● 6 - N/A

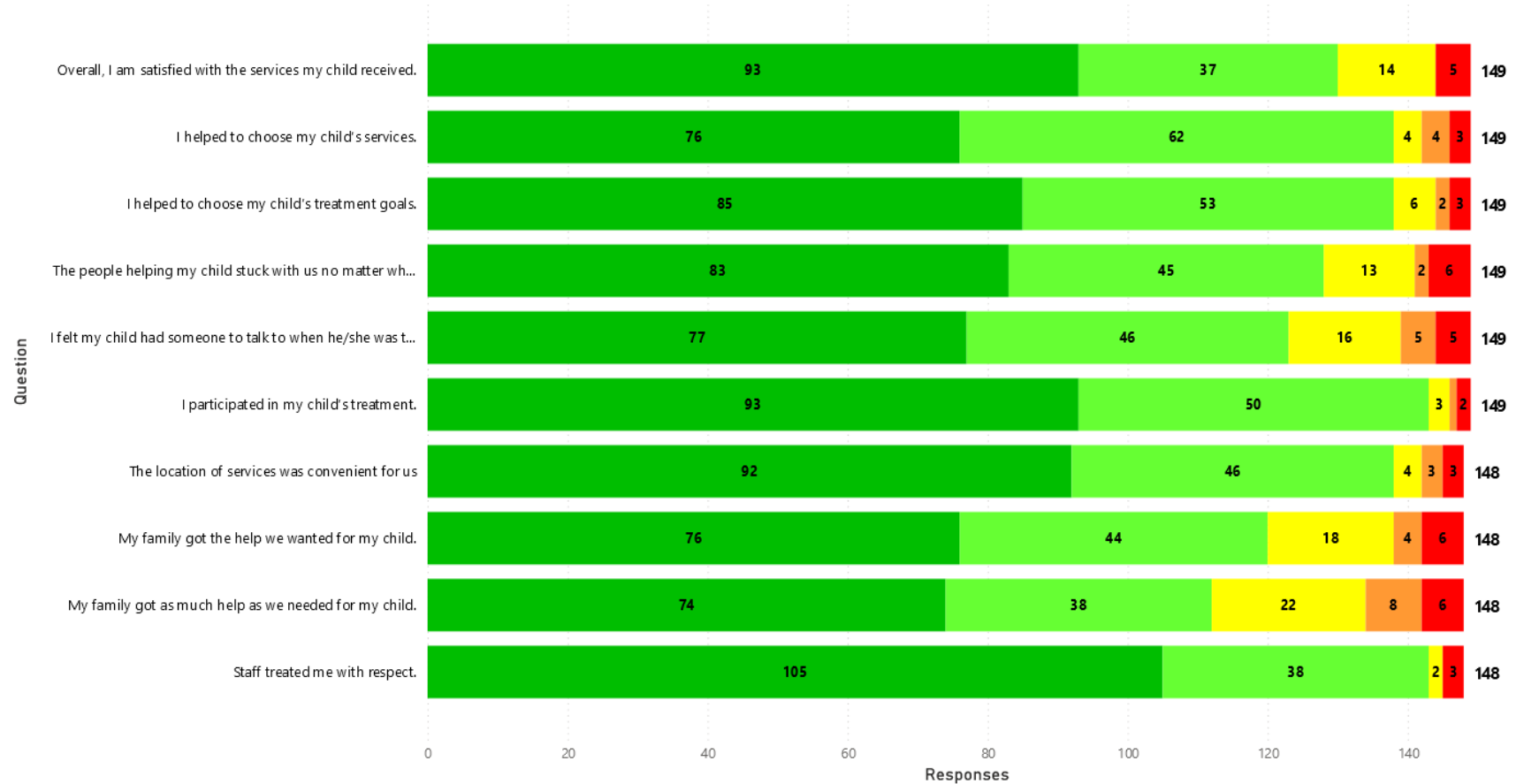




Attachment B: Child survey results

Responses by Q&A

● 5 - Strongly Agree ● 4 - Agree ● 3 - Undecided ● 2 - Disagree ● 1 - Strongly Disagree



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