

**Genesee Health System
Consumer Survey Report FY 2025
Prepared by: GHS Quality Management**

Survey process

During Fiscal Year 2025, 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 and CCBHC services. This report discusses the results of the 2025 surveys.

Survey content

In 2025, Region 10 again utilized the Adult MHSIP Consumer Survey, version 1.2. This survey consisted of 37 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.
37. Overall, I am satisfied with the service(s) I received.

Question 38 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 likert 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
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 confidentiality reasons.

In 2024, GHS collected a total of 481 completed surveys. In 2025, GHS collected a total of 1,139 surveys, a significant increase from last year.

Region 10 survey results

Adult Surveys

A total of 728 surveys were received from adults (last year, 331). 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 85% (28. My symptoms are not bothering me as much) to 99% (1. I like the services that I received here; 37. Overall, I am satisfied with the service(s) I received here; 10. Staff here believe I can grow, change, and recover; 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. 554 out of the 628 individuals who answered this question answered no (88%). 74 individuals (12%) answered yes, indicating they had difficulty getting services due to barriers. 66 individuals wrote comments. The comments were grouped into the following categories:

- **21% - Access to other needs/not GHS needs.** Examples:
 - *Medicare part C; I need home health*
 - *No services in West Branch, MI (Ogemaw County)*
 - *Housing*
 - *Access to vaccines/information*
 - *Not being able to get ahold of guardian*
 - *Yes, finding a reliable chore provider*
 - *Problems with Medicaid*
- **24% - Service needs/GHS needs.** Examples:
 - *Currently no programs for day center*
 - *Trauma group took to long to get into*
 - *There just aren't enough services available. My case mgr has gone above and beyond, but there aren't always services*
- **10% - Needs/barriers identified with no other information.** Examples:
 - *Location and finances*
 - *Insurance*
 - *I'm a felon.*
 - *Lot to do*
- **13% - Staffing.** Examples:
 - *Lack of therapists*
 - *Finding a therapist for in person visit in my time frame that will accept new patients and is not far*
 - *Not able to find a different therapist*
 - *Need a new psychiatrist*
- **17% - Transportation.** Examples:
 - *No money to pay for bus*

- *Car broke down*
- *Getting rides to appointments*
- *Your Ride comes late*

- **11% - Had barriers, but barriers were resolved.** Examples:
 - *Had to once petition for new psychiatrist. Was heard and was successful.*
 - *My insurance didn't cover my Invega but I'm able to get it now because my caseworker helped me*
 - *Whenever I ask, I usually get what I need within 24 hours*

- **4% - Other.** Examples:
 - *Grandma does it all for me*
 - *Had wrong number for case mgr saved in my phone*
 - *Need to talk to the doctor (written on anonymous survey)*

Child/Family Surveys

A total of 411 surveys were received from families of children receiving services. (last year, 150). 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 84% (My child is better able to cope when things go wrong) to 100% (14. Staff spoke to me in a way I understood; 6. I participated in my child's treatment; 15. Staff were sensitive to my cultural/ethnic background; 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. 262 out of the 337 individuals who answered this question answered no (78%). 75 individuals (22%)

answered yes, indicating they had difficulty getting services due to barriers. 65 individuals wrote comments. The comments were grouped into the following categories:

- **31% - Service needs/ GHS needs.** Examples:
 - *GHS does not have enough counselors*
 - *Everything we needed required a long wait*
 - *FASD NCE funding problems. No testing.*
 - *Still trying to get respite or big brother/big sister*
- **10% - Access to other needs/not GHS needs.** Examples:
 - *Hard to find a dentist for her cavities. Need a place that puts her under anesthesia*
 - *We are working with our case mgr trying to find additional services for fitness*
 - *Weren't able to get financial help. Retired.*
- **10% - Needs/barriers identified with no other information.** Examples:
 - *Single parent time*
 - *Time constraints*
 - *care issues for appointments*
- **21% - Staffing.** Examples:
 - *Caseworkers keep changing*
 - *Having to constantly change case workers is nerve wrecking*
 - *Not enough counselors*
- **8% - Scheduling.** Examples:
 - *Finding times around medical appointments*

- *Missing school is hard. It would be easier if we could meet before school.*
 - *Scheduling difficulties, texting difficulties*
- **11% - Specific to ABA testing and services.** Examples:
 - *Confusion with autism testing*
 - *Not getting tested or aba yet*
 - *Waiting list for ABA*
- **6% - Other.** Examples:
 - *Due to child's behavior and drug use*
 - *Jobs help with my daughter behavior a little more*
 - *Really helpful*

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” (86%), “My symptoms are not bothering me as much” (85%), and “My housing situation has improved (87%)”. The indicators rated lowest for children include “My child is better able to cope when things go wrong” (84%), “I am satisfied with our family life right now” (89%), and “My child gets along better with family members.” (89%).

Like last year's survey results, these indicators are related to overall symptom management and functional impairment, which is likely a direct reflection of the significant treatment needs related to specialty services provided through GHS. Also important to note is that one of these ratings may also reflect an increase in needs related to Social Determinants of Health. As GHS continues to increase service array, accessibility, and modalities, a strong focus will remain on addressing symptom management and overall functioning, as well as addressing SDOH needs in the community.

Questions rated highly, including Adult survey items “I like the services that I received here” (99%), “ Overall, I am satisfied with the service(s) I received here” (99%) “ Staff here believe I can grow, change, and recover” (99%), “ Staff respected my wishes about who is and who is not to be given information about my treatment” (99%); and Child survey items “ Staff spoke to me in a way I understood” (100%), “I participated in my child’s treatment” (100%) , “Staff were sensitive to my cultural/ethnic background” (100%), “Staff respected my family’s religious/ spiritual beliefs” (100%) speak to feeling respected in services and also speaks to overall satisfaction with services. 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 99+ percent satisfaction are notable as a strength of GHS services, per consumer report.

Overall, the portion of the surveys that focused on treatment were rated higher in both child and adult surveys, whereas the portion of the surveys that spoke to outcomes were rated lower in both. While this highlights GHS’ strong commitment to person centered care, it also points to the ongoing difficulty consumers may face with symptom management, and overall functioning.

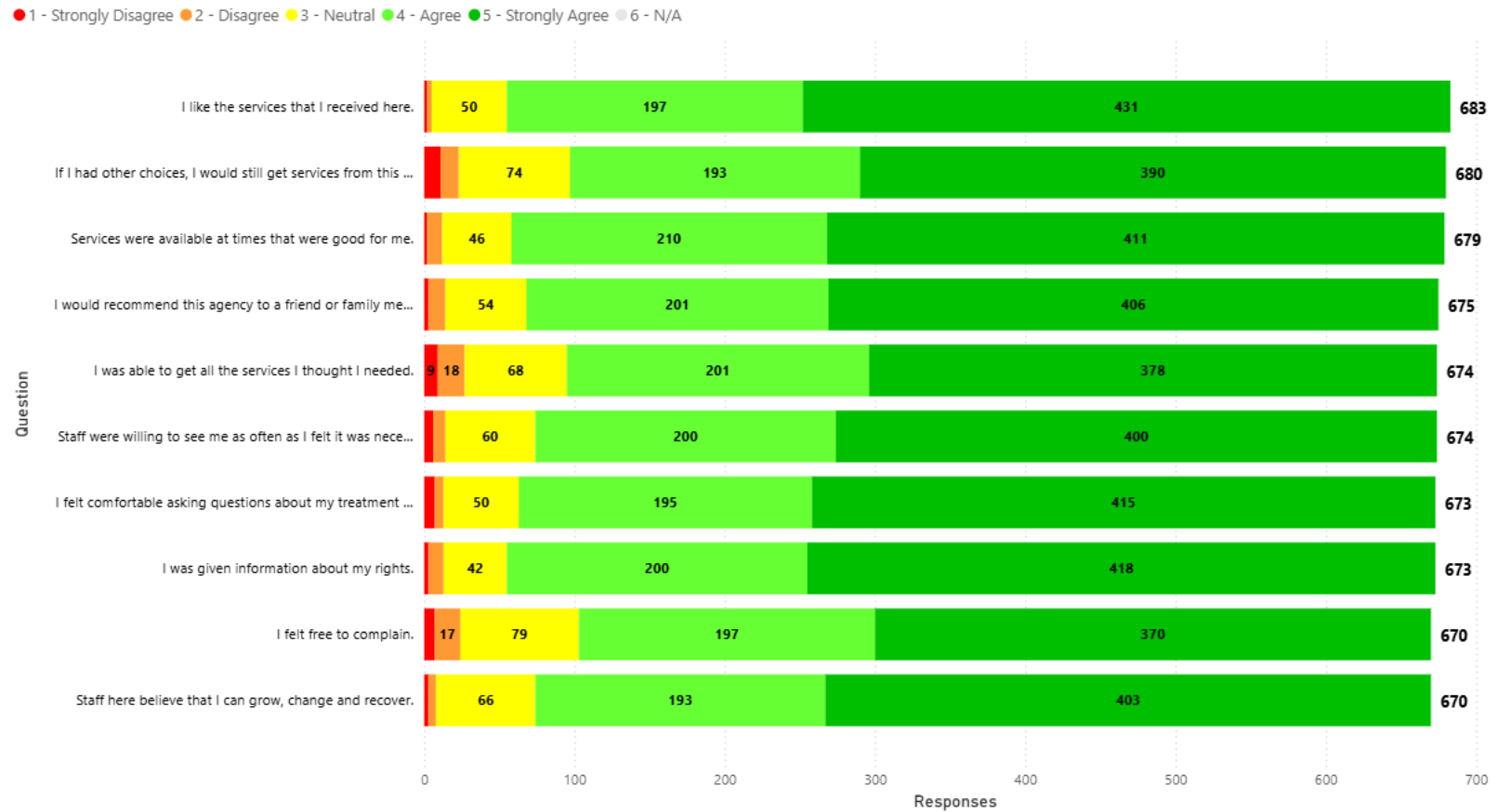
Barriers and concerns shared were as expected: consumers identified GHS service needs in both type, amount, and accessibility (this was 24% of total comments on adult surveys and 31% of total comments on child surveys) and staffing needs (this was 13% of total comments on adult surveys and 21% of total comments on child surveys). Additionally, consumers identified needs related to Social Determinants of Health, including housing, financial needs, transportation, and access to healthcare such as dentists and increased ease of obtaining prescribed medication.

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 symptom management; social engagement, relationships, family and connection; and coping when faced with stressors. Social Determinants of Health needs, including housing, transportation, financial needs and access to healthcare, were again identified in this year’s survey and supports the need for continued CCBHC initiatives.

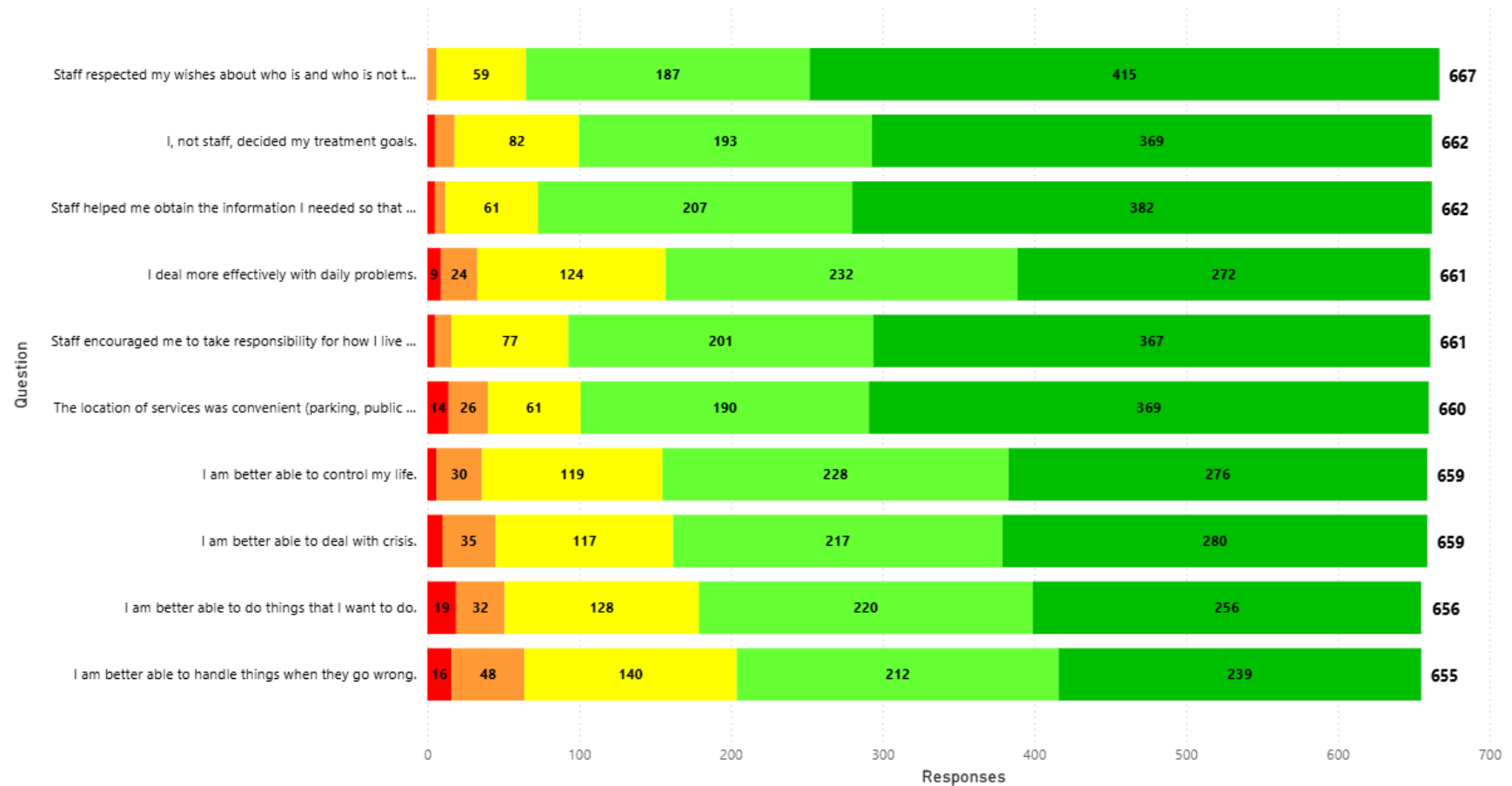
Genesee Health System Consumer Council will review the results of the customer satisfaction survey and provide feedback as well.

Attachment A: Adult survey results



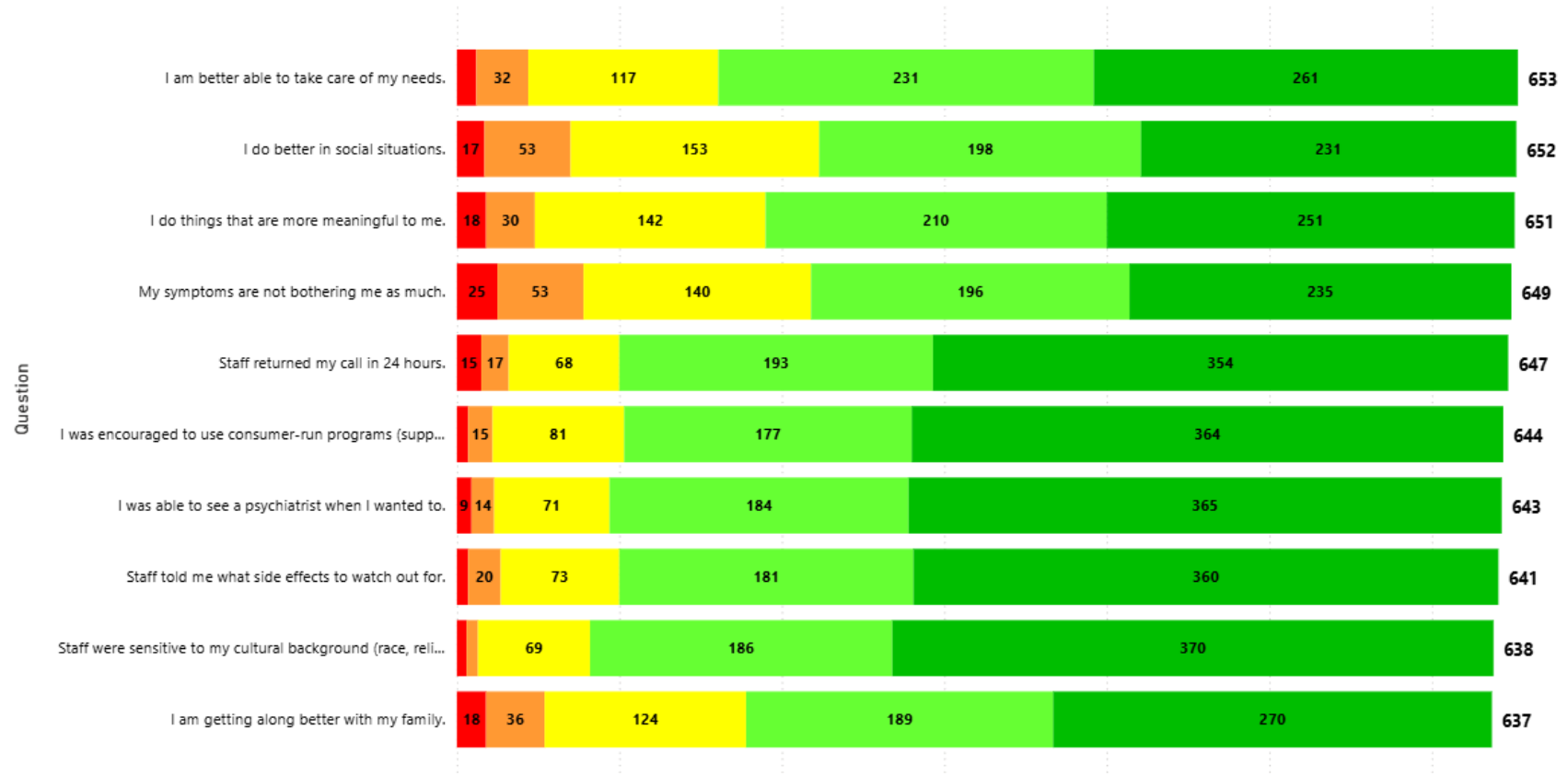
Responses by Q&A

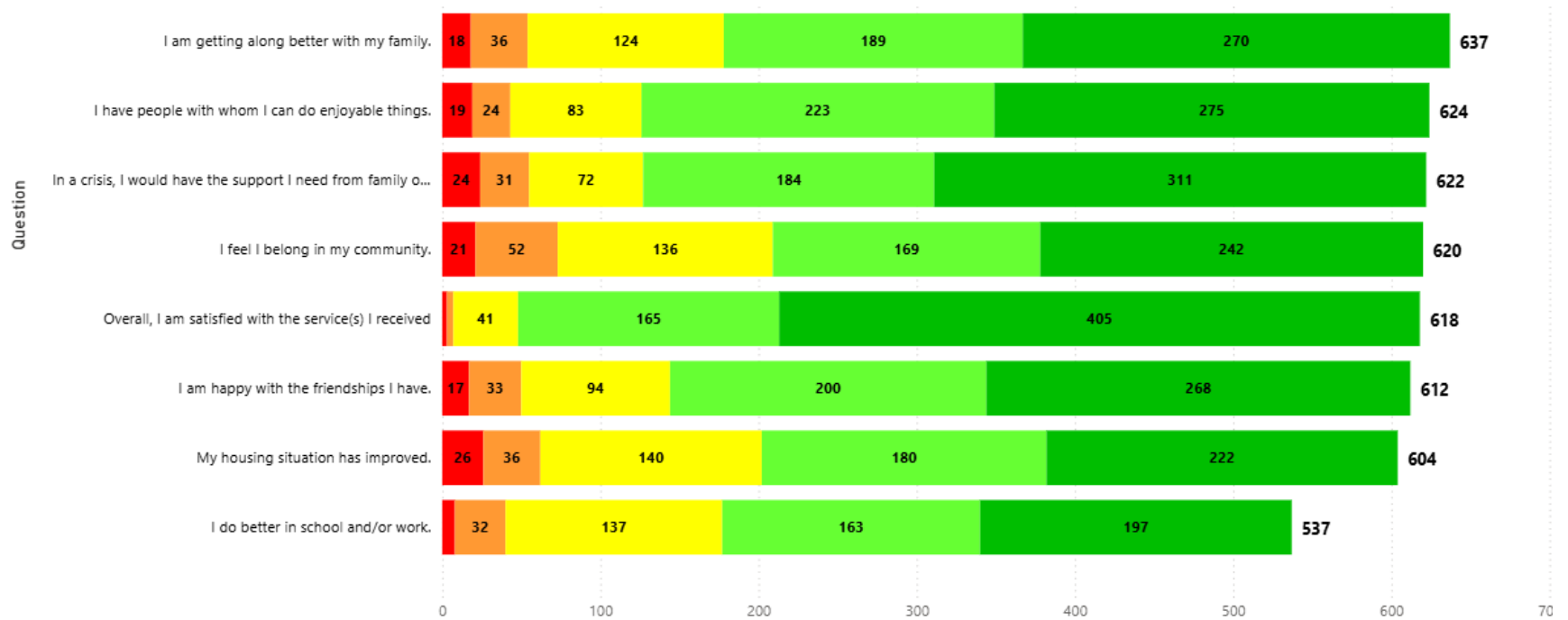
● 1 - Strongly Disagree ● 2 - Disagree ● 3 - Neutral ● 4 - Agree ● 5 - Strongly Agree ● 6 - N/A



Responses by Q&A

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

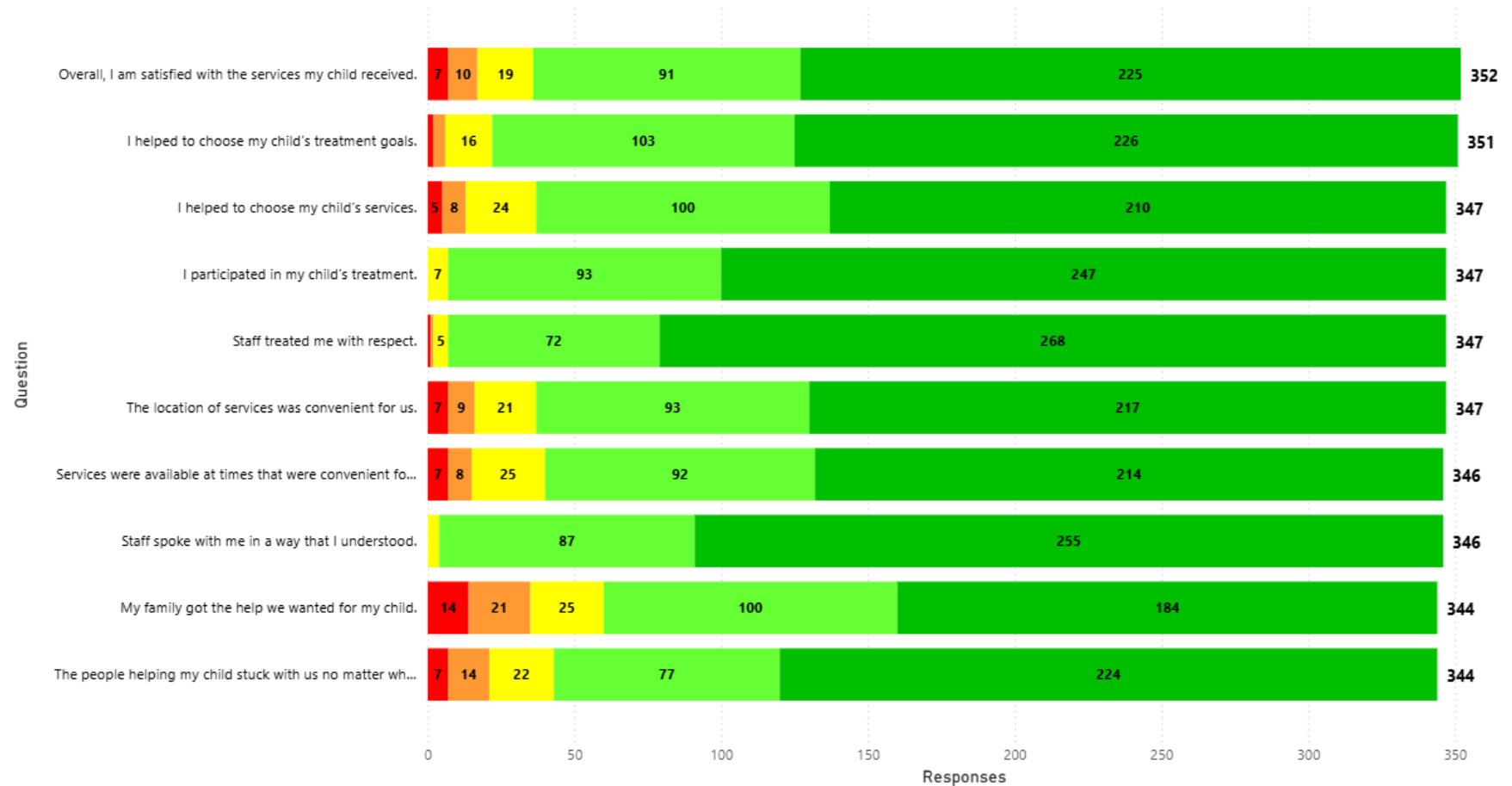




Attachment B: Child survey results

Responses by Q&A

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



Responses by Q&A

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

