

Quality Assessment and Performance Improvement Program
 2016 Perception of Care Report
 Assertive Community Treatment



Introduction

The Michigan Department of Health and Human Services (MDHHS) requires a survey be administered annually to programs identified by the Michigan Quality Improvement Council. The Michigan QI Council has chosen the Assertive Community Treatment program as one of the programs for 2016. The program was required to complete the **Mental Health Statistics Improvement Program (MHSIP)** over a two-week period of time. MDHHS provides implementation guidelines and instructions to each Prepaid Inpatient Health Plan (PIHP). Each PIHP is to administer the survey within the time frame allotted by MDHHS. The survey results are returned to MDHHS via supplied excel workbook.

Each PIHP, in collaboration with the Community Mental Health Services Program (CMHSP) and their contracted providers, utilized the MHSIP to conduct a region wide perception of care survey to determine any areas that may be deficient within the region. The data obtained by each CMHSP was provided to Mid-State Health Network (MSHN) for regional analysis. The survey outcomes will be compared to the previous years Perception of Care Reports and is reported to MSNH's Quality Improvement Council (QIC).

Survey Response Rates

Clinicians within the Assertive Community Treatment program were given a tally form to track the survey response rate for their consumers. Those consumers who declined were removed from the total number of surveys distributed. The response rates were calculated by dividing the number of surveys that were received by the number of surveys that were distributed. **Figure 1** indicates the return rate for each CMHSP where data was available prior to February 26th. Any surveys received after February 26th were not included in the results.

Figure 1

MHSIP-ACT	2016				2015	2014	2013
	Distributed	Received	Declined	Response Rates	Response Rates	Response Rates	Response Rates
MSHN	782	219	97	45%	46%	34%	34%
Bay-Arenac	42	12	18	29%	59%	64%	64%
CEI	45	21	24	47%	46%	13%	13%
CMHCM	157	61	11	39%	28%	21%	21%
Gratiot	**	**	**	**	**	**	**
Huron	17	7	14	41%	58%	23%	23%
The Right Door	**	**	**	**	**	*	*
Lifeways	118	49	7	42%	43%	37%	37%
Montcalm	22	6	8	27%	40%	25%	25%
Newaygo	**	**	**	**	**	*	*
Saginaw	42	25	7	60%	88%	78%	78%
Shiawassee	15	14	7	93%	45%	38%	38%
Tuscola	24	24	1	100%	52%	50%	50%

*No Utilizers of ACT Services **No ACT Program

Methodology

The population type chosen was the Assertive Community Treatment (ACT) Team. The sample was a convenience sample of all who were scheduled to be seen within a pre-identified time frame. The Assertive Community Treatment (ACT) was given a choice of any two-week time frame from January 30th to February 26, 2017. All adult consumers within the ACT program received the MHSIP 44 survey. The raw data was required to be received by MDHHS no later than March 31, 2017. MDHHS will prepare an analysis, which includes comparison data of the PIHPs in Michigan and CMHSPs within each PIHP. Consumers did have the option to decline participation. If a consumer declined, this was noted and removed from the number distributed.

There were two optional changes in the implementation process that started in FY2012. Based on discussions with Substance Abuse and Mental Health Services Administration (SAMHSA) and information from other states that implement the MHSIP, the MDHHS QIC decided that PIHPs can opt to assign numerical identifiers to the MHSIP in order to identify the respondents. The PIHP was to use the selected field in the data entry forms to inform MDHHS whether they have chosen to assign identifiers. These identifiers are for the PIHPs use only, and are not to be shared with MDHHS. MSHN did not require the use of identifiers for the survey.

Scoring

MHSIP – Seven domains are included in the survey. Each domain has multiple questions related to the domain topic. The domains are as follows: general satisfaction, access to care, quality of care, participation in treatment, outcomes of care, functional status, and social connectedness. Each question in the domain is required to have a response choice of 1 - 5 in order for the domain to be included in the sample. If one question is left blank, the responses of the remaining questions for that domain are excluded from the calculations of that domain. There are 6 response choices for each question within the domain, which are assigned a numeric value. Note that the number of responses included in the domain average and domain percentage of agreement could be less than that of each individual question as a result of the exclusion of unanswered questions when calculating the domain.

Strongly Agree=1

Agree=2

Neutral=3

Disagree=4

Strongly Disagree=5

Not Applicable=9

The mean of each individual question is calculated. Those less than or equal to 2.5 are considered to be “in agreement”. The total number of respondents who were “in agreement” is then divided by the total respondents. The resultant number is then multiplied by 100 to provide a percentage. Those questions that have a “Blank” or a response of “Not Applicable” were removed from the sample.

Data Analysis

Each survey was entered into an excel spreadsheet. The ACT program was categorized by numeric codes provided by MDHHS.

The results are analyzed as follows:

PIHP

- By Domain
- By Domain Line Item

CMHSP (Attachment A - MHSIP)

- By Domain
- By Domain Line Item

Survey Findings

MHSIP

Figure 2 demonstrates the percentage of agreement for each domain. Please refer to the scoring methodology above with questions related to the calculations. Each domain scored above the desired threshold of 80% except the “Perception of Outcome of Services”, “Perception of Functioning”, and “Perception of Social Connectedness”. MSHN scored the highest in the, “Perception of Access,” “Perception of Quality and Appropriateness” and “Perception of Participation in Treatment” domains in that order. Those who responded to the survey indicated:

- a) Staff gave Respondents the information needed to manage their illness (Survey Q19 – 82%, 193/234)
- b) Staff gave Respondents information about their rights (Survey Q13 – 90%, 213/237)
- c) Respondents were able to take responsibility for how to live their lives (Survey Q14 – 86%, 201/235)
- d) Staff were willing to see Respondents as often as was necessary (Survey Q5 – 89%, 211/237)
- e) Staff respected Respondents’ wishes about who to and not to give Respondents’ information to (Survey Q16 – 89%, 208/234)
- f) Staff believed Respondents could grow, change and recover (Survey Q10 – 86%, 201/234)
- g) Staff encouraged Respondents to use consumer run programs (Survey Q20 – 80%, 187/235)
- h) Respondents felt comfortable asking questions about their treatment (Survey Q11 – 88%, 209/237)
- i) Staff were able to see Respondents at times that were good for Respondents (Survey Q7 – 88%, 207/235)
- j) Staff returned calls within 24 hours (Survey Q6 – 84%, 199/237)
- k) Respondents liked the services they received (Survey Q1 – 86%, 202/236)
- l) Respondents would recommend the agency to a friend or family member (Survey Q3 – 82%, 193/235).

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Figure 2

Adult Survey	General Satisfaction				Perception of Access				Perception of Quality and Appropriateness				Perception of Participation in Treatment			
	2016	2015	2014	2013	2016	2015	2014	2013	2016	2015	2014	2013	2016	2015	2014	2013
MSHN	83%	84%	90%	86%	86%	85%	92%	91%	91%	83%	97%	89%	78%	88%	94%	86%
BABH	91%	88%	71%	84%	91%	94%	79%	92%	91%	82%	89%	91%	91%	100%	90%	92%
CEI	83%	82%	100%	79%	89%	82%	100%	83%	100%	82%	100%	82%	70%	82%	100%	72%
CMHCM	79%	70%	86%	89%	87%	89%	91%	98%	89%	85%	95%	86%	78%	85%	90%	90%
HBH	100%	91%	100%	89%	86%	82%	86%	88%	100%	82%	100%	89%	71%	100%	100%	88%
The Right Door				100%				100%				100%				100%
Lifeways	79%	88%	90%	86%	79%	82%	97%	94%	90%	80%	98%	89%	77%	87%	97%	82%
MCBH	100%	70%	100%	100%	80%	60%	100%	80%	100%	70%	100%	100%	67%	70%	100%	100%
Newaygo				75%				100%				100%				100%
Saginaw	80%	94%	95%	94%	83%	91%	95%	88%	83%	89%	100%	91%	76%	91%	95%	85%
Shiawassee	93%	67%	100%	80%	85%	78%	67%	90%	92%	89%	100%	89%	79%	89%	88%	80%
Tuscola	92%				96%				91%				87%			
Adult Survey	Perception of Outcome of Services				Perception of Functioning				Perception of Social Connectedness							
	2016	2015	2014	2013	2016	2015	2014	2013	2016	2015	2014	2013				
MSHN	68%	56%	84%	73%	69%	70%	73%	84%	66%	78%	82%	84%				
BABH	57%	53%	50%	72%	73%	53%	60%	96%	73%	71%	73%	92%				
CEI	78%	59%	100%	73%	63%	68%	88%	79%	61%	68%	100%	94%				
CMHCM	75%	59%	92%	74%	74%	63%	89%	83%	66%	81%	68%	84%				
HBH	71%	45%	75%	83%	71%	73%	67%	88%	71%	73%	50%	100%				
The Right Door				100%				100%				67%				
Lifeways	50%	55%	86%	82%	63%	72%	71%	87%	61%	79%	86%	78%				
MCBH	50%	40%	100%	50%	80%	70%	80%	60%	33%	60%	80%	100%				
Newaygo				67%				33%				67%				
Saginaw	79%	57%	92%	80%	80%	71%	86%	90%	75%	83%	95%	88%				
Shiawassee	67%	67%	67%	86%	46%	78%	33%	100%	57%	89%	100%	89%				
Tuscola	69%				65%				74%							

Figure 3 provides a comparison of the percentage of those who responded with “agree-2” or “strongly agree-1” for each question within the domain. Please refer to the scoring methodology above with questions related to the calculations.

Figure 3

Adult – ACT Program	2013	2014	2015	2016
General Satisfaction				
Q1. I like the services that I received.	87.6%	92%	89%	86%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	83.4%	84%	83%	81%
Q3. I would recommend this agency to a friend or family member.	84.0%	91%	83%	82%
Access				
Q4. The location of services was convenient.	82.7%	87%	85%	82%
Q5. Staff were willing to see me as often as I felt it was necessary.	90.6%	89%	88%	89%
Q6. Staff returned my calls within 24 hours.	85.8%	90%	90%	84%
Q7. Services were available at times that were good for me.	88.3%	91%	87%	88%
Q8. I was able to get all the services I thought I needed.	83.7%	87%	84%	83%
Q9. I was able to see a psychiatrist when I wanted to.	79.8%	83%	80%	79%
Quality/Appropriateness				
Q10. Staff believed that I could grow, change and recover.	86.9%	91%	88%	86%
Q12. I felt free to complain.	79.4%	85%	77%	79%
Q13. I was given information about my rights.	89.7%	91%	90%	90%
Q14. Staff encouraged me to take responsibility for how I live my life.	87.7%	92%	88%	86%
Q15. Staff told me what side effects to watch for.	78.4%	84%	79%	75%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	86.8%	92%	88%	89%
Q18. Staff were sensitive to my cultural/ ethnic background (e.g., race, religion, language, etc.).	82.1%	91%	81%	79%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	87.7%	90%	88%	82%
Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	83.9%	93%	84%	80%
Participation in Treatment Planning				
Q11. I felt comfortable asking questions about my treatment, services, and medication.	86.0%	93%	89%	88%
Q17. I, not staff, decided my treatment goals.	79.5%	87%	80%	79%
Outcomes				
Q21. I deal more effectively with daily problems.	80.4%	84%	82%	77%
Q22. I am better able to control my life.	80.6%	82%	79%	78%
Q23. I am better able to deal with crisis.	75.8%	79%	77%	76%
Q24. I am getting along better with my family.	78.2%	74%	76%	69%
Q25. I do better in social situations.	68.3%	70%	78%	63%
Q26. I do better in school and/or work.	57.8%	61%	60%	35%
Q27. My housing situation has improved.	68.6%	76%	73%	64%
Q28. My symptoms are not bothering me as much.	70.8%	66%	72%	66%

Functioning				
Q29. I do things that are more meaningful to me.	80.2%	75%	75%	74%
Q30. I am better able to take care of my needs.	82.0%	79%	81%	75%
Q31. I am better able to handle things when they go wrong.	73.7%	72%	74%	71%
Q32. I am better able to do things that I want to do.	78.7%	77%	72%	71%
Social Connectedness				
Q33. I am happy with the friendships I have.	84.9%	77%	81%	68%
Q34. I have people with who I can do enjoyable things.	80.3%	79%	82%	71%
Q35. I feel I belong in my community.	70.5%	70%	70%	62%
Q36. In a crisis, I would have the support I need from family or friends.	81.1%	79%	74%	73%

Recommendations/Improvement Opportunities

The results will be reviewed by the MSHN Quality Improvement Council and the Regional Consumer Advisory Council to determine possible region wide improvement efforts as well as identification of any trends that have occurred from year to year. The results will be compared to national averages as available. The areas of improvement will be targeted towards the domains with the lower average scores (based on the regional average of all scores) and those domains that have shown a decrease from the previous years. Each CMHSP will also review their local results for areas of improvement at the local level. It is also recommended that those with a low number of returned responses review their process and determine if additional action may need to be taken to impact the response rate. The low number of responses may result in an acceptable threshold based on the standard set or it may result in an unacceptable threshold. The low numbers may also impact the ability for the results to be generalized throughout the population.

Completed by: MSHN

Date: May 2017
Revised: June 2016

MSHN QIC Approved: 06/23/16

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Adult Survey		MSHN	BABH	CEI	CMCMH	HBH	Lifeways	MCBH	Saginaw	Shiawassee	TBHS
General Satisfaction	Domain Average %	83%	91%	83%	79%	100%	79%	100%	80%	93%	92%
1. I like the services that I received.	% Agreement	86%	91%	85%	79%	100%	83%	100%	88%	93%	96%
	# Agree	202	10	17	65	7	40	5	22	13	23
	# Valid Respondents	236	11	20	82	7	48	5	25	14	24
2. If I had other choices, I would still choose to get services from this mental healthcare agency.	% Agreement	81%	73%	80%	78%	86%	81%	100%	80%	86%	92%
	# Agree	191	8	16	64	6	38	5	20	12	22
	# Valid Respondents	235	11	20	82	7	47	5	25	14	24
3. I would recommend this agency to a friend or family member.	% Agreement	82%	100%	75%	82%	86%	77%	100%	84%	64%	96%
	# Agree	193	11	15	67	6	36	5	21	9	23
	# Valid Respondents	235	11	20	82	7	47	5	25	14	24
Perception of Access	Domain Average %	86%	91%	89%	87%	86%	79%	80%	83%	85%	96%
4. The location of services was convenient.	% Agreement	82%	91%	85%	82%	100%	81%	67%	72%	86%	83%
	# Agree	194	10	17	67	7	39	4	18	12	20
	# Valid Respondents	237	1	20	82	7	48	6	25	14	24
5. Staff were willing to see me as often as I felt it was necessary.	% Agreement	89%	91%	85%	91%	100%	85%	83%	80%	86%	100%
	# Agree	211	10	17	75	7	41	5	20	12	24
	# Valid Respondents	237	11	20	82	7	48	6	25	14	24
6. Staff returned my calls within 24 hours.	% Agreement	84%	82%	75%	85%	71%	77%	100%	80%	93%	100%
	# Agree	199	9	15	70	5	37	6	20	13	24
	# Valid Respondents	237	11	20	82	7	48	6	25	14	24

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7. Services were available at times that were good for me.	% Agreement	88%	100%	85%	93%	86%	79%	100%	84%	79%	96%
	# Agree	207	11	17	75	6	38	5	21	11	23
	# Valid Respondents	235	11	20	81	7	48	5	25	14	24
8. I was able to get all the services I thought I needed.	% Agreement	83%	100%	75%	83%	86%	75%	83%	84%	71%	100%
	# Agree	196	11	15	68	6	36	5	21	10	24
	# Valid Respondents	237	11	20	82	7	48	6	25	14	24
9. I was able to see a psychiatrist when I wanted to.	% Agreement	79%	73%	85%	73%	100%	81%	83%	72%	79%	92%
	# Agree	187	8	17	60	7	39	5	18	11	22
	# Valid Respondents	237	11	20	82	7	48	6	25	14	24
Perception of Quality and Appropriateness	Domain Average %	91%	91%	100%	89%	100%	90%	100%	83%	92%	96%
10. Staff believed that I could grow, change and recover.	% Agreement	86%	73%	75%	85%	100%	89%	80%	80%	86%	100%
	# Agree	201	8	15	70	7	41	4	20	12	24
	# Valid Respondents	234	11	20	82	7	46	5	25	14	24
12. I felt free to complain.	% Agreement	79%	82%	72%	85%	57%	79%	50%	64%	71%	96%
	# Agree	185	9	13	69	4	38	3	16	10	23
	# Valid Respondents	234	11	18	81	7	48	6	25	14	24
13. I was given information about my rights.	% Agreement	90%	100%	75%	90%	100%	92%	100%	84%	86%	96%
	# Agree	213	11	15	74	7	44	6	21	12	23
	# Valid Respondents	237	11	20	82	7	48	6	25	14	24
14. Staff encouraged me to take responsibility for how I live my life.	% Agreement	86%	73%	80%	88%	57%	91%	80%	84%	79%	92%
	# Agree	201	8	16	72	4	43	4	21	11	22
	# Valid Respondents	235	11	20	82	7	47	5	25	14	24

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15. Staff told me what side effects to watch for.	% Agreement	75%	82%	60%	79%	71%	73%	50%	76%	79%	79%
	# Agree	178	9	12	65	5	35	3	19	11	19
	# Valid Respondents	237	11	20	82	7	48	6	25	14	24
16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	% Agreement	89%	91%	80%	93%	86%	79%	100%	88%	93%	100%
	# Agree	208	10	16	75	6	37	5	22	13	24
	# Valid Respondents	234	11	20	81	7	47	5	25	14	24
18. Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).	% Agreement	79%	91%	70%	75%	100%	81%	60%	76%	93%	88%
	# Agree	184	10	14	59	7	38	3	19	13	21
	# Valid Respondents	232	11	20	79	7	47	5	25	14	24
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	% Agreement	82%	91%	79%	85%	100%	77%	83%	76%	71%	92%
	# Agree	193	10	15	68	7	37	5	19	10	22
	# Valid Respondents	234	11	19	80	7	48	6	25	14	24
20. I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line, etc.).	% Agreement	80%	64%	65%	75%	86%	81%	80%	88%	93%	92%
	# Agree	187	7	13	61	6	39	4	22	13	22
	# Valid Respondents	235	11	20	81	7	48	5	25	14	24
Participation in Treatment Planning	Domain Average %	78%	91%	70%	78%	71%	77%	67%	76%	79%	87%
11. I felt comfortable asking questions about my treatment, services and medication.	% Agreement	88%	100%	85%	89%	100%	83%	100%	84%	79%	96%
	# Agree	209	1	17	73	7	40	6	21	11	23
	# Valid Respondents	237	11	20	82	7	48	6	25	14	24
17. I, not staff, decided my treatment goals.	% Agreement	79%	91%	70%	80%	71%	81%	67%	80%	79%	79%
	# Agree	187	10	14	65	5	39	4	20	11	19
	# Valid Respondents	236	11	20	81	7	48	6	25	14	24

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Perception of Outcome of Services	Domain Average %	68%	57%	78%	75%	71%	50%	50%	79%	67%	69%
21. I deal more effectively with daily problems.	% Agreement	77%	73%	75%	82%	100%	72%	67%	72%	57%	83%
	# Agree	180	8	15	67	7	34	4	18	8	19
	# Valid Respondents	235	11	20	82	7	47	6	25	14	24
22. I am better able to control my life.	% Agreement	78%	91%	75%	80%	86%	72%	80%	71%	71%	87%
	# Agree	181	10	15	65	6	34	4	17	10	20
	# Valid Respondents	232	11	20	81	7	47	5	24	14	23
23. I am better able to deal with crisis.	% Agreement	76%	91%	65%	3%	57%	69%	83%	75%	79%	74%
	# Agree	179	10	13	86	4	33	5	18	11	17
	# Valid Respondents	235	11	20	82	7	48	6	24	14	23
24. I am getting along better with my family.	% Agreement	69%	91%	60%	75%	71%	58%	67%	68%	64%	70%
	# Agree	162	10	12	61	5	28	4	17	9	16
	# Valid Respondents	235	11	20	81	7	48	6	25	14	23
25. I do better in social situations.	% Agreement	63%	55%	60%	68%	43%	50%	67%	84%	71%	57%
	# Agree	148	6	12	55	3	24	4	21	10	13
	# Valid Respondents	235	11	20	81	7	48	6	25	14	23
26. I do better in school and/or work.	% Agreement	35%	36%	20%	39%	43%	25%	0%	42%	50%	39%
	# Agree	80	4	4	32	3	11	0	10	7	9
	# Valid Respondents	231	11	20	82	7	44	6	24	14	23
27. My housing situation has improved.	% Agreement	64%	55%	70%	70%	86%	53%	50%	64%	71%	57%
	# Agree	148	6	14	55	6	25	3	16	10	13
	# Valid Respondents	232	11	20	79	7	47	6	25	14	23

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28. My symptoms are not bothering me as much. (Outcomes)	% Agreement	66%	82%	75%	72%	71%	48%	67%	72%	50%	65%
	# Agree	155	9	15	59	5	23	4	18	7	15
	# Valid Respondents	236	11	20	82	7	48	6	25	14	23
Perception of Functioning	Domain Average %	69%	73%	63%	74%	71%	63%	80%	80%	46%	65%
29. I do things that are more meaningful to me.	% Agreement	74%	82%	75%	74%	86%	64%	83%	80%	64%	83%
	# Agree	173	9	15	60	6	30	5	20	9	19
	# Valid Respondents	234	11	20	81	7	47	6	25	14	23
30. I am better able to take care of my needs.	% Agreement	75%	73%	70%	78%	86%	75%	67%	76%	64%	70%
	# Agree	176	8	14	64	6	36	4	19	9	16
	# Valid Respondents	236	11	20	82	7	48	6	25	14	23
31. I am better able to handle things when they go wrong.	% Agreement	71%	73%	75%	74%	71%	69%	67%	72%	57%	65%
	# Agree	167	8	15	61	5	33	4	18	8	15
	# Valid Respondents	236	11	20	82	7	48	6	25	14	23
32. I am better able to do things that I want to do.	% Agreement	71%	82%	78%	76%	57%	66%	67%	72%	54%	70%
	# Agree	165	9	14	62	4	31	4	18	7	16
	# Valid Respondents	232	11	18	82	7	47	6	25	13	23
Perception of Social Connectedness	Domain Average %	67%	73%	61%	66%	71%	61%	33%	75%	57%	74%
33. I am happy with the friendships I have.	% Agreement	68%	73%	70%	66%	86%	62%	50%	75%	71%	71%
	# Agree	158	8	14	54	6	28	3	18	10	17
	# Valid Respondents	233	11	20	82	7	45	6	24	14	24

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 2016 Perception of Care Report
 Assertive Community Treatment



34. I have people with who I can do enjoyable things.	% Agreement	71%	73%	65%	69%	86%	67%	50%	83%	71%	75%
	# Agree	164	8	13	56	6	30	3	20	10	18
	# Valid Respondents	232	11	20	81	7	45	6	24	14	24
35. I feel I belong in my community.	% Agreement	62%	82%	70%	63%	71%	49%	50%	63%	64%	67%
	# Agree	145	9	14	52	5	22	3	15	9	16
	# Valid Respondents	233	11	20	82	7	45	6	24	14	24
36. In a crisis, I would have the support I need from family or friends.	% Agreement	73%	64%	85%	77%	71%	9%	67%	67%	57%	79%
	# Agree	170	7	17	63	5	31	4	16	8	19
	# Valid Respondents	233	11	20	82	7	45	6	24	14	24