

Satisfaction Survey Overview

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*Substance Abuse
and Mental Health Services*

*An Office of the
Department of Health and Human Services*

Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Agenda

- Purpose of Survey
- Integrating Surveys
- Response Rates

Purpose

- Gain quality improvement information for treatment facilities
 - Agencies get feedback from clients on areas where the agency is doing well and where to improve
 - SAMHS gets information that can be used for monitoring
- Satisfies programmatic and funding requirements
 - Adult Mental Health– Consent Decree
 - Substance Abuse– SAPTBG requirement
 - Agency contract reporting requirement

Integrating surveys

- Currently
 - AMHWB & SACSS separate questionnaires
 - Satisfying multiple stakeholder interests
 - Mainly a paper based method
 - 6 months to implement
 - 3 month delay between data collection and reporting

Integrating surveys

- Needs
 - Finding common set of questions for MH and SA
 - Aligning Stakeholder requirements
 - Finding an alternate data collection method

Perception of Care-NY OASAS

- Online Based System
 - Data Collection is in the hand of the agencies,
 - Monitored by NYOASAS
 - Allows for Agencies & NYOASAS to track the response rates
 - Instantaneous reports
 - Filterable based on demographic
 - Quarterly data collection

Perception of Care (POC)

- Modular questionnaire
 - Core modules that apply to both MH and SA regardless of age
 - Four answer option scale (Strongly Agree, Agree, Somewhat Agree, Disagree)
- Desired Outcomes:
 - Build quality improvement infrastructures within service providers
 - More timely actionable information
 - Better quality of services
 - Better monitoring capacity for State Agency

POC Modules

- A. Access and Quality (7 questions)
- B. Perceived Outcome (5 questions)
- C. Social Connectedness (7 questions)
- D. Readiness for Change (2 Questions-SA specific)
- E. Program Recommendation (2 questions)

2015 Substance Abuse CSS

- Full adoption of POC questionnaire (2nd year)
 - Kept some of the previous questionnaire items
 - Cost of Services, location of services, overall satisfaction
 - Included recovery plan questions
 - Includes employment specific questions
 - Includes open-ended questions
 - What is the program doing right?
 - what could be done to improve the program
 - Is there anything else about this program that you would like to say

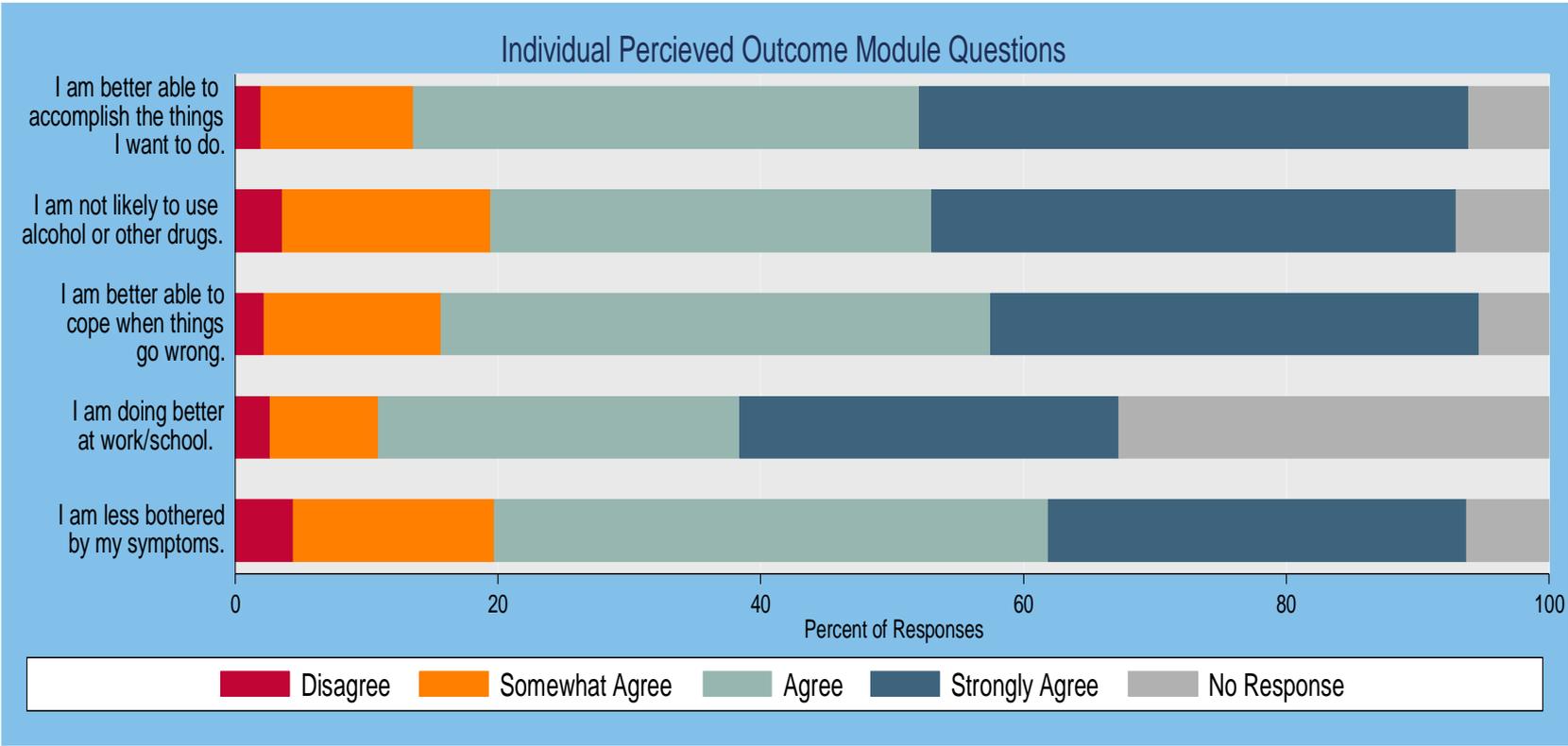
2015 AMHWB

- Includes
 - Full adoption of POC modules (1st year)
 - All required Consent Decree questions
 - Employment specific questions
 - Includes open-ended questions
- Goals
 - Provide evidence to Court Master to reduce requirements
 - Exchange Consent decree specific questions with POC module

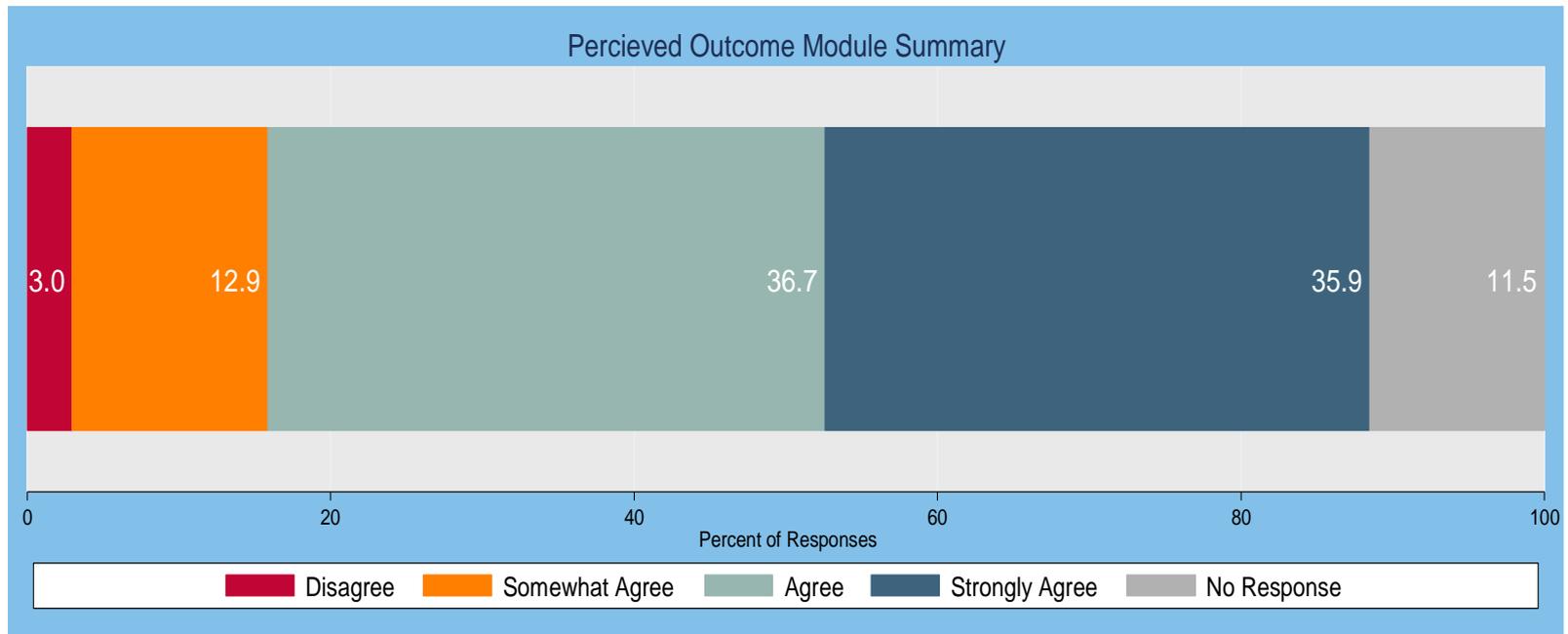
Report Format

- 2014/2015 SA CSS-
 - Will include all demographic, POC modules, employment, and overall satisfaction items
- 2015 AMHWB
 - all demographic, POC modules, employment, and consent decree items

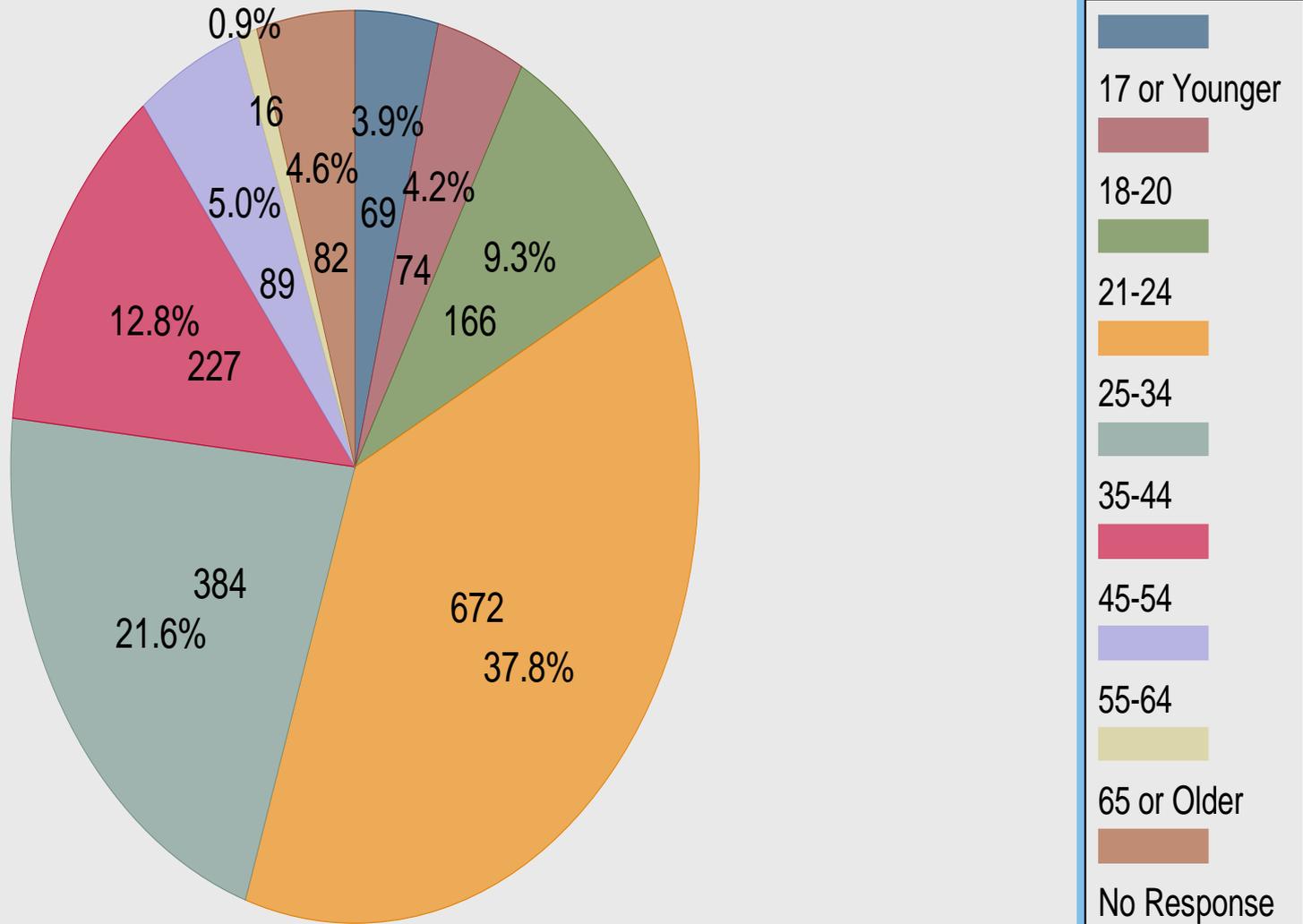
Report Format



Report Format



What is your age?

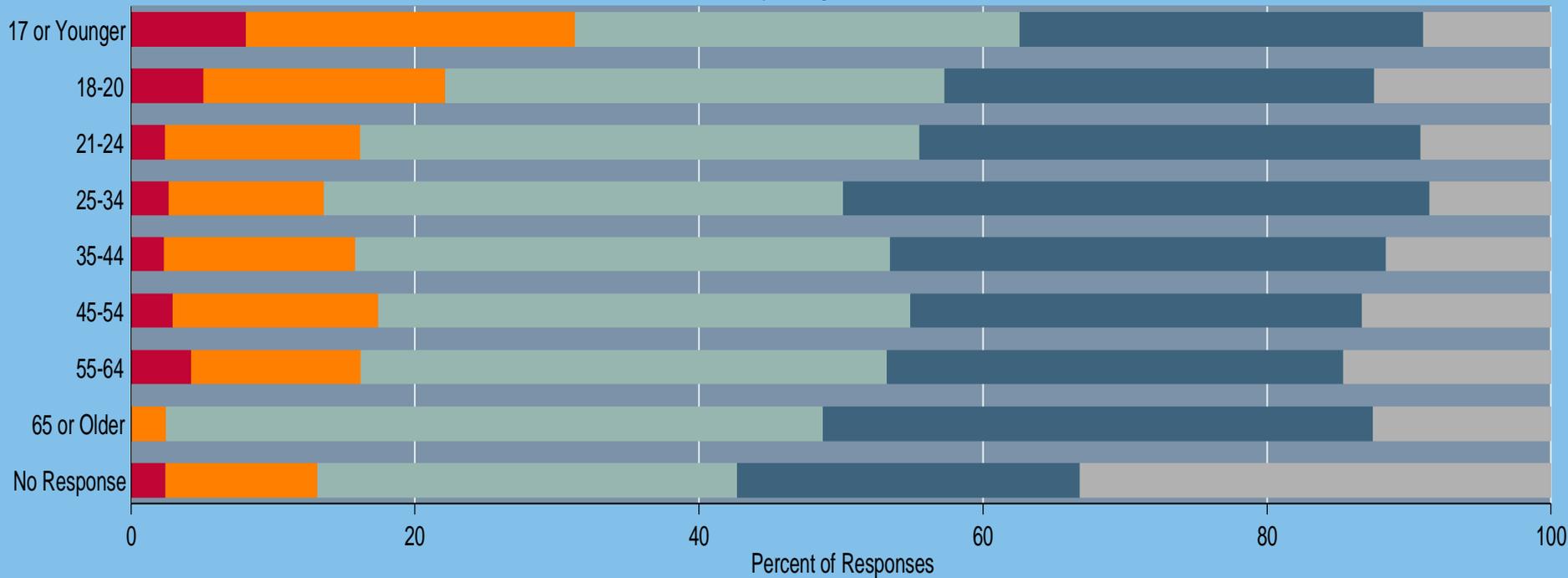


Overall N=1779

Pie pieces include labels for the percentage and the number of consumers for each category.

Percieved Outcome Module Summary

What is your age?



Disagree Somewhat Agree Agree Strongly Agree No Response

2014 Response Rates

	Number of Facility locations	Number of Surveys Sent	Number of Surveys Returned	Survey Response Rate
Community Integration	122	12405	948	7.64%
Behavioral Health Home	26	2164	149	6.89%
Total AMHWB	148	14569	1097	7.53%
Total Substance Abuse Client Satisfaction Survey	70	8667	1779	20.53%

Questions

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