Satisfaction Survey Overview
Stephen Corral, M.A.
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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
- AM HWB & 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 AMHWWB

- Includes
  - Full adoption of POC modules (1\textsuperscript{st} 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**

Individual Perceived Outcome Module Questions

- I am better able to accomplish the things I want to do.
- I am not likely to use alcohol or other drugs.
- I am better able to cope when things go wrong.
- I am doing better at work/school.
- I am less bothered by my symptoms.

**Percent of Responses**

- Disagree
- Somewhat Agree
- Agree
- Strongly Agree
- No Response
Report Format

Perceived Outcome Module Summary

- Disagree: 3.0%
- Somewhat Agree: 12.9%
- Agree: 36.7%
- Strongly Agree: 35.9%
- No Response: 11.5%

Percent of Responses
Overall N=1779
Pie pieces include labels for the percentage and the number of consumers for each category.

What is your age?
What is your age?

Percieved Outcome Module Summary

Disagree Somewhat Agree Agree Strongly Agree No Response
## 2014 Response Rates

<table>
<thead>
<tr>
<th></th>
<th>Number of Facility locations</th>
<th>Number of Surveys Sent</th>
<th>Number of Surveys Returned</th>
<th>Survey Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Integration</td>
<td>122</td>
<td>12405</td>
<td>948</td>
<td>7.64%</td>
</tr>
<tr>
<td>Behavioral Health Home</td>
<td>26</td>
<td>2164</td>
<td>149</td>
<td>6.89%</td>
</tr>
<tr>
<td><strong>Total AMHWB</strong></td>
<td>148</td>
<td>14569</td>
<td>1097</td>
<td>7.53%</td>
</tr>
<tr>
<td>Total Substance Abuse Client Satisfaction Survey</td>
<td>70</td>
<td>8667</td>
<td>1779</td>
<td>20.53%</td>
</tr>
</tbody>
</table>
Questions

Stephen Corral, M.A.
Comprehensive Health Planner II
Survey Project Manager
Stephen.corral@maine.gov
287-2964