

Introduction

The following is a report of the Mid-State Health Network's (MSHN) Substance Use Disorder Treatment Providers (SUDTP) Consumer Satisfaction Survey results. The survey was developed to assist MSHN and SUD Providers in developing a better understanding of the strengths and weaknesses in the quality of services provided to the SUD consumer population.

This report was developed utilizing a voluntary self-reflective survey. The information from this report is intended to support discussions on how various SUD Provider practices may improve treatment offered to individuals. The information from this overview should not be used to draw conclusions or make assumptions without further analysis. It should be noted the 2020 survey was distributed during the time period when emergency orders were in place as a result of the pandemic. The results, therefore, are specific to the perception during that time. Caution should be used when comparing to 2020 going forward.

Any questions regarding the report should be sent to Sandy Gettel, MSHN Quality Manager, at sandy.gettel@midstatehelathnetwork.org.

Methodology

The survey was distributed to adult and adolescent consumers who received a service from a MSHN SUD Treatment Provider between June 16, 2022 and July 16, 2022 to assess the perceptions of the individual treatment received. The survey was offered in person or by mail.

Four thousand four hundred and forty-six consumers (4446) received a service during the distribution period resulting in a FY21 response rate of 38.23%, an increase from FY20 (16.46%). Two thousand one hundred and seventy-eight (2178) surveys were completed. Thirty-one (31) organizations participated in the consumer satisfaction survey process. Figure 1 identifies the programs represented in the survey report. Consumers were able to report participation in more than one program, therefore the total involved in individual programs is larger than the number of respondents.

Figure 1. The count of consumers represented in survey by program

Program	2020	2021	2022
Case Management (CSM)	18	39	10
Outpatient (OPT)	520	671	572
Detox	25	10	51
Residential Substance Use Disorder (Res. SUD)	179	183	283
Medication Assisted Treatment (MAT)	80	796	1204
(blank)	287	441	58

Six subscales are included in the survey. Each subscale has multiple questions related to the subscale topic. The subscales are as follows: welcoming environment, information on recipient rights, cultural/ethnic background, appropriateness and choice with services, treatment planning and progress toward goals, coordination of care/referrals to other resources. All items were rated using a

5-point Likert scale that ranged from 1 = “strongly disagree” to 5 = “strongly agree.” The response choices of “Not Applicable” were excluded from the calculations.

For each respondent, the scores for each item in the subscale are summed, then divided by the total number of items in the subscale. The result is a mean score for each individual respondent that may vary between 1 and 5. Individual mean scores greater than or equal to 3.50 are classified as being “in agreement.” Those questions that had no response or “blank” were removed from the sample.

The responses from the SUD Consumer Satisfaction surveys were scored as a comprehensive total of all questions, comprehensive total of each subscale, as well as individually for each of the fifteen questions. The comprehensive score measures how the system is performing overall, the comprehensive domain score measures focus areas, and the individual questions measure the performance for the stated question from all survey responses.

Survey Findings

MSHN’s overall comprehensive score was 4.62, which indicates an overall agreement with all statements on the survey. Figure 2 illustrates the scores for each year since 2015. The Recovery Self-Assessment replaced the satisfaction survey 2019, therefore a survey was not completed in 2019.

Figure 2. MSHN survey questions ranked from highest to lowest based on average score.
Green cells indicate scores at the top of the range. Red cells indicate scores at the bottom of the range.

Questions	2015	2016	2017	2018	2020	2021	2022
Comprehensive Survey Total	4.20	4.40	4.50	4.48	4.58	4.61	4.62
Welcoming Environment	4.50	4.56	4.54	4.55	4.65	4.64	4.64
1. Staff was courteous and respectful.	4.55	4.57	4.54	4.56	4.68	4.66	4.65
2. I would recommend this agency to others.	4.45	4.54	4.53	4.54	4.62	4.63	4.63
Information on Recipient Rights	4.38	4.49	4.49	4.47	4.56	4.57	4.57
3. I was informed of my rights.	4.46	4.56	4.52	4.51	4.61	4.63	4.60
4. I know how to contact my recipient rights advisor.	4.15	4.3	4.33	4.27	4.36	4.39	4.39
5. I was informed that information about my treatment is only given with my permission.	4.54	4.61	4.63	4.62	4.70	4.70	4.70
Cultural /Ethnic Background	4.50	4.59	4.61	4.60	4.66	4.68	4.69
6. My cultural/ethnic background was respected.	4.50	4.59	4.61	4.60	4.66	4.68	4.69
Appropriateness and Choice with Services	4.19	4.43	4.44	4.41	4.50	4.52	4.54
7. I was given information about the different treatment options available that would be appropriate to meet my needs.	4.25	4.41	4.43	4.41	4.50	4.53	4.54
8. I received services that met my needs and addressed my goals.	4.32	4.53	4.54	4.52	4.59	4.60	4.62
9. I was given a choice as to what provider to seek treatment from.	4.01	4.36	4.35	4.29	4.40	4.43	4.46
Treatment Planning/Progress Towards Goals	4.30	4.50	4.54	4.53	4.63	4.68	4.69
10. I was involved in the development of my treatment plan and goals.	4.38	4.56	4.57	4.56	4.65	4.75	4.73
11. My goals were addressed during treatment.	4.37	4.54	4.56	4.54	4.65	4.68	4.69
12. My goals were changed when needed to reflect my needs.	4.17	4.42	4.47	4.47	4.58	4.62	4.65
13. I feel that I am better able to control my life as a result of treatment.	4.26	4.49	4.54	4.54	4.64	4.66	4.68
Coordination of Care/Referrals to Other Resources	3.40	4.40	4.43	4.39	4.52	4.57	4.60
15. My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	3.59	4.43	4.46	4.42	4.55	4.60	4.62
14. Staff assisted in connecting me with further services and/or community resources.	3.20	4.37	4.40	4.36	4.48	4.53	4.57

Conclusion:

In summary, MSHN demonstrated improvement in the total comprehensive score, the subscale comprehensive score, and each individual question. The subscale that scored the highest and illustrated the most improvement was Coordination of Care/Referrals to Other Resources.

The subscale that scored the lowest was Appropriateness and Choice of Service, however, the score was an improvement over FY21.

Individuals who received treatment for a substance use disorder indicated that:

- Staff were courteous and respectful.
- They were involved in development of their treatment plan and goals.
- They were informed that information about their treatment would not be given to others without their permission.

Recommendations/Next Steps

All scores were above 3.50, indicating agreement. No additional action is needed at this time.

Completed by: Sandy Gettel Quality Manager

Reviewed by: SUD Treatment Team

Date: October 26, 2022

Date: November 5, 2022

Appendix A The total count for each response choice

	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)	Total Questions Not Answered	Total Questions Answered (D)	Total Surveys Completed
Welcoming Environment								
Staff was courteous and respectful.	12	11	108	456	1584	7	2171	2178
I would recommend this agency to others.	24	18	131	394	1594	17	2161	2178
Information on Recipient Rights								
I was informed of my rights.	17	29	116	476	1532	8	2170	2178
I know how to contact my recipient rights advisor.	46	100	179	450	1376	27	2151	2178
I was informed that information about my treatment is only given with my permission.	11	15	72	419	1648	13	2165	2178
Cultural /Ethnic Background								
My cultural/ethnic background was respected.	9	6	101	415	1617	30	2148	2178
Appropriateness and Choice with Services								
I was given information about the different treatment options available that would be appropriate to meet my needs.	23	32	153	496	1463	11	2167	2178
I received services that met my needs and addressed my goals.	11	25	111	480	1540	11	2167	2178
I was given a choice as to what provider to seek treatment from.	28	63	201	448	1392	46	2132	2178
Treatment Planning/Progress Towards Goals								
I was involved in the development of my treatment plan and goals.	9	11	66	365	1668	59	2119	2178
My goals were addressed during treatment.	11	7	87	412	1603	58	2120	2178
My goals were changed when needed to reflect my needs.	10	18	115	415	1547	73	2105	2178
I feel that I am better able to control my life as a result of treatment.	11	7	95	413	1584	68	2110	2178
Coordination of Care/Referrals to Other Resources								
Staff assisted in connectng me with further services and/or community resources.	13	27	160	411	1404	163	2015	2178
My treatment plan includes skills and community supports to help me continue in my path to recovery and total wellness.	15	15	134	407	1487	120	2058	2178