

## **2012 Consumer Satisfaction Report**

### **Background**

Each year, the ADAMH Board of Franklin County conducts consumer satisfaction surveys to determine how consumers rate the mental health and addiction treatment services they received from our providers. It is a contractual requirement of all ADAMH providers that they participate in these surveys. The surveys help us monitor the quality of services we purchase from in-contract providers.

In 2012, telephone surveys were conducted with 2852 Medicaid and non-Medicaid consumers. These confidential surveys were conducted by ADAMH consumers from Project Works, a program of Southeast, Inc. Each survey lasted on average 5-6 minutes.

Consumers were asked eight questions that were scored on a four-point Likert scale. This scale measures either positive or negative responses to a statement. In addition, consumers were asked three open-ended questions: What is the best thing this agency did for you? Name one area this agency can improve. And, do you have any additional comments? A copy of the survey is found in Attachment I.

### **Methodology**

In order to conduct the telephone surveys, a random sample of consumers was generated for each survey population: Mental Health Adults, Alcohol and Other Drug (AOD) Consumers, and Parents of Mental Health Children & Adolescents. This year we developed a data-entry template so that the consumers entered the survey responses as the survey was being conducted. The number of surveys conducted with consumers from each provider agency was determined so that it was in proportion to the total number of ADAMH consumers served by that provider. In addition, we were sure to talk to enough consumers so that the results were statistically significant.

### **Data Utilization**

At the ADAMH Board, consumer satisfaction data is used for quality improvement in the services we purchase. Clinical Services staff utilize comparisons to identify which providers are receiving the highest (or lowest) scores from their consumers. The reports they review compare each provider's scores to the scores of all other providers who serve that population. Staff also review year-to-year comparisons for each provider which show whether the ratings have improved or declined. In addition, Consumer Satisfaction scores are utilized for Provider-STAT, the Board's annual provider performance and quality improvement monitoring process.

Providers also utilize consumer satisfaction data for quality improvement in the services they provide. Reports are sent to each provider summarizing the responses for each of the eight questions. In addition, all answers (consumer identity is not revealed) to the three open-ended questions are sent. Providers can see how their satisfaction ratings compare to the ratings given to the total system and to the ratings given to their peer agencies. Providers can take corrective action if their scores are not at an acceptable level.

## Results

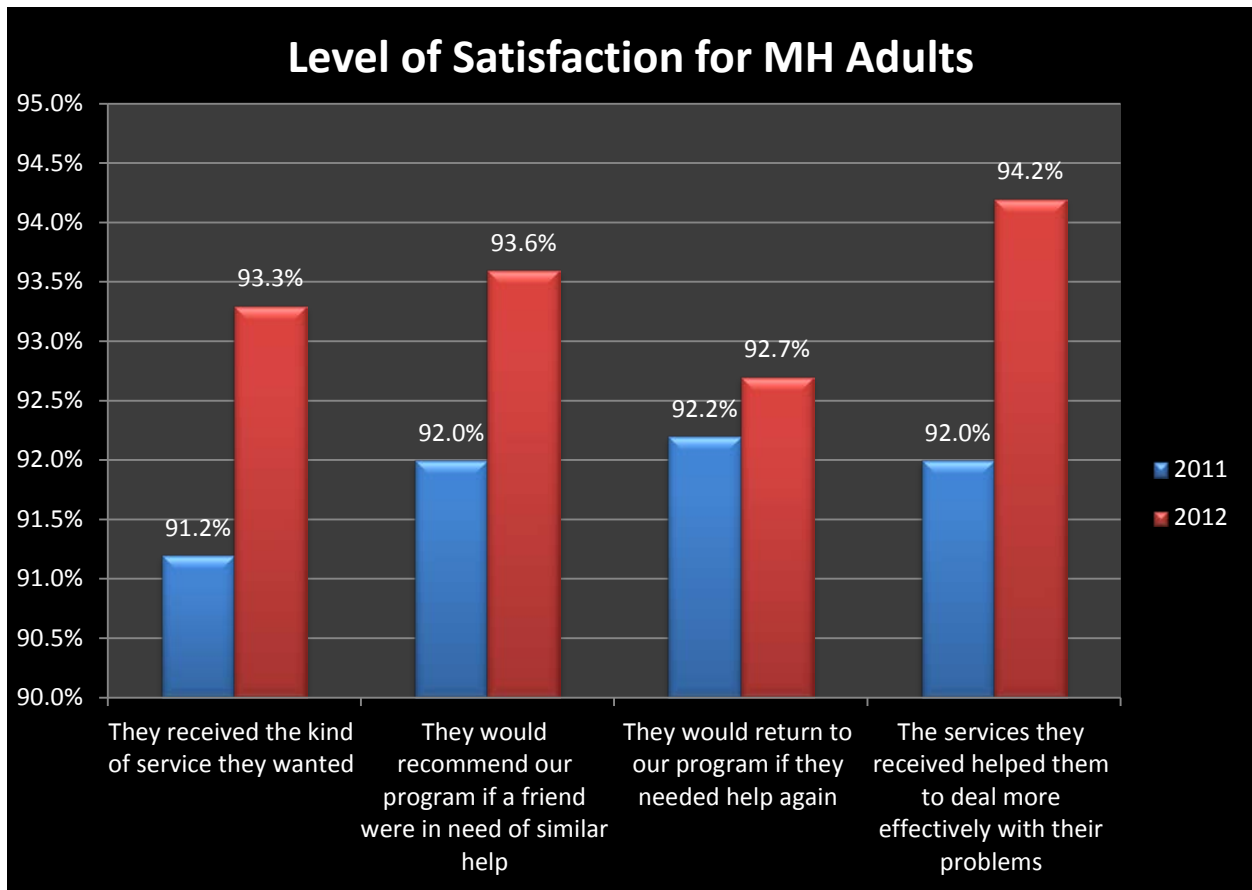
### 1. Mental Health adult

Table 1 and Figure 1 show a summary of the responses of the 1,240 Mental Health adult consumers that were surveyed in 2012. The results for 2012 in comparison with 2011 survey include the following:

- 93.3% said that they received the kind of service they wanted (91.2% in 2011 \*).
- 93.6% said they would recommend our program if a friend were in need of similar help (92% in 2011 \*).
- 92.7% said they would return to our program if they needed help again (92.2% in 2011).
- 94.2% said that the services they received helped them to deal more effectively with their problems (92% in 2011 \*).

(\* The percentage for 2011 is significantly different from the percentage for 2012)

**Figure 1: Level of Satisfaction for Mental Health Adult Consumers**

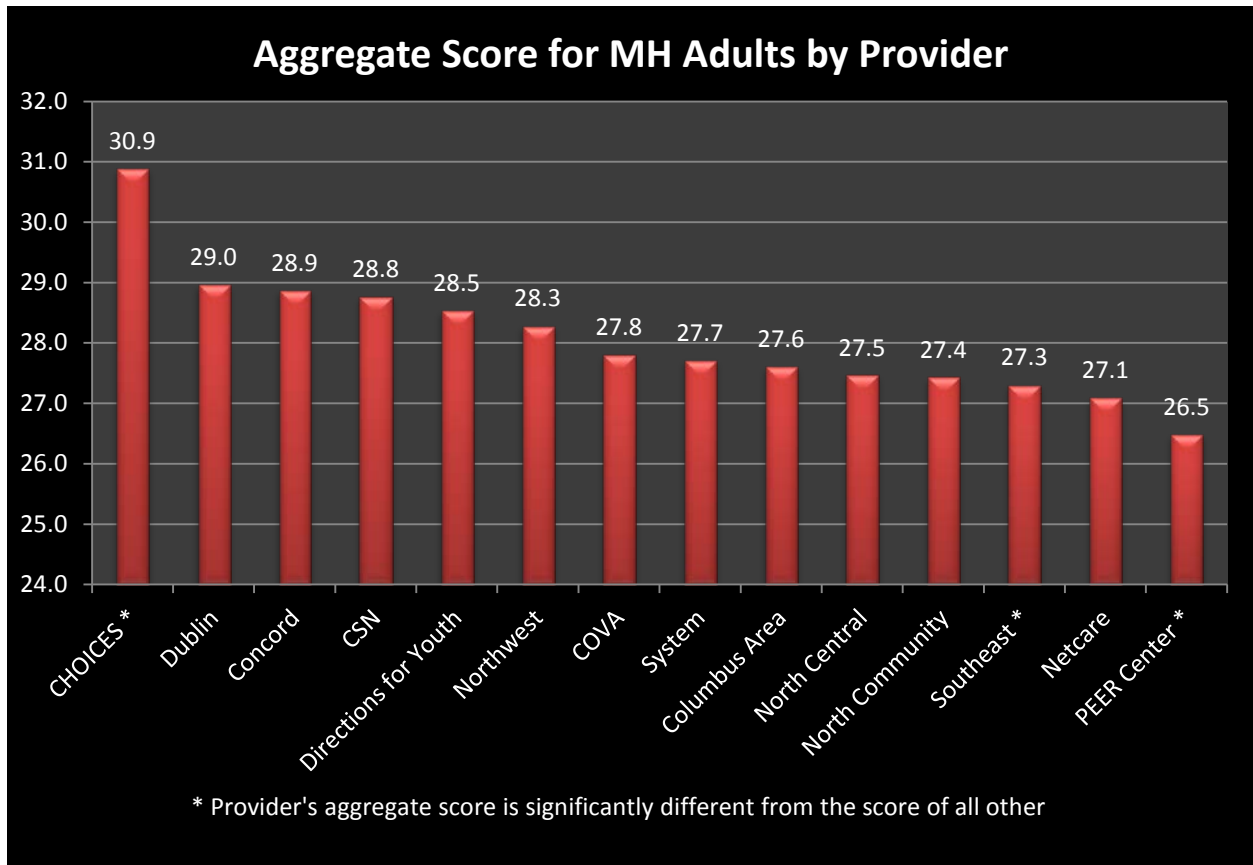


**Table 1: Responses for Mental Health Adult Consumers**

<i>Question</i>	<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Excellent</i>
How would you rate the quality of service you have received?	3.5%	8.0%	41.4%	47.1%
	<i>Definitely not</i>	<i>Not really</i>	<i>Yes, generally</i>	<i>Yes, definitely</i>
Did you get the kind of service you wanted?	2.3%	4.4%	39.7%	53.7%
If a friend were in need of similar help, would you recommend our program to him or her?	1.8%	4.6%	31.7%	61.9%
If you were to seek help again, would you come back to our program?	2.6%	4.7%	34.0%	58.7%
	<i>None</i>	<i>Only a few of my needs</i>	<i>Most of my needs</i>	<i>Almost all of my needs</i>
To what extent has our program met your needs?	2.8%	10.1%	35.2%	51.9%
	<i>Quite dissatisfied</i>	<i>Indifferent or mildly dissatisfied</i>	<i>Mostly satisfied</i>	<i>Very satisfied</i>
How satisfied are you with the amount of help you have received?	2.0%	7.2%	34.5%	56.3%
In an overall, general sense, how satisfied are you with the service you have received?	2.4%	6.8%	34.8%	56.0%
	<i>No, they seemed to make things worse</i>	<i>No, they really didn't help</i>	<i>Yes they helped somewhat</i>	<i>Yes, they helped a great deal</i>
Have the services you received helped you to deal more effectively with your problems?	1.2%	4.6%	21.7%	72.5%

Aggregate Score: The sum of all the scores from each question is calculated for each client. The average of the aggregate scores is taken across all clients for each provider. In 2012, the aggregate score for the overall system was 27.7 for MH Adult consumers. The aggregate score for each provider was tested for statistical significance to determine if it was significantly different from the score of all other providers.

**Figure 2: Aggregate Score for MH Adults by Provider**

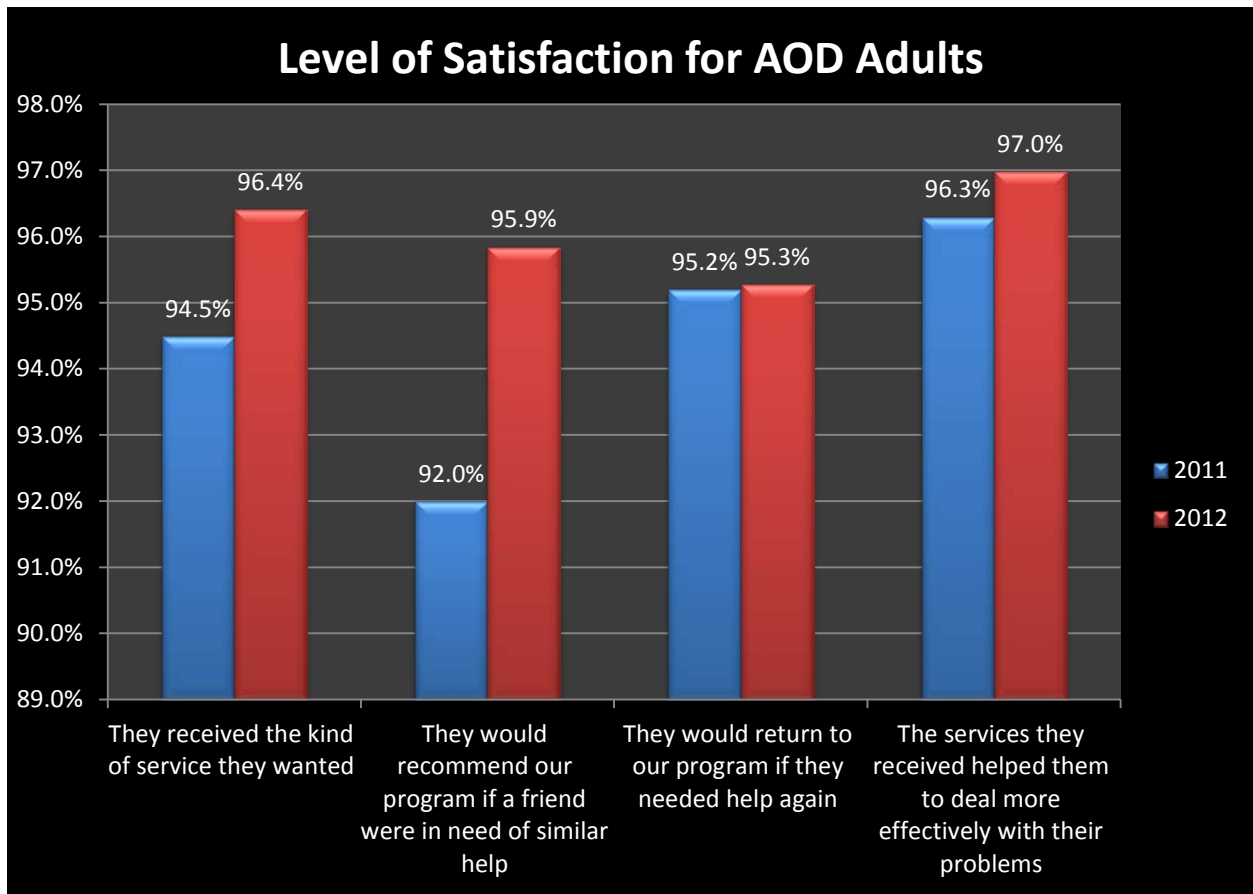


## 2. Alcohol and Other Drug

Overall, the 701 Alcohol and Other Drug (AOD) consumers surveyed had the highest satisfaction level of any group surveyed. Table 2 and Figure 3 show the following:

- 96.4% said that they received the kind of service they wanted (94.5% in 2011).
- 95.9% said they would recommend our program if a friend were in need of similar help (92% in 2011).
- 95.3% said they would return to our program if they needed help again (95.2% in 2011).
- 97.0% said that the services they received helped them to deal more effectively with their problems (96.3% in 2011).

**Figure 3: Level of Satisfaction for AOD Adult Consumers**

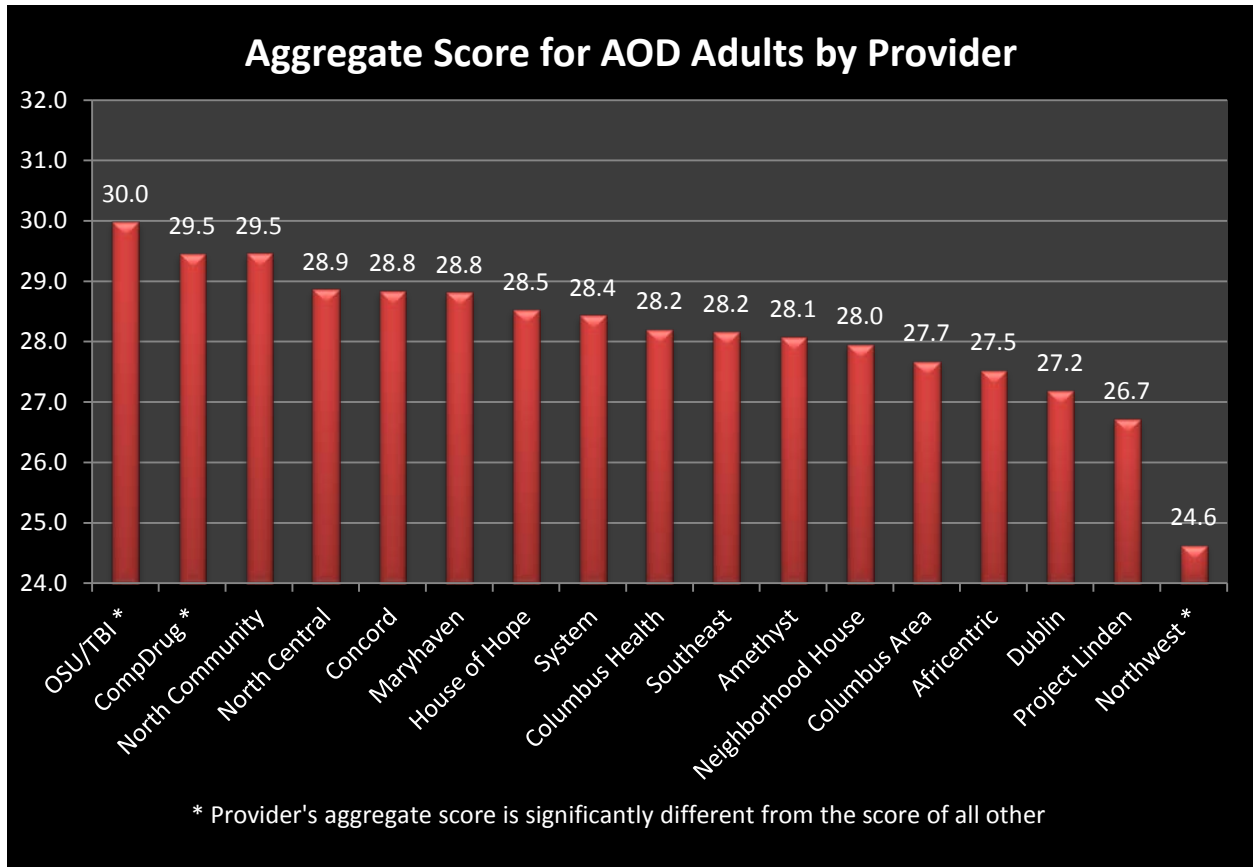


**Table 2: Responses for Alcohol and Other Drug (AOD) Consumers**

<i>Question</i>	<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Excellent</i>
How would you rate the quality of service you have received?	1.7%	4.6%	51.2%	42.5%
	<i>Definitely not</i>	<i>Not really</i>	<i>Yes, generally</i>	<i>Yes, definitely</i>
Did you get the kind of service you wanted?	0.9%	2.7%	33.6%	62.8%
If a friend were in need of similar help, would you recommend our program to him or her?	0.4%	3.7%	31.5%	64.4%
If you were to seek help again, would you come back to our program?	0.9%	3.9%	26.8%	68.5%
	<i>None</i>	<i>Only a few of my needs</i>	<i>Most of my needs</i>	<i>Almost all of my needs</i>
To what extent has our program met your needs?	1.9%	7.3%	35.6%	55.2%
	<i>Quite dissatisfied</i>	<i>Indifferent or mildly dissatisfied</i>	<i>Mostly satisfied</i>	<i>Very satisfied</i>
How satisfied are you with the amount of help you have received?	0.4%	4.2%	37.1%	58.4%
In an overall, general sense, how satisfied are you with the service you have received?	0.6%	4.2%	37.6%	57.7%
	<i>No, they seemed to make things worse</i>	<i>No, they really didn't help</i>	<i>Yes they helped somewhat</i>	<i>Yes, they helped a great deal</i>
Have the services you received helped you to deal more effectively with your problems?	0.6%	2.4%	15.0%	82.0%

In 2012, the aggregate score for the overall system was 28.4 for AOD Adult consumers. The aggregate score for each provider was tested for statistical significance to determine if it was significantly different from the score of all other providers.

**Figure 4: Aggregate Score for AOD Adults by Provider**



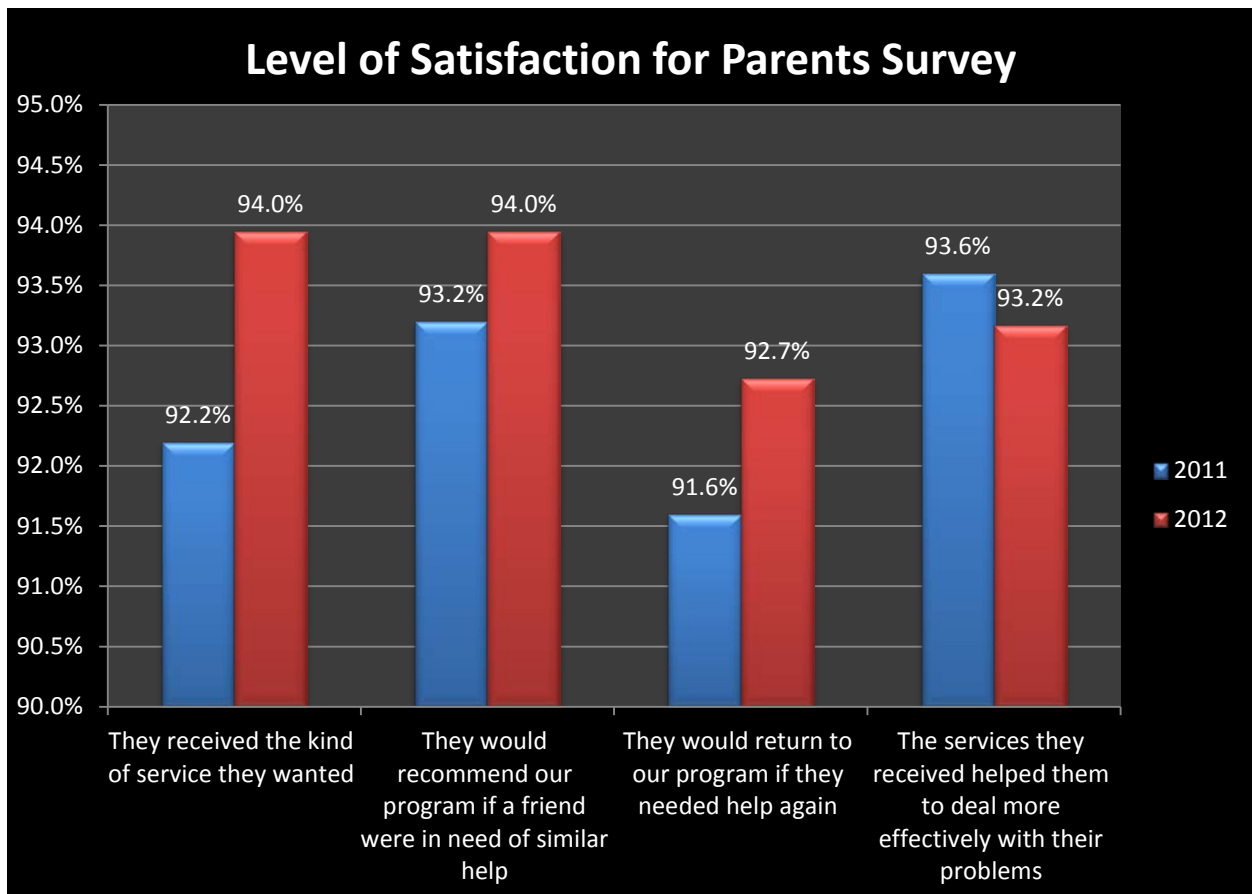
### 3. Parents of Mental Health Children & Adolescents

In 2012, 911 parents of Mental Health Children & Adolescents were surveyed. Table 3 and Figure 5 show the following:

- 94.0% said that they received the kind of service they wanted (92.2% in 2011).
- 94.0% said they would recommend our program if a friend were in need of similar help (93.2% in 2011 \*).
- 92.7% said they would return to our program if they needed help again (91.6% in 2011 \*).
- 93.2% said the services they received helped them to deal more effectively with their problems (93.6% in 2011).

(\* The percentage for 2011 is significantly different from the percentage for 2012)

**Figure 5: Level of Satisfaction for Parents of Mental Health Children & Adolescents**



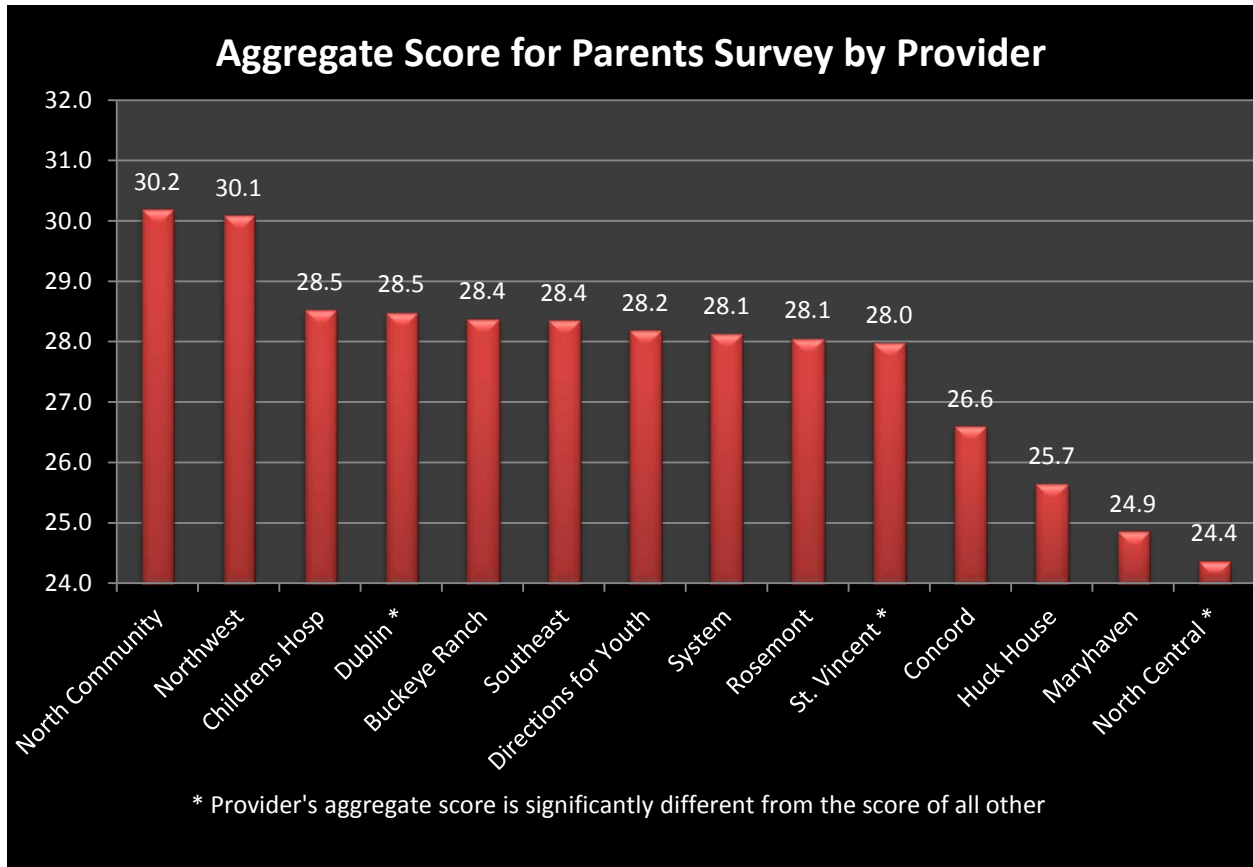


**Table 3: Responses for Parents of Children & Adolescents**

<i>Question</i>	<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Excellent</i>
How would you rate the quality of service you have received?	3.0%	6.2%	51.6%	39.3%
	<i>Definitely not</i>	<i>Not really</i>	<i>Yes, generally</i>	<i>Yes, definitely</i>
Did you get the kind of service you wanted?	2.4%	3.6%	27.0%	67.0%
If a friend were in need of similar help, would you recommend our program to him or her?	1.5%	4.5%	24.8%	69.2%
If you were to seek help again, would you come back to our program?	1.7%	5.6%	23.0%	69.7%
	<i>None</i>	<i>Only a few of my needs</i>	<i>Most of my needs</i>	<i>Almost all of my needs</i>
To what extent has our program met your needs?	3.0%	8.6%	40.3%	48.2%
	<i>Quite dissatisfied</i>	<i>Indifferent or mildly dissatisfied</i>	<i>Mostly satisfied</i>	<i>Very satisfied</i>
How satisfied are you with the amount of help you have received?	1.7%	6.3%	29.1%	63.0%
In an overall, general sense, how satisfied are you with the service you have received?	1.5%	6.7%	31.3%	60.5%
	<i>No, they seemed to make things worse</i>	<i>No, they really didn't help</i>	<i>Yes they helped somewhat</i>	<i>Yes, they helped a great deal</i>
Have the services you received helped you to deal more effectively with your problems?	1.3%	5.5%	17.2%	76.0%

In 2012, the aggregate score for the overall system was 28.1 for Parents of Mental Health Children & Adolescents. The aggregate score for each provider was tested for statistical significance to determine if it was significantly different from the score of all other providers.

**Figure 6: Aggregate Score for Parents of Mental Health Children & Adolescents by Provider**





## CLIENT SATISFACTION QUESTIONNAIRE

### CSQ-8

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinions, whether they are positive or negative. *Please answer all of the questions.* We also welcome your comments and suggestions. Thank you very much. We appreciate your help.

#### CIRCLE YOUR ANSWERS

##### 1. How would you rate the quality of service you received?

4 <i>Excellent</i>	3 <i>Good</i>	2 <i>Fair</i>	1 <i>Poor</i>
--------------------	---------------	---------------	---------------

##### 2. Did you get the kind of service you wanted?

1 <i>No, definitely not</i>	2 <i>No, not really</i>	3 <i>Yes, generally</i>	4 <i>Yes, definitely</i>
-----------------------------	-------------------------	-------------------------	--------------------------

##### 3. To what extent has our program met your needs?

4 <i>Almost all of my needs have been met</i>	3 <i>Most of my needs have been met</i>	2 <i>Only a few of my needs have been met</i>	1 <i>None of my needs have been met</i>
---	---	---	---

##### 4. If a friend were in need of similar help, would you recommend our program to him or her?

1 <i>No, definitely not</i>	2 <i>No, I don't think so</i>	3 <i>Yes, I think so</i>	4 <i>Yes, definitely</i>
-----------------------------	-------------------------------	--------------------------	--------------------------

##### 5. How satisfied are you with the amount of help you received?

1 <i>Quite dissatisfied</i>	2 <i>Indifferent or mildly dissatisfied</i>	3 <i>Mostly satisfied</i>	4 <i>Very satisfied</i>
-----------------------------	---	---------------------------	-------------------------

##### 6. Have the services you received helped you to deal more effectively with your problems?

4 <i>Yes, they helped a great deal</i>	3 <i>Yes, they helped somewhat</i>	2 <i>No, they really didn't help</i>	1 <i>No, they seemed to make things worse</i>
--	------------------------------------	--------------------------------------	---

##### 7. In an overall, general sense, how satisfied are you with the service you received?

4 <i>Very satisfied</i>	3 <i>Mostly satisfied</i>	2 <i>Indifferent or mildly dissatisfied</i>	1 <i>Quite dissatisfied</i>
-------------------------	---------------------------	---	-----------------------------

##### 8. If you were to seek help again, would you come back to our program?

1 <i>No, definitely not</i>	2 <i>No, I don't think so</i>	3 <i>Yes, I think so</i>	4 <i>Yes, definitely</i>
-----------------------------	-------------------------------	--------------------------	--------------------------

[AFTER COMPLETING THE SURVEY SAY]

I have two more questions:

What is the best thing this agency did for you? \_\_\_\_\_

---

---

Name one area this agency can improve \_\_\_\_\_

---

---

Any additional comments? \_\_\_\_\_

---

---

Thank you for your time in answering this survey for us. Have a great day!