



North Country Community Mental Health

# 2015 Satisfaction Survey Results

## Consumer Satisfaction

**Comments:**

- The staff was kind and caring and facilities were nice and comfortable.
- Everyone who I've come in contact with here is very professional, educated in their field and goes out of their way to help.
- The honesty and willingness to work with me and help to keep things stable and get better.
- I feel at home here.
- I do like the new text system for appointments & reminders.
- I think CMH is a wonderful place. It has changed my life in ways I never thought possible.

	return rate = 91.7%		
	March 2015		
	Surveys Returned	Avg Score	% > 3
	surveyed in May during statewide project		
<b>ACT</b>			
<b>MI CSM - Adult</b>	46	3.65	<b>98.5%</b>
<b>MI CSM - Youth</b>	15	3.66	<b>93.3%</b>
<b>Clubhouse</b>	31	3.63	<b>92.9%</b>
<b>Medical Services</b>	88	3.53	<b>93.6%</b>
<b>OP Therapy</b>	196	3.58	<b>94.5%</b>
	376	3.61	<b>94.5%</b>
not included in the NMRE survey report:			
<b>Petoskey Club</b>	14	3.5	<b>100%</b>
<b>Infant Mental Health</b>	13	3.7	<b>100%</b>
<b>Crisis Residential</b>	94	3.4	<b>73.4%</b>
<b>DD Adults</b>	157	n/a	<b>95.3%</b>
<b>DD Children</b>	9	n/a	<b>100%</b>

A two-week snapshot consumer satisfaction survey was conducted in March for five programs. The survey tool was developed by the Northern Michigan Regional Entity (NMRE) and the survey process was facilitated by its Quality Oversight Committee. The survey uses a 4-point Likert scale. The goal is an average score of 3.0 and 90% satisfaction.

Other programs are surveyed annually during the client's Plan of Service or when discharged from the program.

## Stakeholder Satisfaction

Every few years, NCCMH conducts a stakeholder satisfaction survey with contract providers and referral sources. Contract providers include companies, agencies and individuals that we contract with for direct consumer services. Referral sources include health and human service agencies, schools, primary care providers, courts, and law enforcement agencies that refer individuals for services. The goal for overall satisfaction is 90%.

	2015			2012		
	Avg Score	% Satisfied <sup>3</sup>	Return Rate	Avg Score	% Satisfied <sup>3</sup>	Return Rate
<b>Contract Providers<sup>1</sup></b>	3.96	<b>90%</b>	48%	3.34	<b>80%</b>	51%
<b>Referral Sources<sup>2</sup></b>	3.10	<b>100%</b>	32%	3.30	<b>94%</b>	28%

<sup>1</sup>based on a 5-pt Likert scale

<sup>2</sup>based on a 4-point Likert scale

<sup>3</sup>based on average score of 3.0 (4-pt scale) or 4.0 (5-pt scale)