

## **Centra Wellness Network 2010 Satisfaction Survey Results**

Centra Wellness Network, as a member of the Community Mental Health Affiliation of Mid-Michigan, conducted satisfaction surveys during the months of August, September, October, and November of 2010. Specifically, satisfaction surveys were administered to persons who were receiving services, persons who completed services, and persons receiving residential services, including their family member or guardian. In addition surveys were completed by persons/agencies that contract with our organization and persons/agencies who refer persons for treatment to our agency.

These annual surveys are an important part of our continuous quality improvement program here at Centra Wellness Network and the results are scrutinized closely by our Board of Directors, administrators, program staff and key stakeholders, including persons who are or have received mental health services. The responses to the questions, both positive and negative, and the comments from those completing the surveys provide considerable insight into areas of potential improvement and serve as a starting point for any quality improvement efforts our organization undertakes each year.

The following survey results are taken from key questions from the 2010 Satisfaction Surveys. We are very proud of the mental health services we provide to those in need, both in Benzie and Manistee Counties, and as you review the results, you can see that we continue to receive high degrees of satisfaction in key areas from those we serve and do business with and we promise to continue our quest for excellence in the quality of our services

## Excerpts from 2010 Satisfaction Surveys

<b>Persons Receiving Services from Centra Wellness Network</b>			
<b>Survey Question</b>	<b>% Agree</b>		
	<b>Persons with Developmental Disabilities</b>	<b>Persons with Mental Illness</b>	<b>Persons completing services</b>
Staff responded promptly to my request for services.	90%	94%	100%
Staff are courteous and respectful.	91%	98%	100%
Staff helps me to get the right type of services for my problem.	91%	96%	100%
In general, I am satisfied with the services provided by CMH.	93%	94%	100%
Staff understand my needs and situation.	91%	93%	100%
Staff have the knowledge and skills to serve me well.	97%	96%	100%
The services I receive help me to function better in my life.	93%	92%	100%
If I were to seek help again, I would come back to the same program.	88%	95%	100%

<b>Persons Receiving Residential Services – Residents/ Family/Guardians</b>	
<b>Survey question</b>	<b>Residents/Family/Guardians % Agree</b>
Do you feel your needs are taken care of here? (Question to residents only)	100%
Do staff treat residents with respect? (Question to Family/Guardians only)	87%
Do staff seem caring toward residents? (Question to Family/Guardians only)	93%

<b>Contractors:</b>	
<b>Survey question</b>	<b>% Satisfied</b>
How satisfied are you with the customer service provided to clients and their families?	100%
How satisfied are you with the customer service provided to contractors and office staff?	100%

<b><u>Referral Sources:</u></b>	
<b>Survey question</b>	<b>% Agree</b>
Staff responded promptly to my request for service.	76%
Staff I (we) dealt with have been courteous, knowledgeable and helpful.	86%
In general, I (we) were satisfied with the services provided by Centra Wellness Network.	76%

### **Comments from persons receiving services.**

All the staff we work with are wonderful to work with, They are very helpful and a very necessary part of our lives!

The family is grateful for the people working at CMH. When we had all but given up hope for help (psychiatric services) turned our Dad around to be able to function again was the greatest gift to us after three years of hell! We appreciate all employees there – they have helped in many ways. Thank you doesn't seem enough. We appreciate everyone and all that's been done.

I want everyone to know that they have been very helpful during all the years I have been with Centra Wellness. The therapist has been very helpful and all of the nurses, doctors and staff. Keep up the good work everyone.

My case manager has been very supportive and listens and helps me with my needs. Thank you so much for support services.

Our family has really needed the help of Centra Wellness. I have no doubt that my son's therapist will make a huge difference in his life and our family. I just want to thank you all.

I am very pleased to have access to your services. You go above and beyond to help me out, especially when things do come up. It is great to know that if a crisis comes up I can speak to somebody not matter what time of the day it is. Thank you everybody, for your kindness and caring.

Counselor is very good at his job, very willing to help, seems genuinely caring. I recommend him to anyone.

The staff is friendly and helpful. I feel comfortable when I come here.

Everyone at the office was great. They helped me with my problem and showed me how to get along with my brain injury and I have severe back injury. I'll have them both for the rest of my life but they all taught me how to live the best I could.