

COMMUNITY MENTAL HEALTH AFFILIATION OF MID-MICHIGAN

**Community Mental Health Authority - Clinton-Eaton-Ingham
Gratiot Community Mental Health Agency
Ionia Community Mental Health Services
Manistee-Benzie Community Mental Health
Newaygo Community Mental Health**

2009 CONTRACTOR SATISFACTION SURVEY

By

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Community Mental Health Affiliation of Mid-Michigan 2009 Contractor Satisfaction Survey

I. Summary

In September 2009, as part of the Community Mental Health Affiliation of Mid-Michigan=s (Affiliation) quality improvement efforts, a satisfaction survey was administered to all contractors of the Affiliation=s member organizations (i.e., CEI, Ionia, Gratiot, Newaygo and Manistee-Benzie). Surveys were mailed to 280 contractors. Of the 280 surveys mailed, and 83 surveys were completed and returned for review (30% return rate). Table 1 shows that the highest return rates were for Manistee-Benzie (35%) and Gratiot (32%).

The *”Contractor Satisfaction Survey”* was developed specifically for this survey group. It has been used for several years by CEI within its network of contractor providers. The survey contains 20 questions, divided into three sections (e.g., clinical care, administration, demographics). Fourteen questions use a Likert-type format (“very satisfied”, “somewhat satisfied”, “somewhat dissatisfied”, “very dissatisfied”). Five questions identify participant demographics (e.g., practice type, tenure with CMH). The questionnaire also includes a section for respondents to provide written comments for enhancing their satisfaction level. See Appendix A for a copy of the survey instrument.

Each of the five CMHs compiled a listing of current contractors for their organization. Each survey was coded by CMH (i.e., CEI, Ionia, Gratiot, Newaygo or Manistee-Benzie). Coded survey forms were then mailed by each CMH to their contractors. The mailing included an informational letter from the CMH, a survey form (with their CMH=s name on it) and a stamped self-addressed return envelope. Surveys were mailed by each CMH during September 2009 and

returned to the CEI Evaluation Unit for data entry and summary analysis.

Data results in this report came from self-selected participants who chose to return questionnaires voluntarily. The respondents to the survey were anonymous, although respondents could identify themselves if they wanted someone from CMH to address their specific concerns noted in the survey.

II. Findings

Table 1 shows the survey response rates and Table 2 presents the percentages of “Very Satisfied” and “Somewhat Satisfied” for the 14 survey items by CMH. Table 3 shows the response pattern to the survey items. Appendix A presents a copy of the survey instrument. Table 4 displays the means by CMH for each of the 14 items. Appendix B presents the written comments from Contractors by each CMH.

Table 1: 2009 Affiliation Contractor Satisfaction Survey Return Rates

CMH	# Mailed	# Returned (completed)	Return Rate (%)
CEI	83	22	27
IONIA	45	13	29
NEWAYGO	49	13	27
MANISTEE-BENZIE	66	23	35
GRATIOT	37	12	32
TOTAL	280	83	30

Return rate is calculated on the following formula: $[(\# \text{ Returned Completed}) / ((\# \text{ mailed}) - (\# \text{ returned from P.O.}))] \times 100$

III. Analysis of Findings

Overall, contractors were positive (ratings of **”very satisfied”** or **”somewhat satisfied”**) with the services and treatment received from CMH. Respondents considered six areas related to clinical care and eight areas pertaining to the administration and organization of their CMH.

Clinical Care

Overall, satisfaction ratings (**”very satisfied”** and **”somewhat satisfied”**) for those that had experience with this section ranged from 67% to 100%. Ninety-six percent were satisfied with the level of customer service provided to them and their staff. Ninety-six percent indicated that CMH provided competent services to clients and their families and 99% stated that CMH clients appeared well informed about their rights as a mental health consumer. Ninety-nine percent were satisfied with the quality of the care authorization process at CMH. Eighty-seven percent reported that they were satisfied with the grievance and appeal process currently at CMH. Ninety-three percent were satisfied with their access to consultations relative to clients. However, some of the respondents (n=41,53%) had not had any experience with the grievance and appeal procedures at their CMH. (Table 3, Question 3).

Administration/Organization

Overall, satisfaction ratings (**”very satisfied”** and **”somewhat satisfied”**) for those that had experience with this section ranged from 75% to 100%. Ninety-six percent were satisfied with their ability to participate in quality management or quality assurance activities. Ninety-seven percent stated that they were satisfied with the accuracy of payment for their services from CMH. Ninety-two percent responded that they were satisfied with the training provided by CMH to their staff. Ninety percent indicated that the timeliness of payment for their services was

appropriate. Ninety-four percent reported their satisfaction with CMH=s efforts to keep them informed about issues that may impact CMH or their organization (e.g., changes in funding, regulations). Ninety percent indicated that CMH was open to their recommendations for changes in their contractual operations and their negotiations. Ninety-one percent indicated that the amount of paperwork required by CMH was acceptable and 89% indicated that they were satisfied with the contract negotiation process used by CMH. However, many of the respondents (n=28, 35%) had not had any experience with the quality management or quality assurance activities or experience with training opportunities (n=22, 27%) at their CMH.

Demographics

Ninety-six percent (n=76) of respondents stated that they would recommend partnering with CMH as a contractor to a colleague. Only 3% indicated they were not sure if they would recommend CMH as a contractor to a colleague.

In response to the question concerning their type of practice, over half the respondents (72%) were with an organization or group practice, 25% were with an individual (solo) practice and 3% reported they were with an “other” type of practice. Type of client care offered showed that respondents largely worked in residential settings (64%), followed by Clinical/Therapy Services (22%), Inpatient settings (8%), and work services (6%). Tenure as a contractor with their CMH showed that 21% of the respondents had 1-3 years experience as a contractor with their CMH. Thirty-six percent had ten years or more experience with their CMH. Twelve percent had 4-6 years experience, 12% had less than one year experience, and 21% had 7-9 years experience as a contractor.

IV. Use of Findings

The percentages by Affiliation and its member CMHs indicate areas in which contractor satisfaction is very positive (“**very satisfied**” and “**somewhat satisfied**”), and not positive (“**somewhat dissatisfied**” or “**very dissatisfied**”). Each CMH should use these findings to further initiate quality improvement efforts. Overall, each CMH may benefit by seeking avenues that involve contractors= participation in their quality management or quality assurance activities, as well as, considering the viability of including contractors and their staff within each organization’s ongoing in-service training activities.

Table 2: Percentages of Survey Items by CMH

Section I. How satisfied are you with CMH in the following areas related to clinical care?	Percentage aVery/Somewhat Satisfied@					
	CEI (n=22)	IONIA (n=13)	NEWAYGO (n=13)	MANISTEE- BENZIE (n=23)	GRATIOT (n=12)	TOTAL (n=83)
1. How satisfied are you with the quality of the care authorization process at CMH.	100	100	100	94	100	99
2. How satisfied are you with access to consultations relative to a specific client or episode with CMH staff?	95	83	100	95	91	93
3. How satisfied are you with grievance and appeal procedures at CMH?	83	67	100	88	100	87
4. How satisfied are you with the customer service provided by CMH to clients and their families?	90	100	100	94	100	96
5. How satisfied are you with the customer service provided by CMH to contractors and office staff?	95	100	100	89	100	96
6. Do you feel that CMH clients are well informed about their rights as a mental health consumer?	100	100	100	94	100	99
Section II. How satisfied are you with CMH in the following areas related to administration and organization?						
7. How satisfied are you with the amount of paperwork required by CMH?	81	92	100	90	100	91
8. How satisfied are you with the timeliness of payment for your services from CMH?	82	100	100	94	83	90
9. How satisfied are you with the accuracy of payment for your services from CMH?	96	100	100	100	92	97
10. How satisfied are you with the training provided by CMH to the staff of contractors?	84	100	100	92	89	92
11. How satisfied are you with your ability to participate in quality management or quality assurance activities?	94	89	100	100	100	96
12. How satisfied are you with the contract negotiation process used by CMH?	94	89	100	100	100	96
13. How satisfied are you with CMH=s efforts to keep you informed about issues that may impact CMH or your organization (e.g., changes in funding, regulations)?	100	92	100	82	100	94
14. How satisfied are you with CMH=s openness to your recommendations for changes in their contractual operations and their negotiations with your organization?	94	75	91	88	100	90

*** Percentages are for those contractors that had experience with the content of each question.

Table 3: Response Pattern for Contractor Survey

Section I. How satisfied are you with CMH in the following areas related to clinical care? Please mark one box only.	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		No experience with this issue	
	N	%	N	%	N	%	N	%	N	%
1. How satisfied are you with the quality of the care authorization process at CMH.	51	67	17	22	1	1	0	0	7	9
2. How satisfied are you with access to consultations relative to a specific client or episode with CMH staff?	51	65	17	22	3	4	2	3	5	6
3. How satisfied are you with grievance and appeal procedures at CMH?	22	28	10	13	3	4	2	3	41	53
4. How satisfied are you with the customer service provided by CMH to clients and their families?	46	60	20	26	2	3	1	1	8	10
5. How satisfied are you with the customer service provided by CMH to contractors and office staff?	56	72	16	21	3	4	0	0	3	4
6. Do you feel that CMH clients are well informed about their rights as a mental health consumer?	55	71	12	15	1	1	0	0	10	13
Section II. How satisfied are you with CMH in the following areas related to administration and organization? If you do not have personal experience in one of these areas, please mark ANo experience with this issue@										
7. How satisfied are you with the amount of paperwork required by CMH?	44	54	26	32	6	7	1	1	5	6
8. How satisfied are you with the timeliness of payment for your services from CMH?	52	64	12	15	7	9	0	0	10	12
9. How satisfied are you with the accuracy of payment for your services from CMH?	61	75	10	12	2	3	0	0	8	10
10. How satisfied are you with the training provided by CMH to the staff of contractors?	38	47	16	20	4	5	1	1	22	27
11. How satisfied are you with your ability to participate in quality management or quality assurance activities?	35	44	15	19	2	3	0	0	28	35
12. How satisfied are you with the contract negotiation process used by CMH?	41	51	14	18	7	9	0	0	18	23
13. How satisfied are you with CMH=s efforts to keep you informed about issues that may impact CMH or your organization (e.g., changes in funding, regulations)?	52	63	22	27	4	9	1	1	3	4
14. How satisfied are you with CMH=s openness to your recommendations for changes in their contractual operations and their negotiations with your organization?	43	53	18	22	6	7	1	1	13	16

Section III. The last set of questions relates to overall feelings about CMH and some basic demographics about you and your clients.

15. Would you recommend partnering with CMH as a contractor to a colleague?	Yes		No		Not Sure	
	N	%	N	%	N	%
CEI	20	91	1	5	1	5
Ionia	12	100	0	0	0	0
Newaygo	12	100	0	0	0	0
Manistee-Benzie	20	95	0	0	1	5
Gratiot	12	100	0	0	0	0
Total:	76	76	1	1	2	3
16. What is your practice management type?	Organization/ Group		Solo		Other	
	N	%	N	%	N	%
CEI	18	82	4	18	0	0
Ionia	9	75	3	25	0	0
Newaygo	8	62	3	23	2	15
Manistee-Benzie	11	61	7	39	0	0
Gratiot	9	82	2	18	0	0
Total:	55	72	19	25	2	3

17. What type of client care do you offer?	Residential		Inpatient		Work Services		Clinical/Therapy Services	
	N	%	N	%	N	%	N	%
CEI	18	82	1	5	0	0	3	14
Ionia	9	69	1	8	2	15	1	8
Newaygo	4	36	2	18	1	9	4	36
Manistee-Benzie	10	67	1	7	0	0	4	27
Gratiot	5	46	1	9	1	9	4	36
Total:	46	64	6	8	4	6	16	22

18. How long have you been involved as a contractor with CMH?	Less 1 year		1-3 years		4-6 years		7-9 years		10 years or more	
	N	%	N	%	N	%	N	%	N	%
CEI	3	14	6	27	2	9	4	18	7	32
Ionia	2	15	3	23	1	8	4	31	3	23
Newaygo	0	0	2	17	2	17	3	25	5	42
Manistee-Benzie	3	16	5	26	4	21	1	5	6	32
Gratiot	1	8	0	0	0	0	4	33	7	58
Total:	9	12	16	21	9	12	16	21	28	36

Table 4: Contractor Survey Means by CMH

Section I. How satisfied are you with CMH in the following areas related to clinical care?	Means					
	CEI	IONIA	NEWAYGO	MANISTEE-BENZIE	GRATIOT	TOTAL
1. How satisfied are you with the quality of the care authorization process at CMH.	3.56	3.83	3.82	3.67	3.90	3.72
2. How satisfied are you with access to consultations relative to a specific client or episode with CMH staff?	3.55	3.42	3.73	3.63	3.73	3.60
3. How satisfied are you with grievance and appeal procedures at CMH?	3.08	3.17	3.75	3.38	4.00	3.41
4. How satisfied are you with the customer service provided by CMH to clients and their families?	3.32	3.75	3.67	3.59	4.00	3.61
5. How satisfied are you with the customer service provided by CMH to contractors and office staff?	3.50	3.85	3.85	3.61	3.91	3.71
6. Do you feel that CMH clients are well informed about their rights as a mental health consumer?	3.75	3.83	3.90	3.71	3.89	3.79
Section II. How satisfied are you with CMH in the following areas related to administration and organization?						
7. How satisfied are you with the amount of paperwork required by CMH?	3.19	3.46	3.75	3.47	3.67	3.47
8. How satisfied are you with the timeliness of payment for your services from CMH?	3.41	3.82	3.90	3.69	3.58	3.63
9. How satisfied are you with the accuracy of payment for your services from CMH?	3.64	3.92	3.73	4.00	3.83	3.81
10. How satisfied are you with the training provided by CMH to the staff of contractors?	3.37	3.60	3.63	3.62	3.67	3.54
11. How satisfied are you with your ability to participate in quality management or quality assurance activities?	3.56	3.33	3.78	3.64	4.00	3.63
12. How satisfied are you with the contract negotiation process used by CMH?	3.53	3.42	3.55	3.69	3.56	3.55
13. How satisfied are you with CMH=s efforts to keep you informed about issues that may impact CMH or your organization (e.g., changes in funding, regulations)?	3.74	3.23	3.77	3.41	3.83	3.58
14. How satisfied are you with CMH=s openness to your recommendations for changes in their contractual operations and their negotiations with your organization?	3.53	3.33	3.64	3.41	3.73	3.51

(Scored: 1=Very Dissatisfied 2=Somewhat Dissatisfied 3=Somewhat Satisfied 4=Very Satisfied)

APPENDIX A:

Survey Instrument & Cover Letter

[CMH LETTERHEAD]

2009 Contractor Satisfaction Survey

Annually CMH surveys its network of contractors in order to evaluate our performance and to identify strengths and areas needing improvement. Contractor satisfaction is very important to CMH. This information will be aggregated for review. At no time will you be identified personally to any program or department within CMH.

When indicating your responses, consider **Avery satisfied** to mean, AI would not make major changes to CMH on the issue in question and **Avery dissatisfied** to mean, AI have considered dropping my contract with CMH based on the issue in question. Please restrict your answers to your experiences within the last six months.

Section I. How satisfied are you with CMH in the following areas related to clinical care? Please mark one box only. If you are not involved in clinical care, please proceed directly to Section II.					
	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	No experience with this issue
1. How satisfied are you with the quality of the care authorization process at CMH.					
2. How satisfied are you with access to consultations relative to a specific client or episode with CMH staff?					
3. How satisfied are you with grievance and appeal procedures at CMH?					
4. How satisfied are you with the customer service provided by CMH to clients and their families?					
5. How satisfied are you with the customer service provided by CMH to contractors and office staff?					
6. Do you feel that CMH clients are well informed about their rights as a mental health consumer?					

Section II. How satisfied are you with CMH in the following areas related to administration and organization? If you do not have personal experience in one of these areas, please mark "No experience with this issue".					
7. How satisfied are you with the amount of paperwork required by CMH?					
8. How satisfied are you with the timeliness of payment for your services from CMH?					
9. How satisfied are you with the accuracy of payment for your services from CMH?					
10. How satisfied are you with the training provided by CMH to the staff of contractors?					
11. How satisfied are you with your ability to participate in quality management or quality assurance activities?					
12. How satisfied are you with the contract negotiation process used by CMH?					

OVER

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	No experience with this issue
13. How satisfied are you with CMH=s efforts to keep you informed about issues that may impact CMH or your organization (e.g., changes in funding, regulations)?					
14. How satisfied are you with CMH=s openness to your recommendations for changes in their contractual operations and their negotiations with your organization?					

Section III. The last set of questions relates to overall feelings about CMH and some basic demographics about you and your clients.

15. Would you recommend partnering with CMH as a contractor to a colleague?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not Sure		
16. What is your practice management type?	<input type="radio"/> Organization/ Group	<input type="radio"/> Solo	<input type="radio"/> Other, please specify:		
17. What type of client care do you offer?	<input type="radio"/> Residential	<input type="radio"/> Inpatient	<input type="radio"/> Work Services	<input type="radio"/> Clinical/Therapy Services List:	
18. How long have you been involved as a contractor with CMH?	<input type="radio"/> Less than 1 year	<input type="radio"/> 1-3 years	<input type="radio"/> 4-6 years	<input type="radio"/> 7-9 years	<input type="radio"/> 10 years or more

19. We also welcome your comments and suggestions.

If you would like someone from Community Mental Health to work with you on addressing your concerns noted above, please provide us with your name and telephone.

Name: _____ Telephone: _____

THANK YOU FOR YOUR ASSISTANCE

Please return survey to:

**Richard Coelho, Ph.D.
Community Mental Health
812 East Jolly Road, Suite G10
Lansing, Michigan 48910**

[CMH LETTERHEAD]

EXAMPLE

September 20, 2009

Dear CMH Contractor:

As a part of our efforts to continually improve the services provided by Community Mental Health of Clinton-Eaton-Ingham Counties, we regularly ask our stakeholders (client, contractors, referral sources, providers) to let us know how we are doing. It is only through this dialogue that we are able to continually improve our services to better meet the needs of the residents of the tri-county area. Enclosed is a questionnaire that is part of that dialogue.

Your views are very important to us, and suggestions will be used to improve services we provide to contractors. Please take a moment to complete the enclosed questionnaire and return it in the enclosed, self-addressed envelope. Your answers will be kept confidential and reported only in the aggregate.

If you have questions relative to this questionnaire, do not hesitate to contact Richard Coelho, Evaluation Specialist, at (517) 346-8414.

Thank you, in advance, for your cooperation.

Sincerely,

Robert Sheehan
Executive Director

contractor/09

APPENDIX B:

Contractor Comments

2009 Contractor Comments

CEI

Everyone our company works with are very professional and truly invested in their clients. Higher reimbursement rates obviously, but that is out of CH control.

Staff express frustration with trying to locate aftercare services from a 3-ring binder provided to us. Not having aftercare provided by CMH increases liability to the hospital and physicians. It further complicates the hand-off of care and med compliance. I understand your financial crisis but patients are the one who lose.

Our home is well qualified to take care of our residents and will continue with this qualified care. But we still looking for CEI CMH to provide as with comparable contract according to our qualification and the care we provide our clients.

A meeting with the contractors (providers) is needed to share experiences, short comings and expectations to better improve services. I have made these suggestions more than 3 years without success. I have not met R, even after contracting CMH more than 7 years. He should be available and open as Dr. R is to us. Please call me at.....

Spectrum has had no problems with CEI and the staff we work with.

Would like to see more specific training in the area of “hands on with residents” such as – hygiene, interaction with residents-grooming-oral care-what things to look for regarding skin break down – team work – communication – among direct care workers “I would love to help”

The training center is too liberal and recipient rights people swear too much in their presentation (poor example for youth). Care providers need to have a voice in their case worker choice. A and J have been great to work with and also M !

Your plan of care that you provide the agencies could be a lot better and clearer. Especially for things that pertain to the actual agency. Right now it's a big headache to go through all the paperwork to find out the approved hours and the care plan.

GRATIOT

Just a great agency to contract with. Always available if you have questions or needs.

I would like to see funding to bring MMI back. Never give up – keep pushing for more funding for Gratiot CMH.

I have worked with Gratiot CMH for many years. They really try to meet the client's needs using as many resources as possible, I love working with them.

I am always getting my reimbursement for paying my family's clients in my name. c/pay

amount is in Medicare they receive each month. I get it way at the end of the month or not at all, cause sometimes wasn't right when I gave them all I had received in medical receipts. I haven't asked in a long time if what I receive is enough to cover expenses.

Recent staff reductions have created longer payment lapses. We appreciate the team atmosphere created by Gratiot. We feel respected and appreciated by Gratiot staff.

IONIA

Administration and case manager do a great job!

We enjoy our working relationship with the Board and staff of ICCMH, Good people, good programs.

I have worked with my local CMH for 10 years in the areas of family support, foster care and respite. I feel like a valued team member and our partnership is wonderful.

NEWAYGO

As an explanation, recent changes have led to some frustrating moments, delays and reimbursement issues that had not been experienced since our work together began. Recent interactions have also been difficult with some of the staffing changes and their approval to interactions. Look forward to these issues settling themselves.

Keep up the good work! It has been a pleasure working with you.

The officer for Newayo County is very condescending in both her tone of voice and actions. Very intimidating in her demeanor.

A great Board and staff to work with, they maintain open lines of communication and are responsive to our needs. Very consumer and program oriented.

Please make sure we receive pre-admin screening paperwork ahead of the patient.

I have been impressed with the clinicians NCCMH, particularly P , K and A i.

MANISTEE-BENZIE

Very easy to work with and professional.

I do very little helping now because of cutbacks, but all my dealings with you has been very, very good, just don't feel as I'm qualified to answer any more than I did.

Benzie County S.O. Is very pleased with CMH services.

MBCMh is an exceptional partner to work with.

CMH works with Manistee High School in the work-based instruction area. We have

been pleased with the organization, communication and availability of CMH representatives at both IEPS and regarding placement of students/ I filled out section one with the above comments in mind.

CMH has made a decision regarding moving a client with no attempt to gather input from our staff or the resident or his family about the negative impact on his life. CMH rarely visits the home or resident. Their only concern is cost of care and they have no idea of the level of care we provide. We have already reduced our per diem at their request.

MBCM administration and staff do an excellent job of serving their consumers and supporting contractors.

I was happily employed by CMH for 7 years – when I became a contract provider, I was surprised by the lack of knowledge clients had, i.e. that CMH staff are paid to work for them (SD). I would like to see greater respect given to consumers as being people in recovery. Overall, my experience with CMH has been positive.

P does a great job!