



Provider Network - November 5, 2019

# Stakeholder Satisfaction



# Our Stakeholders

- North Country has many stakeholders including, but not limited to, persons served, employees, referral sources, other health and human service agencies, funding sources, primary care providers, courts, schools, MDHHS, the state legislature, and the taxpayers or general community. The organization conducts periodic quantitative and qualitative assessments of consumers' experience with its services.

Excerpt: [Quality Improvement Plan](#)



# Snapshot Surveys

- Snapshot satisfaction surveys are conducted annually for various programs. Questions assess the relationship between the client and staff, involvement in treatment planning, progress in recovery, and getting help when needed. North Country's goal is 90% of clients scoring greater than or equal to 3 on a scale of 1 to 4. In FY18, five of the six programs exceeded the goal, with adult case management scoring the highest overall satisfaction at 97.04%

	Feb-18			Feb-17		
	n=	Avg Score	%>3	n=	Avg Score	%>3
ACT	22	3.64	94.80%	12	3.61	88.69%
MI CSM - Adult	41	3.62	97%	68	3.62	96.27%
MI CSM - Youth	7	3.22	86.81%	11	3.59	96.50%
Clubhouse	66	3.54	94.20%	63	3.6	89.92%
Medical Svcs	72	3.49	91.40%	58	3.57	92.39%
OP Therapy	184	3.61	94.90%	134	3.65	95.73%
	392	3.52	93.20%	346	3.6	93.25%
NCCMH Return Rate = 90.44%						
NMRE Return Rate = 72.34%						



# Snap Shot Survey

While the scores provide an indication of overall satisfaction, the narrative comments provide more relevant information about opportunities for improvement. The QI Council reviews these comments and initiates action, where indicated. Comments are largely complimentary and appreciative of the staff and services at North Country. Comments included:

- I like how interpersonal the staff is, they are very easy to talk to (Adult CSM)
- I like when I finally decided to have counseling. They treated me with respect and were very helpful and are giving me the tools I need to be better (Outpatient)
- I like how I never feel judged, and always feel understood (Outpatient)
- Case manager is willing to meet my son and I at times at our house or my son at school (Youth CSM)
- Counseling appointments are coordinated with doctor med reviews (Outpatient/Medical)
- How caring they are to the clients (Medical)
- Knowing I can participate in my treatment (Medical)
- Involving members in choices that affect the Clubhouse and Clubhouse tasks (Clubhouse)
- There is people's feelings to consider and CMH respects that each person is different and has different values (Clubhouse)
- All things have come together for best interest of all involved. I am actually doing better (ACT)



# I/DD Services

Persons with intellectual/developmental disabilities, or their guardians, are asked to complete a 35-question survey at the annual Plan of Service. The survey assesses the consumer's quality of life and the extent to which they make choices in their treatment and living situation. The survey uses a 5-point Likert scale (from 5-strongly agree to 1-strongly disagree). The table below shows the percent of respondents with overall satisfaction greater than 3.0.

Percent > 3.0		
	FY18	FY17
Adults	97%	91%
Children	83%	83%



# Other Stakeholders

- 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. The most recent survey was conducted in February of this year. Overall 76.41% of responses were very good or good, 19.4% fair, and 4.6% poor. Our target is > 90% very good or good.
- When asked what we do well comments included:
  - Staff! We contract with several other agencies, and NCCMH has the most skilled, reasonable, professional, accessible staff. From office staff, therapists to mid and upper level management. While all agencies have bureaucracy and contractual restraints, it seems that the culture that pervades is what can we do to help this family.
  - Contract management, compliance
  - It appears they truly care about the individuals they serve.
  - I receive prompt payments. Communication has always been friendly and, although I don't know anyone in the NCCMH office, I feel like I have had a connection.
  - Attentiveness, Communication, Delivery of Case management services, Friendly and helpful
- When asked what we can do better suggestions included:
  - NorthStar is being under utilized. It would be nice to see a complete record for each consumer (e.g., PSA, Quarterly Reviews, Medication Review notes, etc).
  - Behavior support services. Assistance with working through DHHS/Medicaid problems. Training on use of equipment. More PT.
  - More classes for new hires and up dates on FA/CPR
  - Information passed to case managers and then to home providers



# Top 3 Areas for Improvement

Based on poor/very poor %

- Timeliness of client related documents (13.5%)
  - IPOS Documents
- Training schedule meets your needs (10.3%)
  - Classes are sometimes full
  - Frequency vs requirements
  - Out-of-catchment
- Ease of processing information in NorthStar (9%)
  - New to it/Learning
  - Out-of-catchment
  - I can submit claims/Would like more information



# MDHHS Survey

- IPOS builds on capacity to engage in activities
- IPOS measurable goals
- Services not delivered at frequency indicated
- Training on the IPOS – NCCMH SC trains provider
- Training – Provider staff – legible signatures/printed names
- Paraprofessional Qualifications