

# **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**

## **2008 CONTRACTOR SATISFACTION SURVEY**

**By**

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# **Community Mental Health Affiliation of Mid-Michigan 2008 Contractor Satisfaction Survey**

## **I. Summary**

In September 2008, 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 239 contractors. Of the 239 surveys mailed, and 107 surveys were completed and returned for review (45% return rate). Table 1 shows that the highest return rates were for CEI (80%), Gratiot (53%) and Manistee-Benzie (38%).

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 2008 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: 2007 Affiliation Contractor Satisfaction Survey Return Rates**

CMH	# Mailed	# Returned (completed)	Return Rate (%)
CEI	53	40	80
IONIA	65	22	34
NEWAYGO	49	12	24
MANISTEE-BENZIE	34	13	38
GRATIOT	38	20	53
<b>TOTAL</b>	<b>239</b>	<b>107</b>	<b>45</b>

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

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### **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 95% to 100%. Ninety-eight percent were satisfied with the level of customer service provided to them and their staff. Ninety-nine percent indicated that CMH provided competent services to clients and their families and 100% stated that CMH clients appeared well informed about their rights as a mental health consumer. Ninety-six 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=45) 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 88% to 96%. Ninety-five 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-six percent responded that they were satisfied with the training provided by CMH

to their staff. Ninety-four percent indicated that the timeliness of payment for their services was appropriate. Ninety-six 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-six percent indicated that CMH was open to their recommendations for changes in their contractual operations and their negotiations. Eighty-eight percent indicated that the amount of paperwork required by CMH was acceptable and 92% indicated that they were satisfied with the contract negotiation process used by CMH. However, many of the respondents (n=41) had not had any experience with the quality management or quality assurance activities or experience with training opportunities (n=38) at their CMH.

### **Demographics**

Ninety-four percent (n=94) of respondents stated that they would recommend partnering with CMH as a contractor to a colleague. Only 6% 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 (68%) were with an organization or group practice, 26% were with an individual (solo) practice and 6% reported they were with an "other" type of practice. Type of client care offered showed that respondents largely worked in residential settings (62%), followed by Clinical/Therapy Services (23%), Inpatient settings (9%), and work services (6%). Tenure as a contractor with their CMH showed that 25% of the respondents had 1-3 years experience as a contractor with their CMH. Thirty-eight percent had ten years or more experience with their CMH. Fourteen percent had 4-6 years experience, 8% had less than one year's experience, and 15% 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 inservice 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 "Very/Somewhat Satisfied"					
	CEI (n=35)	IONIA (n=17)	NEWAYGO (n=11)	MANISTEE- BENZIE (n=10)	GRATIOT (n=16)	TOTAL (n=89)
1. How satisfied are you with the quality of the care authorization process at CMH.	94	100	92	82	100	95
2. How satisfied are you with access to consultations relative to a specific client or episode with CMH staff?	94	94	100	100	100	97
3. How satisfied are you with grievance and appeal procedures at CMH?	96	100	100	80	100	96
4. How satisfied are you with the customer service provided by CMH to clients and their families?	97	100	100	100	100	99
5. How satisfied are you with the customer service provided by CMH to contractors and office staff?	94	100	100	100	100	98
6. Do you feel that CMH clients are well informed about their rights as a mental health consumer?	100	100	100	100	100	100
<b>Section II. How satisfied are you with CMH in the following areas related to administration and organization?</b>						
7. How satisfied are you with the amount of paperwork required by CMH?	89	90	100	64	90	88
8. How satisfied are you with the timeliness of payment for your services from CMH?	92	100	88	92	95	94
9. How satisfied are you with the accuracy of payment for your services from CMH?	100	95	100	92	95	97
10. How satisfied are you with the training provided by CMH to the staff of contractors?	96	92	100	100	92	96
11. How satisfied are you with your ability to participate in quality management or quality assurance activities?	91	100	100	100	92	95
12. How satisfied are you with the contract negotiation process used by CMH?	93	91	91	82	100	92
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)?	97	91	100	100	95	96
14. How satisfied are you with CMH's openness to your recommendations for changes in their contractual operations and their negotiations with your organization?	91	100	100	100	94	96

\*\*\* 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.	60	59	29	29	4	4	1	1	7	7
2. How satisfied are you with access to consultations relative to a specific client or episode with CMH staff?	59	59	27	27	2	2	1	1	11	11
3. How satisfied are you with grievance and appeal procedures at CMH?	39	40	12	12	1	1	1	1	45	46
4. How satisfied are you with the customer service provided by CMH to clients and their families?	60	59	24	24	1	1	0	0	16	16
5. How satisfied are you with the customer service provided by CMH to contractors and office staff?	70	70	22	22	2	2	0	0	6	6
6. Do you feel that CMH clients are well informed about their rights as a mental health consumer?	69	68	17	17	0	0	0	0	15	15
<b>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"</b>										
7. How satisfied are you with the amount of paperwork required by CMH?	58	56	28	27	9	9	3	3	5	5
8. How satisfied are you with the timeliness of payment for your services from CMH?	68	64	24	23	5	5	1	1	8	8
9. How satisfied are you with the accuracy of payment for your services from CMH?	78	73	17	16	2	2	1	1	9	8
10. How satisfied are you with the training provided by CMH to the staff of contractors?	48	46	16	15	3	3	0	0	38	36
11. How satisfied are you with your ability to participate in quality management or quality assurance activities?	44	42	16	15	3	3	0	0	41	39
12. How satisfied are you with the contract negotiation process used by CMH?	60	57	23	22	6	6	1	1	16	15
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)?	57	53	36	34	4	4	0	0	10	9
14. How satisfied are you with CMH's openness to your recommendations for changes in their contractual operations and their negotiations with your organization?	59	44	28	26	4	4	0	0	16	15

**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	38	97	0	0	1	3
Ionia	22	100	0	0	0	0
Newaygo	11	92	0	0	1	8
Manistee-Benzie	10	77	0	0	3	23
Gratiot	19	95	0	0	1	5
Total:	100	94	0	0	6	6
16. What is your practice management type?	Organization/ Group		Solo		Other	
	N	%	N	%	N	%
CEI	25	68	10	27	2	5
Ionia	16	73	6	27	0	0
Newaygo	5	42	5	42	2	17
Manistee-Benzie	11	85	2	15	0	0
Gratiot	14	70	4	20	2	10
Total:	71	68	27	26	6	6

17. What type of client care do you offer?	Residential		Inpatient		Work Services		Clinical/Therapy Services	
	N	%	N	%	N	%	N	%
CEI	32	80	4	10	1	3	3	8
Ionia	13	62	2	10	2	10	4	19
Newaygo	3	30	2	20	1	10	4	40
Manistee-Benzie	7	53	0	0	1	8	4	33
Gratiot	8	44	1	6	1	6	8	44
Total:	63	62	9	9	6	6	23	23

  

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	8	7	18	9	23	3	8	18	45
Ionia	0	0	8	36	3	14	3	14	8	36
Newaygo	0	0	4	33	1	8	4	33	3	25
Manistee-Benzie	4	31	4	31	1	8	1	8	3	23
Gratiot	1	5	4	20	1	5	5	25	9	45
Total:	8	8	27	25	15	14	16	15	41	38

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.	3.58	3.59	3.58	3.27	3.72	3.57
2. How satisfied are you with access to consultations relative to a specific client or episode with CMH staff?	3.51	3.53	3.73	3.70	3.81	3.62
3. How satisfied are you with grievance and appeal procedures at CMH?	3.68	3.43	3.88	3.40	3.82	3.68
4. How satisfied are you with the customer service provided by CMH to clients and their families?	3.58	3.71	3.92	3.60	3.81	3.69
5. How satisfied are you with the customer service provided by CMH to contractors and office staff?	3.63	3.72	3.82	3.67	3.89	3.72
6. Do you feel that CMH clients are well informed about their rights as a mental health consumer?	3.82	3.67	4.00	3.70	3.81	3.80
<b>Section II. How satisfied are you with CMH in the following areas related to administration and organization?</b>						
7. How satisfied are you with the amount of paperwork required by CMH?	3.49	3.50	3.75	2.64	3.55	3.44
8. How satisfied are you with the timeliness of payment for your services from CMH?	3.53	3.67	3.63	3.58	3.79	3.62
9. How satisfied are you with the accuracy of payment for your services from CMH?	3.76	3.71	3.89	3.58	3.84	3.76
10. How satisfied are you with the training provided by CMH to the staff of contractors?	3.75	3.58	4.00	3.43	3.54	3.67
11. How satisfied are you with your ability to participate in quality management or quality assurance activities?	3.59	3.58	3.82	3.20	3.85	3.65
12. How satisfied are you with the contract negotiation process used by CMH?	3.57	3.52	3.64	3.27	3.82	3.58
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)?	3.62	3.32	3.73	3.63	3.53	3.55
14. How satisfied are you with CMH's openness to your recommendations for changes in their contractual operations and their negotiations with your organization?	3.57	3.57	3.73	3.63	3.63	3.60

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

## **APPENDIX A:**

### **Survey Instrument & Cover Letter**

[ CMH LETTERHEAD ]

2008 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 “**very satisfied**” to mean, “I would not make major changes to CMH on the issue in question” and “**very dissatisfied**” to mean, “I 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.**

<b>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.</b>					
	<b>Very Satisfied</b>	<b>Somewhat Satisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>No experience with this issue</b>
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?					

<b>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.”</b>					
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="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not Sure		
16. What is your practice management type?	<input type="checkbox"/> Organization/Group	<input type="checkbox"/> Solo	<input type="checkbox"/> Other, please specify:		
17. What type of client care do you offer?	<input type="checkbox"/> Residential	<input type="checkbox"/> Inpatient	<input type="checkbox"/> Work Services	<input type="checkbox"/> Clinical/Therapy Services List:	
18. How long have you been involved as a contractor with CMH?	<input type="checkbox"/> Less than 1 year	<input type="checkbox"/> 1-3 years	<input type="checkbox"/> 4-6 years	<input type="checkbox"/> 7-9 years	<input type="checkbox"/> 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, 2008

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/08

# **APPENDIX B:**

## **Contractor Comments**

## Contractor Survey Comments – 2008

### CEI

Any changes regarding discharge planning please send information directly to D/C planner

. Also would like some direction on what we are expected to do with substance abuse primary consumers that are not eligible for CMH and have no prescription coverage and/or transportation back to Lansing.

Staff is very helpful.

A meeting with \_\_\_\_\_ and coordinators is needed to make things better. Please consider this request.

Healthcare Appraisal should be completed in 30 days when a resident is admitted at any AFC home. We don't get cooperation with some case managers. A meeting with CMH management is needed.

As always, the overall CMH experience as a contractor is exceptional. The need for equal funds as always, would be wonderful if increased as most CMH clients require specialized care. But this, of course, is not regulated by CMH.

It is always a pleasure to work with CEI. They always assure that the homes are kept in good repair and always pass along any increases they may receive to the providers. They also make sure the consumers have anything they may need.

I appreciate the excellent professional expertise and quality of organization that \_\_\_\_\_ and \_\_\_\_\_ dedicate to the H.O.P.E. program and House of Commons. The staff at the House of Commons are very supportive and professional.

Access center – petitions

Payment issues – co-insurance

Coordination between MI-SA

Contractors should have a say on who their case worker should be or not be instead of only guardians having that choice. Most guardians are so little involved with the day to day issues between homes and case workers.

I have had a very positive experience working with CMH. Thank you.

I enjoy working with both here at OAS and having some OBRA work as needed, as well as cross-coverage for other psychiatrists.

CEI and Gratiot Co CMH are the best CMHs in all respects. We contract with six different CMH boards. Keep up the good work! Thanks!

Considering the low budget and all Community Mental Health does (looking at the fall picture). We here at Chosen Vision are satisfied. I wish there was a way to help out the day programs. I feel they need more staff. Our case manager is faithful in helping us and his visitations are appreciated.

### Gratiot

We have had more contact with CMH through supports coordinators during the past 6 months. This seems to have increased our communication. We have had some difficulty reaching the nurse and sometimes feel like we are the last to know about changes. With funding issues looming, it is important that we are able to communicate.

Gratiot County CMH is one of the finest CMHs I have contracted with over the years. Their administrative, clinical and support staff are ALWAYS available, helpful and accommodating.

This is a great group of people to work with. They try to keep me informed of what is going on with individual clients and with the agency as a whole.

### Ionia

Need work in after hour emergency mgt for behavioral clients. Also more timely BTP. Your staff are friendly. Some support staff return calls in a timely manner and some do not.

Payment accuracy – does not follow Medicaid mandates issued effective 1/1/2008.

& are awesome!

We have a good working relationship with CMH and have pleasant interactions with direct staff and management. The contract manager is also always extremely helpful in anything that is needed.

I recently completed a training by mailing and I thought this very convenient. Also consider office meeting Web-based trainings, I do this with a contract that resides out of state – very convenient.

We have enjoyed working with the staff of Ionia CMH. We have felt welcomed and have been provided with the information and reassurances needed. We look forward to continuing our working relationship.

AFC Training – Give certificates the day they complete their training. AFC needs in their files.

### Manistee-Benzie

On occasion we have had families who clearly meet the criteria for services who have been told by MBCMH that they will no longer contract with us for services. This is frustrating for families who would like to stay with their same provider. Better communication from MBCMH about their specific criteria for continuing to contract for services would be helpful.

CMH has been very available to our agency and open to suggestions, comments and budget needs. It has been a pleasure working with a county that actually seeks productive input.

I have worked for the local CMH for 18 years and left 3 years ago when we reduced the scope of services to our clients (Section 1, #4). The most recent case involved 3 family members with 3 open charts (because of psych meds rx'd) and the amount of paperwork was too complex and tedious. There is no reimbursement for paperwork time.

MBCMH was very easy to work with in setting up a contract and in providing everything necessary to provide consultation.

### Newaygo

Would like better communication after med reviews when the resident is transported by CMH and the home isn't present.

I enjoy my partnership with Children's Services workers. I feel the team is interested in providing behavior support to families and input from my area of expertise. Keep up the good work.

CMH and staff are very sensitive to the issues in my particular home, regarding bio family vs. provider. This difficult balance is crucial to placement and they work hard for all parties involved.

NCMH and its staff is a great organization to work with. We enjoy our partnership with them.

Sometime we do not receive CMH bills for several months after services were provided. It would help us if the CMH bills could be received within a couple of weeks of the time of service.