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# MEMBER SATISFACTION REPORT 2022

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## Executive Summary

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Development Centers strives to uphold its mission to help children, adults and families live healthier, happier lives. To determine success, Development Centers gathers feedback from the annual Member Satisfaction Survey. For the 2022 survey period, the Member Satisfaction Survey Executive Summary delivers an overview of survey rationale, explains the data collection method, presents general agency findings, interprets these results, addresses limitations, and formulates recommendations to improve the quality of care offered to consumers.

From September 1, 2022 to September 30, 2022, a survey was sent to every member, parent and/or guardian with an active case and a total of 696 surveys were completed. Development Centers had a 22 percent survey completion rate, which is a three percent increase when compared to the 2021 survey response rate of 19 percent. Surveys were comprised of 18 questions including a comment section. Respondents stated that their overall level of satisfaction (Question 3: reporting “very satisfied” or “satisfied”) was approximately 85 percent. As an agency, Development Centers has exceeded the Detroit Wayne Integrated Health Network (DWIHN) standard of 80 percent. Development Centers has received consequential feedback from members, which will be used to substantially improve our current programs.

Development Centers’ Quality Improvement Team has made several recommendations based on data analysis, which further supports the agency in meeting the needs of members and the community alike. Recommendations for the 2022 Member Satisfaction Survey include: continue to increase member and staff involvement in the survey collection process, increase overall member satisfaction, improve diversity, equity, and inclusion efforts, and discuss results with proper Development Centers staff to ensure positive change specifically related to concerns about transportation policies, and staff recruitment and retention processes.

The results will be shared with all stakeholders, including members, funders, the Board of Directors for Development Centers and the community. Results will be posted on the Development Centers website, along with a link to access the full report. Results will also be posted in the lobbies of each Development Centers site.



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## Abstract

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Development Centers is a private, non-profit corporation that provides integrated healthcare services to residents of Detroit and Western Wayne County with severe and persistent mental illness, emotional disturbances, substance abuse concerns, and many other issues affecting functioning. Development Centers' mission is helping children, adults and families to live healthier, happier lives. Development Centers strives to meet the needs of each consumer served. To determine success in this endeavor, Development Centers gathers feedback from the annual Member Satisfaction Survey. The Member Satisfaction Executive Summary delivers an overview of survey rationale, explains the data collection method, presents general agency findings, interprets these results, addresses limitations, and formulates recommendations to improve the quality of care offered to consumers.

## Survey Rationale

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In order to uphold Development Centers' mission, the agency conducts an annual Satisfaction Survey to assess member feedback of services and gather information on successes and areas for improvement. In adherence with the Detroit Wayne Integrated Health Network's Member Experience policy, the survey specifically addresses, but is not limited to the following elements.

- Services
- Accessibility
- Availability
- Acceptability
- Billing
- Demographics
- Finance
- Quality of Practice
- Office Site

Also in accordance with the Member Experience policy, the survey feedback is aggregated into the following categories:

- Access to Staff
- Access to Services
- Customer Service
- Delivery of Service
- Quality of Care
- Environmental
- Billing and Finance Issues
- Interpersonal
- Clinical Issues



- Program Issues
- Transportation

The survey also incorporates the five key principles of trauma-informed services: safety, trustworthiness, choice, collaboration, and empowerment. In general, the survey provides a way to measure whether Development Centers is meeting the needs of members while allowing members a voice to share successes, raise concerns, and make recommendations to enhance service quality. The Quality Improvement Department is responsible for data collection and analysis, and results are shared with Development Centers' Board of Directors, CARF International (Commission on Accreditation of Rehabilitation Facilities), the Detroit Wayne Integrated Health Network (DWIHN), and other stakeholders including all Development Centers' staff and members.

## Methodology

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A retrospective survey to observe members' experience of services was conducted. Survey questionnaires were framed, revised, and developed based on the Experience of Care and Health Outcomes (ECHO) Survey and the Detroit Wayne Integrated Health Network's Member Experience policy. The survey contained 21 questions (variety of question types including likert scale, yes and no, and multiple choice) including demographic/SOGIE (sexual orientation, gender identity, and expression) questions, and a comment section. In order to ensure accessibility, surveys were distributed via email, text, patient portal, and a QR code with a web-based link to the survey was placed at each Development Centers site lobby to offer members the opportunity to provide completely confidential responses in a private and personal setting. Support staff were trained and available in the lobbies at each site to answer questions on how to access the survey via QR code if any members needed assistance.

In years past, Development Centers has relied on random sampling as well as in-person volunteer sampling methods. However, a focus group of Peer Support Specialists shared that surveying as many members as possible while employing every available survey method would garner a higher and more representative response rate. This year Development Centers focused on multiple means of electronic survey distribution since electronic survey distribution has gained the highest response rate when compared to in-person and mail surveys the last few years. Electronic means of survey distribution also has many additional benefits including members were able to fill out the survey privately, at their leisure, and Development Centers was easily able to send survey completion reminders electronically.

All members actively receiving services from Development Centers at the time of implementing the survey process were invited to complete the survey. Electronic means of collection were prioritized, as mentioned above. It can be assumed that some respondents represent multiple service programs and that respondents may have answered the survey more than once due to the multiple means of delivery. There is no additional data to support this assumption. It was determined that the survey was not developmentally appropriate for children and therefore, the survey was sent to the parent or guardian for completion on behalf of the child. A volunteer sampling approach allowed for any member receiving services to provide feedback in the format that was most convenient to them. The survey listed



Development Centers' programs as they are familiar to members. The table below shows the CARF equivalent titles of the programs participated in.

**Table 1: CARF Accredited Programs by Development Centers Program Name**

<b>CARF Accredited Programs</b>	<b>Development Centers' Programs (as familiar to consumers)</b>
<ul style="list-style-type: none"> <li>-Outpatient Treatment: Integrated: AOD/MH</li> <li>-Outpatient Treatment: IDD/ Mental Health</li> <li>-Outpatient Treatment: Mental Health</li> <li>-Integrated Behavioral Health/ Primary Care: Comprehensive Care</li> </ul>	<ul style="list-style-type: none"> <li>-Individual Therapy</li> <li>-Medication Services</li> <li>-School Based Services</li> <li>-Infant Mental Health</li> <li>-Supports Coordination</li> <li>-CCBHC</li> </ul>
<ul style="list-style-type: none"> <li>-Case Management/ Service Coordination: Mental Health</li> </ul>	<ul style="list-style-type: none"> <li>-Case Management</li> <li>-Homebased Services</li> <li>-Wraparound</li> </ul>
<ul style="list-style-type: none"> <li>-Assertive Community Treatment: Mental Health</li> </ul>	<ul style="list-style-type: none"> <li>-ACT</li> </ul>
<ul style="list-style-type: none"> <li>-Community Integration: Psychosocial Rehabilitation</li> </ul>	<ul style="list-style-type: none"> <li>-North Central Skill Building</li> <li>-New Directions Clubhouse</li> </ul>
<ul style="list-style-type: none"> <li>-Supported Living: Mental Health Adults</li> </ul>	<ul style="list-style-type: none"> <li>-Supportive Housing</li> </ul>

A theoretical sample size was calculated as a means to see how many samples were required for this survey. Based on survey research (Sanders, 1999), it is not atypical for organizational surveys to have a response rate of 25 percent to 50 percent. The response rate for this survey was 22 percent. This is an increase of three percent in our response rate compared to 2021 (19 percent) and an increase of 10 percent when compared to our 2020 response rate of 12 percent. We believe this increase is most likely due to our increased efforts to get members to complete the survey including: reminders sent out halfway through the survey and a week before it closed, providing survey incentive via a drawing where all members who completed the survey were able to enter into the drawing and eligible to win one of four gift cards, and having QR codes with a link to the survey available in each locations lobby for members to complete while waiting for their appointments.

To support the survey collection, surveys were sent via text, email, uploaded to the patient portal, and QR codes were placed at all Development Centers site lobbies for members coming in for in-person services. One of the notable facts after collecting the survey is that survey participants have left valuable comments or feedback. Sorting out these comments and then dividing them into affirmative and constructive comments was conducted.

The surveys were reviewed in order to observe missing values. The survey answers or values were placed into Excel for analysis. Members that left constructive comments were included in the overall response rate. However, if the member did not respond to specific questions, their answer was not included in the specific response rate for that question.



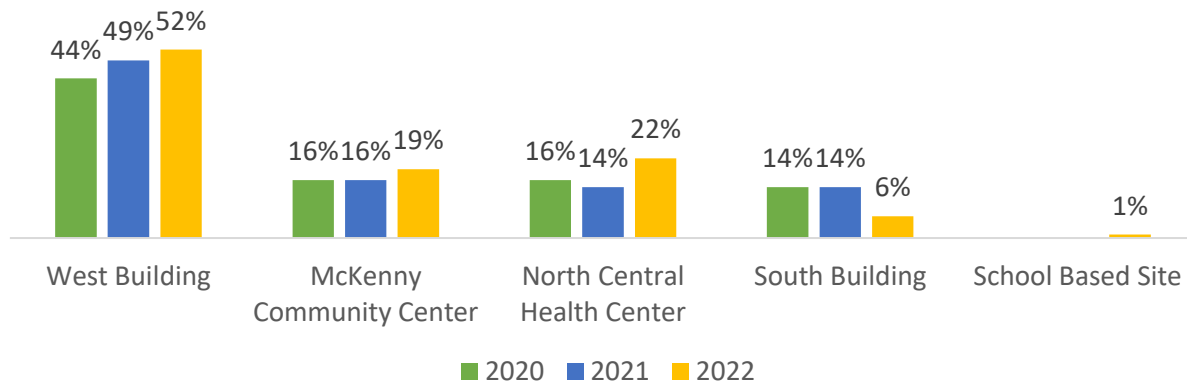


## Survey Results by Questions

This section highlights survey results by each question. For the 2022 member satisfaction report a comparison to the 2021 and 2020 results for each question was added since the same survey methodology was used. This will also allow Development Centers to begin to look at member satisfaction survey results trends over time.

Fifty-two percent of respondents go to the West building to receive services (n=326), followed by 22 percent of respondents who go to the North Central Health Center for services (n=139). Comparing this to the 2020 Member Satisfaction Survey, West saw an eight percent increase of respondents going to the West building to receive services in 2022. The South Building saw an eight percent decrease when compared to 2020 and 2021 with six percent of respondents saying they receive services at the South Building in 2022 compared to 14 percent of respondents in 2020 and 2021.

**Figure 1: What Development Centers site do you go to for services by Percentage of Respondents (2020: n=432; 2021: n=642; 2022: n=628)<sup>1</sup>**

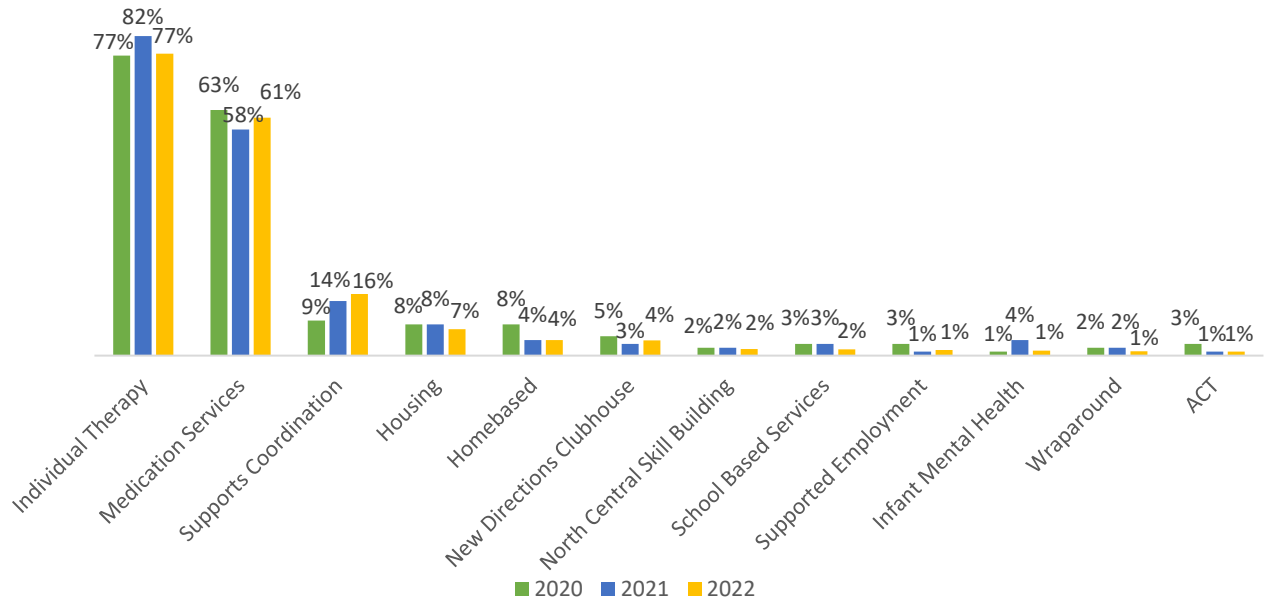


Seventy-seven percent of respondents receive individual therapy from DC (n=539), followed by 61 percent of respondents who receive medication services (n=425). Comparing this data to the 2020 and 2021 survey, Individual Therapy started at 77 percent in 2020 then saw a five percent increase moving from 77 percent of respondent's receiving this service in 2020 to 82 percent in 2021 after 2021 this percentage returned to the same level as 2020 moving back to 77 percent in 2022.

<sup>1</sup> School Based Site was not a site option on the 2020 and 2021 Member Satisfaction Survey.

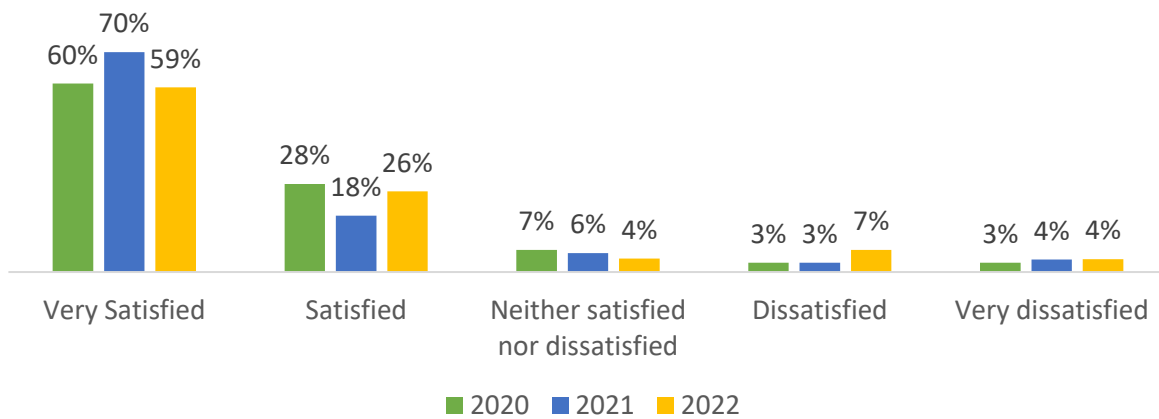


**Figure 2: What services do you receive from Development Centers (select all that apply) by Percentage of Respondents (2020: n=432; 2021: n=678; 2022: n=680)<sup>2</sup>**



Approximately, 85 percent of respondents said they were very satisfied or satisfied, overall, with Development Centers. In contrast, 11 percent of respondents said they were dissatisfied or very dissatisfied. Comparing 2022 to 2021 and 2020, Development Centers saw a slight decrease in the percentage of member satisfaction in 2022. Member satisfaction moved from 88 percent satisfied/very satisfied in 2021 and 2020 to 85 percent in 2022. The 2022 member satisfaction percentage exceeds the DWHIN standard of 80 percent.

**Figure 3: Overall, how satisfied are you with Development Centers by Percentage of Respondents (2020: n=445; 2021: n=678; 2022: n=680)**

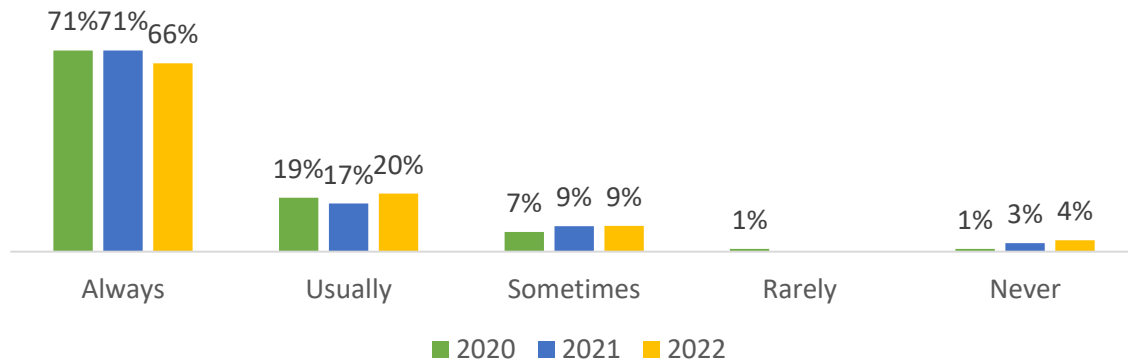


<sup>2</sup> CCBHC is not included as an individual service since it is a comprehensive service that includes multiple services. Survey respondents were able to select all CCBHC services they received for this question.



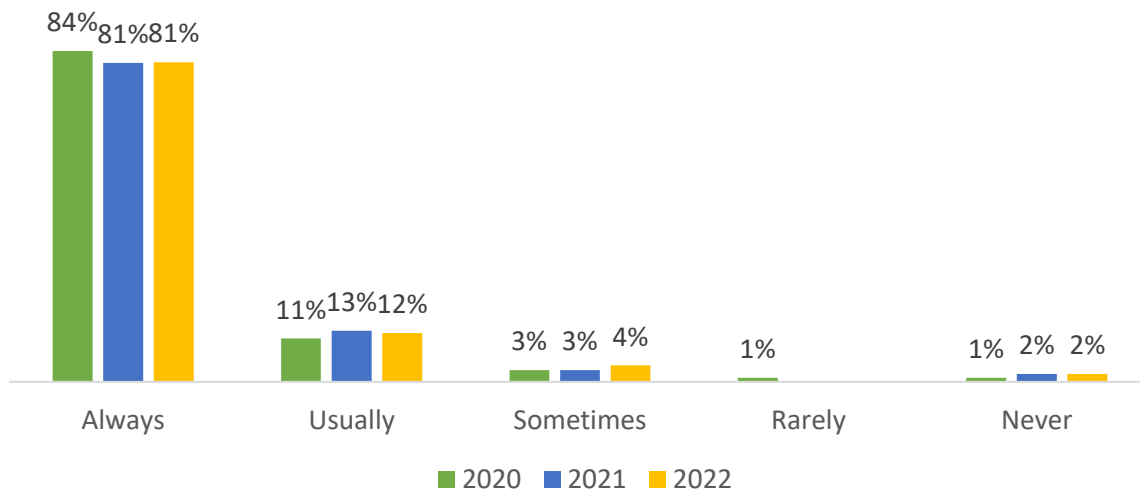
Eighty-six percent of members responded that staff always or usually work with them as a team to support them (n=590). Looking at the past three years Development Centers has seen a two percent decrease each year in respondents who felt staff always and usually work with them as a team to support moving from 90 percent in 2020 to 88 percent in 2021, then decreasing again by two percent compared to 2021 in 2022 moving to 86 percent.

**Figure 4: Staff works with you as a team to support you by Percentage of Respondents (2020: n=444; 2021: n=672; 2022: n=679)<sup>3</sup>**



Ninety-three percent of respondents said staff always and usually showed respect for what they had to say (n=512). These proportions are similar to 2020 and 2021, with 95 percent of respondents in 2020 saying staff always and usually showed respect for what they had to say and 94 percent of respondents in 2021 saying staff always and usually showed respect for what they had to say.

**Figure 5: Staff showed respect for what you had to say by Percentage of Respondents (2020: n=443; 2021: n=584; 2022: n=547)**

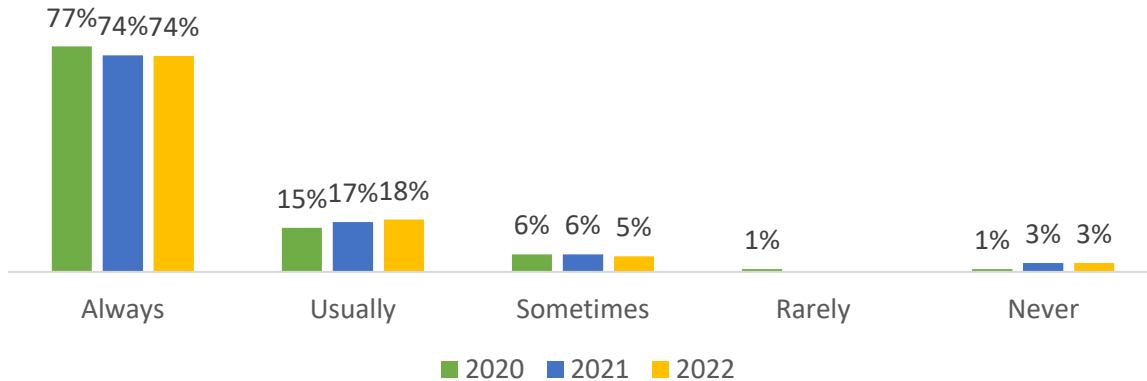


<sup>3</sup> Rarely was not included as a likert scale option in the 2021 and 2022 survey.



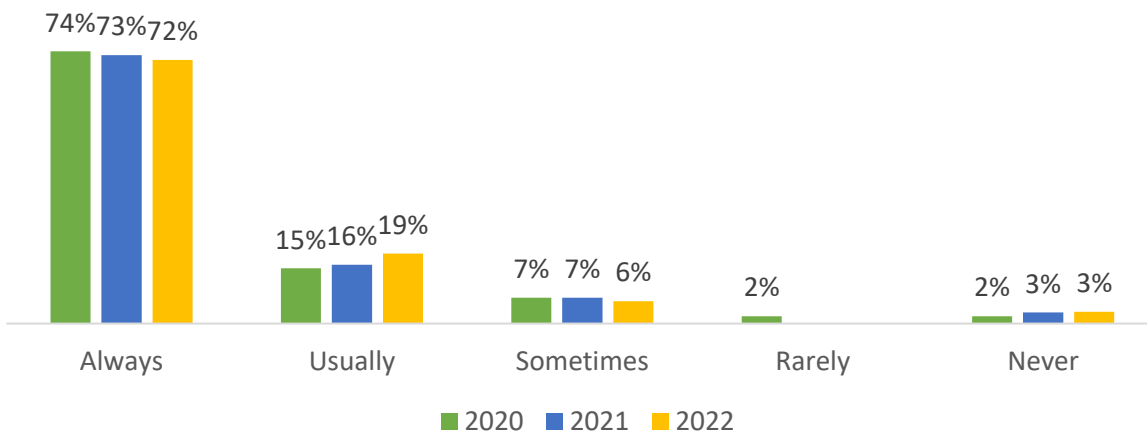
Ninety-two percent of members responded that they feel staff are always or usually trustworthy (n=517). Comparing this to the 2021 and 2020 survey, the proportions are relatively similar by each response option.

**Figure 6: How often do you feel the staff are trustworthy by Percentage of Respondents (2020: n=444; 2021: n=595; 2022: n=564)**



Seventy-two percent of respondents said they are always offered a choice in making decisions about their treatment (n=399), followed by 19 percent of respondents who said they were usually offered a choice in making decisions about their treatment (n=106). Comparing this question’s responses to the 2021 and 2020 survey, there was a slight increase in respondents stating they usually have been offered choice in making decisions about their treatment moving from 15 percent in 2020 and 16 percent in 2021 to 19 percent in 2022.

**Figure 7: How often have you been offered choice in making decisions about your treatment by Percentage of Respondents (2020: n=444; 2021: n=602; 2022: n=557)**

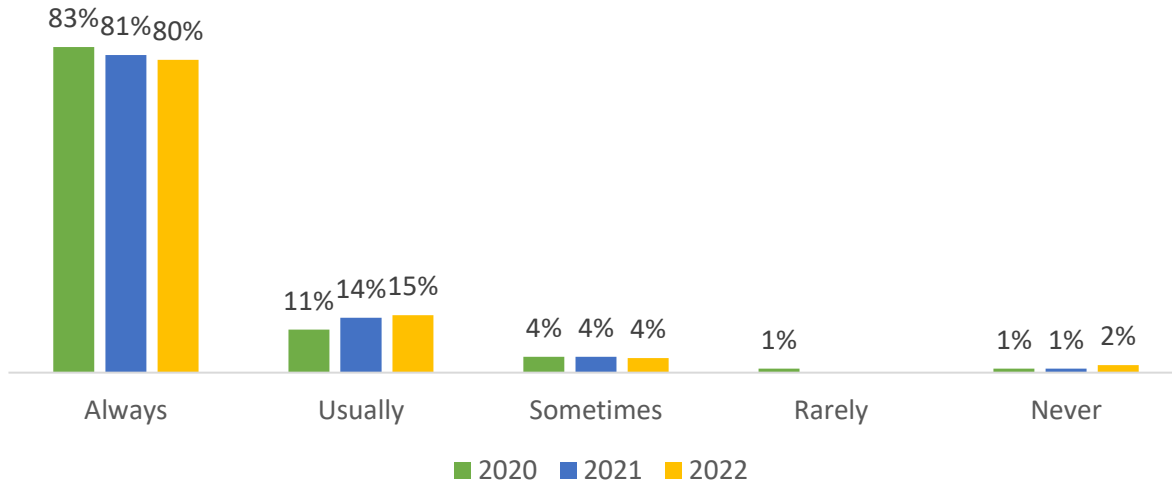


Ninety-five percent of respondents said that they usually or always felt safe when receiving services through Development Centers (n=638). Two percent of respondents said they never felt safe (n=13).



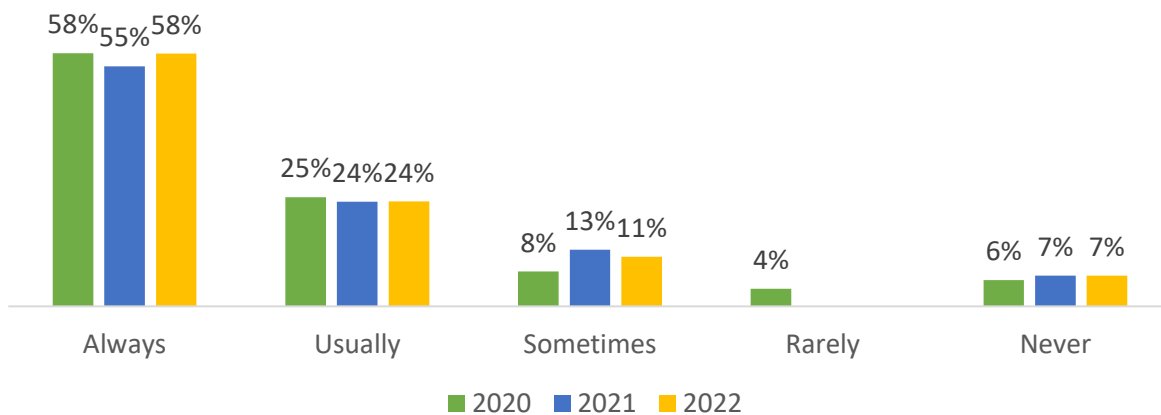
Comparing this question’s responses to the 2021 and 2020 survey, the proportions are relatively similar by each response option.

**Figure 8: How often did you feel safe when you were receiving counseling or treatment at Development Centers by Percentage of Respondents (2020: n=444; 2021: n=601; 2022: n=676)**



Eighty-two percent of respondents said that they usually or always were able to receive counseling or treatment as soon as they needed (n=555). In contrast, 18 percent sometimes or never received counseling as soon as they wanted (n=122). Comparing this question’s responses to the 2020 and 2021 survey, the proportions are relatively similar by each response option.

**Figure 9: When you needed counseling or treatment right away, how often did you see someone as soon as you wanted by Percentage of Respondents (2020: n=433; 2021: n=595; 2022: n=677)**

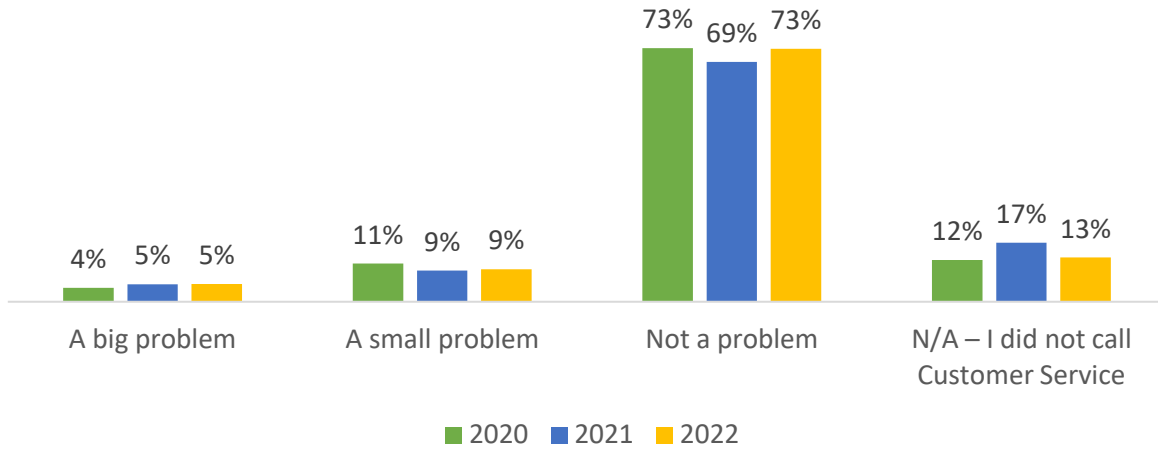


Excluding the participants that responded N/A – I did not call customer service, 94 percent of respondents reported that they had no problem or experienced only a small problem getting the help they needed when they called customer service. Six percent of respondents, however, stated that they had a big



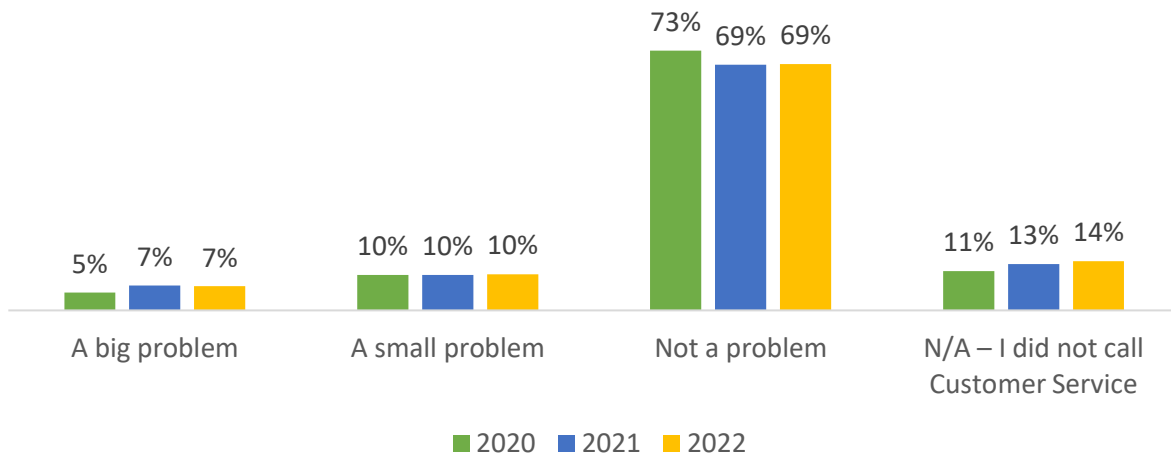
problem getting the help they needed when they called customer service. Comparing this question’s responses to the 2020 and 2021 survey, the proportions are relatively similar by each response option.

**Figure 10: How much of a problem, if any, was it to get the help you needed when you called customer service by Percentage of Respondents (2020: n=445; 2021: n=675; 2022: n=683)**



Excluding the participants that responded N/A – I did not call customer service, 92 percent of respondents reported that they had no problem or experienced only a small problem getting the help they needed when they called customer service. Eight percent of respondents, however, stated that they had a big problem getting the help they needed when they called customer service. Comparing this question’s responses to the 2020 and 2021 survey, the proportions are relatively similar by each response option.

**Figure 11: How much of a problem, if any, were delays in counseling or treatment while you waited for approval by Percentage of Respondents (2020: n=445; 2021: n=673; 2022: n=678)**

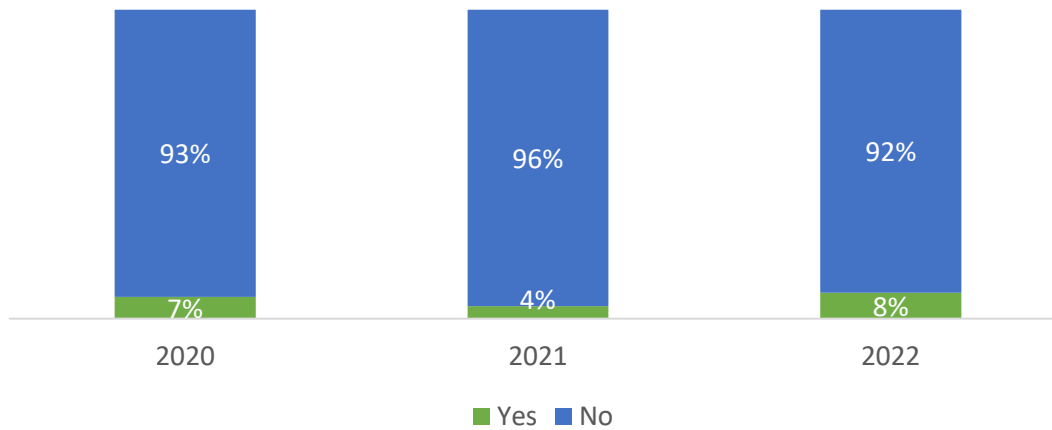


Approximately, 92 percent of members stated that they had never had a problem paying for services in the past 12 months (n=614). Eight percent of members, however, stated that they had experienced difficulties paying for services in the past 12 months (n=56). Comparing this question’s responses to the



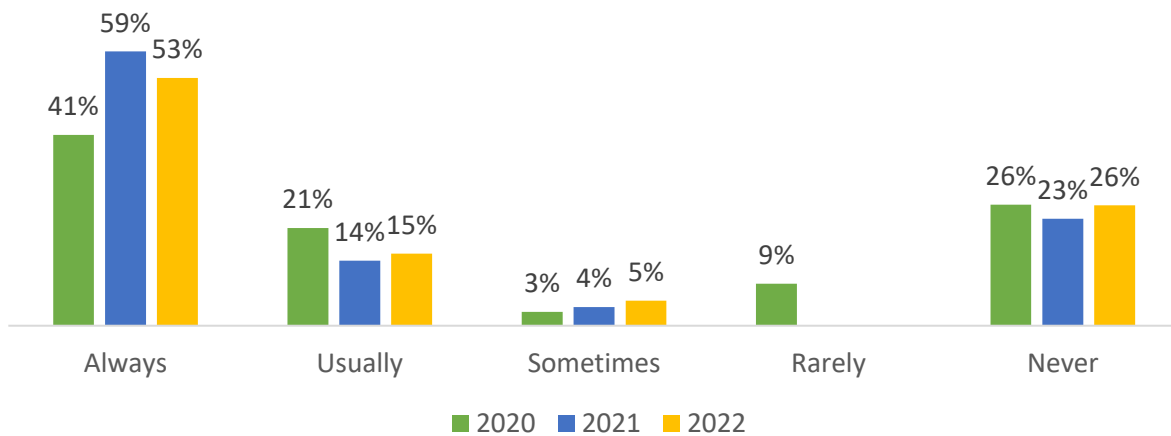
2021 survey, Development Centers saw a slight increase in the proportion of respondents who had difficulties paying for services moving from four percent in 2021 to eight percent in 2022.

**Figure 12: Within the last 12 months, have you had any difficulties paying for your services by Percentage of Respondents (2020: n=441; 2021: n=667; 2022: n=670)**



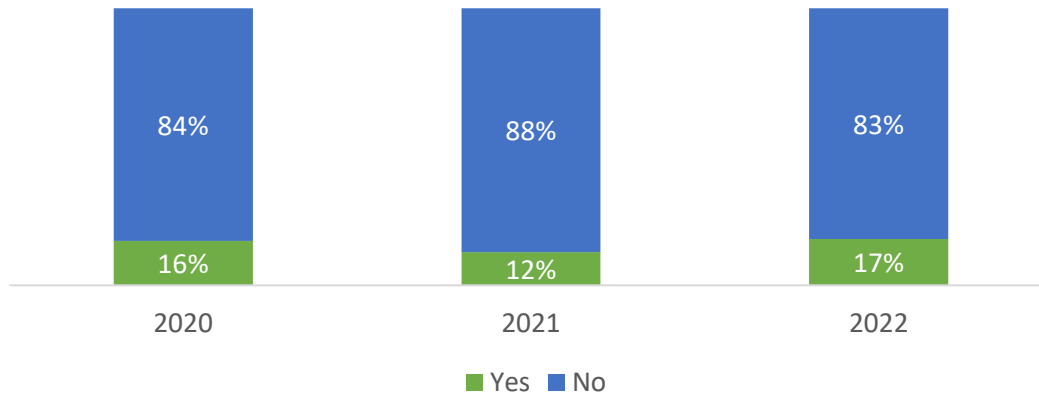
Excluding I did not experience difficulties paying for services responses, 68 percent of respondents who experienced difficulties paying for services stated that they always or usually got the help they needed (n=191). In contrast, 31 percent sometimes or never received help paying for services when needed (n=87). Comparing 2020 data to 2021, Development Centers saw a slight increase in the proportion of respondents who always got the help they needed paying for services moving from 41 percent in 2020 to 59 percent in 2021. Comparing 2021 to 2022, Development Centers saw a slight decrease in the proportion of respondents who always got the help they needed paying for services moving from 59 percent in 2021 to 53 percent in 2022.

**Figure 13: When you experienced difficulties paying for services, how often did you get the help you needed from Development Centers by Percentage of Respondents (2020: n=34; 2021: n=211; 2022: n=278)**



Approximately 83 percent of respondents stated that they had never had a problem accessing transportation to get to Development Centers. In contrast, 17 percent stated that they had experienced difficulties accessing transportation. Comparing this question's responses to the 2021 survey, the proportion of respondents who responded yes that they had problems accessing transportation increased slightly moving from 12 percent in 2021 to 17 percent in 2022 moving back to a similar percentage compared to 2020 results.

**Figure 14: Have you had problems accessing transportation to get to Development Centers by Percentage of Respondents (2020: n=435; 2021: n=667; 2022: n=671)**

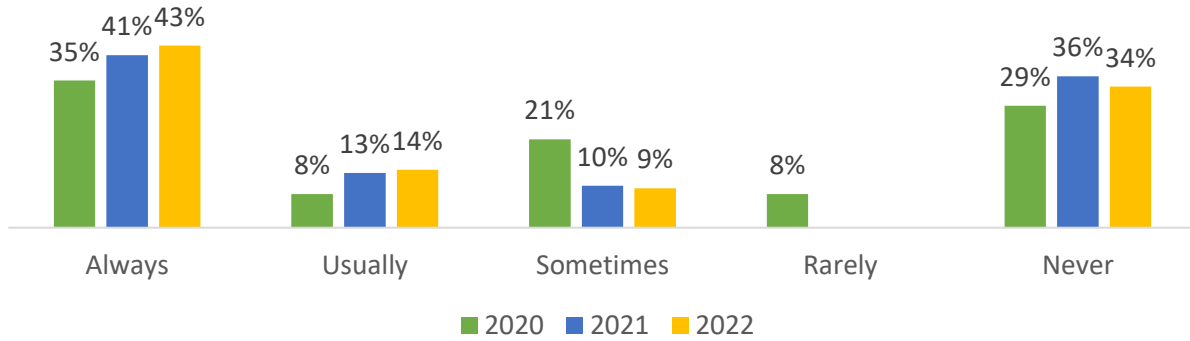


Excluding I did not experience problems accessing transportation responses, 57 percent of respondents who experienced problems assessing transportation stated that they always or usually got the help they needed (n=170). In contrast, 43 percent sometimes or never received help from Development Centers to access transportation when needed (n=128). Comparing the 2022 data to 2021 and 2020, Development Centers saw a slight increase in the proportion of respondents who always got the help they needed accessing transportation moving from 35 percent in 2020 to 41 percent in 2021 then to 43 percent in 2022. Development Centers also saw the proportion of respondents who never got the help they needed accessing transportation increase from 29 percent in 2020 to 36 percent in 2021 then decrease to 34 percent in 2022.

**Figure 15: When you experienced problems accessing transportation, how often did you get the help with transportation from Development Centers by Percentage of Respondents (2020: n=66; 2021: n=218; 2022: n=298)**

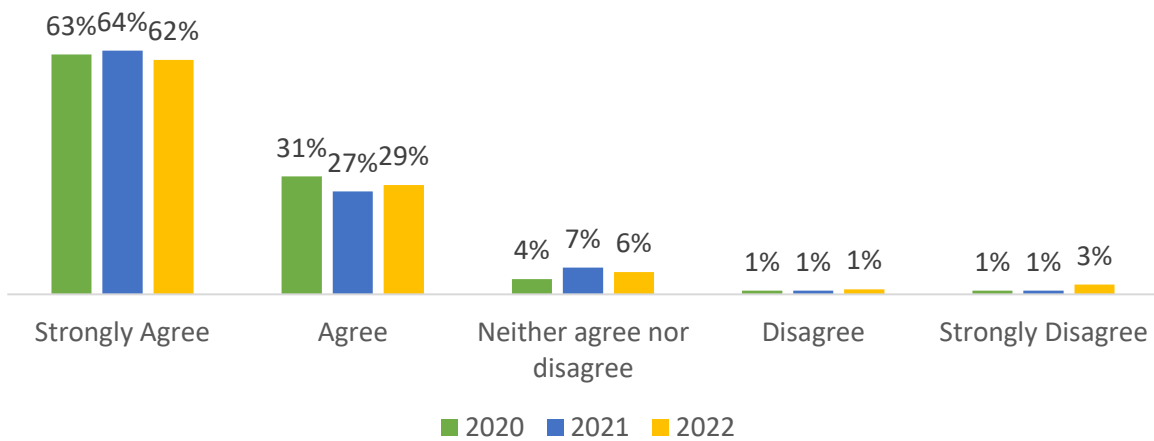






Approximately 91 percent of respondents strongly agree or agree that they feel accepted at Development Centers (n=604). About four percent of respondents said they disagree or strongly disagree with feeling accepted at Development Centers (n=26). Comparing this question’s responses to the 2020 and 2021 survey, the proportions are relatively similar by each response option.

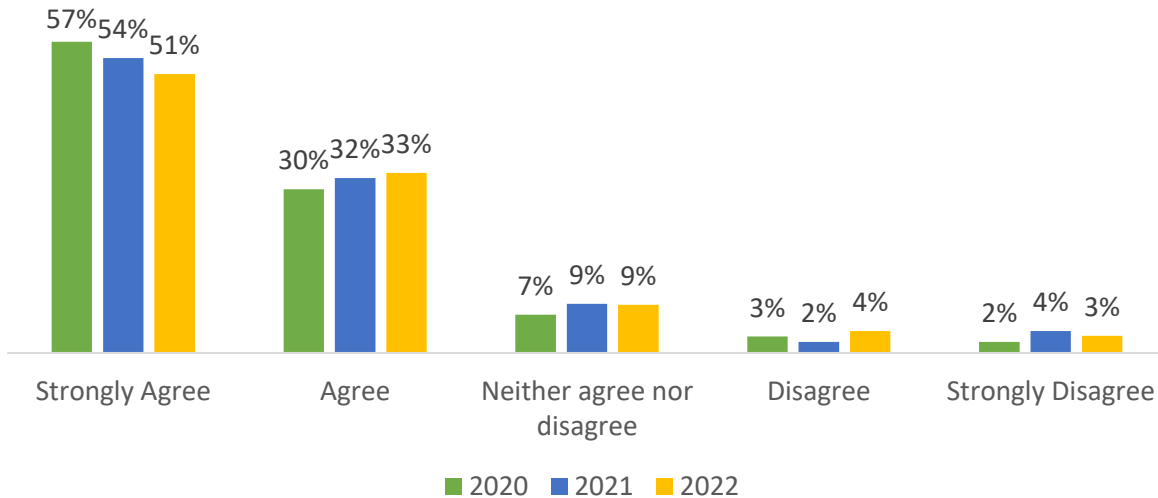
**Figure 16: I feel accepted at Development Centers by Percentage of Respondents (2020: n=412; 2021: n=665; 2022: n=669)**



Approximately 84 percent of respondents strongly agree or agree that they have fair and just access to the resources that Development Centers has to offer (n=459). In contrast, seven percent disagree or strongly disagree with this statement (n=39). Comparing this question’s responses to the 2020 survey, the proportions are relatively similar by each response option.

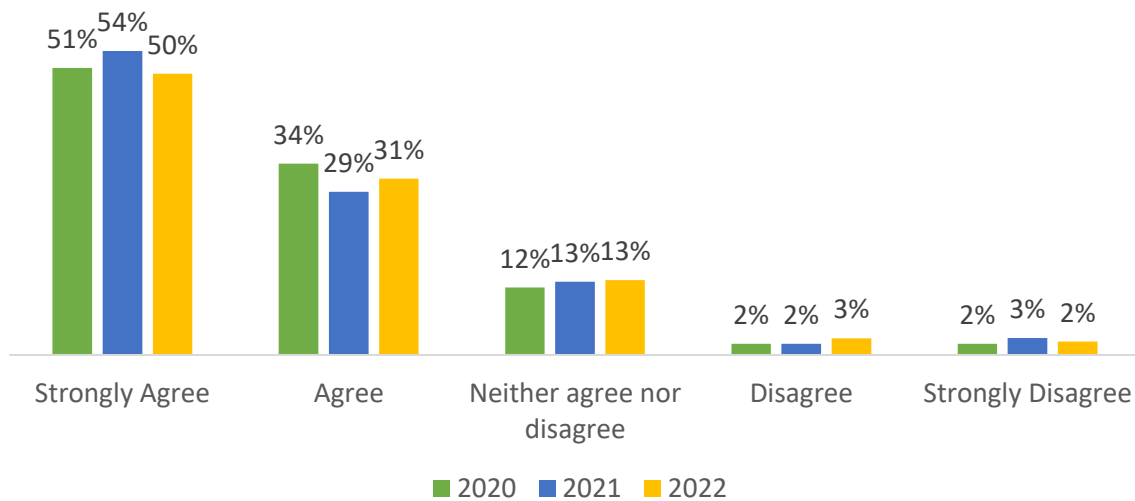
**Figure 17: I feel I have fair and just access to the resources that Development Centers has to offer by Percentage of Respondents (2020: n=412; 2021: n=579; 2022: n=546)**





Approximately 81 percent of respondents strongly agree or agree that Development Centers helps them feel empowered to advocate for themselves (n=410). In contrast, about five percent disagree or strongly disagree with this statement (n=27). Comparing this question’s responses to the 2020 and 2021 survey, the proportions are relatively similar by each response option.

**Figure 18: Development Centers helps me feel empowered to advocate for myself by Percentage of Respondents (2020: n=413; 2021: n=542; 2022: n=504)**



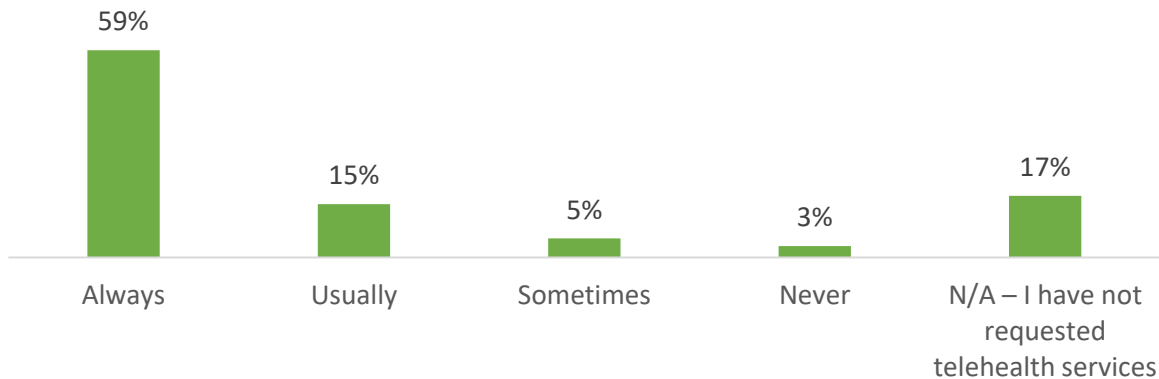
The following survey questions were new to the 2022 member satisfaction survey, since these questions were new there is not a comparison available to previous survey years question results.

Excluding respondents who answered N/A—I have not requested telehealth services, 89 percent of respondents always or usually were able to access telehealth services when needed (n=503). Eleven percent of respondents were sometimes or never were able to access telehealth services when needed (n=59). The respondents to this question who stated they were sometimes or never able to access



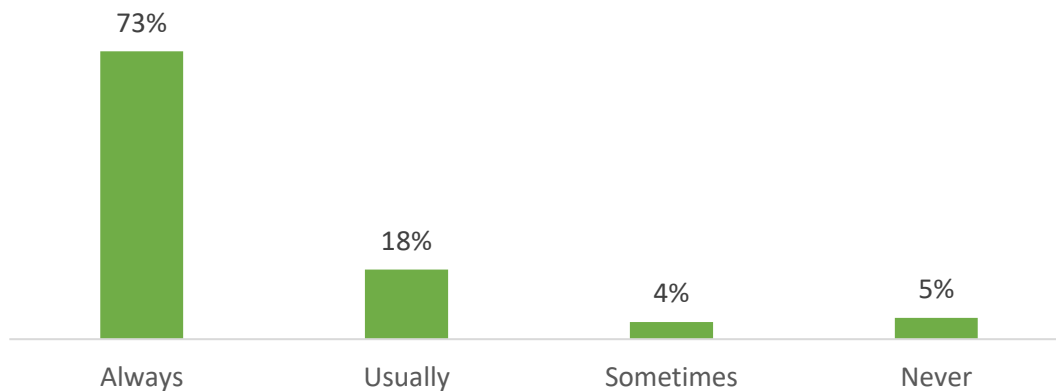
telehealth services when needed were prompted with an additional open-ended question that asked respondents to tell us more about their experience accessing telehealth services. Of the 31 respondents who answered this question, the most common theme respondents spoke to was their therapist not keeping in contact or having their calls not answered or returned (n=12).

**Figure 19: How often were you able to access telehealth services when needed by Percentage of Respondents (n=681)**



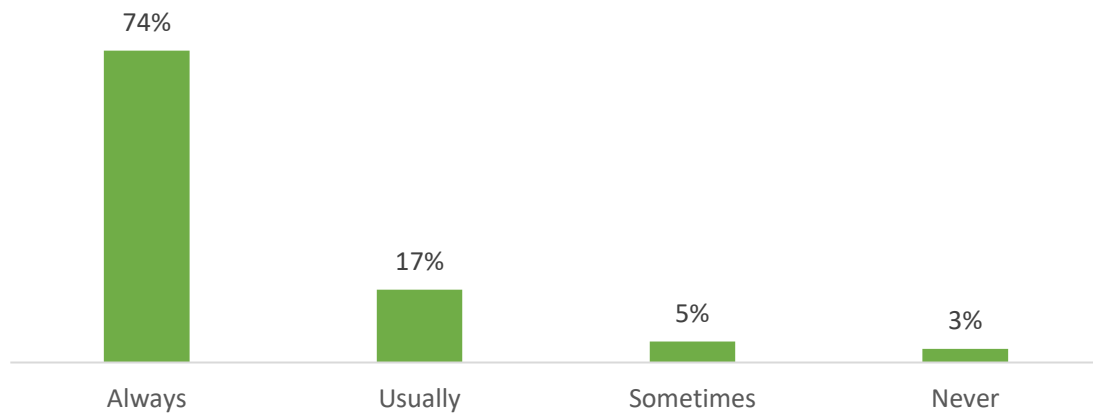
The following survey questions focus on how well Development Centers clinicians communicate with members. Members were asked to select the answer for each statement that best reflects their experience. The first statement posed was Clinicians listen carefully. Ninety-one percent of respondents said clinicians always or usually listen carefully (n=600).

**Figure 20: Clinicians listen carefully by Percentage of Members (n=665)**

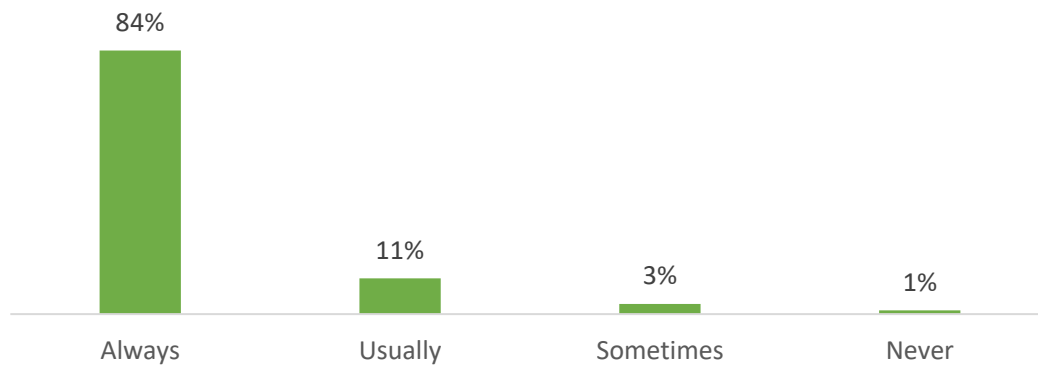


Ninety-one percent of respondents said clinicians always or usually explain things (n=455).

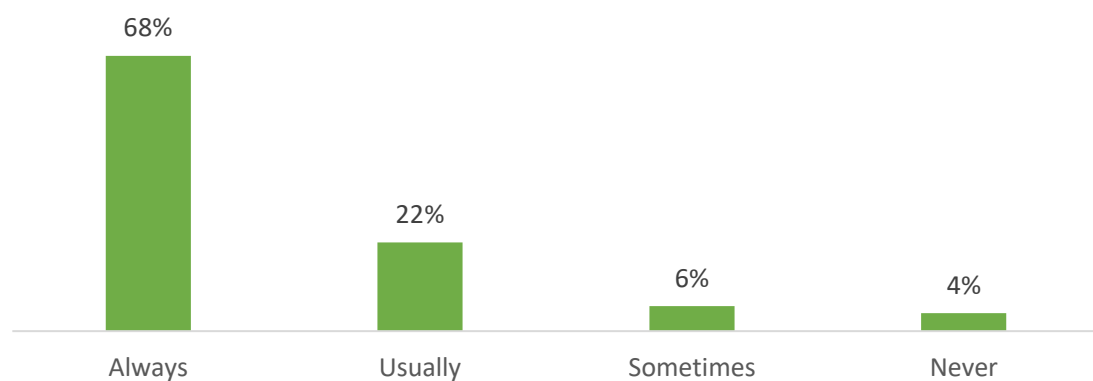


**Figure 21: Clinicians explain things by Percentage of Members (n=496)**

Ninety-five percent of respondents said clinicians always or usually show respect (n=494).

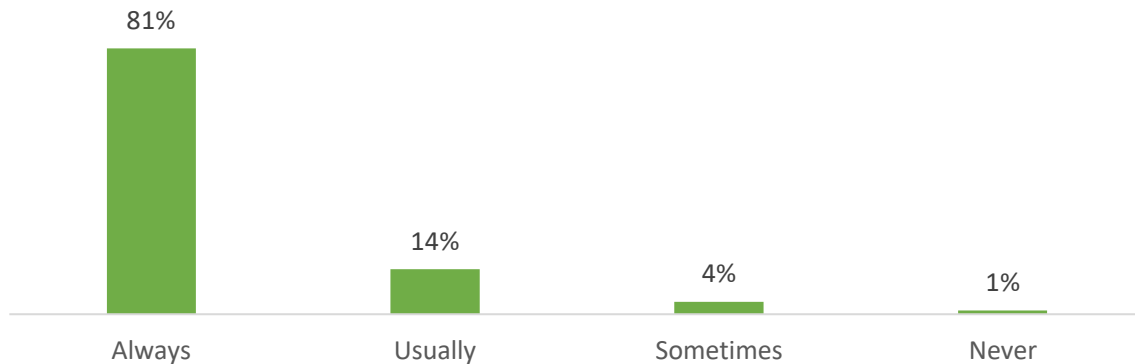
**Figure 22: Clinicians show respect by Percentage of Members (n=517)**

Ninety percent of respondents said clinicians always or usually spend enough time (n=468).

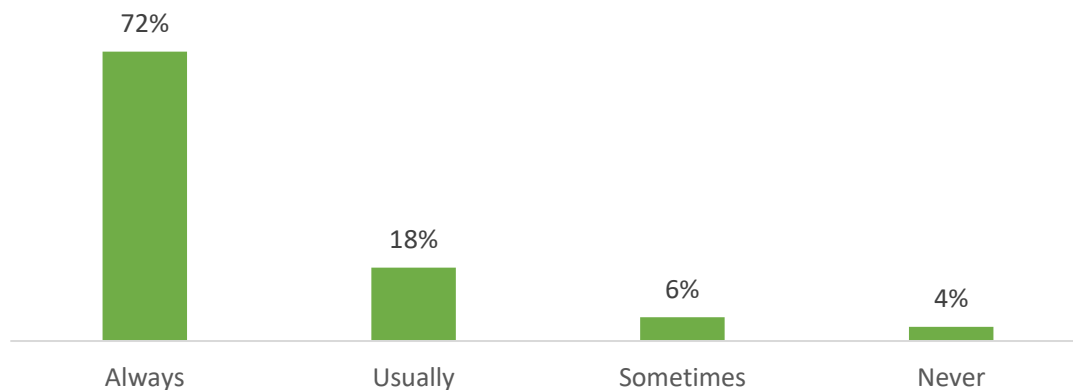
**Figure 23: Clinicians spend enough time by Percentage of Members (n=523)**

Ninety-five percent of respondents said they always or usually feel safe with clinicians (n=477).



**Figure 24: Feel safe with clinicians by Percentage of Members (n=502)**

Ninety percent of respondents said they always or usually were involved as much as they want in treatment (n=460).

**Figure 25: Involved as much as you want in treatment by Percentage of Members (n=508)**

## Open Ended Survey Responses

This section focuses on the open-ended survey questions. All open-ended questions were coded for themes and the main themes found in those responses are presented here. The open-ended survey questions in this section focus on comments that members wrote about their opinion on services at Development Centers. Program, staff, and member names and information were replaced with “(Name)” in order to protect personal or confidential information on all comments. Additionally, any identifying information included in open ended responses was excluded in order to protect personal or confidential information (i.e., dates were replaced with “(Date)” and “I’ve been at Development Centers for 6 years” replaced with “I’ve been at Development Centers for years”).

The first open-ended question asked was: Please comment below on how to help Development Centers improve your experience with our services. Of the 696 total survey respondents, 350 people responded to this question (50 percent). Fifty-three percent of question respondents provided affirmative responses



to this question (n=187), followed by 39 percent of respondents who provided constructive responses to this question (n=136). A few examples of these responses are provided in the table below.

**Table 2: Please comment below on how to help Development Centers improve your experience with our services by Highlighted Responses**

<b>I love them I always feel better talking to them. I feels safe when I pour out my feelings to them</b>
<b>To be completely truthful there is nothing to improve because the staff, Doctor, and therapist are always helpful and respectful to they're clients</b>
<b>Please provide Development centers with transportation. We need assistance getting to and from appointments. I felt comfortable with the transportation that I have received for previous years.</b>
<b>Needing help getting low income housing</b>
<b>No comment at this time.</b>

