

*C'EST BON
CONSUMER
SURVEY
REPORT*

*Gonzales
Behavioral Health Clinic*

February/March, 2017

C'est Bon Survey Program Gonzales Behavioral Health Clinic

C'est Bon is a program of the Louisiana Office of Behavioral Health through the State Behavioral Health Planning Council. The program employs a specially trained team of behavioral health peers and family members who evaluate services from the persons served point of view. The team interviews some of those served at the clinic regarding the quality of services. The team then analyzes the information obtained. The data is reviewed by the Louisiana Office of Behavioral Health and then presented in a report as feedback to facility managers and their staff. The purpose of the *C'est Bon* survey is continuous quality improvement of both services and facilities. Our greatest goal is to help the behavioral health system work for all by encouraging those involved to work together.

In February/March 2017, our *C'est Bon* team surveyed a convenience sample of the persons served at the Gonzales Behavioral Health Clinic. The survey consisted of two parts. Part A is qualitative. Part B is quantitative. The following sections provide results for both Part A and Part B.

Part A is qualitative, which includes four open-ended questions. The following was asked for:

- Positive comments or compliments about the services.
- Concerns or complaints about the services.
- What makes it hard for you to get the services you need?
- If you could change anything about the services/doctor/counselors at the clinic, what would you change, add or improve?

Part A. Qualitative

Tell me some positive comments or compliments about the services you receive.

There were 76 positive responses to this question from those surveyed. The majority of comments were regarding the staff, doctor, social worker/counselor and the nurse noting their positive personal characteristics, competency, dependability and helpfulness.

All of the actual comments are listed below. Each of the categories accounted for 10% or more of the comments received. In total, they comprise 96% of all positive comments.

Staff (37% of positive comments):

- Positive personal characteristics: “nice”; “wonderful”; “beautiful”; “enjoy talking to them when I come”; “treats me well”
- Concerned/supportive: “cares a lot”
- Competency: “excellent”; “does a good job”; “good”; “great”
- Dependability: “spends time with me”; “helps me make good decisions”
- Helpfulness: “if you want help, they help you”; “helps me”

Doctor (29% of positive comments):

- Positive personal characteristics: “okay”; “like my doctor”; “love my doctor”
- Concerned/supportive: “understanding”
- Competency: “good”; “good job”; “good work”; “real thorough”; “has done a great job with me”; “goes above and beyond”
- Dependability: “really listens to me”; “has me on the right meds”
- Helpfulness: “has helped a lot”

Social workers/counselor (20% of positive comments):

- Positive personal characteristics: “nice”; “has patience with me”
- Concerned/supportive: “makes me feel better about talking”

- Competency: “good work”; “excellent”; “great”
- Dependability: “he talks to me”; “gives good feedback”
- Helpfulness: “very helpful”; “has helped me a lot”; “has been helping me”; “has really helped me”; “has been helping me to make better choices”

Nurse (10% of positive comments):

- Positive personal characteristics: “nice”
- Competency: “good work”; “good”; “great”
- Dependability: “actually talks to you”

The remaining 4% of positive comments noted the positive personal characteristics of the receptionist and the quality of the clinic and its services.

The remaining comments are listed below. Each of the categories fell below the 10% majority of comments.

- “Everything is good here.”
- “The receptionist always speaks to me and knows my name.”

Tell me any concerns or complaints you have about the services you receive.

27 clients expressed that they had no concerns or complaints about the services. There were 9 comments from the remaining individuals surveyed which reflected some dissatisfaction. Some of the concerns pointed out the inability to see the doctor often enough, the doctor is uncaring and doesn’t show enough compassion, phone calls aren’t returned sometimes, lengthy waiting time and difficulty making appointments.

All of the actual comments are listed below.

- Doctor: “need to be able to speak to doctor about a med change.”; “don’t see doctor often enough”; “he comes across like he doesn’t care”; “doesn’t show enough compassion” (4)
- “Sometimes if you call on the phone, they don’t get back to you.”
- “Have to wait a long time.”
- “It’s hard to make an appointment here.”
- “If you are not on time, you have to sit and wait a long time.”
- “I have to keep my account up to date in order to have my appointment.”

What makes it hard for you to get the services you need?

27 responders expressed that they had no difficulties in getting needed services. 8 comments from the remaining persons surveyed reflected some difficulties accessing services. The difficulties faced by those surveyed are transportation problems and the interference of their school schedule.

All of the actual comments are listed below.

- “transportation” (6)
- “school schedule” (2)

If you could change anything about the services/doctor/counselors at the clinic, what would you change, add or improve?

28 responders indicated that nothing needed to be changed, added, or improved. 7 suggestions from the remaining persons surveyed were made for changes, additions, and improvements.

The responses suggested smaller co-pays, providing transportation for those who need it and rectifying a few environmental issues.

All of the actual comments are listed below.

- Environmental issues: “not as loud in the waiting area because it makes me anxious”; “more chairs in waiting room”; “more comfortable seating”; “coffee in waiting room”; “a more welcoming atmosphere and nicer furniture” (5)
- “smaller co-pays”
- “Could have some type of transportation for those who need it.”

Part B. Quantitative

In this section, there are 31 questions that are graded with grading scale A-F (A for Excellent, B for Very Good, C for OK, D for Poor, and F for Failing), 2 questions that are simply answered yes or no and 9 questions that are graded with a scale of: strongly agree, agree, neutral, disagree and strongly disagree.

The questions were adapted from the MHSIP (Mental Health Survey Improvement Program) consumer survey prototype developed by the National Center for Mental Health Services measuring 8 domains:

- **ACCESS** refers to the degree to which services are quickly and readily obtainable. This includes the responsiveness of the system to individual and cultural needs and the availability of a wide array of relevant services.
- **APPROPRIATENESS**-Appropriate services are those that are individualized to address a consumer’s strengths and weaknesses, cultural context, service preferences and recovery goals.
- **OUTCOMES** are reflected by the extent to which services provided have a positive or negative effect on their well-being, life circumstances and capacity for self-management and recovery.
- **PARTICIPATION** is an indicator of the degree to which consumers participate in treatment decision-making.
- **MEDICATIONS** - refers to the effectiveness in controlling symptoms and the doctor’s response to side effects.
- **GENERAL SATISFACTION** measures the client’s overall perception of the clinic and its services.
- **FUNCTIONING** measures changes in the client’s capacity to meet the challenges of daily living.
- **SOCIAL CONNECTEDNESS** measures the degree and quality of relationships that the client is able to manage.

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FYEAR= 2017	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
ACCESS							
Item 1-How would you grade the location of the services?	44%	56%				100%	34
Item 2-How would you grade getting phone calls returned promptly?	33%	55%	9%	3%		100%	33
Item 3-How would you grade getting services at times that were good for you?	59%	38%			3%	100%	34
Item 4-How would you grade seeing a psychiatrist when you need to?	48%	45%		3%	3%	100%	33
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	52%	45%	3%			100%	33
Item 7-How would you grade your ability to get all the services you thought you needed?	62%	32%	6%			100%	34
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	65%	29%	6%			100%	34
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	58%	39%	3%			100%	33
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	28%	31%	14%	7%	21%	100%	29
Item 15-How would you grade staff's belief that you could grow, change and recover?	58%	39%	3%			100%	33
Item 16-How would you grade staff's respect for your wishes about who is and who is not to be given information about your treatment?	64%	33%	3%			100%	33
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	59%	35%	6%			100%	34
Item 30-How would you grade how well the staff told you what side effects to watch out for?	87%	9%	4%			100%	23
Item 5-How would you grade staff's sensitivity to my cultural background?	53%	44%	3%			100%	32
Item 9-How would you grade doctor/counselor being open to your complaints?	61%	39%				100%	33
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	56%	35%	9%			100%	34
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	59%	35%	6%			100%	34

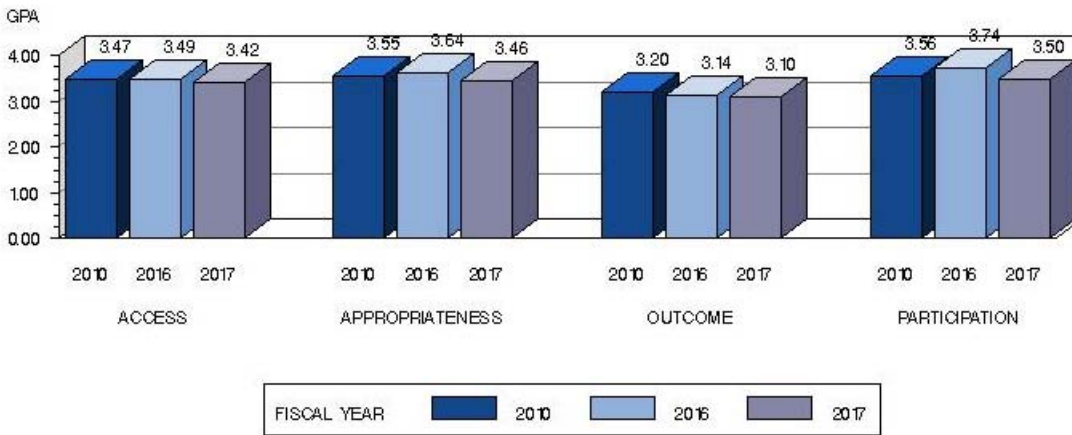
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FYEAR= 2017	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
OUTCOME							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	41%	50%	9%			100%	34
Item 21-How would you grade how well the services have helped you cope with a crisis?	50%	38%	9%	3%		100%	34
Item 22-How would you grade how well the services have helped you get along better with your family?	25%	34%	34%	3%	3%	100%	32
Item 23-How would you grade how well the services have helped you do better in being able to work?	36%	45%	18%			100%	11
Item 24-How would you grade how well the services have helped you do better with your leisure time?	27%	42%	24%	6%		100%	33
Item 25-How would you grade how well the services have helped you improve your housing situation?	24%	52%	14%	3%	7%	100%	29
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	41%	53%	6%			100%	34

C'EST BON CONSUMER SURVEY FOR GONZALES

Items from the previous table with a combined percentage of A and B scores less than 80%	
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	59%
Item 22-How would you grade how well the services have helped you get along better with your family?	59%
Item 24-How would you grade how well the services have helped you do better with your leisure time?	70%
Item 25-How would you grade how well the services have helped you improve your housing situation?	76%

The following bar graph represents the average grade rating across all performance indicators from questions 1-28 above and a comparison to previous year the clinic was visited.

C'EST BON CONSUMER SURVEY FOR GONZALES



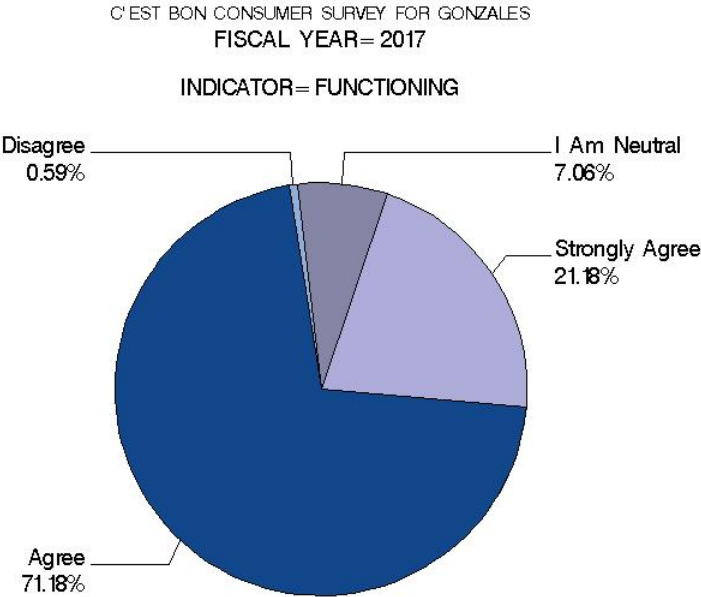
PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FYEAR = 2017	Percent Responses for Clients Responding to Question		PERCENT TOTAL	CLIENT COUNT
	Yes			
Item 32-If you could go anywhere you wanted for services, would you continue to come here?	100%		100%	34
Item 33-Would you recommend this clinic to a friend or family member?	100%		100%	34

C'EST BON CONSUMER SURVEY FOR GONZALES

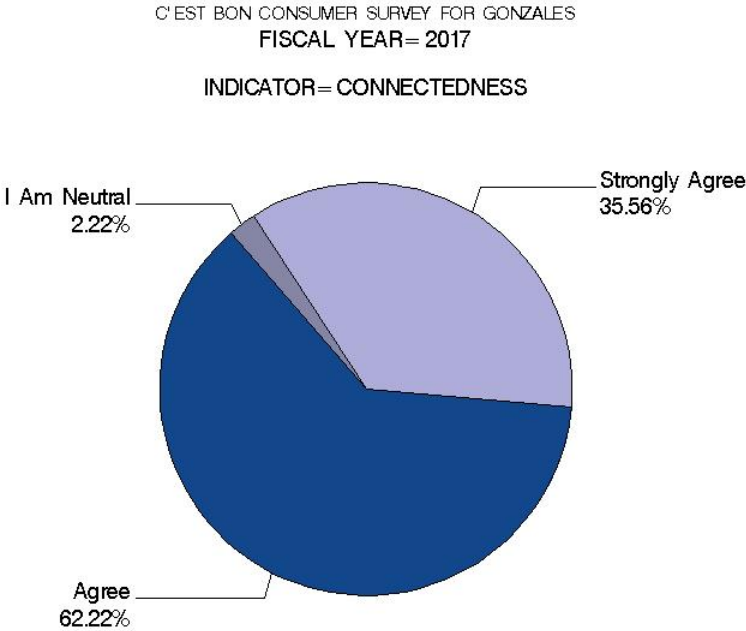
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FYEAR= 2017	Percent Responses for Clients Responding to Question				PERCENT TOTAL	CLIENT COUNT
	1 - STRONGLY AGREE	2 - AGREE	3 - I AM NEUTRAL	4 - DISAGREE		
FUNCTIONING						
Item 34-My symptoms are not bothering me as much.	21%	68%	12%		100%	34
Item 35-I do things that are more meaningful to me.	18%	76%	6%		100%	34
Item 36-I am better able to take care of my needs.	26%	68%	6%		100%	34
Item 37-I am better able to handle things when they go wrong.	21%	74%	6%		100%	34
Item 38-I am better able to do things that I want to do.	21%	71%	6%	3%	100%	34
CONNECTEDNESS						
Item 39-I am happy with the friendships I have.	35%	65%			100%	34
Item 40-I have people with whom I can do enjoyable things.	35%	62%	3%		100%	34
Item 41-I feel I belong in my community.	33%	64%	3%		100%	33
Item 42-In a crisis, I would have the support I need from family or friends.	38%	59%	3%		100%	34

The following pie charts signify the percentage for each answer given for both

performance indicators on the previous table.



Average of ratings across all items of performance indicator.

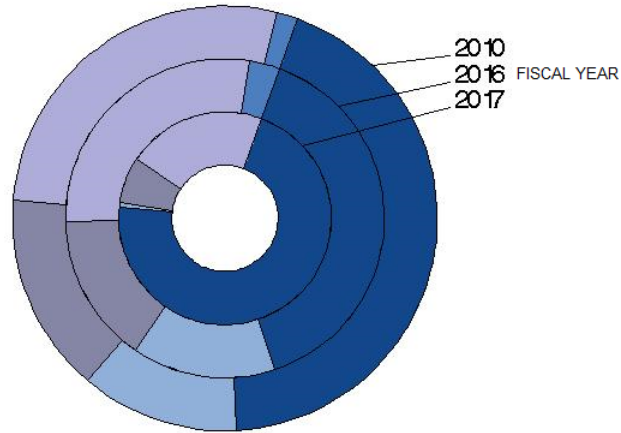


Average of ratings across all items of performance indicator.

Next are charts from the same 2 indicators from above comparing this year results to the previous years' results.

C'EST BON CONSUMER SURVEY FOR GONZALES

INDICATOR= FUNCTIONING

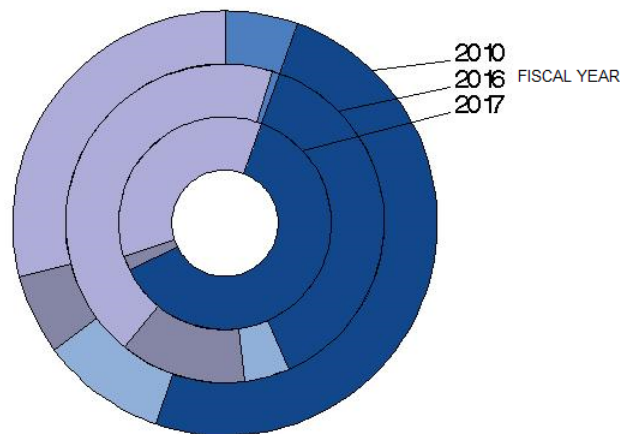


Agree
 Disagree
 I Am Neutral
 Strongly Agree
 Strongly Disagree

Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR GONZALES

INDICATOR= CONNECTEDNESS



Agree
 Disagree
 I Am Neutral
 Strongly Agree
 Strongly Disagree

Average of ratings across all items of performance indicator.

SURVEY TEAM OBSERVATIONS

Gonzales BHC

Staff-to-Staff Interactions:

Very professional. The staff works well as a team and displays respect for each other.

Staff-to-Consumer Interactions:

Does staff greet consumers?

Yes, the staff greets clients in a pleasant manner.

Does staff respect consumer confidentiality?

Yes. First names only are used in public areas. Also, the persons served check in by computer and no sign in sheets are used.

Does staff adequately meet the needs of consumers in emergency/crisis situations?

No emergency or crisis situations were observed.

Do consumers from correctional facilities enter the clinic somewhere other than through the same entrance used by other consumers and family members?

Yes, they enter through a back entrance.

Are consumers from correctional facilities housed away from consumers and family members?

Yes, they are seated in a side area away from other persons served.

Yes	No		
Y		1.	<i>Was the outside clinic sign visible?</i>
Y		2.	<i>Was the address visible from outside the clinic?</i>
Y		3.	<i>Was the entrance clearly marked?</i>
Y		4.	<i>Were the clinic hours posted both inside the clinic and where they could be seen from outside the clinic entrance?</i>
	N	5.	<i>Were after-hours/crisis numbers posted both inside the clinic and where they could be seen from outside the clinic entrance?</i>
Y		6.	<i>Was smoking away from the entrance?</i>
Y		7.	<i>Was parking adequate and appropriate?</i>
Y		8.	<i>Was the outside of the clinic attractive, appealing, clean, and orderly?</i>
Y		9.	<i>Was the inside of the clinic attractive, appealing, clean, and orderly with no clutter?</i>
Y		10.	<i>Was the waiting area an appropriate size?</i>

Y		11.	<i>Were there enough chairs in the waiting area?</i>
Y		12.	<i>Were the chairs in the waiting area clean?</i>
Y		13.	<i>Were the chairs in the waiting area comfortable?</i>
Y		14.	<i>Was the reception/check-in area accessible and welcoming?</i>
Y		15.	<i>Were the consumer bathrooms clean and well supplied with paper towels, soap and toilet paper?</i>
Y		16.	<i>Was there a clean water fountain available?</i>
Y		17.	<i>Were there drink and snack machines available for clients?</i>
Y		18.	<i>Was there a television for consumers to view while waiting?</i>
Y		19.	<i>Was there a telephone available for consumers to use?</i>
Y		20.	<i>Were there current and appropriate magazines available in the waiting area?</i>
Y		21.	<i>Were the magazines in good condition and kept neat and orderly?</i>
Y		22.	<i>Were there pamphlets and brochures available in the waiting area?</i>
Y		23.	<i>Was the 'Grievance Policy' posted in the waiting area?</i>
Y		24.	<i>Was the 'Privacy Policy' posted in the waiting area?</i>
Y		25.	<i>Were the 'Consumer Rights' posted in the waiting area?</i>
Y		26.	<i>Was the C'est Bon! Survey/Poster posted in the waiting area?</i>
	N	27.	<i>Was a comment box available in the waiting area?</i>
Y		28.	<i>Was a current DHH license posted and on public display in clinic?</i>
Y		29.	<i>Was information on consumer-run programs available/posted in the waiting area?</i>
Y		30.	<i>Were notices/miscellaneous information available/posted in the clinic?</i>
Y		31.	<i>Was the process and ease of operation of the clinic smooth?</i>
Y		32.	<i>Was a security officer on duty?</i>

Y		33.	<i>Were there any other security measures used in the clinic?</i>

Additional comments: The staff was very pleasant and accommodating to our C'est Bon interviewer. They voiced on several occasions a willingness to help in any way. We truly appreciate everyone's kindness. We look future to working with you again in the future!