

*C'EST BON
CONSUMER
SURVEY
REPORT*

*Baton Rouge
Behavioral Health Clinic*

February 2018/March 2018

C'est Bon Survey Program

Baton Rouge 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 2018/ March 2018, our *C'est Bon* team surveyed a convenience sample of the persons served at the Baton Rouge 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 127 positive responses to this question from those surveyed. The majority of comments were regarding the staff, social worker/counselor, doctor, and the receptionist noting their positive personal characteristics, concern/supportiveness, competency, dependability and helpfulness. Some of the other comments pointed out the quality services that are beneficial and convenient.

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 83% of all positive comments.

Staff (23% of positive comments):

- Positive personal characteristics: “nice”; “kind”; “respectful”; “courteous”; “friendly”; “personable”; “patient”
- Concerned/supportive: “makes me comfortable”; “sympathetic”; “caring”
- Competency: “go out their way”; “efficient”; “very good”; “great”; “professional”; “great job”
- Dependability: “receptive”; “meets my needs”; “talk to me”
- Helpfulness: “helpful”; “lifts my spirits when down and that keeps me coming back”; “help with meds”; “helped me get on track”

Social worker/counselor (22% of positive comments):

- Positive personal characteristics: “is ok”; “s/w very kind”; “s/w like talking to them”; “s/w friendly”
- Concerned/supportive: “s/w is supportive and understanding”; “s/w very considerate”; “s/w really care”; “counselor is concerned”
- Competency: “counselor is good”; “counselor thorough”; “greatest”; “knowledgeable”; “orderly”; efficient
- Dependability: “s/w is explanatory”; “s/w is sensible”; “I like talking to my s/w”; “attentive”; “listens”; “listens to my problems”; “open” positive”

- Helpfulness: “s/w is helpful”; “helpful”; “has really helped me”

Doctor (27% of positive comments):

- Positive personal characteristics: “nice to me”
- Concerned/Supportive: “considerate of my situation”; “really care”; care about what I to say”;
- Competency: “good service”; “good with meds”; “both doctors are good”; “thorough”; “competent”; “excellent”; “go out their way to help me”; “doctors are very knowledgeable”; meds is right works better”
- Dependability: “explanatory”; “positive”; “listens to me”; “attentive”
- Helpfulness: “helpful”; “helps me communicate with family better”; “helps me cope”

Clinic/Services: (11% of positive comments):

- Quality: “good”; “so far service have been good”; “positive experience”; “fine”; “I love coming here”; “great clinic”; “friendly environment”; “the way they run the clinic is great”

The remaining 17% of positive comments noted the nurses’ dependability and competency, the positive coping skills received in the PSS’s group and the caring pharmacy staff.

The remaining comments are listed below. Each of the categories fell below the 17% majority of comments.

- Nurse: “is great”; “very friendly”
- Receptionist: “very nice”; “polite”; “know my name”; “patient”; “makes me feel like I matter” “does a good job”; “good”; “great”; “wonderful”; “takes good care of me”
- “I enjoy her PSS’s group which gives me positive coping skills.”

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

42 clients expressed that they had no concerns or complaints about the services. There were 20 comments from the remaining individuals surveyed reflected some dissatisfaction. Most of the concerns were pertaining to excessive waiting time, lack of continuity of care from doctor and difficulty getting an appointment.

All of the actual comments are listed below.

- Waiting time: “long waiting time”; “takes a while to see doctor” “wait time so long sometimes can’t see doctor”; “long wait after checking in” (9)
- Doctor: “see a different doctor every time”; “high turnover rate” “wish I could see the same doctor often”; “doctor doesn’t always show up” (6)
- Walk ins: “it’s a nightmare”; because doctor doesn’t give appts I have to walk in”; “walk ins wait longer”; “need less walk ins” (6)
- “Have to see someone new and tell story over every time.”
- “Miss appointment it’s hard to get another one.”
- “Need more staff.”
- “I wish time with doctor and social worker would be longer.”

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

48 responders expressed that they had no difficulties in getting needed services. 27 comments from the remaining persons surveyed reflected some difficulties accessing services. Most of the difficulties faced by those surveyed are transportation problems.

All of the actual comments are listed below.

- Transportation: “transportation (x’s 18)”; “I must keep my appointment”; “lack of transportation”;

“Medicaid transportation is ridiculous sometimes they don’t even come”; “can’t drive” (22)

- “lack of funds”
- “can’t afford co-pay”
- “work schedule”
- “getting children to school”
- “Doctors are in a hurry and rush you out of the door”

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

50 responders indicated that nothing needed to be changed, added, or improved. 27 suggestions from the remaining persons surveyed were made for changes, additions and improvements. Some of the responses received suggested improvement of waiting time, new/bigger building, improvement of seating, more staff and continuity of care.

All of the actual comments are listed below.

- Waiting time: “waiting time (x’s 3)”; “shorter waiting time for doctor” (3)
- Doctors/Staff: “more doctors (x’s 7)”; “doctors need to stay”; “more social workers” (7)
- “more support groups”
- “more visits with nurse and counselor”
- “change policy for walk-ins and more hours for pharmacy”
- “make sure patients get seen that must be seen”
- “sooner and earlier appointments”
- “replace rude security guard”
- “have a TV”

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.

C'EST BON CONSUMER SURVEY FOR BATON ROUGE

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FISCAL YEAR= 2018	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?	52.7%	31.1%	13.5%	2.7%		100.0%	74
Item 2-How would you grade getting phone calls returned promptly?	57.1%	31.4%	8.6%	2.9%		100.0%	70
Item 3-How would you grade getting services at times that were good for you?	56.9%	27.8%	6.9%	4.2%	4.2%	100.0%	72
Item 4-How would you grade seeing a psychiatrist when you need to?	50.0%	34.7%	6.9%	5.6%	2.8%	100.0%	72
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	57.1%	30.0%	11.4%	1.4%		100.0%	70
Item 7-How would you grade your ability to get all the services you thought you needed?	50.0%	40.0%	5.7%		4.3%	100.0%	70
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	71.9%	18.8%	6.3%	1.6%	1.6%	100.0%	64
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	61.8%	26.5%	10.3%	1.5%	-	100.0%	68
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	63.5%	23.8%	7.9%	4.8%	-	100.0%	63
Item 15-How would you grade staff's belief that you could grow, change and recover?	66.2%	25.0%	5.9%	2.9%	-	100.0%	68
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?	78.5%	18.5%	3.1%	-	-	100.0%	65
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	72.7%	25.8%	1.5%	-	-	100.0%	66
Item 30-How would you grade how well the staff told you what side effects to watch out for?	61.5%	20.0%	12.3%	3.1%	3.1%	100.0%	65
Item 5-How would you grade staff's sensitivity to my cultural background?	77.5%	14.1%	8.5%	-	-	100.0%	71
Item 9-How would you grade doctor/counselor being open to your complaints?	66.7%	26.1%	5.8%	1.4%	-	100.0%	69

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FISCAL YEAR= 2018	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	72.1%	22.1%	4.4%	1.5%	-	100.0%	68
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	73.5%	20.6%	1.5%	4.4%	-	100.0%	68
OUTCOME							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	53.0%	30.3%	13.6%	1.5%	1.5%	100.0%	66
Item 21-How would you grade how well the services have helped you cope with a crisis?	59.4%	23.4%	14.1%	1.6%	1.6%	100.0%	64
Item 22-How would you grade how well the services have helped you get along better with your family?	59.3%	30.5%	8.5%	1.7%	-	100.0%	59
Item 23-How would you grade how well the services have helped you do better in being able to work?	58.6%	24.1%	10.3%	6.9%	-	100.0%	29
Item 24-How would you grade how well the services have helped you do better with your leisure time?	41.0%	39.3%	14.8%	3.3%	1.6%	100.0%	61
Item 25-How would you grade how well the services have helped you improve your housing situation?	51.1%	22.2%	13.3%	6.7%	6.7%	100.0%	45
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	58.5%	29.2%	9.2%	1.5%	1.5%	100.0%	65

C'EST BON CONSUMER SURVEY FOR BATON ROUGE

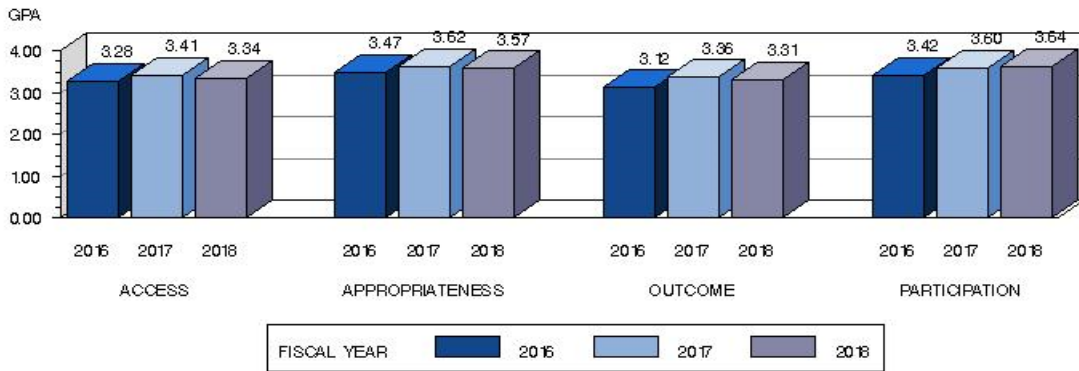
Items from the previous table with a combined percentage of A and B scores less than 80%	
Item 25-How would you grade how well the services have helped you improve your housing situation?	73.3%

C'EST BON CONSUMER SURVEY FOR BATON ROUGE

PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FISCAL YEAR = 2018	Percent Responses for Clients Responding to Question		PERCENT TOTAL	CLIENT COUNT
	Yes	No		
Item 32-If you could go anywhere you wanted for services, would you continue to come here?	90.9%	9.1%	100.0%	66
Item 33-Would you recommend this clinic to a friend or family member?	93.9%	6.1%	100.0%	66

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 BATON ROUGE MHC

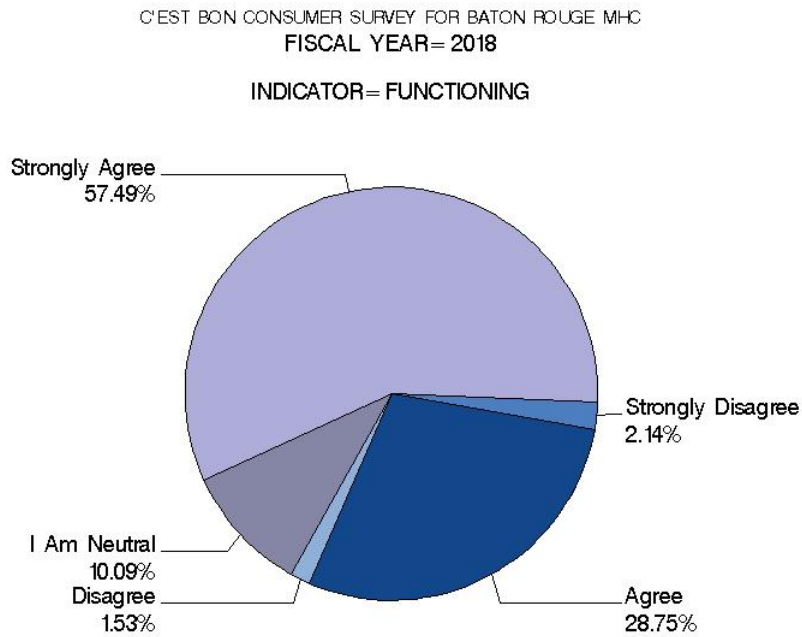


GPA is average of grade ratings across all items of performance indicator. Item 34 is excluded from Outcome domain due to difference in scales.

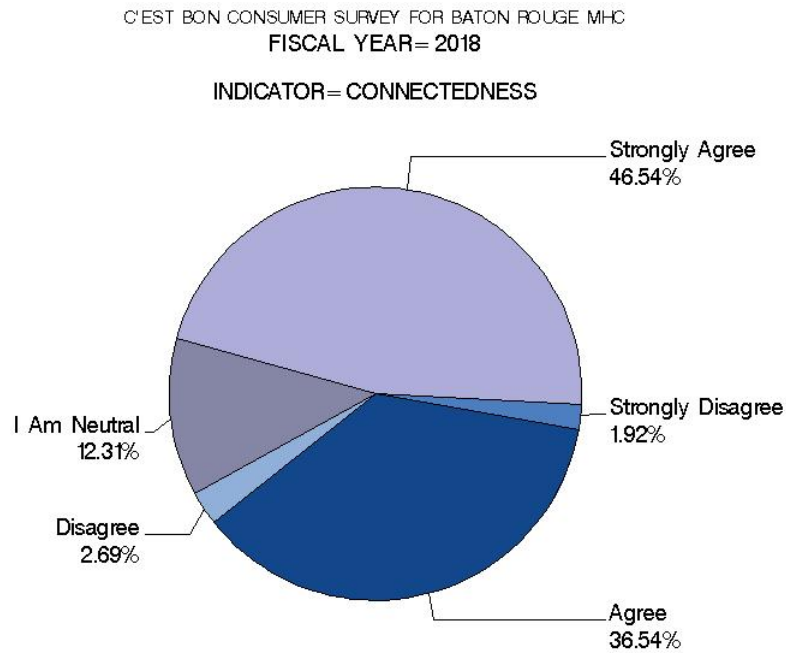
C'EST BON CONSUMER SURVEY FOR BATON ROUGE

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FISCAL YEAR= 2018	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	1 – STRONGLY AGREE	2 – AGREE	3 – I AM NEUTRAL	4 – DISAGREE	5 – STRONGLY DISAGREE		
FUNCTIONING							
Item 34-My symptoms are not bothering me as much.	56.1%	30.3%	7.6%	-	6.1%	100.0%	66
Item 35-I do things that are more meaningful to me.	50.8%	36.9%	4.6%	4.6%	3.1%	100.0%	65
Item 36-I am better able to take care of my needs.	66.2%	23.1%	9.2%	1.5%		100.0%	65
Item 37-I am better able to handle things when they go wrong.	57.6%	28.8%	13.6%	-	-	100.0%	66
Item 38-I am better able to do things that I want to do.	56.9%	24.6%	15.4%	1.5%	1.5%	100.0%	65
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	46.2%	41.5%	10.8%	-	1.5%	100.0%	65
Item 40-I have people with whom I can do enjoyable things.	47.7%	36.9%	13.8%	1.5%	-	100.0%	65
Item 41-I feel I belong in my community.	36.9%	30.8%	21.5%	7.7%	3.1%	100.0%	65
Item 42-In a crisis, I would have the support I need from family or friends.	55.4%	36.9%	3.1%	1.5%	3.1%	100.0%	65

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.

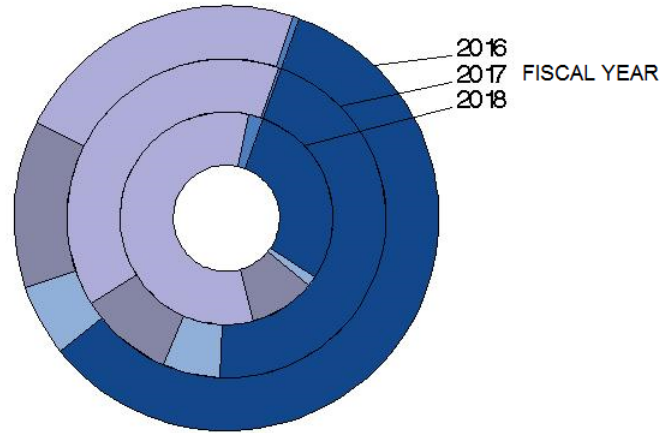


Average of ratings across all items of performance indicator.

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 BATON ROUGE MHC

INDICATOR= FUNCTIONING

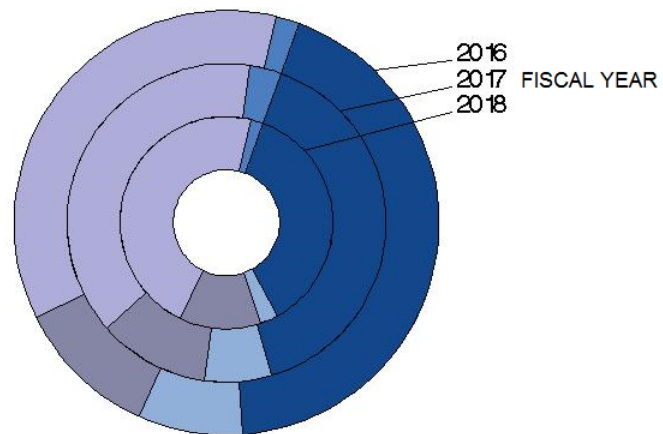


Agree
 Disagree
 I Am Neutral
 Strongly Agree
 Strongly Disagree

Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR BATON ROUGE MHC

INDICATOR= CONNECTEDNESS



Agree
 Disagree
 I Am Neutral
 Strongly Agree
 Strongly Disagree

Average of ratings across all items of performance indicator.

SURVEY TEAM OBSERVATIONS
Baton Rouge Behavioral Health Clinic

Staff-to-Staff Interactions:

The staff interacted in a professional and courteous.

Staff-to-Consumer Interactions:

Does staff greet consumers?

Yes, they are greeted by security upon entering the building and then they are greeted again at the front desk.

Does staff respect consumer confidentiality?

Yes, each patient is called to the counter one at a time to insure confidentiality and privacy.

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

Yes, a consumer was in need of emergency services and the staff as well as security acted swiftly and in a very caring way.

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

We did not see any consumers from correctional facilities that day.

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

Did not see any consumers from correctional facilities that particular day.

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>
Y		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 clean and orderly?</i>
Y		9.	<i>Was the inside of the clinic 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>
Y		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> There are 2 on duty—one upstairs and one downstairs.
Y		33.	<i>Were there any other security measures used in the clinic?</i> You have to have a Key Card to gain entrance to the back of the Clinic.

Additional comments:

The staff were friendly, welcoming and were accommodating to our needs. They provided a really nice conference room for us to work out of which was near the consumers so we didn't have to keep getting someone to let us into the locked side of the clinic. We want to thank everyone for being so helpful to us during our visit to the Baton Rouge Clinic.