

*C'EST BON
CONSUMER
SURVEY
REPORT*

*Margaret Dumas
Behavioral Health Clinic*

February 2018

C'est Bon Survey Program Margaret Dumas 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 client's point of view. A questionnaire is also furnished to providers to ascertain areas of strengths and concerns from the staff's perspective. The team interviews consumers and clinical staff 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, our *C'est Bon* team surveyed clients from a convenience sample at the Margaret Dumas 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 client 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 (the client) 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 a total of 109 positive responses to this question from the clients surveyed. The majority of comments were regarding the doctor, the counselors and the staff noting their positive personal characteristics, concern/supportiveness, competency, dependability and helpfulness. Other compliments emphasized the quality, benefits and convenience of the services/clinic.

All of the actual comments from consumers are listed below. Each of the categories accounted for 10% or more of the comments received. In total, they comprise 91% of all positive comments.

Staff (26% of positive comments):

- **Positive personal characteristics**: “treat me nice”; “patient”; “kind”; “everybody’s very friendly”; “love everybody that works here”; “all courteous”; “likeable”; non-judgmental”; “staff is good”
- **Concerned/Supportive**: “all are understanding”
- **Competency**: “everyone has done good work here”; “staff is great”; “they’re accurate”
- **Dependability**: “responsive”; “cooperative”; “sensible”; “workers are attentive”; “directs me to the right person/agency”
- **Helpful**: “all are helpful with questions”; “they’ve helped me a lot”

Services/Clinic (18% of positive comments):

- **Quality**: “perfect place here”; “building is clean”; “feels good around here”; “everything is working here”; “like this place better than another place”; “safe environment”; “excellent service here”; “love coming”; “good experience”; “feels like family”; “the best”
- **Beneficial**: “the group help”; “so far everything is helpful”; “has always suited my needs 100%”; “glad to be here”; “mail order pharmacy got my meds for me when I was out”; “they give out clothes to people in need”

Counselors/Social Worker (24% of positive comments):

- Positive personal characteristics: “like my counselor”; “nice”; “s/w is very sweet”; “friendly”; “love my counselor”; “most recent s/w is honest”; “great counselor”
- Concerned/Supportive: “concerned about me”; “treats me like a person not a number”; “care about my problems”
- Competency: “the best social worker I’ve had”; “kept me alive”; “supportive”; “thorough”; “goes above and beyond”; “good work”; “is alright”; “really efficient”; “excellent”
- Dependability: “dependable”; “attentive to what I say”; “open-minded”; “explanatory”; “receptive”
- Helpful: “helps me understand and resolve issues”; helps a lot”; very encouraging”; “very helpful”; “helps me stay on track”

Doctor (25% of positive comments):

- Positive personal characteristics: “great guy”; “patient”; “kind”; “friendly”; “nice”
- Concerned/supportive: “treats you like person”; “validating”; “caring”
- Competency: “the best”; “competent”; “thorough”; “informative”; “professional”; “precise with my meds”; “good work”; “excellent”
- Dependability: “persistent”; “listens to me”; “dependable”; “attentive”; “receptive to my concerns”;
Helpfulness: “helped me tremendously”; “helpful”; “has helped me with my meds”

Some of the remaining 10% of positive comments acknowledged the receptionist’s positive personal characteristics, competency and helpfulness and beneficial meds.

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

- Receptionists: “knows my name”; “really sweet”; “makes me feel important”; “the best”; “easy to talk to”; “super nice”; “treats me good”; “very pleasant”; “shows me a lot of respect”; “treats me good”
- PSS: “such a nice person”; “sweet as can be”; “she cares”; “amazing”; “very helpful”
- Nurse: “very nice”; “helpful”; love her”

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

40 clients expressed that they had no concerns or complaints about the services. 20 comments from the remaining clients reflected some dissatisfaction. The majority of the comments indicated excessive waiting time for appointment and client’s disapproval of the walk-in process.

All of the actual comments from clients are listed below.

- Waiting time: “waiting time to long (x’s 5)”; “wait too long to get appointment”; “take their time—very slow”; “check in time to slow” (8)
- Walk-in process: “should have appointments instead of walk-ins”; “putting numbers out 4:15 pm and then come the next day for 7:15AM”; “receptionist is rude”; “I can’t hear when they call my name” (4)
- Doctor: “wait all day still don’t see the doctor”; “don’t like to have to talk to the social worker; don’t think it’s necessary; would rather just see the doctor” (2)
- “If you come every 3-4 months they make changes and you don’t know it.”
- “Came in 3 times to see doctor and get meds I wasn’t seen ended up in the E.R.”; “sometimes I have trouble getting my Meds (x’s 3)
- “Not listening to me when I tell them my meds don’t work-negative attitudes”

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

47 clients expressed that they had no difficulties in getting needed services. 15 comments from the remaining clients reflected difficulties accessing services. The majority of the difficulties faced by clients are transportation problems and personal issues.

All of the actual comments from clients are listed below.

- Transportation difficulties: “no transportation [x’s 3]”; “no transportation makes it hard-I ride the bus then I walk” (4)
- Finances: “bus cost too much”; don’t have gas money”; “finances sometimes” (3)
- Walk-in process: “really hard to get here for 7am when I live out of town”; “being here early at 7am for walk-in to see the doctor” (2)
- Insurance issues: “my copay makes it hard” (1)
- “Can’t hear when they call your name should have a microphone.”
- “Just me wanting to stay home”
- “Sometimes the meds give me a hard time to get up”
- “It takes time and I have to get to work”
- “Lack of outside resources.”

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

35 clients indicated that nothing needed to be changed, added, or improved. 27 suggestions from the remaining clients were made for changes, additions and improvements. The majority of the responses received suggested improvement of waiting time, the walk-in process and availability of doctors.

All of the actual comments from clients are listed below.

- Waiting time: “checking out takes too long” [x’s 1]” (1)
- Walk-in process: “call you if clinic is closing”; “too many people walk in process is slow”; “appointment scheduling instead of walk-in”; “let you know if there are changes in the system”; “go back to appointments not walk-ins (x’s 5)” (9)
- Doctor: “doctor should treat everyone like individuals”; “need more doctors”; “should be able to see doctor instead of pulling numbers”; “change my Meds so I don’t gain weight” (4)
- Group: “AA group meetings at this location” (1)
- “more places to sit inside instead of outside at 5:30 am until the doors open at 7:15 am”
- “add another T.V.”
- “fix intercom system”
- “wish it wasn’t so far”
- “too cold in waiting area (x’s 2)”
- “place computer back in the waiting area”
- “movies instead of medical info”
- “have wifi”
- “designated smoking area”
- “cleaner restrooms”
- “mentor children here with program *Wild Cats* run by Mormon Church”

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 MARGARET DUMAS

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FYEAR= 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?	50.0%	25.0%	23.2%	1.8%		100.0%	56
Item 2-How would you grade getting phone calls returned promptly?	54.2%	27.1%	16.7%	2.1%		100.0%	48
Item 3-How would you grade getting services at times that were good for you?	57.1%	32.1%	7.1%	3.6%		100.0%	56
Item 4-How would you grade seeing a psychiatrist when you need to?	62.5%	23.2%	12.5%		1.8%	100.0%	56
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	69.1%	27.3%	3.6%			100.0%	55
Item 7-How would you grade your ability to get all the services you thought you needed?	65.5%	25.5%	9.1%			100.0%	55
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	68.5%	27.8%	1.9%		1.9%	100.0%	54
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	70.4%	27.8%		1.9%		100.0%	54
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	70.0%	20.0%	2.0%	2.0%	6.0%	100.0%	50
Item 15-How would you grade staff's belief that you could grow, change and recover?	66.0%	28.3%	5.7%			100.0%	53
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?	71.7%	24.5%	3.8%			100.0%	53
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	69.8%	26.4%	3.8%			100.0%	53
Item 30-How would you grade how well the staff told you what side effects to watch out for?	83.0%	13.2%	1.9%		1.9%	100.0%	53
Item 5-How would you grade staff's sensitivity to my cultural background?	69.1%	29.1%	1.8%			100.0%	55
Item 9-How would you grade doctor/counselor being open to your complaints?	76.4%	21.8%	1.8%			100.0%	55

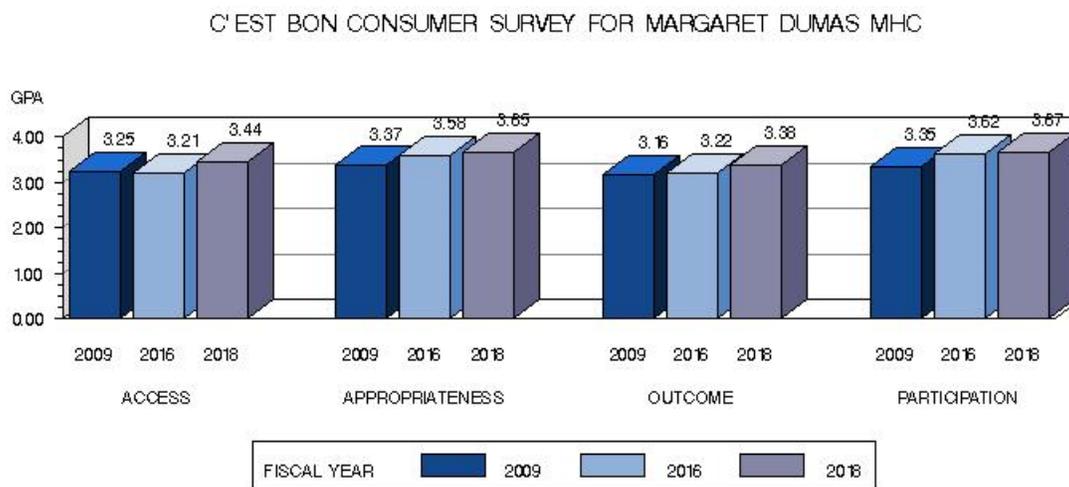
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FYEAR= 2018	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	67.9%	24.5%	7.5%			100.0%	53
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	74.5%	23.6%	1.8%			100.0%	55
OUTCOME							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	56.6%	34.0%	9.4%			100.0%	53
Item 21-How would you grade how well the services have helped you cope with a crisis?	54.7%	35.8%	7.5%	1.9%		100.0%	53
Item 22-How would you grade how well the services have helped you get along better with your family?	58.5%	20.8%	20.8%			100.0%	53
Item 23-How would you grade how well the services have helped you do better in being able to work?	60.0%	13.3%	20.0%	6.7%		100.0%	15
Item 24-How would you grade how well the services have helped you do better with your leisure time?	51.9%	32.7%	11.5%	1.9%	1.9%	100.0%	52
Item 25-How would you grade how well the services have helped you improve your housing situation?	63.2%	18.4%	5.3%	7.9%	5.3%	100.0%	38
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	54.7%	32.1%	11.3%	1.9%		100.0%	53

C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS

Items from the previous table with a combined percentage of A and B scores less than 80%	
Item 23-How would you grade how well the services have helped you do better in being able to work?	73.3%
Item 1-How would you grade the location of the services?	75.0%
Item 22-How would you grade how well the services have helped you get along better with your family?	79.2%

PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FYEAR = 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?	96.2%	3.8%	100.0%	53
Item 33-Would you recommend this clinic to a friend or family member?	98.1%	1.9%	100.0%	53

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.



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

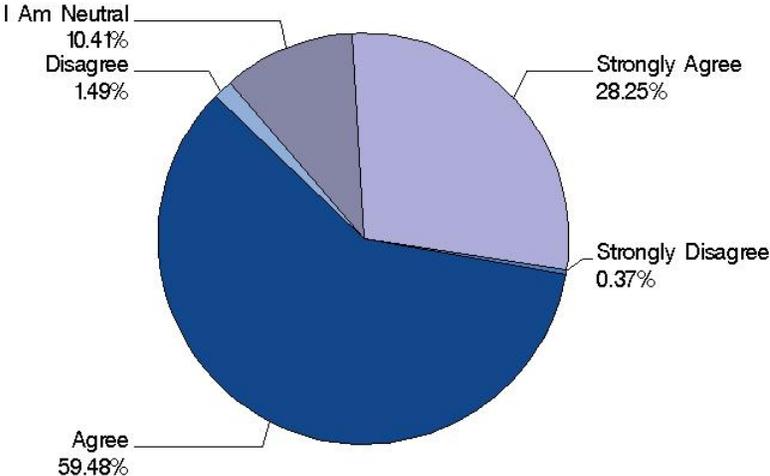
C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FYEAR= 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.	29.6%	57.4%	9.3%	3.7%	-	100.0%	54
Item 35-I do things that are more meaningful to me.	26.4%	64.2%	7.5%	1.9%	-	100.0%	53
Item 36-I am better able to take care of my needs.	31.5%	63.0%	5.6%	-	-	100.0%	54
Item 37-I am better able to handle things when they go wrong.	29.6%	53.7%	14.8%	1.9%	-	100.0%	54
Item 38-I am better able to do things that I want to do.	24.1%	59.3%	14.8%	-	1.9%	100.0%	54
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	40.7%	31.5%	20.4%	5.6%	1.9%	100.0%	54
Item 40-I have people with whom I can do enjoyable things.	40.7%	38.9%	14.8%	3.7%	1.9%	100.0%	54
Item 41-I feel I belong in my community.	37.0%	42.6%	14.8%	3.7%	1.9%	100.0%	54
Item 42-In a crisis, I would have the support I need from family or friends.	55.6%	31.5%	9.3%	-	3.7%	100.0%	54

The following pie charts signify the percentage for each answer given for both performance indicators on the previous table.

C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS MHC
FISCAL YEAR= 2018

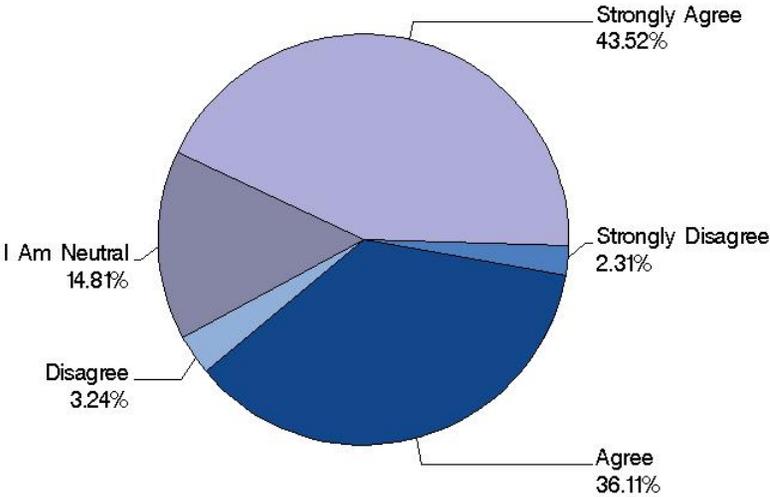
INDICATOR= FUNCTIONING



Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS MHC
FISCAL YEAR= 2018

INDICATOR= CONNECTEDNESS

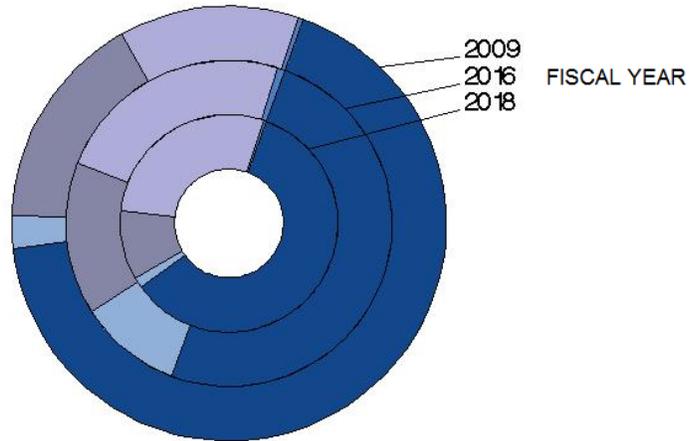


Average of ratings across all items of performance indicator.

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 MARGARET DUMAS MHC

INDICATOR= FUNCTIONING

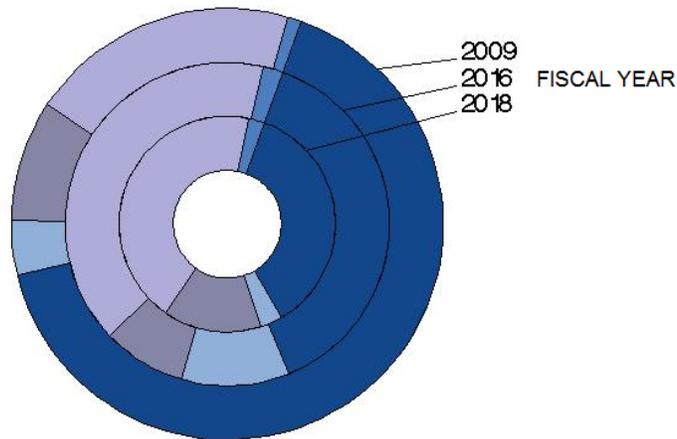


- Agree
- Disagree
- I Am Neutral
- Strongly Agree
- Strongly Disagree

Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS MHC

INDICATOR= CONNECTEDNESS



- Agree
- Disagree
- I Am Neutral
- Strongly Agree
- Strongly Disagree

Average of ratings across all items of performance indicator.

SURVEY TEAM OBSERVATIONS

Margaret Dumas Behavioral Health Clinic - 2018

Staff-to-Staff Interactions:

The Staff interacts like a family and working as a close unit. Morale is high and attitudes are positive.

Staff-to-Consumer Interactions:

Does staff greet consumers?

Yes, Receptionist and Peer Support Specialist greet consumers as they come into the office. The Peer Support Specialist offer the consumers coffee, water and snacks if available.

Does staff respect consumer confidentiality?

Yes, first names are only used when calling consumers when it is time for their appointment.

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

Yes, please see additional comments section.

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

Yes, they use a side entrance for consumers from the correctional facilities.

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

The consumers from correctional facilities are housed in an area in the back of the clinic.

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 attractive, appealing and clean and orderly?</i>
Y		9.	<i>Was the inside of the clinic attractive, appealing and 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>

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

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

A female consumer left the clinic running away after being assessed as needing hospitalization. Her Nurse pursued her down the sidewalk running across the traffic. She finally caught up and subdued her with the help of a Police Officer. This Nurse went above and beyond average efforts to help the consumer receive the help she needed. This Nurse embodies the dedication, support and empathy exhibited by the Staff at Margaret Dumas.

On a lighter note, we had the privilege on this particular Unit to be able to observe the “Mardi Gras” party that the staff sponsored for consumers. The entire cost of the food, drinks, decorations, and gifts were covered by staff contributions. Approximately 100 consumers enjoyed a large meal, music, dancing and were each given gift bags to go. This was a joy to see everyone laughing and having fun and we wished we could have bottled up some of the “kind” spirit that this clinic embraces