

*C'EST BON
CONSUMER
SURVEY
REPORT*

*Baton Rouge
Behavioral Health Clinic*

March 2019

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 March 2019, 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 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 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 104 positive responses to this question from those surveyed. The majority of comments were regarding the doctor, staff, counselor/social worker, and the clinic/services 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. Twelve of the persons surveyed did not give a comment for this question.

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 82% of all positive comments.

Doctor (31% of positive comments):

- Positive personal characteristics: “very good person”
- Concerned/Supportive: “understands what I’m going through and help me with that”; “understanding”; “understands my mental condition”
- Competency: “is fantastic”; “Margaret does great work”; “Margaret is good with my meds”; “got my meds working well”; “she’s good”; “Margaret knows her stuff (meds)-awesome-the best”; “is wonderful”; “he’s a good doctor”; “does awesome work”; “is okay”; “good work”; “sometimes meds work and sometimes they don’t-he’s always been good working with meds”; “good job”; “excellent”; “has got my meds right”
- Dependability: “listens to my problems”; “doctor Calhoun takes good care of me”; “doctor takes time with me”; “she listens and keeps notes on everything I say”; “doctors know what they are doing”; “listens to me and takes me serious”; “very responsive and reactive”; “works good with me”
- Helpfulness: “helpful”; “willing to help”; “is very helpful (x’s 2)”; “helpful with meds and treatment”

Staff (21% of positive comments):

- Positive personal characteristics: “everyone is nice, polite, and courteous”; “everyone is nice (x’s 2)”; “well mannered”

- Concerned/supportive: “treats me well”; “considerate of my feelings”
- Competency: “staff are wonderful”; “has been great”; “all staff are good”; “has done a good job with me”; “everyone doing good so far”; “they’re excellent here”; “all do good work for me”
- Dependability: “everyone is open-minded to my situation”; “gives good advice”; “look out for you”
- Helpfulness: “everyone helps in any way they can”; “are very helpful (x’s 4)”; “everyone is super helpful”

Counselor/Social Worker (18% of positive comments):

- Positive personal characteristics: “one of the best”; “very nice”; “they are okay”; “my social worker gives me good service”
- Concerned/supportive: “Chris is full of compassion”
- Competency: “I just love Gloria”; “absolutely wonderful”; “Betty does great work”; “wonderful”; “I like my wellness teacher”; “does awesome work”; “Elaine is awesome”; “Rickey is awesome”
- Dependability: “Ashley is very positive with my sobriety”; “great listener, trustworthy, honest”; “Rickey takes good care of me”; “takes time with me and listens to me”; “I can tell her anything”
- Helpfulness: “helped me a lot”

Clinic/Services: (12% of positive comments):

- Quality: “have respectful treatment here”; “you’re helped quickly (x’s 2)”; “I get seen on time-a really good experience”; “helped when you ask and are very helpful”
- Benefits: “I like the group setting with Kisha”; “has seen growth and bending with group”; “I am so happy for Keisha’s group exercise therapy class”
- Convenience: “I enjoy coming here”; “overall it’s good here”; “I’m very pleased with the care here”; “everything is okay here”

The remaining 18% comments were regarding the nurse, receptionist, and the peer support specialist noting their positive personal characteristics, concern/supportiveness, competency, dependability and helpfulness.

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

Nurse:

- Positive personal characteristics: “pretty nice”
- Competency: “helps me a lot and does a good job with my meds”; “good work”; “does a good job and I am very well pleased”
- Dependability: “takes good care of me”; “do good work with me”
- Helpfulness: “helps me get things done”; “helpful”

Receptionist

- Positive personal characteristics: “workers at the desk are pleasant”; “the ladies know me by name”; “very nice (x’s 2)”; “front desk staff are real nice”
- Concerned/supportive: “good to me”
- Competency: “Pam does great work”; “awesome”
- Dependability: “knows me and gets me”
- Helpfulness: “helpful”

Peer Support Specialist:

- Competency: “group leader Keisha is excellent”

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

Forty-four clients expressed that they had no concerns or complaints about the services. There were 27 comments from the remaining individuals surveyed reflected some dissatisfaction. Most of the concerns were pertaining to excessive wait time, difficulty getting appointments, challenges with staff, environmental issues, and support for housing and finances.

All of the actual comments are listed below.

- Wait time: “wait time (x’s 3)”; “as you walk in waiting is too long to see the doctor” “wait too long”; “to see the doctor-walk-in’s could be faster-go faster and not wait so long”; “long wait time”; “if you don’t have an appointment you wait a long time”; “the wait time is too long to see the doctor”; “it’s so long to wait for appointment”; “waiting a long time this morning”; “not a good experience-can take 15 minutes to check-in maybe later today-it was a problem as they thought I was late for my appointment”; “had an appointment and still waited for 3 hours”; “sometimes it takes a long time to see the doctor-one time I came in as a walk-in and they told me at 2:00 pm that I wasn’t going to be seen”; “I came a long way to see Carla the social worker-this is not the first time she canceled-almost every time she cancels-she doesn’t give you an appointment card”; “you wait a long time 2-3 hours if you have an appointment to be seen”; “it took me 3 times as a walk-in to finally get an appointment with the doctor”
- Staff: “my social worker just left”; “social worker doesn’t respond too much-just types what I say-I lose a lot of my day coming in for appointments-they say it’s already booked up so come in as a walk-in-I see medical doctor every month” “I didn’t like the doctor I saw previously”; “the lady police officer may be rude sometime-the doctor charge my meds a lot”; “Chris’s doctor Keisha talks about things you usually don’t get to talk about”; “Make sure the people who helps us don’t tell our business to other workers”; “they’re slow to return paperwork for Federal Court-it’s okay I’m getting it today”; “if they are going to send you to the hospital they should tell you before the ambulance comes to get you so you can be prepared”
- “It’s not always easy to pay co-pay”
- “The clinic should be able to put out more effort for people who need help (Like Homes) I’m in an unsafe environment and need safe housing”

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

Forty responders expressed that they had no difficulties in getting needed services. Thirty-one comments from the remaining persons surveyed reflected some difficulties accessing services. Most of the difficulties faced by those surveyed are transportation problems, distance to the clinic and financial problems.

All of the actual comments are listed below.

- Transportation: “transportation (x’s 12)”; “sometimes I don’t have transportation (x’s 2)”; “bus transportation”; “Mom has to drive me”; “the bus does not have a pass on government street-this has been a major problem”
- Distance: “a long distance to get here-I live in Denham Springs”; “a lot of distance”; “long drive to get here”; “ a long distance to get here”
- Appointments: “walk-ins are hard-you have a long wait time”; “as a walk-in-not wait so long”; “ can’t get an appointment when needed-you have to wait”
- Finances: “having the co-pay”; “money”; “finances”
- “Have coffee and donuts for patients while they wait”
- “Not coming to the clinic at all”
- “Mental Health Issues”
- “Hard to get up especially in the morning”

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

Forty-two responders indicated that nothing needed to be changed, added, or improved. Twenty-nine suggestions from the remaining persons surveyed were made for changes, additions and improvements. Some of the responses received suggested improvement in waiting time, more doctors, more services, additional staff, transportation and improvements to the facilities.

All of the actual comments are listed below.

- Waiting time: “wait time (x’s 2)”; “less waiting time to see the doctor if you are a walk-in (x’s 2)” “I would change some of the worker’s attitudes-I would change the wait time”; “faster service”; “make more appointment times and maybe get more doctors”; “wait time for walk-in appointments”; “see you in a timely manner”; “not wait so long to be seen”; “go back to scheduled appointments to see the doctor”; “less wait time when seeing the doctor in the morning”; “if people are in poverty then services should be free”
- Doctors: “more doctors would be a help”; “doctors are always changing-keep the doctors from leaving”; “I wish it was easier to see the doctor if you are having a problems-if you have to come in as a walk-in”; “if you walk-in-they should make sure you see the doctor”
- Services: “bring in people to help find services-add more time with social worker”; “if the services were twenty-four seven, that would be better”; “wellness group to last longer”; “have counselors that are clients who have over 30 years of experience in counseling, marriages, HIV, relationship and living positive in general”; “more health and other seminars for the community”; “it would be good to give you a card with the next appointment or a slip with all appointments listed including your next appointment”
- “I would like more people to try “Invega” because it works so well for me” more support groups”
- “Have Coffee in the waiting room for consumers (x’s 2)”
- “Continue being happy and keep the faith in God”
- “Transportation issues”
- “Paint/Lighting”

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 BEHAVIORAL HEALTH CLINIC

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2019	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?	53.6%	24.6%	18.8%	2.9%		100.0%	69
Item 2-How would you grade getting phone calls returned promptly?	63.1%	24.6%	9.2%	3.1%		100.0%	65
Item 3-How would you grade getting services at times that were good for you?	69.2%	20.0%	7.7%	1.5%	1.5%	100.0%	65
Item 4-How would you grade seeing a psychiatrist when you need to?	60.6%	18.2%	13.6%	7.6%		100.0%	66
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	70.1%	23.9%	3.0%	3.0%		100.0%	67
Item 7-How would you grade your ability to get all the services you thought you needed?	65.7%	25.4%	6.0%	3.0%		100.0%	67
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	65.1%	30.2%	1.6%	1.6%	1.6%	100.0%	63
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	52.4%	33.3%	9.5%	3.2%	1.6%	100.0%	63
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	55.9%	28.8%	8.5%	5.1%	1.7%	100.0%	59
Item 15-How would you grade staff's belief that you could grow, change and recover?	62.1%	29.3%	8.6%			100.0%	58
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?	62.5%	30.4%	7.1%			100.0%	56
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	67.9%	25.0%	7.1%			100.0%	56
Item 30-How would you grade how well the staff told you what side effects to watch out for?	62.5%	29.2%	6.3%		2.1%	100.0%	48
Item 5-How would you grade staff's sensitivity to my cultural background?	70.1%	22.4%	7.5%			100.0%	67
Item 9-How would you grade doctor/counselor being open to your complaints?	58.5%	29.2%	7.7%	1.5%	3.1%	100.0%	65
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	61.7%	30.0%	5.0%	3.3%		100.0%	60
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	68.7%	26.9%	3.0%	1.5%		100.0%	67

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2019	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?	62.3%	18.9%	13.2%	5.7%		100.0%	53
Item 21-How would you grade how well the services have helped you cope with a crisis?	59.6%	23.1%	9.6%	7.7%		100.0%	52
Item 22-How would you grade how well the services have helped you get along better with your family?	57.7%	21.2%	7.7%	11.5%	1.9%	100.0%	52
Item 23-How would you grade how well the services have helped you do better in being able to work?	50.0%	21.4%	21.4%	7.1%		100.0%	42
Item 24-How would you grade how well the services have helped you do better with your leisure time?	55.8%	21.2%	13.5%	7.7%	1.9%	100.0%	52
Item 25-How would you grade how well the services have helped you improve your housing situation?	43.5%	32.6%	13.0%	8.7%	2.2%	100.0%	46
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	58.8%	25.5%	15.7%			100.0%	51

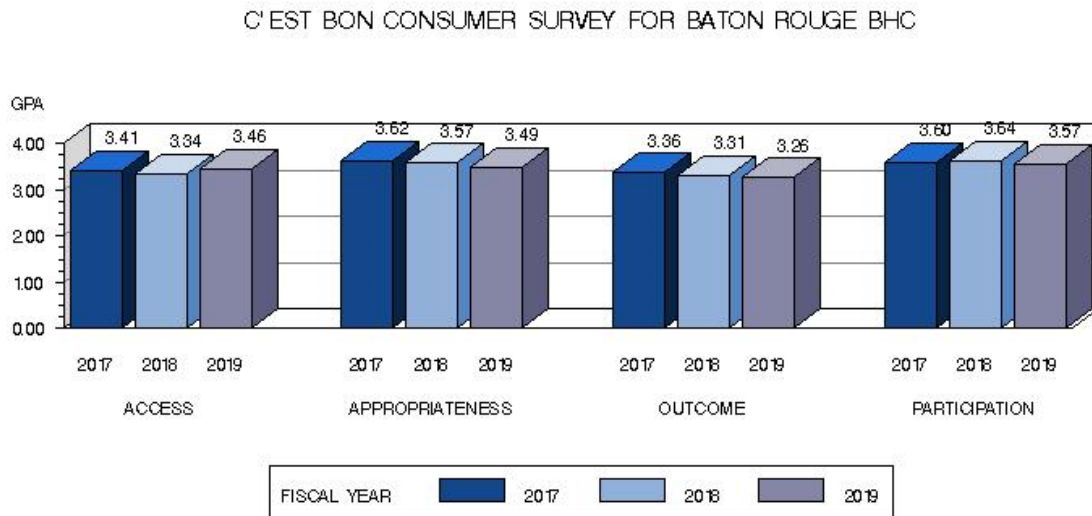
C'EST BON CONSUMER SURVEY FOR BATON ROUGE BHC

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?	71.4%
Item 25-How would you grade how well the services have helped you improve your housing situation?	76.1%
Item 24-How would you grade how well the services have helped you do better with your leisure time?	76.9%
Item 1-How would you grade the location of the services?	78.3%
Item 4-How would you grade seeing a psychiatrist when you need to?	78.8%
Item 22-How would you grade how well the services have helped you get along better with your family?	78.8%

C'EST BON CONSUMER SURVEY FOR BATON ROUGE BHC

PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FOR FISCAL YEAR = 2019	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%	52
Item33-Would you recommend this clinic to a friend or family member?	96.2%	3.8%	100.0%	52

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 BATON ROUGE BHC

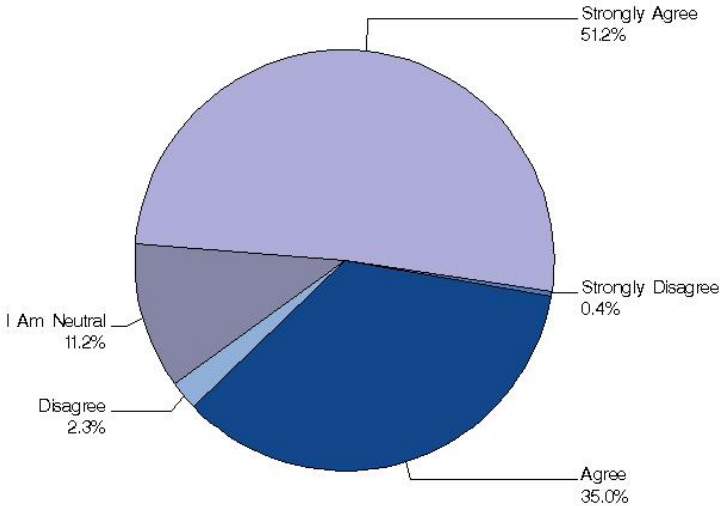
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2019	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	1 - STRONGLY AGREE	2 - AGREE	3 - I AM NEUTRAL	4 - DISAGREE	5 - STRONGLY DISAGREE		
FUNCTIONING							
Item 34-My symptoms are not bothering me as much.	46.2%	36.5%	11.5%	3.8%	1.9%	100.0%	52
Item 35-I do things that are more meaningful to me.	50.0%	36.5%	11.5%	1.9%		100.0%	52
Item 36-I am better able to take care of my needs.	53.8%	34.6%	9.6%	1.9%		100.0%	52
Item 37-I am better able to handle things when they go wrong.	53.8%	36.5%	7.7%	1.9%		100.0%	52
Item 38-I am better able to do things that I want to do.	51.9%	30.8%	15.4%	1.9%		100.0%	52
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	54.9%	35.3%	3.9%	5.9%		100.0%	51
Item 40-I have people with whom I can do enjoyable things.	51.9%	38.5%	5.8%	3.8%		100.0%	52
Item 41-I feel I belong in my community.	50.0%	30.8%	13.5%	5.8%		100.0%	52
Item 42-In a crisis, I would have the support I need from family or friends.	56.9%	37.3%	2.0%	3.9%		100.0%	51

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 BATON ROUGE BHC

FISCAL YEAR= 2019

INDICATOR= FUNCTIONING

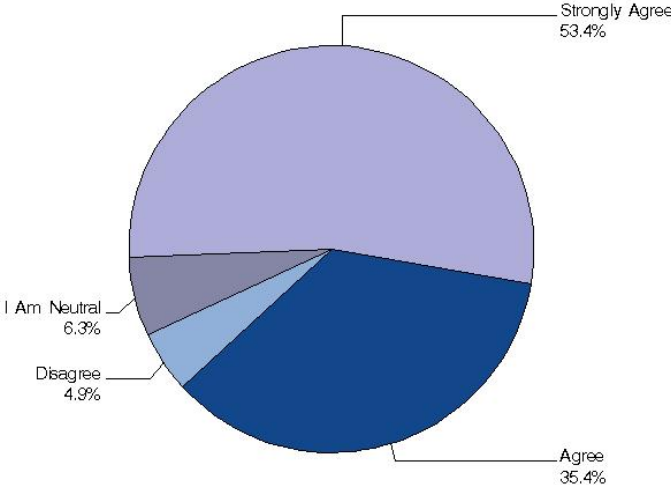


Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR BATON ROUGE BHC

FISCAL YEAR= 2019

INDICATOR= CONNECTEDNESS

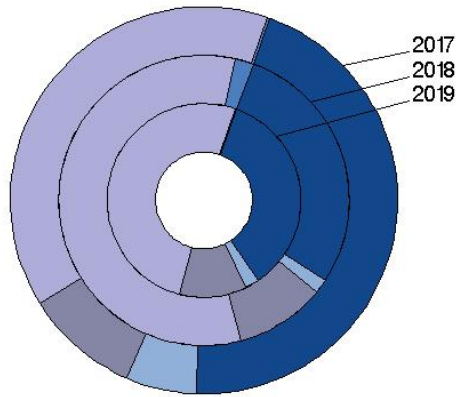


Average of ratings across all items of performance indicator.

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 BATON ROUGE BHC
By FISCAL YEAR

INDICATOR= FUNCTIONING

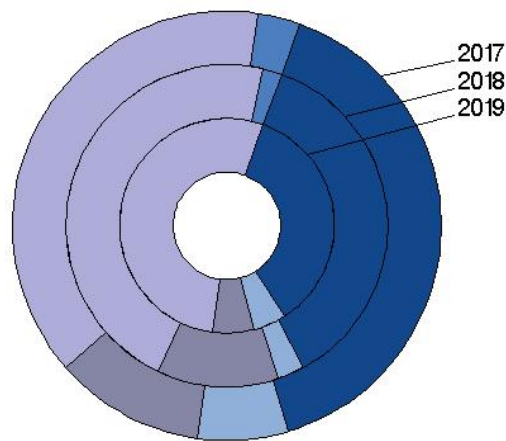


Agree
 Disagree
 I Am Neutral
 Strongly Agree
 Strongly Disagree

Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR BATON ROUGE BHC
By FISCAL YEAR

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: SFY 19

The staff appeared to interact courteously and professionally.

Staff-to-Consumer Interactions:

Does staff greet consumers?

Yes, the consumers were observed being greeted immediately by security upon entering the building and again by the receptionist at the front desk.

Does staff respect consumer confidentiality?

Yes, consumers were observed checking in at the front desk and given privacy space from others waiting in line as one person is served at the check-in window.

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

There were no emergency/crisis situations observed during the times the survey team was present.

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

No, the Clinic Manager informed us that consumers from correctional facilities do not come to this clinic.

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

No, the Clinic Manager informed us that consumers from correctional facilities do not come to this 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 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>

	N	20.	<i>Were there current and appropriate magazines available in the waiting area? There were no magazines observed in the waiting area.</i>
	N	21.	<i>Were the magazines in good condition and kept neat and orderly? There were no magazines observed in the waiting area?</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? There was no comment box observed 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? There were 2 on duty security officers observed - one upstairs and one downstairs.</i>
Y		33.	<i>Were there any other security measures used in the clinic? The doors to the clinic area are only accessible by badge as observed by the team.</i>

Additional comments: