

*C'EST BON
CONSUMER
SURVEY
REPORT*

*Margaret Dumas
Behavioral Health Clinic*

February 2019

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 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 2019, 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 75 positive responses to this question from the clients surveyed. The majority of comments were regarding the doctor, staff, and counselors/social worker, noting their positive personal characteristics, concern/supportiveness, competency, dependability and helpfulness. Other compliments emphasized how nice the receptionist and nurses are as well as the quality, benefits and convenience of the clinic/services.

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 80% of all positive comments.

Doctor (28% of positive comments):

- Positive personal characteristics: “she’s nice”; “alright”; “very nice”; “no problem with him-he’s very nice”
- Concerned/supportive: “concerned about my mental health”
- Competency: “great”; “checks my meds and makes sure they are right”; “has done a good job”; “very good”; “does alright-good doctor”; “has done a good job-meds are working real good”; “he’s good”; “does good work with me”; “she’s good”; “good job for me”; “she’s awesome”; “good bedside manners”; “is a good doctor-I like him”
- Dependability: “shows compassion”; “talks to me-tells me advice”
- Helpfulness: “Suzanne is very helpful”

Staff (25% of positive comments):

- Positive personal characteristics: “nice”; “are nice”; “everybody has been really nice”; “is very nice”; “everybody is nice”
- Competency: “I like the staff”; “do the best they can”; “all have done a good job for me”; “everyone is doing their job”; “staff is good”

- Dependability: “they are very considerate”; “take time with you”
- Helpful: “all are very helpful (x3)”; “they helped me a lot-I needed to see doctor today and I got an appointment today”; “ they are very helpful (x3)”

Counselors/Social Worker (27% of positive comments):

- Positive personal characteristics: “real nice”; “William is a real sweetheart”; “Shundale is pretty cool-Shundale is down to earth-respectful”; “alright”; “is always nice”; “very nice”; “she’s nice too”
- Concerned/Supportive: “she asks if I’m being treated fairly at the group home-concerned about how I’m doing”
- Competency: “knowledgeable”; “has done a good job (x3)”; “good worker”; “I like my social worker a lot”; “Denise does good work”; “does her job very well”
- Dependability: “is easy to talk to”; “shows compassion”; “my social worker really listens to my problems”; “is easy to talk to-takes her time with me”

Some of the remaining 20% of positive comments acknowledged the receptionist’s positive personal characteristics, how nice the nurses are and how glad they are with the clinic/services.

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

- Receptionists: “some are always nice”; “she’s so sweet I call her butter bee”; “is nice”; “Debra is very nice”; “the front desk is always pleasant”
- Nurse: “are very nice”; “very good”; “so nice”
- Clinic/Services: “I’m glad I come here”; “you get seen in a timely way here”; “the clinic is good (x2)”; “it’s a great experience so far”; “I like this one better than the one on Government Street”; “I’m very pleased here-I’m treated quite well”

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

Forty one clients expressed that they had no concerns or complaints about the services. Eleven comments from the remaining clients reflected some dissatisfaction. The majority of the comments indicated excessive waiting time for appointment, client’s disapproval of the walk-in process, issues with staff and general environmental issues.

All of the actual comments from clients are listed below.

- Waiting time: “takes a long time”; “wait time”; “the wait time is long”; “don’t spend enough time with my therapist”
- Walk-in process: “picking a number so you can be seen as a walk-in makes it hard to get seen”; “the numbers on the door you pick as a walk-in is a problem”; “it takes too long to get appointment if you miss your appointment”; “I was out at 6:47 am to get a number for a walk-in-I got here early to see the doctor but I still may not see him”
- Receptionist: “some receptionist are always nice-some are hit and miss”; “Debra is lowdown”
- “Sometimes it’s cold in here”

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

Thirty-six clients expressed that they had no difficulties in getting needed services. Sixteen comments from the remaining clients reflected difficulties accessing services. The majority of the difficulties faced by clients are transportation problem, the walk-in process, not having enough time with therapist, and issues with the weather causing difficulties in getting needed

services.

All of the actual comments from clients are listed below.

- Transportation difficulties: “transportation (x 10)”; “transportation sometimes is late”; “transportation and forgetting when my appointment is for”; “sometimes transportation”
- “Weather”
- “Not enough time with my therapist”
- “Picking a number so you can be seen as a walk-in makes it hard to be seen”

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

Thirty-eight clients indicated that nothing needed to be changed, added, or improved. Fourteen 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 therapist as well as some environmental issues.

All of the actual comments from clients are listed below.

- Waiting time: “change the wait time to less for appointments”; “if you have an appointment you should be seen at that time”
- Walk-in process: “if they could change the number system”; “you should come in to get an appointment or call in to get an appointment from the front desk”
- Therapist: “more time with therapist and ability to email therapist”
- Television: “real television that is more patient friendly”; “a real television in waiting room”; “paint the walls and have real television on”; “television to pass time”; “have regular television in waiting room”
- “Fix the bathrooms”
- “More clinics like this”
- “Peer support person was here to offer coffee and snacks if you needed that-have someone to take her place”
- “Facility needs attention-need walk-in appointment times-receptionist to be more receptive and value others”

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 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?	54.0%	34.0%	12.0%			100.0%	50
Item 2-How would you grade getting phone calls returned promptly?	52.1%	37.5%	6.3%	2.1%	2.1%	100.0%	48
Item 3-How would you grade getting services at times that were good for you?	52.0%	40.0%	8.0%			100.0%	50
Item 4-How would you grade seeing a psychiatrist when you need to?	61.2%	20.4%	16.3%		2.0%	100.0%	49
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	65.3%	28.6%	6.1%			100.0%	49
Item 7-How would you grade your ability to get all the services you thought you needed?	61.2%	32.7%	6.1%			100.0%	49
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	65.2%	26.1%	6.5%		2.2%	100.0%	46
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	70.8%	27.1%	2.1%			100.0%	48
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	72.7%	20.5%	6.8%			100.0%	44
Item 15-How would you grade staff's belief that you could grow, change and recover?	65.9%	27.3%	6.8%			100.0%	44
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?	72.7%	22.7%	4.5%			100.0%	44
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	77.3%	20.5%	2.3%			100.0%	44
Item 30-How would you grade how well the staff told you what side effects to watch out for?	66.7%	25.6%	2.6%	2.6%	2.6%	100.0%	39
Item 5-How would you grade staff's sensitivity to my cultural background?	72.0%	24.0%	2.0%		2.0%	100.0%	50
Item 9-How would you grade doctor/counselor being open to your complaints?	58.7%	30.4%	6.5%	2.2%	2.2%	100.0%	46
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	73.3%	22.2%	4.4%			100.0%	45
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	65.3%	30.6%	4.1%			100.0%	49

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?	56.1%	19.5%	24.4%			100.0%	41
Item 21-How would you grade how well the services have helped you cope with a crisis?	52.6%	28.9%	18.4%			100.0%	38
Item 22-How would you grade how well the services have helped you get along better with your family?	59.0%	20.5%	17.9%	2.6%		100.0%	39
Item 23-How would you grade how well the services have helped you do better in being able to work?	40.7%	29.6%	22.2%		7.4%	100.0%	27
Item 24-How would you grade how well the services have helped you do better with your leisure time?	55.0%	25.0%	17.5%	2.5%		100.0%	40
Item 25-How would you grade how well the services have helped you improve your housing situation?	42.9%	14.3%	34.3%		8.6%	100.0%	35
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	57.5%	22.5%	20.0%			100.0%	40

C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS

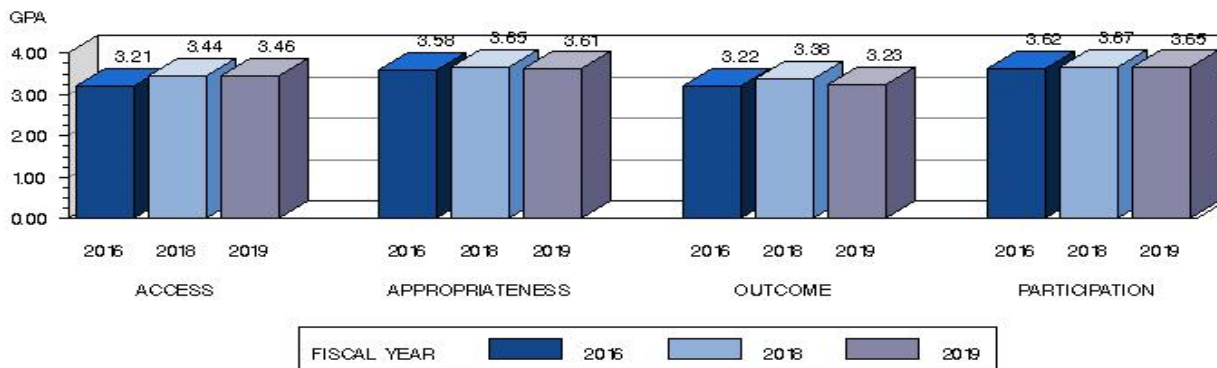
Items from the previous table with a combined percentage of A and B scores less than 80%	
Item 25-How would you grade how well the services have helped you improve your housing situation?	57.1%
Item 23-How would you grade how well the services have helped you do better in being able to work?	70.4%
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	75.6%
Item 22-How would you grade how well the services have helped you get along better with your family?	79.5%

C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS

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?	100.0%		100.0%	42
Item 33-Would you recommend this clinic to a friend or family member?	95.2%	4.8%	100.0%	42

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 MARGARET DUMAS BHC



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

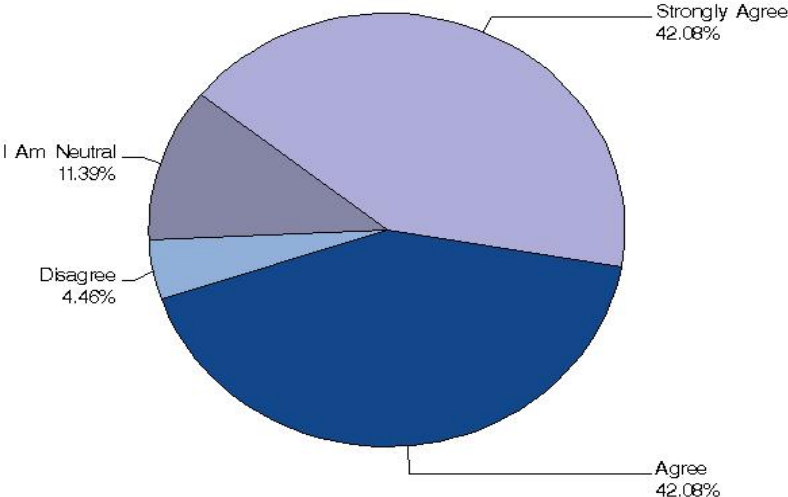
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2019	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	1 - STRONGLY AGREE	2 - AGREE	3 - I AM NEUTRAL	4 - DISAGREE	5 - STRONGLY DISAGREE		
FUNCTIONING							
Item 34-My symptoms are not bothering me as much.	47.5%	40.0%	7.5%	5.0%		100.0%	40
Item 35-I do things that are more meaningful to me.	43.9%	43.9%	7.3%	4.9%		100.0%	41
Item 36-I am better able to take care of my needs.	35.9%	51.3%	12.8%			100.0%	39
Item 37-I am better able to handle things when they go wrong.	43.9%	34.1%	17.1%	4.9%		100.0%	41
Item 38-I am better able to do things that I want to do.	39.0%	41.5%	12.2%	7.3%		100.0%	41
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	39.0%	53.7%	2.4%	4.9%		100.0%	41
Item 40-I have people with whom I can do enjoyable things.	46.3%	46.3%	2.4%	4.9%		100.0%	41
Item 41-I feel I belong in my community.	42.5%	42.5%	12.5%		2.5%	100.0%	40
Item 42-In a crisis, I would have the support I need from family or friends.	43.9%	46.3%	7.3%		2.4%	100.0%	41

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 BHC

FISCAL YEAR= 2019

INDICATOR= FUNCTIONING

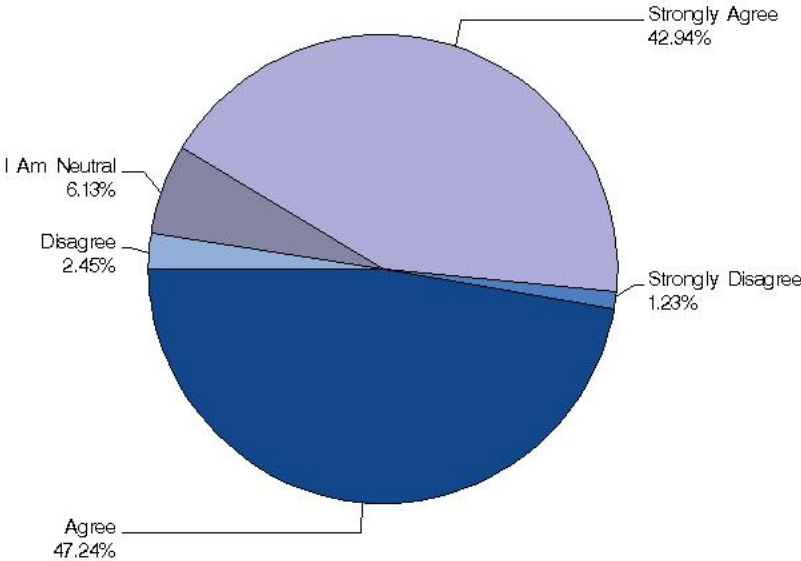


Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS BHC

FISCAL YEAR= 2019

INDICATOR= CONNECTEDNESS

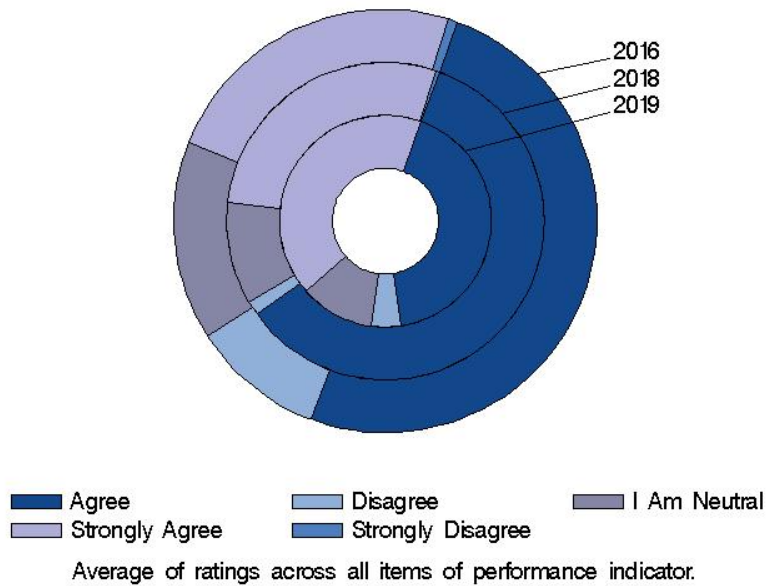


Average of ratings across all items of performance indicator.

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

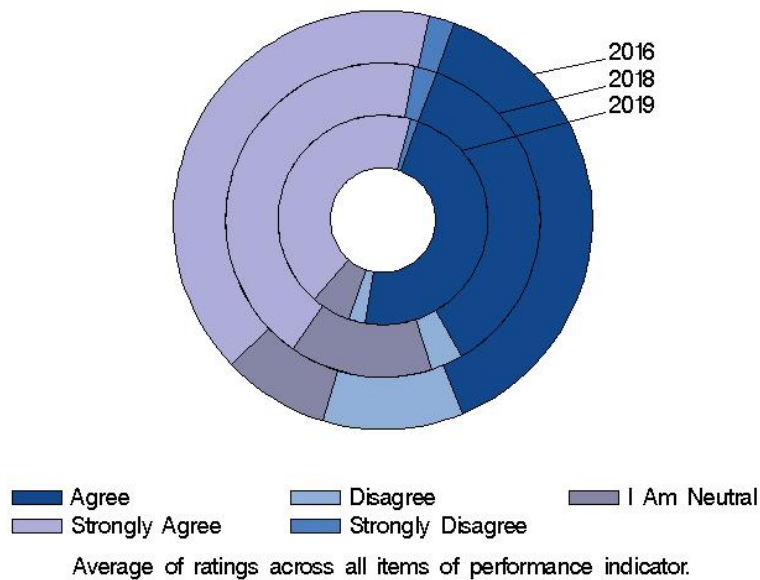
C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS BHC
By FISCAL YEAR

INDICATOR= FUNCTIONING



C'EST BON CONSUMER SURVEY FOR MARGARET DUMAS BHC
By FISCAL YEAR

INDICATOR= CONNECTEDNESS



SURVEY TEAM OBSERVATIONS
Margaret Dumas Behavioral Health Clinic - SFY 19

Staff-to-Staff Interactions:

The Staff appeared to be professional, courteous and work closely together.

Staff-to-Consumer Interactions:

Does staff greet consumers?

Yes, the consumers were observed being greeted immediately upon arrival, first by security and then by the receptionist.

Does staff respect consumer confidentiality?

Yes, receptionist was observed checking-in the consumer by using first name and birth date only.

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

See additional, notes # 1.

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

We were informed by the Policeman posted at the entrance of the Clinic that Correctional Facilities consumers enter the clinic through the same entrance that other consumers enter.

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

We were also informed by the stationed Police Officer that Correctional facilities consumers wait in the main waiting area that all consumers and family members use.

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>
	N	27.	<i>Was a comment box available in the waiting area?</i> There was no comment box observed available for consumer comments.
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> Metal Detectors were observed in use at the Clinic entrance.

Additional comments: Continuation

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

1 C'est Bon interviewer observed a consumer become faint while waiting to be seen. Staff was notified by a consumer and immediately a nurse was present to attend to the consumer. The staff called 911 and first responders were quickly present to assess the patient and transport the patient to a medical facility. The consumer's needs appeared to be adequately met.

2 Consumer stated that the "Take a Number" to be seen procedure is a source of concern. Some consumers are given appointments and other consumers are not. If you have an appointment, you are seen in a timely manner. If you're a walk-in with a number, you may have gotten your number off the door at 6:30 am and may still not be seen. This procedure requires some out of town consumers to drive a distance the day before to get a number and again the next day, to hopefully be seen.