C'EST BON CONSUMER SURVEY REPORT

Monroe
Behavioral Health Clinic

July 2022

C'est Bon Survey Program
Monroe 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 July of 2022 the C'est Bon team surveyed a convenience sample of the persons served at the Monroe 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 79 positive responses to this question from those surveyed. The majority of comments were regarding the <u>Staff, Counselor, Doctor and Clinic/Services</u> noting their positive personal characteristics, concern/supportiveness, competency, dependability, helpfulness, dedication and punctuality. All of the persons surveyed except for 2 gave 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 100% of all positive comments.

Staff (35% of positive comments):

- <u>Positive personal characteristics</u>: "Everyone is very comfortable" "Everyone is not rude" "They greet you nicely" "Everyone is really nice" "Security is nice to me" "They've been giving me good service" "Everybody there is lovely" "They greet you with a smile" "They are good people at the clinic" "They are good to you" "They are good people" "They treat me right" "Everyone I meet shows me great personality" "People are very nice"
- <u>Concern/Supportiveness</u>: "They make me feel safe" "They listen to you" "They listen to me"
- <u>Competency</u>: "Staff is really great" "Call you for appointments" "They all have been great"

- Helpfulness: "They give us goals" "Everyone is very helpful"
  "If you need help, they always help you" "They help me with my meds"(x2)
  "They're trying to find me a house"
- Dedication: "Been there for me"
- Punctuality: "They are timely"

Counselor (33% of positive comments):

- Positive personal characteristics: "Andrea Woods, I like her" "Chris Moore is very nice"
  "Counselor Chris is wonderful" "Ms. Chris Jones is a doll"
- Concern/Supportiveness: "Chris Moore is a good listener" "Ms. Jones is understanding"
- Competency: "William (Billy), counselor up to 2018, did a phenomenal job"
  "Andrea Woods is good" "Andrea Woods is really great" "Martha Phillips is really great"
  "My counselor (Andrea) is very good" "Andrea great therapist"
  "Counselor turn things around for me" "Chris is good at talking to me about my problems"
  "Christian, counselor, is good" "Mary Brooks is real good"
  "Ms. Brooks is real good with getting out my emotion"
- Dependability: "Ms. Cheryl in smoking cessation is very positive"
  "Counselor Chris is available when I need her"
- Helpfulness: "Ms. Cheryl in smoking cessation is very helpful" "My counselor is very helpful"
  "Ms. Chris Moore has been very helpful and has really helped me"
  "Counselor Chris is very helpful" "Counselor is helpful in my treatment"
  "Counselor very helpful in my treatment"
- Dedication: "Mary has been with my family a long time"

Doctor (13% of positive comments):

- Positive personal characteristics: "When Dr. Sing was alive she was sweetheart"
  "Doctors are nice" "I like Dr. G"
- Competency: "Doctor is very knowledgeable" "Doctor is pretty good"
  "Doctor turned things around for me" "Ms. Phillips is real good"
  "Dr. G explains a lot to me about my meds"
- Dependability: "Dr. Causer – always available"
- Helpfulness: "Doctor is helpful in my treatment"

Clinic/Services (11% of positive comments):

"Everything is real good" "You can get prescriptions here" "I like this company"
"Everything is perfect" "Services are okay" "My medicine has been working well"
"I like it here" "They have great services" "Best clinic I've visited"

Some of the remaining 8% of positive comments described the Nurse & Receptionist/Front Desk, regarding positive personal characteristics and dependability.

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

- **Nurse:** "Linda Jeter is very close and a sweetheart" "I like all the nurses"
  "Nurse is sweet" "Nurse calls me and let me know when appointments are"
- **Receptionist/Front Desk:** "Front desk is nice"
  "Front desk remind me of appointments"

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

Twenty-eight consumers expressed that they had no concerns or complaints about the services. There were nine comments from individuals surveyed that reflected some dissatisfaction with communication, medication, accessibility to doctor and virtual treatment option.

All actual comments are listed below.

- "Scheduling needs to do a better job communicating"
- "Didn't like virtual"
- "Temporary doctor is telling me I'm over medicating"
- "Trip here for nothing for second time"
- "Dr. Z up and left without notifying clients"
- "Meds make me sleepy and throw up"
- "No one called about canceling appointment"(x2)
- "Doctor not there"

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

Twenty-one consumers expressed that they had no difficulties in getting needed services. There were fourteen comments from the persons surveyed which reflected difficulties in accessing services. The main difficulty faced by those surveyed was transportation.

All of the actual comments are listed below.

- "Transportation sometimes"
- "Getting phone call with doctor"
- "Panic attacks"
- "The drive from Oak Grove"
- "Because my job would not let me off"
- "No transportation"(x4)
- "Lack of communication"
- "Need help getting money"
- "Going back and forth to pharmacy"
- "Timing of appointment"
- "No ride. Keep doing telehealth"

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

Twenty-six consumers indicated that nothing needed to be changed, added, or improved. Suggestions from ten persons surveyed were made for changes, additions and improvements. The responses received suggested improvements in more accessibility to doctor, telehealth and communication.

All of the actual comments are listed below.

- "Better transportation"
- "Being in in-person therapy"
- "Do counseling over the phone"
- "Quit calling with all the doggone surveys"
- "Change meds"
- "Need to be easier to get doctor"
- "Not seen in clinic, and continue telemed with doctor"
- "Need help determining other help"
- "Nothing except for the little minor communication"
- "When I speak to my doctor we don't talk much. I would like to be able to talk more with my doctor."

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 MONROE BHC

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2023	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?	76.5%	11.8%	11.8%			100.0%	34
Item 2-How would you grade getting phone calls returned promptly?	70.6%	20.6%	2.9%	2.9%	2.9%	100.0%	34
Item 3-How would you grade getting services at times that were good for you?	85.3%	11.8%	2.9%			100.0%	34
Item 4-How would you grade seeing a psychiatrist when you need to?	80.6%	12.9%	6.5%			100.0%	31
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	82.4%	8.8%	5.9%		2.9%	100.0%	34
Item 7-How would you grade your ability to get all the services you thought you needed?	82.4%	8.8%	5.9%	2.9%		100.0%	34
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	91.2%	5.9%	2.9%			100.0%	34
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	94.1%	2.9%	2.9%			100.0%	34
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	90.3%	9.7%				100.0%	31
Item 15-How would you grade staff's belief that you could grow, change and recover?	94.1%	5.9%				100.0%	34
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?	94.1%	5.9%				100.0%	34
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	88.2%	8.8%			2.9%	100.0%	34
Item 30-How would you grade how well the staff told you what side effects to watch out for?	66.7%	18.2%	9.1%		6.1%	100.0%	33
Item 5-How would you grade staff's sensitivity to my cultural background?	94.1%	5.9%				100.0%	34
Item 9-How would you grade doctor/counselor being open to your complaints?	84.4%	12.5%	3.1%			100.0%	32
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	88.2%	8.8%			2.9%	100.0%	34
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	91.2%	8.8%				100.0%	34

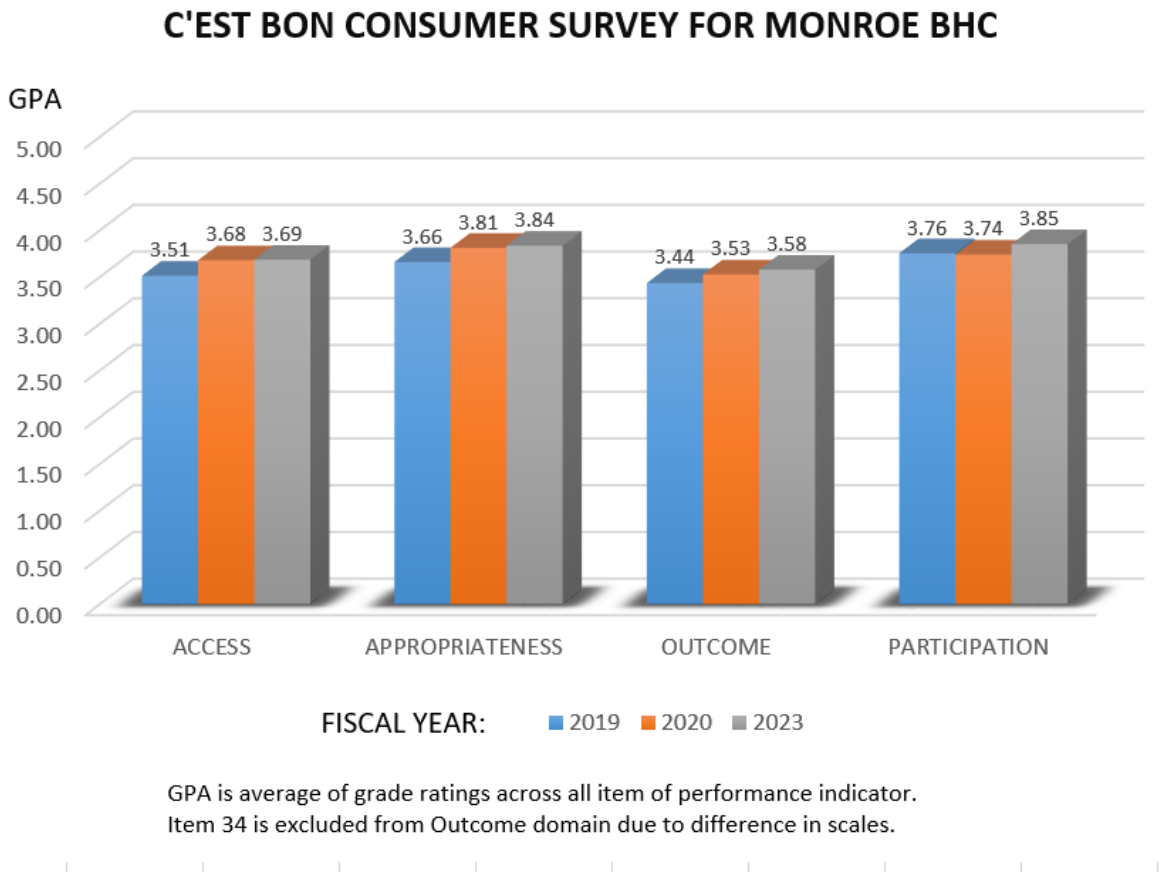
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2023	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
OUTCOME							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	70.6%	17.6%	11.8%			100.0%	34
Item 21-How would you grade how well the services have helped you cope with a crisis?	65.6%	28.1%	6.3%			100.0%	32
Item 22-How would you grade how well the services have helped you get along better with your family?	74.2%	19.4%	6.5%			100.0%	31
Item 23-How would you grade how well the services have helped you do better in being able to work?	65.2%	13.0%	17.4%		4.3%	100.0%	23
Item 24-How would you grade how well the services have helped you do better with your leisure time?	66.7%	21.2%	12.1%			100.0%	33
Item 25-How would you grade how well the services have helped you improve your housing situation?	74.1%	11.1%	7.4%	7.4%		100.0%	27
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	73.5%	23.5%	2.9%			100.0%	34

Only one item from the previous table has a combined percentage of A & B scores less than 80%

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?	78.3%

PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FOR FISCAL YEAR = 2023	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?	97.1%	2.9%	100.0%	34
Item 33-Would you recommend this clinic to a friend or family member?	94.1%	5.9%	100.0%	34

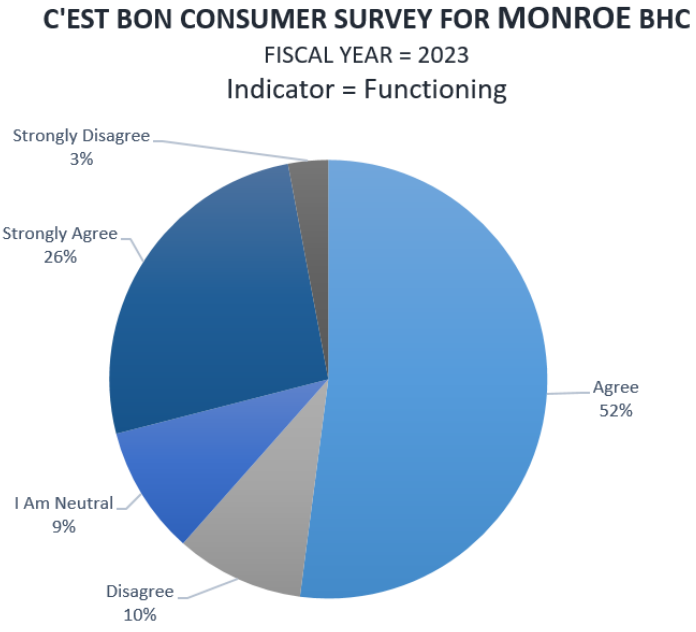
The following bar graph represents the average grade rating across all performance indicators from questions 1 – 28 above and a comparison to previous clinic visits.



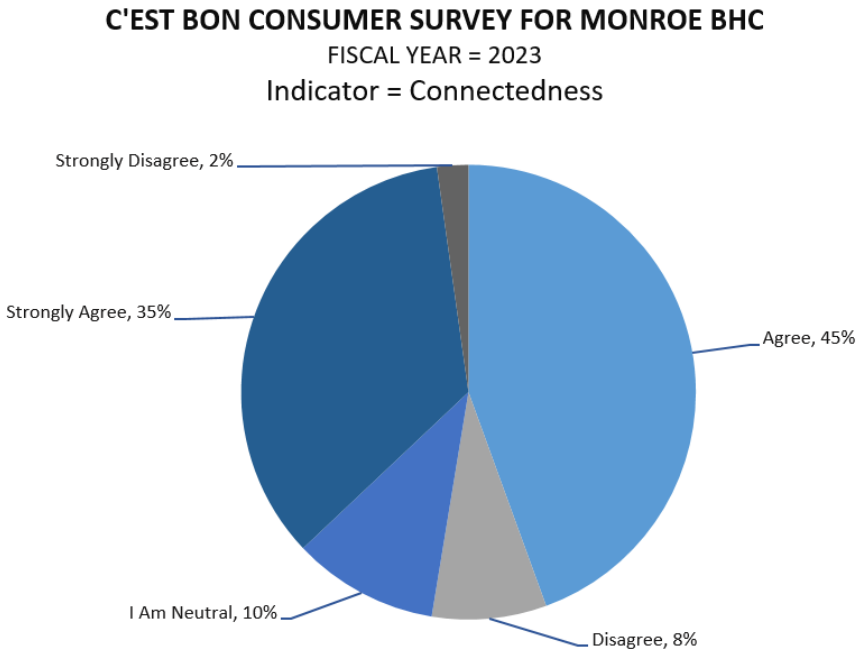
C'EST BON CONSUMER SURVEY FOR MONROE BHC

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2023	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.	26.5%	50.0%	14.7%	8.8%		100.0%	34
Item 35-I do things that are more meaningful to me.	20.6%	58.8%	8.8%	5.9%	5.9%	100.0%	34
Item 36-I am better able to take care of my needs.	33.3%	48.5%	3.0%	9.1%	6.1%	100.0%	33
Item 37-I am better able to handle things when they go wrong.	23.5%	50.0%	11.8%	11.8%	2.9%	100.0%	34
Item 38-I am better able to do things that I want to do.	26.5%	52.9%	8.8%	11.8%		100.0%	34
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	33.3%	42.4%	12.1%	9.1%	3.0%	100.0%	33
Item 40-I have people with whom I can do enjoyable things.	41.2%	38.2%	5.9%	14.7%		100.0%	34
Item 41-I feel I belong in my community.	23.5%	50.0%	17.6%	5.9%	2.9%	100.0%	34
Item 42-In a crisis, I would have the support I need from family or friends.	41.2%	47.1%	5.9%	2.9%	2.9%	100.0%	34

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

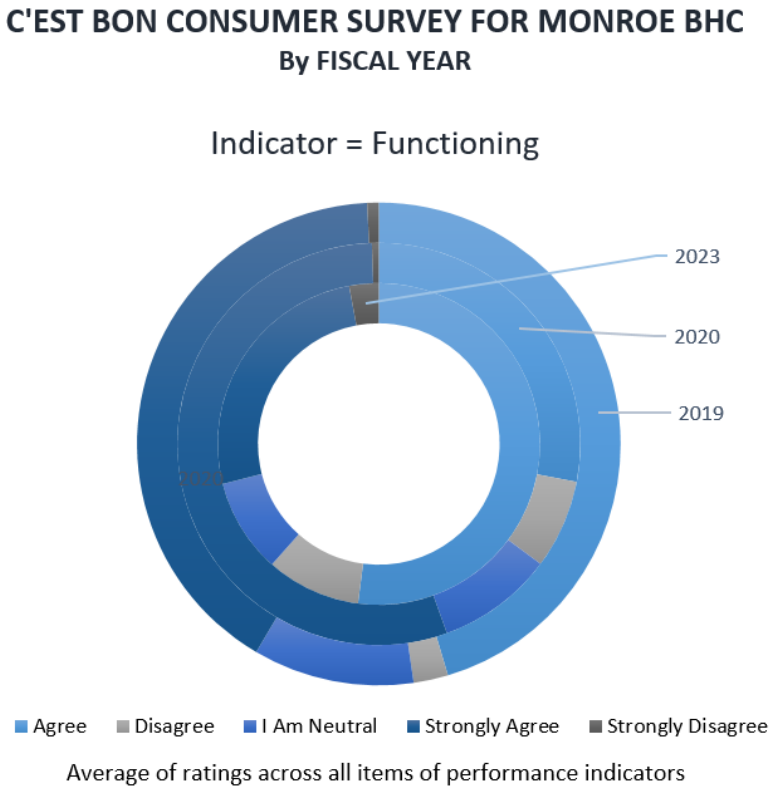


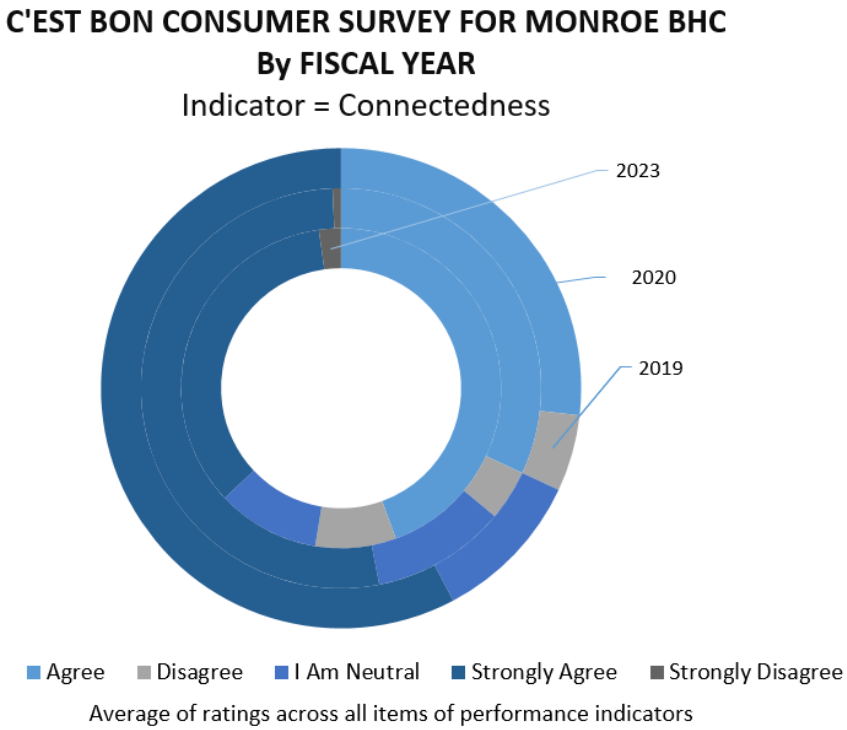
Average of ratings across all items of performance indicators



Average of ratings across all items of performance indicators

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





SURVEY TEAM OBSERVATIONS
Monroe Behavioral Health Clinic

Staff-to-Staff Interactions

Staff interact in a professional and courteous way. They show a great amount of teamwork when assisting consumers during their appointments.

Staff-to-Consumer Interactions

Does staff greet consumers?

Yes. Consumers are greeted by security officer, front desk receptionist, and staff that are giving them services.

Does staff respect consumer confidentiality?

Yes. Consumers are greeted and checked in by front desk clerk. Consumers then fill out necessary paperwork and return it to the receptionist who shares their information with assigned service providers.

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

The C'est Bon Team did not observe an emergency/crisis situation while visiting clinic.

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

No. Correctional facility consumers are escorted by correctional officers through the same entrance used by other consumers and family members.

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

Yes. Correctional facility consumers have a waiting area that is separate from other consumers and family members.

Yes/No/NA	
Yes	Was the outside clinic sign visible?
Yes	Was the address visible from outside the clinic?
Yes	Was the entrance clearly marked?
Yes	Were the clinic hours posted both inside the clinic and outside the clinic entrance?
Yes	Were after-hours/crisis numbers posted inside the clinic and where they could be seen from outside the entrance?
Yes	Was smoking away from the entrance?
Yes	Was parking adequate and appropriate?
Yes	Was the outside of the clinic attractive, appealing and clean and orderly with no clutter?
Yes	Was the inside of the clinic attractive, appealing and clean and orderly with no clutter?
Yes	Was the waiting area an appropriate size?
Yes	Were there enough chairs in the waiting area?
Yes	Were the chairs in the waiting area clean?
Yes	Were the chairs in the waiting area comfortable?
Yes	Was the reception/check-in area accessible and welcoming?
Yes	Were the consumer bathrooms clean and well supplied with paper towels, soap and toilet paper?
Yes	Was there clean water available (i.e. water fountain, water cooler, vending machine)?
Yes	Were there drink and snack machines available for clients?
Yes	Was there a television for consumers to view while waiting?

Yes	**Was there a telephone available for consumers to use?**
Yes	**Were there current and appropriate magazines available in the waiting area?**
Yes	**Were the magazines in good condition and kept neat and orderly?**
Yes	**Were there pamphlets and brochures available in the waiting area?**
Yes	**Was the 'Grievance Policy' posted in the waiting area?**
Yes	**Was the 'Privacy Policy' posted in the waiting area?**
Yes	**Were the 'Consumer Rights' posted in the waiting area?**
Yes	**Was the C'est Bon! Survey/Poster posted in the waiting area?**
Yes	**Was a comment box available in the waiting area?**
Yes	**Was a current LDH license posted and on public display in clinic?**
Yes	**Was information on consumer-run programs available/posted in the waiting area?**
Yes	**Were notices/miscellaneous information available/posted in the clinic?**
Yes	**Was the process and ease of operation of the clinic smooth?**
Yes	**Was a security officer on duty?**
Yes	**Were any other security measures used in the clinic?** The entry door to the clinic is kept locked and the receptionist grants visitors access to the clinic.

Any additional comments: Clinic staff was very accommodating to C'est Bon Team. Team was housed in a large room with four desks and chairs for team and consumers. Manager and staff played an integral part in allowing consumers to interview with team prior to their appointments. If consumer was called out of the interview, they made sure to bring them back to the team to complete the survey.