

CCBHC Consumer Satisfaction Survey Report

Quest Counseling

September 2022 | Draft 1.0



*Nevada Division of Health Care Financing and Policy
Department of Health and Human Services*

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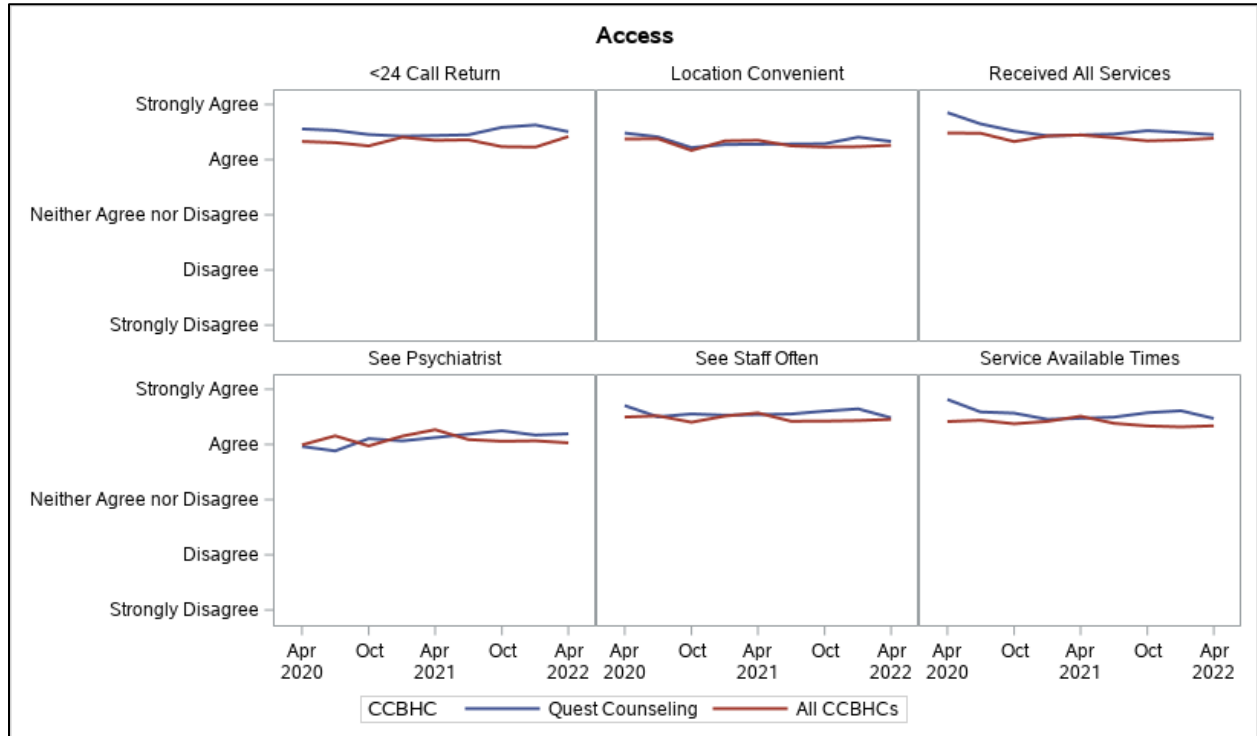
Executive Summary

The purpose of this report is to highlight the results from the Consumer Satisfaction Surveys (CSS) that were conducted at the Certified Community Behavioral Health Centers (CCBHC) in Nevada. For the purposes of this report, survey data were aggregated to quarterly periods. It is important to note that not all surveys were conducted during all quarters and will be a limitation when examining trends. Due to low sample sizes for certain surveys, monthly trends were not examined.

In order to accurately assess the patient satisfaction at the various CCBHCs in Nevada, it is imperative to increase the sample size and frequency of conducting the CSS. This will help facilities obtain a representative sample, mitigate issues associated with small sample sizes, and identify areas for improvement.

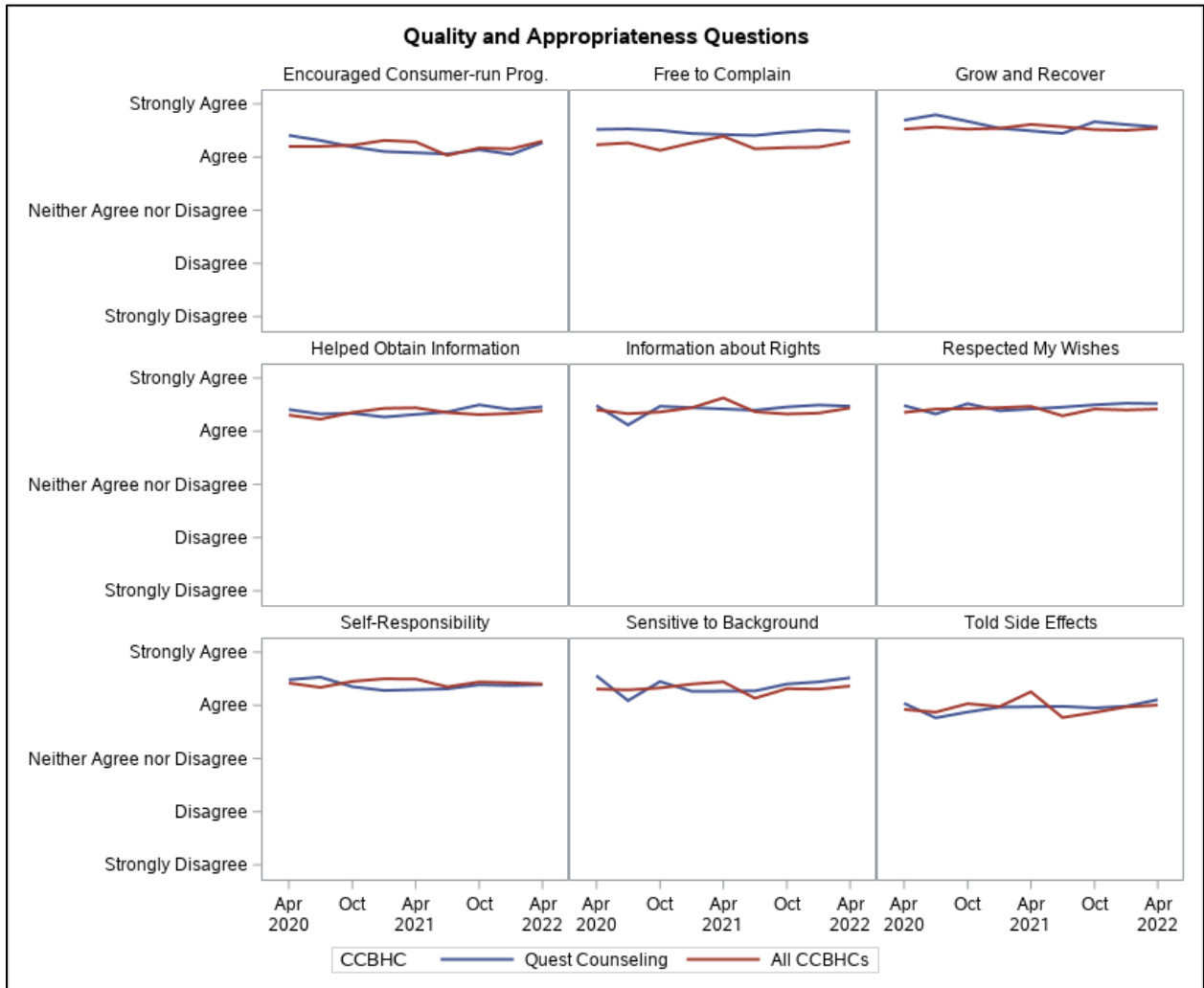
PEC Quality Measure

Access



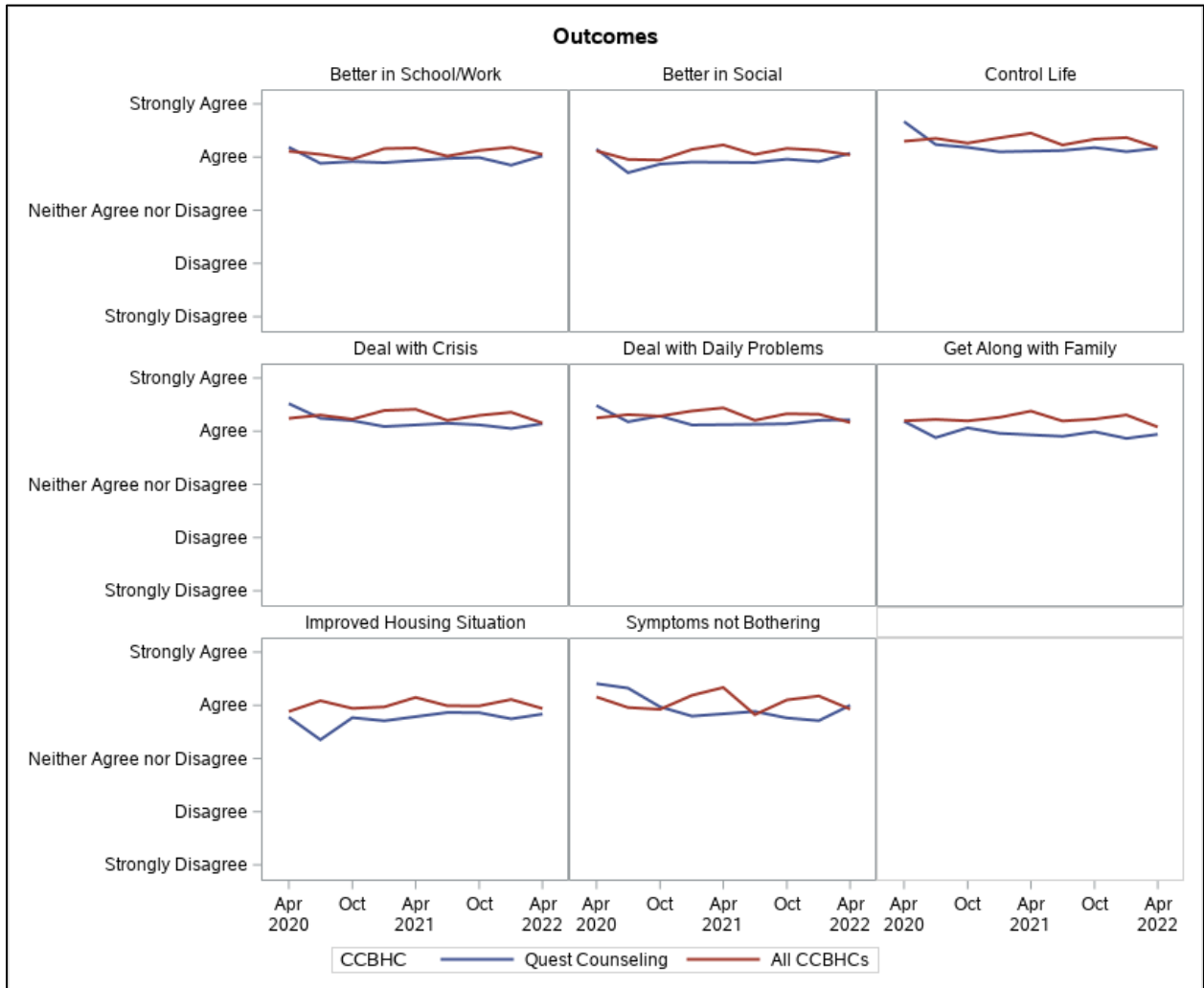
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Quality and Appropriateness Questions



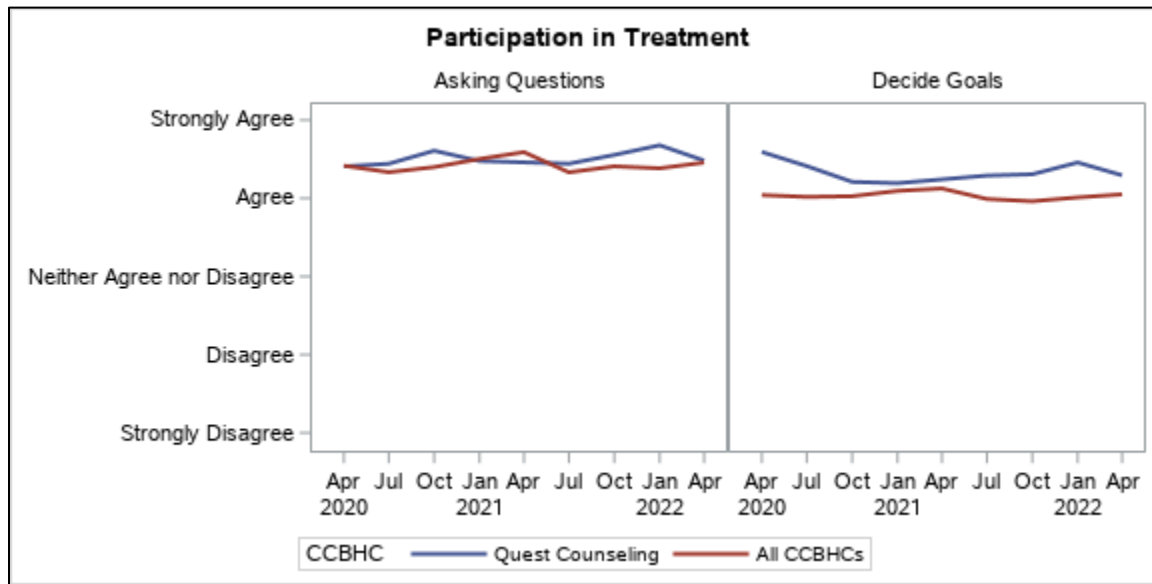
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Outcomes



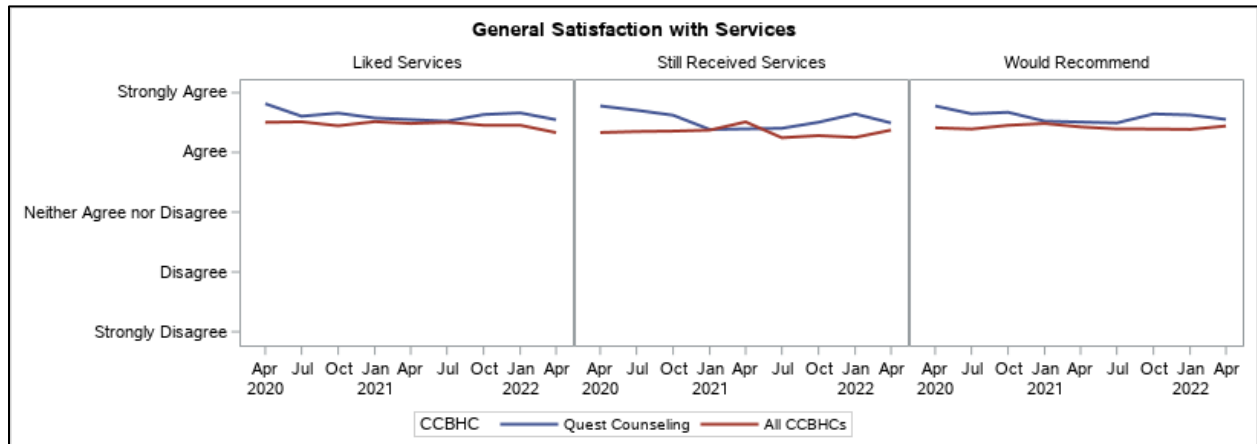
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Participation in Treatment



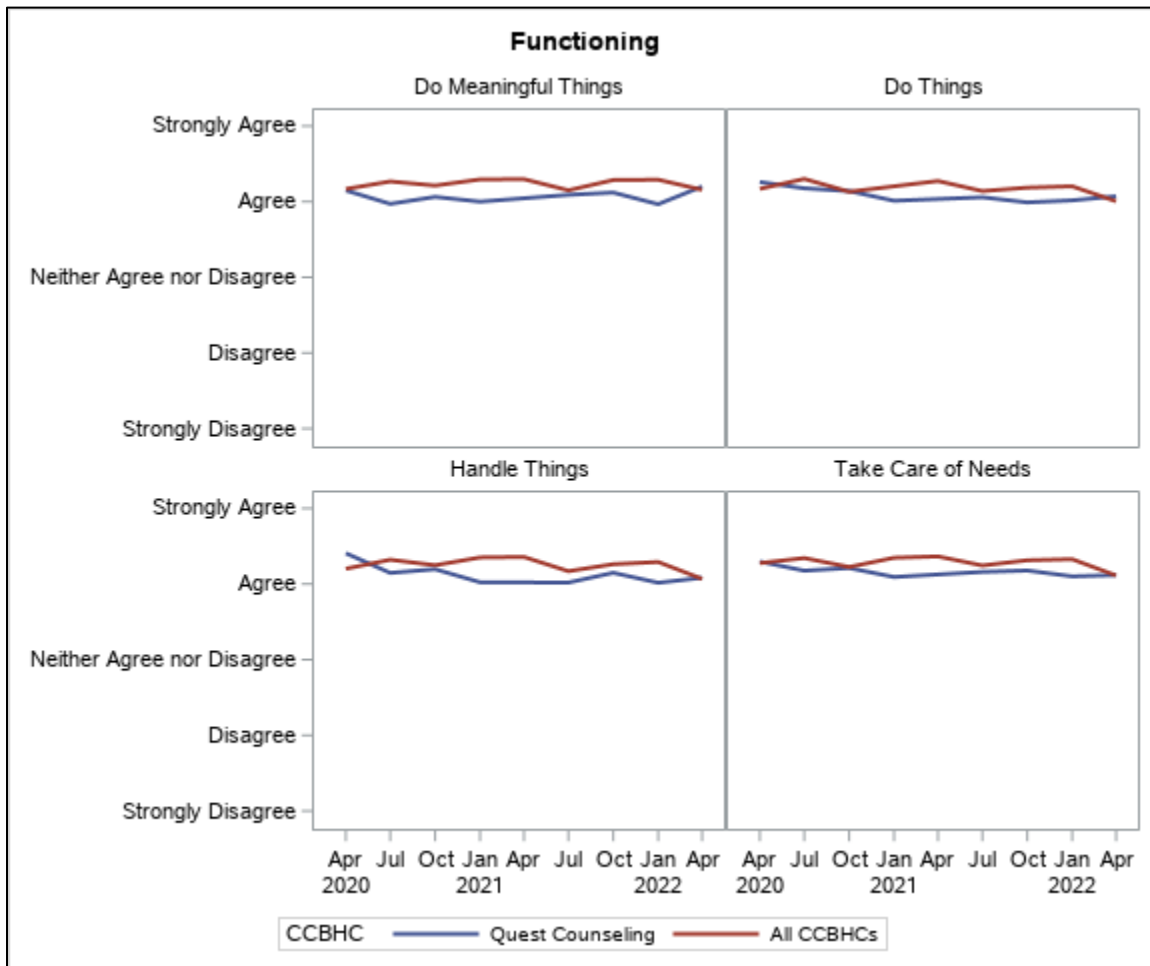
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General Satisfaction with Services



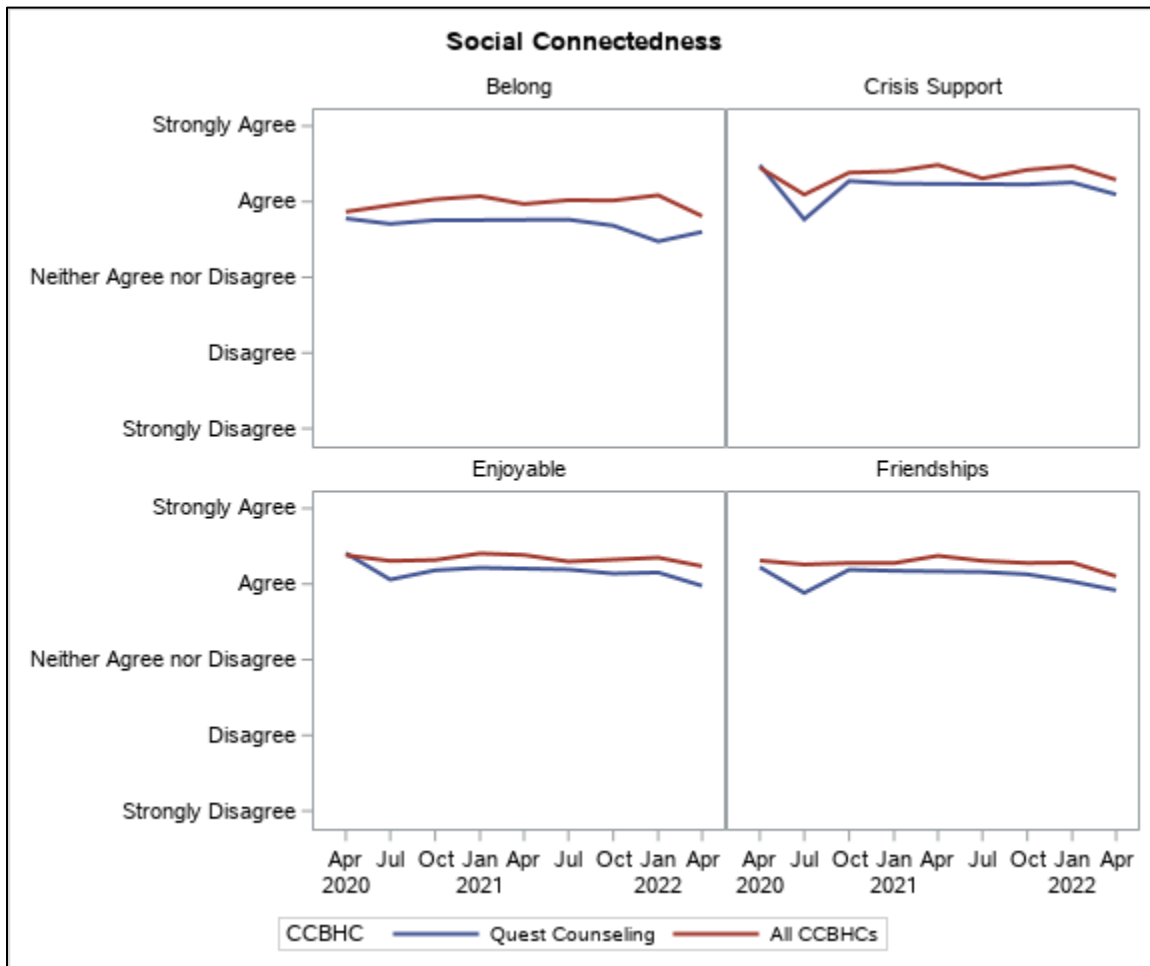
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Functioning



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Social Connectedness

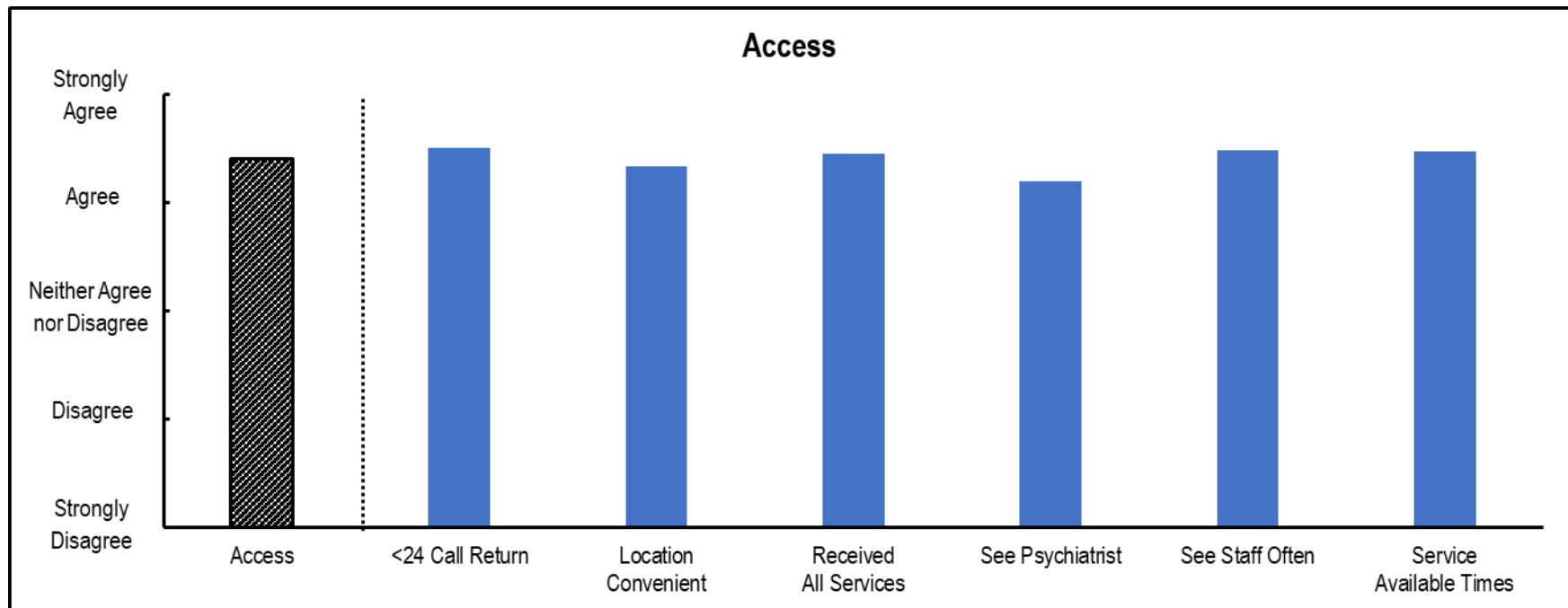


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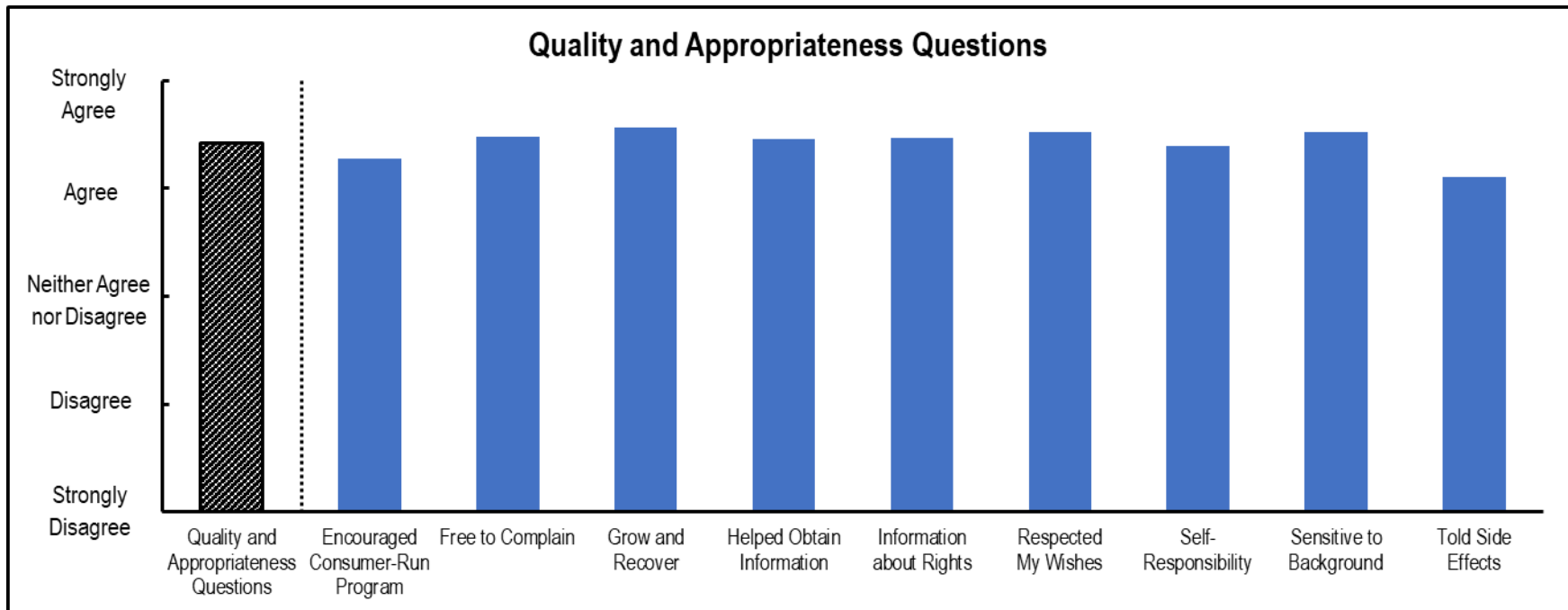
Single Quarter Breakdown: PEC Quality Measure

Date: Q2 2022

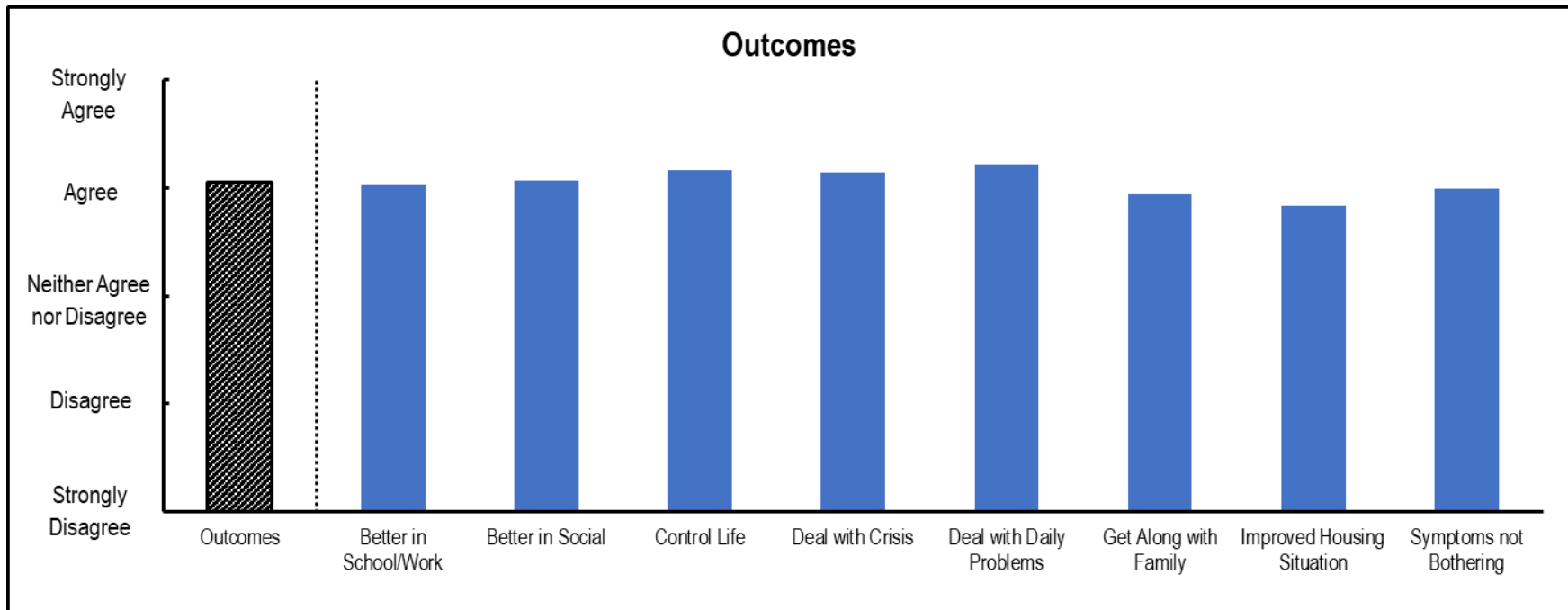
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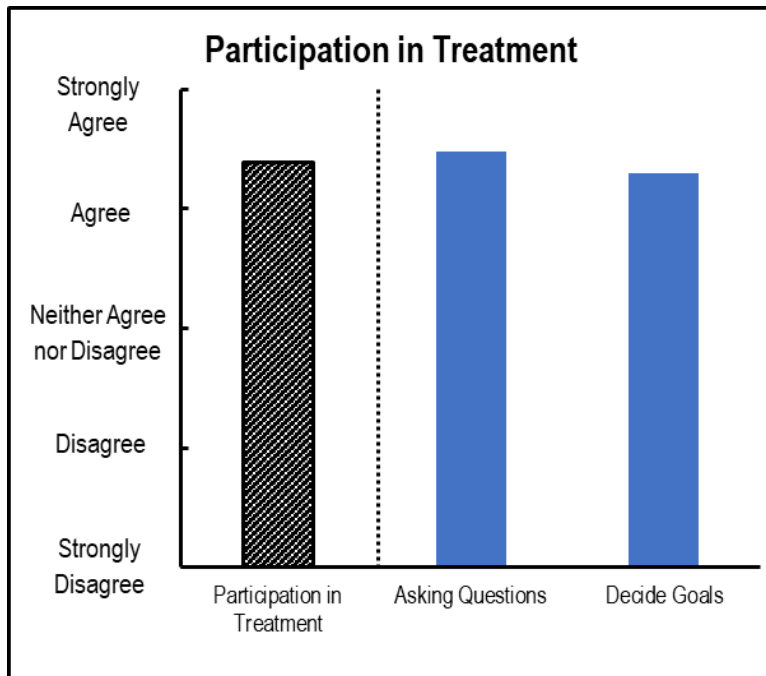
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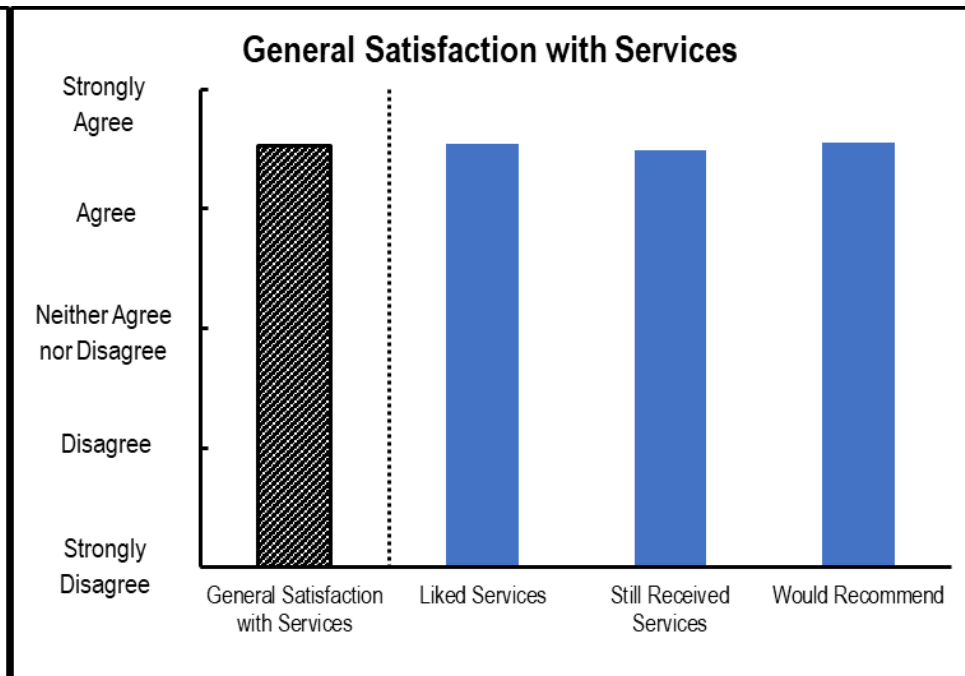
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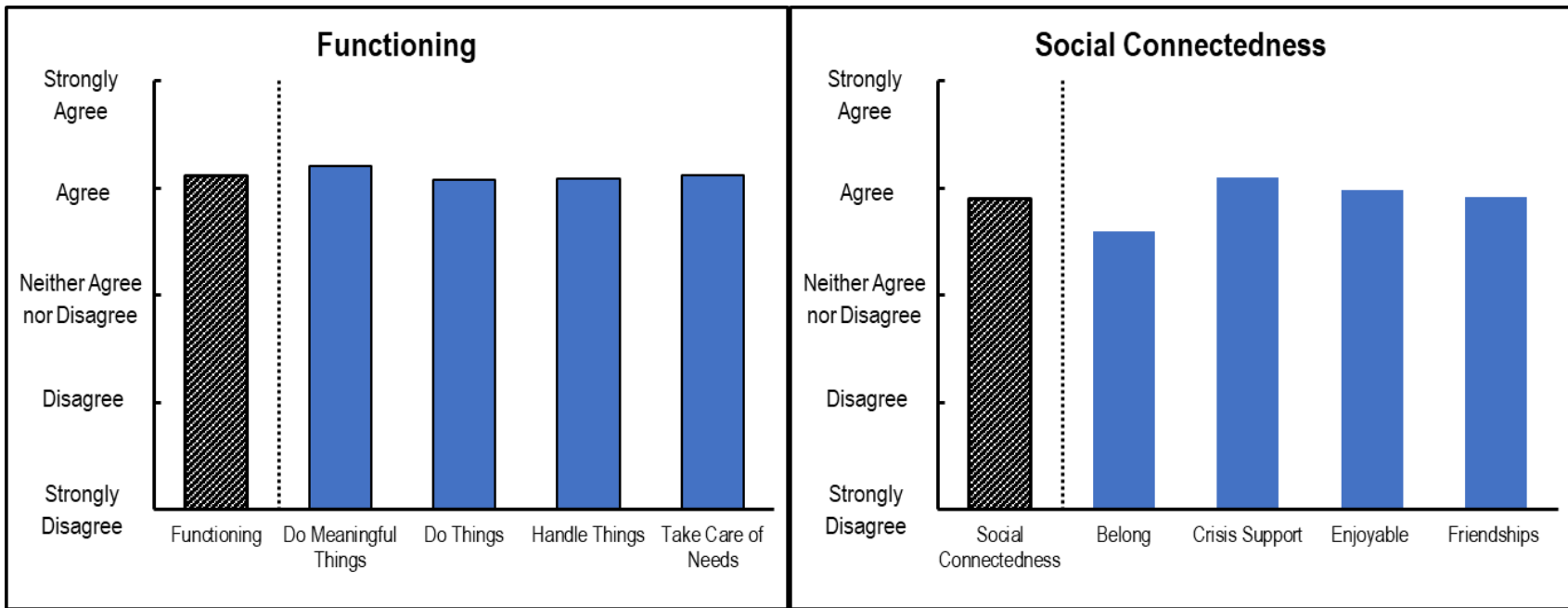
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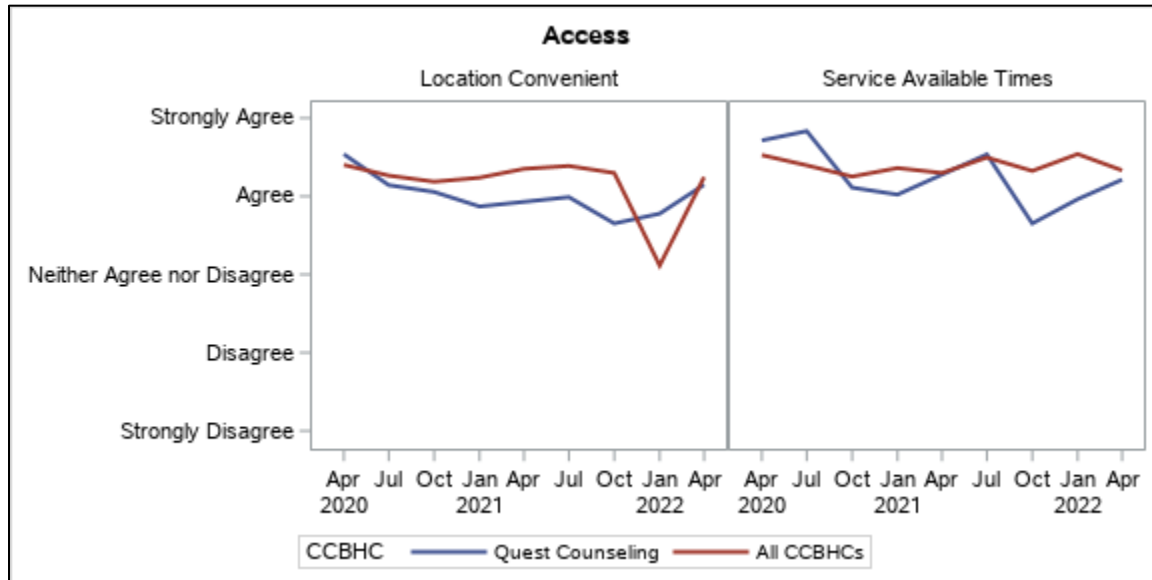


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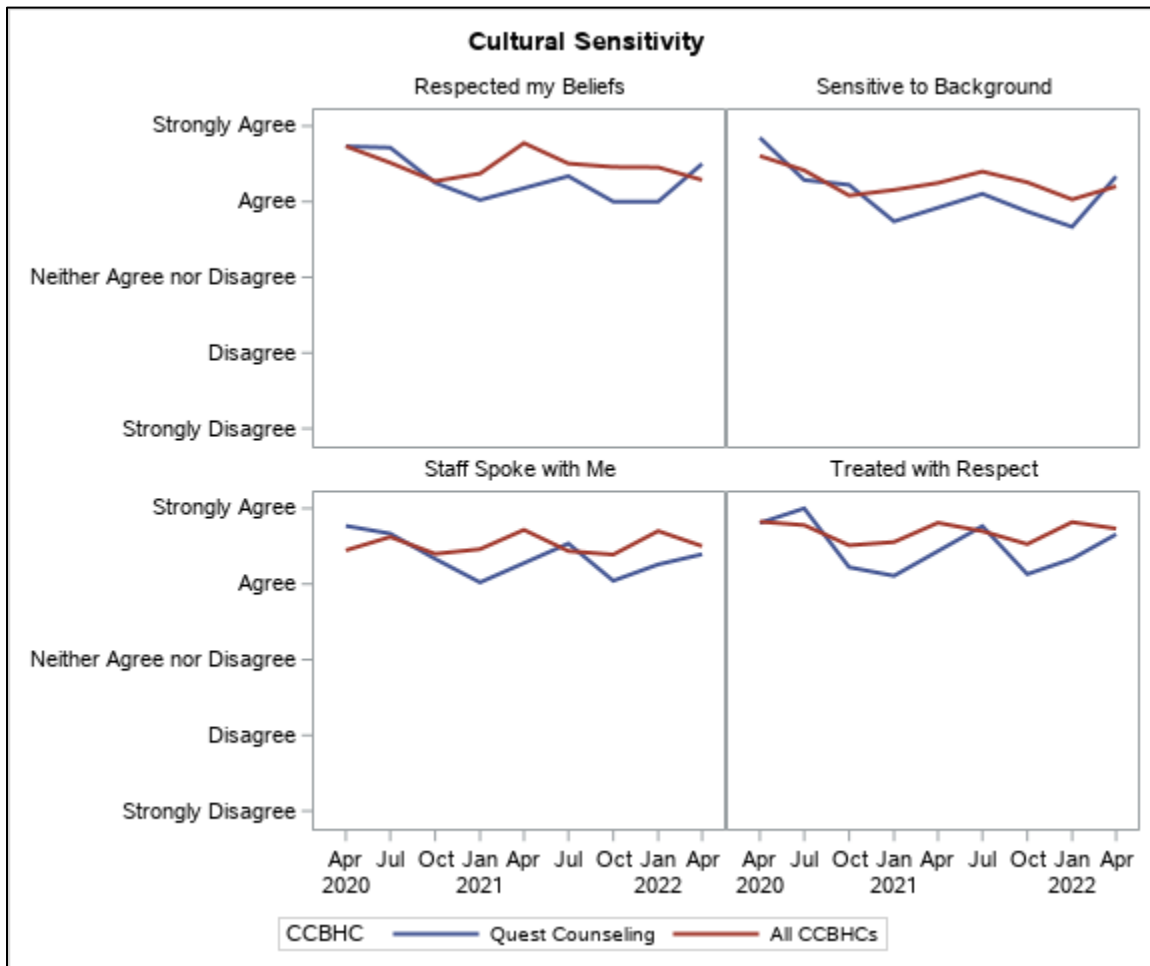
Y/FEC Quality Measure

Access



*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

Cultural Sensitivity



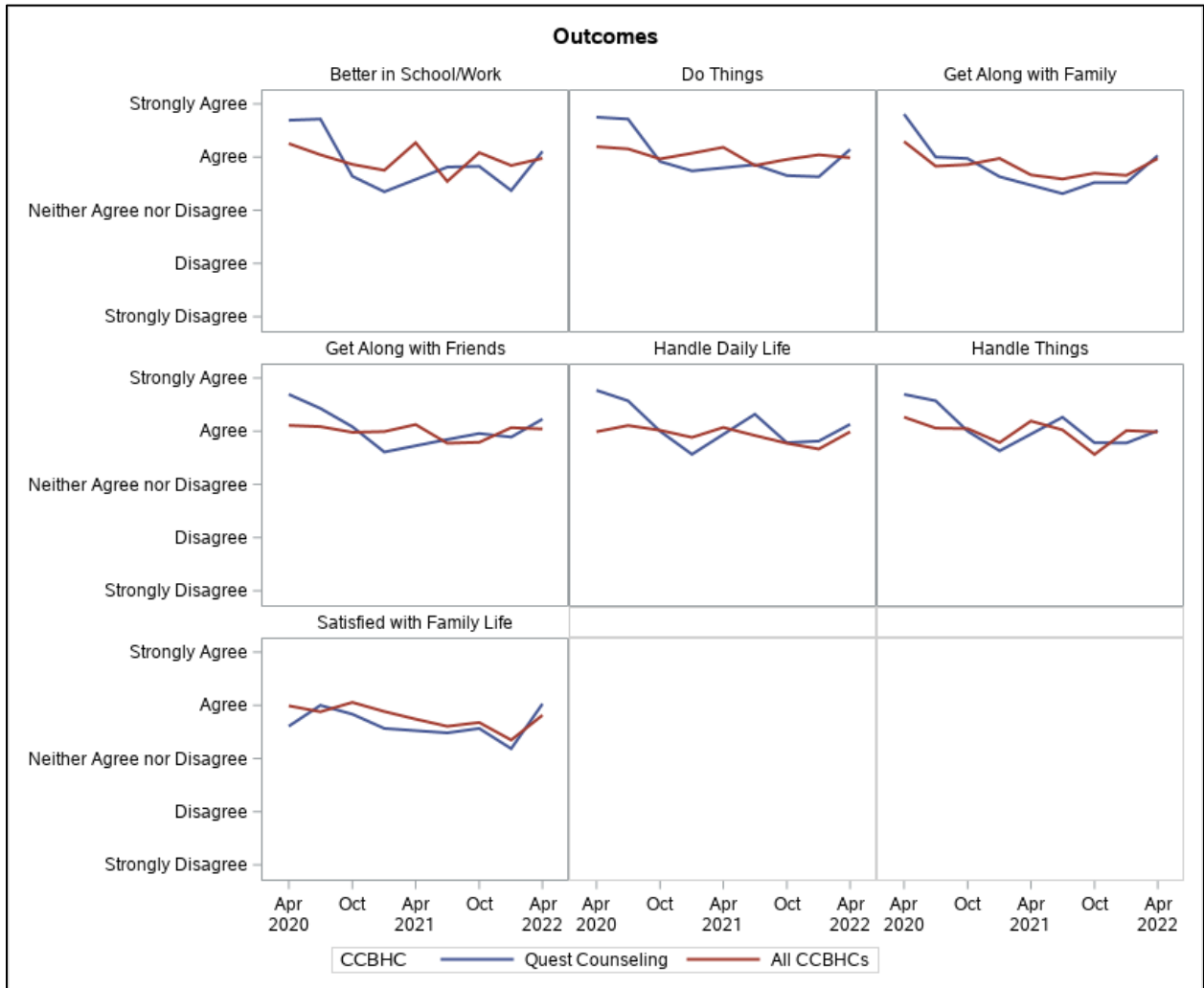
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General Satisfaction with Services



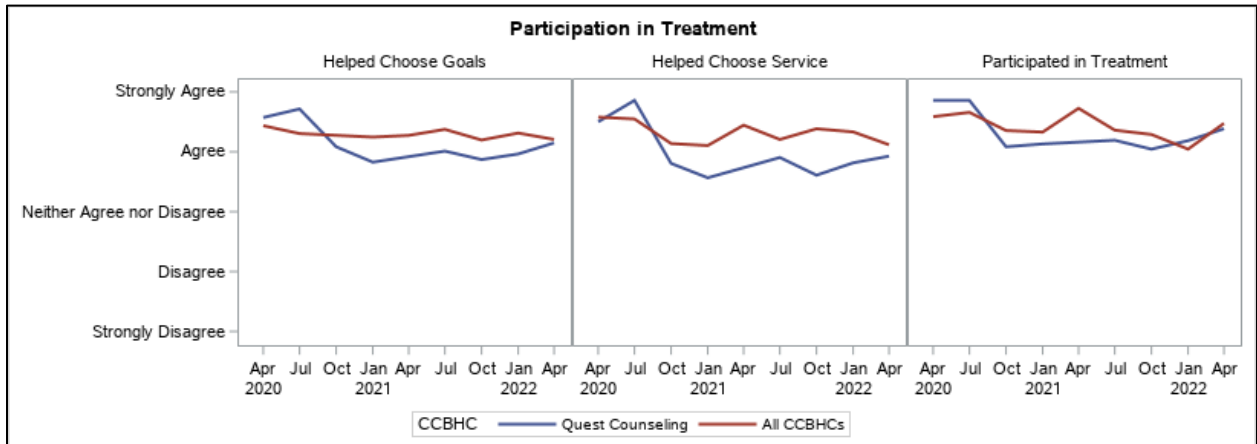
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Outcomes



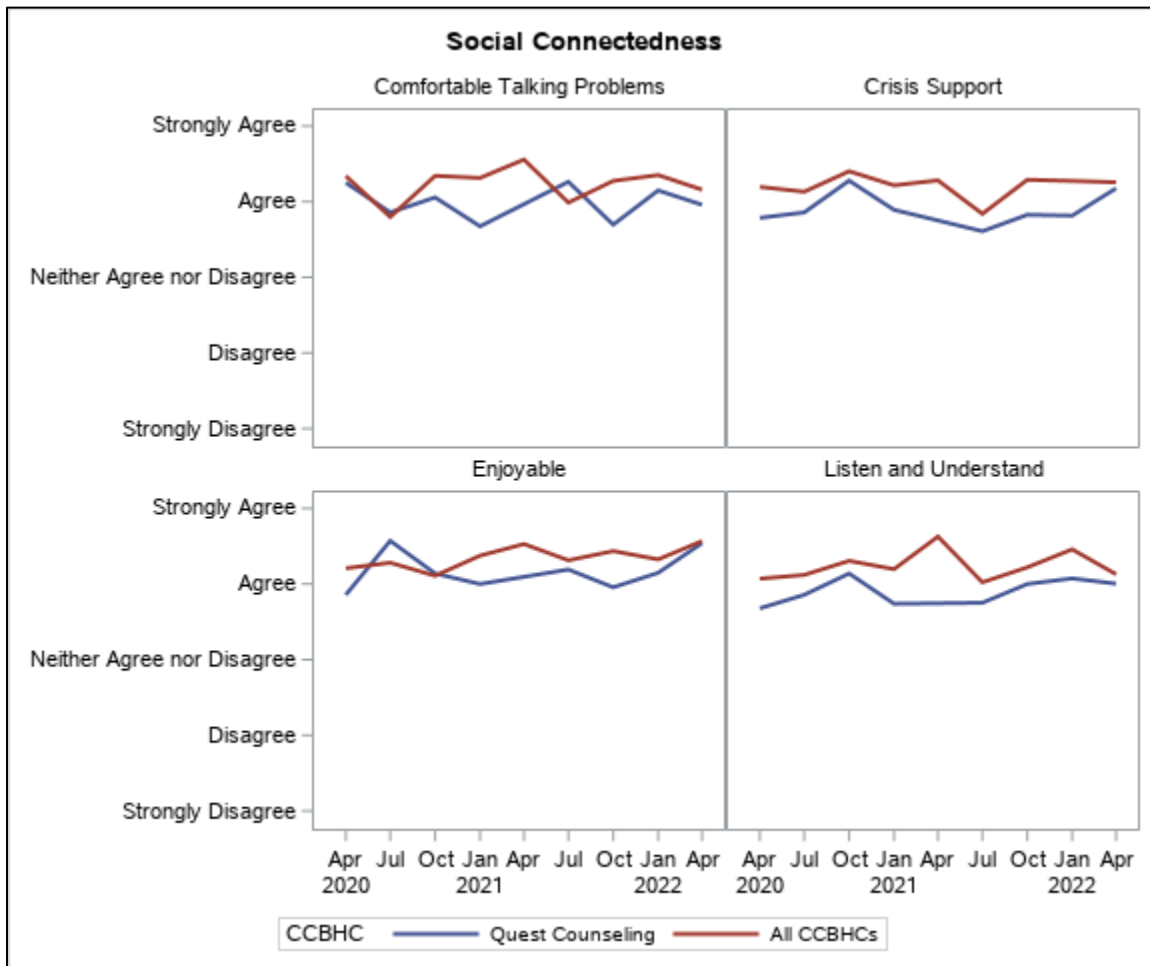
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Participation in Treatment



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Social Connectedness

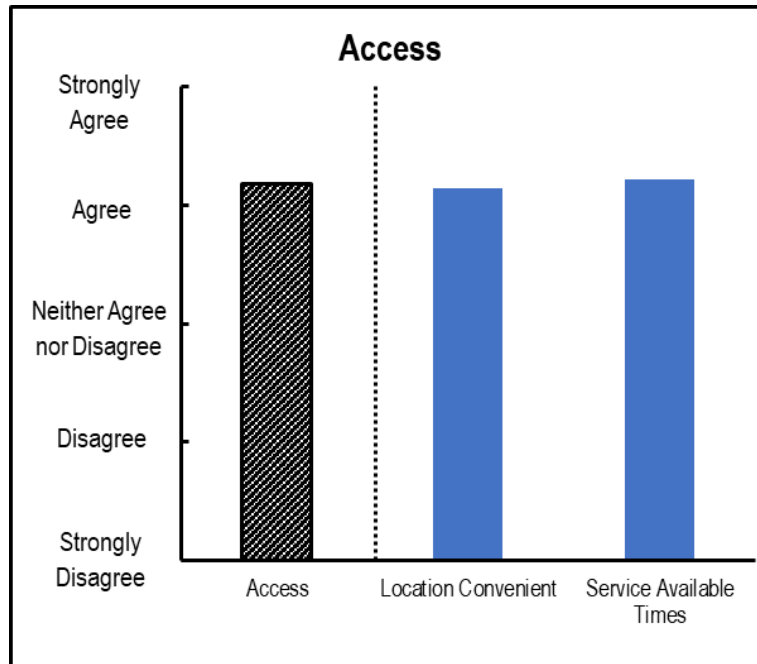


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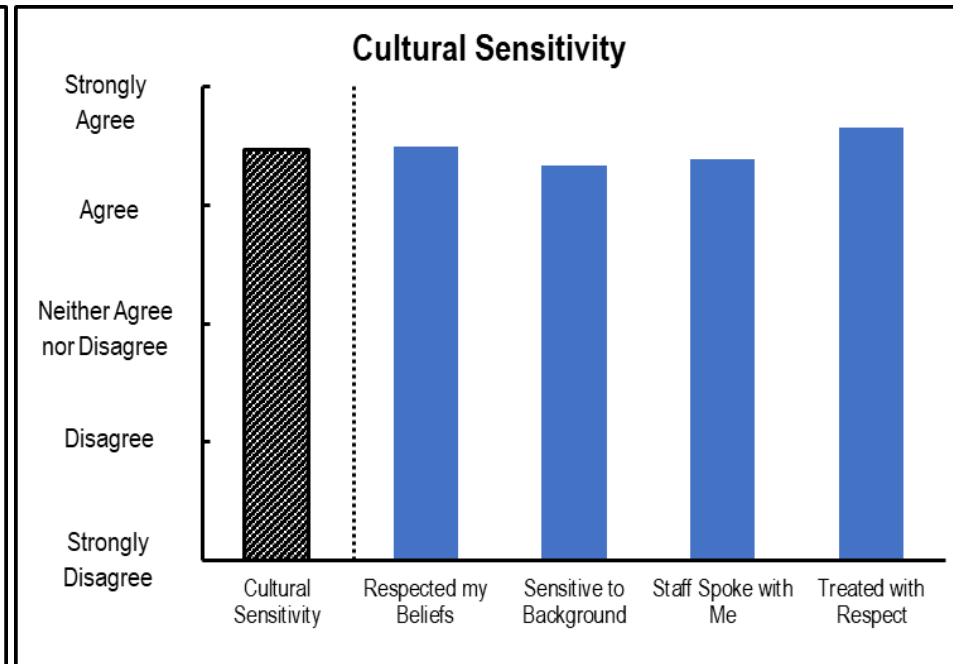
Single Quarter Breakdown: Y/FEC Quality Measure

Date: Q2 2022

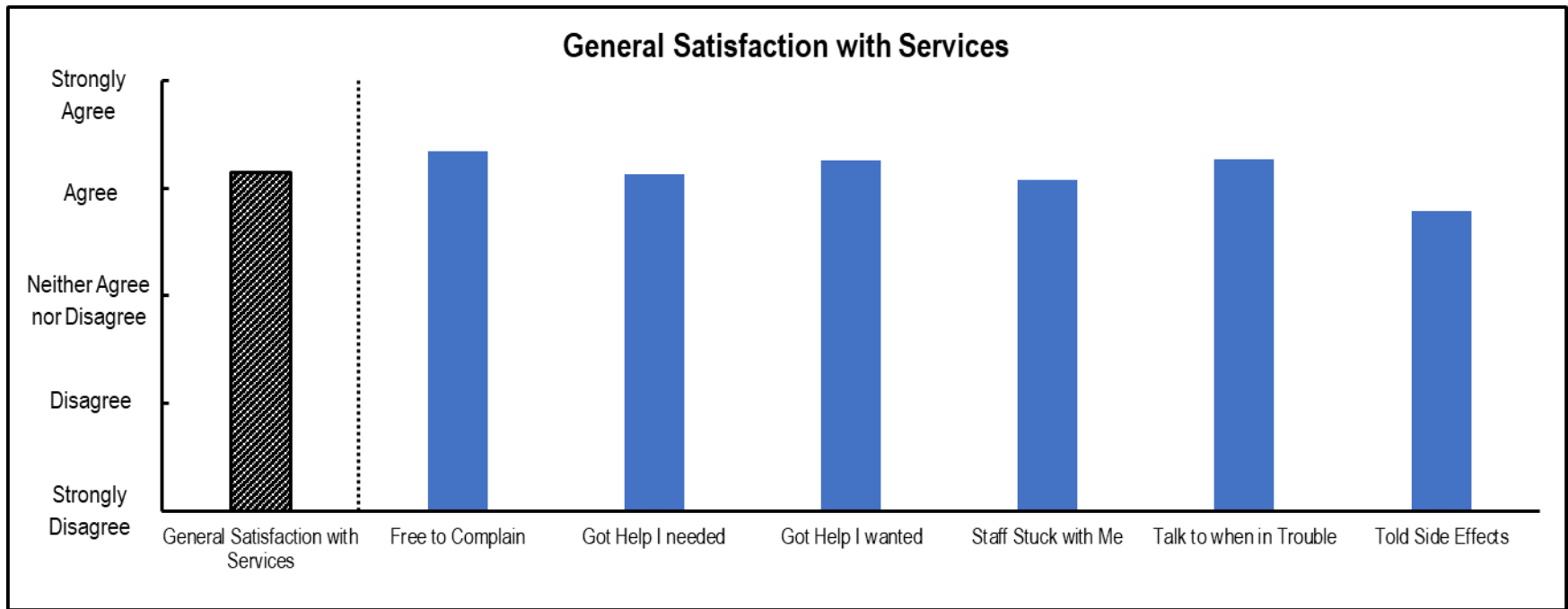
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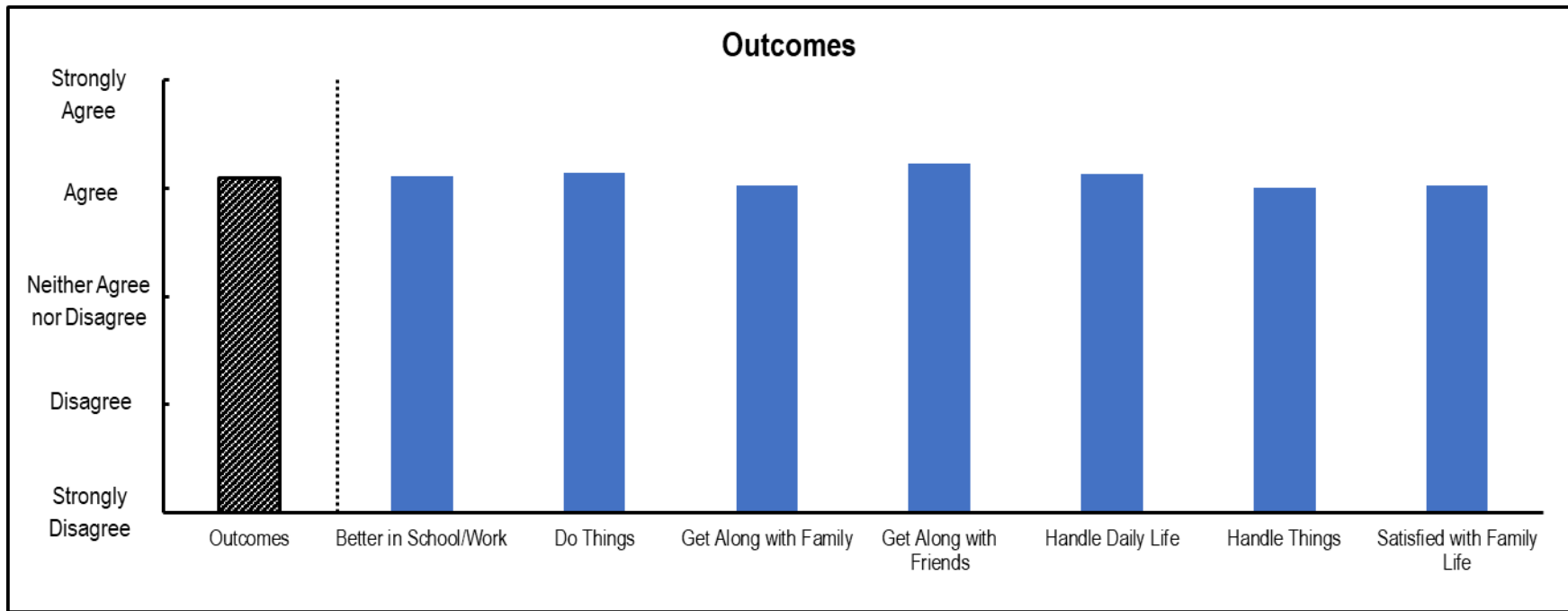
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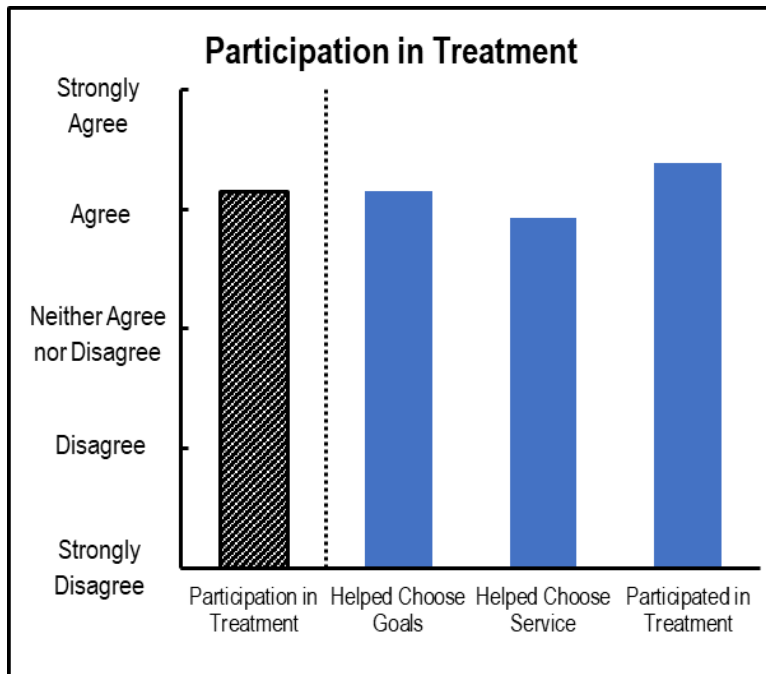
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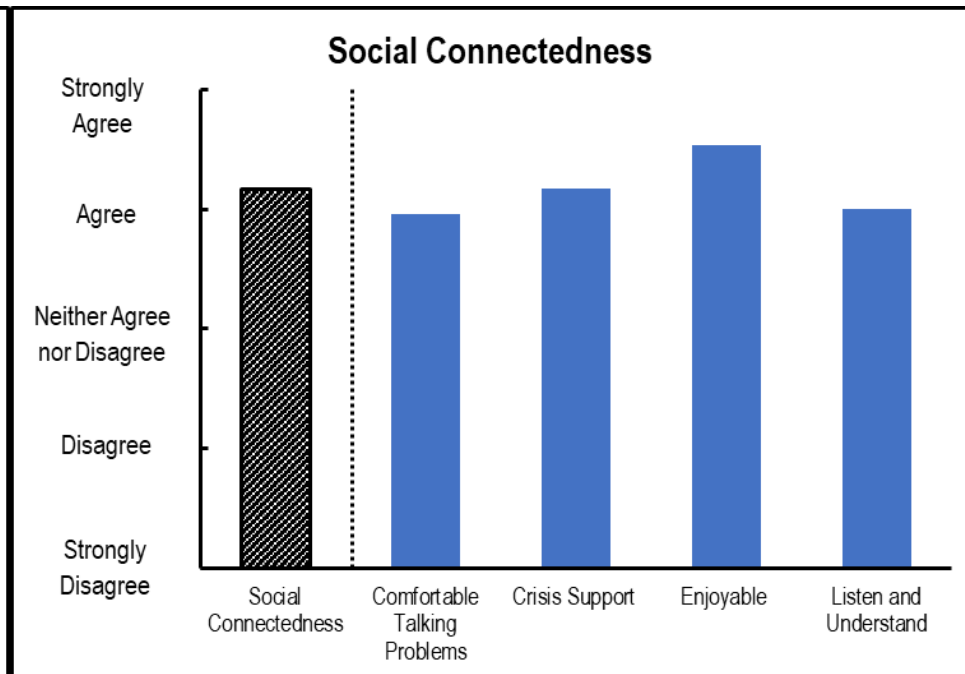
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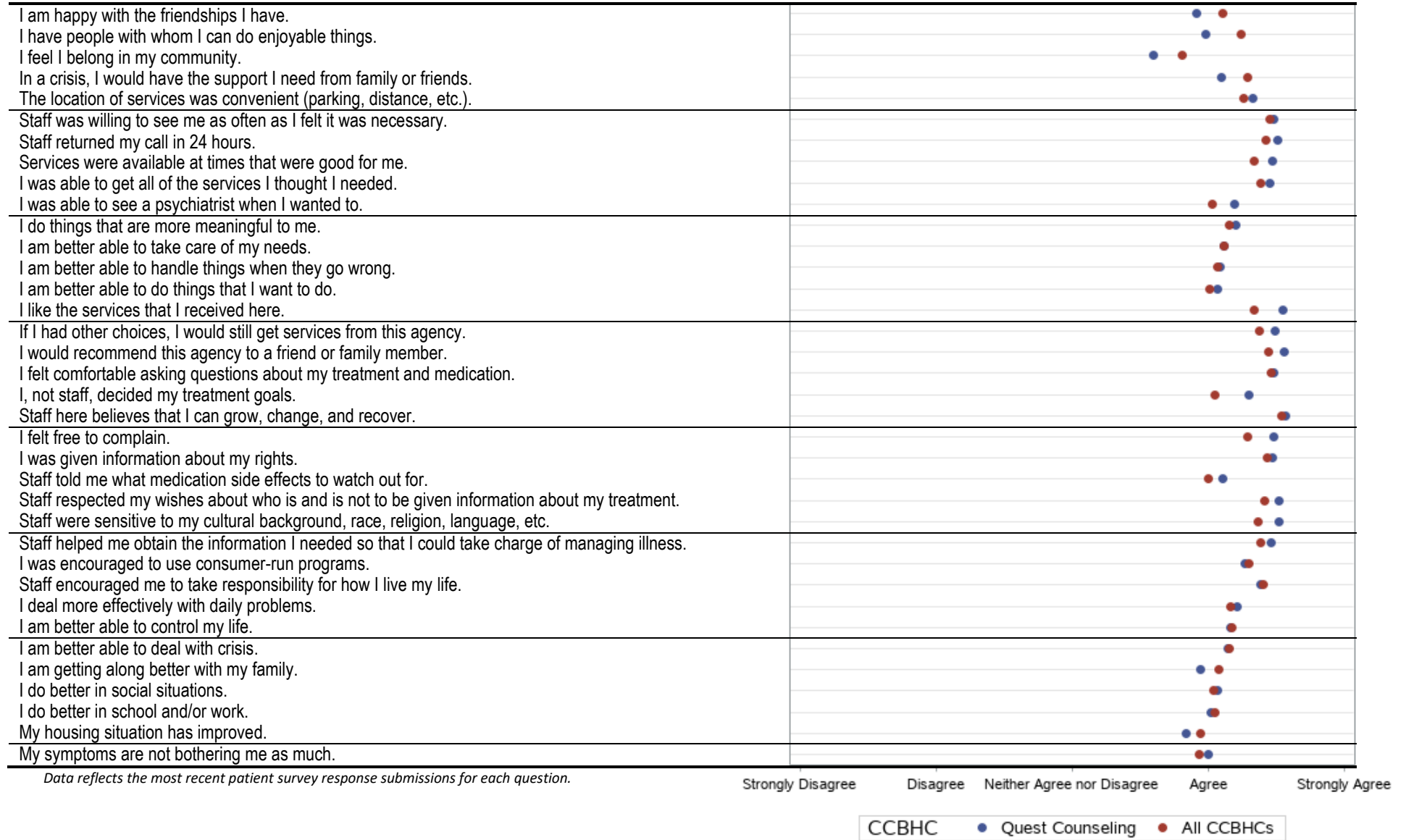
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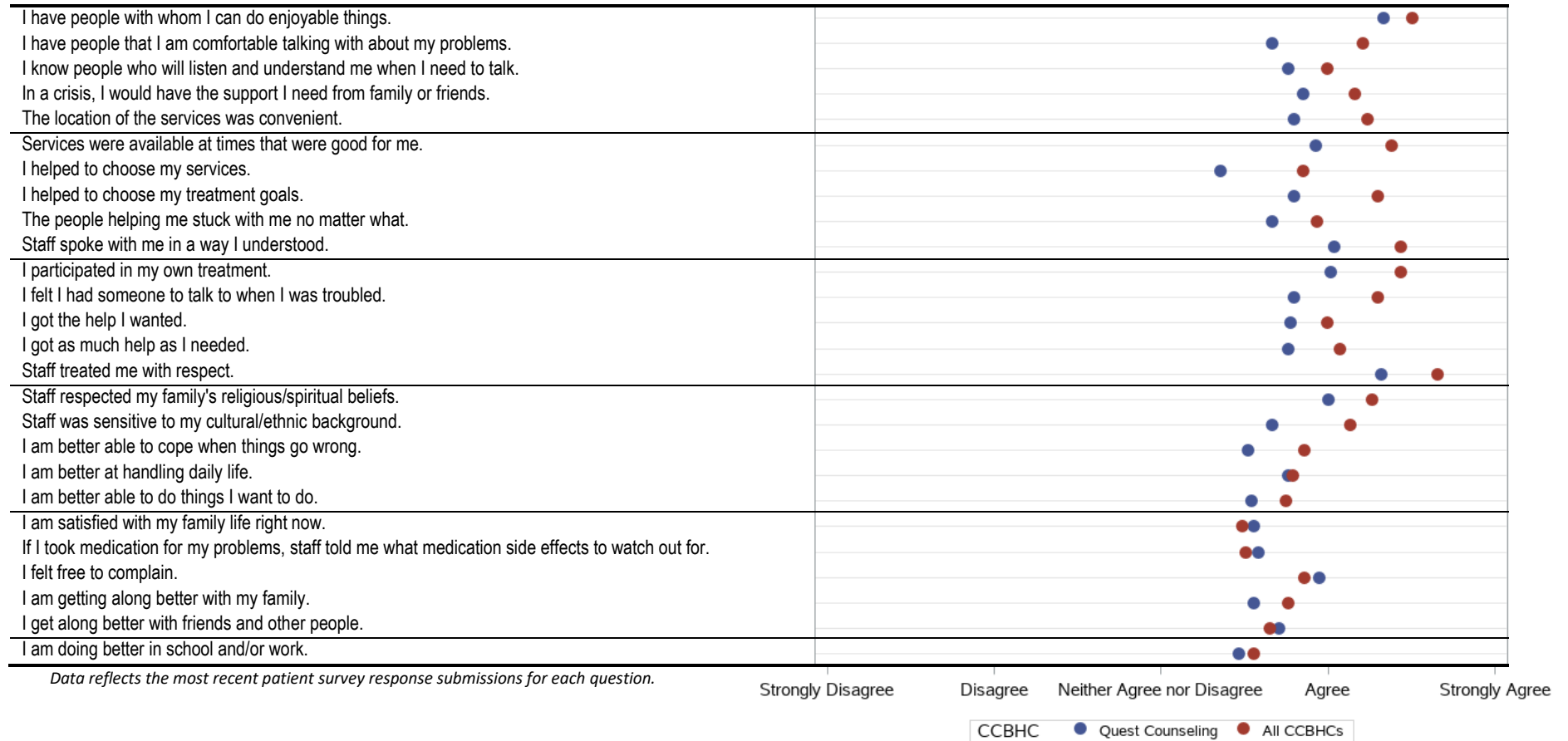
Appendix A. Adult Consumer Satisfaction Survey Results

Figure 1. Adult Consumer Satisfaction Survey Average Results



Appendix B. Youth Consumer Satisfaction Survey Results

Figure 2. Youth Consumer Satisfaction Survey Average Results



Appendix C. Parent/Child Consumer Satisfaction Survey Results

Figure 3. Parent/Child Consumer Satisfaction Survey Average Results

