CCBHC Consumer Satisfaction Survey Report

Community Counseling Center

September 2022 | Draft 1.0



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

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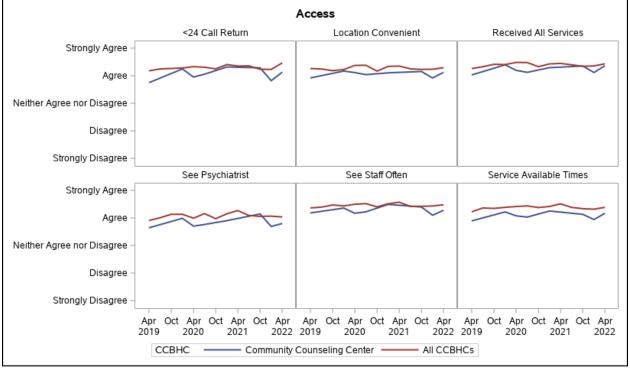
Executive Summary

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.

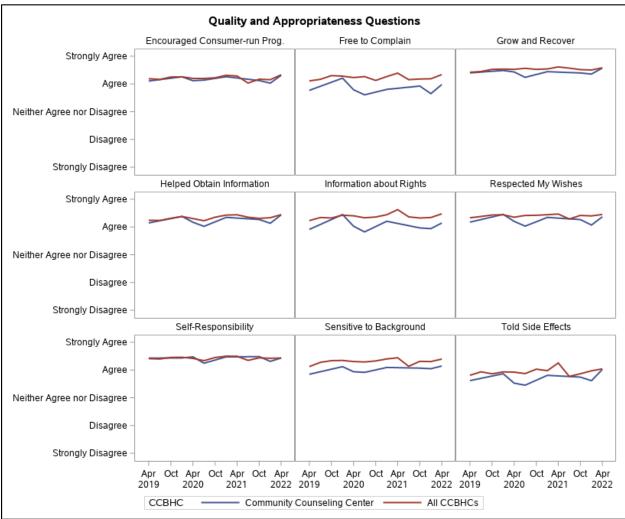
In order to accurately assess the patient satisfaction at the various CCBHCs in Nevada, it is imperative to increase the sample size and frequency of conducting the CSS. This will help facilities obtain a representative sample, mitigate issues associated with small sample sizes, and identify areas for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

PEC Quality Measure

Access



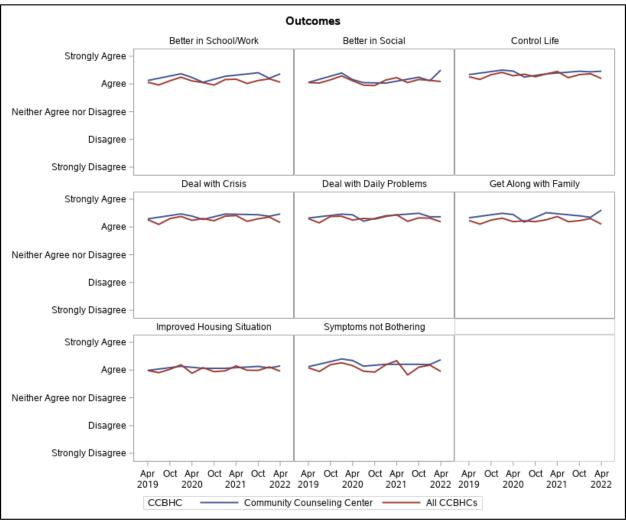
*Reflects survey responses for the Adult Consumer Satisfaction Survey.



Quality and Appropriateness Questions

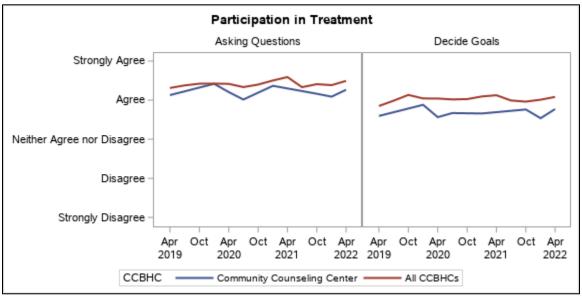
*Reflects survey responses for the Adult Consumer Satisfaction Survey.

Outcomes



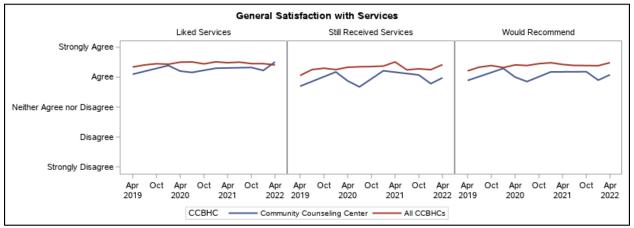
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Participation in Treatment

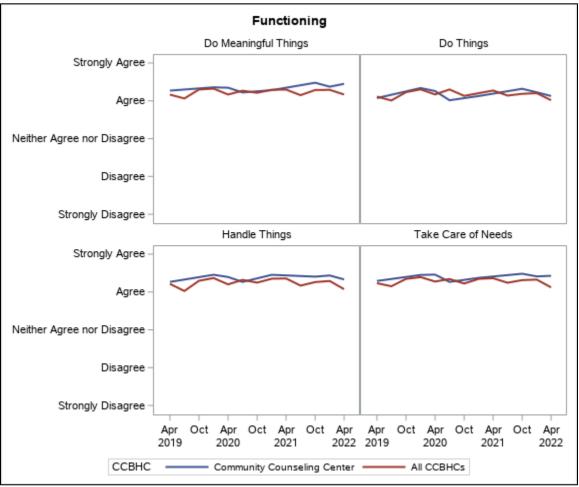


*Reflects survey responses for the Adult Consumer Satisfaction Survey.

General Satisfaction with Services

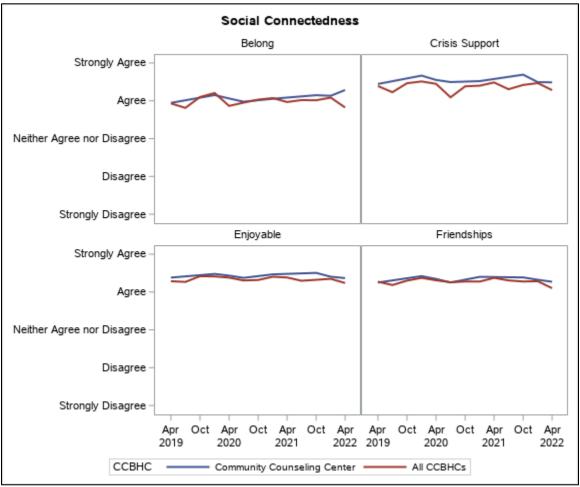


Functioning



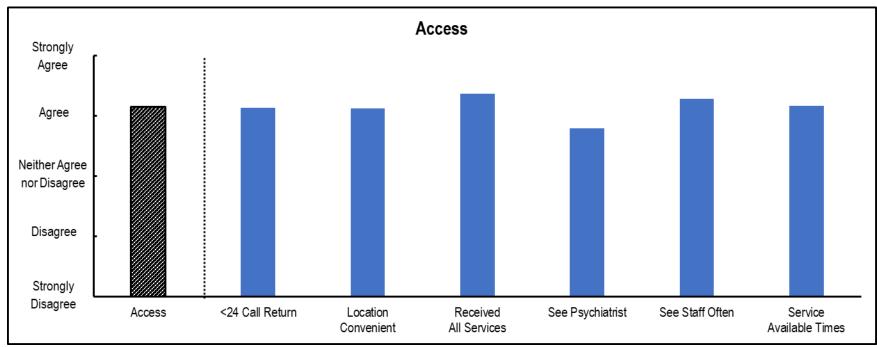
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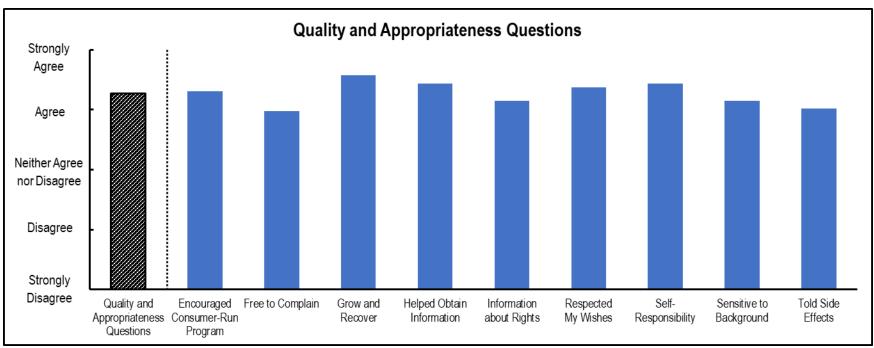
Social Connectedness



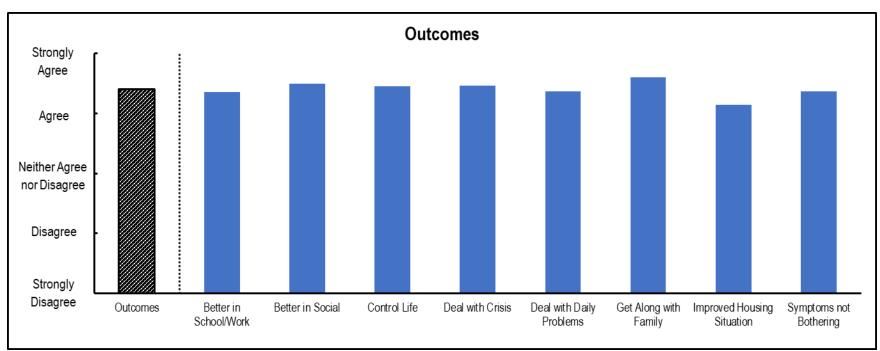
Single Quarter Breakdown: PEC Quality Measure Date: Q2 2022

N = 142

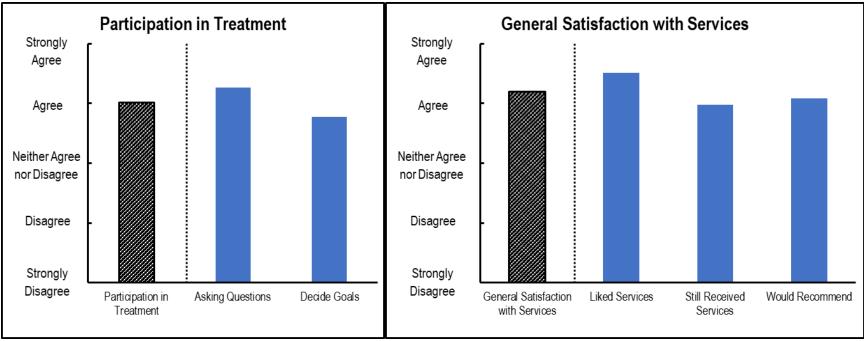




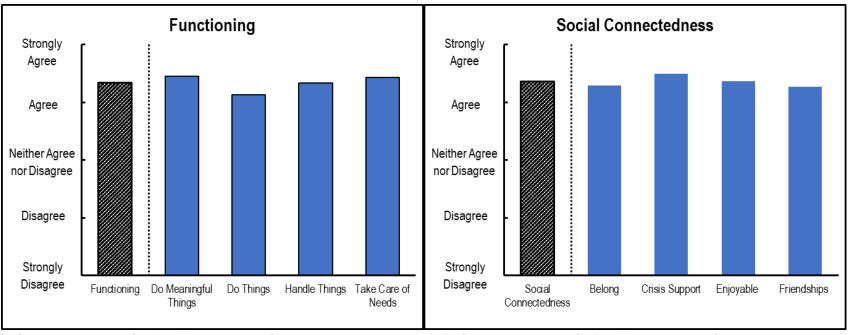
^{*}Reflects survey responses for the Adult Consumer Satisfaction Survey.



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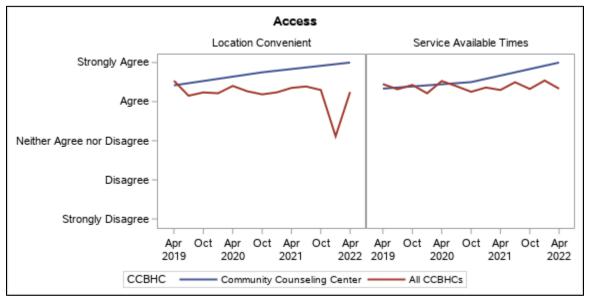
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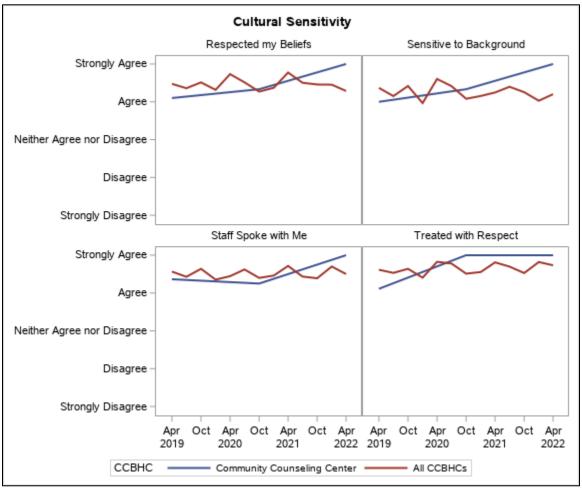
Y/FEC Quality Measure

Access



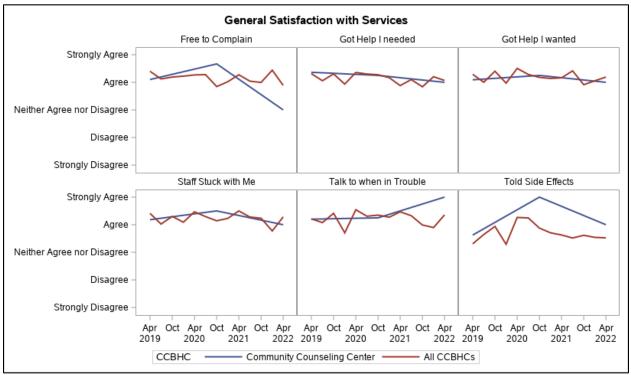
*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

Cultural Sensitivity



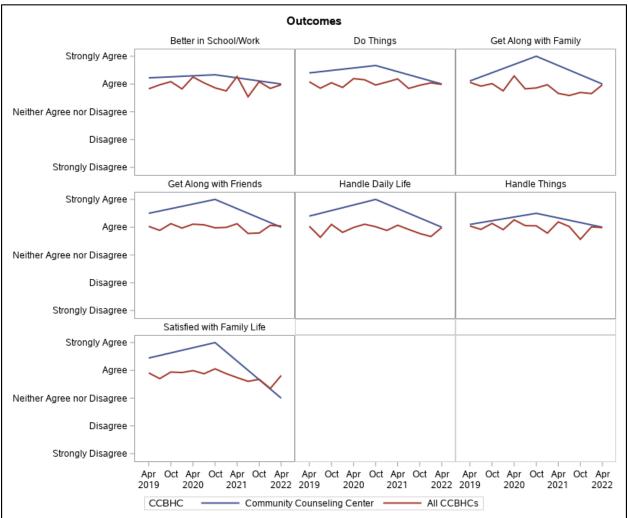
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General Satisfaction with Services



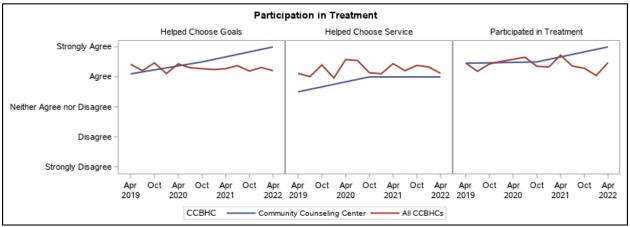
*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

Outcomes



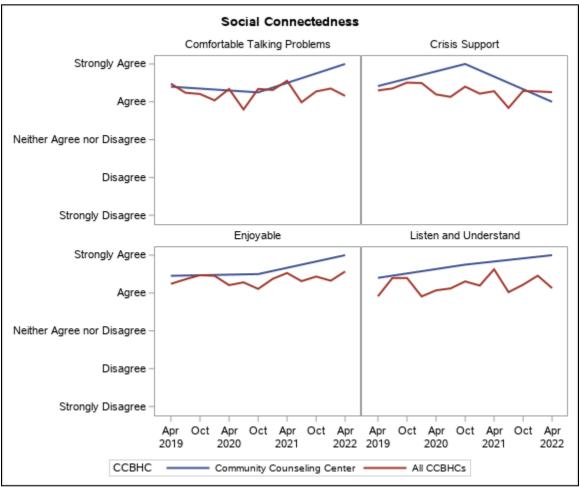
*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

Participation in Treatment



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

Social Connectedness

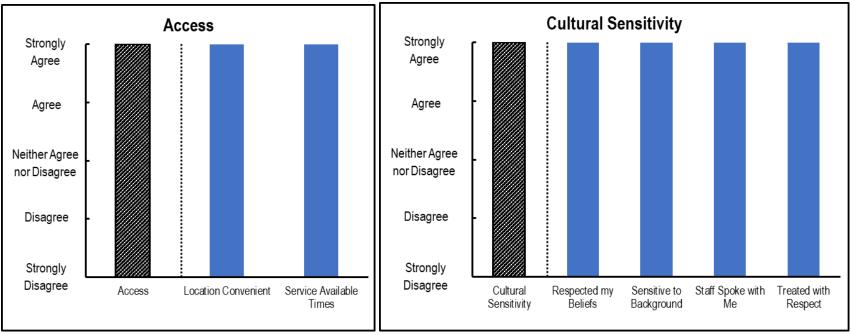


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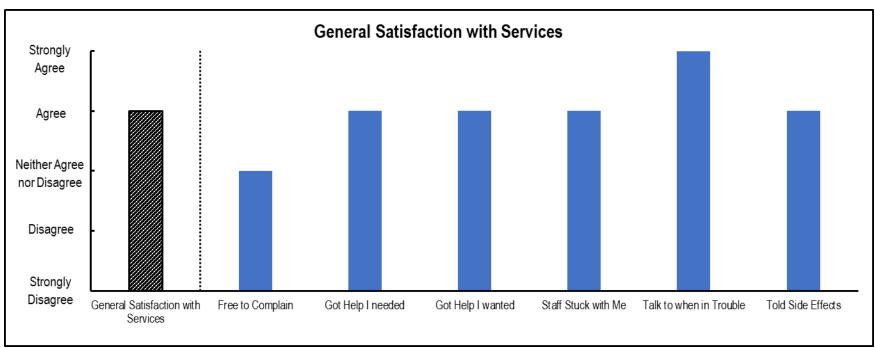
Single Quarter Breakdown: Y/FEC Quality Measure

Date: Q2 2022

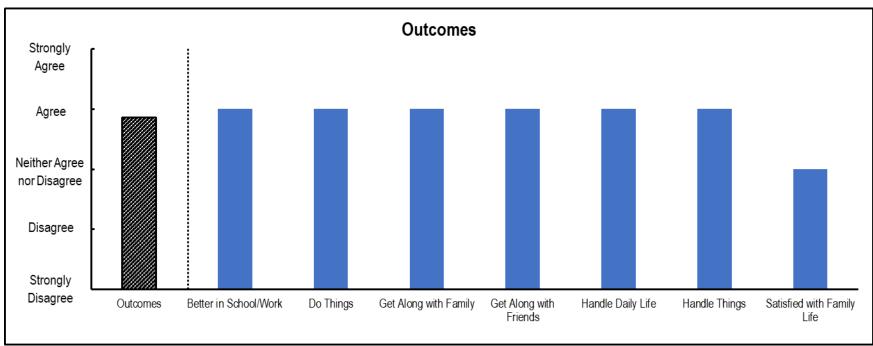
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*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey. *Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

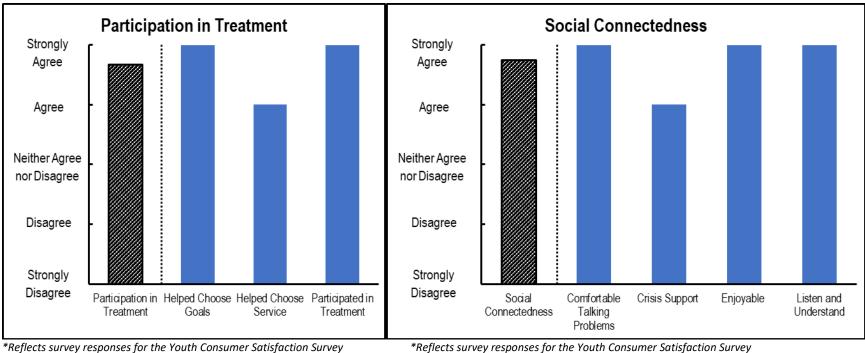


*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.



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

Better in School/Work: I am (My child is) doing better in school and/or work. Do Things: I am (My child is) better able to do things I (he/she) want to do. Handle Daily Life: I am (My child is) better at handling daily life. Handle Things: I am (My child is) better able to cope when things go wrong. Get Along with Family: I am getting (My child gets) along better with my family. Get Along with Friends: I (My child) get along better with friends and other people. Satisfied with Family Life: I am satisfied with my family life right now.



and Parent/Child Consumer Satisfaction Survey.

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

Appendix A. Adult Consumer Satisfaction Survey Results

Figure 1. Adult Consumer Satisfaction Survey Average Results

righten Addit Consumer Satisfaction Survey Average Results	
I am happy with the friendships I have.	• •
I have people with whom I can do enjoyable things.	• •
I feel I belong in my community.	• •
In a crisis, I would have the support I need from family or friends.	• •
The location of services was convenient (parking, distance, etc.).	• •
Staff was willing to see me as often as I felt it was necessary.	• •
Staff returned my call in 24 hours.	• •
Services were available at times that were good for me.	• •
I was able to get all of the services I thought I needed.	••
I was able to see a psychiatrist when I wanted to.	• •
I do things that are more meaningful to me.	
I am better able to take care of my needs.	• •
I am better able to handle things when they go wrong.	• •
I am better able to do things that I want to do.	
I like the services that I received here.	
If I had other choices, I would still get services from this agency.	
I would recommend this agency to a friend or family member.	
I felt comfortable asking questions about my treatment and medication.	
I, not staff, decided my treatment goals.	
Staff here believes that I can grow, change, and recover.	
I felt free to complain.	
I was given information about my rights.	
Staff told me what medication side effects to watch out for.	
Staff respected my wishes about who is and is not to be given information about my treatment.	
Staff were sensitive to my cultural background, race, religion, language, etc.	
Staff helped me obtain the information I needed so that I could take charge of managing illness.	
I was encouraged to use consumer-run programs.	
Staff encouraged me to take responsibility for how I live my life.	
I deal more effectively with daily problems.	
I am better able to control my life.	
I am better able to deal with crisis.	• •
I am getting along better with my family.	• •
I do better in social situations.	• •
I do better in school and/or work.	• •
My housing situation has improved.	• •
My symptoms are not bothering me as much.	• •
Data reflects the most recent patient survey response submissions for each question.	Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Ag
	CCBHC Community Counseling Center All CCBHCs

Appendix B. Youth Consumer Satisfaction Survey Results

Figure 2. Youth Consumer Satisfaction Survey Average Results

