# CCBHC Consumer Satisfaction Survey Report

### New Frontier Treatment Center

September 2022 | Draft 1.0



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

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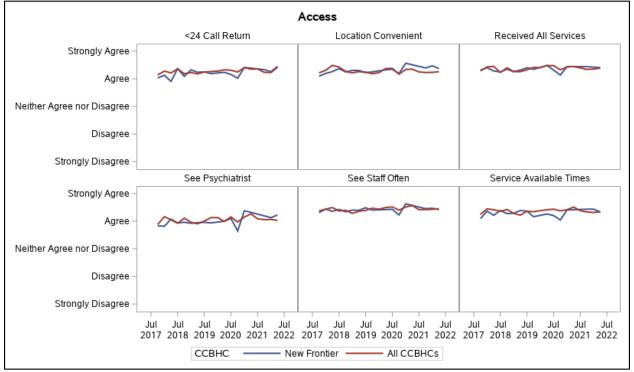
## **Executive Summary**

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.

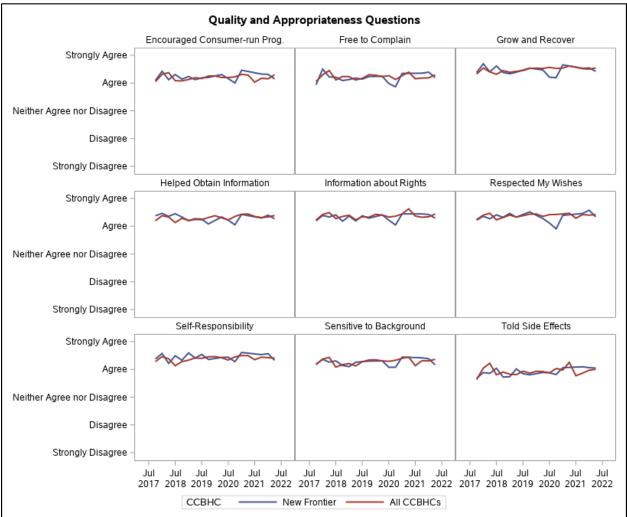
In order to accurately assess the patient satisfaction at the various CCBHCs in Nevada, it is imperative to increase the sample size and frequency of conducting the CSS. This will help facilities obtain a representative sample, mitigate issues associated with small sample sizes, and identify areas for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

# **PEC Quality Measure**

Access



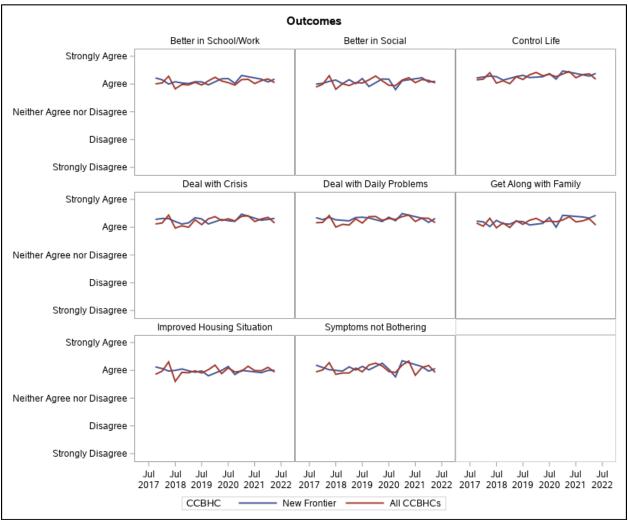
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.



### **Quality and Appropriateness Questions**

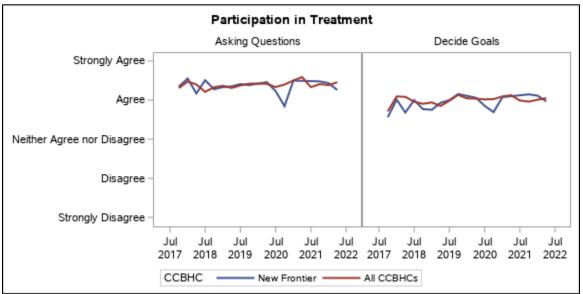
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

#### Outcomes



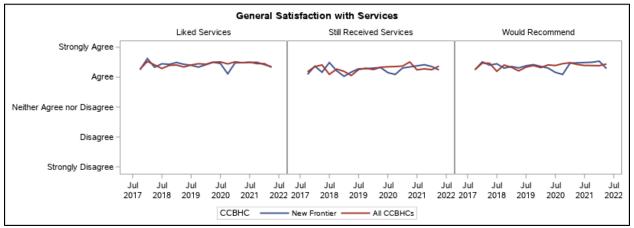
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

#### Participation in Treatment

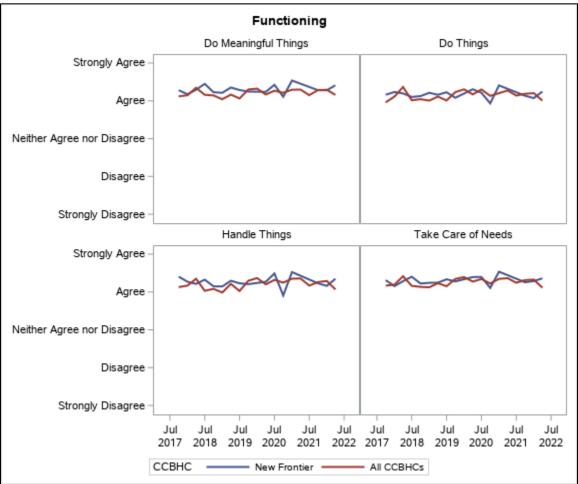


\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

#### General Satisfaction with Services

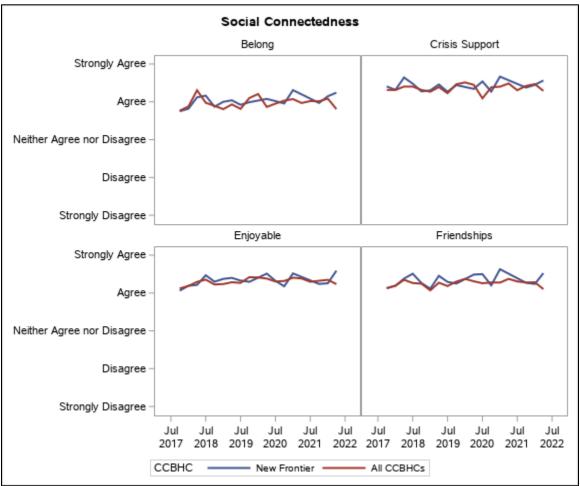


### Functioning



\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

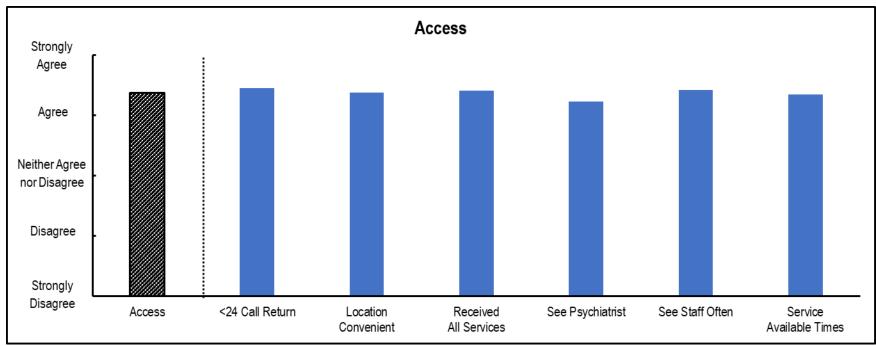
### Social Connectedness

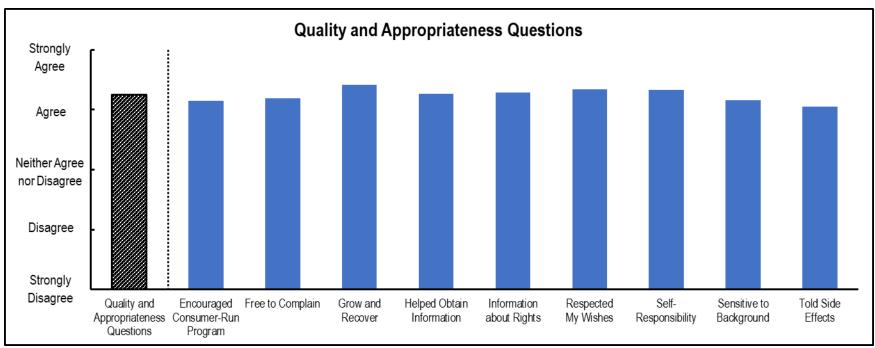


\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

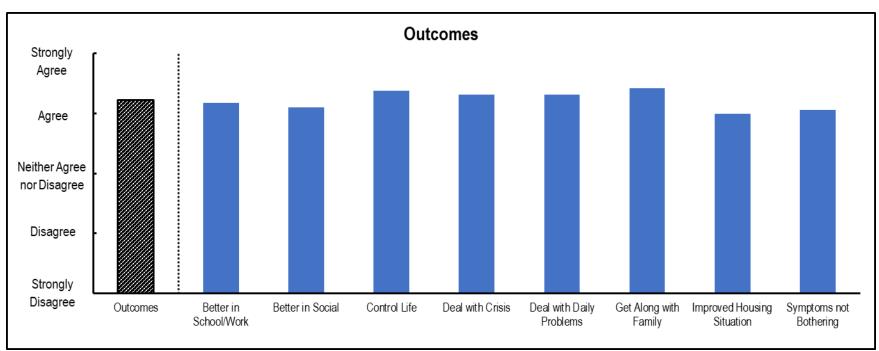
### Single Quarter Breakdown: PEC Quality Measure Date: Q2 2022

N = 62

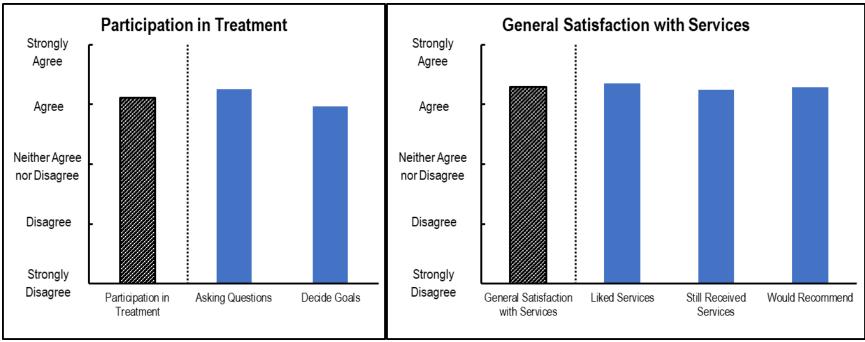




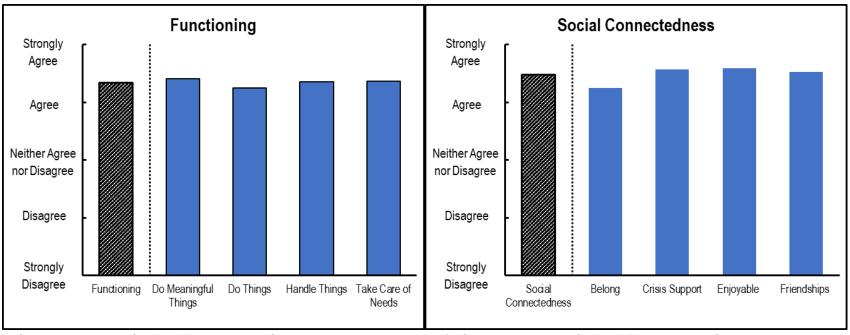
<sup>\*</sup>Reflects survey responses for the Adult Consumer Satisfaction Survey.



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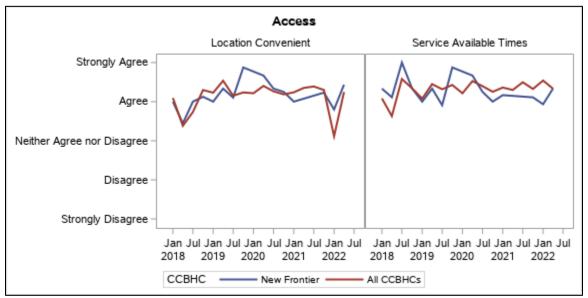
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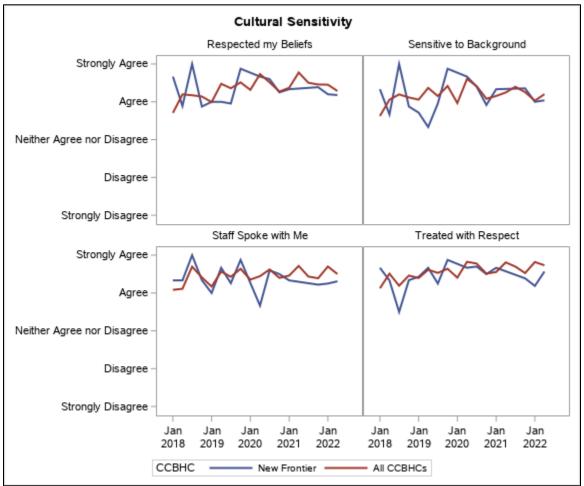
# **Y/FEC Quality Measure**

#### Access

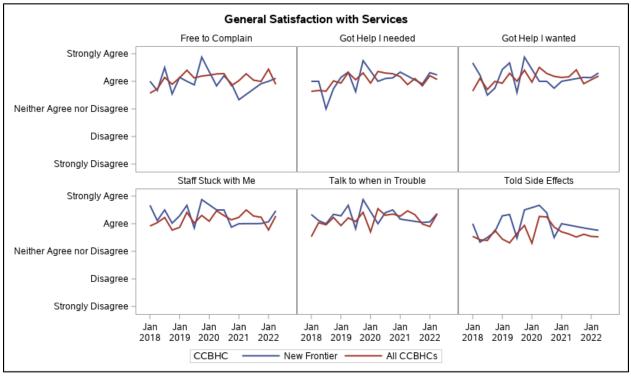


\*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

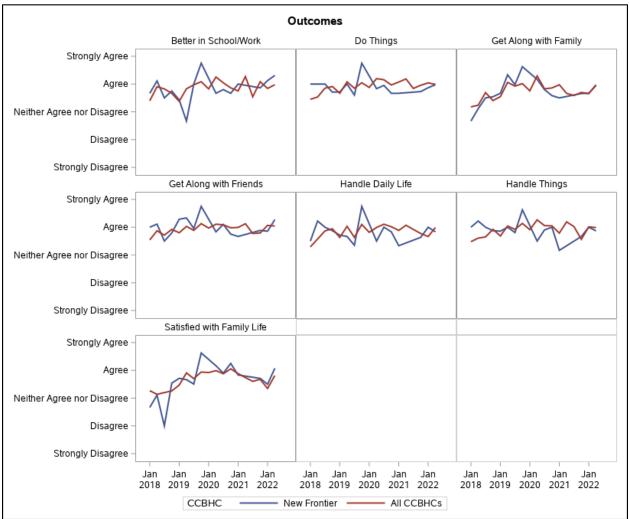
### **Cultural Sensitivity**



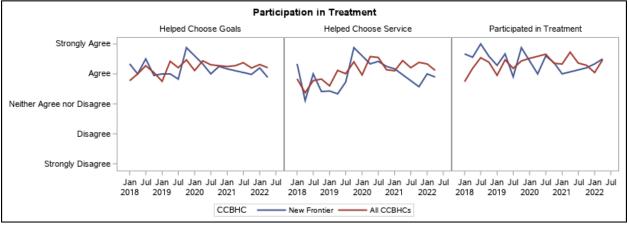
### General Satisfaction with Services



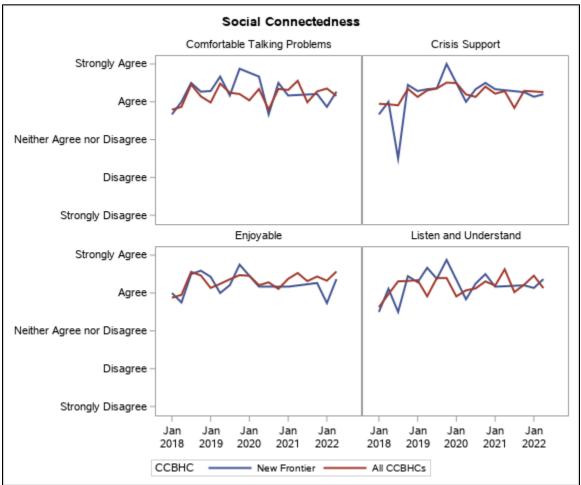
#### Outcomes



### Participation in Treatment



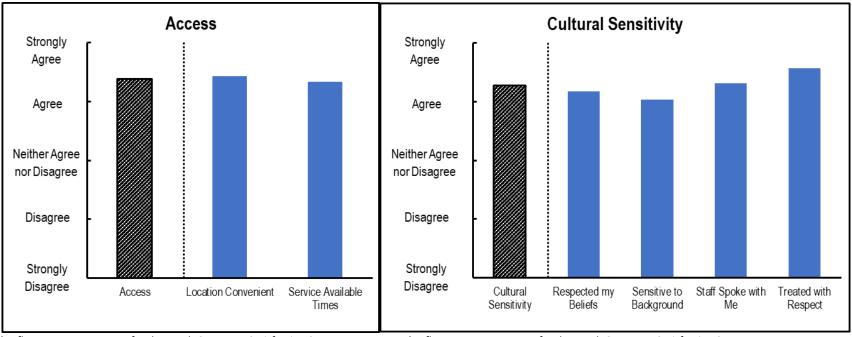
### Social Connectedness



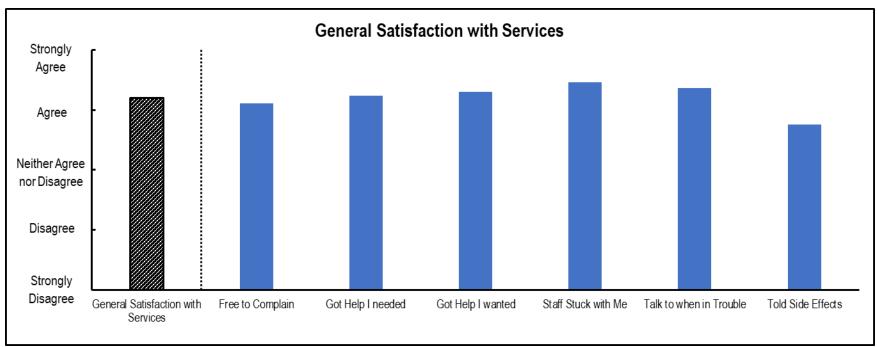
#### Single Quarter Breakdown: Y/FEC Quality Measure

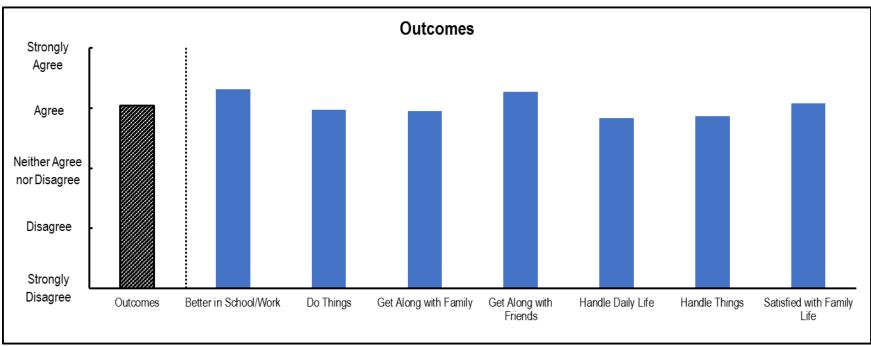
Date: Q2 2022

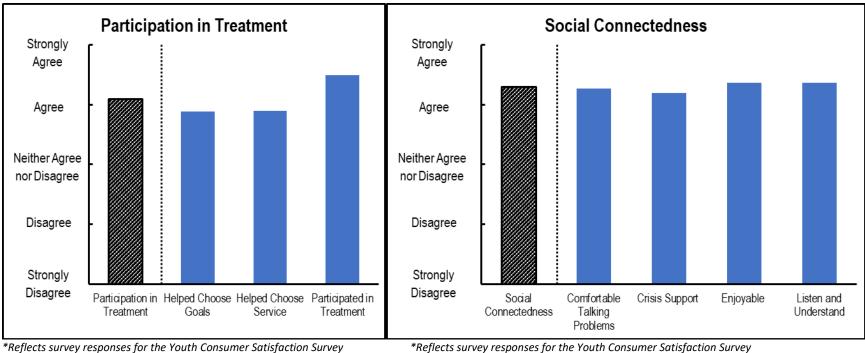
N = 20



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







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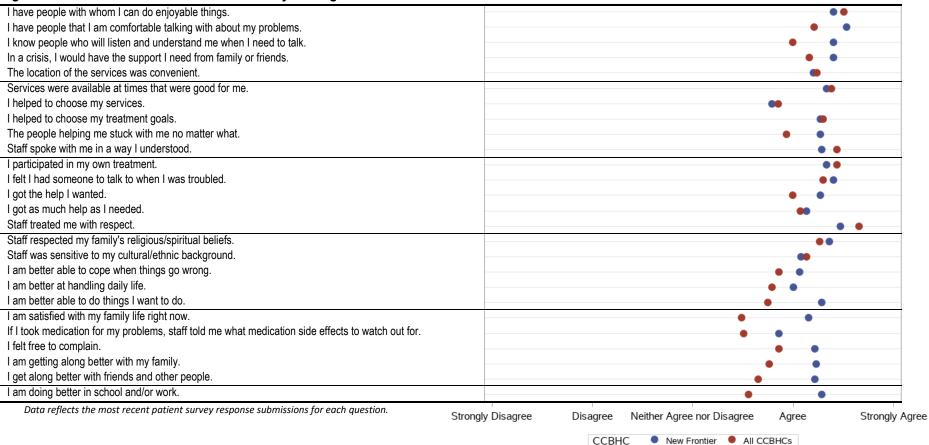
## **Appendix A. Adult Consumer Satisfaction Survey Results**

#### Figure 1. Adult Consumer Satisfaction Survey Average Results

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## **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

I have people with whom I can do enjoyable things.	
I have people that I am comfortable talking with about my child's problems.	••
I know people who will listen and understand me when I need to talk.	••
In a crisis, I would have the support I need from family or friends.	
The location of the services was convenient for us.	• •
Services were available at times that were good for us.	
I helped to choose my child's services.	
I helped to choose my child's treatment goals.	• •
The people helping my child stuck with us no matter what.	
Staff spoke with me in a way I understood.	
I participated in my child's treatment.	• •
I felt my child had someone to talk to when he/she was troubled.	
My family got the help we wanted for our child.	
My family got as much help as we needed for our child.	• •
Staff treated me with respect.	• •
Staff respected my family's religious/spiritual beliefs.	
Staff was sensitive to my cultural/ethnic background.	
My child is better able to cope when things go wrong.	• •
My child is better at handling daily life.	
My child is better able to do things he/she wants to do.	• •
I am satisfied with our family life right now.	
If my child took medications for his/her problems, staff told us what medication side effects to watch out for.	• •
I felt free to complain.	••
My child gets along better with family members.	• •
My child gets along better with friends and other people.	••
My child is doing better in school.	•
Data reflects the most recent patient survey response submissions for each question.	Strongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agre
	CCBHC   New Frontier  All CCBHCs