# CCBHC Consumer Satisfaction Survey Report

### Vitality Integrated Programs [Carson City]

September 2022 | Draft 1.0



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

### **Table of Contents**

EXECUTIVE SUMMARY	.1
PEC QUALITY MEASURE	.2
Access	2
QUALITY AND APPROPRIATENESS QUESTIONS	3
Оитсомея	4
PARTICIPATION IN TREATMENT	5
GENERAL SATISFACTION WITH SERVICES	5
Functioning	
Social Connectedness	
Single Quarter Breakdown: PEC Quality Measure	8
Y/FEC QUALITY MEASURE	13
Access	13
CULTURAL SENSITIVITY	14
GENERAL SATISFACTION WITH SERVICES	15
Outcomes	16
PARTICIPATION IN TREATMENT	
Social Connectedness	18
SINGLE QUARTER BREAKDOWN: Y/FEC QUALITY MEASURE	19
APPENDIX A. ADULT CONSUMER SATISFACTION SURVEY RESULTS	23
APPENDIX B. YOUTH CONSUMER SATISFACTION SURVEY RESULTS	24
APPENDIX C. PARENT/CHILD CONSUMER SATISFACTION SURVEY RESULTS	25

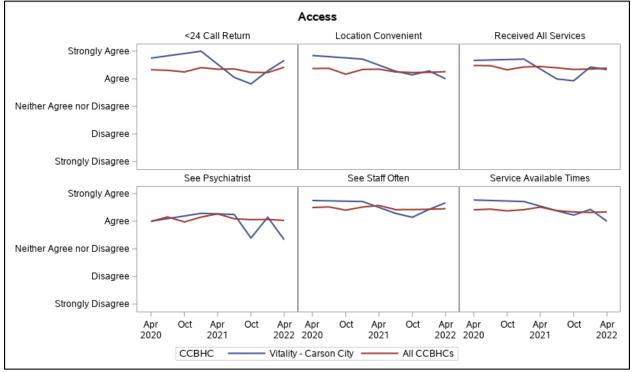
### **Executive Summary**

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.

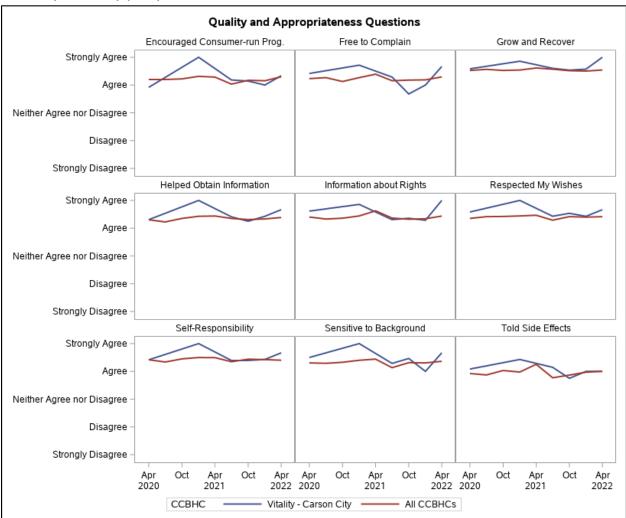
In order to accurately assess the patient satisfaction at the various CCBHCs in Nevada, it is imperative to increase the sample size and frequency of conducting the CSS. This will help facilities obtain a representative sample, mitigate issues associated with small sample sizes, and identify areas for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

## **PEC Quality Measure**

Access



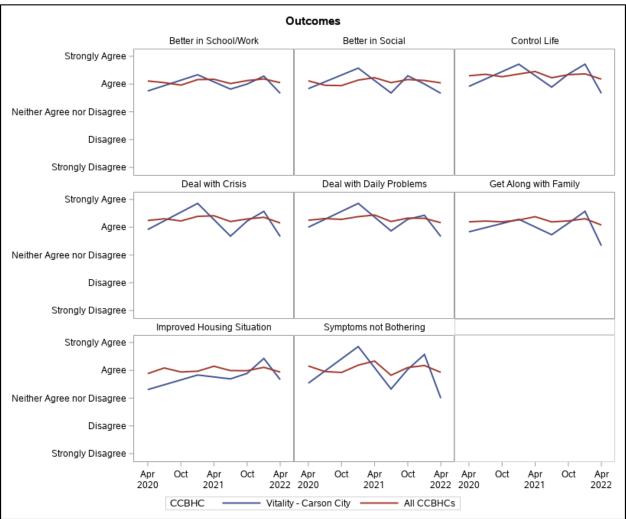
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.



### **Quality and Appropriateness Questions**

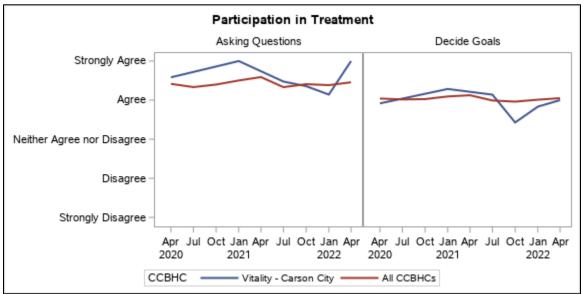
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

#### Outcomes



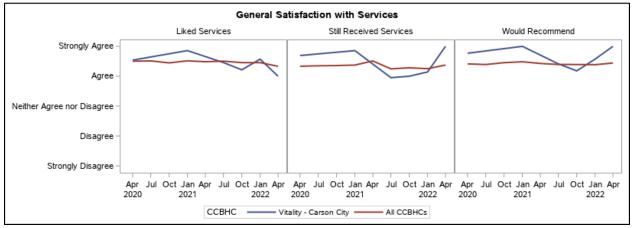
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

#### Participation in Treatment



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

#### General Satisfaction with Services



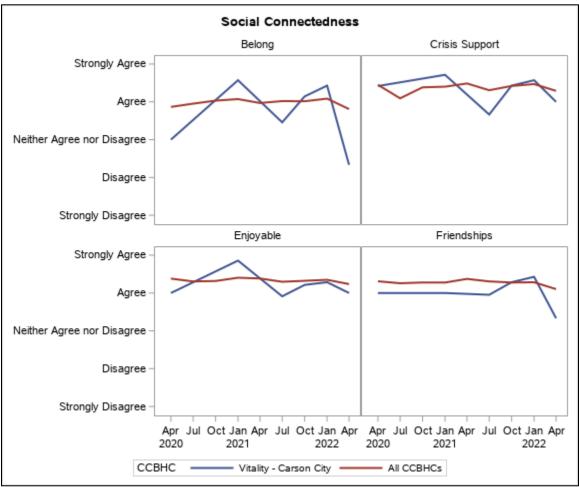
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### Functioning



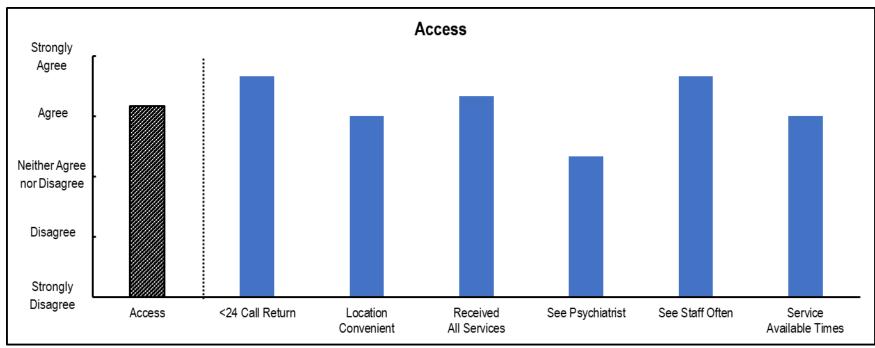
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

### Social Connectedness

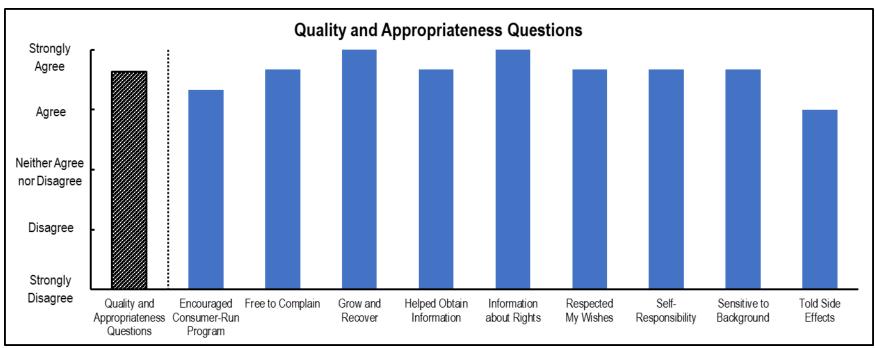


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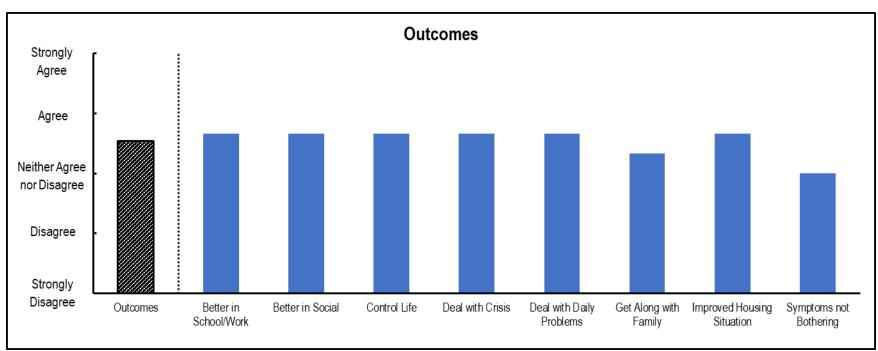
#### Single Quarter Breakdown: PEC Quality Measure Date: Q2 2022 N = 3



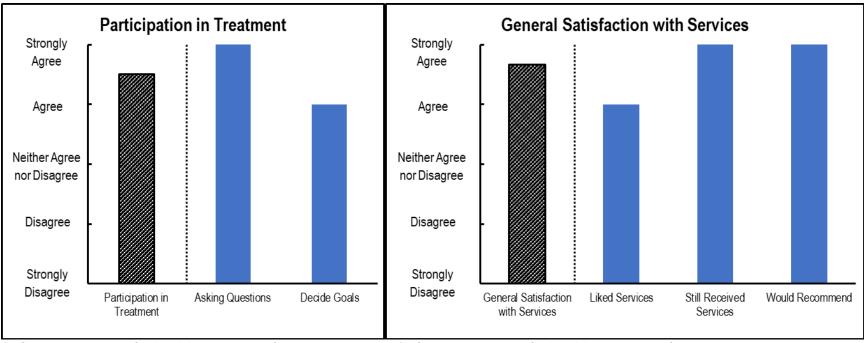
<sup>\*</sup>Reflects survey responses for the Adult Consumer Satisfaction Survey.



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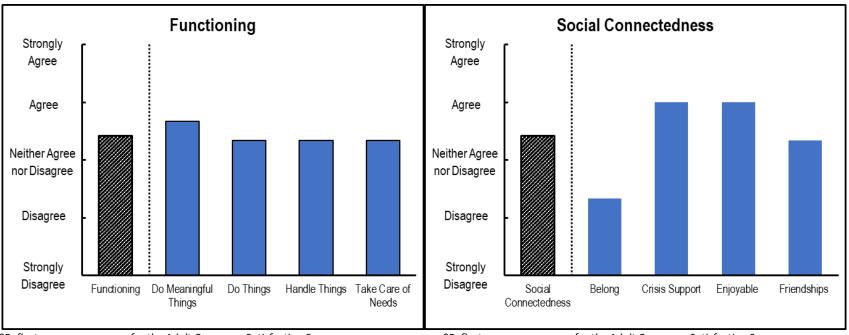


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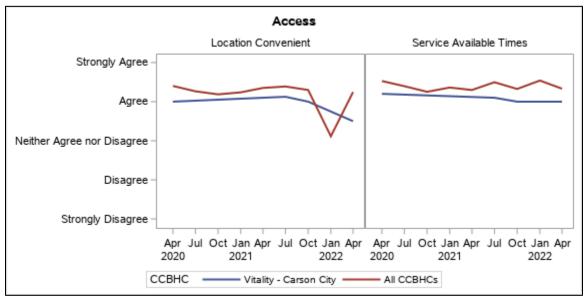


\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

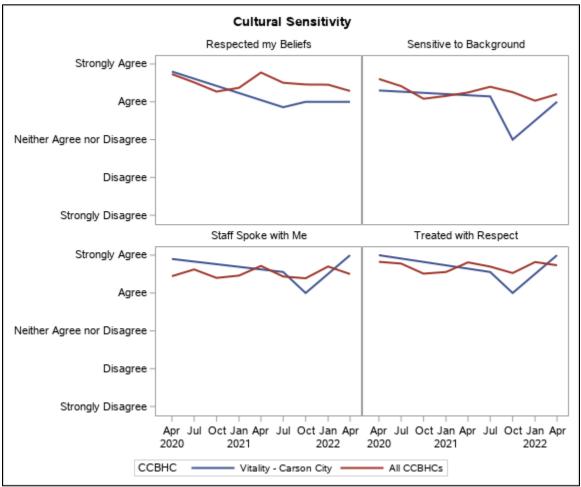
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

## **Y/FEC Quality Measure**

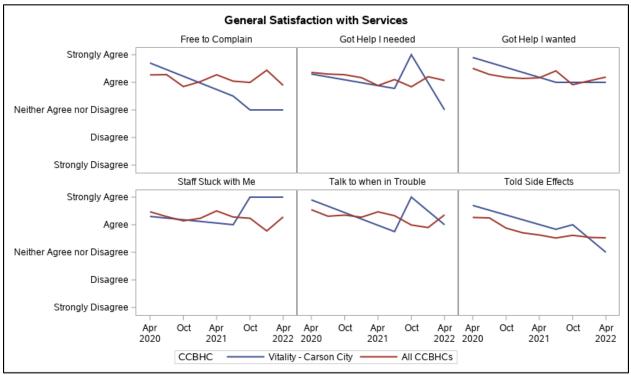
#### Access



### **Cultural Sensitivity**

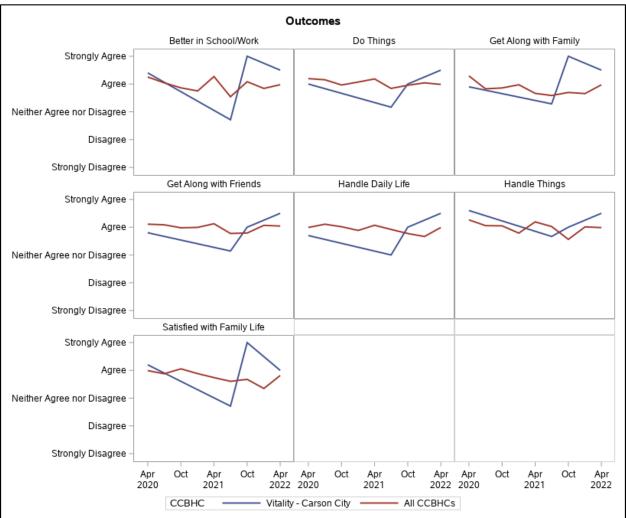


### General Satisfaction with Services

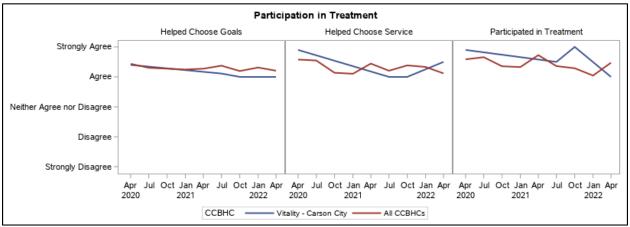


\*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

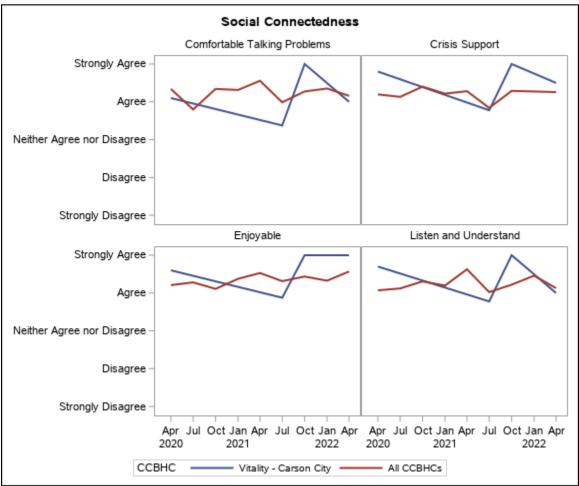
#### Outcomes



### Participation in Treatment

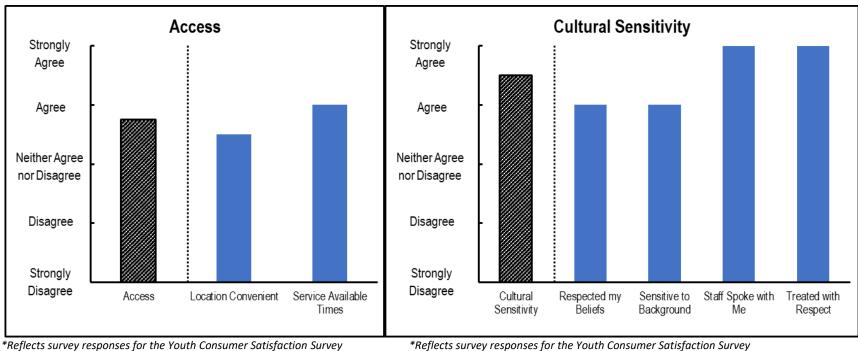


### Social Connectedness

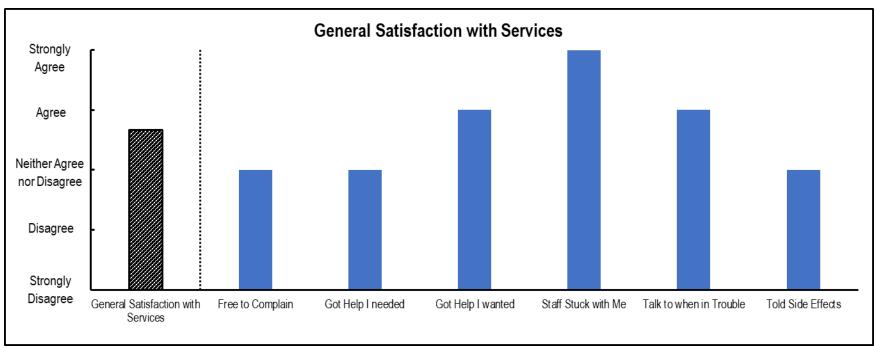


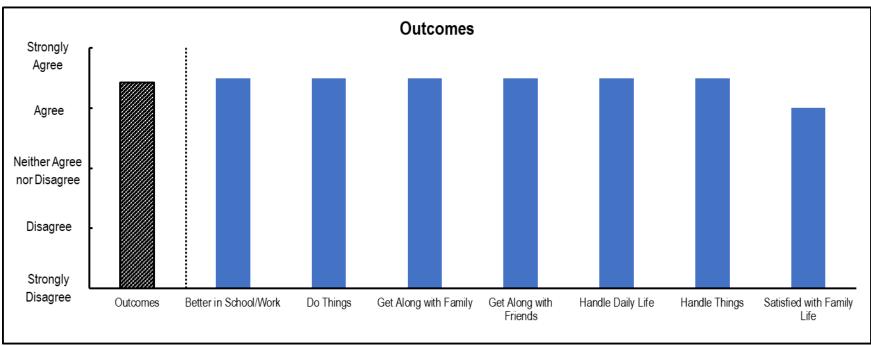
### Single Quarter Breakdown: Y/FEC Quality Measure

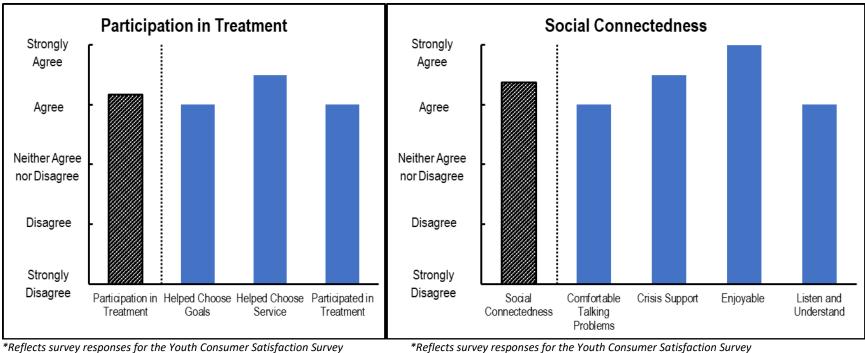
Date: Q2 2022 N = 2



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







and Parent/Child Consumer Satisfaction Survey.

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

#### Figure 1. Adult 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 • Vitality - Carson City • All CCBHCs

## **Appendix B. Youth Consumer Satisfaction Survey Results**

#### Figure 2. Youth Consumer Satisfaction Survey Average Results

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I have people with whom I can do enjoyable things.	• •
I have people that I am comfortable talking with about my 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.	• •
Services were available at times that were good for me.	••
I helped to choose my services.	•
I helped to choose my treatment goals.	••
The people helping me stuck with me no matter what.	• •
Staff spoke with me in a way I understood.	
I participated in my own treatment.	•
I felt I had someone to talk to when I was troubled.	• •
I got the help I wanted.	••
I got as much help as I needed.	
Staff treated me with respect.	
Staff respected my family's religious/spiritual beliefs.	
Staff was sensitive to my cultural/ethnic background.	
I am better able to cope when things go wrong.	
I am better at handling daily life.	
I am better able to do things I want to do.	
I am satisfied with my family life right now.	
If I took medication for my problems, staff told me what medication side effects to watch out for.	
I felt free to complain.	
I am getting along better with my family.	
I get along better with friends and other people.	
I am doing better in school and/or work.	
Data reflects the most recent nations survey response submissions for each question	
Str	rongly Disagree Disagree Neither Agree nor Disagree Agree Strongly Agree
	CCBHC • Vitality - Carson City • All CCBHCs

## **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.		<b>D</b> :	D:			
	Strongly	y Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agre
			CCBHC	Vitality - Carson City	All CCBHCs	