

# *CCBHC Consumer Satisfaction Survey Report*

*Community Counseling Center*

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*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

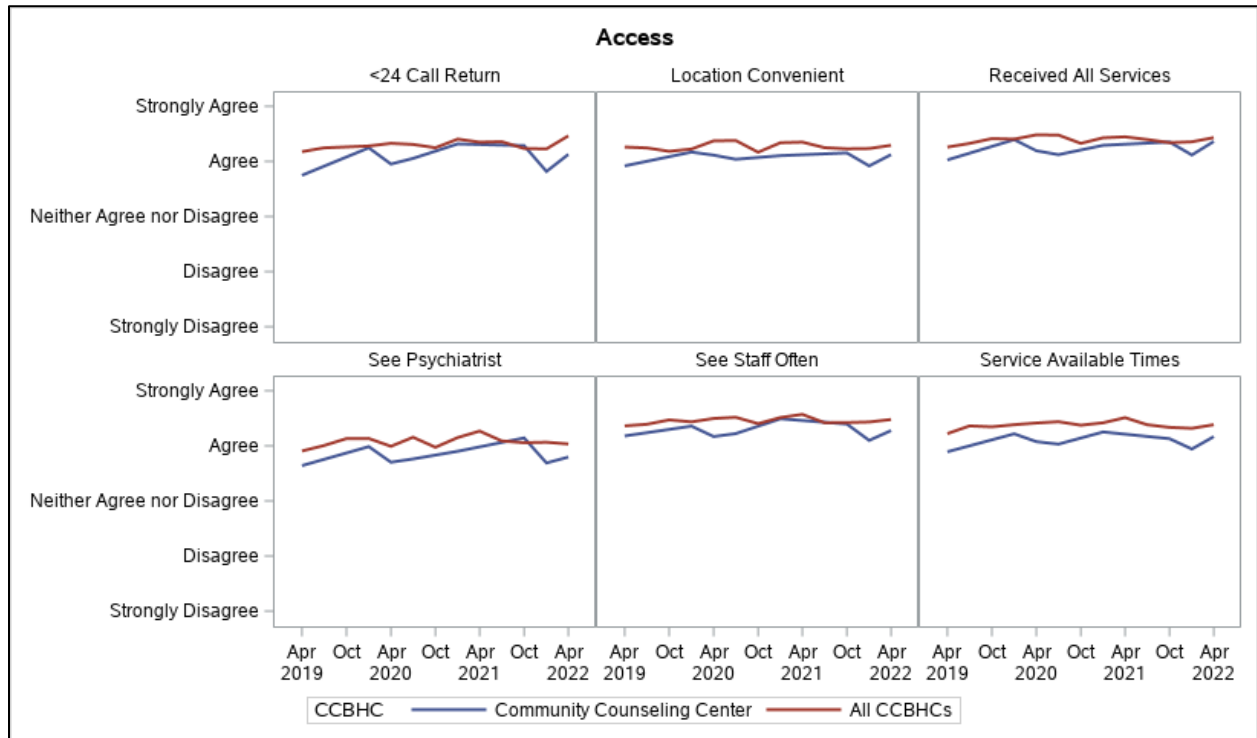
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The purpose of this report is to highlight the results from the Consumer Satisfaction Surveys (CSS) that were conducted at the Certified Community Behavioral Health Centers (CCBHC) in Nevada. For the purposes of this report, survey data were aggregated 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.

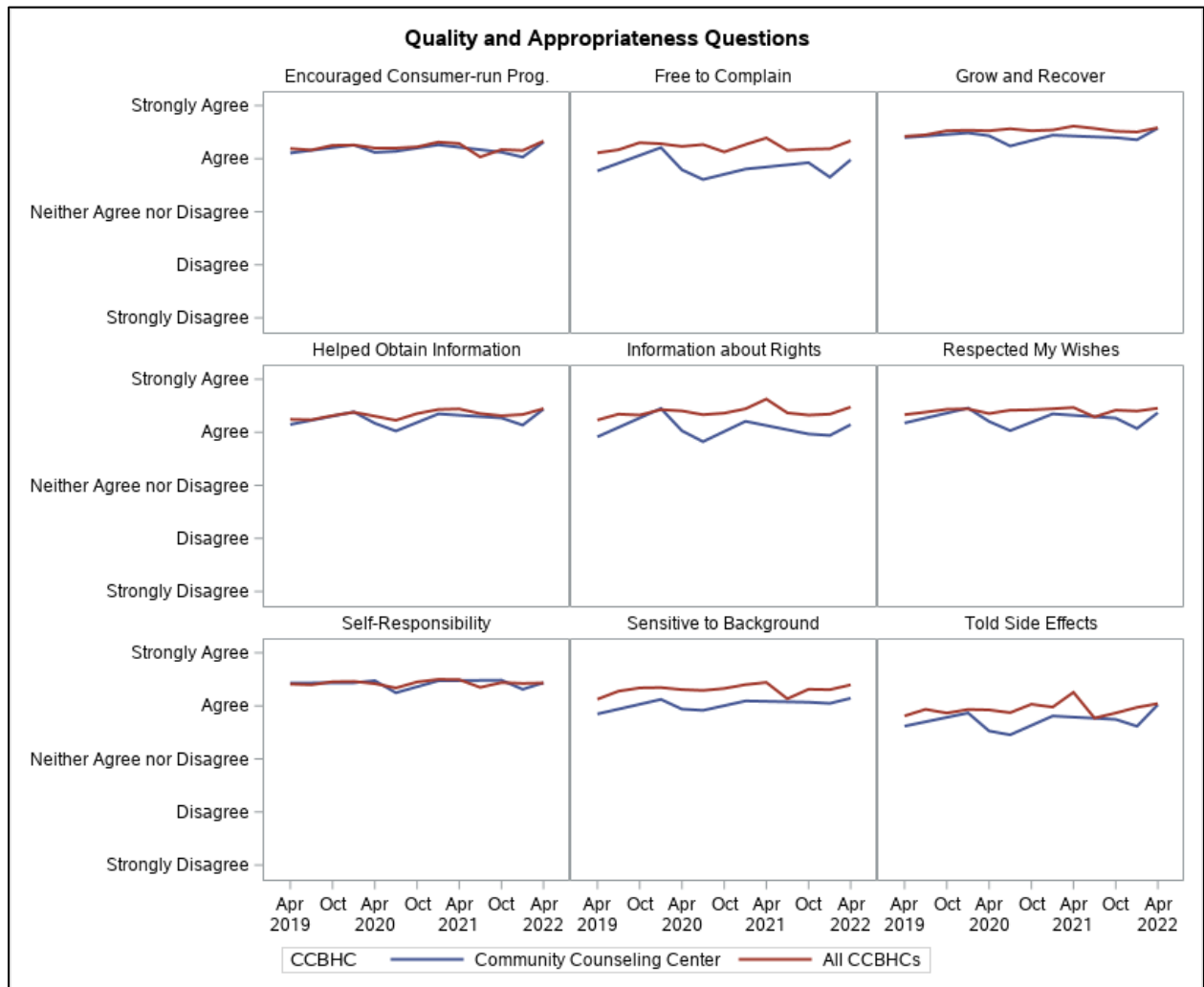
# PEC Quality Measure

## Access



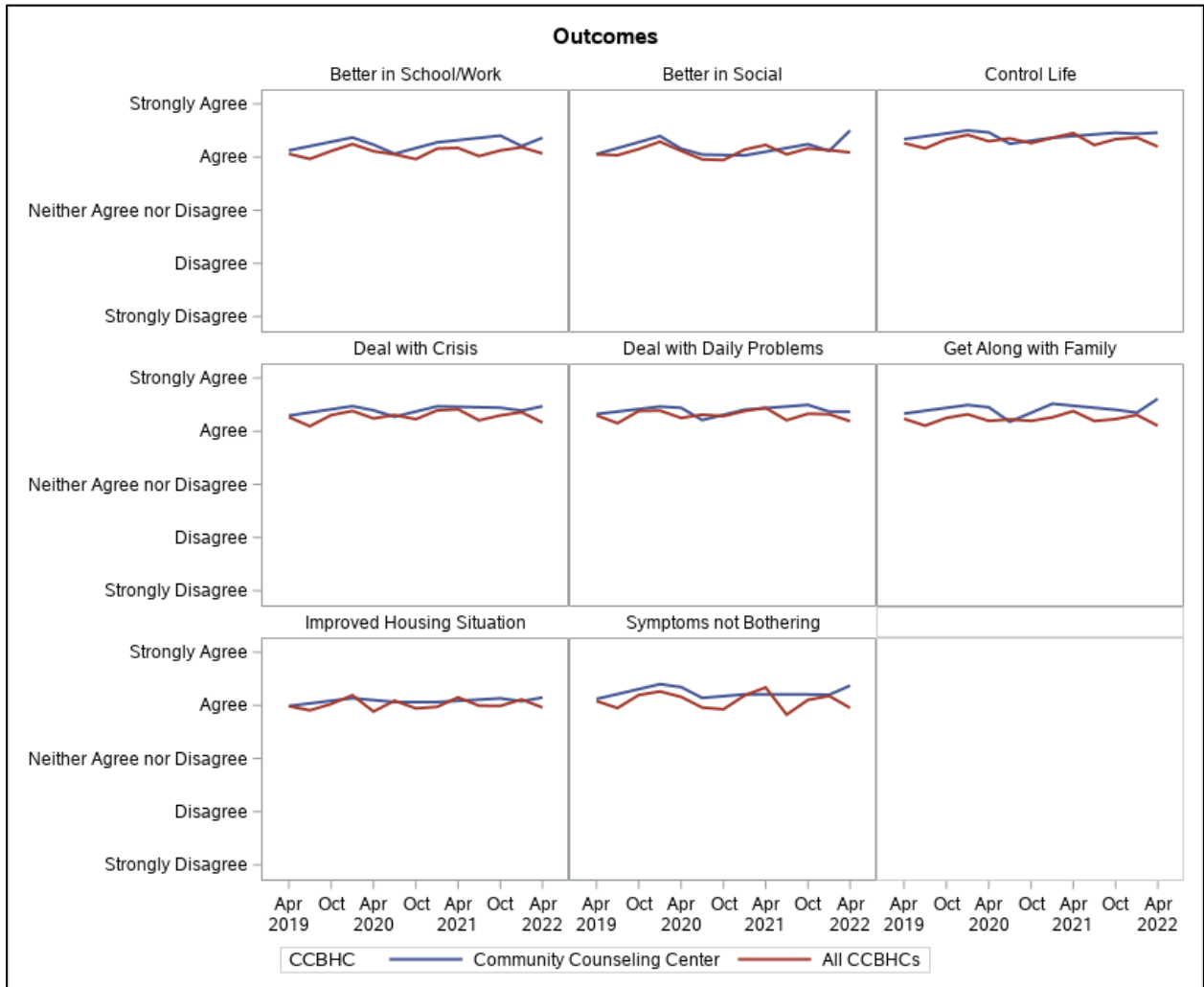
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

# Quality and Appropriateness Questions



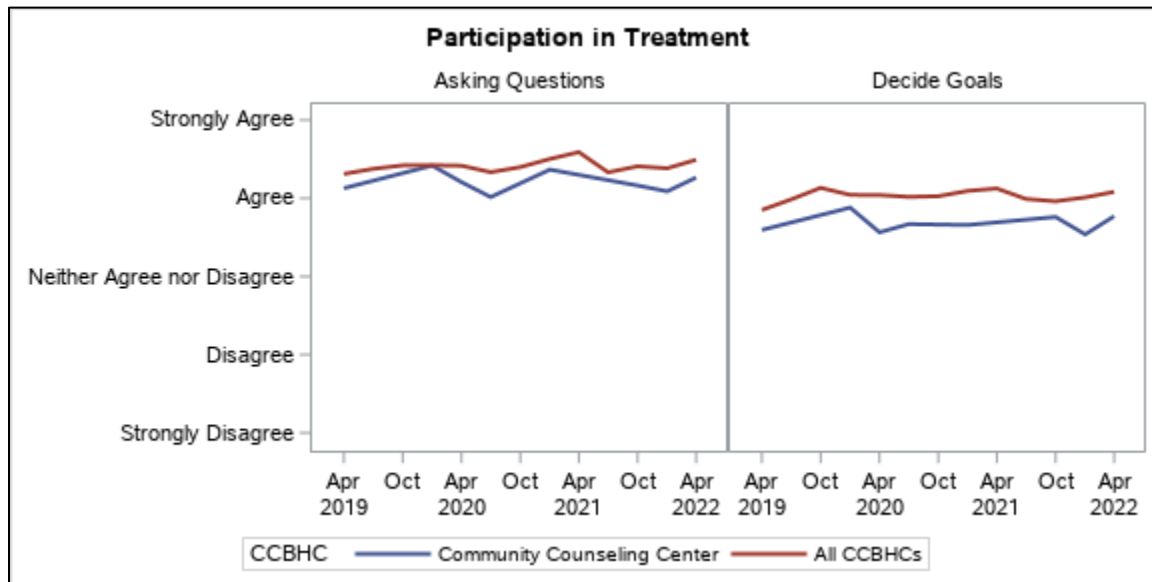
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

# Outcomes



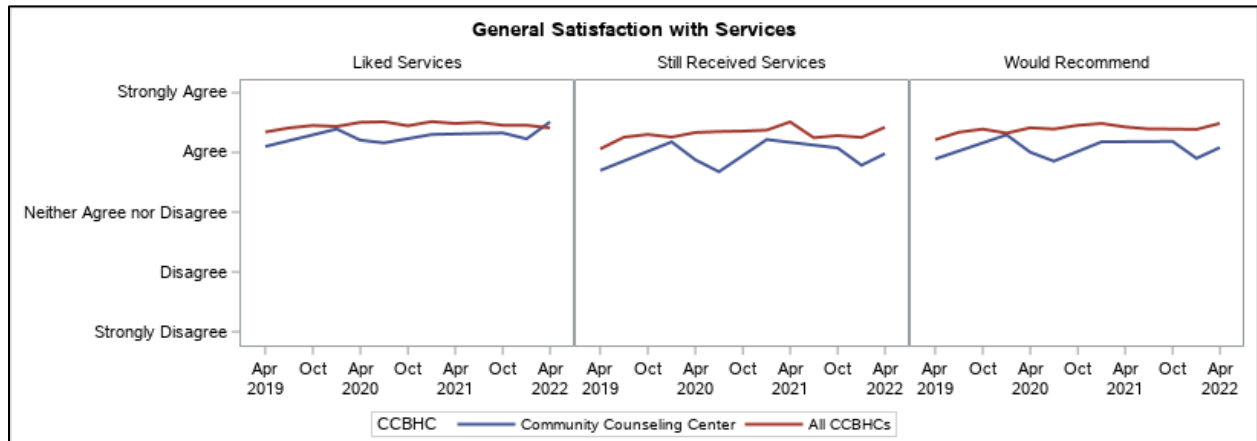
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

## Participation in Treatment



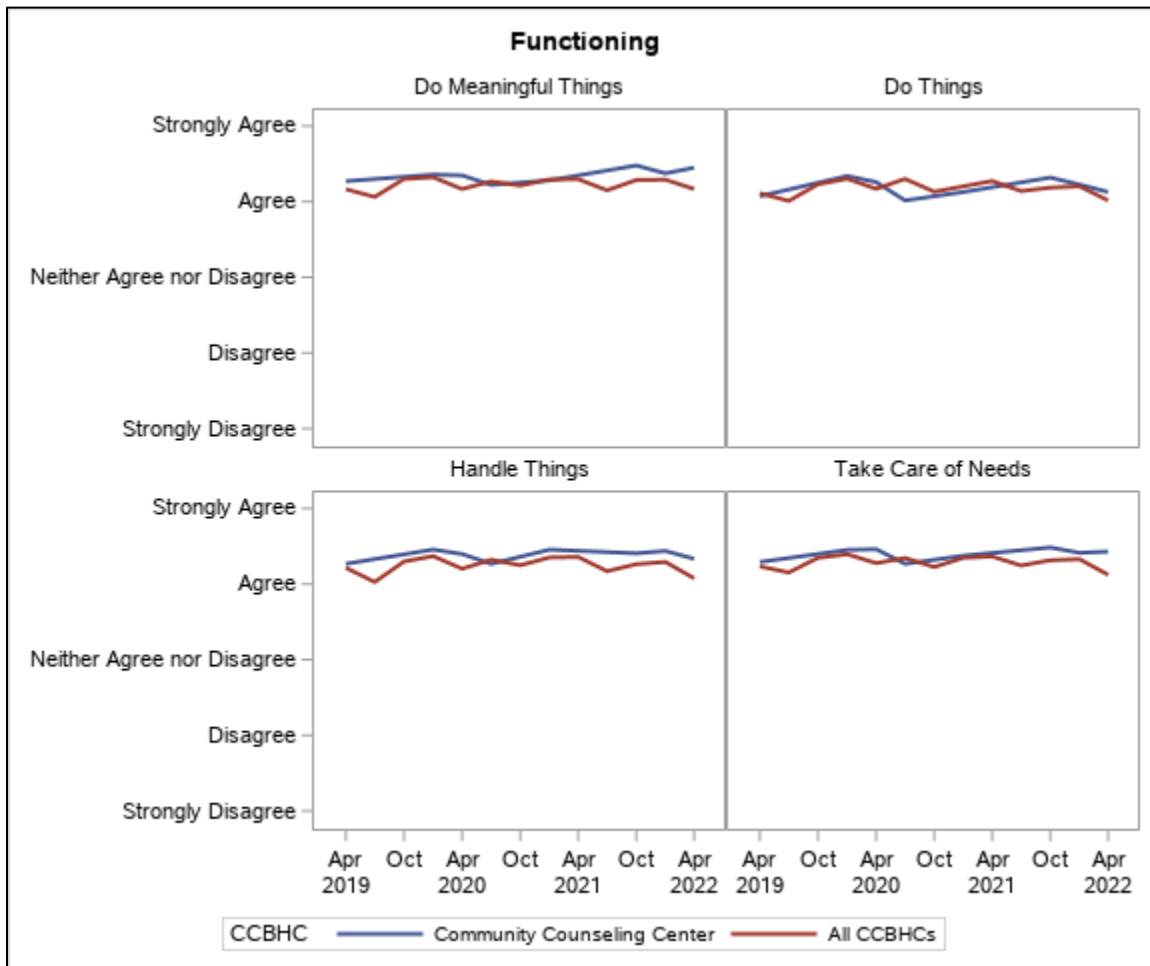
\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

## General Satisfaction with Services



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

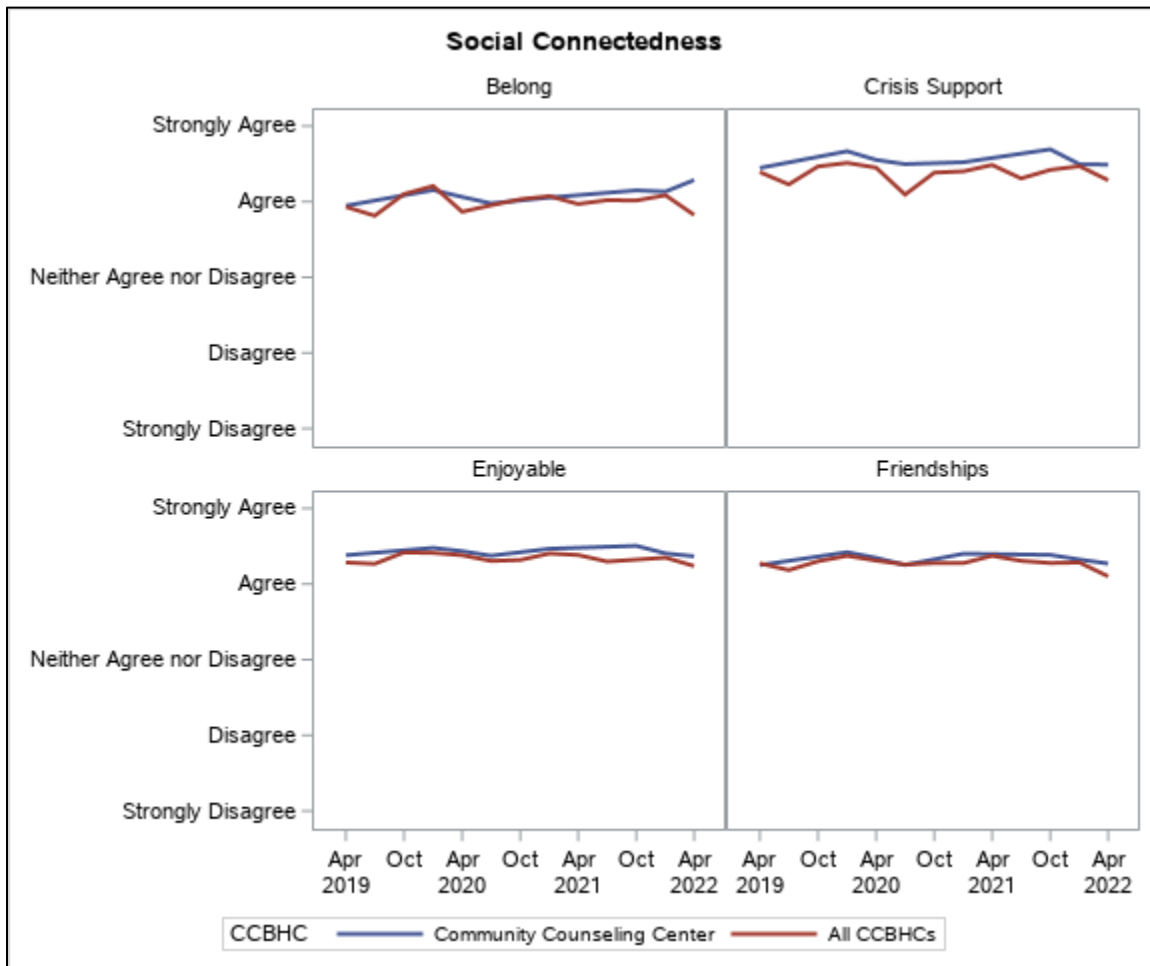
# Functioning



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



## Social Connectedness

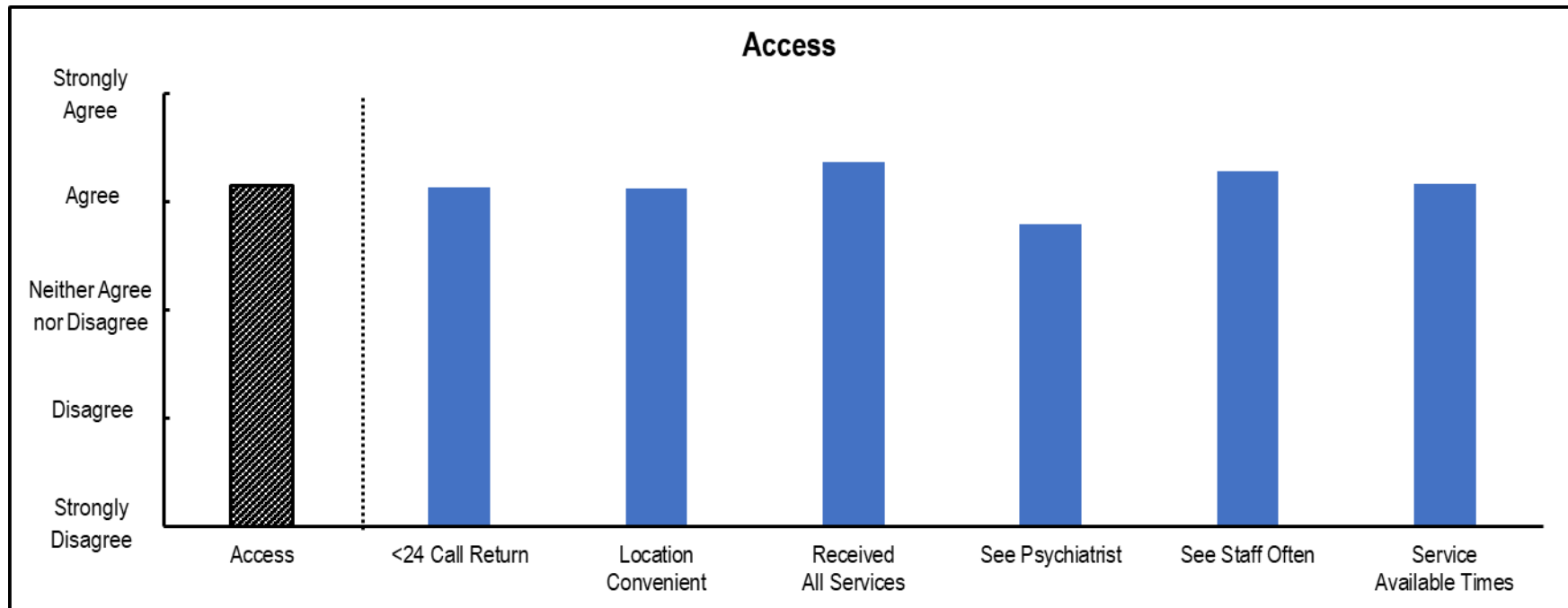


\*Reflects survey responses for the Adult Consumer Satisfaction Survey.

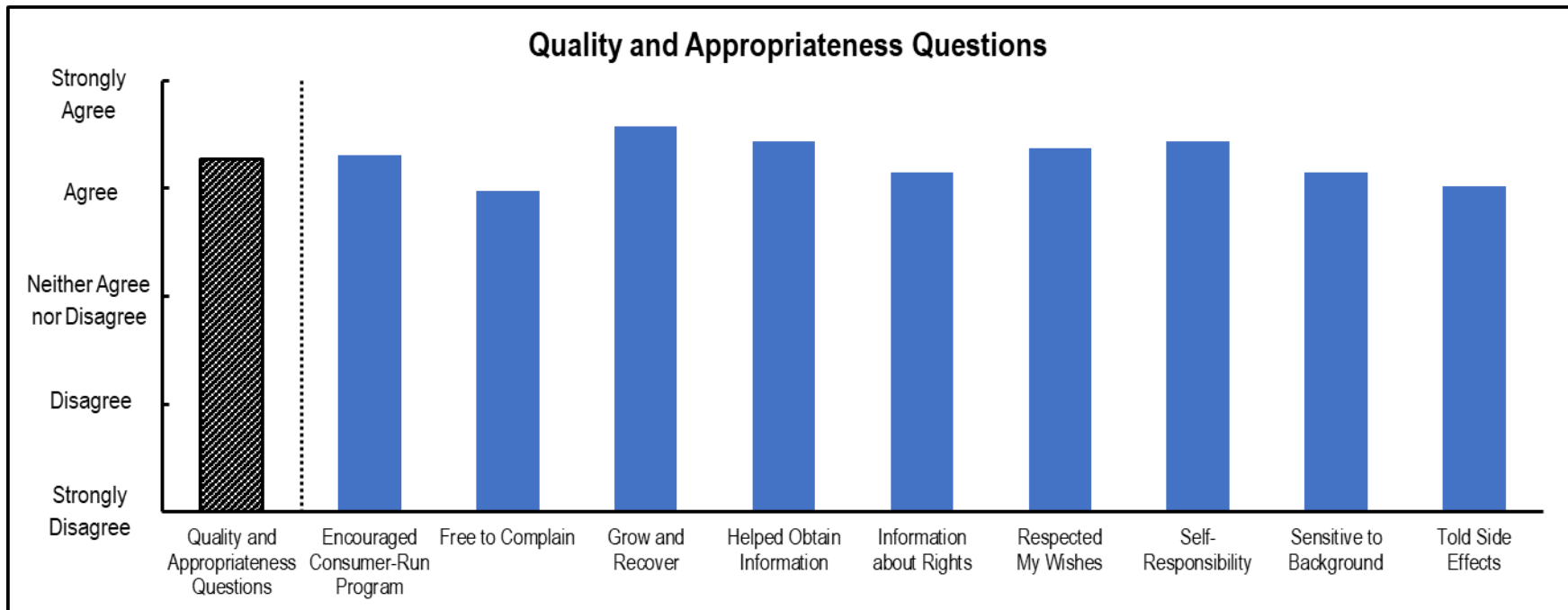
## Single Quarter Breakdown: PEC Quality Measure

Date: Q2 2022

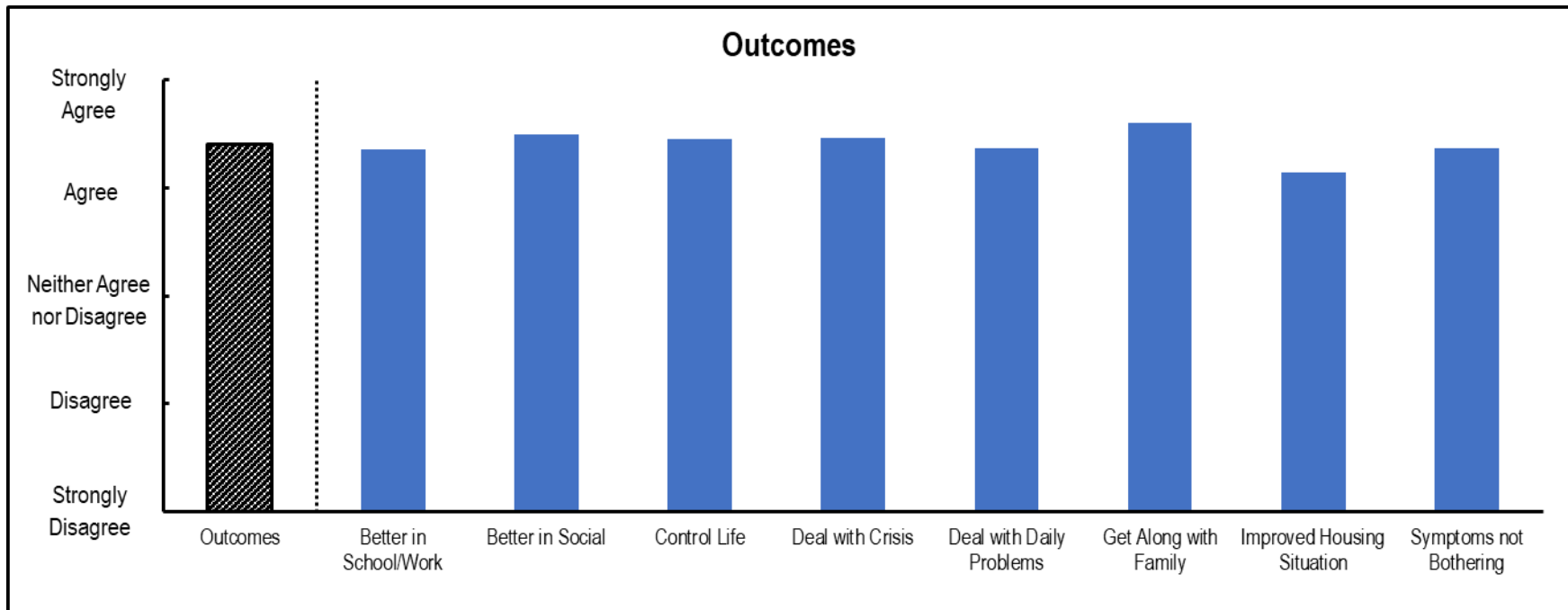
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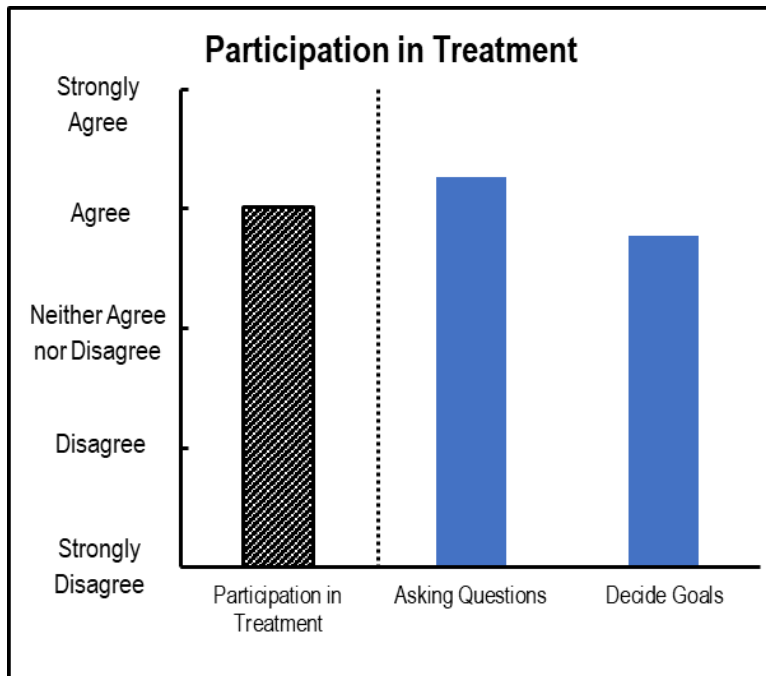
*\*Reflects survey responses for the Adult Consumer Satisfaction Survey.*



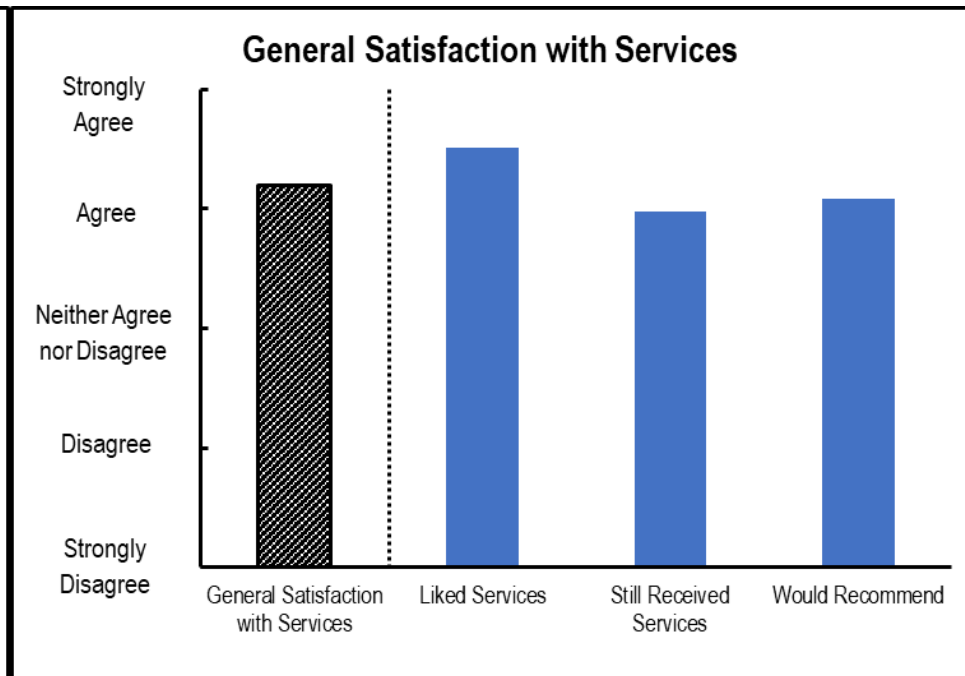
*\*Reflects survey responses for the Adult Consumer Satisfaction Survey.*



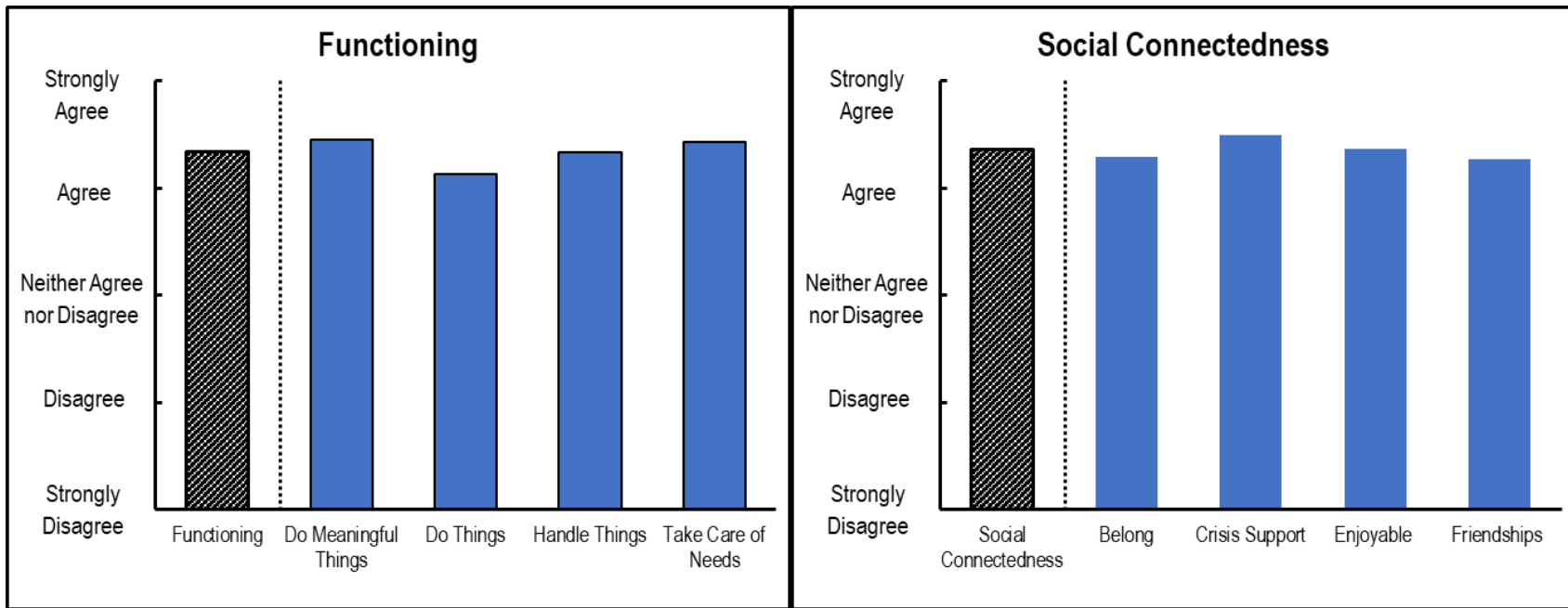
*\*Reflects survey responses for the Adult Consumer Satisfaction Survey.*



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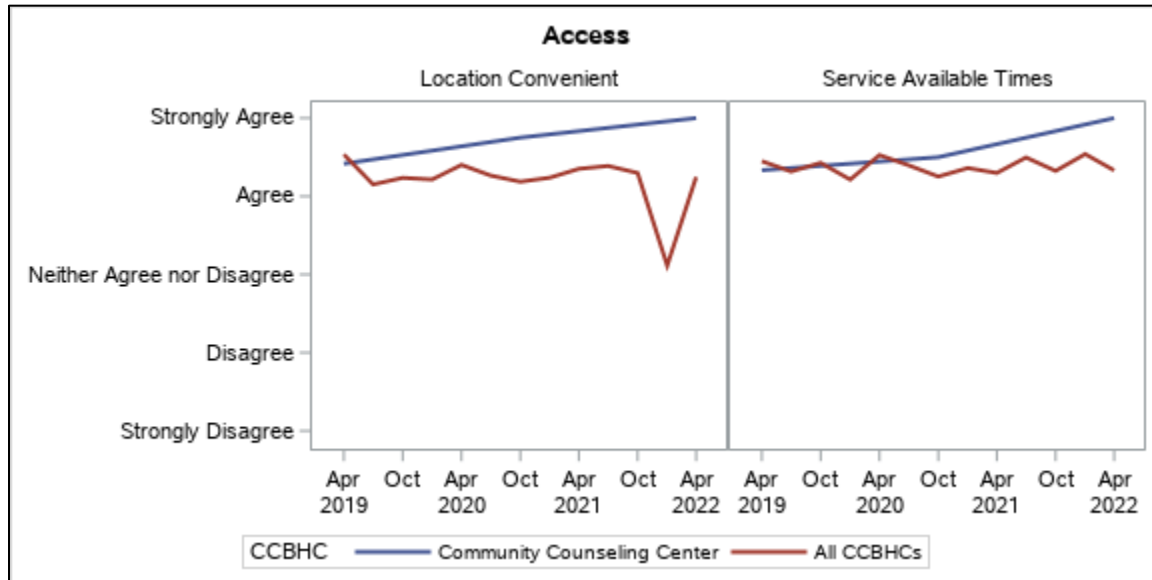


*\*Reflects survey responses for the Adult Consumer Satisfaction Survey.*

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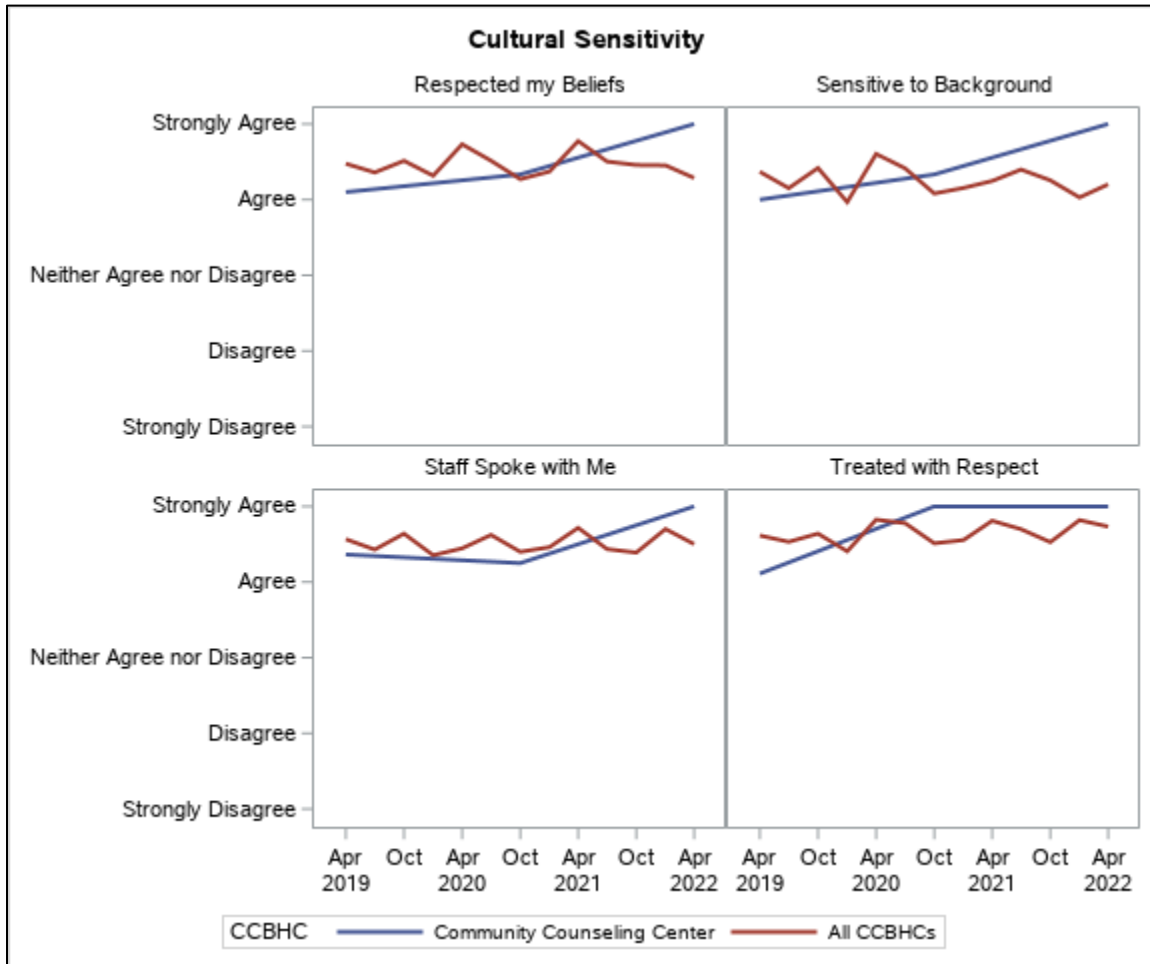
# Y/FEC Quality Measure

## Access



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

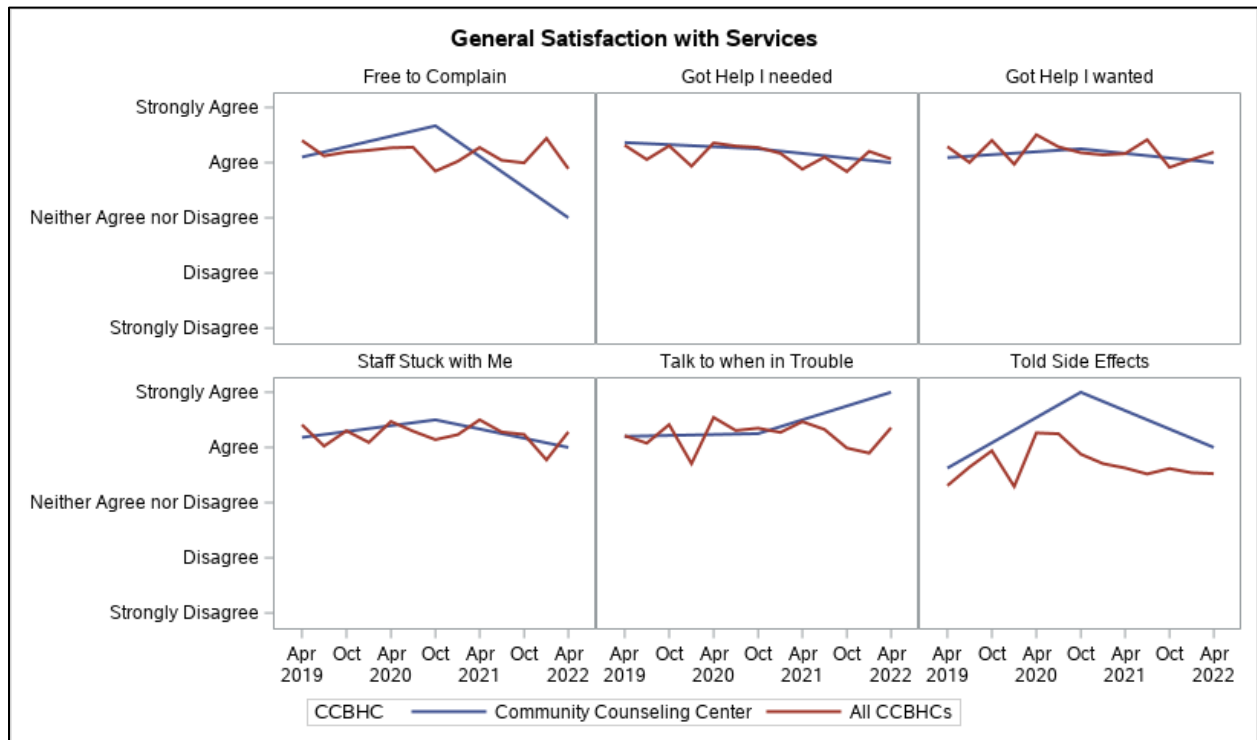
# Cultural Sensitivity



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

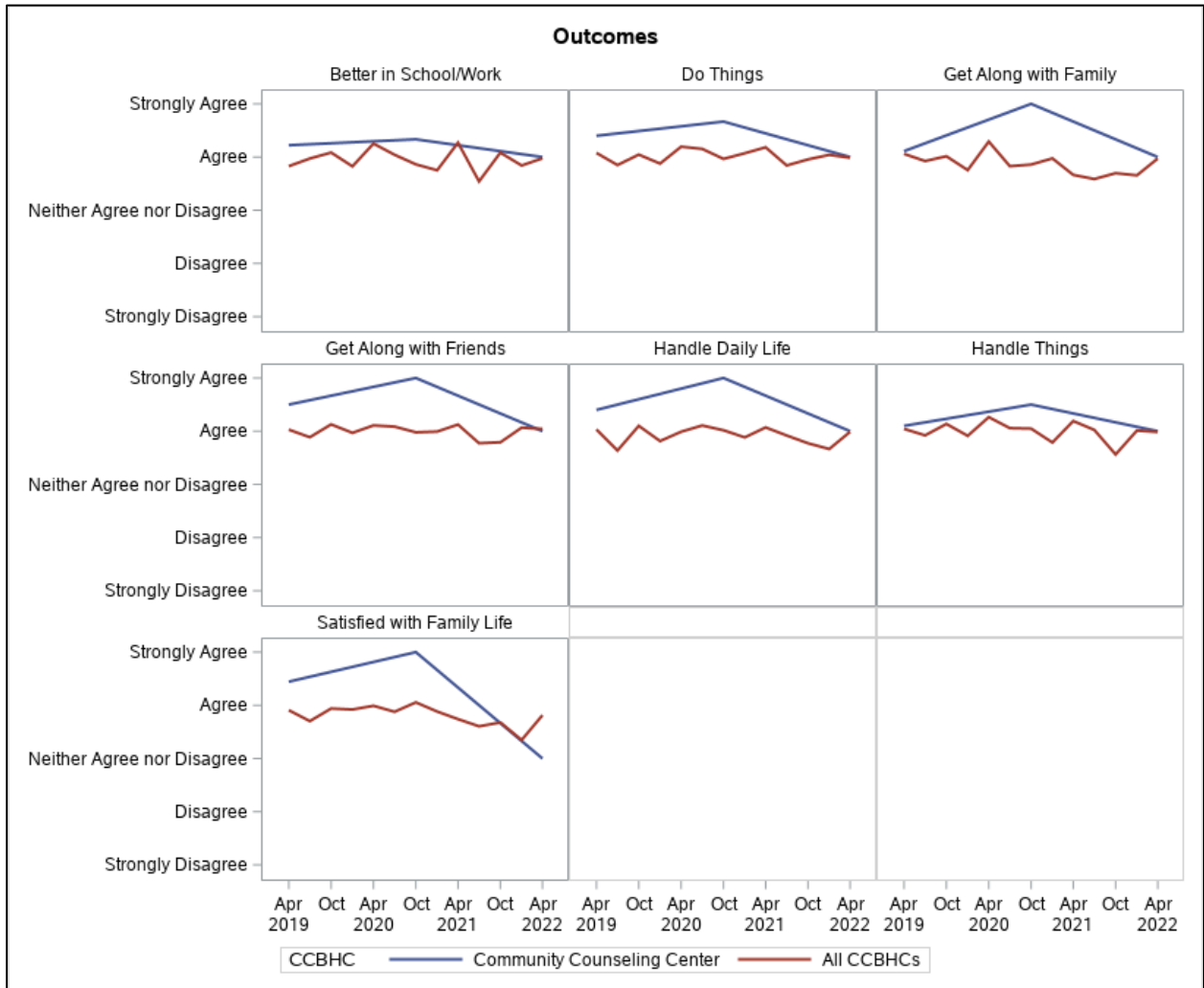


## General Satisfaction with Services



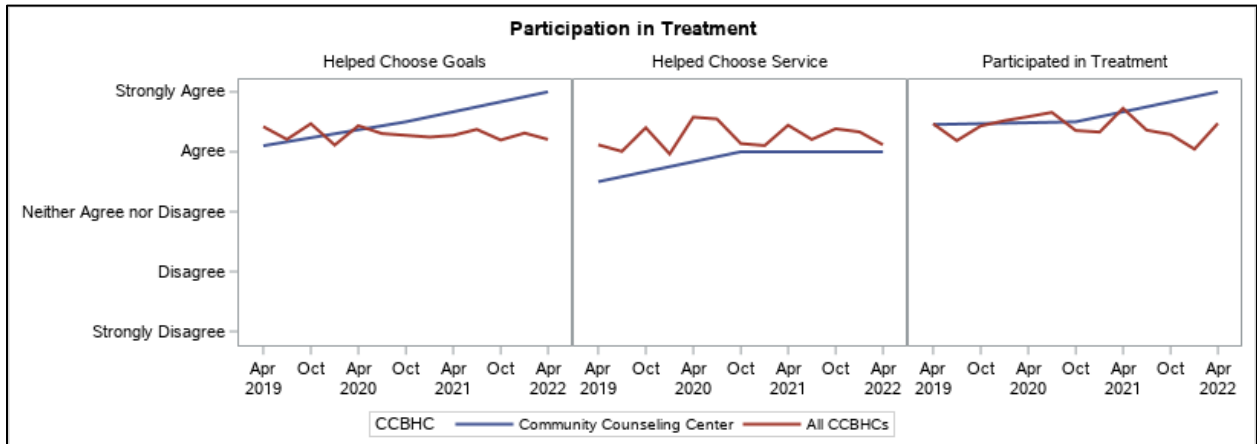
\*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

# Outcomes



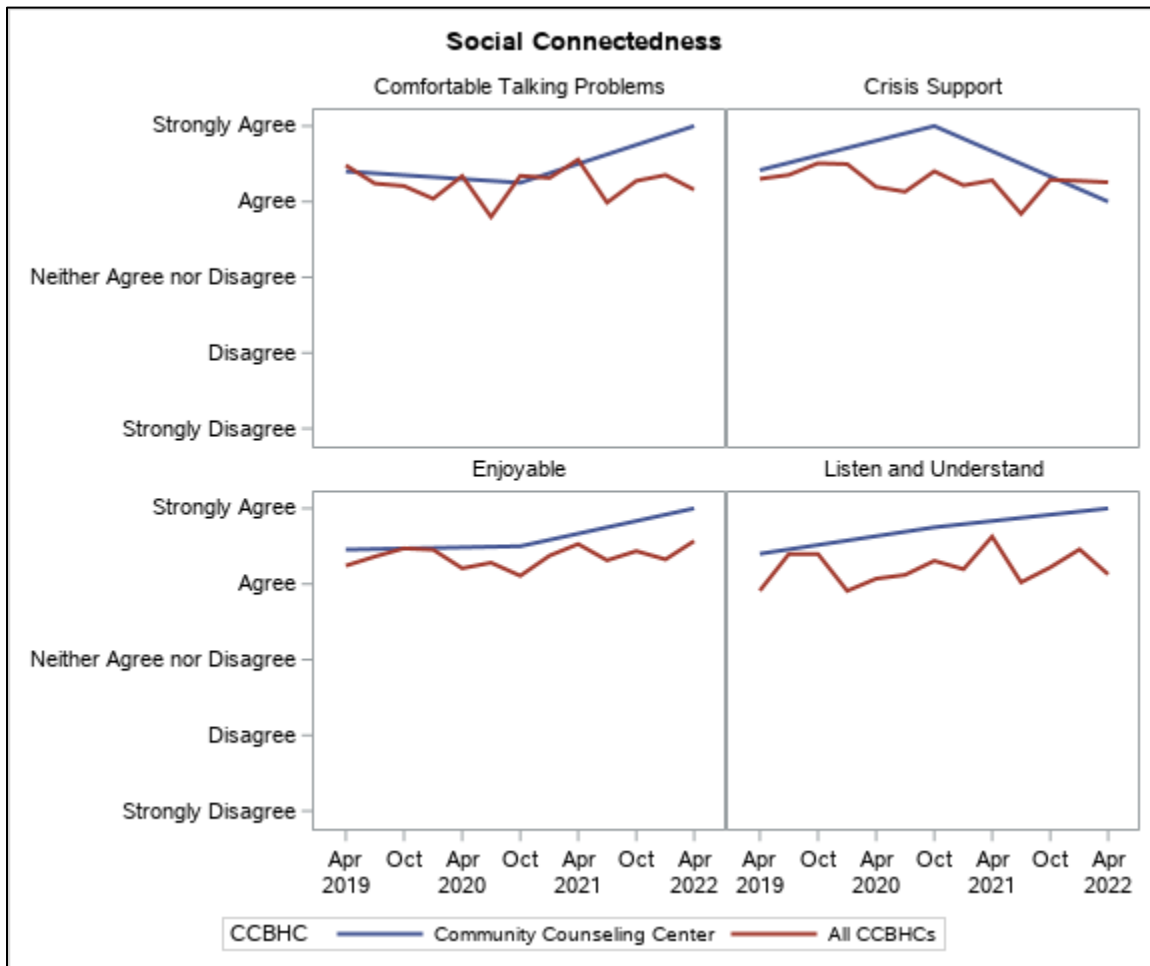
\*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

# Participation in Treatment



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

## Social Connectedness

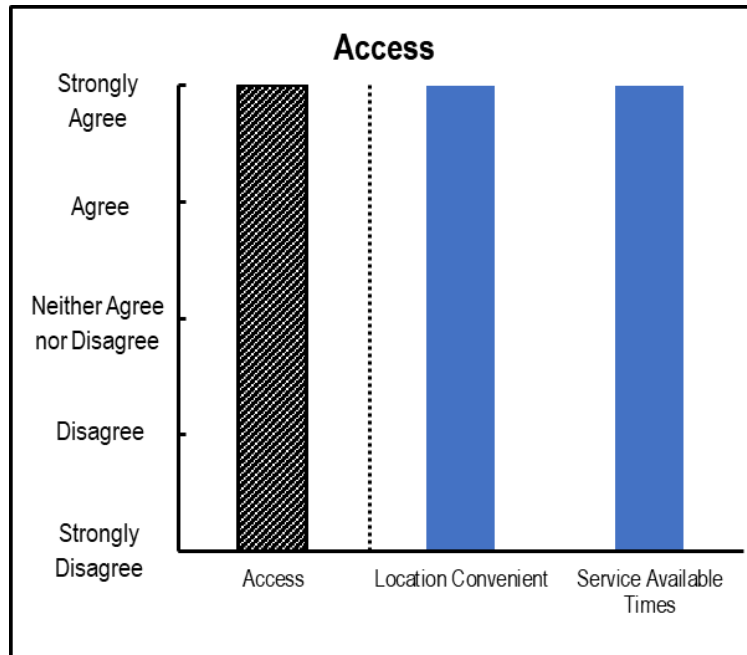


\*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.

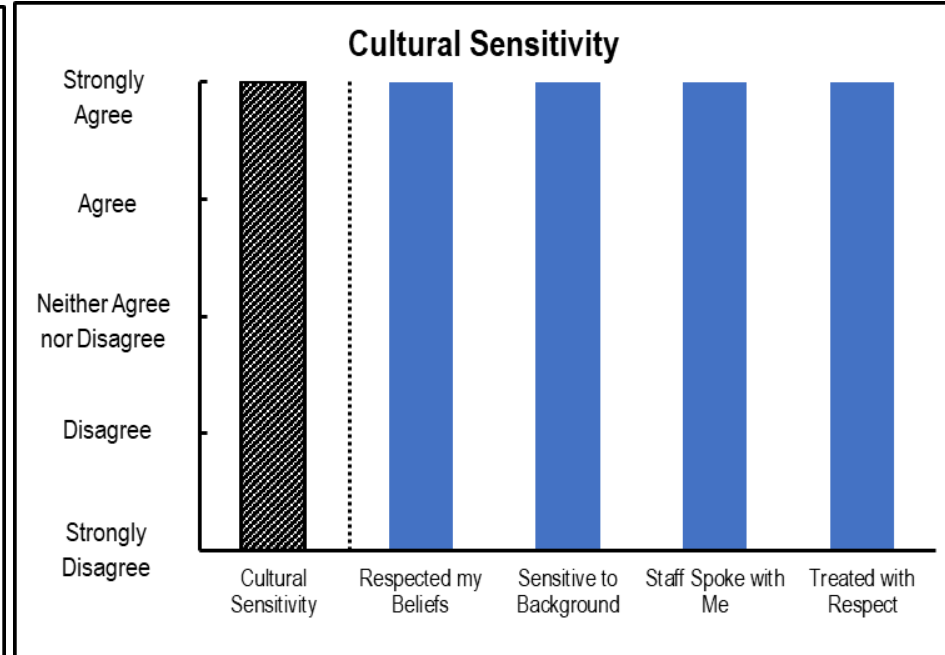
## Single Quarter Breakdown: Y/FEC Quality Measure

Date: Q2 2022

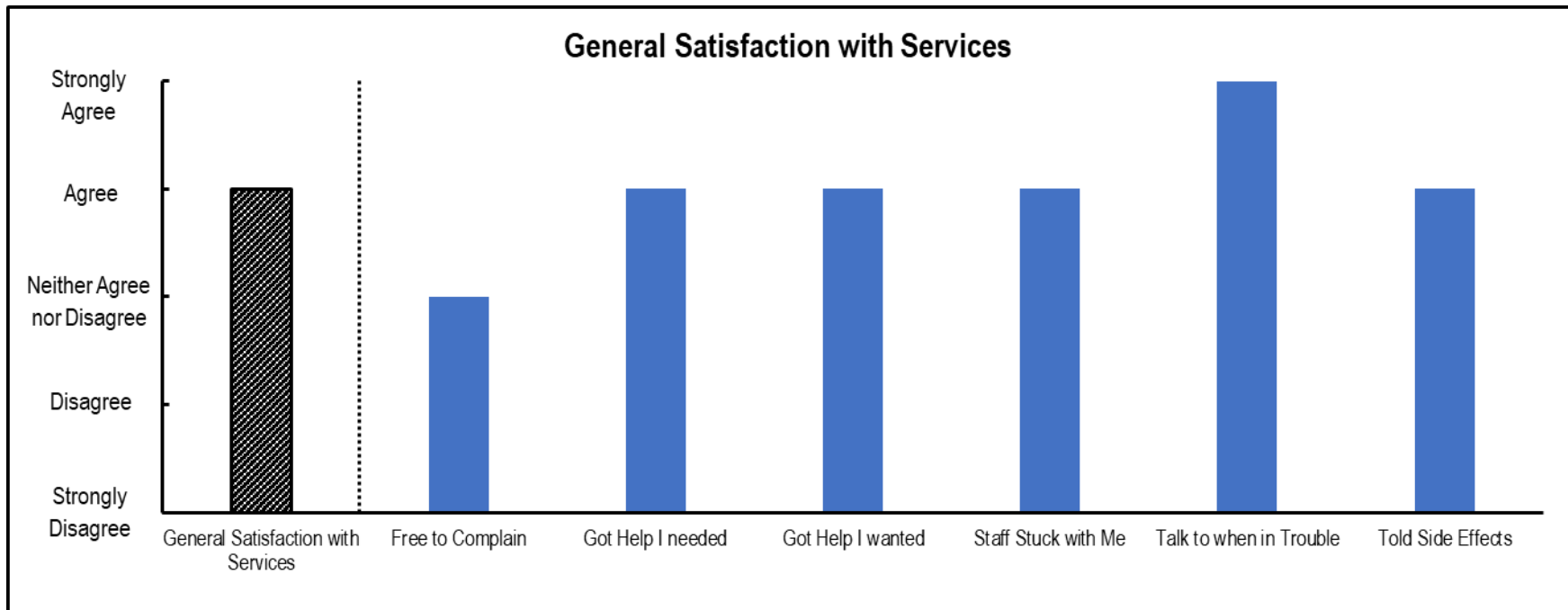
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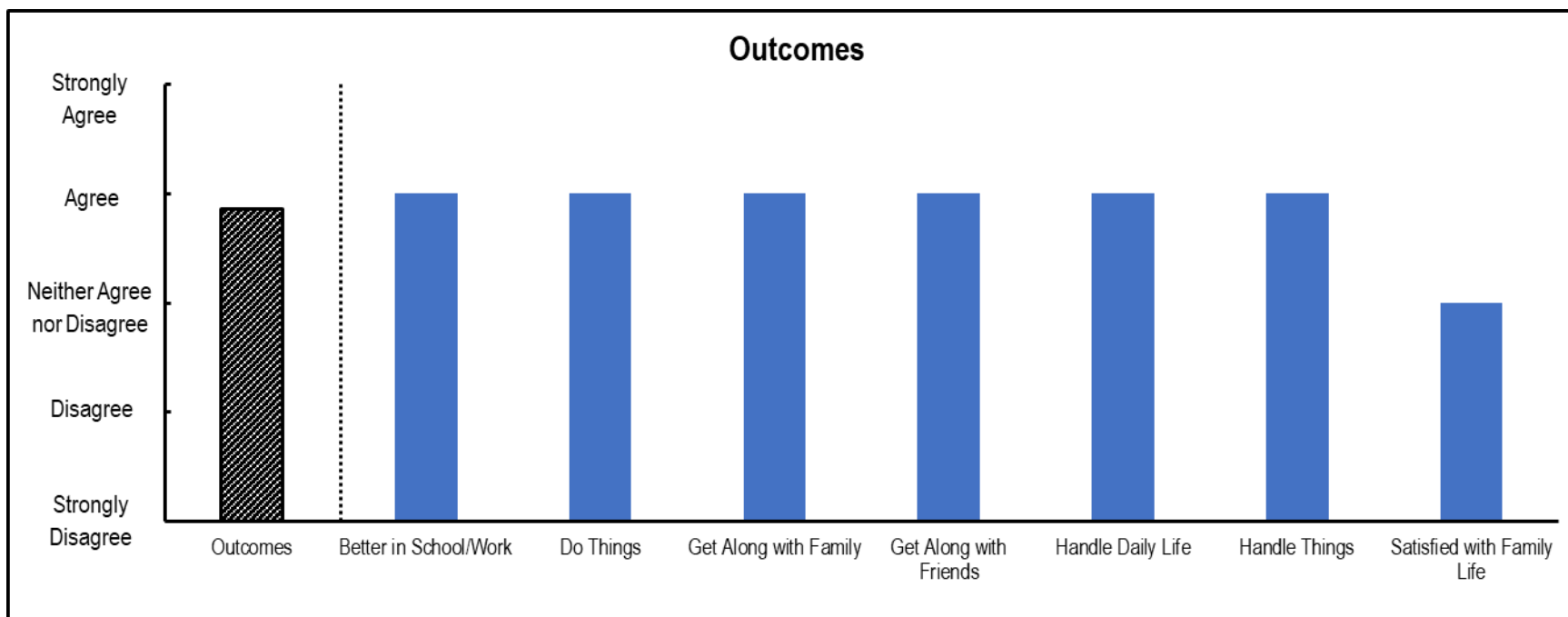
*\*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.*



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*\*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.*

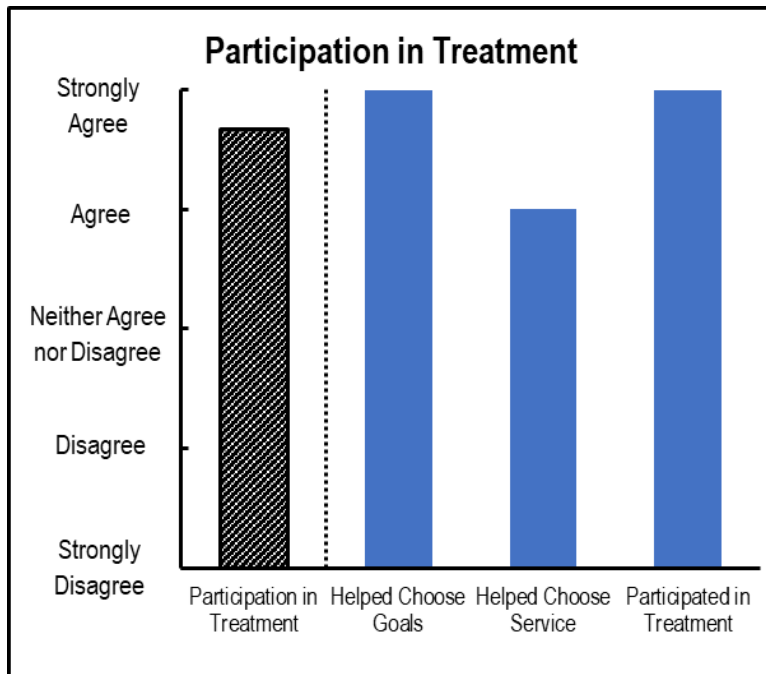
*Handle Daily Life: I am (My child is) better at handling daily life.*

*Handle Things: I am (My child is) better able to cope when things go wrong.*

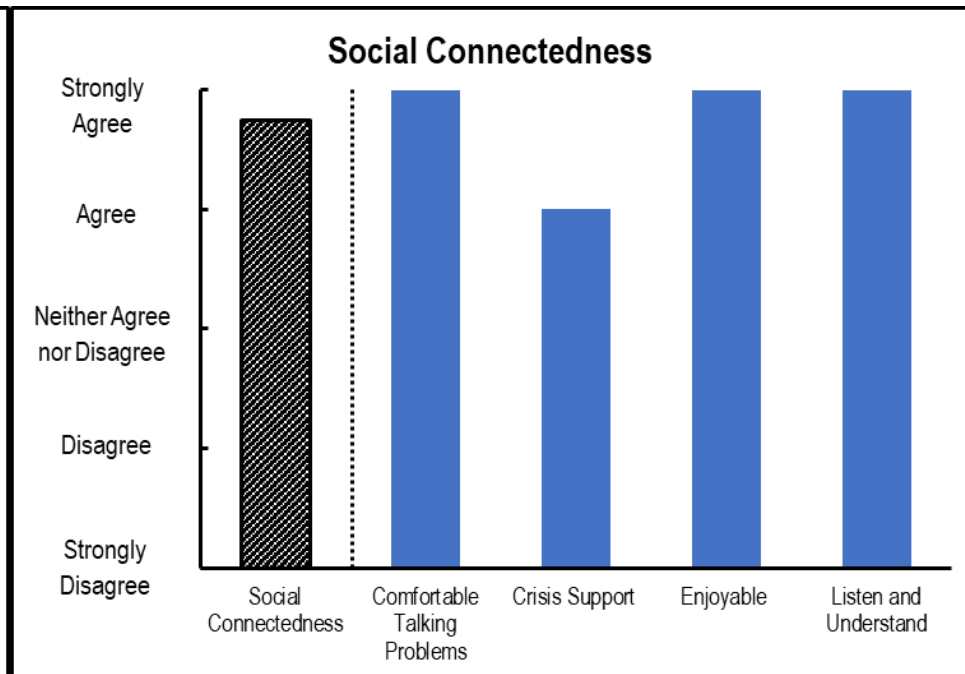
*Get Along with Family: I am getting (My child gets) along better with my family.*

*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.*



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

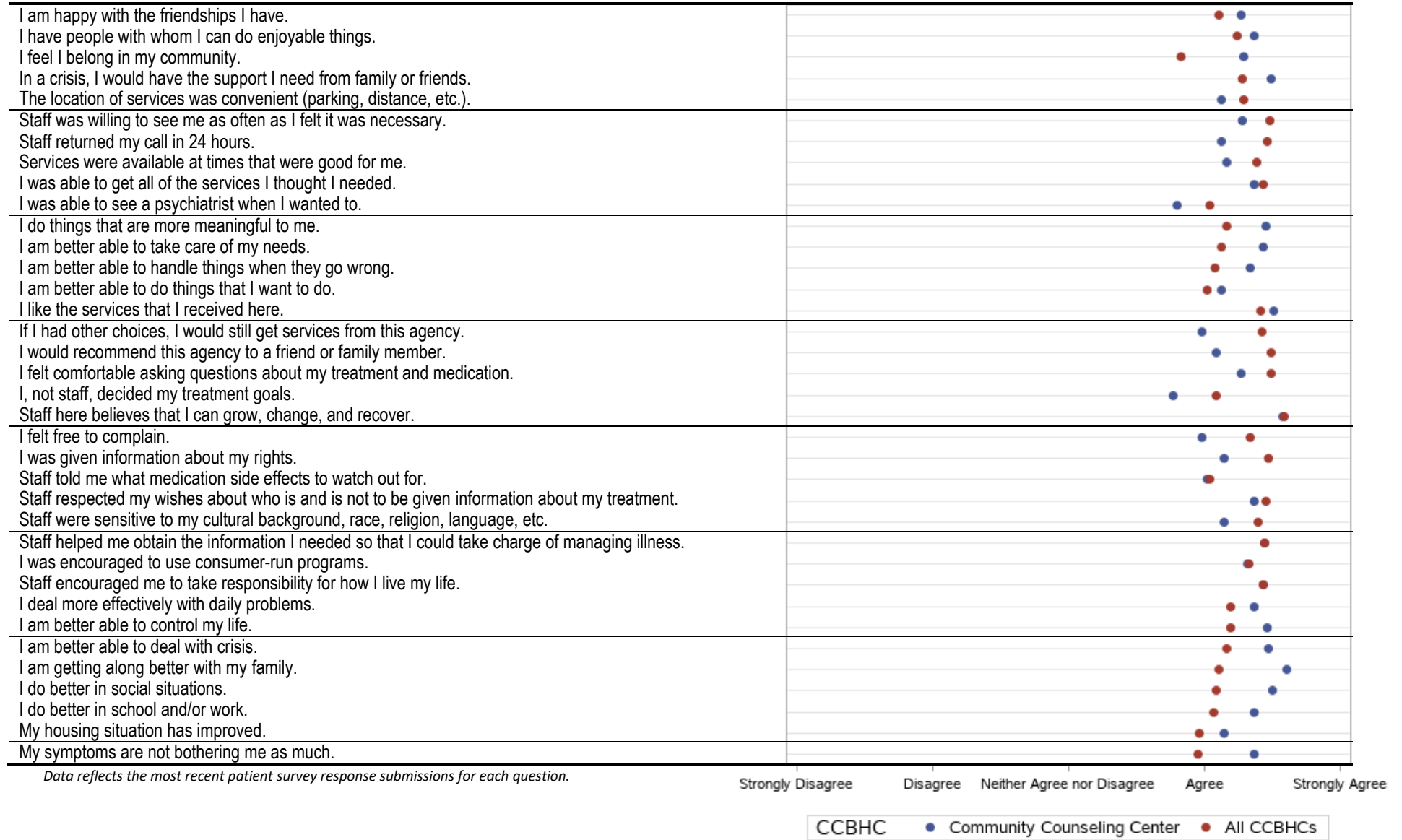


*\*Reflects survey responses for the Youth Consumer Satisfaction Survey and Parent/Child Consumer Satisfaction Survey.*



# 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**

