

**Behavioral Health Services of Somerset  
and Bedford Counties**

245 West Race Street  
Somerset, Pennsylvania 15501

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**BHSSBC**  
**HealthChoices Behavioral**  
**Health System**

Consumer and Family  
Satisfaction & Outcomes:  
Survey Findings

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Detailed Report of Survey Findings:  
2<sup>nd</sup> Quarter – October 2016-December 2016

January 2017

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SURVEY ADMINISTRATION AND EVALUATION SERVICES  
PROVIDED BY

THE CENTER  
FOR BEHAVIORAL HEALTH  
DATA RESEARCH, INC.

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## I. Introduction

This 2<sup>nd</sup> Quarter Somerset-Bedford County C/FST Report covers the period between October and December 2016 and provides detail on the 82 adults, 33 family and 37 youth interviews that were completed.

## II. Adult Survey Process & Findings

### A. Survey Results & Variations on Sample Characteristics

Variations in sample characteristics between quarters is represented so that the reader may infer what influences, if any, these variations may have had on member response ratings.

#### 2<sup>nd</sup> Quarter Adult Sample Characteristics versus 1<sup>st</sup> Quarter 2016-17 Comparison:

1. Lower mix of face to face – as a percentage of total surveys - 48% (39 of 82) versus 55% (49 of 89).
2. Lower percentage of female respondents –54% (44 of 82) versus 74% (66 of 89).
3. Similar percentage of respondents in the age range of 55-64 –29% (24 of 82) versus 26% (23 of 89).
4. Fewer mental health recipients 85% (70 of 82) versus 94% (84 of 89).
5. Higher ratio - less than six months' treatment from provider– 32% (26 of 82) versus 20% (18 of 89).
6. Fewer treatment services over 4 years same provider – 24% (20 of 82) compared to 33% (29 of 89).

The following are C/FST Findings and Recommendations based on the 82 adult surveys completed during the 2<sup>nd</sup> Quarter of Fiscal Year 2016/17 for the period from October to December 2016.

#### Findings Overview

- Surveyed satisfaction with PerformCare is mixed. 75% of adult respondents' report receiving a member handbook/newsletter. The most positive finding continues to be that 96% (excludes "not sure" and "not applicable") reported the "*Staff I spoke to at PerformCare were helpful.*"
- Surveyed adults are generally pleased with *Access* to provider treatment services having 91% to 95% level of satisfaction in three of the four satisfaction indicators. The lowest rated indicator at 73% was, "*I was made aware of, and given, a provider choice.*"
- Surveyed adults are also generally pleased with their provider *Treatment Experiences*, rating five of the 6 indicators of satisfaction from 82% to 98%. The notable exception is "*I have a written safety/wellness/crisis plan*" was just 67% compared to 70% for the 12 months ending June 30, 2016.
- Overall, adults continue to have a high level of satisfaction with provider *Recovery Orientation* with favorable scores in the range of 89% to 99% in seven of the nine indicators. The lowest outliers continue to be with the provider talked to them about a WRAP at 65% compared to 54% for the 12 months ending June 30, 2016. In addition, completing a MHAD (Mental Health Advanced Directive) was just 29% compared to 29% for the 12 months ending June 30, 2016.
- 66% to 81% of adults surveyed believed they dealt more effectively with daily problems, were more hopeful about the future, believed they were getting better and felt they were improving with treatment.

- Just 5% (4 of 82) of interviewed adults, compared to 12% (11 of 89) in the previous quarter, had issues or problems with their provider. One resolved the problem with the program manager, two chose not to take any action and one took other action.

### Recommendations Overview

- The lowest indicators for the 2<sup>nd</sup> Quarter are: “*I have a written safety/wellness/crisis plan*” at 67%, “*My provider talked to me about a Wellness Recovery Action Plan*” at 65%, and “*My provider talked to me about a Mental Health Advanced Directive*” at just 29%.

Historically, these indicators are low and more research and discussion could occur with providers to determine what impediments/obstacles are preventing sustained improvement in these areas.

- Adult perception of *treatment outcomes* declined this quarter averaging 66% to 81% compared to 78% to 91% in the previous quarter. These indicators have been consistently in the high seventy to low ninety percent level of satisfaction and represents a good finding that 8 of 10 service recipients believe they handle daily problems better, feel more hopeful about the future, and believe that treatment is working.
- There was a decrease in adult members reporting a problem or issues with their provider this quarter. Historically few adult members report having a problem with their provider. Those that do, mostly feel free to resolve the problem with the program manager and/or indicate that the problem was not serious enough to address.
- Sometimes members interviewed do not properly associate the correct service level they are receiving with the appropriate provider. The C/FST surveyors are alert to this and providers are encouraged to emphasize the level of service they are providing to the member.

### Adult – Member Request for Assistance

Upon completing the survey, 2% (2 of 82) adult members surveyed, compared to 0% (0 of 89) in the previous quarter, expressed interest in having a provider or MCO concern or issue they shared during the interview referred for immediate handling by BHSSBC.

**B. Adult C/FST Demographics – Survey Questions 6, 7, 8 & 10**

Adult Surveys–Gender												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Male	23	26%	38	46%					61	36%	103	36%
Female	66	74%	44	54%					110	64%	183	64%
Surveys = (N)	89	100%	82	100%					171	100%	286	100%

Adult – Age Range												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Age 21 - 24	5	6%	10	12%					15	9%	15	5%
Age 25 - 34	14	16%	22	27%					36	21%	68	24%
Age -35 - 44	20	22%	7	9%					27	16%	68	24%
Age 45 - 54	19	21%	10	12%					29	17%	60	21%
Age 55 - 64	23	26%	24	29%					47	27%	58	20%
Age 65 and over	8	9%	9	11%					17	10%	17	6%
Surveys = (N)	89	100%	82	100%					171	100%	286	100%

**Somerset-Bedford Response Variation**

- 54% (22 of 41) of Bedford respondents were male compared to 39% (16 of 41) of Somerset respondents.
- 5% (2 of 41) of Bedford respondents were age 65 or older compared to 17% (7 of 41) of Somerset respondents.

Adult- Survey Method										
Survey Quarter	1st		2nd		3rd		4th		YTD	
Face to Face	49	55%	39	48%					88	51%
Telephone	40	45%	43	52%					83	49%
Surveys = (N)	89	100%	82	100%					171	100%

**C. Adult - Satisfaction with PerformCare – Survey Questions 11, 12, 13, 14 & 15**

Adult Member Satisfaction - PerformCare	Benchmark	"Yes" Responses *				YTD	Prior
Survey Quarter		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>		
Surveys = (N)		89	82			171	286
I have received a member handbook and/or newsletter	90%	88%	75%			82%	74%
I know how to contact PerformCare regarding behavioral health issues	90%	86%	79%			82%	76%
The people I spoke to at PerformCare were helpful.	90%	96%	96%			96%	86%
I know where to find information on how to file a complaint.	90%	79%	66%			73%	71%
I know where to find information on how to file a grievance.	90%	78%	69%			73%	71%

\*Excludes "not sure" and "not applicable"

Adult Member Satisfaction - Compliant or Grievance Process	Benchmark	"Yes" Responses *				YTD	Prior
Survey Quarter		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>		
Surveys = (N)						0	286
Have you used Performcare's complaint process?	< 10%	5%	0%			2%	3%
If you used PerformCare's complaint, were you satisfied?	90%	100%	na			100%	100%
Have you used Performcare's grievance process?	< 10%	0%	0%			0%	3%
If you used PerformCare's grievance process, were you satisfied?	90%	0%	na			0%	100%

\*The complaint and grievance questions were previously combined

**Somerset-Bedford Response Variation**

- 87% (33 of 38) of Bedford adult respondents knew how to contact PerformCare if they need assistance with their behavioral health issues compared to 71% (27 of 38) of Somerset respondents.

#### D. Adult Provider & Service Level Analysis – Questions 16 & 17

*Note: Sometimes members interviewed do not properly associate the correct service level they are receiving with the appropriate provider. The C/FST surveyors are alert to this and providers are encouraged to emphasize the level of service they are receiving with the member.*

Adult – Treatment Provider	Members Surveyed				YTD #	YTD %
	1st	2nd	3rd	4th		
ACRP	1	3			4	2%
Alliance Medical (Pinnacle)	1	6			7	4%
Peer Star	1	0			1	1%
Discovery House	0	1			1	1%
Beal Counseling	3	4			7	4%
Bedford DBHS	19	30			49	29%
Integrated Behavioral Health	0	0			0	0%
Nulton Diagnostic	8	4			12	7%
Pyramid Healthcare	0	0			0	0%
Recovery Concepts	0	0			0	0%
Somerset DBHS	47	27			74	43%
Twin Lakes	0	0			0	0%
White Deer Run/Cove Forge	0	0			0	0%
Somerset Hospital	2	0			2	1%
Dolminis (Pyramid)	0	0			0	0%
Mary Berge & Associates	0	0			0	0%
Family Behavioral Resources	1	2			3	2%
Other	6	5			11	6%
<b>Total:</b>	<b>89</b>	<b>82</b>			<b>171</b>	<b>100%</b>

Adult–Service Level Surveyed	Members Surveyed				YTD	%
	1st	2nd	3rd	4th		
Blended Case Mgt (MH ICM/RC)	10	7			17	10%
Crisis Intervention	0	0			0	0%
Medication/Psychiatry	24	33			57	33%
MH Inpatient	3	0			3	2%
MH Outpatient Therapy	28	31			59	35%
MH Partial Hospitalization (GCC)	2	1			3	2%
Peer Support Services	1	0			1	1%
Psychiatric Rehabilitation	13	0			13	8%
SA Inpatient	0	0			0	0%
SA ICM/RC	0	0			0	0%
Substance Abuse Intensive OP	1	0			1	1%
Substance Abuse OP	2	2			4	2%
Substance Abuse Partial	0	0			0	0%
Methadone Maintenance	1	7			8	5%
Telepsychiatry	4	1			5	3%
Other	0	0			0	0%
Do Not Know	0	0			0	0%
<b>Surveys Completed</b>	<b>89</b>	<b>82</b>	<b>0</b>	<b>0</b>	<b>171</b>	<b>100%</b>

##### **Somerset-Bedford Variation**

- 46% (19 of 41) of Bedford adult respondents were receiving mental health outpatient therapy compared to 29% (12 of 41) of Somerset respondents.

**E. Adult - Duration of Provider Relationship – Question 20**

Adult - Provider Relationship												
Survey Quarter	1st		2nd		3rd		6		YTD		Prior	
Less than six months	18	20%	26	32%					44	26%	69	24%
Six months to one year	16	18%	7	9%					23	13%	34	12%
One to two years	17	19%	20	24%					37	22%	36	13%
Two to three years	9	10%	9	11%					18	11%	41	14%
Four years or more	29	33%	20	24%					49	29%	106	37%
Surveys = (N)	89	100%	82	100%					171	100%	286	100%

**Somerset-Bedford Variation**

- 24% (10 of 41) of adult Bedford respondents compared to 39% (16 of 41) of Somerset adult respondents were receiving services for less than six months from their provider.

**F. Adult Access to Services – Question 23**

Adult - Member Access		Target	Agree/Strongly Agree					
Survey Quarter			1st	2nd	3 <sup>rd</sup>	4th	YTD	Prior
Surveys + (N)			89	82			171	286
I was made aware of; and given a provider choice	90%		87%	73%			80%	70%
I feel I have enough time with staff during most sessions	90%		86%	91%			89%	93%
These services meet my needs	90%		93%	93%			93%	94%
Given clear information on emergency contact needs	90%		93%	95%			94%	92%

**G.**

**Somerset-Bedford Response Variation**

- There were no response variations that exceeded 10 percentage points between adult Bedford respondents and Somerset adult respondents.

**H. Adult Treatment Experiences – Question 24**

Adult - Treatment Experiences		Benchmark	Agree/Strongly Agree*					
Survey Quarter			1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)			89	82			171	286
I feel welcomed by provider & they are glad to work with me	90%		91%	98%			94%	95%
I feel free to complain without fear of consequences	90%		98%	94%			96%	85%
Provider talks to me about ways to continue caring for MH	90%		98%	92%			95%	71%
Interaction with staff makes me feel good about myself	90%		89%	91%			90%	94%
I have a written treatment safety/wellness/crisis plan	90%		76%	67%			72%	70%
Providers work together & share information for best care	90%		98%	82%			90%	92%

\*There are slight wording changes from previous year

**Somerset-Bedford Variation**

- 98% (40 of 41) of adult Bedford respondents reported their “interaction with staff makes them feel good about themselves” compared to 85% (35 of 41) of Somerset adult respondents.

**I. Adult – Provider Recovery Orientation / Questions 25 & 26**

Adult - Provider Recovery Practices - 1		Benchmark	Always/Almost Always/Often					
Survey Quarter			1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)			89	82			171	286
Staff believe I can grow, change & recover (ROSI)	90%		97%	95%			96%	95%
Staff is sensitive to my cultural background (ROSI)	90%		97%	99%			98%	100%
Staff see me as an equal partner in treatment program (ROSI)	90%		94%	94%			94%	95%
I was encouraged to use consumer-run programs (ROSI)	90%		97%	89%			93%	87%

**Somerset-Bedford Response Variation**

- There were no response variations that exceeded 10 percentage points between adult Bedford respondents and Somerset adult respondents.



Adult - Provider Recovery Practices - 2		Benchmark	Agree/Strongly Agree					
Survey Quarter			1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)			89	82			171	286
Provider sought my input on goals to achieve a happy life (CCISC)	90%	90%	85%				88%	88%
Provider acknowledges and rewards small steps in progress (CCISC)	90%	91%	84%				88%	90%
My treatment is developed around my specific needs (CCISC)	90%	91%	90%				91%	100%

Adult - Provider Recovery Practices - 3		Benchmark	Yes*					
Survey Quarter			1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)			89	82			171	286
My provider has talked to me about a WRAP.	90%	74%	65%				69%	54%
My provider has talked to me about a Mental Health Directive.	90%	44%	29%				37%	29%
* Excludes "not applicable"								

**Somerset-Bedford Variation**

- 78% (32 of 41) of adult Bedford respondents reported provider “acknowledges and rewards for even small steps toward achieving my goals” compared to 90% (37 of 41) of Somerset adult respondents.
- 85% (35 of 41) of adult Bedford respondents felt their “treatment was developed around their needs” compared to 95% (39 of 41) of Somerset adult respondents.

**I. Adult - Treatment Outcomes – Question 27**

Adult - Treatment Outcomes		Benchmark	Agree/Strongly Agree					
Survey Quarter			1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)			89	82			171	286
I deal more effectively with daily problems	90%	82%	71%				76%	79%
I feel more hopeful about the future	90%	78%	66%				72%	78%
I believe I can get better	90%	91%	78%				85%	86%
I feel I am improving with treatment	90%	85%	81%				83%	86%

**Somerset-Bedford Response Variation**

- 56% (23 of 41) of adult Bedford respondents reported dealing more effectively with daily problems compared to 85% (35 of 41) of Somerset adult respondents.
- 41% (17 of 41) of adult Bedford respondents reported feeling more hopeful about the future compared to 90% (37 of 41) of Somerset adult respondents.
- 59% (24 of 41) of adult Bedford respondents believed they can get better compared to 98% (40 of 41) of Somerset adult respondents.
- 73% (30 of 41) of adult Bedford respondents reported they feel they are improving with treatment compared to 88% (36 of 41) of Somerset adult respondents.

**J. Adult - Issues or Problems with Provider – Questions 29, 30, 31, 32 & 33**

Adult Members – Provider Complaints	Yes											
	1st		2nd		3rd		4th		YTD		Prior	
Surveys = (N)	89		82						171		286	
Member issues/problems with provider	11	12%	4	5%		-		-	15	9%	20	7%
Member filed complaint with provider	0	0%	0	0%		-		-	0	0%	0	0%
Member satisfied with process	0	0%	0	0%		-		-	0	0%	0	0%
Resolved problem with program manager	5	45%	1	25%		-		-	6	40%	1	5%
I chose not to take any action	6	55%	2	50%		-		-	8	53%	11	55%
Other	0	0%	1	25%		-		-	1	7%	8	40%

Adult Members – Provider Issues	Yes											
	1st		2nd		3rd		4th		YTD		Prior	
Survey Quarter	11		4						15		20	
Surveys = (N) (Answered "yes")	11		4						15		20	
Treatment planning & coordination	0	0%	0	0%	-	-	-	-	0	0%	0	0%
Poor Communications	4	36%	1	25%	-	-	-	-	5	33%	7	35%
Frequent Staff Changes	1	9%	1	25%	-	-	-	-	2	13%	3	15%
Services not provided when needed	3	27%	0	0%	-	-	-	-	3	20%	1	5%
Other	3	27%	2	50%	-	-	-	-	5	33%	9	45%

\* Will total more than 100%, if those multiple reasons

Reason member did not take action	Yes											
	1st		2nd		3rd		4th		YTD		Prior	
Survey Quarter	0		0						0		0	
Problem was not that serious	0	0%	0	0%	-	-	-	-	0	0%	0	0%
Concerned with provider reaction	0	0%	1	50%	-	-	-	-	1	13%	5	45%
Unsure of how to file a formal complaint	3	50%	0	0%	-	-	-	-	3	38%	0	0%
Other	3	50%	1	50%	-	-	-	-	4	50%	6	55%

**Somerset-Bedford Response Variation**

- There were no response variations that exceeded 10 percentage points between adult Bedford respondents and Somerset adult respondents.

**K. Adult - Department of Human Services Questions - Questions 34, 35 & 36**

Although the survey instrument utilized may be modified and tailored to individual county MCO and C/FST’s needs under the guidance and direction of an independent C/FST Advisory Committee, the Department of Human Services, Office of Mental Health and Substance Abuse Services requires the following three questions in all surveys.

Adult - OMHSAS Statewide Questions	Benchmark	Yes*					
Survey Quarter		1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)		89	82			171	286
Treatment improved quality of life*	90%	91%	78%			85%	86%
Given chance to make treatment decisions	90%	87%	74%			80%	83%
Able to get need help in last twelve months	90%	91%	85%			88%	91%

\* Responses are "much better" and "a little better"

**Somerset-Bedford Response Variation**

- 73% (30 of 41) of adult Bedford respondents reported treatment has improved the overall quality of their life compared to 83% (34 of 41) of Somerset adult respondents.

**L. Adult - Medications – Questions 38, 39 40 & 41**

Adult Surveys – Medication												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Surveys = (N)	89		82						171		286	
Taking behavioral medications	73	82%	72	88%					145	85%	244	85%
Medications are effective	63	86%	55	76%					118	81%	195	80%
Have problems getting medications	1	1%	9	13%					10	7%	18	7%

**Somerset-Bedford Response Variation**

- 67% (24 of 36) of Bedford adult respondents believed their behavioral health medications were effective in helping to manage their symptoms compared to 86% (31 of 36) of Somerset adult respondents.

## M. Adult Literal Responses to Survey Questions

Respondents provided the following literal responses, "If you disagreed or are unsure with any of these statements, please explain why?"

### Q23 Access to service

No comment 80x

(Member said) not enough time.

I feel like I need more time to talk about everything going on in my life.

### Q24 Treatment experiences

No comment 81x

I am not happy with my psychiatrist. She doesn't listen to me and is always trying to change my medications. I am very frustrated.

I feel like the psychiatrist looks down on me.

### Q25/Q26 Recovery oriented practices

No comment 81x

I have to schedule my life around treatment until I earn take home privileges.

### Q27 Outcomes

No comment 81x

I hate everyone and feel like everyone hates me.

### Q30 Provider issues or problems

No comment 81x

Have to give UA when have to be at work in 1/2 an hour and do not have time to wait and they do not give you the option of passing on a UA test if you have to work so I had to be late for work in order to give them a random.

### Q32 If you filed a formal complaint with (name of provider) were you satisfied with the outcome?

No comment 82x

### Q33 If you chose not to take any action, why?

No comment 82x

### Q37 Inability to receive behavioral health treatment in the past year

No comment 79x

Insurance issues and money issues.

Frequent staff changes (inconsistency).

I stopped myself because I hate everybody and I don't need help.

### Q41 Any problems in getting medications that work?

No comment 74x

It's a long drive from Bedford to Johnstown and I have 6 kids. It can make it difficult at times.

Transportation to the clinic is difficult because there is no bus service.

Not currently on the right medication.

Still working with medications to see what is going to work or not.

(Member said) because I am currently on methadone.

I feel like nobody listens to me. 2x

The meds don't help. I feel the same.

### Q43 Additional compliments or concerns

No comment 37x

They are very easy to work with.

They are very nice and they work with you.

Good people, they treat you good.

I really like Beal's Counseling. They work with me one on one and don't treat me like a number.

I couldn't say enough good about Beal Counseling. He is just wonderful.

Very happy with them, they're very nice.

Recommended to friends because they do help me.

Great place, they help a lot of people.

I am pleased with the services.

They treat me well.

Positive and motivational setting and staff. I've grown a great deal since starting here.

Very friendly and accepting staff. Very open and real.

Enjoyed going to groups.

*Amazing team and personable and understanding. Genuine, always there, dependable.  
They're amazing and is about what I need not everyone else needs. Open to suggestions that I have.  
I am not happy with services I feel the provider does not listen.  
I think more people should be more aware of the program, more advertised.  
They do a great job.  
Overall, they do a good job.  
Nothing but praise for this place and the people who work here.  
Ever since I've gone here it has helped me.  
He's clinical, he's great. He listens to me.  
Pam is super, gives me things to work on. I think they're doing a great job.  
Allow counselors to apply faith based practices into counseling so that it helps the whole person. They are not allowed to have the counselors explore faith and talk about that. It would be more helpful if we could share this.  
Counselors are awesome and informative.  
The services they offer are needed to help the people.  
They do a good job with my services and the resources they provide.  
This inpatient facility is not helpful, to get true help. You cannot speak freely or you will not be discharged. You must do, act and behave "fake" everything getting better so you can go home. Otherwise they will keep you and still be treated like an animal or prisoner.  
She puts up with me. She's nice.  
They do help and are nice.  
I think this is a great service. I would recommend it to anybody.  
They treat me well.  
She really treats me well.  
She tries her best.  
(They are) Very helpful.  
(They are) very compassionate.  
Psych rehab is a good place to be. They help you with a lot of things.  
She's awesome. Helps me with my goals and budget.  
He's nice, listens to me, and takes what I say into consideration.  
She's very good. Listens and understands my concerns and how to control my anger.  
It helps me.  
It's helping. Doctor Koban helps me with medication.  
She's a good lady and tells me how to do stuff.  
All my life they have been wonderful with me and they helped me so much all the time.  
Teresa is awesome. She has helped me in so many ways.*

### III. Family Survey Process & Findings

#### A. Survey Results

Variations in sample characteristics between quarters is represented so that the reader may infer what influences, if any, these variations may have had on member response ratings for the quarter.

##### 2<sup>nd</sup> Quarter Family Sample Characteristics versus 1<sup>st</sup> Quarter Comparison:

1. Lower ratio of face to face - 36% (12 of 33) versus 42% (13 of 31)
2. Fewer male caregivers – 15% (5 of 33) versus 19% (6 of 31).
3. Lower percentage of child members under age 5 –9% (3 of 33) versus 39% (12 of 31).
4. Higher percentage foster/step/adoptive/grandparent – 24% (8 of 33) versus 19% (6 of 31).
5. Significantly more male service recipients – 76% (25 of 33) versus 19% (6 of 31).
6. Lower ratio of members receiving BHRS – 33% (11 of 33) versus 68 % (21 of 31).
7. Fewer members, 6% (2 of 33) versus 19% (6 of 31), receiving services four (4) years or longer.

The following are C/FST Findings and Recommendations based on the 33 family surveys completed during the 2<sup>nd</sup> Quarter of Fiscal Year 16/17 for the period from October to December 2016.

#### Findings Overview

- Family/caregivers were generally pleased with PerformCare reporting satisfaction levels of 94% to 100% in eight of nine of the performance indicators.
- PerformCare’s attendance at the ISPT/Evaluation meeting was just 58% and excludes “not sure” and “not applicable” responses. This indicator was just 61% for the four quarters ending June 30, 2016.
- Family/caregivers are generally pleased with *Access* to provider treatment services with the satisfaction scores ranging from 85% to 100% in all six indicators. This is consistent with the year-to-date averages and the favorable ratings for the previous four quarters ending in June 2016.
- Likewise, Family/caregivers are also pleased with their provider *Treatment Experiences* with satisfaction scores ranging from 91% to 97% in five of the six indicators. “*My child has a written safety/wellness/crisis plan*” was just 67%.
- Overall, family/caregivers have a mixed level of satisfaction with *Provider Recovery Orientation*. The notable exception was only 64% indicate they were encouraged to participate in community –run support groups.
- Just 33% of family/caregivers as compared to last year’s four quarters ending June 2016 average of 27% indicated their provider talked to me about a WRAP. The wording of this section was changed to better reflect that providers are, in fact, talking to members about what a WRAP is and how it can help. A provider may not necessarily recommend a WRAP based on individual need.
- Family/caregiver satisfaction scores with *Treatment Outcomes* are consistent with previous quarters. “*My child deals more effectively with daily problems*” is 67% compared to 64% in the

previous four quarters ending June 2016. *“My child’s behavioral health is improving”* improved to 85% compared to 71% for the previous four quarters ending June 2016.

- This quarter, 3% (1 of 33) family/caregivers, compared to 7% (2 of 31) in the previous quarter reported having issues or problems with their provider. The member did not resolve the problem with the program manager and did not file a formal complaint.

### **Recommendations Overview**

- The lowest indicator is – *“My child’s provider has talked to me and my child about a Wellness Action Recovery Plan at 33%.”* This calculation excludes 9 family/caregivers reporting “not applicable.”
- Family caregiver perception of treatment outcomes continues to be mixed and more analysis of sample characteristics, provider usage, and particularly service level should take place to evaluate the fluctuations that occur quarter to quarter.
- Family/caregivers routinely report a higher incidence of provider issues and problems compared to adult and youth respondents. The lower incidence this quarter is encouraging.

### **Family/Caregiver – Member Request for Assistance**

Upon completing the survey, 0% (0 of 33) family/caregiver members surveyed, compared to 3% (1 of 31) in the previous quarter expressed interest in having the concern or issue they shared during the interview referred for immediate handling by BHSSBC.

**B. Family/Caregiver C/FST Demographics - Questions 6, 7, 8, 9 & 10**

Family- Survey Method											
Survey Quarter	1st		2nd		3rd		4th		YTD		
Face to Face	13	42%	12	36%					25	39%	
Telephone	18	58%	21	64%					39	61%	
Surveys = (N)	31	100%	33	100%					64	100%	

Family/Caregiver- Gender												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Male	6	19%	5	15%					11	17%	17	12%
Female	25	81%	28	85%					53	83%	127	88%
Surveys = (N)	31	100%	33	100%					64	100%	144	100%

Family - Child's Gender												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Male	16	52%	25	76%					41	64%	81	56%
Female	15	48%	8	24%					23	36%	63	44%
Surveys = (N)	31	100%	33	100%					64	100%	144	100%

**Somerset-Bedford Variation**

- 80% (16 of 20) of Bedford service recipients were male compared to 69% (9 of 13) of Somerset family/caregiver respondents.

Family Surveys- Age Categories												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Age 5 or under	12	39%	3	9%		-		-	15	23%	33	23%
Age 6 - 8	12	39%	17	52%		-		-	29	45%	53	37%
Age 9 - 13	6	19%	13	39%		-		-	19	30%	49	34%
Age 14 and older	1	3%	0	0%		-		-	1	2%	9	6%
Surveys = (N)	31	100%	33	100%	0	0%	0	0%	64	100%	144	100%

Caregiver Relationship												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Parent	25	81%	25	76%					50	78%	122	85%
Grandparent	6	19%	7	21%					13	20%	15	10%
Aunt/Uncle	0	0%	0	0%					0	0%	2	1%
Brother/Sister	0	0%	0	0%					0	0%	0	0%
Foster Parent	0	0%	1	3%					1	2%	0	0%
Step-Parent	0	0%	0	0%					0	0%	4	3%
Adoptive Parent	0	0%	0	0%				0%	0	0%	1	1%
Surveys = (N)	31	100%	33	100%	0	0%	0	0%	64	100%	144	100%

**Somerset-Bedford Variation**

- 50% (10 of 20) of Bedford service recipients were between the ages of 9-13 compared to 23% (3 of 13) of Somerset family/caregiver respondents.

Family- 1st Diagnosed												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Less than six months	2	6%	4	12%					6	9%	9	6%
Six months to one year	3	10%	2	6%					5	8%	30	21%
One to two years	11	35%	4	12%					15	23%	32	22%
Two to three years	9	29%	16	48%					25	39%	41	28%
Three years or more	6	19%	7	21%					13	20%	32	23%
Surveys = (N)	31	100%	33	100%					64	100%	144	100%

**Somerset-Bedford Response Variation**

- 20% (4 of 20) of Bedford family/caregiver respondents indicated their child receiving treatment was first diagnosed between 1 to 2 years compared to 0% (0 of 13) of Somerset family/caregiver respondents.

**C. Family/Caregivers' Satisfaction with PerformCare – Questions 14 to 18**

Family/Caregiver Satisfaction with PerformCare	Benchmark	Yes*					
Survey Quarter		1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)		31	33			64	144
Remember receiving member handbook	90%	90%	95%			93%	76%
Know how to contact PerformCare if I need assistance	90%	100%	94%			97%	81%
The people I spoke to at performCare were helpful	90%	95%	95%			95%	91%
Know how to file a complaint against PerformCare, if needed	90%	96%	97%			96%	74%
Know how to file a grievance with PerformCare, if needed	90%	96%	97%			96%	74%

\* Excludes "not sure" and "not applicable"

**Somerset-Bedford Response Variation**

- No family/caregiver responses exceeded 10 percentage points in difference between Bedford and Somerset respondents.

Responses without "not sure" and "not applicable"	Benchmark	Yes					
Survey Quarter		1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)		31	33			64	144
Have used Perform Care's complaint process?	<10%	7%	3%			5%	33%
Were you satisfied?	90%	50%	100%			75%	73%
Have used Perform Care's grievance process?	<10%	10%	6%			8%	33%
Were you satisfied?	90%	67%	100%			84%	73%

\* Was one question in previous year

**Somerset-Bedford Response Variation**

- No family/caregiver responses exceeded 10 percentage points in difference between Bedford and Somerset respondents.

Responses without "not sure" and "not applicable"	Benchmark	Yes					
Survey Quarter		1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)		31	33			64	144
Applicable "Yes"		15	19			34	58
PerformCare attended child's ISP/Evaluation meeting	90%	83%	58%			70%	61%
PerformCare's ISP meeting participation was helpful	90%	93%	100%			97%	81%

**Somerset-Bedford Response Variation**

- 50% (7 of 14) of Bedford family/caregivers indicated PerformCare attended their child's ISP/Evaluation team meeting, if applicable compared to 80% (4 of 5) of Somerset family/caregiver respondents.



## D. Family/Caregiver - Provider &amp; Service Level – Questions 19 &amp; 20

Parent/Family Provider Survey Quarter	Members Surveyed				YTD	%
	1st	2nd	3rd	4th		
ACRP	4	9			13	20%
Adelphoi Village	0	0			0	0%
Aloysia Hall (Conemaugh)	0	0			0	0%
Altoona Regional Health	0	0			0	0%
Bedford DBHS	1	5			6	9%
Bradley Center	0	0			0	0%
Beal Consulting	0	0			0	0%
Children's Aid Home	0	0			0	0%
CBH	2	7			9	14%
Family Behavioral Resources	4	0			4	6%
Footsteps	1	0			1	2%
Holy Family Social Services	0	0			0	0%
Marker-Struky	0	0			0	0%
Nulton Diagnostic	7	3			10	16%
Northwestern (Canal Ways)	0	0			0	0%
Northwestern (Laurel Springs)	0	0			0	0%
Somerset Hospital IP	0	0			0	0%
Somerset Hospital OP	0	0			0	0%
The Meadows	0	0			0	0%
UCBH	0	0			0	0%
YAP (Youth Advocate Program)	8	4			12	19%
Somerset DBHS	0	1			1	2%
Other	4	4			8	13%
Surveys Completed	31	33	0	0	64	100%

Family – Service Level Surveyed Quarter	Members Surveyed				YTD	%
	1st	2nd	3rd	4th		
After School Treatment	0	2			2	3%
BHRS: (TSS, MT, BSC)	21	11			32	50%
Crisis	0	0			0	0%
CRR Host Home	0	0			0	0%
Family Based Mental Health	1	1			2	3%
Medication/Psychiatry	5	8			13	20%
MH Inpatient Hospitalization	1	0			1	2%
MH Partial Hospitalization	0	0			0	0%
MH Blended Case Management	1	1			2	3%
Outpatient Therapy/Counseling	2	9			11	17%
Multi Systemic Therapy (MST)	0	0			0	0%
Functional Family Therapy (FFT)	0	0			0	0%
Telepsychiatry	0	1			1	2%
Other	0	0			0	0%
Surveys Completed	31	33	0	0	64	100%

### E. Duration of Family/Caregiver Provider Relationship – Questions 20 & 21

Family - Provider Relationship										
Survey Quarter	1st		2nd		3rd	4th	YTD		Prior	
Less than six months	5	16%	5	15%			10	16%	39	27%
Six months to one year	4	13%	9	27%			13	20%	34	24%
One to two years	10	32%	9	27%			19	30%	30	21%
Two to three years	11	35%	8	24%			19	30%	25	17%
Four years or more	1	3%	2	6%			3	5%	16	11%
Surveys = (N)	<b>31</b>	<b>100%</b>	<b>33</b>	<b>100%</b>			<b>64</b>	<b>100%</b>	<b>144</b>	<b>100%</b>

#### Somerset-Bedford Response Variation

- 10% (2 of 20) of Bedford family/caregiver respondents reported receiving services from the provider for six months or less compared to 23% (3 of 13) of Somerset respondents.

### F. Family/Caregiver -Access to Services – Question 24

Parent-Family - Access to Services	Benchmark	Agree/Strongly Agree				YTD	Prior
Survey Quarter		1st	2nd	3rd	4th		
Surveys = (N)		31	33			64	144
Services available at convenient times	90%	87%	94%			91%	97%
Information submitted on time for service continuity	90%	94%	97%			95%	99%
We were given a choice of providers for child's service	90%	94%	85%			89%	83%
Child has enough time with the worker during most sessions	90%	97%	97%			97%	92%
The services meet my child's needs	90%	94%	100%			97%	91%
Given clear information on who to contact if child is in crisis	90%	97%	100%			98%	94%

#### Somerset-Bedford Response Variation

- 100% (20 of 20) of Bedford family/caregiver respondents reported "services are available at times that are convenient" compared to 85% (11 of 13) of Somerset respondents.
- 90% (18 of 20) of Bedford family/caregiver respondents reported they were given a choice of different providers compared to 77% (10 of 13) of Somerset respondents.

### G. Family/Caregiver -Treatment Experiences – Question 25

Parent-Family - Treatment Experiences	Benchmark	Agree/Strongly Agree				YTD	Prior
Survey Quarter		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>		
Surveys = (N)		31	33			64	144
I feel comfortable asking questions about my child's treatment	90%	100%	97%			99%	100%
I was offered a copy of child's treatment plan	90%	87%	94%			90%	89%
Staff communicates with each other and us regularly	90%	100%	91%			96%	93%
Always informed with advanced notice to attend treatment meetings	90%	100%	93%			97%	95%
I feel free to complain without fear of negative consequences	90%	93%	97%			95%	97%
My child has a written safety/wellness/crisis plan	90%	70%	67%			68%	n/a*

\* Not previously asked

#### Somerset-Bedford Response Variation

- 95% (19 of 20) of Bedford family/caregiver respondents reported "people involved in my child's treatment talk to each other and with us to help provide the services to my child" compared to 85% (11 of 13) of Somerset respondents.
- 60% (12 of 20) of Bedford family/caregiver respondents reported their child has a written safety/wellness/crisis plan compared to 77% (10 of 13) of Somerset respondents.

**H. Family/Caregiver – Provider Recovery Orientation – Questions 26**

Parent - Provider Recovery Practices - 1		Bench	Agree/Strongly Agree					
Survey Quarter			1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)			31	33			64	144
We were encouraged to use community support programs	90%		77%	64%			70%	69%
Staff discusses child's continuing care plan with me	90%		97%	100%			99%	95%
Staff asks what goals I want to work on with my child	90%		97%	94%			96%	90%

Parent - Provider Recovery Practices - 2		Yes*						
Provider talked to us about a WRAP	90%	42%	33%				38%	27%

\* Excludes "not applicable"

**Somerset-Bedford Response Variation**

- 50% (6 of 12) of Bedford family/caregivers reported their provider talked to them about a Wellness Action Recovery Program (WRAP) compared to 17% (2 of 12) of Somerset family/caregiver respondents.

**I. Family/Caregiver - Perceptions of Treatment Outcomes – Questions 28**

Parent - Treatment Outcomes		Benchmark	Agree/Strongly Agree					
Survey Quarter			1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)			31	33			64	144
My child deals more effectively with daily problems	90%		71%	67%			69%	64%
Treatment is making positive impact on family relationships	90%		84%	88%			86%	77%
I feel my child's behavioral health is improving	90%		65%	85%			75%	71%

**Somerset-Bedford Response Variation**

- 75% (15 of 20) of Bedford family/caregiver respondents felt their child deals more effectively with daily problems compared to 54% (7 of 13) of Somerset respondents.
- 100% (20 of 20) of Bedford family/caregiver respondents felt their child's behavioral health is making a positive impact on how they relate as a family compared to 69% (9 of 13) of Somerset respondents.

**J. Family/Caregiver - Provider Issues/Complaints – Questions 30 to 34**

Family Members – Provider Complaints		Yes					
Survey Quarter		1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)		31	33			64	144
Member issues/problems with provider	2 6%	1 3%				3 5%	17 12%
Member filed compliant with provider	2 100%	0 0%				2 67%	1 6%
Member satisfied with process	0 0%	0 0%				0 0%	0 0%
Resolved problem with program manager	0 0%	0 0%				0 0%	4 24%
I chose not to take any action	0 0%	0 0%				0 0%	7 41%
Other	0 0%	1 100%				1 33%	5 29%

Reason member did not take action		Yes					
Survey Quarter		1st	2nd	3rd	4th	YTD	Prior
Problem was not that serious	0 0%	0 0%				0 0%	0 0%
Concerned w how provider would react	0 0%	0 0%				0 0%	0 0%
Unsure of how to file a formal complaint	0 0%	0 0%				0 0%	0 0%
Other or did not answer	0 0%	0 0%				0 0%	7 100%

Family Members – Provider Issues	Yes				YTD	Prior
	1st	2nd	3rd	4th		
Survey Quarter						
Surveys = (N)	31	33			64	144
Treatment planning & coordination	1 50%	0 0%			1 33%	3 2%
Poor Communications	1 50%	0 0%			1 33%	0 0%
Frequent Staff Changes	0 0%	1 100%			1 33%	4 3%
Services not provided when needed	0 0%	0 0%			0 0%	2 1%
Other	0 0%	0 0%			0 0%	8 6%

**K. Family/Caregiver - Medications – Questions 41, 43 & 44**

Family Surveys – Medication	Yes				YTD	Prior
	1st	2nd	3rd	4th		
Survey Quarter						
Surveys = (N)	31	33			64	144
Taking behavioral medications	11 35%	18 55%			29 45%	77 53%
Medications are effective	7 64%	15 83%			22 76%	58 75%
Have problems getting medications	1 9%	1 6%			2 7%	7 9%

**Somerset-Bedford Response Variation**

- 70% (14 of 20) of Bedford caregivers reported their child was taking behavioral health medication compared to 33% (4 of 12) of caregivers in Somerset.

**L. Department of Human Services Questions – Questions 35, 36 & 37**

As noted in previous sections, the *Department of Human Services, Office of Mental Health and Substance Abuse Services* require the following three questions in all survey instruments.

Family - OMHSAS Statewide Questions	Benchmark	Yes*				YTD	Prior
		1st	2nd	3rd	4th		
Survey Quarter							
Surveys = (N)		31	33			64	144
Treatment improved quality of life*	90%	78%	94%			86%	84%
Given chance to make treatment decisions	90%	97%	94%			95%	91%
Problems getting help in last twelve months	<10%	13%	6%			10%	12%

**Somerset-Bedford Response Variation**

- 100% (20 of 20) of Bedford family/caregivers reported treatment had a positive impact on the quality of their child's life compared to 85% (11 of 13) of caregivers in Somerset.

**M. Family – PCP Care Coordination– Question 42**

Family - PCP Care Coordination	Agree/Strongly Agree				YTD	Prior
	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>		
Survey Quarter						
Surveys = (N)	31	33			64	144
Signed release to coordinate care with child's PCP:						
Yes	84%	91%			87%	81%
No	6%	3%			5%	9%
Don't Know	10%	6%			8%	10%
Have no family doctor or pediatrician	0%	0%			0%	0%
Total	100%	100%			100%	100%

## N. Family/Caregiver Literal Responses to Survey Questions

Respondents provided the following literal responses “*If you disagreed or are unsure with any of these statements, please explain why?*”

### **Q24 Access to services**

No comment 33x

### **Q25 Treatment experiences**

No comment 33x

### **Q26 Recovery oriented practices**

No comment 33x

### **Q28 Outcomes**

No comment 33x

### **Q31 Provider issues or problems**

No comment 33x

### **Q33 If you filed a formal complaint with (name of provider) were you satisfied with the outcome?**

No comment 33x

### **Q34 If you chose not to take any action, why?**

No comment 33x

### **Q38 Inability to receive behavioral health treatment in the past year**

No comment 33x

### **Q44 Any problems getting medications that work?**

No comment 32x

*(Medication) doesn't seem to work.*

### **Q46 Additional compliments or concerns**

No comment 24x

*I'm happy the school had me take (child's name) to ACRP.*

*ACRP is very thorough and keeps on track.*

*Brian is the best! My child loves working with Brian McLeary.*

*This program has been a wonderful thing for my son. He feels better knowing that he has a great team behind him.*

*Very pleased in the concern from the doctor about physical conditions of my child.*

*Rhonda has great communication about my child.*

*I worry because he has shown some improvement that some of his services will be cut back or denied. I feel that it's because of the services he receives and placement at Pressley Ridge that he has shown improvement because the school setting meets his needs.*

*(Child's name) is involved in the PCIT program and it has done wonders for him and the people that are involved in his life.*

*Nulton has been very helpful!*

## IV. Youth C/FST Survey Process & Findings

### A. Survey Results

Variations in sample characteristics between quarters is represented so that the reader may infer what influences, if any, these variations may have had on member response ratings for the quarter.

#### 2<sup>nd</sup> Quarter Youth Sample Characteristics versus 1<sup>st</sup> Quarter Comparison:

1. Less face to face - 35% (13 of 37) versus 45% (9 of 20)
2. Fewer male treatment recipients – 35% (13 of 37) versus 50% (10 of 20).
3. Higher percentage of youth, members age 14-15 – 19% (7 of 37) versus 10% (2 of 20).
4. Similar percentage of youth members receiving BHRS – 5% (2 of 37) versus 5 % (1 of 20).
5. Lower ratio of youths receiving treatment from same provider four (4) years or longer – 27% (10 of 37) versus 35% (7 of 20).

The following are C/FST Findings and Recommendations based on the 37 youth surveys completed during the 2<sup>nd</sup> Quarter of Fiscal Year 16/17 for the period from October to December 2016.

### Findings Overview

- Youth satisfaction with PerformCare is mixed with scores ranging from being 100% in three of the seven indicators. This quarter only 77% remember receiving a member handbook or newsletter. Most of the lower ratings deal with youth knowledge in the areas of knowing who to contact if they need assistance and knowing how to file a complaint or grievance. These areas were in the range of 65% to 77%. Of interest this quarter is that 11% (4 of 37) youths reported filing a grievance.
- Youths surveyed on *Access* to provider treatment services rated three of the four indicators 89% to 97%. The lowest rated indicator was “*We meet at times that are convenient for me*” at 70%, which may be an anomaly as all previous results, were above the benchmark.
- Youths surveyed on *Treatment Experiences* rated all six indicators between 89% and 100%. The lowest rated indicator was “*I am included in treatment meetings*” was 89%.
- Youths interviewed this quarter had a good level of satisfaction with *Provider Recovery Orientation* with scores of 81% to 97% in six of the 7 indicators. “*Provider has talked to me about a WRAP*” was 29%, compared to 33% for the four quarters ending June 2016.

This excludes those that indicated the question was “not applicable” and remains below the benchmark even though the wording was changed from “*the provider recommended*” to “*the provider talked to me about*” about a WRAP.

- Youth perception of *Treatment Outcomes* continues to be mixed. “*I make better choices*” was 84% compared to “*I manage stronger feelings, like anger, better*” at 78% and “*I don’t get into trouble as often*” at 89%.
- 5% (2 of 37) of youths, compared with 5% (1 of 20) in the previous quarter, reported having issues or problems with their provider. Both members chose “other” as the reason not to take any action.

### **Youth – Member Request for Assistance**

Upon completing the survey, 3% (1 of 37) youth members surveyed, compared with 0% (0 of 20) in the previous quarter, expressed interest in having a concern or issue they shared during the interview referred for immediate handling by BHSSBC.

### **Recommendations Overview**

- The lowest indicator during this quarter was *“Provider has talked to me about a Wellness Recovery Action Plan”* at 29%, in spite of rewording the question and eliminating “not applicable” from the calculations. This consistently low score should be further explored with providers.
- Youth perception of treatment outcomes was mixed, two indicators decreased slightly and two increased. One of the increases was significant from 55% in the previous quarter to 89% this quarter for “I don’t get into trouble as often.” More analysis of sample characteristics, provider usage, and particularly service level should take place to evaluate the fluctuations that occur quarter to quarter.
- Youth respondents routinely report a lower incidence of provider issues and problems compared to adult and family respondents. More analysis is needed to determine if this is just a characteristic of this group.

**B. Youth C/FST - Demographics – Questions 5, 6, 7, 8, 9 & 10**

Youth Surveys– Gender												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Male	10	50%	13	35%					23	40%	50	54%
Female	10	50%	24	65%					34	60%	42	46%
Surveys = (N)	20	100%	37	100%					57	100%	92	100%

**Somerset-Bedford Response Variation**

- No response variations exceeded 10-percentage points between Bedford and Somerset youth respondents.

Youth – Age Categories												
Survey Quarter	1st		2nd		3rd		4th		YTD		Prior	
Age 14 - 15	2	10%	7	19%					9	16%	34	37%
Age 16 - 17	4	20%	3	8%					7	12%	29	32%
Age 18 -20	14	70%	23	62%					37	65%	20	22%
Age 20 and older	0	0%	4	11%					4	7%	9	10%
Surveys = (N)	20	100%	37	100%					57	100%	92	100%

**Somerset-Bedford Response Variation**

- 40% (6 of 15) of Bedford youth respondents were ages 14-15 compared to 5% (1 of 22) of Somerset youth respondents.

**C. Youth - Satisfaction with Perform Care – Questions 11 to 15**

Youth Member Satisfaction - PerformCare		Benchmark	Yes*				YTD	Prior
Survey Quarter			1st	2nd	3th	4th		
Surveys = (N)			20	37			57	92
Remember receiving Member Handbook/Newsletter	90%	47%	77%				62%	64%
Know who to contact PerformCare, if I need assistance	90%	95%	73%				84%	66%
People I spoke to at PerformCare were helpful	90%	100%	100%				100%	88%

\* Excludes n/a and "not sure"

**Somerset-Bedford Response Variation**

- 60% (9 of 15) of Bedford youth respondents knew how to contact PerformCare if they need assistance with their behavioral health issues compared to 82% (18 of 22) of Somerset youth respondents.
- 73% (11 of 15) of Bedford youth respondents knew where to find information about how to file a grievance with PerformCare, if need to, compared to 61% (11 of 18) of Somerset youth respondents.

Youth Member Satisfaction - PerformCare		Benchmark	Yes*				YTD	Prior
Survey Quarter			1st	2nd	3th	4th		
Surveys = (N)			20	37			57	92
Know how to file a complaint with PerfromCare if I need to.	90%	95%	65%				80%	76%
Have you used PerformCare's complaint process?	<10%	0%	5%				3%	4%*
Were you satisfied with the complaint process?	90%	-	100%				-	98%
Know how to file a grievance with PerfromCare if I need to.	90%	90%	67%				79%	64%
Have you used PerformCare's grievance process?	<10%	0%	11%				7%	4%*
Were you satisfied with the grievance process?	90%	-	100%				-	98%

\* Prior complaint and grievance questions were combined

**Somerset-Bedford Response Variation**

- No response variations exceeded 10-percentage points between Bedford and Somerset youth respondents.



#### D. Youth - Service Level – Questions 16

Youth – Service Level Surveyed	Members Surveyed				YTD	%
	1st	2nd	3rd	4th		
After School Treatment Program	0	0			0	0%
BHRS (wrap around): TSS, MT, BSC	1	2			3	5%
CRR Home	0	0			0	0%
Family Based Mental Health Svs.	1	2			3	5%
Functional Family Therapy (FFT)	0	0			0	0%
Inpatient Hospitalization	0	0			0	0%
Medication/Psychiatric	6	12			18	32%
MH Blended Case Mgt. (ICM/RC)	3	5			8	14%
Outpatient Therapy/Counseling	4	10			14	25%
Partial Hospitalization	1	2			3	5%
Residential Treatment Facility	1	0			1	2%
Substance Abuse Outpatient	0	0			0	0%
Substance Abuse Inpatient	0	0			0	0%
Telepsychiatry	0	1			1	2%
Methadone Maintenance	0	0			0	0%
Multi Systemic Therapy (MST)	0	0			0	0%
Other	3	3			6	11%
Do Not Know	0	0			0	0%
Completed Surveys	20	37			57	100%

#### Somerset-Bedford Response Variation

- 20% (3 of 15) of Bedford youth respondents were receiving Outpatient Therapy/Counseling compared to 32% (7 of 22) of Somerset youth respondents.

#### E. Youth – Provider Level Analysis – Question 17

Youth – Treatment Provider	Members Surveyed				YTD	%
	1st	2nd	3rd	4th		
ACRP	0	2			2	4%
Beal Counseling	0	0			0	0%
Bedford DBHS (MH/MR)	7	10			17	30%
Children's Aid Home	1	0			1	2%
Childrens Behavioral Health (CBH)	0	1			1	2%
Family Behavioral Resources	0	2			2	4%
Footsteps	0	0			0	0%
Nulton Diagnostic & Treatment Center	3	5			8	14%
Northwestern (Canal Ways)	0	0			0	0%
Northwestern (Laurel Springs)	0	1			1	2%
Pyramid	0	0			0	0%
Recovery Concepts	0	0			0	0%
Somerset Hospital	0	0			0	0%
Somerset DBHS (MH/MR)	7	13			20	35%
The Meadows	0	0			0	0%
Twin Lakes	0	0			0	0%
YAP (Youth Advocate)	0	1			1	2%
Blair Family Solutions	0	0			0	0%
Pediatric Care Specialists	1	0			1	2%
Adelphoi Village	0	0			0	0%
Mary Berge & Associates	0	0			0	0%
Other	1	2			3	5%
Total	20	37			57	100%

## F. Youth - Access to Services – Question 21

Youth Access to Service	Bench	Agree/Strongly Agree				YTD	Prior
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>		
Survey Quarter							
Surveys = (N)		20	37				92
We meet at times that are convenient for me	90%	90%	70%			80%	92%
I am satisfied with amount of provider time *	90%	95%	92%			93%	88%
These services meet my needs	90%	95%	89%			92%	93%
I have clear information on who to contact if in crisis	90%	75%	97%			86%	94%

### Somerset-Bedford Response Variation

- 53% (8 of 15) of Bedford youth respondents agreed they met at times that were convenient to them compared to 82% (18 of 22) of Somerset youth respondents.
- 100% (15 of 15) of Bedford youth respondents were satisfied with the amount of time they get from their provider during most sessions compared to 86% (19 of 22) of Somerset youth respondents.
- 100% (15 of 15) of Bedford youth respondents reported these services meet my needs compared to 82% (18 of 22) of Somerset youth respondents.

## G. Youth - Treatment Experiences – Question 22

Youth-Treatment Experiences	Benchmark	Agree/Strongly Agree				YTD	Prior
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>		
Survey Quarter							
Surveys = (N)		20	37			57	92
I feel comfortable asking questions	90%	90%	100%			95%	95%
I am included in treatment meetings	90%	80%	89%			85%	86%
Feel welcome by provider & they are glad to work with me	90%	90%	97%			94%	n/a
I have a written safety/wellness/crisis plan	90%	75%	92%			84%	n/a
I am receiving all the services that I need	90%	90%	94%			92%	87%
I know how to file a complaint, if necessary	90%	80%	92%			86%	86%
n/a = question not asked in previous periods							

### Somerset-Bedford Response Variation

- 100% (15 of 15) of Bedford youth respondents agreed they were included in all meetings about their treatment compared to 82% (18 of 22) of Somerset youth respondents.
- 100% (15 of 15) of Bedford youth respondents agreed they knew how to make a complaint about their provider if they needed to, compared to 86% (19 of 22) of Somerset youth respondents.

## H. Youth – Provider Recovery Practices – Questions 23

Youth - Provider Recovery Practices - 1	Benchmark	Always/Almost Always/Often				YTD	Prior
		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>		
Survey Quarter							
Surveys = (N)		20	37			57	92
Staff are sensitive to family background and living choices	90%	100%	92%			96%	93%
Asked what goals are and they are included in my treatment plan	90%	85%	81%			83%	95%
Staff focuses on my strengths	90%	100%	84%			92%	92%
Staff help me understand issues that impact my mental health	90%	80%	97%			89%	90%
Staff see me as an equal partner in my treatment program (ROSI)	90%	100%	89%			95%	97%
Staff encourages me to participate in consumer-run programs	90%	90%	92%			91%	73%

### Somerset-Bedford Response Variation

- 80% (12 of 15) of Bedford youth respondents agreed staff are sensitive to my family's background, and how we choose to live our lives compared to 100% (22 of 22) of Somerset youth respondents.
- 67% (10 of 15) of Bedford youth respondents agreed they were asked what goals they want to work on and they are included in their treatment plan compared to 91% (20 of 22) of Somerset youth respondents.
- 75% (11 of 15) of Bedford youth respondents agreed staff focus on their strengths, not what they didn't do very well compared to 91% (20 of 22) of Somerset youth respondents.
- 87% (13 of 15) of Bedford youth respondents agreed that staff see them as an equal partner in their treatment program compared to 91% (20 of 22) of Somerset youth respondents.
- 100% (15 of 15) of Bedford youth respondents agreed that staff encourages them to participate in community run programs to help provide ongoing support compared to 86% (19 of 22) of Somerset youth respondents.

Youth - Provider Recovery Practices - 2		Yes *				
Provider has talked with me about a WRAP	90%	29%	29%		29%	33%
* Excludes "not applicable"						

**Somerset-Bedford Response Variation**

- 10% (1 of 10) of Bedford youths agreed provider had talked with them about a WRAP compared to 43% (6 of 14) of Somerset youth respondents. (Excludes those that answered "not applicable.")

**I. Youth – Treatment Outcomes – Questions 24**

Youth - Treatment Outcomes	Benchmark	Agree/Strongly Agree					
Survey Quarter		1st	2nd	3rd	4th	YTD	Prior
Surveys = (N)		20	37			57	92
I manage stronger feelings like anger better	90%	75%	78%			77%	74%
I make better choices	90%	90%	84%			87%	85%
I don't get in trouble as often	90%	55%	89%			72%	71%
I believe treatment is working for me	90%	85%	78%			82%	95%

**Somerset-Bedford Response Variations**

- 60% (9 of 15) of Bedford youth respondents felt they made better choices about how to deal with daily life compared to 100% (22 of 22) of Somerset youth respondents.
- 60% (9 of 15) of Bedford youths believed treatment was working for them compared to 91% (20 of 22) of Somerset youth respondents.

**J. Youth – Provider Issues/Complaints – Questions 25 to 29**

Youth Members – Provider Complaints	Yes									
Survey Quarter	1st		2nd		3rd		4th		YTD	Prior
Surveys = (N)	20		37						57	92
Member issues/problems with provider	1	5%	2	5%	0%		0%		3	5%
Member filed compliant with provider	0	0%	0	0%	0%		0%		0	0%
Member satisfied with process	0	0%	0	0%	0%		0%		0	0%
Resolved problem with program manager	0	0%	0	0%	0%		0%		0	0%
I chose not to take any action	1	100%	2	100%	0%		0%		3	100%
Not Applicable	19	95%	35	95%	0%		0%		54	95%
									88	96%

Reason member did not take action	Yes									
Survey Quarter	1st		2nd		3rd		4th		YTD	Prior
Problem was not that serious	0	0%	0	0%	0%		0%		0	0%
Concerned w how provider would react	0	0%	0	0%	0%		0%		0	0%
Unsure of how to file a formal complaint	1	100%	0	0%	0%		0%		1	33%
Other	0	0%	2	100%	0%		0%		2	67%
Not Applicable	19	95%	35	95%	0%		0%		54	95%
									88	96%

Youth - Provider Issues										
Survey Quarter	1st		2nd		3rd		4th		YTD	Prior
Surveys = (N) Reporting Issues	1		2						3	2
Treatment planning & coordination	0	0%	0	0%	0%		0%		0	0%
Poor communications	1	100%	2	100%	0%		0%		3	100%
Frequent Staff Changes	0	0%	0	0%	0%		0%		0	0%
Frequent provider cancellations	0	0%	0	0%	0%		0%		0	0%
Services not provided when needed	0	0%	0	0%	0%		0%		0	0%
Other	0	0%	0	0%	0%		0%		0	0%
									2	2%

**Somerset-Bedford Response Variation**

- There were no response variations that exceeded 10 percentage points between Bedford and Somerset youth respondents.

### K. Youth - Medications – Questions 34, 35, 36 & 37

Youth Surveys–Medication										
Survey Quarter	1st		2nd		3rd		4th		YTD	Prior
Surveys = (N)	20		37						57	92
Taking behavioral medications	18	90%	34	92%					52	91%
Medications are effective	14	78%	22	65%					36	69%
Have problems getting medications	4	22%	4	12%					8	15%

#### Somerset-Bedford Response Variation

- 100% (15 of 15) of Bedford youth respondents reported taking behavioral health medications compared to 86% (19 of 22) of Somerset youth respondents.

### L. Department of Human Services - Questions 30, 31, 32 & 33

As noted in the adult and parent/family caregiver sections, the *Department of Human Services, Office of Mental Health and Substance Abuse Services* requires the following three questions in all survey instruments.

Youth - OMHSAS Statewide Questions	Benchmark	Yes*				YTD	Prior
		1st	2nd	3rd	4th		
Survey Quarter							
Surveys = (N)		20	37			57	92
Treatment improved quality of life*	90%	90%	76%			83%	89%
Given chance to make treatment decisions	90%	80%	62%			71%	80%
Problems getting help in last twelve months	<10%	40%	3%			11%	2%

\* Responses are "much better" and "a little better"

#### Somerset-Bedford Response Variation

- 40% (6 of 15) of Bedford youth respondents felt that treatment had improved the overall quality of their life compared to 100% (22 of 22) of Somerset youth respondents.

### M. Youth Literal Responses to Survey Questions

The following literal responses were provided by youths regarding "If you disagreed or are unsure with any of these statements, please explain why?"

#### Q21 Access to services

No comment 31x

I have to stop during the day to go to this program. My guardian has to bring me.

I had goals but they made goals that didn't help me.

They changed day and I wasn't ready to change days. Talked to (provider name) and they just dismissed it without doing anything about it. Trouble with the staff, they thought I was acting up and we weren't, we were just having fun.

I like my treatment at (provider name) but sometimes my therapist is late but I get the help I need.

I am not able to contact them during school hours or it is difficult.

#### Q22 Treatment experiences

No comment 35x

They were unable to meet my needs when my needs would change or handle my problems. They asked me if I could find another place to get care.

They seem to have a distaste for patients under them. I have not gotten one (written plan) yet.

#### Q23 Recovery oriented practices

No comment 33x

The goals are unrealistic.

I feel like I was not included enough in my care. (The provider) rarely mentioned these (consumer run programs).

It is the opposite (they focus on weaknesses not strengths). They think they are able to make up all of the rules.

I feel like they are treating the students as a whole better than they treat the individual.

#### Q24 Outcomes

No comment 35x

There are certain staff that have certain religious beliefs. There is a difference in beliefs. We don't ignore negative aspects.

I make people believe things to get my way.

**Q26 Provider issues or problems**

No comment 37x

**Q28 If you filed a formal complaint with (name of provider) were you satisfied with the outcome?**

No comment 37x

**Q29 If you chose not to take any action, why?**

No comment 36x

We switched providers.

**Q33 Inability to receive behavioral health treatment in the past year**

No comment 19x

The caseworker wasn't doing her job. I wasn't happy.

**Q37 Any problems getting medications that work?**

No comment 36x

I was on the wrong meds for about two months.

**Q39 Additional compliments or concerns**

No comment 31x

I really like psych rehab. Everyday Brittany is always asking about me and how I'm doing. I let her know. It helps me with social skills, cooking and baking, living skills. All staff are supportive. She's very understanding and has a good sense of humor. I'd like to continue meeting with all staff.

He is nice and he's really trying to help me. I just had two appointments with staff so far. He seems understanding. I'd like to continue getting help with the doctor.

She's really nice. She comes out to the house and is here for me. Attends all treatment team meetings. She puts me in a good mood, has a good sense of humor. I have treatment team now and she's always supportive. I'd like to continue these services. I just had three sessions, very successful. Both listened to each other. Full of good advice, very supportive, honest. I'd like to continue meeting with them.

They do a really good job!

The staff is easy to anger

## V. Summary of C/FST Completed Adult, Family & Youth Surveys

### A. Data Collection & Survey Results

Somerset Surveys	Targeted	1st	2nd	3rd	4th	Completed	Percent
Adult	209	59	41			100	48%
Parent/Family	71	12	13			25	35%
Youth	43	12	22			34	79%
<b>Total</b>	<b>323</b>	<b>83</b>	<b>76</b>			<b>159</b>	<b>49%</b>

Bedford Surveys	Targeted	1st	2nd	3rd	4th	Completed	Percent
Adult	138	30	41			71	51%
Parent/Family	43	19	20			39	91%
Youth	30	8	15			23	77%
<b>Total</b>	<b>211</b>	<b>57</b>	<b>76</b>			<b>133</b>	<b>63%</b>

Combined Surveys	Targeted	1st	2nd	3rd	4th	Completed	Percent
Adult	347	89	82			171	49%
Parent/Family	114	31	33			64	56%
Youth	73	20	37			57	78%
<b>Total</b>	<b>534</b>	<b>140</b>	<b>152</b>			<b>292</b>	<b>55%</b>

Face to Face	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Y-T-D
Completed Surveys	140	152			292
Face to Face Surveys	71	64			135
Percent	50.7%	42.1%	0.0%	0.0%	46.2%

### B. Adult, Family & Youth Demographics

Area	Zip Code	Target	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	YTD	Percentage
Bedford	15522	67	17	25			42	63%
Everett	15537	45	6	8			14	31%
Saxton	16678	14	0	4			4	29%
New Paris	15554	14	3	1			4	29%
Hopewell	16650	11	2	1			3	27%
Breezewood	15533	9	1	6			7	78%
Alum Bank	15521	9	4	2			6	67%
Hyndman	15545	9	7	2			9	100%
Manns Choice	15550	6	3	3			6	100%
Schellsburg	15559	6	3	5			8	133%
Imler	16655	6	0	3			3	50%
Six Mile Run	16679	5	0	0			0	0%
Clearville	15535	4	3	2			5	125%
New Enterprise	16664	4	0	4			4	100%
Osterburg	16667	3	3	2			5	167%
Other		44	5	8			13	30%
<b>Surveys</b>		<b>256</b>	<b>57</b>	<b>76</b>	<b>0</b>	<b>0</b>	<b>133</b>	<b>52%</b>

Area	Zip Code	Target	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	YTD	Percentage
Somerset	15501	74	46	30			76	103%
Windber	15963	26	8	6			14	54%
Meyersdale	15552	17	8	3			11	65%
Berlin	15530	16	3	0			3	19%
Boswell	15531	13	1	5			6	46%
Rockwood	15557	12	1	6			7	58%
Stoystown	15563	10	0	2			2	20%
Confluence	15424	10	3	4			7	70%
Friedens	15541	10	5	1			6	60%
Central City	15926	9	0	0			0	0%
Johnstown	15905	9	2	0			2	22%
Salisbury	15558	5	1	0			1	20%
Hollsopple	15935	5	0	0			0	0%
Hooversville	15936	4	0	5			5	125%
Jennerstown	15547	3	0	0			0	0%
Other		55	5	14			19	35%
<b>Surveys</b>		<b>278</b>	<b>83</b>	<b>76</b>	<b>0</b>	<b>0</b>	<b>159</b>	<b>57%</b>

**C. Adult, Family & Youth - Provider Level Analysis**

Combined C/FST Providers	Members*	YTD	1st	2nd	3rd	4th	YTD	Percent
		Target	Surveys	Surveys	Surveys	Surveys		
Somerset DBHS	1337	108	54	41			95	88%
Bedford DBHS	1138	101	27	45			72	71%
CBH	204	17	2	8			10	59%
ACRP	475	32	5	14			19	59%
NDTC	698	66	18	12			30	46%
Beal Counseling	64	9	3	4			7	78%
Somerset Community Hospital	147	11	2	0			2	18%
Twin Lakes Center	195	19	0	0			0	0%
Family Behavioral Resources	138	13	5	4			9	69%
Youth Advocate Programs	40	6	8	5			13	217%
Footsteps Psychological Ser.	56	5	1	0			1	20%
Northwestern Human Services	41	4	0	0			0	0%
Mary E. Berge	34	3	0	0			0	0%
Integrated Behavioral Health	22	2	0	0			0	0%
Children's Aid Home	13	1	1	0			1	100%
NHS (Canal Ways)	54	5	0	0			0	0%
WDR/Cove Forge	37	3	0	0			0	0%
Pyramid Healthcare	74	7	0	0			0	0%
Recovery Concepts	79	7	0	0			0	0%
Peer Star	58	5	1	0			1	20%
Alliance Medical Services	119	11	1	6			7	62%
Bradley Center	22	2	0	0			0	0%
Pediatric Care Specialists	12	1	1	1			2	200%
NHS (Laurel Springs Center)	33	3	0	1			1	33%
Rhonda J. Clark	43	4	0	1			1	25%
Meadows	0	0	0	0			0	0%
Carrie Seslow	37	3	0	0			0	0%
Aloysia Hall (Conemaugh)	0	0	0	0			0	0%
Others	35	83	11	10			21	25%
<b>Totals</b>	<b>5205</b>	<b>534</b>	<b>140</b>	<b>152</b>	<b>0</b>	<b>0</b>	<b>292</b>	<b>55%</b>

\* Target surveys based on estimated members not "incidences of service"

**VI. Provider Responses to 1<sup>st</sup> Quarter C/FST Report**

*The below comments are shown in recognition of the time, attention and interest providers have shown, in listening to and utilizing C/FST data as an additional input in their internal QI processes.*

- No provider responses were requested on the 1<sup>st</sup> Quarter Report -

***Were there trends identified that you were not aware of?***

***Did these survey results reflect existing performance improvement areas?***

***What performance improvement efforts will you be developing based on these survey results?***

***Other Provider Comments.***



***VII. PerformCare Response to 1<sup>st</sup> Quarter C/FST Quarterly Report***

No response was requested on the 1<sup>st</sup> Quarter (July-September 2016) Report

## VIII. *Technical Notes*

### A. Projected Surveys – July 1, 2016 – June 30, 2017

The Center for Behavioral Health Data Research, Inc. (CBHDR) has been contracted by BHSSBC to manage the Somerset-Bedford C/FST and to conduct 534 C/FST surveys between July 1, 2016 and June 30, 2017. This number was increased from 491 surveys in the previous year in order to be more consistent with a targeted sample size and to represent the increased membership. This represents approximately 2.4% of Somerset-Bedford's HealthChoices membership and approximately 18.3% of individuals receiving behavioral health services.

### B. Focus

**The targeted survey activity includes 323 Somerset and 211 Bedford C/FST surveys. The sub-targets by member category include 347 adults, 73 youth and 114 families with individual sub-targets for each of those categories for each county.** Additionally, CBHDR will achieve a representative sampling of all service levels, age groupings, gender, zip code and providers.

CBHDR will work with BHSSBC to incorporate both provider and PerformCare review and comments of the C/FST Quarterly Report(s) regarding member responses that vary from established benchmarks into subsequent quarterly reports. These reviews and comments will include observations and intended actions based on member comments regarding access, recovery orientation and treatment outcomes, as well as any systematic issues that have been identified.

The Somerset-Bedford C/FST will also work to increase participation in and collaboration (sharing of data) with PerformCare and BHSSBC committees, Community Support Program (CSP) and NAMI.

### C. C/FST Survey Process

The survey instruments were developed under the guidance and direction of BHSSBC and the *Somerset-Bedford C/FST Advisory Committee* consistent with the requirements and guidelines of *DPW's Appendix L*. The Committee is comprised of individuals representing PerformCare adult, parent/family, and youth membership, county provider staff, and staff members of BHSSBC, PerformCare, and The Center for Behavioral Health Data Research, Inc. including the Somerset-Bedford C/FST Program Director.

Adult, family and youth survey questions are reviewed and evaluated annually for their relevance and effectiveness by the Advisory Committee and BHSSBC; additions, deletions, and changes are usually made to the questionnaires at the start of a new fiscal year in July.

Surveys are completed via two methods. The first method involved surveyors making visits to service area providers to conduct surveys with any PerformCare members who happened to be at the provider during that time and who wished to participate in the survey. The second method involved calling PerformCare members and offering to do face-to-face or phone surveys with them.

The interview questions are designed to determine member satisfaction and perceptions of PerformCare (the MCO), provider access, treatment experiences, recovery oriented practices and outcomes. Care has been taken to ensure that collection and analysis is standardized, accurate and provides formative reliable data on critical system indicators that can be used to drive change and improvement.

Many of the questions incorporate the Recovery Oriented System Indicators (ROSI) including those under: *Validated Personhood, Person Centered Decision Making & Choice, Self-Care, Wellness & Meaning, Rights & Informed Consent, and Treatment Options* as these primarily relate to the managed care organization and provider practices. ROSI questions also include community support and infrastructure including those under: *Community Integration, Social Relationships, Basic Life Resources, and Peer Support & Self-Help*. The C/FST also added questions from the Comprehensive, Continuous, Integrated System of Care (CCISC) model.

The member responses and results of the survey process are shared with the MCO and providers on a quarterly basis with each provider receiving its own specific member responses (in the aggregate) in addition to the overall report. The C/FST information is to become part of operational and clinical processes, assist in decision-making and help drive performance and quality. A key to this outcome is MCO and provider acknowledgement of, and response to, the process.

#### D. Survey Methodology Population/Sampling

***The overall sample size of 534 represents approximately 18.3% of Perform Care's Somerset-Bedford County behavioral health membership and yields a 95% confidence level with a plus/minus 4.6% margin of error when divided by the membership in Somerset and Bedford counties. The overall target sample of 534 is then divided by a specific provider's percent of Perform Care's membership to arrive at a target sample size for each individual provider. This is defined as a proportional-stratified sample for each provider.***

A comprehensive analysis was also conducted of Perform Care's membership/behavioral health service recipients in order to ensure completed surveys encompassed a representative sampling within specific service levels and age groups. The survey population consists of PerformCare members for whom claims were received through June 2016. The sample was stratified by age, service level, and zip code, and providers for adults included inpatient, outpatient, partial hospitalization, mobile mental health treatment, case management services, and substance abuse services. Service levels for youth included residential services; behavioral health rehabilitation services (BHRS), inpatient, partial hospitalization, outpatient services, and case management.




Some members receiving mental health services are contacted using a call list provided by PerformCare while other members are offered the opportunity for a face-to-face interview at a provider site. Members receiving drug & alcohol treatment services execute an informed consent, releasing their name and contact information, as part of the provider intake procedures. This is then mailed to the Somerset-Bedford County C/FST. These members are then contacted for an interview. Both Mental Health and D&A service recipients are interviewed at provider sites.

#### E. Data Analysis and Reporting

Survey instrument development, data entry, and data analysis were conducted using the SNAP software and incorporated Likert scale, multiple choice and narrative responses. In addition, participants were able to skip questions or stop the interview at any point during the data collection process. As a result, the number of respondents (N) for each question and the total number of surveys completed may vary.

Respondents were offered the choice of answering: "strongly agree", "agree", "neutral", "disagree", or "strongly disagree", and a straight "yes" or "no" to some questions. Other questions asked for a verbal opinion or reasons for an answer. Additionally, some questions provide for a non-applicable response, which can also alter the total when reconciling the "agree", "neutral" and, "disagree" responses.

An appropriate benchmark and color-coding system is utilized to highlight positive findings and better recognize areas requiring improvement – see following chart.

LEGEND	
The objective of adding colors to the Quarterly Report is to communicate member satisfaction results in a format that captures readers' attention and focuses analysis. The format should make it easier to identify areas of success versus areas that require improvement with increased interest in understanding member satisfaction scores	
	Above 90% Benchmark – <b>Satisfactory</b>
	Between 80%-89% - <b>Requires Monitoring</b>
	Below 80% - <b>Requires Action</b>

In addition to **Color Coding** data to identify changes, trends and issues, other refinements have also been added to the quarterly reports over the past three quarters. These include:

1. **Quarter-to-Quarter Analysis:** It is difficult to draw any conclusions from a single quarter, which represents a “snapshot” in time. Thus, a quarter-to-quarter comparison was added so that member responses can be tracked over time.
2. **Face-to-Face Variations:** The collected data is evaluated overall and then by source of interview, including that collected by telephone, compared to that data collected in face-to-face interviews. Additional narratives, highlighted in blue, appear following the data analysis charts if there were any significant variations in responses based on the source of collection.
3. **Sample Characteristics:** Significant variances in member responses between quarters are also evaluated by the size and characteristics of the member sample. Any variances in member age range, treatment service level or provider is also noted.
4. **Cross-Tabulation:** Using the SNAP software, member responses to a particular interview question can be evaluated by any other data characteristic including age, level of service, provider or treatment category.
5. **Quarterly Provider Tracking Form:** As one quarter of member responses are only a snap-shot in time, a quarterly provider tracking form was developed to show member responses by provider, by quarter, with a year-to-date average which is more useful in identifying trends, drawing conclusions and recommending improvements. This report also identifies the stratified/proportional sample size for the provider and compares that to actual surveys achieved.

These data analysis enhancements are designed to provide additional interpretative capability for the reader in order to develop useful information regarding member perceptions of treatment access, provider treatment, recovery orientation, and outcomes.

## F. Limitations

There are always limitations to the administration of a survey. The following is a discussion of two significant limitations experienced during the administration process.

1. When attempting to assess satisfaction among a sample population, a telephone survey has both advantages and disadvantages. One of the advantages is that the time needed for data collection is far less than what would be needed for either face-to-face interviews or a mailed survey. An additional advantage is that it provides a way to collect data, in a far more cost-effective manner than face-to-face interviewing. The major disadvantage to telephonic methodology is that consumers are eliminated from the survey if they have no access to a phone, or if the available phone number is inaccurate.
2. **Survey data obtained from members may be for service(s) rendered in a different time period than when the survey was actually conducted.** Thus, it is difficult to assume that changes in data between quarters (actual counts and percentage) represent trends – good or bad. It is best to review year-to-date data and both member and provider demographics within a particular survey period in order to place the results into perspective.

## ***IX. C/FST Program Member Assistance & Reporting***

### **A. Monthly Status & Problem Resolution**

Consistent with the requirements of DHS's Appendix L, BHSSBC, PerformCare, and the C/FST Program Director communicate on a regular basis and meet monthly. The ongoing dialogue focuses on a review of program implementation, compliance with Appendix L, evolving findings, removing barriers, the member request for assistance process, and outreach to un-served or underserved member identification.

### **B. Member Request for Assistance**

In cooperation with BHSSBC, the Somerset-Bedford C/FST developed a referral mechanism to assist members that identify service specific issues and concerns during the interview process. If the member desires to have their concern or issue immediately addressed, the surveyor obtains the member's consent to release the information, completes a Member Request for Assistance form, reviews it with the C/FST Program Director, and forwards the form to BHSSBC.

The form requires a description of the reason the member is requesting assistance and a desired resolution/outcome description from the member. The request is checked as either urgent or non-urgent and the member is advised they can expect to be contacted within the next 30 days or sooner, depending on the nature of the issue.

#### ***Anonymous Member Concern(s)***

In addition to a Member Request for Assistance, the C/FST surveyor may submit an Anonymous Member Concern form to BHSSBC in cases where the surveyor believes BHSSBC should be made aware of the member's concern but the member declined to release their contact information.

#### ***Critical Incident Reporting***

It is the responsibility of the C/FST surveyor to report any unusual incident that occurs during the interview process. This includes awareness of abuse or alleged abuse of a member, seclusion, restraint, alleged medication errors, or talk of suicide.

### C. Confidentiality, Consent and Protection of Participant Information

There are a number of mechanisms in place to safeguard confidentiality and protection of participant information.

1. Potential participants are assured of the confidentiality of their opinions.
2. Potential participants are also assured their opinions will not negatively affect the services they are currently receiving.
3. Individuals who indicated they did not wish to participate had their names or the name(s) of their child removed from the list of potential participants and were not contacted again.
4. Everyone contacted via telephone received another explanation of the survey during the survey introduction and were given another opportunity to opt in or out of participation.
5. Employee Confidentiality Statements are completed annually, and prior to any interviews/surveys conducted on behalf of the Center for Behavioral Health Data Research, Inc. and Somerset-Bedford HealthChoices.
6. Policies and practices for the storage, access, and disposal of participant records are designed to protect personal information and maintain confidentiality.

The oversight and monitoring of interviewers and calls are in accordance with approved protocols and are implemented in collaboration with CBHDR and BHSSBC.