



Consumer Satisfaction Services, Inc.

Capital Region 4th Quarter Report April-June 2018

PREPARED FOR:

Capital Area Behavioral Health Collaborative (CABHC)

Prepared By

Consumer Satisfaction Services

4775 Linglestown Road

Suite 201

Harrisburg, PA 17112

(717) 651-1070

www.css-pa.org

Consumer Satisfaction Services, Inc.

Board of Directors

| | |
|------------------------|---------------------------|
| Chair | Steve Barndt |
| Vice Chair | Vacant |
| Secretary | Deborah Allen |
| Treasurer | Chris Kroft |
| Member at Large | Lisa Arifer-Polcha |

Staff

| | |
|---------------------------|--------------------------|
| Executive Director | Jessica Paul |
| C/FST Manager | Abby Robinson |
| Survey Specialists | Martha Mercurio |
| | Mary Schram |
| | Debra Helwig |
| | Glenn Dieffenbach |
| | Steve Horn |
| | Ross Seelhorst |
| | Sharon Pitts |

Consumer Satisfaction Services, Inc. (CSS) is a non-profit, tax exempt organization recognized by the Internal Revenue Service under Section 501 (C) (3) of the United States Tax Code.

Table of Contents

| | |
|---|-----------|
| Executive Summary | I |
| Request for Assistance | 1 |
| Survey Information | 2 |
| Demographic Information..... | 4 |
| Consumer Satisfaction..... | 6 |
| Total Satisfaction | 12 |
| Services | 14 |
| Outcomes of Services | 18 |
| Satisfaction with the Managed Care Organization..... | 20 |
| Consumer Comments | 29 |

Executive Summary

Survey Protocol

Consumer Satisfaction Services (CSS) is a consumer operated non-profit organization. CSS gives a voice to consumers, by giving them the opportunity to express their opinion of services received as well as their treatment wants and needs. CSS also helps to identify trends and institute change for future consumers. Half of the CSS Board of Directors and all staff are self-identified as being in mental health and/or substance abuse recovery, or identify as a family member.

All Consumer/Family Satisfaction Team (C/FST) surveyors have their criminal background check, child abuse history clearances and confidentiality statements updated on an annual basis and FBI clearances updated every 5 years.

Surveyors are present at the CSS office to schedule face-to-face appointments and occasional telephonic interviews. The surveyors schedule appointments using the consumer names provided by Capital Area Behavioral Health Collaborative.

The survey consists of 45 questions that cover topics including satisfaction with Perform Care, satisfaction with services being received, and the impact of services on over-all life improvement. Consumers are given the opportunity to decline a survey and are free to end the survey at any point. Consumers have the option to skip or refuse to answer any question, if they choose. The confidentiality of each consumer is protected and any identifying information will be removed to ensure that protection.

Statistical Analysis

Consumer Satisfaction Services utilizes the data analysis programs SNAP and SPSS. The Mean Satisfaction Score is calculated for each individual based on responses to 28 of the survey questions. These 28 questions focus on satisfaction with services received and the perceived effects (outcomes) of services.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree) to 5 (Strongly Agree), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 (5*28) and the lowest possible score is 28 (1*28). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

CSS has set a benchmark for consumer responses in the Services and Outcomes of Services sections of this report. Strongly Agree and Agree scores of 85% or above indicate high satisfaction, and Strongly Disagree and Disagree scores of 15% or above indicate low levels of satisfaction requiring further exploration.

Frequencies may not sum to total (n=615) as individuals may have chosen not to respond to certain questions. Percentages may not sum to 100.0% due to rounding.

Survey Information

- Sample: The survey represents 615 ($n=615$) respondents from the Capital Region including 423 adult consumers (68.8%) and 192 child/adolescents (31.2%).
- Sample: Of the 423 adult consumers, 414 (97.9%) responded for themselves, 1 (0.2%) had a parent/guardian respond for them, and 8 (1.9%) responded for themselves with the additional input of a parent/guardian. Of the 192 child/adolescent consumers, 2 (1.0%) responded for themselves, 157 (81.6%) had a parent/guardian respond for them, and 33 (17.2%) responded for themselves with the additional input of a parent/guardian.
- Level of Care: In all, 1 treatment level of care was accessed by respondents and is included in this reporting period, Mental Health Outpatient services.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected from 28 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 615 interviews 554 (90.1%) were face-to-face and 61 (9.9%) were conducted by phone.

Services

The survey has 17 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

Both adult and child/adolescent respondents reported high levels of satisfaction (85% or greater satisfaction) for the following question:

- 90.4% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 88.3% My provider asks my permission before sharing my personal information Q20.
- 87.8% I was informed about my rights and responsibilities regarding the treatment I have received Q17.
- 85.2% I feel comfortable in asking questions regarding my treatment Q18.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 23.1% I have the option to change my service provider should I choose to Q16.
- 20.3% I was given information on how to get additional community resources that I needed Q14.
- 18.5% My service provider spends adequate time with me Q19.
- 18.4% My provider discussed other services that may benefit me in my treatment/recovery Q15.

- 18.2% Child/Adolescent: I trust my service provider Q22.
- 18.0% Overall, I am satisfied with the services I am receiving Q29.
- 17.9% My service provider explained the limitations of my therapy or treatment Q28.
- 15.8% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 15.6% Child/Adolescent: My service provider explained the advantages of my therapy or treatment Q27.
- 15.4% I feel safe at this facility Q23.
- 15.1 % Child/Adolescent: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.

Outcomes of Services

The survey asks consumers 11 questions about how much they feel their life has improved based on receiving services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 43.9% to 67.3% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 23.6% to 32.4% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.4% to 12.7% of consumer's responses reflect that things are worse as a result of services.

* Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them, with these cases removed, 55.6% reported that participation in school or work activities as better or much better, 36.2% reported no change, and 8.2% reported this as worse or much worse. This is a more accurate representation of the data.

We welcome questions, comments and suggestions. Please contact:

**Abby Robinson
C/FST Manager
4775 Linglestown Road
Harrisburg PA, 17112
(717) 651-1070**

Request for Assistance

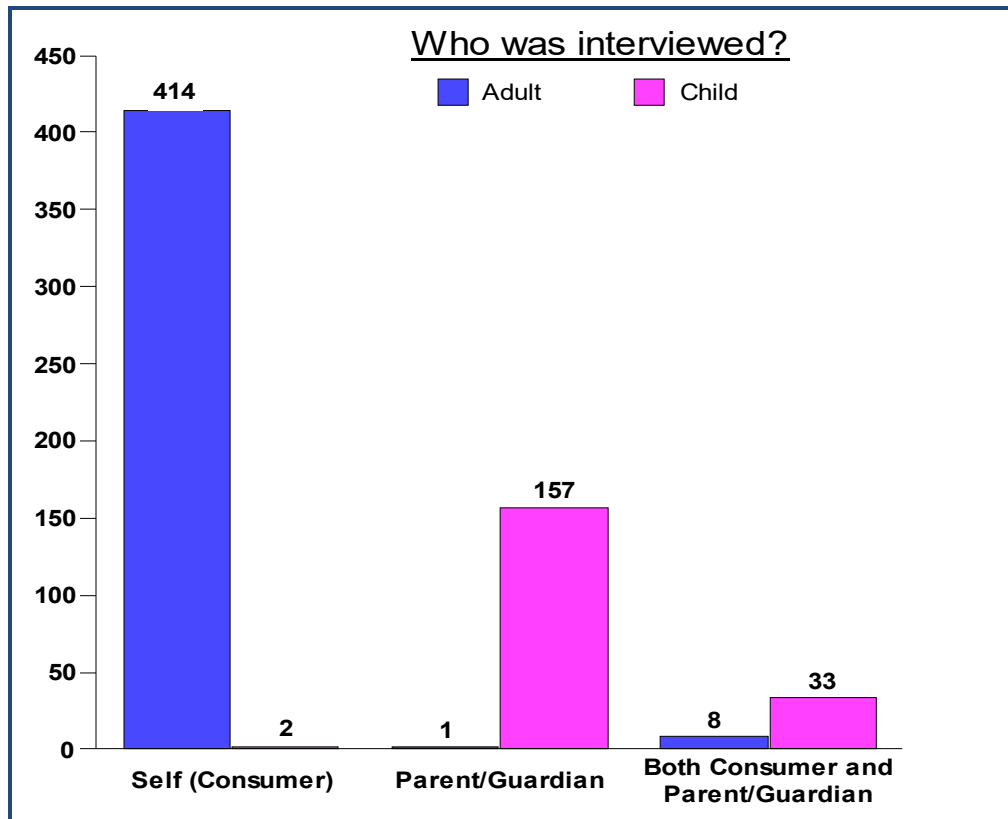
During the interview, if a Consumer indicates they are unhappy about something with their provider (based on the service and provider that is the focus of the survey), Perform Care or any other part of the behavioral health system that can reasonably be addressed, the surveyor will ask the Consumer if they would like them (surveyor/CSS) to communicate this concern to the party they have a concern with. This is known as the Request for Assistance (RFA). A completed Request for Assistance is forwarded to Perform Care and Capital Area Behavioral Health Collaborative (CABHC) for action steps and follows up.

- CSS had no Requests for Assistance for the 4th Quarter 17-18.

* If at any point during the survey a consumer reports an event or situation where they felt that they were mistreated by their provider, CSS automatically offers to conduct a Request for Assistance. If the consumer declines the RFA, CSS records the event and it is reported in the provider specific report within the consumer comments.

Survey Information

- Sample: The survey represents 615 ($n=615$) respondents from the Capital Region including 423 adult consumers (68.8%) and 192 child/adolescents (31.2%).
- Sample: Of the 423 adult consumers, 414 (97.9%) responded for themselves, 1 (0.2%) had a parent/guardian respond for them, and 8 (1.9%) responded for themselves with the additional input of a parent/guardian. Of the 192 child/adolescent consumers, 2 (1.0%) responded for themselves, 157 (81.6%) had a parent/guardian respond for them, and 33 (17.2%) responded for themselves with the additional input of a parent/guardian.



- Level of Care: In all, 1 treatment level of care was accessed by respondents and is included in this reporting period, Mental Health Outpatient services.
- Methods: Data was collected by 7 interviewers.
- Treatment Facility: Data was collected from 28 Treatment Facilities that served members from the Capital Region.
- Type: Overall, of the 615 interviews 554 (90.1%) were face-to-face and 61 (9.9%) were conducted by phone.

Below is a table of the method of interview by county.

| | Total | County of Residence | | | | |
|--------------|-------|---------------------|---------------|---------------|--------------|-------------|
| | | Cumberland | Dauphin | Lancaster | Lebanon | Perry |
| Total | 615 | 133 21.60% | 203 33.00% | 177 28.80% | 71 11.50% | 31 5.00% |
| Adult | | | | | | |
| In Person | 392 | 91 23.20% | 142 36.20% | 102 26.00% | 39 9.90% | 18 4.60% |
| Phone | 31 | 10 32.30% | 7 22.60% | 11 35.50% | 2 6.50% | 1 3.20% |
| Child | | | | | | |
| In Person | 162 | 30 18.50% | 47 29.00% | 53 32.70% | 24 14.80% | 8 4.90% |
| Phone | 30 | 2 6.70% | 7 23.30% | 11 36.70% | 6 20.00% | 4 13.30% |

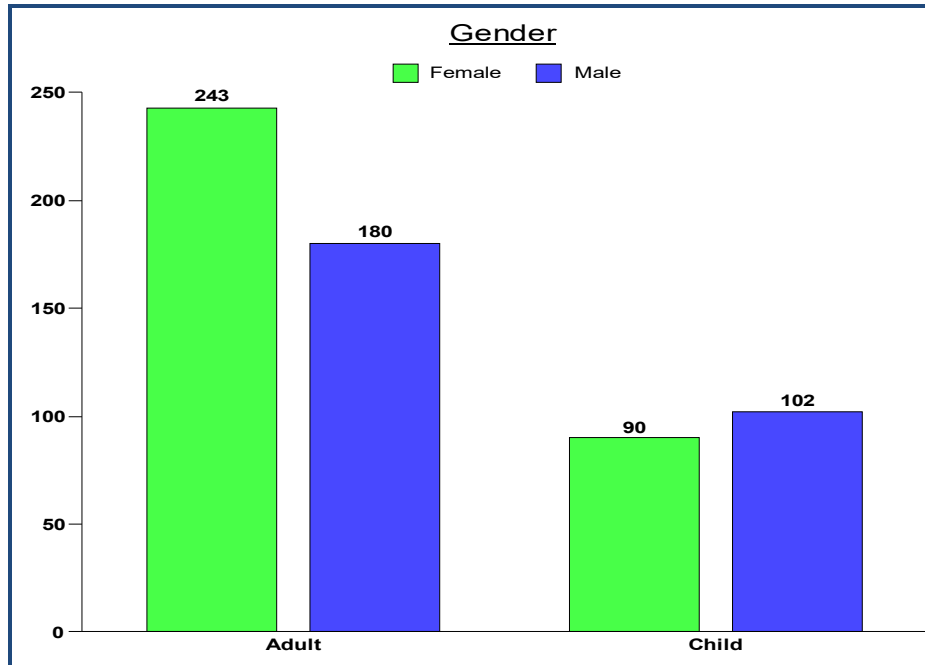
County of Residence:

The table below shows the county of residence in alphabetical order. The largest number of respondents reported residence in Dauphin County (33.0%). The remaining respondents reported residence in Lancaster (28.8%), Cumberland (21.6%), Lebanon (11.5%), and Perry (5.0%).

| | Total | County of Residence | | | | |
|-------|-------|---------------------|---------------|---------------|--------------|-------------|
| | | Cumberland | Dauphin | Lancaster | Lebanon | Perry |
| Total | 615 | 133 21.60% | 203 33.00% | 177 28.80% | 71 11.50% | 31 5.00% |
| Adult | 423 | 101 23.90% | 149 35.20% | 113 26.70% | 41 9.70% | 19 4.50% |
| Child | 192 | 32 16.70% | 54 28.10% | 64 33.30% | 30 15.60% | 12 6.30% |

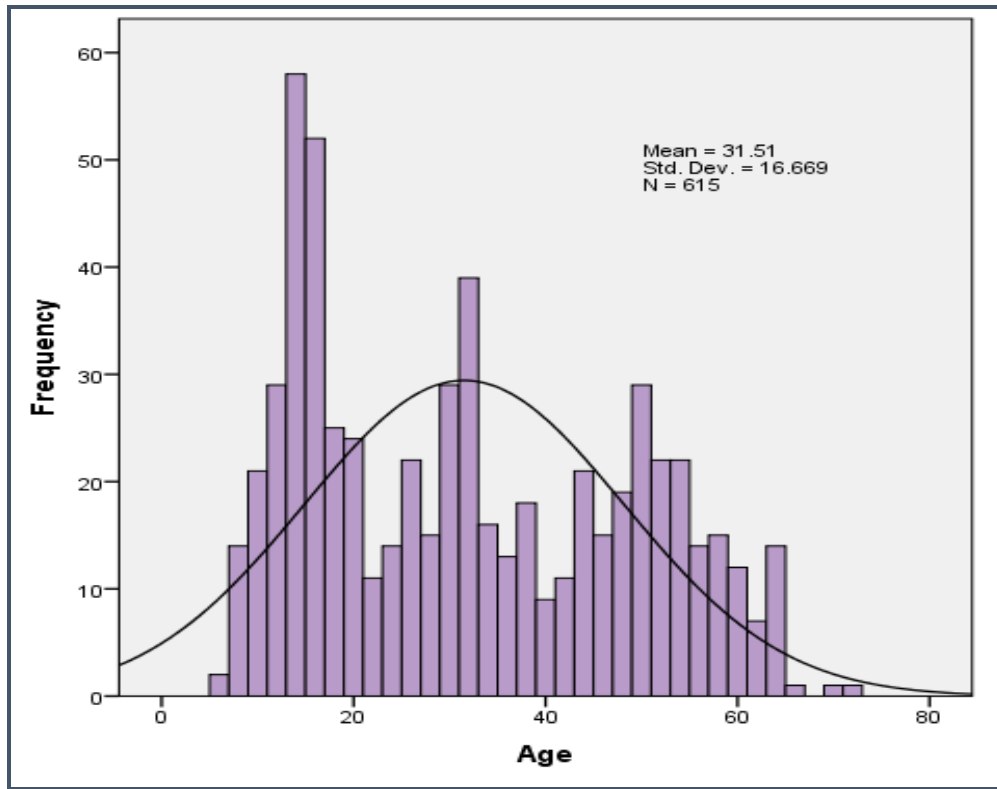
Demographic Information

- Gender: Overall, the sample is 54.1% female (333) and 45.9% male (282). Of the 423 adult consumers, 57.4% female (243) and 42.6% male (180). Of the 192 child/adolescent consumers, 46.9% female (90) and 53.1% male (102).



- Age: Age of all respondents ranged from 6-72 years, with a mean age of 31.51 (SD 16.669).

Age of All Respondents



- Race: 339 respondents (55.1%) reported their race as White/Caucasian, 110 (17.9%) as African American, 96 (15.6%) as Hispanic/Latino, 46 (7.5%) as Multi-Racial, 15 (2.4%) as Other, 5 (0.8%) as Native American/American Indian, 3 (0.5%) as Asian/Pacific Islander, and 1 (0.2%) did not answer this question.

| | Total | Is the interview for an ADULT or CHILD | |
|-----------------------------------|-------|--|---------------|
| | | Adult | Child |
| Base | 615 | 423 68.80% | 192 31.20% |
| Race | | | |
| African American | 110 | 81 73.60% | 29 26.40% |
| Asian/Pacific Islander | 3 | 3 100.00% | 0 0 |
| Hispanic/Latino | 96 | 64 66.70% | 32 33.30% |
| Native American / American Indian | 5 | 4 80.00% | 1 20.00% |
| White / Caucasian | 339 | 234 69.00% | 105 31.00% |
| Multi-Racial | 46 | 24 52.20% | 22 47.80% |

| | | | |
|----------------|----|--------------|-------------|
| Other | 15 | 12 80.00% | 3 20.00% |
| Did not answer | 1 | 1 100.00% | 0 0 |

Consumer Satisfaction

This section of the report looks at different dimensions of consumer satisfaction with services and also reports on any statistically significant difference in total satisfaction. Satisfaction scores are calculated using a mean score.

Each question has 5 possible responses that are included in the Mean Satisfaction Score. The responses range from 1 (Strongly Disagree) to 5 (Strongly Agree), this is called a Likert Scale. Higher scores represent higher satisfaction. All of these numbers are combined (added up) and that number is divided by the total number of questions (28) and that is how we calculate the Mean Satisfaction Score or the average score for one respondent. The highest possible score is 140 (5*28) and the lowest possible score is 28 (1*28). The mean scores of each survey are then combined to find the Total Satisfaction Score or the average score based on all responses.

Total Satisfaction Score is compared with other demographic information in an attempt to identify statistically significant differences.

The use of the word 'significant' in this document indicates that the observed differences in the data have been evaluated using appropriate statistical methods with the alpha level set = .05. A significant trend indicates a probability level which approaches significance i.e. the probability level is between .05 and 1.0.

This section includes questions involving provider satisfaction surveys, service delays, and emergency treatment.

- Survey Information: Overall, 189 of the 615 respondents (30.7%) reported they had been interviewed by their provider within the last year, 356 (57.9%) reported they had not been interviewed, 65 (10.6%) were not sure, and 5 (0.8%) reported that this question did not apply to them.

| | Base | Has your provider interviewed you on your satisfaction level with services during the last year? | | | |
|----------------------|------|--|---------------|--------------|------------|
| | | Yes | No | Not sure | N/A |
| Total | 615 | 189 30.70% | 356 57.90% | 65 10.60% | 5 0.80% |
| Age Type | | | | | |
| Adult | 423 | 132 31.20% | 246 58.20% | 43 10.20% | 2 0.50% |
| Child/ Adolescent | 192 | 57 29.70% | 110 57.30% | 22 11.50% | 3 1.60% |

| Total Satisfaction Score | | | | |
|--|----------|-----|--------|----------------|
| Has your provider interviewed you on your satisfaction level with services during the last year? | | N | Mean | Std. Deviation |
| Adult | Yes | 132 | 113.82 | 12.19 |
| | No | 246 | 105.40 | 15.53 |
| | Not sure | 43 | 103.74 | 14.03 |
| | N/A | 2 | 102.50 | 28.99 |
| | Total | 423 | 107.85 | 14.98 |
| Child/Adolescent | Yes | 57 | 109.31 | 12.22 |
| | No | 110 | 99.27 | 22.51 |
| | Not sure | 22 | 106.34 | 13.23 |
| | N/A | 3 | 94.54 | 21.72 |
| | Total | 192 | 102.99 | 19.48 |

Our analysis indicates that adult and child/adolescent consumers who were not interviewed by their provider during the last year reported significantly lower total satisfaction than those who were interviewed by their provider during last year.

Service Delay:

- Of the 615 consumers, 53 (8.6%) reported that they experienced some delay before beginning treatment. 448 consumers (72.8%) reported no delay before beginning treatment, and 114 (18.5%) consumers felt that this question did not apply to them.

| | Base | Q11 Were there delays before starting these services? | | |
|----------------------|------|---|---------------|---------------|
| | | Yes | No | N/A |
| Total | 615 | 53 8.60% | 448 72.80% | 114 18.50% |
| Age Type | | | | |
| Adult | 423 | 27 6.40% | 321 75.90% | 75 17.70% |
| Child/ Adolescent | 192 | 26 13.50% | 127 66.10% | 39 20.30% |

| Total Satisfaction Score | | | | |
|---|-------|-----|----------|----------------|
| Q11 Were there delays before starting these services? | | N | Mean | Std. Deviation |
| Adult | Yes | 27 | 102.6450 | 18.03231 |
| | No | 321 | 108.3103 | 15.02154 |
| | N/A | 75 | 107.7287 | 13.34738 |
| | Total | 423 | 107.8455 | 14.97590 |
| Child/Adolescent | Yes | 26 | 100.4191 | 25.78535 |
| | No | 127 | 101.8628 | 18.73746 |
| | N/A | 39 | 108.3514 | 16.36287 |
| | Total | 192 | 102.9853 | 19.48127 |

Our analysis indicated no significant differences in total satisfaction based on service delays.

Emergency Treatment: 294 of the 615 respondents (47.8%) indicated they needed emergency mental health or substance abuse service during the past year, 315 respondents (51.2%) reported that they did not need emergency service and 6 (1.0%) reported that they were not sure.

- Satisfaction with emergency services was rated on a 5 point scale from 1 (Not at All) to 5 (Very Satisfied). The mean rating of satisfaction was 3.68 with standard deviation 1.341.

| | Total | Q42a If yes, how satisfied are you with the help you received? | | | | |
|----------------------|-------|--|--------------|------------|---------------|----------------|
| | | Not At All | Somewhat | Neither | Satisfied | Very Satisfied |
| Total | 290 | 36 12.40% | 34 11.70% | 4 1.40% | 130 44.80% | 86 29.70% |
| Age Type | | | | | | |
| Adult | 200 | 18 9.00% | 24 12.00% | 3 1.50% | 97 48.50% | 58 29.00% |
| Child/ Adolescent | 90 | 18 20.00% | 10 11.10% | 1 1.10% | 33 36.70% | 28 31.10% |

Total Satisfaction Demographic Analysis

| Total Satisfaction Score | | | | |
|--------------------------|-----------------------------------|-----|--------|----------------|
| Who was interviewed | | N | Mean | Std. Deviation |
| Adult | Self (Consumer) | 414 | 108.02 | 14.91 |
| | Parent/Guardian | 1 | 97.00 | . |
| | Both Consumer and Parent/Guardian | 8 | 100.18 | 18.07 |
| | Total | 423 | 107.85 | 14.98 |
| Child/Adolescent | Self (Consumer) | 2 | 106.38 | 4.78 |
| | Parent/Guardian | 157 | 101.09 | 20.36 |
| | Both Consumer and Parent/Guardian | 33 | 111.79 | 12.09 |
| | Total | 192 | 102.99 | 19.48 |

Our analysis indicates that child/adolescent consumers who answered with additional input from a parent/guardian reported significantly greater total satisfaction than child/adolescent consumers whose parent/guardian responded for them.

| Total Satisfaction Score | | | |
|--------------------------|---|------|----------------|
| County of Residence | N | Mean | Std. Deviation |
| | | | |

| | | | | |
|------------------|------------|-----|----------|----------|
| Adult | Cumberland | 101 | 105.0436 | 13.94424 |
| | Dauphin | 149 | 107.8703 | 16.60366 |
| | Lancaster | 113 | 108.2324 | 13.29234 |
| | Lebanon | 41 | 109.6349 | 13.16357 |
| | Perry | 19 | 116.3841 | 17.24583 |
| | Total | 423 | 107.8455 | 14.97590 |
| Child/Adolescent | Cumberland | 32 | 102.8393 | 16.27237 |
| | Dauphin | 54 | 111.6685 | 16.07220 |
| | Lancaster | 64 | 96.4549 | 21.63535 |
| | Lebanon | 30 | 107.8659 | 16.19908 |
| | Perry | 12 | 86.9277 | 16.17900 |
| | Total | 192 | 102.9853 | 19.48127 |

Our analysis indicates that adult consumers who reside in Cumberland County report significantly lower total satisfaction than those who reside in Perry County. Child/Adolescent consumers who reside in Perry and Lancaster Counties report significantly lower total satisfaction than consumers who reside in Dauphin and Lebanon Counties.

| Total Satisfaction Score | | | | |
|--------------------------|-----------------------------------|-----|----------|----------------|
| Race | | N | Mean | Std. Deviation |
| Adult | African American | 81 | 108.2058 | 17.04070 |
| | Asian/Pacific Islander | 3 | 112.3775 | 13.52806 |
| | Hispanic/Latino | 64 | 110.5865 | 10.79121 |
| | Native American / American Indian | 4 | 101.3791 | 16.90255 |
| | White / Caucasian | 234 | 107.5829 | 14.83913 |
| | Multi-Racial | 24 | 104.3012 | 14.30284 |
| | Other | 12 | 106.4328 | 21.21157 |
| | Did not answer | 1 | 79.0000 | . |
| | Total | 423 | 107.8455 | 14.97590 |
| Child/Adolescent | African American | 29 | 112.6015 | 11.02328 |
| | Asian/Pacific Islander | | | |
| | Hispanic/Latino | 32 | 109.0746 | 13.84132 |
| | Native American / American Indian | 1 | 99.6117 | . |
| | White / Caucasian | 105 | 98.4337 | 19.73247 |
| | Multi-Racial | 22 | 103.7364 | 26.16097 |
| | Other | 3 | 100.0000 | 33.06055 |
| | Did not answer | | | |
| | Total | 192 | 102.9853 | 19.48127 |

Our analysis indicates that Child/Adolescent consumers who identify as White/Caucasian report significantly lower total satisfaction than Child/Adolescent consumers who identify as African American and Hispanic/Latino.

| Total Satisfaction Score | | | | |
|--------------------------|-----------|-----|----------|----------------|
| Method of Interview | | N | Mean | Std. Deviation |
| Adult | In Person | 392 | 107.9385 | 14.69047 |
| | Phone | 31 | 106.6695 | 18.45457 |
| | Total | 423 | 107.8455 | 14.97590 |
| Child/Adolescent | In Person | 162 | 104.6618 | 18.37410 |
| | Phone | 30 | 93.9319 | 22.90853 |
| | Total | 192 | 102.9853 | 19.48127 |

Our analysis indicates that Child/Adolescent consumers who were interviewed over the phone reported significantly lower total satisfaction than Child/Adolescent consumers who were interviewed in person.

Mean Satisfaction of Treatment Facilities

- Data was collected from 28 Treatment Facilities in the Capital Region. The distribution of respondents is presented below. To help with interpretation, scores highlighted in **Green** (113-140) indicate a high level of satisfaction, scores highlighted in **Yellow** (85-112) indicate some level of satisfaction and scores highlighted in **Red** (below 84) indicate some level of dissatisfaction.

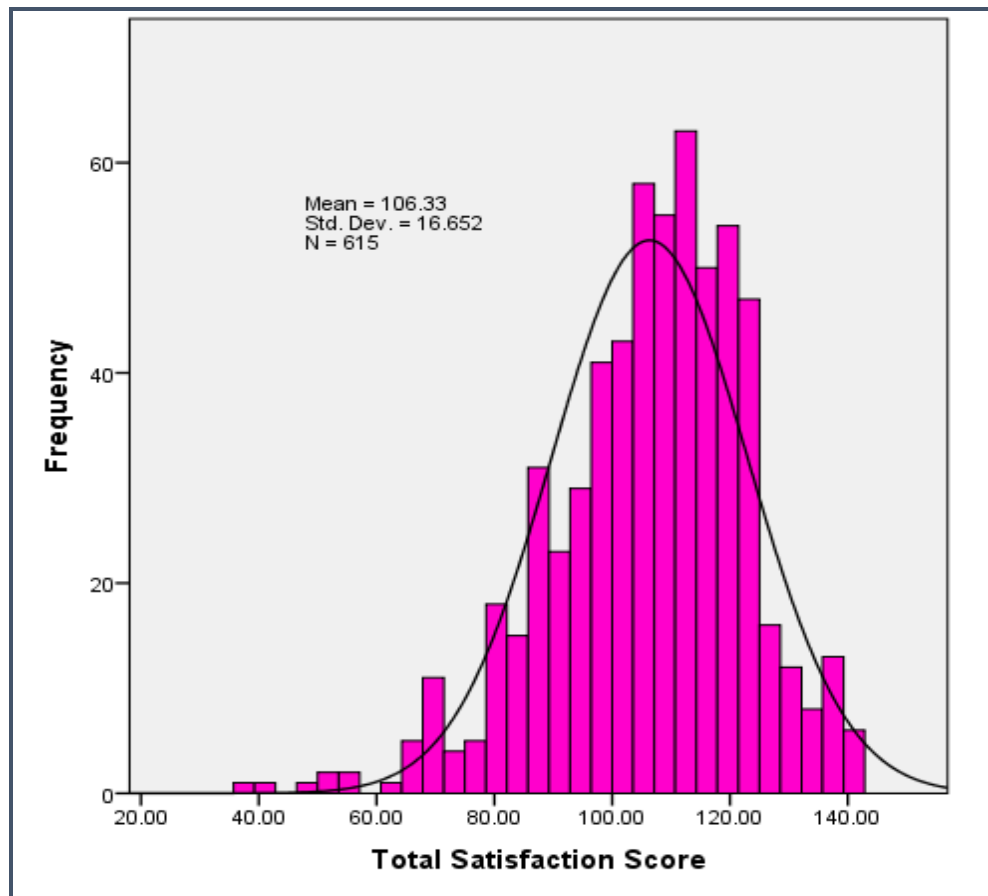
| Total Satisfaction Score | | | |
|---|-----|--------|----------------|
| Name of Treatment Facility | N | Mean | Std. Deviation |
| HOLY SPIRIT HOSPITAL | 35 | 112.82 | 15.59 |
| BRANDYWINE HOSPITAL PRO FEE GROUP | 4 | 111.63 | 19.82 |
| LANCASTER REGIONAL MEDICAL CENTER | 22 | 111.55 | 10.39 |
| J C BLAIR MEMORIAL HOSPITAL | 1 | 109.98 | . |
| POTTSVILLE HOSPITAL & WARNE | 1 | 109.76 | . |
| PHILHAVEN | 98 | 108.65 | 14.32 |
| PENNSYLVANIA PSYCHIATRIC INSTITUTE | 133 | 108.40 | 15.86 |
| HOSPITAL CHAMBERSBURG | 6 | 108.09 | 9.16 |
| LANCASTER GENERAL HOSPITAL | 31 | 107.89 | 14.11 |
| BELMONT BEHAVIORAL HOSPITAL | 16 | 106.66 | 17.14 |
| BROOK LANE PSYCH CENTER INC | 17 | 105.43 | 16.62 |
| BROOKE GLEN BEHAVIORAL HOSPITAL | 18 | 105.10 | 17.61 |
| HAVEN BEHAVIORAL HOSPITAL OF EASTERN PA | 26 | 104.99 | 17.28 |
| SOUTHWOOD PSYCHIATRIC HOSPITAL | 4 | 104.42 | 12.80 |

| | | | |
|-------------------------------------|-----|--------|-------|
| FOUNDATIONS BEHAVIORAL HEALTH | 13 | 103.84 | 19.94 |
| UHS OF PENNSYLVANIA INC | 37 | 103.83 | 18.90 |
| KIDSPEACE | 27 | 103.45 | 18.82 |
| FAIRMOUNT BEHAVIORAL HEALTH SYSTEM | 28 | 103.43 | 19.04 |
| YORK HOSPITAL ALS | 5 | 103.04 | 11.68 |
| ROXBURY PSYCHIATRIC HOSPITAL | 65 | 102.41 | 18.09 |
| EAGLEVILLE HOSPITAL | 5 | 101.01 | 22.91 |
| EPHRATA COMMUNITY HOSPITAL | 3 | 100.84 | 14.81 |
| FRIENDS BEHAVIORAL HEALTH SYSTEM LP | 3 | 100.81 | 3.72 |
| WESTERN PSYCH INST/PRESBY UNIV | 2 | 96.86 | 25.31 |
| DEVEREUX FOUNDATION | 7 | 95.06 | 18.08 |
| ROCKFORD CENTER | 6 | 88.98 | 29.51 |
| GEISINGER MED CENTER | 1 | 87.78 | . |
| SHEPPARD AND ENOCH PRATT HSP | 1 | 83.66 | . |
| Total | 615 | 106.33 | 16.65 |

Total Satisfaction

Overall Satisfaction: CSS includes 28 questions in the Total Satisfaction Score (TSS). These are questions 13-40 on the survey. Each question has 5 possible responses that are figured into the score. The responses ranged from 1 (Strongly Disagree/Much Worse) to 5 (Strongly Agree/Much Better). Higher scores on questions represent higher satisfaction. The scale has a range of 28-140. Scores 113-140 indicate a high level of satisfaction, scores 85-112 indicate some level of satisfaction and scores below 84 indicate some level of dissatisfaction.

- The overall mean for all respondents for Total Satisfaction Score (TSS) was 106.33 with a standard deviation 16.652 indicating some level of satisfaction. The TSS scores ranged from 37.70 – 140. As can be seen in the histogram below, the distribution of TSS is concentrated in the positive direction.

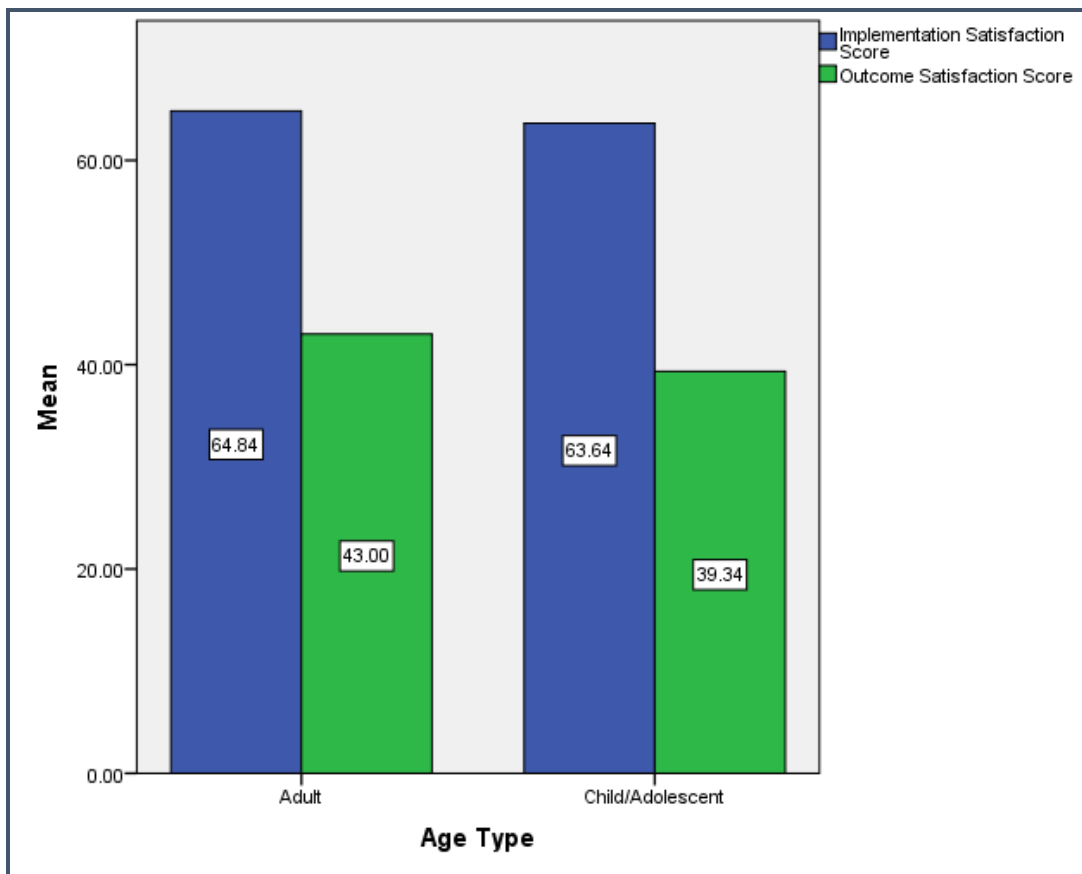


Mean Satisfaction with Services and Outcomes of Services

To help with interpretation, services scores ranged from 36-85. Scores 68-85 indicate a high level of satisfaction, scores 51-67 indicate some level of satisfaction and scores below 50 indicate some level of dissatisfaction with services.

Outcomes of services scores ranged from 11-55. Scores 44-55 indicate a high level of satisfaction, scores 33-43 indicate some level of satisfaction and scores below 33 indicate some level of dissatisfaction with outcomes of services.

To try to understand what aspects of service were influencing satisfaction, the set of satisfaction items were sorted into items relating to services and items relating to outcome of services. The mean levels of satisfaction on these two sub-scales are presented below for reference.



Services

The survey has 17 questions that ask the consumer about their satisfaction with the services they receive. According to survey responses, consumers report some level of satisfaction with their services.

Both adult and child/adolescent respondents reported high levels of satisfaction (85% or greater satisfaction) for the following questions:

- 90.4% Program staff respects my ethnic, cultural and religious background in my recovery/treatment Q21.
- 88.3% My provider asks my permission before sharing my personal information Q20.
- 87.8% I was informed about my rights and responsibilities regarding the treatment I have received Q17.

- 85.2% I feel comfortable in asking questions regarding my treatment Q18.

While satisfaction is generally high, further exploration is warranted for the following questions and is with regards to both adult and child/adolescent respondents, unless otherwise noted (15% or greater reported dissatisfaction):

- 23.1% I have the option to change my service provider should I choose to Q16.
- 20.3% I was given information on how to get additional community resources that I needed Q14.
- 18.5% My service provider spends adequate time with me Q19.
- 18.4% My provider discussed other services that may benefit me in my treatment/recovery Q15.
- 18.2% Child/Adolescent: I trust my service provider Q22.
- 18.0% Overall, I am satisfied with the services I am receiving Q29.
- 17.9% My service provider explained the limitations of my therapy or treatment Q28.
- 15.8% My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services Q13.
- 15.6% Child/Adolescent: My service provider explained the advantages of my therapy or treatment Q27.
- 15.4% I feel safe at this facility Q23.
- 15.1 % Child/Adolescent: My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process Q24.

Summary responses from the Total group of respondents (N=615) are presented in Table 1.
Summary responses from the Total group Adult respondents (N=423) are presented in Table 2.
Summary responses from the Total group Child/Adolescent of respondents (N=192) are presented in Table 3.

Table 1 – Total Satisfaction – Services Questions

| N=615 | % 4 or 5 Agree or Strongly Agree | % 1 or 2 Disagree or Strongly Disagree | Mean | Standard Deviation | % Reported Does Not Apply |
|--|----------------------------------|--|------|--------------------|---------------------------|
| 13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services. | 74.3 | 15.8 | 2.7 | 0.9 | 2.4 |
| 14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training). | 66.7 | 20.3 | 2.8 | 1.2 | 7.6 |

| | | | | | |
|---|------|------|-----|-----|-----|
| 15. My provider discussed other services that may benefit me in my treatment/recovery. | 74.0 | 18.4 | 2.6 | 0.9 | 2.0 |
| 16. I have the option to change my service provider should I choose to. | 66.0 | 23.1 | 2.5 | 1.0 | 2.6 |
| 17. I was informed about my rights and responsibilities regarding the treatment I have received. | 87.8 | 6.7 | 2.8 | 0.6 | 0.7 |
| 18. I feel comfortable in asking questions regarding my treatment. | 85.2 | 9.6 | 2.8 | 0.7 | 0.7 |
| 19. My service provider spends adequate time with me. | 72.7 | 18.5 | 2.6 | 0.8 | 0.5 |
| 20. My provider asks my permission before sharing my personal information. | 88.3 | 5.7 | 2.9 | 0.6 | 1.8 |
| 21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment. | 90.4 | 2.3 | 3.0 | 0.6 | 2.1 |
| 22. I trust my service provider. | 78.0 | 14.5 | 2.7 | 0.8 | 0.5 |
| 23. I feel safe at this facility. | 78.2 | 15.4 | 2.7 | 0.8 | 0.8 |
| 24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 79.2 | 13.7 | 2.7 | 0.8 | 2.0 |
| 25. I am included in the development of my treatment/recovery plan and goals for recovery. | 83.1 | 11.4 | 2.7 | 0.7 | 1.1 |
| 26. I am an important part of the treatment process. | 80.3 | 13.3 | 2.7 | 0.8 | 1.0 |
| 27. My service provider explained the advantages of my therapy or treatment. | 79.8 | 13.5 | 2.7 | 0.8 | 1.1 |
| 28. My service provider explained the limitations of my therapy or treatment. | 73.2 | 17.9 | 2.6 | 0.9 | 1.8 |
| 29. Overall, I am satisfied with the services I am receiving. | 75.4 | 18.0 | 2.6 | 0.8 | 0.8 |

Table 2 – Total Satisfaction – Services Questions - ADULT

| | % 4 or 5 Agree or Strongly Agree | % 1 or 2 Disagree or Strongly Disagree | Mean | Standard Deviation | % Reported Does Not Apply |
|--|----------------------------------|--|------|--------------------|---------------------------|
| N=423 | | | | | |
| 13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services. | 72.6 | 15.8 | 2.7 | 0.9 | 2.4 |
| 14. I was given information on how to get additional community resources that I needed (example: transportation, child care, employment training). | 69.0 | 17.7 | 2.8 | 1.2 | 6.9 |

| | | | | | |
|---|------|------|-----|-----|-----|
| 15. My provider discussed other services that may benefit me in my treatment/recovery. | 74.7 | 16.1 | 2.7 | 0.9 | 1.9 |
| 16. I have the option to change my service provider should I choose to. | 64.8 | 23.9 | 2.5 | 1.0 | 2.4 |
| 17. I was informed about my rights and responsibilities regarding the treatment I have received. | 87.0 | 7.3 | 2.8 | 0.6 | 0.5 |
| 18. I feel comfortable in asking questions regarding my treatment. | 84.9 | 9.0 | 2.8 | 0.6 | 0.5 |
| 19. My service provider spends adequate time with me. | 75.2 | 17.5 | 2.6 | 0.8 | 0.0 |
| 20. My provider asks my permission before sharing my personal information. | 88.9 | 4.7 | 2.9 | 0.6 | 1.4 |
| 21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment. | 92.7 | 1.9 | 2.9 | 0.5 | 0.9 |
| 22. I trust my service provider. | 81.3 | 12.8 | 2.7 | 0.7 | 0.0 |
| 23. I feel safe at this facility. | 79.7 | 13.9 | 2.7 | 0.8 | 0.7 |
| 24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 78.7 | 13.0 | 2.8 | 0.9 | 2.4 |
| 25. I am included in the development of my treatment/recovery plan and goals for recovery. | 84.6 | 9.9 | 2.8 | 0.7 | 1.2 |
| 26. I am an important part of the treatment process. | 79.9 | 13.5 | 2.7 | 0.8 | 0.9 |
| 27. My service provider explained the advantages of my therapy or treatment. | 80.9 | 12.5 | 2.7 | 0.8 | 0.9 |
| 28. My service provider explained the limitations of my therapy or treatment. | 73.8 | 16.8 | 2.6 | 0.8 | 1.2 |
| 29. Overall, I am satisfied with the services I am receiving. | 79.0 | 15.6 | 2.7 | 0.8 | 0.7 |

Table 3 – Total Satisfaction – Services Questions – CHILD/ADOLESCENT

| | % 4 or 5 Agree or Strongly Agree | % 1 or 2 Disagree or Strongly Disagree | Mean | Standard Deviation | % Reported Does Not Apply |
|--|----------------------------------|--|------|--------------------|---------------------------|
| N=192 | | | | | |
| 13. My provider informed me who to call if I have questions about my mental health/crisis or substance abuse services. | 78.1 | 15.6 | 2.7 | 0.9 | 2.6 |
| 14. I was given information on how to get additional community resources that I needed (example: | 61.5 | 26.0 | 2.7 | 1.4 | 9.4 |

| | | | | | |
|---|------|------|-----|-----|-----|
| transportation, child care, employment training). | | | | | |
| 15. My provider discussed other services that may benefit me in my treatment/recovery. | 72.4 | 23.4 | 2.6 | 1.0 | 2.1 |
| 16. I have the option to change my service provider should I choose to. | 68.8 | 21.4 | 2.6 | 1.0 | 3.1 |
| 17. I was informed about my rights and responsibilities regarding the treatment I have received. | 89.6 | 5.2 | 2.9 | 0.6 | 1.0 |
| 18. I feel comfortable in asking questions regarding my treatment. | 85.9 | 10.9 | 2.8 | 0.7 | 1.0 |
| 19. My service provider spends adequate time with me. | 67.2 | 20.8 | 2.5 | 0.9 | 1.6 |
| 20. My provider asks my permission before sharing my personal information. | 87.0 | 7.8 | 2.9 | 0.8 | 2.6 |
| 21. Program staff respects my ethnic, cultural and religious background in my recovery/treatment. | 85.4 | 3.1 | 3.0 | 0.8 | 4.7 |
| 22. I trust my service provider. | 70.8 | 18.2 | 2.6 | 0.9 | 1.6 |
| 23. I feel safe at this facility. | 75.0 | 18.8 | 2.6 | 0.9 | 1.0 |
| 24. My service provider offered me the opportunity to involve my family, significant others or friends into my treatment process. | 80.2 | 15.1 | 2.7 | 0.8 | 1.0 |
| 25. I am included in the development of my treatment/recovery plan and goals for recovery. | 79.7 | 14.6 | 2.7 | 0.8 | 1.0 |
| 26. I am an important part of the treatment process. | 81.3 | 13.0 | 2.7 | 0.8 | 1.0 |
| 27. My service provider explained the advantages of my therapy or treatment. | 77.6 | 15.6 | 2.7 | 0.8 | 1.6 |
| 28. My service provider explained the limitations of my therapy or treatment. | 71.9 | 20.3 | 2.6 | 1.0 | 3.1 |
| 29. Overall, I am satisfied with the services I am receiving. | 67.7 | 23.4 | 2.5 | 0.9 | 1.0 |

Outcomes of Services

The survey asks consumers 11 questions about how much they feel their life has improved based on receiving services.

Respondents of both adult and child/adolescent services describe their lives as being better as a result of their services in a majority of cases. In total, 43.9% to 67.3% of consumer's responses reflect that services have improved their lives in each outcome area. Additionally, 23.6% to 32.4% of consumer's responses reflect that no change has resulted from involvement in services. Only 5.4% to 12.7% of consumer's responses reflect that things are worse as a result of services.

* Participating with school or work activities Q38. A high number of consumers reported that this question did not apply to them, with these cases removed, 55.6% reported that participation in

school or work activities as better or much better, 36.2% reported no change, and 8.2% reported this as worse or much worse. This is a more accurate representation of the data.

Summary responses from the Total group of respondents (N=615) are presented in Table 4. Summary responses from the Total group Adult respondents (N=423) are presented in Table 5. Summary responses from the Total group Child/Adolescent of respondents (N=192) are presented in Table 6.

Table 4 – Total Satisfaction – Outcomes of Services Questions

| Total N=615 | % Better or Much Better | % About the Same | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|---|-------------------------|------------------|-----------------------|------|----------------|---------------------------|
| 30. Managing daily problems. | 65.2 | 24.9 | 9.1 | 2.6 | 0.7 | 0.8 |
| 31. Feeling in control of my life. | 60.3 | 26.0 | 11.5 | 2.6 | 0.9 | 2.1 |
| 32. Coping with personal crisis. | 54.0 | 26.5 | 11.7 | 2.7 | 1.2 | 7.8 |
| 33. How I feel about myself. | 60.3 | 24.6 | 12.7 | 2.6 | 0.9 | 2.4 |
| 34. Feeling good (hopeful) about the future. | 63.9 | 24.7 | 8.6 | 2.7 | 0.9 | 2.8 |
| 35. Enjoying my free time. | 67.3 | 23.6 | 7.2 | 2.7 | 0.8 | 2.0 |
| 36. Strengthening my social support network. | 55.0 | 32.7 | 8.0 | 2.6 | 1.0 | 4.4 |
| 37. Being involved in community activities. | 43.9 | 32.4 | 9.6 | 2.9 | 1.4 | 14.1 |
| 38. Participating with school or work activities. | 36.3 | 23.6 | 5.4 | 3.7 | 1.8 | 34.8 |
| 39. Interacting with people in social situations. | 59.5 | 28.1 | 7.5 | 2.7 | 1.0 | 4.9 |
| 40. Coping with specific problems or issue that led to seek services. | 65.7 | 24.9 | 8.1 | 2.6 | 0.7 | 1.3 |

Table 5 – Total Satisfaction – Outcomes of Services Questions - ADULT

| Total N=423 | % Better or Much Better | % About the Same | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|--|-------------------------|------------------|-----------------------|------|----------------|---------------------------|
| 30. Managing daily problems. | 69.0 | 24.3 | 5.9 | 2.7 | 0.7 | 0.7 |
| 31. Feeling in control of my life. | 67.4 | 22.7 | 9.2 | 2.6 | 0.7 | 0.7 |
| 32. Coping with personal crisis. | 58.9 | 27.0 | 9.2 | 2.7 | 1.0 | 5.0 |
| 33. How I feel about myself. | 66.9 | 21.7 | 9.9 | 2.6 | 0.8 | 1.4 |
| 34. Feeling good (hopeful) about the future. | 68.8 | 23.2 | 6.6 | 2.7 | 0.7 | 1.4 |

| | | | | | | |
|---|------|------|-----|-----|-----|------|
| 35. Enjoying my free time. | 68.6 | 23.9 | 6.4 | 2.7 | 0.7 | 1.2 |
| 36. Strengthening my social support network. | 58.4 | 31.0 | 5.9 | 2.7 | 0.9 | 4.7 |
| 37. Being involved in community activities. | 46.1 | 31.4 | 9.7 | 2.9 | 1.4 | 12.8 |
| 38. Participating with school or work activities. | 32.2 | 19.4 | 3.1 | 4.1 | 1.8 | 45.4 |
| 39. Interacting with people in social situations. | 64.1 | 25.3 | 5.4 | 2.8 | 0.9 | 5.2 |
| 40. Coping with specific problems or issue that led to seek services. | 71.4 | 23.4 | 3.8 | 2.7 | 0.7 | 1.4 |

Table 6 – Total Satisfaction – Outcomes of Services Questions - CHILD/ADOLESCENT

| Total N=192 | % Better or Much Better | % About the Same | % Worse or Much Worse | Mean | Std. Deviation | % Reported Does Not Apply |
|---|-------------------------|------------------|-----------------------|------|----------------|---------------------------|
| 30. Managing daily problems. | 56.8 | 26.0 | 16.1 | 2.4 | 0.8 | 1.0 |
| 31. Feeling in control of my life. | 44.8 | 33.3 | 16.7 | 2.5 | 1.1 | 5.2 |
| 32. Coping with personal crisis. | 43.2 | 25.5 | 17.2 | 2.8 | 1.5 | 14.1 |
| 33. How I feel about myself. | 45.8 | 30.7 | 18.8 | 2.5 | 1.1 | 4.7 |
| 34. Feeling good (hopeful) about the future. | 53.1 | 28.1 | 13.0 | 2.6 | 1.1 | 5.7 |
| 35. Enjoying my free time. | 64.6 | 22.9 | 8.9 | 2.7 | 0.9 | 3.6 |
| 36. Strengthening my social support network. | 47.4 | 36.5 | 12.5 | 2.5 | 1.0 | 3.6 |
| 37. Being involved in community activities. | 39.1 | 34.4 | 9.4 | 3.0 | 1.5 | 17.2 |
| 38. Participating with school or work activities. | 45.3 | 32.8 | 10.4 | 2.8 | 1.3 | 11.5 |
| 39. Interacting with people in social situations. | 49.5 | 34.4 | 12.0 | 2.5 | 1.0 | 4.2 |
| 40. Coping with specific problems or issue that led to seek services. | 53.1 | 28.1 | 17.7 | 2.4 | 0.8 | 1.0 |

Satisfaction with the Managed Care Organization

There are nine survey questions that assess the consumer's satisfaction with their MCO, Perform Care.

- 49.3% of respondents (303 of the 615) reported that they had received a copy of the Perform Care member handbook, 32.8% (202) did not receive a member handbook, 17.2% (106) were not sure, and 0.7% (4) reported that this question did not apply.

| | | |
|--|------|---|
| | Base | Q1 I have received a copy of the Member Handbook from Perform Care? |
|--|------|---|

| | | Yes | No | Not Sure | Does Not Apply |
|-------------------------|-----|---------------|---------------|---------------|----------------|
| Total | 615 | 303 49.30% | 202 32.80% | 106 17.20% | 4 0.70% |
| Adult | | | | | |
| Cumberland | 101 | 33 32.70% | 42 41.60% | 26 25.70% | 0 0 |
| Dauphin | 149 | 69 46.30% | 52 34.90% | 26 17.40% | 2 1.30% |
| Lancaster | 113 | 44 38.90% | 49 43.40% | 19 16.80% | 1 0.90% |
| Lebanon | 41 | 19 46.30% | 16 39.00% | 6 14.60% | 0 0 |
| Perry | 19 | 6 31.60% | 10 52.60% | 3 15.80% | 0 0 |
| Child/Adolescent | | | | | |
| Cumberland | 32 | 23 71.90% | 2 6.30% | 7 21.90% | 0 0 |
| Dauphin | 54 | 39 72.20% | 8 14.80% | 6 11.10% | 1 1.90% |
| Lancaster | 64 | 41 64.10% | 13 20.30% | 10 15.60% | 0 0 |
| Lebanon | 30 | 21 70.00% | 8 26.70% | 1 3.30% | 0 0 |
| Perry | 12 | 8 66.70% | 2 16.70% | 2 16.70% | 0 0 |

- 87.5% of respondents (538 of the 615) reported that they are aware of their right to file a complaint or grievance. 10.9% (67) were not aware of their right to file a complaint or grievance, 1.3% (8) were not sure, and 0.3% (2) reported that this question did not apply.

| | Base | Q2 I am aware of my right to file a complaint or grievance. | | | |
|-------|------|---|--------------|------------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 615 | 538 87.50% | 67 10.90% | 8 1.30% | 2 0.30% |

| Adult | | | | | |
|------------------|-----|---------------|--------------|------------|------------|
| Cumberland | 101 | 85 84.20% | 13 12.90% | 1 1.00% | 2 2.00% |
| Dauphin | 149 | 126 84.60% | 22 14.80% | 1 0.70% | 0 0 |
| Lancaster | 113 | 96 85.00% | 14 12.40% | 3 2.70% | 0 0 |
| Lebanon | 41 | 34 82.90% | 7 17.10% | 0 0 | 0 0 |
| Perry | 19 | 18 94.70% | 1 5.30% | 0 0 | 0 0 |
| Child/Adolescent | | | | | |
| Cumberland | 32 | 32 100.00% | 0 0 | 0 0 | 0 0 |
| Dauphin | 54 | 51 94.40% | 3 5.60% | 0 0 | 0 0 |
| Lancaster | 64 | 59 92.20% | 4 6.30% | 1 1.60% | 0 0 |
| Lebanon | 30 | 26 86.70% | 2 6.70% | 2 6.70% | 0 0 |
| Perry | 12 | 11 91.70% | 1 8.30% | 0 0 | 0 0 |

- 62.4% of respondents (384 of the 615) reported that they knew who to call to file a complaint or grievance. 29.3% (180) reported that they did not know who to call, 4.7% (29) were not sure, and 3.6% (22) reported that this question did not apply.

| | Base | Q3 I know whom to call to file a complaint or grievance. | | | |
|-------|------|--|-----|----------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 615 | 384 | 180 | 29 | 22 |

| | | 62.40% | 29.30% | 4.70% | 3.60% |
|-------------------------|-----|---------------|--------------|------------|------------|
| Adult | | | | | |
| Cumberland | 101 | 76 75.20% | 16 15.80% | 5 5.00% | 4 4.00% |
| Dauphin | 149 | 80 53.70% | 60 40.30% | 6 4.00% | 3 2.00% |
| Lancaster | 113 | 52 46.00% | 44 38.90% | 8 7.10% | 9 8.00% |
| Lebanon | 41 | 17 41.50% | 20 48.80% | 3 7.30% | 1 2.40% |
| Perry | 19 | 11 57.90% | 8 42.10% | 0 0 | 0 0 |
| Child/Adolescent | | | | | |
| Cumberland | 32 | 32 100.00% | 0 0 | 0 0 | 0 0 |
| Dauphin | 54 | 41 75.90% | 9 16.70% | 3 5.60% | 1 1.90% |
| Lancaster | 64 | 43 67.20% | 15 23.40% | 2 3.10% | 4 6.30% |
| Lebanon | 30 | 22 73.30% | 6 20.00% | 2 6.70% | 0 0 |
| Perry | 12 | 10 83.30% | 2 16.70% | 0 0 | 0 0 |

- 17.9% of respondents (110 of the 615) reported that they had called Perform Care in the last twelve months for information. 72.4% (445) did not call Perform Care within the last twelve months, 2.8% (17) were not sure, and 7.0% (43) reported that this question did not apply.

| | Base | Q4 In the last twelve months, did you call member services at Perform Care to get information? | | | |
|-------|------|--|---------------|-------------|----------------|
| | | Yes | No | Not Sure | Does Not Apply |
| Total | 615 | 110 17.90% | 445 72.40% | 17 2.80% | 43 7.00% |

| Adult | | | | | |
|------------------|-----|--------------|---------------|------------|--------------|
| Cumberland | 101 | 20 19.80% | 73 72.30% | 7 6.90% | 1 1.00% |
| Dauphin | 149 | 16 10.70% | 100 67.10% | 4 2.70% | 29 19.50% |
| Lancaster | 113 | 8 7.10% | 93 82.30% | 3 2.70% | 9 8.00% |
| Lebanon | 41 | 5 12.20% | 36 87.80% | 0 0 | 0 0 |
| Perry | 19 | 3 15.80% | 16 84.20% | 0 0 | 0 0 |
| Child/Adolescent | | | | | |
| Cumberland | 32 | 19 59.40% | 13 40.60% | 0 0 | 0 0 |
| Dauphin | 54 | 15 27.80% | 37 68.50% | 1 1.90% | 1 1.90% |
| Lancaster | 64 | 15 23.40% | 44 68.80% | 2 3.10% | 3 4.70% |
| Lebanon | 30 | 5 16.70% | 25 83.30% | 0 0 | 0 0 |
| Perry | 12 | 4 33.30% | 8 66.70% | 0 0 | 0 0 |

- 83.5% of those that requested information from Perform Care (111 of the 133) reported that they were able to obtain information on treatment and/or services from Perform Care without unnecessary delays. 10.5% (14) were not able to get information without delays, and 6.0% (8) were not sure.

| | | | | |
|--|------|---|----|----------|
| | Base | Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays. | | |
| | | Yes | No | Not Sure |

| Total | 133 | 111 83.50% | 14 10.50% | 8 6.00% |
|-------------------------|-----|---------------|--------------|-------------|
| Adult | | | | |
| Cumberland | 24 | 15 62.50% | 5 20.80% | 4 16.70% |
| Dauphin | 32 | 25 78.10% | 4 12.50% | 3 9.40% |
| Lancaster | 9 | 9 100.00% | 0 0 | 0 0 |
| Lebanon | 4 | 2 50.00% | 2 50.00% | 0 0 |
| Perry | 3 | 3 100.00% | 0 0 | 0 0 |
| Child/Adolescent | | | | |
| Cumberland | 20 | 19 95.00% | 1 5.00% | 0 0 |
| Dauphin | 17 | 16 94.10% | 1 5.90% | 0 0 |
| Lancaster | 15 | 13 86.70% | 1 6.70% | 1 6.70% |
| Lebanon | 5 | 5 100.00% | 0 0 | 0 0 |
| Perry | 4 | 4 100.00% | 0 0 | 0 0 |

**As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data.*

- 53.7% of respondents (330 of 615) were given a choice of at least 2 providers regarding the type of service they were seeking. 32.4% of respondents (199) reported that they were not given a choice, 8.6% (53) were not sure, and 5.4% (33) reported that this question did not apply.

| | | |
|--|------|---|
| | Base | Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking. |
|--|------|---|

| | | Yes | No | Not Sure | Does Not Apply |
|-------------------------|-----|---------------|---------------|--------------|----------------|
| Total | 615 | 330 53.70% | 199 32.40% | 53 8.60% | 33 5.40% |
| Adult | | | | | |
| Cumberland | 101 | 44 43.60% | 33 32.70% | 15 14.90% | 9 8.90% |
| Dauphin | 149 | 83 55.70% | 41 27.50% | 9 6.00% | 16 10.70% |
| Lancaster | 113 | 50 44.20% | 44 38.90% | 15 13.30% | 4 3.50% |
| Lebanon | 41 | 14 34.10% | 19 46.30% | 6 14.60% | 2 4.90% |
| Perry | 19 | 11 57.90% | 7 36.80% | 1 5.30% | 0 0 |
| Child/Adolescent | | | | | |
| Cumberland | 32 | 21 65.60% | 11 34.40% | 0 0 | 0 0 |
| Dauphin | 54 | 42 77.80% | 9 16.70% | 3 5.60% | 0 0 |
| Lancaster | 64 | 31 48.40% | 27 42.20% | 4 6.30% | 2 3.10% |
| Lebanon | 30 | 24 80.00% | 6 20.00% | 0 0 | 0 0 |
| Perry | 12 | 10 83.30% | 2 16.70% | 0 0 | 0 0 |

- 60.8% of respondents (374 of 615) were informed of the time approved for their services. 24.9% of respondents (153) were not informed of the time approved for services, 10.2% (63) were not sure, and 4.1% (25) reported that this question did not apply.

| | | |
|--|------|---|
| | Base | Q6 I was informed of the time approved for my services. (Example: BHRS hours, treatment sessions) |
|--|------|---|

| | | Yes | No | Not Sure | Does Not Apply |
|-------------------------|-----|---------------|---------------|--------------|----------------|
| Total | 615 | 374 60.80% | 153 24.90% | 63 10.20% | 25 4.10% |
| Adult | | | | | |
| Cumberland | 101 | 49 48.50% | 28 27.70% | 14 13.90% | 10 9.90% |
| Dauphin | 149 | 82 55.00% | 45 30.20% | 18 12.10% | 4 2.70% |
| Lancaster | 113 | 67 59.30% | 24 21.20% | 20 17.70% | 2 1.80% |
| Lebanon | 41 | 17 41.50% | 20 48.80% | 2 4.90% | 2 4.90% |
| Perry | 19 | 7 36.80% | 12 63.20% | 0 0 | 0 0 |
| Child/Adolescent | | | | | |
| Cumberland | 32 | 30 93.80% | 0 0 | 1 3.10% | 1 3.10% |
| Dauphin | 54 | 44 81.50% | 8 14.80% | 2 3.70% | 0 0 |
| Lancaster | 64 | 49 76.60% | 6 9.40% | 5 7.80% | 4 6.30% |
| Lebanon | 30 | 21 70.00% | 7 23.30% | 0 0 | 2 6.70% |
| Perry | 12 | 8 66.70% | 3 25.00% | 1 8.30% | 0 0 |

- 91.9% of respondents (239 of the 260) report when they call Perform Care staff treats them courteously and with respect. 4.2% (11) reported that Perform Care staff did not treat them courteously and with respect, and 3.8% (10) were not sure.

| | Base | Q7 When I call Perform Care staff treats me courteously and with respect. | | |
|--|------|---|----|----------|
| | | Yes | No | Not Sure |
| | | | | |

| Total | 260 | 239 91.90% | 11 4.20% | 10 3.80% |
|-------------------------|-----|---------------|-------------|-------------|
| Adult | | | | |
| Cumberland | 27 | 19 70.40% | 5 18.50% | 3 11.10% |
| Dauphin | 71 | 64 90.10% | 3 4.20% | 4 5.60% |
| Lancaster | 46 | 43 93.50% | 2 4.30% | 1 2.20% |
| Lebanon | 2 | 2 100.00% | 0 0 | 0 0 |
| Perry | 3 | 3 100.00% | 0 0 | 0 0 |
| Child/Adolescent | | | | |
| Cumberland | 22 | 22 100.00% | 0 0 | 0 0 |
| Dauphin | 37 | 36 97.30% | 0 0 | 1 2.70% |
| Lancaster | 39 | 38 97.40% | 0 0 | 1 2.60% |
| Lebanon | 6 | 5 83.30% | 1 16.70% | 0 0 |
| Perry | 7 | 7 100.00% | 0 0 | 0 0 |

**As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data.*

- 94.4% of respondents (354 of 375) report overall they are satisfied with their interactions with Perform Care. 2.4% of respondents (9) report overall they are not satisfied with their interactions with Perform Care, and 3.2% (12) were not sure.

| | Base | Q8 Overall, I am satisfied with the interactions I have had with Perform Care. | | |
|--|------|--|----|----------|
| | | Yes | No | Not Sure |
| | | | | |

| | | | | |
|------------------|-----|---------------|-------------|-------------|
| Total | 375 | 354 94.40% | 9 2.40% | 12 3.20% |
| Adult | | | | |
| Cumberland | 32 | 26 81.30% | 1 3.10% | 5 15.60% |
| Dauphin | 95 | 90 94.70% | 3 3.20% | 2 2.10% |
| Lancaster | 54 | 49 90.70% | 1 1.90% | 4 7.40% |
| Lebanon | 41 | 41 100.00% | 0 0 | 0 0 |
| Perry | 5 | 5 100.00% | 0 0 | 0 0 |
| Child/Adolescent | | | | |
| Cumberland | 22 | 22 100.00% | 0 0 | 0 0 |
| Dauphin | 43 | 42 97.70% | 0 0 | 1 2.30% |
| Lancaster | 44 | 41 93.20% | 3 6.80% | 0 0 |
| Lebanon | 30 | 30 100.00% | 0 0 | 0 0 |
| Perry | 9 | 8 88.90% | 1 11.10% | 0 0 |

**As there was such a high proportion of respondents in the does not apply category, the percentages are reported for those respondents who felt the question was applicable. This is a more accurate representation of the data.*

Perform Care Comments:

Q1 I have received a copy of the Member Handbook from Perform Care.

- No Comments.

Q2 I am aware of my right to file a complaint or grievance.

- I did file a complaint against the Meadows.

Q3 I know whom to call to file a complaint or grievance.

- We had to for Kidspeace.
- Unfortunately lost the case on the complaint.

- Nursing at PPI said to call there.
- I would look at the website and figure it out.
- I would call my insurance company.
- No, but I can find the number.

Q4 In the last twelve months, did you call member services at Perform Care to get information?

- They were really good at helping me.
- They were fantastic.
- They called me.
- My mother did.
- For case management.
- I get calls from Perform Care checking in with me.

Q4A I was able to obtain information on treatment and/or services from Perform Care without unnecessary delays.

- Very good person works with mother through Perform Care.
- Doctor never got back to me.
- Called after discharged to set up follow up services but was told I had to start the process over again. Did not continue with the process.
- Complications with waiting for beds.

Q5 I was given a choice of at least two (2) Providers from Perform Care regarding the type of service I am seeking.

- When assessed through crisis at West Shore it was the only bed available.
- There was only one bed available for our particular services.
- The hospital did that.
- That was the only bed available.
- Sent to Harrisburg Hospital.
- Parents drove me to Brandywine. I wanted out so my boyfriend helped me come home. I went to Holy Spirit. Then I chose to go to Roxbury.
- Only place for a bed.
- Only bed available for what was needed.
- I was not given any choices because there were not any other choices that fit my needs.
- I was 302'd (2).
- I did not pick. This is where a bed was available.
- Went from emergency room.
- First bed that was open.
- Doctor referral.
- Requested a facility with certain criteria as to size, presence of a chaplain and a chapel, etc.
- The Meadows was the only bed available.
- Brandywine was the only facility that would treat eating disorders.
- At the hospital they gave me choices.
- All other beds were full.

Q6 I was informed of the time approved for my services.

- We were working with Diakon Family Based at the time and they arranged it.
- They told me they had a right to keep me 72 hours longer than I wanted to stay.
- They told me I had to stay for 7 days or go to court to try to go home earlier and if I lost I would stay longer.

- They kept her longer than she was supposed to stay.
- Once I asked them they told me.
- On a case by case basis.
- No time given.
- My caseworker took care of getting beds for me.
- It was based off how well I was doing.
- Devereux was supposed to be 1-2 weeks; it lasted 5 months. That was too long.
- Case by case depending on medications.
- Asked for more time to get footing.
- As long as I needed.
- After the fact.
- A week or two I stayed there.
- 5 days.

Q7 When I call Perform Care staff treats me courteously and with respect.

- When they call me they are very nice.

Q8 Overall, I am satisfied with the interactions I have had with Perform Care.

- Turned down for the recommended follow up treatment.
- Perform Care calls me to check in on me which I appreciate.
- My son's caseworker is great.