

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Methadone
Annual Report
July 2019-June 2020

Prepared for
Northeast Behavioral Health Care Consortium
August 2020

Introduction

The HealthChoices Program, overseen by the Department of Public Welfare's Office of Mental Health and Substance Abuse Services, has been implemented to ensure that Medical Assistance recipients receive quality care and timely access to mental health and/or drug and alcohol services. The goal of the Advocacy Alliance's (TAA) Consumer and Family Satisfaction Team (CFST), in keeping with the intent of the HealthChoices Program, is to ensure early identification and resolution of problems related to service access, timeliness of service delivery, and appropriateness of services and treatment outcomes. The CFST also wants to ensure that this is accomplished through a process that holds respect, dignity, and hopefulness as integral to the overall provision of services.

The CFST is comprised of consumers of mental health and/or substance abuse services, persons in Recovery or family members, and family members of children and adolescents with serious emotional disturbances and/or substance abuse disorders. The CFST is dedicated to the belief that individuals' and families' Recovery and Resiliency processes are directly related to their satisfaction with the services they receive. The CFST gathers information through face-to-face, telephonic or focus group discussions with adult and older adolescent Members and/or family members of children and adolescent members receiving mental health and/or substance abuse services through Community Care Behavioral Health Organization (CCBHO).

Following the Department of Public Welfare's Appendix L, guidelines for consumer/family satisfaction teams and member satisfaction surveys, the information gathered by the CFST is used to make recommendations for system improvements and includes a feedback loop that informs service providers how services can effectively support Recovery for adults and resiliency in children and adolescents.

Process

CFST produces provider specific/level of care specific quarterly and annual reports. On quarterly basis, providers receive reports which include responses for each question and a cumulative total that includes all provider responses for the specific level of care. Quarterly, CFST continues to color code reports for providers who have 10 or more surveys completed with a specific level of care. Red indicates that individuals expressed 79% or less level of satisfaction, yellow indicates that individuals expressed 80%-85% level of satisfaction, and green indicates 86%-100% level of satisfaction.

Annual reports are produced at the end of the contract year and include the results of all of the surveys that were completed from July 2019 through June 2020. For Methadone services there were 3 providers and 67 surveys completed. Annual reports include provider specific satisfaction levels and cumulative network satisfaction levels for each section of the survey tool. If responses to a section fall below 80% level of satisfaction, the report will include the provider's results for all questions of that section of the survey tool. Annually, CFST continues to color code reports. Red indicates individuals expressed 79% or less satisfaction, yellow indicates individuals expressed 80%-85% level of satisfaction, and green indicates 86%-100% level of satisfaction. The CFST will meet with providers annually to review report findings, discuss positive results, and opportunities for improvement.

Demographics

Please check the county in which you live.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
26	40	0	1	67

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
0	31	34	2	67

What is your gender?		
Male	Female	Total
32	35	67

How do you identify your racial background?							
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Total
5	60	1	1	0	0	0	67

Survey Results

2019-2020 Satisfaction Levels	Total for All Providers of Methadone
Staff, Treatment & Services	93%
Empowerment	91%
Physical Health	91%
Behavioral Health	86%
Satisfaction with Methadone Services	88%

Treatment Outcomes

Is the building where you receive services clean, safe and comfortable? If No, please explain:

- There is a person here trying to set up people with police by texting a person to get drugs for him.
- The bathroom is not clean. Last time I had a urine taken, blood.

Has this provider discussed Relapse/ Prevention, Crisis or Safety Plan? If Unsure or No, please explain:

- Can't remember them discussing a crisis plan here with me.
- My counselor hasn't discussed at this point. I need an appointment.
- Very new to program.
- Can't think of it being discussed with me. They do ask if I feel safe.

Do you have a current Relapse/ Prevention, Crisis or Safety Plan? If Unsure or No, please explain:

- I just started back here again. It will get done.
- My counselor hasn't discussed at this point. I need an appointment.
- Hasn't come up.

How were you referred to Methadone or Suboxone Services? If Other, please explain:

- Close friend of the family.
- Friends mentioned it.
- Friend. (19)
- Son.
- The court.
- Advertisement.
- Google search.
- Paper.
- My boyfriend.
- Ex-wife.
- Commercial on TV about a website for getting help with addictions. Miner's medical was the closest place to me.
- Insurance wanted us to go to closest clinic to where I live. I used to go to Choices.

How satisfied are you with appointment times, Scheduled visits, ability to access methadone or suboxone services.

If Dissatisfied, please explain:

- Counselors are not always available.
- They switch the dates of my counselors, took days off of work, counselor not here.
- They should have appointments all day.
- They close between 11-2. Very long lines to get closed!
- No transportation.
- Too many appointments for longer clients, time, redundant and excessive.
- I have appointment / group scheduled and then they tell me different times once I arrive.
- They should be open an hour later in the afternoon at least for the dosing.

What do you like about your services?

- I like that I'm able to get my methadone.
- I like how private it is. How accessible the service is.
- I like everything. Staff very supportive. I like all the staff except the doctor.
- Everyone here is very helpful and nice. Wait time is much better than other clinics.
- They are respectful. Very available to you when you need them.
- It is keeping me sober.
- My counselor and nurses.
- They covered everything. Very satisfied with the whole program.
- The counselors are always there to listen, they are very understanding.
- They are helping me. They understand my issues and are always there when I have an issue.
- The medicine does work! There is no judgment from anyone there. Their main concern is for me to get better. The counselors are fantastic and are great people. Very respected by everyone.
- This program changed my life. I don't have to be up and down on pill form medications.
- The staff. The program as a whole.
- The counselors are very kind! I feel comfortable there.
- This place saved my life! My counselor is wonderful! Always listens to me!
- Since starting with Choices my life changed! I'm finally clean and sober! The methadone really helps me. My counselor is easy to talk to.
- They help me out with a lot of stuff. Helping me take on my life. My counselor is getting me connected with share a ride.
- All the staff are great!
- I would refer someone there.
- The counselors. The staff are always asking about me and my family.
- Treated fairly, I don't feel judged. They listen to what you have to say.
- Love the staff! Everyone is really nice! [Staff] is great! Nursing staff is nice. [Staff] at the front window is so nice.
- Friendly, helpful staff (the best).
- Counselors, friendly staff, incentives for take home. Case management is very helpful.
- They helped me find a home. They helped with transportation. I like everything.
- [Staff] - counselor is a big help. He makes me feel like I matter, gives good advice, happy.
- The services have changed my life!
- I like how methadone has kept me clean and drastically improved my life.
- I really like [Staff]!
- They helped me get insurance. I was homeless and pregnant, they helped me get housing.
- I know it keeps me functioning and able to make it through the whole day. No cravings!
- It's pretty fast, efficient and effective. Good relationship with my counselor.
- I like how I am treated, no one is crabby, all friendly.
- It has helped me to live a structured and more productive life.
- It has given me another chance at life and structure.
- I like that you get take homes and don't have to come every day.
- [Staff] is wonderful! He is a great guy! All the staff is great. There is not one staff I don't like.
- Everyone is friendly.
- I can go in and out quickly and at a time, so I don't have to miss work or be late.
- Very happy with services here.
- Easy and fast. Line moves quickly.
- I like my counselor. She is phenomenon! Always there for me. The place saved my life. The nurse is awesome!
- I love my counselor! This place saved my life.
- The head supervisor, [Staff]! He really cares about his patients. Take homes.
- Keeps me off the street. The counselors care make you feel worthwhile.
- Everything changed my life, I started program suicidal, today I love my life.
- It's been very helpful for me.
- It works.
- The program is excellent, it saved my life.
- My counselor that I have been with since I started here. Being off on Sundays.

- I like my counselor; he helps me with whatever I need. He has my back.
- I like the counselor and staff, friendly and willing to help.
- I'm comfortable here.
- I like that they seem to care and will help you, they are on top of things and want me to succeed.
- My case worker is amazing, kicks my ass if she needs to, which is good for me.
- The people are nice here. It's quick except for Saturdays when there is a line.
- I like the staff. They are respectful to me. Counselors are great.
- I really appreciate this place and staff. It's really helped me. The people here really care. The counselors and nurses are nice.
- I like that the Methadone helps my cravings. My new counselor is very nice.

- The staff is always willing to help no matter what the issue is.
- I like how helpful the counselors are.
- Everyone is great. Especially my counselor, very understanding. I like to have a counselor that is also in recovery, he gets it.
- I like the feeling of belonging here. I like to put on my makeup, dress up and stay and chat for a couple hours with other clients.
- They really help me! The staff are very helpful and gave me many chances. They really care about me; I can't say enough good things.
- I like the receptionist, counselors, and most nurses.

What do you dislike about your services?

- Doctor not being on premises all the time. Certain people get special treatment.
- Not enough counselors. Do not care for the new doctor, didn't know my name, wasn't supportive.
- Policies are only followed when it benefits the clinic.
- Nothing.
- Not enough chairs.
- Long lines feel like the wait time can be expedited. Window 3 can be used more efficiently.
- Doctor didn't put me on higher dose. More appointment times made available.
- Transportation is an issue.
- Wait time, seating.
- Not having transportation with a walker leaves climbing hill difficult.
- Not understanding the need for my anxiety medication.
- Transportation is an issue.
- You can't dose if you get a blue screen until after you see your counselor. Can't dose until

- after urine sample, it's random so sometimes you don't have to pee.
- The line can be long. Have more windows open during busy times of the day.
- Counselor appointments aren't matching up with my available times.
- It took a long time for me to get a counselor, took months. If you get sick in front of the staff, don't get dose again.
- I feel like they categorize everyone as the same.
- They play favorites. Some of the staff are confrontational. They jump on people for little things. The one nurse talks too much and has the line remain long.
- The long line.
- Turn over with counselors.
- [Staff] the counselor.
- Groups are every week. I have been there for years.
- The hours of dosing need to be longer.
- Some staffs' attitudes. The nurse is sometimes very rude.
- They need steady counselors.

- Have more options regarding hours open in the morning and then again in the afternoon.
- The attitude of the nurses, they can be moody.
- The suggestion box is too out in the open. The parking lot could be kept cleaner.
- The mess ups with appointment times. Better computer system. Frequent changeover of staff.
- The group being 1 1/2 hours is too long.
- If my info isn't put in the computer, I miss my dosing appointment and I come a distance. I feel that it is only a steppingstone for counselors. I've had 20 through the last couple of years. They need to be paid better.
- The turnover of staff.
- One nurse is very rude and always rushing me. After being a patient policy are not made available to us before they are effective.

Is there anything else that you would like to say about your services?

- I've been to other services before and I believe this is one of the better ones.
- Staff should make sure they follow policies.
- I'm glad the services are there!
- They are doing a great job! The care since the virus started is great! Social distancing is happening, and everyone is wearing masks. I'm very happy with the clinic.
- I am very grateful for this program.
- My counselor is really easy to talk to.
- It's a good service. People are good. Doctors, nurses and counselors are good.
- Intakes should go to window 3 with computer. Intakes should not be with the dosing.
- Overall, I'm happy!
- Nothing, Happy with services.
- People are great! Case management is awesome! Counselors are great.
- Overall, I'm happy here! No issues with staff.
- All the staff is great!
- Overall, I have no complaints. They are pretty good.
- I think they are doing good here.
- The nurses could be trained better and have a better attitude.
- Saturdays need longer hours. Not enough counselors on Saturday.
- I need a person / department to help with payment for treatment. I was threatened to be kicked out of program when I started working and insurance cut.
- No. Staff is really helpful.
- I'm happy with this program! I appreciate this place so much. It saved my life.
- It's a great program. They have really helped me. Even helped me get housing.
- I think the clinic is very good and very helpful for people. They do a great job here!
- I'm very grateful for this program. I wish it was closer to where I live. It's a great program.
- The program really works! The staff really care. I look forward to going! It helps me.

Please list recommendations to improve/changes the program.

- Not enough follow up with one on one appointments. Disorganization of the program that led to mistakes in treatment. Increase counseling.
- Find a new doctor. Have staff stay longer.
- No, I think they are doing a great job here.
- Be open late.
- Treat individuals' cases, not by a group. Some clients get special treatment.
- There needs to be more clinics available for the people who need them.
- I am very satisfied.
- More chairs, not enough chairs for everyone when the line gets long, open another window.
- More availability to see my counselors.
- Nothing. It's perfect.
- Shuttle bus for public transport.
- Satisfied.
- More understanding to mental health diagnosis. Everyone is not the same. Not every addict is textbook.

- Improve transportation, i.e. busses to the facility.
- They need a security guard here to check for guns, etc. Other people being set up to get drugs and with undercover police.
- More windows open and specific to people who need to get to work. Not everyone is on a strict schedule or need to get to work.
- Take home process, the max is 6. Increase the number of take homes.
- Hours a little longer in the morning, 11:00 - 12:30??
- Give more counselors with addiction times. Have more counselor times available.
- Clearer information on partial / full dosage if an individual gets sick while in the building. They should accept other insurances other than just medical assistance.
- The Sunday take home policy. Change it so people don't have to come 7 days a week.
- Parking lot needs to be fixed.
- Treat everyone the same, don't have favorites. Clean the bathrooms better!
- Have the line move faster.
- Volume of people have increased, need more counselors.
- Less groups for those that have been there for a long time sober.
- Longer dosing hours.
- Counselors that know more and would stay longer.
- They should be more open to suggestions from clients.
- New chairs, more comfortable ones. Flexible hours, AM & PM appointment times. Groups back to one hour instead of 1 1/2 hours.
- Have the nurses have a better attitude.
- The group room is very hot, get a fan or some circulation. Move the suggestion box away from the front desk. Don't have it so out in the open. People want to remain anonymous.
- The long lines on Saturday.
- Shorter groups.
- No changes needed. It is great the way it is!
- Give us memos when there are policy changes.

Question	Face-to-Face	Mail	Telephone	Total
Survey was completed by:	45	0	22	67