

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Adult Partial Hospitalization
Annual Report
July 2019-June 2020

Prepared for
Northeast Behavioral Health Care Consortium
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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 Partial Hospitalization services there were 3 providers and 65 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
28	37	0	0	65

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
6	18	37	4	65

What is your gender?		
Male	Female	Total
34	31	65

How do you identify your racial background?							
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Total
3	54	0	3	1	2	2	65

How do you identify your racial background? If Other, please specify:

- Cuban.

Survey Results

2019-2020 Satisfaction Levels	Total for All Providers of Partial Hospitalization
Staff, Treatment & Services	94%
Empowerment	77%
Physical Health	88%
Behavioral Health	100%
Satisfaction with Partial Hospitalization Services	75%

Treatment Outcomes

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

- The room is usually cold.
- Building gets very cold in group room.
- The chairs are uncomfortable.
- Too small of a room, need more space between seats.
- Room doesn't have air conditioning. It gets really hot. Chairs are awful.
- The chairs are uncomfortable.
- The rooms here are rarely clean. There are leaks in the bathrooms. I have tripped and fell many times due to spills.
- Floors and tables are disgusting. Tables are loose/wobbling and chairs are unsafe.
- Tables need to be cleaned better, better job sweeping and mop of floors.
- The bathrooms need to be kept cleaner (3rd floor).

Has this provider discussed Mental Health Advanced Directive, WRAP, Crisis or Safety Plan? If Unsure or No, please explain:

- Probably haven't had time to go over b, c, and d with me.
- Don't know.
- I came in quite a state and overwhelmed. It may have been talked about.
- They never talked nor had me fill anything out regarding these.
- Just started back again.
- I probably missed a day.
- I haven't been here that long.
- I can't remember, not quite sure if they did discuss with me.
- I don't remember.

Do you have a current Mental Health Advanced Directive, WRAP, Crisis or Safety Plan? If Unsure or No, please explain:

- Didn't go over one. Went over Crisis and Safety Plans but just didn't make ones out.
- Just haven't done it.
- I don't know if I have a Mental Health Advanced Directive don't remember it being discussed.
- They have never talked nor had me fill anything out regarding these.
- Didn't fill out paperwork, just started again.
- I don't know what it is.
- Again, haven't been here too long.
- I can't remember, not quite sure.
- I may have turned down getting one because I have friends that will take care of my pets and home.

What do you like about your services?

- I like [staff] and [staff] they are lighthearted and get to the point. I have no complaints about them.
- I like when we get the chance to choose topics to discuss.
- The amount of accountability put on you. They find inconsistencies and hold you accountable to them. Definitely a sense of genuine caring with the counselors
- The quality of the staff is amazing. [Staff] and [staff] very experienced and straight talking. 33 yrs. of experience between them.
- You're held accountable, if you're wrong about something you're challenged about it. They really want you to get better (the group and therapist). Very accommodating with work schedules.
- It's organized. We get to interact with each other. I like that you get the opportunity to ask questions. Plenty of material that we learn.
- I like [staff] and [staff]. I like the people in the group. I like that we learn something new every day. I like that they have a library here. I like that they provide a bus pass.
- It's really effective. It's challenging but in a good way. Makes you think of your choices. Like the staff. Very good at their job.
- The staff really are great. The group is very helpful and supportive. It's like I've never seen before. It's been wonderful. They focus on accountability. They challenge negative behavior.
- I feel safe in the program. They understand. The counselors do a wonderful job.
- They listen to you! They challenge you to reach your goals. Their approach is different in terms of its day by day helping you reach your goals. How the program is designed. It's a good balance.
- The staff are really nice.
- I love the counselors; they are great. Listen well, attentive, give good feedback, very honest. even if you don't like the feedback.
- It's helpful. The program itself is relaxing. It's really helped me with my anger.
- I like that it's in a group setting. The counselors see the reality of what's going on, help you work through and hold me accountable.
- I like that everyone is respectful. Everyone works as a team and boost each other up.
- The concept of group therapy. Staff are wonderful, they get to the root of the problem.
- I like the structure! I like the group therapy. The staff have been very helpful.
- The schedule is easy to get used to. Monday - Friday has a routine. I like that I'm meeting new people.
- It's a peaceful environment. Achievable goals. People are understanding.
- I feel safe and talk to others about our problems. Everyone is understanding.
- It got me out of the house during the day.
- I like being around some of the people here. I also get out of the house instead of being in the house all day.
- It helps me to become a better person in making decisions and choices.
- I was welcomed kindly by the staff. They are extremely nice and made me feel like I was a member already. I am happy that I came back to program. I will be able to socialize with my peers too.
- My counselors are very great. I like that they help me with my depression, and I get a lot of feedback which it helps a lot and my counselors are really working very hard with us.
- A quiet place to figure myself out, safe.
- I feel comfortable and they have gone out of their way to help me out.
- My counselors are nice and friendly and give good advice.
- It is good to meet new people and socialize.
- The openness, able to speak up in group. Very supportive. I got a job since starting partial.
- I like that groups vary throughout the day.
- When we focus on different topics, so I can participate in groups. Keeping busy helps me with my racing thoughts.
- That my staff and peers are here for me.

- We can all openly talk in group and express ourselves. I like that I'm able to apply the things I need to apply to be successful.
- It gets me out of the house and I'm able to socialize. The staff are friendly and helpful.
- Likes staff, trying not to be passive. Likes groups and wants it to work out.
- Like groups, workshops, and the people.
- Like the way staff handles him and his problems.
- Everything.
- Staff and treatment are great, and I feel safe when I'm here.
- Programs and staff.
- Does a good job with programs.
- I am meeting peers one on one. I like the staff.
- I like that I feel comfortable enough in group to openly talk about my life and different situations. I like my therapist really makes me feel comfortable. I can always talk to her.
- The program is helping me to actually work on things (issues) instead of just thinking about it.
- I like everything. As you come here every day you keep on getting stronger. The groups are good, and everyone gets an opportunity to talk. I've made friends here. I enjoy coming here. The staff are great, very welcoming. I love it here.
- If I ever have a problem, I can go to any staff member. They are always there to listen and give good advice. They really help me through tough times and to help me make the right decision.
- Socialization. Staff is respectful and kind.
- I like that everyone openly discusses how they are doing.
- I like my doctor and my therapist. I like that I'm healthier and no longer cut. I like that we have

pizza on Tuesday and Friday. I like that I made friends here. The program has really helped me. I can always go to my therapist if I need to talk.

- The people! the staff are very caring.
- Everybody is nice to me and make me feel good about myself, even when I don't feel good about myself.
- All the staff here are very helpful. They all help me build up my confidence. Having people to talk to in similar situations to me. Peer support is helpful.
- Everyone listens and go out of their way to help with problems or concerns. Being able to be around peers and discuss problems, life experiences.
- I like seeing all the other clients, counselors. My counselor has been encouraging.
- Outstanding with everything, the staff are caring, understanding, will go out of their way to help, they are compassionate.
- Staff are respectful and understanding.
- They are very good! They listen to your problems. The staff listen and are very easy to talk to. The staff are very nice to be around. They make sure everyone is respectful of each other.
- We get to discuss our concerns. I like the pizza!
- I like to be around people and talk with other people. The therapy is good, I'm getting help. It keeps me out of the hospital.
- They have very nice groups! I really like coming here! The staff are very nice.
- They really care, try their best to help they don't look down on me. Concerned about my housing situation. My case manager took me to an SSI lawyer. I like the nurses and doctors here they really care and go out of their way for us.

What do you dislike about your services?

- The days seem long.
- We don't get to choose topics for discussion anymore and we don't get a calendar with the topics either.
- The chairs are uncomfortable.
- Chairs are very uncomfortable, lights aren't bright enough, building cold.

- The room gets too warm, the chairs are very uncomfortable.
- Chairs being too close together. I don't like being so close to people. I don't like group. It's hard for me to speak up in a group.

- Lack of respect from [staff] - her yelling at me. - It was addressed and taken care of. Too long of a day.
- The chairs are uncomfortable.
- The chairs. There is no air conditioning. Light when on buzzes. Very annoying.
- The chairs are uncomfortable.
- Chairs are uncomfortable. No air conditioning.
- The day is too long.
- The chairs are uncomfortable and paper towels are not great.
- The hours are long 8:30-3:30 is a long day for sitting in group.
- Too hot in the room.
- The occasional focus on the one person taking over the group. It becomes disruptive.
- Nothing so far, everything is working good.
- Gossip among group members.
- The days are too long.
- I don't like that the place isn't clean and very uncomfortable for me at times. I have fallen in the group room since there is lack of ways to move and spills on floor plus leaks in the bathroom. I feel uncomfortable at times making my anxiety go high and have panic attacks

because of certain issues in class and staff doesn't respond quick enough or give me opportunities to talk to them about it or my needs.

- Too many hours.
- There is nothing about my service I dislike.
- Misunderstood services sometimes.
- Nothing in particular.
- Don't get to discuss things I can be more focused on.
- Food needs to be served every day and more chocolate chip cookies.
- Sometimes I don't like being redirected but sometimes I understand why.
- The topic of groups gets redundant.
- No physical activities.
- I wish we could attend all groups that apply to us like the bipolar group. I wasn't told about it.
- The long days; 9AM-3PM is very long.
- The movies that are played.
- The plastic chairs are uncomfortable.
- Sometimes the peers in group but overall, the program is great! The chairs are uncomfortable.
- They need better parking.

Do you have any recommendations to improve/change the program?

- Better chairs.
- Offer more 1:1 therapy. Add more tables to the room. Add more pictures/murals for the walls.
- Get more tables. Not enough room between people. Shorten the hours to 3-4 hours a day. Have a day where people can meet weekly to meet 1:1 with a therapist. Murals in the group room and on the tiles on the floor.
- Fix the air conditioning. Humming/buzzing lights. Better chairs.
- Better chairs. Fix the light and the air conditioning.
- Have a cafeteria on site. Better chairs.
- Better chairs.
- Maybe shorter days.
- Better chairs, better paper towels
- Get temperature regulated, it's very hot in the group room.
- More productive groups like exercise. I don't feel fulfilled in terms of getting enough movement. We sit almost all day long.
- No.
- More leisure activities every day for 45 minutes instead of just Thursdays.
- I like it the way it is.
- Better understanding of subject of groups.
- I would like them to address my needs more and be willing to talk to me individually more.
- I would allow more games incorporated in the program. There should be groups allowed outside.
- To keep up with what they say or the paper. We said about the bag check or clear bag policy because of the incident that happened to me here in April.
- Not really.
- Better transportation services.

- More educational groups and less trivia games.
- I wish we had arts and craft groups; decorating around the holidays.
- Have groups or at least a call line for the weekends. Have more Art Therapy Groups.
- More activities for patients.
- I like it the way it is.
- Better chairs.
- They need to have a full-time psychiatrist instead of part timers. They could use a couple of couches to make it more comfortable.
- Fix the paint in the men's room near the urinal.
- No, keep it the way it is!
- Clean the 3rd floor bathroom, blood on the wall.

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

- Services are good.
- I typically skip appointments but coming here I've only missed one appointment. Would recommend highly to anyone.
- Really skeptical at first but really helped a lot.
- It's helping me with my mental health disorders.
- It's a really good program. I benefit from the program.
- If you stick with the program it does work. Work the program.
- It's been a fantastic program. I've seen the program already help. I've gained a lot of insight.
- I'm thankful for having the program.
- They saved my life! I recommend this program! It's great! I really like the program. This program is the first one where I actually feel engaged. I like coming to program.
- The program does help I'd recommend it to others.
- The staff is very good at accountability and cares about each and every one of us.
- The staff are doing very well. Helping everyone in the program.
- The program has been a Godsend for me and that I'm here and getting the help.
- Overall, I'm happy with program.
- The staff are supportive at times but have no time or very little time to talk to me one on one.
- I love this program and would love to do volunteer work here.
- No, it is helping me.
- I think some of the services take too long to process but sometimes I become inpatient.
- Most days the group therapy staff is very supportive.
- Great service to people with a mental illness, very helpful.
- I like the program! It's helpful!
- Since I have no family here it is great that I can come and talk about my problems.
- I'm grateful for them! I'm doing so much better.
- They are pretty great!
- Good people - staff tries their best.
- Likes SCC and they help a lot of people.
- I'm happy with partial! I need it and it helps me!
- Yes, it is very welcoming.
- [Staff] is fabulous! Very helpful! All the staff really care. Partial is a really good program!
- I really enjoy coming here. I don't like to miss any days. I had surgery yesterday. I'm here today.
- We are a little community. I like it here.
- I really like the program. I've been doing so much better since starting the program. My therapist is wonderful and talks me through my issues with me.
- I like how the program is run. The workers are in it for the right reasons.
- I really like it here. They do a very good job.
- It's really good!
- I liked seeing the psychiatrist 2 times a month instead of a different one once a month.
- I wish I could stay in the Partial Hospitalization Program longer, not long enough for me.
- I'm following the program and it's helping.
- They have parties for us sometimes and movies. They have an intern here that is so nice and not paid to do all he does for us.

Please list recommendations to improve/changes the program.

- Go back to letting us choose subjects to discuss from time to time. Give calendars with topics to be discussed.
- Better chairs. (2)
- More one on one and to address my needs more. Make the room cleaner and roomier to avoid falls and more comfortable for me to decrease my anxiety.
- There are no recommendations to improve the program.
- Better food quality, some better coffee.
- Some people can't afford lunch and its only offered two times per week. Five times a week would be great.
- Just more outside or inside activities such as meditation, yoga etc.
- The chairs could be more comfortable. Something with cushioning. More art supplies made available. Quicker response by maintenance for temperature of the rooms. Sometimes the therapist calls but they need to keep calling before maintenance address it. It's too cold in the summer.
- More staff, longer treatment time.

Question	Face-to-Face	Mail	Telephone	Total
Survey was competed by:	56	0	9	65