

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Adult Telephone Crisis
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 Telephone Crisis Services there were 2 providers and 11 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
7	4	0	0	11

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
2	5	4	0	11

What is your gender?		
Male	Female	Total
1	10	11

How do you identify your racial background?							
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Total
0	11	0	0	0	0	0	11

Survey Results

2019-2020 Satisfaction Levels	Total for All Providers of Telephone Crisis
Staff, Treatment & Services	100%
Empowerment	73%
Physical Health	97%
Behavioral Health	100%
Satisfaction with Telephone Services	88%

Treatment Outcomes

If Other for person interviewed, please explain:

- Grandmother.

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

- Not sure if granddaughter wants to get one done.

If you received other services, did you contact your service provider prior to contacting Crisis Services? If yes, how did they help?

- They directed us to go to walk-in crisis services.

If referred for a non-emergency follow up, please specify

- We can call or they will call back if we need the services. They send us to the ER when she is disruptive.
- After speaking with crisis, I felt much better. They made clear I should call my doctor the next day for a follow up appt.
- Keep next scheduled appointment.

What do you like about your services?

- My granddaughter is going through getting older and more mental challenges. Northeast Counseling is there to explain to my granddaughter and us what needs to be done to cope with the challenges. They are there for her!!
- The contact person really listened and was very kind and called back in just a few minutes.
- The crisis worker calmed me down and felt so much better.
- It didn't take long to talk with a worker.
- I like that I can talk to someone at a time that no one else is available. The crisis worker was a good listener and I felt much better after talking to the worker.
- The crisis worker I spoke to really listened to me. After a little bit I felt relief and started to calm down. I was so glad I had them to talk to.
- The crisis worker really listened. I felt much better after discussing my problem with her.
- It really helped for me to have someone to talk to while I was upset.
- I was able to speak to someone very quickly
- The crisis line replied back to me very quickly.

What do you dislike about your services?

- Nothing.

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

- I am glad that I had crisis to call that night. It meant so much.
- I am glad these services are available to us.
- I am glad we have crisis services available.
- I am glad crisis (phone) was available.
- I am glad I had the crisis line to call. Otherwise, being I was so upset I may have ended up at the ER, just to be sent home after I calmed down.
- I think this is a good service.
- I am at ease knowing if I ever have to use a crisis service again.
- I am glad I had the crisis services available to use.

Question	Face-to-Face	Mail	Telephone	Total
Survey was completed by:	1	0	10	11