

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Suboxone
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 Suboxone services there were 2 providers and 42 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
5	36	0	1	42

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
0	13	25	4	42

What is your gender?		
Male	Female	Total
12	30	42

How do you identify your racial background?							
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Total
0	41	0	0	0	1	0	42

Survey Results

2019-2020 Satisfaction Levels	Total for All Providers of Suboxone
Staff, Treatment & Services	99%
Empowerment	96%
Physical Health	95%
Behavioral Health	100%
Satisfaction with Suboxone Services	91%

Treatment Outcomes

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

- I can't remember whether we discussed or now.

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

- Heard from other people.
- Sister.
- By a friend. (6)
- My wife, family.
- My fiancé recommended it, he came here too.
- Word of mouth.
- People on the street.

What do you like about your services?

- Very comfortable with counselor.
- Great provider - very helpful.
- Staff is very friendly - laid back environment.
- I feel very comfortable with everybody. Very comfortable with staff.
- Everything. [Staff] is great!
- [Staff] is Great! I love that I've not had a problem with my insurance here. Everyone is very nice here.
- Friendly, helpful staff.
- I love this provider - first inpatient provider. I wouldn't have made it without [Staff].
- Happy this provider is available.
- The communication with staff. The respect I receive. It's comfortable, I can be myself.
- I have a good relationship with all the staff. They really care about how I'm doing.
- The people! Very compassionate, very professional! They all deserve raises especially [Staff]. [Staff] goes out of her way to help anyone! Changed my life for the better.
- I really like the people. I like the transparency. I like that some of the staff are in recovery. I am very satisfied here.
- Everything.
- I am satisfied with all their services.
- Very satisfied. The staff, doctor and counselors are very nice and understanding. Suboxone saved me life.
- Everything.
- Doctor and staff are thorough.
- Friendly and caring staff.
- I like my counselor. Everyone is so cordial. I feel safe.
- It's a comfortable safe space for me to come without judgment.
- Part of my routine. You get used to coming here. Good place and good people.
- I like the counselors! Stern with me, but good for me.
- Friendly, convenient and local.
- Flexible, they work with you regarding rescheduling.
- I'm comfortable with the people here!
- I like that I see the same doctor every time and that she knows me. Staff are flexible regarding appointment times. They are working with me to keep my program going and are keeping me on track.
- Staff is friendly and very understanding.

- I like that they are connected with the methadone clinic to transfer over, familiar faces.
- Very supportive staff.
- The staff are very friendly! They all really care about me and my recovery. The waiting room is cozy and inviting!
- Everyone is very polite. Everyone maintains the social distancing! My counselor really cares about me!
- The levels of respect and compassion.
- The services are helping me! I'm staying clean and sober. The staff are very supportive.

- I have a much better quality of life.
- The staff are very friendly and helpful. Suboxone saved my life! My life is finally getting in order. My family speaks to me again!
- This place saved my life! I'm very grateful to have found Choices! I'm finally clean and sober. My counselor is wonderful.
- I like the various groups they have. A lot of different groups especially trauma group.
- My quality of life has gotten extremely better. No urges to use drugs. I'm doing much better than I ever was. Everyone is very caring and concerned about my wellbeing.

What do you dislike about your services?

- Staff turnover - counselors leave every few months.
- Counselor turnover is my biggest complaint.
- Waiting times can be too long.
- Better communication between counselors and individuals receiving services.
- Sometimes I don't always agree with the doctor. But overall, it's good.
- Nothing.
- I don't dislike anything about the services here.
- The doctor's availability. She only comes on Wednesday.
- Nothing.

- Urine tests should be once a month.
- If the waiting room is too packed, I have social anxiety.
- I hate that the counselors switch so much. I build a rapport with people and then people leave.
- I wish staff turnover was less I've liked all my counselors but hate when they leave.
- The services are really good. No issues.
- It's hard when I have to work and can't find a babysitter for my 3 children. They threaten to lower my dosing if I miss an appointment.

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

- Very happy here. It's been a wonderful experience.
- Having to pick up RX even if not feeling well.
- Everything is good. I don't have any complaints.
- I thank God for these people. they saved my life. I appreciate them so much!
- It's great! I was walked over directly from rehab to here. Set me up with services. I'm doing well.
- They are just absolutely great. They go out of their way to help you.
- I couldn't ask for a better place to receive the quality care I receive.
- [Staff] is awesome. She runs the show and takes care of everything. She has been here forever.

- I am very satisfied. I have no complaints.
- It's given me back my life! It saved my life! The suboxone has taken away my cravings. I'm at peace with myself and my life.
- I'd like to come once a month. I'd like to see my counselor once a month.
- Everyone is friendly. They have good staff here.
- I'm very satisfied with it.
- Very satisfied!
- The Suboxone program saved my life.
- I am grateful for these services.
- The staff treat you like a human being! Everyone treats me with respect!

Please list recommendations to improve/changes the program.

- Communication.
- Medication is not always available at pharmacy.
- I don't have any issues.
- I'm pretty content with the services here.
- Nope.
- Reopening of group services.
- Everything is good.
- Have two days available during the week instead of only Wednesdays.
- They need more services in the area.
- Keep the counselors.
- I am happy with my program, no complaints.
- More hours made available to see the doctor.
- Offer more suboxone days, other than Wednesday.
- Earlier appointments to see the doctor would be great.
- Have the doctor there more than just Wednesday.
- It's hard when you have a job and children to always get here, stop threatening to lower doses.

Question	Face-to-Face	Mail	Telephone	Total
Survey was competed by:	31	0	11	42