

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Adult Mental Health Inpatient
Annual Report
January 2025-December 2025

Prepared for
Northeast Behavioral Health Care Consortium
January 2026

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 a 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 January 2025 through December 2025. 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

Providers		
Geisinger - Acadia	Wyoming Valley Behavioral Health Hospital	Total
48	65	113

Please check the county in which you live.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
40	62	7	4	113

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
17	64	28	4	113

How do you identify your racial background?								
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Didn't Answer	Total
5	84	1	7	0	14	3	0	114

*Can have more than one response.

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

- Arab
- Italian and Puerto Rican
- Hispanic and Asian

Survey Results

2025 Satisfaction Levels	Totals for all Mental Health Inpatient Services
Staff, Treatment & Services	96%
Empowerment	49%
Physical Health	83%
Behavioral Health	80%
Social Determinants of Health	80%
Satisfaction with Mental Health Inpatient Services	48%

Color	Definition
	Individuals expressing 79% or less level of satisfaction.
	Individuals expressing 80%-85% level of satisfaction.
	Individuals expressing 86%-100% level of satisfaction.

Empowerment

Questions	Yes	Unsure	No	Didn't Answer	Total
Are you aware of your rights regarding the services from this provider?	88	21	4	0	113
Do/Did you have input in your treatment goals/plan?	88	20	5	0	113
Did you choose to receive these services?	70	5	38	0	113

Questions	Yes	Unsure	No	Didn't Answer	Total
Has this provider discussed Mental Health Advanced Directive?	32	36	43	2	113
Has this provider discussed Wellness Recovery Action Plan (WRAP)?	32	38	40	3	113
Has this provider discussed crisis plan?	56	26	29	2	113
Has this provider discussed safety Plan?	58	24	29	2	113

Questions	Yes	Unsure	No	Didn't Answer	Total
Do you have a current Mental Health Advanced Directive?	21	29	57	6	113
Do you have a current Wellness Recovery Action Plan (WRAP)?	21	28	57	7	113
Do you have a current crisis plan?	45	22	40	6	113
Do you have a current safety plan?	47	21	39	6	113

Question	Almost Always	Often	Sometimes	Never/Rarely	Does not apply to me	Unknown	Total
My family gets the education or supports they need to be helpful to me?	67	0	0	1	43	2	113

Mental Health Inpatient

Question	Yes	Unsure	No	N/A	Total
Upon your arrival to the unit, were you introduced to staff?	93	15	5	0	113
Upon your arrival to the unit, were you explained unit policies?	75	31	6	1	113
Upon your arrival to the unit, were you offered a meal, snack, or beverage?	104	5	3	1	113
Upon your arrival to the unit, were you given a tour of the unit?	70	32	10	1	113
Upon your arrival to the unit, were you introduced to roommate?	64	29	14	6	113
Upon your arrival to the unit, were you informed of phone policy?	77	28	7	1	113

Question	In the community	At the facility	N/A	Total
Where was the survey completed?	21	89	3	113

Question	Yes	No	Unsure	N/A	Total
Was the Crisis Response and Recovery Center discussed as an option before your mental health inpatient stay?	42	41	29	1	113
Do you have a case manager?	48	62	1	2	113
If yes, was your case manager involved in your admission to the mental health unit?	18	14	12	69	113

Question	Yes	No	Unsure	N/A	Total
During your hospitalization did you have involvement with a peer specialist?	28	32	46	7	113
During your hospitalization did you have involvement with a case manager?	37	35	35	6	113

Discharge Planning

Question	Yes	No	N/A	Total
Have you been discharged or do you have a discharge date?	27	78	8	113

Question	Yes	Unsure	No	N/A	Total
Did you feel you were ready for discharge?	27	0	0	86	113
Were you part of a developing your discharge plan?	25	1	1	86	113
Did you have a follow-up treatment appointment within seven days?	5	9	3	96	113
Was your follow-up appointment scheduled at a time that is convenient for you?	11	5	1	96	113
Did you have transportation to your follow-up appointment?	11	4	1	97	113
Did you attend your follow-up appointment?	14	1	2	96	113
When you were discharged did you receive a Warm line Card?	3	12	2	96	113

Treatment Outcomes

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

- The furniture and floors are uneven.
- The beds suck.
- A lot of people. Too loud.
- I don't know who these people (patients) are. They could be dangerous.
- Very cold no heat.
- I'm still at a hospital.
- YOU don't know some of these people could be crazy.
- Bathrooms are messy.
- Some people are scared.
- I feel like they are trying to prolong my stay.
- Floors in dayroom could be cleaner.
- It can get 'LOUD' in here.
- Chairs could be more comfortable.

- The floors are dirty.
- Floors are dirty.
- Crumbs in activity room for days. Sometimes trash is too full.
- It feels crowded.

In your opinion, can you please describe what could have been done to prevent you from having a hospitalization?

- Getting into outpatient therapy sooner.
- Maybe a different job.
- I was dealing with a lot, anxiety and panic. I asked to come here.
- If I could see my therapist more often.
- Took meds and did therapy.
- Tested me for AIP, so much pain. I was suicidal.
- Take my meds.
- If my doctor answered. Because my medication stopped working, they didn't pick up.
- No drugs. Get back on medication.
- If I just reached out and said I was feeling suicidal.
- Stopped taking my meds. Take medication.
- I could move.
- Nothing could have been done.
- Get out of where I am living.
- Staying at my last group home (CRR.)
- Staying off alcohol.
- Staying on my meds.
- Staying away from bad people.
- Quit drinking.
- Staying away from people, places and things.
- Better psychiatrist at home.
- Stay away from family.
- Stable housing.
- Stay off alcohol and on my meds.
- Nothing I needed to go in.
- I just knew I had to be here.
- No they just come on.
- Something bad happened to me, I needed to come.
- Not using drugs.
- Just having someone to talk to, converse.
- Not really. I was stressed in rehab, so they sent me here.
- Staying on my meds.
- Put down the bottle and take my meds.
- Stay away from negative people.
- Moving out of my mom's house.
- It was just time to go in.
- MY meds were messed up so I needed to be here.
- Staying off alcohol.
- Get away from bad family members.
- Stay away from negative people.
- People, nurses, and things.
- Moving out of my mom's place.
- Nothing I can think of.
- Therapy. Deal with everything the correct way.
- Maybe if Arcadia did a better job, maybe I'd be better off.
- Drink less alcohol and coffee.
- If I could just be quiet, I'd save myself trouble.
- Therapy and medication.
- If I went to Robinson I could have got help.
- Controlling my temper. Stop being paranoid that I am being followed.
- Move out on my own.
- Nothing, it was just time.
- Medication and not drinking.
- Take my medication. (2)
- Staying at my mom's house.
- Meds. I was off them for a while.
- Better family support.
- It was just time.
- Keep up with mental health. Take medication as prescribed.
- Place to live, either parent.
- No, I have multiple medical conditions, so I need to be in a hospital.
- No, I did the best I could to avoid coming.
- People stop leaving me. Not having BPD.
- Not really.
- More consistent with meds and treatment.
- Stay on meds and don't drink.
- Dealing with my kids, my work issues.
- If my family were nice, let me have friends, choose my clothes.
- Stay away from bad family members.
- If my dad was sober. His alcoholism is the biggest trigger.
- A home.
- Stay away from bad people.
- Take my medication and make friends.
- Hanging out with 'bad people.

- Fewer trips
- Don't drink alcohol.
- Staying busy.

- Find some new friends.
- Staying on meds.
- Staying away from family.

What do you like about your service?

- Staff is very considerate. Very gentle in approach.
- I like how enthusiastic the staff here is.
- It's a nice facility. The staff is good.
- The staff are great. They automatically listen. Staff are incredible.
- They're nice, the doctors really listen.
- Love all the staff.
- Staff listen and believe me.
- Staff is very nice and understanding.
- Staff very nice.
- Everyone is very nice.
- Learning about this illness and what to do.
- I have somewhere to relax and shower and eat. Play games, read.
- The other patients are okay to talk to.
- The nurses and the food.
- It's pretty comfortable here. People are nice.
- You can order what you want from cafeteria.
- They don't force meds on you here.
- The staff are nice. I'm always asking for ice and they don't mind.
- Food is okay.
- They really help me with my mental health.
- They are nice to me.
- The nurses and techs are good.
- The food is good. Good portions and a lot of healthy options.
- The mental health techs are great.
- The nurses are friendly.
- The mental health techs are good. The groups are good. Most of the patients are really cool.
- The staff is ok.
- We get to go outside here.
- They accommodate my religious preferences very well.
- It runs pretty smooth. Most staff are mine.
- I like everything.
- It's a safe place; no one purposely bothers me.
- The food is good.
- Staff is great.
- So far I like everything.
- The selection of books, the staff and the food.

- I like everything about it here.
- They know what they are doing, competent.
- The nursing staff are outstanding.
- The facility is beautiful.
- They were very nice and kind.
- Staff are friendly.
- Good Job overall.
- They were really hands on working with us.
- The nurses are awesome and the food is good.
- The staff are kind and treat us all well.
- Very respectful. No issues with staff.
- They are polite. They are wonderful.
- The people here are friendly.
- They don't treat me like I'm crazy.
- It's close to home for me.
- The staff are kind and know what they are doing.
- They treat me with respect.
- I like the food. The tech's try their best.
- They don't treat me like I'm stupid.
- Food is alright.
- Staff is available 24/7 to make sure I am fine.
- They treat us all with love and sympathy. I like the healing environment. It is personalized care.
- Staff does their job to the best of their abilities.
- I like the food. Staff are friendly. I am learning a lot about my illness.
- They didn't keep me any longer than needed.
- Staff and facility. It is nicer than CMC used to be.
- It's a comfortable place for a hospital.
- Nurses are very compassionate.
- They are short-term stays.
- They listen to you, treat you like a person.
- Nursing is very patient with me. I talk a lot.
- Staff is kind and listens.
- Everything. The staff, the facility, the food, and my roommate.
- It is a safe environment. They have music and no blackout for phone groups. I like the nice outdoor time.
- The staff is helpful, knowledgeable, the food is good, and it is clean.

- The food. I can go outside here. The groups once in a while.
- I don't have to choose my food or worry about dishes.
- The staff are good.
- 1st shift is great.
- The food is alright.
- Friendly, helpful.
- I like everything. No complaint.
- Some staff ask if you are OK. They are nice. They talk with you.
- The food and nurses are good.
- The food is great. The nurses are fantastic.
- I like that staff are kind.
- The staff are great. Jake and I talked like staff.
- Good staff here. It's clean and safe.
- I feel safe here.
- Some staff are extra caring; some relate to us. The food is not bad. Sometimes the ice cream is soupy and melted.

- Food, the respect, they care a lot about it here. They look out for you.
- They are caring and they listen to me when I get upset.
- It is close to my home and with friends.
- The nurses were kind. The staff seem pretty organized.
- They do a pretty good job.
- The food is good. I like the staff.
- They really care, almost on a personal level.
- The food, the staff, and the meds.
- Other patients are fun to talk to.
- The nurses and techs are great. Always around if you need someone.
- The food and the nurses.
- Overall I am very satisfied with services here.
- The staff are very smart; they know what they are doing.

What do you dislike about your service?

- I don't like how restrictive it is. I think they overfeed us and the choices of food are limited. Limited time with therapist.
- The regular checks, especially overnight.
- I felt like staff weren't receptive to my concerns about attention seeking patients. They can redirect better.
- Cold in here.
- Just that I'm here.
- Beds.
- They won't let me leave.
- Not sleeping well and they aren't doing much.
- Certain meals are too salty for me.
- Food is nasty. Cold and small portions.
- I don't want to be here anymore.
- Some of the other young guys are loud.
- It's loud.
- I want to go home.
- It gets pretty hot in my room.
- Kept trying to give me medication but I couldn't take it.
- I can't sleep. 3rd shift have no respect for us. It's 3 am to keep it down. They're working on their phones all night. It was brought to staffs attention by an individual and is being addressed.

- The Dr. is unhelpful. I asked when I was leaving, she was rude 'Just like everyone else. You want to be here one day and then leave the next.' It was brought to the staff attention, and it was addressed.
- The food isn't good.
- Food isn't great.
- People with bad symptoms take up all the staff. They scare me.
- Soap in shower and bathroom soap gives me hives
- One of the other patients was yelling and it upset me.
- GPS tracker, but otherwise it's fine.
- Waiting in line for food.
- When other patients get rowdy, I get scared and triggered.
- It feels crowded here.
- The food was 'ick.'
- It gets loud.
- The food was nasty.
- Other patients are loud.
- It's cold in this building.
- Not a fan of psychiatrist, Very Smug.
- Some of the loud people take up all the staff time.
- They kept me up for too long.

- I was really not thrilled to be put on medication.
- The food is kind of nasty.
- I want to leave.
- I had a hard time communicating with my previous social worker.
- Attention seeking patients take up staff attention.
- I didn't want to take medication.
- Cold food.
- I'm missing working to be here.
- I'm not excited about taking medication.
- Food could be better.
- I don't like having a roommate.
- Nothing. It's all been great.
- No smoking, some groups aren't educational enough and we should be able to get snacks whenever we are hungry.
- It is cold.
- I need my oxygen and diabetes medication and my heart medication. I wanted to go to the VA, but they don't have any beds.
- There is some pink mold in my shower.
- I have to ask for my bin.
- I don't like some of the food.
- 2nd shift are slow and not compassionate. Nurses, LPN's, RN's.
- I don't feel staff are fully understanding me and that I am struggling. Other patients I hear talking about me. It is no one's business. I told staff.
- A lot of free time, less structure.
- I want to know when I can leave and they won't tell me.
- I want to go home now.
- Time spent with doctors and therapist. I felt rushed, out of the loop.
- Some other patients are loud.
- I wish they had more control over people's ADLs.
- Some of the other patients are scary and intimidating.
- It feels cramped and full of people here.
- The food isn't great.
- Other patients get unruly and loud.
- I don't like the food. No variety.
- The food is cold, all of it.
- I wish we had more groups or something to do.
- It's a little dusty/dirty.

If you can change anything about your services what would it be?

- Maybe more soft fabric to snuggle up.
- More access to health and dental.
- Better beds.
- When they give you your hygiene stuff they take it back again and change shower drain.
- More one-on-one time with a counselor. I don't like big groups of strangers.
- I'd leave when I was ready.
- I should have come here sooner.
- Food is a little inconsistent.
- They used to have AA/NA come in and now they don't.
- The food isn't great. Some meals aren't prepared correctly.
- They understand now about my faith and eating kosher.
- More activities for the brain like puzzles and crosswords.
- Better food choices.
- More food. They do let us order extra food, but sometimes I'm still hungry for real food.
- More chances for one-on-one therapy. I don't like talking in groups.
- I'd never would have come in the first place.
- I would have left the hospital.
- Better heat.
- Maybe renovate, it looks a little dated.
- Some peers understood me better than the staff.
- More TV's. It becomes an issue.
- More structured activities. For example: Gym, library, and outside.
- Some staff are rude when they talk. I heard a staff curse. It was brought to staffs attention.
- Change roommate.
- Change all my dislikes.
- Longer talks with doctors.
- I feel like they need to be more helpful.
- More food choices.
- I'd have my own room.
- More time with Psychiatrist, more than ten minutes a day.
- Newer medications/drugs.
- I wish I could use my phone.

- Sometimes it can be hard to get a straight answer to a simple question.
- I would rethink signing myself into the hospital.

- I would be home by now.
- I would like to know my discharge date.

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

- Very nice place, I'd recommend it.
- I'm more balanced out.
- Staff willing to help in any way they can.
- Good staff. Always care about you.
- Glad I was taken in.
- It's fine for what it is, a hospital.
- Satisfied with treatment.
- Wish I knew what might be next, either getting discharged or staying.
- It's a good hospital.
- They (staff) listen to me.
- It's an alright place.
- Would not recommend .
- Satisfied.
- If I needed another hospital stay, I'd request to stay here.
- No complaints.
- Everything is accommodating.
- They do a good job.
- Pretty satisfied overall.
- Satisfied with treatment.
- I'd come back if I had to.
- I never want to go back.
- It was overall alright.
- Pretty good.
- They do an okay job here.
- I'd give it a 9 out of 10.
- Overall, I am satisfied with services.
- Satisfied.
- Food aside, I am very happy.
- They're OK for most of most parts.
- Overall it is fine.
- I want to leave.
- I would come back if I needed help again.
- I think it is a nice place. I am not a fan of my case manager. They broke confidentiality.
- Let me know when a discharge date in adequate .
- It is what it is.
- I come here on my own.
- Everything is good.
- It's ok, I'd come back if I had to.
- Please keep this place open!
- It's good.
- Overall it's ok here.
- It's ok here. I just wish I knew my discharge date. I have been here a few weeks.
- Overall OK.
- Generally satisfied. (2)
- Overall no complaints.

Question	Face-to-Face	Mail	Telephone	Total
Survey was completed by:	93	0	20	113