

Annual Satisfaction Report

by the Allegheny County Consumer Action
Response Team (CART)

2019

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CART of Allegheny County

Vision

CART's vision is that consumers and providers will dialogue regularly about improvements that could be made in existing behavioral health services. This dialogue will result in the best possible services for consumers who will become empowered to make choices and participate in their own recovery.

CART is designed to provide:

- Processes for consumers and families to dialogue with their providers.
- Structured process for providers to respond to consumer dissatisfactions.
- Aggregate reports of response frequencies to Health Choices Appendix L Areas of Observation and Discussion as a means of looking at system trends.
- Reports that identify satisfaction and dissatisfaction themes for various levels of care in the provider system.
- Feedback from CSP and CHIP consumers to Allegheny County Office of Behavioral Health and providers about their satisfactions with services and adjustment to living in the community.
- Information about under-served groups in order to supply consumer feedback to system planners and policy makers.

Advantages of CART:

- Independence from provider organizations.
- Interviewers are former recipients of services and family members.
- Conducts face-to-face interviews.
- Consumers who wish to be identified can use the CART process as an occasion to meet with their provider to dialogue about their concerns about their services.
- Consumers provide more detailed responses because of the semi-structured format of CART interviews.
- Provider organizations can demonstrate their commitment to quality improvement by using CART reports.

Summary of CART Methodology

The Consumer Action Response Team (CART) conducts face-to-face interviews with willing consumers of behavioral health services. In some cases telephone interviews are done with family members and consumers who do not utilize site-based services. A survey/interview tool is utilized to obtain quantitative information about Appendix L. Areas of Concern, as well as, qualitative information obtained by asking consumers a number of open-ended questions about services received. Consumers at all known provider sites are surveyed via scheduled site visits twice a year. The interview findings for each service site are summarized into a report and mailed to the provider for their written response, or the provider may choose to discuss the report during a scheduled Quality Improvement Meeting with CART staff. Aggregate data reports are submitted to CCBH quarterly and annually. In addition, an annual report is distributed to all stakeholders.

PEER COACHING AND PATIENT CENTERED CARE

Medical care, psychiatry included, has become increasingly “patient centered”. Shared decision making during treatment is becoming the norm, not the exception. This partnership empowers patients to become partners in their care, with medical and support staff, and to chart their own individual recovery.

Truly engaging with someone who needs care for a serious, chronic condition requires empathy, not expertise. Engagement does not occur with an “expert”. It occurs when someone communicates what Carl Rogers called “unconditional positive regard” [1], and what Mister Rodgers said to his audience, “I like you just the way you are”. Medical and psychiatric professionals can be given so much education and training that they can lose track of the importance of connecting, one human being to another, when in a professional helping relationship.

Peer role modeling has been utilized extensively in the fields of education and child development but not so much in the realm of adult behavior change. However, it appears that the value of Peer Health Coaching is catching on, with recent studies demonstrating the efficacy of Peer Health Coaching for some chronic conditions where behavior change is necessary in order to stabilize and manage the condition [2] [3] [4] [5].

Peer Coaches build trust with participants/patients by sharing personal, life stories about how they have dealt with the obstacles associated with recovery from their health, substance use or mental health conditions. Peers are able to help patients/persons in-recovery set realistic goals using resources at hand, and provide on-going reinforcement during the arduous process of changing an unhealthy behavior (such as smoking).

CART interviewed 56 individuals in 2019 who received peer coaching. Peer coaches assist consumers to develop recovery goals, and to be supported in the process of achieving those goals. Mental health coaches are referred to as Certified Peer Specialists, and substance use disorder coaches are referred to as Certified Recovery Specialists. Service recipients were asked what they liked about their peer coaching services.

Mental health consumers said the following:

- *They have been through what I've been through.*
- *I like to go places with him.*
- *She is supportive with my diet and my communication.*
- *She is helpful with new ways to look at things and viewpoints.*
- *They can give you information and refer you to places.*
- *She helped me focus on my feelings and what I want in life.*
- *She really helps me and shares similar things.*
- *He is always easy to talk to about bettering myself.*

Consumers with a substance use disorder said the following:

- *They're available when you need them.*
- *I feel like I can talk freely to them.*
- *He's very non-judgmental and accepting.*
- *He got a clothing voucher for me.*
- *They help me move forward.*
- *If I need anything, she is there.*

References

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SATISFACTION WITH PSYCHIATRIC REHABILITATION SERVICES

According to the Psychiatric Rehabilitation Association,

“Psychiatric rehabilitation promotes recovery, full community integration and improved quality of life for persons who have been diagnosed with any mental health condition that seriously impairs their ability to lead meaningful lives.”

In 2019 CART interviewed 91 individuals who received psychiatric services from a variety of providers in Allegheny County. The following is a summary of what these individuals said helped their recovery and community integration.

The large majority of positive comments made about psychiatric rehabilitation services referred to the fundamental improvement that attending services made on the quality of their lives. Two specific quality of life areas improved were:

- 1) The provision of a welcoming, family-like social space for participants.
- 2) The provision of a variety of educational experiences that promoted recovery.

Comments that best describe consumers’ experience of psychiatric rehabilitation included:

- *I love the camaraderie.*
- *I’ve made friends.*
- *It feels like family.*
- *I’m not scared of people any more.*
- *They teach me what I need to know.*
- *I learn communication skills.*
- *People here are filled with information.*
- *They have helped me with my attitude.*

STANDARD SATISFACTION INTERVIEW DEMOGRAPHICS AND INTERVIEW TOTALS FOR 2019

NUMBER OF INTERVIEWS BY POPULATION						
	Adult Mental Health	Adult Mental Health Family	Children's Mental Health	Adult Drug & Alcohol	Adult Drug & Alcohol Family	Children's Drug & Alcohol
Number	1006	57	261	490	64	48
% Interviewed	52.24%	2.96%	13.55%	25.44%	3.32%	2.49%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 20	21 - 64	65+
Number	174	112	57	1464	119
% Interviewed	9.03%	5.82%	2.96%	76.01%	6.18%

NUMBER OF INTERVIEWS BY RACE			
	African American	White	Other
Number	516	1205	205
% Interviewed	26.79%	62.57%	10.64%

NUMBER OF INTERVIEWS BY GENDER			
	Male	Female	Non-Binary
Number	1084	828	14
% Interviewed	56.28%	42.99%	0.73%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS		CHILD MENTAL HEALTH INTERVIEWS		ADULT DRUG & ALCOHOL INTERVIEWS		CHILD DRUG & ALCOHOL INTERVIEWS	
Service	#	Service	#	Service	#	Service	#
Extended Acute Care	46	Inpatient	1	Inpatient Detox	22	Non-Hospital Rehab	48
Inpatient	88	School Based Partial	2	Non-Hospital Rehab	215		
Partial	59	Outpatient	44	Halfway House	56		
Outpatient	228	Service Coordination	123	Partial	20		
Psych, Social & Vocational Rehab	258	BHRS / Wraparound	45	Outpatient	225		
Service Coordination	63	Family Based	39	Recovery Specialist	16		
Long-Term Structured Residence (LTSR)	40	CSBBH	7				
CRR & Supported Housing	122	MTAY	3				
Enhanced Personal Care Boarding Home	55						
DAS	18						
Community Treatment Team	5						
Peer Specialist	56						
Mobile Medication	22						

Standard Satisfaction Interviews	1926
CSP & CHIPP Interviews	179
Customized Survey Interviews	49
Telephone Complaint Interviews	40
GRAND TOTAL	2194

**CONSUMER AND PARENT RESPONSES TO QUESTIONS ABOUT
THEIR TREATMENT—SORTED BY POPULATION GROUP-A THREE YEAR COMPARISON**

	Year	MENTAL HEALTH Adult			MENTAL HEALTH Child & Adolescent			DRUG & ALCOHOL Adult			DRUG & ALCOHOL Child & Adolescent		
		Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral
How satisfied are you with hours of operation & appointment times made available to you?	2017 n=	93% (577)	2% (16)	5% (29)	93% (222)	4% (9)	3% (7)	91% (194)	5% (11)	4% (8)	0% (0)	0% (0)	0% (0)
	2018 n=	91% (588)	3% (18)	6% (39)	97% (160)	1% (1)	2% (3)	94% (212)	3% (6)	3% (8)	0% (0)	0% (0)	0% (0)
	2019 n=	92% (597)	2% (16)	6% (38)	97% (251)	1% (2)	2% (5)	93% (227)	2% (6)	5% (11)	0% (0)	0% (0)	0% (0)
Do you feel comfortable with the staff who works with you?	2017 n=	93% (743)	2% (17)	5% (37)	97% (315)	1% (4)	2% (7)	93% (470)	2% (10)	5% (23)	90% (70)	6% (5)	4% (3)
	2018 n=	94% (781)	2% (17)	4% (36)	99% (231)	0% (0)	1% (3)	94% (412)	2% (11)	4% (17)	91% (53)	2% (1)	7% (4)
	2019 n=	95% (750)	2% (16)	3% (22)	99% (257)	0% (0)	1% (3)	95% (466)	2% (10)	3% (13)	96% (46)	0% (0)	4% (2)
Were you involved in planning your treatment or setting goals for your services?	2017 n=	92% (614)	5% (36)	3% (21)	98% (241)	1% (2)	1% (2)	93% (428)	5% (23)	2% (10)	95% (74)	4% (3)	1% (1)
	2018 n=	91% (651)	5% (36)	4% (25)	99% (161)	1% (2)	0% (0)	95% (418)	3% (15)	2% (7)	93% (54)	5% (3)	2% (1)
	2019 n=	94% (686)	4% (29)	2% (17)	98% (254)	1% (2)	1% (3)	94% (457)	4% (22)	2% (10)	92% (44)	4% (2)	4% (2)
Were you given the chance to make treatment decisions?	2017 n=	91% (609)	6% (40)	3% (22)	96% (313)	1% (4)	3% (9)	93% (417)	4% (19)	3% (15)	97% (35)	3% (1)	0% (0)
	2018 n=	90% (677)	6% (43)	4% (29)	98% (228)	1% (3)	1% (2)	91% (387)	6% (24)	3% (12)	84% (49)	9% (5)	7% (4)
	2019 n=	89% (651)	5% (36)	6% (42)	97.5% (252)	2% (5)	0.5% (1)	91% (443)	6% (29)	3% (16)	79% (38)	17% (8)	4% (2)
In the last twelve (12) months, have you been able to get the help you needed?	2017 n=	86% (688)	6% (49)	8% (62)	73% (240)	16% (52)	11% (35)	90% (453)	3% (13)	7% (36)	72% (56)	22% (17)	6% (5)
	2018 n=	88% (733)	3% (28)	9% (72)	80% (187)	11% (25)	9% (21)	90% (397)	3% (11)	7% (31)	81% (47)	2% (1)	17% (10)
	2019 n=	88% (691)	4% (32)	8% (62)	78% (204)	13% (33)	9% (24)	92% (448)	2% (11)	6% (31)	77% (37)	23% (11)	0% (0)
What effect has the treatment you received had on the quality of your life?	2017 n=	82% (647)	3% (28)	15% (115)	87% (283)	1% (2)	12% (40)	92% (460)	1% (5)	7% (34)	74% (58)	5% (4)	21% (16)
	2018 n=	81% (671)	3% (29)	16% (129)	89% (208)	1% (1)	10% (24)	90% (395)	2% (8)	8% (36)	88% (51)	3% (2)	9% (5)
	2019 n=	80% (630)	3% (24)	17% (130)	83% (215)	1% (2)	16% (42)	89% (433)	2% (11)	9% (45)	73% (35)	2% (1)	25% (12)
Overall, how satisfied are you with the services you received?	2017 n=	93% (732)	3% (23)	4% (35)	96% (313)	2% (5)	2% (7)	92% (459)	2% (12)	6% (30)	76% (59)	5% (4)	19% (19)
	2018 n=	90% (740)	3% (29)	7% (56)	97% (226)	0% (0)	3% (7)	89% (391)	2% (11)	9% (38)	81% (47)	0% (0)	19% (11)
	2019 n=	85% (662)	3% (24)	12% (97)	92% (239)	1% (3)	7% (18)	87% (424)	3% (13)	10% (51)	61% (29)	8% (4)	31% (15)

3 YEAR TRENDS BY POPULATION GROUP

For Adult Consumers of Mental Health Services:

- 1) There was a slight increase in comfort with staff: from 93% to 95%.
- 2) There was a slight decrease in treatment involvement: from 91% to 89%.
- 3) There was a slight decrease in reported treatment effects: from 82% to 80%.

For Adult Consumers of Drug/Alcohol Services:

- 1) There was a slight increase in comfort with staff: from 93% to 95%.
- 2) There was a slight decrease in reported treatment effect: from 92% to 89%.
- 3) There was a decrease in overall satisfaction: from 92% to 87%.

For Adolescent Consumers of Drug/Alcohol Services:

- 1) There was slight decrease in treatment plan involvement: from 95% to 92%.
- 2) There was a decrease in treatment involvement: from 97% to 79%.

PARENT & ADOLESCENT RESPONSES TO QUESTIONS ABOUT THEIR BHRS, FAMILY BASED AND SERVICE COORDINATION SERVICES - A THREE YEAR COMPARISON

	Year	CHILD MH BHRS			FAMILY BASED MENTAL HEALTH			CHILD MH SERVICE COORDINATION		
		Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral
How satisfied are you with the number of your scheduled visits?	2017 n=	95% (117)	4% (5)	1% (1)	98% (56)	2% (1)	0% (0)	94% (77)	2% (2)	4% (3)
	2018 n=	94% (30)	6% (2)	0% (0)	97% (32)	0% (0)	3% (1)	91% (91)	2% (2)	7% (7)
	2019 n=	98% (44)	2% (1)	0% (0)	97% (38)	0% (0)	3% (1)	93% (114)	2% (2)	5% (6)
Do you feel comfortable with the staff who works with you?	2017 n=	97% (120)	1% (1)	2% (2)	94% (54)	2% (1)	4% (2)	97% (78)	1% (1)	2% (2)
	2018 n=	100% (32)	0% (0)	0% (0)	100% (33)	0% (0)	0% (0)	100% (99)	0% (0)	0% (0)
	2019 n=	100% (45)	0% (0)	0% (0)	97% (37)	0% (0)	3% (1)	98% (121)	0% (0)	2% (2)
Were you given the chance to make treatment decisions?	2017 n=	97% (119)	1% (1)	2% (3)	96% (54)	4% (2)	0% (0)	92% (75)	1% (1)	7% (6)
	2018 n=	100% (32)	0% (0)	0% (0)	100% (33)	0% (0)	0% (0)	98% (97)	0% (0)	2% (2)
	2019 n=	100% (45)	0% (0)	0% (0)	100% (38)	0% (0)	0% (0)	97% (117)	3% (4)	0% (0)
Were you involved in planning your treatment or setting goals for your services?	2017 n=	97% (119)	1% (1)	2% (3)	96% (54)	4% (2)	0% (0)	92% (75)	1% (1)	7% (6)
	2018 n=	100% (32)	0% (0)	0% (0)	100% (33)	0% (0)	0% (0)	100% (99)	0% (0)	0% (0)
	2019 n=	100% (45)	0% (0)	0% (0)	100% (38)	0% (0)	0% (0)	97% (118)	1% (1)	2% (3)
In the last twelve (12) months, have you been able to get the help you needed?	2017 n=	74% (91)	11% (14)	15% (18)	74% (42)	14% (8)	12% (7)	78% (64)	15% (12)	7% (6)
	2018 n=	69% (22)	6% (2)	25% (8)	73% (24)	18% (6)	9% (3)	78% (77)	14% (14)	8% (8)
	2019 n=	75% (34)	16% (7)	9% (4)	72% (28)	15% (6)	13% (5)	77% (95)	14% (17)	9% (11)
What effect has the treatment you received had on the quality of your life?	2017 n=	90% (111)	0% (0)	10% (12)	82% (47)	2% (1)	16% (9)	85% (68)	0% (0)	15% (12)
	2018 n=	97% (31)	0% (0)	3% (1)	88% (29)	0% (0)	12% (4)	89% (88)	0% (0)	11% (11)
	2019 n=	89% (40)	0% (0)	11% (5)	82% (31)	0% (0)	18% (7)	83% (102)	2% (2)	15% (18)
Overall, how satisfied are you with the services you received?	2017 n=	97% (120)	1% (1)	2% (2)	96% (55)	4% (2)	0% (0)	95% (76)	1% (1)	4% (3)
	2018 n=	97% (31)	0% (0)	3% (1)	97% (32)	0% (0)	3% (1)	97% (96)	0% (0)	3% (3)
	2019 n=	100% (45)	0% (0)	0% (0)	87% (33)	0% (0)	13% (5)	90% (110)	2% (3)	8% (10)

TRENDS

- Parents who received Family Based Mental Health services reported a slightly decreasing ability to have their needs and their children's needs met: from 74% in 2017, to 73% in 2018, to 72% in 2019.
- Also, for all three services, BHRS, Family Based and Service Coordination, only 69-78% of parents/families were able to get all of the help they needed during the three years reported.

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