

Annual Satisfaction Report

by the Allegheny County Consumer Action
Response Team (CART)

2020

Paul Freund

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CONSUMER ACTION AND RESPONSE TEAM OF ALLEGHENY COUNTY CART

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 CHIPP (former Mayview Hospital patients) consumers about their satisfaction with their services and community supports to Allegheny County Office of Behavioral Health and providers.

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 and families 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. Qualitative information is also obtained by asking consumers and families a number of open-ended questions about services received. The interview findings are summarized into a report and sent to providers for use in their Quality Management/Quality Improvement processes. Aggregate data reports are submitted to Community Care and Allegheny County Office of Behavioral Health quarterly and annually.

THE COVID-19 PANDEMIC AND TELEHEALTH

The Covid-19 Pandemic of 2020 was, and still is, a world-wide tragedy that has affected all aspects of our lives. Even if we have not lost a loved one to this highly contagious disease, we have lost physical contacts with most of our community connections in our effort to reduce the spread of the disease. The losses of community connection include children with their schools, workers with their work places and congregants with their places of worship. In the world of health care most patients were offered tele-health appointments instead of person to person contacts. This has gone on since March of 2020 when much of the U.S. began to observe Covid-19 public health guidelines. In order to provide needed outpatient community services telehealth was greatly expanded because insurance companies were willing to reimburse these virtual services during the pandemic. We are fortunate that there is a telehealth option during this pandemic, as we need to observe social distancing in order to control Covid-19's spread. Also, health care providers have realized that telehealth can increase access to care for people who have difficulty attending clinic appointments for a variety of reasons (Hollander, JE & Carr, BG. Virtually Perfect? Telemedicine for Covid-19: *New England Journal of Medicine*, 2020: 382, 1679-1681)¹.

However, despite the economic advantages of telehealth for health care providers and insurance companies, we should not lose sight of the importance of face-to-face interactions in clinical settings. It is difficult for new patients to establish trust when they cannot observe non-verbal communication through eye contact, gestures and ritual greetings like a hand shake. This lack of physical connection is a barrier to the establishment of a therapeutic relationship, which is the foundation of effective health care of all types (Bull, T., DeWar, A., Malvey, D., Szalma, J. Considerations for the Telehealth Systems of Tomorrow: *JMR Publications*, 2016: Vol. 2, No. 2)².

When the Covid-19 pandemic is over and we are able to resume face-to-face contacts in all aspects of life, including health care, we will need to evaluate the pros and cons of making telehealth an on-going treatment option.

Specifically, we need to ask all patients/consumers about their experience of care when receiving telehealth and to compare this to their experience of receiving face-to-face treatment in a facility or community setting. CART's contribution to this evaluation process is the addition of two new survey questions for 2021. The first question asks whether telehealth made receiving services easier or more difficult than the usual face-to-face sessions. The second question asks consumers to rate their experience with telehealth.

We look forward to generating reports in the near future that will look at consumers' and families' feedback, which will inform providers and payers about the specific services where telehealth may be an enhancement, even when social distancing is not a necessity.

References

- 1) Hollander, JE & Carr, BG. Virtually Perfect? Telemedicine for Covid-19, New England Journal of Medicine, 2020: 382, 1679-1681.
- 2) Bull, T. DeWar A. Malvey D. Szalma J. Considerations for the telehealth systems of tomorrow, Journal of Medical Research (JMR Publications), 2016: Vol.2, No.2.

2020 STANDARD SATISFACTION INTERVIEW DEMOGRAPHICS AND INTERVIEW TOTALS FOR EACH SERVICE

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	812	21	189	315	10	22
% Interviewed	59.31%	1.53%	13.81%	23.01%	0.73%	1.61%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 20	21 - 64	65+
Number	120	80	32	1028	109
% Interviewed	8.77%	5.84%	2.34%	75.09%	7.96%

NUMBER OF INTERVIEWS BY RACE			
	African American	White	Other
Number	837	389	143
% Interviewed	61.14%	28.41%	10.45%

NUMBER OF INTERVIEWS BY GENDER			
	Male	Female	Non-Binary
Number	709	652	8
% Interviewed	51.79%	47.63%	0.58%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS		CHILD MENTAL HEALTH INTERVIEWS		ADULT DRUG & ALCOHOL INTERVIEWS		CHILD DRUG & ALCOHOL INTERVIEWS	
Service	#	Service	#	Service	#	Service	#
Inpatient	61	Inpatient	1	Non-Hospital Residential Rehab	101	Non-Hospital Residential Rehab	19
Extended Acute Care	22	RTF	9	Halfway House	37	Outpatient & IOP	1
DAS	21	Partial Hospital	1	Partial Hospital	2	Multi-Systemic Therapy	2
Partial Hospital	19	School Based Partial	15	Outpatient & IOP	93		
Outpatient & IOP	196	Outpatient & IOP	26	Medication Assisted Treatment	45		
LTSR/AOP	24	School Based Outpatient	11	Service Coordination	42		
Psych, Social & Vocational Rehab	155	Service Coordination	42	Recovery Specialist	4		
Service Coordination	116	IBHS / BHRS	33				
Community Treatment Team	17	Family Based MH	25				
Peer Specialist	56	Family Focused MH	6				
Integrated Dual Disorders Treatment	13	CSBBH	10				
Mobile Psych Rehab	5						
DDTT	1						
CRR & Supported Housing	87	Joint Planning Team (not included in demographics)	10				
EPCBH & CMHPCH	40						

Standard Satisfaction Interviews	1369
CSP & CHIPP Interviews	110
Customized Survey Interviews	37
GRAND TOTAL	1516

**CONSUMER AND FAMILY RESPONSES TO QUESTIONS ABOUT ADULT MENTAL
HEALTH INPATIENT, OUTPATIENT & SERVICE COORDINATION SERVICES -
A THREE YEAR COMPARISON**

	Year	ADULT MH INPATIENT			ADULT MH OUTPATIENT			ADULT MH SERVICE COORDINATION		
		Yes/ Sat.	No/ Dissatisfied	Other/ Neutral	Yes/ Sat.	No/ Dissatisfied	Other/ Neutral	Yes/ Sat.	No/ Dissatisfied	Other/ Neutral
How satisfied are you with the number of your scheduled visits?	2018 n=	NA (0)	NA (0)	NA (0)	95% (282)	1% (3)	4% (13)	96% (80)	2% (2)	2% (2)
	2019 n=	NA (0)	NA (0)	NA (0)	95% (215)	1% (2)	4% (10)	96% (53)	2% (1)	2% (1)
	2020 n=	NA (0)	NA (0)	NA (0)	95% (182)	1% (2)	4% (7)	92% (103)	3% (3)	5% (5)
Do you feel comfortable with the staff who works with you?	2018 n=	91% (67)	5% (4)	4% (3)	98% (291)	0% (0)	2% (7)	96% (81)	4% (3)	0% (0)
	2019 n=	90% (78)	5% (4)	5% (5)	97% (222)	1% (2)	2% (4)	100% (55)	0% (0)	0% (0)
	2020 n=	78% (47)	0% (0)	22% (13)	100% (187)	0% (0)	0% (0)	97% (103)	1% (1)	2% (2)
Were you given the chance to make treatment decisions?	2018 n=	70% (51)	17% (12)	13% (9)	93% (272)	3% (9)	4% (11)	92% (77)	6% (5)	2% (2)
	2019 n=	76% (66)	13% (11)	11% (10)	91% (204)	2% (4)	7% (16)	96% (53)	2% (1)	2% (1)
	2020 n=	75% (45)	7% (4)	18% (11)	97% (182)	0% (0)	3% (5)	89% (96)	4% (4)	7% (8)
Were you involved in planning your treatment or setting goals for your services?	2018 n=	65% (39)	23% (14)	12% (7)	97% (273)	2% (7)	1% (3)	94% (17)	0% (0)	6% (1)
	2019 n=	75% (58)	17% (13)	8% (6)	97% (207)	2% (4)	1% (3)	98% (51)	0% (0)	2% (1)
	2020 n=	78% (44)	9% (5)	13% (7)	95% (173)	2% (4)	3% (5)	96% (103)	2% (2)	2% (2)
In the last twelve (12) months, have you been able to get the help you needed?	2018 n=	64% (47)	12% (9)	24% (18)	95% (282)	1% (4)	4% (12)	87% (73)	2% (2)	11% (9)
	2019 n=	71% (62)	15% (13)	14% (12)	92% (211)	3% (6)	5% (11)	86% (47)	5% (3)	9% (5)
	2020 n=	71% (43)	8% (5)	21% (13)	96% (184)	0% (0)	4% (7)	89% (99)	4% (5)	7% (8)
What effect has the treatment you received had on the quality of your life?	2018 n=	60% (44)	18% (13)	22% (16)	82% (245)	2% (5)	16% (48)	84% (67)	1% (1)	15% (12)
	2019 n=	71% (62)	14% (12)	15% (13)	83% (188)	2% (4)	15% (34)	89% (49)	0% (0)	11% (6)
	2020 n=	66% (38)	17% (10)	17% (10)	85% (160)	1% (1)	14% (26)	85% (89)	2% (2)	13% (13)
Overall, how satisfied are you with the services you received?	2018 n=	70% (52)	16% (12)	14% (10)	96% (283)	1% (2)	3% (10)	88% (71)	4% (3)	8% (6)
	2019 n=	70% (60)	12% (10)	18% (15)	89% (202)	2% (4)	9% (20)	89% (49)	0% (0)	11% (6)
	2020 n=	72% (43)	14% (8)	14% (8)	93% (174)	0% (0)	7% (13)	93% (98)	4% (4)	3% (3)

TRENDS BY SERVICE

MENTAL HEALTH ADULT INPATIENT

- In 2020, 78% of consumers reported that they were involved in treatment planning. This is an **increase** from 75% in 2019 and from 65% in 2018.
- In 2020, 78% of consumers reported that they were comfortable with the staff who worked with them. This was a **decrease** from 90% in 2019 and from 91% in 2018.

MENTAL HEALTH ADULT OUTPATIENT

- In 2020, 85% of consumers reported that their quality of life improved. This is an **increase** from 83% in 2019, and from 82% in 2018.

MENTAL HEALTH ADULT SERVICE COORDINATION

- In 2020, 93% of consumers were satisfied overall with their services. This is an **increase** from 89% in 2019, and from 88% in 2018.

**PARENT & ADOLESCENT RESPONSES TO QUESTIONS ABOUT THEIR CHILD
MENTAL HEALTH IBHS/BHRS, FAMILY BASED AND SERVICE COORDINATION
SERVICES –A THREE YEAR COMPARISON**

	Year	CHILD MH IBHS / BHRS			FAMILY BASED & FAMILY FOCUSED SOLUTION BASED			CHILD MH SERVICE COORDINATION		
		Yes/ Sat.	No/ Dissatisfied	Other/ Neutral	Yes/ Sat.	No/ Dissatisfied	Other/ Neutral	Yes/ Sat.	No/ Dissatisfied	Other/ Neutral
How satisfied are you with the number of your scheduled visits?	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)
	2020 n=	91% (30)	3% (1)	6% (2)	100% (31)	0% (0)	0% (0)	95% (40)	0% (0)	5% (2)
Do you feel comfortable with the staff who works with you?	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)
	2020 n=	97% (32)	0% (0)	3% (1)	97% (30)	0% (0)	3% (1)	100% (42)	0% (0)	0% (0)
Were you given the chance to make treatment decisions?	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)
	2020 n=	97% (32)	0% (0)	3% (1)	100% (31)	0% (0)	0% (0)	100% (42)	0% (0)	0% (0)
Were you involved in planning your treatment or setting goals for your services?	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)
	2020 n=	97% (32)	0% (0)	3% (1)	100% (31)	0% (0)	0% (0)	100% (16)	0% (0)	0% (26*)
In the last twelve (12) months, have you been able to get the help you needed?	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)
	2020 n=	82% (27)	0% (0)	18% (6)	74% (23)	13% (4)	13% (4)	81% (34)	12% (5)	7% (3)
What effect has the treatment you received had on the quality of your life?	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)
	2020 n=	91% (30)	0% (0)	9% (3)	77% (24)	0% (0)	23% (7)	98% (41)	0% (0)	2% (1)
Overall, how satisfied are you with the services you received?	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)
	2020 n=	88% (29)	0% (0)	12% (4)	90% (28)	3% (1)	6% (2)	95% (40)	0% (0)	5% (2)

* 26 of the families were not asked this question, and therefore they are marked as other/neutral

TRENDS BY SERVICE

MENTAL HEALTH CHILD IBHS/BHRS SERVICES

- In 2020, 82% of families who received IBHS/BHRS services reported that they were able to get all of the help that they needed. This was an **increase** from 75% in 2019, and from 69% in 2018.

MENTAL HEALTH CHILD SERVICE COORDINATION

- In 2020, 95% of families who received Service Coordination reported that they were satisfied with the number of scheduled visits. This was an **increase** from 93% in 2019, and from 91% in 2018.

MENTAL HEALTH CHILD FAMILY BASED & FAMILY FOCUSED SOLUTION BASED SERVICES

- In 2020, 77% of families reported an increase in quality of life because of Family Based and Family Focused -Solution Based Services. This was a **decrease** from 82% in 2019, and from 88% in 2018.

**CONSUMER AND FAMILY RESPONSES TO QUESTIONS ABOUT THEIR ADULT
DRUG & ALCOHOL NON-HOSPITAL REHABILITATION, HALFWAY HOUSE AND
OUTPATIENT SERVICES – A THREE YEAR COMPARISON**

	Year	ADULT D&A NON-HOSPITAL REHAB			ADULT D&A HALFWAY HOUSE			ADULT D&A OUTPATIENT		
		Yes/ Sat.	No/ Dissatisfied	Other/ Neutral	Yes/ Sat.	No/ Dissatisfied	Other/ Neutral	Yes/ Sat.	No/ Dissatisfied	Other/ Neutral
How satisfied are you with the number of your scheduled visits?	2018 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	93% (186)	4% (9)	3% (7)
	2019 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	91% (204)	4% (8)	5% (11)
	2020 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	96% (89)	3% (3)	1% (1)
Do you feel comfortable with the staff who works with you?	2018 n=	85% (150)	5% (8)	10% (17)	90% (57)	8% (5)	2% (1)	98.5% (199)	0.5% (1)	1% (2)
	2019 n=	90% (195)	5% (10)	5% (10)	82% (46)	4% (2)	14% (8)	97% (217)	0% (0)	3% (7)
	2020 n=	91% (92)	1% (1)	8% (8)	92% (34)	0% (0)	8% (3)	100% (92)	0% (0)	0% (0)
Were you given the chance to make treatment decisions?	2018 n=	85% (145)	8% (13)	7% (12)	90% (57)	5% (3)	5% (3)	94% (187)	5% (10)	1% (2)
	2019 n=	87% (183)	7% (14)	6% (12)	83% (44)	13% (7)	4% (2)	94% (209)	2% (5)	4% (8)
	2020 n=	86% (85)	5% (5)	9% (9)	100% (35)	0% (0)	0% (0)	96% (87)	1% (1)	3% (3)
Were you involved in planning your treatment or setting goals for your services?	2018 n=	93% (140)	4% (6)	3% (4)	94% (51)	2% (1)	4% (2)	95% (176)	4% (8)	1% (1)
	2019 n=	93% (165)	4% (7)	3% (6)	89% (42)	9% (4)	2% (1)	96% (199)	3% (7)	1% (3)
	2020 n=	96% (91)	2% (2)	2% (2)	97% (33)	3% (1)	0% (0)	97% (87)	2% (2)	1% (1)
In the last twelve (12) months, have you been able to get the help you needed?	2018 n=	83% (146)	4% (7)	13% (22)	87% (55)	5% (3)	8% (5)	96% (191)	1% (2)	3% (6)
	2019 n=	89% (192)	4% (8)	7% (15)	82% (46)	4% (2)	14% (8)	94% (211)	1% (3)	5% (11)
	2020 n=	79% (80)	2% (2)	19% (19)	78% (29)	3% (1)	19% (7)	92% (86)	0% (0)	8% (7)
What effect has the treatment you received had on the quality of your life?	2018 n=	86% (150)	3% (5)	11% (20)	94% (59)	3% (2)	3% (2)	90% (180)	1% (3)	9% (18)
	2019 n=	86% (184)	4% (9)	10% (22)	95% (53)	0% (0)	5% (3)	90% (200)	1% (3)	9% (21)
	2020 n=	88% (89)	2% (2)	10% (10)	92% (34)	0% (0)	8% (3)	92% (85)	0% (0)	8% (7)
Overall, how satisfied are you with the services you received?	2018 n=	81% (141)	5% (9)	14% (25)	89% (56)	3% (2)	8% (5)	94% (188)	1% (3)	5% (11)
	2019 n=	78% (168)	5% (10)	17% (37)	79% (44)	5% (3)	16% (9)	94.5% (210)	0.5% (1)	6% (13)
	2020 n=	78% (79)	5% (5)	17% (17)	86% (31)	0% (0)	14% (5)	93% (86)	0% (0)	7% (6)

TRENDS BY SERVICE

DRUG & ALCOHOL ADULT RESIDENTIAL REHABILITATION

- In 2020, 91% of consumers reported that they were comfortable with staff who worked with them. This is an **increase** from 90% in 2019 and from 89% in 2018.

DRUG & ALCOHOL ADULT HALFWAY HOUSE

- In 2020, 78% of consumers reported that they were able to get all of the help that they needed in the last 12 months. This is a **decrease** from 82% in 2019 and from 87% in 2018.

DRUG & ALCOHOL ADULT OUTPATIENT

- In 2020, 97% of consumers reported that they were involved in treatment planning and goal setting. This is an **increase** from 96% in 2019 and from 95% in 2018.
- In 2020, 92% of consumers reported that they were able to get all of the help that they needed in the past 12 months. This is a **decrease** from 94% in 2019 and from 96% in 2018

CART STAFF

Paul Freund CFST Director

Paula Pinon, Technical Support Specialist

Marilyn Micknowski, Administrative Assistant

Suzi Wright, Interviewer/ Data Entry

Jeffrey Fitzwilliam, CHIPP, CSP, ACSP Project Coordinator

Lee Moses, Interviewer

Phyllis Nettles, DHS Interviewer

Brian Rayne, Interviewer

Evan Weiss, Interviewer/ Information Specialist

Kathy Stamm, Interviewer

Jane Portman, Interviewer

Steven Hewitt, Interviewer

Christine Michaels, CEO, NAMI Keystone PA

CART ADVISORY BOARD

Lynda Marnoni, NAMI South

David Fath, MPH, Milestone Centers, Inc.

Kim Falk, MS., Evaluation Specialist, Allegheny County Office of Behavioral Health, Department of Human Services

Michael Gruber, MSW, Allegheny County Office of Behavioral Health, Department of Human Services

Barnett Harris Sr., MS, Senior Manager, MH Rehab. Services and Experience of Care, Pittsburgh Mercy Health System

Denise Weis, Community Support Program (ACCR)

Keirston Parham, WPIC Recovery and Peer Services Coordinator

Aleta Barnett, Adult Advocate, NAMI Keystone PA

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**Allegheny County Department of Human Services
&
Community Care**