



CONSUMER/FAMILY SATISFACTION TEAM  
(C/FST) Annual Report 2020-2021  
(PEPS Standards 93 & 108)

**OVERVIEW OF ACTIVITY:** In response to the Pennsylvania Department of Human Services Health Choices Behavioral Health Program Standards and Requirements Appendix L, Guidelines for member/family satisfaction teams and member satisfaction surveys, the Peer Empowerment Network Consumer and Family Satisfaction Team (CFST), Behavioral Health of Cambria County (BHoCC), the Cambria County Department of Behavioral Health Intellectual Disabilities and Early Intervention (BHIDEI), and Magellan Behavioral Health of Pennsylvania work in collaboration to solicit consumer and family feedback as part of a continuous quality improvement process. The purpose of the C/FST program is to determine whether consumers and families are satisfied with services in terms of access, delivery, outcomes, appropriateness of service, and being treated with dignity and respect.

**HISTORY:** Cambria County began a contract with Magellan Behavioral Health of Pennsylvania on July 1, 2017. As a result, there was a need to redesign the CFST program. Peer Empowerment Network and BHoCC worked in collaboration to redesign the CFST program as part of the Behavioral Health of Cambria County's continuous quality improvement planning. A transition plan was developed to assure that all required changes were implemented.

**POPULATION/SAMPLE:** In the contract/fiscal year of 2020-2021, 448 surveys were completed with 177 individuals, by the CFST team. During this reporting period, 11% of the surveys were conducted face to face with the individual and 89% by phone. The phone percentage is significantly higher than in past years, due to COVID-19.

**QUANTIFIABLE MEASURE:** Cambria County uses a survey tool that is used by the C/FST for quarterly state reporting. The tool meets Appendix L requirements and includes questions that were mandated by the Office of Mental Health and Substance Abuse Services (OMHSAS).

**METHODOLOGY:** Data in this report was compiled from surveys with HealthChoices members conducted by the C/FST team in the fiscal year 2020-2021 (July2020-June2021).

**PERFORMANCE GOAL:** A performance goal of 85 percent positive responses is used.

**ANALYSIS & RESULTS:** The Cambria County C/FST team completed 448 surveys with 177 HealthChoices members between July 1, 2020– June 30, 2021. No individual providers fell below the 85% performance goal.

Above 85% Benchmark - Meets Expectations

Between 84%-80%- Satisfactory

Below 79% - Requires Action

No data available

**Surveys Completed July 1, 2020 – June 30, 2021**

Survey Categories	Number of Surveys Completed	Percentage
MH Adult	246	55%
MH Family/Child	136	30%
D&A Child	0	0%
D&A Adult	66	15%
<b>Total Surveys</b>	<b>448</b>	<b>100%</b>

**Contracted Surveys Fiscal Year 2020-2021**

Category	Minimum Contracted per Quarter (100)	Annual Contracted Surveys (400-450)	Completed
MH Adult	60	210	246
MH Children/Family	25	125	136
Adult D&A	15	65	66
Child D&A <i>not in contract</i>	0	0	0
<b>Totals</b>	<b>100</b>	<b>400</b>	

**Quarterly Breakout 2020-2021**

Category	Minimum Contracted per Quarter (100)	Annual Contracted Surveys (400-450)	Q1	Q2	Q3	Q4	Completed
MH Adult	60	210	62	65	62	57	246
Adult D&A	15	65	15	11	16	24	66
Family/Child MH	25	125	36	32	35	33	136
Children D&A	0	0	0	0	0	0	0
<b>Totals</b>	<b>100</b>	<b>400</b>	<b>113</b>	<b>108</b>	<b>113</b>	<b>108</b>	<b>448</b>

Above 85% Benchmark - Meets Expectations

Between 84%-80%- Satisfactory

Below 79% - Requires Action

No data available

### Survey by Level of Care

Level of Care	Surveys per LOC	Percentage
<b>ADULT MENTAL HEALTH</b>		
Doctor/Nurse (IOP)	68	28%
Outpatient Therapy (IOP)	58	23%
Blended Case Management (BMC)	41	17%
Peer Support (CPS)	34	14%
Psych Rehab	4	2%
Cambria County Reach (Crisis)	1	.5%
Inpatient Hospitalization	6	2%
Partial Hospitalization	1	.5%
Mobile Therapy	33	13%
	<b>246</b>	<b>100%</b>
<b>ADULT D&amp;A</b>		
Outpatient (IOP)	22	33%
Inpatient (Rehab)	2	3%
Certified Recovery Specialist (CRS)	1	2%
Methadone	30	45%
Suboxone	11	17%
Vivitrol	0	0%
Halfway House	0	0%
Partial	0	0%
	<b>66</b>	<b>100%</b>
<b>CHILDREN/FAMILY MENTAL HEALTH</b>		
Doctor/Nurse (IOP)	26	20%
Outpatient Therapy (IOP)	28	21%
Blended Case Management (BMC)	12	9%
IBHS- BHT	19	14%
IBHC – BC	25	19%
Family Based	14	11%
Cambria County Reach (Crisis)	2	0%
Inpatient Hospitalization	2	0%
Partial Hospitalization	0	0%
Summer Program (STAP)	2	0%
After School Program (AST)	3	3%
Mobile Therapy	3	3%
Multisystemic Therapy	0	0%
CRR Host Home	0	0%
RTF	0	0%
	<b>136</b>	<b>100%</b>
<b>CHILDREN D&amp;A</b>		
Outpatient (IOP)	0	0

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**Manages Care  
Positive Percentages**

<b>Question</b>	<b>(July-June) 2017-2018</b>	<b>C/FST reported 2018-2019</b>	<b>C/FST reported 2019-2020</b>	<b>C/FST reported 2020-2021</b>
Do you know that you can choose where you get your treatment?	94.8%	89%	95.3%	99.4%
Do you know how to contact Magellan?	N/A	N/A	62.7%	90.3%
Did you know that you can call the toll-free member center 24/7?	86.8%	75%	59%	90.3%
Have you called Magellan member call center?	N/A	N/A	77%	85%
Were you satisfied with the outcome?	N/A	N/A	50%	95%
Are you aware of how to file a complaint?	82%	59%	60%	86.4%
Have you filed a complaint?	N/A	N/A	1%	3%
Were you satisfied with the outcome?	N/A	88%	50%	98%
Are you aware of how to file a grievance?	85%	57%	60%	85%
Have you filed a grievance?	N/A	N/A	1%	1%
Were you satisfied with the outcome?	N/A	75%	50%	50%

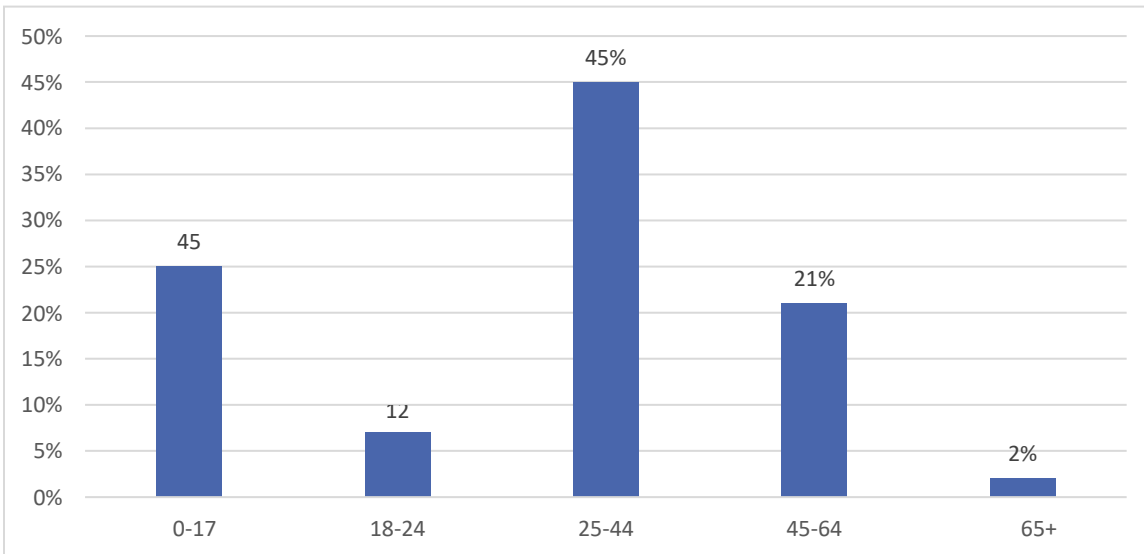
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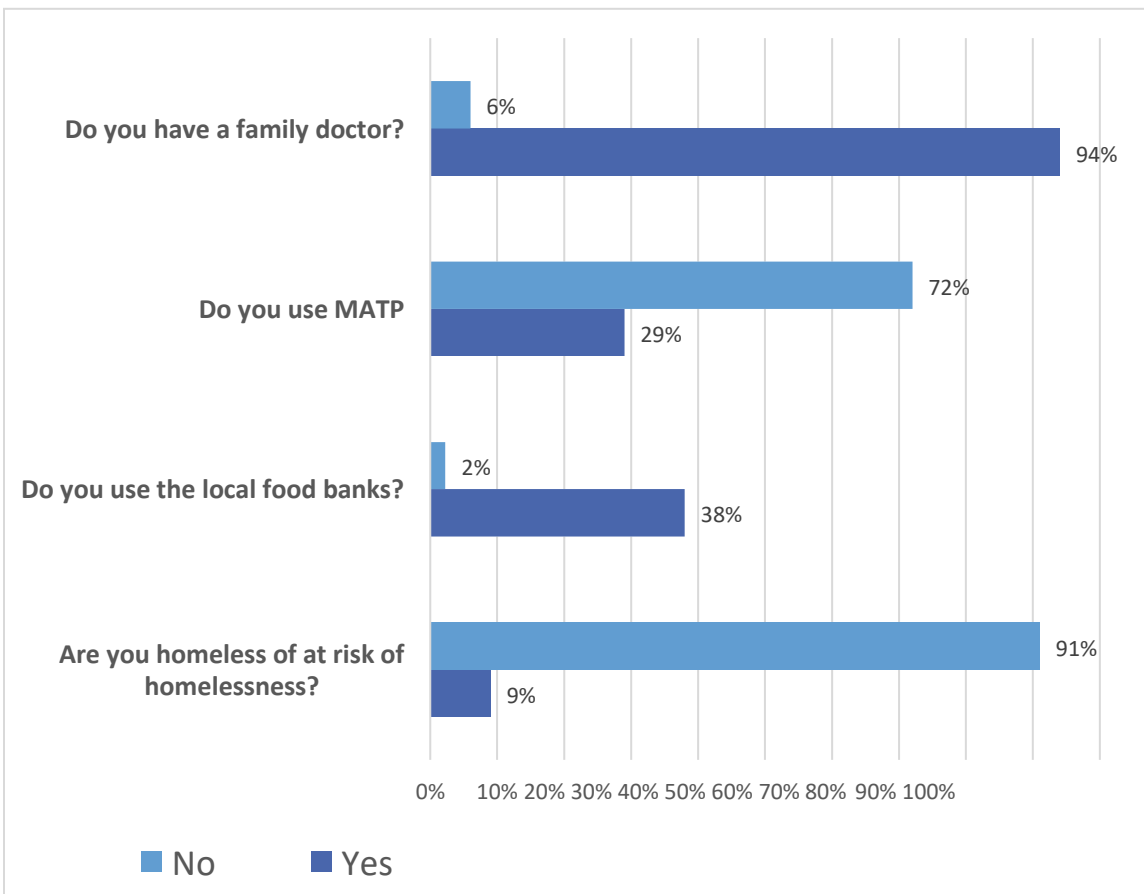
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### Age of Respondents



**Total of individuals surveyed 177**

### Community Resource Questions



**Total of individuals surveyed 177**

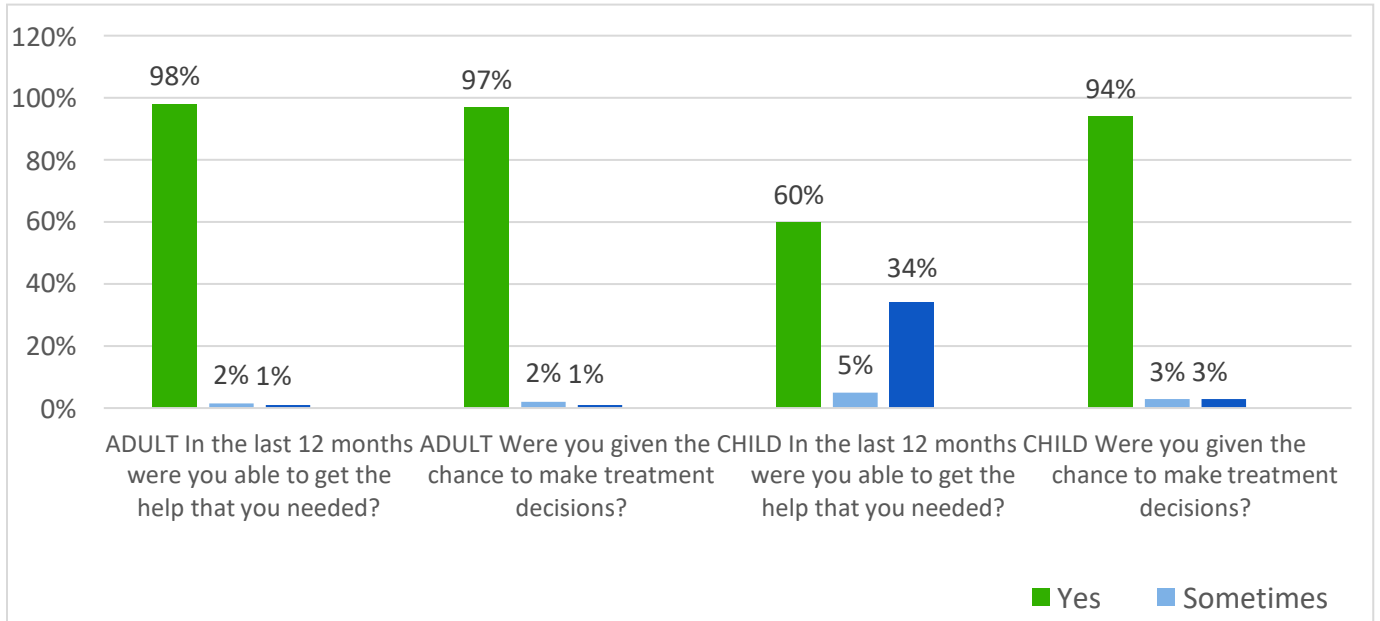
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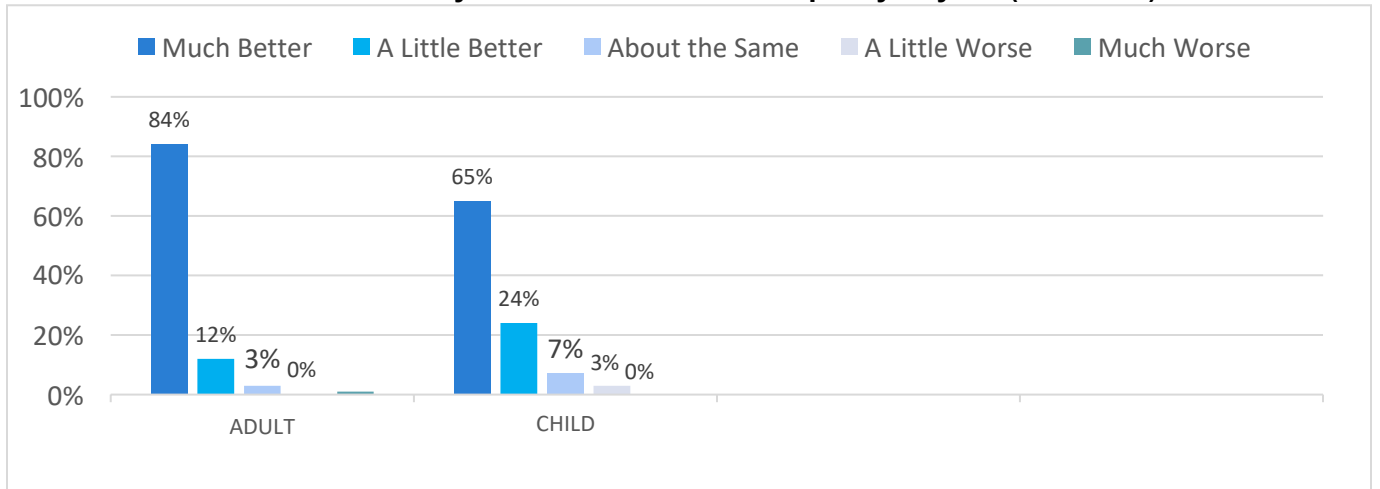
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### State Questions Adult & Children



**Total of individuals surveyed 177**

### What effect has the treatment you received had on the quality of your (or child's) life?



**Total of individuals surveyed 177**

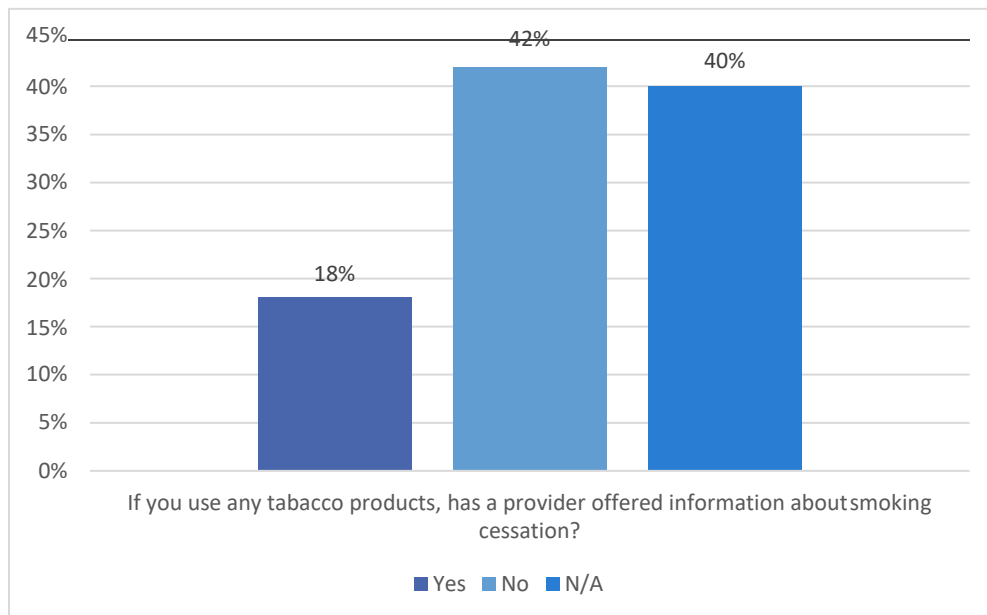
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### Adult & Children State Questions Breakout

Question	(July-June) 2017-2018	C/FST reported 2018-2019	C/FST reported 2019-2020	C/FST reported 2020-2021
<b>ADULT:</b> In the last 12 months were you able to get the help that you needed?	N/A	N/A	84%	98%
<b>ADULT:</b> Were you given the chance to make treatment decisions?	N/A	N/A	86%	97%
<b>CHILD:</b> In the last 12 months were you able to get the help that you needed?	N/A	N/A	77%	60%
<b>CHILD:</b> Were you given the chance to make treatment decisions?	N/A	N/A	88%	94%

### SPECIALITY QUESTIONS

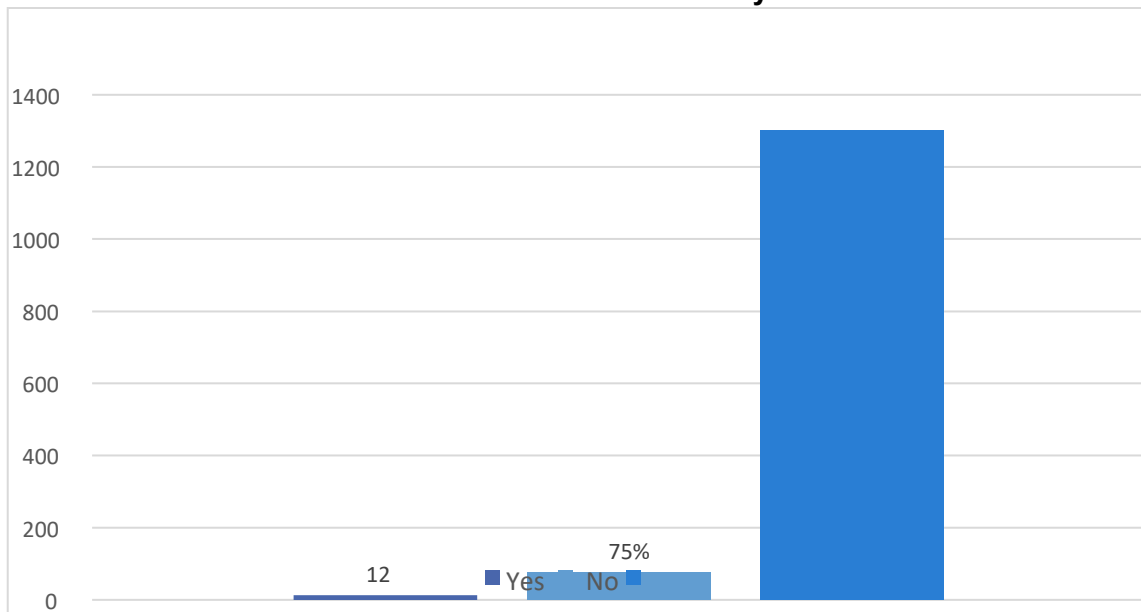
**If you use any tobacco products, has a provider offered information about smoking cessation?**



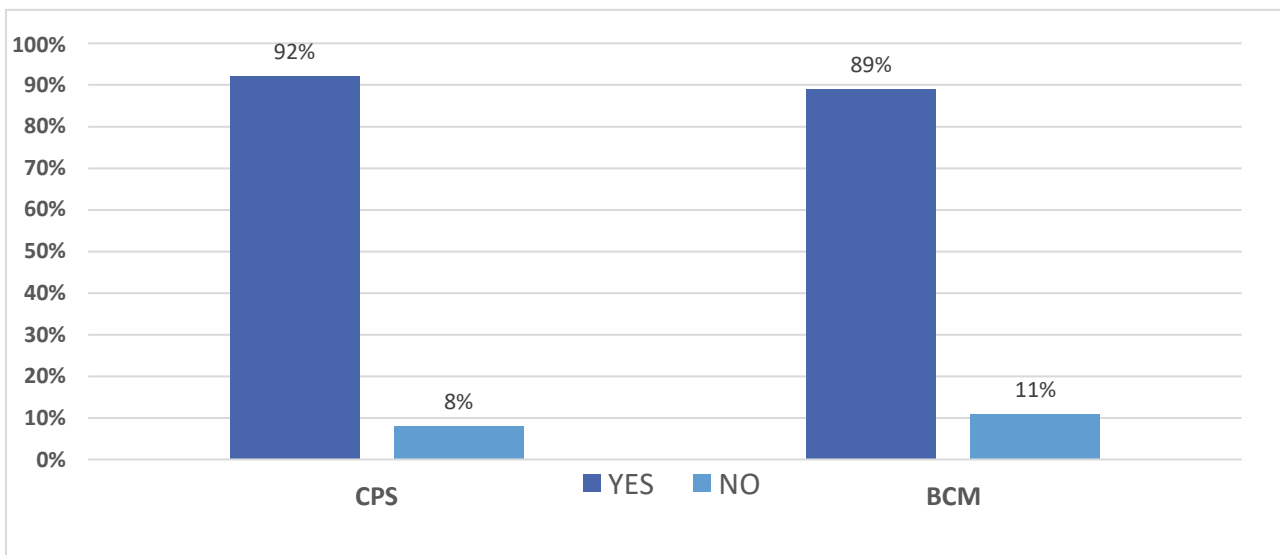
**Total of individuals surveyed 177**

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**Has your provider offered information about a Mental Health Directive?  
Total of individuals surveyed 177**



**Does your CPS/BCM provide services in your home or another location that is convenient for you?**



**53 individuals were surveyed who are receiving BCM services.  
34 individuals were surveyed who are receiving CPS services.**

Above 85% Benchmark - Meets Expectations  
 Between 84%-80%- Satisfactory  
 Below 79% - Requires Action  
 No data available



## Adult Mental Health & D&A Question Breakout

Question	(July-June) 2017-2018	C/FST reported 2018-2019	C/FST reported 2019-2020	C/FST reported 2020-2021
Are staff respectful and friendly?	98.5%	97%	96%	97%
Are the services provided sensitive to your race, religion, and ethnic background?	96.2%	99%	95%	99%
Does your psychiatrist or nurse practitioner talk to you about how your medications are working for you?	87.5%	86%	96%	N/A
Are your medications and their possible side effects explained clearly to you by your doctor or nurse?	87.5%	N/A	95%	94%
Does your psychiatrist or nurse practitioner give you a chance to ask questions?	95%	N/A	92%	92%
Do you feel that your provider listens to you?	97.7%	N/A	92%	92%
Are you able to get your medications when you need them?	95%	N/A	91%	90%
Are you satisfied with your provider?	98.5%	94%	97%	97%
If you have ever had a problem with your provider would you feel comfortable filing a complaint?	86.6%	91%	75% ↓	81%
Do you feel that you can talk freely/openly to your provider?	88.8%	N/A	96%	98%
Does your provider encourage you to do things that are meaningful to you?	99.3%	89%	94% ↑	95%
Do you feel that you are getting the help that you need?	93.9%	N/A	94%	94%
Does your provider encourage you to advocate for yourself?	N/A	N/A	90%	90%
Do you feel that your BCM is knowledgeable about resources and support in the community?	N/A	N/A	97%	97%
Do you feel that your Peer Specialist is knowledgeable about resources and support in the community?	N/A	N/A	95%	95%
Are the services helping you in your recovery?	N/A	N/A	98%	98%
Did seeking treatment (Mental Health or D&A) help you keep or get employment?	13.5%	85%	94%	94%

*N/A = question is no longer asked*

Above 85% Benchmark - Meets Expectations  
 Between 84%-80%- Satisfactory  
 Below 79% - Requires Action  
 No data available

## Identified Trends, Systemic Issues, & Quality Improvement Summary

Adult MH & D&A Population:

- 81% of members identified that if they had a problem with a provider, they would not feel comfortable filing a complaint. 96% of these individuals identified that fear of retaliation by the provider is the number one reason for not filing a complaint.
  - CFST will monitor this measure to assure that this % increased by 10% during the 2021-2022 contract year.
  - This question will be reviewed during CFST workgroup meetings to identify possible root causes.
  - This is not a trend that is seen in the Children/Family services.

Above 85% Benchmark - Meets Expectations

Between 84%-80%- Satisfactory

Below 79% - Requires Action

No data available

## Family/Child Mental Health & D&A Question Breakout

Question	(July-June) 2017-2018	C/FST reported 2018-2019	C/FST reported 2019-2020	C/FST reported 2020-2021
Are staff respectful and friendly?	98.5%↑	97%	97%	98%
Are the services provided sensitive to your race, religion, and ethnic background?	96.2%	99%	98%	99%
Does your psychiatrist or nurse practitioner talk to you about how your medications are working for you?	87.5%	86%	97%	94%
Are your medications and their possible side effects explained clearly to you by your doctor or nurse?	87.5%	N/A	89%	89%
Does your psychiatrist or nurse practitioner give you a chance to ask questions?	95%	N/A	97%	94%
Do you feel that your provider listens to you?	97.7%	N/A	97%	98%
Are you able to get your medications when you need them?	95%	N/A	92%	91%
Are you satisfied with your provider?	98.5%↑	94%	94%	93%
If you have ever had a problem with your provider would you feel comfortable file a complaint?	86.6%	91%	90%	89%
Do you feel that you can talk freely/openly to your provider?	88.8%	N/A	87%	87%
Does your provider encourage you to do things that are meaningful to you?	99.3%	89%	98%	99%
Do you feel that you are getting the help that you need?	93.9%	N/A	92%	91%
Does your provider encourage you to advocacy for yourself?	N/A	N/A	91%	91%
Do you feel that your BCM is knowledgeable about resources and support in the community?	N/A	N/A	100%	100%
If you have ever had a problem with your child's provider would you feel comfortable file a complaint?	86.6%	91%	93%	94%

Above 85% Benchmark - Meets Expectations

Between 84%-80%- Satisfactory

Below 79% - Requires Action

No data available

## Identified Trends, Systemic Issues, & Quality Improvement Summary

Family/Child MH & D&A Population:

No Trends currently.

Magellan: Managed Care Questions:

- Members reported that 50% are satisfied with the outcome of their complaints and grievances. (there were only 2 complaints and 2 grievances, members were split equally on the satisfaction of the outcome.)
- Members reported knowing how to contact Magellan if they had a question about their benefits or treatment only 62.7% of the time.
  - C/FST will monitor this measure to assure that it increases to the 85% performance goal in the 2021-2022 contract year.
- Members reported that only 59% know that they can call the Magellan member center 24/7. That is a 21% decrease from the 2018-2019 report.
  - C/FST will monitor this measure to assure that it increases to the 85% performance goal in the 2021-2022 contract year

Specialized Questions

- Members reported that only 19% of the 172 individuals who were surveyed were offered Tobacco Cessation information by their provider. *81% stated that the Tobacco Cessation information was offered by their PCP*
  - C/FST will monitor this measure to assure that it increases to the 85% performance goal in the 2021-2022 contract year.
- Members reported that only 16% of the 172 individuals who were surveyed were offered Mental Health Advance Directive information by their provider. *84% members stated that the Mental Health Advance Directive information was offered by their PCP*
  - C/FST will monitor this measure to assure that it increases to the 85% performance goal in the 2021-2022 contract year.
- Members reported that 87% of the CPS's and 89% BCM's are providing services in a location that is most convenient for them.
  - C/FST will monitor this measure to assure that it continues within the 85% performance goal in the 2021-2022 contract year.

Above 85% Benchmark - Meets Expectations

Between 84%-80%- Satisfactory

Below 79% - Requires Action

No data available

- Members reported that 95% have waited longer than 30 days for the initial appointment for IBHS, BHT services, and 48% for IBHS, BS.
  - C/FST will monitor this measure to assure that it remains within the 85% performance goal in the 2021-2022 contract year.
  - This is possibly a result of a shortage of BHT& BC available in Cambria County.
  
- Adult Mental Health members reported that 85% were readmitted within the last 30 days of discharge.
  - C/FST will increase monitoring of this measure to assure that readmission rates are brought to the 85% performance goal in the 2021-2022 contract year.

Above 85% Benchmark - Meets Expectations

Between 84%-80%- Satisfactory

Below 79% - Requires Action

No data available