

*C'EST BON
CONSUMER
SURVEY
SY24 REPORT*

Ascension Behavioral Health Clinic

December 2023

C'est Bon Survey Program
Ascension Behavioral Health Clinic

C'est Bon is a program of the Louisiana Office of Behavioral Health through the State Behavioral Health Planning Council. The program employs a specially trained team of behavioral health peers and family members who evaluate services from the persons served point of view. The team interviews some of those served at the clinic regarding the quality of services. The team then analyzes the information obtained. The data is reviewed by the Louisiana Office of Behavioral Health and then presented in a report as feedback to facility managers and their staff. The purpose of the *C'est Bon* survey is continuous quality improvement of both services and facilities. Our greatest goal is to help the behavioral health system work for all by encouraging those involved to work together.

In December of 2023 the C'est Bon team surveyed a convenience sample of the persons served at the Ascension Behavioral Health Clinic. The survey consisted of two parts. Part A is qualitative. Part B is quantitative. The following sections provide results for both Part A and Part B.

Part A is qualitative, which includes four open-ended questions. The following was asked for:

- Positive comments or compliments about the services.
- Concerns or complaints about the services.
- What makes it hard for you to get the services you need?
- If you could change anything about the services/doctor/counselors at the clinic, what would you change, add or improve?

Part A. Qualitative

Tell me some positive comments or compliments about the services you receive.

There were 98 positive responses to this question from those surveyed. The majority of comments were regarding the Social Workers, Doctors, and Staff noting their positive personal characteristics, concern/supportiveness, competency, dependability, helpfulness, dedication, and punctual.

All of the actual comments are listed below. Each of the categories accounted for 10% or more of the comments received. In total, they comprise 100% of all positive comments.

Social Worker (30% of positive comments):

- Positive personal characteristics: “Taylar is very nice” “I really like Anthony a lot”
“I like my social worker, Taylar Clairborne” “Anything superb”
“I like my counselor, Mr. Anthony” “Mr. Anthony my counselor is wonderful”
“Ashley is wonderful” “Ms. Ashley is pleasant”
- Concerned/Supportive: “Taylar relates to my issues” “Anthony is a great source of support”
“Taylar is good at listening to all my problems”
“Ashley makes me feel like I’m talking to a friend”
“My social worker Taylar listens to my problems”
“Ashley, she listens very well” “Ashley, gives me suggestions”
“Ms. Ashley is a good listener” “Ashley talks to, not at me”
- Competency: “Taylar is great” “Anthony is really good”
“Ashley is great” “Tommy, (has left the clinic), was good”

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- Dependability: “Mr. Anthony is the reason I am still here living” “Ms. Ashley is very attentive” “Ms. Ashley is very easy to talk to” “Ashley is never negative”
- Helpfulness: “Taylar is helpful” “Anthony is a great source of help” “My social worker, Taylar, says the right stuff to help”
- Dedication: “I can tell Ashley anything in strict confidence”

Doctor (26% of positive comments):

- Positive personal characteristics: “Dr. Monette is amazing”(x2) “Dr. Monette is patient” “Dr. Monette is wonderful” “Dr. Monette, he’s wonderful” “Dr. Monette, I love him” “I like Dr. Monette” “I love Dr. Monette”(x3) “Dr. Monette takes time with me”
- Concerned/Supportive: “Dr. Monette he is very understanding” “Dr. Monette is compassionate” “Dr. Monette listens to me” “Dr. Monette talks to me, not at me”
- Competency: “Dr. David is really good”(x2) “Dr. Monette adjusts medication accordingly” “Dr. Monette gets meds right” “Dr. Monette is really great” “Dr. Monette is thorough” “Dr. Monette has been really great at job”
- Dependability: “Dr. Monette gives me attention”
- Helpfulness: “Dr. Monette really helps me out”
- Dedication: “Dr. Monette has been my doctor for 18 years”

Staff (26% of positive comments):

- Positive personal characteristics: “All are nice” “Every comment is favorable toward them” “Everybody has been amazing” “Everyone is nice” “Is very friendly” “Really like them” “They are cool people” “They are fantastic” “They treat me nice” “They’re all nice to me” “They’re polite”
- Concerned/Supportive: “I know they all truly care about me”
- Competency: “They are great” “The staff is great” “They are great” “They treat you good” “All are great”
- Dependability: “They bend over backwards to see me as needed” “Can count on their advice”
- Helpfulness: “They are always willing to help me” “They’re very helpful”
- Dedication: “They see to my needs greatly” “Came here forever and they’ve never let me down” “I trust the staff 100%”
- Punctual: “They get you out on time”

Some of the remaining 19% of positive comments described the Clinic/Services, Social Workers, Nurse, and Receptionist/Front Desk, regarding positive personal characteristics, concern/supportiveness, competency, helpfulness, and dedication.

The remaining comments are listed below. Each of the categories fell below the 10% majority of comments.

- **Clinic/Services:** “Close to where I live” “Everything has been great” “Good services” “Has been very insightful here” “Has been very positive here” “It changed my life” “It is wonderful here” “Nothing but nice remarks” “So far I like everything here”
- **Nurse:** “Megan, I just love her” “Deborah is very happy all the times” “I like Megan” “Nurse Coleman is very sweet to me always” “April is very nice whenever I arrive” “Rosa, my nurse, is very competent at her job” “The nurses were good also” “Megan Tuminello has been very helpful”
- **Receptionist/Front Desk:** “I enjoy the people signing me in at the front desk” “The people at the front desk went over and beyond to help with appointment”

Tell me any concerns or complaints you have about the services you receive.

Forty-nine clients expressed that they had no concerns or complaints about the services. There were eight suggestions from individuals surveyed that reflected staffing concerns or service delivery.

All of the actual comments are listed below.

- “Too many counselors change out”
- “First come, first serve doesn’t work”
- “I don’t care for the doctors”
- “I wish parishes could use other parish’s doctors, because I miss Dr. Ladner”
- “Lots of turn around with social workers”
- “They are behind on their appointments, making me late”
- “Hard to set up appointments every other week ahead of time as needed”
- “Once you get comfortable with a doctor, another one comes and you have to start all over again”

What makes it hard for you to get the services you need?

Forty-seven clients expressed that they had no difficulties in getting needed services. There were six comments from the persons surveyed which reflected difficulties in accessing services. Most of the difficulties faced by those surveyed were transportation and work schedule.

All of the actual comments are listed below.

- “Transportation” (x4)
- “Work”
- “Walk-in hours don’t always work with my schedule”

If you could change anything about the services/doctor/counselors at the clinic, what would you change, add or improve?

Forty-one responders indicated that nothing needed to be changed, added, or improved. There were eighteen suggestions made for changes, additions and improvements. The response received suggested improvements in client service options, treatment, and appointments.

All of the actual comments are listed below.

- “Scheduling appointments”
- “Keep the good doctors timely”
- “Location close to home”
- “Easier to get in contact with them”
- “Meds refilled timely”
- “Wait time”
- “Better info on medicine treatment and its side effects”
- “Listening that doesn’t include them typing at the same time”
- “More groups so I could connect with likeminded people”
- “Wish I could get all the meds I need at their pharmacy”
- “Wish they weren’t so busy”
- “Have better walk-in hours”
- “Have more hours because it fills in too fast”
- “Improve appointment times for patients if you know you are going to be longer with previous person before me”
- “I wish social workers wouldn’t quit so easily or change locations”
- “Phone problems, phone not working for a while”
- “If you could do family counseling too”
- “Wait time improvement”

Part B. Quantitative

In this section, there are 31 questions that are graded with grading scale A-F (A for Excellent, B for Very Good, C for OK, D for Poor, and F for Failing), 2 questions that are simply answered yes or no and 9 questions that are graded with a scale of: strongly agree, agree, neutral, disagree and strongly disagree.

The questions were adapted from the MHSIP (Mental Health Survey Improvement Program) consumer survey prototype developed by the National Center for Mental Health Services measuring 8 domains:

- **ACCESS** refers to the degree to which services are quickly and readily obtainable. This includes the responsiveness of the system to individual and cultural needs and the availability of a wide array of relevant services.
- **APPROPRIATENESS** – Appropriate services are those that are individualized to address a consumer’s strengths and weaknesses, cultural context, service preferences and recovery goals.
- **OUTCOMES** are reflected by the extent to which services provided have a positive or negative effect on their well-being, life circumstances and capacity for self-management and recovery.
- **PARTICIPATION** is an indicator of the degree to which consumers participate in treatment decision-making.
- **MEDICATIONS** – refers to the effectiveness in controlling symptoms and the doctor’s response to side effects.
- **GENERAL SATISFACTION** measures the client’s overall perception of the clinic and its services.
- **FUNCTIONING** measures changes in the client’s capacity to meet the challenges of daily living.
- **SOCIAL CONNECTEDNESS** measures the degree and quality of relationships that the client is able to manage.

C'EST BON CONSUMER SURVEY FOR ASCENSION BHC-SFY24

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
ACCESS							
Item 1-How would you grade the location of the services?	67.9%	23.2%	7.1%	1.8%		100.0%	56
Item 2-How would you grade getting phone calls returned promptly?	65.5%	25.5%	7.3%	1.8%		100.0%	55
Item 3-How would you grade getting services at times that were good for you?	68.5%	20.4%	11.1%			100.0%	54
Item 4-How would you grade seeing a psychiatrist when you need to?	67.9%	24.5%	5.7%	1.9%		100.0%	53
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	72.2%	20.4%	5.6%	1.9%		100.0%	54
Item 7-How would you grade your ability to get all the services you thought you needed?	66.7%	25.9%	7.4%			100.0%	54
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	79.2%	17.0%	3.8%			100.0%	53
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	79.6%	18.5%	1.9%			100.0%	54
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	66.7%	21.6%	7.8%	3.9%		100.0%	51
Item 15-How would you grade staff's belief that you could grow, change and recover?	85.2%	11.1%	3.7%			100.0%	54
Item 16-How would you grade staff's respect for your wishes about who is and who is not to be given information about your treatment?	83.0%	13.2%	3.8%			100.0%	53
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	81.5%	16.7%	1.9%			100.0%	54
Item 30-How would you grade how well the staff told you what side effects to watch out for?	80.0%	16.0%	2.0%	2.0%		100.0%	50
Item 5-How would you grade staff's sensitivity to my cultural background?	85.2%	11.1%	3.7%			100.0%	54
Item 9-How would you grade doctor/counselor being open to your complaints?	82.4%	15.7%	2.0%			100.0%	51

C'EST BON CONSUMER SURVEY FOR ASCENSION BHC-SFY24

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
<i>PARTICIPATION</i>							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	87.0%	9.3%	3.7%			100.0%	54
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	79.2%	17.0%	1.9%	1.9%		100.0%	53
<i>OUTCOME</i>							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	71.7%	17.0%	9.4%	1.9%		100.0%	53
Item 21-How would you grade how well the services have helped you cope with a crisis?	64.2%	28.3%	5.7%	1.9%		100.0%	53
Item 22-How would you grade how well the services have helped you get along better with your family?	56.9%	29.4%	11.8%	2.0%		100.0%	51
Item 23-How would you grade how well the services have helped you do better in being able to work?	54.2%	37.5%	4.2%	4.2%		100.0%	24
Item 24-How would you grade how well the services have helped you do better with your leisure time?	69.4%	18.4%	8.2%	2.0%	2.0%	100.0%	49
Item 25-How would you grade how well the services have helped you improve your housing situation?	73.1%	19.2%	3.8%	3.8%		100.0%	26
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	71.2%	21.2%	5.8%		1.9%	100.0%	52

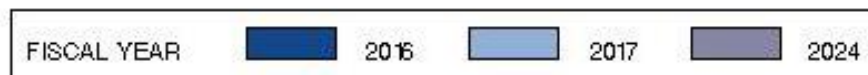
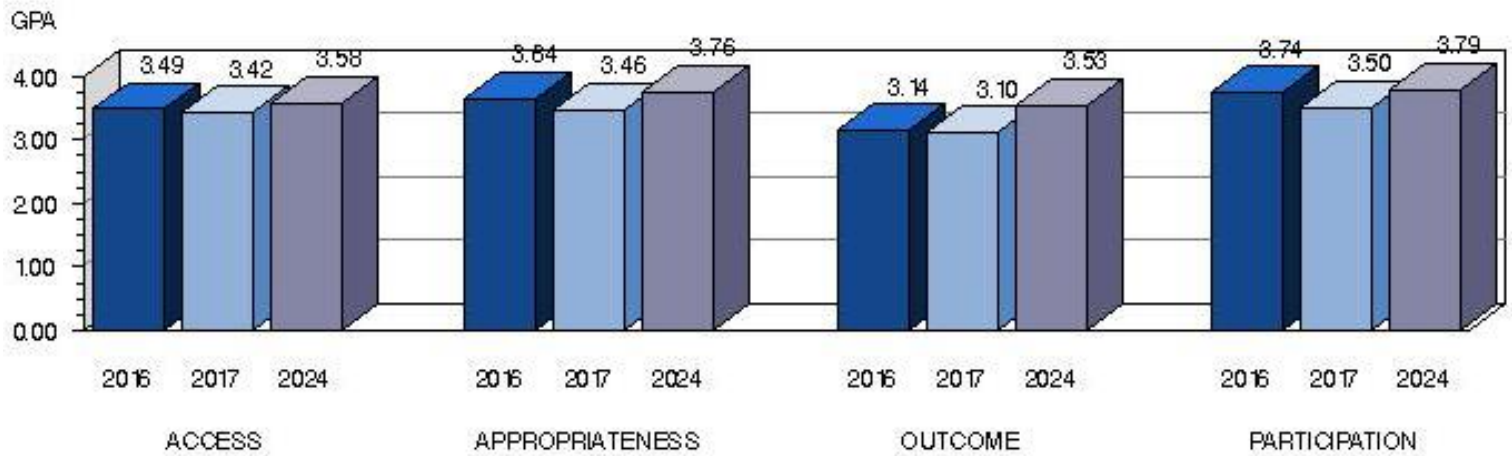
No items from the previous table have a combined percentage of A & B scores less than 80%

PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question		PERCENT TOTAL	CLIENT COUNT
	Yes	No		
Item 32-If you could go anywhere you wanted for services, would you continue to come here?	96.2%	3.8%	100.0%	52
Item 33-Would you recommend this clinic to a friend or family member?	96.2%	3.8%	100.0%	52

C'EST BON CONSUMER SURVEY FOR ASCENSION BHC-SFY24

The following bar graph represents the average grade rating across all performance indicators from questions 1 – 28 above and a comparison to previous clinic visits.

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C'EST BON CONSUMER SURVEY FOR ASCENSION BHC-SFY24

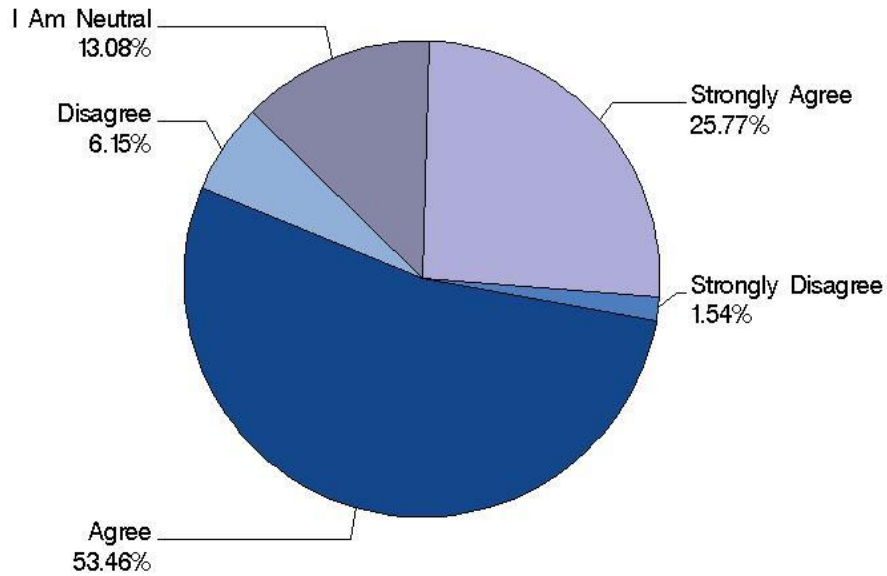
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	1 - STRONGLY AGREE	2 - AGREE	3 - I AM NEUTRAL	4 - DISAGREE	5 - STRONGLY DISAGREE		
FUNCTIONING							
Item 34-My symptoms are not bothering me as much.	30.8%	48.1%	15.4%	3.8%	1.9%	100.0%	52
Item 35-I do things that are more meaningful to me.	26.9%	48.1%	15.4%	9.6%		100.0%	52
Item 36-I am better able to take care of my needs.	28.8%	59.6%	5.8%	5.8%		100.0%	52
Item 37-I am better able to handle things when they go wrong.	17.3%	53.8%	21.2%	5.8%	1.9%	100.0%	52
Item 38-I am better able to do things that I want to do.	25.0%	57.7%	7.7%	5.8%	3.8%	100.0%	52
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	46.9%	44.9%	6.1%	2.0%		100.0%	49
Item 40-I have people with whom I can do enjoyable things.	36.5%	53.8%	5.8%	3.8%		100.0%	52
Item 41-I feel I belong in my community.	32.7%	42.3%	15.4%	7.7%	1.9%	100.0%	52
Item 42-In a crisis, I would have the support I need from family or friends.	63.5%	34.6%	1.9%			100.0%	52

C'EST BON CONSUMER SURVEY FOR ASCENSION BHC-SFY24

The following pie charts signify the percentage for each answer given for both performance indicators on the previous table.

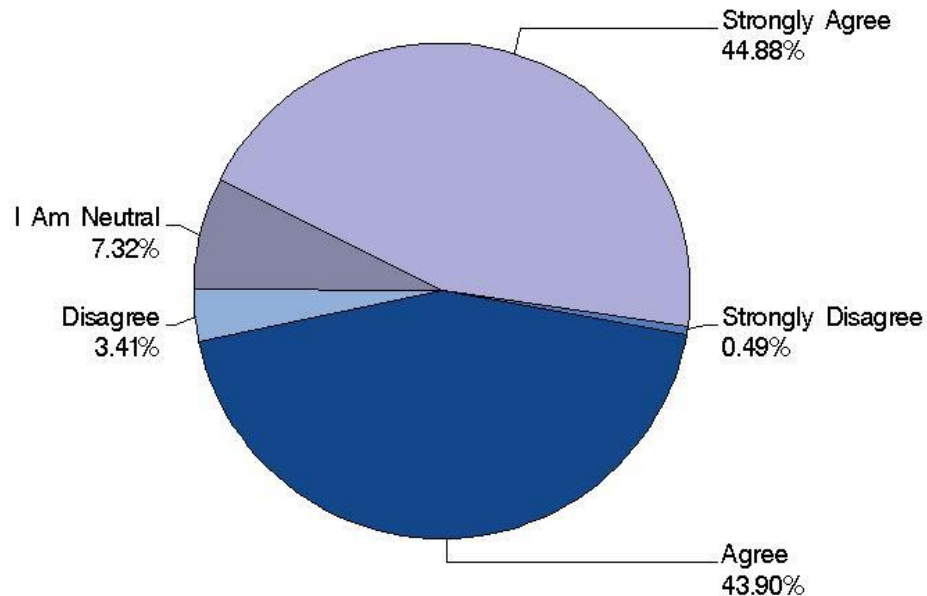
C'EST BON CONSUMER SURVEY FOR ASCENSION BHC
FISCAL YEAR= 2024

INDICATOR= FUNCTIONING



C'EST BON CONSUMER SURVEY FOR ASCENSION BHC
FISCAL YEAR= 2024

INDICATOR= CONNECTEDNESS

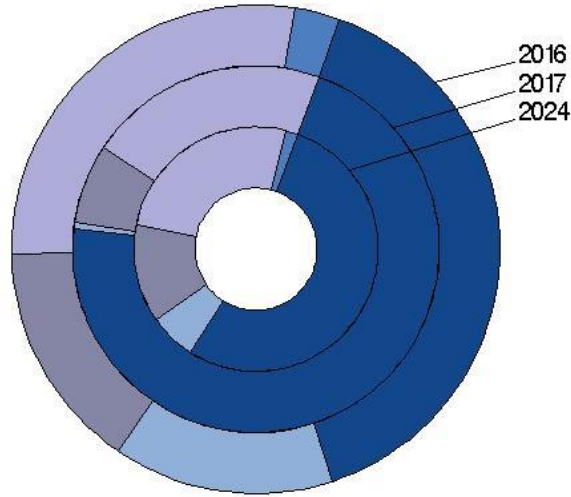


C'EST BON CONSUMER SURVEY FOR ASCENSION BHC-SFY24

Next are charts from the same 2 indicators from above comparing this year's results to the previous year's results.

C'EST BON CONSUMER SURVEY FOR ASCENSION BHC
By FISCAL YEAR

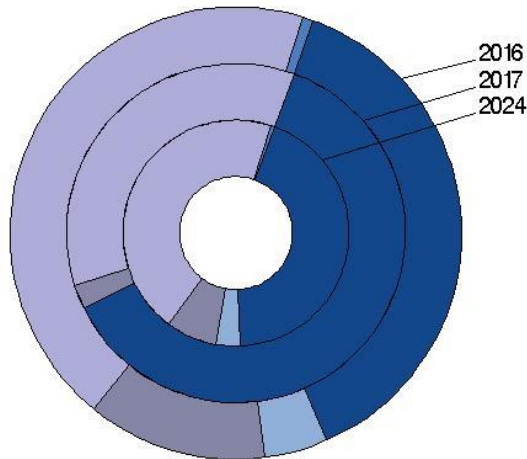
INDICATOR= FUNCTIONING



Agree Disagree I Am Neutral
Strongly Agree Strongly Disagree

C'EST BON CONSUMER SURVEY FOR ASCENSION BHC
By FISCAL YEAR

INDICATOR= CONNECTEDNESS



Agree Disagree I Am Neutral
Strongly Agree Strongly Disagree

C'EST BON CONSUMER SURVEY FOR ASCENSION BHC-SFY24

**SURVEY TEAM OBSERVATIONS
ASCENSION BEHAVIOR HEALTH CLINIC**

Staff-to-Staff Interactions

Staff interacted in a professional and courteous way with each other.

Staff-to-Consumer Interactions

Does staff greet consumers?

Yes. Staff is very friendly and courteous when greeting consumers.

Does staff respect consumer confidentiality?

Yes. The staff called the consumers by their first name.

Does staff adequately meet the needs of consumers in emergency/crisis situations?

The C'est Bon Team did not observe any emergency/crisis situations during their site visit.

Do consumers from correctional facilities enter the clinic somewhere other than through the same entrance used by other consumers and family members?

The C'est Bon Team did not observe any consumers from correctional facilities during their visit.

Are consumers from correctional facilities housed away from consumers and family members?

The C'est Bon Team did not observe any consumers from correctional facilities during their visit.

Yes/No/NA	
Yes	Was the outside clinic sign visible?
Yes	Was the address visible from outside the clinic?
Yes	Was the entrance clearly marked?
Yes	Were the clinic hours posted both inside the clinic and outside the clinic entrance?
Yes	Were after-hours/crisis numbers posted inside the clinic and where they could be seen from outside the entrance?
N/A	Was smoking away from the entrance? The C'est Bon Team did not observe anyone smoking.
Yes	Was parking adequate and appropriate?
Yes	Was the outside of the clinic attractive, appealing and clean and orderly with no clutter?
Yes	Was the inside of the clinic attractive, appealing and clean and orderly with no clutter?
Yes	Was the waiting area an appropriate size?
Yes	Were there enough chairs in the waiting area?
Yes	Were the chairs in the waiting area clean?
Yes	Were the chairs in the waiting area comfortable?
Yes	Was the reception/check-in area accessible and welcoming?
Yes	Were the consumer bathrooms clean and well supplied with paper towels, soap and toilet paper?
Yes	Was there clean water available (i.e. water fountain, water cooler, vending machine)?
Yes	Were there drink and snack machines available for clients?
Yes	Was there a television for consumers to view while waiting?
Yes	Was there a telephone available for consumers to use?

No	Were there current and appropriate magazines available in the waiting area? The C'est Bon Team did not observe any magazines during their visit, but pamphlets were available to consumers in both waiting areas.
N/A	Were the magazines in good condition and kept neat and orderly?
Yes	Were there pamphlets and brochures available in the waiting area?
Yes	Was the 'Grievance Policy' posted in the waiting area?
Yes	Was the 'Privacy Policy' posted in the waiting area?
Yes	Were the 'Consumer Rights' posted in the waiting area?
No	Was the C'est Bon! Survey/Poster posted in the waiting area? The team did not observe a C'est Bon Survey/Poster during their visit because the team has not conducted surveys at this clinic since 2017.
No	Was a comment box available in the waiting area? The team did not observe a comment box in the waiting area.
Yes	Was a current LDH license posted and on public display in clinic?
Yes	Was information on consumer-run programs available/posted in the waiting area?
Yes	Were notices/miscellaneous information available/posted in the clinic?
Yes	Was the process and ease of operation of the clinic smooth?
Yes	Was a security officer on duty?
Yes	Were any other security measures used in the clinic? Clinic Staff and the C'est Bon Team had to enter with a key card. Offices and back rooms were also only available by key card.

Any additional comments: The clinic staff were very friendly and accommodating to the C'est Bon Team.