

*C'EST BON
CONSUMER
SURVEY
SFY25 REPORT*

Baton Rouge Behavioral Health Clinic

October 2024

C'est Bon Survey Program
Baton Rouge Behavioral Health Clinic

C'est Bon is a program of the Louisiana Office of Behavioral Health through the Louisiana 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 October of 2024 the C'est Bon team surveyed a convenience sample of the persons served by the Baton Rouge 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 146 positive responses to this question from those surveyed. The majority of comments were regarding the Staff, Clinic/Services, and Nurses noting their positive personal characteristics, concern/supportiveness, competency, dependability, helpfulness, and punctuality.

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.

Staff (43% of positive comments):

- **Positive personal characteristics**: “Everybody is very nice” “Everyone here is nice”(x2) “Everyone is fine to me” “Happy people are doing their job” “I am okay with everyone here” “They are all friendly”(x2) “They are nice”(x2) “They are respectful” “They have patience” “I like all of them” “I like all the staff” “I like staff” “I like the people” “I love everyone” “Love all staff” “Really cool people here” “They all treat me nice” “They are all cordial” “They respect me” “They’re all okay” “They’re friendly” “Pretty polite”
- **Concerned/Supportive**: “Caring employees all the way around” “Caring” “Everyone listens” “Feel like they care about me” “They take care of you well” “They care about your health” “They are concerned about my feelings” “They take care of you” “They treat me okay” “They make sure you have all your meds”

- Competency: “Everybody I deal with is good” “Everybody is good” “Everybody is great” “Everybody treats me pretty good” “Real good staff” “The whole team has been great” “They all do a good job” “They are normally pretty good” “They are very good” “They treat you good”
- Dependability: “Attends to my needs” “They call about appointments” “Easy to work with” “I like that they take walk-ins” “Everybody has been very attentive”
- Helpfulness: “Help me to interact with my children” “I’m focusing now” “They are helpful” “They help me cope” “They help me out with Medicaid” “They help with my meds”(x2) “Everybody is helpful”
- Punctuality: “They are good at getting me in and out promptly” “Get you in and out on time” “They are timely” “They are quicker” “They work fast”

Clinic/Services (10% of positive comments):

- “All things I like” “All things is awesome” “Everything is fine” “Good experience over here” “All is good” “Good services with getting meds through the mail” “IOP class is wonderful” “Happy the clinic is here” “I like that I get my meds” “I like the groups” “Mood is good” “It’s all good” “It’s great” “Solid services” “The program is working”

Nurse (10% of positive comments):

- Positive personal characteristics: “Maria Bates has a good attitude” “I like my nurse, Ms. Maria” “Maria Bates is very polite” “Ms. Pat is always so nice” “Nurse Kechier is wonderful” “Nurses are really sweet” “I like my nurse”
- Concerned/Supportive: “Maria Bates is understanding”
- Competency: “Maria Bates is very professional” “Nurses are doing a pretty good job” “Susan is good at her job” “Ms. Maria is a good person”
- Dependability: “Kechier, nurse, has been very accommodating”
- Helpfulness: “Kechier, nurse, has been very helpful”

Some of the remaining 37% of positive comments described the Nurse Practitioners, Social Workers, Doctors, Counselors, Reception/Front Desk, Behavioral Health Technician, Admissions Manager, and Peer Support Specialist, regarding positive personal characteristics, concern/supportiveness, competency, dependability, helpfulness, and dedication.

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

- Nurse Practitioner: “I am very pleased with Drew, my doctor” “Dr. Drew is so understanding” “I feel comfortable talking to Dr. Drew Dykes” “Dr. Drew is good” “Dr. Drew is awesome” “Tiffany, my doctor, she is great to me” “My doctor, Drew, has been very accommodating” “Dr. Drew helps me” “Dr. Drew Dykes gets me to open up” “Dr. Drew is so educated” “My doctor, Drew, has been very helpful” “Tiffany, my doctor, is helpful to me” “Dr. Drew is so helpful”

- **Social Worker:** “I like him, Mr. Chris” “I love Chris, my counselor” “Rosalyn is good people” “Thomas Cannon is great” “John is wonderful” “I am very pleased with Chris, my counselor” “Love Ms. Carla” “Like my social worker Chris Sunseri” “I like my social worker Rosalyn” “Ms. Carla is a great help” “I like that I can call in at any time and Ms. Carol will see me” “Mr. Rick makes me feel very comfortable with him when sharing my concerns and issues with him” “Thomas Cannon is helpful doing her time with me”
- **Doctor:** “Love Dr. Narra” “Dr. Narra is concerned” “Dr. Narra asks plenty of questions” “Doctor is good” “Dr. Udofa is great” “Dr. Udofa is helpful doing her time with me” “Dr. Narra follows up”
- **Counselor:** “Substance abuse counselor, Tiffany, is terrific” “I absolutely love Ms. Tajai” “Mr. Lee, I like him” “Substance counselor, Tiffany, is thorough” “Mr. Lee is good people” “Ms. Audrey is a great teacher” “Tiffany has more tools to help me”
- **Reception/Front Desk:** “Receptionists are kind” “Everyone at front desk has been helpful too” “Receptionists are polite” “The front desk lady is good” “Receptionists are helpful” “Everyone at front desk has been accommodating too”
- **Behavioral Health Technician:** “Ms. Evoria is great”(x2) “Mr. Bush is great”
- **Admissions Manager:** “Ms. Kristina made me feel comfortable” “Ms. Kristina is awesome” “Ms. Kristina, I love her manners”
- **Peer Support Specialist:** “I like my group leader, Rahkeyah” “I like the peer support specialist”

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

Seventy clients expressed that they had no concerns or complaints about the services. There were seven comment from individuals surveyed that reflected concerns or complaints about the services.

All of the actual comments are listed below.

- “I don’t get seen on time”
- “Front desk staff need to be nicer and work on customer service”
- “Turnover of doctors”
- “Tommy doesn’t give me good feedback like others do”
- “Sometimes the receptionist has bad attitude”
- “Turnover of doctors and nurse practitioners is too much/too often”
- “Don’t want to have to see social worker every time”

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

Sixty-one clients expressed that they had no difficulties in getting needed services. There were sixteen comments from the persons surveyed which reflected difficulties in accessing services.

All of the actual comments are listed below.

- “Burden to mom”

- “Location of site”
- “Sometimes long wait in lobby”
- “Sometimes my doctor doesn’t listen to me (Drew)”
- “Sometimes transportation”
- “Transportation and blood pressure goes high and it hard to come to appointments”
- “Transportation”(x9)
- “With turnover of doctors it changes schedule so much that is messes up my appointments”

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

Fifty-five responders indicated that nothing needed to be changed, added, or improved. There were twenty-one suggestions made for staffing, transportation, and wait time.

All of the actual comments are listed below.

- “Billing set up”
- “Change to having clinic open full days on Fridays”
- “Doctors need to listen”
- “Free meals or snacks for consumers”
- “Get more workers”
- “Help people get better medication”
- “I talk to social worker when I want a therapist to talk to”
- “I wish my doctor would see people in the afternoon instead of just mornings”
- “Need to have more counselors and psychiatrists it is hard to get in if you need an emergency appointment”
- “They are here to serve us. Phone up front for people to call here. It’s hard to get through here. I got stuck in the elevator”
- “They need transportation vans”(x2)
- “Time of one on one visits”
- “To not have high turnover rates on doctors”
- “Walking around the clinic”
- “Wish elevator always worked”
- “Wish they were better at seeing me on time”
- “Wait time”(x4)

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 BATON ROUGE BEHAVIORAL HEALTH CLINIC – SFY25

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2025	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?	45.3%	37.3%	13.3%	2.7%	1.3%	100.0%	75
Item 2-How would you grade getting phone calls returned promptly?	57.7%	36.6%	5.6%			100.0%	71
Item 3-How would you grade getting services at times that were good for you?	65.8%	28.9%	5.3%			100.0%	76
Item 4-How would you grade seeing a psychiatrist when you need to?	56.8%	37.8%	5.4%			100.0%	74
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	60.5%	34.2%	5.3%			100.0%	76
Item 7-How would you grade your ability to get all the services you thought you needed?	60.0%	29.3%	10.7%			100.0%	75
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	62.9%	25.7%	11.4%			100.0%	70
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	61.6%	34.2%	4.1%			100.0%	73
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	55.4%	31.1%	10.8%	1.4%	1.4%	100.0%	74
Item 15-How would you grade staff's belief that you could grow, change and recover?	62.7%	30.7%	6.7%			100.0%	75
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?	72.0%	22.7%	4.0%	1.3%		100.0%	75
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	63.5%	31.1%	5.4%			100.0%	74
Item 30-How would you grade how well the staff told you what side effects to watch out for?	57.6%	28.8%	6.1%	6.1%	1.5%	100.0%	66
Item 5-How would you grade staff's sensitivity to my cultural background?	68.0%	26.7%	5.3%			100.0%	75
Item 9-How would you grade doctor/counselor being open to your complaints?	58.6%	28.6%	12.9%			100.0%	70
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	62.7%	28.0%	9.3%			100.0%	75
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	68.0%	24.0%	8.0%			100.0%	75
OUTCOME							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	58.7%	36.0%	4.0%	1.3%		100.0%	75

C'EST BON CONSUMER SURVEY FOR BATON ROUGE BEHAVIORAL HEALTH CLINIC – SFY25

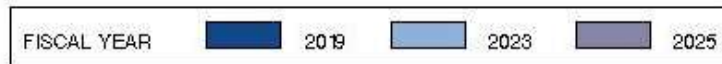
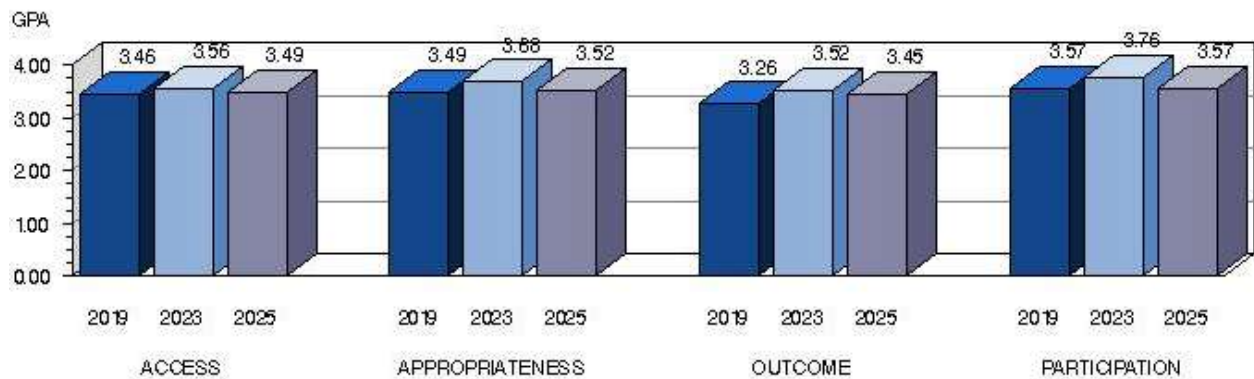
Item 21-How would you grade how well the services have helped you cope with a crisis?	55.4%	33.8%	9.5%	1.4%		100.0%	74
Item 22-How would you grade how well the services have helped you get along better with your family?	54.9%	31.0%	14.1%			100.0%	71
Item 23-How would you grade how well the services have helped you do better in being able to work?	55.6%	36.1%	5.6%	2.8%		100.0%	36
Item 24-How would you grade how well the services have helped you do better with your leisure time?	52.1%	36.6%	8.5%	2.8%		100.0%	71
Item 25-How would you grade how well the services have helped you improve your housing situation?	58.7%	28.3%	10.9%	2.2%		100.0%	46
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	58.1%	33.8%	8.1%			100.0%	74

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 = 2025	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?	93.2%	6.8%	100.0%	74
Item 33-Would you recommend this clinic to a friend or family member?	94.6%	5.4%	100.0%	74

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.

C'EST BON CONSUMER SURVEY FOR BATON ROUGE MHC



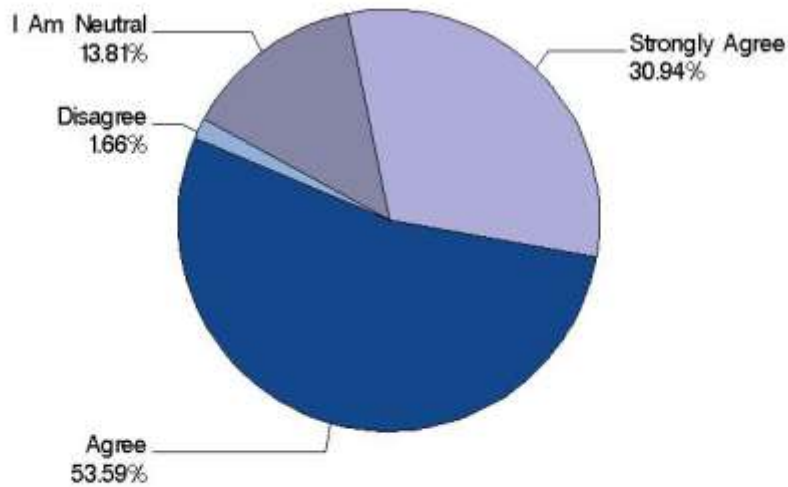
GPA is average of grade ratings across all items of performance indicator.
Item 34 is excluded from Outcome domain due to difference in scales.

C'EST BON CONSUMER SURVEY FOR BATON ROUGE BEHAVIORAL HEALTH CLINIC – SFY25

PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2025	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.	33.8%	53.5%	9.9%	2.8%		100.0%	71
Item 35-I do things that are more meaningful to me.	29.6%	59.2%	11.3%			100.0%	71
Item 36-I am better able to take care of my needs.	30.1%	58.9%	11.0%			100.0%	73
Item 37-I am better able to handle things when they go wrong.	27.0%	52.7%	17.6%	2.7%		100.0%	74
Item 38-I am better able to do things that I want to do.	34.2%	43.8%	19.2%	2.7%		100.0%	73
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	31.5%	61.6%	5.5%		1.4%	100.0%	73
Item 40-I have people with whom I can do enjoyable things.	35.1%	55.4%	5.4%	4.1%		100.0%	74
Item 41-I feel I belong in my community.	28.4%	54.1%	9.5%	6.8%	1.4%	100.0%	74
Item 42-In a crisis, I would have the support I need from family or friends.	51.4%	45.9%		2.7%		100.0%	74

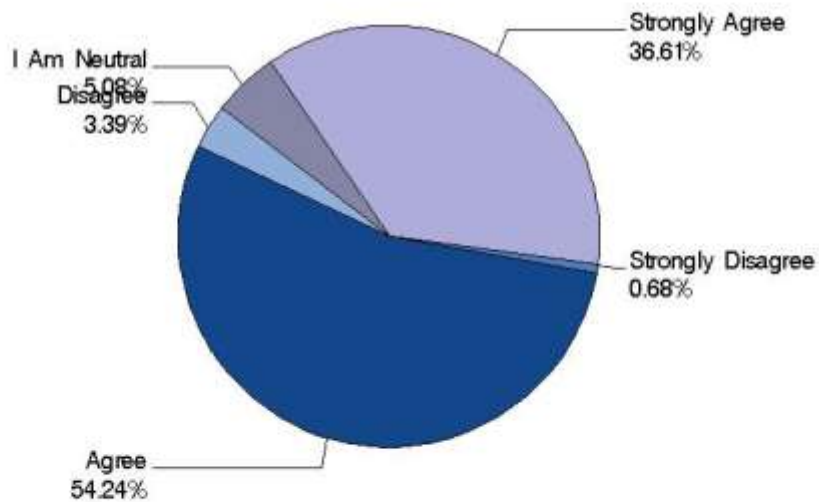
The following pie charts signify the percentage for each answer given for both performance indicators on the previous table.

C'EST BON CONSUMER SURVEY FOR BATON ROUGE MHC
FISCAL YEAR= 2025
INDICATOR= FUNCTIONING



Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR BATON ROUGE MHC
FISCAL YEAR= 2025
INDICATOR= CONNECTEDNESS

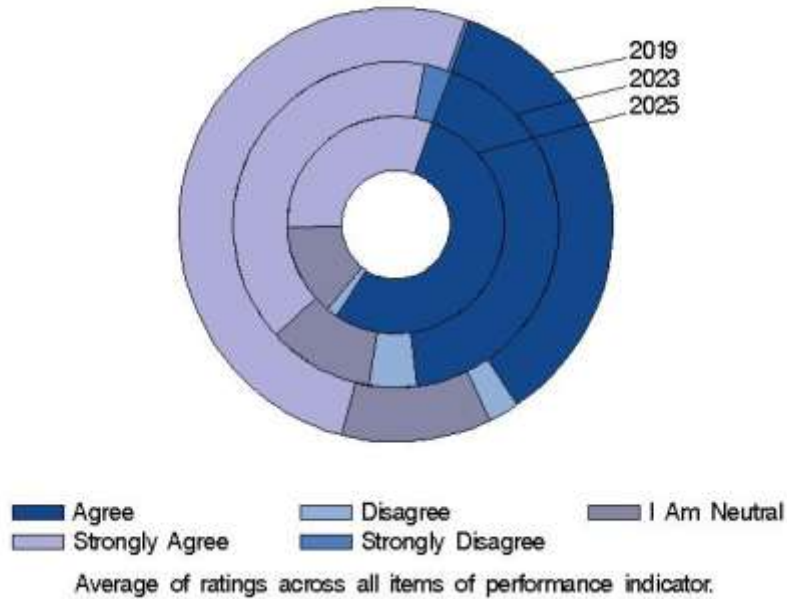


Average of ratings across all items of performance indicator.

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

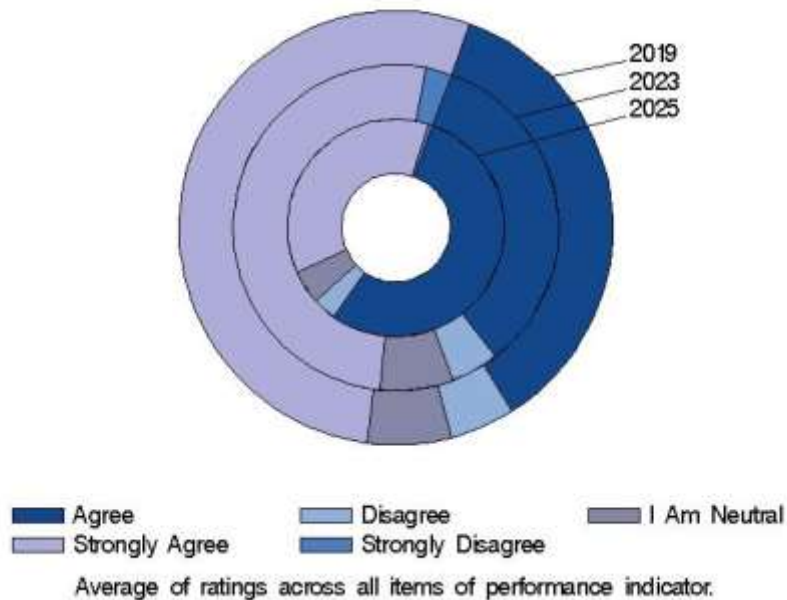
C'EST BON CONSUMER SURVEY FOR BATON ROUGE MHC
By FISCAL YEAR

INDICATOR=FUNCTIONING



C'EST BON CONSUMER SURVEY FOR BATON ROUGE MHC
By FISCAL YEAR

INDICATOR=CONNECTEDNESS



**SURVEY TEAM OBSERVATIONS
BATON ROUGE BEHAVIOR HEALTH CLINIC**

Staff-to-Staff Interactions

Staff interacted in a professional, cordial, and polite manner with each other.

Staff-to-Consumer Interactions

Does staff greet consumers?

Yes. Consumers were greeted with a friendly smile as they arrived.

Does staff respect consumer confidentiality?

Yes. Consumers were called by their first name only. The clinic staff used low voices when talking to the consumers.

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?

Not applicable. The clinic does not see any consumers from correctional facilities.

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

Not applicable. The clinic does not see any consumers from correctional facilities.

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?
Yes	Was smoking away from the entrance?
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? Consumers are able to request the phone from the front desk.
No	Were there current and appropriate magazines available in the waiting area? Although the clinic did not have magazines, there were plenty of pamphlets available.
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?
Yes	Was the C’est Bon! Survey/Poster posted in the waiting area?
Yes	Was a comment box available 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? A police officer was on duty every day.
Yes	Were any other security measures used in the clinic? The doors to the offices were kept locked and staff granted others access as needed. Guests must walk through the metal detector and all bags are inspected upon arrival.

Any additional comments: The staff welcomed the team with a smile upon arrival. They were friendly, welcoming, and accommodating. Everyone was helpful to the C’est Bon Team. Mr. Chris frequently checked in with the team. The C’est Bon Team observed Mr. Chris conducting a walk through in order to ensure everything was in order. He cares about the clinic’s appearance.