

*C'EST BON  
CONSUMER  
SURVEY  
SFY25 REPORT*

*North Baton Rouge Behavioral Health Clinic*

*September & October 2024*

***C'est Bon Survey Program***  
***North 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 late September and early October of 2024 the C'est Bon team surveyed a convenience sample of the persons served by the North 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 119 positive responses to this question from those surveyed. The majority of comments were regarding the Staff, Social Workers, and Prescribers noting their positive personal characteristics, concern/supportiveness, competency, dependability, helpfulness, dedication, 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** (37% of positive comments):

- Positive personal characteristics: “All kind” “Everybody is nice” “Everybody is very friendly” “I like everybody” “I like the people here” “Is wonderful” “Nice staff” “Staff is friendly” “The people are friendly” “They are all nice” “They are friendly to me” “They are kind” “Everyone is amazing; from the front to the back” “Everything positive with staff” “Wonderful people” “Everyone is nice here”
- Concerned/Supportive: “They really care about their customers” “The people listens” “They believe in me”
- Competency: “Everybody does well” “Everybody has been good to me” “Everybody is alright” “Everybody is great” “Everybody makes things run smooth” “My support group is good” “They are great” “They are organized” “They do a good job” “Ms. LaTonya is good” “Professional”

- Helpfulness: “The help they give is good” “They are always trying to help me” “Helpful” “They are helpful” “Everybody is helpful” “They helped me to get through a lot of things” “They helped with recovery” “They keep my life going” “They explain things to me” “They help me”
- Punctuality: “They’re always on-time” “They are always prompt” “Everybody is prompt” “They get me in and out quickly”

**Social Worker** (22% of positive comments):

- Positive personal characteristics: “I like Mr. Greg” “I like my social worker” “Is amazing” “Ms. Dennis is wonderful” “Ms. Shundale is nice” “All positive remarks for social worker” “Love my social worker, Adrienne” “Mr. Greg is exceptional” “Ms. Dennis is awesome” “Mr. Gregory is patient” “Adrienne is amazing”
- Concerned/Supportive: “Mr. Greg is a good person to talk to also” “Ms. Dennis listens” “Therapist listens” “Ms. Adrienne talks to me to make sure my state of mind is good” “Ms. Adrienne talks to me to make sure I take my meds” “Greg listens”
- Competency: “Greg does good” “Ms. Shundale is good”
- Dependability: “Ms. Dennis calls”
- Helpfulness: “Gregory is very, very, very helpful” “Mr. Gregory helps with food stamps” “Ms. Dennis is helpful” “Adrienne Rivera is helpful” “Mr. Gregory helps with disability” “Therapists are helpful”

**Prescriber** (21% of positive comments):

- Positive personal characteristics: “Have a good time with my doctor” “I like Dr. Buabeng” “Kwame Buabeng is very nice” “All positive remarks for doctor” “Ms. Tiffany is very sweet” “I like Margaret” “Ms. Margaret is patient” “Doctor is amazing”
- Concerned/Supportive: “Dr. Buabeng is understanding”(x2) “Ms. Tiffany is understanding” “Ms. Tiffany is a good person to talk to” “Ms. Tiffany listens” “Doctor listens”
- Competency: “Dr. Buabeng got a lot of things out of me” “Dr. Buabeng stays on top of things” “Dr. Buabeng treats me good” “Is really good” “Ms. Margaret is good” “Ms. Tiffany is good” “Ms. Tiffany is great” “Ms. Tiffany is more knowledgeable”
- Helpfulness: “Ms. Margaret helps with meds” “Dr. Buabeng is willing to change meds”
- Dedication: “Ms. Margaret is very persistent to find out problem”

**Some of the remaining 20% of positive comments described the Reception/Front Desk, Clinic/Services, Nurses, and Security Officer, regarding positive personal characteristics, competency, dependability and helpfulness.**

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

- **Reception/Front Desk:** “Davonta is friendly” “Minty is helpful” “Davonta is really nice”(x2) “Minty is friendly” “Minty is really nice”(x2) “Davonta is helpful” “Front desk is very nice” “I like the receptionists” “Front desk staff is accommodating”
- **Clinic/Services:** “Everything is well for services” “Services help me like my day school more” “I enjoy coming here” “I like it here” “I look forward to my appointments” “I love this clinic” “Services help me like my work more” “The services are good” “Fast service”
- **Nurses:** “All positive remarks for nurse” “Nurse is kind” “Nurse is good”
- **Security Officer:** “I like security guard services”

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

**Forty-one clients expressed that they had no concerns or complaints about the services. There were five comment from individuals surveyed that reflected concerns or complaints about the services.**

*All of the actual comments are listed below.*

- “Help to get off the meds”
- “Medicaid be tripping”
- “Some staff don’t believe in me”
- “Therapist was talking about their problems rather than listening to me”
- “Treatment when on level 1”

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

**Thirty-six clients expressed that they had no difficulties in getting needed services. There were eleven comments from the persons surveyed which reflected difficulties in accessing services.**

*All of the actual comments are listed below.*

- “Funds for transportation”
- “Time”
- “Transportation” (x9)

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

**Thirty-two responders indicated that nothing needed to be changed, added, or improved. There were sixteen suggestions made for communication and wait time.**

*All of the actual comments are listed below.*

- “Different TV channels”
- “First appointments have to be walk-in, so I wish I could schedule instead”
- “Have more doctors”
- “Inform you that doctor or counselor is not here”
- “Let you know when schedule changes”
- “More support groups”
- “My behavior”
- “My depression; my mental health”
- “Shorter wait time”(x4)
- “Support with IOP”
- “To consider wants and needs further”
- “Want more sleep medicine”

## **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 NORTH 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		
<b>ACCESS</b>							
Item 1-How would you grade the location of the services?	68.0%	20.0%	10.0%		2.0%	100.0%	50
Item 2-How would you grade getting phone calls returned promptly?	70.8%	18.8%	8.3%	2.1%		100.0%	48
Item 3-How would you grade getting services at times that were good for you?	85.7%	12.2%	2.0%			100.0%	49
Item 4-How would you grade seeing a psychiatrist when you need to?	75.5%	20.4%	4.1%			100.0%	49
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	75.0%	20.8%	4.2%			100.0%	48
Item 7-How would you grade your ability to get all the services you thought you needed?	73.5%	22.4%	4.1%			100.0%	49
<b>APPROPRIATENESS</b>							
Item 10-How would you grade doctor/counselor giving you information about your rights?	78.3%	15.2%	4.3%	2.2%		100.0%	46
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	78.3%	19.6%	2.2%			100.0%	46
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	60.9%	15.2%	8.7%	10.9%	4.3%	100.0%	46
Item 15-How would you grade staff's belief that you could grow, change and recover?	77.1%	16.7%	6.3%			100.0%	48
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?	76.6%	21.3%			2.1%	100.0%	47
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	79.6%	12.2%	2.0%	4.1%	2.0%	100.0%	49
Item 30-How would you grade how well the staff told you what side effects to watch out for?	72.9%	14.6%	10.4%		2.1%	100.0%	48
Item 5-How would you grade staff's sensitivity to my cultural background?	87.2%	12.8%				100.0%	47
Item 9-How would you grade doctor/counselor being open to your complaints?	84.4%	15.6%				100.0%	45
<b>PARTICIPATION</b>							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	65.3%	22.4%	8.2%	4.1%		100.0%	49
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	79.6%	20.4%				100.0%	49

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		
<b>OUTCOME</b>							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	63.3%	28.6%	6.1%	2.0%		100.0%	49
Item 21-How would you grade how well the services have helped you cope with a crisis?	60.9%	30.4%	6.5%	2.2%		100.0%	46
Item 22-How would you grade how well the services have helped you get along better with your family?	58.3%	29.2%	10.4%		2.1%	100.0%	48
Item 23-How would you grade how well the services have helped you do better in being able to work?	75.0%	10.7%	14.3%			100.0%	28
Item 24-How would you grade how well the services have helped you do better with your leisure time?	65.2%	30.4%	2.2%	2.2%		100.0%	46
Item 25-How would you grade how well the services have helped you improve your housing situation?	63.3%	20.0%	13.3%		3.3%	100.0%	30
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	67.3%	24.5%	6.1%	2.0%		100.0%	49

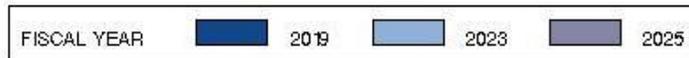
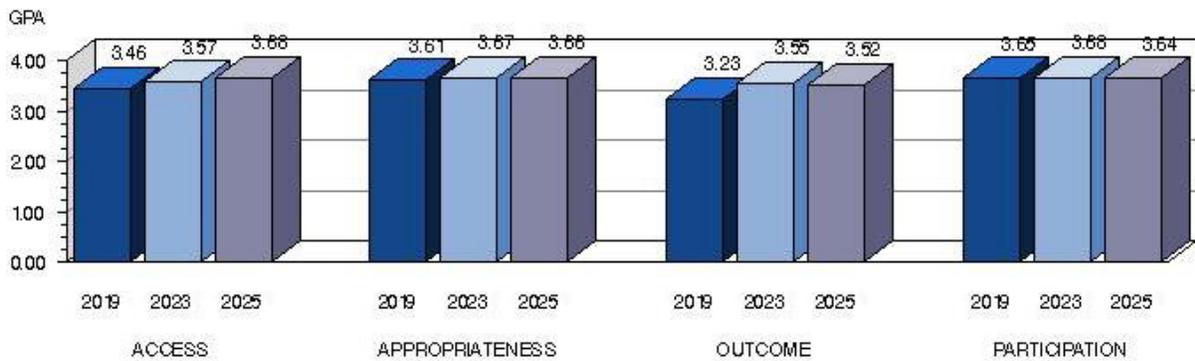
**Items from the previous table have a combined percentage of A & B scores less than 80%**

<b>Items from the previous table with a combined percentage of A and B scores less than 80%</b>	
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	76.1%

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?	95.9%	4.1%	100.0%	49
Item 33-Would you recommend this clinic to a friend or family member?	98.0%	2.0%	100.0%	49

*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 NORTH BATON ROUGE BEHAVIORAL HEALTH CLINIC



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

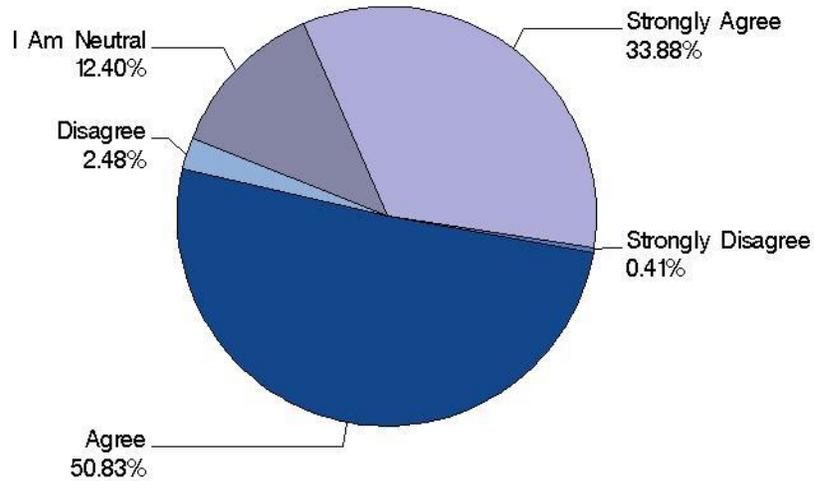
C'EST BON CONSUMER SURVEY FOR NORTH BATON ROUGE BEHAVIORAL HEALTH CLINIC – SFY25

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		
<b>FUNCTIONING</b>							
Item 34-My symptoms are not bothering me as much.	28.6%	51.0%	14.3%	6.1%		100.0%	49
Item 35-I do things that are more meaningful to me.	37.5%	43.8%	18.8%			100.0%	48
Item 36-I am better able to take care of my needs.	38.8%	57.1%	4.1%			100.0%	49
Item 37-I am better able to handle things when they go wrong.	35.4%	50.0%	12.5%	2.1%		100.0%	48
Item 38-I am better able to do things that I want to do.	29.2%	52.1%	12.5%	4.2%	2.1%	100.0%	48
<b>CONNECTEDNESS</b>							
Item 39-I am happy with the friendships I have.	37.5%	47.9%	8.3%	4.2%	2.1%	100.0%	48
Item 40-I have people with whom I can do enjoyable things.	34.7%	49.0%	10.2%	4.1%	2.0%	100.0%	49
Item 41-I feel I belong in my community.	26.5%	49.0%	12.2%	10.2%	2.0%	100.0%	49
Item 42-In a crisis, I would have the support I need from family or friends.	37.5%	50.0%	8.3%	4.2%		100.0%	48

*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 NORTH BATON ROUGE BEHAVIORAL HEALTH CLINIC  
FISCAL YEAR= 2025

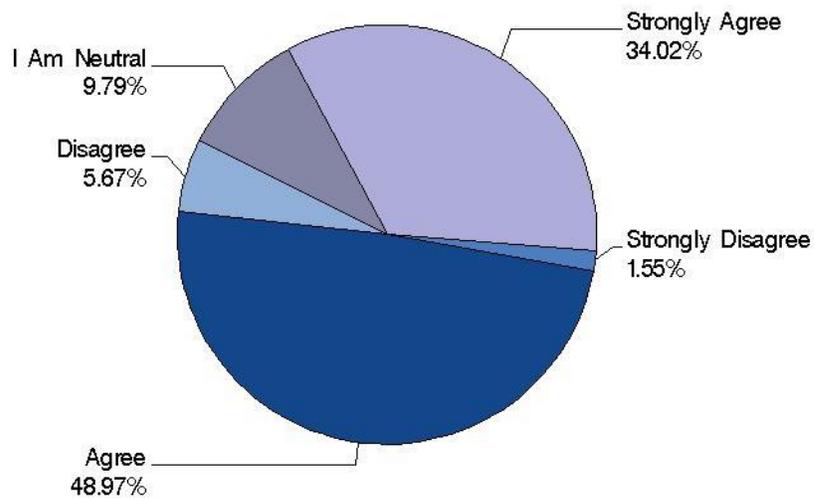
INDICATOR= FUNCTIONING



Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR NORTH BATON ROUGE BEHAVIORAL HEALTH CLINIC  
FISCAL YEAR= 2025

INDICATOR= CONNECTEDNESS

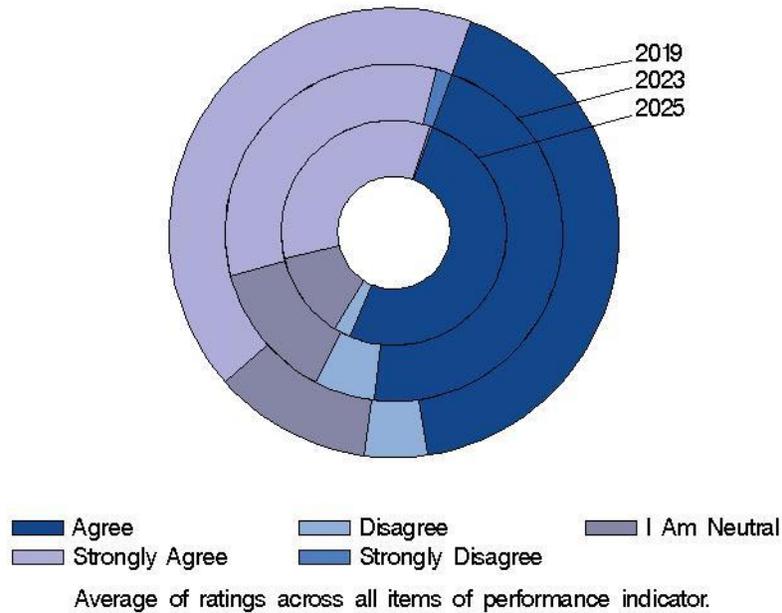


Average of ratings across all items of performance indicator.

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

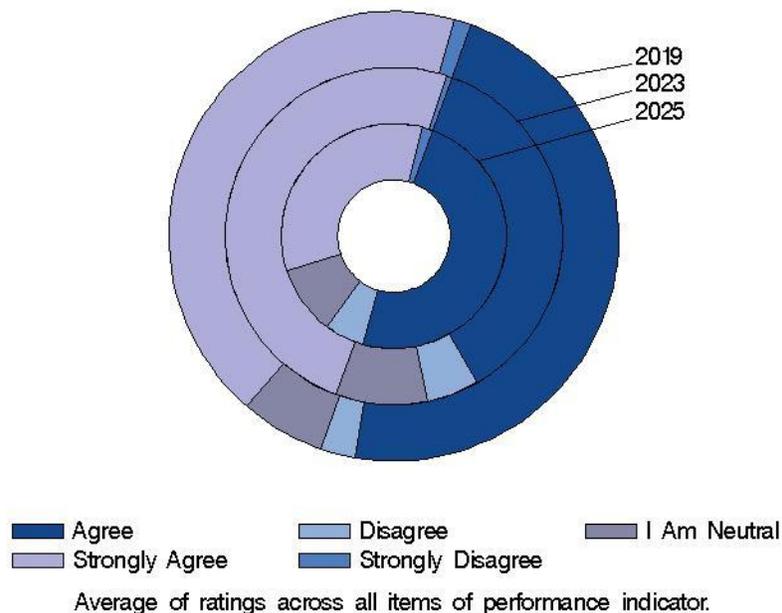
C'EST BON CONSUMER SURVEY FOR NORTH BATON ROUGE BEHAVIORAL HEALTH CLINIC  
By FISCAL YEAR

INDICATOR= FUNCTIONING



C'EST BON CONSUMER SURVEY FOR NORTH BATON ROUGE BEHAVIORAL HEALTH CLINIC  
By FISCAL YEAR

INDICATOR= CONNECTEDNESS



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

**Staff-to-Staff Interactions**

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

**Staff-to-Consumer Interactions**

**Does staff greet consumers?**

Yes. Consumers were greeted 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. A paper shredder was provided for the clinic staff.

**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. According to the clinic manager, the clinic does not see any consumers from correctional facilities. Previously, consumers from correctional facilities entered the clinic through the same entrance used by other consumers and family members.

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

Not applicable. According to the clinic manager, 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	<b>Was there clean water available (i.e. water fountain, water cooler, vending machine)?</b>
Yes	<b>Were there drink and snack machines available for clients?</b>
Yes	<b>Was there a television for consumers to view while waiting?</b>
Yes	<b>Was there a telephone available for consumers to use?</b> Consumers are able to request the phone from the front desk.
Yes	<b>Were there current and appropriate magazines available in the waiting area?</b>
Yes	<b>Were the magazines in good condition and kept neat and orderly?</b>
Yes	<b>Were there pamphlets and brochures available in the waiting area?</b>
Yes	<b>Was the 'Grievance Policy' posted in the waiting area?</b>
Yes	<b>Was the 'Privacy Policy' posted in the waiting area?</b>
Yes	<b>Were the 'Consumer Rights' posted in the waiting area?</b>
Yes	<b>Was the C'est Bon! Survey/Poster posted in the waiting area?</b>
Yes	<b>Was a comment box available in the waiting area?</b>
Yes	<b>Was a current LDH license posted and on public display in clinic?</b>
Yes	<b>Was information on consumer-run programs available/posted in the waiting area?</b>
Yes	<b>Were notices/miscellaneous information available/posted in the clinic?</b>
Yes	<b>Was the process and ease of operation of the clinic smooth?</b>
Yes	<b>Was a security officer on duty?</b> A police officer was on duty every day.
Yes	<b>Were any other security measures used in the clinic?</b> The doors to the offices were kept locked and staff granted others access as needed. Guests must walk through metal detectors and all bags are inspected upon arrival.

**Any additional comments:** The clinic staff were friendly, welcoming, and accommodating. The clinic staff invited the C'est Bon Team to a luncheon they had. Everyone went above and beyond.