

C'EST BON  
CONSUMER  
SURVEY  
SFY26 REPORT

*Ascension Behavioral Health Clinic*

*October 2025*

***C'est Bon Survey Program***  
***Ascension 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 2025 the C'est Bon team surveyed a convenience sample of the persons served by 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 90 positive responses to this question from those surveyed. The majority of comments were regarding the Staff, Social Workers, Prescribers, and Counselors noting their positive personal characteristics, concern/supportiveness, competency, dependability, helpfulness, and dedication.**

*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** (42% of positive comments):

- **Positive personal characteristics**: “I like the people that work here” “The entire staff is friendly” “The whole staff is polite to me when I come here” “The workers are always happy to be here” “The people who work here are so nice”(x2) “The staff is patient” “The staff is so friendly” “They all treat us with kindness” “They all treat us with respect” “They greet me warmly” “I love them all”(x2) “I’m glad I come to see them all at this location” “The staff is nice” “They are all angels in my book” “They are all kind” “They’re all nice” “I like all staff” “The people here are very kind” “The whole staff is wonderful” “They’re all wonderful” “You can’t find nicer people” “Everyone here is so nice”(x9)
- **Concerned/Supportive**: “Grateful for their care” “They actually seem interested in my problems” “They make me feel good about myself” “The staff is understanding”(x3)
- **Competency**: “The staff are excellent at their jobs” “Everyone who works here is great” “Everyone here is good”

- Helpfulness: “The people are helpful for me” “My life is more manageable now thanks to them” “Everyone is helpful”
- Dedication: “The staff has a real dedication to my recovery” “They are always here for me”

**Social Worker** (17% of positive comments):

- Positive personal characteristics: “Anthony is a nice human being” “Mr. Paul is really nice” “Ashley has made a big difference in my life” “I feel I can relate to my social worker, Ashley” “Paul is a kind man” “Paul really is wonderful”
- Concerned/Supportive: “I can tell Anthony truly is concerned” “Anthony listens to me” “My social worker Anthony really listens to my problems” “Carol, listens to me” “Anthony stays supportive of me and my troubles”
- Competency: “Mr. Paul really knows what he is talking about” “Ashley is very knowledgeable” “Ms. Bailey knows what she’s talking about” “Treneice, is great”
- Dependability: “Ashley is easy to talk to”
- Helpfulness: “Anthony seems to help to keep me focused on goals” “Paul has helped me” “Paul helped me get an appointment”

**Prescriber** (12% of positive comments):

- Positive personal characteristics: “Megan Tuminello is kind to me” “I love the doctor”(x2) “Megan Tuminello is an easy going individual” “Dr. Monette is wonderful”
- Concerned/Supportive: “Dr. Monette really listens to you” “The doctor is understanding” “Dr. Monette takes the time to really, really listen” “Dr. Monette takes me seriously” “Megan Tuminello stays interested in what’s going on in my life”
- Competency: “Dr. Monette is great at giving me insight on my problems”
- Helpfulness: “My doctor, Dr. Monette gets me all the resources I need to help my recovery” “Dr. Brian Monette has really helped me out”

**Counselor** (11% of positive comments):

- Positive personal characteristics: “I get along with all the counselors” “I like my counselor” “D’Andrea is cool” “My counselor is amazing”
- Concerned/Supportive: “The counselor listens to me”
- Helpfulness: “D’Andrea helps me tremendously” “My counselor helps me a lot”(x6)

**Some of the remaining 17% of positive comments described the Clinic/Services, Nurses, Peer Support Specialists, and Reception/Front Desk, regarding positive personal characteristics, concern/supportiveness, competency, and helpfulness.**

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

- **Clinic/Services:** “Forever grateful for the services” “Clinic is excellent” “Clinic is handy” “Everything is good here” “I get treatment that helps me” “I like that the clinic is clean” “Clinic is nice looking” “I feel I belong here” “It all helps me”
- **Nurse:** “Ms. Katherine is always sweet to me” “I love the nurses” “Ms. Deborah is nice” “Nurse does good on my injection” “The nurse, Nedra, is really sweet” “Deborah is always friendly”
- **Peer Support Specialist:** “The Peer Support Specialist Lakeisha is nice” “I like coming to groups with Lakeisha” “Ms. Lakeisha is a caring person”
- **Reception/Front Desk:** “Ladies are good about getting me the appointments I need”

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

**Sixty-four clients expressed that they had no concerns or complaints about the services. There were six comments from individuals surveyed that reflected concerns or complaints about the services.**

*All of the actual comments are listed below.*

- “It would be great if they had AA or NA meetings here”
- “I wish they had late appointments because I work”
- “Room is sometimes too cold in waiting room”
- “One of the cops isn’t very nice”
- “Parking is sometimes limited”
- “The clinic is too cold”

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

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

*All of the actual comments are listed below.*

- “No transportation”(x4)
- “Sometimes money”

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

**Sixty-seven responders indicated that nothing needed to be changed, added, or improved. There were three suggestions made for the parking lot and services.**

*All of the actual comments are listed below.*

- “More groups for different levels of recovery”
- “Substance abuse meetings”
- “More parking”

## 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.

| PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2026  | 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?  | 85.7%  | 11.4%         | 2.9%   |          |             | 100.0%        | 70           |
| Item 2-How would you grade getting phone calls returned promptly?   | 94.3%  | 5.7%          |        |          |             | 100.0%        | 70           |
| Item 3-How would you grade getting services at times that were good for you?  | 85.7%  | 14.3%         |        |          |             | 100.0%        | 70           |
| Item 4-How would you grade seeing a psychiatrist when you need to?  | 88.4%  | 11.6%         |        |          |             | 100.0%        | 69           |
| Item 6-How would you grade the willingness of the staff to see you as often as necessary?   | 87.1%  | 12.9%         |        |          |             | 100.0%        | 70           |
| Item 7-How would you grade your ability to get all the services you thought you needed?   | 87.1%  | 12.9%         |        |          |             | 100.0%        | 70           |
| <b>APPROPRIATENESS</b>  |  |               |        |          |             |               |              |
| Item 10-How would you grade doctor/counselor giving you information about your rights?  | 89.1%  | 7.8%          | 3.1%   |          |             | 100.0%        | 64           |
| Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?                      | 82.6%  | 14.5%         | 2.9%   |          |             | 100.0%        | 69           |
| Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?  | 79.1%  | 13.4%         | 7.5%   |          |             | 100.0%        | 67           |
| Item 15-How would you grade staff's belief that you could grow, change and recover?   | 88.4%  | 10.1%         |        |          | 1.4%        | 100.0%        | 69           |
| 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? | 91.3%  | 7.2%          |        |          | 1.4%        | 100.0%        | 69           |
| Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?                           | 91.3%  | 7.2%          | 1.4%   |          |             | 100.0%        | 69           |
| Item 30-How would you grade how well the staff told you what side effects to watch out for?   | 91.2%  | 7.4%          |        |          | 1.5%        | 100.0%        | 68           |
| Item 5-How would you grade staff's sensitivity to my cultural background?   | 88.4%  | 10.1%         |        |          | 1.4%        | 100.0%        | 69           |
| Item 9-How would you grade doctor/counselor being open to your complaints?  | 88.4%  | 10.1%         | 1.4%   |          |             | 100.0%        | 69           |
| <b>PARTICIPATION</b>  |  |               |        |          |             |               |              |
| Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?  | 91.3%  | 7.2%          |        |          | 1.4%        | 100.0%        | 69           |
| Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?                             | 90.0%  | 8.6%          |        | 1.4%     |             | 100.0%        | 70           |

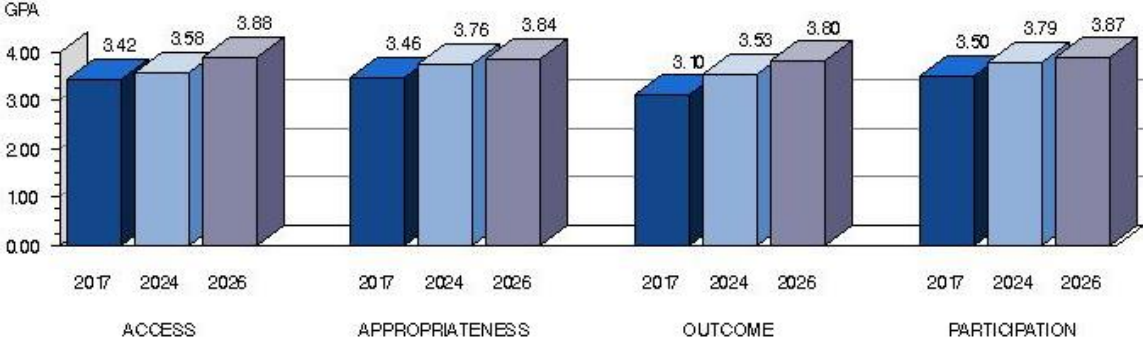
| PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2026                            | Percent Responses for Clients Responding to Question |               |        |          |             | PERCENT TOTAL | CLIENT COUNT |
|---|--|---------------|--------|----------|-------------|---------------|--------------|
|   | 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? | 85.5%  | 13.0%         | 1.4%   |          |             | 100.0%        | 69           |
| Item 21-How would you grade how well the services have helped you cope with a crisis?                             | 82.6%  | 13.0%         | 2.9%   | 1.4%     |             | 100.0%        | 69           |
| Item 22-How would you grade how well the services have helped you get along better with your family?              | 74.6%  | 25.4%         |        |          |             | 100.0%        | 67           |
| Item 23-How would you grade how well the services have helped you do better in being able to work?                | 78.2%  | 12.7%         | 9.1%   |          |             | 100.0%        | 55           |
| Item 24-How would you grade how well the services have helped you do better with your leisure time?               | 84.1%  | 14.5%         | 1.4%   |          |             | 100.0%        | 69           |
| Item 25-How would you grade how well the services have helped you improve your housing situation?                 | 87.8%  | 9.8%          | 2.4%   |          |             | 100.0%        | 41           |
| Item 28-How would you grade how well the services have helped you do better at being able to control your life?   | 85.5%  | 14.5%         |        |          |             | 100.0%        | 69           |

**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 = 2026             | Percent Responses for Clients Responding to Question | PERCENT TOTAL | CLIENT COUNT |
|--|--|---------------|--------------|
|  | Yes  |               |              |
| Item 32-If you could go anywhere you wanted for services, would you continue to come here? | 100.0%   | 100.0%        | 69           |
| Item 33-Would you recommend this clinic to a friend or family member?                      | 100.0%   | 100.0%        | 69           |

*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 ASCENSION BHC



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 ASCENSION BEHAVIORAL HEALTH CLINIC – SFY26

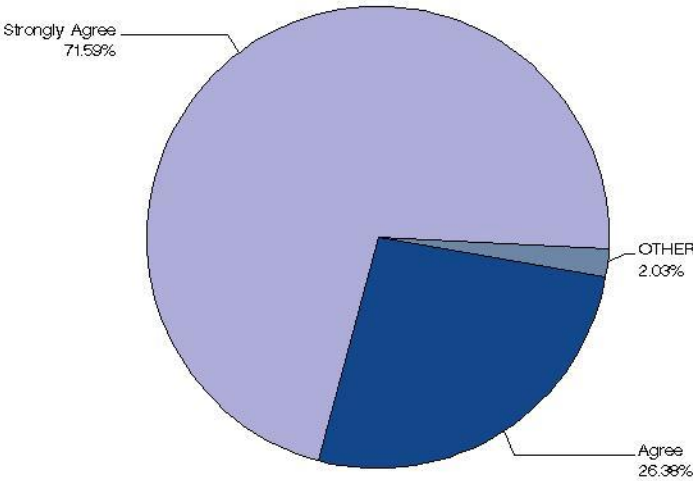
| PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2026 | Percent Responses for Clients Responding to Question |           |                  |              |                       | PERCENT TOTAL | CLIENT COUNT |
|--|--|-----------|------------------|--------------|-----------------------|---------------|--------------|
|  | 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.                                      | 69.6%  | 27.5%     | 1.4%             |              | 1.4%                  | 100.0%        | 69           |
| Item 35-I do things that are more meaningful to me.                                    | 69.6%  | 27.5%     | 1.4%             | 1.4%         |                       | 100.0%        | 69           |
| Item 36-I am better able to take care of my needs.                                     | 71.0%  | 29.0%     |                  |              |                       | 100.0%        | 69           |
| Item 37-I am better able to handle things when they go wrong.                          | 75.4%  | 24.6%     |                  |              |                       | 100.0%        | 69           |
| Item 38-I am better able to do things that I want to do.                               | 72.5%  | 23.2%     | 4.3%             |              |                       | 100.0%        | 69           |
| <b>CONNECTEDNESS</b>   |  |           |                  |              |                       |               |              |
| Item 39-I am happy with the friendships I have.  | 75.4%  | 24.6%     |                  |              |                       | 100.0%        | 69           |
| Item 40-I have people with whom I can do enjoyable things.                             | 72.5%  | 26.1%     | 1.4%             |              |                       | 100.0%        | 69           |
| Item 41-I feel I belong in my community.   | 72.7%  | 21.2%     | 4.5%             | 1.5%         |                       | 100.0%        | 66           |
| Item 42-In a crisis, I would have the support I need from family or friends.           | 79.7%  | 18.8%     | 1.4%             |              |                       | 100.0%        | 69           |

*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= 2026

INDICATOR= FUNCTIONING

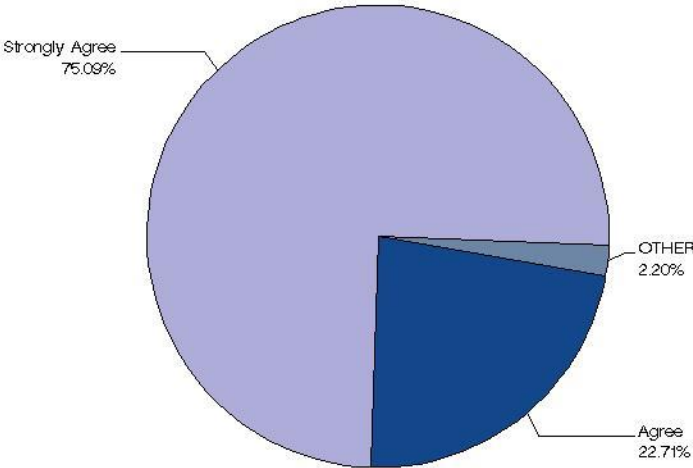


Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR ASCENSION BHC

FISCAL YEAR= 2026

INDICATOR= CONNECTEDNESS

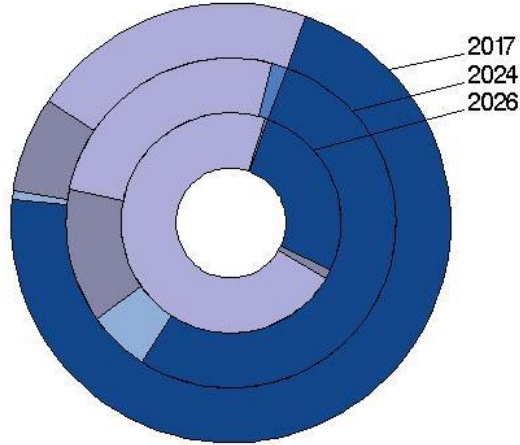


Average of ratings across all items of performance indicator.

*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 ASCENSION BHC  
By FISCAL YEAR

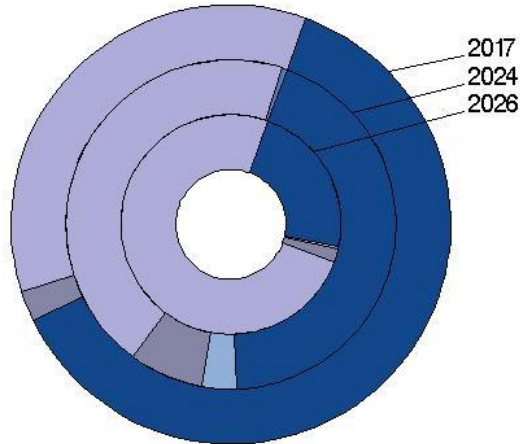
INDICATOR= FUNCTIONING



Agree                      Disagree                      I Am Neutral  
Strongly Agree           Strongly Disagree           OTHER  
Average of ratings across all items of performance indicator.

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

INDICATOR= CONNECTEDNESS



Agree                      Disagree                      I Am Neutral  
Strongly Agree           Strongly Disagree           OTHER  
Average of ratings across all items of performance indicator.

**SURVEY TEAM OBSERVATIONS  
ASCENSION BEHAVIORAL HEALTH CLINIC**

**Staff-to-Staff Interactions**

The clinic staff were always friendly towards each other. They never hesitated to help each other out.

**Staff-to-Consumer Interactions**

**Does staff greet consumers?**

Yes. Consumers were greeted upon arrival by the receptionists and by their doctors when they got called for their appointment.

**Does staff respect consumer confidentiality?**

Yes. Consumers were called by their first name only. Clinic staff also used white noise machines while they were with 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?**

Consumers from correctional facilities enter 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?**

Consumers from correctional facilities are housed away from consumers and family members. They are normally handcuffed and escorted by a correctional officer

|                  |   |
|------------------|---|
| <b>Yes/No/NA</b> |   |
| <b>Yes</b>       | <b>Was the outside clinic sign visible?</b>   |
| <b>Yes</b>       | <b>Was the address visible from outside the clinic?</b>   |
| <b>Yes</b>       | <b>Was the entrance clearly marked?</b>   |
| <b>Yes</b>       | <b>Were the clinic hours posted both inside the clinic and outside the clinic entrance?</b>                             |
| <b>Yes</b>       | <b>Were after-hours/crisis numbers posted inside the clinic and where they could be seen from outside the entrance?</b> |
| <b>Yes</b>       | <b>Was smoking away from the entrance?</b>  |
| <b>Yes</b>       | <b>Was parking adequate and appropriate?</b>  |
| <b>Yes</b>       | <b>Was the outside of the clinic attractive, appealing and clean and orderly with no clutter?</b>                       |
| <b>Yes</b>       | <b>Was the inside of the clinic attractive, appealing and clean and orderly with no clutter?</b>                        |
| <b>Yes</b>       | <b>Was the waiting area an appropriate size?</b>  |
| <b>Yes</b>       | <b>Were there enough chairs in the waiting area?</b>  |
| <b>Yes</b>       | <b>Were the chairs in the waiting area clean?</b>   |
| <b>Yes</b>       | <b>Were the chairs in the waiting area comfortable?</b>   |
| <b>Yes</b>       | <b>Was the reception/check-in area accessible and welcoming?</b>  |
| <b>Yes</b>       | <b>Were the consumer bathrooms clean and well supplied with paper towels, soap and toilet paper?</b>                    |
| <b>Yes</b>       | <b>Was there clean water available (i.e. water fountain, water cooler, vending machine)?</b>                            |

|            |  |
|------------|--|
| <b>Yes</b> | <b>Were there drink and snack machines available for clients?</b>  |
| <b>Yes</b> | <b>Was there a television for consumers to view while waiting?</b>   |
| <b>Yes</b> | <b>Was there a telephone available for consumers to use?</b>   |
| <b>No</b>  | <b>Were there current and appropriate magazines available in the waiting area?</b><br>Although the clinic did not have magazines, the team did notice there were plenty of brochures and pamphlets.  |
| <b>Yes</b> | <b>Were the magazines in good condition and kept neat and orderly?</b><br>The brochures and pamphlets were in good condition and kept neat and orderly.  |
| <b>Yes</b> | <b>Were there pamphlets and brochures available in the waiting area?</b>   |
| <b>Yes</b> | <b>Was the ‘Grievance Policy’ posted in the waiting area?</b>  |
| <b>Yes</b> | <b>Was the ‘Privacy Policy’ posted in the waiting area?</b>  |
| <b>Yes</b> | <b>Were the ‘Consumer Rights’ posted in the waiting area?</b>  |
| <b>Yes</b> | <b>Was the C’est Bon! Survey/Poster posted in the waiting area?</b>  |
| <b>Yes</b> | <b>Was a comment box available in the waiting area?</b><br>Although the clinic did not have a comment box, the team noticed that there were comment forms available for consumers to use. The receptionists provided an envelope for the forms to be sealed in. They would then be passed on to the clinic manager or mailed in by the consumer. |
| <b>Yes</b> | <b>Was a current LDH license posted and on public display in clinic?</b>   |
| <b>Yes</b> | <b>Was information on consumer-run programs available/posted in the waiting area?</b>  |
| <b>Yes</b> | <b>Were notices/miscellaneous information available/posted in the clinic?</b>  |
| <b>Yes</b> | <b>Was the process and ease of operation of the clinic smooth?</b>   |
| <b>Yes</b> | <b>Was a security officer on duty?</b>   |
| <b>Yes</b> | <b>Were any other security measures used in the clinic?</b><br>Upon arrival, consumers, family, and staff members walk through a metal detector. The security officer would then check bags and purses. The team also noticed that the doors to the back offices were locked and could only be accessed by badge or by keypad.                   |

**Any additional comments:**

The clinic has a happy and relaxed atmosphere. The employees were very nice. The clinic manager, Mr. Paul Tuminello, was always warm and welcoming. He was very accommodating during the C’est Bon Team’s visit.