

*C'EST BON  
CONSUMER  
SURVEY  
REPORT*

*Caring Choices – Jonesville Behavioral Health Clinic*

*October and November 2023*

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – JONESVILLE BEHAVIORAL HEALTH CLINIC-SFY24

***C'est Bon Survey Program***  
***Caring Choices – Jonesville 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 October and November of 2023 the C'est Bon team surveyed a convenience sample of the persons served at the Caring Choices – Jonesville 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 32 positive responses to this question from those surveyed. The majority of comments were regarding the Clinic/Services, Staff, Doctors, and Social Workers 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.*

**Clinic/Services** (37% of positive comments):

- “All nice thoughts on everything” “Everything here is good” “I like the new clinic location” “Everything is positive” “Good clinic” “Good services” “I like group services” “I like it” “I’m glad the clinic is near me” “Perfect services” “Like the services they provide” “It’s all good”

**Staff** (28% of positive comments):

- Positive personal characteristics: “They are all nice” “Kind people” “Nice group of folks”
- Supportive/Concern: “I know they care” “Sometimes I truly believe they’ve saved my life” “They’ve gone above and beyond in caring for my well-being”
- Dependability: “Can always count on them”

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – JONESVILLE BEHAVIORAL HEALTH CLINIC-SFY24

- Dedication: “Forever grateful they are here to help” “They are all helpful”

**Doctor** (13% of positive comments):

- Positive personal characteristics: “Dr. Bolwahn is smart”
- Supportive/Concern: “I can be open and honest with Dr. Bolwahn and I like that” “Doctor is really good at listening to me speak and to confide in”
- Dedication: “Dr. Bolwahn is trustworthy”

**Social Worker** (13% of positive comments):

- Positive personal characteristics: “John is really nice”
- Competency: “John is good” “Kristina is always great”
- Helpfulness: “John helps with my recovery”

**Some of the remaining 9% of positive comments described the Receptionist/Front Desk and Nurse, regarding positive personal characteristics and helpfulness.**

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

- **Receptionist/Front Desk**: “Carolyn at front desk is always friendly” “Carolyn is helpful”
- **Nurse**: “I’m really happy with Lisa”

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

**Sixteen clients expressed that they had no concerns or complaints about the services. There was one suggestion from individuals surveyed that reflected concerns or complaints about the services.**

*All of the actual comments are listed below.*

- “Wish the doctor could be here more”

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

**Fifteen clients expressed that they had no difficulties in getting needed services. There were two comments from the persons surveyed which reflected difficulties in accessing services. Most of the difficulties faced by those surveyed were transportation and health concerns.**

*All of the actual comments are listed below.*

- “Sometimes just my own illness makes it hard to get out of the house”
- “Sometimes my transportation and I wish they had a little better transportation”

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

**Seventeen responders indicated that nothing needed to be changed, added, or improved. There were no comments made for changes, additions and improvements.**

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – JONESVILLE BEHAVIORAL  
HEALTH CLINIC-SFY24

**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 CARING CHOICES – JONESVILLE 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		
<b>ACCESS</b>					
Item 1-How would you grade the location of the services?	70.6%	23.5%	5.9%	100.0%	17
Item 2-How would you grade getting phone calls returned promptly?	76.5%	23.5%		100.0%	17
Item 3-How would you grade getting services at times that were good for you?	82.4%	17.6%		100.0%	17
Item 4-How would you grade seeing a psychiatrist when you need to?	82.4%	17.6%		100.0%	17
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	94.1%	5.9%		100.0%	17
Item 7-How would you grade your ability to get all the services you thought you needed?	76.5%	23.5%		100.0%	17
<b>APPROPRIATENESS</b>					
Item 10-How would you grade doctor/counselor giving you information about your rights?	93.3%	6.7%		100.0%	15
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	87.5%	12.5%		100.0%	16
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	93.3%	6.7%		100.0%	15
Item 15-How would you grade staff's belief that you could grow, change and recover?	93.8%	6.3%		100.0%	16
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?	87.5%	12.5%		100.0%	16
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	86.7%	13.3%		100.0%	15
Item 30-How would you grade how well the staff told you what side effects to watch out for?	92.9%	7.1%		100.0%	14
Item 5-How would you grade staff's sensitivity to my cultural background?	88.2%	11.8%		100.0%	17
Item 9-How would you grade doctor/counselor being open to your complaints?	93.3%	6.7%		100.0%	15

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – JONESVILLE 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		
<b><i>PARTICIPATION</i></b>					
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	87.5%	12.5%		100.0%	16
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	81.3%	18.8%		100.0%	16
<b><i>OUTCOME</i></b>					
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	71.4%	28.6%		100.0%	14
Item 21-How would you grade how well the services have helped you cope with a crisis?	78.6%	21.4%		100.0%	14
Item 22-How would you grade how well the services have helped you get along better with your family?	50.0%	50.0%		100.0%	12
Item 23-How would you grade how well the services have helped you do better in being able to work?	100.0%			100.0%	5
Item 24-How would you grade how well the services have helped you do better with your leisure time?	64.3%	35.7%		100.0%	14
Item 25-How would you grade how well the services have helped you improve your housing situation?	100.0%			100.0%	5
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	71.4%	28.6%		100.0%	14

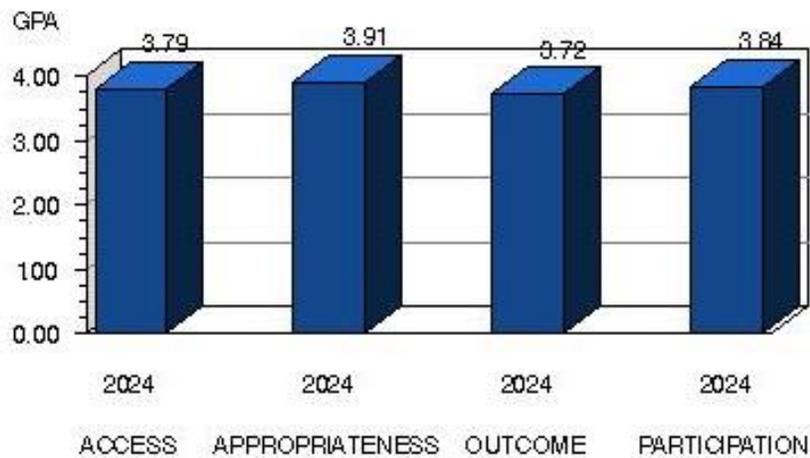
**No items from the previous table have a combined percentage of A & B scores less than 80%**

PERCENT RESPONSES PER QUESTION FOR GENERAL SATISFACTION FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question	PERCENT TOTAL	CLIENT COUNT
	Yes		
Item 32-If you could go anywhere you wanted for services, would you continue to come here?	100.0%	100.0%	14
Item 33-Would you recommend this clinic to a friend or family member?	100.0%	100.0%	14

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – JONESVILLE 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.*

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF JONESVILLE



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 CARING CHOICES – JONESVILLE BHC-SFY24

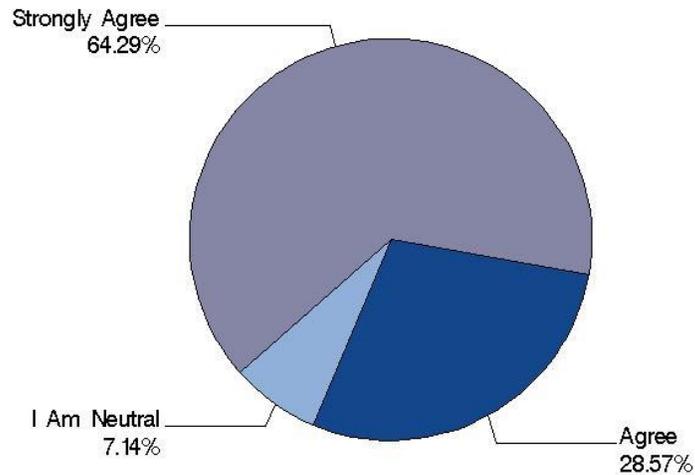
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2024	Percent Responses for Clients Responding to Question			PERCENT TOTAL	CLIENT COUNT
	1 - STRONGLY AGREE	2 - AGREE	3 - I AM NEUTRAL		
<b>FUNCTIONING</b>					
Item 34-My symptoms are not bothering me as much.	64.3%	28.6%	7.1%	100.0%	14
Item 35-I do things that are more meaningful to me.	57.1%	28.6%	14.3%	100.0%	14
Item 36-I am better able to take care of my needs.	71.4%	21.4%	7.1%	100.0%	14
Item 37-I am better able to handle things when they go wrong.	71.4%	21.4%	7.1%	100.0%	14
Item 38-I am better able to do things that I want to do.	57.1%	42.9%		100.0%	14
<b>CONNECTEDNESS</b>					
Item 39-I am happy with the friendships I have.	57.1%	35.7%	7.1%	100.0%	14
Item 40-I have people with whom I can do enjoyable things.	71.4%	21.4%	7.1%	100.0%	14
Item 41-I feel I belong in my community.	57.1%	28.6%	14.3%	100.0%	14
Item 42-In a crisis, I would have the support I need from family or friends.	78.6%	21.4%		100.0%	14

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – JONESVILLE 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 CARING CHOICES OF JONESVILLE  
FISCAL YEAR= 2024

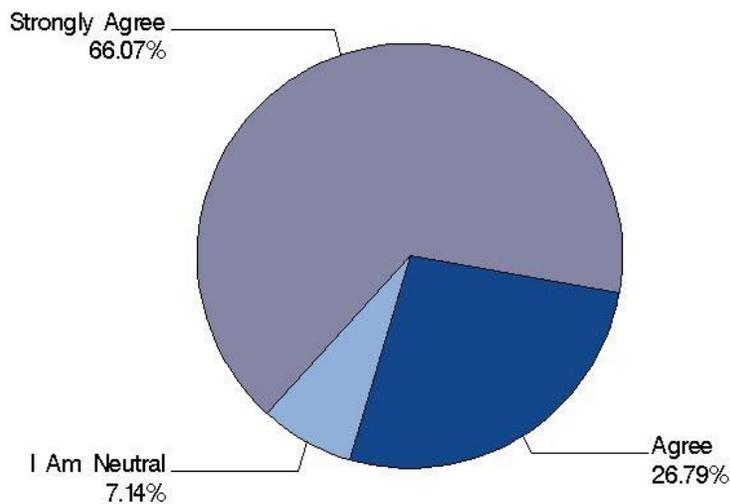
INDICATOR= FUNCTIONING



Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF JONESVILLE  
FISCAL YEAR= 2024

INDICATOR= CONNECTEDNESS



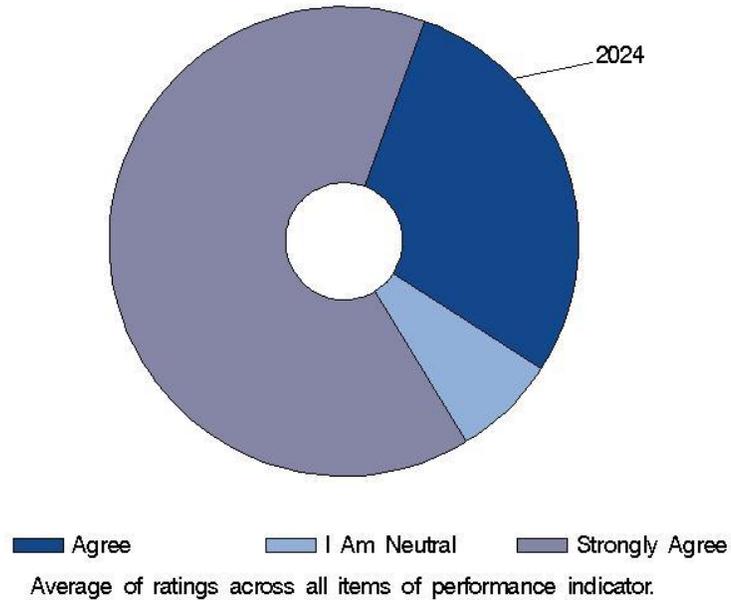
Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES – JONESVILLE BHC-SFY24

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

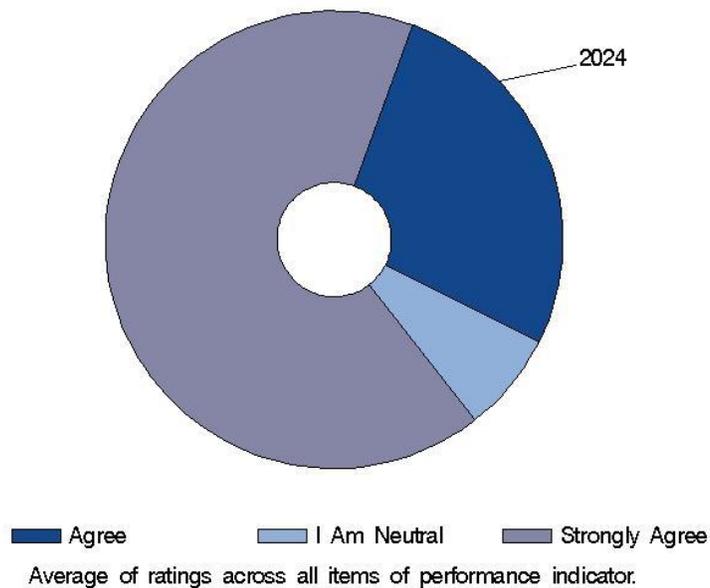
C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF JONESVILLE  
By FISCAL YEAR

INDICATOR= FUNCTIONING



C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF JONESVILLE  
By FISCAL YEAR

INDICATOR= CONNECTEDNESS



**SURVEY TEAM OBSERVATIONS  
CARING CHOICES – JONESVILLE BEHAVIOR HEALTH CLINIC**

**Staff-to-Staff Interactions**

Staff interaction was always cordial and friendly.

**Staff-to-Consumer Interactions**

**Does staff greet consumers?**

Staff always greeted consumers in a warm and friendly manner.

**Does staff respect consumer confidentiality?**

Yes. Staff addressed consumers only 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?**

No. Consumers from correctional facilities utilize the same entrance that other consumers use.

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

No. Correctional officers accompany consumers from correctional facilities while they wait in the main lobby.

Yes/No/NA	
Yes	<b>Was the outside clinic sign visible?</b>
N/A	<b>Was the address visible from outside the clinic?</b> Jonesville Caring Choices clinic relocated to a new building one month prior to the C'est Bon team's arrival. Because of this, they are still in the process of getting their permanent address.
N/A	<b>Was the entrance clearly marked?</b> Due to the clinic's recent relocation, they do not have the entrance clearly marked.
Yes	<b>Were the clinic hours posted both inside the clinic and outside the clinic entrance?</b>
Yes	<b>Were after-hours/crisis numbers posted inside the clinic and where they could be seen from outside the entrance?</b>
Yes	<b>Was smoking away from the entrance?</b>
Yes	<b>Was parking adequate and appropriate?</b>
Yes	<b>Was the outside of the clinic attractive, appealing and clean and orderly with no clutter?</b>
Yes	<b>Was the inside of the clinic attractive, appealing and clean and orderly with no clutter?</b>
Yes	<b>Was the waiting area an appropriate size?</b>
Yes	<b>Were there enough chairs in the waiting area?</b> There were three chairs available along with two pew style benches and a sofa.
Yes	<b>Were the chairs in the waiting area clean?</b>
Yes	<b>Were the chairs in the waiting area comfortable?</b> While the chairs and sofa were comfortable, the two benches were not.
Yes	<b>Was the reception/check-in area accessible and welcoming?</b>

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)?
No	Were there drink and snack machines available for clients? There were no drink and snack machines, but there was water available for consumers.
Yes	Was there a television for consumers to view while waiting?
Yes	Was there a telephone available for consumers to use?
Yes	Were there current and appropriate magazines available in the waiting area?
Yes	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?
N/A	Was the C'est Bon! Survey/Poster posted in the waiting area? This was the C'est Bon team's first time visiting this clinic.
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?
Yes	Were any other security measures used in the clinic? On days when consumers are not seen, the main door remains locked.

**Any additional comments:**

The team spoke very highly of the clinic's receptionist, Carolyn. She was always friendly, welcoming, and accommodating. The clinic staff had recently relocated and were still in the process of getting organized. The team observed Carolyn working diligently to ensure the move was a success and that the new clinic location was in tiptop shape for consumers.

The entire staff, including the security guard were always cordial and friendly. The janitorial staff did a great job keeping the clinic tidy and spotless.