

*C'EST BON
CONSUMER
SURVEY
SFY25 REPORT*

Caring Choices – Marksville Behavioral Health Clinic

August & September 2024

C'est Bon Survey Program
Caring Choices – Marksville 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 August and early September of 2024 the C'est Bon team surveyed a convenience sample of the persons served by the Caring Choices – Marksville 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 83 positive responses to this question from those surveyed. The majority of comments were regarding the Staff, Social Workers, Doctors, and Nurses 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 (52% of positive comments):

- **Positive personal characteristics:** “All of the staff are very kind” “Everybody is nice”(x2) “Everyone is nice to me” “They are really all nice”(x3) “I love to talk to the people here” “Treat me very good” “I like everybody” “They are very patient with you”(x2) “I like everyone” “They are kind” “They all are nice”(x3)
- **Concerned/Supportive:** “They take care of you” “Always concerned about me” “They listen” “They are supportive”
- **Competency:** “They do their job well” “They know what they are doing” “They are all good” “They are a great staff” “Everyone is good” “All do a good job”
- **Dependability:** “Everyone is always open” “They are easy to talk to about your problems” “They work with you” “Always there for me” “They’re always there” “I can talk to them all”

- Helpfulness: “All staff are helpful” “Big help, especially with anxiety” “They always help” “They help me a lot” “They help me out with medicine” “They help me with encouragement” “They helped me get my GED” “They help me save money” “They help here” “They help me with my problems”

Social Worker (16% of positive comments):

- Positive personal characteristics: “Sarah, my counselor, is very nice” “Melissa is wonderful” “I like new social worker, Sarah”
- Concerned/Supportive: “Melissa listens” “Can be myself with Melissa”
- Competency: “Melissa is great”(x2) “Melissa takes her time”(x2)
- Dependability: “Can tell Melissa everything” “Have very good rapport with Melissa”
- Helpfulness: “Melissa help me learn new things” “Melissa helps me solve problems”

Doctor (11% of positive comments):

- Positive personal characteristics: “I like my doctor, Dr. Dean” “Dr. Robinson is wonderful” “I love Dr. Bob” “I like Dr. Robinson”
- Concerned/Supportive: “Dr. Rob listens”
- Competency: “Dr. Robinson is very good” “Dr. Robichaux is excellent” “Dr. Robinson is thorough”
- Helpfulness: “Dr. Rob helps me find new things”

Nurse (10% of positive comments):

- Positive personal characteristics: “Whitney is very nice” “Whitney nurse is very friendly” “I like Ms. Teresa” “Ms. Teresa is amazing”
- Dependability: “Whitney is always there to direct me” “Ms. Teresa has always been consistent” “Ms. Teresa is dependable”
- Dedication: “Ms. Teresa is reliable”

Some of the remaining 12% of positive comments described the Clinic/Services, Reception/Front Desk, and Peer Support Specialist, regarding positive personal characteristics, competency, and dependability.

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

- Clinic/Services: “A place I can come and talk to everyone” “It helps me out” “Excellent” “Great” “It’s a safe haven to me” “Love coming here” “Everything is great here”
- Reception/Front Desk: “Nice” “Fits schedule according to need”
- Peer Support Specialist: “Diane is great”

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

Twenty-seven clients expressed that they had no concerns or complaints about the services. There were three comments from individuals surveyed that reflected concerns or complaints about the services.

All of the actual comments are listed below.

- “The manager is in the room on the Tele Med call”
- “Front desk isn’t pleasant”
- “Lost funding for food boxes”

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

Twenty-three clients expressed that they had no difficulties in getting needed services. There were seven comments from the persons surveyed which reflected difficulties in accessing services.

All of the actual comments are listed below.

- “Transportation”(x4)
- “More difficult because of correctional facility I’m at”
- “Personal health sometimes”
- “Co-pays”

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

Twenty-two responders indicated that nothing needed to be changed, added, or improved. There were eight suggestion made for appointment availability, staff availability, and services offered.

All of the actual comments are listed below.

- “Appointment availability”
- “I would like to see Dr. Robinson every two months and not 3 months”
- “The front desk rotation”
- “Need more staff”
- “Do family sessions”
- “Raise the volume on TV in lobby”
- “Phone calls”
- “Wish there was a flag pole for Veterans”

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 = 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?	66.7%	26.7%	3.3%	3.3%		100.0%	30
Item 2-How would you grade getting phone calls returned promptly?	72.4%	24.1%	3.4%			100.0%	29
Item 3-How would you grade getting services at times that were good for you?	76.7%	23.3%				100.0%	30
Item 4-How would you grade seeing a psychiatrist when you need to?	62.1%	31.0%	3.4%	3.4%		100.0%	29
Item 6-How would you grade the willingness of the staff to see you as often as necessary?	80.0%	20.0%				100.0%	30
Item 7-How would you grade your ability to get all the services you thought you needed?	76.7%	23.3%				100.0%	30
APPROPRIATENESS							
Item 10-How would you grade doctor/counselor giving you information about your rights?	86.2%	10.3%	3.4%			100.0%	29
Item 12-How would you grade doctor/counselor helping you obtain the information you need to manage your illness?	82.8%	13.8%	3.4%			100.0%	29
Item 13-How would you grade doctor/counselor encouraging you to use consumer-run programs?	63.3%	30.0%		3.3%	3.3%	100.0%	30
Item 15-How would you grade staff's belief that you could grow, change and recover?	86.7%	13.3%				100.0%	30
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?	90.0%	10.0%				100.0%	30
Item 17-How would you grade staff's encouragement of you to take responsibility for how you live your life?	86.2%	10.3%	3.4%			100.0%	29
Item 30-How would you grade how well the staff told you what side effects to watch out for?	64.3%	32.1%	3.6%			100.0%	28
Item 5-How would you grade staff's sensitivity to my cultural background?	86.7%	13.3%				100.0%	30
Item 9-How would you grade doctor/counselor being open to your complaints?	85.2%	14.8%				100.0%	27
PARTICIPATION							
Item 14-How would you grade doctor/counselor involving you in deciding your treatment goals?	83.3%	16.7%				100.0%	30
Item 8-How would you grade doctor/counselor being open to questions about your treatment and medications?	90.0%	6.7%	3.3%			100.0%	30

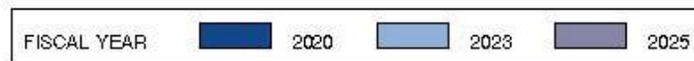
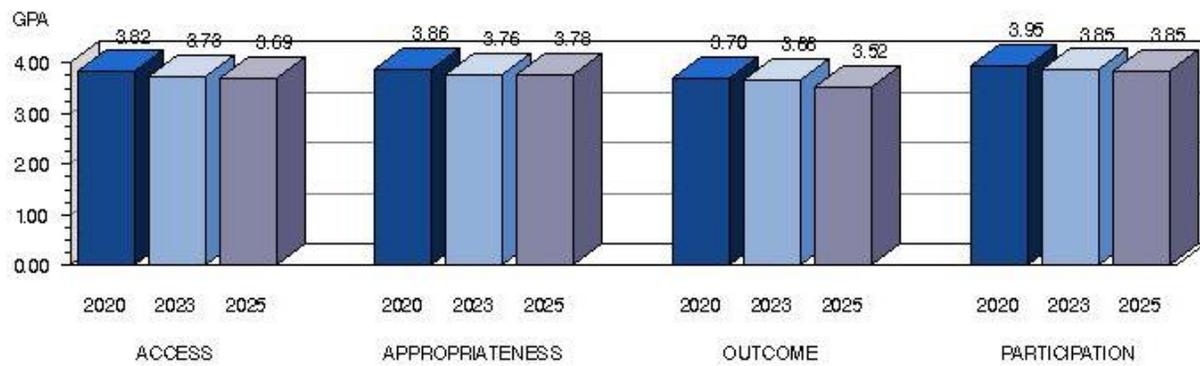
PERCENT RESPONSES PER QUESTION GROUPED BY PERFORMANCE INDICATOR FOR FISCAL YEAR = 2025	Percent Responses for Clients Responding to Question					PERCENT TOTAL	CLIENT COUNT
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing		
OUTCOME							
Item 19-How would you grade how well the services have helped you deal more effectively with your daily problems?	55.2%	41.4%	3.4%			100.0%	29
Item 21-How would you grade how well the services have helped you cope with a crisis?	65.5%	31.0%	3.4%			100.0%	29
Item 22-How would you grade how well the services have helped you get along better with your family?	71.4%	21.4%	7.1%			100.0%	28
Item 23-How would you grade how well the services have helped you do better in being able to work?	60.0%	30.0%	10.0%			100.0%	10
Item 24-How would you grade how well the services have helped you do better with your leisure time?	56.7%	26.7%	13.3%	3.3%		100.0%	30
Item 25-How would you grade how well the services have helped you improve your housing situation?	50.0%	38.9%	11.1%			100.0%	18
Item 28-How would you grade how well the services have helped you do better at being able to control your life?	56.7%	43.3%				100.0%	30

No items from the previous table had 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		
Item 32-If you could go anywhere you wanted for services, would you continue to come here?	100.0%	100.0%	30
Item 33-Would you recommend this clinic to a friend or family member?	100.0%	100.0%	30

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 MARKSVILLE



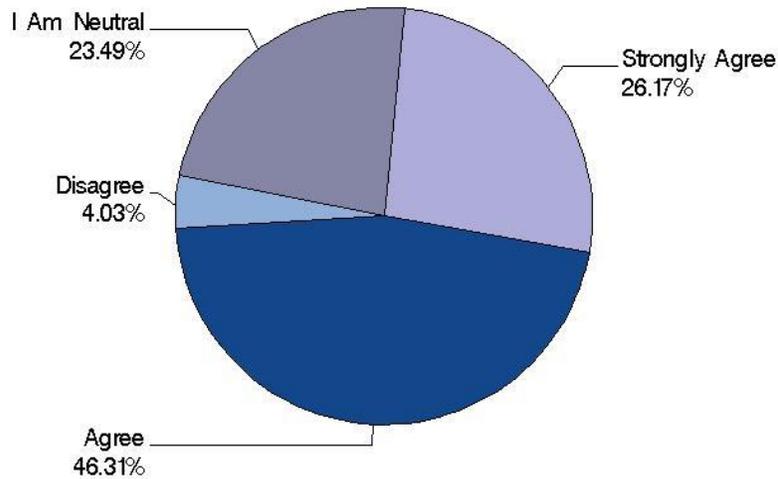
GPA is average of grade ratings across all items of performance indicator.
Item 34 is excluded from Outcome domain due to difference in scales.

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.	23.3%	56.7%	16.7%	3.3%		100.0%	30
Item 35-I do things that are more meaningful to me.	33.3%	43.3%	23.3%			100.0%	30
Item 36-I am better able to take care of my needs.	30.0%	50.0%	20.0%			100.0%	30
Item 37-I am better able to handle things when they go wrong.	20.7%	37.9%	37.9%	3.4%		100.0%	29
Item 38-I am better able to do things that I want to do.	23.3%	43.3%	20.0%	13.3%		100.0%	30
CONNECTEDNESS							
Item 39-I am happy with the friendships I have.	31.0%	51.7%	17.2%			100.0%	29
Item 40-I have people with whom I can do enjoyable things.	26.7%	63.3%	6.7%	3.3%		100.0%	30
Item 41-I feel I belong in my community.	20.7%	58.6%	17.2%		3.4%	100.0%	29
Item 42-In a crisis, I would have the support I need from family or friends.	50.0%	36.7%	10.0%		3.3%	100.0%	30

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 MARKSVILLE
FISCAL YEAR= 2025

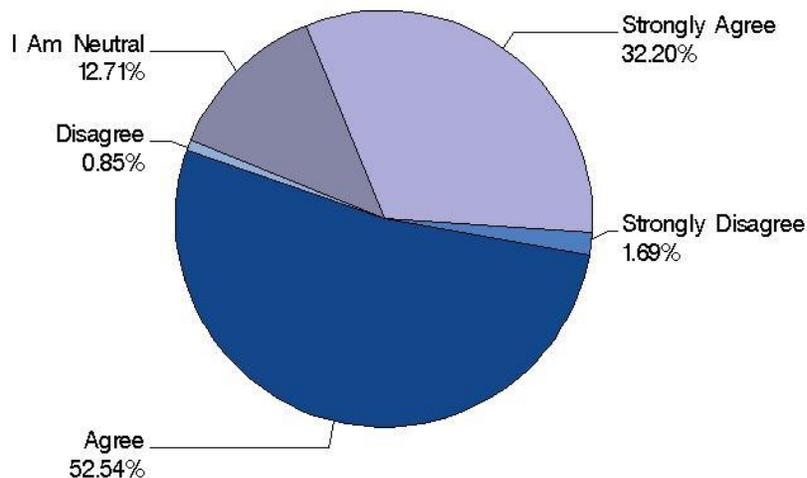
INDICATOR= FUNCTIONING



Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF MARKSVILLE
FISCAL YEAR= 2025

INDICATOR= CONNECTEDNESS

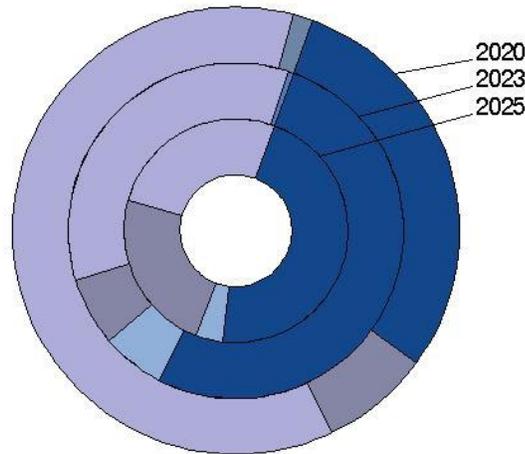


Average of ratings across all items of performance indicator.

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 CARING CHOICES OF MARKSVILLE
By FISCAL YEAR

INDICATOR= FUNCTIONING

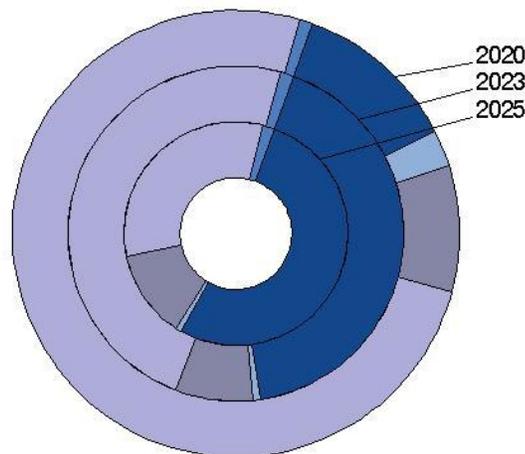


Agree
 Disagree
 I Am Neutral
 Strongly Agree
 Strongly Disagree
 OTHER

Average of ratings across all items of performance indicator.

C'EST BON CONSUMER SURVEY FOR CARING CHOICES OF MARKSVILLE
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
CARING CHOICES – MARKSVILLE BEHAVIOR HEALTH CLINIC**

Staff-to-Staff Interactions

Staff interacted in a friendly, considerate, and courteous manner with each other.

Staff-to-Consumer Interactions

Does staff greet consumers?

Yes. Consumers were greeted as they arrived. The clinic staff were very friendly and outgoing with the consumers.

Does staff respect consumer confidentiality?

Yes. Consumers were called by their first name only. The staff used a low voice 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?

Consumers from correctional facilities enter the clinic through the same entrance other consumers and family members use. A correctional officer stays with the consumer during their visit.

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

No. Although consumers from correctional facilities are not housed away from other consumers and family members, their wait time is short and they are accompanied by a correctional officer 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?
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? Drinks and snacks were available upon request.
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.
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?
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?
Yes	Were any other security measures used in the clinic? The security officer scans people in as they arrive. He also routinely walks around to check the doors, bathrooms, and parking lot. The doors to the offices were kept locked and staff granted others access as needed.

Any additional comments: The clinic staff were friendly, welcoming, and overall amazing. The clinic manager, Ms. Teresa, went above and beyond to make the C’est Bon Team feel welcome. Teresa provided a coffee station for the team and regularly stopped by to see if they needed anything. The security officer, Cliff, goes above and beyond. He regularly walked around making the team and staff feel safe.