

BHH Consumer Survey Results 2020



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BHH Implementation Session

Feb. 19, 2021

Agenda

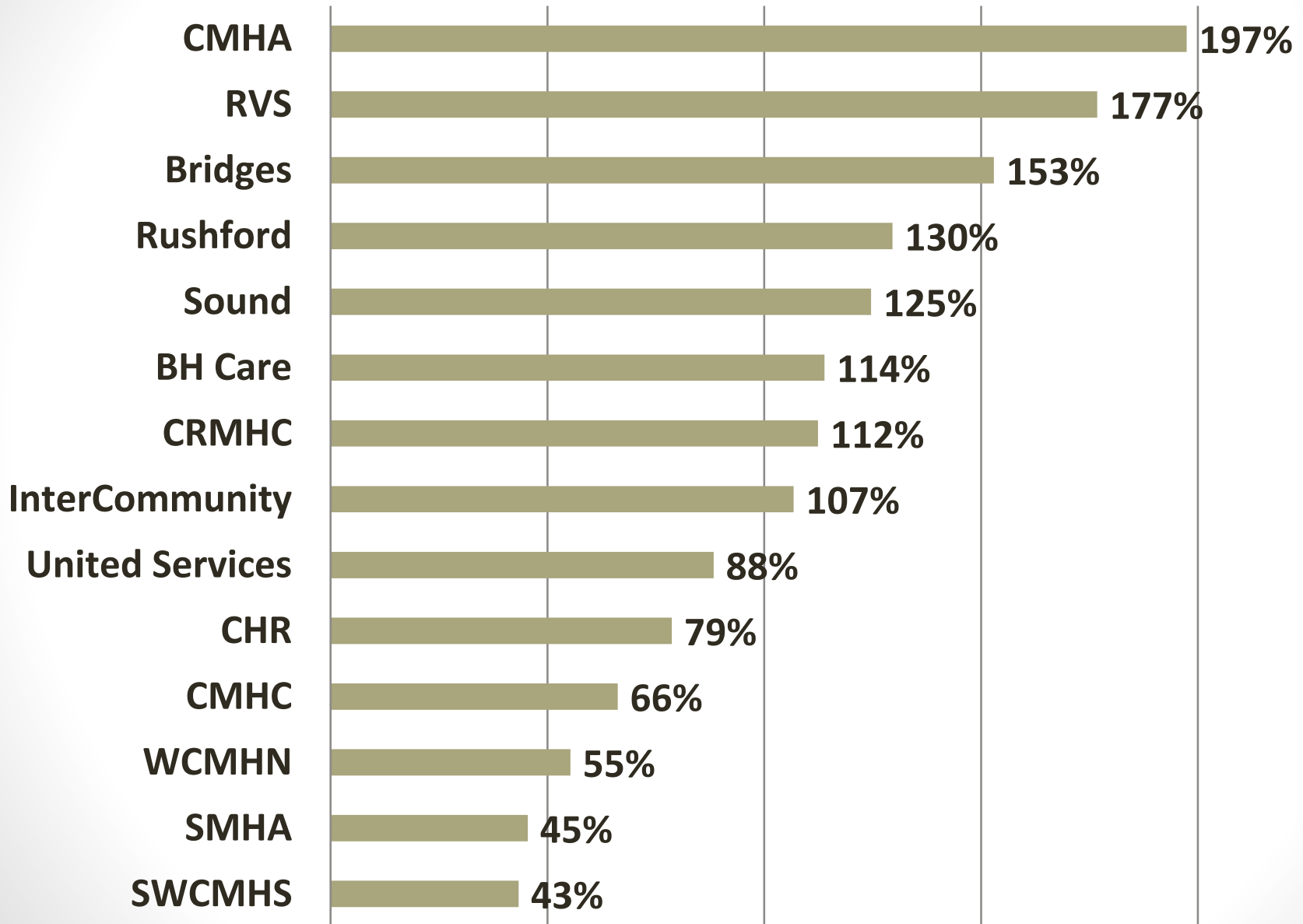
- Surveys collected
- Survey demographics
- MHSIP (DMHAS) Satisfaction Indicators
- EQ-5D (Health Status) Indicators
- Client Comments



**1948 Surveys
Collected!!**



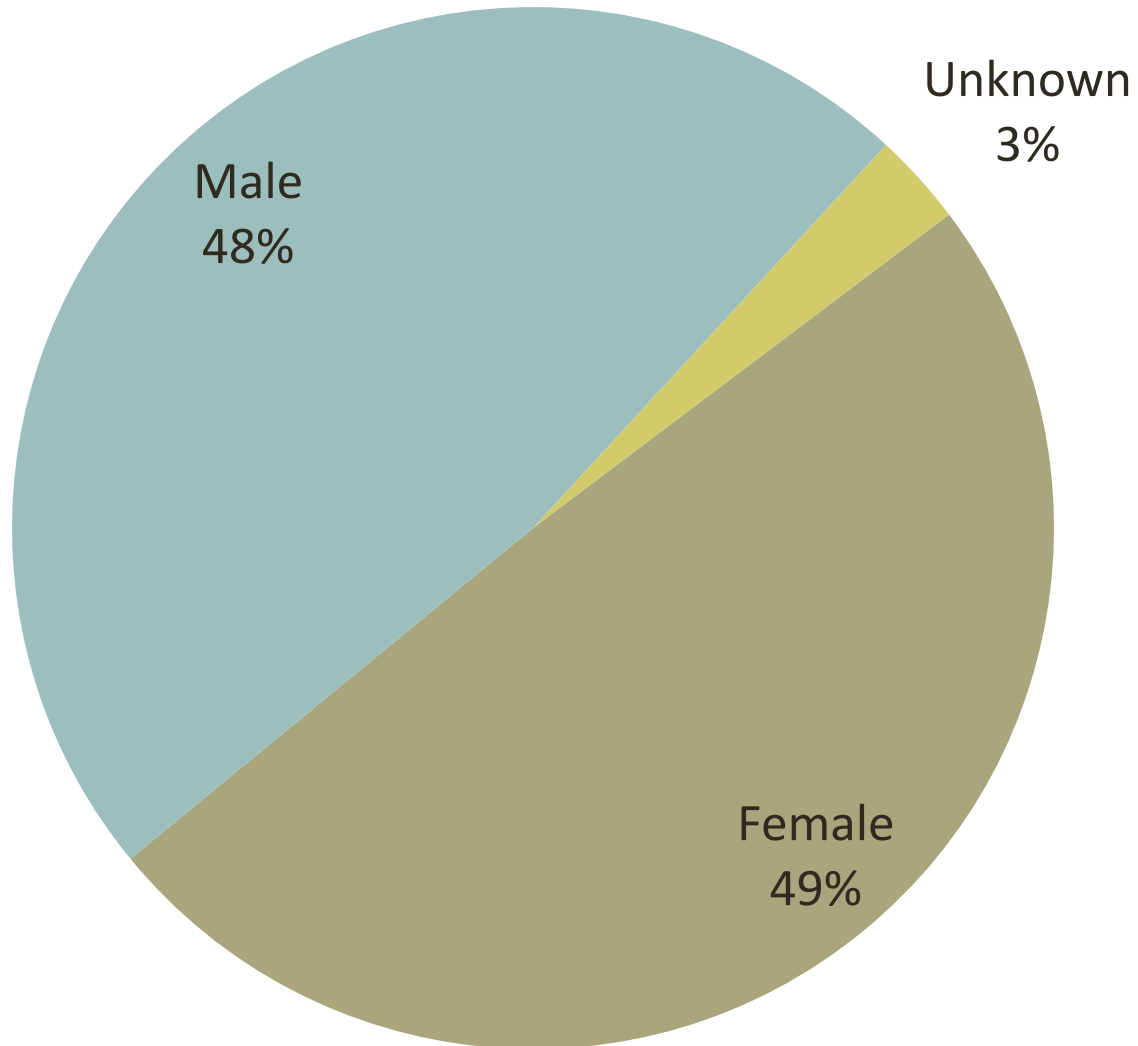
% of Sample Size Collected 2020



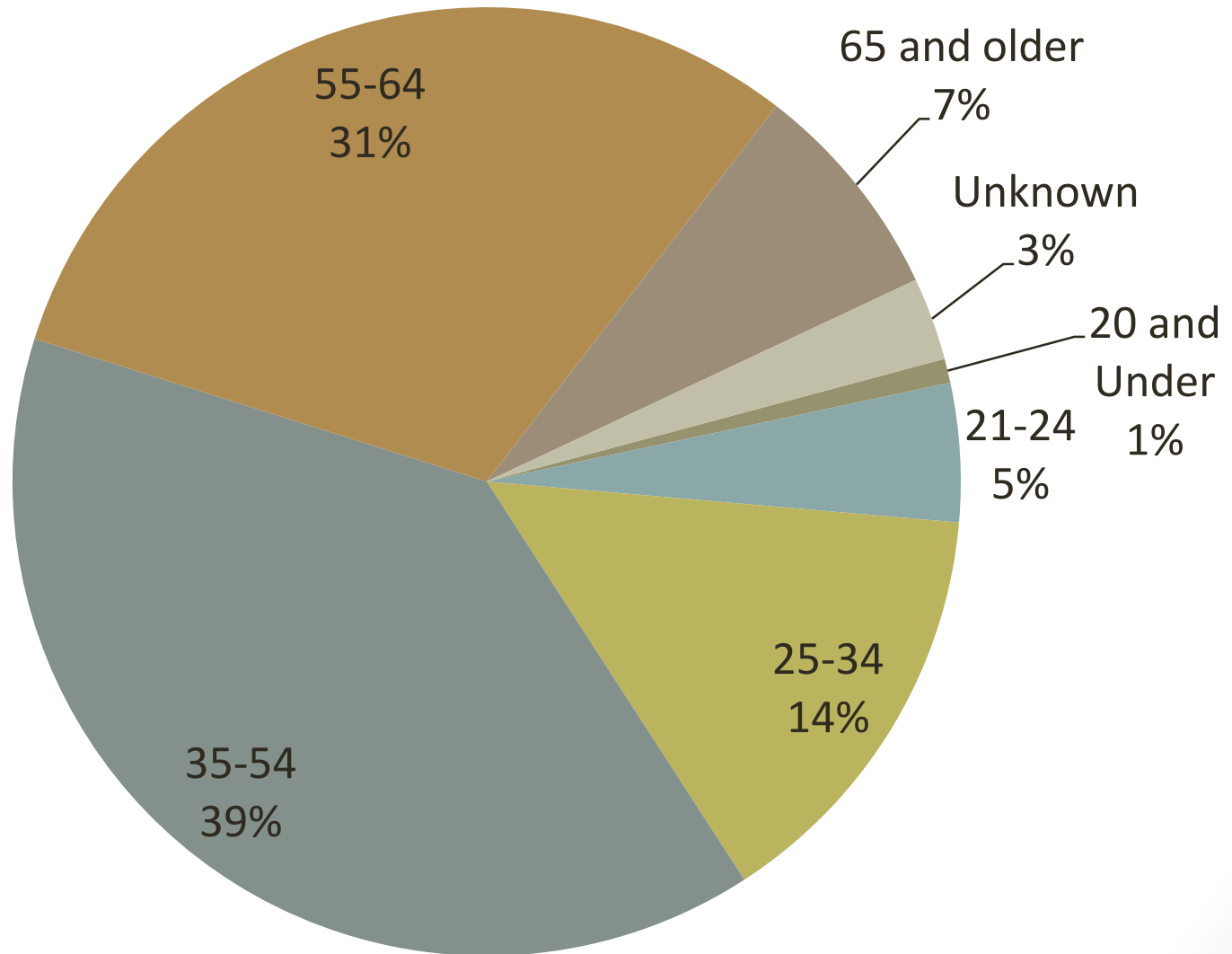
Who Responded?



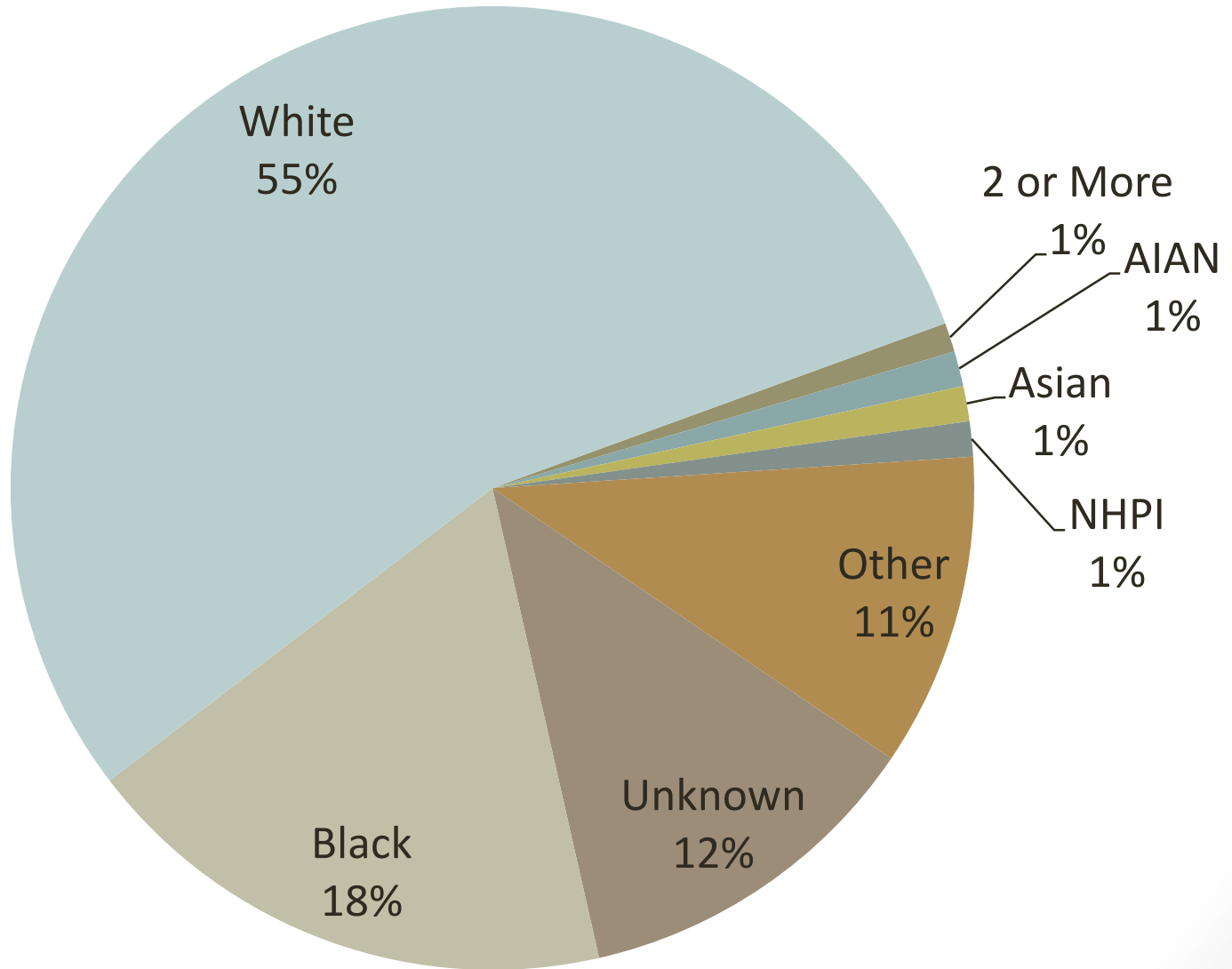
Respondent Gender 2020



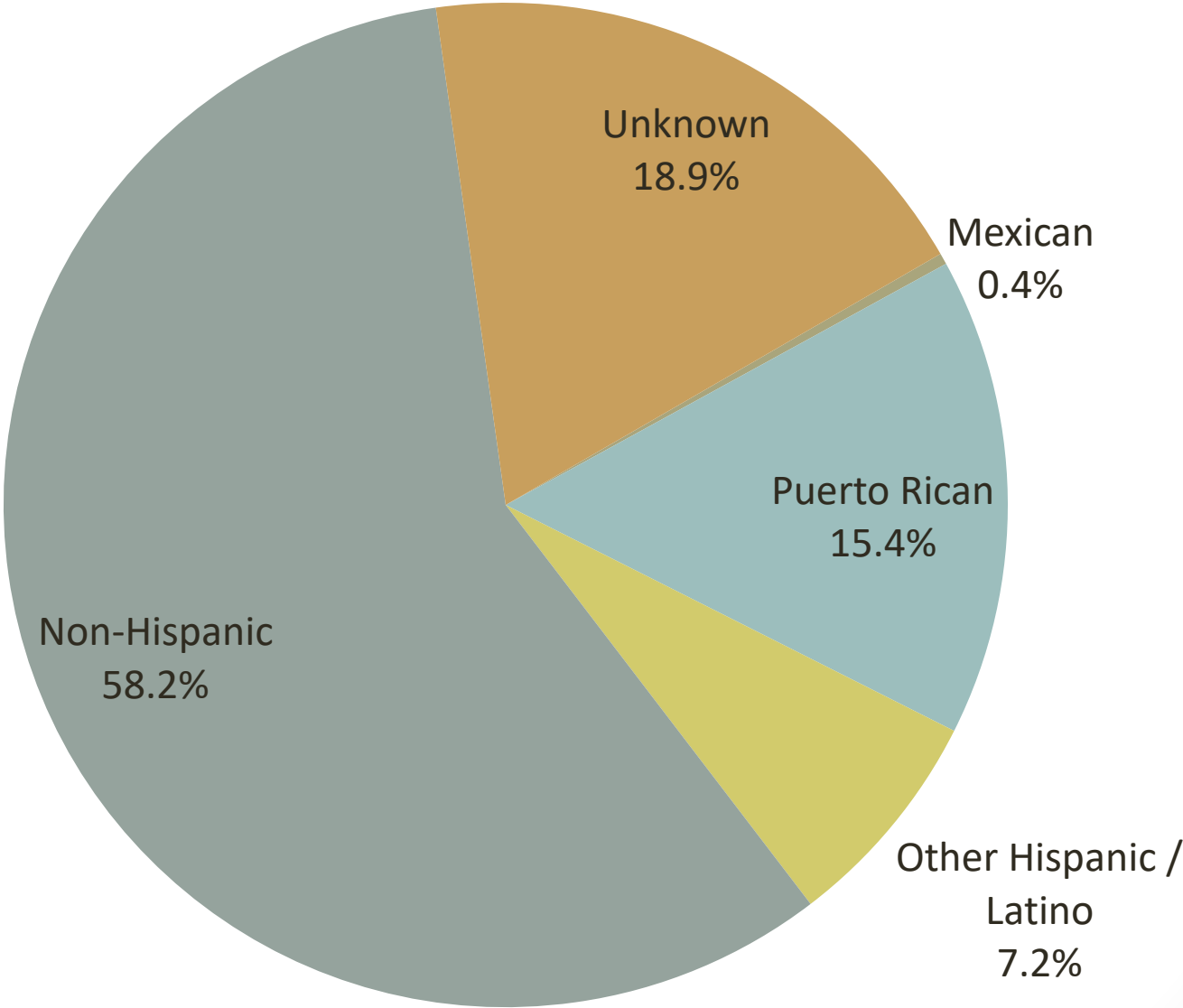
Respondent Age 2020



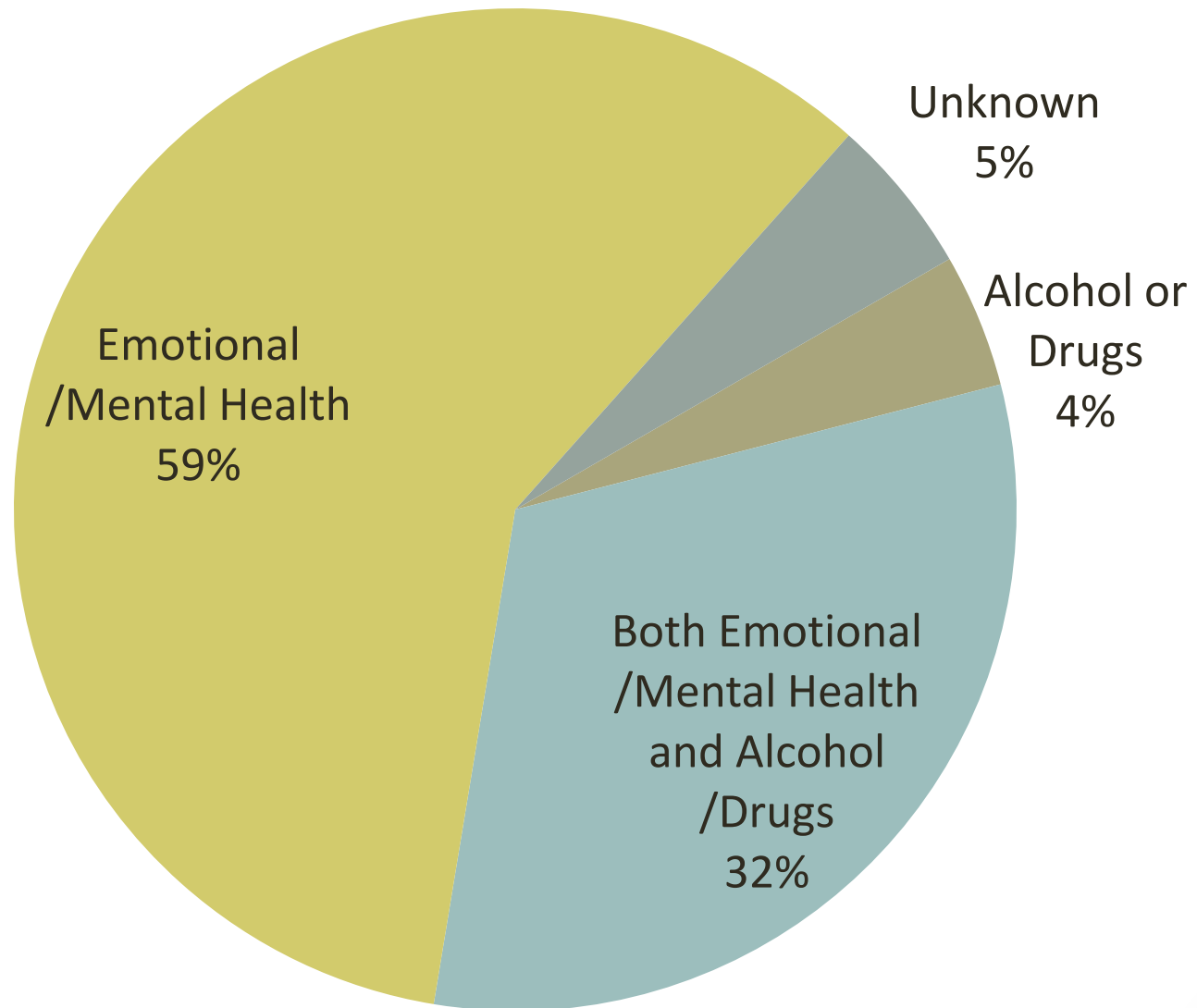
Respondent Race 2020



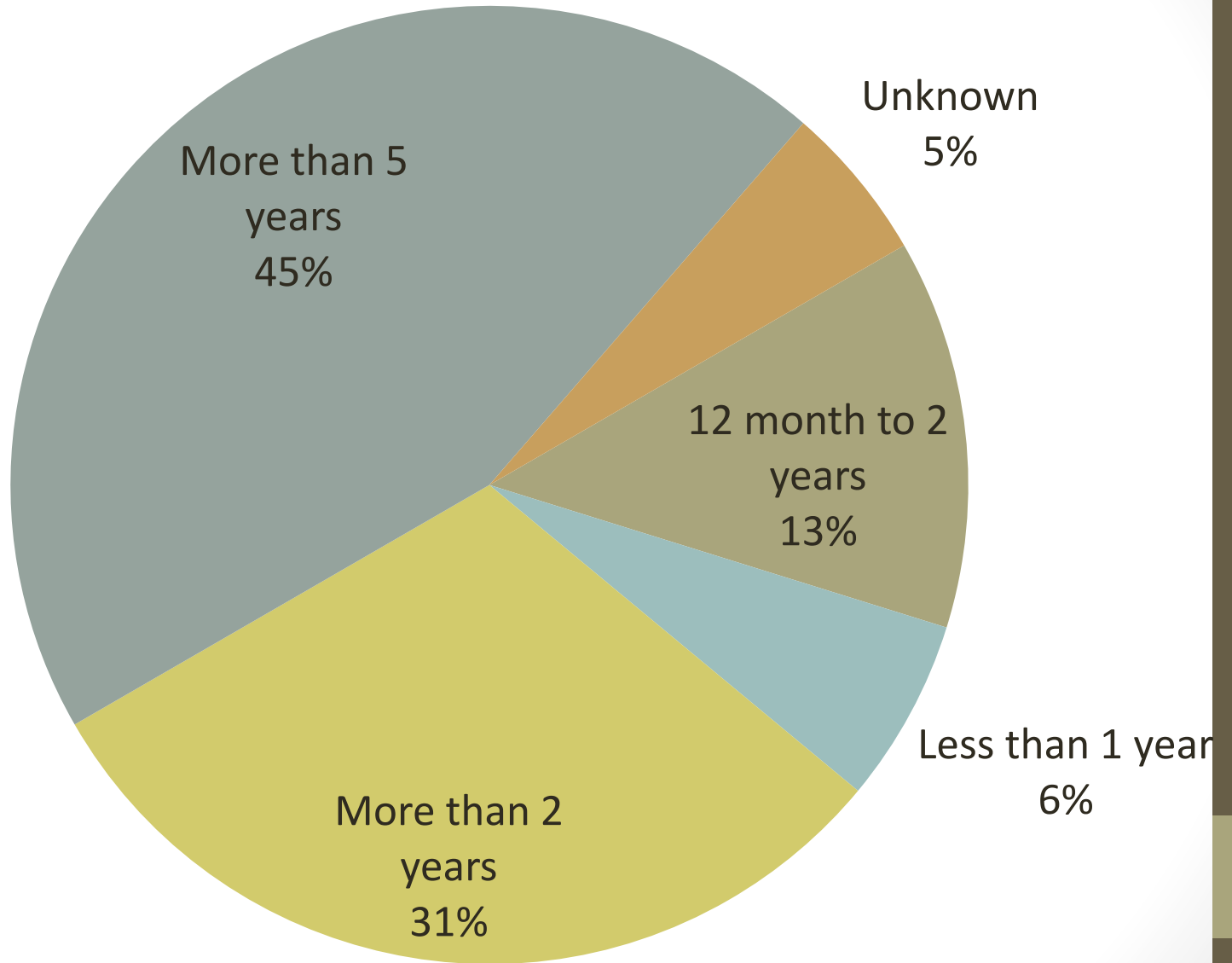
Respondent Ethnicity 2020



Respondent Reason 2020



Respondent Length of Stay 2020



Demographics Summary



- 50 - 50 split male and female
- 38% older than 55, 39% ages 33-54
- 55% White, 18% Black
- 23% Hispanic
- 59% Emotional / Mental Health is Primary Reason for Services
- 45% received services for more than 5 years

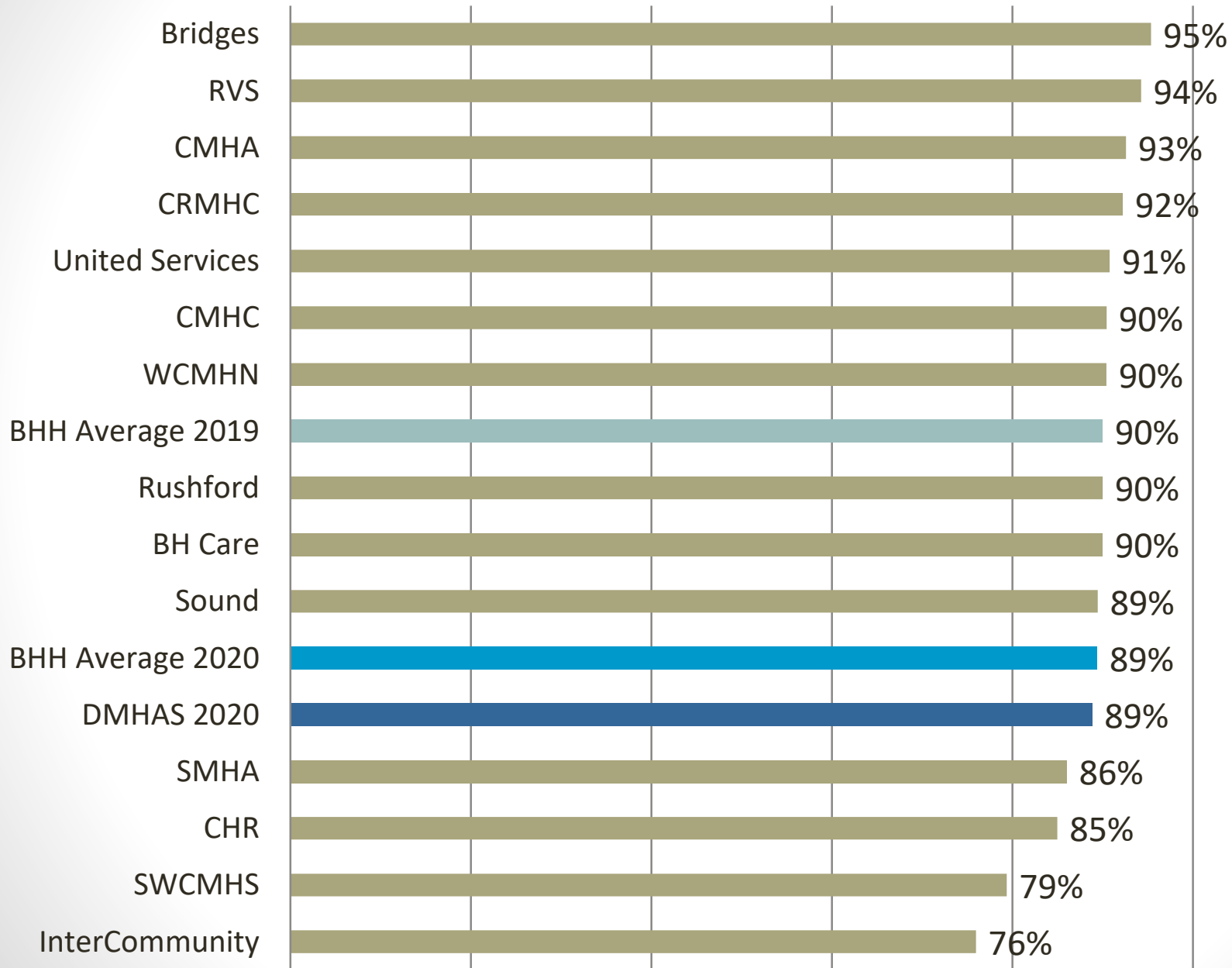
How satisfied are BHH clients?



Accessibility

- The location of services was convenient (parking, public transportation, distance, etc.).
- Staff was willing to see me as often as I felt was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.

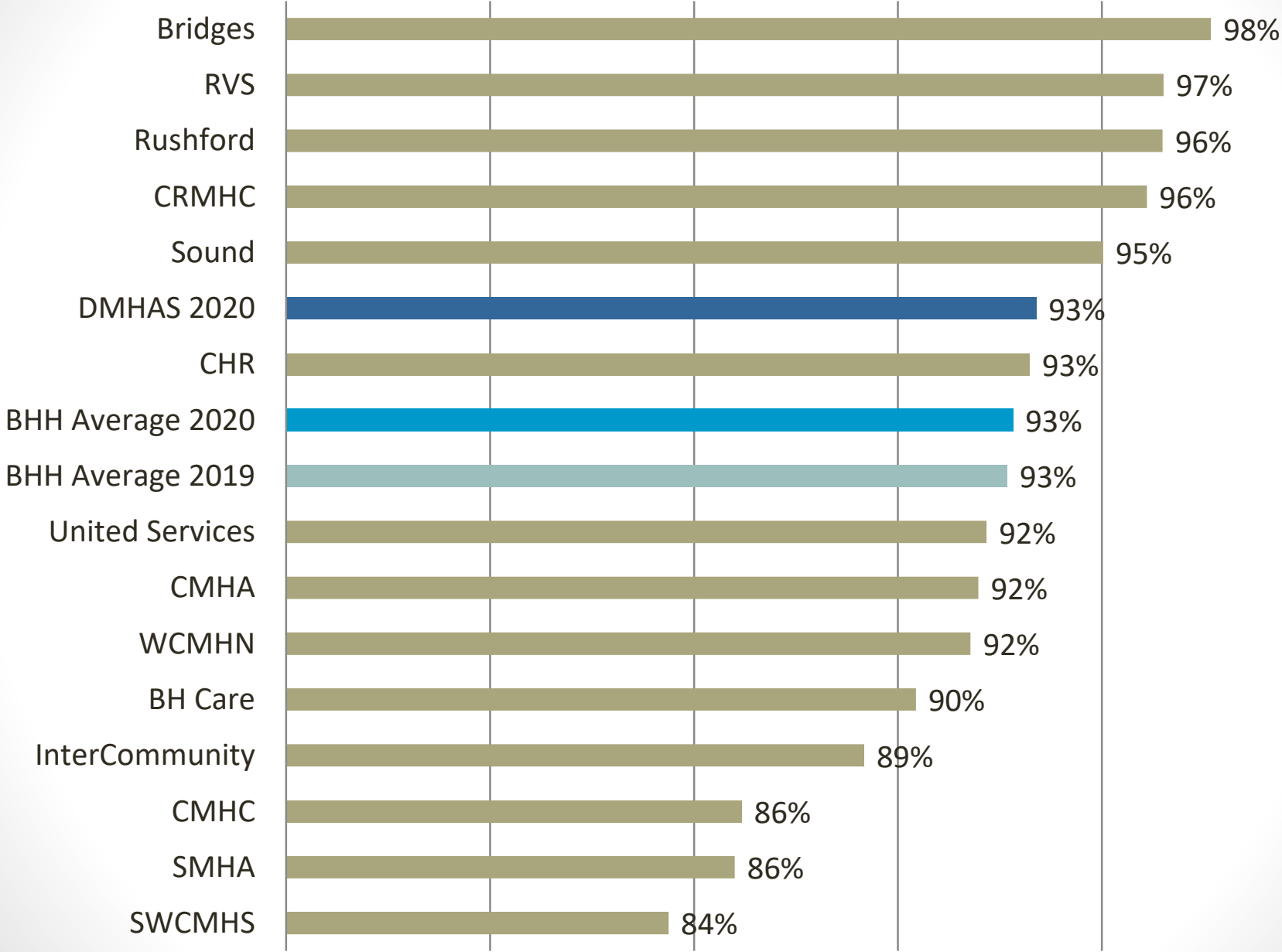
Accessibility 2020



Quality & Appropriateness

- Staff here believes that I can grow, change, and recover.
- I felt free to complain.
- I was given information about my rights.
- Staff told me what side effects to watch out for.
- Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.
- Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.).
- Staff helped me obtain information I needed so that I could take charge of managing my illness.

Quality and Appropriateness 2020

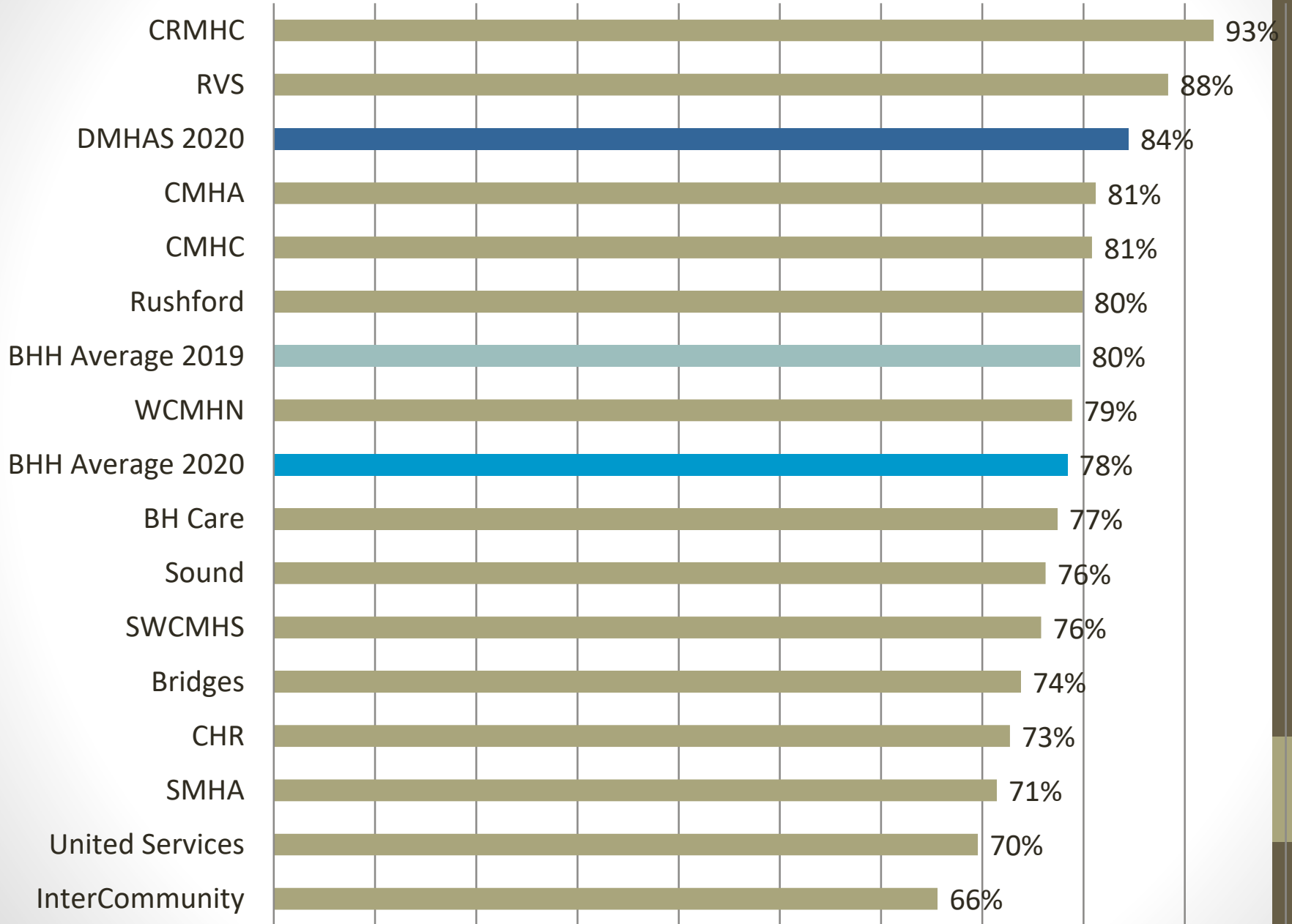


Satisfaction with Outcomes

As a result of services I have received from this agency:

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My symptoms are not bothering me as much.

Satisfaction with Outcomes 2020

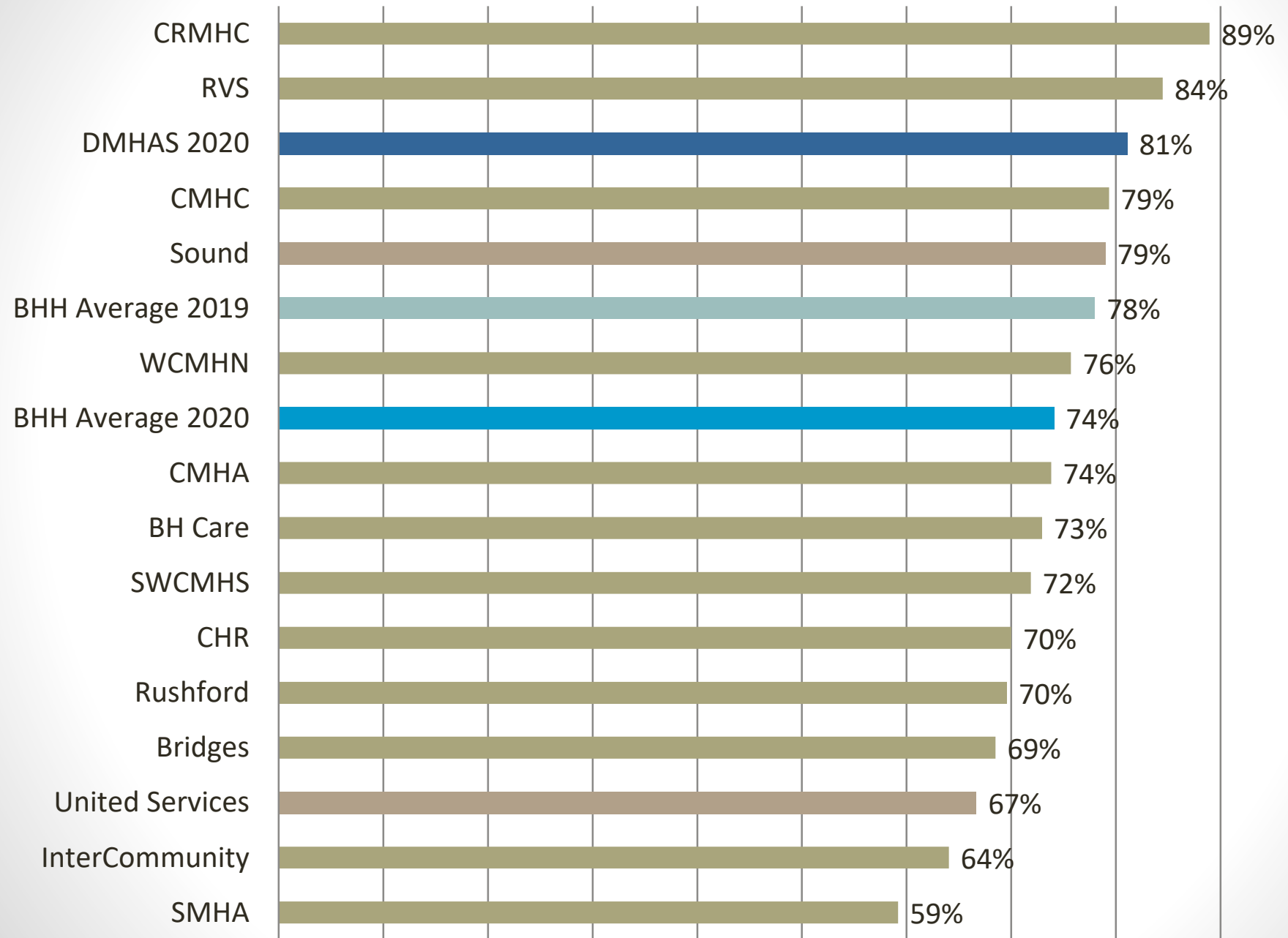


Recovery

In general:

- I am involved in my community (for example, church, volunteering, sports, support groups, or work).
- I am able to pursue my interests.
- I can have the life I want, despite my disease/disorder.
- I feel like I am in control of my treatment.
- I give back to my family and/or community.

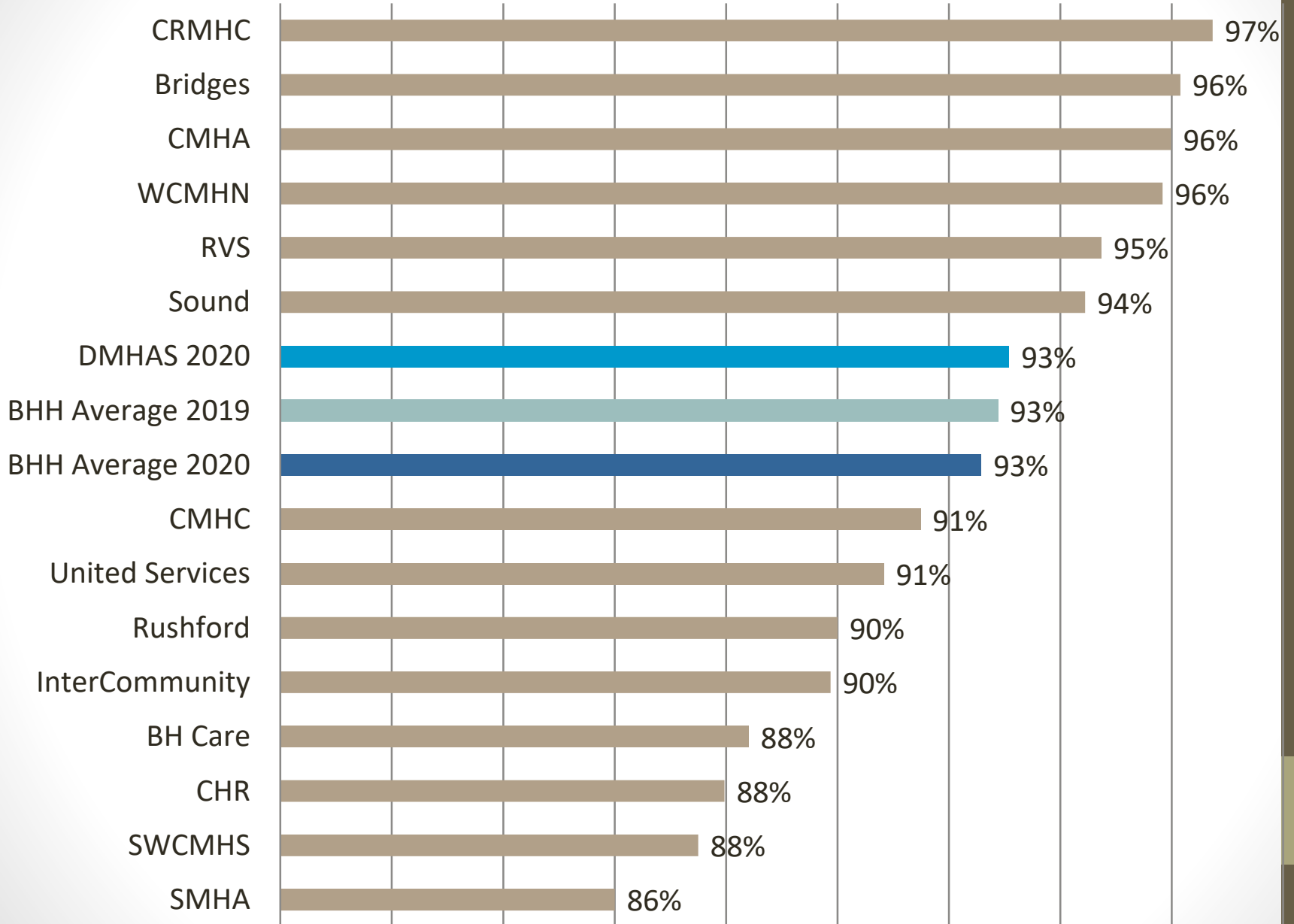
Recovery 2020



Participation in Treatment

- I felt comfortable asking questions about my services, treatment or medication.

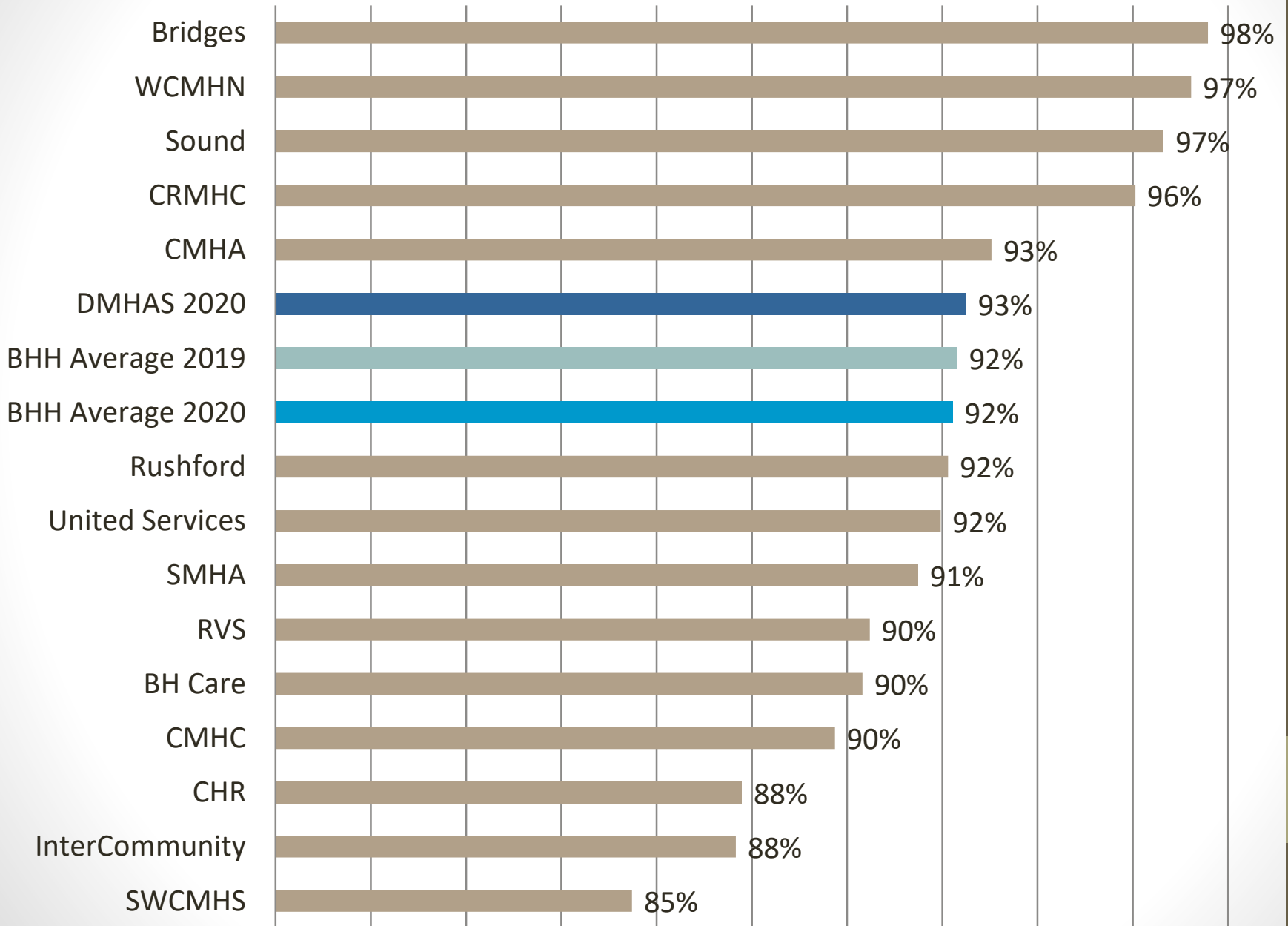
Participation in Treatment 2020



Respect

- My wishes are respected about the amount of family involvement I want in my treatment.

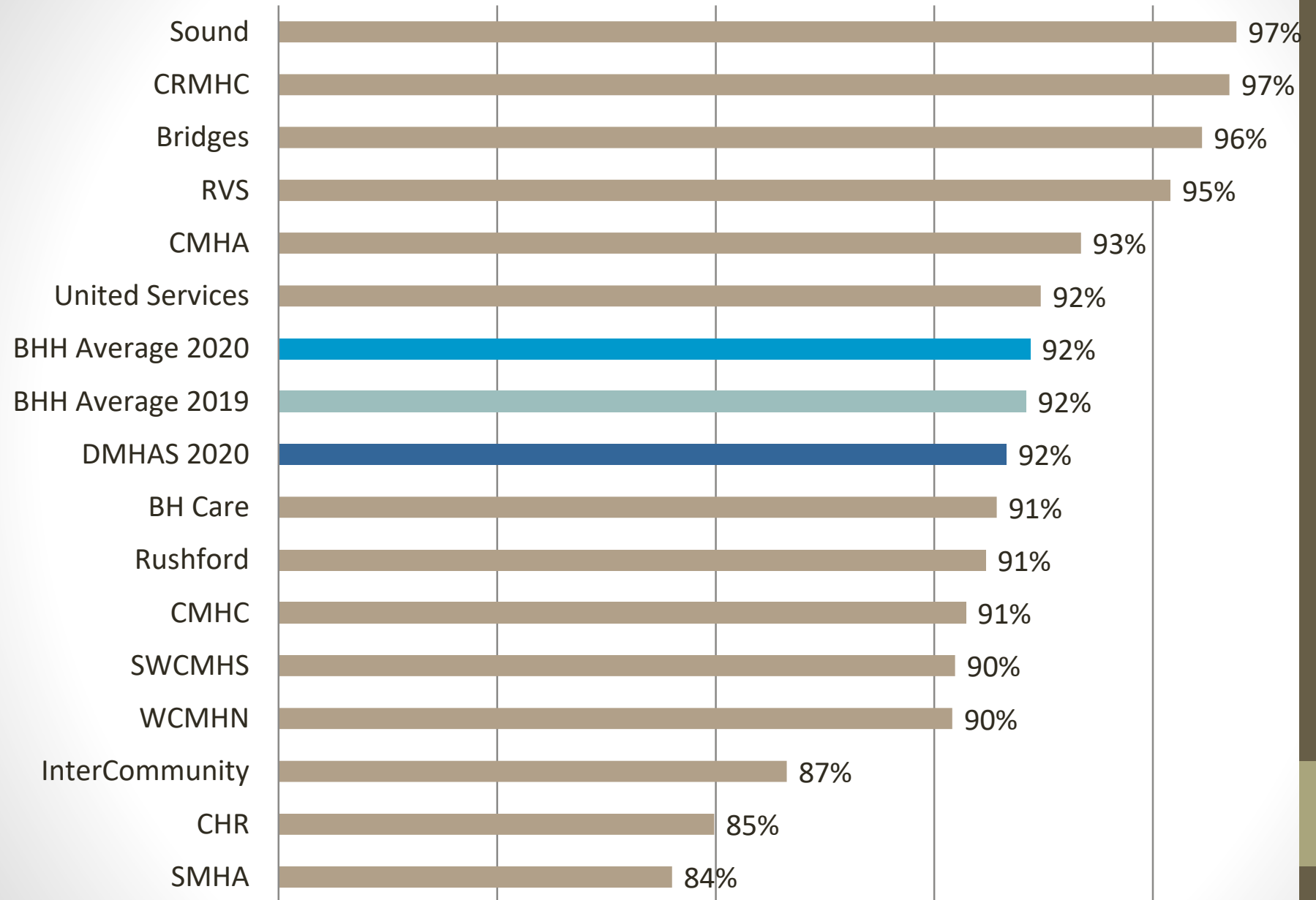
Respect 2020



Overall Satisfaction

- I like the services that I received here.
- If I had other choices, I would still get services from this agency.
- I would recommend this agency to a friend or family member.

Overall Satisfaction 2020



Outcome Summary

2018-2020

Indicator	2018	2019	2020	
Satisfaction	90%	92%	92%	✓
Accessibility	87%	90%	89%	✓
Appropriateness	91%	93%	93%	✓
Outcome	76%	80%	78%	
Recovery	71%	78%	74%	
Participation	91%	93%	93%	✓
Respect	88%	92%	92%	✓

Health Outcomes

EQ-5D

5 Health Domains

Mobility

Self-Care

Usual Activities

Pain / Discomfort

Anxiety / Depression

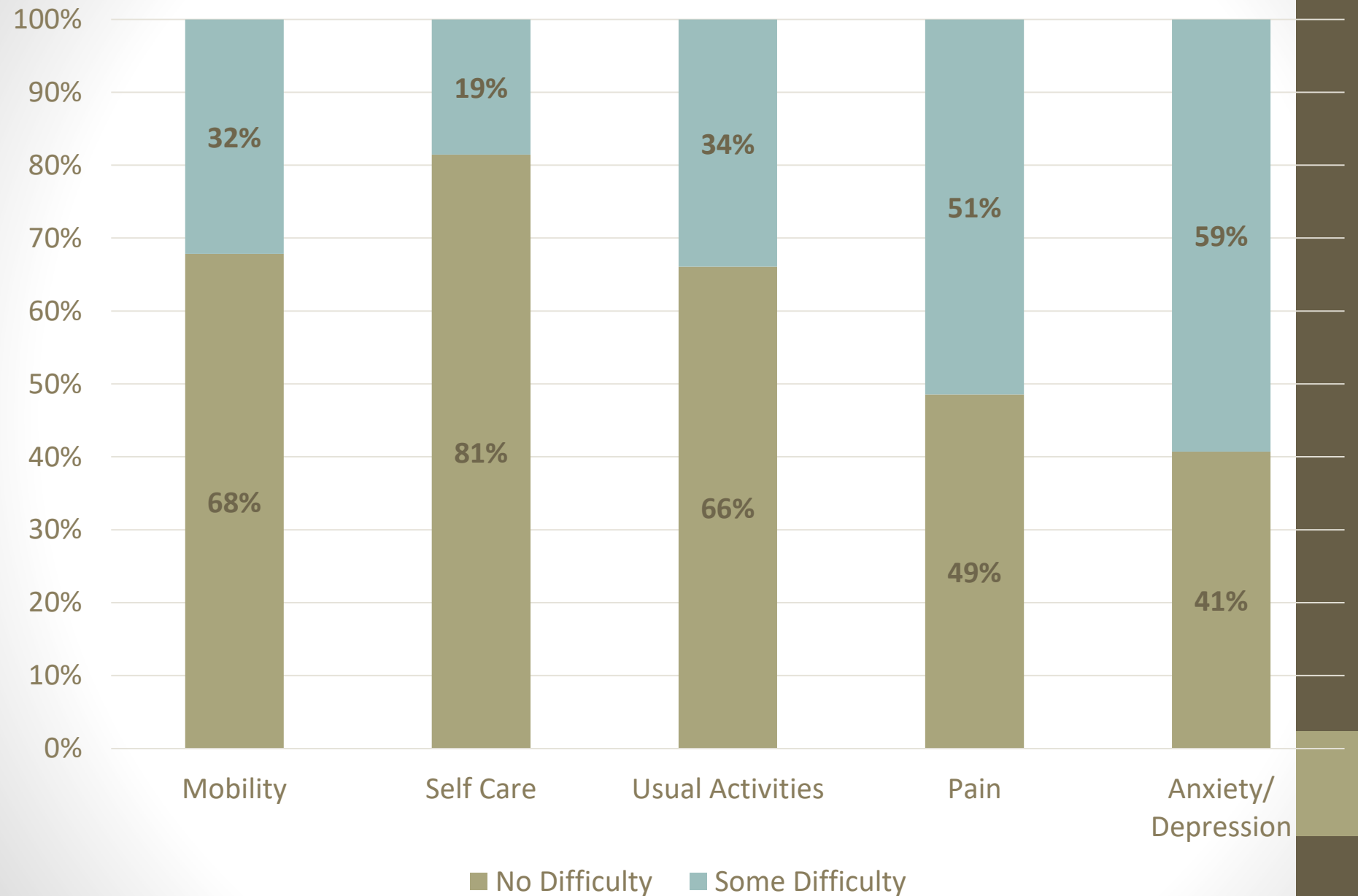
Reported as Percent
of those who
responded

Scale (1-3)

- No Problems
- Some Problems
- Extreme Problems

Aggregate Extreme
Problems with Some
Problems

Respondent Well-Being 2020 (EQ-5D)



“I love them. I don't know where I'd be without them.”

“A great place to go.”

“My nurse listens
and is nice to me.
She tries to help.”

“Me alluda mucho y Estoy Felix con
los servicios.”

“Just love this place..”

Client Comments

“They are wonderful”

“I AM HAPPY THAT I CAME HERE
AND I LOVE MY CASEWORKER.”

Comments

- 337 comments (17% had a comment)
- 80% expressed satisfaction
- 20% expressed suggestions / concerned

Themes

COVID

- I don't like how I've gotten no services since March, except a weekly visit from rehab. I need place to reopen.
- I miss the programs and I get lonely and miss my Dr's.
- I wish BHcare was open more for services such as groups instead of doing them on the phone or zoom. I miss coming into the building for 1:1 contact
- I appreciate the outreach calls to make sure we are safe, specially during pandemic.
- My case manager (...) and Doctor's (...) have really worked hard with me to make sure I've been good through the pandemic.
- Telehealth
- I really like the Zoom groups. I actually prefer them over the in person groups.
- I enjoy telehealth, it's very convenient.
- Specifically requested a therapist who could do telehealth virtual and was told not a possibility.

Themes – cont'd

Client Centered / Trauma Informed

- I am working through some old trauma and it's very hard but I feel supported
- I can talk to someone here without being violated
- I get the service I want and expect
- God bless them. They treat me like a human being.
- It's client centered. They're responsive to my needs.
- I wish there were more and I had a say into what is offered.

Themes – cont'd

- Groups
 - I really wish you could come to the groups everyday.
 - I like the grocery store groups, shopping groups.
 - I think more groups should be added in the evening.
- Access
 - As a single mom without a car, travelling to East Hartford takes too much time from my day.
 - The only complaints I have are that the OP staff hasn't always returned my calls over the years and in 8 years I still can't get 1:1.

Themes – cont'd

Health

- I use the bike program, they help me when I need it right then and there.
- Today, D. gave me a lot of support and information on my baby's growth and what I should expect, how to hire a pediatrician and how to interview them.
- I would like to see a grant for getting exercise.”

Turnover / Pay

- Have really good workers who should get more pay raises.
- I don't like that my case worker changes a lot.

THE END