Connellsville Counseling & Psychological Services

QUALITY REPORT FOR 2023

What areas do we measure?

1. ACORN: A COLLABORATE ONLINE RESOURCE NETWORK
2. Yearly client satisfaction surveys
3. Yearly employee satisfaction surveys

ACORN Summary: Over the past year we continued to advance our use of ACORN and have continued to work to implement outcome measurements more during session. We review ACORN reports during session with the clients and target treatment approaches according to the ACORN report.

Summary Of Data Collected: Connellsville Counseling and Psychological Services (CCPS) completes quarterly outcome measurements through ACORN to determine efficacy of treatment that clients are receiving.

Reason For Data Collection: CCPS is invested in the quality of services clients receive and the progress they are making in treatment. We are committed to assessing the overall improvement of clients as well as the effectiveness of individual therapists. We strive for both our employees and clients to reach a high level of satisfaction with their employment and services received.

Outcome of Data Collected: ACORN: CCPS analyzed 855 cases during 2023. Of those cases 46% had significant improvement, 23% had somewhat improvement, 19% had no change, 6% somewhat worse, 5% significantly worse. What we learned was 30% of our clients had no change or were doing worse. This is a 3% improvement since 2022 and was an issue we were targeting to improve the outcomes of clients.

Summary of Client Satisfaction Surveys: These were increased to four times per year, which was an improvement from last year and a target we were trying to hit for 2023. To begin doing these quarterly, which we were able to achieve.

In the 4th quarter 17 total clients responded to the surveys, of those 17 clients 17 were very satisfied with the services they were receiving. Those clients were also asked to use a word to describe our services and the three words that were used were reliable, high quality, and useful. 17 clients were asked how well our services meet your needs and 12 responded extremely well, 5 responded very well. Clients were then asked how you would rate the quality of our services and 15 responded very high quality and 2 responded high quality. Next clients were asked how responsive we have been to your questions or concerns about our services and 14 said extremely responsive, 3 said very responsive. Clients were then asked how likely you are to use any of our services again and 16 said extremely likely and 1 said very likely. Finally, clients were asked how likely it is that you would recommend our services to a friend or colleague and our net promoter score was 94% meaning 16 would refer us and 1 was neutral. Three to five active clients from each therapist were chosen to survey. CCPS has tried different methodologies for data collection in the past, including mailing, emailing and direct calling. The HR coordinator completed the surveys with the client and entered their responses into Survey Monkey. All of our statistics improved favorably since 2022 a statistic we are very proud of.

In the 3rd quarter 29 total clients responded to the surveys of those clients 25 were very satisfied with the

services they were receiving and 4 were somewhat satisfied. Those clients were also asked to use a word to describe our services and the three words that were used were reliable, high quality, and useful. The 29 clients were then asked how well our services meet your needs and 20 responded extremely well, 9 responded very well. Clients were then asked how you would rate the quality of our services and 18 responded very high quality, 11 responded high quality. Next clients were asked how responsive we have been to your questions or concerns about our services and 19 said extremely responsive, 6 said very responsive, and 4 said moderately responsive. Clients were then asked how likely you are to use any of our services again and 23 said extremely likely, 6 said very likely. Finally, clients were asked how likely it is that you would recommend our services to a friend or colleague and our net promoter score was 86% meaning 24 would refer us of the 29.

In the 2nd quarter 35 total clients responded to the survey of those 35 clients 35 were very satisfied with the services they were receiving. Those clients were also asked to use a word to describe our services and the three words that were used were reliable, high quality, and useful. The 35 clients were then asked how well our services meet your needs and 24responded extremely well, 10 responded very well, and 1 responded somewhat well. Clients were then asked how you would rate the quality of our services and 24 responded very high quality and10 responded high quality, and 1 responded neither high or low. Next clients were asked how responsive we have been to your questions or concerns about our services and 21 said extremely responsive, 10 said very responsive, and 2 said moderately responsive. Clients were then asked how likely you are to use any of our services again and 26 said extremely likely, 8 said very likely, 1 said somewhat likely. Finally, clients were asked how likely it is that you would recommend our services to a friend or colleague and our net promoter score was 91% meaning 32 of the 35 would refer us.

In the 1st quarter 27 total clients responded to the survey of those 27 clients 25 were very satisfied with the services they were receiving and 2 were somewhat satisfied. Those clients were also asked to use a word to describe our services and the three words that were used were reliable, high quality, and useful. The 27 clients were then asked how well our services meet your needs and 20 responded extremely well, 6 responded very well, and 1responded somewhat well. Clients were then asked how you would rate the quality of our services and 23 responded very high quality and 4 responded high quality. Next clients were asked how responsive we have been to your questions or concerns about our services and 23 said extremely responsive and 4 said very responsive. Clients were then asked how likely you are to use any of our services again and 25 said extremely likely and 2 said very likely. Finally, clients were asked how likely it is that you would recommend our services to a friend or colleague and our net promoter score was 92%.

Summary of Employee Satisfaction Surveys: These surveys are completed yearly. Survey Monkey emails the employee's a satisfaction survey. The employee responds to the questions directly through Survey Monkey. CCPS received 21 responses to the survey. The outcome of the survey indicates that 14 responses indicated that their work was extremely meaningful, 5 very meaningful and 2 moderately meaningful. Next, they were asked how much do your opinions matter to your manager 13 indicated a great deal, 4 indicated a lot, 4 said a moderate amount. 10 indicated that their supervisor's expectations were extremely realistic, 8 responded with very realistic results while 3 responded with moderately realistic. Survey indicates that 18 employees stated that extremely often or very often they find that the task assigned to them by their supervisor helps them grow professionally while 3 said moderately often. 14 employees said they were extremely satisfied, 6 said they were moderately satisfied, 1 said slightly satisfied. 18 employees indicated that they are proud of the services their employer provides while 2 people were very proud. Survey also showed that 11 employees were extremely comfortable with voicing their concerns to their supervisor, 7 were very comfortable, 3 were moderately comfortable. When asked if they would like to interact with their supervisor more, less, or about the same amount as they currently interact with them 18 responded with about the same amount, 3 responded somewhat more. 16 employees always feel that their supervisor explains why decisions or goals were changed and 5 responded

most of the time. The survey showed that 11 employees feel that their supervisor's expectations were extremely realistic and 9 very realistic. 14 employees feel that their supervisor handles employee problems extremely well, 5 very well, and 2 moderately well. The survey indicated that 16 employees felt that management was committed to making the company a more positive place to work and 3 felt very committed, while 2 felt moderately committed.

IBHS

Summary of Employee Satisfaction Surveys:

These surveys are completed yearly. Survey Monkey emails the employee's a satisfaction survey. The employee responds to the questions directly through Survey Monkey. CCPS received 11 responses to the survey within the IBHS staff. The outcome of the survey indicates that 9 responses indicated that their work was extremely meaningful and 2 very meaningful. Next, they were asked how much do your opinions matter to your manager 6 indicated a great deal, 4 indicated a lot, 1 said not at all. 9 indicated that their supervisor's expectations were extremely realistic, 1 responded with very realistic while 1 responded slightly realistic. Survey indicates that 10 employees stated that extremely often or very often they find that the task assigned to them by their supervisor helps them grow professionally while 1 said moderately often. 9 employees said they were extremely satisfied, 1 said they were moderately satisfied, 1 said slightly dissatisfied. 9 employees indicated that they are proud of the services their employer provides while 1 person was very proud and 1 was moderately proud. The survey also showed that 6 employees were extremely comfortable with voicing their concerns to their supervisor, 4 were very comfortable, 1 was not comfortable. When asked if they would like to interact with their supervisor more, less, or about the same amount as they currently interact with them 10 responded with about the same amount, 1 responded more. 8 employees always feel that their supervisor explains why decisions or goals were changed and 2 responded with most of the time, and 1 said never. The survey showed that 9 employees feel that their supervisor's expectations were extremely realistic, 1 very realistic, and 1 slightly realistic. 7 employees feel that their supervisor handles employee problems extremely well, 3 very well, and 1 not well at all. The survey indicated that 7 employees felt that management was committed to making the company a more positive place to work and 3 felt very committed, while 1 felt moderately committed.

IBHS Client Satisfaction Surveys

In the 4th quarter 35 total clients responded to the surveys, of those 35 clients 22 were very satisfied with the services they were receiving and 12 were somewhat satisfied. Those clients were also asked to use a word to describe our services and the three words that were used were reliable, high quality, and useful. The 35 clients were asked how well our services meet your needs and 22 responded extremely well, 8 responded very well, and 5 responded somewhat well. Clients were then asked how you would rate the quality of our services and 20 responded very high quality, 12 responded high quality, and 3 responded neither high or low. Next clients were asked how responsive we have been to your questions or concerns about our services and 18 said extremely responsive, 11 said very responsive, and 6 said moderately responsive. Clients were then asked how likely are you to use any of our services again and 15 said extremely likely, 17 said very likely, and 3 said somewhat likely.

In the 3'd quarter 20 total clients responded to the surveys of those clients 15 were very satisfied with the services they were receiving, 4 were somewhat satisfied, and 1 was neither satisfied or dissatisfied. Those clients were also asked to use a word to describe our services and the three words that were used were reliable, high quality, and useful. The 20 clients were then asked how well our services meet your needs and 10 responded extremely well, 8 responded very well, 1 responded somewhat well. Clients were then

asked how you would rate the quality of our services and 14 responded very high quality, 6 responded high quality. Next clients were asked how responsive we have been to your questions or concerns about our services and 13 said extremely responsive, 5 said very responsive, and 2 said moderately responsive. Clients were then asked how likely you are to use any of our services again and 10 said extremely likely and 10 said very likely. Finally, clients were asked how likely it is that you would recommend our services to a friend or colleague and our net promoter score was 95% meaning 19 would refer us of the 20.

In the 2nd quarter 16 total clients responded to the survey of those 16 clients 16 were very satisfied with the services they were receiving. Those clients were also asked to use a word to describe our services and the three words that were used were reliable, high quality, and useful. The 16 clients were then asked how well our services meet your needs and 4responded extremely well, 10 responded very well, and 2 responded somewhat well. Clients were then asked how you would rate the quality of our services and 4 responded very high quality and11 responded high quality, and 1 responded neither high or low. Next clients were asked how responsive we have been to your questions or concerns about our services and 4 said extremely responsive, 10 said very responsive, and 2 said moderately responsive. Clients were then asked how likely you are to use any of our services again and 4 said extremely likely, 7 said very likely, 5 said somewhat likely. These scores were greatly improved from last quarter, a goal we were striving to achieve.

In the 1st quarter 17 total clients responded to the survey of those 17 clients 12 were very satisfied with the services they were receiving, 2 were somewhat satisfied, and was neither satisfied nor dissatisfied. The17 clients were then asked how well our services meet your needs and 9 responded extremely well, 3 responded very well, 1responded somewhat well, and 3 were not so well. Clients were then asked how you would rate the quality of our services and 10 responded very high quality, 4responded high quality, 2 neither high or low, and 1 low quality. Next clients were asked how responsive we have been to your questions or concerns about our services and 9 said extremely responsive, 5 said very responsive, 2 said moderately responsive, 1 said not so responsive. Clients were then asked how likely you are to use any of our services again and 9 said extremely likely , 4 said very likely, 2 said somewhat likely, and 2 said not so likely.

Utilization of the annual review findings to improve psychiatric outpatient clinic services for 2024 include:

<u>Quality Future Plans For CCPS Include:</u>

- Meeting with Carelon Health Options monthly to review hospitalization rates of clients and working to improve communication on all levels to assure client safety and success.
- Continue to integrate outcomes measurements in both outpatient and IBHS
- We are continuing integrate technology more throughout 2024 to make services more accessible and better utilize support staff time. This includes scanning all documentation to assure all documentation is maintained and accessible. Additionally, our IBHS program is transitioning to using Clinic Source for electronic documentation
- Continuing to conduct employee satisfaction surveys and will work towards improving any areas of concern.
- Staff will continue to review yearly Carelon's Fraud, Waste, and Abuse Training
- We will continue to meet with our medical director weekly to review complex cases and strive to assure all of our patients needs are best being met

Reviewed by:

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