

Consumer/Family Satisfaction Team Survey Results
Mental Health Outpatient Services
January 2022 through December 2022

Capital Mental Health Outpatient Therapy					
Provider	Number of Surveys	Member is able to get an appointment quickly.	The services provided meet the Member's needs.	Staff are respectful/sensitive to the Member's culture and background.	Member is satisfied with Provider.
Alder Health Services	15	78%	80%	100%	87%
Behavioral Healthcare Corporation	23	87%	93%	100%	95%
CHI St Joseph	37	81%	88%	97%	97%
Commonwealth Clinical Group	33	91%	82%	93%	91%
Community Services Group	207	87%	81%	98%	96%
Diakon	43	81%	72%	95%	84%
Esperanza	17	94%	76%	100%	94%
Franklin Family Services	63	84%	68%	92%	92%
Hamilton Health Center	29	76%	69%	100%	90%
Keystone Behavioral Health	27	70%	82%	96%	89%
Laurel Life Services	92	87%	79%	94%	95%
Merakey	63	83%	68%	94%	97%
New Horizons	18	89%	78%	95%	94%
PA Comprehensive Services	15	87%	87%	100%	93%
PA Counseling Services	382	83%	78%	98%	93%
Penn State Medical Group	106	83%	75%	98%	98%
Penn State Holy Spirit	110	76%	80%	96%	92%
PA Psychiatric Institute	154	82%	77%	98%	90%

Ponessa Behavioral Health	417	88%	72%	97%	94%
Sadler Health Center	51	71%	71%	94%	94%
Stevens Center	63	76%	59%	100%	89%
TEAMCare	189	91%	79%	96%	90%
TrueNorth Wellness	34	88%	74%	97%	48%
Union Community Care	39	80%	72%	98%	95%
Wellspan Philhaven	485	81%	73%	96%	96%
Youth Advocate Programs	66	89%	77%	97%	89%

Franklin/Fulton Mental Health Outpatient Medication Management					
Provider	Number of Surveys	Member is able to get an appointment quickly.	The services provided meet the Member's needs.	Staff are respectful/sensitive to the Member's culture and background.	Member is satisfied with Provider.
Keystone Behavioral Health	66*	52%	83%	92%	94%
Momentum	15**	60%	77%	92%	75%
True North	24***	65%	91%	96%	100%
Wellspan	11	82%	100%	91%	100%
<p>*66 surveys for questions 1 & 2; 65 surveys for question 3; 63 surveys for question 4 **15 surveys for question 1; 13 surveys for questions 2 & 3; 12 surveys for question 4 ***24 surveys for questions 1 & 3; 23 surveys for question 2; 21 surveys for question 4</p>					

Franklin/Fulton Mental Health Outpatient Therapy

Provider	Number of Surveys	Member is able to get an appointment quickly.	The services provided meet the Member's needs.	Staff are respectful/sensitive to the Member's culture and background.	Member is satisfied with Provider.
Keystone Behavioral Health	127*	81%	79%	98%	92%
Laurel Life	46**	63%	91%	100%	85%
Wellspan	30***	47%	90%	97%	96%
Franklin Family Services	17****	77%	88%	94%	88%
Momentum	54*****	65%	80%	98%	76%
True North	17*****	59%	94%	93%	87%

*127 surveys for question 1; 125 surveys for questions 2 & 3; 124 surveys for question 4
 **46 surveys for questions 1, 2, & 4; 47 surveys for question 3
 ***30 surveys for question 1; 29 surveys for questions 2 & 3; 28 surveys for question 4
 ****17 surveys for question 1; 16 surveys for questions 2, 3, & 4
 *****54 surveys for question 1; 52 surveys for question 2; 53 surveys for questions 3 & 4
 *****17 surveys for question 1; 16 surveys for question 2; 15 surveys for questions 3 & 4