

Consumer/Family Satisfaction Team Survey Results
Substance Use Outpatient Services
January 2022 through December 2022

Capital Substance Use Intensive Outpatient					
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.
Gaudenzia Harrisburg	12	100%	100%	100%	100%
Mazzitti & Sullivan Harrisburg	20	90%	90%	100%	95%
Naaman Center	16	100%	88%	100%	94%

Capital Substance Use 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.
Community Care & Addiction Recovery	10	100%	92%	100%	80%
Gatehouse	13	100%	92%	100%	100%
Gaudenzia Harrisburg	19	95%	89%	100%	100%
Mazzitti & Sullivan Mechanicsburg	12	100%	100%	100%	100%
PA Counseling Lancaster	10	80%	100%	100%	90%
Ponessa Behavioral Health	13	77%	92%	100%	100%

Franklin/Fulton Substance Use 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.
Pyramid	11	82%	91%	100%	73%