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## **CONSUMER ACTION AND RESPONSE TEAM OF ALLEGHENY COUNTY CART**

### **VISION**

CART's vision is that consumers and providers will dialogue regularly about improvements that could be made in existing behavioral health services. This dialogue will result in the best possible services for consumers who will become empowered to make choices and participate in their own recovery.

#### **CART is designed to provide:**

- Processes for consumers and families to dialogue with their providers.
- Structured process for providers to respond to consumer dissatisfactions.
- Aggregate reports of response frequencies to Health Choices Appendix L Areas of Observation and Discussion as a means of looking at system trends.
- Reports that identify satisfaction and dissatisfaction themes for various levels of care in the provider system.
- Feedback from CSP and CHIPP (former Mayview Hospital patients) consumers about their satisfaction with their services and community supports to Allegheny County Office of Behavioral Health and providers.

#### **Advantages of CART:**

- Independence from provider organizations.
- Interviewers are former recipients of services and family members.
- Conducts face-to-face interviews.
- Consumers who wish to be identified can use the CART process as an occasion to meet with their provider to dialogue about their concerns about their services.
- Consumers provide more detailed responses because of the semi-structured format of CART interviews.
- Provider organizations can demonstrate their commitment to quality improvement by using CART reports.

#### **Summary of CART Methodology**

The Consumer Action Response Team (CART) conducts face-to-face interviews with willing consumers and families of behavioral health services. In some cases telephone interviews are done with family members and consumers who do not utilize site-based services. A survey/interview tool is utilized to obtain quantitative information about Appendix L Areas of Concern. Qualitative information is also obtained by asking consumers and families a number of open-ended questions about services received. The interview findings are summarized into a report and sent to providers for use in their Quality Management/Quality Improvement processes. Aggregate data reports are submitted to Community Care and Allegheny County Office of Behavioral Health quarterly and annually. In addition an Annual Report is distributed to all stakeholders

## SERVICE RECIPIENTS' VIEWS OF TELEHEALTH

CART Interviewers asked individuals who received community behavioral health services in 2021 to rate their telehealth services.

A majority of respondents were satisfied with their telehealth services. Seventy-one percent (**71%**) were satisfied or very satisfied, **22.5%** had a mixture of positive and negative experiences and **5.3%** were dissatisfied or very dissatisfied.

Base	T2: How would you rate your (or your family member's/child's) experience with tele-health?					
	Very Dissatisfied	Dissatisfied	Mixed	Satisfied	Very Satisfied	Didn't Answer
493	6 1.22%	20 4.06%	111 22.52%	260 52.73%	89 18.05%	7 1.42%

There was a wide range of satisfaction depending on the service individuals received. Adult outpatient therapy and Adult Service Coordination received the highest satisfaction ratings, **79%** and **76.5%**, respectively. The two lowest ratings were for children's services. Telehealth for Intensive Behavioral Health Services (IBHS) had a satisfaction rating of **46%**, and telehealth for Children's Service Coordination had a satisfaction rating of **48.5%**.

	Base	T2: How would you rate your (or your family member's/child's) experience with tele-health?					
		Very Dissatisfied	Dissatisfied	Mixed	Satisfied	Very Satisfied	Didn't Answer
Total	304	1 0.33%	13 4.28%	81 26.64%	164 53.95%	38 12.50%	7 2.30%
Adult MH OP	157	-	3 1.91%	31 19.75%	97 61.78%	23 14.65%	3 1.91%
Adult MH SC	38	-	1 2.63%	6 15.79%	19 50.00%	11 28.95%	1 2.63%
Child MH SC	70	1 1.43%	7 10.00%	26 37.14%	30 42.86%	4 5.71%	2 2.86%
Child MH IBHS	39	-	2 5.14%	18 46.15%	18 46.15%	-	1 2.56%

## Some Problems with Telehealth

Looking at the verbal responses given by parents of children receiving IBHS and Service Coordination gives us an indication why satisfaction ratings for telehealth are relatively lower than other services.

For IBHS, one parent reported that the virtual sessions sometimes “triggered behaviors”. A number of other families reported that they didn’t like telehealth because they were “use to face-to-face conversations”.

For children’s Service Coordination, one parent responded that “it was hard for my child to communicate and understand what was being said in a virtual setting”. Another parent reported that a virtual session “set my child off badly”. Other parents reported that their children disliked the computer and interacting with a screen.

For services where there was relatively more satisfaction such as Adult Outpatient and Service Coordination, consumers expressed dissatisfactions that related to preferences for person-to-person interaction and a dislike for therapeutic conversations using a computer or phone.

## Some Advantages of Telehealth

Seventy one percent (**71%**) of consumers and parents surveyed in 2021 were satisfied with their telehealth experiences. The following is a summary of their positive comments, including the advantages of telehealth as a treatment services option. The positive comments can be categorized into two general areas:

- 1) Telehealth is more comfortable than standard treatment services.
- 2) Telehealth makes treatment services more accessible and convenient.

Specific comments that described telehealth as more comfortable than standard treatment services included:

- “I’m in my comfort element.”
- “It’s easier to talk to the doctor.”
- “I like talking on the phone.”
- “I have less anxiety.”
- “It made it easier for my child at times.”

Comments regarding the improved accessibility of telehealth included:

- “It’s more convenient than trying to get there in person.”
- “There’s no travel time.”
- “I don’t have to take an Uber to the site.”
- “I didn’t have to drive after I had my car accident.”
- “There were no worries about parking.”
- “I didn’t have to leave my house.”

### Summary

Telehealth is not new; it began in the 1960’s to give people with limited access to healthcare in rural areas a way to be treated by a doctor without travelling a great distance. Nesbitt<sup>1</sup> has asserted that “tele-communication and information technologies have a role to play in transforming the health system”. Specifically, these technologies can improve access and improve the quality of healthcare in geographically remote areas and for economically disadvantaged individuals, where travelling back and forth to a clinic is a hardship. The CART telehealth satisfaction findings support Nesbitt’s assertion. There were many specific comments from respondents that illustrated how telehealth has improved their access to services and allowed services to be delivered in the comfort of their homes.

However, telehealth is not for everyone. A few children who received Intensive Behavioral Health Service (IBHS) and Service Coordination were not able to process virtual communications from their caregivers. Some other children were uncomfortable receiving services in virtual setting.

When the Covid pandemic recedes, policy makers and insurance companies will be challenged to increase telehealth options for those who have experienced improved access to services and the comfort of receiving services virtually in their homes.

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1. Nesbitt, Thomas, S., The Evolution of Telehealth: Where Have We Been and Where Are We Going, University of California Davis Health System: National Academies Press, Washington D.C., 2012<sup>1</sup>

**2021 STANDARD SATISFACTION INTERVIEW DEMOGRAPHICS  
AND INTERVIEW TOTALS FOR EACH SERVICE**

NUMBER OF INTERVIEWS BY POPULATION						
	Adult Mental Health	Adult Mental Health Family	Children's & Transition age Mental Health	Adult Drug & Alcohol	Adult Drug & Alcohol Family	Children's Drug & Alcohol
Number	744	24	184	190	0	13
% Interviewed	64.41%	2.08%	15.93%	16.45%	0%	1.13%

NUMBER OF INTERVIEWS BY AGE					
	Under 14	14 - 17	18 - 20	21 - 64	65+
Number	125	45	53	839	93
% Interviewed	10.82%	3.90%	4.59%	72.64%	8.05%

NUMBER OF INTERVIEWS BY RACE						
	African American	White	Biracial	Asian	Native American	Other
Number	313	722	52	17	13	38
% Interviewed	27.10%	62.50%	4.50%	1.47%	1.13%	2.60%

NUMBER OF INTERVIEWS BY GENDER				
	Male	Female	Transgender	Non-Binary
Number	593	549	5	8
% Interviewed	51.35%	47.53%	0.43%	0.69%

ADULT MENTAL HEALTH & FAMILY INTERVIEWS		CHILD MENTAL HEALTH INTERVIEWS		ADULT DRUG & ALCOHOL INTERVIEWS		CHILD DRUG & ALCOHOL INTERVIEWS	
Service	#	Service	#	Service	#	Service	#
Inpatient	45	Inpatient	2	Non-Hospital Residential Rehab	84	Non-Hospital Residential Rehab	12
Extended Acute Care	22	RTF	3	Halfway House	28	Outpatient & IOP	1
DAS	9	Family Based MH	14	Partial Hospital	2		
Partial Hospital	22	CSBBH	5	Outpatient & IOP	45		
Outpatient & IOP	185	Outpatient & IOP	16	Medication Assisted Treatment	25		
LTSR/AOP	55	IBHS/BHRS	50	Service Coordination	2		
Psych, Social & Vocational Rehab	102	Service Coordination	92	Recovery Specialist	4		
Service Coordination/ECSC	89						
CTT	36						
Peer Specialist	37						
Mobile Med. Management/OP Med. Management	27						
MTAY	7						
Mobile MH Treatment	14						
CRR & Supported Housing	88	Joint Planning Team (not included in demographics)	2				
EPCBH & CMHPCH	32						

Standard Satisfaction Interviews	1155
CSP & CHIPP Interviews	91
Customized Survey Interviews	2
<b>GRAND TOTAL</b>	<b>1248</b>

**CONSUMER AND PARENT RESPONSES TO QUESTIONS ABOUT THEIR SERVICES  
-A THREE YEAR COMPARISON (2019-2021)**

	Year	MENTAL HEALTH Adult			MENTAL HEALTH Child & Adolescent			DRUG & ALCOHOL Adult			DRUG & ALCOHOL Child & Adolescent		
		Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral	Yes/ Sat.	No/ Dissat.	Other/ Neutral
<b>How satisfied are you with hours of operation &amp; appointment times made available to you?</b>	2019 n=	<b>92%</b> (597)	<b>2%</b> (16)	<b>6%</b> (38)	<b>97%</b> (251)	<b>1%</b> (2)	<b>2%</b> (5)	<b>93%</b> (227)	<b>2%</b> (6)	<b>5%</b> (11)	<b>0%</b> (0)	<b>0%</b> (0)	<b>0%</b> (0)
	2020 n=	<b>95%</b> (536)	<b>1%</b> (3)	<b>4%</b> (23)	<b>94%</b> (144)	<b>0%</b> (0)	<b>6%</b> (10)	<b>94%</b> (173)	<b>4%</b> (8)	<b>2%</b> (4)	<b>100%</b> (3)	<b>0%</b> (0)	<b>0%</b> (0)
	2021 n=	<b>93%</b> (464)	<b>3%</b> (14)	<b>4%</b> (18)	<b>97%</b> (171)	<b>1%</b> (2)	<b>2%</b> (4)	<b>90%</b> (70)	<b>6%</b> (5)	<b>4%</b> (3)	<b>100%</b> (1)	<b>0%</b> (0)	<b>0%</b> (0)
<b>Do you feel comfortable with staff who works with you?</b>	2019 n=	<b>95%</b> (750)	<b>2%</b> (16)	<b>3%</b> (22)	<b>99%</b> (257)	<b>0%</b> (0)	<b>1%</b> (3)	<b>95%</b> (466)	<b>2%</b> (10)	<b>3%</b> (13)	<b>96%</b> (46)	<b>0%</b> (0)	<b>4%</b> (2)
	2020 n=	<b>94%</b> (624)	<b>1%</b> (6)	<b>5%</b> (30)	<b>98%</b> (176)	<b>0%</b> (0)	<b>2%</b> (3)	<b>95%</b> (297)	<b>1%</b> (2)	<b>4%</b> (14)	<b>95%</b> (21)	<b>0%</b> (0)	<b>5%</b> (1)
	2021 n=	<b>97%</b> (597)	<b>1%</b> (5)	<b>2%</b> (14)	<b>99%</b> (180)	<b>0%</b> (0)	<b>1%</b> (1)	<b>95%</b> (180)	<b>1%</b> (2)	<b>4%</b> (7)	<b>77%</b> (10)	<b>0%</b> (0)	<b>23%</b> (3)
<b>Were you involved in planning your treatment or setting goals for your services?</b>	2019 n=	<b>94%</b> (686)	<b>4%</b> (29)	<b>2%</b> (17)	<b>98%</b> (254)	<b>1%</b> (2)	<b>1%</b> (3)	<b>94%</b> (457)	<b>4%</b> (22)	<b>2%</b> (10)	<b>92%</b> (44)	<b>4%</b> (2)	<b>4%</b> (2)
	2020 n=	<b>94%</b> (601)	<b>2%</b> (15)	<b>4%</b> (23)	<b>97%</b> (149)	<b>0%</b> (0)	<b>3%</b> (4)	<b>95%</b> (297)	<b>3%</b> (8)	<b>2%</b> (7)	<b>100%</b> (22)	<b>0%</b> (0)	<b>0%</b> (0)
	2021 n=	<b>93%</b> (568)	<b>3%</b> (18)	<b>4%</b> (22)	<b>98%</b> (177)	<b>1%</b> (2)	<b>1%</b> (2)	<b>94%</b> (178)	<b>4%</b> (7)	<b>2%</b> (4)	<b>92%</b> (12)	<b>0%</b> (0)	<b>8%</b> (1)
<b>Were you given the chance to make treatment decisions?</b>	2019 n=	<b>89%</b> (651)	<b>5%</b> (36)	<b>6%</b> (42)	<b>97.5%</b> (252)	<b>2%</b> (5)	<b>0.5%</b> (1)	<b>91%</b> (443)	<b>6%</b> (29)	<b>3%</b> (16)	<b>79%</b> (38)	<b>17%</b> (8)	<b>4%</b> (2)
	2020 n=	<b>90%</b> (572)	<b>2%</b> (15)	<b>8%</b> (52)	<b>98%</b> (177)	<b>1%</b> (1)	<b>1%</b> (1)	<b>92%</b> (285)	<b>3%</b> (9)	<b>5%</b> (17)	<b>86%</b> (19)	<b>5%</b> (1)	<b>9%</b> (2)
	2021 n=	<b>89%</b> (534)	<b>3%</b> (17)	<b>8%</b> (49)	<b>98%</b> (179)	<b>1%</b> (1)	<b>1%</b> (1)	<b>92%</b> (173)	<b>3%</b> (5)	<b>5%</b> (10)	<b>70%</b> (9)	<b>15%</b> (2)	<b>15%</b> (2)
<b>In the last twelve (12) months, have you been able to get the help you needed?</b>	2019 n=	<b>88%</b> (691)	<b>4%</b> (32)	<b>8%</b> (62)	<b>78%</b> (204)	<b>13%</b> (33)	<b>9%</b> (24)	<b>92%</b> (448)	<b>2%</b> (11)	<b>6%</b> (31)	<b>77%</b> (37)	<b>23%</b> (11)	<b>0%</b> (0)
	2020 n=	<b>89%</b> (599)	<b>3%</b> (17)	<b>8%</b> (57)	<b>78%</b> (139)	<b>12%</b> (22)	<b>10%</b> (18)	<b>86%</b> (270)	<b>2%</b> (7)	<b>12%</b> (38)	<b>68%</b> (15)	<b>23%</b> (5)	<b>9%</b> (2)
	2021 n=	<b>91%</b> (561)	<b>2%</b> (11)	<b>7%</b> (45)	<b>83%</b> (152)	<b>10%</b> (18)	<b>7%</b> (12)	<b>90%</b> (171)	<b>4%</b> (7)	<b>6%</b> (12)	<b>85%</b> (11)	<b>0%</b> (0)	<b>15%</b> (2)
<b>What effect has the treatment you received had on the quality of your life?</b>	2019 n=	<b>80%</b> (630)	<b>3%</b> (24)	<b>17%</b> (130)	<b>83%</b> (215)	<b>1%</b> (2)	<b>16%</b> (42)	<b>89%</b> (433)	<b>2%</b> (11)	<b>9%</b> (45)	<b>73%</b> (35)	<b>2%</b> (1)	<b>25%</b> (12)
	2020 n=	<b>83%</b> (542)	<b>4%</b> (24)	<b>13%</b> (87)	<b>88%</b> (157)	<b>1%</b> (2)	<b>11%</b> (19)	<b>92%</b> (286)	<b>1%</b> (3)	<b>7%</b> (23)	<b>68%</b> (15)	<b>0%</b> (0)	<b>32%</b> (7)
	2021 n=	<b>85%</b> (517)	<b>3%</b> (16)	<b>12%</b> (71)	<b>83%</b> (149)	<b>1%</b> (2)	<b>16%</b> (29)	<b>88%</b> (167)	<b>2%</b> (4)	<b>10%</b> (18)	<b>69%</b> (9)	<b>8%</b> (1)	<b>23%</b> (3)
<b>Overall, how satisfied are you with the services you received?</b>	2019 n=	<b>85%</b> (662)	<b>3%</b> (24)	<b>12%</b> (97)	<b>92%</b> (239)	<b>1%</b> (3)	<b>7%</b> (18)	<b>87%</b> (424)	<b>3%</b> (13)	<b>10%</b> (51)	<b>61%</b> (29)	<b>8%</b> (4)	<b>31%</b> (15)
	2020 n=	<b>88%</b> (581)	<b>3%</b> (17)	<b>9%</b> (57)	<b>89%</b> (159)	<b>1%</b> (1)	<b>10%</b> (18)	<b>88%</b> (275)	<b>3%</b> (8)	<b>9%</b> (29)	<b>73%</b> (16)	<b>0%</b> (0)	<b>27%</b> (6)
	2021 n=	<b>91%</b> (551)	<b>2%</b> (12)	<b>7%</b> (45)	<b>93%</b> (168)	<b>1%</b> (2)	<b>6%</b> (10)	<b>90%</b> (170)	<b>4%</b> (7)	<b>6%</b> (12)	<b>46%</b> (6)	<b>0%</b> (0)	<b>54%</b> (7)

## TRENDS AND KEY FINDINGS

### ADULT MENTAL HEALTH SERVICES

- In 2021, **91%** of consumers reported that they were able to get the help that they needed. This is an increase from **89%** in 2020 and from **88%** in 2019.
- In 2021, **85%** of consumers reported that their quality of life improved because of the services they receive. This is an increase from **83%** in 2020 and from **80%** in 2019.
- In 2021, **91%** of consumers reported that overall, they were satisfied with their services. This is an increase from **88%** in 2020 and from **85%** in 2019.

### CHILDREN'S MENTAL HEALTH SERVICES

- For 2021, parents of children and adolescents reported very high satisfaction (**93%-99%**) for five of the seven reported dimensions of satisfaction.

### ADULT DRUG & ALCOHOL SERVICES

- In 2021, **90%** of consumers reported that overall, they were satisfied with their services. This is an increase from **88%** in 2020 and from **87%** in 2019.

**CONSUMER AND FAMILY RESPONSES TO QUESTIONS ABOUT ADULT MENTAL HEALTH  
INPATIENT, OUTPATIENT & SERVICE COORDINATION SERVICES  
– A THREE YEAR COMPARISON (2019 -2021)**

	Year	ADULT MENTAL HEALTH INPATIENT/EAC			ADULT MENTAL HEALTH IOP/OUTPATIENT			ADULT MENTAL HEALTH SERVICE COORDINATION		
		Yes/ Satisfied.	No/ Dissatisfied	Other/ Neutral	Yes/ Satisfied.	No/ Dissatisfied.	Other/ Neutral	Yes/ Satisfied.	No/ Dissatisfied.	Other/ Neutral
How satisfied are you with the number of your scheduled visits?	2019 n=	NA (0)	NA (0)	NA (0)	95% (215)	1% (2)	4% (10)	96% (53)	2% (1)	2% (1)
	2020 n=	NA (0)	NA (0)	NA (0)	95% (182)	1% (2)	4% (7)	92% (103)	3% (3)	5% (5)
	2021 n=	NA (0)	NA (0)	NA (0)	93% (165)	3% (6)	4% (7)	94% (78)	1% (1)	5% (4)
Do you feel comfortable with the staff who works with you?	2019 n=	90% (108)	4% (5)	6% (7)	97% (222)	1% (2)	2% (4)	100% (55)	0% (0)	0% (0)
	2020 n=	83% (68)	0% (0)	17% (14)	100% (187)	0% (0)	0% (0)	97% (103)	1% (1)	2% (2)
	2021 n=	91% (60)	6% (4)	3% (2)	99% (180)	0.5% (1)	0.5% (1)	99% (80)	0% (0)	1% (1)
Were you given the chance to make treatment decisions?	2019 n=	78% (93)	13% (16)	9% (11)	91% (204)	2% (4)	7% (16)	96% (53)	2% (1)	2% (1)
	2020 n=	74% (61)	6% (5)	20% (16)	97% (182)	0% (0)	3% (5)	89% (96)	4% (4)	7% (8)
	2021 n=	75% (48)	9% (6)	16% (10)	97% (178)	1% (1)	2% (3)	95% (75)	1% (1)	4% (3)
Were you involved in planning your treatment or setting goals for your services?	2019 n=	80% (87)	14% (15)	6% (7)	97% (207)	2% (4)	1% (3)	98% (51)	0% (0)	2% (1)
	2020 n=	79% (61)	8% (6)	13% (10)	95% (173)	2% (4)	3% (5)	96% (103)	2% (2)	2% (2)
	2021 n=	84% (54)	8% (6)	6% (4)	97% (171)	1% (2)	2% (4)	98% (75)	1% (1)	1% (1)
In the last twelve (12) months, have you been able to get the help you needed?	2019 n=	71% (85)	15% (18)	14% (17)	92% (211)	3% (6)	5% (11)	86% (47)	5% (3)	9% (5)
	2020 n=	76% (62)	7% (6)	17% (14)	96% (184)	0% (0)	4% (7)	89% (99)	4% (5)	7% (8)
	2021 n=	81% (54)	6% (4)	13% (9)	95% (176)	1% (1)	4% (8)	98% (81)	0% (0)	2% (2)
What effect has the treatment you received had on the quality of your life?	2019 n=	71% (84)	14% (17)	15% (18)	83% (188)	2% (4)	15% (34)	89% (49)	0% (0)	11% (6)
	2020 n=	69% (54)	15% (12)	16% (13)	85% (160)	1% (1)	14% (26)	85% (89)	2% (2)	13% (13)
	2021 n=	73% (48)	10% (6)	17% (11)	91% (166)	1% (1)	8% (14)	91% (73)	0% (0)	9% (7)
Overall, how satisfied are you with the services you received?	2019 n=	65% (77)	13% (15)	22% (26)	89% (202)	2% (4)	9% (20)	89% (49)	0% (0)	11% (6)
	2020 n=	71% (57)	13% (10)	16% (13)	93% (174)	0% (0)	7% (13)	93% (98)	4% (4)	3% (3)
	2021 n=	75% (50)	5% (3)	20% (13)	92% (167)	1% (1)	7% (13)	98% (78)	1% (1)	1% (1)

## TRENDS AND KEY FINDINGS

### ADULT MENTAL HEALTH INPATIENT

- In 2021, **76%** of consumers reported that overall, they were satisfied with the services that they received. This is an **increase** from **71%** in 2020 and from **65%** in 2019.

### ADULT MENTAL HEALTH OUTPATIENT

- In 2021, **91%** of consumers reported that their quality of life improved. This is an **increase** from **85%** in 2020 and from **83%** in 2019.

### ADULT MENTAL HEALTH SERVICE COORDINATION

- In 2021, **98%** of consumers reported that they were able to get all of the help that they needed. This is an **increase** from **89%** in 2020 and from **86%** in 2019.
- In 2021 **98%** of consumers were satisfied overall with their services. This is an **increase** from **93%** in 2020 and from **89%** in 2019.

**CONSUMER AND FAMILY RESPONSES TO QUESTIONS ABOUT THEIR ADULT DRUG & ALCOHOL NON-HOSPITAL REHABILITATION, HALFWAY HOUSE AND OUTPATIENT SERVICES – A THREE YEAR COMPARISON (2019 2021)**

	Year	ADULT D&A NON-HOSPITAL REHABILITATION			ADULT D&A HALFWAY HOUSE			ADULT D&A OUTPATIENT		
		Yes/ Satisfied	No/ Dissatisfied.	Other/ Neutral	Yes/ Satisfied	No/ Dissatisfied.	Other/ Neutral	Yes/ Satisfied.	No/ Dissatisfied	Other/ Neutral
How satisfied are you with the number of your scheduled visits?	2019 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	91% (204)	4% (8)	5% (11)
	2020 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	96% (89)	3% (3)	1% (1)
	2021 n=	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	NA (0)	96% (43)	0% (0)	4% (2)
Do you feel comfortable with the staff who works with you?	2019 n=	90% (195)	5% (10)	5% (10)	82% (46)	4% (2)	14% (8)	97% (217)	0% (0)	3% (7)
	2020 n=	91% (92)	1% (1)	8% (8)	92% (34)	0% (0)	8% (3)	100% (92)	0% (0)	0% (0)
	2021 n=	92% (77)	1% (1)	7% (6)	92% (26)	4% (1)	4% (1)	100% (45)	0% (0)	0% (0)
Were you given the chance to make treatment decisions?	2019 n=	87% (183)	7% (14)	6% (12)	83% (44)	13% (7)	4% (2)	94% (209)	2% (5)	4% (8)
	2020 n=	86% (85)	5% (5)	9% (9)	100% (35)	0% (0)	0% (0)	96% (87)	1% (1)	3% (3)
	2021 n=	91% (76)	5% (4)	4% (3)	92% (26)	4% (1)	4% (1)	89% (40)	0% (0)	11% (5)
Were you involved in planning your treatment or setting goals for your services?	2019 n=	93% (165)	4% (7)	3% (6)	89% (42)	9% (4)	2% (1)	96% (199)	3% (7)	1% (3)
	2020 n=	96% (91)	2% (2)	2% (2)	97% (33)	3% (1)	0% (0)	97% (87)	2% (2)	1% (1)
	2021 n=	92% (78)	4% (3)	4% (3)	96% (27)	4% (1)	0% (0)	96% (43)	4% (2)	0% (0)
In the last twelve (12) months, have you been able to get the help you needed?	2019 n=	89% (192)	4% (8)	7% (15)	82% (46)	4% (2)	14% (8)	94% (211)	1% (3)	5% (11)
	2020 n=	79% (80)	2% (2)	19% (19)	78% (29)	3% (1)	19% (7)	92% (86)	0% (0)	8% (7)
	2021 n=	84% (71)	5% (4)	11% (9)	89% (25)	4% (1)	7% (2)	96% (43)	4% (2)	0% (0)
What effect has the treatment you received had on the quality of your life?	2019 n=	86% (184)	4% (9)	10% (22)	95% (53)	0% (0)	5% (3)	90% (200)	1% (3)	9% (21)
	2020 n=	88% (89)	2% (2)	10% (10)	92% (34)	0% (0)	8% (3)	92% (85)	0% (0)	8% (7)
	2021 n=	85% (72)	4% (3)	11% (9)	93% (26)	0% (0)	7% (2)	85% (38)	2% (1)	13% (6)
Overall, how satisfied are you with the services you received?	2019 n=	78% (168)	5% (10)	17% (37)	79% (44)	5% (3)	16% (9)	93.5% (210)	0.5% (1)	6% (13)
	2020 n=	78% (79)	5% (5)	17% (17)	86% (31)	0% (0)	14% (5)	93% (86)	0% (0)	7% (6)
	2021 n=	86% (72)	7% (6)	7% (6)	86% (24)	0% (0)	14% (4)	96% (43)	2% (1)	2% (1)

## KEY FINDINGS BY SERVICE

### ADULT DRUG & ALCOHOL RESIDENTIAL REHABILITATION

- There was a slight positive trend regarding consumers' comfortability with staff. In 2021, satisfaction was **92%**. This was an increase from **91%** in 2020 and **90%** in 2019.
- There was very high satisfaction regarding involvement in treatment planning. Satisfaction level was **92%** in 2021

### ADULT DRUG & ALCOHOL HALFWAY HOUSE

- In 2021, **93%** of consumers reported that services increased their quality of life.

### ADULT DRUG & ALCOHOL OUPATIENT

- There were very high satisfaction percentages (**96%-100%**) for five of the seven reported dimensions of Adult Drug & Alcohol Outpatient services.

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