

What's Your Opinion of HealthChoices Services



Developed by Value Behavioral Health of Pennsylvania and the Counties of Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland

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- ❖ Value Behavioral Health of Pennsylvania (VBH-PA) & your County want to hear your opinion of the HealthChoices' services you are receiving
- ❖ A good way to do this is to speak with the Consumer/Family Satisfaction Team

WHAT IS A CONSUMER/FAMILY SATISFACTION TEAM (CFST)?

- ❖ A CFST is made up of consumers, parents, family members, and persons in recovery
- ❖ The CFST is responsible for reporting satisfaction and concerns about services you have received
- ❖ The CFST shares this information with VBH-PA and your county
- ❖ To do this the CFST will ask you, and/or your family member, to participate in a satisfaction survey



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WHY SHOULD I DO A SURVEY?

The purpose of the CFST survey is:

- ❖ *for the county & VBH-PA to hear about your **satisfaction or dissatisfaction** with the mental health or drug and alcohol services you receive*
- ❖ *to **improve the quality of services** for HealthChoices members and their family members*
- ❖ *for you to have the opportunity to **share your opinions** and **make a difference***
- ❖ *Most importantly, everything you tell the CFST is **CONFIDENTIAL!***



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HOW IS THE SURVEY DONE?

- ❖ ***ALL** HealthChoices members and/or family members are invited to participate in completing a survey if you wish*
- ❖ *Members of the CFST visit places in your county where mental health and drug and alcohol services are provided*
- ❖ *If you prefer, you can arrange to meet with the CFST members in another public place where you are comfortable AND at a time that is convenient for everyone*
- ❖ *The CFST member will interview you to find out what you like or dislike about the mental health or drug and alcohol services you receive*



- ❖ *Everyone is asked the same questions*
- ❖ *You will also have a chance to offer suggestions for improvement*

HOW LONG DOES A SURVEY TAKE?

- ❖ *It only takes a few minutes to answer all of the questions on the survey*



HOW IS THE SURVEY INFORMATION USED?

Your Survey Opinions...

- ❖ *Will be used to improve services*
- ❖ *Will be used to address any problems with programs, services, or providers*
- ❖ *Will help identify strengths and weaknesses in the HealthChoices program*

HOW CAN I VOLUNTEER TO PARTICIPATE?

- ❖ *You can call the CFST office and talk to a Team member*
OR
- ❖ *You can leave a message and a Team member will call you back*



Here are the numbers in your county to call and volunteer for an interview

<u>Armstrong</u> (724) 548-1151 1-877-688-5969	<u>Indiana</u> (724) 471-7108 1-877-688-5969
<u>Beaver</u> (724) 775-7650	<u>Lawrence</u> (724) 657-0226
<u>Butler</u> (724) 283-5553 1-888-223-7620	<u>Washington</u> (724) 225-9550 x405
<u>Fayette</u> (724) 438-6738	<u>Westmoreland</u> (724) 834-6351 1-800-871-4445
<u>Greene</u> (724) 852-5395	

HERE'S ANOTHER WAY TO SHARE YOUR IDEAS

❖ *In addition to the CFST survey, every year VBH-PA does a telephone survey with some HealthChoices members*



❖ *If you happen to receive one of these calls, please take a few minutes to answer the questions*

❖ *This information is also used to improve the quality of our services*

❖ *This information is also confidential*

If you are interested in speaking with a CFST in your area, call the number for your county listed on Page 5 of this booklet

MAKE YOUR OPINION COUNT!

❖ **YOUR OPINION REALLY MATTERS!**

❖ **YOUR OPINION WILL HELP IMPROVE SERVICES**

❖ **YOUR OPINION WILL HELP RECOGNIZE PROVIDERS WHO ARE DOING A GOOD JOB**

REMEMBER: CFST services are FREE and CONFIDENTIAL