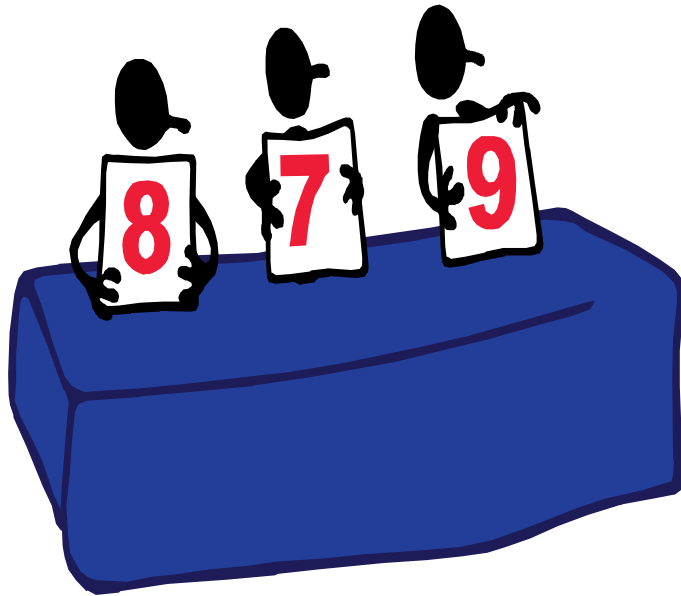


# What's Your Opinion of HealthChoices Services?



YOUR OPINIONS ARE VALUED!

**CONSUMER/FAMILY  
SATISFACTION TEAM**

*Developed by HealthChoices Consumers in partnership with Value Behavioral Health of Pennsylvania for Crawford, Mercer, and Venango Counties*

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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 (C/FST)?

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



## WHY SHOULD I DO A SURVEY?

*The purpose of the C/FST 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.***
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- ❖ *Most importantly, everything you tell the C/FST is **CONFIDENTIAL!***

## 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 C/FST visit places in your county where mental health and drug and alcohol services are provided.*
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- ❖ *If you prefer, you can arrange to meet with the C/FST members in another public place where you are comfortable AND at a time that is convenient for everyone.*
  - ❖ *Occasionally, telephone interviews are done for the consumer's convenience.*
  - ❖ *The C/FST member will interview you to find out what you like or dislike about the mental health or drug and alcohol services you receive.*
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- ❖ *Everyone is asked the same questions.*
- ❖ *You will also have a chance to offer suggestions for improvement.*

### HOW LONG DOES A SURVEY TAKE?

- ❖ *Typically it takes less than **15 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 C/FST 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*

#### Crawford

814-336-2152  
1-800-670-7132

#### Mercer

724-962-2690  
1-866-962-2690

#### Venango

814-678-7766 ext 139  
1-800-611-6217 ext 139

## HERE'S ANOTHER WAY TO SHARE YOUR IDEAS

- ❖ *In addition to the C/FST 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 C/FST 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: C/FST services are FREE and CONFIDENTIAL!**

*Revised 4/08*