

**Consumer/Family Satisfaction Team Survey Results
Mental Health Inpatient Services
January 2023 through December 2023**

Capital Mental Health Inpatient Services					
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.
Belmont	16	81%	75%	81%	69%
Lancaster Behavioral Health	53	87%	77%	92%	75%
Pennsylvania Psychiatric Institute	18	89%	83%	95%	83%
Roxbury	14	79%	64%	93%	79%
Wellspan Philhaven	25	81%	92%	92%	92%

Franklin/Fulton did not have any providers with 10 or more surveys.