

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

Franklin/Fulton Mental Health Outpatient Medication Management					
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.
Keystone Behavioral Health	147	80%	90%	90%	93%
Laurel Life	11	0%	91%	100%	91%
Momentum	22	60%	81%	95%	62%
True North	17	50%	82%	100%	75%
<p>*Keystone had 10 surveys for Question 1; 147 surveys for Questions 2 and 3; 146 surveys for Question 4. Laurel Life had 1 survey for Question 1; 11 surveys for Questions 2, 3 and 4. Momentum had 5 surveys for Question 1; 21 surveys for Questions 2 and 4; 22 surveys for Question 3. True North had 2 surveys for Question 1; 17 surveys for Questions 2 and 3; 16 surveys for Question 4.</p>					

Franklin/Fulton Mental Health 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.
Keystone Behavioral Health	230	75%	77%	91%	87%
Laurel Life	71	83%	96%	97%	90%
Momentum	70	73%	76%	64%	80%
PA Counseling	59	71%	90%	95%	84%

True North	33	83%	84%	82%	88%
Wellspan	56	68%	93%	86%	89%

*Keystone had 65 surveys for Question 1; 229 surveys for Question 2; 230 surveys for Question 3; 224 surveys for Question 4.
 Laurel Life had 23 surveys for Question 1; 71 surveys for Questions 2 and 3; 67 surveys for Question 4.
 Momentum had 22 surveys for Question 1; 70 surveys for Questions 2, 3 and 4.
 PA Counseling had 17 surveys for Question 1; 59 surveys for Questions 2 and 3; 58 surveys for Question 4.
 True North had 12 surveys for Question 1; 32 surveys for Questions 2 and 4; 33 surveys for Question 3.
 Wellspan had 25 surveys for Question 1; 56 surveys for Questions 2, 3 and 4.