

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

Capital Mental Health Partial Hospitalization 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.
Community Services Group	19	84%	79%	100%	89%
Merakey	15	80%	73%	93%	87%
Pennsylvania Psychiatric Institute	53	83%	66%	94%	83%
Ponessa Behavioral Health	26	73%	54%	92%	81%
Wellspan Philhaven	26	85%	72%	99%	90%