

Consumer/Family Satisfaction Team Survey Results
Substance Use Inpatient Services
January 2023 through December 2023

Capital Inpatient Rehab					
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.
Cove Forge	20	90%	80%	95%	85%
Gaudenzia Common Ground	11	91%	91%	91%	91%
Gaudenzia Vantage House	11	82%	82%	82%	64%
PA Teen Challenge	17	94%	100%	94%	71%
Pyramid Plank Road	28	89%	71%	71%	57%
Roxbury	19	95%	84%	95%	79%
WDR Allenwood	29	100%	90%	100%	90%
WDR New Perspectives	10	90%	90%	90%	80%
WDR York Mt. Zion	19	90%	79%	100%	89%

Franklin/Fulton Inpatient Rehab					
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.
Avenues Recovery	11	11%	9%	9%	10%
Cove Forge Behavioral	11	11%	9%	18%	10%
Gaudenzia	11	11%	9%	0%	0%
Pyramid	11	22%	9%	9%	10%
Roxbury	11	22%	18%	9%	10%

*All providers had 9 surveys for Question 1, 11 surveys for Questions 2 and 3, and 10 surveys for Question 4.