

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

Capital Substance Use Partial Hospitalization Program					
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.
Blueprints	81	94%	94%	99%	95%
New Insights	27	100%	85%	100%	96%

Franklin/Fulton Substance Use 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.
Gaudenzia	17	100%	94%	100%	100%
PA Counseling	12	100%	100%	100%	100%
Pyramid	38	90%	89%	100%	100%

*Gaudenzia had 5 surveys for Question 1; 17 surveys for Questions 2 and 3; and 10 surveys for Question 4.

PA Counseling had 4 surveys for Question 1; and 12 surveys for Questions 2, 3, and 4.

Pyramid had 21 surveys for Question 1; 37 surveys for Question 2; and 38 surveys for Questions 3 and 4.