

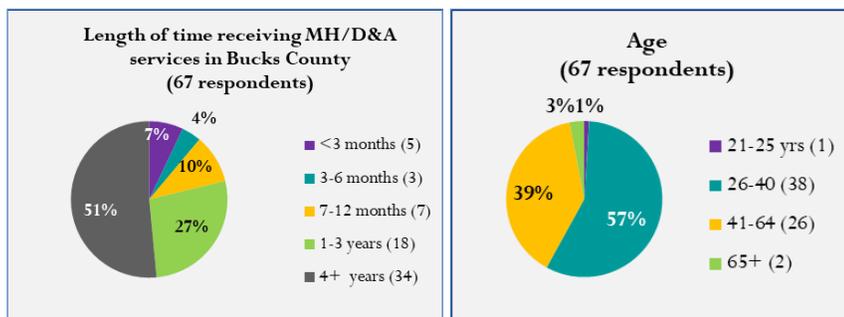
2018/19 BUCKS COUNTY ADULT RECOVERY SURVEY Community Report

In 2018/19, Voice & Vision, Inc. conducted these interviews with 65 randomly selected adult Health Choices members who had received at least one behavioral health (BH) treatment in the previous year.

This study and follow-up recommendations were developed in collaboration with the Bucks County Departments of Mental Health/Developmental Programs and Behavioral Health, the Bucks County Drug & Alcohol Commission, and Magellan Behavioral Health. The purpose of this project was to explore the experiences of adult Health Choices members in regards to the key issues of **recovery, access, service delivery, treatment, outcomes, and overall satisfaction** and to track progress toward change over time as a result of Behavioral Health initiatives.

This brief summary of the data is provided to assist Bucks County agencies and Magellan Behavioral Health in incorporating recovery principles more fully into all aspects of behavioral health treatment services for adults. We thank all who made this project possible, especially the individuals who took time to share their experiences with us. A detailed report is available by request.

Demographics:



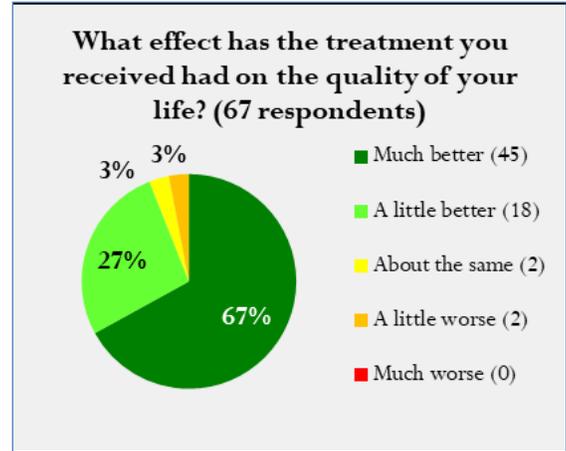
For this survey, 70% of the randomly chosen respondents identified “female,” 30% as “male” and 0% as “other.”

RECOMMENDATIONS

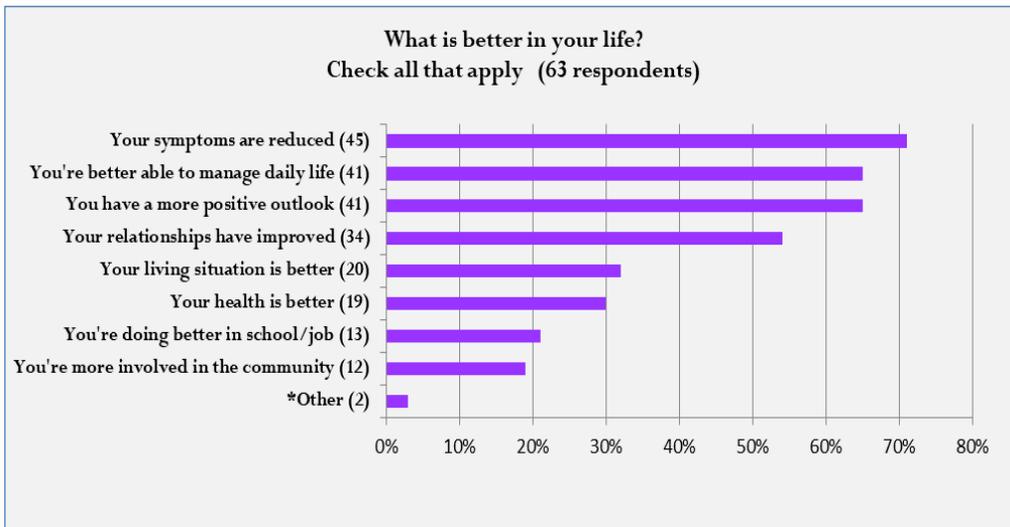
- **Share** positive response of survey data regarding behavioral health treatment with provider staff & stakeholders.
- **Use** crisis/relapse prevention planning in services to increase competency in utilizing strategies to reduce stress & prevent escalation of crises.
- **Communicate** positive results regarding meeting of physical health needs to provider staff and other stakeholders. Address barriers for coordination of behavioral health and physical health.
- **Include** family or other supports in a person’s treatment to educate them about mental health or drug/alcohol diagnoses and best ways to be supportive.
- **Share** with professionals the positive response regarding help with relationships. Continue to foster and strengthen personal relationships as part of treatment /support plans. When people have few supportive relationships, work to develop community connections.
- **Address** any perceived barriers to work/education. Explore training opportunities for professionals regarding inclusion of work/education goals in treatment planning and education about work incentives and supports.
- **Explore** top issues reported by people experiencing problems getting help: issues with insurance, lack of transportation, and staff turnover. Identify possible actions to address these issues. Consider more use of CPS/CRS to help people navigate the system.
- **Continue** emphasis on “trauma-informed care.” Commend professionals for asking people coming for treatment about their trauma history and addressing trauma (or referring for help) where indicated.

Outcomes and Satisfaction

Overall, people reported satisfaction with their services (94%). People (94%) also reported an improved quality of life because of treatment they received. Two people reported their life was “a little worse.” Both reported that they had been without a therapist for many months; both did have case managers. One also reported issues with medication.

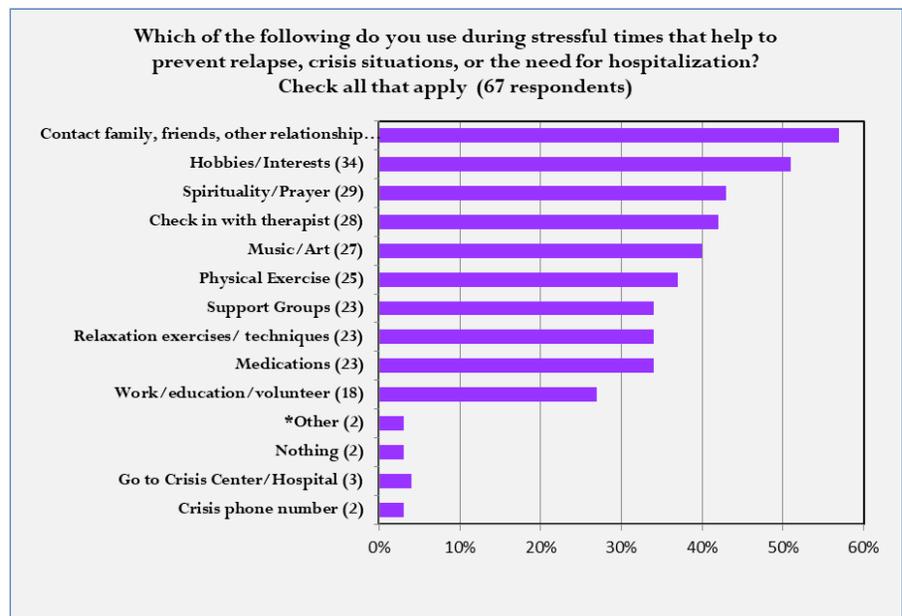


“ ___ has really helped my life. When I was first diagnosed with schizophrenia, I was not sure what to do. They suggested NAMI - Peer-to-Peer really helped...”

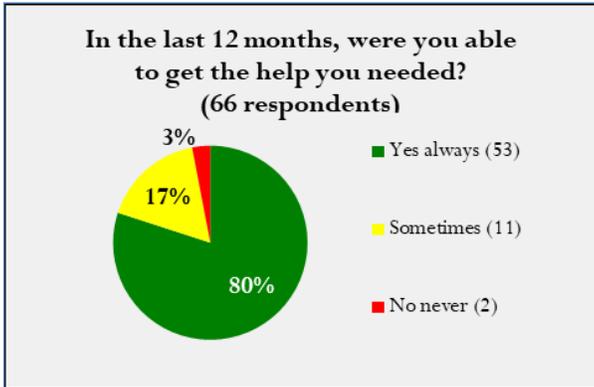


When asked to **explain what was better** in their life, **71% of those interviewed responded that their symptoms were reduced.** Forty-one individuals (65%) said they were better able to manage their daily life, 41 (65%) said they had a more positive outlook, and 34 people (54%) said their relationships had improved.

People were also asked about **what is helping them prevent crisis or relapse.** The top three strategies for respondents were contacting family or friends (57%), engaging in hobbies and interests (51%), and spirituality and prayer (43%).



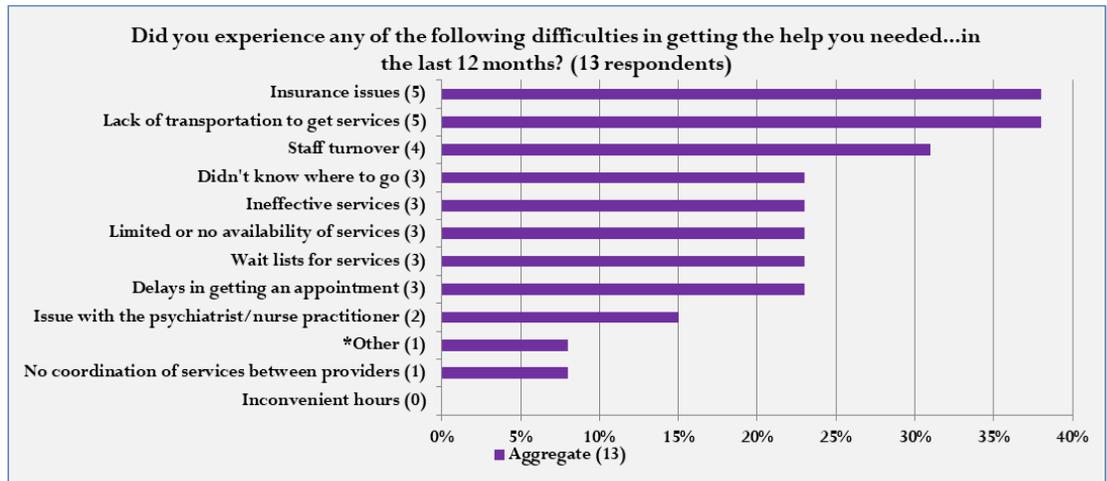
Access



Fifty-three respondents (80%) said they were “always” able to get help they needed in the previous year.

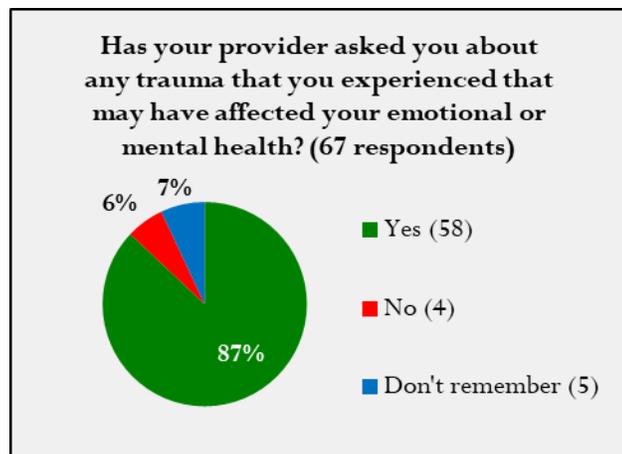
Two people reported that they were “never” able to get the help they needed. Another eleven said they “sometimes” were able to get the help they needed. Of these thirteen people reporting **problems getting help**, 30% or more indicated one of the following issues: insurance issues (38%), lack of transportation (38%) and/or staff turnover (32%).

“I can’t see my doctors or therapists as much as I should and that affects me.”



Service Delivery/Treatment

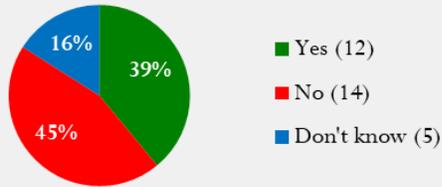
When asked if they were **given the chance to make treatment decisions**, 59 out of 67 respondents (88%) said they were “always” given the chance to make treatment decisions. No one indicated they were “never” given the opportunity. Issues reported were decisions regarding medication, options about where to receive treatment, and judicial system involvement.



Effects of trauma can influence a person’s behavioral health recovery. When asked if their service provider had spoken to them about trauma that may have affected their emotional or mental health; **87% indicated their provider had asked them about trauma**. When asked whether they were getting help for the effects of trauma, 18 (27%) people indicated they did not have a concern regarding trauma. Of the 48 who did indicate a concern, **42 (88%) said they were getting help** and another 3 (6%) did not want help for their concerns at that time.

Service Delivery and Treatment continued...

Have your behavioral healthcare providers and your physical healthcare providers spoken together about your healthcare? (31 respondents)*



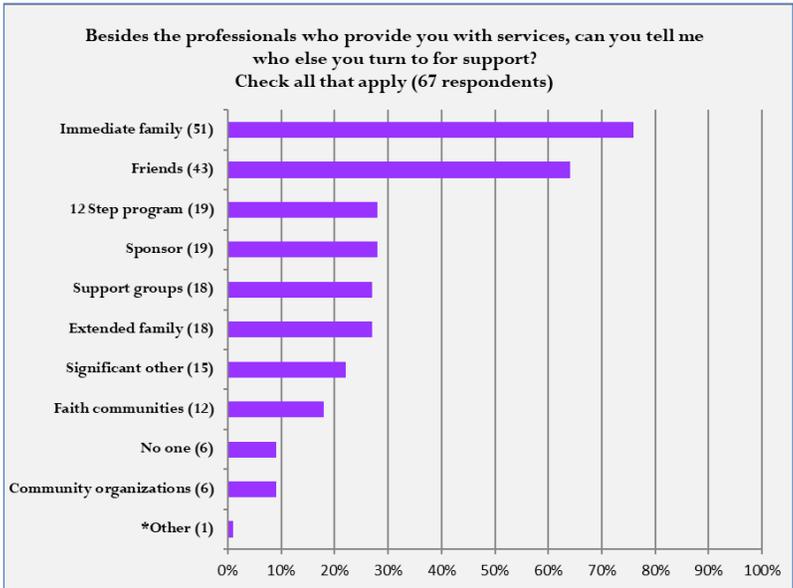
*32 respondents said they had a physical healthcare concern. Of these, 31 responded to the question above.

Of 67 people interviewed, 32 (48%) indicated they have a concern with their physical health/wellness; **all 32 reported they were receiving help to address their physical health concerns.** Of those with a health concern, 12 (39%) reported their behavioral healthcare and physical healthcare providers had spoken together.

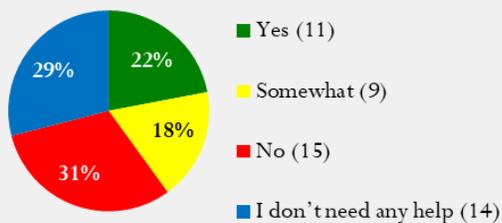
"All of my doctors and therapists work as a team. Now, thanks to them, I am able to get most of my meds in a daily package together from my pharmacy."

Recovery Indicators

When asked who they turn to for support besides professionals; 51 out of 67 people responding (76%) said they turn to immediate family; 43 people (64%) indicated turning to friends. Nineteen respondents (28% for each) turned to their 12-step programs and sponsors. People were asked **how their service provider/s helped them to develop, foster, or support relationships** they indicated. Of the 46 who responded to this open-ended question, 39 (85%) gave positive comments regarding support offered by their provider.



Do your service providers help you with your work/school efforts and goals? (49 respondents)



Thirty-eight people (56%) told us they were working or going to school, at least part-time. Another eleven (16%) said they were interested in working/going to school. Ten people (15%) said they are unable to work/go to school and seven (10%) said they aren't interested in working/going to school.

Forty-nine people who were working/interested in working, were asked if their provider helps them with their work or school goals. Fourteen people (29%) indicated they didn't need help in this area. Of the remaining 35 people, 40% said their provider/s helps them (at least "somewhat") with their work and/or school goals.

Work/School Trending 2015-2019

In looking at trends across the four years of this survey, **the percentage of respondents who reported they are working or going to school has increased** from 26% in 2015/16, to 33% in 2016/17, 54% in the 2017/18 to 56% in this 2018/19 period.