



# 3rd Annual Consumer Council Town Hall Summary of Findings

July 13, 2017

**THE CHILDREN'S CENTER**

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## Background

The Consumer Council (CC) Town Hall Meeting is an event in which consumers are able to present their comments, questions, and concerns to members of The Children’s Center’s (TCC) Executive Leadership Team (ELT), Leadership Team (LT), Management Team (MT), and Quality Department. This is important for quality improvement.

This year there were 24 staff, 4 Consumer Council parents, and 4 non-TCC or CC affiliated parents.

## Results

<i>Major Concept/Themes</i>	<i>Associated Concepts</i>	<i>Code Number</i>
Events	Advertising events, lack of awareness about additional supports and services for parents and families, desire for former events (such as Prom)	1
Treatment	Confusion over CAFAS and general eligibility guidelines, unclear reasoning behind appointment attendance	2
Advocacy	Desire for TCC staff to advocate for children within the school and for child’s education	3
Turnover	Constant changes throughout agency, especially in Supports Coordinators	4
Culture	Overall feeling of TCC has changed, lack of emotional connection with clinicians, lack of diversity in staff, “hustle and bustle” instead of	5

	taking time to building interpersonal relationship,	
Medication	Medication being pushed, children are over medicated, staff not educated on side effects	6

<i>Code Number</i>	<i>Frequency</i>	<i>Percentage</i>
1	2	12%
2	2	12%
3	1	6%
4	3	19%
5	5	31%
6	3	19%

### **Summary/Themes**

It is important to note that attendants brought up multiple concerns which is reflected in the coded data. This has resulted in 15 total concerns coming from both CC parents and non-TCC or CC affiliated parents.

1 out of 15, or 7%, was in relation to advocacy. The desire for TCC staff to support and advocate for families within the school systems. This is currently a major topic being discussed in the CC.

2 out of 15, or 13%, of concerns were focused on events and services. ELT addressed the issue by stating that the agency is looking into rolling screens on the televisions in each lobby. This was the most common theme that came out of the 2016 Town Hall and was addressed through the partnership of Quality and CC.

2 out of 15, or 13%, of concerns had to with treatment. The first concern was in relation to eligibility and lack of awareness over CAFAS or Medicaid Health Plans. The second concern was in relation to a parent's lack of understanding of why their attendance was necessary at certain appointments. These concerns were discussed and it was recommended that parents bring these questions to their therapists as well as being reminded of the importance of a parent's role in their child's treatment process. There were also recommendations to check our website, read the CC newsletter, and join the CC.

3 out of 15, or 20%, were concerns over turnover. The topic was primarily brought up in regards to Supports Coordinators. This was one of the most common concerns discussed at the 2016 Town Hall as well. Currently the DDS program is going through departmental changes and the issue of turnover is being addressed.

3 out of 15, or 20%, were concerns over medication. Parents stated they believed their children were over medicated, that medication was being pushed on them, and staff are not educated on side effects. This was also an area of concern at the 2016 Town Hall and this will continue to be addressed by the agency's Chief Medical Officer.

5 out of 16, or 27%, of concerns were in relation to the culture of TCC. This was the most significant concern and conversation of the event. Multiple families stated that the overall culture of the agency has changed in a negative way. They feel as though staff are more "hustle and bustle" and focused on complying with mandates and focused less on the interpersonal relationship with the parent and child. Families had very strong concerns over the lack of emotional connection between the parent and the clinician. It was stated that the overall environment of TCC does not feel as family oriented or as friendly as it did historically. It was extremely concerning to staff present that parents are no longer referring families to TCC and are even considering leaving the agency to receive services elsewhere. Parents feel as though clinicians are undereducated and inflexible. There was one concern over the fact that there are minimal male clinicians, but it was clarified by ELT that male clinicians are hard to obtain.

## **Recommendations**

- ❖ New Client Orientation
- ❖ Sensitivity/customer service training for staff
- ❖ Offering Parent Support Partners (PSP) from intake
- ❖ PSP for Developmental Disability Services clients
- ❖ Evaluate clinician's knowledge on auxiliary services
- ❖ Consumer Council to work with Executive Leadership on continuing to improve advertisement of events
- ❖ Consumer Council to work on political advocacy
- ❖ Consumer Council to work on education and advocacy within the school systems
- ❖ Human Resources to continue improving staff retention and seeking to hire more male staff
- ❖ Executive Leadership Team and Leadership Team to discuss the culture of TCC and how it has changed over the years
- ❖ Hold event either earlier or later in the year (March or September) as attendance for the month of July is traditionally low
- ❖ Start advertising for the event earlier