

## Area 15 Ryan White Part B Client Satisfaction Survey Results 2010

### Introduction

Client Satisfaction Surveys were mailed to Ryan White Part B clients during the month of October 2010 and were collected for a period of 2 months. A total of 745 surveys were mailed and 210 surveys were completed and returned to Treasure Coast Health Council by December 31, 2010 for a 28% response rate. This was an increase over the last two years response rates by about 10% (December 2008 (18%) and December 2009 (17%)).

### Survey Demographics

The survey respondent demographics were compared to the demographics of clients who received Ryan White Part B services during the period ending 12/31/10 (*Purchase Order System, 12/31/10*). The county-level data was compared to the *St. Lucie County HIV/AIDS Surveillance Report* ending 12/31/10.

**County** – The comparison of survey response data to Area 15 Cumulative HIV Cases by County (as of 12/31/10, Table 1) shows that there was a representative sample for each County served.

**Table 1. Comparison of Survey Respondents to Area 15 Cumulative HIV Cases by County, 12/31/10.**

County	Respondents (n=210)	Cumulative HIV Cases (as of 12/31/10, n=890)
St. Lucie	68%	68%
Martin	12%	14%
Indian River	16%	15%
Okeechobee	2%	3%
Other	1%	0%
Skipped Question	1%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>

**Gender** – There was a representative sample of respondents by gender (Table 2, below) as compared to clients served. Of the total number of survey respondents, 54% were male, 45% were female, and 1% transgender. The percent of clients served was 57% male, 42% female and <1% transgender.

**Table 2. Comparison of Survey Respondents to Clients Served by Gender**

Gender	Respondents	Clients Served
Male	55%	57%
Female	45%	42%
Transgender	0%	<1%
Unknown	0%	<1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

**Race/Ethnicity** – There was an underrepresentation of African American/Black clients by 8% (Table 3).

**Table 3. Comparison of Survey Respondents to Clients Served by Race/Ethnicity**

Race/Ethnicity	Respondents	Clients Served
African American/Black	54%	<b>62%</b>
Caucasian/White	31%	<b>31%</b>
Hispanic	12%	<b>13%*</b>
All Other	3%	<b>&lt;1%</b>
<b>Total</b>	<b>100%</b>	<b>*</b>

\*Hispanic counted separately from race/ethnicity in the database. The total does not equal 100%.

**Age** – Overall, age was evenly distributed. There was an underrepresentation of clients 35-44 years of age by 6% and an overrepresentation of clients 55-64 years of age by 8%.

**Table 4. Comparison of Survey Respondents to Clients Served by Age Grouping**

Age	Respondents	Clients Served
0-12 years	1%	<b>&lt;1%</b>
13-24 years	1%	<b>3%</b>
25-34 years	5%	<b>8%</b>
35-44 years	19%	<b>25%</b>
45-54 years	41%	<b>38%</b>
55-64 years	27%	<b>19%</b>
65 and older	6%	<b>7%</b>
<b>Total</b>	<b>100%</b>	<b>100%</b>

**Language Spoken** – 96% of respondents speak English, 12% speak Spanish, 3% speak Creole, and 4% speak another language.

## **Case Management**

---

The overall satisfaction rating for case management services has increased 5% since 2009. The State requirements for satisfaction are 85% for contract compliance. In 2007, overall satisfaction with case management services was the highest documented totaling 97%. Although case management met the State requirements for contract compliance, there has been a significant drop in case management satisfaction over the years. The Lead Agency will work with the provider agency to help identify the reasons and look for solutions to increase satisfaction.

One of the areas with the largest decrease in satisfaction (compared to 2005) was the amount of time it took to schedule an appointment. Eighty eight percent of respondents indicated being able to get an appointment with their Case Manager within 4-5 days; however in 2005, the rate was 100%. Though this range is quite significant, the majority of the scores for each question changed only a few percentage points throughout the years.

Based on the survey analysis for case management, respondents are receiving returned calls from their Case Managers within two days, Case Managers are treating their clients with professionalism, and the clients are participating in deciding their care. There was an increase in the number of respondents who were informed of the grievance procedure since 2009. Two identified areas that need improvement for case management are the Case Managers discussing with their clients the ways to prevent the spread of HIV, and Case Managers keeping the client's status confidential. Though there was only one respondent with an issue regarding confidentiality, one client is enough to continue to focus on this extremely important aspect of case management.

***Over the past 12 months, the number of respondents receiving case management services from FCHC, ARTC, SLCHD increased substantially from 2009.***

## **Food Vouchers**

---

Overall, satisfaction with the food vouchers received has remained the same as 2009, at 69% satisfaction. There was a slight drop in satisfaction with the food voucher location.

The Lead Agency will work with the provider to identify areas of concern and to determine ways in which to increase the satisfaction of the food voucher service.

## Medical Care Services

---

During the past 12 months, the respondents visited the following medical providers for HIV/AIDS care.

<b>Provider Name</b>	<b>2010</b>
Dr. Balconis	25% (50)
Dorothy Bulgin, ARNP, MPH	15% (29)
Dorothy Coleman, ARNP	----*
Dr. Collins	5% (10)
Brenda Jacobs, ARNP	24% (48)
Chandra Kantor, ARNP	10% (20)
Dr. Lewis	0% (0)
Dr. Mistovar	0% (0)
Dr. Orlovic	----*
Dr. Pierone	20% (39)
Dr. Rampgopal	15% (30)
Robert Schaffer, PA	11% (22)
Dr. Zimmer	3% (6)
Other	8% (16)

\*Indicates this provider was not active for this period.

The overall satisfaction for medical providers in 2010 was 95%, which was a consistent score over the past 5 years. There was fluctuation in the percentages over the years but there were no significant changes in satisfaction. All areas received 90% or above with the exception of one question. Receiving a medical appointment within one week scored an 83%.

There are two areas that need to be addressed with the medical providers: providers discussing with their clients how to prevent the spread of the disease and keeping client confidentiality. The number of respondents that reported their medical providers discussed ways to prevent the spread of HIV was only at 83%, which seems low for a medical provider working with this population. Respondents indicated that their medical providers kept client confidentiality; however the score was not a 100% indicating that this issue still needs attention.

The Lead Agency will discuss the need for the medical providers to increase the amount of time spent discussing preventing the spread of HIV with the clients, and remind the providers of the importance of client confidentiality.

## Dental Care Services

---

The following shows the number of respondents for each dental provider listed under Part B funding.

Provider	2010
Dr. Israel	13
Florida Community Health Center	70
Fellsmere Community Center/ Treasure Coast Community Health Center	20
Lawnwood Dental Clinic	38
St. Lucie County Health Department	0
Other	19

There was a tremendous increase in patients at FCHC and Lawnwood this year.

The overall satisfaction with dental services this year was 88%, an 8% increase from last year. Although the overall satisfaction increased, there were a few areas that experienced decline. There was a 7% decrease in respondents indicating that their dentist was easy to talk with about dental concerns from 2009 and a 5% to 7% decrease in the number of respondents who described their dental provider as professional since 2007.

The number of respondents who indicated that their dental provider kept their status confidential increased 3% from last year; however, the score was not a 100% and warrants further attention. The Lead Agency will remind the providers of the importance of keeping the client's status confidential. The Lead Agency will also work with the dental providers to ensure a high level of professionalism and to ensure that the clients are able to talk with their providers about dental concerns.

## Pharmacy Services

---

The following shows the method in which respondents received their medications. Some respondents reported receiving medications from more than one method.

	2010
Pick-up at pharmacy	56% (80)
Pharmacy delivered to my home	58% (84)
By mail order	8% (11)

The overall satisfaction for pharmacy services experienced a significant increase from 79% in 2009 to 94% in 2010. This result was more representative of the satisfaction over the past 5

years. There was a slight increase in the number of respondents indicating that their meds were received on time and that their meds were filled with 100% accuracy; however there was a significant decrease in the number of respondents who indicated that the pharmacist answered questions about the medications. The Lead Agency will work with the pharmacy provider to ensure that clients have answers to their questions regarding medications.

Although the number of respondents who indicated that their pharmacist kept their status confidential increased 3% from last year, the score was not a 100% and warrants further attention. The Lead Agency will remind the pharmacist and the staff of the importance of maintaining confidentiality.

## **Conclusions**

---

The overall satisfaction for the Area 15 service delivery system had increased in all areas with the exception of food vouchers, which remained the same. The response rate for surveys increased as well, providing more feedback from the client population served. The Lead Agency will work with the providers on the issues that were raised during the survey process throughout the upcoming contract year, beginning with contract negotiations scheduled for March of 2011. The common issue across the delivery system was client confidentiality and the need for providers to address with their clients the ways in which the disease can be prevented.

The Evaluation and Quality Assurance Committee will continue to survey the clients within the system and develop ways to increase the number of respondents. One possible way in which to increase the response rate is to provide the surveys in Spanish and Creole. The QA Coordinator is in the process of testing an online translation tool and will create these surveys over the next contract year if the tool is successful. If the tool is not successful, the QA Coordinator will attempt to identify resources to assist in the translation of the survey. The Director of IT and the case management staff are currently working on collecting data regarding the client's preferred language in the CAREWare database.