

Client Satisfaction Report 2016-17

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Objectives

- To present aggregate data from the 2016-17 responses to the Client Satisfaction Survey
- To present Ryan White HIV/AIDS Program (RWHAP) expectations related to quality
- To provide associated methods and disclaimers related to data compilation and reporting

Ryan white quality expectations for CQM Program

Policy Clarification Notice 15-02

- **To provide more clarity around the components of a CQM program**
 - Improve patient care
 - Improve health outcomes
 - Improve patient satisfaction

- **Identify specific QM activities**
 - Performance measure (all categories to evaluate effectiveness of the service)
 - Chart reviews, site visits agency reports
 - Quality improvement activities (identify improvement opportunities and monitor for improvement); not all service categories but those with biggest impact
 - Assess the capacity of the sub-recipients for their ability to conduct these activities, such as prioritizing measures and collecting data
 - Coordinate these activities among the funded recipients

Methods and Disclaimers

- **Joint effort with Part C**
- **Participation**
- **Collection Boxes**
- **Updated ACCESS data base**
- **Not all comments could be aggregated**

Sites where the 322 surveys were collected

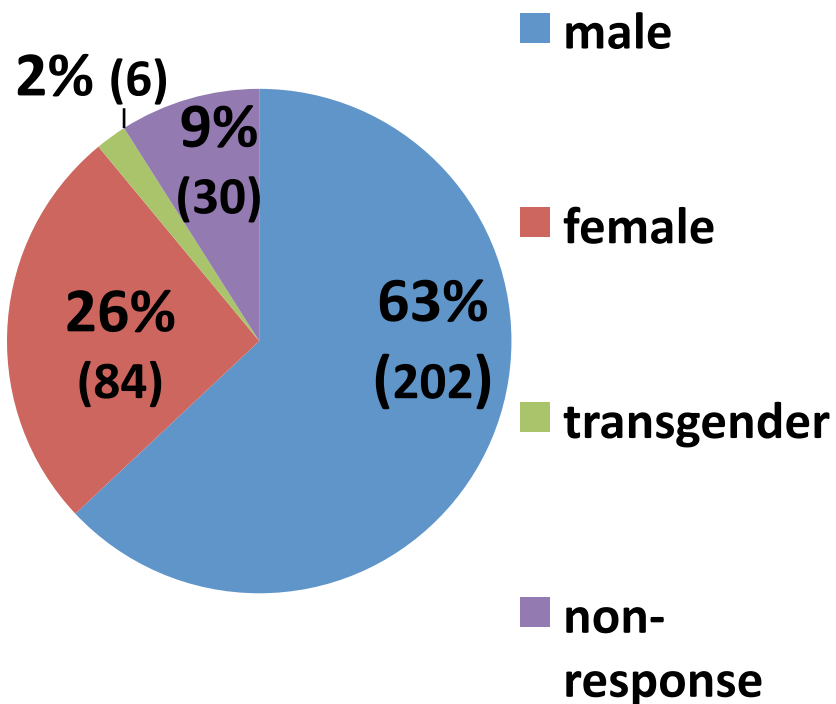


- AIDS Healthcare Foundation
- Alameda Health Systems (Highland, Fairmont, and Eastmont dental)
- Allen Temple Health and Social Services
- Asian Health Services
- Community Care Services, Inc.
- East Oakland Community Project
- La Clinica (medical and dental sites)
- Life Long (Ashby and Foothill)
- Native American Dental
- Pacific Center for Human Growth
- Tri-City
- WORLD

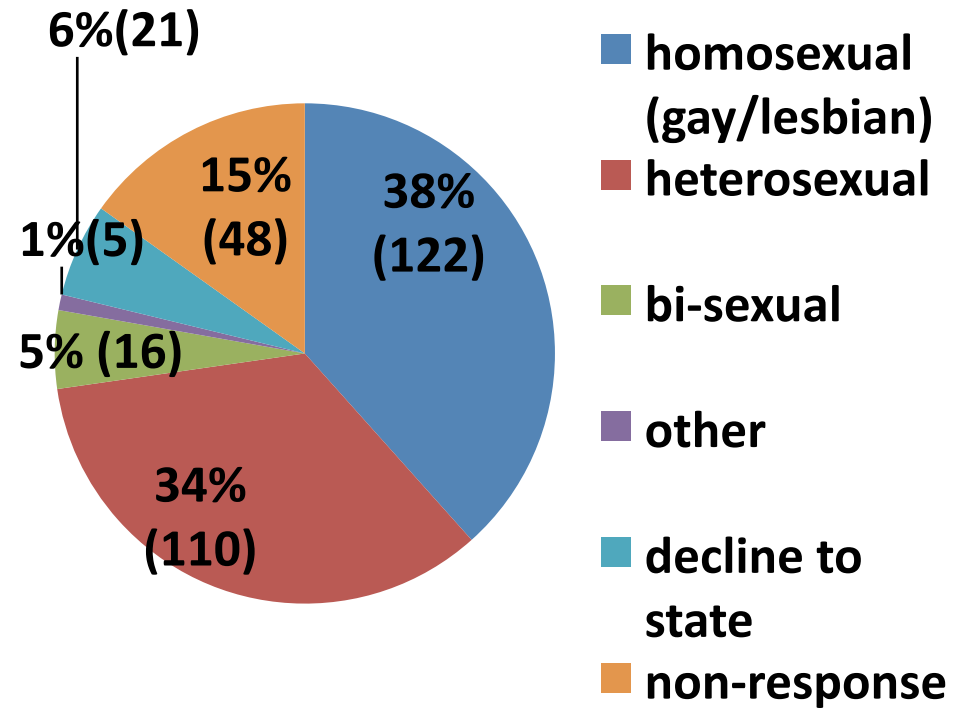


More demographics

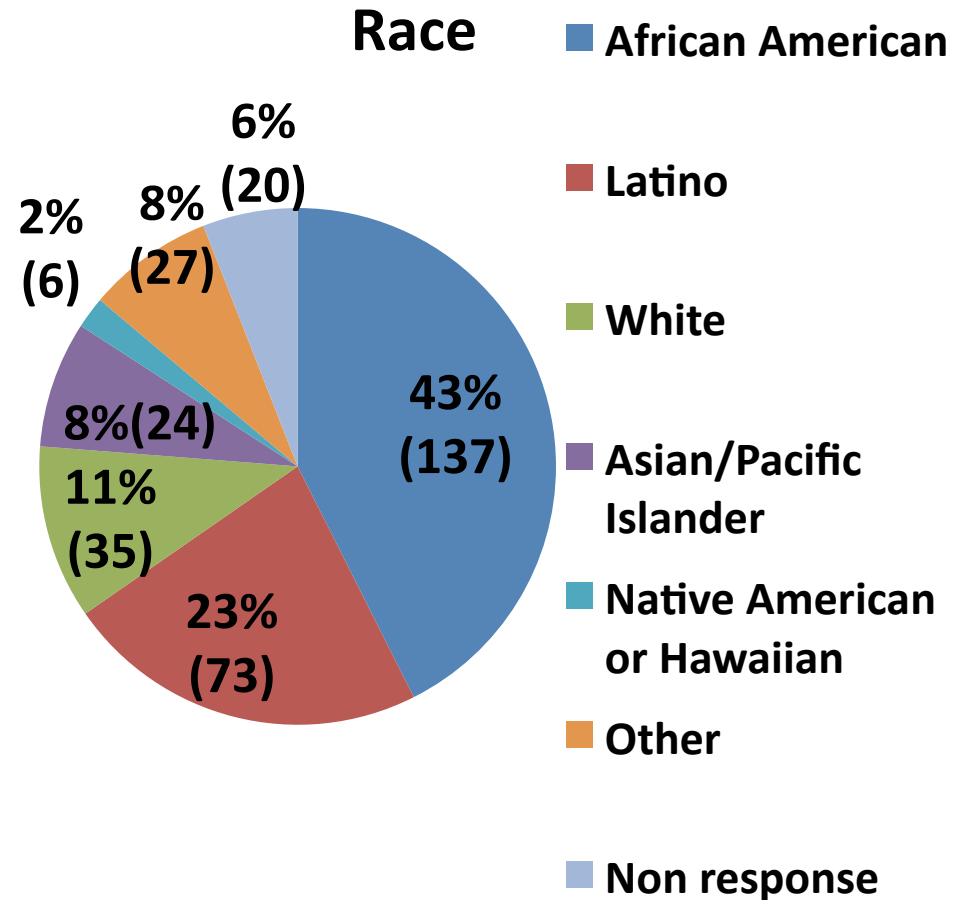
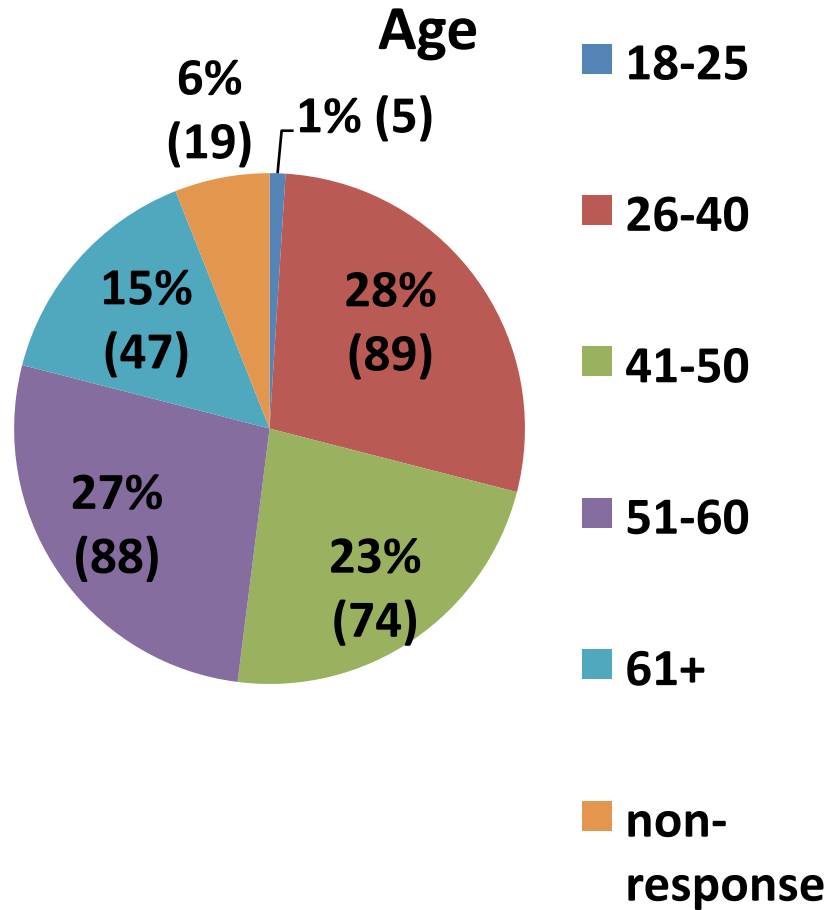
gender



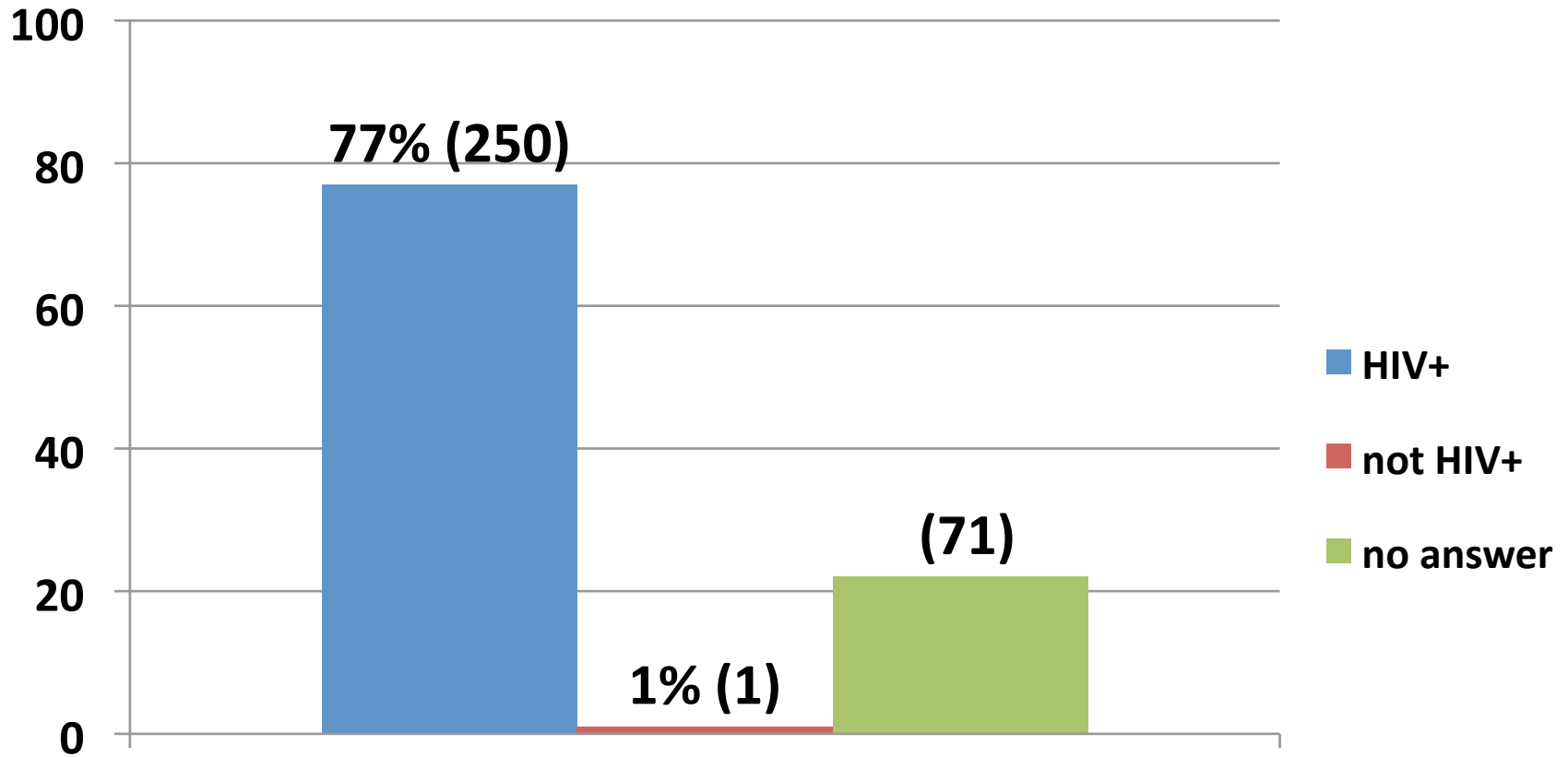
sexual orientation



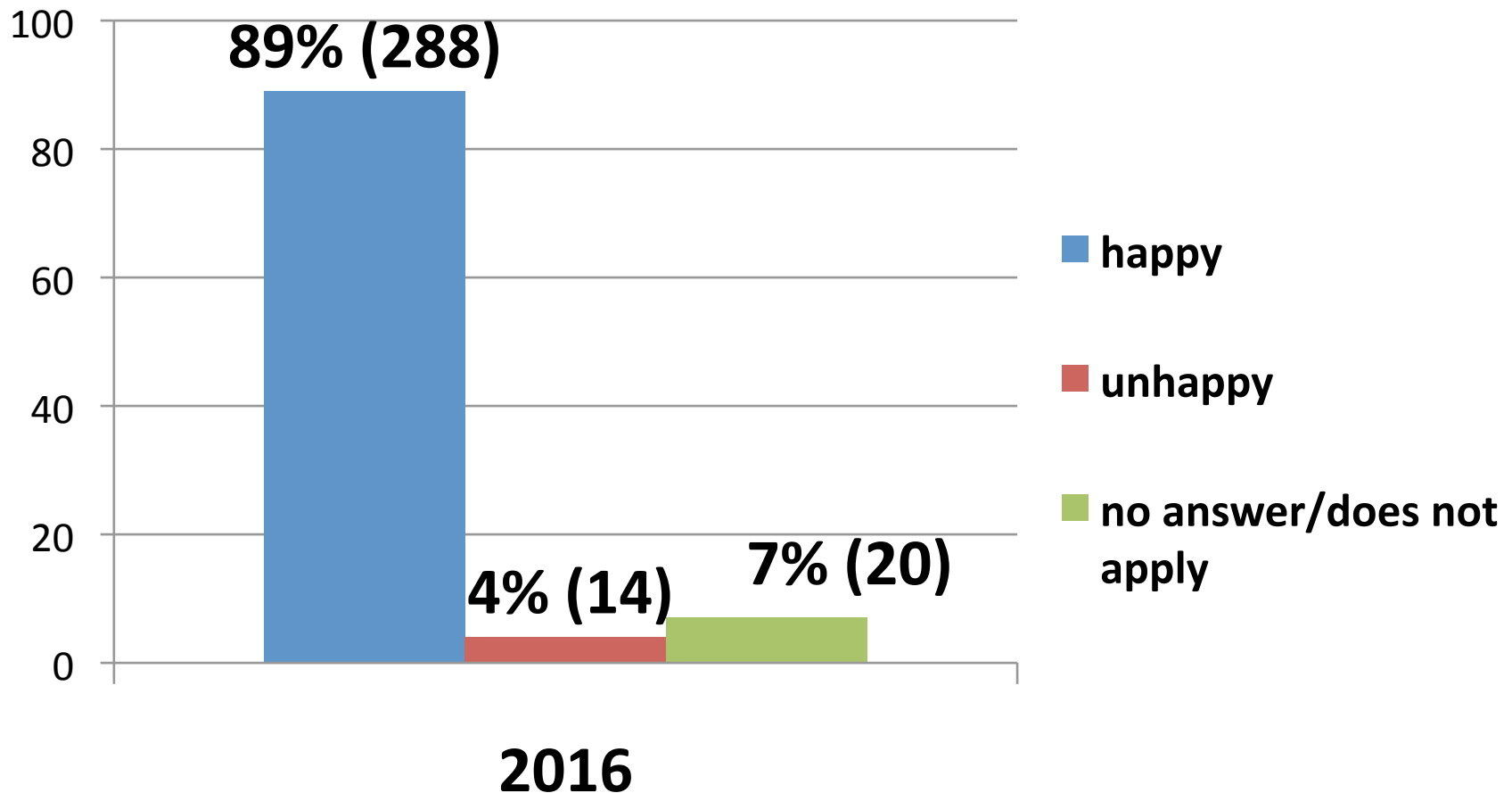
Demographics



HIV Status



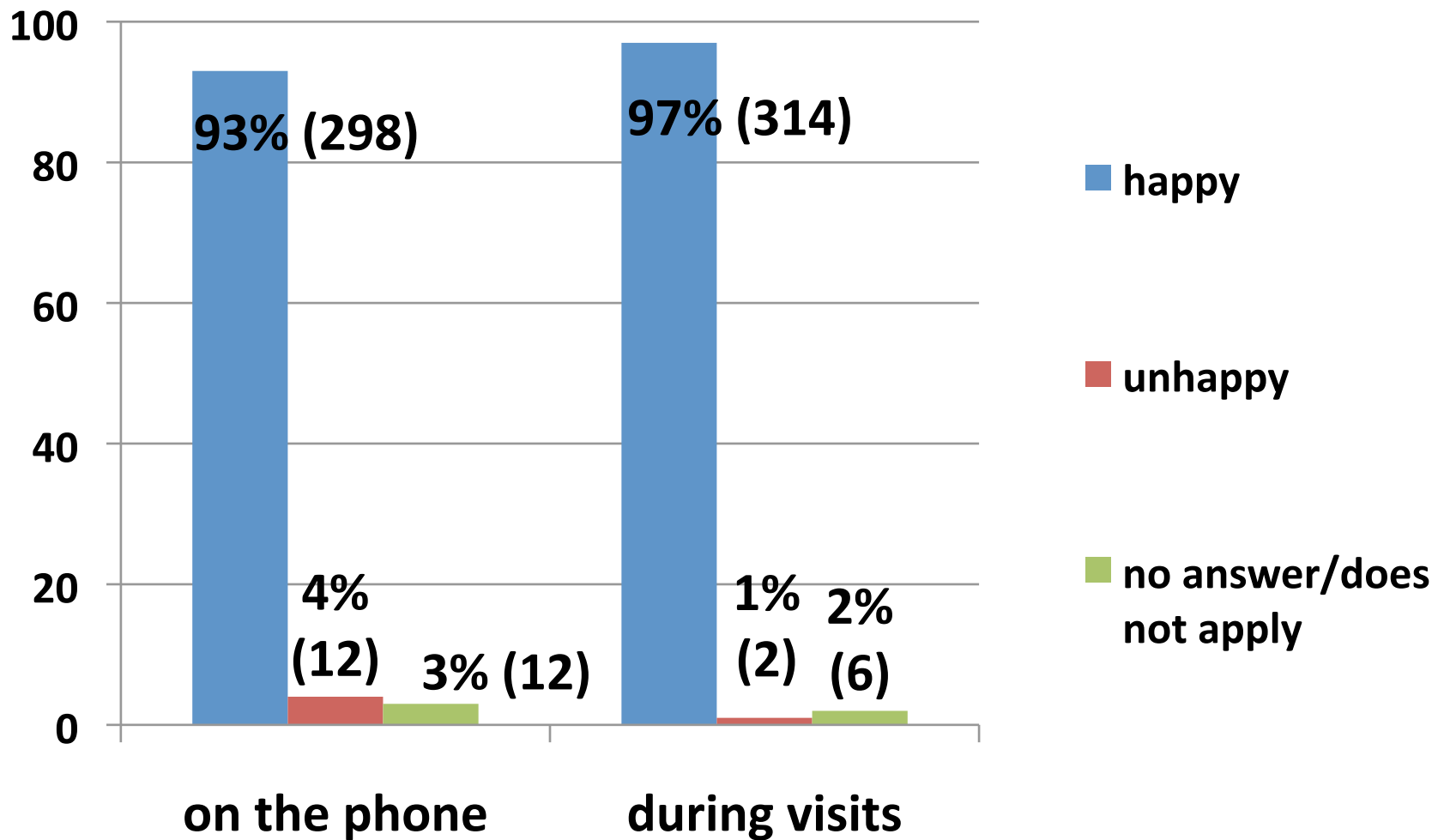
The amount of time it takes to get an appointment



Comments include...

- **Eight responses:**
 - Appointments scheduled too far in advance
 - Too many patients at the clinic
 - Not enough appointments

Staff assessment



Comments about staff

- **Many positive comments**

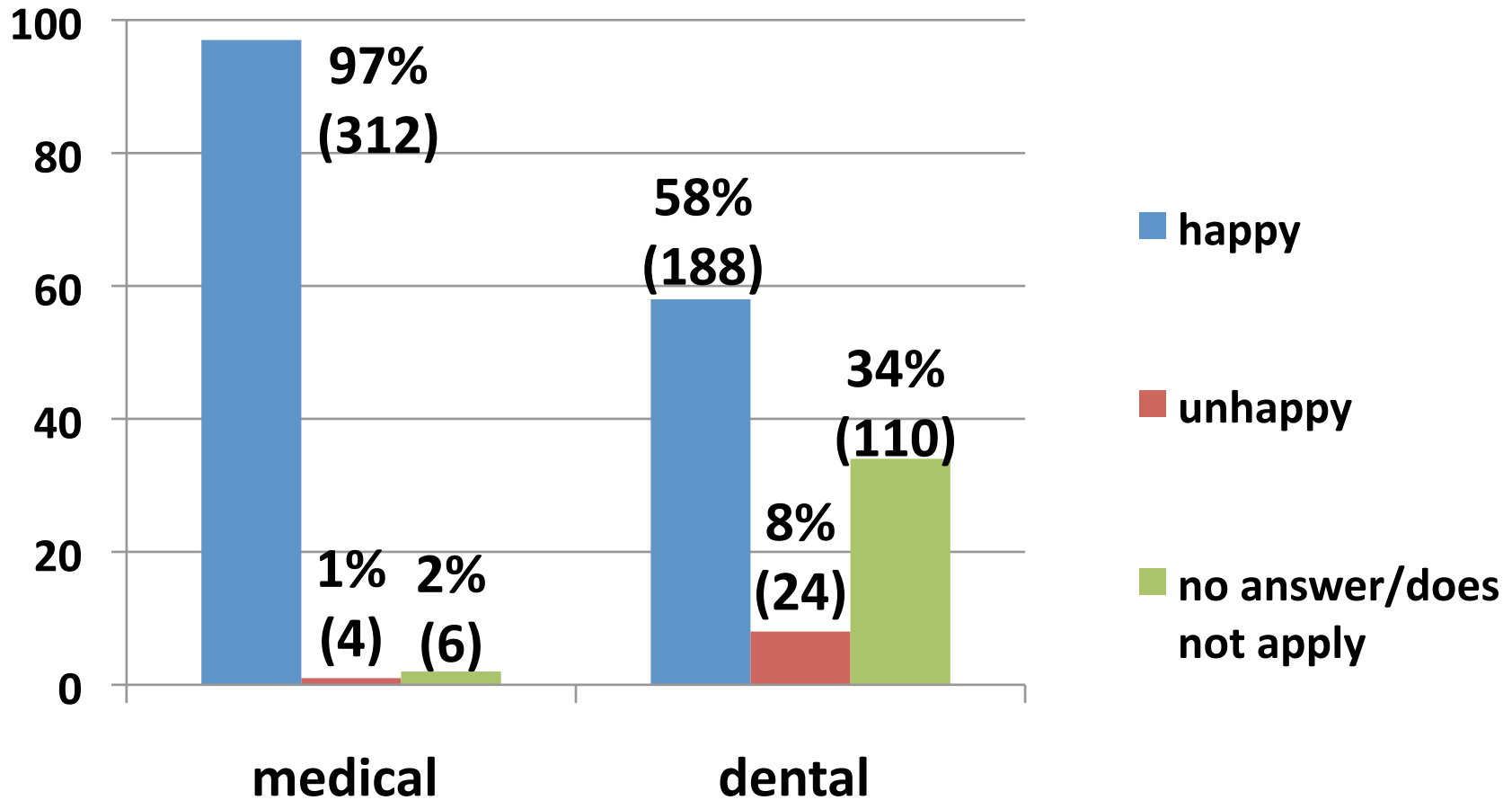
Courteous and professional, attentive, treats you like family, helpful, polite, friendly, compassionate

- **Five negative comments**

Cannot reach by phone

Rude and unprofessional

How Providers Share Information



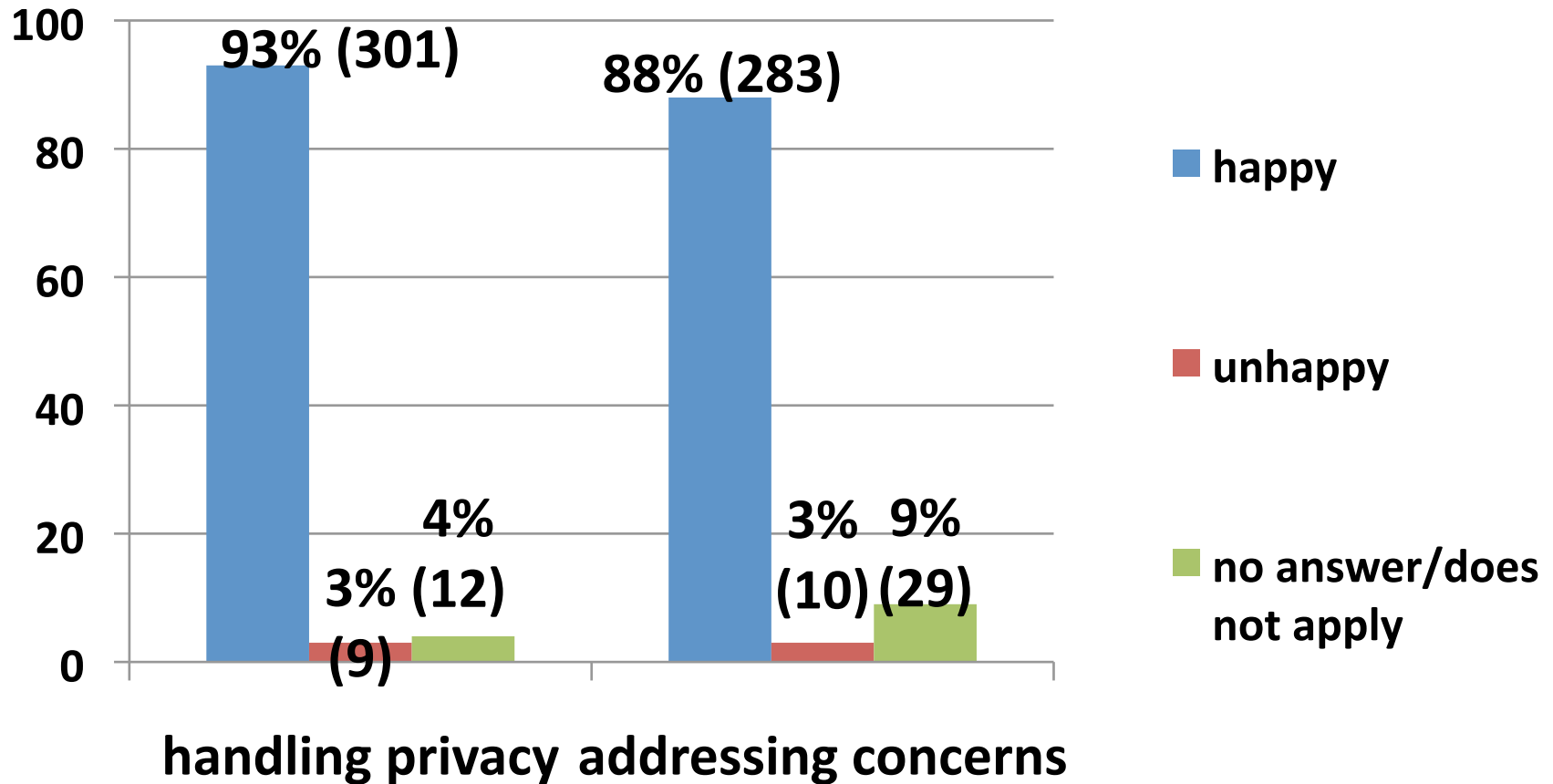
Comments include...

- **Many comments describing medical provider as:**
 - Kind
 - Understanding
 - Thorough
 - no doubt about the information
 - Clear
 - concise

Comments about dental care

- **I don't have a dentist or receive dental care**
- **Less than 5 negative comments describing dental services:**
 - Horrible dentist
 - Poor customer service skills
 - Don't send patients there
 - Not enough one-on-one time

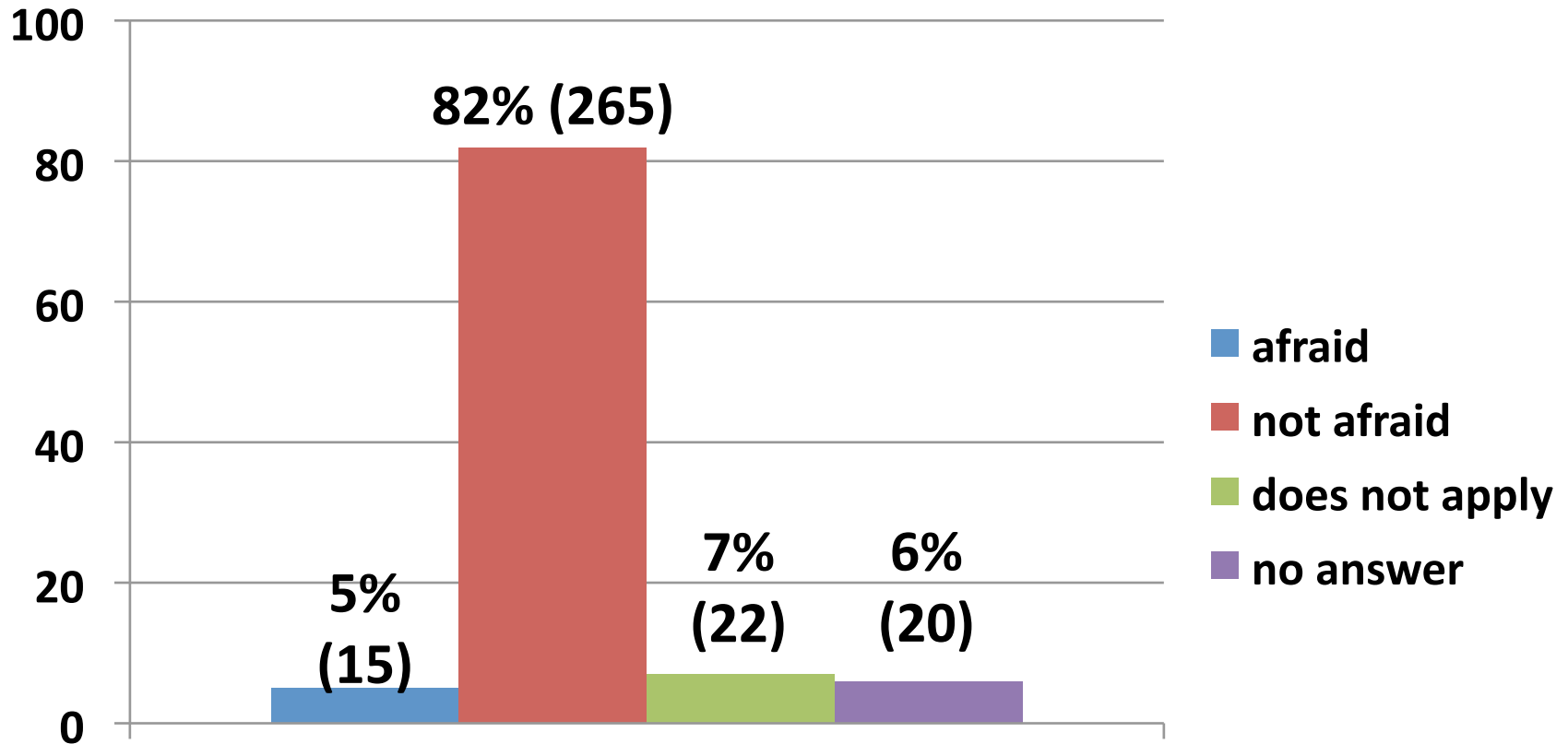
Privacy and Concerns



Comments include...

- Things are swept under the rug
- They don't care
- Everyone knows your business
- I don't trust some of the people

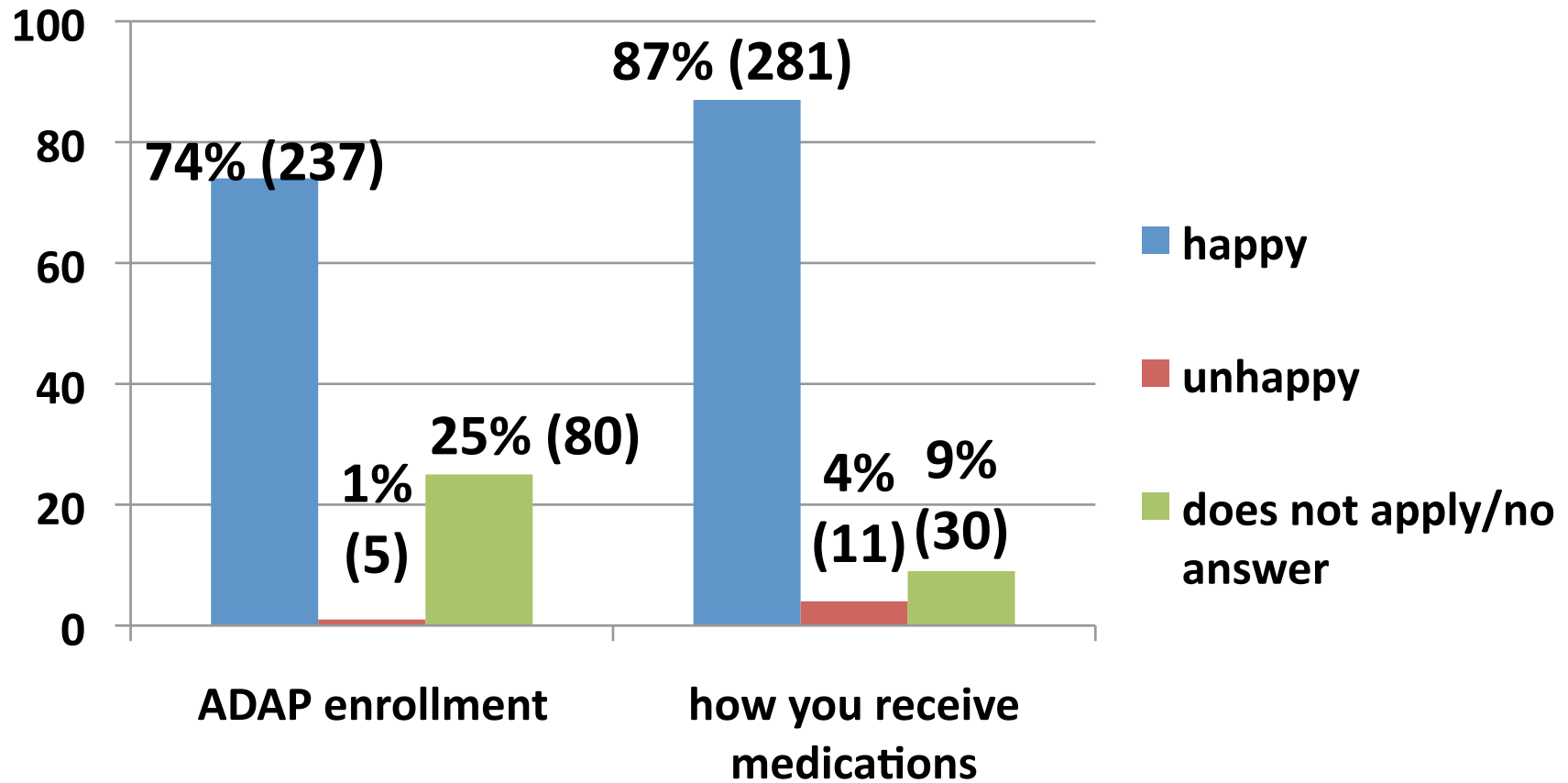
Afraid to Discuss Complaints



Afraid to discuss.....

- *“I wish support groups were in a different room”*
- *“Customer service”*
- *“The way they talk to residents”*
- *“Get pests in control”*

Medications



10 Comments about ADAP include...

“What is ADAP?”

“I need help with it”

Comments about getting Medication include...

“I like getting them in the mail”

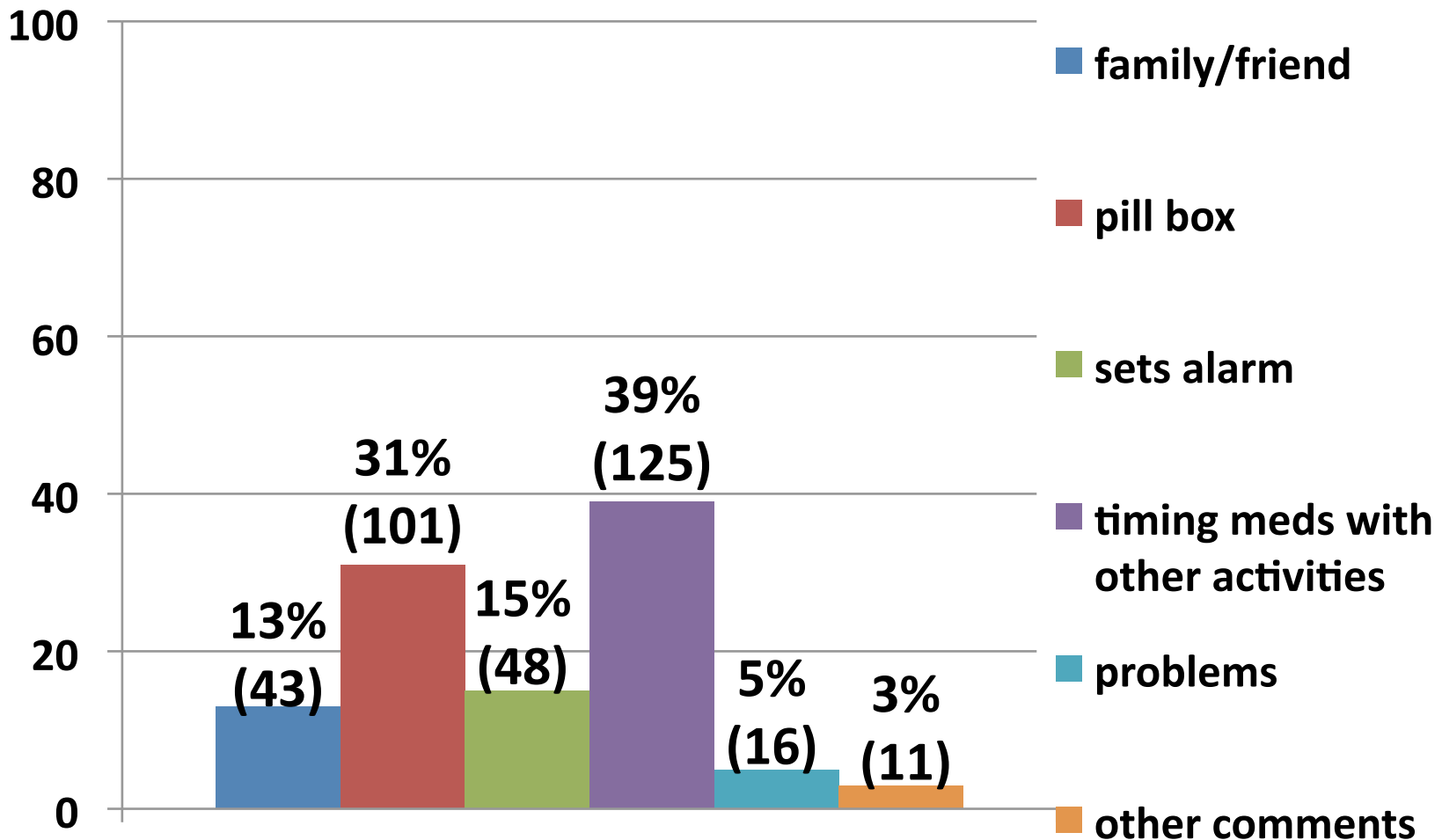
“I do not like my pharmacy”

“Don’t use this pharmacy”

“They are not discreet about my medications”

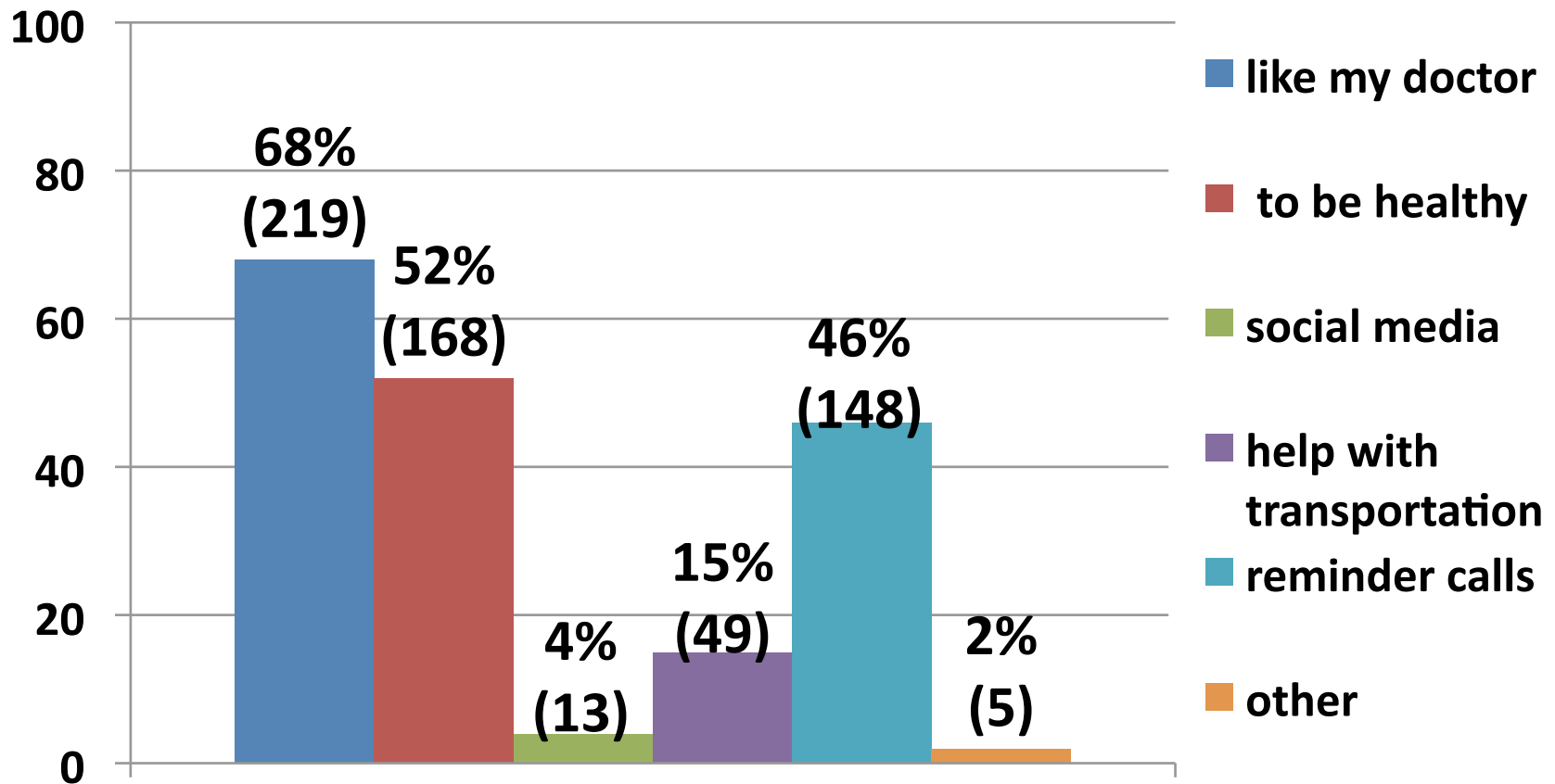
“The pharmacy can’t contact my doctor so my medications are denied”

What Helps You Take Your Medication? (✓all that apply)

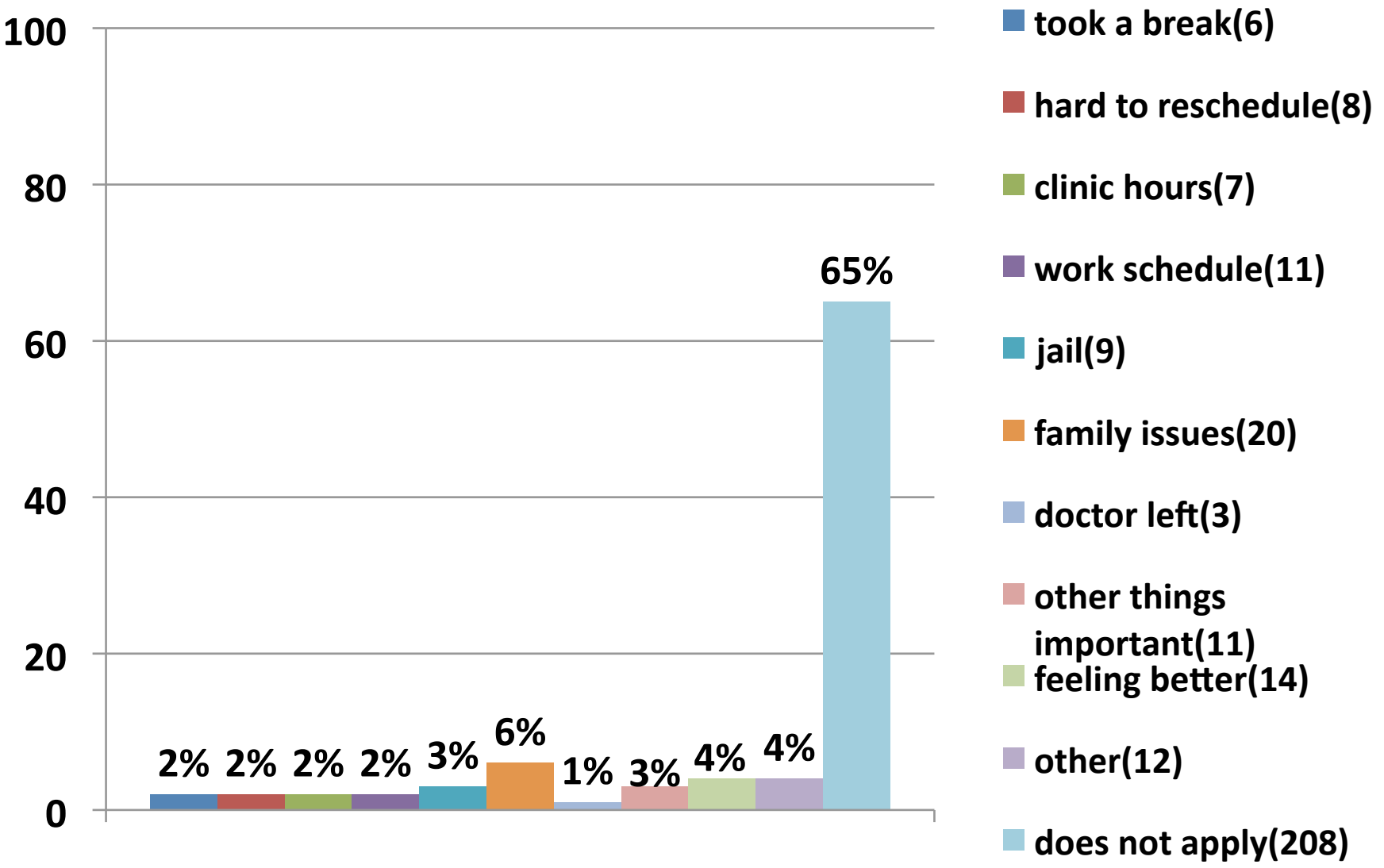


What Helps You Stay Connected to Care?

(√ all that apply)



Reasons out of care (✓ all that apply)



Other reasons for being out of care

- Mental Health related, such as depression, anxiety, suicidal (5)
- No insurance (3)
- Housing related, such as homeless, moved due to fire, not having consistent housing (3)
- Lack of transportation (2)

Modifying Future Surveys

- ARIES data mirrored except for 13-25 age group is (5% of ~2,200) vs survey respondents (1% of 322)
- Questions that get ~90% approval ratings
 - Medical providers and staff
- Dental care ~58%
 - does not apply, or no dentist
- Staying in Care
 - 68% like medical providers
 - ~50% self-motivated
 - ~50% need reminder calls
- Focus on **linkage and retention**?
- Focus on **Privacy** issues?
- Cross Collaborative efforts work as well as QDASP