

# Ryan White Program 2016 Client Satisfaction Survey

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Prepared for  
2016 Needs Assessment  
Ryan White Program Year 27  
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Prepared by  
Behavioral Science Research Corporation



## Survey Methodology

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- 2016 is the 9th Ryan White Client Satisfaction Survey (CSS) administered by Behavioral Science Research
  - Previous surveys conducted in 2006 and annually since 2008
- Data are based on a total of 483 completed interviews among verified Ryan White Program clients
- Clients were interviewed at medical case management (MCM) sites **ONLY** in order to minimize duplication
  - The number of interviews conducted were quota-sampled by MCM site based on the number of clients being case-managed at the site
  - Clients were recruited to participate by the MCM site from a list generated by BSR that included a random sample of the site's clients
- As an incentive to participate, clients had the option of receiving a \$25 gift card from either Publix or Winn-Dixie



## Service Utilization among Survey Respondents 2013 - 2014

	2013		2014		2015	
	Num. Served	% of Total	Num. Served	% of Total	Num. Served	% of Total
Medical Case Management	495	100	465	100	483	100
Outpatient Medical Care	490	99.0	444	95.5	476	98.5
Pharmacy Services	442	89.3	451	97.0	473	97.9
Oral Health Care	324	65.5	293	63.0	325	67.3
Mental Health Therapy	194	39.2	150	32.3	148	30.6
Outpatient Sub. Abuse	19	3.8	23	5.0	14	2.9
Residential Sub. Abuse	45	9.1	17	3.7	17	3.5

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## Percent Very Satisfied by Service 2013 - 2015

SERVICE CATEGORY	2013	2014	2015
	% Very Satisfied	% Very Satisfied	% Very Satisfied
Outpatient Substance Abuse	70.6	52.6 *	100.0#
Outpatient Medical Care	78.5	69.8 *	83.1#
Medical Case Management	78.1	72.3 *	81.8#
Pharmacy Services	68.4	55.8 *	79.2#
Mental Health Therapy	67.7	53.0 *	73.0#
Oral Health Care	64.4	52.6 *	71.0#
Residential Substance Abuse	84.4	58.8 *	68.8

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An asterisk (\*) indicates a statistically significant decrease in percent very satisfied between 2013 to 2014  
A number sign (#) indicates a statistically significant increase in percent very satisfied between 2014 and 2015



## Average Level of Satisfaction by Service 2013 - 2015

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SERVICE CATEGORY	2013	2014	2015
	Average Satisfaction	Average Satisfaction	Average Satisfaction
Outpatient Substance Abuse	4.7	4.5	5.0#
Medical Case Management	4.7	4.7	4.8#
Outpatient Medical Care	4.7	4.6*	4.8#
Pharmacy Services	4.5	4.4	4.7#
Mental Health Therapy	4.5	4.3	4.6#
Oral Health Care	4.4	4.3*	4.6#
Residential Substance Abuse	4.8	4.2	4.6

Average satisfaction is based on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"  
 An asterisk (\*) indicates a statistically significant decrease in average level of satisfaction between 2013 to 2014  
 A number sign (#) indicates a statistically significant increase in average level of satisfaction between 2014 and 2015



## Level of Satisfaction with Provider 2015

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	% Very Satisfied	Average Satisfaction
Outpatient SA Counselor (n=14)	100.0	5.0
Residential SA Counselor (n=17)	87.5	4.9
Medical Case Manager (n=483)	81.8	4.8
Doctor, nurses, physician's assistants (n=476)	81.0	4.7
Pharmacist (n=473)	77.9	4.7
Dentist, dental hygienist (n=325)	74.8	4.6
Mental Health Counselor/Therapist (n=148)	70.2	4.6

Average satisfaction is based on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"



## Level of Satisfaction with Other Staff 2015

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	% Very Satisfied	Average Satisfaction
Outpatient SA front desk personnel (n=14)	85.7	4.9
MCM front desk personnel (n=483)	78.5	4.7
Other pharmacy staff (n=473)	75.2	4.7
Physicians front desk personnel (n=476)	74.9	4.7
Mental Health front desk personnel (n=148)	69.5	4.6
Dentist front desk personnel (n=325)	68.8	4.5

Average satisfaction is based on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"



## Level of Satisfaction with the Amount of Lag Time to Get or Schedule an Appointment 2015

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	% Very Satisfied	Average Satisfaction
Outpatient Substance Abuse (n=14)	85.7	4.9
Residential Substance Abuse (n=17)	81.3	4.8
Medical Case Management (n=483)	68.7	4.6
Outpatient Medical Care (n=476)	67.6	4.5
Mental Health Therapy (n=148)	66.4	4.5
Oral Health Care (n=325)	48.9	4.0

Average satisfaction is based on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"



## Level of Satisfaction with the Wait Time to See Provider Once Arrive at Agency 2015

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	% Very Satisfied	Average Satisfaction
Pharmacy Services (to pick up meds) (n=473)	72.6	4.6
Medical Case Management (n=483)	69.8	4.6
Outpatient Medical Care (n=476)	62.6	4.4
Oral Health Care (n=325)	51.7	4.1

Average satisfaction is based on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"



## Level of Comfort or Ease in the Waiting Room 2015

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	% Very Satisfied	Average Satisfaction
Medical Case Management (n=486)	88.0	3.8
Outpatient Medical Care (n=476)	84.9	3.8

Average comfort score is based on a 4-point scale, where 4 is "very comfortable" and 1 is "very uncomfortable"



### Unmet Need 2013 - 2015

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	2013	2014	2015
Are there any other services that you need that you are currently not receiving?			
Yes	41.8%	27.1%	25.9%
No	57.8%	70.3%	72.2%
Refuse/No answer	0.4%	2.6%	6.8%



### Needed Services 2013 - 2015

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	2013	2014	2015
And what would those services be?			
Housing assistance	39.6%	28.6%	39.8%
Dental/Oral health care	6.8%	17.5%	9.5%
Legal support	7.7%	3.2%	9.3%
Food bank or food vouchers	23.7%	15.9%	8.5%
Mental health services	6.3%	11.9%	8.5%
Vision care	7.3%	10.3%	5.1%
Assistance w/ Disability/SSI/Medicare/PAC Waiver	8.2%	4.0%	5.1%
Financial Assistance	2.9%	2.4%	5.1%
Assistance with job placement	2.4%	2.4%	5.1%
Transportation	13.5%	6.3%	4.2%



## Needed Services, con't 2013 - 2015

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	2013	2014	2015
And what would those services be?			
Medical specialty care (e.g., cardiology, podiatry)	6.3%	10.3%	3.4%
Massage Therapy/Acupuncture/Chiropractor	2.4%	0.8%	3.4%
Medication: prescription	5.3%	1.6%	2.5%
Nutritional counseling	2.4%	3.2%	2.5%
Health insurance	9.2%	5.6%	1.7%
Medication: non-prescription	1.5%	0.8%	0.0%
Rehabilitation	0.5%	0.8%	0.0%
Outpatient medical care	1.5%	0.0%	0.0%
Health education/risk reduction	1.0%	0.0%	0.0%
Treatment adherence	0.5%	0.0%	0.0%
Other	6.8%	7.1%	10.2%



## Assistance with Unmet Need 2013 - 2015

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	2013	2014	2015
Is anyone working with you to help you get these services?			
Yes	40.1%	40.5%	33.6%
No	59.4%	41.3%	60.3%
Refuse/Don't remember/Don't know	0.5%	18.3%	6.0%



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**Thank you for your attention.  
Any Questions?**

