

Ryan White Program 2022 Client Satisfaction Survey Summary of Findings

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Prepared by
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2022 Ryan White Program Client Satisfaction Survey

- FY 2022 was the 14th consecutive Ryan White Client Satisfaction Survey (CSS) administered by Behavioral Science Research (BSR). This survey has been conducted annually since 2008.
- Provides BSR and the Miami-Dade County RWP with an annual opportunity to take the pulse of program clients.
- 589 client interviews were completed, focusing on Medical Case Management (MCM), Outpatient Ambulatory Health Services (OAHS) and Oral Health Care (OHC) service categories.
- Survey data collection was conducted between September and October 2022.

Survey Methodology

- Clients were interviewed by telephone to avoid COVID-19 contact issues.
 - The clients were quota-sampled by MCM Subrecipient site, based on the number of clients currently being seen at each site. A total of 589 MCM clients were interviewed, of whom 311 also qualified for OHC surveys. A representative sample of clients with ACA insurance was sampled from each service site.
 - 23 RWP MCM sites were sampled.
 - 220 clients had ACA insurance.
 - Clients must have been in MCM care at the site for at least 6 months.
 - Clients were recruited by MCMs from a list of clients receiving MCM services. These clients gave consent for BSR to conduct the interview before BSR could contact them.
- As an incentive to participate, clients were given a \$30 Walmart “e-gift” card, by text, email, or sent by US mail.

Service Utilization among Client Satisfaction Survey Respondents, FY 2020-2022

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SERVICE CATEGORY	2020		2021		2022	
	# Served	% of Total	# Served	% of Total	# Served	% of Total
Medical Case Management	325	100%	N/A	N/A	589	100%
Outpatient Ambulatory Health Services	315	97%	517	100%	553	94%
Oral Health Care	133	42%	201	39%	311	53%

Summary of Client Satisfaction Survey

Respondent Characteristics (1)

Ethnicity (2% other)	
Hispanic	59%
Black non-Hispanic	23%
Haitian	11%
White non-Hispanic	5%

Age	
Under 35 years	18%
35-49 years	29%
50-64 years	48%
65 years and above	5%

Preferred Language	
English	42%
Spanish	48%
Haitian Creole	10%

Gender	
Males	78%
Females	21%
Transgender	1%

Summary of Client Satisfaction Survey

Respondent Characteristics (2)

Year of HIV/AIDS Diagnosis (5% don't remember)	
Before 1995	11%
1995 – 2004	23%
2005-2014	30%
2015 – present	31%

First Treated in Miami-Dade County (5% don't know)	
Before 1995	4%
1995-2004	18%
2005-2014	27%
2015 – present	46%

Employment Status	
Working full time	41%
Working part time	20%
Sporadic, episodic	11%
Not working	28%

Education	
Less than High School	3%
High School, Trade School	45%
AA or Post-HS certificate	19%
College or post-grad	33%

Summary of Client Satisfaction Survey

Respondent Characteristics (3)

Sexual Orientation (1% refused to answer)	
Heterosexual	35%
Gay/Lesbian	53%
Bisexual/Pansexual	10%
Other	1%

Tele-Health Use for MCM	
All visits in person	59%
Most in person, some tele-health	14%
Half in person, half tele-health	13%
Most or all visits tele-health	14%

Mode of Acquisition (10% don't know)	
Male-Male Sexual Contact (MMSC)	56%
Male heterosexual contact	11%
Female heterosexual contact	15%
Male IDU	3%
Female IDU	<1%
Some other way	4%

Reported Problems	
Signing up for Ryan White Program services?	3%
Language barriers in services?	2%

Summary of Client Satisfaction Survey

ACA Usage by 220 Clients

MCM gave full instructions on GAP Card use? (2% don't remember)	
Yes	92%
No	6%

GAP Card used at PCP? (1% don't remember)	
GAP Card was used	84%
GAP Card was not used	15%

Of the 184 clients who used the GAP Card, were there problems using it?	
Yes	22%
No	78%

Of those 41 clients with problems, was the problem resolved to avoid the client having to pay out of pocket? (2% don't remember)	
Yes	37%
No	61%

Percent “Very Satisfied” with Specific Personnel FY 2020-2022

SERVICE CATEGORY	2020	2021	2022
	% Very Satisfied	% Very Satisfied	% Very Satisfied
Medical Case Manager	81%	N/A	80%
Physician (MD, DO), APRN, PA	72%	76%	80%
Dentist	56%	56%	58%
Oral hygienist	55%	66%	62%

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Adherence Counseling at Medical Case Management (MCM)/Primary Medical Provider (PMP) Visits

When the client visits their MCM/PMP, how frequently does the provider...	For MCMs	For PMPs
Discuss the importance of client making all appointments? (% at every visit)	76%	85%
<i>Information is clear and easy to understand</i>	81%	82%
Discuss the importance of the client taking all required medications? (% at every visit)	74%	89%
<i>Information is clear and easy to understand</i>	81%	81%
Discuss the importance of getting/keeping VLs undetectable? (% at every visit)	71%	88%
<i>Information is clear and easy to understand</i>	79%	81%

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Percent “Very Satisfied” with Lagtime to Next Appointment 2020-2022

SERVICE CATEGORY	2020	2021	2022
	% Very Satisfied	% Very Satisfied	% Very Satisfied
Medical Case Management	58%	N/A	65%
Outpatient Ambulatory Health Services	51%	46%	51%
Oral Health Care	37%	23%	26%

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Percent “Very Satisfied” with the Amount of Time it Takes to Get a Phone Call Returned 2020-2022

SERVICE CATEGORY	2020	2021	2022
	% Very Satisfied	% Very Satisfied	% Very Satisfied
Medical Case Management	55%	N/A	65%
Outpatient Ambulatory Health Services	36%	28%	38%

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Percent “Very Easy” to Make Appointments for Care

SERVICE CATEGORY	2021	2022
	% Very Easy	% Very Easy
Medical Case Management	N/A	64%
Outpatient Ambulatory Health Services	46%	52%
Oral Health Care	26%	32%

Note: 9% reported problems keeping appointments with their OAHS providers. Of those who had problems, the most frequently mentioned reason (27%) was that they had conflicts with their work schedules.

Major Client Satisfaction Survey (CSS) findings to keep in mind ...

- Black/African Americans and persons 50-64 years old were slightly over-represented in the CSS sample when compared to the RWP as a whole (based on Needs Assessment 2022).
- Over half the MCM client base is working full-time (41%) or part-time (20%), potentially complicating access to RWP services. Similar to the 2021 Client Satisfaction Survey, the most commonly reported obstacle to keeping an OAHS appointment is a *work conflict*.
- Preferred survey language was English for 42% of the respondents, Spanish for 48%, and Haitian Creole for 10%. “Language barrier preventing service” was not an issue for clients in survey.

More Client Satisfaction Survey (CSS) findings ...

- “Ease of making an appointment” for OAHS and OHC is better in 2022 than 2021.
 - Compared to FY 2021, both OAHS and OHC service category clients are experiencing greater ease in making appointments (52% “very easy” for OAHS, and 32% for OHC).
- “Appointment satisfaction” and “contact satisfaction” levels are generally higher than the previous year.
 - Compared to FY 2021, both OAHS and OHC clients are more satisfied with the lagtime to getting a “new or next” appointment (51% for OAHS, 26% for OHC).
 - Satisfaction with the time it takes to get a phone call returned has improved for OAHS clients (38% very satisfied in 2022, vs. 28% in FY 2021).
 - Satisfaction for this question with relation to Medical Case Management appointments has improved since 2020’s CSS (65% very satisfied in 2022, vs. 55% in FY 2020).

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

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