Ryan White Program
2022 Client Satisfaction Survey
Summary of Findings

Presented on
May 4, 2023

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.

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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.

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

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%

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Summary of Client Satisfaction Survey Respondent Characteristics (1)

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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%

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Summary of Client Satisfaction Survey Respondent Characteristics (2)

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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%

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Summary of Client Satisfaction Survey Respondent Characteristics (3)

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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%

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Summary of Client Satisfaction Survey
ACA Usage by 220 Clients

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

Was GAP card used at PCP? (1% don't remember)	
GAP Card was used (n = 184)	84%
GAP Card was not used	15%

Of 184 clients who used the GAP Card, were there problems using it?	
Yes (n-41)	22%
No	78%

Of 41 clients with problems, was problem resolved so client did not pay out of pocket? (2% don't remember)	
Yes	37%
No	61%

Percent "Very Satisfied" with Specific Personnel FY 2020-2022

SERVICE CATEGORY	2020 % Very Satisfied	2021 % Very Satisfied	2022 % 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

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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%
Information is clear and easy to understand	81%	82%
Discuss the importance of the client taking all required medications? (% at every visit)	74%	89%
Information is clear and easy to understand	81%	81%
Discuss the importance of getting/keeping VLs undetectable? (% at every visit)	71%	88%
Information is clear and easy to understand	79%	81%

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Percent "Very Satisfied" with Lagtime to New/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 % Very Satisfied	2021 % Very Satisfied	2022 % 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 New/Next Appointments for Care

SERVICE CATEGORY	2021 % Very Easy	2022 % 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.

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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 demographic data, 2022).

- Over half the MCM client base is working full-time (41%) or part-time (20%), potentially complicating access to RWP services.
  - However, only 9% reported problems keeping their medical appointments. Of these, only 27% reported that work conflicts were the main obstacle.

- Preferred survey language was English for 42% of the respondents, Spanish for 48%, and Haitian Creole for 10%.
  - Only 2% reported difficulty communicating with agency staff in preferred language.

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More Client Satisfaction Survey (CSS) findings …

- "Ease of making an appointment" is easiest for MCM (64%), over OAHS (52%) and OHC (32%).
  - "Very easy" ratings for OAHS and OHC clients are higher than 2021.

- "Appointment satisfaction" and "contact satisfaction" levels in 2022 are higher for MCM than OAHS and OHC.
  - 64% of MCM clients are "very satisfied" with lagtime to getting a "new or next" appointment (vs. 52% for OAHS, 32% for OHC).
    - MCM client satisfaction with appointment lagtime in 2022 is much higher than the 58% reported in 2020.

  - Satisfaction with the time it takes to get a phone call returned is higher for MCM clients (65% very satisfied) than for OAHS (38%).
    - MCM client satisfaction with returned phone calls in 2022 is much higher than the 55% reported in 2020.

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Reported Feelings of (Non)Discrimination Within the Ryan White Program

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Discrimination at Medical Provider's Office (2021 CSS) or MCM's Office (2022 CSS)	MCM (% no)	PMP (% no)
Did _____ say or do anything to make you feel uncomfortable or discriminated against?	98%	99%
Were you ever treated unfairly at your _____ office because of your race/ethnicity?	99%	99%
...because of your country of origin?	99%	99%
...because of your sexual orientation?	99%	99%
...because of your HIV infection?	99%	99%
...because of your gender?	99%	99%
Did anyone at your _____ office do or say anything to make you feel uncomfortable or discriminated against?	96%	97%

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Ryan White Program Testimonials from Qualitative Stigma Study

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- "It was a situation that made me cry (acquiring HIV)… they hugged me and told me not to cry… those are beautiful things that made me stay (in the program) and feel at perfect ease."

- "Never ever did I feel that there was someone who had… a type of discrimination or had said a word that hurt me ... on the contrary, everyone received me with great affection and gave me great encouragement."

- "(Other providers outside the RWP) don't inspire confidence. They discriminate against me because of my appearance… (The personnel in the RWP) treat me really well. I don't have any complaints about them."

- "I cannot say anything negative (about the care within the program)… They always welcome me, if I have an urgency to see the doctor and I did not have appointment, they let me in."

- "I am eternally grateful for Ryan White… The care I receive is wonderful, it's familial, very beautiful, very empathetic. I am very grateful to God and to Ryan White."

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"Experienced Stigma" Scores by Priority Populations

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Total and Component Abbreviated Stigma Scale Scores by Race/Ethnicity/Gender Client Group					
Priority Population	Total Stigma Score	Disclosure Concerns	Negative Self Image	Personalized Stigma	Public Attitudes
BAA Male Hetero	27.0	8.5	5.5	5.7	7.3
BAA MSM	28.3	8.6	5.6	6.0	8.0
BAA Female	28.8	8.7	6.1	6.1	7.8
Haitian Male	28.7	9.5	6.5	5.8	7.0
Haitian Female	30.1	10.2	6.2	6.0	7.8
Hispanic Male Hetero	29.7	9.0	6.3	6.7	7.6
Hispanic MSM	27.8	8.6	5.9	6.0	7.3
Hispanic Female	29.6	8.7	6.4	6.6	8.0
White Male	24.1	7.3	5.1	5.0	6.8
White Female	27.0	8.0	4.5	6.5	8.0
Other	25.3	7.9	4.9	5.4	7.1
All Respondents	**28.0**	**8.7**	**5.9**	**6.0**	**7.4**

* Highlighted cells indicate deviation ≥0.5 points above the average for that section.

**Midpoint for Total Stigma Score is 30.0. Midpoint for each stigma component is 7.5.

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"Experienced Stigma" Scores by Age of Clients

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Total and Component Abbreviated Stigma Scale Scores by Age of Clients					
Age Categories	Total Stigma Score	Disclosure Concerns	Negative Self-Image	Personalized Stigma	Public Attitudes
18-24 (n=10)	28.4	9.4	5.6	5.2	8.2
25-34 (n=90)	28.2	8.6	5.9	5.9	7.7
35-44 (n=105)	28.6	8.6	6.0	6.2	7.8
45-54 (n=138)	27.2	8.4	5.7	6.0	7.1
55-64 (n=181)	28.3	8.8	6.0	6.0	7.4
65+ (n=26)	27.3	8.8	5.7	5.7	7.1
All Respondents	**28.0**	**8.7**	**5.9**	**6.0**	**7.4**

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Thank you for your attention.

Any questions?

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