

Ryan White Program FY 2023 Client Satisfaction Survey Summary of Findings

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Prepared by
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2023 Ryan White Program Client Satisfaction Survey

- FY 2023 was the 15th 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.
- 527 client interviews were completed, focusing on Medical Case Management (MCM), Outpatient Ambulatory Health Services (OAHS), Oral Health Care (OHC), Peer Education (PESN) and Mental Health Services (MHS) service categories.
- Survey data collection was conducted between September and November 2023.

Survey Methodology

- Clients were interviewed by telephone to avoid COVID-19 contact issues.
 - The clients were quota-sampled by Part A/MAI MCM Subrecipient site, based on the number of clients currently being seen at each site.
 - Among the 527 clients in the Client Satisfaction sample:
 - 271 were 50 years of age or older, 51% of the total.
 - 219 were enrolled in Affordable Care Act insurance through the RWP.
 - Clients must have been in MCM care at the site for at least 6 months.
 - Clients were recruited by subrecipient MCMs from a list of clients receiving MCM services at the sites. 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 2023

SERVICE CATEGORY	2021		2022		2023	
	# in CSS	% of Total	# in CSS	% of Total	# in CSS	% of Total
Medical Case Managers	--	--	589	100%	527	100%
Peers/Peer Navigators	-	-	-	-	133	25%
OAHS medical providers	517	100%	553	94%	523	99%
Oral Health Care providers	201	39%	311	53%	325	62%
Mental Health Counselors or Therapists	-	-	-	-	91	17%

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FY 2023 CLIENT SATISFACTION SURVEY

RESPONDENT CHARACTERISTICS

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FY 2023 Client Satisfaction Survey

Respondent Characteristics (1)

Ethnicity (2% other)	
Hispanic	66%
Black non-Hispanic	18%
Haitian	9%
White non-Hispanic	4%

Age	
Under 35 years	17%
35-49 years	32%
50-64 years	43%
65 years and above	9%

Preferred Language	
English (down from 42%)	32%
Spanish (up from 48%)	60%
Creole (down from 10%)	8%

Gender	
Males	78%
Females	19%
Transgender	2%
Other	1%

FY 2023 Client Satisfaction Survey

Respondent Characteristics (2)

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Year of HIV/AIDS Diagnosis (7% don't remember)	
Before 1995	11%
1995 – 2004	21%
2005-2014	29%
2015 – 2023	32%

First Treated in Miami-Dade County (5% don't know)	
Before 1995	6%
1995-2004	17%
2005-2014	25%
2015 – 2023	47%

Employment Status	
Working full time	38%
Working part time	19%
Sporadic, episodic	11%
Not working	31%

Education	
Less than High School	7%
High School, Trade School	42%
AA or Post-HS certificate	20%
College or post-grad	31%

FY 2023 Client Satisfaction Survey

Respondent Characteristics (3)

Sexual Orientation (1% refused to answer)	
Heterosexual	38%
Gay/Lesbian	52%
Bisexual/Pansexual	7%
Other	2%

Mode of Acquisition (Male clients only)	
Male-Male Sexual Contact	66%
Heterosexual contact	15%
Sharing needles (IDU)	1%
IDU + MMSC	0%
Some other way	5%
Can't remember, don't know	13%

Tele-Health Use for MCM	
All visits in person, no tele-health (Down from 59%)	18%
Most in person, some tele-health	14%
Half in person, half tele-health (Up from 13%)	32%
Most or all visits tele-health (Up from 14%)	36%

Reported RWP Problems	
Problems first signing up for Ryan White Program services?	2%
Language barriers in services?	3%

Client Satisfaction Survey, Affordable Care Act (ACA) FY 2023 RWP “GAP Card” Usage by 219 ACA Clients

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Of 158 ACA clients receiving GAP Cards (72%), did MCM give full instructions on how to use it? (1% don't remember)	
Yes (up from 92%)	98%
No	1%

Of the 115 clients who reported using the GAP Card, did they report problems using it?	
Yes (providers did not accept the card or know how to use it)	12%
No problems reported (up from 78%)	88%

Did clients with GAP Cards report using it at any medical visits? (3% don't remember)	
GAP Card was used (down from 84%)	73%
GAP Card was not used (often because co-pays were not required or requested)	24%

Of the 13 clients with GAP Card problems, did client have to pay out of pocket?	
No	62%
Yes	38%

COMPARATIVE SATISFACTION LEVELS FOR SERVICE CATEGORIES

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Satisfaction Levels with Care Received FY 2021-2023

SERVICE CATEGORY	2021	2022	2023	
	% Very Satisfied	% Very Satisfied	% Very Satisfied	% Dissatisfied or Very Dissatisfied
Medical Case Managers	--	80%	82%	1%
Peers/Peer Navigators	--	--	85%	0%
OAHS medical providers	76%	80%	79%	2%
Oral Health Care providers	56%	58%	61%	4%
Mental Health Counselors or Therapists	--	--	65%	5%

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Satisfaction Levels with Time it Takes to Get an Appointment FY 2021-2023

SERVICE CATEGORY	2021	2022	2023	
	% Very Satisfied	% Very Satisfied	% Very Satisfied	% Dissatisfied or Very Dissatisfied
Medical Case Managers	N/A	65%	69%	1%
OAHS medical providers	46%	51%	55%	2%
Oral Health Care providers	23%	26%	30%	21%
Mental Health Counselors or Therapists	--	--	52%	3%

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Ease of Making Appointments for Care FY 2021-2023

SERVICE CATEGORY	2021	2022	2023	
	% Very Easy	% Very Easy	% Very Easy	% Difficult or Very Difficult
Medical Case Managers	--	64%	66%	1%
OAHS medical providers	46%	52%	55%	4%
Oral Health Care providers	26%	32%	30%	20%
Mental Health Counselors or Therapists	--	--	49%	6%

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SPECIAL ISSUES IN CARE

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Adherence Counseling at Medical Case Management (MCM) and Primary Care Physician (PCP) Visits

When the client visited their MCM/PCP, how frequently did this person...	For MCMs	For PCPs
Discuss the importance of going to all appointments? (% at every visit)	81%	86%
<i>Information was clear and easy to understand</i>	87%	87%
Discuss the importance of taking all required medications? (% at every visit)	82%	89%
<i>Information was clear and easy to understand</i>	89%	87%
Discuss the importance of getting/keeping VLs undetectable? (% at every visit)	79%	91%
<i>Information was clear and easy to understand</i>	88%	85%

Percentages in red reflect significant improvements over FY 2022 levels.

Role of Peers in HIV Care

Incidence of Clients Without Peers, FY 2023

% of MCM clients who reported that they <i>did not have a Peer</i> working with them (or did not know whether they had a Peer), despite hearing a detailed explanation of Peer titles and roles	74%
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Reasons given by clients for why they do not have a Peer

Client never heard of Peers before, did not know Peers were available	67%
MCM offered to provide Peer services at another agency, client declined	11%
MCM offered Peer services at own agency, client declined	8%
Client asked MCM about Peer services, but services were not available	>1%
Some other reason, client can't say, client unsure, client doesn't know	14%

Role of Peers in RWP HIV Care

Overlap in Perceived Roles of MCMs and Peers

Similarities in service profiles between what clients report their MCMs and Peers “did the most” over the last 12 months “to help me with my HIV.”

	MCM	Peer
Follows up with everything	75%	70%
Enrollment in the RWP, in ADAP, in other services	10%	6%
Reminds client about appointments	5%	8%
Provides support	0%	8%
Helped client to get medications	2%	0%
Referrals to other RWP agencies, food bank, legal services	2%	5%
Provide transportation	<1%	2%
Reminds client to take medications	0	1%
% of clients “very satisfied” with services	82%	85%

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Mental Health Service Issues, FY 2023

	Black/AA (n=95)	Haitian (n=49)	Hispanic (n=348)	White (n=21)
In last 12 months, I felt I needed MH counseling	31%	8%	29%	38%
... and I got an appointment	73%	100%	56%	75%
... and I was very satisfied with my counselor	85%	67%	84%	100%
... and it was very easy to get an appointment	60%	67%	43%	60%
... but I didn't get an appointment	28%	0%	44%	25%
...because there were complications/obstacles	0%	-	69%	-
... because I felt embarrassed or stigmatized	25%	-	16%	-
... or I didn't know where to go for help	13%	-	11%	-
... or I didn't know I could get it through the RWP	13%	-	11%	-
...or I couldn't get an appointment when I needed it	25%	-	11%	-
...or I just toughed it out	25%	-	2%	-

Interpret “non-appointment” data from Black/AA clients with caution: the numbers are based on only 8 respondents. Likewise, the “appointment” data from Haitians are based on 3 respondents with non-missing data, and data from Whites are based on 6.

Special Needs of Clients in Care, <50 and ≥ 50

FY 2021-2023

	Clients <50 n = 256	Clients ≥ 50 N = 271
% very satisfied with MCM services	82%	82%
% very satisfied with ease of getting MCM appt	68%	69%
% very satisfied that MCM understands needs	75%	81%
Reported co-occurring high blood pressure	16%	42%
Reported co-occurring diabetes	5%	20%
Reported co-occurring arthritis or bone problems	5%	14%
Reported co-occurring mental health issues	11%	10%
Reported co-occurring neuropathy	3%	8%
% seeing specialist for co-occurring conditions	39%	37%
% dissatisfied with time to get specialist appt.	20%	9%
% very satisfied with their specialty medical doc	60%	66%
% very satisfied with their regular PCP	78%	79%

Percentages in red reflect significant differences between clients <50 years and clients ≥50.

Noteworthy CSS findings ...

- Overall “very satisfied” levels for MCM and OAHS services continue to be high (~80% of clients). Although levels of OHC satisfaction are trending upward since 2021, only 61% of OHC clients are “very satisfied.”
- Overall, MCM and OAHS clients report higher satisfaction with the appointment process and greater ease in getting appointments in FY 2023 than in FY 2022. However, client satisfaction with OHC appointments is substantially below MCM and OAHS.
- MCM tele-health use has increased substantially over 2022 levels (68% use tele-health for half or more of their visits, up from 27%).
- GAP card use for clients enrolled in ACA services is 73%, lower than FY 2022 because current ACA insurance plans often do not require co-pays.
- Adherence counseling rates are significantly higher for MCM clients in FY 2023 than they were in FY 2022.

Noteworthy CSS findings (cont'd)

- Almost 75% of MCM clients reported not having a Peer as part of their MCM treatment team. Of these persons, 67% say they were not aware of the availability of Peers. It is likely that many MCM clients do not differentiate between Peers and MCMs in their care: the reported service profiles of these two caregivers are remarkably similar, and satisfaction levels for these two treatment team members are virtually identical.
- Service needs for clients over 50 years of age are primarily medical, not related to RWP care. The “over-50s” are highly satisfied with their RWP care, and although many of them they have medical co-occurring conditions related to aging (diabetes, high blood pressure, arthritis), they would rather go to their customary PCP for care than see a specialist. Besides, the time needed to get a specialty care appointment is a source of dissatisfaction.
- About 30% of the RWP clients say they could have used mental health services in the past year, but one out of four of these clients were frustrated in getting an appointment and did not get the help they needed, and satisfaction levels could use some improvement.

RWP Client Satisfaction Survey

Discussion Question #1 - OHC

1. For our OHC subrecipients in the audience, 21% of participants in 2023 were dissatisfied or very dissatisfied with the wait time for an appointment and 20% were dissatisfied or very dissatisfied with the ease of making an appointment. Can you identify one or two potential causes for:
 - Lack of appointment availability
 - Lack of ease in scheduling an OHC appointment

RWP Client Satisfaction Survey

Discussion Question #2 - Mental Health Service Access among Hispanics

Sixty-nine percent (N=45) of RWP Hispanic participants who needed a MH counseling appointment did not get it because there were complications/obstacles (see page 9). Can you identify one or two complications/obstacles, other than those listed identified in the survey, that Hispanic clients may be experiencing when attempting to access MH counseling in the RWP?

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

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