

2023 Client Satisfaction Survey Summary

August 8, 2024

Presentation created by Behavioral Science Research Corp.



FY 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), Peer Education and Support Network (PESN), Outpatient Ambulatory Health Services (OAHS), Oral Health Care (OHC), and Mental Health Service (MHS) categories.



Survey data collection was conducted between September and November 2023.

Survey Methodology

- ▶ Clients were interviewed by telephone
 - ▶ The clients were quota-sampled by Part A/MAI MCM Subrecipient site, based on the number of clients currently being seen at each site. Multiple sites could be sampled within subrecipient providers.
 - ▶ 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.
- ▶ To be eligible for the survey, clients must have been in RWP MCM care (with billed MCM services) 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 CSS Respondents, FY 2022-2023

SERVICE CATEGORY	2022		2023	
	# Served	% of Total	# Served	% of Total
Medical Case Management	589	100%	527	100%
Peer Education and Support Network	N/A	N/A	133	25%
Outpatient Ambulatory Health Services	553	94%	523	99%
Oral Health Care	311	53%	325	62%
Mental Health Care	N/A	N/A	91	17%

Summary of Client Satisfaction Survey

Respondent Characteristics (1)

Ethnicity (2.7% 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	32%
Spanish	60%
Haitian Creole	8%

Gender

Males	78%
Females	19%
Transgender	2%

Summary of Client Satisfaction Survey

Respondent Characteristics (2)

Year of HIV/AIDS Diagnosis (6% don't remember)

Before 1995	11%
1995 - 2004	21%
2005-2014	29%
2015 - present	32%

First Treated in Miami- Dade County (5% don't know)

Before 1995	6%
1995-2004	17%
2005-2014	25%
2015 - present	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%

Summary of Client Satisfaction Survey

Respondent Characteristics (3)

Sexual Orientation (1% refused to answer)

Heterosexual	38%
Gay/Lesbian	52%
Bisexual/Pansexual	7%
Other	2%

Tele-Health Use for MCM

All visits in person (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%

Mode of Acquisition	M	F
Same Sex Contact	66%	5%
Heterosexual contact	15%	59%
Sharing Needles	1%	2%
Medical Procedure/Perinatal	3%	7%
Some other way	2%	2%
Refused/Can't Remember	13%	25%

Reported RWP Problems

Signing up for RWP services?	2%
Language barriers?	3%

Summary of Client Satisfaction Survey

Gap Card Usage by 219 RWP-Paid ACA Clients

Of 158 RWP ACA clients receiving GAP Cards (72%), did MCM give full instructions on how to use it?
(1% don't remember)

Yes 98%

No 1%

Did clients with GAP Cards report using it at any medical visits?

(3% don't remember)

GAP Card was used
(n = 158) 73%

GAP Card was not used 24%

Of 116 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%

Of the 13 clients with GAP Card problems, did client have to pay out of pocket?

No 62%

Yes 39%

Satisfaction Levels with Care Received FY 2022-2023

SERVICE CATEGORY	2022	2023	
	% Very Satisfied	% Very Satisfied	% Dissatisfied or Very Dissatisfied
Medical Case Manager	80%	82%	1%
Peer Education Support Network	N/A	85%	0%
Physician (MD, DO), APRN, PA	80%	79%	2%
Oral Health Care	58%	61%	4%
Mental Health Services	N/A	65%	5%

Percent “Very Satisfied” with Lagtime to New/Next Appointment FY 2022-2023

SERVICE CATEGORY	2022	2023	
	% Very Satisfied	% Very Satisfied	% Dissatisfied or Very Dissatisfied
Medical Case Management	65%	69%	1%
Outpatient Ambulatory Health Services	51%	55%	2%
Oral Health Care	26%	30%	21%
Mental Health Services	N/A	52%	3%

Percent “Very Easy” to Make New/Next Appointments for Care

SERVICE CATEGORY	2022	2023	
	% Very Easy	% Very Easy	% Difficult or Very Difficult
Medical Case Management	64%	66%	1%
Outpatient Ambulatory Health Services	52%	55%	4%
Oral Health Care	32%	30%	20%
Mental Health Services	N/A	49%	6%

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)	81%	86%
<i>Information is clear and easy to understand</i>	87%	87%
Discuss the importance of the client taking all required medications? (% at every visit)	82%	89%
<i>Information is clear and easy to understand</i>	89%	87%
Discuss the importance of getting/keeping VLs undetectable? (% at every visit)	79%	91%
<i>Information is clear and easy to understand</i>	88%	85%

Percentages in green 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 did not have a Peer working with them (or did not know whether they had a Peer), despite hearing a detailed explanation of Peer titles and roles **75%**

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 at that provider **>1%**

Some other reason, client can't say, client unsure, client doesn't know **14%**

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 mental health counseling	31%	8%	29%	38%
... and I got an appointment	73%	100%	56%	75%
<i>... and I was very satisfied with my counselor</i>	85%	67%	84%	100%
<i>... and it was very easy to get an appointment</i>	60%	67%	43%	60%

Aging with HIV (clients over 50)

FY 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 medical specialist for co-occurring condx	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.



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

- ▶ Overall “very satisfied” levels for MCM and OAHS services continue to be high (~80% of clients). MCM and OAHS clients report higher satisfaction with the appointment process and greater ease in getting appointments in FY 2023 than in FY 2022.
- ▶ Although levels of OHC satisfaction are trending upward since 2021, only 61% of OHC clients are “very satisfied.” Moreover, client satisfaction with time it takes to get an OHC appointment is below MCM and OAHS levels. OHC service and access dissatisfaction issues are a serious source of concern.
- ▶ MCM tele-health use has increased substantially over 2022 levels (68% use tele-health for half or more of their visits, up from 27%).
- ▶ Adherence counseling rates are significantly higher for MCM clients in FY 2023 than they were in FY 2022.

More Client Satisfaction Survey (CSS) findings ...

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- ▶ RWP client satisfaction levels with Peer and MCM services are very high, even if clients do not differentiate between these two roles. Almost 75% of MCM clients reported not having a Peer as part of their care team, despite virtually all of them receiving care from MCM agencies with Peers on board. High levels of contact and “follow up support” contribute to high client satisfaction.
 - ▶ The “over-50” RWP clients in care are highly satisfied with their RWP care, and although many of them have medical co-occurring conditions related to aging (diabetes, high blood pressure, arthritis), they are more likely to go to their customary PCP for care than see a specialist. Except for a higher incidence of medical co-occurring conditions, the over-50s are indistinguishable from under-50s.
 - ▶ 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. Satisfaction levels could use some improvement.

*Thank
You*

