



2/11/16

## 2015-2016 Ryan White Satisfaction Survey

U.S. Department of Health and Human Services, Health Resources and Services Administration, HIV/AIDS Bureau's vision is "Optimal HIV/AIDS care and treatment for all". The Area 12 (Volusia and Flagler counties) Ryan White Program (RW) embraces this vision for its HIV positive consumers. To attain this vision, key program principles expect that consumers receive respectful, culturally sensitive services, from knowledgeable staff, who understand that optimal service is individualized and person centered. Area 12 RW collects data on those served through a variety of devices including a client survey that gauges client perceptions on such subjects as: the intelligibility of services and information; the knowledge and respectfulness of the provider; and the inclusion of consumers in their care.

The 2015-2016 Satisfaction Survey was conducted between April 2015 and January 2016. Five hundred and Twenty-six (526), practicable responses were received. The new survey paradigm\*, that began during the 2014-2015 grant period, distributed redesigned survey tools to all providers with a Ryan White Contract or MOA. The new tool was more literacy friendly, using colors to delineate positive and negative responses (green to yellow to red respectively), with increased white space and reduced survey length. Providers were instructed that:

- Clients who received services must be afforded the opportunity to rate and comment on the service they received that day.
- Respondents be given the option to complete the survey in private or receive assistance from staff.
- All surveys were anonymous and should be collected discretely.
- Surveys should be submitted to the Lead Agency with regular invoice packets.

The shift to the survey paradigm resulted from the Area 12 Ryan White Program's continued movement toward greater alignment with national and consortia directives of person (patient) centered care such as:

- Greater consumer understanding of and inclusion in the care process
- Quicker recognition and resolution of consumer issues and
- Alignment of consumer input demographics with program demographics.

*\* This paradigm shift will affect certain year over year comparisons to years prior to 2014-2015, as it allowed each client multiple opportunities to assess services.*

## 2015-2016 Ryan White Satisfaction Survey

Results of the 2015-2016 survey signal progress toward person centered care. Consumers are experiencing the benefits of increased inclusion and health literacy practices aimed at better understanding. This is revealed in the noticeable departure from comments simply expressing general overall praise.

- \* *“Very kind and compassionate the interview was thorough, but not burdensome. I left with no questions or concerns.”*
- \* *“... So comforting and gave a lot of information that was helpful to me and I could honestly say I was very nervous coming in... everything so eye opening...”*
- \* *“I couldn't have asked for more. The services help me to cope with my disease.”*
- \* *“I feel comfortable and my language and good service.”*
- \* *“...not only helpful but very non-judgmental through the whole process so far.”*
- \* *“Very helpful & quick. Gave me a few options on paperwork and dates. Provided info on what's covered, dental assistance and additional info on what Ryan White funding helps with and how to get the extra assistance I need that I wasn't aware I could get.”*
- \* *“They called to check on me to see how I was feeling and doing. Great!” (Peers)*
- \* *“The staff and Dr. are very helpful, studious and understanding.” (Doctor)*

(Over 84% of comments were for Case Management.)

The conclusion that providers have taken advantage of the new paradigm's ready access to consumer input to identify and address consumer issues in a timelier manner is supported by the reduction of adverse system wide comments from 10% to 2% over the last year. Overall success of the Ryan White Program, as judged by its consumers, resulted in a 92% or higher rating for all central services with most service categories receiving 98% or higher.

The elimination of barriers inherent in a mailed survey was a main goal of the survey process. The paradigm shift continues to answer the historic respondent/ program parity issues of inequality between service demographics and respondent demographics. The participation of race/ethnicity, age and gender continue to be in alignment with local service demographics.

The second year of the new model sustained the growth in consumer responses (roughly 200 additional). Increased electronic scoring helped resolve resulting capacity issues. Providers that offered more than one service received instruction to reduce their number of invalid surveys. This resulted in an increased Peer response rate of 96% for 2015-2016. However, there is still room for improvement. The majority of invalid responses system wide were still a result of multiple service categories being rated on a single survey form and non-participation by individual providers must be addressed.

The Area 12 Ryan White Program has been successful in providing service in a professional, respectful, consumer inclusive manner that resulted in the overwhelming satisfaction of those served.

## 2016 RWPB CLIENT SATISFACTION SURVEY SCORES

2/11/2016

Surveys received between 4/1/15-1/31/16

	5	4	3	2	1	0				
Case Management	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total Responses	Weighted Score	Average Score	Percent
1. Staff treated me with respect	263	0	0	0	0	0	263	1315	5.000	100.00%
2. I received the information/service I needed	255	0	0	0	0	0	255	1275	5.000	100.00%
3. The information or service I received was clear and understandable	259	0	0	0	0	0	259	1295	5.000	100.00%
4. Staff took time to discuss my options with me	254	15	0	0	0	0	269	1330	4.908	98.15%
5. Staff was knowledgeable about resources and/or referrals	257	22	0	0	0	0	279	1373	4.862	97.25%
6. I was served in a timely manner	258	19	0	0	0	0	277	1366	4.868	97.35%
7. The staff understands how HIV/AIDS affects my life	229	24	0	0	0	0	253	1241	4.905	98.10%
8. I would recommend this service to other people	258	20	1	0	0	0	279	1373	4.921	98.42%
									<b>4.933</b>	<b>98.66%</b>

	5	4	3	2	1	0				
Peers	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total Responses	Weighted Score	Average Score	Percent
1. Staff treated me with respect	56	0	0	0	0	0	56	280	5.000	100.00%
2. I received the information/service I needed	53	0	0	0	0	0	53	265	5.000	100.00%
3. The information or service I received was clear and understandable	52	0	0	0	0	0	52	260	5.000	100.00%
4. Staff took time to discuss my options with me	50	44	6	0	1	0	101	445	4.406	88.12%
5. Staff was knowledgeable about resources and/or referrals	54	39	9	3	0	0	105	459	4.371	87.43%
6. I was served in a timely manner	48	40	12	2	0	0	102	440	4.314	86.27%
7. The staff understands how HIV/AIDS affects my life	48	41	12	1	0	1	102	442	4.333	86.67%
8. I would recommend this service to other people	58	42	9	0	0	1	109	485	4.450	88.99%
									<b>4.609</b>	<b>92.18%</b>

**2016 RWPB CLIENT SATISFACTION SURVEY SCORES**

2/11/2016

	5	4	3	2	1	0				
<b>Doctor</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Weighted Score</b>	<b>Average Score</b>	<b>Percent</b>
1. Staff treated me with respect	122	0	0	0	0	0	122	610	5.000	100.00%
2. I received the information/service I needed	120	0	0	0	0	0	120	600	5.000	100.00%
3. The information or service I received was clear and understandable	119	0	0	0	0	0	119	595	5.000	100.00%
4. Staff took time to discuss my options with me	118	7	2	0	1	0	128	625	4.883	97.66%
5. Staff was knowledgeable about resources and/or referrals	118	7	4	0	1	0	130	631	4.854	97.08%
6. I was served in a timely manner	117	9	2	0	1	1	129	628	4.868	97.36%
7. The staff understands how HIV/AIDS affects my life	67	8	5	0	1	0	81	383	4.728	94.57%
8. I would recommend this service to other people	118	10	2	0	1	1	131	637	4.863	97.25%
									<b>4.899</b>	<b>97.99%</b>

	5	4	3	2	1	0				
<b>Pharmacy</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>N/A</b>	<b>Total Responses</b>	<b>Weighted Score</b>	<b>Average Score</b>	<b>Percent</b>
1. Staff treated me with respect	2	0	0	0	0	0	2	10	5.000	100.00%
2. I received the information/service I needed	2	0	0	0	0	0	2	10	5.000	100.00%
3. The information or service I received was clear and understandable	2	0	0	0	0	0	2	10	5.000	100.00%
4. Staff took time to discuss my options with me	2	0	0	0	0	0	2	10	5.000	100.00%
5. Staff was knowledgeable about resources and/or referrals	2	0	0	0	0	0	2	10	5.000	100.00%
6. I was served in a timely manner	2	0	0	0	0	0	2	10	5.000	100.00%
7. The staff understands how HIV/AIDS affects my life	2	0	0	0	0	0	2	10	5.000	100.00%
8. I would recommend this service to other people	2	0	0	0	0	0	2	10	5.000	100.00%
									<b>5.000</b>	<b>100.00%</b>

## 2016 RWPB CLIENT SATISFACTION SURVEY SCORES

2/11/2016

	5	4	3	2	1	0				
Dentist	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total Responses	Weighted Score	Average Score	Percent
1. Staff treated me with respect	2	0	0	0	0	0	2	10	5.000	100.00%
2. I received the information/service I needed	2	0	0	0	0	0	2	10	5.000	100.00%
3. The information or service I received was clear and understandable	1	0	0	0	0	0	1	5	5.000	100.00%
4. Staff took time to discuss my options with me	2	0	0	0	0	0	2	10	5.000	100.00%
5. Staff was knowledgeable about resources and/or referrals	1	0	0	0	0	0	1	5	5.000	100.00%
6. I was served in a timely manner	2	0	0	0	0	0	2	10	5.000	100.00%
7. The staff understands how HIV/AIDS affects my life	1	0	0	0	0	0	1	5	5.000	100.00%
8. I would recommend this service to other people	2	0	0	0	0	0	2	10	5.000	100.00%
									5.000	100.00%

## DEMOGRAPHICS

Gender	#	%
Male	373	71.87%
Female	142	27.36%
Transfemale	4	0.77%
Transmale	0	0.00%
<b>Total</b>	<b>519</b>	<b>100%</b>

Age	#	%
0-12	0	0%
13-24	26	5%
25-44	189	36.56%
45-64	273	52.80%
65+	29	5.61%
<b>Total</b>	<b>517</b>	<b>100%</b>

Race / Ethnicity	#	%
Black	211	40.73%
White	245	47.30%
Hispanic	53	10.23%
Other	9	1.74%
<b>Total</b>	<b>518</b>	<b>100%</b>