

MARYLAND DEPARTMENT OF HEALTH

**2017 Ryan White
Client Satisfaction Survey (CSS):
Summary of Results and Recommendations**

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Prevention and Health Promotion Administration

MISSION AND VISION

MISSION

The mission of the Prevention and Health Promotion Administration is to protect, promote and improve the health and well-being of all Marylanders and their families through provision of public health leadership and through community-based public health efforts **in partnership with local health departments, providers, community based organizations, and public and private sector agencies**, giving special attention to at-risk and vulnerable populations.

VISION

The Prevention and Health Promotion Administration envisions a future in which all Marylanders and their families enjoy optimal health and well-being.

CSS Overview

Goals:

- Monitor and evaluate the care delivered to HIV-positive clients in Maryland and the D.C. Eligible Metropolitan Area (EMA)
- Inform participating agencies of any areas in need of improvement or corrective action
- Collect data on quality-related performance measures

Survey Participants:

Clients who received services at agencies funded by:

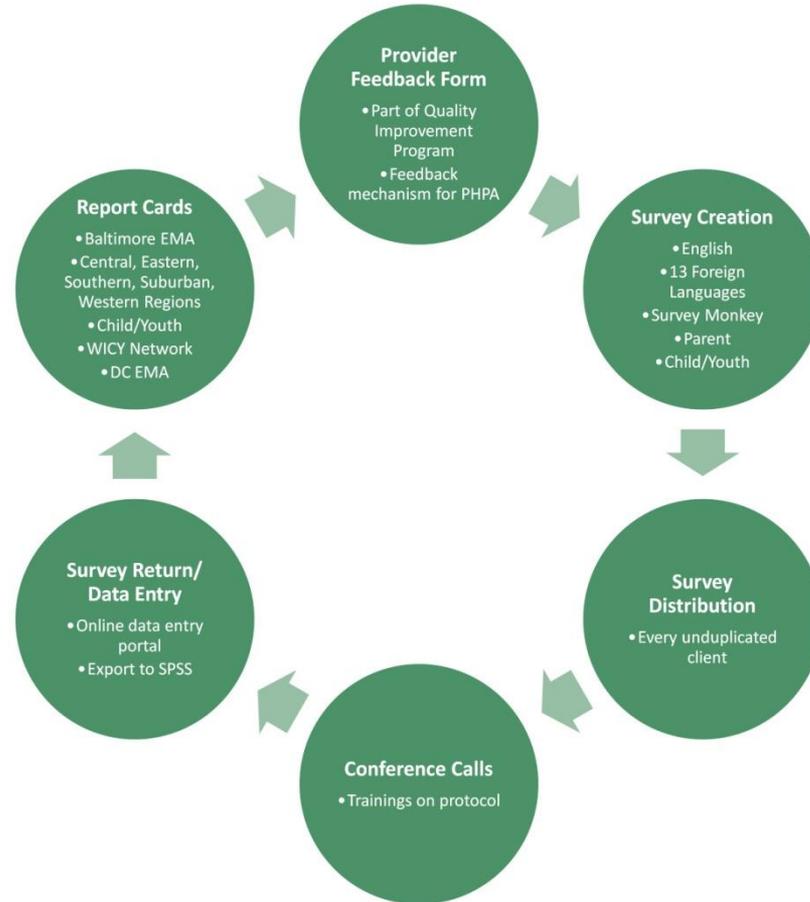
- Ryan White program
- Maryland State funds

Survey Distribution Period: October 1st – November 30th (2 months)

CSS History

- **1999-** First implementation of annual CSS
- **2008-** All Part A funded programs in the Baltimore Eligible Metropolitan Area (EMA) joined
- **2008-2015-** All Part D funded sites in Maryland participated
- **2017-** New collaboration efforts with the D.C. Department of Health

Lifecycle of CSS



CSS Survey Types

- The paper survey is available in the following foreign languages: Akan (Twi), Amharic, Arabic, French, Haitian Creole, Italian, Kinyarwanda, Portuguese, Sierra Leone Creole, Spanish, Swahili, Tigrinya, and Vietnamese.
- Parent surveys were designed for pediatric sites.
- In 2011, a Survey Monkey version of the survey was made available for all sites (English only).

CSS Surveys – Child and Youth

Child Satisfaction Survey 2017 (Ages 7-11)

We want to know what you think about our clinic.
Please answer the questions below after you tell us something about you.

I am _____ years old.

I am at: Boy Girl

What is your race? Black/African American White American Indian/Alaska Native Asian Native Hawaiian/Other Pacific Islander

Are you Hispanic or Latino? Yes No

1. How often is staff respectful of you and your family?	Always	Most of the Time	Sometimes	Never
2. How often are you treated like a kid with your own needs and thoughts?	Always	Most of the Time	Sometimes	Never
3. How often does staff spend enough time with you?	Always	Most of the Time	Sometimes	Never
4. How happy are you with the amount of time people have to answer your questions?	Very happy	Happy	Not Really Happy	Not Happy
5. How happy are you with the services you receive here? (like your medical care, your nurse, your social worker, your psychologist, your child life specialist)	Very happy	Happy	Not Really Happy	Not Happy
6. How happy are you with the amount of information you get from the people in the clinic?	Very happy	Happy	Not Really Happy	Not Happy
7. How is the support from the people in the clinic?	Excellent	Good	Fair	Poor
8. What are the best things about coming here?				
9. What do you wish you could change?				

- Child versions of the survey are available for 7-11 year olds
- Youth versions of the survey are available for 12-17 year olds
- Child and Youth survey data is analyzed separately from the adult/parent surveys.

CSS Part A Providers

- AIRS
- Anne Arundel County Health Department
- Baltimore County Health Department
- BCHD Clinic
- BCHD Oral Health Services
- Carroll County Health Department
- Chase Brexton Health Services
- Family Health Centers - Cherry Hill
- Harford County Health Department
- Health Care for the Homeless
- Independent Living Foundation
- JHU Comprehensive Care Practice
- JHU Pediatrics
- JHU Psychiatry
- JHU Women's Program
- John G. Bartlett Specialty Practice
- Light Health and Wellness
- New Vision House of Hope
- Park West Health System, Inc.
- Project PLASE
- Queen Anne's County Health Department
- Sinai Hospital, Infectious Disease Ambulatory Care Center (IDAC)
- Sisters Together and Reaching (STAR)
- Total Health Care
- University of Maryland Dentistry PLUS Clinic
- University of Maryland IHV, Midtown - IHV
- University of Maryland IHV, Midtown - Jacques
- University of Maryland PACE
- University of Maryland STAR TRACK

CSS Response Rates

	Baltimore Part A Region	State
Total Surveys Available	5,689	7,567
Total Clients Seen	7,769	9,565
Returned Unused	2,497	3,314
Returned by Non-HIV+ Clients or Identified as Duplicates	13	14
Distributed to HIV+ Clients	3,179	4,240
Distribution Rate	40.9%	44.3%
Total Surveys Completed by Clients	2,034	2,776
Client Return Rate	64.0%	65.5%

Total Surveys Available – We sent the sites the same number of surveys as the clients that site reported seeing in CAREWare during the distribution period in 2016.

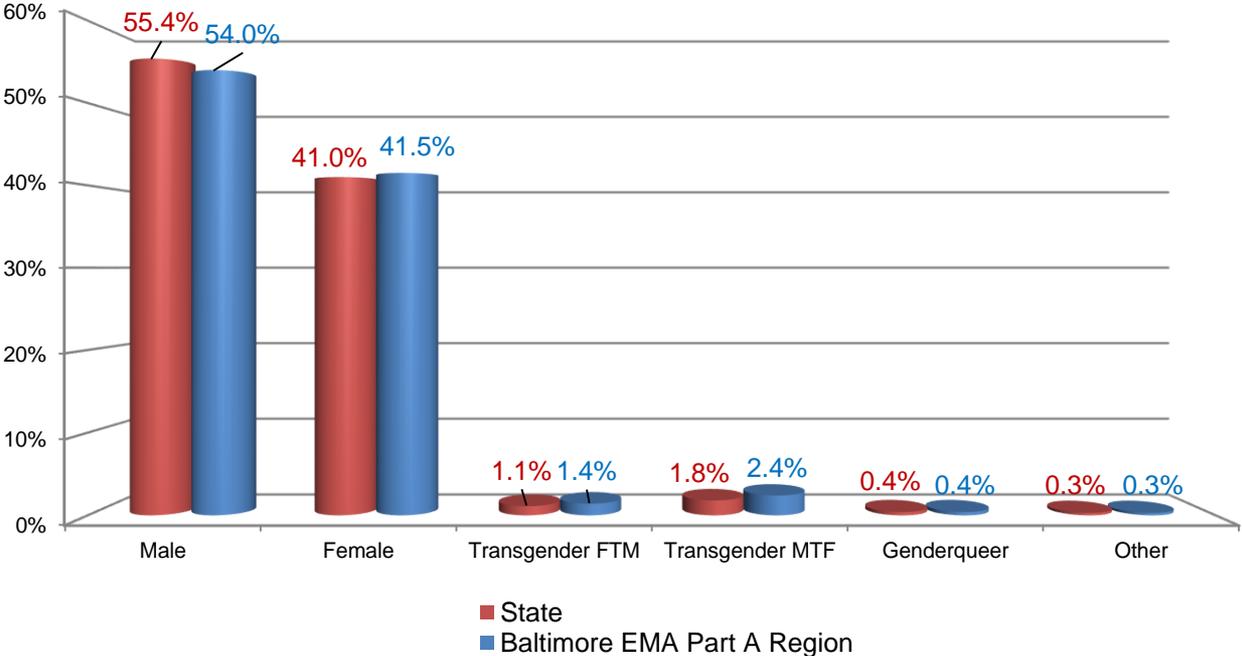
Total Clients Seen - as reported in CAREWare for the 2017 distribution period

Returned by Non-HIV+ Clients or Identified as Duplicates - a few duplicates but the majority were Hep C patients from the Infectious Disease clinics, primarily John G. Bartlett Specialty Practice

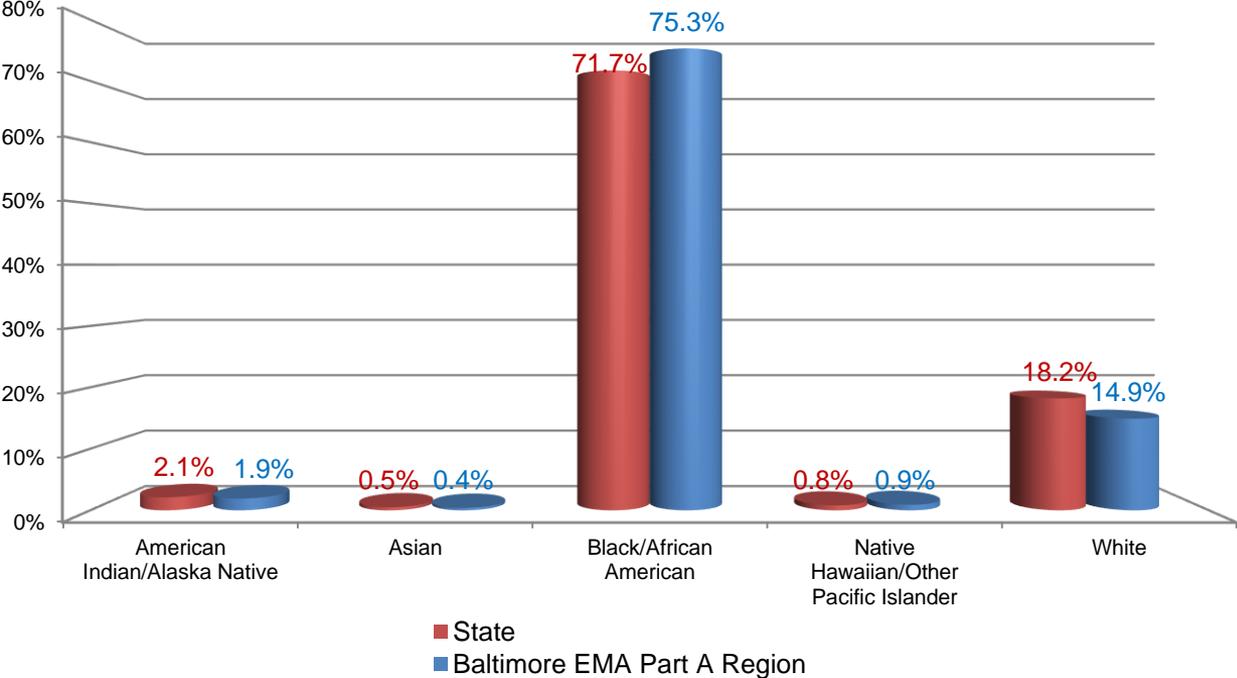
CSS Part A Demographics – Education/Employment

	Baltimore Part A Region	State
At least a high school education	74.7%	76.8%
Currently employed full-time	21.3%	22.0%
Currently employed part-time	14.0%	14.0%
Currently on disability	38.4%	38.0%
Currently unemployed and not on disability	14.2%	14.4%
Retired	7.6%	7.3%
Student	1.5%	1.4%

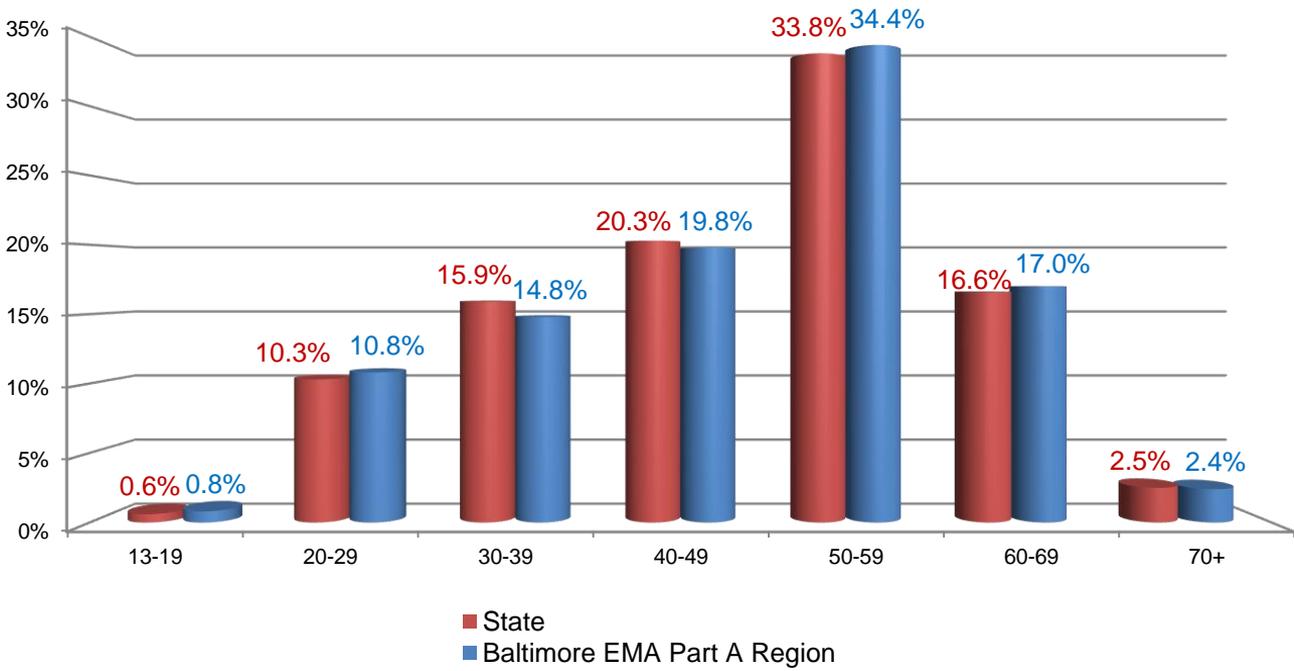
CSS Part A Demographics – Gender Identity



CSS Part A Demographics - Race



CSS Part A Demographics - Age



Part A Appointments

When asked how long after their appointment time they usually have to wait to be seen by their *case manager*:

- **55.2%** said they waited less than 15 minutes
- **32.2%** waited 15-30 minutes
- **9.9%** waited 31 minutes to 1 hour

When asked how long after their appointment time they usually have to wait to be seen by their *medical provider*:

- **46.3%** said they waited less than 15 minutes
- **39.5%** waited 15-30 minutes
- **11.6%** waited 31 minutes to 1 hour

Part A Appointments (Cont.)

Region wide, when asked why they missed appointments in the past year:

- **28.9%** of clients said they missed because they **forgot** their appointment
- **13.5%** indicated that they could not get **transportation**
- **12.6%** responded that they were **too sick** to travel

When asked if providers/staff refused to see them because they were late:

6.4% indicated that they were denied services

Part A Service Delivery

With respect to care provided:

- **89.1%** were *very satisfied* with the **medical care** they received
- **90.3%** were *very satisfied* with the **dental care** they received
- **86.9%** were *very satisfied* with the **case management** they received
- **86.5%** were *very satisfied* with the **mental health services** they received

Regarding dental care:

- **69.7%** said that they had been asked if they had been examined by a dentist in the past year
- **70.2%** said that they were given a referral if they needed to see a dentist

Part A Service Delivery (Cont.)

Client/Staff interaction:

- **86.5%** were *very satisfied* with the **availability of the providers/staff** to answer their questions
- **87.4%** were *very satisfied* with the **information given to them** by the providers/staff
- **89.8%** indicated that their providers suggested **ways to help them remember to take their HIV medication**
- **90.8%** reported that their providers tried to find out if they had **other needs** that were not being met
- **92.2%** indicated that they received a **referral** if they needed additional services

Part A Service Delivery (Cont.)

Regarding access to patient-centered care:

- **98.1%** of respondents reported that the providers/staff treated them with **respect** *always* or *most of the time*
- **97.3%** indicated that providers/staff **spend enough time** with them *always* or *most of the time*
- **90.6%** of respondents said that someone asked them how they were **feeling emotionally** *always* or *most of the time*
- **95.8%** of respondents reported that they could **schedule an appointment** soon enough to meet their needs *always* or *most of the time*
- **78.8%** said they knew what steps to take if they had a **problem with services** at the agency

Part A Treatment as Prevention

When asked how often someone at this site explained how to prevent the spread of HIV:

- **87.4%** of respondents said someone explained **how to prevent giving HIV to others** *always or most of the time*
- **87.0%** of respondents reported that someone at their care site discussed the **importance of telling their sexual and needle-sharing partners** about their HIV status *always or most of the time*
- **83.9%** indicated that someone offered to assist them with **notifying their sexual or needle-sharing partners** of their possible exposure to HIV *always or most of the time*
- **88.0%** said someone explained how to **protect themselves from being infected with another STI or getting another strain of HIV** *always or most of the time*

Part A Treatment as Prevention (Cont.)

When asked how often someone at this site explained how to prevent the spread of HIV:

- **90.0%** reported that someone explained the **side effects of their HIV medications** in a way that they could understand *always* or *most of the time*
- **93.7%** said that someone explained the **importance of taking their HIV medications** in a way that they could understand *always* or *most of the time*
- **92.2%** indicated that someone made sure that they **understood what their lab results meant** *always* or *most of the time*

Part A Barriers and Unmet Needs

Barriers to HIV care:

- **1.6%** said that **transportation** issues were a problem
- **1.0%** indicated that **they, themselves**, were a barrier to their care,
- **1.0%** said that **work** interfered with their care
- **45.6%** of clients reported that there were **no obstacles** to their care

Barriers to taking HIV medicine as prescribed:

- **3.1%** of respondents said that they **forgot** to take them
- **0.9%** indicated that **they, themselves**, got in their own way
- **0.9%** reported the issue was a problem with their **prescription or refill**
- **43.3%** of clients reported that there was **nothing** that got in the way or that they **never miss** taking their medicine

Part A Barriers and Unmet Needs (Cont.)

Unmet needs:

- **2.7%** indicated that they needed **housing**
 - **20.5%** of respondents reported being **homeless** in the past year
- **2.1%** said that they needed **dental care**
- **1.6%** reported that they needed help with **transportation**
- **44.4%** of clients reported that they had **no unmet needs**

Part A Discrimination

Within Part A Agencies:

- **2.2%** (43 of 1,935 clients) reported feeling discriminated against by their care site because of their HIV status

Outside Part A Agencies:

- **7.6%** (139 of 1,825 clients) reported feeling discriminated against in any setting or situation **OTHER THAN** their care site because of their HIV status

Part A Areas in Need of Improvement

- **69.7%** of sites, that do not exclusively provide dental care, ask about **dental examination** in past year.
 - **70.2%** of respondents indicated that they received a referral for dental services from sites that do not exclusively provide dental care.
 - We suggest that providers incorporate inquiries about dental care in their routine exams and make referrals if necessary.
- **78.8%** know **steps to follow if they have a problem**
 - Clients need to be made aware of the grievance procedure process.

Part A CSS Summary

The Part A survey results indicate that clients are generally satisfied with the services, although there is need for improvement in grievance procedures and for corrective action in asking about dental examinations in the past year.

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