

# Member Satisfaction Survey 2023 Results

Presented by Susan Ferry, LCSW, Quality Performance Specialist

PerformCARE<sup>®</sup>

Delivering  
**High-Quality**  
Service and Support

# Agenda

## **WE WILL REVIEW:**

- Purpose of the Member Satisfaction Survey
- Survey topics
- Data collection information
- 2023 findings and analysis
- Opportunities for improvement
- Questions or comments

# Learning Objectives

Providers will be informed about:

- Survey measures and how data is collected.
- 2023 survey results, areas of high satisfaction, and areas which present opportunities for improvement.
- Plans for the 2024 Member Satisfaction Survey.

# Survey Purpose & Design

- Survey is conducted annually
- Assesses Member satisfaction with PerformCare
- Assesses Member experience with their Provider and with services authorized through PerformCare
- PerformCare uses modified versions of the Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) program, Experience of Care and Health Outcomes (ECHO<sup>®</sup>) Survey for the Member Satisfaction Survey

# Member Satisfaction Survey versus C/FST Survey

| Member Satisfaction Survey      | Consumer/Family Satisfaction Team (C/FST) Survey                          |
|---------------------------------|---|
| Conducted via mail or telephone | 90% conducted in Member's home  |
| Not Provider-specific           | Provider-specific   |
| Focuses on outpatient treatment | Focuses on all Levels of Care   |
| Survey conducted annually       | Different LOCs are surveyed each quarter. Each LOC surveyed every 3 years |

# Survey Methodology

- SPH Analytics (external vendor) collects and analyzes data
- Participants chosen based on random, stratified sampling
- Surveys mailed directly to participants
- URL link and QR code for internet option
- Telephonic follow-up in 3 weeks
- Exception: Substance Use (SU) services— Providers of SU treatment were mailed surveys to distribute directly to select Member participants who received SU treatment in the last 12 months

# Survey Data Collection

## IN 2023:

**4,000** surveys mailed to adults (2,480) and children (1,520). **3,900** surveys delivered and **269** surveys completed

- 56% of surveys completed by mail
- 33% of surveys completed by phone
- 11% of surveys completed by internet

**2023 response rate of 6.9%** -higher than 2022 (4.8%)

# Survey Data Collection

Tables below show number of surveys mailed to each age group and number of completed surveys, based on the contract area in which the Member resides.

| 2023 Mailed Surveys                       |             |           |              |
|---|-------------|-----------|--------------|
| Age Group                                 | CABHC       | TMCA      | Total Mailed |
| Adult (14 years and older)                | 2,098 (85%) | 382 (15%) | 2,480        |
| Child (Parent/Guardian of 0-13 years old) | 1,329 (87%) | 191 (13%) | 1,520        |

| 2023 Completed Surveys                    |           |          |                 |
|---|-----------|----------|-----------------|
| Age Group                                 | CABHC     | TMCA     | Total Completed |
| Adult (14 years and older)                | 146 (88%) | 20 (12%) | 166             |
| Child (Parent/Guardian of 0-13 years old) | 90 (87%)  | 13 (13%) | 103             |



## Topics Covered in the Survey

- Overall Satisfaction with PerformCare and with Treatment
- Treatment Access
- Clinician Communication
- Comfort with Counseling or Treatment
- Health Promotion and Education
- Perceived Improvement
- Member-Centered, Culturally Responsive Care
- PerformCare Involvement for Treatment

# Actions Taken by PerformCare Related to 2022 Survey Results

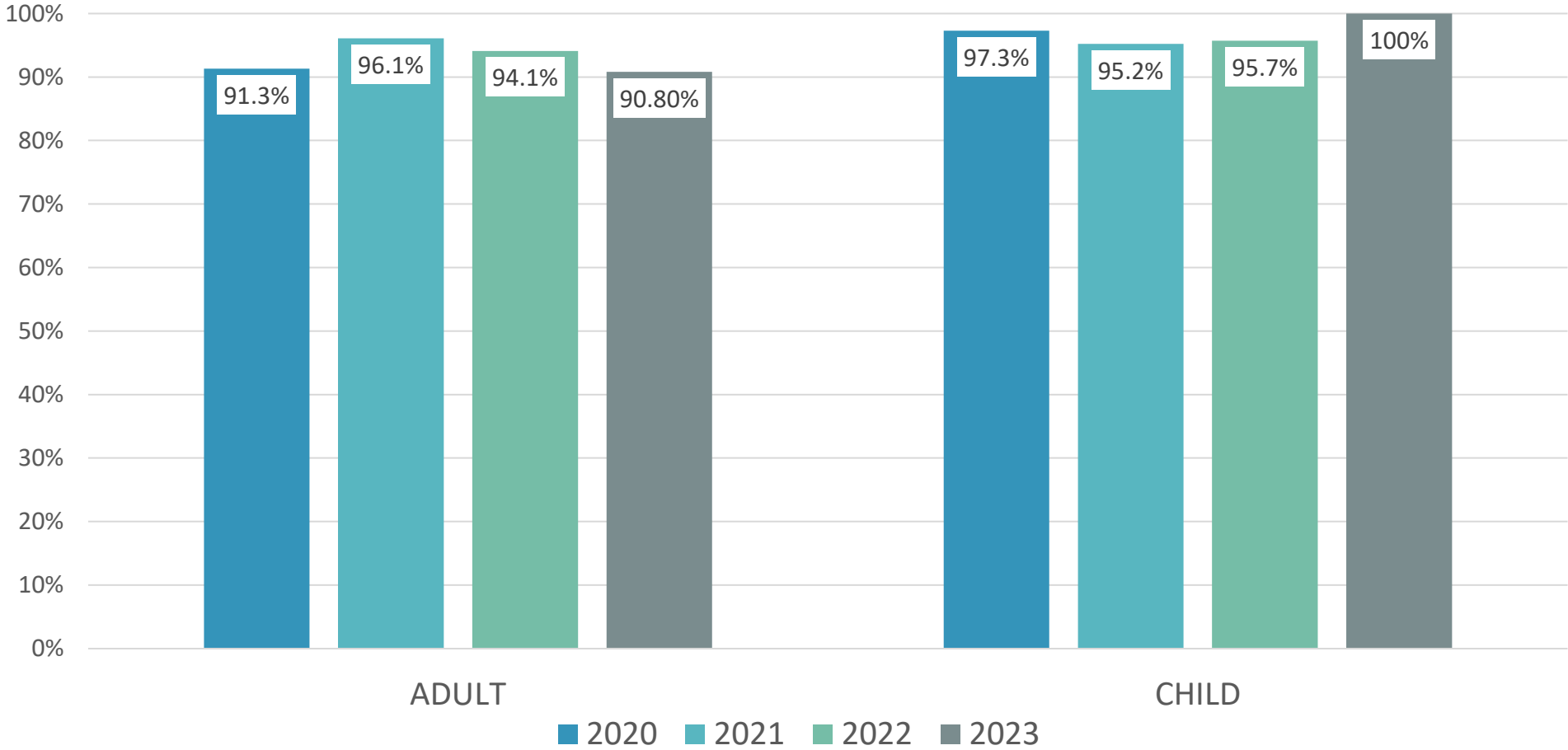
- Member Satisfaction Survey results presented to Providers
- Member Satisfaction Survey results presented to Stakeholder Advisory Committee (SAC)
- Efforts to improve response rate
- Discussions about tobacco cessation efforts
- Gave Members the opportunity to comment specifically on Member-Centered, Culturally Responsive Care section

# Member Satisfaction Survey Results

Section by Section Review

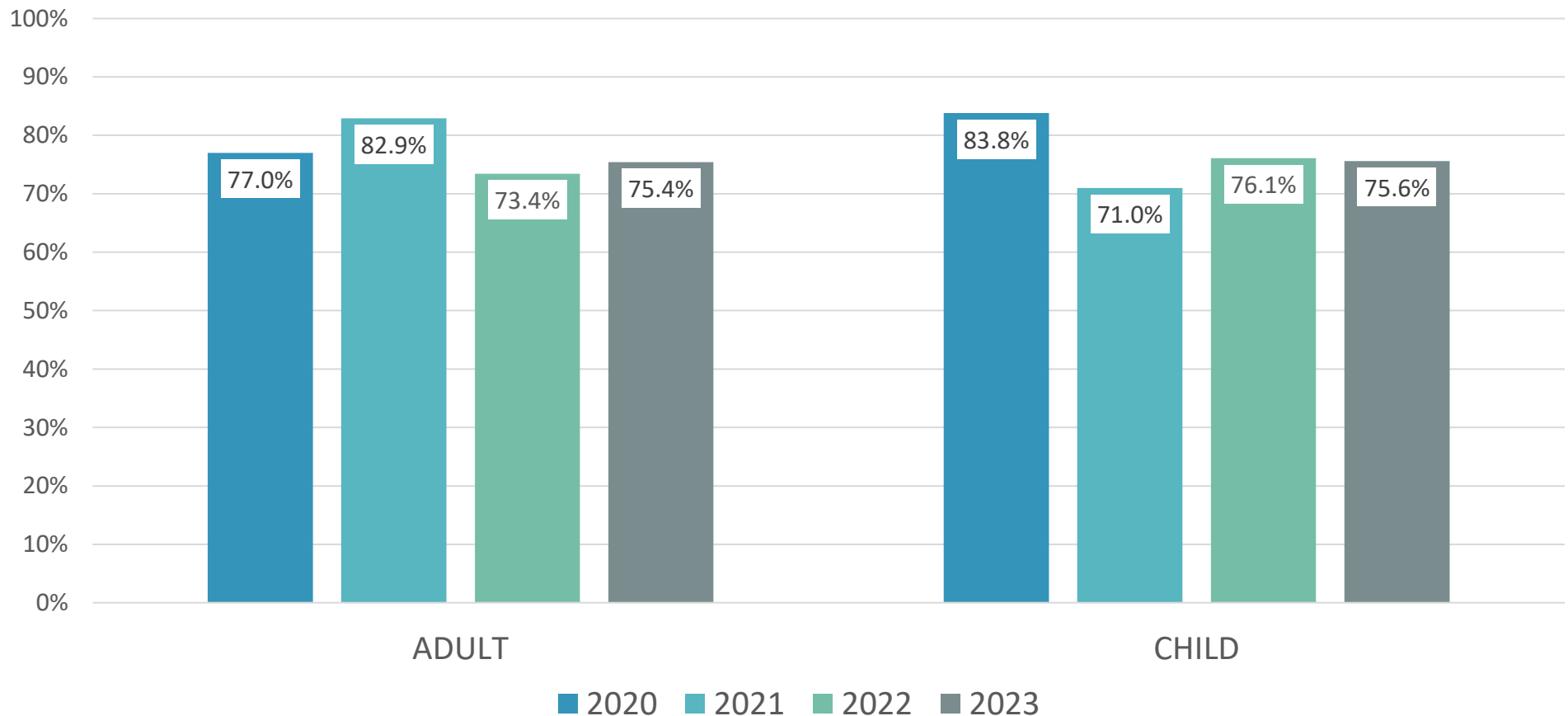
# Overall Satisfaction with PerformCare

## Overall Satisfaction with PerformCare (% Very/Somewhat Satisfied)



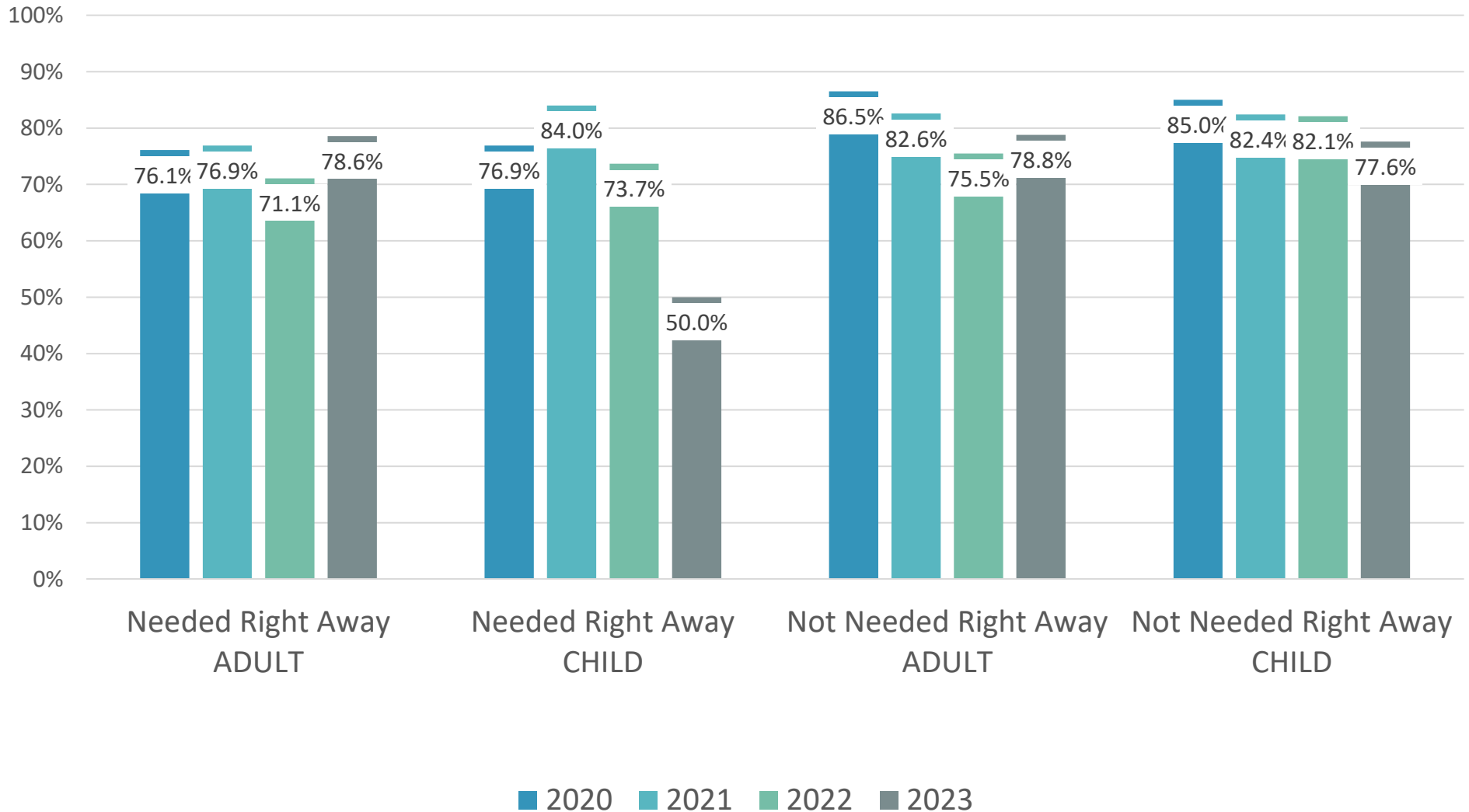
# Overall Rating of Counseling/Treatment

## Overall Rating of Counseling or Treatment (% of 8-9-10 Ratings on 0-10 scale)

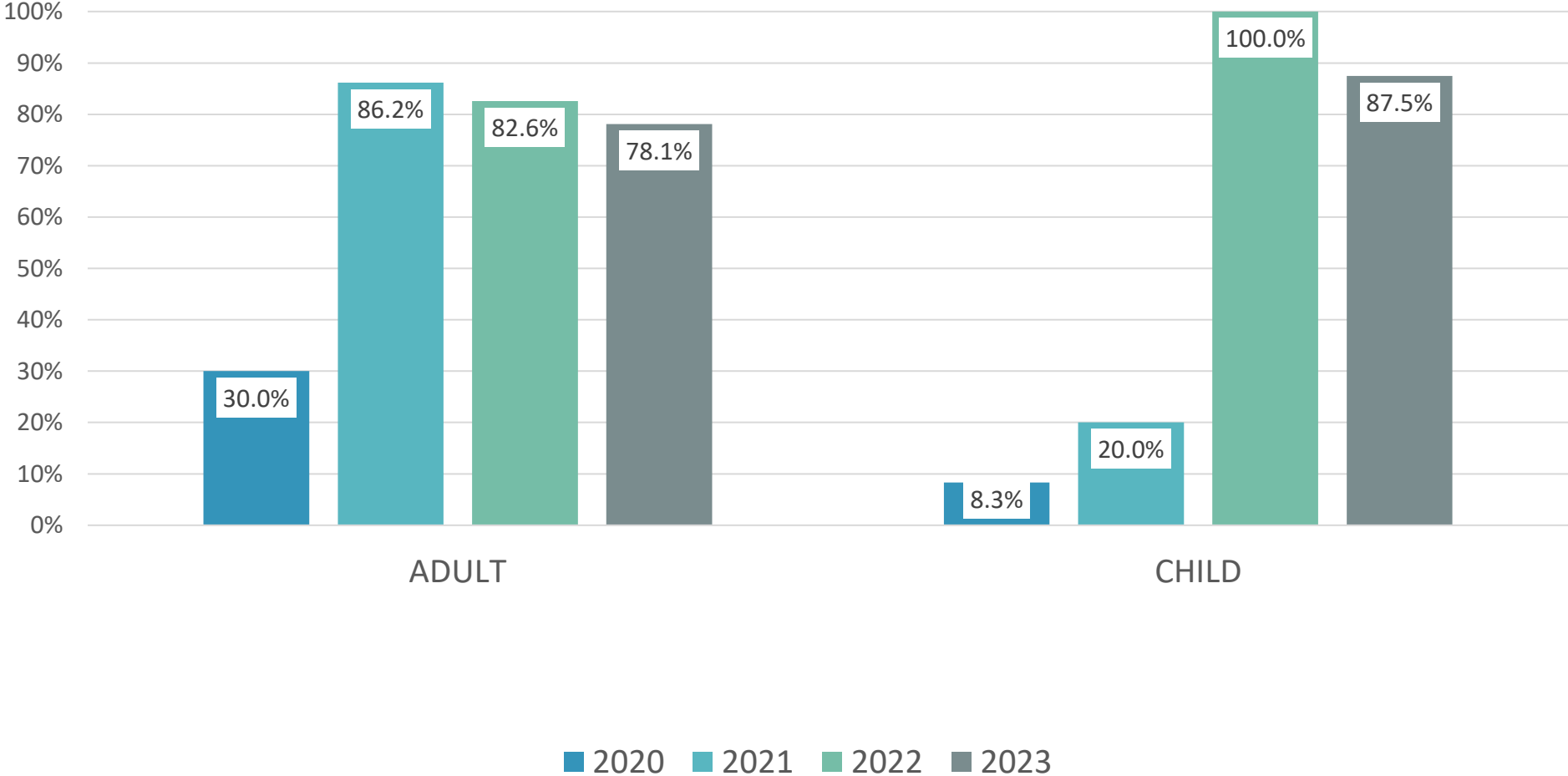


Members were asked to rate all counseling or treatment they received in the past 12 months on a scale from 0 to 10, where “0” is the worst counseling or treatment possible and “10” is the best counseling or treatment possible

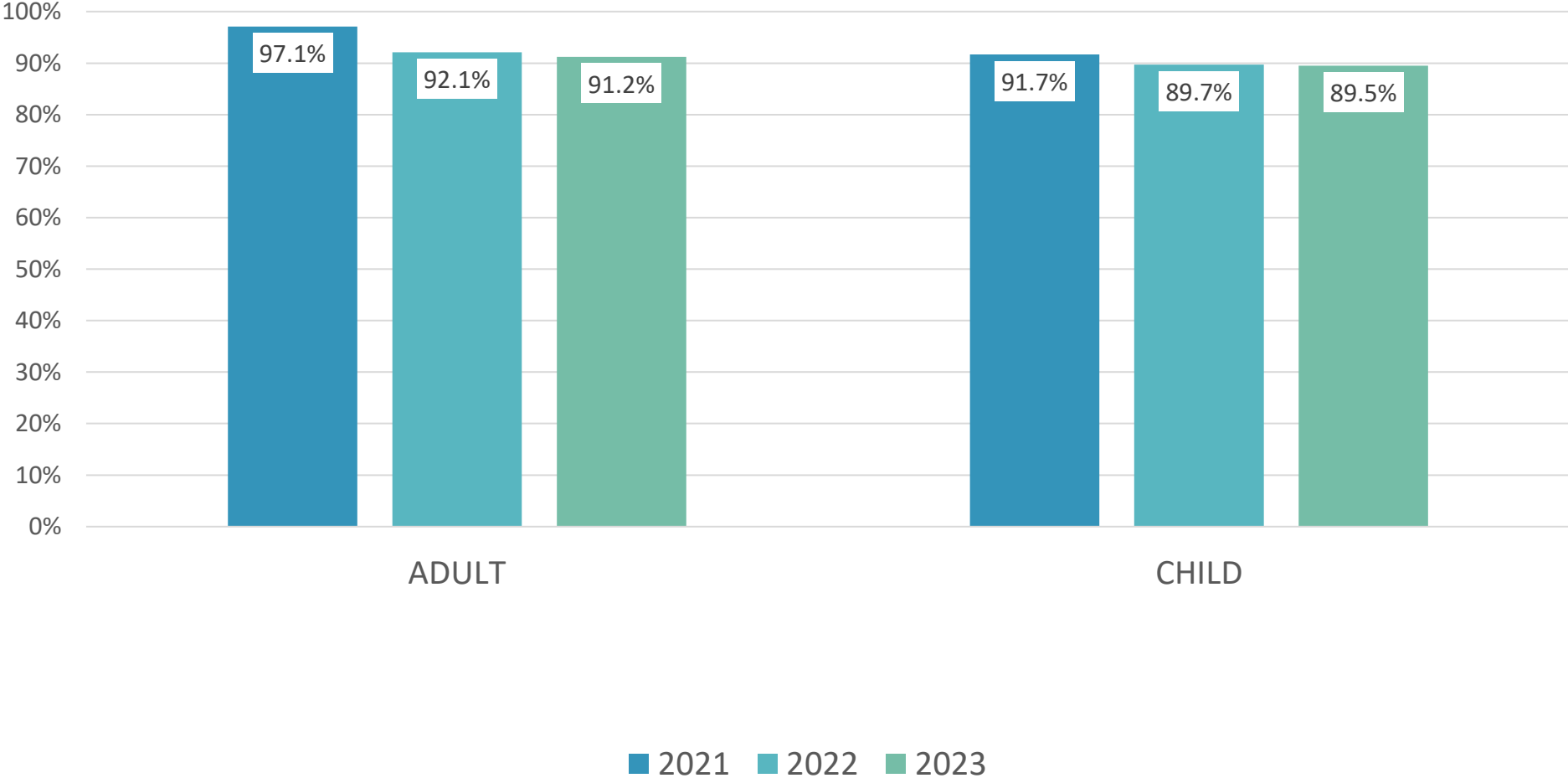
## Getting Treatment as Soon as Wanted (% Always/Usually)



## Satisfaction with MATP *(% Very/Somewhat Satisfied)*

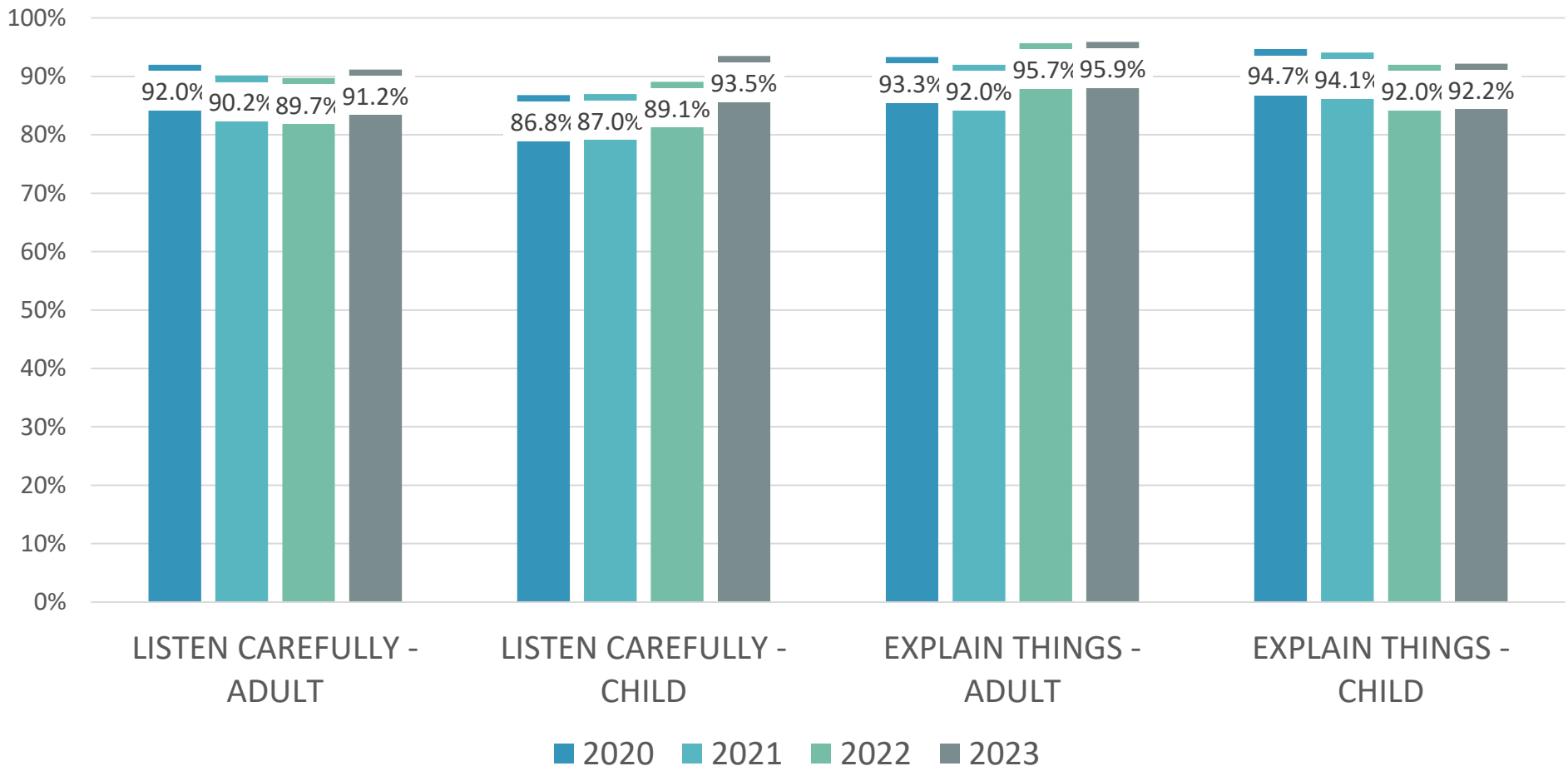


## Satisfaction with Telehealth (% Very/Somewhat Satisfied)

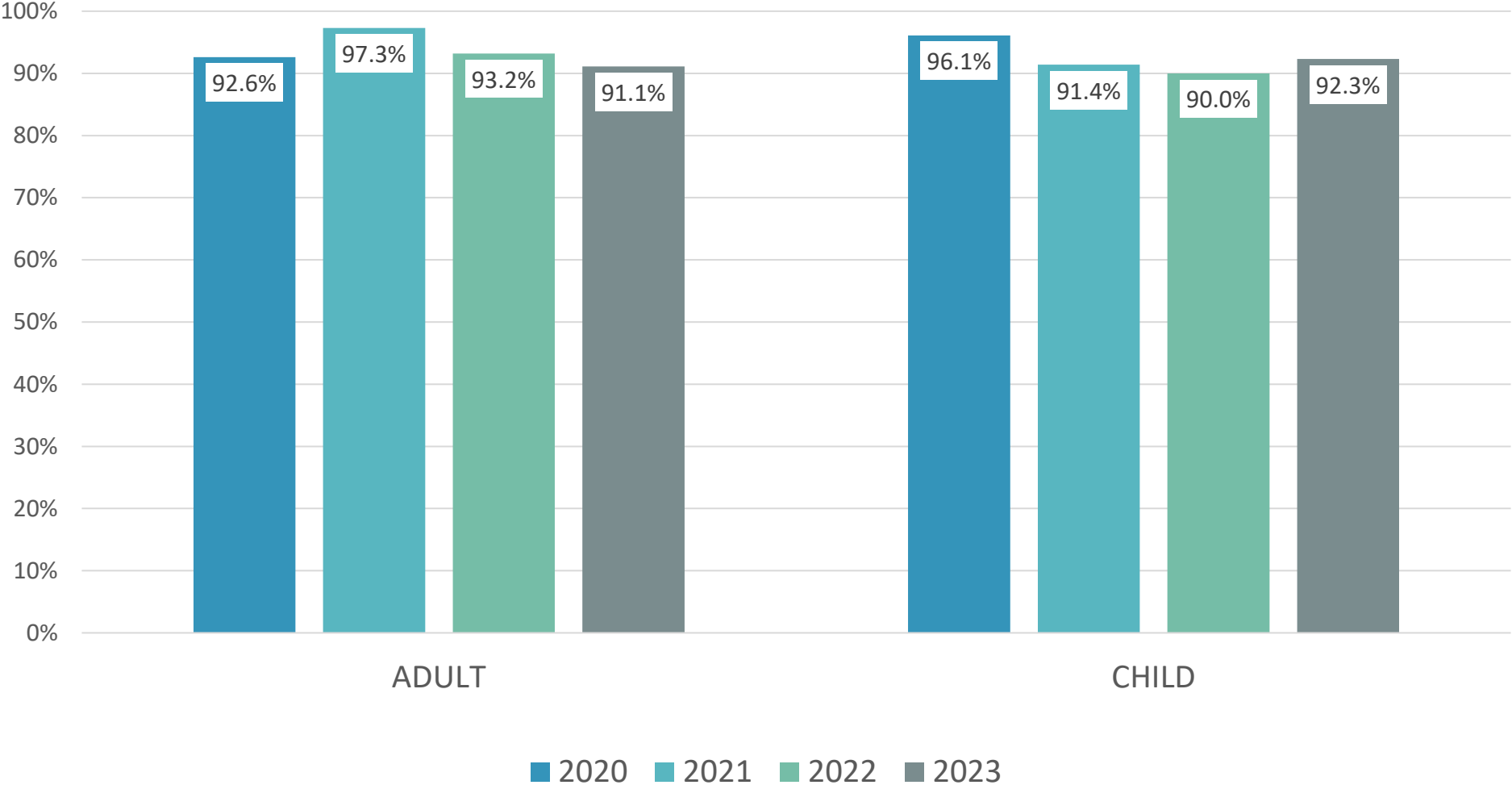




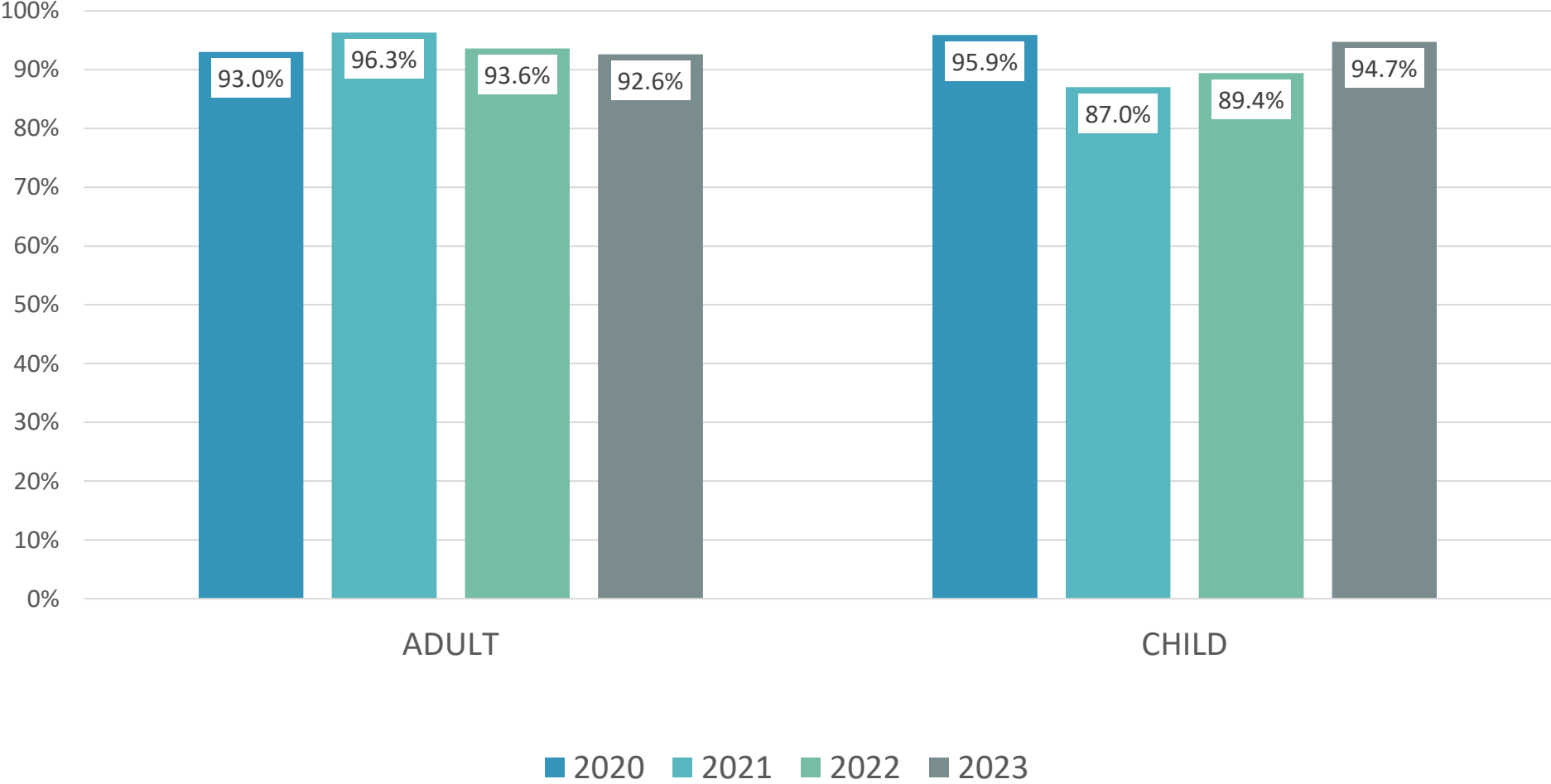
## Clinician Listens Carefully and Explains Things (% Always/Usually)



## Clinician Shows Respect for What You Say *(% Always/Usually)*

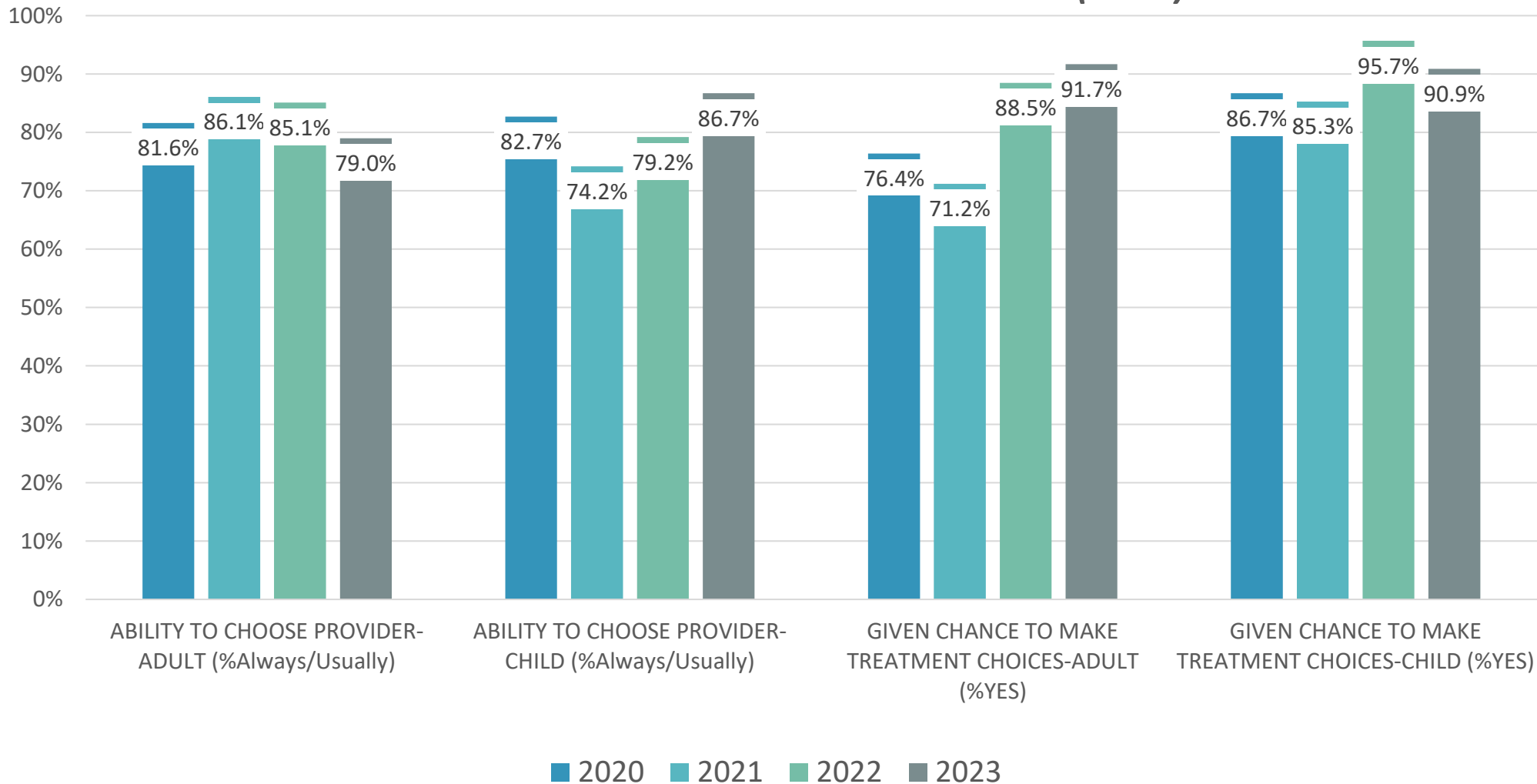


## Provider Supported You in Your Recovery (% Yes)

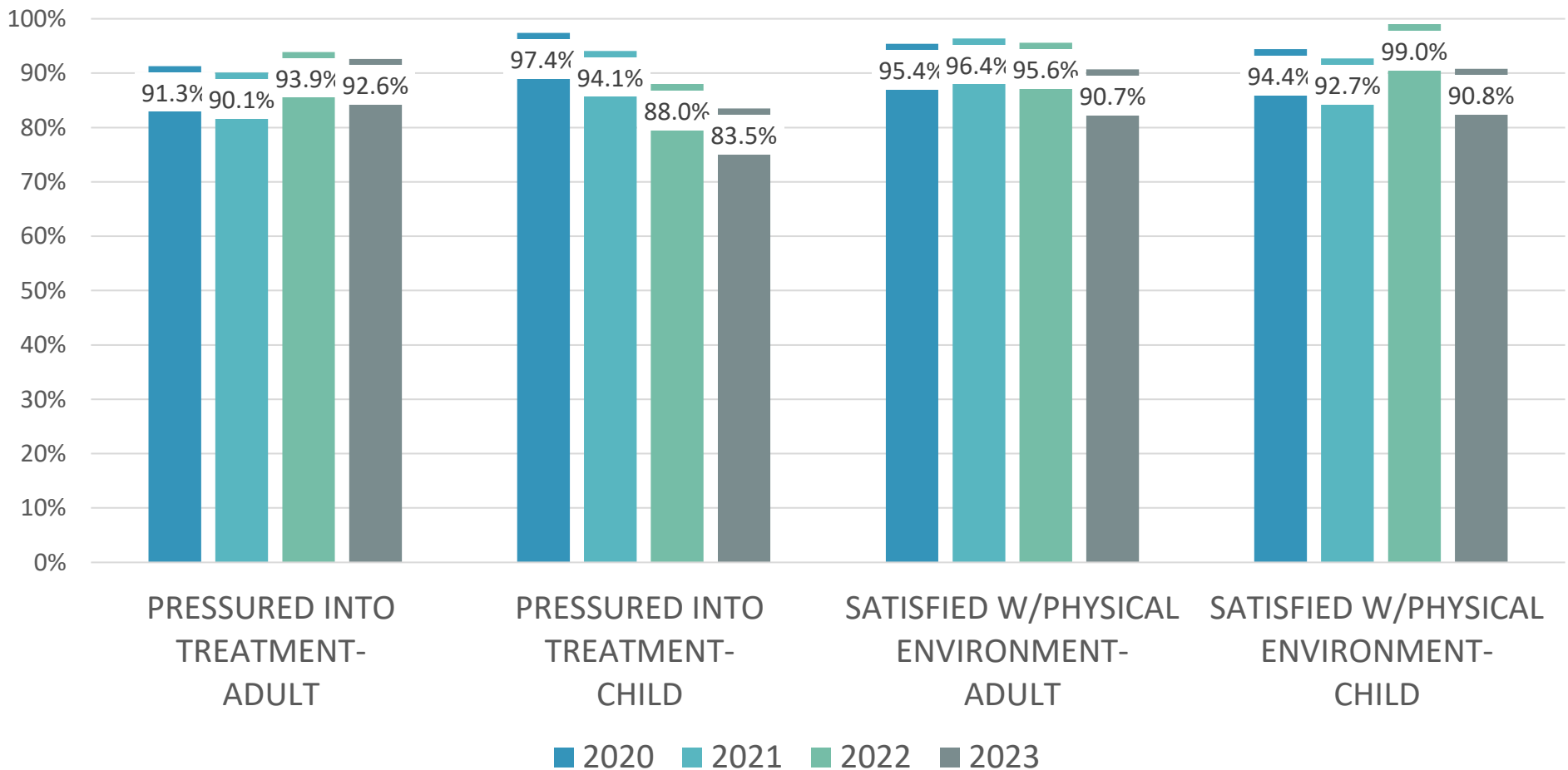


# Comfort with Counseling or Treatment

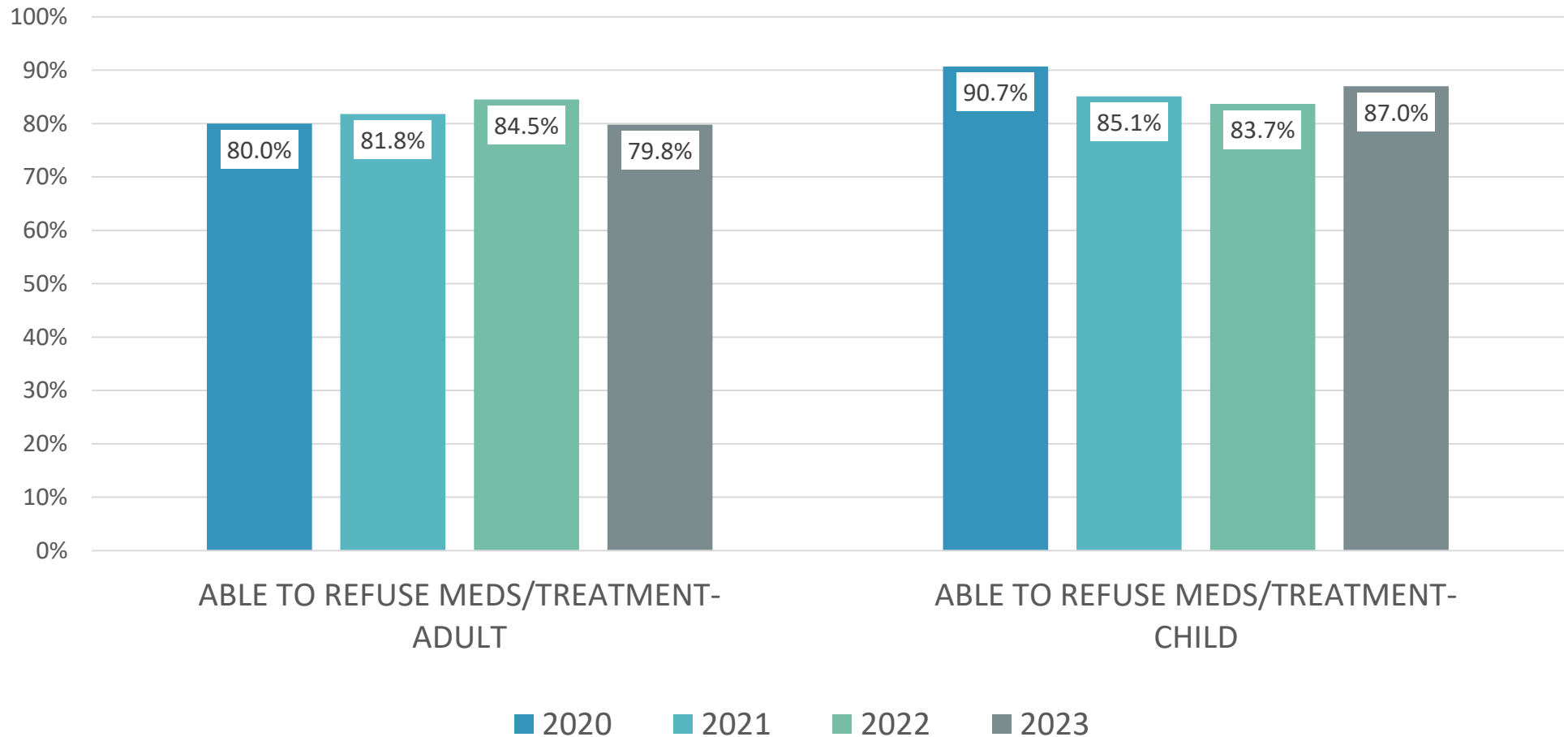
## Ability to Choose Provider (*% Always/Usually*) and Make Treatment Choices (*%Yes*)



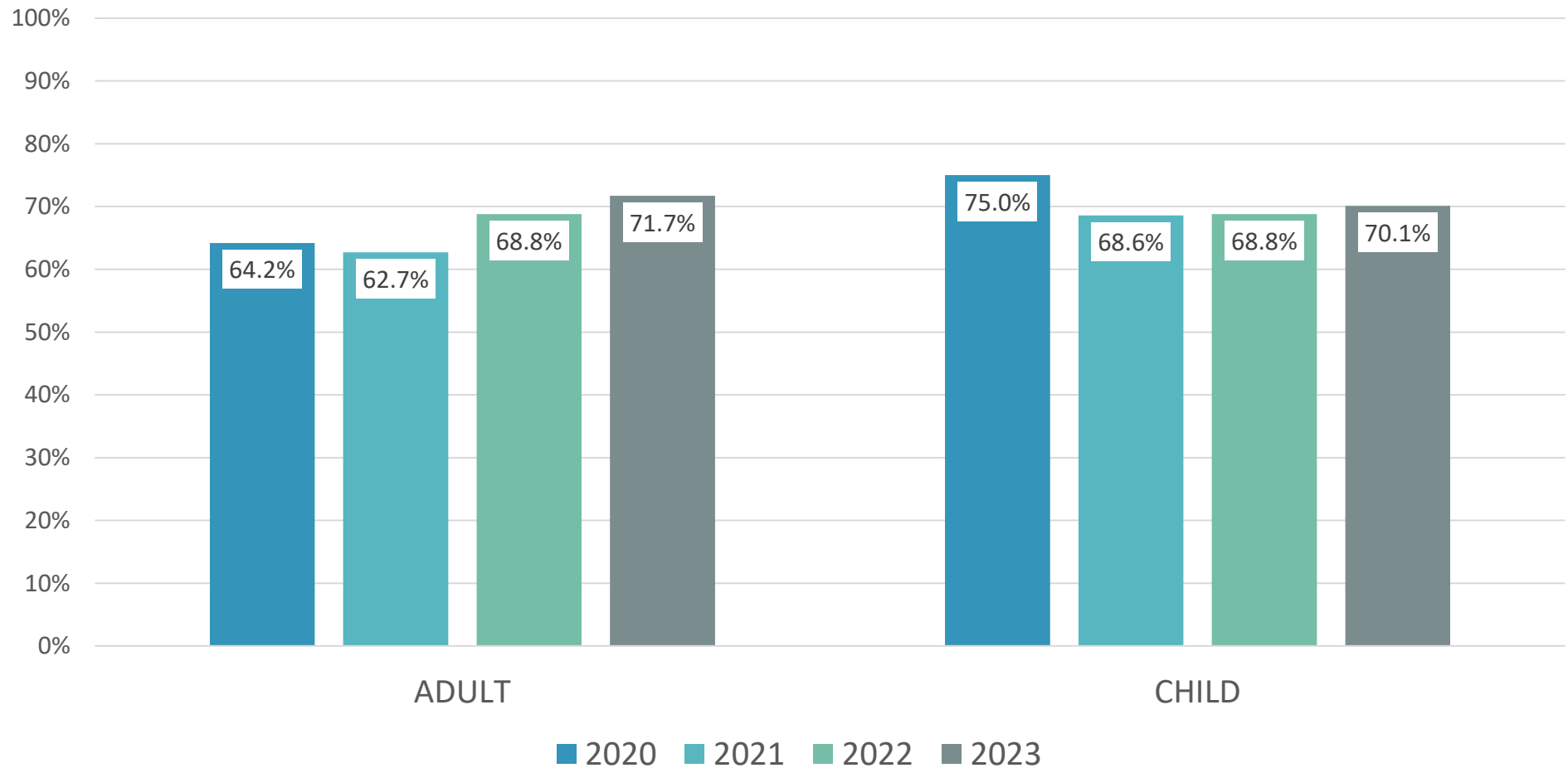
## Pressured Into Receiving Treatment (% No) Satisfied w/Physical Environment (% Always/Usually)



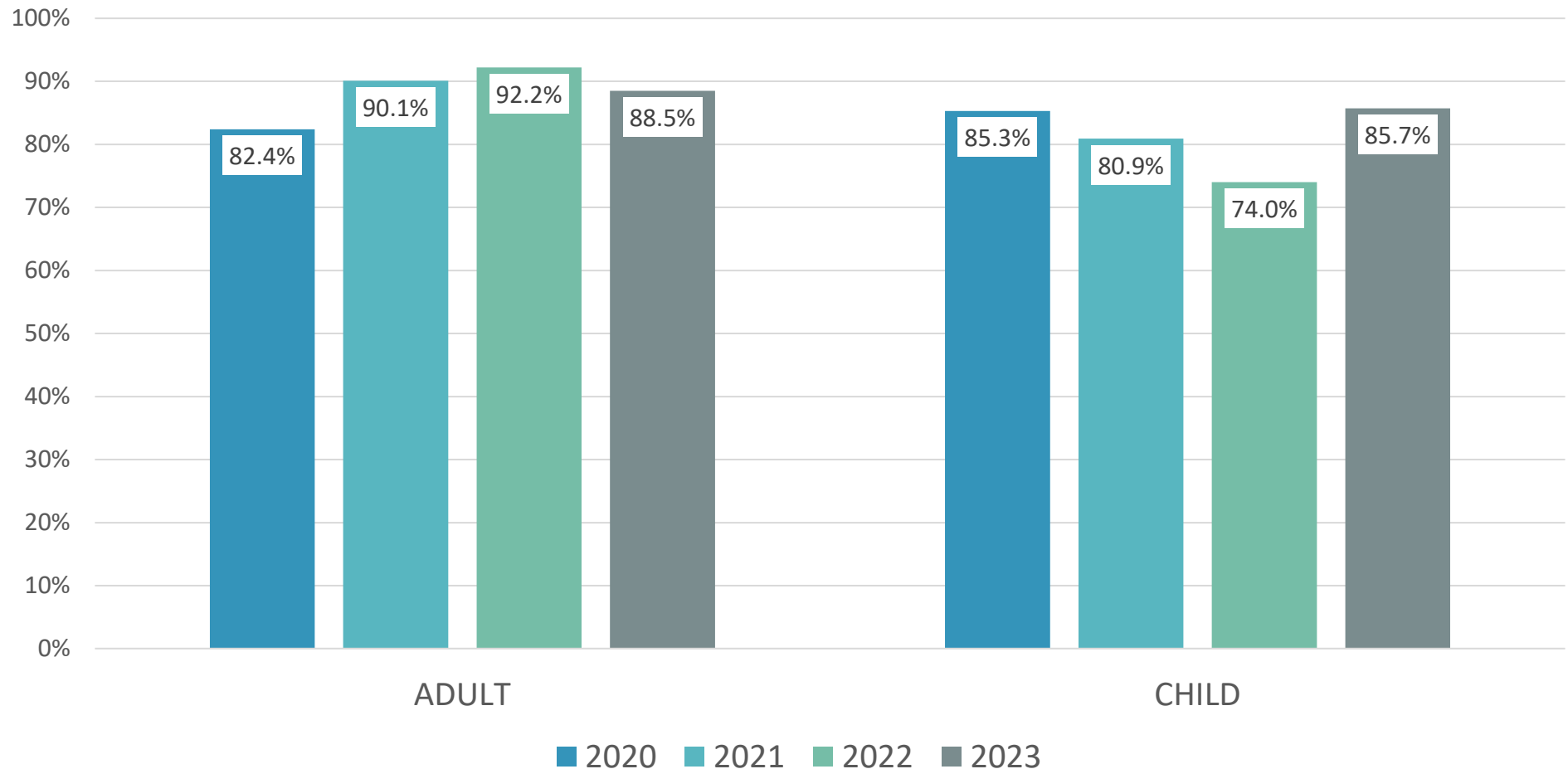
## Ability to Refuse Meds/Treatments (% Yes)



## Informed of Other Beneficial Services (% Yes)

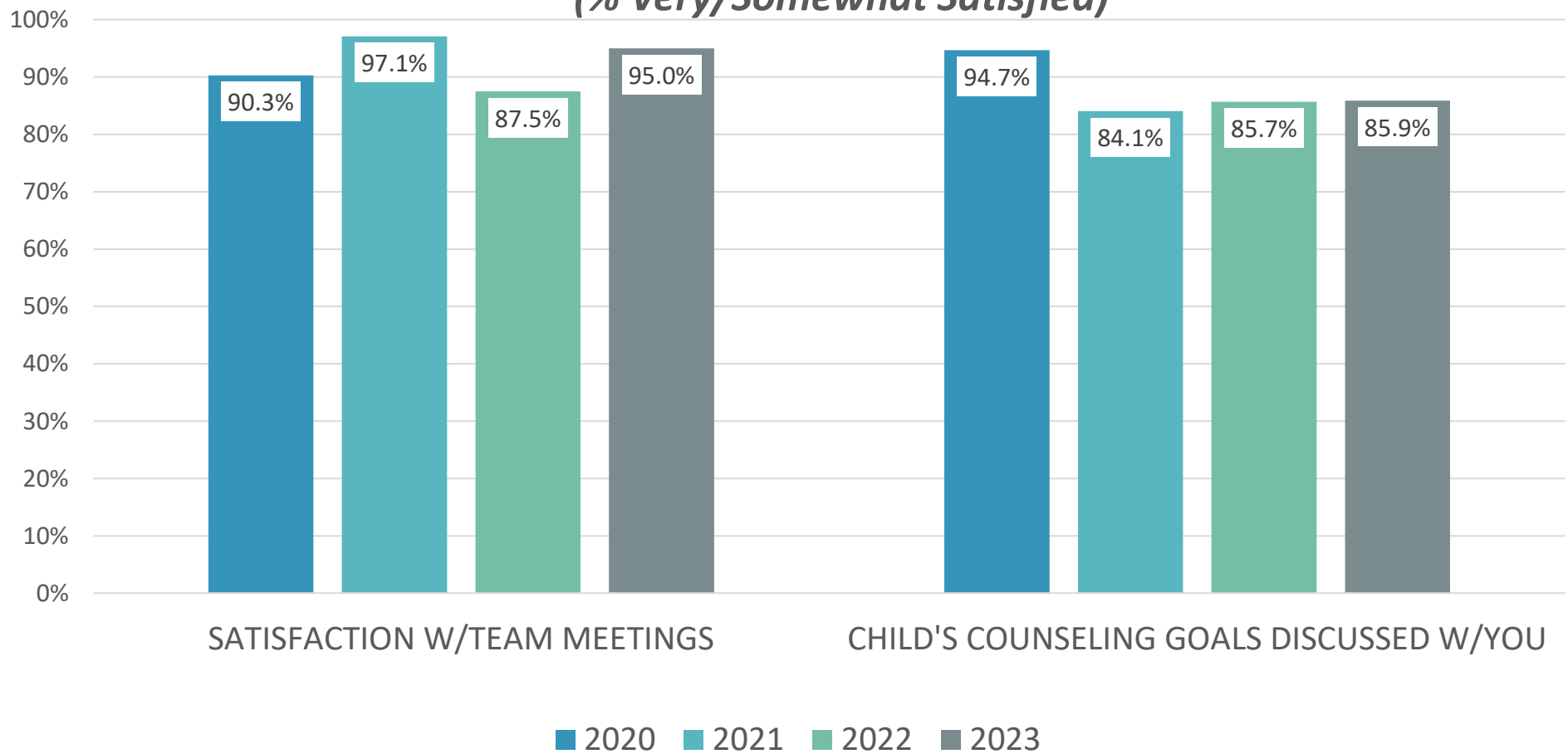


## Given Enough Information to Manage Conditions (% Yes)

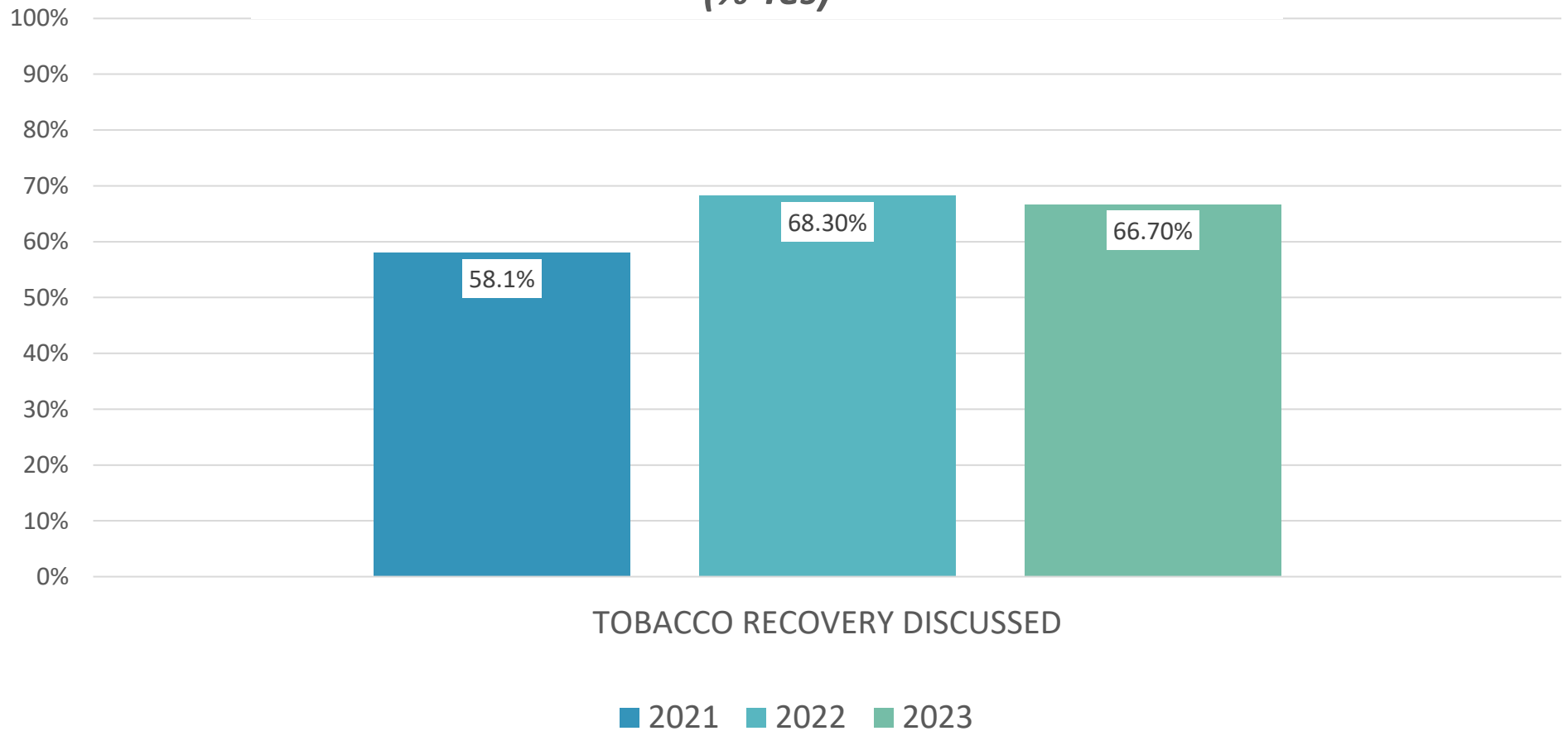




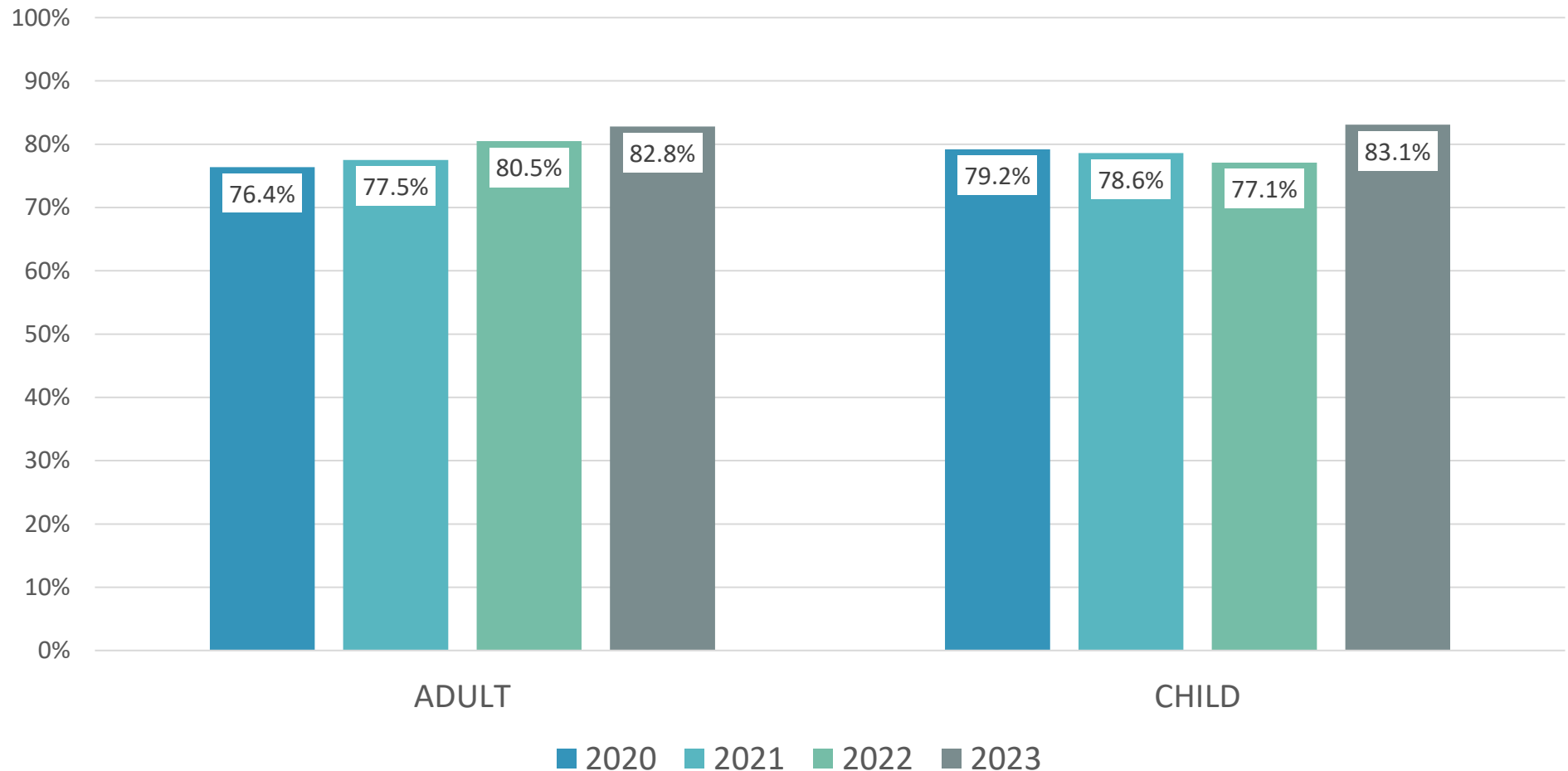
## Satisfaction with Team Meetings and Treatment Goals Discussed—Child Survey Only (% Very/Somewhat Satisfied)



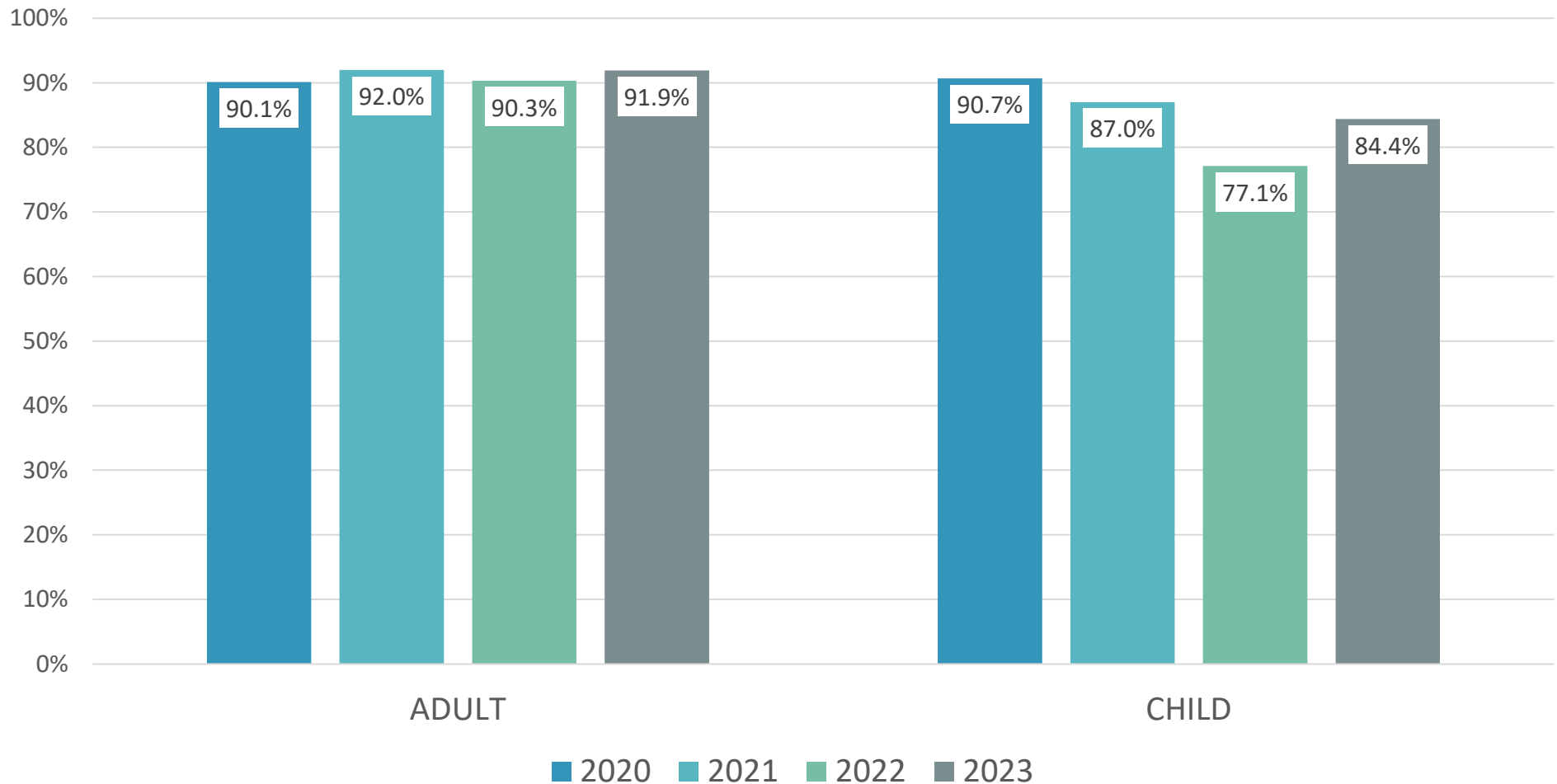
## Offered Tobacco Recovery Discussion or Information—Adult Survey Only (% Yes)



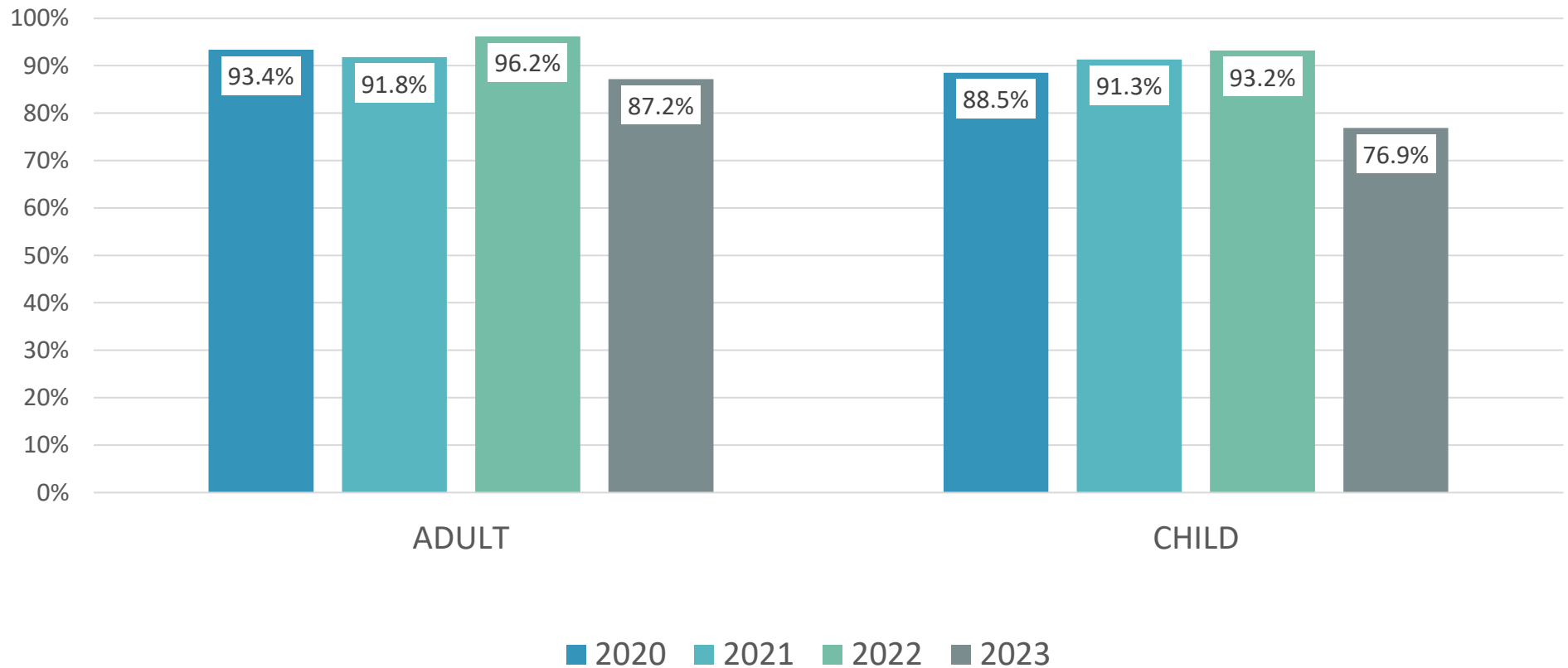
## Effect of Treatment on the Quality of Life (% Much Better/A Little Better)



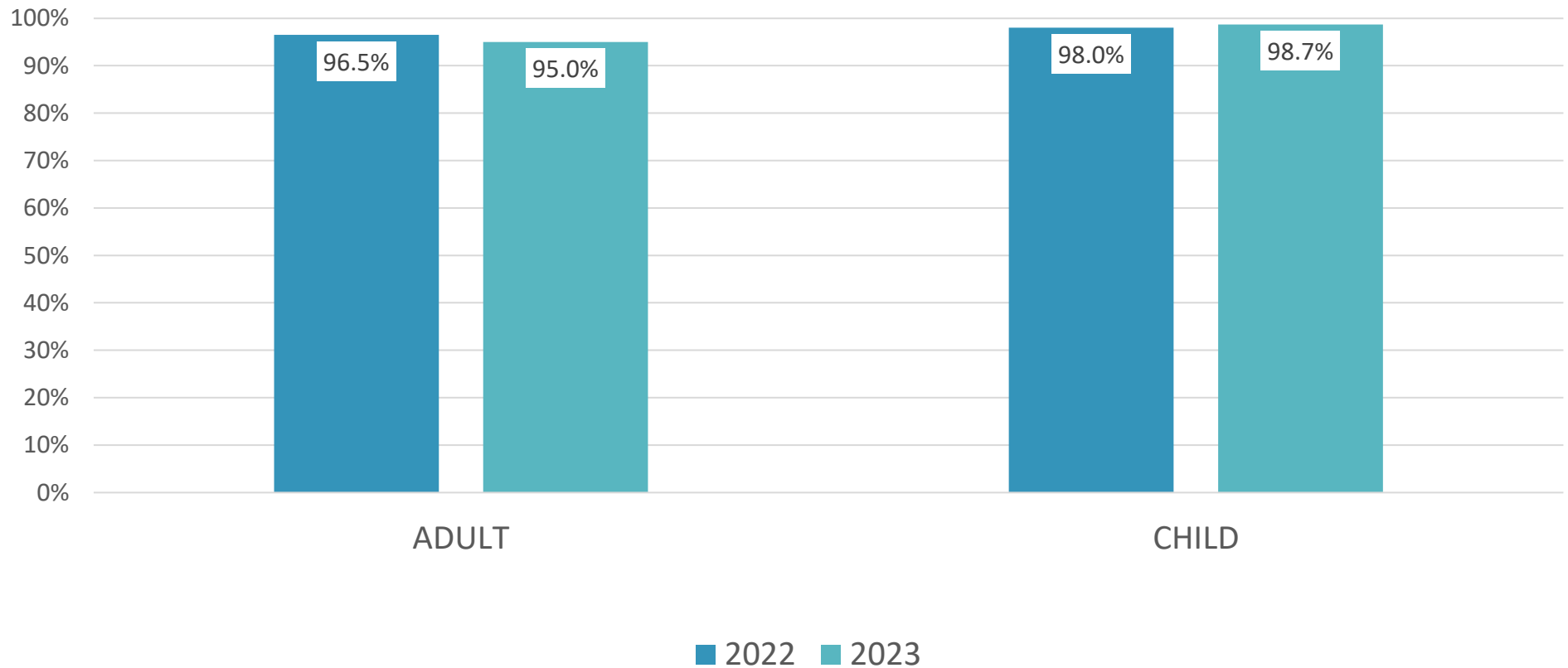
## Amount Helped by Treatment (% Somewhat/A Lot)



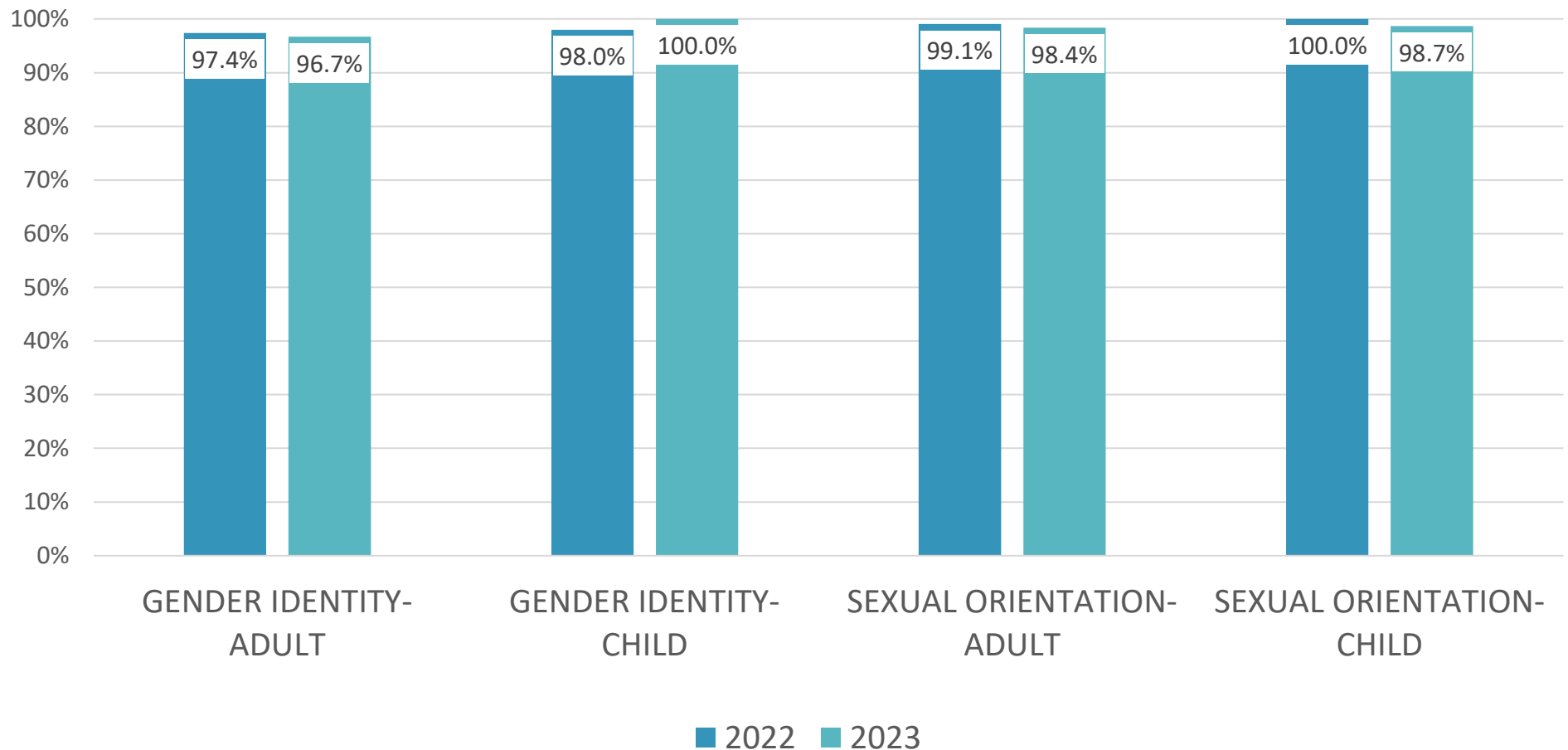
## Care Responsive to Cultural Needs (% Yes)



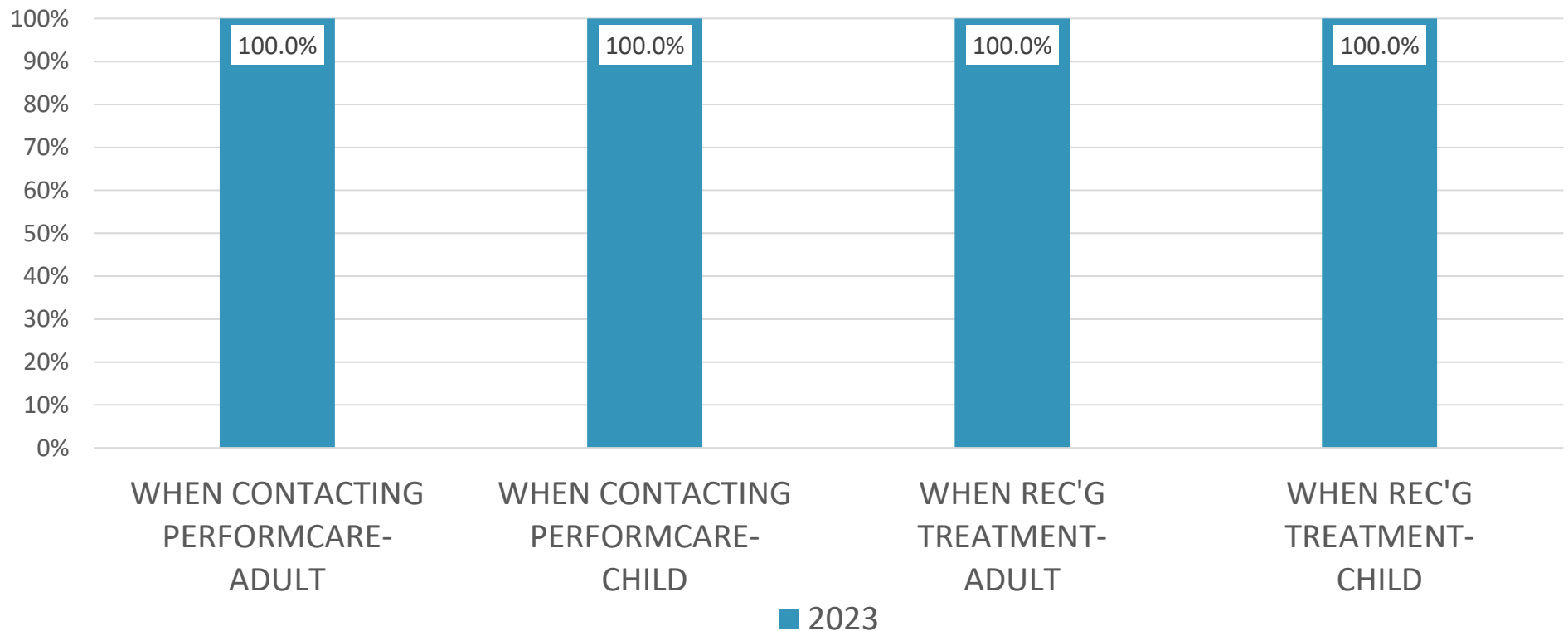
## Treated Unfairly/Differently Due to Race or Ethnicity (% No)



## Treated Unfairly/Differently Due to Gender Identity and Sexual Orientation (% No)



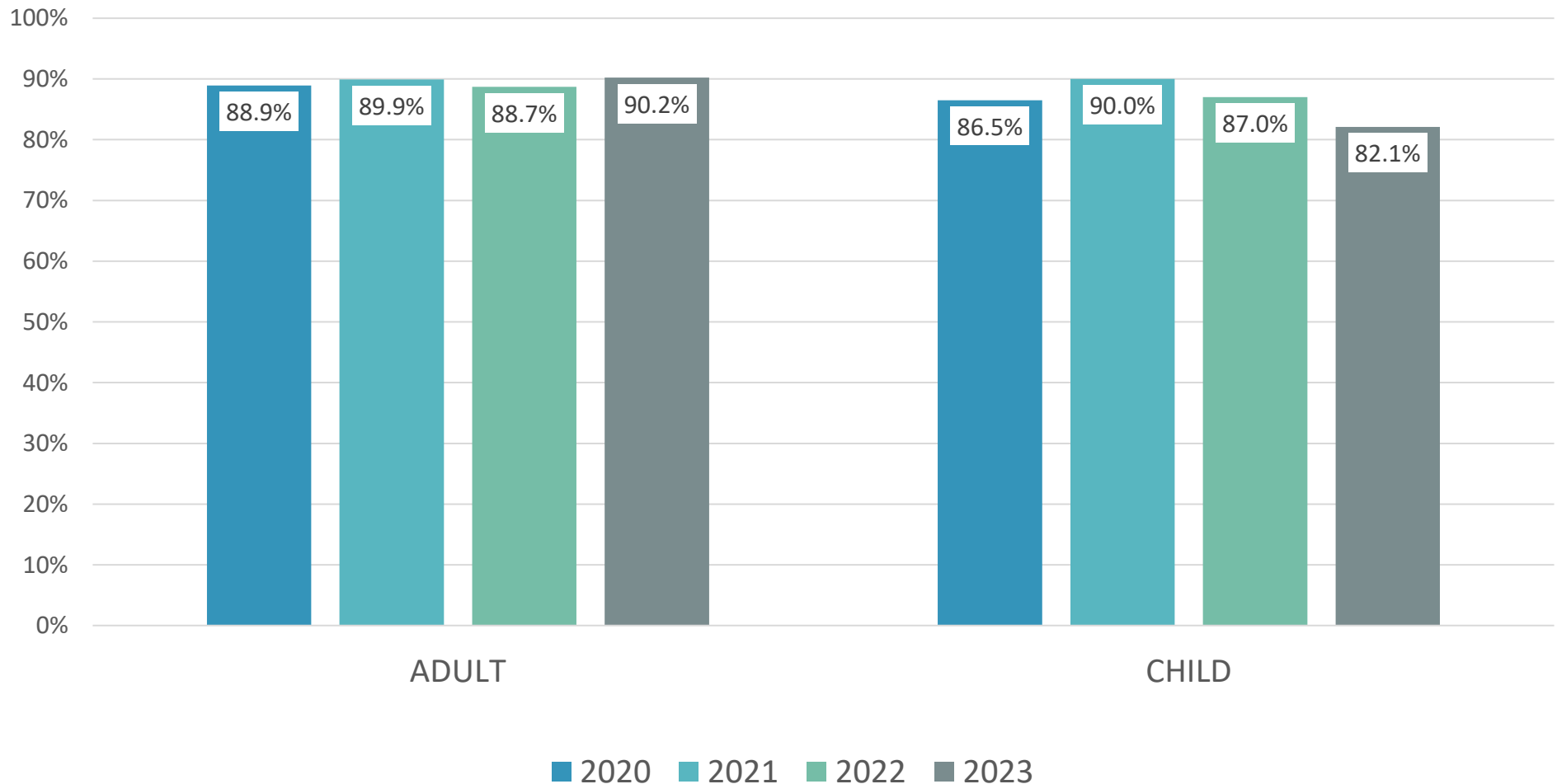
## Satisfaction with Language Access Services (% Very/Somewhat Satisfied)



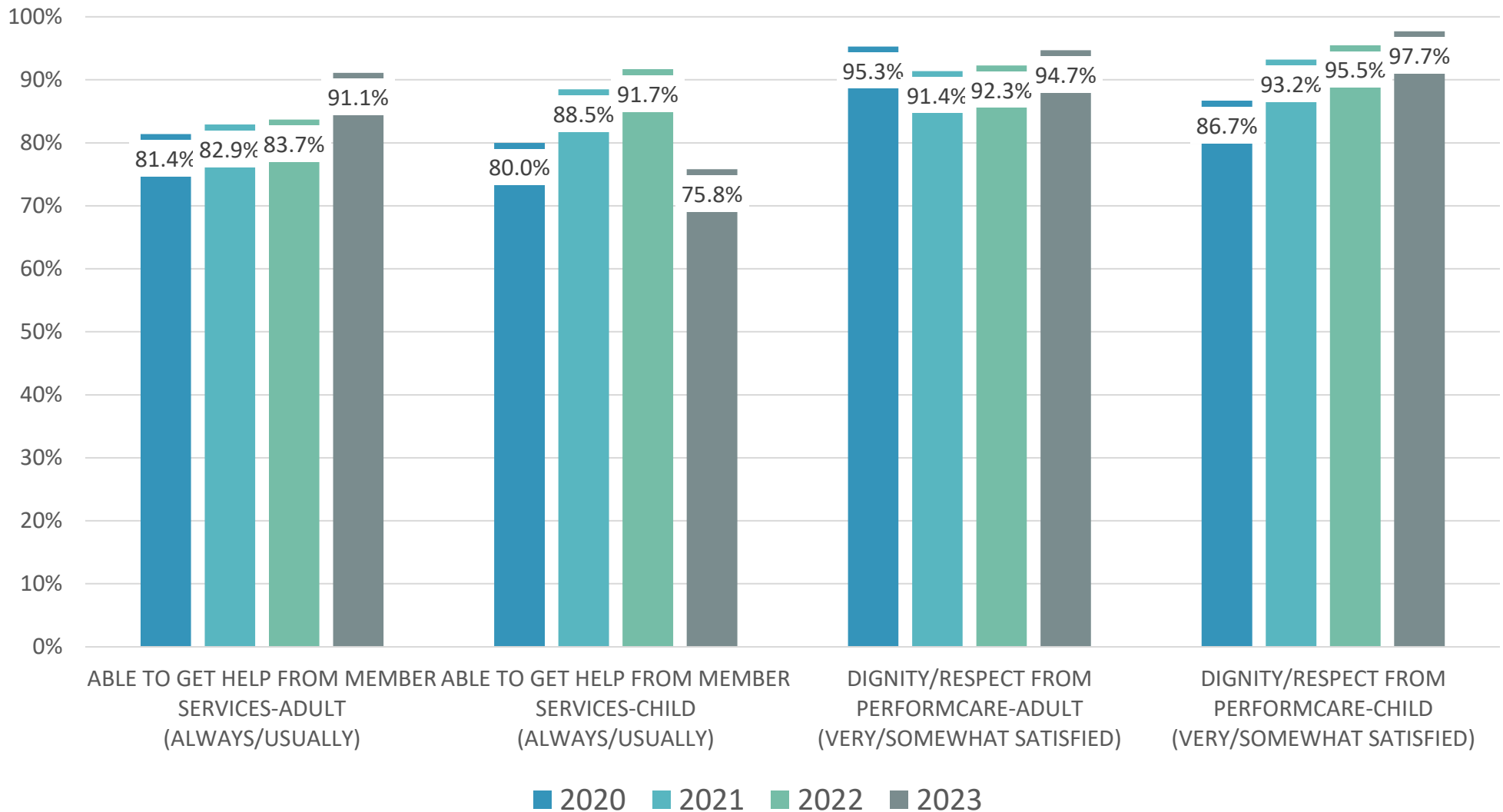
Members were directed to respond only if they answered “YES” to the following: “PerformCare Members may be provided with language access services at no cost to them. Some examples of language access services include an interpreter or a translation (over the phone, written, or in-person) for the language of your choice. Another example is an application to facilitate TDD/TTY calls. In the last 12 months, have you used language access services when contacting PerformCare, or when receiving counseling or treatment?”



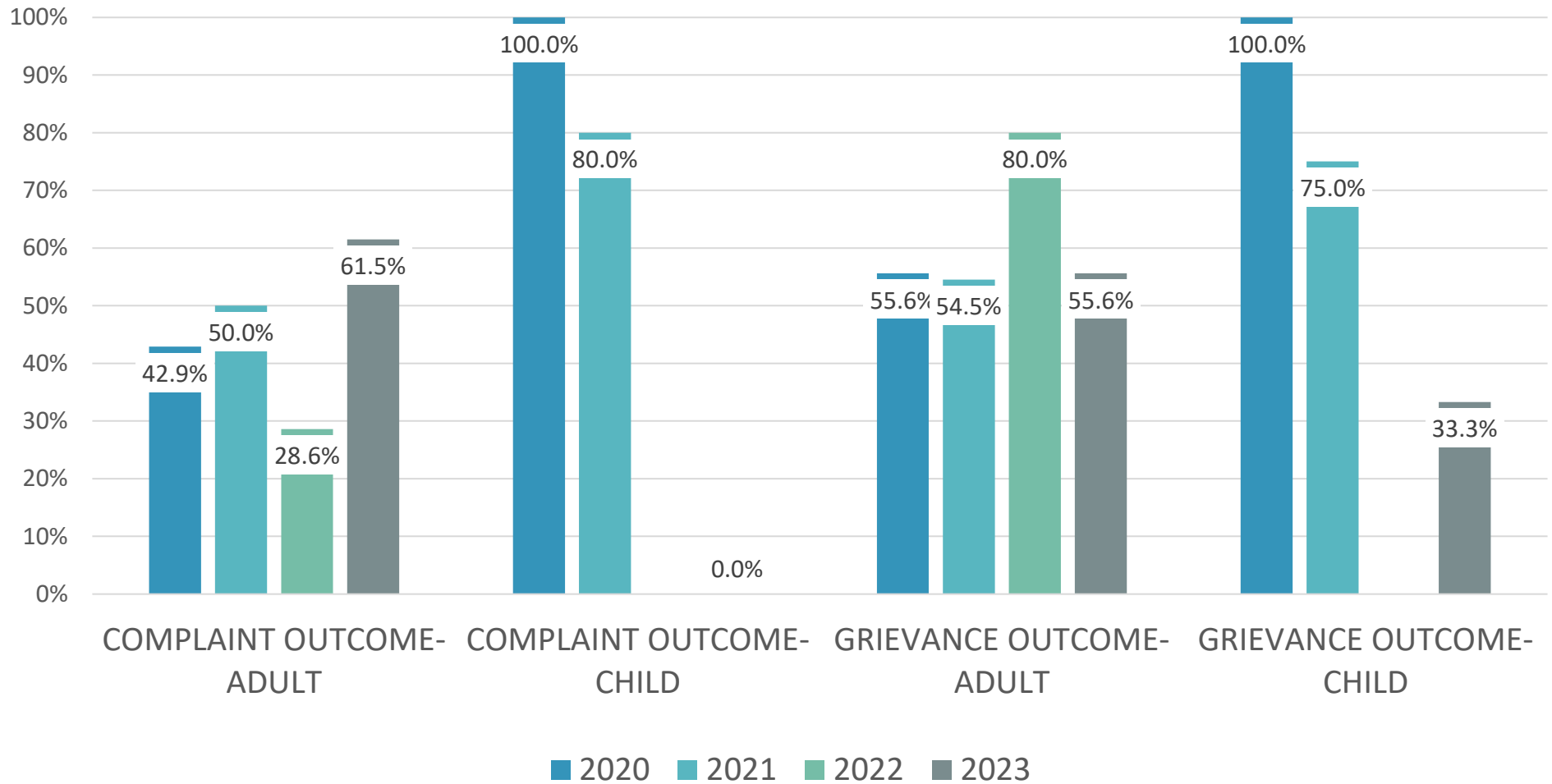
## Able to Get Counseling or Treatment Needed (% Always/Usually)



## Help from Member Services (%Always/Usually) and Level of Dignity/Respect (%Very/Somewhat Satisfied)



## Satisfied w/Outcome of Complaint or Grievance (% Yes)



# Areas of High Satisfaction

## 90% or above satisfaction ratings for both Adult and Child Surveys:

- Overall satisfaction with PerformCare
- Providers explained things and showed respect to Members
- Members felt supported in their recovery
- Satisfied with physical environment
- Given chance to make treatment choices
- Treatment Team Meetings (child survey)
- Not feeling treated differently due to race, ethnicity, sexual orientation, gender identity
- Language Access Services
- Treated with dignity and respect by PerformCare

# Opportunities for Improvement- Adult Members

## Areas rated below 80% on the Adult Survey:

- Overall rating of all counseling/treatment
- Getting appointments (both urgent and routine)
- Satisfaction with MATP
- Able to choose provider
- Able to refuse meds/treatment
- Discussion/information offered for tobacco recovery
- Informing about other services that may benefit Member
- Satisfaction with complaint/grievance outcome

# Opportunities for Improvement- Child Members

## Areas rated below 80% on the Child Survey:

- Overall rating of all counseling/treatment
- Getting appointments (both urgent and routine)
- Being informed about other services that may benefit the Member
- Care responsive to cultural needs
- Able to get help from Member Services
- Satisfaction with complaint/grievance outcome

# Response to 2023 Survey and Plan for 2024

Provider webinar (also  
on the website)

Member feedback  
obtained at  
Stakeholder Advisory  
Committee Meetings

Account Executives  
discuss opportunities  
for improvement with  
Providers based on  
survey results

PerformCare staff  
trainings on cultural  
competency and health  
equity

Discussions regarding  
tobacco recovery

Virtual DEI seminar for  
providers

Questions,  
Comments,  
Feedback?

Any additional questions or feedback related to the Member Satisfaction Survey may be submitted to **Susan Ferry, Quality Performance Specialist**  
email: [sferry@performcare.org](mailto:sferry@performcare.org)

**Thank you for your participation!**



More than  
**20 YEARS**  
of making  
**care the heart**  
of our **work.**

- Member Satisfaction Survey—Provider Webinar 2022

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