

Member Satisfaction Survey 2024 Results

Presented by Jennifer Simonetti MA, Quality Performance Specialist

PerformCARE[®]

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High-Quality
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Agenda

WE WILL REVIEW:

- Purpose of the Member Satisfaction Survey
- Survey topics
- Data collection information
- 2024 findings and analysis
- Opportunities for improvement
- Questions or comments

Learning Objectives

Providers will be informed about:

- Survey measures and how data is collected.
- 2024 survey results, areas of high satisfaction, and areas which present opportunities for improvement.
- Plans for the 2025 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®) program, Experience of Care and Health Outcomes (ECHO®) 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 2024:

5,000 surveys mailed to adults (3,100) and children (1,900). **4,707** surveys delivered and **340** surveys completed

- 52% of surveys completed by mail
- 36% of surveys completed by phone
- 12% of surveys completed online

2024 response rate of 7.2% -higher than 2023 (6.9%)

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.

2024 Mailed Surveys			
Age Group	CABHC	TMCA	Total Mailed
Adult (14 years and older)	2,762 (89%)	338 (11%)	3,100
Child (Parent/Guardian of 0-13 years old)	1,723 (91%)	177 (9%)	1,900

2024 Completed Surveys			
Age Group	CABHC	TMCA	Total Completed
Adult (14 years and older)	174 (89%)	21 (11%)	195
Child (Parent/Guardian of 0-13 years old)	133 (92%)	12 (8%)	145

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

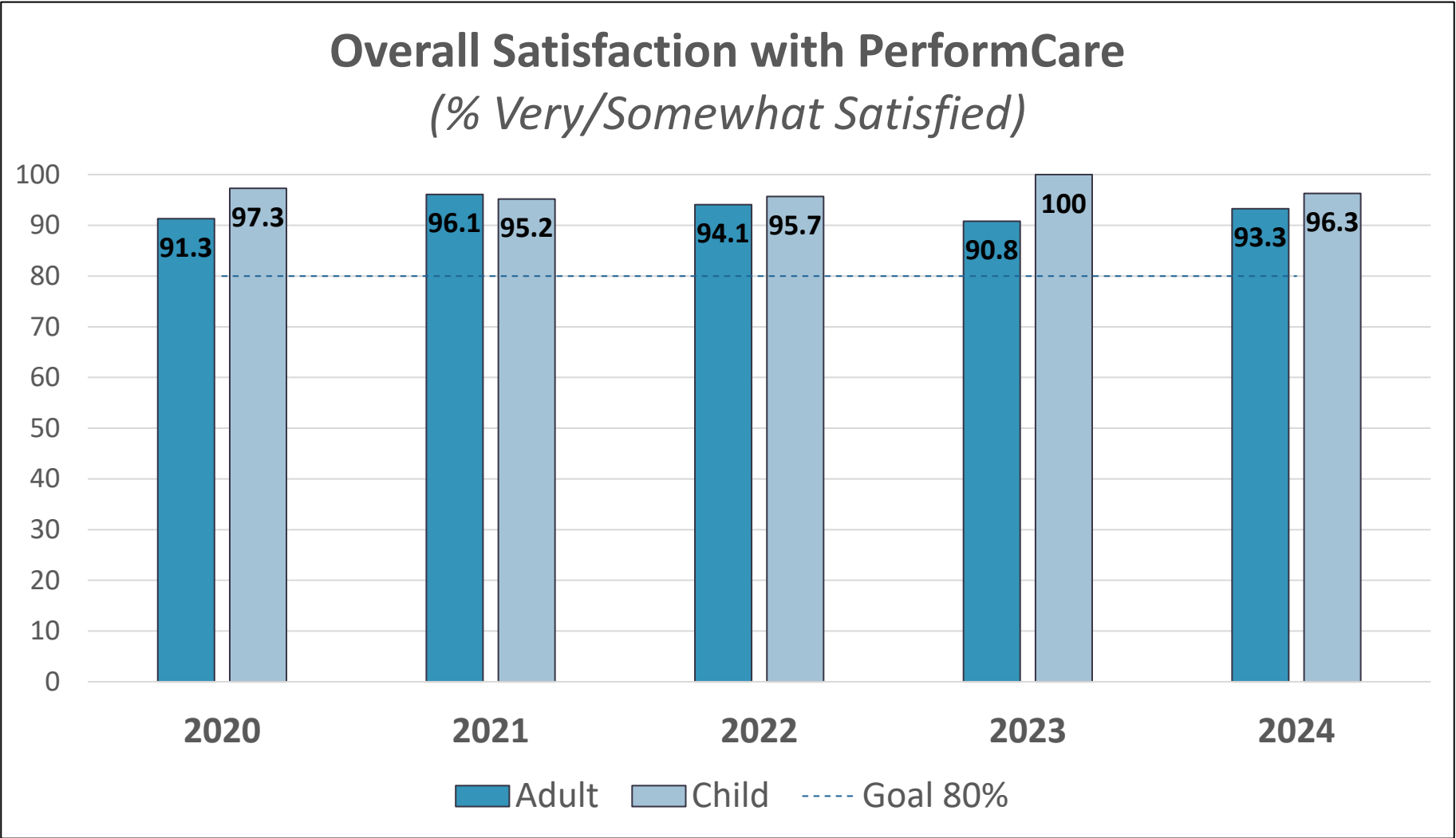
Actions Taken by PerformCare in 2024 in Response to 2023 Survey Results

- Survey results presented to Providers
- Survey results reviewed with Stakeholder Advisory Committee (SAC) and representatives from all PerformCare departments
- Efforts to improve response rate:
 - Increased sample size
 - Sent pre-survey letter
 - 2 mailings with phone follow-up and online option
- iContact sent to Providers with tobacco recovery resources to offer to Members
- DEI virtual seminar and DEI-related Provider Notices
- New question: Did Member feel Provider was respectful of spiritual beliefs

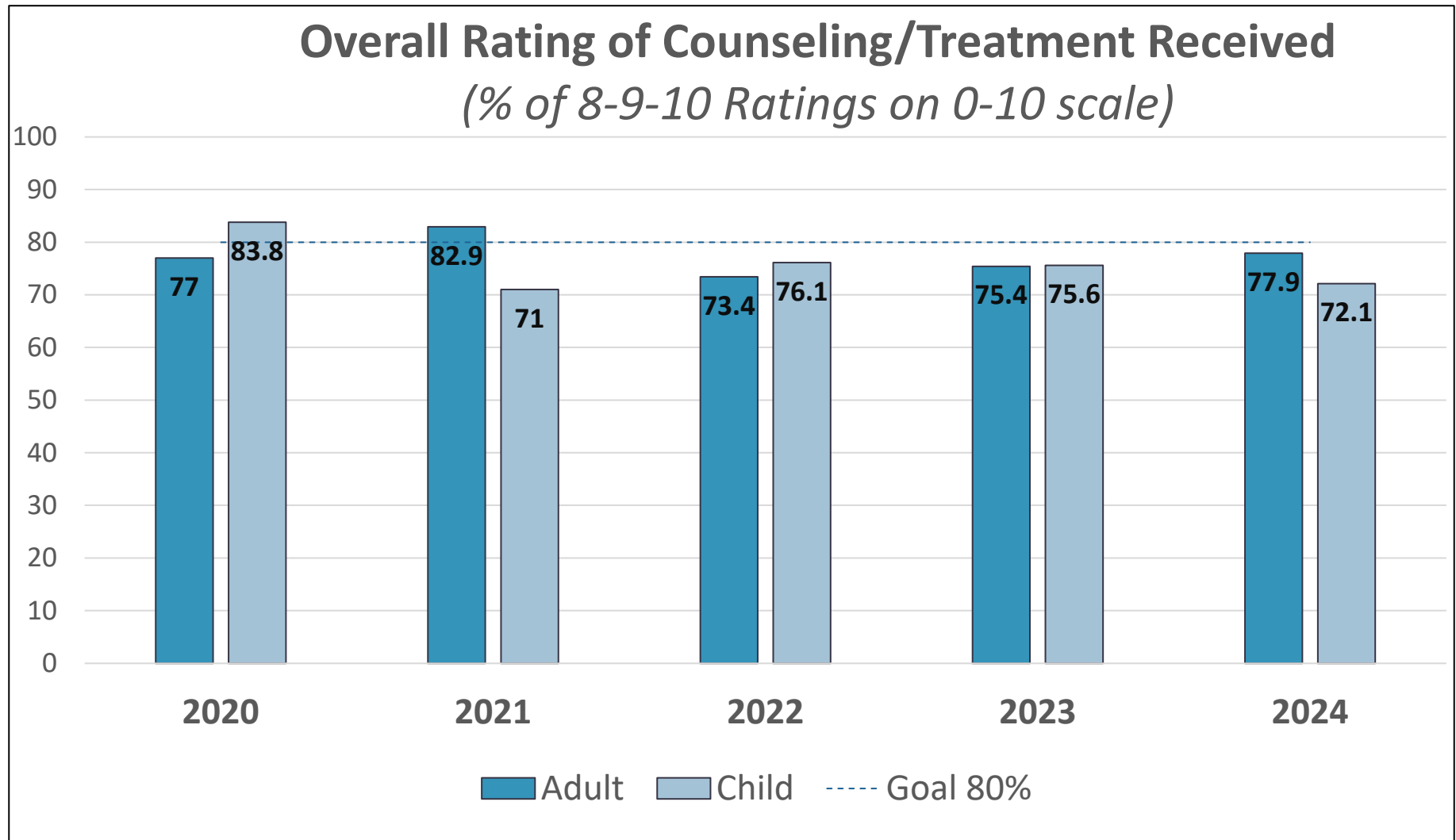
Member Satisfaction Survey Results

Section by Section Review

Overall Satisfaction with PerformCare

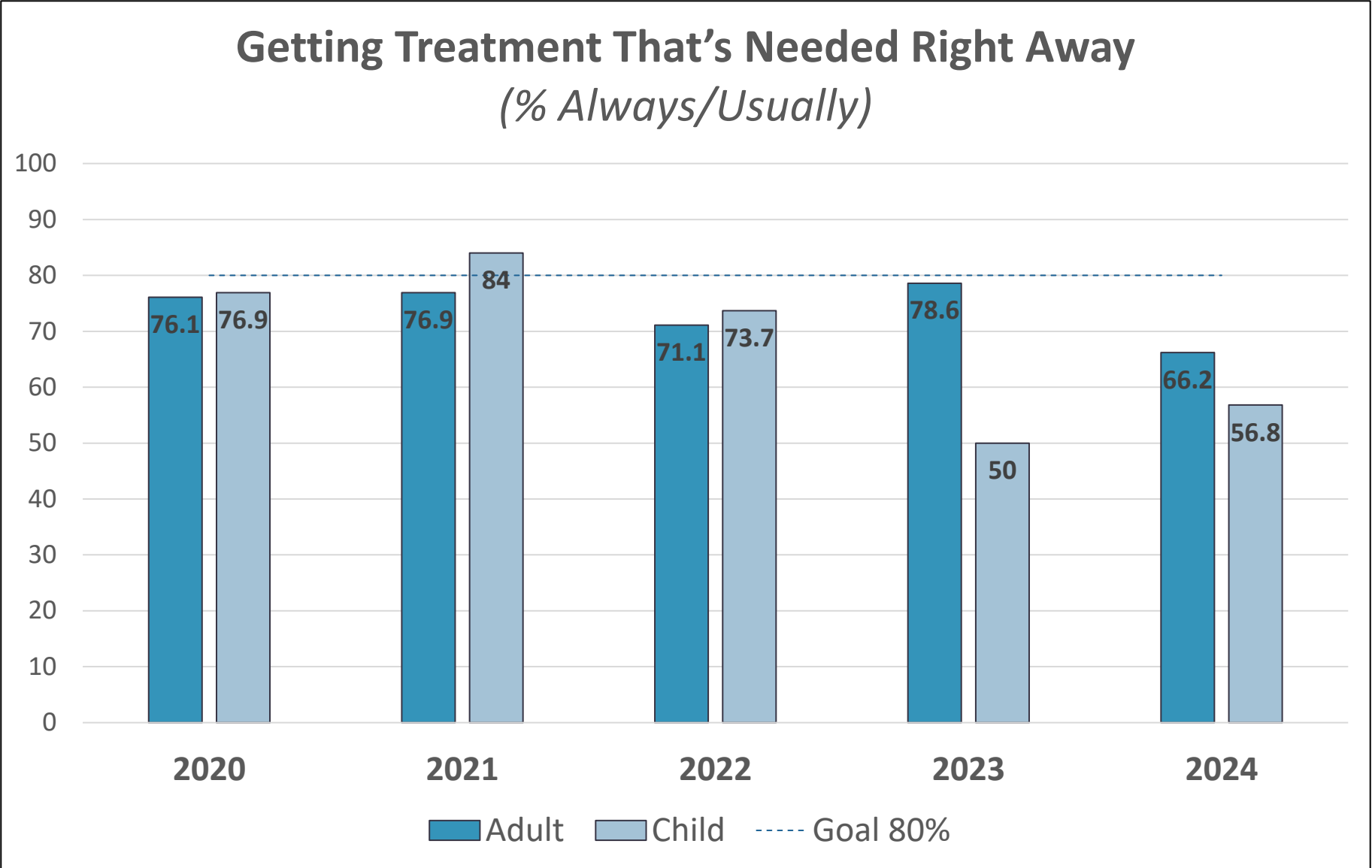


Overall Rating of Counseling/Treatment

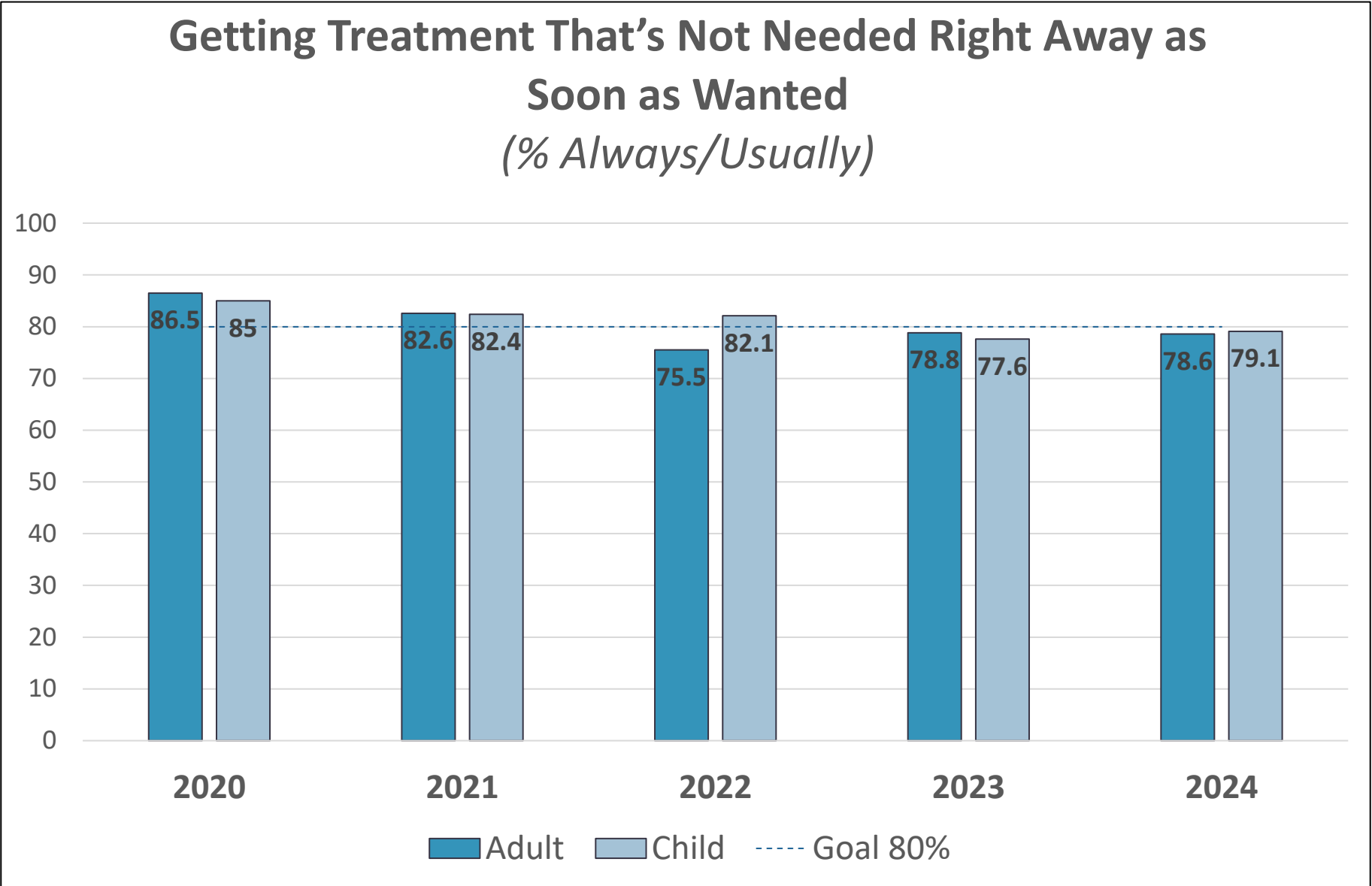


Members were asked to rate all counseling or treatment they received in the past 12 months on a scale from 0 to 10, where “0” is the worst counseling or treatment possible and “10” is the best counseling or treatment possible

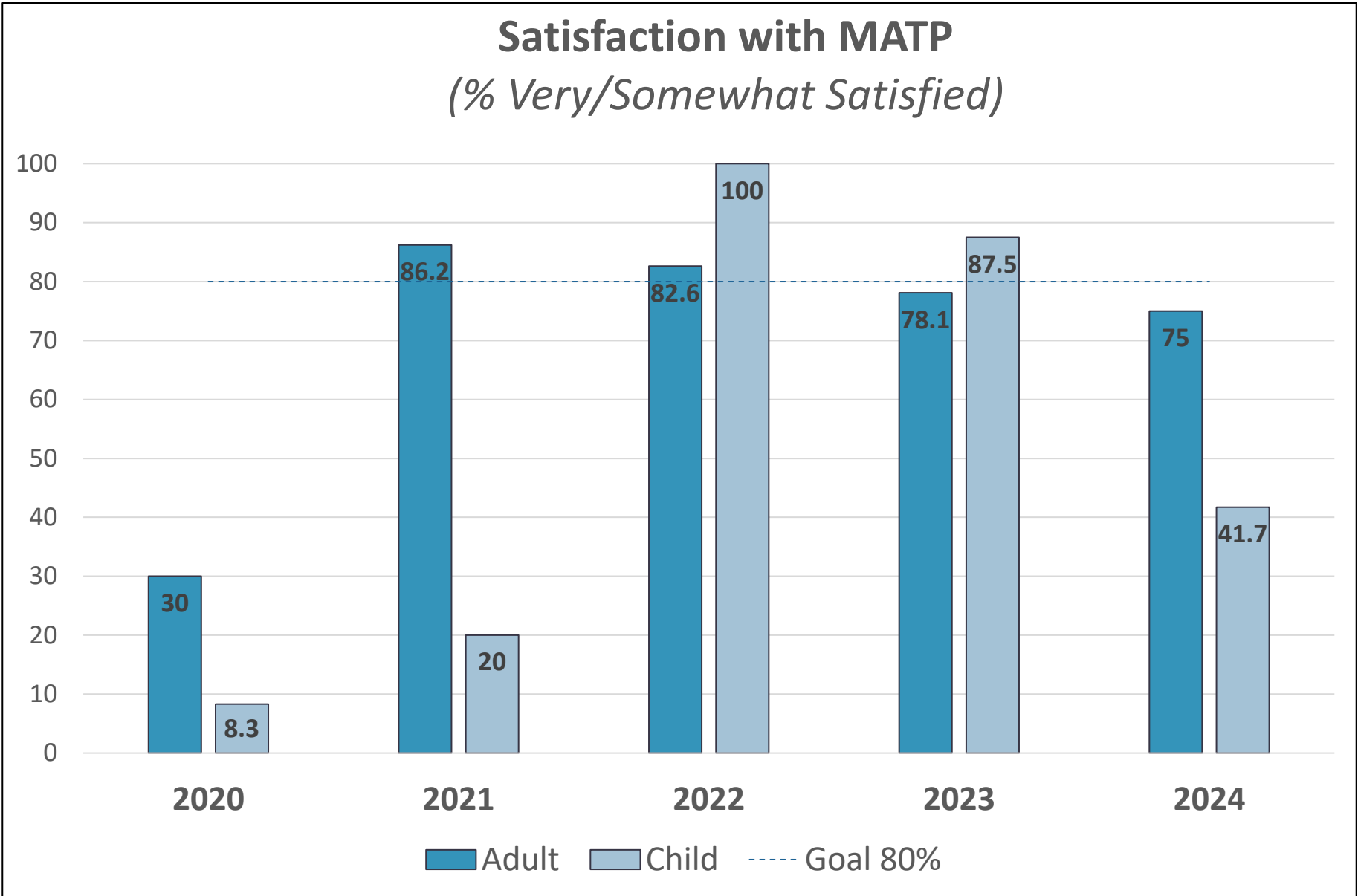
Treatment Access

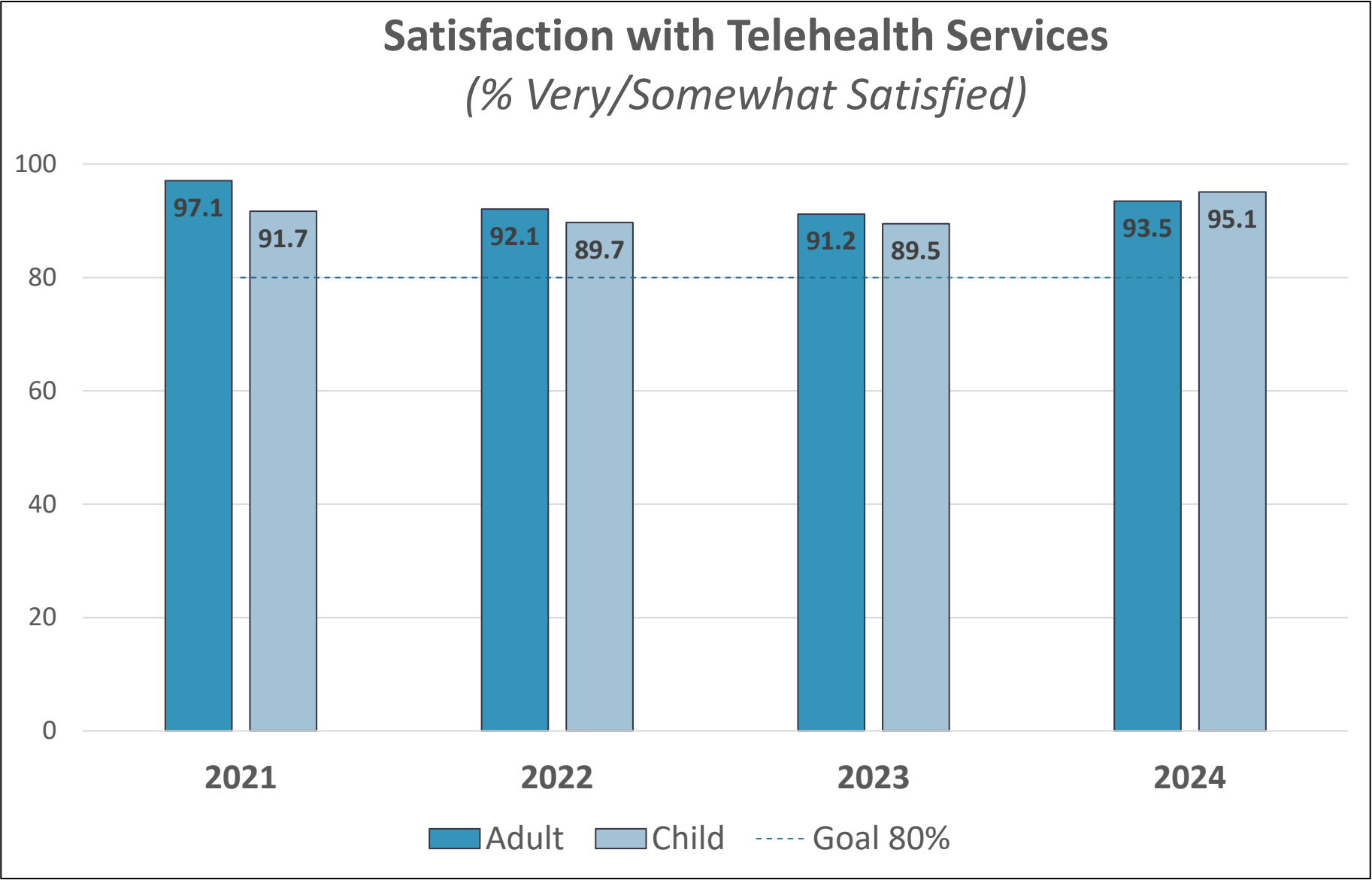


Treatment Access

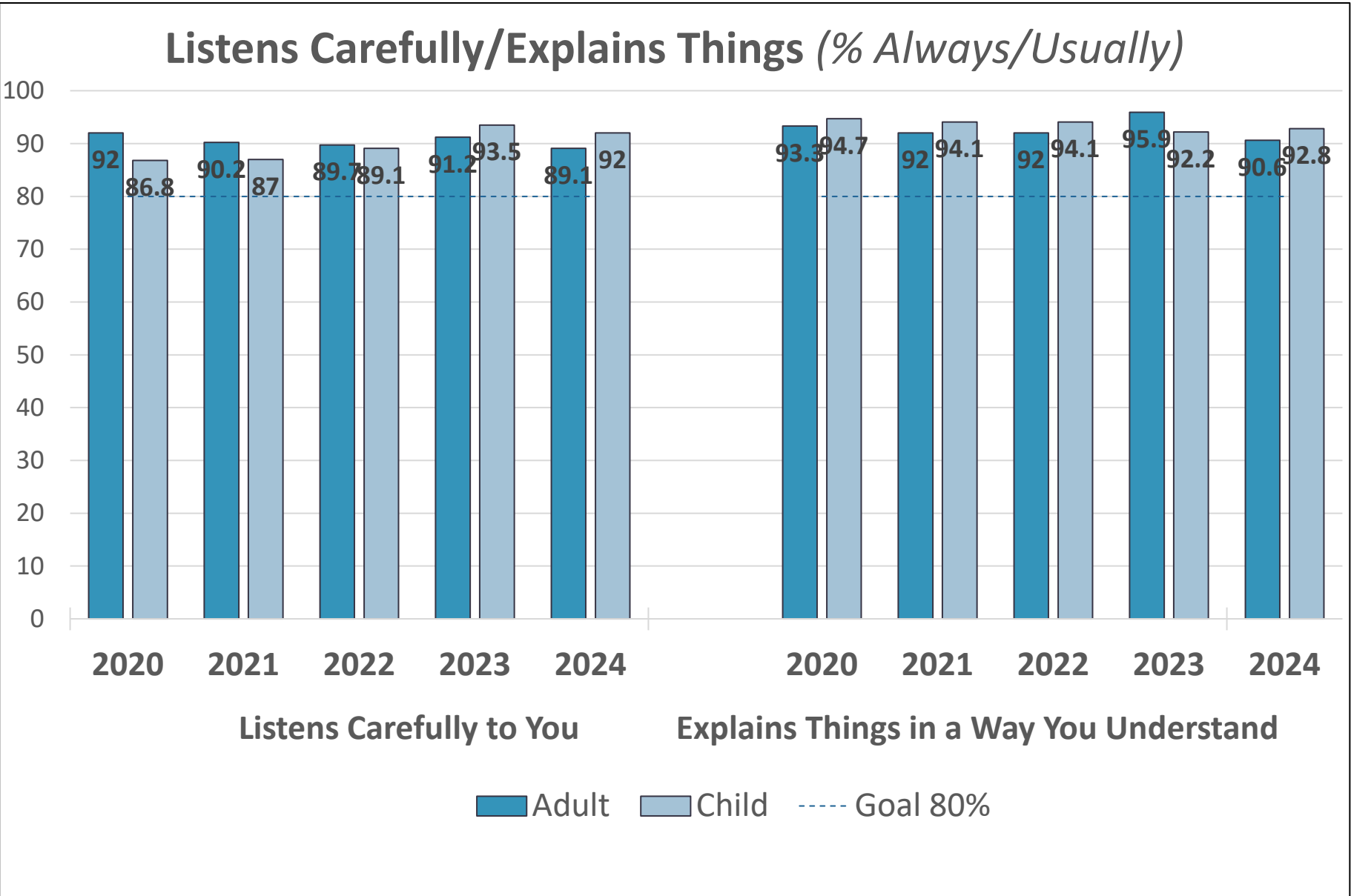


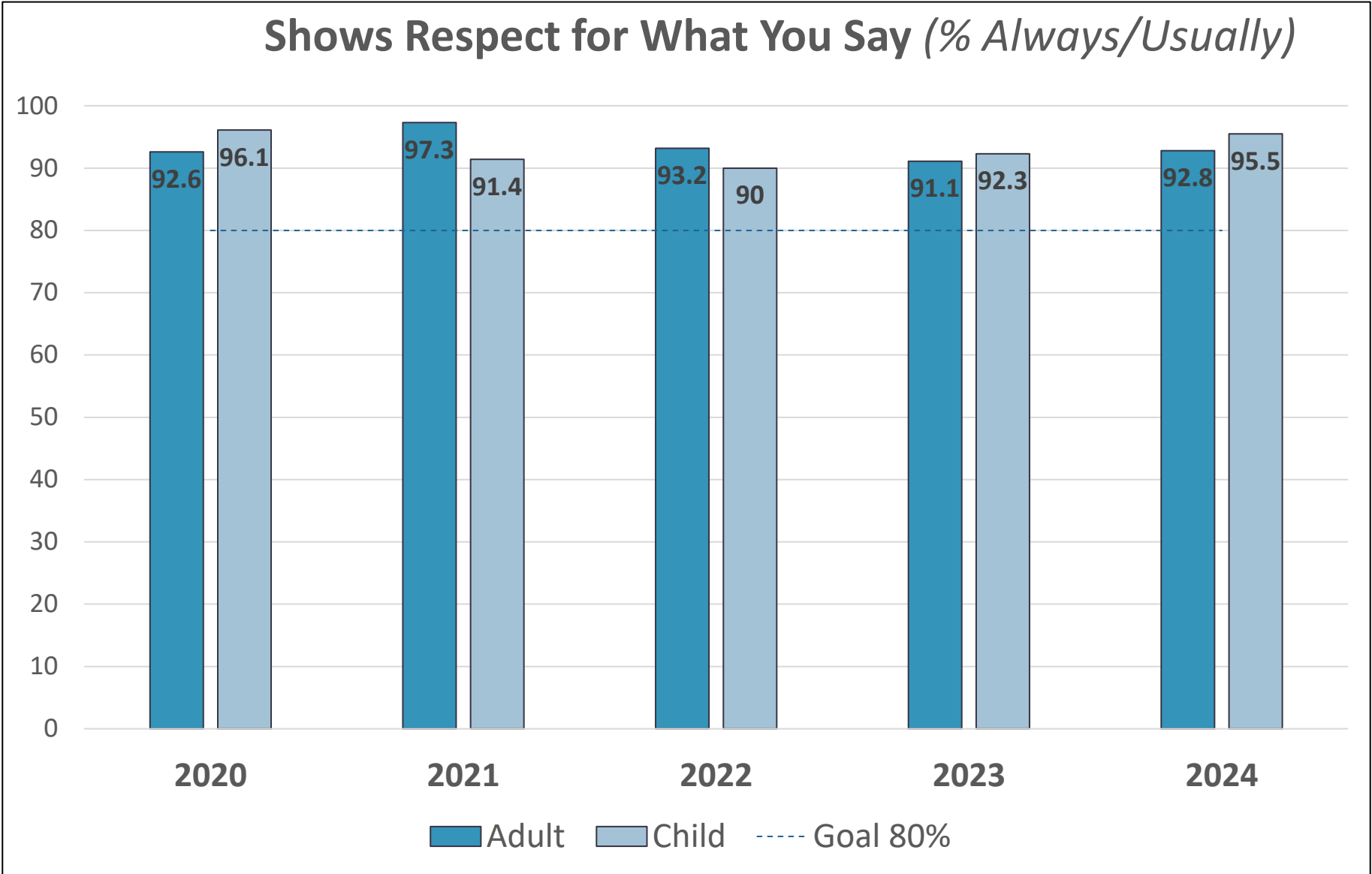
Treatment Access



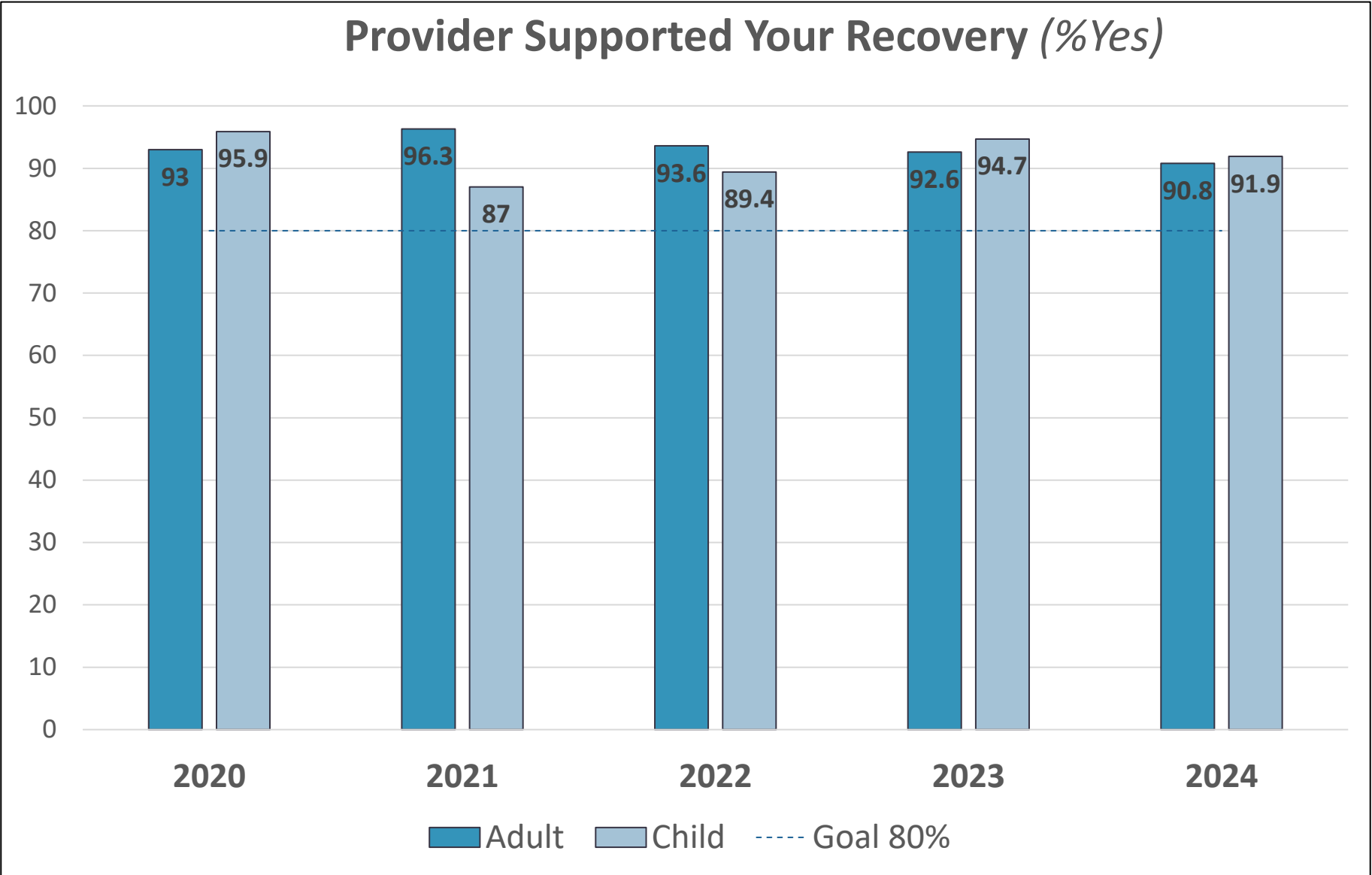


Clinician Communication

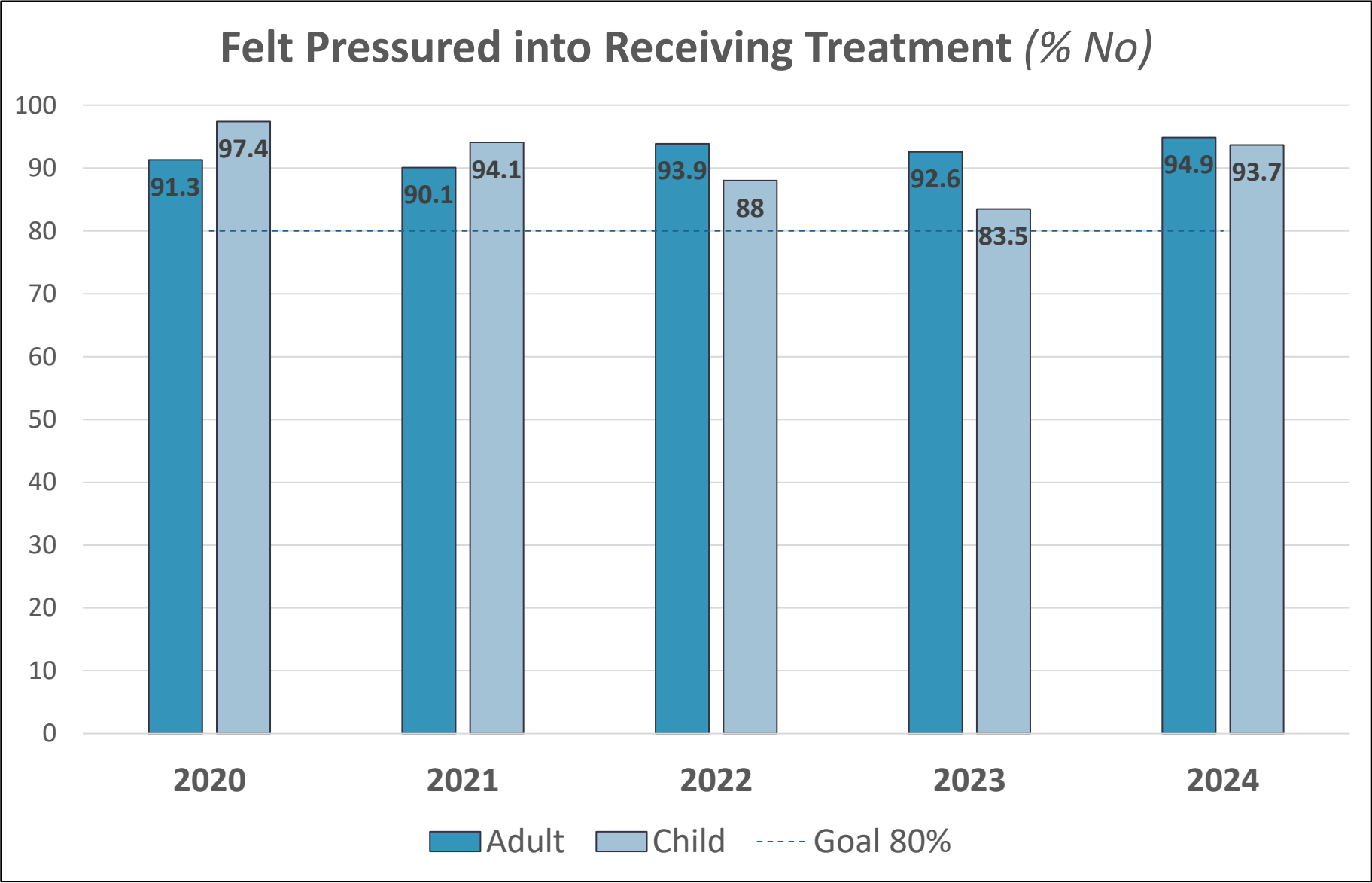




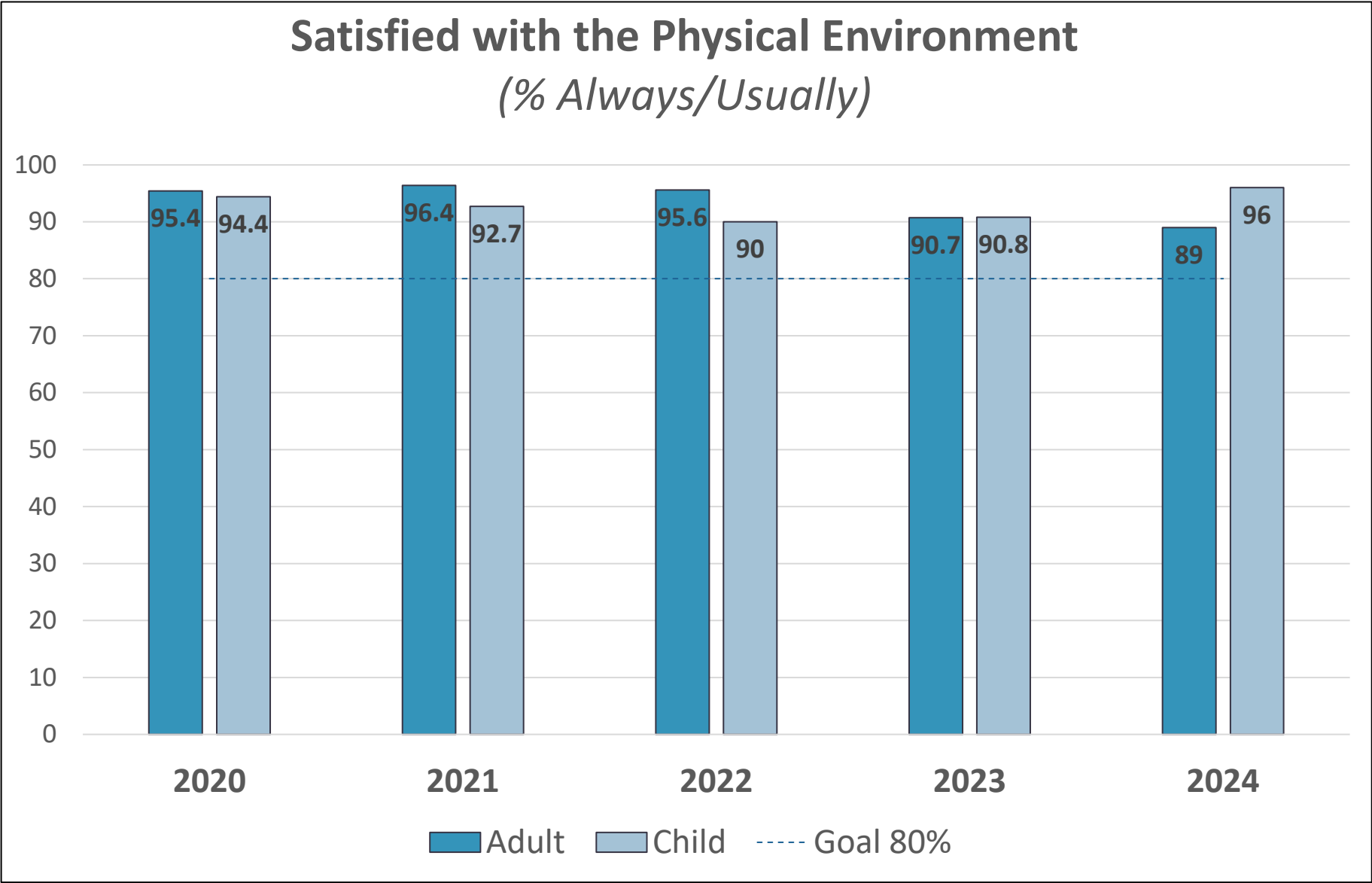
Clinician Communication



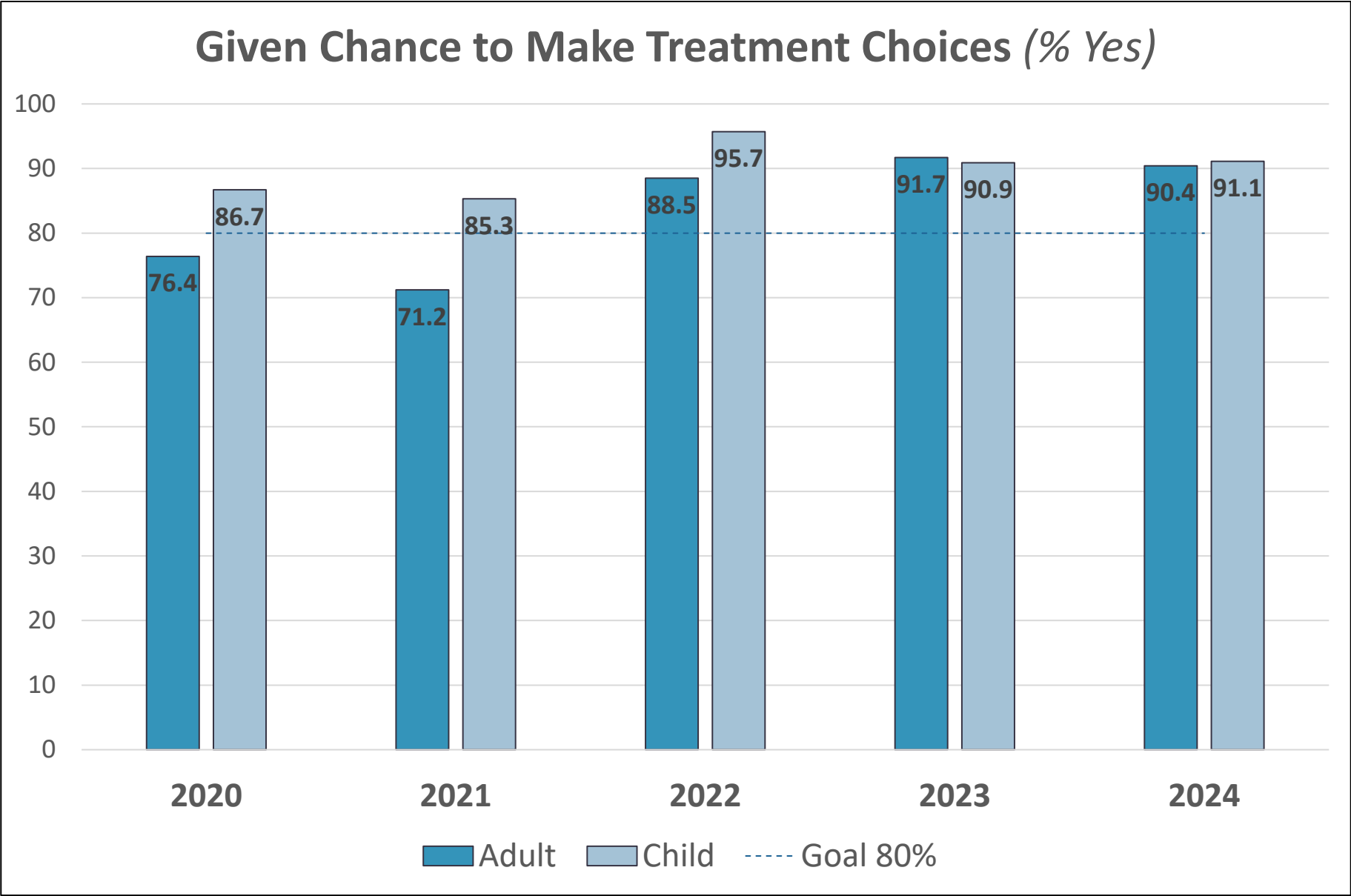
Comfort with Counseling or Treatment



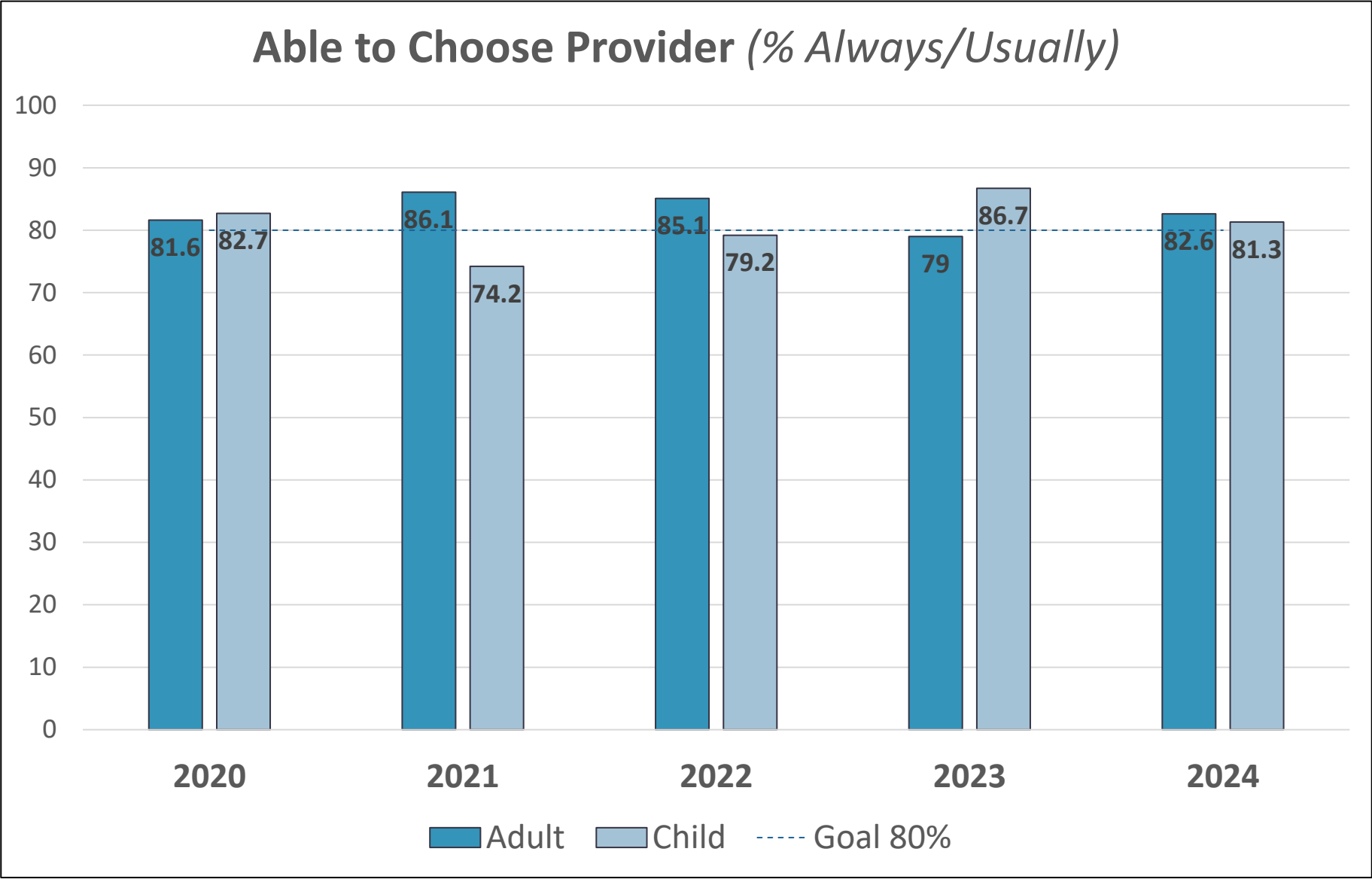
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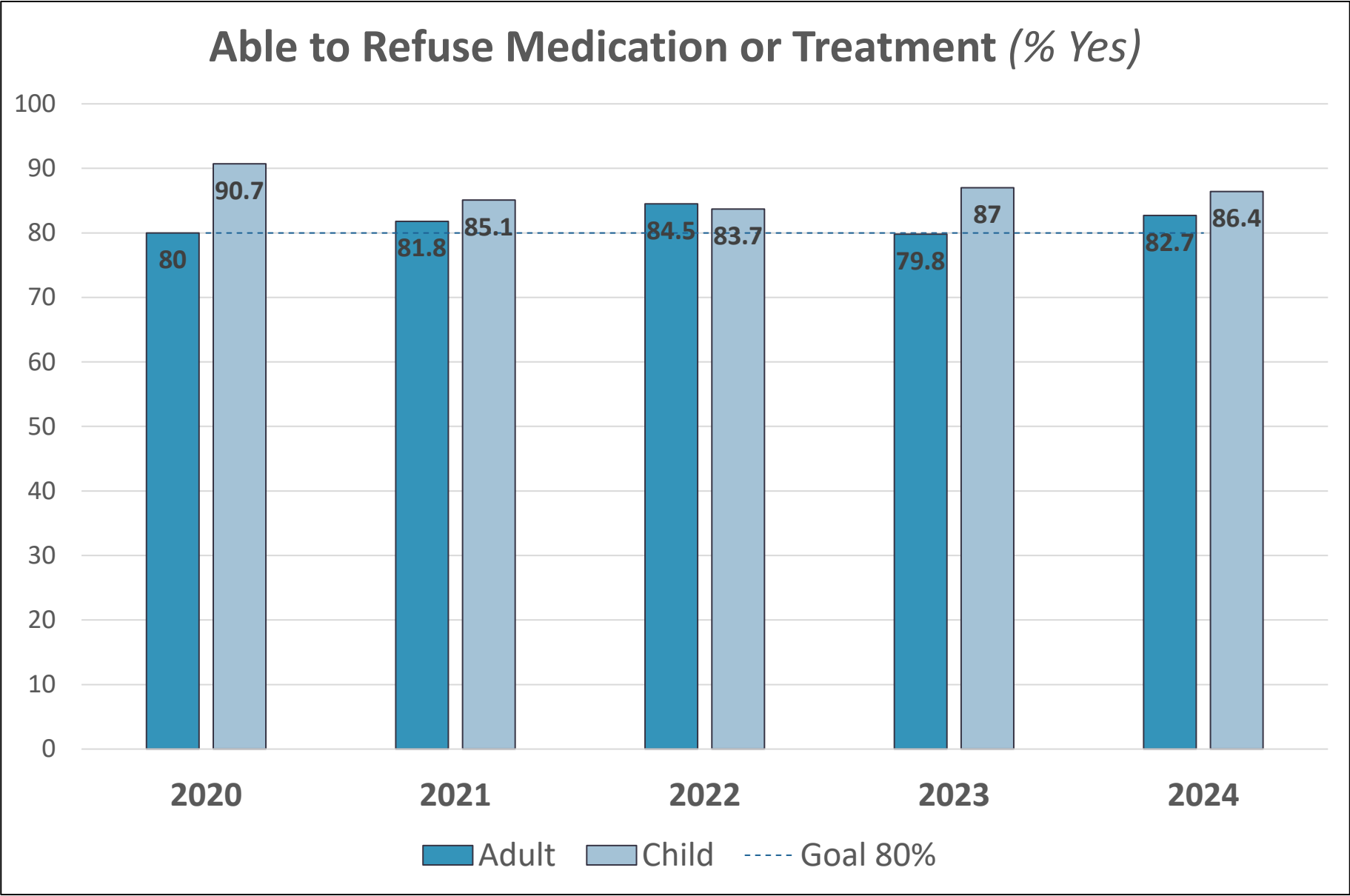
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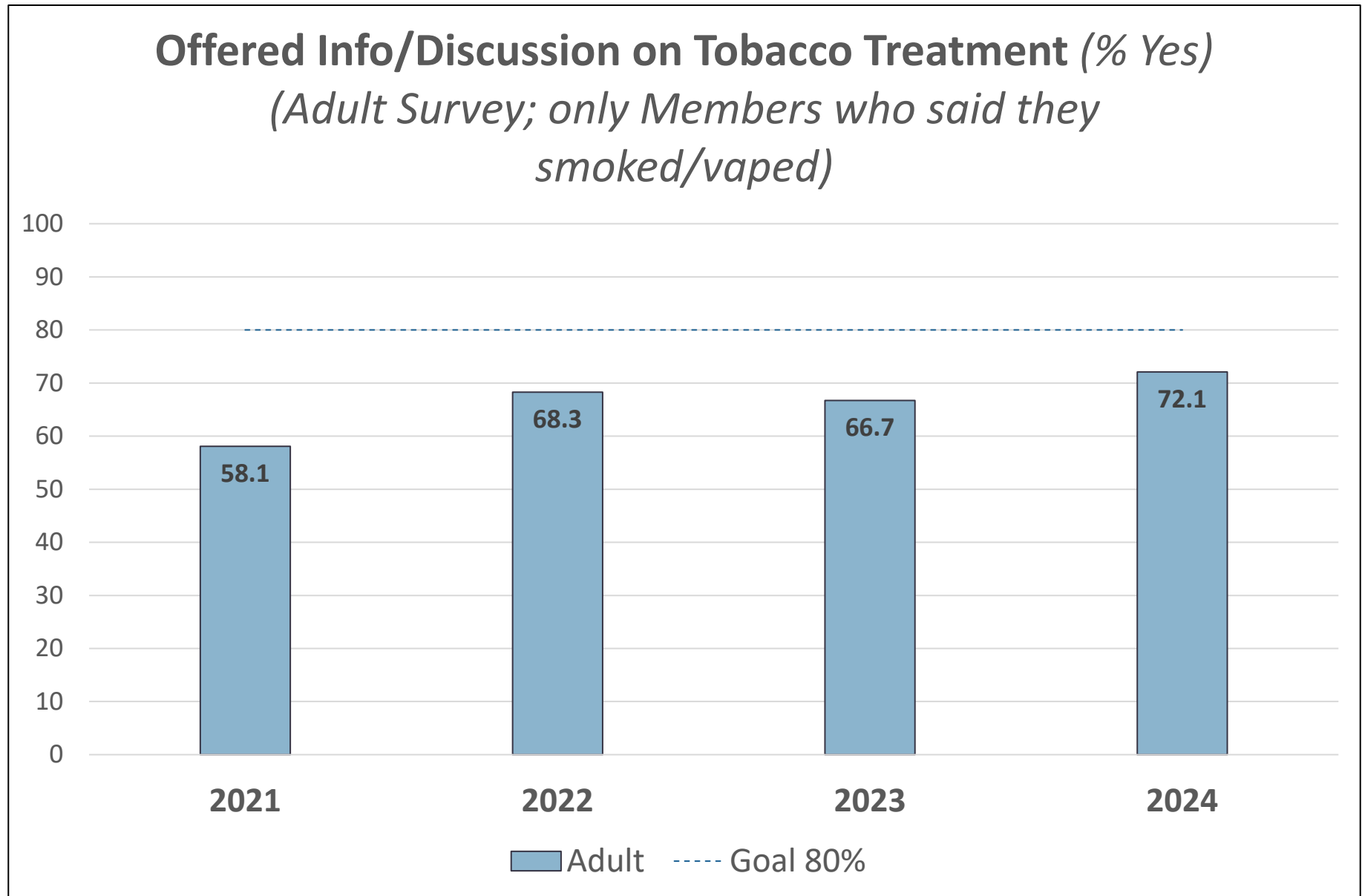
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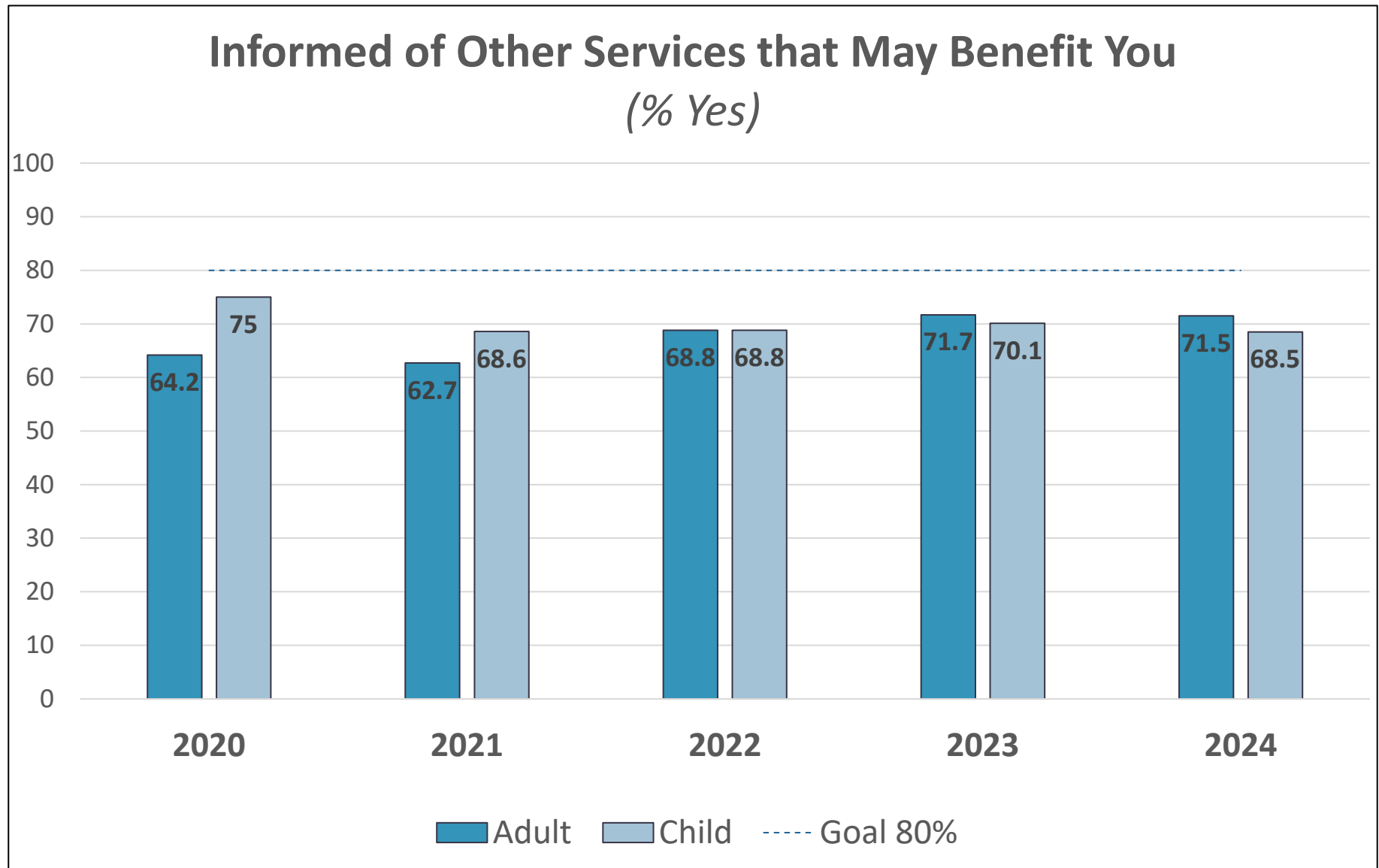
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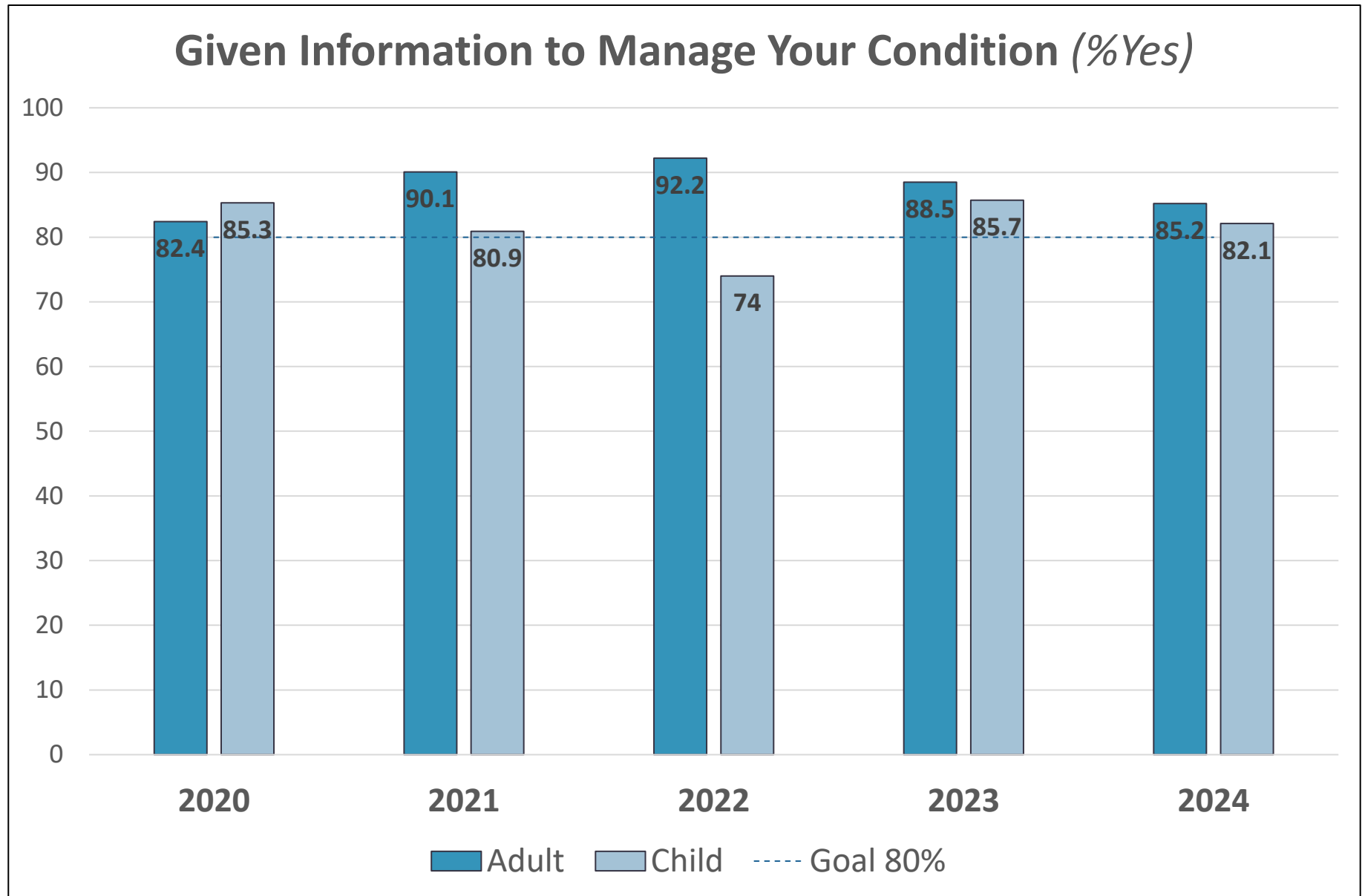
Health Promotion and Education

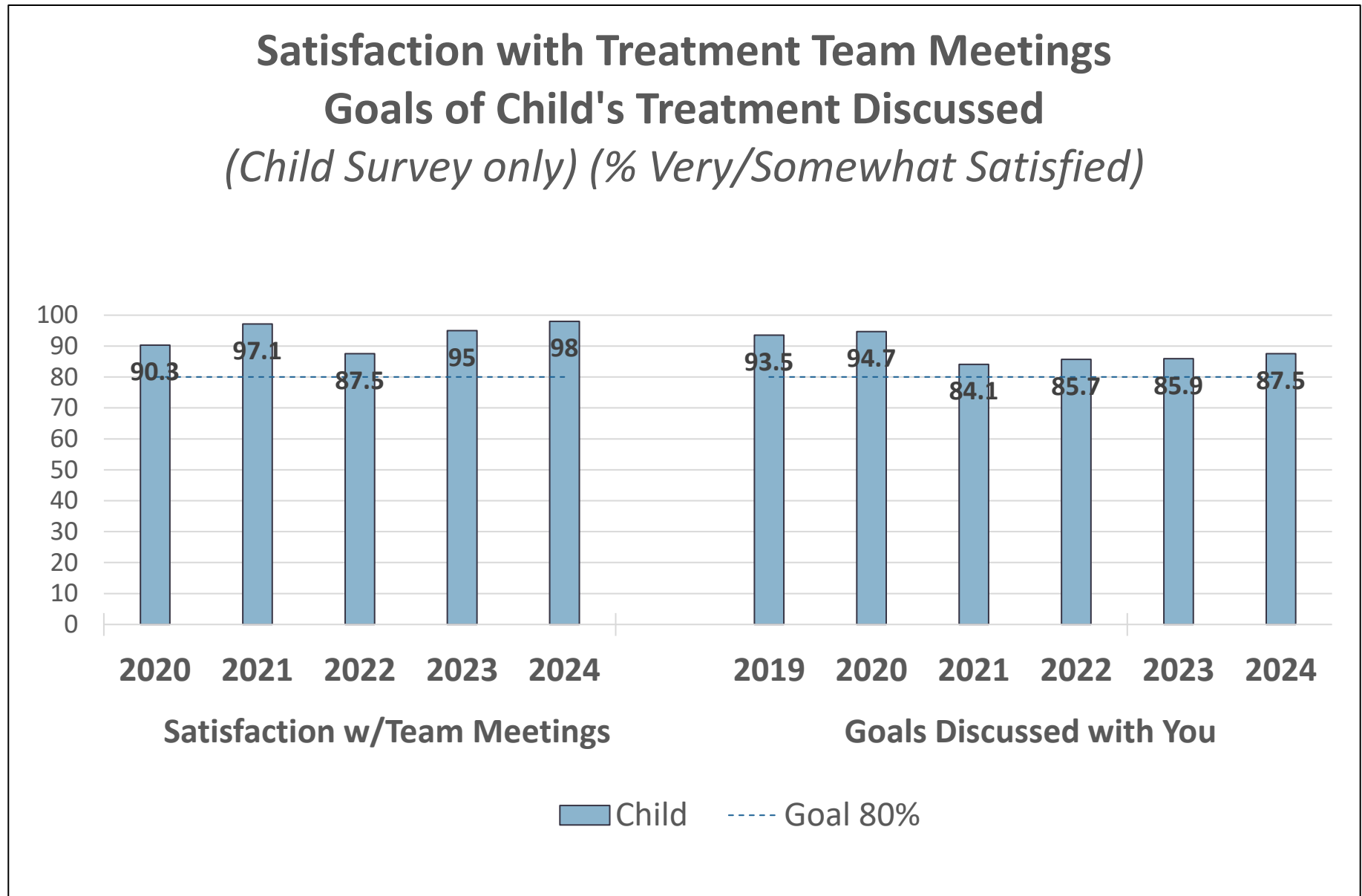


Health Promotion and Education

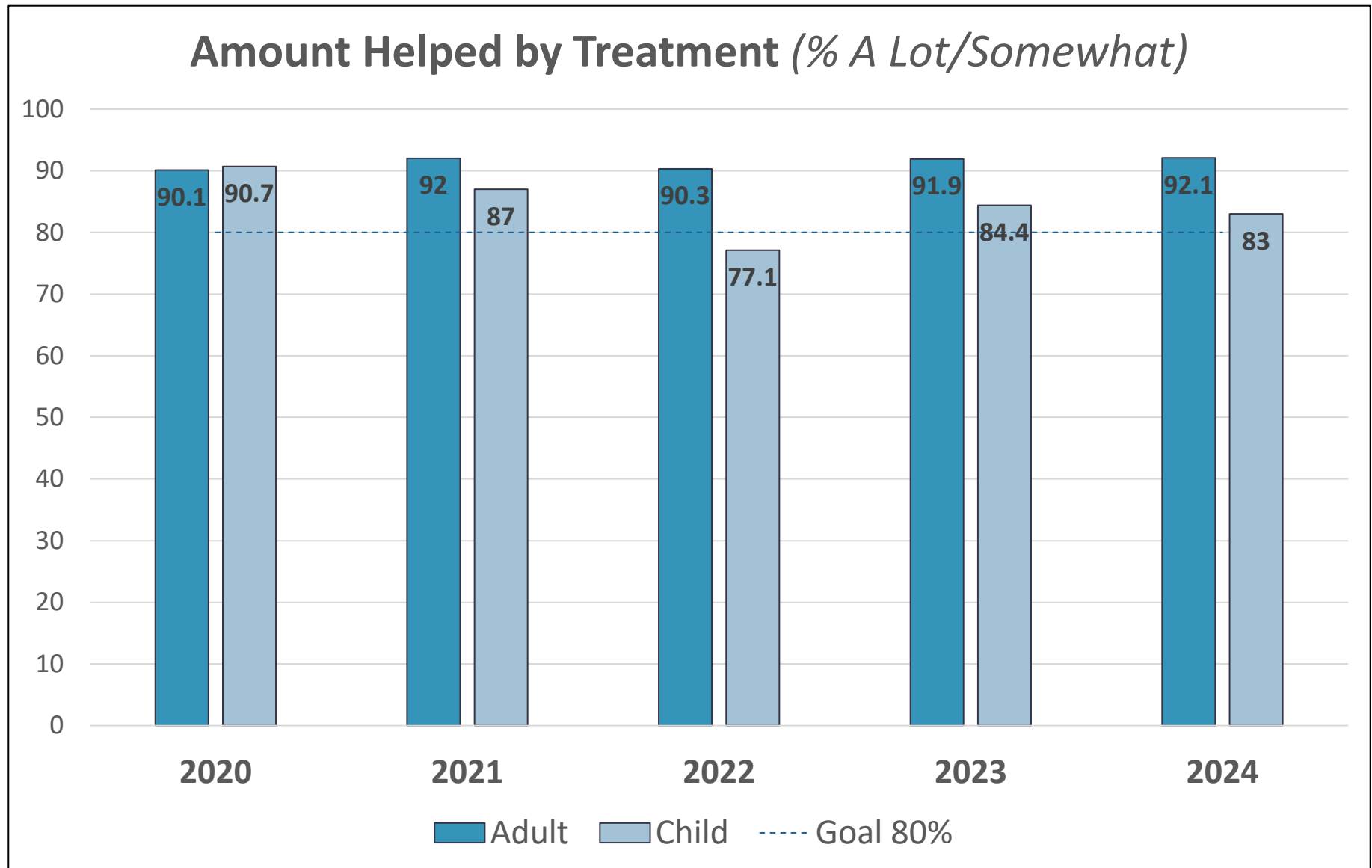


Health Promotion and Education

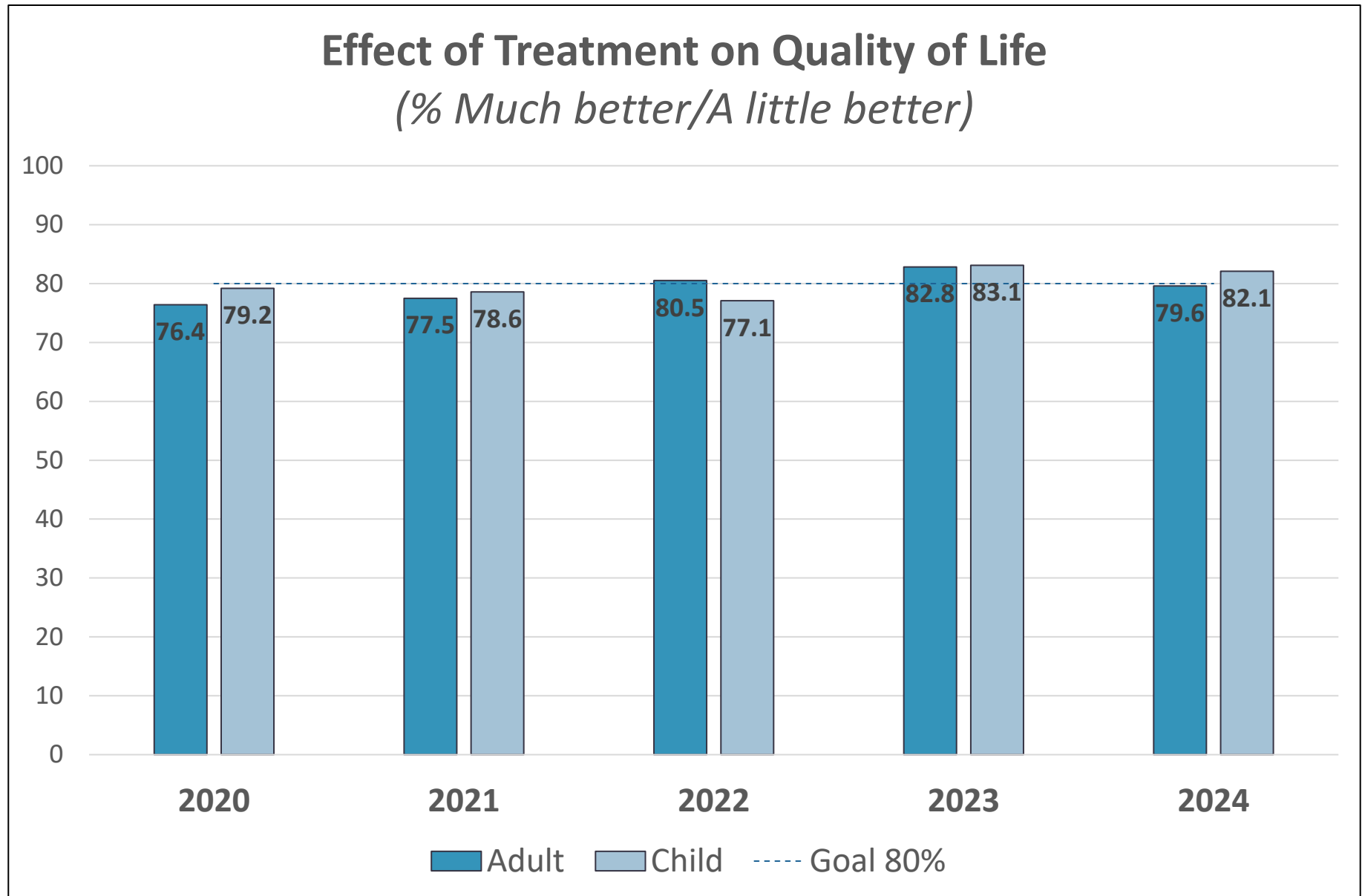




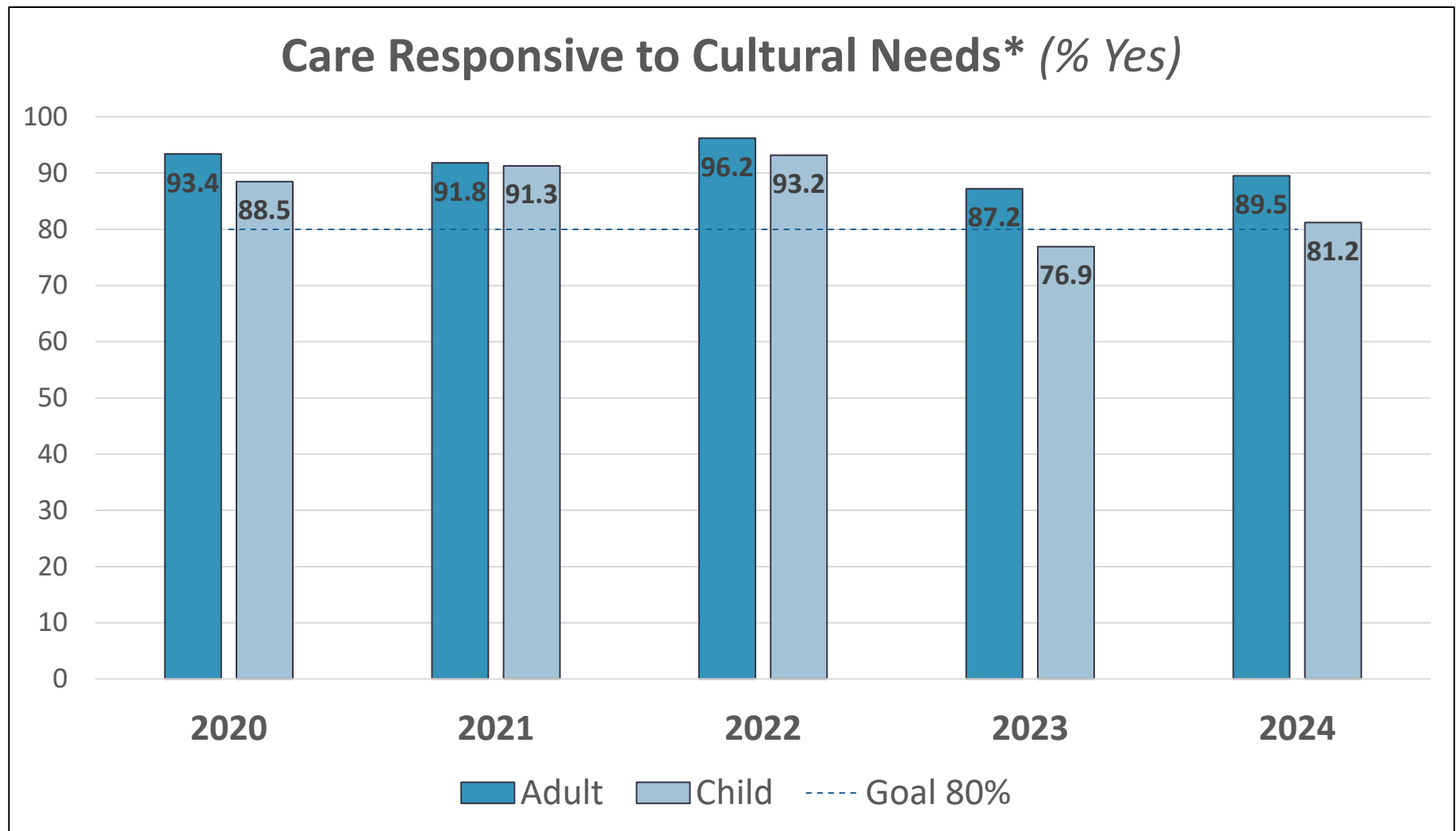
Perceived Improvement



Perceived Improvement

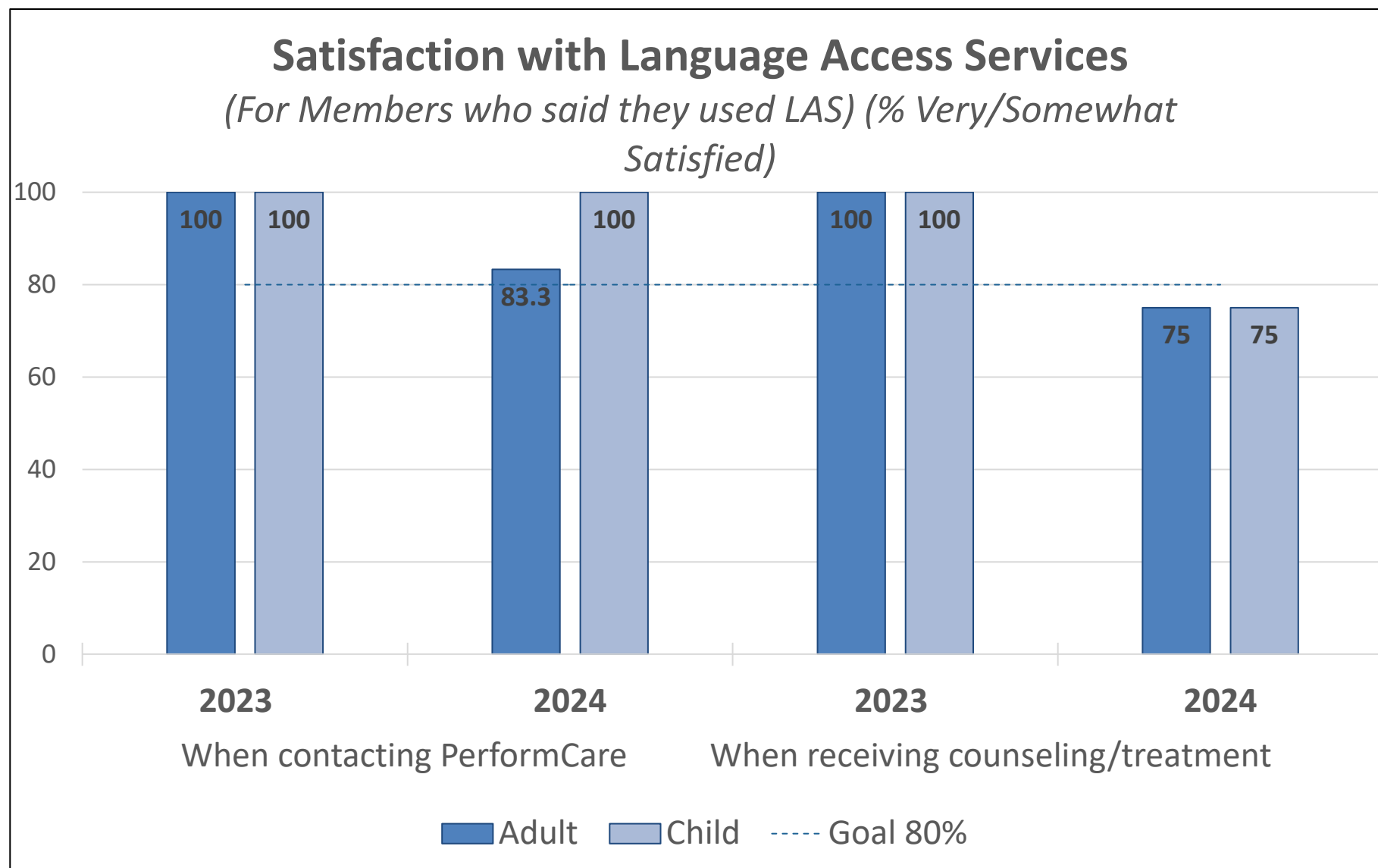


Member-Centered/Culturally Responsive Care



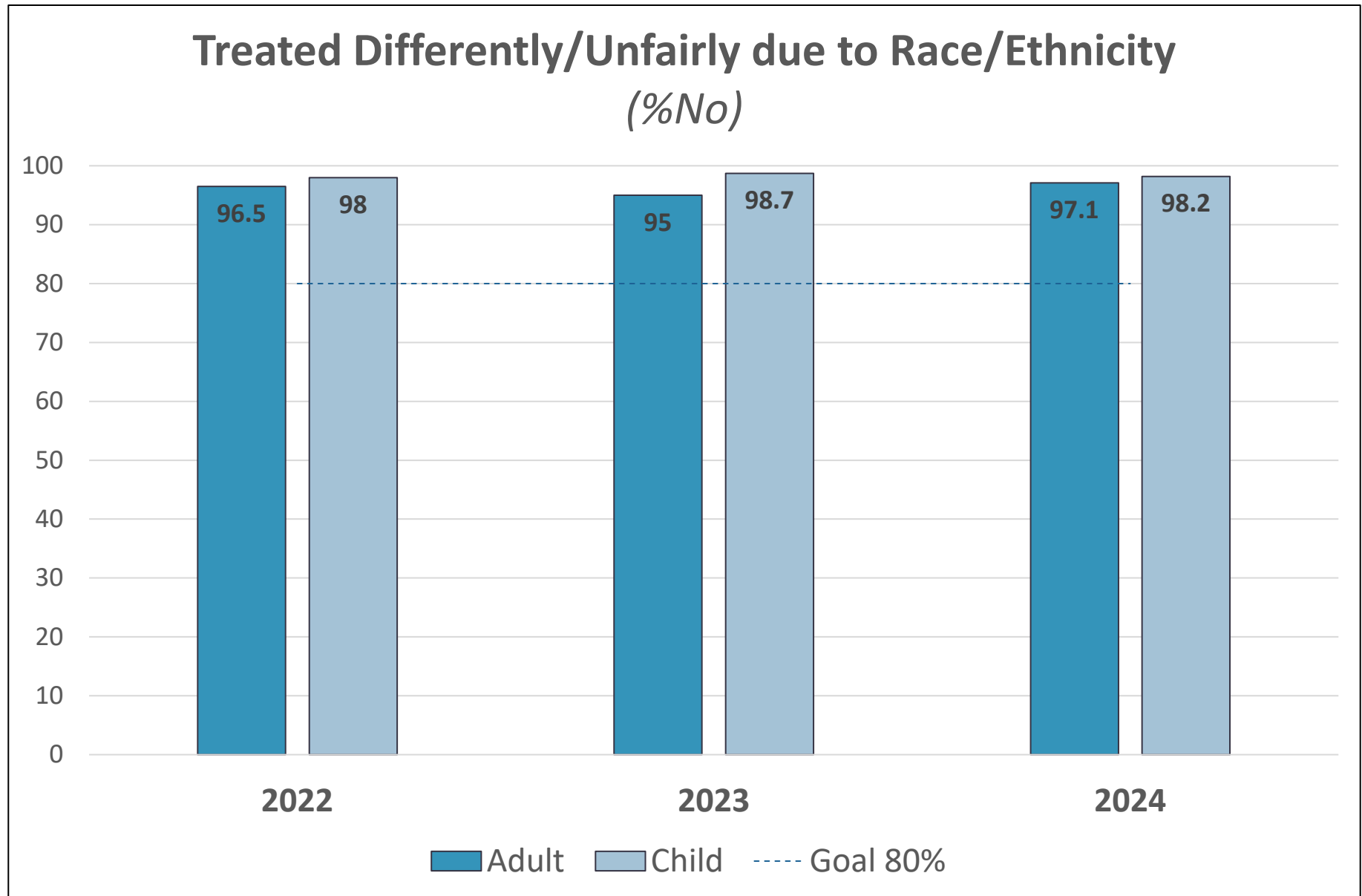
*Was the care you received responsive to your language, race, religion, ethnic background, and cultural needs?

Member-Centered/Culturally Responsive Care

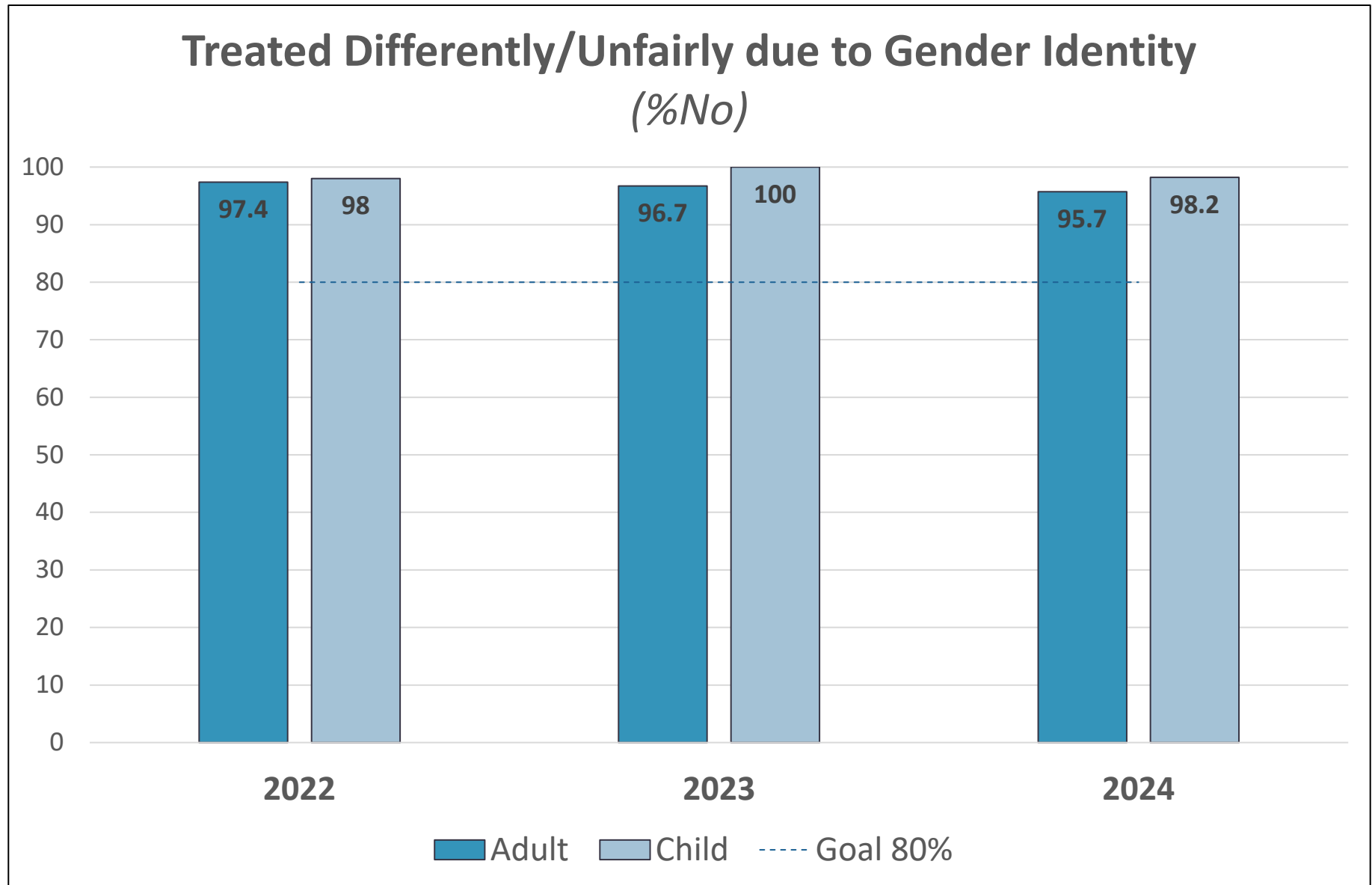


It should be noted that only 4 adults and 4 parents/guardians reported using LAS in 2024 when receiving counseling/treatment

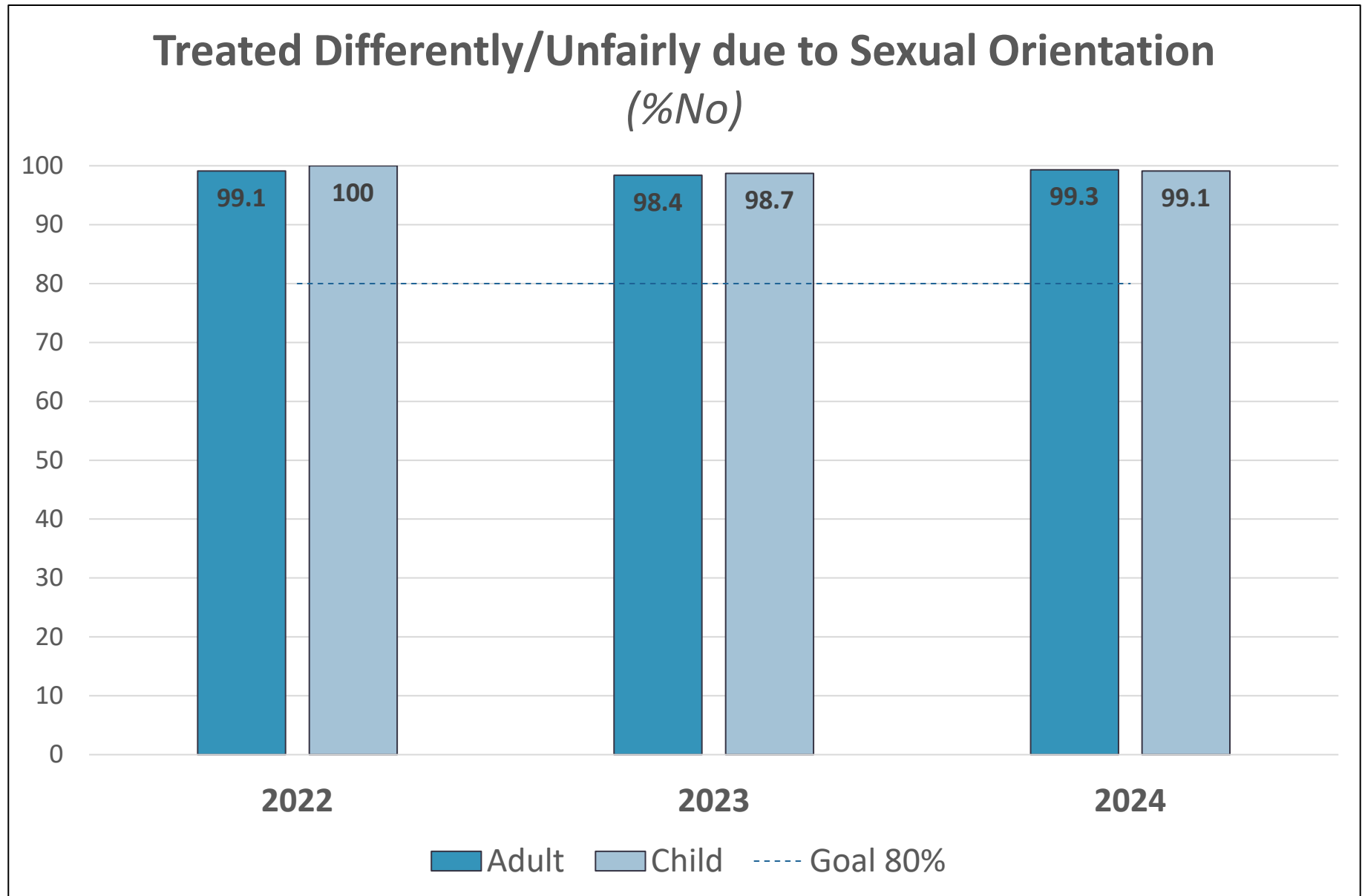
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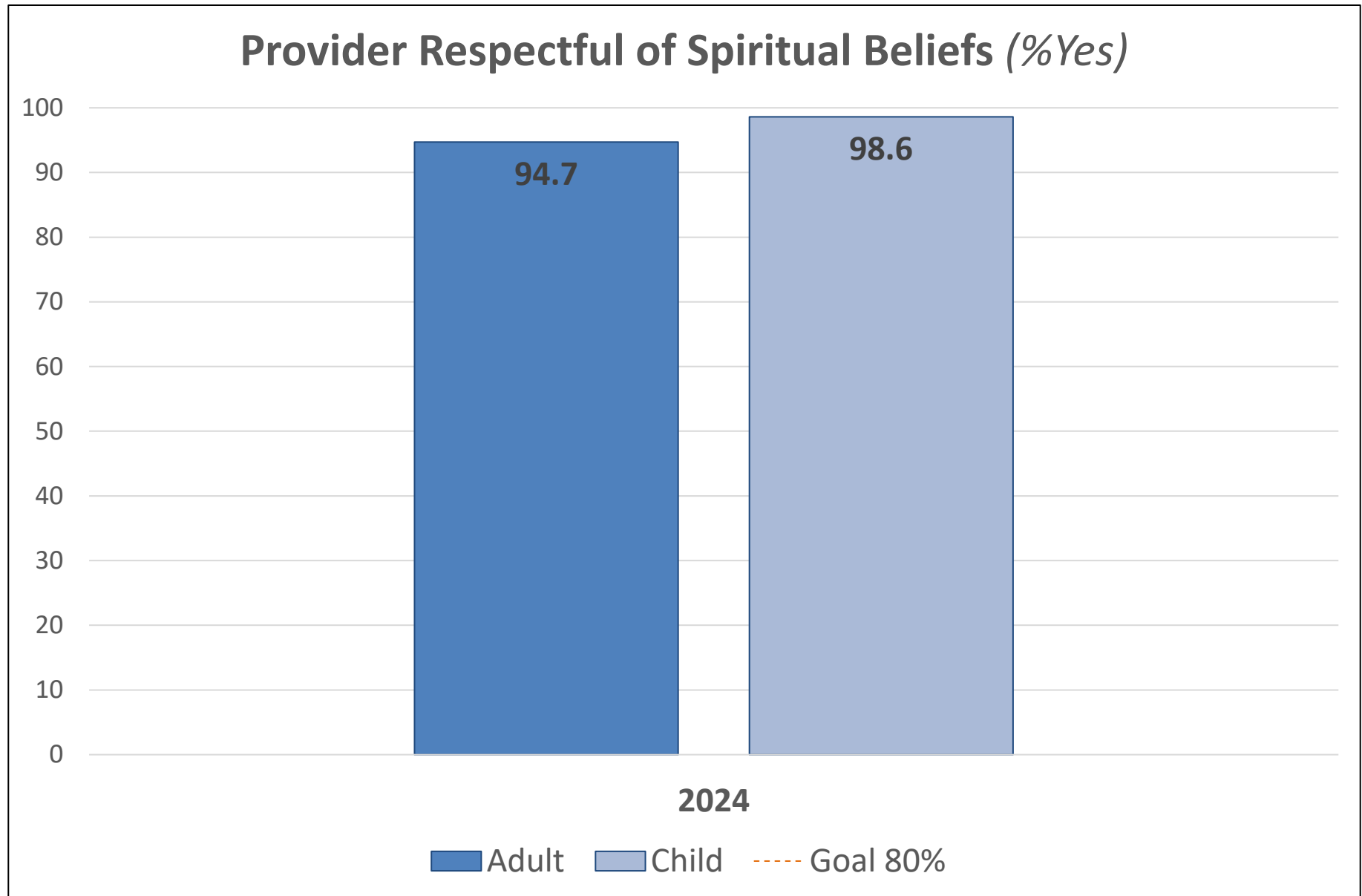
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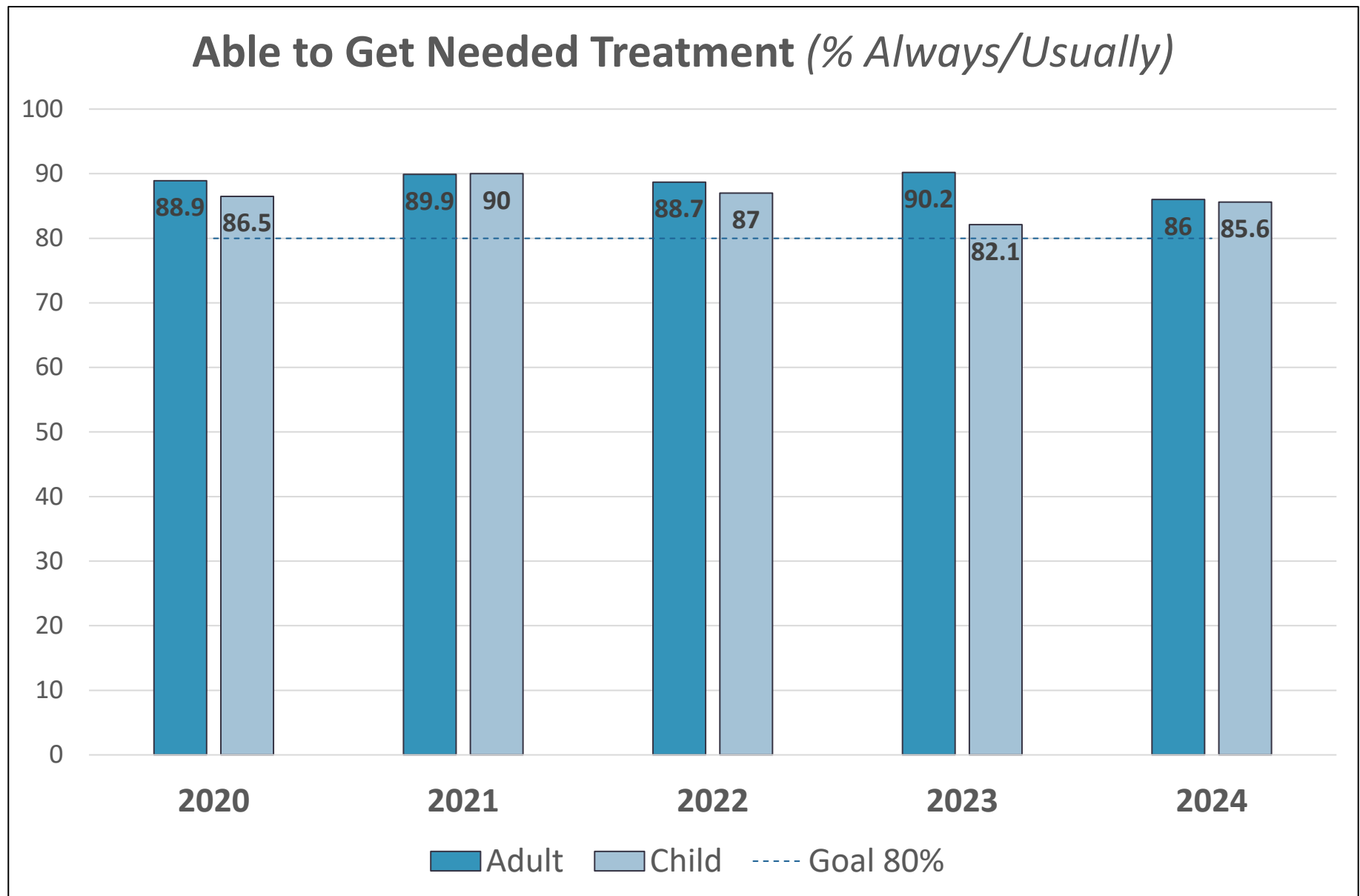
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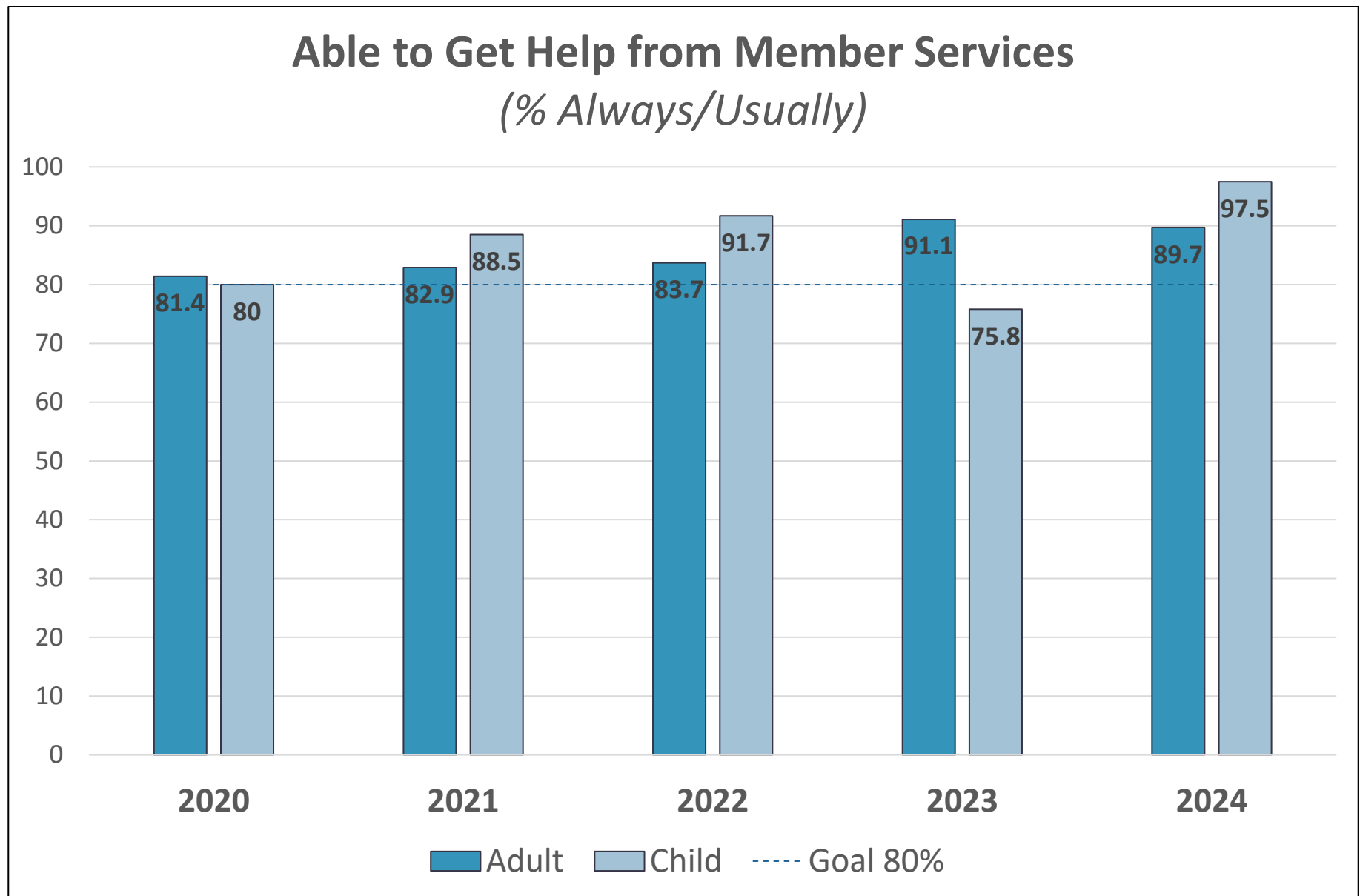
Member-Centered/Culturally Responsive Care



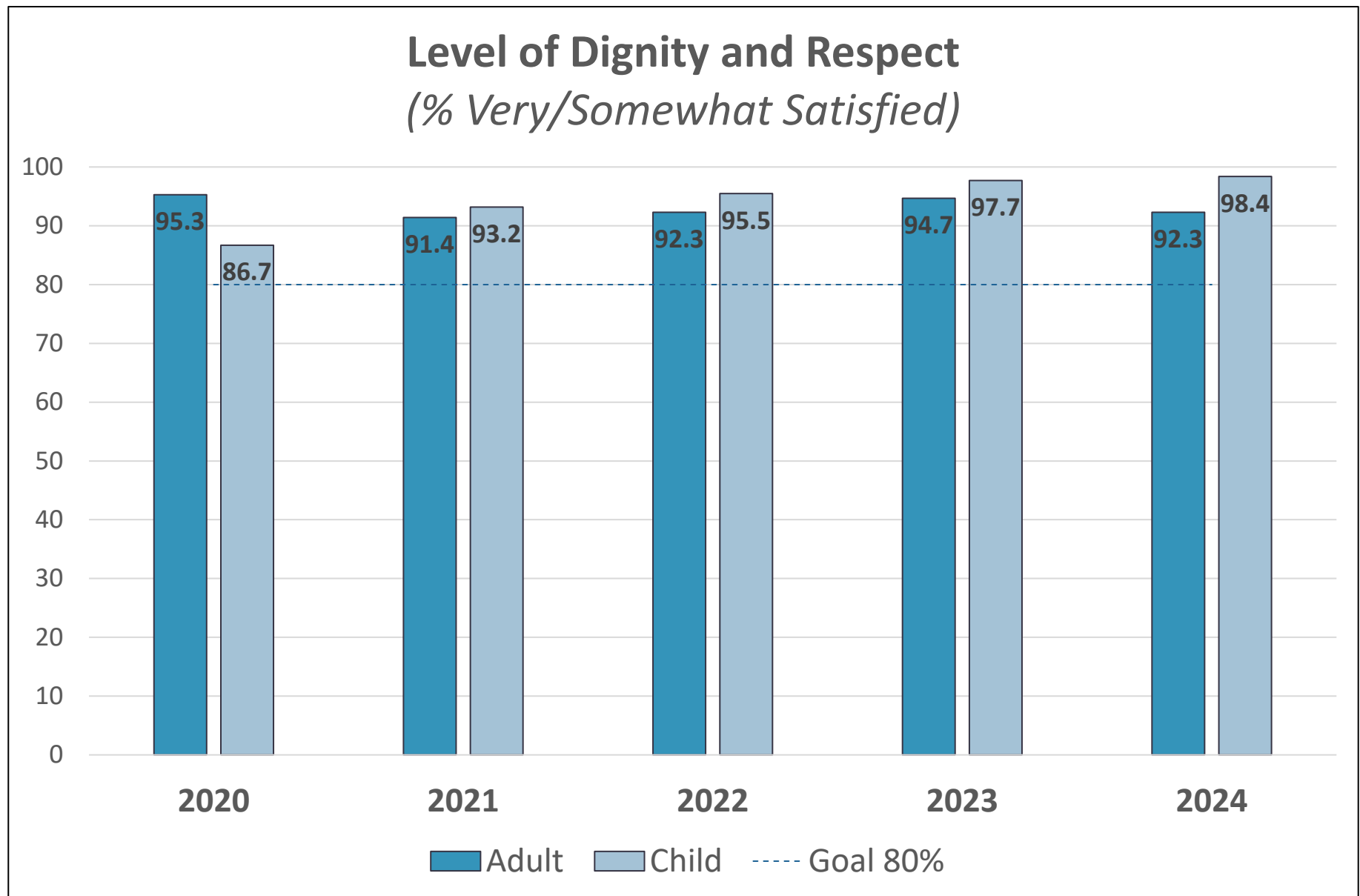
Experience with PerformCare



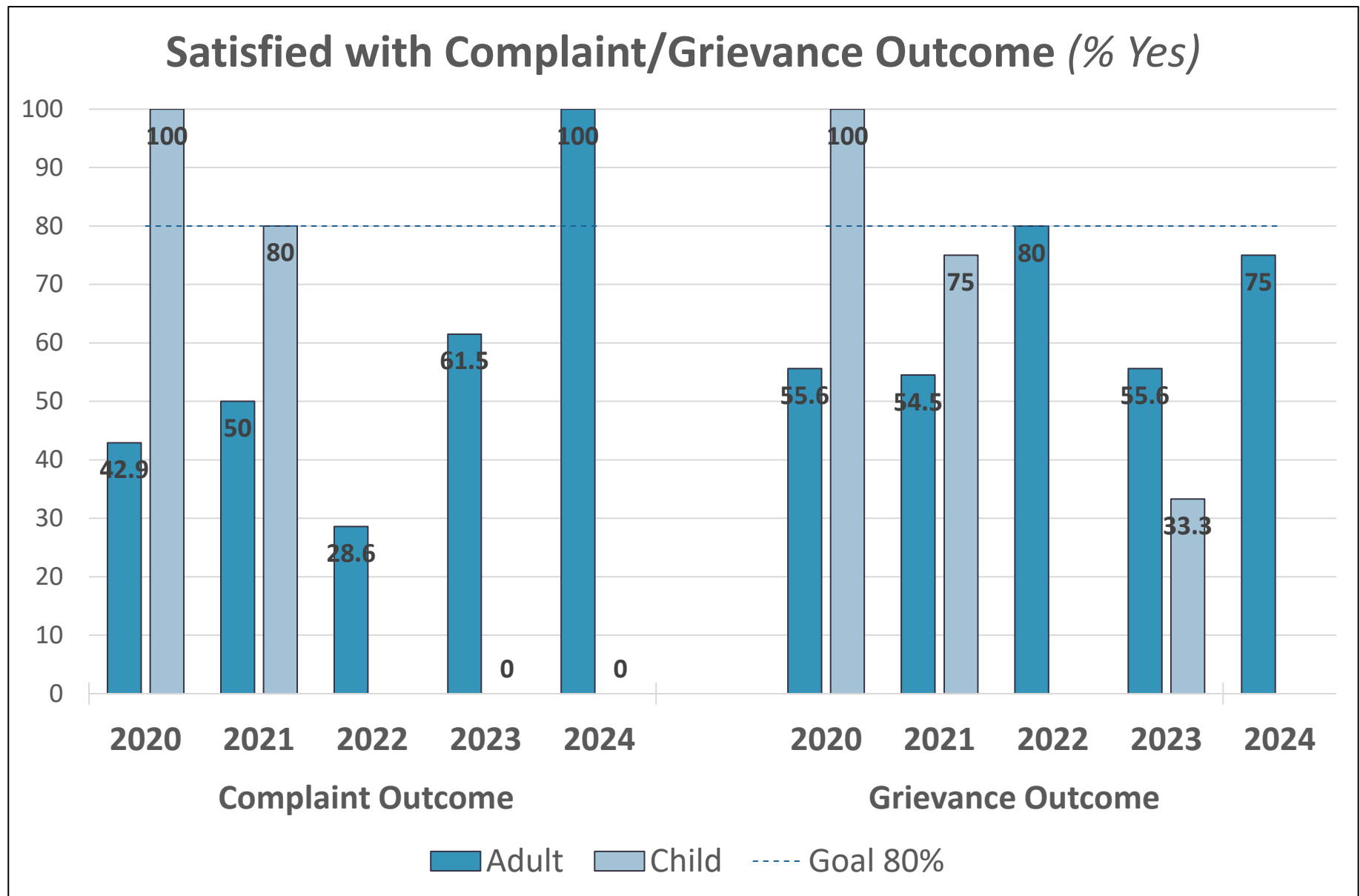
Experience with PerformCare



Experience with PerformCare



Experience with PerformCare



Areas of High Satisfaction

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

- Overall satisfaction with PerformCare
- Satisfaction with Telehealth services
- Providers explained things and showed respect to Members
- Members felt supported in their recovery
- Members did not feel pressured into treatment
- Given chance to make treatment choices
- Treatment Team Meetings (child survey)
- Not feeling treated differently due to race, ethnicity, sexual orientation, gender identity
- Provider respectful of Member spiritual beliefs
- 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
- Discussion/information offered for tobacco recovery
- Informing about other services that may benefit Member
- Effect of treatment on quality of life
- Satisfaction with LAS when receiving counseling/treatment
- Satisfaction with 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)
- Satisfaction with MATP
- Being informed about other services that may benefit the Member
- Satisfaction with LAS when receiving counseling/treatment
- Satisfaction with complaint outcome

Response to 2024 Survey and Plan for 2025

Provider webinar (will
also be posted on
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

Results reviewed with
DEI Workgroup and
CLAS-PAB Committee
for discussion and
feedback

Continued focus in
2025 on improving
response rate

Questions, Comments, Feedback?

Any additional questions or feedback related to the Member Satisfaction Survey may be submitted to Jennifer Simonetti, **Quality Performance Specialist** email: jsimonetti@performcare.org

Thank you for your participation!

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

- Member
Satisfaction
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Provider
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