

## Ryan White Client Satisfaction Survey 2018 Summary Report Highlights<sup>1</sup>

### Background

The 2018 Ryan White Client Satisfaction Survey was conducted in December of 2018 and January 2019 by the Orange County Health Care Agency (HCA) HIV Planning and Coordination unit in collaboration with the Office of Health Policy, Research and Communications. The survey assessed client's satisfaction with Ryan White Act-funded services in Orange County. This was the seventh time the survey had been conducted by HCA in a centralized manner. There were 1,225 surveys (English and Spanish) distributed via mail and at Ryan White-funded service sites throughout the community. In addition, an online English version of the survey was made available this year for the fifth time. By the end of January 2019, 184 surveys were completed; 130 were in English (91 print and 39 online) and 54 were in Spanish (54 print). This represents a response rate of approximately 15.0% for printed surveys. Respondents identified the services they used and rated their experiences with services received during the previous 12 months. Respondents were given the opportunity to provide comments regarding services they were using and suggestions for improvements. Survey results were compiled and key findings are presented below. Service providers will be given agency-specific results to acknowledge work done well and identify areas to implement improvements based on respondent feedback.

### Results

The following survey results provide information on client's experiences with select Ryan White services, the impact of the service on client's health or their ability to access the service. Average rating for services include a comparison of 2018 survey results to the average ratings from the 2016 Client Satisfaction Survey; **(+)** indicates increase in rating compared to 2016 average rating, **(-)** indicates decrease in rating compared to 2016 average rating, and **(=)** indicates no change in rating. The 2018 average rating for all Ryan White services was 3.6, which is the same as the average rating for 2016.

How often...	Never (1)	Sometimes (2)	Usually (3)	Always (4)	Average Rating 2016 vs. 2018
<b>Case Management</b>					
Did your case manager talk to you about health problems or concerns?	7 (4.3%)	12 (7.4%)	18 (11.0%)	126 (77.3%)	<b>3.6 (-0.1)</b>
<b>Medical Care</b>					
Did this doctor/nurse give you easy to understand instructions about how to take care of your health?	1 (0.7%)	5 (3.3%)	18 (12.0%)	126 (84.0%)	<b>3.8 (+0.2)</b>
<b>Dental Care</b>					
Did staff show respect for what you had to say?	2 (1.6%)	5 (4.1%)	19 (15.4%)	97 (78.9%)	<b>3.7 (-0.1)</b>
<b>Food Bank</b>					
Did you get a food order as soon as it was needed?	3 (3.6%)	8 (9.6%)	11 (13.3%)	61 (73.5%)	<b>3.6 (=)</b>
<b>Nutritional Supplements</b>					
Did you receive nutritional supplements as soon as it was needed?	3 (7.5%)	7 (17.5%)	4 (10.0%)	26 (65.0%)	<b>3.3 (-0.3)</b>
<b>Nutritional Therapy</b>					
Did the registered dietitian encourage you to talk about your health problems or concerns?	1 (2.4%)	0 (0.0%)	9 (22.0%)	31 (75.6%)	<b>3.7 (+0.2)</b>

<sup>1</sup> A complete report is available upon request.

**Of clients receiving the following services:**

- **Eligibility Screening:** 97% indicated an eligibility worker gave easy to understand information about the application process for benefits they were eligible for.
- **Benefits Counseling:** 88% indicated a benefits counselor helped them get benefits they would have otherwise not been able to access.
- **AIDS Drug Assistance Program (ADAP):** 69% indicated that an eligibility worker helped them understand the changes to ADAP and/or Office of AIDS (OA)-Health Insurance Premium Program (HIPP).
- **Home Delivered Meals:** 92% indicated that they received meals that were nutritious.
- **Medical Transportation:** 86% indicated that their van ride helped them get to their appointment on time and 80% indicated that their taxi ride helped them get to their appointment on time
- **Housing Services:** 83% indicated that housing services helped them get stable housing so they were able to stay in medical care.
- **Housing Coordination:** 71% indicated that housing coordination services help them understand their housing options.
- **Individual Therapy/Counseling:** 90% indicated that they were involved in creating their goals with their therapist.
- **Legal Services:** 69% indicated that the legal service staff helped address their legal issue. (See Note 2.)
- **Home Health Care:** 83% indicated that the home health care staff gave them easy to understand instructions about how to maintain their daily activities.

**There is no comparison data from 2016 available for these survey results. The 2018 survey questions were changed from the 2016 survey.**

The following questions were included in the Ryan White Survey to allow comparison of ratings with Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. The CAHPS program is a public-private initiative to develop standardized surveys of patients' experiences with medical care.

**Ryan White Results:**

"How often did you get ____ as soon as it was needed?"	Never		Sometimes		Usually		Always		Average Rating 2016 vs. 2018
	1	(%)	2	(%)	3	(%)	4	(%)	
a case management appointment	1	(0.6%)	9	(5.6%)	22	(13.7%)	129	(80.1%)	3.7 (=)
an eligibility screening appointment	1	(0.6%)	8	(5.1%)	30	(19.2%)	117	(75.0%)	3.7 (N/A)
a benefits counseling appointment	1	(0.9%)	3	(2.7%)	18	(16.2%)	89	(80.2%)	3.8 (+0.1)
a dental appointment	3	(5.8%)	18	(15.0%)	25	(20.8%)	74	(61.7%)	3.4 (+0.1)
a medical appointment	3	(2.0%)	7	(4.7%)	24	(16.0%)	116	(77.3%)	3.7 (+0.2)
a specialty medical appointment	3	(3.4%)	6	(6.8%)	12	(13.6%)	67	(76.1%)	3.6 (+0.1)
a food order	3	(3.6%)	8	(9.6%)	11	(13.3%)	61	(73.5%)	3.6 (-0.1)
nutritional supplements	3	(7.5%)	7	(17.5%)	4	(10.0%)	26	(65.0%)	3.3 (-0.3)
a home delivered meal	2	(7.1%)	2	(7.1%)	4	(14.3%)	20	(71.4%)	3.5 (-0.3)
a nutritional counseling appointment	2	(4.4%)	1	(2.2%)	13	(28.9%)	29	(64.4%)	3.5 (-0.2)
a medical transportation service	4	(6.2%)	5	(7.7%)	7	(10.8%)	49	(75.4%)	3.6 (-0.1)
a housing appointment (Note 1)	4	(6.3%)	2	(3.2%)	3	(4.8%)	54	(85.7%)	3.7 (=)
a housing coordination appointment	5	(12.2%)	0	(0.0%)	4	(9.8%)	32	(78.0%)	3.5 (-0.2)
a health insurance premium (HIPP) appointment	2	(4.8%)	0	(0.0%)	6	(14.3%)	34	(81.0%)	3.7 (-0.1)
an emergency financial assistance (EFA) for medications	2	(9.5%)	1	(4.8%)	3	(14.3%)	15	(71.4%)	3.5 (-0.1)
an individual therapy appointment	3	(5.8%)	1	(1.9%)	7	(13.5%)	41	(78.8%)	3.7 (-0.1)
a group therapy session	1	(2.1%)	1	(2.1%)	9	(18.8%)	37	(77.1%)	3.7 (N/A)
a legal service appointment (Note 2)	5	(20.8%)	1	(4.2%)	3	(12.5%)	15	(62.5%)	3.1 (-0.5)
a home health care visit	4	(25.0%)	1	(6.3%)	1	(6.3%)	10	(62.5%)	3.1 (-0.7)

**The average rating for all services for 2018 was 3.5, which is a slight increase compared to the average rating for 2016 of 3.4.**

<sup>1</sup> A complete report is available upon request.

“How often did _____ show respect for what you had to say?”	Never (1)	Sometimes (2)	Usually (3)	Always (4)	Average Rating 2016 vs. 2018
your case manager	1 (0.6%)	2 (1.2%)	14 (8.6%)	146 (89.6%)	3.9 (=)
the eligibility counselor	0 (0.0%)	5 (3.2%)	16 (10.1%)	137 (86.7%)	3.8 (N/A)
the benefits counselor	1 (0.9%)	1 (0.9%)	12 (10.8%)	97 (87.4%)	3.9 (+0.1)
the dental staff	2 (1.6%)	5 (4.1%)	19 (15.4%)	97 (78.9%)	3.7 (+0.1)
the doctor/nurse	1 (0.7%)	5 (3.3%)	13 (8.7%)	131 (87.3%)	3.6 (-0.2)
this specialist	0 (0.0%)	5 (5.6%)	5 (5.6%)	80 (88.9%)	3.8 (+0.1)
food pantry staff	2 (2.4%)	6 (7.2%)	5 (6.0%)	70 (84.3%)	3.7 (-0.1)
the nutritional supplements staff	2 (5.0%)	1 (2.5%)	0 (0.0%)	37 (92.5%)	3.8 (-0.1)
home-delivered meals staff	0 (0.0%)	2 (9.1%)	2 (9.1%)	18 (81.8%)	3.7 (-0.2)
registered dietician	1 (2.4%)	1 (2.4%)	5 (12.2%)	34 (82.9%)	3.7 (=)
the transportation staff	1 (1.6%)	4 (6.3%)	6 (9.5%)	52 (82.5%)	3.7 (-0.1)
the housing staff (Note 1)	1 (1.6%)	3 (4.8%)	5 (8.1%)	53 (85.5%)	3.8 (-0.2)
the housing coordination staff	2 (4.8%)	3 (7.1%)	3 (7.1%)	34 (81.0%)	3.6 (=)
the life skills staff	2 (4.3%)	2 (4.3%)	4 (8.5%)	39 (83.0%)	3.7 (-0.2)
the HIPP staff	1 (2.4%)	1 (2.4%)	3 (7.3%)	36 (87.8%)	3.8 (=)
the EFA medications staff	1 (5.0%)	2 (10.0%)	1 (5.0%)	16 (80.0%)	3.6 (-0.2)
this therapist [individual therapy]	1 (1.9%)	2 (3.8%)	6 (11.5%)	43 (82.7%)	3.8 (=)
the therapist who ran the group(s)	2 (4.3%)	1 (2.1%)	1 (2.1%)	43 (91.5%)	3.8 (-0.2)
the legal service staff	3 (14.3%)	1 (4.8%)	2 (9.5%)	15 (71.4%)	3.4 (-0.3)
the home health staff	3 (21.4%)	0 (0.0%)	0 (0.0%)	11 (78.6%)	3.4 (-0.5)
the residential treatment staff	3 (23.1%)	0 (0%)	1 (7.7%)	9 (69.2%)	3.2 (-0.4)

**The average rating for all services for 2018 was 3.7, which is a slight increase compared to the average rating for 2016 of 3.6.**

Note 1: In the 2018 survey, short-term supportive housing and Emergency Financial Assistance (EFA) for housing were combined into one category.

Note 2: Depending on the legal matter, the issue may not be resolved during the timeframe for this survey. Additionally, legal matters that cannot be resolved by legal services offered through Ryan White are referred to pro-bono attorneys.