

Prepared for:

Fulton County Government  
Georgia Department of Public Health,  
HIV Office  
Metropolitan Atlanta HIV Health Services  
Planning Council

# Georgia Statewide Client Satisfaction Survey

January 2014

By:

Center for Applied Research and Evaluation Studies  
Southeast AIDS Training and Education Center  
Department of Family and Preventive Medicine  
Emory University School of Medicine

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# Acknowledgements

This project would not have been possible without the input and assistance of Georgia Ryan White program clients and service providers, the Southeast AIDS Training and Education Center (SEATEC), Fulton County Ryan White Program, and the HIV Office of the Georgia Department of Public Health. Spanish language translation services were provided by Sarah Pullen and Pamela Peynado. The survey was designed and administered with input from a statewide Client Satisfaction Survey Planning Committee composed of representation from Parts A, B, D and F in Georgia. Rachel Powell, MPH provided consultation services for the Georgia Ryan White Part B data analysis that contributed to this report.

## **2013 Client Satisfaction Survey Planning Committee**

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# Agency Data Collection Sites

- AID Atlanta
- The Ric Crawford Clinic at AID Gwinnett (District 3-4)
- ANIZ
- Clarke County Health Department – Specialty Care Clinic (District 10)
- Clayton County Board of Health (District 3-3)
- Coastal Health District (District 9-1)
  - Chatham CARE Center (Savannah)
  - Glynn CARE Center (Brunswick)
- Cobb and Douglas Services (CDS) Clinic (District 3-1)
- DeKalb County Board of Health (District 3-5)
- East Central Health District (District 6)
  - Georgia Health Science Hospital and Clinics – Adult Infectious Disease
  - Christ Community Health Services
- Emory University Hospital – Midtown
- Fulton County Department of Health and Wellness (District 3-2)
- Grady Infectious Disease Program (IDP)
- Hall County Health Department (District 2)
- Haven of Hope (District 4)
- Here’s to Life
- The HOPE Center (District 5-2)
- North Georgia Health District (District 1-2)
  - Whitfield County Health Department – The Living Bridge Center (Dalton)
  - Cherokee County – Canton Health Department (Canton)
  - Fannin County Health Department (Blue Ridge)
- Northwest Georgia Specialty Care Clinic (District 1-1)
- Open Hand
- Positive Impact
- Saint Joseph’s Mercy Care
- Southeast Health District (District 9-2)
  - Bulloch Wellness Center (Statesboro)
  - Coffee Wellness Center (Douglas)
- South Health District (District 8-1)
  - Adult Health Promotion Clinic (South – Valdosta)
  - Adult Health Promotion Clinic (North – Tifton)
- South Central Health District (District 5-1)
- Southwest Health District (District 8-2)
  - Thomasville Office

- Albany Office
- Rural Clinic
- West Central Health District (District 7)
  - Columbus Health Department (Columbus)
  - Sumter County Health Department (Americus)
  - Crisp County Health Department (Cordele)
  - Macon County Health Department (Oglethorpe)
  - Randolph County Health Department (Cuthbert)

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## Background, Methodology and Reporting Format

### Background

The FY 2012 workplan for the Quality Management Committee included the implementation of a statewide client satisfaction survey as one of its annual quality management projects for the Atlanta EMA:

*Goal 7: Coordinate standardized Ryan White client satisfaction surveys with Part B QM program.*

Measuring patient satisfaction to assess the quality of health care delivery has become a standard practice among health care providers. Determining patients' satisfaction level in their care provides important information on the behavioral decisions they may make related to their care. It is now accepted that higher satisfaction among patients in care leads to:

- More stable relationships with health care providers
- Complying more closely with medical advice and treatment
- Keeping appointments

A Client Satisfaction Survey Planning Committee was convened in early 2012. The Committee was charged with the task of developing a client satisfaction survey and implementation plan to be conducted statewide, with results reported in the Fall of 2013. The workgroup included members of the Atlanta EMA Quality Management Committee, representatives from the Part B program, staff from the Fulton County Ryan White Program, the Georgia Part D grantee, and support from the Southeast AIDS Training and Education Center (SEATEC).

This client satisfaction project follows a similar effort conducted in 2008. Some modifications to the client satisfaction instruments were made and the services categories were reduced from eight to seven (self-managed clients were not assessed separately). Survey administration also differed between 2008 and 2012. Rather than paper surveys, the 2012 client satisfaction survey was administered via a web-based protocol (explained in detail below) that the client accessed at each agency during service visits.

### Methodology

To ensure that clients were able to anonymously and privately complete the survey, electronic surveys were the primary method of collection. Finalized surveys were completed using Westportal Software's CASIC (Computer Assisted Survey Information Collection) Builder™. The survey builder allowed for the tool to be customized by agency based on the services provided as well as by language. English and Spanish surveys were offered and easily navigated to from the survey's home page. Once input into the CASIC Builder, the survey could be accessed by each agency from an assigned website. Each website would allow the clients to move through the survey and only complete questions regarding the services they received at that agency. For those who were not able to read the survey, the questions could be heard, in English or Spanish, through headphones provided by the agency. Although surveys were primarily collected electronically, paper surveys were distributed where and when needed.

In February, prior to distributing the survey for client completion, service providers were surveyed to ensure the availability of space and a computer with internet connection to access the survey website. They were also

trained to assist with survey navigation and to preserve client privacy and anonymity. In case assistance was needed, each site was advised to have a trained staff member or volunteer available to respond to requests. During the data collection period, responses were counted for each agency to track progress through the survey period on a weekly basis. Once this period concluded, in April, the data were collected through CASIC from each of the participating sites web interface. All electronic and paper survey data were cleaned and analyzed in aggregate and by agency, using IBM SPSS version 20 and Microsoft Excel.

Overall analysis involved calculating averages for each question in the seven separate service categories included in the study. Averages were determined for all EMA clients, non-EMA clients and statewide. It is important to note that 4 sites were included in both the EMA and non-EMA averages, due to overlapping funding. As a result, the total number of surveys reported statewide is not necessarily a total of both EMA and non-EMA totals. In order to detect possible differences between select populations on the question of overall satisfaction with a particular service, analyses were stratified by gender, sexual orientation, race/ethnicity, and age and are included at the end of each section. Additional stratified analyses were conducted to detect differences between populations on a number of questions within each service category, but since no variation was found, these analyses have been omitted from the final report.

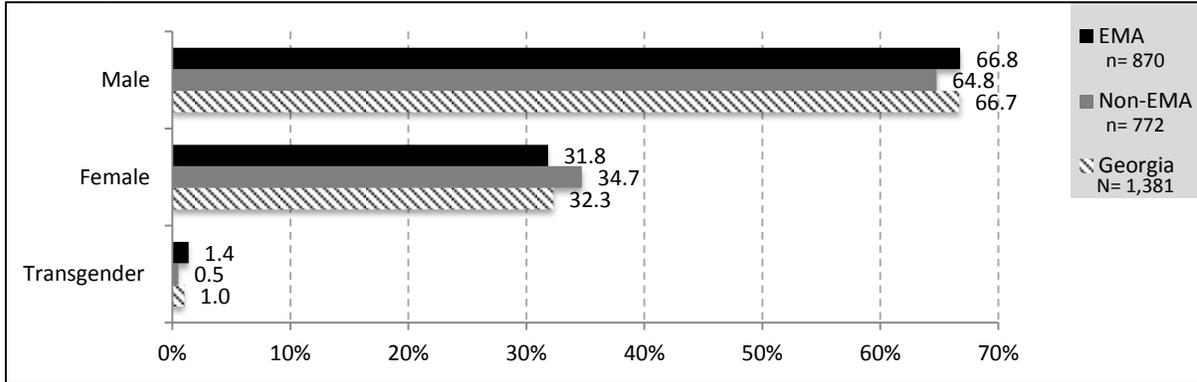
One open-ended question was included in each service section of the study. The qualitative responses have been categorized by theme and examples are provided at the end of each section of the report. A graph that displays the frequency of responses in each category is also provided and offers a summary of the issues that respondents feel strongly about. These results represent all responses statewide.

## **Report Format**

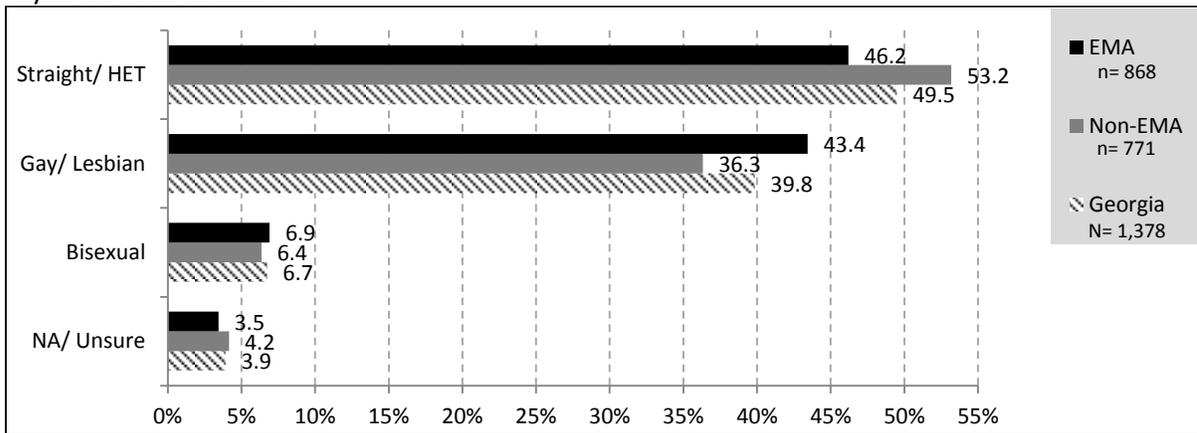
The report is presented in two sections. A discussion of the background and methodology of the study, followed by the client satisfaction survey results for seven services provided at Ryan White funded programs statewide. The quantitative and qualitative results of the data are provided in aggregate, combining both English and Spanish responses for each service category. Data representing responses for clients receiving services in the EMA, non-EMA and statewide are presented in each section. The following service categories were included in the study: Ambulatory/Outpatient Care, Case Management, Food/Nutrition Services, Oral Health Care, Outpatient Mental Health Services, Outpatient Substance Use Treatment, and Peer Counseling. Each section is followed by qualitative data.

# Outpatient/Ambulatory Care

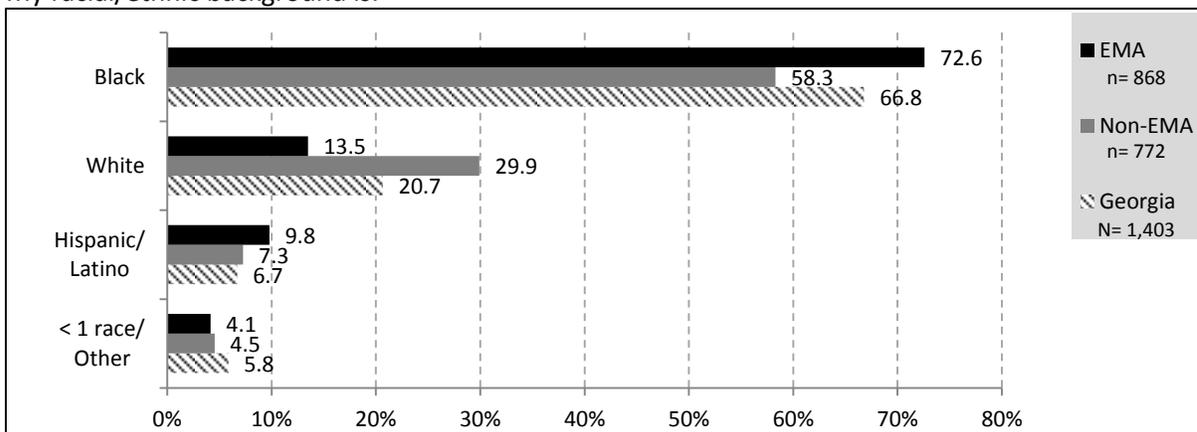
## 1.1 My sex/gender is:



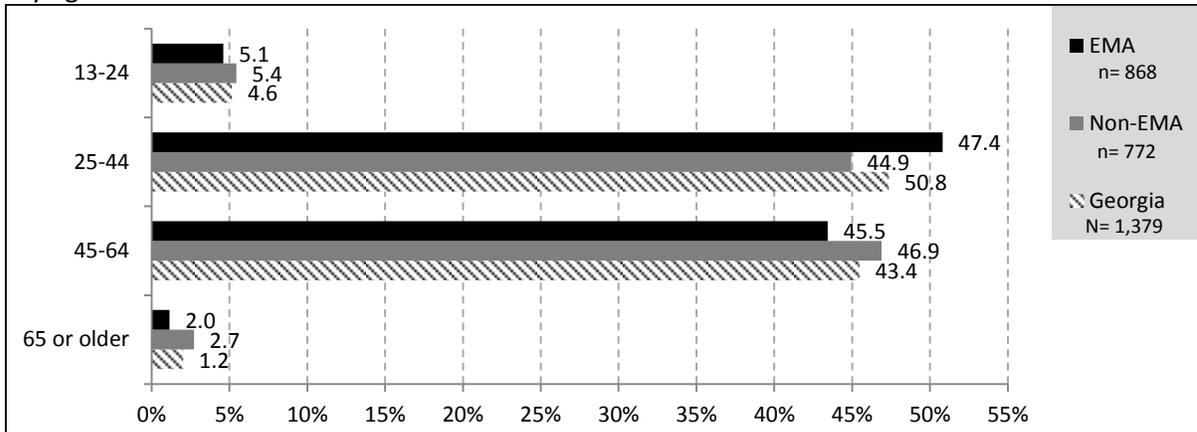
## 1.2 My sexual orientation is:



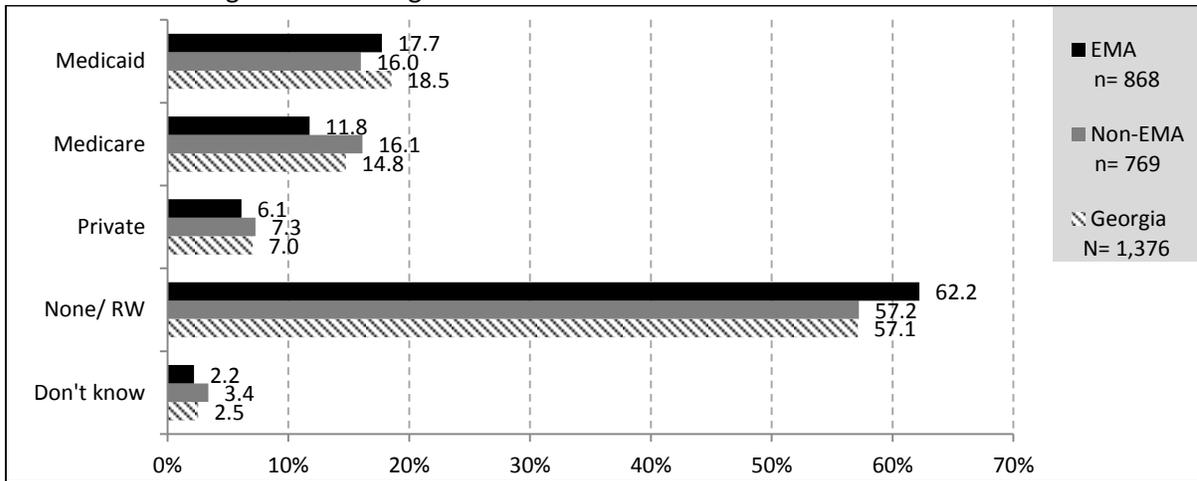
## 1.3 My racial/ethnic background is:



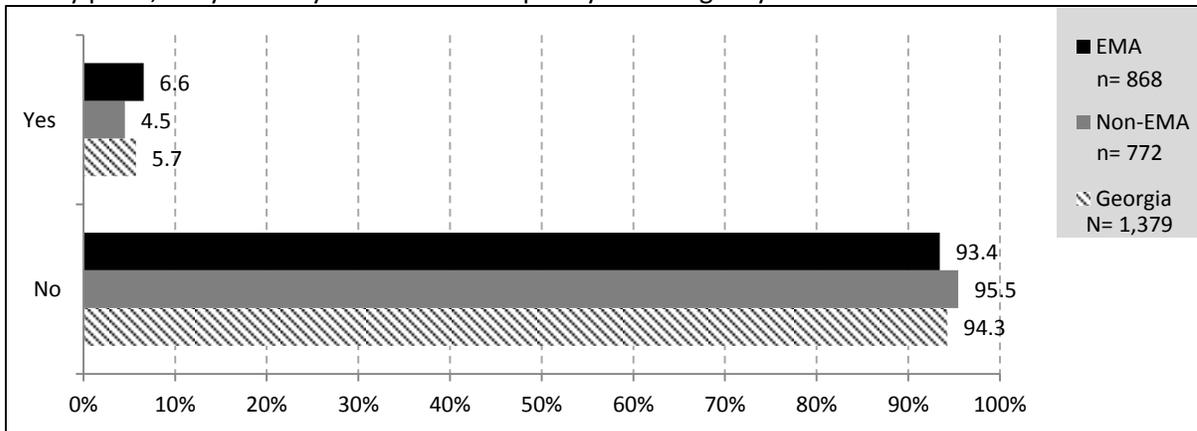
1.4 My age is:



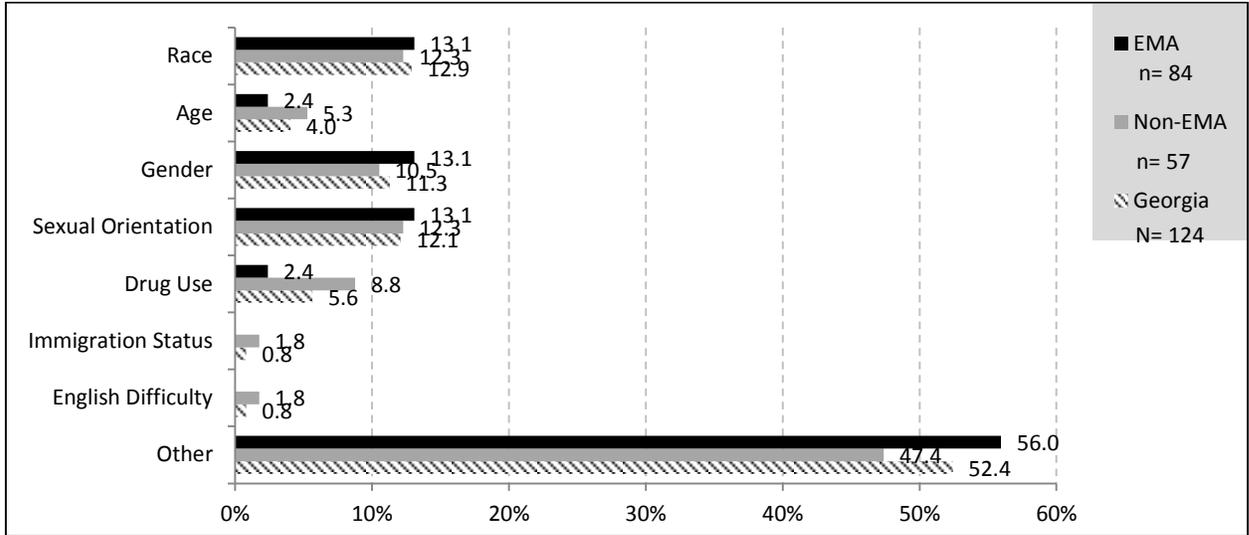
1.5 I have the following health coverage:



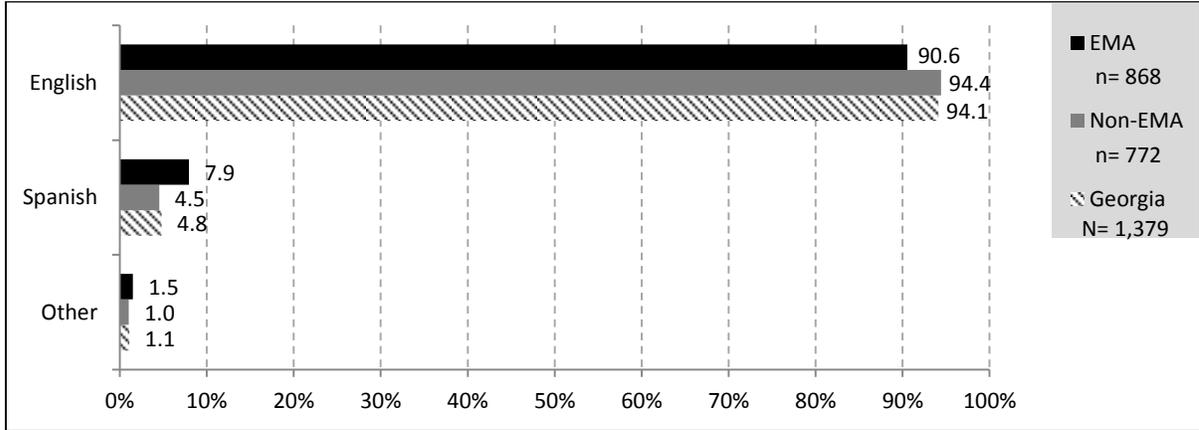
1.6 At any point, did you feel you were treated poorly at this agency?



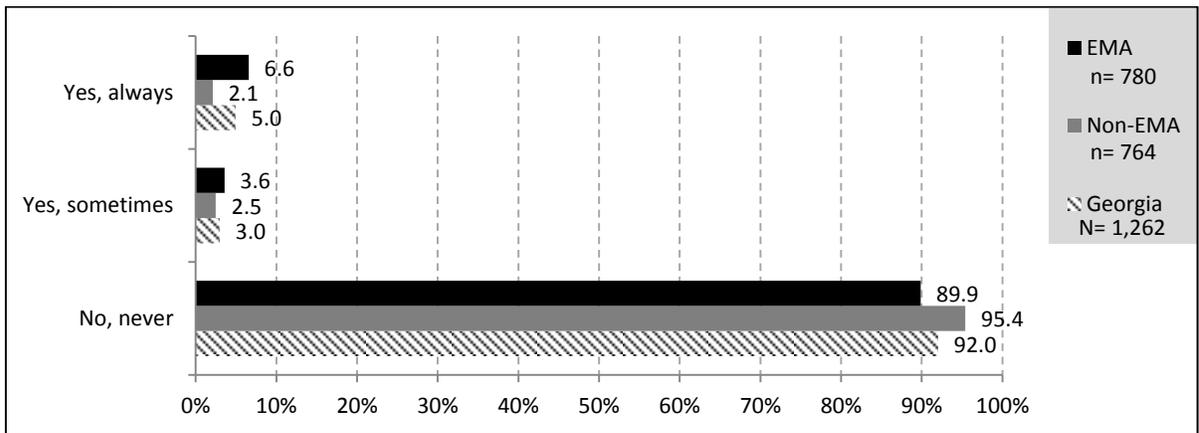
1.7 If yes to question 6, what reason(s) do you feel may have caused you to be treated poorly?  
 (The "n" in this graph refers to the total number of times reasons were cited)



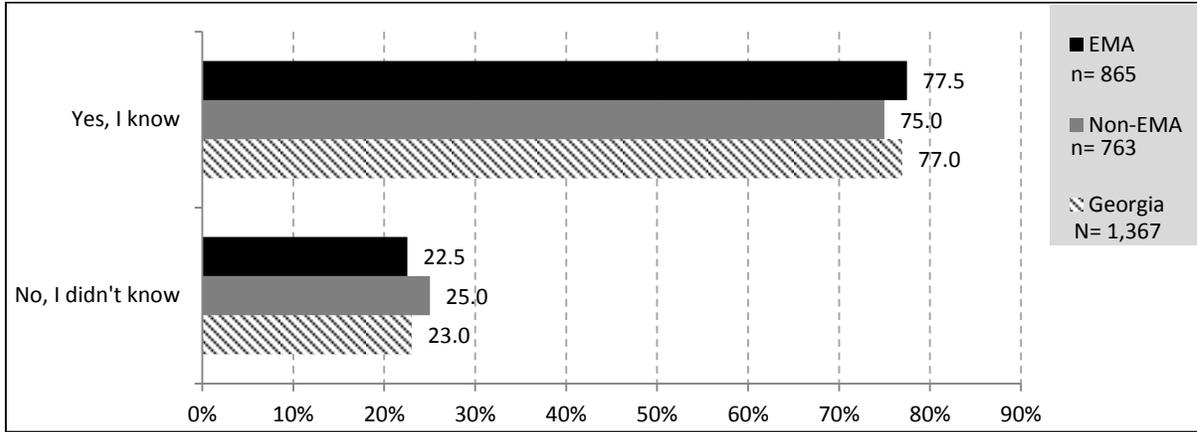
1.8 The language that I speak is:



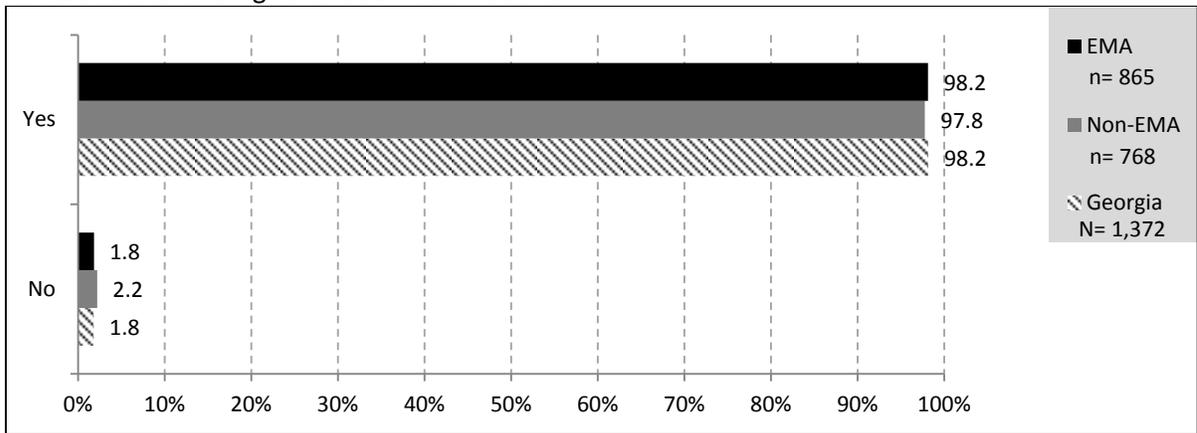
1.9 Because of a language barrier, I have problems understanding agency staff when I come in for or request services.



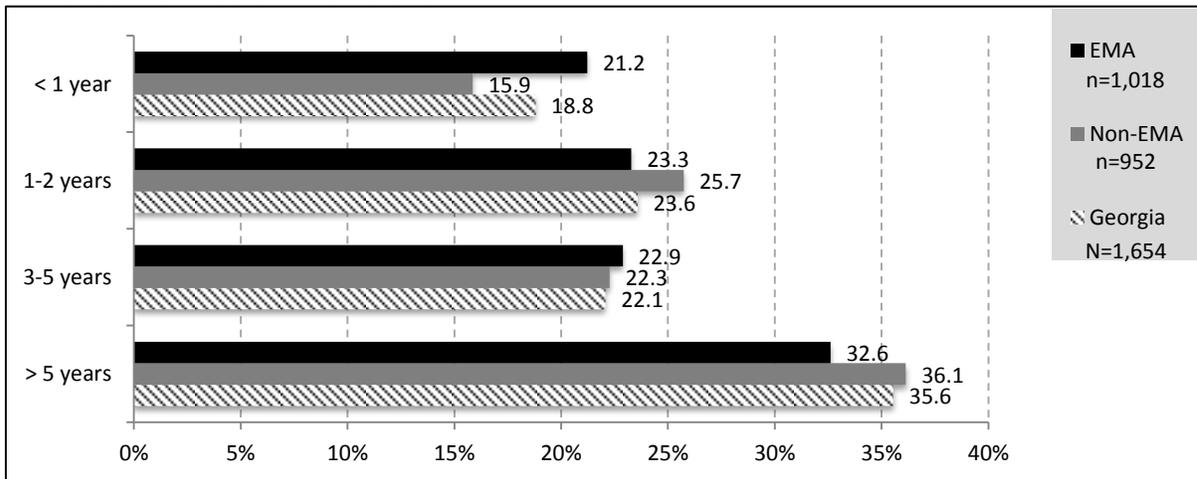
1.10 I know that translation services, including services for the visually and hearing impaired, are available to me at this agency if I ask for it before my appointment.



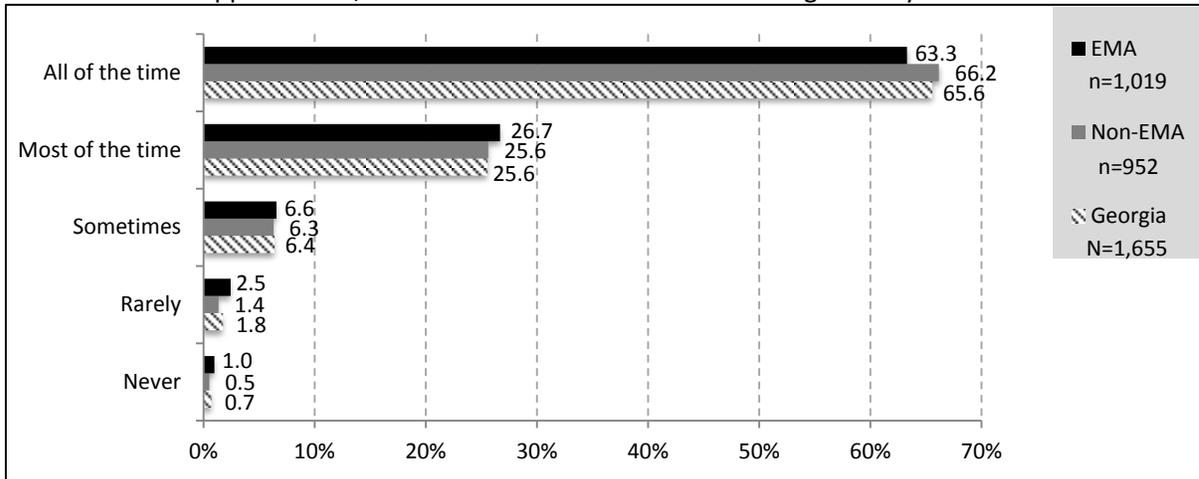
1.11 I understand the reason I am required to provide certain documents to the agency and how that is related to the funding for the services I receive.



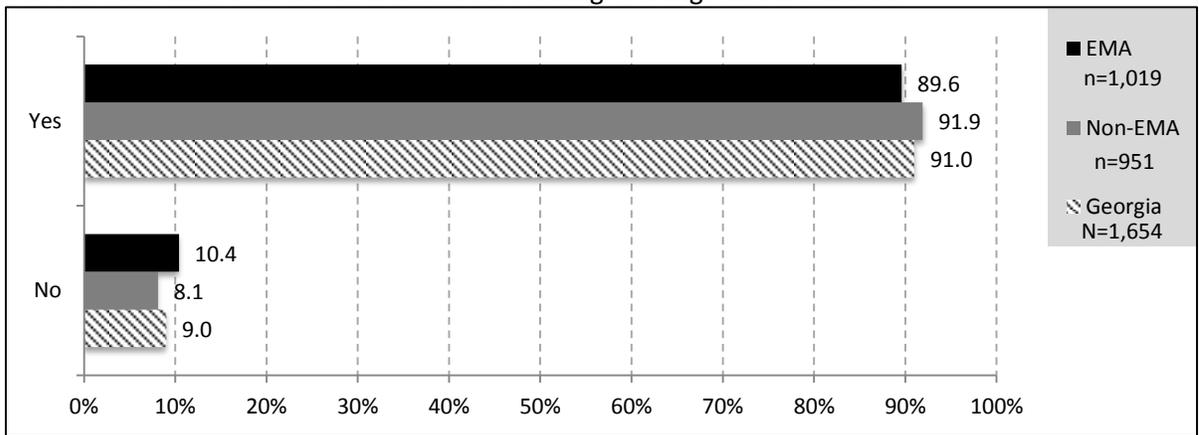
1.12 I have received medical care here for:



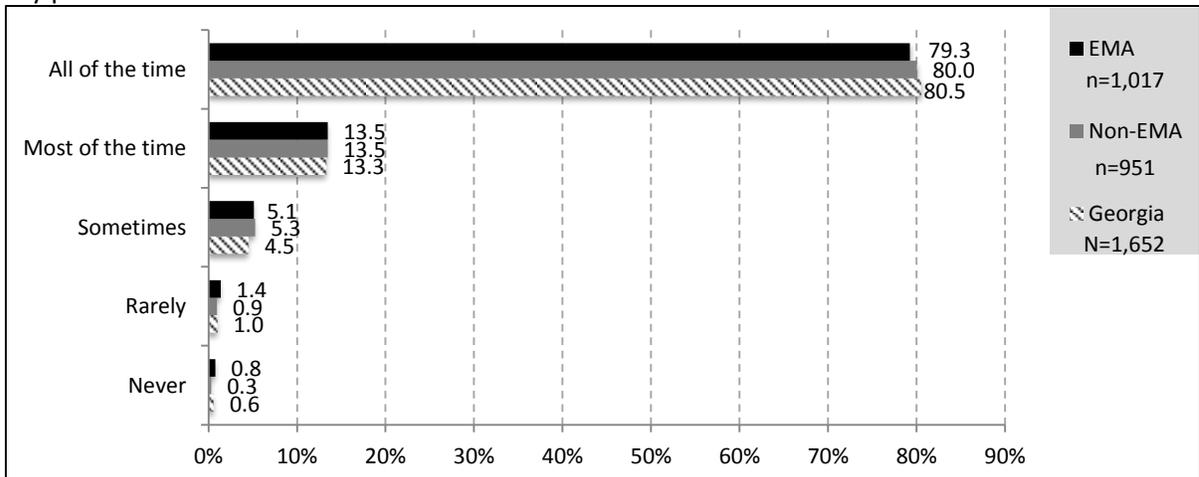
1.13 When I need an appointment, I am able to schedule one soon enough for my needs.



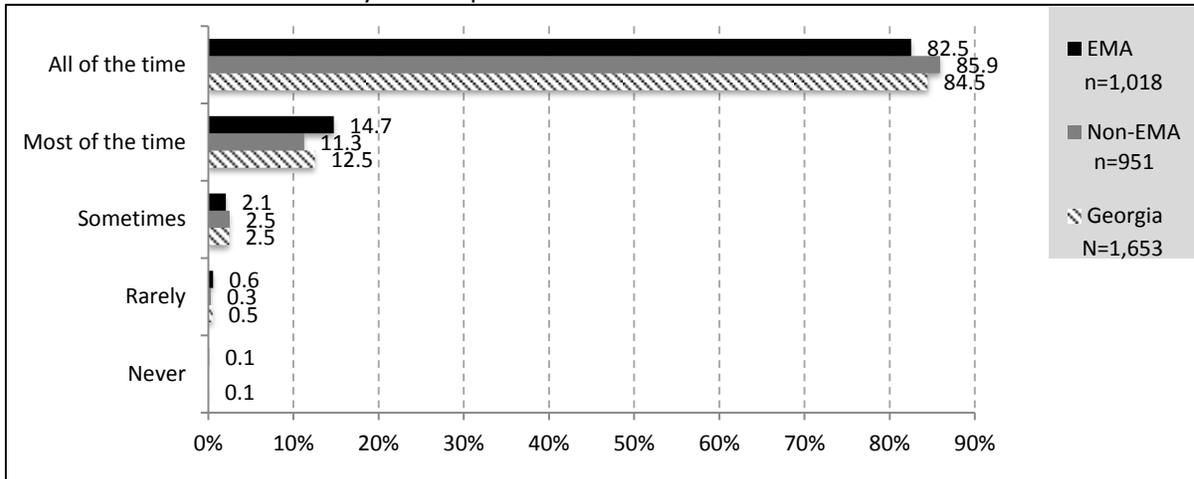
1.14 I understand what I should do if I need care during evenings and weekends.



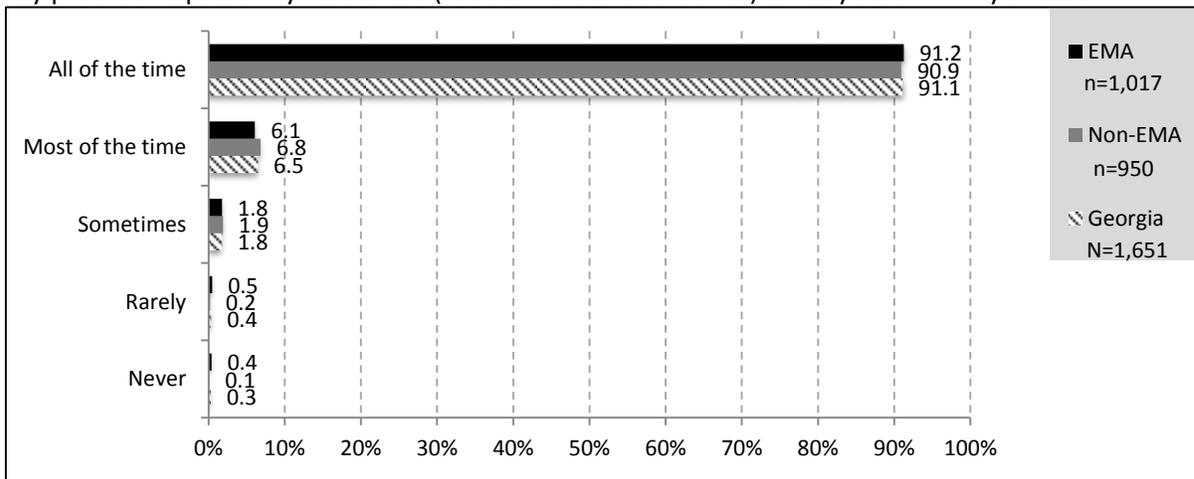
1.15 My provider refers me to the services I need.



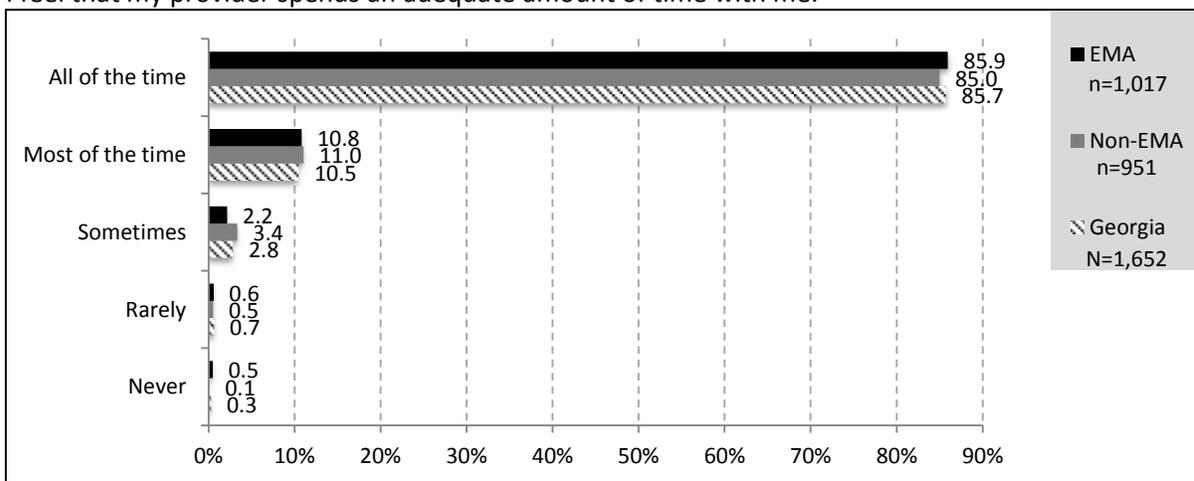
1.16 The staff at the clinic is friendly and helpful.



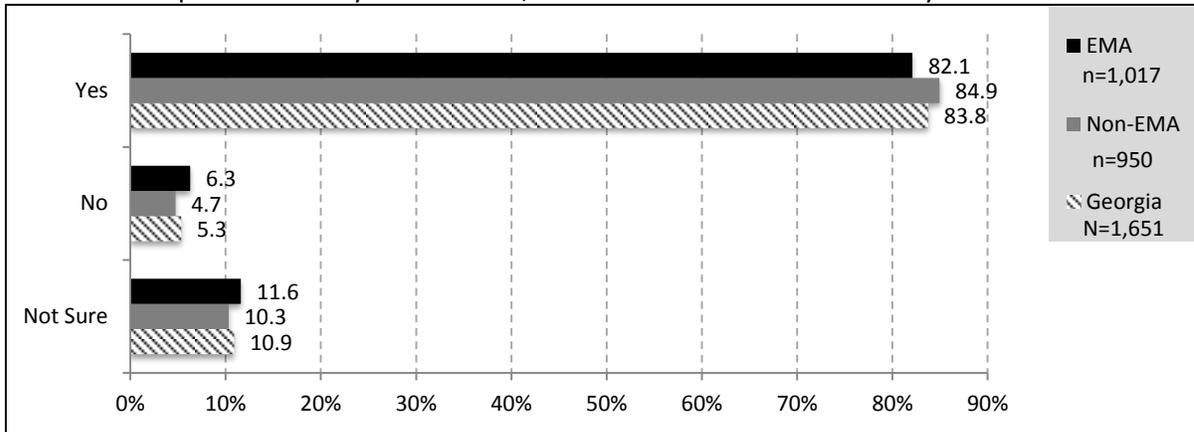
1.17 My provider explains my lab results (such as CD4 and viral load) as they relate to my health.



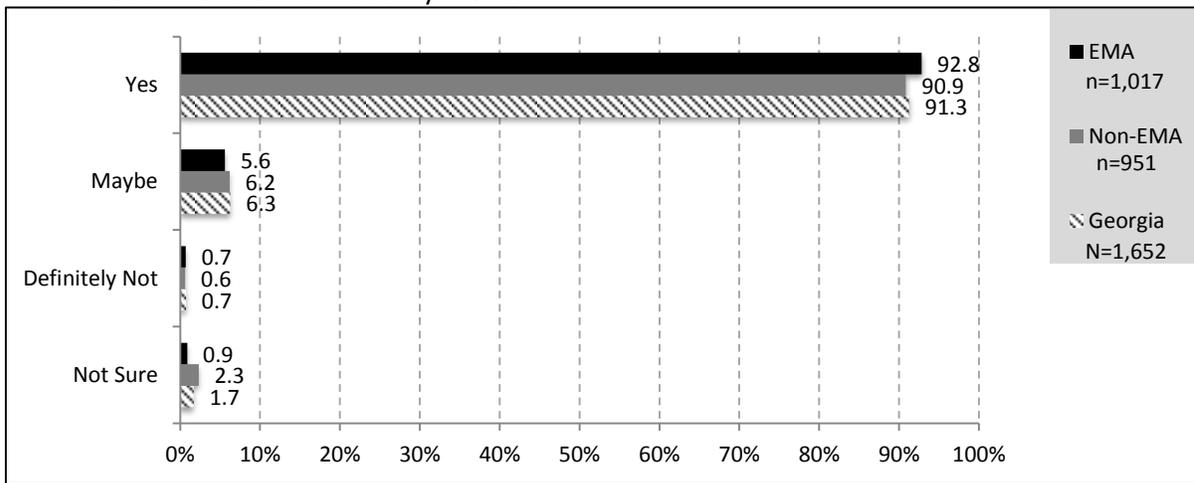
1.18 I feel that my provider spends an adequate amount of time with me.



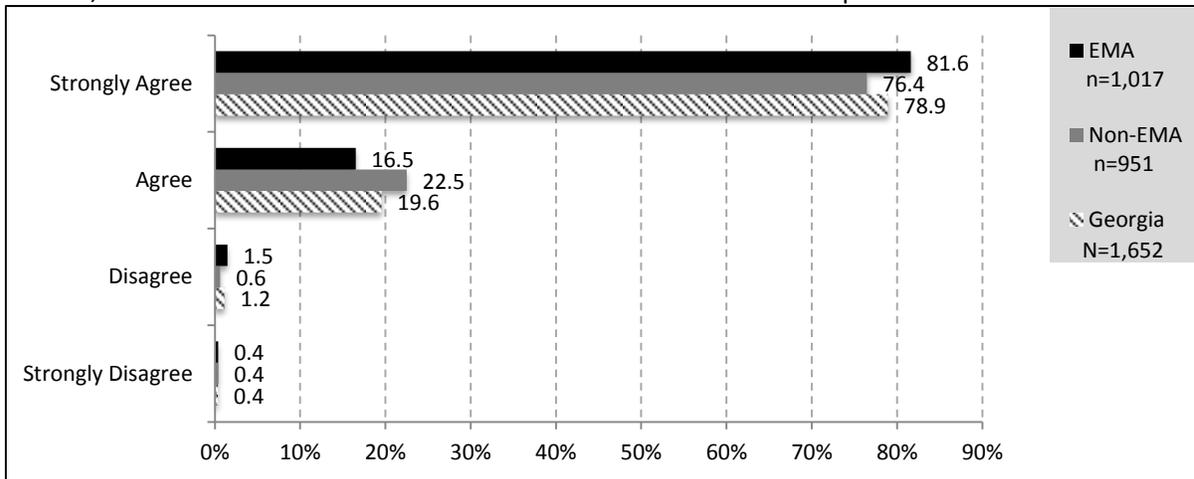
1.19 If I have a complaint about my medical care, I am aware of what I can do to try to resolve it.



1.20 I would recommend this clinic to my friends.

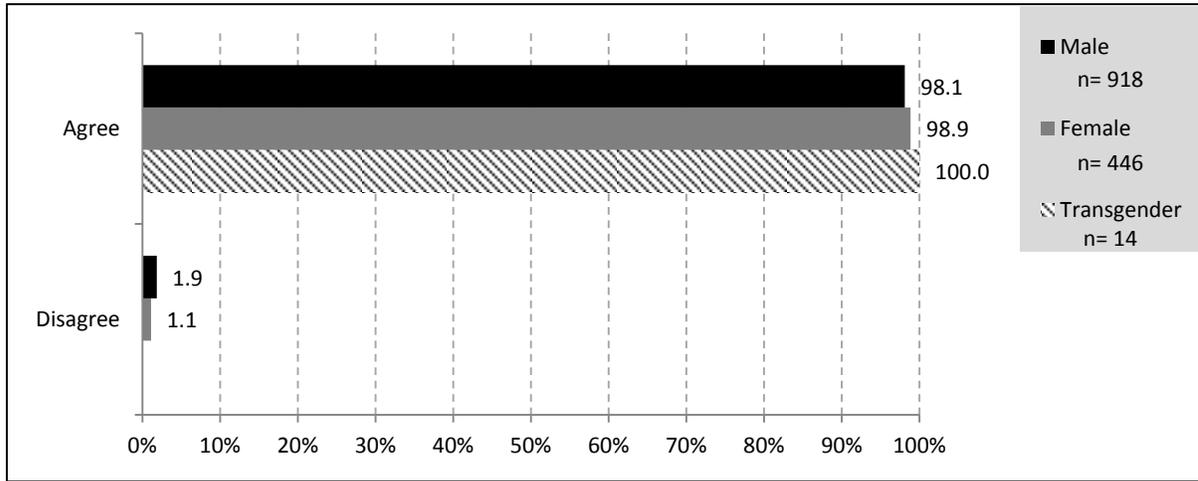


1.21 Overall, I am satisfied with the health care services I received over the past 12 months.

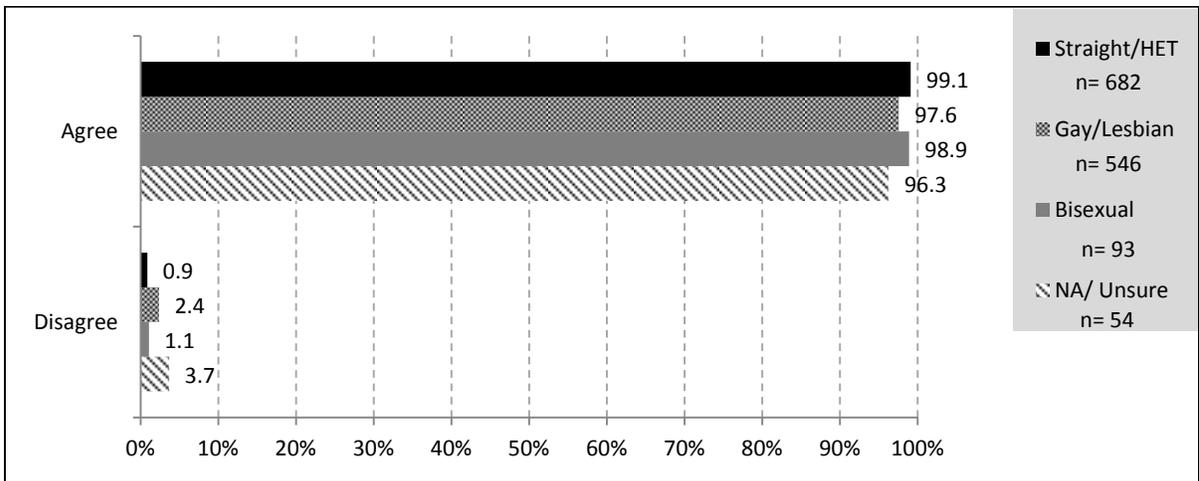


Question 1.21 has been stratified by the following demographic variables: gender, sexual orientation, race/ethnicity and age. Only statewide aggregate data was used for this analysis. The results are provided below.

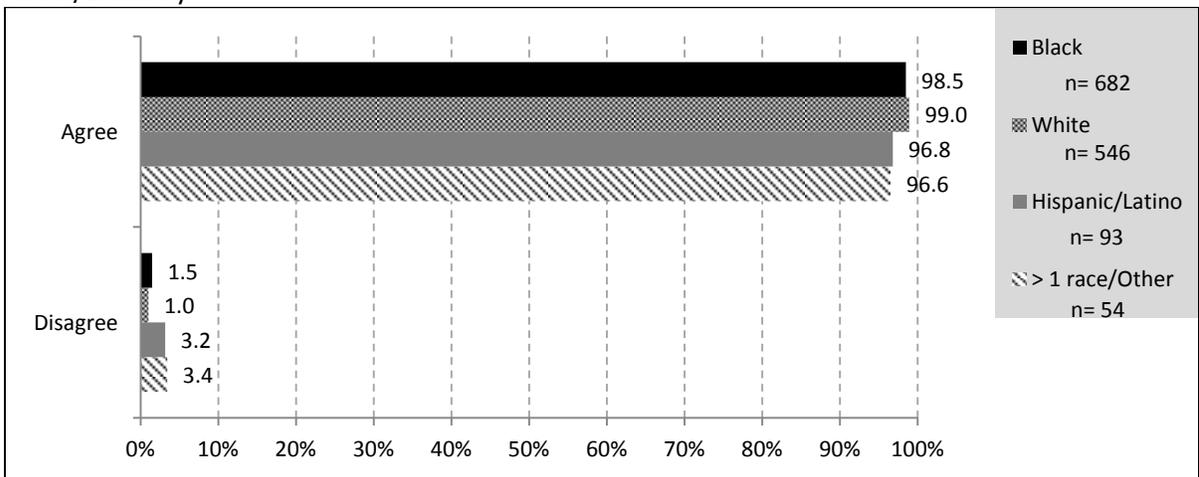
1.21.a Gender



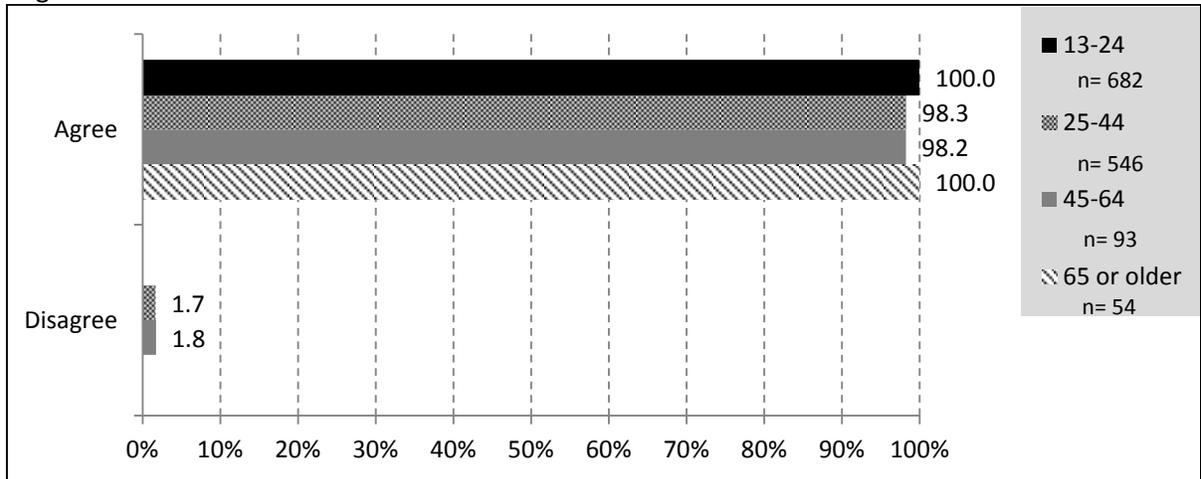
1.21.b Sexual Orientation



1.21.c Race/Ethnicity



1.21.d Age



Responses for question 1.22 below were categorized according to theme or topic. A total of 472 comments were recorded for the Outpatient/ Ambulatory Care service category and the percent breakdown by comment category is shown in the graph at the end of this section. For each category, the total number of comments is noted followed by several examples. The categories are arranged by frequency of comments, with the highest frequency listed first. No comments are provided that would identify a specific agency or individual provider by name or inference. Each individual agency report contains all comments specific to that particular agency.

1.22 If I could add or change something to make the clinic a better place for me and for other patients it would be:

Increase Services/Resources (86 comments)

*“Eye services” ♦ “Chiropractic care and pain management” ♦ “On-site therapist” ♦ “Job placement, college tuition assistance” ♦ “on-site labs again!” ♦ “More counseling services and someone bilingual” ♦ “group meetings” ♦ “Have more up to date health pamphlets” ♦ “Parking” ♦ “Pharmacy discounts” ♦ “More volunteers to assist” ♦ “Dental care for people with Medicare” ♦ “I would have another dental clinic to service the patients. The dental clinic is not doing a good job with the patient and the time they spend there to get service” ♦ “more access to dental care”*

Wait Time (73 comments)

*“Eliminate the long wait time before being seen” ♦ “Understanding that some clients have jobs and need to get in and out as quickly as possible” ♦ “Have shorter time for clients to see providers, have more staff, more doctors, faster check in at registration” ♦ “Appointments to be performed in the time allotted” ♦ “some days the wait time is much too long. Shorten the wait time to see a doctor, maybe schedule less people for that day”*

Staff/Patient Interaction (64 comments)

*“Be polite at the desk” ♦ “Hire staff that is able to leave their problems at the door and know that they are here to help those who require services and not act as if the patients are bothering them” ♦ “I personally believe that some of the staff needs to be better trained in dealing with people, sometimes I feel like they forget that these are sick people they are dealing with and should exercise a bit more patience and courtesy. Most of the staff are nice and caring but there are a few that needs to be properly trained all over again” ♦ “improve the kindness and compassion from the support staff, such as the pharmacy techs, people that check you in for your appointment, people that answer the telephones”*

#### Clinic Facility/Operations (57 comments)

*“Wheelchair access” ♦ “build a bigger facility” ♦ “size of clinic and no privacy” ♦ “more space” ♦ “make the actual waiting area more pleasant” ♦ “The size of the waiting room and have snacks provided for the clients while they are waiting to be seen” ♦ “Allow patients/clients to check in 15min. prior to appointment time” ♦ “I feel recertifications should be only once a year” ♦ “Fewer administrative tasks”*

#### Access (50 comments)

*“Walk-ins for emergencies” ♦ “To have the pharmacy open on weekends” ♦ “Services on Saturdays” ♦ “Open on the weekends” ♦ “Earlier and later hours” ♦ “To be able to receive dental and medical on the same day. I live a good distance from the clinic so I am seeking convenience” ♦ “Transportation to and from my appointments” ♦ “Van pick up 4 Doctor Appointment's” ♦ “Maybe provide MARTA cards”*

#### Physician/Staff Availability (47 comments)

*“more than one doctor” ♦ “to have access to a doctor and not a nurse” ♦ “Have more extended Doctor care available such as cardiology and other specialty care” ♦ “I would not change a thing about this clinic but I would add more doctors to help the overload of patients. We need about a dozen more clinics like this in this community” ♦ “Add staff to help the overworked, extremely hard working and dedicated staff on hand. Increase funding to fully equip them to provide their services. Take good care of the staff who are doing such a great job”*

#### Privacy (37 comments)

*“To have more privacy while waiting to be called to see you in the back” ♦ “More private and discreet entrance and waiting areas” ♦ “Make the HIV clinic not so obvious” ♦ “lack of privacy when talking to nurse” ♦ “Having a more private setting with offices for each staff member”*

#### Communication (19 comments)

*“To have better feedback and response times to situations that may be urgent to the patient. By responding in a timely manner, it could diffuse and maybe take lower the sense of urgency being felt by the patient if the situation is being addressed in some expeditious manner” ♦ “Be able to receive lab results either by mail, phone, or internet” ♦ “Better follow up on care and communication between doctors and staff” ♦ “Get rid of the answering service during business hours. It's too impersonal for a matter that is very personal to the patient”*

#### Scheduling Appointments (17 comments)

*“Better methods of scheduling and changing appointments. I never get a call back when I call and leave a message with the scheduling dept.” ♦ “Better scheduling system. Voicemail is full and no one answers the phone” ♦ “Appointments are too far apart”*

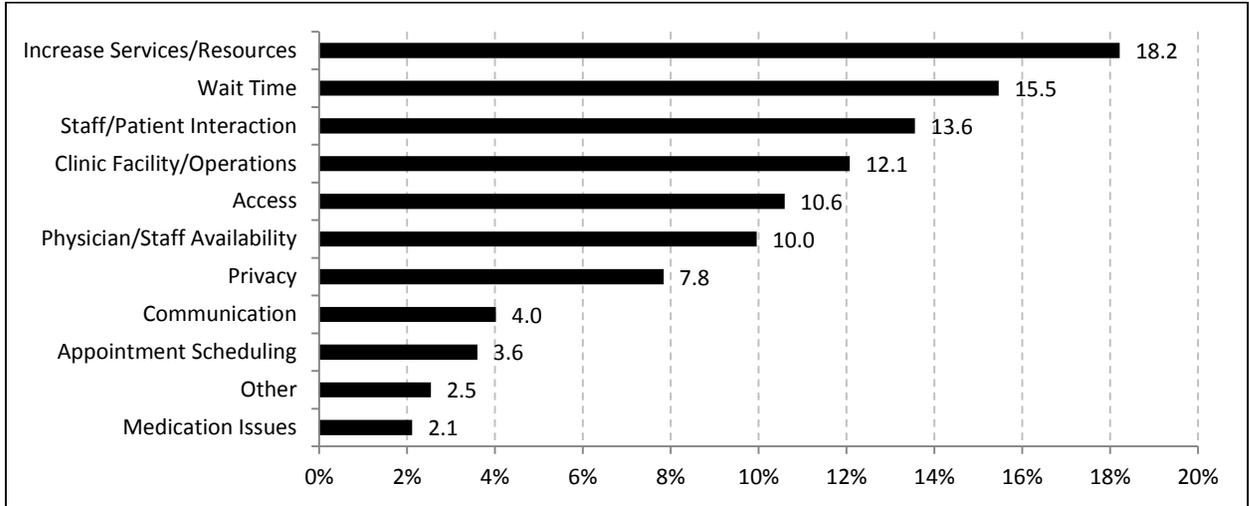
#### Other (12 comments)

*“Add prayer to the visits” ♦ “I want to be a peer counselor” ♦ “A cure”*

#### Medication Issues (10 comments)

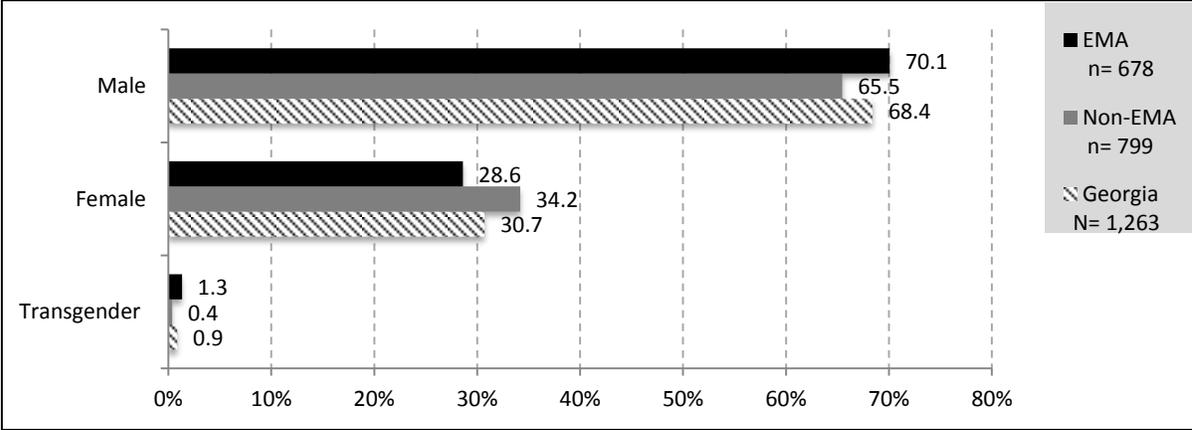
*“I would like the doctor prescription/pharmacy policy modified so that the procedure could be done in one day” ♦ “prescription refills are a task --3 months” ♦ “The pharmacy. Should be where a person can get their medicine on time. I think they need help. Need to be more uniform”*

Percent of comments in each category.

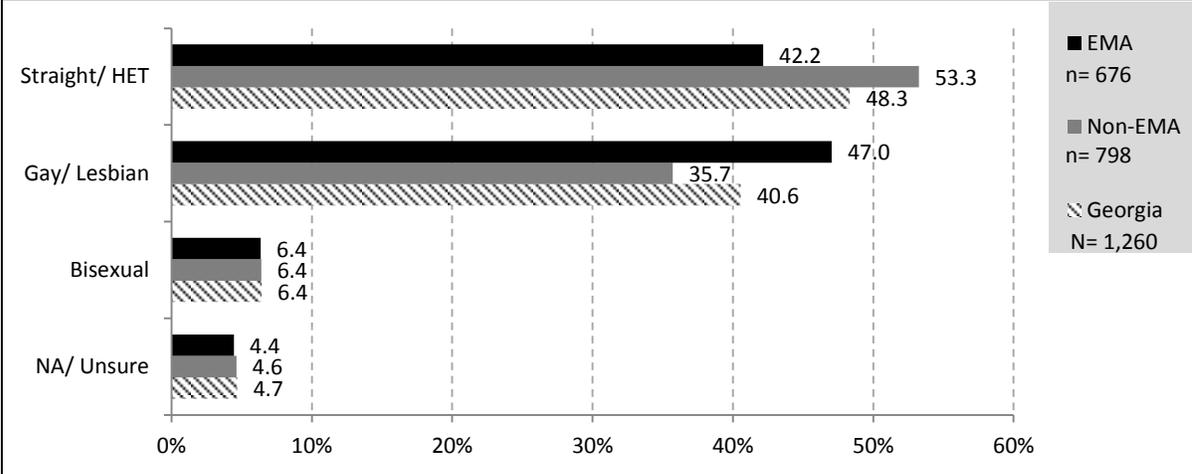


# Case Management

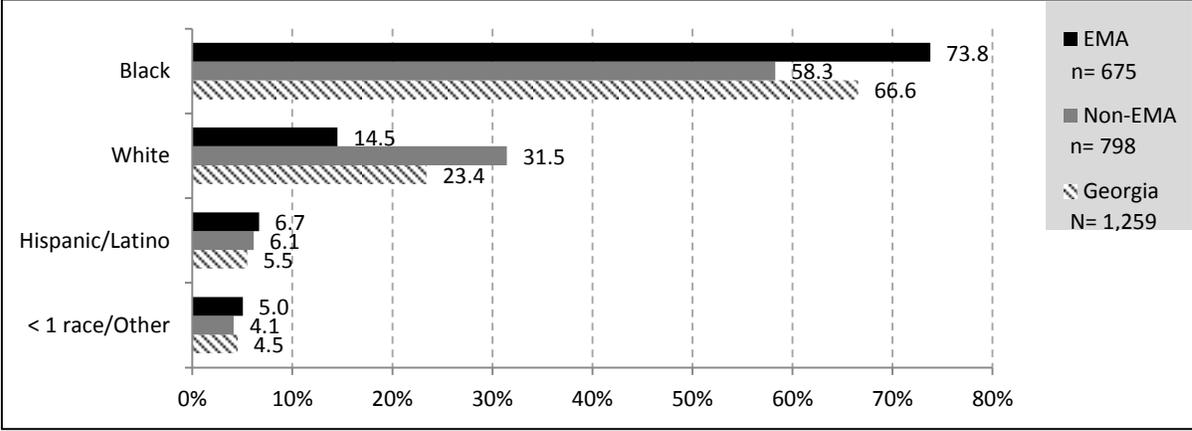
## 2.1 My gender is:



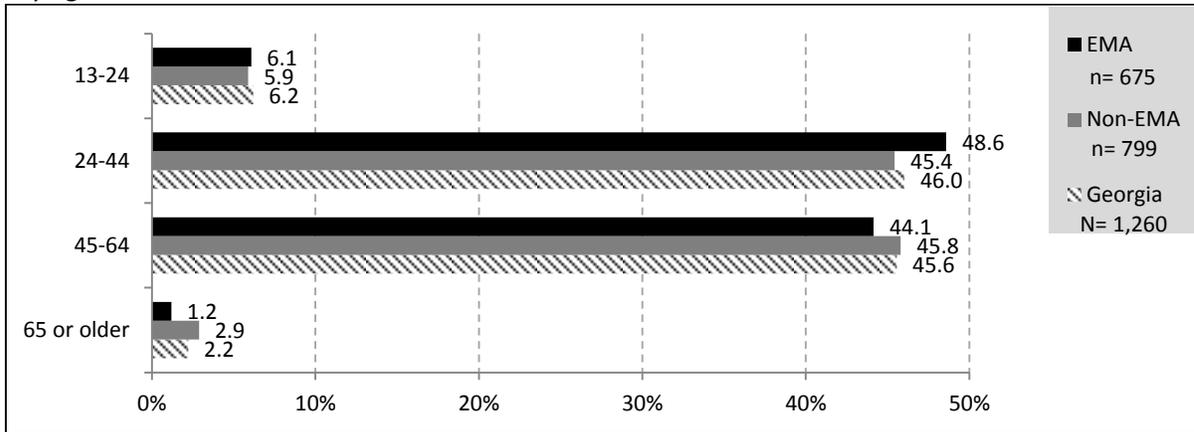
## 2.2 My sexual orientation is:



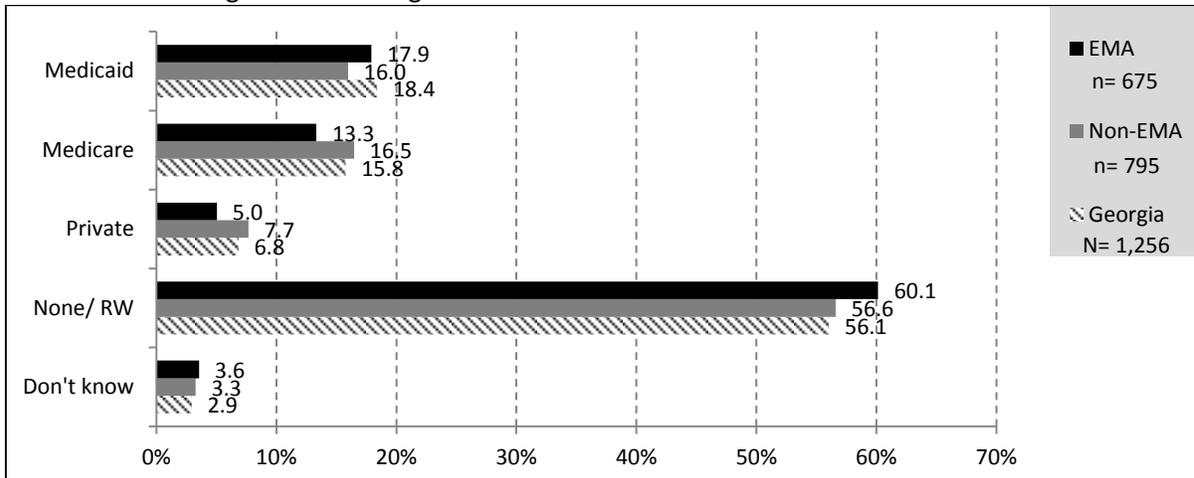
## 2.3 My racial/ethnic background is:



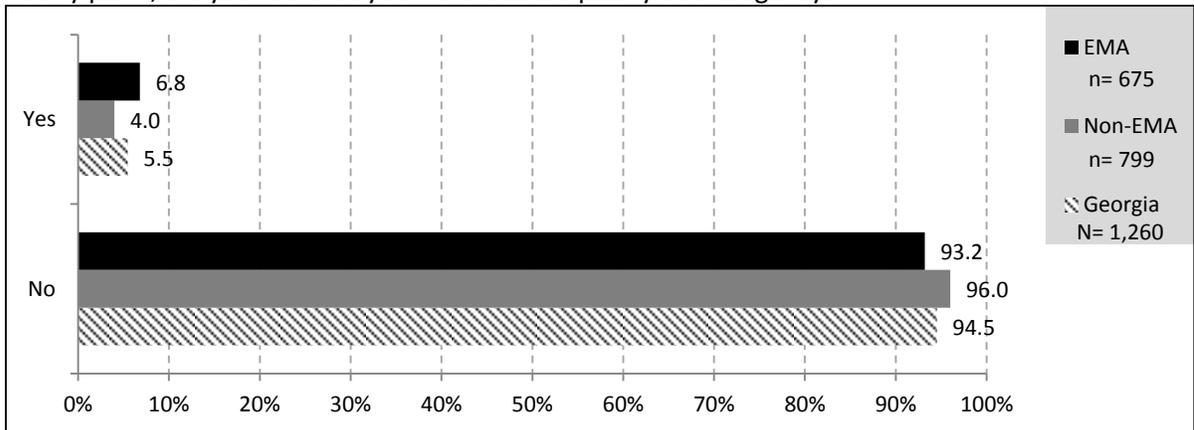
2.4 My age is:



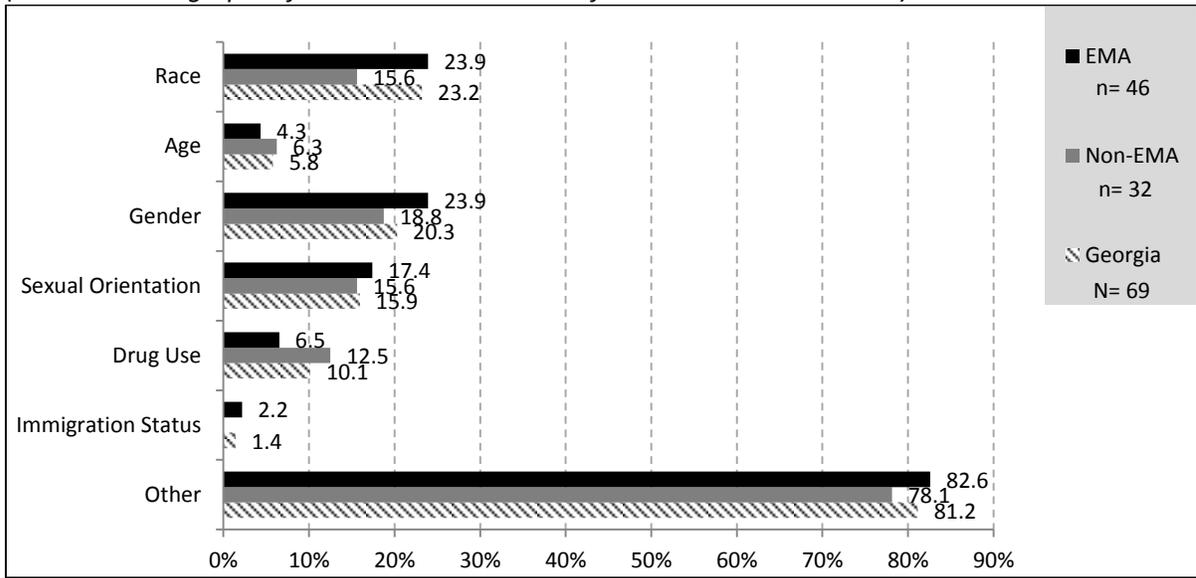
2.5 I have the following health coverage:



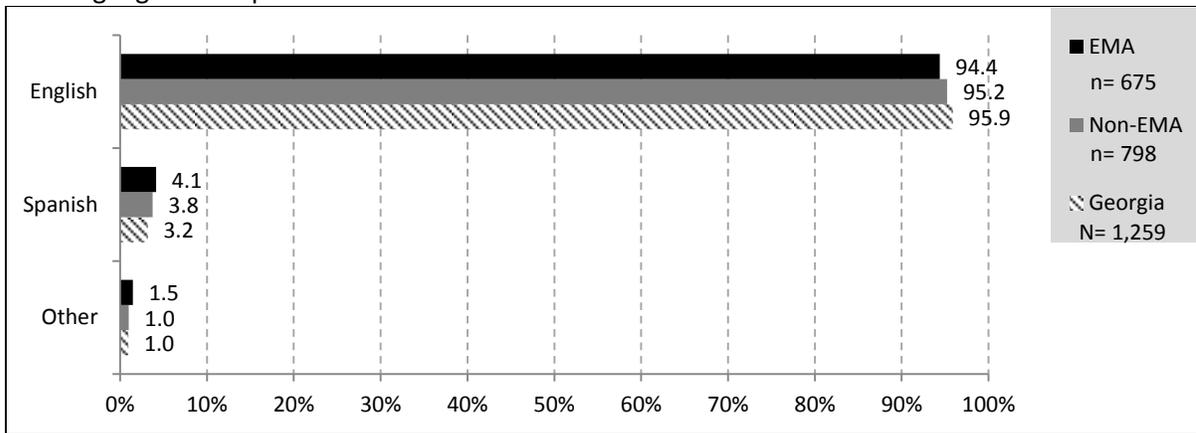
2.6 At any point, did you feel that you were treated poorly at this agency?



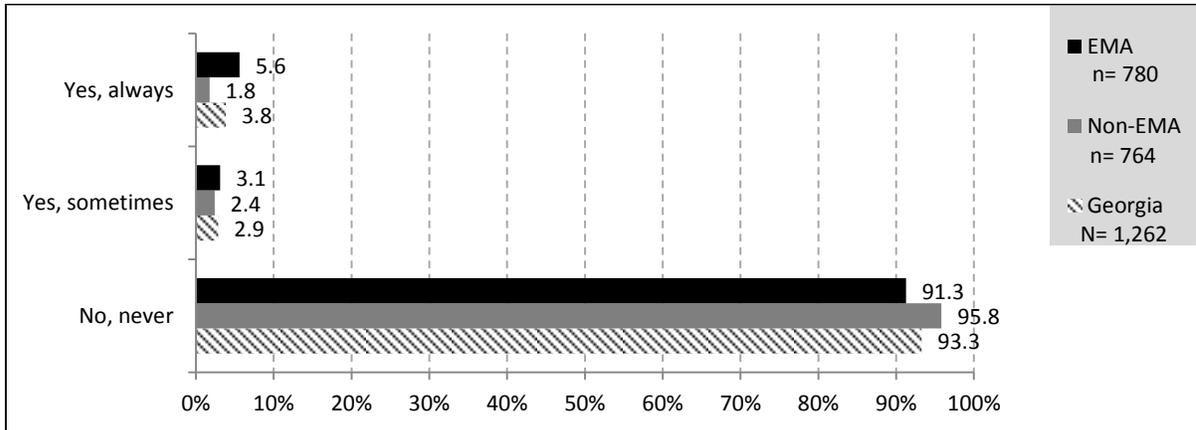
2.7 If yes to question 6, what reason(s) do you feel may have caused you to be treated poorly?  
 (The "n" in this graph refers to the total number of times reasons were cited)



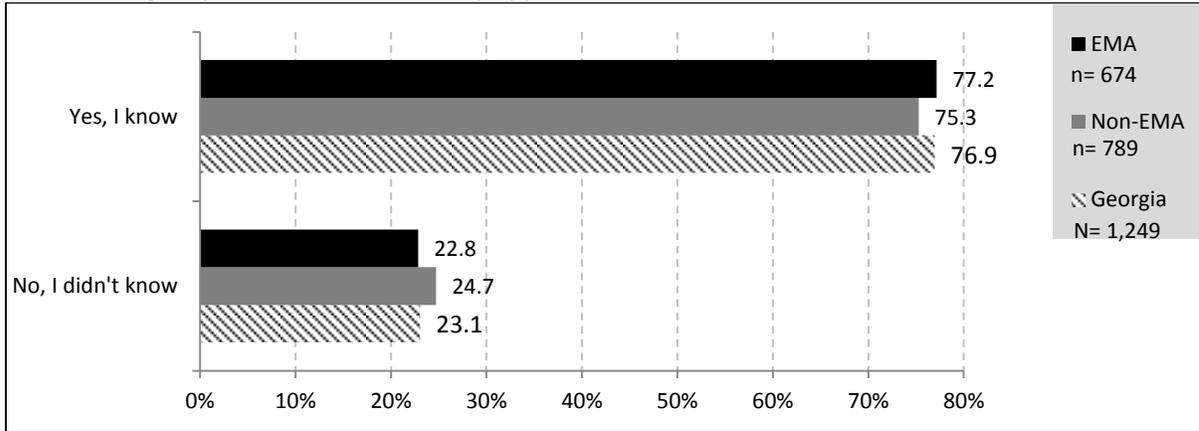
2.8 The language that I speak is:



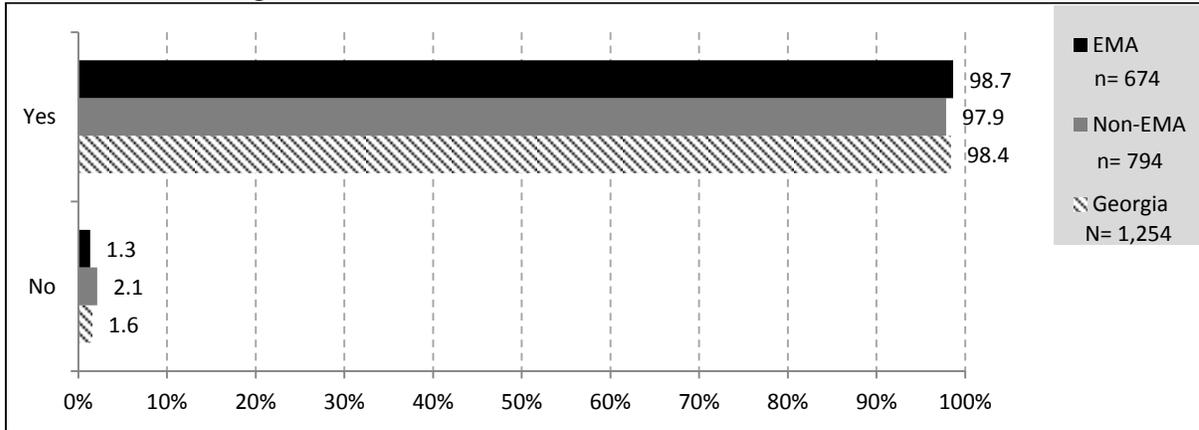
2.9 Because of a language barrier, I have problems understanding agency staff when I come in for or request services.



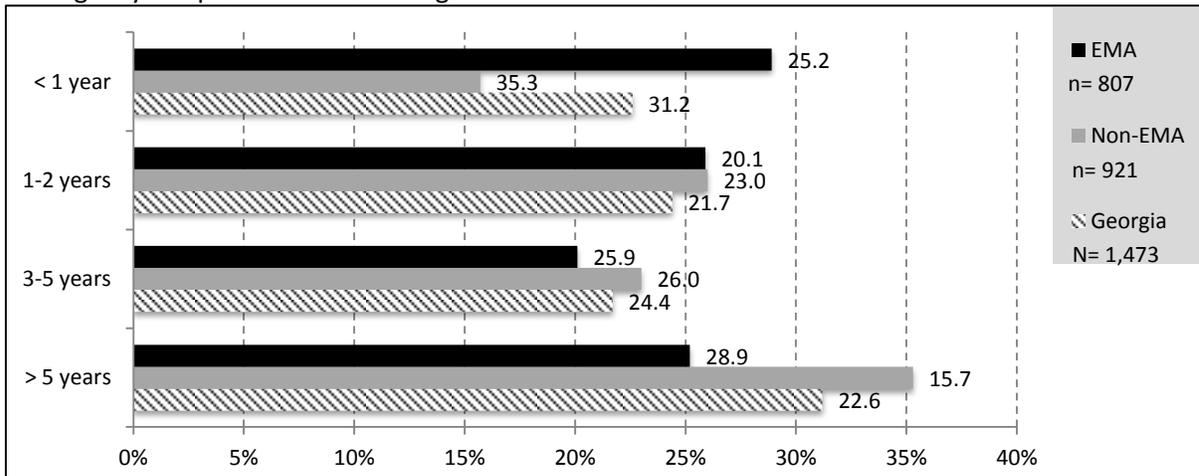
2.10 I know that translation services, including services for the visually and hearing impaired, are available to me at this agency if I ask for it before my appointment.



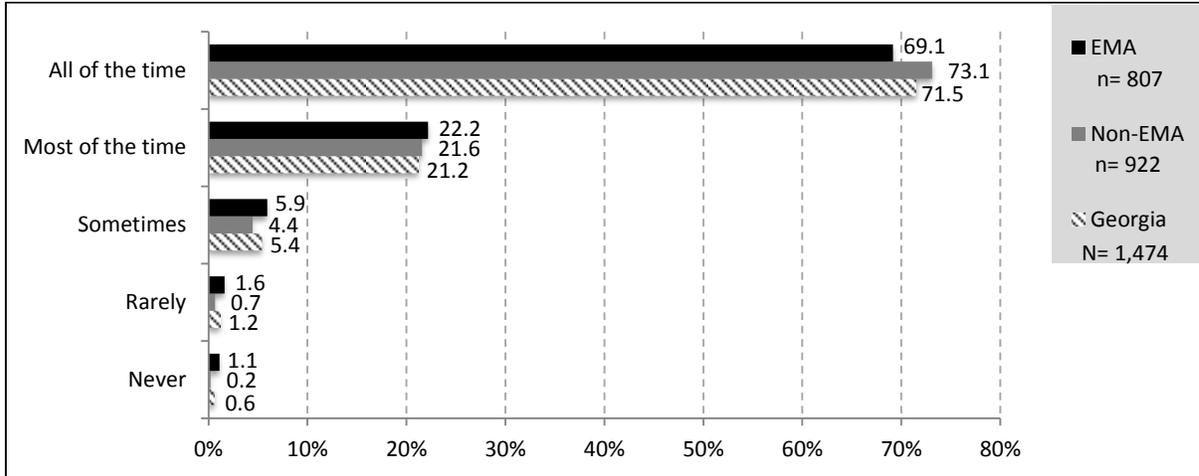
2.11 I understand the reason I am required to provide certain documents to the agency and how that is related to the funding for the services I receive.



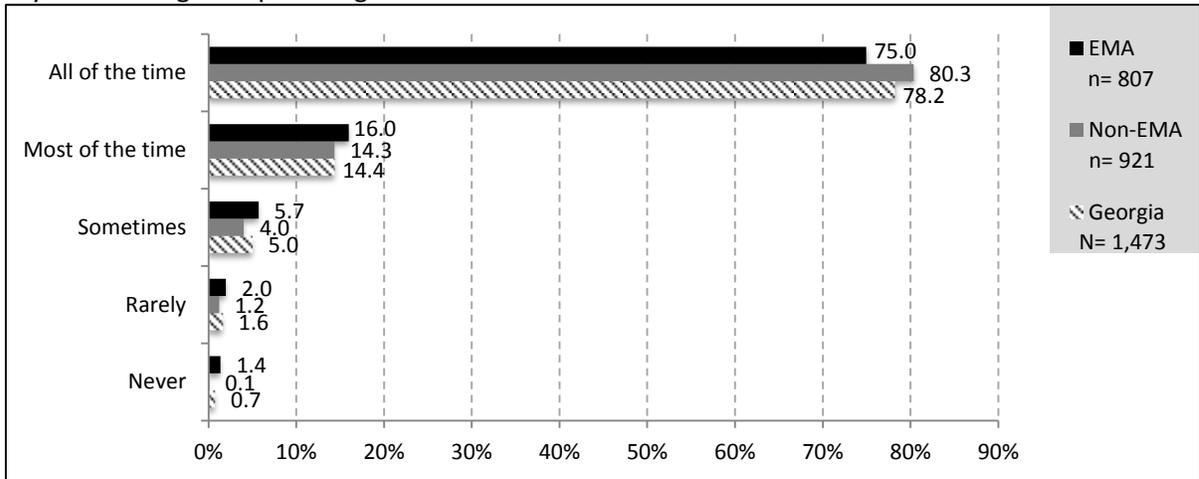
2.12 This agency has provided case management services to me for:



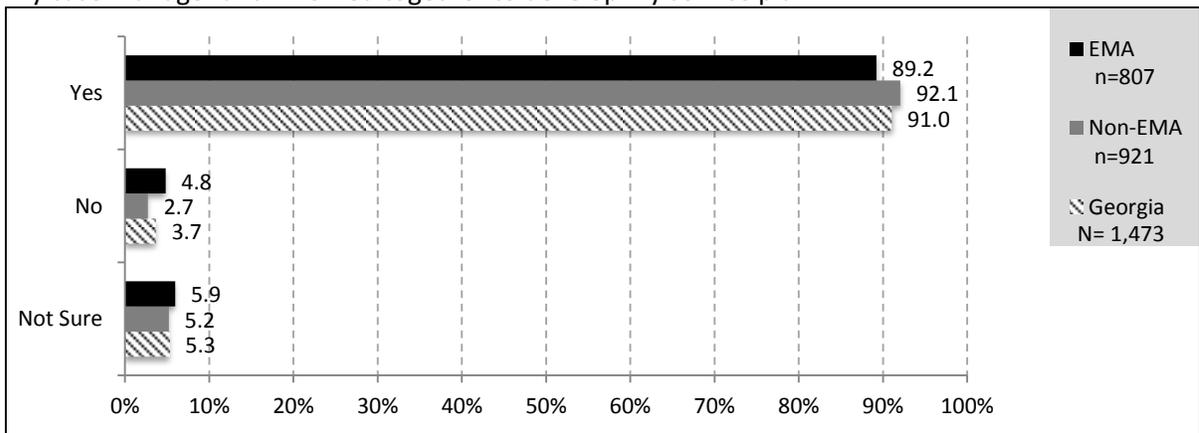
2.13 When I need an appointment with my case manager, I can schedule one soon enough for my needs.



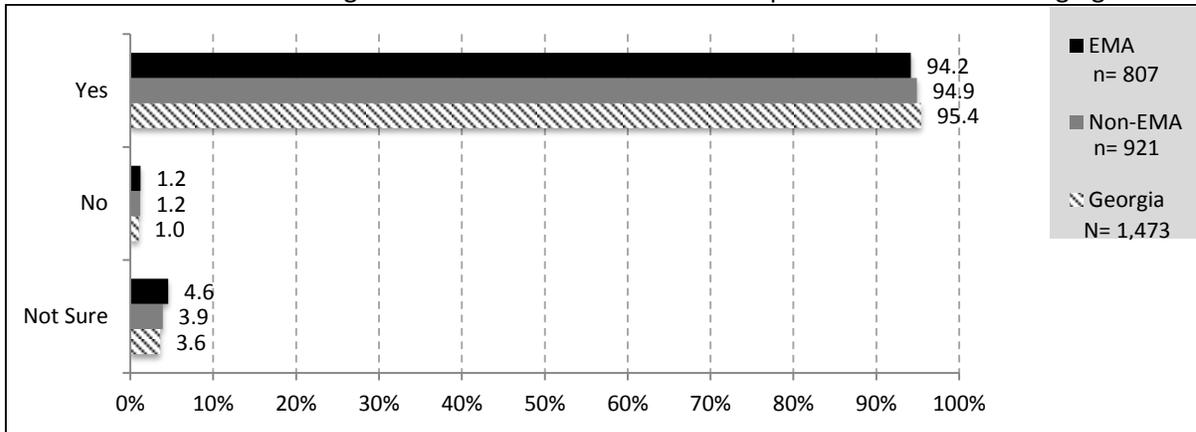
2.14 My case manager helped me get the services that I needed.



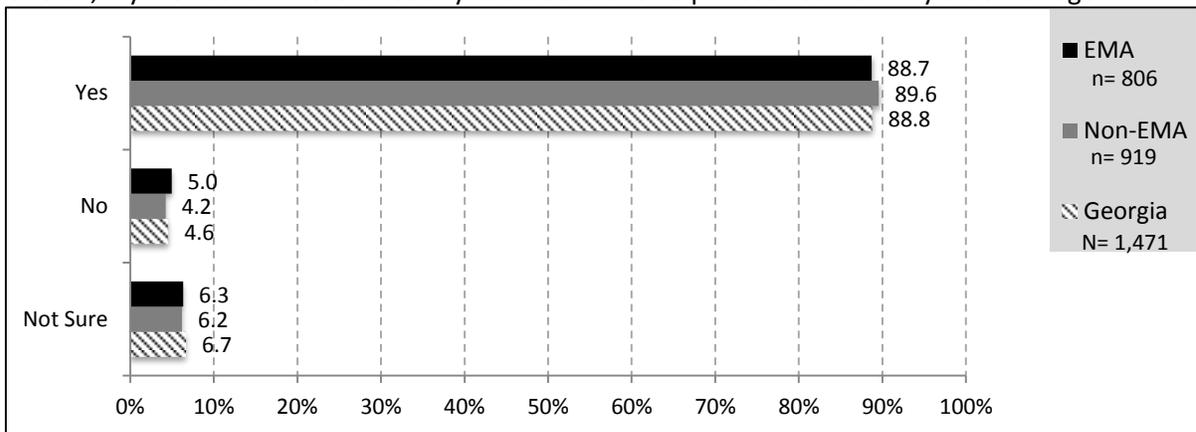
2.15 My case manager and I worked together to develop my service plan.



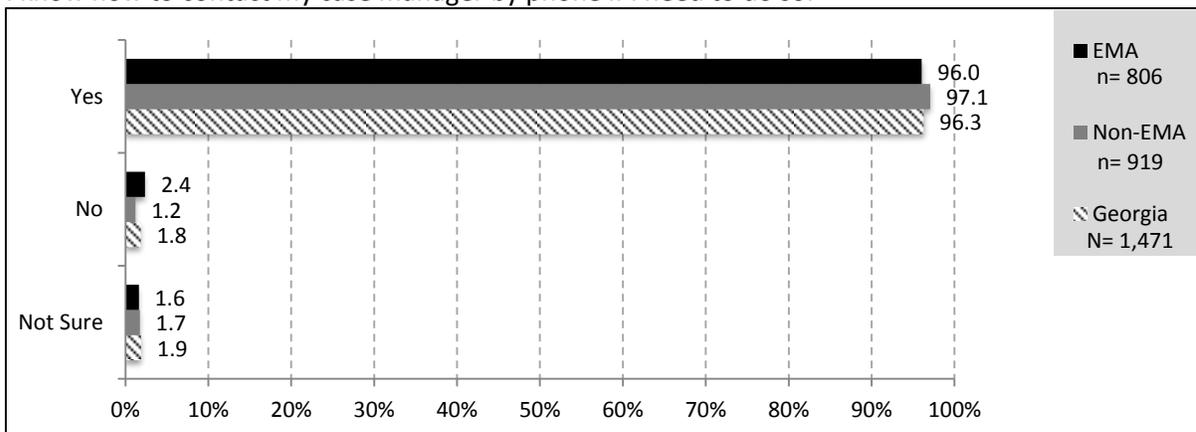
2.16 I understand that case management services are intended to help me become self-managing.



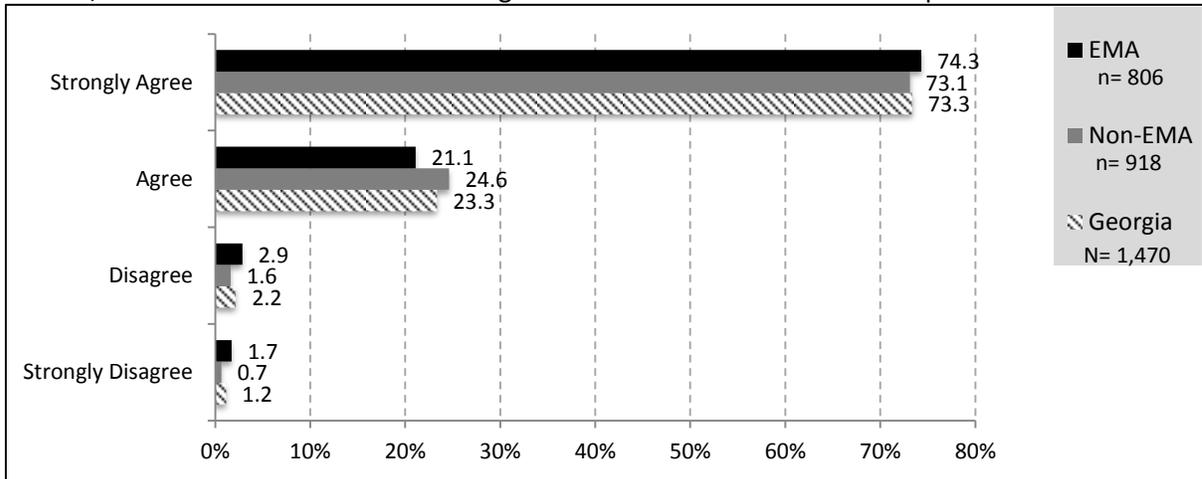
2.17 Overall, my life has run more smoothly because of the help I received from my case manager.



2.18 I know how to contact my case manager by phone if I need to do so.

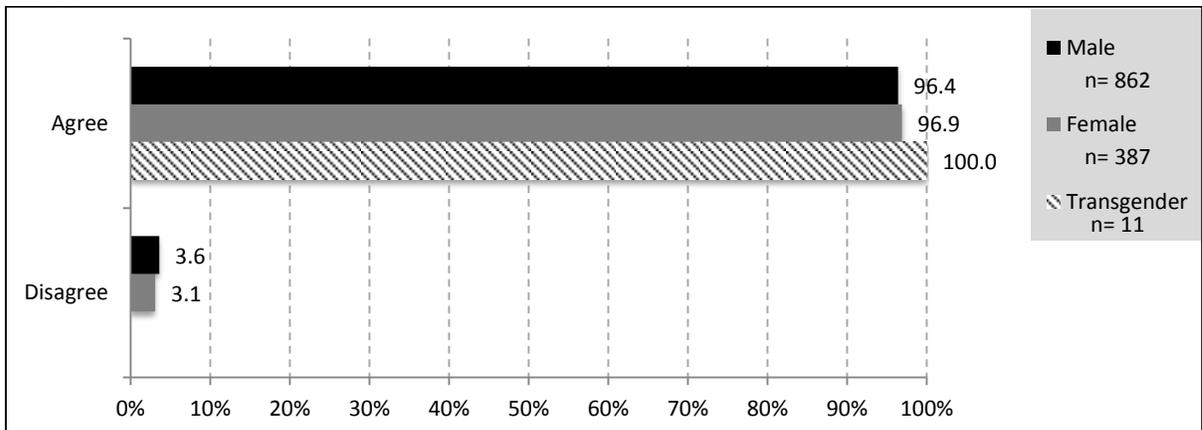


2.19 Overall, I am satisfied with the case management services I received over the past 12 months.

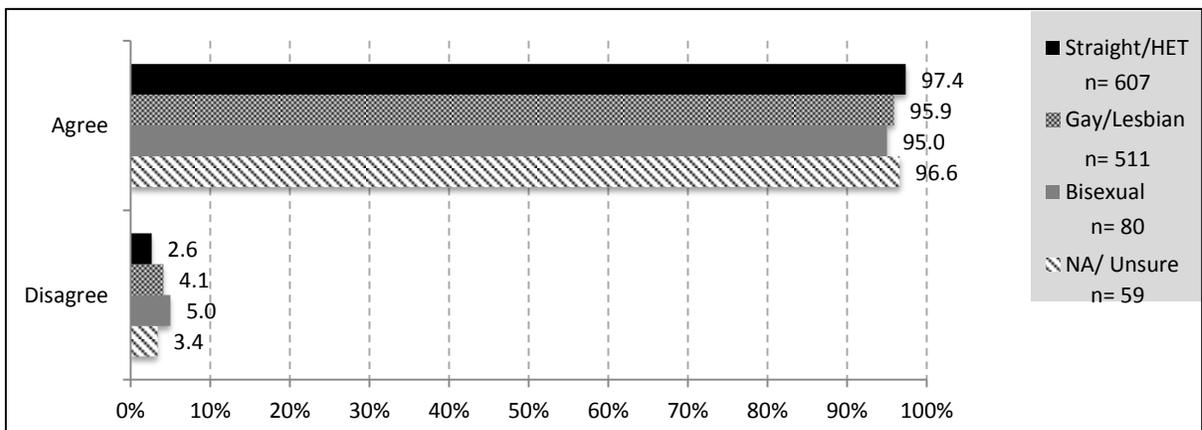


Question 2.19 has been stratified by the following demographic variables: gender, sexual orientation, race/ethnicity and age. Only statewide aggregate data was used for this analysis. The results are provided below.

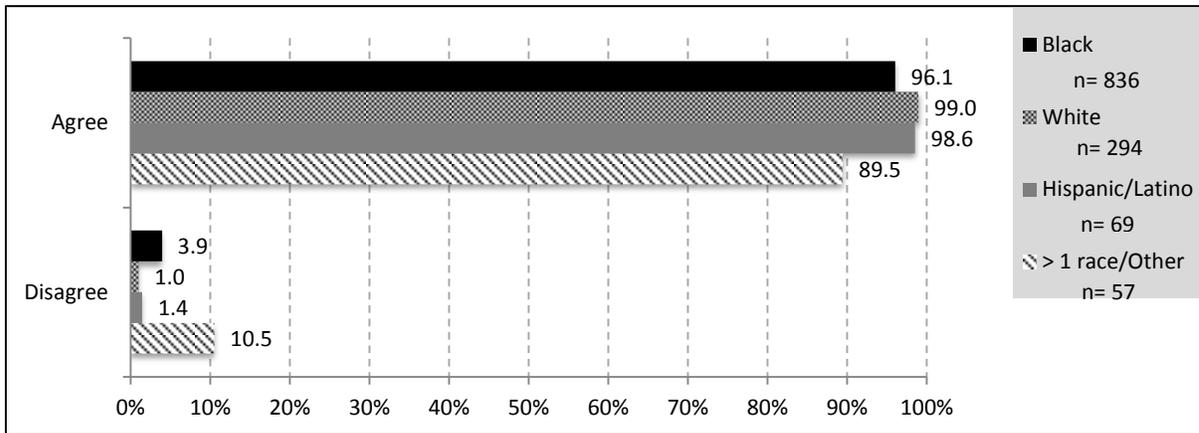
2.19.a Gender



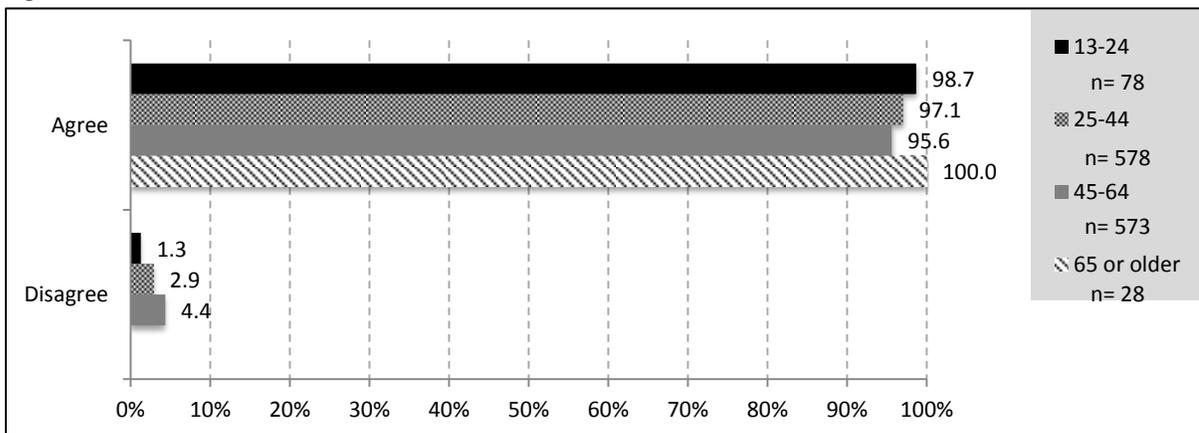
2.19.b Sexual Orientation



2.19.c Race/Ethnicity



2.19.d Age



Responses for question 2.20 below were categorized according to theme or topic. A total of 206 comments were recorded for the Case Management service category and the percent breakdown by comment category is shown in the graph at the end of this section. For each category, the total number of comments is noted followed by several examples. The categories are arranged by frequency of comments, with the highest frequency listed first. No comments are provided that would identify a specific agency or individual provider by name or inference. Each individual agency report contains all comments specific to that particular agency.

2.20 If I could change anything to make the case management services better for me and for others, it would be:

Increase Services/Resources (72 comments)

*“add more case managers and supportive services” ♦ “help with food and housing” ♦ “provide more services for utilities and rent” ♦ “to have more supportive services available to me”*

Communication (35 comments)

*“Reach out more” ♦ “More interaction is needed with patients and case managers” ♦ “Follow up emails asking how things are going for my care, is everyone on the same page” ♦ “for the case manager to fully explain all of the available details/options”*

#### Staff/Client Interaction (35 comments)

*“more sympathetic towards the clients” ♦ “be more professional, less argumentative, more dependable, able to do their job on a timely manner” ♦ “do not make that person feel out of place we all are human....” ♦ “Maintain a professional and courtesy attitude at all times. Not matter the situation”*

#### Clinic/Facility Operations (24 comments)

*“Learn to stay on top of the clients paperwork and needs” ♦ “Have direct phone service to this clinic” ♦ “Separate entry for clients” ♦ “The ability to use any of the case managers that are here, not the one who is assigned to me” ♦ “Better organization of office space”*

#### Access (11 comments)

*“services 7 days a week” ♦ “Have available flexible schedule for walk in help” ♦ “open weekends”*

#### Other (10 comments)

*“I do not get the help I need” ♦ “Only compliments” ♦ “To have a primary care doctor”*

#### CM/Staff Availability (9 comments)

*“maybe to be able to see him two times a week all else is great” ♦ “be more available I've had to rescheduled to meet with case manager about transportation twice” ♦ “being able to talk to the case worker not an assistant or second hand. And being able to schedule appointments at least within 30 days” ♦ “I rarely receive call backs and when I do its weeks later. Maybe the person needs an assistant/secretary”*

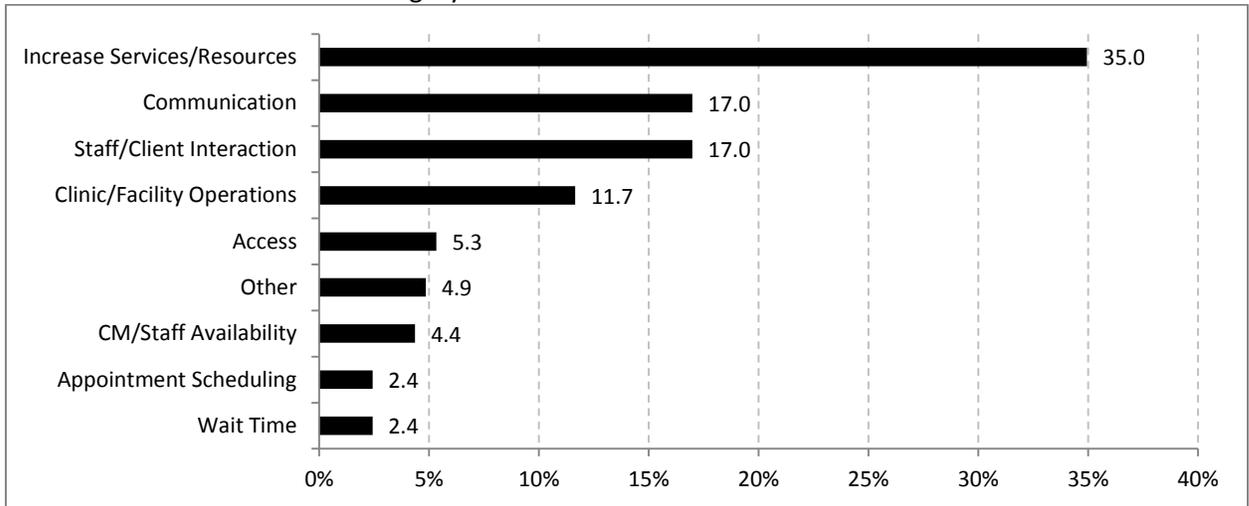
#### Appointment Scheduling (5 comments)

*“Improve the ability to get an appointment when necessary” ♦ “scheduling an appointment with case management and receiving a proper timely response”*

#### Wait Time (5 comments)

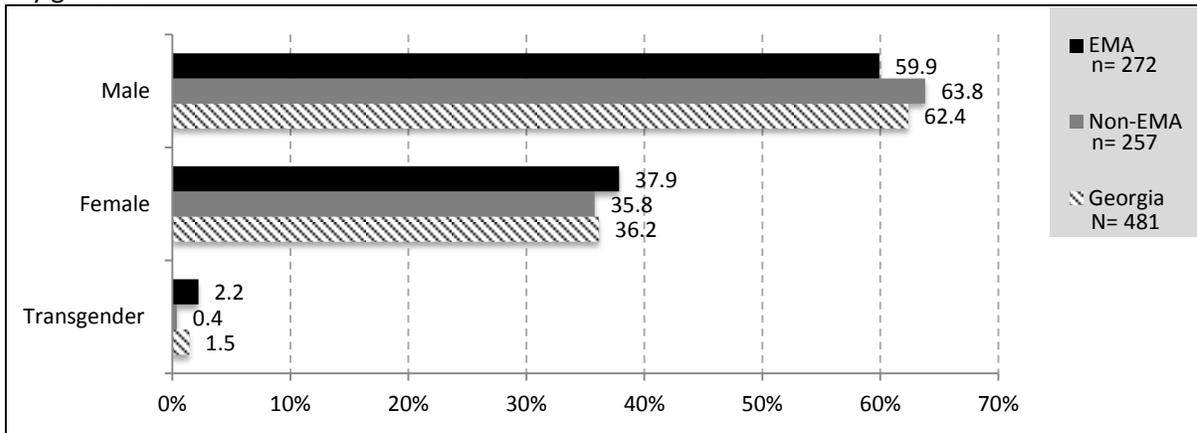
*“keep up with recent dates so that there are no more lapses or discontinuation of ADAP” ♦ “More advance notice about appointments before they cut you off” ♦ “Learn to stay on top of clients paperwork and needs” ♦ “I feel that they should follow up with their clients every two weeks to make sure they are ok, and just to let them know what’s going with their cases”*

Percent of comments in each category.

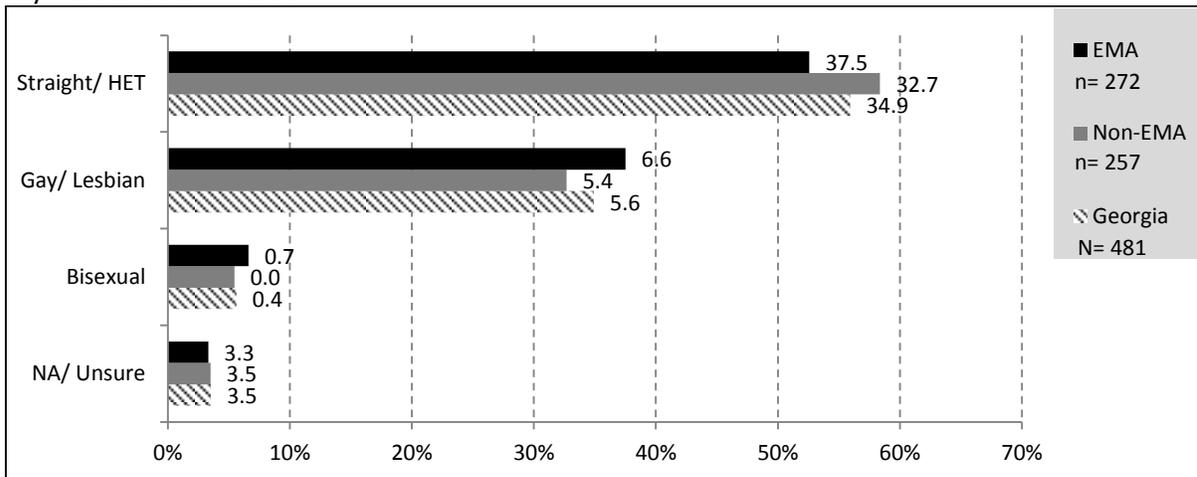


## Food/Nutrition Services

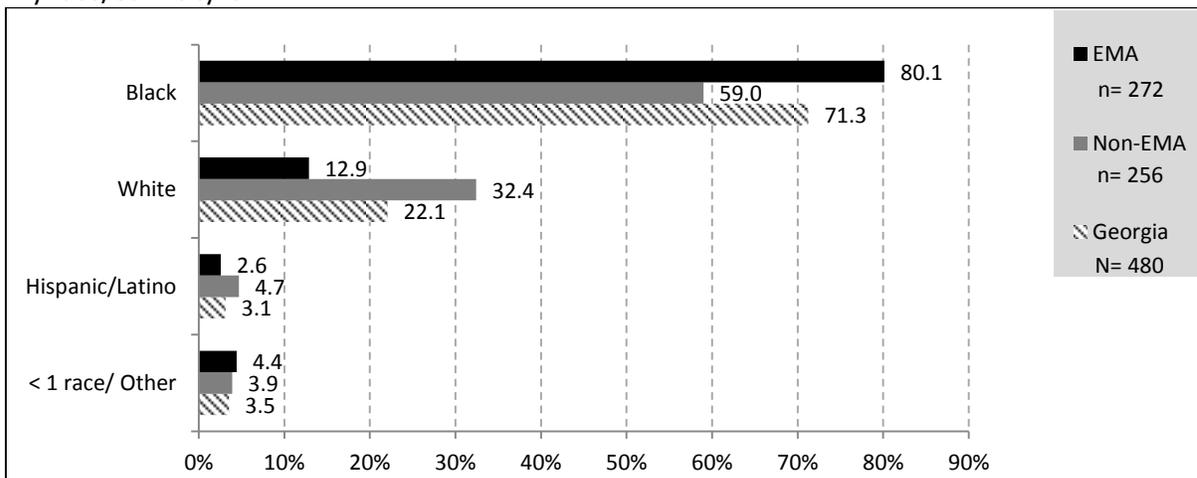
### 3.1 My gender is:



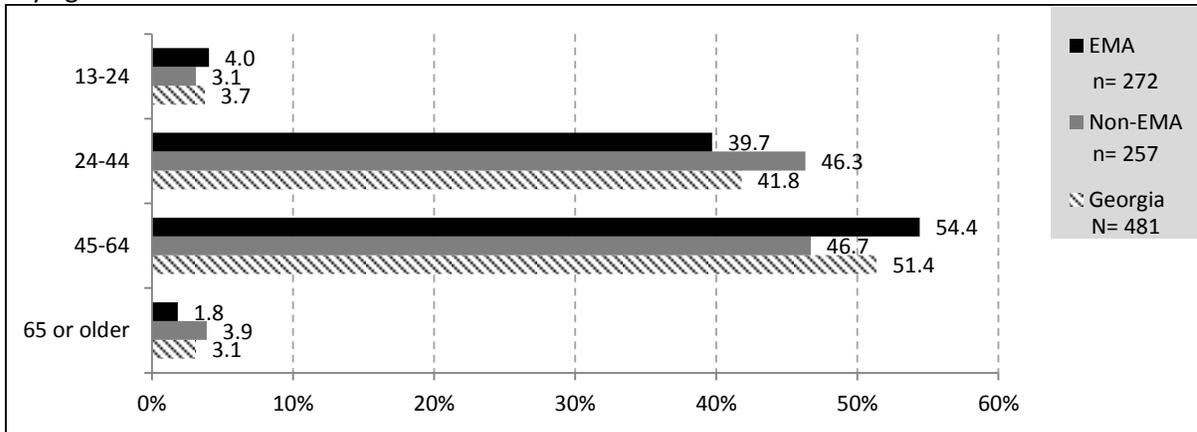
### 3.2 My sexual orientation is:



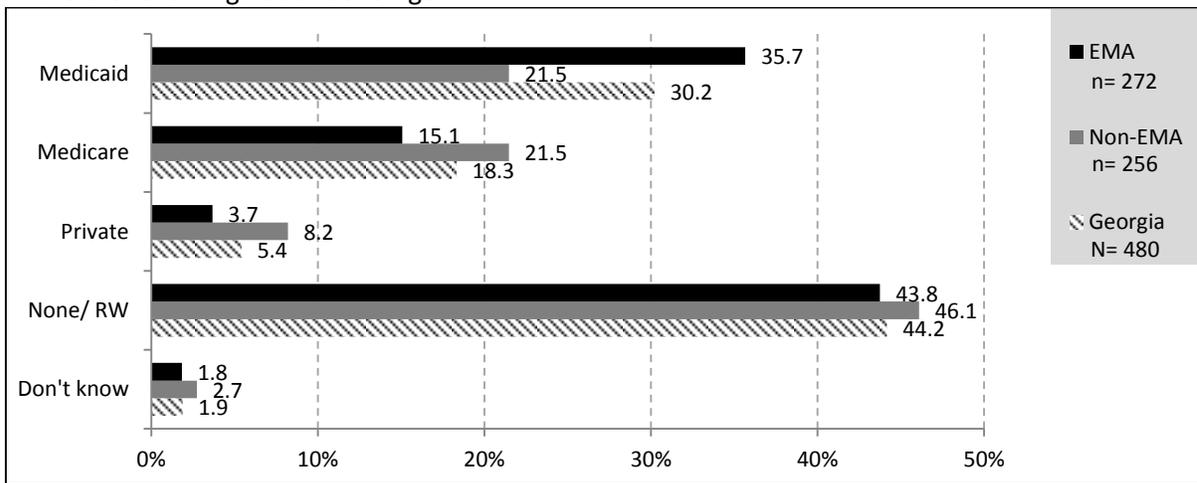
### 3.3 My race/ethnicity is:



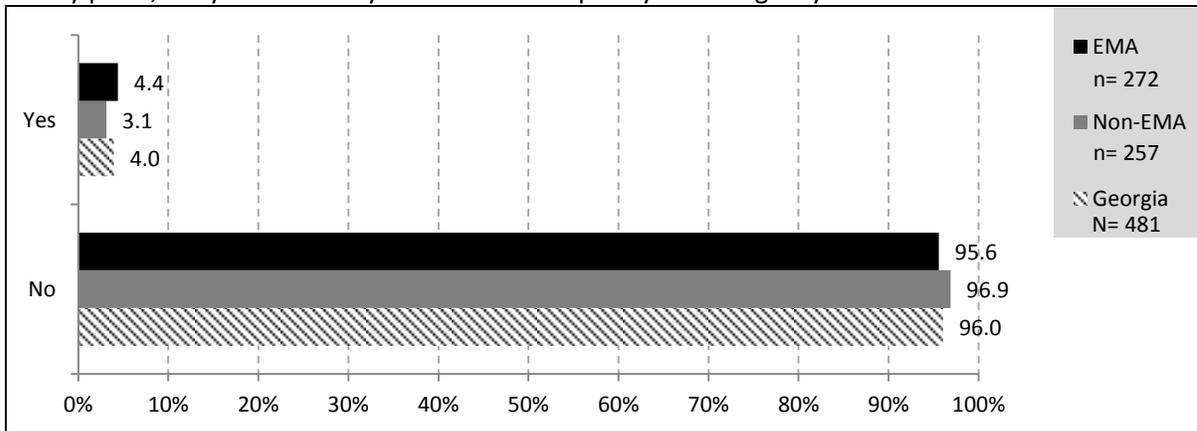
3.4 My age is:



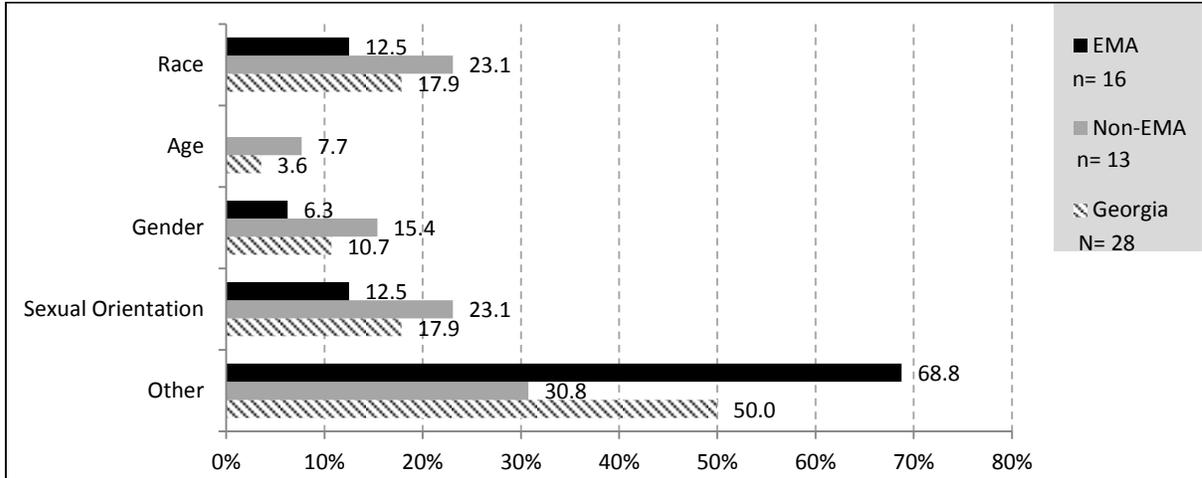
3.5 I have the following health coverage:



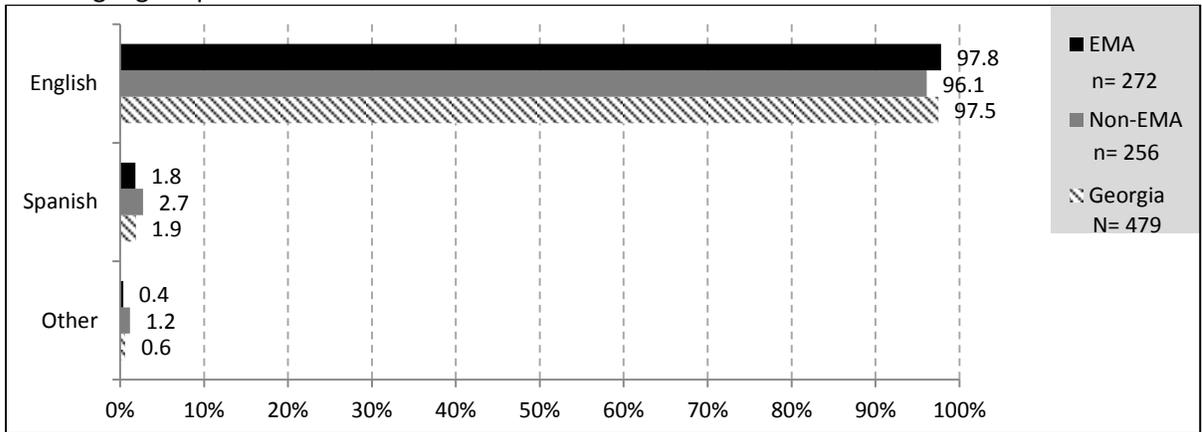
3.6 At any point, did you feel that you were treated poorly at this agency?



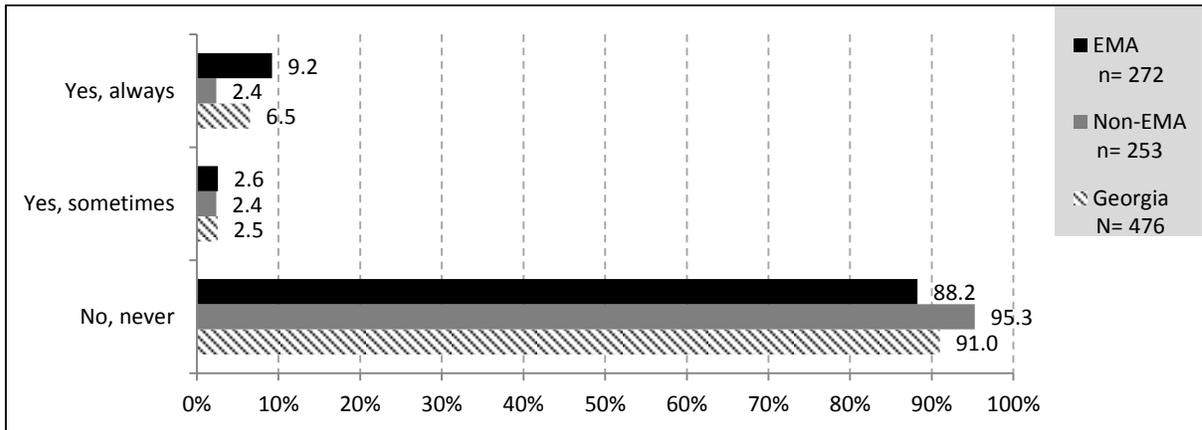
3.7 If yes to question 6, what reason(s) do you feel may have caused you to be treated poorly?  
 (The “n” in this graph refers to the total number of times reasons were cited)



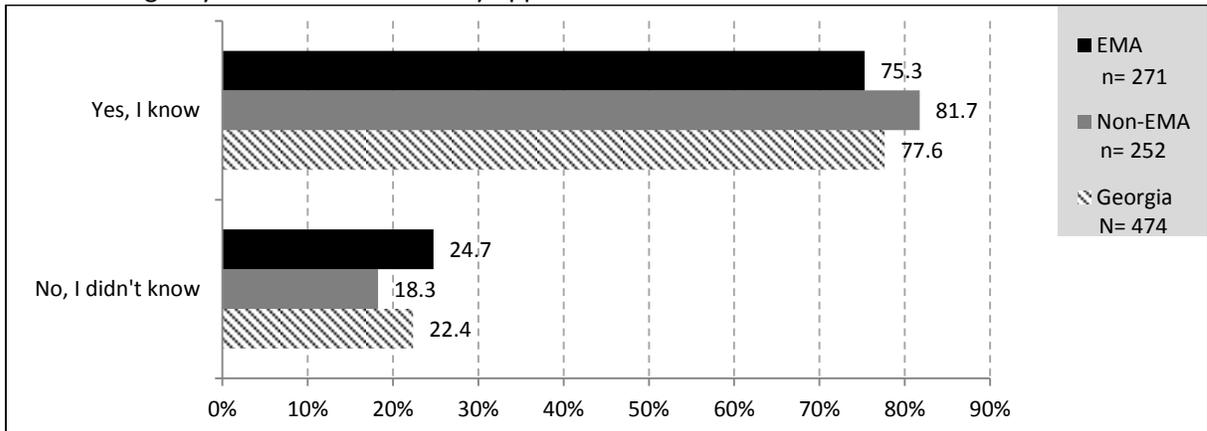
3.8 The language I speak is:



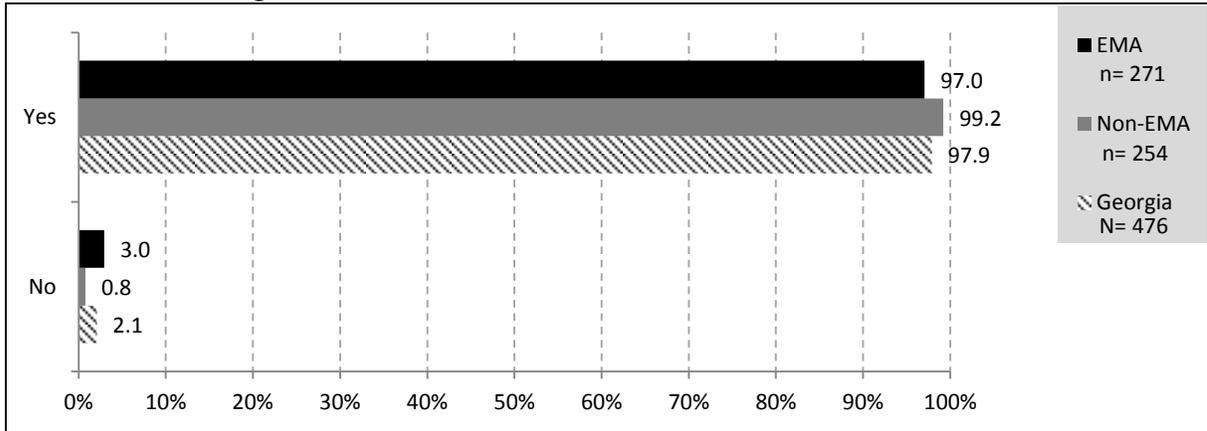
3.9 Because of a language barrier, I have problems understanding agency staff when I come in for or request services.



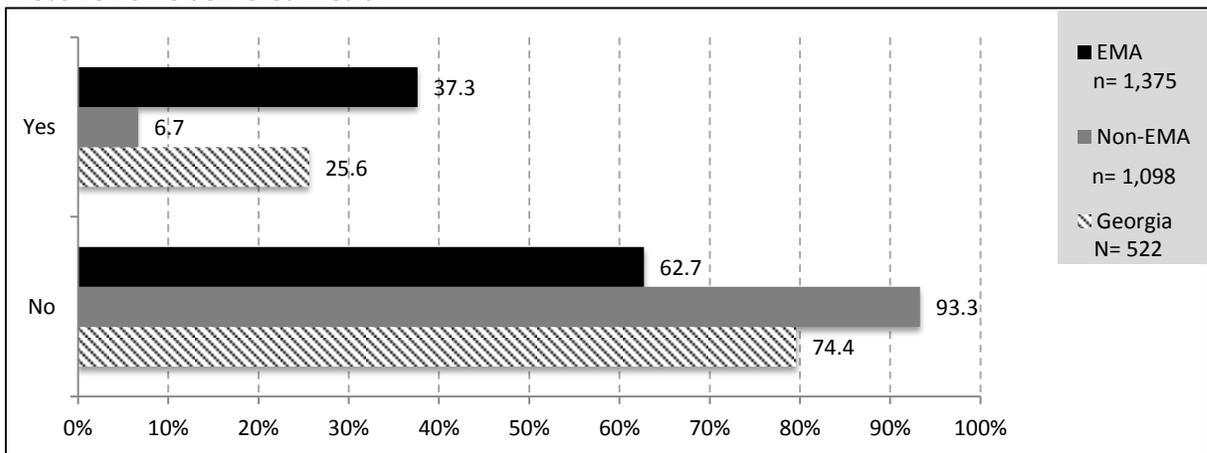
3.10 I know that translation services, including services for the visually and hearing impaired, are available to me at this agency if I ask for it before my appointment.



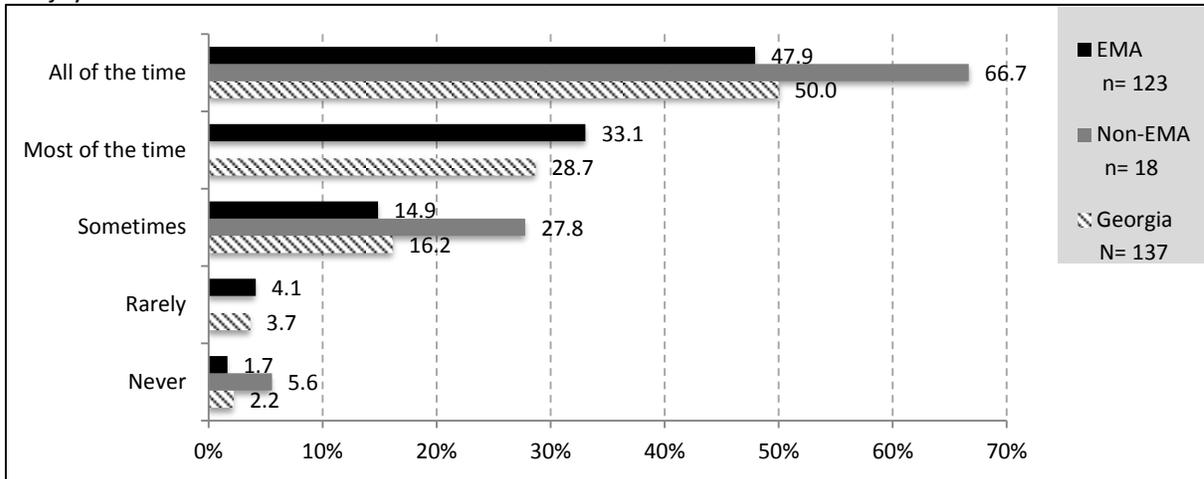
3.11 I understand the reason I am required to provide certain documents to the agency and how that is related to the funding for the services I receive.



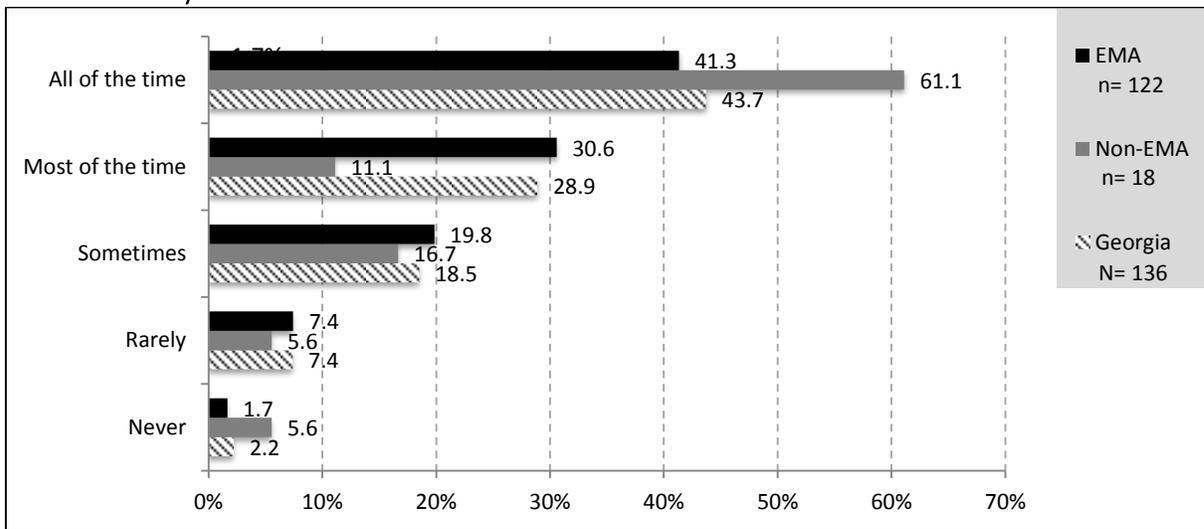
3.12 I receive home delivered meals.



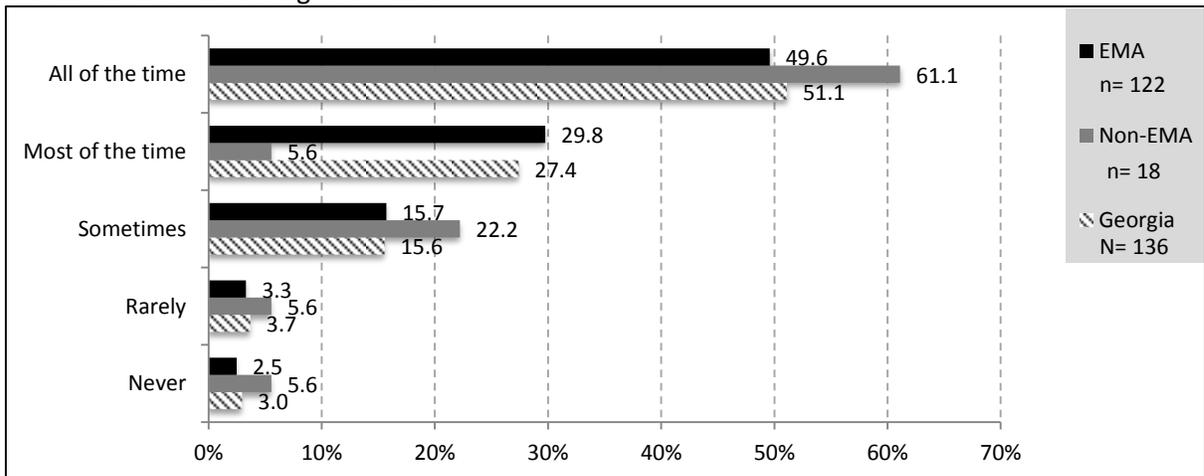
3.13 I enjoy the taste of the meals I receive.



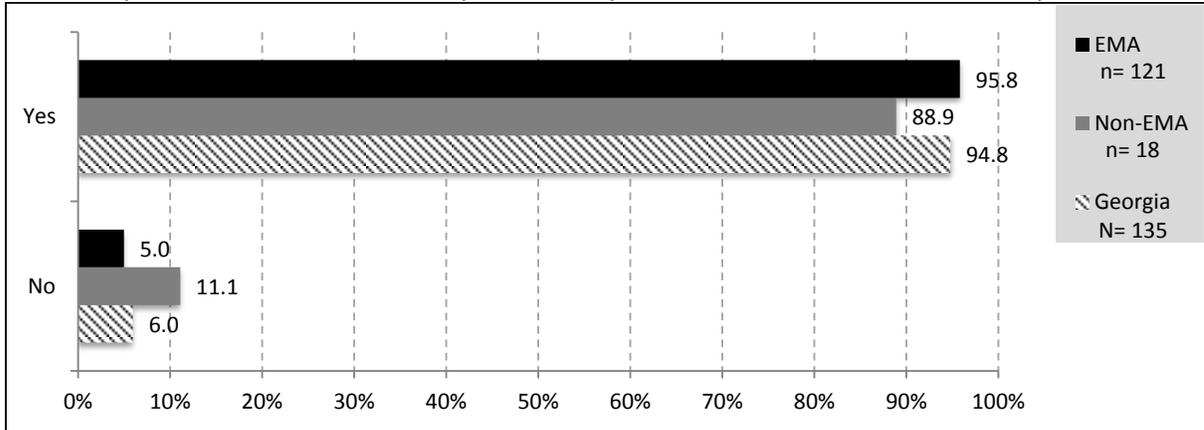
3.14 I like the variety of the meals I receive.



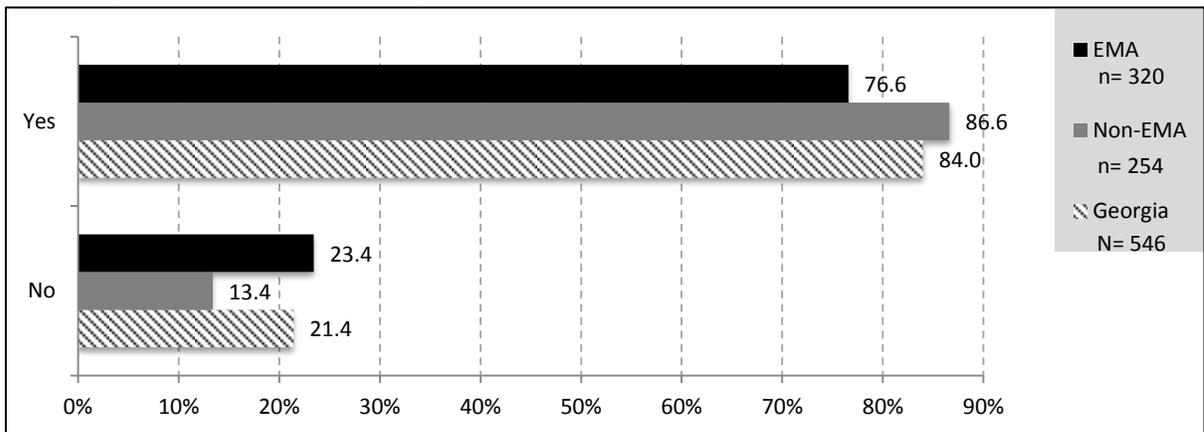
3.15 The meals I receive look good to me.



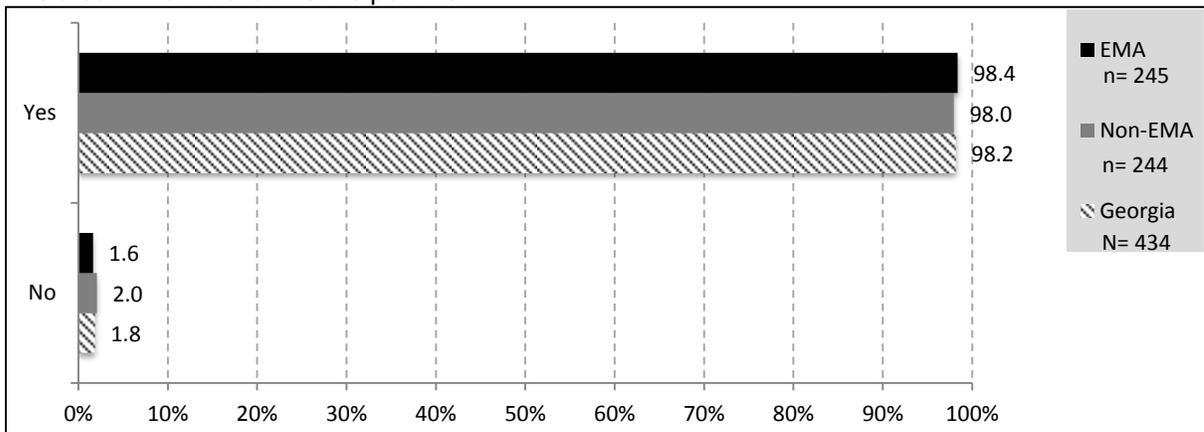
3.16 If I had a question or concern about my meals, the problem was addressed satisfactorily.



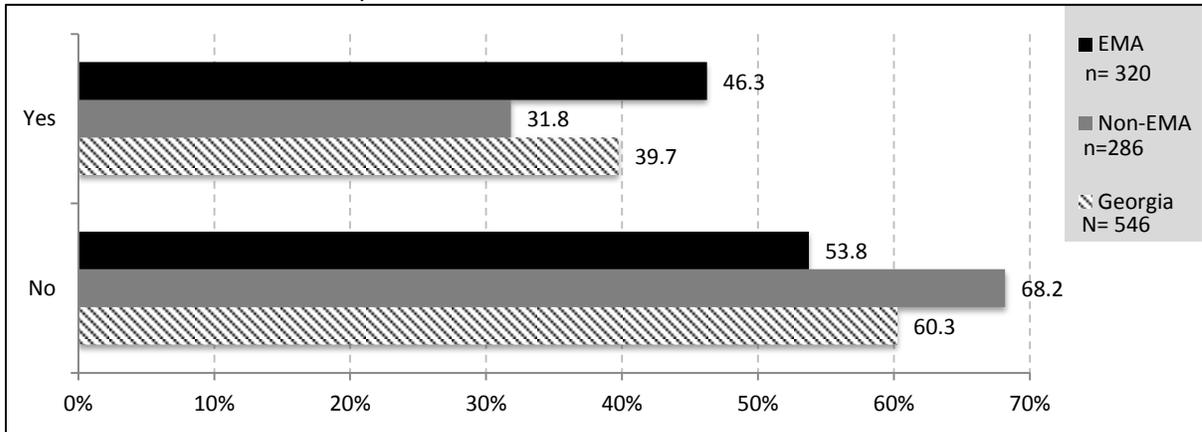
3.17 I have seen a dietitian or nutritionist.



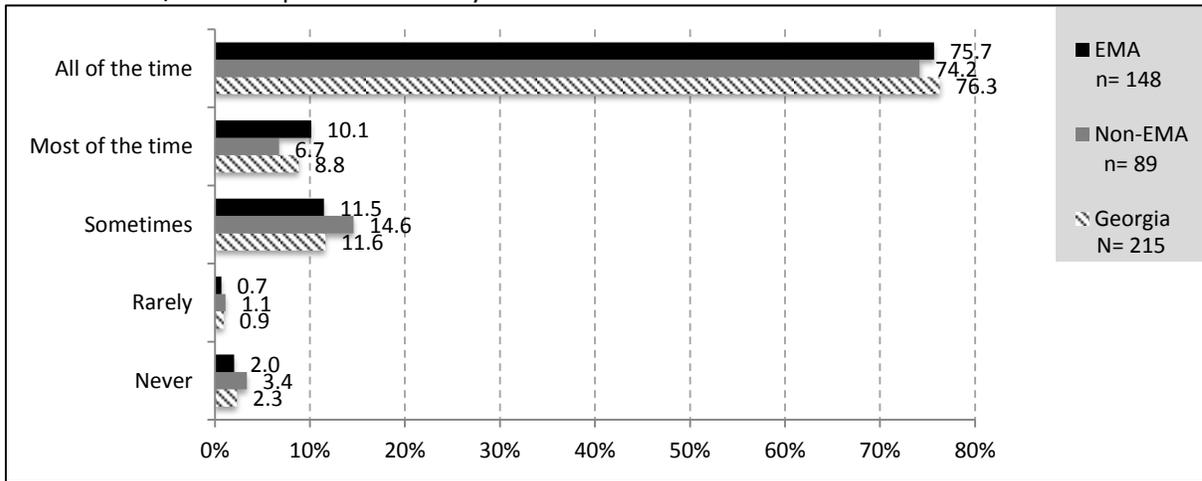
3.18 The dietitian or nutritionist helped me.



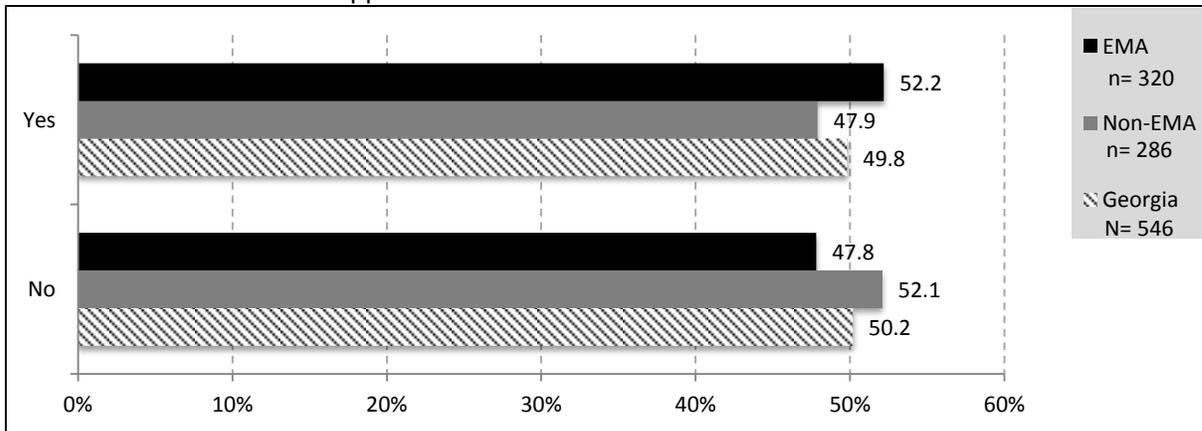
3.19 I have received food vouchers/cards.



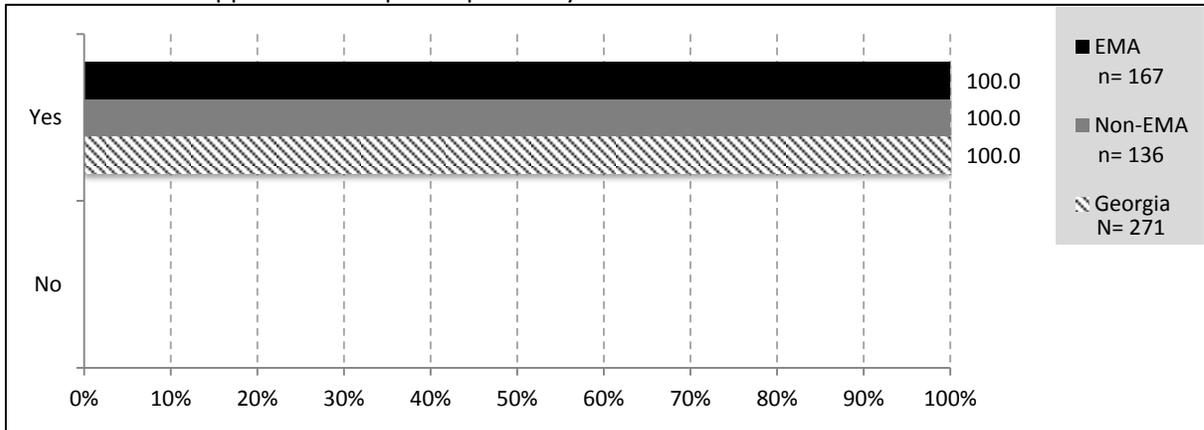
3.20 The vouchers/cards helped me meet my food needs.



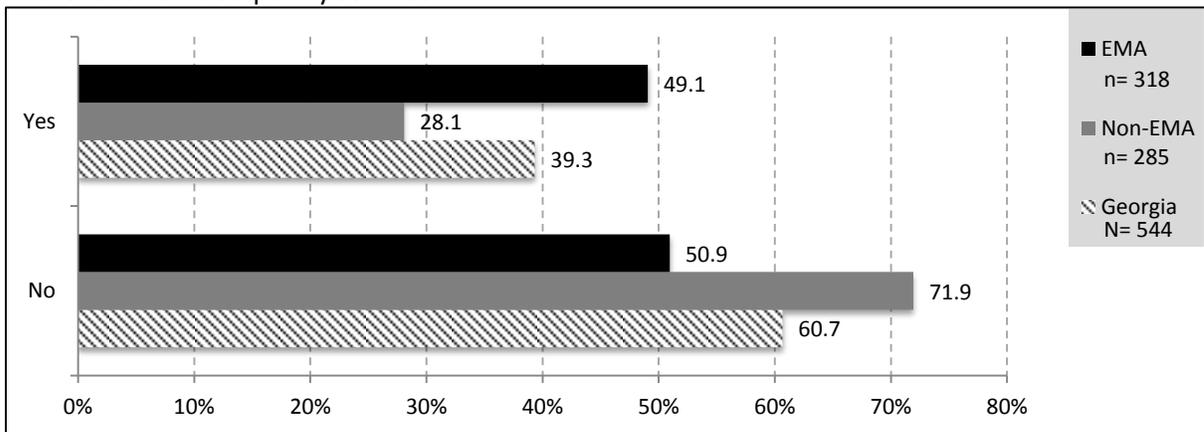
3.21 I have received nutritional supplements.



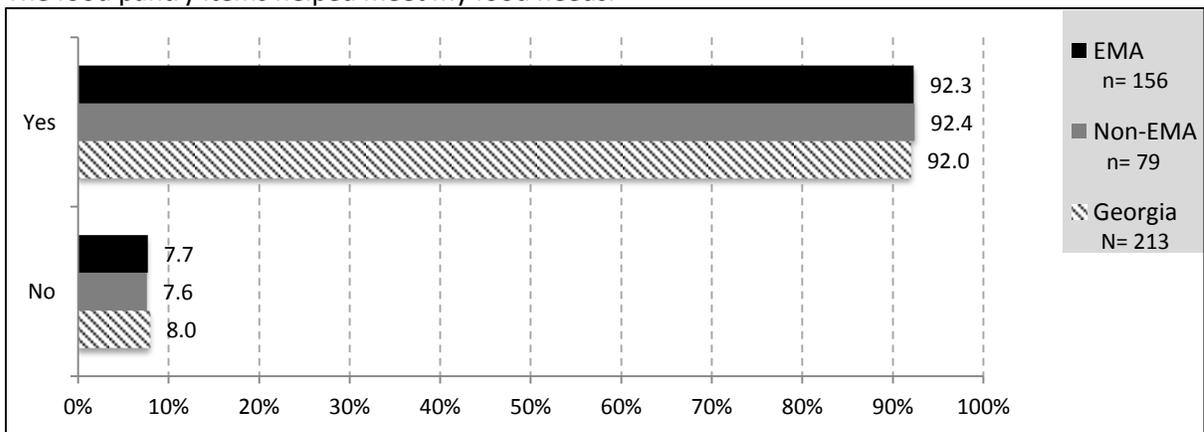
3.22 The nutritional supplements helped improve my health.



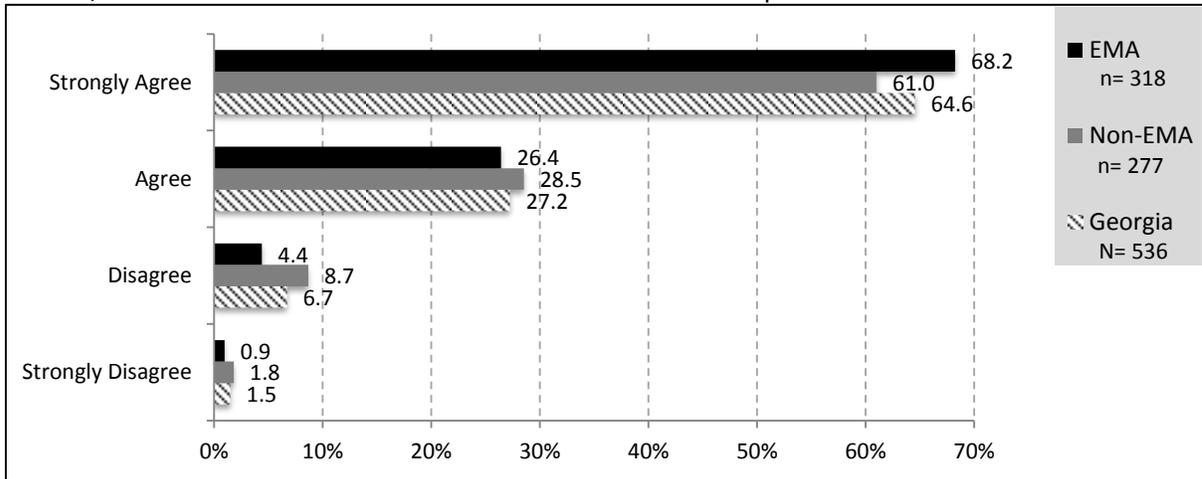
3.23 I have received food pantry services.



3.24 The food pantry items helped meet my food needs.

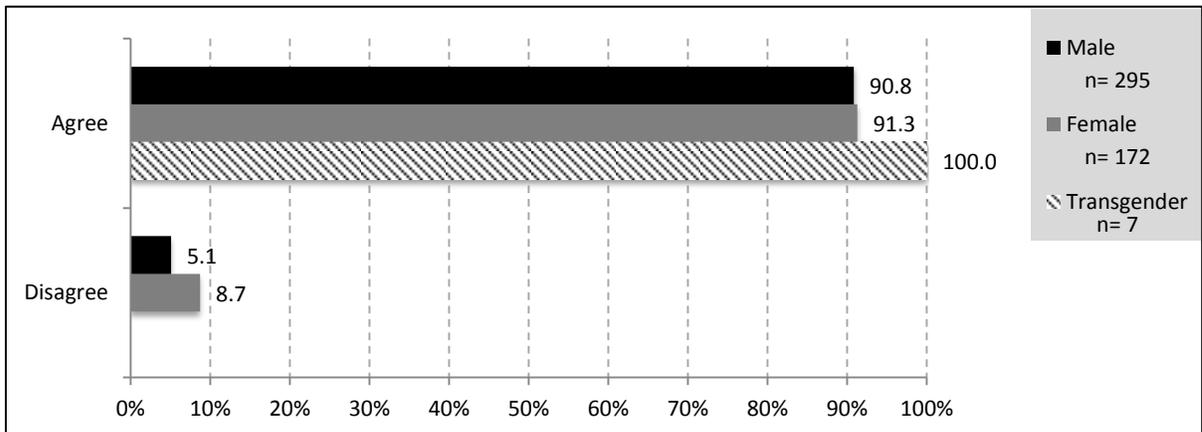


3.25 Overall, I am satisfied with the food services I received over the past 12 months.

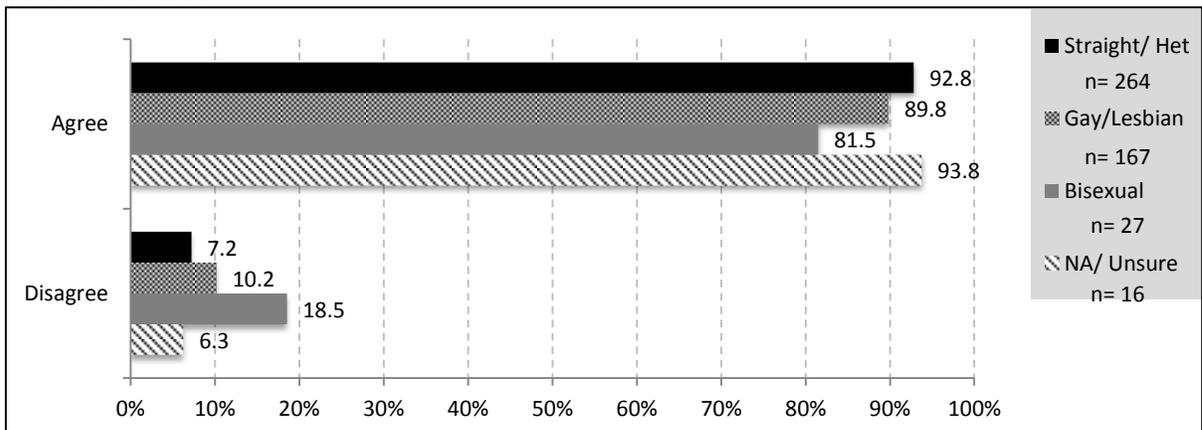


Question 3.25 has been stratified by the following demographic variables: gender, sexual orientation, race/ethnicity and age. Only statewide aggregate data was used for this analysis. The results are provided below.

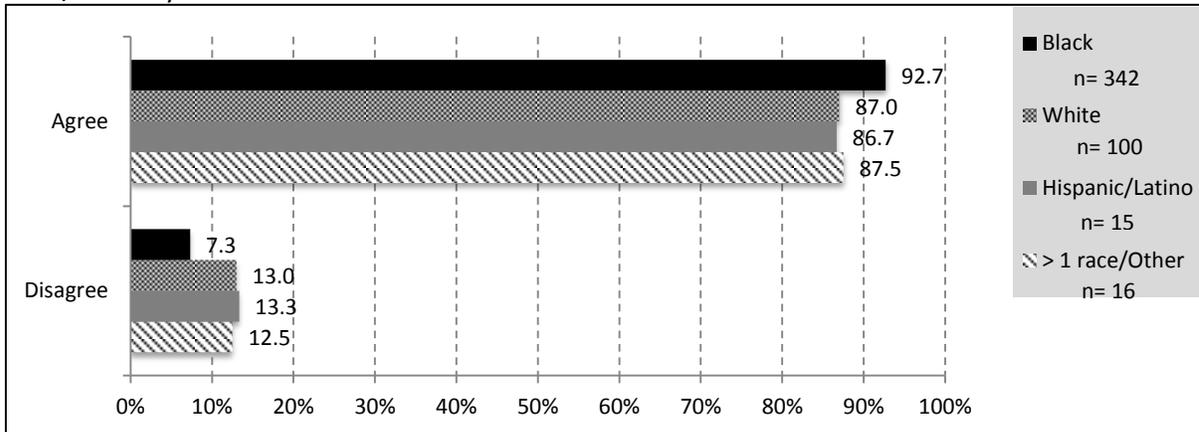
3.25.a Gender



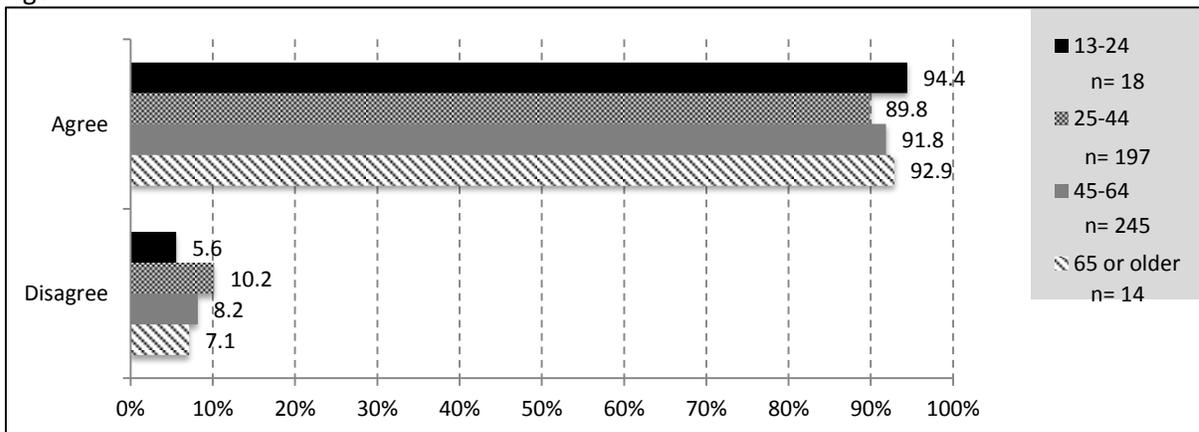
3.25.b Sexual Orientation



3.25.c Race/Ethnicity



3.25.d Age



Responses for question 3.26 below were categorized according to theme or topic. A total of 108 comments were recorded for the Food Services category and the percent breakdown by comment category is shown in the graph at the end of this section. For each category, the total number of comments is noted followed by several examples. The categories are arranged by frequency of comments, with the highest frequency listed first. No comments are provided that would identify a specific agency or individual provider by name or inference. Each individual agency report contains all comments specific to that particular agency.

3.26 If I could change anything about my food/nutrition services, it would be:

Food Options/Variety (50 comments)

*“Add more fresh vegetables to food pantry” ♦ “type of food should be a choice” ♦ “too much of same canned goods” ♦ “change the menu more often” ♦ “to have a selection of healthier foods for people with kidney disease and high cholesterol and diabetes”*

Increase Services/Resources (42 comments)

*“Deliver to my house” ♦ “Put more food in there” ♦ “Don’t limit the number of Ensure a person can get” ♦ “The inventory of nutritional supplements seem to be less than when I first enrolled at the clinic. Perhaps additional funding to supplant this apparent shortage might prove beneficial to recipients in need”*

Other (10 comments)

*“Knowing what I should eat is good, but having no way to prepare them I just eat out of bags or boxes”*

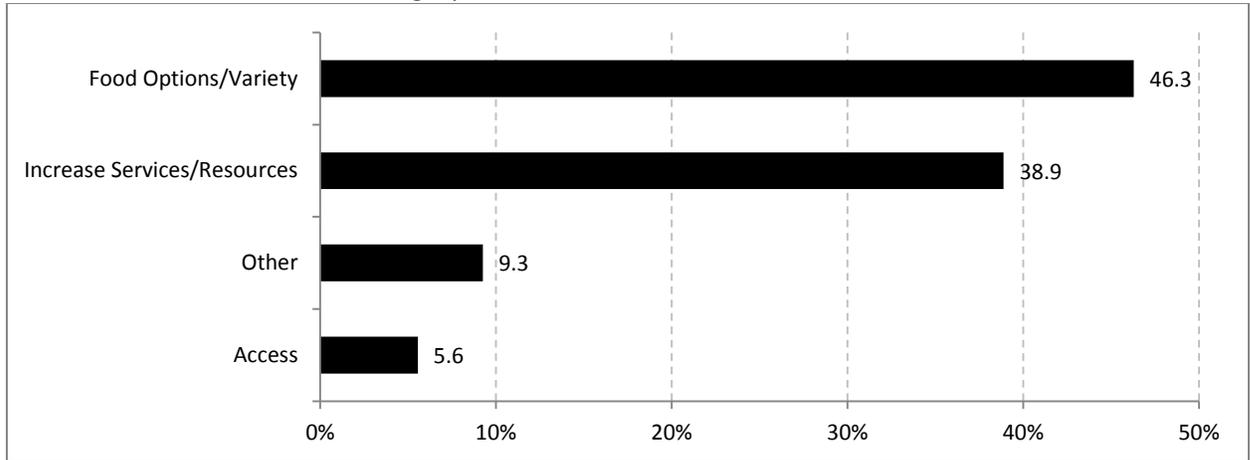
◆ *“house to cook my own meals”* ◆ *“It’s good to have, thank you”* ◆ *“My own menu”*

Access (6 comments)

*“I have never been offered a food voucher, so that needs to improve from the nutrition level”* ◆ *“I didn’t*

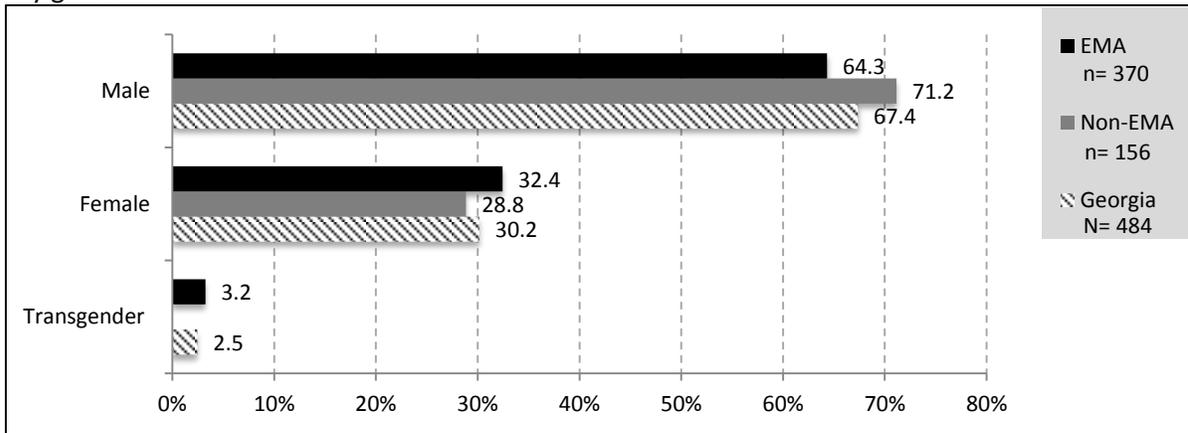
*know anything about the food services”* ◆ *“I would like to be a part of the food program”*

Percent of comments in each category.

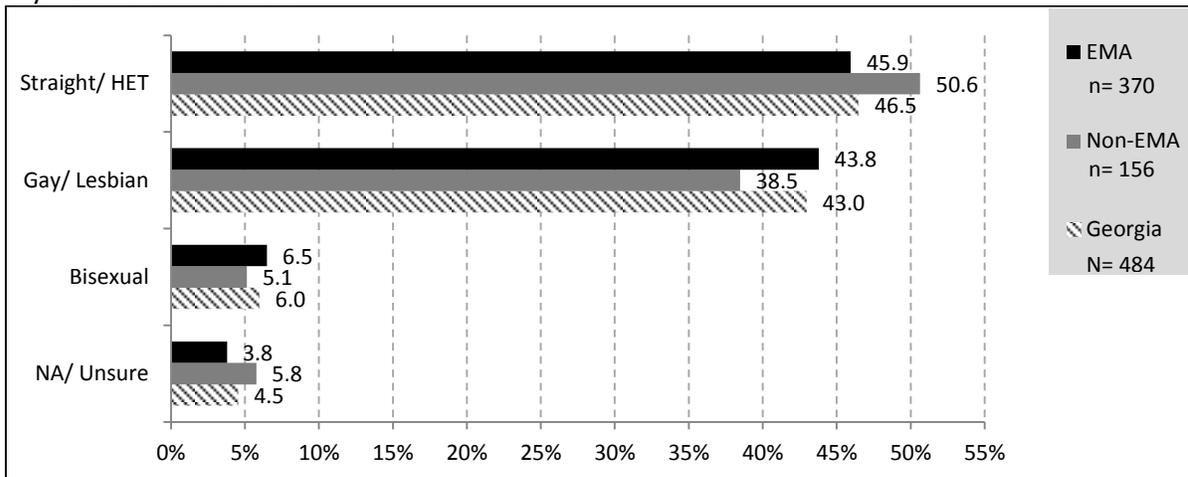


## Mental Health Services

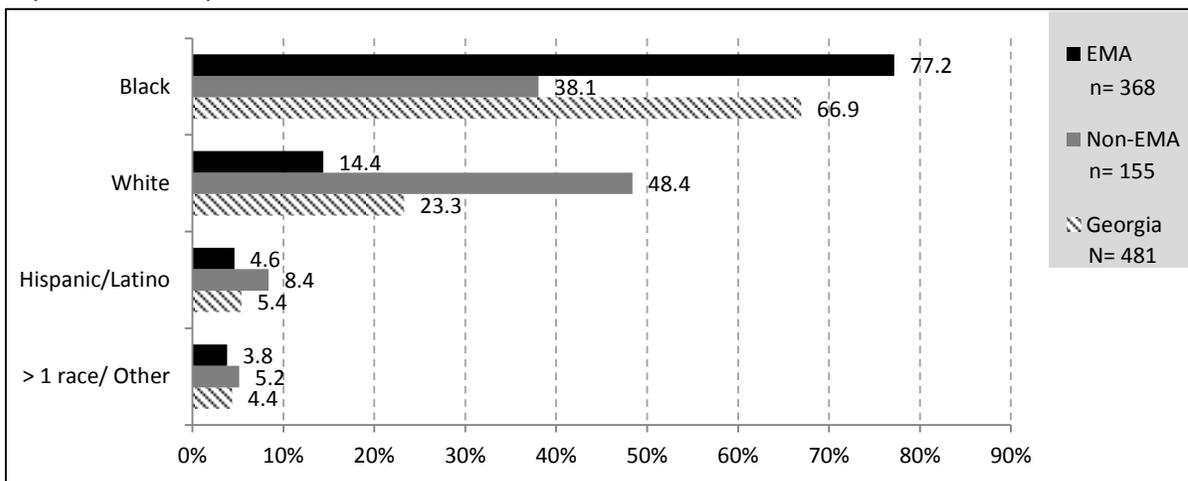
### 4.1 My gender is:



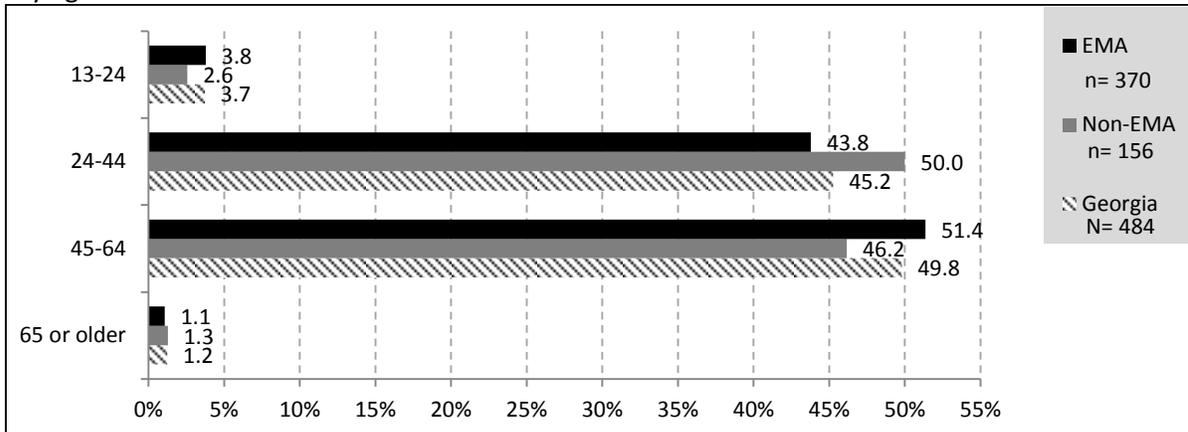
### 4.2 My sexual orientation is:



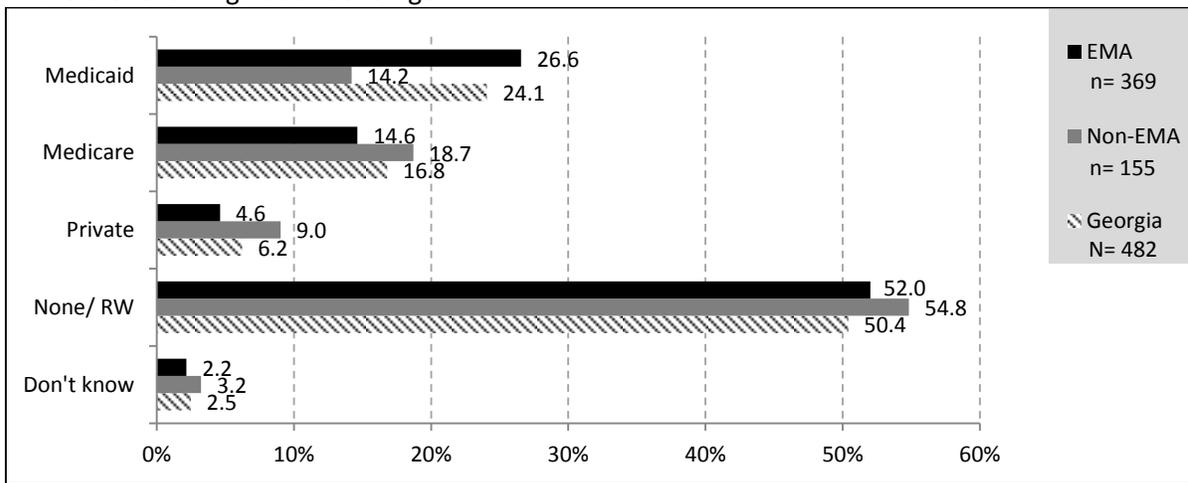
### 4.3 My race/ethnicity is:



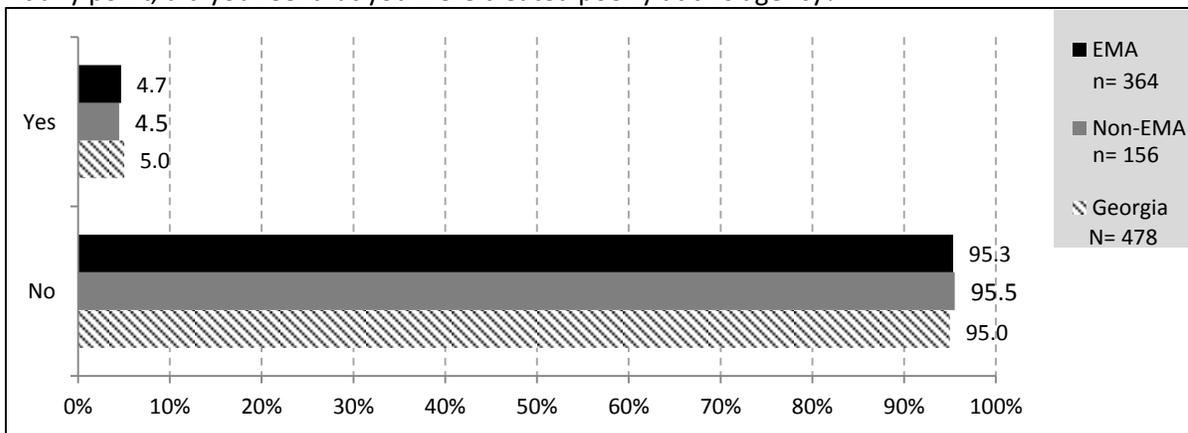
4.4 My age is:



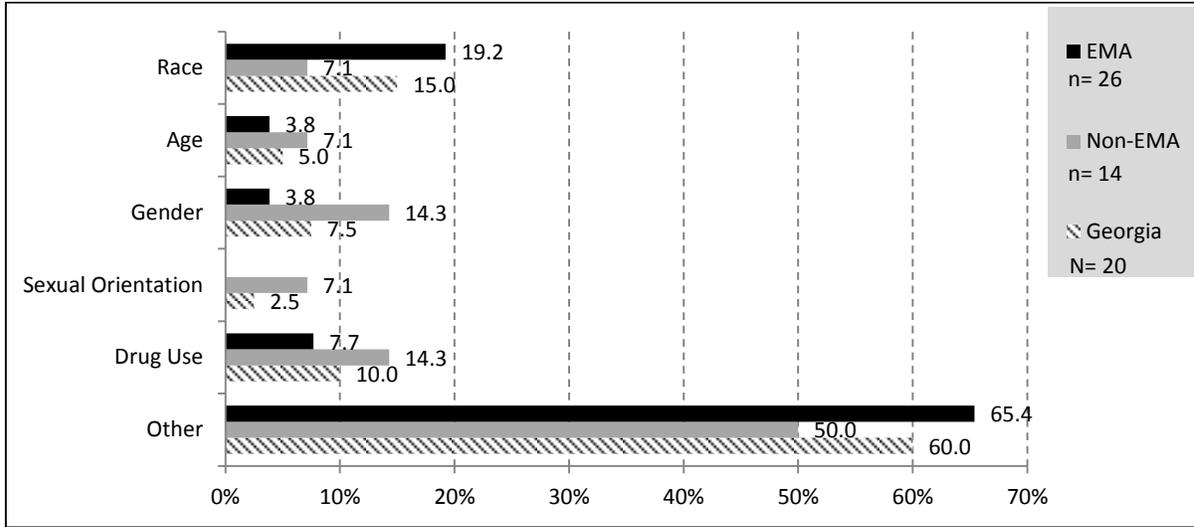
4.5 I have the following health coverage:



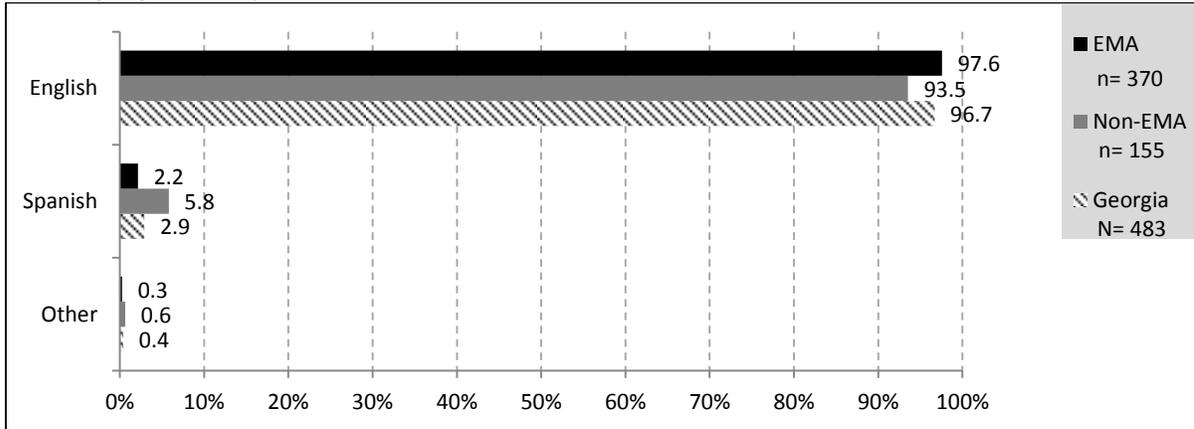
4.6 At any point, did you feel that you were treated poorly at this agency?



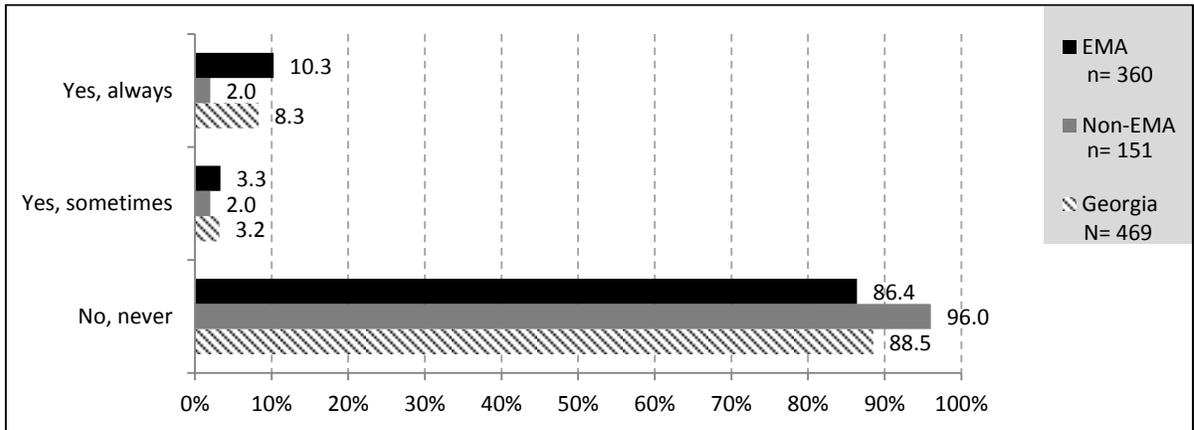
4.7 If yes to question 6, what reason(s) do you feel may have caused you to be treated poorly?  
 (The “n” in this graph refers to the total number of times reasons were cited)



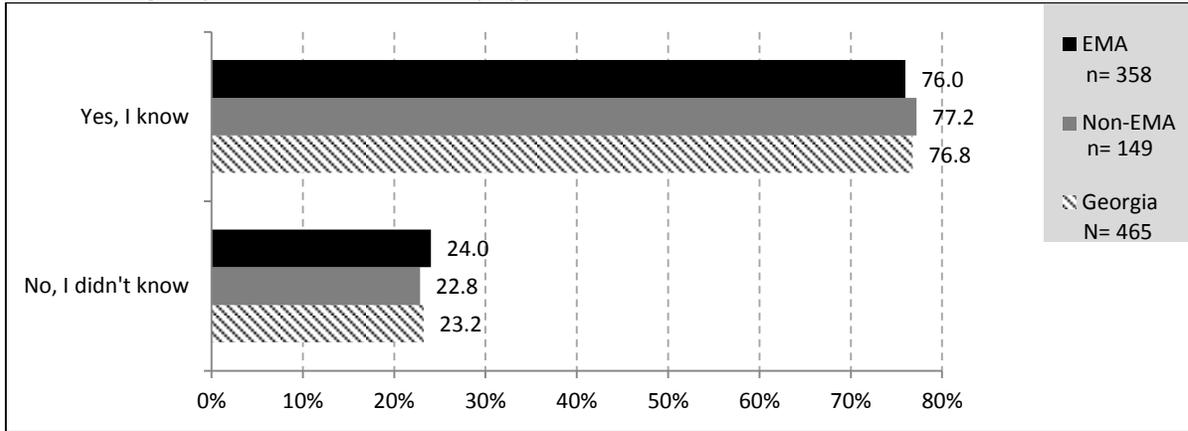
4.8 The language that I speak is:



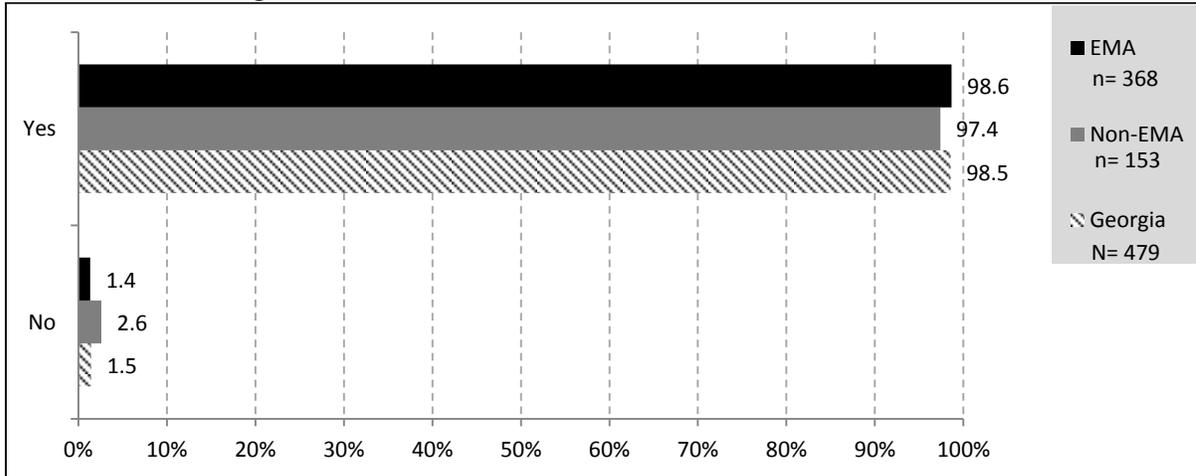
4.9 Because of a language barrier, I have problems understanding agency staff when I come in for or request services.



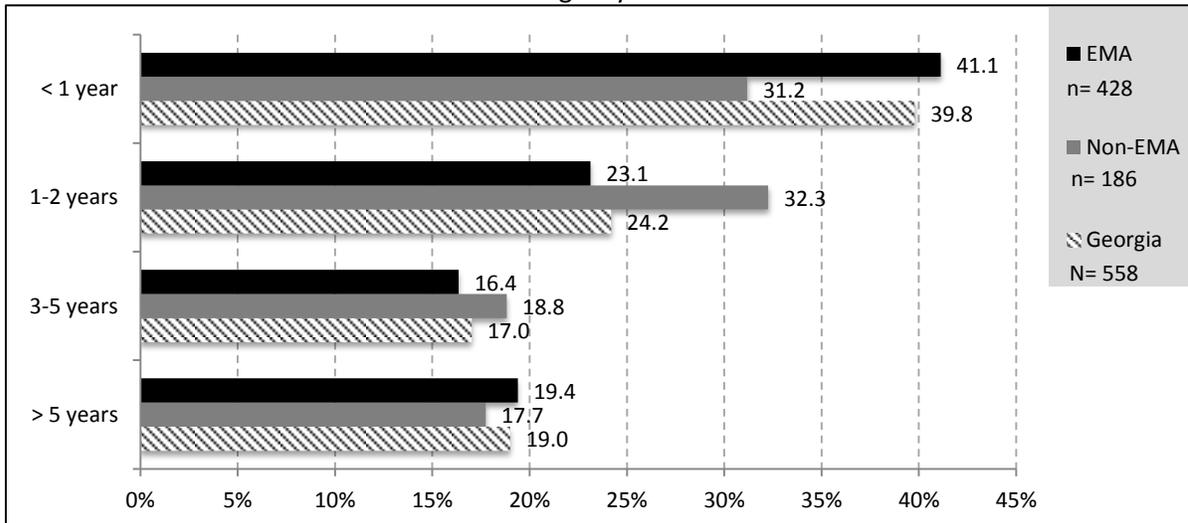
4.10 I know that translation services, including services for the visually and hearing impaired, are available to me at this agency if I ask for it before my appointment.



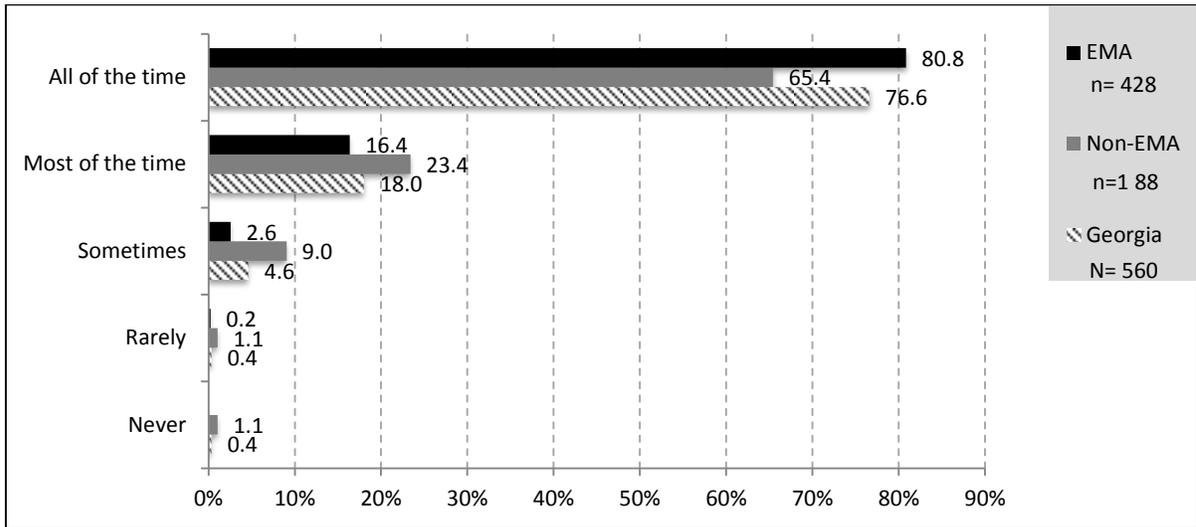
4.11 I understand the reason I am required to provide certain documents to the agency and how that is related to the funding for the services I receive.



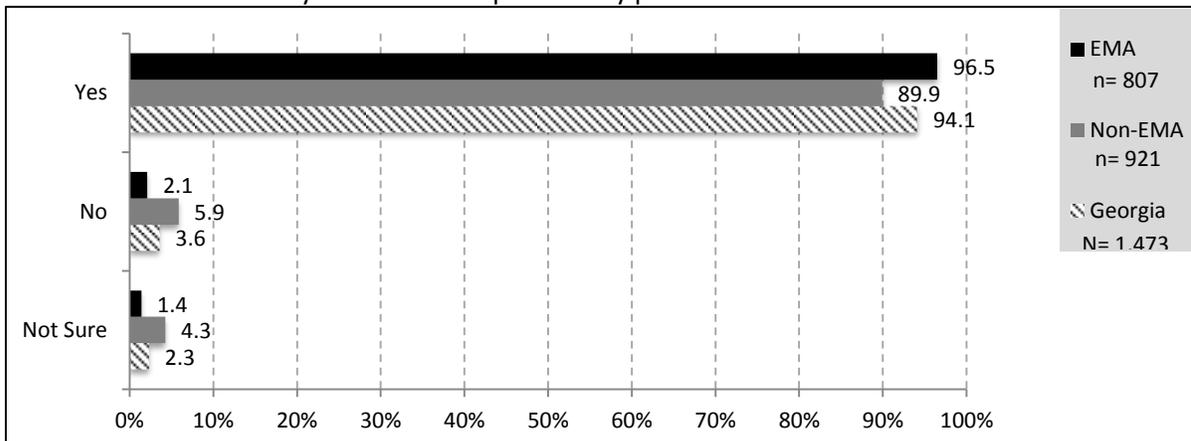
4.12 I have received mental health services at this agency for:



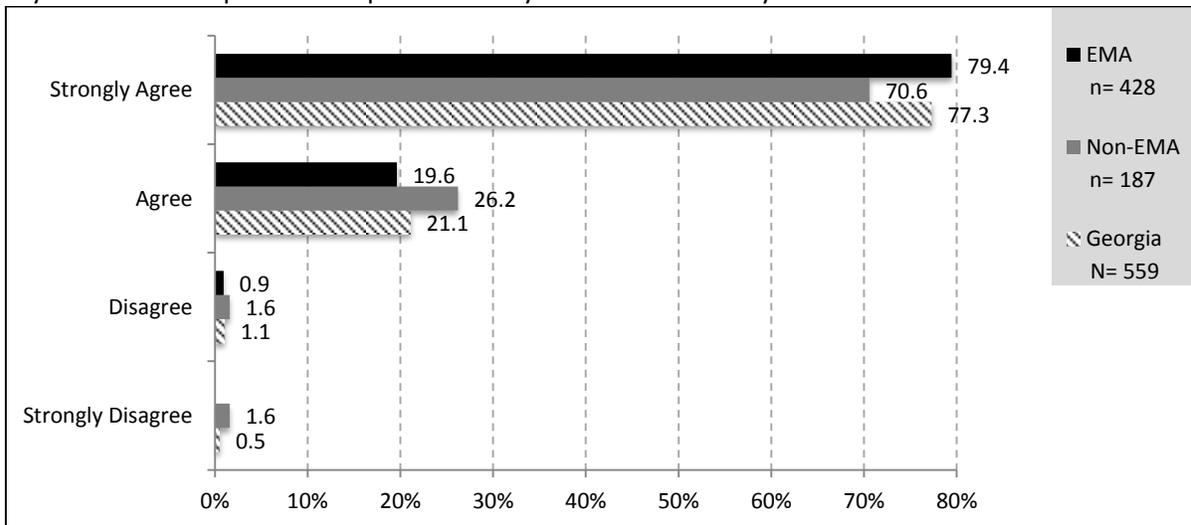
4.13 When I need an appointment with my mental health provider, I can schedule one soon enough for my needs.



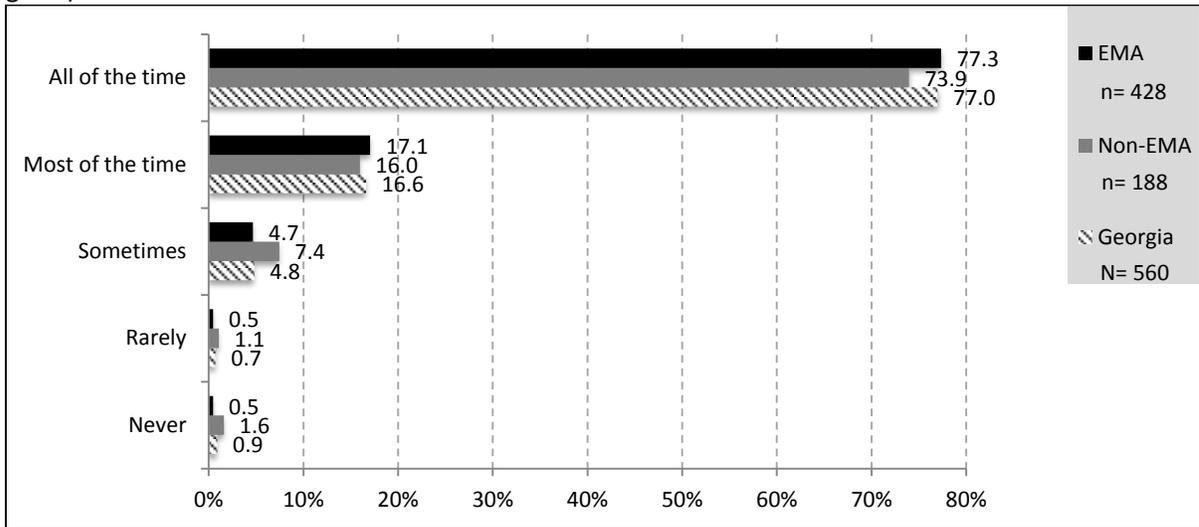
4.14 I know how to contact my mental health provider by phone if I need to do so.



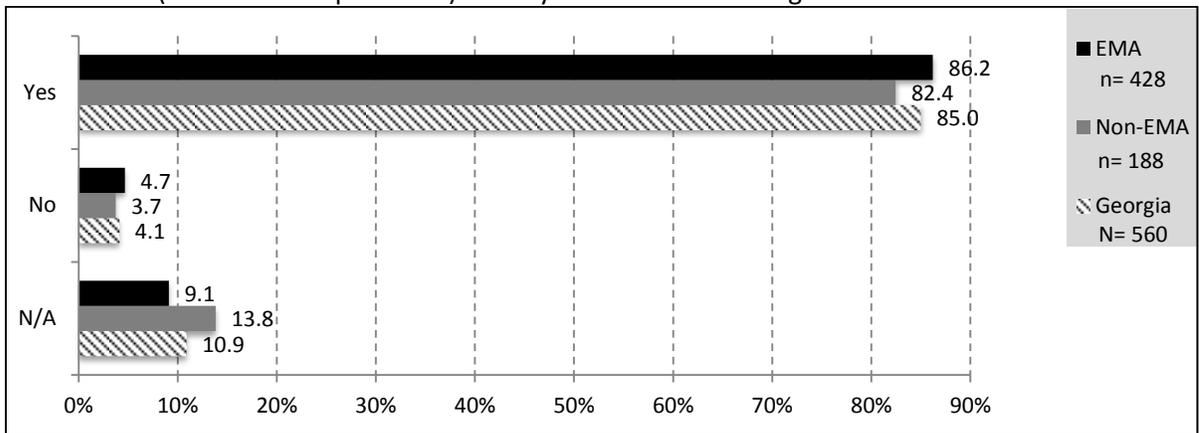
4.15 My mental health provider helps me identify and understand my mental health needs.



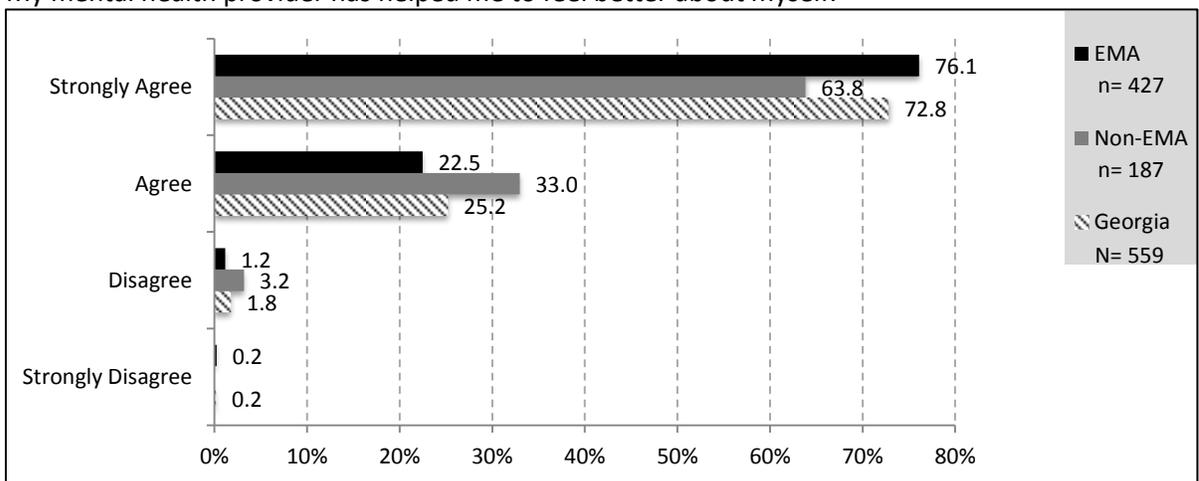
4.16 My mental health provider involves me in the planning of my treatment (such as setting treatment goals).



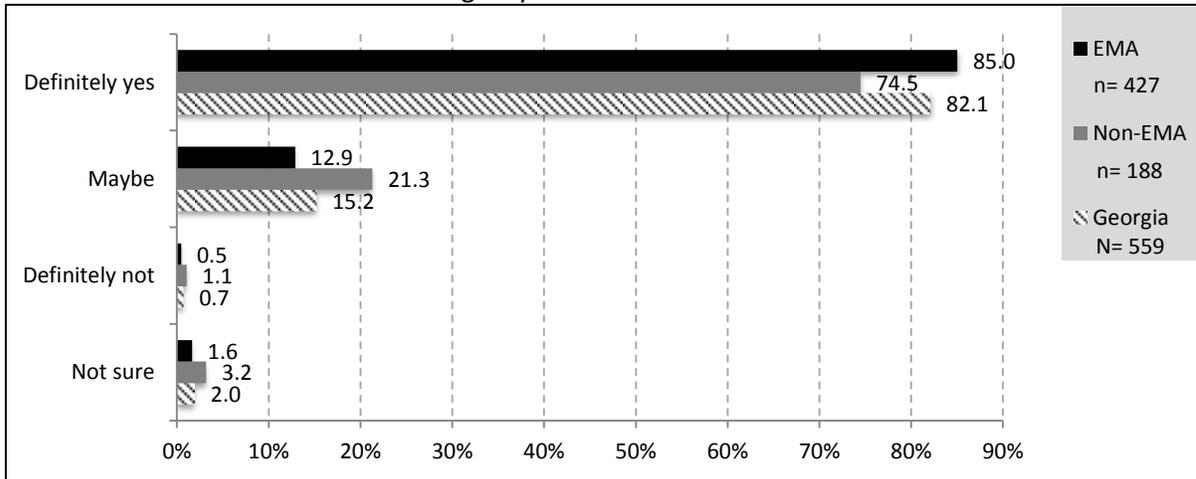
4.17 My mental health provider has explained to me, in a way that I can understand, how my mental health medications (such as antidepressants) and my HIV medications might interact.



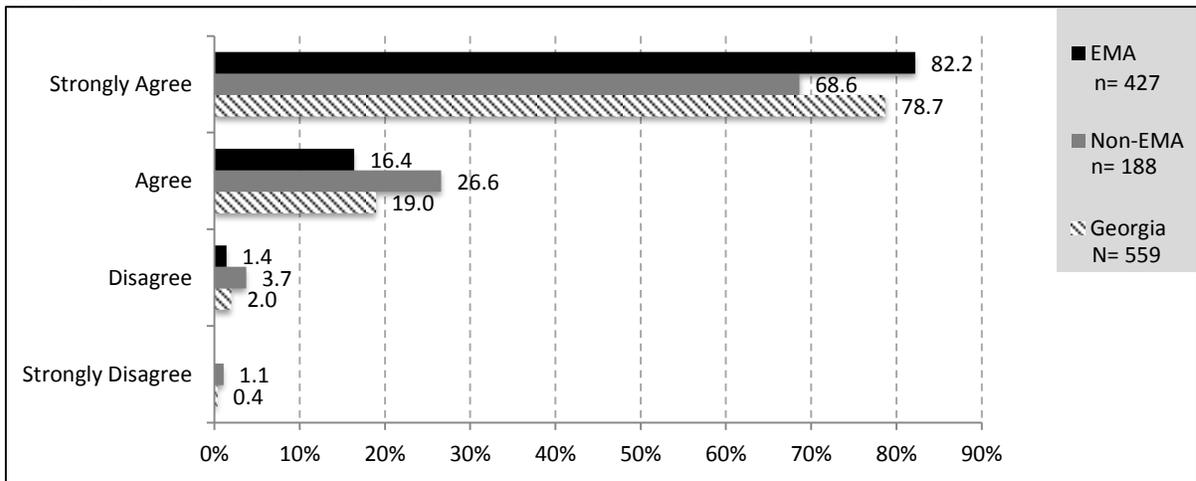
4.18 My mental health provider has helped me to feel better about myself.



4.19 I would refer someone I knew to this agency for mental health services.

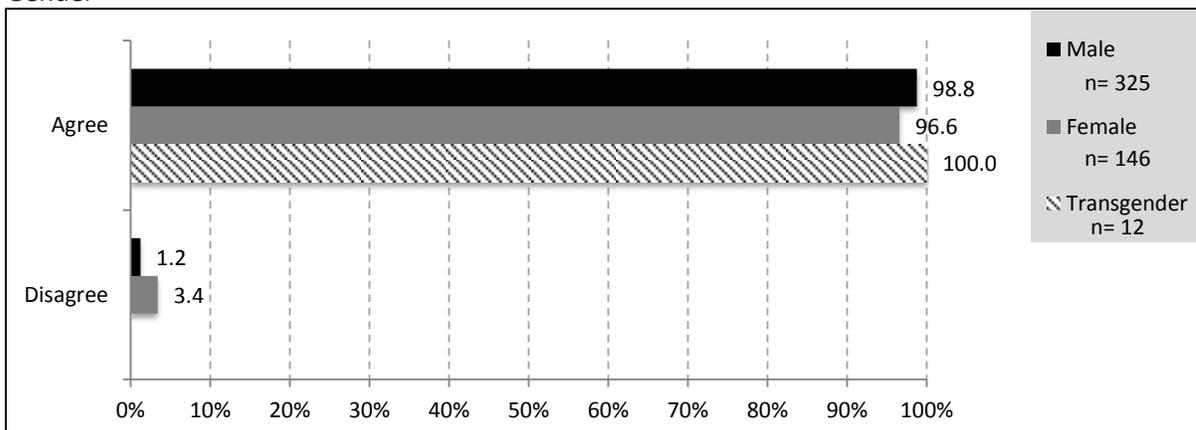


4.20 Overall, I am satisfied with the mental health treatment services I have received over the past 12 months.

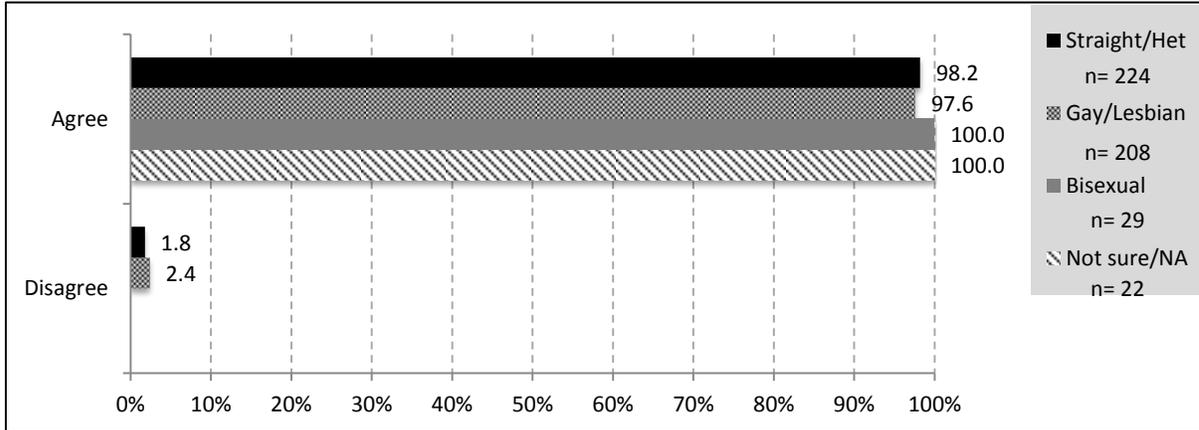


Question 4.20 has been stratified by the following demographic variables: gender, sexual orientation, race/ethnicity and age. Only statewide aggregate data was used for this analysis. The results are provided below.

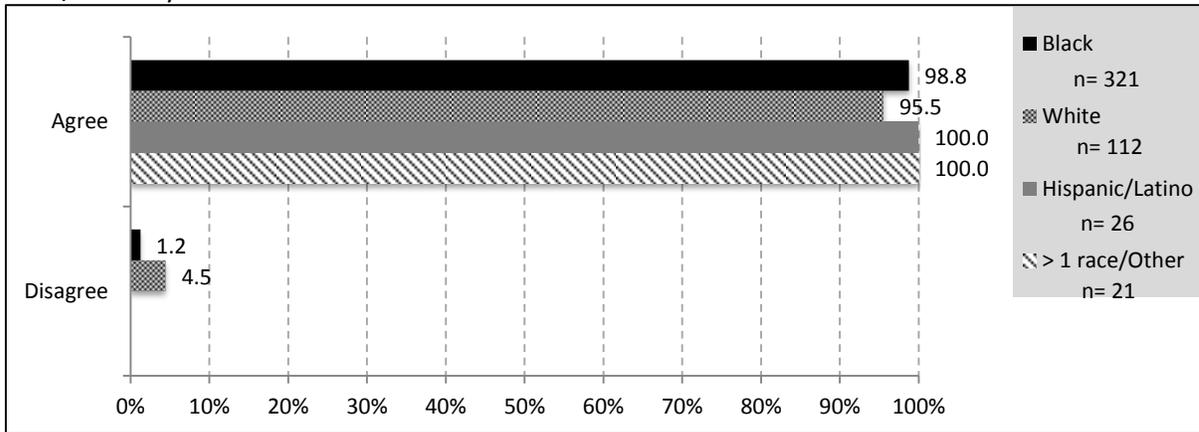
4.20.a Gender



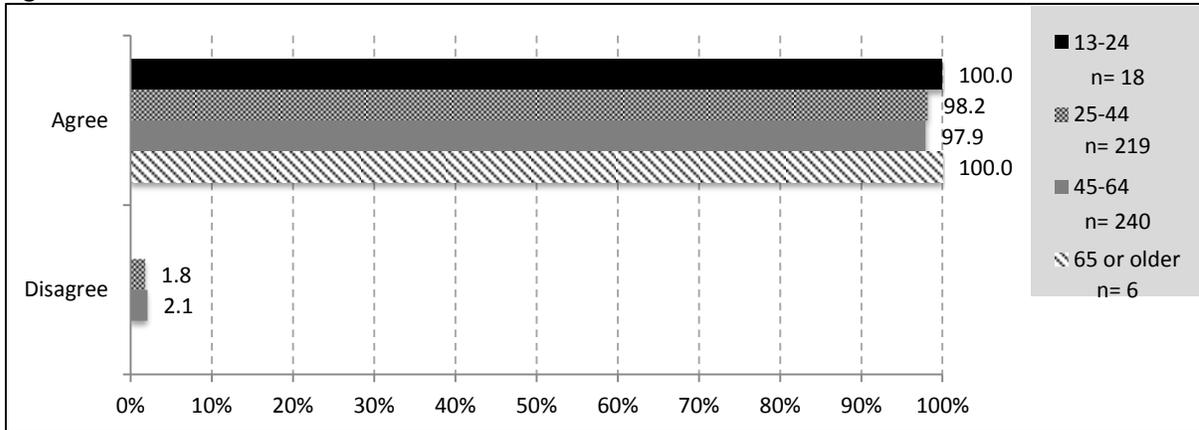
4.20.b Sexual Orientation



4.20.c Race/Ethnicity



4.20.d Age



Responses for question 4.21 below were categorized according to theme or topic. A total of 72 comments were recorded for the Mental Health category and the percent breakdown by comment category is shown in the graph at the end of this section. For each category, the total number of comments is noted followed by several examples. The categories are arranged by frequency of comments, with the highest frequency listed first. No

comments are provided that would identify a specific agency or individual provider by name or inference. Each individual agency report contains all comments specific to that particular agency.

4.21 If I could change anything to make the mental health treatment services at this agency better for me and for others, it would be:

Increase Services/Resources (30 comments)

*“More providers to suit the needs of many” ♦ “Longer sessions/time with my provider” ♦ “Group counseling” ♦ “Food and housing” ♦ “Have more availability openings for appointments” ♦ “I wish people understood mental health and there was more treatment for us who suffer”*

Staff/Patient Interaction (13 comments)

*“Call and check up on how you are doing” ♦ “Provide the client with at least some hope. Provide useable and affordable solutions to client issues” ♦ “The lady at the front desk was kind of short with me” ♦ “She doesn’t make me feel like she really cares”*

Clinic Facility/Operations (7 comments)

*“Have more comfortable office” ♦ “Refreshments and a more friendly or happy receptionist” ♦ “To have someone at the front desk at all times, to be trained to check me in”*

Access (5 comments)

*“longer meeting times other than what they give” ♦ “Longer hours. More time with my mental health person” ♦ “closer to my house”*

Physician/Counselor Availability (5 comments)

*“Seeing my psych more than once a month” ♦ “The mental health associate needs more hours on the clock to help the large patient base here”*

Communication (3 comments)

*“better relationship, more communication”*

Medications (3 comments)

*“I should not have to go without my medications because my health causes me to have to cancel appointments”*

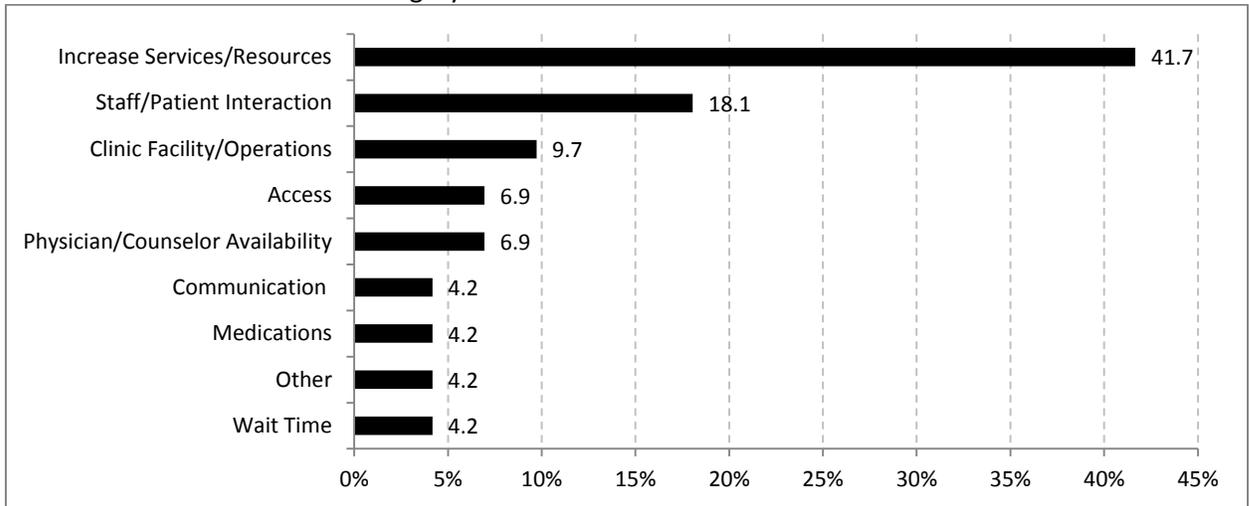
Other (3 comments)

*“This is my 1st time in emotional wellness counseling so I am not even sure what to expect. Sometimes I feel like I am doing a lot of talking but not getting a lot of feedback on ideas and coping - but as I stated, it is pretty new (3 months) so I will give it a little time.”*

Wait Time (3 comments)

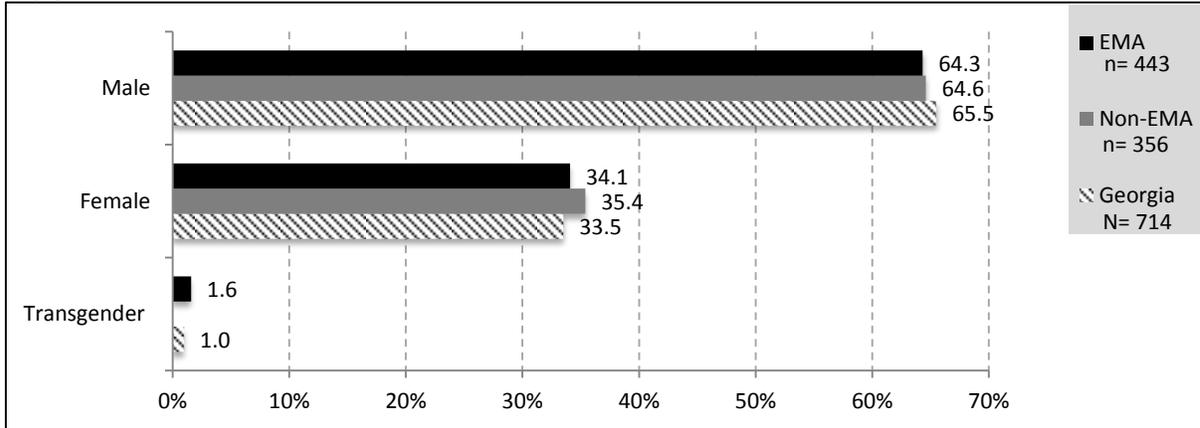
*“It’s alright. They have stopped having you wait so long”*

Percent of comments in each category.

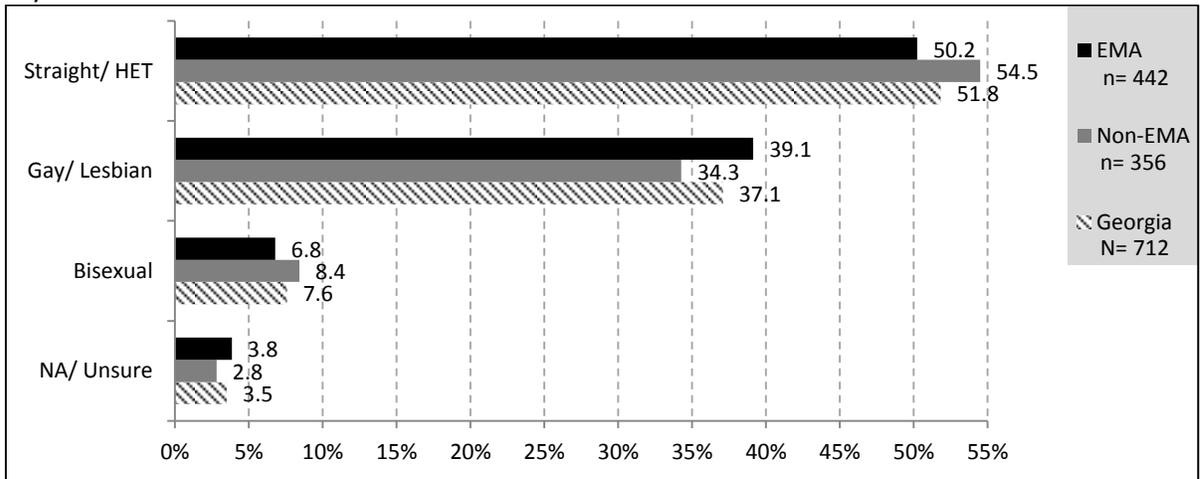


# Oral Health Care

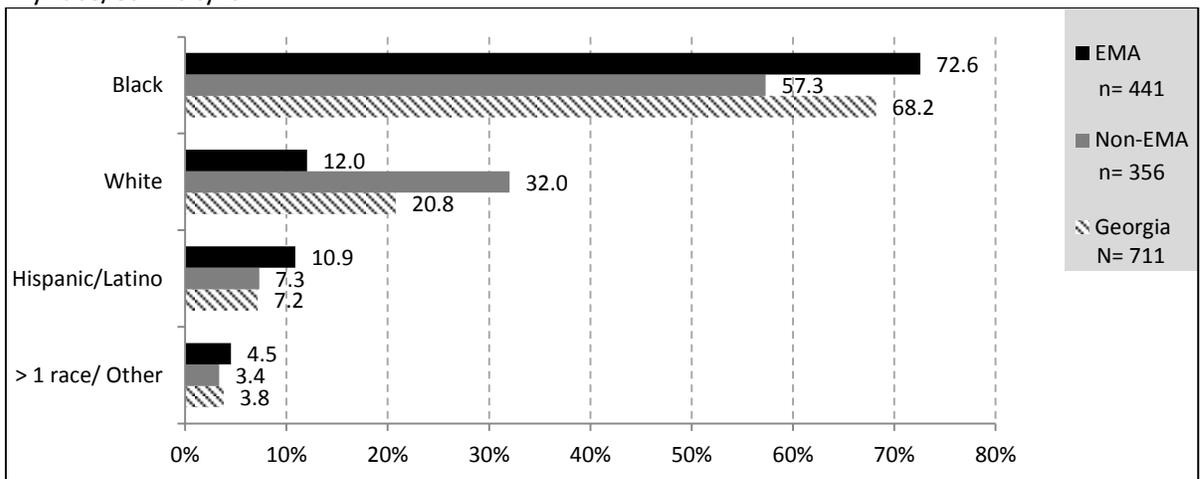
## 5.1 My gender is:



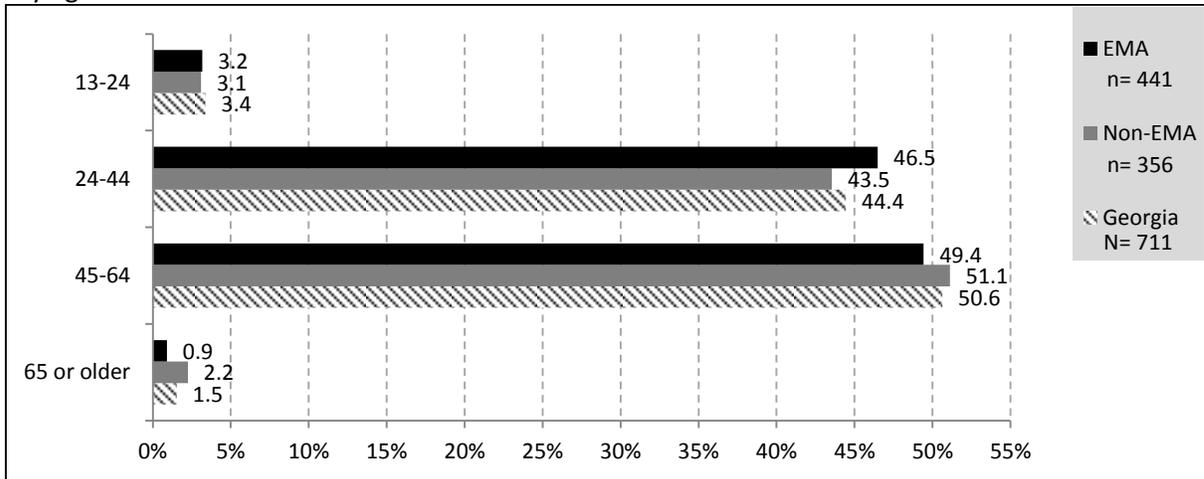
## 5.2 My sexual orientation is:



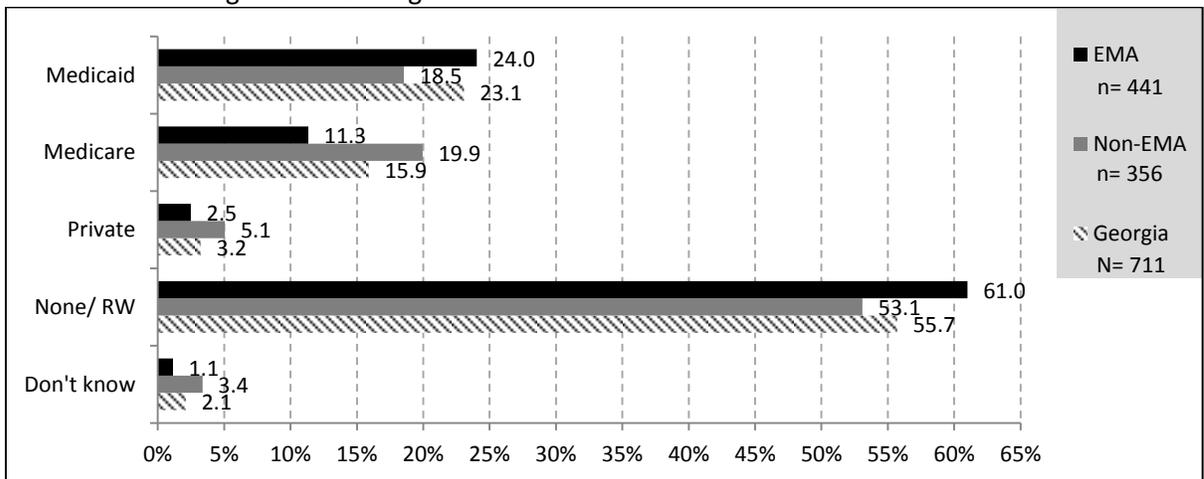
## 5.3 My race/ethnicity is:



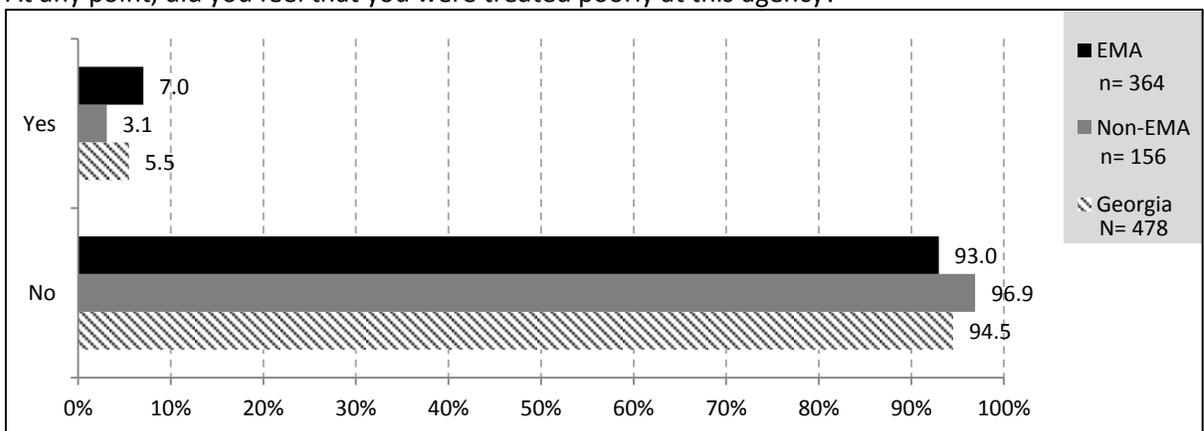
5.4 My age is:



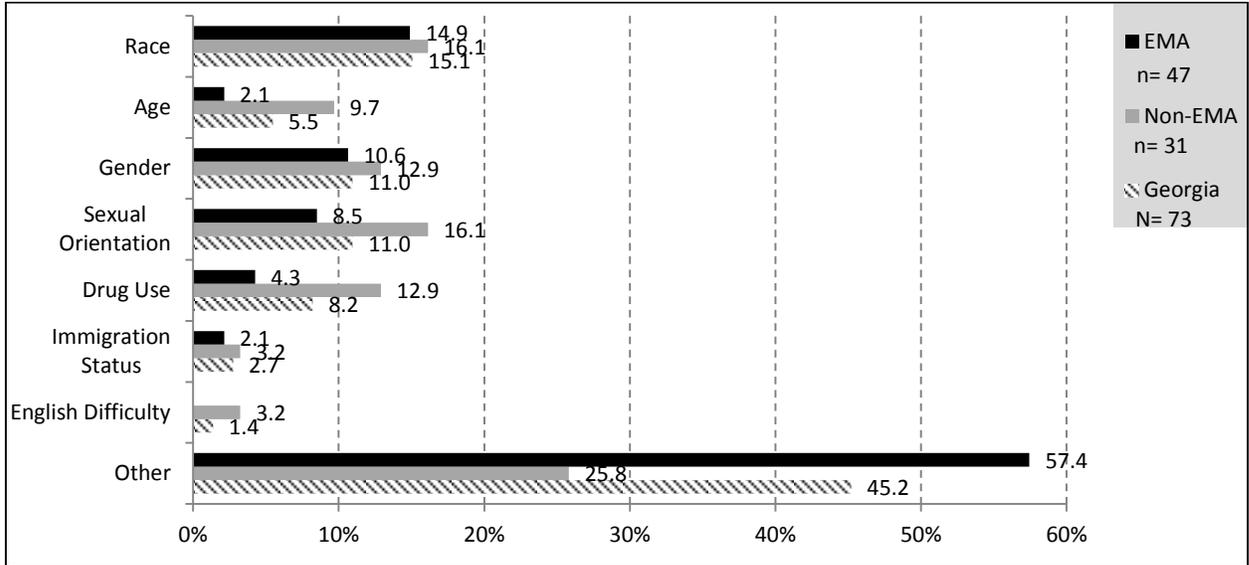
5.5 I have the following health coverage:



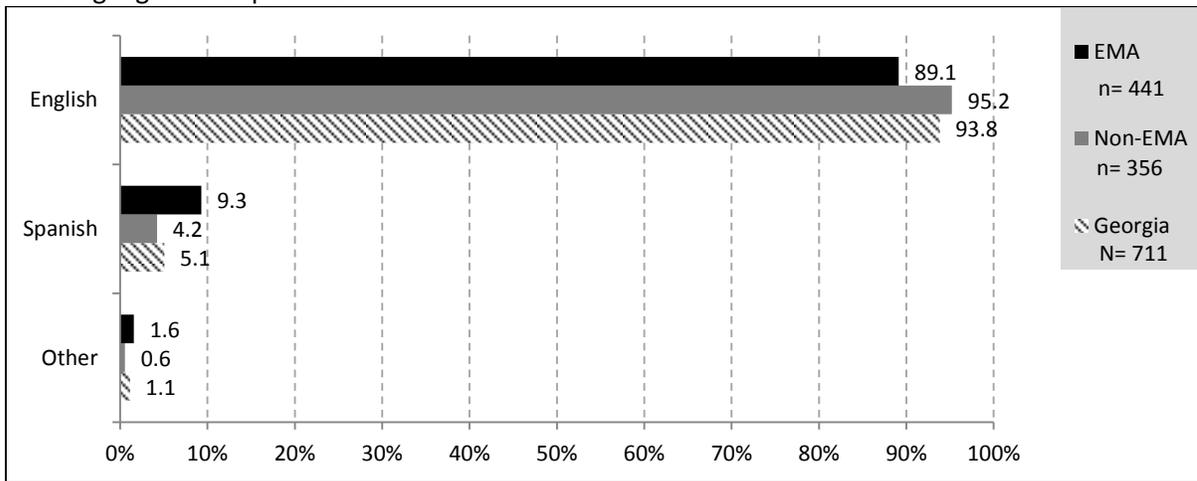
5.6 At any point, did you feel that you were treated poorly at this agency?



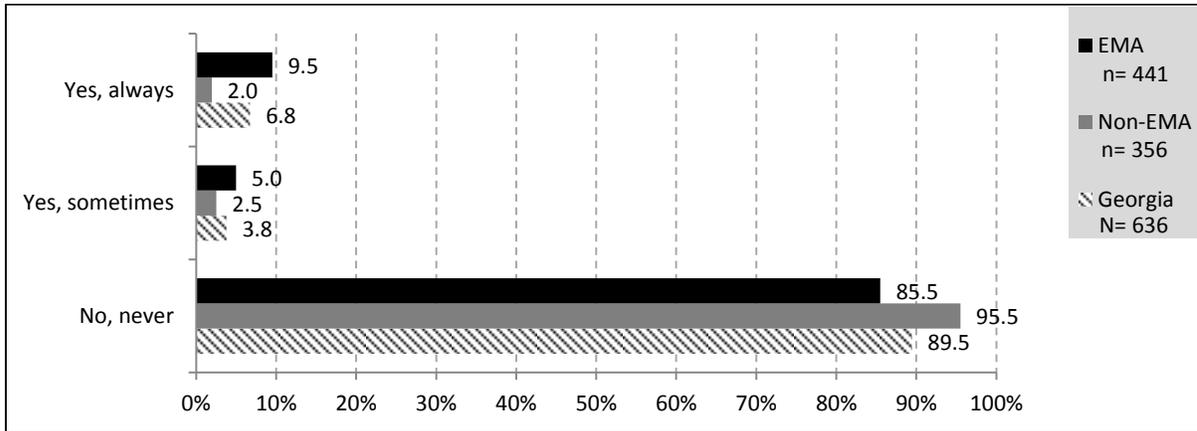
5.7 If yes to question 6, what reason(s) do you feel may have caused you to be treated poorly?  
 (The "n" in this graph refers to the total number of times reasons were cited)



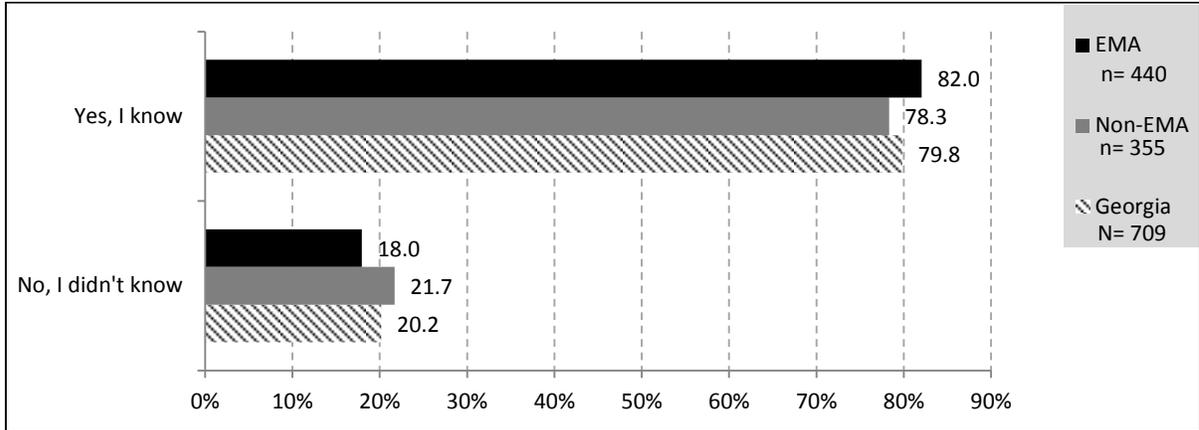
5.8 The language that I speak is:



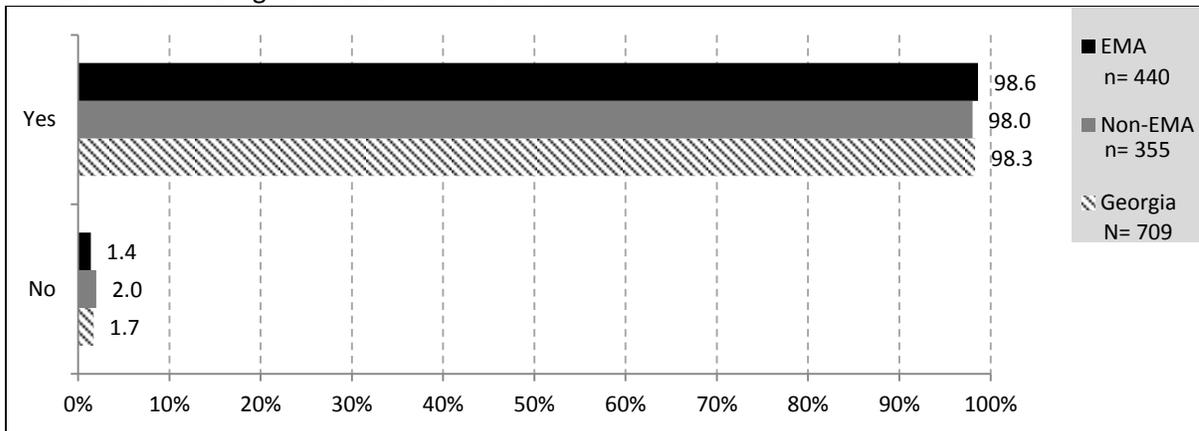
5.9 Because of a language barrier, I have problems understanding agency staff when I come in for or request services.



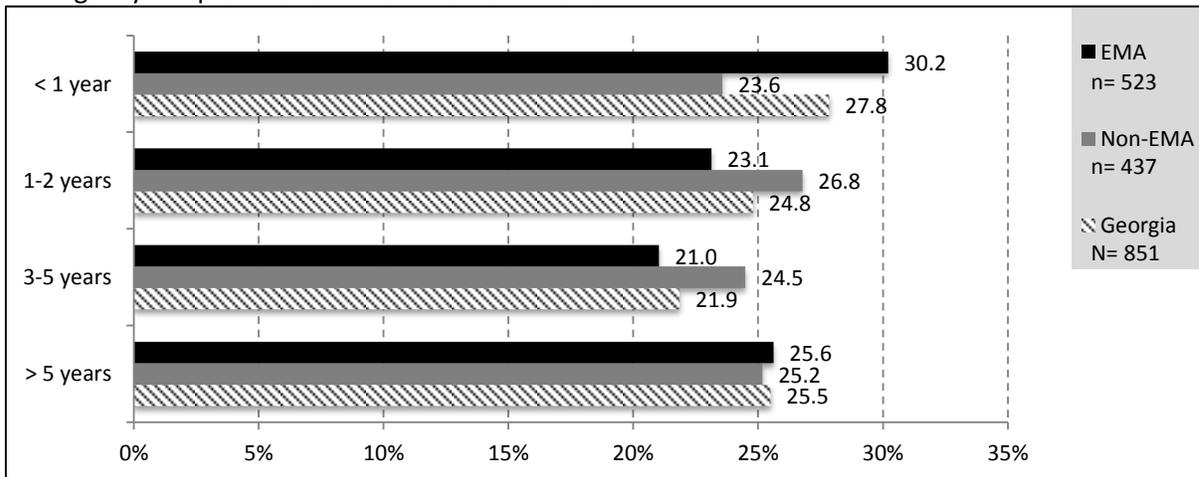
5.10 I know that translation services, including services for the visually and hearing impaired, are available to me at this agency if I ask for it before my appointment.



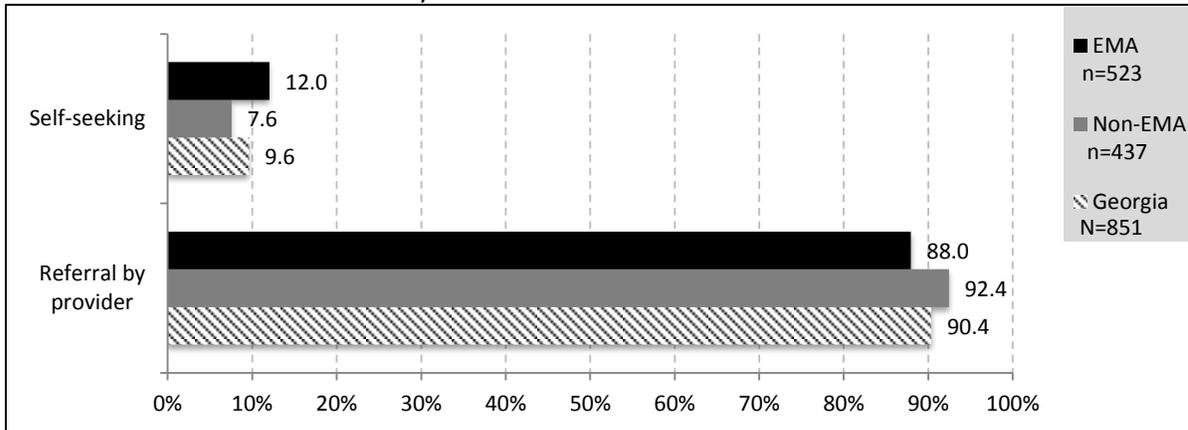
5.11 I understand the reason I am required to provide certain documents to the agency and how that is related to the funding for the services I receive.



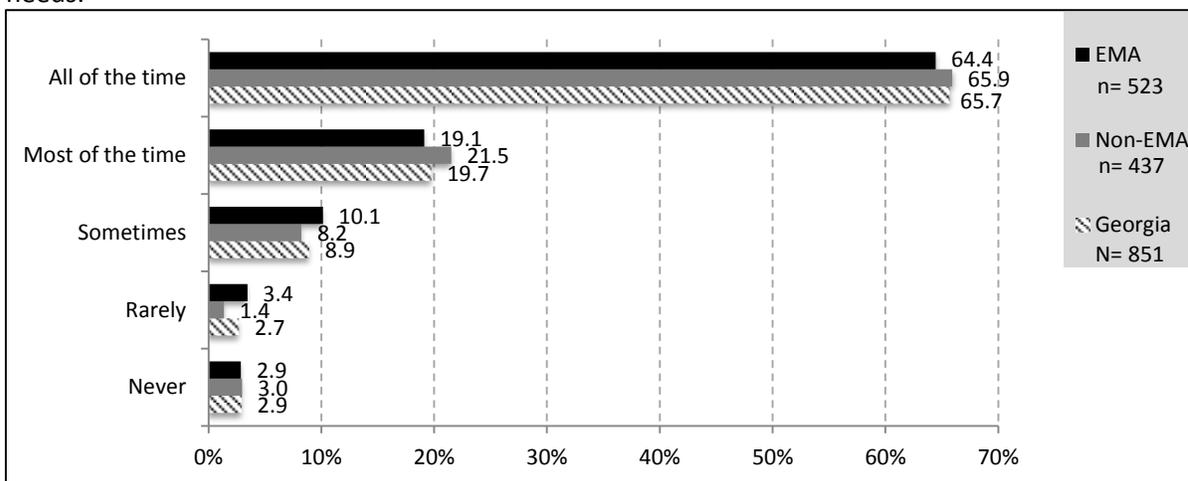
5.12 This agency has provided oral health care to me for:



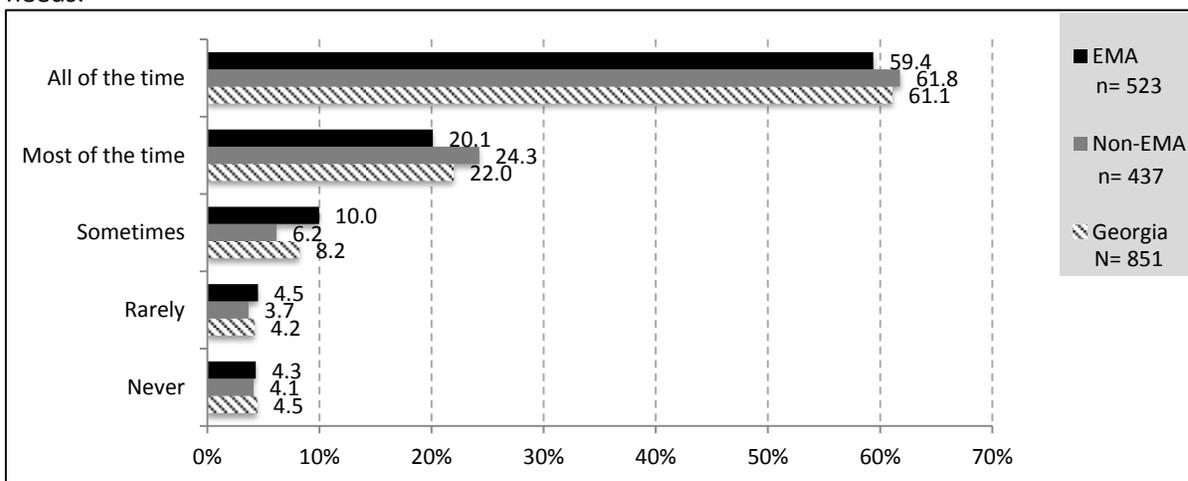
5.13 I entered care in the dental clinic by:



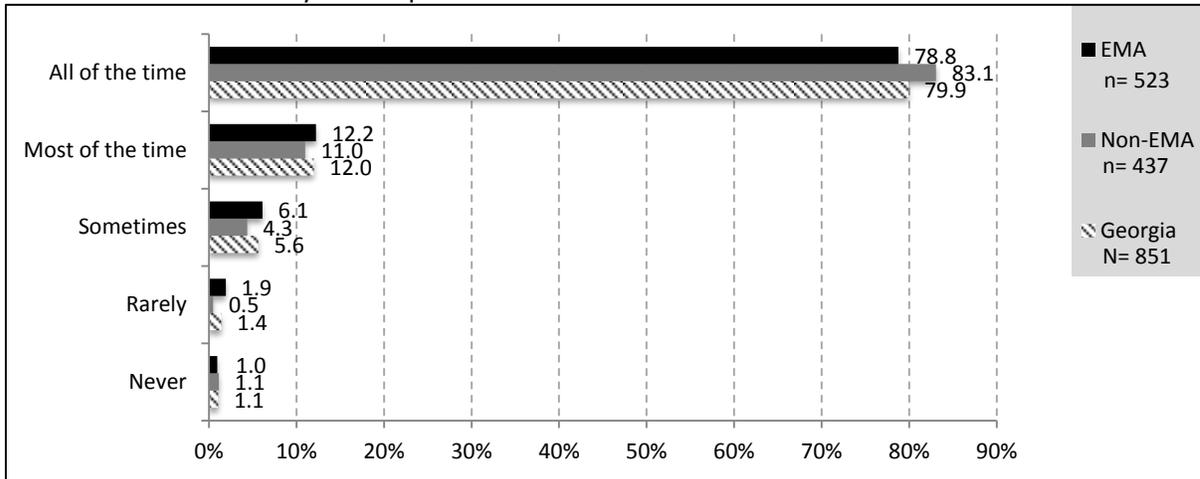
5.14 When I need an appointment for routine dental care, I am able to schedule one soon enough for my needs.



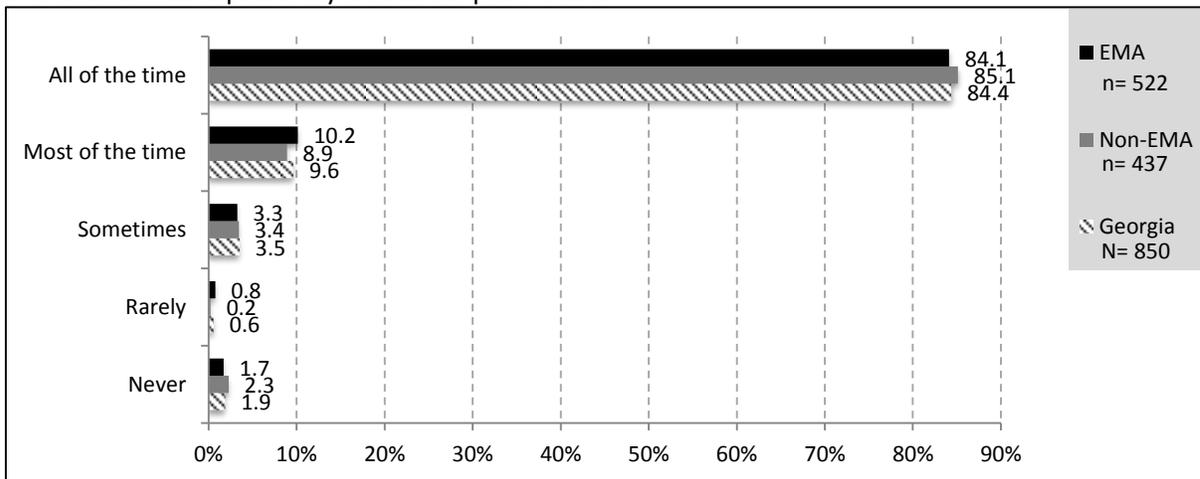
5.15 When I need an appointment for emergency dental care, I am able to schedule one soon enough for my needs.



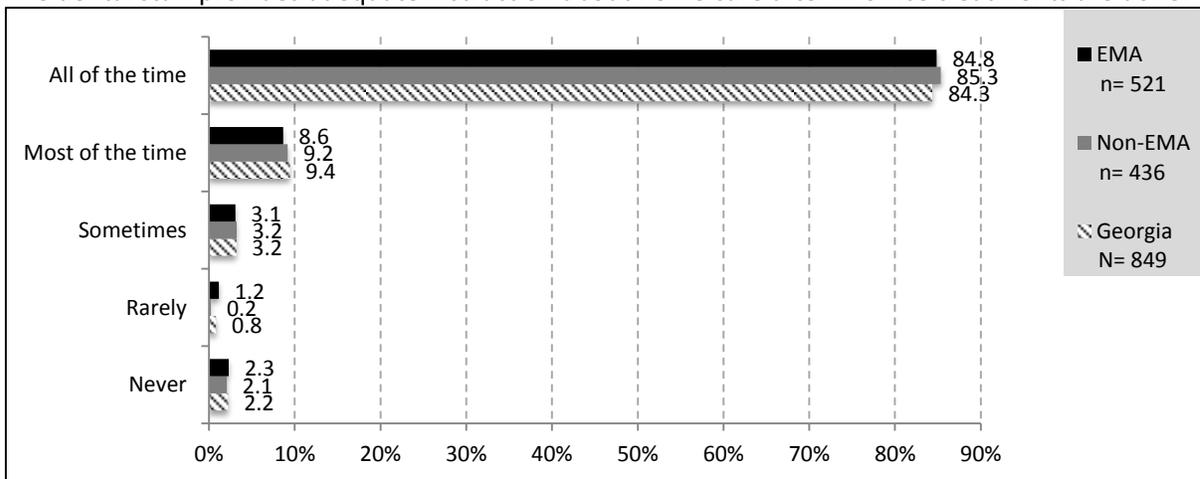
5.16 The dental staff is friendly and helpful.



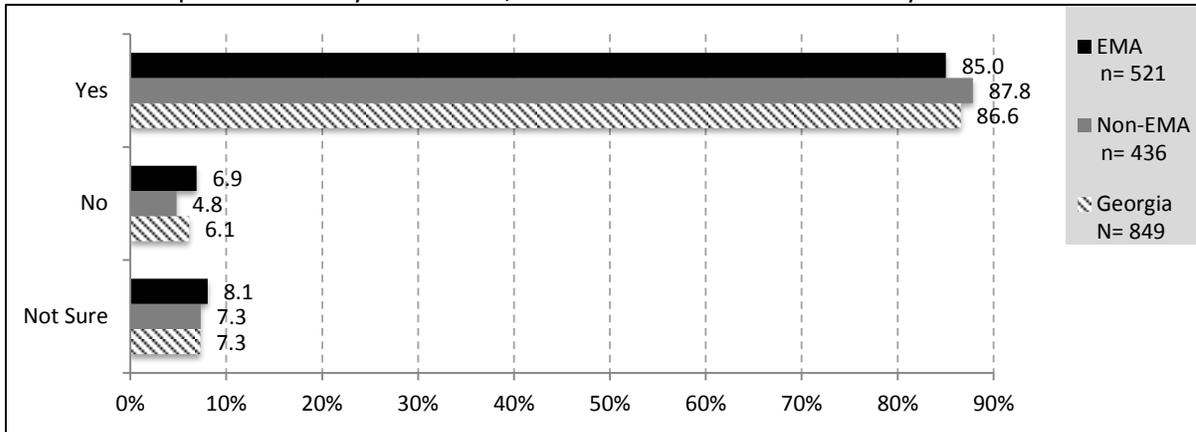
5.17 The dental staff explains my treatment plan to me.



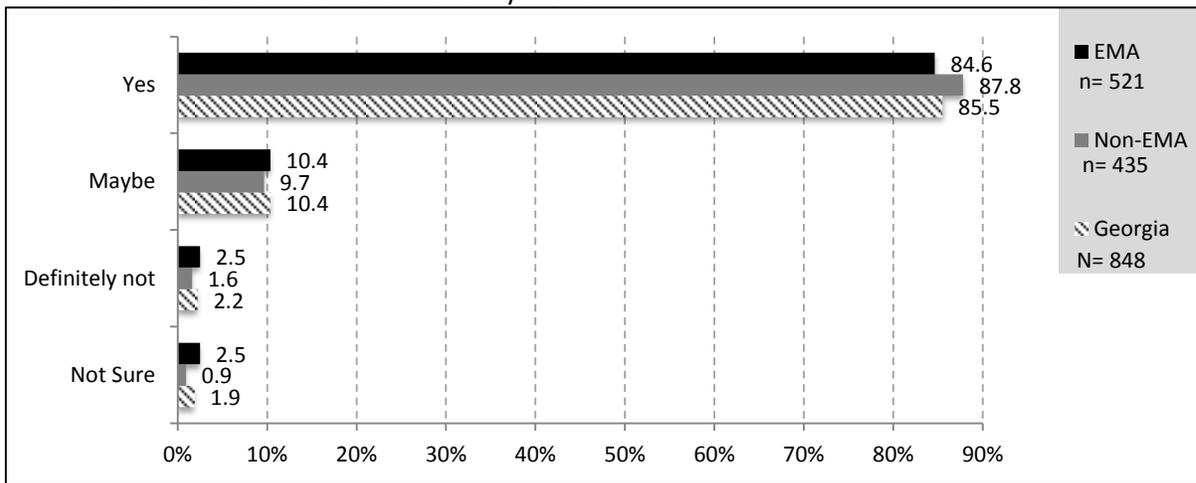
5.18 The dental staff provides adequate instruction about home care after in office treatments are done:



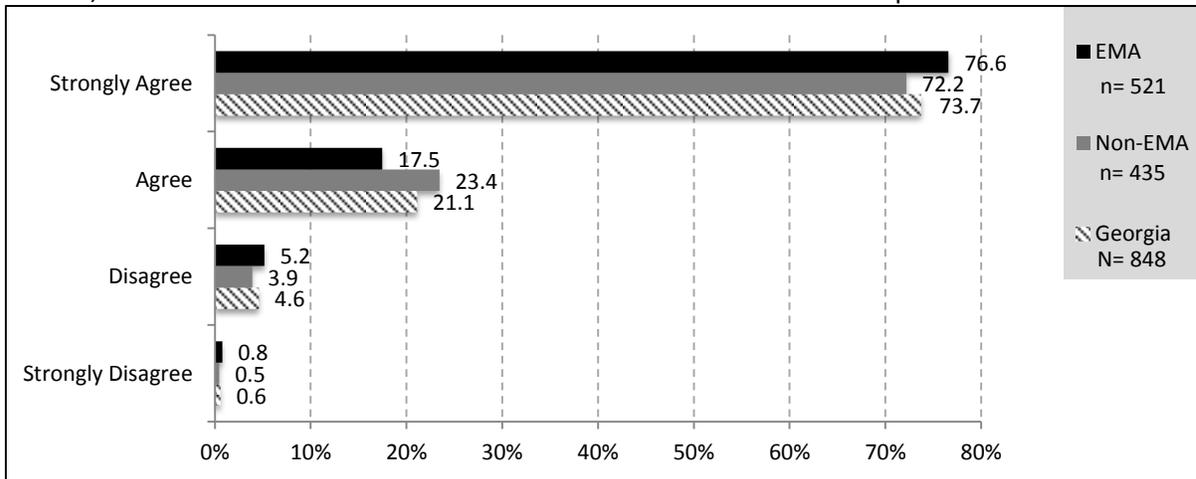
5.19 If I have a complaint about my dental care, I am aware of what I can do to try to resolve it.



5.20 I would recommend this dental clinic to my friends.

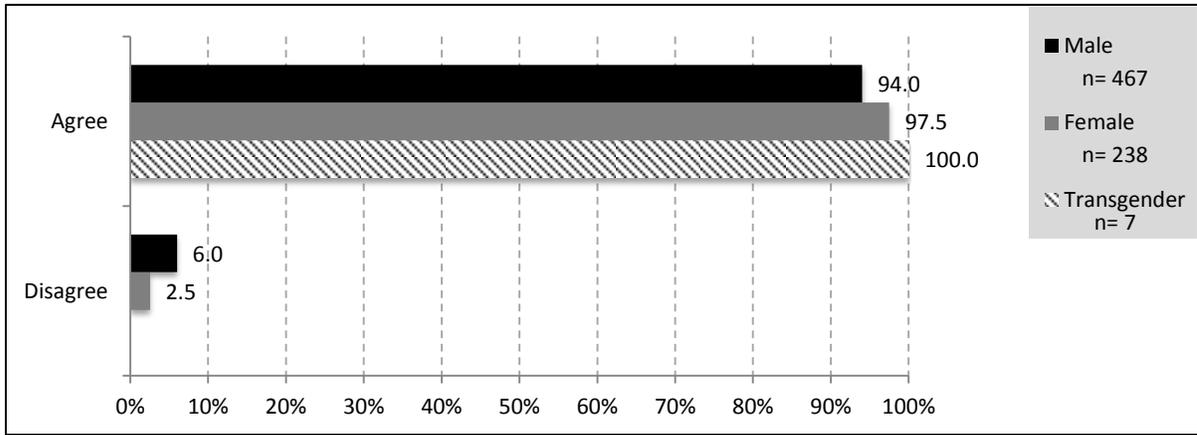


5.21 Overall, I am satisfied with the oral health care services I received over the past 12 months.

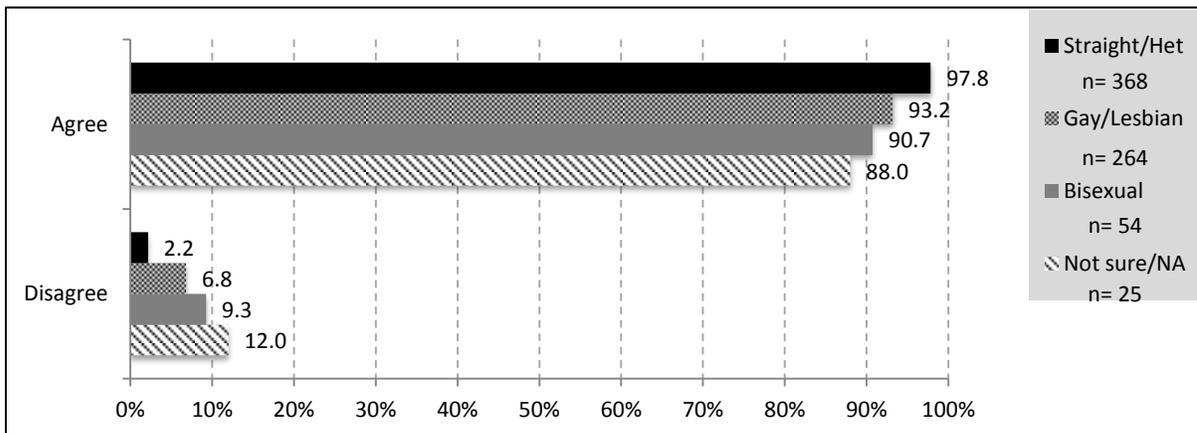


Question 5.21 has been stratified by the following demographic variables: gender, sexual orientation, race/ethnicity and age. Only statewide aggregate data was used for this analysis. The results are provided below.

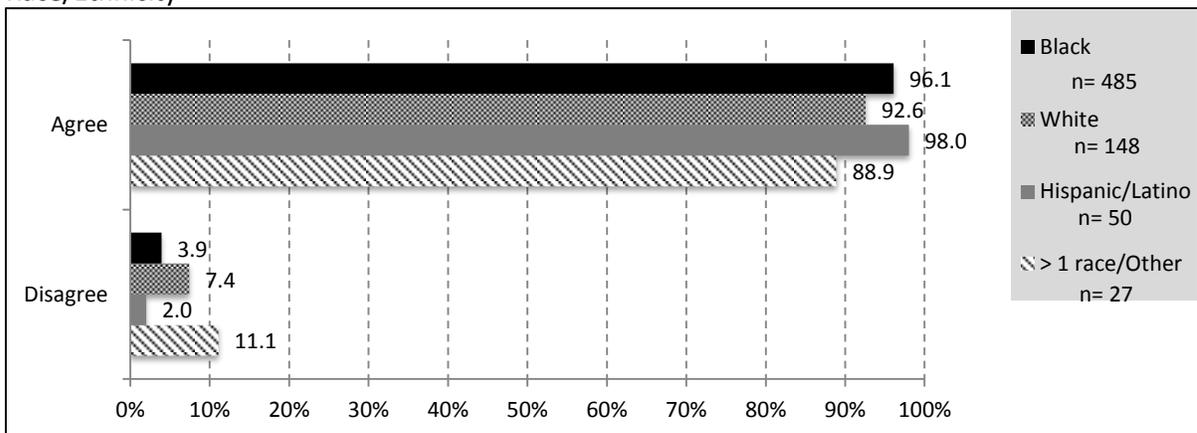
5.21.a Gender



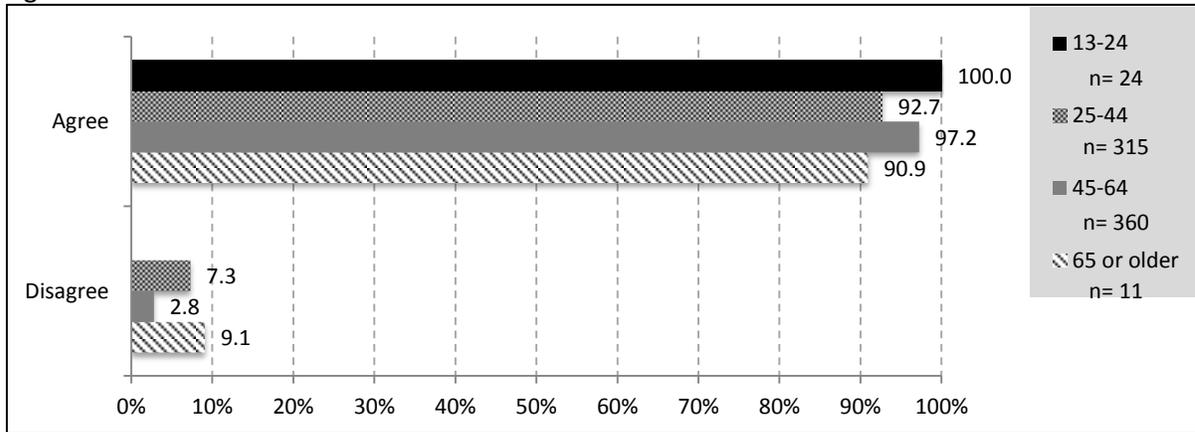
5.21.b Sexual Orientation



5.21.c Race/Ethnicity



5.21.d Age



Responses for question 5.22 below were categorized according to theme or topic. A total of 138 comments were recorded for the Oral Health category and the percent breakdown by comment category is shown in the graph at the end of this section. For each category, the total number of comments is noted followed by several examples. The categories are arranged by frequency of comments, with the highest frequency listed first. No comments are provided that would identify a specific agency or individual provider by name or inference. Each individual agency report contains all comments specific to that particular agency.

5.22 If I could change something to make the clinic a better place for me and for other patients, it would be:

Increase Services/Resources (45 comments)

*“More options in the dental area, not just cleanings and fillings” ♦ “I would add another dentist or two for those who need emergency work” ♦ “More providers” ♦ “More people to answer the phone and more dental staff” ♦ “More emergency care”*

Appointment Scheduling (23 comments)

*“Hard to book an emergency appointment. Would be great to be able to schedule appointment” ♦ “Follow up calls on cleaning appointments or availability of appointments” ♦ “Make it easier to schedule an appointment” ♦ “Shouldn’t take 5-6 months to get an appointment” ♦ “It is difficult to schedule or re-schedule appointments at the clinic”*

Staff/Patient Interaction (22 comments)

*“The hygienist is not thorough and does not explain anything that she is doing...” ♦ “To be able to talk to them more” ♦ “Staff needs to be more friendly”*

Access (12 comments)

*“To have a dental care provider closer to the clinic” ♦ “Have the doctor be available days other than Wednesday” ♦ “More hours of operation...” ♦ “Provide a local dentist for extractions and fillings”*

Clinic/Facility Operations (11 comments)

*“To incorporate privacy without the feeling of isolation” ♦ “Ease congestion a little. Maybe extend hours, some starting earlier” ♦ “Have a bigger waiting area with TV that actually works” ♦ “Allow patients/clients to sign in 15 minutes prior to appointment”*

Wait Time (10 comments)

*“Not have to wait in the office as long for service” ♦ “That things would go a little faster” ♦ “That they be on time with their appointments” ♦ “The only thing I would change is the wait time”*

Other (7 comments)

*“Dental services seem to be really great on my part. Can’t think of a recommendation” ♦ “I love the dentist and his office workers” ♦ “I appreciated the services for my dental care”*

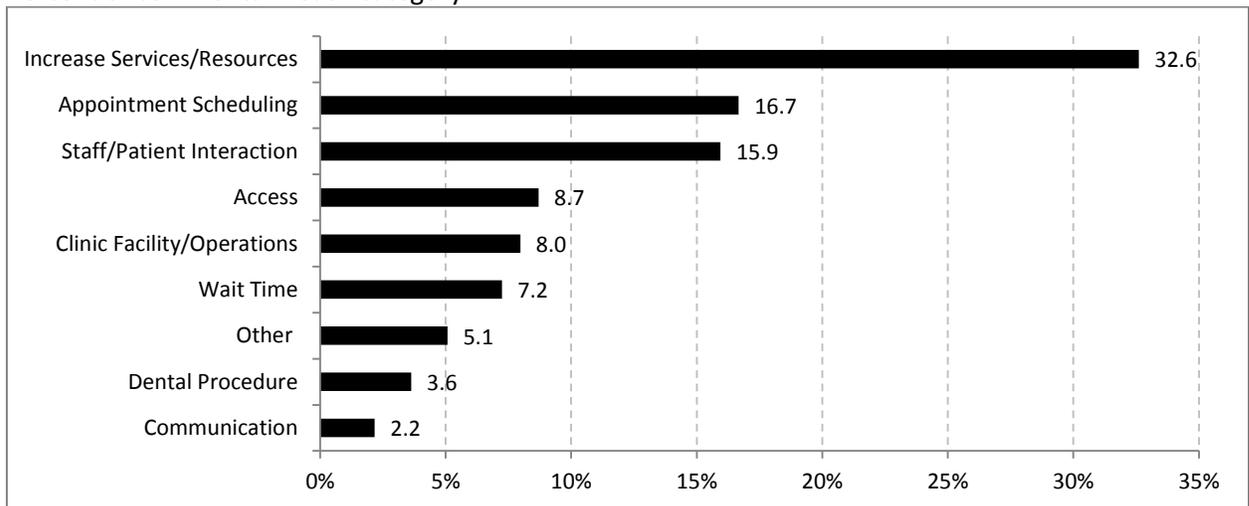
Dental Procedures (5 comments)

*“If possible, can all the work be done in one day” ♦ “Not try to pull so many teeth instead of filling cavities” ♦ “Need to take more time with clients”*

Communication (3 comments)

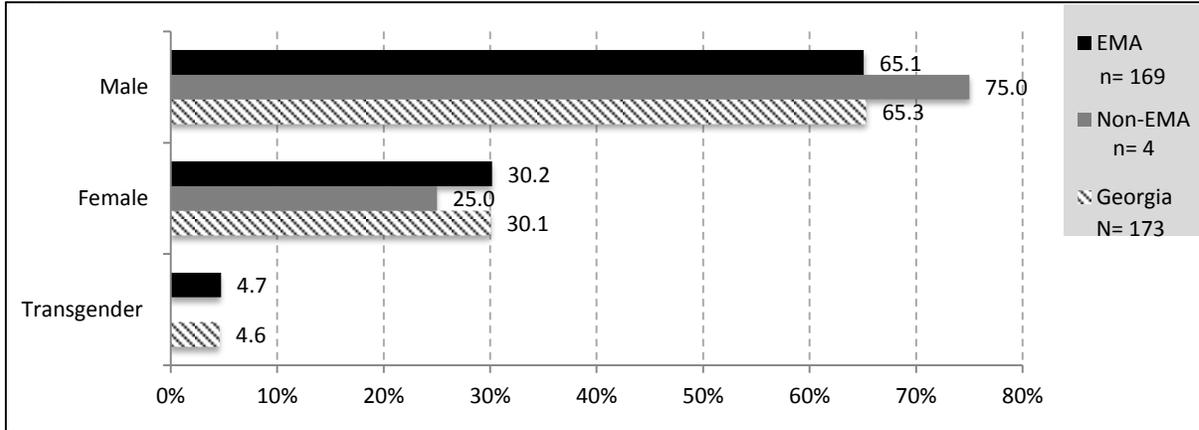
*“Communication is most needed” ♦ “Make people aware that if they are HPV+ they are more likely to get oral cancer” ♦ “Increase communication skills, follow up about sent faxes”*

Percent of comments in each category.

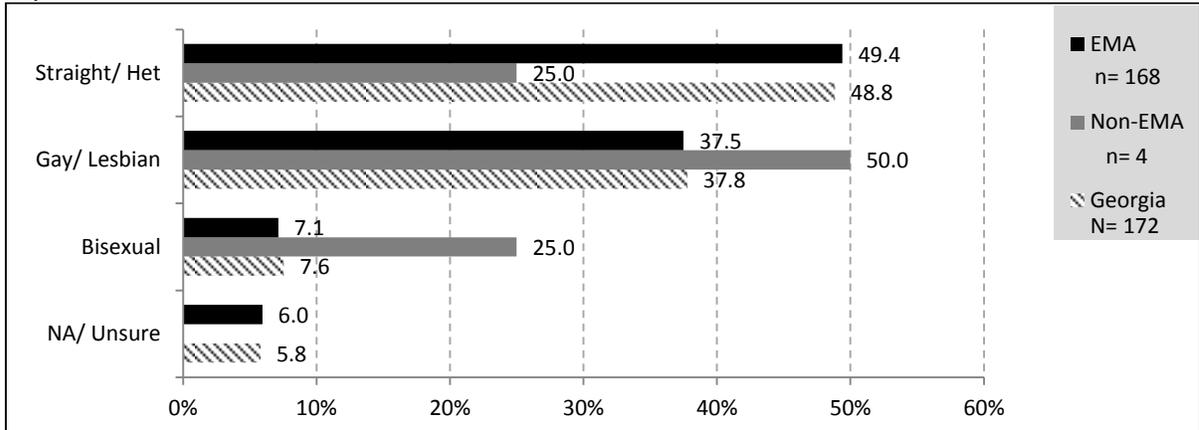


## Substance Use Treatment

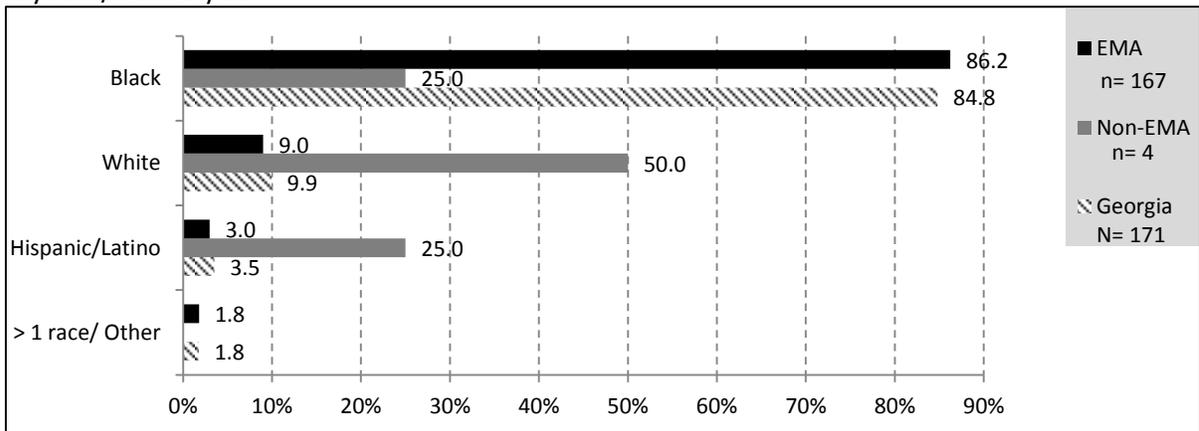
### 6.1 My gender is:



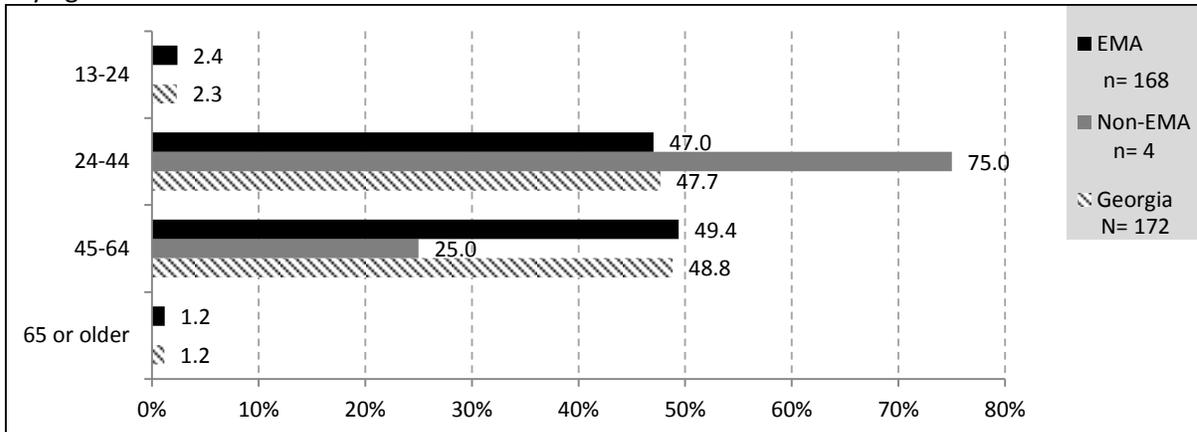
### 6.2 My sexual orientation is:



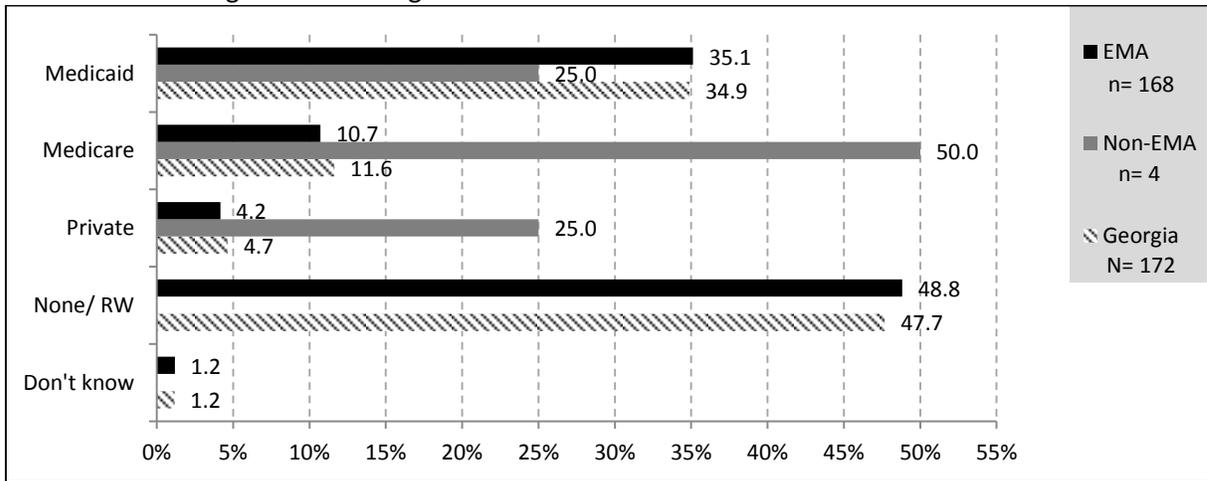
### 6.3 My race/ethnicity is:



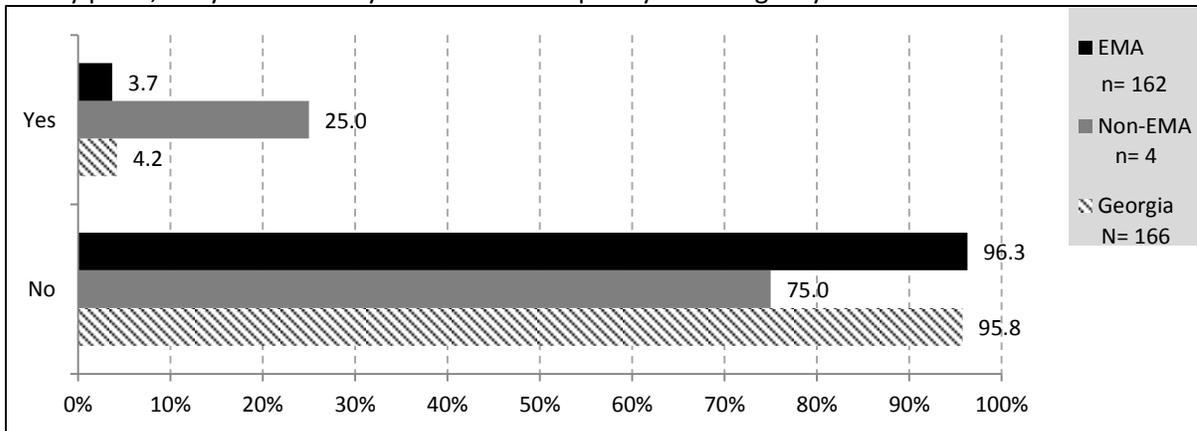
6.4 My age is:



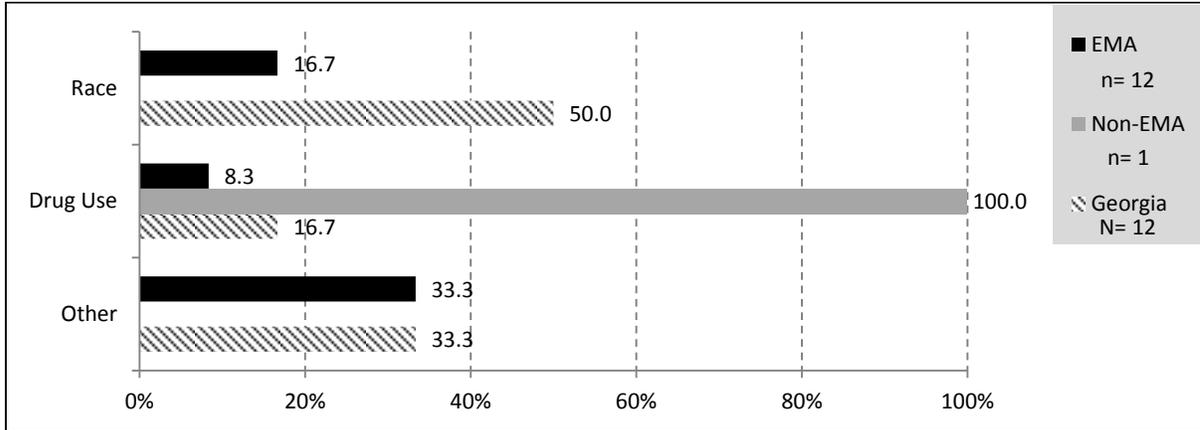
6.5 I have the following health coverage:



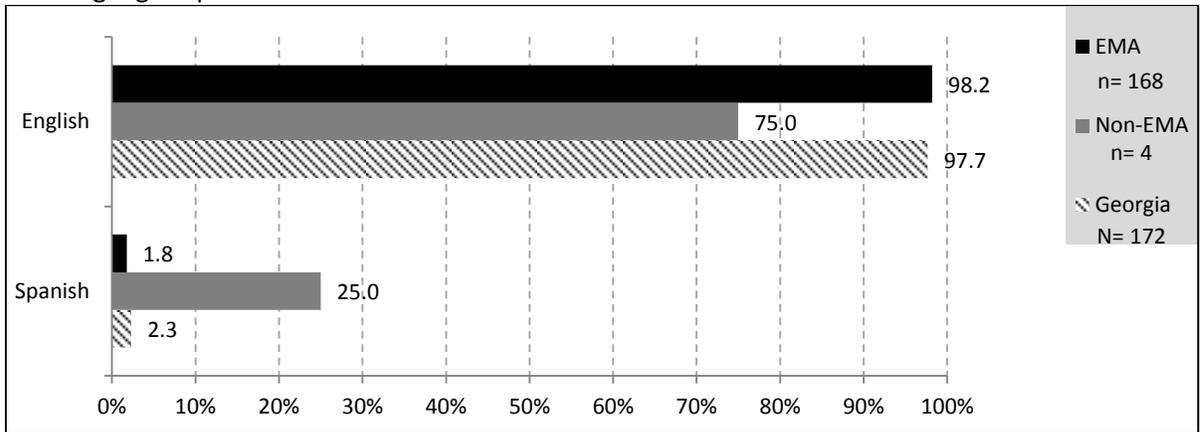
6.6 At any point, did you feel that you were treated poorly at this agency?



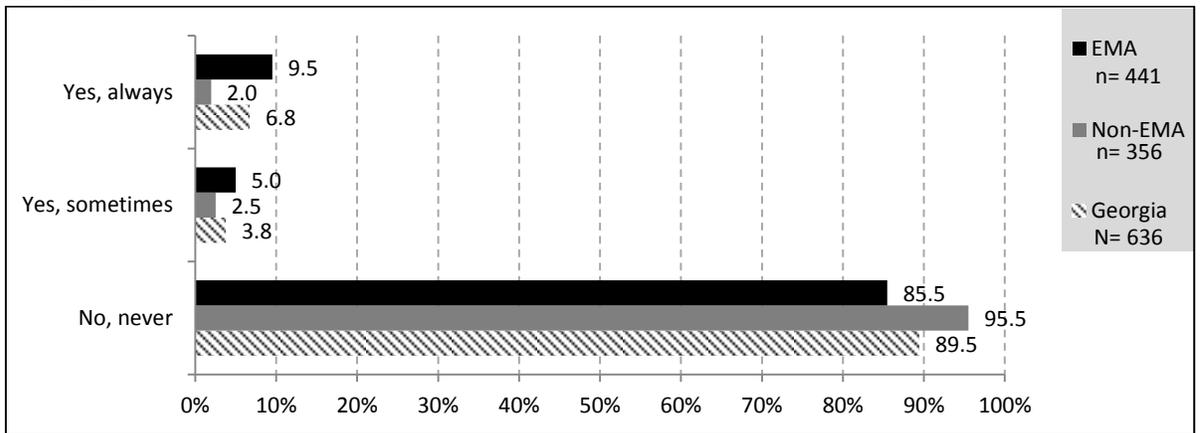
6.7 If yes to question 6, what reason(s) do you feel may have caused you to be treated poorly:  
 (The "n" in this graph refers to the total number of times reasons were cited)



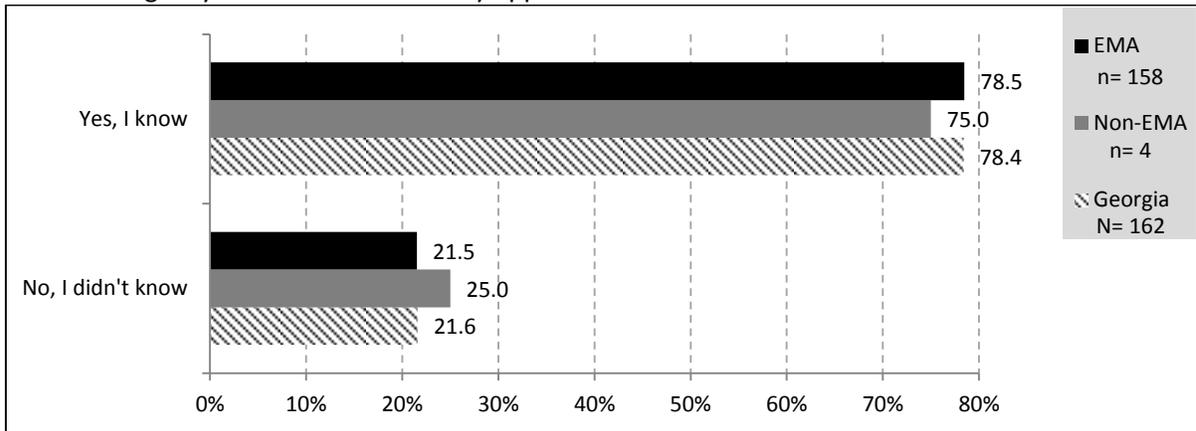
6.8 The language I speak is:



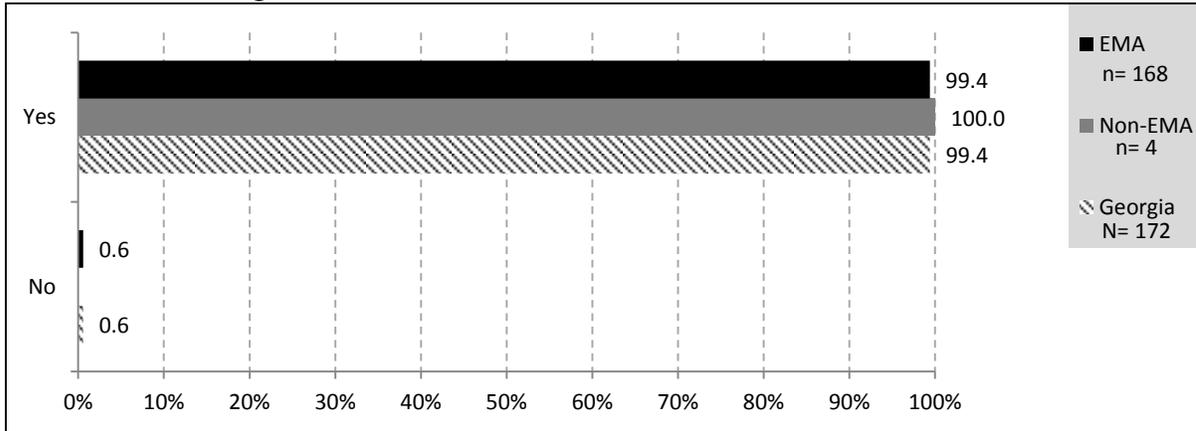
6.9 Because of a language barrier, I have problems understanding agency staff when I come in for or request services.



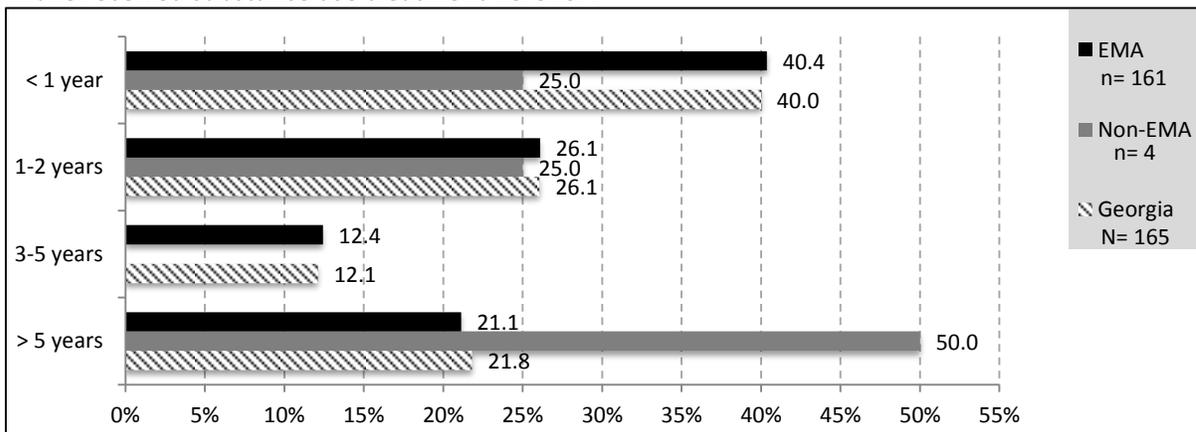
6.10 I know that translation services, including services for the visually and hearing impaired, are available to me at this agency if I ask for it before my appointment.



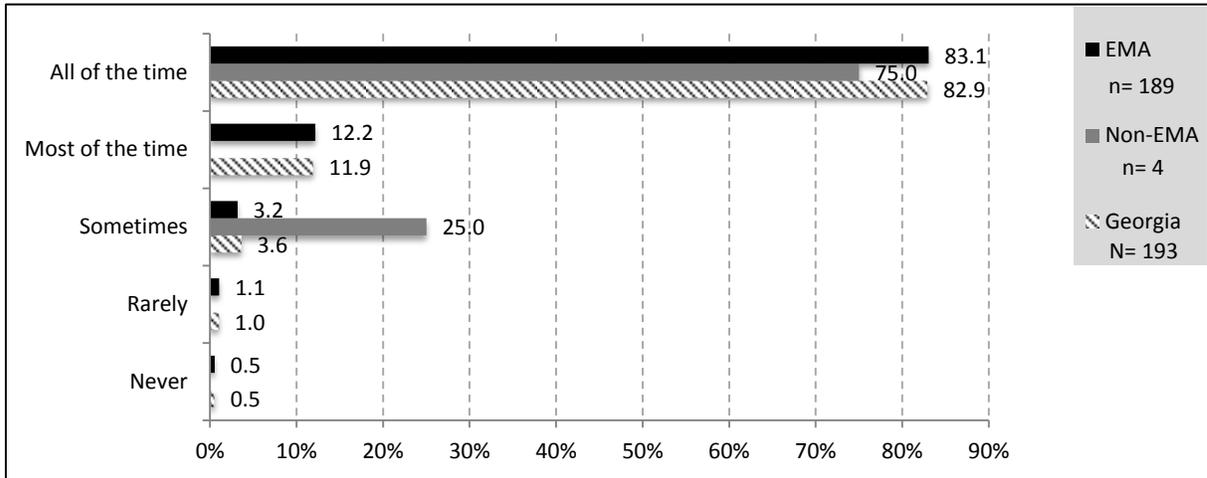
6.11 I understand the reason I am required to provide certain documents to the agency and how that is related to the funding for the services I receive.



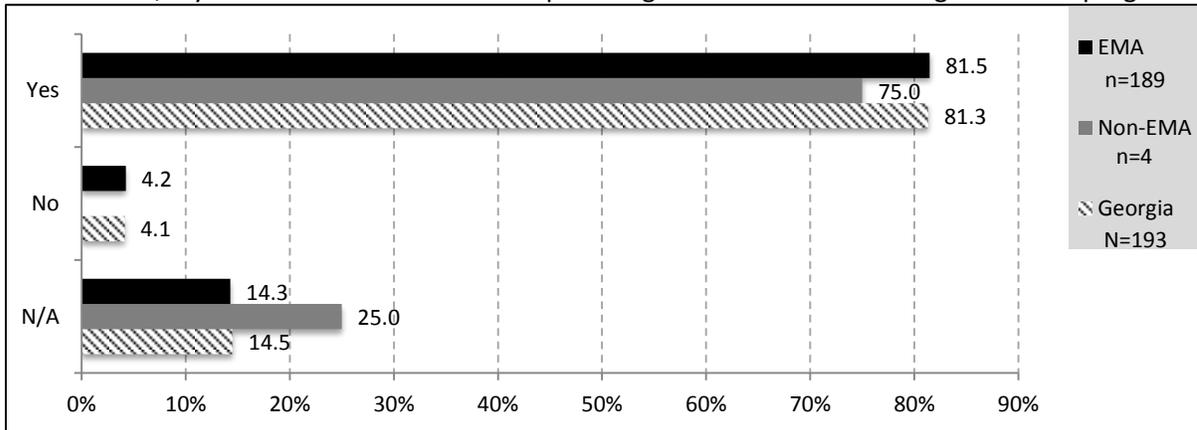
6.12 I have received substance use treatment here for:



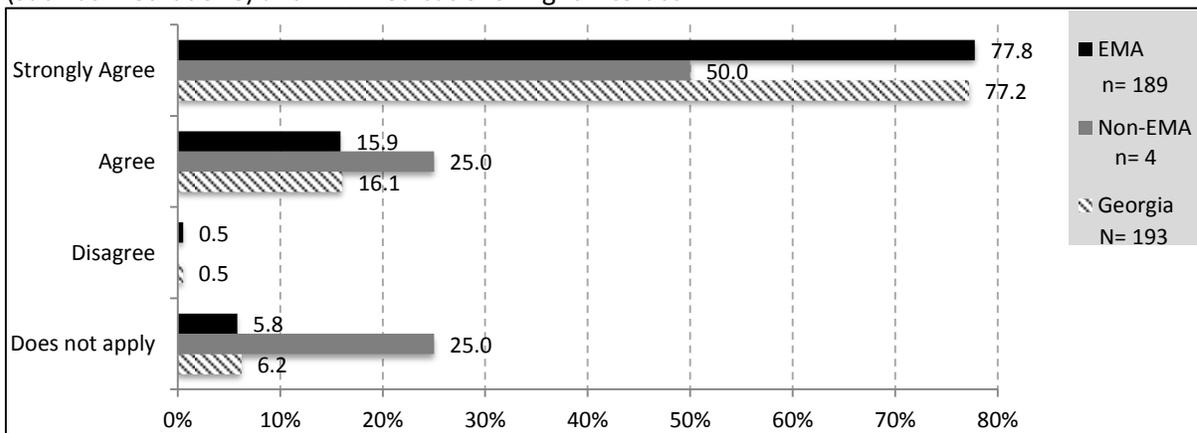
6.13 When I need an appointment with my substance use counselor, I can schedule one soon enough for my needs.



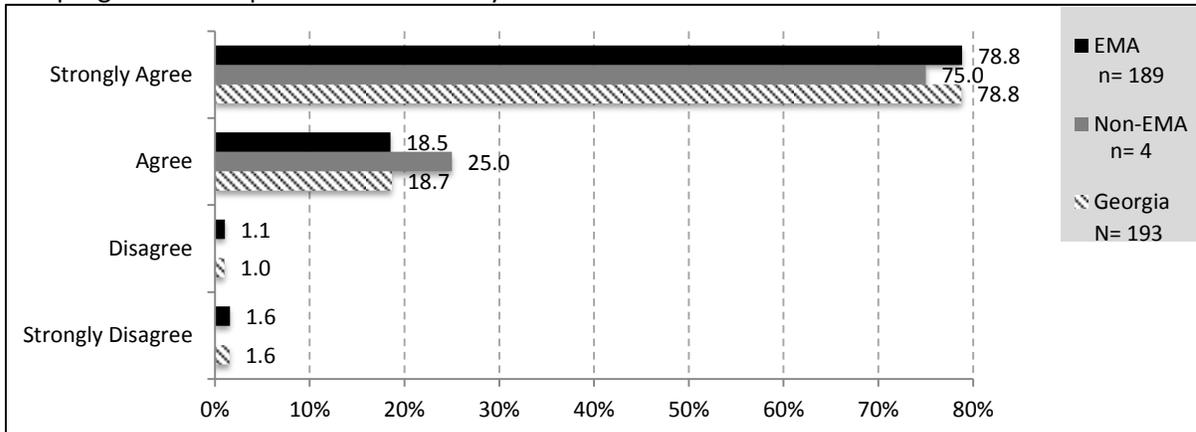
6.14 If I needed it, my substance use counselor helped me get into a residential drug treatment program.



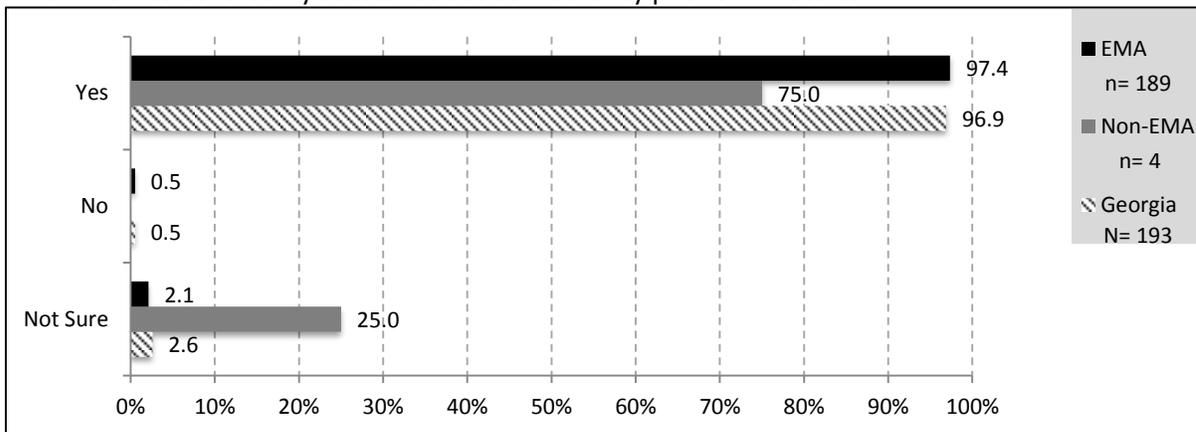
6.15 My substance use counselor explained to me in a way I could understand how substance use treatment (such as methadone) and HIV medications might interact.



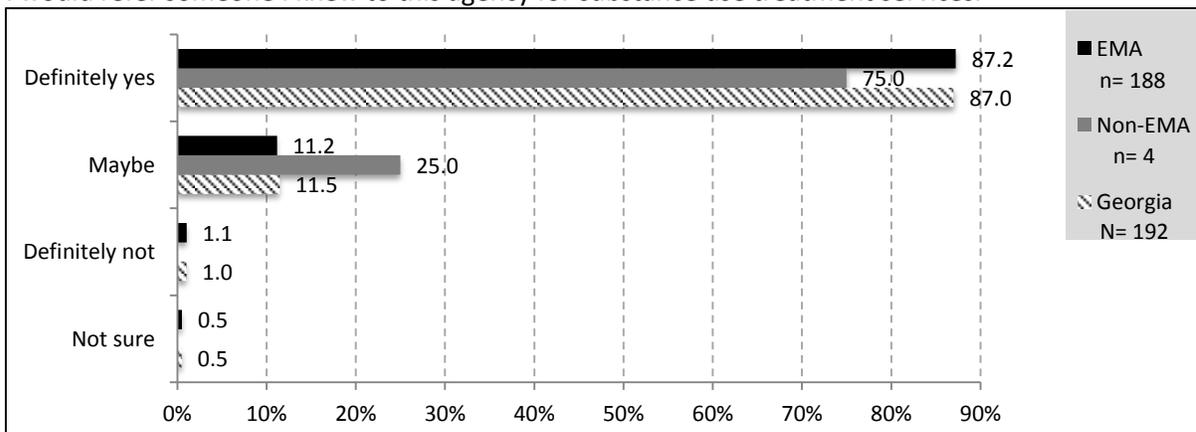
6.16 The program has helped me to reduce my substance use.



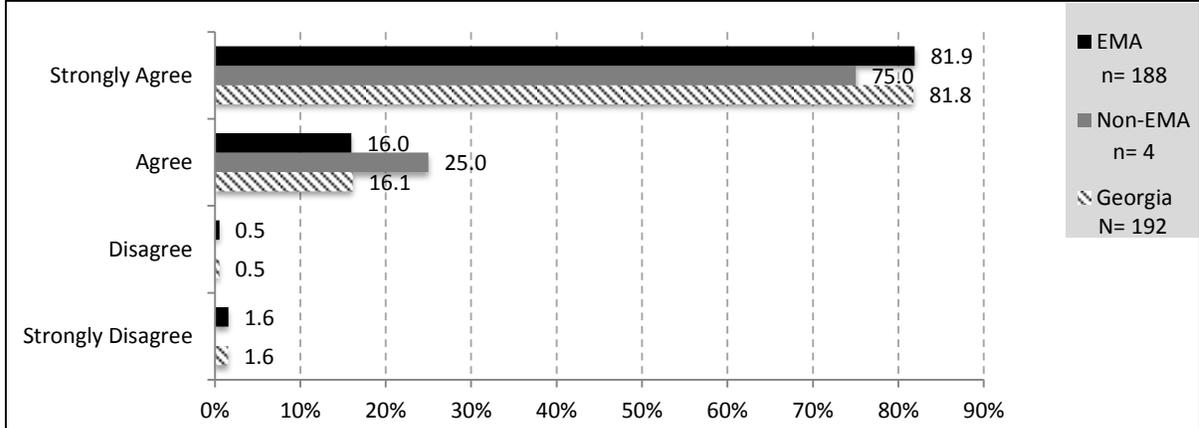
6.17 I know how to contact my substance use counselor by phone if I need to.



6.18 I would refer someone I knew to this agency for substance use treatment services.

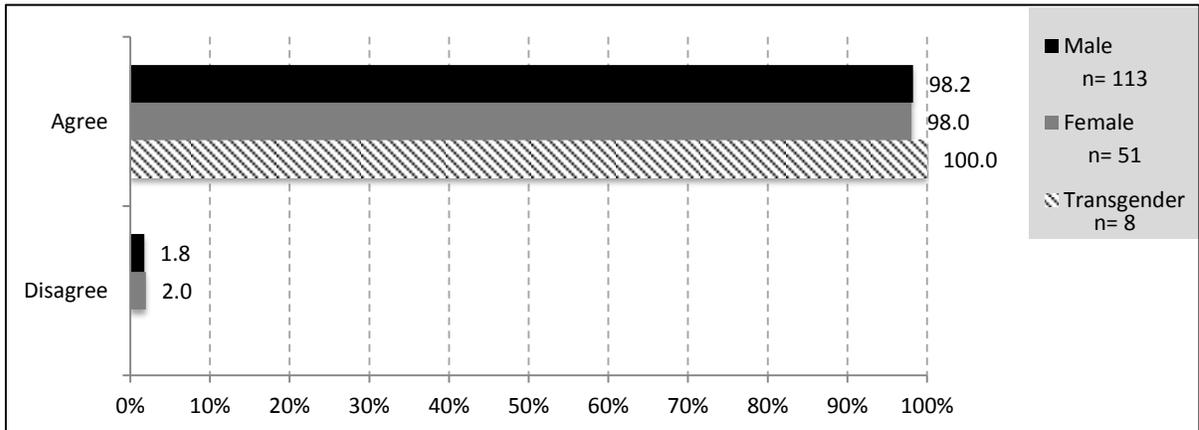


6.19 Overall, I am satisfied with the substance use treatment services I received over the past 12 months.

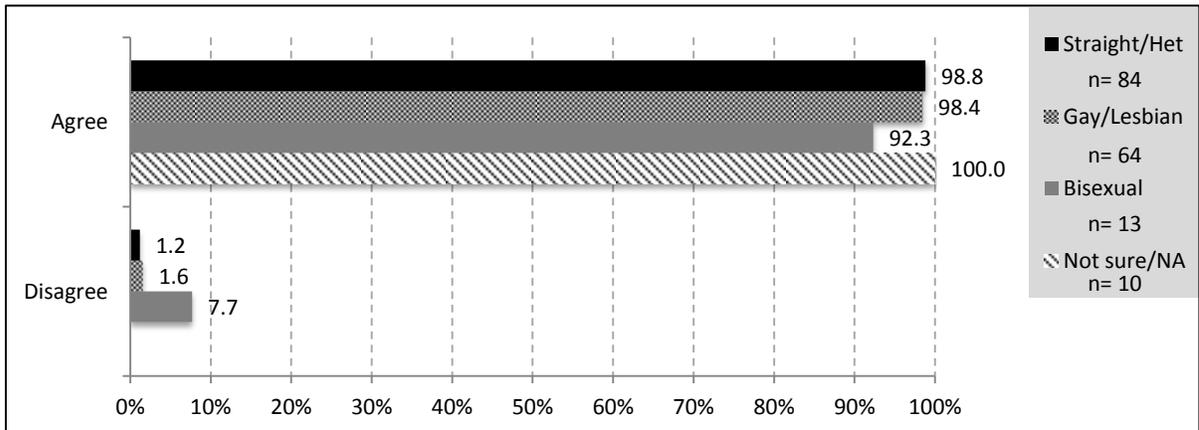


Question 6.19 has been stratified by the following demographic variables: gender, sexual orientation, race/ethnicity and age. Only statewide aggregate data was used for this analysis. The results are provided below.

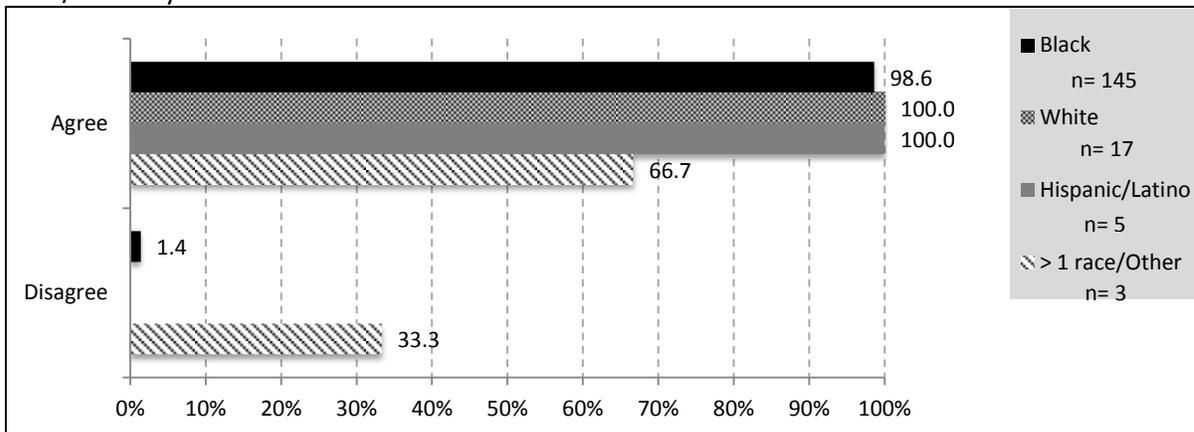
6.19.a Gender



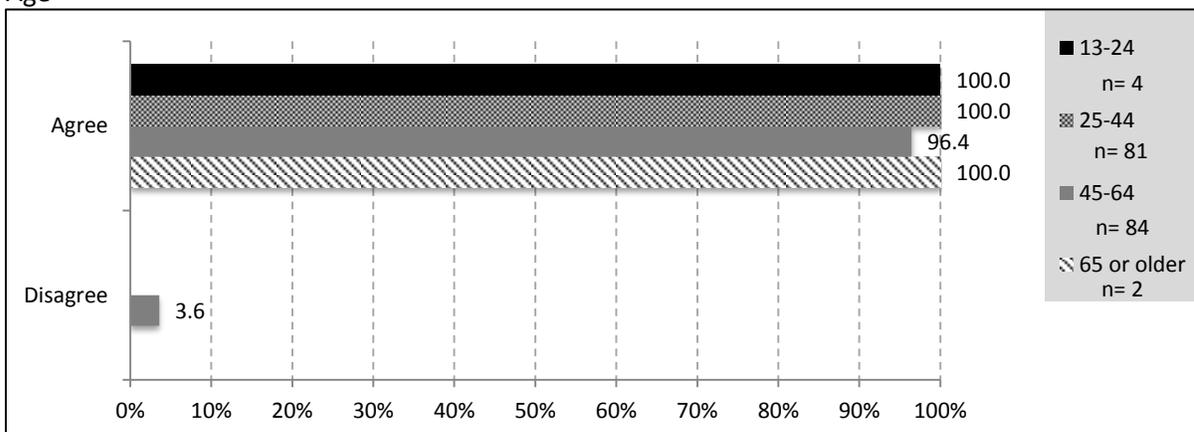
6.19.b Sexual Orientation



6.19.c Race/Ethnicity



6.19.d Age



Responses for question 6.20 below were categorized according to theme or topic. A total of 20 comments were recorded for the Substance Use category and the percent breakdown by comment category is shown in the graph at the end of this section. For each category, the total number of comments is noted followed by several examples. The categories are arranged by frequency of comments, with the highest frequency listed first. No comments are provided that would identify a specific agency or individual provider by name or inference. Each individual agency report contains all comments specific to that particular agency..

6.20 If I could change anything to make the substance use treatment services better for me and for others, it would be:

Additional Services/Resources (16 comments)

*“To do more activities to help me stay clean and to get tools to cope with outside this places” ♦ “Food and weekly bus passes” ♦ “More funding and help with job placement and schooling” ♦ “More group settings” ♦ “More in-house treatment facilities connected to the program”*

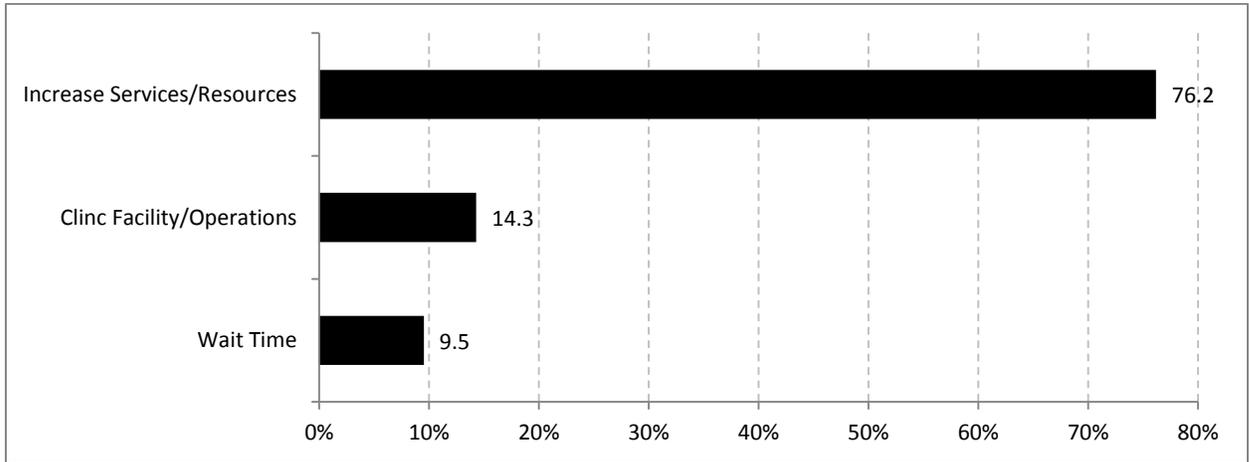
Clinic Facility/Operations (3 comments)

*“That the pharmacy would serve us a little faster” ♦ “Advertise more”*

Wait Time (1 comment)

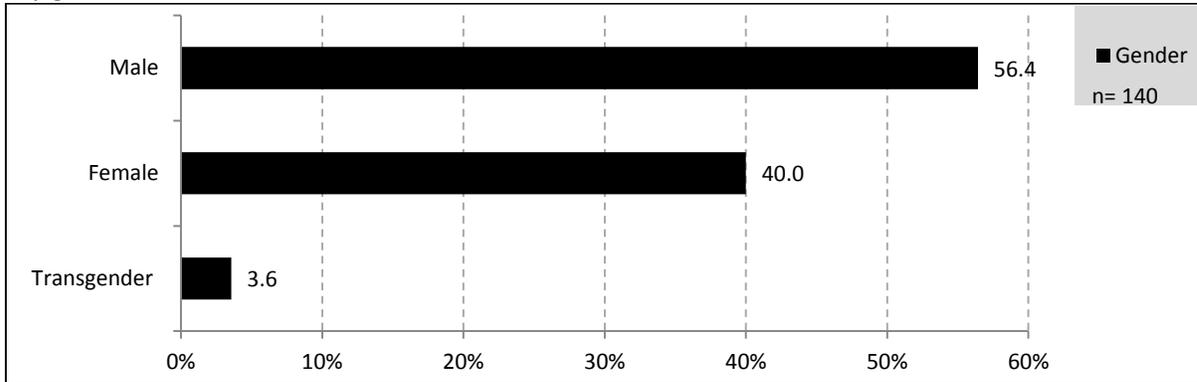
*“Wait time in lobby”*

Percent comments in each category.

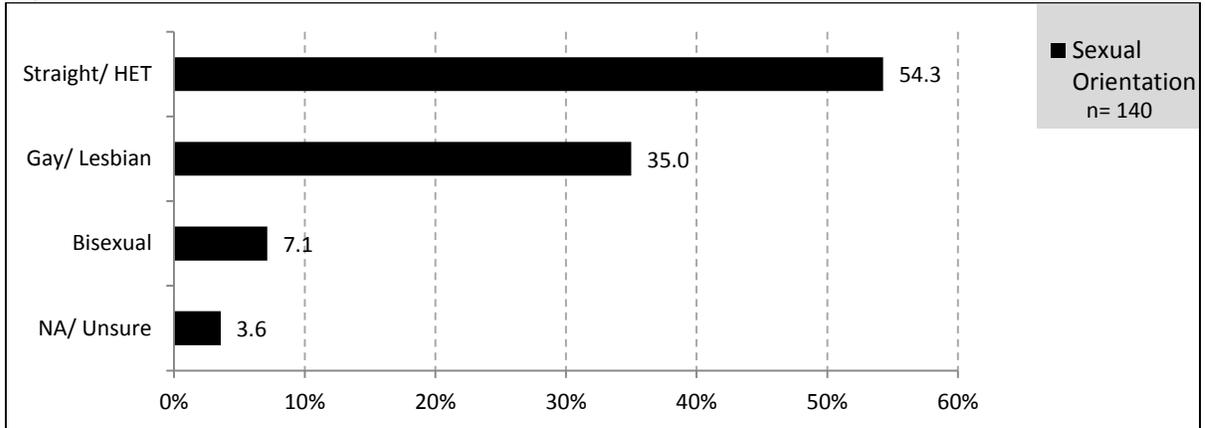


## Peer Counseling Services (EMA Clients Only)

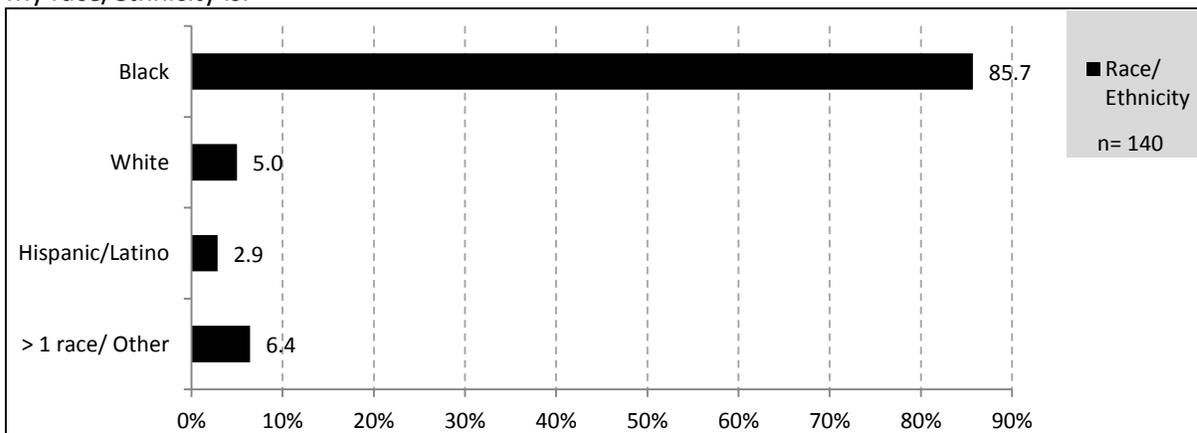
7.1 My gender is:



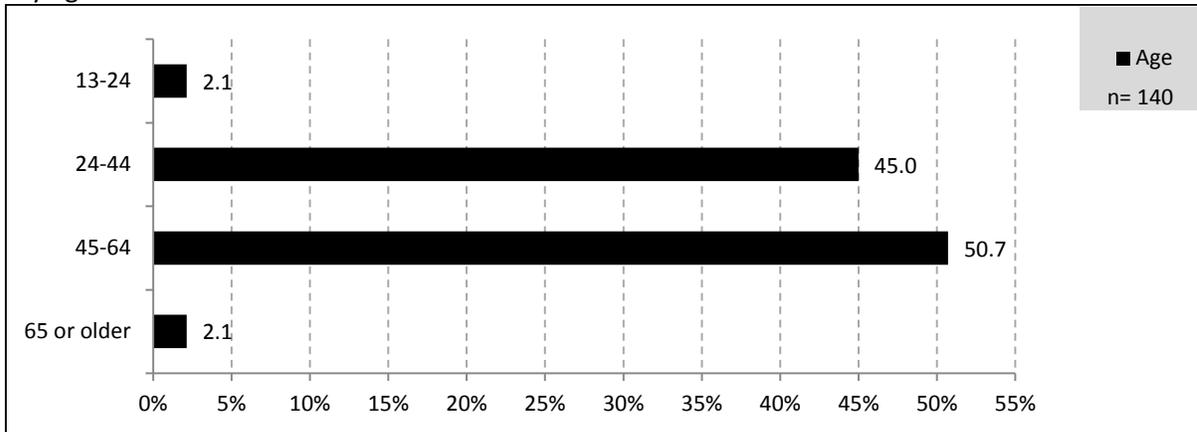
7.2 My sexual orientation is:



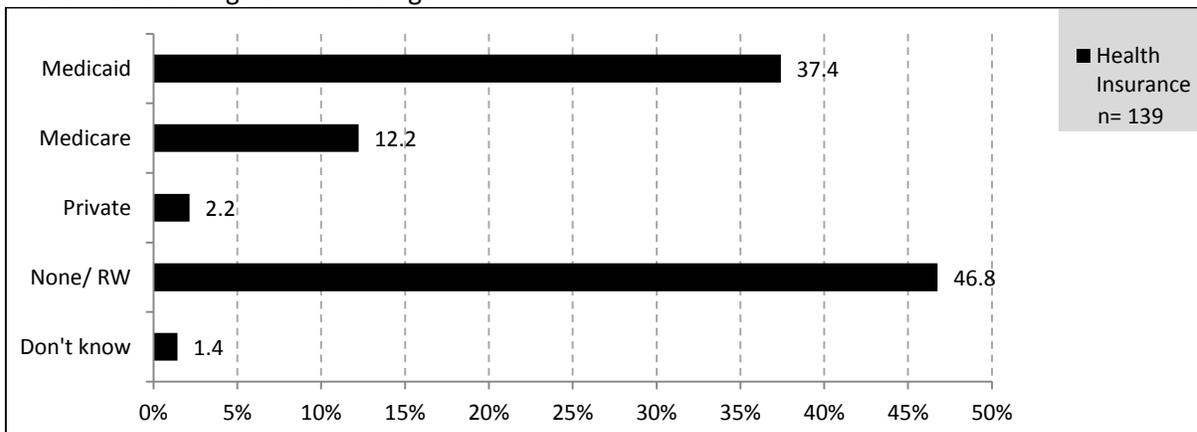
7.3 My race/ethnicity is:



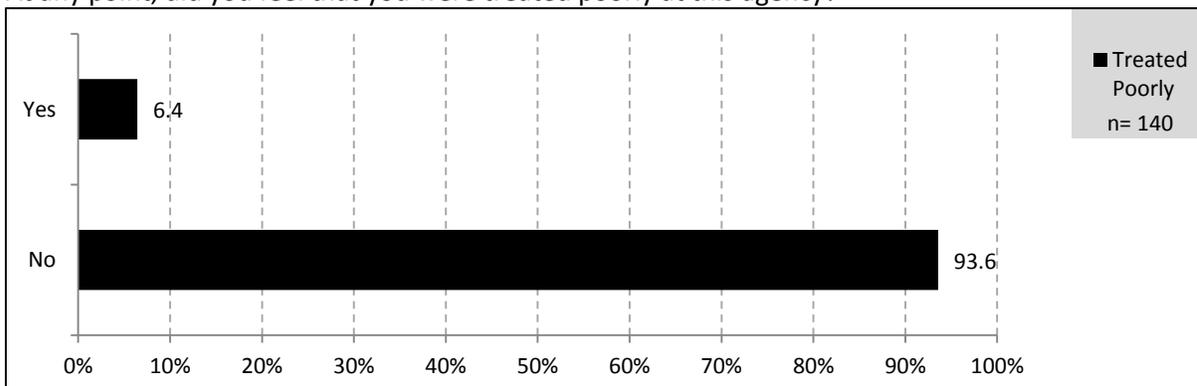
7.4 My age is:



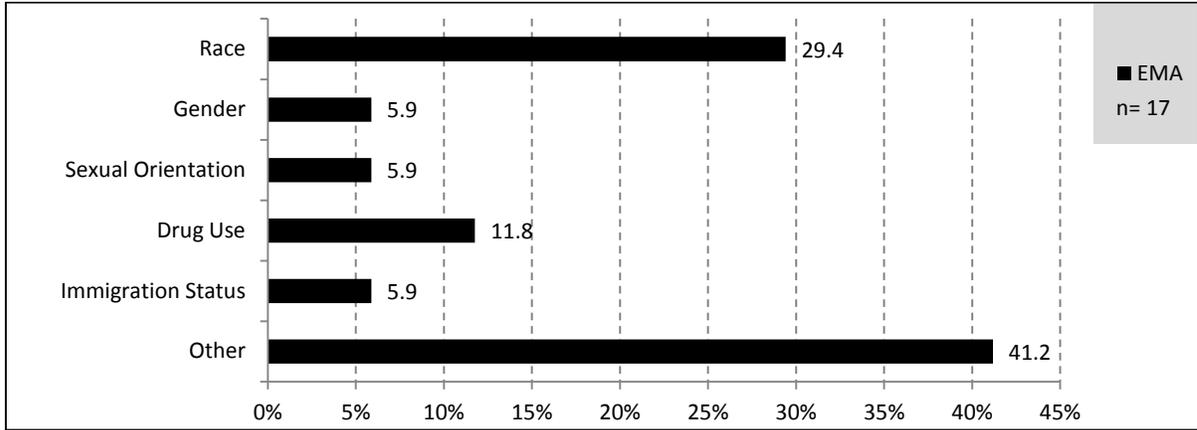
7.5 I have the following health coverage:



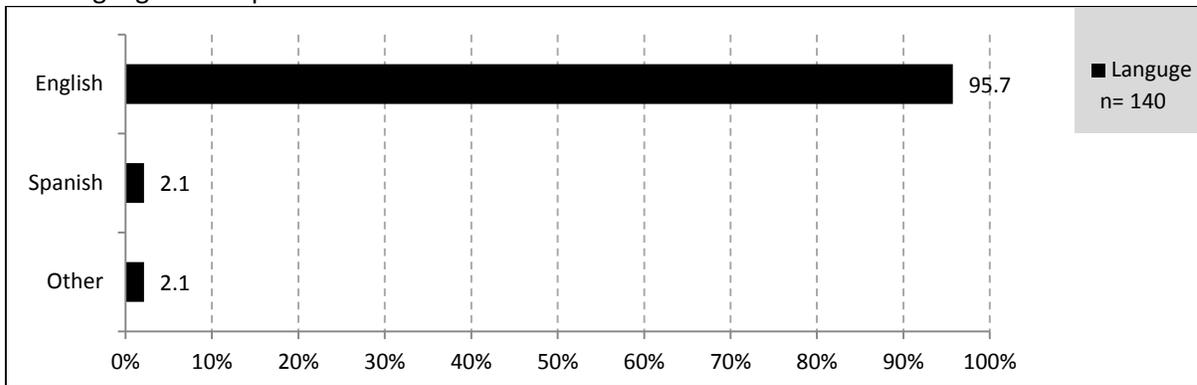
7.6 At any point, did you feel that you were treated poorly at this agency?



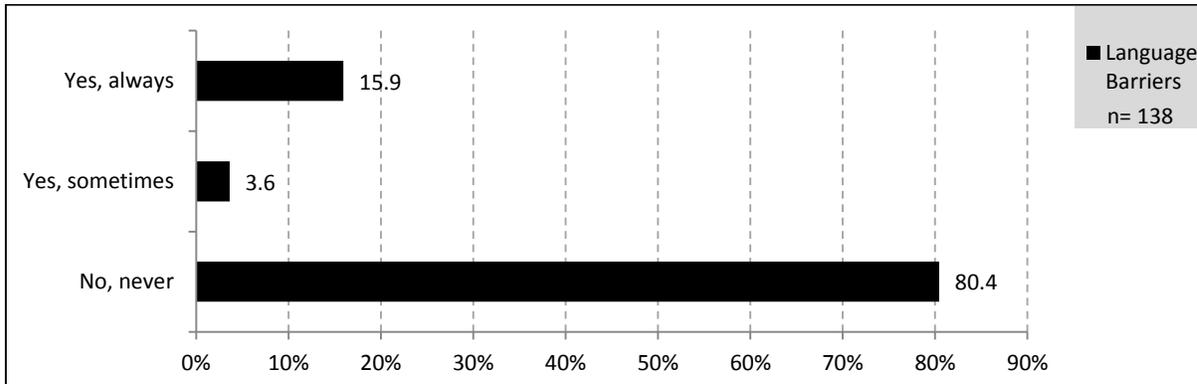
7.7 If yes to question 6, what reason(s) do you feel may have caused you to be treated poorly?  
 (The “n” in this graph refers to the total number of times reasons were cited)



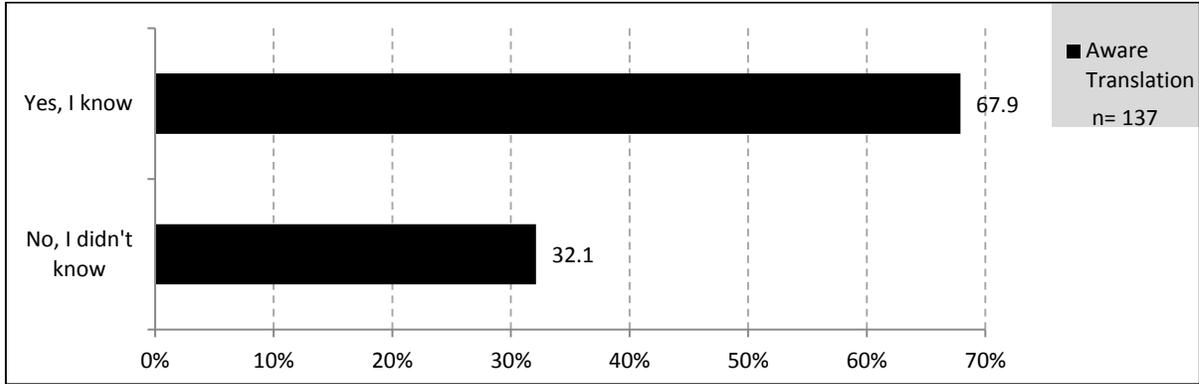
7.8 The language that I speak is:



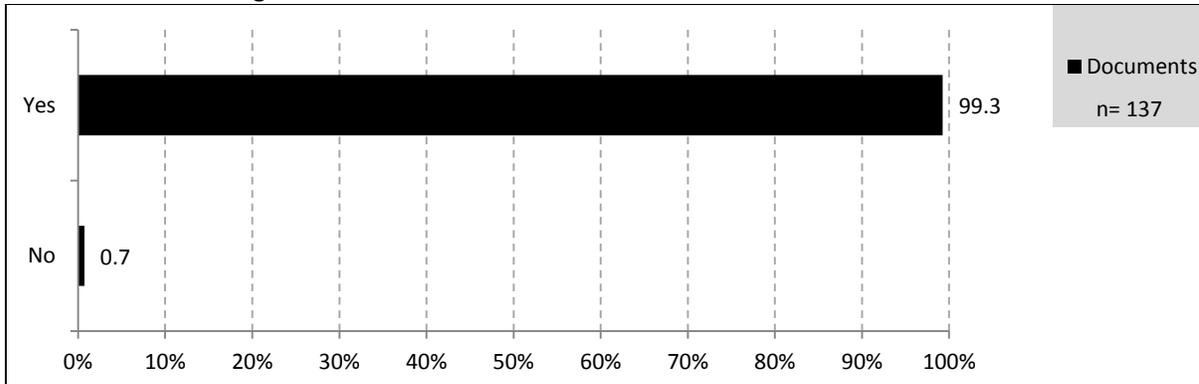
7.9 Because of a language barrier, I have problems understanding agency staff when I come in for or request services.



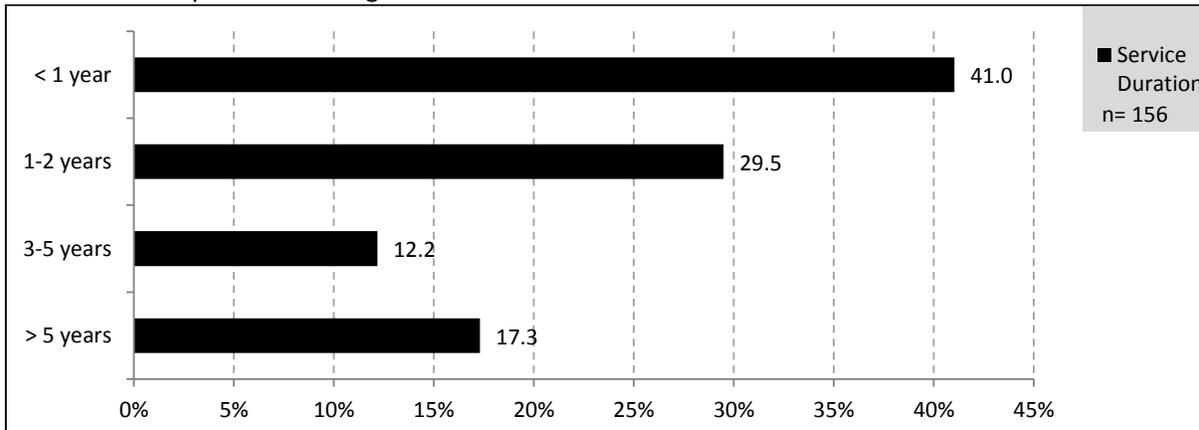
7.10 I know that translation services, including services for the visually and hearing impaired, are available to me at this agency if I ask for it before my appointment.



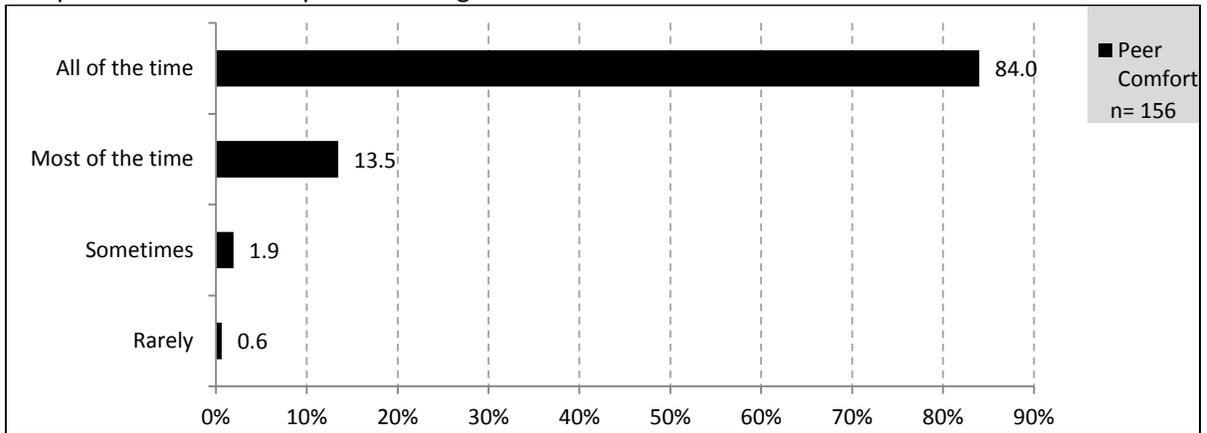
7.11 I understand the reason I am required to provide certain documents to the agency and how that is related to the funding for the services I receive.



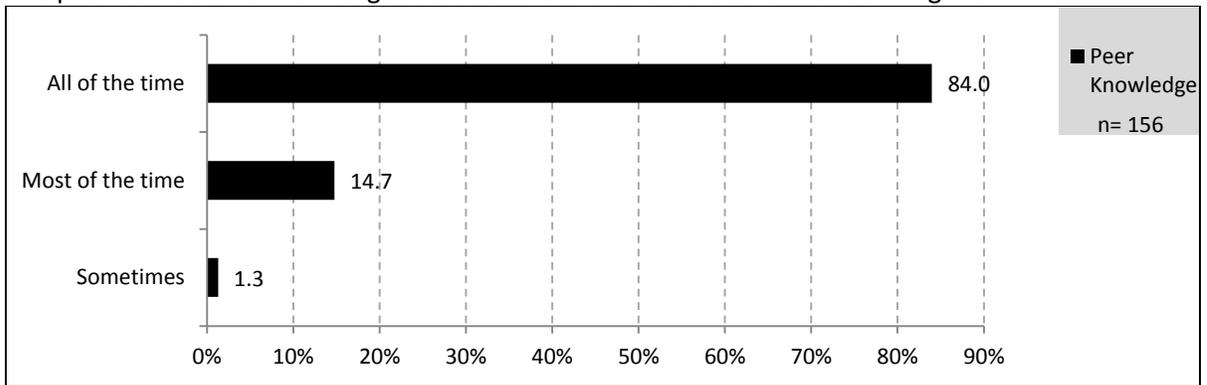
7.12 I have received peer counseling services here for:



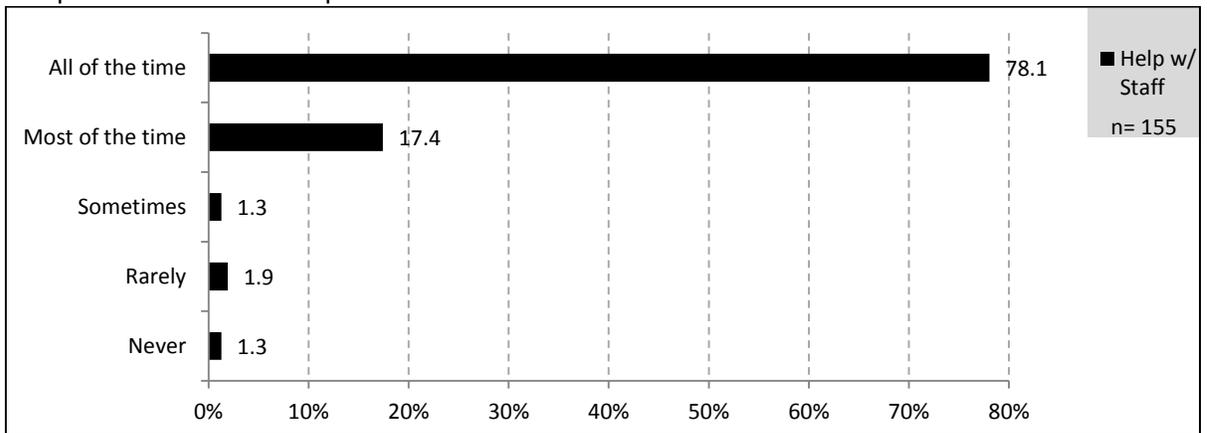
7.13 The peer counselor is helpful in making me feel comfortable in the clinic.



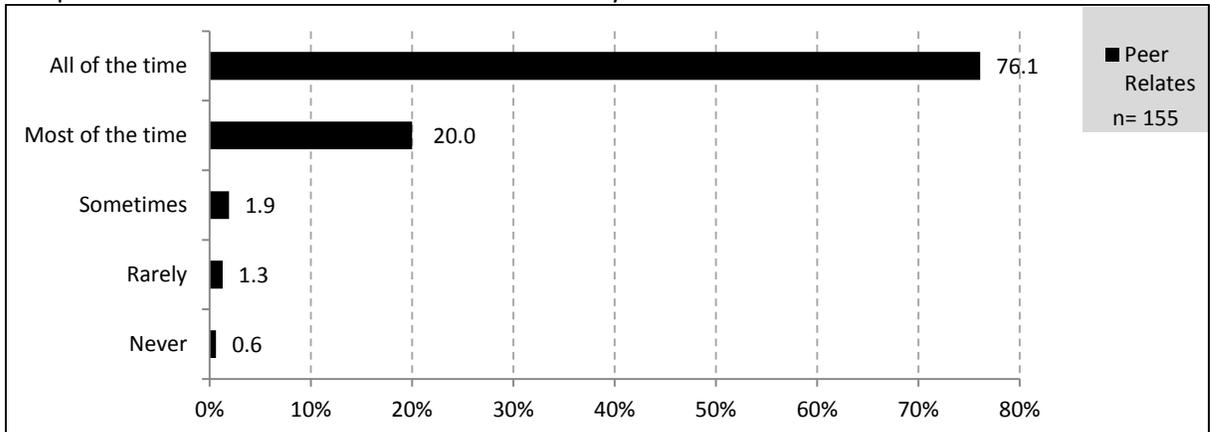
7.14 The peer counselor is knowledgeable about relevant resources related to living with HIV.



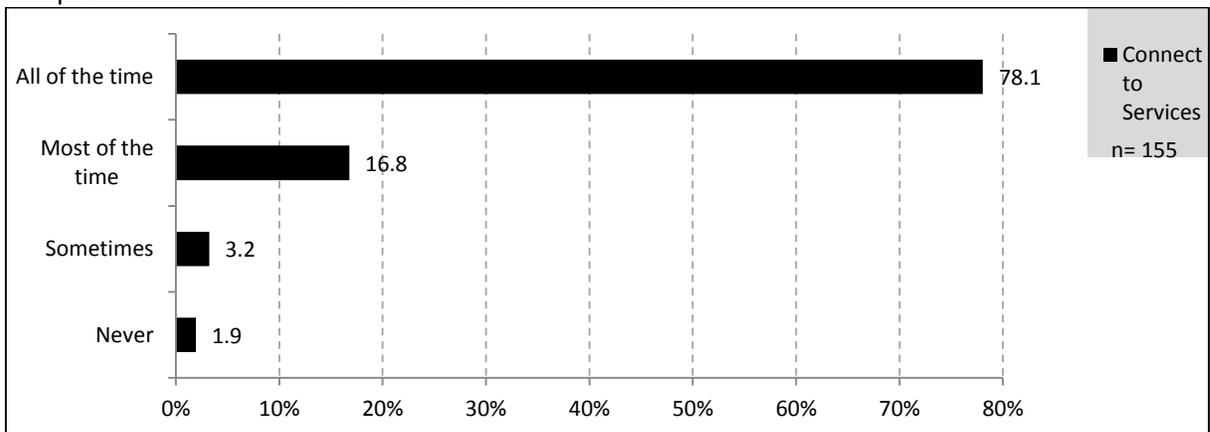
7.15 The peer counselor has helped me to communicate with other Staff Members.



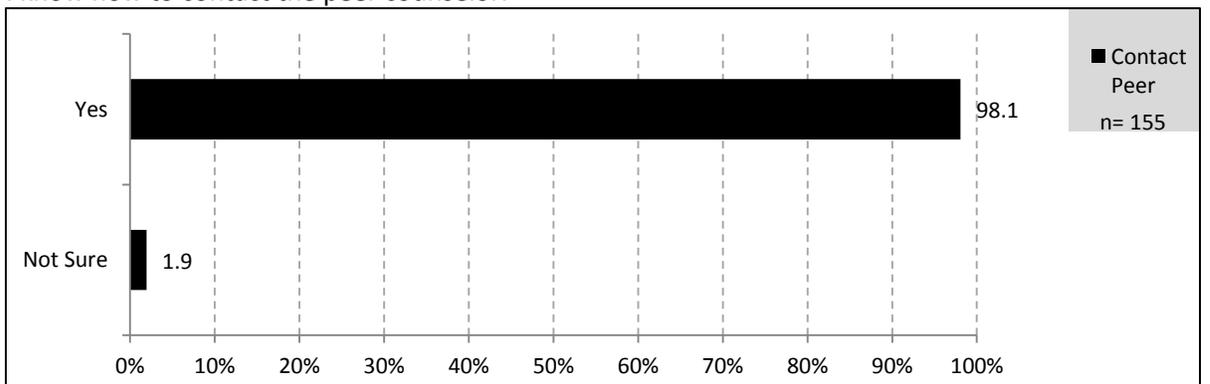
7.16 The peer counselor was able to relate to me and my situation.



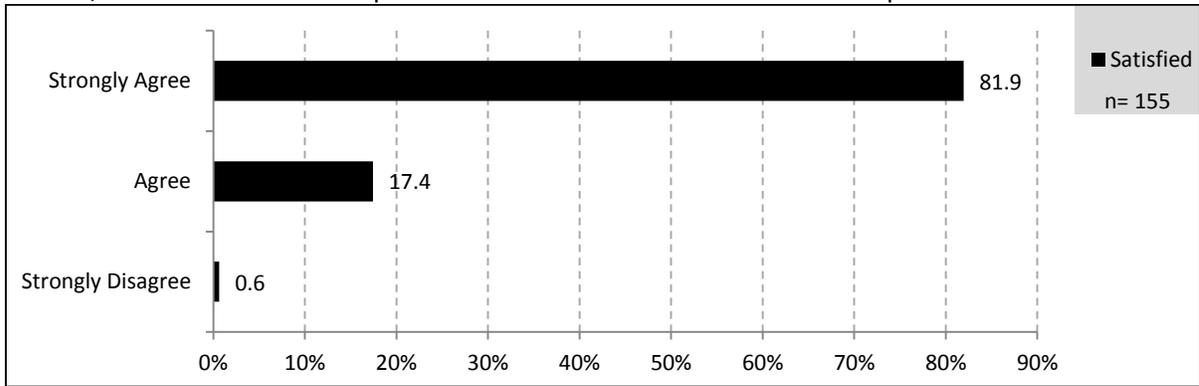
7.17 The peer counselor connected me to services when I needed them.



7.18 I know how to contact the peer counselor.

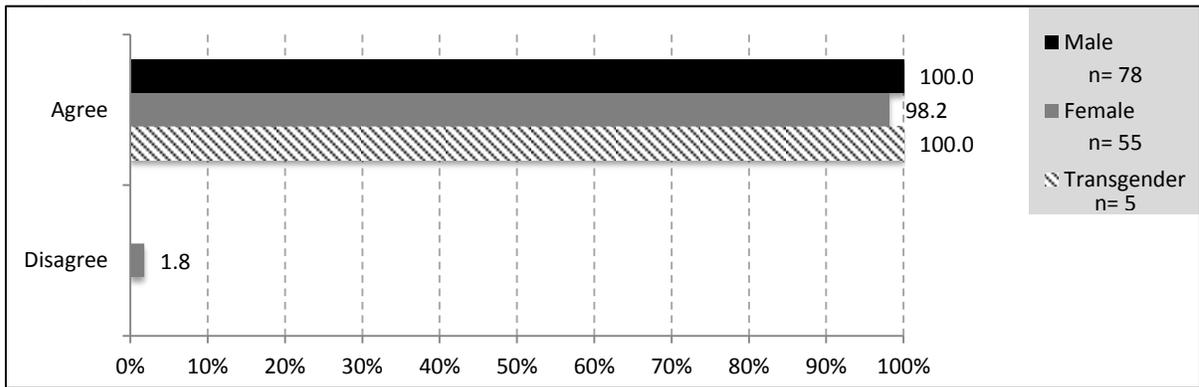


7.19 Overall, I am satisfied with the peer counselor services I received over the past 12 months.

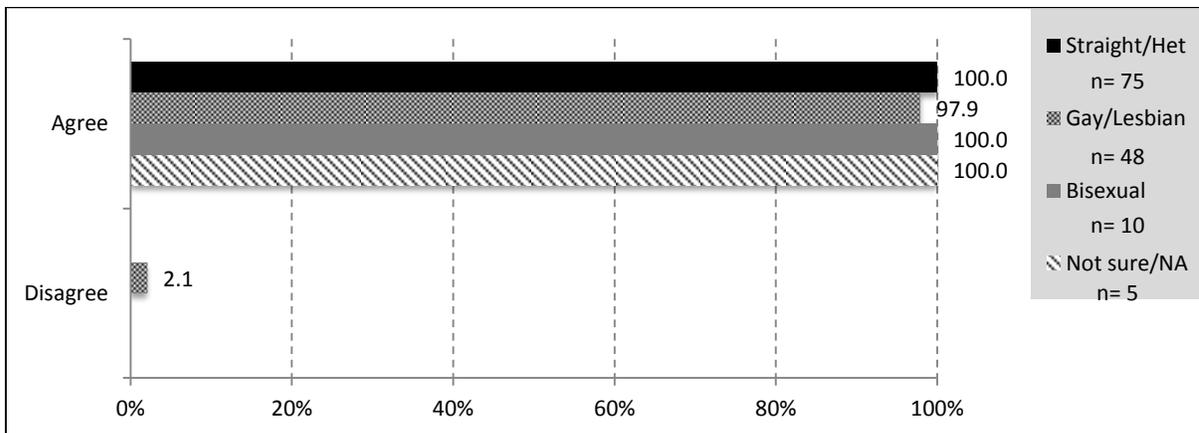


Question 7.19 has been stratified by the following demographic variables: gender, sexual orientation, race/ethnicity and age. Only statewide aggregate data was used for this analysis. The results are provided below.

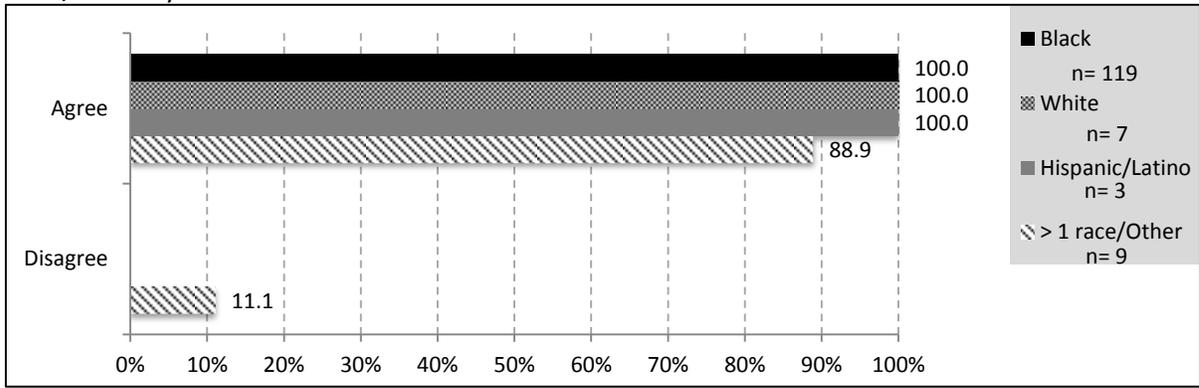
7.19.a Gender



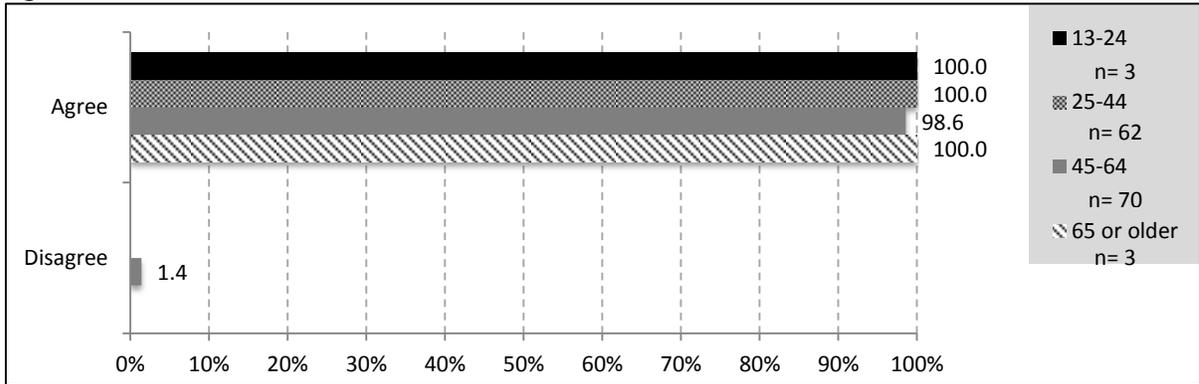
7.19.b Sexual Orientation



7.19.c Race/Ethnicity



7.19.d Age



7.20 If I could change anything to make the peer counselor services better for me and for others, it would be:

NO COMMENTS PROVIDED