



Harris County
Public Health
Building a Healthy Community

**Ryan White Part A
Quality Management Program- Houston EMA
2022 Client Satisfaction Survey Report
Ryan White Grant Administration**

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Overview

At the center of the Ryan White Service delivery system are ongoing efforts to obtain input from clients in the design and delivery of services. To keep the core focus of services on the client experience, the Ryan White Grant Administration Quality Management team collects client feedback to continuously improve services and understand how to best meet the needs of the clients. This process is a piece of an overall system of evaluation which strives to provide the highest quality services for individuals living with HIV/AIDS.

Quantitative data was collected through Centralized Patient Care Data Management System Database (CPCDMS) online client satisfaction survey.

For the survey, data was collected using standardized client satisfaction surveys for each service provided through Part A of the Ryan White Program. The survey tools were developed to gather information on both service-specific and agency-focused topics. Each Part A service category utilizes a unique survey tool, with certain agency-focused questions being common to all surveys. This methodology allows for analysis of satisfaction with care using a standardized approach which ensures consistent comparisons across provider agencies and service areas. This also allows for examination of general trends in satisfaction each year. The results for all services surveyed in 2022 are attached.

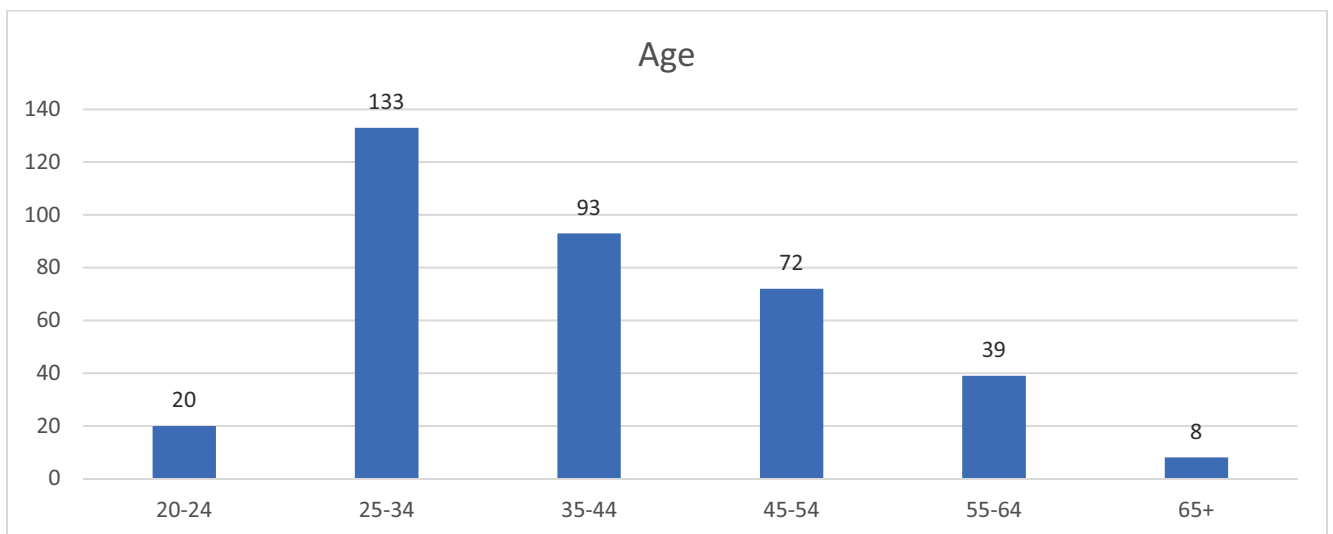
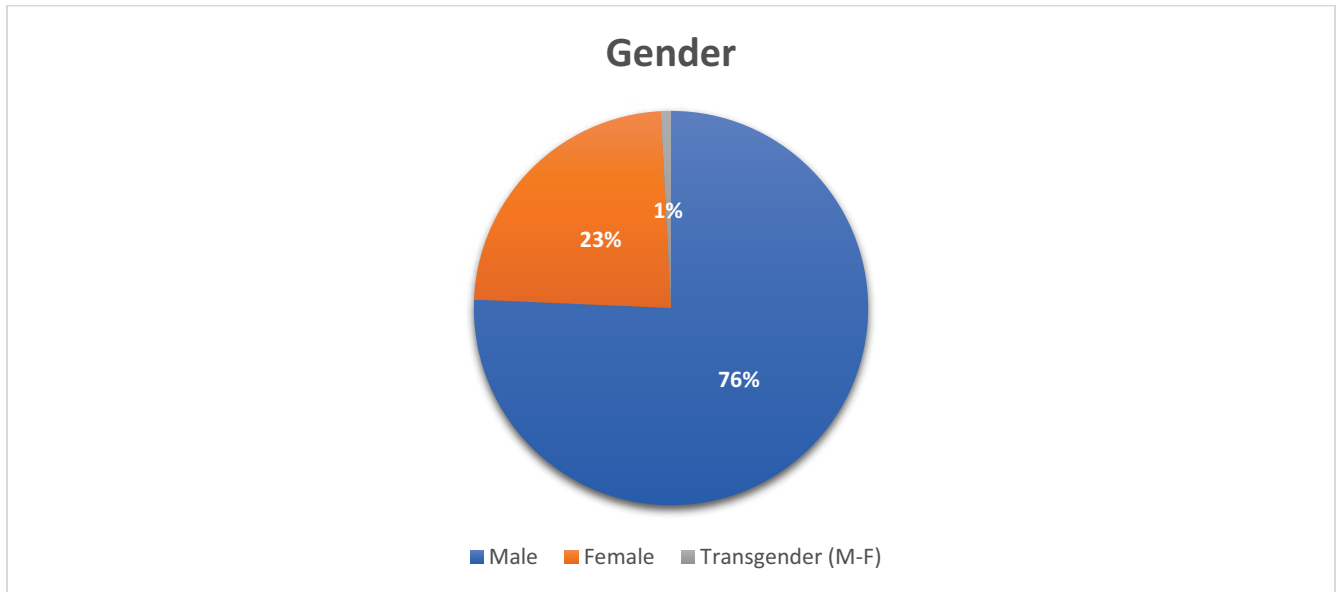
Ryan White Part-A funds an array of services allocated by the Ryan White Planning Council. The Services which were surveyed during the 2022 data collection period include outpatient/ambulatory care, case management, dental care, transportation, legal, local pharmacy assistance program, health insurance assistance, nutritional supplements, professional counseling, substance use disorder treatment, vision care, and rehabilitation. The service specific results presented in this report are limited to outpatient/ambulatory care and case management services as these are two of the most critical services provided to clients through Part A in the Houston EMA.

The Method

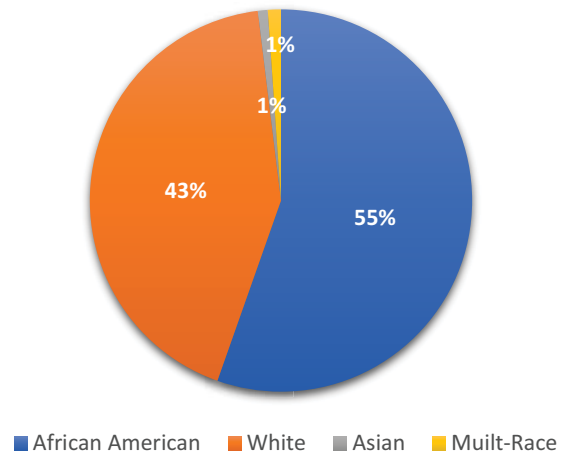
Ryan White Grant Administration in the Houston EMA conducted a web-based survey process through the CPCDMS to measure client satisfaction. Survey completion was conducted via two methods: 1) surveys were initiated by service providers reaching out to their client population to request participation; 2) utilization of CPCDMS QR code. Instructions for access and completion of the survey was flexible for service providers so that they could best provide for their clients. The basics of needing to complete the survey were, 1) ensuring clients had the link, CPCDMS QR code, and instructions to complete the survey online 2) knowing their personal client access code needed to get the personalized survey questions 3) having internet or smartphone access to obtain the online survey. Case Managers generally know which of their clients have access to computers, internet, smartphones, or community resources. Agencies also had the option to provide a private location at their office with internet access where the client could complete the survey.

Survey Respondents Demographics

A convenience sample was used to obtain respondents. There was a total of 555 unduplicated clients that completed a survey. Data collection was March 1, 2022- February 28, 2023. Below is a cumulative summary of the respondents' demographic information:

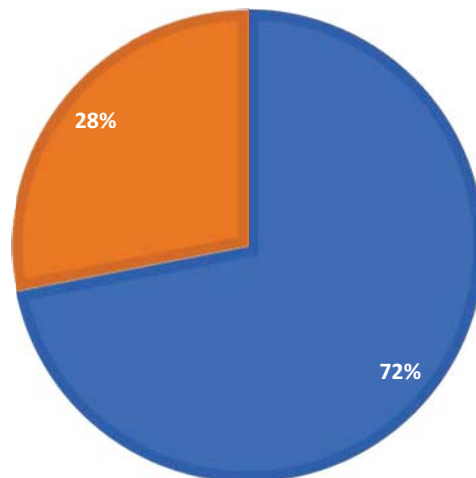


Race



ETHNICITY

■ Non-Hispanic ■ Hispanic

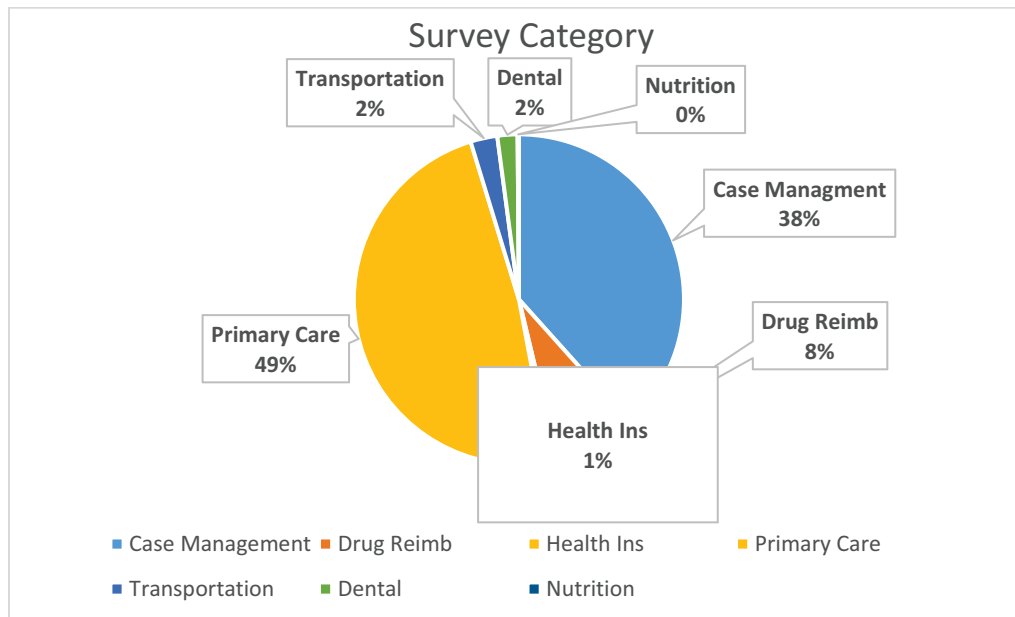


Cumulative Summaries

Service Areas Surveyed

Overall, Surveys were received for the following service areas:

- Drug Reimbursement Program
- Case Management
- Dental
- Health Insurance Assistance
- Nutrition
- Primary Care
- Transportation

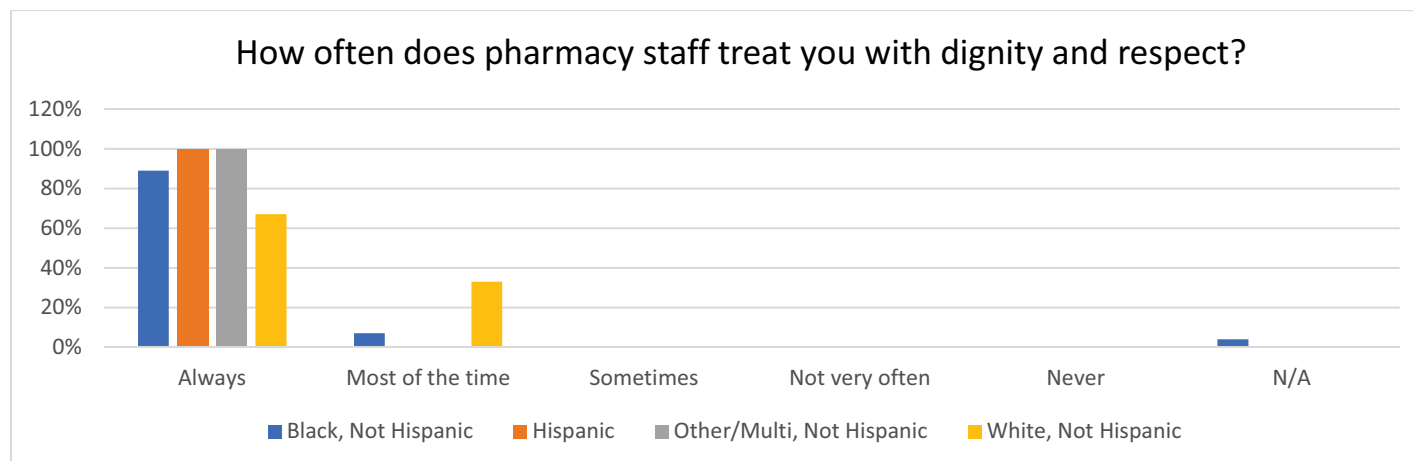
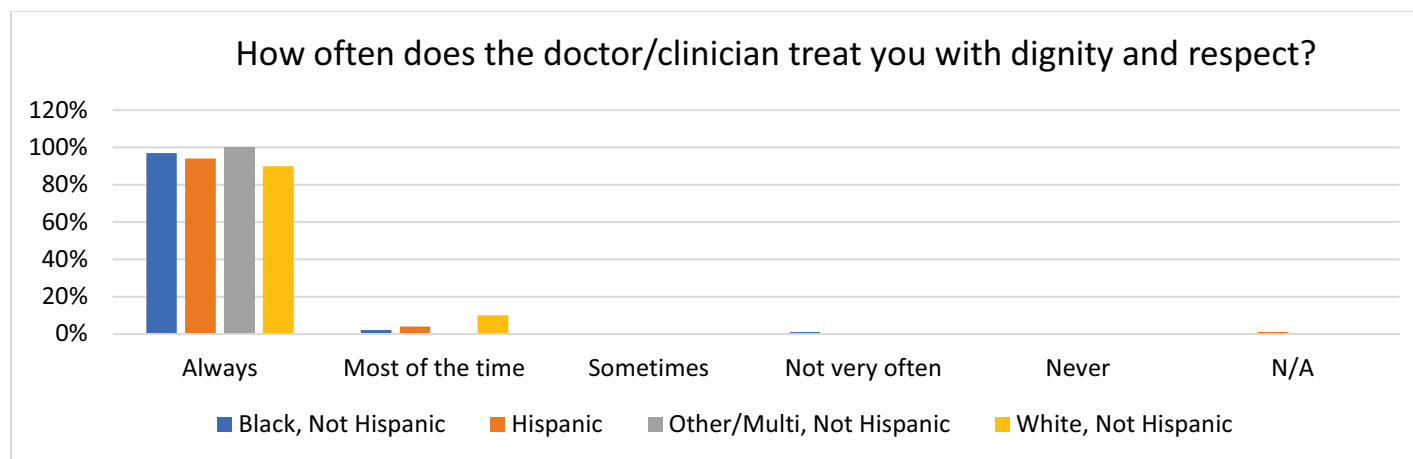
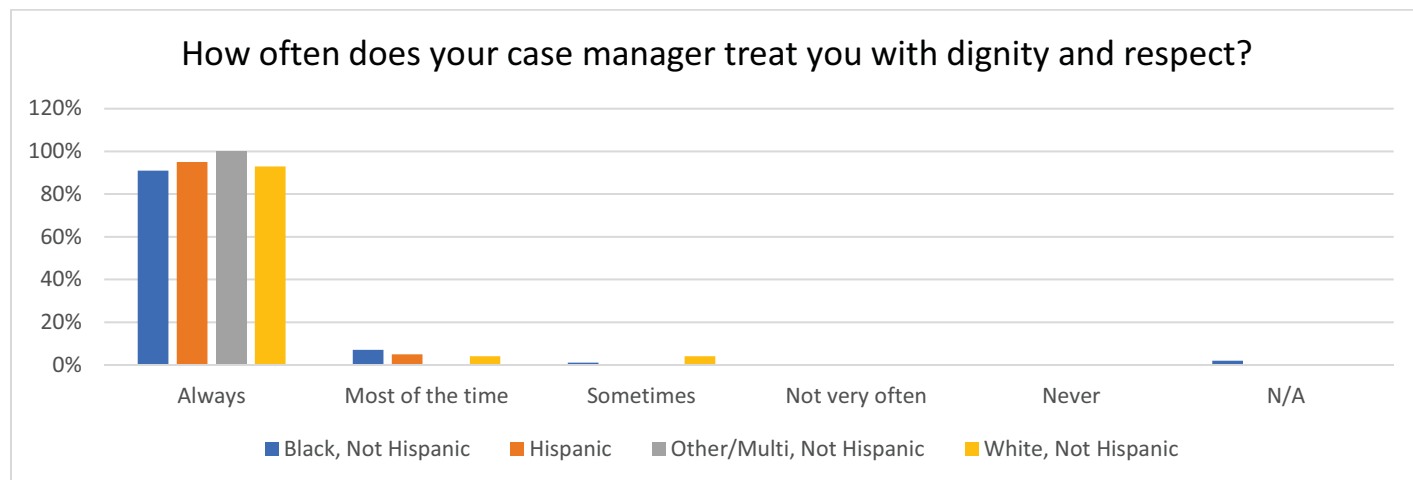


As of 3/1/23, there were a total of 555 surveys taken. Several clients took more than one survey, but each survey was for a different service area. Four-hundred eighty-nine (509) of the total surveys were taken in English and forty-six (46) were taken in Spanish.

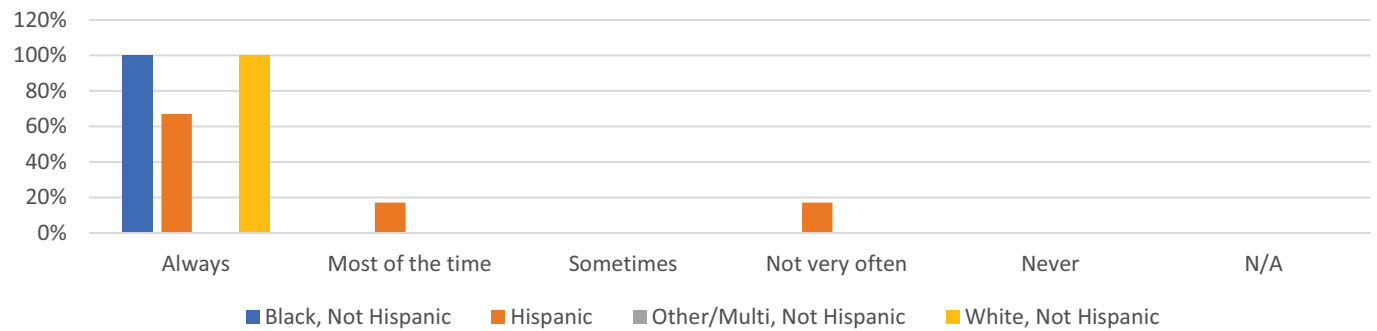
Respondents were asked to rate their satisfaction with services on a scale of 1-6 with 1 being the best and 5 being the worst. 6 indicates "Not Applicable".

The graphs in the following sections show percentages broken out by race and ethnicity for all survey questions. They have been categorized into overall themes

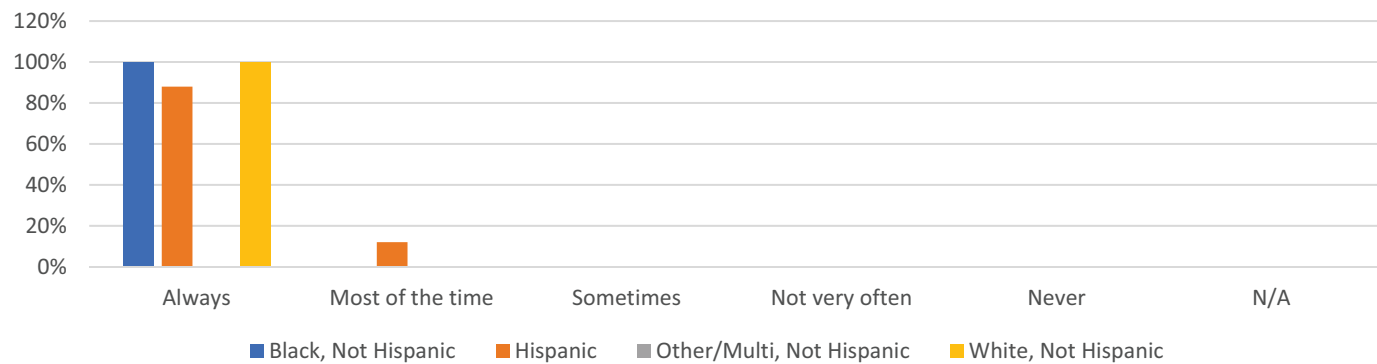
Respect



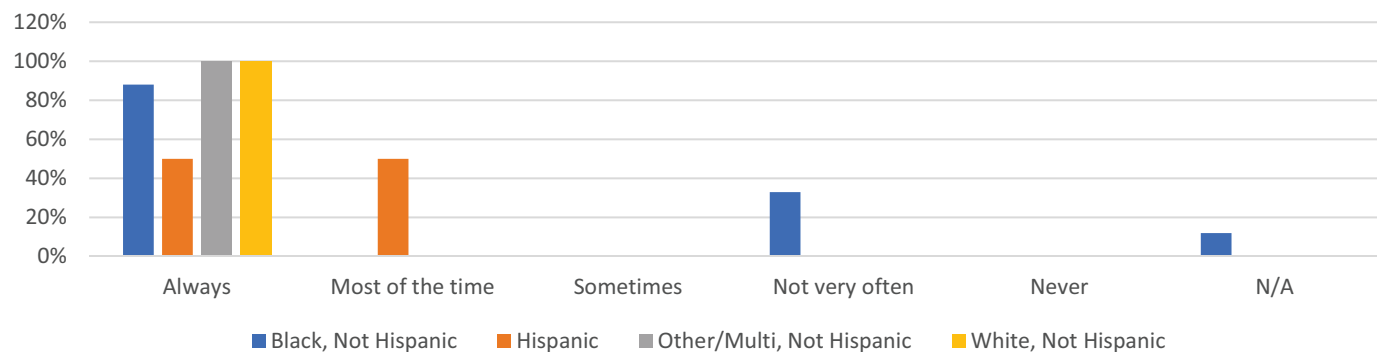
How often does dentist treat you with dignity and respect?

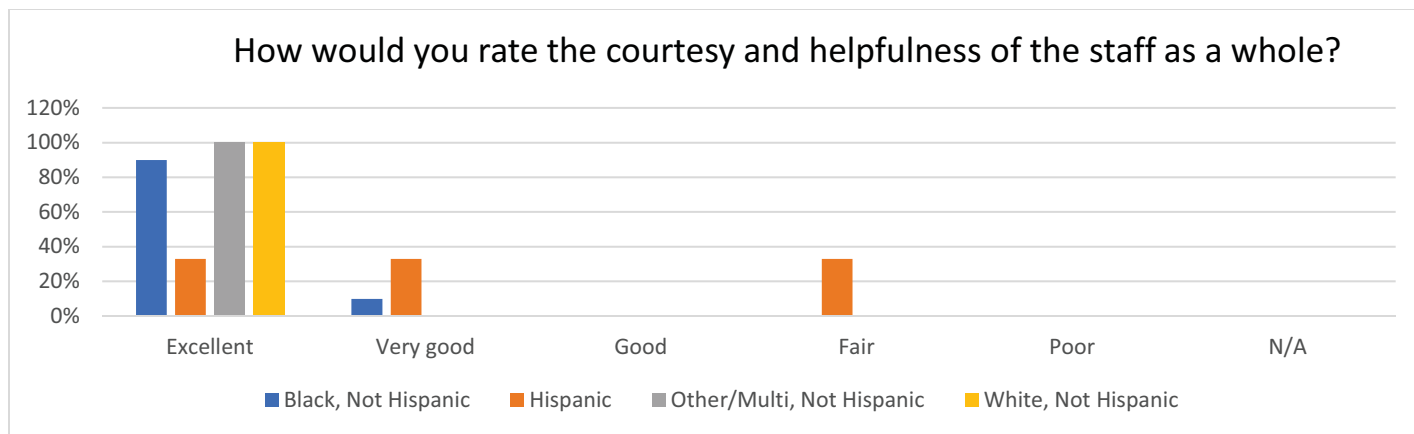


How often does optometrist/clinician treat you with dignity and respect?

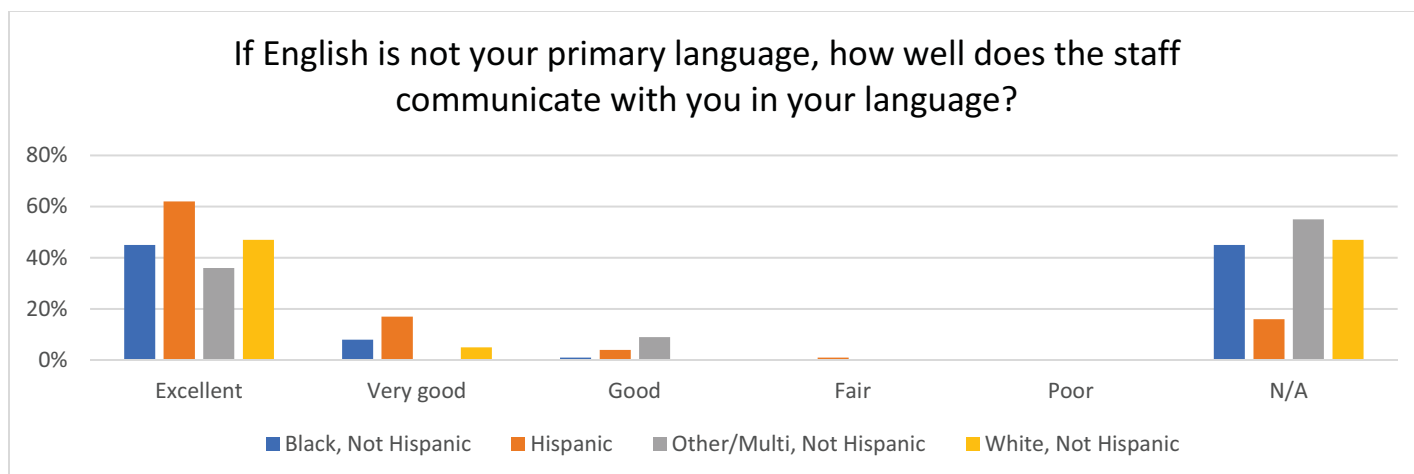
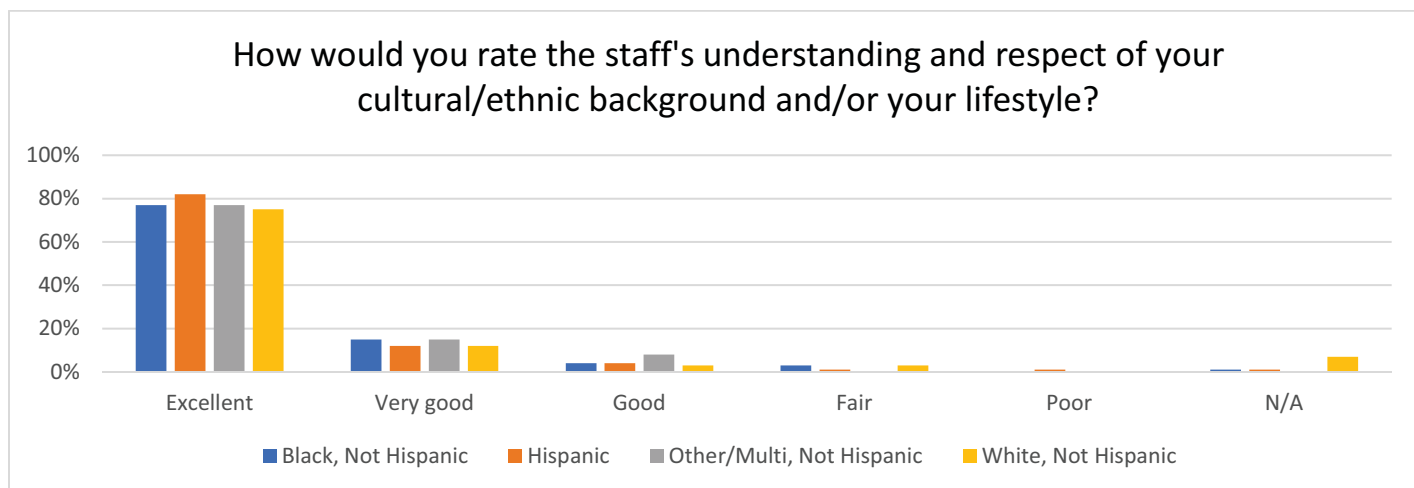


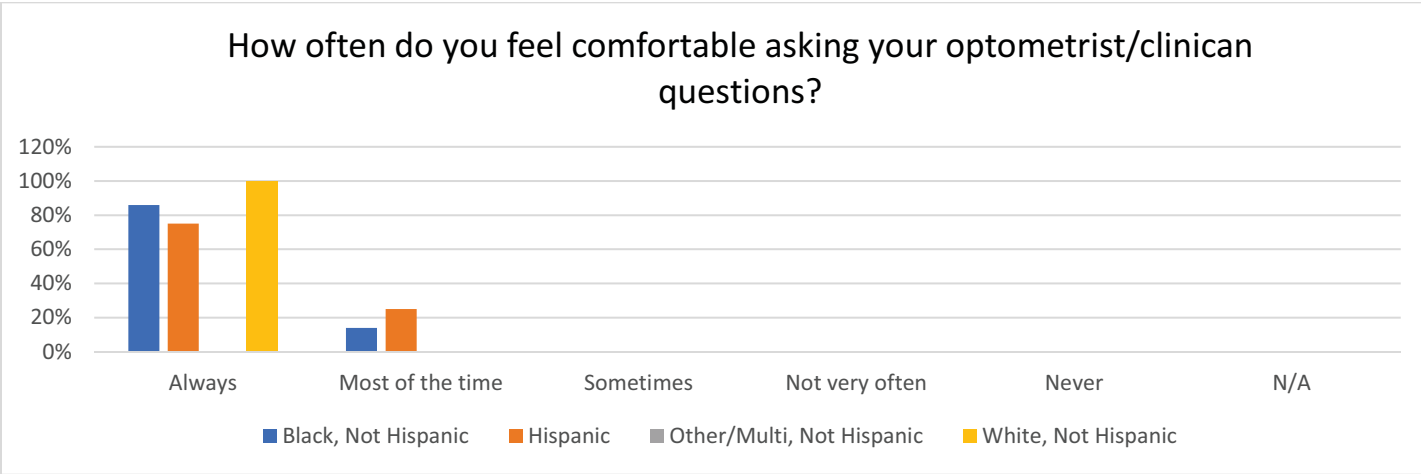
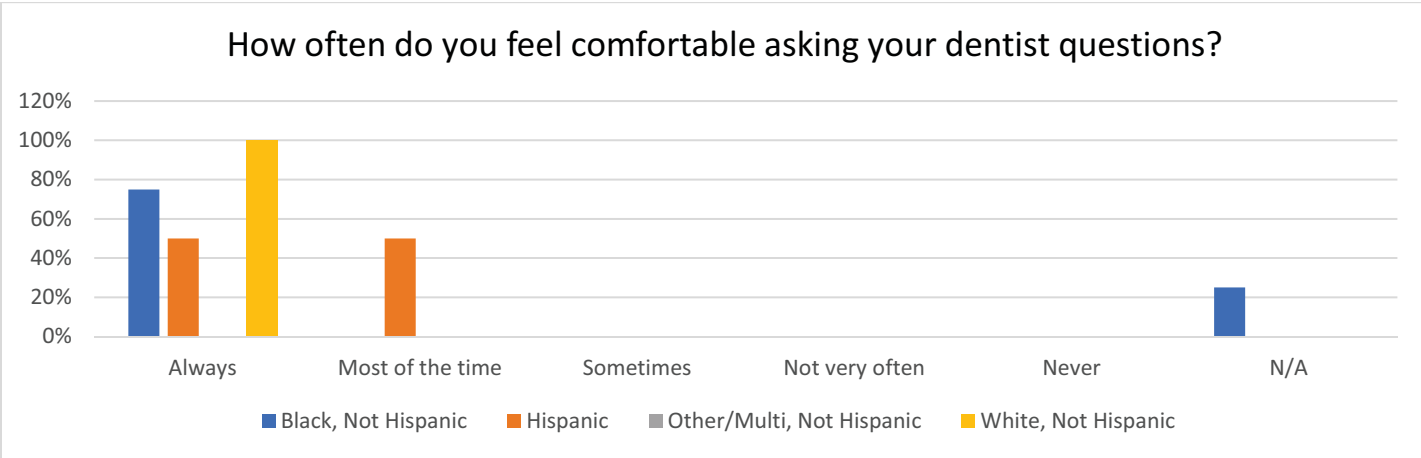
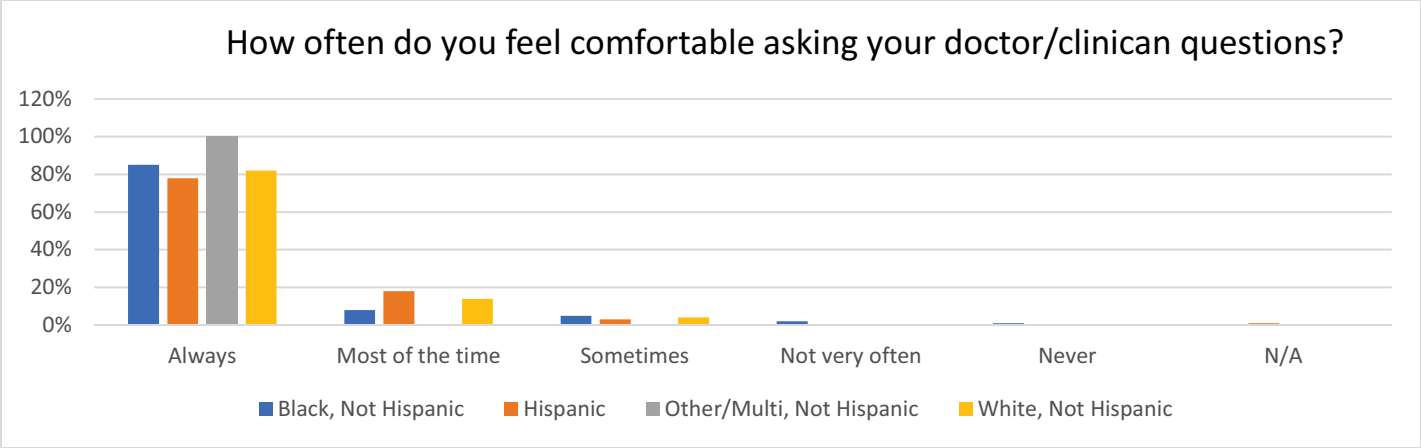
How often does the overall staff treat you with dignity and respect?



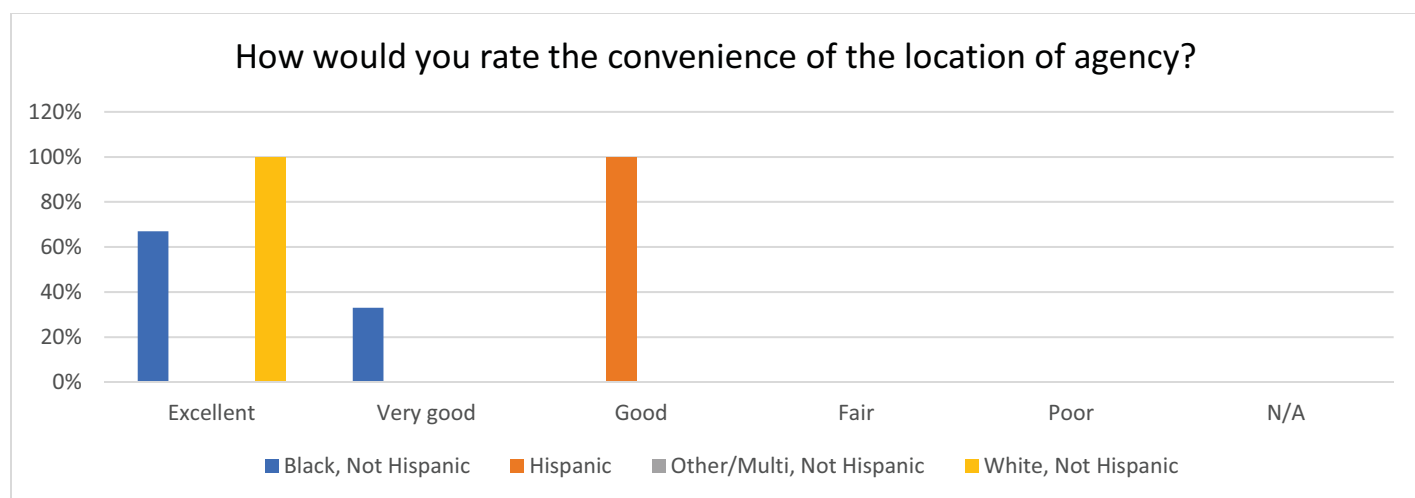
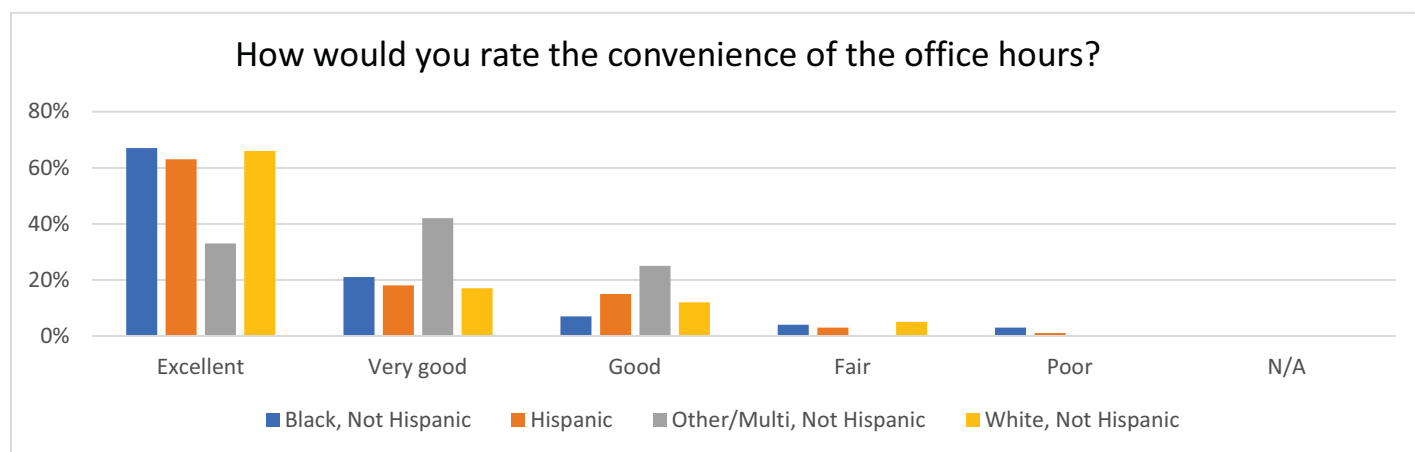
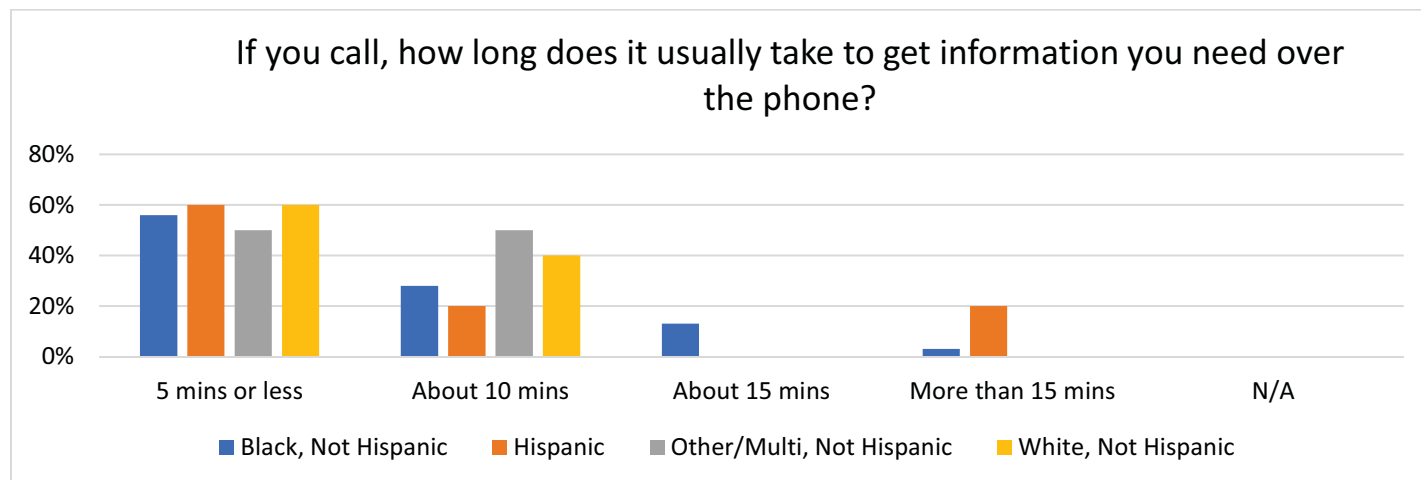


Culturally Responsive services

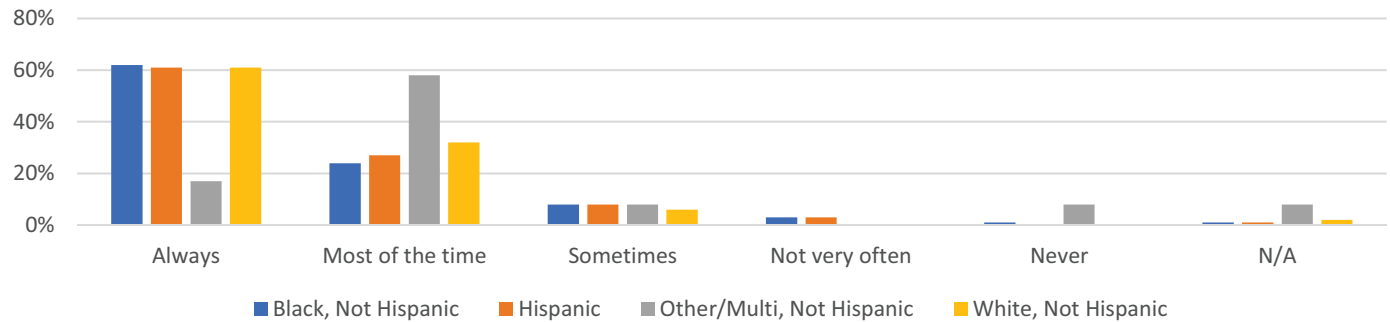




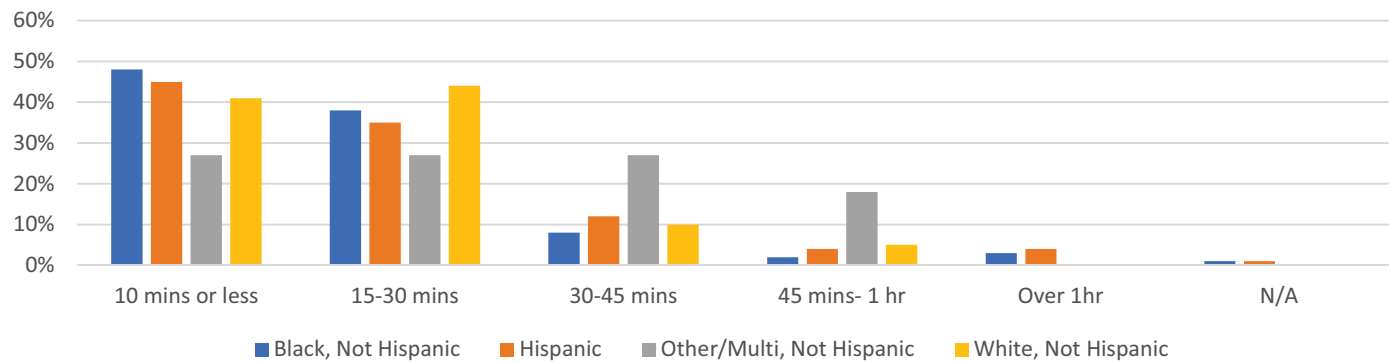
Convenience



If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you?

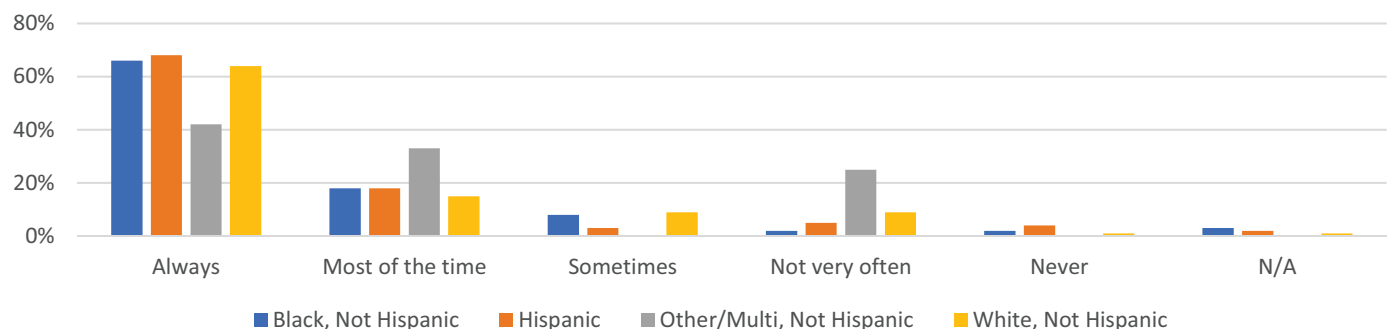


How much time usually passes between the time of your appointment, and the time you actually receive service?

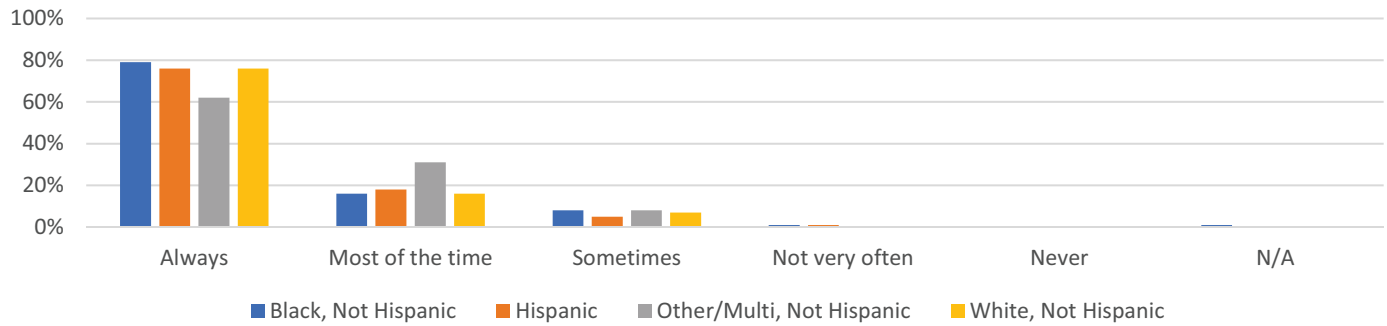


Information and Communication

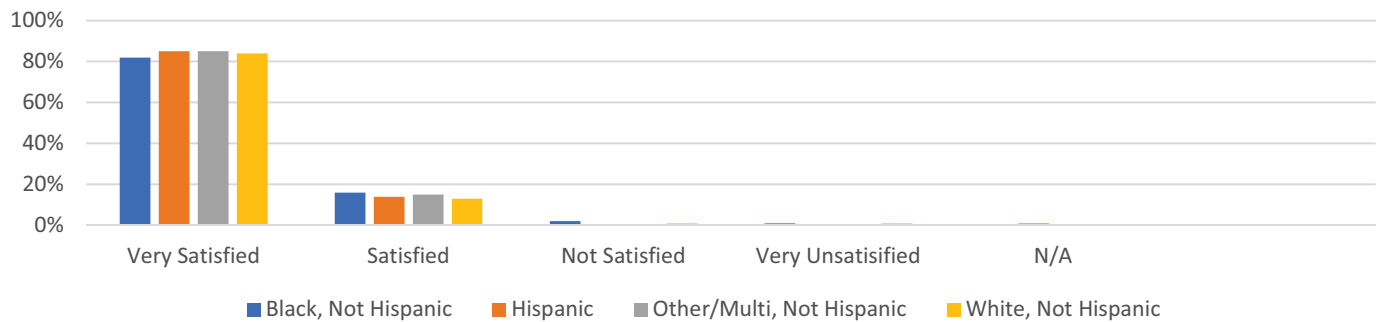
How often does the staff ask if you have other problems or needs that are not being addressed?



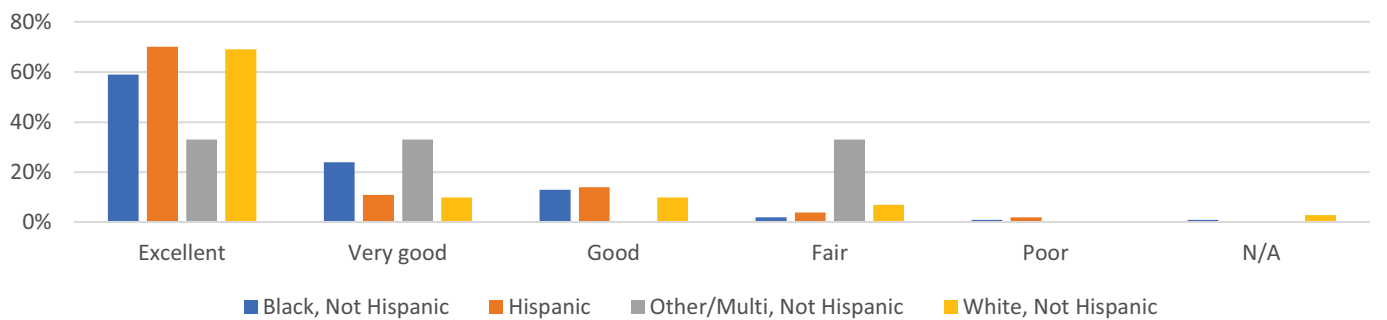
How often do you find the information provided to you by the staff to be correct and helpful?



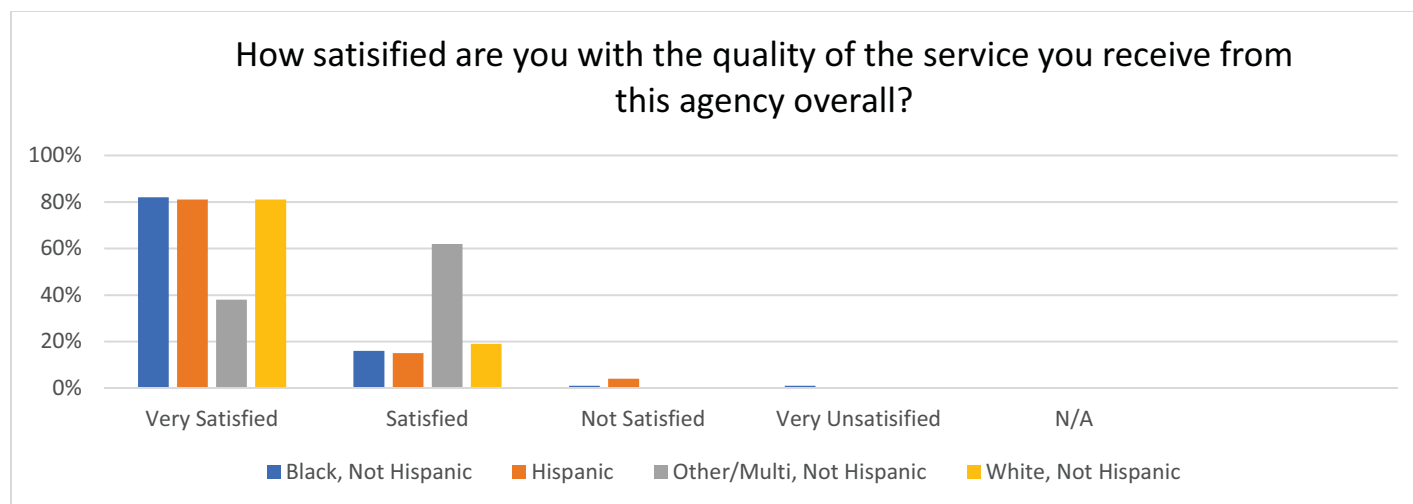
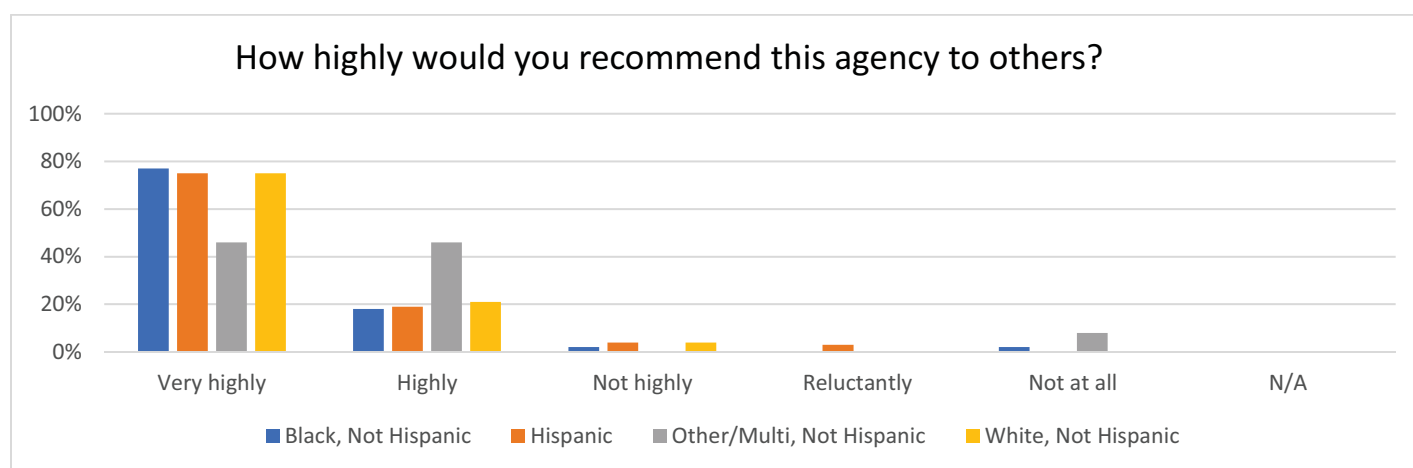
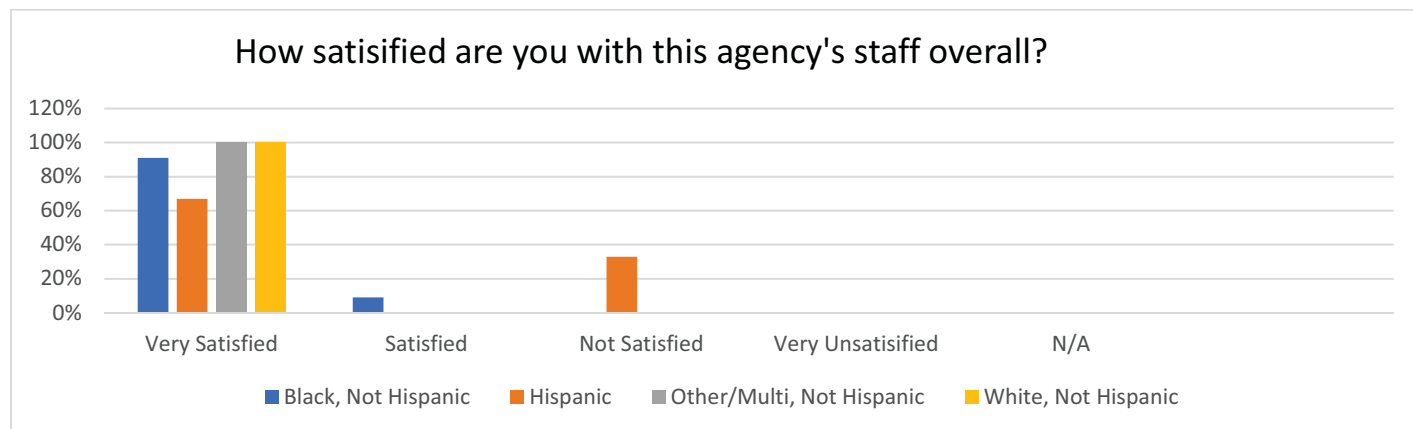
How satisfied are you with the staff's efforts to make sure that all of your personal information stays confidential?



If you call, how would you rate the usefulness of the information you receive?



Overall Satisfaction



Conclusion

The data collected represents a small sample of clients served in the Houston EMA and should not be generalized for the entire Ryan White population. But every individual's feedback is valuable and even with a small sample, the information should be considered seriously and incorporated into future conversations on improvement. Generally, most clients reported overall satisfaction with services received. 80% of clients are satisfied with the quality of service received for HIV care. Less than 20% are reluctant to recommend Ryan White funded agencies. Along with the positive feedback, there were areas that stood out as needing improvement.

The level of satisfaction is consistently lower in areas focused on convenience of services. This included office hours, ability to get appointments, and wait times. Many clients continue to respond that are not often asked if their needs are being met or if there is something else that they need. Highlighting the importance of utilizing the case management brief and comprehensive assessments to identify client needs. 2022 surveys show an increase in dissatisfaction with the level of respect and dignity clients feel they received from health care teams. Data also suggest a need for improvement in providing useful information and resources during, or after, encounters with health care teams.

Appendix 1 (survey data)

Harris County Public Health and Environmental Services-Ryan White Grant Administration

Client Satisfaction Survey Results

HARRIS COUNTY PUBLIC HEALTH AND ENVIRONMENTAL SERVICES - RWGA

Client Satisfaction Survey Results

Surveys record last update date between 3/1/22 and 3/1/23

[Agency]: ALL [SLG#]: (0) CLIENT SATIS - CASE MGMT

[Analysis Type]: COMMON [Question(s)]: All

[Sort]: Race/Ethnicity [Blanks]: EXCLUDE

Question Text	Answer Desc	Answer	Black, Not Hispanic	Hispanic	Other/Multi, Not Hispanic	White, Not Hispanic	Total
How often does your case manager treat you with dignity and respect?	Always,Siempre	1	111 91%	58 95%	5 100%	26 93%	200 93%
	La mayoría del tiempo,Most of the time	2	8 7%	3 5%	0%	1 4%	12 6%
	Sometimes	3	1 1%	0%	0%	1 4%	2 1%
	Not Applicable	6	2 2%	0%	0%	0%	2 1%
			122	61	5	28	216
How often does the dentist treat you with dignity and respect?	Always	1	3 100%	4 67%	0 %	2 100%	9 82%
	La mayoría del tiempo	2	0%	1 17%	0 %	0%	1 9%
	Not Very Often	4	0%	1 17%	0 %	0%	1 9%
			3	6		2	11
How often do you feel comfortable asking your dentist questions?	Always	1	3 75%	3 50%	0 %	2 100%	8 67%

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	La mayoría del tiempo, Most of the time	2	0%	3 50%	0 %	0%	3 25%
	Not Applicable	6	1 25%	0%	0 %	0%	1 8%
			4	6		2	12
How often does the doctor/clinician treat you with dignity and respect?	Always, Siempre	1	119 97%	69 95%	5 100%	26 90%	219 95%
	La mayoría del tiempo, Most of the time	2	3 2%	3 4%	0%	3 10%	9 4%
	Not Very Often	4	1 1%	0%	0%	0%	1 0%
	Not Applicable	6	0%	1 1%	0%	0%	1 0%
			123	73	5	29	230
How often does the optometrist/clinician treat you with dignity and respect?	Always, Siempre	1	14 100%	7 88%	0 %	6 100%	27 96%
	La mayoría del tiempo	2	0%	1 12%	0 %	0%	1 4%
			14	8		6	28
How often do you feel comfortable asking your optometrist/clinician questions?	Always, Muy satisfecho/a	1	12 86%	6 75%	0 %	6 100%	24 86%

How often do you feel comfortable asking your optometrist/clinician questions?	Most of the time,Satisfecho/a	2	2 14%	2 25%	0 %	0%	4 14%
			14	8		6	28
How often do you feel comfortable asking your doctor/clinician questions?	Always,Siempre	1	102 85%	56 78%	6 100%	23 82%	187 83%
	La mayoría del tiempo,Most of the time	2	9 8%	13 18%	0%	4 14%	26 12%
	A veces,Sometimes	3	6 5%	2 3%	0%	1 4%	9 4%
	Not Very Often	4	2 2%	0%	0%	0%	2 1%
	Never	5	1 1%	0%	0%	0%	1 0%
	Not Applicable	6	0%	1 1%	0%	0%	1 0%
			120	72	6	28	226
How often does pharmacy staff treat you with dignity and respect?	Always,Siempre	1	25 89%	16 100%	1 100%	2 67%	44 92%
	Most of the time	2	2 7%	0%	0%	1 33%	3 6%
	Not Applicable	6	1 4%	0%	0%	0%	1 2%
			28	16	1	3	48

How often does the staff treat you with dignity and respect?	Always	1	7 88%	1 50%	1 100%	1 100%	10 83%
	Most of the time	2	0%	1 50%	0%	0%	1 8%
	Not Applicable	6	1 12%	0%	0%	0%	1 8%
			8	2	1	1	12
How often does the staff treat you with dignity and respect?	Always	1	2 67%	0%	0 %	1 100%	3 60%
	Most of the time	2	0%	1 100%	0 %	0%	1 20%
	Not Very Often	4	1 33%	0%	0 %	0%	1 20%
			3	1		1	5
How would you rate the courtesy and helpfulness of the staff as a whole?	Excellent	1	9 90%	1 33%	1 100%	2 100%	13 81%
	Very Good	2	1 10%	1 33%	0%	0%	2 12%
	Fair	4	0%	1 33%	0%	0%	1 6%
			10	3	1	2	16
How would you rate the staff's understanding and respect of your cultural / ethnic background and/or your lifestyle?	Excelente,Excellent	1	226 77%	130 82%	10 77%	52 75%	418 78%

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If English is not your primary language, how well does the staff communicate with you in your language?	Muy buena, Very Good	2	43 15%	19 12%	2 15%	8 12%	72 13%
	Buena, Good	3	11 4%	7 4%	1 8%	2 3%	21 4%
	Fair, Regular	4	10 3%	1 1%	0%	2 3%	13 2%
	Poor	5	1 0%	1 1%	0%	0%	2 0%
	Not Applicable	6	2 1%	1 1%	0%	5 7%	8 1%
			293	159	13	69	534
	Excelentemente, Excellent	1	123 45%	97 62%	4 36%	28 47%	252 51%
	Muy bien, Very Good	2	21 8%	26 17%	0%	3 5%	50 10%
	Bien, Good	3	4 1%	7 4%	1 9%	0%	12 2%
	Fair	4	0%	1 1%	0%	0%	1 0%
	Not Applicable	6	123 45%	25 16%	6 55%	28 47%	182 37%
			271	156	11	59	497

How often does the staff ask if you have other problems or needs that are not being addressed?	Always,Siempre	1	190 66%	104 68%	5 42%	43 64%	342 66%
	La mayoría de tiempo,La mayoría del tiempo,Most of the time	2	52 18%	27 18%	4 33%	10 15%	93 18%
	A veces,Sometimes	3	22 8%	5 3%	0%	6 9%	33 6%
	No muy seguido,Not Very Often	4	7 2%	7 5%	3 25%	6 9%	23 4%
	Never,Nunca	5	7 2%	6 4%	0%	1 1%	14 3%
	No aplica,Not Applicable	6	10 3%	3 2%	0%	1 1%	14 3%
			288	152	12	67	519
How satisfied are you with the staff's efforts to make sure that all of your personal information stays confidential?	Muy satisfecho/a,Very Satisfied	1	239 82%	133 85%	11 85%	58 84%	441 83%
	Satisfecho/a,Satisfied	2	46 16%	22 14%	2 15%	9 13%	79 15%
	Not Satisfied	3	5 2%	0%	0%	1 1%	6 1%
	Very Unsatisfied	4	1 0%	0%	0%	1 1%	2 0%
	Not Applicable	5	1 0%	2 1%	0%	0%	3 1%

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			292	157	13	69	531
How often do you find the information provided to you by the staff to be correct and helpful?	Always, Siempre	1	232 79%	119 76%	8 62%	52 76%	411 78%
	La mayoría de tiempo, La mayoría del tiempo, Most of the time	2	47 16%	29 18%	4 31%	11 16%	91 17%
	A veces, Sometimes	3	9 3%	8 5%	1 8%	5 7%	23 4%
	No muy seguido, Not Very Often	4	2 1%	1 1%	0%	0%	3 1%
	Not Applicable	6	2 1%	0%	0%	0%	2 0%
			292	157	13	68	530
How satisfied are you with this agency's staff overall?	Very Satisfied	1	10 91%	2 67%	1 100%	2 100%	15 88%
	Satisfied	2	1 9%	0%	0%	0%	1 6%
	Not Satisfied	3	0%	1 33%	0%	0%	1 6%
			11	3	1	2	17
If you call, how long does it usually take to get information you need over the phone?	5 min o menos, 5 min or less	1	22 56%	10 62%	1 50%	3 60%	36 58%

If you call, how long does it usually take to get information you need over the phone?	About 10 min, Como 10 min	2	11 28%	3 19%	1 50%	2 40%	17 27%
	About 15 min	3	5 13%	0%	0%	0%	5 8%
	Over 15 min	4	1 3%	3 19%	0%	0%	4 6%
			39	16	2	5	62
If you call, how would you rate the usefulness of the information you receive?	Excelente, Excellent	1	75 60%	41 69%	2 33%	21 70%	139 63%
	Muy buena, Very Good	2	29 23%	6 10%	2 33%	3 10%	40 18%
	Buena, Good	3	16 13%	9 15%	0%	3 10%	28 13%
	Fair	4	4 3%	2 3%	2 33%	2 7%	10 5%
	Mala, Poor	5	1 1%	1 2%	0%	0%	2 1%
	Not Applicable	6	1 1%	0%	0%	1 3%	2 1%
			126	59	6	30	221
How much time usually passes between the time of your appointment, and the time you actually receive service?	10 min o menos, 10 min or less	1	121 48%	62 45%	3 27%	26 41%	212 46%

How much time usually passes between the time of your appointment, and the time you actually receive service?	15-30 min	2	96 38%	48 35%	3 27%	28 44%	175 38%
	30-45 min	3	20 8%	16 12%	3 27%	6 10%	45 10%
	45 min-1 hr,45 min-1hr	4	4 2%	6 4%	2 18%	3 5%	15 3%
	Más de una hr,Over 1 hr	5	7 3%	6 4%	0%	0%	13 3%
	Not Applicable	6	3 1%	1 1%	0%	0%	4 1%
			251	139	11	63	464
How would you rate the convenience of the office hours here?	Excelente,Excellent	1	176 67%	91 63%	4 33%	43 66%	314 65%
	Muy buena,Very Good	2	53 20%	26 18%	5 42%	11 17%	95 20%
	Buena,Good	3	18 7%	22 15%	3 25%	8 12%	51 11%
	Fair,Regular	4	10 4%	4 3%	0%	3 5%	17 4%
	Poor	5	7 3%	1 1%	0%	0%	8 2%
			264	144	12	65	485

How would you rate the convenience of the location of this agency?	Excellent	1	2 67%	0%	0 %	1 100%	3 60%
	Very Good	2	1 33%	0%	0 %	0%	1 20%
	Good	3	0%	1 100%	0 %	0%	1 20%
			3	1		1	5
If you make appointments, how often are you able to get them scheduled for a reasonable date and during hours that are convenient for you?	Always,Siempre	1	174 62%	93 61%	2 17%	40 61%	309 61%
	La mayoría de tiempo,La mayoría del tiempo,Most of the time	2	67 24%	42 27%	7 58%	21 32%	137 27%
	A veces,Sometimes	3	22 8%	12 8%	1 8%	4 6%	39 8%
	No muy seguido,Not Very Often	4	8 3%	5 3%	0%	0%	13 3%
	Never	5	4 1%	0%	1 8%	0%	5 1%
	Not Applicable	6	4 1%	1 1%	1 8%	1 2%	7 1%
			279	153	12	66	510
How highly would you recommend this agency to others?	Muy buena,Very highly	1	222 77%	116 75%	6 46%	51 75%	395 75%
	Buena,Highly	2	53 18%	29 19%	6 46%	14 21%	102 19%

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	Not Highly	3	6 2%	6 4%	0%	3 4%	15 3%
	Indeciso, Reluctantly	4	1 0%	4 3%	0%	0%	5 1%
	Not At All	5	5 2%	0%	1 8%	0%	6 1%
	Not Applicable	6	1 0%	0%	0%	0%	1 0%
			288	155	13	68	524
How satisfied are you with the quality of the service you receive from this agency overall?	Muy satisfecho/a, Very Satisfied	1	238 82%	126 81%	5 38%	54 81%	423 81%
	Satisfecho/a, Satisfied	2	46 16%	23 15%	8 62%	13 19%	90 17%
	Not Satisfied	3	4 1%	6 4%	0%	0%	10 2%
	Very Unsatisfied	4	2 1%	0%	0%	0%	2 0%
			290	155	13	67	525

NOTE: An answer of dash one (-1) indicates the number of clients who completed other questions on this survey, but who skipped that particular question.

Survey ID **Survey Name**