



Prescriber Satisfaction Summary

FY 2019

St. Clair County Community Mental Health Authority

3111 Electric Ave., Port Huron, MI

The Prescriber Satisfaction Survey was administered for the first time in FY 2017. It represents St. Clair CMH's effort to evaluate services provided to persons serviced by our prescribers.

Method

From June 3 through June 28, 2019, the Prescriber Satisfaction Survey was conducted. Survey selection method was a targeted sample of persons who receive Physician Services. The sample selected was any individual with a Physician Services appointment during the month of June. These surveys were completed in person by the individual, parent or guardian.

The Prescriber Satisfaction Survey was developed by a St. Clair County CMH workgroup. The survey was administered to all person served regardless of type of funding source.

A total of 638 persons served were selected to be surveyed. Of those 638, 331 or 52% were completed. All surveys were completed in person.

The survey asked 12 questions, 8 simple, straight forward questions in an understandable format and four open ended questions. The questions address areas such as *wait time*, *prescriber being prepared for visit* and *prescriber providing medication and care wanted*.

All surveys that Quality Improvement staff deemed as needing follow-up based on responses were forwarded to the Program Director for follow-up with the respondent.

Demographics

The following table indicates the age groups of respondents. Individuals surveyed were grouped by "0-17", "18-64" and "65 or older". Of the 331 completed surveys the age group break outs of the respondents are as follows:

<i>Age</i>	<i>Percentage</i>	<i>Number</i>
0-17	29%	96 of 331
18-64	68%	224 of 331
65 or older	3%	11 of 331

The following table indicates the population percentages of the respondents. People surveyed were grouped by the following populations: **DDA** (Adults with Intellectual Developmental Disability), **DDC** (Children with Intellectual Developmental Disability), **MIA** (Adults with a Mental Illness), and **MIC** (Children with a Serious Emotional Disorder).

<i>Population</i>	<i>Percentage</i>	<i>Number</i>
DDA	14%	45 of 331
DDC	10%	32 of 331
MIA	57%	190 of 331
MIC	19%	64 of 331

Results

Using the responses from the following question: ***“I would recommend this prescriber to others”*** taken from the Adult & Child Survey, the combined percentage of satisfaction was 92%.

The below tables (Child & Adult) detail the response to each question:

<i>FY 2019 Prescriber Satisfaction Survey (Child)</i>				
<i>#</i>	<i>Response Rate Per Question</i>	<i>Survey Question</i>	<i>% Yes</i>	<i>% NO</i>
1	89% (85 of 96)	The wait time to see the prescriber is usually within: 15 minutes, 30 minutes, 45 minutes	87% 15 min. 11% 30 min. 2% 45 min.	N/A
2	90% (86 of 96)	The prescriber is prepared for the visit?	98%	2%
3	90% (86 of 96)	The prescriber pays attention to what is said and understands the concerns?	95%	5%
4	89% (85 of 96)	The prescriber provides the medications or care wanted?	96%	4%
5	89% (85 of 96)	The prescriber provides clear instructions on how to care for and manage symptoms?	96%	4%
6	88% (84 of 96)	The prescriber treats me, my child and/or the guardian with dignity and respect, including speaking directly to me, my child and/or the guardian?	95%	5%
7	90% (86 of 96)	The prescriber and other CMH staff successfully work as a team to coordinate care?	98%	2%
8	88% (84 of 96)	I would recommend this prescriber to others?	89%	11%

FY 2019 Prescriber Satisfaction Survey (Adult)				
#	Response Rate Per Question	Survey Question	% Yes	% NO
1	80% (189 of 235)	The wait time to see the prescriber is usually within: 15 minutes, 30 minutes, 45 minutes	88% 15 min. 11% 30 min. 1% 45 min.	N/A
2	83% (194 of 235)	The prescriber is prepared for the visit?	97%	3%
3	82% (192 of 235)	The prescriber pays attention to what is said and understands the concerns?	95%	5%
4	79% (186 of 235)	The prescriber provides the medications or care I want?	92%	8%
5	81% (191 of 235)	The prescriber provides clear instructions on how to care for myself and manage my symptoms?	98%	2%
6	81% (190 of 235)	The prescriber treats me with dignity and respect, including speaking directly to me or my guardian?	98%	2%
7	78% (190 of 235)	The prescriber and other CMH staff successfully work as a team to coordinate my care?	96%	4%
8	79% (186 of 235)	I would recommend this prescriber to others?	94%	6%

Discussion

The Prescriber Satisfaction Survey was developed by a St. Clair County CMH workgroup. The survey was administered to all person served regardless of type of funding source.

It should be noted that this satisfaction survey is only one of many ways CMH uses to evaluate an individual's satisfaction with services. Each individual who receives services is asked about satisfaction with the services received on an on-going basis (annually and at periodic reviews). They also have an opportunity via the Suggestion Box Survey anytime throughout the year. As well as the MDHHS Consumer Satisfaction Survey.

Recommendations

St. Clair CMHs prescribers should receive recognition for the high percentage of positive responses to the survey questions: *"The prescriber is prepared for the visit"* (Child Survey) 98%, (Adult Survey) 97%, and *"The prescriber and other CMH staff successfully work as a team to coordinate care"* (Child Survey) 98%, (Adult Survey) 96%. These positive results reflect that the majority of individuals receiving Physician Services feel their individualized needs are being met.

As part of our continuous quality improvement efforts, the St. Clair Quality Improvement department will continue to evaluate survey opportunities and needs to best assess services being provided.