

NorthSTAR 2015 Member Satisfaction Survey

The 2015 NorthSTAR Member Satisfaction Survey was conducted during the months of May-July 2015 in collaboration with the North Texas Behavioral Health Authority (NTBHA) and Mental Health America (MHA). Surveys were conducted at 28 Specialty Provider Network (SPN) locations by MHA advocates. The number of surveys collected was 758, which represents a larger sample than 522 surveys collected in 2014 and the largest sample since the survey began in 2010. Results were compiled by NTBHA staff. The survey was available in English and Spanish. There were no changes to the survey in 2015.

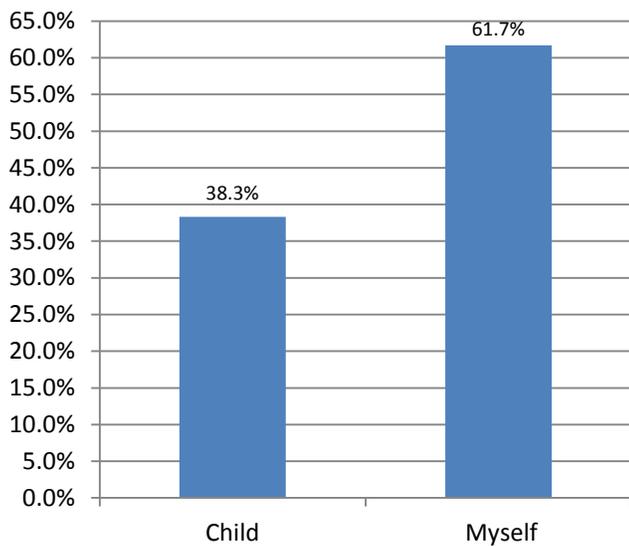
The survey questions were categorized into the following domains:

- Overall Satisfaction
- Clinic Experience and Ratings
- Access to Care
- Outcome of Services

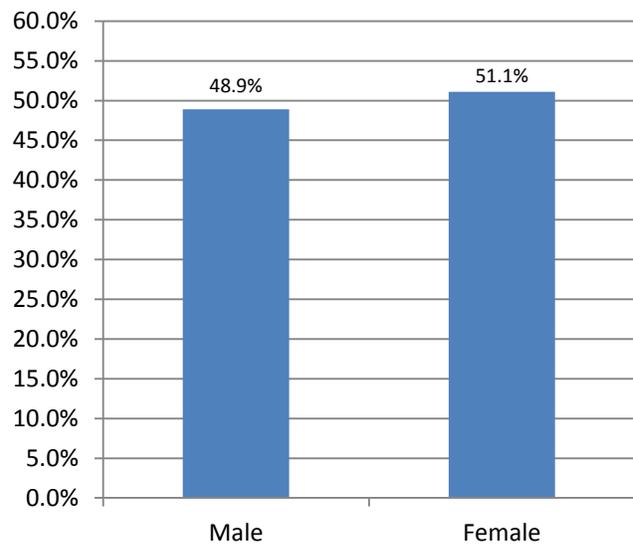
DEMOGRAPHICS: Respondents’ self-report of race / ethnicity appears to represent a range of diversity among members surveyed. Surveys included children, adolescents and adult members. In 2015 a greater percentage of all surveys were completed on behalf of adults 61.7% than previous year 56.8% in 2014. Also in 2015 there were slightly more African-American respondents 26.4% than Hispanic respondents 22.9% than in 2014 which were 22.4% and 25.9% respectively.

GENERAL QUESTIONS

Survey completed for child or self?

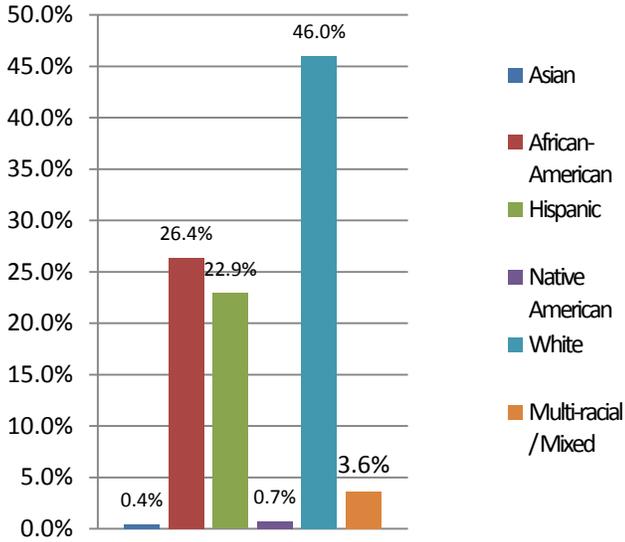


Gender:

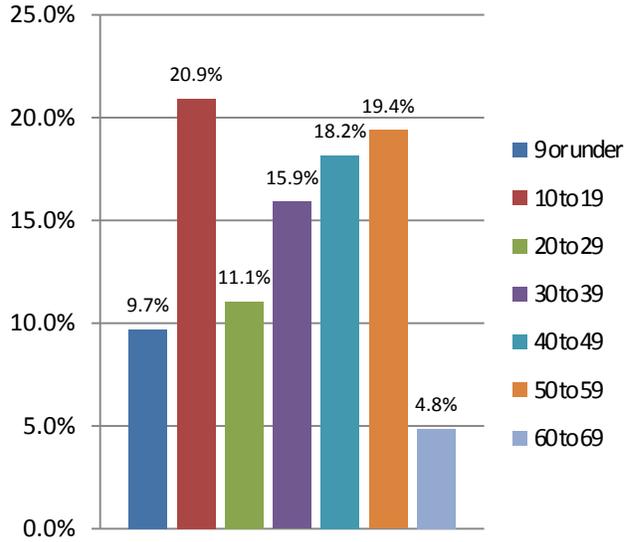


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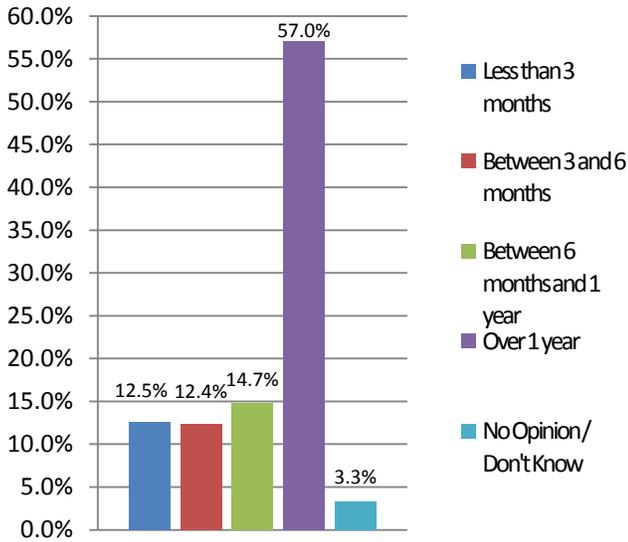
Race/Ethnicity:



Age:



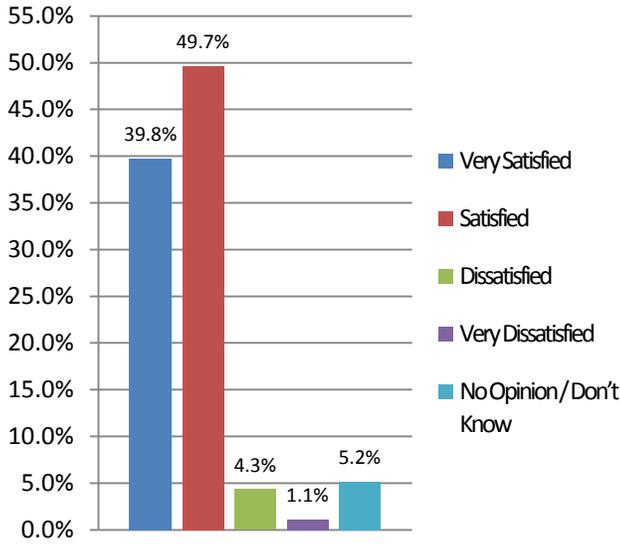
How long have you received services at your clinic?



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OVERALL SATISFACTION

Overall, how satisfied are you with the mental health services of your clinic?

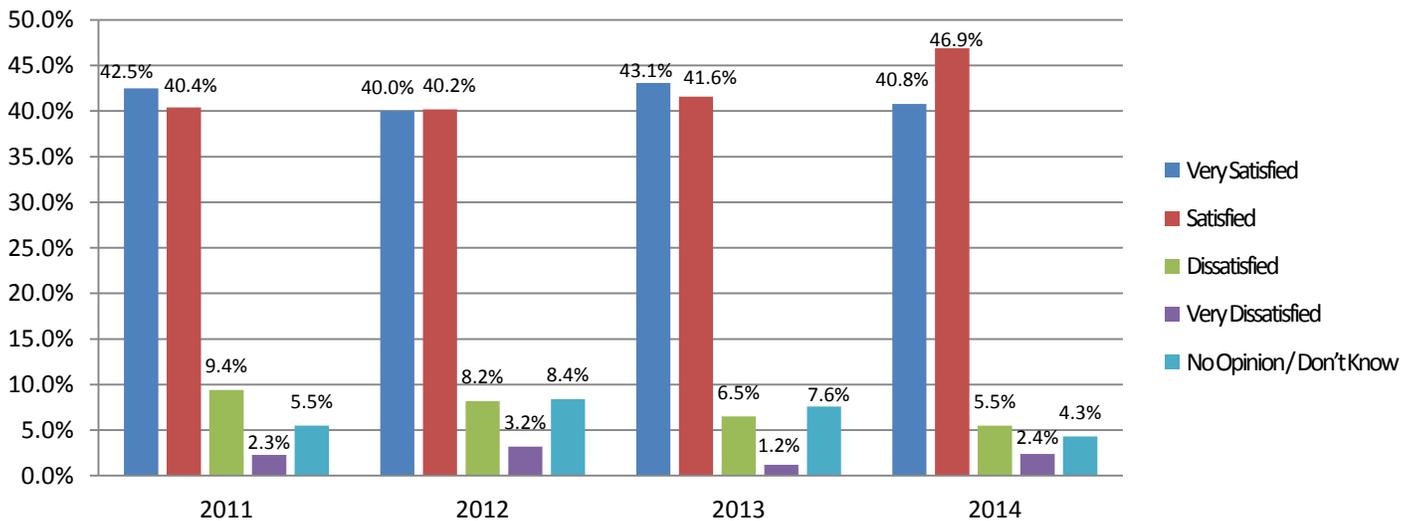


Overall Satisfaction with clinic services from 2011 to 2015 with the following results:

- 2010 result: 85.0% of members surveyed were very satisfied or satisfied
- 2011 result: 82.9% of members surveyed were very satisfied or satisfied
- 2012 result: 80.2% of members surveyed were very satisfied or satisfied
- 2013 result: 84.7% of members surveyed were very satisfied or satisfied
- 2014 result: 87.7% of member surveyed were very satisfied or satisfied
- **2015 result: 89.5% of member surveyed were very satisfied or satisfied**

Overall Satisfaction has continued to trend up since 2012, with the highest score since the beginning of the survey in 2010.

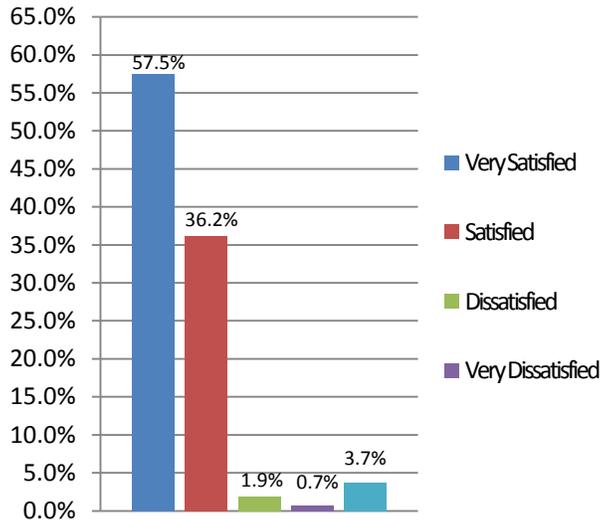
HISTORICAL COMPARISON OF OVERALL SATISFACTION



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CLINIC EXPERIENCE AND RATINGS

How do you feel about how your clinic has shown respect for your ethnic, cultural or religious background (including race, language and sexual orientation)?

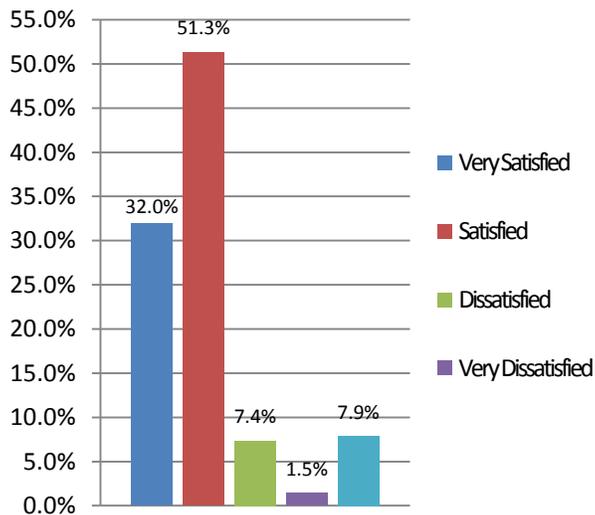


Satisfaction with cultural aspects of service from 2012 to 2015:

- 2012 result: 90.1% of members surveyed were very satisfied or satisfied
- 2013 result: 91.3% of members surveyed were very satisfied or satisfied
- 2014 result: 92.7% of members surveyed were very satisfied or satisfied
- **2015 result: 93.7% of members surveyed were very satisfied or satisfied**

Satisfaction with cultural respect went up slightly and has been consistent with positive ratings over the years.

How satisfied are you with the progress you've made toward reaching your goals?



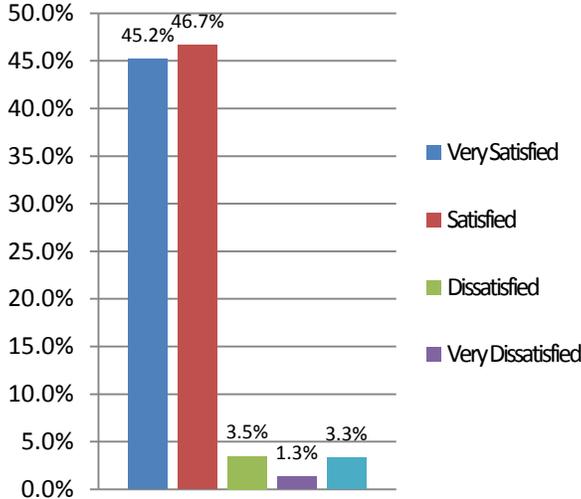
Satisfaction with progress toward reaching goals from 2012 to 2015:

- 2012 result: 76.6% of members surveyed were very satisfied or satisfied
- 2013 result: 77.9% of members surveyed were very satisfied or satisfied
- 2014 result: 82.5% of members surveyed were very satisfied or satisfied
- **2015 result: 83.3% of members surveyed were very satisfied or satisfied**

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Member satisfaction amount of help from staff when making decisions 91.9% improved in 2015 and satisfaction with reaching their goals 83.3% went up slightly. Satisfaction with amount of staff involvement with family 82.9% stayed consistent after trending up significantly last year. All three of these measures are focused on member-directed, recovery-oriented treatment model and continue to be a focus in NorthSTAR.

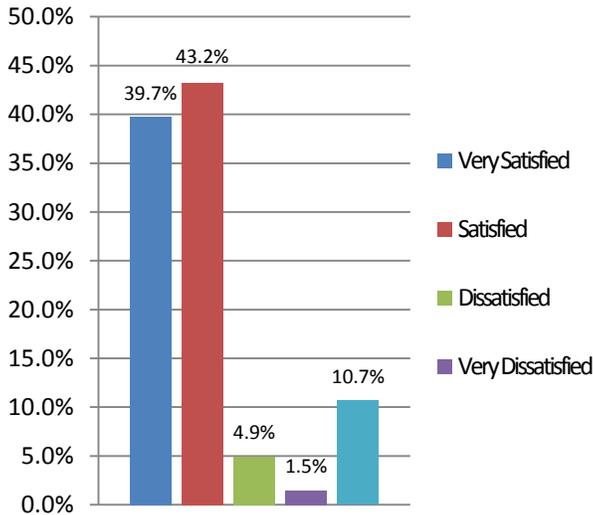
How satisfied are you in the amount of help you are getting from staff when you are making decisions?



Satisfaction with help from staff when making decisions from 2012 to 2015:

- 2012 result: 85.0% of members surveyed were very satisfied or satisfied
- 2013 result: 87.6% of members surveyed were very satisfied or satisfied
- 2014 result: 89.7% of members surveyed were very satisfied or satisfied
- **2015 result: 91.9% of members surveyed were very satisfied or satisfied**

How satisfied are you about how the staff involves your family or support system when you want them involved?



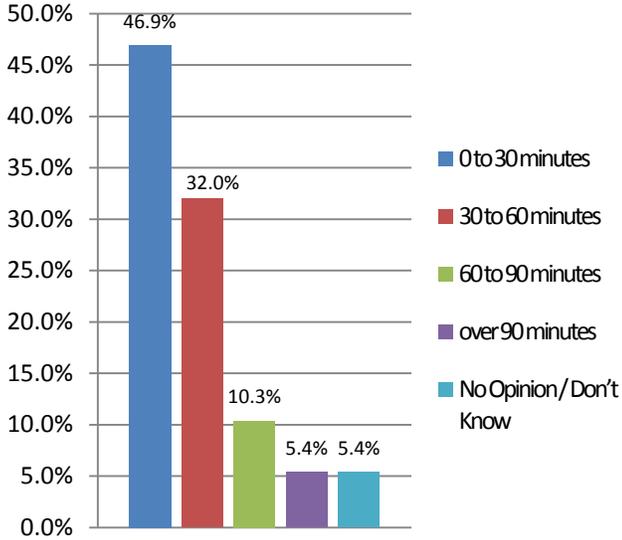
Satisfaction with staff involvement of members' family or support system from 2012 to 2015:

- 2012 result: 74.1% of members surveyed were very satisfied or satisfied
- 2013 result: 77.8% of members surveyed were very satisfied or satisfied
- 2014 result: 83.0% of members surveyed were very satisfied or satisfied
- **2015 result: 82.9% of members surveyed were very satisfied or satisfied**

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ACCESS TO CARE

During the past year, how long, on average, was your wait time between your appointment time and the time you were seen by clinical staff?

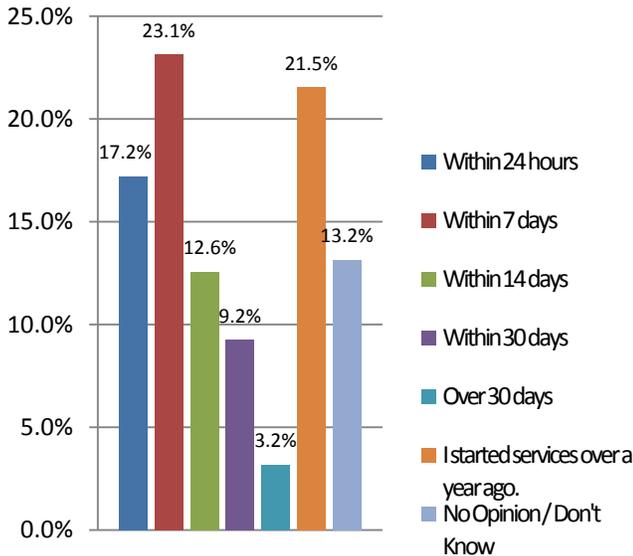


Access to Care Trends:

Below shows appointment access times for office wait time Trends show that scores for office wait time over 90 minutes dropped significantly 2014 to 2015. The wait timeframe 30-60 minutes increased with 0-30 and 60-90 times relatively unchanged

Office wait	2015	2014	2013	2012
0 to 30 minutes	46.9%	50.5%	51.1%	48.6%
30 to 60 minutes	32.0%	23.1%	23.8%	24.3%
60 to 90 minutes	10.3%	11.0%	10.5%	11.0%
over 90 minutes	5.4%	10.0%	8.7%	11.2%
No Opinion / Don't Know	5.4%	5.5%	5.9%	4.8%

If you began services during the past year, how long was the wait between the day you first requested services and the day you were offered your first appointment with a doctor?



Access to Care Trends:

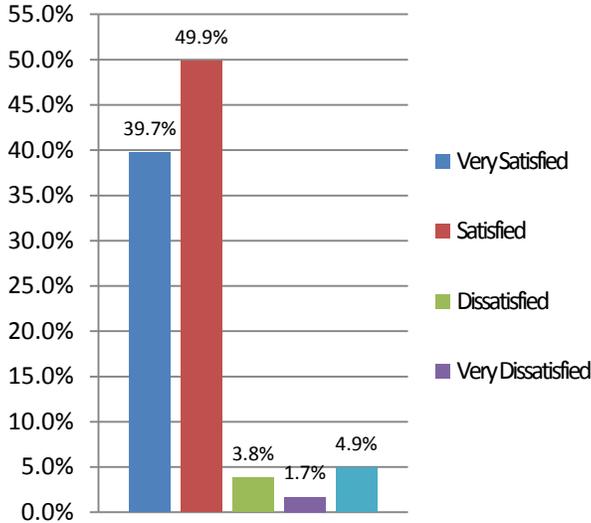
Scores for the wait time between the first day an appointment was requested and the date the consumer was offered their first appointment with a doctor in 2015 were fairly consistent with 2014. Respondents that were seen within 24 hours increased slightly whereas all other appointment access scores decreased slightly. Overall, 52.9% received an appointment within the 14 day standard, 12.4% were outside of timeframes with 21.5% already in services and 13.2% had no opinion.

Appointment Access	2015	2014	2013	2012
Within 24 hours	17.2%	15.7%	20.0%	21.7%
Within 7 days	23.1%	24.5%	23.7%	21.1%
Within 14 days	12.6%	14.4%	12.3%	8.5%
Within 30 days	9.2%	10.5%	10.2%	8.3%
Over 30 days	3.2%	4.1%	4.3%	6.1%
I started services over a year ago	21.5%	21.4%	18.8%	21.1%
No Opinion / Don't Know	13.2%	9.3%	10.7%	13.0%

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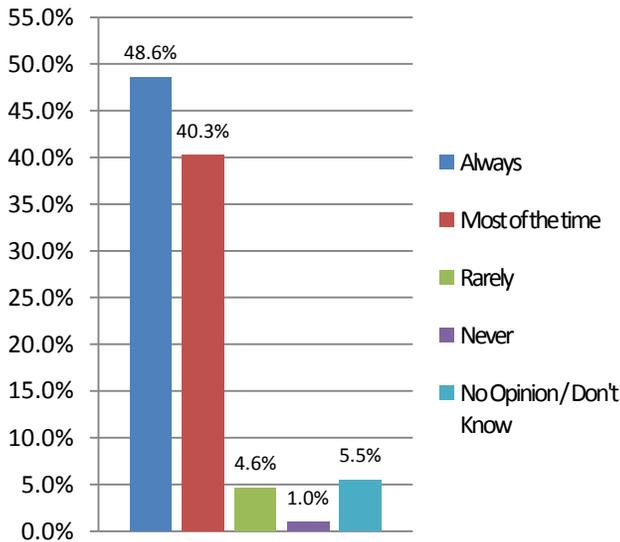
Member satisfaction with being seen as often as they would like to be seen 89.6% continued to trend upwards as in previous years for 2015. Member responses related to receiving all of the services the member thinks are needed from the clinic 88.9% were significantly higher than 80.9% in 2014 and was highest score in previous years. See the graphs below for the 2015 results and comparison with previous years.

How satisfied are you with being seen as often as you need to be seen by your clinic?



- 2012 - 82.5% of members surveyed were very satisfied or satisfied
- 2013- 85.4% of members surveyed were very satisfied or satisfied
- 2014 – 88.6% of members surveyed were very satisfied or satisfied
- **2015 – 89.6% of members surveyed were very satisfied or satisfied**

Are you receiving all the services you think are needed from this clinic?

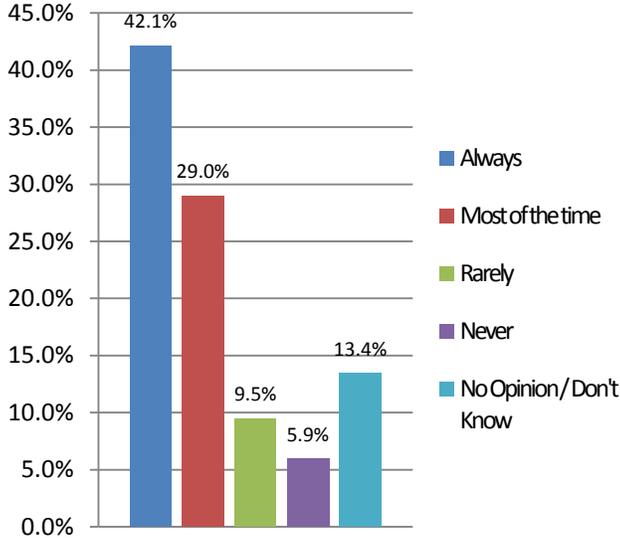


- 2012 – 81.3 % of members surveyed responded always or most of the time
- 2013- 82% of members surveyed responded always or most of the time
- 2014- 80.9% of members surveyed responded always or most of the time
- **2015- 88.9% of members surveyed responded always or most of the time**

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Phone calls returned within 24 hours has trended up slightly over the past several years. The question about ease in speaking with a live person that was new in 2014, trended down in 2015 to 82.1%. Phone availability and accessibility have been a focus for NorthSTAR and providers with many SPNs reporting new phone systems, processes and staff training.

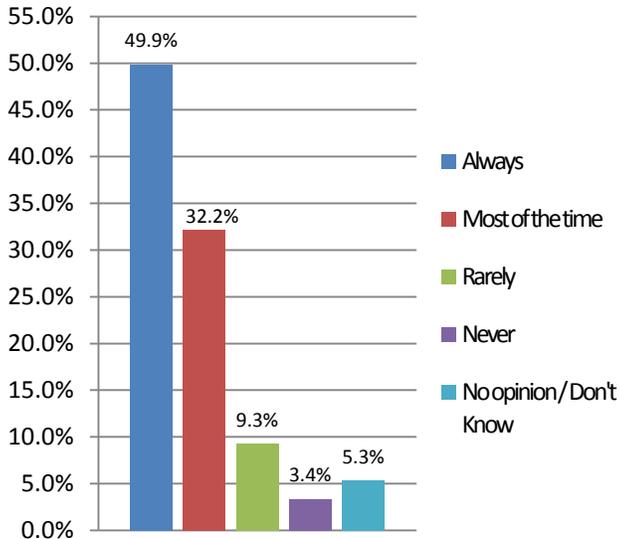
How often are your phone calls returned from this clinic within 24 hours?



Satisfaction with clinic returning phone calls within 24 hours from 2012 to 2015:

- 2012 result: 66.3% of members surveyed always or most of the time
- 2013 result: 67.5% of members surveyed always or most of the time
- 2014 result: 69.5% of members surveyed always or most of the time
- **2015 result: 71.1% of members surveyed always or most of the time**

How easy is it to speak to a live person when you make a phone call to the clinic?



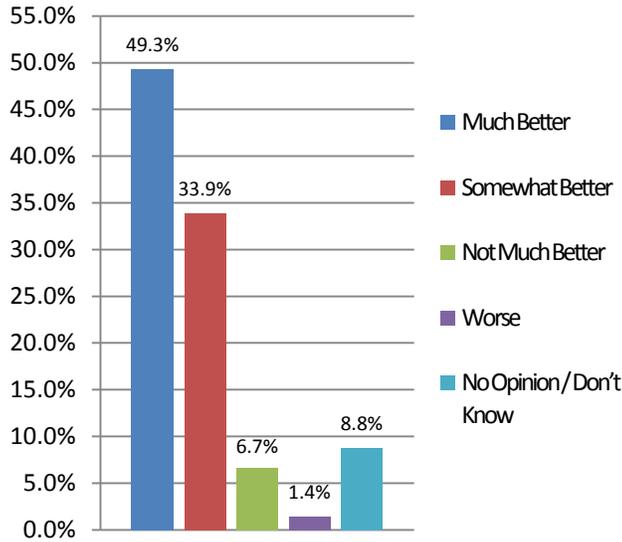
Satisfaction with ease in speaking with a live person from 2014 to 2015 with the following result:

- 2014 result: 83.5% of members surveyed always or most of the time
- **2015 result: 82.1% of members surveyed always or most of the time**

NorthSTAR 2015 Member Satisfaction Survey

OUTCOME OF SERVICES

Since beginning services, how would you rate your symptoms and problems now?



Satisfaction with ratings for symptoms and problems for 2015 with the following result

- 2014 result: 79.3% of members surveyed rated their symptoms and problems as much better or somewhat better
- **2015 result: 83.2% of members surveyed rated their symptoms and problems as much better or somewhat better**

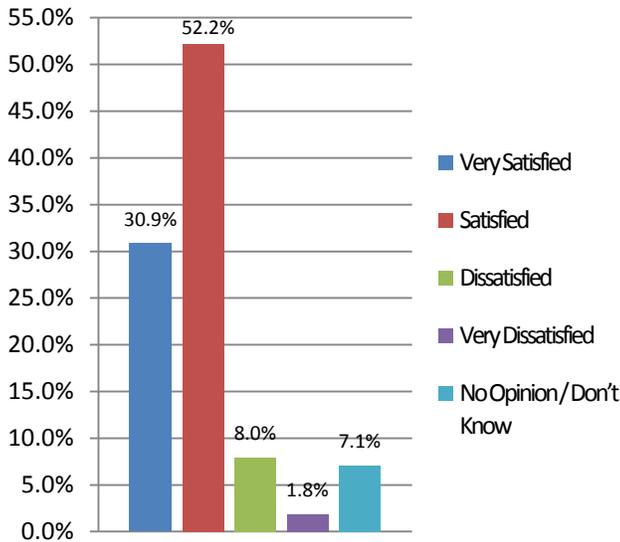
Overall scores for rating symptoms and problems trended up for 2015 with a significant increase in feeling much better. Respondent ratings for not much better and worse than before decreased (favorable).

	2015	2014	2013	2012
I am feeling much better	49.3%	43.9%	40.9%	40.6%
I am feeling somewhat better	33.9%	35.4%	37.0%	34.0%
I don't feel much better	6.7%	8.3%	10.4%	9.5%
I'm worse now than before	1.4%	4.3%	2.7%	3.6%
No Opinion / Don't Know	8.8%	8.1%	9.0%	12.3%

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Member satisfaction with the ability to improve their own lives 83.1% improved in 2015 and continues to trend up from previous years. Respondents surveyed about staff help in seeking community supports significantly improved to 65.5% from 52.8% in 2014, however this remains an opportunity in the focus on recovery oriented care.

How satisfied are you about your ability to improve your own life?



Satisfaction with member ability to improve their lives from 2012 to 2015:

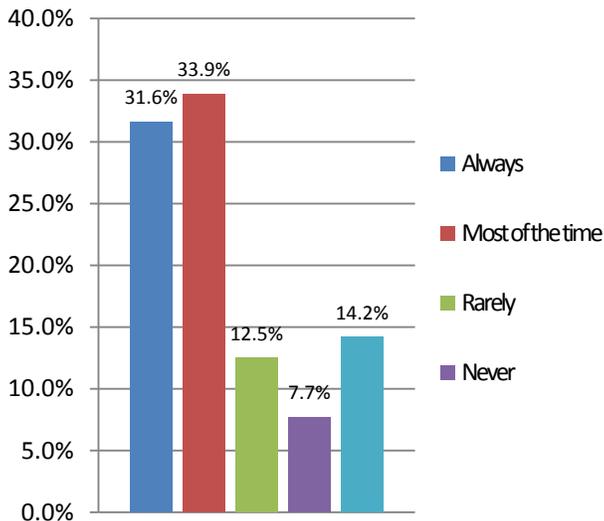
2012 result: 74.2% of members surveyed responded very satisfied or satisfied

2013 result: 74.8% of members surveyed responded very satisfied or satisfied

2014 result: 80.3% of members surveyed responded very satisfied or satisfied

2015 result: 83.1% of members surveyed responded very satisfied or satisfied

How often do staff at this clinic help you to seek out people and supports from your community, outside of this clinic?

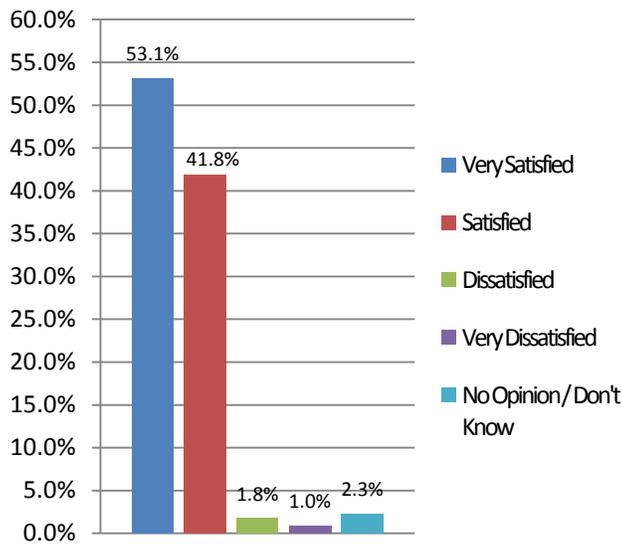


Satisfaction with seeking out people and community supports from 2012 to 2015:

- 2012 result: 59.4 % of members surveyed responded always or most of the time
- 2013 result: 57.9% of members surveyed responded always or most of the time
- 2014 result: 52.8% of members surveyed responded always or most of the time
- **2015 result: 65.5% of members surveyed responded always or most of the time**

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How satisfied are you with being treated with respect by staff at this clinic?



Satisfaction with being treated with respect with the following result from 2014 to 2015:

- 2014 result: 92.4% of members surveyed were very satisfied or satisfied
- **2015 result: 94.9% of members surveyed were very satisfied or satisfied**

This question was new in 2014. Results trended up slightly in 2015 and remain positive.

Actions/Recommendations:

- Results will be reviewed in the August 6, 2015 SPN Meeting and August 20, 2015 SPN Quality meeting and August 25, 2015 Quality Management Committee. Individual SPN results by clinic with member comments were distributed to SPNs July 10, 2015 with a recommendation to review and provide results to clinic staff.
- Overall satisfaction trended up in 2015 as well as several measures intended to support a recovery-based service orientation trended up, including satisfaction in reaching their goals and ability of members to improve their own lives. There was also significant improvement in respondents rating feeling much better and receiving all of the services they need.
- Several measures were identified to target with the SPN clinics for improvement including satisfaction with seeking people and community supports, a key element of recovery as well as phone accessibility. The Texas service delivery systems implementation of Texas Resilience and Recovery (TRR) includes more thorough clinical assessments and evidence based practices with emphasis on Person Centered Recovery Planning. This recovery-based approach will continue to be the focus of best practices and collaboration with providers.