



Prescriber Satisfaction Summary

FY 2025

St. Clair County Community Mental Health

3111 Electric Ave., Port Huron, MI

The Prescriber Satisfaction Survey represents St. Clair County Community Mental Health's (SCCCMH) effort to evaluate services provided to persons served by our prescribers.

Method

The survey selection method was a targeted sample of adults and children who received Physician Services between the dates of January 27, 2025, and February 28, 2025. These surveys were completed in person by the individual or the parent/guardian of the individual/child at the location of service (i.e. Capac, Marine City, Port Huron and the Children's location). The survey was administered regardless of their type of funding source.

The Prescriber Satisfaction Survey was developed by a St. Clair County CMH workgroup. It consists of 10 questions. Nine simple, straight forward questions in an understandable format and one open ended question. The questions address areas such as wait time; prescriber being prepared for the visit and prescriber providing medication and/or care wanted.

All data/results from the surveys were provided to the Management Team for review and follow up as needed.

Demographics

The following table indicates the age groups of respondents. Individuals surveyed were grouped by Children (0-17) and Adults (18-older). Of the 151 completed surveys the age group break outs of the respondents are as follows:

<i>Age</i>	<i>Percentage</i>	<i>Number</i>
Children (0-17)	37% (56 of 151)	56
Adults (18-older)	63% (95 of 151)	95

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 99%. This is a 7% increase from the previous year.

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

FY 2025 Prescriber Satisfaction Survey (CHILD)			
#	Survey Question		
1	Please identify the prescriber most frequently seen.	Dr. Sial Annmarine Johnson Sarah Ingles Kevin Bautel Madison Dillion	23% (13 of 56) 20% (11 of 56) 34% (19 of 56) 14% (8 of 56) 9% (5 of 56)
2	The wait time to see the prescriber is usually within: 15 minutes, 30 minutes, 45 minutes?	15 Min. 96% (54 of 56) 30 Min. 4% (2 of 56)	
#	Survey Question	% Yes	% No
3	The prescriber is prepared for the visit?	100% (56)	0% (0)
4	The prescriber pays attention to what is said and understands the concerns?	99% (54 of 55)	1% (1 of 55)
5	The prescriber provides the medications or care wanted?	99% (55 of 56)	1% (1 of 56)
6	The prescriber provides clear instructions on how to care for myself/ my child and manage symptoms?	96% (54 of 56)	4% (2 of 56)
7	The prescriber treats me/my child with respect, including speaking directly to me/my child?	98% (55 of 56)	2% (1 of 56)
8	The prescriber and other CMH staff successfully work as a team to coordinate care?	98% (55 of 56)	2% (1 of 56)
9	I would recommend this prescriber to others?	98% (55 of 56)	2% (1 of 56)
10	Please tell us anything you would like us to know related to the prescriber and appointments:	See comments below.	

Comment (Children's)

- Excellent service
- Always on time
- Listens and works through options
- Asks good questions and talks at a steady and slow pace, this is good
- Prescriber is caring and flexible
- Very kind to my child
- Calling for refills is the worst, I had to call 3 times, not nice the way they talk to you.
- Long wait for appointments.
- No personality and has a very judgmental attitude.
- Is very patient and explains things clearly
- The best
- Great and flexible, listens and helps strategizes

FY 2025 Prescriber Satisfaction Survey (ADULT)

#	Survey Question		
1	Please identify the prescriber most frequently seen.	Dr. Moore 16% (15 of 92) Dr. Saeed 14% (13 of 92) Dr. Graham 9% (8 of 92) Amy Kzyonsek 11% (10 of 92) Lauren Fanion 9% (8 of 92) Annmarie Johnson 3% (3 of 92) Jenna Galati 26% (24 of 92) Sarah Ingles 7% (6 of 92) Madison Dillon 2% (2 of 92) Kevin Bautel 3% (3 of 92)	
2	The wait time to see the prescriber is usually within: 15 minutes, 30 minutes, 45 minutes?	15 Min. 96% (88 of 92) 30 Min. 3% (3 of 92) 45 Min. 1% (1 of 92)	
#	Survey Question	% Yes	% No
3	The prescriber is prepared for the visit?	99% (92 of 93)	1% (1 of 93)
4	The prescriber pays attention to what is said and understands the concerns?	99% (92 of 93)	1% (1 of 93)
5	The prescriber provides the medications or care wanted?	99% (92 of 93)	1% (1 of 93)
6	The prescriber provides clear instructions on how to care for myself/ my child and manage symptoms?	100% (92)	0% (0)
7	The prescriber treats me/my child with respect, including speaking directly to me/my child?	99% (87 of 88)	1% (1 of 88)
8	The prescriber and other CMH staff successfully work as a team to coordinate care?	100% (92)	0% (0)
9	I would recommend this prescriber to others?	100% (92)	0% (0)
10	Please tell us anything you would like us to know related to the prescriber and appointments:	See comments below.	

Comment (Adults)

- Always friendly, very nice
- Helpful, understanding and accommodating
- Environment is comfortable and allows proper communication
- Appointments are very quick and easy. Extremely kind and respectful
- Satisfied and happy with all services
- Incredibly informed, kind and professional
- Patient and really listens
- Thankful and pleased with my medical care
- Very nice and helps with medication

Discussion

The Prescriber Satisfaction Survey was developed by a St. Clair County CMH workgroup. The survey was offered (hardcopy) to all persons served or the parent/guardian of persons served at their prescriber appointment. The survey was administered for a five week period, January 27, 2025- February 28, 2025. Surveys were offered regardless of type of funding source.

It should be noted that this satisfaction survey is only one of many methods CMH uses to acquire information that aides in evaluating an individual's satisfaction with the services they receive. Each individual is asked about their satisfaction with their services, on an on-going basis (annually and at periodic review). They also have an opportunity to submit comments via the Suggestion Box Survey anytime throughout the year. In addition, they can utilize the SCCCMH Consumer Satisfaction Survey.

Recommendations

St. Clair CMH prescribers should receive recognition for the high percentage of positive responses to the survey questions: ***"The prescriber is prepared for the visit"*** (Adult & Child Survey) 99%, a 4% increase from last year and ***"The prescriber and other CMH staff successfully work as a team to coordinate care"*** (Adult & Child Survey) 99% a 1% increase from last year. These positive results reflect the majority of individuals receiving Physician Services feel their individualized needs are being met.

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

Follow-up

Requests made by individual to be contacted regarding the survey were forwarded to the Chief Clinical Officer for follow up, regardless of level of satisfaction.