



Prescriber Satisfaction Summary

FY 2023

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 County CMH’s effort to evaluate services provided to persons serviced by our prescribers.

Method

Survey selection method was a targeted sample of adults and children who received Physician Services between the dates of April 3rd and April 15th, 2023. These surveys were completed in person by the individual or the parent/guardian of the individual/child at the location of services (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 addressed areas such as *wait time, prescriber being prepared for visit and prescriber providing medication and/or care wanted.*

All data/results from the surveys were provide 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 (0-18 yrs. of age) and Adults (18 yrs. and older). Of the 118 completed surveys the age group break outs of the respondents are as follows:

<i>Age</i>	<i>Percentage</i>	<i>Number</i>
Children (0-18yr.)	29%	(34 of 118)
Adults (18yr. and older)	71%	(84 of 118)

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 98%.

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

FY 2023 Prescriber Satisfaction Survey (Child)

#	Survey Question		
1	Please identify the prescriber most frequently seen.	Dr. Ali Dr. Sial NP Ingles NP Ojibway	53% (18 of 34) 20% (7 of 34) 18% (6 of 34) 9% (3 of 34)
2	The wait time to see the prescriber is usually within: 15 minutes, 30 minutes, 45 minutes?	15min. 100% 34	
#	Survey Question	% Yes	% No
3	The prescriber is prepared for the visit?	100% (34)	0% (0)
4	The prescriber pays attention to what is said and understands the concerns?	91% (31 of 34)	9% (3 of 34)
5	The prescriber provides the medications or care wanted?	97% (30 of 31)	3% (1 of 31)
6	The prescriber provides clear instructions on how to care for myself/ my child and manage symptoms?	97% (32 of 33)	3% (1 of 33)
7	The prescriber treats me/my child with respect, including speaking directly to me/my child?	97% (33 of 34)	3% (1 of 34)
8	The prescriber and other CMH staff successfully work as a team to coordinate care?	100% (33 of 33)	0% (0 of 33)
9	I would recommend this prescriber to others?	97% (33 of 34)	3% (1 of 34)
10	Please tell us anything you would like us to know related to the prescriber and appointments:	See comments below.	

Comment (Children's)

- Was awesome!
- So far things are going well.
- Appointment availability is good. Prescriber could improve bedside manner. Seems very standoffish.
- Very professional.
- Very understanding, listens and explains everything clearly and respectfully. My child is very happy.
- Doesn't listen to what we request.
- Medication should be able to be refilled regardless of frequent visits or not. An appointment should not be required.

<i>FY 2023 Prescriber Satisfaction Survey (Adult)</i>			
<i>#</i>	<i>Survey Question</i>		
1	Please identify the prescriber most frequently seen.	Dr. Ali Dr. Graham Dr. Saeed Dr. Moore Dr. Sherwood NP Ingles NP Kzyonsek NP Covrea NP Galati NP Ojibway	2% (2 of 84) 11% (9 of 84) 10% (8 of 84) 13% (11 of 84) 2% (2 of 84) 19% (16 of 84) 7% (6 of 84) 5% (4 of 84) 2% (2 of 84) 29% (24 of 84)
2	The wait time to see the prescriber is usually within: 15 minutes, 30 minutes, 45 minutes?	15min. 93% (76 of 82)	30min. 7% (6 of 82)
<i>#</i>	<i>Survey Question</i>	<i>% Yes</i>	<i>% No</i>
3	The prescriber is prepared for the visit?	100% (83)	0% (0)
4	The prescriber pays attention to what is said and understands the concerns?	100% (81)	0% (0)
5	The prescriber provides the medications or care wanted?	99% (81 of 82)	1% (1 of 82)
6	The prescriber provides clear instructions on how to care for myself/ my child and manage symptoms?	99% (82 of 83)	1% (1 of 83)
7	The prescriber treats me/my child with respect, including speaking directly to me/my child?	100% (81)	0% (0)
8	The prescriber and other CMH staff successfully work as a team to coordinate care?	99% (81 of 82)	1% (1 of 82)
9	I would recommend this prescriber to others?	99% (79 of 80)	1% (1 of 80)
10	Please tell us anything you would like us to know related to the prescriber and appointments:	See comments below.	

Comment (Adults)

- Very helpful, and got me an appointment fast.
- Keep up the great work.
- Very knowledgeable and trustworthy.
- Do a great job!
- I have a great team overall.
- Very nice and understanding
- I appreciate everyone here. They are the best. I thank God I belong here.

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 two weeks period, April 3, 2023 - April 15, 2023. 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 who 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 Region 10 / St. Clair County CMH 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) 100%, and *"The prescriber and other CMH staff successfully work as a team to coordinate care"* (Adult & Child Survey) 99%. 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.

Follow-up

Requests made by individual to be contacted regarding the survey were forwarded to the Acting Human Resource Director for follow up, regardless of level of satisfaction.

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