



Prescriber Satisfaction Summary

FY 2024

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 Community Mental Health Authority’s (SCCCMHA) 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 January 24th and February 7th, 2024. 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 185 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%	54 of 185
Adults (18yr. and older)	71%	131 of 185

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%. This is a 6% decrease from the previous year.

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

FY 2024 Prescriber Satisfaction Survey (CHILD)			
#	Survey Question		
1	Please identify the prescriber most frequently seen.	Dr. Ali	26% (14 of 54)
		Dr. Sial	9% (5 of 54)
		NP Sarah Ingles	26% (14 of 54)
		NP Joseph Ojibway	9% (5 of 54)
		NP Kevin Bautel	28% (15 of 54)
		NP Annmarie Johnson	2% (1 of 54)
2	The wait time to see the prescriber is usually within: 15 minutes, 30 minutes, 45 minutes?	15 Min. 98% (53 of 54)	
		30 Min. 2% (1 of 54)	
		45 Min. N/A	
#	Survey Question	% Yes	% No
3	The prescriber is prepared for the visit?	83% (45 of 54)	17% (9 of 54)
4	The prescriber pays attention to what is said and understands the concerns?	83% (44 of 53)	17% (9 of 53)
5	The prescriber provides the medications or care wanted?	87% (47 of 54)	13% (7 of 54)
6	The prescriber provides clear instructions on how to care for myself/ my child and manage symptoms?	81% (44 of 54)	19% (10 of 54)
7	The prescriber treats me/my child with respect, including speaking directly to me/my child?	87% (47 of 54)	13% (7 of 54)
8	The prescriber and other CMH staff successfully work as a team to coordinate care?	98% (52 of 53)	2% (1 of 53)
9	I would recommend this prescriber to others?	83% (43 of 52)	17% (9 of 52)
10	Please tell us anything you would like us to know related to the prescriber and appointments:	See comments below.	

Comment (Children’s)

- Xxx needs to be full-time at this location, he’s the best.
- Came early and was accommodated.
- Great person to work with.
- xxx is wonderful. We’ve had her for years. Amazing.
- Hard to understand. Always unprepared doesn’t listen to concern, calls in too much, had to reschedule this appointment twice!!
- Do not like video visits.
- We love xxx!
- Wonderful person.
- So thoughtful.
- Great guy, really thorough.
- All the staff is amazing!

FY 2024 Prescriber Satisfaction Survey (ADULT)

#	Survey Question		
1	Please identify the prescriber most frequently seen.	Dr. Graham	13% (17 of 131)
		Dr. Moore	15% (19 of 131)
		Dr. Saeed	6% (8 of 131)
		NP Amy Kzyonsek	15% (19 of 131)
		NP Andrea Covrea	15% (19 of 131)
		NP Sarah Ingles	5% (7 of 131)
		NP Joseph Ojibway	11% (15 of 131)
		NP Kevin Bautel	2% (3 of 131)
		NP Annmarie Johnson	4% (5 of 131)
		NP Jenn Galati	5% (7 of 131)
		NP Lauren Fanion	9% (12 of 131)
2	The wait time to see the prescriber is usually within: 15 minutes, 30 minutes, 45 minutes?	15 Min. 92% (120 of 131)	
		30 Min. 7% (9 of 131)	
		45 Min. 1% (2 of 131)	
#	Survey Question	% Yes	% No
3	The prescriber is prepared for the visit?	98% (127 of 129)	2% (2 of 129)
4	The prescriber pays attention to what is said and understands the concerns?	99% (129 of 130)	1% (1 of 130)
5	The prescriber provides the medications or care wanted?	98% (126 of 129)	2% (3 of 129)
6	The prescriber provides clear instructions on how to care for myself/ my child and manage symptoms?	98% (127 of 130)	2% (3 of 130)
7	The prescriber treats me/my child with respect, including speaking directly to me/my child?	99% (127 of 128)	1% (1 of 128)
8	The prescriber and other CMH staff successfully work as a team to coordinate care?	98% (128 of 130)	2% (2 of 130)
9	I would recommend this prescriber to others?	96% (125 of 130)	4% (5 of 130)
10	Please tell us anything you would like us to know related to the prescriber and appointments:	See comments below.	

Comment (Adults)

- Dr. xxx is an awesome doctor. I'm blessed he is my doctor. He cares.
- Provides opportunity for us to speak up and advocate!
- She's nice and respectful.
- She is always super friendly and always listening to what I have to say.
- All appointments and conditions handled with professionalism.
- Always on time and very helpful.
- Professional and courteous, intelligent.

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, January 24th – February 7th, 2024. 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 CCBHC 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) 95%, and *"The prescriber and other CMH staff successfully work as a team to coordinate care"* (Adult & Child Survey) 98%. 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 SCCCMHA'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 Human Resource Director for follow up, regardless of level of satisfaction.