




AREA 12
RYAN WHITE PART B

Client Satisfaction Survey
Scores





METHODOLOGY

- Survey instrument was updated by the Standards and Quality Committee members in November/December 2009.
 - Surveys were distributed by mail in January 2010 to all clients who have received a Ryan White service within the current contract year.
 - Survey responses were recorded and totaled, and summarized for PCHAP.
- 

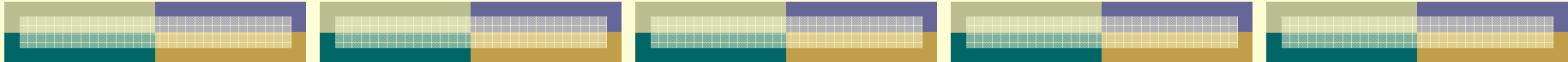
RESPONSE RATE

(A) Total number of surveys distributed.	297
(B) Number of surveys returned by post office as “undeliverable”.	30
(C) Modified total of surveys distributed. (= A- B)	267
(D) Number of completed surveys returned to lead agency.	84
(E) Calculated survey response rate. (= D/C x 100)	31.5%

ENROLLMENT/ELIGIBILITY

	#	%
Daytona	60	71.43%
DeLand	16	19.05%
(Missing)	8	9.52%
Total	84	100%

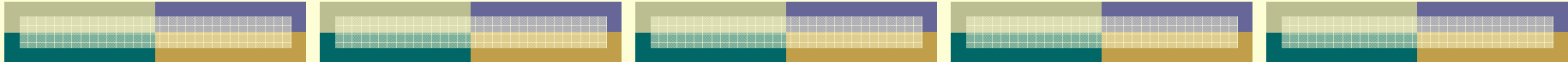
My Eligibility Provider:						Total Responses	Weighted Score	Average Score	Percent
	5	4	3	2	1				
	Always	Usually	Sometimes	Rarely	Never				
9. Treats me with courtesy and respect	73	6	2	0	1	82	396	4.829	96.59%
10. Listens to me carefully	70	7	3	0	1	81	388	4.790	95.80%
11. Explains things in a way I understand	67	11	3	1	0	82	390	4.756	95.12%
12. Helps me make a plan for myself,	65	12	1	3	0	81	382	4.716	94.32%
13. Spends enough time with me	67	7	2	3	1	80	376	4.700	94.00%
14. Understands how HIV/AIDS affects me	65	9	3	1	3	81	375	4.630	92.59%
15. Protects my privacy	72	6	1	1	1	81	390	4.815	96.30%
16. Is on time for scheduled appointments	64	14	2	0	2	82	384	4.683	93.66%
								4.740	94.80%



WELLNESS ASSESSMENT	#	%
Yes	22	26.19%
No	58	69.05%
(Missing)	4	4.76%
Total	84	100%

My Wellness Counselor:	5 4 3 2 1					Total Responses	Weighted Score	Average Score	Percent
	Always	Usually	Sometimes	Rarely	Never				
9. Treats me with courtesy and respect	20	2	3	0	1	26	118	4.538	90.77%
10. Listens to me carefully	19	2	2	0	1	24	110	4.583	91.67%
11. Explains things in a way I understand	19	2	2	0	1	24	110	4.583	91.67%
12. Helps me make a plan for myself,	19	2	2	0	1	24	110	4.583	91.67%
13. Spends enough time with me	19	1	3	0	1	24	109	4.542	90.83%
14. Understands how HIV/AIDS affects me	20	1	3	0	1	25	114	4.560	91.20%
15. Protects my privacy	19	2	2	0	1	24	110	4.583	91.67%
16. Is on time for scheduled appointments	21	2	1	0	1	25	117	4.680	93.60%
								4.582	91.63%

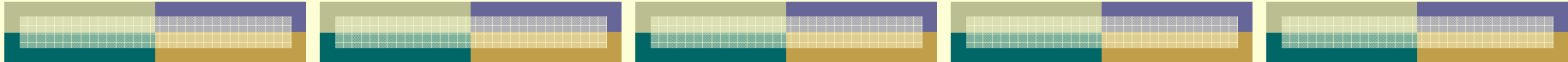




CASE MANAGEMENT	#	%
Yes	73	86.90%
No	10	11.90%
(Missing)	1	1.19%
Total	84	100%

My Case Manager:						Total Responses	Weighted Score	Average Score	Percent
	5	4	3	2	1				
	Always	Usually	Sometimes	Rarely	Never				
9. Treats me with courtesy and respect	67	3	6	0	0	76	365	4.803	96.05%
10. Listens to me carefully	64	5	5	2	0	76	359	4.724	94.47%
11. Explains things in a way I understand	62	7	4	2	0	75	354	4.720	94.40%
12. Helps me make a plan for myself,	60	7	4	3	0	74	346	4.676	93.51%
13. Spends enough time with me	60	5	5	4	1	75	344	4.587	91.73%
14. Understands how HIV/AIDS affects me	63	5	6	2	0	76	357	4.697	93.95%
15. Protects my privacy	67	5	2	1	0	75	363	4.840	96.80%
16. Is on time for scheduled appointments	65	5	6	0	0	76	363	4.776	95.53%
								4.728	94.56%





HEALTH CARE	#	%
VCHD - Daytona	23	27.38%
VCHD - DeLand	7	8.33%
Dr. Warner	38	45.24%
Other	14	16.67%
None (or Missing)	2	2.38%
Total	84	100%

My Main Healthcare Provider:						Total Responses	Weighted Score	Average Score	Percent
	5	4	3	2	1				
	Always	Usually	Sometimes	Rarely	Never				
9. Treats me with courtesy and respect	73	7	2	0	0	82	399	4.866	97.32%
10. Listens to me carefully	69	9	3	0	1	82	391	4.768	95.37%
11. Explains things in a way I understand	71	9	2	0	0	82	397	4.841	96.83%
12. Helps me make a plan for myself,	73	6	1	1	1	82	395	4.817	96.34%
13. Spends enough time with me	71	7	3	1	0	82	394	4.805	96.10%
14. Understands how HIV/AIDS affects me	76	4	1	1	0	82	401	4.890	97.80%
15. Protects my privacy	75	5	0	1	0	81	397	4.901	98.02%
16. Is on time for scheduled appointments	59	15	2	4	2	82	371	4.524	90.49%
								4.802	96.03%



PHARMACY	#	%
Not Using Ryan White for Meds	7	8.33%
On ADAP	27	32.14%
VCHD	4	4.76%
Holly Hill Pharmacy	13	15.48%
CVS	15	17.86%
Steves	3	3.57%
Other	8	9.52%
Mail order	2	2.38%
(Missing)	5	5.95%
Total	84	100%

My Pharmacy Services Provider:	5 4 3 2 1					Total Responses	Weighted Score	Average Score	Percent
	Always	Usually	Sometimes	Rarely	Never				
9. Treats me with courtesy and respect	66	7	1	1	0	75	363	4.840	96.80%
10. Listens to me carefully	64	8	1	0	2	75	357	4.760	95.20%
11. Explains things in a way I understand	64	9	1	0	1	75	360	4.800	96.00%
12. Helps me make a plan for myself,	61	8	1	2	1	73	345	4.726	94.52%
13. Spends enough time with me	62	6	1	3	1	73	344	4.712	94.25%
14. Understands how HIV/AIDS affects me	63	6	2	2	0	73	349	4.781	95.62%
15. Protects my privacy	65	7	1	0	2	75	358	4.773	95.47%
16. Is on time for scheduled appointments	61	10	1	2	2	76	354	4.658	93.16%
								4.756	95.13%

DENTAL SERVICES

My Dental Care Provider:	5	4	3	2	1	Total Responses	Weighted Score	Average Score	Percent
	Always	Usually	Sometimes	Rarely	Never				
9. Treats me with courtesy and respect	41	0	0	0	2	43	207	4.814	96.28%
10. Listens to me carefully	38	3	0	0	1	42	203	4.833	96.67%
11. Explains things in a way I understand	39	2	0	0	1	42	204	4.857	97.14%
12. Helps me make a plan for myself,	36	4	1	0	1	42	200	4.762	95.24%
13. Spends enough time with me	36	4	0	1	1	42	199	4.738	94.76%
14. Understands how HIV/AIDS affects me	36	3	1	0	1	41	196	4.780	95.61%
15. Protects my privacy	39	1	0	0	1	41	200	4.878	97.56%
16. Is on time for scheduled appointments	39	2	1	0	1	43	207	4.814	96.28%
								4.810	96.19%

ADDITIONAL SERVICES	# Used	% of Total
Mental Health Counseling	16	19.05%
Substance Abuse Treatment	3	3.57%
Advocacy	6	7.14%
Transportation	11	13.10%
Food (Vouchers) HUM	28	33.33%
Food (Vouchers) Save-A-Lot	38	45.24%
Treatment Adherence	8	9.52%
Insurance Payments	38	45.24%
Total Surveys	84	

This Service:	Excellent	Good	Fair	Poor	Total Responses	Weighted Score	Average Score	Percent
Mental Health Counseling	9	4	2	1	16	53	3.313	82.81%
Substance Abuse Treatment	0	3	0	0	3	9	3.000	75.00%
Client Advocacy	2	3	0	1	6	18	3.000	75.00%
Transportation	6	2	0	3	11	33	3.000	75.00%
Food Bank/Vouchers - HUM	15	9	1	3	28	92	3.286	82.14%
Food Bank/Vouchers - Save-A-Lot	24	11	1	2	38	133	3.500	87.50%
Treatment Adherence	5	1	1	1	8	26	3.250	81.25%
Health Insurance Payments	31	4	1	2	38	140	3.684	92.11%
							3.254	81.35%

DEMOGRAPHICS

Gender	#	%
Male	59	71.08%
Female	24	28.92%
Transgender	0	0.00%
Total	83	100%

Age	#	%
0-12	0	0%
13-19	0	0%
20-30	1	1.20%
31-49	46	55.42%
50+	36	43.37%
Total	83	100%

Race / Ethnicity	#	%
Black	23	28.40%
Hispanic	10	12.35%
White	47	58.02%
Other	1	1.23%
Total	81	100%

Language	#	%
English	73	94.81%
Spanish	4	5.19%
Other	0	0.00%
Total	77	100%

Zip Code	#	%
32110	0	0.00%
32114	15	18.07%
32117	10	12.05%
32118	4	4.82%
32119	5	6.02%
32121	0	0.00%
32127	4	4.82%
32129	2	2.41%
32136	1	1.20%
32137	3	3.61%
32141	1	1.20%
32164	5	6.02%
32168	3	3.61%
32174	6	7.23%
32176	0	0.00%
32211	1	1.20%
32720	5	6.02%
32721	1	1.20%
32724	3	3.61%
32725	6	7.23%
32728	0	0.00%
32732	0	0.00%
32738	6	7.23%
32739	0	0.00%
32763	1	1.20%
32764	1	1.20%
Other	0	0.00%
Total	83	100%