



**Windstone Health Services
Member Satisfaction Survey Report 2020**

Introduction

Windstone Behavioral Health (WBH) is a clinically innovative and progressive company improving lives through enhanced/enriched behavioral health care. The WBH member satisfaction survey seeks to translate the member's experience into quantitative data. This aggregate data can then be analyzed to make changes that ultimately improve member satisfaction. The purpose of this report is to examine the data from 2020 and compare the findings of the survey data collected in 2019 and 2020.

Methodology

Population

The participants of this survey were all members of WHS and received behavioral health services at one of four WHS clinics. Members attending the clinic had appointments with therapists, psychiatrists, and/or nurse practitioners. The majority of WHS members fall into two population categories: Members equal to or less than sixty-four years old and seniors, which would include members sixty-five years and older.

Sample Size

The following table represents the number of unique members seen at each WHS clinic in 2019 and 2020.

Office	2019 Unique Members	2020 Unique Members
Garden Grove	1730	1857
Laguna Hills	1303	1152
Palm Desert	2360	2730
Torrance	1225	1256
Totals	6618	6995

Sampling Technique:

A written, anonymous survey consisting of ten written statements about satisfaction was given to members to fill out at the completion of their behavioral health appointment by WHS office staff. The members also had the option of providing their name on the survey, if they wanted to share that information. WHS both created and administered the tool (Appendix A). The survey was split into two sections with all statements pertaining to the satisfaction of the member. The first section was composed of seven statements and focused on satisfaction with their practitioner while the second

section had three statements about satisfaction with office staff. All statements were followed by a three-category response set: yes, no, and don't know. Members were then asked to check the box of the response that best matched their satisfaction level.

Method of Administration:

The survey questions measure four categories of satisfaction: Services, Accessibility, Availability, and Acceptability (Appendix A). Services refer simply to the services offered by WHS. The first two statements on the survey tool fall into the services category because these questions inquire about quality of care and the types of services offered by WHS. Accessibility is defined as the member's ability to access services. The survey inquiries about ease of scheduling a visit and availability of appointments, which are both factors in Accessibility. The geographic location and the amount of time a member can spend with the practitioner represents Availability. Acceptability measures the satisfaction of the practitioner's approach to the member. In other words, the member feels the practitioner is a good fit in terms of the methods and cultural competency displayed. Statements about helpfulness of the practitioner, the ability of the practitioner to meet cultural needs, the fit of the practitioner, and the kindness or helpfulness of office staff are used on the WHS survey to find member satisfaction with Acceptability.

Response Rate:

Response rate decreased slightly from 752 in 2019 to 721 in 2020. This is attributed to COVID-19 restrictions, and the inability of members to come into the offices for their care. The response rate for 2020 represents 10% of the total members seen at WHS offices, or mailing in their Member Survey. WHS will continue to strive for 1000 submitted member satisfaction surveys per year.

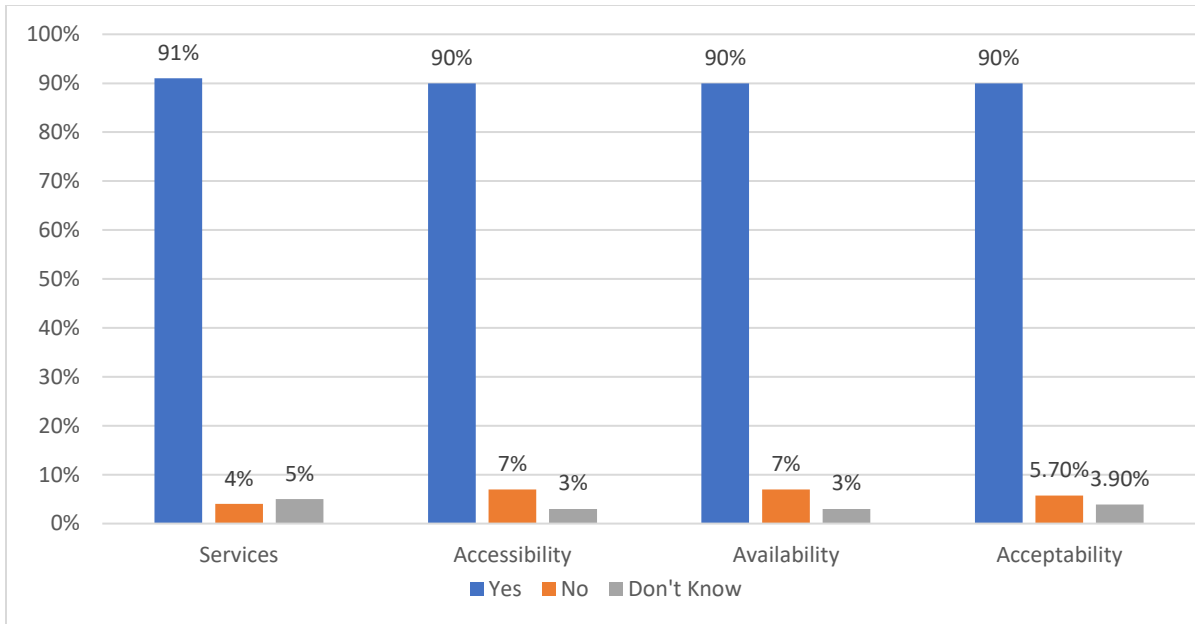
Results of the Analysis:

The following tables represent the data collected from the member satisfaction surveys from all four WHS clinics.

2019	Yes	No	Don't Know
Services	94%	3%	3%
Accessibility	91%	7%	1%
Availability	93%	5%	2%
Acceptability	94%	4%	2%

2020	Yes	No	Don't Know
Services	91%	4%	5%
Accessibility	90%	7%	3%
Availability	90%	7%	3%
Acceptability	90%	5.7%	3.9%

2020 Member Satisfaction Graph



- Satisfied averaged at 90.25% and dissatisfaction rates averaged at 6%. This data suggests that member satisfaction with WHS is high.
- Three criteria (Accessibility, Availability and Acceptability) of the NCQA required categories (Services, Accessibility, Availability, and Acceptability) reached dissatisfaction levels above 5%.
- Regarding overall satisfaction, all four of the NCQA categories, demonstrated some minor deterioration compared to 2019. This would also be indicative of COVID-19 restrictions and not being able to accommodate face to face visits for most of 2020.

Identified Opportunities for Improvement

- WHS will conduct customer service trainings to all office and member service staff during 1st quarter 2021, to improve member perception of Acceptability.
- To improve availability satisfaction rates, providers will be educated in 2021's 1st quarter newsletter regarding timeframes and expectation standards of medication management and therapy services.
- WHS Provider Relations Department will continue to recruit providers for WHS offices and the network, and report successes/deficiencies quarterly to QIC to improve Accessibility.

Windstone Behavioral Health Member Satisfaction Survey

Practitioner Title (Circle one): Therapist Psychiatrist Nurse Practitioner

Practitioner's Name: _____

Today's Date _____ Office Location _____

How satisfied were you with your office visit(s)?

Statement	Yes	No	Don't Know
I am satisfied with the quality of care I received during my appointment.	2	1	0
I am satisfied with the types of services available at Windstone .	2	1	0
I am satisfied with the office location of my appointment.	2	<input checked="" type="radio"/>	0
I am satisfied with the helpfulness of my practitioner.	2	1	0
My practitioner met my cultural needs.	2	1	0
My practitioner is a good fit for me.	2	<input checked="" type="radio"/>	0
I am satisfied with the length of time spent with my practitioner .	2	1	0

(Please circle the number that indicates the best match for satisfaction)

How satisfied were you with your office visit(s)?

Statement	Yes	No	Don't know
I am satisfied with the ease in which the visit was scheduled.	2	1	0
I am satisfied with the availability of appointments in scheduling my visit.	2	1	0
The office staff was kind and helpful.	2	<input checked="" type="radio"/>	0

(Please circle the number that indicates the best match for satisfaction)

Comments:
