

Provider Satisfaction Report

FY2020Q2

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LIFEWAYS

Background:

This is the third year using the revised Provider Satisfaction Survey that mirrors the survey that Mid-State Health Network (MSHN) uses for services provided within the current time period.

We used the same rating scale, Likert Scale, as MSHN, whereby 1 = Very Satisfied, 2 = Satisfied, 3 = Dissatisfied, 4 = Very Dissatisfied and 5= No experience with this issue.

The Provider Satisfaction Survey has 26 statements to rate and 3 questions to be answered by the participant. Note: The previous year's Provider Satisfaction Survey there were 27 statements due to duplication of the statement; *Timeliness of authorizations at LifeWays*, noted in both *Question 1. How satisfied are you with LifeWays in the following areas related to administration and organization?* and *Question 2. How satisfied are you with LifeWays in the following areas related to clinical care (Treatment Providers only)?* The duplication was removed from Question 2 accounting for the 26 statements.

Response:

Using Survey Monkey, the Provider Satisfaction Survey was issued on 2/3/20 to Provider Network list of designees provided by Contracts and Provider Network Management for provider communication. Providers were encouraged to share the survey link with applicable staff for enhanced participation and feedback.

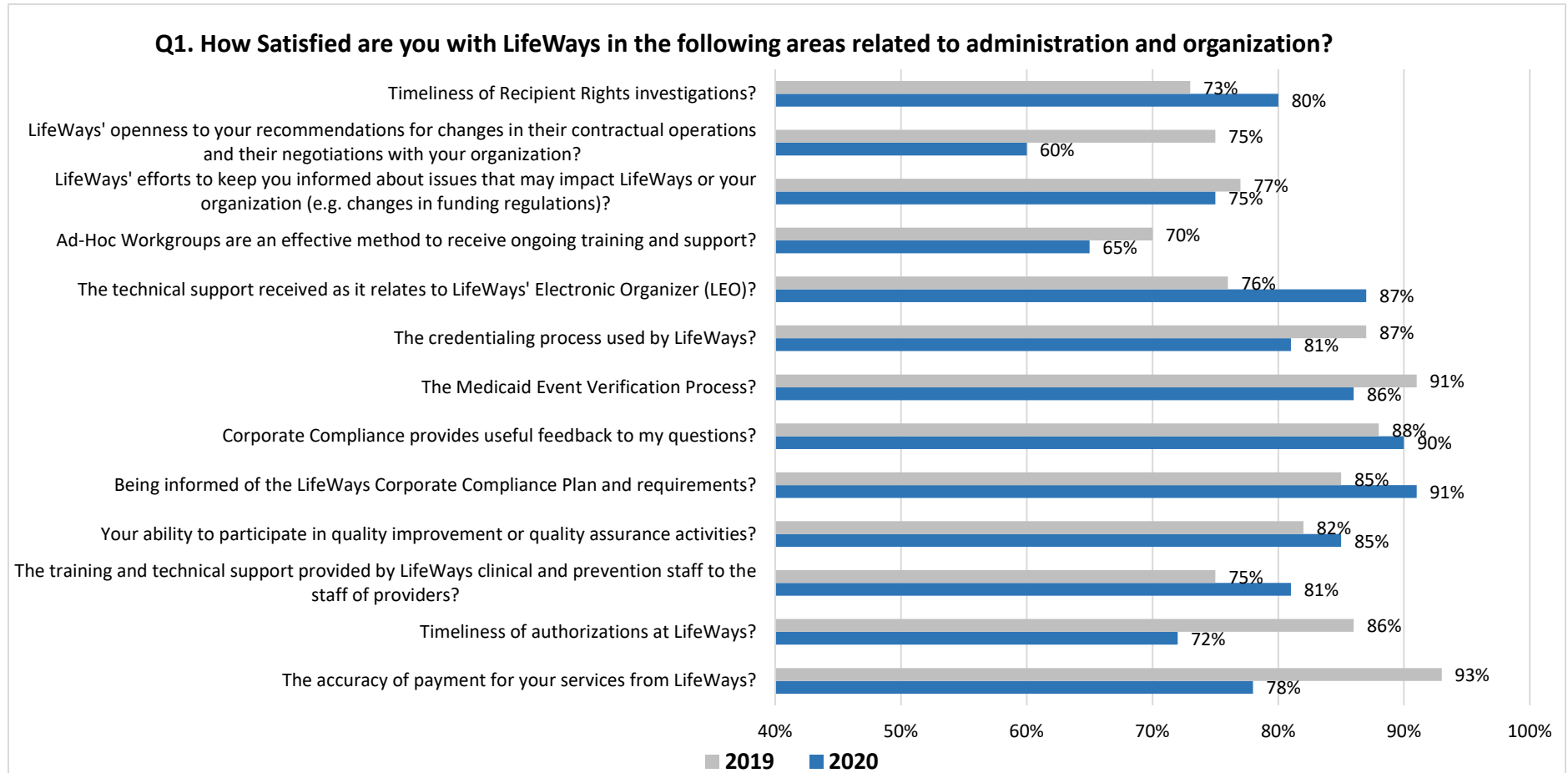
A reminder email was issued on 2/10/20 that the survey would close on 2/18/20 at 5pm.

The total participation was 52, which was an increase of 10 participants from 2019. The average length to complete the survey was 7 minutes.

Scoring:

Statements that participants rated as '5 = No experience with this issue' were removed from scoring and the scoring consisted of:

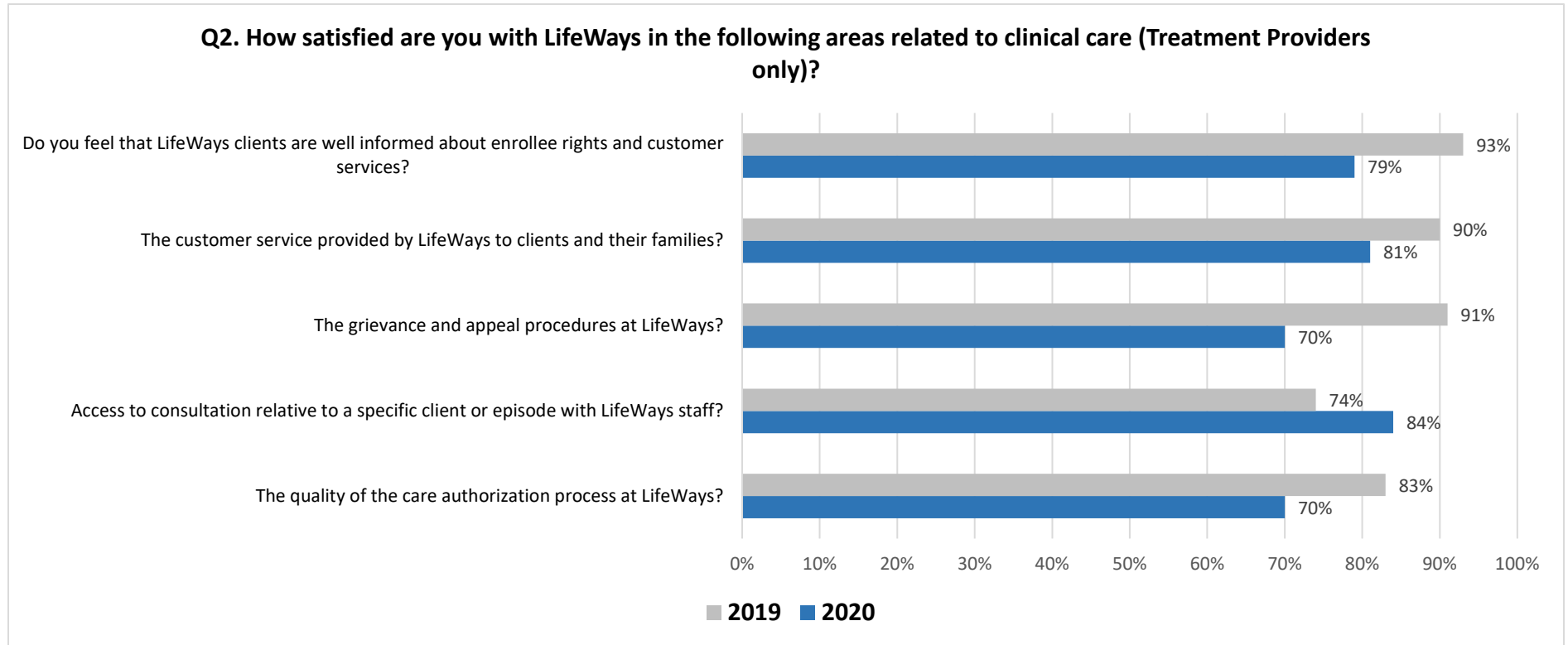
0-25% = Very Dissatisfied	26-50% = Dissatisfied	51-75% = Satisfied	76-100% = Very Satisfied
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Analysis: Providers were Satisfied (51-75%) to Very Satisfied (76-100%) with all 13 statements. There was a 14-15% decrease in 3 categories.

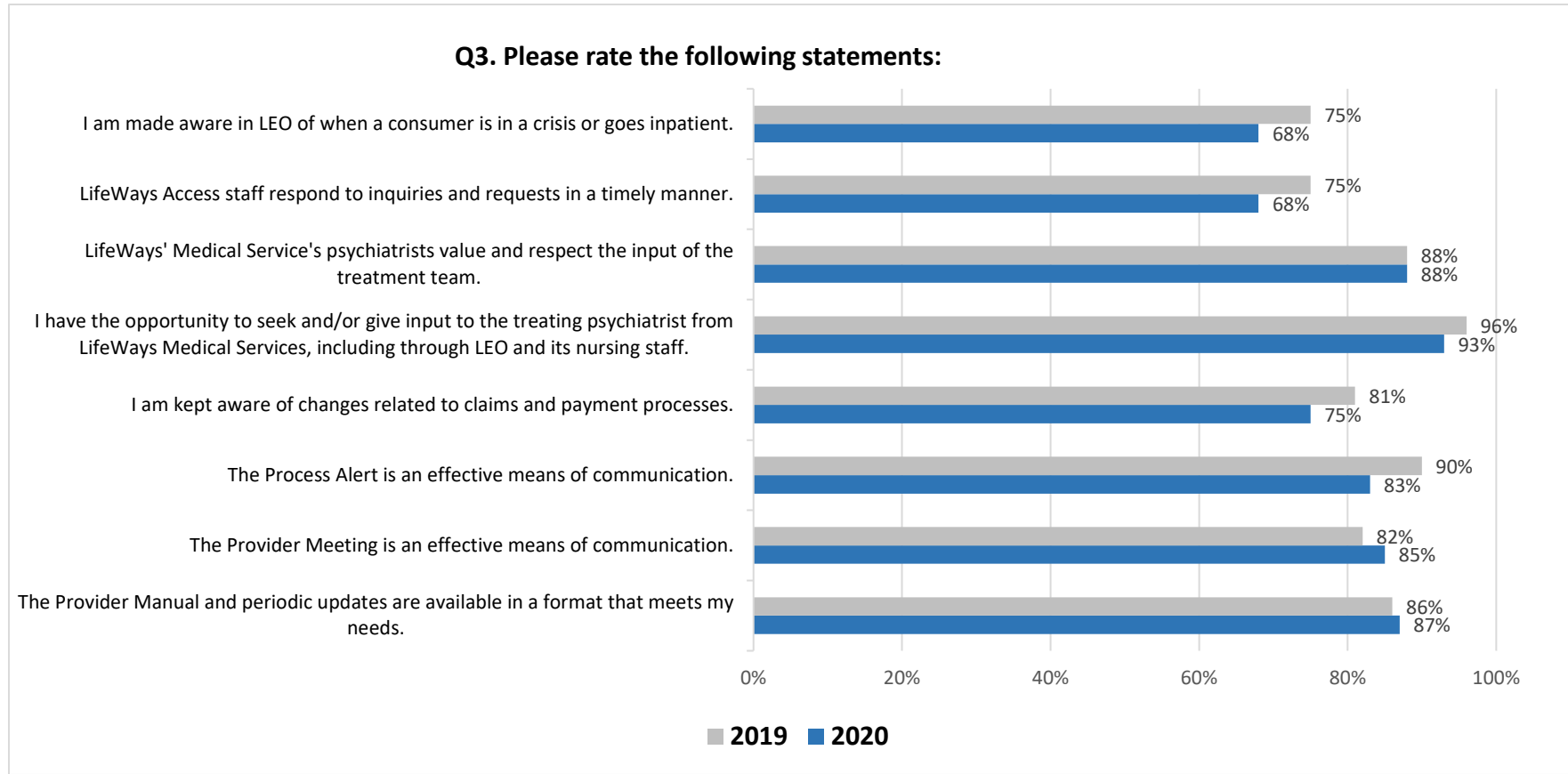
- LifeWays’ openness to your recommendations for changes in their contractual operations and their negotiations with your organization.
- Timeliness of authorizations at LifeWays.
- The accuracy of payment for your service from LifeWays.

Recommendations and Next Steps: Review at QIC for additional ideas/recommendations.



Analysis: Providers were either Satisfied (51-75%) or Very Satisfied (76- 100%) with all questions. Providers indicated a decrease in satisfaction from 2019 in 4 of the 5 statements.

Recommendations and Next Steps: Review at QIC for additional ideas and recommendations. LifeWays Customer Service Department to provide training on Grievance and Appeals process/procedure at a Provider Meeting and Case Holder Supervisor Meeting.



Analysis: Providers were Very Satisfied (76-100%) with 5 out of 8 statements. Providers indicated an increase in satisfaction with 2 out of 8 statements.

Recommendations and Next Steps: In regards to the statement, *I am made aware in LEO of when a consumer is in crisis or goes impatient*, review at Case Holder Supervisor Meeting that within staff’s profile in LEO, they can receive instant notification if the ‘This staff should be notified of a crisis with one of their consumers’ is selected.

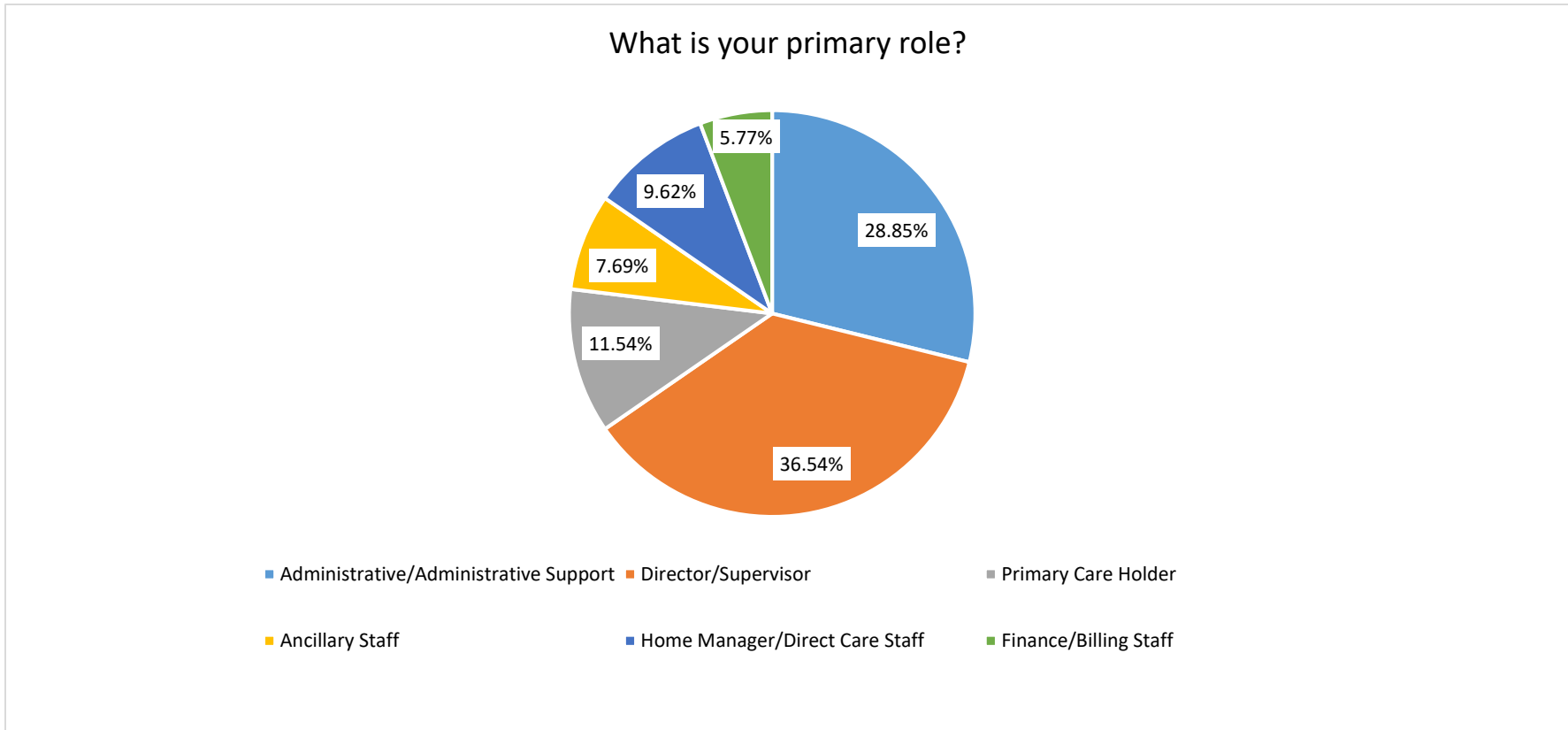
Explanation: This chart explains the 5 Common Themes noticed from the 3 Write-In Questions. The 3 write-in questions for participants to answer included:

1. Do you have any ideas of how we can improve services to our mutual consumers?
2. Do you have any ideas of how we can improve services to you, your staff, and your agency?
3. Do you have any additional feedback or creative ideas for the future?

5 Common Themes Noticed From 3 Write-In Questions:
1. Better communication.
2. Providers want more hands-on training.
3. Providers want to be more involved/ collaborative work groups
4. LifeWays staff lack of content knowledge.
5. Lack of timely response

Analysis: Providers would like to be more involved in workgroups and training opportunities. Providers would like improved communication, timelines in responses and content knowledge from LifeWays' staff.

Recommendations and Next Steps: Develop a one-time workgroup with Providers to strategize how we can improve better communication methodologies. Continue to implement the new Relias training program for network providers to ensure more training options. Develop an internal work team to strategize a way to add Network Providers to PolicyStat.



Analysis: Over 65% of the participation was from Director/Supervisor or Administration/Administrative Support staff.

Recommendations and Next Steps: None identified.

Provider Satisfaction Report Summary

Celebrations

- Network Providers on average were either satisfied or very satisfied with all 26 statements about LifeWays.

Opportunities for Improvement

- Improve communication flow with Providers.
- Improve training opportunities for Providers.
- Improve Provider access to LifeWays Policies and Procedures that impact Network Providers.
- Increase the number of participants from the Provider Network to obtain feedback from staff directly working in the field.

Recommendations and Next Steps

- Review at QIC for additional ideas/recommendations
- LifeWays Customer Service Department to provide training on Grievance and Appeals process/procedure at a Provider Meeting and Case Holder Supervisor Meeting.
- Review at Case Holder Supervisor Meeting that within staff's profile in LEO, they can receive instant notification if the 'This staff should be notified of a crisis with one of their consumers' is selected.
- Develop a one-time workgroup with Providers to strategize how we can improve better communication methodologies.
- LifeWays is going to extend Relias training to Providers to offer more provider training and development.
- Develop an internal work team to strategize a way to add Network Providers to PolicyStat.
- Review Provider Satisfaction Survey with Provider Network and Consumer Advisory Council.

FY20 CONSUMER SATISFACTION WITH PROVIDER SERVICES REPORT

**CINDY KEYES - QUALITY IMPROVEMENT- LIFEWAYS
FY20Q2**

Background on 2020 Consumer Satisfaction with Provider Services Survey Results:

LifeWays contacted the designated primary contact person for contracted Network Providers to request satisfaction survey information for individuals served throughout the past year.

- Network Providers were requested to use 7 standardized statements that used a Likert Scale for responses with options being:
 - Strongly Disagree = 1
 - Disagree = 2
 - Neutral = 3
 - Agree = 4
 - Strongly Agree = 5

Satisfaction rating was calculated by dividing the combined total of number of responses indicating “strongly agree” or “agree” by the number of total respondents.

UNADJUSTED VS. ADJUSTED SCORING:

Prior to 2020, previous Consumer Satisfaction with Provider Services Survey analyzed the total results to include consumers surveyed scoring with “3” *Neutral*. As such, each performance system category was scored using a 0-20 scale that aligns with the 1 to 5 scoring to reflect overall consumer satisfaction. Please note the scale below:

0-20% = Very Dissatisfied	21-40% = Dissatisfied	41-60% = Neutral	61-80% = Satisfied	81-100% = Very Satisfied
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In 2020, consumers surveyed scoring with “3” *Neutral*, was removed from the survey analysis to provide accurate consumer satisfaction scoring. The previous scale was adjusted as it removed consumer scoring as “3” *Neutral*. This resulted in the scale being changed to:

0-25% = Very Dissatisfied	26-50% = Dissatisfied	51-75% = Satisfied	76-100% = Very Satisfied
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Unadjusted scoring was compared to adjusted scoring to display how consumers scoring with “3” *Undecided*, affected overall satisfaction of consumers.

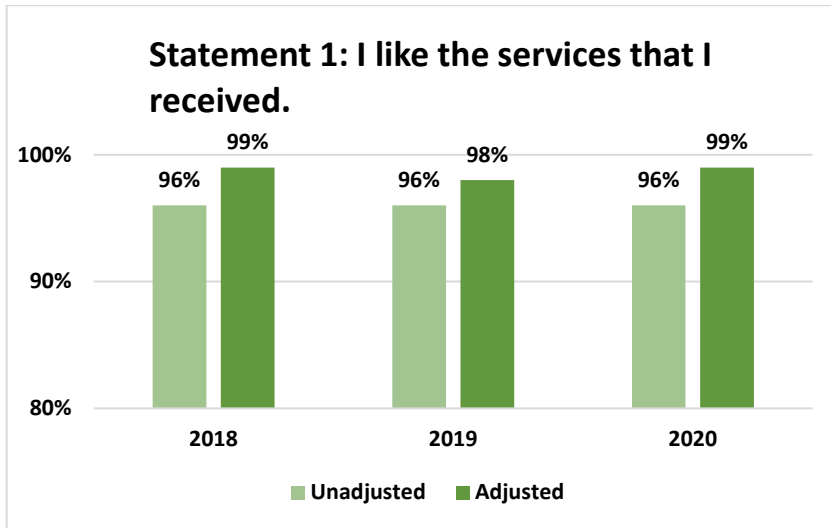
2020 Consumer Satisfaction with Provider Services Survey Results

February 2020

Source: Contracted Provider Self-Report

Survey Details:

- Providers were notified on December 18, 2019, to complete the annual Consumer Satisfaction with Provider Services survey and return by January 31, 2020.
 - Upon discovery that some providers did not receive the initial email on December 18, 2019, the survey completion date was extended to February 28, 2020, to providers who had not already returned the completed survey information.
 - There was a total of 1048 individual responses, which was an increase of 50%, from 525 in 2019.
 - Representation from the Provider Network included: Case Management, ACT/IDDT, Residential, Home Based and Peer Run Organizations.
 - In total, there were 26 (out of 35) Providers who responded.
 - Some of the Providers returned survey data that was not used (i.e., altered question).
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Analysis:

This chart represents the unadjusted and adjusted Consumer Satisfaction with Provider Services, over the past three years, with Statement 2: *I was able to get all the services I thought I needed*. In 2020, adjusted Consumer Satisfaction with Provider Services with Statement 2 averaged 97%, an increase of 2% from 2019. This reflects Consumer Satisfaction with Provider Services overall being highly satisfied (76 -100%) with Statement 2.

Recommendations and Next Steps:

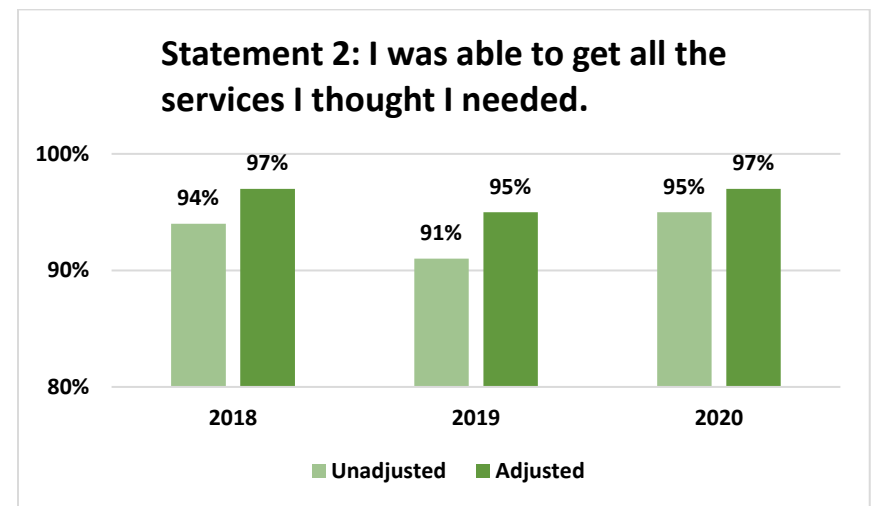
None identified.

Analysis:

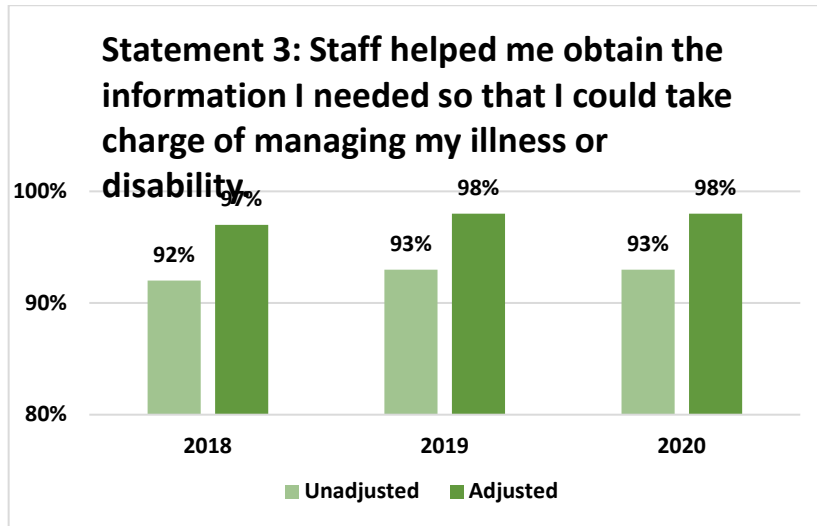
This chart represents the unadjusted and adjusted Consumer Satisfaction with Provider Services, over the past three years, with Statement 1: *I like the services that I received*. In 2020, adjusted Consumer Satisfaction with Provider Services with Statement 1 averaged 99%, an increase of 1% from 2019. This reflects Consumer Satisfaction with Provider Services overall being highly satisfied (76 -100%) with services received.

Recommendations and Next Steps:

None identified.



Source: Contracted Provider Self-Report



Analysis:

This chart represents the unadjusted and adjusted Consumer Satisfaction with Provider Services, over the past three years, with Statement 4: *I, not staff, decided my treatment goals*. In 2020, adjusted Consumer Satisfaction with Provider Services with Statement 4 averaged 97%, which held steady from 2019. This reflects Consumer Satisfaction with Provider Services overall being highly satisfied (76 -100%) with Statement 4.

Recommendations and Next Steps:

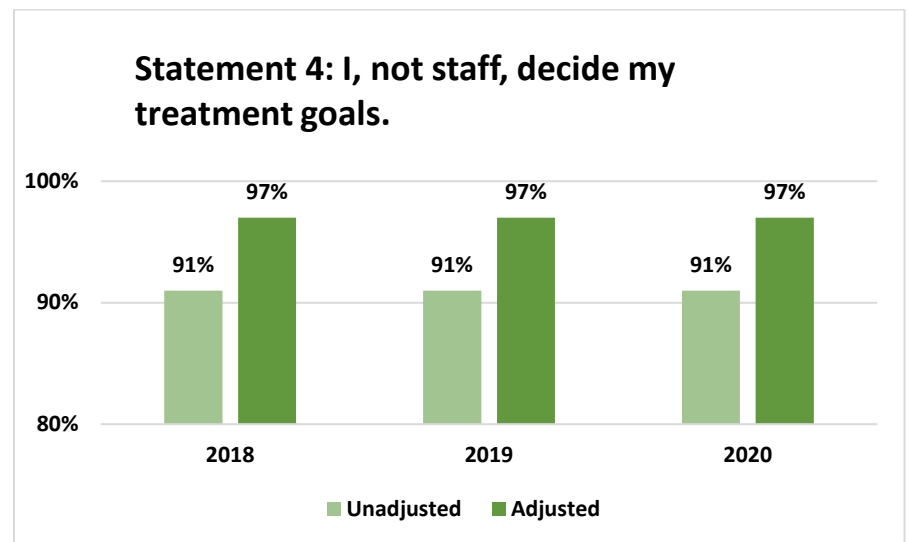
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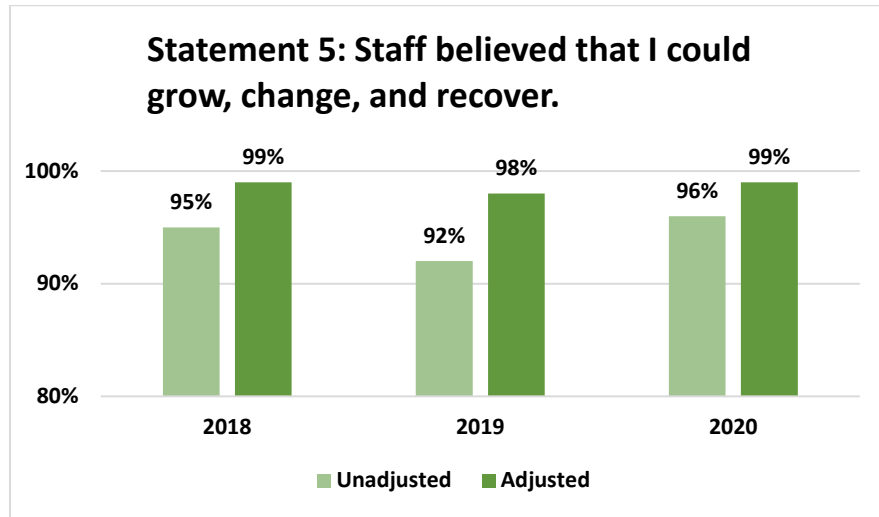
Analysis:

This chart represents the unadjusted and adjusted Consumer Satisfaction with Provider Services, over the past three years, with Statement 3: *Staff helped me obtain the information I needed so that I could take charge of managing my illness or disability*. In 2020, adjusted Consumer Satisfaction with Provider Services with Statement 3 averaged 98%, which held steady from 2019. This reflects Consumer Satisfaction with Provider Services overall being highly satisfied (76 -100%) with Statement 3.

Recommendations and Next Steps:

None identified.





Analysis:

This chart represents the unadjusted and adjusted Consumer Satisfaction with Provider Services, over the past three years, with Statement 6: *As a direct result of the services I received, I am better able to take care of myself.* In 2020, adjusted Consumer Satisfaction with Provider Services with Statement 6 averaged 98%, which was an increase of 1% from 2019. This reflects Consumer Satisfaction with Provider Services overall being highly satisfied (76 -100%) with Statement 6.

Recommendations and Next Steps:

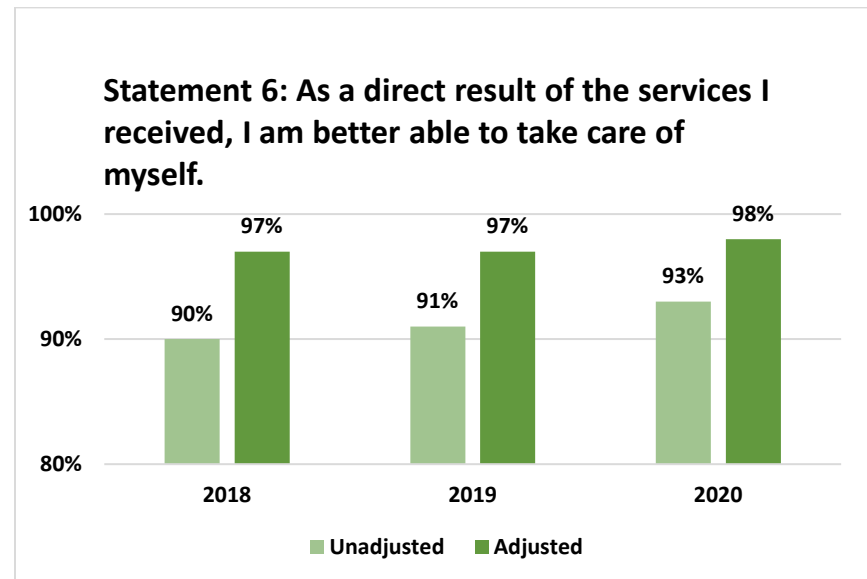
None identified.

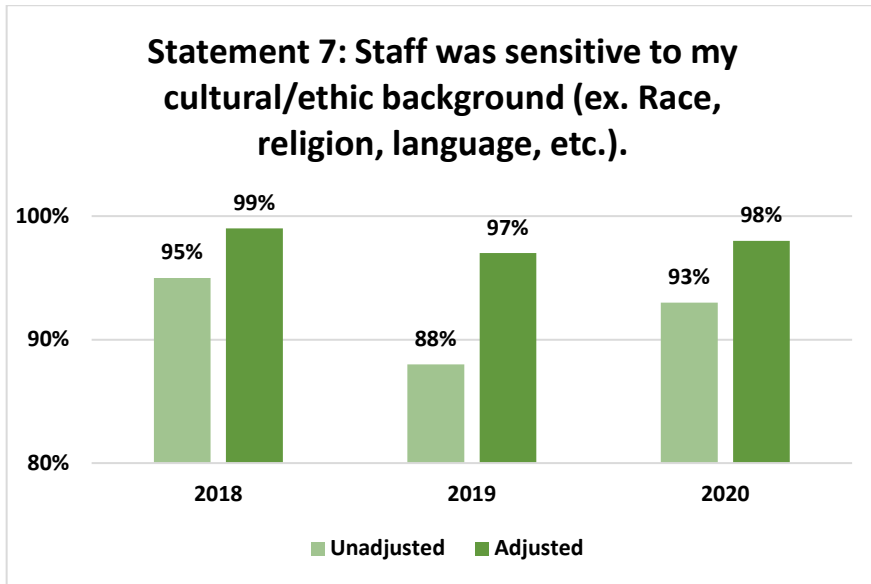
Analysis:

This chart represents the unadjusted and adjusted Consumer Satisfaction with Provider Services, over the past three years, with Statement 5: *Staff believed that I could grow, change, and recover.* In 2020, adjusted Consumer Satisfaction with Provider Services with Statement 5 averaged 99%, an increase of 1% from 2019. This reflects Consumer Satisfaction with Provider Services overall being highly satisfied (76 -100%) with Statement 5.

Recommendations and Next Steps:

None identified.





Analysis:

This chart represents the unadjusted and adjusted Consumer Satisfaction with Provider Services, over the past three years, with Statement 7: *Staff was sensitive to my cultural/ethnic background (ex. Race, religion, language, etc.)*. In 2020, adjusted Consumer Satisfaction with Provider Services with Statement 7 averaged 98%, an increase of 1% from 2019. This reflects Consumer Satisfaction with Provider Services overall being highly satisfied (76 -100%) with Statement 7.

Recommendations and Next Steps:

None identified.

2020 CONSUMER SATISFACTION WITH PROVIDER SERVICES REPORT SUMMARY

Celebrations

In 6 of the 7 statements, there was 97% satisfaction or higher!

There was a 50% increase in participation from the Provider Network consumers!

Use of the adjusted scale created a more accurate depiction of the data collection.

Opportunities for Improvement

Improved participation from the Provider Network.

Recommendations and Next Steps

Feedback from Network Providers was to make changes to the survey for easier understanding of the statements by the consumers. Three survey variations of Consumer Satisfaction with Provider Services were developed and presented to LifeWays Consumer Advisory Council (CAC) on February 20, 2020. CAC members selected the updated survey in which statements that include the word "Staff" will be updated to "Staff (people who worked with me)." In addition, answer selection for each statement will include facial expressions with description caption underneath each expression. Facial expressions will depict: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree.

Review results of 2020 Consumer Satisfaction with Provider Services with CAC.

Review results of 2020 Consumer Satisfaction with Provider Services and updated survey with LifeWays Contracts and present at the Provider Network Meeting.

Please help us improve our service by taking a few minutes to complete a short survey regarding your satisfaction with **(Provider Name)**. Please circle your response for statements 2-7. If you do not have an answer or are unsure on any statement, please select "Neutral." Thank you.

1. Today's Date: _____

2. I like the services that I received.



3. I was able to get all the services I thought I needed.



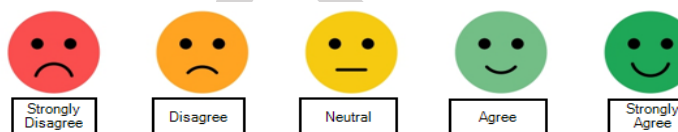
4. Staff (people who worked with me) helped me obtain the information I needed so that I could take charge of managing my mental health or disability.



5. I, not Staff (people who worked with me), decided my treatment goals.



6. Staff (people who worked with me) believed that I could grow, change and recover.



7. As a direct result of the services I received, I am better able to take care of my needs.



8. The staff (people who worked with me) I worked closely with were sensitive to my cultural/ethnic background (ex., race, religion, language, etc.).

