Technology and community: Coming together to improve the quality of HIV services in New York through a routine client satisfaction survey process
Objectives

- Share a large-scale participatory survey tool design and revision process
- Discuss survey implementation across a range of HIV service provision settings
- Discuss the successes and lessons learned from the revised implementation of a routine satisfaction survey
Purpose of the Ryan White Part A Client Satisfaction Survey (CSS)

Incorporating client input

- Consumer input on services is an essential component of the RW Part A program

Comparing client experiences in different service settings

- Collecting client feedback in a standardized and comparable manner allows for data aggregation and analysis at multiple levels

Improving services

- Learning about barriers and facilitators to client service utilization allows for improved services and access
Domains of Satisfaction

**Client Benefits** (Perceived outcomes - behavioral, clinical, and social)

- **Patient-provider relationship** (Trust, interpersonal dynamic)
- **Appropriateness** (Competency of language, culture, life situation)
- **Quality of Care** (Structural, technical, interpersonal)
- **Accessibility** (Location, time, hours, transportation)

**Client Perspective: Satisfaction**
In early 2012, the pilot of the CSS tool was launched:

- Community-based survey tool development process
- Paper surveys hand-delivered via HIV service providers to clients at their point of service
- Spanish and English
- Anonymous and confidential data collection (secure drop boxes placed at each agency)
Think about the services you checked on the first page.

A. At any point, did you feel that you were treated poorly when receiving these services?
   - Yes
   - No (If no, skip to question “B”)
   - Other

   [A1] If “Yes” to “A” above, please check any of the reasons you feel may have caused you to be treated poorly. (Check all that apply)
   - Race
   - Age
   - Gender
   - Sexual Orientation
   - Immigration status
   - Primary language
   - Use of drugs or alcohol
   - Other

B. When receiving these services in the past year, how satisfied were you overall? (Check one)
   - Very satisfied
   - Mostly satisfied
   - Somewhat satisfied
   - Somewhat dissatisfied
   - Mostly dissatisfied
   - Very dissatisfied

   [B1] What could the people providing these services do to increase your satisfaction?

C. How long have you been coming to this agency for the types of services you checked on the first page?
   - Less than 1 month
   - 1-3 months
   - 3-6 months
   - 6-11 months
   - 1-2 years
   - More than 2 years

Please tell us more about yourself...

I. How do you identify your gender? (Check one)
   - Male
   - Female
   - Transgender (Identify as Male)
   - Transgender (Identify as Female)
   - Other (specify)

II. What is your age group? (Check one)
   - Under 18 Years
   - 18 to 24 Years
   - 25 to 34 Years
   - 35 to 44 Years
   - 45 to 54 Years
   - 55 to 64 Years
   - 65 to 74 Years
   - 75 to 84 Years
   - 85 Years or Older

III. What is your racial/ethnic background? (Check all that apply)
   - Black/African American
   - Hispanic/Latino
   - White/Caucasian
   - Native American/Alaskan Native
   - Native Hawaiian/Other Pacific Islander
   - Other

IV. What is your highest level of education completed? (Check one)
   - Some Elementary/Middle School
   - Some High School (Secondary)
   - High School Diploma/GED (Secondary)
   - Some College
   - Certificate/Associate Degree
   - Bachelor’s Degree / Bachelor’s
   - College Graduate
   - Graduate School
   - Other (Specify)
   - Don’t Know

V. Which borough do you live in? (Check one)
   - Bronx
   - Brooklyn
   - Manhattan
   - Queens
   - Staten Island
   - Other (Specify)

What else would you like to share about your experience with these services?

Did you receive any help completing any part of this survey?
   - Yes
   - No
   - Not Sure

Thank you for taking the time to complete this survey!

If you have any further questions or concerns regarding this survey, please contact a staff member.
Stage 1: Lessons Learned From the Pilot & Potential Solutions

- Evidence of literacy, language, and education as a barrier
- Contextual and qualitative feedback was limited
- Anonymous survey
- Multiply-enrolled clients
- Paper surveys are time- and resource-intensive
- Lower the overall literacy level
- Shorten the survey
- ACASI web-based tool with simpler layout
- Add other languages
- Look into patient-provider relationship
- Link survey responses to existing data sources
- Confidential survey (1 survey per client)
- Live, web-based data collection/entry

Audio computer-assisted self-interview
Stage 2: Community Feedback Process

- Pre-implementation points of debate from 7 provider meetings and 4 brainstorming sessions one year prior to implementation:
  - Client comfort with technology
    - Bias associated with providers helping clients
  - Client access to electronic devices
  - Client literacy
  - Client interest in a survey without incentives
  - Timeliness of data
  - Provider burden/resources
  - Linking to provider reporting system for more information about clients
  - Provider access to data

- Contextual changes during the feedback process:
  - Snowden/NSA
  - Funding cuts to Ryan White Part A
  - Reporting burden due to implementation of a new data system
## Stage 3: Solutions to Community Concerns

### Community Concerns:
- Client access to computers and smartphones
- Client literacy/technological literacy/language
- Bias resulting from provider assistance and survey completions at agency
- Lack of anonymity (if linked to existing data sources)
- Lack of client interest/engagement in survey
- Too resource-intensive for providers

### Solutions to Concerns:
- Purchased tablets for each contract/charge Wi-Fi cost to administrative budget
- ACASI tool allows clients to take on own/added a limited paper option to be chosen by client
- Included English, Spanish, and French
- Introduced an anonymous option to be chosen by client
- Created introduction sheet to explain survey/simple, easy-to-use survey ID cards for each client
Preparing for Survey Launch: Survey ID Cards
Think about the food bank/home-delivered meals services you receive from Agency Name. Based on your recent personal experiences, please respond to the following questions.

**Question 9:**
Is there anything that would make it easier for you to get these food bank/home-delivered meals services? Please check all that apply.

- [ ] Transportation to Agency Name
- [ ] Different times of services
- [ ] Child care or other family care
- [X] Different location of food bank/home-delivered meals services
- [ ] Shorter wait time
- [ ] Translation services
- [ ] Fewer appointments
- [ ] More appointments
- [ ] Shorter appointments
- [ ] Longer appointments
- [ ] Other
Technology

YOU

THE TECHNOLOGY

THE BATTLE WE ALL FACE

TECHNICAL GLITCH!

HUMAN ERROR!

weblogcartoons.com
Preparing for Survey Launch

- **Electronic tablet pickups at NYC DOHMH**
  - Included: tablet, secure cable lock to ensure safety, protective covering, headphones, and information for Wi-Fi purchase

- **8 webinars provided to providers; each program required to participate in at least one**
  - Slides with speaker’s notes sent to each provider to encourage additional staff trainings at sites

- **Delivery of survey materials via NYC DOHMH transportation unit**
  - Received signatures from each site ensuring successful delivery of confidential materials
The Data Collection Period

- Web-based survey was open for 12 weeks

- Consistent communications delivered to ensure provider participation
  - Reminders about webinars, survey launch, and survey close date
  - Two e-mails containing individual program response rate throughout data collection period
    - High response
    - Medium response
    - Low response
  - Phone call/e-mail check-ins
  - Help from staff in the DOHMH HIV Technical Assistance unit

- Site staff have full-time jobs; this was an added burden for them in obtaining a high response rate
Scope of CSS: Pilot and Portfolio-Wide

~20,000:
Number of people living with HIV/AIDS (PLWHA) receiving Ryan White Part A supportive services per year in New York

2012 Pilot Survey:
65 agencies with 82 contracts
2,204:
Number of surveys returned = response rate of 30%

2014 Revised and Expanded Survey:
79 agencies with 117 contracts
4,196:
Number of surveys returned = response rate of 49%
NYC Response Rates(%): Sampled Active Clients*

*Excludes sampled clients who were not served during the survey period.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>All NYC (49%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal</td>
<td>33.5</td>
</tr>
<tr>
<td>Food/Nutrition</td>
<td>28.5</td>
</tr>
<tr>
<td>Home/Community-based Care</td>
<td>75.4</td>
</tr>
<tr>
<td>Harm Reduction</td>
<td>67.3</td>
</tr>
<tr>
<td>Care Coordination</td>
<td>53.8</td>
</tr>
<tr>
<td>Assessment/Referral (Mental Health)</td>
<td>50.0</td>
</tr>
<tr>
<td>Mental Health</td>
<td>52.9</td>
</tr>
<tr>
<td>Supportive Counseling</td>
<td>57.8</td>
</tr>
<tr>
<td>Transitional Care Coordination</td>
<td>63.1</td>
</tr>
</tbody>
</table>
Format/Completeness (%)

- Online: 90%
- Paper: 10%
- English: 85%
- Other: 15%
- Confidential: 85%
- Anonymous: 15%
- Yes: 38%
- No: 62%
- <= 2 responses: 97%
- >2 responses: 3%

Format: Online, Paper
Language: English, Other
Survey Type: Confidential, Anonymous
Received Help: Yes, No
Missing: <= 2 responses, >2 responses
Overall Satisfaction

- **92%** of clients very or mostly satisfied with services overall

**Very satisfied**

I am very happy with what they've done for me. I've been other places and I've never stayed this long. I've found something good here, help.

They know how to take care of clients and respect clients. Very smiley and open.

**Mostly satisfied**

CONTINUE THE WORK THEY ARE DOING AND REDUCE THE WAITING TIME, AND MAKE THE OFFICE AREA MORE CONFIDENTIAL.

I wish they could have less cases so I could get more individual care. Sometimes it's hard for me to get what I need because care coordinators are so busy trying to manage the needs of all of their patients/cases.

**Somewhat satisfied**

I don't feel that they are [providing] me with good services.

**Somewhat dissatisfied**

Too much education stuff. First get me a place to live and food before you start trying to teach me about the medical [stuff] that can wait a couple of months.

**Mostly dissatisfied**

**Very dissatisfied**
Anecdotal Post-Implementation Provider Feedback

**Client-specific**
- Clients appreciated the opportunity to share their experiences
- Some clients appreciated the opportunity to use the tablet
- Clients primarily reported either feeling too overwhelmed with their healthcare and life stability to focus on and take a satisfaction survey
- Some clients felt distrustful of surveys and how the information would be used

**Structural**
- Many clients sampled were no longer active in program
- Lack of incentives was a barrier for this client population
- Survey ID cards created a user-friendly process and helped providers keep track of who took the survey
- Substantial site staff effort was required to get the level of responses expected
Acknowledgements

Client Respondents
Service Providers
BHIV Research and Evaluation Unit
BHIV Program and Administrative Staff
HIV Health and Human Services Planning Council of New York
RDE Systems, Inc. (web-based tool developers)
Public Health Solutions, Inc. (contractual role)
DOHMH Transportation Unit
Contact Information

Elena DiRosa, MPH
Research and Evaluation Unit, Care & Treatment Program
Bureau of HIV/AIDS Prevention & Control
NYC Department of Health & Mental Hygiene
347-396-7667
Edirosa@health.nyc.gov