

Ryan White Client Satisfaction Survey 2022 Summary Report Highlights¹

Background

The 2022 Ryan White Client Satisfaction Survey was conducted in November of 2022 through January 2023 by the Orange County Health Care Agency's (OCHCA) HIV Planning and Coordination. The survey assessed client's satisfaction with Ryan White Act-funded services in Orange County. This was the ninth (9th) time the survey was conducted by the OCHCA in a centralized manner. There were 451 surveys (English and Spanish) distributed via mail and at Ryan White-funded service sites throughout the community. In addition, an online version of the survey was made available for the seventh (7th) time. In total, 89 surveys were completed; 65 were in English (28 print and 37 online) and 24 were in Spanish (24 print). This represents a response rate of approximately 20%. Respondents identified the services they used and rated their experiences with services received during the previous 12 months. Respondents were given the opportunity to provide comments regarding services they were using and suggestions for improvements.

Results

The following survey results provide information on client's experiences with select Ryan White services, the impact of the service on client's health or their ability to access the service. Average rating for services include a comparison of the 2022 survey results to the average ratings from the 2020 Client Satisfaction Survey; (+) indicates increase in rating compared to 2020 average rating, (-) indicates decrease in rating compared to 2020 average rating, and (=) indicates no change in rating. The 2022 average rating for all Ryan White services was 3.8, which is the same as the average rating for 2020.

How often...	Never (1)	Sometimes (2)	Usually (3)	Always (4)	Average Rating 2020 vs. 2022
Case Management					
Did your case manager encourage you to talk about your health problems or concerns?	2 (3.1%)	1 (1.6%)	6 (9.4%)	55 (85.9%)	3.8 (+0.1)
Medical Care					
Did your doctor encourage you to talk about your health problems or concerns?	1 (2.0%)	0 (0.0%)	4 (8.0%)	45 (90.0%)	3.9 (+0.1)
Dental Care					
Did your dental staff show respect for what you had to say?	0 (0.0%)	3 (7%)	8 (18.6%)	32 (74.4%)	3.7 (-0.1)
Food Bank					
Did you receive a food pantry order as soon as it was needed?	1 (3.2%)	0 (0.0%)	7 (22.6%)	23 (74.2%)	3.7 (+0.2)
Nutritional Supplements					
Did you receive nutritional supplements as soon as it was needed?	1 (5.3%)	1 (5.3%)	4 (21.1%)	13 (68.4%)	3.5 (+0.2)
Nutritional Therapy					
Did the registered dietitian encourage you to talk about your health problems or concerns?	0 (0.0%)	1 (4.5%)	2 (9.1%)	19 (86.4%)	3.8 (=)

¹ The complete report is available upon request.

Of clients receiving the following services:

- **Eligibility Screening:** 98% indicated that an eligibility worker gave information that was easy to understand about the application process for benefits they were eligible for in 2022, which is a slightly higher percentage than the 97% in 2020 (1% increase).
- **Benefits Counseling:** 94% indicated that a benefits counselor helped them get benefits they would have otherwise not been able to access in 2022, which is a slightly higher percentage than the 92% in 2020 (2% increase).
- **AIDS Drug Assistance Program (ADAP):** 76% indicated that an eligibility worker helped them understand the changes to ADAP and/or Office of AIDS(OA)-Health Insurance Premium Program (HIPP), which is a slightly lower percentage than the 80% in 2020 (4% decrease).
- **Home Delivered Meals:** 90% indicated that they received meals that were nutritious, which is a much higher percentage than the 79% in 2020 (11% increase). Additionally, 91% indicated that they received meals that were of good quality, which is a much higher percentage than the 83% in 2020 (8% increase).
- **Medical Transportation:** 100% indicated that their van ride helped them get to their appointment on time in 2022, which is a much higher percentage than the 83% in 2020 (17% increase). Additionally, 100% indicated that their ride share (Lyft) helped them get to their appointment on time in 2022, which is a much higher percentage than the 81% in 2020 (19% increase).
- **Housing Services:** 86% indicated that housing services helped them get stable housing, so they were able to stay in medical care in 2022, which is a much higher percentage than the 64% in 2020 (22% increase).
- **Housing Coordination:** 57% indicated that housing coordination services help them understand their housing options in 2022, which is a much lower percentage than the 84% in 2020 (27% decrease).
- **Individual Therapy/Counseling:** 92% indicated that they were involved in creating their goals with their therapist in 2022, which is a much higher percentage than the 84% in 2020 (8% increase).
- **Legal Services:** 80% indicated that the legal service staff helped address their legal issue, which is a much lower percentage than the 100% in 2020 (20% decrease). (**See Note 2**)
- **Home Health Care:** 90% indicated that the home health care staff gave them instructions that were easy to understand about how to maintain their daily activities, which is a higher percentage than the 83% in 2020 (7% increase).

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The following questions were included in the Ryan White Survey to allow comparison of ratings with Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. The CAHPS program is a public-private initiative to develop standardized surveys of patients' experiences with medical care.

Ryan White Results:

“How often did you get _____ as soon as it was needed?”	Never (1)		Sometimes (2)		Usually (3)		Always (4)		Average Rating 2020 vs. 2022
a case management appointment	1	(1.5%)	4	(6.1%)	9	(13.6%)	52	(78.8%)	3.7 (=)
an eligibility screening appointment	0	(0.0%)	2	(3.3%)	12	(19.7%)	47	(77.0%)	3.7 (-0.2)
a benefits counseling appointment	0	(0.0%)	1	(2.0%)	6	(12.2%)	42	(85.7%)	3.8 (-0.1)
a dental appointment	1	(2.3%)	7	(16.3%)	5	(11.6%)	30	(69.8%)	3.5 (0.1)
a medical appointment	0	(0.0%)	3	(6.0%)	4	(8.0%)	43	(86.0%)	3.8 (=)
a specialty medical appointment	0	(0.0%)	0	(0.0%)	1	(2.8%)	35	(97.2%)	4.0 (+0.2)
a food order	1	(3.2%)	0	(0.0%)	7	(22.6%)	23	(74.2%)	3.7 (+0.2)
nutritional supplements	1	(5.3%)	1	(5.3%)	4	(21.1%)	13	(68.4%)	3.5 (+0.2)
home delivered meals	1	(7.1%)	1	(7.1%)	1	(7.1%)	11	(78.6%)	3.6 (-0.3)
a nutritional counseling appointment	0	(0.0%)	3	(13.0%)	1	(4.3%)	19	(82.63%)	3.7 (-0.2)
a transportation appointment	1	(4.3%)	1	(4.3%)	3	(13.0%)	18	(78.3%)	3.7 (-0.1)
a housing appointment (Note 1)	0	(0.0%)	0	(0.0%)	1	(10.0%)	9	(90.0%)	3.9 (=)
a housing coordination appointment	0	(0.0%)	1	(10.0%)	1	(10.0%)	8	(80.0%)	3.7 (=)
a health insurance premium (HIPP) appointment	0	(0.0%)	0	(0.0%)	1	(6.7%)	14	(93.3%)	3.9 (-0.1)
an emergency financial assistance (EFA) for medications	0	(0.0%)	0	(0.0%)	0	(0.0%)	10	(100%)	4.0 (+0.1)
an individual therapy appointment	0	(0.0%)	0	(0.0%)	2	(12.5%)	14	(87.5%)	3.9 (+0.1)
a group counseling session	0	(0.0%)	1	(14.3%)	0	(0.0%)	6	(85.7%)	3.7 (+0.2)
a legal service appointment (Note 2)	0	(0.0%)	1	(12.5%)	2	(25.0%)	5	(62.5%)	3.5 (-0.3)
a home health care appointment	0	(0.0%)	0	(0.0%)	2	(22.2%)	7	(77.8%)	3.8 (-0.1)

The average rating for all services for 2022 was 3.7, which is a slight decrease compared to the average rating for 2020 of 3.8.

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Ryan White Results (Cont.)

“How often did _____ show respect for what you had to say?”	Never (1)	Sometimes (2)	Usually (3)	Always (4)	Average Rating 2020 vs. 2022
your case manager	0 (0.0%)	0 (0.0%)	3 (4.5%)	63 (95.5%)	4.0 (=)
the eligibility counselor	0 (0.0%)	0 (0.0%)	3 (5.1%)	56 (94.9%)	4.0 (+0.1)
the benefits counselor	0 (0.0%)	0 (0.0%)	2 (4.1%)	47 (95.9%)	4.0 (=)
the dental staff	0 (0.0%)	3 (7.0%)	8 (18.6%)	32 (74.4%)	3.7 (-0.1)
the doctor/nurse	0 (0.0%)	0 (0.0%)	3 (6.1%)	46 (93.9%)	3.9 (+0.1)
this specialist	0 (0.0%)	0 (0.0%)	1 (2.8%)	35 (97.2%)	4.0 (+0.2)
food pantry staff	2 (6.5%)	0 (0.0%)	7 (22.6%)	23 (74.2%)	3.7 (-0.1)
the nutritional supplements staff	0 (0.0%)	0 (0.0%)	3 (15.8%)	16 (84.2%)	3.8 (-0.1)
home-delivered meals staff	2 (14.3%)	0 (0.0%)	1 (7.1%)	11 (78.6%)	3.5 (-0.3)
registered dietician	0 (0.0%)	0 (0.0%)	0 (0.0%)	21 (100.0%)	4.0 (+0.2)
the transportation staff	0 (0.0%)	0 (0.0%)	1 (4.5%)	21 (95.5%)	4.0 (+0.3)
the housing services staff (Note 1)	0 (0.0%)	1 (8.3%)	1 (8.3%)	10 (83.3%)	3.8 (+0.1)
the housing coordination staff	0 (0.0%)	0 (0.0%)	0 (0.0%)	8 (100.0%)	4.0 (+0.2)
the HIPP staff	0 (0.0%)	0 (0.0%)	0 (0.0%)	15 (100.0%)	4.0 (+0.1)
the EFA medications staff	0 (0.0%)	0 (0.0%)	0 (0.0%)	10 (100.0%)	4.0 (+0.3)
this therapist [individual therapy]	0 (0%)	0 (0.0%)	0 (0.0%)	16 (100.0%)	4.0 (+0.2)
the therapist who ran the group(s)	0 (0.0%)	0 (0.0%)	1 (16.7%)	5 (83.3%)	3.8 (=)
the legal services staff	0 (0.0%)	0 (0.0%)	1 (12.5%)	7 (87.5%)	3.9 (-0.1)
the home health care staff	0 (0.0%)	0 (0.0%)	0 (0.0%)	9 (100.0%)	4.0 (+0.1)

The average rating for all services for 2022 was 3.9 which is a slight increase compared to the average rating for 2020 of 3.8.

Note 1: In the 2022 survey, short-term supportive housing and Emergency Financial Assistance (EFA) for housing were combined into one category.

Note 2: Depending on the legal matter, the issue may not be resolved during the timeframe for this survey. Additionally, legal matters that cannot be resolved by legal services offered through Ryan White are referred to pro-bono attorneys.