



Substance Use Disorder Provider Network

*Satisfaction Survey*

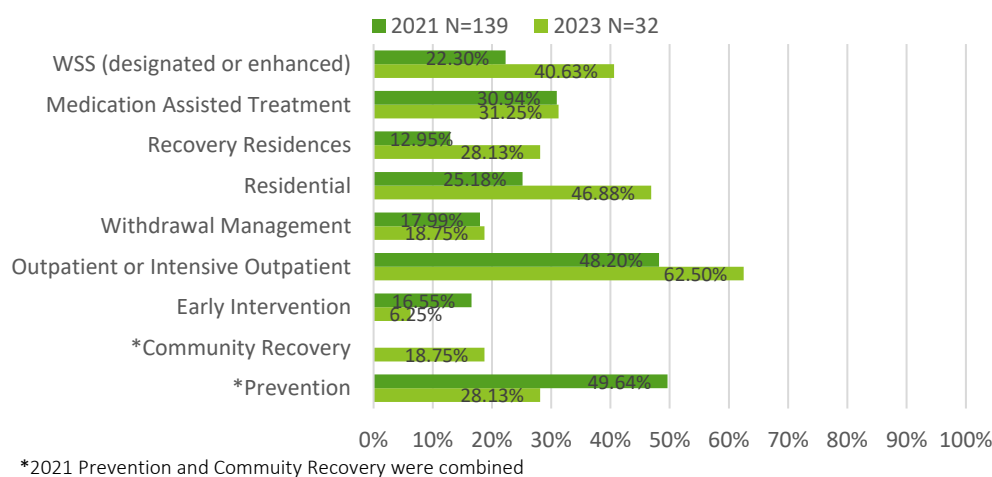
2023

The Mid-State Health Network (MSHN) Provider Satisfaction Survey was administered to contracted Substance Use Disorder (SUD) providers during April 2023. The survey was administered via the MSHN Constant Contact, along with direct outreach to program administrators. In addition, MSHN staff who routinely interact with providers included a link in their email signature during the response period.

SUD providers at all levels of the organization were encouraged to respond based on experiences with MSHN during fiscal year 2023 with *very satisfied* considered to mean, 'I would not make major changes to MSHN on the issue' and *very dissatisfied* to mean, 'I have considered ending my contract with MSHN based on the issue.' Respondents who did not have experience with a particular function or process were asked to indicate *no experience*. The charts in this report represent the weighted average for each question with 5 indicating *very satisfied* and 1 indicating *very dissatisfied*. Results are represented in aggregate, with NA values eliminated from the aggregated score. MSHN will focus its improvement efforts where aggregate score is less than 3.5.

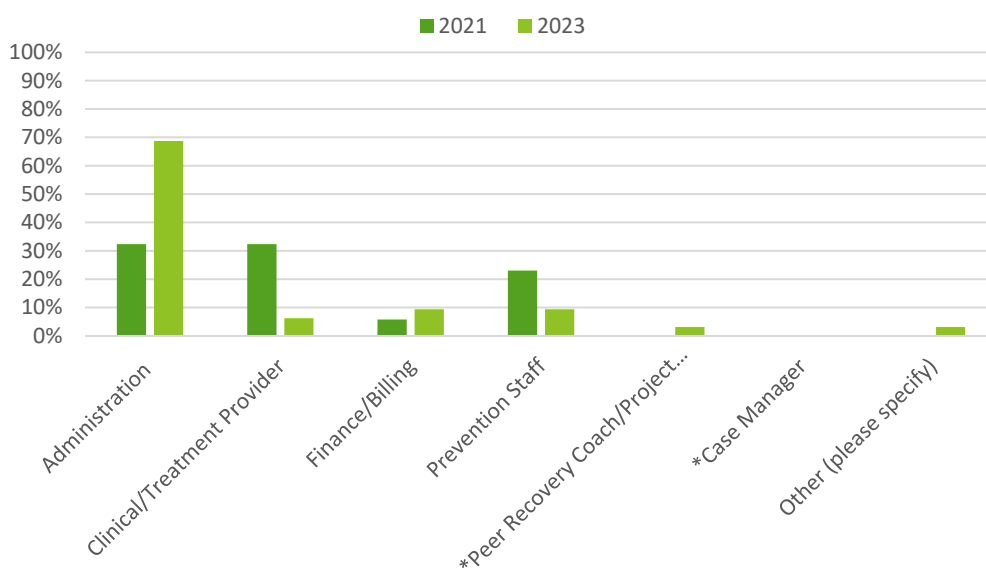
The number of respondents decreased by 77% from 2021 (139) to 2023 (32). Due to the low response, caution should be used when comparing to previous survey results and developing action to address deficiencies.

### Services Provided



**Services Provided:** Respondents were asked to report the type of services they provided to MSHN beneficiaries. Providers often provide multiple levels of care, so responses are in duplicate. Feedback was received from providers across the continuum of care.

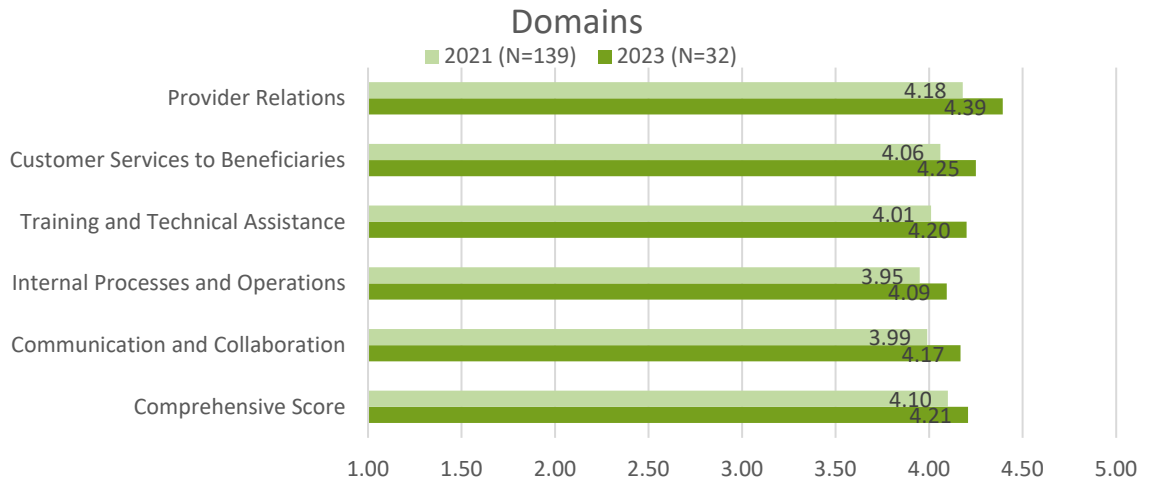
### Roles of Respondents



**Role of Respondent:** Respondents were asked to identify their primary role within their organization. A majority (22-69%) of responses were received from program administrators or admin support staff.

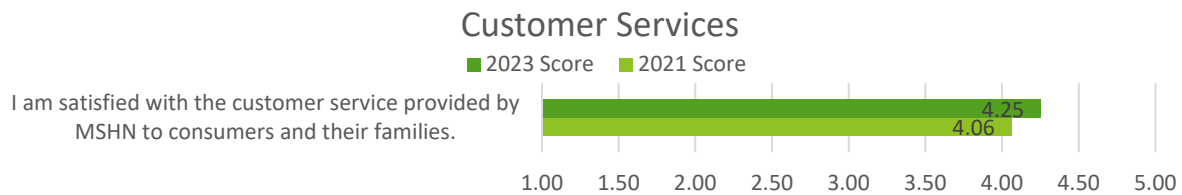
\*added in 2023

**Domains:** The survey was designed to allow respondents the opportunity to provide feedback based on the key functions they are involved in when conducting business with MSHN. MSHN will receive provider feedback specific to departmental operations. This report has been organized by key domains: *MSHN processes and operations, customer services to beneficiaries, provider relations, training/technical assistance, and communications/collaboration.* MSHN will employ a continuous quality improvement model that develops initiatives to improve process/quality (plan), implements initiatives (do), monitors progress frequently (study) and amends as needed (act).



### Customer Services to Individuals Receiving Services

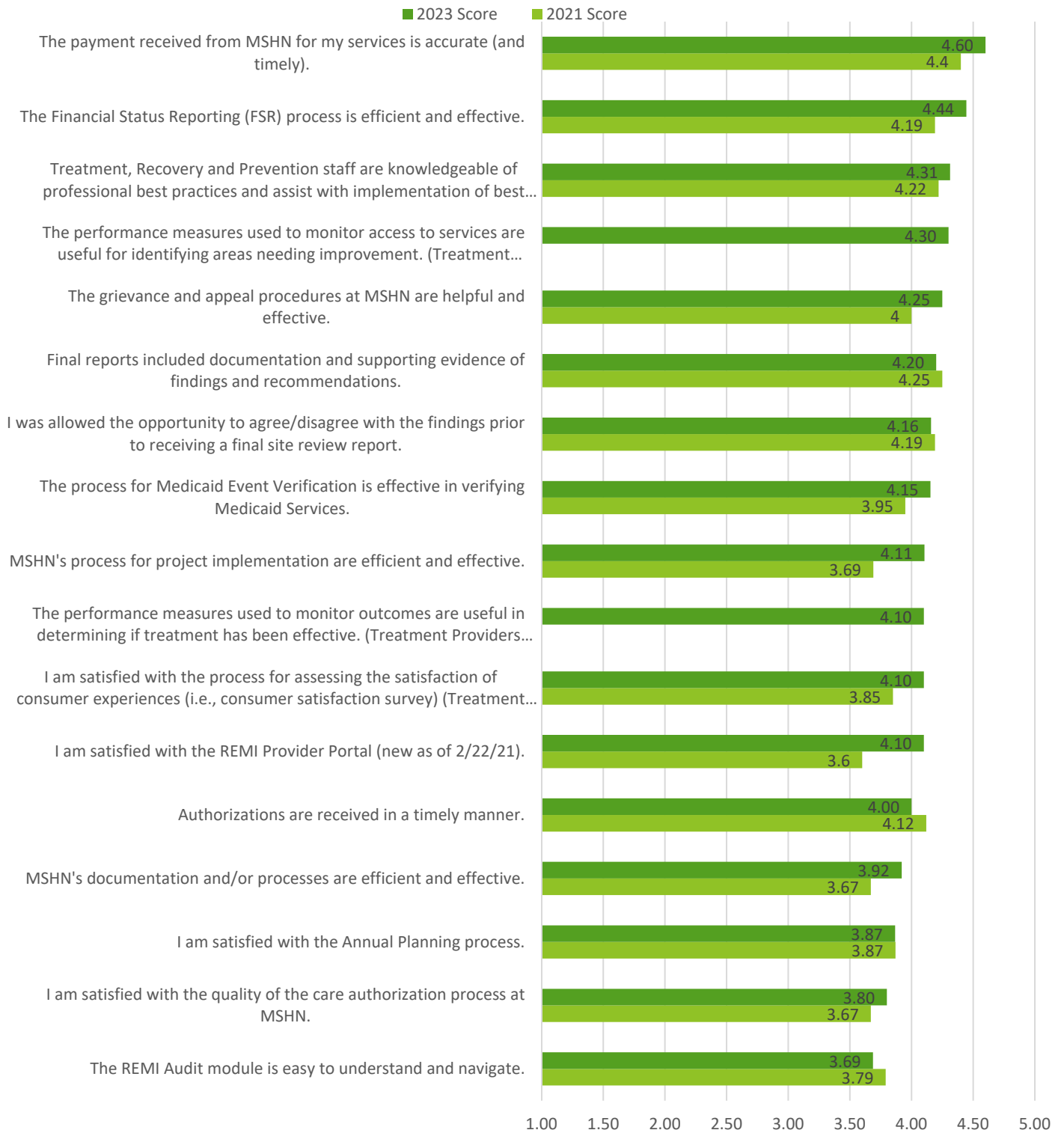
Customer Service operates as the front door of MSHN and is available to assist beneficiaries and stakeholders with their questions and concerns. This includes providing information regarding the services and benefits available, how to access services, handling individual complaints and grievances. Respondents were asked to rate their satisfaction with customer services provided by MSHN to individuals served.



## Internal Processes and Operations

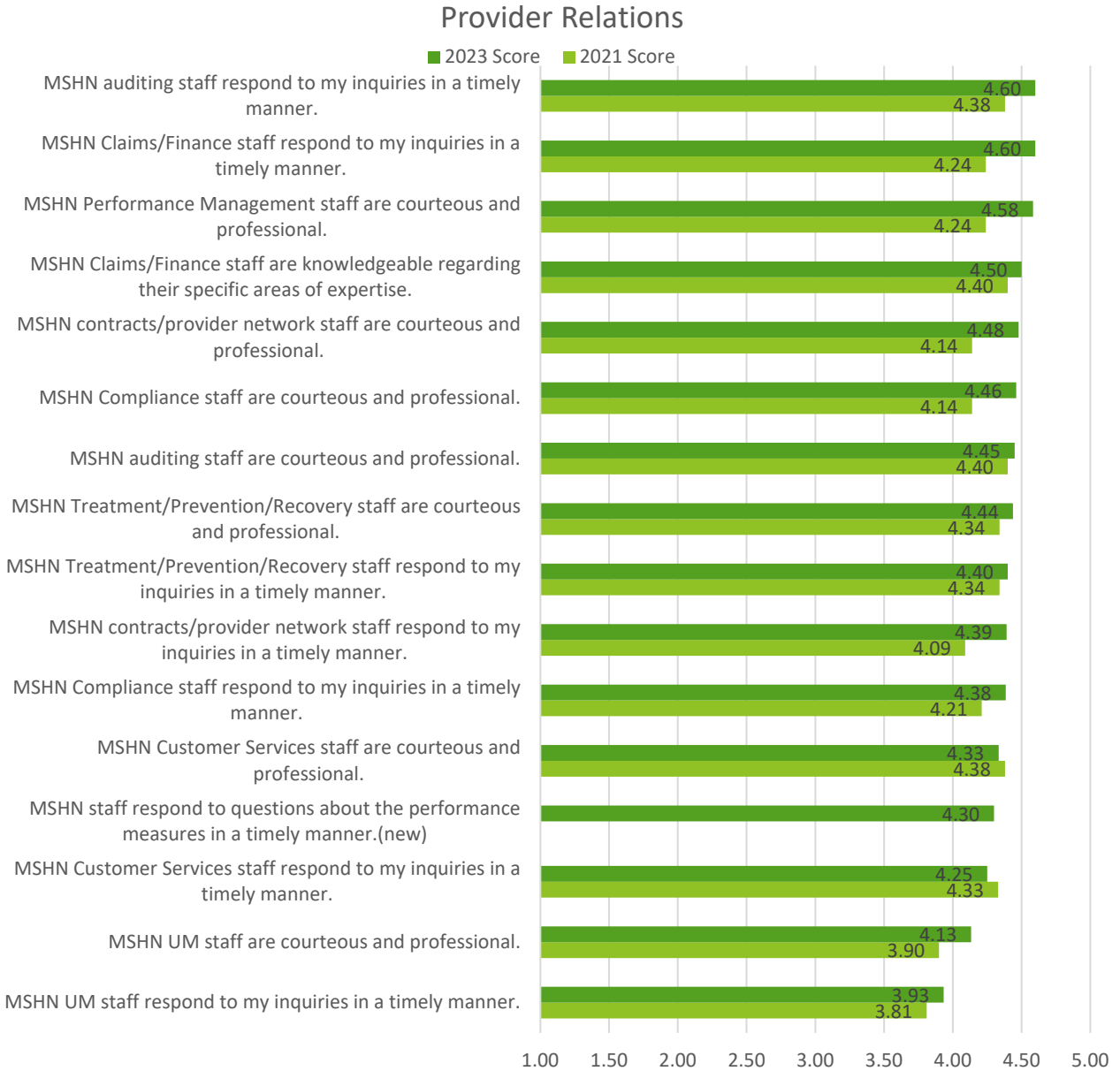
MSHN is committed to ensuring its processes are efficient and effective. Respondents were asked to rate the experience of key processes and operations as well as new processes implemented within the past year.

### Internal Process and Operations



## Provider Relations

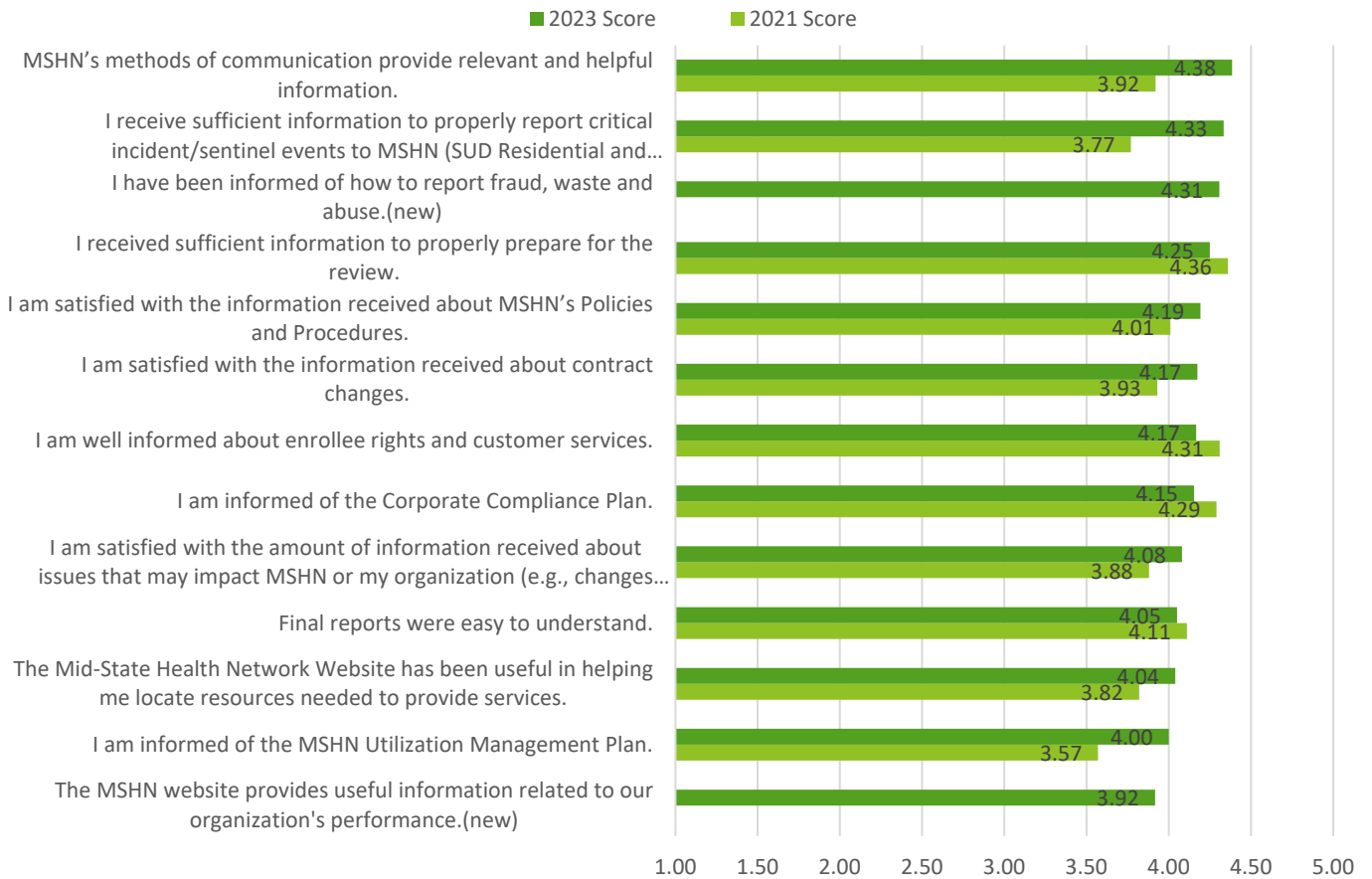
MSHN values its provider partners and is committed to developing strong working relationships with the provider system. Respondents were asked to rate staff courtesy/professionalism and timeliness in responding to inquiries.



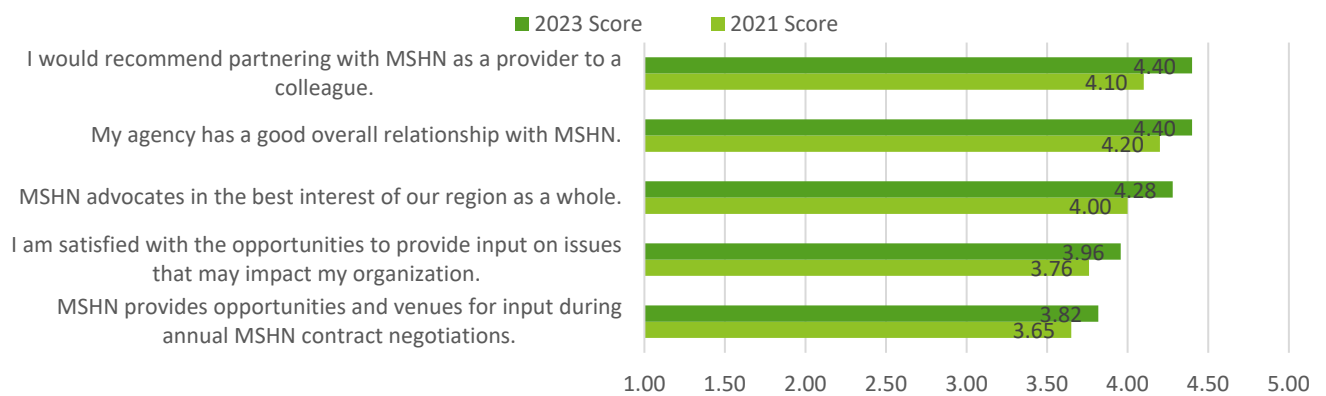
## Communications and Collaboration

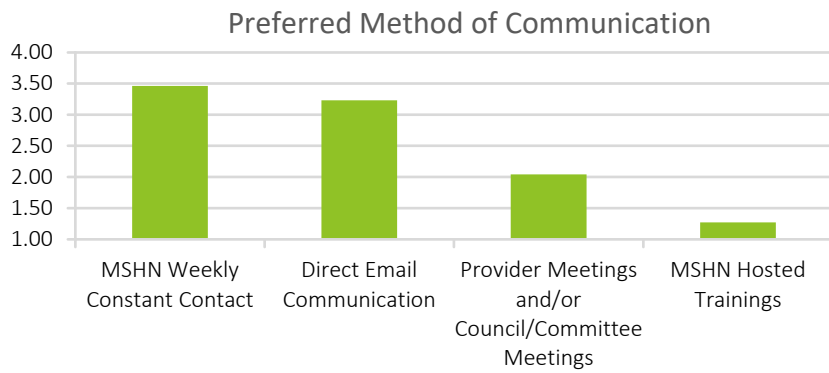
It is MSHN’s goal to develop and maintain collaborative relationships with the provider system, striving to employ effective communication strategies, ensuring the provider system is informed of new requirements and changes to contractual obligations, as well as issues and matters that impact the provider system such as legislative, funding, and state policy matters.

### Communication



### Collaboration



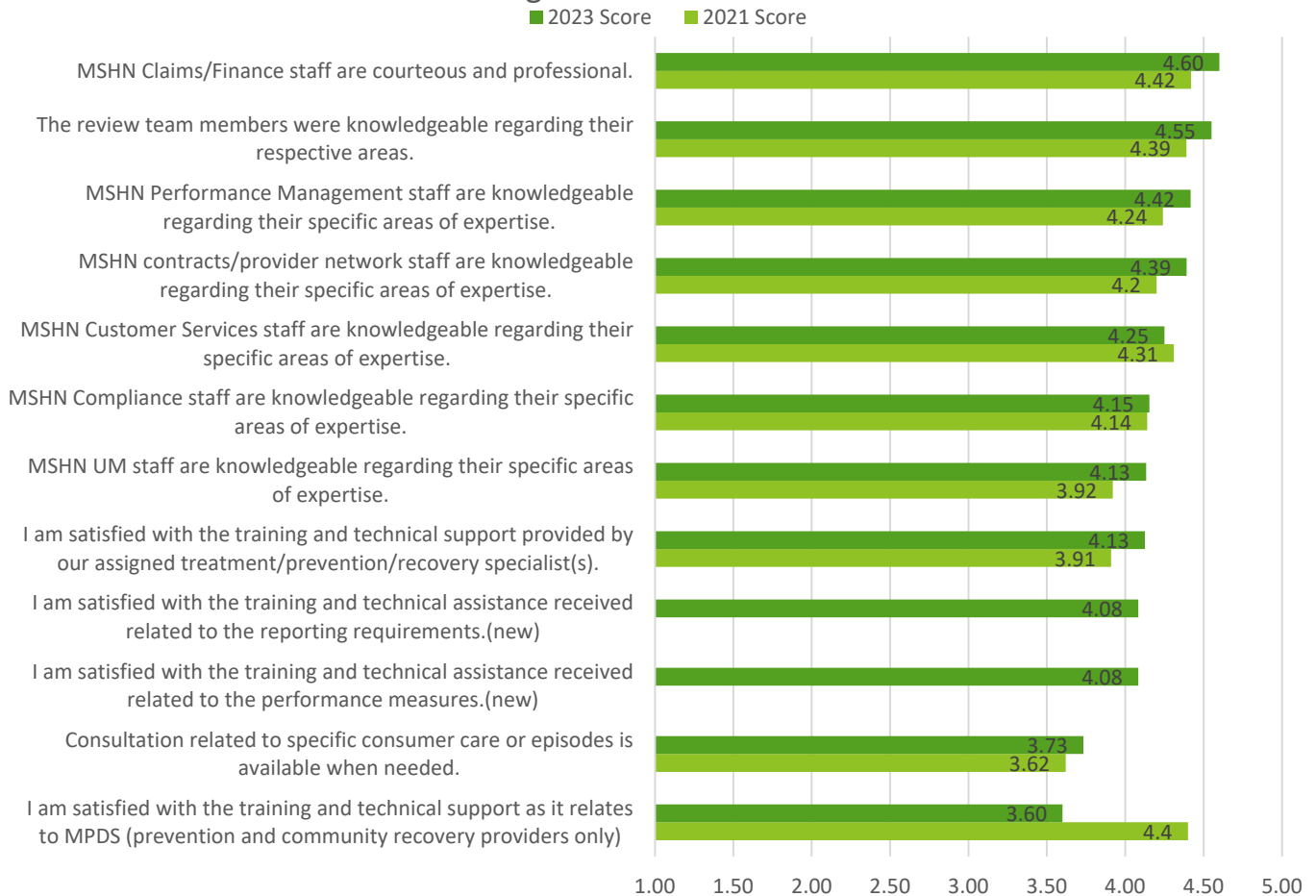


**Communication Methods:** Respondents were asked to identify their preferred method of communication. The weekly constant contact was the preferred mode of communication to the SUD provider system (14 - 53.85%). Direct email communication was the next preferred method (11 - 42.31%).

## Training and Technical Assistance

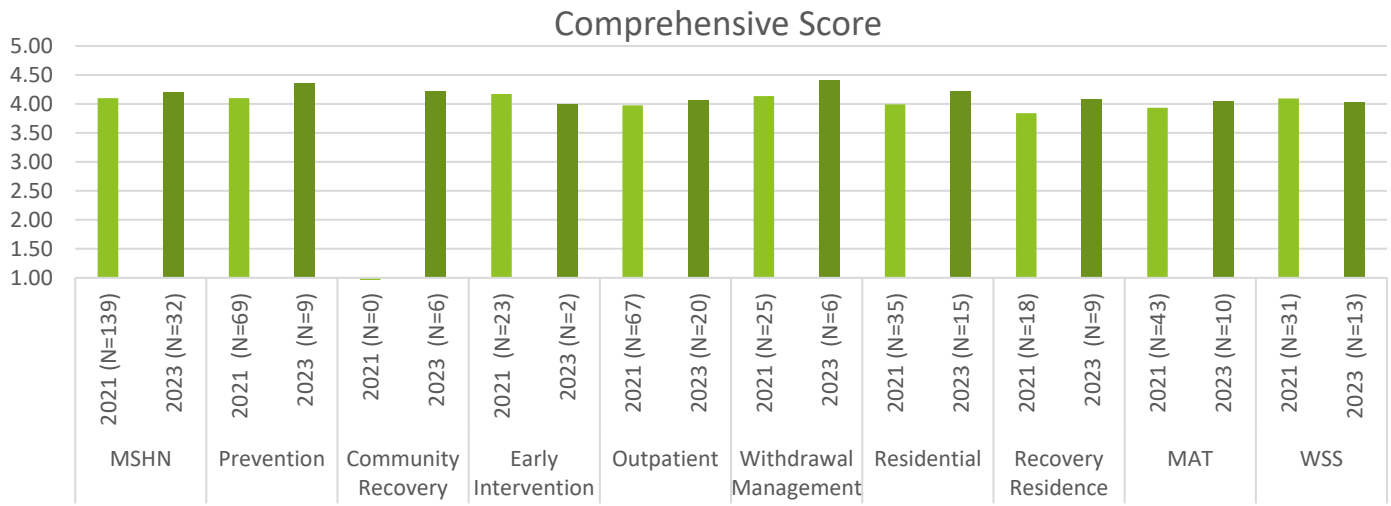
MSHN staff offer training and technical assistance to the provider system based on identified regional needs, provider specific needs, and upon request from a provider.

### Training and Technical Assistance



## By Service Provider Type

MSHN analyzed the data by provider service type to review each domain area by specific provider category.



- MSHN 2021 (N=139)
- MSHN 2023 (N=32)
- Prevention 2021 (N=69)
- Prevention 2023 (N=9)
- Community Recovery 2021 (N=0)
- Community Recovery 2023 (N=6)
- Early Intervention 2021 (N=23)
- Early Intervention 2023 (N=2)
- Outpatient 2021 (N=67)
- Outpatient 2023 (N=20)
- Withdrawal Management 2021 (N=25)
- Withdrawal Management 2023 (N=6)
- Residential 2021 (N=35)
- Residential 2023 (N=15)
- Recovery Residence 2021 (N=18)
- Recovery Residence 2023 (N=9)
- MAT 2021 (N=43)
- MAT 2023 (N=10)
- WSS 2021 (N=31)
- WSS 2023 (N=13)

	Comprehensive Score	Communication / Collaboration	Internal Processes / Operations	Training / Technical Assistance	Customer Services to Beneficiaries	Provider Relations
<b>MSHN 2021 (N=139)</b>	4.10	3.99	3.95	4.01	4.06	4.18
<b>MSHN 2023 (N=32)</b>	4.21	4.17	4.09	4.20	4.25	4.39
<b>Prevention 2021 (N=69)</b>	*	3.98	3.95	4.21	4.00	4.28
<b>Prevention 2023 (N=10)</b>	4.36	4.33	4.27	4.32	5.00	4.54
<b>Community Recovery 2021 *</b>						
<b>Community Recovery 2023 (N=7)</b>	4.22	4.17	4.09	4.29	4.00	4.39
<b>Early Intervention 2021 (N=23)</b>	4.17	4.24	4.08	4.32	3.50	4.39
<b>Early Intervention 2023 (N=2)</b>	4.00	4.18	3.67	4.20	*	4.00
<b>Outpatient or Intensive Outpatient 2021 (N=67)</b>	3.97	3.95	3.93	4.12	4.09	4.21



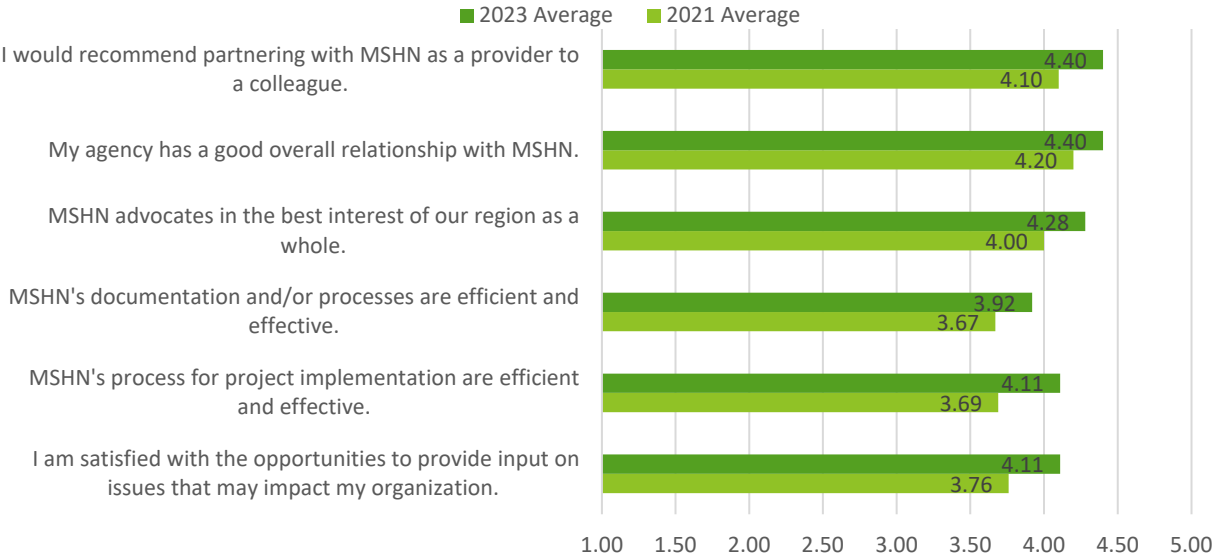
	Comprehensive Score	Communication / Collaboration	Internal Processes / Operations	Training / Technical Assistance	Customer Services to Beneficiaries	Provider Relations
Outpatient or Intensive Outpatient 2023 (N=20)	4.07	4.04	3.90	4.07	4.11	4.30
Withdrawal Management (N=25)	4.14	4.04	4.23	4.28	4.20	4.31
Withdrawal Management 2023 (N=6)	4.40	4.43	4.36	4.40	4.25	4.42
Residential 2021 (N=35)	3.99	3.90	4.02	4.18	4.00	4.19
Residential 2023 (N=15)	4.21	4.16	4.15	4.23	4.20	4.36
Recovery Residences 2021 (N=18)	3.84	3.75	3.68	4.15	3.75	4.14
Recovery Residences 2023 (N=9)	4.08	4.05	4.13	4.00	4.00	4.16
MAT 2021 (N=43)	3.93	3.96	3.83	4.03	4.00	4.20
MAT 2023 (N=11)	4.05	4.04	3.93	4.02	4.00	4.21
WSS 2021 (N=31)	4.09	4.12	4.03	4.25	4.00	4.30
WSS 2023 (N=14)	4.02	4.00	3.86	4.04	4.00	4.22

\*No responses to question

**Department Specific**

The chart below represents the responses for questions that apply to all MSHN staff and processes.

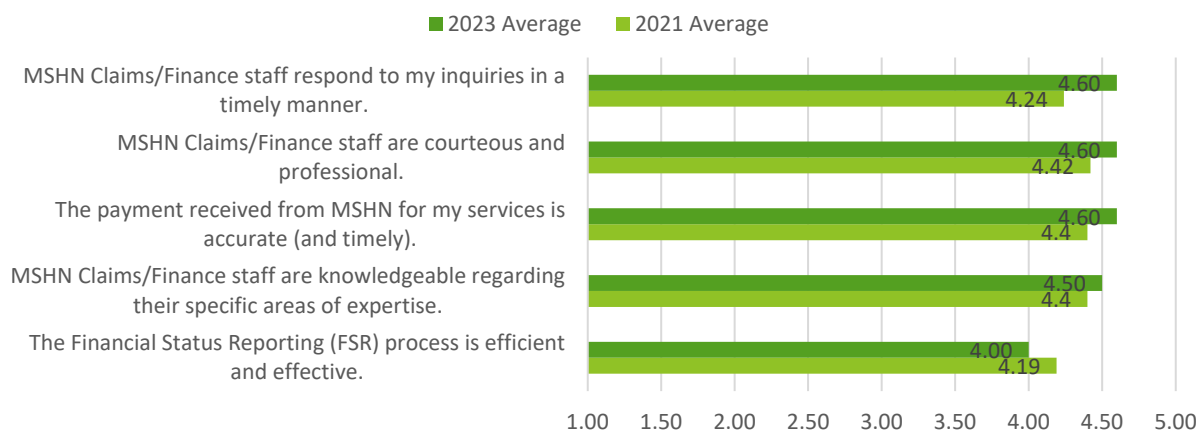
Total Responses: 26



## Finance

Total Responses: 10

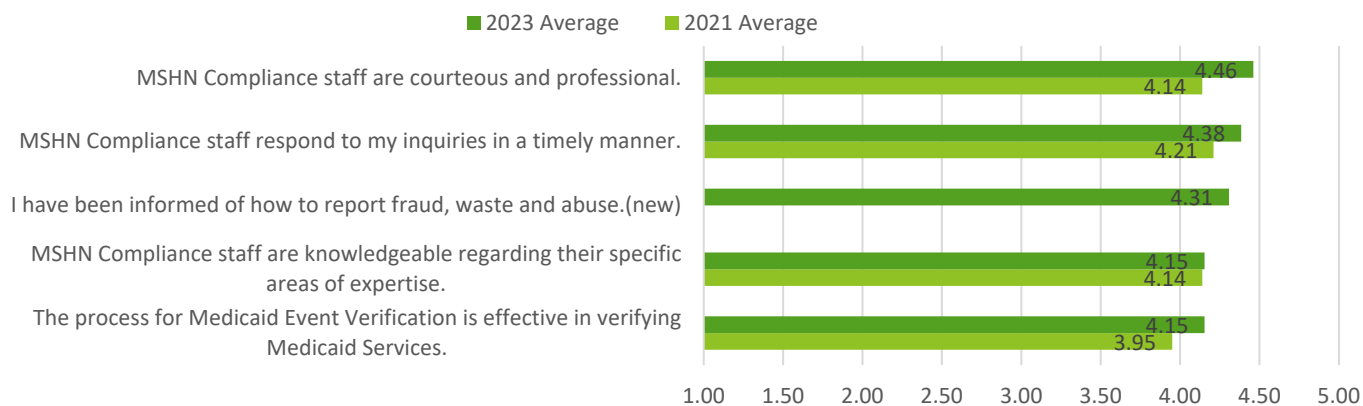
### Claims and Billing



## Quality, Compliance, Customer Services

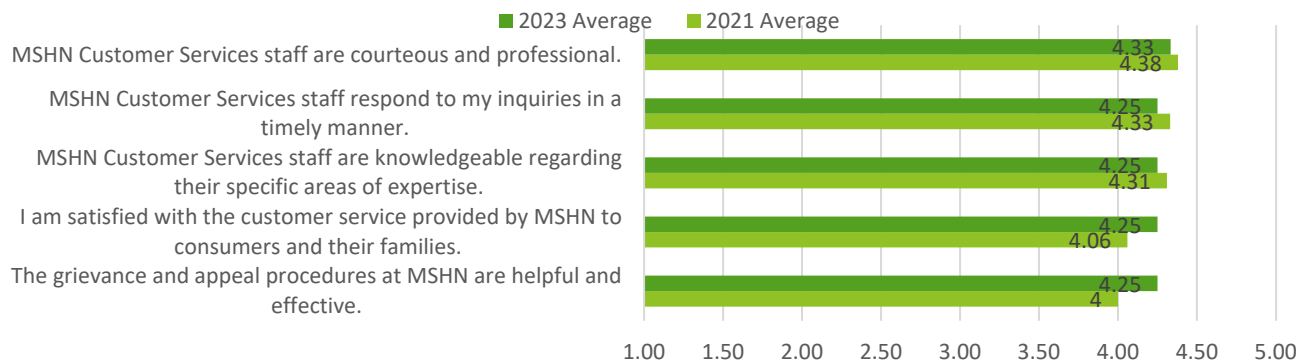
Total Responses: 13

### Compliance



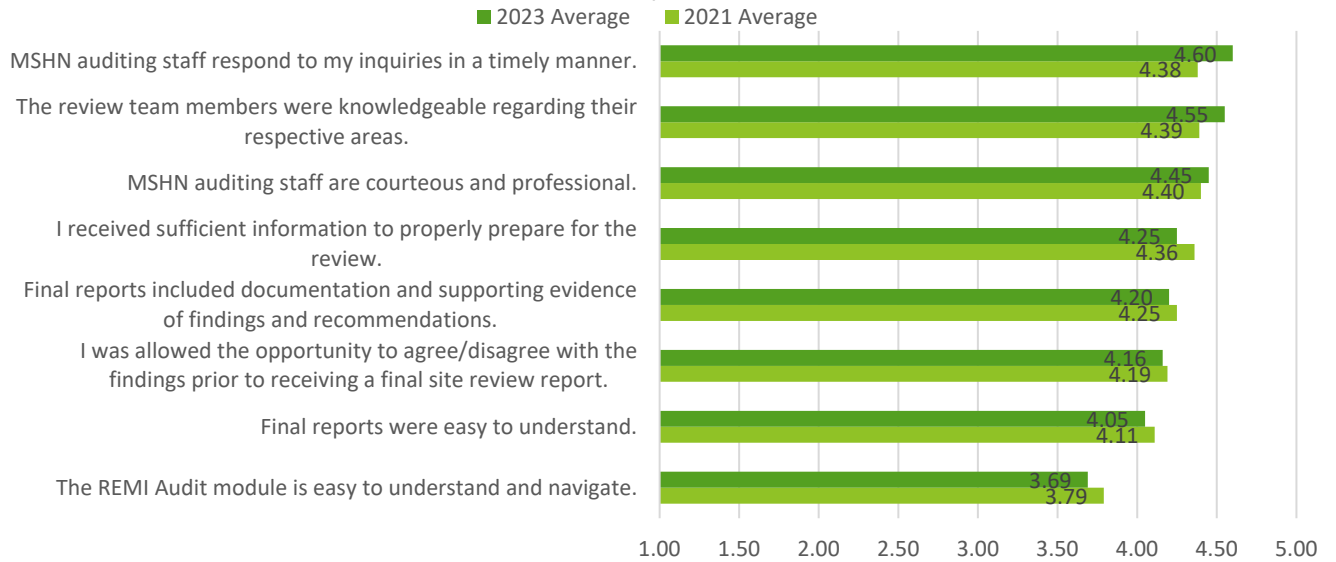
Total Responses: 12

### Customer Service



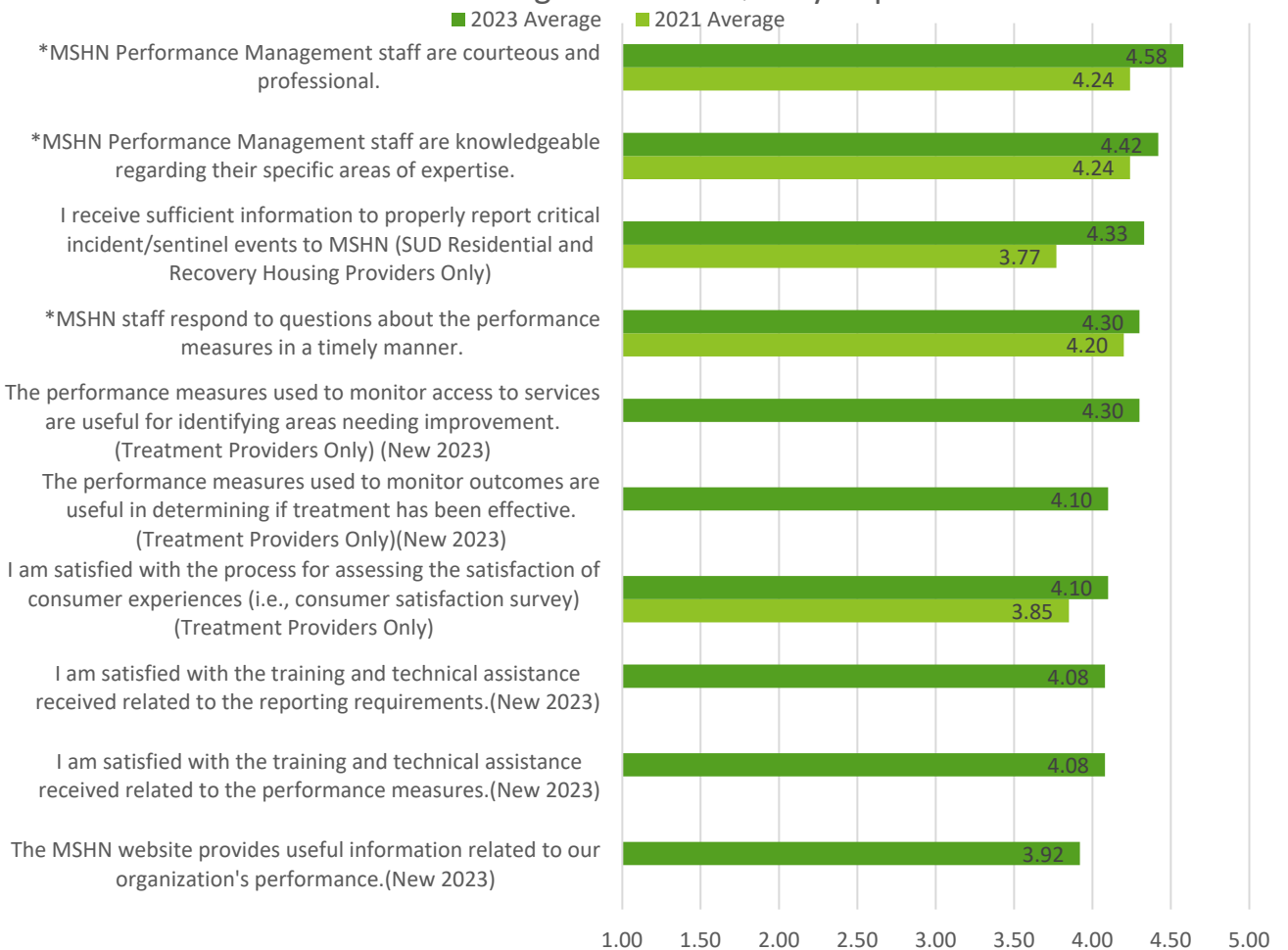
Total Responses: 20

### Site Review / Audit Process



Total Responses: 13

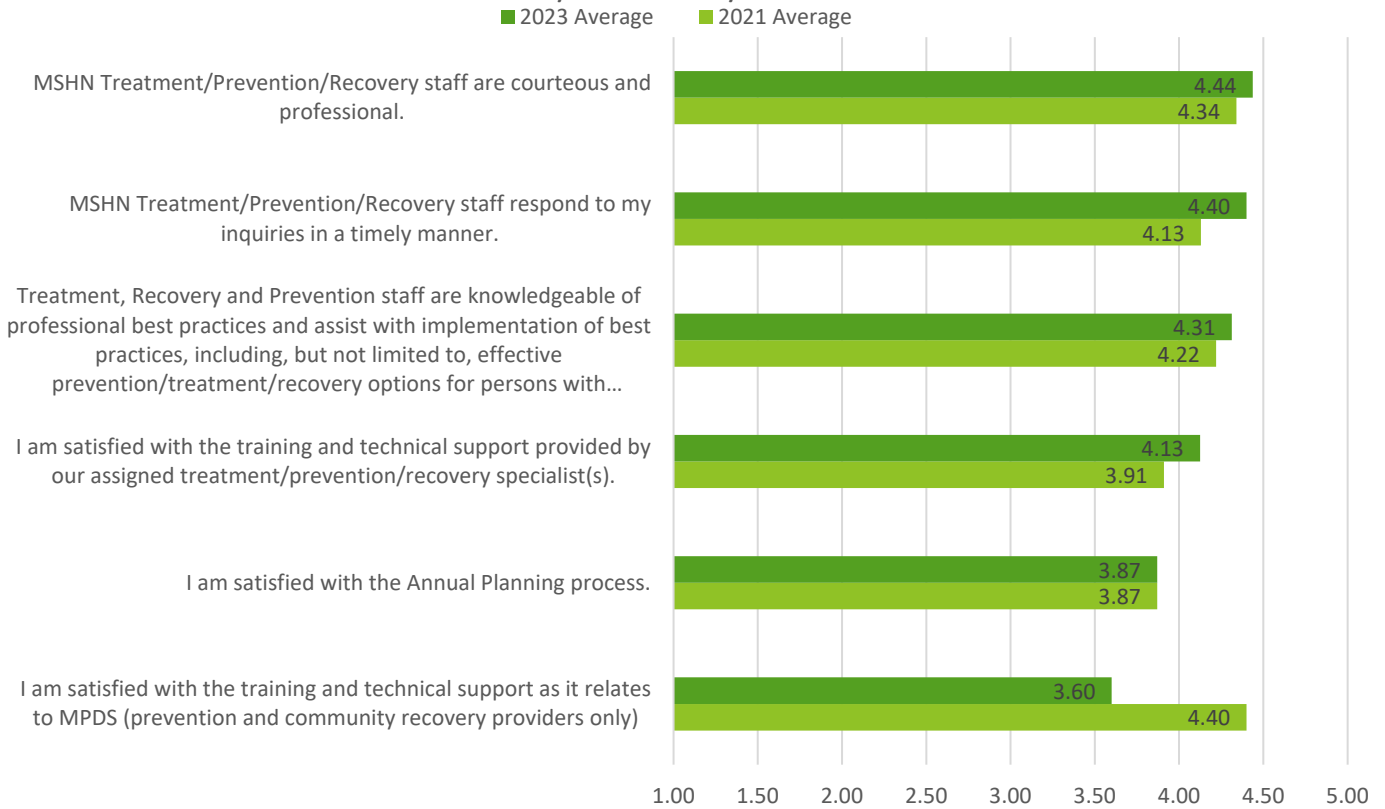
### Performance Management and Quality Improvement



## Clinical – Treatment and Prevention

Total Responses: 15

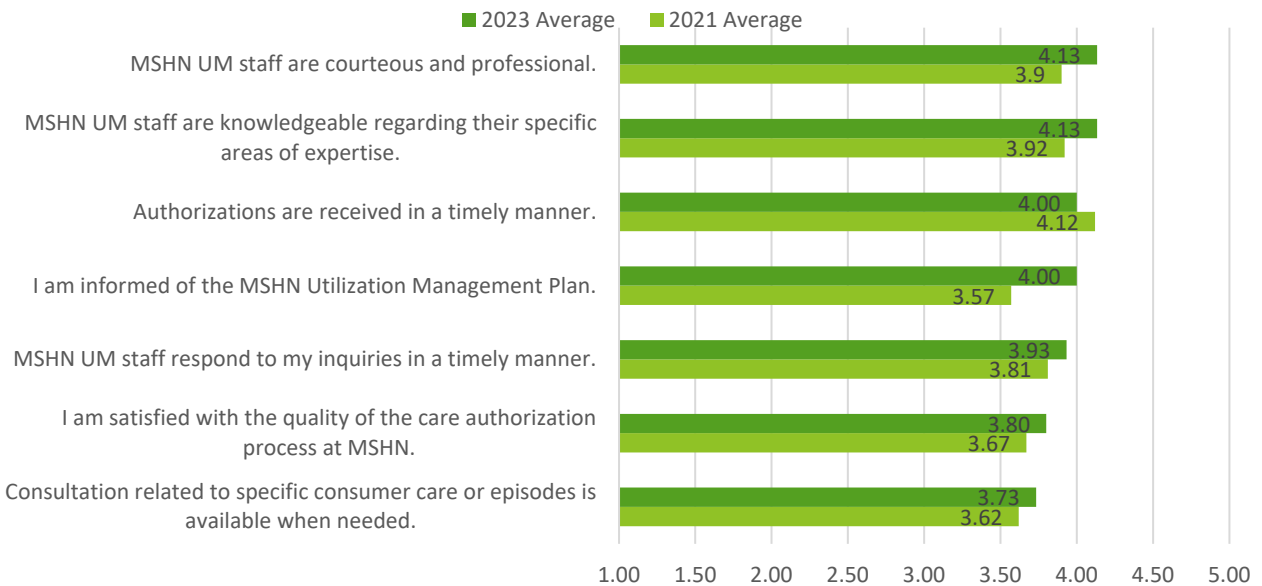
### Clinical/Treatment/Prevention



## Utilization Management

Total Responses: 15

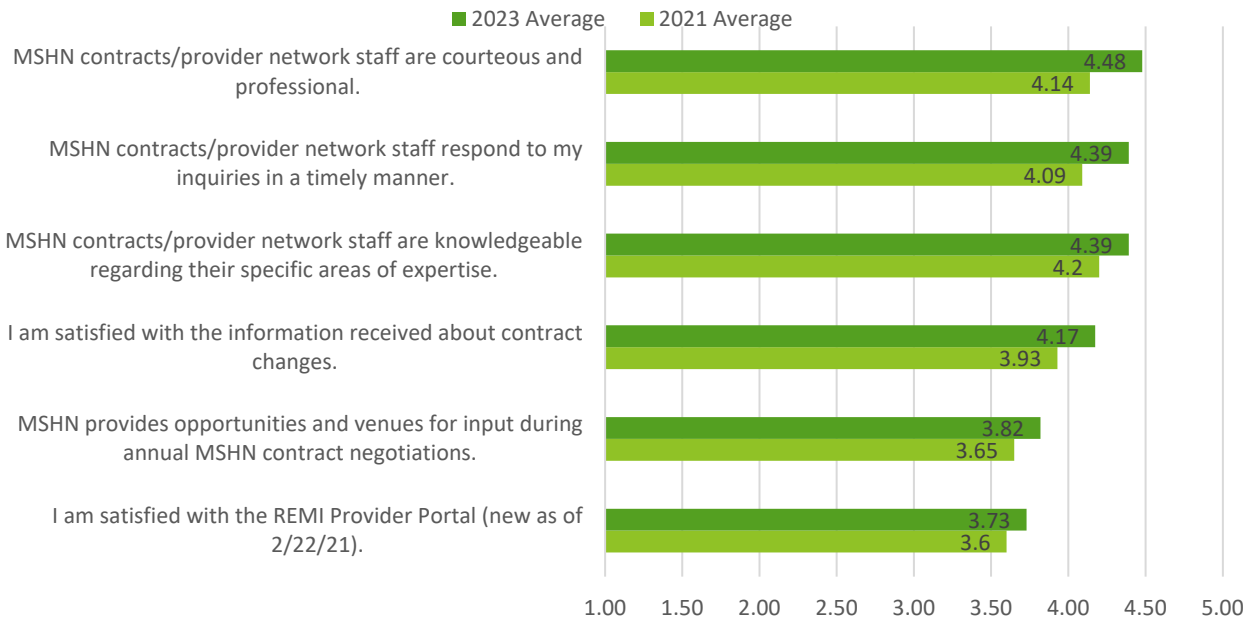
### Utilization Management



## Provider Network Management

Total Responses: 23

### Contract Management and Provider Network Services



### Follow Up Discussions and Summary

Providers were offered the opportunity for MSHN to follow-up for further discussion. There were two respondents who provided contact information.

All questions demonstrated a score above 3.50, indicating providers were overall in agreement and satisfied with the areas assessed through the survey.

The information in this report is unable to be generalized throughout the provider network due to the low response.

Attachment 1 provides the ranking of each question by the average level of agreement on a scale of 1-5 with 5 indicating most agreement.

### Recommendations

#### 2021

- Establish an agency-wide timeliness standard for responding to provider inquiries (e.g., phone calls/emails returned within 1 business day). Consider agency-wide customer service training and/or standards. **Status:** A standard of responding within 1 day was discussed with Leadership. Additionally, a standard of 1-2 days was set through the phone etiquette guidelines.
- Obtain additional input from SUD PAC on the content appropriate for the MSHN newsletter vs. direct email communication. **Status:**

#### 2023

- Work with providers to identify reasons for decreased response rates, develop action steps based on reasons identified.
- Consider other methods for obtaining feedback.
- Identify all surveys used for feedback of satisfaction of services or processes from the provider network. Consider using the targeted surveys, removing questions from the targeted surveys from the biannual survey, and compiling all results for one report with recommendations.

## Next Steps

- Provider Follow-up: October 2023
- Communication Plan:
  - MSHN Leadership Review: August 16, 2023
    - Provide department specific results and raw data
    - Review and feedback of proposed actions
  - MSHN All Staff Review: October Staff Meeting
    - Review and obtain feedback of proposed actions
  - SUD Workgroup Review: Review and receive feedback related to response rates, reasons for the low response rate and suggestions for improvements.
  - All Network Constant Contact/Website: Distribute results with recommendations and interventions for next survey in 2025.
- Finalize workplan to address opportunities for improvement: November 15, 2023
- Include the Provider Satisfaction Survey work plan in the MSHN QAPIP workplan/priorities: November 15, 2023.

## Attachment 1:

**Key:** Green font indicates the 5 statements in which respondents were in most agreement. The red font indicates the statements in which respondents were in least agreement.

Communication and Collaboration (4a, 4b, 6a, 8c,12a,12b,14a,14c,18a,18e,19a,19b,19c,19d,21a, 21d, 21e, 21f,)		
Internal Processes and Operations (4d, 6b, 6c, 8a, 10a, 10b, 12c, 14d, 14e, 14f, 16a, 16d, 18b, 18c, 18d, 21b, 21c)		
Training and Technical Assistance (4c, 6d, 6e, 8d, 10d, 12d, 14b, 16b, 16c, 18g, 18h, 18i)		
Customer Services to Beneficiaries (8b)		
Provider Relations (4e, 4f, 6f, 6g, 8e, 8f, 10,c, 10e, 12e, 12f, 14g, 14h, 16e, 16f, 18f, 18j)		
Question	Number of Responses	MSHN
The payment received from MSHN for my services is accurate (and timely).	10	4.60
MSHN Claims/Finance staff respond to my inquiries in a timely manner.	10	4.60
MSHN auditing staff respond to my inquiries in a timely manner.	20	4.60
MSHN Claims/Finance staff are courteous and professional.	10	4.60
*MSHN Performance Management staff are courteous and professional.	12	4.58
The review team members were knowledgeable regarding their respective areas.	20	4.55
MSHN Claims/Finance staff are knowledgeable regarding their specific areas of expertise.	10	4.50
MSHN contracts/provider network staff are courteous and professional.	23	4.48
MSHN Compliance staff are courteous and professional.	13	4.46
MSHN auditing staff are courteous and professional.	20	4.45
The Financial Status Reporting (FSR) process is efficient and effective.	9	4.44
MSHN Treatment/Prevention/Recovery staff are courteous and professional.	16	4.44
*MSHN Performance Management staff are knowledgeable regarding their specific areas of expertise.	12	4.42
My agency has a good overall relationship with MSHN.	25	4.40
I would recommend partnering with MSHN as a provider to a colleague.	25	4.40
MSHN Treatment/Prevention/Recovery staff respond to my inquiries in a timely manner.	15	4.40
MSHN contracts/provider network staff respond to my inquiries in a timely manner.	23	4.39
MSHN contracts/provider network staff are knowledgeable regarding their specific areas of expertise.	23	4.39
MSHN's methods of communication provide relevant and helpful information.	26	4.38
MSHN Compliance staff respond to my inquiries in a timely manner.	13	4.38
I receive sufficient information to properly report critical incident/sentinel events to MSHN (SUD Residential and Recovery Housing Providers Only)	9	4.33
MSHN Customer Services staff are courteous and professional.	12	4.33
*Treatment, Recovery and Prevention staff are knowledgeable of professional best practices and assist with implementation of best practices, including, but not limited to, effective prevention/treatment/recovery options for persons with substance use disorders, current drug and alcohol use/trends, MAT philosophies and practices, culturally competent recovery-based practices, individualized treatment planning, trauma-informed care, and a Recovery Oriented System of Care (ROSC) approach.	16	4.31
I have been informed of how to report fraud, waste and abuse.(New)	13	4.31
The performance measures used to monitor access to services are useful for identifying areas needing improvement. (Treatment Providers Only)(New)	10	4.30
*MSHN staff respond to questions about the performance measures in a timely manner.	10	4.30
MSHN advocates in the best interest of our region as a whole.	25	4.28
I received sufficient information to properly prepare for the review.	20	4.25

Question	Number of Responses	MSHN
I am satisfied with the customer service provided by MSHN to consumers and their families.	12	4.25
The grievance and appeal procedures at MSHN are helpful and effective.	12	4.25
MSHN Customer Services staff respond to my inquiries in a timely manner.	12	4.25
MSHN Customer Services staff are knowledgeable regarding their specific areas of expertise.	12	4.25
Final reports included documentation and supporting evidence of findings and recommendations.	20	4.20
I am satisfied with the information received about MSHN's Policies and Procedures.	26	4.19
I am satisfied with the information received about contract changes.	23	4.17
I am well informed about enrollee rights and customer services.	12	4.17
I was allowed the opportunity to agree/disagree with the findings prior to receiving a final site review report.	19	4.16
I am informed of the Corporate Compliance Plan.	13	4.15
The process for Medicaid Event Verification is effective in verifying Medicaid Services.	13	4.15
MSHN Compliance staff are knowledgeable regarding their specific areas of expertise.	13	4.15
MSHN UM staff are courteous and professional.	15	4.13
MSHN UM staff are knowledgeable regarding their specific areas of expertise.	15	4.13
I am satisfied with the training and technical support provided by our assigned treatment/prevention/recovery specialist(s).	16	4.13
MSHN's process for project implementation are efficient and effective.	19	4.11
I am satisfied with the process for assessing the satisfaction of consumer experiences (i.e., consumer satisfaction survey) (Treatment Providers Only)	10	4.10
The performance measures used to monitor outcomes are useful in determining if treatment has been effective. (Treatment Providers Only) (New)	10	4.10
*I am satisfied with the training and technical assistance received related to the performance measures.	12	4.08
I am satisfied with the training and technical assistance received related to the reporting requirements.(New)	12	4.08
I am satisfied with the amount of information received about issues that may impact MSHN or my organization (e.g., changes in funding).	25	4.08
Final reports were easy to understand.	20	4.05
The Mid-State Health Network Website has been useful in helping me locate resources needed to provide services.	25	4.04
I am informed of the MSHN Utilization Management Plan.	14	4.00
Authorizations are received in a timely manner.	15	4.00
MSHN UM staff respond to my inquiries in a timely manner.	15	3.93
MSHN's documentation and/or processes are efficient and effective.	25	3.92
The MSHN website provides useful information related to our organization's performance.(New)	12	3.92
I am satisfied with the Annual Planning process.	15	3.87
MSHN provides opportunities and venues for input during annual MSHN contract negotiations.	22	3.82
I am satisfied with the quality of the care authorization process at MSHN.	15	3.80
Consultation related to specific consumer care or episodes is available when needed.	15	3.73
I am satisfied with the REMI Provider Portal (new as of 2/22/21).	22	3.73
The REMI Audit module is easy to understand and navigate.	16	3.69
I am satisfied with the training and technical support as it relates to MPDS (prevention and community recovery providers only)	10	3.60