Phoenix EMA Ryan White Part A Planning Council

A Look at Self-Managed Clients

Grant Year 2014-2015

ABOUT THE SURVEY

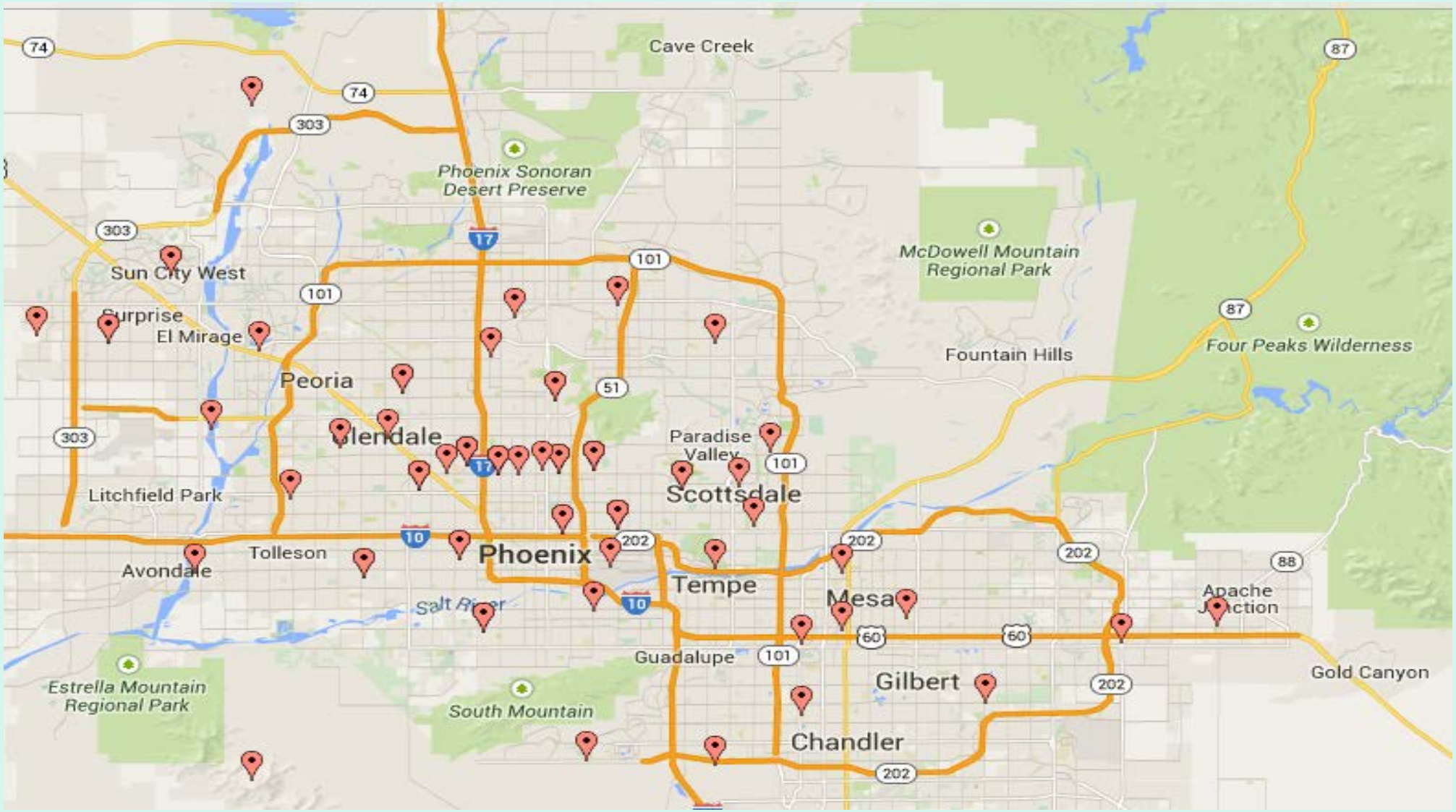
The Phoenix EMA Ryan White Part A Planning Council commissioned a special survey to analyze how “self-managed” clients access services. Collaborative Research was tasked with developing, conducting and analyzing data for this survey.

The survey explores a client’s approach to accessing core and support services in the EMA, without the assistance of a medical or non-medical case manager. A total of 75 clients participated in this survey, and were identified by utilizing CAREWare data to determine a client’s enrollment in both medical and non-medical case management.

The survey was administered via telephone interviews during a three week period. Clients who have never enrolled in case management or have received limited non-medical case management services were the target population. Clients who participated and completed a survey received a $20 Safeway food card.

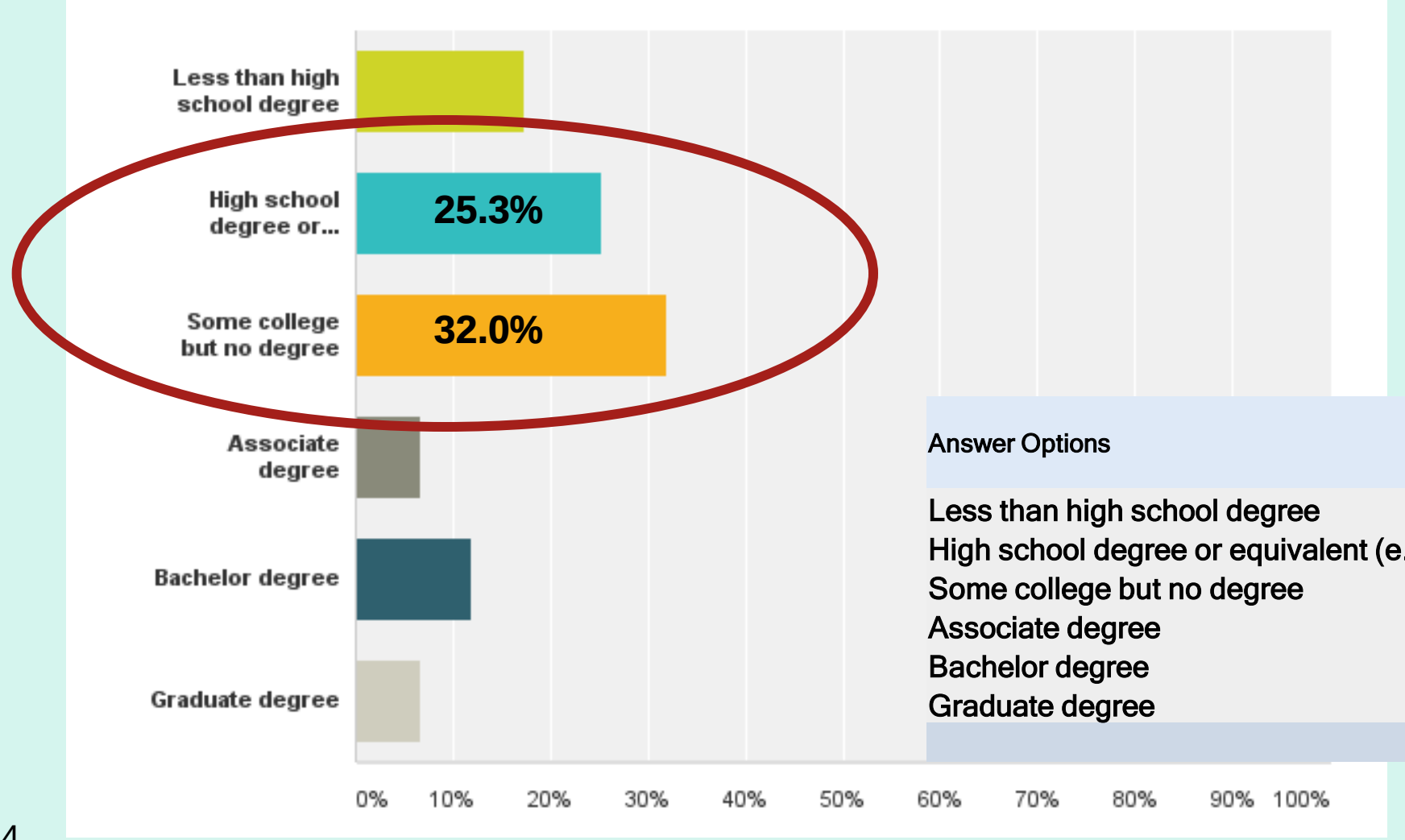
RESPONDENTS BY ZIP CODE

A total of 75 clients participated in this survey. The map below depicts the general location of participants by zip code



EDUCATION OF RESPONDENTS

More than 50% of respondents have a high school degree or equivalent and/or some college education.



Answer Options	Response Percent	Response Count
Less than high school degree	17.3%	13
High school degree or equivalent (e.g., GED)	25.3%	19
Some college but no degree	32.0%	24
Associate degree	6.7%	5
Bachelor degree	12.0%	9
Graduate degree	6.7%	5
answered question		75

RESPONDENTS INSURANCE STATUS

Over 75% of respondents identified as having a Medicaid or Medicare health insurance plan. Less than 3% have no insurance and access care through the Ryan White Part A program.

Answer Options	Response Percent	Response Count
Private Health Insurance through your work or your spouse's work	12.0%	9
Private Health Insurance, not through work	4.0%	3
COBRA (Insurance through my last employer)	1.3%	1
Indian Health Services	0.0%	0
Ryan White Part B	1.3%	1
Medicaid/AHCCCS	38.7%	29
Health Insurance Marketplace (Affordable Care Act)	4.0%	3
Medicare	36.0%	27
Veteran's Administration	5.3%	4
Ryan White Part A	2.7%	2
State Disability Insurance (SDI)	1.3%	1
None	4.0%	3
Other (please specify): *Scan Health Insurance*	1.3%	1
	answered question	75

RESPONDENT ENROLLMENT STATUS

Almost 60% of respondents are currently enrolled in medical or non-medical case management services. While 70% of all respondents have been enrolled in the past.

Are you currently enrolled in medical or non-medical case management services?		
Answer Options	**Response Percent**	**Response Count**
Yes	57.3%	43
No	42.7%	32
answered question		75

Have you ever been enrolled in medical or non-medical case management services?		
Answer Options	**Response Percent**	**Response Count**
Yes	69.9%	51
No	30.1%	22
answered question		73

RESPONDENT ENROLLMENT STATUS

Are you currently enrolled in medical or non-medical case management services?		
Answer Options	**Response Percent**	**Response Count**
Yes	57.3%	43
No	42.7%	32
	answered question	75

FACTS ABOUT THE 42.7%

- **100% have some type of heath insurance plan (41% Medicaid, 44% Medicare)**
- 91% have at least a high school diploma or its equivalent
- 72% have at least some college education or more
- 69% feel that do not need medical or non-medical case management because they do not need help accessing services
- 84% feel confident they can access Ryan White services on their own
- 100% are currently on HAART
- 78% have not missed medications in the last 30 days
- 100% are have an undetectable viral load
- 100% are satisfied with their HIV/AIDS medical provider

MORE ABOUT THE 42.7%

Please tell us why you are not enrolled in medical or non-medical case management services. (You may choose multiple responses)	
Answer Options	**Response Percent**
I do not need help accessing services.	68.8%
Medical or non-medical case management services are inconvenient.	6.3%
I am not interested in medical or non-medical case management services.	9.4%
I did not know I was eligible for medical or non-medical case management services.	12.5%
I had a bad experience with medical or non-medical case management services in the past.	6.3%
I do not have transportation.	3.1%
I do not know what services are available.	9.4%
Other (please specify): *previously enrolled and know how to access services*	6.3%

Do you feel confident that you are able to access services on your own?	
Answer Options	**Response Percent**
Yes	84.4%
No	15.6%

MORE ABOUT THE 42.7%

Which services have you accessed without the help of a case manager? Was this service (or services) easy or hard to access.

SERVICES EASIEST TO ACCESS WITHOUT A CASE MANAGER

- Medical Care
- Dental Care
- Transportation
- Mental Health Treatment / Counseling
- Substance Abuse Treatment / Counseling
- Medication Co-Pay Assistance
- ADAP
- Medical Case Management

SERVICES NOT ACCESSED

- Treatment Adherence
- Health Education/ Risk Reduction
- Non-Medical Case Management
- Early Intervention Services (EIS)

SERVICES IDENTIFIED AS "HARD" TO ACCESS

- Food Services
- Housing Assistance
- Nutrition Services

RYAN WHITE SERVICES AVAILABLE

In general, all respondents are aware of Ryan White services available. Areas of concern are highlighted in yellow; critical areas are listed in red.

Are you aware of the following services offered by Ryan White? (Please check all services you are aware of)	
Answer Options	Response Percent
Medical care	86.3%
Dental care	95.9%
Food Services	56.2%
Transportation	69.9%
Mental health treatment/counseling	76.7%
Substance abuse treatment/counseling	74.0%
Medication co-pay assistance	71.2%
AIDS Drug Assistance Program (ADAP)	87.7%
Housing Assistance	61.6%
Early intervention services (EIS)	37.0%
Medical case management	90.4%
Non-Medical case management	80.8%
Health education/ risk reduction	53.4%
Nutrition services	64.4%
Treatment Adherence	43.8%

EASE OF ACCESS AND SERVICES USED

Which services have you accessed without the help of a case manager? Was this service (or services) easy or hard to access.

SERVICES EASIEST TO ACCESS WITHOUT A CASE MANAGER

- Medical Care (88%)
- Dental Care (87%)
- Transportation (86%)
- Mental Health Treatment / Counseling (85%)
- **Substance Abuse Treatment / Counseling (100%)**
- Medication Co-Pay Assistance (73%)
- ADAP (84%)
- Medical Case Management (88%)
- **Non-Medical Case Management (100%)**
- **Health Education/ Risk Reduction (100%)**
- Housing Assistance (75%)
- Nutrition Services (87%)
- **Treatment Adherence (100%)**

SERVICES NOT / LEAST LIKELY ACCESSED

- Transportation Services (15%)
- Substance Abuse Treatment / Counseling (10%)
- Early Intervention Services, EIS (10%)
- Non-Medical Case Management (14%)
- Health Education / Risk Reduction (8%)
- Treatment Adherence (4%)

MORE RESULTS. . . . .

Did you know there are additional services available for Ryan White Clients? (i.e. oral health now has a $2,500 cap; there is nutritional services as well as housing services	
Answer Options	Response Percent
Yes, I know about these services	53.4%
No, I did not know about these services	46.6%

Is it easy to make an appointment with your HIV doctor?	
Answer Options	Response Percent
Always	86.3%
Often	5.5%
Sometimes (What difficulties have you experienced)	4.1%
Occasionally (What difficulties have you experienced)	2.7%
Never (What difficulties have you experienced)	1.4%

In the last year, have you missed any medical appointments?	
Answer Options	Response Percent
No	75.3%
Yes	1.4%
If yes, why? (i.e. transportation, I forgot, etc.): *forgot, work, transportation, no insurance, flu, out of town*	23.3%

HAART RESULTS

Are you taking HIV medications?	
Answer Options	Response Percent
Yes	91.8%
No	8.2%
If no, why? *Haven't got them yet, recently diagnosed, no money for copays, waiting on labs*	

Do you understand the medication instructions?	
Answer Options	Response Percent
Yes	95.9%
No	4.1%
If no, why?	

In the last 30 days, have you missed taking your HIV medications for any reason? (please check all that apply)	
Answer Options	Response Percent
No	64.4%
Yes, because I was out of medications	9.6%
Yes, because I forgot to take them	19.2%
Yes, because I did not have money for my co-payment	2.7%
Yes, because I could not afford them	1.4%
Yes, because the side effects are too great	4.1%

HAART &HEALTH LITERACY

Do you understand the medication instructions?	
Answer Options	Response Percent
Yes	95.9%
No	4.1%

Would you be interested in working with a medical provider to help you with your medications?	
Answer Options	Response Percent
Yes	15.1%
No	84.9%

What is your current viral load?	
Answer Options	Response Percent
Undetectable	65.8%
>500-1000	4.1%
1001 - 5000	1.4%
>5000	2.7%
Unknown	26.0%

HEALTH LITERACY RESULTS

How often are medical instructions easy to read and understand?	
Answer Options	Response Percent
Always	72.6%
Often	12.3%
Sometimes	13.7%
Occasionally	1.4%
Never	0.0%

How often are medication labels easy to read and understand?	
Answer Options	Response Percent
Always	74.0%
Often	12.3%
Sometimes	12.3%
Occasionally	1.4%
Never	0.0%

How often do you have problems learning about your medical condition because of difficulty understanding information?	
Answer Options	Response Percent
Always	2.7%
Often	0.0%
Sometimes	12.3%
Occasionally	5.5%
Never	79.5%

How often are you unsure on how to take your medication(s) correctly because of problems understanding instructions on the bottle?	
Answer Options	Response Percent
Always	1.4%
Often	1.4%
Sometimes	8.2%
Occasionally	1.4%
Never	87.7%

PROVIDER SATISFACTION RESULTS

Overall, how satisfied are you with your HIV/AIDS medical provider?		
Answer Options		Response Percent
Extremely satisfied	**93.2%**	78.1%
Quite satisfied		15.1%
Somewhat satisfied		4.1%
Neither satisfied nor dissatisfied		2.7%
Somewhat dissatisfied		0.0%
Quite dissatisfied		0.0%
Extremely dissatisfied		0.0%

Overall, how satisfied are you with the time your provider spends answering your questions?		
Answer Options		Response Percent
Extremely satisfied	**91.7%**	75.3%
Quite satisfied		16.4%
Somewhat satisfied		6.8%
Neither satisfied nor dissatisfied		1.4%
Somewhat dissatisfied		0.0%
Quite dissatisfied		0.0%
Extremely dissatisfied		0.0%

Shout out for Exceptional Service

Carol Williams, PA
Dr. Douglas Cunningham
Dr. Obiesie
Dr. Ahmed
Dr. Andrew Palavos
Dr. Calza
Dr. Chen
Dr. Alread
Dr. Chikwendu Nwosu M.D.
Dr. DeMartin
Dr. Ernie Riffer
Dr. Galgiani
Dr. Ire
Dr. John Post
Dr. Khalsa
Dr. Meyer
Dr. Neff
Dr. Peterson
Dr. Roust
Dr. Sarah Vasquez
Dr. Thanes Vanig
Dr. Vanig
Kenneth Fischer
Pharmacy at Ovella Clinic
Gary Crane
Chris Brendemuhl
Sheryl Aldridge
Philip at Care Directions
Laura Krager
Nutritionist at Southwest Center

PROVIDER SATISFACTION RESULTS

Overall, how satisfied are you with the hours of operation of your HIV/AIDS medical provider?		
Answer Options		Response Percent
Extremely satisfied	**79.4%**	71.2%
Quite satisfied		8.2%
Somewhat satisfied		12.3%
Neither satisfied nor dissatisfied		8.2%
Somewhat dissatisfied		0.0%
Quite dissatisfied		0.0%
Extremely dissatisfied		0.0%

Overall, how satisfied are you with your medical appointment being scheduled in a reasonable amount of time?		
Answer Options		Response Percent
Extremely satisfied	**85.0%**	69.9%
Quite satisfied		15.1%
Somewhat satisfied		9.6%
Neither satisfied nor dissatisfied		1.4%
Somewhat dissatisfied		1.4%
Quite dissatisfied		2.7%
Extremely dissatisfied		0.0%

Overall, how satisfied are you with the ease of getting a referral when needed?		
Answer Options		Response Percent
Extremely satisfied	**79.4%**	61.6%
Quite satisfied		17.8%
Somewhat satisfied		8.2%
Neither satisfied nor dissatisfied		8.2%
Somewhat dissatisfied		2.7%
Quite dissatisfied		0.0%
Extremely dissatisfied		1.4%

How long did it take to schedule your medical appointment?	
Answer Options	Response Percent
0-30 days	82.2%
30-60 days	6.8%
60-90 days	2.7%
90+ days	4.1%
I do not remember	4.1%

MORE RESULTS. . . . .

Overall, how satisfied are you with the services available through the Ryan White Part A program?		
Answer Options		Response Percent
Extremely satisfied	**87.7%**	74.0%
Quite satisfied		13.7%
Somewhat satisfied		5.5%
Neither satisfied nor dissatisfied		4.1%
Somewhat dissatisfied		2.7%
Quite dissatisfied		0.0%
Extremely dissatisfied		0.0%

SHARE YOUR THOUGHTS ….

“Thinks it is marvelous this is available for people to get extra help.”

“I'm glad that there is a program helping people with HIV/AIDS and I'm really happy about it!”

“Thank you very much for all that you do, without you people couldn't get their medications.”

Phoenix EMA

“Very satisfied with the services that are being provided.”

“Great job keep up the great work.”

“So thankful for it, it has been a life saver.”