

Network Notes

United Behavioral Health-St. Louis Care Advocacy Center News for UBH-Contracted Clinicians

Spring 2007

Ways to Enhance Member Satisfaction

As part of UBH's goal of improving service to its members, the St. Louis Care Advocacy Center (CAC) completed its 2006 Annual Member Satisfaction Survey of members receiving services in 2005. The goal of this survey was to identify opportunities for improvement in order to ensure ongoing quality services. Overall, the St. Louis CAC's Member Satisfaction Survey results reflect improvements in urgent appointment access, delays in counseling or treatment while waiting for approval, and customer service.

The survey results identified opportunities where members felt that clinicians should listen more carefully to them. Members felt they were not informed about additional resources, such as self-help, support groups, UBH's preventive health programs, or other treatment options. Members also

indicated that they were not given information about their patient rights or felt that they could not refuse a specific type of medicine or treatment.

Since receiving the results of the Member Satisfaction Survey in September 2006, UBH St. Louis has been working to improve member satisfaction in these areas. In support of this goal, UBH St. Louis needs your help. Please consider the following to help improve member satisfaction.

- Include information about community resources and tools as a part of your treatment planning. Refer UBH members to www.liveandworkwell.com where they can find preventive health programs and Mental Health Condition Centers to assist them with specific information about their condition.

- Avoid using behavioral health lingo or professional jargon with members.
- Direct UBH members to support groups, as appropriate.
- Inform and remind members of their patient rights, including their right to refuse specific medicine or treatment.
- Provide members opportunities to express their concerns or questions regarding their treatment plan at each session.

UBH St. Louis appreciates your efforts to improve member satisfaction.

Ways to Coordinate Care

Coordinating care improves communication among professionals and can create a better therapeutic experience for members with their team of providers. UBH St. Louis has identified five specific ways you may make coordination of care part of your regular practice.

1. Incorporate coordination of care into the treatment plan and the billable time of the session periodically and at admission. You may want to dictate information to be coordinated during the session in front of the member.

2. Educate new members in pre-appointment information about bringing provider contact information to the first appointment. Allow a place for recording this information on admitting paperwork.

3. Include in your voicemail message information on how to reach you, i.e., provide your address, fax and phone number.

4. Use the clinician directory on www.liveandworkwell.com to access other treating clinicians' demographic information online. You can also access an "Exchange of Information Form" on www.ubhonline.com.

5. Remember that coordination of care can improve the quality of your relationships with other professionals in the community. Regular contact can help develop credibility and possible referral sources.

Tell us your success stories about coordinating care. How do you make this best practice part of what you do? Please call the St. Louis UBH Quality Improvement Department with your ideas. We may be reached at (314) 595-5837.