

NetworkNotes

United Behavioral Health-Houston Care Advocacy Center News for UBH Network Clinicians and Facilities

Fall 2009

Member Satisfaction Survey Results

The United Behavioral Health (UBH) Houston Care Advocacy Center (CAC) 2009 member satisfaction annual survey results were reviewed and analyzed. The survey was of those members who received behavioral health services in 2008. The results of the members' satisfaction decreased from the previous year's performance in three areas. Please review the information below and work with UBH to take actions to improve members' experience.

Timeliness of Scheduled Appointments

The Houston CAC 2009 member satisfaction survey responses to the following question, "I was usually seen by my clinician within 15 minutes of my appointment time," revealed an area for improvement. UBH respectfully requests that you make every effort to see members within 15 minutes of their scheduled appointment time. If an unavoidable emergency arises preventing this from occurring, please inform the member as soon as possible.

Meeting Members' Language, Cultural, and Ethnic needs

Members' responses to the satisfaction survey question, "I was able to find care that was respectful of my language, cultural, and ethnic needs," indicated that some members may have difficulty identifying or scheduling with clinicians that meet the member's language, cultural or ethnic needs. UBH encourages clinicians to update their practice information at www.ubhonline.com or by contacting Network Management. Although providing this information is voluntary, accurate clinician demographic information regarding language, culture and ethnicity may assist

members in identifying clinicians that best match their individual needs. For those members with Spanish as their primary language, clinicians can direct these members to liveandworkwell's companion Web site, www.MenteSana-CuerpoSano.com. This site is designed to provide educational materials for the Hispanic community, including UBH members and the general public, about stress, mental health and substance abuse. The materials located on MenteSana-CuerpoSano.com are written in Spanish.

Coordination of Care

The 2009 member satisfaction survey result for the following question, "I was satisfied with the communication between my clinician, my primary care physician, and other clinicians involved in my care," also indicated an opportunity for improvement. UBH Houston has identified specific ways to make coordination of care part of your regular practice.

- 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.
- Educate new members in pre-appointment information about bringing other treating provider contact information to their first appointment. Allow a place for recording this information on admitting paperwork.
- Include in your voice mail message information on how to reach you, (i.e., provide your address, fax and phone number).

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.

