

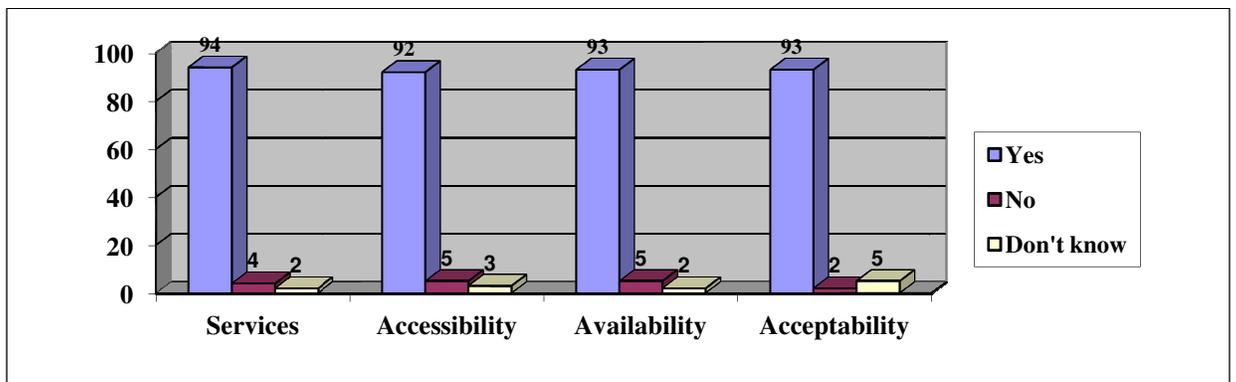
Member Satisfaction Survey Report 2017

Windstone Behavioral Health (WBH) is a clinically innovative and progressive company improving lives through enhanced/enriched behavioral health care. The WBH member satisfaction survey seeks to translate the member's experience into quantitative data.

The participants of this survey were all members of WHS and received behavioral health services at one of five WHS clinics or one of the 5 HCP co-location sites. Members attending the clinic had appointments with therapists, psychiatrists and/or nurse practitioners.

Response rates decreased from 1025 participants in 2016 to 773 participants in 2017. The response rate for 2017 represents 10% of the total members seen at WHS offices. The closure of one WHS clinic and the relocation of another WHS clinic, as well as the training duration of two new WHS office managers in 2017 can explain the decrease in response rate.

2017 Member Satisfaction Graph



- Satisfied averaged at 93% and dissatisfaction rates averaged at 4%. This data suggests that member satisfaction with WHS is high.
- None of the NCQA required categories (Services, Accessibility, Availability, and Acceptability) reached dissatisfaction levels above 5%.

Identified Opportunities for Improvement

- WHS will conduct Customer Service trainings to all office staff during 1st quarter 2018 to improve member perception of Acceptability.
- WHS Provider Relations Department will continue to recruit providers for WHS offices and the network to improve Accessibility.

- As surveys are collected on a monthly basis, surveys that name practitioners will be sent to practitioners for an educational opportunity and to track and trend.
- Any WHS practitioner that receives three or more complaints within 6 months WHS will send the complaints to the practitioner for an educational opportunity and to track and trend.
- To improve availability satisfaction rates, providers will be educated in 2018's 1st quarter newsletter regarding timeframes and expectation standards of medication management and therapy services.
- Providers and office staff will continue to be educated about cultural sensitivity as part of the annual mandated compliance training to improve acceptability satisfaction rates.