



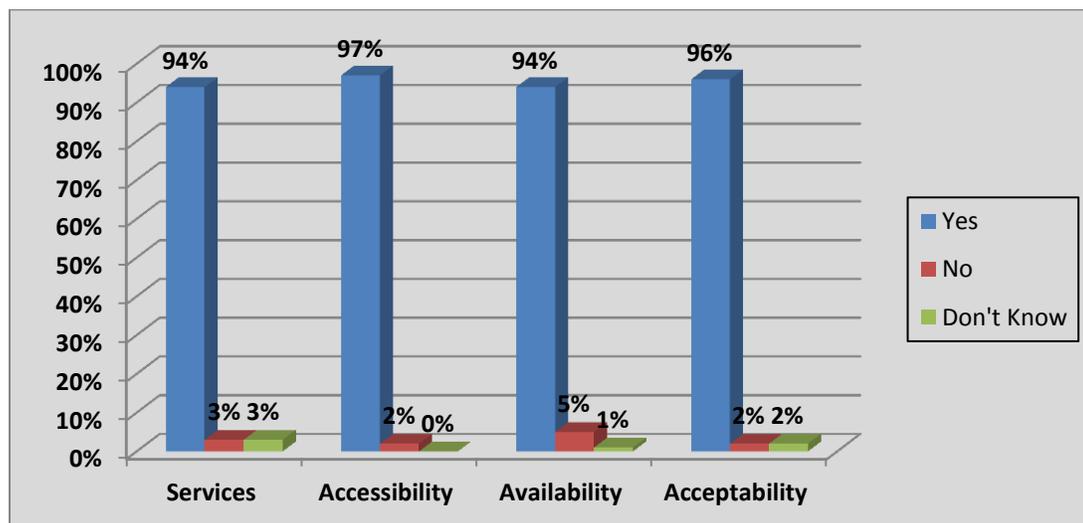
Member Satisfaction Survey Report 2018

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 increased from 773 participants in 2017 to 774 participants in 2018. The response rate for 2018 represents % of the total members seen at WHS offices. WHS will continue to strive for 1,000 submitted member satisfaction surveys per year.

2017 Member Satisfaction Graph



- Satisfied averaged at 95% and dissatisfaction rates averaged at 3%. 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%.
- Regarding overall satisfaction, besides Services staying the same, and Accessibility, Availability, and Acceptability demonstrated improvement compared to 2017.

Identified Opportunities for Improvement

- WHS Provider Relations Department will continue to recruit providers for WHS offices and the network to improve Availability.
- 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.
- 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.