

# CHCW BHC Satisfaction Survey 2023

*“I find the BHC services to be excellent & unlike any I have seen in my other clinical experiences... truly a vital component of the PCMH...”*

Overall, **how satisfied** with BHC services?

**4.8**

**97% (29/30) answered 4 or 5s**

**87% Top Box\***

**B.** Overall, how **helpful** for your patients?

**4.87**

**97% (29/30) answered 4 or 5s**

**93.3% Top Box\***

**C.** Overall, how **helpful are BHC services to you** (i.e., helps you better serve patients, etc)?

**4.87 (+.1 vs. 2022)**

**97% (29/30) answered 4 or 5s**

**93.3% Top Box\***

**D.** Patients are more **adherent with my medical recommendations** after seeing the BHC.

**4.03**

**80.0% answered 4 or 5's**

**26.7% Top Box\***

**E.** Overall, having a BHC **makes my job easier.**

**4.73**

**97% (29/30) answered 4 or 5s**

**80% Top box**

**F.** During a typical clinical week, how often do you directly collaborate with a BHC?

Every day I am in clinic: **26.7%**

Most days I am in clinic: **46.7%**

Half the days I am in clinic: **23.3%**

Less than half the days I am in clinic: **3.3%**

Never collaborate w/ BHCs: **0%**

**G.** What **change(s)** would lead to a higher rating from you?

▪ **More coverage/Access (9)**

- Increase in collaboration/BHC guidance (4)
- Less patient declines/refusal (4)
- Knowledge of cost/Cost concern (3)
- Pt previous BHC experience not helpful (2)
- Bilingual BHCs/Diversity (1)

**H.** Specific comments regarding BHC services at CHCW & best parts of BHC services:

- Utterly essential and makes work wonderful
- I love the BHCs. They are amazing. I have no concerns.
- Amazing service for our patients. Allows us to assist our patients in so many ways.
- We are very fortunate to have such spectacular BHC support and collaboration
- I truly appreciate having our BHC team to support our patients! Cannot think of working in a scenario where BHC is not involved
- Integrated model provides patients and family a holistic approach that better addresses the needs of patients which are never really solely behavioral or physical.
- You are amazing!!
- This is the most supportive and adept BHC team I have worked with embedded within the medical home.
- I find the BHC services to be excellent and unlike any I have seen in my other clinical experiences. They are truly a vital component of the PCMH we are trying to implement at CHCW.
- I thoroughly enjoy working w/the BHCs...helps keep patients from getting lost to f/u...helps residents feel there is another support team [member] who can help with complex patients...
- I seriously could not do my job as well w/o BHC
- All good
- Overall, outstanding. I love the accessibility and engagement with medical time.

30 Providers (CWFM – 21, E-Burg – 5, YP – 4, Naches – 1, Highlands – 2)

1-5 Likert-Type Scale, 1 = lowest rating to 5 = highest rating

\* = Record; **Blue = same vs last year; Green = improved vs last year; Orange = down vs last year**

## CHCW BHC Satisfaction Survey 2023

***My patients are more satisfied with care after seeing BHC :)***

- *The services provided by BHC for my patients is so valuable, especially WHO's!!! I honestly don't know how I will function in a different clinic without BHCs!*
- *They are so helpful with asking questions that get to the cause of some things that I don't even think to ask.*
- *Best part of BHC? "Can't pick one. So many"*
- *They have time and expertise to help patients change habits and mindsets to help deal with and manage illness/conditions.*
- *The teamwork aspect.*
- *They are amazing and make my job so much easier :)*
- *They are amazing professionals who assist in the complete treatment of our patients*
- *ADHD evaluation; confirm my diagnosis (especially mental health-related problem) or provide a different perspective of my diagnosis.*
- *We are a team working toward the common goal of patient support and improvement*
- *They are super helpful if we need added support or have run out of time to discuss another issue of concern*
- *Being able to collaborate in patient care with BHCs helps provide the best healthcare possible. I am so grateful for the BHC team!*
- *It's amazing to provide support system on any issue with our BHC team!*
- *Getting help with pt care*
- *Adding information and value to my knowledge base. Addressing family and patient needs in real time. Teaching families that humans are integrated beings. Better work satisfaction for medical provider.*
- *They really are a critical part of the team delivering care to our collective patients. Their responsiveness and support of our patients is truly exceptional.*
- *They have great skills to support a patient's whole person care, help residents and faculty understand the patient's story and social situation, stressors and beliefs that are affecting their physical health. They are also advocates for patients and work side by side with them to help coach them through difficult lifestyle changes. They are essential team members that allow our clinic to be truly unique from the other types of medical care provided in the Yakima Valley.*
- *Gives another perspective that might otherwise be overlooked. Often with my more complicated patients, it's already difficult to try and work through the physical medical issues and mental/psychological aspects are usually much lower on the differential. So even when providing the counseling and discussions with patients, having someone who is specifically skilled in digging deeper into that mental aspect helps not only to unveil some details that may be overlooked but also helps to improve patient care/patient confidence that they are getting holistic care when seen.*
- *They can often tease out root cause where I am not able to do so.*
- *BHC and medical complement each other very well*
- *The trust they instill in my patients in the medical system.*
- *Being able to support the patient in a holistic manner and emphasize behavioral impacts to overall health and wellbeing. I love having such supportive and awesome BHC colleagues in clinic!*
- *Support, immediate services, collaboration*
- *Being able to get the patient the face to face time they need when having a tough day or acute mental health situation, and still get my other patients seen and cared for also*

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