

2020

MAT Program Patient Satisfaction Survey: MeHAF Addiction Care Grant Year 3

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MAT Program Patient Satisfaction Survey

MeHAF Addiction Care Grant Year 3

October 2020

MaineGeneral MAT Implementation

- ❖ The Maine Health Access Foundation (MeHAF) contracted with the Cutler Institute at the University of Southern Maine to provide evaluation services for the Addiction Care Program for three years.
- ❖ Over the course of the MeHAF grant period, the Cutler Institute worked with MaineGeneral to evaluate their implementation of Medication-Assisted Treatment (MAT) in primary care settings across the system.

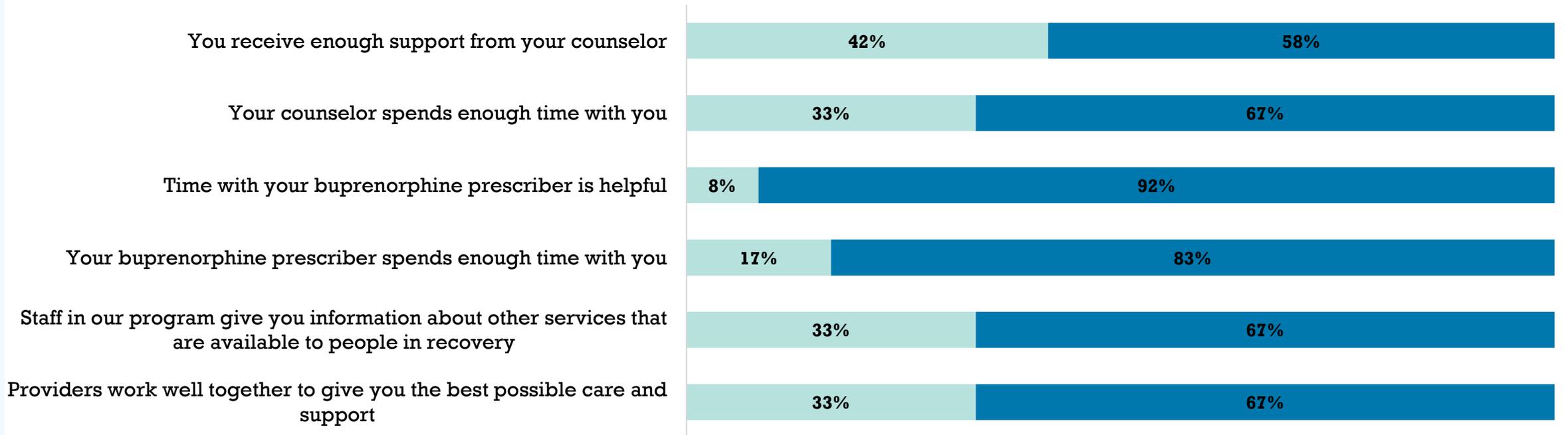
Summary of Patient Satisfaction Survey

- ❖ Cutler developed the Patient Satisfaction Survey on behalf of MaineGeneral in order to understand the program's alignment with patient needs.
- ❖ Deployment of the survey was initiated in March 2020. It was designed for continuous administration to unique patients receiving care.
- ❖ The following summary analysis represents 12 surveys collected between March and May 2020 from patients participating in MaineGeneral's MAT program.

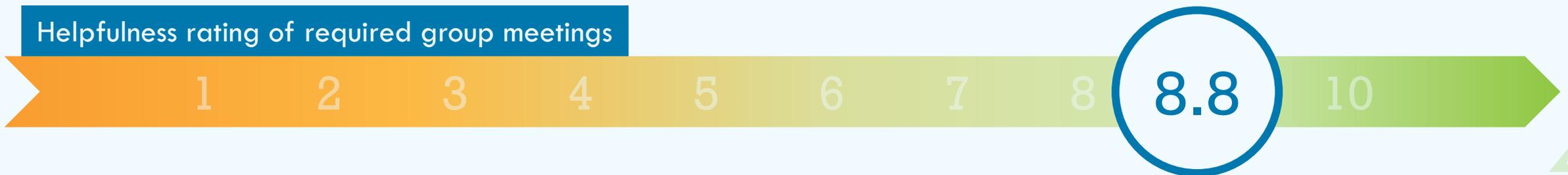
Patient Experience with Program Components

Patient agreement with the following statements (n=12)

Strongly Disagree Disagree Neither Agree Nor Disagree Agree Strongly Agree

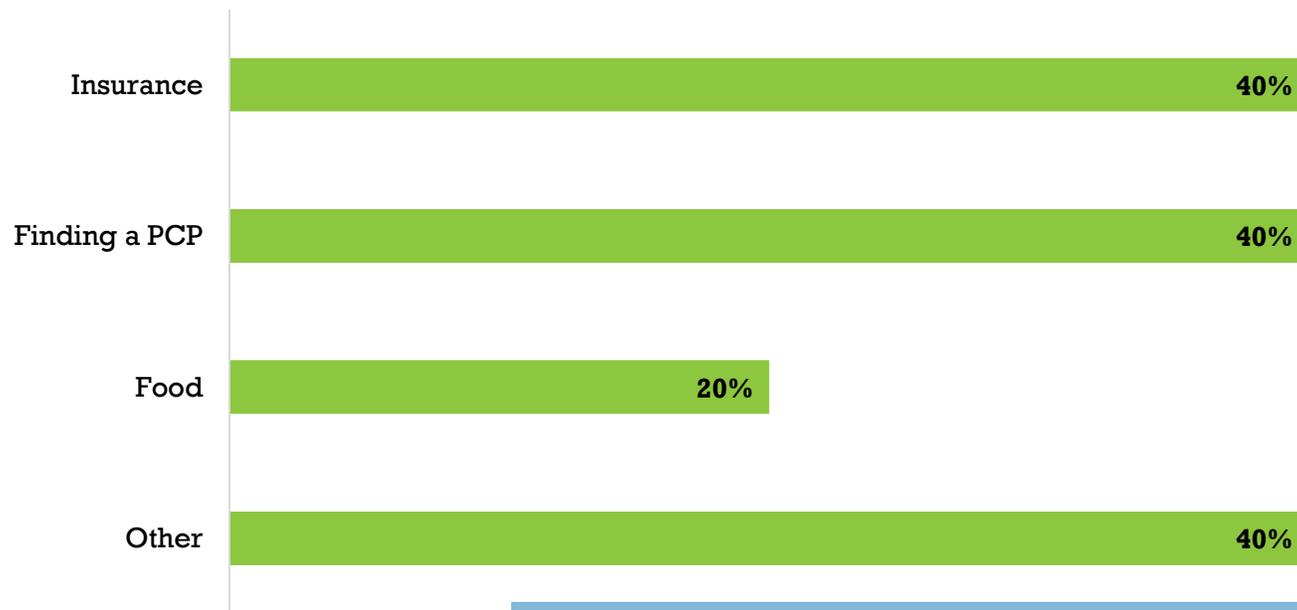


Helpfulness rating of required group meetings



Program-Facilitated Assistance

Patient reported receiving help from the program by type (n=10)



“How has this assistance helped your recovery?”

“It made recovery possible, without insurance I wouldn't have [been] able to get services”

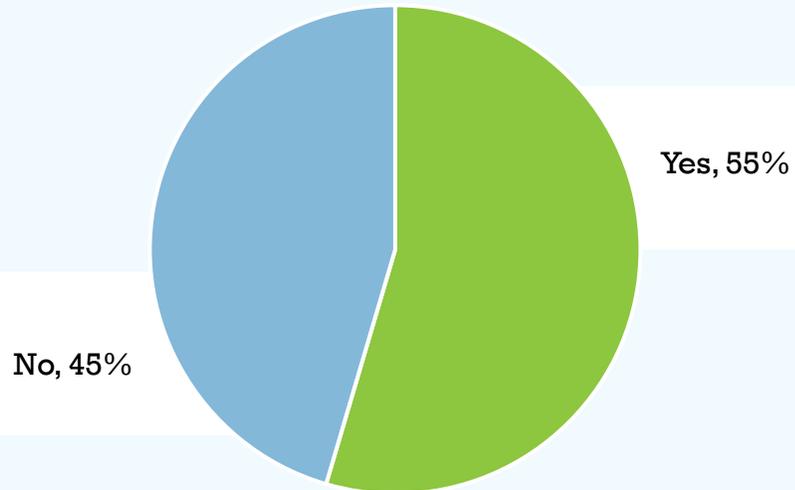
“[Insurance] has helped me afford my meds and are always there when I need to talk”

Responses specified under ‘Other’ include:

- Support
- Case management
- Access to medication

Patient Navigator

Patient reported receiving help from patient navigator (n=11)



Feedback on working with the patient navigator

“... has helped me with many things such as phone numbers, services, pointed me in the right direction to get the help I need to succeed in my recovery. Also always asks if I’m ok and makes sure I got food and hygiene items, she’s an amazing soul! She helps in more ways than just my recovery!”

Helpfulness rating of patient navigator (n=7)



9.9

Program Strengths

Connection to Resources

Patients expressed that the MaineGeneral MAT program provided “*foundation of [their] recovery*” by being a strong resource for additional supports.

Transparency

Patients appreciated that staff were able to clearly convey the program requirements and “*how it works*”.

Flexibility

Patients did not feel burdened by program requirements, and one respondent was grateful that “*[they] can continue my life and be in recovery*”.

Excellent Staff

Patients repeatedly praised staff, and noted their support, expertise, and genuine care. A respondent attested “*they go above and beyond to help you.*”

Areas for Program Improvement

There were limited suggestions around how the program could better support patients in recovery including:

- ❖ Providing assistance to patients to address social determinants of health, namely the provision of **food or caffeine** during group counseling for individuals who have a tight schedule or limited resources;
- ❖ Tailoring treatment programming to better meet the tasks and challenges faced by patients at each stage of the treatment, maintenance and recovery.
- ❖ expanding scheduling availability for group counseling sessions in order to better accommodate the scheduling needs of patients.

Program and Recovery

Rating of program helpfulness to recovery

1

2

3

4

5

6

7

8

9

9.7

“What would you tell others starting this program?”

“That this is an awesome program. That the staff actually listens to what you say and if you have an issue they work with you to figure out what to do to fix it. They don't judge you.”

“...I've struggled with building support, but they always have supported me in every way possible and hold me accountable when needed. They go above and beyond to make sure you get any services you need to keep your recovery going. I'm very thankful for this program it has changed my life tremendously for the better.”

“This program gave me my life back and I recommend to anyone”

“It will change your life.”

Questions?

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