

# Perceptions of Care (POC) Survey 2022

Purpose: Survey Medicaid and State-funded members receiving a MH/SU service to assess and identify opportunities to improve member satisfaction, perceptions of quality, and outcomes of service.

Survey Type	Adult (18 years and older)	Youth (12-17 years old)	Child (11 years and younger)
Responses	608 usable responses	190 usable responses	146 usable responses
Satisfaction Score	95% General Satisfaction, met 95% goal (1% increase from last year)	89% General Satisfaction, below 95% goal (2% decrease from last year)	98% General Satisfaction, met 95% goal (3% increase from last year)
Strengths	Quality and Appropriateness and Access to Services domains	Cultural Sensitivity and Access to Services domains	Cultural Sensitivity and Access to Services domains
Opportunities for Improvement	Outcomes, Functioning and Social Connectedness domains	Outcomes and General Satisfaction domains	Functioning domain

Because there are no questions receiving both low satisfaction ratings and of high importance, no further action will be taken regarding identified opportunities for improvement.

Any questions about surveys can be sent to [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org)