

Perceptions of Care (POC) Survey 2024

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

1,354 usable responses

378 usable responses

257 usable responses

Satisfaction Score

95% General Satisfaction, met 94% goal (2023 NC State Average)

88% General Satisfaction, not met 90% goal (2023 NC State Average)

96% General Satisfaction, not met 97% goal (2023 NC State Average)

Strengths

General Satisfaction and Quality and Appropriateness

Cultural Sensitivity, Access to Services, and General Satisfaction domains

Treatment Planning, Access to Services, and Cultural Sensitivity domains

Opportunities for Improvement

Outcomes, Functioning and Social Connectedness domains

Treatment Planning and Outcomes domains

Outcomes and Functioning domains

Because there are no domains with significantly low weighted averages, no further action will be taken regarding identified opportunities for improvement.

Any questions about surveys can be sent to Surveys@TrilliumNC.org