

1. How Well Do Clinicians Communicate?

Superior members receiving services from IMHS completed a satisfaction survey from September through October 2009. Results of the composite category, How Well do Clinicians Communicate?, indicated that some members do not feel listened to, some do not feel respected, and some members feel that clinicians do not spend enough time with them to understand their problems.

The satisfaction scores in this composite of the survey were at a statistically significant percentage below the mean as that of 12 other health plans across the country. The complete results are available through the IMHS provider web portal.

We value your input

Please share your ideas for improving communication with members on the **Contact Us** page of the IMHS provider website. Make sure to put **Member Satisfaction Feedback** in the subject line. We will compile your suggestions and post them in the Spring Provider Newsletter.

The IMHS Cultural Competency Plan

The IMHS vision for culturally competent care is:

- Care that is given with understanding of and respect for the consumer's health-related beliefs and cultural values
- Staff that respect health related beliefs, interpersonal styles, and attitudes and behaviors of the consumers, families, and communities they serve
- Leadership from administrative, management and clinical operations that includes assessments and processes that ensure a uniform and consistent response by all staff

- From IMHS Provider web portal, forms and resources.

2. Getting Treatment Quickly

Another area of concern to members was getting timely appointments. We want to help providers make every effort to provide appointments within these timeframes:

Appointment types and timeframes:

- Routine – 10 business days
- Urgent – 24 hours

If you cannot offer an appointment within these timeframes, please refer the member to the IMHS Service Center so the member can be rescheduled with an alternate provider who can meet the access standards.

Please review the access standards in the IMHS Provider Manual, and let us know how we can help you meet our members' needs.