

## CSHCS LHD Email Communication

<b>Date</b>	5-2-22022
<b>Email Type</b>	Info
<b>Subject</b>	<ul style="list-style-type: none"> <li>▪ Provider Satisfaction Survey Final Report</li> </ul>

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Hello LHD CSHCS colleagues,

The Children's Special Health Care Services (CSHCS) Division, Michigan Department of Health and Human Services, is pleased to share the results of the 2022 CSHCS Provider Satisfaction Survey. The Final Survey Report is attached to this e-mail.

The CSHCS Program is committed to obtaining information from the statewide CSHCS provider network about their individual and collective experience with CSHCS policies, protocols, and processes to identify opportunities to improve the Program's interface with providers, beneficiaries, and their families. The CSHCS Provider Satisfaction Survey was developed by a collaborative team of key stakeholders and distributed to CSHCS-enrolled specialty and sub-specialty physicians. The survey explored the following topics and themes in an effort to better understand the CSHCS provider experience:

1. Overall impression and satisfaction with the CSHCS Program,
2. Knowledge of CSHCS services and benefits,
3. Ease of completing CSHCS Program components,
4. Care Coordination/Case Management (CC/CM) services.

Note that the survey findings include information from physician specialty providers on the ease of coordinating care with Local Health Departments and Medicaid Health Plans.

Conclusions drawn from the 2022 CSHCS Provider Satisfaction Survey analysis will be used to determine next steps in our efforts to improve the care and services offered to CSHCS beneficiaries and their families, and to positively impact the provider experience with the CSHCS program. We look forward to your reactions to these survey findings, and we will schedule time at an upcoming monthly meeting on this topic.

Sincerely,

Lonnie D. Barnett  
 Director, Children's Special Health Care Services Division

