BHC Satisfaction Survey

We are interested in learning what aspects of your BHC work are more (or less) satisfying. Please rate how satisfying your find each of the following activities, using a 1-5 rating. Please record the number in the "Response" column on the left.
<u>If a particular activity doesn't occur for you, assign a 0.</u>

Not Satisfying or Only a Little Satisfying — *Somewhat Satisfying* — *Very Satisfying*

1	2	3	4	5
Rating				
	1. Being available to patients and PCPs on a same day basis.			
	2. Having my BHC practice supported by PC support staff.			
	3. Being busy . . . seeing lots of patients.			
	4. Having a lot of variety in my BHC work.			
	5. Offering practical advice and change strategies to patients.			
	6. Being able to see patients back for follow-up visits.			
	7. Staffing patients with PCPs			
	8. Providing class-based services in the clinic.			
	9. Developing materials for PCPs (e.g., a patient education handout).			
	10. Providing short trainings at huddles and staff meetings.			
	11. Preparing written materials that teach team members and PCPs how to provide behavioral health care to patients.			
	12. Taking pride in the number of patients I have seen at the end of the day.			
	13. Knowing that I am a member of the PC team.			
	14. Attending PCP meetings.			
	15. Working with PCPs to develop new programs, such as pathways for specific patient populations (e.g., patients with diabetes, hypertension, or depression).			
	16. Just talking with nurses and PCPs (when time allows).			
	17. Mentoring other BHCs			
	18. Mentoring PCBH Care Extenders (i.e., Behavioral Health Assistants or Community Support Workers)			
	19. Conducting program evaluation studies needed for PCBH program expansion.			
	20. Other source(s) of satisfaction (Please explain):			

A. Overall, how helpful do you believe your services are **<u>for the PC patients you see?</u> (Circle the number.)**

0 1 2 3 4 5 6 7 8 9 10

no apparent benefit — extremely helpful, excellent patient feedback

B. Overall, how helpful do you believe your services as a BHC service are **<u>to your PCP colleagues (i.e., you help them better serve their patients, etc)?</u> (Circle the number.)**

0 1 2 3 4 5 6 7 8 9 10

not helpful — extremely helpful

THANKS!

What change(s) could result in a higher level of overall satisfaction with your work as a BHC? (Please include anything that dampens your sense of satisfaction, as well anything not mentioned above that enhances your job satisfaction. T H A N K Y O U.

Fig. 11.1 BHC Satisfaction Survey

THANKS!