

# SNP Stakeholder Meeting for Seniors and People with Disabilities in Managed Care

## **SNBC Accessibility Survey**

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# SNBC

## Accessibility Survey

- **SNBC Contract section 6.14.8(B)**
  - the MCO shall conduct a survey on its Provider network and provide information about the accessibility of its Provider offices.
  - The MCO shall notify Enrollees and Potential Enrollees of the availability of accessibility information that shall be provided upon request.
- **Provider Survey 2016 - dental offices.**
- **Survey Input**
  - DHS (Health Care, Jensen Office, Community Supports)
  - MCO staff
  - Minnesota Department of Health (MDH)
  - Interested stakeholders

# Sample Survey Topic Questions

- **Client Accessibility**
  - Does your staff ask if the client has special needs or requires special accommodations?
- **Scheduling**
  - Does your dental office have appointments available in the evening (after 5pm)?
- **Communication**
  - Are your staff trained to communicate with members through alternative methods such as using picture boards or electronic devices?
- **Disability Awareness**
  - Does your dental office hold or participate in advisory committee/s to review policy and procedures for people with physical health or other disabilities?

# Sample Survey Topic Questions

## Continued

- **Accommodations**
  - What accommodations are your dental staff trained in to use regarding individuals with unique sensory issues (ex. using headphones to lessen noise)?
- **Cultural Considerations**
  - Does your dental office specialize in working with a specific population?
- **Patient Satisfaction**
  - Does your dental office utilize an annual patient satisfaction survey?
- **Ask of the stakeholders**
  - Topics missing
  - Assistance with review of the questions