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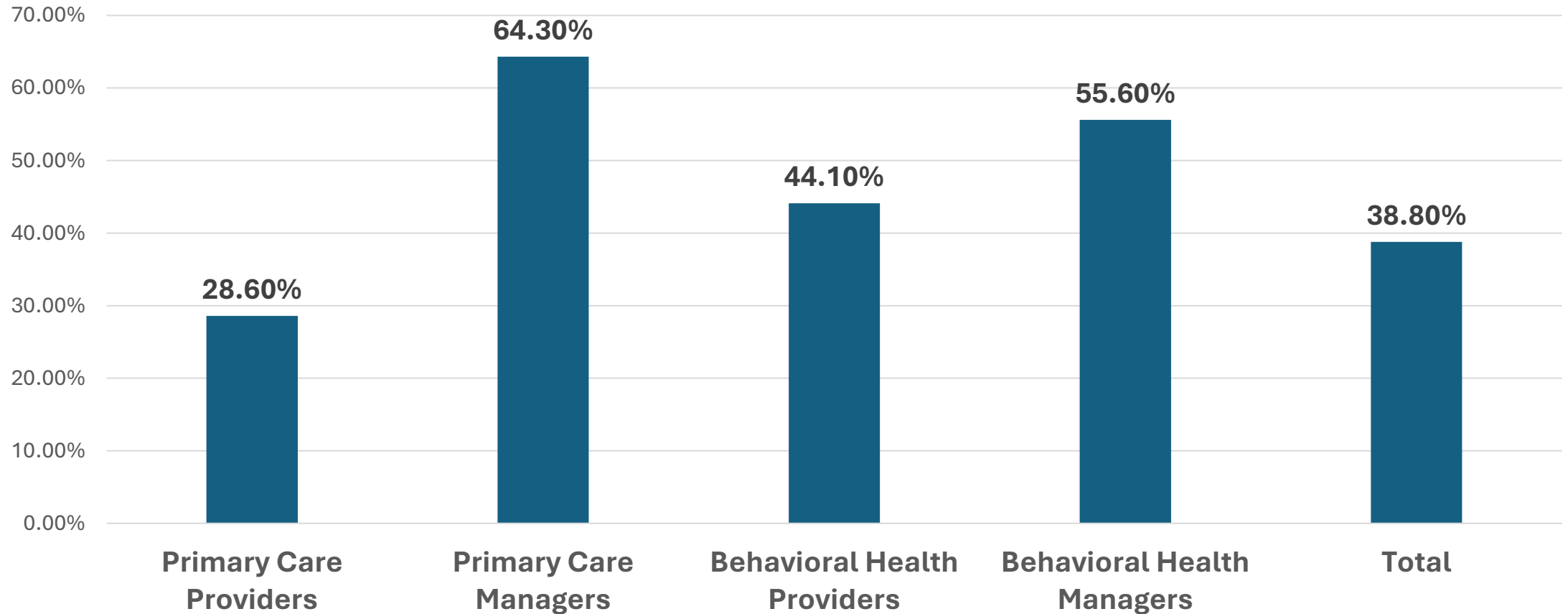


2025 Provider and Manager Survey Results, West Region

Distribution and Collection Process

What:	Why:	Who:	When:	How:
<p>2025 Partners For Kids Provider and Manager Survey focusing on the areas of Pharmacy, Provider Relations, Website, Newsletter, Educational Offerings, and additional support services</p> <p>Excluded Quality Improvement due to the recent West Region Learning Session.</p>	 <p>Guage what is working well and identify areas and modes for improvement.</p>	<p>A survey was sent to every credentialed provider, and office leaders and staff members who have a relationships with Partners For Kids who have been contracted with Partners For Kids for at least six months.</p> <p>Excluded practices that are affiliated with Dayton Children's.</p>	 <p>Survey open from 11/20/2025 – 12/12/2025.</p>	<p>Survey links were distributed through the Partners For Kids November Newsletter and by personalized e-mails sent by Provider Relations (Emily Buckingham)</p>

Response Rates



Pharmacy

- The majority of **primary care** providers and managers **have** used the Partners For Kids pharmacy coverage resources developed by Partners For Kids (e.g. Unified Preferred Drug List for Ohio Medicaid Plans or pharmacy coverage updates).
- The majority of **behavioral health** providers and managers **have NOT** used the Partners For Kids pharmacy resources.
 - This is to be expected as the large majority of credentialed behavioral health providers are not prescribers.
- No respondents felt the resources were not helpful.



Pharmacy

- Of the prescribing resources, respondents indicated they have been using [Anxiety Disorder & Depression](#), [Asthma](#), and [ADHD](#).
- However, there are other resources available that are not being accessed, such as:
 - [Acne](#)
 - [Acute Otitis Externa and Otitis Media](#)
 - [Acute Respiratory Tract Infections](#)
 - [Antipsychotic Lab Monitoring](#)
 - [Insomnia](#)
 - [Nicotine Dependence](#)
 - [Prescription Contraceptives](#)
 - [Urinary Tract Infections](#)
 - [Influenza](#)
- ALL prescribing resources can be found here: https://partnersforkids.org/resources/?resource_region=west-region&resource_category=prescribing-resources



Provider Relations

- **98%** of respondents reported they are **satisfied** with the variety of services offered by provider relations.
- **96%** of respondents reported they are **satisfied** with the level of engagement with the provider relations representative.
- All managers reported that the Provider Incentive Plan (PIP) payments are helpful to their practice.
- The few providers who indicated they were not satisfied reported they receive adequate communications, but wish there were more BH services offered.
 - For 2026, Partners For Kids has created 3 additional behavioral health sessions presented by Dayton Children's Hospital and will be allowing behavioral health providers credit for attending the behavioral health sessions for primary care providers.

Partners For Kids Website

<https://partnersforkids.org/>

The survey asked: **What content or features would you suggest to improve the website?**

- What **Primary Care Providers** want:
 - The mobile version is somewhat difficult to use with the drop-down menus.
 - More on behavioral health.
- What **Behavioral Health Providers** want:
 - Easy to link resources- more knowledge of them.
 - More information on ADHD and DSMDD.
- What **Primary Care Managers** want:
 - I may be missing it, but having links to community resources for food, clothing etc. would be great - especially around the holidays when we get more requests than normal.
 - Maybe add quality measures and definitions.
- What **Behavioral Health Managers** want:
 - Best Practice guidelines.



Partners For Kids Newsletter

Topic Suggestions

- From **Primary Care Providers:**
 - More information about what all is available.
 - Autism - how to diagnose after 4 years old in the Dayton area? Continued updates on care guidelines and prescribing changes.
- From **Primary Care Managers:**
 - It is always good to catch up on what other practices are doing or how they are doing on projects, etc. to improve patient care.
 - Some ODM updated policies related to the PFK.
 - Like to see the toolkits and data, performance trends, ACO trends.
- From **Behavioral Health Providers:**
 - More behavioral health information especially teens and THC, ADHD, bipolar in teens vs normal development.
 - I have mostly been interested in the trainings.
 - I wish there was a delayed viewing option.
- From **Behavioral Health Managers:**
 - Success stories of families using care coordination services through PFK.
 - Greater quality improvement topics/best practices.
 - Like to see the toolkits linked and data.



Educational Offerings

Topic Suggestions

What PCPs want:

- Mental health topics
- Obesity and management in primary care
- Share how other practices are improving the workflow or the documentation, or the use of AI to make documentation easier and faster easier for the dr.
- Dental resources.
- Autism, UTI.
- 2026:** DCH Tuesday Talks with a Specialist to start including BH sessions.
- 2026:** Andrea connected with several WR practices during check delivery in December, planning to do a dental webinar for WR again.

What BH Providers want:

- ADHD, bipolar, adjustment disorders
- motivational interviewing, Oppositional Defiant Disorder.
- Ethics and supervision are always good for therapists.
- Working with young children.
- Kids self-identifying with significant diagnoses.
- Solution focused brief/ DBT/ Somatic therapy.
- Parental supports and guidance.
- 2026:** DCH BH to offer 3 additional BH sessions for only 1 hour CEU. Topics: Self-Regulation versus Self-Soothe, Minimal Facts Collection, Strategies for Caregivers to Teach Co-Regulation to Children and Adolescents.

What PCP Managers want:

- Any and all behavioral health. Community services for our families that help with food, clothing etc.
- Behavioral Health, early teenage birth control/gyn.
- Asthma best practices.
- To let the patient know, what kind of the situation will need to go to ER and what kind of situation will not necessarily go to ER.
- Incentivize WCC. Limit webinar times to 30-45 mins over the lunch hour. 3-hour time commitment for PFK CME is too long that takes away from patient access when it is desperately needed.
- 2026:** DCH Tuesday Talks with a Specialist to start including BH sessions
- 2026:** PCP PIP to include all 12+ yr olds

What BH Managers want:

- Limit webinar times to 30-45 mins over the lunch hour. 3-hour time commitment for PFK CME is too long that takes away from patient access when it is desperately needed. Topics: substance use disorders, anxiety, mood disorders, eating disorders, ADHD, autism.
- 2026:** DCH BH to offer 3 additional BH sessions for only 1 hour CEU. Topics: Self-Regulation versus Self-Soothe, Minimal Facts Collection, Strategies for Caregivers to Teach Co-Regulation to Children and Adolescents

**In what additional
ways could Partners
For Kids be
supporting your
practice?**



- Continue to provide patient-facing handouts regarding common conditions and treatments.
- Like the provider resources and toolkit information.
- I have been happy with what I've used.
- I have mostly been interested in the trainings. They have had great topics.
- I honestly don't have any suggestions.
- Like the provider and toolkit information.
- Emily Buckingham has been proactive in assisting our practice. I am eager to learn and see how the changes in payment will benefit practices more than this past year. Practices are doing the work and extra work however the decrease in quarterly payments has not been an indication of such work.
- PFK is amazing and can't think of anything right now!
- I feel we get excellent support from PFK.



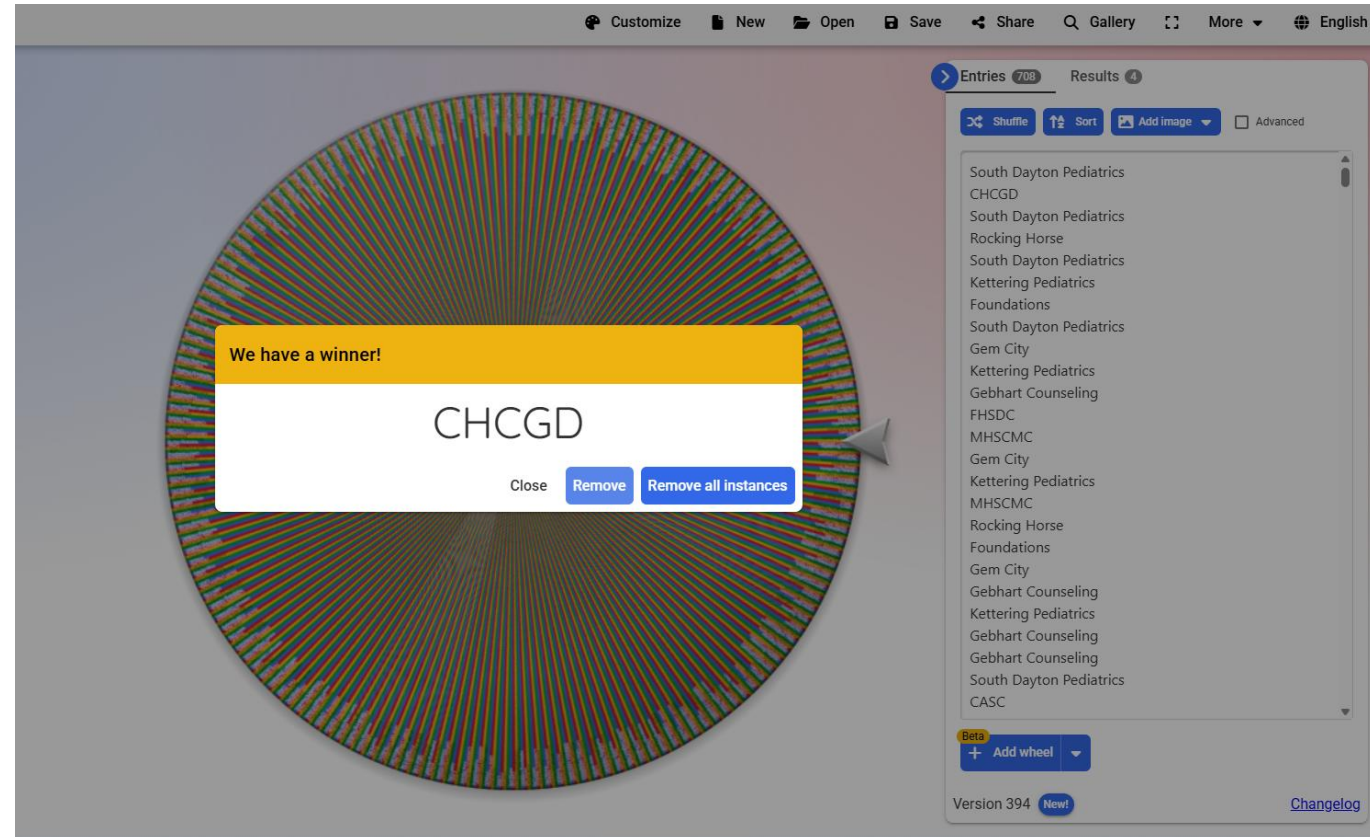
In what additional ways could Partners For Kids be supporting your practice?



- Ideas to improve adherence to quality metrics.
- More provider education topics on primary care topics, coding, etc.
- Incentivize WCC. Limit webinar times to 30-45 mins over the lunch hour. 3-hour time commitment for PFK CME is too long that takes away from patient access when it is desperately needed. (2026: BH sessions by DCH will be 1-hour CEU)
- More engagement with the mental health specific providers. There are 5 of us and we do not get the PFK information to us other than the emails. Meetings for mental health tend to focus on counseling techniques rather than psychiatry med assist/Dx. The 3-hour webinars would be better served on Fridays after 12pm since our practice is still seeing patient Friday mornings and cannot take PTO for each monthly rounds/webinar. (Emily B. sent BH session save-the-dates end of 2025)
- Additional advanced notice for the trainings would improve my ability to attend. (Emily B. sent BH session save-the-dates this winter 2025)
- Measures/goals we are working to achieve seem to be working against us. Closing gaps in care works against us as far as quality payment incentives. Each year less and less funds are distributed to the providers despite of overall great care and showing improvement. (2026: PCP WCV will include all 12+ yr olds, BH 7-day FU will include OhioRISE)
- The more quality initiative and work we do the smaller the incentive payments get. (2026: PCP WCV will include all 12+ yr olds, BH 7-day FU will include OhioRISE)
- Delayed viewing for trainings.
- Wish we had more patients that qualify. Limited by county.
- If the portal could be added more information, that will be great. The portal only have the current data, sometime the historical data is also needed.
- Increase incentive payments/shared savings opportunity. Incentivize WCC. Limit webinar times to 30-45 mins over the lunch hour. 3-hour time commitment for PFK CME is too long that takes away from patient access when it is desperately needed. (2026: PCP WCV will include all 12+ yr olds, BH 7-day FU will include OhioRISE, 2026: BH sessions by DCH will be 1-hour CEU)

Survey Raffle Winner

- Practices were given entries based on their response percentage (ex. 78% responded = 78 entries)
- Entries were randomized and uploaded to <https://wheelofnames.com/>
- **CONGRATULATIONS** to Community Health Centers of Greater Dayton!



Additional Information

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[Book time with Emily Buckingham](#)

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