

ACCESS Plus and HealthChoices

*Consumer Assessment of Healthcare
Providers and Systems (CAHPS®)
Measure Results*

Reporting Years 2008 to 2010

March 21, 2011

Agenda

- **Section I** CAHPS® Background and Overview
- **Section II** CAHPS® Member Satisfaction Measure Results
- **Section III** CAHPS® Composite Measure Results
- **Section IV** Next Steps
- **Section V** Questions

CAHPS[®] Background and Overview

What is CAHPS®?

CAHPS® (Consumer Assessment of Healthcare Providers and Systems)



A member satisfaction survey that assesses members' experience with care

Adult Medicaid CAHPS®



A CAHPS® survey targeted specifically to adult Medicaid members

Child Medicaid CAHPS®



A CAHPS® survey targeted specifically to child Medicaid members, usually completed by the child's parent or legal guardian

What is the CAHPS® Health Plan Survey?

- Included as part of Healthcare Effectiveness Data and Information Set (HEDIS®)
- Serves as part of the National Committee for Quality Assurance (NCQA) Health Plan Accreditation Process
- Measures member satisfaction with health care services
- Divided into five sections:
 - Health Care in the Last Six Months
 - Personal Doctor
 - Getting Health Care from Specialists
 - Health Plan
 - About You (and Your Child)

How is CAHPS® Used?

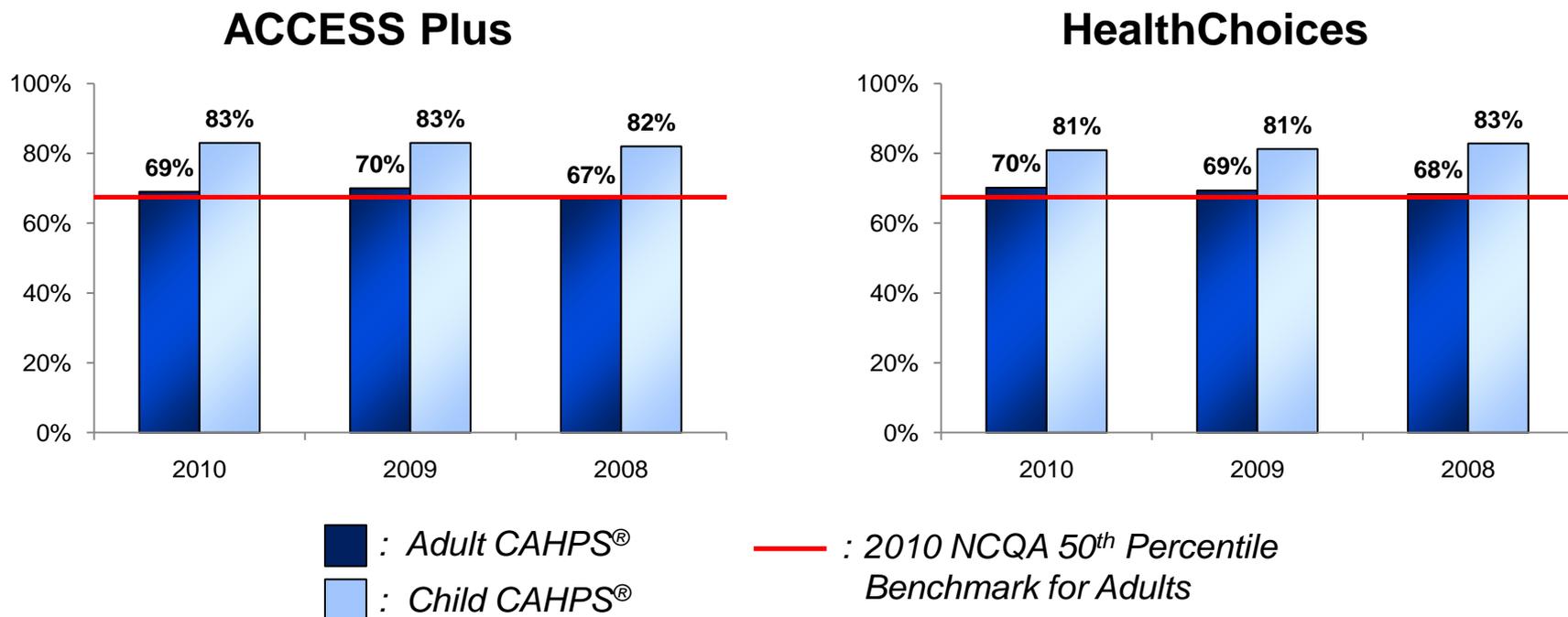
- Developed by Agency for Healthcare Research and Quality (AHRQ) and NCQA
- Developed as a standardized questionnaire to allow for comparison across health plans and over time
- Serves as a resource for various audiences, including:
 - Patients and consumers
 - Purchasers of health care services (e.g., state Medicaid agencies, employers)
 - Provider organizations
 - Public and private regulatory/monitoring organizations

CAHPS[®] Member Satisfaction Measure Results

What are the CAHPS® Member Satisfaction Measures?

- The CAHPS® survey asks respondents to rate their health care, doctors and health plan using a 0 to 10 scale (with 0 being the worst possible service and 10 being the best possible service)
- The satisfaction measures represent the most direct indicator of member satisfaction
- The CAHPS® survey collects satisfaction data for the following four categories:
 - Health Care in the Last Six Months
 - Personal Doctor
 - Specialist
 - Health Plan

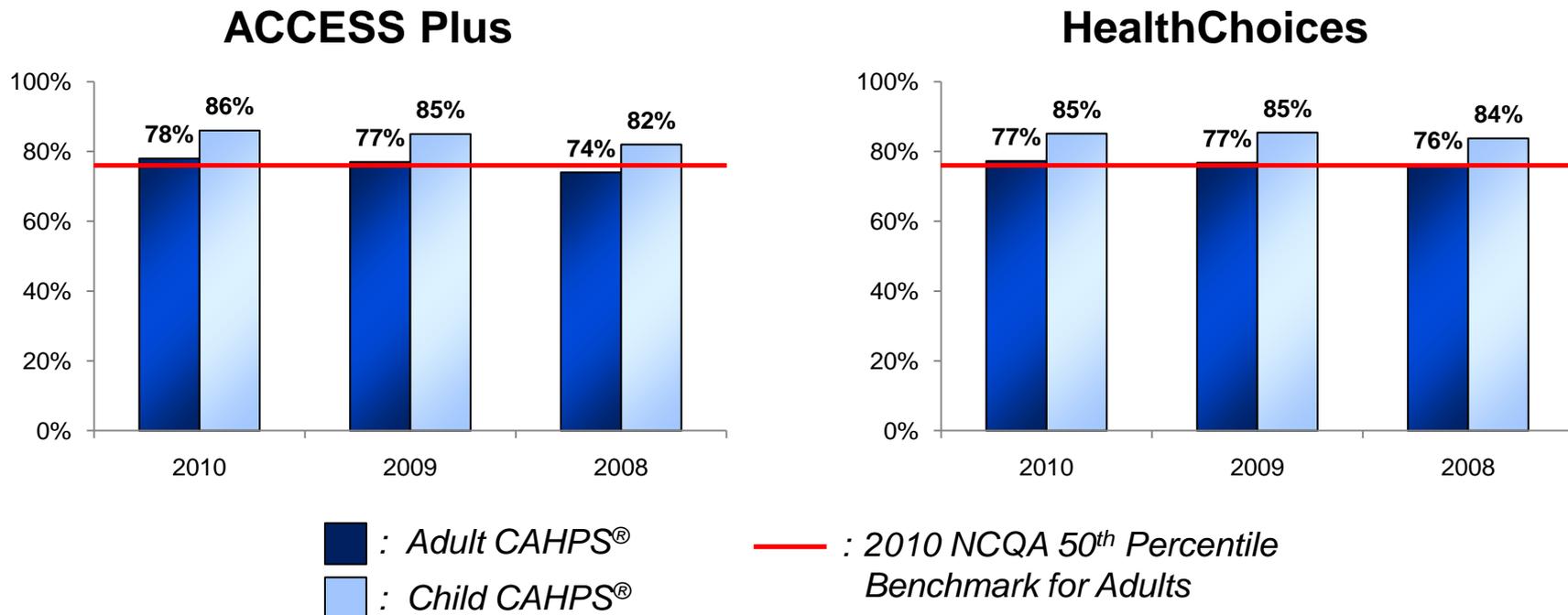
CAHPS[®]: Satisfaction with Health Care (8-10)



Rates represent 8, 9 and 10 responses to the following measure:

- *Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your [or your child's] health care in the last 6 months?*

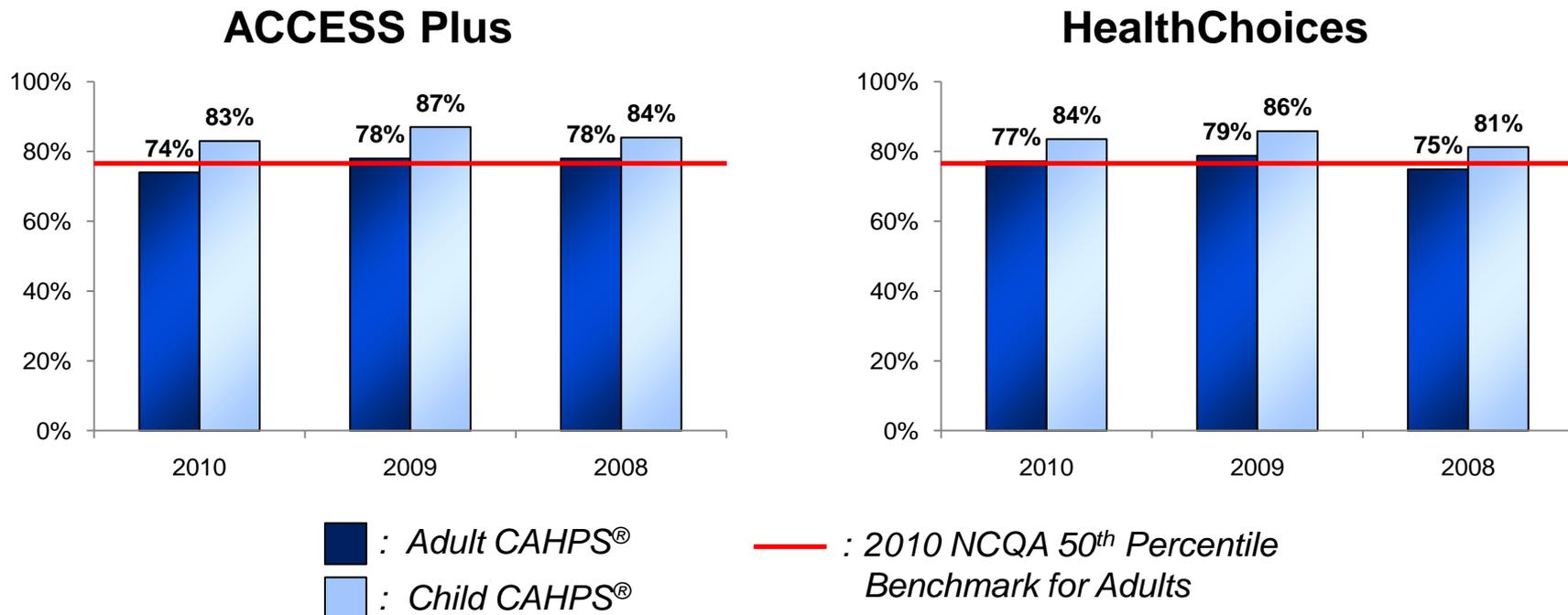
CAHPS®: Satisfaction with Personal Doctor (8-10)



Rates represent 8, 9 and 10 responses to the following measure:

- *Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your [or your child's] personal doctor?*

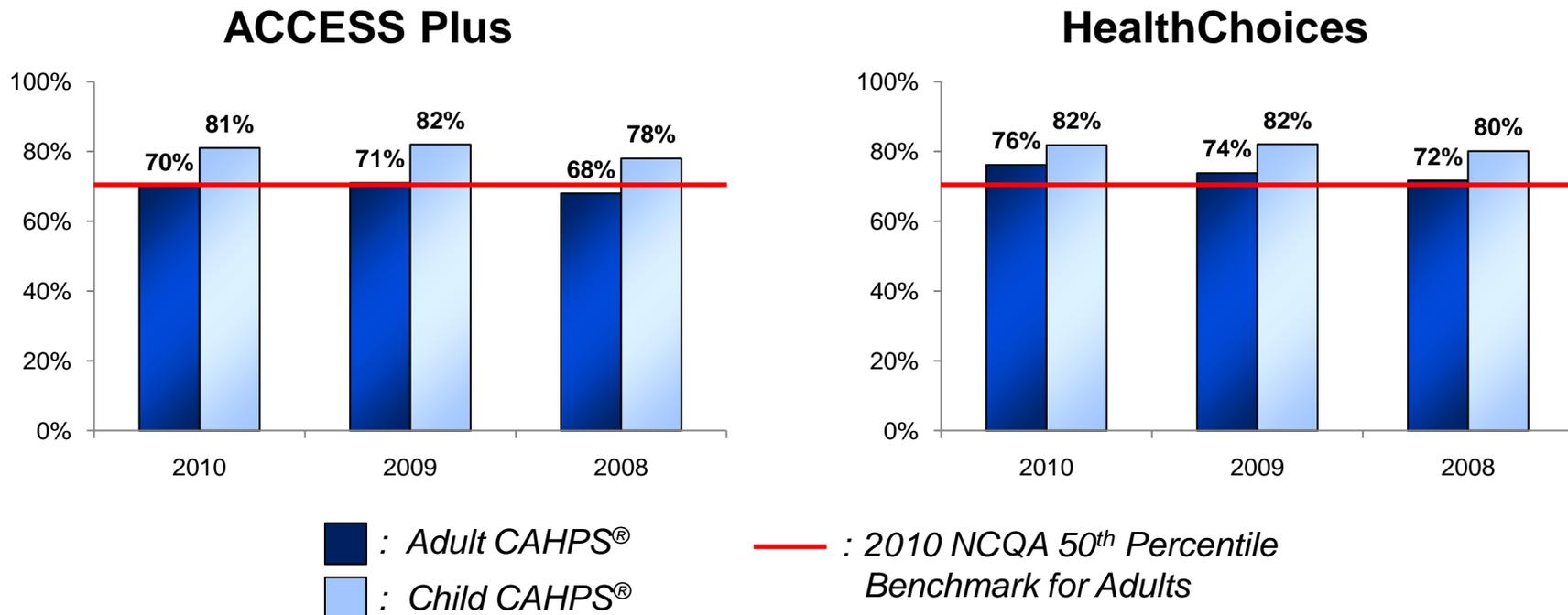
CAHPS®: Satisfaction with Specialist (8-10)



Rates represent 8, 9 and 10 responses to the following measure:

- *Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist you [or your child] saw most often in the last 6 months?*

CAHPS[®]: Satisfaction with Health Plan (8-10)



Rates represent 8, 9 and 10 responses to the following measure:

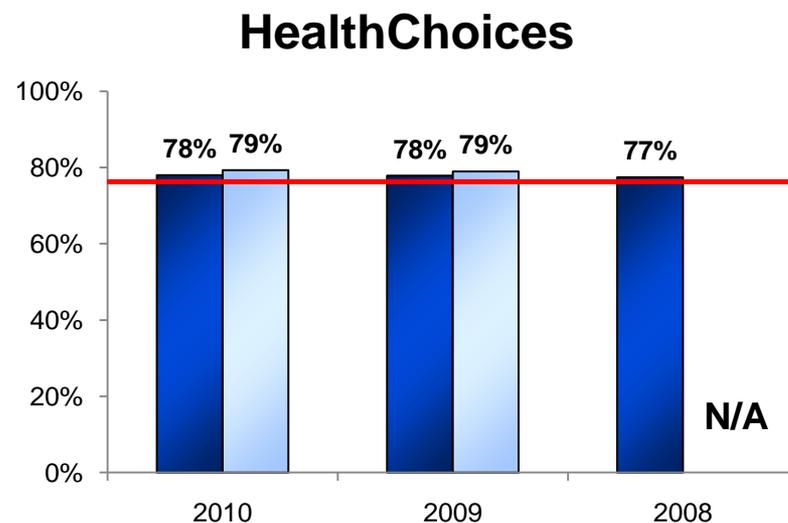
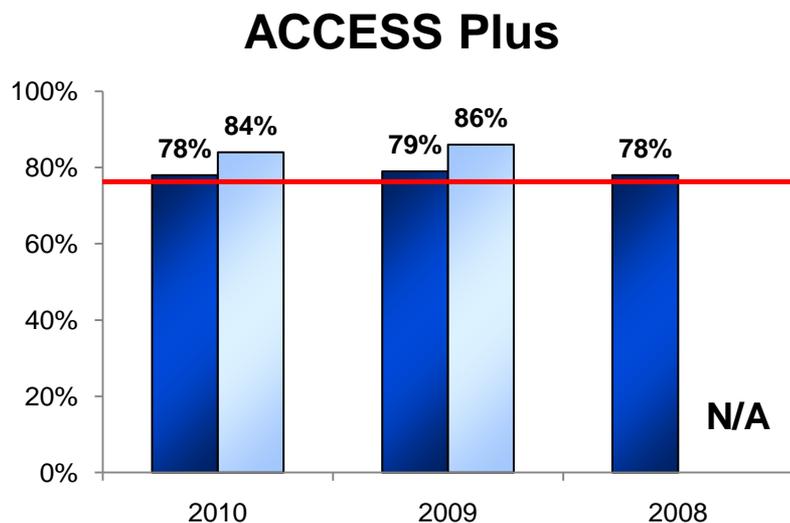
- *Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your [or your child's] health plan?*

CAHPS[®] Composite Measure Results

What are the CAHPS® Composite Measures?

- For accreditation and reporting purposes, NCQA groups responses of selected questions into composite measures
- Composite measures serve as an indicator of how well health plans are performing in the following broad categories:
 - Getting Needed Care
 - Getting Care Quickly
 - How Well Doctors Communicate
 - Customer Service
 - Shared Decision-Making
- Composite measures are calculated at the health plan level; therefore, to calculate the HealthChoices composite rates, DPW averaged each health plans' individual composite rates
- In 2009, NCQA issued a revised version of the Child CAHPS® survey; therefore, 2008 rates are unavailable for some Child CAHPS® composite measures

CAHPS®: Getting Needed Care (Usually and Always)



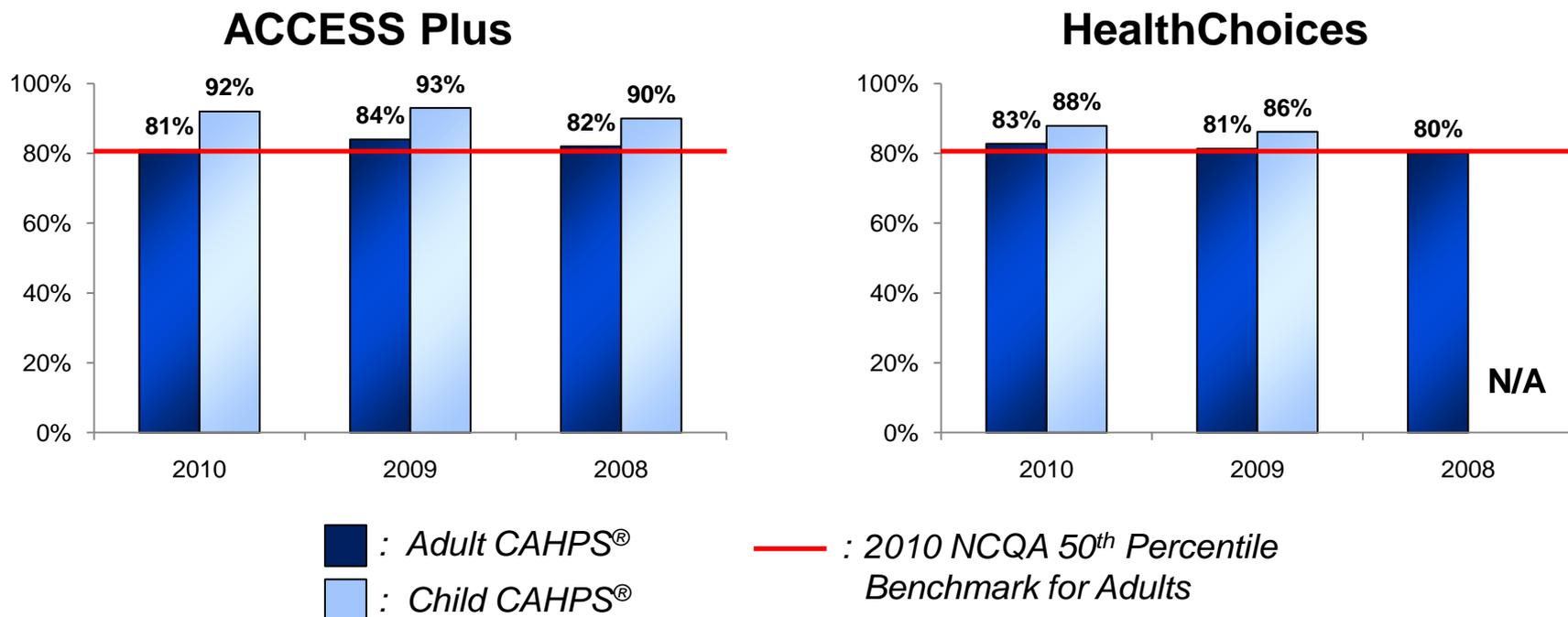
■ : Adult CAHPS®
■ : Child CAHPS®

— : 2010 NCQA 50th Percentile Benchmark for Adults

Rates represent **Usually** and **Always** responses to the following measures:

- Got to see a specialist that you [or your child] needed to see
- Got the care, tests or treatment you thought necessary [for your child]

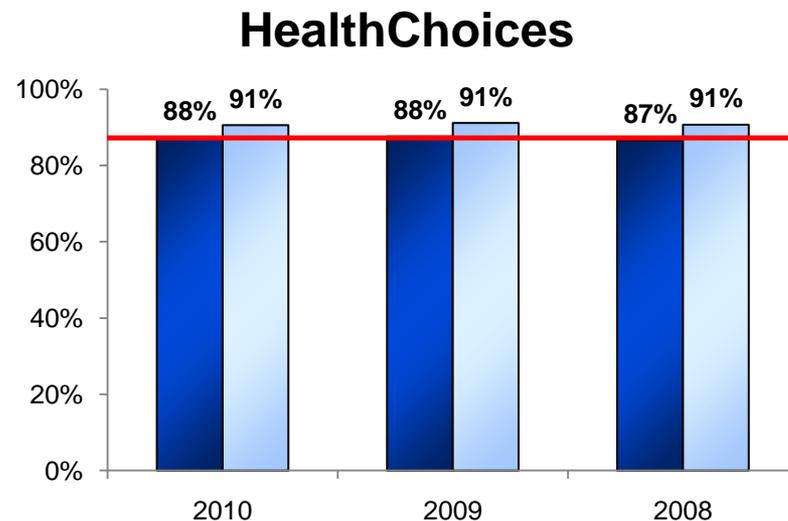
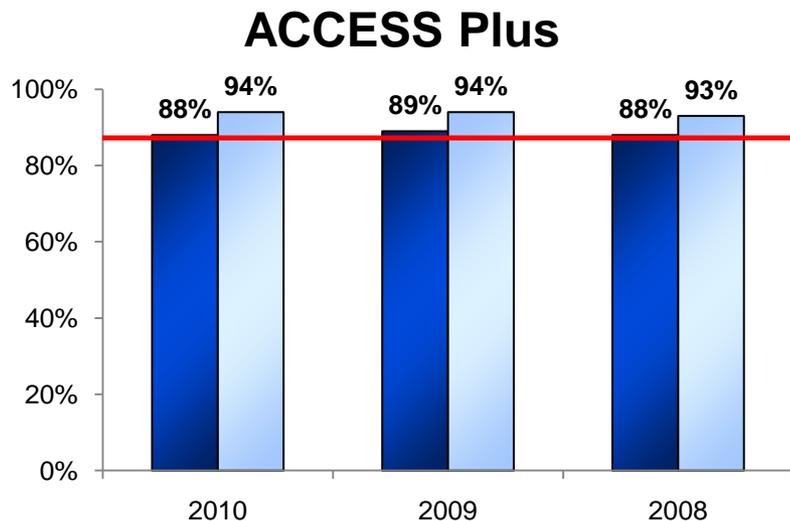
CAHPS®: Getting Care Quickly (Usually and Always)



Rates represent **Usually** and **Always** responses to the following measures:

- Received the care needed as soon as you [or your child] needed
- Received an appointment for health care as soon as you [or your child] needed

CAHPS®: How Well Doctors Communicate (Usually and Always)



■ : Adult CAHPS®
■ : Child CAHPS®

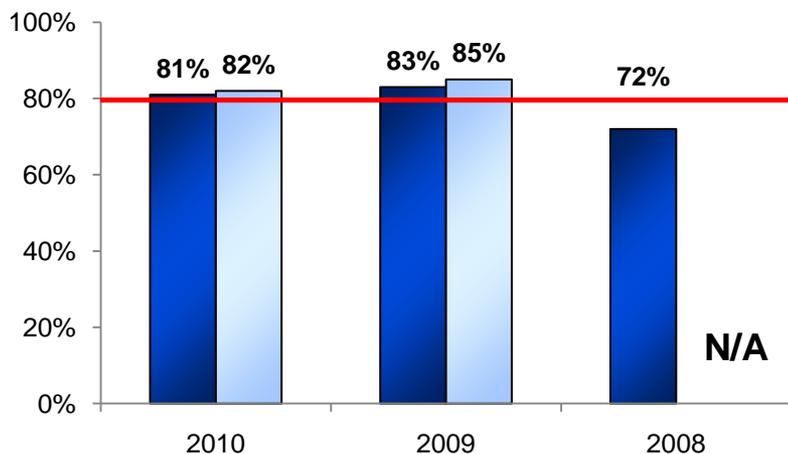
— : 2010 NCQA 50th Percentile Benchmark for Adults

Rates represent *Usually* and *Always* responses to the following measures:

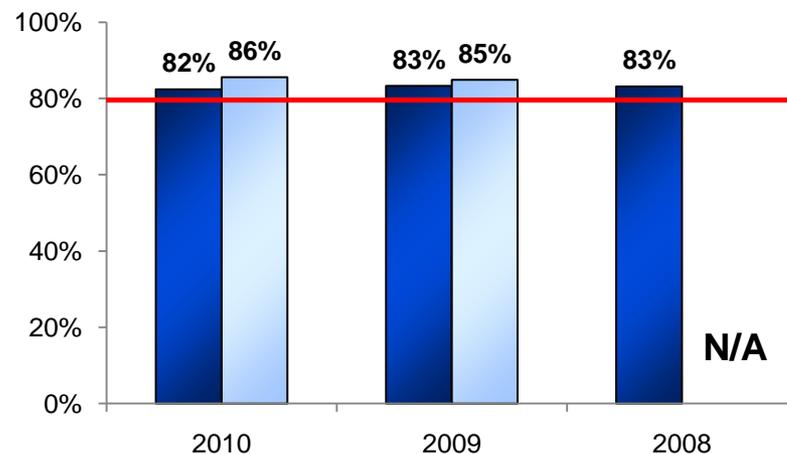
- *Doctor explained things in a way that was easy to understand*
- *Doctor listened carefully to you*
- *Doctor showed respect for what you had to say*
- *Doctor spent enough time with you [or your child]*

CAHPS®: Customer Service (Usually and Always)

ACCESS Plus



HealthChoices^{1, 2, 3}



: Adult CAHPS®
 : Child CAHPS®

: 2010 NCQA 50th Percentile Benchmark for Adults

Rates represent **Usually** and **Always** responses to the following measures:

- Received information or help needed from health plan's Customer Service
- Was treated with courtesy and respect by health plan's Customer Service staff

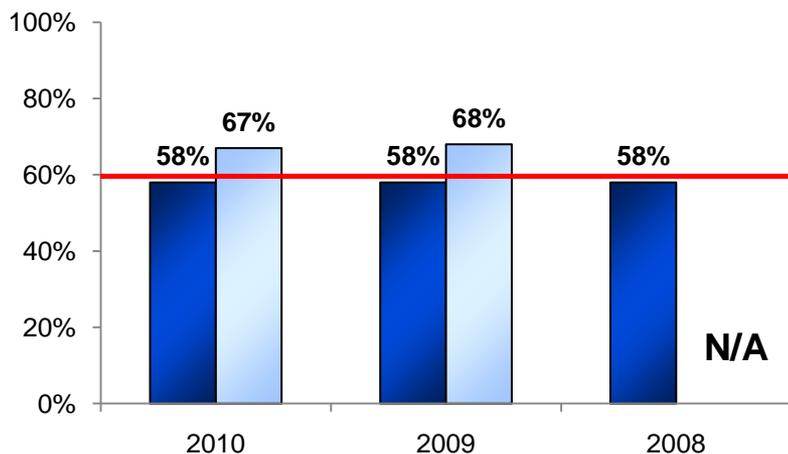
¹HEDIS® 2010: UPMC did not calculate a rate for this adult composite measure due to insufficient sample size.

²HEDIS® 2008: Health Partners did not calculate a rate for this adult composite measure due to insufficient sample size.

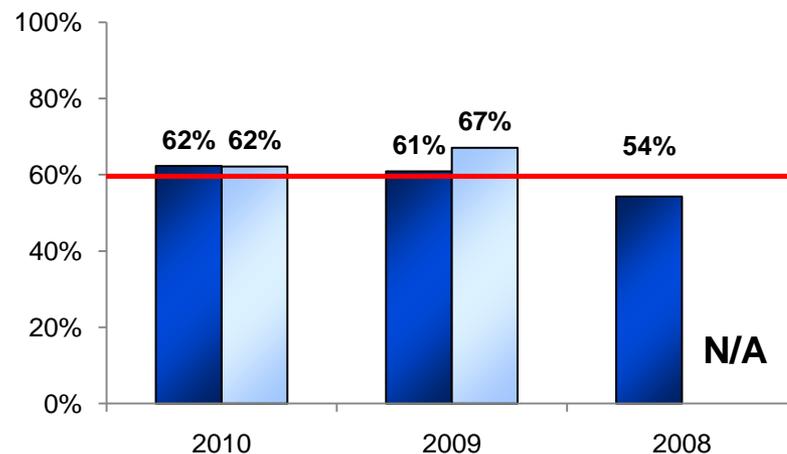
³ HEDIS® 2010: AmeriChoice did not calculate a rate for this child composite measure due to insufficient sample size.

CAHPS[®]: Shared Decision-Making (Definitely Yes)

ACCESS Plus



HealthChoices



■ : Adult CAHPS[®]
■ : Child CAHPS[®]

— : 2010 NCQA 50th Percentile Benchmark for Adults

Rates represent **Definitely Yes** responses to the following measures:

- *Talked about pros and cons of choices for treatment or health care*
- *Asked which choice was best when there was more than one choice*

Next Steps

Next Steps: *ACCESS Plus*

- Identify reasons for discrepancies between Adult CAHPS® and Child CAHPS® results
- Identify reasons for declining member satisfaction with specialists and work with ACCESS Plus vendor and providers to improve performance
- Determine whether low rates for *Receiving Information or Help Needed from Health Plan's Customer Service* is due to ACCESS Plus Vendor Customer Service or DPW Call Center and improve performance
- Collaborate with Bureau of Managed Care Operations (BMCO) to identify high performing health plans' best practices that can be applied to the ACCESS Plus program

Next Steps: *HealthChoices*

- Identify reasons for discrepancies between Adult CAHPS® and Child CAHPS® results
- Identify reasons for declining member satisfaction with specialists and work with health plans to improve performance
- Work with low performing health plans to identify reasons for low performance and improve performance
- Work with high performing health plans to identify potential best practices that can be applied to the HealthChoices program
- Collaborate with Bureau of Fee For Service Programs (BFFSP) to identify best practices in the ACCESS Plus program for implementation in HealthChoices

Questions?