

2015 PCMH CAHPS Member Satisfaction Survey with Provider Services :: Executive Summary

The State of Connecticut Department of Social Services commissioned GreatBlue Research, Inc. to conduct the 2015 PCMH CAHPS Member Satisfaction Survey with Provider Services utilizing a telephonic survey methodology, which took place from March 7, 2016 through May 12, 2016. The 2015 PCMH CAHPS Member Satisfaction Survey with Provider Services included the following areas for investigation:

- PCMH CAHPS Member Satisfaction Survey with Provider Services;
- Satisfaction with a member's provider;
- Health care over the last 6 months; and
- Member demographic information.

Readers should note that in previous years (2014, 2013, and 2012) respondents were asked to evaluate the care received from providers over the past 12 months, while in 2015 respondents were asked to evaluate this care over the past 6 months.

Overall satisfaction with providers remained consistently high among adult HUSKY members (**92.8% in 2015 over 92.3% in 2014**) and respondents reporting on behalf of child HUSKY members (**98.6% on 2015 over 97.9% in 2014**).

- In 2015, "Non-Hispanic Black" adult HUSKY members reported a decrease in overall satisfaction with providers (88.3% over 94.1% in 2014). However, respondents reporting on behalf of "Non-Hispanic Black" child HUSKY members increased in 2015 (98.9% over 96.4% in 2014).

Slight decreases were recorded in the ability to access care needed right away among respondents reporting on behalf of child HUSKY members (**95.8% in 2015 over 97.8% in 2014**) and in access to routine care (**95.8% in 2015 over 98.2% in 2014**).

- In 2015, "Hispanic" (91.4%) and "Non-Hispanic White" (94.0%) adult respondents reported the highest rate of receiving access to care needed right away.
- "Hispanic" (92.9%) and "Non-Hispanic White" (95.4%) adult respondents reported the highest rate of receiving access to routine care. In addition, an increase was recorded among "Asian" adult respondents in 2015 (91.2% in 2015 over 86.9% in 2014).
- However, respondents reporting on behalf of "Asian" child HUSKY members reported a decrease in access to care needed right away (91.9% in 2015 over 96.3% in 2014) and access to routine care (92.7% in 2015 over 100.0% in 2014).

Adult HUSKY members reported providers were informed and up-to-date about care received from specialists at a higher rate in 2015 (**90.1% in 2015 over 86.2% in 2014**).

- "Asian," "Hispanic," and "Non-Hispanic White" adult respondents all reported increases in the frequency of their provider being informed and up-to-date on care received from specialists. However, "Non-Hispanic Black" adult respondents reported a decrease in this area (82.5% in 2015 over 91.9% in 2014).
- In addition, respondents reporting on behalf of "Asian" (95.3% in 2015 over 87.5% in 2014) and "Non-Hispanic Black" (93.6% in 2015 over 90.7% in 2014) child members reported increases in the rate of their provider being up-to-date on care received from specialists. However, respondents reporting on behalf of "Hispanic" child members reported a decrease in this area (88.9% in 2015 over 94.5% in 2014).

Adult HUSKY members reported a consistently strong ability to receive answers to medical questions during their provider's regular office hours (**87.9% in 2015 and 2014**). Respondents reporting on behalf of child HUSKY members noted a slight decrease in the ability to receive answers to medical questions during their provider's regular office hours (**96.0% in 2015 over 98.3% in 2014**).

- In 2015, the ability to receive answers to medical questions during office hours decreased among "Asian" respondents (76.0% over 86.3% in 2014) and "Non-Hispanic Black" respondents (83.0% over 89.2% in 2014).
- Similarly, the ability to receive answers to medical questions during office hours decreased among respondents on behalf of "Asian" child HUSKY members (89.4% in 2015 over 100.0% in 2014) and "Non-Hispanic Black" child members (94.1% in 2015 over 98.7% in 2014).

Providers were rated consistently positive in the courtesy and respect they showed HUSKY members (**95.0% in 2015 over 94.1% in 2014**) and for respondents on behalf of child HUSKY members (**96.5% in 2015 over 96.4% in 2014**).

- A decreased percentage of "Hispanic" (89.0% in 2015 over 90.6% in 2014) and "Non-Hispanic Black" (90.0% in 2015 over 92.5% in 2014) adult respondents reported the clerks and receptionists were helpful at their provider's office.

More adult HUSKY members (**91.7% in 2015 over 89.4% in 2014**) reported their provider followed-up on test results. A consistent percentage of respondents reporting on behalf of child HUSKY members reported their child's provider followed-up on test results (**95.3% in 2015 over 94.9% in 2014**).

- "Asian" adult HUSKY members reported an increase in the frequency of their provider following-up on test results (96.4% in 2015 over 89.2% in 2014).

Finally, providers noted strong increases in the area of long-term planning of health goals with HUSKY members (**65.4% in 2015 over 58.1% in 2014**). In addition, an increased percentage of HUSKY members reported providers asked if there are things that make it hard for them to take care of their health (**48.3% in 2015 over 44.6% in 2014**).

- In 2015, "Hispanic" adult HUSKY members reported an increase in providers talking about specific health goals (62.3% over 54.4% in 2014), as well as among "Non-Hispanic White" adults (66.5% over 56.5% in 2014).

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The table below presents a brief overview of the findings uncovered in the 2015 study as compared to the 2014, 2013, and 2012 studies.

	2012	2013	2014	2015
Overall satisfaction...				
Overall satisfaction (adult)	91.2	93.0	92.3	92.8
Overall satisfaction (child)	96.6	95.7	97.9	98.6
Questions pertaining to access...				
Access to routine care (adult)	92.8	92.9	94.6	94.2
Access to care needed right away (adult)	97.7	89.7	93.3	92.2
Access to routine care (child)	94.9	97.3	98.2	95.8
Access to care needed right away (child)	95.8	92.9	97.8	95.8
Questions pertaining to specialists...				
Providers being up-to-date on care received from specialists (adult)		83.4	86.2	90.1
Providers being up-to-date on care received from specialists (child)		90.4	94.1	93.2
Questions pertaining to contact with providers...				
Able to get answers to medical questions the same day during regular office hours (adult)	91.6	89.0	87.9	87.9
Able to get answers to medical questions the same day during regular office hours (child)	96.7	94.2	98.3	96.0
Questions pertaining to clerks and receptionists...				
Clerks/receptionists were helpful (adult)	92.6	88.8	91.4	91.3
Clerks/receptionists were courteous and respectful (adult)	93.9	90.6	94.1	95.0
Clerks/receptionists were helpful (child)	95.7	94.0	95.4	94.5
Clerks/receptionists were courteous and respectful (child)	97.1	94.3	96.4	96.5
Questions pertaining to follow-up with providers...				
Provider followed up on test results (adult)	92.5	86.5	89.4	91.7
Provider followed up on test results (child)	93.3	91.9	94.9	95.3
Questions pertaining to long term planning...				
Talking about specific goals for your health (adult)	66.2	54.7	58.1	65.4
Talking about things that make it hard to take care of your health (adult)	42.1	38.1	44.6	48.3