

**Arizona Complete Health
Complete Care Plan – RHBA
Monthly Member Survey
Survey Analysis
CY18 Q4 Report**



SCOPE OF WORK

Arizona Complete Health Complete Care Plan - RBHA (AzCH-RBHA) developed a Monthly Member Survey aimed at capturing member's satisfaction with their services and service delivery (see Appendix A). Survey results will assist AzCH-RBHA with ongoing monitoring of member satisfaction, agency performance and assist with identifying areas of improvement.

The survey questions measure the following:

Question 1-5: Patient Experience

Question 6: Outcomes and Improved Functioning

Question 7-8: Access to Care

Question 9: Overall Satisfaction with Health Plan

Question 10: Coordination of Care

In an effort to increase complete and honest feedback, Quality Management has transferred the monthly member survey process to a third party. MorPace sends out monthly mailers to AzCH-RBHA members. They utilize a sample list sent to them by Quality Management each month. This process started officially February 2018.

Timeline

Surveys results are due to AzCH-RBHA quarterly, 15 business days after the end of the quarter.

AzCH-RBHA will submit survey results to Arizona Health Care Cost Containment System (AHCCCS) quarterly, 30 business days after the end of the quarter.

AzCH-RBHA will submit individual survey results to the corresponding ICC Agencies quarterly, 30 business days after the end of the quarter.

Original Monthly Survey Start date: September 1, 2016

Third Party Process Start date: February 1, 2018

The submission of the survey analysis will occur on the following dates:

- January 30 CY18 Q1 (October 1 – December 31)
- April 30 CY18 Q2 (January 1 – March 31)
- July 30 CY18 Q3 (April 1 – June 30)
- October 30 CY18 Q4 (July 1 – September 30)

Methodology

Data collection for the 2018 Member Satisfaction Survey is administered as a single-wave mail study. Monthly mailings are sent to 750 AzCH-RBHA members during the first week of each month. The mailing packet consists of a single page cover letter and single page questionnaire, each printed double-sided English and Spanish, and a Business Return envelope.



ANALYSIS

MorPace distributed surveys for the period of July 1, 2018 through September 30, 2018. The survey results were submitted to AzCH-RBHA on October 15, 2018. The survey answers are weighted from one “Strongly Disagree” to five “Strongly Agree”, “Not Applicable” is not included when calculating answer averages. Results include an overall rating average from one (low) to five (high) based on the answer weights mentioned above, for each question. The minimum performance standard (MPS) is a rating average of 4 for each question. The AzCH-RBHA rating average goal is 4.5+ for each question.

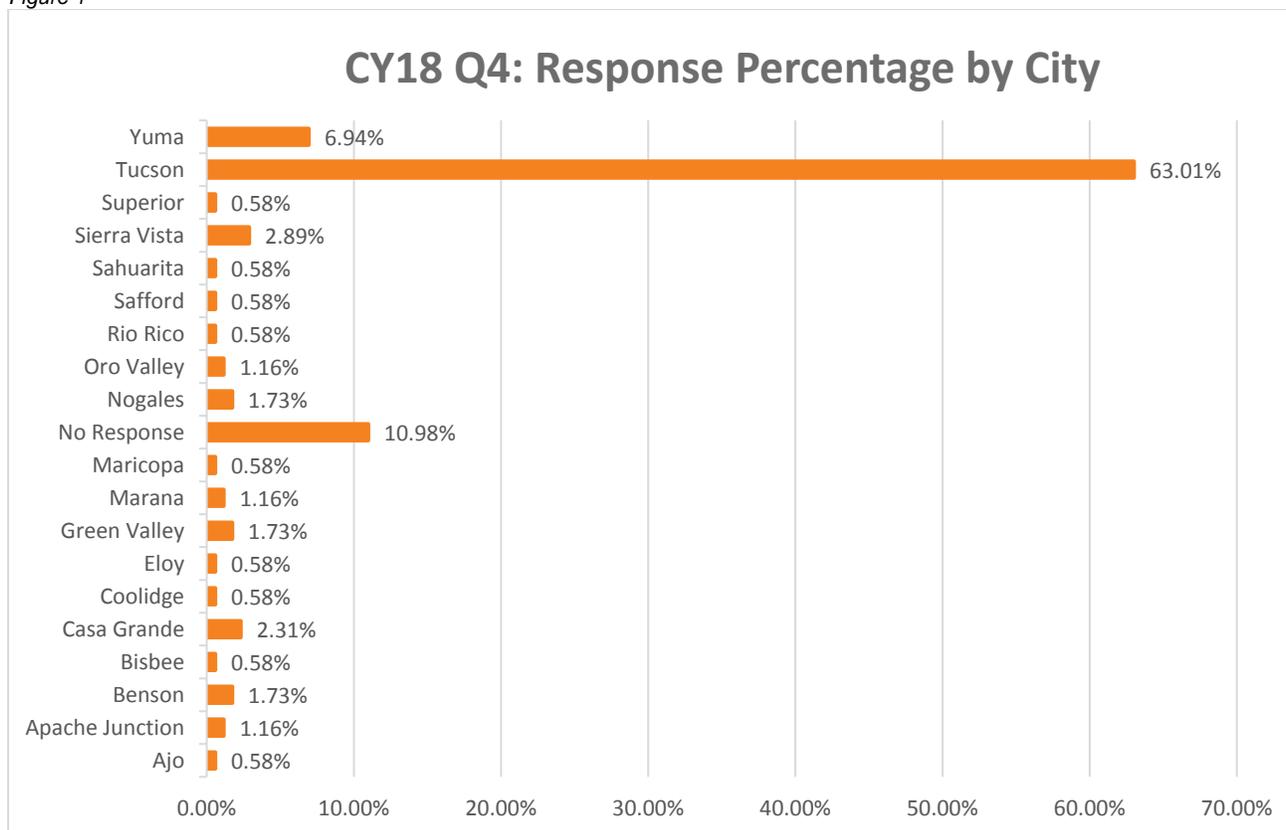
Response Rate

Total response count for the administration period was 176. There was a 0.3% decrease in the response rate from Quarter 3 to Quarter 4.

	Total CY18 Q2	Total CY18 Q3	Total CY18 Q4	Total CY18
Mail out size	2250	2250	2250	6750
Completed surveys	145	168	176	489
Response rate	6.4%	7.5%	7.8%	7.2%

Figure 1 displays the response count by location. Tucson was identified by 63.01% of respondents as their place of service, with a total count of 109. A total of 22 respondents did not answer the question.

Figure 1



Response Rate Interventions

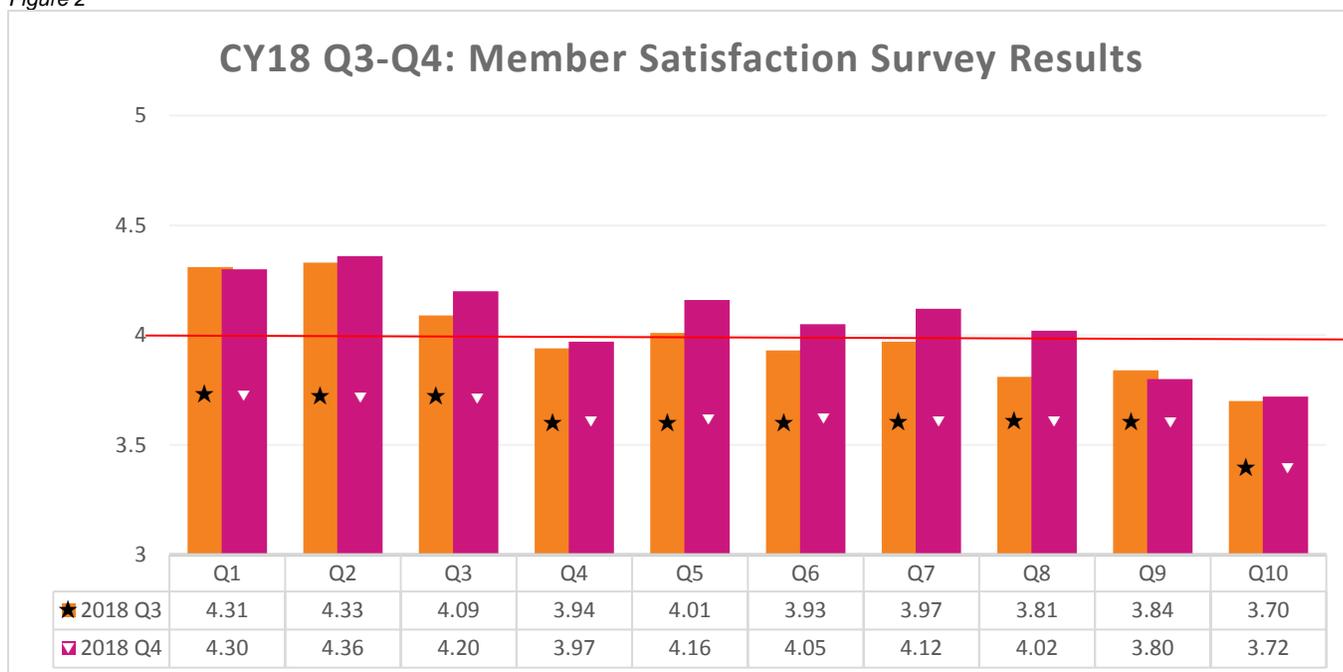
To continue improving the response rate AzCH-RBHA is in the process of revising the current cover letter that is mailed out with the survey to generate more interest. This revised cover letter includes contact information for a member of the Quality Improvement department to assist any member who has received the survey with questions or comments they would like to give directly to AzCH-RBHA.



Survey Results

Figure 2 compares overall rating averages from the current reporting period against the previous reporting periods. Overall, survey questions 1 & 9 decreased while questions 2-8, 10 increased during this reporting period. The largest decrease is Question 9: I am satisfied with Cenpatico Integrated Care as my Health Plan from a 3.84 rating to a 3.80 rating. The largest increase is Question 8: I receive services when I need them from a 3.81 to 4.02 rating. The MPS is 4 and Questions 1-3 & 5-8 met MPS. Highest rated question is Question 2: I was treated in a friendly and welcoming manner with an overall rating of 4.36. Lowest rated question is Question 10: My provider stays in touch with other providers/organizations in my life with an overall rating of 3.72.

Figure 2



In an attempt to determine whether the difference between the current and previous satisfaction scores for Questions 1 through 10 are statistically significant, unpaired two-sample t-tests were completed using an alpha level of .05 as the significance criterion and 95% confidence level.

Question 1: The provider's office is safe, clean, comfortable and inviting.

Test results: $t(342) = 0.1017, p < 0.9190$. Therefore, it can be concluded that the decrease in score for Question 1 is not statistically significant.

Question 2: I was treated in a friendly and welcoming manner.

Test results: $t(342) = 0.2991, p < 0.7651$. Therefore, it can be concluded that the increase in score for Question 2 is not statistically significant.

Question 3: The team listens to me and believes we can accomplish our goals.

Test results: $t(342) = 0.9529, p < 0.3413$. Therefore, it can be concluded that the increase in score for Question 3 is not statistically significant.

Question 4: I am working with staff on activities to improve my health and wellness.

Test results: $t(342) = 0.2552, p < 0.7987$. Therefore, it can be concluded that the increase in score for Question 4 is not statistically significant.



Question 5: I know who to call if I have a problem or need help.

Test results: $t(342) = 1.2072$, $p < 0.2282$. Therefore, it can be concluded that the increase in score for Question 5 is not statistically significant.

Question 6: My services are helping me to get better.

Test results: $t(342) = 1.0345$, $p < 0.3016$. Therefore, it can be concluded that the increase in score for Question 6 is not statistically significant.

Question 7: I receive services where I need them.

Test results: $t(342) = 1.2127$, $p < 0.2261$. Therefore, it can be concluded that the increase in score for Question 7 is not statistically significant.

Question 8: I receive services when I need them.

Test results: $t(342) = 1.5943$, $p < 0.1118$. Therefore, it can be concluded that the increase in score for Question 8 is not statistically significant.

Question 9: I am satisfied with Cenpatco Integrated Care as my Health Plan.

Test results: $t(342) = 0.2697$, $p < 0.7875$. Therefore, it can be concluded that the decrease in score for Question 9 is not statistically significant.

Question 10: My provider stays in touch with other providers/organizations in my life.

Test results: $t(342) = 0.1408$, $p < 0.8881$. Therefore, it can be concluded that the increase in score for Question 10 is not statistically significant.

Survey Result Interventions

Member focused interventions:

- Automated Member Calls – These are automated calls that using a simulated real human voice are scheduled to communicate valuable information to: (1) onboard new members, verify PCP, complete an HRA; (2) close gaps in care and improve HEDIS outcomes; (3) improve how members manage their health and includes a live transfer for Members to Member Services to assist the member with appointment scheduling, transferring to their case manager or the EPSDT team. This program began May 2018. This intervention is driving the survey score increase for the following questions: Question 4: I am working with staff on activities to improve my overall health and wellness, Question 6: Services are helping me to get better, Question 8: I receive services when I need them, and Question 9: I am satisfied with Arizona Complete Health as my health plan.
- Member Benefits Quick Reference Guide – This quick reference guide is aimed at helping the member easily find how to contact AzCH-RBHA via member services or the member portal. The guide contains an area for the member to list all health care provider contact information, prescription and over the counter medications. There is information regarding scheduling transportation, the peer warm line, crisis services, and the Nurse Advise line. It also gives tips to the member regarding how best to help manage their own care as well as general recommendations of who to contact when they have questions. There is a frequently asked question section to get the member on the right track and a commonly used term section to help the member fully understand. This intervention is driving the survey score increase for the following questions: Question 4: I am working with staff on activities to improve my overall health and wellness, Question 5: I know who to call if I have a problem or need help, Question 9: I am satisfied with Arizona Complete Health as my health plan.



- Appointment Availability Flyer – This flyer is aimed at helping the member differentiate between routine, urgent & emergency/crisis care. As well as how to schedule their routine or urgent care appointments with an expected timeline of how soon appointments should be made for by the health care provider. The flyer contains contact information for AzCH-RBHA Member Services as well as Nurse Advice Line, Peer Warm Line & Crisis Services. This intervention is driving the survey score increase for the following questions: Question 5: I know who to call if I have a problem or need help, Question 6: Services are helping me to get better, Question 7: I receive services where I need them, Question 8: I receive services when I need them, and Question 9: I am satisfied with Arizona Complete Health as my health plan.
- AzCH-RBHA Case Management Satisfaction Survey – This is a short survey that is offered at the end of a case management call. The goal with this survey is to glean immediate issues the member may have with their care management interactions. Current process is under review due to possible bias since the care manager involved is the person reviewing the survey with the member. This intervention is driving the survey score increase for the following questions: Question 2: I was treated in a friendly and welcoming manner, Question 3: My team listens to me and believes I can accomplish my goals, Question 6: Services are helping me to get better and Question 9: I am satisfied with Arizona Complete Health as my Health Plan.

Provider focused interventions:

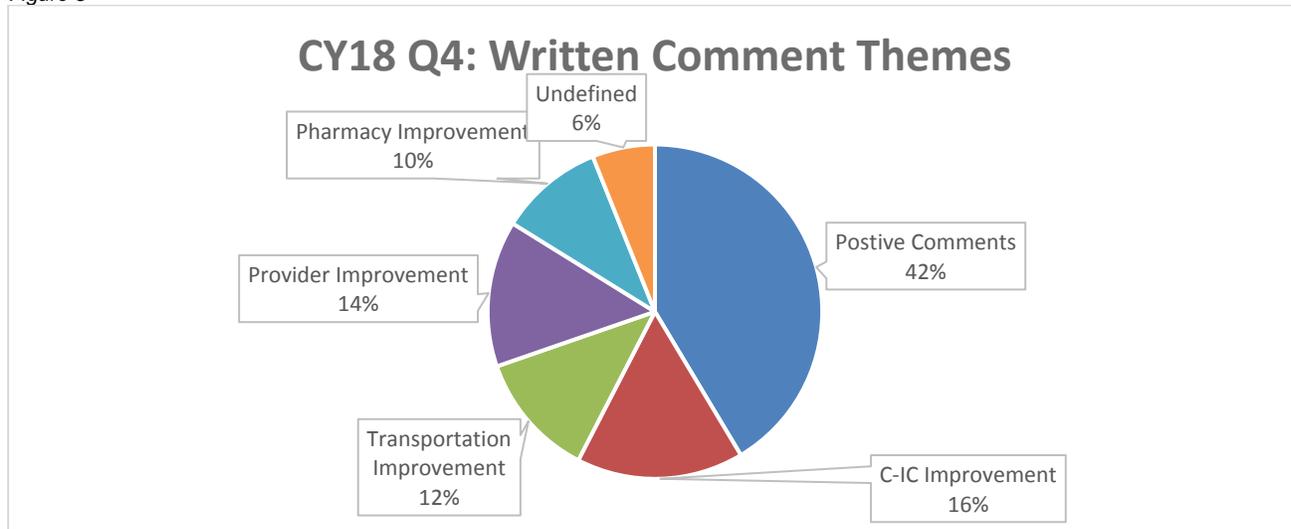
- Patient Experience Toolkit - This toolkit is a collaborative effort, developed by providers for providers and distributed to assist in improving the patient experience by offering useful guidelines, tips, and other materials. The toolkit is based on recommendations, feedback and best practices that were received from the participating providers. Toolkit was distributed to providers in July 2018. This intervention is driving the survey score increase for the following questions: Question 2: I was treated in a friendly and welcoming manner, Question 3: My team listens to me and believes I can accomplish my goals, Question 4: I am working with staff on activities to improve my overall health and wellness, Question 10: My provider stays in touch with the other providers/organizations in my life.
- Coordination of Care (COC) Protocol – This protocol is to assist health care providers coordinate care and develop comprehensive treatment plans with physical, specialty and behavioral health providers for all patients with a direct focus on complex care patients with a behavioral health and/or substance abuse diagnosis, and/or other comorbid chronic condition. This protocol is currently in development to be distributed to providers this quarter. This intervention is driving the survey score increase for the following questions: Question 3: My team listens to me and believes I can accomplish my goals, Question 4: I am working with staff on activities to improve my overall health and wellness, Question 7: I receive services where I need them, Question 8: I receive services when I need them and Question 10: My provider stays in touch with the other providers/organizations in my life.

Written Comments

The written comments are member responses to the open-ended statement at the end of the survey. The following statement was included on the survey: Please list your concerns or ideas for how we can improve. There were a total of 92 written comments. Figure 3 shows the main themes the written comments were organized into and the percentage of each.



Figure 3



Some of the positive comments submitted by members included the following:

- “Insurance is the best thing to have. I utilize my resources and my BHH is serious about my issues.”
- “My son's nurse has genuine interest and cares for my son’s medication, injection. She takes time to converse. She has a good heart and is professional. I appreciate her.”
- “Cenpatico has been the best healthcare provider that I've ever had. Without them I don't know where I'd be today. Probably dead somewhere. I appreciate all that they do for my health needs, mental and health. Thank you Cenpatico.”

Some of the comments regarding areas of improvement submitted by members included the following:

- Transportation:
 - “Please work on your transportation. It has improved, but still needs some work! Thanks!”
- AzCH-RBHA:
 - “Cenpatico needs to cover more woman's healthcare and wellness. Birth control, etc.”
- Provider:
 - “More support with phone contact from PCP and MH provider needs to be accomplished or else you deal with costly crisis.”
- Pharmacy:
 - “I was upset that Walgreens stopped taking Cenpatico.”