



To: Quality Management Committee
Donna Carris, Chief Executive Officer

From: Manager Clinical Quality
Kim Barnes

Date: 12/1/2017

Subject: Improving Member Experience and Health Plan Satisfaction
2017 CAHPS® Analysis

Purpose: To assess member satisfaction with the health plan’s services, the organization evaluates the Annual Consumer Assessment of Health Providers and Systems (CAHPS®) survey.

Reports: 2017 UHC CAHPS® 5.0H **Adult** Medicaid Survey Reports

<p>Background</p>	<p>UnitedHealthcare-MidAtlantic (UHC) is committed to improving member experience and satisfaction with the health plan and its providers. To assess members’ satisfaction UHC evaluates data from the Annual Consumer Assessment of Health Providers and Systems (CAHPS®) survey to identify opportunities for improving member satisfaction).</p> <p>This report focuses on the initial analysis of the 2017 CAHPS survey results. The Maryland Department of Health (MDH) requires Maryland Medicaid Managed Care Organizations to participate with the State’s CAHPS data collection and reporting process. The 2017 UHC CAHPS® Survey was conducted between February and May 2017. The 2017 UHC CAHPS® Survey Report was released in October 2017. The data is evaluated and presented to the Service Quality Improvement Subcommittee (SQIS), Provider Advisory Committee (PAC), and Quality Management Committee (QMC) .</p>
<p>Goal</p>	<p>To meet or exceed the National Committee for Quality Assurance (NCQA) 2017 Quality Compass® Medicaid 50th benchmark (based on Reporting Year 2016). Quality Compass® is a national database created by NCQA to provide health plans comprehensive information of the quality of the nations managed care plans.</p> <ul style="list-style-type: none"> • 82.7% Getting Needed Care • 82.2% Getting Care Quickly • 91.5% How Well Doctors Communicate • 88.4% Customer Service • 79.7% Shared Decision-Making • 73.9% Health Promotion and Education • 83.8% Coordination of Care • 74.5% Health Care Overall • 76.4% Health Plan Overall • 81.6 % Personal Doctor • 81.9 % Specialist Seen Most Often

Methodology Changes for 2017 NCQA made no revision to the CAHPS 5.0H Medicaid Satisfaction Survey tool in 2017.

Methods Maryland Department of Health (MDH) selected WB&A Market Research (a NCQA certified survey vendor) to conduct its CAHPS® 5.0H Adult and Child Medicaid Survey.

Among UHC Adult members, 1,755 surveys were mailed by WBA. 577 valid surveys were completed from the 1755 surveys mailed. The overall response rate for 2017 was 34% compared to 37% in 2016.

Results Table 1 Illustrates the 2017 Quality Compass 50th percentile goals compared to UHC's results over the last 3 years.

Table 1 Adult CAHPS (2016-2014)

Composite Measure	2017 Goal	2017 UHC Rate	2016 UHC Rate	2015 UHC Rate
Getting Needed Care	82.7%	81.9%	82.1%	83.2%
Getting Care Quickly	82.2%	83.7%^	82.0%	80.8%
How Well Doctor Communicate	91.5%	91.6%^	92.7%	91.1%
Customer Service	88.4%	87.5%	87.2%	82.8%
Coordination of Care	83.8%	84.1%^	84.6%	85.6%
Shared Decision-Making*	79.7%	81.9%^	78.4%	77.8%
Health Promotion and Education	73.9%	78.0%^	74.0%	72.6%
Overall Measures	2017 Goal	2017 UHC Rate	2016 UHC Rate	2015 UHC Rate
Health Care Overall	74.5%	69.1%	73.4%	70.1%
Health Plan Overall	76.4%	68.7%	66.5%	67.2%
Personal Doctor	81.6%	75.4%	78.8%	75.1%
Specialist Seen Most Often	81.9%	81.8%	79.9%	80.3%

**Note: The 2017 goals are based on the Quality Compass 50th percentile compared to 75th percentile used in 2016's report*

^ = Exceeded the Quality Compass goal

Summary:

UHC exceeded the QC benchmark in 5 of the 7 composite measures:

- Getting Care Quickly measure exceeded the benchmark by 1.5 percentage points although it is 1.7 percentages below UHC's 2016 rating.
- How Well Doctor Communicates measure exceeded the benchmark by 0.1 percentage point although it is 1.1 percentage points below UHC's 2016 rating
- Coordination of Care measure exceeded the benchmark by 0.3 percentage points although it is 0.5 percentage points below UHC's 2016 rate.
- Shared Decision Making measure exceeded the benchmark by 2.2 percentage points and 3.5 percentage points above UHC's 2016 rating.
- Health Promotion and Education measure exceeded the benchmark by 4.1

percentage points although it is 4 percentage points below the UHC's 2016 rating

UHC did not exceed the QC benchmark in 2 of 7 composite measures:

- Getting Needed Care measure did not meet the benchmark by 0.8 percentage points and 0.2 percentage points below UHC's 2016 rating.
- Customer Service measure did not meet the benchmark by 0.9 percentage points and a marginal decrease of 0.3 percentage points from UHC's 2016 rating .

2017 Analysis

Overall Scores:

There were four "Overall" questions asked in the Survey:

- Rating of Specialist Seen Most Often
- Rating of Personal Doctor
- Rating of Health Care
- Rating of Health Plan

Of the four overall ratings, UHC members gave the highest scores to 'their Specialist' (81.8%) 'their personal doctor' (75.4%)

Of the four overall ratings, UHC members gave the lowest scores to 'Health Care Overall' (69.1%) and 'Health Plan Overall' (68.7)

Composite Measures Scores:

Of the seven composite measures assessed, UHC members gave the highest scores to 'How Well Doctors Communicate' (91.6%) and 'Customer Service' (87.5%).

Of the seven composite measures assessed, UHC members gave the lowest scores to 'Health Promotion and Education' (78.0%).

Attribute Scores:

The Attribute scores below the Quality Compass 50th percentile were:

	Quality Compass 50 th Percentile	UHC Rating	Percentage Point Variance
Getting Needed Care			
• Got an appointment to see a specialist	80.3%	78.1%	2.2
How Well Doctors Communicate			
• Doctor listens carefully to you	91.7%	91.4%	0.3
• Doctor shows respect for what you have to say	93.1%	92.9%	0.2
Customer Service			
• Receive information or help needed from health plan's Customer Service	82.4%	80.9%	1.5
• Treated with courtesy and respect by health plan's Customer Service	94.2%	94.0%	0.2
Shared Decision Making			
• Asked what you thought was best for you	78.0%	76.3%	1.7

Attribute Relationship with the Rating of 'Health Plan'

<p>High Impact</p>	<ul style="list-style-type: none"> • Got an appt. to see specialist as soon as you needed: <ul style="list-style-type: none"> ○ QC 30th percentile 	<ul style="list-style-type: none"> • Got the care, tests, or treatment you needed <ul style="list-style-type: none"> ○ <i>QC 58th percentile</i> • Received information or help needed from health plan's Customer Service <ul style="list-style-type: none"> ○ QC 35th percentile • Received the care needed as soon as you needed <ul style="list-style-type: none"> ○ <i>QC 73rd percentile</i> 	<ul style="list-style-type: none"> • Treated with courtesy and respect by health plan's Customer service <ul style="list-style-type: none"> ○ <i>QC 43rd percentile</i>
<p>Moderate Impact</p>			<ul style="list-style-type: none"> • Doctor listened carefully to you <ul style="list-style-type: none"> ○ <i>QC 44th percentile</i> • Doctor showed respect for what you had to say <ul style="list-style-type: none"> ○ <i>QC 43rd percentile</i> • Doctor spent enough time with you <ul style="list-style-type: none"> ○ <i>QC 66th percentile</i> • Doctor explained things in a way that was easy to understand <ul style="list-style-type: none"> ○ <i>QC 51st percentile</i>
<p>Low Impact</p>	<ul style="list-style-type: none"> • Asked what you thought was best for you <ul style="list-style-type: none"> ○ QC 33rd percentile • Talk about reasons you might NOT want to take medication <ul style="list-style-type: none"> ○ <i>QC 89th percentile</i> 	<ul style="list-style-type: none"> • Received an appointment for a check-up or routine care as soon as you needed <ul style="list-style-type: none"> ○ <i>QC 55th percentile</i> 	<ul style="list-style-type: none"> • Talked about reason you might want to take a medicine <ul style="list-style-type: none"> ○ <i>QC 87th percentile</i>
	<p>Lower Ratings on Performance</p>	<p>Moderate Ratings on Performance</p>	<p>Higher Ratings on Performance</p>

Attribute Relationship with the Rating of ‘Health Care’

<p>High Impact</p>	<ul style="list-style-type: none"> Got an appt. to see specialist as soon as you needed: <ul style="list-style-type: none"> QC 30th percentile 	<ul style="list-style-type: none"> Got the care, tests, or treatment you needed <ul style="list-style-type: none"> QC 58th percentile Received the care needed as soon as you needed <ul style="list-style-type: none"> QC 73rd percentile 	<ul style="list-style-type: none"> Doctor explained things in a way that was easy to understand <ul style="list-style-type: none"> QC 51st percentile Doctor showed respect for what you had to say <ul style="list-style-type: none"> QC 43rd percentile Doctor listened carefully to you <ul style="list-style-type: none"> QC 44th percentile Doctor spent enough time with you <ul style="list-style-type: none"> QC 66th percentile
<p>Moderate Impact</p>	<ul style="list-style-type: none"> Asked what you thought was best for you <ul style="list-style-type: none"> QC 33rd percentile 	<ul style="list-style-type: none"> Received information or help needed from health plan’s Customer Service <ul style="list-style-type: none"> QC 35th percentile 	<ul style="list-style-type: none"> Treated with courtesy and respect by health plan’s Customer service <ul style="list-style-type: none"> QC 43rd percentile
<p>Low Impact</p>	<ul style="list-style-type: none"> Talk about reasons you might NOT want to take medication <ul style="list-style-type: none"> QC 89th percentile 	<ul style="list-style-type: none"> Received an appointment for a check-up or routine care as soon as you needed <ul style="list-style-type: none"> QC 55th percentile 	<ul style="list-style-type: none"> Talked about reason you might want to take a medicine <ul style="list-style-type: none"> QC 87th percentile
	<p>Lower Ratings on Performance</p>	<p>Moderate Ratings on Performance</p>	<p>Higher Ratings on Performance</p>

Recommendations	<ul style="list-style-type: none">• Continue CAHPS Work Plan to address the following composite/attributes that will have a positive impact on the Health Plan and Health Care Overall scores:<ul style="list-style-type: none">○ Getting Needed Care composite measure<ul style="list-style-type: none">▪ Get an appointment to see a specialist○ Customer Services composite measure<ul style="list-style-type: none">▪ Received information or help from health plan’s Customer Service○ Shared Decision Making<ul style="list-style-type: none">▪ Asked what was best for you○ Health Promotion and Education• Continue Accessibility of Service telephonic audit to determine if primary care and specialist are meeting UCH’s Appointment Standards to address:<ul style="list-style-type: none">○ ‘Got an appointment as soon as you needed’• Review additional member survey feedback to better understand customer service and specialist access concerns and opportunities to improve member experience.
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