

To: Quality Management Committee
Donna Carris, Chief Executive Officer

From: Kim Barnes
Manager Clinical Quality

Date: 12/01/2017

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.

Reference: NCQA Standard QI 6: Member Satisfaction and EQRO

Reports: 2017 UHC CAHPS® 5.0H Child Medicaid (with CCC) 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. WB&A administered this survey to parents/guardians of child member 17 years of age and younger enrolled in Medicaid.</p> <p>The 2017 UHC CAHPS® 5.0H Child Medicaid (with CCC) survey was conducted between February and May 2017. The Maryland Department of Health (MDH) requires its Medicaid Managed Care organizations to participate with the state’s CAHPS data collection and reporting process. The 2017 UHC CAHPS® 5.0H Child Medicaid (with CCC) 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 percentile benchmark (based on reporting Year 2016). The Quality Compass is a national database created by NCQA to provide health plans with comprehensive information on the quality of the nation’s managed care plans.</p> <p>All Plan Benchmark</p> <ul style="list-style-type: none"> • 85.1% Getting Needed Care • 89.5% Getting care Quickly • 93.8% How Well Doctors Communicate • 88.1% Customer Service • 79.3% Shared Decision-Making • 83.2% Coordination of Care • 71.9% Health Promotion and Education • 86.0% Health Plan Overall • 87.1% Health Care Overall • 89.5% Personal Doctor • 87.2% Specialist
<p>Methodology Changes for 2017</p>	<p>NCQA made no revision to the CAHPS 5.0H Medicaid Satisfaction Survey tool in 2017.</p>

Methods	<p>The State of Maryland Department of Health and Mental Hygiene (DHMH) selected WBA Research (WBA) to conduct its CAHPS® 5.0H Child Medicaid Survey (with CCC Measurement Set).</p> <p>Of the 3,985 surveys mailed to UnitedHealthcare (UHC) child members, a total of 1,265 valid surveys were completed between February and May 2017. Among the General Population, WBA collected 681 valid surveys, yielding a response rate of 32% compared to 33% in 2016.</p>																																																																	
Results	<p>2017 Quality Compass 50th percentile goals compared to UHC’s results over the last 3 years.</p> <p>General Population</p> <table border="1" data-bbox="370 548 1357 1249"> <thead> <tr> <th>Composite Measure</th> <th>2017 GOAL</th> <th>2017 UHC Rate</th> <th>2016 UHC Rate</th> <th>2015 UHC Rate</th> </tr> </thead> <tbody> <tr> <td>Getting Needed Care</td> <td>85.1%</td> <td>80.0%</td> <td>82.1%</td> <td>85.6%</td> </tr> <tr> <td>Getting Care Quickly</td> <td>89.5%</td> <td>85.9%</td> <td>87.6%</td> <td>89.5%</td> </tr> <tr> <td>How Well Doctors Communicate</td> <td>93.8%</td> <td>94.0%^</td> <td>94.7%</td> <td>93.8%</td> </tr> <tr> <td>Customer Service</td> <td>88.1%</td> <td>87.1%</td> <td>83.0%</td> <td>86.9%</td> </tr> <tr> <td>Shared Decision-Making</td> <td>79.3%</td> <td>74.2%</td> <td>80.6%</td> <td>75.8%</td> </tr> <tr> <td>Coordination of Care</td> <td>83.2%</td> <td>81.4%</td> <td>78.4%</td> <td>81.7%</td> </tr> <tr> <td>Health Promotion and Education</td> <td>71.9%</td> <td>71.1%</td> <td>72.3%</td> <td>71.6%</td> </tr> <tr> <th>Overall Measures</th> <th>2017 GOAL</th> <th>2017 UHC Rate</th> <th>2016 UHC Rate</th> <th>2015 UHC Rate</th> </tr> <tr> <td>Health Care Overall</td> <td>87.1%</td> <td>88.5%^</td> <td>88.7%</td> <td>87.2%</td> </tr> <tr> <td>Health Plan Overall</td> <td>86.0%</td> <td>85.0%</td> <td>84.3%</td> <td>84.8%</td> </tr> <tr> <td>Personal Doctor</td> <td>89.5%</td> <td>90.3%^</td> <td>89.6%</td> <td>89.3%</td> </tr> <tr> <td>Specialist</td> <td>87.2%</td> <td>87.7%^</td> <td>84.5%</td> <td>84.8%</td> </tr> </tbody> </table> <p><i>*Note: The 2017 goals are based on the Quality Compass 50th percentile compared to 75th percentile used in 2016’s report</i></p> <p><i>^ = Exceeded the Quality Compass goal</i></p> <p>Summary the General Population: UHC exceeded the QC benchmark in 1 of 7 composite measures:</p> <ul style="list-style-type: none"> • ‘How Well Doctors Communicate’ measure exceeded the benchmark by 0.2 percentage points. <p>UHC did not exceed the QC benchmark in 6 of 7 composite measures:</p> <ul style="list-style-type: none"> • ‘Getting Needed Care’ measure did not meet the benchmark by 5.1 percentage points. • ‘Getting Care Quickly’ measure did not meet the benchmark by 3.6 percentage points • ‘Customer Service’ measure did not meet the benchmark by 1.0 percentage points. • ‘Shared Decision Making’ measure did not meet the benchmark by 5.1 percentage points • ‘Coordination of Care’ measure did not meet the benchmark by 1.8 percentage points. • ‘Health Promotion and Education’ measure did not meet the benchmark by 0.8 percentage points. <p>UHC exceeded the QC benchmark for 3 of 4 ‘Overall’ measures:</p> <ul style="list-style-type: none"> • ‘Health Care Overall’ measure exceeded the benchmark by 1.4 percentage points. 	Composite Measure	2017 GOAL	2017 UHC Rate	2016 UHC Rate	2015 UHC Rate	Getting Needed Care	85.1%	80.0%	82.1%	85.6%	Getting Care Quickly	89.5%	85.9%	87.6%	89.5%	How Well Doctors Communicate	93.8%	94.0%^	94.7%	93.8%	Customer Service	88.1%	87.1%	83.0%	86.9%	Shared Decision-Making	79.3%	74.2%	80.6%	75.8%	Coordination of Care	83.2%	81.4%	78.4%	81.7%	Health Promotion and Education	71.9%	71.1%	72.3%	71.6%	Overall Measures	2017 GOAL	2017 UHC Rate	2016 UHC Rate	2015 UHC Rate	Health Care Overall	87.1%	88.5%^	88.7%	87.2%	Health Plan Overall	86.0%	85.0%	84.3%	84.8%	Personal Doctor	89.5%	90.3%^	89.6%	89.3%	Specialist	87.2%	87.7%^	84.5%	84.8%
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- ‘Personal Doctor’ measure exceeded the benchmark by 0.8 percentage points.
- ‘Specialist’ measure exceeded the benchmark by 0.5 percentage points.

UHC did not meet the QC benchmark for 1 of 4 ‘Overall’ measures:

‘Health Plan Overall’ measure did not meet the benchmark by 1.0 percentage points

Children with Chronic Conditions (CCC)

Composite Measure	Goals	2017	2016	2015
Getting Needed Care	85.1%	83.6%	81.8%	86.9%
Getting Care Quickly	89.5%	91.7%^	91.9%	94.7%
How Well Doctors Communicate	93.8%	94.0%^	94.9%	95.9%
Customer Service	88.1%	85.4%	87.3%	88.8%
Coordination of Care	83.2%	77.8%	83.0%	88.2%
Shared Decision-Making	85.4%	82.1%	81.7%	83.0%
Health Promotion and Education	79.3%	77.6%	77.3%	77.8%
Health Care Overall	87.1%	83.4%	84.0%	85.2%
Health Plan Overall	86.0%	79.6%	74.1%	79.6%
Personal Doctor	89.5%	89.4%	87.1%	88.4%
Specialist	87.2%	78.8%	88.0%	83.1%

5 additional *composite measures* are calculated with regard to the CCC population

Additional CCC Composite Measures	Goal	2017	2016	2015
Family Centered Care: Personal Doctor Knows Child		91.7%	91.6%	93.4%
Family Centered Care: Getting Needed Information		88.1%	89.9%	92.1%
Access to Prescription Medicine		87.1%^	82.0%	89.0%
Coordination of Care for CCC		73.8%	76.5%	72.0%
Access to Specialized Services		76.5%^	72.8%	83.2%

^ = Increased from previous year's rating

<p>2017 Analysis</p>	<p>Overall Scores: <i>There were four “Overall” questions asked in the survey:</i></p> <ul style="list-style-type: none"> • Rating of Specialist • Rating of Personal Doctor • Rating of Health Care • Rating of Health Plan <p>General Population: Overall Rating: Rating of child’s ‘Personal Doctor’ with a score of 90.3% was UHC’s <u>highest</u> rating along with ‘Health Care Overall’ at 88.5%, ‘Specialist’ at 87.7%, and ‘Health Plan Overall’ at 85.0%.</p> <p>UHC’s Highest and Lowest Rating for Composite Measures: ‘How Well Doctors Communicate’ composite measure received the <u>highest</u> rating with a score of 94.7% compared to 94.7% in 2016.</p> <p>‘Health Promotion and Education’ was UHC’s <u>lowest</u> rating with a score of 71.1% compared to 72.3% in 2016</p> <p>Children with Chronic Conditions (CCC): Overall Rating: Rating of child’s ‘Personal Doctor’ with a score of 89.4%, and ‘Health Care Overall’ with a score of 83.4% were UHC’s <u>highest</u> rating.</p> <p>The ratings for Specialist of 78.8% is 2.2 percentage points below the QC 50th percentile goal of 81.0%, however there is a 9.2 percentage points decrease comparing 2016’s rating of 88.0% to the 2017 rating of 78.8%.</p>																											
<p>2017 Analysis (continued)</p>	<p>UHC’s Highest and Lowest Rating for Composite Measures: ‘How Well Doctors Communicate’ composite measure received the <u>highest</u> rating with a score of 94.9% and ‘Getting Care Quickly’ with a score of 91.7%.</p> <p>“Health Promotion and Education’ composite measure received the <u>lowest</u> rating with a score of 77.6% and Coordination of Care with a score of 77.8%</p> <p>The General Population Attribute for the scores below the Quality Compass 50th percentile were:</p> <table border="1" data-bbox="370 1476 1425 1942"> <thead> <tr> <th></th> <th>Quality Compass</th> <th>UHC Rating</th> </tr> </thead> <tbody> <tr> <td>Getting Needed Care</td> <td>85.1%</td> <td>80.0%</td> </tr> <tr> <td>• Got the care, test, treatment your child needed</td> <td>89.8%</td> <td>87.8%</td> </tr> <tr> <td>• Got an appointment with a specialist as soon as you needed</td> <td>81.0%</td> <td>72.2%</td> </tr> <tr> <td>Getting Care Quickly</td> <td>89.5%</td> <td>85.9%</td> </tr> <tr> <td>• Received the care needed for your child as soon as they needed</td> <td>91.7%</td> <td>85.5%</td> </tr> <tr> <td>• Received an appointment for a check-up or routine care for your child as soon as they needed</td> <td>87.7%</td> <td>86.2%</td> </tr> <tr> <td>Customer Service</td> <td>88.1%</td> <td>87.1%</td> </tr> <tr> <td>• Received information or help needed from child’s</td> <td>82.3%</td> <td>79.7%</td> </tr> </tbody> </table>		Quality Compass	UHC Rating	Getting Needed Care	85.1%	80.0%	• Got the care, test, treatment your child needed	89.8%	87.8%	• Got an appointment with a specialist as soon as you needed	81.0%	72.2%	Getting Care Quickly	89.5%	85.9%	• Received the care needed for your child as soon as they needed	91.7%	85.5%	• Received an appointment for a check-up or routine care for your child as soon as they needed	87.7%	86.2%	Customer Service	88.1%	87.1%	• Received information or help needed from child’s	82.3%	79.7%
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health plan's Customer Service		
Shared Decision- Making	79.3%	74.2%
• Talked about reasons you might NOT want to take medicine	65.4%	55.6%
• Asked what you thought was best for your child	79.9%	72.4%
Coordination of Care	83.2%	81.4%
Health Promotion and Education	71.9%	71.1%

Summary the General Population:

UHC exceeded the QC benchmark in 1 of 7 composite measures:

- 'How Well Doctors Communicate' measure exceeded the benchmark by 0.2 percentage points.

UHC did not exceed the QC benchmark in 6 of 7 composite measures:

- 'Getting Needed Care' measure did not meet the benchmark by 5.1 percentage points.
- 'Getting Care Quickly' measure did not meet the benchmark by 3.6 percentage points
- 'Customer Service' measure did not meet the benchmark by 1.0 percentage points.
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UHC exceeded the QC benchmark for 3 of 4 'Overall' measures:

- 'Health Care Overall' measure exceeded the benchmark by 1.4 percentage points.
- 'Personal Doctor' measure exceeded the benchmark by 0.8 percentage points.
- 'Specialist' measure exceeded the benchmark by 0.5 percentage points.

UHC did not meet the QC benchmark for 1 of 4 'Overall' measures:

'Health Plan Overall' measure did not meet the benchmark by 1.0 percentage points

Attributes Relationship with Rating of Health Plan

High Impact	<ul style="list-style-type: none"> • Received information or help needed from child's 	<ul style="list-style-type: none"> • Got the care, tests, or treatment your child needed
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		<p>health plan's Customer Service</p> <ul style="list-style-type: none"> ○ QC 22nd percentile <ul style="list-style-type: none"> • Got an appointment for your child to see a specialist as soon as you needed <ul style="list-style-type: none"> ○ QC 13th percentile 	<ul style="list-style-type: none"> ○ QC 31th percentile 	
	Moderate Impact		<ul style="list-style-type: none"> • Received the care needed for your child as soon as they needed <ul style="list-style-type: none"> ○ QC 11th percentile • Child's doctor spent enough time with your child <ul style="list-style-type: none"> ○ <i>QC 58th percentile</i> • Received as appointment for a check-up or routine care for your child as soon as they needed <ul style="list-style-type: none"> ○ QC 35th percentile 	<ul style="list-style-type: none"> • Child's doctor listened carefully to you <ul style="list-style-type: none"> ○ <i>QC 88th percentile</i> • Doctor explained things about your child's health in a way that was easy to understand <ul style="list-style-type: none"> ○ QC 22nd percentile • Treated with courtesy and respect by child's health plan's Customer Service <ul style="list-style-type: none"> ○ <i>QC 59th percentile</i> • Child's doctor showed respect for what you had to say <ul style="list-style-type: none"> ○ <i>QC 56th percentile</i>
	Low Impact	<ul style="list-style-type: none"> • Asked what you thought was best for your child <ul style="list-style-type: none"> ○ QC 2nd percentile • Talk about reasons you might NOT want your child to take medication <ul style="list-style-type: none"> ○ QC 6th percentile 		<ul style="list-style-type: none"> • Talked about reason you might want to take a medicine <ul style="list-style-type: none"> ○ <i>QC 76th percentile</i>
		Lower Ratings on Performance	Moderate Ratings on Performance	Higher Ratings on Performance
Attribute Relationship with Rating of Health Care				
	High Impact		<ul style="list-style-type: none"> • Got the care, tests, or treatment your child needed 	

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	Low Impact	<ul style="list-style-type: none"> • Asked what you thought was best for your child ○ QC 2nd percentile • Received information help needed from child's health plan Customer Service ○ QC 22nd percentile • Talked about reasons you might NOT want your child to take medicine ○ QC 6th percentile 		<ul style="list-style-type: none"> • Talked about reason you might want to take a medicine ○ QC 76th percentile • Treated with courtesy and respect by child's health plan's Customer Service ○ QC 59th percentile
		Lower Ratings on Performance	Moderate Ratings on Performance	Higher Ratings on Performance
Recommendations	<ul style="list-style-type: none"> • Continue CAHPS Work Plan to address the following composite/attribute measures 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 			

	<ul style="list-style-type: none">○ Getting Care Quickly composite measure<ul style="list-style-type: none">▪ Received the care needed for your child as soon as they needed▪ Received an appointment for a check-up or routine care for your child as soon as you needed○ Customer Service composite measure<ul style="list-style-type: none">▪ Received the information or help needed from child's health plan's Customer Service○ Shared Decision Making composite measure<ul style="list-style-type: none">▪ Asked what you thought was best for your child▪ Talked about reasons you might NOT want to take medicine○ Care Coordination○ Health Promotion and Education <ul style="list-style-type: none">● Continue Accessibility of Service telephonic audits to determine if primary and specialist are meeting UHC's Appointment Scheduling Standard
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