

*comprehensive health care for adults*

Rhody

**Health Partners**  
**2011 Member Satisfaction**  
**Survey**

**Rhode Island Executive Office of Health and  
Human Services**

**Global Waiver Quality & Evaluation Workgroup**

**June 8, 2012**

# Survey Highlights



- High level of medical need
- Approximately 90% of participants have established relationships with PCP
- Scored at or above 90<sup>th</sup> Percentile on multiple Quality Compass<sup>®</sup> 2010 Medicaid HEDIS parameters including:
  - Satisfaction with PCP (including satisfaction with all components of PCP relationship)
  - Satisfaction with Specialist
  - Ease of making doctor's appointments

# Program Overview



- Rhody Health Partners (RHP) is a managed care program that began in 2008 for Medicaid eligible adults with disabilities who met the following criteria:
  - Were 21 years old or older
  - Rhode Island Resident
  - Not eligible for Medicare or other health insurance
  - Living in the community
  
- Members can select between two health plans
  - Neighborhood Health Plan of RI
  - United Healthcare Community Plan

# Medicaid HEDIS 2010 Quality Compass Measures



- NCQA compiles member satisfaction surveys on adults in managed care Medicaid from programs throughout the country
- Scores on each question are ranked from low to high
- The Percentile Score is the percent of scores in the ranking that are at or below the indicated score
  - For example, if a particular program scored in the 90th Percentile on a given question, this means that 90% of the managed care programs had a score at or below the indicated score
- RHP results may not be representative of all adults in Medicaid as all RHP have some disability

# Survey Methods



- 5,000 members selected at random
- All members enrolled as of November 2011
- At least 6 months enrollment

# Population Distribution



## Distribution of RHP Members by Eligibility Category: General Population, Survey Sample and Respondents

RHP Distribution			
Eligibility Category	Population	Sample	Respondents
(SSI <45)	32.4%	31.1%	19.4%
(SSI 45+)	51.0%	50.1%	64.0%
(SPMI)	11.1%	12.3%	10.1%
(MRDD)	5.6%	6.5%	6.4%
Total (n)	13,427	5,000	703

Note: Percentages may not sum to 100% due to rounding.

# Response Demographics



- **Gender**
  - 432 (62.5%) female
- **Age**
  - 109 (27.9%) are less than age 45
  - 471 (68.5%) are age 45 to 65
  - 25 (3.6%) are greater than age 65
- **Education**
  - 304 (45.4%) have less than high school diploma
  - 234 (34.9%) are high school graduates
  - 132 (19.7%) have at least some college education
- **Ethnicity**
  - 139 (20.9%) of respondents are of Latino descent

Note: Totals may not sum to 703 due to missing values on specific questions.

# Survey Respondents Baseline Health Status



The reported health status characteristics by survey participants indicates RHP is a high utilizing, complex population.

Health Status Characteristic	#	%
Self-Assessed Health Status: Poor-Fair	405	59.6%
Seen any doctor in the past 6 months	584	87.3%
Seen doctor 3 or more times for same condition:	400	59.5%
Treated for Chronic Condition	339	87.6%
Prescription Drugs	609	89.2%
Rx for Chronic Condition	554	94.4%
Pain Limits Daily Activities	301	55.7%

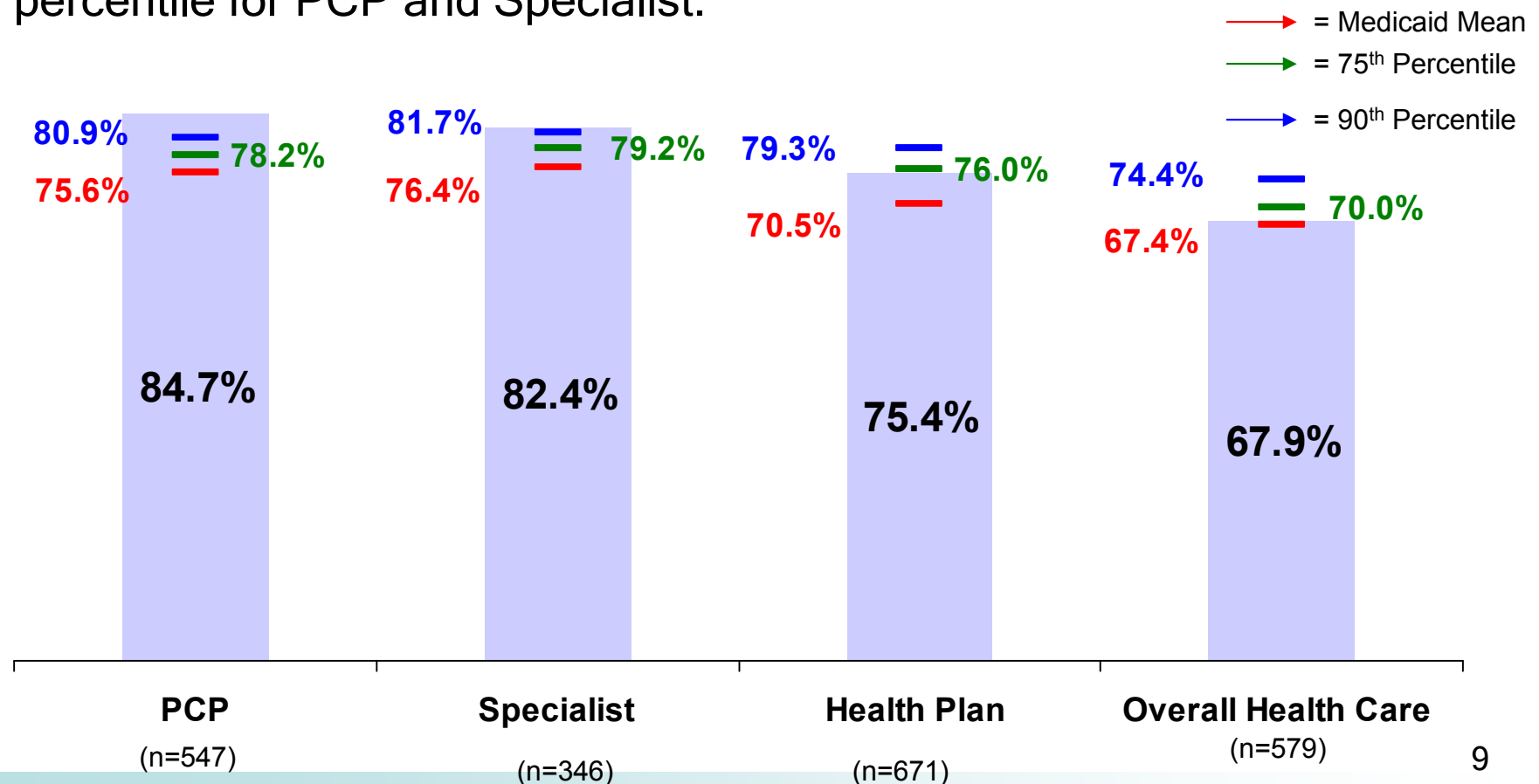
**Note:** Totals may not sum to 703 due to missing values on specific questions.



# Program Satisfaction



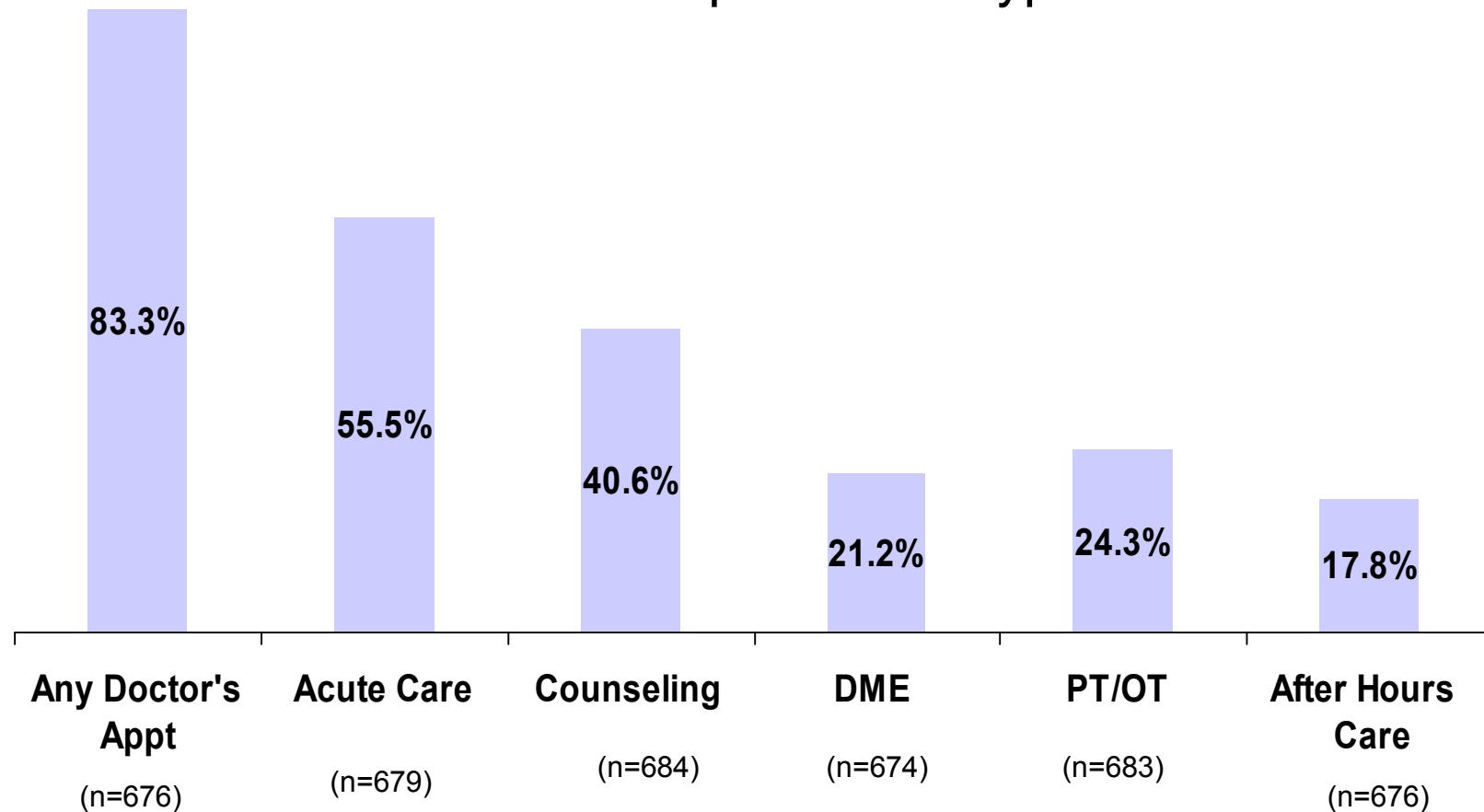
On a satisfaction scale of 0-10, the percent of respondents with scores > 8 on selected components of the RHP Program exceeded the 90<sup>th</sup> percentile for PCP and Specialist.



# Reported Need for Selected Services



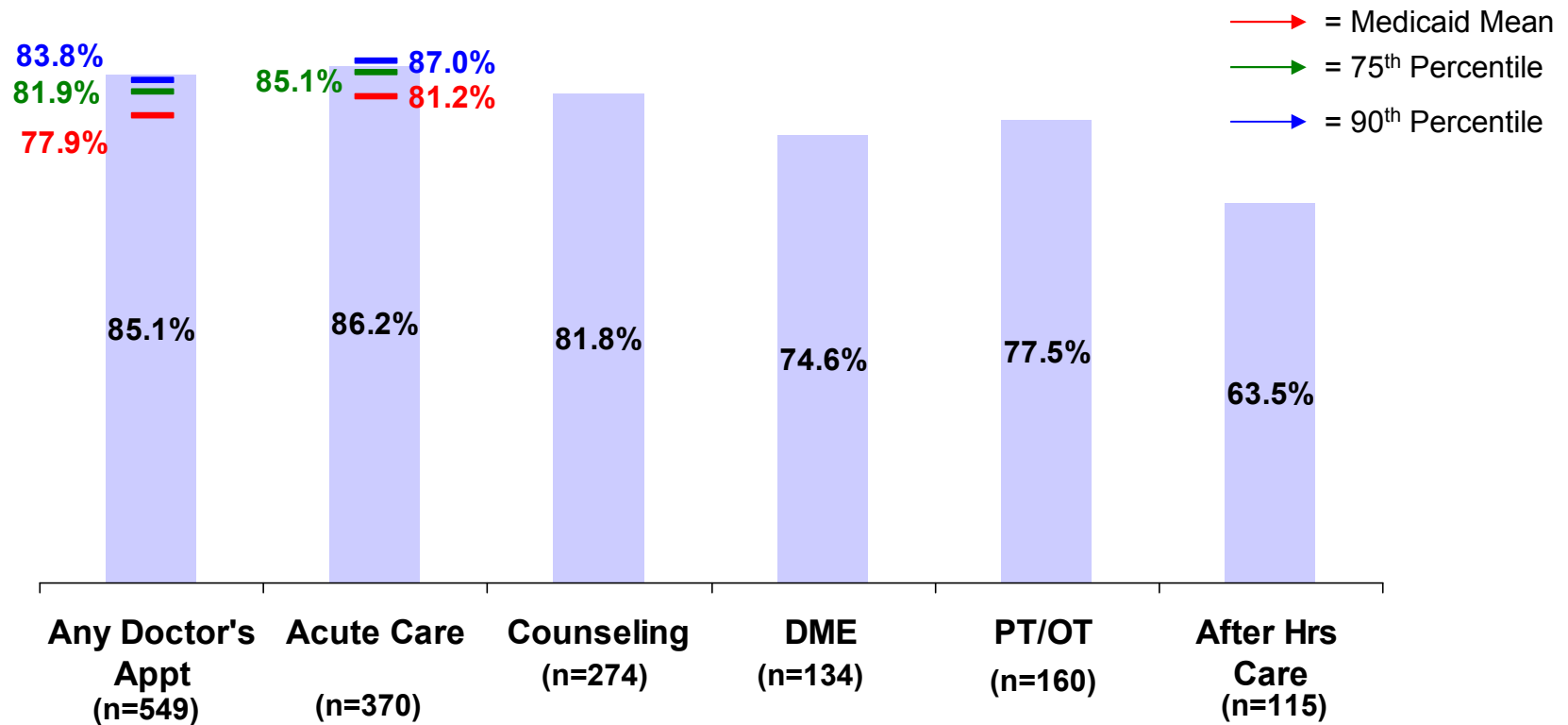
The reported need by selected services not only confirms high utilization but a need for multiple service types.



# Ease of Access to Needed Services



Results indicate that the RHP program is at or just below the 90<sup>th</sup> percentile on recent illness and doctors appointment.

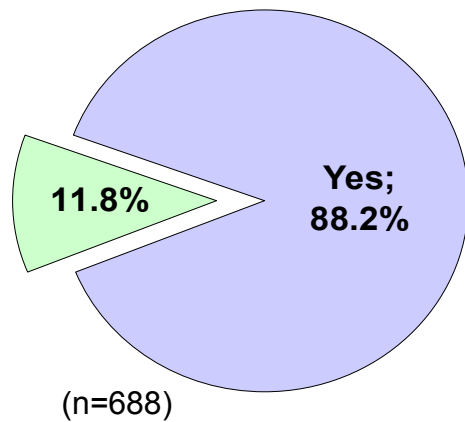


# Characteristics of PCP Relationship

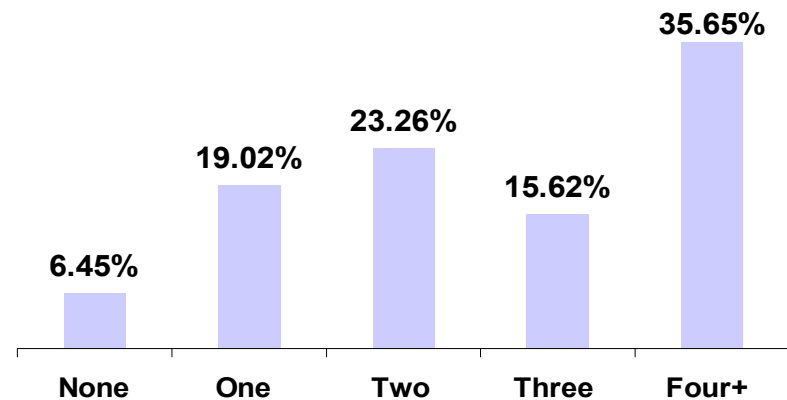


The RHP participants have established and maintained a long standing relationship with their PCPs.

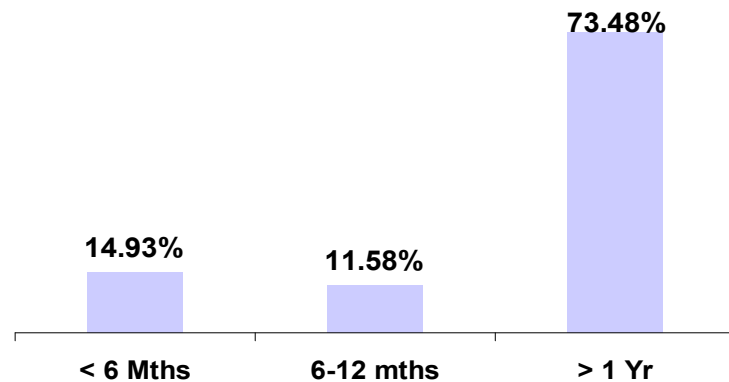
Do you have a personal doctor?



How many visits have you had with your PCP In the last 6 months?



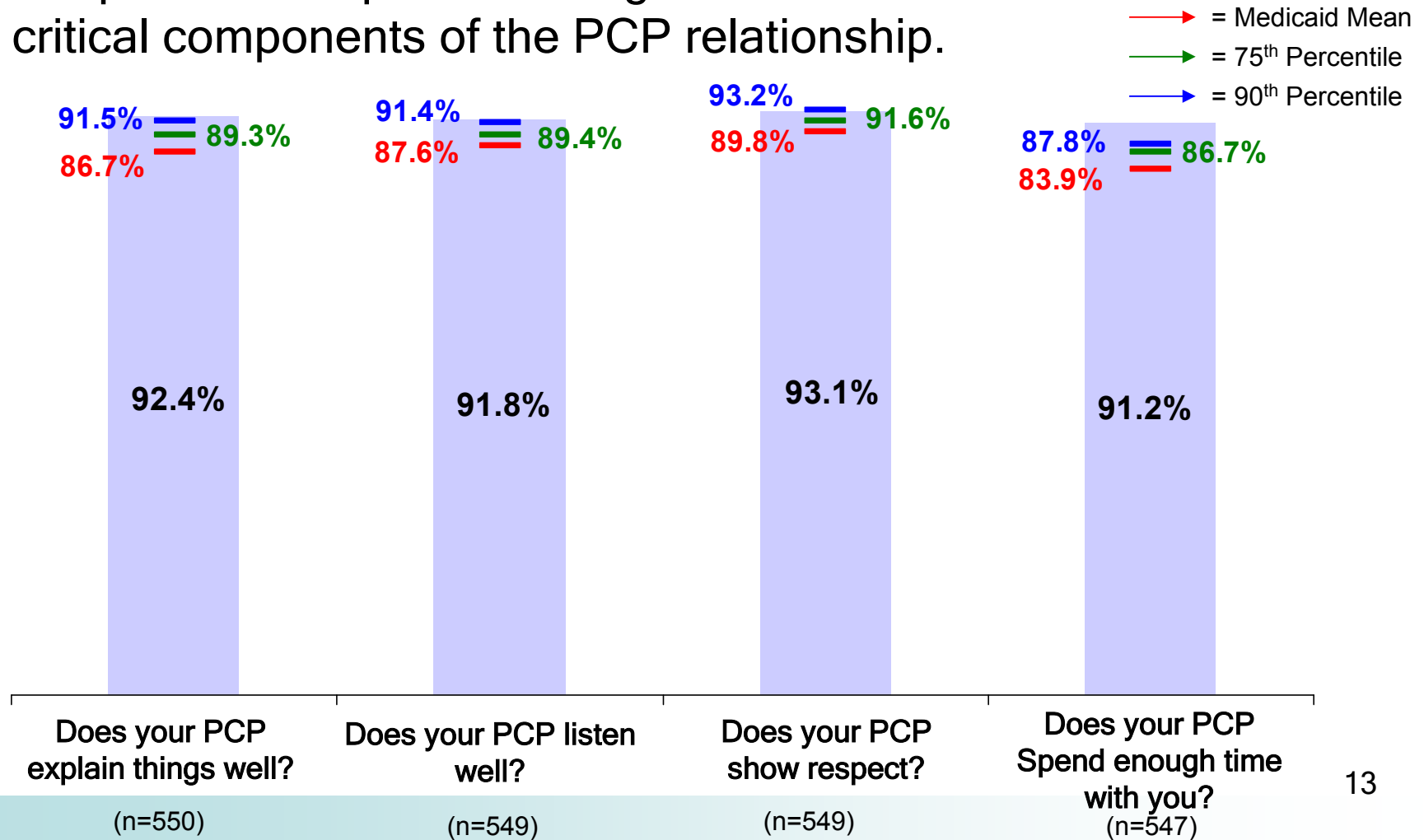
How long have you been with your current PCP?



# Character of PCP Relationship



Respondents expressed a high level of satisfaction with the critical components of the PCP relationship.

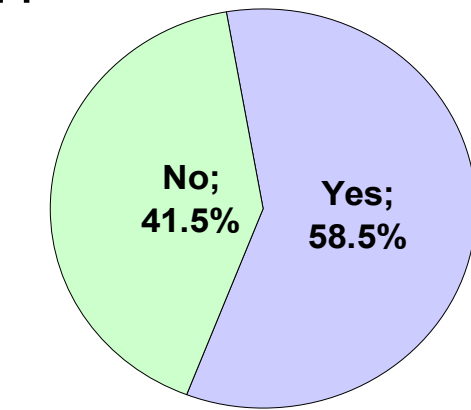


# Characteristics of Specialist Relationship



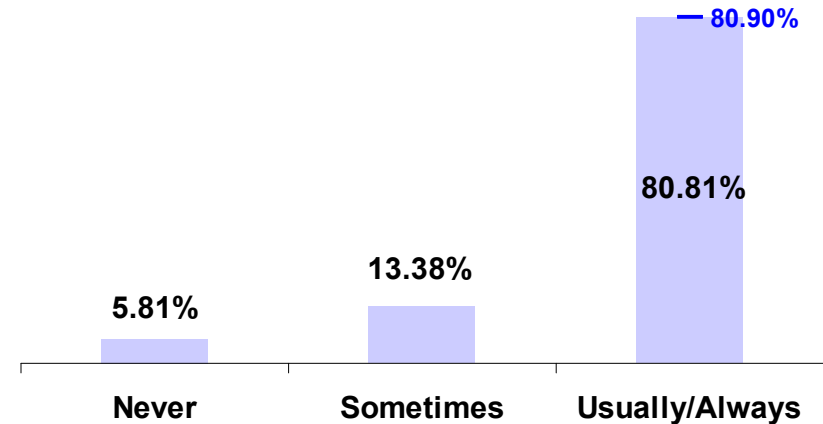
The high use of specialists, especially those seeing three or more, confirms the medical complexity of this population.

In the last 6 months, did you try to make any appointments to see a specialist?



(n=684)

In the last 6 months, how often was it easy to get appointments with Specialist?



→ = 90<sup>th</sup> Percentile

How many specialists have you seen in the last 6 months?

