

**Arizona Complete Health
Complete Care Plan – ACC
Monthly Member Survey
Survey Analysis
CY19 Q1 Report**



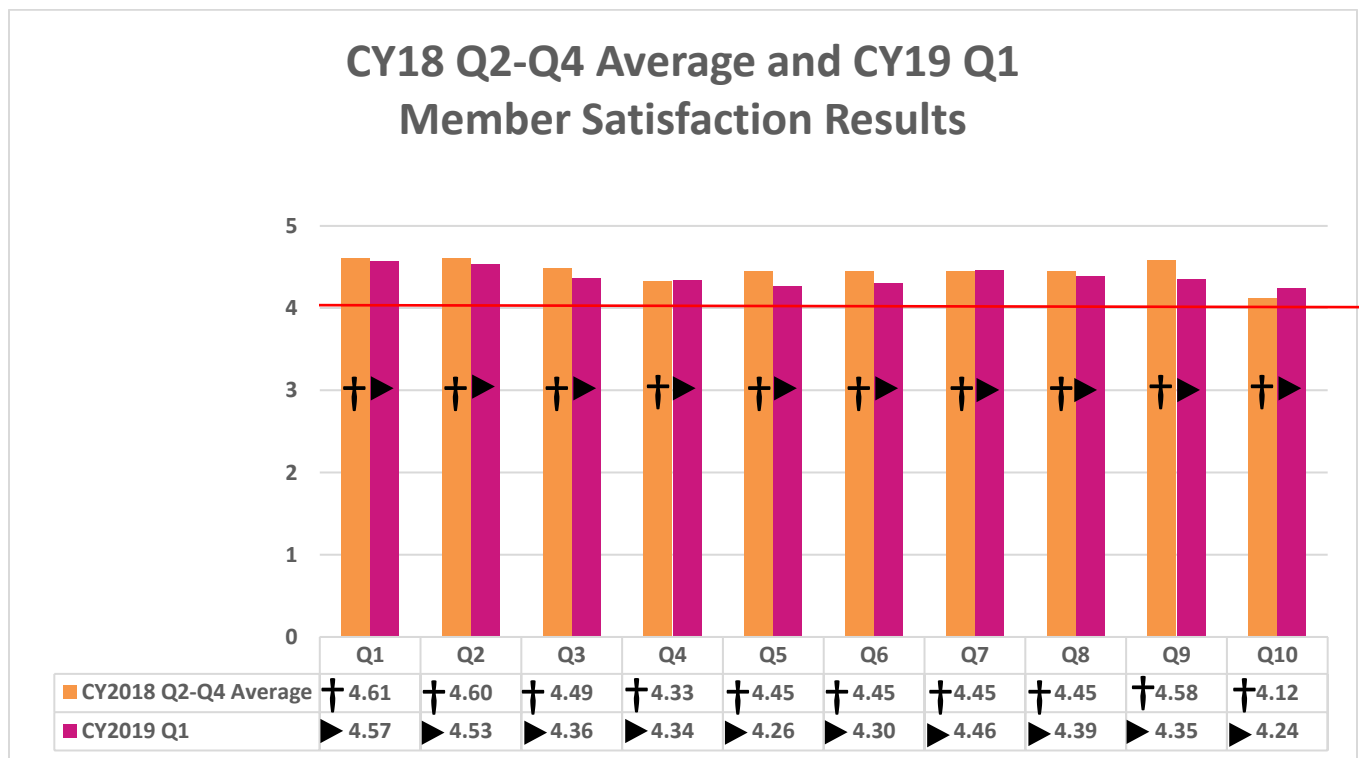
Response Rate Interventions

To continue improving the response rate, AzCH-CCP ACC worked with Morpace to revise the CY2018 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-CCP ACC.

Survey Results

Figure 2 compares overall rating averages from the CY2018 reporting period with the CY2019 Q1 reporting period. Overall, the survey questions remained above the MPS of four for member satisfaction response as an average for CY2018 as well as for CY2019 Q1. The largest increase was Question 10: My provider stays in touch with other providers/organizations in my life, which increased from a CY2018 average of 4.12 rating to a 4.24 rating. The MPS is 4 and all survey questions met MPS. The highest rated question for CY2019 Q1 is Question 1: The provider’s office is safe, clean, comfortable and inviting with an overall rating of 4.57. The lowest rated question for CY2019 Q1 was Question 10: My provider stays in touch with other providers/organizations in my life, with an overall rating of 4.24. Question 10 continues to increase from the prior quarters.

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 90% confidence level. Table 1 provides an assessment of the statistical significance between the CY2018 average ratings to the CY2019 Q1 ratings. A green or red arrow next to the percent of “Strongly Agree” and “Agree” response rates in CY2019 Q1 indicates a statistically significant change from CY2018 total average. No questions showed statistically significant improvement. One question, Question 5 showed a statistically significant decrease from the CY2018 average to CY2019 Q1.



Table 1. (% Strongly Agree/Agree)

Question	CCP	
	2018 Q1 – Q3 average	2018 Q4
<i>Sample Size</i>	<i>(n = 176)</i>	<i>(n = 41)</i>
1. The provider’s office is safe, clean, comfortable and inviting.	96.4%	91.9%
2. I was treated in a friendly and welcoming manner.	96.8%	94.7%
3. The team listens to me and believes we can accomplish our goals.	91.6%	86.2%
4. I am working with staff on activities to improve my health and wellness.	84.3%	87.5%
5. I know who to call if I have a problem or need help.	88.1%	76.9% ↓
6. My services are helping me to get better.	89.1%	86.4%
7. I receive services where I need them.	91.0%	92.3%
8. I receive services when I need them.	90.5%	92.1%
9. I am satisfied with Arizona Complete Health as my Health Plan.	92.3%	87.5%
10. My provider stays in touch with other providers/organizations in my life.	76.7%	85.3%

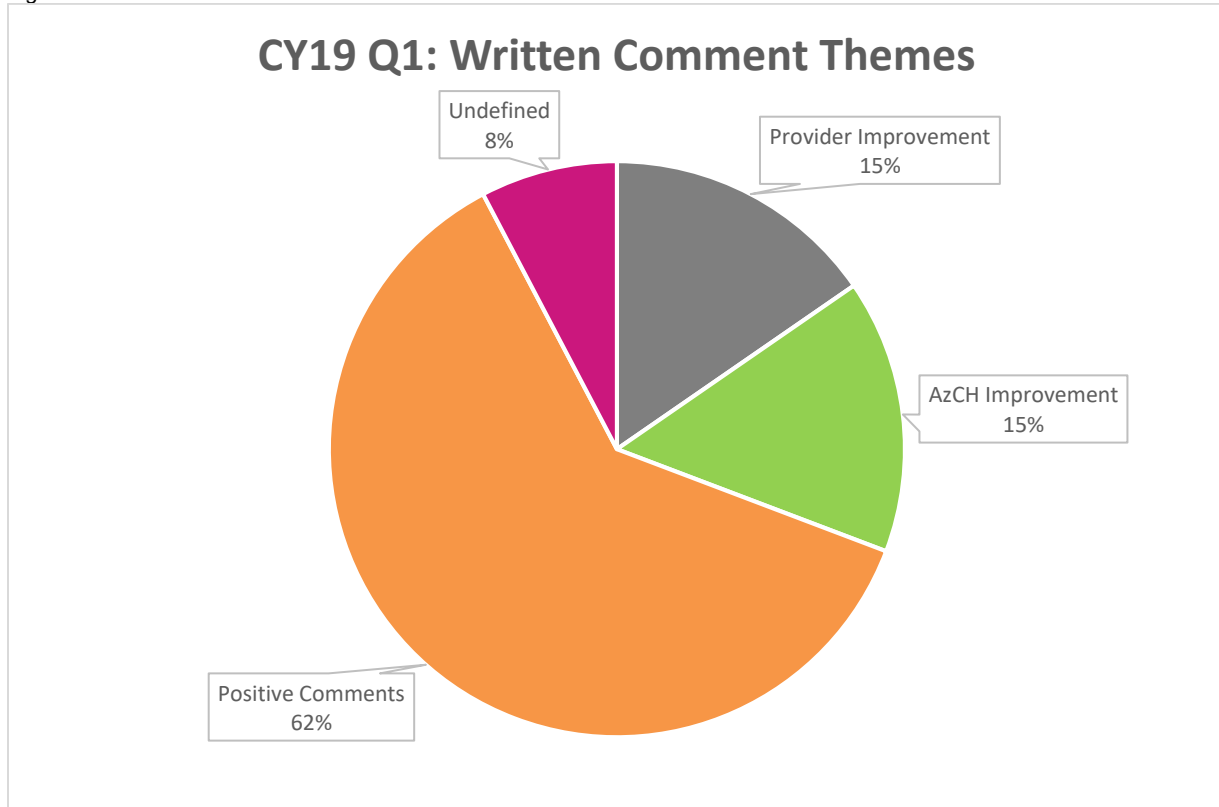
Survey Result Interventions

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-CCP ACC 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



Figure 3



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

- “Thank you for all that you do”
- “My cholesterol getting better”
- “I’m glad that you are out there to insure me. I don’t have much money. I get paid Social Security and that isn’t much. You’ve helped me a lot. Your checkups from the nurse is great. I’m just glad that I can get health insurance. I’m not very healthy. I’d say my health is very poor. Thank you so much for all you’ve done.”

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

- AzCH-CCP ACC:
 - I love my doctor (Linda Eller). The only problem I have is trying to get my doctor’s name on my insurance card. Have tried and been told three times I would have a new card in seven to ten days. Still waiting. Started this process September 27, 2018.
 - **Response Actions/Interventions:** AzCH-CCP ACC strives to ensure timely and successful follow up on member requests. AzCH-ACC has an established process to ensure efficient distribution of accurate member ID cards. When possible, AzCH-ACC staff will continue to utilize these established processes to send member ID cards in a timely manner and help identify potential barriers to receipt if members report multiple instances of not receiving their ID card.
- Provider:
 - Provider is fine, it’s when I get referred to other doctors, they just give pills, not much answers.
 - **Response Actions/Interventions:** AzCH-ACC’s Patient Experience Toolkit has been sent to providers to increase adoption of best practices aimed at enhancing the experience members receive across the continuum of care. This is an established intervention beginning CY2018 Q4.