



2019 PCMH+ CAHPS Survey

Member Satisfaction Survey with Provider Services

Charter Oak Health Center



Report of Findings

26 November 2019

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Project Overview

- The State of Connecticut Department of Social Services (The Department) commissioned GreatBlue Research to conduct the 2019 PCMH+ CAHPS Member Satisfaction Survey with Provider Services utilizing a telephonic survey methodology from July 8, 2019 to October 21, 2019. The sample universe consisted of adults enrolled in the HUSKY Health Program who were contacted in efforts to complete 5,875 surveys.
- The 2019 PCMH+ CAHPS Member Satisfaction Survey with Provider Services included the following areas of investigation:
 - PCMH+ Member satisfaction with provider services
 - PCMH+ Member satisfaction with provider
 - Health care over the last 6 months
 - Member demographic information
- The primary goals of the research were to build an understanding of member opinions and perceptions as they pertain to care received from their Primary Care Provider, and enable Community Health Network of CT, Inc. (“CHNCT”) to identify near-term opportunities for improvement of Member Satisfaction with Provider Services.

Project Overview

- GreatBlue utilized the adult version of the PCMH+ CAHPS survey for this project. The survey instrument also consisted of six additional “behavioral health” questions. They are as follows:
 - *People can get counseling or mental health treatment for many different reasons, such as feeling depressed, anxious, or stressed; personal problems (like when a loved one dies or when there are problems at work); family problems (like marriage problems and children having trouble getting along); needing help with drug or alcohol use; and mental or emotional illness. In the last 6 months, did you make any appointments for counseling or mental health treatment for any of these reasons?*
 - *In the last 6 months, did you try to make any appointments for counseling or mental health treatment?*
 - *Think about the person you saw most often for counseling or mental health treatment. In the last 6 months, how difficult was it to make appointments with this person for counseling or mental health treatment?*
 - *In the last 6 months, how often were you able to get an appointment for counseling or mental health treatment as soon as you needed?*
 - *Sometimes counseling or mental health treatment can include taking medicine to help with your problems. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?*
 - *In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?*
- Upon receipt of the survey instrument and a random sample list of members, GreatBlue call center and senior staff completed all remaining facets of the 2019 PCMH+ CAHPS Member Satisfaction Survey with Provider Services. These tasks included the following: survey programming, researcher training, survey pre-testing, full-scale fielding (telephone calls), coding, data entry, editing, validation, verification, computer analysis, analysis, and report writing.

Research Methodology Snapshot

| | | | | |
|---|-----------------------------------|-----------------------------|-------------------------|---|
| Methodology Telephone | No. of Completes 279 | No. of Questions 46* | Incentive None | Sample Provided by CHNCT |
| Target HUSKY Members attributed to Charter Oak Health Center | Quality Assurance Dual-level** | Margin of Error +/- 5.6% | Confidence Level 95% | Research Dates Jul 8 - Oct 21, 2019 |

* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Sample Breakdown

| PCMH TIN Name | 2019 Completed Surveys |
|---|---------------------------|
| Charter Oak Health Center | 279 |
| Community Health Center, Inc. | 401 |
| Cornell Scott-Hill Health Center | 300 |
| Fair Haven Community Health CTR | 166 |
| First Choice Community Health Centers | 200 |
| Generations Family Health Center | 301 |
| Hartford Healthcare Medical Group, Inc | 300 |
| Northeast Medical Group | 300 |
| Optimus Health Care | 300 |
| Prospect CT Medical Foundation, Inc. | 301 |
| Southwest Community Health Center | 302 |
| St. Vincent's | 200 |
| United Community & Family Services | 202 |
| Wheeler Clinic Inc./Community Health & Wellness of Torrington | 80 |

| PCMH TIN Name (Comparison Group) | 2019 Completed Surveys |
|---------------------------------------|---------------------------|
| Collins Medical Associates | 100 |
| Community Health Services | 204 |
| Connecticut Institute for Communities | 150 |
| Healthwise Medical Associates | 88 |
| Norwalk Community Health Center | 151 |
| ProHealth Physicians | 302 |
| Staywell Health Care Center | 302 |

| Other | 2019 Completed Surveys |
|------------------------|---------------------------|
| Non-Attributed Members | 946 |

Charter Oak Health Center: Respondent Demographics

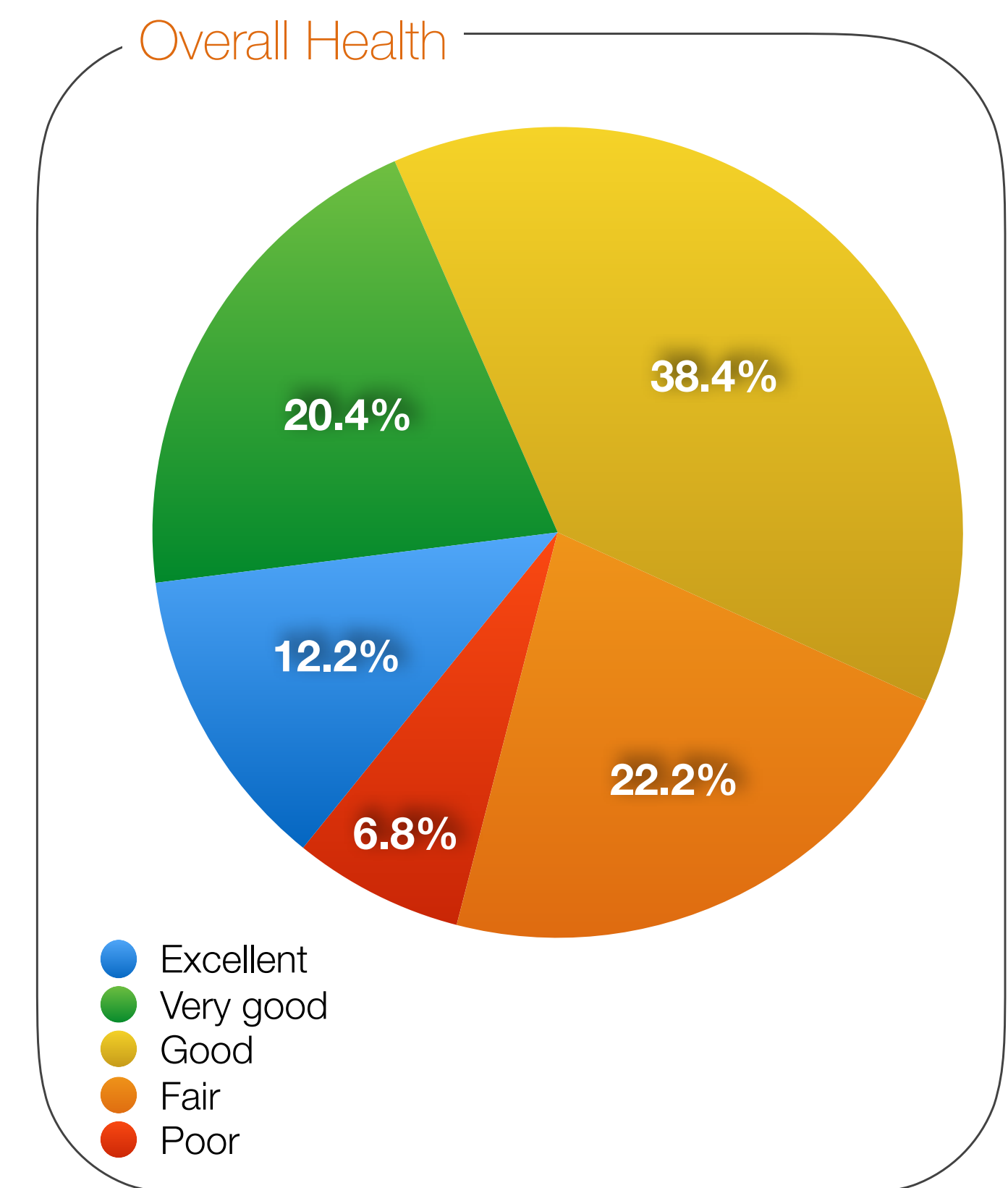
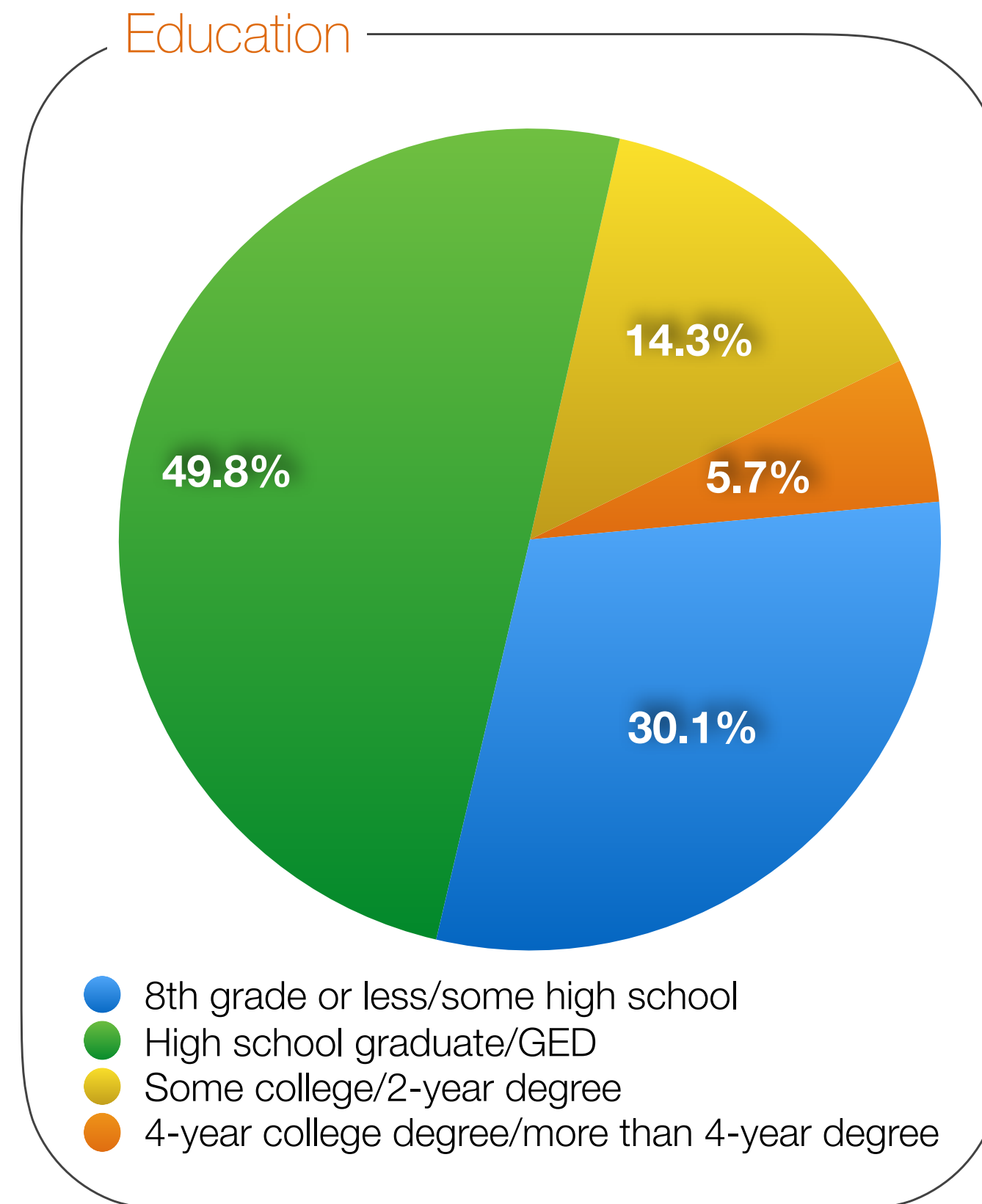
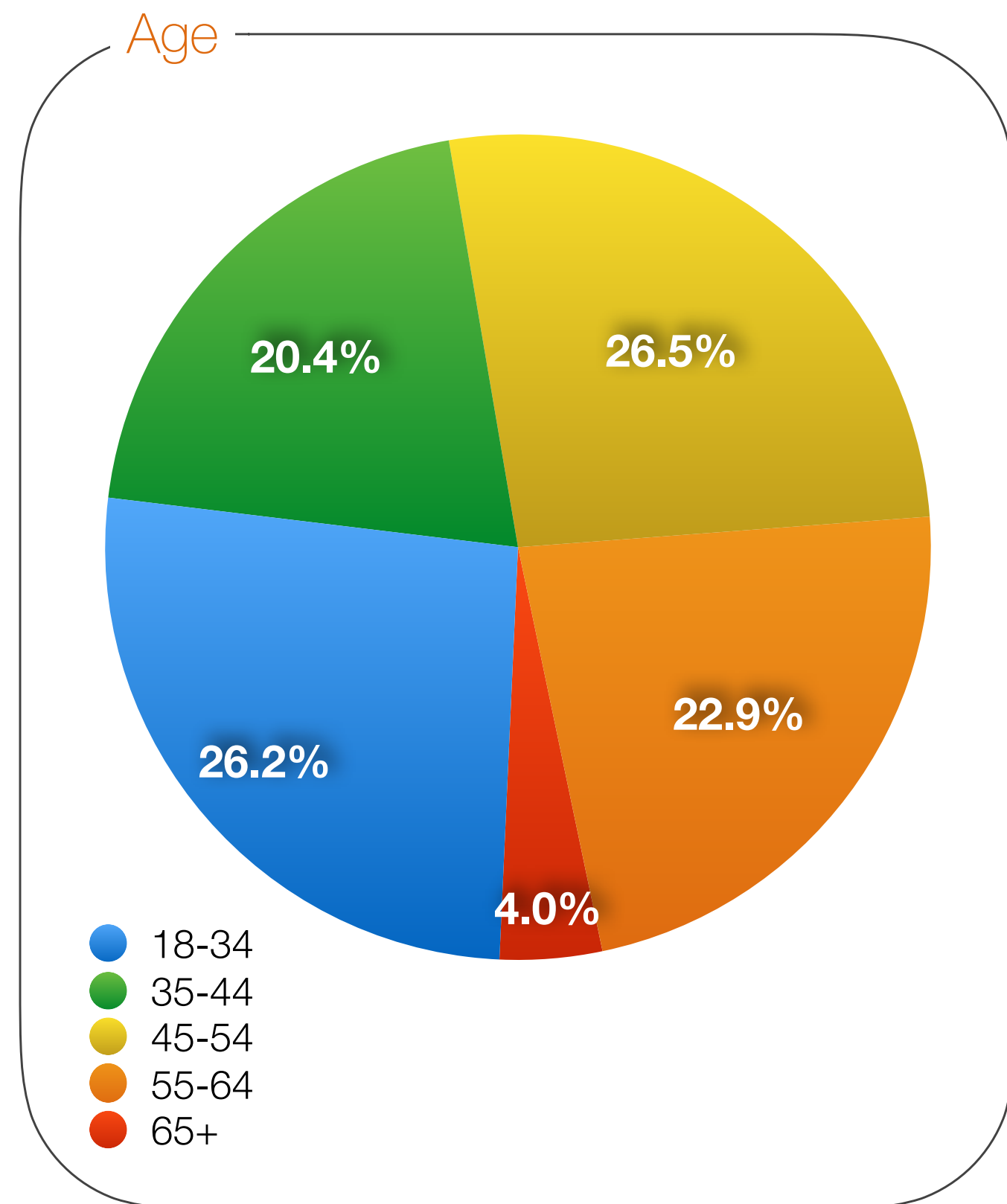
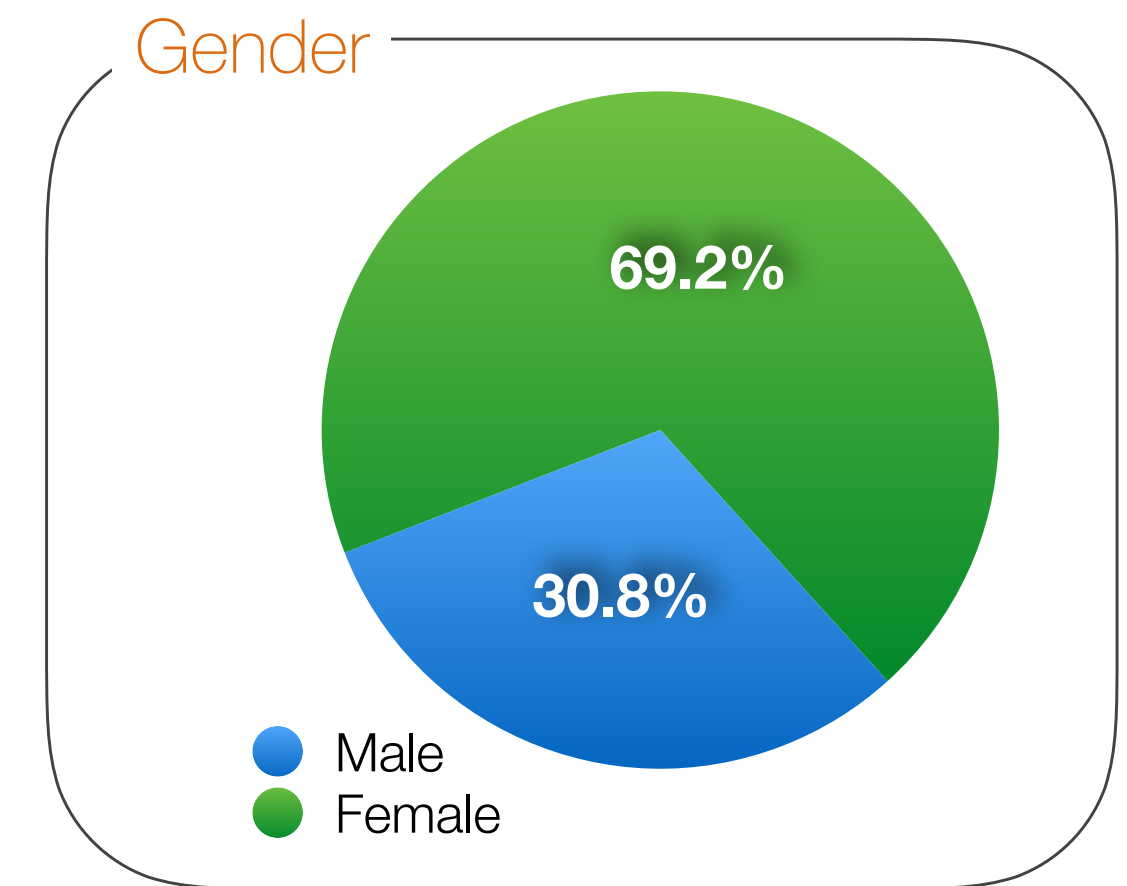


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Key Study Findings

- Overall satisfaction with providers was relatively high among members surveyed in 2019. When asked to rate their provider on a scale of 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, 84.6% of Charter Oak Health Center's respondents in 2019 gave a positive overall rating of 7 through 10.
- In 2019, a vast majority of Charter Oak Health Center's members surveyed were "always" or "usually" able to get access to routine care (87.8%) and access to care they needed right away (83.8%).
- 93.6% of Charter Oak Health Center's members surveyed reported their provider "always" or "usually" showed respect for what they had to say in 2019, and 91.4% reported their provider "always" or "usually" listened carefully to them.
- 36.9% of Charter Oak Health Center's members surveyed saw a specialist in the last 6 months, and 81.5% of those respondents reported their provider "always" or "usually" seemed informed and up-to-date about the care they received from this specialist in 2019.
- In the last 6 months, 63.1% of Charter Oak Health Center's members surveyed reported someone in their provider's office talking with them about specific goals for their health.

Key Study Findings, continued

- 74.2% of Charter Oak Health Center's members surveyed reported taking prescription medicine in the last 6 months. Among those who did, 90.3% in 2019 reported they "always" or "usually" spoke with someone in their provider's office about the prescriptions they were taking.
- 92.1% of Charter Oak Health Center's members surveyed reported the clerks and receptionists at their provider's office "always" or "usually" treated them with courtesy and respect in 2019, and 90.0% reported these clerks and receptionists "always" or "usually" were as helpful as they thought they should be.
- Among those respondents who made or attempted to make an appointment for counseling or mental health treatment in the last 6 months, 84.1% reported it was "not at all difficult" or "not very difficult" to make this appointment.
- Finally, among the 23.3% of Charter Oak Health Center's members who reported smoking cigarettes or using tobacco "every day" or "some days," 86.2% reported they were "always" or "usually" advised to quit smoking or using tobacco by a doctor or other health provider in 2019.

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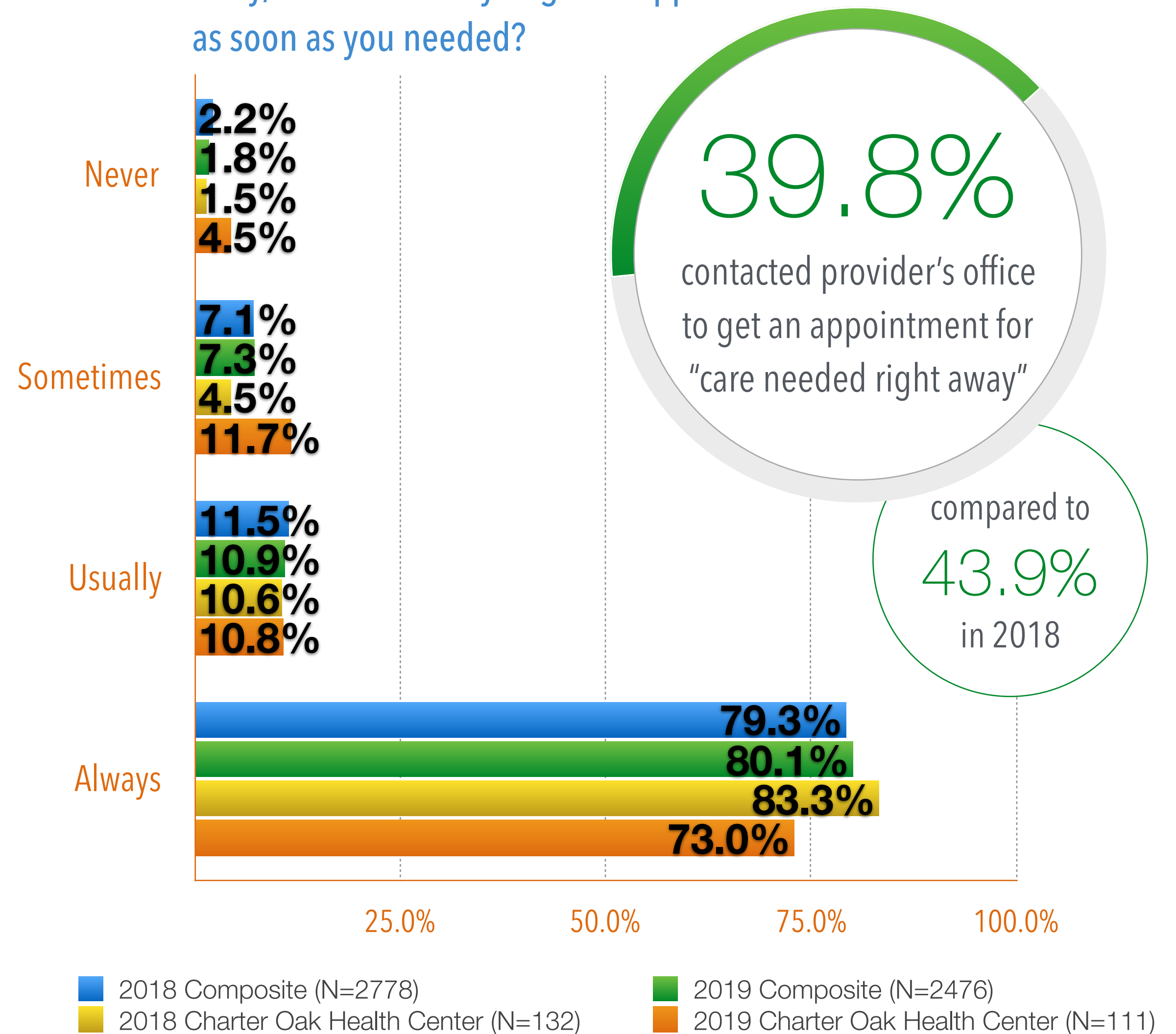
Aggregate Data (*Provided Separately*)



Access to Care

Among the 39.8% of Charter Oak Health Center's respondents who contacted their provider's office to get an appointment for care needed right away in 2019, 83.8% were able to get an appointment "always" or "usually."

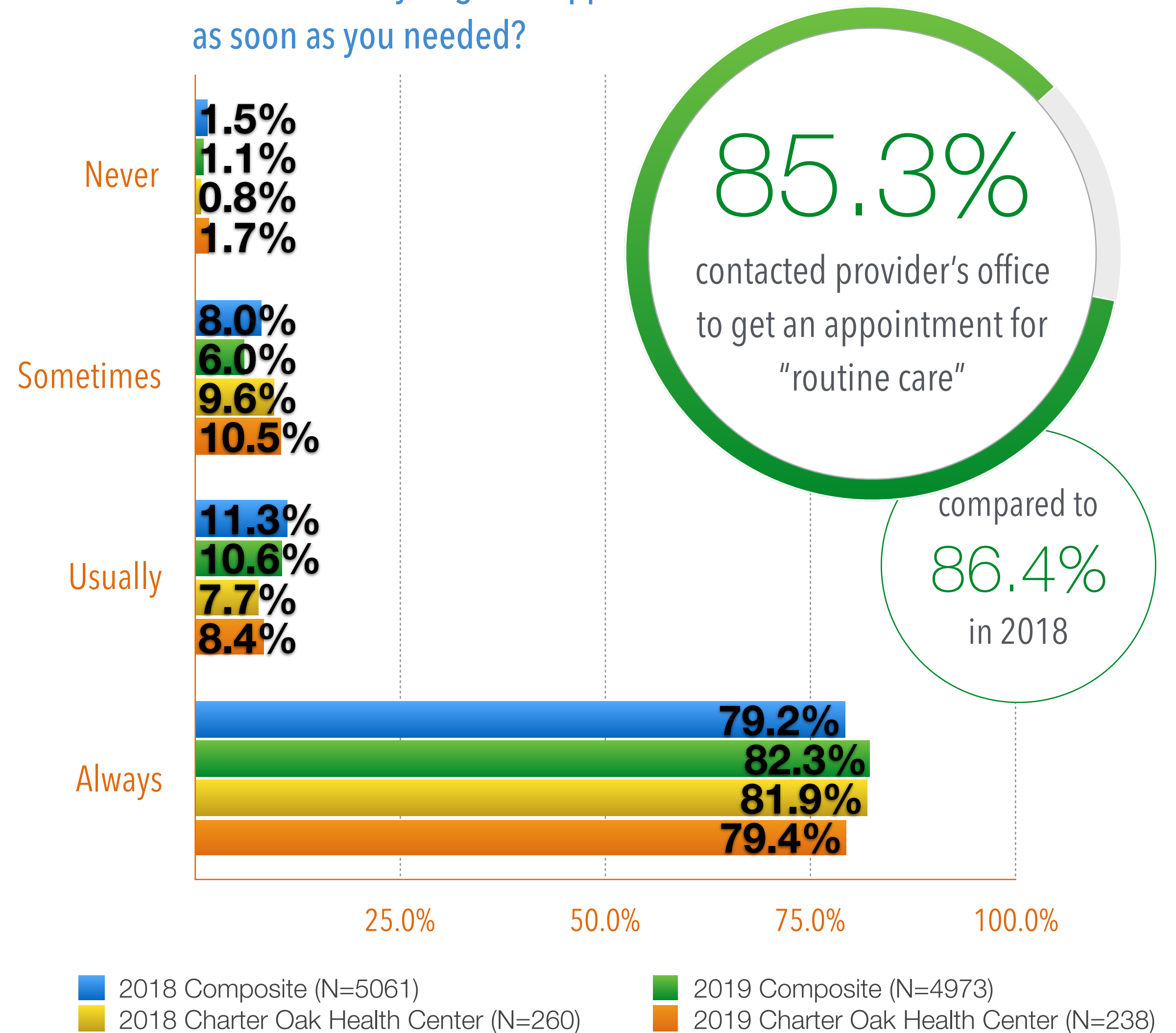
Q In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?



Access to Care, continued

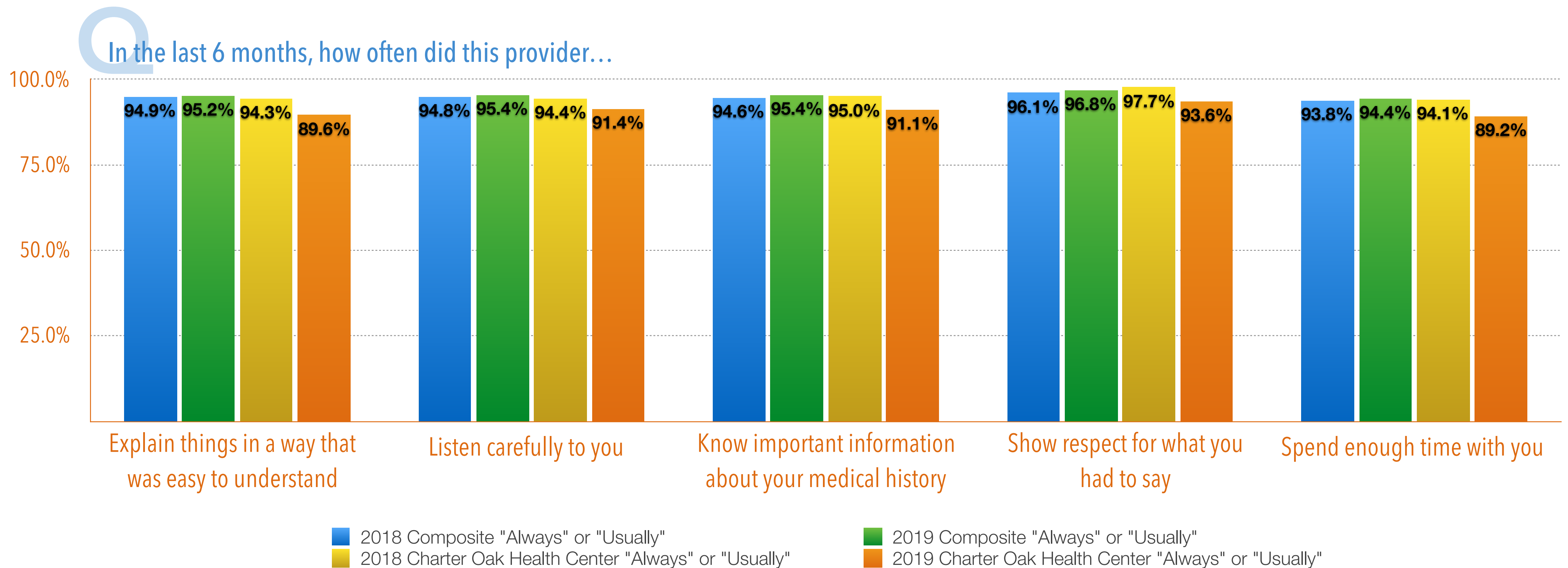
In 2019, among the 85.3% of Charter Oak Health Center's respondents who contacted their providers to get an appointment for routine care, 87.8% were able to get an appointment "always" or "usually."

Q In the last 6 months, when you made an appointment for a checkup or routine care with this provider, how often did you get an appointment as soon as you needed?



Interactions with Providers

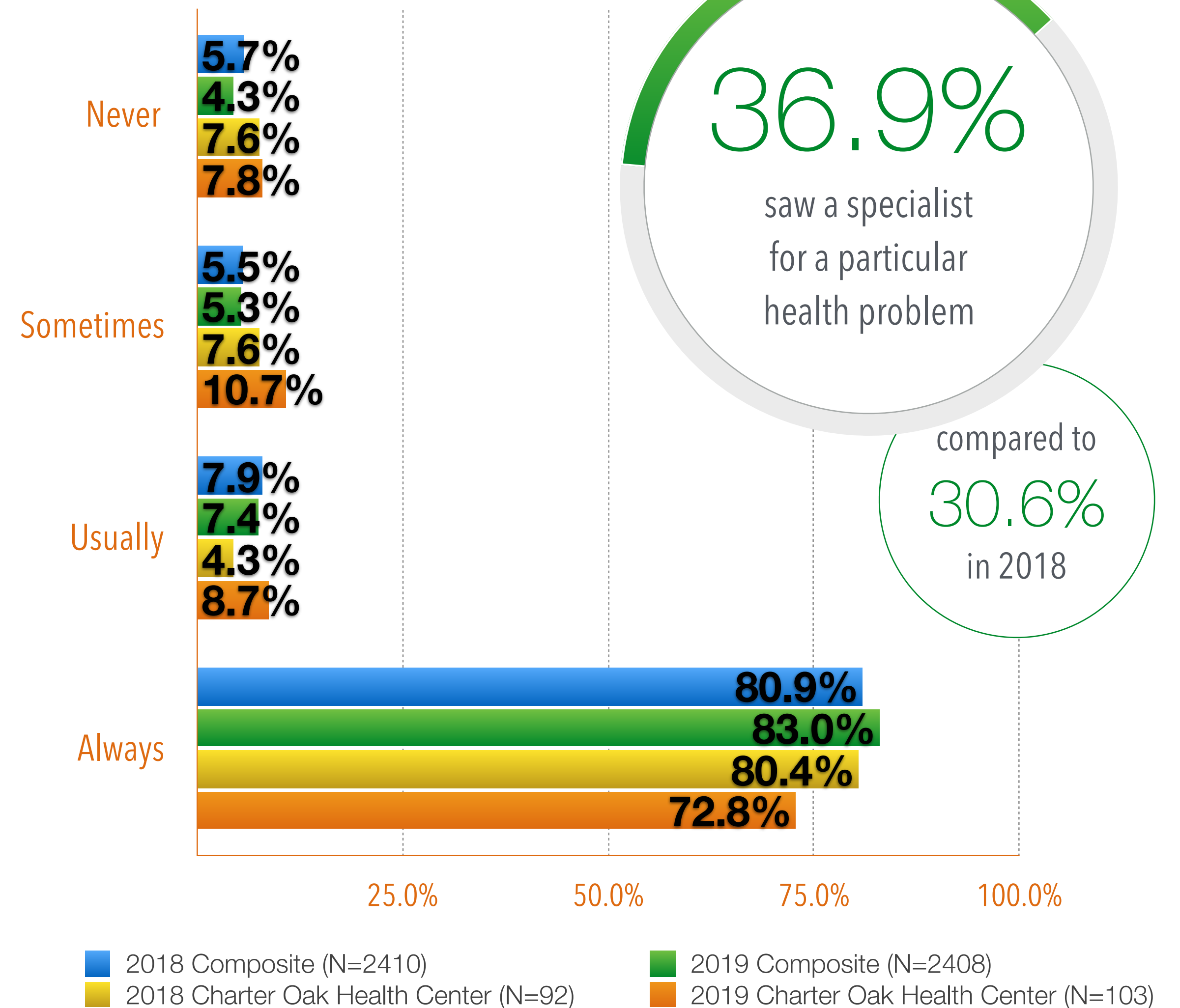
Across all metrics related to interacting with a provider, over 85.0% of Charter Oak Health Center's respondents reported in 2019 their provider "always" or "usually" explained things in a way that was easy to understand (89.6%), listened carefully to the respondent (91.4%), knew important information about the respondent's medical history (91.1%), showed respect for what the respondent had to say (93.6%), and spent enough time with the respondent (89.2%).



Care from Specialists

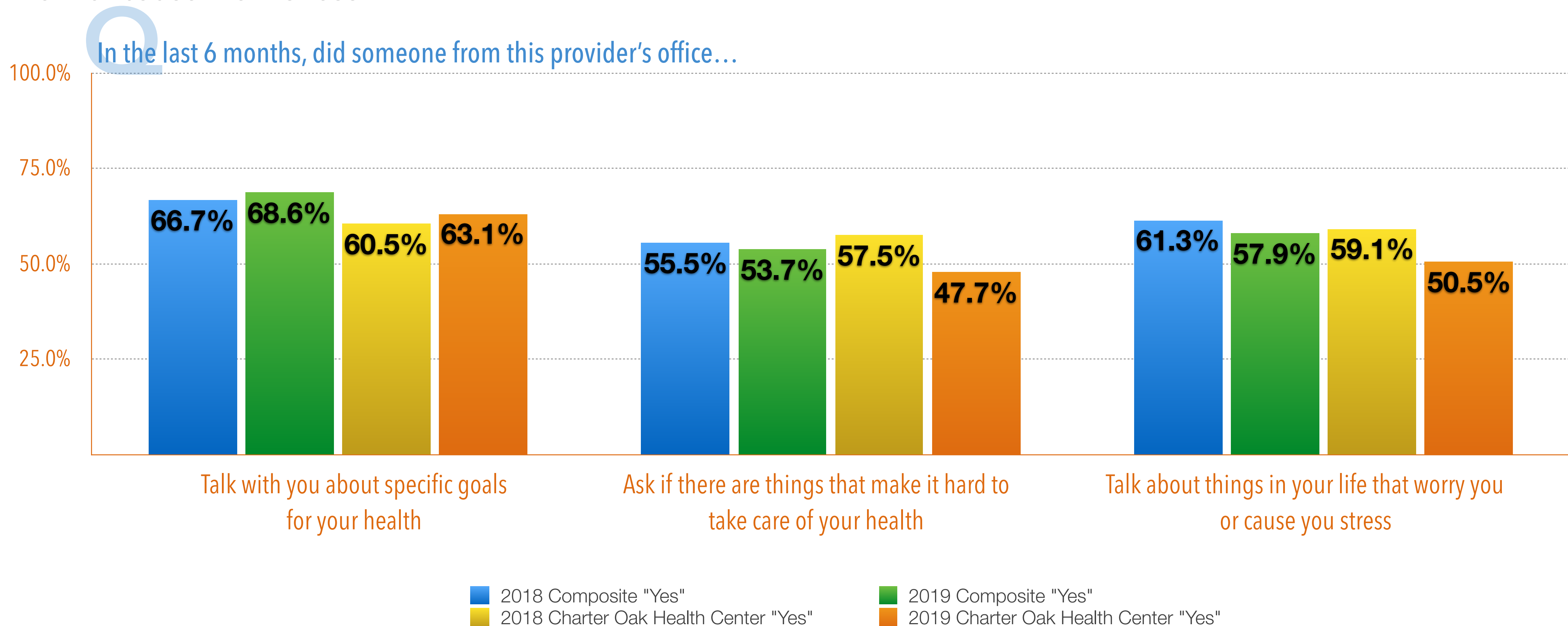
36.9% of Charter Oak Health Center's respondents reported to have seen a specialist for a particular health problem in the last 6 months. Among those who saw a specialist, 81.5% of respondents reported their provider "always" or "usually" seemed informed and up-to-date about the care they received from this specialist in 2019.

In the last 6 months, how often did Charter Oak Health Center seem informed and up-to-date about the care you got from specialists?



Specific Health Goals

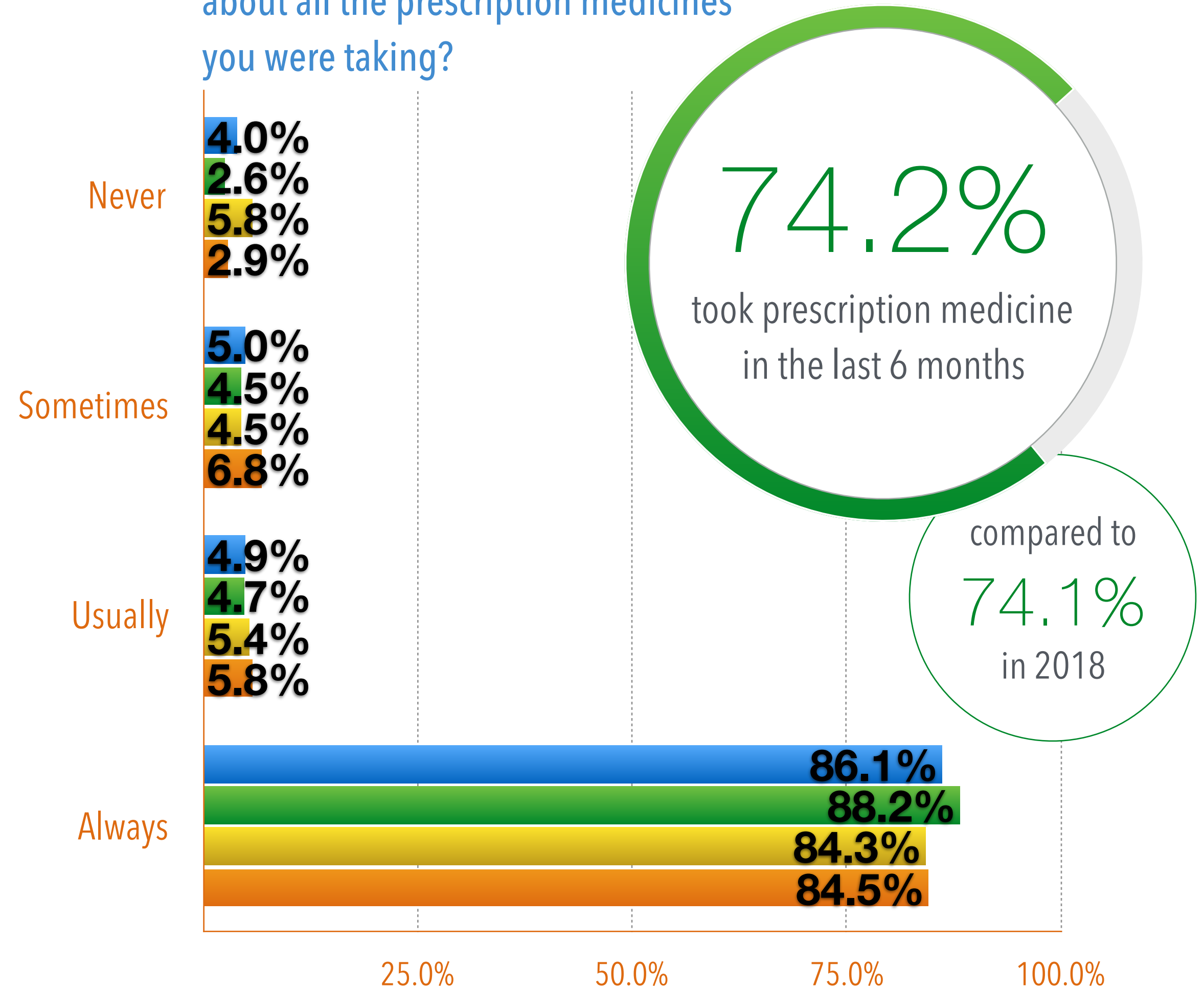
When Charter Oak Health Center's respondents were asked about their long-term goals for their health in 2019, 63.1% reported talking with someone at their provider's office about specific health goals, 47.7% reported someone asked if there are things that make it hard to take care of their health, and 50.5% reported talking with someone about things that worry them or cause them stress.



Prescriptions

74.2% of Charter Oak Health Center's respondents reported taking prescription medicine in the last 6 months. Among those who took prescriptions, 90.3% of respondents in 2019 reported their provider "always" or "usually" talked with them about all of the prescription medicines they were taking.

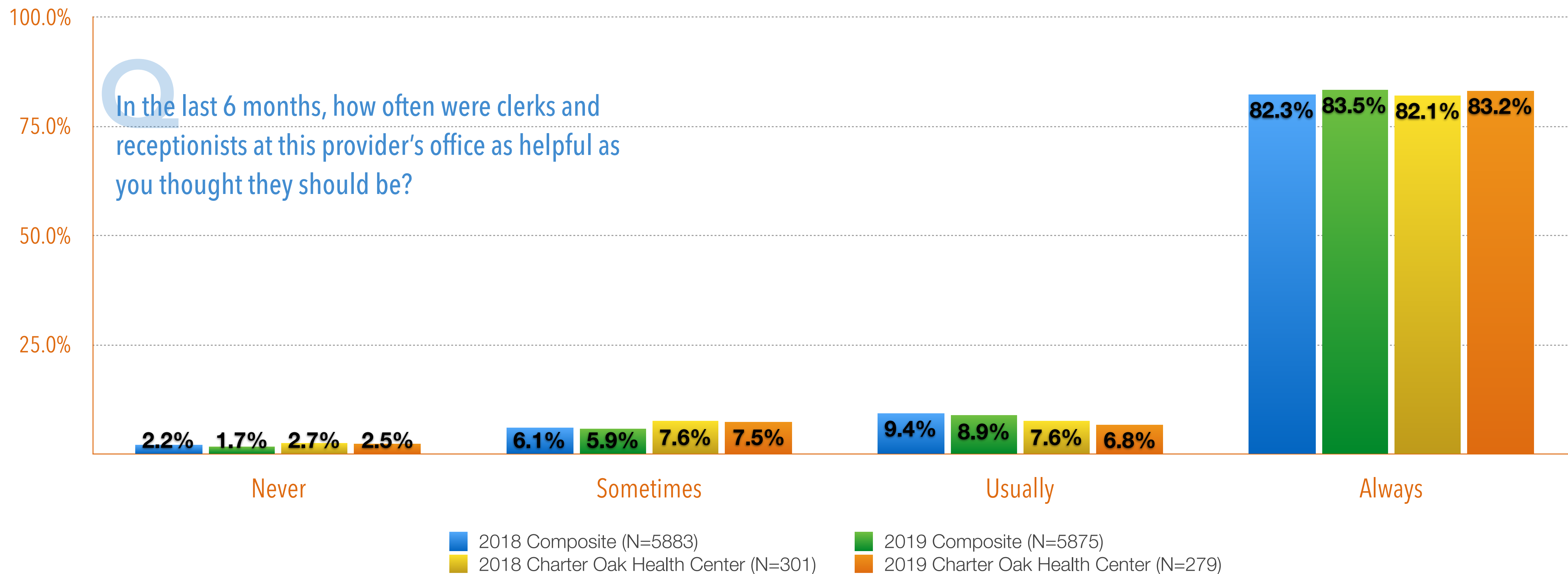
Q In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?



■ 2018 Composite (N=4506) ■ 2019 Composite (N=4550)
■ 2018 Charter Oak Health Center (N=223) ■ 2019 Charter Oak Health Center (N=207)

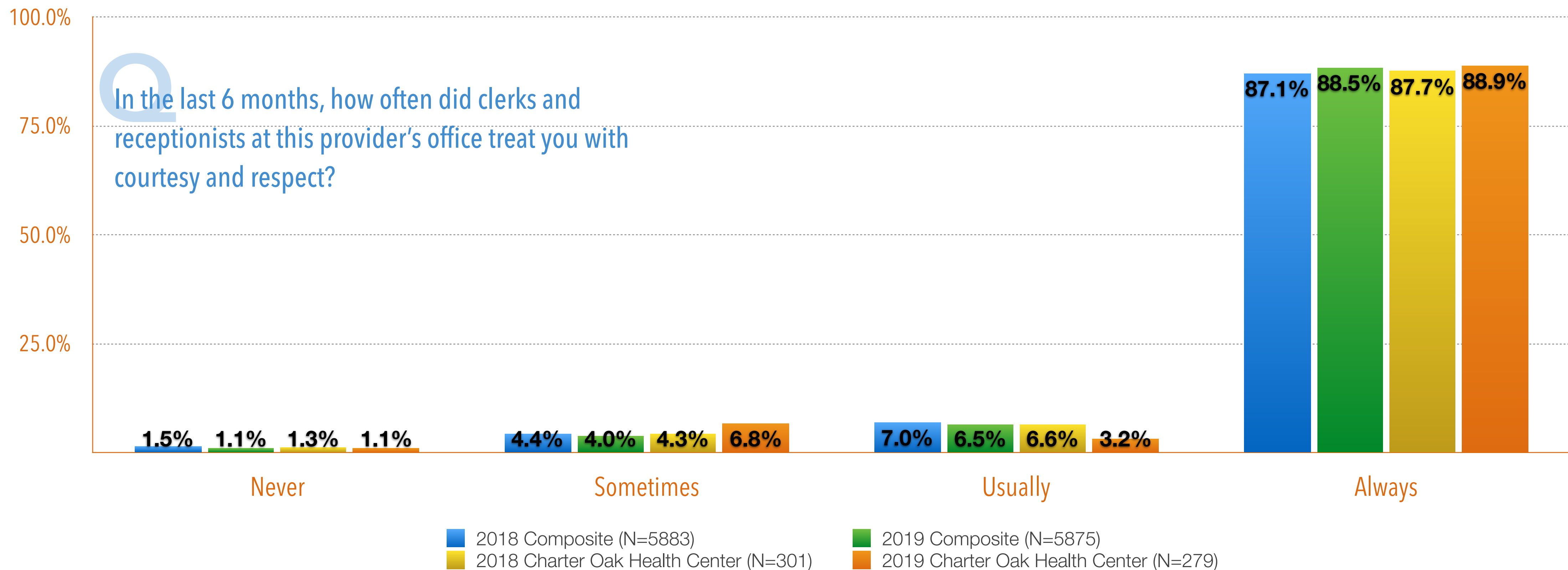
Clerks and Receptionists

In 2019, a vast majority of Charter Oak Health Center's respondents reported the clerks and receptionists at their provider's office were "always" or "usually" as helpful as they thought they should be (90.0%).



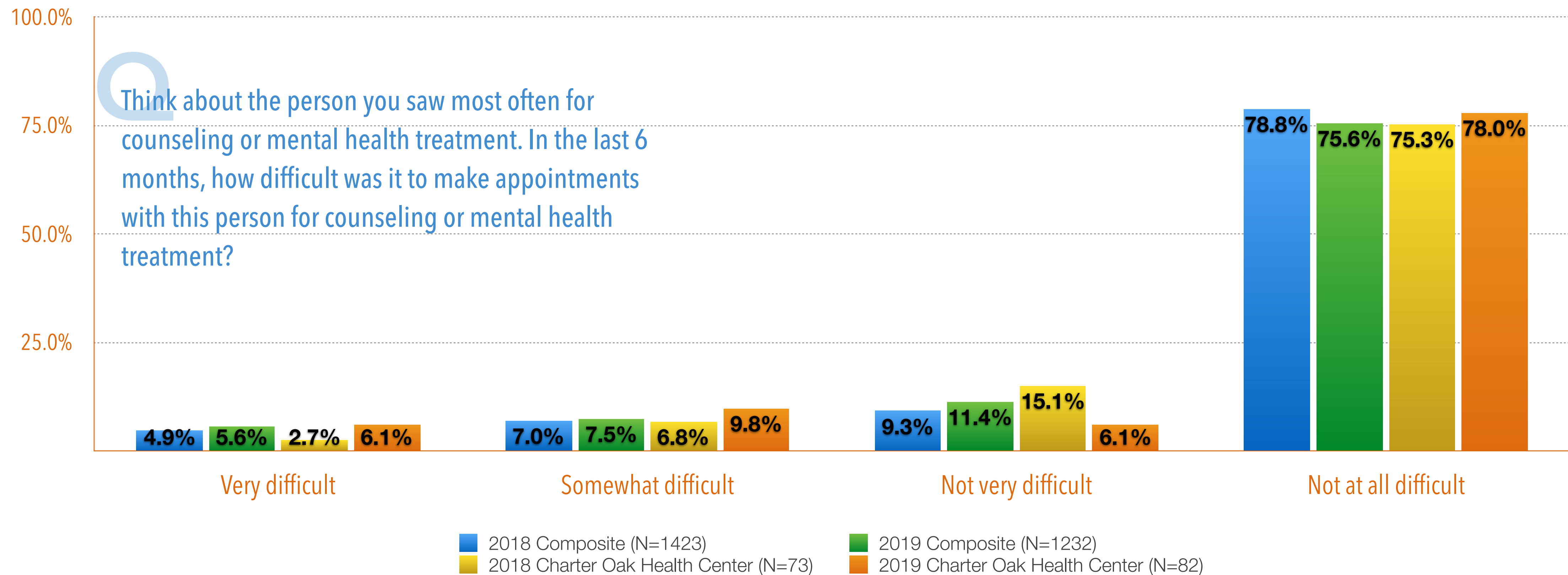
Clerks and Receptionists, continued

In 2019, a vast majority of Charter Oak Health Center’s respondents reported the clerks and receptionists at their provider’s office “always” or “usually” treated them with courtesy and respect (92.1%).



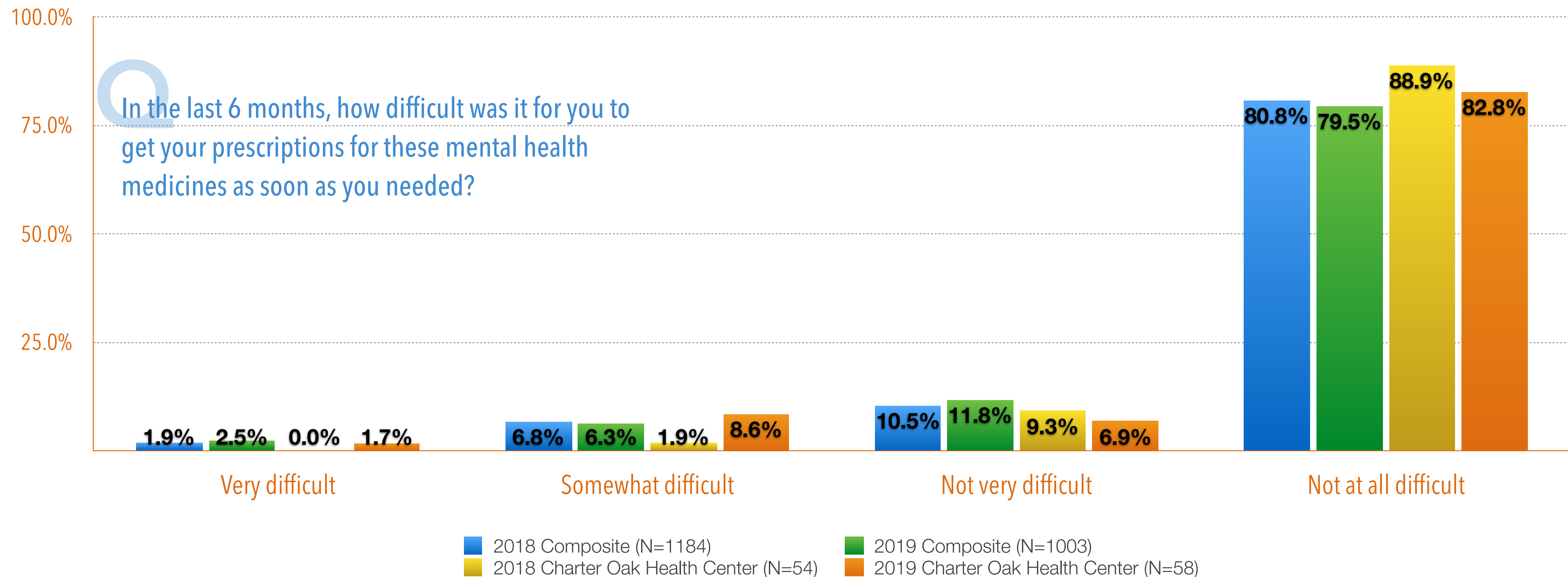
Behavioral Health

Among Charter Oak Health Center's respondents who made or attempted to make an appointment for counseling or mental health treatment in the last 6 months, 84.1% reported it was "not at all difficult" or "not very difficult" to make this appointment in 2019.



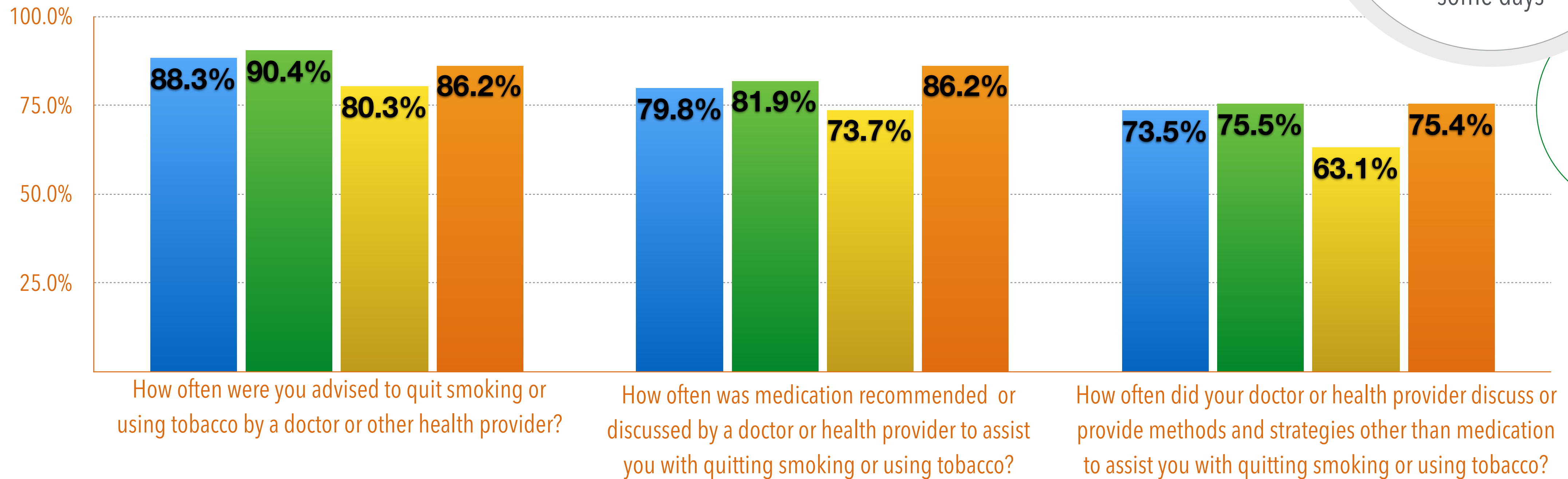
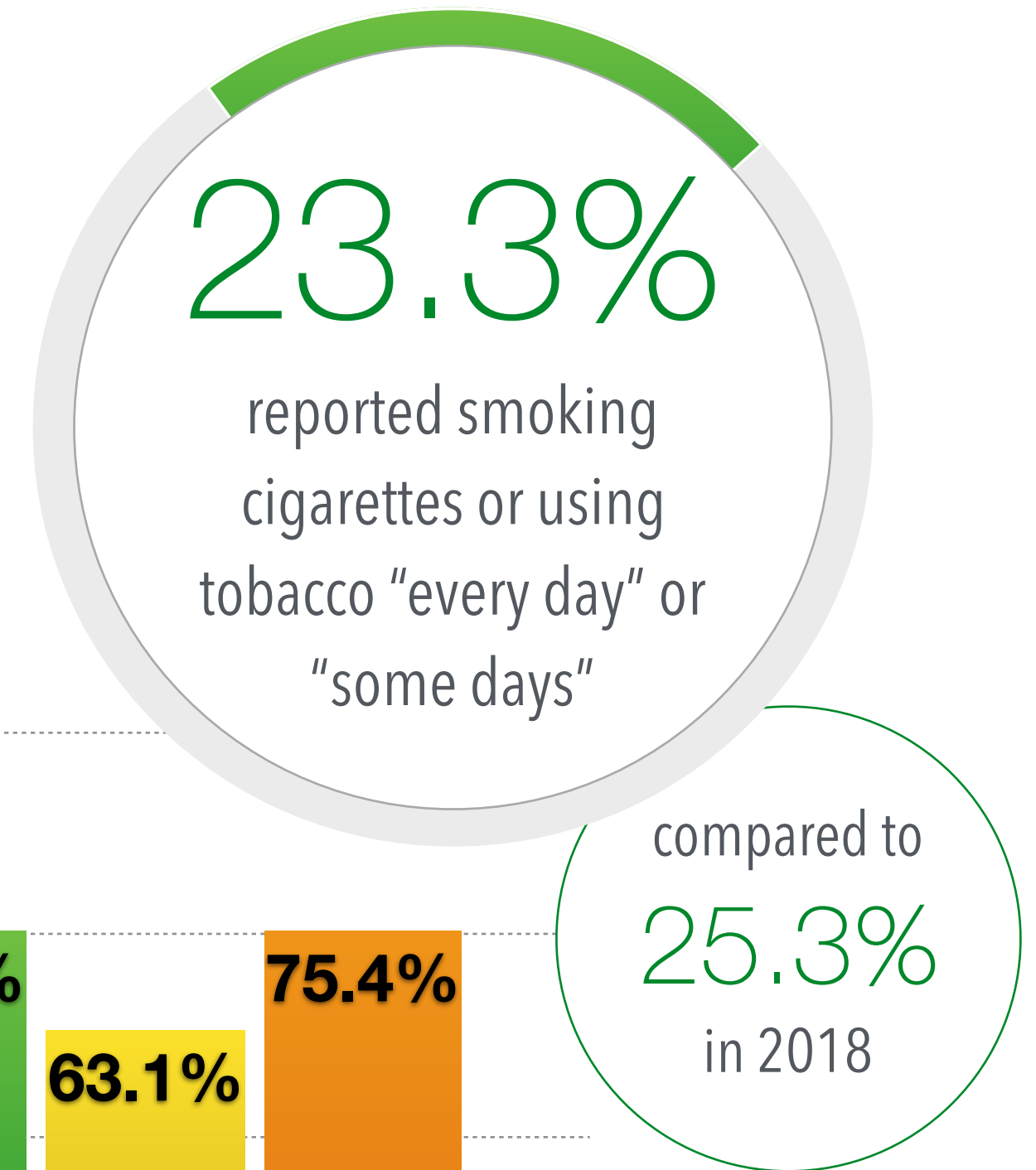
Behavioral Health, continued

In addition, among Charter Oak Health Center's respondents who took any type of medicine because of how they were feeling or for personal problems, 89.7% of respondents reported it was "not at all difficult" or "not very difficult" to get these prescription medicines in 2019.



Smoking Cessation

23.3% of Charter Oak Health Center's respondents in 2019 reported smoking cigarettes or using tobacco "every day" or "some days." Among those respondents who smoked or used tobacco, 86.2% reported their provider "always" or "usually" advised them to quit in the last 6 months, with over 75.0% discussing either medication or other strategies to assist with quitting.



■ 2018 Composite "Always" or "Usually" ■ 2019 Composite "Always" or "Usually"
■ 2018 Charter Oak Health Center "Always" or "Usually" ■ 2019 Charter Oak Health Center "Always" or "Usually"

Overall Satisfaction

Finally, when asked to rate their provider in 2019 on a scale of 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, 84.6% of Charter Oak Health Center's respondents provided a positive overall rating of 7 through 10. Of note, a rating of 10 was given by 36.9% of patients.

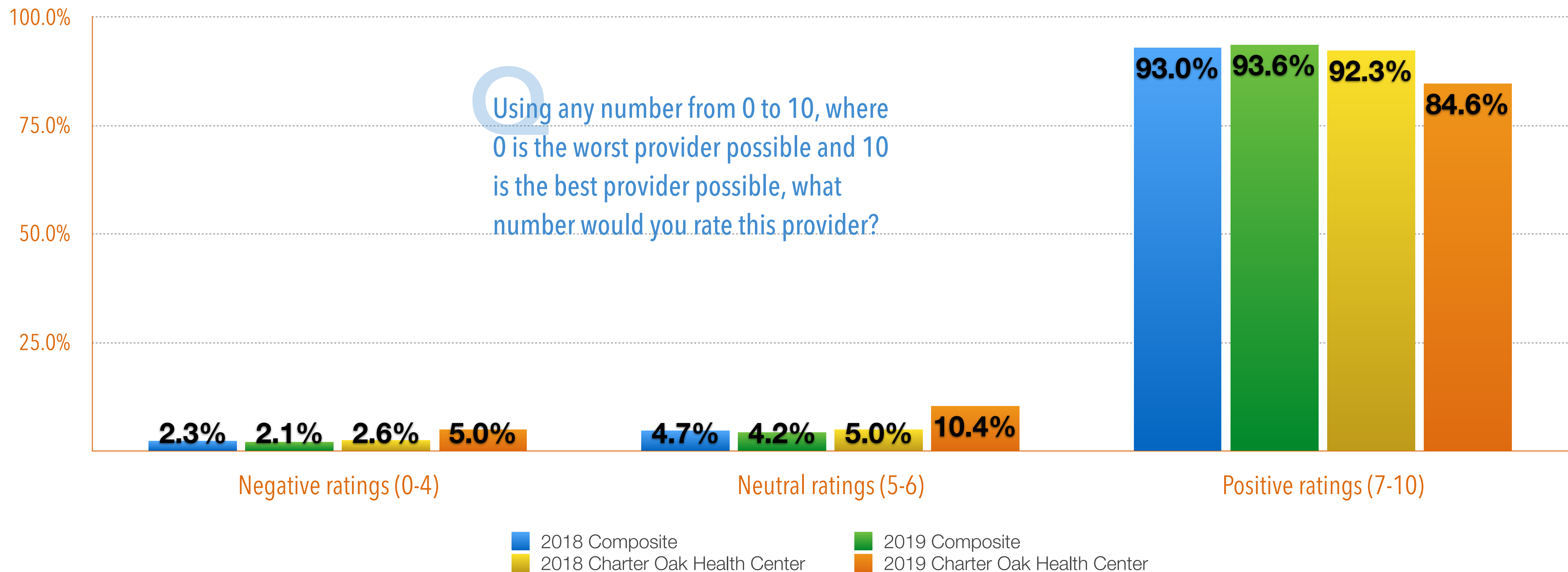


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