



Report to the Quality & Access Sub-Committee

July 16, 2010

2009 Member Satisfaction Survey Results

Annual survey conducted by Fact Finders, Inc, a marketing and opinion research firm located in Albany, New York

Goal: To provide representative and reliable measurement of member's experiences with, attitudes toward and suggestions for CT BHP

Scope of Fact Finders Member Satisfaction Survey

- Satisfaction, overall with services of CT BHP;
- Ratings of the services received from counselors;
- Ratings of the services provided by case managers;
- Ratings of outpatient, inpatient, home-based, residential, and day treatment services;
- Ratings of hospital emergency department care;
- Ratings of crisis services;
- Outcomes of services provided by or through Connecticut Behavioral Health Partnership;
- Suggestions for service modifications that could improve member satisfaction with CT BHP

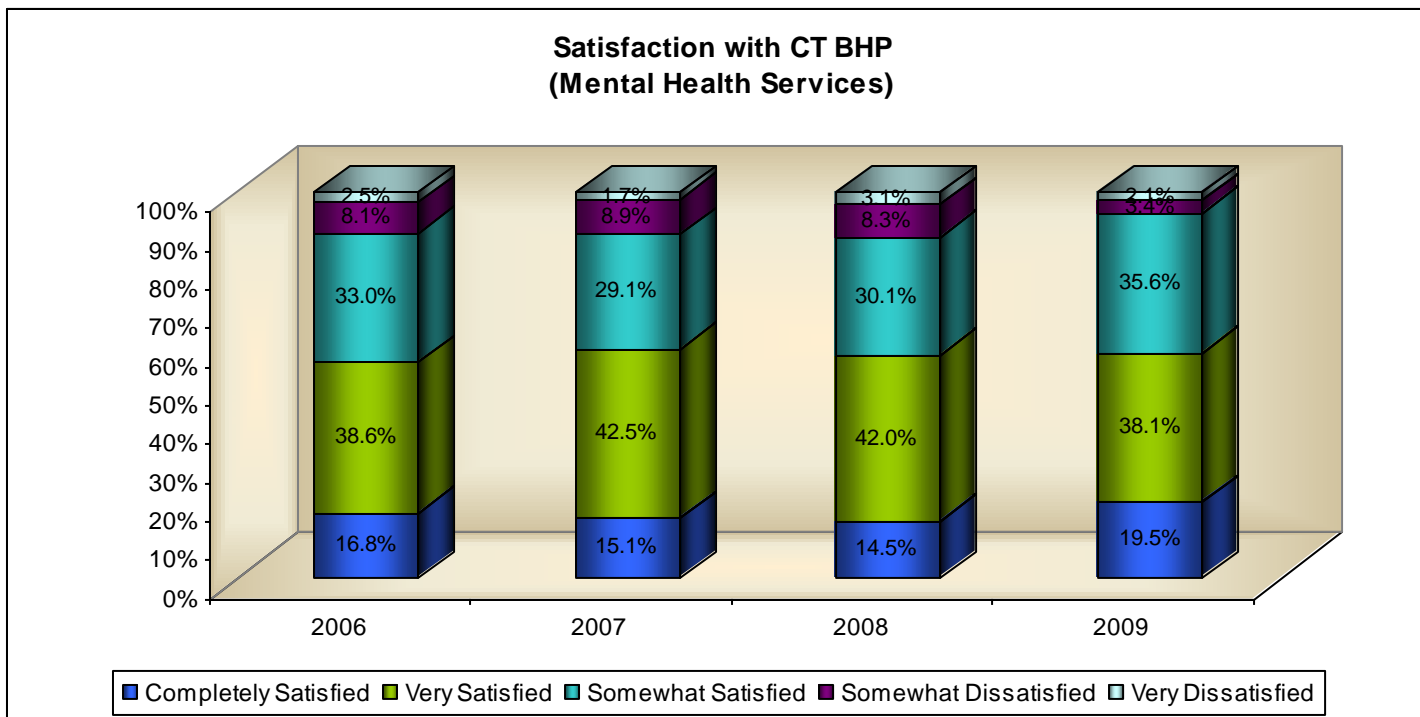
Sample

- Stratified random probability sample of members who received services through CT BHP during 2009
- The sample design included a total of 250 interviews, 50 interviews for each of five level of care segments: home-based, outpatient, inpatient, day treatment, and residential.

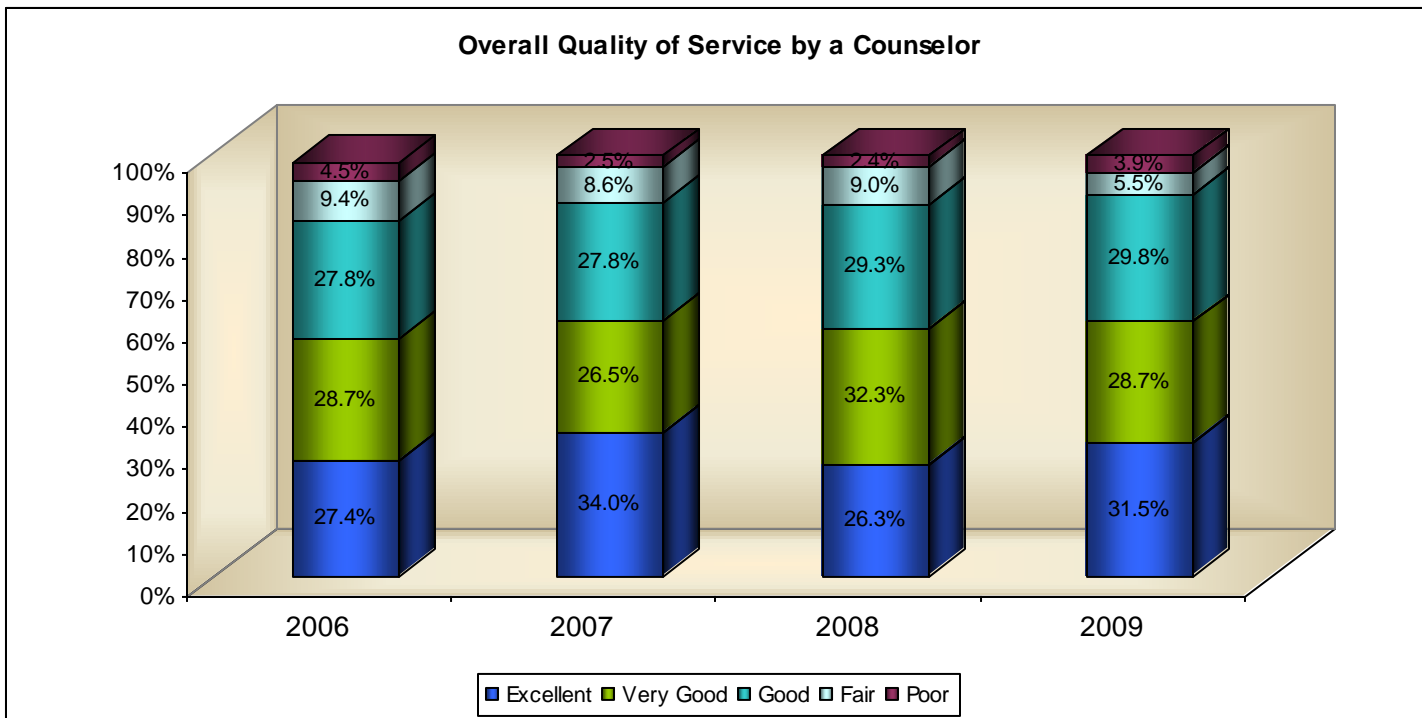
Method

- Interviews completed throughout 2009 in order to interview member in close proximity to their service use
 - Reports of members discharged from various levels of care are forwarded to Fact Finders monthly
 - Telephonic interviews between 9AM and 9PM on weekdays
 - Questionnaire in English or Spanish
 - 6 members/family member completed interview in Spanish in 2009
- Challenges in Completing Data Collection
 - Privacy Issues (obtaining permission for youth ≥ 14 yo)
 - Multiple telephone calls were required to locate the member.
 - Trouble locating persons designated to speak for members

Overall Member Satisfaction with CT BHP Services

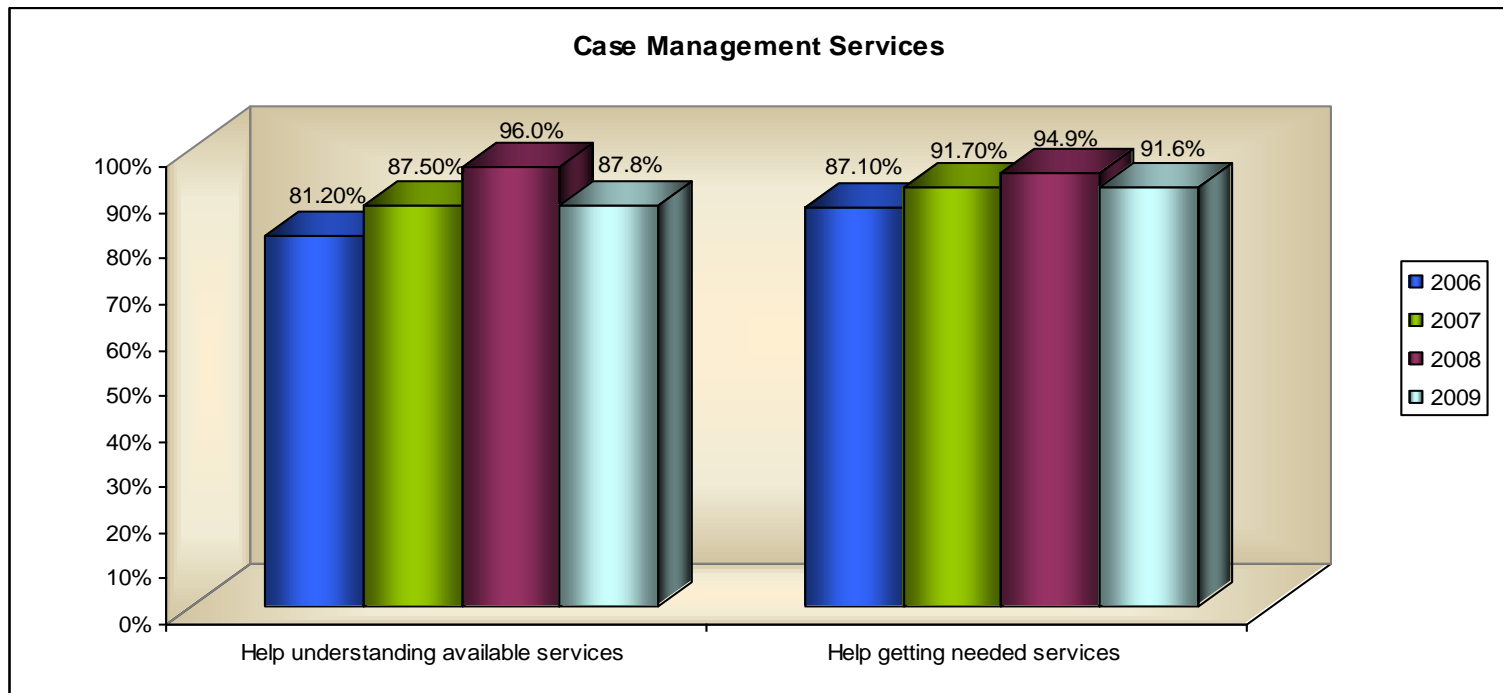


Overall Member Satisfaction with Counselors

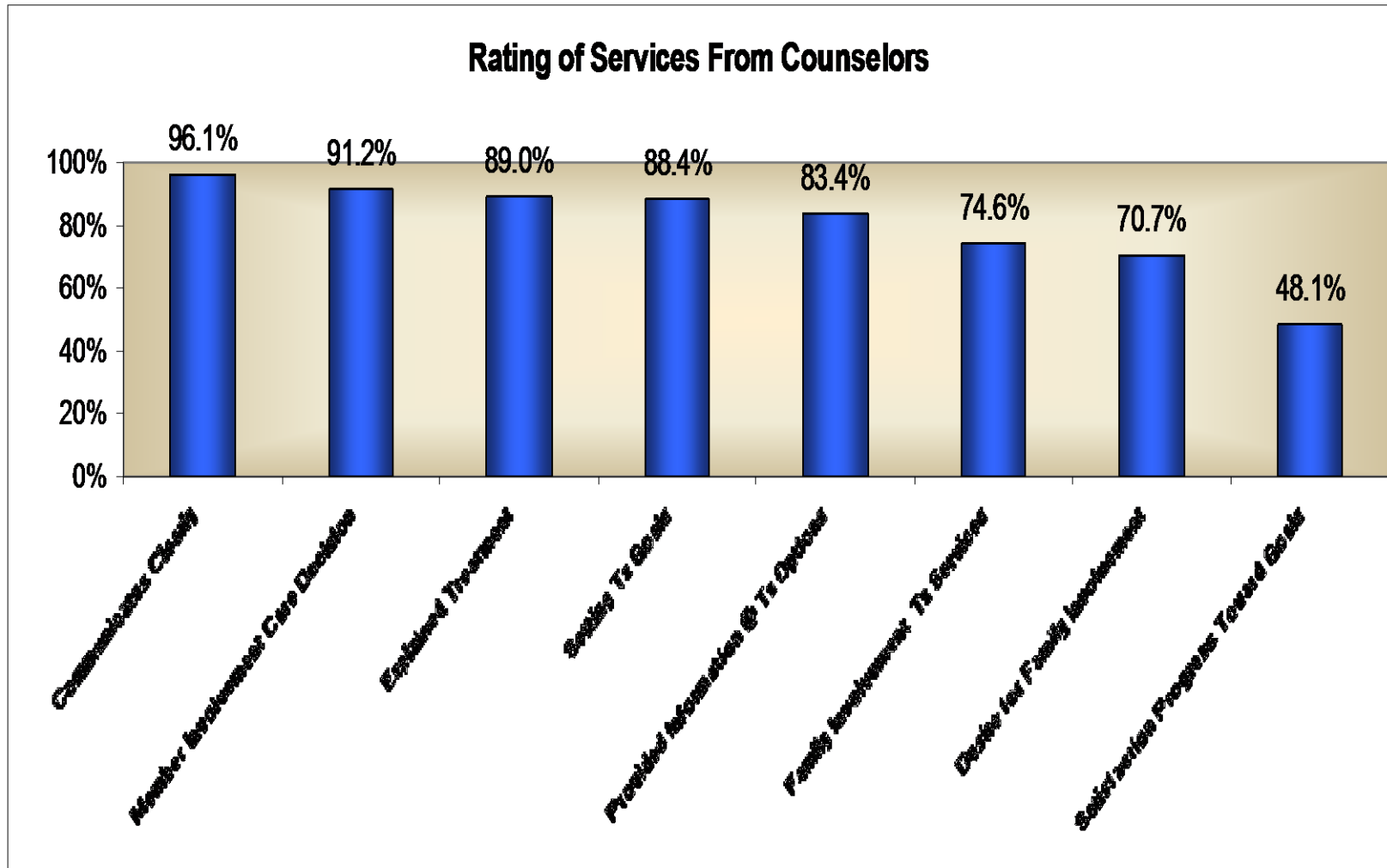


Ratings of Services by Case Managers - 2009

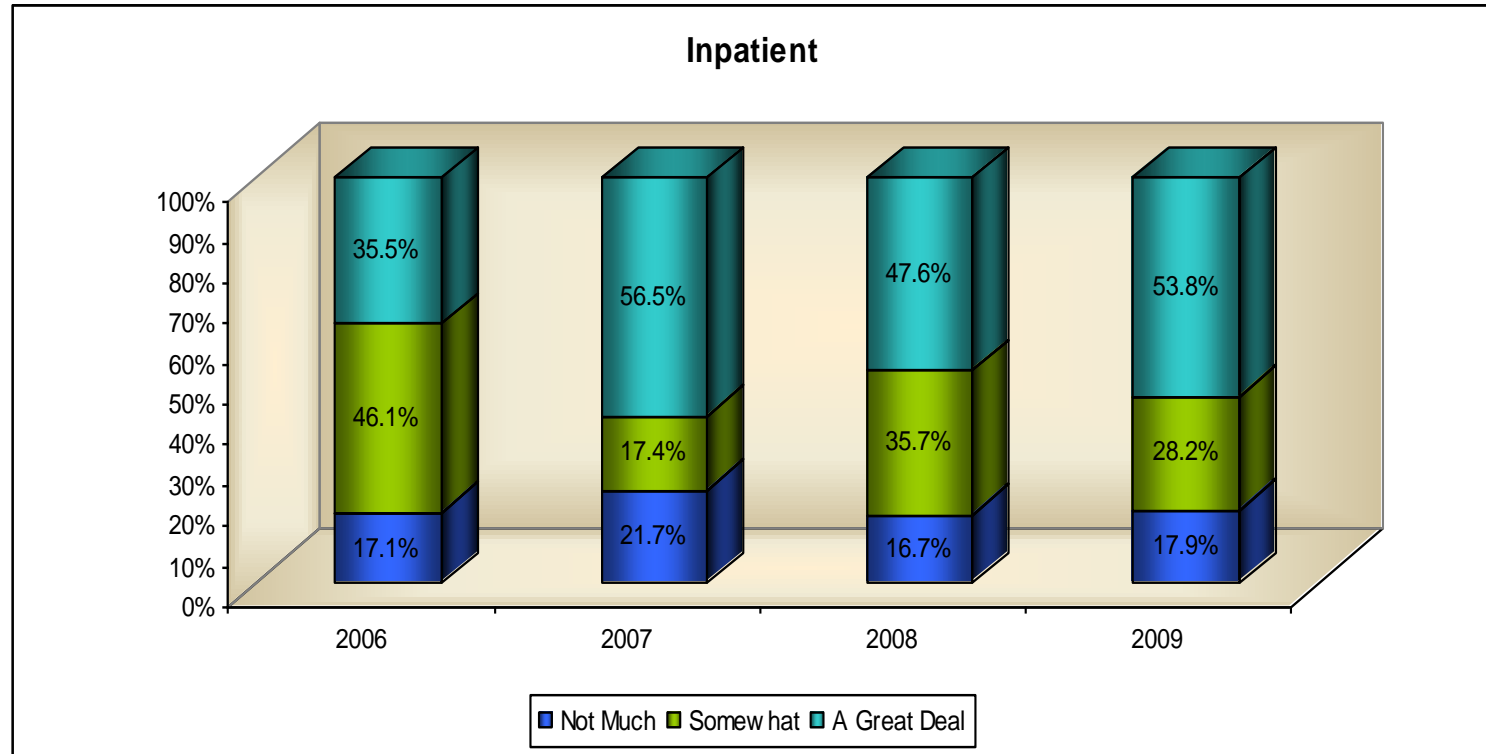
- Members who are receiving Home-Based Services and Residential Treatment are most apt (64% respectively) to report having a case manager, followed by Day Tx (52%), Inpatient (44%), and Outpatient (38%)



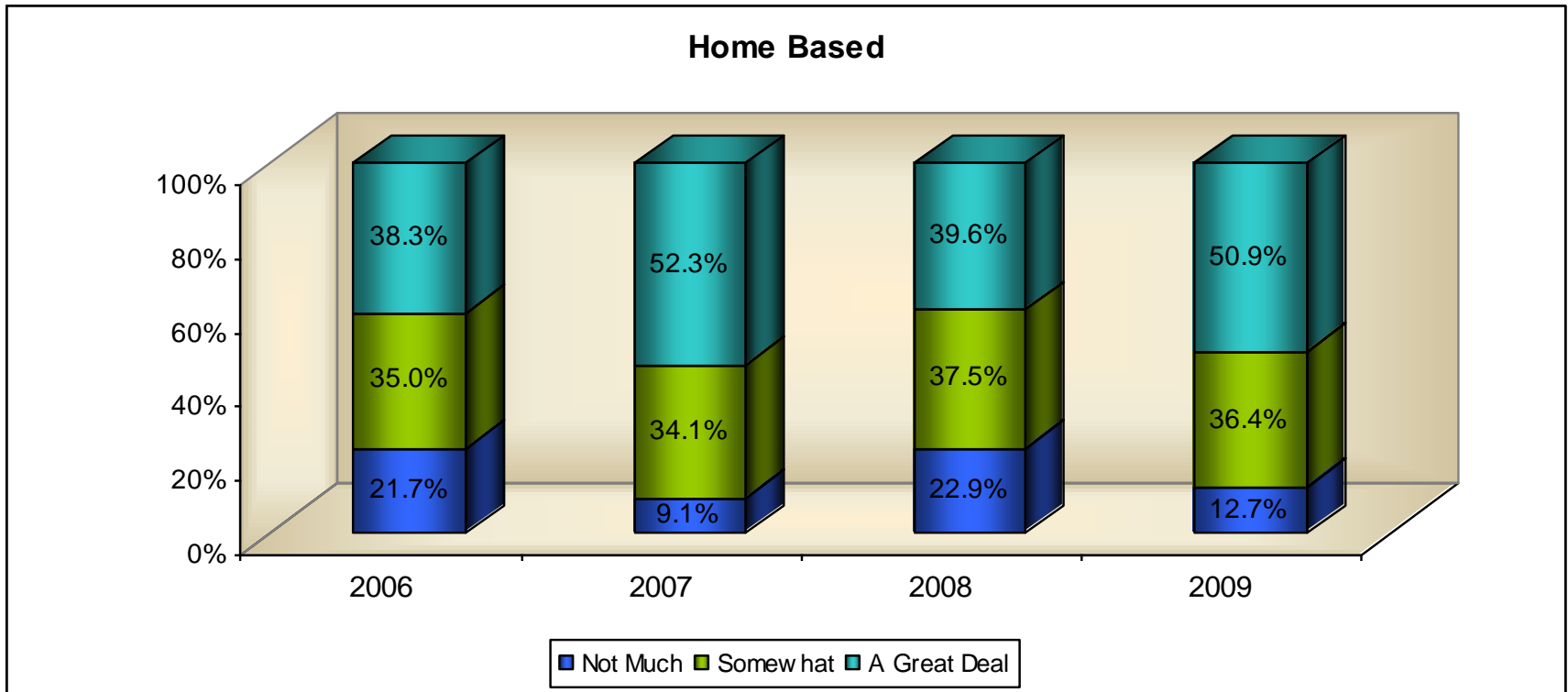
Member Ratings of Services from Counselors - 2009



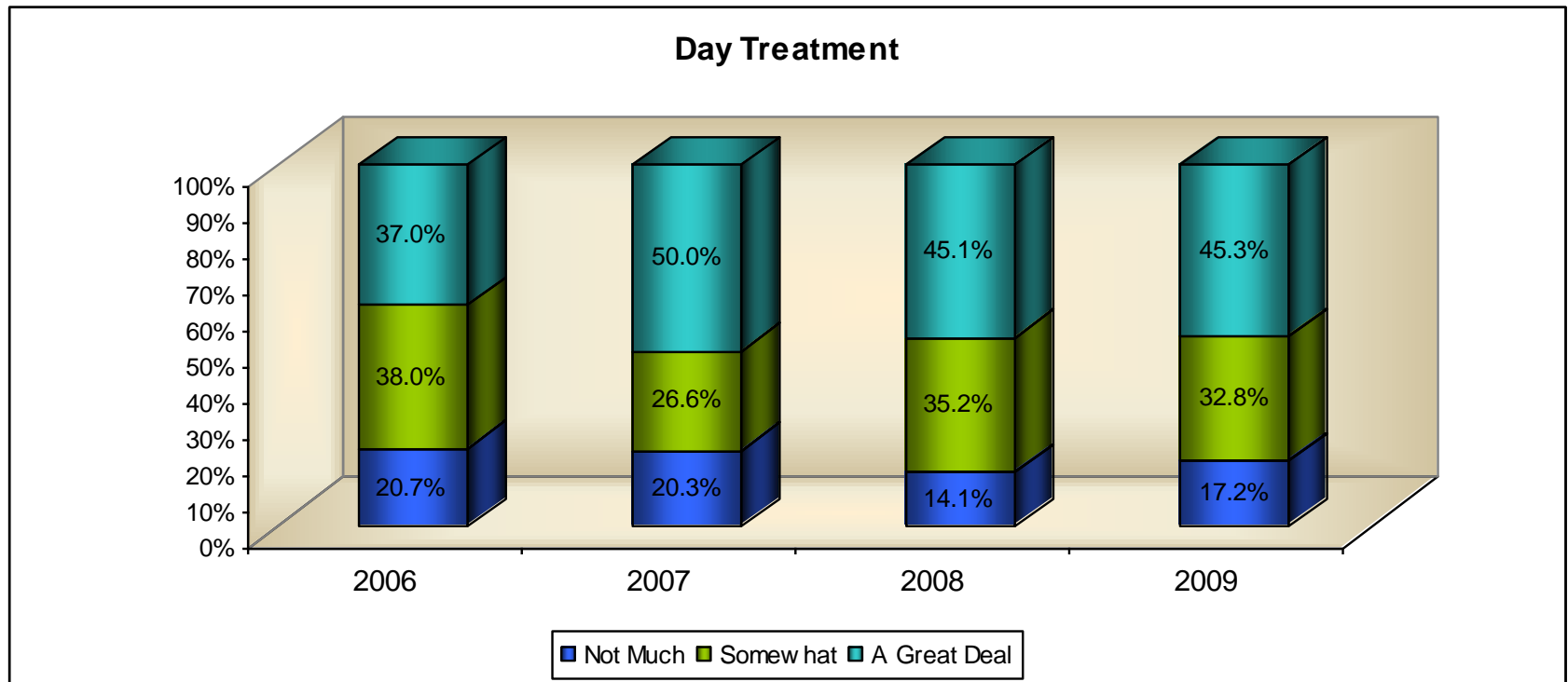
Member Satisfaction Ratings with Inpatient Services



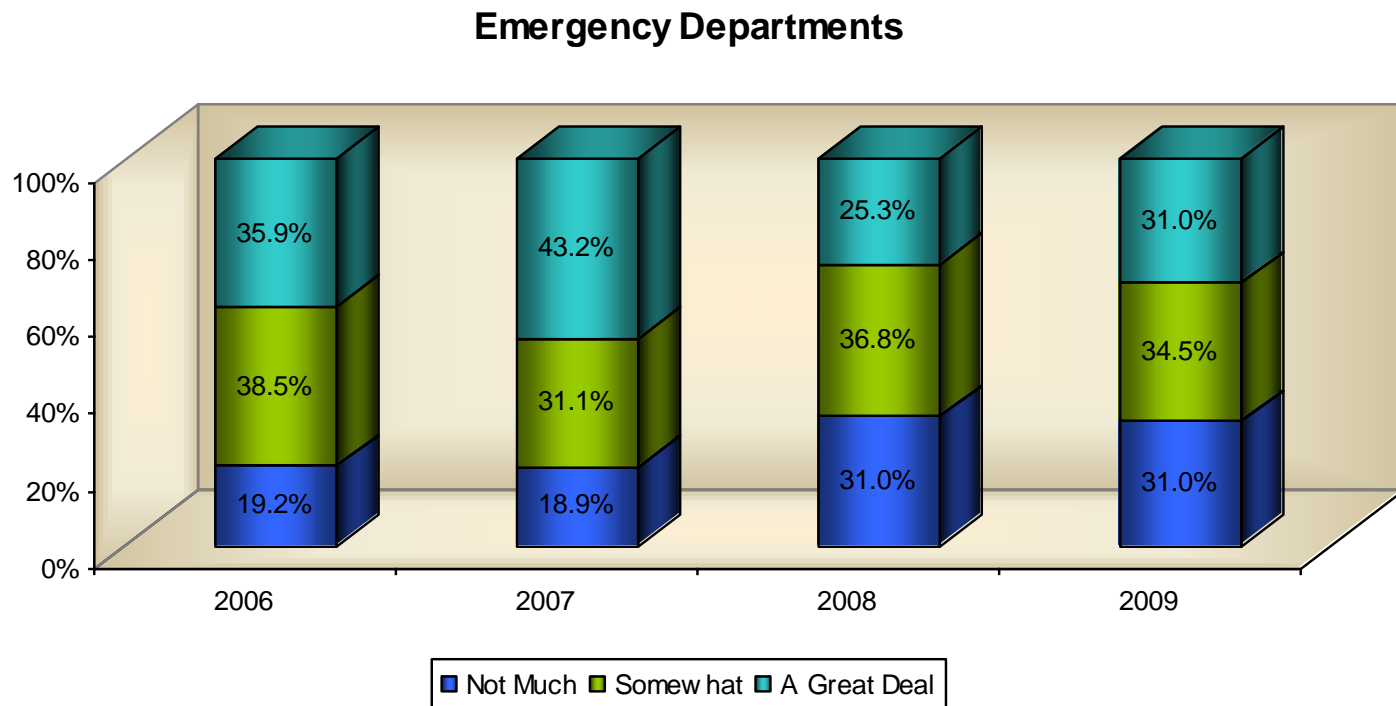
Member Satisfaction Ratings with Home-Based Services



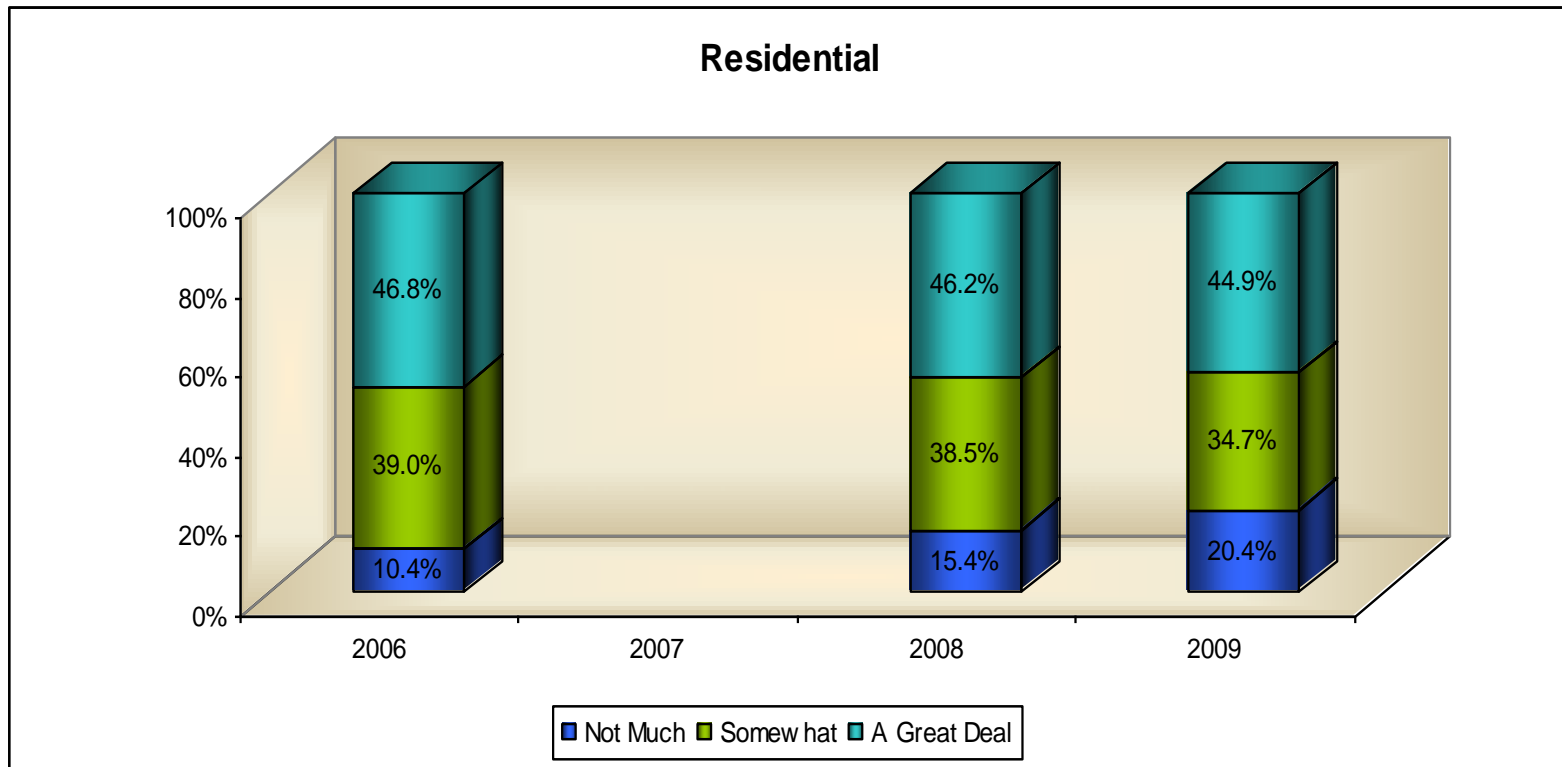
Member Satisfaction Ratings with Day Treatment Services



Member Satisfaction Ratings with Emergency Department Services

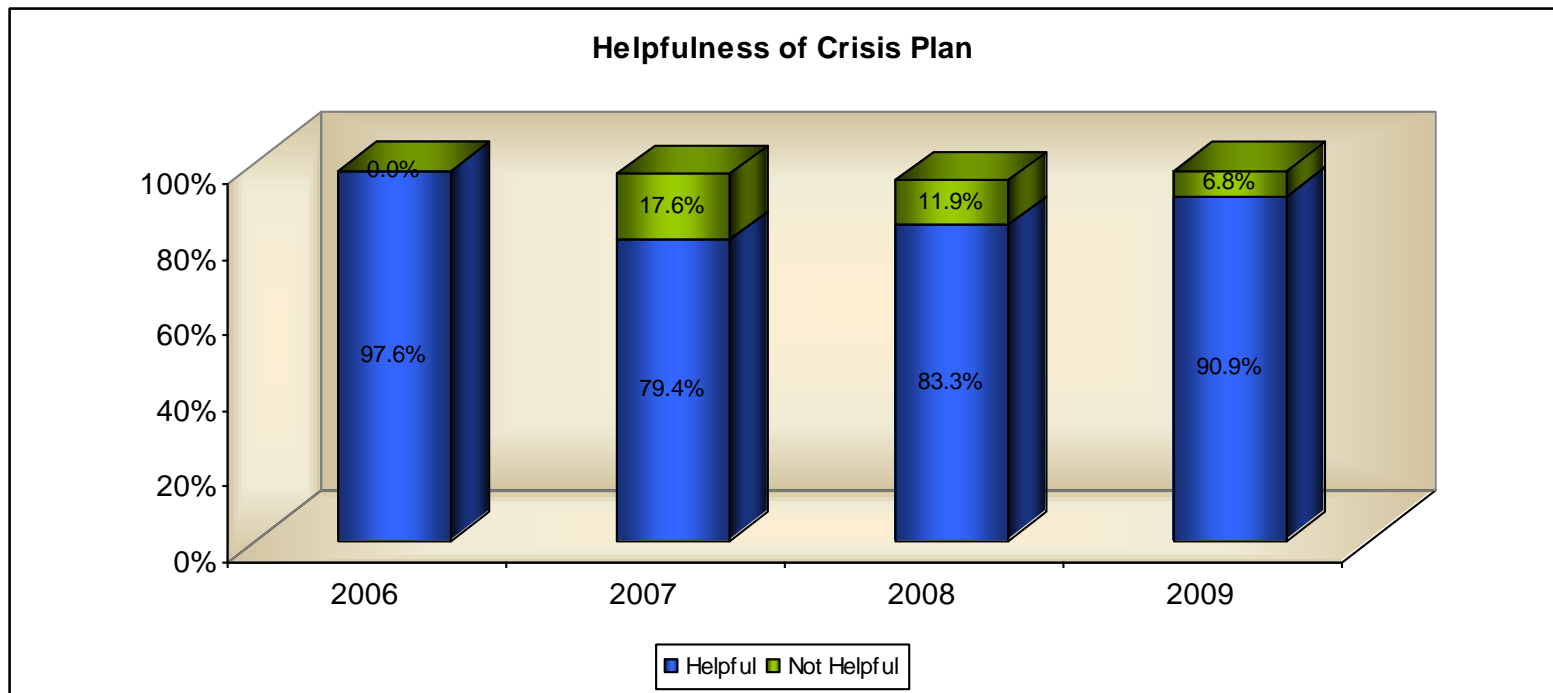


Member Satisfaction Ratings with Residential Services



Member Ratings of Helpfulness of Crisis Plans

- 56.8% of members reported having a crisis plan
- Members receiving Inpatient Services most apt to have a plan (64%)
- 66.9% of member who have a written crisis plan have not needed to use the plan



Other Services

- Of the 35 members who reported using transportation services, 88.6% reported being either somewhat or very satisfied with transportation services

Anecdotal Suggestions for Service Modifications

- Reduce turnover of counselors
- Expand translation services
- More thorough work-up, especially psychiatric and psychological
- Develop more in-state programs so fewer children need out of state services
- Improve access to providers
- Improve appointment availability

2009 Provider Satisfaction Survey Results

Goal: To provide representative
and reliable measurement of
provider's experiences with CT
BHP

Scope of Fact Finders Provider Satisfaction Survey

- Satisfaction with CT BHP
- Authorization of Care
- Physician Advisors
- Denial, Appeals and Complaints
- Interaction with CT BHP Staff
- Reimbursement
- Claims
- Website
- Communications

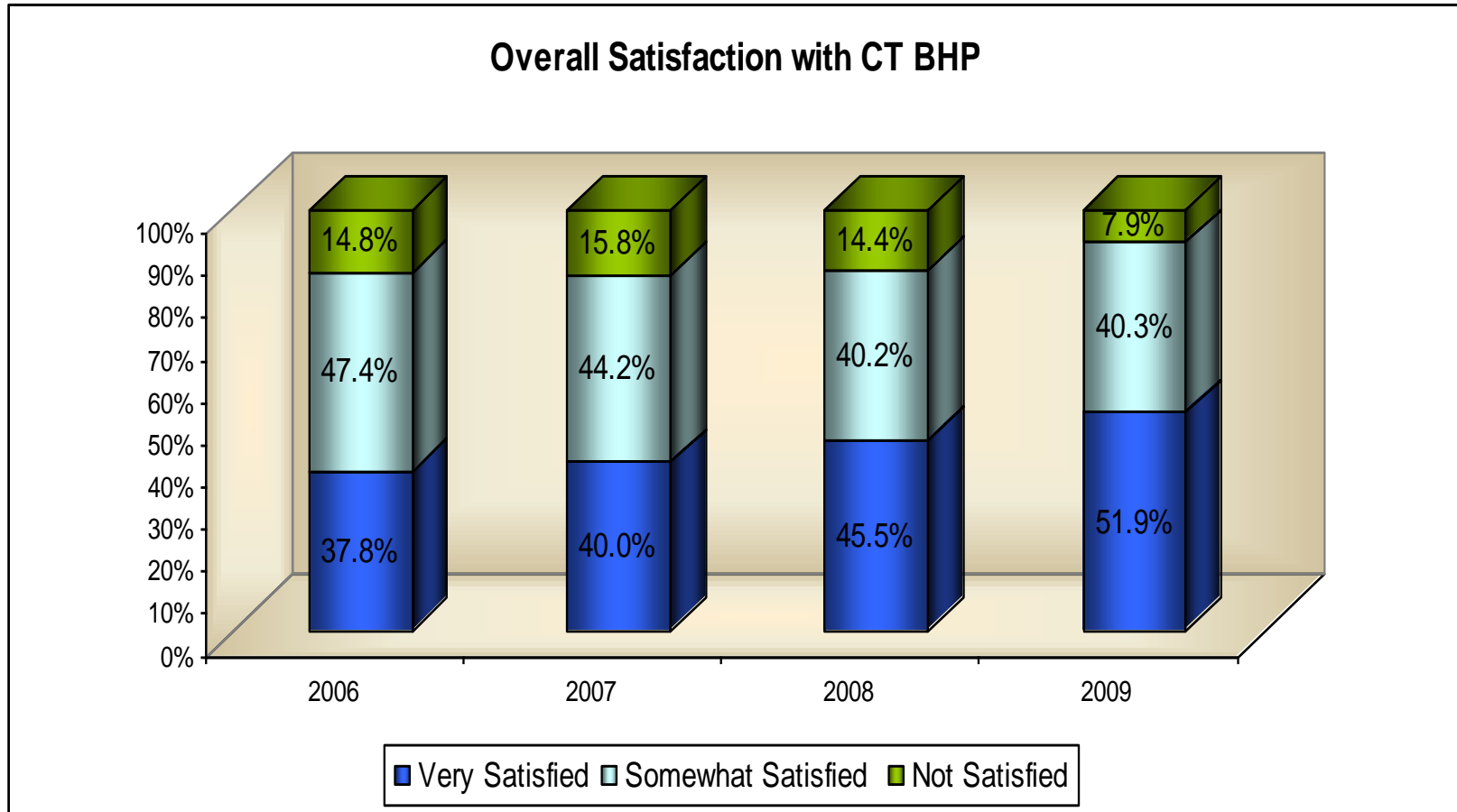
Sample

- Stratified random probability sample of all providers who have contracted to provide services for the CT BHP
- Two separate segments:
 - Individual providers (outside confines of a facility)
 - 114 interviews
 - Facility (within a facility program or agency)
 - 102 interviews

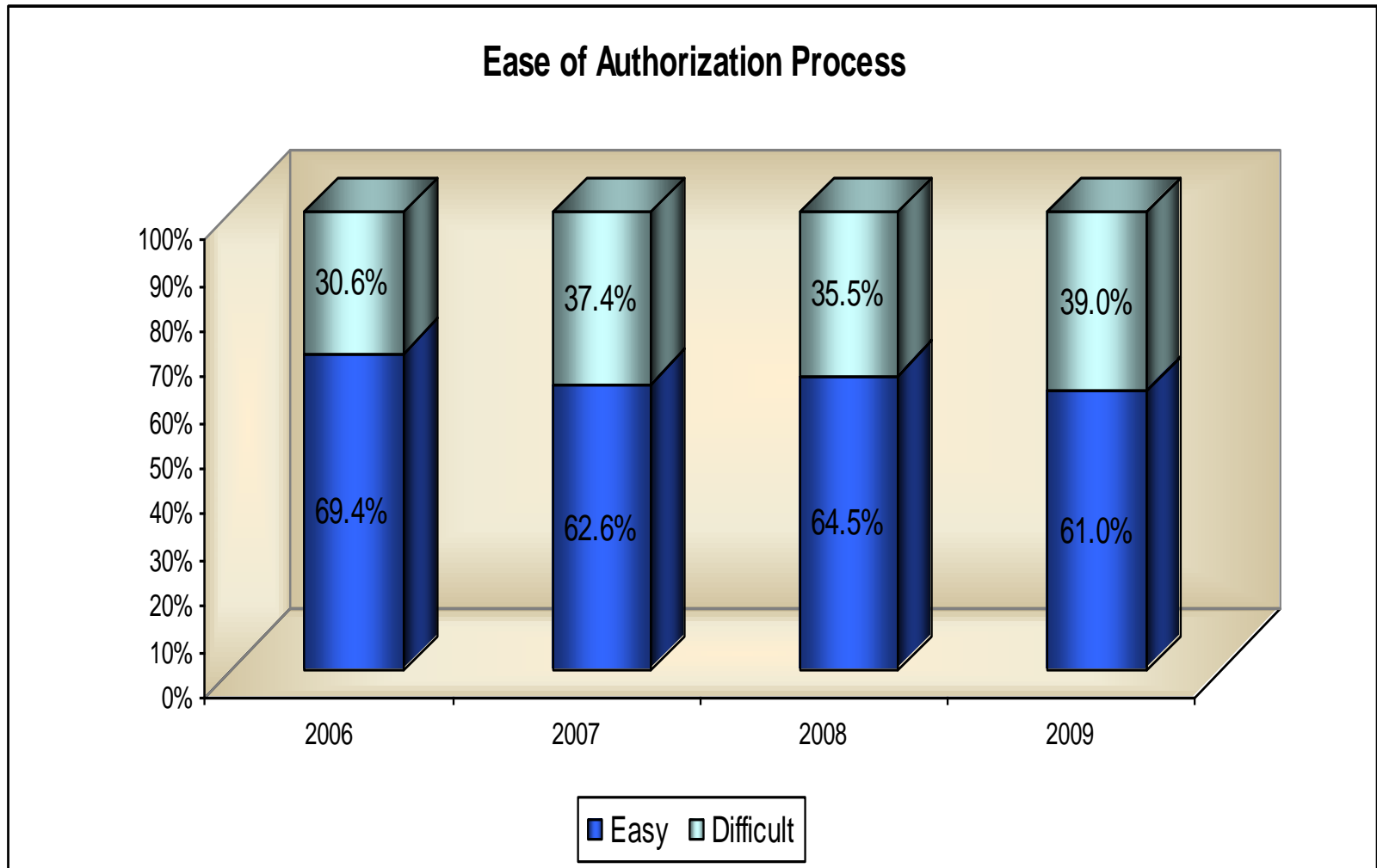
Method

- Interviews completed between October 19, 2009 and December 23, 2009
 - Telephonic interviews between 9AM and 6PM on weekdays
- Challenges in Completing Data Collection
 - Repeat phone calls to ensure as close as possible to a random sample

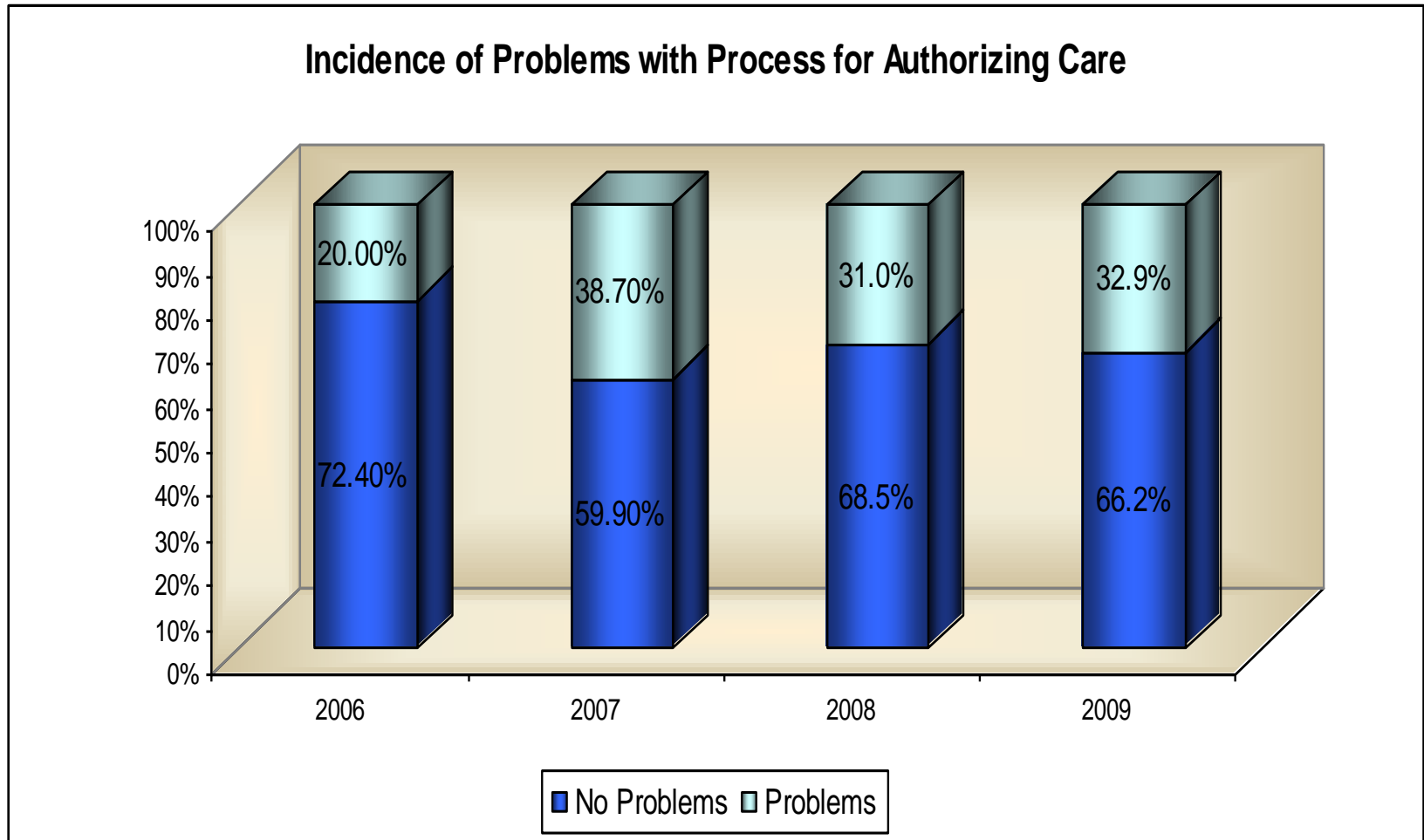
Provider Satisfaction with CT BHP



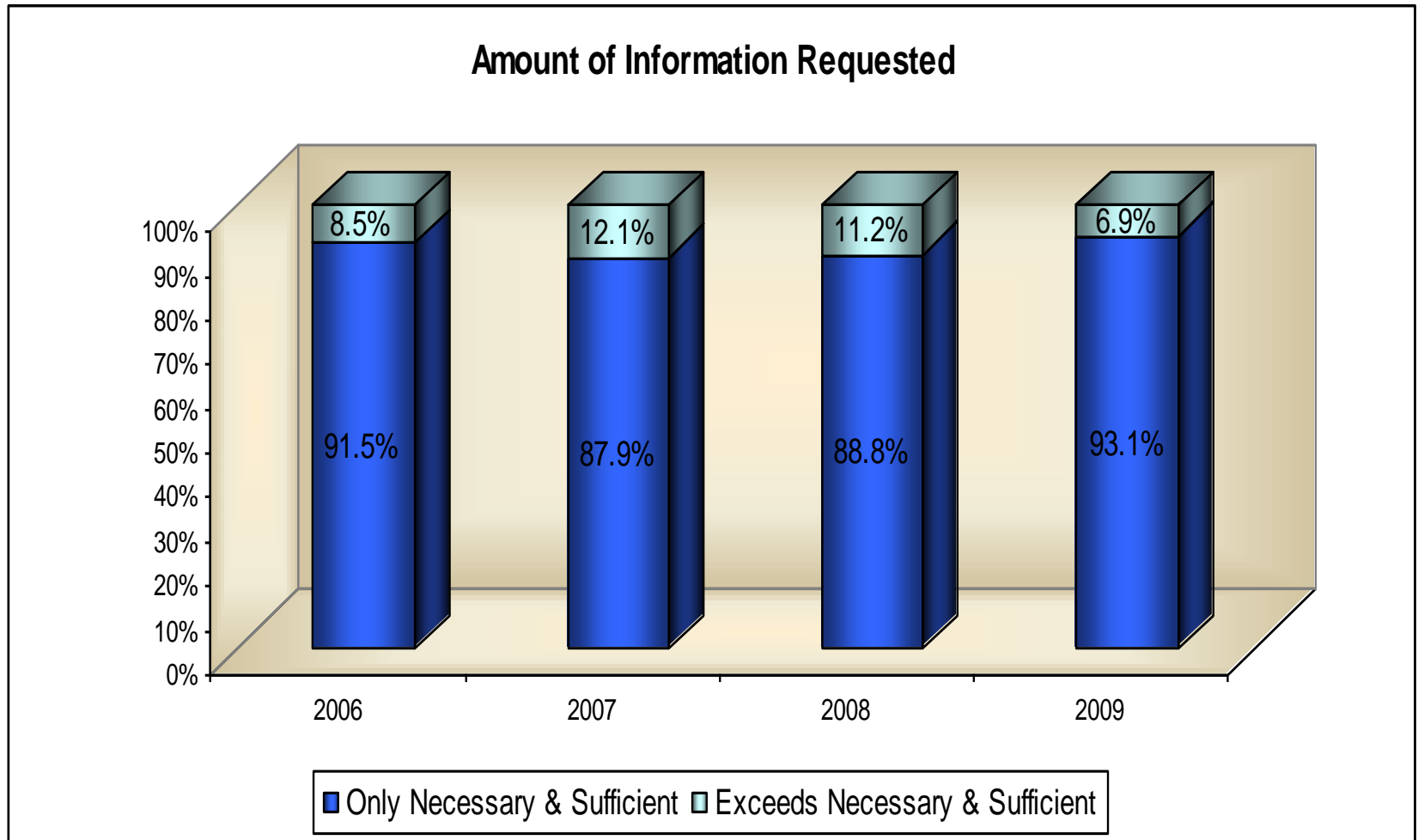
Authorization of Care: Ease



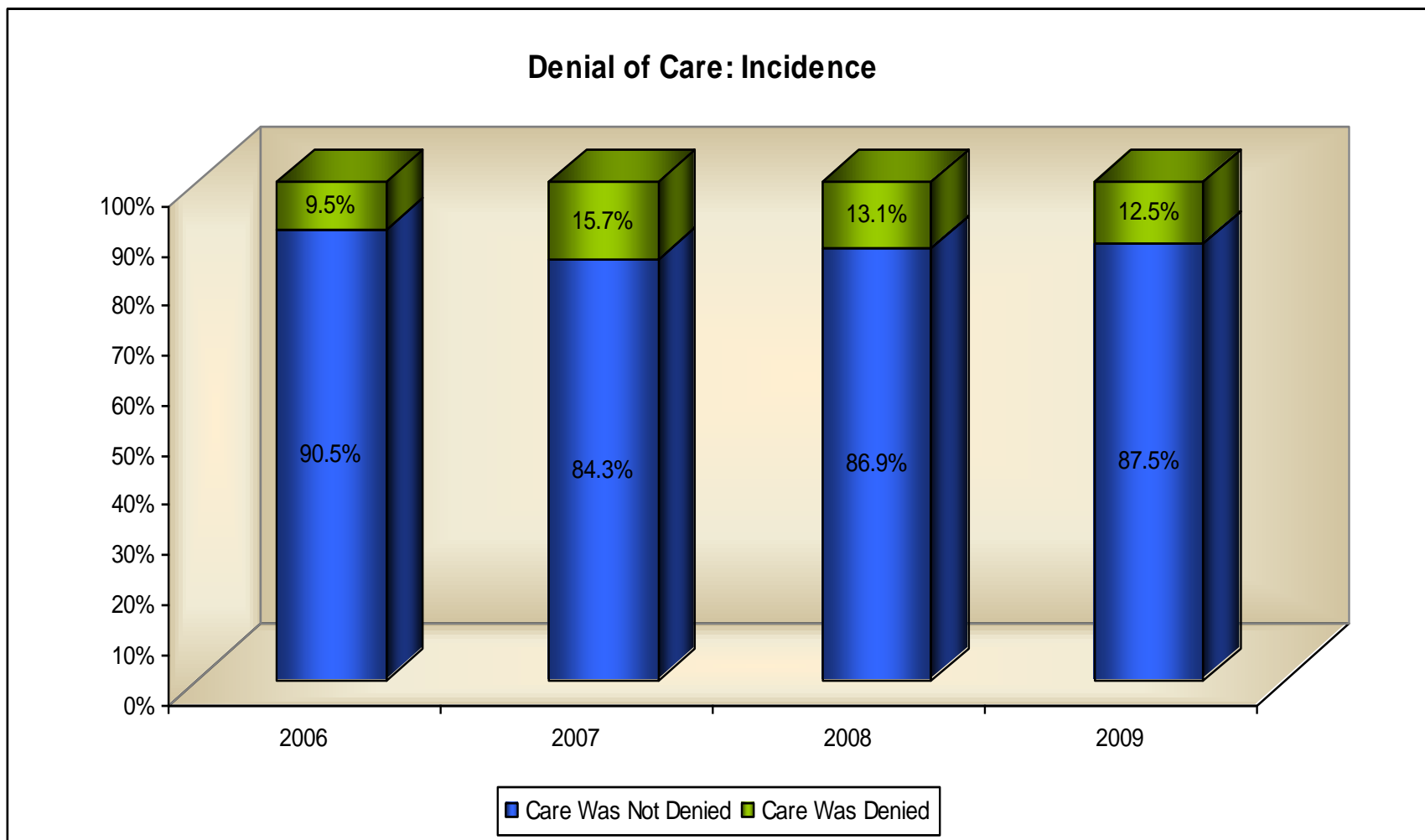
Authorization of Care: Problems with Process



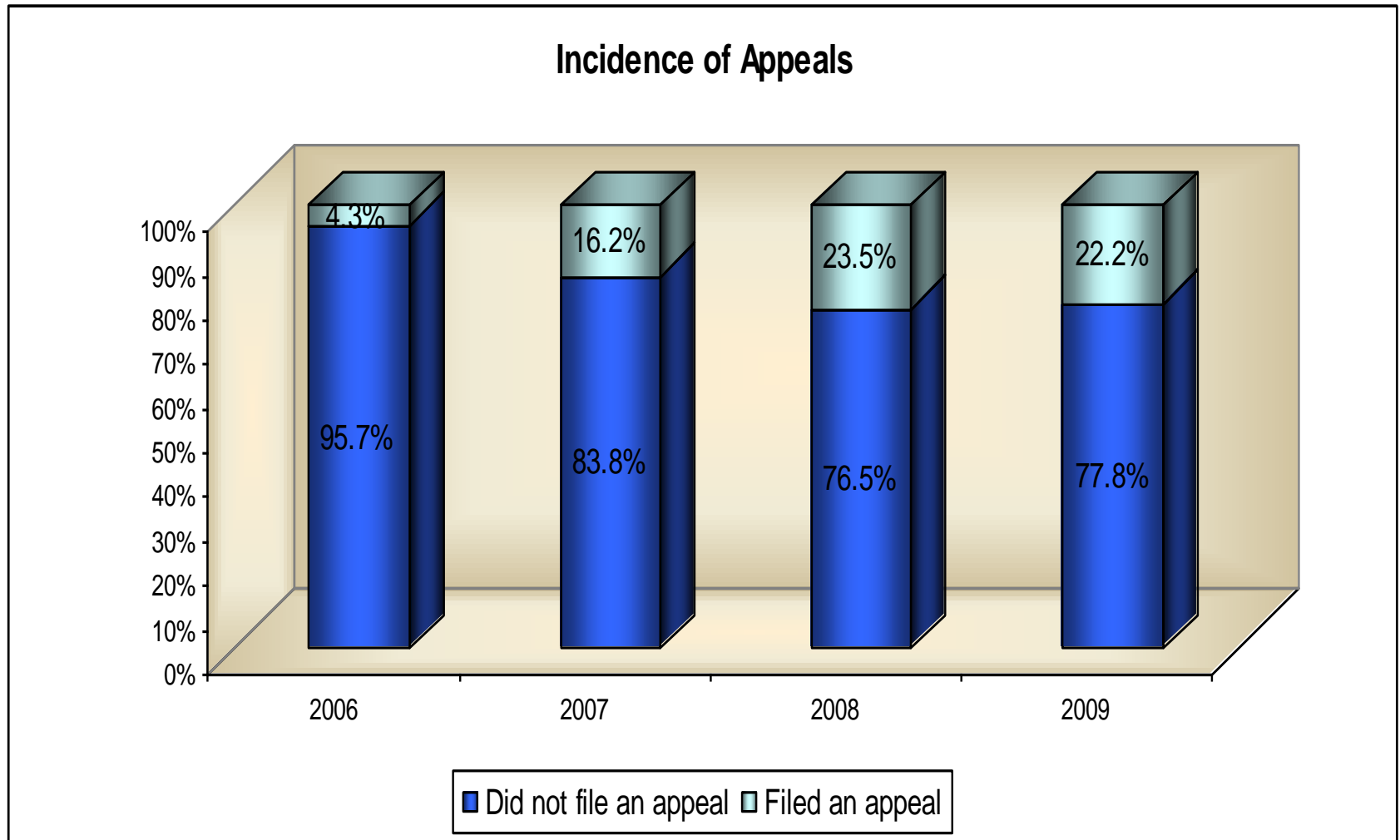
Amount of Information Requested



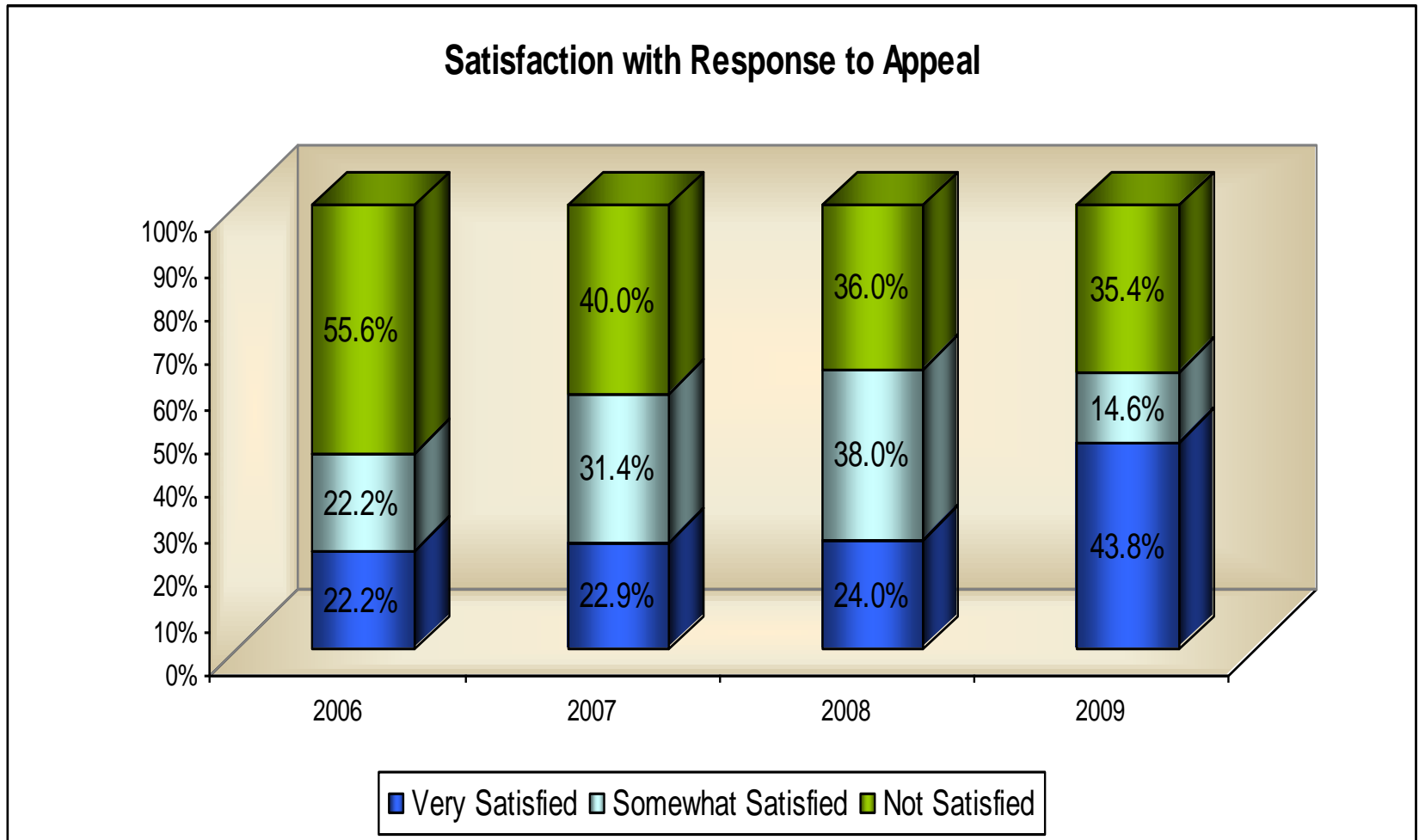
Denial of Care: Incidence



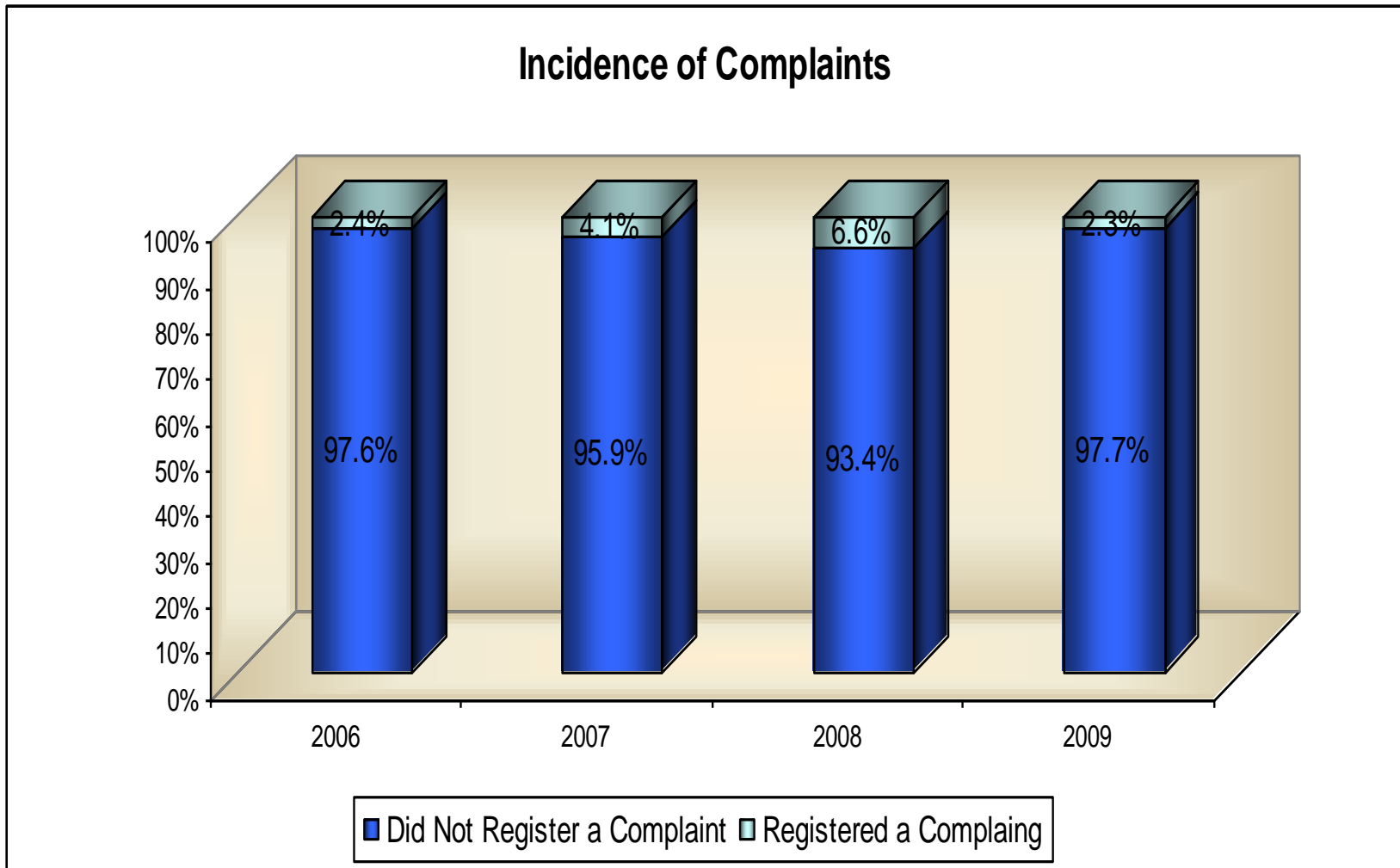
Provider Appeals: Incidence



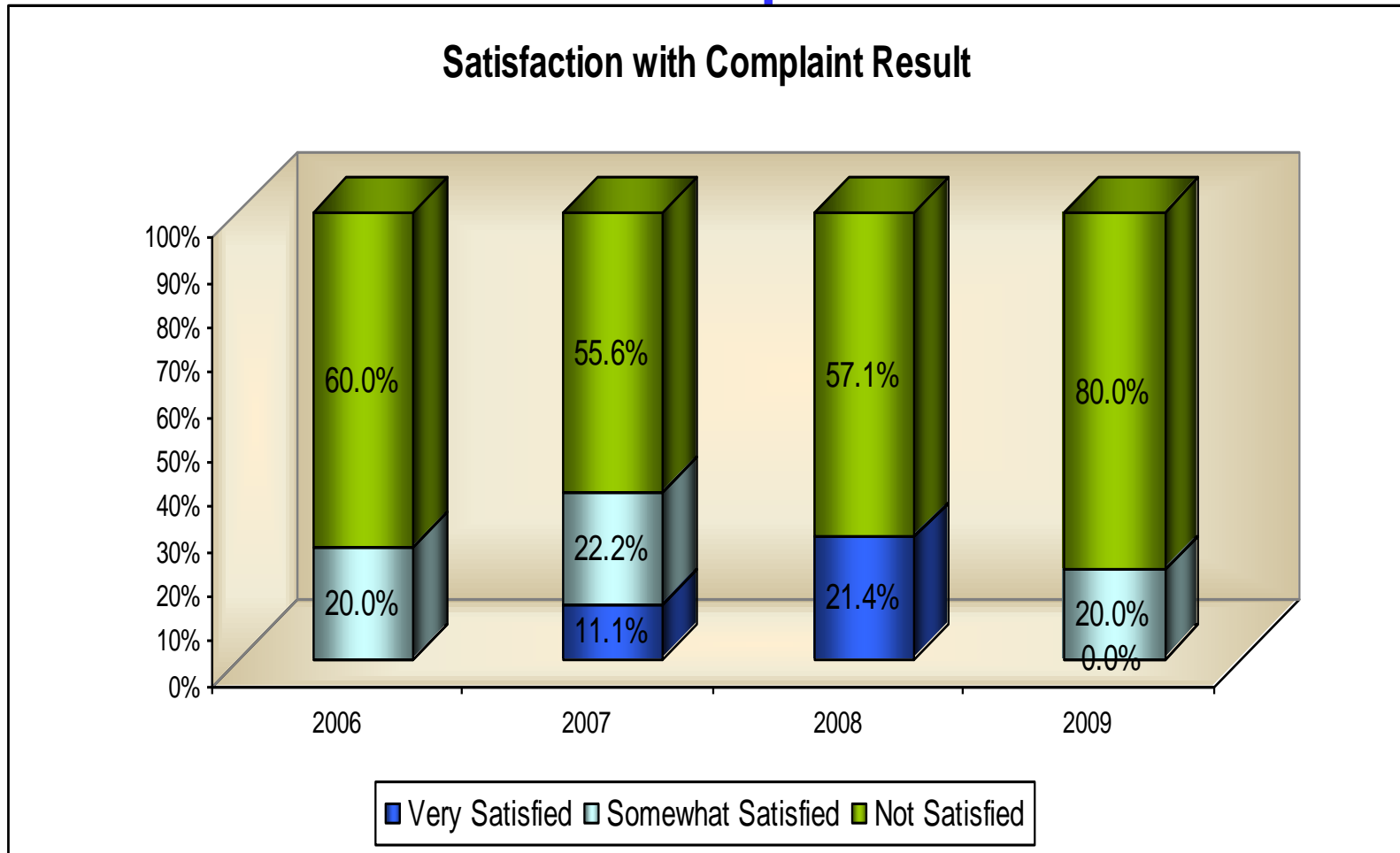
Provider Appeals: Satisfaction with Response



Provider Complaints: Incidence (5)

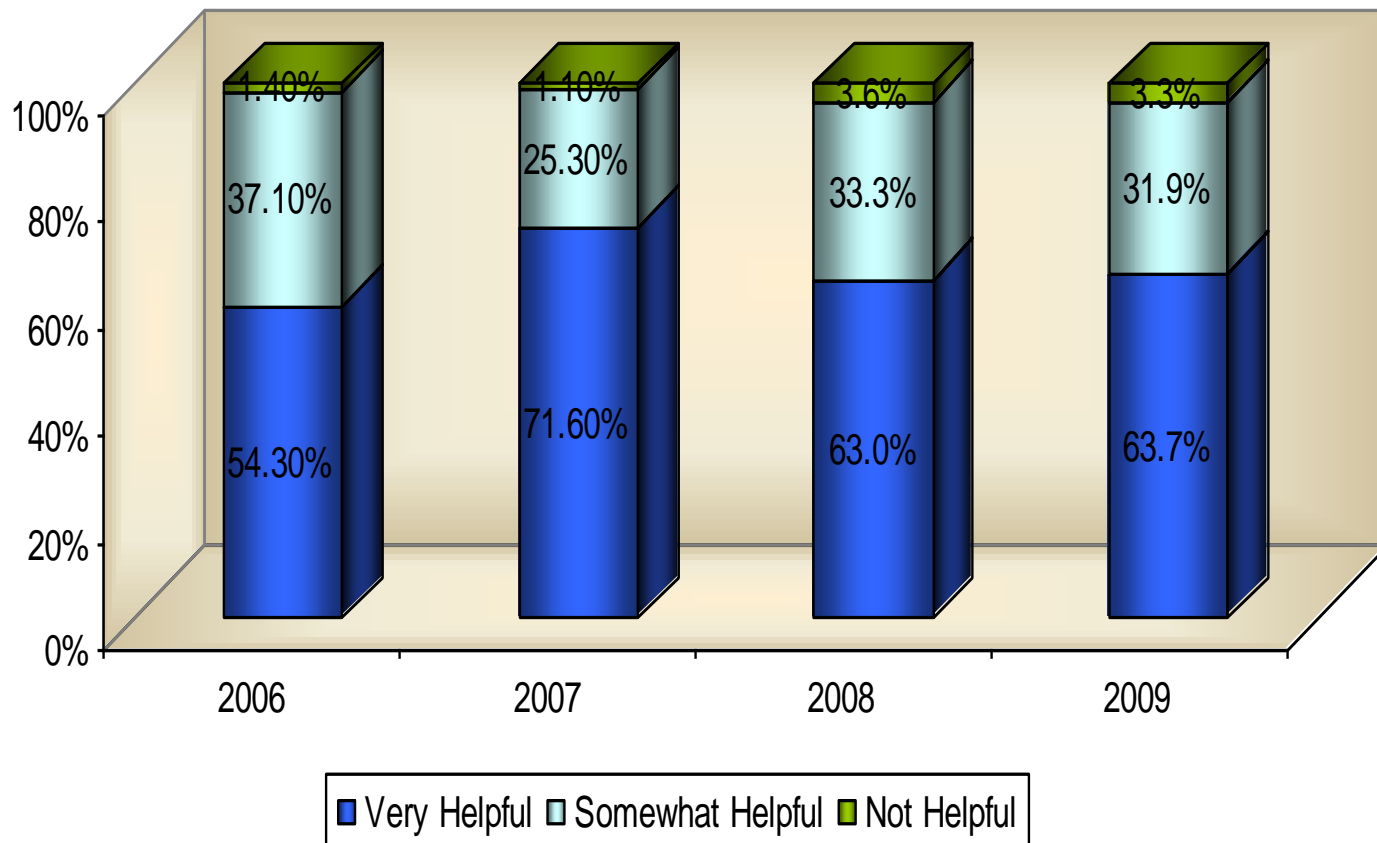


Provider Complaints: Satisfaction with Response

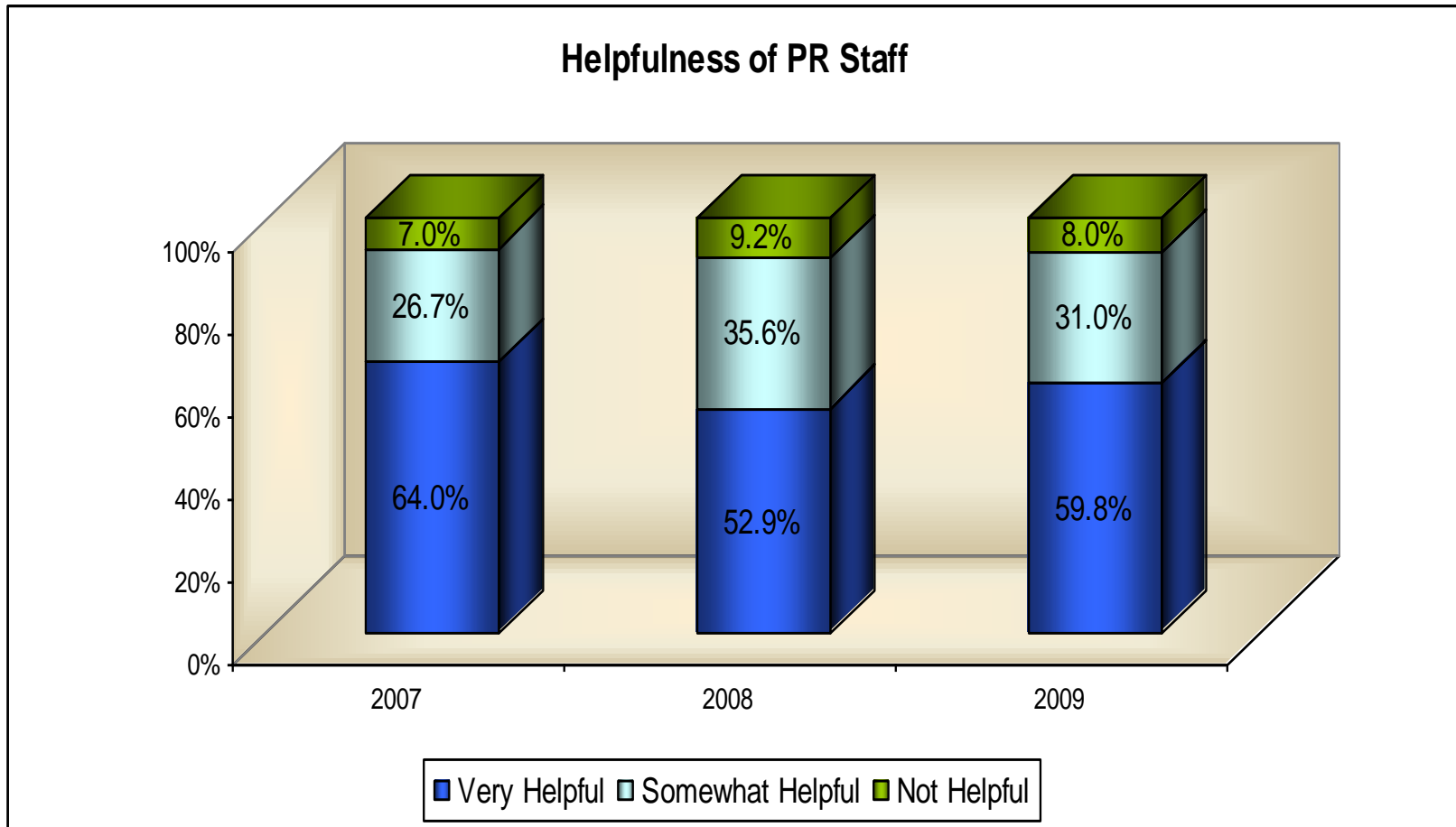


Value Options-Clinicians

Helpfulness of Clinical Staff

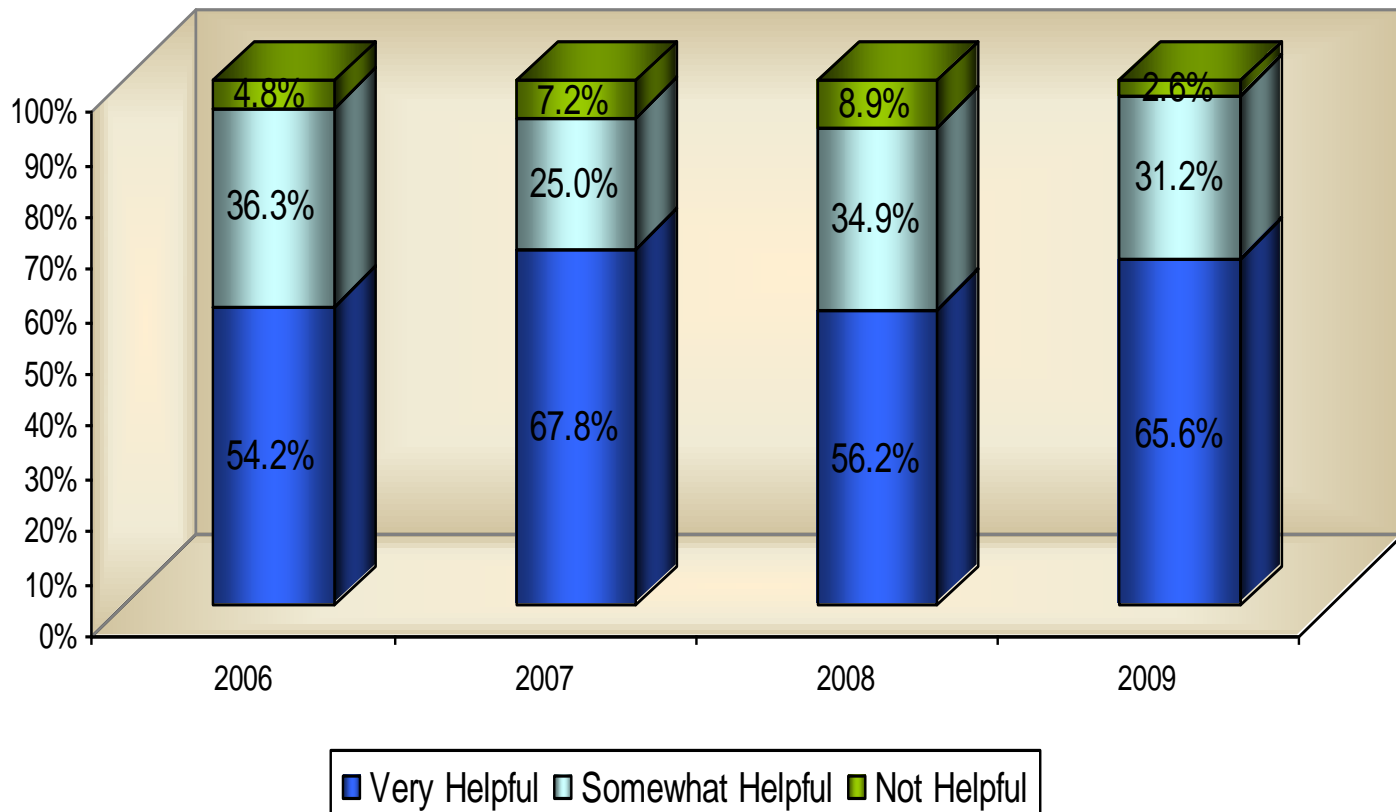


V.O.-Provider Relations Staff

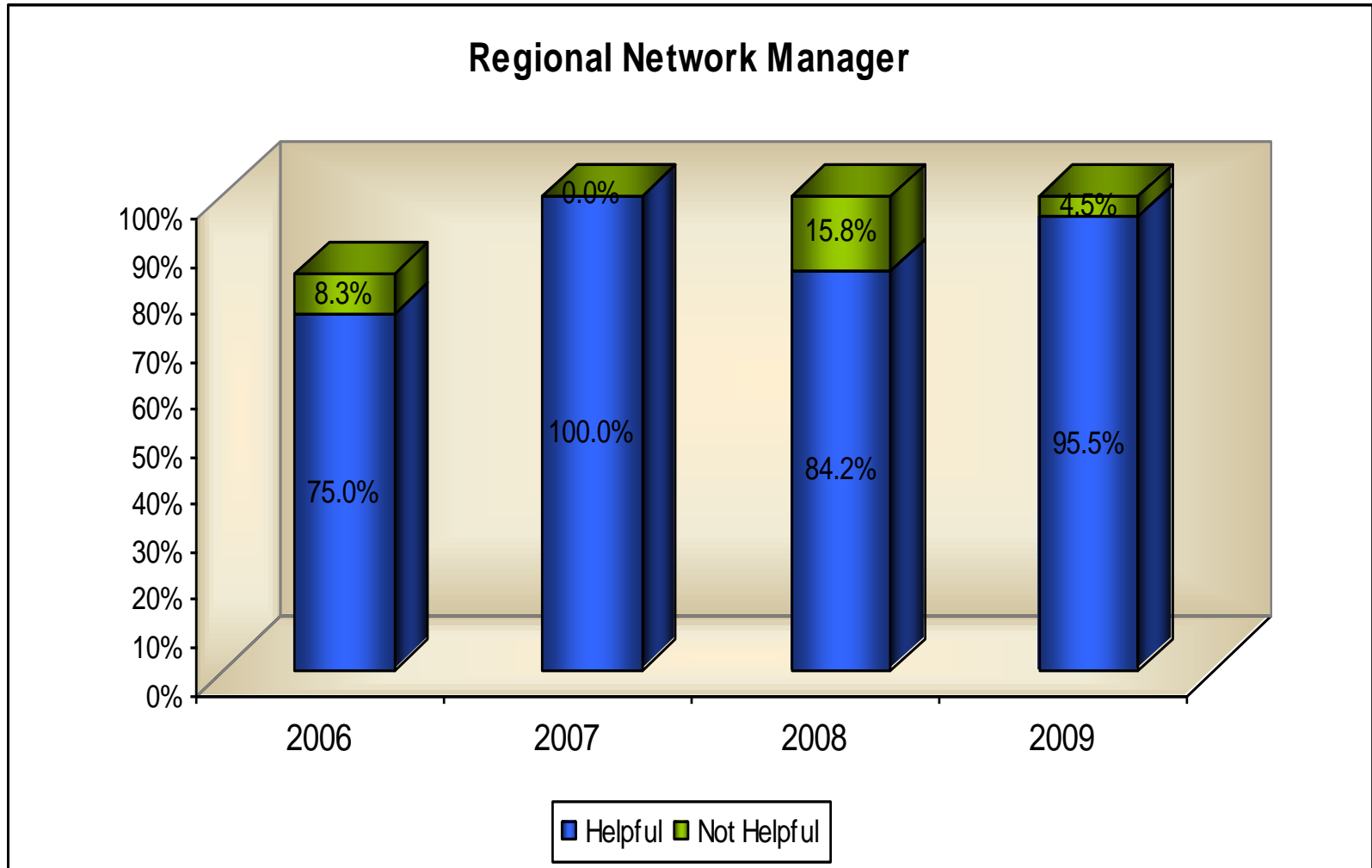


V.O.-Customer Service

Helpfulness of Customer Service Staff



Regional Network Managers



Reimbursement/Claims

- Similar to previous years the largest percent (47%) feel that CT BHP fees are about the same compared to other plans
- HP Claims Service: Overall Quality
 - Excellent – 15.2% (Increase from previous year)
 - Good – 36.5% (Increase from previous year)
 - Fair – 18.0%
 - Poor – 10.0%

Website

- In 2009, 71% of providers using CT BHP website found it easy to access information (an increase from 64.1% in 2008).
- 68.5% using the website were satisfied with the outpatient registration (consistent with previous years).

Communications

- 81.6% of providers found that E-mails sent from CT BHP were useful.
- 98.2% of provider found the Provider Handbook to be either very or somewhat informative.

Suggestions

- Simplify registration process for new patients – too lengthy
- Passwords expire too quickly
- More written communication in laymen terms
- Increase number of psychiatrists in network
- Reduce call backs to authorize care