

2015 CAHPS Health Plan Survey and Physician Workforce Survey

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Today

- Background and methodology
- Incentive and Performance measures
- Summary finding overview (CAHPS and PWS)
- Priority Matrices
- Next steps

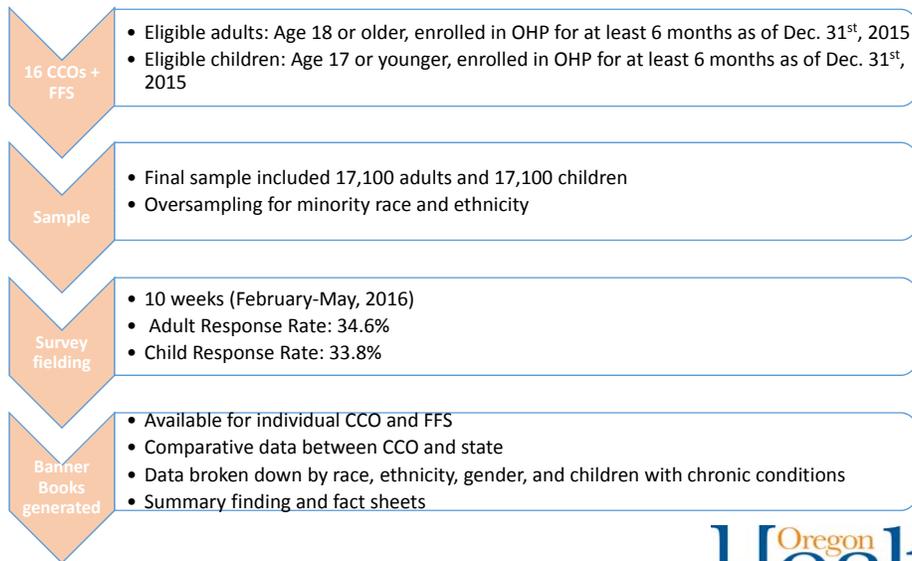
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Background (CAHPS HP Survey)

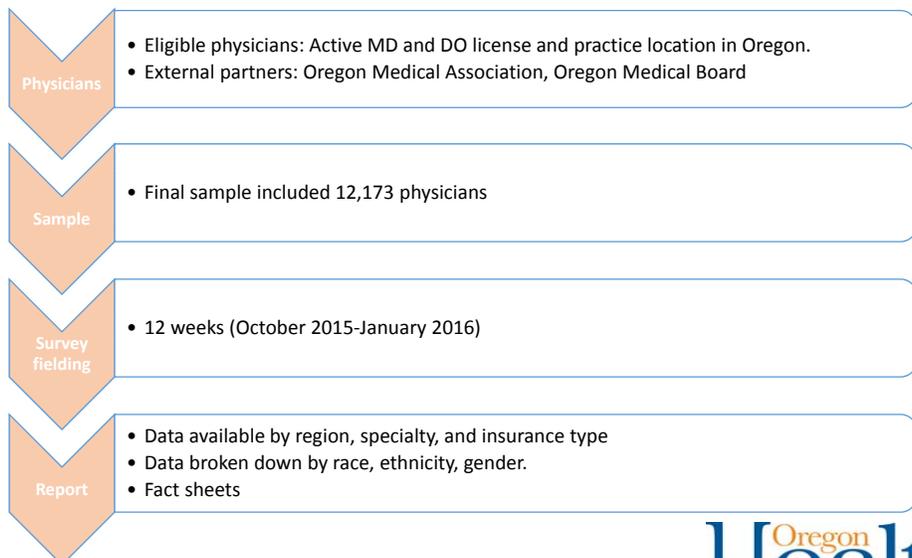


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Background: Physician Workforce Survey



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Incentive and Performance Measures

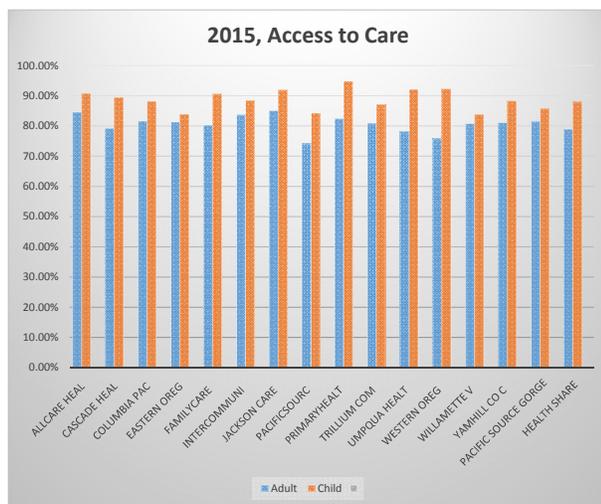
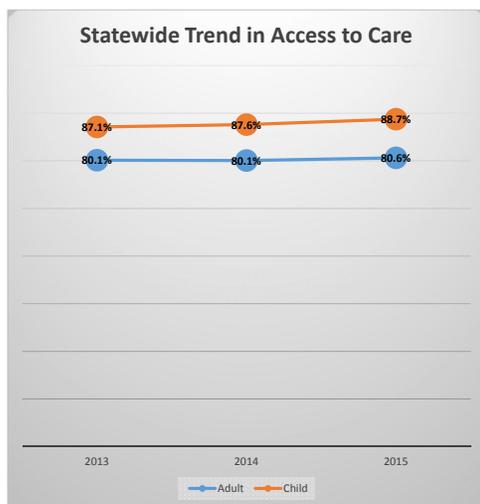
	Incentive Measure	Performance Measure
CAHPS HP Survey	Access to Care	Assistance with Tobacco Cessation
	Satisfaction with Care (customer service)	Health Status
Physician Workforce Survey		Percentage of physicians accepting new Medicaid patients
		Percentage of physicians currently with Medicaid patients in their care
		Overall payer mix amongst all physicians

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Access to Care

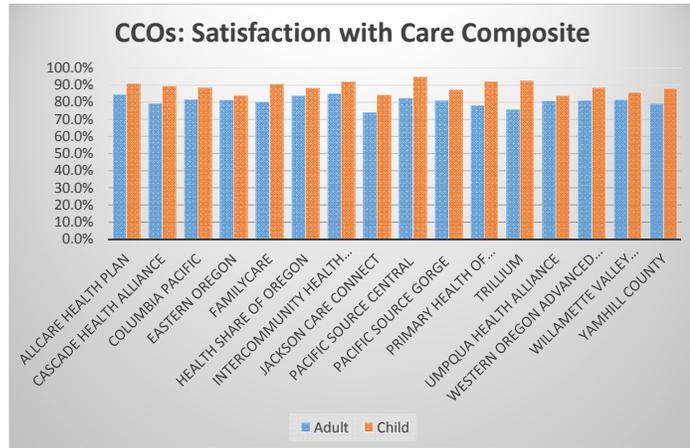
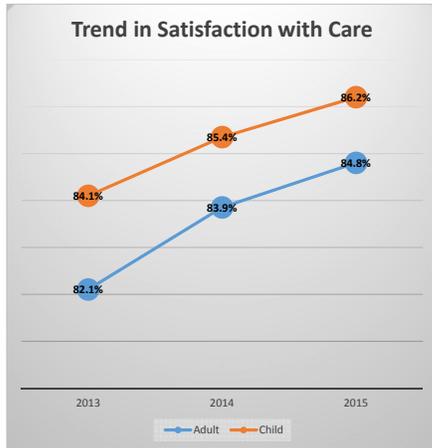


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Satisfaction with Care



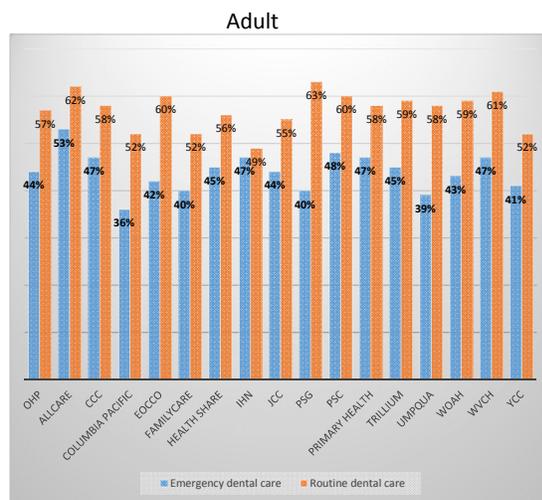
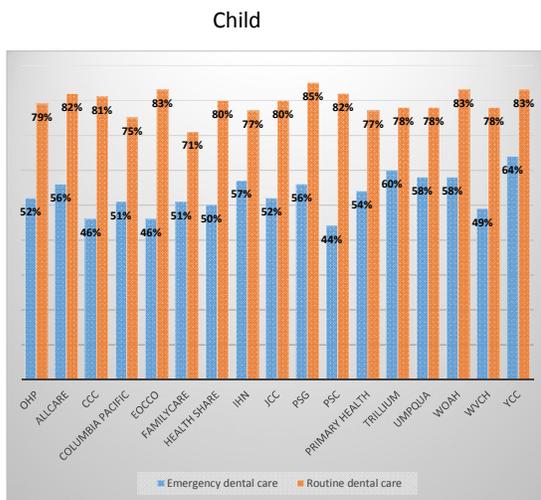
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Access to Dental Services

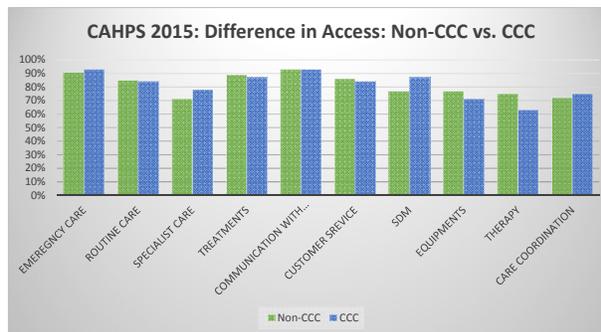
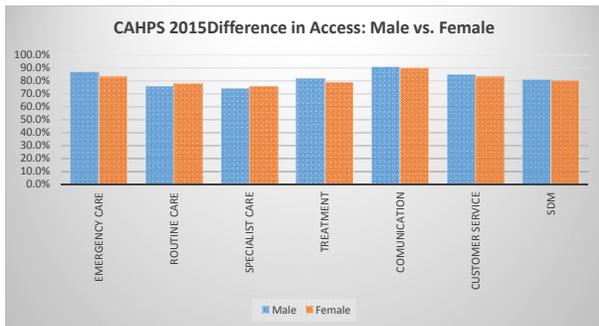
Rates of emergency and routine dental care access is similar to FFS population.



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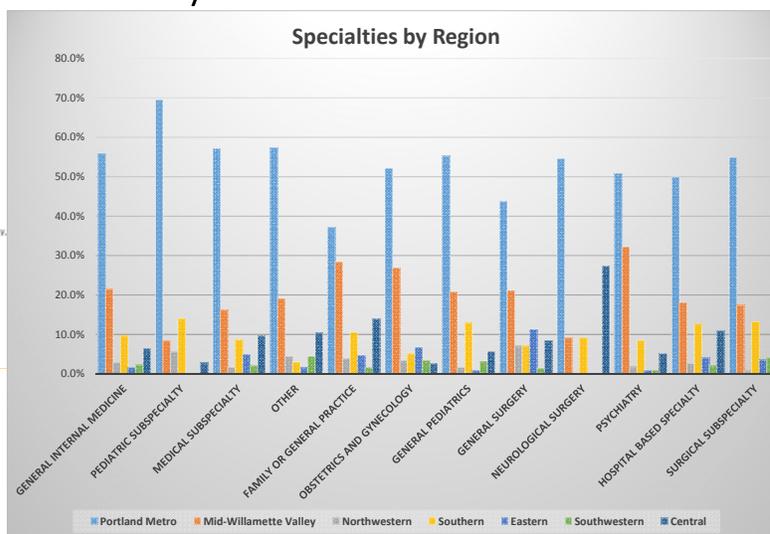
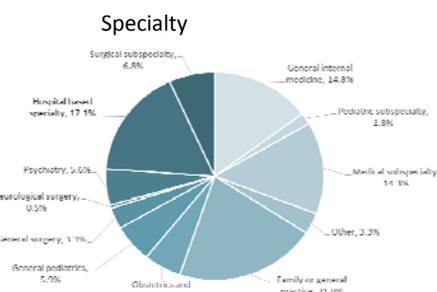


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Physician Workforce Survey

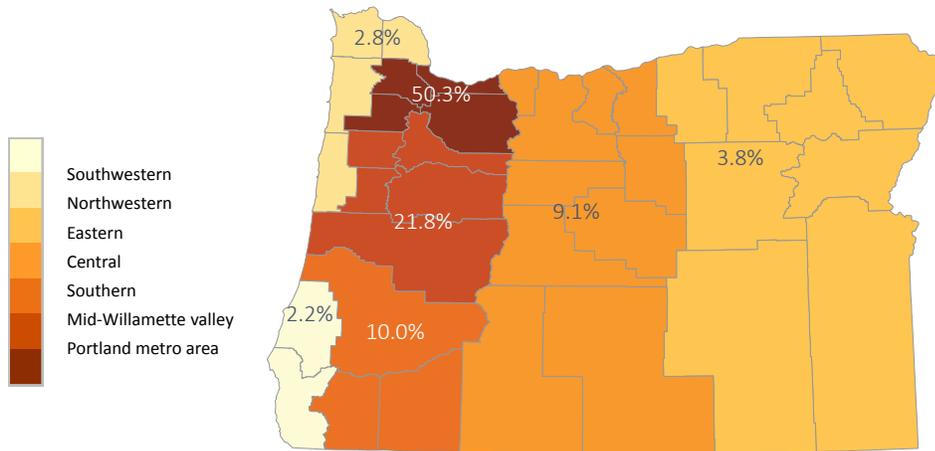


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Physician distribution by region

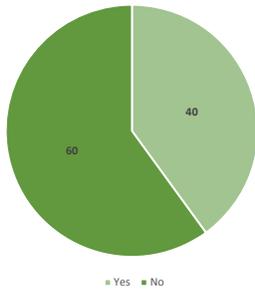


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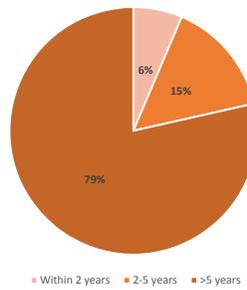
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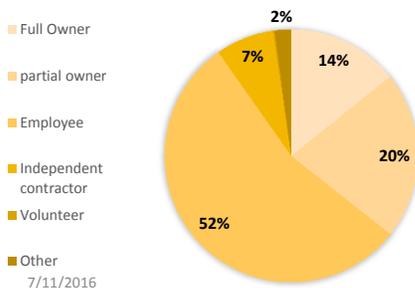
Self-identified as PCP



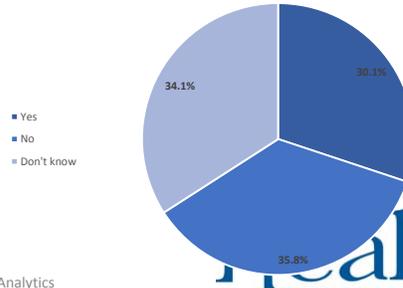
Plans for Retirement



Employment Status



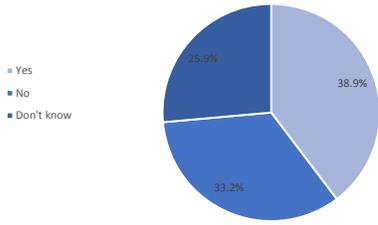
PCMH Recognition



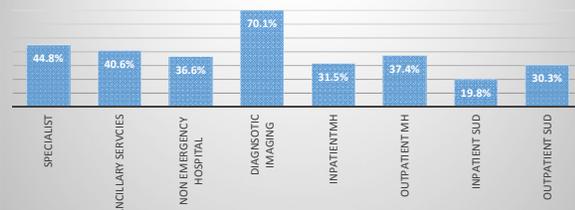
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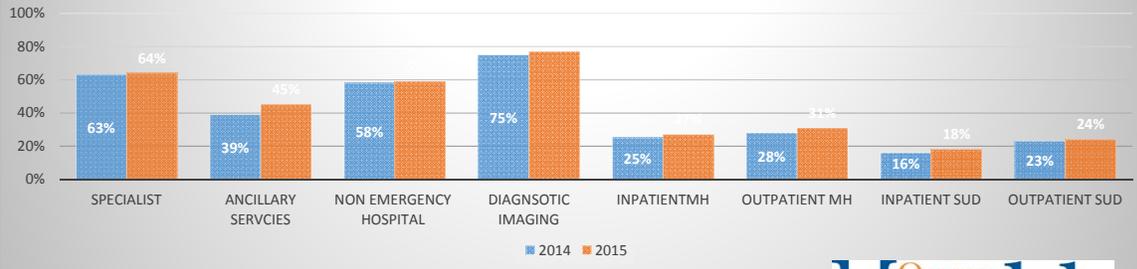
Physicians with Patients with SPMI under their Care



Ease of Referral to Other Services



Ease of Referral to other Services for all Medicaid Patients



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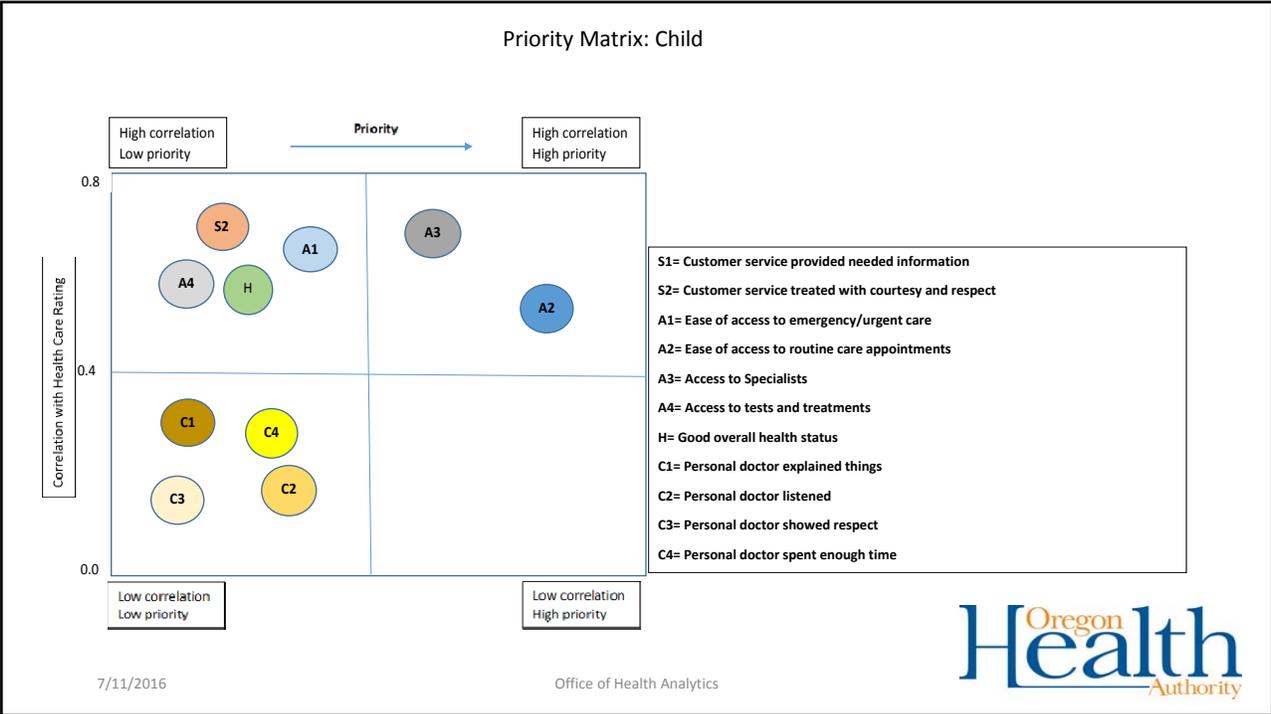
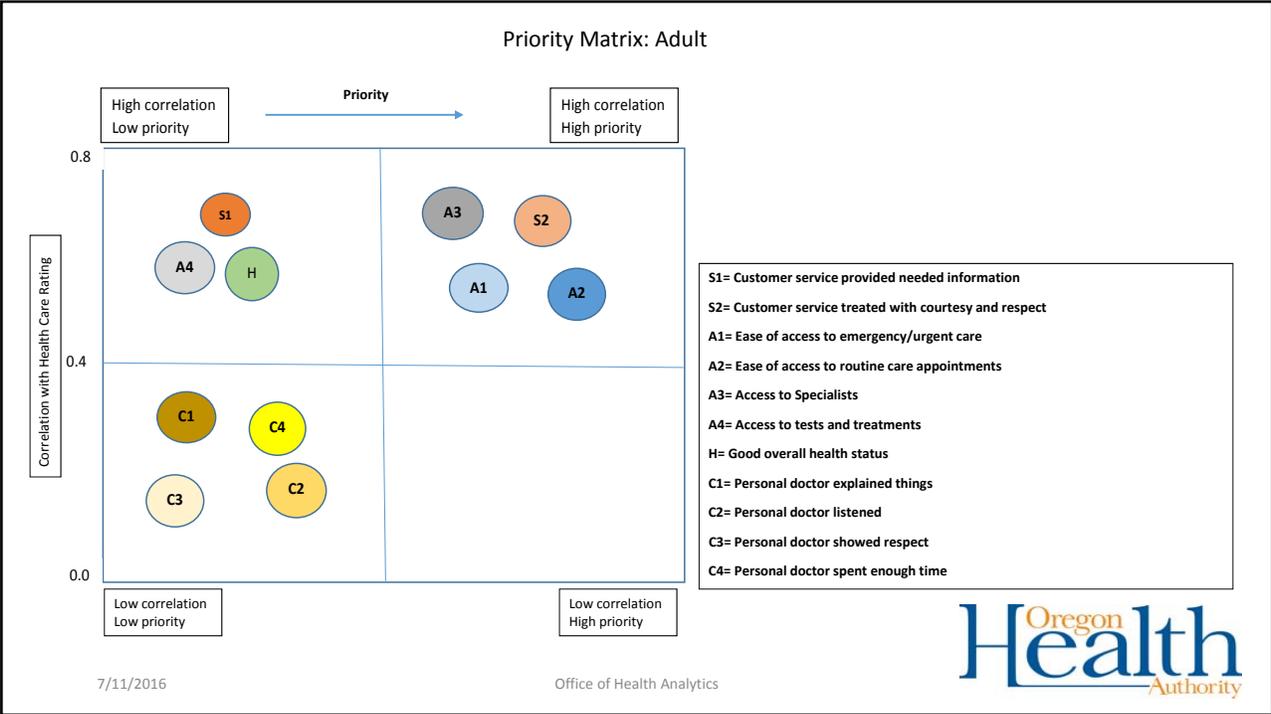
Measures that did not meet benchmark

CAHPS measures	Other incentive and performance measures
Access to routine care	Adolescent well-child visit
Provider communication about preventing illness	Colorectal cancer screening
Access to urgent care	Effective Contraceptive Use
Access to specialists	Timeliness of prenatal care
Access to special therapy for CCC	Controlling hypertension
Access to urgent care	Ambulatory ED visit



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Improvement strategy recommendation

- **Step 1.** Identify CAHPS measures that correlate with Patient Rating of Health care in the past 6 months.
- **Step 2.** Identify incentive and performance measures in which health plan had low score or did not meet benchmark/ improvement target, CHAPS measures as well as other CCO metric measures.
- **Step 3.** Break down CAHPS survey data by regions/ZIP codes to look at region specific outcomes for the above measures.
- **Step 4.** Identify clinics and/or providers in the same regions that have administered the CAHPS Clinician & Group survey.
- **Step 5.** Compare measures from the CAHPS health plan survey and the CAHPS clinician and group survey
- **Step 6.** Identify provider workforce in the same region through the Physician Workforce Survey data.
- **Step 7.** Learning Collaborative or other forms of communication between specific providers and CCO to identify reasons behind low scores for common measures of access to care.

Other significant findings: Adult Survey

- Only 50% of all the members found information they needed when they explored written materials or the internet about how their health plan works.
- 54% of members with fair/poor health status made appointments with a specialist compared to 33% of members with good/excellent health status.
- 44% of female members made appointments with specialists compare to 33% of male members.
- 65% of female members south care for multiple providers compared to 59% of male members. However, 77% of female members reported care coordination between providers compared to 84% of male members.
- 45.8% of members who are 45 or older, reported communication about risks/benefit of taking aspirin daily, with their provider/doctor.
- 1392 respondents reported seeking treatment three or more times for a chronic condition in the last six months.
- 2939 respondents reported taking prescription medication for a chronic condition. Majority (1044) of them are in the age group of 55-64
- Majority of respondents have some college education/two years degree, followed by high school graduate/GED.

Other significant findings: Child survey

- 20.5% (1161) of the surveyed children are children with chronic conditions (CCC) or children with special healthcare needs (CSHCN)
- Parents/guardians of CCC reported higher scores in Shared Decision Making with their providers about their children's health and treatment plans, including prescriptions.
- 25% of CCC needed physical, occupational, or speech therapy compared to 5% of non-CCC. However, 65% of CCC who needed therapy could access it, compared to 735 of non-CCC.
- 80% of non-CCC parents rated their child's health plan high compared to 67% of CCC parents
- 79% of parents/guardians reported their child has a regular dentist.
- Only 52% of parents reported getting easy access to dentist for emergency dental care
- 88% CCC have overall good health compared to 97% non-CCC
- 72% CCC have good mental and emotional health compared to 97% non-CCC
- Majority of responding parents/guardians are 35-44 years old and have some college education/two years degree. 95% of the respondents are parents and only 1% are legal guardians.

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Next Steps:

- Summary finding report
- Individual CCO Priority Matrix
- Technical Assistance on improvement Strategies
- Fact Sheets
- <http://www.oregon.gov/oha/analytics/Pages/index.aspx>

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