



# 2023 ENROLLEE EXPERIENCE SURVEYS ANALYSIS

## Background

Contra Costa Health Plan (CCHP) has a Medi-Cal population of approximately 268,000 Contra Costa residents and a commercial population comprised of approximately 4,100 Contra Costa County employees and 2,100 In-Home Supportive Services (IHSS) members. Each year, CCHP surveys our members to help measure member satisfaction, access to services, and cultural and linguistic services.

The survey process encompasses three distinct instruments tailored to capture various aspects of the member experience. The Consumer Assessment of Healthcare Providers & Systems (CAHPS) survey offers a comprehensive evaluation of overall experience and access to care. Additionally, the Experiences of Care and Health Outcomes survey specifically targets individuals receiving behavioral health services, aiming to delve deeper into their unique needs and experiences. Lastly, a specialized survey is administered to non-English speaking members, focusing on assessing the adequacy of language access services provided by CCHP.

By systematically gathering feedback through these surveys, CCHP endeavors to gain valuable insights into members' perspectives, identify areas for improvement, and tailor services to better meet the diverse needs of its enrollees. This commitment to continuous assessment and enhancement underscores CCHP's dedication to providing accessible, culturally competent, and high-quality care to all members of the community.

## Consumer Assessment of Healthcare Providers & Systems (CAHPS)

### Methodology

Annually, CCHP collects and analyzes information on member experience from the Consumer Assessment of Healthcare Providers and System (CAHPS) Health Plan survey. CCHP utilized standard CAHPS questions in addition to adding CAHPS supplemental questions related to access and triage. In 2023, the survey was administered by DataStat, a third-party vendor. The survey sampled 3,600 CCHP members who were continuously enrolled with CCHP for the last six months of 2022, with no more than one enrollment gap

of 45 days or less. The surveys were mailed up to three times per member. The responses were considered valid if they completed at least three of five designated questions. CCHP received 496 valid responses, for a response rate of 13.6%. This response rate is lower compared to 2021, where 14.7% of those surveyed responded.

## Analysis

In reviewing these data, CCHP performs remarkably well for Effectiveness of Care measures, ranking in the 95th percentile nationally for all 3 topics. Additionally, CCHP ranks in the 66th percentile nationally for the overall rating of all health care, and the percentage of favorable respondents increased by 3.2 points from Reporting Year (RY) 2022 to RY2023. CCHP also saw a 3.5-point increase in Customer Service composite score and CCHP now ranks in the 50th percentile nationally. While still below the 50th percentile, both the Getting Needed Care and Getting Care Quickly composite scores improved, both in terms of percentage of positive responses (+3.3% and +6.7%, respectively) and in percentile.

Measure	RY 2022	RY 2023	Percent Change	Percentile
<b>Overall Ratings</b>				
Rating of all health care	75.8%	78.2%	3.2%	66th ▲
Rating of personal doctor	84.7%	80.8%	-4.6%	33rd ▼
Rating of specialist talked to most often	76.0%	79.2%	4.2%	10th ▲
Rating of health plan	78.4%	79.6%	1.5%	33rd ▬
<b>Composite Scores</b>				
Getting Needed Care	76.6%	79.1%	3.3%	25th ▲
Getting Care Quickly	74.4%	79.4%	6.7%	33rd ▲
Communication	93.5%	92.8%	-0.7%	33rd ▼
Customer Service	82.3%	85.2%	3.5%	50th ▲
<b>Effectiveness of Care</b>				
Advising Smokers to Quit	75.9%	80.4%	5.9%	95th ▲
Discussing Cessation Medications	53.7%	63.0%	17.3%	95th ▲
Discussing Cessation Strategies	50.0%	70.5%	41.0%	95th ▲

The two topics where there were declines from RY2022 to RY2023 were the overall rating of personal doctor, which decreased 4.6 points (33rd percentile), and the Communication composite score, which decreased 0.7 points (33rd percentile). Additionally, while there were many improvements compared to RY 2022, both in overall percentage responding favorably and in overall percentiles, there remains much room for improvement. Only one

overall rating (out of four ratings) and only one composite score (again out of four total scores) have achieved the 50<sup>th</sup> percentile.

**Getting Care Quickly.** When patients needed care right away, 87.9% responded positively that they were able to get the care they needed. Interestingly, only 70.9% had a satisfactory response to getting an appointment for routine care as soon as they needed.

**Getting Needed Care.** Of respondents, 85.9% responded that it was easy to get the care, tests, or treatment they needed. Members felt that they could get an appointment with a specialist as soon as they needed 72.3% of the time, showing an opportunity for improvement.

**Communication.** Each question in this domain achieved at least 90.0% positive responses, indicating overall satisfactory experiences with the providers. However, the lowest performing question in this domain was related to the amount of time the member's personal doctor spent with them. Only 90.4% of members responded positively to this question and this question had the highest percentage of "never" responses at 1.8%.

**Customer Service.** Members felt that CCHP's customer service staff treated them with courtesy and respect, with 89.5% of members responding positively. While members felt like they were treated with respect, only 80.9% of respondents felt the staff gave them the information or help they needed.

**After Hours and Advice Nurse.** CCHP included supplemental questions related to after-hours care and the advice nurse line. Over half of members thought it was easy to get the after-hours care they thought they needed, though nearly a quarter felt like it was never easy. For members who called the advice nurse line, 86.6% responded that they got the help or advice they needed.

## Experiences of Care and Health Outcomes (ECHO)

### Methodology

In 2023, CCHP administered the Experiences of Care and Health Outcomes (ECHO) Survey to query members about their experiences with Behavioral Health. The survey was administered to members who accessed non-specialty mental health services between 4/1/2023 and 9/30/2023. CCHP staff sent the surveys to members in English, Spanish, or Traditional Chinese based on their preferred language. A reminder email was sent 2 weeks after the initial survey was sent. For adult members, CCHP sent 2,974 surveys and received 231 responses, for an overall response rate of 7.8%. The response rate in 2023 was higher

than the 6.6% behavioral health survey response rate in 2022. For pediatric members, CCHP sent 506 surveys and received 43 responses, for an overall response rate of 8.5%, which was also higher than the 2022 survey.

## Analysis

### Adults

**Getting Treatment Quickly.** In the Getting Treatment Quickly domain, only 59.6% of people felt like they “Always” or “Usually” could see someone as soon as they wanted when they needed treatment or counseling right away. However, 69.6% of people indicated that they were able to get an appointment for treatment or counseling as soon as they wanted (not right away). These results are opposite of the results seen in the larger CAHPS survey. Over a quarter of members (25.3%) indicated that delays in counseling or treatment while they waited for approval was a big problem.

**Communication.** Overall, respondents indicated that their clinicians communicated well, and 95.3% indicated that they feel safe during treatment/counseling. Similar to the larger CAHPS survey, one of the lower performing questions in this domain was the amount of time spent with the member, with only 80.8% responding positively. Members also wish to be more involved in their treatment, with only 77.9% stating that they were involved as much as they wanted.

**Getting Information.** Only 31.4% of members were told about self-help or consumer run programs and 46.2% were told about the different types of counseling or treatment available. Only 42.4% of respondents indicated that it was not a problem to get the help they needed when they called customer service.

**Counseling and Treatment.** On the overall rating for Counseling and Treatment, nearly two-thirds of respondents (63.5%) had a favorable view of their treatment and the average rating was 7.8/10.

**Perceived Improvement.** In each measure, more than half of respondents showed improvement compared to 12 months ago. Members had the most improvement in their ability to deal with daily problems, with 66.1% responding that they had improved. However, when looking at members’ problems or symptoms overall, only 59.2% reported improvement.

## Children

**Getting Treatment Quickly.** In the Getting Treatment Quickly domain, fewer than half of parents felt like they could get the treatment they needed quickly. Members had the most positive responses for getting treatment right away, with 50.0% responding positively. Only 33.3% of members responded that they could get non-urgent treatment as soon as they wanted.

**Communication.** Over 90% of respondents stated that their child's clinician had respect for what the caregiver had to say and none of the questions in this domain received a "never" response. Only 54.6% responded that they felt they were involved as much as they wanted in counseling or treatment.

**Getting Information.** In contrast to the adult survey, nearly three-quarters of respondents had been given information about different kinds of counseling or treatment that is available for children. Only 37.5% of members were able to get the help they needed when they called customer service.

**Counseling and Treatment.** The overall rating of counseling and treatment was 8.5/10 and the lowest rating received was a 5.

**Perceived Improvement.** Over 80% of respondents noted that their children had improved symptoms compared to 12 months prior. The most improvement was seen in the members' rating of problems or symptoms now, where 88.2% showed improvement and there were no responses that problems or symptoms got worse.

As there are no benchmarks or year-over-year comparisons to be made due to the methodology change, these results are hard to interpret. CCHP plans to administer the survey again in 2024 to trend results and identify opportunities for improvement in member experience with behavioral health services.

## Language Access Survey

### Methodology

In 2023, CCHP conducted a language access survey utilizing the CAHPS supplemental survey questions related to interpreter services and health promotion and education. The surveys were sent to members if they utilized services in the previous 6 months and their preferred language was Spanish, Chinese, Dari, Farsi, Vietnamese, Arabic, Punjabi, Tagalog, Russian, Hindi, Korean, Cambodian, Thai, Japanese, Armenian, or Hmong. Surveys were

distributed in a total of 16 languages. CCHP sent out 7,906 surveys and received 506 responses, for a response rate of 6.4%.

## Analysis

The results of the Language Access Survey were largely positive, with 81.4% stating they could access an interpreter when needed and 83.9% rating their interpreter positively. Nearly 95% of members felt their doctor showed respect for what they had to say, a slightly higher percentage than the same question on the larger CAHPS survey. Nearly 19% of respondents indicated that they are using their friends or family members as interpreters. Further work needs to be done to determine if there is a need to educate members about language access services or if these results are due to patient preferences.

Measure	% Positive Responses
How often did your personal doctor show respect for what you had to say?	94.5%
How often were instructions for health conditions easy to understand?	90.8%
How often did you get an interpreter when you needed one?	81.4%
How often did you use a friend or family member as an interpreter?*	81.1%

Respondents were also asked which health education topics they would like to learn more about. Members were most interested in Cholesterol or Heart Health (25.7%), Diabetes (25.1%), and Healthy Eating (19.4%). When searching for health-related information, members searched the internet (43.5%) or spoke to a health professional (31.3%) to find information. This is important information for CCHP to help improve the instructions and information available for health conditions.

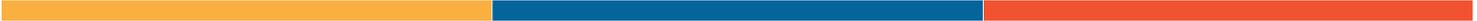
As with the behavioral health survey, the methodological change to a more standardized survey means that there are no meaningful comparisons to be made in this reporting year.

## Discussion

The three member surveys detailed in this report highlight some opportunities for improvement.

**Timely Access to Care.** Responses indicate that while some members were able to access urgent care promptly, there were concerns regarding obtaining non-urgent care in a timely manner, specifically for specialty services and behavioral health.

**Communication and Relationships with providers.** CCHP consistently ranks high with provider communication and members' relationship with providers. Across all three



surveys, there were high marks for feeling their provider listened to what the member had to say and that the provider treated the member with respect. Notably, this was also true for those whose primary language was not English and members utilizing interpreter services to communicate with their provider.

**Customer Service.** While members generally felt treated with courtesy and respect by customer service staff, there were indications of dissatisfaction in terms of receiving the necessary information or help. Enhancing training for customer service representatives to ensure they can effectively address member inquiries and provide comprehensive support may improve overall satisfaction in this area.

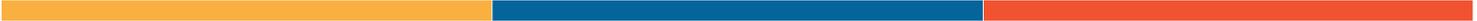
**Language Access.** While the Language Access Survey yielded positive results overall, a notable percentage of respondents indicated using friends or family members as interpreters. This suggests a potential need for further education on available language access services or addressing potential barriers to accessing professional interpretation services. Additionally, understanding members' preferred health education topics and preferred sources for health-related information can help tailor communication strategies to better meet their needs.

**After Hours and Advice Nurse Services:** A significant portion of members expressed challenges in accessing after-hours care when needed, indicating room for improvement in this aspect of service delivery. Addressing barriers to accessing timely care outside of regular office hours and ensuring that the advice nurse line effectively meets members' needs can contribute to improved member satisfaction and health outcomes.

After analyzing member experience data, the CCHP Quality Director conducted key informant interviews with the Provider Relations Director, the Medical Director of Behavioral Health, the Chief Health Equity Officer, and the Director of Membership Services. Through these interviews, a barrier analysis was conducted to gain insights into ongoing improvement projects within the organization.

One barrier to satisfaction was access to specialists and behavioral health. In response, the Director of Provider Relations reported proactive efforts to increase the number of contracted specialists in the CCHP network, resulting in a notable 5.9% year-over-year increase, with large increases in behavioral health providers and dermatologists. Additionally, the number of members per specialist decreased, which will improve member access going forward.

Moreover, to streamline access to behavioral health services, CCHP also changed prior authorization requirements for continuing behavioral health treatment. Notably,



authorization requirements for continued therapy after the completion of eight sessions were removed, ensuring more consistent and timely access to treatment for members in need.

With an additional eye to improving member experience in accessing specialty services, CCHP implemented an automatic referral to community health worker (CHW) services when an authorization for Applied Behavior Analysis (ABA) services is approved. This initiative aims to facilitate access to comprehensive support services for parents and caregivers of children receiving ABA therapy.

In further efforts to enhance member experience, the Director of Membership and Marketing identified opportunities for improvement in publicizing the Advice Nurse line and Interpreter services. New member materials have been updated to prominently feature these services, complemented by ongoing website redesign efforts aimed at better showcasing health plan services. Additionally, call center staff have undergone additional education to better assist members, reflecting CCHP's commitment to continuously improving service delivery across all touchpoints.

## Conclusion

Overall, CCHP members have shown improved experiences with CCHP in 2023 compared to 2022, with the exception of members' rating of their personal doctor and how well their doctors communicate. CCHP members accessing behavioral health treatment overall had favorable views of their treatment but felt that access to urgent treatment could be improved. Finally, members who needed interpreter services rated those services favorably and were able to access them when needed. Moving forward, CCHP remains dedicated to addressing these areas of opportunity and building upon its successes to ensure the highest quality of care and satisfaction for all members.