

Patient Experience Improvement Priority & Focus

Please join Partnership’s strategic focus to improve “your” patient and “our” member’s health care and health plan experience. Since the beginning of the PCP QIP pay-for-performance program, the Non-Clinical Patient Experience Measure has represented an incentive opportunity to drive healthy outcomes through favorable patient experience.

Perhaps not widely known, each year Partnership is required to perform a regulated Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey which is separate and distinct from the survey administered for the PCP QIP Patient Experience measure. The CAHPS® survey is administered to capture accurate and complete information about HealthPlan member-reported experiences and specifically aims to measure how well plans are meeting covered member expectations. It also determines which areas of service have the greatest influence on member overall satisfaction and identifies areas of opportunity to improve the quality of care and service delivery.

The annual CAHPS survey results provide a retrospective performance on key National Committee for Quality Assurance (NCQA) ratings and composite measures. Typically, the regulated survey is conducted in February of each calendar year, and members are asked to share their experiences over the past six (6) months, representing dates-of-service between the months of July 1st and December 31st of the prior year. Survey questions target member experiences and engagement with a physician, non-emergent clinical setting, health plan, and health plan delivery of covered benefits.

Similar to the Consumer Groups (CG)-CAHPS® survey used in the PCP QIP Patient Experience measure, the CAHPS® survey poses several core question topics. Table A is a comparison between the different survey types.

Table: A

	CAHPS® Health Plan: Partnership	CG-CAHPS® Partnership Provider Network: Parent Organization
Core Survey Topics		
Access to care	<ul style="list-style-type: none"> • Getting need care • Getting care quickly 	<ul style="list-style-type: none"> • Getting timely appointments, care, and information
Communication between patients and providers	<ul style="list-style-type: none"> • How well doctors communicate 	<ul style="list-style-type: none"> • How well providers communicate with patients
Care coordination		<ul style="list-style-type: none"> • Providers’ use of information to coordinate patient care
Customer service	<ul style="list-style-type: none"> • Health plan customer service 	<ul style="list-style-type: none"> • Helpful, courteous, and respectful office staff

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Measure Year (MY) 2023 CAHPS® Survey Performance

Partnership relies on the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) Quality Compass benchmarks and internal performance targets focused on eight (8) NCQA rating and composite summary measures. It should be mentioned that the QI CAHPS® program increased the prior year’s 25th percentile performance targets to the 33rd HEDIS Quality Compass percentile ranking. Summary measures performing below the 33rd percentile target are flagged for review and discussion.

The comparison tables B & C illustrates Adult and Child CAHPS® survey scores by MY 2023 and MY 2022.

Table B: Adult CAHPS Survey Scores

	ADULT CAHPS Composite	2022-2023 (14.3% Response Rate) Sample Size 2,700 Total Returns 380	MY 2022 Percentile Ranking	Partnership (PHC) Benchmark	Partnership Benchmark Met?	2023-2024 (15.3% Response Rate) Sample Size 3,375 Total Returns 510	MY 2023 Percentile Ranking	Partnership (PHC) Benchmark	Partnership Benchmark Met?
Rating Measure	Rating of Health Plan (% 8, 9, 10)	73.8%	18th	PHC ≥ 25th	No	68.4%	<5th	PHC ≥ 33rd	No
	Rating of All Health Care (% 8, 9, 10)	74.9%	40th	PHC ≥ 25th	Yes	66.9%	5th	PHC ≥ 33rd	No
	Rating of Personal Doctor (% 8, 9, 10)	81.5%	42nd	PHC ≥ 25th	Yes	82.8%	51st	PHC ≥ 33rd	Yes
	Rating of Specialist Seen Most Often (% 8, 9, 10)	81.1%	26th	PHC ≥ 25th	Yes	81.0%	41st	PHC ≥ 33rd	Yes
Composite Measure	Getting Needed Care (% Always or Usually)	76.4%	14th	PHC ≥ 25th	No	74.0%	7th	PHC ≥ 33rd	No
	Getting Care Quickly (% Always or Usually)	69.5%	5th	PHC ≥ 25th	No	68.1%	<5th	PHC ≥ 33rd	No
	Care Coordination (% Always or Usually)	86.6%	73rd	PHC ≥ 25th	Yes	78.8%	11th	PHC ≥ 33rd	No
	How Well Doctors Communicate (% Always or Usually)	92.9%	51st	PHC ≥ 25th	Yes	92.6%	48th	PHC ≥ 33rd	Yes
	Customer Service (% Always or Usually)	88.6%	38th	PHC ≥ 25th	Yes	87.0%	18th	PHC ≥ 33rd	No

RATING MEASURES

- In year over year comparisons, there was a noted decline in MY2023 of two (2) measures, **Rating of Health Plan** and **Rating of All Health Care**, and an observed improvement in benchmark rates for **Rating of Personal Doctor** and **Rating of Specialist Seen Most Often** compared to MY 2022.
- Plan Performance MET: **Rating of Personal Doctor** and **Rating of Specialist Seen Most Often** (% 8, 9, 10).

COMPOSITE MEASURES

- In MY 2023, there was a noted decline of all five (5) composite measures, and only one (1) measure exceeded the 33rd percentile performance target.
- Plan Performance MET: **How Well Doctors Communicate** (% always or usually).

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Table C: Child CAHPS Survey Scores

CHILD CAHPS Composite		2022-2023 (14.9% Response Rate) Sample Size 4,125 Total Returns 611	MY 2022 Percentile Ranking	Partnership (PHC) Benchmark	Partnership Benchmark Met?	2023-2024 (16.1% Response Rate) Sample Size 4,125 Total Returns 659	MY 2023 Percentile Ranking	Partnership (PHC) Benchmark	Partnership Benchmark Met?
Rating Measure	Rating of Health Plan (% 8, 9, 10)	84.7%	33rd	PHC ≥ 25th	Yes	86.5%	45th	PHC ≥ 33rd	Yes
	Rating of All Health Care (% 8, 9, 10)	80.4%	<5th	PHC ≥ 25th	No	76.9%	<5th	PHC ≥ 33rd	No
	Rating of Personal Doctor (% 8, 9, 10)	90.5%	51st	PHC ≥ 25th	Yes	89.9%	55th	PHC ≥ 33rd	Yes
	Rating of Specialist Seen Most Often (% 8, 9, 10)	85.2%	34th	PHC ≥ 25th	Yes	81.5%	21st	PHC ≥ 33rd	No
Composite Measure	Getting Needed Care (% Always or Usually)	76.7%	10th	PHC ≥ 25th	No	77.1%	14th	PHC ≥ 33rd	No
	Getting Care Quickly (% Always or Usually)	76.3%	<5th	PHC ≥ 25th	No	78.9%	9th	PHC ≥ 33rd	No
	How Well Doctors Communicate (% Always or Usually)	92.7%	26th	PHC ≥ 25th	Yes	93.0%	40th	PHC ≥ 33rd	Yes
	Care Coordination (% Always or Usually)	81.1%	19th	PHC ≥ 25th	No	80.4%	22nd	PHC ≥ 33rd	No
	Customer Service (% Always or Usually)	89.9%	73rd	PHC ≥ 25th	Yes	91.2%	89th	PHC ≥ 33rd	Yes

RATING MEASURES

- In year over year comparisons, there was a noted decline in MY 2023 of two (2) measures, **Rating of All Health Care and Rating of Specialist Seen Most Often**, and an observed improvement in benchmark rates for **Rating of Health Plan and Rating of Personal Doctor** compared to MY 2022.
- Plan Performance MET: **Rating of Health Plan and Rating of Personal Doctor (% 8, 9, 10)**.

COMPOSITE MEASURES

- In MY 2023, there was a noted improvement of four (4) composite measures, and only two (2) measures exceeded the plan 33rd percentile performance target.
- Plan Performance MET: **How Well Doctors Communicate and Customer Service (% always or usually)**.

Patient-Member-Centric Approach: **Why is this important?** Simply stated, we all benefit when the member/patient is experiencing consistent delivery of favorable service and engagement. Conversely, when patient/member is experiencing barriers linked to: timely access, communication, and customer service, we all experience an impact, the patient/member most of all.

TIPS AND IDEAS:

Seek Guidance - The QI CAHPS® Team offers new insights with the intent to generate ideas to help clinical staff, but also generate improvement discussion for other known barriers or common themes unique to your practice.

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In 2023, Partnership administered an additional third-party non-regulated CAHPS® Adult survey that included a 43-question survey mailed to a random member sample size of 5,000. Member participation offered a total of 678 survey completes, (678/5,000) a 13.6% response rate. Below are example survey questions related to the patient/member benefits:

Question Attribute Benefit Literacy	
<p>Q22. Which of the following resources do you prefer to use when you need to find information about your health benefits and coverage.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Call the health plan's customer service department <input type="checkbox"/> Look first in the health plan's member handbook <input type="checkbox"/> My health plan's website <input type="checkbox"/> Ask my provider or someone at my provider's office <input type="checkbox"/> Other, please explain: _____ 	<p>Response (n=678):</p> <ul style="list-style-type: none"> ▪ 35.7% Ask provider or someone at my provider's office. ▪ 29.1%: Call the health plan's customer service department. ▪ 23.1%: My health plan's website. ▪ 7.9%: Look first in the health plan's member handbook. ▪ 4.2%: Other.
<p>Q23. Rating of understanding of benefits and coverage.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor 	<p>Response (n=678):</p> <ul style="list-style-type: none"> ▪ 53%: Excellent or very good understanding of health benefits and coverage. ▪ 47%: Fair or poor understanding of health benefits and coverage.

You may agree that in general Medi-Cal covered benefits are complex so it is good for the office staff or new hires to be familiar with these benefits or know where to direct the member/patient for additional assistance.

SEEK HELP: Partnership's Member Services Department is available Monday - Friday, 8 a.m. - 5 p.m. You can call us at **(800) 863-4155**.

Did you know that Partnership offers the following covered benefits, programs or services?

- ❖ [Transportation](#)
- ❖ [Language Assistance - Interpreter Services](#)
- ❖ [Telehealth Services](#) (Is your practice participating?)
- ❖ [Workforce Development](#) - Provider Requirement

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Additional Background: In 2021, Partnership achieved National Committee for Quality Assurance (NCQA) Health Plan Accreditation and in September of 2023 another organizational milestone was reached with our first official NCQA Health Plan Star Rating of 3.5 out of 5 Stars. These two achievements demonstrate 30 years of organizational commitment to cultivating a culture of quality, and purpose to our mission, “To help our members and the communities we serve, be healthy.” The method and accreditation requirement for how our member’s rate our service is through the administration of the CAHPS® regulated survey, and the collection of various member data resources used to assess member satisfaction with Partnership and the provider network.

2024 NCQA Health Plan Star Rating

- [Partnership NCQA Health Plan Star Rating 3.5 Stars](#) (Adult Population)
 - Patient Experience Star Rating 1.5 out of 5

QI HEDIS Team NCQA star rating estimate

- Partnership NCQA Health Plan Star Rating 4.0 Stars (Child Population)
 - Patient Experience Star Rating 2 out of 5