



December 2023, PMME Meeting
2023 CAHPS & Member Survey
Results

Colorado Access CAHPS Results: RAE 3, 5, and CHP

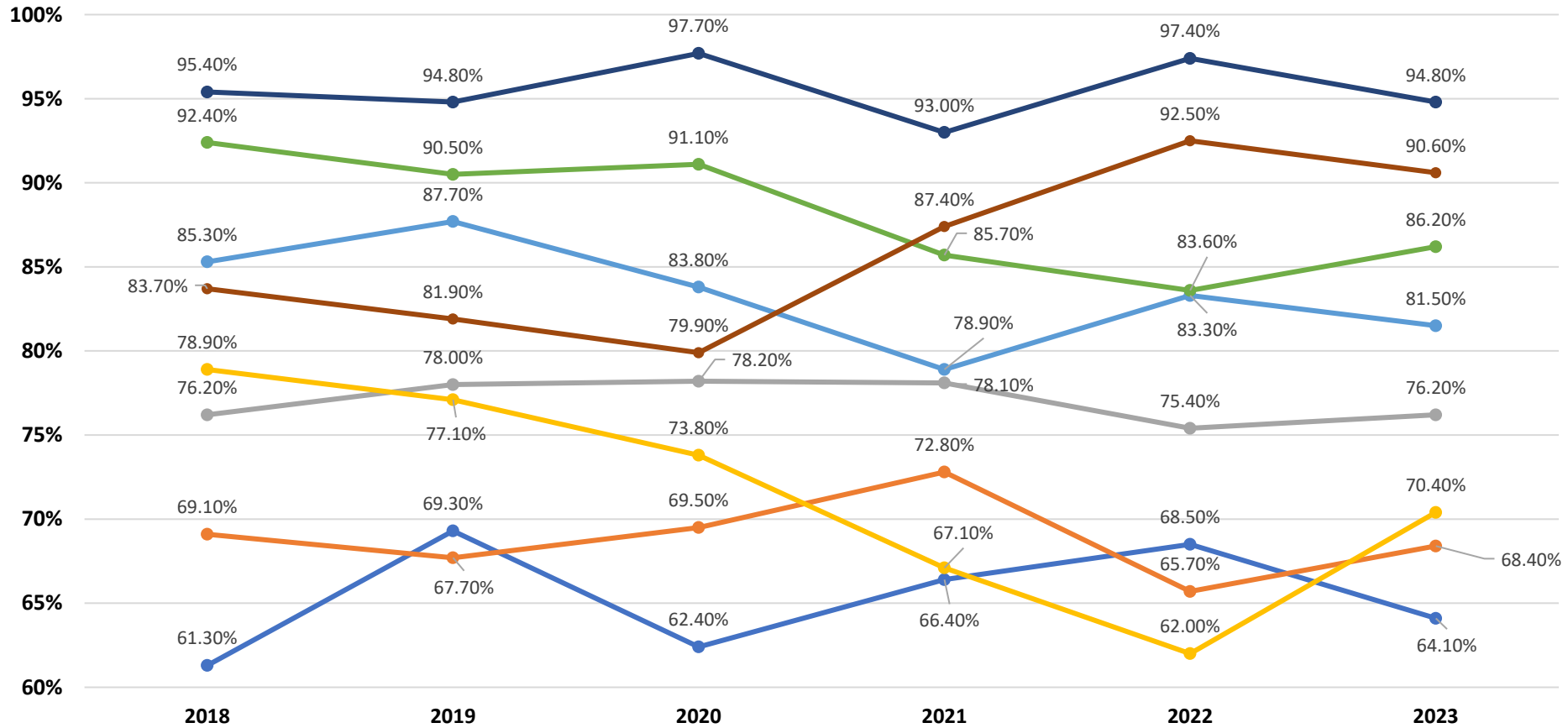
CAHPS DOMAIN	ADULT MEDICAID		CHILD MEDICAID		CHP+
	RAE 3	RAE 5	RAE 3	RAE 5	
Global Ratings					
Rating of Health Plan	★ 54.9%	★ 56.0%	★ 66.5%	★★★★ 75.1%	64.1%★
Rating of All Health Care	★ 48.2%	★ 50.0%	★ 65.3%	★★★★ 70.6%	68.4%★★
Rating of Personal Doctor	★ 62.1%	★★ 64.6%	★ 71.7%	★★★★★ 83.5%	76.2%★★
Rating of Specialist	★ 63.2%+	★★★★ 72.3%+	★ 61.3%+	★★★★★ 85.9%	70.4%+★★
Composite Measures					
Getting Needed Care	★ 72.1%+	★ 78.9%	★ 75.5%	★★ 81.2%	★★ 81.5%
Getting Care Quickly	★ 71.9%+	★★★★ 81.8%+	★ 83.9%	★ 80.9%	★★ 86.2%
How Well Doctor's Communicate	★ 90.2%+	★★★★ 93.7%	★★ 92.7%	★★★★★ 96.4%	★★★★ 94.8%
Customer Service	★ 81.7%+	★★ 87.4%+	★★★★ 88.1%+	★★★★ 89.1%+	★★★★ 90.6%+
Survey Response Rate/Count	10.82% 172	12.37% 195	14.39% 281	14.86% 291	17.44% 283

Above CO Aggregate

+ = <100 responses



CHP+ Trended Results



- Rating of Health Plan ↓
- Rating of All Health Care ↑
- Rating of Personal Doctor ↑
- Rating of Specialist Seen Most Often ↑
- Getting Needed Care ↓
- Getting Care Quickly ↑
- How Well Doctors Communicate ↓
- Customer Service ↓



RAE Trended Results - Adult

Region 3

CAHPS Domain	2022	2023	Trend
Rating of Health Plan	54.5%	54.9%	↑
Rating of All Health Care	59.1%	48.2%	↓
Rating of Personal Doctor	61.2%	62.1%	↑
Rating of Specialist Seen Most Often	67.8%	63.2%	↓
Getting Needed Care	77.7%	72.1%	↓
Getting Care Quickly	77.3%	71.9%	↓
How Well Doctors Communicate	88.8%	90.2%	↑
Customer Service	82.5%	81.7%	↓
Response Rate	9.96%	10.82%	↑

Region 5

CAHPS Domain	2022	2023	Trend
Rating of Health Plan	57.4%	56%	↑
Rating of All Health Care	52.5%	50%	↓
Rating of Personal Doctor	76.2%	64.6%	↓
Rating of Specialist Seen Most Often	69.9%	72.3%	↑
Getting Needed Care	78.6%	78.9%	↑
Getting Care Quickly	78.8%	81.8%	↑
How Well Doctors Communicate	94%	93.7%	↓
Customer Service	84.3%	87.4%	↑
Response Rate	9.17%	12.37%	↑



RAE Trended Results - Child

Region 3

CAHPS Domain	2022	2023	Trend
Rating of Health Plan	73.3%	66.5%	↓
Rating of All Health Care	64.1%	65.3%	↑
Rating of Personal Doctor	71.4%	71.7%	↑
Rating of Specialist Seen Most Often	71.8%	61.3%	↓
Getting Needed Care	82.6%	75.5%	↓
Getting Care Quickly	86.5%	83.9%	↓
How Well Doctors Communicate	91.9%	92.7%	↑
Customer Service	88.7%	88.1%	↓
Response Rate	12.66%	14.39%	↑

Region 5

CAHPS Domain	2022	2023	Trend
Rating of Health Plan	75.6%	75.1%	↓
Rating of All Health Care	71.8%	70.6%	↓
Rating of Personal Doctor	84.1%	83.5%	↓
Rating of Specialist Seen Most Often	75.6%	85.9%	↑
Getting Needed Care	80.4%	81.2%	↑
Getting Care Quickly	84.4%	80.9%	↓
How Well Doctors Communicate	92.7%	96.4%	↑
Customer Service	89.1%	89.1%	-
Response Rate	13.34%	14.86%	↑



Key Takeaways

Areas of Strength

- **Response Rates improved for the RAE regions**
- **Specific categories from last year showed continued improvement**
 - How well doctors communicate

Areas of Opportunity

- **Region 3 vs Region 5 Discrepancies**
- **Overall workforce shortage**
- **Survey Response Rates**



Supplemental Information: COA Member Survey Results



What is the COA Member Survey?



Survey Administration

Colorado Access administers a member satisfaction survey 2x a year through Customer service to gain real-time feedback from members to better understand their experience and take action from this feedback.



Survey Development

Survey questions are developed from:

- Member Advisory Council Feedback
- **CAHPS Survey Results**
- Internal Focus Groups (staff that interface with members)



Survey Goal

The Colorado Access Customer Service Team asks survey questions to willing members who call for help. Customer Service asks this survey on all calls until the goal of 500 surveys is met.

The Journey of COA's Member Survey

How did this survey come to be?

What have we done so far?

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

2014 - Present

- Nationally recognized AHRQ survey / HCPF requirement
- Currently, combined approach with MS + CAHPS

COA Member Survey Roadmap

June 2020 - January 2021
Survey Focus: Quality & Access

January 2021 - July 2021
Survey Focus: Health Equity

June 2022 - August 2022
Survey Focus: Appointment Access &
COA Improvement Needs

March-June 2023
(Timeline barrier due to CS's capacity)

Survey Focus: Self-description of
race/ethnicity &
COA improvement needs

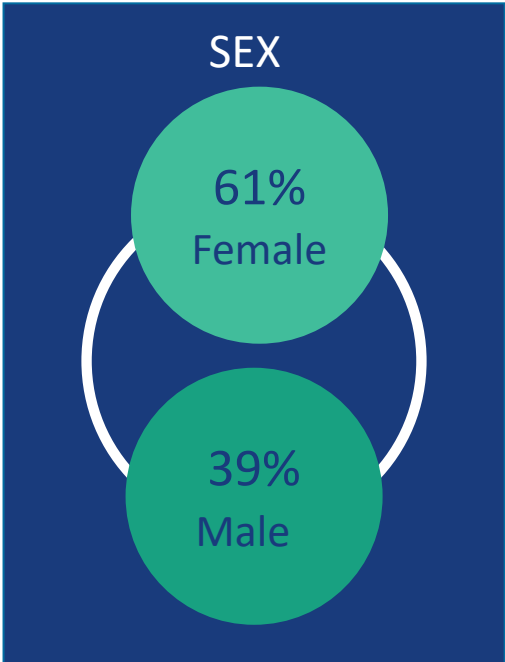
Currently: designing 2024
Improvement Projects &
Creating Winter 23/24
Survey

October 2021 - December 2021
Survey Focus: What is important to members & how to make
care better

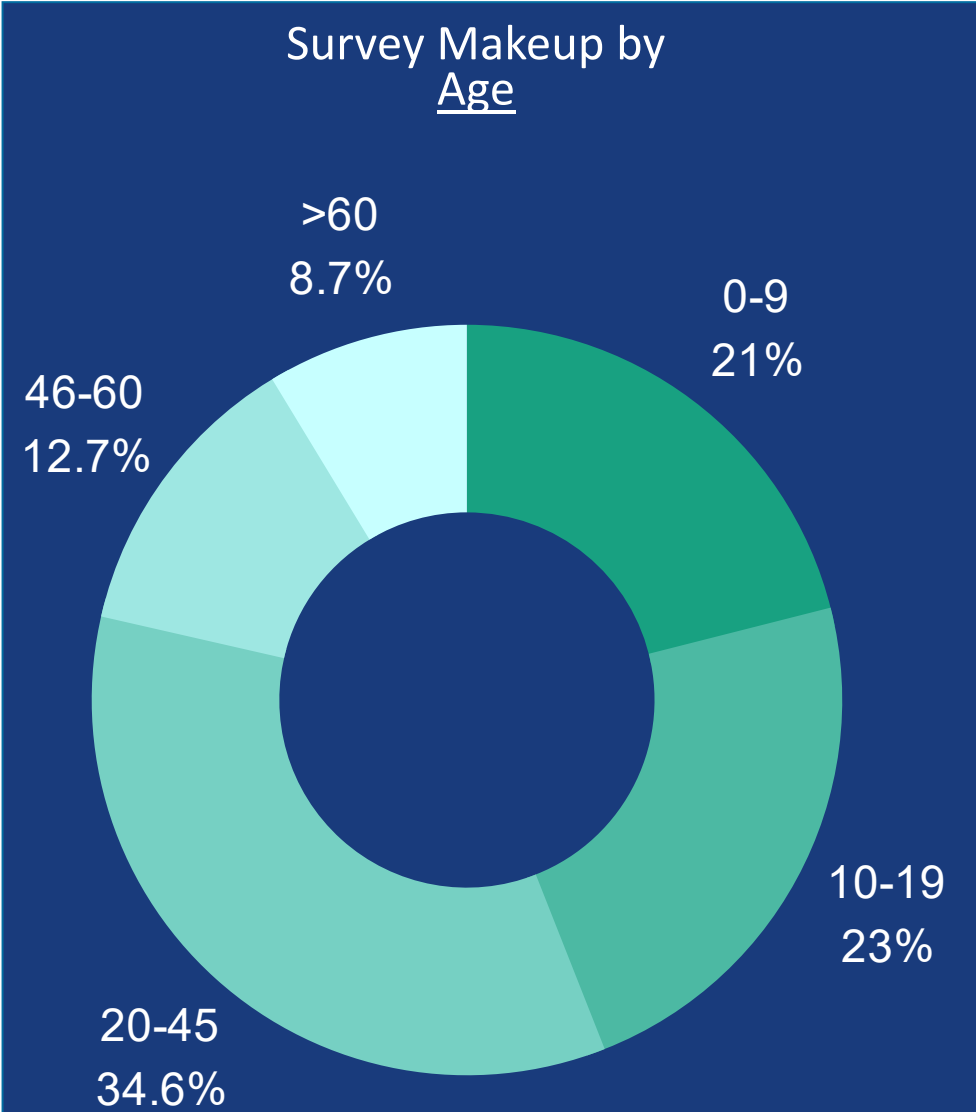
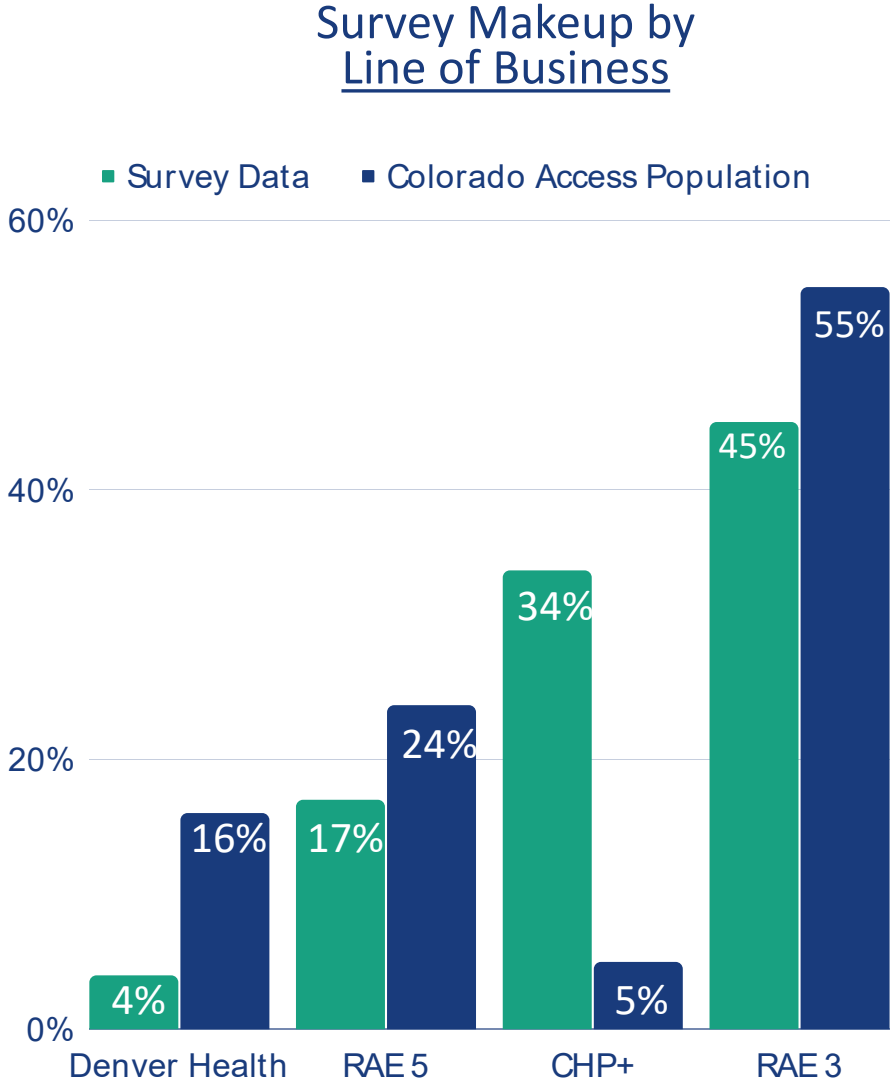


SURVEY PARTICIPANT DEMOGRAPHICS

529
survey responses

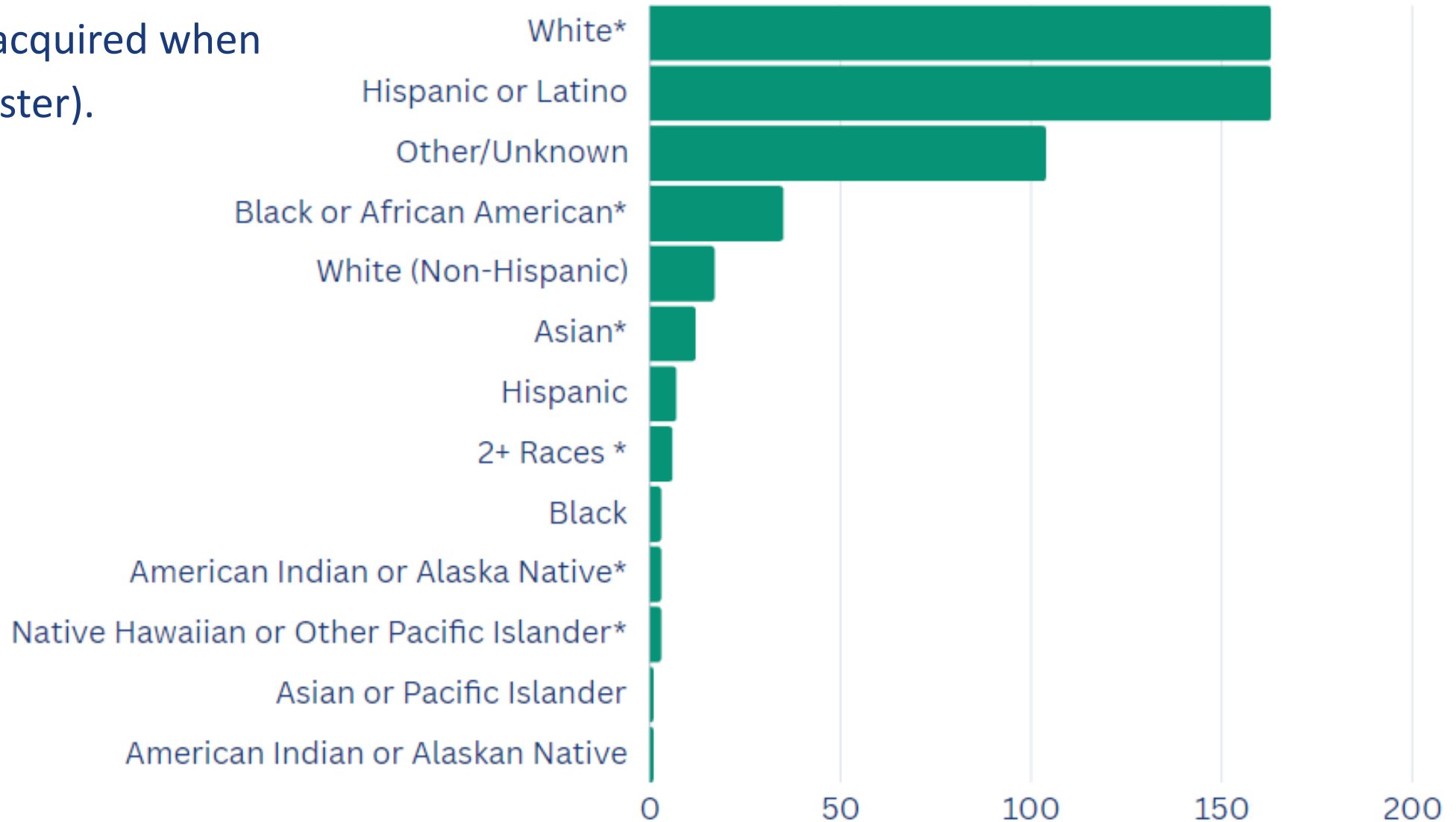


The majority of survey participants (88%) were labeled as non-complex members.

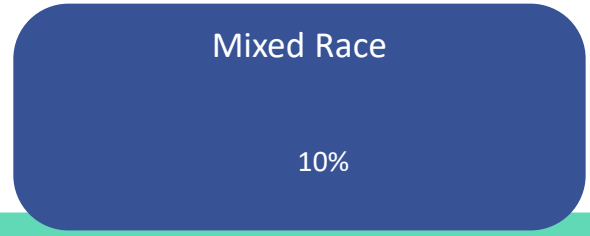
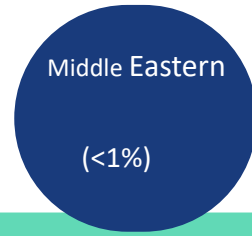
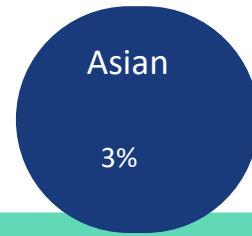
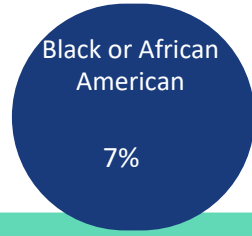
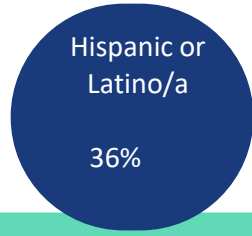
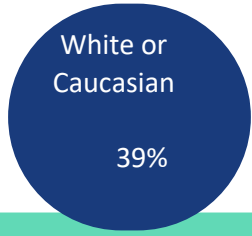


Race and Ethnicity (Existing Member Data)

COA's stored data from survey participants (acquired when members register).



Self described Categories



White or Caucasian	204	Hispanic	152	African (immigrant / descendent from Africa)	4	Alaskan Native	1	Asian	13	American Arab	1	Biracial or Mixed Race	7	Hispanic/Native American	3
European	1	Hispanic American	1	African American	18	American Indian / Native American	6	Asian American	1	Middle Eastern	1	Asian and Black	1	Latina/Latino and Native American	1
English	1	Latino / Latina	19	Black	9	Pacific Islander	4	Chinese Mandarin	1			Asian and Indian	2	Afro Caribbean and Puerto Rican	1
Irish	1	Chicana	1	African American / Black	3			Indian Shri Lankan American	1			Black American and Native American	1	Native American/White	2
Turkish	1	Cuban	4	Caribbean / Caribbean Islander*	1			Vietnamese	1			Asian Pacific Islander and White/Caucasian	1	White and Latino	12
		Latin	3									Hispanic and Pacific Islander	1	White/Asian	1
		Mexican	9									Hispanic Latino/Latina	1		
		Spanish	1									Hispanic/White	4		
												White/African American	1		
												Hispanic/Black	3		
												Hispanic/French	1		
												Hispanic/Indigenous	1		

HOW DOES YOUR ETHNIC, RACIAL, OR CULTURAL IDENTITY AFFECT YOUR HEALTHCARE?

83%

said it does not affect their healthcare.

11%

said it does affect their healthcare.

2%

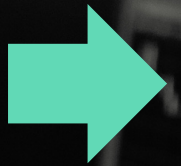
Refused to answer.

3%

Unable to define.

1%

listed "other", and explained something else that affected their healthcare, or were unsure.



"More Spanish Speaking Facilities"

"Hard time find providers in my area that understand my cultural and racial background"

"Being judged based on my culture because we are raised differently and when you voice the concerns, they dismiss my health concern."

"Family members are first generation Latinos there is a large need for coverage and communication for enrolling."

"Being in the state there is not as many Asian providers."

What is the #1 thing Colorado Access can do so that you have a better experience as a Health First Colorado or CHP+ member?

47% (278) members had no suggestions for improvement

Of the 53% that had suggestions:



*Trended Themes
*New Themes

CONNECTION TO HELP - TRENDED RESPONSES

Customer Service Representatives refer members to a variety of places/services when helping them navigate questions or issues. Tracking this information can help us better understand member needs.

Member Survey 4

49% of survey participants (249) were connected to help after being asked to reflect on survey questions.

Grievances

Finding a Provider

Health First Colorado



Member Survey 5

70% of survey participants (370) were connected to help after being asked to reflect on survey questions.

Finding a provider or clinic

Health First Colorado

Billing / Claims

Opportunities and Initiatives for Improvement

Rapid Cycle/Completed

Website Improvements

Revamped Member Services Page to include more information on "Who to Call for What"

"Find a Provider" Reporting Tool

Report access to care concerns and missing provider information

Access to Care Program Additions

Provider training and onboarding improvements

Ongoing Improvement Initiatives

Provider Directory Improvements

Provider Recruitment

- Development and expansion of Provider Recruitment role and program

Enhanced provider network monitoring

- Access to Care vs. Network Adequacy inventory
- Partnership exploration with Signal BH
- Phantom contract & Zero claims reporting with NEW Provider Recruitment Program

Increase CAHPS Response Rates

- Internal: Presented CAHPS results to internal member facing teams during Member Survey Summit in early 2023 (Design of new member survey will consider 2023 CAHPS results)
- External: CAHPS blurb in provider navigator, provider monthly update, member newsletters
- 2024 sample frame submission completed. (Improved R/E data for CHP populations due to new data table & CCQI file usage for CHP)

Member Experience

- NEW Member Experience department has created additional infrastructure around member experience (ex. Budgeting for focus groups, member experience roadmap creation)
- Formulation of new Social Determinants of Health Committees
- Continuation of collecting information from internal staff who are experts in member experience via focus groups and incentives.
- MAC regularly consults on CAHPS and Member Survey process, results and interventions
- COA's Bi-annual member survey process, grievance and QOC monitoring, internal feedback from CS and CM around member experience



Questions?

For more information on Colorado Access CAHPS, please email qualitymanagement@coaccess.com

