

Illinois Health Connect

2010 Provider Satisfaction Survey Results



Survey Methodology

The survey instrument was mailed to every medical home. Respondents had the choice to remain anonymous or to provide their IHC number so that they would not receive further requests to complete the survey. The mailing also contained a link to the online survey at Survey Monkey. A notice about the survey and a link to the Survey Monkey website was posted on the IHC website, placed on the cover page of the provider panel roster for 2 months and distributed to all the primary care professional societies so that they could subsequently distribute to members. Additionally, the IHC Provider Service Representatives distributed surveys via face-to-face visits at provider offices and the IHC Helpdesk Staff requested providers to complete the survey during any inbound and outbound calls. Respondents who provided their IHC numbers were removed from the contact list and 3 subsequent blast faxes and emails were sent to all medical homes. A total of 1,136 surveys were returned over a six week data collection period. This represents a response rate of 20% from a total of 5678 medical homes. Of these, 1,058 were faxed, 68 responded via the web link through Survey Monkey and 10 were mailed.

Survey Instrument

Illinois Health Connect Provider Survey questions were initially developed based on previous provider satisfaction surveys conducted by Automated Health Systems. The survey questions were shared with the HFS PCCM/DM Steering Committee, the Quality Management Subcommittee, the Provider Network Subcommittee, the Illinois Chapter of the American Academy of Pediatricians and the Illinois Academy of Family Physician. Based on survey feedback from 2009 and new developments to the IHC program, questions were added to the 2010 PCP Survey to evaluate PCPs perceptions of the implementation of Phase I of the IHC Referral System and to assess the quality aspects of the IHC program such as access to the Provider Portal which had not been assessed in previous surveys.

Responses to the questions were posed as a 4-point Likert scale of Strongly Agree, Agree, Disagree and Strongly Disagree. No "neutral" response was included, as would be in the five-point Likert scale, to reduce social desirability bias and force respondents to render a positive or negative opinion. For appropriate questions, respondents were given an option of "did not use". Surveys contained space for open-ended comments.

Survey Results

Satisfaction with Illinois Health Connect among participating PCPs remains high. Over 92% of respondents indicated that IHC was beneficial to their patients. This represents over a 10% increase from 2008. Nearly 85% of PCPs agreed that the IHC program was well administered. Based on the quantitative analysis of the survey responses and the open-ended comments, AHS has identified the following priorities for quality improvement in FY 2011:

Enhance client education so that all clients have a better understanding of the medical home concept and the necessity of seeing their own PCP.

Promote the IHC QA Nurse role to PCP offices so that they can enhance clinical outcomes and maximize bonus payments.

1. Expand provider education through use of webinars.
2. Ensure accurate client enrollment and PCP understanding of enrollment processes.
3. Ensure accuracy and consistency of IHC Provider Helpdesk responses.
4. Revise materials distribution through e-formats and more standardized PCP visit schedules.

Comparison Chart Provider Satisfaction Survey 2008, 2009, 2010

Question	Responses	2008	2009	2010
Q1. The Illinois Health Connect presentation that I attended was informative, helpful and answered questions to my satisfaction.	SA or A	30.9%	34.5%	51.3%
	SD or D	1.7%	1.4%	1.8%
	Have not attended	67.4%	64.1%	47.1%
Q2. Illinois Health Connect keeps me up-to-date regarding changes and requirements.	SA or A	84.2%	87.4%	91.7%
	SD or D	14.8%	12.6%	8.3%
Q3. The Your Healthcare Plus/ Illinois Health Connect Quarterly Provider Newsletter is informative and helpful.	SA or A	63.7%	66.8%	72.2%
	SD or D	7.3%	6.5%	6.1%
	Have not received	29%	26.8%	21.8%
Q4. The monthly Webinar hosted by Illinois Health Connect is useful and provides information that is helpful in my practice.	SA or A	22.3%	22.5%	50.4%
	SD or D	3.2%	2.1%	2%
	Do not attend	74.5%	75.4%	47.6%
Q5. The Illinois Health Connect Primary Care Provider Handbook is useful.	SA or A	51.5%	58.7%	62%
	SD or D	4.8%	3.8%	3.9%
	Not read	43.7%	37.4%	34.1%
Q6. Illinois Health Connect is beneficial to my patients.	SA or A	81.3%	90.9%	92.3%
	SD or D	12.7%	9.1%	7.7%
	N/A	5.9%		
Q7. My patients understand how the Illinois Health Connect program works.	SA or A	48.7%	52.5%	42.6%
	SD or D	51.3%	47.5%	57.5%
Q8. The Illinois Health Connect Panel Rosters help me to manage my patients' care.	SA or A	57%	68.2%	68.8%
	SD or D	18.7%	15.6%	17.6%
	Have not used	24.3%	16.1%	13.7%
Q9. The Illinois Health Connect Provider Portal provides helpful access to useful tools such as the Claims History and the online Panel Rosters.	SA or A			67.6%
	SD or D			3.9%
	Have not used			28.6%
Q10. The Illinois Health Connect website (www.illinoishealthconnect.com) is easy to use and provides useful information.	SA or A			72.5%
	SD or D			7.7%
	Have not used			19.8%
Q11. It is easy to contact an Illinois Health Connect Provider Help Desk Representative.	SA or A	53.5%	61.6%	73.3%
	SD or D	10.4%	11.1%	8.7%
	Have not used	36.1%	27.4%	18%

Question	Responses	2008	2009	2010
Q12. The Illinois Health Connect Provider Help Desk Representatives have satisfactorily answered my program questions.	SA or A	52.3%	61.7%	68.2%
	SD or D	10.7%	9.1%	13.5%
	Have not used	37%	29.1%	18.4%
Q13. It is easy to reach my Illinois Health Connect Provider Services Representative.	SA or A	45.5%	60.5%	68.6%
	SD or D	6.1%	6.8%	8.8%
	Have not used	48.6%	32.7%	11.7%
	Don't know who my rep is	Not asked in 2008	Not asked in 2009	11%
Q14. My assigned Illinois Health Connect Provider Services Representative who visited my office helped my staff and me to understand the program better.	SA or A	45.4%	67.1%	77.4%
	SD or D	4.9%	4.5%	5.6%
	Never been visited	49.8%	28.4%	17%
Q15. Illinois Health Connect began sending out Provider Profiles in July 2008 that show rates for clinical measures such as immunizations, asthma and developmental screening. The Illinois Health Connect Provider Profiles are useful in clinical quality improvement.	SA or A		67.8%	71.9%
	SD or D		14.8%	17%
	Have not seen the profile		17.3%	11%
Q16. The Illinois Health Connect Bonus Payment Program for High Performance has stimulated quality improvement efforts in my practice.	SA or A	Not asked in 2008	55%	56.9%
	SD or D		20.6%	23.5%
	Unaware of the Bonus Program		24.5%	19.6%
Q17. The Illinois Health Connect Quality Assurance Nurse who visited my office was helpful in explaining the quality components of the Illinois Health Connect Program.	SA or A		35.6%	52%
	SD or D		2.9%	4.3%
	Never been visited		61.3%	43.7%
Q18. Please select the answer that best describes the following statement: My pediatric patients _____ have difficulty accessing sub-specialty care.	Never or Occasionally	Not asked in 2008	44.2%	44.8%
	Always or Usually		55.8%	55.2%
	N/A			
Q19. Please select the answer that best describes the following statement: My adult patients _____ have difficulty accessing sub-specialty care.	Never or Occasionally	Not asked in 2008	49.7%	49.3%
	Always or Usually		50.2%	50.7%

Question	Responses	2008	2009	2010
Q20. Illinois Health Connect's implementation of Phase I of the referral system has been a positive step toward enforcing the medical home	SA or A			76.5%
	SD or D			23.5%
Q21. Illinois Health Connect staff has satisfactorily assisted my practice with preparation for implementation of Phase I of the referral system.	SA or A			75.1%
	SD or D			24.8%
Q22. Illinois Health Connect's Call Center Staff respond satisfactorily to clients' questions and needs.	SA or A			54.9%
	SD or D			12.7%
	No feedback			32.5%
Q23. The white informational packet supplied by Provider Service Representative was useful to my practice	SA or A			63.6%
	SD or D			3.6%
	Have not used			32.9%
Q24. The purple informational packet supplied by QA Nurse was useful to my practice	SA or A			41%
	SD or D			2.5%
	Have not used			56.4%
Q25. The cover page on the Panel Roster keeps me informed of important updates	SA or A			64.1%
	SD or D			5.1%
	Have not used			30.8%
Q26. The blast faxes and blast emails from Illinois Health Connect keep me informed of important updates	SA or A			65.6%
	SD or D			4.5%
	Have not received			29.8%
Q27. Overall, I am satisfied with the administration of Illinois Health Connect.	SA or A	76.1%	84.2%	84.5%
	SD or D	23.9%	15.8%	15.5%
Q28. I would recommend Illinois Health Connect to my colleagues.	SA or A	75.2%	77.9%	77.6%
	SD or D	24.8%	22.1%	22.5%