

**ILLINOIS HEALTH CONNECT
PRIMARY CARE PROVIDER SURVEY 2011**



Dear Illinois Health Connect Primary Care Provider,

Illinois Health Connect is performing a statewide survey to assess the satisfaction of PCPs and their practices with the Illinois Health Connect program and establish goals for potential quality improvement. The PCP or other practice staff most familiar with the Illinois Health Connect program should complete this survey. Your answers are important in assessing the effectiveness of the IHC program. In order to ensure a statistically valid response rate, the IHC Provider Survey may be mailed or faxed to providers multiple times. If you do not wish to receive multiple copies, please indicate your IHC provider number here: _____

All responses are strictly confidential and de-identified prior to data analysis. If you have any questions about the survey or about the IHC program, please contact the Provider Helpdesk at 1-877-912-1999. You can fax the completed survey to 847-995-1021 or you can complete the same survey online at Survey Monkey, web address listed below. A live link to the Survey monkey address is posted on the Illinois Health Connect website (www.illinoishealthconnect.com) under Provider Information in the Important Announcements section. Thank you.

<https://www.surveymonkey.com/s/IHCprovidersurvey2011>

Regards, Margaret Kirkegaard, MD, MPH, Medical Director

Demographic Information:

Are you a private practice or a clinic? (circle one)
County of Practice _____ urban _____ rural _____
Estimated Number of IHC patients _____

General Illinois Health Connect Program:

1. The Illinois Health Connect presentation that I attended was informative, helpful and answered questions to my satisfaction.

____ Strongly Agree ____ Disagree ____ Have not attended
____ Agree ____ Strongly Disagree

2. Illinois Health Connect keeps me up-to-date regarding changes and requirements.

____ Strongly Agree ____ Disagree
____ Agree ____ Strongly Disagree

3. The Your Healthcare Plus/ Illinois Health Connect Quarterly Provider Newsletter is informative and helpful.

____ Strongly Agree ____ Disagree ____ Have not received it
____ Agree ____ Strongly Disagree

4. The Illinois Health Connect Webinars are useful and provides information that is helpful in my practice.

____ Strongly Agree ____ Disagree ____ Do not attend
____ Agree ____ Strongly Disagree

Please suggest future topics:

5. The Illinois Health Connect Primary Care Provider Handbook is useful.
 Strongly Agree Disagree Do not know/Have not used
 Agree Strongly Disagree

6. Illinois Health Connect is beneficial to my patients.
 Strongly Agree Disagree
 Agree Strongly Disagree

7. My patients understand how the Illinois Health Connect program works.
 Strongly Agree Disagree
 Agree Strongly Disagree

8. The Illinois Health Connect **Panel Roster** helps me to manage my patients' care.
 Strongly Agree Disagree Do not know/Have not used
 Agree Strongly Disagree

9. The Illinois Health Connect Provider Portal that can be accessed through MEDI provides helpful access to useful tools such as the Claims History and the online Panel Rosters.
 Strongly Agree Disagree Do not know/Have not used
 Agree Strongly Disagree

10. The Illinois Health Connect website (www.illinoishealthconnect.com) is easy to use and provides useful information.
 Strongly Agree Disagree Do not know/Have not used
 Agree Strongly Disagree

Illinois Health Connect Provider Help Desk Representatives:

11. It is easy to contact an Illinois Health Connect Provider Help Desk Representative.
 Strongly Agree Disagree Do not know/Have not used
 Agree Strongly Disagree

12. The Illinois Health Connect Provider Help Desk Representatives satisfactorily answered my program questions.
 Strongly Agree Disagree Do not know/Have not used
 Agree Strongly Disagree

Illinois Health Connect Provider Services Representatives in the field:

13. It is easy to reach my Illinois Health Connect Provider Services Representative.
 Strongly Agree Disagree Have not used
 Agree Strongly Disagree Don't know who my Rep is

14. My assigned Illinois Health Connect Provider Services Representative who visited my office helped my staff and me to understand the program better.
 Strongly Agree Disagree Never been visited
 Agree Strongly Disagree

Illinois Health Connect Quality Assurance Program:

15. Illinois Health Connect sends out Provider Profiles in the spring and fall of each year 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.

Strongly Agree Disagree Have not seen the Profile
 Agree Strongly Disagree

16. The Illinois Health Connect **Bonus Payment Program** for High Performance has stimulated quality improvement efforts in my practice.

Strongly Agree Disagree Unaware of the Bonus Program
 Agree Strongly Disagree

17. If your office received assistance from the Illinois Health Connect **Quality Assurance Nurse**, the education received was helpful in explaining the quality components of the Illinois Health Connect Program.

Strongly Agree Disagree Have not utilized QA Nurse
 Agree Strongly Disagree

18. Please select the answer that best describes the following statement:

My pediatric patients _____ have difficulty accessing sub-specialty care.

Never Usually NA
 Occasionally Always

Which pediatric sub-specialties, if any, are most difficult to access? _____

19. Please select the answer that best describes the following statement:

My adult patients _____ have difficulty accessing sub-specialty care.

Never Usually NA
 Occasionally Always

Which adult sub-specialties, if any, are most difficult to access? _____

20. Access to sub-specialty care could be improved by developing formal relationships with Academic Medical Centers or groups of sub-specialists committed to providing specialty care for Illinois Health Connect's patients.

Strongly Agree Disagree Other suggestions _____
 Agree Strongly Disagree

21. Access to sub-specialty expertise for my patients could be improved by providing on-line e-mail and telemedicine access to specialist physicians for IHC's primary care providers.

Strongly Agree Disagree Other suggestions _____
 Agree Strongly Disagree

22. Access to sub-specialty care will only be improved by the state increasing reimbursement to sub-specialists for publicly-insured patients.

Strongly Agree Disagree Other suggestions _____
 Agree Strongly Disagree

Illinois Health Connect Referral System:

23. Illinois Health Connect's implementation of Phase I of the referral system has been a positive step toward strengthening the medical home: <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Disagree
24. Illinois Health Connect staff satisfactorily educated and prepared my practice for implementation of Phase I of the referral system. <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Disagree

Illinois Health Connect Enrollee Services Call Center:

25. Illinois Health Connect's Call Center Staff respond satisfactorily to clients' questions and needs. <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Disagree _____ No feedback from clients <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Disagree

Illinois Health Connect Educational Tools:

26. The cover page on the Panel Roster keeps me informed of important updates: <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Disagree _____ Have not used <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Disagree
27. The blast faxes and blast emails from Illinois Health Connect keep me informed of important updates: <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Disagree _____ Have not received <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Disagree

The following items are general questions about Illinois Health Connect:

28. Overall, I am satisfied with the administration of Illinois Health Connect. <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Disagree
29. I would recommend Illinois Health Connect to my colleagues. <input type="checkbox"/> Strongly Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Agree <input type="checkbox"/> Strongly Disagree

What changes would make the Illinois Health Connect program more beneficial to your patients or more helpful to your practice?

Other comments: