

## Summary of Illinois Health Connect Provider Satisfaction Survey Results

In order to monitor provider satisfaction and gather critical feedback about Illinois Health Connect, Automated Health Systems conducts a yearly Provider Satisfaction Survey. Due to traditionally low response rates to broad surveys such as this one, AHS proposed a two phased survey methodology. In the first phase, a target number of 540 geographically stratified PCPs were randomly selected. Although intensive outreach was performed with this target group, only 312 responses were received. In the second phase of the survey, AHS sent the survey to all PCPs and 385 responses were received. The results were analyzed both separately and in aggregate. There appeared to be little difference between the two set of responses. An analysis of 697 aggregated responses is presented here.

Question	Strongly Agree or Agree	Disagree or Strongly Disagree	Other response
Q1. The Illinois Health Connect presentation that I attended was informative, helpful and answered questions to my satisfaction.	30.9%	1.7%	67.4% not attended
Q2. Illinois Health Connect keeps me up-to-date regarding changes and requirements.	84.2%	14.8%	
Q3. The Your Healthcare Plus/ Illinois Health Connect Quarterly Provider Newsletter is informative and helpful.	63.7%	7.3%	29% not read
Q4. The monthly Webinar hosted by Illinois Health Connect is useful and provides information that is helpful in my practice.	22.3%	3.2%	74.5% not attended
Q5. The Illinois Health Connect Primary Care Provider Handbook is useful.	51.5%	4.8%	43.7% not read
Q6. Illinois Health Connect is beneficial to my patients.	81.3%	12.7%	5.9% N/A
Q7. My patients understand how the Illinois Health Connect program works.	48.7%	51.3%	
Q8. The Illinois Health Connect Panel Rosters help me to manage my patients' care.	57%	18.7%	24.3% not used
Q9. It is easy to contact an Illinois Health Connect Provider Help Desk Representative.	53.5%	10.4%	36.1% not called
Q10. The Illinois Health Connect Provider Help Desk Representatives have satisfactorily answered my program questions.	52.3%	10.7%	37% not called
Q11. It is easy to reach my Illinois Health Connect Provider Services Representative.	45.5%	6.1%	48.6% not visited
Q12. My assigned Illinois Health Connect Provider Services Representative who visited my office helped my staff and me to understand the program better.	45.4%	4.9%	49.8% not visited
Q13. Overall, I am satisfied with the administration of Illinois Health Connect.	76.1%	23.9%	
Q14. I would recommend Illinois Health Connect to my colleagues.	75.2%	24.8%	