



2009 Illinois Health Connect Provider Satisfaction Survey Results

Survey Methodology:

The survey instrument was mailed to every medical home. The mailing also contained a link to the online survey at Survey Monkey. A notice about the survey with 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. AHS sent 3 subsequent blast faxes to non-respondents. A total of 875 surveys were returned over a six week data collection period. This represents a response rate of 16% from a total of 5,400 medical homes.

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, and the Provider Network Subcommittee. Additional input was solicited from the Illinois Chapter of the American Academy of Pediatrics and the Illinois Academy of Family Physician leadership to further refine the survey questions. Based on survey feedback from 2008 and new developments to the IHC program, two new categories of questions were added to the 2009 PCP Survey to evaluate Primary Care Provider (PCP) perceived access to specialty care and the IHC QA program.

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 both in direct reference to specific questions and for general comments at the end of the survey.

Summary of Results:

The 2009 Provider Satisfaction Survey demonstrates improvement in all aspects of provider communication, education, and support. The percentage of respondents who Agreed or Strongly Agreed that "I am satisfied with the overall administration of IHC" increased from 76.1% in 2008 to 84.2% in 2009. Over 90% of respondents indicated that the program was beneficial to their patients. The number of general positive comments about the IHC program on the 2009 Survey outweighed the number of general negative comments by more than 2 to 1.

As a result of this survey, in FY2010 Illinois Health Connect will:

1. Continue high level of provider support by Provider Relations Helpdesk and PSR outreach.
2. Continue academic detailing by QA Nurses and increase the number of providers who report a visit and receive education on the Provider Profiles and the Bonus Payment program.
3. Work with HFS to collaborate with ICARE to improve immunization data.
4. Continue aggressive provider education through presentations and collaboration with professional societies. Continue monthly general webinars and add additional webinars targeting specific educational goals to a specified target audience.
5. Work with HFS to engage subspecialists and subspecialty professional societies and increase awareness of increased payment rates.

For Discussion Purposes Only

Comparison 2009 Illinois Health Connect Provider Satisfaction Survey Results

Question	Strongly Agree or Agree 2008	Strongly Agree or Agree 2009	Disagree or Strongly Disagree 2008	Disagree or Strongly Disagree 2009	Other response 2008	Other response 2009
Q1. The Illinois Health Connect presentation that I attended was informative, helpful and answered questions to my satisfaction.	30.9%	34.5%	1.7%	1.4%	67.4% not attended	64.1% not attended
Q2. Illinois Health Connect keeps me up-to-date regarding changes and requirements.	84.2%	87.4%	14.8%	12.6%		
Q3. The Your Healthcare Plus/ Illinois Health Connect Quarterly Provider Newsletter is informative and helpful.	63.7%	66.8%	7.3%	6.5%	29% not read	26.8% not read
Q4. The monthly Webinar hosted by Illinois Health Connect is useful and provides information that is helpful in my practice.	22.3%	22.5%	3.2%	2.1%	74.5% not attended	75.4% not attended
Q5. The Illinois Health Connect Primary Care Provider Handbook is useful.	51.5%	58.7%	4.8%	3.8%	43.7% not read	37.4% not read
Q6. Illinois Health Connect is beneficial to my patients.	81.3%	90.9%	12.7%	9.1%	5.9% N/A	
Q7. My patients understand how the Illinois Health Connect program works.	48.7%	52.5%	51.3%	47.5%		
Q8. The Illinois Health Connect Panel Rosters help me to manage my patients' care.	57%	68.2%	18.7%	15.6%	24.3% not used	16.1% not used

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Comparison 2009 Illinois Health Connect Provider Satisfaction Survey Results

Question	Strongly Agree or Agree 2008	Strongly Agree or Agree 2009	Disagree or Strongly Disagree 2008	Disagree or Strongly Disagree 2009	Other response 2008	Other response 2009
Q9. Does your organization utilize Electronic Medical Records (EMR)?	Yes 38.2%	Yes 31.1%	No 61.8%	No 67.9%		
Q10. If yes, does your organization utilize a web-based or an internal EMR system?	Web 9.7%	Web 26.9%	Internal 58.1%	Internal 73.1%	Don't know 32.3%	
Q11. If no, do you have plans to implement an EMR system in the next year?	Yes 28%	Yes 37.5%	No 71%	No 62.5%		
Q12. It is easy to contact an Illinois Health Connect Provider Help Desk Representative.	53.5%	61.6%	10.4%	11.1%	36.1% not called	27.4% not called
Q13. The Illinois Health Connect Provider Help Desk Representatives have satisfactorily answered my program questions.	52.3%	61.7%	10.7%	9.1%	37% not called	29.1% not called
Q14. It is easy to reach my Illinois Health Connect Provider Services Representative.	45.5%	60.5%	6.1%	6.8%	48.6% not visited	32.7% not visited
Q15. My assigned Illinois Health Connect Provider Services Representative who visited my office helped my staff and me to understand the program better.	45.4%	67.1%	4.9%	4.5%	49.8% not visited	28.4% not visited
Q16. The Illinois Health Connect Provider Profiles are useful in clinical quality improvement.	Not asked in 2008	67.8%	Not asked in 2008	14.8%	Not asked in 2008	17.3% not seen

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Comparison of PCP Satisfaction Survey Results for Fiscal Years 2008 and 2009

Question	Strongly Agree or Agree 2008	Strongly Agree or Agree 2009	Disagree or Strongly Disagree 2008	Disagree or Strongly Disagree 2009	Other response 2008	Other response 2009
Q17. The Illinois Health Connect Bonus Program for High Performance has stimulated quality improvement efforts in my practice.	Not asked in 2008	55%	Not asked in 2008	20.6%	Not asked in 2008	24.5% not aware
Q19. Please select the answer that best describes the following statement: My pediatric patients ____ have difficulty accessing sub-specialty care.	Not asked in 2008	44.2% Never Occasionally	Not asked in 2008	55.8% Usually Always	N/A	N/A
Q20. Please select the answer that best describes the following statement: My adult patients ____ have difficulty accessing sub-specialty care.	Not asked in 2008	49.7% Never Occasionally	Not asked in 2008	50.2% Usually Always	N/A	N/A
Q21. Overall, I am satisfied with the administration of Illinois Health Connect.	76.1%	84.2%	23.9%	15.8%		
Q22. I would recommend Illinois Health Connect to my colleagues.	75.2%	77.9%	24.8%	22.1%		