

Illinois Health Connect 2011 Provider Satisfaction Survey Results and Comparison Chart 2008, 2009, 2010, 2011



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 1,289 surveys were returned over a six week data collection period. Of these, 1,132 were faxed, 136 responded via the web link through Survey Monkey and 21 were mailed. Twenty-two surveys were incomplete and 1,267 completed surveys were returned. This represents a response rate of 22.27% from a total of 5,689 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, the Provider Network Subcommittee, the Illinois Chapter of the American Academy of Pediatrics and the Illinois Academy of Family Physician. Due to ongoing concerns about access to specialty care, several questions about potential solutions were added to the 2011 PCP Survey to evaluate PCPs' perceptions of workable solutions.

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 93% of respondents indicated that IHC was beneficial to their patients. This represents over a 12% increase from a response of 81% in 2008. Nearly 90% 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 2012:

Summary of Fiscal Year 2012 Goals

Satisfaction with Illinois Health Connect among participating PCPs remains high. Over 93% of respondents indicated that IHC was beneficial to their patients. This represents over a 10% increase from 2008. Nearly 90% 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:

1. Continue to enhance client education so that all clients have a better understanding of the medical home concept and the necessity of seeing their own PCP.
 - a. Review PCP choice with every inbound and outbound call.
 - b. Reinforce the need for regular PCP visits or, if client has selected a new PCP, emphasize the benefits of an introductory visit.
 - c. Distribute Client Education Pads and IHC video widely.
2. Continue to educate providers about client enrollment processes.
3. Continue high level of provider support through blast faxes/emails, introductory calls, introductory blast fax for new field staff and semi-annual blast fax to all PCPs notifying them of field staff, high level of staff training and retraining and regular visits through map routing of field visits.
4. Continue to provide vigorous education to PCP offices on QA tools so that PCPs can improve clinical outcomes and maximize bonus payments.
5. Explore options to integrate telehealth into IHC operations to improve access to specialty care and work with HFS to explore/support additional solutions such as intensified centers of specialty care accessible to HFS patients.
6. Recommend that HFS support AHS in providing education on billing and claims processing to providers. Consider a dedicated billing support person for IHC providers.

| Question | Responses | 2008 | 2009 | 2010 | 2011 |
|--|-------------------|-------|-------|-------|-------|
| 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% | 47.3% |
| | SD or D | 1.7% | 1.4% | 1.8% | 0.8% |
| | Have not attended | 67.4% | 64.1% | 47.1% | 51.9% |
| Q2. Illinois Health Connect keeps me up-to-date regarding changes and requirements. | SA or A | 84.2% | 87.4% | 91.7% | 93.6% |
| | SD or D | 14.8% | 12.6% | 8.3% | 6.4% |
| Q3. The Your Healthcare Plus/ Illinois Health Connect Quarterly Provider Newsletter is informative and helpful. | SA or A | 63.7% | 66.8% | 72.2% | 79.8% |
| | SD or D | 7.3% | 6.5% | 6.1% | 3.7% |
| | Have not received | 29% | 26.8% | 21.8% | 16.4% |
| Q4. The IHC Webinars are useful and provide information that is helpful in my practice. | SA or A | 22.3% | 22.5% | 50.4% | 51.5% |
| | SD or D | 3.2% | 2.1% | 2% | 2.7% |
| | Do not attend | 74.5% | 75.4% | 47.6% | 45.8% |
| Q5. The Illinois Health Connect Primary Care Provider Handbook is useful. | SA or A | 51.5% | 58.7% | 62% | 68.7% |
| | SD or D | 4.8% | 3.8% | 3.9% | 3.1% |
| | Not read | 43.7% | 37.4% | 34.1% | 28.2% |
| Q6. Illinois Health Connect is beneficial to my patients. | SA or A | 81.3% | 90.9% | 92.3% | 93.2% |
| | SD or D | 12.7% | 9.1% | 7.7% | 6.8% |
| | N/A | 5.9% | | | |
| Q7. My patients understand how the Illinois Health Connect program works. | SA or A | 48.7% | 52.5% | 42.6% | 52.1% |
| | SD or D | 51.3% | 47.5% | 57.5% | 47.8% |
| Q8. The Illinois Health Connect Panel Rosters help me to manage my patients' care. | SA or A | 57% | 68.2% | 68.8% | 77.2% |
| | SD or D | 18.7% | 15.6% | 17.6% | 8.9% |
| | Have not used | 24.3% | 16.1% | 13.7% | 13.9% |
| 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% | 76.3% |
| | SD or D | | | 3.9% | 2.9% |
| | Have not used | | | 28.6% | 20.8% |
| Q10. The Illinois Health Connect website (www.illinoishealthconnect.com) is easy to use and provides useful information. | SA or A | | | 72.5% | 76.3% |
| | SD or D | | | 7.7% | 6.7% |
| | Have not used | | | 19.8% | 16.9% |

| Question | Responses | 2008 | 2009 | 2010 | 2011 |
|--|------------------------------|-------------------|-------------------|-------|-------|
| Q11. It is easy to contact an Illinois Health Connect Provider Help Desk Representative. | SA or A | 53.5% | 61.6% | 73.3% | 75.9% |
| | SD or D | 10.4% | 11.1% | 8.7% | 10.8% |
| | Have not used | 36.1% | 27.4% | 18% | 13.3% |
| Q12. The Illinois Health Connect Help Desk Representatives have satisfactorily answered my program questions. | SA or A | 52.3% | 61.7% | 68.2% | 77.6% |
| | SD or D | 10.7% | 9.1% | 13.5% | 7.4% |
| | Have not used | 37% | 29.1% | 18.4% | 15% |
| Q13. It is easy to reach my Illinois Health Connect Provider Services Representative. | SA or A | 45.5% | 60.5% | 68.6% | 80.6% |
| | SD or D | 6.1% | 6.8% | 8.8% | 4.9% |
| | Have not used | 48.6% | 32.7% | 11.7% | 8.5% |
| | Don't know who my rep is | Not asked in 2008 | Not asked in 2009 | 11% | 6.1% |
| 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% | 83.9% |
| | SD or D | 4.9% | 4.5% | 5.6% | 4.5% |
| | Never been visited | 49.8% | 28.4% | 17% | 11.7% |
| 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 | | | 71.9% | 80.8% |
| | SD or D | | | 17% | 10% |
| | Have not seen the profile | | | 11% | 9.2% |
| Q16. The Illinois Health Connect Bonus Payment Program for High Performance has stimulated quality improvement efforts in my practice. | SA or A | | | 56.9% | 72% |
| | SD or D | | | 23.5% | 17.5% |
| | Unaware of the Bonus Program | | | 19.6% | 10.4% |
| Q17. 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. | SA or A | | | 52% | 38.4% |
| | SD or D | | | 4.3% | 1.7% |
| | Have not utilized QA Nurse | | | 43.7% | 59.9% |

| Question | Responses | 2008 | 2009 | 2010 | 2011 |
|---|--------------------------|-------------------|-------|-------|-------|
| 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% | 47.7% |
| | Usually or Always | | 55.8% | 55.2% | 52.3% |
| 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% | 52.2% |
| | Usually or Always | | 50.2% | 50.7% | 47.8% |
| Q20. 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. | SA or A | | | | 92.2% |
| | SD or D | | | | 7.1% |
| | Other Suggestions | | | | 0.8% |
| Q21. Access to sub-specialty expertise could be improved by providing online e-mail and telemedicine access to specialist physicians for IHC's primary care | SA or A | | | | 92.2% |
| | SD or D | | | | 7.1% |
| | Other Suggestions | | | | 0.8% |
| Q22 Access to sub-specialty care will only be improved by the state increasing reimbursement to sub-specialists for publicly-insured patients. | SA or A | | | | 89.7% |
| | SD or D | | | | 9.6% |
| | Other Suggestions | | | | 0.7% |
| Q23. 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% | 82.7% |
| | SD or D | | | 23.5% | 17.3% |
| Q24. Illinois Health Connect staff has satisfactorily assisted my practice with preparation for implementation of Phase I of the referral system. | SA or A | | | | 81.2% |
| | SD or D | | | | 18.8% |
| Q25. Illinois Health Connect's Call Center Staff respond satisfactorily to clients' questions and needs. | SA or A | | | | 58.3% |
| | SD or D | | | | 10.3% |
| | No feedback from clients | | | | 31.3% |

| Question | Responses | 2008 | 2009 | 2010 | 2011 |
|---|---------------|-------|-------|-------|-------------------|
| Q. The white informational packet supplied by Provider Service Representative was useful to my practice. | SA or A | | | 63.6% | |
| | SD or D | | | 3.6% | Not asked in 2011 |
| | Have not used | | | 32.9% | |
| Q. The purple informational packet supplied by QA Nurse was useful to my practice. | SA or A | | | 41% | |
| | SD or D | | | 2.5% | Not asked in 2011 |
| | Have not used | | | 56.4% | |
| Q26. The cover page on the Panel Roster keeps me informed of important updates. | SA or A | | | 64.1% | 70.5% |
| | SD or D | | | 5.1% | 2.9% |
| | Have not used | | | 30.8% | 26.6% |
| Q27. The blast faxes and blast emails from Illinois Health Connect keep me informed of important updates. | SA or A | | | 65.6% | 75.8% |
| | SD or D | | | 4.5% | 5.7% |
| | Have not used | | | 29.8% | 18.5% |
| Q28. Overall, I am satisfied with the administration of Illinois Health Connect. | SA or A | 76.1% | 84.2% | 84.5% | 88.8% |
| | SD or D | 23.9% | 15.8% | 15.5% | 11.2% |
| Q29. I would recommend Illinois Health Connect to my colleagues. | SA or A | 75.2% | 77.9% | 77.6% | 82.9% |
| | SD or D | 24.8% | 22.1% | 22.5% | 17.1% |