

# FY 14–15 CHILD HEALTH PLAN *PLUS* MEMBER SATISFACTION REPORT

September 2015

*This report was produced by Health Services Advisory Group, Inc. for the Colorado Department of Health Care Policy & Financing.*



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## 1. Executive Summary

The State of Colorado was required to administer member satisfaction surveys to members enrolled in the following Child Health Plan *Plus* (CHP+) plans: Colorado Access, Colorado Choice, Denver Health Medical Plan (DHMP), Kaiser Permanente (Kaiser), and Rocky Mountain Health Plans (RMHP). The Colorado Department of Health Care Policy & Financing (the Department) contracts with Health Services Advisory Group, Inc. (HSAG) to administer and report the results of the Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) Health Plan Surveys.<sup>1-1</sup> The goal of the CAHPS Health Plan Surveys is to provide performance feedback that is actionable and will aid in improving overall member satisfaction.

The standardized survey instrument selected was the CAHPS 5.0 Child Medicaid Health Plan Survey with the Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) supplemental item set.<sup>1-2</sup> The parents or caretakers of child members from the CHP+ plans completed the surveys from February to May 2015.

### Performance Highlights

The Results Section of this report details the CAHPS results for the CHP+ plans. The following is a summary of the CHP+ CAHPS performance highlights for each plan. The performance highlights are categorized into the four major types of analyses performed on the CHP+ CAHPS data:

- ◆ National Committee for Quality Assurance (NCQA) Comparisons
- ◆ Trend Analysis
- ◆ Plan Comparisons
- ◆ Priority Assignments

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<sup>1-1</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>1-2</sup> HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

### NCQA Comparisons

Overall member satisfaction ratings for four CAHPS global ratings (Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialist Seen Most Often) and four composite measures (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service) were compared to NCQA’s 2015 HEDIS Benchmarks and Thresholds for Accreditation.<sup>1-3,1-4</sup> This comparison resulted in plan ratings of one (★) to five (★★★★★) stars on these CAHPS measures, where one was the lowest possible rating and five was the highest possible rating. The detailed results of this comparative analysis are described in the Results Section beginning on page 2-6. Table 1-1 presents the highlights from this comparison.

**Table 1-1  
NCQA Comparisons Highlights**

Colorado Access	Colorado Choice	DHMP	Kaiser	RMHP
★ Rating of Health Plan	★ Rating of Health Plan	★ Rating of Health Plan	★★ Rating of Health Plan	★ Rating of Health Plan
★★ Rating of All Health Care	★ Rating of All Health Care	★★ Rating of All Health Care	★★★★ Rating of All Health Care	★★★ Rating of All Health Care
★★★★ Rating of Personal Doctor	★ Rating of Personal Doctor	★★★★ Rating of Personal Doctor	★★★★★ Rating of Personal Doctor	★★★ Rating of Personal Doctor
★★★ Rating of Specialist Seen Most Often	★★+ Rating of Specialist Seen Most Often	★★+ Rating of Specialist Seen Most Often	★★★★+ Rating of Specialist Seen Most Often	★★+ Rating of Specialist Seen Most Often
★ Getting Needed Care	★★ Getting Needed Care	★ Getting Needed Care	★★★ Getting Needed Care	★★ Getting Needed Care
★★ Getting Care Quickly	★★★★ Getting Care Quickly	★ Getting Care Quickly	★★★ Getting Care Quickly	★★★★ Getting Care Quickly
★★★★ How Well Doctors Communicate	★★★ How Well Doctors Communicate	★★ How Well Doctors Communicate	★★★★★ How Well Doctors Communicate	★★★★★ How Well Doctors Communicate
★ Customer Service	★+ Customer Service	★ Customer Service	★ Customer Service	★ Customer Service

★★★★★ 90th Percentile or Above   ★★★★ 75th-89th Percentiles   ★★★ 50th-74th Percentiles   ★★ 25th-49th Percentiles   ★ Below 25th Percentile

Please note: CAHPS scores with fewer than 100 respondents are denoted with a cross (+). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.

<sup>1-3</sup> National Committee for Quality Assurance. *HEDIS Benchmarks and Thresholds for Accreditation 2015*. Washington, DC: NCQA, February 5, 2015.

<sup>1-4</sup> NCQA does not publish benchmarks and thresholds for the Shared Decision Making composite measure, and Coordination of Care and Health Promotion and Education individual item measures; therefore, overall member satisfaction ratings could not be derived for these CAHPS measures.

### Trend Analysis

In order to evaluate trends in CHP+ member satisfaction, HSAG performed a stepwise trend analysis, where applicable. The first step compared the 2015 CAHPS results to the 2014 CAHPS results. If the initial 2015 and 2014 trend analysis did not yield any significant differences, then an additional trend analysis was performed between 2015 and 2013 results. The detailed results of the trend analysis are described in the Results Section beginning on page 2-9. Table 1-2 presents the statistically significant results from this analysis.

Table 1-2 Trend Analysis Highlights					
	Colorado Access	Colorado Choice	DHMP	Kaiser	RMHP
Rating of Health Plan		None	▼	None	
Rating of Personal Doctor	▲				
Rating of Specialist Seen Most Often			▼ <sup>+</sup>		
How Well Doctors Communicate					▲
Coordination of Care					▲ <sup>+</sup>
<p>▲ Indicates the 2015 score is significantly higher than the 2014 score            ▼ Indicates the 2015 score is significantly lower than the 2014 score            ▲ Indicates the 2015 score is significantly higher than the 2013 score            ▼ Indicates the 2015 score is significantly lower than the 2013 score</p> <p>Please note: CAHPS scores with fewer than 100 respondents are denoted with a cross (+). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.</p>					

### Plan Comparisons

In order to identify performance differences in member satisfaction between the Colorado CHP+ plans, the case-mix adjusted results for each plan were compared to one another using standard statistical tests.<sup>1-5</sup> These comparisons were performed on the four global ratings, five composite measures, and two individual item measures. The detailed results of the comparative analysis are described in the Results Section beginning on page 2-22. Table 1-3 presents the statistically significant results from this comparison.<sup>1-6</sup>

Table 1-3 Plan Comparisons Highlights				
Colorado Access	Colorado Choice	DHMP	Kaiser	RMHP
None	↓ Coordination of Care <sup>+</sup>	↓ Getting Care Quickly	↑ Getting Needed Care	↑ Getting Care Quickly
	↓ Rating of Personal Doctor	↓ Getting Needed Care	↑ Rating of All Health Care	
	↑ Getting Needed Care	↓ Rating of Health Plan	↑ Rating of Health Plan	
		↑ Coordination of Care <sup>+</sup>	↑ Rating of Personal Doctor	

↑ Statistically better than the State Average  
 ↓ Statistically worse than the State Average

*Please note: CAHPS scores with fewer than 100 respondents are denoted with a cross (+). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.*

<sup>1-5</sup> CAHPS results are known to vary due to differences in respondent age, respondent education level, and member health status. Therefore, results were case-mix adjusted for differences in these demographic variables.

<sup>1-6</sup> Caution should be exercised when evaluating plan comparisons, given that population and plan differences may impact results.

### Priority Assignments

Based on the results of the NCQA comparisons and trend analysis, priority assignments were derived for each measure. Measures were assigned into one of four main categories for quality improvement (QI): top, high, moderate, and low priority. Table 1-4 presents the top and high priorities for each CHP+ plan.

Table 1-4 Top and High Priorities				
Colorado Access	Colorado Choice	DHMP	Kaiser	RMHP
<ul style="list-style-type: none"> <li>◆ Rating of Health Plan</li> <li>◆ Rating of All Health Care</li> <li>◆ Getting Needed Care</li> <li>◆ Getting Care Quickly</li> <li>◆ Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>◆ Rating of Health Plan</li> <li>◆ Rating of All Health Care</li> <li>◆ Rating of Personal Doctor</li> <li>◆ Rating of Specialist Seen Most Often<sup>+</sup></li> <li>◆ Getting Needed Care</li> <li>◆ Customer Service<sup>+</sup></li> </ul>	<ul style="list-style-type: none"> <li>◆ Rating of Health Plan</li> <li>◆ Rating of All Health Care</li> <li>◆ Rating of Specialist Seen Most Often<sup>+</sup></li> <li>◆ Getting Needed Care</li> <li>◆ Getting Care Quickly</li> <li>◆ How Well Doctors Communicate</li> <li>◆ Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>◆ Rating of Health Plan</li> <li>◆ Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>◆ Rating of Health Plan</li> <li>◆ Rating of Specialist Seen Most Often<sup>+</sup></li> <li>◆ Getting Needed Care</li> <li>◆ Customer Service</li> </ul>
<p><i>Please note: CAHPS scores with fewer than 100 respondents are denoted with a cross (+). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.</i></p>				