

CCHRI Provider After-Hours Access Survey

California Cooperative Health Care Reporting Initiative

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CCHRI Provider After-Hours Access Survey

- Insure that patients are provided with appropriate information regarding access to healthcare professionals after regular business hours
- Improve patient satisfaction
- Guide patients to get appropriate after-hour care in a timely manner
- Reduce and or prevent unnecessary emergency room usage

Participating Plans

- Anthem
- Blue Shield
- Health Net
- PacifiCare
- Western Health Advantage

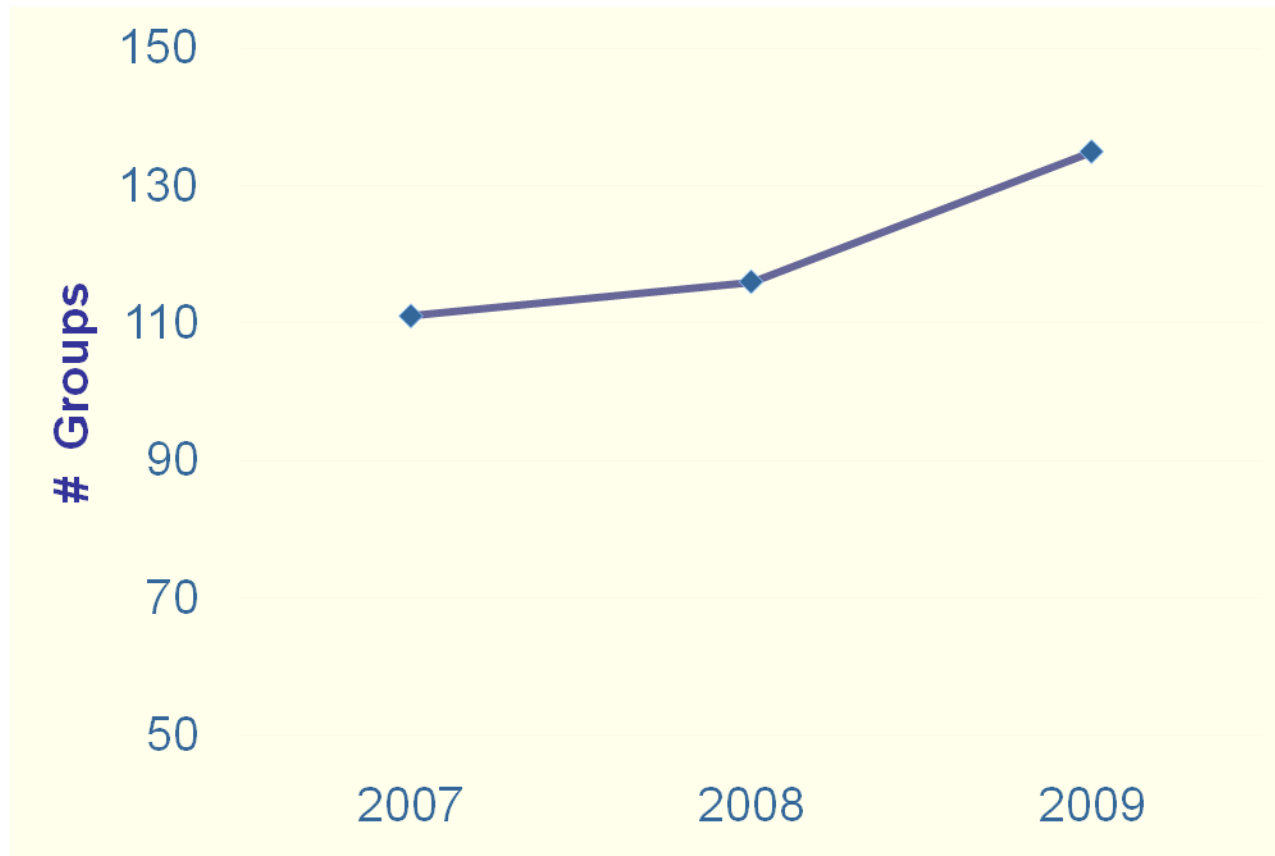
Methodology

- PMG/IPAs register as a part of the PAS registration - survey participation is voluntary
- Provider information for survey sample is obtained through PAS data
 - PMG/IPAs supply PCP flag criteria
 - At least one claim / encounter within past 12 months
- Sample of 50 physicians per PMG/IPA if < 50 includes all providers
- Call unique numbers one time
 - If multiple MDs share a single number – number is called once, all MDs receive same score

New in 2009

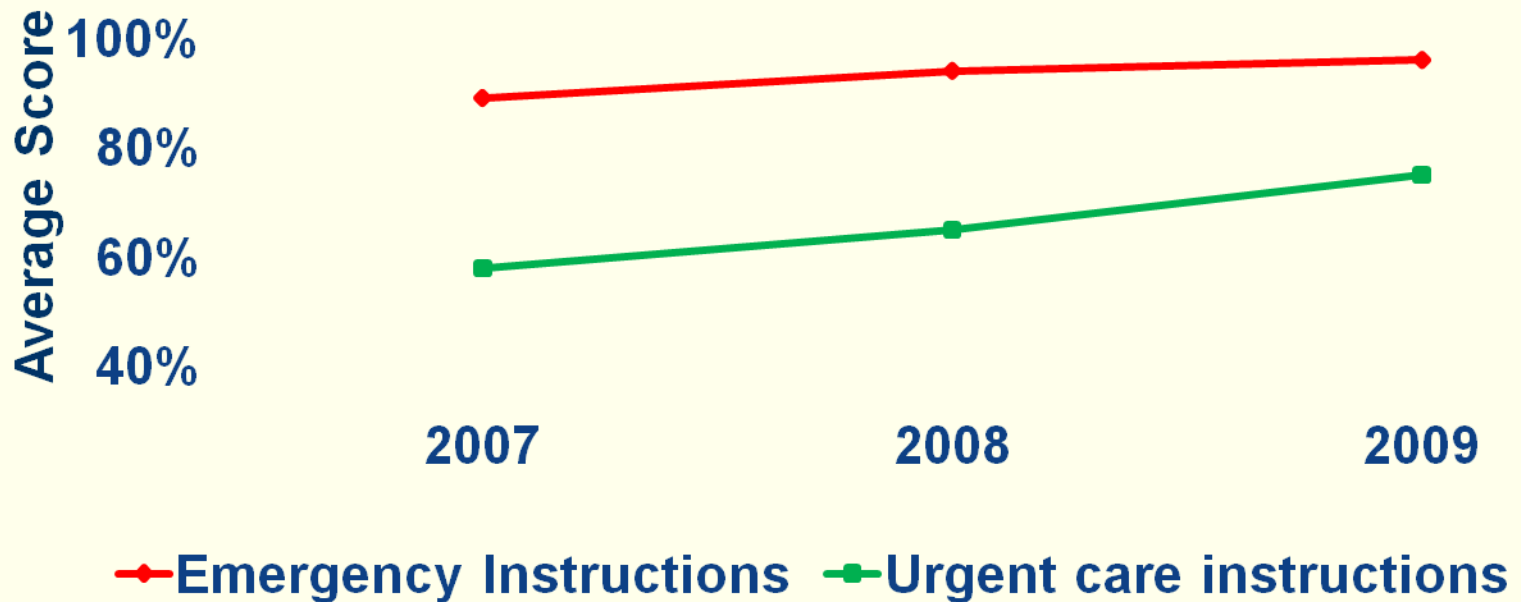
- Coordinated Cross-Plan Corrective Action Plan (CAP) - All groups with scores less than 100% on either measure
 - Standard form
 - Complete once, send copy to participating plans
- Educational teleconference

Increased Group Participation

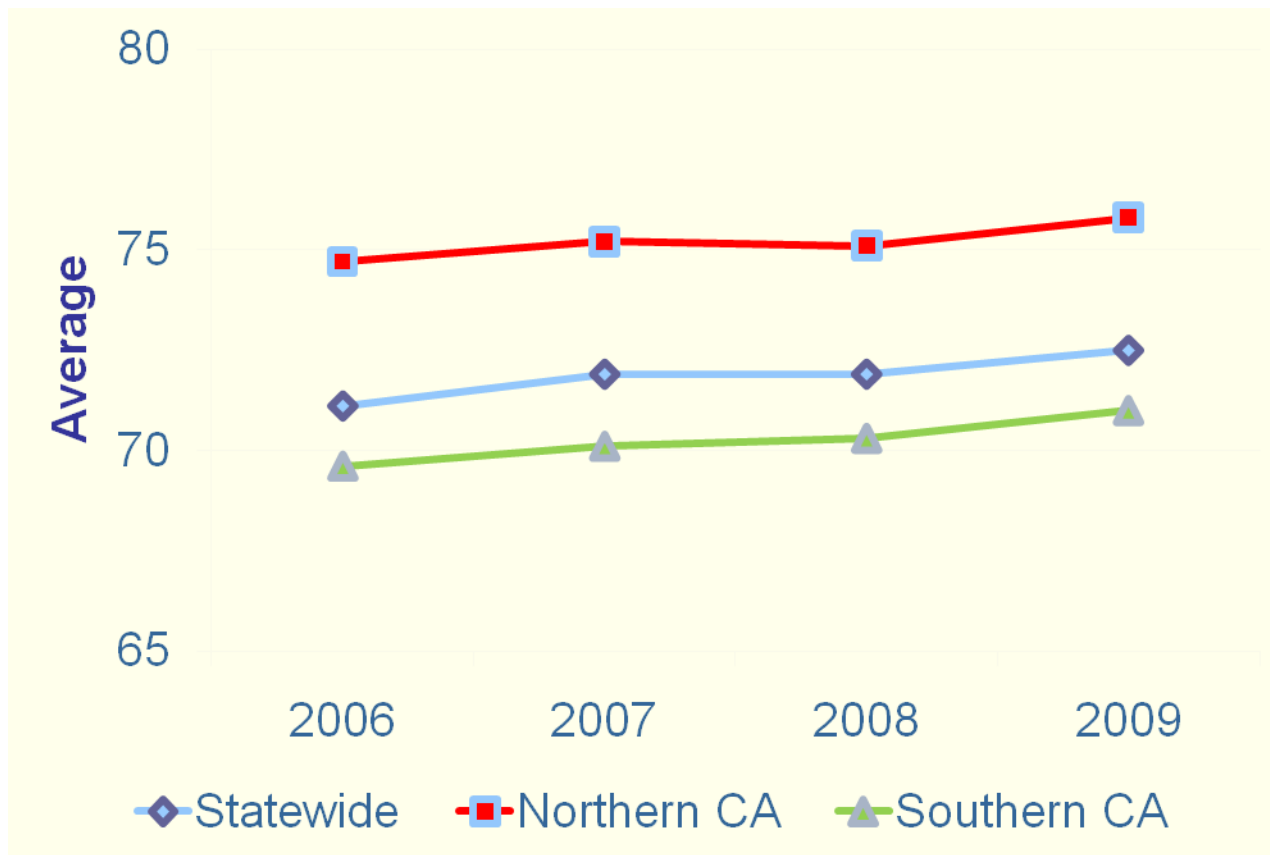


Improved Compliance

After-Hours Access Instructions Compliance
2007- 2009

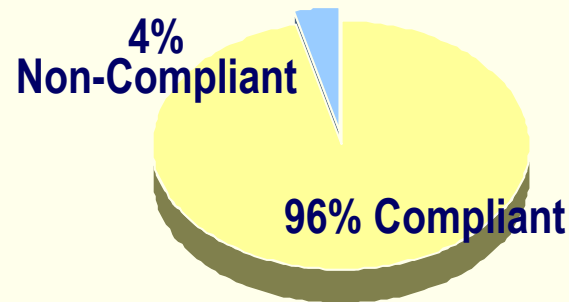


Patient Experience – Got advice after regular office hours



SUMMARY OF 2009 AFTER HOURS CALLS

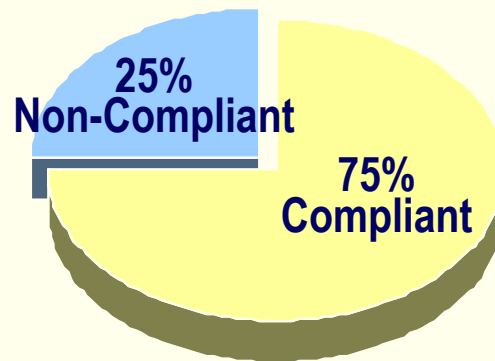
Overall Emergency Instruction Compliance



	Live Person	Recording	Average Score Total (All CA)
Total – Compliant Responses	1173	3782	96%
Hang-up and dial 911 or go the nearest ER	391	1123	29
Go to the nearest emergency room	230	43	5
Hang-up and dial 911	552	2616	61
Total – Non-Compliant	147	73	4%
Stay on the line and you will be connected to a PCP	68	0	1
Leave your name and number, someone will call you back	2	0	0
Go to an urgent care center	1	0	0
Given another number to contact physician	1	5	<1
The doctor or on-call physician can be paged	65	5	1
Automatically transferred to urgent care	1	0	0
Transfer to an advice/triage nurse	6	0	<1
No emergency instructions given	0	52	1
Other	3	11	<1

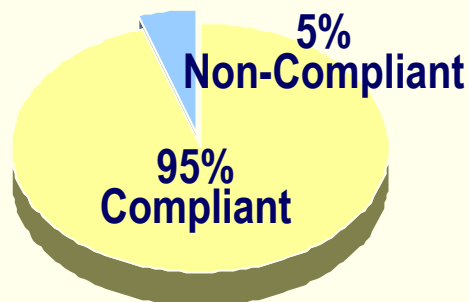
SUMMARY OF 2009 AFTER HOURS CALLS

Overall Physician Availability After-Hours

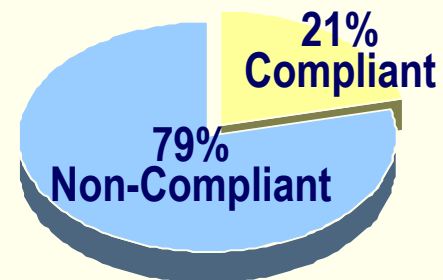


75% indicate immediately or within 1 hour

Physician Available After-Hours (Live Person)



Physician Available After-Hours (No Live Person)



Achieving Excellence in 2009 – 100% for both measures

- All Care MG
- Axminster MG
- Bristol Park MG
- Mercy MG
- Edinger MG
- Facey MG
- Family Care Specialists MG
- Centre for Health Care
- Riverside Medical Clinic
- Sansum Clinic
- Scripps Clinic Penn Elm MG
- Sharp Rees-Stealy MG
- St. Joseph Heritage MG
- Sutter Medical Group
- Sutter West MG
- Talbert MG
- United Family Care
- West Covina Medical Clinic
- Redlands Yucaipa MG

DMHC Proposed Regulations for Timely Access to Care (currently out for public comment)

- Specifies appointment wait times
 - Urgent care, no prior auth – 48 hours
 - Urgent care, require prior auth – 96 hours
 - Non-urgent, primary care – 10 business days
 - Non-urgent, specialist – 15 business days
 - Non-urgent, non-physician MH provider – 10 business days
 - Non-urgent, ancillary svc – 15 business days
- Triage and screening – 24x7, 30 min wait

Contact Information

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