

CCHRI Provider After-Hours Access Survey

California Cooperative Health Care Reporting Initiative

CCRHI All Participants Meeting
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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
- SCAN
- Western Health Advantage

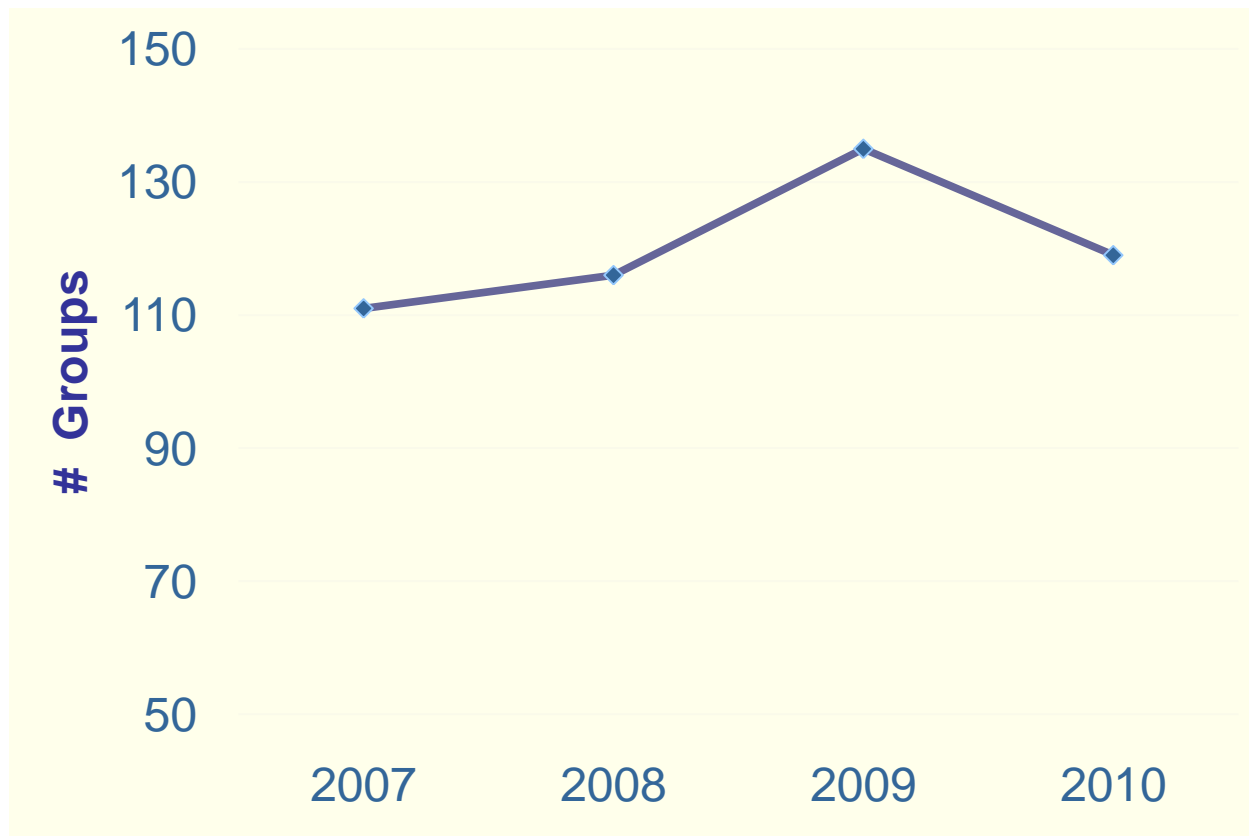
Methodology

- 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 2010

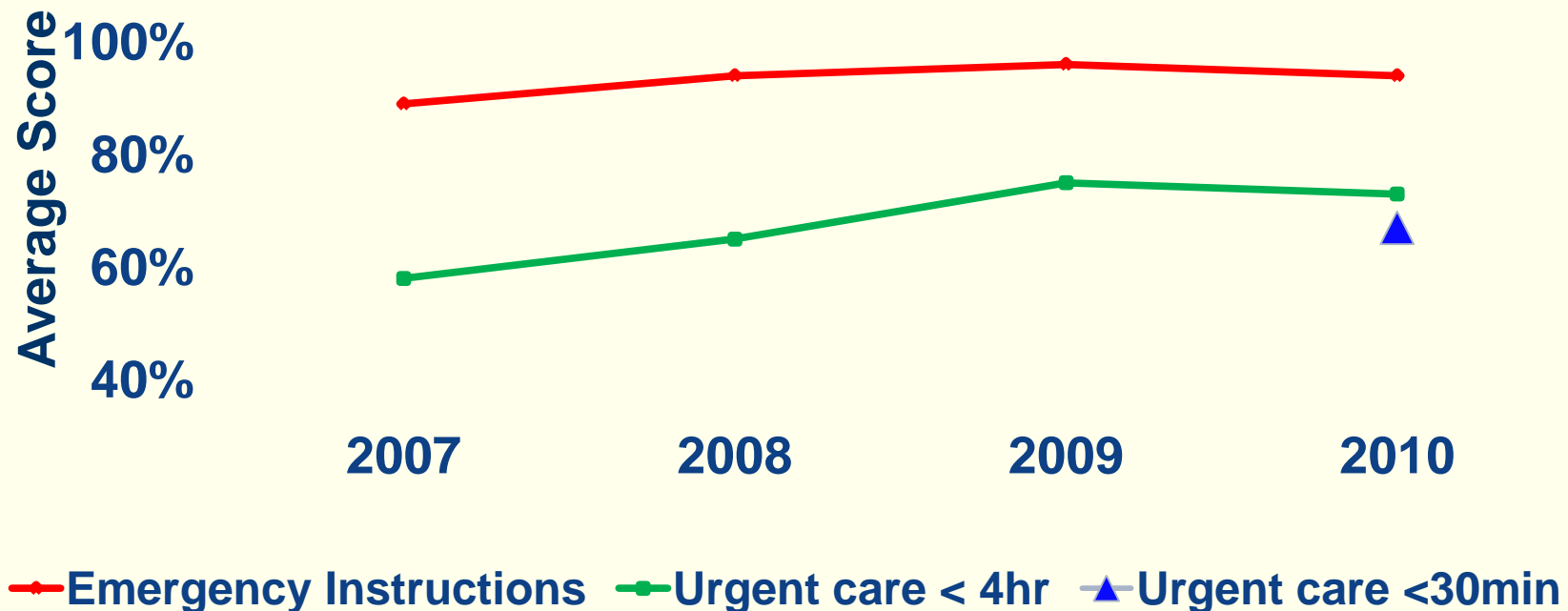
- New measure - the percentage of physician offices that indicate that a healthcare professional will return a patient's call within 30 minutes.

Group Participation

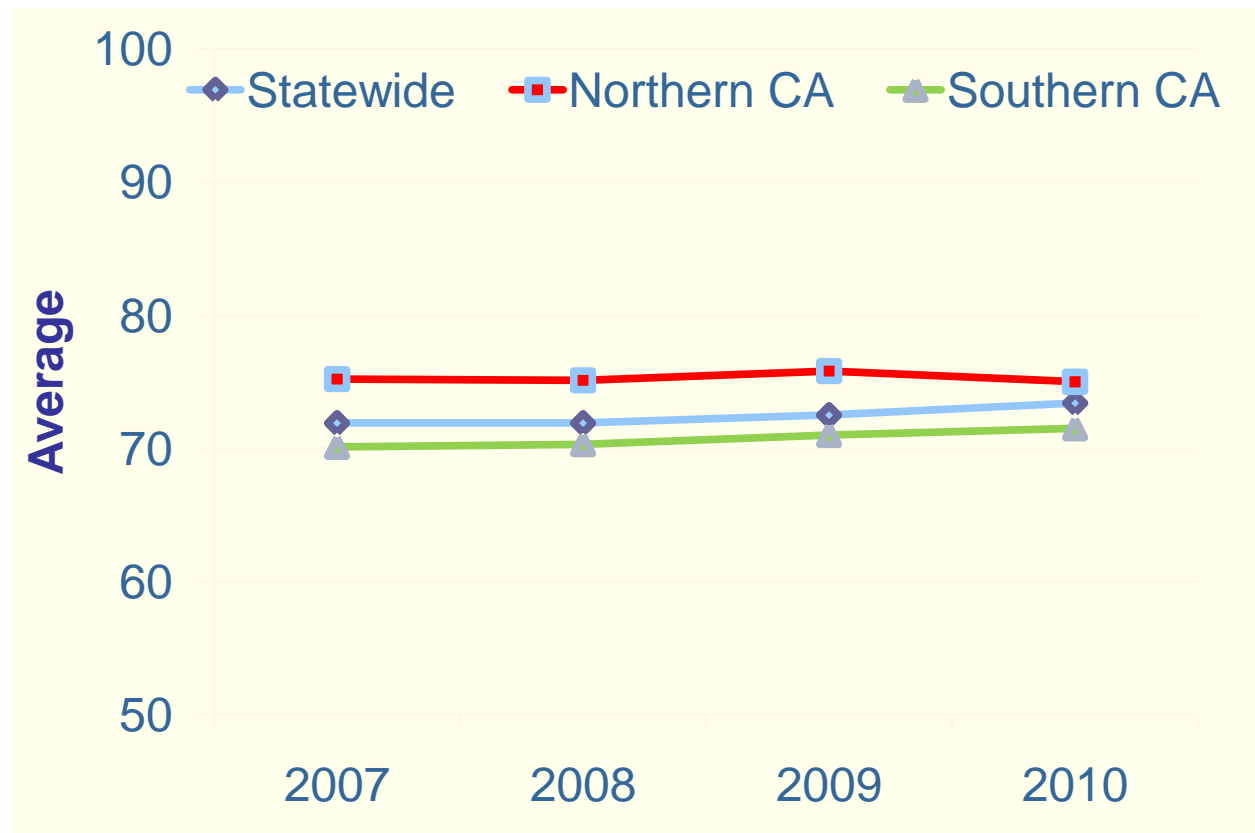


Stable Compliance

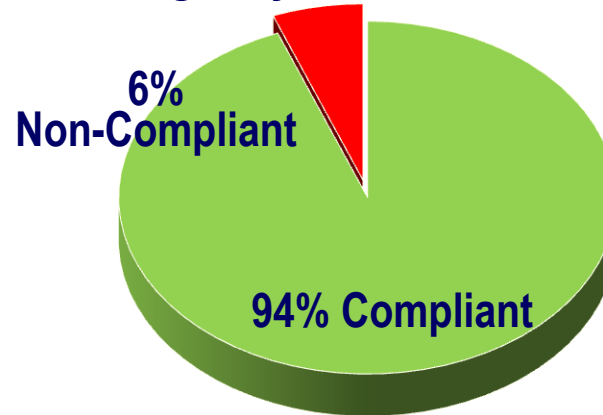
After-Hours Access Instructions Compliance 2007- 2010



Patient Experience – Got advice after regular office hours

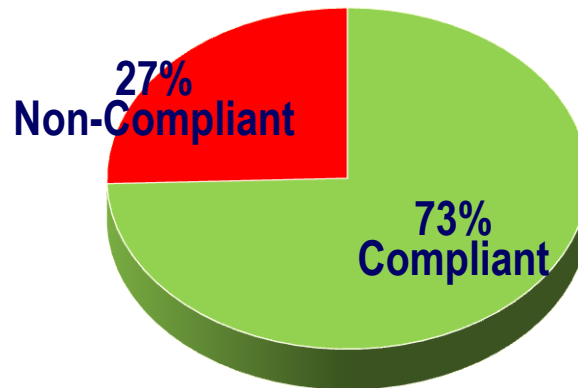


Overall Emergency Instruction Compliance



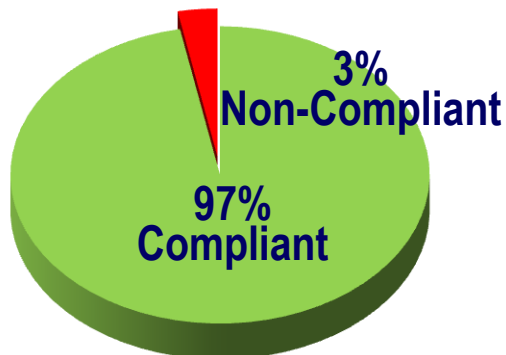
	Live Person	Recording	Average Score (All CA)
Total – Compliant Responses	1129	3670	94%
Hang-up and dial 911 or go the nearest ER	645	1379	40
Go to the nearest emergency room	199	16	4
Hang-up and dial 911	285	2275	50
Total – Non-Compliant	248	38	6%
Stay on the line and you will be connected to a PCP	136	2	3
Leave your name and number, someone will call you back	3	0	<1
Go to an urgent care center	0	0	0
Given another number to contact physician	0	5	<1
The doctor or on-call physician can be paged	77	3	2
Automatically transferred to urgent care	0	0	0
Transfer to an advice/triage nurse	27	7	1
No emergency instructions given	0	21	<1
Other	5	0	<1

Overall Physician Availability After-Hours (less than 4 hours)

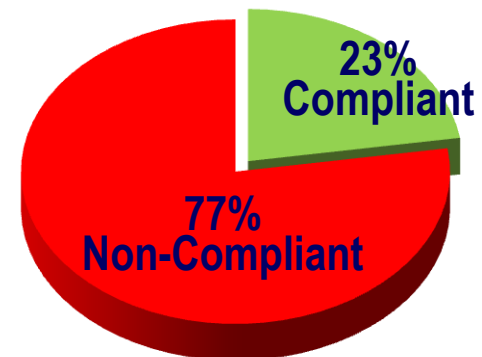


67% indicate immediately or within 30 minutes ⁷⁵⁵

Physician Available After-Hours (Live Person)



Physician Available After-Hours (No Live Person)



Achieving Excellence in 2010 – 100% for both measures

- Edinger MG*
- Facey MG*
- Humboldt IPA
- Lakeside Community Healthcare
- Riverside Medical Clinic*
- Sansum Clinic*
- St. Joseph Heritage MG*
- St. Mary IPA
- Sutter Medical Group*
- Sutter West MG*
- Talbert MG*
- UCLA MG
- UCSD MG
- United Family Care*

DMHC Regulations for Timely Access to Care

- 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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