

California Patient Assessment Survey: 2009 Results

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CCHRI All Participants Meeting

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Presentation Overview

- Background
- Survey Methods
- Key Findings
 - 2008 results
 - 2006-2009 trend
 - Reductions in performance variation

Project Goals

- Produce comparative performance data on physician groups based on patient ratings of their care experiences
- Standardized data for IHA Pay for Performance initiative (25%)
 - Results displayed on the Department of Managed Health Care OPA consumer website (www.opa.ca.gov)
- CCHRI sponsors
 - Center for the Study of Services (CSS)--fields survey, analyzes and summarizes data, prepares reports
 - Bill Rodgers and Angela Li at The Health Institute (THI)– casemix adjustment, composite construction, reliability scoring

2009 Survey Methods

- Commercially-insured HMO and POS enrollees, ages 18 or older
 - Randomly sampled 900 adult patients per group
 - n=450 PCPs
 - n=450 specialists
 - Referent was a “specific doctor” that patient had a visit with between January 1 and October 31, 2008
 - Minimum of 1 encounter during MY 2008
 - PCP sample--surveyed patients with “assigned” PCP
- 145 discrete groups (184 reporting units)
 - 33 groups participated in doctor-level surveying

2009 Survey Methods

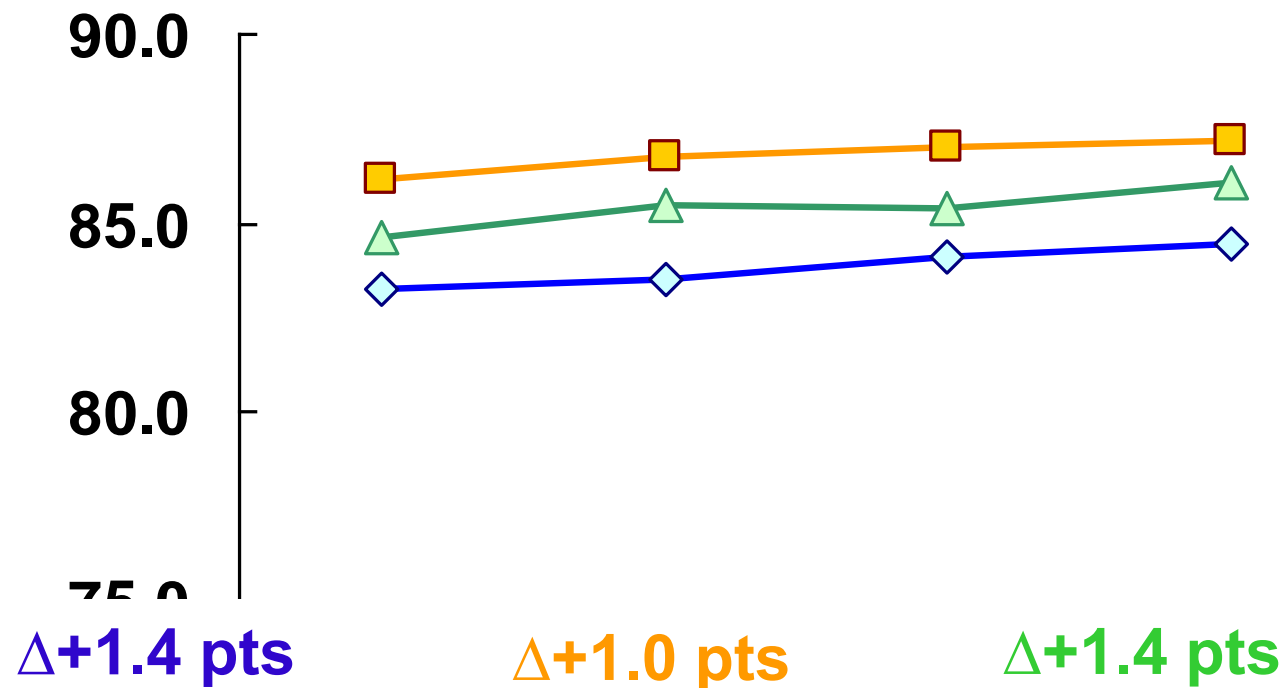
- 38.7% overall response rate (36.7% in 2008)
 - 2009 Response rate range: 18.6 to 53.8%
 - 66,017 responses:
 - Mail (73%)
 - Web (8.2%)
 - Phone (19.6%)
 - Phone interviews in English and Spanish for all groups
 - English (95.9%), Spanish (3.1%), other (1.0)
- N=158 groups participated in 2006 and 2009 surveys for 4-year trending purposes

Analysis and Reporting of Results

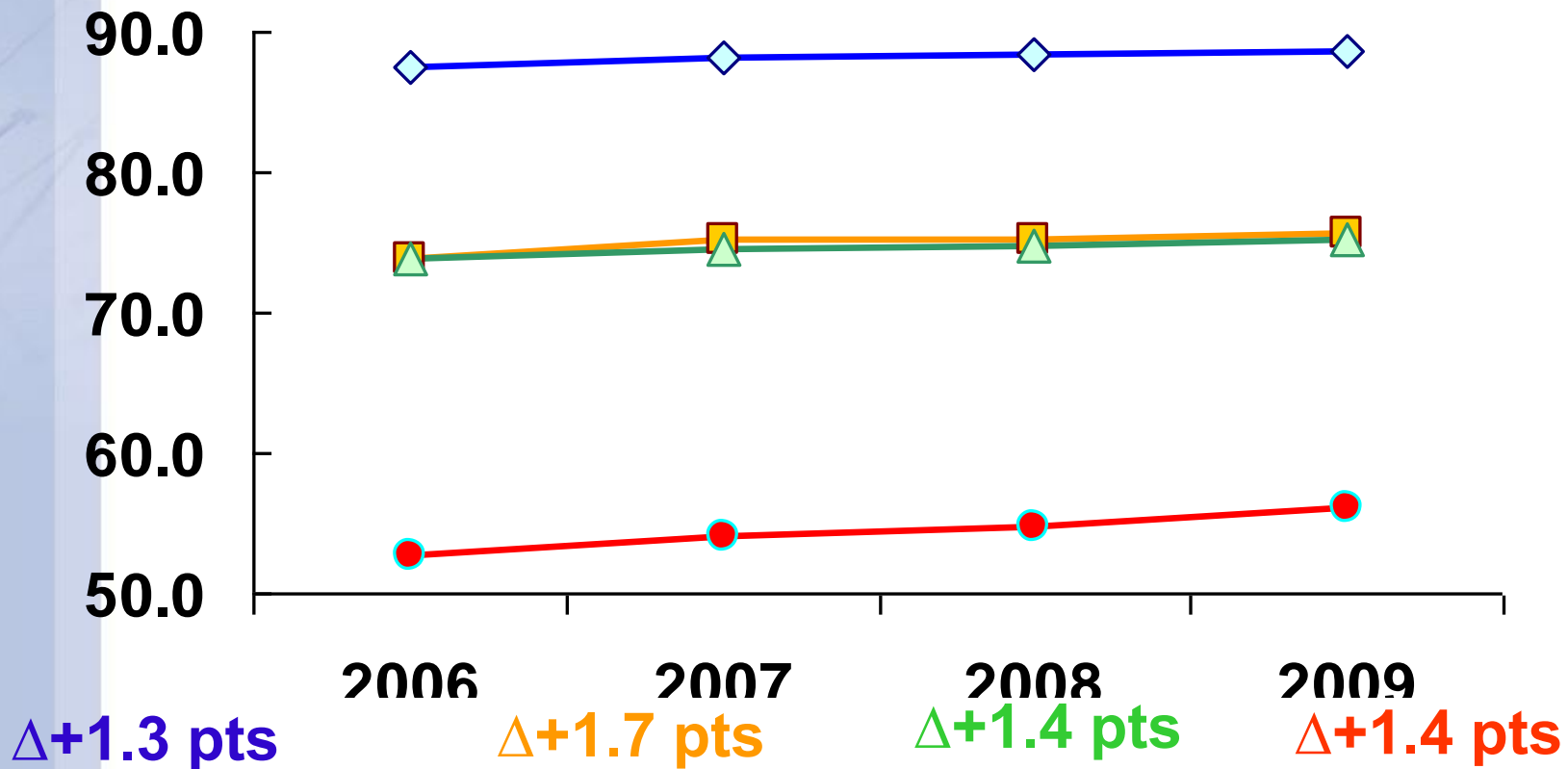
- Mean scoring
- Adjusted scores to account for differences in patient populations across POs
 - Age, gender, education, race/ethnicity-language
 - Health status, mental health status, chronic conditions, BMI
 - Specialty type, survey mode, and language in which completed survey
- No public reporting if:
 - Reliability score for a composite or overall rating item fell below < 0.70

Key Findings

Steady Positive Gains in Statewide Average Performance



Steady Positive Gains in Statewide Average Performance



Most Groups saw Changes of 1-2 Points

Absolute Change in Performance — 2008 vs. 2009

Composite	+/- 1 pt	+/- 2 pts	+/- 3 pts	+/- 4 pts	+/- 5 pts
Access	43.1%	30.9%	13.8%	7.7%	1.7%
Coordination	33.1%	26.0%	17.1%	11.6%	8.3%

*Each row sums to 100%

Most Groups saw Changes of 1-2 Points

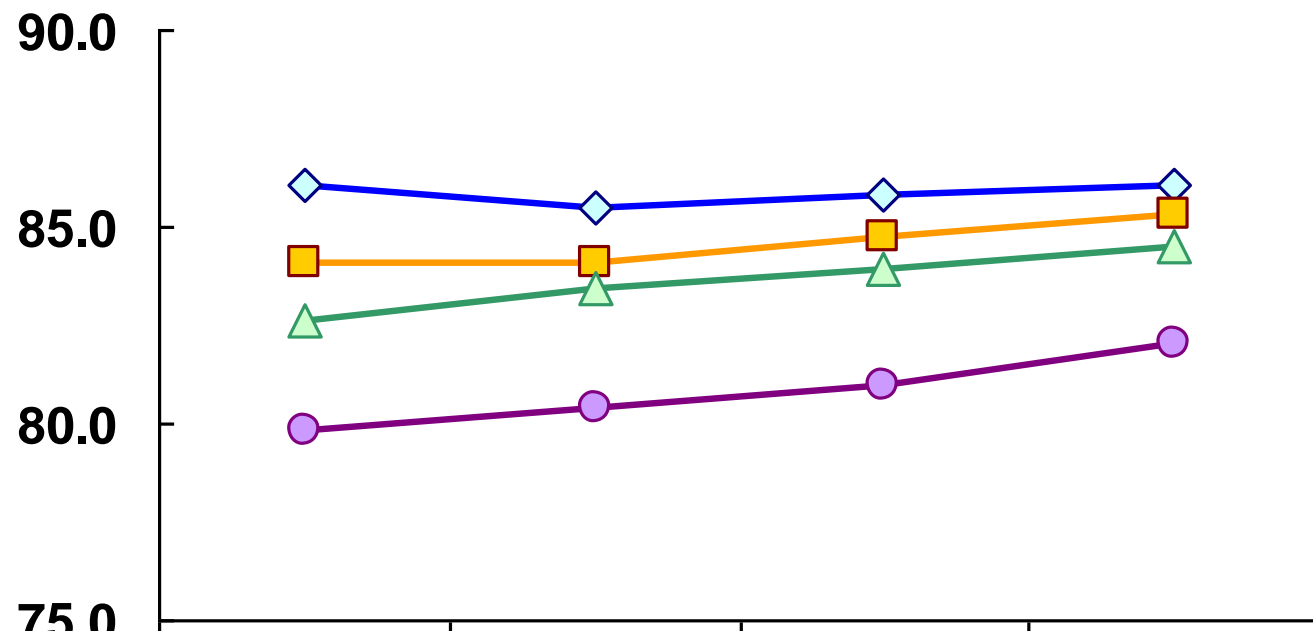
Absolute Change in Performance — 2008 vs. 2009

Overall Rating	+/- 1 pt	+/- 2 pts	+/- 3 pts	+/- 4 pts	+/- 5 pts
All Care	50.3%	33.1%	13.3%	2.8%	0.6%

*Each row sums to 100%

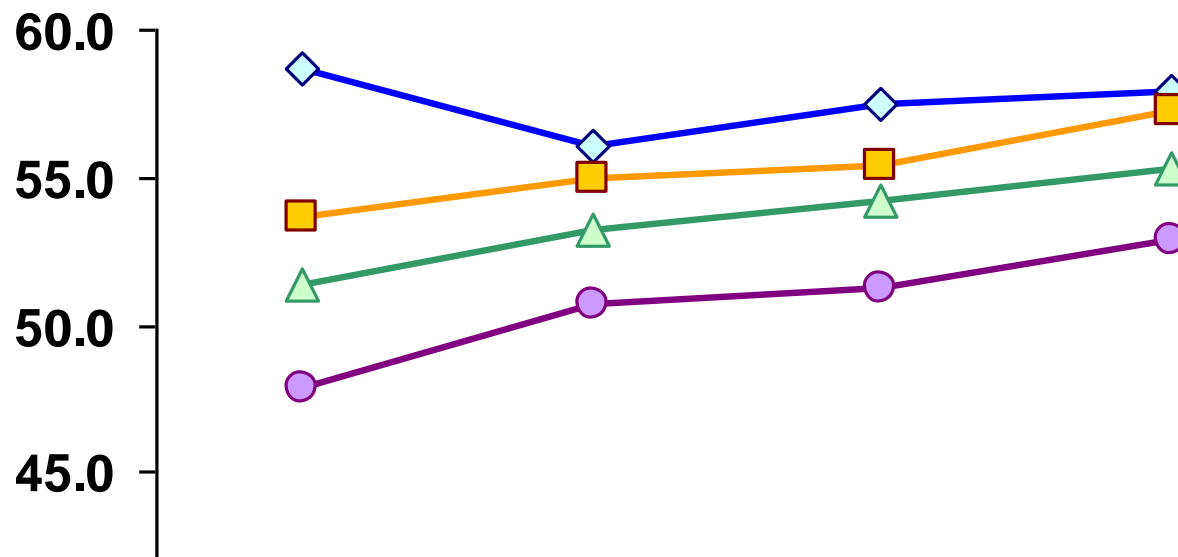
Four-Year Trend by Performance Quartile – Overall Rating of Care

Δ -2.2 pt reduction in variation

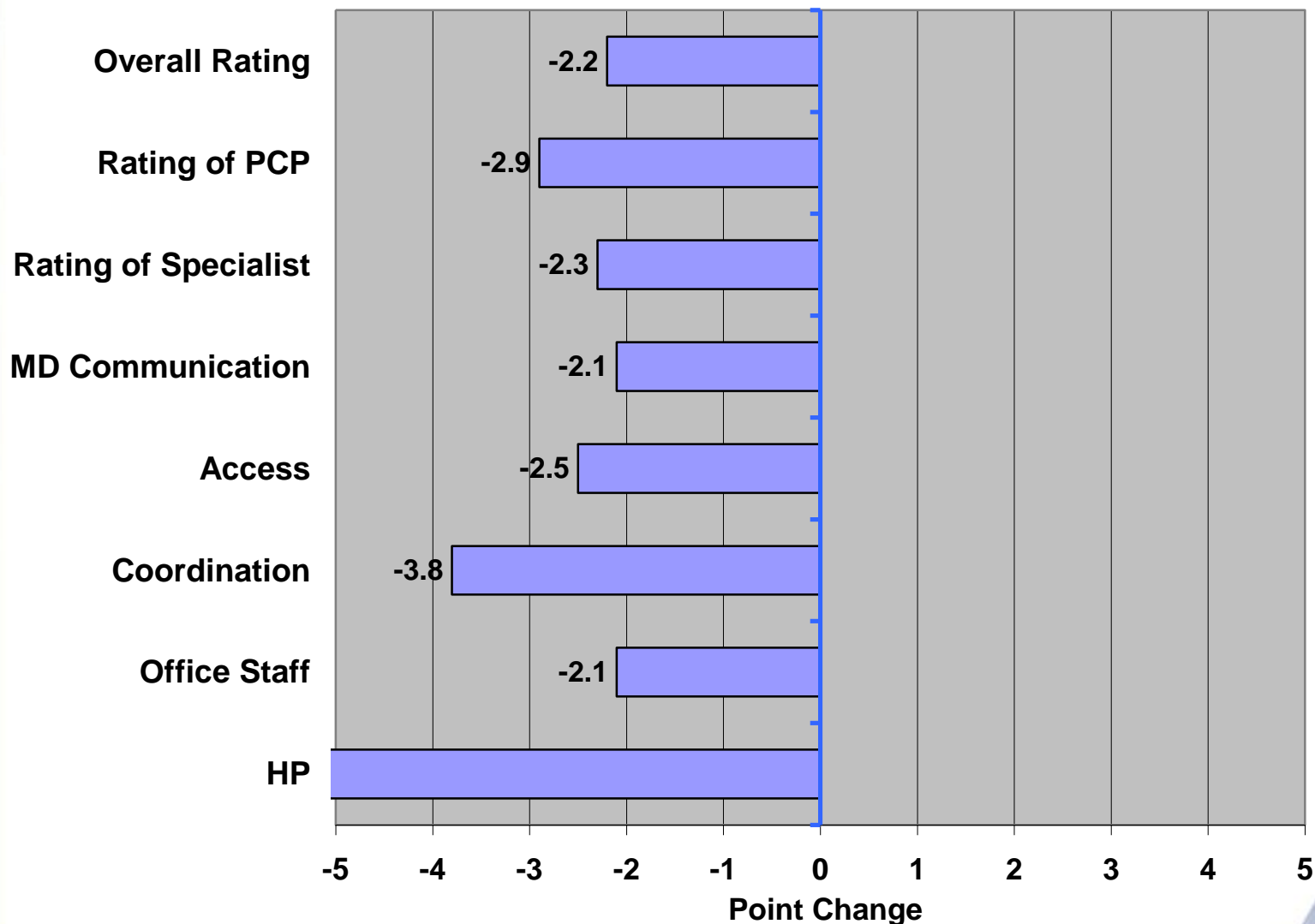


Four-Year Trend by Performance Quartile – Health Promotion

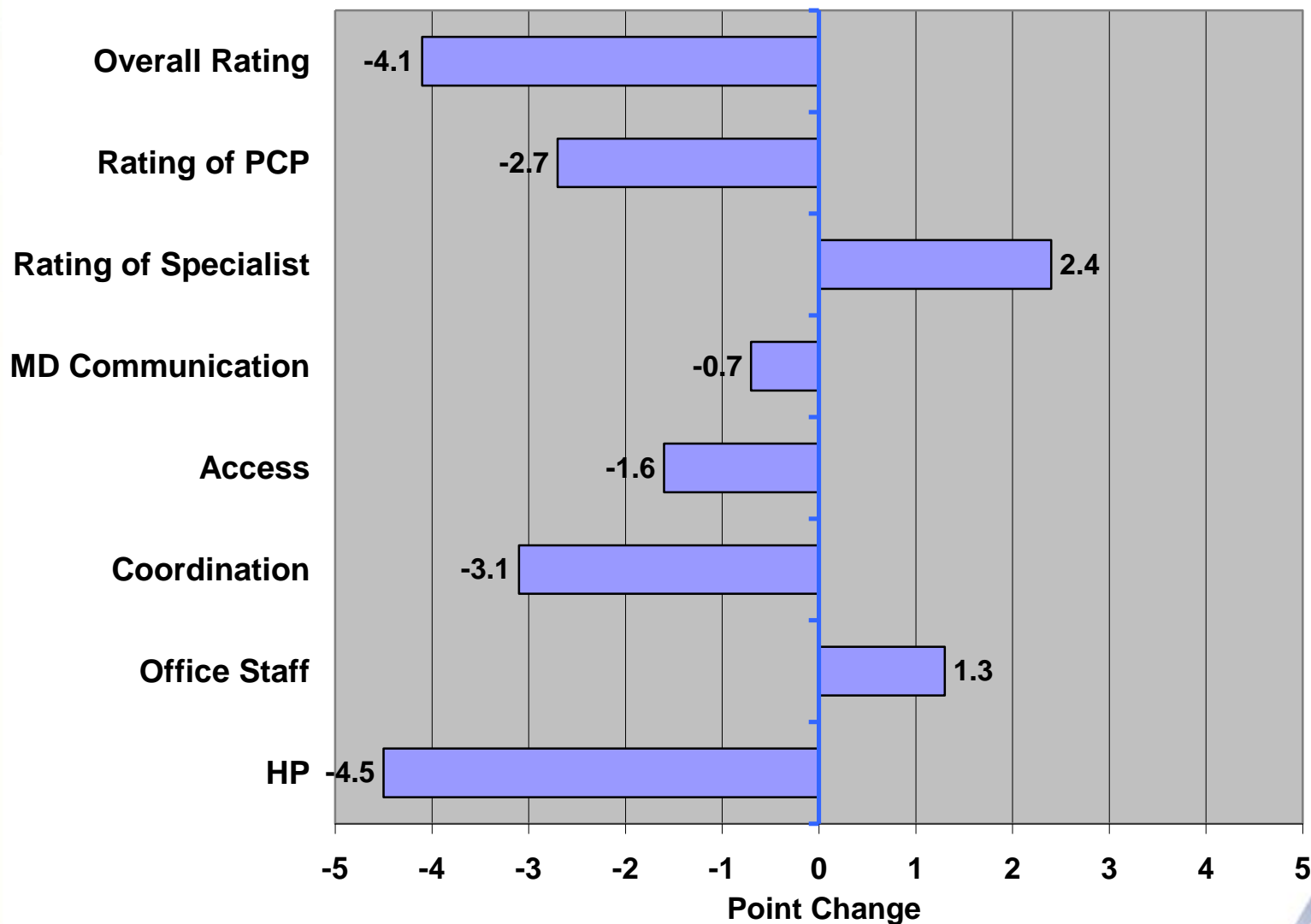
Δ -5.8 pt reduction in variation



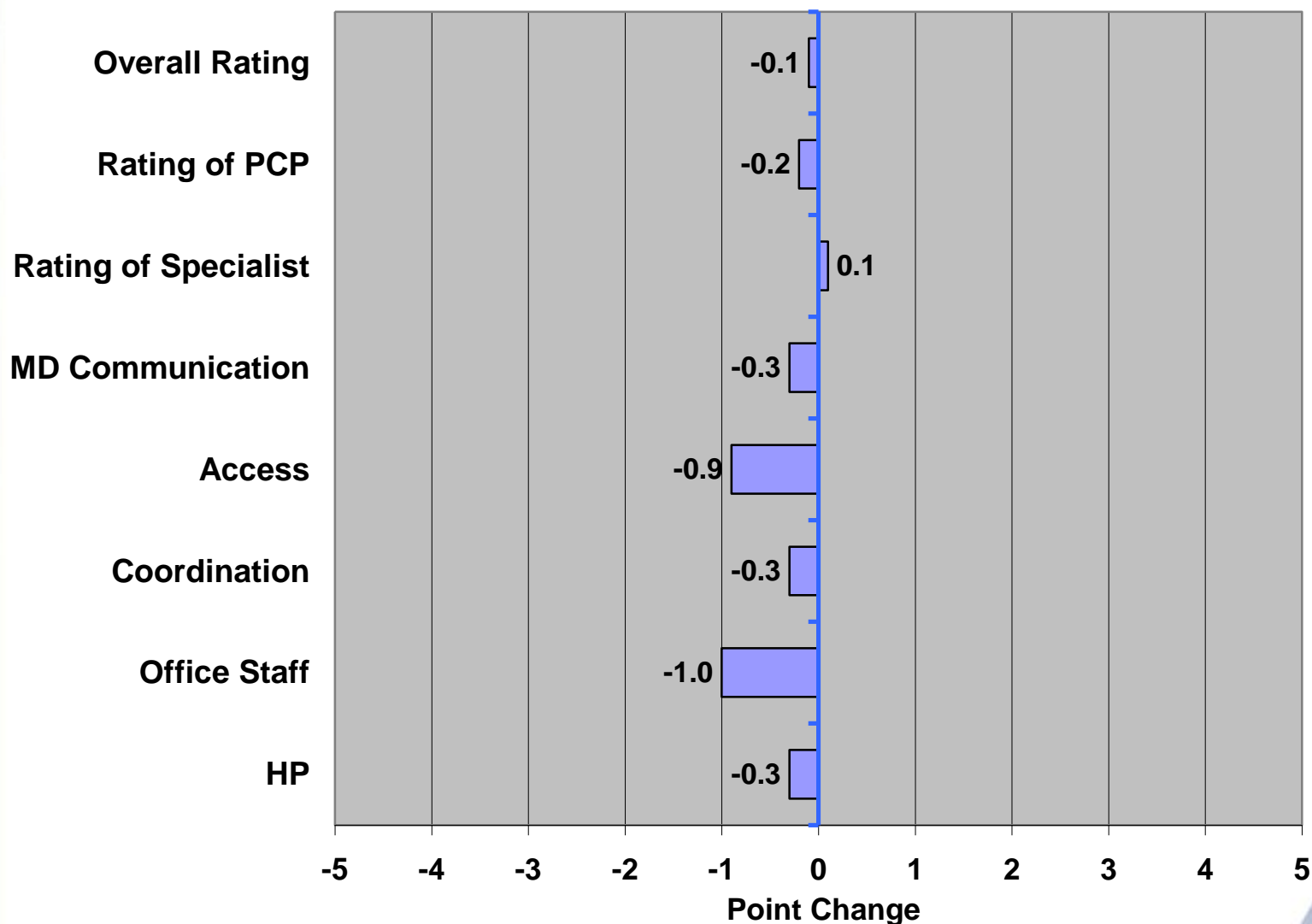
Reduction in Variation Between Top and Bottom Quartile Averages



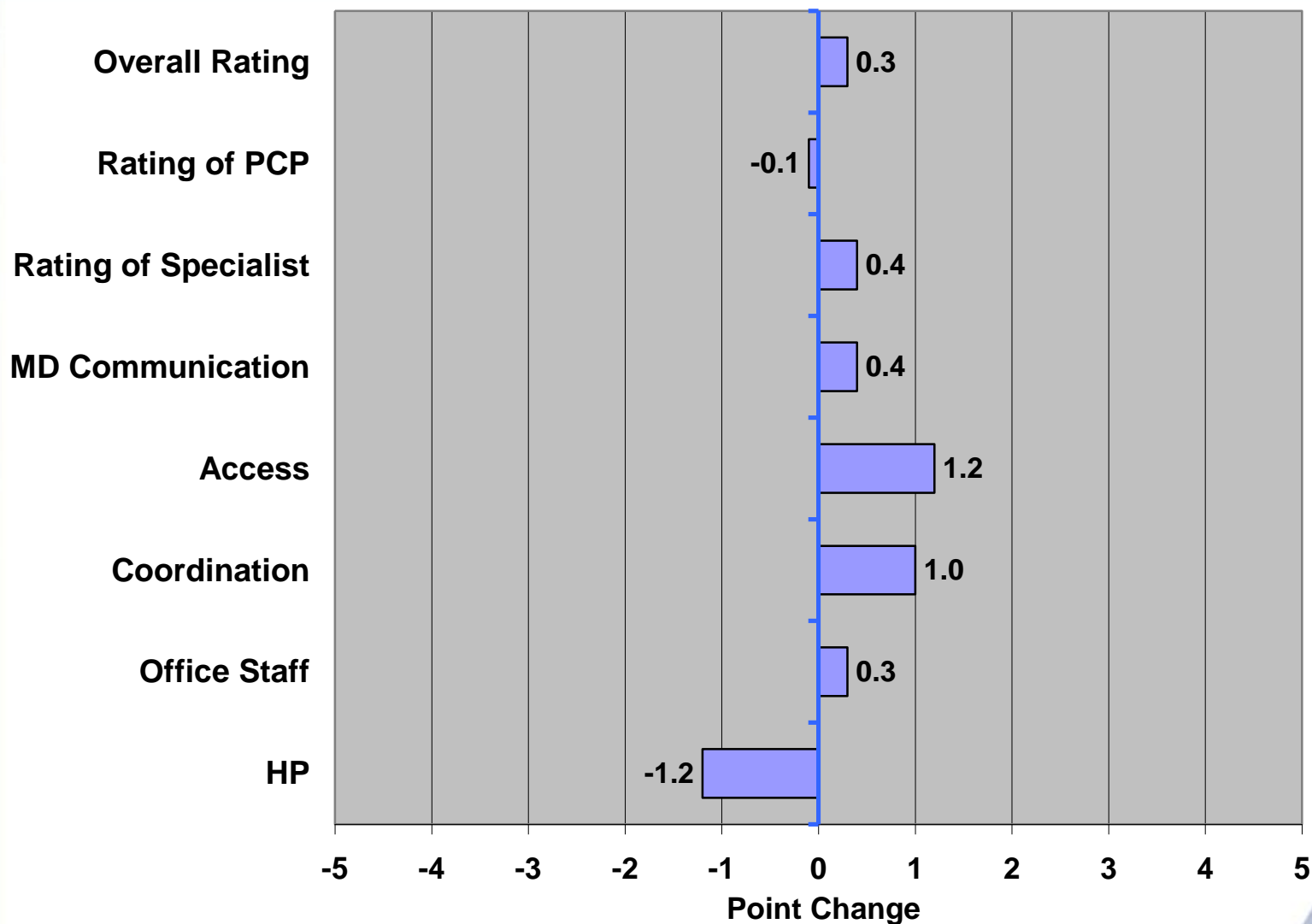
Reduction in Variation Between 10th and 90th Percentile Performance



Reduction in Variation Between Northern and Southern CA



Reduction in Variation Between Medical Group and IPA



Conclusions

- Steady improvements over time in all areas of performance
 - Lowest performers making greatest gains
 - Reduction in variation
 - Lowest and highest quartiles of performance
 - 10th and 90th percentile
 - North vs. South
- Despite gains, CA still lags performance in other regions

Gap between CA and other CG-CAHPS Sites

	US National 05/06	NY 06	Med Center	Mass 07	CA
Needed care soon enough	88.1	83.9	73.9	85.0	79.2
Regular appt. soon enough	92.2	87.5	84.6	83.1	82.5
Wait less than 15 minutes	74.1	64.2	66.9	71.3	63.1
Regular hrs call-back	86.8	79.9	71.8	82.3	74.8
After hrs care met needs	84.1	80.4	70.2	82.0	72.3
Doctor explains things	94.6	92.4	95.4	92.9	90.6
Doctor listens carefully	95.2	93.5	96.1	92.3	90.3
Instructions for symptoms	94.9	91.1	94.4	92.1	90.0
Doctor knows medical hist		87.7	91.7	87.8	85.7
Doctor spends enough time	92.2	90.5	92.2	88.7	86.4
Doctor shows respect	96.3	94.6	96.8	93.2	91.5