

## **UnitedHealthcare Community Plan 2017 Long Term Care Member/Responsible Party Satisfaction Survey**

### **Objectives**

In support of ongoing stakeholder satisfaction tracking initiatives, UnitedHealthcare Community Plan partnered with DSS Research (DSS) to conduct satisfaction research among UnitedHealthcare Community Plan Medicaid members and responsible parties.

UnitedHealthcare Community Plan is implementing a Quality Framework for its Long Term Support Services (LTSS) Programs. This framework includes surveying our members to understand and learn from their experience using the new Consumer Assessment of Healthcare Providers and Systems (CAHPS) Home and Community-Based Services (HCBS) survey posted by CMS. This survey tool was selected after researching and evaluating the findings of CMS and nine states (Arizona, Colorado, Connecticut, Georgia, Kentucky, Louisiana, Maryland, Minnesota, and New Hampshire) obtained through the Testing Experience and Functional Tools in Community-Based Long Term Services and Supports (TEFT) Demonstration Grant.

Since 2017 is the first year UnitedHealthcare Community Plan has used the CAHPS survey, it is not comparable to our previous surveys. 2017 will be the baseline for which we can compare future surveys.

The objectives of this research were to:

- Continue a standard satisfaction measurement across sites while meeting state requirements.
- Identify and understand the key influencers of satisfaction and loyalty at the site level.
- Identify and prioritize improvement opportunities.
- Support action-planning efforts via reporting that includes clear implications for management.

### **Methodology**

- UnitedHealthcare provided a sample consisting of current UnitedHealthcare Community Plan Home and Community Based members/responsible parties. Current members were targeted to participate in the research, but responsible parties were allowed to complete the interview in instances where the member was physically unable to do so, or was a minor.
- Members selected were from the eligible LTC members residing in home or an assisted living home.

- A pre-notification letter was mailed to members prior to the start of the telephone interviewing in order to increase survey participation.
- Eligible respondents were members/responsible parties who were aware that they were receiving services through UnitedHealthcare Community Plan and were physically able to complete the interview.
- The average interview length was 21 minutes.
- A sample size of 2,000 interviews was used.
- Planning Process:
  - Survey tool collaboratively developed and tested in 2016 by:
    - CMS
    - AHRQ (Agency for Healthcare Research and Quality)
  - State satisfaction and quality requirements met.
    - Survey tool information gathered, reviewed, modified and approved by AHCCCS.
- Additional details regarding the 2015 - 2016 data collection are shown in the table below:

	2017	2016	2015
Number of Interviews	194	257	251
Fielding Period	11/6 - 12/7	Aug. 8- 29	Aug. 18- Sept. 9
% Spanish	4.10%	7%	0%
% Responsible Party	10.40%	39%	39%

### Key Findings

- UnitedHealthcare Community Plan enrollee/responsible party overall satisfaction is strong; overall plan and likelihood to recommend the plan is at 86.8%.
- Likelihood to recommend the case manager is at 91.4%.
- In the last 3 months, how often did this ride arrive on time to pick you up (Usually/Always) is at 77.6%. UnitedHealthcare Community Plan works closely with its transportation vendor to ensure our members are picked up on time.
- The Net Promotor Score (NPS) is calculated as percentage of promoters minus detractors. The UnitedHealthcare Community Plan NPS is 60.8%.

Total AZ	Promoters	Passives	Detractors	NPS
A	B	C	D	B -D
194	135	23	17	118
100.00%	69.60%	11.90%	8.80%	60.80%

- The response rate is approximately half of what UnitedHealthcare Community Plan expected. For our survey in 2018, we will rely less on enrollment information, and request direct verification from our Case Managers on best methods to contact sampled members.

### Personal Care and Homemaker Services

<b>Personal Care and Homemaker Services</b>	
In the last 3 months, how often personal assistant/BH staff treated you the way you wanted (Usually/Always)	96.3%
In the last 3 months, how often personal assistant/BH staff explained things in easy to understand way (Usually/Always)	94.0%
In the last 3 months, did you need more help than you get from personal assistant treated to do things in community (Yes)	26.6%
Rating of Personal Assistant/BH Staff (8-10)	94.0%
Likelihood to Recommend the Personal Assistant/BH Staff (Probably Yes/Definitely Yes)	95.4%
In the last 3 months, how often homemakers treated you the way you wanted (Usually/Always)	100.0%
Rating of Homemakers (8-10)	84.6%
Likelihood to Recommend the Homemakers (Probably Yes/Definitely Yes)	76.9%

### Care Management

<b>Care Management</b>	
In the last 3 months, did you ask your Case Manager for changes to services such as those from Personal Assistant/BH Staff or Homemakers (Yes)	36.9%
In the last 3 months, did you your Case Manager work with you when you asked for help getting changes to services (Yes)	85.2%
Rating of help from Case Manager (8-10)	82.9%
Likelihood to Recommend the Case Manager (Probably Yes/Definitely Yes)	91.4%

### Member Health

<b>Member Health</b>	
Rating of Overall Health (Good/Very Good/Excellent)	36.0%
Rating of Overall Mental or Emotional Health (Good/Very Good/Excellent)	72.1%

In the last 3 months, how often did you have a way to get to your medical appointments (Usually/Always)	89.0%
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### Member Choice and Decision Making

<b>Member Choice and Decision Making</b>	
In the last 3 months, did you take part in deciding WHAT you do with your time each day (Yes)	90.2%
In the last 3 months, did you take part in deciding WHEN to do things each day, such as get up, eat, or go to bed (Yes)	93.1%

### Community Integration

<b>Community Integration</b>	
In the last 3 months, how often could you get together with <b>family members</b> that live nearby when you wanted (Usually/Always)	67.6%
In the last 3 months, how often could you get together with <b>friends</b> that live nearby when you wanted (Usually/Always)	62.4%
In the last 3 months, how often could you do things in the community that you like when you wanted (Usually/Always)	39.2%
In the last 3 months, did you work for pay at a job (Yes)	1.7%

### Transportation

<b>Transportation</b>	
In the last 3 months, did you use a van, not your own, or transportation service (Yes)	46.4%
In the last 3 months, were you able to get in and out of this ride easily (Yes)	90.4%
In the last 3 months, how often did this ride arrive on time to pick you up (Usually/Always)	77.6%

### Average Denominator

<b>Average Denominator (based on Q1)</b>	
In the last 3 months, did you get personal assistance at home (# Total responded)	180

## **Proxy Respondents**

- Was anyone else present during the interview? Of the 194 respondents, 34 said 'yes'.
- Did someone help the respondent complete the survey? Of the 34 respondents, 21 indicated 'yes'
- Who helped the respondent? Of the 21 respondents, 8 indicated they were Staff or someone paid to provide support.