



QUALITY BULLETIN

A bulletin for the Molina Healthcare Network

Molina Healthcare is committed to ensuring our members receive recommended preventive care based on age, health status and any medical conditions they may have. Our goal is to help members take better care of themselves and their children with HEDIS® guidelines.

We also want to give our members the best service possible. That is why we use CAHPS®, a survey about Molina Healthcare and health care services that our members receive. This survey covers topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess. Providers and organizations can use the survey results to improve quality of health care services.

These articles are intended to be tools to assist with HEDIS® and CAHPS® measures. Through further education, we hope to increase understanding, emphasize importance and provide guidance on ways to positively influence member experiences.

CAHPS® and HSAG Survey Administration

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and Health Services Advisory Group (HSAG) will be conducting two surveys that will run concurrently with one another. The HSAG survey launched mid-February and will be administered through the end of April. The CAHPS® survey will be administered in February and will run through May 2017. If you have questions on either of these surveys, please contact your Molina Healthcare representative for assistance.

Molina Healthcare values its members, and the CAHPS® survey helps to measure how the members view Molina Healthcare and its providers. Some areas that may be affected by your office include rating of members' personal doctors, members' experiences in receiving needed care, receiving care in a timely manner and how well the doctors are communicating with patients. Please help to ensure that every interaction with a member is a positive experience!

Rating of Personal Doctor

On the CAHPS® survey, one area of satisfaction that is measured relates to health care received by members' personal doctors.

- ✓ *Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?*

On a composite three-point scale, the survey question results are as follows:

CAHPS® Measure — Rating of Personal Doctor	2015 Result	2016 Result	Goal*
Adult	78.7%	77.4%	79.8%
Child—General	89.2%	86.7%	88.1%
Child—Children with Chronic Conditions	87.0%	86.5%	88.2%

*National NCQA 75th percentile for Medicaid HMO plans.

Timely service, appropriate diagnoses, friendly customer service and proper education on patients' health are all ways you can positively impact patients' experiences. We appreciate all you do to give your patient a positive experience.

Questions?

Provider Services – (855) 322-4079
8 a.m. to 5 p.m., Monday to Friday
(MyCare Ohio available until 6 p.m.)

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Monthly Health Messages

February – American Heart Month
March – Colorectal Cancer Awareness
April – Alcohol Awareness Month

What is CAHPS®?

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey measures members' satisfaction with their health care and their health plan.

How Well Doctors Communicate

On the CAHPS® survey, one area of satisfaction that is measured is how well doctors communicate with their patients. The following questions were asked.

- ✓ *In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?*
- ✓ *In the last 12 months, how often did your personal doctor listen carefully to you?*
- ✓ *In the last 12 months, how often did your personal doctor show respect for what you had to say?*
- ✓ *In the last 12 months, how often did your personal doctor spend enough time with you?*

On a composite three-point scale, the survey question results are as follows:

CAHPS® Measure — How Well Doctors Communicate	2015 Result	2016 Result	Goal
Adult	89.7%	90.7%	90.7%
Child—General	93.0%	92.1%	93.3%
Child—Children with Chronic Conditions	93.5%	91.8%	93.9%

By taking the steps to improve communication, you can help us improve member satisfaction. Good communication enhances relationships, increases patient satisfaction and ensures that patients understand their health care needs and participate actively in managing their care.

Getting Needed Care

On the CAHPS® survey, one area of satisfaction that is measured is how well the provider has met members' needs and if members received prompt access to other specialized sources of care.

- ✓ *In the last 12 months, how often was it easy to get appointments with specialists?*
- ✓ *In the last 6 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan?*

On a composite three-point scale, the survey question results are as follows:

CAHPS® Measure — Getting Needed Care	2015 Result	2016 Result	Goal*
Adult	80.8%	81.0%	81.1%
Child—General	85.2%	87.1%	84.3%
Child—Children with Chronic Conditions	87.1%	86.9%	86.2%

*National NCQA 75th percentile for Medicaid HMO plans.

By providing care when needed, you can help improve member satisfaction and members' experiences obtaining care from doctors or specialists. Satisfaction is measured by continuum of care, health plan performance and members' experiences in the provider's office. Please continue to take care of your patients' health care needs to help keep their health care experiences positive.

Health Promotion and Education

On the CAHPS® survey, one area of satisfaction that is measured is the amount of assistance provided to the patient by the provider when promoting and educating on proper care for their health.

- ✓ *In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?*

On a composite three-point scale, the survey question results are as follows:

CAHPS® Measure — Health Promotion and Education	2015 Result	2016 Result	Goal
Adult	67.2%	69.1%	71.6%
Child—General	70.9%	72.4%	69.8%
Child—Children with Chronic Conditions	77.9%	77.6%	(75.3%)

*No benchmarks for this CAHPS® measure

By continuing to provide quality assistance to your patients, you can help improve patient satisfaction and experience. Please continue to take care of your patients' health care needs to help keep their

health care experiences positive.

Shared Decision Making

On the CAHPS® survey, one area of satisfaction that is measured is the amount of assistance provided to the patient by the provider when making the best possible choices for treatment.

- ✓ *In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?*
- ✓ *In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?*

On a composite three-point scale, the survey question results are as follows:

CAHPS® Measure — Shared Decision Making	2015 Result	2016 Result	Goal
Adult	(79.1%)	78.4%	(78.7%)
Child—General	79.6%	82.5%	78.2%
Child—Children with Chronic Conditions	82.8%	85.9%	84.3%

*No benchmarks for this CAHPS® measure

By continuing to provide quality assistance to your patients, you can help improve patient satisfaction and experience. Please continue to take care of your patients' health care needs to help keep their health care experiences positive.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).