

Employer Health Programs (EHP) Member Satisfaction Survey 2018

Johns Hopkins Employer Health Programs (EHP) values your opinion, and annually surveys a random sample of members using the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0 survey tool. The survey includes questions about recent experiences with health care and services. The CAHPS® survey is an industry standard for health plans. Symphony Performance Health (SPH), a National Committee for Quality Assurance (NCQA) certified vendor, conducts the survey each year on behalf of EHP. Members were asked to rate their satisfaction with their practitioners, timeliness and quality of services as well as with the Health Plan overall.

The table below shows trended data for the last two years and compares it to the National Committee for Quality Assurance (NCQA) Quality Compass® benchmark*. EHP's quality work plan goal is to meet the 75th percentile benchmark ranking.

Composite Measure & Overall Ratings	2016	2017	2018	Quality Compass %tile Ranking	Goal (QC 75 th %tile)
Goal Met or Exceeded (≥75 th percentile)					
None					
On track with National Averages (≥50 th percentile)					
Rating of Health Plan	62.1%	63.1%	55.9%	<33.3rd	69.1%
Needs Improvement (≤25 th percentile)					
Getting Needed Care	77.5%	78.8%	80.5%	<10th	89.4%
Getting Care Quickly	78.1%	75.4%	79.7%	<10th	87.9%
How Well Doctors Communicate	92.3%	94.2%	94.8%	<25th	96.5%
Customer Service	80.7%	80.7%	82.8%	<25th	92.1%
Claims Processing	82.6%	85.4%	82.3%	<10th	91.9%
Coordination of Care	75.6%	76.4%	83.5%		
Rating of Health Care	76.3%	73.3%	75.1%	<50th	80.3%
Rating of Personal Doctor	81.5%	79.7%	83.2%	<33.3rd	87.1%
Rating of Specialist	81.4%	80.4%	86.3%	>66.6th	86.4%

* Quality Compass® 2018 (All Plans – PPO) is a collection of CAHPS® 5.0H mean summary ratings for those commercial adult plans (210 PPO samples with at least 100 valid responses per question item) allowing NCQA to use their data to be compiled into an aggregate, or national summary.

The survey results indicate that there are opportunities to improve access to routine and specialty care, customer service, and claims processing. EHP continues to work with network practitioners to improve access for members.

In order to improve the member experience, the EHP client relations department closely

collaborates with Customer Services and Claims to develop improvement initiatives addressing member concerns. In addition, interim surveys were deployed with targeted actions based on members' responses.

We value our partnership with our network practitioners as we work together to improve the lives of our members by providing access to high quality member-centered healthcare. Practitioners can help improve member satisfaction, enhance member communication, and encourage members to participate in shared decision making through the use of tools such as the Agency for Healthcare Research and Quality (AHRQ) Health Literacy Toolkit. For more information, visit the AHRQ website at <http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/index.html>.

To be more involved in their healthcare, members are encouraged to be prepared to ask their practitioner questions. For assistance, visit the AHRQ website at <http://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/index.html>.

The information obtained from the surveys will be incorporated into EHP's continuing quality improvement process as we monitor and refine all aspects of the program to best meet our member's health care needs. We look forward to continued collaboration with our network practitioners to meet this goal. EHP will administer the annual CAHPS® survey during the spring of 2019.