

CareOregon Member Advisory Council
Meeting Agenda



Tuesday, November 8th

1:00-3:00pm

Location: 315 SW 5th Ave, Portland, OR – 1st Floor

- 1:00 to 1:05: Grab lunch & kick off the meeting. Any changes to the agenda?
- 1:05 to 1:15: Announcements
 - Open House
 - Update on Flu Vaccination Campaign
- 1:15 to 1:30: Consumer Assessment of Health Plan Survey (CAHPS) Survey
 - Continue to discussion of CAHPS Survey
 - **Homework was to write down your ideas for how CareOregon can improve its customer service and what else we might be able to do to improve our member satisfaction.**
- 1:30 to 2:00: Pain Management (Guests: Amit Shah, MD – Mult. Co. Health Dept Medical Director & CareOregon Board Member & James Schroeder, Director of Neighborhood Health Clinics)
 - Discuss recent changes to policies regarding pain management treatment
 - Opportunity for MAC to provide feedback on policy changes and how they were implemented. **Please prepare your questions and/or statements prior to Dr. Shah's presentation.**
- 2:00 to 2:30: Dental Access (Guest: James Schroeder, Director of Neighborhood Health Clinics)
 - Introduce James and his role at CareOregon
 - Presentation about new dental access options through CareOregon
 - Time for Q&A
- 2:30 to 3:00: Wrap-Up

The next regular MAC meeting is scheduled for Dec. 13th, 1:00-3:00pm at CareOregon

CareOregon

SURVEY INSTRUCTIONS

- ◆ Answer all the questions by checking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:
 - Yes → Go to Question 1
 - No

All information that would let someone identify you or your family will be kept private. DSS Research will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605, ext. 4190.

1. Our records show that you are now in CareOregon. Is that right?

- Yes → Go to Question 3
 No → Go to Question 2

2. What is the name of your health plan?
(Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
- Yes → Go to Question 4
 No → Go to Question 5
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?
- Never
 Sometimes
 Usually
 Always
5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?
- Yes → Go to Question 6
 No → Go to Question 6a

6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

- Never
 Sometimes
 Usually
 Always

- 6a. After hours care is health care when your usual doctor's office or clinic is closed. In the last 6 months, did you need to visit a doctor's office or clinic for after hours care?

- Yes → Go to Question 6b
 No → Go to Question 7

- 6b. In the last 6 months, how often was it easy to get the after hours care you thought you needed?

- Never
 Sometimes
 Usually
 Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- None → Go to Question 13
 1 → Go to Question 8
 2 → Go to Question 8
 3 → Go to Question 8
 4 → Go to Question 8
 5 to 9 → Go to Question 8
 10 or more → Go to Question 8

8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- Never
 Sometimes
 Usually
 Always

9. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

- Yes → Go to Question 10
 No → Go to Question 12

10. In the last 6 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?

- Definitely yes
 Somewhat yes
 Somewhat no
 Definitely no

11. In the last 6 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?

- Definitely yes
- Somewhat yes
- Somewhat no
- Definitely no

12. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	1	2	3	4	5	6	7	8	9	10
Worst health care possible									Best health care possible	

YOUR PERSONAL DOCTOR

13. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

- Yes → Go to Question 14
- No → Go to Question 22

14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → Go to Question 21
- 1 → Go to Question 15
- 2 → Go to Question 15
- 3 → Go to Question 15
- 4 → Go to Question 15
- 5 to 9 → Go to Question 15
- 10 or more → Go to Question 15

15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

16. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

17. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

18. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes → Go to Question 20
- No → Go to Question 21

20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

21. 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?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	1	2	3	4	5	6	7	8	9	10
Worst personal doctor possible									Best personal doctor possible	

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

22. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you try to make any appointments to see a specialist?

- Yes → Go to Question 23
- No → Go to Question 26

23. In the last 6 months, how often was it easy to get appointments with specialists?

- Never
- Sometimes
- Usually
- Always

24. How many specialists have you seen in the last 6 months?

- None → Go to Question 26
- 1 specialist → Go to Question 25
- 2 → Go to Question 25
- 3 → Go to Question 25
- 4 → Go to Question 25
- 5 or more specialists → Go to Question 25

25. We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	1	2	3	4	5	6	7	8	9	10
Worst specialist possible									Best specialist possible	

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?
- Yes → Go to Question 27
 No → Go to Question 28
27. 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?
- Never
 Sometimes
 Usually
 Always
28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes → Go to Question 29
 No → Go to Question 30
29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?
- Never
 Sometimes
 Usually
 Always
30. In the last 6 months, did you try to get information or help from your health plan's customer service?
- Yes → Go to Question 31
 No → Go to Question 33
31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
- Never
 Sometimes
 Usually
 Always
32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
- Never
 Sometimes
 Usually
 Always
33. In the last 6 months, did your health plan give you any forms to fill out?
- Yes → Go to Question 34
 No → Go to Question 35
34. In the last 6 months, how often were the forms from your health plan easy to fill out?
- Never
 Sometimes
 Usually
 Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0	1	2	3	4	5	6	7	8	9	10
Worst health plan possible					Best health plan possible					

ABOUT YOU

36. In general, how would you rate your overall health?
- Excellent
 Very good
 Good
 Fair
 Poor
- 36a. Have you had a flu shot since September 1, 2010?
- Yes
 No
 Don't know
37. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- Every day → Go to Question 38
 Some days → Go to Question 38
 Not at all → Go to Question 41
 Don't know → Go to Question 41
38. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
- Never
 Sometimes
 Usually
 Always
39. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? (Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.)
- Never
 Sometimes
 Usually
 Always
40. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? (Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.)
- Never
 Sometimes
 Usually
 Always

41. Do you take aspirin daily or every other day?
- Yes
 No
 Don't know
42. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
- Yes
 No
 Don't know
43. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?
- Yes
 No
44. Are you aware that you have any of the following conditions? *(Check all that apply)*
- High cholesterol
 High blood pressure
 Parent or sibling with heart attack before the age of 60
45. Has a doctor ever told you that you have any of the following conditions? *(Check all that apply)*
- A heart attack
 Angina or coronary heart disease
 A stroke
 Any kind of diabetes or high blood sugar
46. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?
- Yes → *Go to Question 47*
 No → *Go to Question 48*
47. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.
- Yes
 No
48. Do you now need or take medicine prescribed by a doctor? Do not include birth control.
- Yes → *Go to Question 49*
 No → *Go to Question 50*
49. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.
- Yes
 No

50. What is your age?
- 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 74
 75 or older
51. Are you male or female?
- Male
 Female
52. What is the highest grade or level of school that you have completed?
- 8th grade or less
 Some high school, but did not graduate
 High school graduate or GED
 Some college or 2-year degree
 4-year college graduate
 More than 4-year college degree
53. Are you of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 No, Not Hispanic or Latino
54. What is your race? *(Please mark one or more)*
- White
 Black or African-American
 Asian
 Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native
 Other
55. Did someone help you complete this survey?
- Yes → *Go to Question 56*
 No → *Thank you.*
Please return the completed survey in the postage-paid envelope.
56. How did that person help you? *(Check all that apply)*
- Read the questions to me
 Wrote down the answers I gave
 Answered the questions for me
 Translated the questions into my language
 Helped in some other way

Thank You
Please return the completed survey
in the postage-paid envelope or send to:
DSS Research • P.O. Box 985009
Ft. Worth, TX 76185-9976
If you have any questions,
please call 1-888-797-3605, ext. 4190.



CareOregon

**MEMBER ADVISORY COUNCIL (MAC)
MEETING MINUTES**

October 11, 2011

ATTENDEES: Maria Morrow, Nancy Judkins, Mike Morgan, Sele D’Amato, Brenda Berger, Madeline Mettler, Ed Pulanco, Charles Robertson, Annette Parker, Kevin Rouse and Judy McClenny

GUESTS: Allison Elliott, Peggy Parker, Cindi Cramer, Margie Rowland

STAFF: Lisa Hughet, Melissa Sircy, Martin Taylor

ABSENT: Mahin Asagari Sereshki, Diane Myers

Agenda Item	Action/Decision	Responsible Person(s)	Due Date
<p>Announcements</p>	<p>Several announcements opened the meeting:</p> <ul style="list-style-type: none"> • Don’t want to forget about the idea of hosting coffee hours with other members • Need to begin planning for the Open House. Charles, Kevin, Brenda, Nancy, Sele and Ed volunteered to be on the Planning Committee. • Melissa provided an update on the flu vaccination campaign. Denise has been taking some initial steps to get CareOregon access to the vaccine and insured to administer it. The MAC brought up several questions and suggestions – Can CareOregon send a mass email to providers to encourage their patients to get flu shots? Can CareOregon still partner with Oregon Adult Immunization Coalition so that the vaccine can be offered to everyone (not just CO members)? Can the MAC help Denise to make calls and do research to help move this process along faster. Melissa will pass these on to Denise. • Maria, Ed and Charles provided an update on the “Better Together” guide project 	<p>Maria</p>	

<p>Strength Deployment Inventory</p>	<p>Maria and Melissa introduced the Strength Deployment Inventory (SDI) to the team. This is a team building tool the CareOregon has used for its employees and has found it very useful. The toll assesses a person's motivations and strengths and allows teams to learn what motivates their teammates and get an idea of how they operate in a team setting. The team filled out the questionnaire and turned in their results, which will be compiled into individual and a team report. Everyone will meet on Tues, November 15th 1:00-3:00 in the 4th floor Learning Commons to review the results as a team with our facilitator, Lani Fukuzawa.</p>		<p>11/15/11</p>
<p>Member Complaints</p>	<p>Peggy Parker and Cindi Cramer from the CareOregon Quality Improvement (QI) Department presented some information about the member complaint process and the types of complaints that are received. It is a member's right to be able to file a complaint and they can make a complaint in writing or over the phone. CareOregon will assist the member if they need an interpreter. 99% of complaints come over the phone through our customer services department. Customer Service can usually resolve the issue by providing some education or additional information, but if they aren't able to resolve, they forward the issue to the QI department. QI will call the member to get additional information and act as a liaison between a member and the provider/vendor, if necessary. The MAC members brainstormed their ideas for the most common member complaints and checked those against the actual top complaints. The top 3 complaints are communication, medical treatment and durable medical equipment (wheelchairs, medical supplies).</p>	<p>Peggy Parker & Cindi Cramer</p>	
<p>CAHPS Survey</p>	<p>CareOregon's Chief Medical Officer, Margie Rowland, MD came to discuss the Consumer Assessment of Health Plan Survey (CAHPS) and the MAC's potential role to work with CareOregon on improving results. The survey is a national assessment given to all health plans to assess their member</p>	<p>Margie</p>	

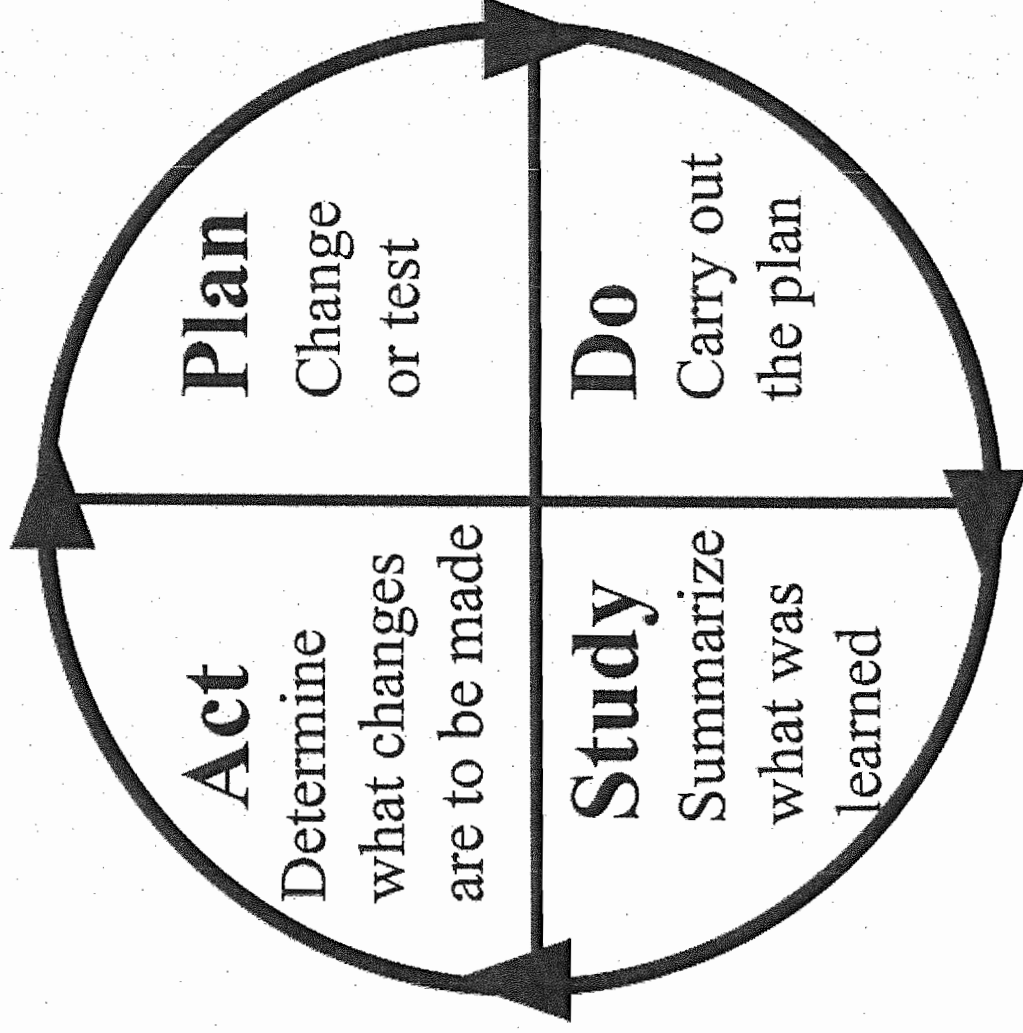
	<p>satisfaction. CareOregon has a goal of being in the top 25% nationally, but has historically not done well. One reason for that is that many of the questions asked on the survey have to do with how the member was treated by their doctor, which CareOregon doesn't have much control over. But CareOregon can control the service we provide to our members and we want to be the best. Margie distributed the survey questions. The homework for the MAC is to review the questions to learn about the type of issues the survey focuses on and begin to write down your ideas for how CareOregon can improve its customer service and what else we might be able to do to improve our member satisfaction. Margie will come to the Nov 8th MAC meeting to hear the ideas and begin brainstorming ways for the MAC to help CareOregon make the improvements.</p>	ALL	11/8/11
<p>CO-OP</p>	<p>Martin presented information to the team about CareOregon sponsoring the creation of a new type of health plan called a CO-OP. CareOregon is currently working on completing the application that will be submitted to the Federal government for consideration of a loan to start this new entity. The target population for the CO-OP is traditional OHP members that may lose eligibility due to changes in their income. CareOregon asked the MAC for a letter of support that can be submitted with the application. The team reviewed a draft application and the members that approved of the effort signed the letter.</p>	Martin	
<p>Adjourn/Next Meeting</p>	<p>The next monthly meeting is scheduled for November 8th, 1:00-3:00PM. Agenda items for future meetings: update on flu vaccine campaign, view new member videos</p>	All	

Consumer Assessment of Health
Plan Survey (CAHPS)
&
Member Advisory Council (MAC)

PDSA #1 Winter 2011



Nov 2011 – Feb 2012 PDSA Cycle



Source: Langley *et al.* (1996)

CAHPS Measures

- 1) Health Plan Overall
- 2) Health Care Overall
- 3) Personal Doctor Overall
- 4) Specialist Overall
- 5) How Well Doctors Communicate
- 6) Getting Care Quickly
- 7) Customer Service
- 8) Getting Needed Care

Adult Medicaid CAHPS – Overall Ratings

Domain	% score 8-10 2011	% score 8-10 2010	2010 QC Medicaid Average	2010 QC Medicaid 75 th percentile
Health Plan Overall	62.3%	62%	70.7%	75.75%
Health Care Overall	65.4%	62.6%	67.4%	69.77%
Personal Doctor Overall	78.8%	73.2%	75.6%	78.23%
Specialist Overall	75%	75.3%	76%	79.39%

Child Medicaid CAHPS – Composite Global Proportions

Domain	% score 8-10 2011	% score 8-10 2010	2010 QC Medicaid Average	2010 QC Medicaid 75 th percentile
How Well Doctors Communicate	89.7%	91.1%	89.9%	92.9%
Getting Care Quickly	83.7%	85%	83.5%	89.1%
Customer Service	81.7%	80.6%	80.5%	85.4%
Getting Needed Care	77.1%	76.2%	75.6%	83.1%

CAHPS Methodology

Written Survey sent by mail

1,350 Adult Medicaid

1,650 Children Medicaid

Members enrolled in 5 of previous 6 months of the test year.

Follow-up Phone Calls

37% Adult response rate

39% Children response rate

* Not currently included dual eligible (Medicare)

Member Advisory Council (MAC)

Make-up and Mission

“The Member Advisory Council (MAC) takes an active role in improving the CareOregon member experience.”

“The council identifies improvement opportunities, provides general feedback and ideas about CareOregon department plans, activities and programs and works to engage fellow CareOregon members and the community on health care issues.”

- Member Advisory Council (MAC) initial goals:
 - Empower members to self-advocate
 - Help CareOregon to improve quality and satisfaction

MAC “Experienced of Care”

Associated Projects

- 13 member MAC board
- Charter and Officers approved
- Meet monthly for 2 hours + several subcommittees and trainings in between
- Current & Emerging Projects
 - Leadership Training (Popular Education, Advocacy Communication, Facilitation)
 - New member videos
 - “MAC as Faculty” – Orienting new employees
 - Peer Support Program
 - Outreach to Members (i.e. events, health fairs, mailings, social media)

Outline of “Sandwich Plan”

Seven Step “sandwich plan”:

- 1) Benchmark (Polling & Previous year’s CAHPS)
- 2) Identify Projects
- 3) Communicate (by mail... possible phone)
- 4) Track (Polling)
- 5) Execute Projects
- 6) Communicate (by mail... possible phone)
- 7) Track & Debrief (Polling)

Survey and Polling

Polling Methodology: Draw from CareOregon two pools of members (one push and one control). Shape of each member pool identical to CAHPS survey sample except searching for 100% phone match. Benchmark using written survey and follow-up phone calls.

Benchmark: Survey attempts to test the CAHPS survey for baseline numbers. Tests “brand identification and attitudes” for Oregon Health Plan, CareOregon and the Member Advisory Committee (MAC). Drills down on the meaning members associate with key measures in CAHPS Survey. Test if possible MAC projects are associated with key measures.

Tracking: Test brand loyalty and the 8 top line CAHPS measures two times (after each communication). Open ended question asking if anything recent has informed their opinions.

Communication Plan

Mail

Piece One: Join MAC!

The theme of this piece is encouraging members to get in involved at (with CareOregon's support) the MAC initiates projects to improve the patient experience.

Piece Two: Successful MAC Projects!

Update members on the recent success of projects. Thanks members for their support. Let them know how to get involved.

Phone (ideal add-on communication)

Robo-call that leaves messages on voice mail from MAC chair to members in the survey pool. One message before each activity (mailing or project) and one final "thank you" message. Each message members on the progress of the work and how they could get involved.

Projects

Project criteria:

- **Connected to CAHPS:** the theme of project is informed by and connects to what we learn from the benchmark survey.
- **One-Time Activity:** The Project is can be done as a one time activity that touches members outside of the MAC itself.
- **Authentic:** The MAC members are excited a motivated by the project as a PDSA. MAC members participate because they feel that when done later at scale, the project represents a way to improvement the member experience.

CAHPS PDSA Timeline

Identify 1-6 Projects

- Customer Service
- Access
- Specialist quality
- Provider Quality
- Plan Quality
- "Care I needed"

Benchmark

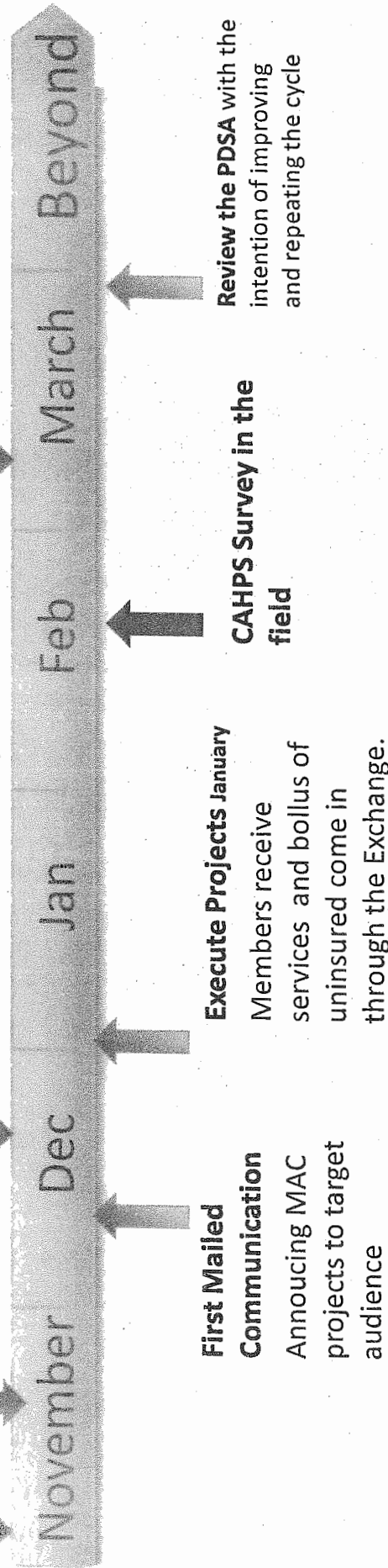
Polling (written survey followed by phone calls)
Review previous CAHPS.

Tracking Poll

Identify changes in brand recognition and loyalty
Learn about projects that "stick-out".

Mailed second communication with Follow-up phone call

Track the progress of the plan and anticipate the CAHPS results



CAHPS Plan: Improve Experience of Care

