

# Through a Patient's Eyes

*How Consumers  
Experience Colorado's  
Health Care System*

April 24, 2014

**CHA Rural Hospital Conference  
Colorado Springs**



**colorado health  
INSTITUTE**

# What We'll Cover

## **Latest data on:**

- Access to care
- Barriers to seeking care
- Views of the health care system
- How Medicaid enrollees rate their health care experiences



# Three Takeaways

- Most Coloradans say they have a **usual source of care**, but many report the system does not meet their needs.
- Medicaid ACC **patient experience survey** data suggest:
  - Little regional variation
  - Similar or slightly lower results compared to traditional FFS Medicaid
  - Similar or slightly lower results compared to national average
- These **data are available** as a resource.





*How Coloradans Access  
and View Health Care*

# About the Colorado Health Access Survey (CHAS)



## *CHAS: The Basics*

**Insurance:** How many people are uninsured and why do they lack coverage?

**Access:** Who has trouble getting an appointment, even with insurance?

**Use of Care:** Where do Coloradans get their health care? How often do they use that care?

**Affordability:** Do people go without care due to cost? What are people willing to pay for insurance?

**Health Status:** How do Coloradans rate their physical, mental and oral health?

# CHAS: How It's Fielded



**Who:** 10,224 randomly selected households



**What:** Twenty-minute telephone survey



**When:** Between April 15 and July 27, 2013



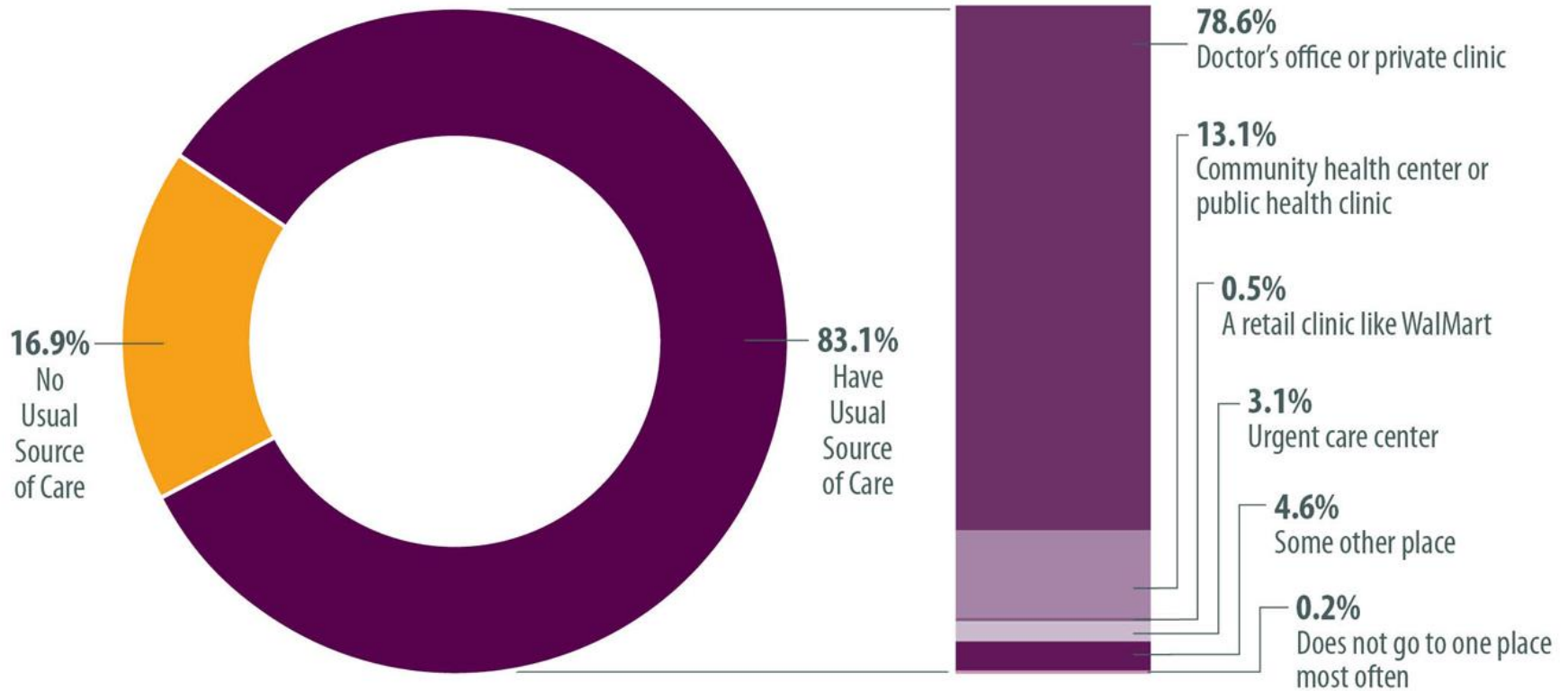
**Where:** Statewide, divided among 21 Health Statistics Regions



**Why:** To gather information that can inform policy-making and help measure health reform efforts

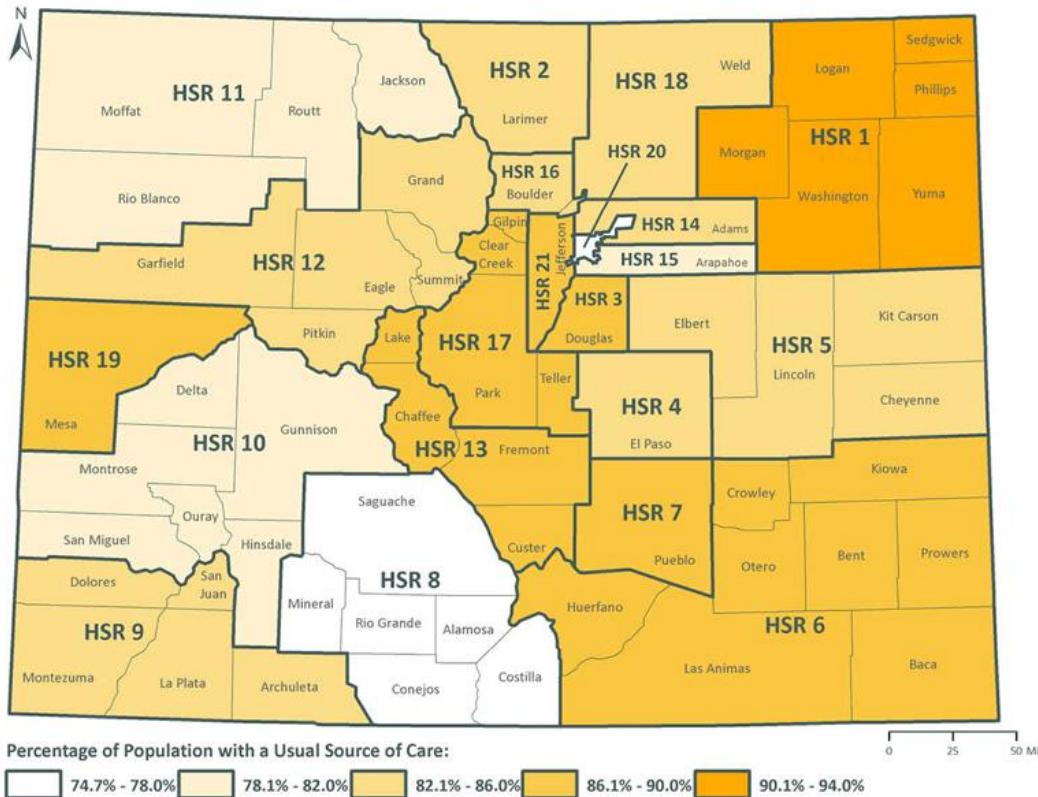
# How Many Coloradans Have a Usual Source of Care?

Usual Source of Care by Place, 2013



# A Regional Look at Usual Source of Care

## Usual Source of Care Rates by Health Statistics Region, 2013



### By the Numbers

HSR	Usual Source of Care		HSR	Usual Source of Care	
	#	%		#	%
1	56,972	92.8%	12	133,326	83.6%
2	55,303	82.3%	13	68,688	86.3%
3	270,707	88.6%	14	382,664	83.4%
4	539,938	83.9%	15	483,322	81.6%
5	33,468	85.2%	16	291,610	82.6%
6	61,951	88.1%	17	48,373	89.2%
7	139,890	86.9%	18	221,778	84.0%
8	33,211	77.3%	19	128,017	88.3%
9	77,682	83.1%	20	466,819	74.7%
10	84,838	81.2%	21	479,831	86.1%
11	35,453	80.9%	<b>Colo.</b>	<b>4,294,973</b>	<b>83.1%</b>





# What Barriers Do Coloradans Report When Seeking Care?

## Barriers to Receiving Health Care, 2009-2013 (all that apply)

### You couldn't ...

2013

Fill a prescription that you needed due to cost	11.2%
Get doctor care that you needed due to cost	12.3%
Get specialist care that you needed due to cost	11.9%
Get dental care that you needed due to cost	19.3%



# What Barriers Do Coloradans Report When Seeking Care?

## Barriers to Receiving Health Care, 2009-2013 (all that apply)

You couldn't ...	2013
Get an appointment at the doctor's office when you needed one	15.0%
Get an appointment because the doctor's office wasn't accepting patients with your type of health insurance	8.2%
Get an appointment because the doctor's office wasn't accepting new patients	8.4%
Find transportation to the doctor's office/ it was too far away	4.4%
Take off from work ( <i>asked of employed*</i> )	10.1%
Find child care ( <i>asked only if had one child 14 or younger</i> )	4.0%



Of Coloradans uninsured at some point in the year before the survey **didn't seek an appointment because they were uninsured.**

# How Many Coloradans Use the Emergency Department?

## Number of Visits to the Emergency Department in the 12 Months Before the Survey

**NONE**  
**80.5%**

**1 OR MORE**  
**19.5%**

Last visit was for an emergency **58.9%**

**41.1%**

Last visit was for a condition that you thought could have been treated by a regular doctor\*

**54.1%**

You were unable to get an appointment at the doctor's office or clinic as soon as you thought one was needed

**69.4%**

You needed care after normal operating hours at the doctor's office

**35.2%**

You called the doctor's office or clinic and they told you to go to the emergency room

**56.1%**

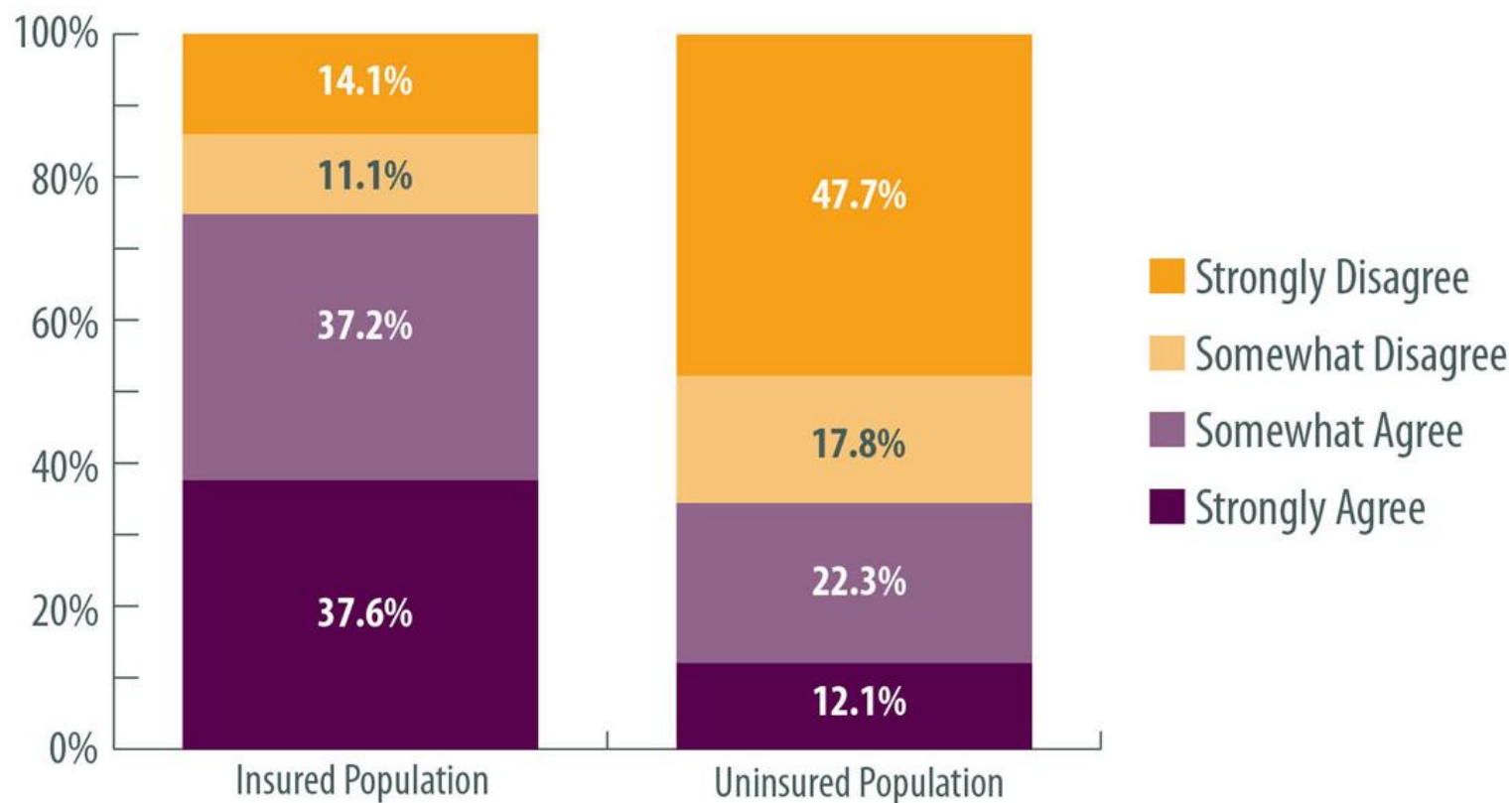
It was more convenient to go to the emergency room

\* All that apply



# How Do Coloradans View the Health Care System?

**Coloradans' Views on Whether the Health Care System Meets the Needs of Their Families, by Health Insurance Status, 2013**

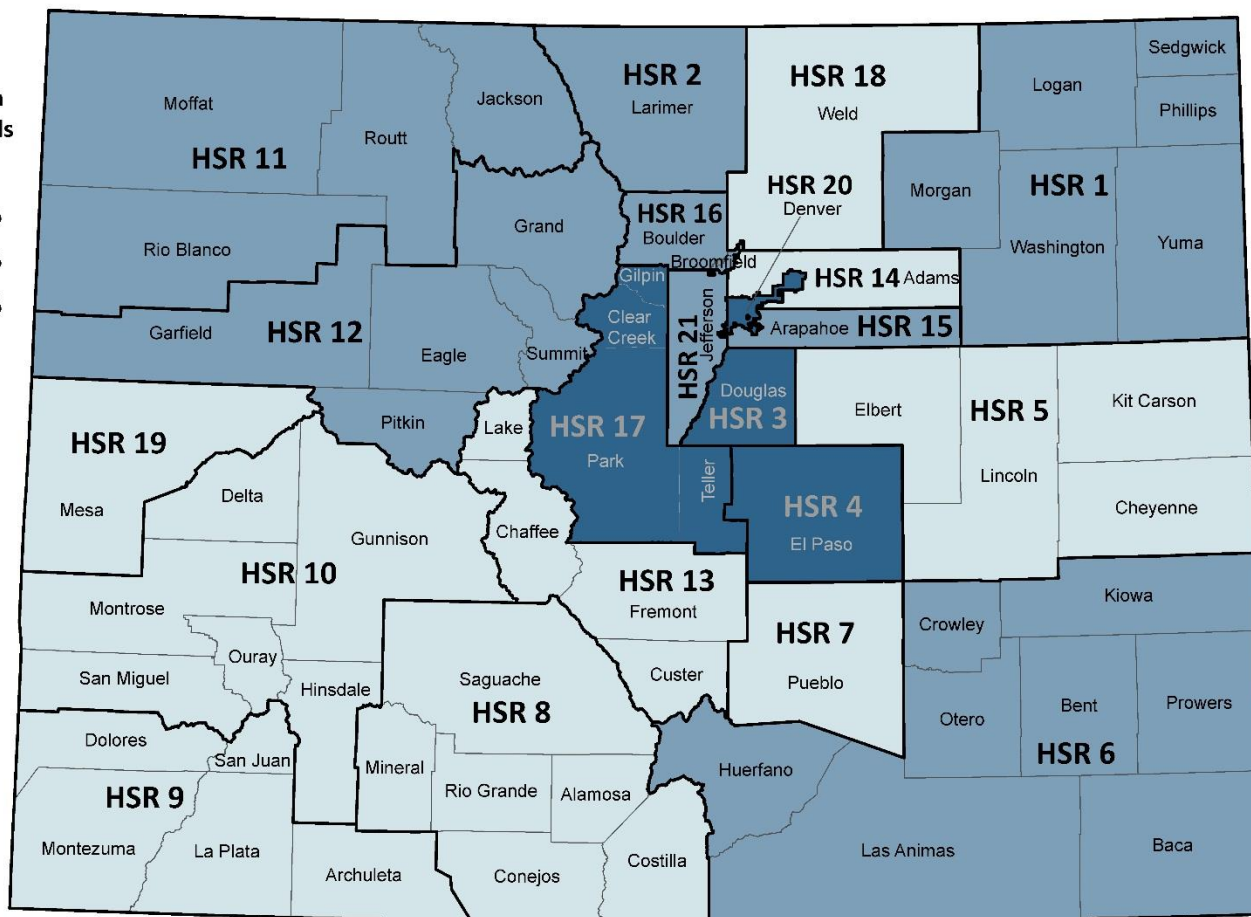
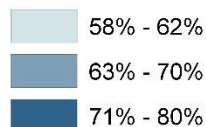


# Is the Health Care System Working for Your Family?

Views on Adequacy of Health Care System for Own Family, by Health Statistics Region, 2013



Percentage of population who agreed the system was meeting needs of their family



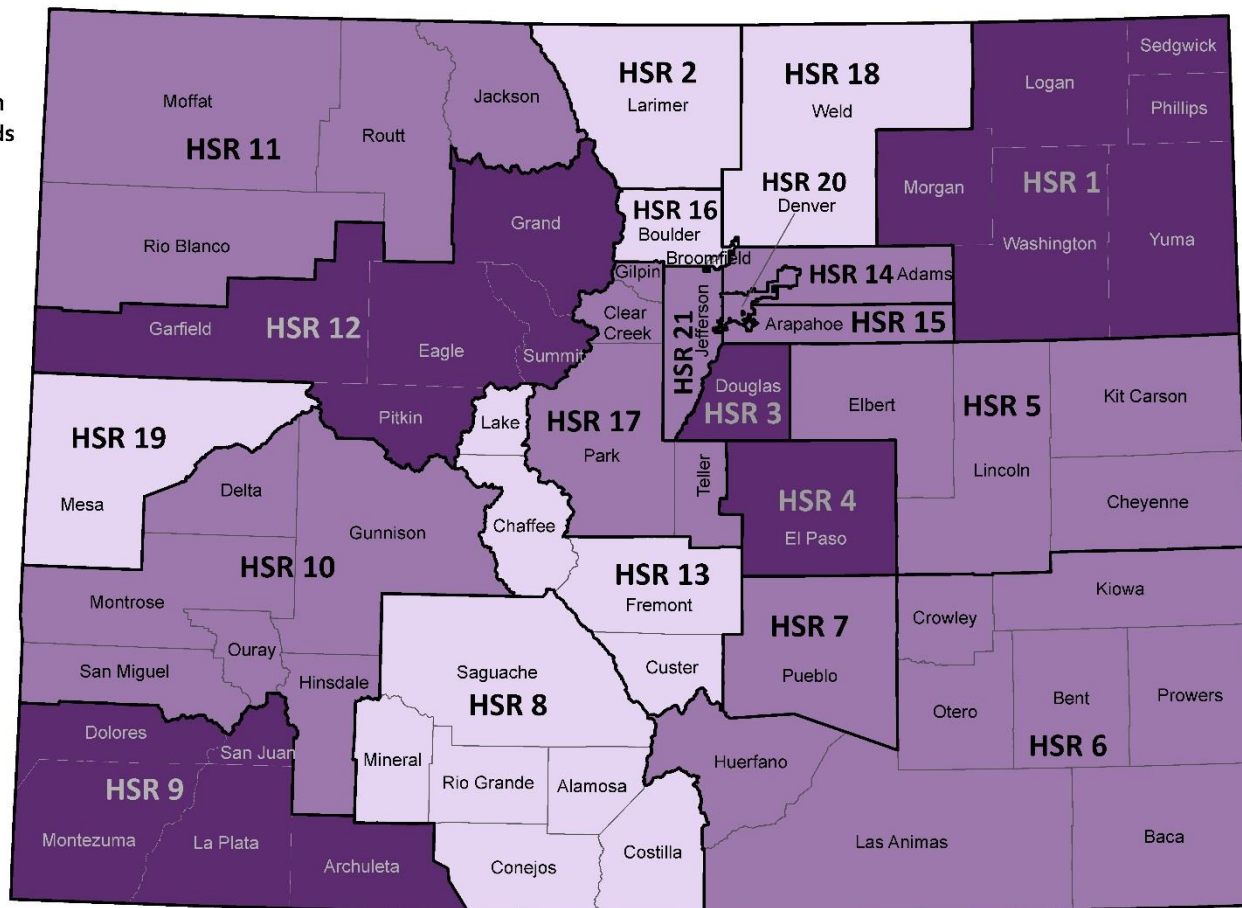
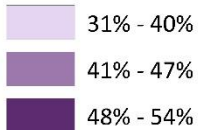


# Is the Health Care System Working for Most Coloradans?

Views on Adequacy of Health Care System for All Coloradans, by Health Statistics Region, 2013



Percentage of population who agreed the system was meeting needs of all Coloradans



# Hearing From You

- Do these data resonate?
- What barriers do you frequently encounter in your own communities?
- How do you gauge access to care?



*How Medicaid  
Enrollees Rate Their  
Health Experiences*



# Alphabet Soup for Lunch

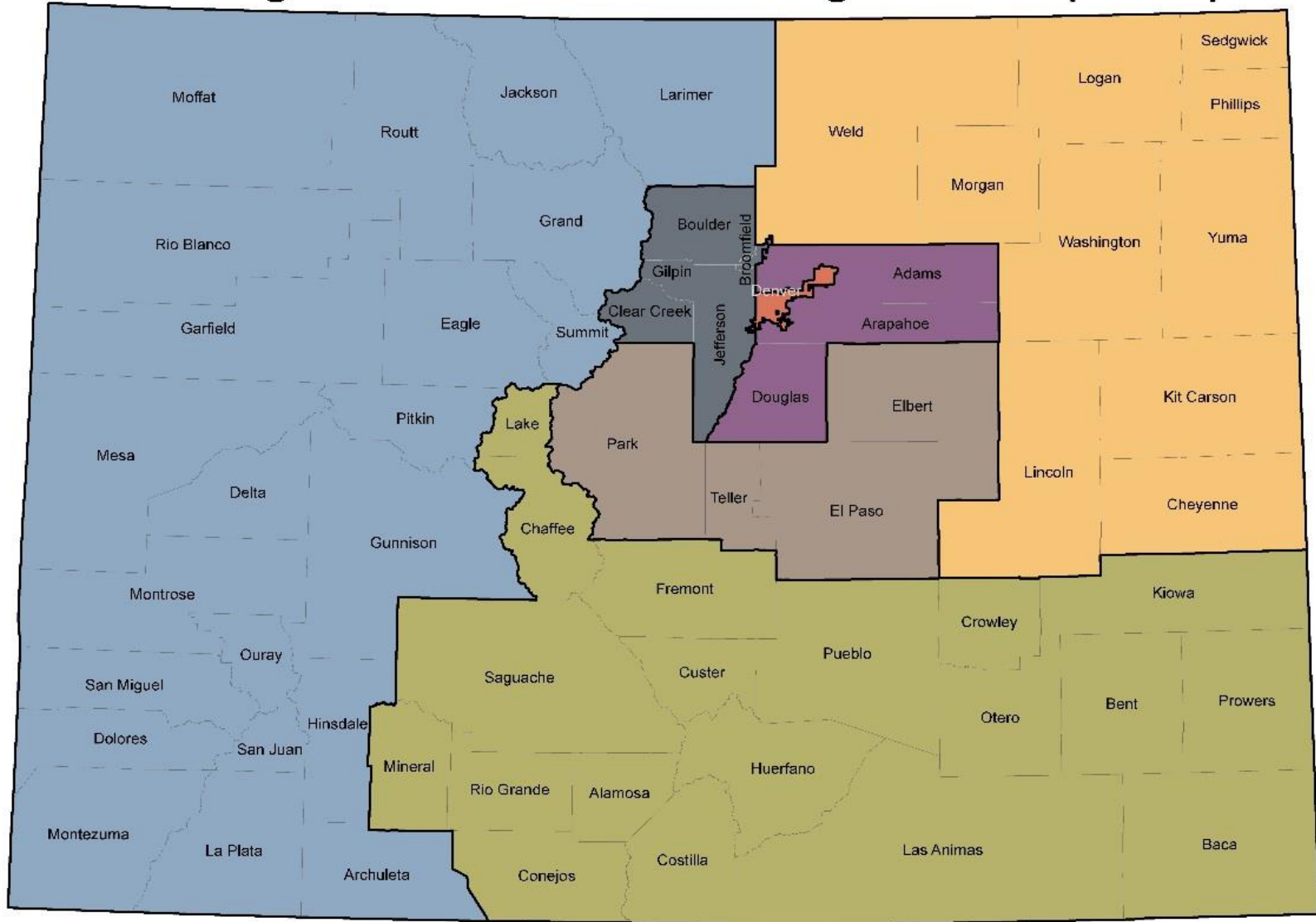
- **ACC** = Medicaid Accountable Care Collaborative
- **RCCO** = Regional Care Collaborative Organization
- **CAHPS** = Consumer Assessment of Healthcare Providers and Systems (survey)

# What is the RCCO CAHPS?

- Partnership between the Colorado Health Institute and HCPF, funded by the Colorado Health Foundation and HCPF.
- Telephone and mail survey of **adult Medicaid enrollees.**
- Possible analyses:
  - ACC compared to traditional fee-for-service (FFS).
  - RCCO-level findings.

# Colorado's Accountable Care Collaborative

## Regional Care Collaborative Organizations (RCCOs)



- |  |  |
|--|--|
|  Region 1: Rocky Mountain Health Plans          |  Region 5: Colorado Access                    |
|  Region 2: Colorado Access                      |  Region 6: Colorado Community Health Alliance |
|  Region 3: Colorado Access                      |  Region 7: Community Care of Central Colorado |
|  Region 4: Integrated Community Health Partners |  |

# RCCO Comparison and Case-Mix Adjustment

- Health Services Advisory Group (HSAG) adjusted select measures to be comparable between RCCOs based on respondent characteristics
  - Age
  - General health status
  - Education level
- None of the adjusted measures were statistically different from the Colorado RCCO average.

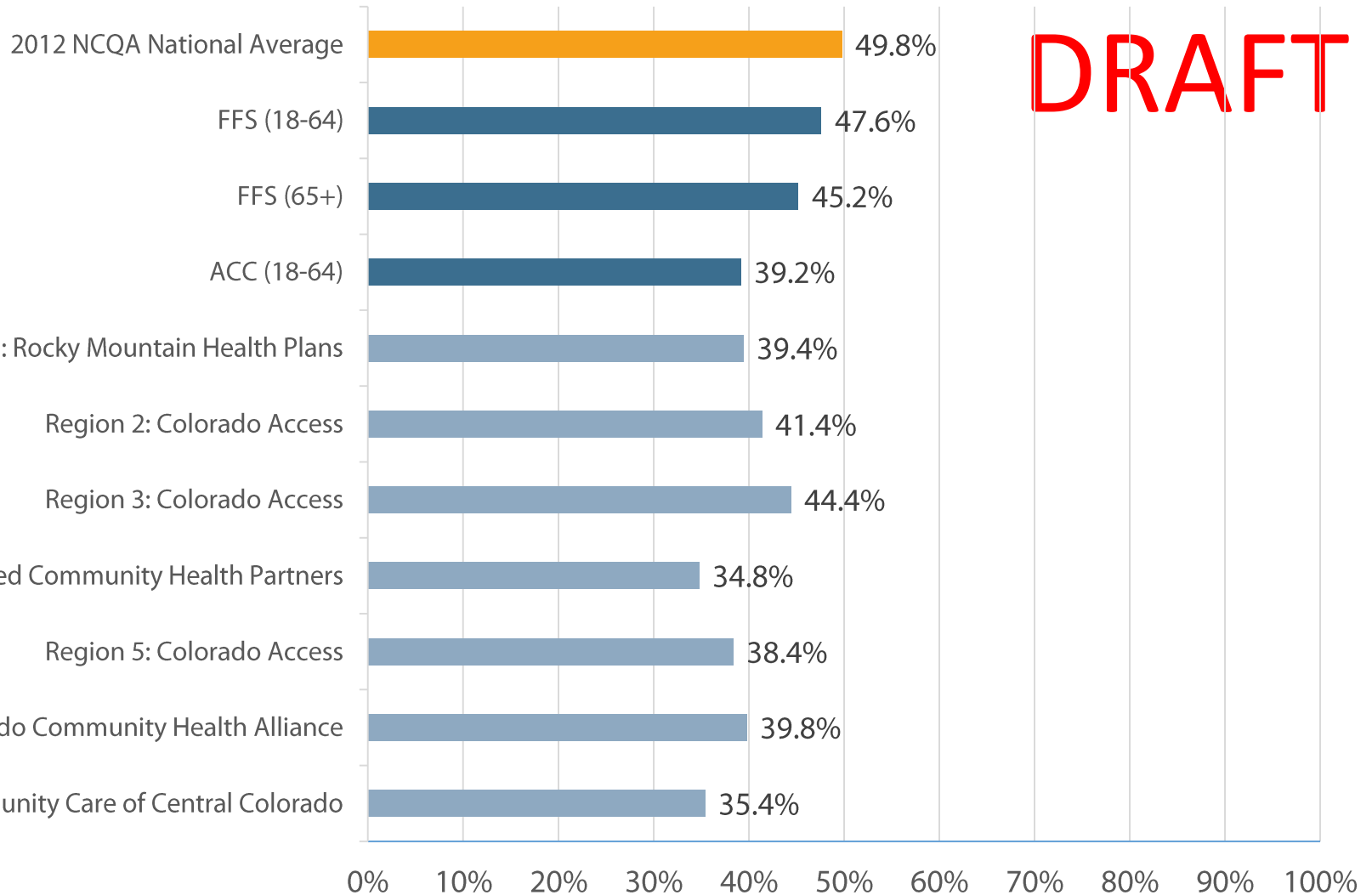
# 1. Rating the Care Received

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? Percentage of Adult Medicaid Enrollees Indicating “9” or “10,” Colorado (2013) and U.S. (2012)



# 1. Rating the Care Received (Case-Mix Adjusted)

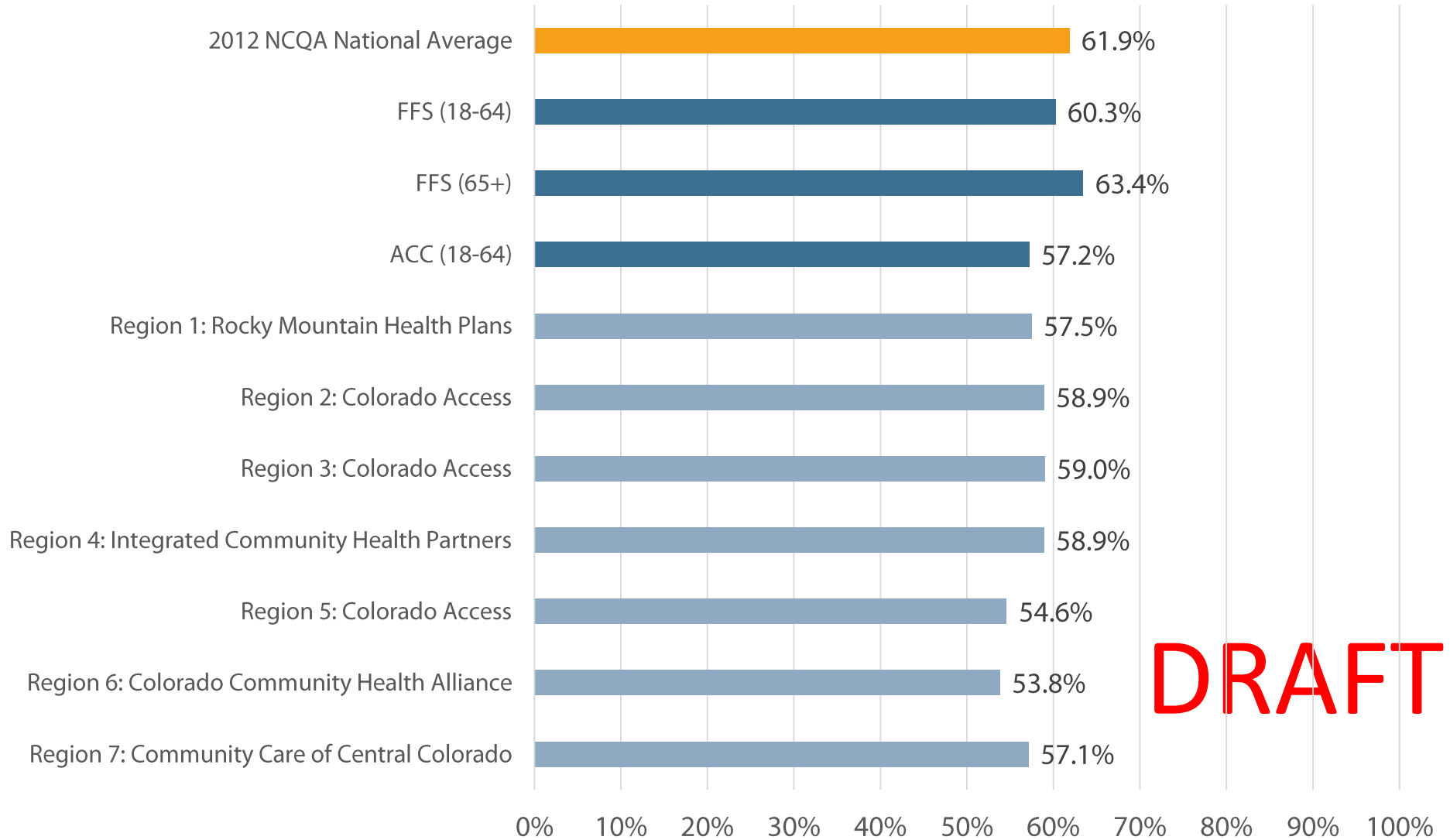
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## 2. Rating of Personal Doctor

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?  
Percentage of Adult Medicaid Enrollees  
Indicating "9" or "10," Colorado (2013)  
and U.S. (2012)

## 2. Rating of Personal Doctor (Case-Mix Adjusted)





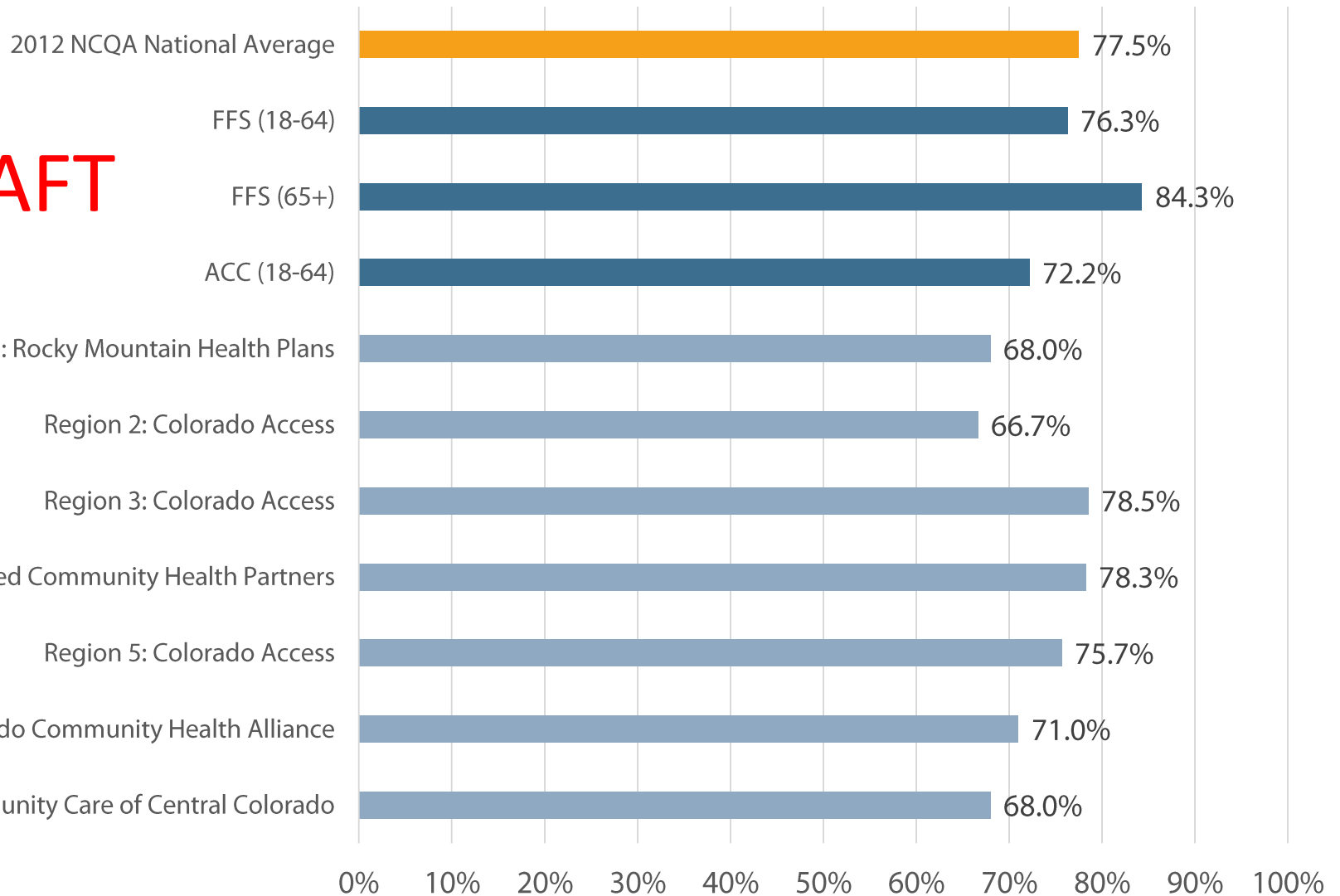
### 3. Coordination of Care

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?  
Percentage of Medicaid Adults Responding “Usually” or “Always”, Colorado (2013) and U.S. (2012)

Note: Asked only of respondents who saw their personal doctor and received care from another provider within the six months prior to the survey. RCCO-level results were case-mix adjusted.

# 3. Coordination of Care (Case-Mix Adjusted)

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## 4. Health Care Rating and Coordination of Care

22. 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? **(Item #22 cross-tabulated by care coordination item #32).**

## 4. Health Care Rating and Coordination of Care

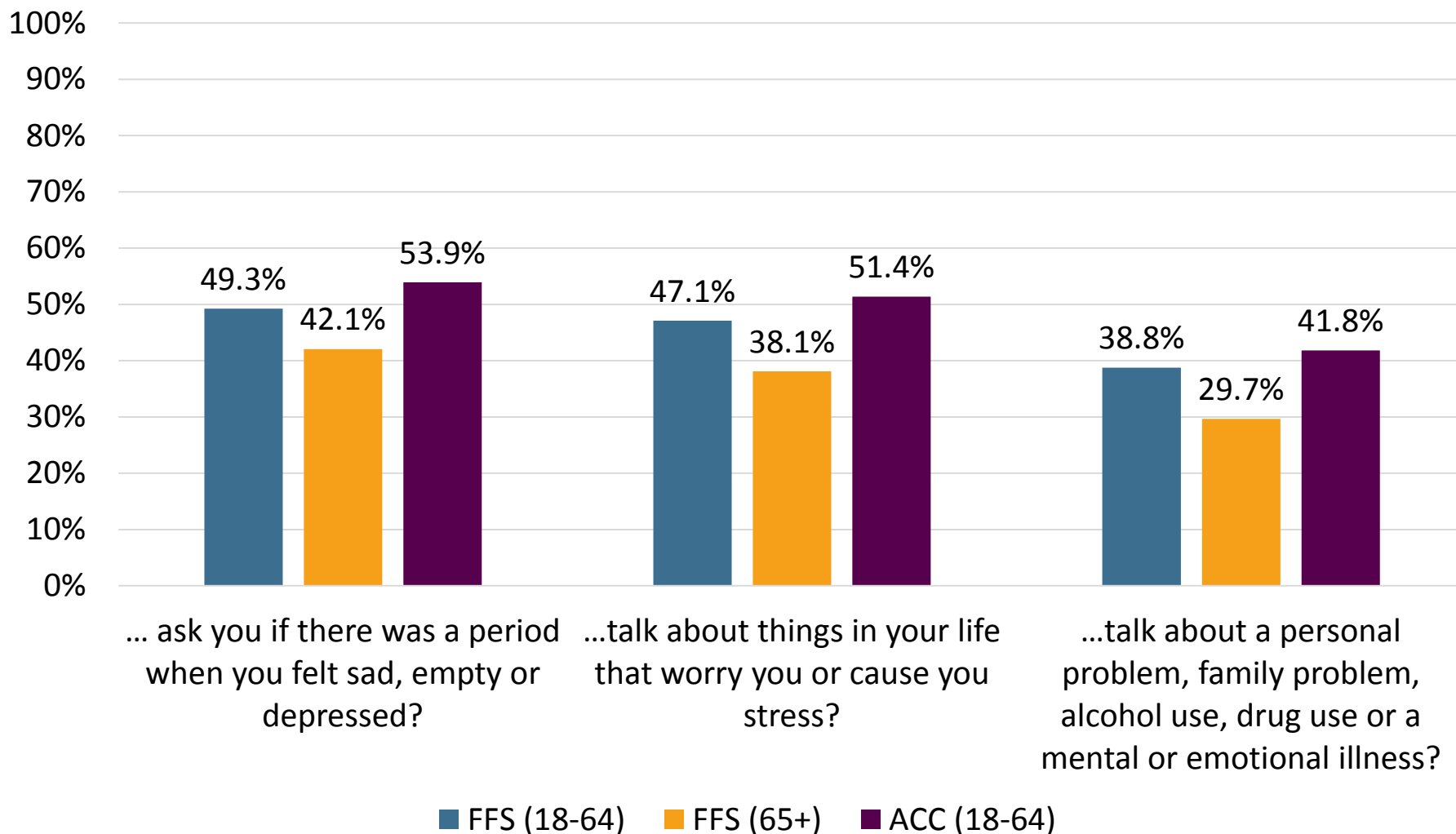
	Average Rating
<b>ACC (Overall, 18-64)</b>	<b>7.5</b>
Among enrollees whose doctor was usually/always informed about care from other providers (#32)	8.2
Sometimes/never informed	6.1
<b>FFS (Overall, 18-64)</b>	<b>8.0</b>
Usually/always informed	8.5
Sometimes/never informed	6.5



# 5. Behavioral Health

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In the last six months, did a doctor or other health provider...



# For Discussion

1. What considerations from the field do we need to understand when interpreting the findings?
2. In what ways do you measure patient experiences?
3. What questions do you have?

# Three Takeaways

- Most Coloradans say they have a **usual source of care**, but many report the system does not meet their needs.
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