Evaluating Medicaid Reform in Florida

R. Paul Duncan, PhD
University of Florida

Technical Advisory Panel
Tallahassee, FL
October 21, 2010
CURRENT CAHPS SURVEY EVALUATION FINDINGS
CAHPS Survey Methods

• Consumer Assessment of Health Care Providers and Systems (CAHPS)
• “CAHPS-like” telephone surveys
• Broward and Duval (urban areas)
  – Benchmark, Year 1, Year 2, Year 3
• Baker, Clay, and Nassau (rural areas)
  – Benchmark, Year 1, Year 2
Survey Objectives

- Enrollee experiences
  - Access to care
  - Communication with providers and staff
  - Health plan experiences
- Enrollee satisfaction
  - Overall health care
  - Health plan
  - Primary care provider
  - Specialty care provider
# Survey Sample Size (Unweighted)

<table>
<thead>
<tr>
<th></th>
<th>Broward</th>
<th>Duval</th>
<th>Baker, Clay, and Nassau</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benchmark</td>
<td>4,197</td>
<td>1,570</td>
<td>957</td>
</tr>
<tr>
<td>Year 1</td>
<td>4,345</td>
<td>1,864</td>
<td>752</td>
</tr>
<tr>
<td>Year 2</td>
<td>3,917</td>
<td>2,235</td>
<td>1,099</td>
</tr>
<tr>
<td>Year 3*</td>
<td>3,515</td>
<td>2,400</td>
<td>—</td>
</tr>
</tbody>
</table>

* Fieldwork just completed, findings not yet available.
Satisfaction Ratings and Reports of Care Over Time
Percentage Rating Aspects of Their Care at the Highest Level (9-10), Broward and Duval Combined

* p < .05
Percentage Rating Aspects of Their Care at the Highest Level (9 – 10), Rural Counties Combined

- Health Care Satisfaction: Benchmark Year 58%, Year 1 59%
- Health Plan Satisfaction: Benchmark Year 51%, Year 1 53%
- Personal Doctor Satisfaction: Benchmark Year 68%, Year 1 70%
- Specialty Care Satisfaction: Benchmark Year 68%, Year 1 67%
Have a Personal Doctor, Broward and Duval Combined

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benchmark</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Year 1</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>Year 2</td>
<td>87%</td>
<td>13%</td>
</tr>
</tbody>
</table>
Problem Getting a Personal Doctor or Health Care Provider Happy With, Broward and Duval Counties Combined

![Bar Chart]

- **Benchmark Year***
  - A big problem: 12%
  - A small problem: 13%
  - Not a problem: 75%

- **Year 1***
  - A big problem: 5%
  - A small problem: 9%
  - Not a problem: 86%

- **Year 2***
  - A big problem: 5%
  - A small problem: 9%
  - Not a problem: 86%

*p < .05
Rating of “Always” to Aspects of Care with Their Physicians, Broward and Duval Counties, Combined

- Listened to Enrollee: 78% Benchmark Year, 84% Year 1, 84% Year 2
- Explained Things Easily: 78% Benchmark Year, 81% Year 1, 81% Year 2
- Showed Respect: 82% Benchmark Year, 87% Year 1, 89% Year 2
- Spent Enough Time: 67% Benchmark Year, 69% Year 1, 71% Year 2

*p < .05
Experiences and Satisfaction with Care Over Time: Broward and Duval

• No statistically significant change for many indicators
  – Specialty care ratings, ER visits, communication, courtesy and respect of staff
• Downward change in some ratings
  – Health care satisfaction
  – Health plan satisfaction
• Upward change in personal doctor satisfaction
  – Experiences with personal doctor and getting care
Experiences and Satisfaction with Care Over Time: Rural Counties

• No differences in ratings over time
• 90% of enrollees in both years reported having a personal doctor
• Between 82% – 84% said it was not a problem to find a personal doctor
Bottom Line: Changes Over Time

• No dramatic changes over time
  – Virtually no change in rural areas

• Some change in urban areas
  – Improvement in reports of having a personal doctor
  – Improvement in aspects of care
Satisfaction Ratings and Reports of Care By Plan Type
Year 2 (Broward and Duval)
Year 1 (Rural Counties)
Switchers vs. Non-Switchers

- **Switchers**
  - Forced: due to plan withdrawal
  - Voluntary: changed within first 90-day enrollment period
  - 30.45% of overall Medicaid Reform enrollees

- **Non-Switchers**
  - 69.55% of overall Medicaid Reform enrollees
Rating Aspects of Their Care at the Highest Level (9 – 10), by Plan Type, Broward and Duval Counties Combined, Year 2

- **Health Care Satisfaction***: 60% (HMO), 64% (PSN), 57% (Switchers)
- **Health Plan Satisfaction***: 52% (HMO), 61% (PSN), 49% (Switchers)
- **Personal Doctor Satisfaction***: 72% (HMO), 77% (PSN), 71% (Switchers)
- **Specialty Care Satisfaction***: 61% (HMO), 69% (PSN), 58% (Switchers)

*p < .05
Summary by Plan Type:
Year 2 Broward and Duval, Combined

- Higher percentage of PSN enrollees rated aspects of care at the highest level (9 – 10)
- “Switchers” were less likely to give the highest rating for
  - Health care satisfaction
  - Health plan satisfaction
  - Personal doctor satisfaction
  - Specialty care satisfaction
- “Switchers” were less likely to report that it was “always” easy to
  - Get a specialist appointment
  - Get the care, test, treatment needed
  - Get needed advice or help
- No other differences by plan type
Summary by Plan Type:
Year 1 Rural Counties

• “Switchers” were less likely and PSN enrollees more likely to rate health plan satisfaction a 9 or 10

• No other differences by plan type
Bottom Line by Plan Type

- Some differences in satisfaction across plan types during Year 2
  - But reports of care are not different
  - Most of the differences are in the urban counties
Additional Work

• Analysis by race and ethnicity
  – Preliminary findings: some evidence of differences in ratings and reports by race or ethnicity

• Begin analysis of new data
OVERALL EVALUATION STATUS
Evaluation Options

• Bringing project to a close
  – No extension to the waiver

• Extending evaluation activities
  – Parallel to extension of the waiver
Evaluation Extension: New EBR Studies

• Goals
  – Continue to assess enrollee participation in EBR program
  – Begin work toward understanding if and how the EBR program improves the health of Medicaid enrollees
    • Qualitative studies
    • Explore the relationship between engaging in healthy behaviors (as measured by the number of incentives or credits earned) and subsequent emergency utilization and inpatient hospital stays
Evaluation Extension: New EBR Studies

• EBR Qualitative Studies
  – Focus groups
  – Broward, Duval, and rural counties
  – Reform vs. Non-Reform?
Evaluation Extension: New EBR Studies

• EBR Participation and Health Outcomes
  – Categorize EBR users as high and low users
  – Link to ER visits, inpatient admissions, and admissions for ambulatory sensitive conditions
  – Univariate and multivariate analyses
Questions
Further Information

R. Paul Duncan, PhD, Principal Investigator
Department of Health Services Research, Management and Policy
College of Public Health & Health Professions
University of Florida
PO Box 100195
Gainesville, FL 32610-0195

Telephone: (352) 273-6073
Website: http://mre.phhp.ufl.edu/
Email: mre@phhp.ufl.edu