

US Family Health Plan (USFHP) Member Satisfaction Survey 2018

Johns Hopkins US Family Health Plan (USFHP) 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 USFHP. 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®* benchmarks. USFHP's work plan goal is to meet the 90th percentile benchmark ranking.

Composite Measure & Overall Ratings	2016	2017	2018	Quality Compass %tile Ranking	Goal (QC 90 th %tile)
Goal Met or Exceeded (≥90 th percentile)					
Getting Needed Care	91.7%	92.0%	94.2%	>90th	90.0%
How Well Doctors Communicate	96.6%	97.1%	97.5%	>90th	97.2%
Rating of Health Care	88.2%	88.6%	89.0%	>90th	82.9%
Rating of Health Plan	86.2%	88.1%	86.7%	>90th	76.2%
Rating of Personal Doctor	89.8%	90.0%	91.3%	>90th	89.7%
Rating of Specialist	87.6%	88.8%	89.9%	>90th	88.8%
On track with National Averages (≥75 th percentile, but < 90 th percentile)					
Getting Care Quickly	89.0%	89.1%	88.0%	>75th	89.9%
Coordination of Care	89.1%	88.0%	91.3%		
Needs Improvement (≤75 th percentile)					
Customer Service	93.2%	90.0%	90.3%	<66.6th	93.6%
Claims Processing	91.0%	87.5%	88.4%	<50th	94.1%

* 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 customer service and claims processing. In order to improve the member experience, the Customer Service department will be implementing a customer relationship management system which will streamline benefit information access and accuracy. A new claims system was implemented at the end of 2016, and there is an ongoing training program to help improve claims processing time and accuracy.

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 USFHP'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 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. USFHP will administer the annual CAHPS® survey during the spring of 2019.