

# HSCSN Access and Availability Survey

2010



THE HSC HEALTH CARE SYSTEM  
Health Services for Children  
with Special Needs, Inc.  
(HSCSN)

Quality/Accreditation  
Department

## TABLE OF CONTENTS

<b>Introduction</b> .....	2
<b>Methodology Summary</b> .....	2
<b>Demographic Profile</b> .....	2
<b>Item 1:</b> What doctor did you see today?.....	3
<b>Item 2:</b> Was it a routine, urgent or emergency appointment? .....	3
<b>Item 3:</b> How long was the time between request of service and scheduling appointment?.....	4
<b>Item 4:</b> How long did you wait to see your doctor? .....	5
<b>Item 5:</b> How much time did your doctor spend with you?.....	6
<b>Item 6:</b> Did the doctor explain things to your understanding?.....	7
<b>Item 7:</b> Did you leave the doctor's office satisfied with the services you received?.....	7
<b>Item 8:</b> Did your doctor review next preventative care/routine visit schedule? .....	8
<b>Summary</b> .....	9

## **Introduction**

Health Services for Children with Special Needs (HSCSN) conducted a survey that evaluated the access and availability of the plan's enrollees.

HSCSN is a Medicaid health plan that serves the SSI and SSI-eligible pediatric, adolescent and young adult population throughout the Washington, DC metropolitan area. Benefits to enrollees and their families include traditional Medicaid benefits plus expanded health care services including individualized care management; 24-hour access to care coordination; outreach services; respite care; medically necessary home modifications; and mental, behavioral, and developmental wraparound services. Access and availability to timely healthcare for this population is especially critical given their medical and developmental needs.

This survey focuses on primary care physicians (PCP), specialists, dentists and mental health providers.

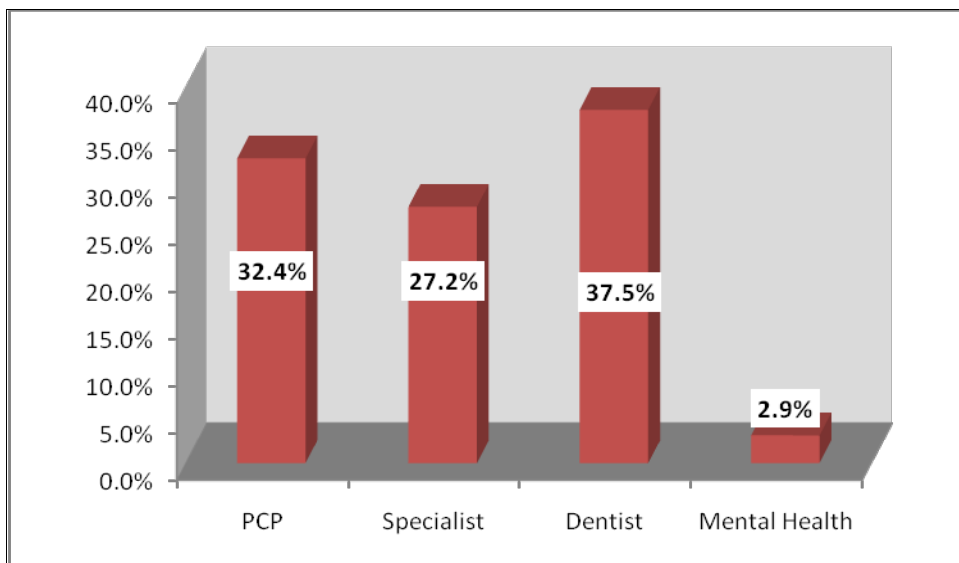
## **Methodology**

Each month, based on the sample size, the Director of Customer Care assigned each Customer Care Representative a number of enrollees to survey. The Customer Care representatives (CCR) then utilized the following work flow: the CCRs attempted to survey the enrollees when they called the call center for a return transportation pick-up. If the enrollee agreed to the survey, the C C R inputted the enrollees' responses regarding their visit into the database.

## **Survey Instrument**

An 8-item survey housed in a database was administered via telephone to HSCSN enrollees. The survey gathered information about their experience with their healthcare provider in the following areas: a) The amount of time it took to get an appointment b) The amount of time their provider spent with them c) level of satisfaction with their healthcare providers.

**Item 1: What doctor did you see today? (n=136)**

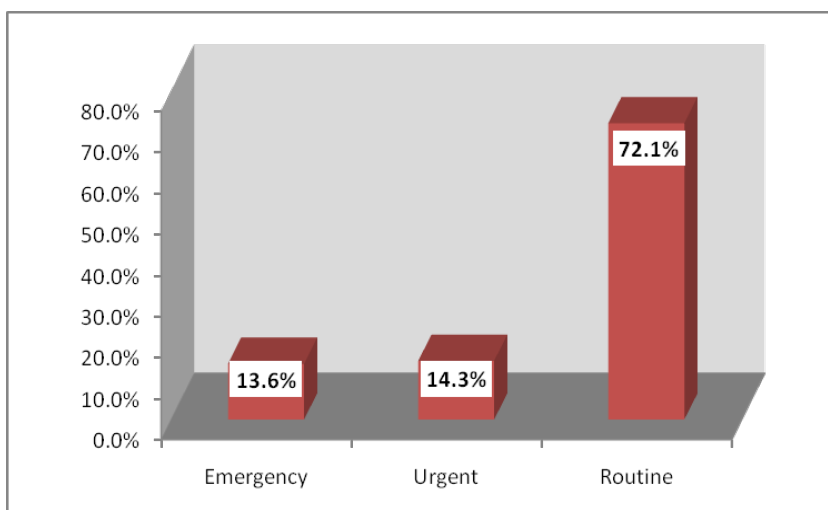


**Response/Result:**

In 2010, 37.5 % (51) of respondents were seen by a dentist, followed by a primary care physician (32.4%, 44), and a specialist (27.2%, 37). Only 2.9% (4) of respondents were seen by a mental health provider.

In 2009, the percentage of respondents (n=136) were almost evenly split amongst those who saw a PCP (34%), Specialist (33%) and Dentist (30%), with a remaining 3% reporting having seen a Mental Health worker. Whereas, in previous years, the majority of respondents reported seeing a specialist-40% in 2008 and 46% in 2009- and a larger percentage saw a mental health worker-8% in 2008 and 11% in 2007.

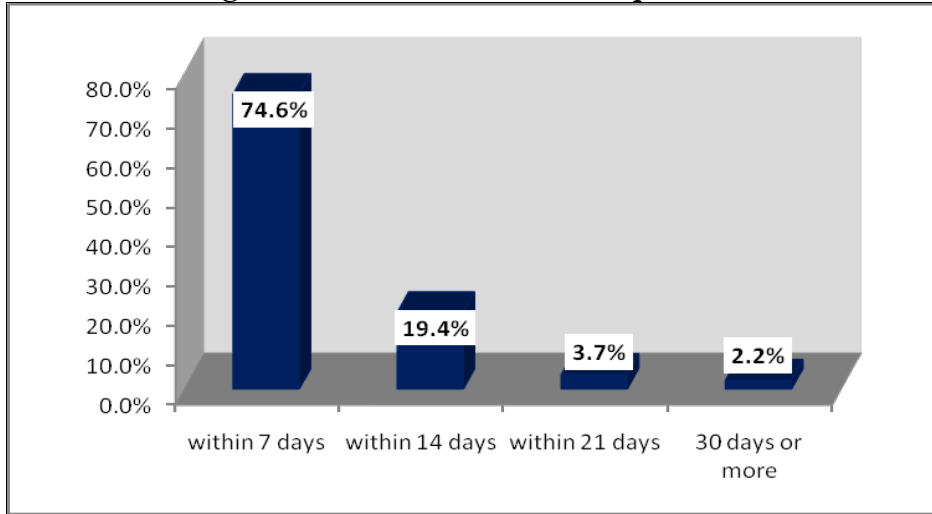
**Item 2: Was it an emergency, routine or urgent appointment? (n=140)**



In 2010, the 72.1% (101) of the respondents reported their appointment was routine and 14.3% (20) reported it was urgent and another 13.6% (19) reported an emergency appointment.

Of the 19 emergency appointments, 8 were specialists, 6 were dental, 4 emergency appointments were not reported and only 1 appointment was a PCP provider.

**Item 3: How long was the time between the request for service and the appointment date?**



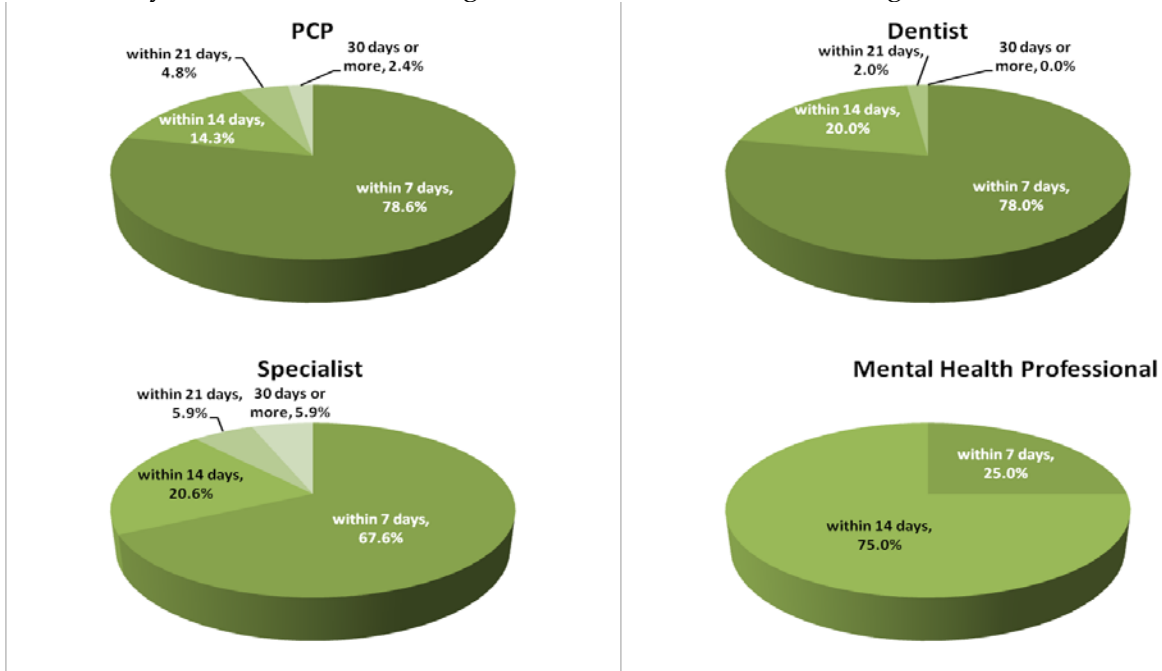
**Response/Result:**

**Overall (n=134)**

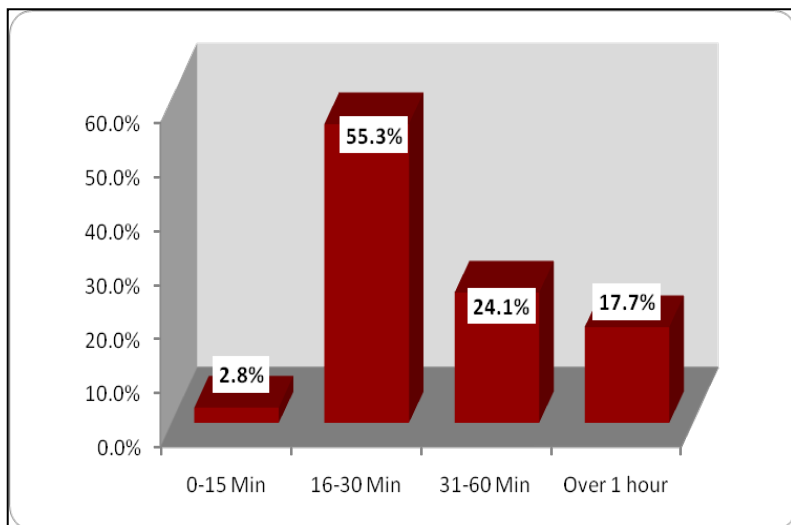
Overall, 74.6% (100) of the respondents reported they were able to see a doctor within 7 days of their request. 19.4% (26) reported they saw a doctor within 14 days and the remaining 5.9% (8) were able to get an appointment in 21 days or more.

**By Sub-group**

When broken down by provider type, the appointments within 21 to 30 days or more lie with the specialist and PCP appointments. The following providers provided appointments 21 day or more: Dr. Truth, Dr. Suma Vaidya, Dr. Simrel, Dr. D’Angelo and two un-named cardiologists.



**Item 4: How long did you wait to see your doctor? (n=141)**



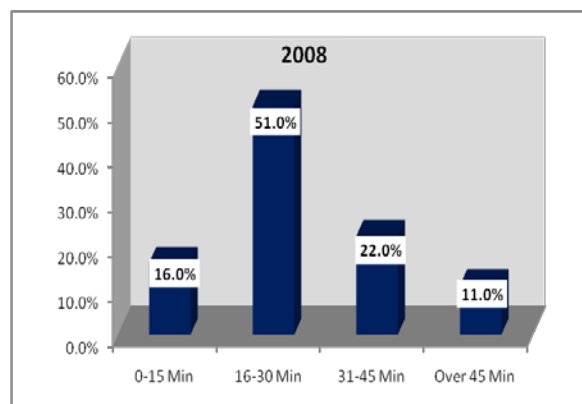
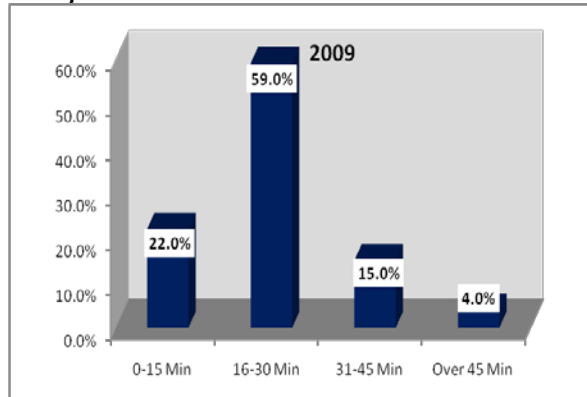
**Response/Result:**

**Overall (n=141)**

Almost fifty-eight percent (58.1%, 116) of the respondents reported they spent at least a half hour or less waiting to see their provider. This is a significant decrease from 2009's percentage of 81% who saw a doctor in the same timeframe.

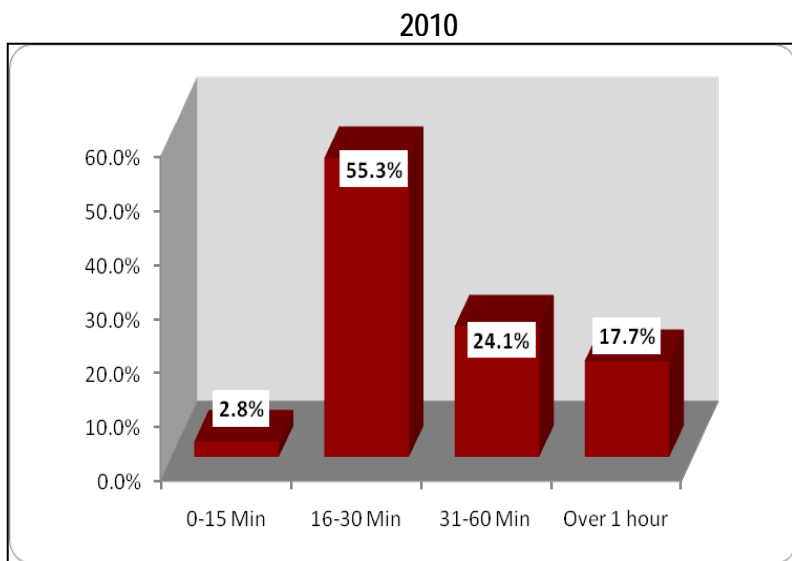
The remaining 42% of respondents had to wait 31 minutes or more to see a provider.

**Comparative Data: 2009 and 2008**



In 2009, 81% of the respondents reported they waited thirty minutes or less to see their provider. This is an improvement from 2008, where 67% waited the same amount of time. The comparative data also shows a significant decrease from the percentage of enrollees who waited over 45 minutes from 2008 to 2009, 11.0% to 4.0%, respectively.

**Item 5: How much time did your doctor spend with you?**



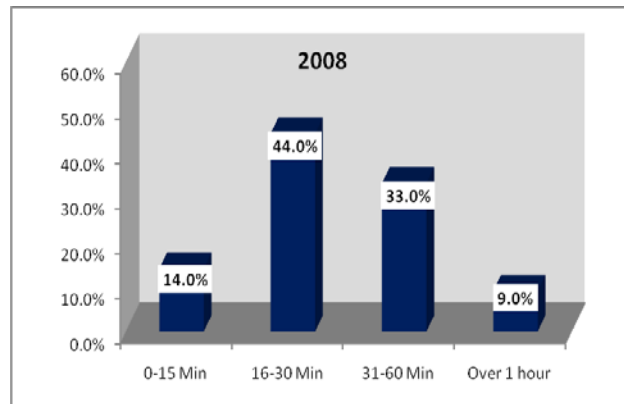
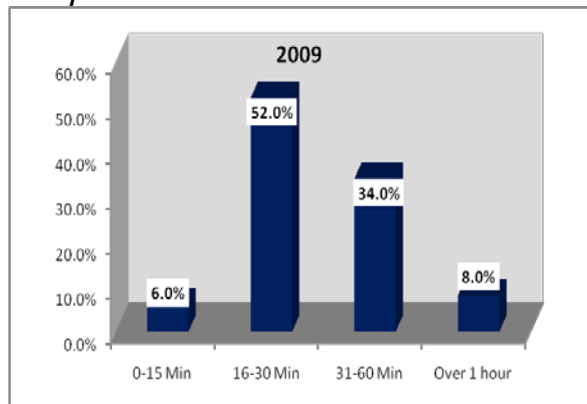
**Response/Result:**

**Overall (n=141)**

Almost forty-two percent (41.8%, 59) of the respondents reported they spent at least a half hour with their provider. 55.3%(78) reported 16 to 30 minutes and 2.8% (4) only spent 15 minutes or less with their provider. Two out of the four providers that spent 15 minutes or less were: Small Smiles and Nancy Zimmerman. The other two

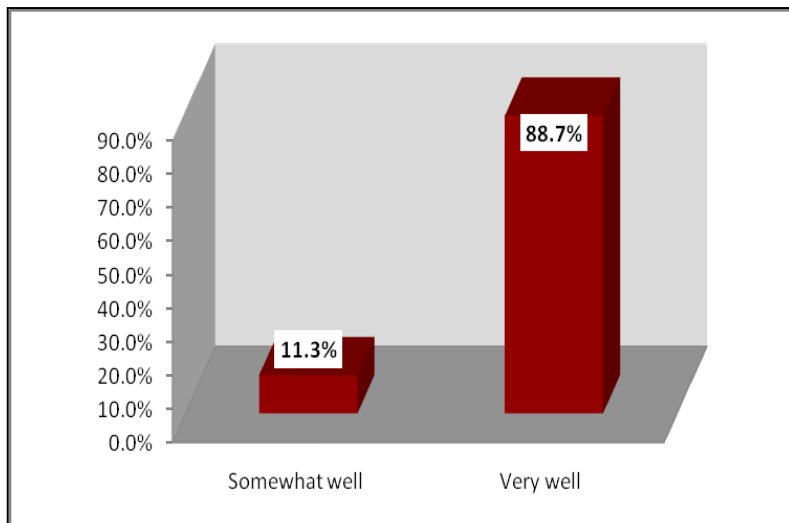
providers were unreported.

**Comparative Data: 2009 and 2008**



In 2009 and 2008, 42% of the respondents reported they spent at least a half hour with their provider. 2009 and 2008 data shows that 6% and 14% of providers; respectively spent 15 minutes or less with their patients. The overall trend from 2008 to 2010 shows that providers in HSCSN’s network are spending more time with their patients.

**Item 6: How well did your doctor explain things to your understanding?**



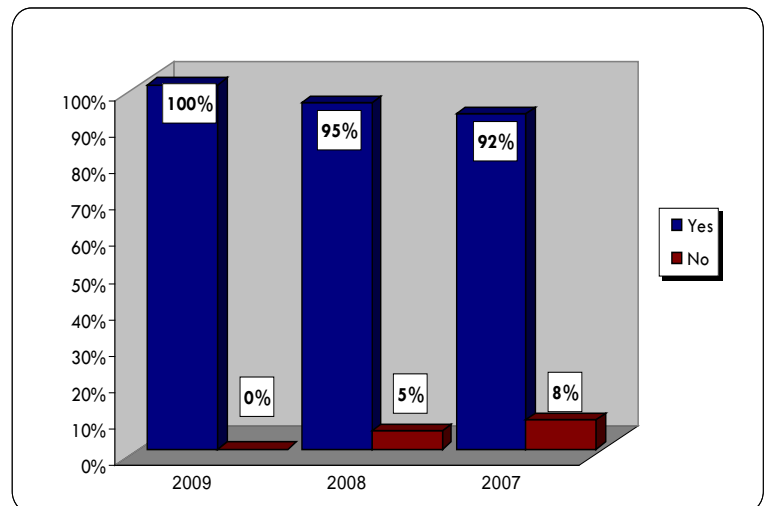
**Response/Results: 2010 (n=141)**

Due to the consistently favorable results over the years, this question was modified from 'Did your doctor explain things to your understanding' to 'How well did your doctor explain things to your understanding' to allow for degrees of opinion. In 2010, 88.7% reported their doctor explained things very well and 11.3% reported somewhat well.

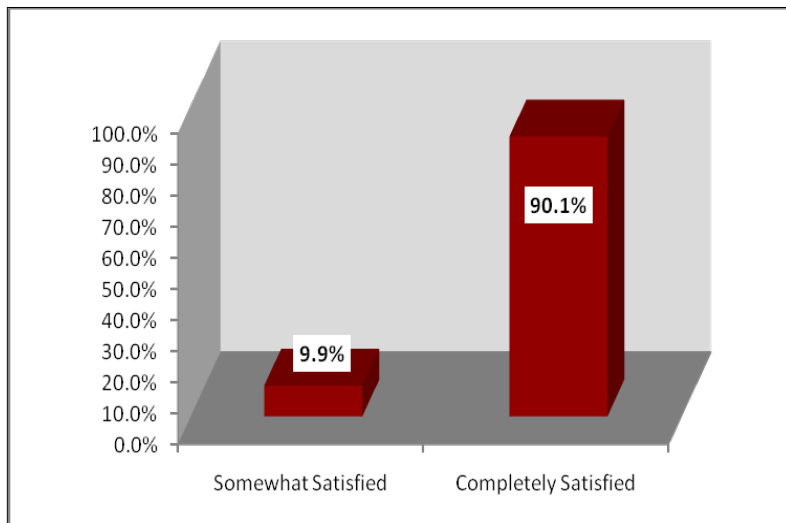
**Comparitive Data: 2009, 2008 and 2007**

**Response/Results: 2009(n=75), 2008(n=67), 2007(n=55)**

2007 through 2009 shows a positive trend in how effectively providers are communicating with their patients. In 2009, 100% of HSCSN's enrollees reported their doctor/provider explained things to their understanding.



**Item 7: Did you leave the doctor's office satisfied with the services you received?**



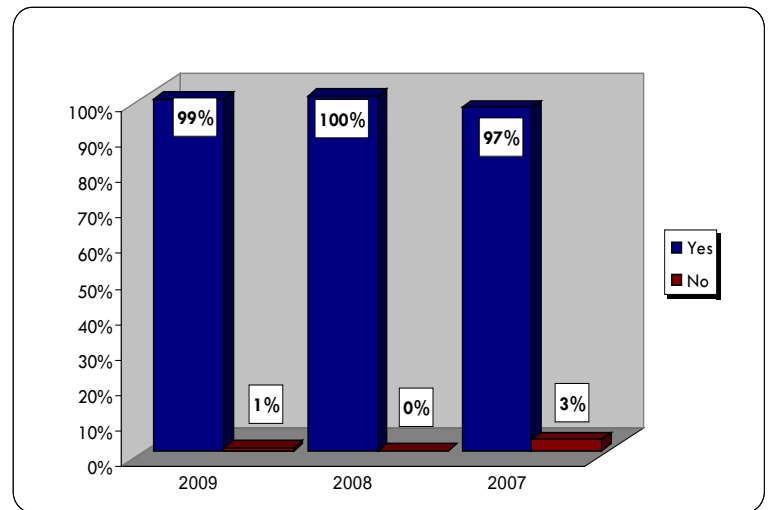
**Response/Results: 2010 (n=141)**

Again, due to the consistently favorable results over the years, this question was modified from 'Did you leave your doctor's office satisfied with the services you received' to 'How satisfied were you with your doctor's visit' to allow for degrees of opinion. In 2010, 90.1% reported their doctor explained things very well and 9.9% reported somewhat well.

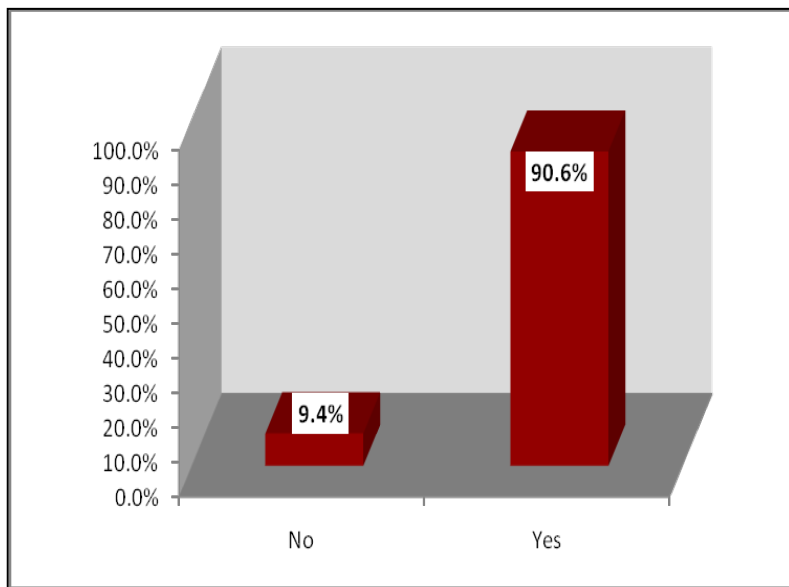
**Comparative Data: 2009, 2008 and 2007**

**Response/Result:**

From 2007 to 2009, an overwhelming percentage of respondents reported they left their doctor/provider's offices satisfied. In 2009, only 1% (n=1) reported they were dissatisfied with the service they received.



**Item 8: Did your doctor review the next preventative care/routine appointment?**

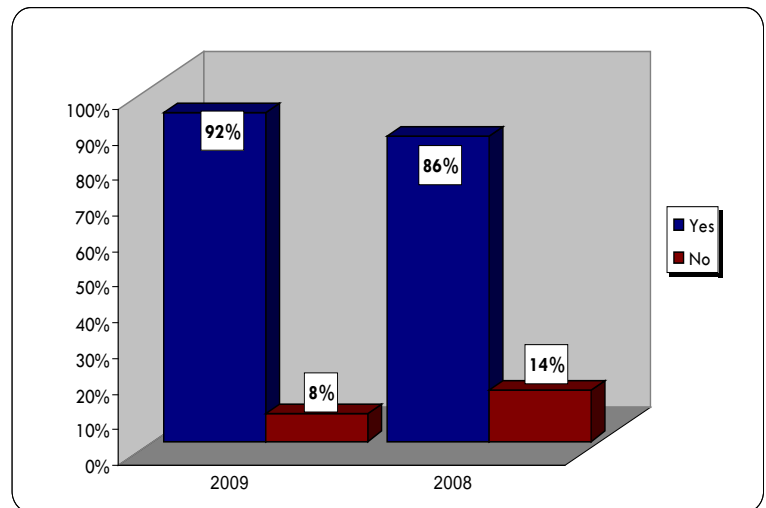


In 2010, a little more than ninety percent (90.6%) reported that their doctor reviewed their preventative schedule and/or next appointment. This is a slight decrease from 2009.

**Comparative Data: 2009 and 2008**

**Response/Result:**

In 2009, more than ninety percent (92%) of respondents reported that their doctor/provider reviewed their preventative schedule and/or next appointment. This is a significant improvement from 2008 with 86% of the respondents reporting the same response. 2007 data is not available.



## Summary

The overall results of the Access and Availability survey were positive. The majority of HSCSN's enrollees were able to access their provider in a timely manner and spent a reasonable amount of time with their provider.

## Appendix: Survey Questions

**1. What doctor did you today?**

- PCP
- Specialist
- Dentist
- Mental Health

**2. Was it a routine, urgent or emergency appt?**

- Emergency Care-Medical care needed right away
- Urgent Care-Medical care
- Routine care-Medical care or regular care

**3. How long was the time between request of service and scheduling appointment?**

- Within 7 days
- Within 14 days
- Within 21 days
- 30 days or more

**4. How long did you wait to see your doctor?**

- 0-15 minutes:
- 15-30 minutes
- 31-45 minutes
- Over 45 minutes

**5. How much time did your doctor spend with you?**

- 0-15 minutes.
- 15-30 minutes
- 31-45 minutes
- Over 1 hour

**4. How well did your doctor explain things to your understanding?**

- Very well
- Somewhat well
- Not very well
- Not well at all

**8. How satisfied were you with your doctor's visit**

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

**9. Did your doctor review your next preventative/routine visit?**

- Yes
- No