



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

2010 SECRET SHOPPER SURVEY RESULTS AND ANALYSIS





Quality/Accreditation Department

2010 SURVEY CHANGES

- ◉ May of 2010 the survey was converted from a paper survey process to an electronic database
- ◉ Survey parameters were established to give survey validity with regards to sample size and scope



Quality/Accreditation Department

SURVEY PARAMETERS

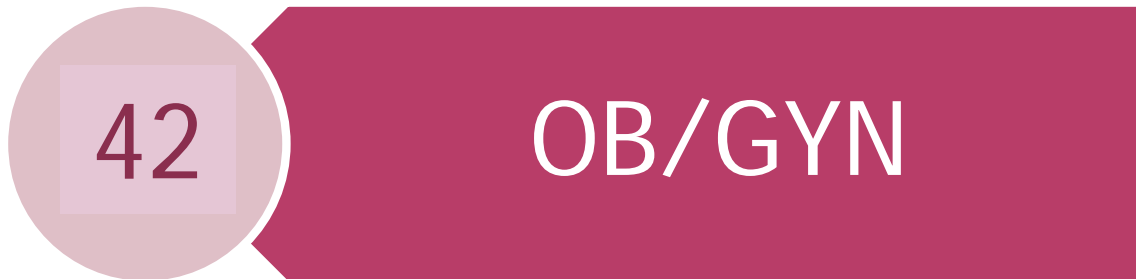
The goals of the survey were established as follows based on Provider Network size and Specialty:

- Each month the following specialties are to be surveyed:
 - 15 PCP's (45 per QTR)
 - 15 Ob/GYN's (45 per QTR)
 - 5 Behavioral Health Specialists (15 per QTR)
- 7 calls would be made by each of the 5 Customer Care Representatives totaling 35 calls each month for the department
- A total of 105 surveys will be completed each quarter



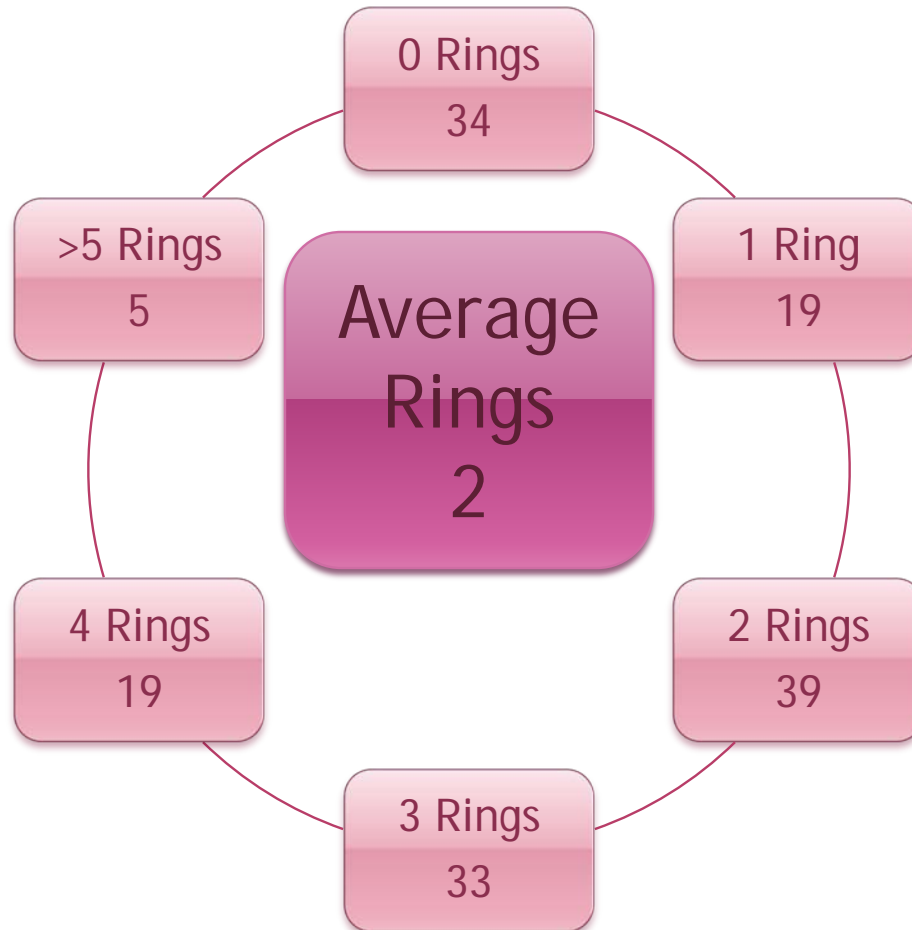
Quality/Accreditation Department

PROVIDER TYPE



Quality/Accreditation Department

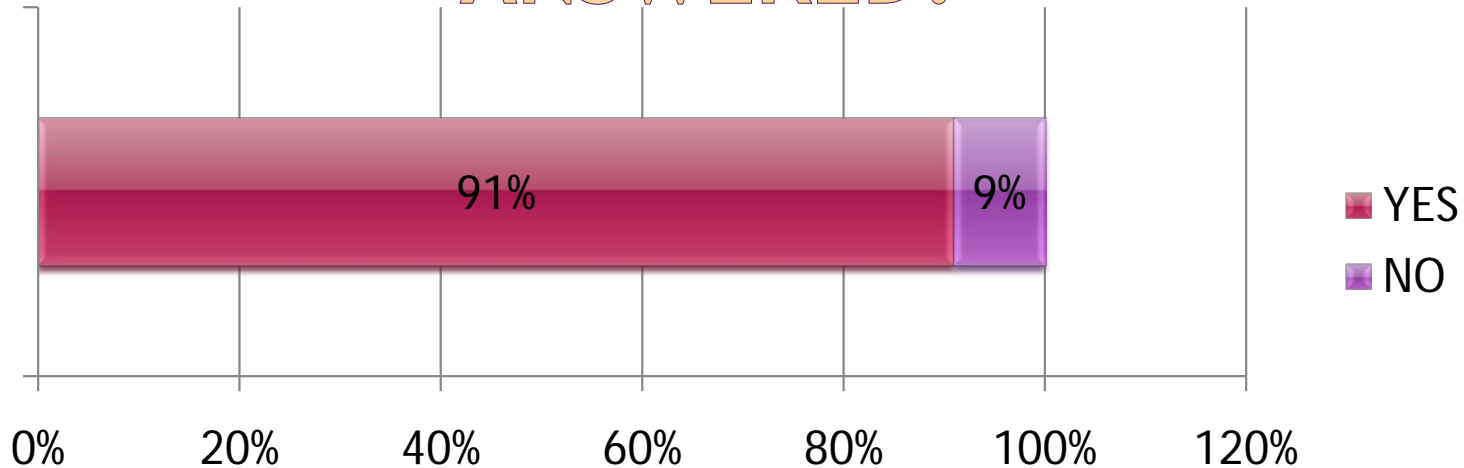
HOW MANY RINGS BEFORE THE PHONE IS ANSWERED





Quality/Accreditation Department

IS TELEPHONE WORKING AND ANSWERED?

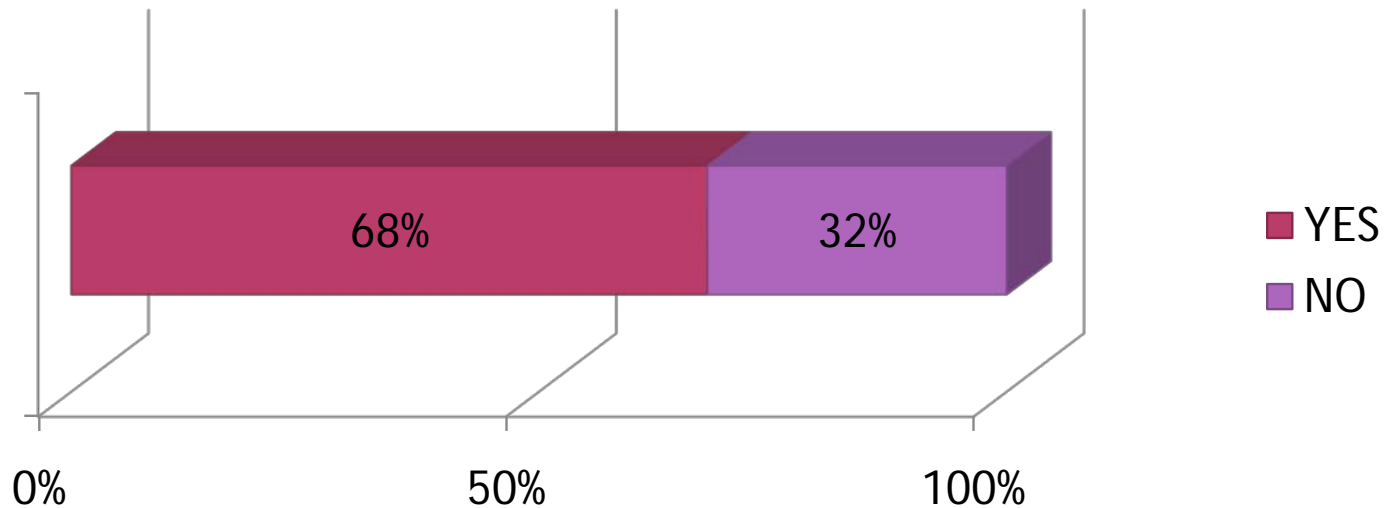


Total not answered were 11 of 120

Reasons not answered	
2	Voicemail answered
3	No longer there
3	Unreachable
1	New number obtained
2	Missing reasons

Quality/Accreditation Department

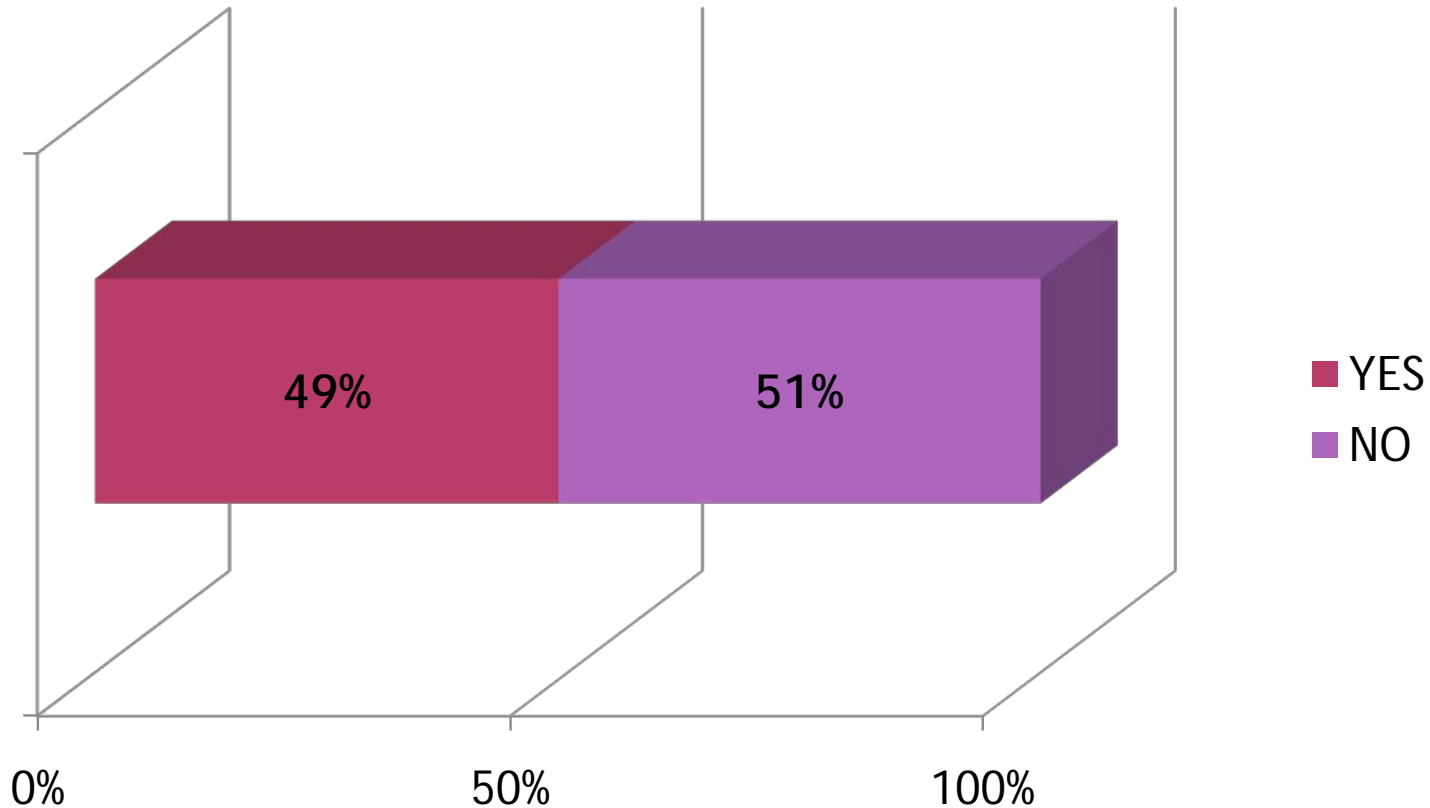
IS THE DOCTOR OR HEALTHCARE PROFESSIONAL AT THIS LOCATION?



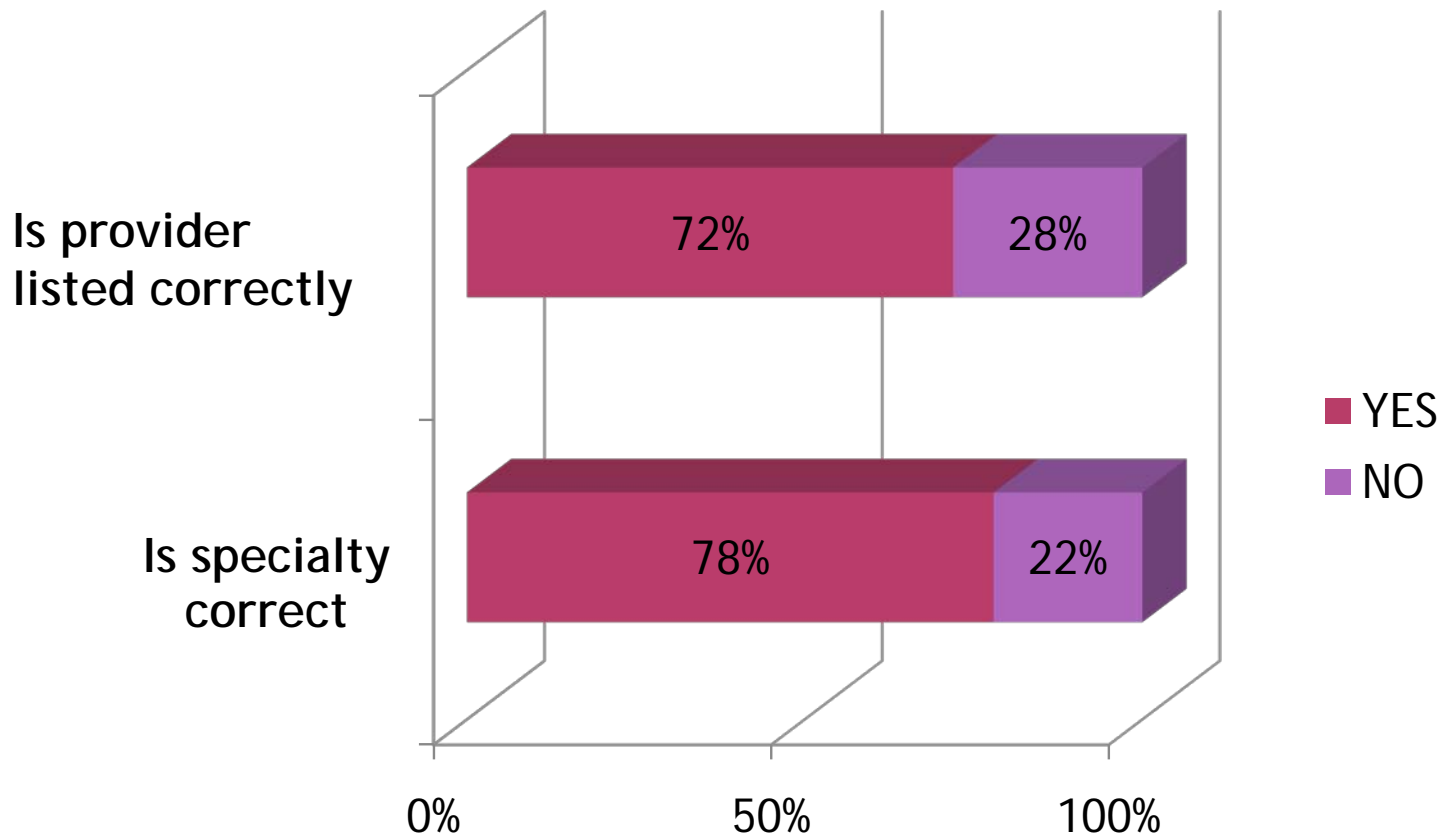
34 OF 106 PROVIDERS WERE NOT AT LOCATION, 6 NEW LOCATIONS WERE OBTAINED

Quality/Accreditation Department

IS LOCATION ACCEPTING NEW PATIENTS?



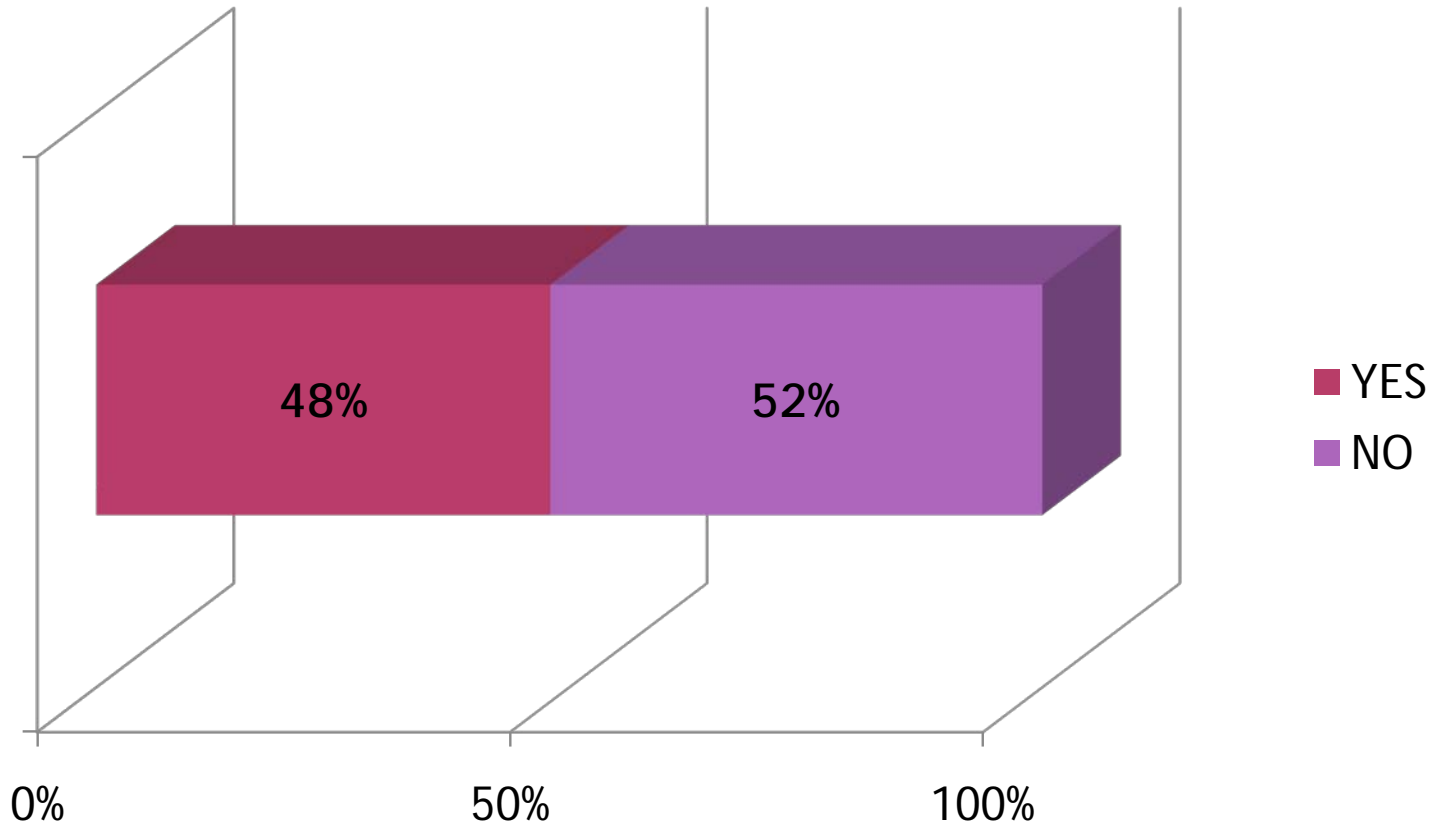
IS PROVIDER LISTED CORRECTLY?





Quality/Accreditation Department

IS APPOINTMENT SCHEDULED IN THE REQUIRED TIMEFRAME?

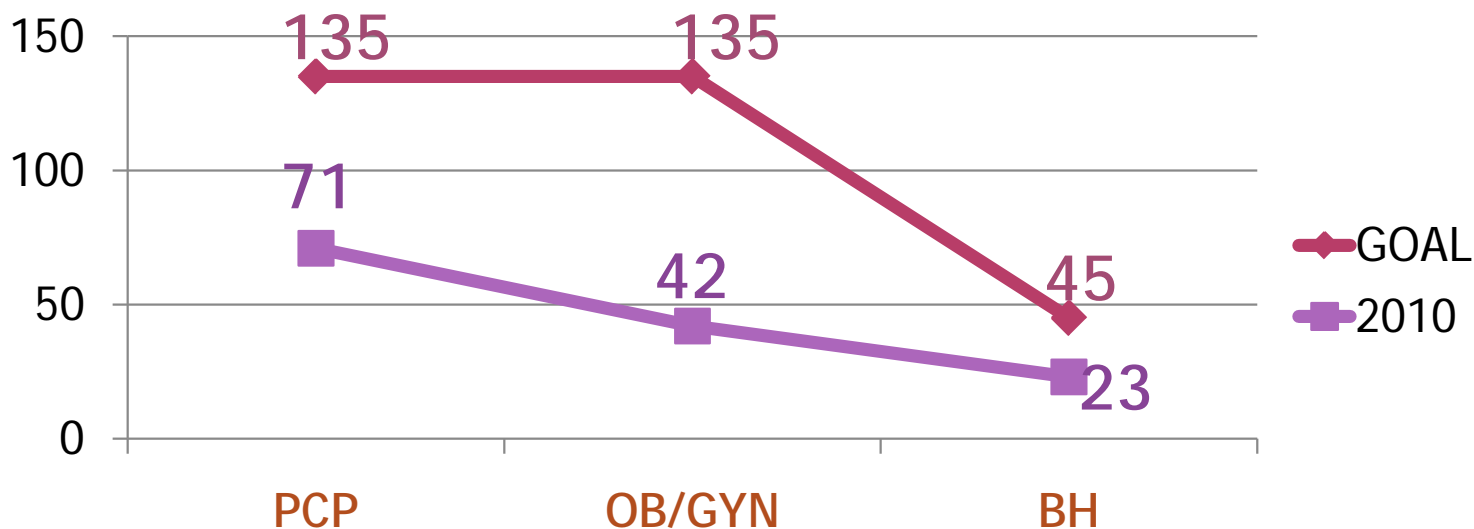


Quality/Accreditation Department

ANALYSIS

Only 48% of total survey goals were met with 150 total surveys being completed in 2010 with breakdown as follows:

- 71 PCP surveys (53% of goal)
- 42 OB/GYN surveys (31% of goal)
- 23 BH surveys (51% of goal)



Quality/Accreditation Department

ANALYSIS CONT.

- ◉ Phones are being answered promptly, within 2 rings on average which is better than 2009 by one ring
- ◉ Numbers listed are working(100% in 2009, 91% in 2010)
- ◉ The accuracy of provider decreased from 83% in 2009 to 68% in 2010
- ◉ Availability of appointment to new patient's has increased from 43% in 2009 to 49% in 2010
- ◉ Provider services being listed correctly has also decreased from 96% in 2009 to 72% in 2010. Among Specialist it also decreased from 93% to 78%.
- ◉ Ability to schedule appointments within required timeframes has decreased from 79% to 48%



Quality/Accreditation Department

RECOMMENDATIONS

- Survey scope did not meet goals of sample size in 2010, due to adjustment to new survey style and competing priorities. Continue to monitor survey results with focus on completion of required number of surveys
- Conduct an in-service to minimize the number of missing responses and collect more thorough qualitative responses.
- Monitor survey results as it relates to updates in provider manual to see if trend develops