**Slide 1:**

**One Care Early Indicators Project - Survey 2**

Preliminary Data – Cohorts 1 and 2

One Care Implementation Council

January 9, 2015

**Slide 2:**

**EIP Survey 2**

The One Care Early Indicators Project is currently conducting Survey 2, to obtain input from One Care Consumers about their experiences in One Care

* This survey is being conducted in three groups or cohorts
* 120 days after each of three waves of auto-assignment
* Cohorts 1 and 2 have been conducted
* Cohort 3 still on-going; will be completed by mid-January
* EIP Workgroup is reporting today about some preliminary results
* Some interesting findings have been observed
* Caution – survey is not complete and results are likely to change when additional respondents are added

**Slide 3:**

**EIP Survey 2 - Domains**

Survey 2 focuses on several major domains. Preliminary results will be discussed today related to the following domains:

1. Enrolling into One Care
2. Experiences with Care Team
   * + Primary Care Provider; Care Coordinator; LTS Coordinator
3. Experiences with assessment process
4. Assessment Experience
5. Needs for specific services; how well needs are met
6. The Care Plan and Services
7. Overall perceptions of One Care

**Slide 4:**

**1. Enrolling Into One Care**

**Slide 5:**

**Most understood auto-assignment and found it easy to enroll**

* **Understanding auto-assignment**
* 77% Very/somewhat easy
* 18% Somewhat/very difficult
* 5% Not sure/refused
* **How easy was it to enroll**
* 87% Very/somewhat easy
* 5% Somewhat/very difficult
* 8% Not sure/refused

**Slide 6:**

**Reasons for Enrolling in One Care**

* 62% - Better Care
* 55% - Additional Services
* 52% - Dental
* 47% - Have one plan, not two
* 39% - Lower costs
* 38% - Care Coordinator
* 31% - Recommendation
* 29% - LTS Coordinator
* 13% - Other

Note: Respondents can chose more than one reason

**Slide 7:**

**2. Experiences with Care Team**

**Slide 8:**

**Most are satisfied with their PCP**

* 85% - Extremely/Somewhat satisfied
* 6% - Somewhat/extremely dissatisfied
* 8% - Not sure/refused

**Slide 9:**

**Most enrollees who met with their Care Coordinator are satisfied**

Met with Care Coordinator

* 74% - Yes
* 20% - No
* 6% - Not sure/refused

Satisfaction with Care Coordinator

* 91% - Extremely/somewhat satisfied
* 7% - Somewhat/extremely dissatisfied
* 2% - Not sure/refused

**Slide 10:**

**There is some uncertainty about the LTS Coordinator**

* **Need/want LTS Coordinator**
* 40% Yes
* 37% No
* **20% Not sure**
* 3% Refused
* **Offered LTS Coordinator**
* 44% Yes
* 21% No
* **31% Not sure**
* 4% Refused
* **Met with LTS Coordinator**
* 43% Yes
* 44% No
* 10% Not sure
* 3% Refused

Note: Some of the respondents may not have received explanatory information about the LTS Coordinator role prior to completing survey.

**Slide 11:**

**Wait time for and satisfaction with LTS Coordinator**

* Time to 1st meeting with LTS Coordinator
* 80% - Less than 3 months
* 12% - 3 months of more
* 8% - Not sure/refused

**Satisfaction with LTS Coordinator**

* 91% - Extremely/somewhat satisfied
* 5% - Somewhat/extremely dissatisfied
* 4% - Not sure/refused

**Slide 12:**

**3. Experiences with Assessment process**

**Slide 13:**

**Over 90% reported that the Care Team cared about their preferences and treated them with respect**

Cared about my preferences, etc.

* 94% - Agree completely, somewhat
* 3% - Somewhat disagree
* 1% - Disagree completely
* 2% - Not sure/refused

Treated me with respect

* 97% - Completely/somewhat
* 1% - Somewhat disagree
* 1% - Disagree completely
* 2% - Not sure/refused

**Slide 14:**

**4. Assessment Experience**

**Slide 15:**

**Medical Services: fewer people were asked about substance abuse services, specialty medical and dental**

|  |  |  |  |
| --- | --- | --- | --- |
| **Medical Service** | **Yes** | **No** | **Not sure/refused** |
| Prescriptions | 90% | 5% | 5% |
| Medical Transport | 83% | 10% | 7% |
| Mental Health | 82% | 11% | 7% |
| Dental | 75% | 16% | 10% |
| Specialty Medical | 74% | 15% | 12% |
| Substance Abuse Services | 60% | 27% | 13% |

**Slide 16:**

**LTSS: fewer people were asked about Assistive Technology, Community Activities and Day Programs**

|  |  |  |  |
| --- | --- | --- | --- |
| **LTSS** | **Yes** | **No** | **Not sure/refused** |
| Community Transport | 74% | 16% | 10% |
| ADL/IADL | 71% | 19% | 10% |
| Med Equip/Supplies | 62% | 26% | 12% |
| Community Activities | 52% | 33% | 15% |
| Day Programs | 48% | 34% | 17% |
| Assistive Tech | 32% | 48% | 20% |

**Slide 17:**

**5. Needs for specific services; how well needs are met**

**Slide 18:**

**Member-reported Medical and LTSS Needs And How Well Members Feel Needs are Being Met**

|  |  |  |
| --- | --- | --- |
| **Medical and LTSS Needs** | **Very well or somewhat** | **Not at all** |
| Specialty Med (63%) | 88% | 8% |
| Mental Health (57%) | 86% | 9% |
| Substance Abuse (7%) | 77% | 17% |
| Dental Care (78%) | 69% | 22% |
| Prescriptions (91%) | 96% | 3% |
| Medical Transport (41%) | 76% | 17% |
| ADL/IADL Help (27%) | 69% | 25% |
| Equipment/Supplies (28%) | 82% | 16% |
| Assistive Technology (7%) | 36% | 57% |
| Help with Community Activities (19%) | 51% | 42% |
| Community Transportation (35%) | 68% | 25% |
| Day Programs (12%) | 67% | 27% |

**Slide 19:**

**6. The Care Plan and Services**

**Slide 20:**

**90% of enrollees agree with services in their care plans**

Agree with Care Plan

* 90% - Agree completely/somewhat
* 5% - Somewhat/completely disagree
* 5% - Not sure/refused

**Slide 21:**

**There is general satisfaction with services**

One a scale of 1-10, how satisfied are you with your services under One Care?

* 81% - Rating 7-10 (Completely)
* 8% - Rating 5-6
* 5% - Rating 1-4 (not at all)
* 5% - Not sure/refused

**Slide 22:**

**7. OVERALL PERCEPTIONS OF ONE CARE**

**Slide 23:**

**Overall perceptions of One Care are positive**

On a scale of 1-10, how satisfied are you with your One Care plan?

* 81% - Rating 7-10 (Completely)
* 9% - Rating 5-6
* 7% - Rating 1-4 (not at all)
* 3% - Not sure/refused

Plan to stay in One Care?

* 84% - Year
* 2 % - No
* 14% - Not sure/refused