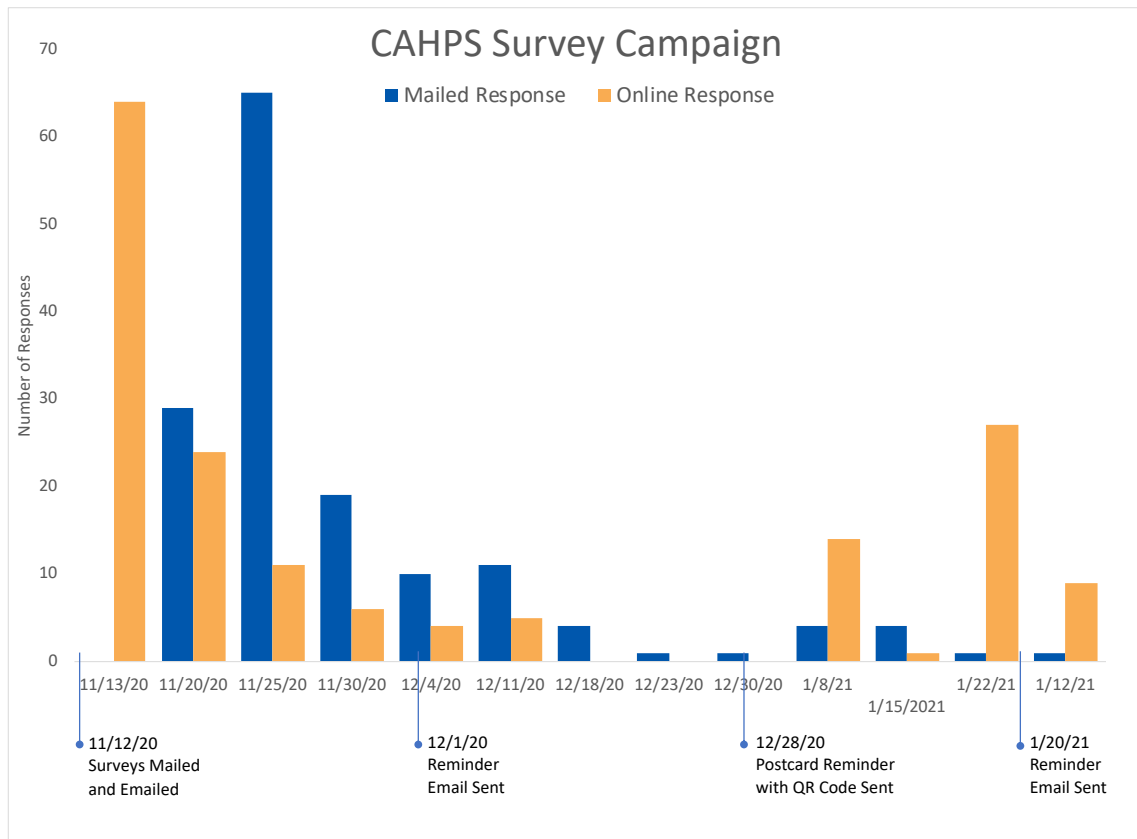




WY DHCF 2020–2021 CAHPS Survey Summary

Wyoming Department of Health (WDH) partnered with Public Knowledge® (PK) to administer the 2020–2021 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey to participants in the Children’s Health Insurance Program (CHIP). PK used the survey provided by CAHPS with no modifications, which was predominately comprised of quantitative questions to allow for clear data analytics.

Figure 1: Survey Campaign and Responses



PK sent an initial mailing to all participants with a hard copy of the survey included as well as an email with a link to the online survey to all available participant email addresses. Two subsequent emails were sent during the campaign, as well as a postcard with a QR code linking to the survey. The survey received 317 responses out of 1844 CHIP Kid-Care Participants as identified by the Division, a response rate of 17.2% exceeding the minimum requirement of 300 responses (16.3%). The survey was open from November 12, 2020 to



May 1, 2021 using an online survey platform. The graph to the right shows the impact of each campaign tool and resultant responses.

An interactive results summary using Zoho analytics is available for view at [2020-2021 CAHPS Survey Results](#). This report contains a highlight of key survey results. Two major developments that impacted WDH and CHIP for the period covered by this survey include the COVID-19 pandemic and the transition of CHIP from an external program managed by BCBS to an internal program managed by WDH. We have noted where these developments may have impacted the results



COMPARISON TO PRIOR YEAR

The previous survey vendor highlighted 5 areas for DHCF in the 2020 survey as opportunities to focus on for improvement. WDH made improvements over the prior year in all but one area. These results were likely all impacted by the transition from the BCBS CSC to the Wyoming Medicaid CSC.

Table 1: Prior Recommendations

Question	2019–2020 Results	2020–2021 Results	PK Comments
Q8: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child’s health care in the last 6 months?	62.2%	86.6%	Score indicates respondents that rated their health care at an 8 or above (200 of 231). This metric improved significantly compared to the previous year but could still be reviewed. Consider a deeper dive here to identify what might improve this metric, such as reviewing call center data or working with WYFI to set performance metrics or indicators on available data.
Q21: Personal doctor overall Now Q19: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child’s personal doctor?	68.0%	88.0%	Score indicates respondents who had a personal doctor and rated them at an 8 or above (228 of 259). This metric significantly increased over last year. If further increases are a priority, consider doing further analysis on CAHPS survey results or an additional provider feedback survey to identify if specific demographics or regions are seeing lower scores.
Q20: Dr. informed about care. In the last 6 months, how often did your child’s	80.0%	N/A	This question was not included in this year’s survey; however, a number of questions were asked related to personal



Question	2019– 2020 Results	2020– 2021 Results	PK Comments
personal doctor seem informed and up to date about the care your child got from these doctors or other health providers.			doctor communications. See results for numbers 12–14.
Q27: CS provided info./help Now Q25: In the last 6 months, how often did customer service at your child’s health plan give you the information or help you needed?	75.6%	80.5%	Score indicates percent of respondents that selected always or usually (66 of 82). This increase may be a result of switching from the BCBS customer service to the Medicaid Customer Service Center (CSC) or direct to Conduit.
Q30: Easy to fill out forms Now Q28: In the last 6 months, how often were the forms from your child’s health plan easy to fill out?	93.8%	83.0%	Score indicates percent of respondents that selected always or usually (78 of 94). This drop may be related to CSC being behind after transitioning vendors and COVID–19 related setbacks and working on a constant quality improvement process. Consider what additional changes may have occurred, such as new forms or changed processes, and offering training or help text to support the users of these forms.



ADDITIONAL FINDINGS

This section captures additional results of note with action recommendations from PK.

The survey found that about 65% of kids always had a routine appointment, and 1 in 3 of survey respondents sought emergency medical attention. Potential future action: Compare to Medicaid rates in general or other benchmarks to put these numbers into context and see if intervention is needed.

Table 2: Other Key Highlights

Question	Details
Q3: In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor’s office?	Approximately 36% (113 of 316) of CHIP kids needed emergency medical attention.
Q6: In the last 6 months, how often did you get an appointment for a check-up or routine care for your child at a doctor’s office or clinic as soon as your child needed?	65% of kids always got a routine appointment (140 of 215).

The following metrics are indicative of CHIP recipients’ perception of the value of their health care and plan. We recommend CHIP consider sharing these results out on social media as appropriate.

Question	Details
Q8: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child’s health care in the last 6 months?	87% of respondents rate the healthcare received an 8 out of 10 or better (200 of 231).
Q17: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child’s personal doctor?	88% of respondents rated their child’s personal doctor at an 8 or above (228 of 259).



Q23: We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

The rating for specialists was lower than that of personal doctors with 79% (59 of 75) rating the specialist they saw at an 8 or above. The previous survey did not have enough responses to provide a rate for this question.

Q29: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

77% of respondents rate their child's health plan 8 or more out of 10 (238 of 310).

Q30: In general, how would you rate your child's overall health?

Most respondents (82%) consider their children to be in very good or excellent health (258 of 316).

Q31: In general, how would you rate your child's overall mental or emotional health?

Two thirds of respondents (66%) consider their children to have Excellent or Very Good mental or emotional health (210 of 317). This is lower than ratings for physical health. It may also be impacted with COVID-19 during this period and possible impacts with home or virtual schooling.
