Medicaid Patient Satisfaction Survey, 1999 – 2006

A summary report comparing trends on selected questions from the adult and child Medicaid recipient surveys from 1999 – 2006.

Age of Adult Recipients

Age	1999	2000	2001	2002	2003	2005	**2006**
18-34	**27.7%** (538)	**27.3%** (554)	**23.1%** (474)	**34.2%** (709)	**35.6%** (552)	**15.7%** (210)	**22.3%** (340)
35-54	**30.9%** (600)	**33.8%** (686)	**36.3%** (745)	**42.6%** (882)	**39.5%** (613)	**33.3%** (446)	**34.8%** (531)
55+	**41.3%** (801)	**40.0%** (792)	**40.5%** (831)	**23.1%** (479)	**25.0%** (387)	**51.0%** (683)	**42.9%** (656)
Total	1939	2032	2050	2070	1552	1339	1527

Age of Child Recipients

Age	1999	2000	2001	2002	2003	2004	2005	**2006**
< 5	**30.1%** (576)	**34.4%** (583)	**35.7%** (600)	**29.1%** (547)	**36.1%** (543)	**30.6%** (371)	**30.8%** (407)	**32.8% (352)**
6-11	**34.8%** (666)	**35.5%** (602)	**36.0%** (606)	**36.4%** (684)	**33.9%** (510)	**32.5%** (430)	**33.5%** (442)	**32.9% (353)**
12-17	**35.1%** (671)	**30.1%** (510)	**28.3%** (475)	**34.5%** (649)	**30.1%** (452)	**36.9%** (485)	**35.6%** (470)	**34.2% (367)**
Total	1913	1695	1681	1880	1505	1616	1319	**1072**

Personal Care of Adult Recipients

- Care by a personal doctor or nurse has decreased in 2006.

	1999	2000	2001	2002	2003	2005	**2006**
Yes	**81.3%**	**80.7%**	**81.9%**	**79.0%**	**83.9%**	**88.1%**	**85.7%**
No	**18.7%**	**19.3%**	**18.1%**	**21.0%**	**16.1%**	**11.9%**	**14.3%**

Adult Recipient Rating of Personal Doctor or Nurse

- On a scale of 0 – 10, the average rating of adult recipients' personal doctor or nurse has been high over time.

	1999	2000	2001	2002	2003	2005	**2006**
Average Rating	**8.01**	**8.57**	**8.71**	**8.34**	**8.34**	**8.68**	**8.59**

Personal Care of Child Recipients

- Care by a personal doctor or nurse is a consistent trend over time.

	1999	2000	2001	2002	2003	2004	2005	**2006**
Yes	**87.8%**	**80.3%**	**81.2%**	**81.7%**	**85.7%**	**84.6%**	**86.4%**	**87.5%**
No	**12.2%**	**19.7%**	**18.8%**	**18.3%**	**14.3%**	**15.4%**	**13.6%**	**12.5%**

Child Recipient Rating of Personal Doctor or Nurse

- On a scale of 0 – 10, the average rating of child recipient's personal doctor or nurse has been high over time.

	1999	2000	2001	2002	2003	2004	2005	**2006**
Average Rating	**7.96**	**8.28**	**8.23**	**8.32**	**8.43**	**8.42**	**8.45**	**8.49**

Care from a Specialist

- Adult recipients needing care from a specialist has increased slightly over the years.

	2000	2001	2002	2003	2005	**2006**
Yes	**42.9%**	**42.4%**	**45.0%**	**48.6%**	**49.0%**	**49.5%**
No	**57.1%**	**57.6%**	**55.0%**	**51.4%**	**51.0%**	**50.5%**

Problem Seeing a Specialist

- Over 80% of adult recipients report no problem or only a small problem to see a specialist.

	2000	2001	2002	2003	2005	**2006**
Big Problem	**9.7%**	**8.0%**	**12.7%**	**14.3%**	**12.2%**	**14.9%**
Small Problem	**9.9%**	**10.0%**	**10.5%**	**16.2%**	**13.4%**	**14.9%**
No Problem	**80.3%**	**82.0%**	**76.8%**	**69.5%**	**71.3%**	**70.3%**

Adult Recipient Rating of Specialists

- On a scale of 0 – 10, the average rating of adult recipients' specialists has been high over time.

	2000	2001	2002	2003	2005	**2006**
Average Rating	**8.50**	**8.52**	**8.44**	**8.17**	**8.64**	**8.32**

Care from a Specialist

- Children needing care from a specialist has remained at about one-quarter of recipients over the years.

	2000	2001	2002	2003	2004	2005	**2006**
Yes	**26.6%**	**27.1%**	**28.9%**	**26.3%**	**25.0%**	**27.8%**	**29.6%**
No	**73.4%**	**72.9%**	**71.1%**	**73.7%**	**75.0%**	**72.2%**	**70.4%**

Problem Seeing a Specialist

- There has been a small increase in the percentage of child recipients reporting a problem to see a specialist.

	2000	2001	2002	2003	2004	2005	**2006**
Big Problem	**11.7%**	**9.1%**	**11.0%**	**17.3%**	**12.6%**	**11.3%**	**15.8%**
Small Problem	**10.1%**	**12.2%**	**12.6%**	**16.5%**	**13.8%**	**17.8%**	**9.6%**
No Problem	**78.3%**	**78.6%**	**76.3%**	**66.2%**	**73.6%**	**68.0%**	**73.2%**

Child Recipient Rating of Specialists

- On a scale of 0 – 10, the average rating of child recipients' specialists has been consistently high.

	2000	2001	2002	2003	2004	2005	**2006**
Average Rating	**8.2**	**8.5**	**8.4**	**8.4**	**8.5**	**8.5**	**8.8**

Adult Recipient Reports of Utilization of Services

- Adult recipients report high utilization of services in the previous six months.

Visits	1999	2000	2001	2002	2003	2005	**2006**
0	**12.2%**	**15.7%**	**15.8%**	**12.5%**	**15.4%**	**13.8%**	**15.6%**
1-2	**11.7%**	**30.4%**	**29.8%**	**32.6%**	**30.6%**	**35.9%**	**34.1%**
3-4	**34.9%**	**25.2%**	**25.6%**	**29.1%**	**22.2%**	**24.9%**	**26.6%**
5-9	**24.5%**	**17.3%**	**19.5%**	**14.9%**	**20.3%**	**17.1%**	**15.8%**
10+	**16.8%**	**11.5%**	**9.2%**	**10.9%**	**11.4%**	**8.3%**	**7.9%**

Child Recipient Reports of Utilization of Services

- Over 86% of child recipients saw a doctor at least 1 time in the previous six months.

Visits	1999	2000	2001	2002	2003	2004	2005	**2006**
0	**9.8%**	**16.7%**	**16.2%**	**13.1%**	**16.7%**	**16.7%**	**16.8%**	**13.5%**
1-2	**14.7%**	**40.5%**	**40.2%**	**37.4%**	**44.0%**	**45.3%**	**44.4%**	**42.0%**
3-4	**46.1%**	**26.1%**	**27.0%**	**29.4%**	**25.5%**	**23.6%**	**25.7%**	**26.7%**
5-9	**19.8%**	**11.8%**	**11.9%**	**14.6%**	**10.9%**	**10.6%**	**9.8%**	**13.8%**
10+	**9.6%**	**4.8%**	**4.7%**	**5.5%**	**2.9%**	**3.8%**	**3.2%**	**4.0%**

Adult Recipient Reports of Utilization of ER Services

- Visits to the ER increased slightly in 2006 compared to previous years.

Visits	1999	2000	2001	2002	2003	2005	**2006**
0	**62.6%**	**67.4%**	**66.5%**	**67.6%**	**58.8%**	**64.9%**	**63.6%**
1	**18.9%**	**15.2%**	**16.8%**	**14.5%**	**19.3%**	**17.3%**	**19.7%**
2	**8.4%**	**7.6%**	**7.5%**	**7.8%**	**9.2%**	**8.4%**	**7.9%**
3+	**10.1%**	**9.8%**	**9.2%**	**10.1%**	**12.7%**	**7.7%**	**8.9%**

Child Recipient Reports of Utilization of ER Services

- Utilization of ER services showed a slight increase for 2006.

Visits	1999	2000	2001	2002	2003	2004	2005	**2006**
0	**67.8%**	**71.4%**	**70.7%**	**69.0%**	**68.5%**	**70.2%**	**72.3%**	**67.3%**
1	**19.9%**	**16.0%**	**17.2%**	**16.6%**	**18.9%**	**19.6%**	**17.9%**	**18.7%**
2	**7.3%**	**7.2%**	**6.8%**	**7.3%**	**7.1%**	**6.0%**	**5.9%**	**8.9%**
3+	**5.1%**	**5.3%**	**5.3%**	**7.0%**	**5.6%**	**4.2%**	**3.9%**	**5.1%**

Adult Recipient Reports of Obtaining Necessary Care

- Over 90% of recipients report no problem or only a small problem to obtain care.

	2000	2001	2002	2003	2005	**2006**
Big Problem	**6.0%**	**5.3%**	**7.0%**	**6.6%**	**5.9%**	**7.8%**
Small Problem	**10.8%**	**10.8%**	**12.9%**	**14.3%**	**9.2%**	**11.0%**
No Problem	**83.2%**	**83.9%**	**80.1%**	**79.0%**	**85.0%**	**81.2%**

Child Recipient Reports of Obtaining Necessary Care

- Over 90% of recipients report no problem or only a small problem to obtain care.

	2000	2001	2002	2003	2004	2005	**2006**
Big Problem	**2.8%**	**2.4%**	**3.2%**	**3.8%**	**4.0%**	**4.4%**	**5.4%**
Small Problem	**8.1%**	**8.3%**	**9.3%**	**10.6%**	**8.4%**	**12.0%**	**8.9%**
No Problem	**89.1%**	**89.3%**	**87.5%**	**85.6%**	**87.6%**	**83.5%**	**85.1%**

Adult Recipient Rating of Interactions with Providers

- Recipients report a high percentage of providers usually or always **listen carefully**.

	2000	2001	2002	2003	2005	**2006**
Never	**2.1%**	**2.9%**	**3.8%**	**3.5%**	**1.9%**	**2.2%**
Sometimes	**10.4%**	**10.5%**	**13.4%**	**14.2%**	**10.1%**	**12.8%**
Usually	**21.2%**	**21.8%**	**20.7%**	**23.3%**	**21.1%**	**22.9%**
Always	**66.3%**	**64.9%**	**62.1%**	**59.0%**	**66.9%**	**62.1%**

Adult Recipient Rating of Interactions with Providers

- Recipients report a high percentage of providers usually or always **explain things** in a way they can understand.

	2000	2001	2002	2003	2005	**2006**
Never	**3.2%**	**3.0%**	**3.9%**	**4.3%**	**2.4%**	**3.2%**
Sometimes	**10.8%**	**11.8%**	**13.9%**	**13.8%**	**14.2%**	**12.3%**
Usually	**24.3%**	**23.1%**	**24.3%**	**24.4%**	**30.2%**	**24.3%**
Always	**61.7%**	**62.1%**	**57.9%**	**57.5%**	**52.1%**	**60.2%**

Adult Recipient Rating of Interactions with Providers

- Recipients report a high percentage of providers usually or always **spend enough time** with them.

	2000	2001	2002	2003	2005	**2006**
Never	**5.4%**	**4.0%**	**6.3%**	**6.5%**	**3.5%**	**4.1%**
Sometimes	**13.2%**	**12.8%**	**16.2%**	**16.5%**	**14.2%**	**14.3%**
Usually	**27.5%**	**28.0%**	**27.5%**	**31.0%**	**30.2%**	**29.9%**
Always	**54.0%**	**55.2%**	**50.0%**	**45.9%**	**52.1%**	**51.7%**

Child Recipient Rating of Interactions with Providers

- About two-thirds of recipients report that providers always **listen carefully**.

	2000	2001	2002	2003	2004	2005	**2006**
Never	**2.1%**	**2.7%**	**2.7%**	**1.3%**	**1.2%**	**1.9%**	**1.7%**
Sometimes	**9.6%**	**10.2%**	**9.2%**	**9.1%**	**8.5%**	**9.3%**	**8.4%**
Usually	**21.5%**	**21.1%**	**18.8%**	**22.1%**	**22.1%**	**20.0%**	**19.3%**
Always	**66.0%**	**65.6%**	**68.3%**	**66.2%**	**68.1%**	**68.8%**	**69.1%**

Child Recipient Rating of Interactions with Providers

- Recipients report a high percentage of providers usually or always **explain things** in a way they can understand.

	2000	2001	2002	2003	2004	2005	**2006**
Never	**2.8%**	**2.8%**	**4.0%**	**2.2%**	**3.3%**	**2.4%**	**1.9%**
Sometimes	**8.5%**	**8.6%**	**7.6%**	**7.9%**	**14.2%**	**7.1%**	**6.0%**
Usually	**21.0%**	**21.6%**	**20.6%**	**19.4%**	**26.3%**	**19.4%**	**18.0%**
Always	**67.2%**	**66.6%**	**67.3%**	**69.8%**	**54.6%**	**71.1%**	**72.7%**

Child Recipient Rating of Interactions with Providers

- Over three-fourths of recipients report that providers usually or always **spend enough time** with them.

	2000	2001	2002	2003	2004	2005	**2006**
Never	**5.4%**	**4.7%**	**4.6%**	**4.9%**	**3.7%**	**3.7%**	**3.4%**
Sometimes	**14.5%**	**14.0%**	**13.2%**	**11.7%**	**13.6%**	**13.8%**	**11.1%**
Usually	**28.3%**	**29.5%**	**27.5%**	**31.8%**	**28.0%**	**28.6%**	**27.0%**
Always	**50.3%**	**51.3%**	**52.9%**	**49.5%**	**52.7%**	**53.8%**	**56.3%**

Adult Recipient Rating of Overall Health Care

- On a scale of 0 – 10, the average rating of adult recipients' health care has been similar over time.

	2000	2001	2002	2003	2005	**2006**
Average Rating	**8.20**	**8.30**	**7.82**	**7.86**	**7.86**	**8.18**

Child Recipient Rating of Overall Health Care

- On a scale of 0 –10, the average rating of child recipients' health care has stayed about the same over time.

	2000	2001	2002	2003	2004	2005	**2006**
Average Rating	**8.2**	**8.3**	**8.3**	**8.4**	**8.5**	**8.4**	**8.3**

Recipient Reports Regarding Information About their Plan

- Most adult recipients report no problem or only a small problem finding or understanding information about their plan.

	2000	2001	2002	2003	2005	**2006**
Big Problem	**18.6%**	**13.5%**	**16.4%**	**17.9%**	**10.2%**	**22.5%**
Small Problem	**25.8%**	**24.2%**	**23.7%**	**32.7%**	**16.3%**	**34.2%**
No Problem	**55.6%**	**62.3%**	**59.9%**	**49.4%**	**73.5%**	**43.3%**

Recipient Reports Regarding Information about their Plan.

- Over 80% of child recipients report no problem or only a small problem finding or understanding information about their plan.

	2000	2001	2002	2003	2004	2005	**2006**
Big Problem	**13.9%**	**7.0%**	**19.0%**	**12.6%**	**10.2%**	**18.0%**	**8.8%**
Small Problem	**23.8%**	**23.8%**	**18.3%**	**21.3%**	**16.3%**	**21.8%**	**21.3%**
No Problem	**62.3%**	**69.2%**	**62.7%**	**66.1%**	**73.5%**	**57.9%**	**67.5%**

Adult Recipient Rating of Experience with Health Plan

- On a scale of 0 – 10, the average rating of adult recipients' health plan has been similar over time.

	1999	2000	2001	2002	2003	2005	**2006**
Average Rating	**7.71**	**7.97**	**8.04**	**7.59**	**7.42**	**8.16**	**7.65**

Child Recipient Rating of Experience with Health Plan

- On a scale of 0 – 10, the average rating of child recipients' health plan has been high over time.

	1999	2000	2001	2002	2003	2004	2005	**2006**
Average Rating	**8.12**	**8.05**	**8.15**	**8.20**	**8.27**	**8.40**	**8.19**	**8.41**