A PROGRAM OF THE ARKANSAS DEPARTMENT OF HUMAN SERVICES,
DIVISION OF MEDICAL SERVICES

2014 Beneficiary Satisfaction Survey Results

DATA COLLECTION AND ANALYSIS BY

Arkansas Foundation for Medical Care™
www.afmc.org
Arkansas Medicaid’s ARKids First program is one of the most successful children’s health care programs in the United States. ARKids First was seen as an innovative program when it was implemented, and later became a model for the Children’s Health Insurance Program (CHIP) federal mandate. ARKids First provided for the health care needs of more than 50,000 Arkansas children in State Fiscal Year 2014.

About the Survey

ARKids First continuously strives to improve its quality. To this end, the Arkansas Foundation for Medical Care (AFMC), an independent organization, has surveyed the parents of ARKids First beneficiaries. The results will be used to examine beneficiary satisfaction with the ARKids First health program.

AFMC used the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)* program and followed its surveying protocol. CAHPS is scientifically designed to measure and report the experiences that form consumer health care satisfaction. This tool was jointly developed by the Harvard University Medical School, RAND and the Research Triangle Institute, and funded by the Agency for Healthcare Research and Quality (AHRQ).

AFMC conducted the latest survey by mail from February to May 2014. All individual responses and comments were kept confidential.

*CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
Who Was Surveyed

All ARKids First B beneficiaries who had been enrolled for at least six months prior to the survey were eligible to participate. From this group, AFMC mailed surveys to the parents of 1,650 randomly selected ARKids First B beneficiaries. After excluding beneficiaries with undeliverable addresses or who no longer met eligibility criteria, 1,552 beneficiaries received a survey.

How They Responded

AFMC received completed surveys from the parents of 507 beneficiaries (30.7 percent) before the cutoff date. Of these, 493 were eligible for analysis, resulting in a final response rate of 31.8 percent.
## Self-Reported Utilization Rates

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visiting the doctor</td>
<td>76%</td>
<td>74%</td>
</tr>
<tr>
<td>Getting medical care for regular/routine health care needs</td>
<td>57%</td>
<td>59%</td>
</tr>
<tr>
<td>Getting medical care for illness/injury</td>
<td>44%</td>
<td>42%</td>
</tr>
<tr>
<td>Seeing a specialist</td>
<td>23%</td>
<td>24%</td>
</tr>
<tr>
<td>Seeing a dentist</td>
<td>97%</td>
<td>98%</td>
</tr>
<tr>
<td>Getting prescription medicine</td>
<td>67%</td>
<td>63%</td>
</tr>
<tr>
<td>Seeking treatment or counseling</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td><strong>A high number of doctor visits (3 or more visits)</strong></td>
<td>27%</td>
<td>26%</td>
</tr>
</tbody>
</table>
Of the ARKids First B beneficiaries who responded, the percentage of respondents indicating a high degree of satisfaction (a score of 8 or higher):

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal doctor</td>
<td>85%</td>
<td>83%</td>
</tr>
<tr>
<td>Specialists</td>
<td>82%</td>
<td>80%</td>
</tr>
<tr>
<td>Dental care</td>
<td>86%</td>
<td>88%</td>
</tr>
<tr>
<td>Quality of care</td>
<td>80%</td>
<td>80%</td>
</tr>
</tbody>
</table>
Access and Availability of Services

88% of respondents reported no problem seeing a doctor or nurse since enrolling in ARKids First B, compared to 80 percent who reported no problem before joining the program.

91% of respondents reported no problem getting prescription medicines since joining ARKids First B, compared to 74 percent who reported no problem before joining the program.

90% of respondents reported no problem getting urgent care from a doctor’s office or the emergency room since enrolling in ARKids First B, compared to 78 percent who reported no problem before joining the program.
Quality of Care

Getting the Care You Need:

85% of beneficiaries’ parents who responded to the survey indicated that it was “always” or “usually” easy:

- Getting appointments with specialists
- Getting care, tests or treatment through ARKids First B

Getting Care without Long Waits:

92% of respondents said they “always” or “usually”:

- Received an appointment for regular or routine health care as soon as they wanted
- Received immediate care for an illness or injury as soon as they wanted
of beneficiaries’ parents surveyed said that ARKids First B customer service staff “always” or “usually”:

- Treated them with courtesy and respect
- Were as helpful as they thought the staff should be
Doctors Who Communicate Well:

92% of respondents agreed that their doctor “always” or “usually”:
- Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with their child

Shared Decision Making:

66% of respondents agreed that when discussing starting or stopping a prescription medicine, their doctor “a lot” or “some” of the time:
- Talked with them about the reasons they might want their child to take a medicine
- Talked with them about the reasons they might not want their child to take a medicine

And “yes”:
- Asked which choice they thought was best for their child
Beneficiary Satisfaction

ARKids First B Program:

The average ranking for ARKids First B based on a scale of 0 to 10.

8.50

of the respondents gave ARKids First B a rating of 8 or above.

79%

“This program is wonderful; every child should have (it); thank ya.”
— Parent from Pulaski County
About AFMC

The Arkansas Foundation for Medical Care (AFMC) provides utilization review and quality assurance services for Arkansas Medicaid’s ARKids First and other waivered managed care programs.

Community based and clinically oriented, AFMC works collaboratively with health care plans, providers, facilities and physicians to identify opportunities for improvement and encourage innovation in health care. AFMC strives to ensure health care quality in a meaningful and effective way by initiating quality improvement projects and disseminating information about best practices.

FOR MORE INFORMATION, CONTACT:

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