

Louisiana CSoC Member Experience of Care Survey – 2023 Results

CSoC SGB Meeting – May 22, 2024

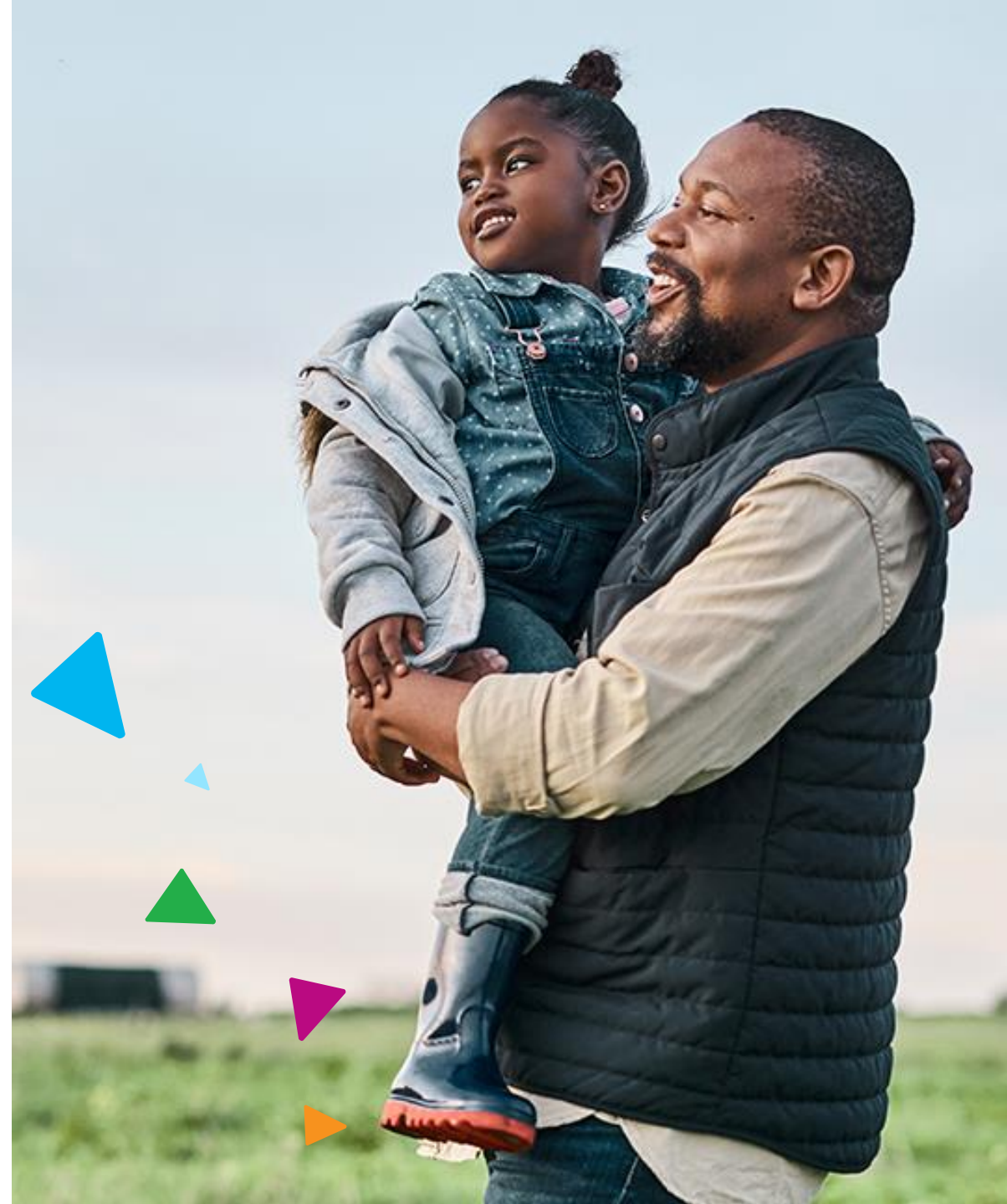
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Introduction

- **Objective:** Present key findings from the Louisiana CSoC 2023 Member Experience Of Care survey.
- **Goal:** Inform and guide program improvements based on member feedback.





Survey Objectives

- Assess member satisfaction with care and services.
- Identify areas for improvement in service delivery.
- Measure the impact of interventions and programs on member experience.

Survey Design

- **Frameworks:** CAHPS® and ECHO®
 - Adheres to MBHO and NCQA standards
- **Questions**
 - 5 demographic questions
 - 10 Likert scale questions on satisfaction, effort, effectiveness, availability, accessibility, and interactions
 - 1 dichotomous question with follow-ups if answered affirmatively
- **Target Population:** Youth and caregivers enrolled in CSoC

Procedures for Administration

- Procedures for Administration
 - Timeline: July 31 - September 8, 2023 (40 days, 29 business days)
 - Platform: Electronic, real-time translation (English and Spanish)
- Facilitators' Role:
 - Administer telephonically or in person
 - Enter responses into the online platform
- Participant Instructions:
 - Caregivers conduct surveys for participants under 18
 - Youth 18+ can complete it themselves or have caregivers do so
 - Responses are anonymous, no identifying information or PHI included



Training Intervention

- **Sessions:** Held two live, 45-minute sessions on July 26th and 28th 2023 with WAAs
- **Facilitator Skills:** Enhanced effectiveness in survey administration
- **Inclusivity and Accessibility:** Emphasis on language assistance services and electronic platforms
- **Trust and Feedback:** Building rapport for honest feedback
- **Proactive Engagement:** Instructions for boosting member engagement

Sampling Approach



Sample Size Determination

- Margin of Error: 5%
- Confidence Level: 95%
- Population Size: 2,311 (as of 06/30/2023)
- Recommended Sample Size: 330, defined as 332

Methodology

- Randomized Stratified Sampling
- Stratified by 9 CSoC regions
- Proportional allocation to region enrollments
- Ensures representativeness and statistical robustness

- Random Sampling within Strata:
 - Equal chance for selection within each region
 - Reduces selection bias
- Steps for Quality Data Collection:
 - Maximized response rates
 - Ensured data quality
- Overall Goal: Reliable insights into member satisfaction and experiences

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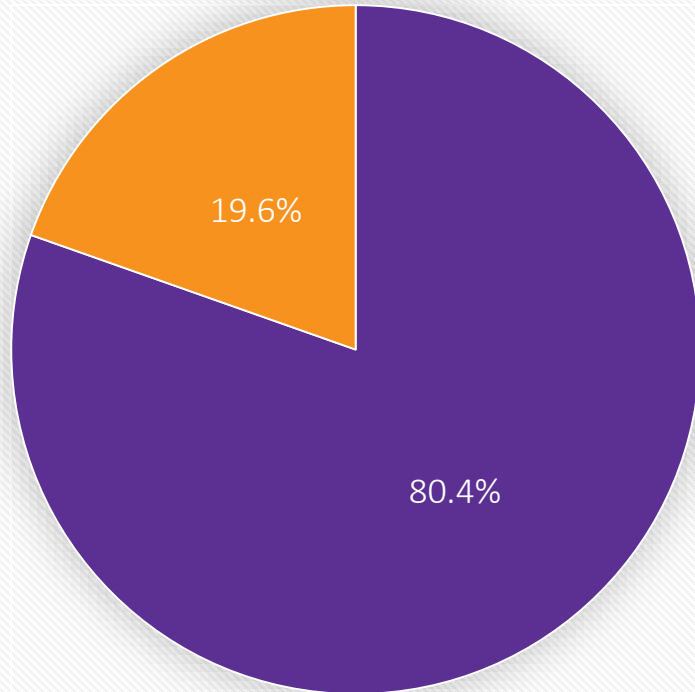
Respondents

Participation Rate



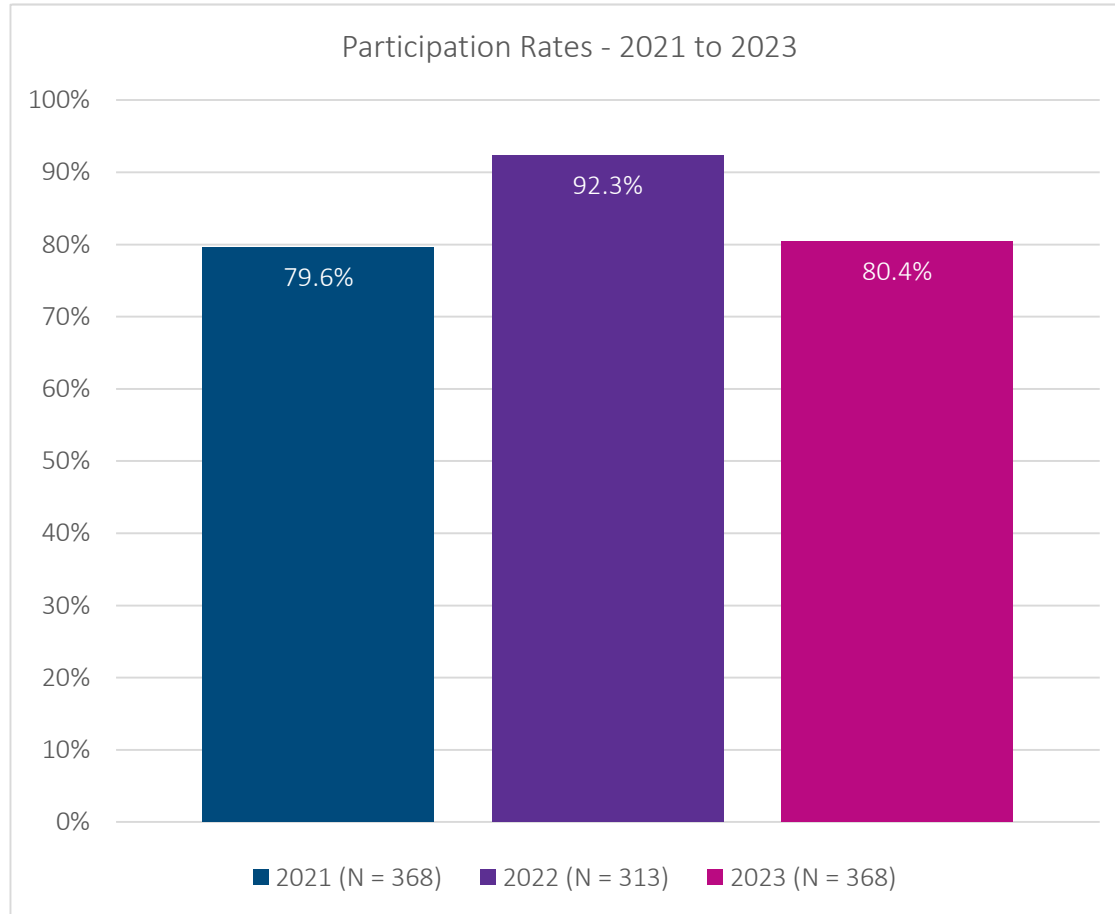
Response Rate (N = 368)

■ Respondents (N = 296) ■ Non-respondents (N = 72)



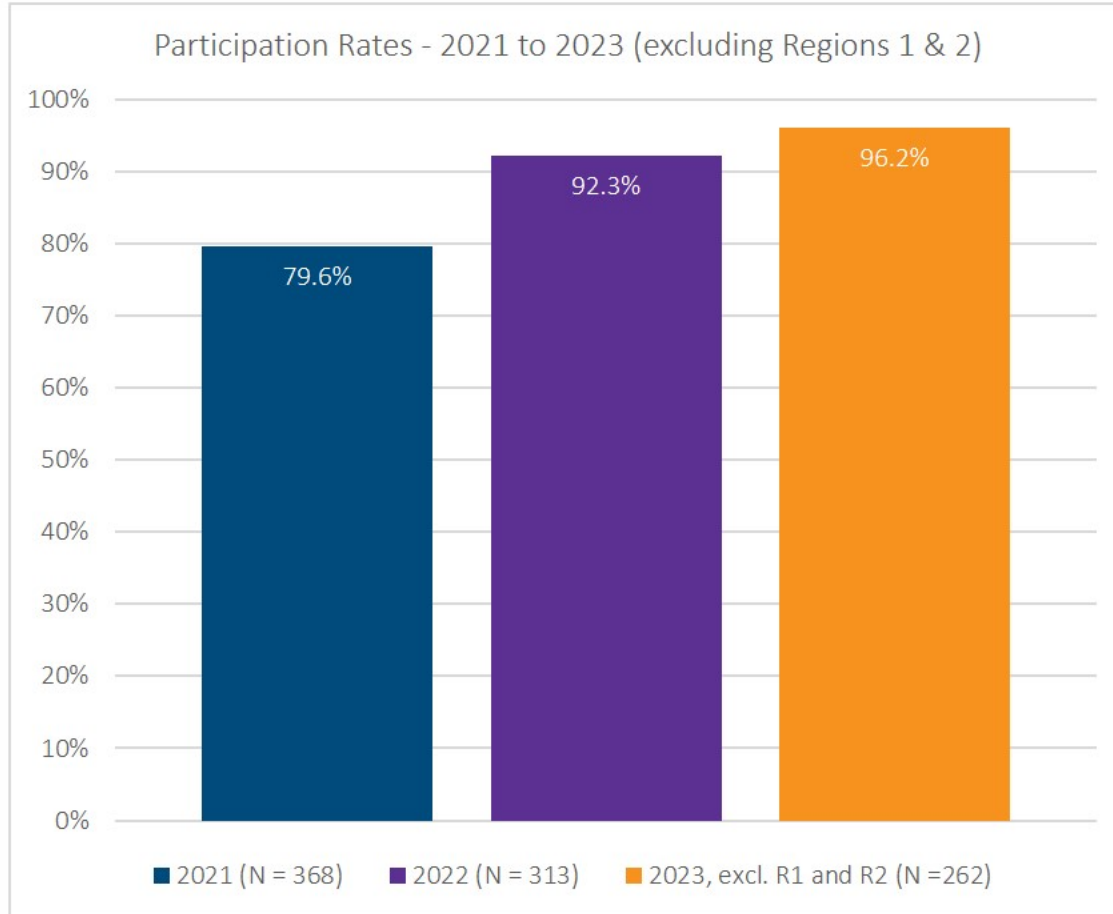
- Calculation Method: Completed surveys ÷ Distributed surveys
- Completed: All screens viewed, first two satisfaction questions, or three other questions answered
- Sample Size: 332 (initial) + 36 (oversample)

Longitudinal Trends



- Organizational transition, not systemic provider issues, main factor for lower engagement in Regions 1 and 2
- New training intervention improved response rates by nearly four percentage points from 2022

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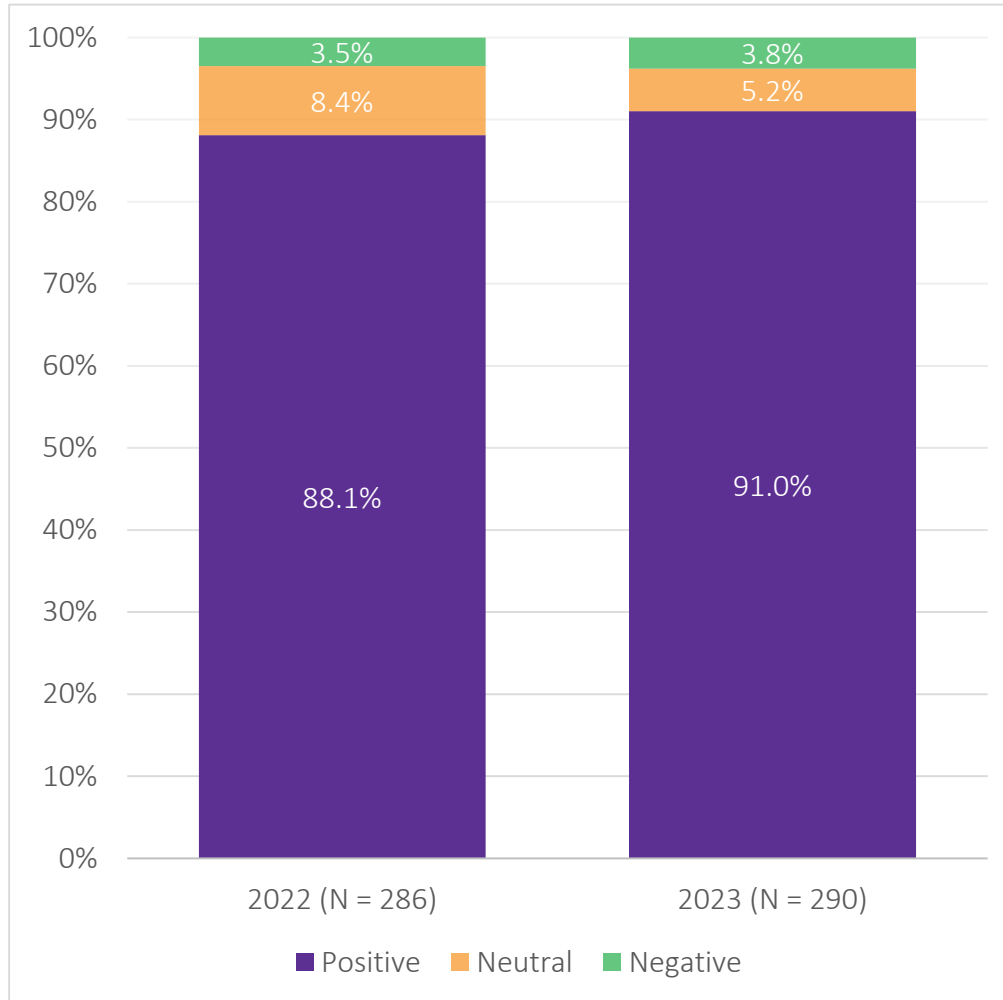
Overall Satisfaction

Results Overview

- Presentation of Quantitative Results
 - Categorize responses into positive (strongly agree and agree), neutral (neither agree nor disagree), and negative (disagree and strongly disagree) categories.
- Survey Goal
 - Established goal: 85% positive satisfaction overall
 - Aligns with CSoC program goals and initiatives
- Translation/Interpretive Services
 - Total respondents: 294
 - Respondents using services: 5 (1.7%)



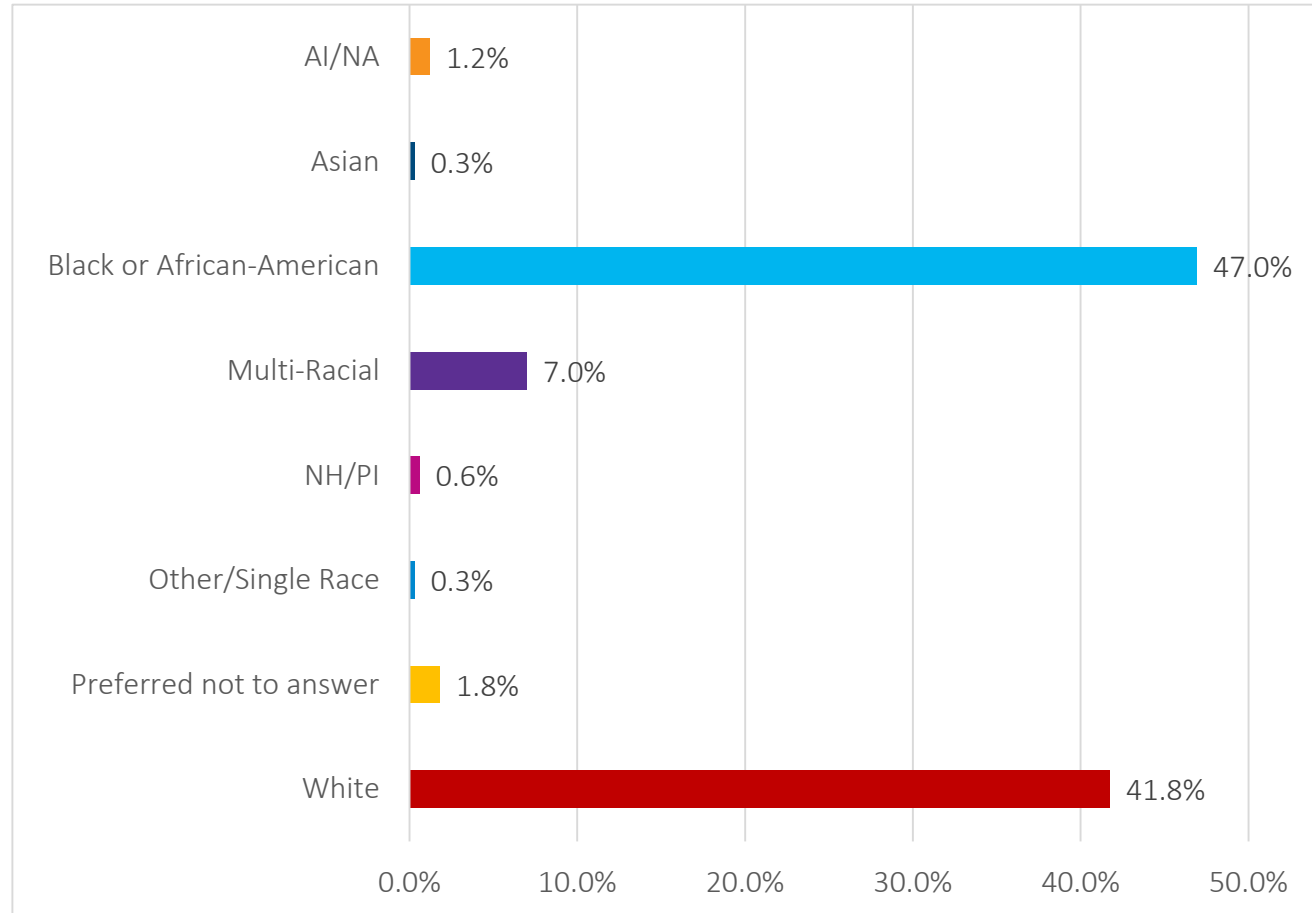
Overall Satisfaction



Key Takeaways

- **Positive Satisfaction:** Increased by 2.9 percentage points
- **Neutral Satisfaction:** Decreased by 3.2 percentage points
- **Negative Satisfaction:** Slight increase of 0.3 percentage points

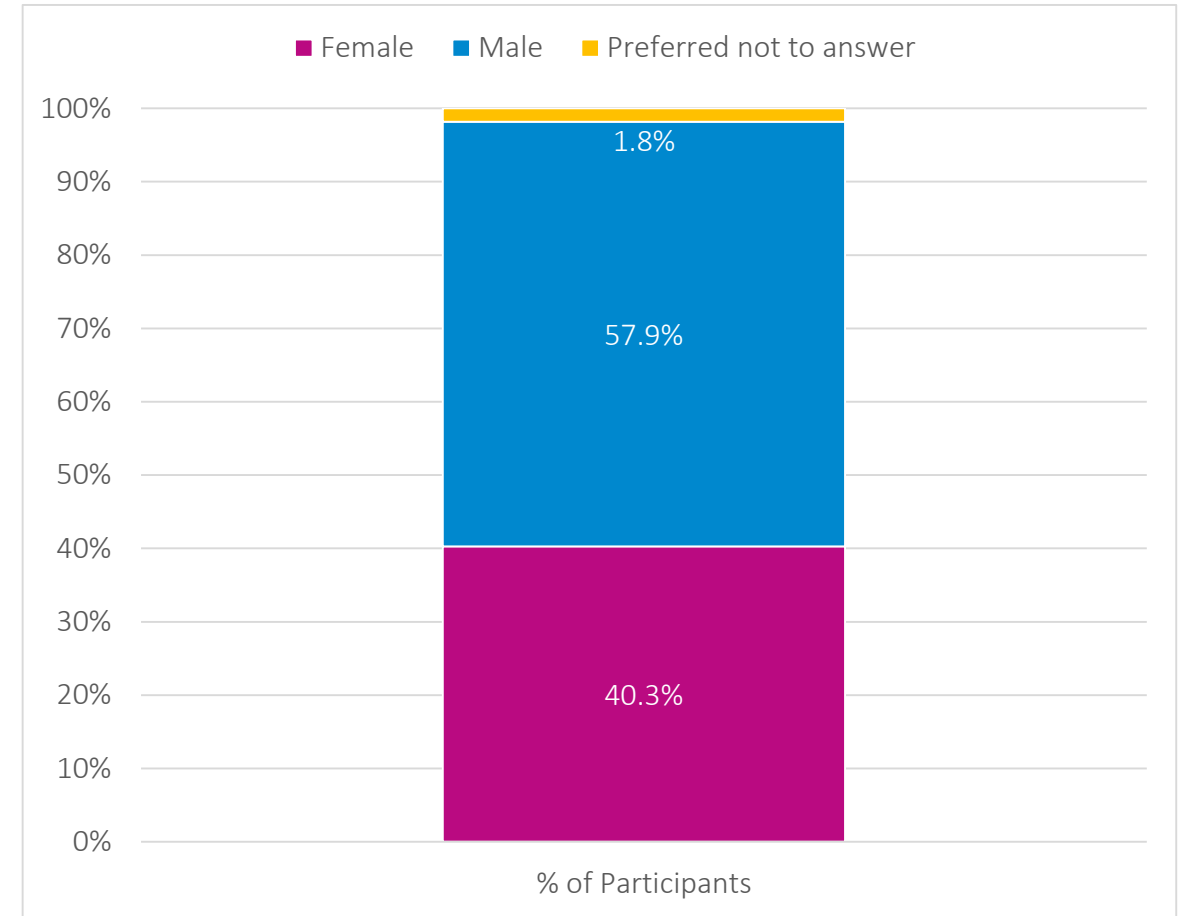
Racial Disparities in Overall Satisfaction



- Black/African American (N = 130): Mean score = 4.57, SD = 0.77, high and consistent satisfaction levels
- Other/Multi-racial (N = 37): Mean score = 4.27, SD = 1.04, more variability in satisfaction
- White (N = 117): Mean score = 4.39, SD = 0.79, above-average satisfaction.
- Statistical Analysis: ANOVA test and Two-sample t-test
- Results: No significant disparities in satisfaction across racial groups, with uniformly high satisfaction levels.

Gender Disparities in Overall Satisfaction

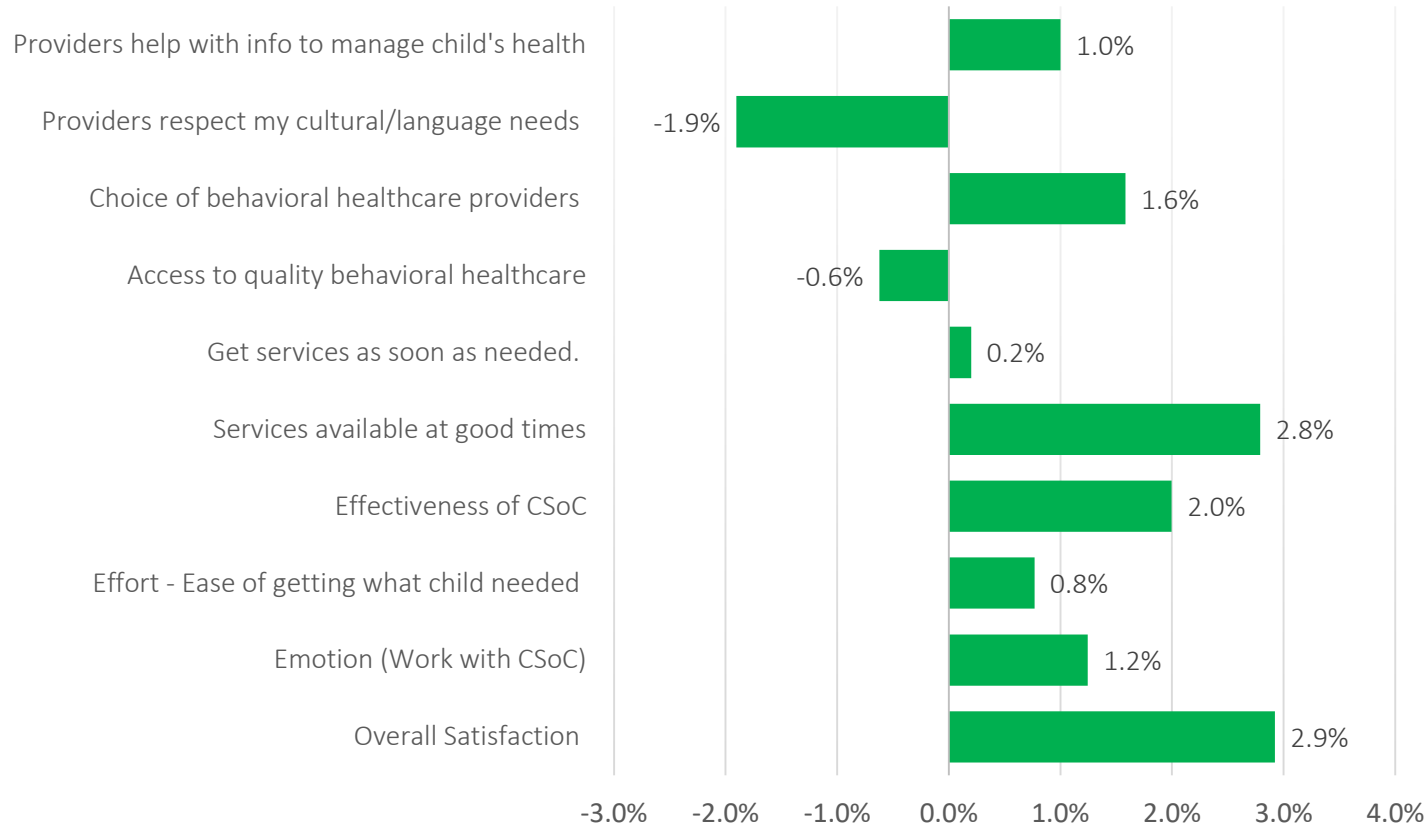
- Males (N = 167): Mean satisfaction score = 4.54, SD = 0.68, indicating high satisfaction and uniform responses.
- Females (N = 117): Mean satisfaction score = 4.31, SD = 0.97, suggesting slightly lower satisfaction with more variability.
- Statistical Analysis: Mann-Whitney U test: $U = 10852.5$, $p \approx 0.069$.
- Result: No significant gender-based differences in satisfaction scores at the 5% significance level.



Detailed Breakdown



Change in (% pts.) of Positive Responses by Item – 2022 to 2023



- Increase in positive satisfaction
Indicates high contentment among service recipients
- Decrease in neutral satisfaction rates, indicating clearer respondent opinions
- Slight increase in negative satisfaction, highlighting areas for potential improvement

Detailed Breakdown



Accessibility and Effectiveness

- Accessible services (75.8%)
- Effective in meeting needs (85.0%)
- Some accessibility issues (8.5%) and room for improvement (4.8%)

Service Timing and Delivery

- Satisfied with service timing (89.2%)
- Timeliness of delivery (73.5%)
- Concerns about scheduling flexibility and delays

Provider Quality and Choice

- High satisfaction with provider quality (84.7%) and choice (86.7%)
- Need for network expansion and quality assurance

Cultural Competence and Support Services

- High regard for cultural and linguistic respect (93.5%)
- Effective health information management assistance (90.0%)

Louisiana's Wraparound Model of Care



Conclusions

- Magellan is committed to continuous improvement and high standards of service delivery
- The comprehensive approach and action steps aim to overcome barriers and enhance the quality of care for Louisiana's families and youth.



The image features a solid blue background. In the center, the words "THANK YOU!" are written in a white, bold, sans-serif font. Scattered around the text are several small, colorful triangles in various sizes and orientations. The colors include light blue, orange, yellow-green, and green. Some triangles are pointing towards the center, while others point away from it, creating a dynamic and playful composition.

THANK YOU!



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