



Louisiana CSoC - Member Experience of Care Survey

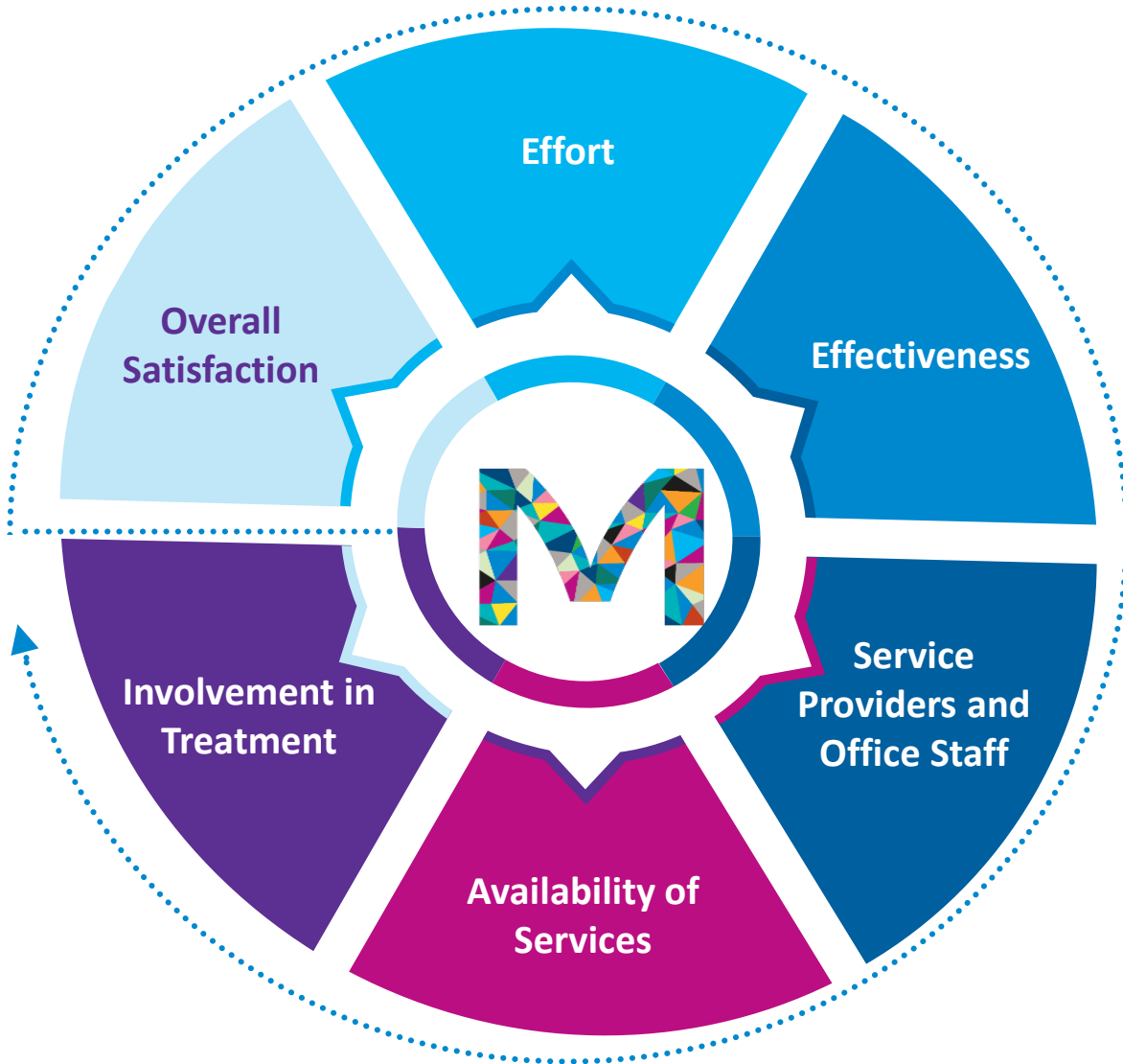
2020 Administration Results

Magellan in Louisiana – Quality Improvement
Department

February 2021

Magellan
HEALTH®

Survey Design



- **Survey Design** – Adapted from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) and the Experience of Care and Health Outcomes (ECHO®)
- **Meets Accreditation Standards** – National Committee for Quality Assurance (NCQA)
- **17 Questions** – Likert rating scale to assess the experience of youth and caregivers enrolled in CSoC.

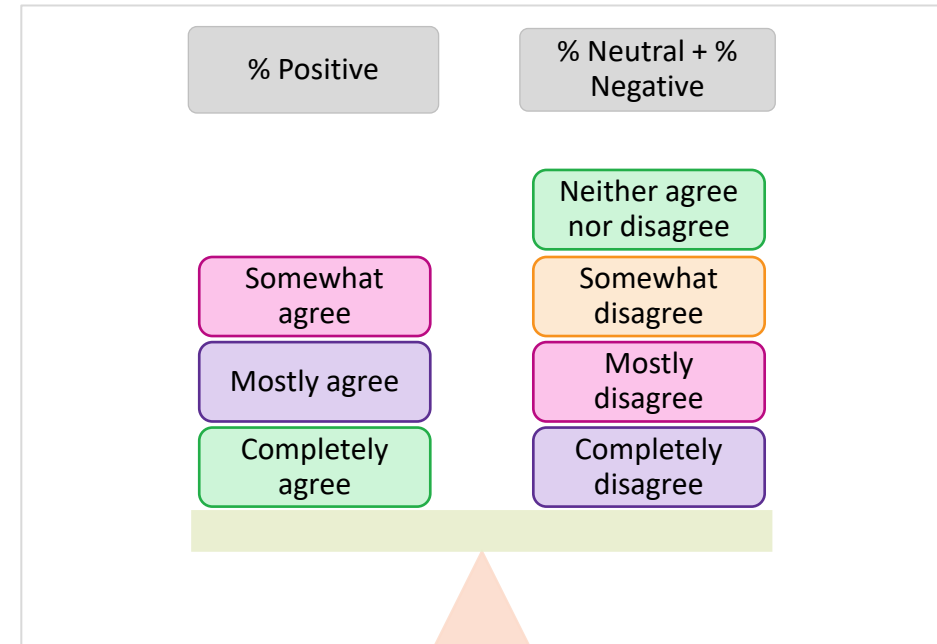
Procedures

Procedural Changes Made in 2020

- **Survey Design** – In 2020, respondents were asked about their experience with “CSoC (Magellan)” instead of “Magellan” because that is how Magellan is known to CSOC youth and caregivers.
- **COVID – 19:** In-person administration was changed to telephonic administration due to restrictions in-person meetings in response to COVID-19.
- **Natural Disasters:** Hurricanes in Fall 2020 delayed administration, which required a reduced administration period from 30 days to 21 days.

Response Categories

- Likert ratings are categorized by emotion.
- Results are primarily shown by the % of positive responses as depicted in the figure below.



Respondents

Take Away – 2020 was the highest response rate the CSoC program has achieved since 2015.

Response Rate

- 93.85% response rate in 2020 (n = 358)
- Exceeded statistical sample size requirements (n = 385) – ensures high external validity of results (i.e., confidence to use results to generalize to larger CSoC membership).
- Statistically significant ↑ in response rate from 2019 – 85.98% (N = 485).

Respondent Demographics

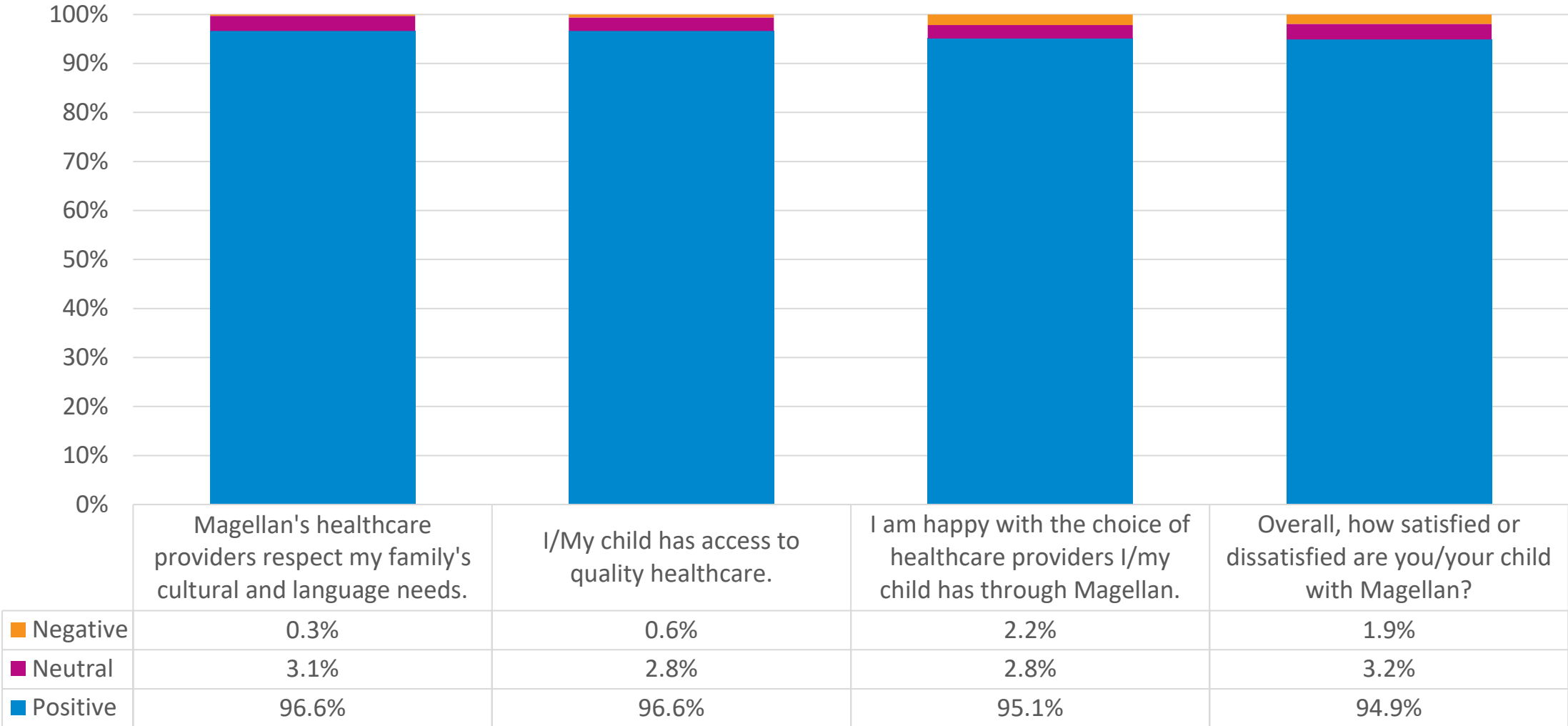
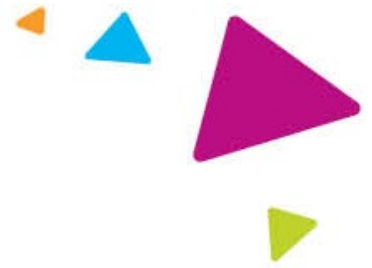
- There was no statistical difference between the age, gender, race, and ethnicity of the response group and the CSoC membership.
- The equivalent representation in the response group to the larger CSoC membership – ensures high external validity of results (i.e., confidence to use results to generalize to larger CSoC membership).

Incomplete Data

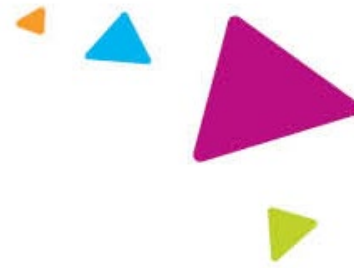
- Reporting of demographic characteristics in both the CSoC profile and response group is voluntary.
- There were higher percentages of missing data in the response group.
- Although one should always be cautious when generalizing results, the analysis did not show evidence of major threats to external validity.

2020 Results

Take Away – Program Received Highest Rating for Overall Satisfaction since 2015.



Analysis of Results



- Analysis is conducted through comparison of results against the goal of 85% positive and to 2019 results.
- There was not a statistical difference seen for most of the questions when comparing 2019 and 2020 results. 2 questions were statistically different.
- **Significant Improvement:** How effective or ineffective was Magellan at meeting your/your child's needs?
 - ↑ 9.41 percentage points, 84.8% positive in 2019 to 94.20% positive in 2020.
- **Significant Decline:** The place to receive services was convenient (parking, public transportation, distance, etc.).
 - ↓ 4.94 percentage points, 90.0% positive in 2019 to 85.1% positive in 2020.
 - Decline caused by an increase in neutral responses **NOT** increase in negative responses
 - ↑ 5.9 percentage points, 8.1% neutral in 2019 to 14.0% neutral in 2020.
 - ↓ 1.0 percentage point, 1.9% negative in 2019 to 0.9% negative in 2020.
 - While under the COVID-19 emergency declarations, services are predominantly rendered via telehealth.
 - It is believed the increase in neutral responses was likely due to the question not being applicable to more respondents than in 2019.

What youth and families said about CSoC?



Sample responses we received when respondents were asked: What is the first thing you would like us to work on to make your child's experience with CSoC (Magellan) better?

- Facilitator from Region 4 wrote, “Mom stated that there's nothing more to be done because, her child has had a great experience working with CSoC. Mom appreciates the professionalism of providers that cause her child to quickly open up to everyone.”
- Caregiver in Region 5 stated, “Our workers are lifesavers!!! We could not get through our rough times without them!!! Give them a pay raise!! That is what should be worked in to make it better!!!”
- Caregiver from Region 6 said, “With the exception of the hurricanes and the pandemic, we are pleased. We are very anxious to get back on services. Our child is really responsive to our sessions!”
- Caregiver from Region 9 stated, “The only thing that is limiting us at this time is that COVID is restricting in home services. We are not comfortable with face to face at this time but having those services would make things better. Currently telehealth is providing services for us.”

Planned Actions for 2021



What worked well → Flexible sampling methodology reduced administrative burden while still achieving a statistically valid sample size. Screening questions was useful to determine utility of question.



What needs improvement → Demographic questions were not collected for non-respondents.



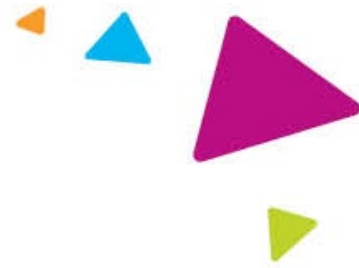
Planned Actions → Provide non-respondents with an option to share demographic information prior to submitting survey.

The image features a central graphic composed of several overlapping triangles. The largest triangle is teal and contains the text. It is overlaid by a light blue triangle and a light green triangle. Surrounding this central composition are several smaller, scattered triangles in various colors: a large blue triangle on the left, an orange triangle above the center, a yellow triangle below the center, a green triangle to the right, and a small cyan triangle in the upper right corner.

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