



FY 2007 DDD TCM Satisfaction Survey

June 2007



PURPOSE

- Begin initial review of satisfaction measures utilized by the Department of Health Care Policy and Financing to assess and report on consumer satisfaction with case management;
- Meet the terms of Paragraph II F. 14 of the Three-way Contract ; and
- Identify potential state-wide performance improvement project in case management.



METHODS

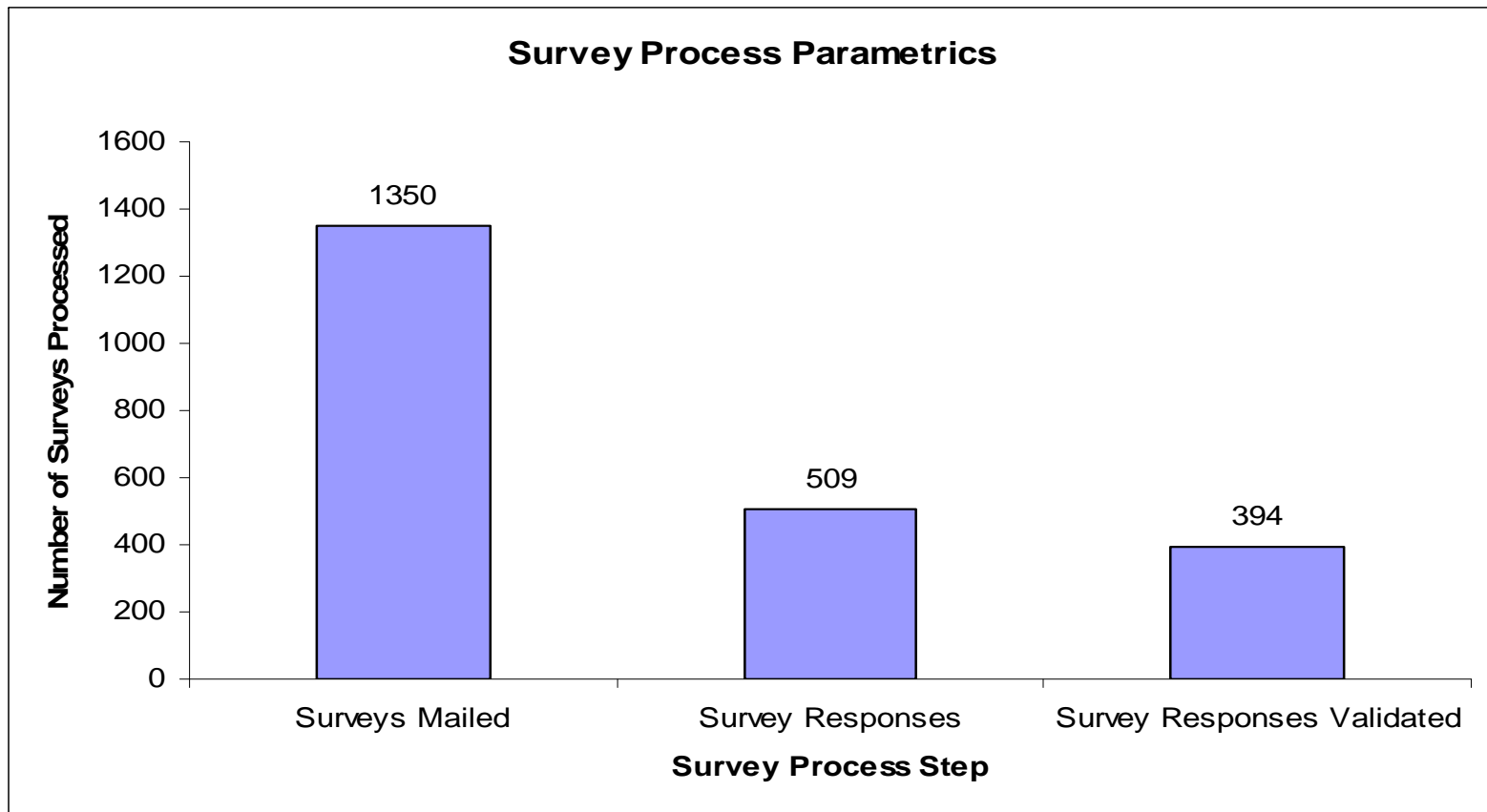
- DDD developed a survey tool based upon the current HCPF case management survey questionnaire; and,
- Selected a weighted random sample of participants in CES, SLS and HCBS-DD waiver from three regions of the state: Front Range, Southern and Western Slope.



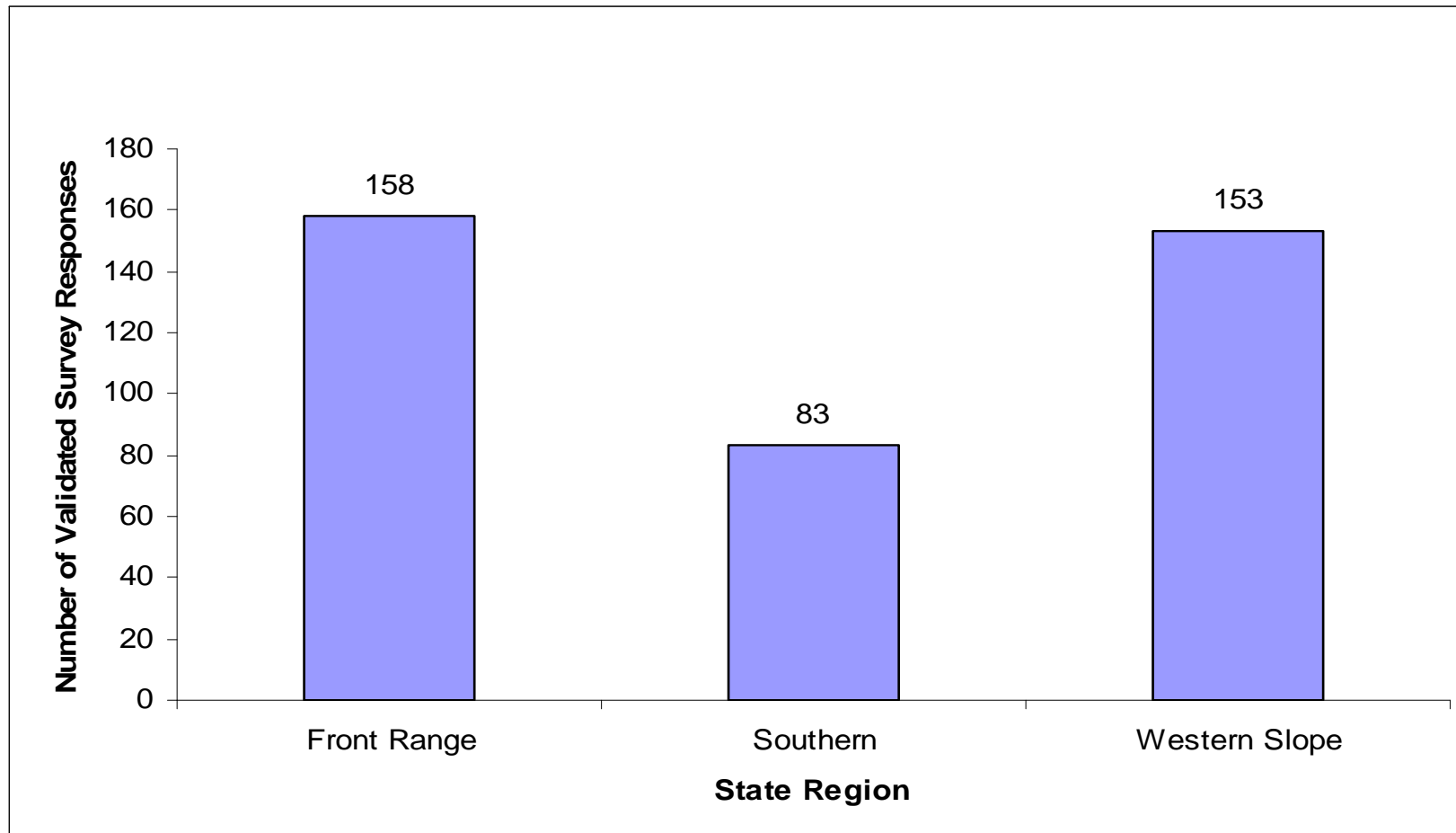
METHODS

1. Mailed all survey tools w/instructions and return postage paid envelopes to each CCB.
2. CCBs applied labels from DDD generated list and mailed to participants.
3. DDD received and processed survey forms, including testing for validity (recency and acquiescence).

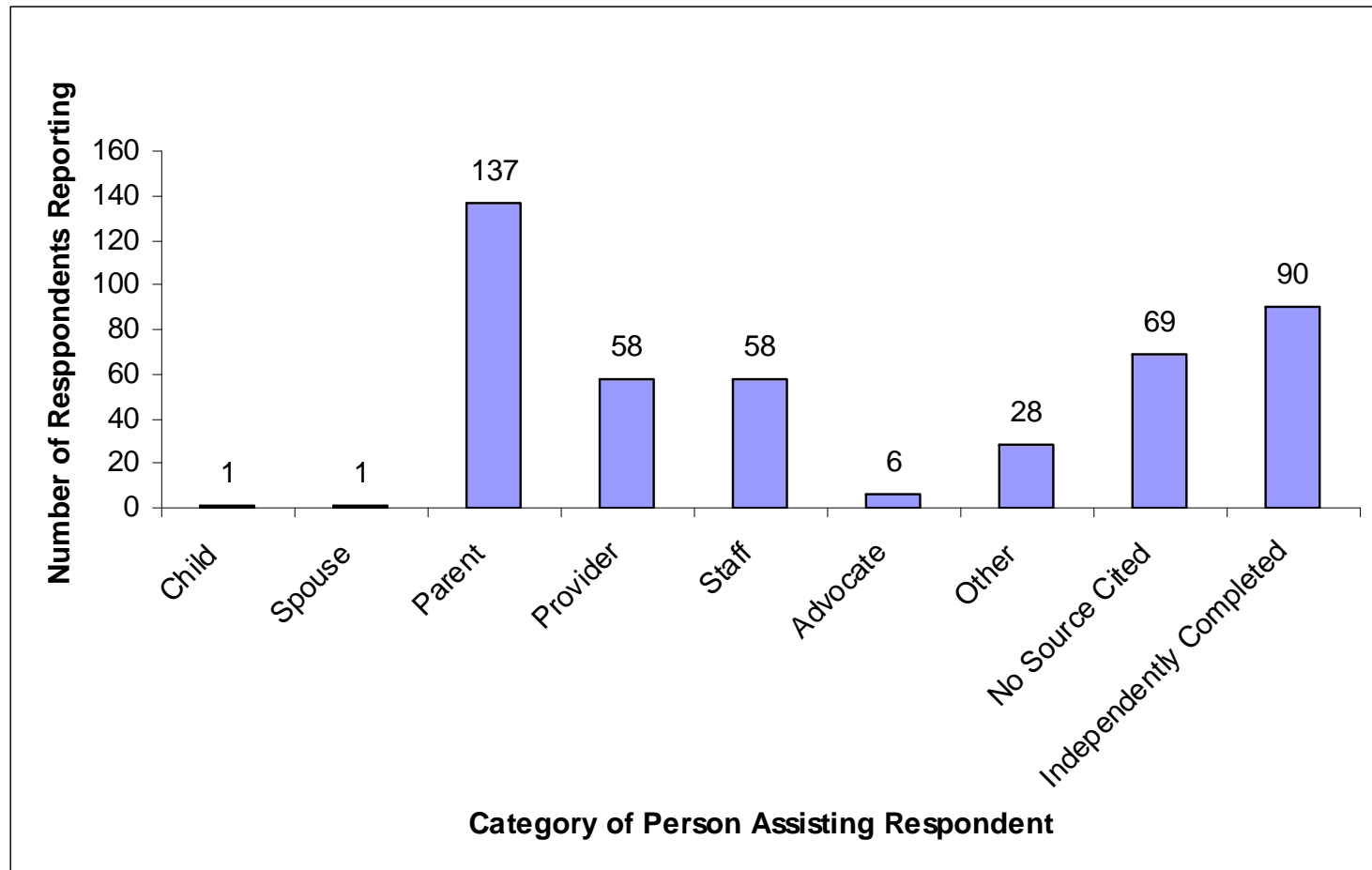
Survey Process Numbers



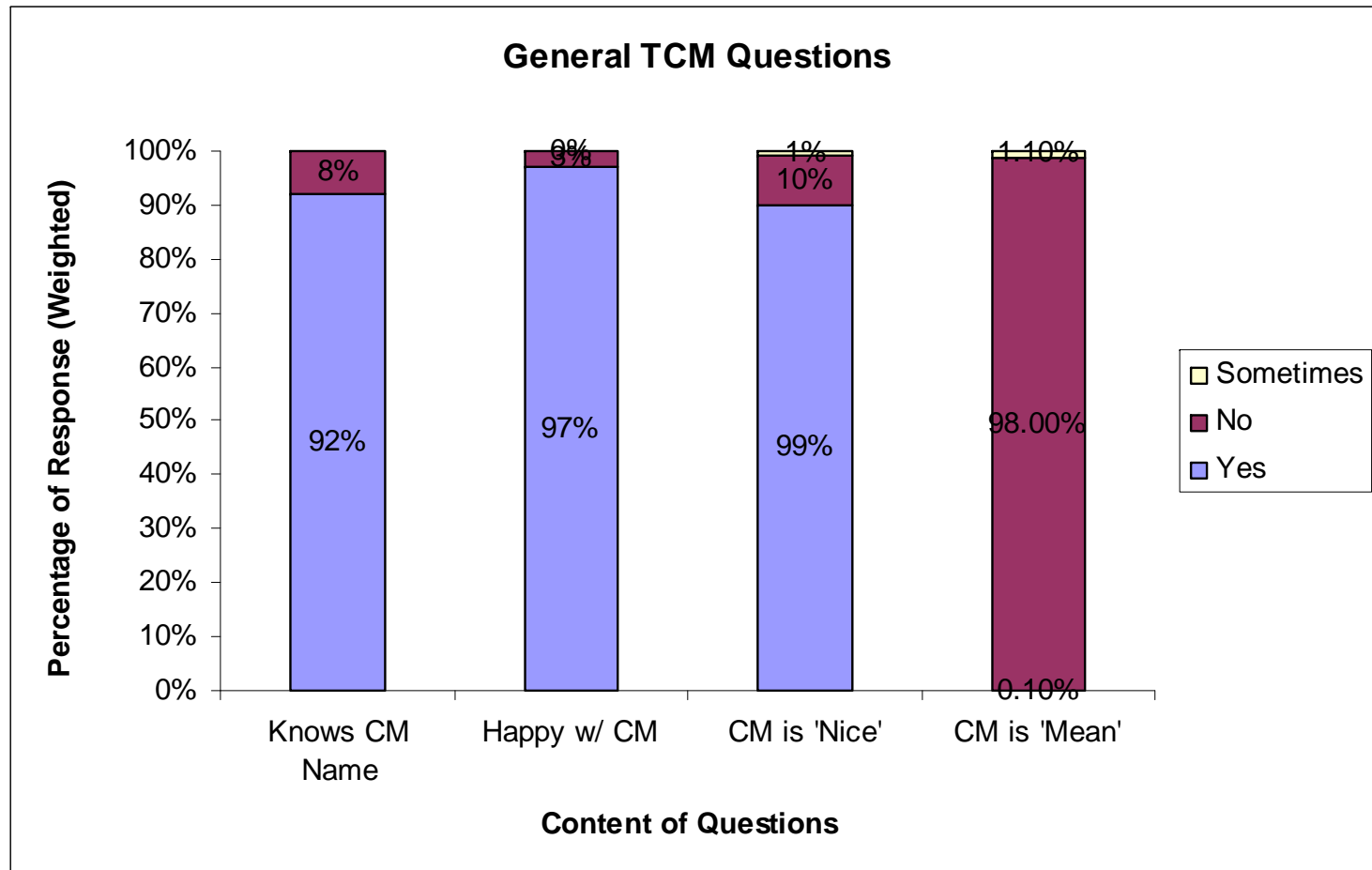
Validated Surveys by Region



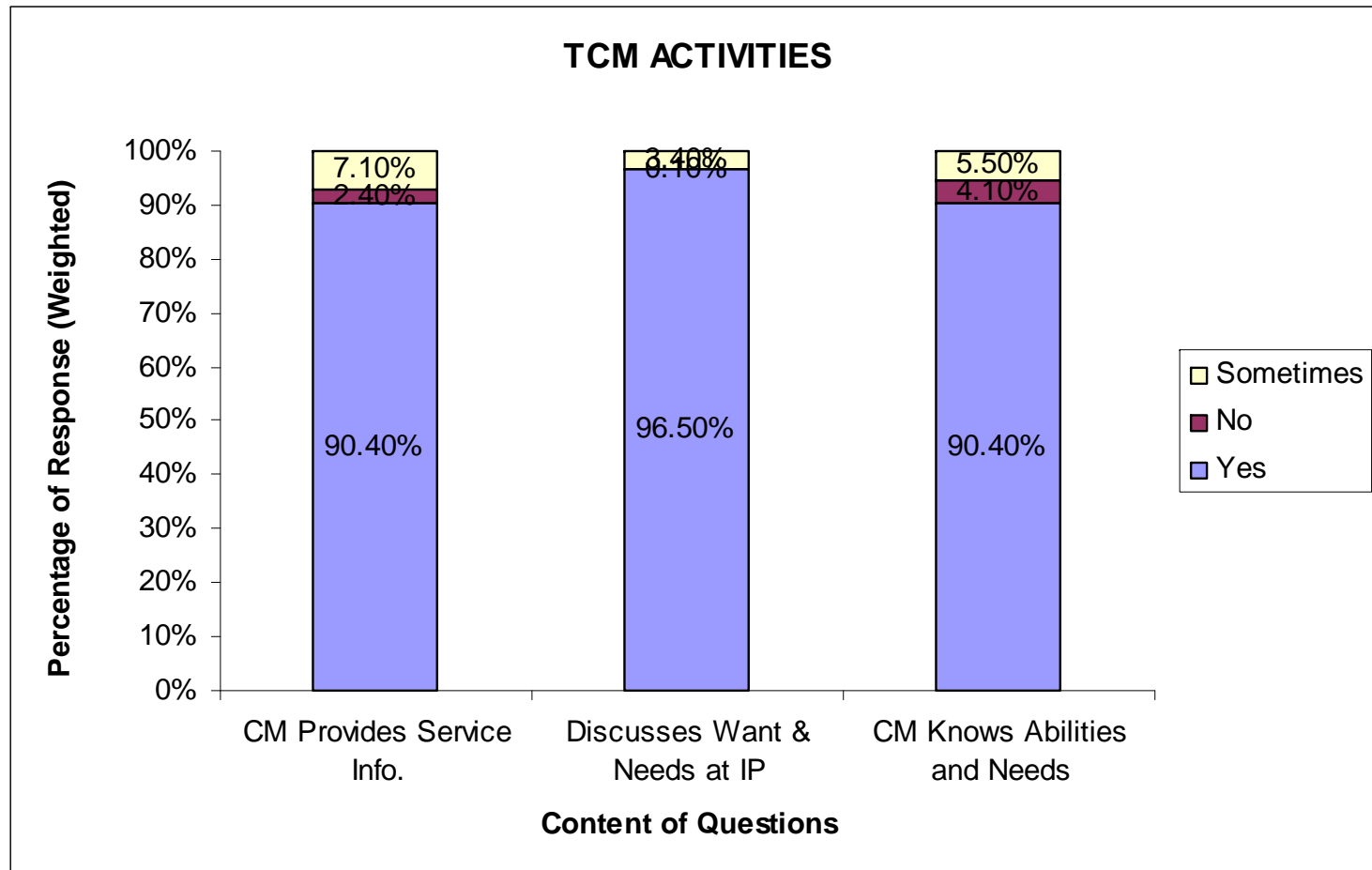
Source of Assistance Provided



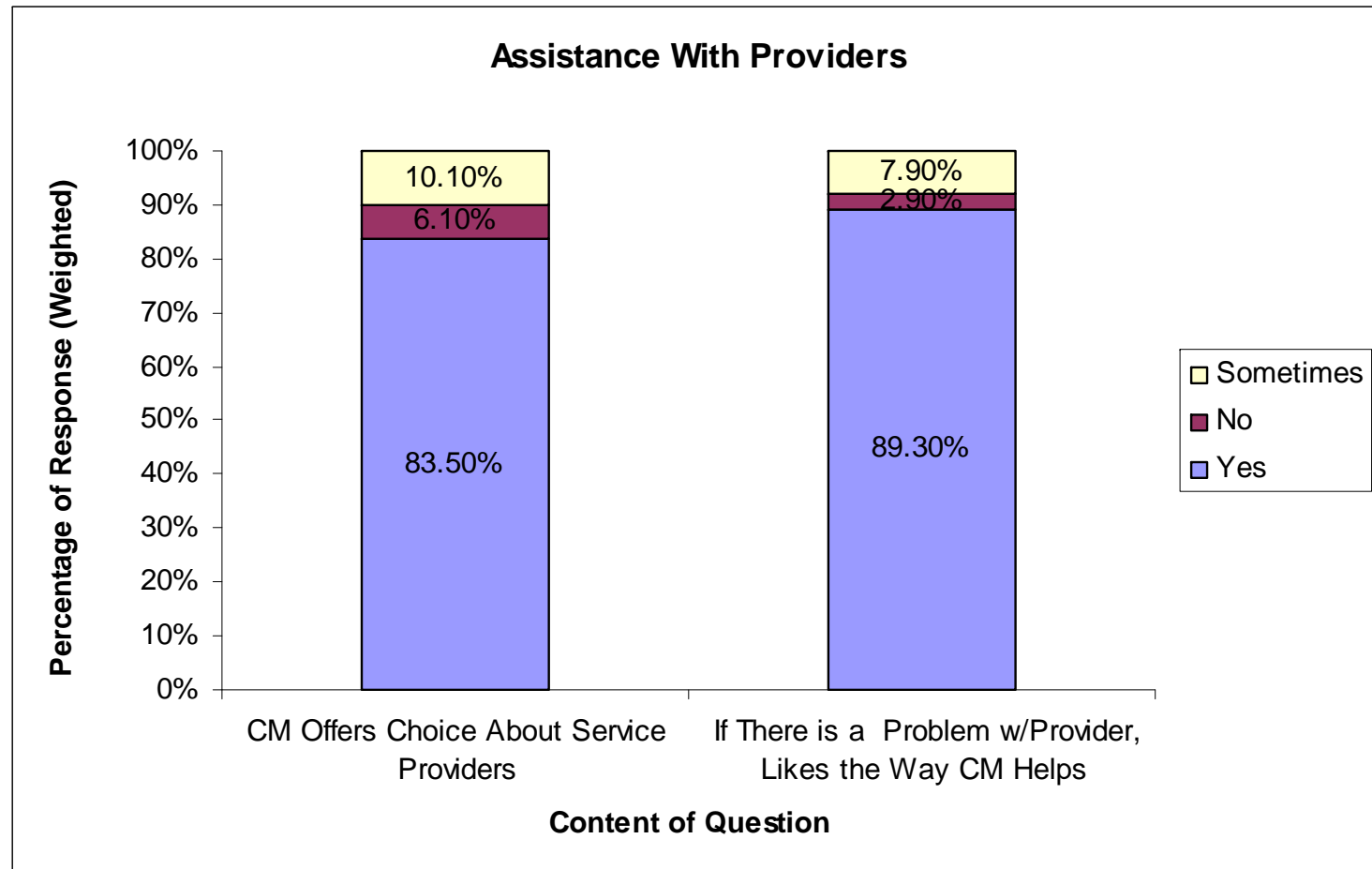
General TCM Questions



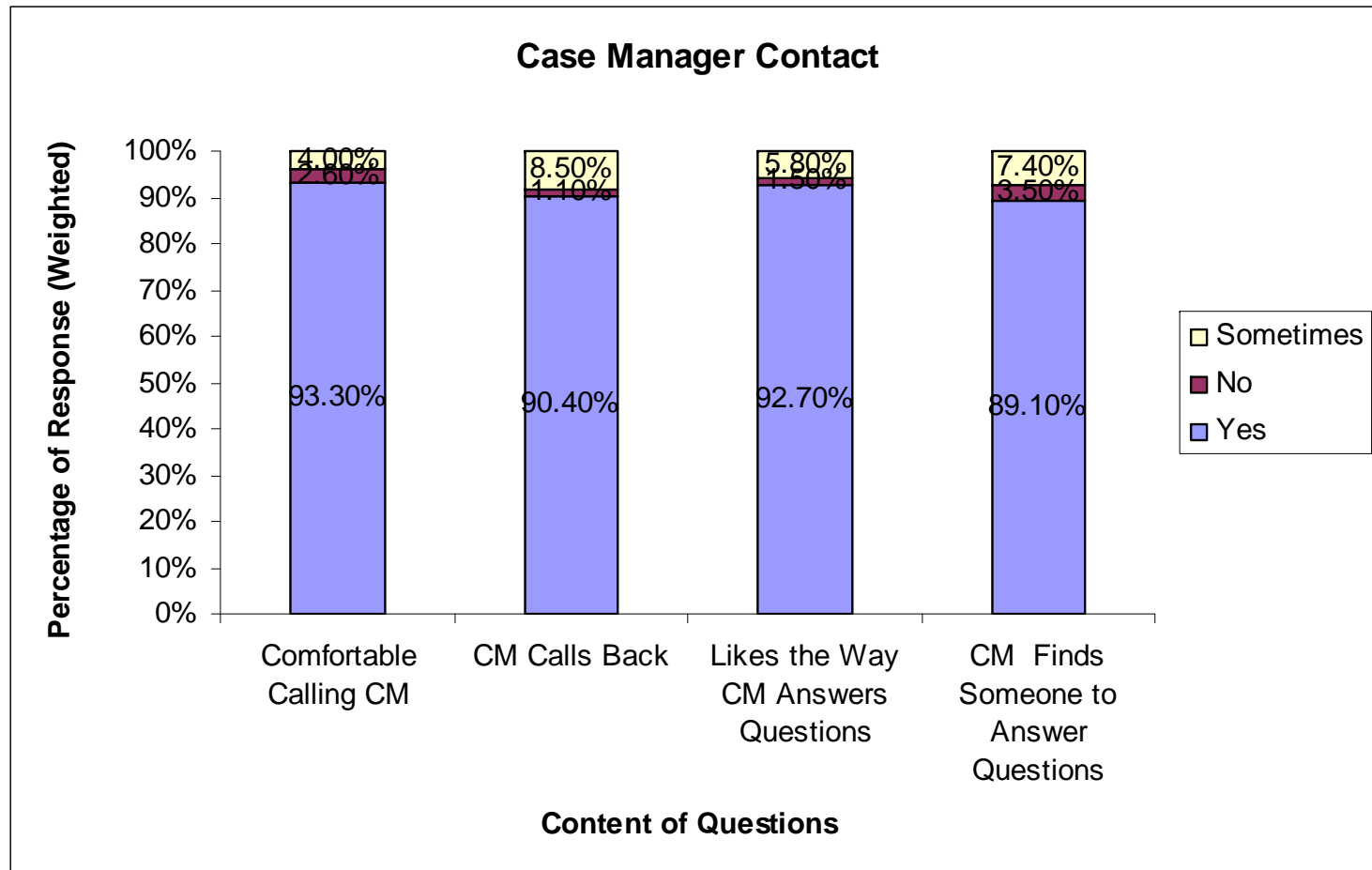
TCM Activities



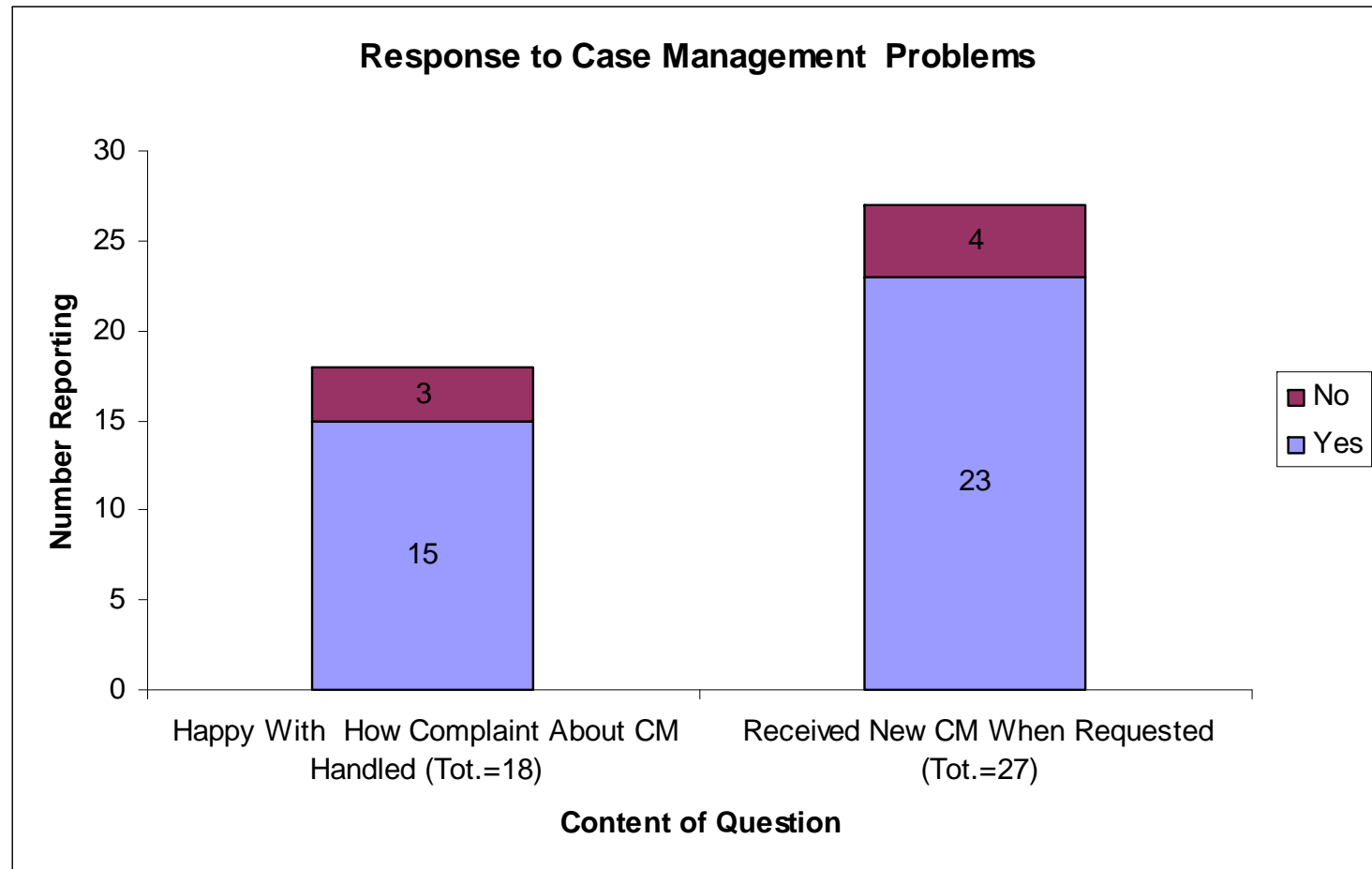
Assistance With Providers



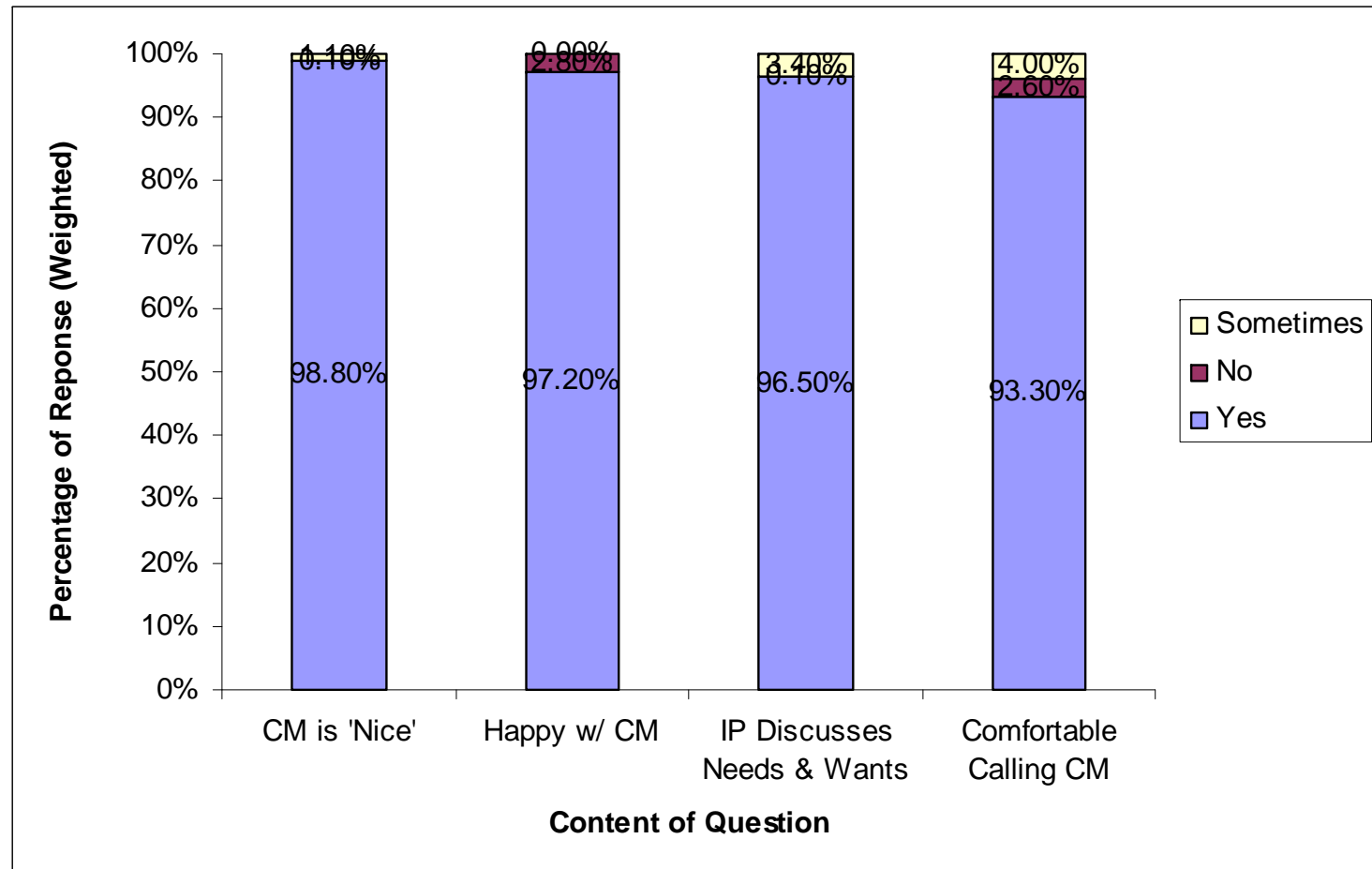
Case Manager Contact



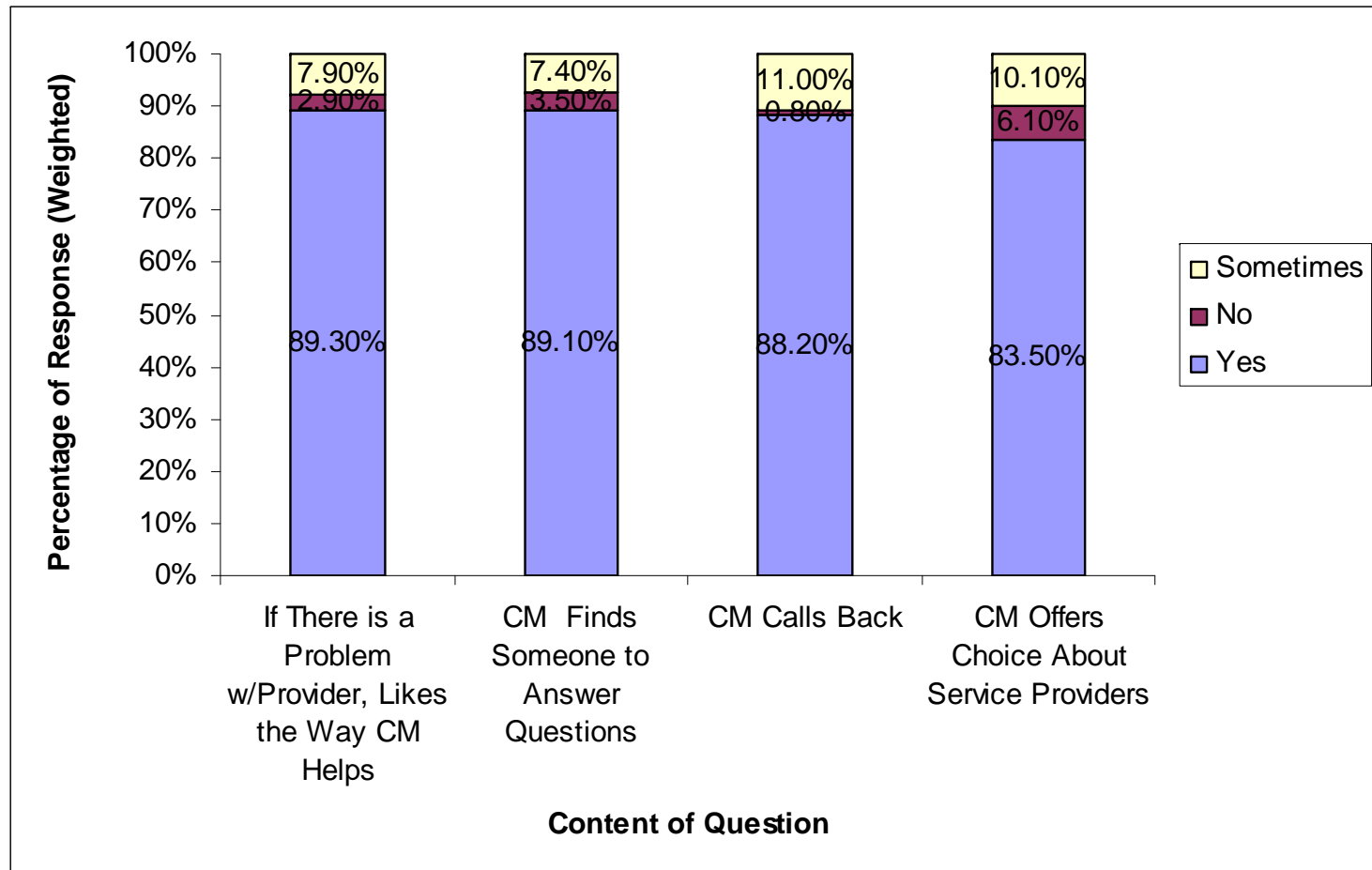
Response to Case Management Problems



Highest Positive Response



Lowest Positive Responses





Respondent Comments

Comments Included the Following:

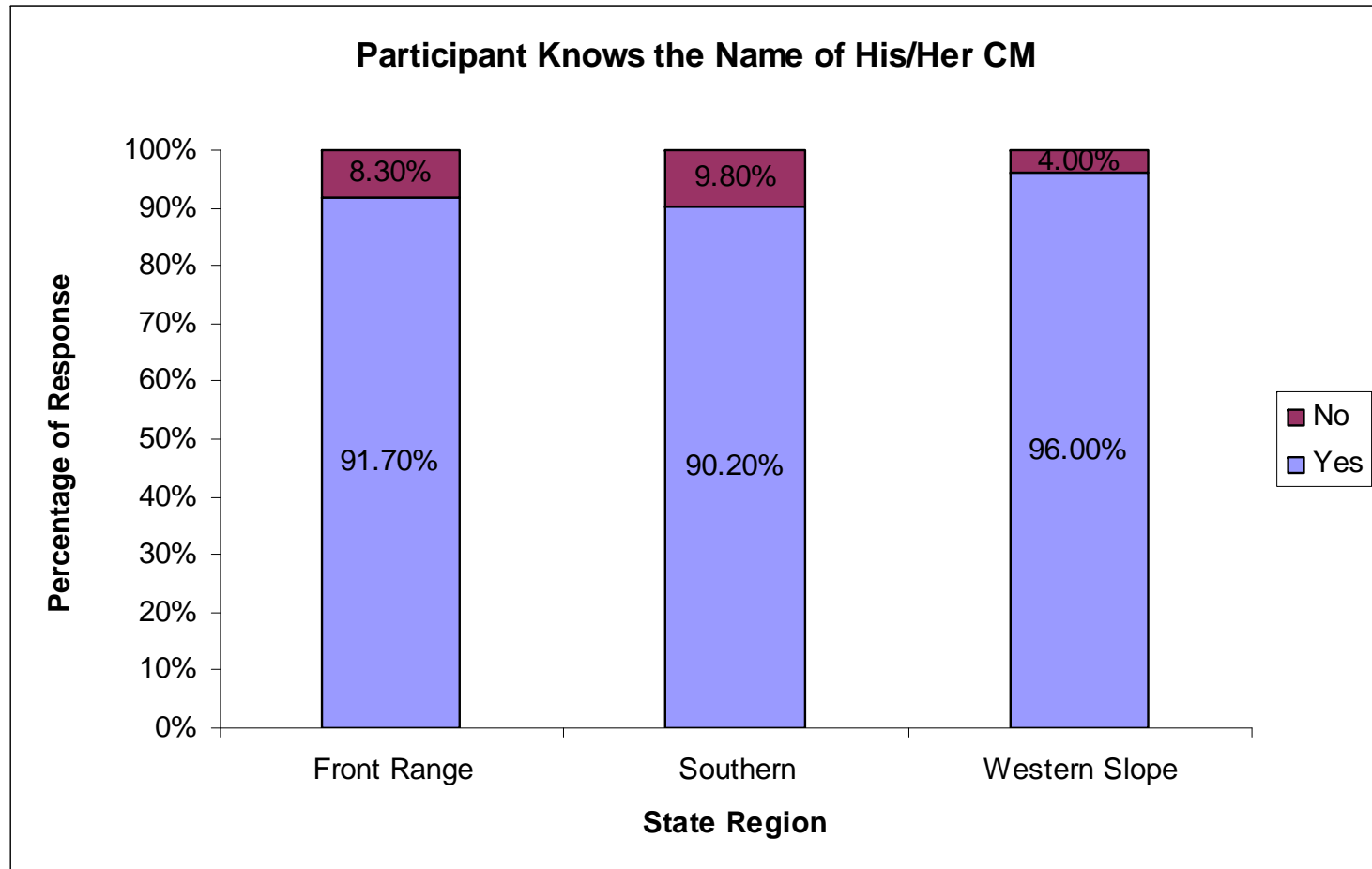
- Case manager is doing a good job (68);
- Have a new case manager (6);
- More contact needed with case manager (3); and,
- High turnover rate at the CCB (1)



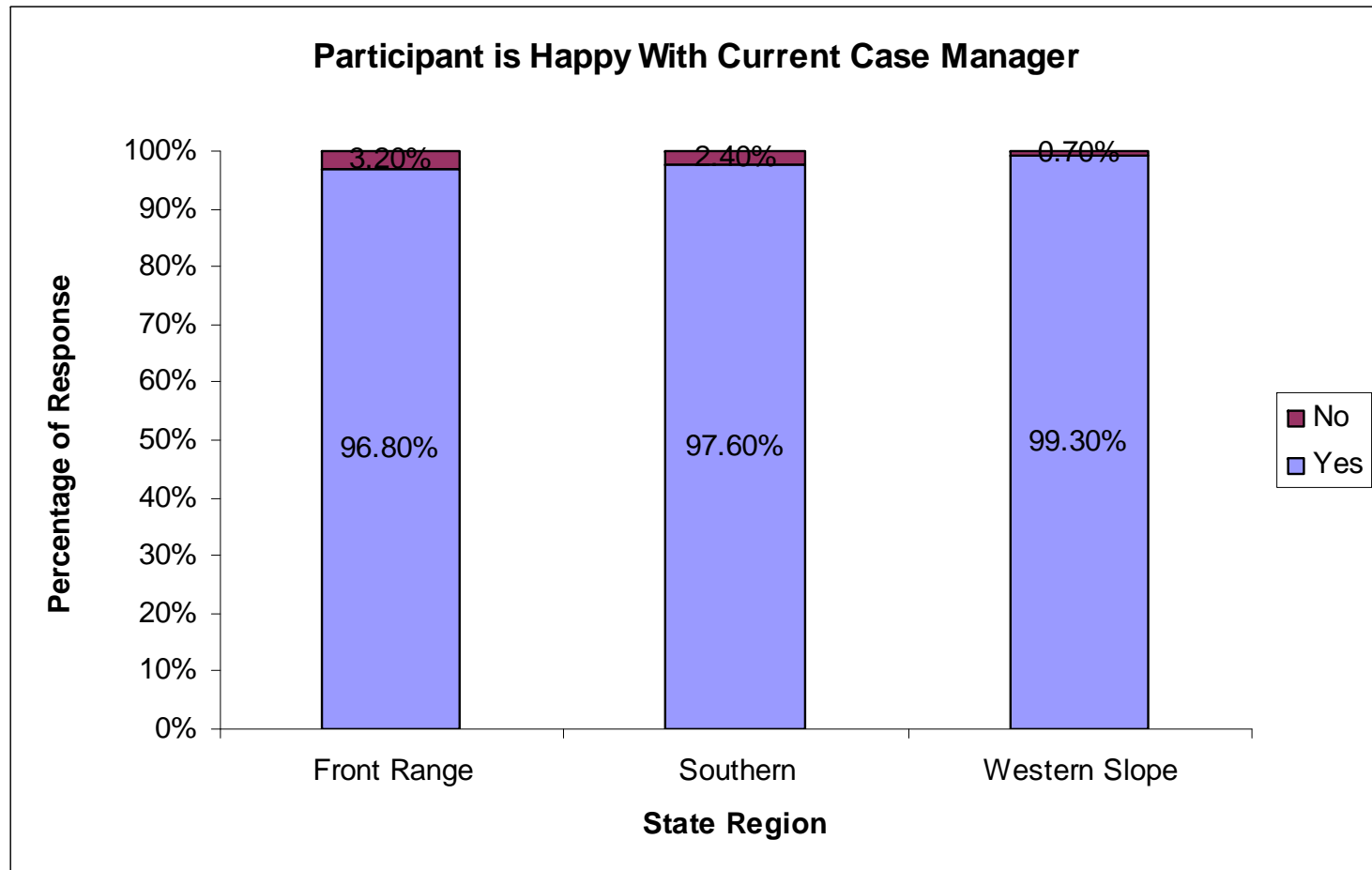
Next Steps

- Survey Outcomes
 - Performance Improvement Project re: Provider Choice and Provider Problem Resolution Issues;
 - Review Factors Impacting CM Contact Data; and,
 - Affirm Survey Outcomes w/HCPF.
- Process Concerns
 - Review and Improve on Data Capture Methods; and,
 - Establish TCM Satisfaction Task Group for 2008 Assessment.

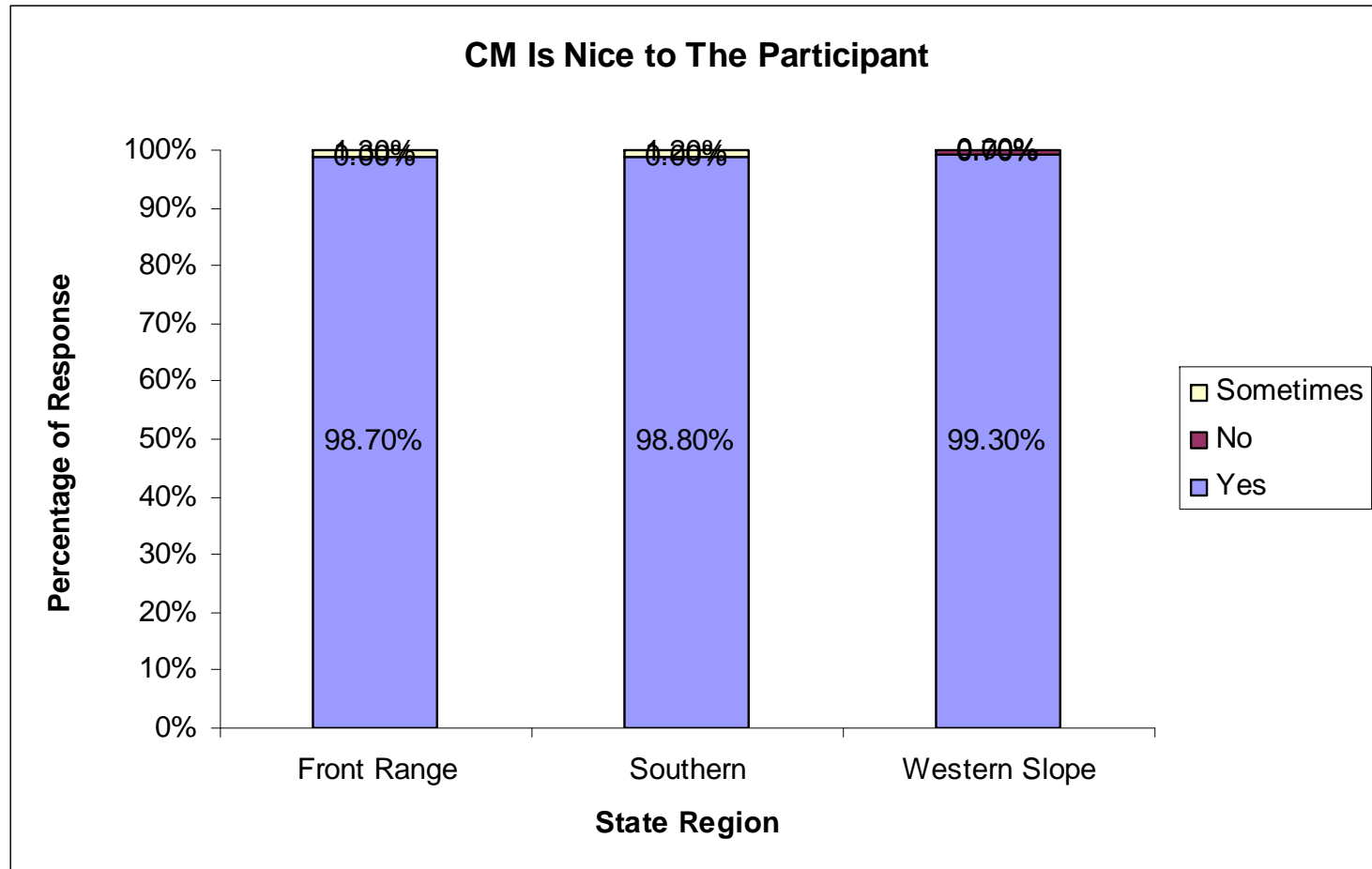
Regional Data Question One



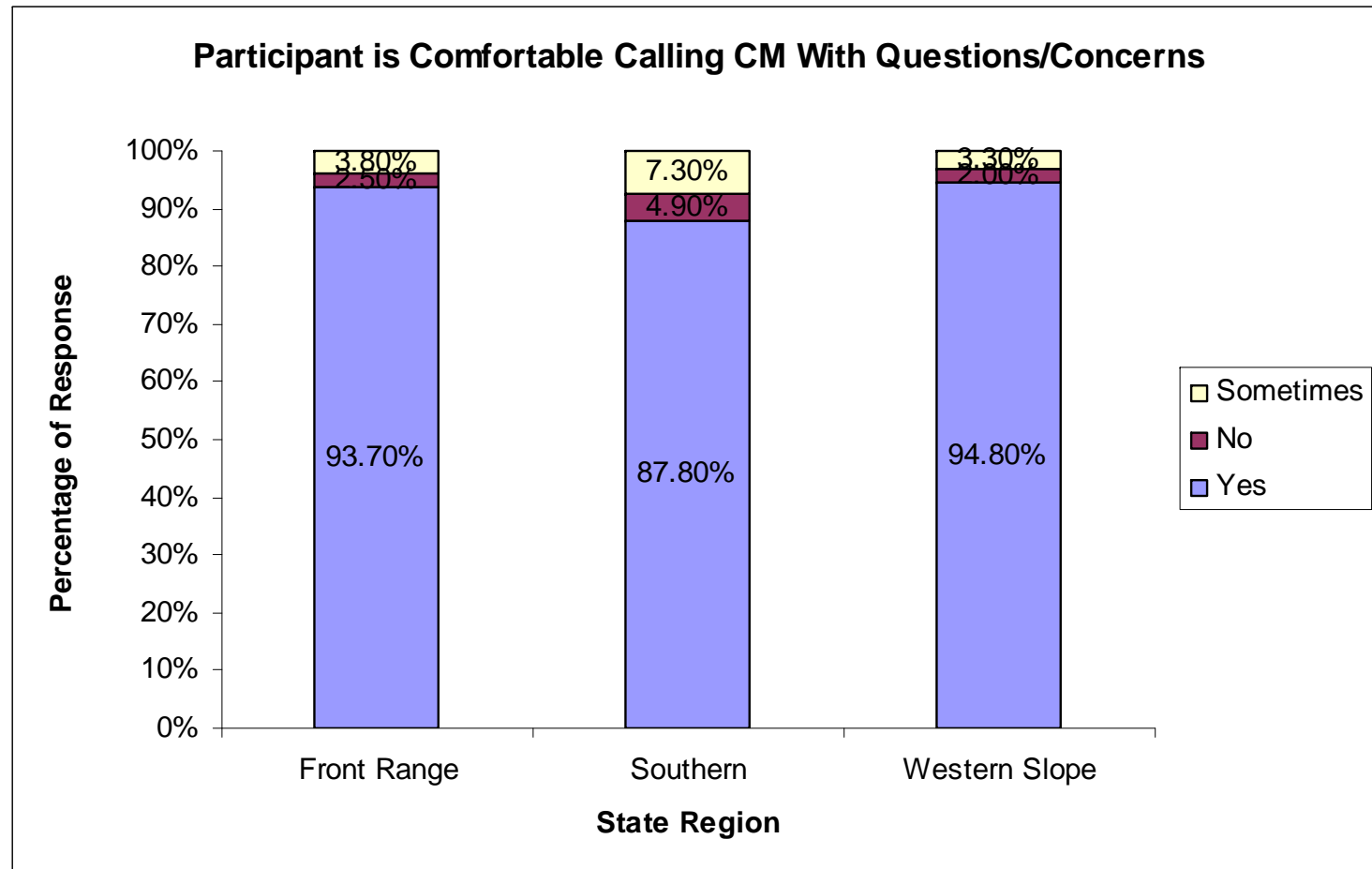
Regional Data Question Two



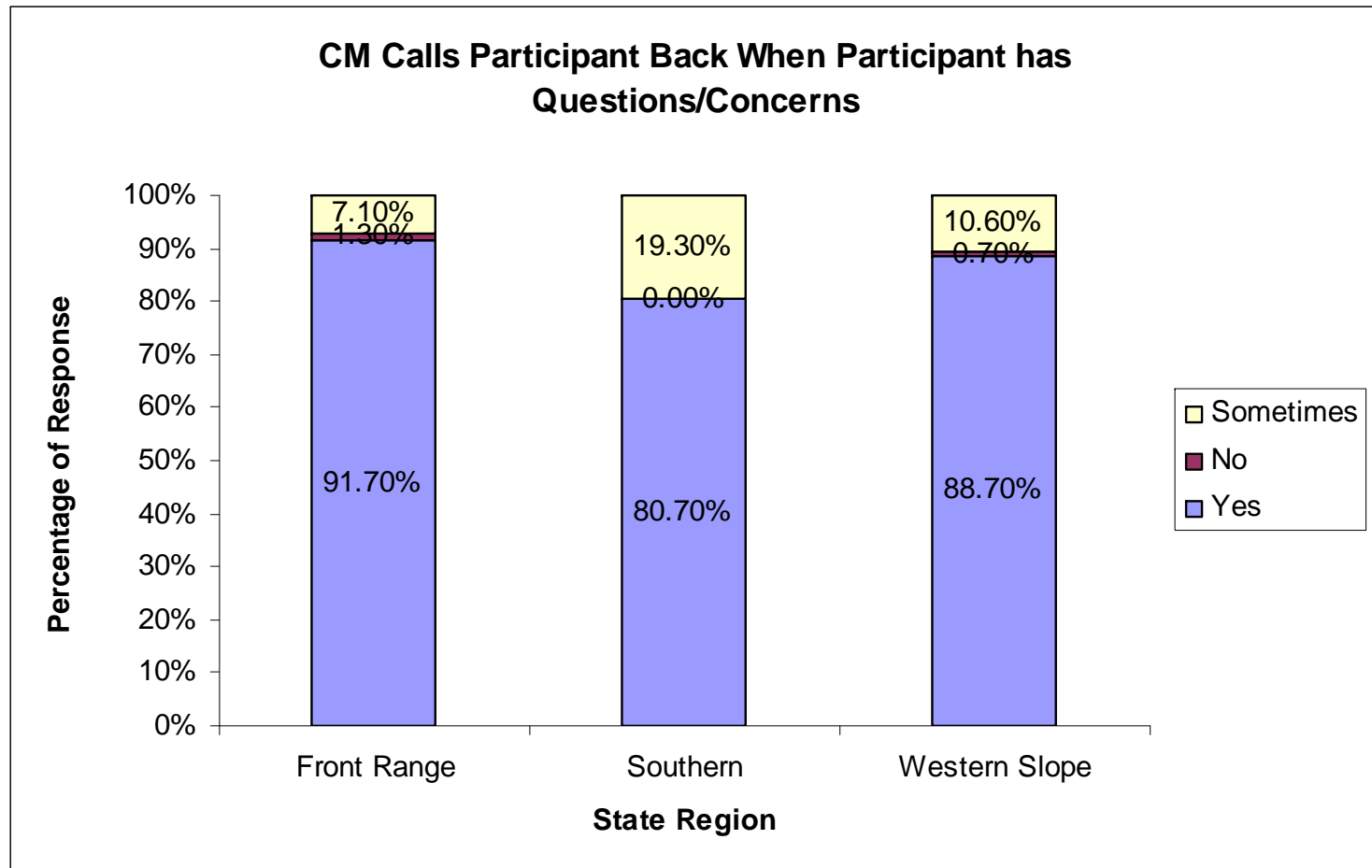
Regional Data Question Three



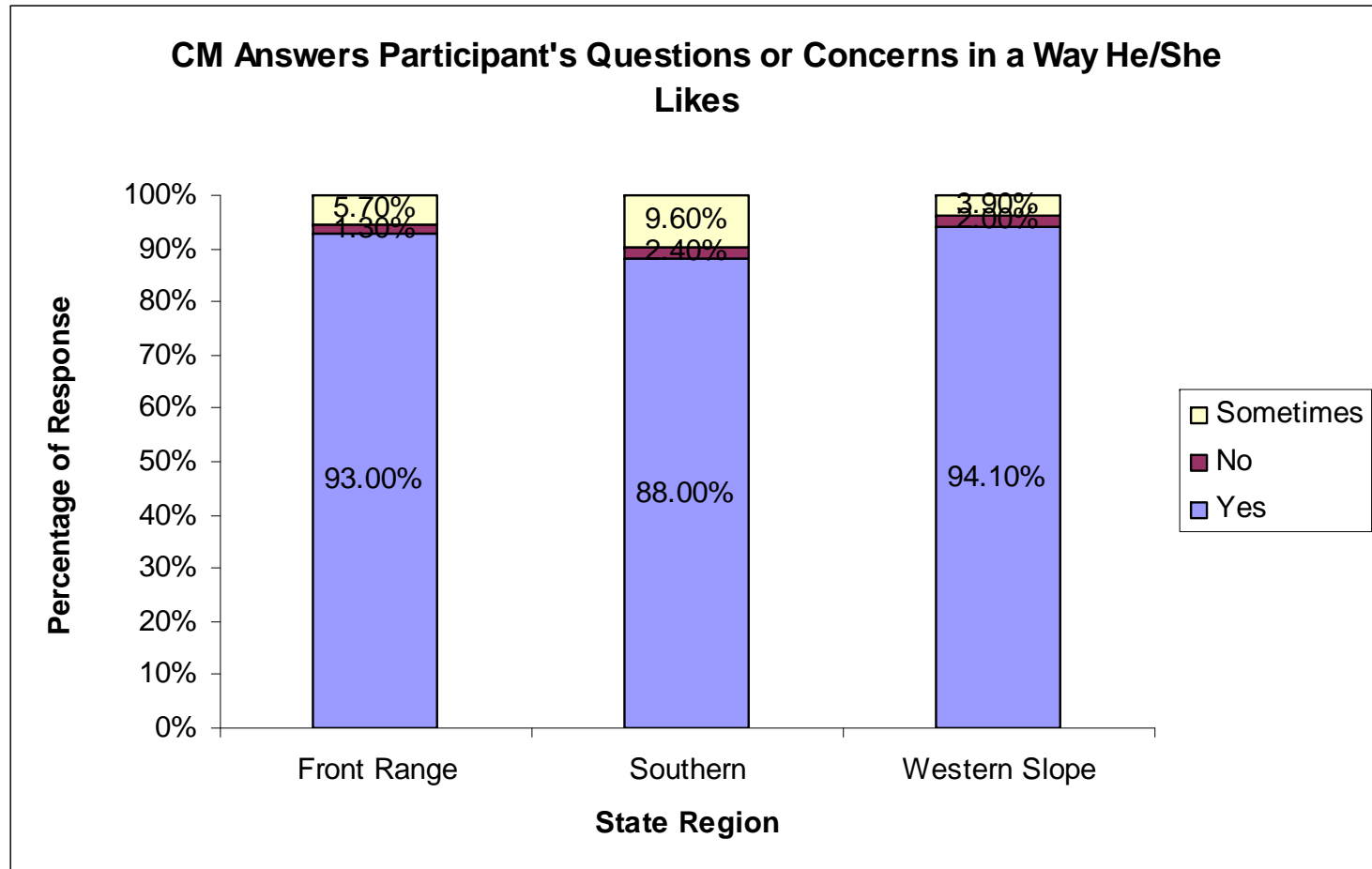
Regional Data Question Four



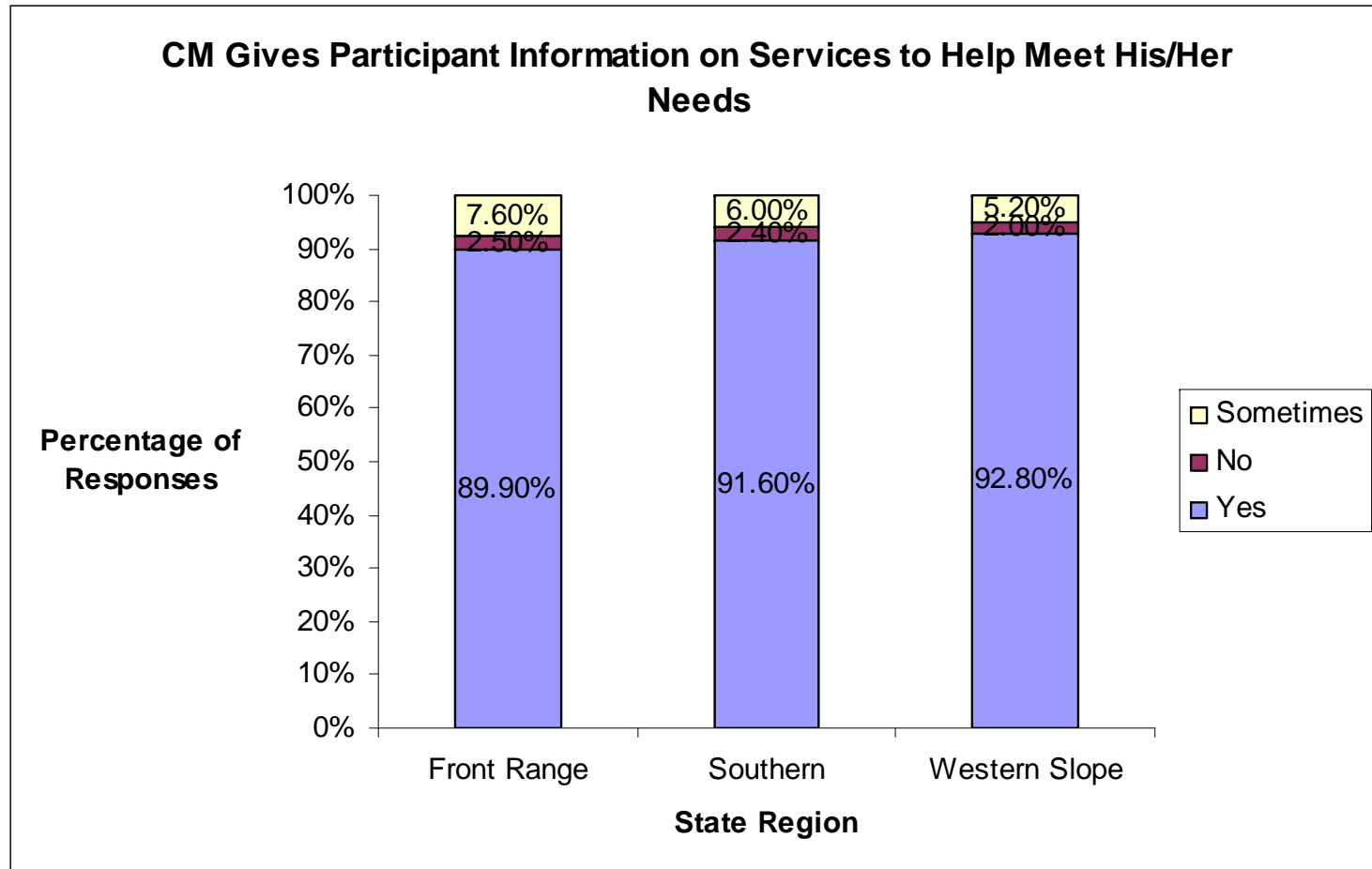
Regional Data Question Five



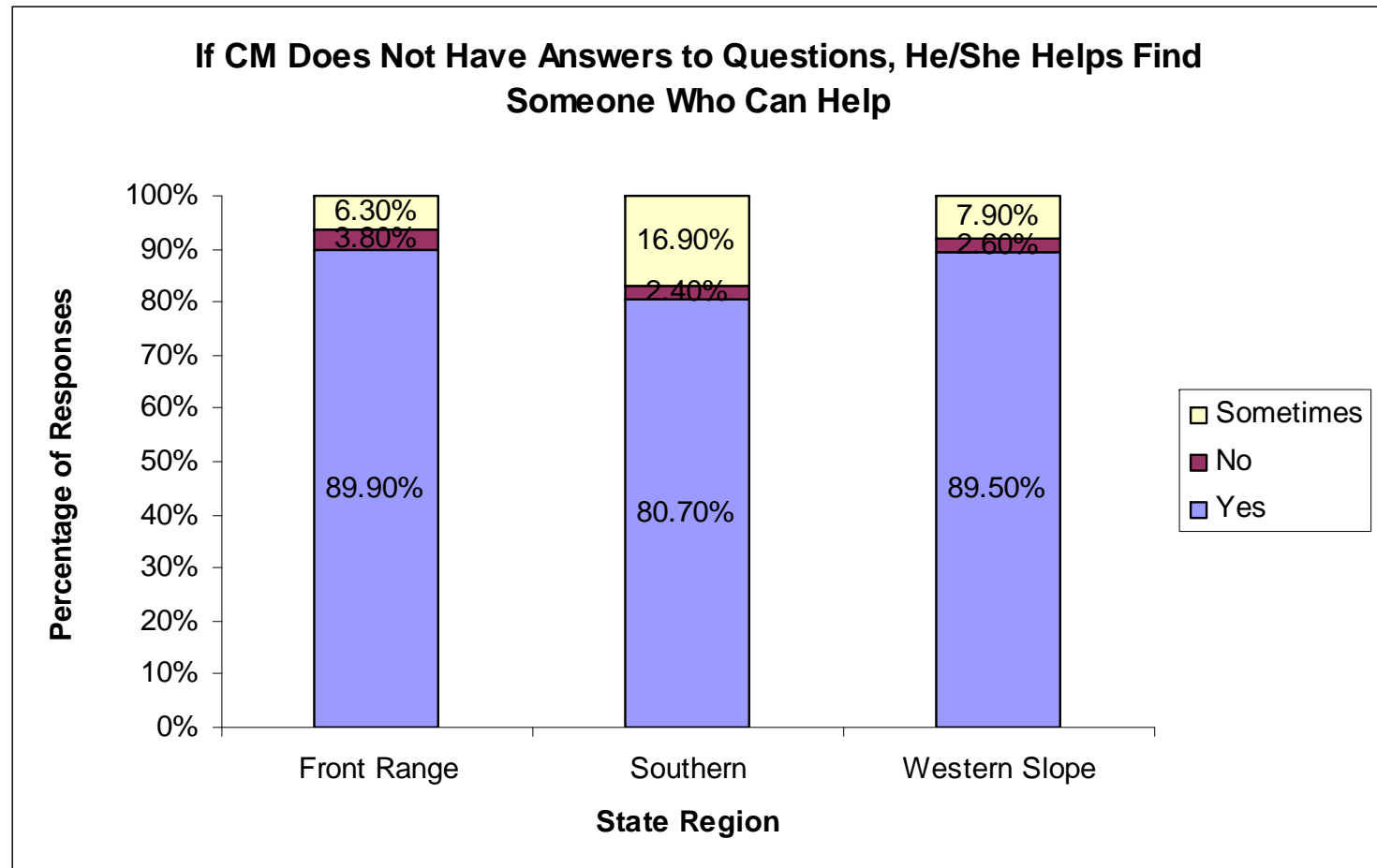
Regional Data Questions Six



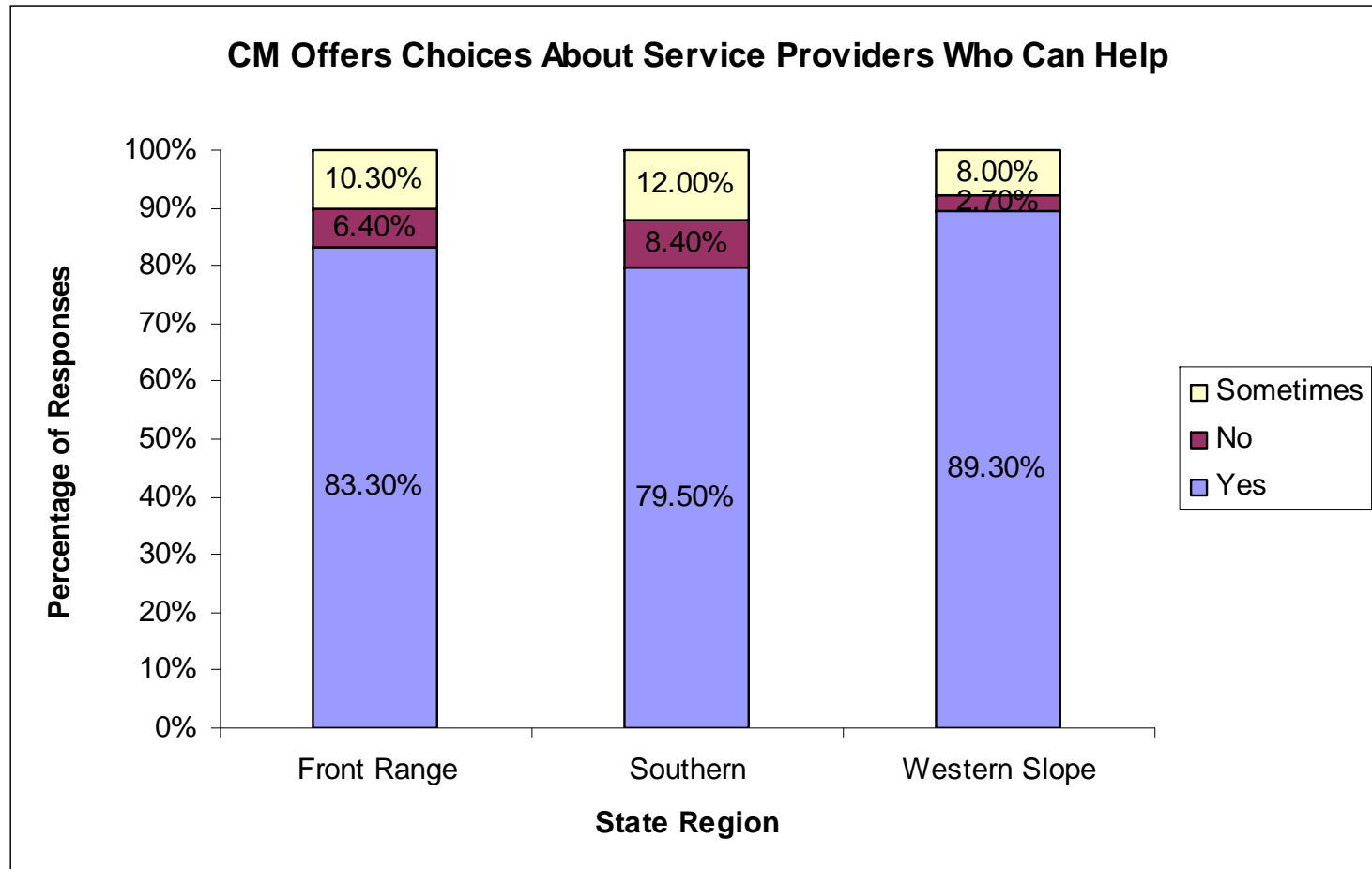
Regional Data Question Seven



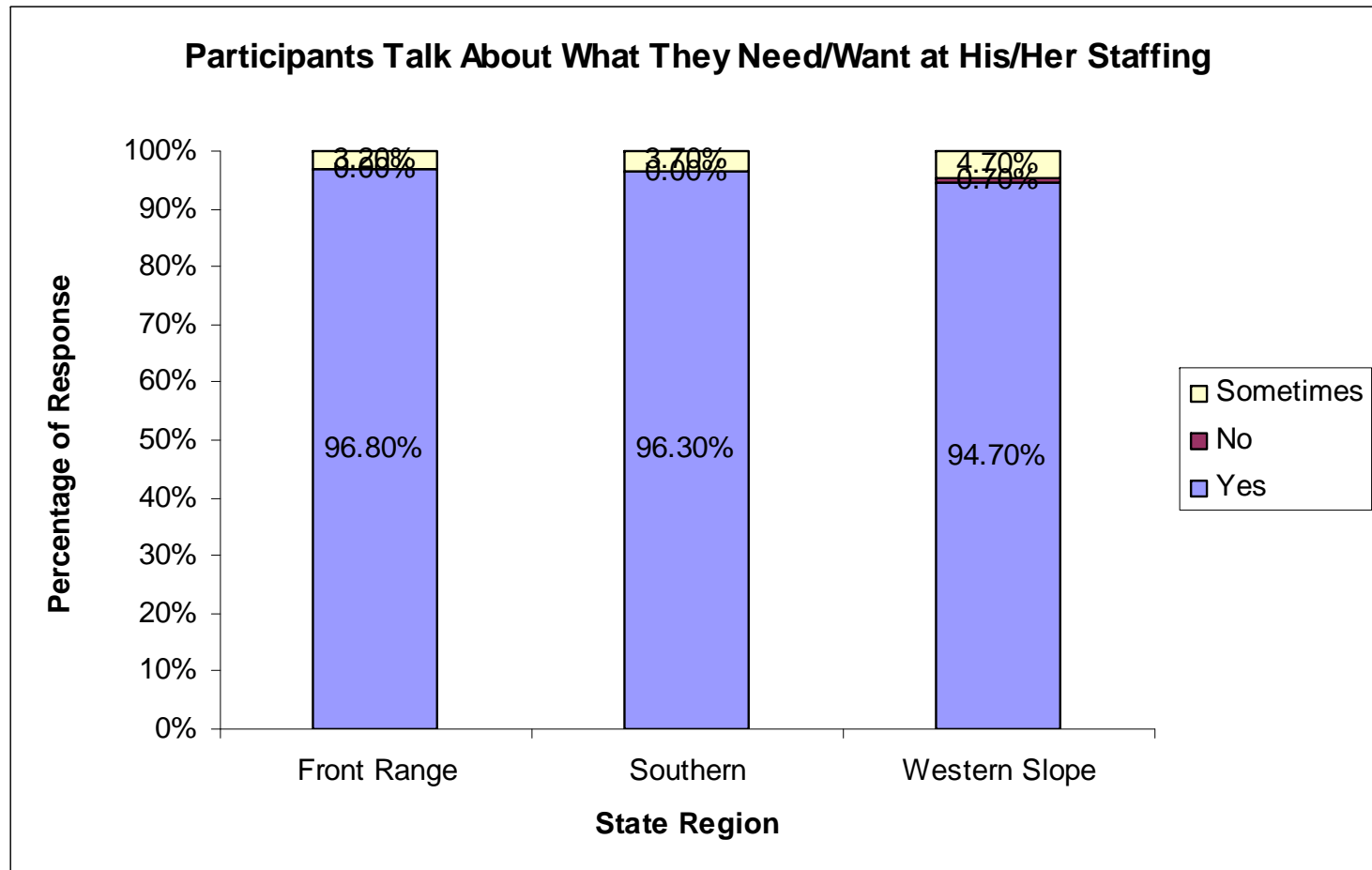
Regional Data Question Eight



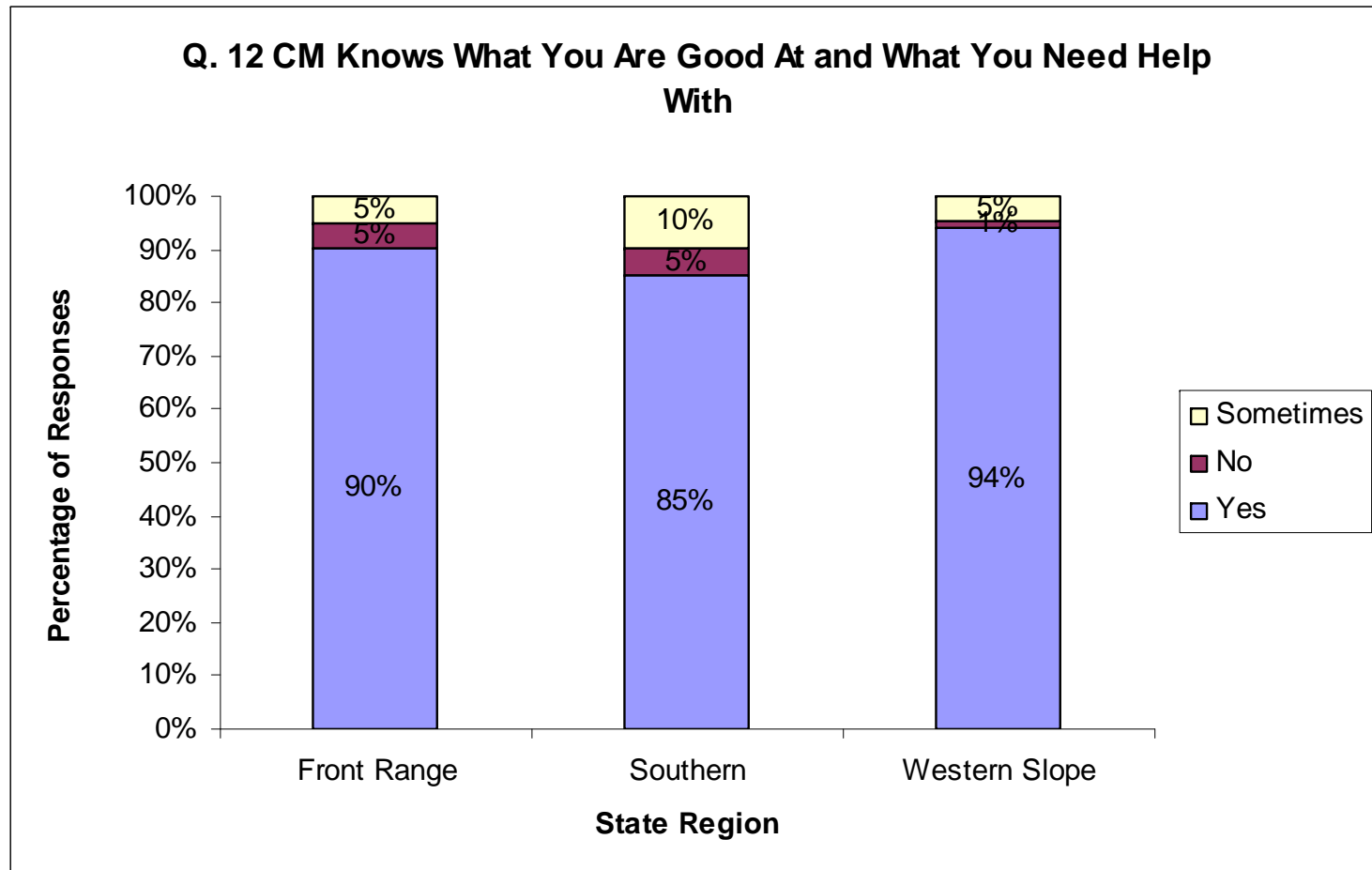
Regional Data Question Ten



Regional Data Question Eleven



Regional Data Question Twelve



Regional Data Question Fifteen

