Georgia
Health Policy
Center

Introduction
In fall 2005, AmeriChoice, a UnitedHealth Group Company, contracted with the Georgia Health Policy Center (GHPC) to produce survey baseline measures for Georgia Medicaid's new disease management program, Georgia Enhanced Care, for 51,649 aged, blind, and disabled Medicaid members[1]. AmeriChoice is responsible for the case management of Medicaid members in 106 counties located in Georgia's central, eastern, southwestern, and southeastern regions and collectively referred to as Region 2 (Appendix A).

The surveys, created in partnership by AmeriChoice and APS Healthcare[2], were designed to measure member self-reported health status and disease management education level and provider disease management education level. Future surveys will also measure member and provider overall program satisfaction. The client survey is included as Appendix B, and the provider survey is included as Appendix C.

Methods
For the member survey, AmeriChoice provided a list of 43,809[3] members enrolled in the Disease Management Program to the GHPC. Contained in that list, 35,561 individuals had complete phone numbers. Duplicate phone numbers – 2,880 – were excluded, leaving an eligible cohort of 32,681 members. This list was used as the pool to draw a simple random sample of 4,000 members using the SAS system Surveyselect command. After drawing the sample, AmeriChoice notified the GHPC that 157 members were inadvertently contacted by AmeriChoice staff. These members were excluded from the sample and not replaced, reducing the final sample size to 3,843.

For the provider survey, AmeriChoice provided a list of 1,145 providers enrolled in the Disease Management Program to the GHPC. All providers had a valid phone number. After excluding duplicate phone numbers, 887 providers remained in the pool. Due to the small population size, the entire provider list was retained for possible surveying. Completion rates of 400 members and 269 providers were selected to achieve error rates of ± 5% with 95% confidence.

Pegus Research, Inc. fielded the member and provider surveys between November 15 and 22, 2005. Disposition codes for the surveys are contained in Tables 1 and 2. Thirty-eight percent of members had bad phone numbers (invalid, wrong number, or disconnected), 47 percent of member calls were not answered or were met with answering machines, busy signals, FAX tones, or requests to call back. Only four percent of members refused the survey or hung up. Eight percent of provider numbers were invalid, wrong, or disconnected. Thirty-nine percent of provider calls were not answered or were met with answering machines, busy signals, FAX tones, or requests to call back. Twenty percent of providers contacted refused to take the survey or hung up. Final response rates[4] were 17 percent for members and 33 percent for providers.

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[1] Excluded members include those dually eligible for Medicare or commercial insurance, those enrolled in Georgia Medicaid's managed care program, those residing in nursing homes or receiving hospice care, those enrolled in SOURCE, and those receiving targeted case management services through a Medicaid waiver program.
[2] APS Healthcare is responsible for case management in Region 1.
[3] The difference between 51,649 and 43,809 members is accounted for in members that were contacted by Americhoice prior to the administration of the baseline survey.
[4] Excluding bad phone numbers and deceased individuals.

Table 1
Member Disposition Codes

DISPOSITION CODE	DESCRIPTION	RECORDS
1	No Answer	794
2	Busy	42
3	Answering Machine	746
4	Fax/Modem	19
9	Callback	204
11	Complete	402
12	Hung Up	61
13	Refusal	96
14	Invalid Phone #	102
15	Disconnected #	991
16	Wrong #	339
17	Dead	7
18	Language -not english	13
19	Business #	27
20	RQE	
TOTAL ATTEMPTED		**3,843**
	Not Attempted	0
TOTAL SAMPLE		**3,843**

Table 2
Provider Disposition Codes

DISPOSITION CODE	DESCRIPTION	RECORDS
1	No Answer	78
2	Busy	7
3	Answering Machine	41
4	Fax/Modem	4
9	Callback	214
11	Complete	291
12	Hung Up	68
13	Refusal	108
14	Invalid Phone #	6
15	Disconnected #	41
16	Wrong #	22
19	Business #	7
TOTAL ATTEMPTED		**887**
	Not Attempted	0
TOTAL SAMPLE		**887**

Member Results

Member baseline results are contained in the figures below.

Figure 1
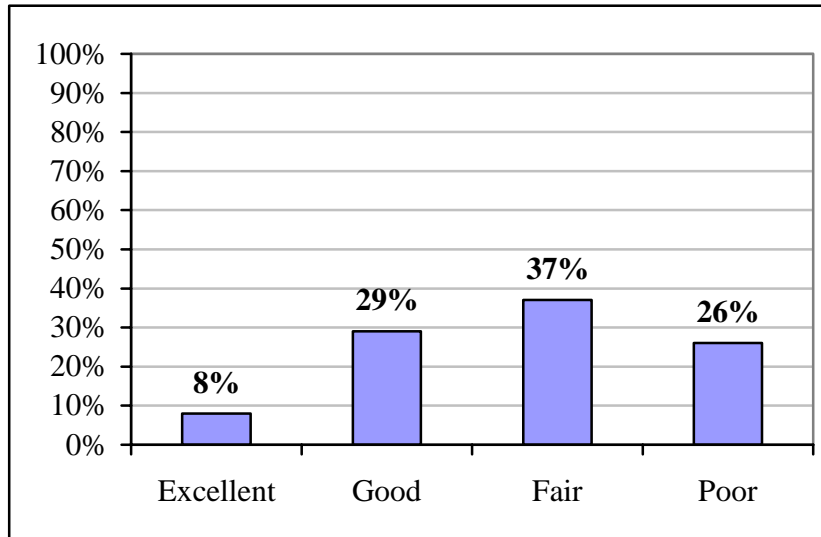**Compared to others your age, how would you rate your health?**

Figure 2
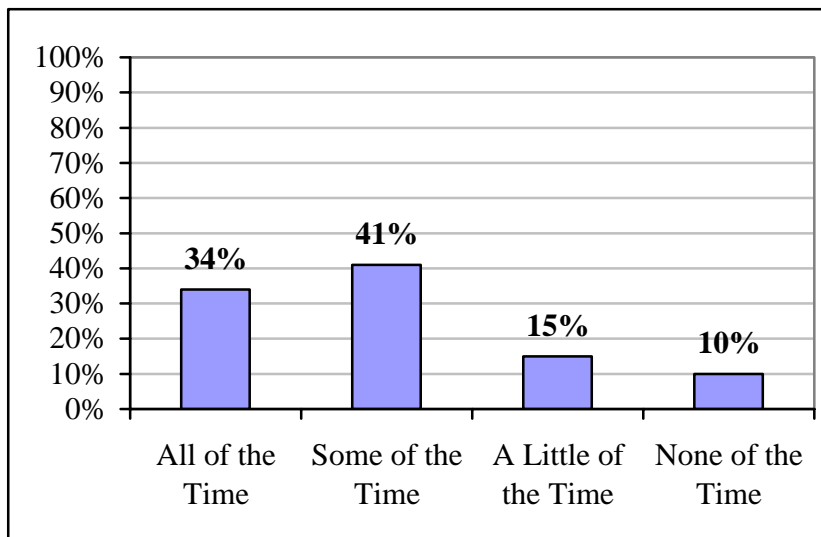**How much of your work or leisure time have you limited because of your health condition?**

Figure 3
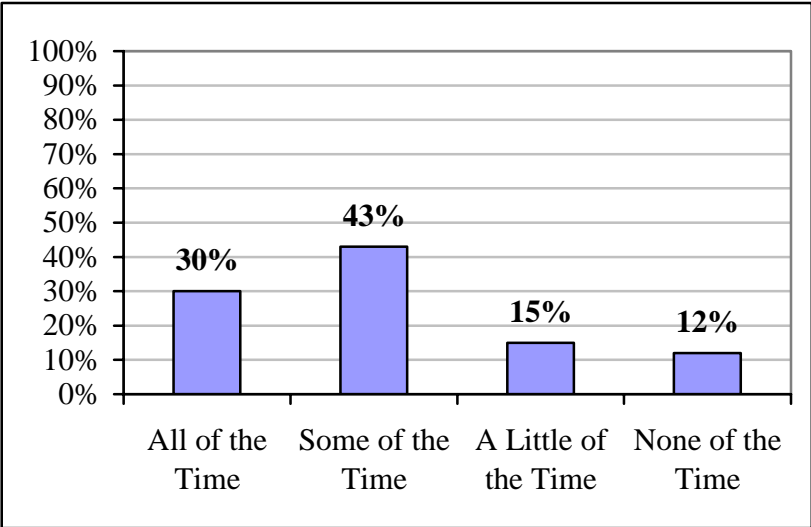**During the past three months, how much did your health get in the way of things you like to do?**

Bar chart showing:
- All of the Time: 30%
- Some of the Time: 43%
- A Little of the Time: 15%
- None of the Time: 12%

Figure 4
How often did you see a health care worker during the last three months, not counting the emergency room?

Bar chart showing:
- 3 or More Times: 50%
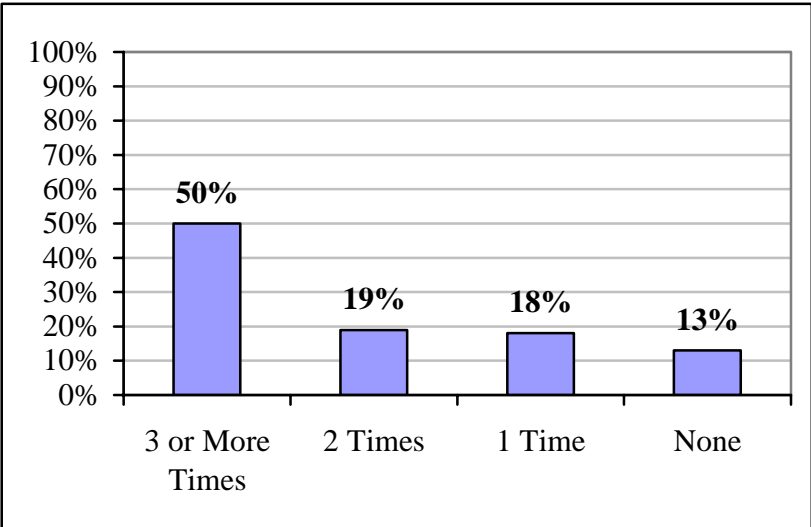- 2 Times: 19%
- 1 Time: 18%
- None: 13%

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Figure 5
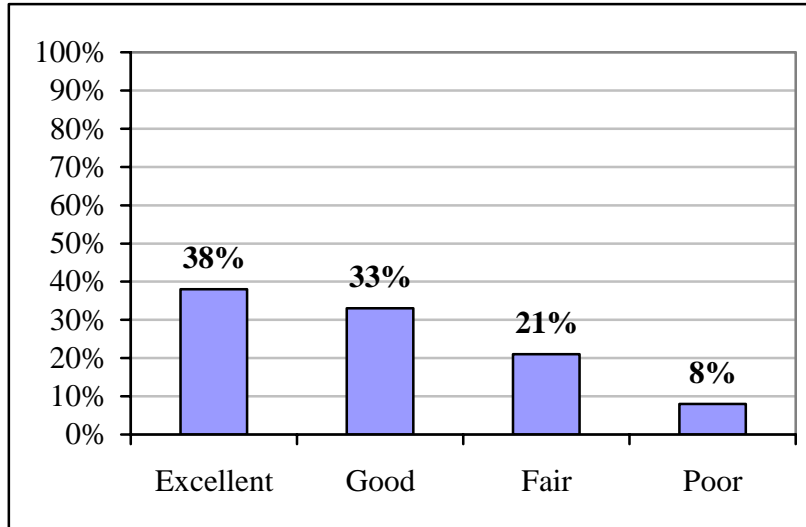**How would you rate your understanding of the warning signs of when to get medical help for your illness?**

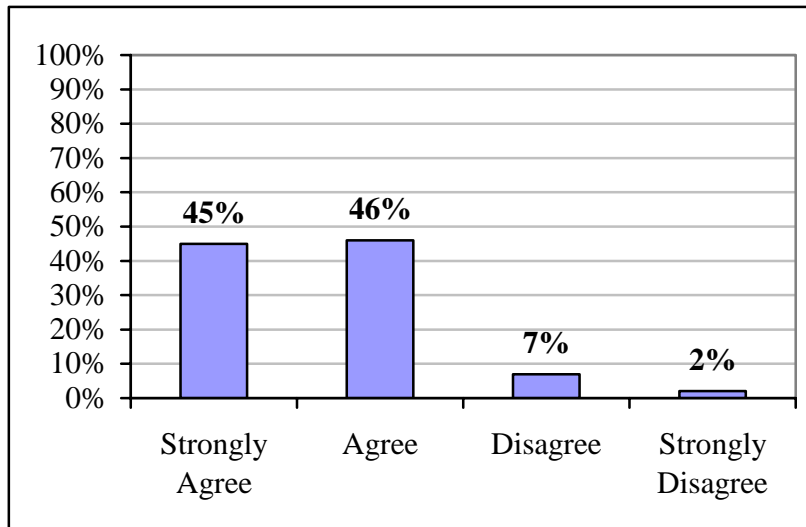**Figure 6**
I know the medicines I take and what they are for.

Figure 7
Please rate your ability to manage your health condition at home.

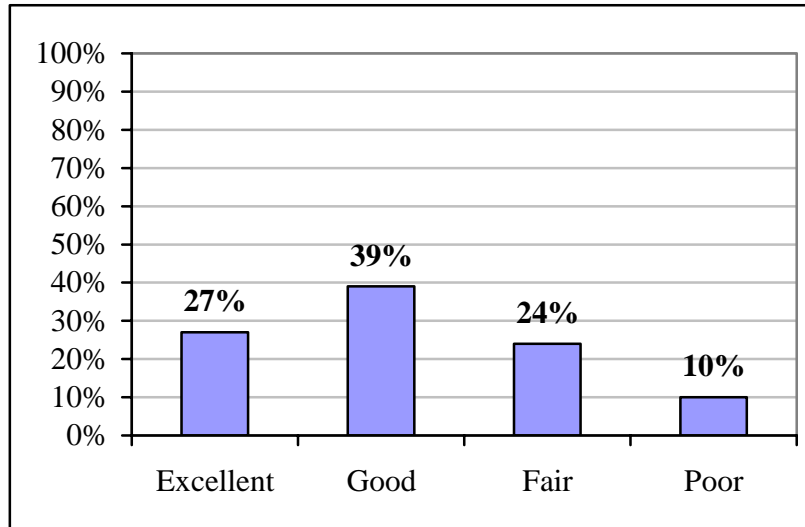

Chart showing:
- Excellent: 27%
- Good: 39%
- Fair: 24%
- Poor: 10%

Figure 8
Please rate your ability to get the services and support you need to manage your health.

Chart showing:
- Excellent: 36%
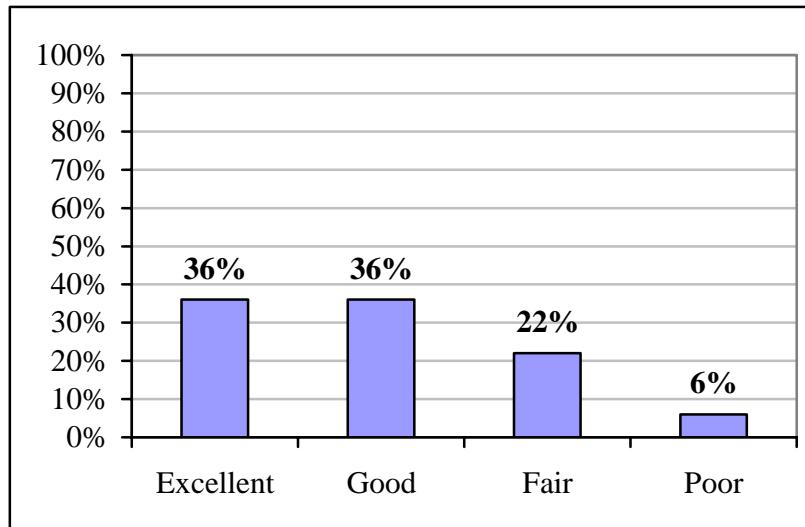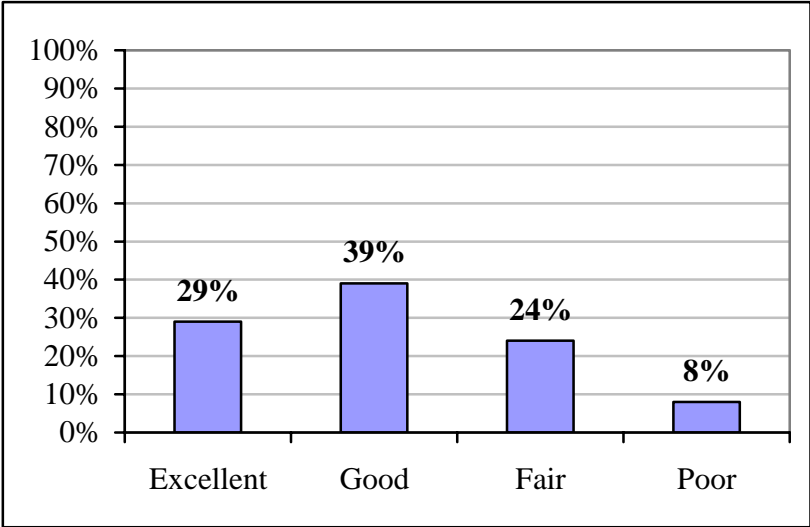- Good: 36%
- Fair: 22%
- Poor: 6%

Figure 9
Please rate your knowledge of things you can do to keep from having to go to the emergency room.

Provider

Provider baseline results are contained in the figures below.

Figure 10
Rate your knowledge and understanding of the difference between disease management and case management.

7
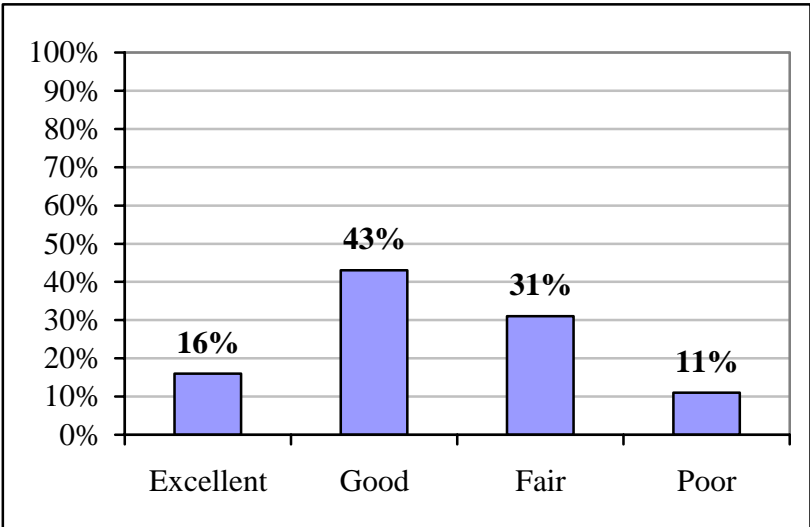
Figure 11
Rate the availability of and access to educational materials/resources for your patients with chronic illness.

A bar chart showing:
- Excellent: 35%
- Good: 40%
- Fair: 18%
- Poor: 8%
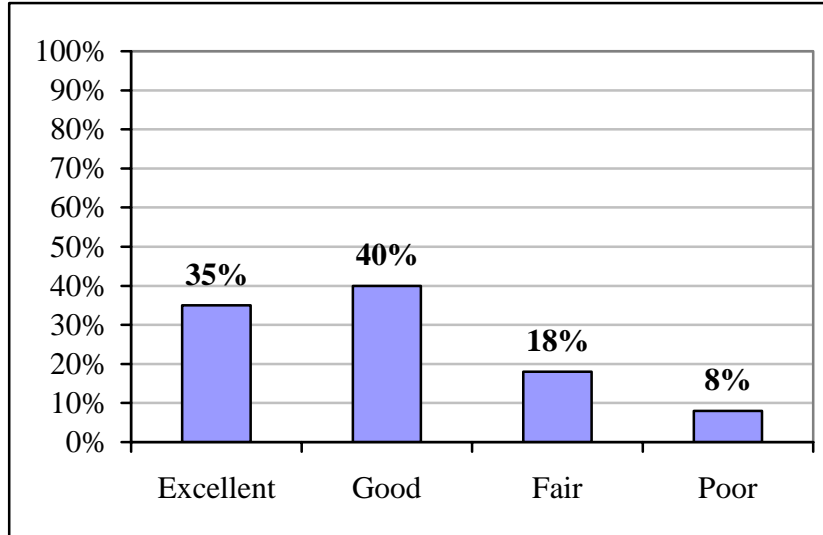
Figure 12
Rate the availability of data to identify sub-populations with chronic illnesses that can be used in practice management.

A bar chart showing:
- Excellent: 17%
- Good: 43%
- Fair: 29%
- Poor: 11%
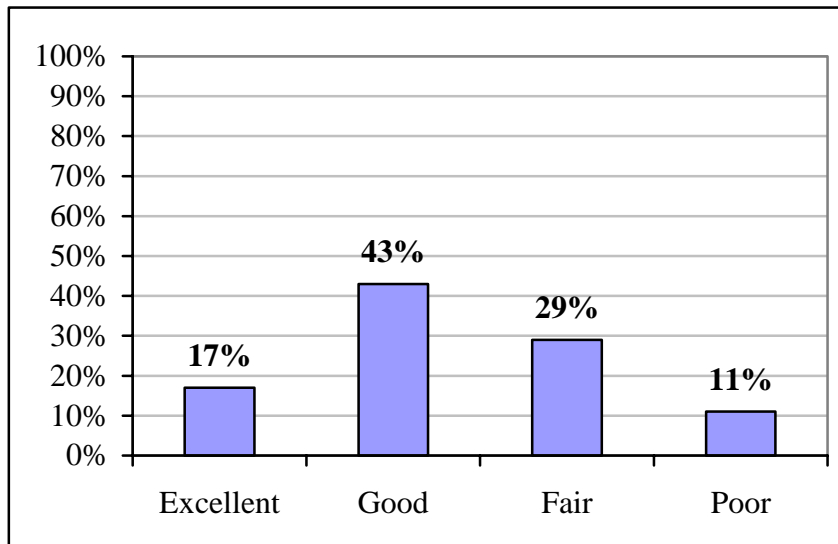
Figure 13
Rank your willingness to establish standing orders consistent with evidence-based guidelines for chronic diseases and/or general health management (i.e. annual lipid screening, flu shot).

Figure 14
I am currently using evidence-based guidelines with supporting documentation (flow sheets, medical record tools).

Appendix A
Georgia Medicaid Disease Management Program
Region 1 Counties

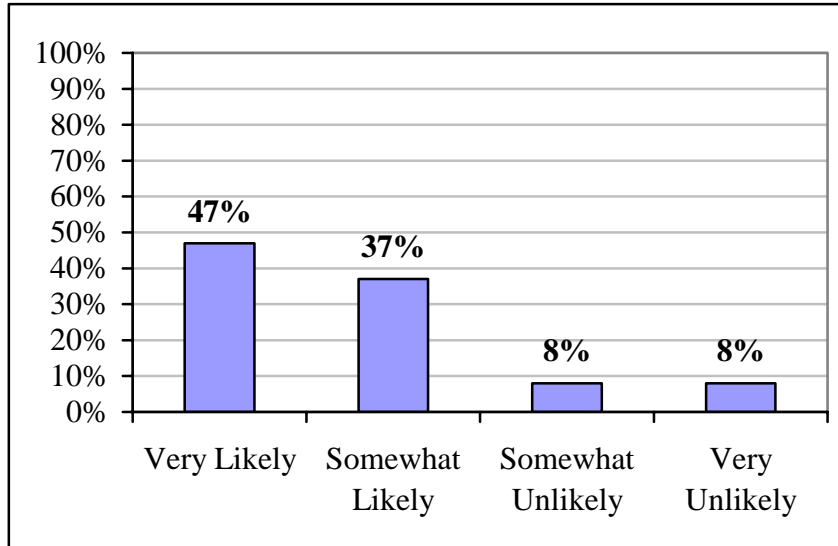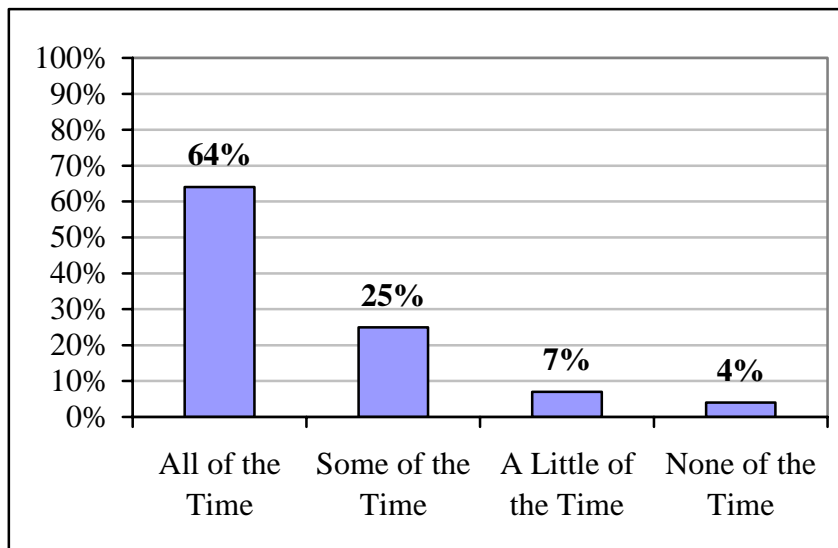| COUNTIES (CENTRAL, EAST, SOUTHWEST, SOUTHEAST)			
Appling	Crisp	Lee	Sumter
Atkinson	Decatur	Liberty	Talbot
Bacon	Dodge	Lincoln	Taliaferro
Baker	Dooly	Long	Tattnall
Baldwin	Dougherty	Lowndes	Taylor
Ben Hill	Early	Macon	Telfair
Berrien	Echols	Marion	Terrell
Bibb	Effingham	McDuffie	Thomas
Bleckley	Emanuel	McIntosh	Tift
Brantley	Evans	Meriwether	Toombs
Brooks	Glascock	Miller	Treutlen
Bryan	Glynn	Mitchell	Troup
Bulloch	Grady	Monroe	Turner
Burke	Greene	Montgomery	Twiggs
Calhoun	Hancock	Muscogee	Upson
Camden	Harris	Peach	Ware
Candler	Heard	Pierce	Warren
Charlton	Houston	Pike	Webster
Chatham	Irwin	Pulaski	Wilkes
Chattahoochee	Jeff Davis	Putnam	Washington
Clay	Jefferson	Quitman	Wheeler
Clinch	Jenkins	Randolph	Wilcox
Coffee	Johnson	Richmond	Wilkinson
Colquitt	Jones	Schley	Wayne
Columbia	Lamar	Screven	Worth
Cook	Lanier	Seminole	
Crawford	Laurens	Stewart	

1. Compared to others your age, how would you rate your health?

    a. Excellent   b. Good   c. Fair   d. Poor

2. How much of your work or leisure time have you limited because of your health condition?

    a. All the time   b. Some of the time   c. A little of the time   d. None of the time

3. During the past three months, how much did your health get in the way of the things you like to do?

    a. All the time   b. Some of the time   c. A little of the time   d. None of the time

4. How often did you see a health care worker during the last three months, not counting the emergency room?

    a. 3 or more times   b. 2 times   c. 1 time   d. None

5. How would you rate your understanding of the warning signs of when to get medical help for your illness?

    a. Excellent   b. Good   c. Fair   d. Poor

6. I know the medicines I take and what they are for.

    a. Strongly agree   b. Agree   c. Disagree   d. Strongly disagree

7. Please rate the following:

    a. Your ability to manage your health condition at home.
        1. Excellent   2. Good   3. Fair   4. Poor

    b. Your ability to get the services and support you need to manage your health.
        1. Excellent   2. Good   3. Fair   4. Poor

    c. Your knowledge of things you can do to keep from having to go to the emergency room.
        1. Excellent   2. Good   3. Fair   4. Poor

Appendix C
Provider Survey

Please rate the following:

1. Your knowledge and understanding of the difference between disease management and case management.

   a. Excellent b. Good c. Fair d. Poor

2. The availability of and access to educational materials/resources for your patients with chronic illness.

   a. Excellent b. Good c. Fair d. Poor

3. The availability of data to identify sub-populations with chronic illnesses that can be used in practice management.

   a. Excellent b. Good c. Fair d. Poor

4. Rank your willingness to establish standing orders consistent with evidence-based guidelines for chronic diseases and/or general health management (i.e. annual lipid screening, flu shot).

   a. Very Likely b. Somewhat Likely c. Somewhat Unlikely d. Not Very Likely

5. I am currently using evidence-based guidelines with supporting documentation (flow sheets, medical record tools)

   a. All the time b. Some of the time c. A little of the time d. None of the time

Appendix D
Tabular Results

Member Responses: n = 402

Q1: Compared to others your age, how would you rate your health?	Frequency	Percent
1 - Excellent	32	8%
2 - Good	117	29%
3 - Fair	145	37%
4 - Poor	103	26%
Total	**397**	**100%**

Q2: How much of your work or leisure time have you limited because of your health condition?	Frequency	Percent
1 - All the time	132	34%
2 - Some of the time	161	41%
3 - A little of the time	59	15%
4 - None of the time	38	10%
Total	**390**	**100%**

Q3: During the past three months, how much did your health get in the way of things you like to do?	Frequency	Percent
1 - All the time	116	29.6%
2 - Some of the time	169	43.1%
3 - A little of the time	58	14.8%
4 - None of the time	49	12.5%
Total	**392**	**100%**

Q4: How often did you see a health care worker during the last three months, not counting the emergency room?	Frequency	Percent
1 - 3 or more times	197	50%
2 - 2 times	76	19%
3 - 1 time	73	18%
4 - None	50	13%
Total	**396**	**100%**

Q5: How would you rate your understanding of the warning signs of when to get medical help for your illness?	Frequency	Percent
1 - Excellent	149	38%
2 - Good	130	33%
3 - Fair	83	21%
4 - Poor	33	8%
Total	**395**	**100%**

Q6: I know the medicines I take and what they are for:	Frequency	Percent
1 - Strongly agree	170	45%
2 - Agree	175	46%
3 - Disagree	27	7%
4 - Strongly disagree	9	2%
Total	**381**	**100%**

Q7a: Please rate your ability to manage your health condition at home.	Frequency	Percent
1 - Excellent	106	27%
2 - Good	156	39%
3 - Fair	96	24%
4 - Poor	39	10%
Total	**397**	**100%**

Q7b: Please rate your ability to get the services and support you need to manage your health.	Frequency	Percent
1 - Excellent	142	36%
2 - Good	144	36%
3 - Fair	87	22%
4 - Poor	25	6%
Total	**398**	**100%**

Q7c: Please rate your knowledge of things you can do to keep from having to go to the emergency room.	Frequency	Percent
1 - Excellent	111	29%
2 - Good	152	39%
3 - Fair	94	24%
4 - Poor	29	8%
Total	**386**	**100%**

Provider Responses: n = 291

Q1: Rate your knowledge and understanding of the difference between disease management and case management.	Frequency	Percent
1 - Excellent	43	16%
2 - Good	118	43%
3 - Fair	85	31%
4 - Poor	31	11%
Total	277	100%

Q2: Rate the availability of and access to educational materials/resources for your patients with chronic illness.	Frequency	Percent
1 - Excellent	99	35.0%
2 - Good	112	39.6%
3 - Fair	50	17.7%
4 - Poor	22	7.8%
Total	283	100%

Q3: Rate the availability of data to identify sub-populations with chronic illnesses that can be used in practice management.	Frequency	Percent
1 - Excellent	46	17%
2 - Good	113	43%
3 - Fair	76	29%
4 - Poor	30	11%
Total	265	100%

Q4: Rank your willingness to establish standing orders consistent with evidence-based guidelines for chronic diseases and/or general health management (i.e. annual lipid screeening, flut shot).	Frequency	Percent
1 - Very likely	126	47%
2 - Somewhat likely	98	37%
3 - Somewhat unlikely	21	8%
4 - Very unlikely	21	8%
Total	266	100%

Q5: I am currently using evidence-based guidelines with supporting documentation (flow sheets, medical record tools)	Frequency	Percent
1 - All the time	182	64%
2 - Some of the time	70	25%
3 - A little of the time	19	7%
4 - None of the time	12	4%
Total	283	100%