

## **Introduction**

In fall 2005, APS Healthcare 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 approximately 52,000 aged, blind, and disabled Medicaid members<sup>1</sup>. APS Healthcare is responsible for the case management of Medicaid members in 53 counties<sup>2</sup> located in Georgia's Atlanta and north regions and collectively referred to as Region 1.

The surveys, created in partnership by APS Healthcare and AmeriChoice<sup>3</sup>, 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 member survey is included as Appendix B, and the provider survey is included as Appendix C.

## **Methods**

For the member survey, APS provided a list of 51,678 members enrolled in the Disease Management Program to the GHPC. Within that list, 43,292 individuals had complete (ten digit) phone numbers. Duplicate phone numbers – 3,360 – were excluded, leaving an eligible cohort of 39,932 members. This list was used as the pool to draw a simple random sample of 4,000 members using the SAS system Surveysselect command. After drawing the sample, APS Healthcare notified the GHPC that four members were inadvertently contacted by APS staff. These members were excluded from the sample and not replaced, reducing the final sample size to 3,996.

For the provider survey, APS Healthcare provided a list of 5,141 providers enrolled in the Disease Management Program, of which 5,035 had valid phone numbers. After excluding duplicate phone numbers, 1,684 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 315 providers were selected to achieve error rates of  $\pm 5\%$  with 95% confidence.

Pegus Research, Inc. fielded the member and provider surveys between January 3 and 18, 2006. Disposition codes for the surveys are contained in Tables 1 and 2. Thirty-two percent of members had bad phone numbers (invalid, wrong number, or disconnected), 44 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. Fifteen percent of provider numbers were invalid, wrong, or disconnected. Fifty-nine percent of provider calls were not answered or were met with answering machines, busy signals, FAX tones, or requests to call back. Five percent of providers contacted refused to take the survey or hung up. Final response rates<sup>4</sup> were 25 percent for members and 23 percent for providers.

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<sup>1</sup> 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.

<sup>2</sup> Please see Appendix A for a map of counties.

<sup>3</sup> AmeriChoice is responsible for case management services in Region 2.

<sup>4</sup> Excluding bad phone numbers and deceased individuals.

**Table 1**  
**Member Disposition Codes**

DISPOSITION CODE	DESCRIPTION	RECORDS
1	No Answer	409
2	Busy	36
3	Answering Machine	499
4	Fax/Modem	25
7	Never Call	
9	Callback	73
11	Complete	401
12	Hung Up	37
13	Refusal	62
14	Invalid Phone #	45
15	Disconnected #	515
16	Wrong #	187
17	Dead	4
18	Language -not English	24
19	Business #	35
20	RQE	
<b>TOTAL ATTEMPTED</b>		<b>2352</b>
	Not Attempted	1644
<b>TOTAL SAMPLE</b>		<b>3996</b>

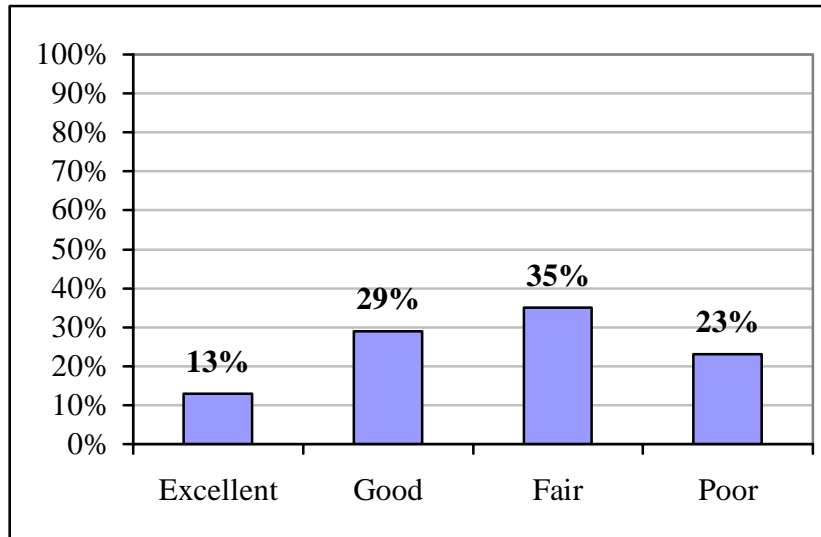
**Table 2**  
**Provider Disposition Codes**

DISPOSITION CODE	DESCRIPTION	RECORDS
1	No Answer	163
2	Busy	32
3	Answering Machine	584
4	Fax/Modem	29
7	Never Call	
9	Callback	124
11	Complete	315
12	Hung Up	7
13	Refusal	80
14	Invalid Phone #	9
15	Disconnected #	143
16	Wrong #	88
17	Dead	1
18	Language -not English	
19	Business #	8
20	RQE	
<b>TOTAL ATTEMPTED</b>		<b>1583</b>
	Not Attempted	101
<b>TOTAL SAMPLE</b>		<b>1684</b>

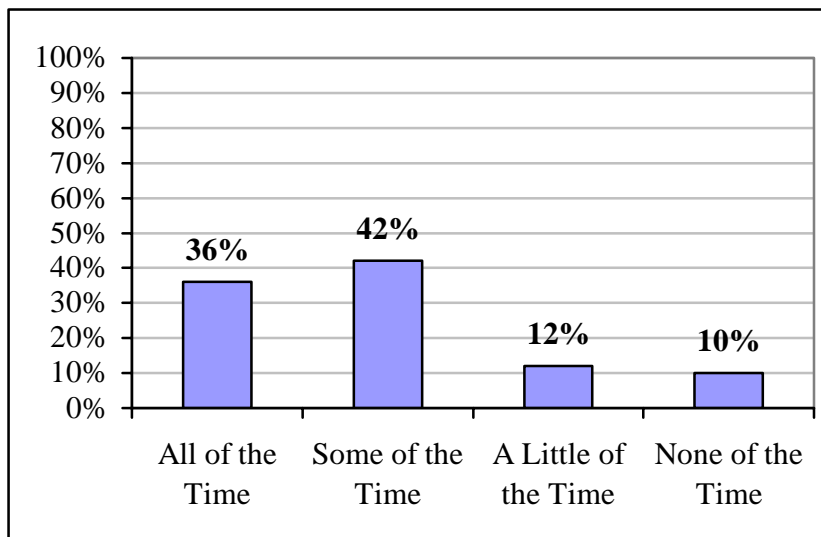
## Member Results

Member baseline results are contained in the figures below.<sup>5</sup>

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

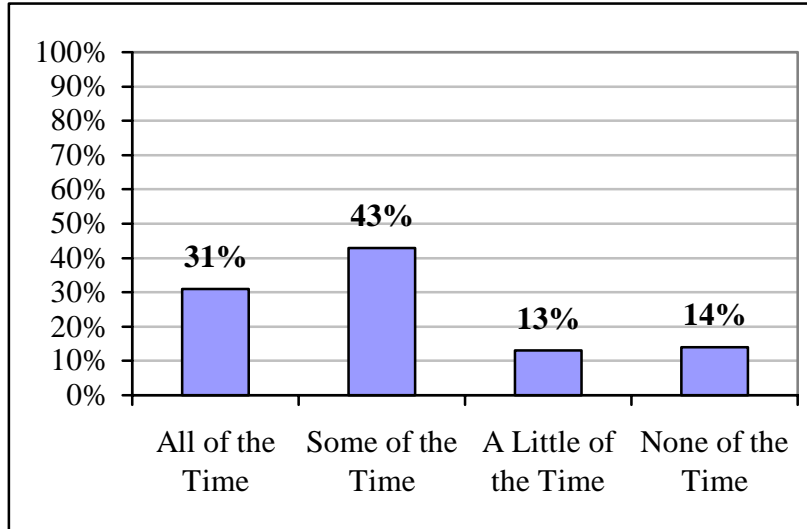


**Figure 2**  
**How much of your work or leisure time have you limited because of your health condition?**

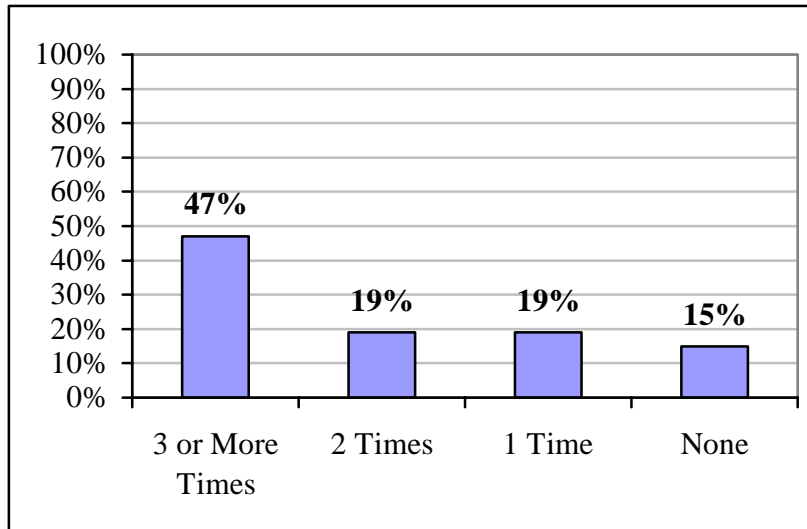


<sup>5</sup> Figures may not add to 100% due to rounding.

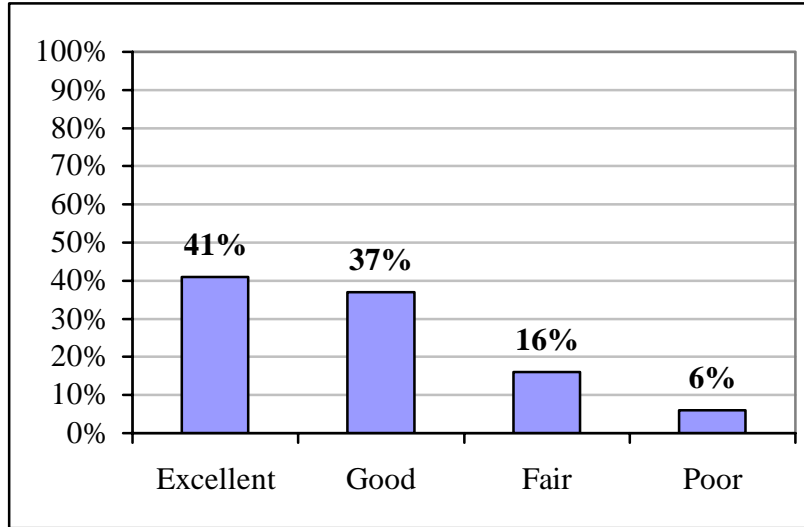
**Figure 3**  
**During the past three months, how much did your health get in the way of things you like to do?**



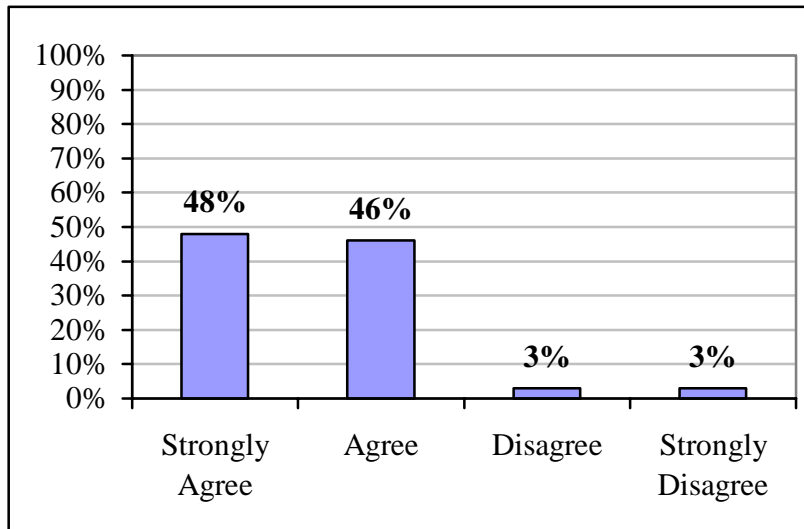
**Figure 4**  
**How often did you see a health care worker during the last three months, not counting the emergency room?**



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

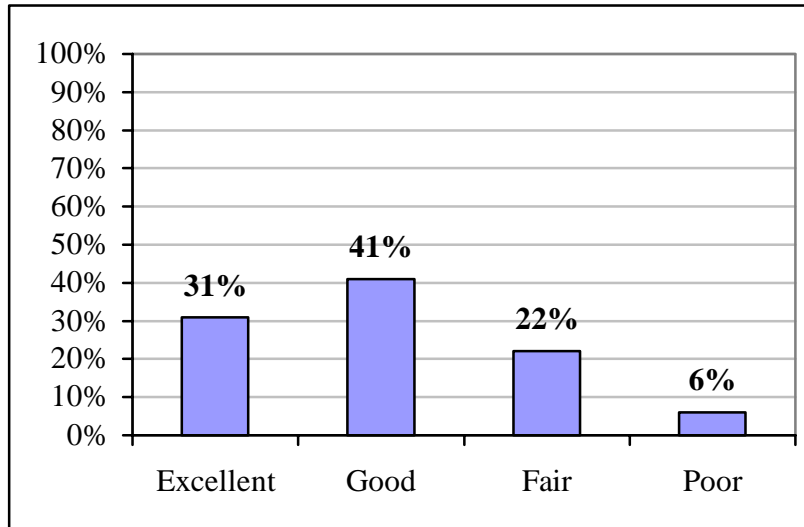


**Figure 6**  
**I know the medicines I take and what they are for.**



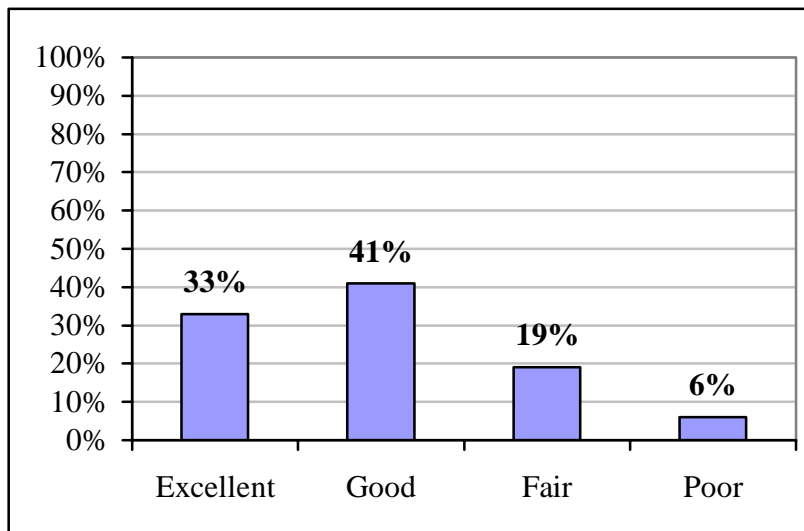
**Figure 7**

**Please rate your ability to manage your health condition at home.**

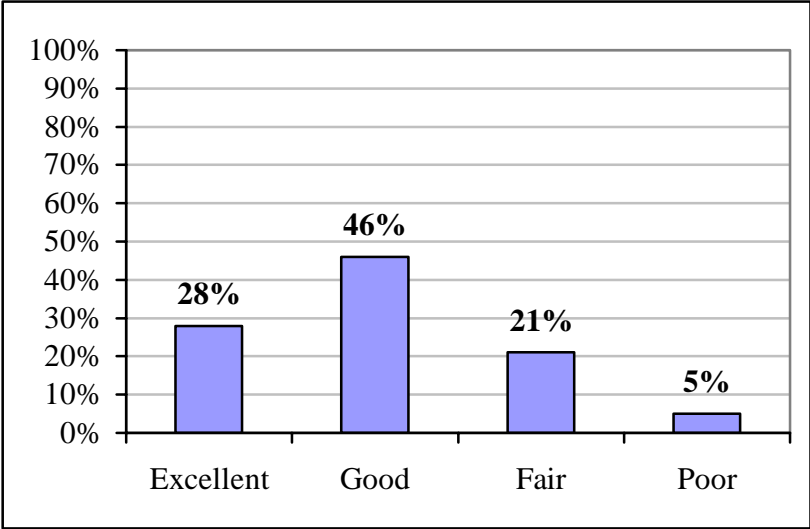


**Figure 8**

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



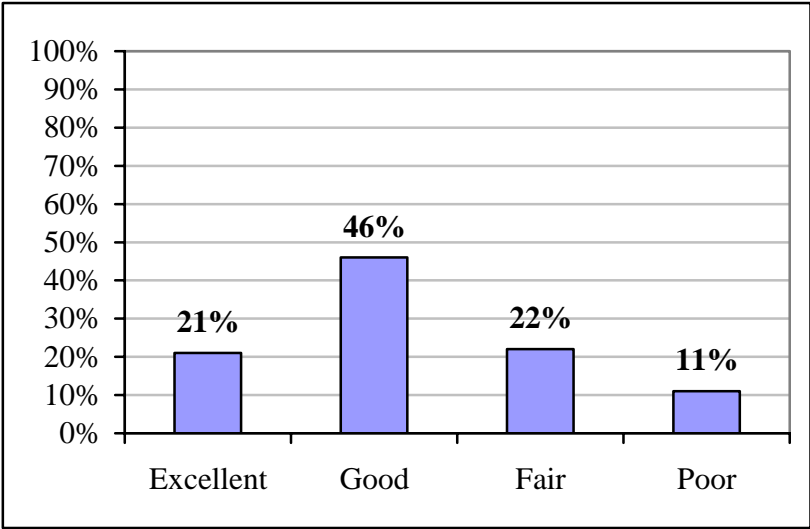
**Figure 9**  
**Please rate your knowledge of things you can do to keep from having to go to the emergency room.**



**Provider**

Provider baseline results are contained in the figures below.<sup>6</sup>

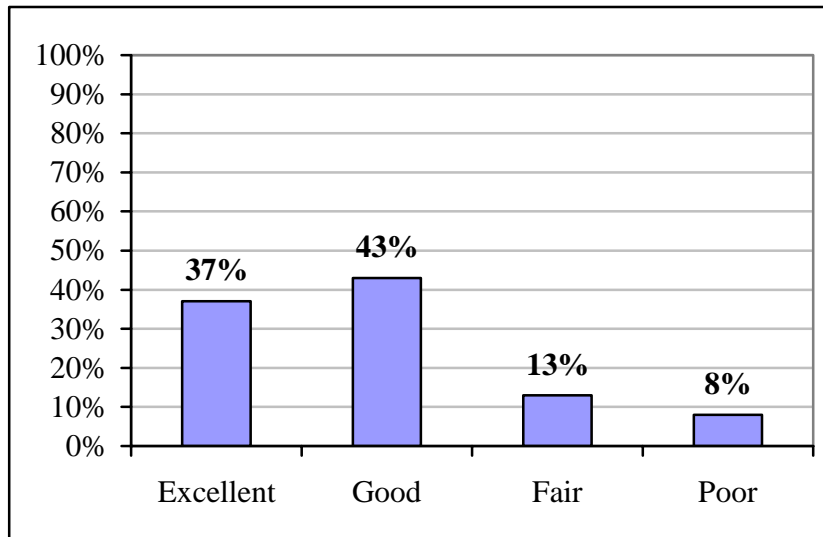
**Figure 10**  
**Rate your knowledge and understanding of the difference between disease management and case management.**



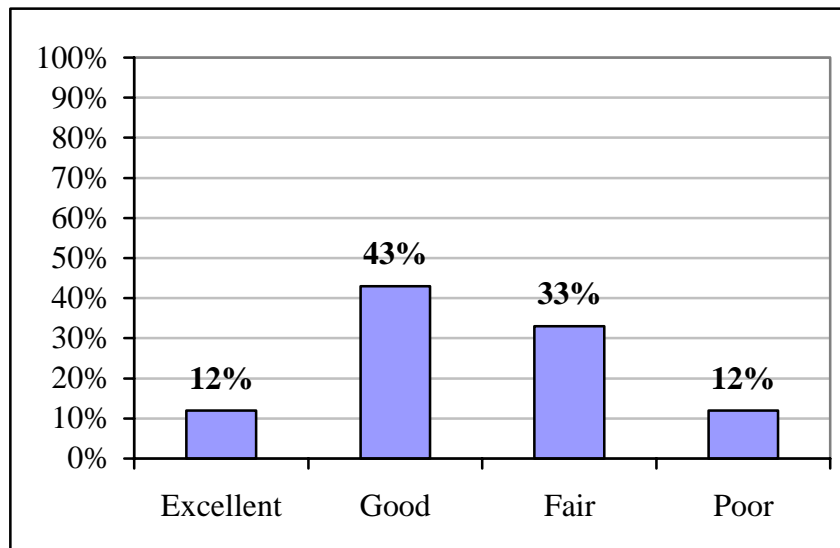
<sup>6</sup> Figures may not add to 100% due to rounding.



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

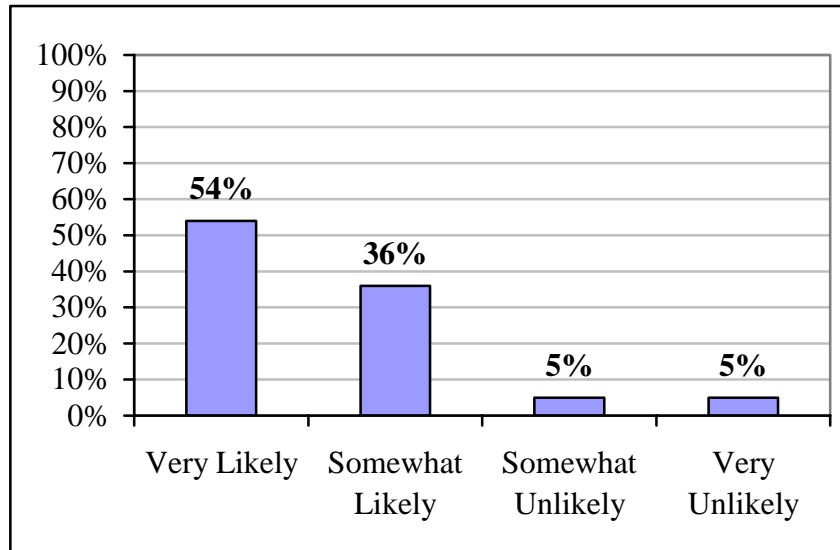


**Figure 12**  
**Rate the availability of data to identify sub-populations with chronic illnesses that can be used in practice management.**



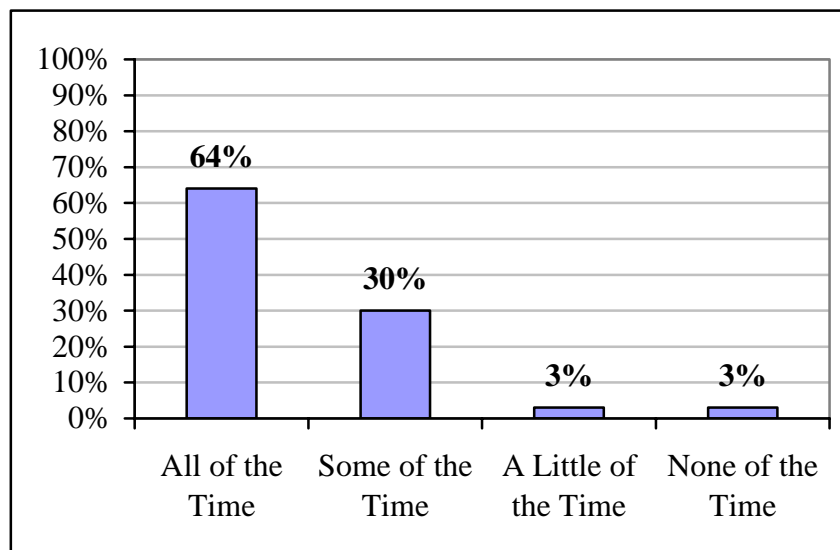
**Figure 13**

**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).**



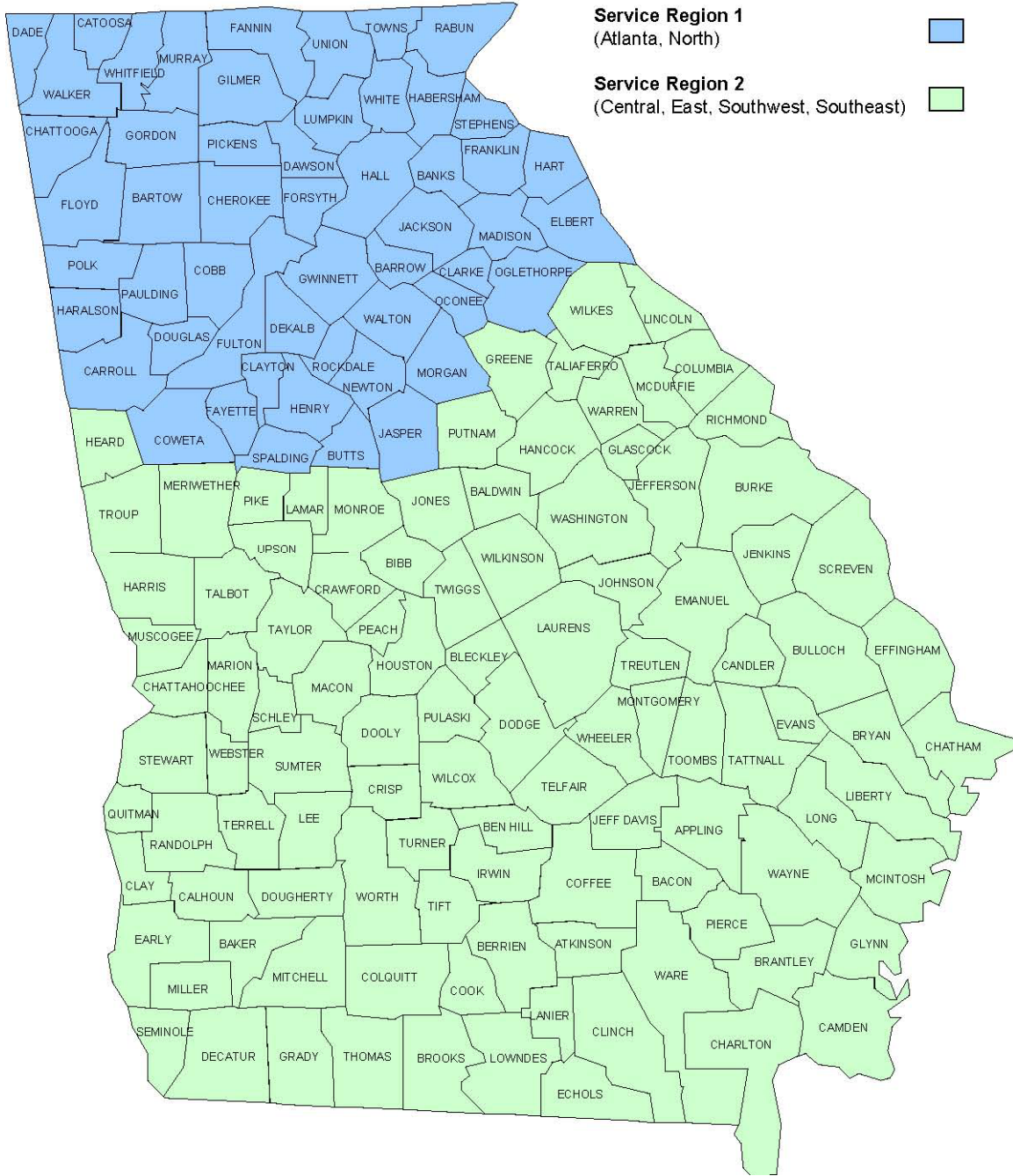
**Figure 14**

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



Appendix A  
Georgia Medicaid Disease Management Program Counties

State of Georgia



## Appendix B Member Survey

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 = 401

<b>Q1: Compared to others your age, how would you rate your health?</b>	<b>Frequency</b>	<b>Percent</b>
1 - Excellent	50	12.6%
2 - Good	117	29.4%
3 - Fair	138	34.7%
4 - Poor	93	23.4%
<b>Total</b>	<b>398</b>	<b>100.0%</b>

<b>Q2: How much of your work or leisure time have you limited because of your health condition?</b>	<b>Frequency</b>	<b>Percent</b>
1 - All the time	139	35.6%
2 - Some of the time	165	42.3%
3 - A little of the time	47	12.1%
4 - None of the time	39	10.0%
<b>Total</b>	<b>390</b>	<b>100%</b>

<b>Q3: During the past three months, how much did your health get in the way of things you like to do?</b>	<b>Frequency</b>	<b>Percent</b>
1 - All the time	121	30.6%
2 - Some of the time	169	42.7%
3 - A little of the time	52	13.1%
4 - None of the time	54	13.6%
<b>Total</b>	<b>396</b>	<b>100%</b>

<b>Q4: How often did you see a health care worker during the last three months, not counting the emergency room?</b>	<b>Frequency</b>	<b>Percent</b>
1 - 3 or more times	186	47%
2 - 2 times	74	19%
3 - 1 time	75	19%
4 - None	61	15%
<b>Total</b>	<b>396</b>	<b>100%</b>

<b>Q5: How would you rate your understanding of the warning signs of when to get medical help for your illness?</b>	<b>Frequency</b>	<b>Percent</b>
1 - Excellent	163	41%
2 - Good	147	37%
3 - Fair	61	16%
4 - Poor	22	6%
<b>Total</b>	<b>393</b>	<b>100%</b>

<b>Q6: I know the medicines I take and what they are for:</b>	<b>Frequency</b>	<b>Percent</b>
1 - Strongly agree	182	48%
2 - Agree	177	46%
3 - Disagree	11	3%
4 - Strongly disagree	11	3%
<b>Total</b>	<b>381</b>	<b>100%</b>

<b>Q7a: Please rate your ability to manage your health condition at home.</b>	<b>Frequency</b>	<b>Percent</b>
1 - Excellent	123	31%
2 - Good	161	41%
3 - Fair	87	22%
4 - Poor	25	6%
<b>Total</b>	<b>396</b>	<b>100%</b>

<b>Q7b: Please rate your ability to get the services and support you need to manage your health.</b>	<b>Frequency</b>	<b>Percent</b>
1 - Excellent	129	33%
2 - Good	161	41%
3 - Fair	74	19%
4 - Poor	24	6%
<b>Total</b>	<b>388</b>	<b>100%</b>

<b>Q7c: Please rate your knowledge of things you can do to keep from having to go to the emergency room.</b>	<b>Frequency</b>	<b>Percent</b>
1 - Excellent	112	28%
2 - Good	181	46%
3 - Fair	85	21%
4 - Poor	18	5%
<b>Total</b>	<b>396</b>	<b>100%</b>

Provider Responses: n = 315

<b>Q1: Rate your knowledge and understanding of the difference between disease management and case management.</b>	<b>Frequency</b>	<b>Percent</b>
1 - Excellent	66	21%
2 - Good	141	46%
3 - Fair	67	22%
4 - Poor	33	11%
<b>Total</b>	<b>307</b>	<b>100%</b>

<b>Q2: Rate the availability of and access to educational materials/resources for your patients with chronic illness.</b>	<b>Frequency</b>	<b>Percent</b>
1 - Excellent	112	37%
2 - Good	130	43%
3 - Fair	39	13%
4 - Poor	24	8%
<b>Total</b>	<b>305</b>	<b>100.0%</b>

<b>Q3: Rate the availability of data to identify sub-populations with chronic illnesses that can be used in practice management.</b>	<b>Frequency</b>	<b>Percent</b>
1 - Excellent	36	12%
2 - Good	124	43%
3 - Fair	96	33%
4 - Poor	35	12%
<b>Total</b>	<b>291</b>	<b>100%</b>

<b>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 screening, flut shot).</b>	<b>Frequency</b>	<b>Percent</b>
1 - Very likely	163	54%
2 - Somewhat likely	110	36%
3 - Somewhat unlikely	14	5%
4 - Very unlikely	16	5%
<b>Total</b>	<b>303</b>	<b>100%</b>

<b>Q5: I am currently using evidence-based guidelines with supporting documentation (flow sheets, medical record tools)</b>	<b>Frequency</b>	<b>Percent</b>
1 - All the time	201	64%
2 - Some of the time	94	30%
3 - A little of the time	9	3%
4 - None of the time	8	3%
<b>Total</b>	<b>312</b>	<b>100%</b>