

# Membership Check-In 2022 Quantitative Results

# Background



Membership Check-In Survey conducted annually



Surveying period September 6th – October 31st



Administered using online platform (Alchemer)

Response Rate: 228/230 (99%)

# Survey Overview

**Section 1: PMH Self-Assessment**

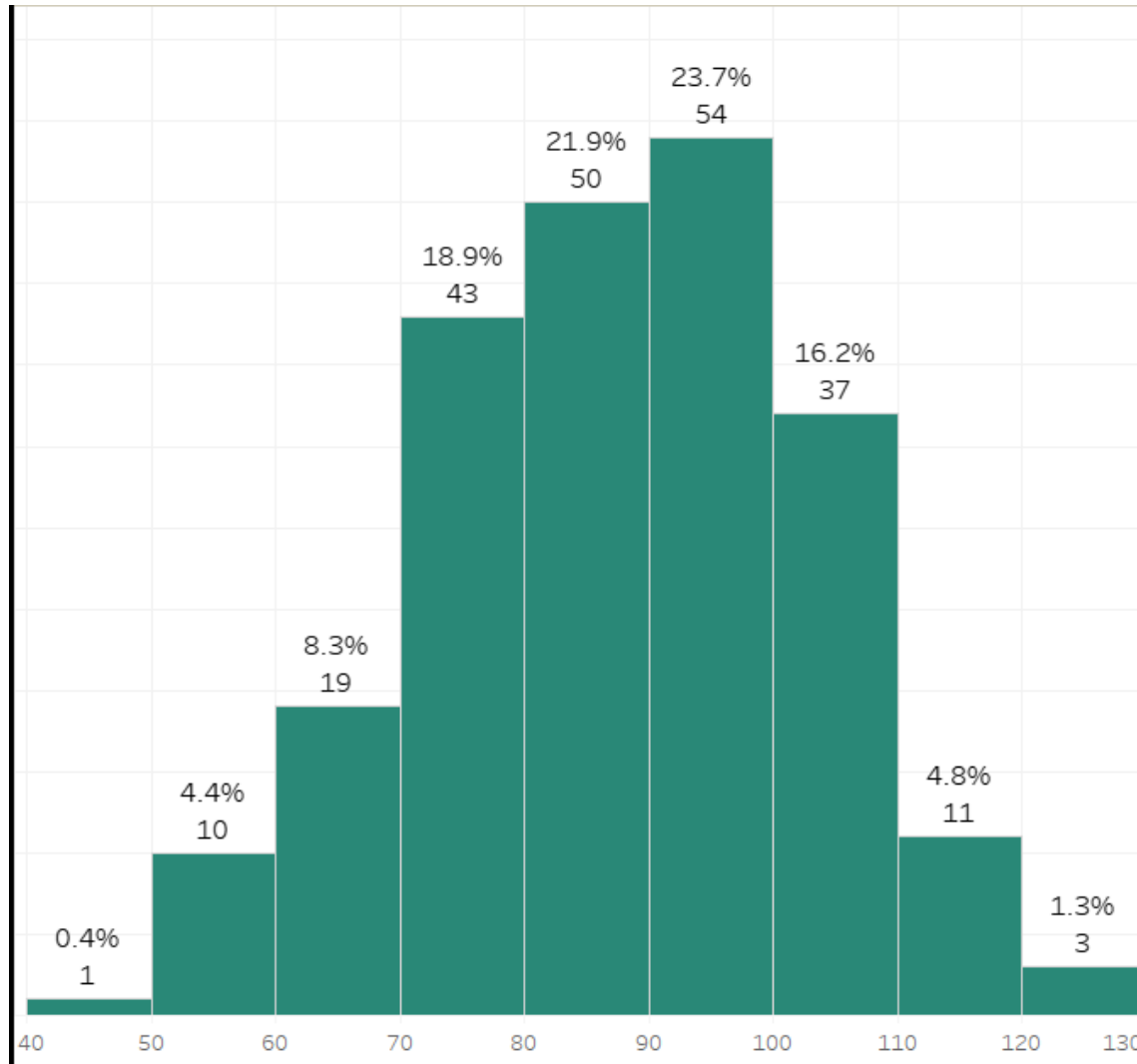


**Section 2: HTE Score**



**Section 3: Satisfaction Scales**

# PMH Self-Assessment Scores



62% of membership with Strong PMH (2021)

68% of Membership with Strong PMH (2022)

**+6-point change (2021 - 2022)**

- *Basic PMH = 31-49*
- *Emerging PMH = 50-79*
- *Strong PMH = 80-124*

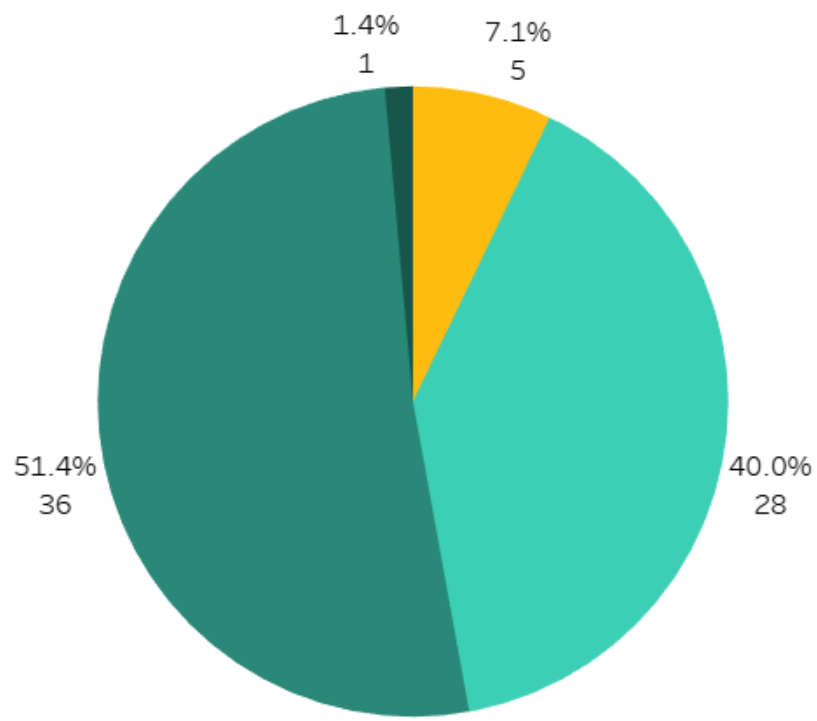


# Health Team Effectiveness Scores

## HTE (2021)

Total # Clinics: 70

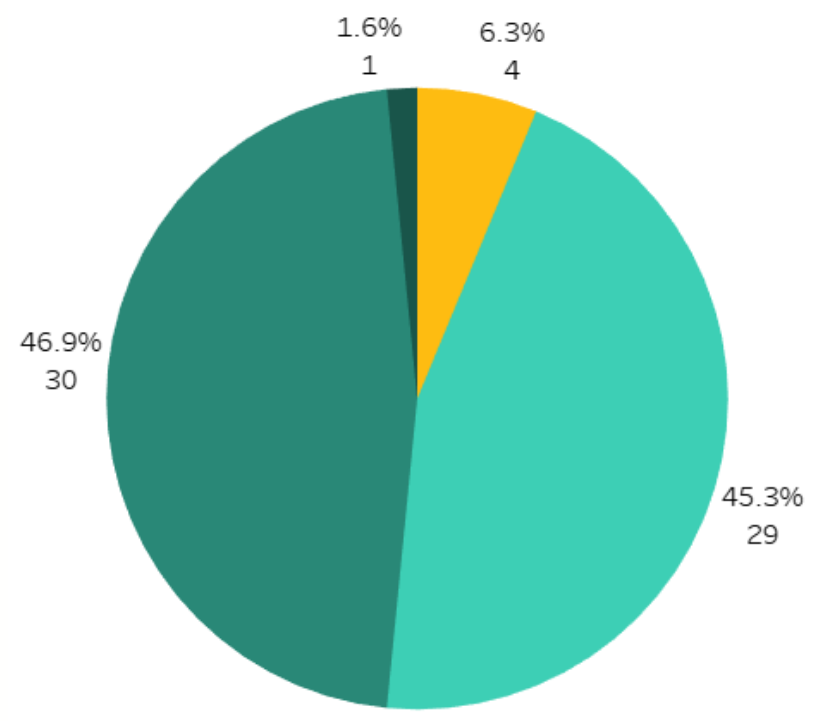
PCN Average: 3.97



## HTE (2022)

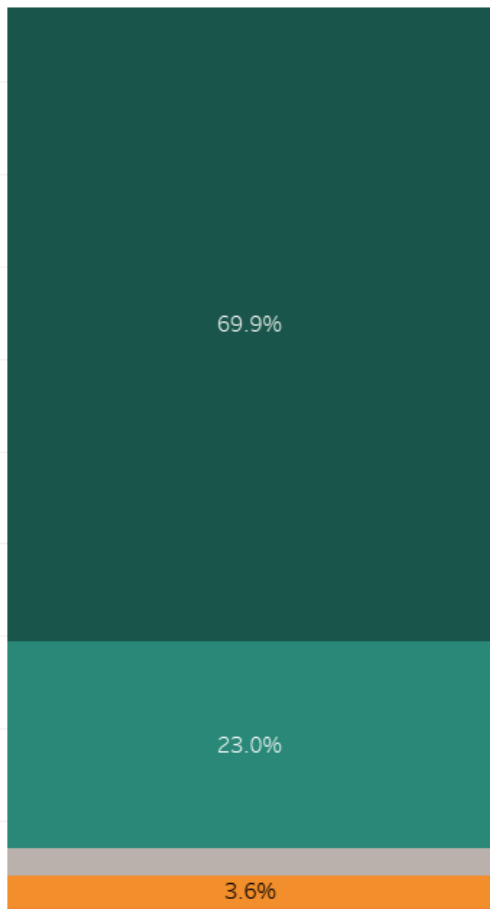
Total # Clinics: 64

PCN Average: 3.94

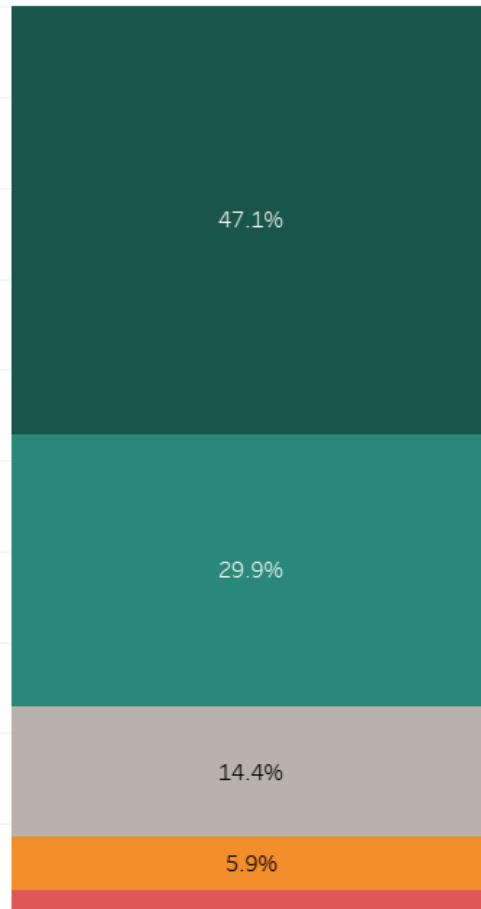


# PMH Team Member Satisfaction

Overall, how would you rate your satisfaction with the support you receive from your Primary Care Registered Nurse (PCRN)?



Overall, how would you rate your level of satisfaction with your Primary Care Registered Psychologist (PCRP)?



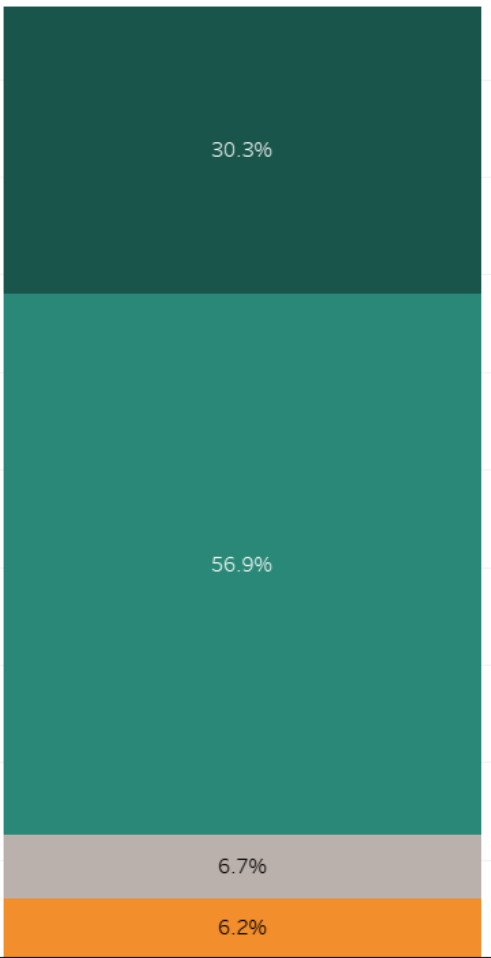
Most physicians surveyed are satisfied with the current support they receive from PCRN's (92.9%).

Most physicians surveyed are satisfied with the current support they receive from PCRP's (77%).

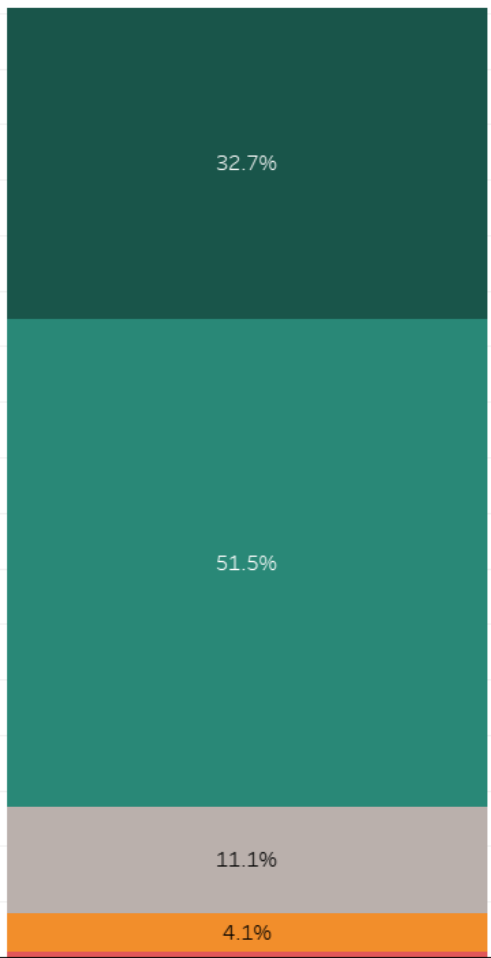
- Extremely Satisfied
- Satisfied
- Don't know
- Dissatisfied
- Extremely Dissatisfied

# PMH Team Member Satisfaction

Overall, how would you rate your satisfaction with the support you receive from your PCC?



Overall, how would you rate your satisfaction with the support you receive from your HIC?



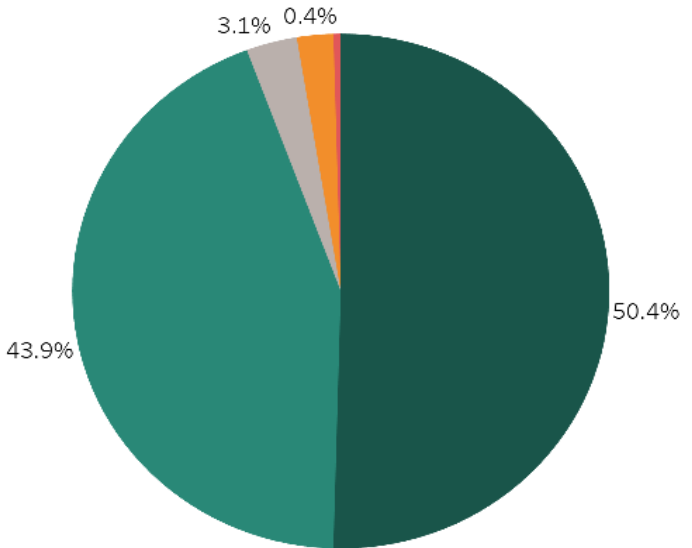
Most physicians are satisfied with the current support they receive from HICs (84.2%).

Most physicians are satisfied with the current support they receive from PCCs (87.2%).

- Extremely Satisfied
- Satisfied
- Don't know
- Dissatisfied
- Extremely Dissatisfied

# Member Services Team Satisfaction

Overall, how would you rate your satisfaction with the support you receive from your Physician Liaison (PL)?



Most physicians are satisfied with the current support they receive from PLs (94.3%).

- Extremely Satisfied
- Satisfied
- Don't know
- Dissatisfied
- Extremely Dissatisfied



# Membership Check-In 2022 Qualitative Results

# Feedback Areas



Patient Medical Home Coordinators (PMHCs)



Primary Care Registered Psychologists (PCRPs)



Primary Care Registered Nurses (PCRNs)

# Qualitative Feedback: PMHCs

(HICs and PCCs)

**n=68**



# PMHC Testimonials

“Job well done” - Physician

“Used for coding diagnosis from discharge and clinic letters onto EMR.” - Physician

“Just transitioned to a new EMR and looking forward to more work with our PMHC.” - Physician

# PMHC Testimonials

“Our PMHCs have been great.” - Physician

“The communication between the PMHCs and I has been good, especially considering the pandemic.” - Physician

“Good updates of ongoing QI projects.” - Physician

# Opportunities for Improvement (PMHCs)

The following chart outlines the areas indicated by respondents as needing additional support by PMHCs.

Needs Identified	%
Increased communication about QI projects between physicians and PMHCs	28% (19/68)
Increased opportunities for physicians and PMHCs to collaborate and jointly plan QI projects	22% (15/68)
Increased support from PMHCs (and HICs in particular) to standardize and improve workflows in EMRs	12% (8/68)

# Qualitative Feedback: PCRP

n=100



# PCRP Testimonials

“Very good patient feedback.” - Physician

“There has great feedback from the patients and it is a practical and useful service!” - Physician

“Excellent job. Patients have received ++ benefit from this program.” - Physician



# PCRCP Testimonials

“This is the most valuable support for our patients, in my opinion.” - Physician

“The actual care provided by our PCRCP is excellent and patients are really engaged with her.” - Physician

“Fantastic service. Much needed. More funding for them so we could potentially have another one as demand is high.” - Physician

# Opportunities for Improvement (PCRPs)

The following chart outlines the areas indicated by respondents as needing additional support by PCRPs.

Needs Identified	N=
Continued evolution and streamlining of the referral process	24% (24/100)
Increased opportunities to connect with PCRPs to discuss patients and their treatment progress	14 % (14/100)
Increased investment in the PCRPs team to improve patient access and reduce service wait times	13% (13/100)

# Qualitative Feedback: PCRN

n=82



# PCRN Testimonials

“Excellent diabetic care!” - Physician

“Very grateful for our PCRN! Has been a tremendous help!” - Physician

“This is the best use of PCN resources for our clinic (in my opinion) as our PCRN makes a tangible difference in the health of our patients and helps with education around chronic disease issues.” - Physician

# PCRN Testimonials

“Excellent service, wonderful practitioner.” - Physician

“I'm very satisfied with the care she provides to my patients.” - Physician

“She has integrated well with the patient community.” - Physician

# Opportunities for Improvement (PCRN)

The following chart outlines the areas indicated by respondents as needing additional support from PCRNs.

Needs Identified	N=
Continue to offer patients the options to receive care virtually or through an in-person appointment	27% (22/82)
Increased opportunities to connect with PCRNs to discuss patients and their treatment progress	11% (9/82)
Improved communication from PCRNs about what types of support they are providing to patients, post-referral	5% (4/82)