Patient Experiences and Utilization in Medicaid Provider Sponsored Organizations

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A Southern State’s Medicaid in a Nutshell

- HMOs
- Primary Care Case Management (PCCM)
- Pilot Projects: Provider Sponsored Organizations (PSOs)
  - Administrative Service Organization (ASO)
  - Management Service Organization (MSO)
  - Hospital Service Organization (HSO)
Research Objective

- Determine how three pilot programs compare to PCCM on:
  - Patient experiences with care
  - Utilization
Conceptual Framework

**POPULATION CHARACTERISTICS**

- Predisposing Characteristics
- Enabling Resources: ASO MSO HSO
- Need

**PROCESS**

- Patient Experiences With Care
- Use of Health Services

**OUTCOMES**

- Evaluated Health Status
- Consumer Satisfaction

Andersen RM. 1995, J Health Soc Behav, 36, 1-10
Research Questions

- Does self-reported utilization in the pilot projects differ from standard PCCM?
- Do self-reported patient experiences in the pilot projects differ from standard PCCM?
Data

- 2004 Telephone survey of Medicaid beneficiaries
  - Consumer Assessment of Healthcare Providers and Systems (CAHPS) Reports
- Random sample of beneficiary list
- Response Rate: 55.3%
- n = 1879
Variables

- Population Characteristics
  - Predisposing characteristics: age, gender, education
  - Enabling resources: ASO, HSO, MSO, or PCCM
  - Need: Self assessed health status

- Process
  - Utilization: (Self reported) physician visits and ER visits
  - Patient experiences: CAHPS Reports
    - Getting Needed Care
    - Getting Care Quickly
    - Provider Communication
    - Courteous Staff
    - Customer Service
Data Analysis

- Linear Regression adjusted for selection bias using propensity scores
- Research Question 1
  - Utilization = Population Characteristics
- Research Question 2 and 3
  - CAHPS Reports = Population Characteristics
Results: Descriptive Statistics

- n = 1879
  - 373 ASO
  - 365 HSO
  - 376 MSO
  - 765 PCCM
- 71% female
- Median Health Status: Fair
- Median Age: 45 to 54
- Median Education: High school graduate or GED
## Results: Utilization

<table>
<thead>
<tr>
<th></th>
<th>Physician visits</th>
<th>Emergency room visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSO</td>
<td>0.060</td>
<td>-0.370*</td>
</tr>
<tr>
<td>ASO</td>
<td>0.070</td>
<td>-0.250</td>
</tr>
<tr>
<td>MSO</td>
<td>-0.003</td>
<td>-0.130</td>
</tr>
</tbody>
</table>

* Significant at $\alpha = 0.05$

- Compared to PCCM
  - Beneficiaries in the HSO reported fewer ER visits
## Results: Patient Experiences

### CAHPS Reports

<table>
<thead>
<tr>
<th></th>
<th>Getting Needed Care</th>
<th>Getting Care Quickly</th>
<th>Provider Communication</th>
<th>Courteous Staff</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSO</td>
<td>2.88</td>
<td>-7.05*</td>
<td>1.26</td>
<td>-4.34*</td>
<td>-1.68</td>
</tr>
<tr>
<td>ASO</td>
<td>0.70</td>
<td>-4.77*</td>
<td>1.65</td>
<td>-1.05</td>
<td>-5.11</td>
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<tr>
<td>MSO</td>
<td>-0.87</td>
<td>-0.82</td>
<td>0.41</td>
<td>1.46</td>
<td>3.91</td>
</tr>
</tbody>
</table>

* Significant at $\alpha = 0.05$

- Compared to PCCM
  - HSO and ASO reported lower scores for Getting Care Quickly
  - HSO reported lower scores for Courteous Staff
  - MSO reported no differences
- Most reports are no different from PCCM
Key Findings

- With some exception, beneficiaries in the pilot projects appear to have similar experiences to those in PCCM.
- Results suggest that beneficiaries in the pilot projects may have problems getting care quickly.
- There was less self-reported ER utilization in the HSO than PCCM.
- Self-reported physician visits in the pilot projects were no different from PCCM.
Limitations

- Cross sectional study
- Self-reported utilization
- Medicaid HMOs excluded from the analysis
**Implications**

- **Opportunities for System Change**
  - Plan differentiation along various dimensions of patient experience
  - Look at HSO model for strategies on reducing ER use

- **Opportunities for further research**
  - Investigate the relationship between ER use and getting care quickly