

Patient Experiences and Utilization in Medicaid Provider Sponsored Organizations

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A Southern State's Medicaid in a Nutshell

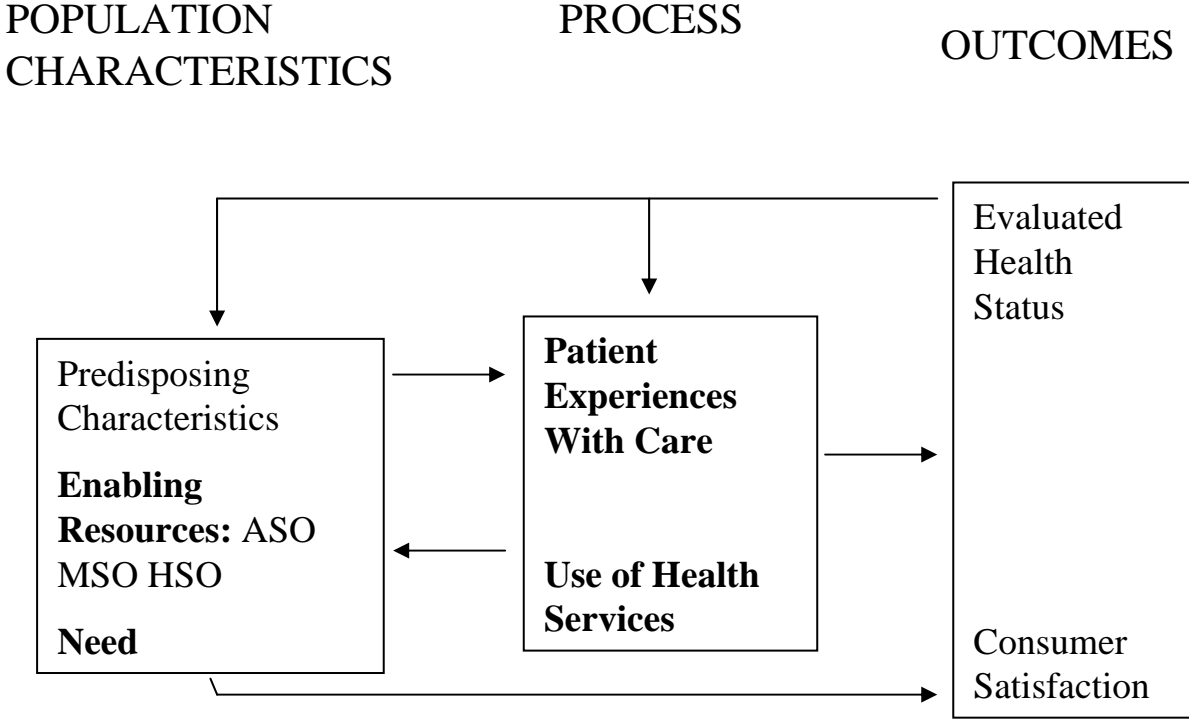
- HMOs
- Primary Care Case Management (PCCM)
- Pilot Projects: Provider Sponsored Organizations (PSOs)
 - Administrative Service Organization (ASO)
 - Management Service Organization (MSO)
 - Hospital Service Organization (HSO)



Research Objective

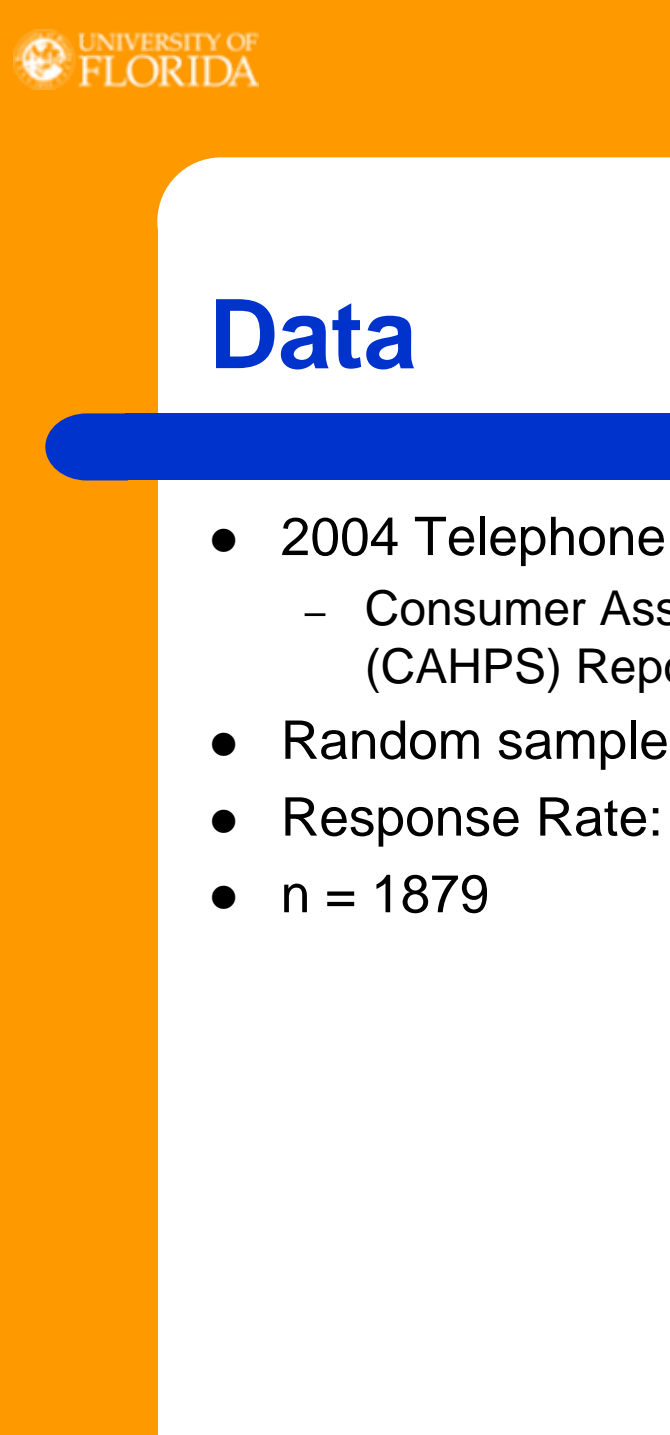
- Determine how three pilot programs compare to PCCM on:
 - Patient experiences with care
 - Utilization

Conceptual Framework



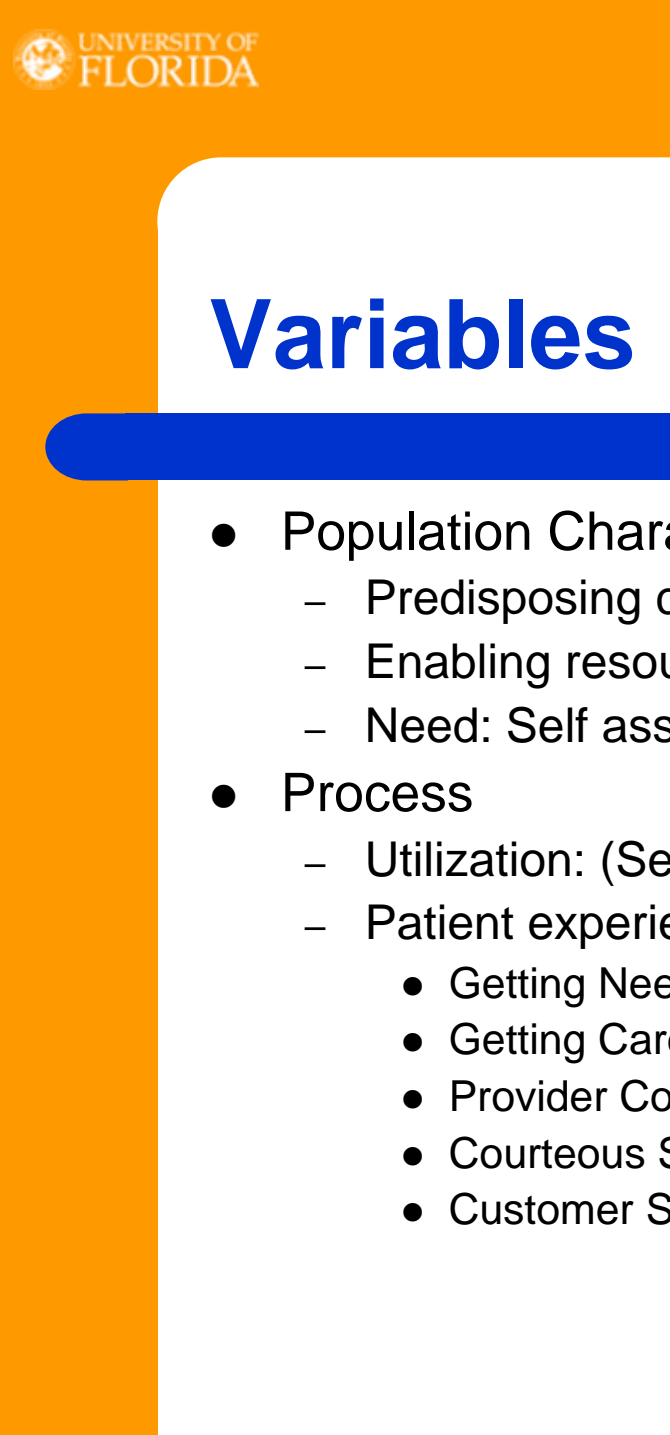
Research Questions

- 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

	Physician visits	Emergency room visits
HSO	0.060	-0.370*
ASO	0.070	-0.250
MSO	-0.003	-0.130

* Significant at $\alpha = 0.05$

- Compared to PCCM
 - Beneficiaries in the HSO reported fewer ER visits

Results: Patient Experiences

CAHPS Reports

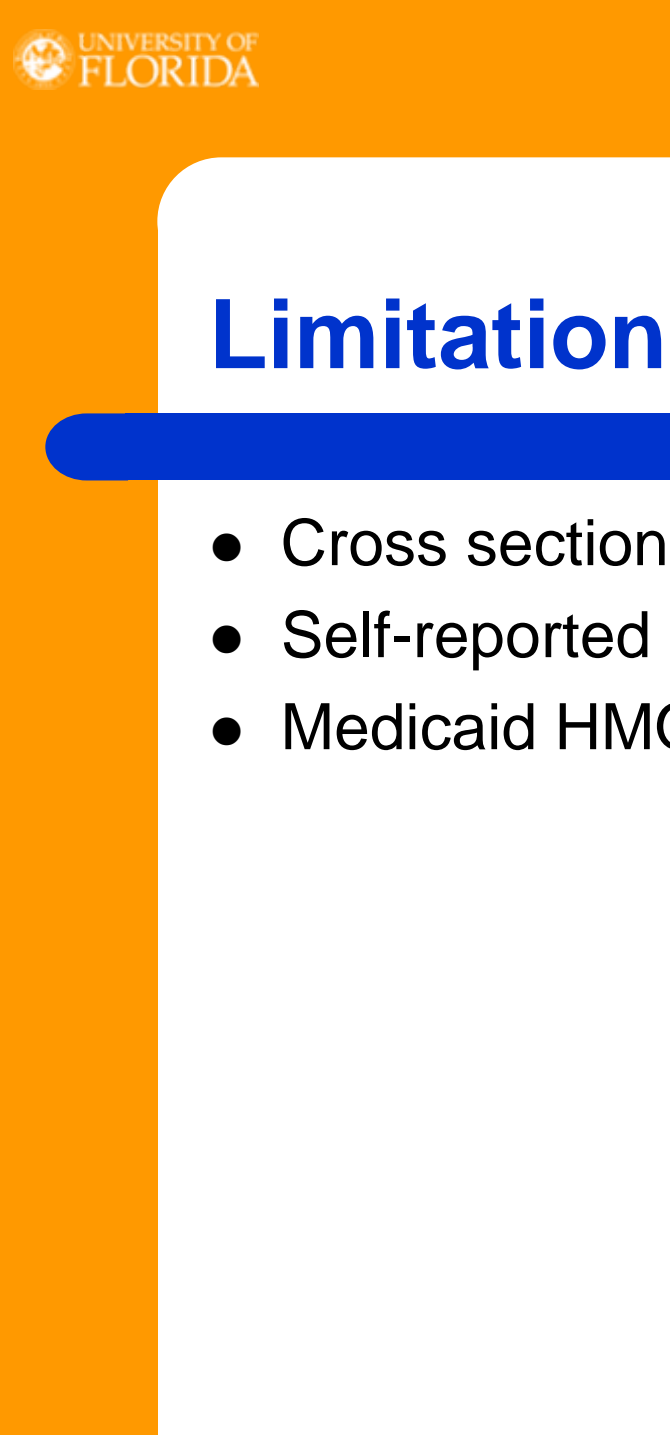
	Getting Needed Care	Getting Care Quickly	Provider Communication	Courteous Staff	Customer Service
HSO	2.88	-7.05*	1.26	-4.34*	-1.68
ASO	0.70	-4.77*	1.65	-1.05	-5.11
MSO	-0.87	-0.82	0.41	1.46	3.91

* 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