

# COLORADO ACCESS MEMBER SATISFACTION SURVEY

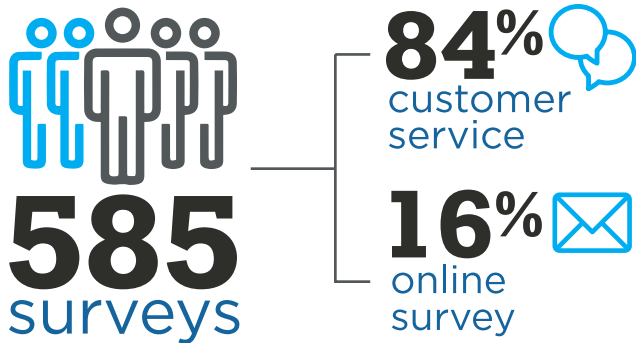
## ABOUT US

Quality Improvement, Customer Service, and Marketing teams collaborated to administer a member satisfaction survey from beginning of June 2020. Before the survey was administered, Quality Improvement utilized the Member Advisor Council to gather feedback on the satisfaction survey questions to best engage members and address gaps in the survey.

The member satisfaction survey compared office (in-person) and telehealth visits in three areas:

- Quality of Care
- Satisfaction of Care
- Timeliness of Appointments

## SURVEY COLLECTION



Colorado Access received **585** survey submissions. **494** surveys submissions were for office (in-person) visits, while telehealth was the appointment mode for **91** participants.

## Appointment Types



**1** physical  
**2** specialty



**1** physical  
**2** behavioral

Physical health appointments were the **largest** portion for both office (in-person) visits and telehealth visits. Specialty appointments were the second highest for office (in-person) visits, whereas the second highest was behavioral health appointments for telehealth visits.

## Quality of Care

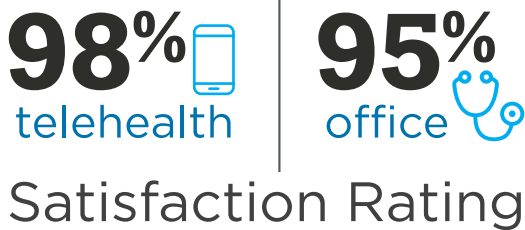


**100%**  
excellent/  
good care

- The quality of care **did not** differ between telehealth and office visits.
- **100%** of respondents shared that the quality of care they received was “Excellent”/“Good”.
- **70%** of visits received “excellent” quality of care rating and 30% received “good” quality of care by office (in-person) or telehealth visits.

## Satisfaction of Care

- The satisfaction of care was slightly higher among telehealth visits.
  - **98%** of telehealth visits and **95%** of office visits were “Extremely Satisfied”/“Satisfied” with their visit.
- “Unsatisfied” with care was **lower** among telehealth visits.
  - 2% of telehealth visits and 3% of office visits were “unsatisfied” with care.
- Telehealth visits did not have “extremely unsatisfied” with care compared to 2% among office visits.



## Timeliness of Appointments

- To align with Colorado Access’ HEDIS metrics, the survey asked about timeliness for getting appointments for routine and urgent care.
- Office visits scored slightly **higher** than telehealth visits for “always” getting an appointment when needed for both routine and urgent care.
- Three members “never” got an appointment when needed for routine or urgent care with a telehealth visit.



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As of August 2020, the Customer Service team is administering a second iteration of the satisfaction survey, with a focus on enhancing the telehealth section of the survey; three telehealth-specific questions were added.

Additionally, Quality Improvement is actively working with internal teams as well as the Member Advisory Committee to increase participation in the survey.

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