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Fact Sheet #1: How Family-Centered is MaineCare?

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Family-centeredness is an essential characteristic of quality healthcare for children. Family-centered pediatric care systems build collaborative relationships with families to give them the right services at the right times, in optimally appropriate and respectful ways.¹

Parent reports on family experiences of care can provide health plans, systems and providers with crucial information on their performance in the domain of family-centeredness.² The Maine Department of Health and Human Services (DHHS) conducts an annual survey to gather this kind of information for MaineCare, the state of Maine's Medicaid and Child Health Insurance (CHIP) program.³

Findings on Family-Centered Care from the 2013 Survey

MaineCare was higher than the national average on most patient experience measures.

Ongoing statewide initiatives, such as patient-centered medical homes and health homes, are contributing to changes in the healthcare environment that are benefiting MaineCare members by improving care coordination and providing patient-centered care.

Compared to other state child Medicaid programs,⁴ MaineCare achieved ratings at or above the 75th percentile on all CAHPS measures related to:

- Providing needed care
- Providing care quickly
- Doctor's communication skills
- Doctor's knowledge of the child
- Health care professionals' provision of information
- Overall performance of child's personal doctor

Key Messages

- The 2013 Survey of Children Served by MaineCare showed that the Maine's providers, programs and policies have had some marked successes in delivering family-centered services to children.
- Most families surveyed said that their children consistently got the right care at the right time, from providers with strong collaboration skills.
- Despite these improvements, survey results suggested that MaineCare should continue to focus future quality improvement efforts on the areas of care coordination and customer service.

Core CAHPS 4.0 Health Plan- Composites	2013 MaineCare Results	2011 National Child Medicaid Median
Getting Needed Care for a Child	65%	54%
Getting Care Quickly for a Child	83%	71%
How Well the Child's Doctor Communicates	84%	75%
Health Plan Information & Customer Service	59%	62%
<i>Overall Ratings</i>		
Rating of child's personal doctor	73%	70%
Rating of child's specialist	67%	66%
Rating of all child's health care	63%	61%
Rating of child's health plan	62%	63%

MaineCare significantly improved on care coordination, but further progress is needed.

- The percentage of those stating that they consistently received help with care coordination increased significantly, from 41% in 2012 to 49% in 2013.
- Despite this improvement, care coordination was still in the lowest quartile nationally.

MaineCare showed mixed performance on customer service.

- As in 2012, only half (49%) of parents reported that customer service at MaineCare consistently provided the information or help they needed. In 2013, MaineCare's score on this item ranked in the 25th-50th percentile range nationally.
- However, 69% of parents said that customer service staff were always courteous and respectful, which was above the national average and a significant improvement over the prior year (59%).

MaineCare showed significant improvements in provider-family communication.

- The percentage of parents who reported that the child's personal doctor consistently spent enough time with the child increased from 75% in 2012 to 82% in 2013.
- The proportion of parents indicating that providers always answered their questions increased from 80% in 2012 to 85% in 2013.

About the 2013 Survey of Children Served by MaineCare

- The 2013 survey included a representative sample of families with children aged 17 or younger who were enrolled in MaineCare for at least 5 months between September 2012 and February 2013. Of the total 2,413 eligible families who were contacted, 1,077 interviews were completed, for an overall response rate of 44.6%.
- The survey used a standardized instrument – the Consumer Assessment of Healthcare Providers and Systems (CAHPS 4.0H) – to examine the experiences of families with children in MaineCare. CAHPS 4.0H is designed to provide feedback to Medicaid fee-for-service and managed care plans by identifying performance dimensions in which they excel and areas in which they need improvement. Although the 2013 survey also includes supplemental questions addressing areas of high priority for DHHS, this fact sheet focuses on CAHPS findings.

For more information about the Survey of Children Served by MaineCare, contact Mary Lindsey Smith at mlsmith@usm.maine.edu

The full report can be accessed at <http://www.maine.gov/dhhs/oms/provider/ihoc.shtml>

- 1 Berwick DM. A user's manual for the IOM's 'Quality Chasm' Report. *Health Affairs*. 2002; 21 (3): 80-90. <http://content.healthaffairs.org/content/21/3/80.full.html>. Accessed February 17, 2014
- 2 *Background report for the initial recommended core set of children's healthcare quality measures for voluntary use by Medicaid and CHIP programs*. Washington, DC: Agency for Health Research and Quality; 2009. <http://www.ahrq.gov/policymakers/chipra/overview/background/index.html#Contents>. Accessed February 17, 2014.
- 3 Talbot JA, Thayer D, Croll Z, Fox K. *2013 survey of children served by MaineCare*. Portland, ME: Muskie School of Public Service, University of Southern Maine; 2013. <http://www.maine.gov/dhhs/oms/provider/ihoc.shtml>.
- 4 Comparisons based on most recent CAHPS data available as of November 12, 2013. See <http://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/about.aspx>.