

Member Satisfaction Survey

Disclaimer: The information contained in this survey is dated. The survey was completed in 2007 when SCAN Long Term Care had been in Maricopa County for less than one year.

BACKGROUND/METHODOLOGY/OBJECTIVES

The purpose of this study is to evaluate member satisfaction and perceptions of their level of health care as provided by SCAN of Arizona and their providers; identify areas of improvement.

The study focused on the following key areas:

- Your Personal Doctor or Nurse
- Getting Health Care From A Specialist
- Your Health Care
- Case Management
- Other Health Services

A total of 1233 SCAN members were included in the survey mailing. The survey packet consisted of a four page survey and a personalized cover letter requesting participation. One week following the survey mailing, a follow-up postcard was sent to all members to remind them to participate in the survey.

The surveys were mailed on September 26, 2007. At the closing date, October 26, 2007, 180 completed surveys were received along with 107 post office returns for a response rate of 16%.

Of the 16%, or 180 members who responded, the responses break down by setting as follows:

- Home – 71
- Assisted Living Facility – 82
- Skilled Nursing Facility – 22

All phases of this study were performed by North American Testing Organization, an independent market research firm. All information received was protected and kept confidential.

EXECUTIVE SUMMARY

Your Personal Doctor or Nurse

Overall, most respondents indicated that they did have one person they considered to be their personal doctor or nurse (82%). Respondents who lived in a home were significantly more likely to have a personal doctor or nurse than those respondents who currently lived in a nursing facility or in assisted living. Those respondents who indicated they had a personal doctor or nurse were asked to rate their personal doctor or nurse using a 5 point scale with 5 being the best and 1 being the worst. On average, respondents rated their personal doctor or nurse a 4.35. Only 5% reported dissatisfaction with their personal doctor or nurse, rating them a 1 or a 2.

All of the respondents were asked if they had encountered any problems getting a personal doctor or nurse they are happy with since having joined SCAN. Thirty-one percent (31%) mentioned that they did experience some problems getting a doctor or nurse. The problems that a many of the respondents encountered dealt with health providers not being aware of SCAN and not realizing that they are contracted with SCAN due to the lack of experience with the Health Plan.

Getting Health Care From A Specialist

Of those respondents who needed to see a specialist, two-thirds stated that they did not have any problems seeing a specialist they needed to see, while 35% had either a big or a small problem trying to see a specialist they needed to see. Respondents living in a home (41%) or in a nursing facility (54%) were significantly more likely to have experienced problems trying to see a specialist than respondents living in assisted living (24%). The primary problems that respondents encountered had to do with specialists covered under SCAN being too far to travel to and not having enough contracted specialists.

Respondents, on average, rated the specialist they saw most often a 4.32 on a 5 point scale where a 5 was considered the best specialist possible and 1 was the worst specialist possible. Only four percent of the respondents rated their specialist a 1 or a 2. Those respondents living in a home were significantly more likely to have been more satisfied with their specialist than respondents living in a nursing facility.

Your Health Care

On average, respondents who utilized health care services rated all their health care a 4.15 with 5 being the best health care possible and 1 being the worst. Respondents living in assisted living (4.26 on average) were the most satisfied with the health care they received and were significantly more satisfied with their health care in comparison to those respondents living in nursing facilities (3.69 on average).

Approximately eight in ten respondents reported that they “usually” or “always” get the care they needed as soon as they wanted and get an appointment for health care as soon as they wanted. Those respondents living in a nursing facility were significantly less likely than respondents living in a home or in assisted living to receive care right away or get an appointment as soon as they wanted.

Those respondents who had a visit with their doctor were asked how often they were seen by their doctor within 45 minutes of their appointment time. Less than half (46%) of the respondents indicated that they were “always” seen by their doctor within 45 minutes of their appointment time, while 36% indicated that they were “usually” seen within 45 minutes. Although not significant, respondents living in nursing facilities were the least likely to have been seen by their doctor within 45 minutes with 14% reporting that they are “never” seen within 45 minutes and 14% stating they are “sometimes” seen within 45 minutes of their appointment time.

Doctors appeared to be respectful of their SCAN members with the majority of respondents (92%) reporting that their doctors “always” or “usually” showed respect for what they had to say. Although not significant, respondents living in nursing facilities (21%) were more inclined to have said that their doctors “never” or “sometimes” showed respect for what they had to say in comparison to those respondents living in a home (8%) or in assisted living (6%).

About half of the respondents indicated that they were approached by their doctors or other health providers about end of life decisions. Forty-eight percent of the respondents indicated that they did experience physical barriers in getting the health care they needed. A small percentage of respondents experienced language barriers in getting health services (7%). Respondents living in nursing facilities (19%) were significantly more likely to have experienced language barriers in receiving health services than respondents living in assisted living (4%).

Case Management

Respondents rated their SCAN case manager an average of 4.26 on a 5 point scale, with 5 being the best case manager possible and 1 being the worst case manager possible. Those respondents living in assisted living (4.33 on average) or in a home (4.33 on average) were significantly more satisfied with their case manager than respondents living in nursing facilities (3.76 on average).

More than nine in ten respondents reported that they knew how to contact their SCAN case manager when they needed to. Nursing facility respondents were significantly less likely to know how to contact their case manager than respondents living in assisted living or in a home. Of those respondents who called their case manager, 77% reported that their case manager calls them back the same day and 88% said that their case manager handles the matter to their satisfaction.

The majority of respondents (94%) indicated that their SCAN case manager does explain things to them in a way they can understand. However, respondents living in nursing facilities were significantly less likely than respondents living in a home to have said that their case manager explains things to them in an understandable manner. More than eight in ten respondents stated that their case manager does involve them in the decision making process about their care.

Other Health Services

Half of the respondents needed transportation services to their medical visit. Of those respondents who needed transportation services, forty-five percent (45%) incurred problems getting transportation to or from their medical visit. Respondents living in assisted living (35%) were significantly less likely to have experienced any transportation problems in comparison to those respondents living in a home (59%). The primary problem that respondents experienced was the transportation service being late in either picking them up for their appointment or after their appointment, having to wait for hours at times. Respondents also felt the transportation services provided were unreliable. About three-quarters of the respondents said that their transportation service did get them to their appointment on time.

Of those respondents who needed a new prescription or a refill, approximately eight in ten said they did not have any problems getting the prescription medicine they needed. Problems experienced among respondents

included pharmacies not being familiar with prescriptions not being on the formularies and prescriptions being too costly.

Your Health Plan

On average, respondents rated SCAN 4.24 out of 5, with 5 being the best health plan possible and 1 being the worst health plan possible. Respondents living in assisted living (average rating 4.49) were significantly more satisfied with SCAN than respondents living in a home (4.09) or in a nursing facility (3.95).

Seventy-eight percent of those respondents who looked for information that SCAN had provided to them said that they did not have any problems finding or understanding the information provided. Respondents living in nursing facilities were significantly more likely to have had difficulty finding and understanding information provided to them by SCAN than respondents living in homes.

More than half of the respondents reported that they have called SCAN Member Services to get help or information regarding their plan. Respondents living in a home (66%) were significantly more likely to have called Member Services than respondents living in assisted living (49%). More than two-thirds of the respondents who called Member Services stated that they didn't have any problems getting the help they needed.

About You

Few respondents (9%) felt that their current overall health was in "excellent" or "very good" condition. Most respondents felt that their overall health was in either "fair" or "poor" condition. Respondents living in a home were significantly more likely to have rated their health overall health as "fair" or "poor" when compared to those respondents living in assisted living. More than four in ten respondents reported that their health was worse now compared to one year ago. However, 28 percent, or 3 in 10 respondents reported improvement in their health.

CONCLUSIONS

SCAN offers health care services to members who are currently enrolled in the Arizona Long Term Care Systems program. Their goal is to provide quality health care to members who are elderly or physically disabled. Another goal is to help keep members healthy enough to let them continue living in their home rather than in a nursing facility or assisted living center. Aside from having PCP's and Specialists available to them, SCAN members are also assigned a Case Manager to assist them in staying healthy and independent. SCAN also provides transportation services to those who need transportation to and from medical visits. SCAN members, overall, appeared to be satisfied with both the health care they have received from health care providers and with the health plan itself. However, there are a few areas that could use some improvement.

Finding: About one-fifth of the members indicated that they currently did not have a personal doctor or nurse and 31% of those who did have one mentioned that they had some problems getting one. Most of the problems appeared to have stemmed from SCAN not being well known among medical groups and health care providers since it is a relatively new plan in the Arizona market. Providers that are registered on SCAN's network sometimes do not realize they are accepting SCAN patients or are no longer accepting SCAN patients which causes frustration among members. Members pick a doctor only to find out they are no longer accepting SCAN or have to go through many hurdles with the doctor or medical group to show they are accepting SCAN patients and get their medical visits paid.

Recommendation: SCAN may want to review their network of providers to make sure they are still contracted with SCAN and accepting SCAN patients and possibly re-introduce themselves to the medical group and staff so they are aware of the plan. It would also be beneficial for SCAN to look into contracting more physicians and specialists so that members have more options available to them instead of limiting them to providers that are too far for members to access.

Recommendation: SCAN might want to consider implementing a more effective communications program among its provider network to ensure that they are aware they are accepting SCAN patients. This can also be expanded to include the members, in terms of who is or is not accepting SCAN members.

Finding: With specialists it appears that the issue is that there are not enough specialists contracted with SCAN and those that are, are located too far for members to get to.

Recommendation: SCAN may want to review their network of providers to make sure they are still contracted with SCAN and accepting SCAN patients and possibly reintroduce themselves to the medical group and staff so they are aware of the plan. It would also be beneficial for SCAN to look into contracting more physicians and specialists so that members have more options available to them instead of limiting them to providers that are too far for members to access.

Recommendation: Case Managers may also want to get in contact with their members and assign those members who currently don't have a personal doctor or nurse a health care provider so that members can get routine visits to help ensure better health. Preventive care is essential in helping to keep member's health in good condition and helps prevent costly treatments that could have been prevented, which in turn helps to keep health care costs and rates down. This would be extremely beneficial to SCAN as many of the members surveyed reported that their overall health is not in very good condition and many of them stated that their health has not gotten better or has become worse since last year.

Finding: Quite a few members indicated that when they have an appointment with their health care provider that they are not seen within 45 minutes of their appointment time. This can lead to much dissatisfaction among members. Members do not want to spend their free time waiting in doctor's offices and potentially causing problems with transportation services if they are being utilized by the member.

Recommendation: SCAN may want to monitor appointment timeliness with their contracted providers, to ensure they remain in accordance with prescribed regulatory requirements.

Finding: SCAN Case Managers received a high overall rating from members. However, an area that could use improvement is the timing of call backs to members from Case Managers.

Finding: About one-quarter of the respondents reported that they did not receive a call back from their Case Manager the same day the call was placed.

Recommendation: It is recommended that SCAN encourage their Case Managers to contact their members the same day a call was placed, at least to acknowledge that they received the call and will be working to help find a solution to the issue at hand.

Finding: Approximately half of the members indicated that they have had to use transportation services to get to their medical visits. Nearly half of these people reported problems with the transportation service that

was provided to them by SCAN. Primarily, members have complained that the transportation services provided have been late in arriving to pick them up for their appointment causing them to be late, have come late picking them up from their appointment, and/or the transportation service simply never shows up.

Recommendation: SCAN may want to implement some standards for the transportation services they contract with. Such standards could include follow-up reminder calls to the member the day before a scheduled pick-up and having the service arrive within a certain time frame of the appointment to ensure that the members is dropped off or picked up in time. The phone number of the transportation service should also be provided to the member so that the member can follow-up with the service themselves in the event that the follow-up call was not placed or to confirm/change arrangements.

Finding: One other area that should be noted is the satisfaction/care of those members living in nursing facilities. Although they had a small sample size, only 22 respondents, they were significantly less satisfied with nearly all aspects of the care that was provided to them when compared to those members living in homes and in assisted living. These members were less likely to have a personal doctor, were more likely to encounter problems in getting a personal doctor and/or specialist, were less likely to get the care they needed or as quickly as they needed, more likely to experience language barriers, less likely to know how to contact their Case Manager, more likely to have problems finding or understanding information provided to them by SCAN, and rated their health plan and health care lower than respondents living in a home or in assisted living.

Recommendation: More emphasis on care and possibly oversight should be given to those members in nursing facilities.

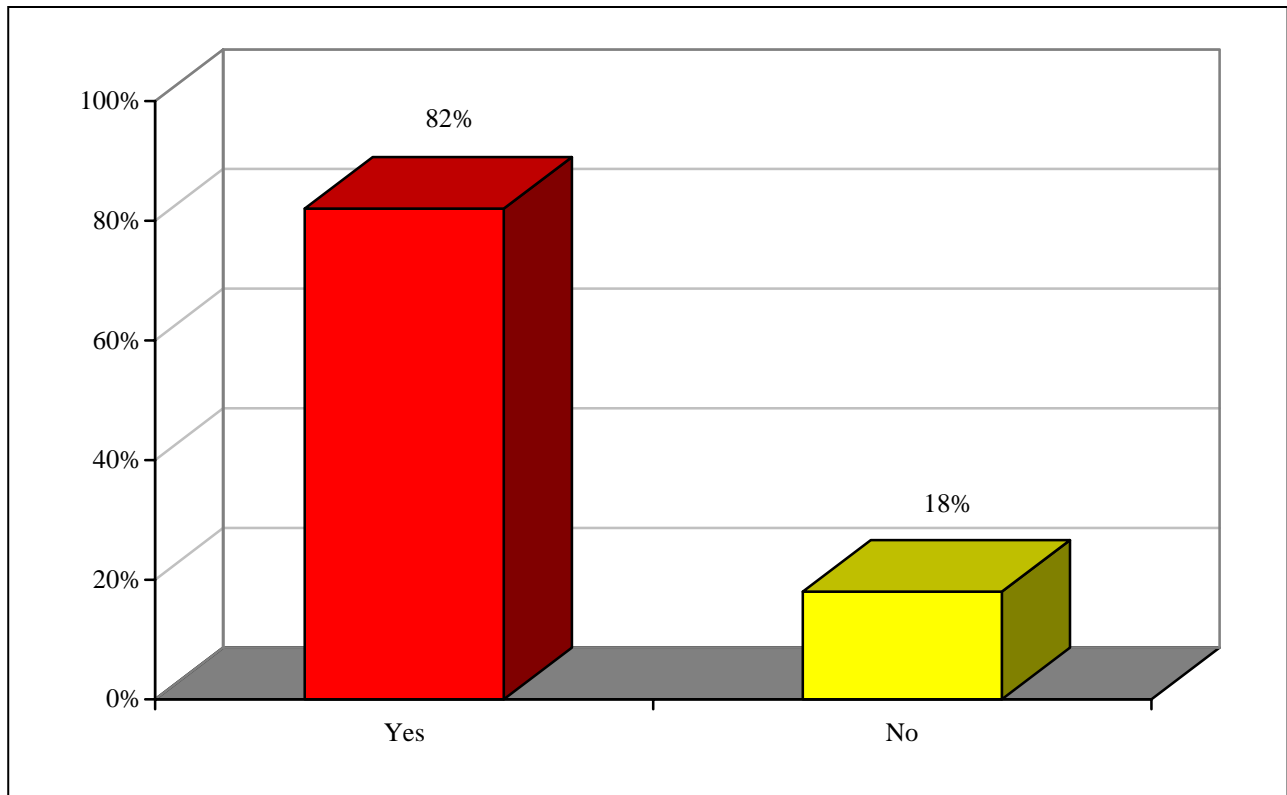
DETAILED FINDINGS

Note: Base sizes from the living arrangement breakdown (home, assisted living and nursing facility) will no add up to the Total base size due to some respondents not having answered question 30, which asks where they currently live (home, assisted living or nursing facility)

Your Personal Doctor or Nurse

- Approximately eight in ten respondents (82%) have one person they think of as their personal doctor or nurse while 18% do not.

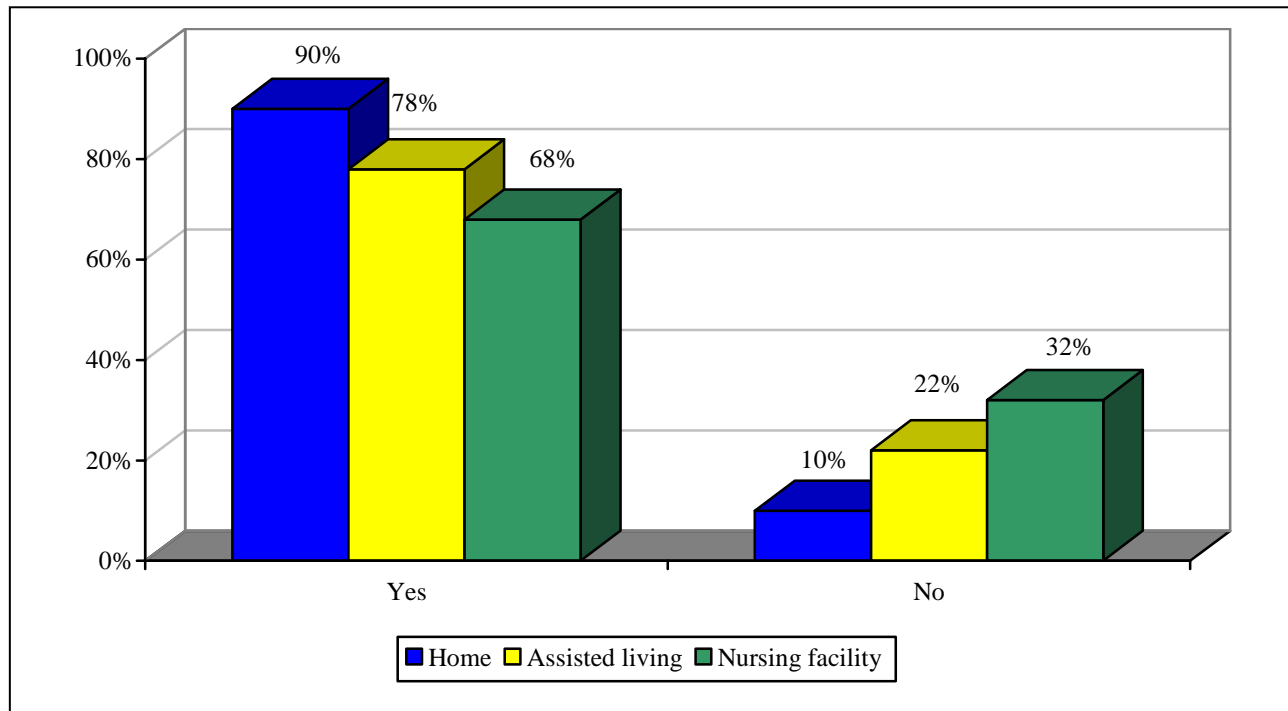
Q.1 Do you have one person you think of as your personal doctor or nurse?



Base = 178

- Those respondents who live in a home (90%) were the most likely to have reported that they have one person they think of as their personal doctor or nurse followed by those respondents who live in assisted living (78%) and in a nursing facility (68%).
- Respondents who live in a nursing facility or in assisted living were significantly less likely than respondents who live in a home to have one person they think of as their personal doctor or nurse.

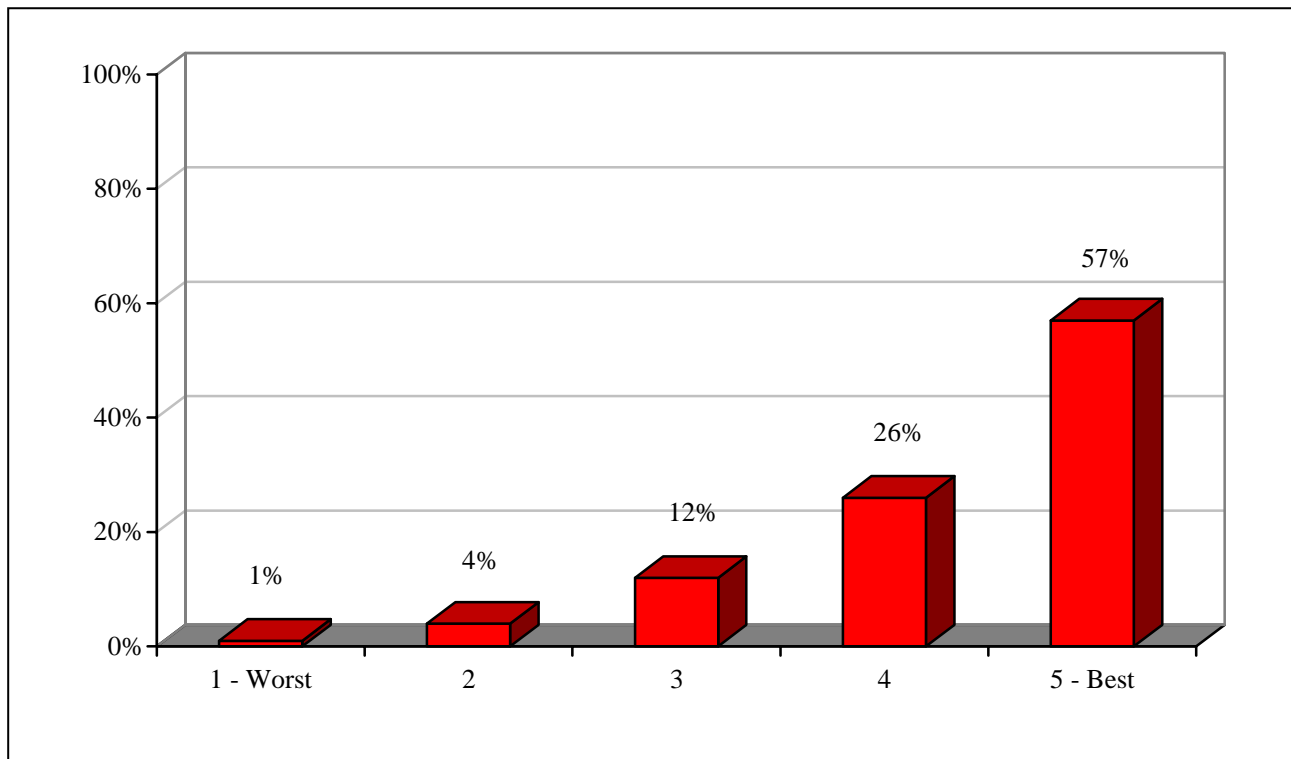
Q.1 (By Setting) Do you have one person you think of as your personal doctor or nurse?



Home base = 71
 Assisted living base = 82
 Nursing facility base = 22

- Eighty-three percent (83%) of those respondents who have a personal doctor or nurse rated their doctor or nurse a 4 or a 5. Five percent (5%) of the respondents were not satisfied with their personal doctor or nurse rating them either a 1 or a 2.

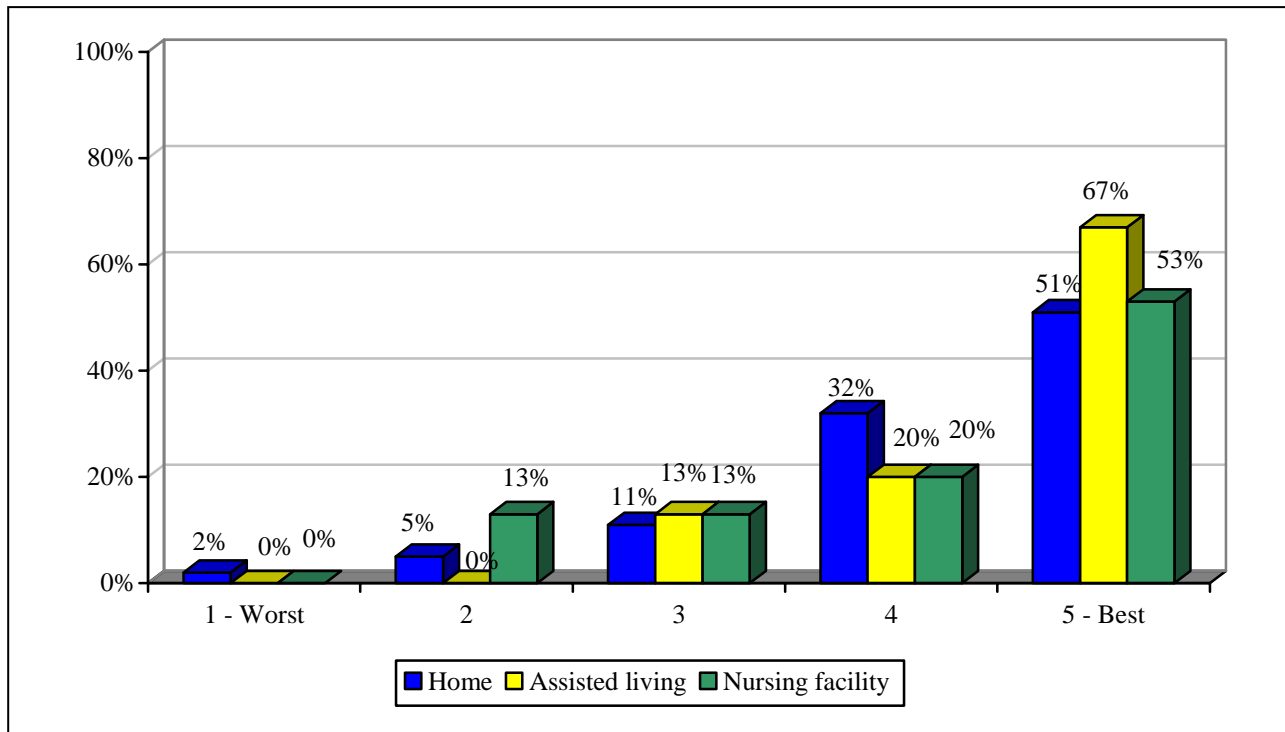
Q.2 What number would you use to rate your personal doctor or nurse?



Base = 142

- Respondents living in assisted living were more likely to have rated their personal doctor or nurse a 4 or a 5 (87%) than those respondents living in a home (83%) or in a nursing facility (73%).
- Respondents living in a home were significantly more likely to have rated their doctor a 1 or a 2 in comparison those living in assisted living.

Q. 2 (By Setting) What number would you use to rate your personal doctor or nurse?



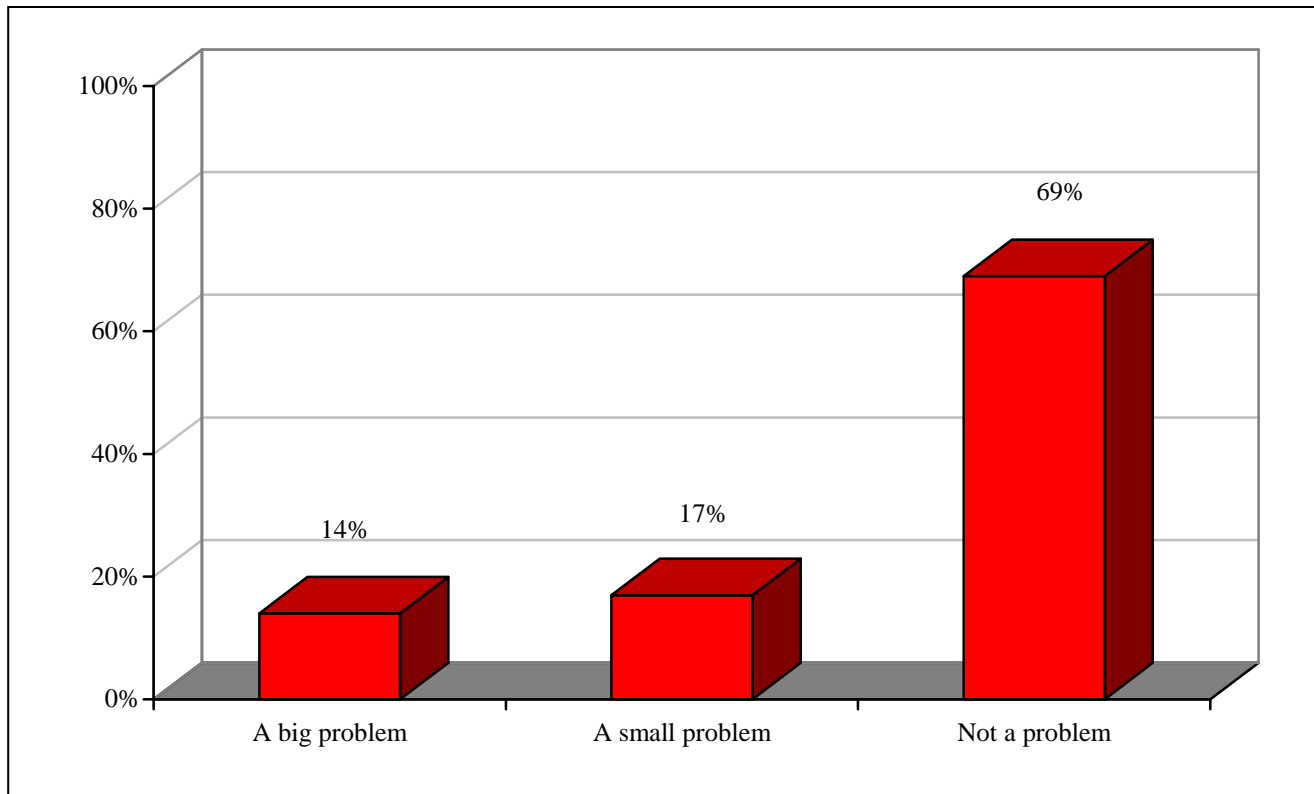
Home base = 63

Assisted living base = 61

Nursing facility base = 15

- Nearly seven out of ten respondents (69%) did not experience any problems in getting a personal doctor or nurse that they are happy with, 17% incurred a small problem getting a personal doctor or nurse, and 14% had a big problem getting a health provider they were happy with.

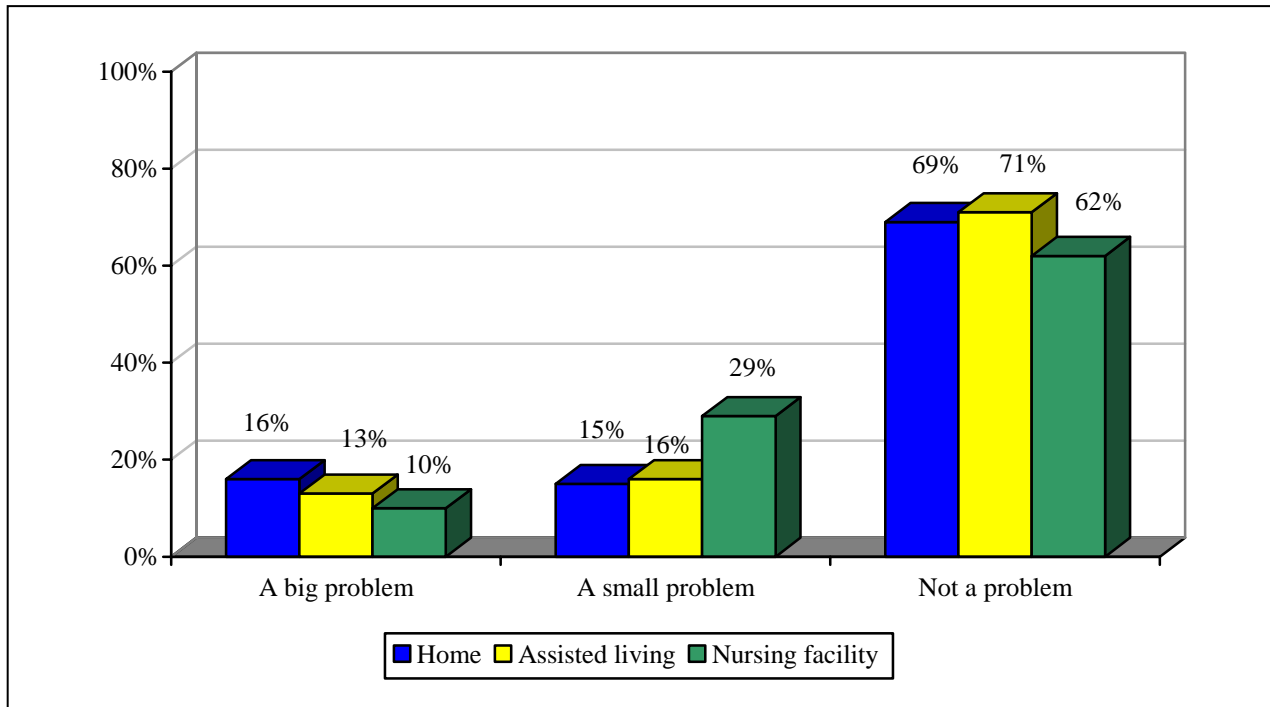
Q.3 Since you joined SCAN, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?



Base = 166

- Since having joined SCAN, respondents living in a home or assisted living were less likely to have experienced any problems getting a personal doctor or nurse they are happy with while respondents living in a home were the most likely to have experienced problems getting a personal doctor or nurse they are happy with.

Q.3 (By Setting) Since you joined SCAN, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?

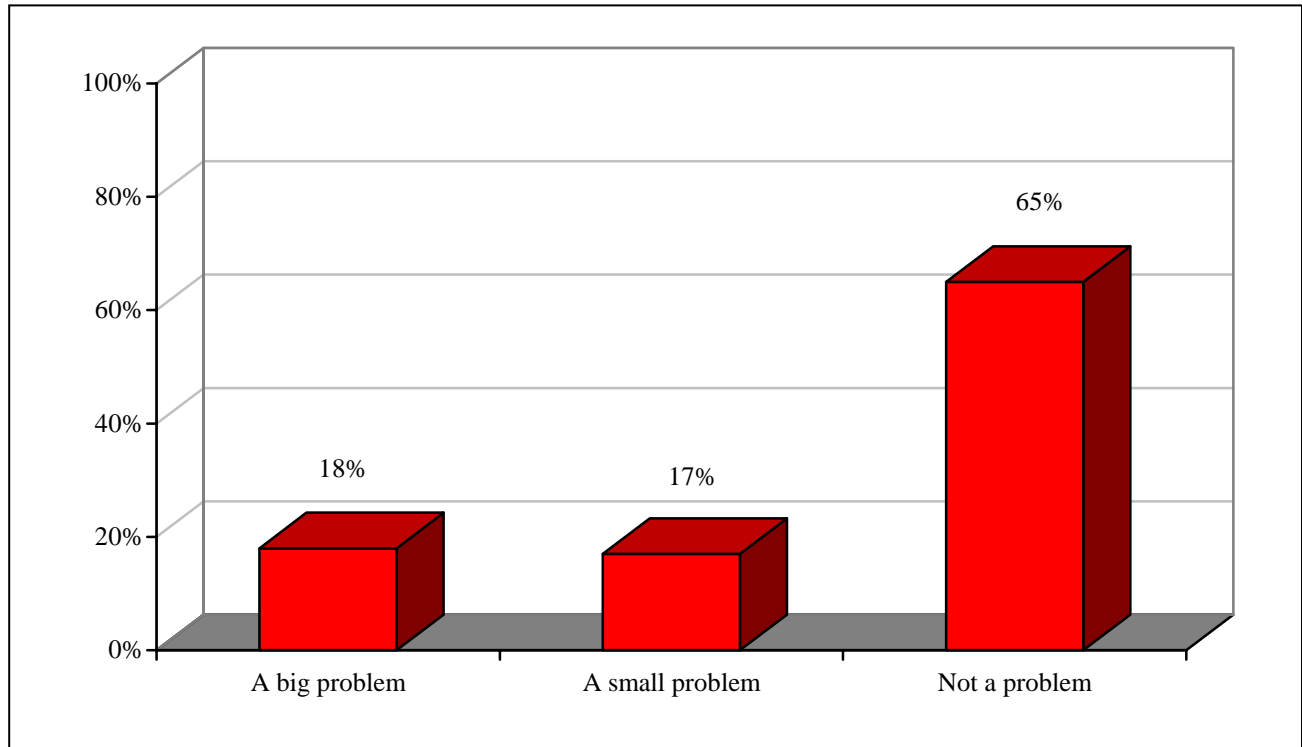


Home base = 68
 Assisted living base = 75
 Nursing facility base = 21

Getting Health Care From A Specialist

- Approximately two-thirds (65%) of the respondents did not have any problems seeing a specialist that they needed to see. Eighteen percent of the respondents indicated that it was a “big problem” trying to see a specialist that they needed to see while 17% experienced a “small problem” trying to see a specialist.

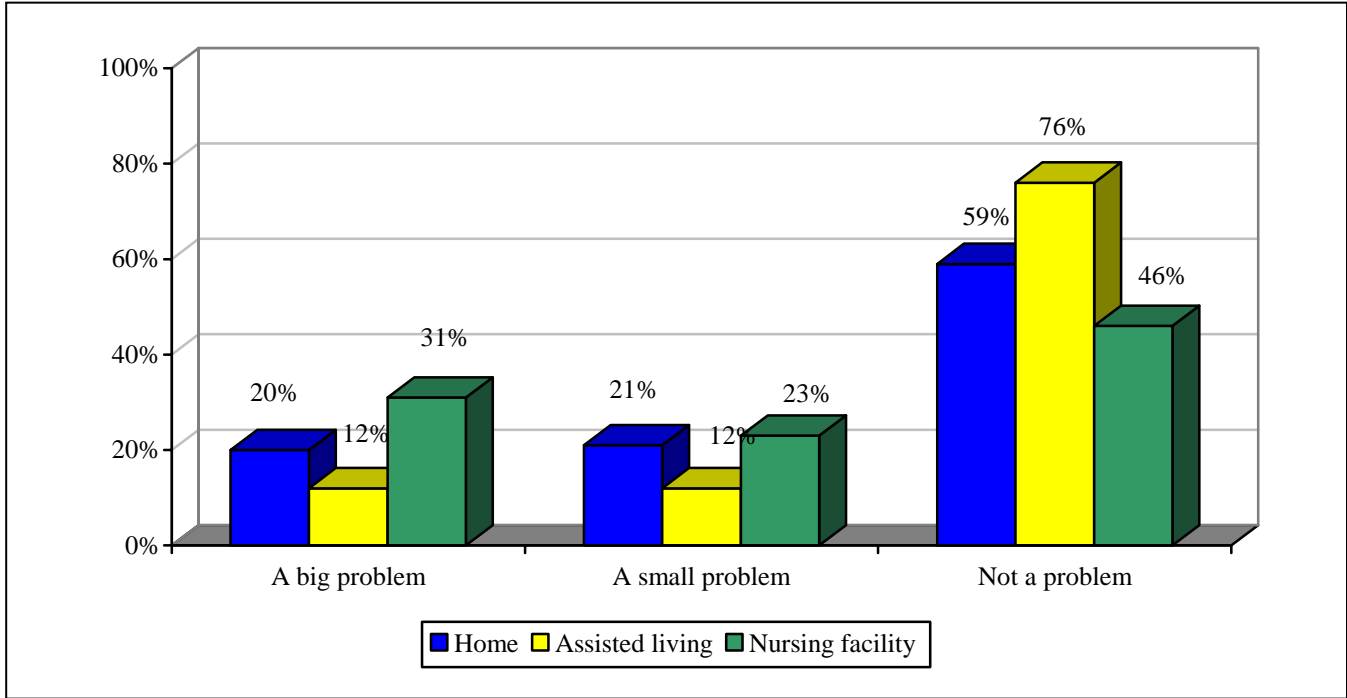
Q.4 How much of a problem, if any, was it to see a specialist that you needed to see?



Base = 129

- Those respondents living in assisted living were significantly less likely to have experienced a problem seeing a specialist than those respondents living in a home or in a nursing facility.
- Respondents living in a nursing facility were the most likely to have experienced “big problems” trying to see a specialist that they needed to see.

Q4. (By Setting) How much of a problem, if any, was it to see a specialist that you needed to see?



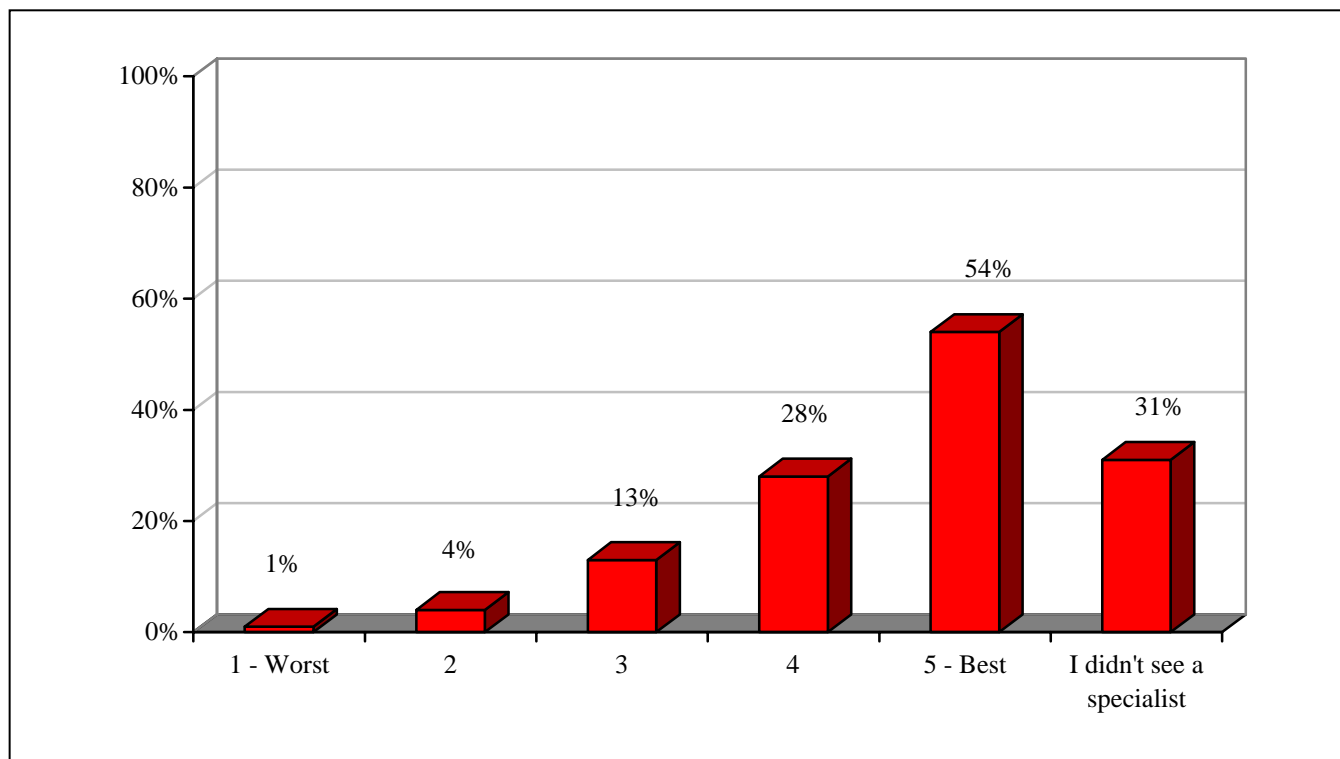
Home base = 56

Assisted living base = 59

Nursing facility base = 13

- Those respondents who saw a specialist were asked to rate the specialist they saw most often on a scale of 1 to 5 with 5 being the best and 1 being the worst. Eighty-three percent of the respondents rated the specialist they saw most often a 4 or a 5. Four percent (4%) rated their specialist a 1 or a 2 while 13% had a neutral opinion about their specialist.

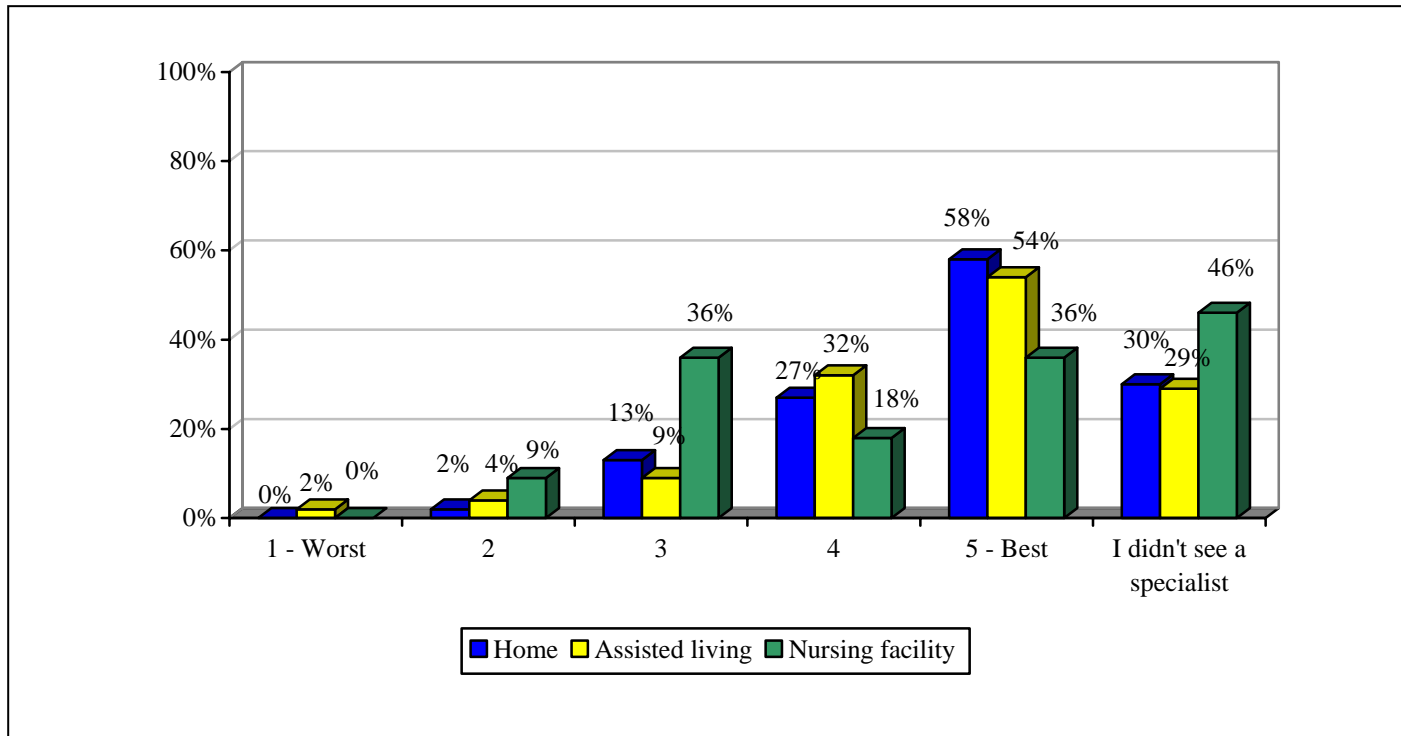
Q.5 How would you rate the specialist you saw most often?



Base = 114

- Eighty-five percent (85%) of the respondents who saw a specialist and live in a home or in assisted living rated their specialist a 4 or a 5. Only 55% of those respondents living in a nursing facility rated the specialist they saw most often a 4 or a 5.
- When looking at mean scores, those respondents living in a home rated their specialist significantly higher (4.42 mean) than those respondents living in a nursing facility (3.82 mean).

Q.5 (By Setting) How would you rate the specialist you saw most often?

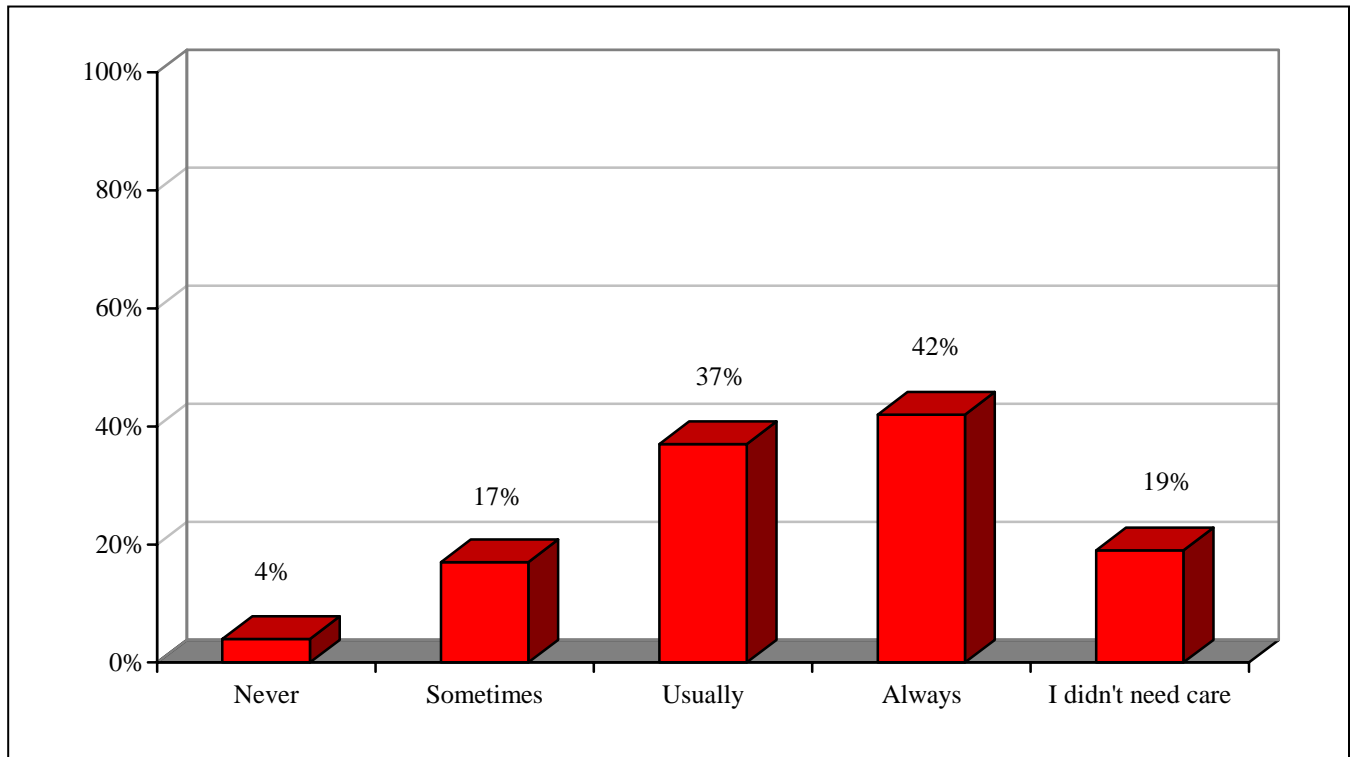


Home base = 48
 Assisted living base = 54
 Nursing facility base = 11

Your Health Care

- Nearly eight in ten respondents stated that they “always” or “usually” got care as soon as they wanted when they needed care right away from their doctor or nurse for an illness, injury or condition, 17% “sometimes” got care right away and 4% said they “never” got the care they needed as soon as they wanted.

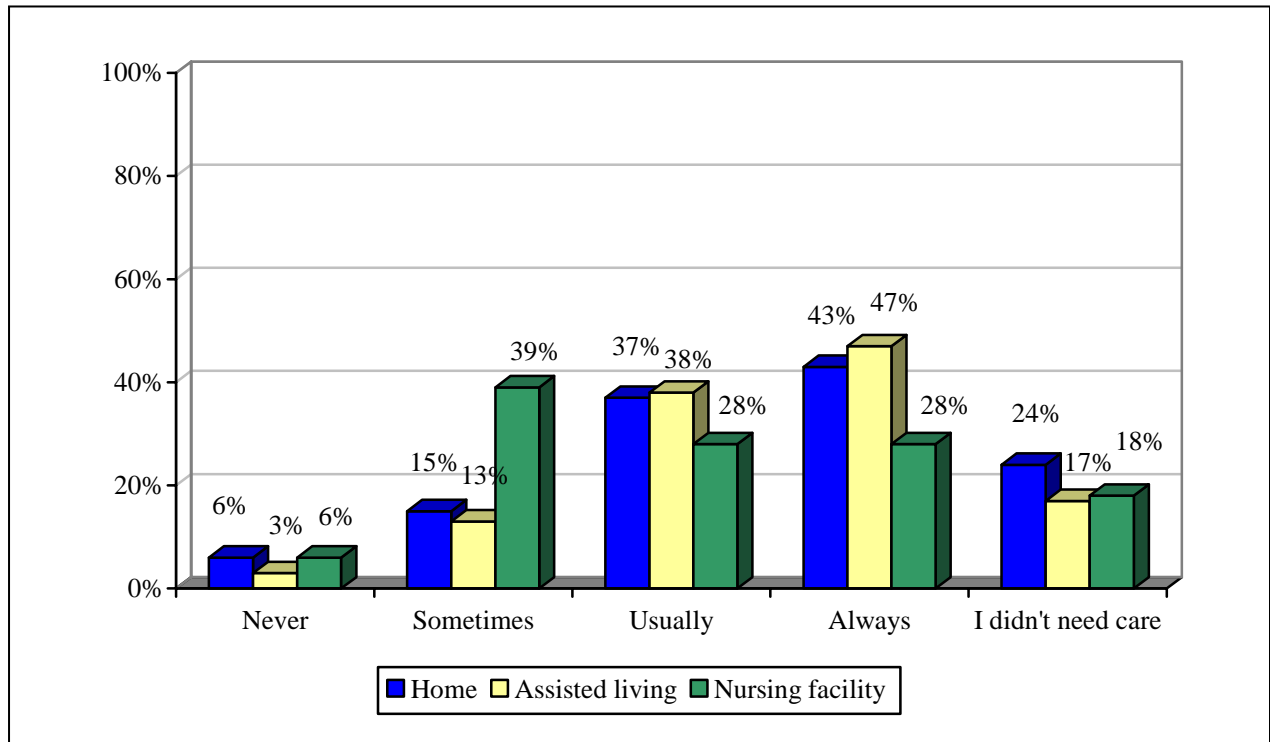
Q. 6 When you needed care right away from your doctor or office nurse for an illness, injury, or condition, how often did you get care as soon as you wanted?



Base = 137

- Respondents living in a nursing facility were significantly less likely to receive care right away from their doctor or office nurse for an illness, injury, or condition in comparison to respondents living at home or in assisted living.
- Those respondents living in assisted living were the most likely to “always” or “usually” receive care as soon as they wanted when they needed care right away.

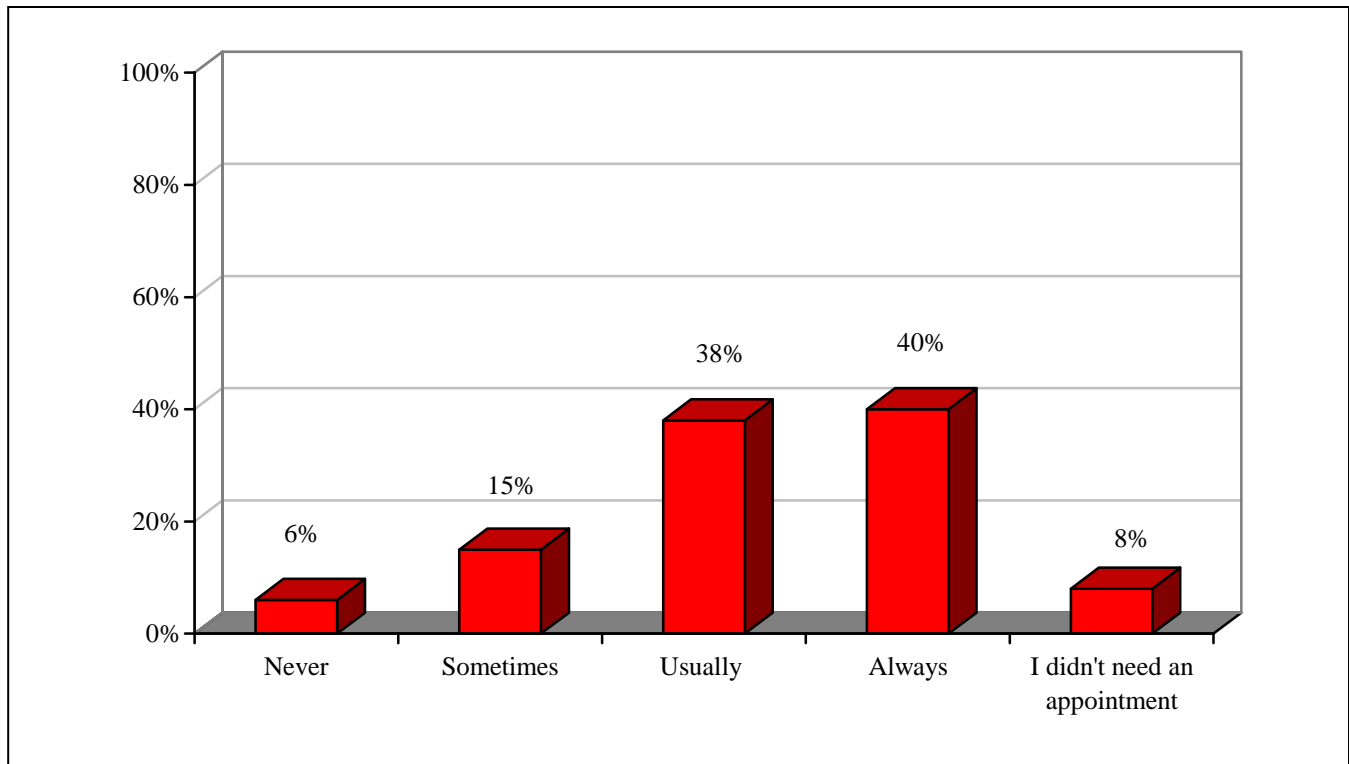
Q.6 (By Setting) When you needed care right away from your doctor or office nurse for an illness, injury, or condition, how often did you get care as soon as you wanted?



Home base = 54
 Assisted living base = 64
 Nursing facility base = 18

- Four in ten respondents indicated that they “always” got an appointment for health care as soon as they wanted while 38% indicated that they “usually” got an appointment for care as soon as they wanted. Twenty-one percent (21%) of the respondents stated that they “sometimes” or “never” got an appointment for health care as soon as they wanted.

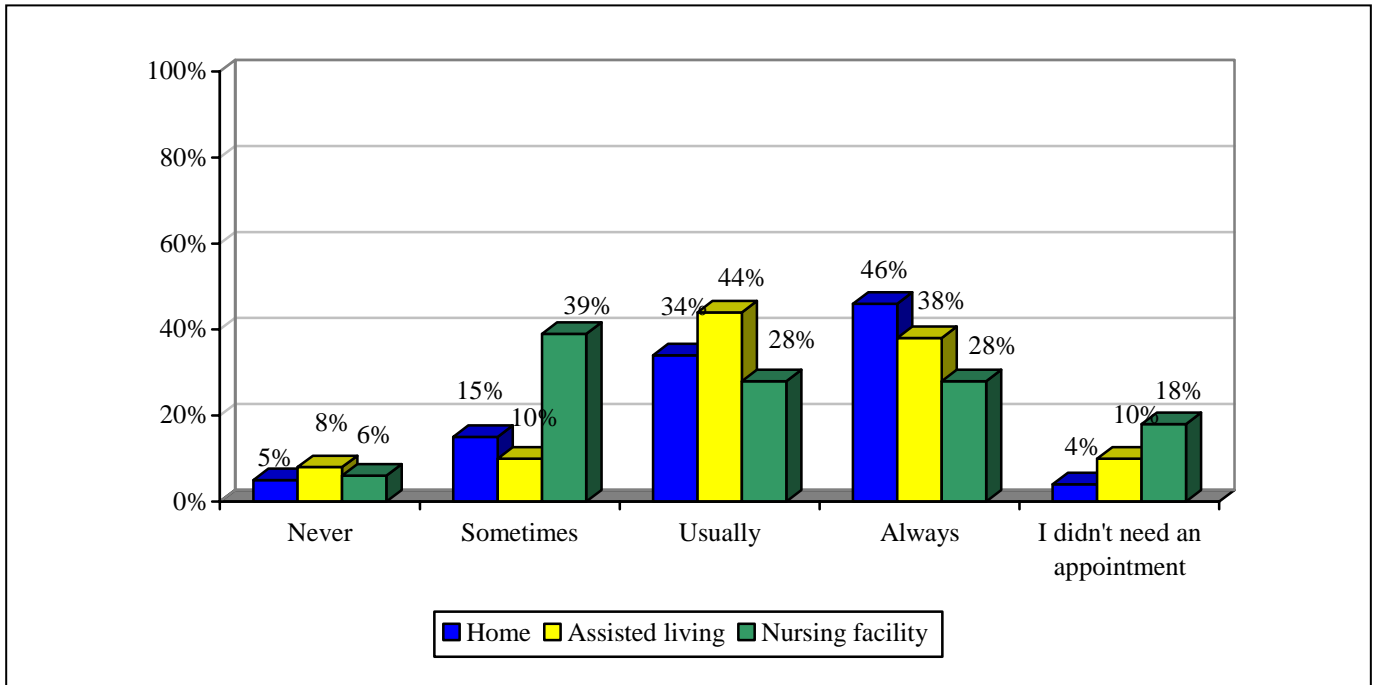
Q.7 How often did you get an appointment for health care as soon as you wanted?



Base = 159

- More than eight in ten respondents living in a home or assisted living stated that they “always” or “usually” got appointments for health care as soon as they wanted while only 56% of those living in a nursing facility did.
- Respondents living in a nursing facility were significantly more likely than respondents living in assisted living to not get an appointment for health care as soon as they wanted.

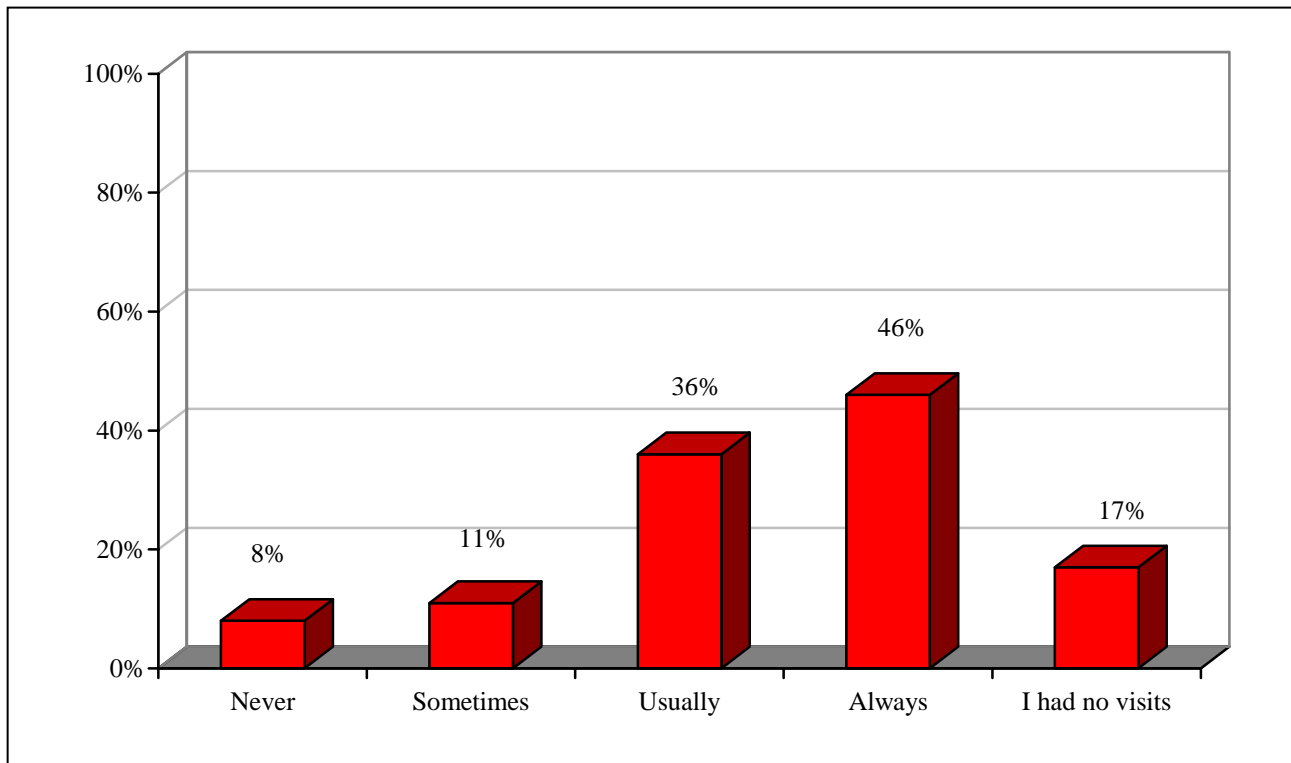
Q. 7 (By Setting) How often did you get an appointment for health care as soon as you wanted?



Home base = 67
 Assisted living base = 73
 Nursing facility base = 18

- Forty-six percent (46%) of the respondents reported that they are “always” seen by their doctor within 45 minutes of their appointment time, 36% are “usually” seen within 45 minutes of their appointment time, and 11% are “usually” seen by their doctor within 45 minutes of their scheduled time. Eight percent (8%) of the respondents stated that they are “never” seen by their doctor within 45 minutes of their appointment time.

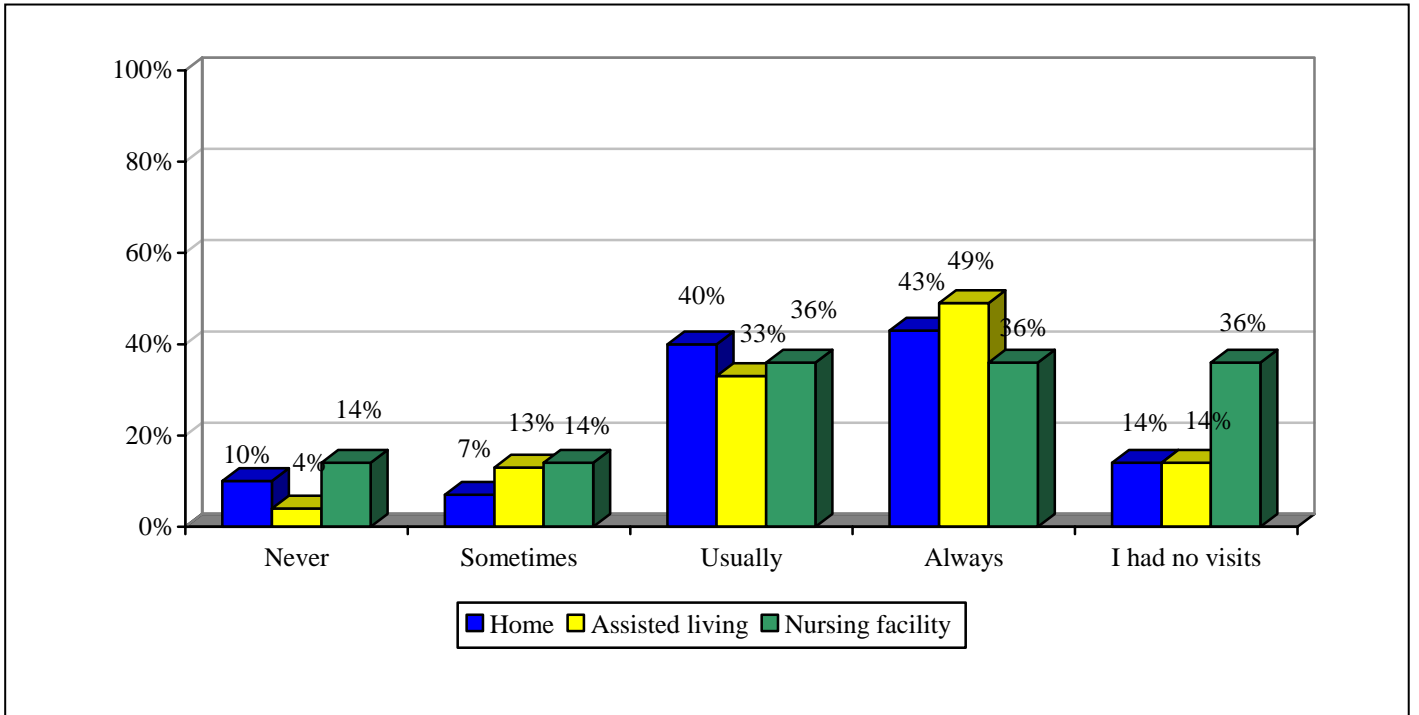
Q.8 How often were you seen by your doctor within 45 minutes of your appointment time?



Base = 142

- Eighty-three percent (83%) of the respondents living in a home or in assisted living stated that they “always” or “usually” are seen by their doctor within 45 minutes of their appointment time while 71% of respondents living in nursing facilities are.
- Respondents living in nursing facilities had the highest percentage of respondents reporting that they were not seen by their doctor within 45 minutes of their scheduled appointment time – 14% stated they were “never” seen within 45 minutes and 14% stated that they were “sometimes” seen within 45 minutes of their appointment time.

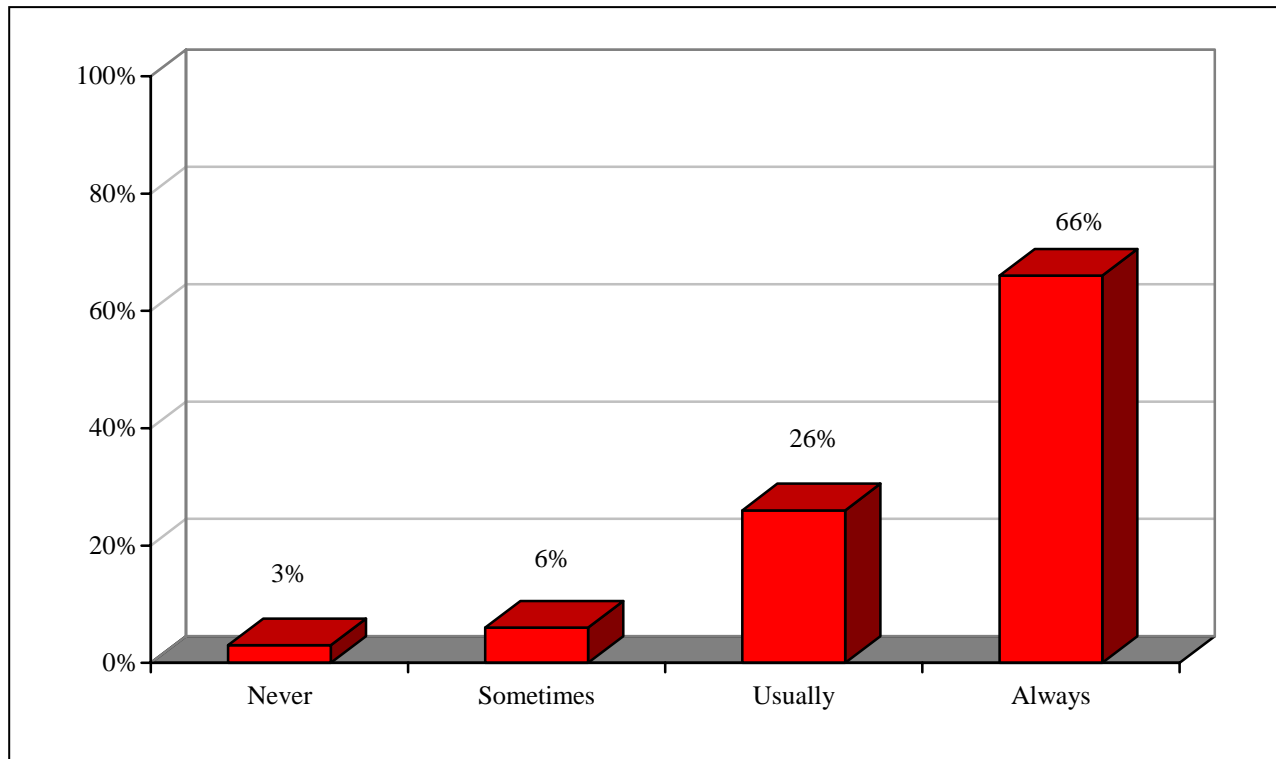
Q.8 (By Setting) How often were you seen by your doctor within 45 minutes of your appointment time?



Home base = 58
 Assisted living base = 69
 Nursing facility base = 14

- The majority of respondents (92%) stated that their doctors show respect for what they had to say with 66% stating they “always” show respect and 26% “usually” showing respect. Six percent (6%) said that their doctor “sometimes” shows respect for what they had to say and 3% said that their doctor “never” shows respect for what they had to say.

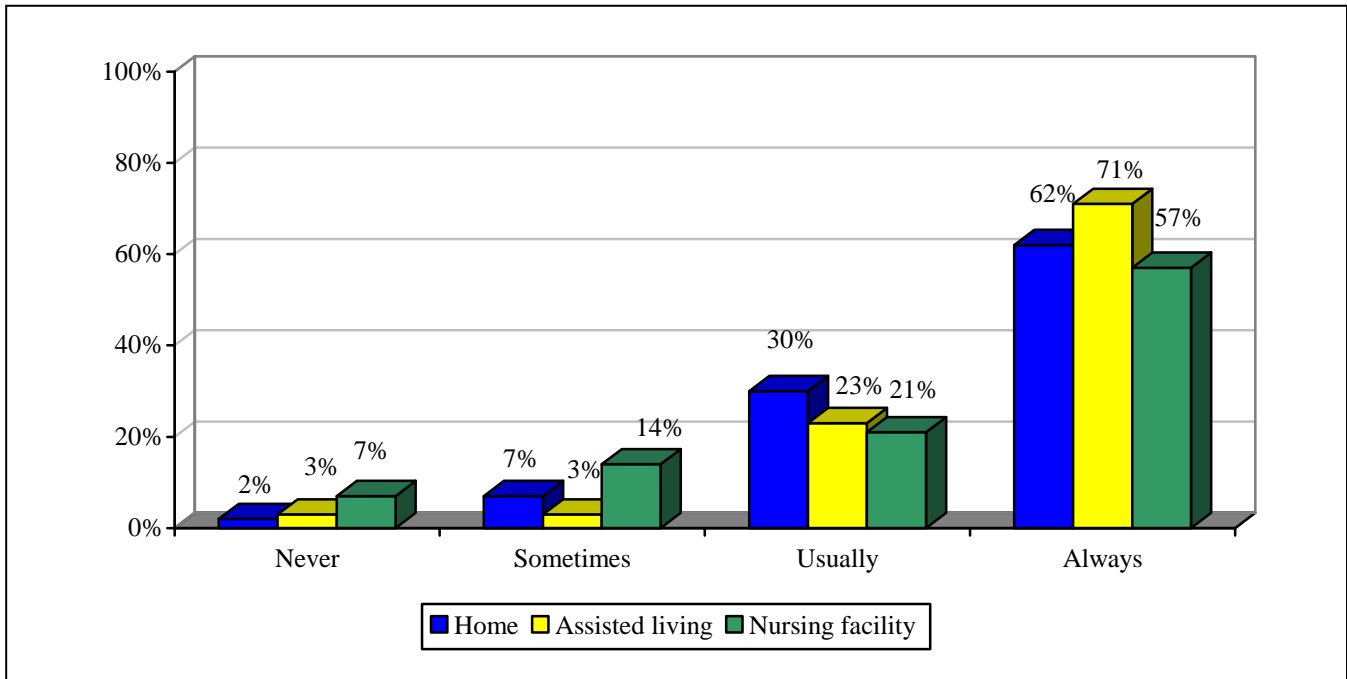
Q.9 How often did your doctors show respect for what you had to say?



Base = 146

- Although respondents overall reported that their doctors “always” or “usually” show respect for what they had to say, respondents living in nursing facilities were less inclined to have felt that their doctors showed respect for what they had to say in comparison to those living in a home or assisted living. More than nine in ten respondents living in either a home (92%) or in assisted living (94%) reported that their doctor “always” or “usually” show respect for what they had to say while 79% of respondents living in nursing facilities reported that their doctors “always” or “usually” show respect for what they had to say.
- Seven percent (7%) of the respondents living in nursing facilities said that their doctors “never” who respect for what they had to say.

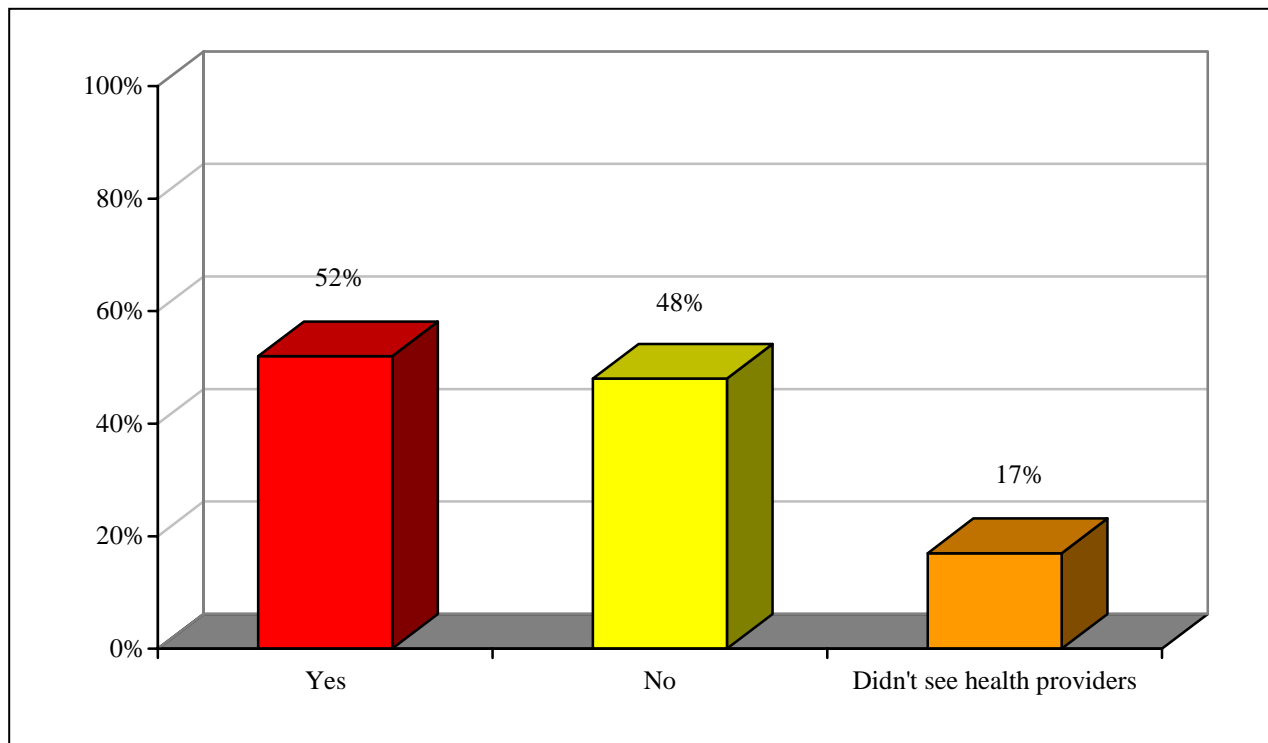
Q.9 (By Setting) How often did your doctors’ show respect for what you had to say?



Home base = 61
 Assisted living base = 70
 Nursing facility base = 14

- Slightly more than half (52%) of the respondents were approached by their doctors or other health providers about end of life decisions.

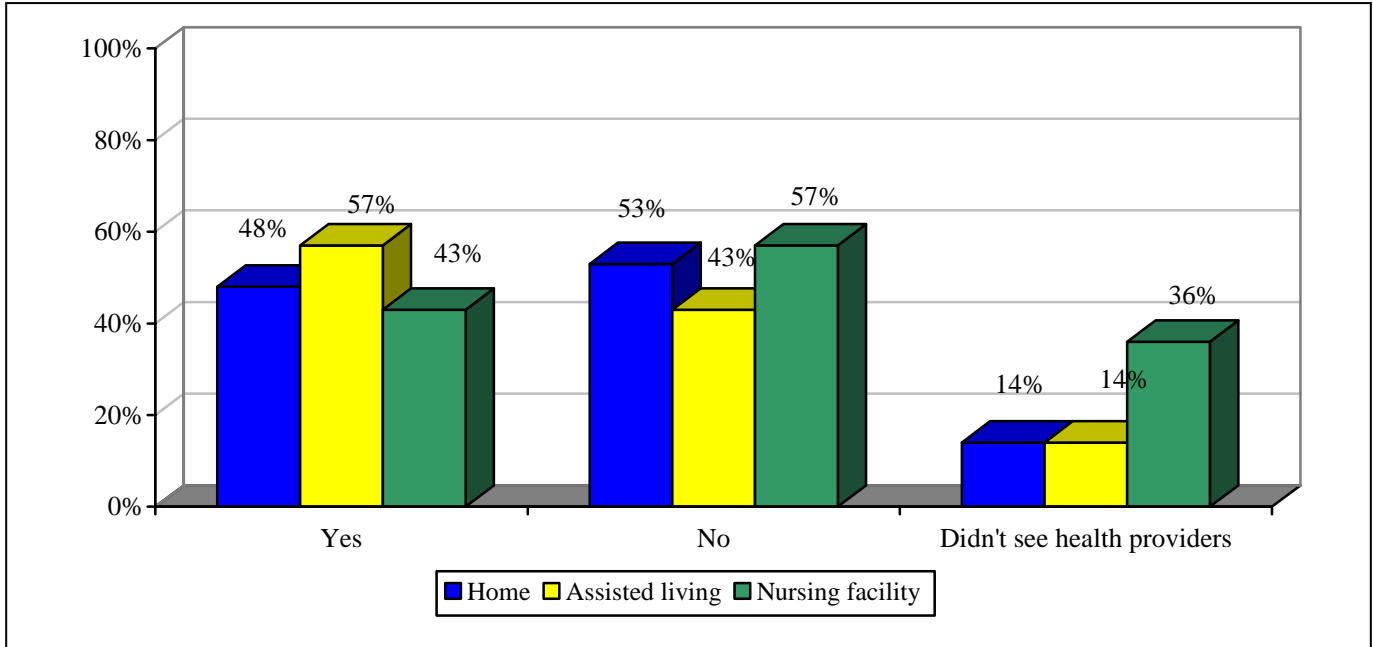
Q.10 Did your doctors or other health providers ask you about end of life decisions?



Base = 142

- Respondents living in assisted living (57%) had the highest percentage of respondents reporting that their doctors or other health providers asked them about end of life decisions followed by those respondents living in a home (48%) and in a nursing facility (43%).

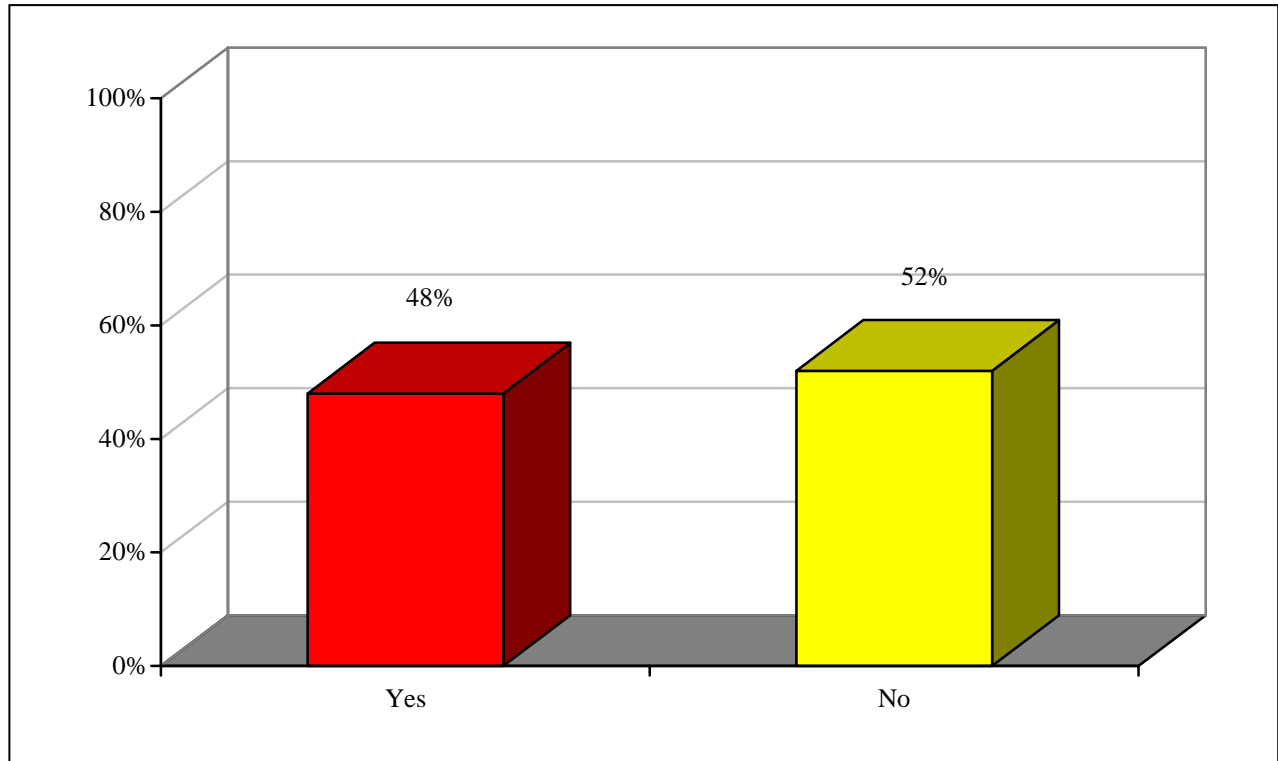
Q.10 (By Setting) Did your doctors or other health providers ask you about end of life decisions?



Home base = 59
 Assisted living base = 68
 Nursing facility base = 14

- Less than half (48%) of the respondents reported experiencing any physical barriers in getting the health care they needed.

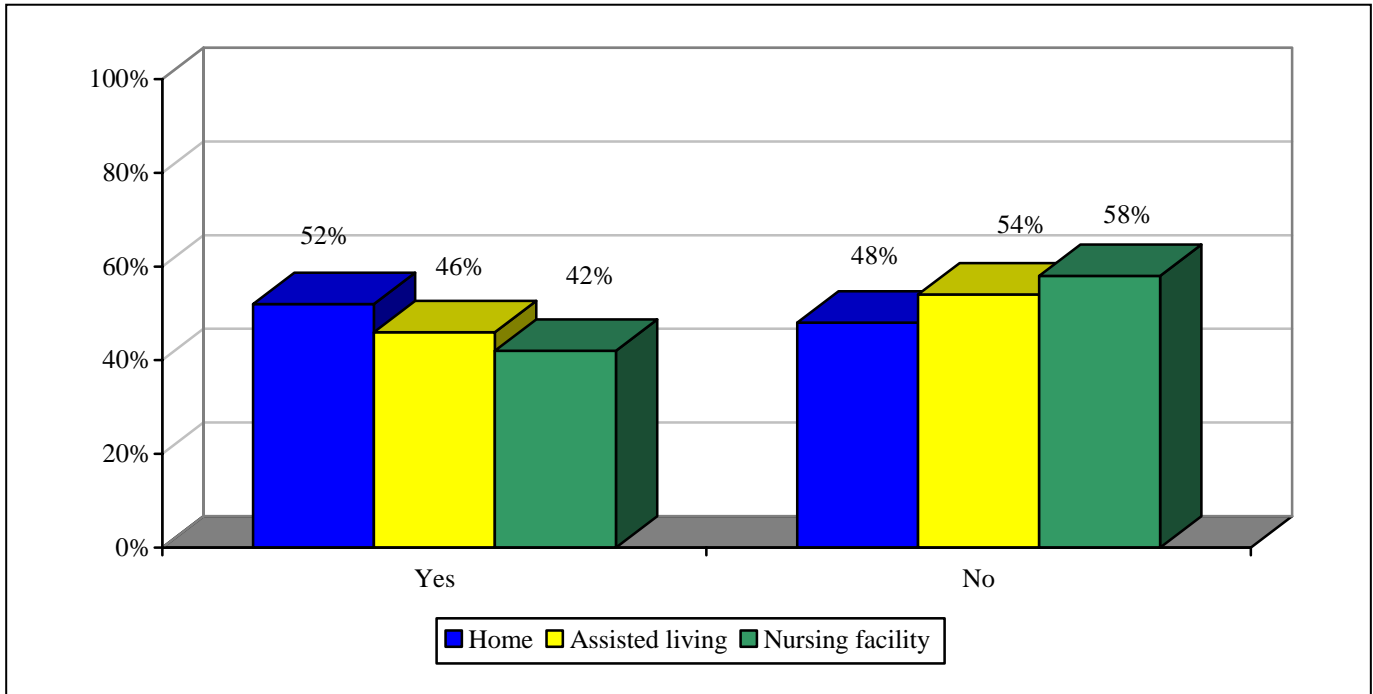
Q.11 Did you experience any physical barriers in getting health care?



Base = 161

- Those respondents who live in a home (52%) were the most likely to have experienced physical barriers in getting health care while those in nursing facilities were the least likely to have experienced any physical barriers in getting health care (42%).

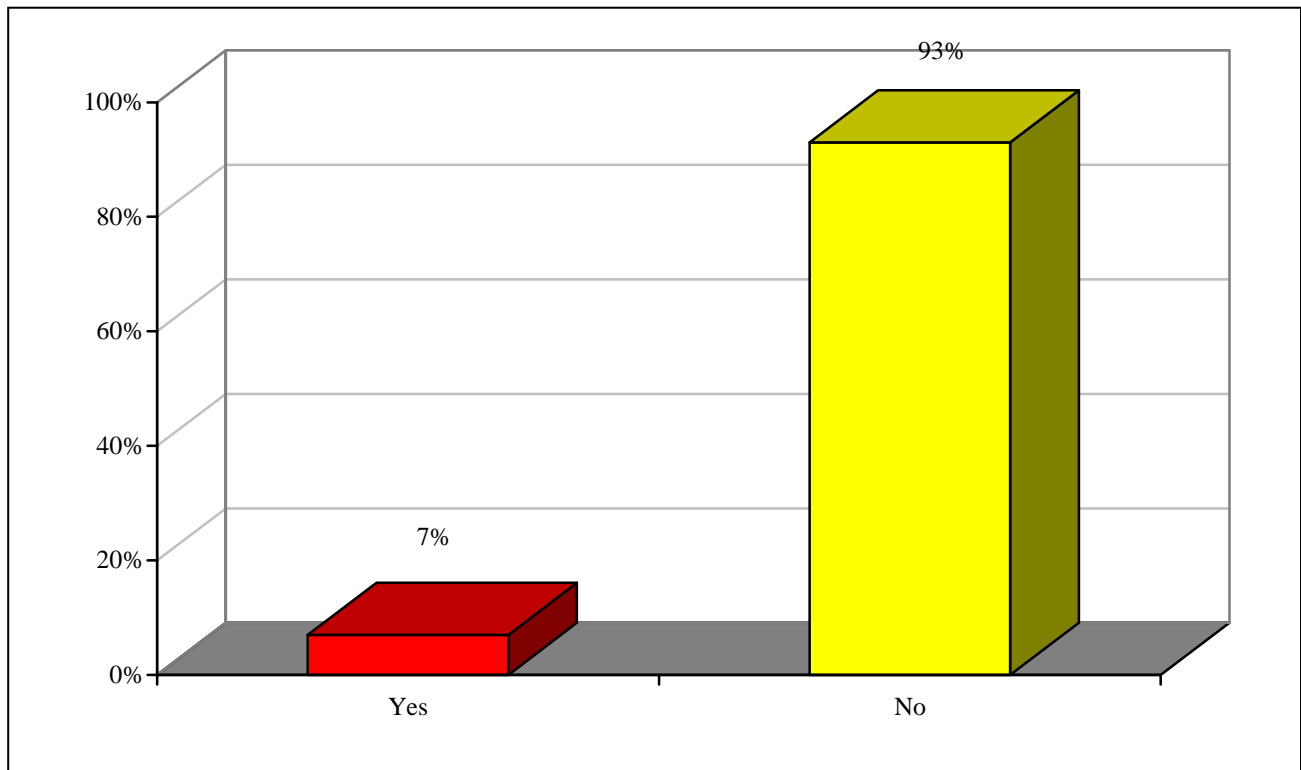
Q.11 (By Setting) Did you experience any physical barriers in getting health care?



Home base = 63
 Assisted living base = 78
 Nursing facility base = 19

- Few respondents indicated that they have experienced any language barriers in getting the health services they needed. Overall, only 7% of the respondents indicated that they did come across some language barriers when trying to get health services.

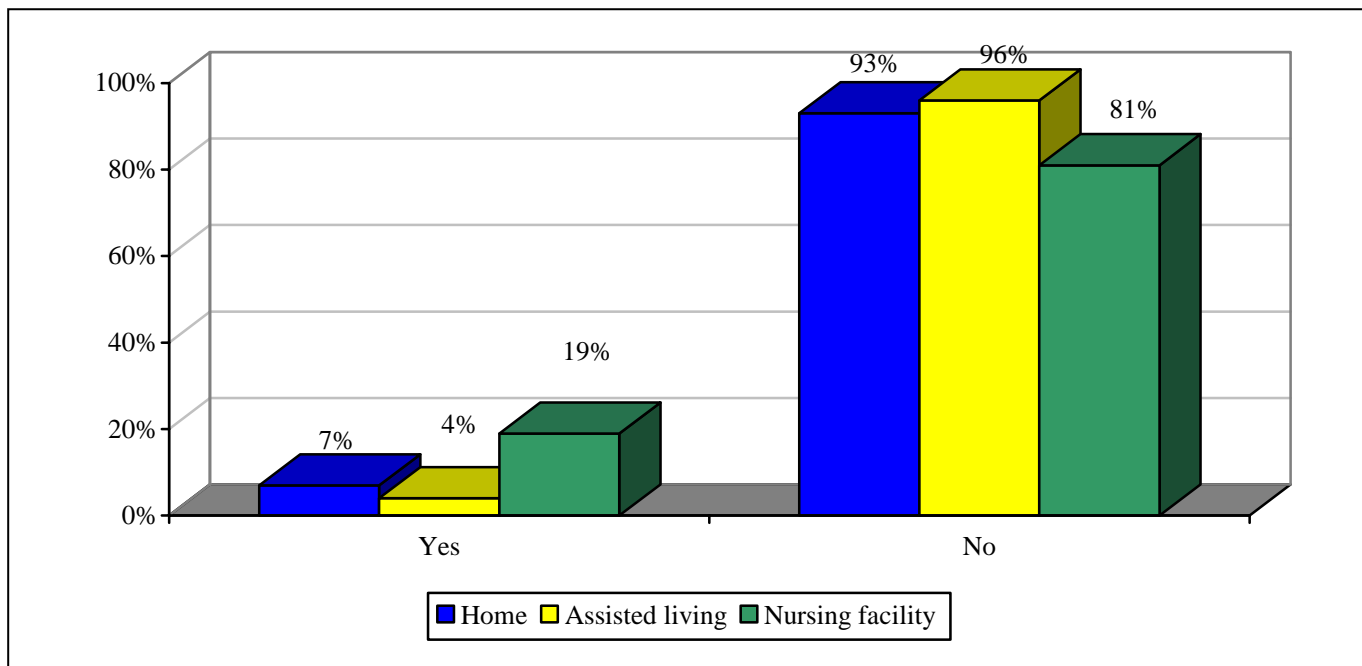
Q.12 Have you experienced any language barriers in getting health services?



Base = 172

- Less than one in ten respondents living in a home (7%) or assisted living center (4%) experienced any language barriers in getting health services while nearly one-fifth (19%) of the respondents living in nursing facilities stated that they have experienced language barriers when trying to get the health services they needed.
- Those respondents who live in a nursing facility were significantly more likely to have experienced language barriers in getting health services than respondents living in an assisted living center.

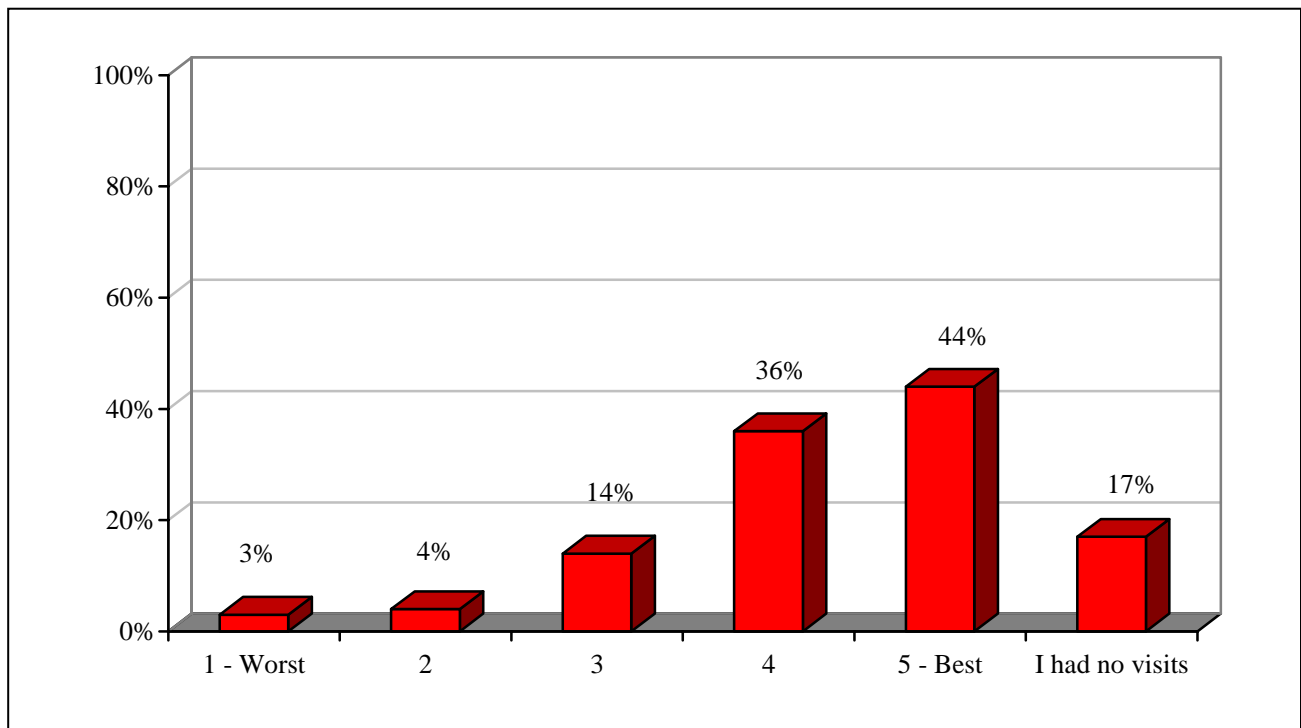
Q.12 (By Setting) Have you experienced any language barriers in getting health services?



Home base = 68
 Assisted living base = 81
 Nursing facility base = 21

- Overall, respondents rated their health care an average of 4.15 out of 5. Eight in ten respondents rated their health care from SCAN a 4 or a 5. Few respondents (6%) thought their health care was the worst possible health care (a rating of 1 or 2).

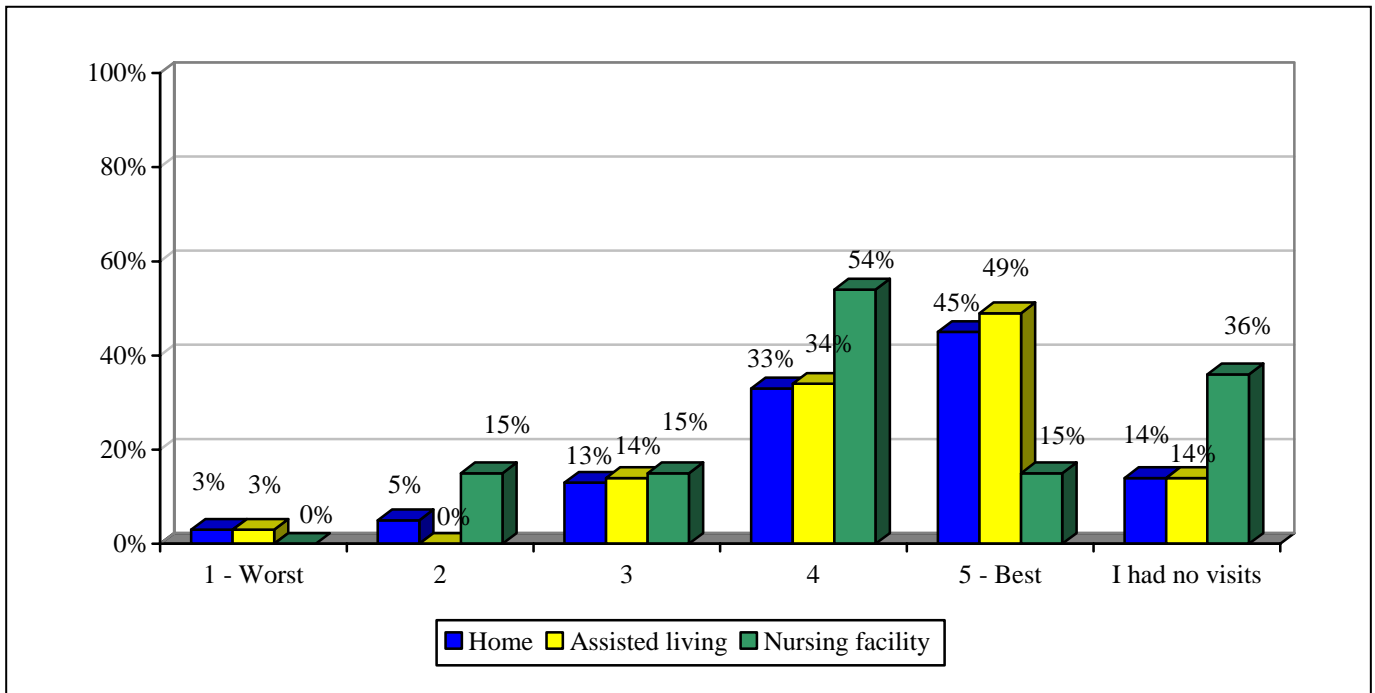
Q. 13 Using any number from 1 to 5 where 1 is the worst health care possible, and 5 is the best health care possible, what number would you use to rate all your health care?



Base = 144

- Respondents living in a home or in assisted living were more inclined to rate their overall health care a 4 or a 5 in comparison to those respondents living in a nursing facility.
- Respondents living in a home (45%) or in assisted living (49%) were significantly more likely to rate their health care a 5 than respondents living in a nursing facility (15%).
- On average, respondents living in assisted living were significantly more satisfied with their health care than respondents living in a nursing facility (4.26 vs. 3.69 mean score).

Q.13 (By Setting) Using any number from 1 to 5 where 1 is the worst health care possible, and 5 is the best health care possible, what number would you use to rate all your health care?

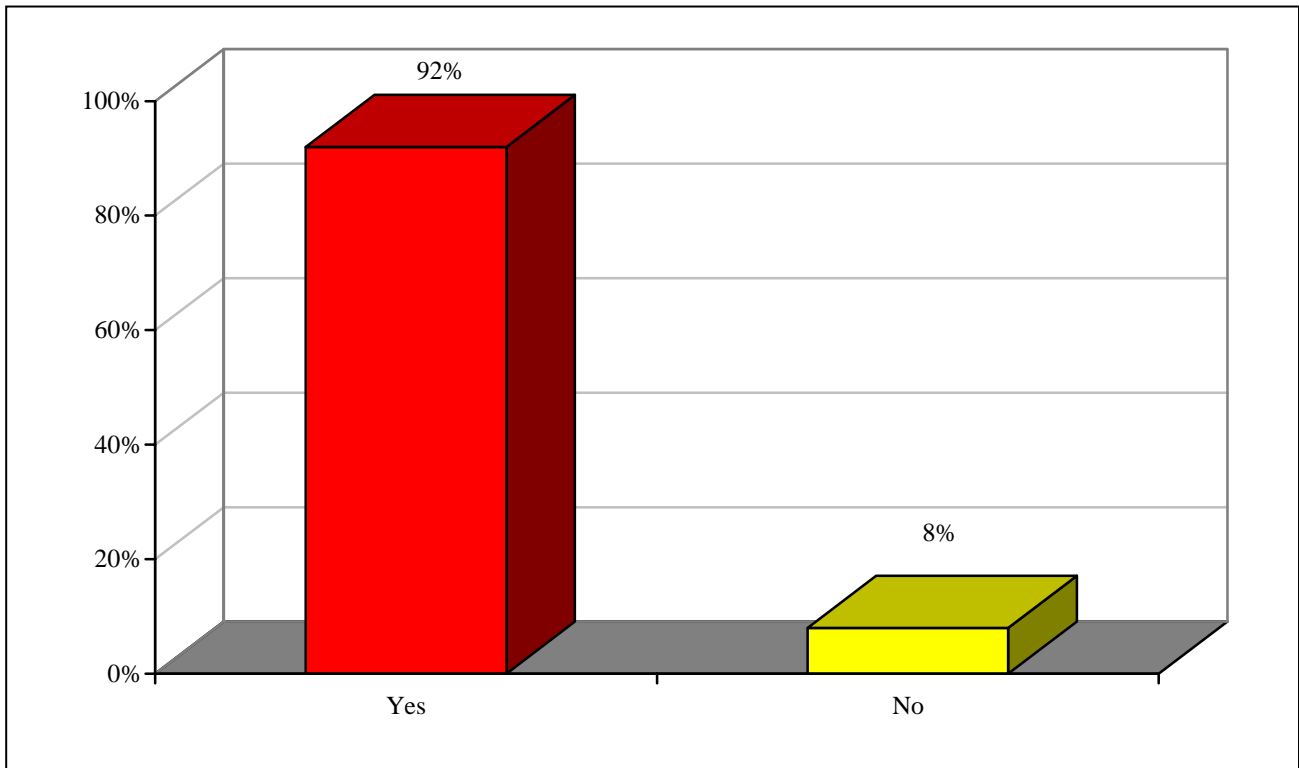


Home base = 60
 Assisted living base = 70
 Nursing facility base = 13

Case Management

- The majority of respondents indicated that they do know how to contact their SCAN case manager when they need to.

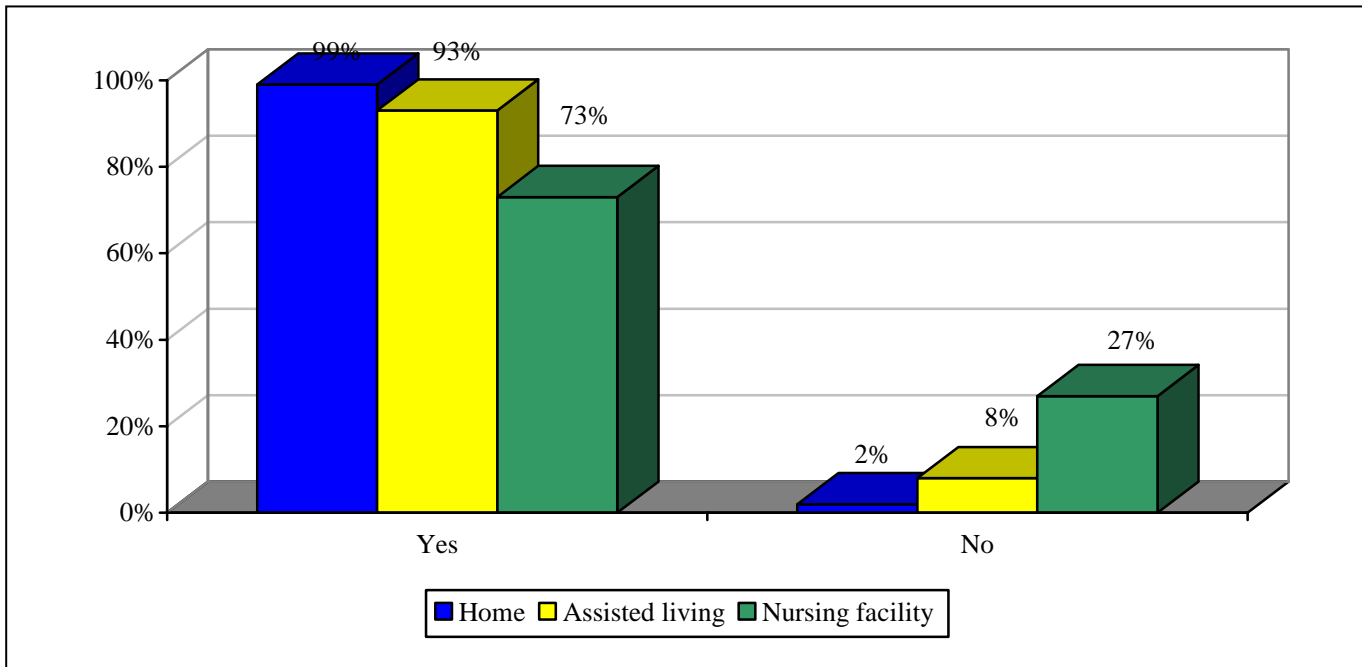
Q.14 Do you know how to contact your SCAN case manager when you need to?



Base = 171

- Nearly all (99%) of the respondents living in a home reported that they know how to contact their SCAN case manager while 93% of those respondents in assisted living reported that they know how to contact their case manager.
- Significantly fewer respondents in nursing facilities than in homes or assisted living indicated that they knew how to contact their case manager with only 73% stating that they knew how to contact their case manager when they needed to.

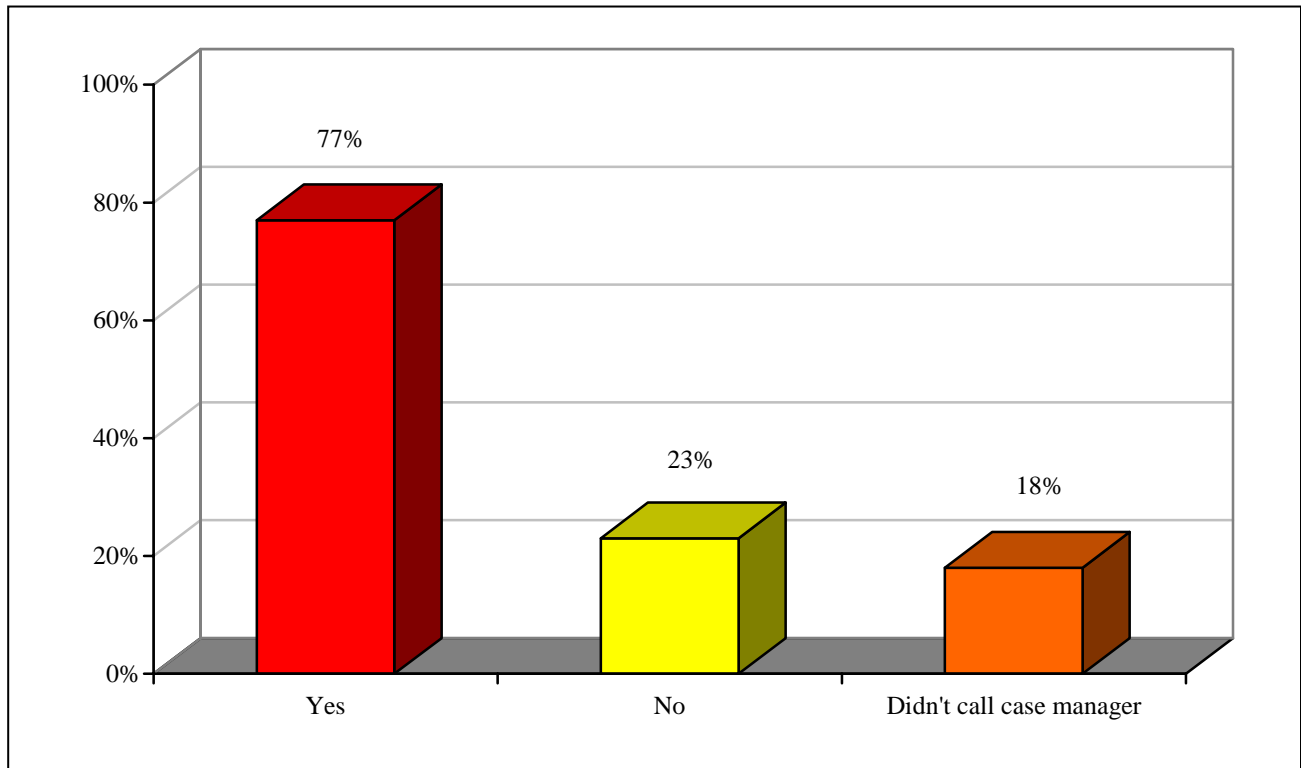
Q. 14 (By Setting) Do you know how to contact your SCAN case manager when you need to?



Home base = 67
 Assisted living base = 80
 Nursing facility base = 22

- Of those respondents who have called their SCAN case managers, 77% stated that their case manager will call them back the same day when called.

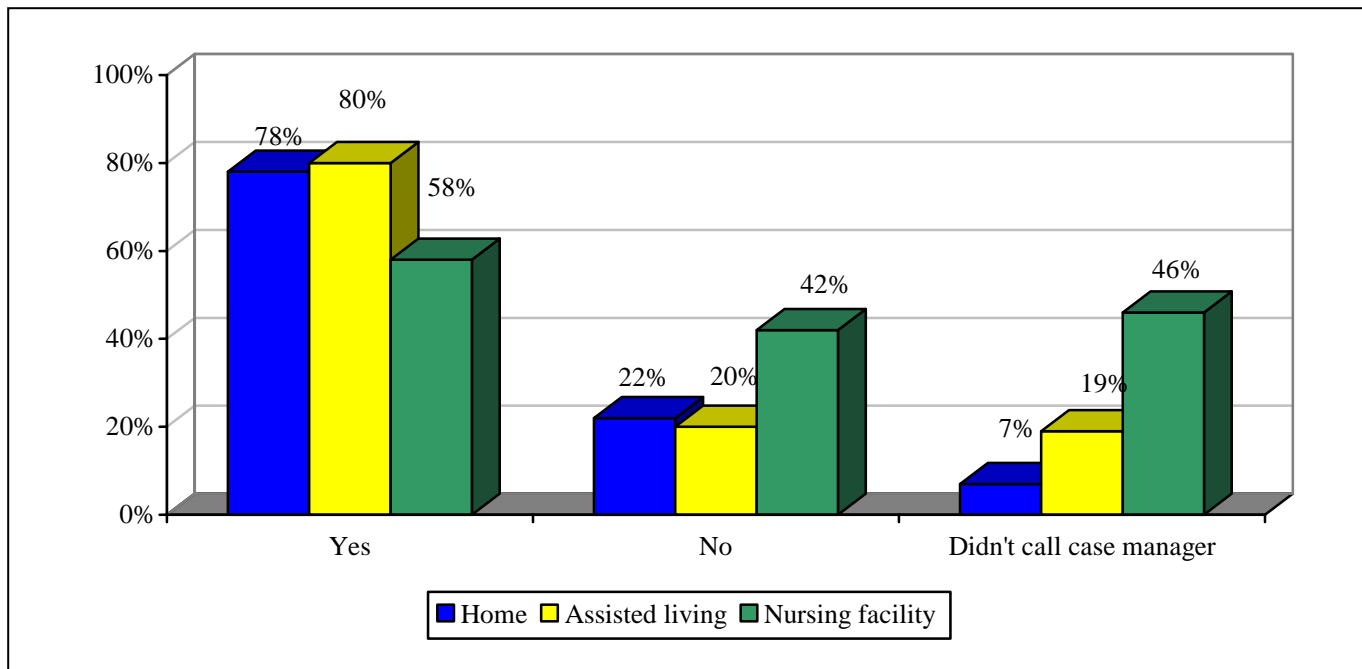
Q.15 When you call, does your SCAN case manager call you back the same day?



Base = 136

- Respondents living in a nursing facility were the least likely to have said that their case manager calls them back the same day when they call (58% vs. 78% of respondents living in a home and 80% in assisted living).

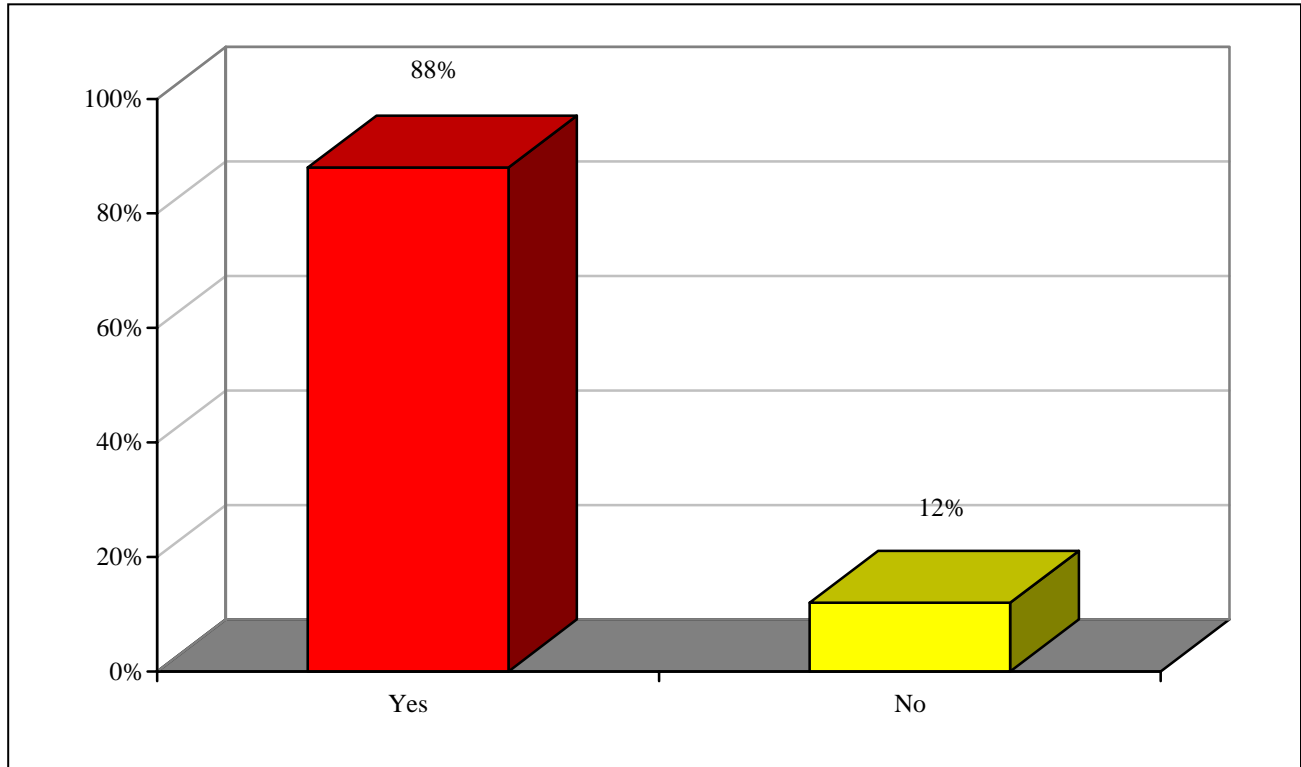
Q.15 (By Setting) When you call, does your SCAN case manager call you back the same day?



Home base = 59
 Assisted living base = 64
 Nursing facility base = 12

- Eighty-eight percent (88%) of the respondents who called their case manager indicated that their case manager handled the matter to their satisfaction.

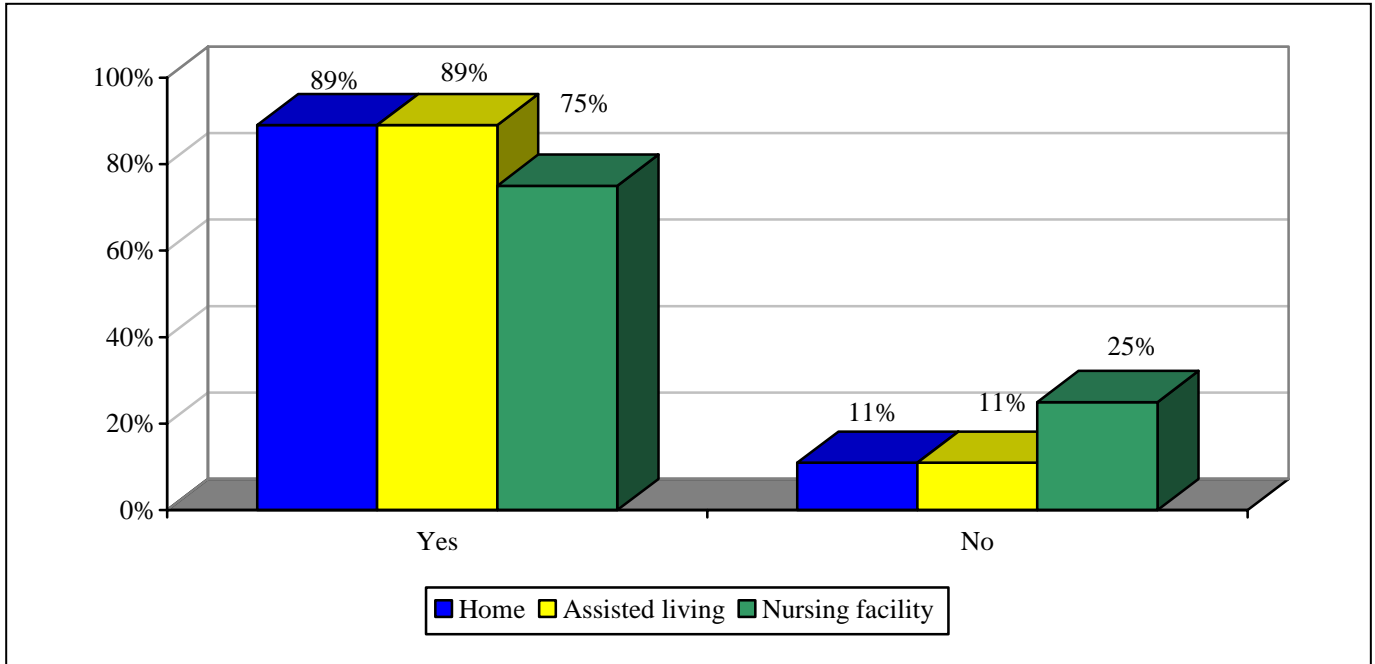
Q.16 Did your SCAN case manager handle the matter to your satisfaction?



Base = 140

- Eighty-nine percent (89%) of the respondents living in a home or in assisted living said that their case manager handled their matter to their satisfaction while 75% of those living in a nursing facility felt that their case manager satisfactorily handled their matter.

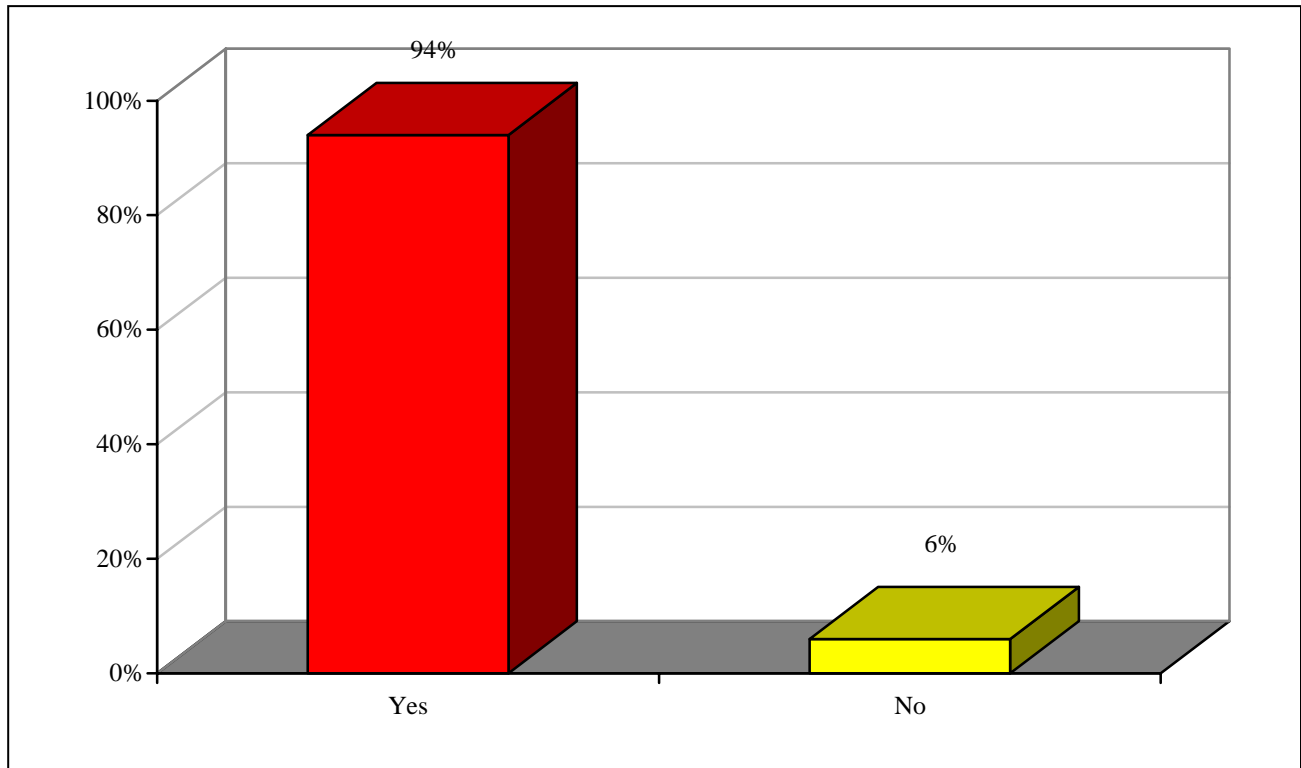
Q.16 (By Setting) Did your SCAN case manager handle the matter to your satisfaction?



Home base = 63
 Assisted living base = 64
 Nursing facility base = 12

- More than nine in ten (94%) respondents felt that their SCAN case manager explains things to them in a way that they can understand.

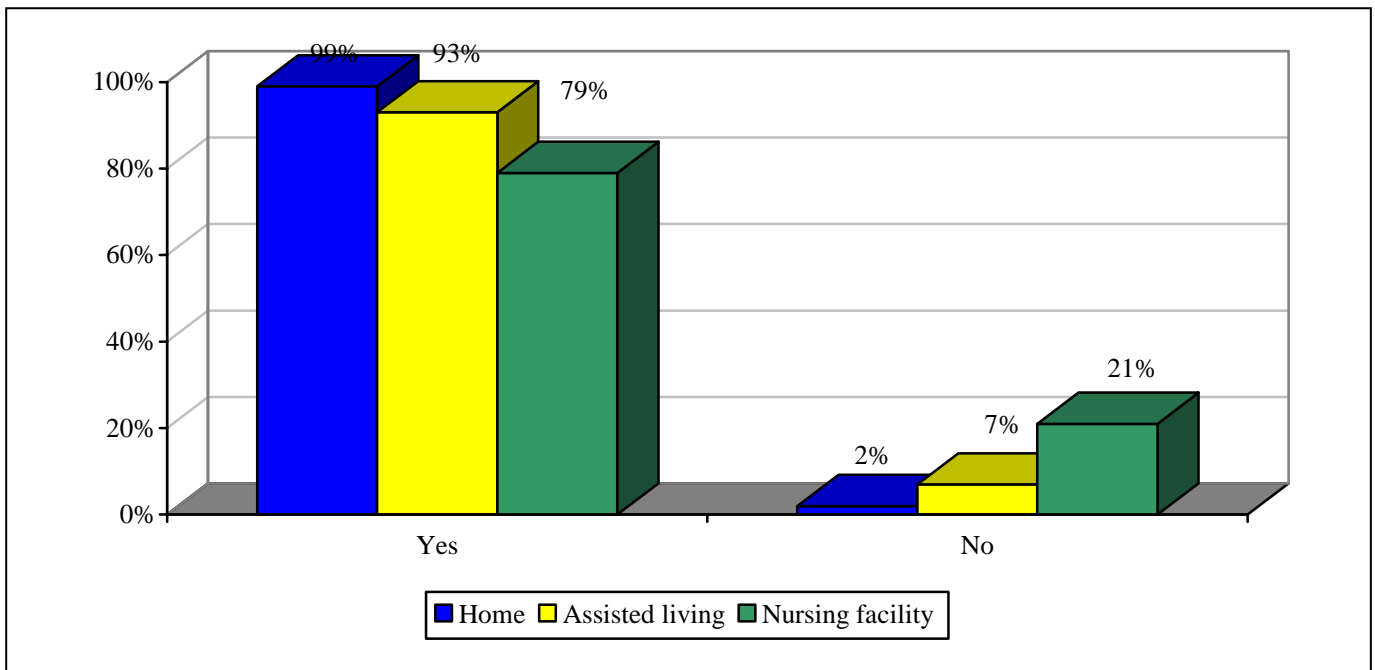
Q.17 Does your SCAN case manager explain things to you in a way you can understand?



Base = 162

- Nearly all (99%) of the respondents living in a home felt that their case manager explains things to them in an understandable way. Ninety-three percent (93%) of respondents in assisted living reported that their case manager explains things to them in a way they could understand while 79% of respondents in nursing facilities felt their case manager explains things in a way they can understand.
- Respondents in nursing facilities were significantly less likely to have felt that their case manager explained things in a way they could understand than respondents living in a home.

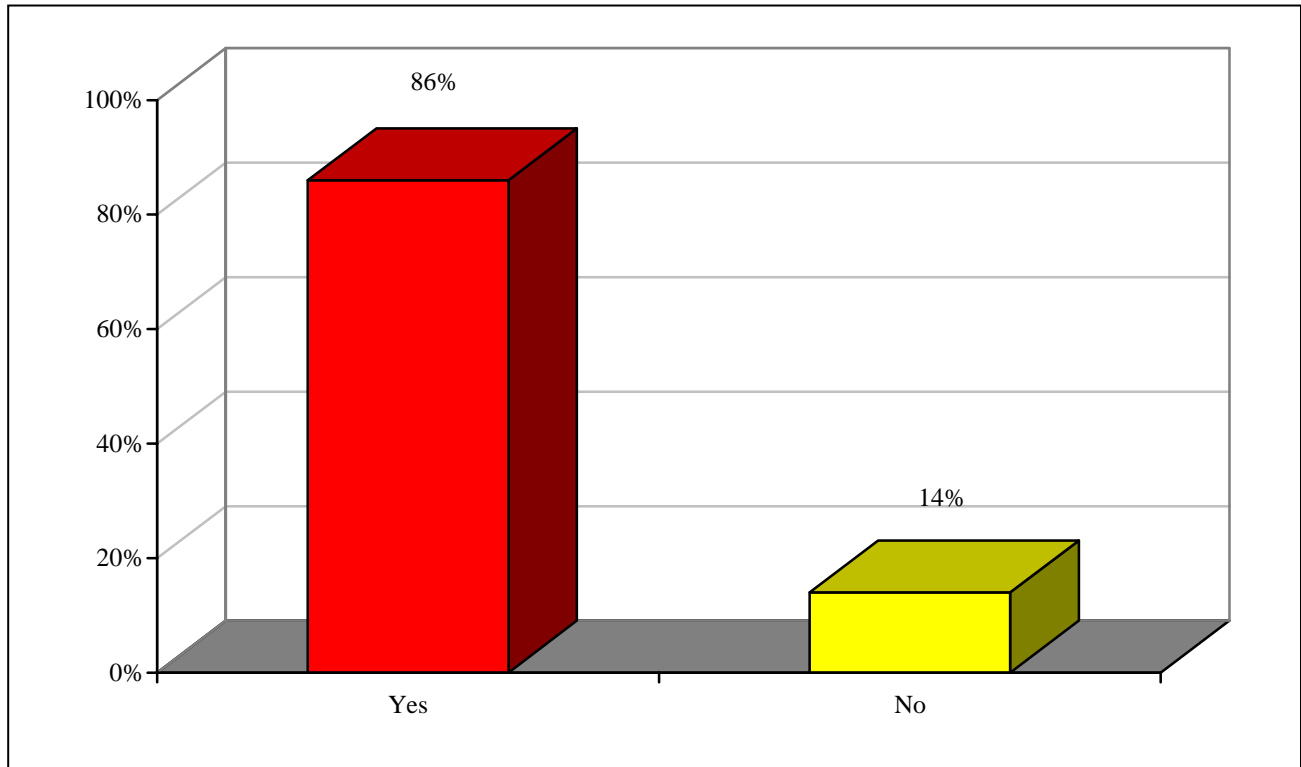
Q.17 (By Setting) Does your SCAN case manager explain things to you in a way you can understand?



Home base = 66
 Assisted living base = 76
 Nursing facility base = 19

- Eighty-six percent (86%) of the respondents surveyed reported that their SCAN case manager involves them in the decision making process when it comes to their care.

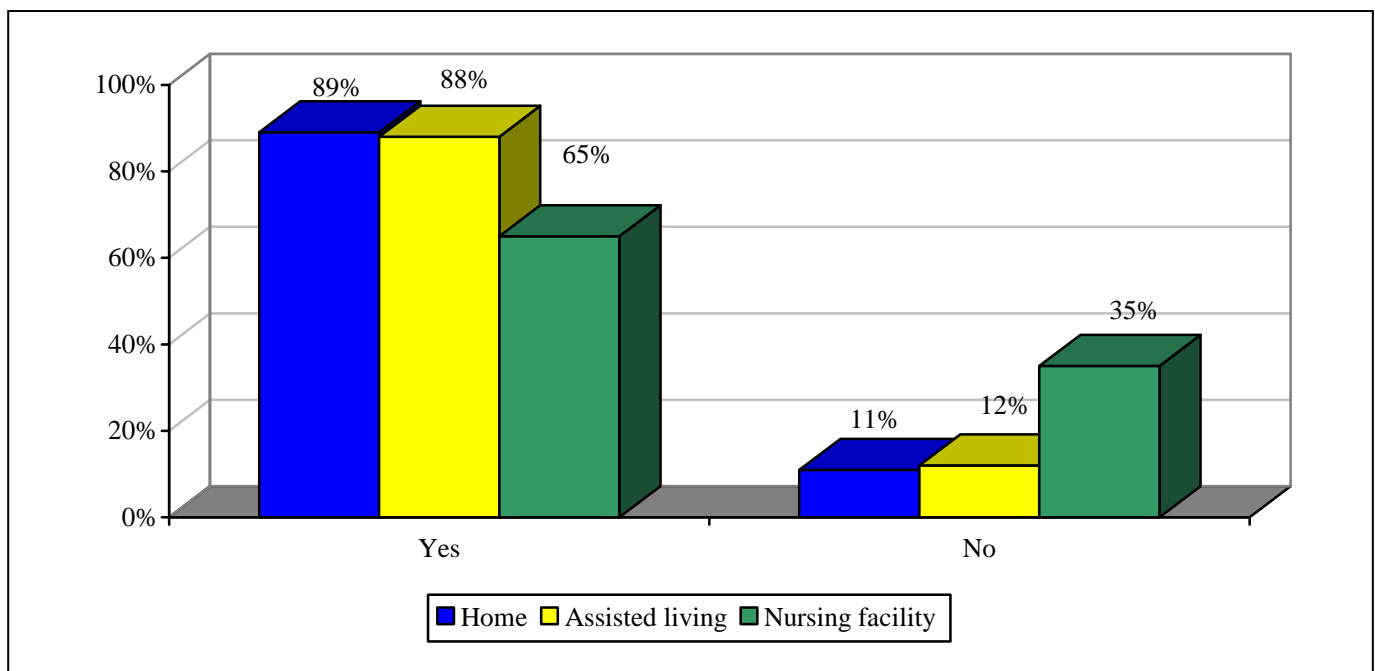
Q.18 Does your SCAN case manager involve you in making decisions about your care?



Base = 157

- Those respondents living in nursing facilities were significantly more likely than respondents living in a home to have said that their SCAN case manager does not involve them in making decisions about their care (35% vs. 11%).
- Approximately nine in ten respondents living in a home or in assisted living said their case manager involves them in making decisions about their care.

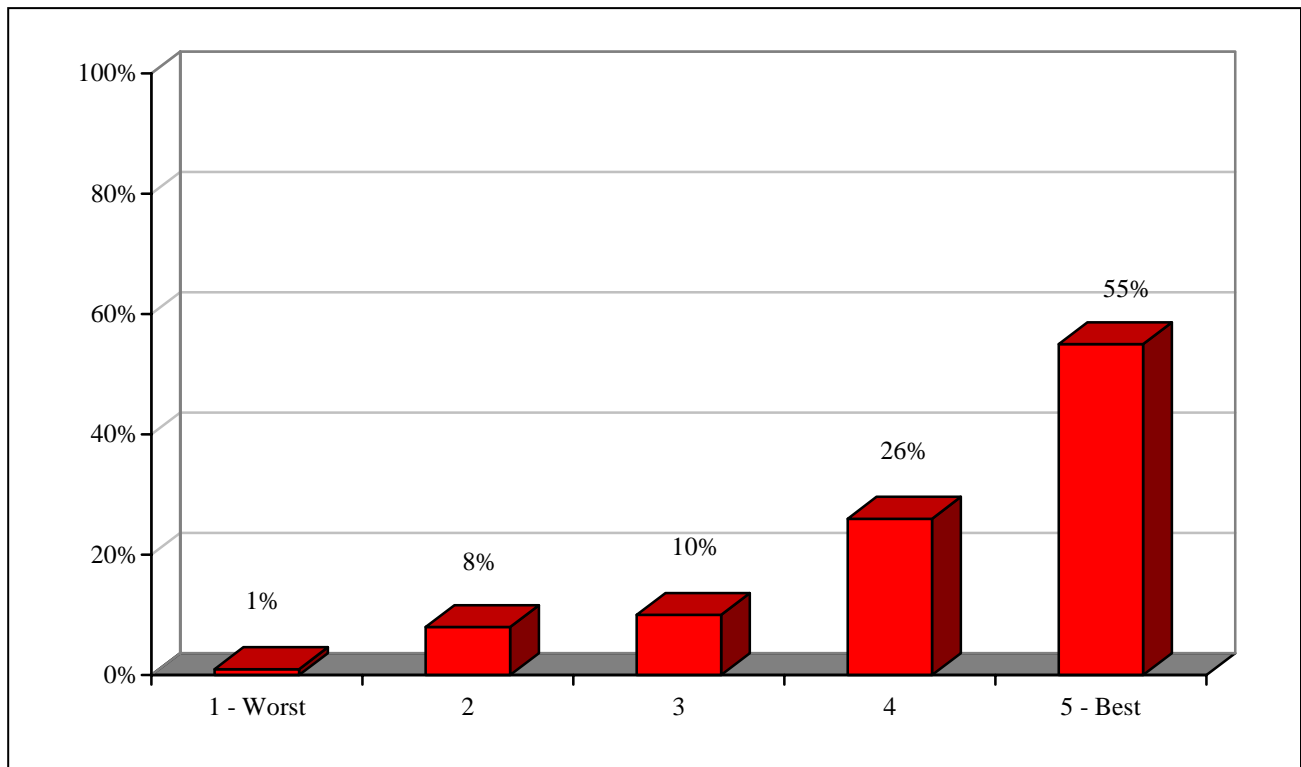
Q.18 (By Setting) Does your SCAN case manager involve you in making decisions about your care?



Home base = 65
 Assisted living base = 75
 Nursing facility base = 17

- When rating their SCAN case manager respondents rated their case manager an average of 4.26 on a 5 point scale. Eighty-one percent rated their case manager a 4 or a 5, 10% rated their case manager a 3 and 9% rated their case manager a 1 or a 2.

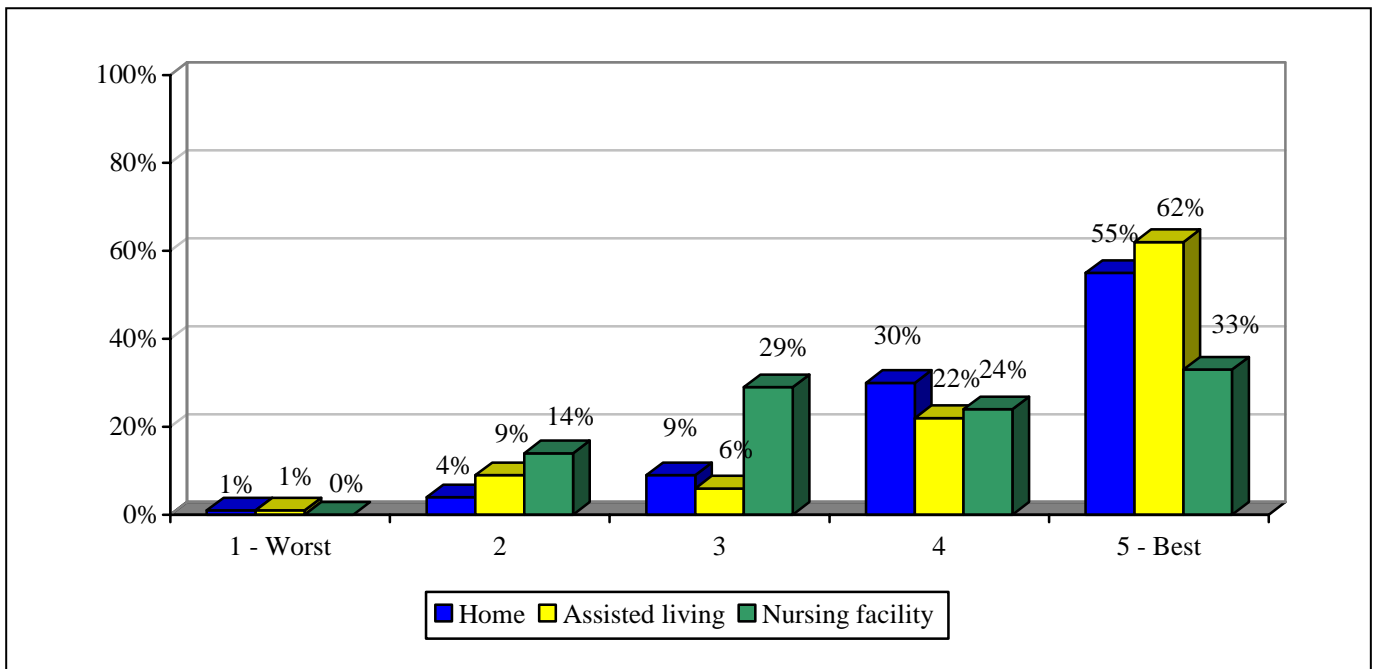
Q.19 Using any number from 1 to 5, where 1 is the worst case manager possible, and 5 is the best case manager possible, what number would you use to rate your SCAN case manager?



Base = 138

- Respondents living in a home or in assisted living were significantly more satisfied with their SCAN case manager than respondents living in a nursing facility. More than eight in ten respondents living in a home (86%) or in assisted living (83%) rated their case manager a 4 or a 5 while 57% living in a nursing facility rated their case manager a 4 or a 5.
- On average, respondents living in a home or assisted living rated their case manager a 4.33, significantly higher than respondents in nursing facilities (3.76 mean rating).

Q.19 (By Setting) Using any number from 1 to 5, where 1 is the worst case manager possible, and 5 is the best case manager possible, what number would you use to rate your SCAN case manager?

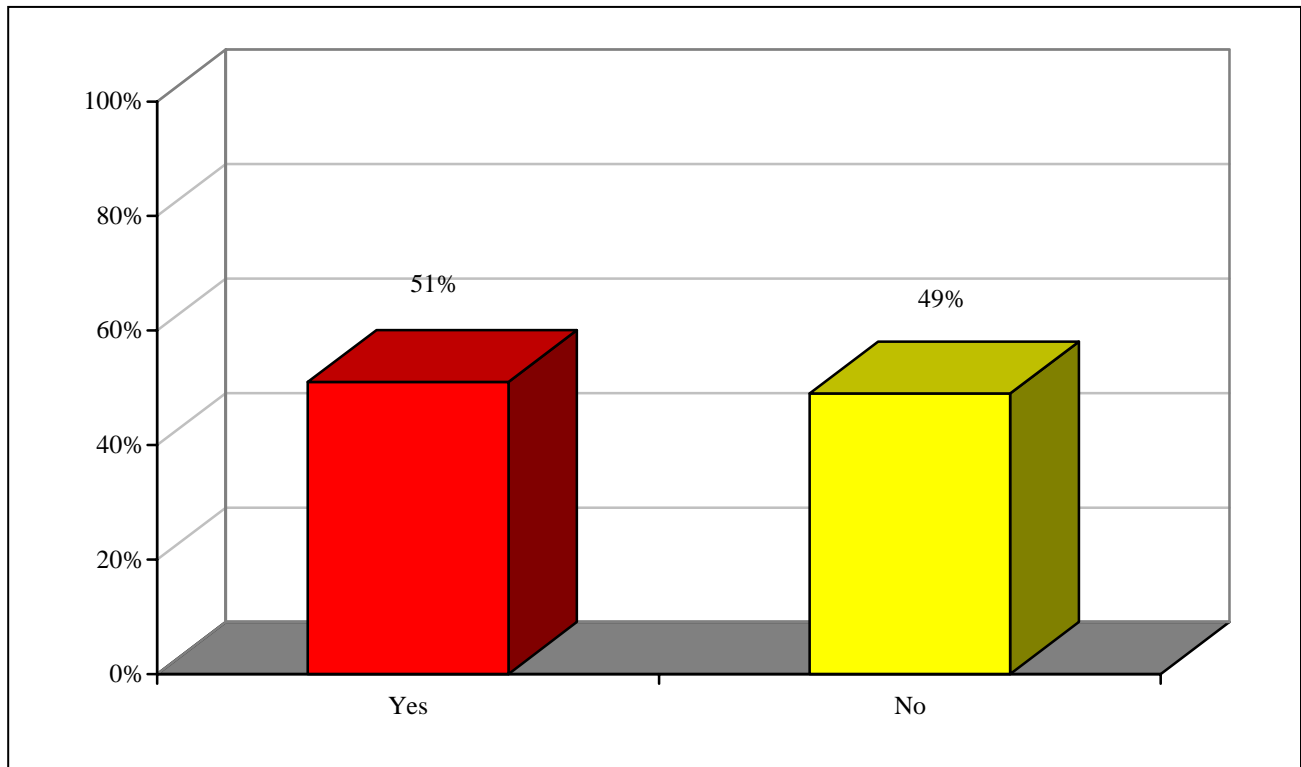


Home base = 69
 Assisted living base = 78
 Nursing facility base = 21

Other Health Services

- Half of the respondents indicated that they needed transportation to get to their medical visit.

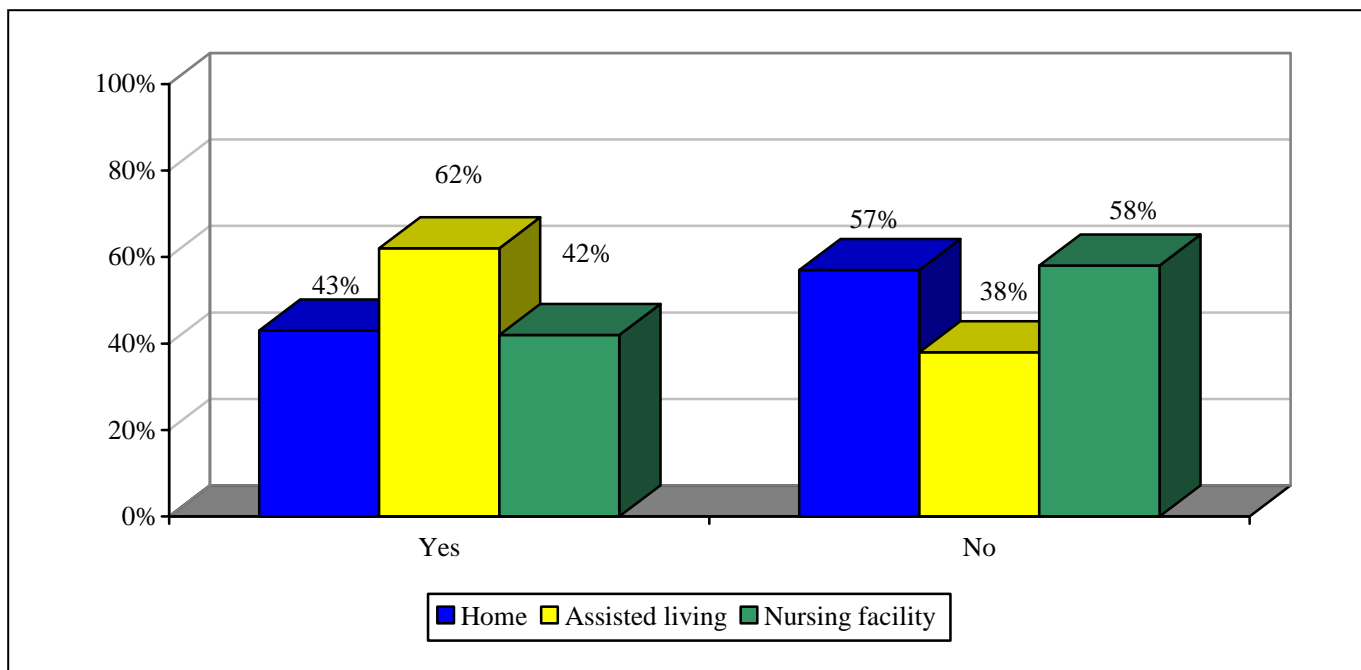
Q.20 Did you need transportation to a medical visit?



Base = 170

- Those respondents living in assisted living were significantly more likely than respondents living in a home to need transportation services for their medical visits.

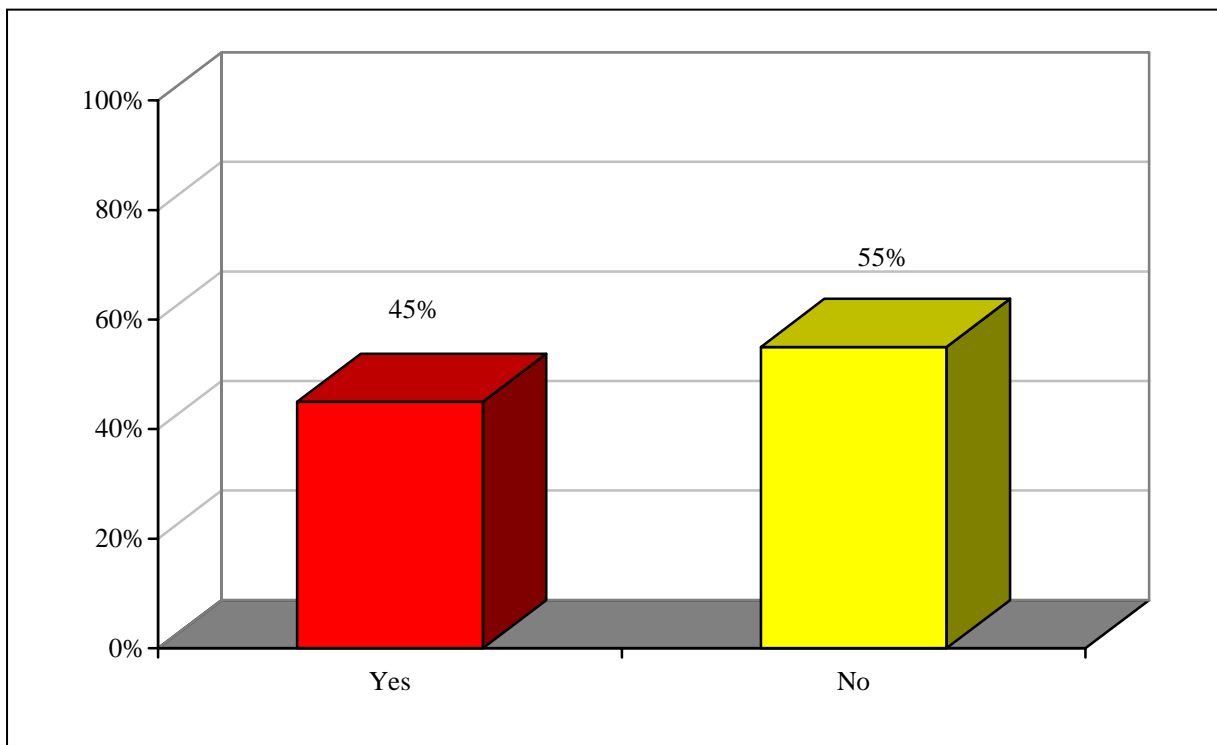
Q.20 (By Setting) Did you need transportation to a medical visit?



Home base = 68
 Assisted living base = 81
 Nursing facility base = 19

- Of those respondents who needed transportation to a medical visit, 45% reported that they had problems getting the transportation they needed to or from their medical visit.

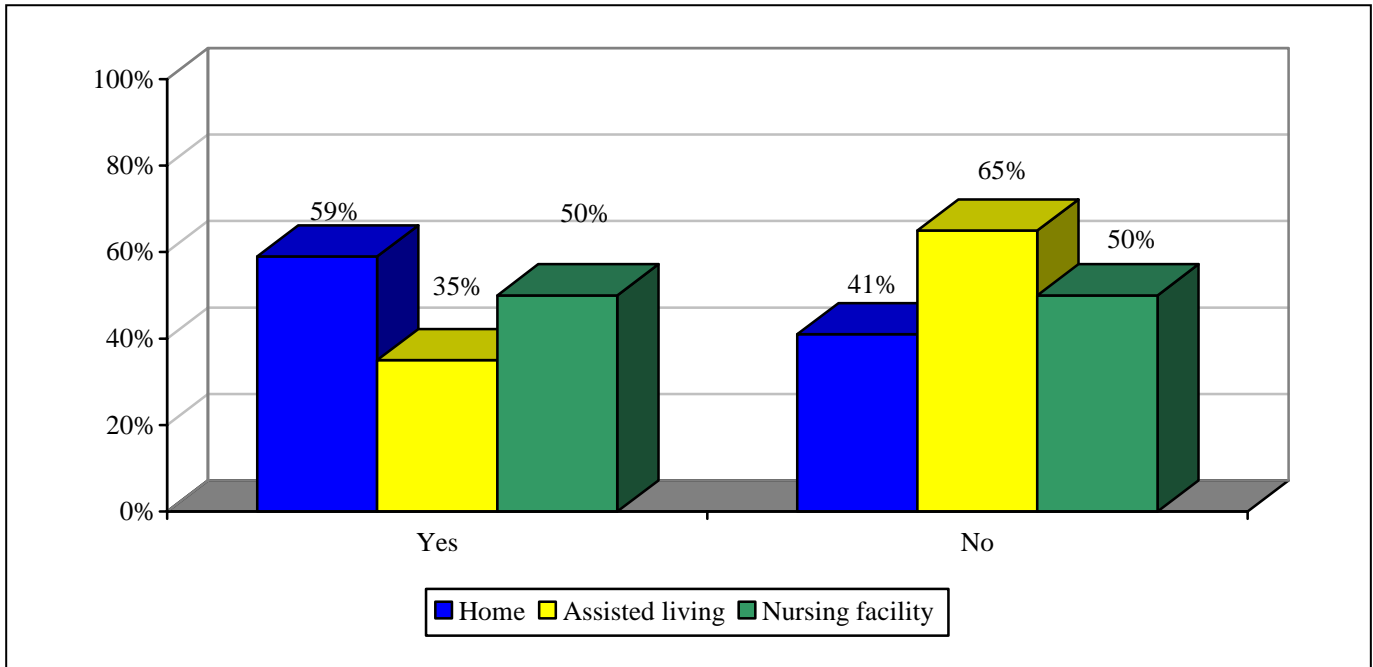
Q.21 Did you have any problems in getting transportation to or from the medical visit?



Base = 83

- Respondents living in a home or in a nursing facility experienced the most problems in getting transportation to or from their medical visits. Fifty-nine percent (59%) of respondents living in a home experienced transportation problems while half of the respondents living in nursing facilities experiences transportation problems getting to or from their medical visits.
- Those respondents living in assisted living were significantly less likely to experience any problems with transportation to or from medical visits in comparison to those respondents living in a home.

Q.21 (By Setting) Did you have any problems in getting transportation to or from the medical visit?



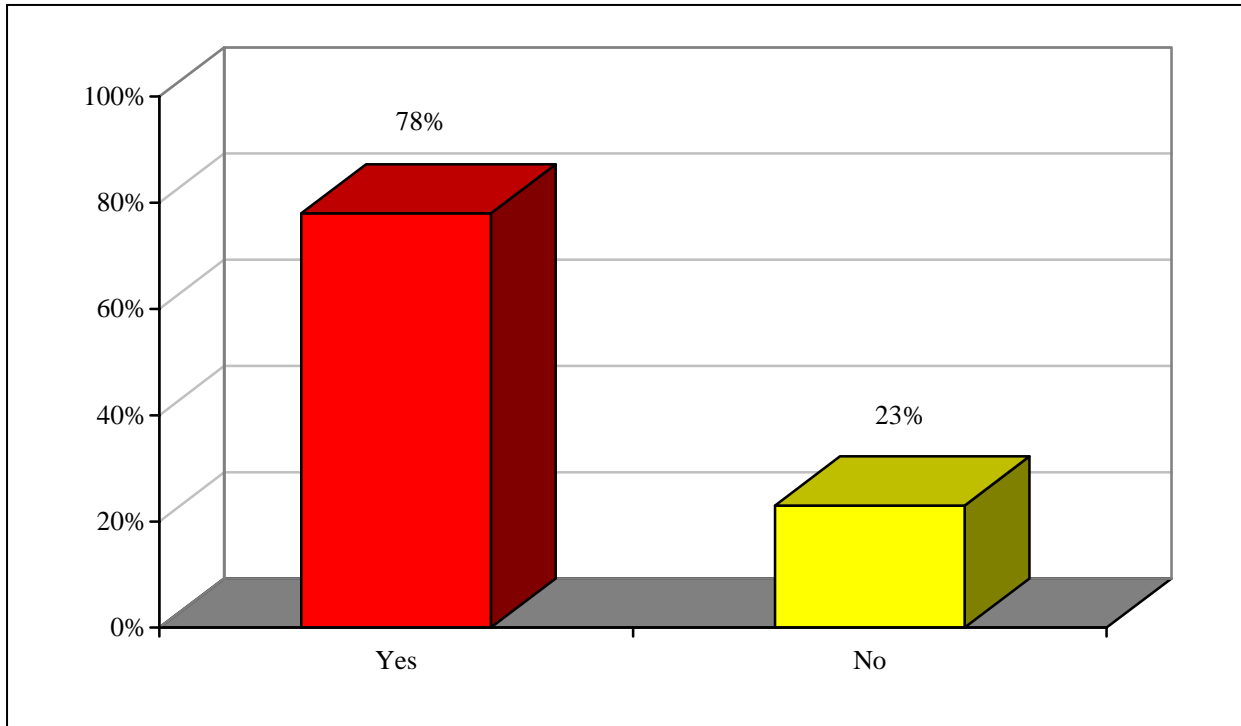
Home base = 27

Assisted living base = 48

- Nursing facility base = 8

More than three-quarters (78%) of the respondents who needed transportation services reported that the transportation provider they used got them to their appointment on time.

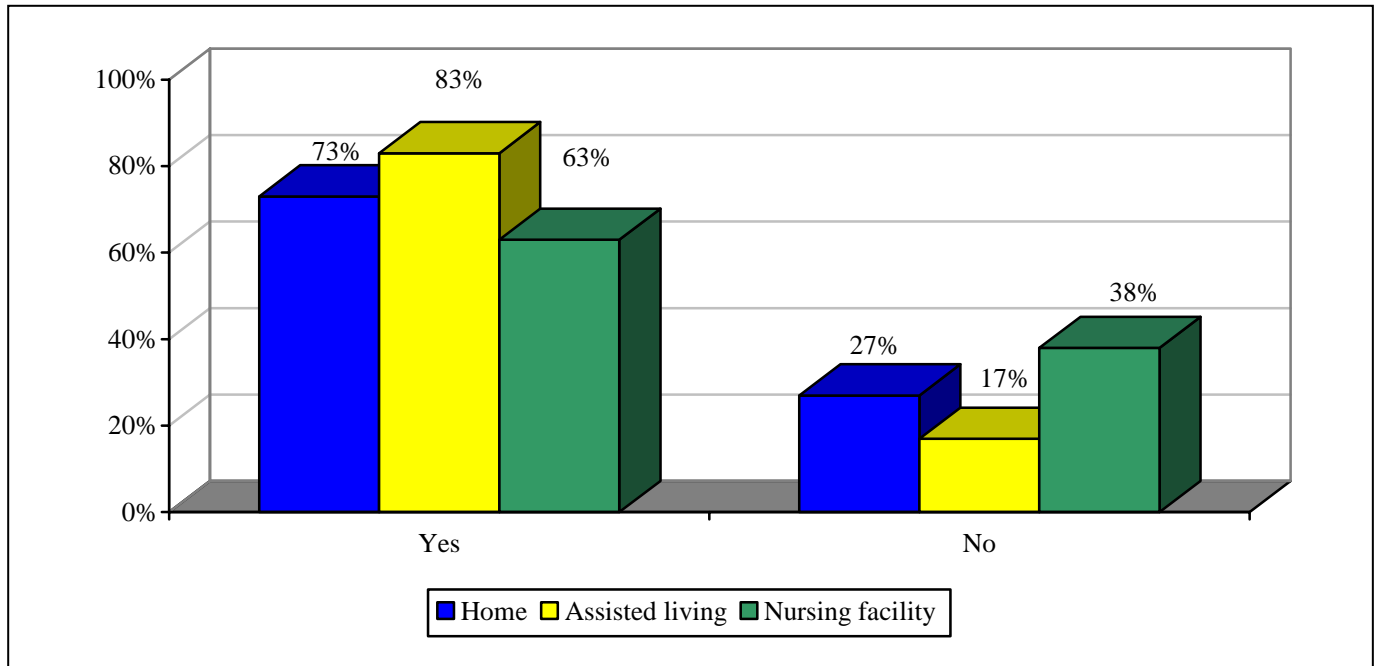
Q.22 Did the transportation provider get you to your appointment on time?



Base = 80

- Respondents living in assisted living (83%) were most likely to have a transportation provider that got them to their appointment in time followed by respondents in a home (73%) or in a nursing facility (63%).

Q.22 (By Setting) Did the transportation provider get you to your appointment on time?



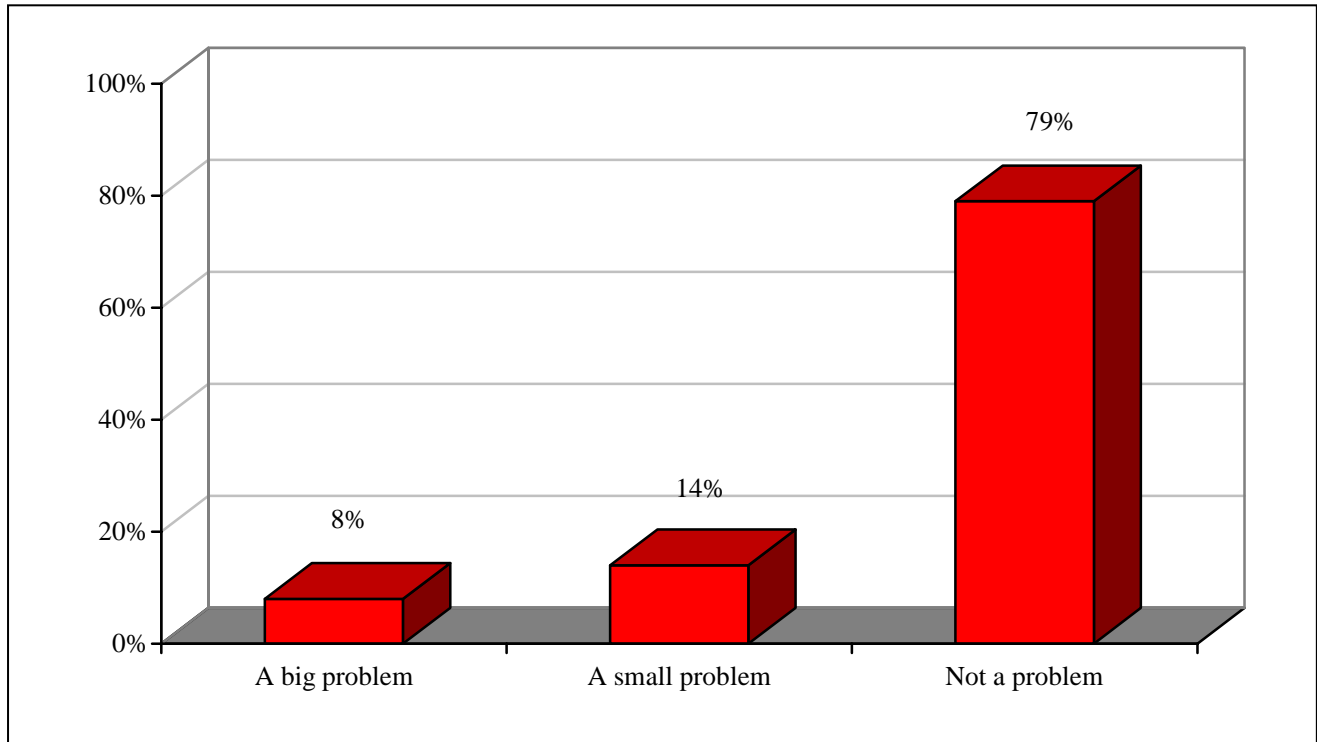
Home base = 26

Assisted living base = 46

Nursing facility base = 8

- Nearly eight in ten (79%) respondents who needed a prescription or prescription refill stated that they did not incur any problems in getting the prescription medicine they needed. Fourteen percent (14%) stated that they had a “small problem” getting the prescription medicine they needed and 8% had a “big problem.”

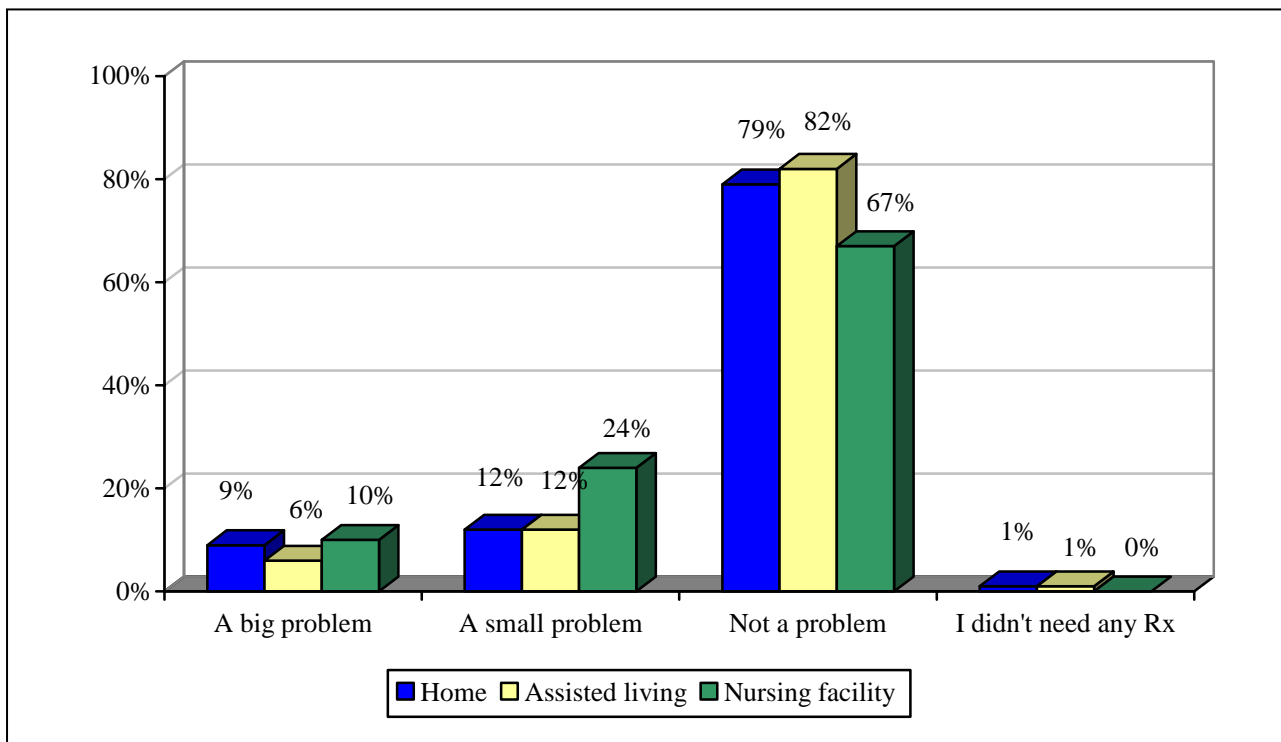
Q.23 How much of a problem, if any, was it to get any prescription medicine you needed?



Base = 168

- Respondents in assisted living were the least likely to have incurred any problems getting the prescription medicine they needed while respondents living in nursing facilities incurred the most problems getting prescription medicine.

Q.23 (By Setting) How much of a problem, if any, was it to get a prescription medicine you needed?

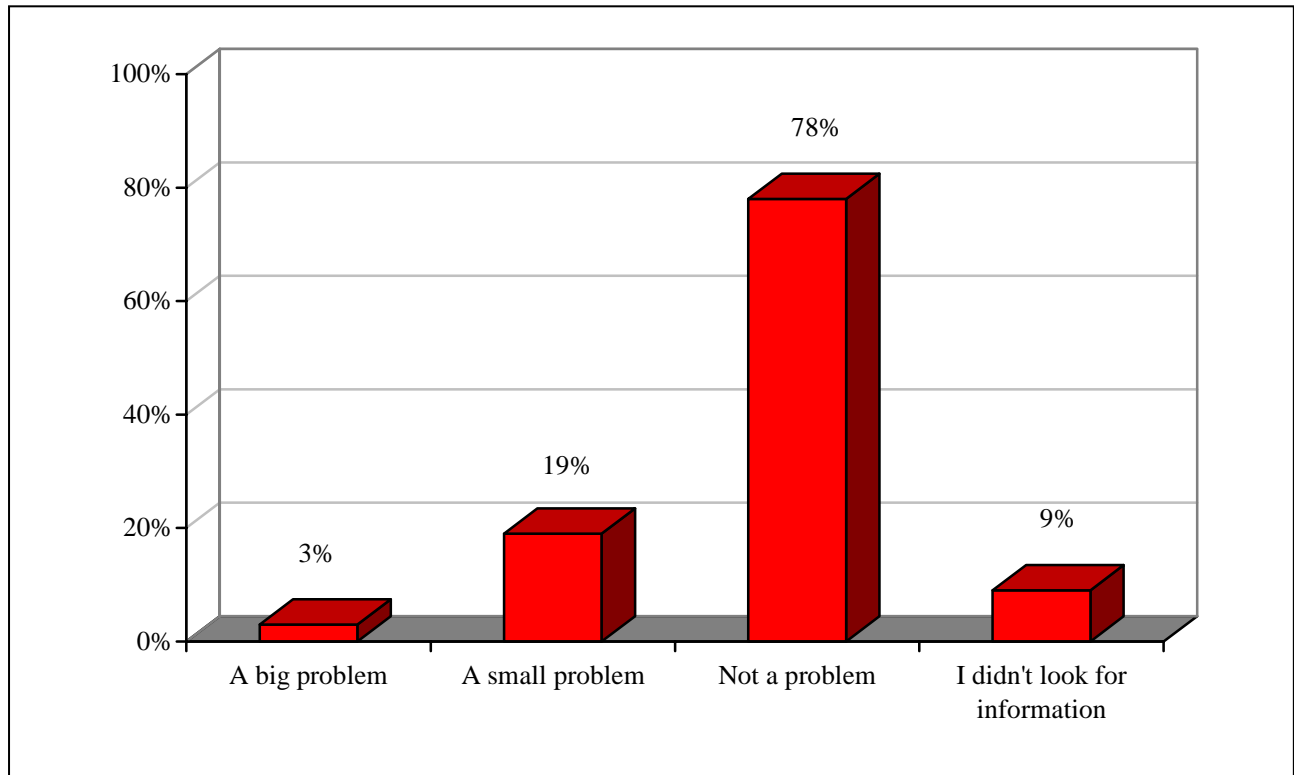


Home base = 67
 Assisted living base = 78
 Nursing facility base = 21

Your Health Plan

- Of those respondents who looked for information regarding their SCAN, 78% reported that they did not have any problems finding or understanding the information that was provided to them by SCAN. Nearly one-fifth of the respondents (19%) incurred a “small problem” in finding or understanding the information that SCAN sent to them while 3% indicated it was a “big problem” for them.

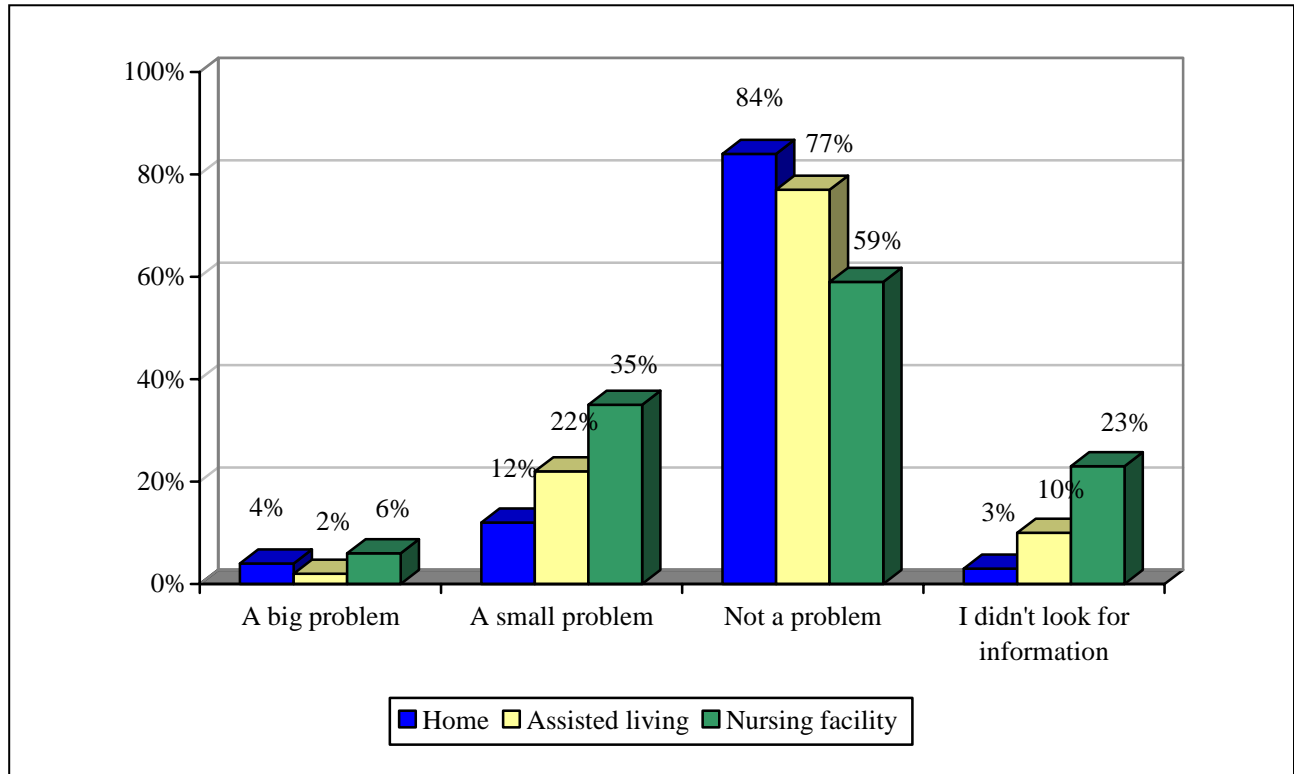
Q.24 How much of a problem, if any, was it to find or understand information that SCAN sent you?



Base = 154

- Those respondents who live in a home (84%) were the least likely to experience any problems when trying to find or understand information that SCAN sent to them.
- Respondents that live in a nursing facility experienced the most problems trying to find or understand information that was sent to them by SCAN – 35% stated they had a “small problem” and 6% had a “big problem.”
- Significantly more respondents living in nursing facilities than in homes experienced a “small problem” in finding or understanding information that SCAN sent (35% vs. 12%).

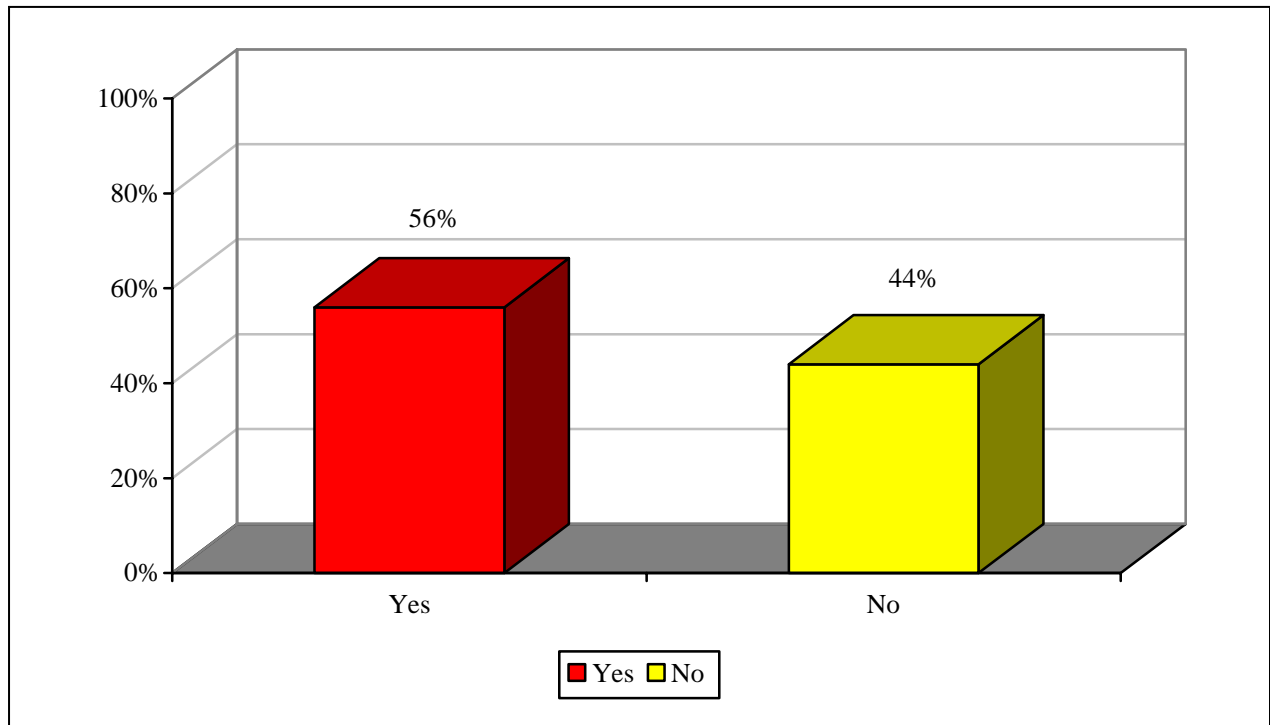
Q.24 (By Setting) How much of a problem, if any, was it to find or understand information that SCAN sent you?



Home base = 68
 Assisted living base = 68
 Nursing facility base = 17

- More than half of the respondents (56%) called SCAN Member Services to get information or help.

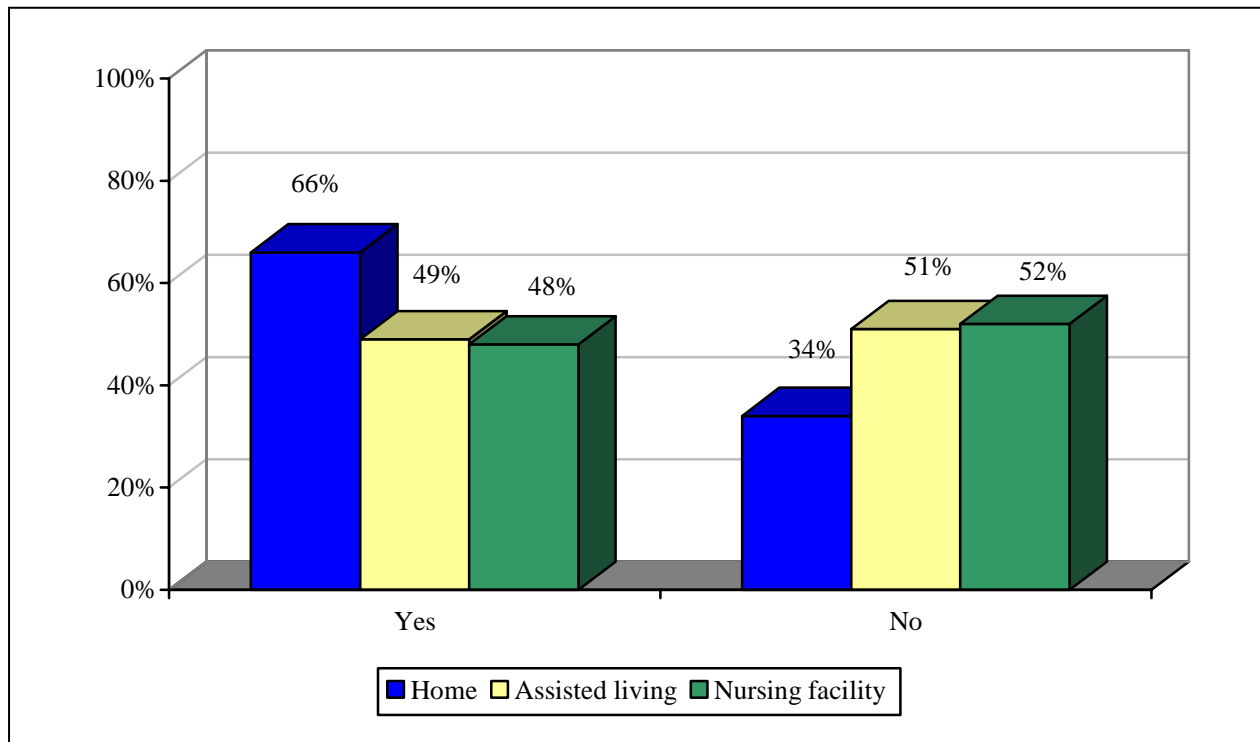
Q.25 Have you called SCAN Member Services to get information or help?



Base = 171

- Two-thirds (66%) of the respondents living in a home called SCAN Member Services to get information or help. This is significantly higher than respondents living in assisted living (49%).
- Half of the respondents living in assisted living and in nursing facilities mentioned that they called SCAN Member Services to get information or help.

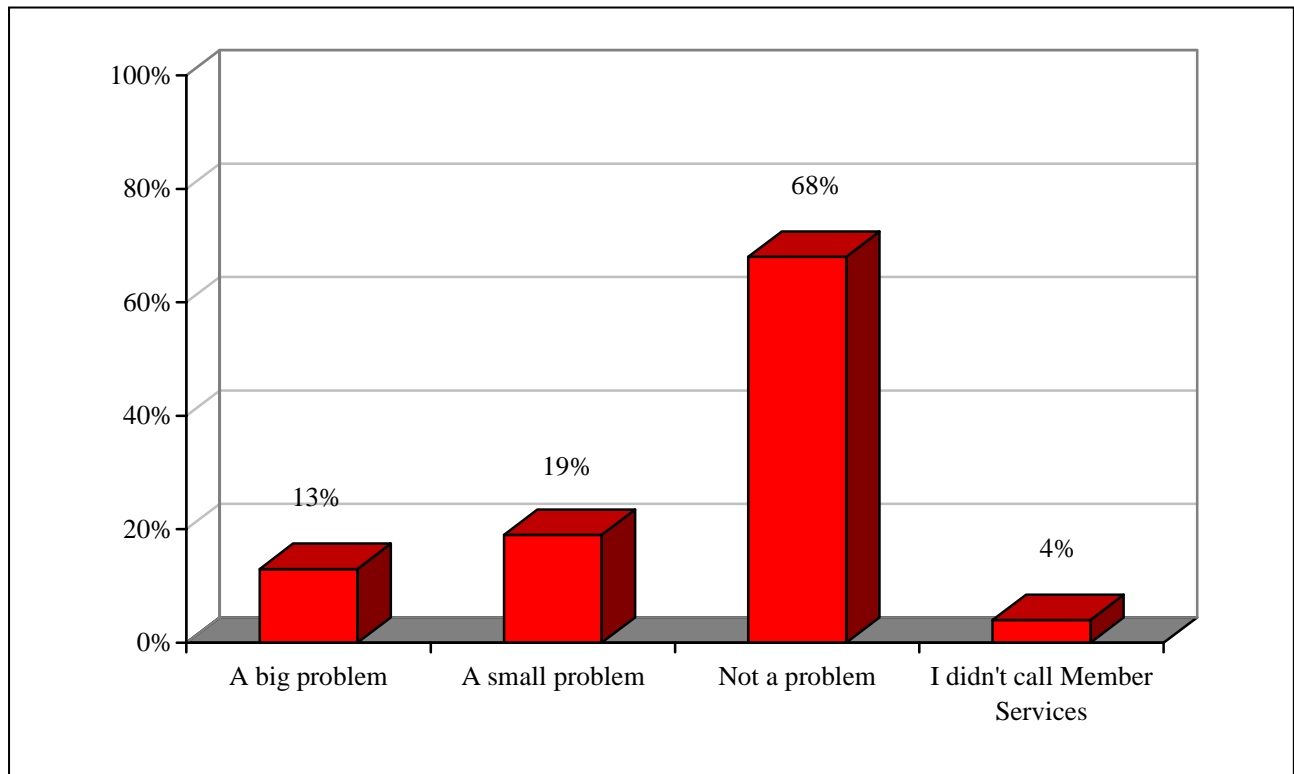
Q.25 (By Setting) Have you called SCAN Member Services to get information or help?



Home base = 70
 Assisted living base = 78
 Nursing facility base = 21

- Nearly seven in ten (68%) of the respondents who called Member Services did not have any problems getting the help they needed from Member Services, 19% experienced a “small problem” getting the help they needed, and 13% experienced a “big problem” trying to get the help they needed when calling Member Services.

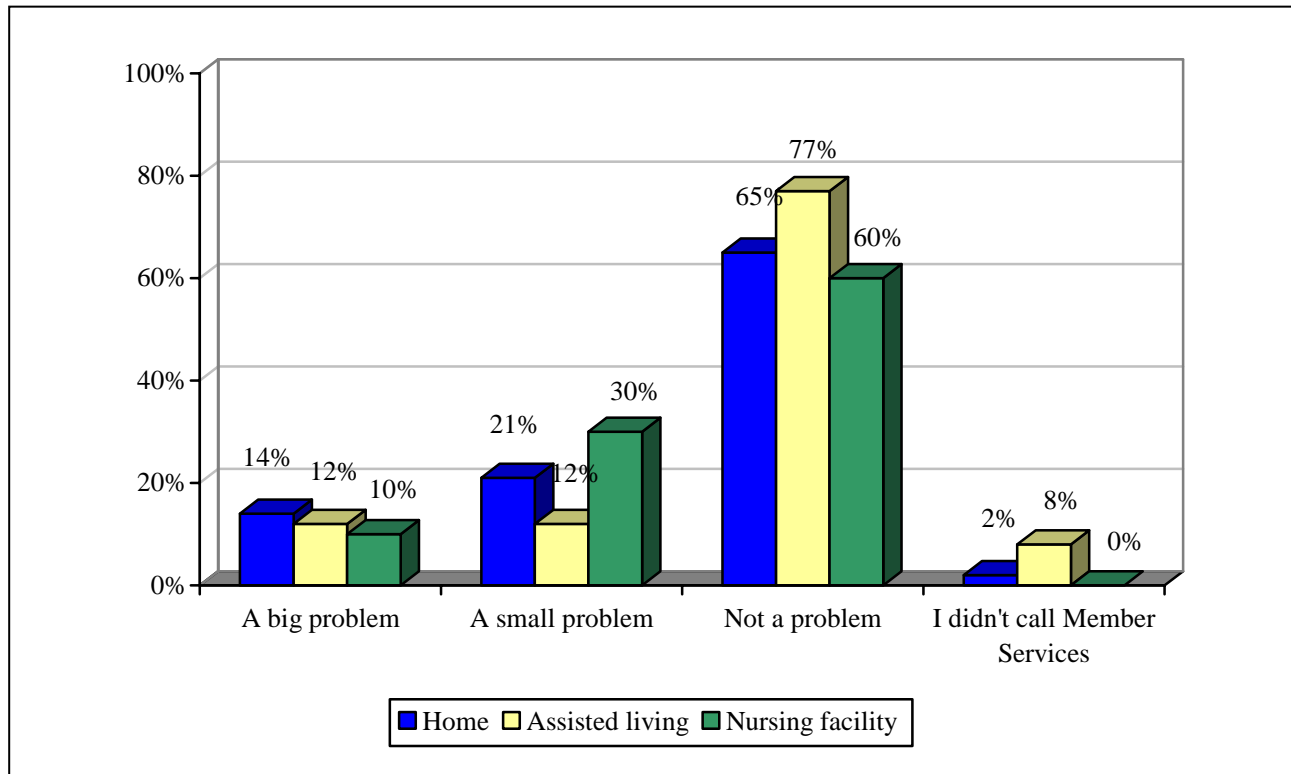
Q.26 How much of a problem, if any, was it to get the help you needed when you called SCAN Member Services?



Base = 88

- Respondents living in assisted living were the least likely to have experienced any problems getting the help they needed when calling Member Services.
- Those respondents living in a home had the highest percentage of respondents reporting that they had a “big problem” in getting the help they needed from Member Services when they called.

Q.26 (By Setting) How much of a problem, if any, was it to get the help you needed when you called SCAN Member Services?



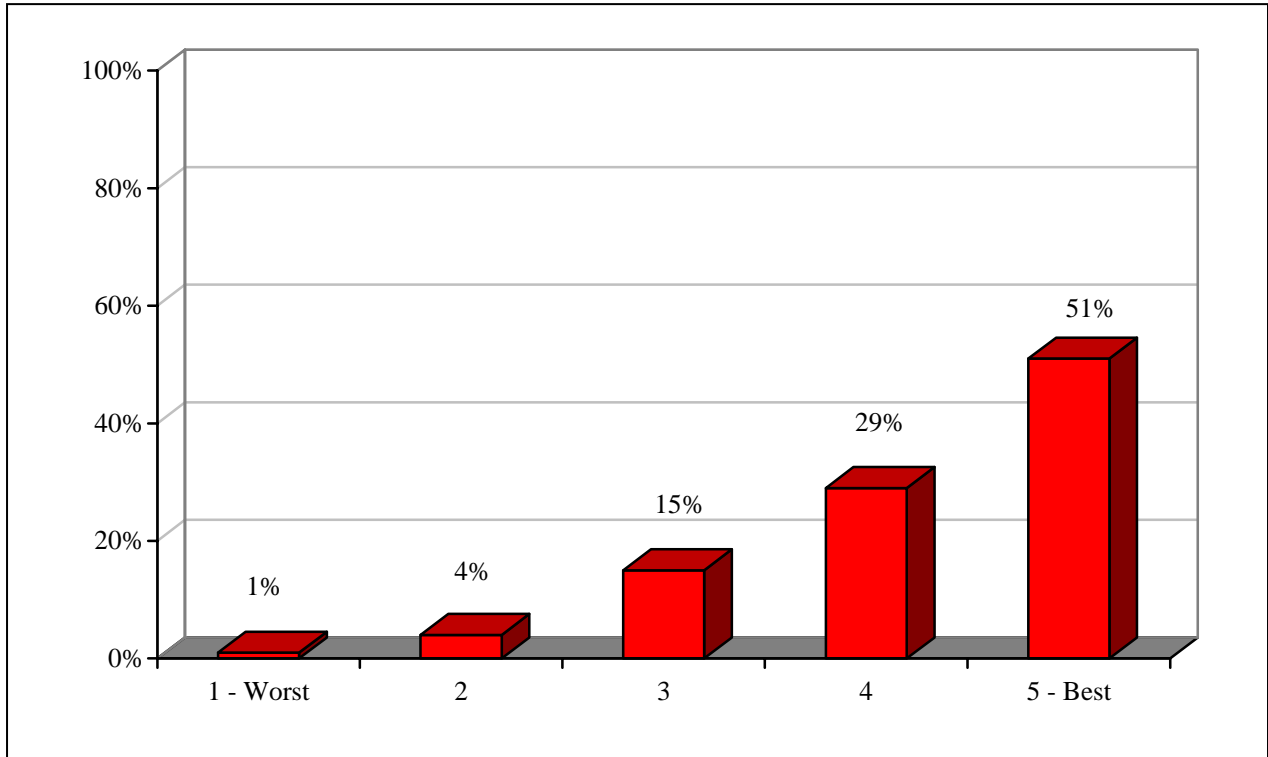
Home base = 43

Assisted living base = 34

- Nursing facility base = 10

All of the respondents were asked to rate their SCAN on a 5 point scale with 5 being the best health plan possible. Respondents rated SCAN an average of 4.24. Eight in ten respondents rated SCAN a 4 or a 5, 15% rated SCAN a 3 and 5% rated SCAN a 1 or a 2 (worst health plan).

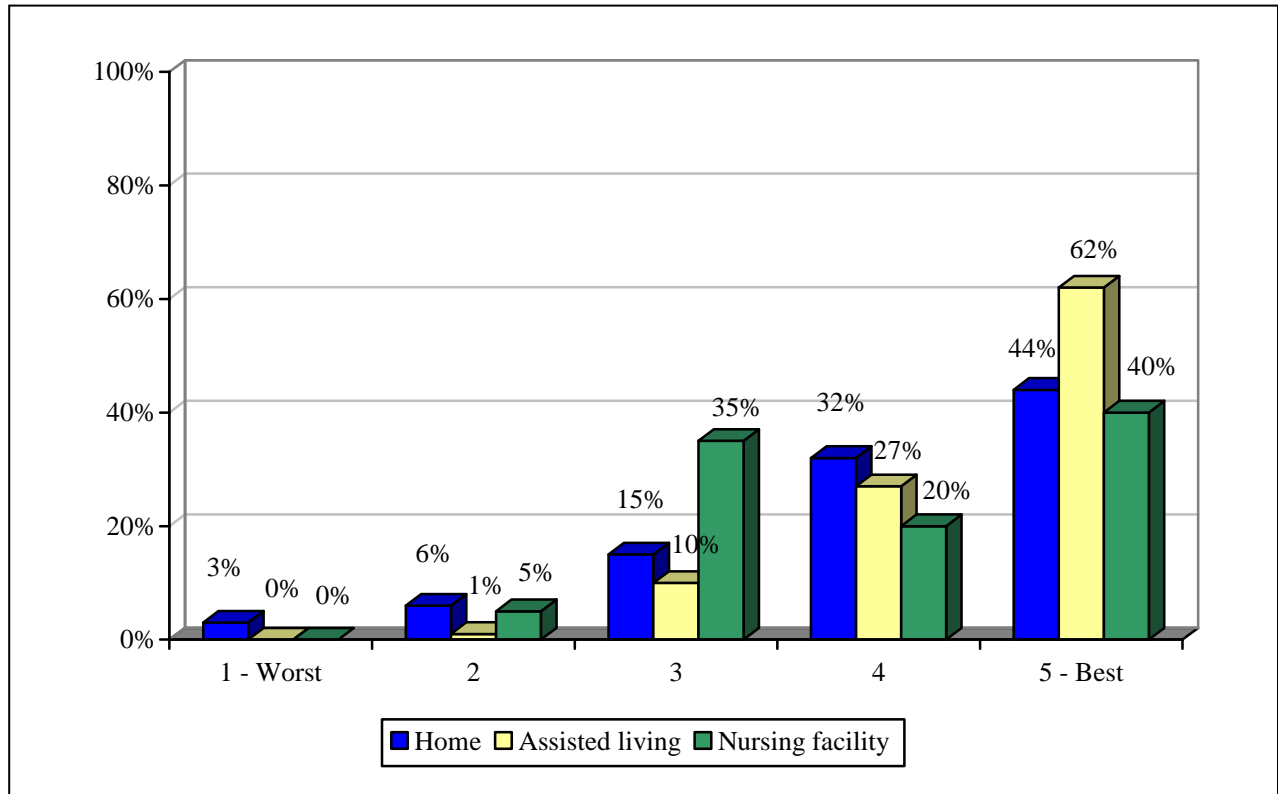
Q.27 Using any number from 1 to 5, where 1 is the worst health plan possible, and 5 is the best health plan possible, what number would you use to rate SCAN?



Base = 168

- Respondents living in assisted living were significantly more satisfied with their SCAN than respondents living in a home and in a nursing facility. On average, those respondents living in assisted living rated SCAN a 4.49 overall compared to respondents living in a home (4.09) and respondents living in a nursing facility (3.95).

Q.27 (By Setting) Using any number from 1 to 5, where 1 is the worst health plan possible, and 5 is the best health plan possible, what number would you use to rate SCAN?

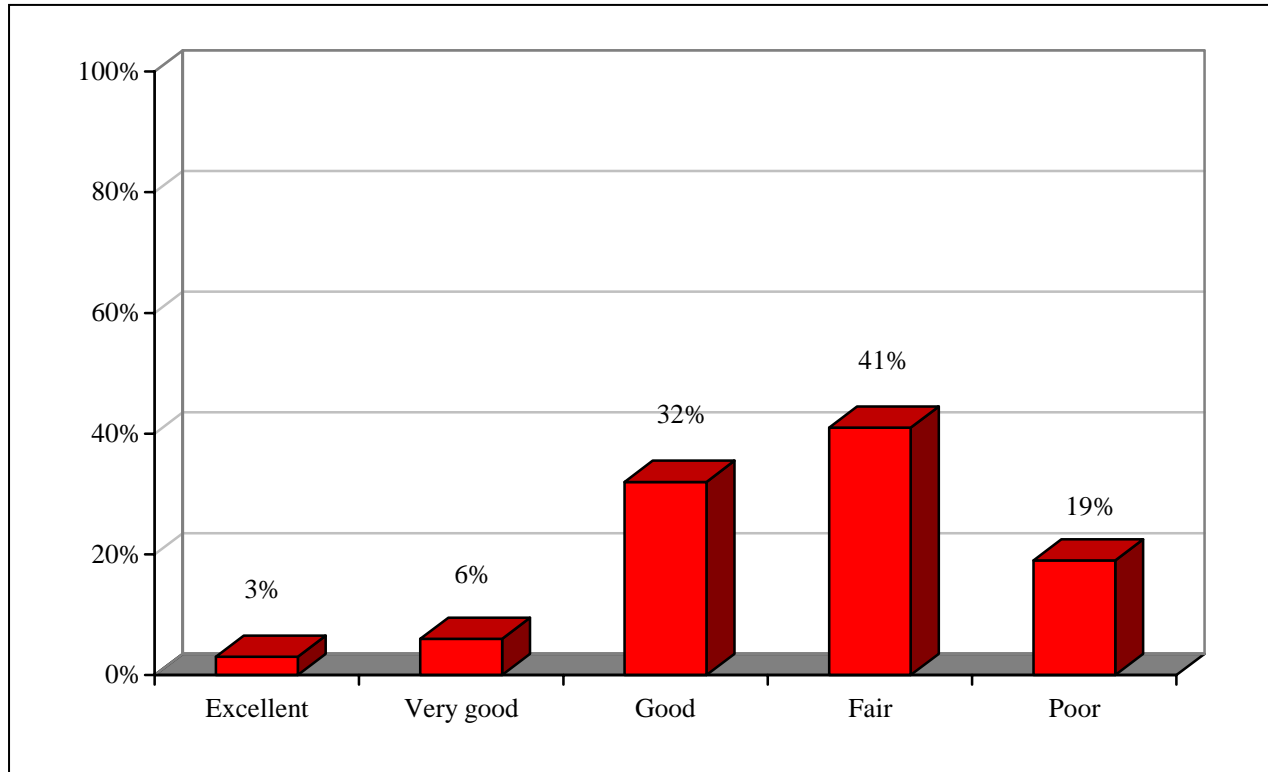


Home base = 68
 Assisted living base = 78
 Nursing facility base = 20

About You

- More than half (59%) of the respondents rated their overall health as either “fair” or “poor.” Less than one in ten respondents thought their health was in “excellent” or “very good” condition.

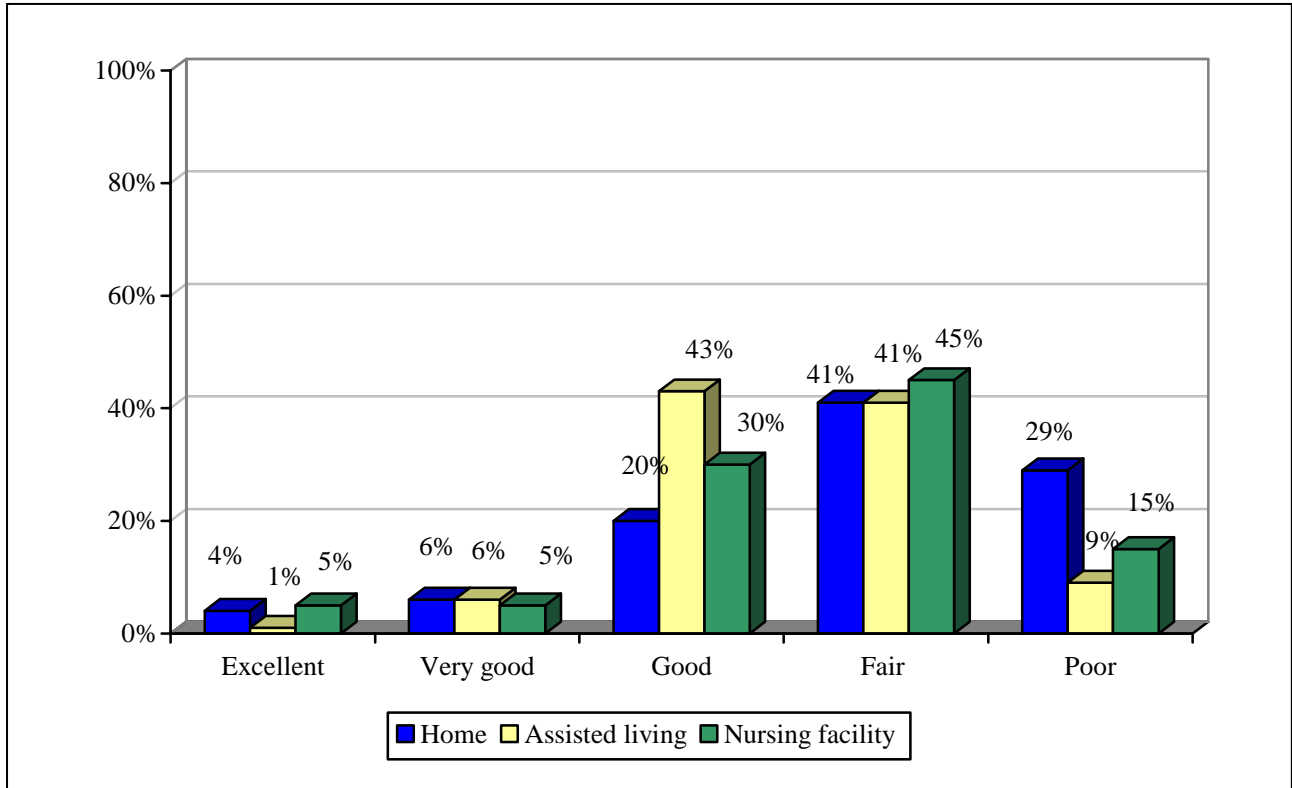
Q.28 In general, how would you rate your overall health now?



Base = 172

- Significantly more respondents living in a home than in assisted living rated their overall health as “fair” or “poor”.
- Respondents in assisted living were significantly more likely to have rated their overall health as “good” in comparison to those respondents living in a home.

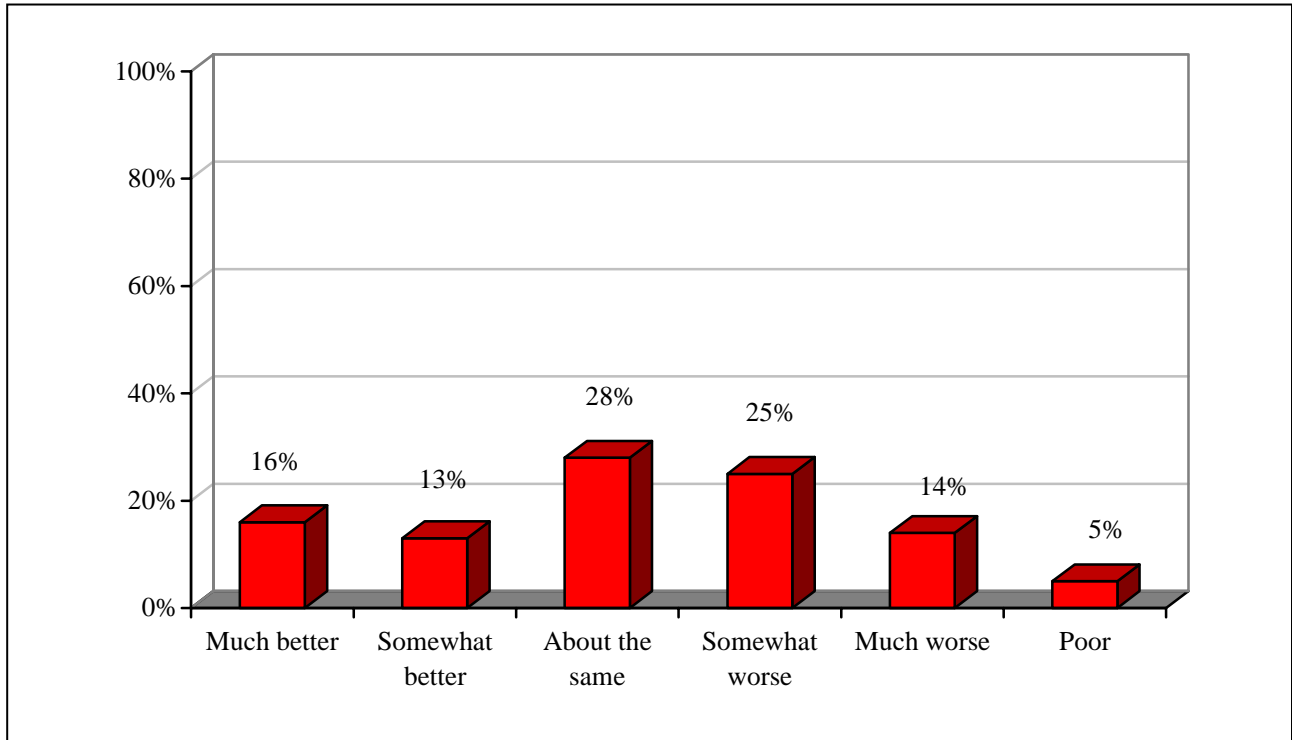
Q.28 (By Setting) In general, how would you rate your overall health now?



Home base = 69
 Assisted living base = 81
 Nursing facility base = 20

- When asked to compare their general health now to one year ago, more than four in ten respondents (44%) said that their health is worse than it was one year ago (25% “somewhat worse” and 14% “much worse”). More than one-quarter (28%) of the respondents felt that their health was about the same as it was last year and 28% felt that their current health was better than it was one year ago.

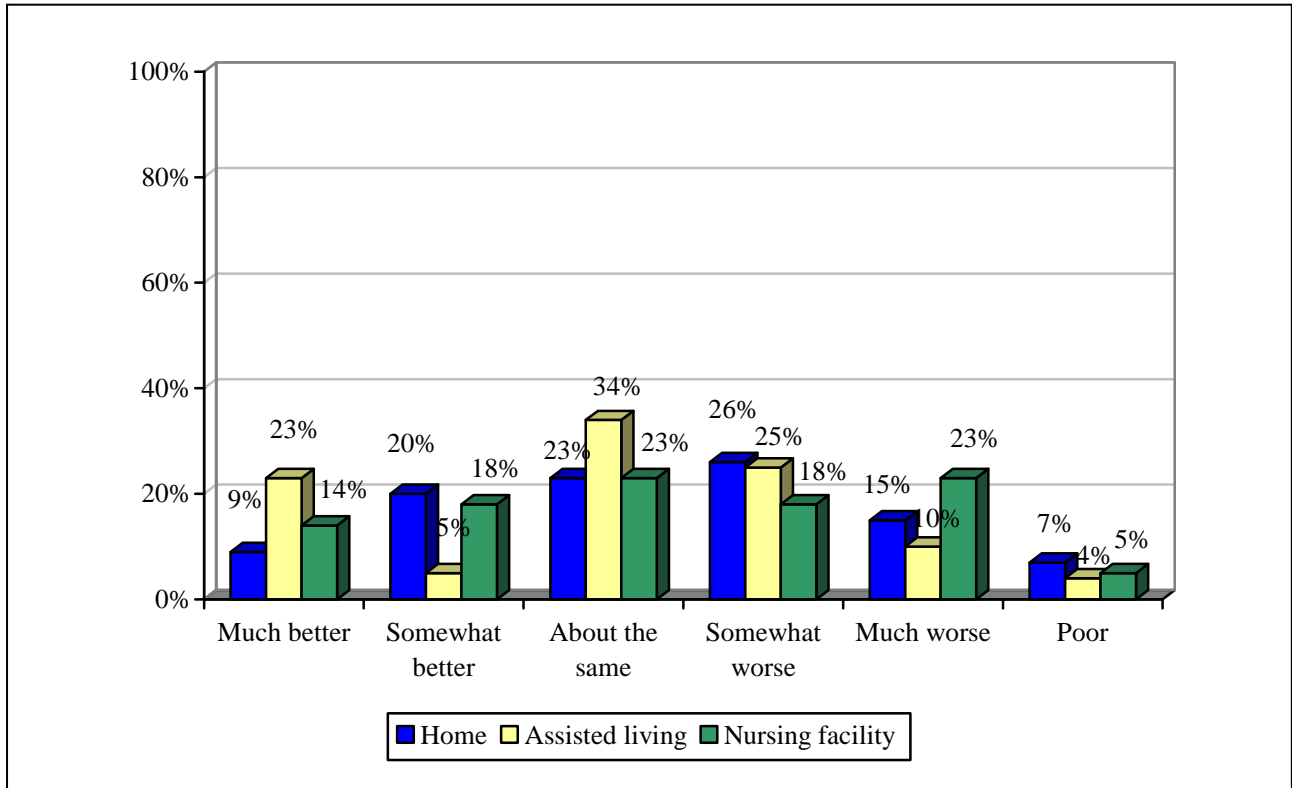
Q.29 Compared to one year ago, how would you rate your health in general now?



Base = 176

- Respondents living in assisted living were significantly more likely than respondents living in a home to have stated that their health, compared to one year ago, was “much better.”
- Respondents in assisted living, overall, were the most likely to have felt that their health in general was better or about the same as last year.

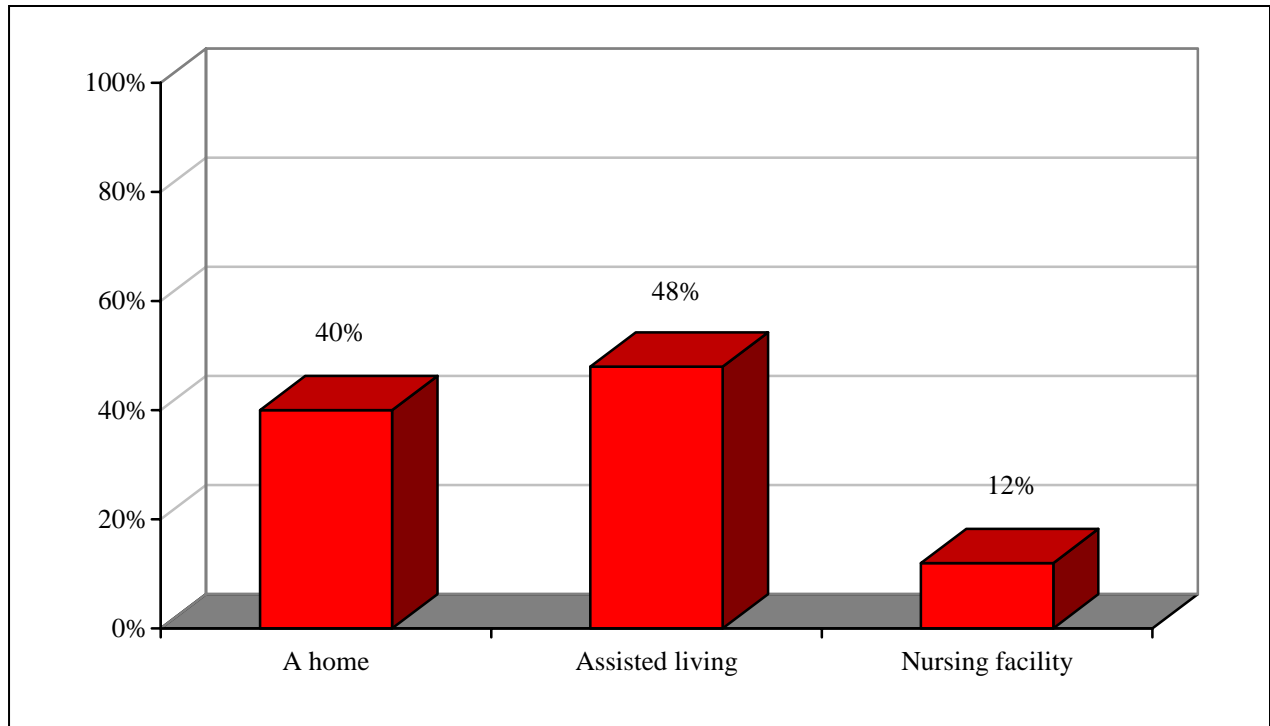
Q.29 (By Setting) Compared to one year ago, how would you rate your health in general now?



Home base = 69
 Assisted living base = 83
 Nursing facility base = 22

- Forty-eight percent of the respondents survey currently live in assisted living, 40% live in a home and 12% live in a nursing facility.

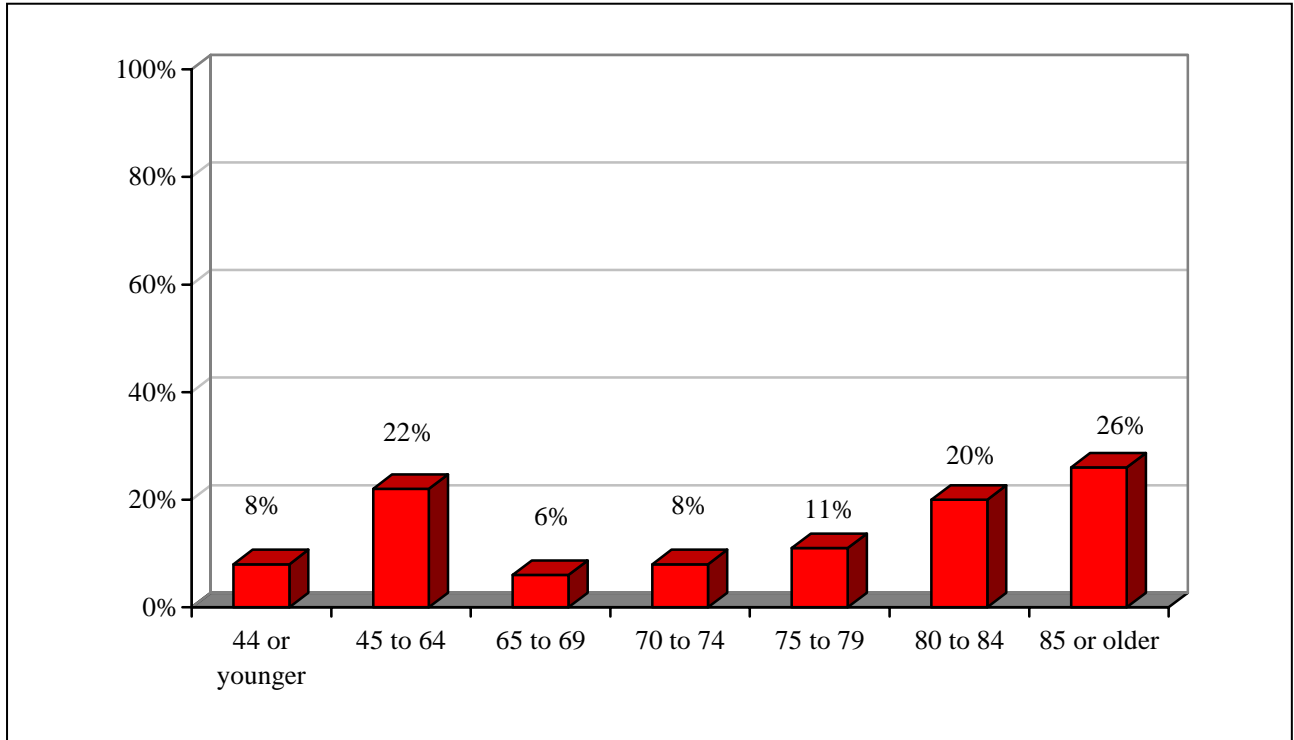
Q.30 Where do you live?



Base = 177

- The average age of respondents was 72.4 years old.

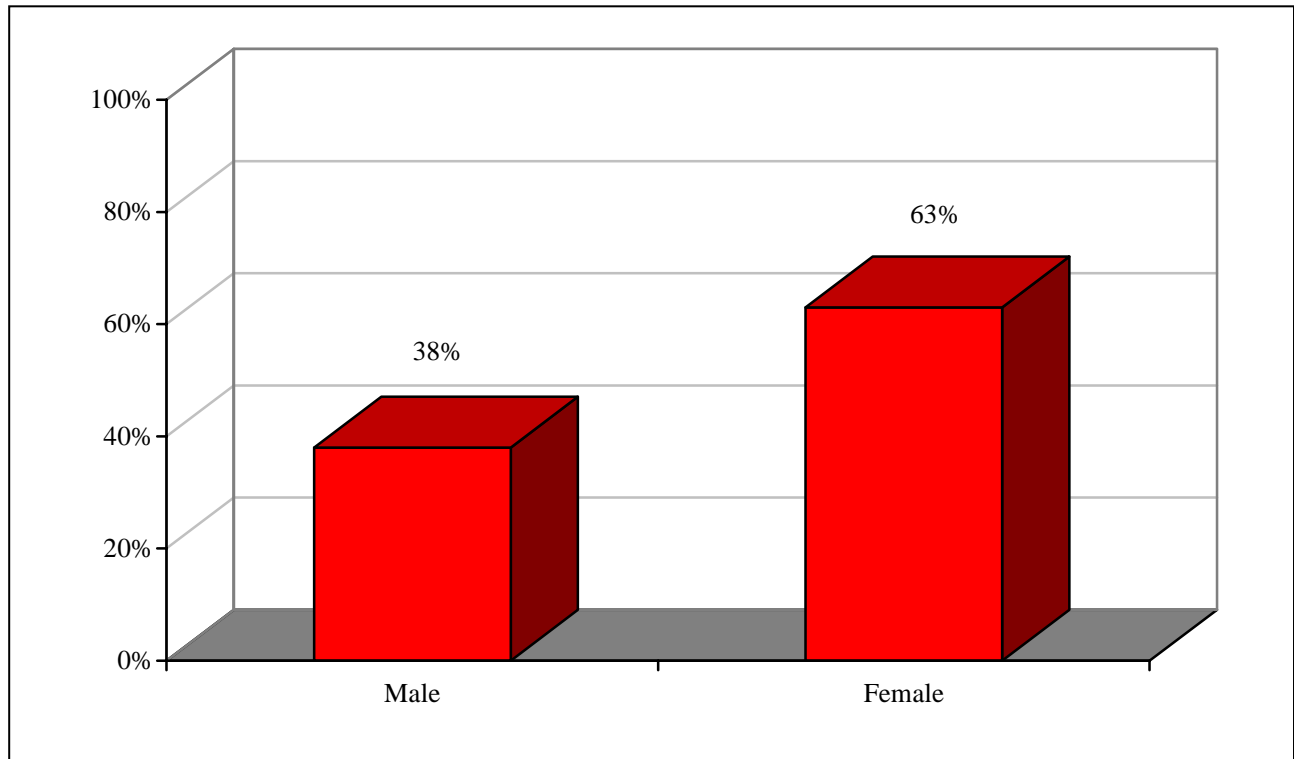
Q.31 What is your age now?



Base = 179

- Nearly two-third of the respondents were female and 38% were male.

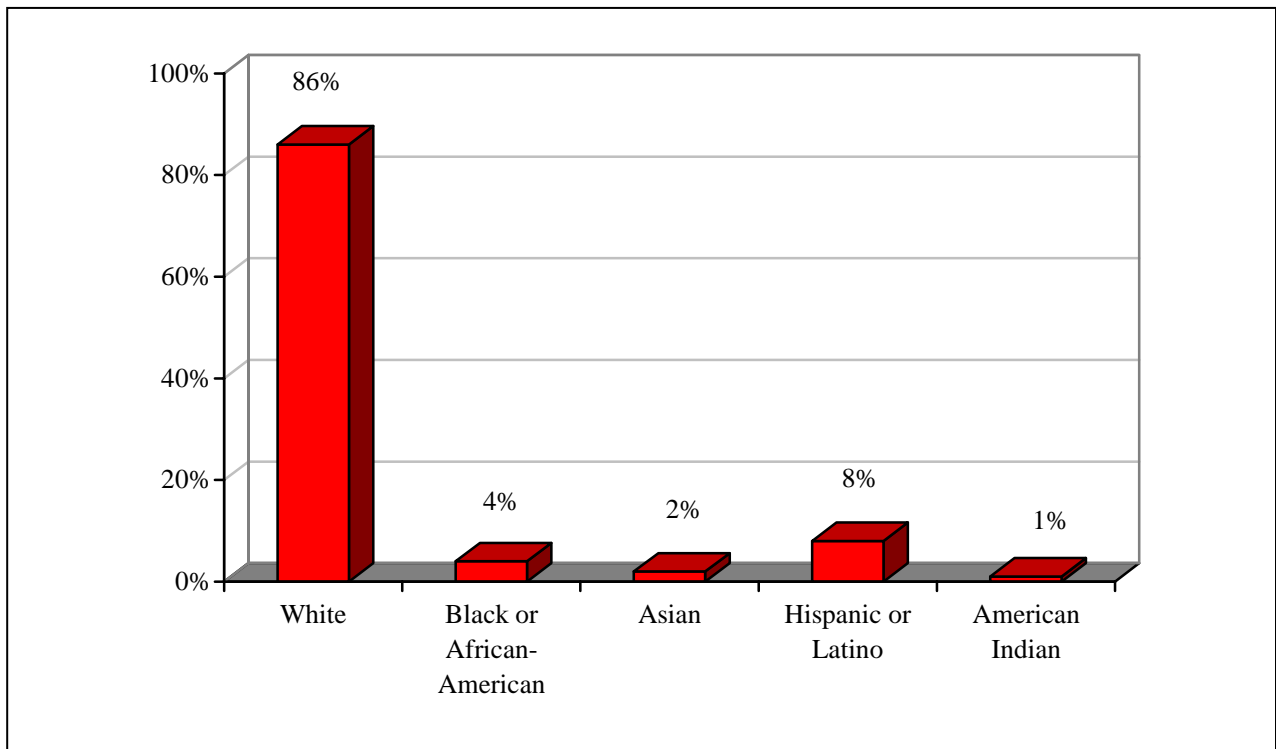
Q.32 Are you male or female?



Base = 176

- The majority of respondents were white (86%) followed by 8% Hispanic/Latino, 4% Black or African-American, 2% Asian and 1% American Indian.

Q.33 What is your race?



Base = 174

SURVEY OVERVIEW
Total Members by Setting/Gender/Age Group/QOC

