

Improving Member Satisfaction

A sample of our members is surveyed annually regarding their satisfaction with behavioral health services. UPMC Health Plan uses the Experience of Care and Health Outcomes (ECHO) Survey. The 2007 survey results, based on care received in 2006, show that members are highly satisfied with:

- Practitioners listening carefully to them.
- Practitioners respecting their cultural, physical, and special needs.
- Practitioners explaining things in a way they could understand.
- Practitioners showing respect for what they have to say.
- Practitioners spending enough time with them.
- Being involved as much as they wanted in their treatment.

Based on the annual survey results, UPMC Health Plan Behavioral Health Services identifies opportunities for improvement to increase member satisfaction ratings. The following opportunities for improvement were chosen:

- Access to routine and urgent treatment.
- Getting the help needed when calling Customer Service.

UPMC Health Plan and UPMC Health Plan Behavioral Health Services are working together to improve the care and services provided to our members in these areas. Activities currently being implemented to address these areas include:

- Verifying provider data to ensure that accurate information is given during the referral process.
- Distributing the access standards to practitioners semi-annually via newsletters as well as Community Care's web site.
- Care Management staff is always available to help members obtain an appointment soon enough to meet their needs.
- Care Managers make follow-up calls to members who had called in with an urgent situation to ensure appointments are kept.
- Increasing the frequency of quality audits of Customer Service staff.
- Implementing a more intensive new employee orientation for Customer Service staff.

If you have ideas on how to increase member satisfaction in these areas, please contact us at 1-888-251-2224 and ask for a Quality representative.