



L.A. Care
HEALTH PLAN®

For All of L.A.

TTECAC Meeting Presentation

September 11, 2024



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997



L.A. Care
HEALTH PLAN®

For All of L.A.

Improving the Experience of L.A. Care Members



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What is Member Experience?



- Everything a member experiences in the health care system
- Any interaction with:
 - Doctors, nurses, office staff
 - Hospitals, Emergency Rooms, Urgent Care Centers, Pharmacies
 - L.A. Care and Plan Partners (Blue Shield, Anthem)
- Considers things like:
 - Did members get the care they needed, when they needed it
 - Were members happy with the quality of the care
 - Were members treated with respect



Why is Member Experience Important?



- L.A. Care cares about our members
- We want you to be satisfied with the care you receive
- We try to improve many aspects of member experience
- Member experience is monitored in several ways, including:
 - Grievances and appeals
 - Surveys (i.e.: CAHPS)
 - Feedback from RCACs and ECAC aka you!



Example Survey

SURVEY OF YOUR EXPERIENCE WITH YOUR PROVIDER

YOUR PROVIDER

1. Our records show that you got care from the provider named below in the last 6 months.

Is that right?

- ₁ Yes
₂ No → *If No, go to Question 38*

The questions in this survey will refer to the provider named in Question 1 as “this provider.” Please think of that person as you answer the survey.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?
- ₁ Yes
₂ No
3. How long have you been going to this provider?
- ₁ Less than 6 months
₂ At least 6 months but less than 1 year
₃ At least 1 year but less than 3 years
₄ At least 3 years but less than 5 years
₅ 5 years or more

6. In the last 6 months, did you contact this provider’s office to get an appointment for an illness, injury, or condition that needed care right away?

- ₁ Yes
₂ No → *If No, go to Question 8*

7. In the last 6 months, when you contacted this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

8. In the last 6 months, did you make any appointments for a check-up or routine care with this provider?

- ₁ Yes
₂ No → *If No, go to Question 10*

9. In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

Common Issues Members Report

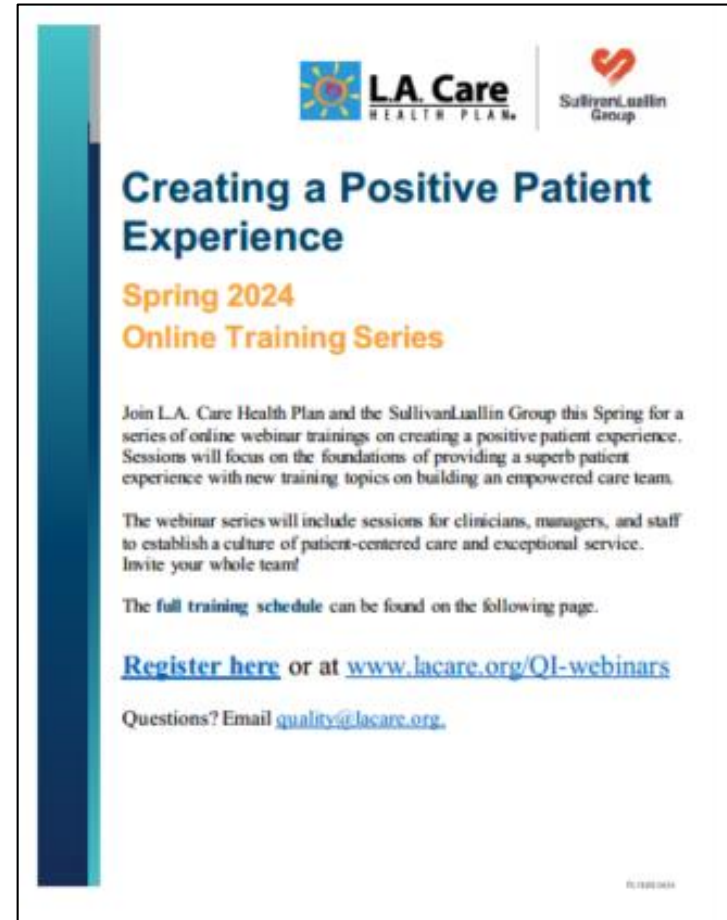
- Waiting too long at the provider office
- Appointments are not available soon enough
- Did not feel treated well or helped by staff and/or provider
- Too few choices of providers
- Referral issues and delays
- Not enough time with provider





What is L.A. Care Doing to Improve Member Experience?

- Adding more providers to our network
- Expanding access with companies like Teladoc, Minuteclinic and looking into offering healthcare services at the Community Resource Centers
- Offering trainings for providers and office staff on delivering a positive patient experience
- Rewarding and highlighting providers who have the highest survey scores
- Improvements to our call center

What else should we be doing?



Creating a Positive Patient Experience

Spring 2024
Online Training Series

Join L.A. Care Health Plan and the SullivanLuallin Group this Spring for a series of online webinar trainings on creating a positive patient experience. Sessions will focus on the foundations of providing a superb patient experience with new training topics on building an empowered care team.

The webinar series will include sessions for clinicians, managers, and staff to establish a culture of patient-centered care and exceptional service. Invite your whole team!

The full training schedule can be found on the following page.

[Register here](#) or at www.lacare.org/QI-webinars

Questions? Email quality@lacare.org.

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How Can Members Help L.A. Care Improve?

- If you receive a survey, complete it – we really read them!
- If you're having a problem, call L.A. Care
 - You can also file a [Grievance online](#)
- Speak up at your provider's office – whether positive or negative!
- Share issues at RCAC and ECAC meetings



L.A Care Member Services

Phone 1-888-839-9909





Questions?

Thank you!

