

Michigan Dental Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey -Trends Monitoring for Quality Improvement in Oral Health

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Abstract

The Michigan Department of Health and Human Services (MDHHS) contracted with an External Quality Review Organization (EQRO) who administered the Agency for Healthcare Research and Quality’s (AHRQ’s) Dental Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey instrument in 2022 for the adult population in the Comprehensive Health Care Program. A CAHPS® survey in 2023 (with a sample of 1,350 members) was selected from the nine Michigan Medicaid Health Plans aged 19 years or older who were currently enrolled and were continuously enrolled at least 11 of the 12 months from November 1, 2021, to October 31, 2022, and had a paid or denied dental claim in the measurement period. The results were analyzed to identify the key drivers impacting consumer satisfaction and compared to those enrolled in Health plans from 2019-2020 and 2020-2021 and trends and statistical significance and strategy for improvement are discussed.

Strategy for Improvement in Consumer Experience-Auto Assignment

Purpose of the Auto-Assignment Algorithm is to assign beneficiaries to health plans using performance-based criteria. MDHHS uses dental CAHPS measures listed below in the Auto Assignment Algorithm to drive positive consumer experience. The two measures used in Quarter 2 and Quarter 3 of the calendar year are below:

Rating of Regular Dentist	Access to Dental Care
*Receive 75 pts if significantly above the program rate	
*Receive 50 pts if above the program rate	
*Receive 25 pts if below the program rate	
*Receive 0 pts if significantly below the program rate	

Trend Analysis¹

					Trend Results (2021-2023)	Trend Results (2022-2023)
Program/Plan Name	2021	2022	2023			
HMP Program	59.0%	59.3%	62.8%	▲	—	
Medicaid Health plan 1	58.0%	70.3%	62.3%	—	—	
Medicaid Health plan 2	57.3%	53.4%	60.9%	—	—	
Medicaid Health plan 3	63.6%+	62.0%	70.8%	—	—	
Medicaid Health plan 4	63.9%	61.0%	58.3%	—	—	
Medicaid Health plan 5	56.6%	63.2%	70.8%	▲	—	
Medicaid Health plan 6	56.9%	53.0%	59.7%	—	—	
Medicaid Health plan 7	64.9%	68.4%	60.1%	—	—	
Medicaid Health plan 8	55.9%	54.4%	56.6%	—	—	
Medicaid Health plan 9	72.3%	66.3%	66.5%	—	—	
+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.						
▲ Statistically significantly higher in 2023 than in previous years.						
▼ Statistically significantly lower in 2023 than in previous years.						
— Not statistically significantly different in 2023 than in previous years.						

Reference

¹ <https://www.michigan.gov/mdhhs/assistance-programs/medicaid/portalhome/reports/>

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Key Drivers¹

Question Number	Rating of All Dental Care	Rating of Dental Plan	Would Recommend Dental Plan	Baseline Response
Q6. Dentist explained things in understandable way	✓	✓	✓	Always
Q7. Dentist listened carefully to you	✓	✓	✓	Always
Q8. Dentist treated you with courtesy and respect	✓	✓	✓	Always
Q9. Dentist spent enough time with you	✓	✓	✓	Always
Q11. Dentist or dental staff did everything they could to help you feel comfortable during dental work	✓	✓	✓	Always
Q12. Dentist or dental staff explained what they were doing while treating you	✓	✓	✓	Always
Q13. Received dental appointments as soon as wanted	✓	✓	✓	Always
Q14. Got to see dentist as soon as wanted because of dental emergency	✓	✓	✓	Definitely Yes
Q15. Got appointment with dentist who specializes in particular type of dental care as soon as wanted	✓	✓	✓	Always
Q16. Spent more than 15 minutes in waiting room before appointment	✓	✓	✓	Never
Q17. Someone explained delay for spending more than 15 minutes in waiting room before appointment	✓	✓	✓	Always
Q19. Dental plan covered all services you thought were covered		✓	✓	Always
Q20. Dental plan covered what you and your family needed to get done		✓	✓	Definitely Yes
Q22. 800 number, written materials, or website provided you with wanted information		✓	✓	Always
Q24. Information helped find dentist you are happy with		✓	✓	Definitely Yes
Q27. Dental plan’s customer service staff gave you the information or help needed		✓	✓	Always
Q28. Dental plan’s customer service staff treated you with courtesy and respect		✓	✓	Always