

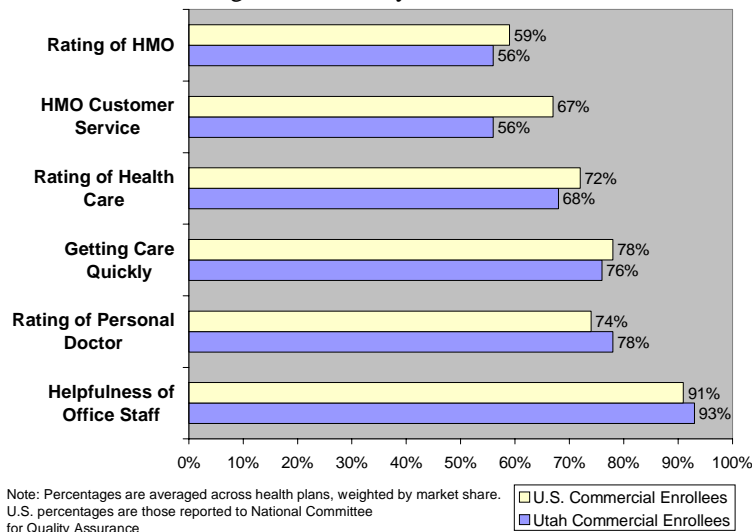
# Utah Health Status Update: *Utah HMO Member Satisfaction, 2001*

As of January 2001, about 70% of Utahns received health care coverage through a health maintenance organization (HMO) or another type of managed care organization. The Utah Health Data Committee and Utah Department of Health have conducted surveys to measure satisfaction with HMO care and service since 1996. The surveys measure satisfaction with different services, such as HMO customer service, getting needed care, getting care quickly, how well doctors communicate, helpfulness of office staff, and overall ratings of the HMO, health care received, and their personal doctor.

This Health Status Update presents highlights of the 2001 survey of members of HMOs who received coverage through an employer or other non-governmental source ("Commercial HMO Enrollees") and those who received coverage through Utah's Medicaid Program ("Medicaid HMO Enrollees").

### Commercial HMO Enrollee Satisfaction

*Figure 1.* Percentage of commercial HMO enrollees reporting satisfaction with selected aspects of HMO and physician services, Utah vs. U.S. averages, 2001 survey data.



### Utah Commercial HMO Enrollee Satisfaction

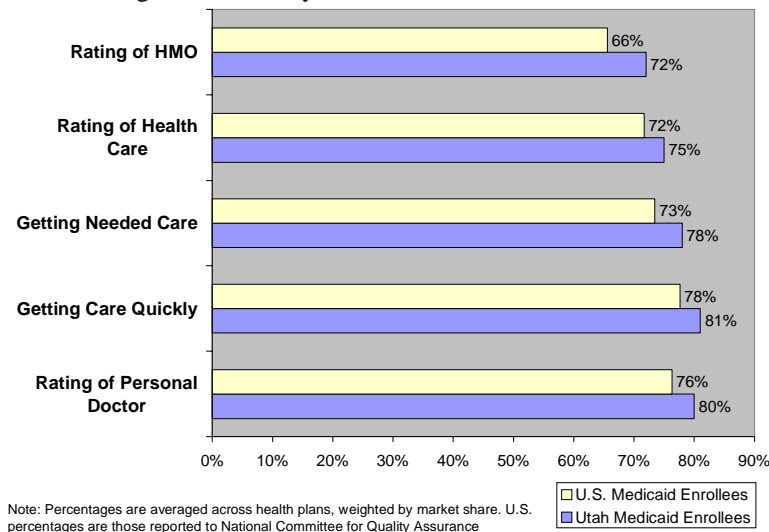
- Utah commercial HMO enrollees rated the services provided by their HMO higher than national average ratings for 2 of 8 measures of satisfaction and worse for 4 of 8 measures (ratings were not significantly different for 2 of 8 measures).
- Utahns gave lower ratings than national averages for: overall rating of the health plan, customer service, overall rating of health care, and getting care quickly (Figure 1).
- Utah commercial HMO enrollees gave higher than national average ratings for their doctor and the helpfulness of the doctor's office staff (Figure 1).

### Utah Medicaid HMO Enrollee Satisfaction

- Utah Medicaid HMO enrollees rated the services provided by their HMO higher than national average ratings for 5 of 8 measures of satisfaction (ratings were not significantly different for 3 of 8 measures).

### Medicaid HMO Enrollee Satisfaction

*Figure 2.* Percentage of Medicaid HMO enrollees reporting satisfaction with selected aspects of HMO and physician services, Utah vs. U.S. averages, 2001 survey data.



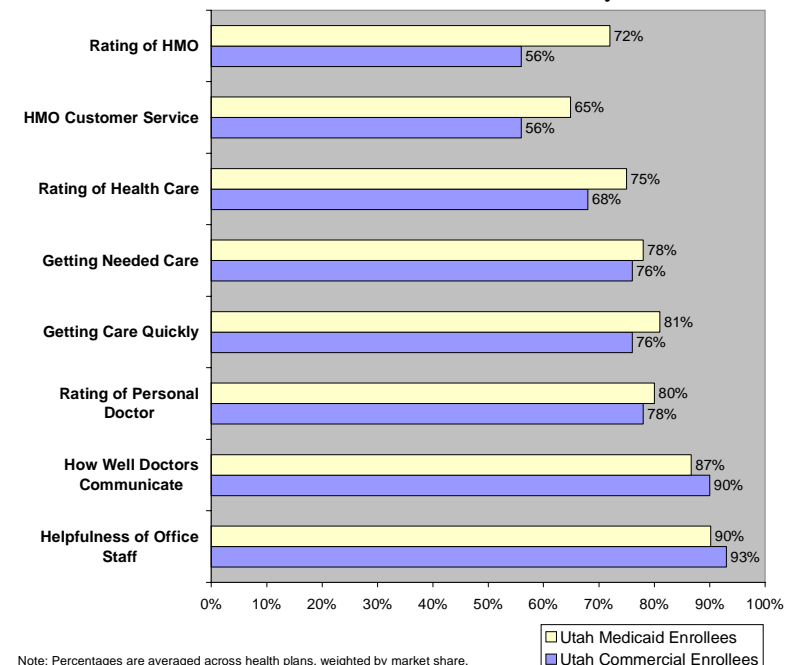
- Utahns gave a significantly higher than national average rating for: overall rating of the health plan, overall rating of health care provided, getting needed care, getting care quickly, and their doctor (Figure 2).

### Satisfaction of Medicaid and Commercial HMO Enrollees

- For 6 of 8 measures of satisfaction, Utah Medicaid HMO enrollees gave appreciably higher average ratings than did Commercial HMO enrollees (Figure 3). These measures included: overall rating of health plan, customer service, overall rating of health care, and getting care quickly.
- Nationally, Medicaid and Commercial HMO enrollees' satisfaction ratings differed less than was true in Utah (Figure 4).

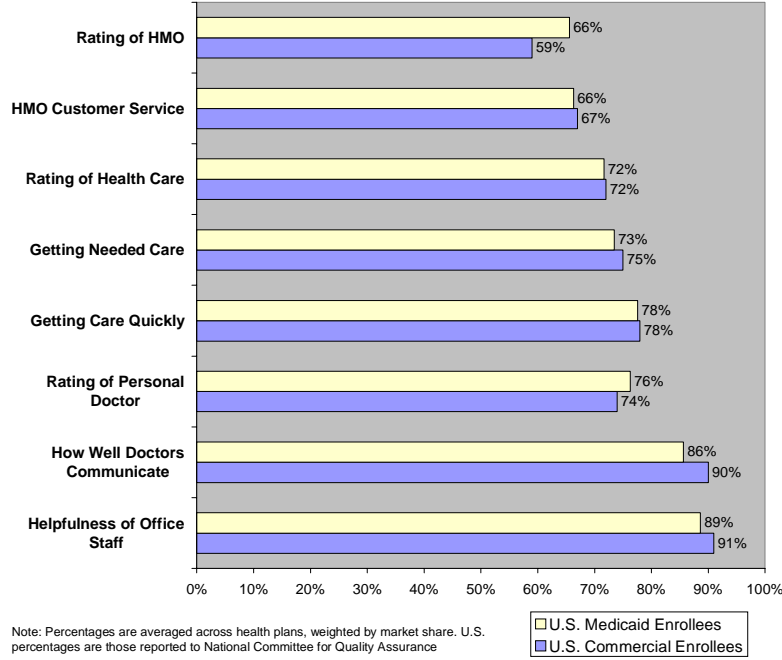
### Utah HMO Enrollee Satisfaction

*Figure 3.* Percentage of Utah HMO enrollees reporting satisfaction with selected aspects of HMO and physician services, Utah Commercial vs. Utah Medicaid Enrollees, 2001 survey data.



## U.S. HMO Enrollee Satisfaction

Figure 4. Percentages of United States HMO enrollees reporting satisfaction with selected aspects of HMO and physician services, U.S. Commercial and U.S. Medicaid enrollees, 2001 survey data.



Overall, Utah's Medicaid HMO enrollees rated the service provided by their health plans higher than Utah's commercial HMO enrollees. This may be at least in part due to differences in the expectations of enrollees who receive coverage through different means. These results should assist Utah's HMOs to focus their efforts at improving services. They can also guide Utahns as they choose among health plans. Additional information, including comparisons among different health plans, can be found in the complete report (<http://hlunix.hl.state.ut.us/hda/consumer%20publications/HmoPerformance2001.pdf>).

## December 2001 Utah Health Status Update

For additional information about this topic, contact the Office of Health Care Statistics, Utah Department of Health, P. O. Box 144004, Salt Lake City, Utah 84114-4004, (801) 538-7048, FAX (801) 538-9916, website: [www.healthdata.state.ut.us](http://www.healthdata.state.ut.us); or the Center for Health Data, Utah Department of Health, P.O. Box 142101, Salt Lake City, Utah 84114-2101, (801) 538-9191, FAX (801) 536-0947 or (801) 538-9346, email: [phdata@doh.state.ut.us](mailto:phdata@doh.state.ut.us).

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