



# Hennepin Health

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## 2017 Hennepin Health –SNBC Stakeholder Group

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## *Hennepin Health SNBC Stakeholder Groups*

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### Description

The purpose of the Special Needs Basic Care (SNBC) Stakeholder Group is to “obtain periodic feedback from enrollees on satisfaction with care, problem identification and suggestions for improving the delivery system” as outlined in the Department of Human Services (DHS) SNBC Contract.

Hennepin Health obtains feedback from the SNBC enrollees on satisfaction with care, problem identification and suggestions for improving the delivery system twice a year during on-site Wellness Wednesday health education events. Survey questions are kept consistent from year-to-year to allow for analysis and to identify any possible trends.

In January, 2017, Hennepin Health launched a health education effort that occurs the last Wednesday of every month. These sessions are known as Wellness Wednesday and each month features a different health related topic. During two of those Wellness Wednesday events in 2017, the SNBC enrollees were surveyed to determine their level of satisfaction with care coordination and to solicit feedback on the quality of the care delivery system. These SNBC stakeholder groups were held in February and November of 2017.

### Results

The first stakeholder group meeting was held in February. Care guides were available to assist enrollees with a short survey about their experience with providers. The following survey questions were asked:

1. What do you like about the providers that you see?
2. Are there providers that you would like to see added to the Hennepin Health network?
3. Have you been turned away from any providers? If yes, why? If yes, who?

The written survey’s responses indicated the enrollees were satisfied with their providers. There were no suggestions as to which providers could be added to the Hennepin Health network. One person indicated they had been turned away from a provider but they could not recall why that happened.

Enrollees viewed a short PowerPoint slide show on the closed circuit monitor in the service center. The slideshow explained the survey results received during the SNBC stakeholders group in September.

The Wellness Wednesday/Stakeholder group held in November. The focus for the November, 2017 SNBC enrollee survey was care coordination. Please see the survey results below

A survey was given to SNBC attendees. Below are the questions asked on the survey with the responses. Eleven (11) SNBC enrollees completed the survey.

Table 1: Enrollee Care Coordination Survey Part 1

Question	“Yes” Response	“No” Response
Did your care guide treat you with courtesy and respect?	90%	10%
Did your care guide pay attention to you and help you with problems?	90%	10%
Did your care guide help you understand the treatment plan?	89%	11%
Did your care guide help you understand the benefit plan and networks?	90%	10%
Did your care guide help you get the care you need?	90%	10%

When asked how frequently they met with their care guide, they responded: 11% responded that they meet monthly with the care guide, 67% responded that they meet every 2 months with the care guide, and 22% responded that they meet every 3 months or quarterly with the care guide.

The survey participants were asked to rate each question, using the rating scale of Very Satisfied to Very Dissatisfied.

Table 2: Enrollee Care Coordination Survey Part 2

Question – How satisfied are you with...	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
How your care guide helped you understand the treatment plan?	55%	27%	0%	18%
Your care guide’s attention and their help with problems?	45%	36%	9%	9%
How your care guide treated you?	45%	36%	9%	18%
How your care guide helped you get the care you needed?	60%	20%	10%	10%
The case management you are getting from Hennepin Health?	50%	40%	0%	10%

Participation by SNBC enrollees in surveys taken at the Wellness Wednesday/ Stakeholder Groups was down significantly from previous years. In the past, Hennepin Health conducted enrollee events specific to SNBC enrollees. The current Wellness Wednesday program is open to all Hennepin Health enrollees. Therefore, it can be a challenge for staff to identify SNBC enrollees to survey.

### Recommendations and Next Steps

In 2018, Hennepin Health will explore ways to how better identify and engage enrollees to increase participation in the surveys. This will provide a more accurate picture of the enrollees’ experiences with care coordination and the provider network. Improvements will be based on the feedback received from the SNBC enrollees. The monthly Wellness Wednesday health education events will continue in 2018, with two specifically targeting SNBC enrollees. Lessons learned from the 2017 experience will be applied to improve the quality and delivery of care to SNBC enrollees. Hennepin Health remains committed to providing an accessible quality stakeholder experience for enrollees and continuously improving and adapting to best meet the needs of those whom we serve.



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