

# Measuring Patient Satisfaction with Disease Management in the Florida Medicaid Managed Care Pilot

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## Why measure participant satisfaction?

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- ❑ Importance of patient experiences with care
- ❑ Change in service delivery: PCCM to HMOs and PSNs
- ❑ Disease management contractually required
- ❑ More choices for beneficiaries
- ❑ Helping beneficiaries make educated choices
- ❑ Feedback for health plans and State of Florida

# Why the DMAA survey?

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- ❑ Standardized survey tool
- ❑ Field tested and validated
- ❑ DMAA staff responsive to need for alternative formats
- ❑ Possibility for benchmarking/comparisons
- ❑ Covers a variety of program areas

# Barriers to Implementation

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- Variation between programs
  - Enrollment
  - Identification and stratification
- Possibilities for comparison – which method is most useful?