



Primary Care Survey Results

October 10, 2019



Agenda

- Response rate
- High level overview of results
- Next steps

Response Rate

- State Agencies and Schools
 - Assigned = 31,374
 - Completed = 3,233
 - Percentage Complete = 10.3%
- Participating Groups*
 - Assigned = 5667
 - Completed = 48
 - Percentage Complete = 0.8%

*Statistics in the following slides do not include data for Participating Groups

Demographics of Respondents¹

- Age range- 71% age 45 and older
- Plan enrollment- 58% Comp PPO, 26% HMO
- PCP location- 22% Dover, 20% Wilmington, 17% Newark

1) 3,233 responses

Results- PCP Visit Wait Times

- Members who saw PCP in last 12 months¹
 - 42% annual, 16% sick, 29% both, 13% no visit
- 46% of annual exams were scheduled a year in advance²
 - 81% waited less than 20 minutes on day of visit
- 41% of sick visits scheduled same day, 34% next day, 21% within 3-7 days³
 - 80% waited 20 minutes or less on day of visit

Results- Movement to Concierge

- 93% of members said they have not been notified by their PCP that they are moving to concierge¹
- For those that said yes, amounts varied but many were in the range of \$1,800 per year
- 44% of members said they would pay fee²
- 56% said they would not²
 - 65% have tried to find a new PCP³

Results- No PCP Visit within Last 12 Months

- 72% of members did not attempt to schedule a PCP visit¹
- 19% of members tried to schedule a visit but their PCP had no availability¹
- 7% of members scheduled an appointment but didn't make the visit (had to cancel) ¹
- Reason why no PCP-²
 - 48% of members don't need one
 - 18% use other sites of care
 - 5% plan doesn't require

1) 262 responses; 2) 103 responses

Results- Members without a PCP

- 55% of members tried to find a PCP¹
 - 36% said difficult to find
 - 38% said very difficult to find
 - 21% neutral
- To locate a PCP members:²
 - 62% got a referral from a friend, etc
 - 48% used the internet
 - 46% called provider offices
 - 45% of members contacted their vendor

Results- Spouse and Dependent Experience

- Many of the responses to the spouse and dependent questions were “I’m Not Sure”
- The other responses provided excluding “I’m Not Sure” were similar to the experience of the employees

Results- Treatment at Other Locations within last 12 months

- 59% of members used urgent care¹
- 31% said no treatment received¹
- 20% used the emergency department¹
- 11% used a retail clinic¹
- 4% used telemedicine¹
- Reasons for usage-²
 - 51% said PCP not open
 - 26% said PCP did not have an appointment
 - 25% thought site was appropriate
 - 18% said it was easier
 - 13% used alternate site because of location

1) 3,066 responses; 2) 2,090 responses

Results- Interest in Alternative Sites of Care¹

- 43% interest in near site clinic
- 39% interest in onsite clinic
- 37% interest in telemedicine
- 23% were not interested in any of the options
- 20% interest in health kiosk
- 5% answered other- mostly listed their current doctor

1) 3,044 responses

Key Takeaways

- Members who have a PCP are able to get appointments when needed and wait times are minimal
- Majority of members' PCPs are not moving to concierge
- Members without a PCP having difficulty finding a PCP and getting an appointment
- Members are utilizing urgent care and ED for care
- Members interested in alternate sites of care (i.e. onsite/near site clinics, telemedicine, health kiosks, etc.)

Next Steps

- SBO and WTW will continue reviewing these results for further discussion with the HP&P Subcommittee at the November 7th meeting
 - Survey results are being reviewed against primary care options of continued interest to this subcommittee following the August 22, 2019 meeting
 - Further details on work effort and timeline associated with each primary care option will be discussed
- R-Health has been invited to present at the November 7th HP&P Subcommittee meeting
 - Discussion will include brief overview of direct primary care model, their partnership with the State of New Jersey and outcomes experienced to date

Thank You



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