

Who We Serve

The Department of Vermont Health Access' (DVHA) certified vendor administered this survey to parents/guardians of eligible child members 17 years of age and younger enrolled in Vermont's Medicaid managed care program, Dr. Dynasaur, via a mixed methodology (mail with telephone follow-up).

Performance Measures		Time Period	Actual Value	Target Value	Current Trend	Baseline % Change
PM	DVHA	Getting Needed Care - % of surveyed child Medicaid beneficiaries who responded "usually" or "always" when asked if they could get care when needed through their health plan and from specialists	2016	91%	—	↗ 2 3% ↗
PM	DVHA	Getting Care Quickly - % of surveyed child Medicaid beneficiaries who responded "usually" or "always" when asked if they received care and got appointments as soon as they needed	2016	93%	—	↘ 1 -1% ↘
PM	DVHA	How Well Doctors Communicate - % of surveyed child Medicaid beneficiaries who responded "usually" or "always" when asked how well personal doctor explains things, listens to them, shows respect for what they have to say and spends enough time with them	2016	96%	—	↗ 1 0% →
PM	DVHA	Customer Service - % of surveyed child Medicaid beneficiaries who responded "usually" or "always" when asked about getting information needed and treatment by customer service staff	2016	86%	—	↗ 1 0% →
PM	DVHA	Shared Decision-Making - % of surveyed child Medicaid beneficiaries who responded "a lot" or "yes" when asked about their experience with doctors discussing the pros and cons of starting or stopping a prescription medicine and being asked what they thought was best for them	2016	86%	—	↘ 1 -2% ↘
PM	DVHA	Health Promotion and Education - % of surveyed child Medicaid beneficiaries who responded "yes" when asked about their experience with their doctor discussing specific things to do to prevent illness	2016	63%	—	↘ 2 -11% ↘
PM	DVHA	Coordination of Care - % of surveyed child Medicaid beneficiaries who responded "usually" or "always" when asked about their perception of whether their doctor is up-to-date about the care he/she received from other doctors or health providers	2016	87%	—	↗ 1 -2% ↘

PM

DVHA

Overall Rating of Health Plan - % of surveyed child Medicaid beneficiaries who rated their overall health plan a "8,9 or 10" when asked to use a scale of 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible

2016

83%

—



1

-3%



Actions

Name

Assigned To

Status

Due Date

Progress