

2019 California Member QI Survey

Final Results

March 28, 2019



Executive Summary

- **61** responses (**8%**)
- **766** surveyed from Sep to March 2018 (**8 months**)
- NPS is **84**
 - *Looking back at the phone conversation you had with our Quality & Wellness Specialist, on a scale of 0-10, how likely are you to recommend Vantage Medical Group to a friend or family member?*
- Overwhelmingly positive feedback for phone conversation with wellness professional
- Over **70%** of respondents indicated that positive health behaviors would result from phone interaction with wellness professional

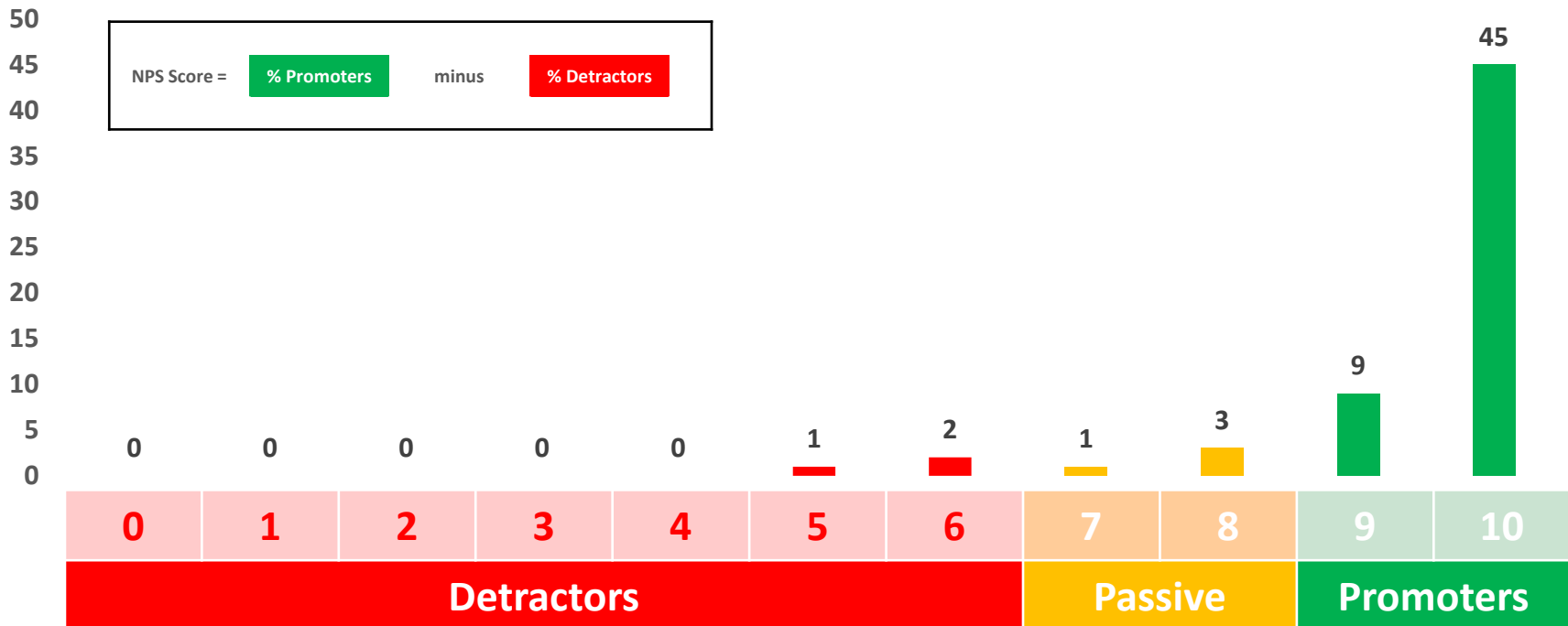
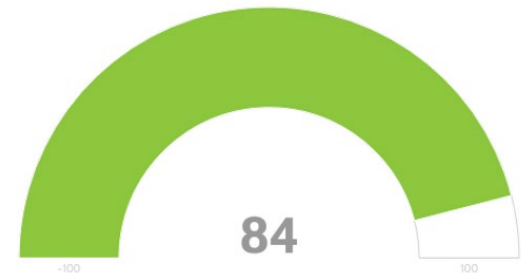
Net Promoter Score

➤ 61 responses (8% of 766 surveyed)

➤ NPS is 84

➤ *Looking back at the phone conversation you had with our Quality & Wellness Specialist, on a scale of 0-10, how likely are you to recommend Vantage Medical Group to a friend or family member?*

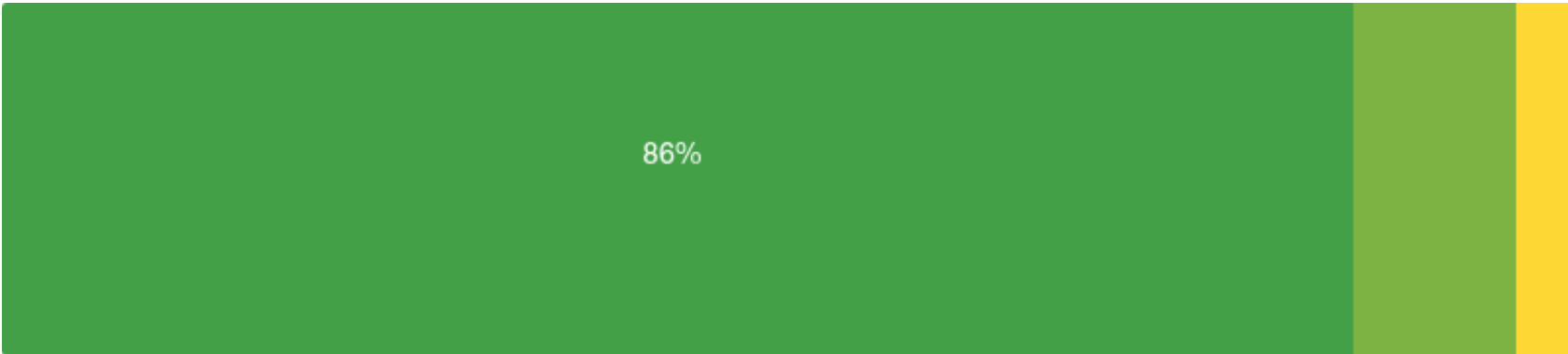
➤ Average Score: 9.5



Quality of Experience

➤ 96% of respondents indicated that their overall experience was either extremely or somewhat positive

Overall, how would you rate the quality of your experience with our Quality & Wellness Specialist on the phone?



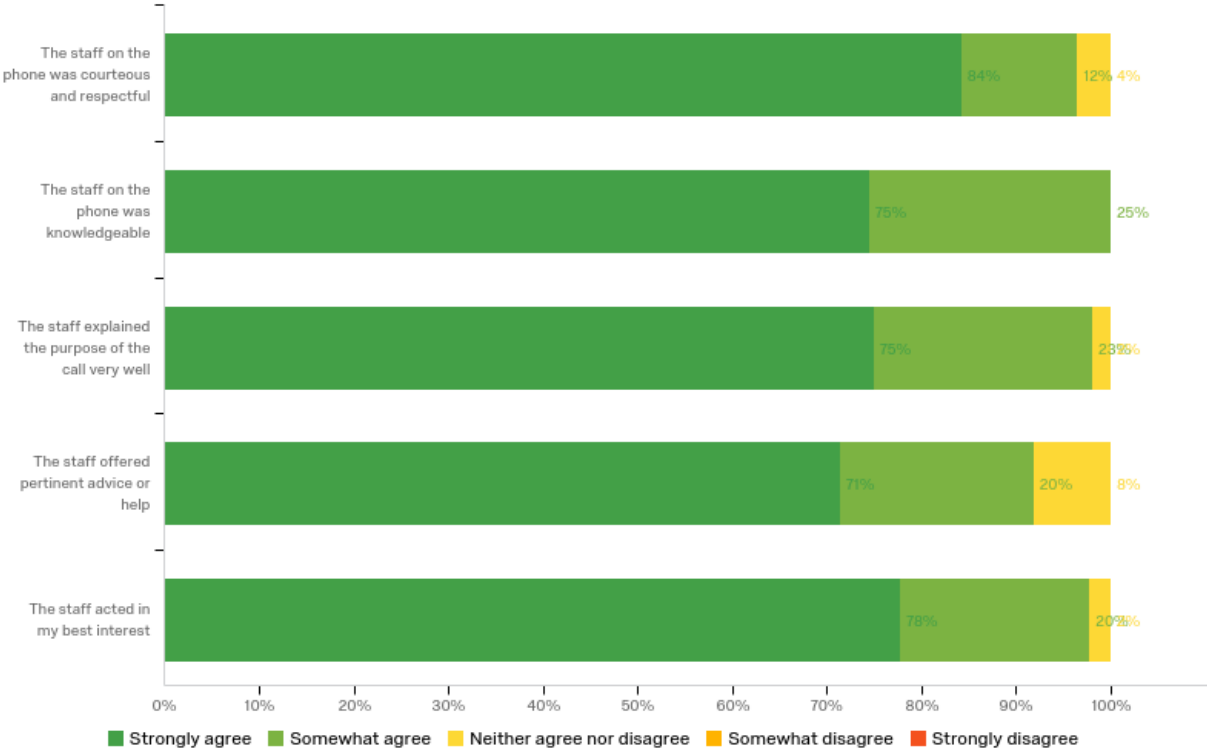
■ Extremely positive (86%) ■ Somewhat positive (10%) ■ Neither positive nor negative (3%)

■ Somewhat negative (0%) ■ Extremely negative (0%)

Quality of Experience

- Strong favorable response across all aspects of experience with the quality and wellness specialist
- While still highly favorable, “the staff offered pertinent advice or help” had the weakest positive response rate

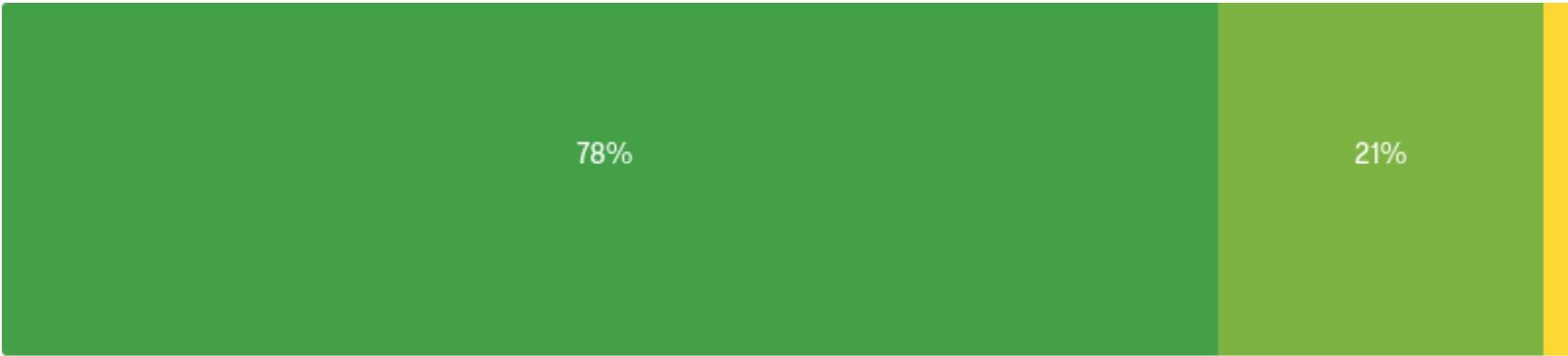
Thinking back to the phone conversation, please rate your experience with the Quality & Wellness Specialist.



Active Role in Managing Health Care

➤ Nearly all respondents (99%) indicated that based on their experience with the quality and wellness specialist, they were extremely or somewhat likely to take an active role in managing their own health care.

Wellness care refers to the act of seeking and receiving preventive care to achieve optimal health. Based on your experience with our Quality & Wellness Specialist, from now on, how likely are you to take an active role in managing your own health care?



■ Extremely likely (78%) ■ Somewhat likely (21%) ■ Neither likely nor unlikely (2%) ■ Somewhat unlikely (0%)
■ Extremely unlikely (0%)

HEDIS Quality Measures

➤ 91% of all respondents indicated that they were likely to schedule a preventive screening based up on their experience with the quality and wellness specialist

Based on your experience, how likely are you to schedule appropriate preventive screenings (such as a mammogram or a diabetic eye exam) in the future?

