

Public Employees' Benefit Board

2006 PEBB Annual Member Survey Results Summary

January 16, 2007

This fall, PEBB replaced its annual Open Enrollment survey with an expanded *Annual Member Survey*. The new survey included questions about benefits, customer service, communication with members and the use of electronic medical records. The web-based, electronic survey was open to members from November 6, 2006 to December 22, 2006. Although a paper survey was not available, it is estimated the survey reached 41,631 members via email. Almost 9,000 PEBB members responded to the survey. This means that the overall response rate for the survey was approximately 20%, which does not allow results to be generalized back to the overall PEBB population, but does provide valuable information that will be used to inform PEBB program development and customer service operations. The detailed responses to each survey question are attached. The following is a summary of survey results:

Demographic Information

In comparison with the PEBB May 2006 Census Data, respondents to the PEBB survey appeared similar in age, enrollment tier and union membership. However, females were more likely to respond (64% of respondents vs. 54% of PEBB enrollees). In comparison to the top 10 zip codes of the overall PEBB population, there are slightly lower respondents from 3 of those zip codes (Eugene and Corvallis).

Benefits

Overall, 84% of survey respondents rated 2007 PEBB benefits as either excellent or good. Of those that were not satisfied with the benefits, prescription drug coverage, specifically co-pays, was the most frequently cited reason for dissatisfaction. Other common responses included benefits for part-time employees, coverage for certain dental procedures (i.e. crowns, root canals), and coverage for hearing aids.

Customer Service

Respondents were asked to assess Open Enrollment information and PEBB customer service, both during Open Enrollment and throughout the year.

- 79% were satisfied or very satisfied with the Open Enrollment information. The most often-cited complaint was with not having the booklets readily available in hard copy and therefore needing to access the information on-line.
- Of the 18% who contacted PEBB during open enrollment, 77% indicated that they were able to get their questions answered to their satisfaction.
- Of the 35% who contacted PEBB at some time during 2006, 86% rated PEBB customer service as good or excellent and 80% said that they were able to get their questions answered to their satisfaction.

Communication with Members

In this year's survey, a number of questions were included to assist in further developing PEBB's communication strategies. Four statements were included to help test whether PEBB members were supportive of the overall PEBB Vision or specific changes the Board had made in response to the Vision:

- 95% of respondents indicated that they agree or strongly agree that maintaining a healthy lifestyle not only benefits them individually, but also reduces the overall costs of health care for all PEBB members.
- 82% of respondents indicated a desire for information about the quality of health care and services provided by their doctor, hospital and health plan.
- 90% of the respondents agreed or strongly agreed that the focus of health care should be on improving quality and the health of individuals not just providing health care.
- Only 42% of respondents agreed or strongly agreed with the statement: "The changes made to the prescription drug plan in 2006 were designed to meet members' medical needs while keeping costs down for all PEBB members," but 41% felt neutral about the statement (17% disagreed).

The top three sources cited for health and wellness information were the health care provider (73.7%), PEBB (newsletter/website/online/newsletter) (72.4%) and the Internet (69.6%). Other questions related to the usefulness of information received from PEBB and the topics discussed in the PEBB newsletter.

Electronic Medical Records

PEBB included two questions about the use of electronic medical records (an integral part of the PEBB vision) at the request of the Office for Oregon Health Policy and Research (OHPR). Results from these survey questions will be used by OHPR in their efforts to understand the best method to make a person's medical information available for their care when they need it.

The first set of questions asked respondents to indicate their level of comfort with having their electronic medical record stored and managed by: 1) their personal doctor, 2) their doctor's hospital or health system, 3) their health insurance company, and 4) a private company specializing in health care information systems. The percentage of respondents indicating that they felt either comfortable or very comfortable with each of those entities taking on such a role were as follows:

- Personal doctor – 70%
- Doctor's hospital or health system – 56%
- Health insurance company – 28%
- Private company – 19%



Respondents were then asked about seven possible uses of the electronic medical record. Respondents supported all seven uses (ranging from 69% approval to 89% approval). The top three ways in which respondents would use electronic medical records include:

- Allowing an emergency room doctor to retrieve vital health information - 89%
- Allowing their primary care doctor to send their online medical record to a specialist - 87%
- Making a note on their medical record if they see a mistake - 81%





Future Efforts

PEBB staff will use these results to help plan for next year's Open Enrollment materials, improve customer service and assist in further development of communications strategies.

1. Overall, how would you rate the 2007 PEBB benefits (medical, dental, vision)?

	Response Percent	Response Total
Excellent 	27.3%	2451
Good 	57%	5121
Fair 	14.1%	1263
Poor 	1.6%	146
Total Respondents		8981
(skipped this question)		3

2. I am not satisfied with the: (Check all that apply)




	Response Percent	Response Total
2007 medical benefits 	59.8%	705
2007 dental benefits 	40.3%	475
2007 vision benefits 	41.5%	489
Other (please specify) 	22%	259
Total Respondents		1178
(skipped this question)		7801

3. How satisfied were you with the information provided about Open Enrollment?



	Response Percent	Response Total
Very satisfied 	29.1%	2547
Satisfied 	50.2%	4389
Neutral 	16.1%	1408
Not satisfied 	3.7%	321
Very unsatisfied 	0.9%	79
Total Respondents		8744
(skipped this question)		235

4. I was not satisfied with the information provided about Open Enrollment because:






	Response Percent	Response Total
The information I needed was not covered 	7.3%	29

The information was difficult to find		31.7%	126
The information was difficult to understand		15.6%	62
Other (please specify)		45.5%	181
		Total Respondents	398
		(skipped this question)	8581

5. The following question is about Open Enrollment. Did you contact PEBB for assistance during Open Enrollment?





		Response Percent	Response Total
Yes		18.6%	1622
No		81.4%	7091
		Total Respondents	8713
		(skipped this question)	266

6. When you contacted PEBB during Open Enrollment, what assistance did you request? (Check all that apply)






		Response Percent	Response Total
Information about benefit options		31.8%	518
Assistance with enrolling for benefits		31%	506
Assistance logging into pebb.benefits, the online benefit system		42.1%	686
Other assistance with pebb.benefits, the online benefit system		19.3%	314
Other (please specify)		19.6%	320
		Total Respondents	1630
		(skipped this question)	7349

7. Please rate your agreement with the following statement: When I contacted PEBB during Open Enrollment, I was able to get my questions answered to my satisfaction.



		Response Percent	Response Total
Strongly agree		37.2%	601

Agree		40%	646
Neutral		11.4%	184
Disagree		6.8%	110
Strongly disagree		4.6%	74
		Total Respondents	1615
		(skipped this question)	7364



8. When I contacted PEBB during Open Enrollment, my questions were not answered to my satisfaction because:







		Response Percent	Response Total
I did not understand the information provided		3.3%	6
I did not get accurate information		9.2%	17
I did not get complete information		28.3%	52
I did not get the answer I wanted		9.8%	18
Other (please specify)		49.5%	91
		Total Respondents	184
		(skipped this question)	8795

9. Did you contact PEBB for assistance at any time during 2006?






		Response Percent	Response Total
Yes		35.3%	3055
No		64.7%	5604
		Total Respondents	8659
		(skipped this question)	321

10. When you contacted PEBB, what assistance did you request? (Check all that apply)





		Response Percent	Response Total
Information about benefit options		37.9%	1157
Assistance in enrolling for benefits		20.6%	629

Assistance logging into pebb.benefits, the online benefit system		28.7%	876
Other assistance with pebb.benefits, the online benefit system		13.1%	398
Assistance dealing with my health plan		27.1%	826
Assistance dealing with providers		13.5%	412
Assistance dealing with payment disputes		8.2%	251
Other (please specify)		17.5%	534
		Total Respondents	3049
		(skipped this question)	5930

11. Please rate your agreement with the following statement: Overall when I contacted PEBB, I was able to get my question(s) answered to my satisfaction?





		Response Percent	Response Total
Strongly agree		29.4%	891
Agree		50.3%	1524
Neutral		10.4%	315
Disagree		6.4%	193
Strongly disagree		3.6%	109
		Total Respondents	3032
		(skipped this question)	5948

12. Why were you unsatisfied with the answer to your question (s)?





		Response Percent	Response Total
I did not understand the information provided		3%	9
I did not get accurate information		17.4%	52
I did not get complete information		23.4%	70
I did not get the answer I wanted		9.7%	29
			

Other (please specify)	46.5%	139
	Total Respondents	299
	(skipped this question)	8680

13. When you contacted PEBB, how would you rate the customer service you received?

	Response Percent	Response Total
Excellent 	41.9%	1284
Good 	44.3%	1357
Fair 	9.8%	300
Poor 	4%	123
	Total Respondents	3064
	(skipped this question)	5915

14. I felt the customer service I received was poor because:

	Response Percent	Response Total
I was on-hold too long 	4.1%	5
I was treated rudely or disrespectfully 	15.6%	19
Staff did not follow-up with me on my issue 	40.2%	49
Other (please specify) 	40.2%	49
	Total Respondents	122
	(skipped this question)	8857

15. Please rate your agreement with the following statements:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Response Average
10) Maintaining a healthy lifestyle not only benefits me as an individual but also reduces the overall costs of health care for all PEBB members.	64% (5375)	31% (2590)	4% (341)	1% (80)	1% (45)	1.44
11) The changes made to the prescription drug plan in 2006 were designed to meet members' medical needs	11% (934)	31% (2581)	41% (3387)	11% (907)	6% (526)	2.70

while keeping costs down for all PEBB members.

12) I want to have information about the quality of health care and services provided by my doctor, hospital and health plan.	37% (3098)	45% (3754)	16% (1349)	2% (133)	1% (53)	1.84
13) The focus in health care should be on improving quality and the health of individuals not just providing health care.	52% (4358)	38% (3159)	8% (672)	2% (164)	1% (54)	1.62
Total Respondents						8446
(skipped this question)						533

16. I use the following sources for information about health and wellness (Check all that apply)

	Response Percent	Response Total
PEBB (newsletter/website/online newsletter)	72.4%	6015
Health care provider	73.7%	6127
Internet	69.6%	5782
Friends/family/co-workers	59%	4908
Television	25.2%	2093
Newspaper/magazines	44.2%	3678
My health plan	37.1%	3080
Worksite wellness programs	25.2%	2095
Other (please specify)	7.4%	612
Total Respondents		8312
(skipped this question)		667

17. Please indicate your response to the following statement: The information I receive from PEBB is useful to me.

	Response Percent	Response Total
Always	11.2%	942
Usually	52.8%	4431
Sometimes	30.9%	2595

Rarely ■	4.5%	376
Never	0.5%	42
Total Respondents	8386	
(skipped this question)	594	

18. Over the last year, I read about the following PEBB topics. (Check all that apply)

		Response Percent	Response Total
Making informed prescription choices		41.3%	3397
How computers can improve health care		21.6%	1781
How to talk with your doctor		37.1%	3057
Health care quality and safety		28.4%	2336
General benefit information		66.7%	5490
How to manage my benefits		24.4%	2012
Open enrollment		72.8%	5993
Pebb.benefits, the online benefit system		41.4%	3405
Healthy lifestyle and wellness information		57.8%	4756
None of the above		6.3%	521
Other (please specify)		1.6%	134
Total Respondents		8233	
(skipped this question)		746	

19. Many different people play a role in your health care. If your health information were available online, how comfortable would you feel about:

	Very uncomfortable	Uncomfortable	Comfortable	Very comfortable	Respoi Avera
A) Having your electronic medical record stored and managed by your personal doctor?	12% (1014)	17% (1420)	53% (4387)	17% (1395)	2.75
B) Having your electronic medical record stored and managed by your doctor's hospital or health system?	17% (1398)	27% (2217)	46% (3763)	10% (815)	2.49
C) Having your electronic medical record stored and					

managed by your health insurance company?	38% (3146)	34% (2756)	23% (1902)	5% (391)	1.94
D) Having your electronic medical record stored and managed by a private company specializing in health care information systems?	51% (4136)	31% (2499)	15% (1214)	4% (335)	1.72
				Total Respondents	8228
				(skipped this question)	751

20. There are many possible uses for having online medical records. Assuming a secure, confidential system existed, if you had the chance to keep your medical records online, which of the following things would you do?

	Yes	No	Response Total
A) Transfer information from your online medical record to other providers such as a new doctor, specialist (such as a cardiologist) or pharmacist	79% (6227)	21% (1699)	7926
B) Allow your primary doctor to send your online medical record to a specialist	87% (6976)	13% (1013)	7989
C) Allow an emergency room doctor to retrieve vital health information about you via your online medical record	89% (7113)	11% (853)	7966
D) Look up all your medical information (appointment dates, lab tests, diagnoses, prescriptions, etc.) from all your doctors on a single Web site	75% (5938)	25% (1993)	7931
E) Be able to access your medical record on the Internet at your doctor's office	69% (5430)	31% (2459)	7889
F) Access your children's medical information and immunization records on the Internet to help with their care	70% (5255)	30% (2243)	7498
G) Make a note on your medical record if you see a mistake	81% (6377)	19% (1519)	7896

Total Respondents **8030**
 (skipped this question) **949**

21. What is your gender?

	Response Percent	Response Total
Female	64.1%	5188
Male	35.9%	2907
Total Respondents	8095	884
(skipped this question)		

22. What is your age group?

	Response Percent	Response Total
Under 25 years	1.2%	101
25-34 years	11.5%	928
35-44 years	20.7%	1678
45-54 years	39.6%	3204
55-64 years	25.5%	2061
65 years or more	1.4%	116
Total Respondents	8088	892
(skipped this question)		

23. Please indicate the category that best describes you (medical coverage only):

	Response Percent	Response Total
I am enrolled in a PEBB health insurance plan.	24.7%	2001
I am enrolled in a PEBB health insurance plan and I have enrolled my spouse/domestic partner in a PEBB health insurance plan.	29.7%	2409
I am enrolled in a PEBB health insurance plan and I have enrolled my dependents in a PEBB health insurance plan.	10.6%	856
I am enrolled in PEBB		

health insurance plan and I have enrolled my spouse/domestic partner and dependents in a PEBB health insurance plan.

I have opted out because of access to other medical coverage.



31.6% 2558



3.4% 279

Total Respondents 8103
(skipped this question) 876

24. I am a member of a union:

Yes

Response Percent Response Total

67.7% 5447

No

32.3% 2604

Total Respondents 8051
(skipped this question) 928

25. What is your home zip code?

Total Respondents 7786
(skipped this question) 1193

26. In general, my health is _____. (Choose one)

Excellent

Response Percent Response Total

13.5% 1094

Very good

41.1% 3323

Good

36.1% 2919

Fair

8.1% 652

Poor

1.1% 86


Don't know/not sure

0.2% 13

Total Respondents 8087
(skipped this question) 892

27. Are you Hispanic, Spanish or Latino?

Response Percent Response Total

Yes		4.7%	372
No		95.3%	7466
Total Respondents			7838
(skipped this question)			1141

28. What is your race? (Mark all that apply)

	Response Percent	Response Total
White	88.4%	6846
Black or African-American	1.3%	98
Asian	2.1%	166
Native Hawaiian or Pacific Islander	0.6%	43
American Indian or Alaskan Native	1.7%	133
Other (please specify)	6%	461
Total Respondents		7747
(skipped this question)		1234