

Quality Matters

Cenpatico 2010 Quality Improvement Activity Summary

Member Web Portal

Cenpatico is happy to share the yearly review of Cenpatico's Quality Improvement (QI) activities with you, our members. This review covers activities in 2010. Cenpatico wants to make sure that you:

1. Get care quickly and easily;
2. Get care when and where you need it;
3. Are happy with the care you receive;
4. Feel safe; and
5. Feel respected.

Every year, Cenpatico looks at these five things to make sure you're receiving the best care possible. We also want to find ways to improve how you feel about our services. We find out how you feel about our services through surveys. You may get these surveys in the mail, from a phone call, in your doctor or therapist's office, or when you are finished with a call to our Customer Service department. Your ideas and feelings about our services are important. It helps us make sure you get what you need, when you need it.

In 2010, you told us that you feel satisfied with the care you receive and with your doctor or therapist. Some of you told us that you would like more information about support groups and other resources in your community. So, we're working on putting together a list of support groups and community resources for you. Our Care Coordination team is happy to give you contacts in your community. All you need to do is call your Cenpatico Care Coordinator or the Cenpatico Customer Service team. And please call us! Those of you who called Cenpatico in 2010 told us that when you called with a question, Cenpatico answered your questions for you. Almost 98% of members who called us said the same thing! We're here to help you in any way we can.

Cenpatico wants to make sure you can get the services you need, where and when you need them. Cenpatico checks with its doctors, therapists and facilities to make sure they can give you appointments in an emergency. We also want to make sure you can get an appointment when there isn't an emergency. In 2010, Cenpatico's doctors and therapists said they could get you into an appointment when there wasn't an emergency more than 90% of the time. Cenpatico's doctors and therapists did not report being able to give you an appointment when it wasn't an emergency at least 90% of the time. Cenpatico's QI and Network Management teams are working with the doctors, therapists and facilities to make sure they have plans in place to meet your needs. We want to see this improve.

Cenpatico wants you to stay healthy and happy in your community. But, if you need to go the hospital, we're here to help. It is very important that once you leave the hospital you are set up with an appointment with a doctor or therapist in your community. Cenpatico has a goal that at least 43% of members leaving a hospital see a doctor or therapist in the community within a week of leaving the hospital. In 2010, 40% of

Cenpatico members that had to go to the hospital saw a doctor or therapist within a week. This is great news! We want to continue to improve this. For children and their families, Cenpatico will provide you a stuffed bear, a book about feelings, and can offer help in setting your appointment. If you are an adult, Cenpatico can help with setting your appointment and may be able to help get you to your appointment. Call us! We're here to help you get back home and safe in your community.

Cenpatico wants everyone that provides you a service to understand you and what you need. Most important is that your primary care doctor (PCP) and your psychiatrist or therapist talk to each other and work together to provide you the best care. In 2010, Cenpatico saw that only 26% of Cenpatico's psychiatrists and therapists were talking with your PCPs. We want to improve this. One way you can help is by giving your PCP, and your psychiatrist or therapist, permission to share information about your treatment and needs. Your psychiatrist or therapist may ask you to sign a form stating that you are giving permission for them to speak to your PCP. Also, Cenpatico has put together information for PCPs about behavioral health needs. The information tells PCPs how to help you manage your symptoms and medications. It also tells them how to help you get behavioral health services from a Cenpatico doctor or therapist if you want them.

Thank you for telling us how you feel about the services you get from Cenpatico. The only way we can improve is to get your ideas and thoughts. Keep calling us and keep answering the surveys. We listen! We use the information you give us to make things better. Cenpatico looks forward to serving you this year.