

Funding the Big Idea: How to Build a Coalition to Effect Health System Change

The Connecticut Health Care Survey

Office of Survey Research

University of Massachusetts Medical School

- A full-service survey research center with focus on health services and population health
- Survey research team includes senior methodologists on the Medical School faculty
- In-house Operations Center with sophisticated survey systems and bilingual interviewing staff
- Academic focus, supporting research activities such as NIH-funded projects

The Connecticut Health Care Survey

Project Goals:

- Assess gaps in patient experiences and needs within the Connecticut health care system
 - Provide state and county-level data to better inform the development of health care policies and program interventions
- Instead of conducting a typical investigator-proposed research project, we collaborate with the funders and community representatives in fine-tuning research goals and steps

The Connecticut Health Care Survey

Survey Advisory Committee:

- Members are representative of professional organizations, consumer advocates, data users, and funders in Connecticut
 - ✓ Advise on all phases of the project: planning, instrument development, fielding, analysis and dissemination
- Executive Subcommittee members representing the funders
 - ✓ When decisions are needed to move forward with the project

The Connecticut Health Care Survey

Questionnaire Design (I)

- Most of the questions from existing national surveys
- New questions, based on needs of Connecticut residents and stakeholders
- Cognitive testing: unclear words, questions, and answers
- Pilot testing, using a small random sample
- Ensure comparability of English & Spanish versions

The Connecticut Health Care Survey

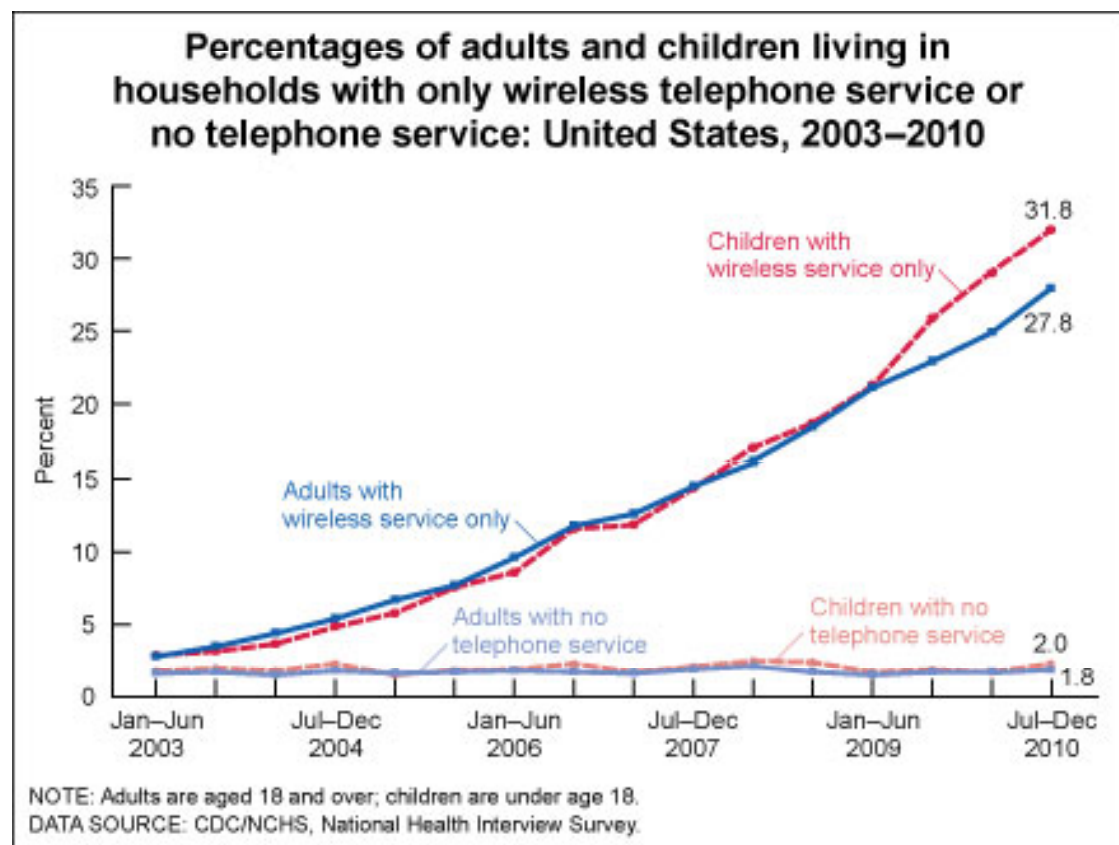
Questionnaire Design (II)

- Survey domains selected based on Survey Advisory Committee's top choices of policy brief topics
- Balancing: topical coverage vs. survey length
 - ✓ Health Insurance
 - ✓ Unmet Need
 - ✓ Oral Health
 - ✓ Access to Care
 - ✓ Usual Source of Care
 - ✓ Continuity of Care
 - ✓ Provider-Patient Communication
 - ✓ Counseling
 - ✓ Coordination of Care
 - ✓ Health Status
 - ✓ Demographics
 - ✓ Trust in Physicians
 - ✓ Usage of Information Technology

The Connecticut Health Care Survey

Sampling (I)

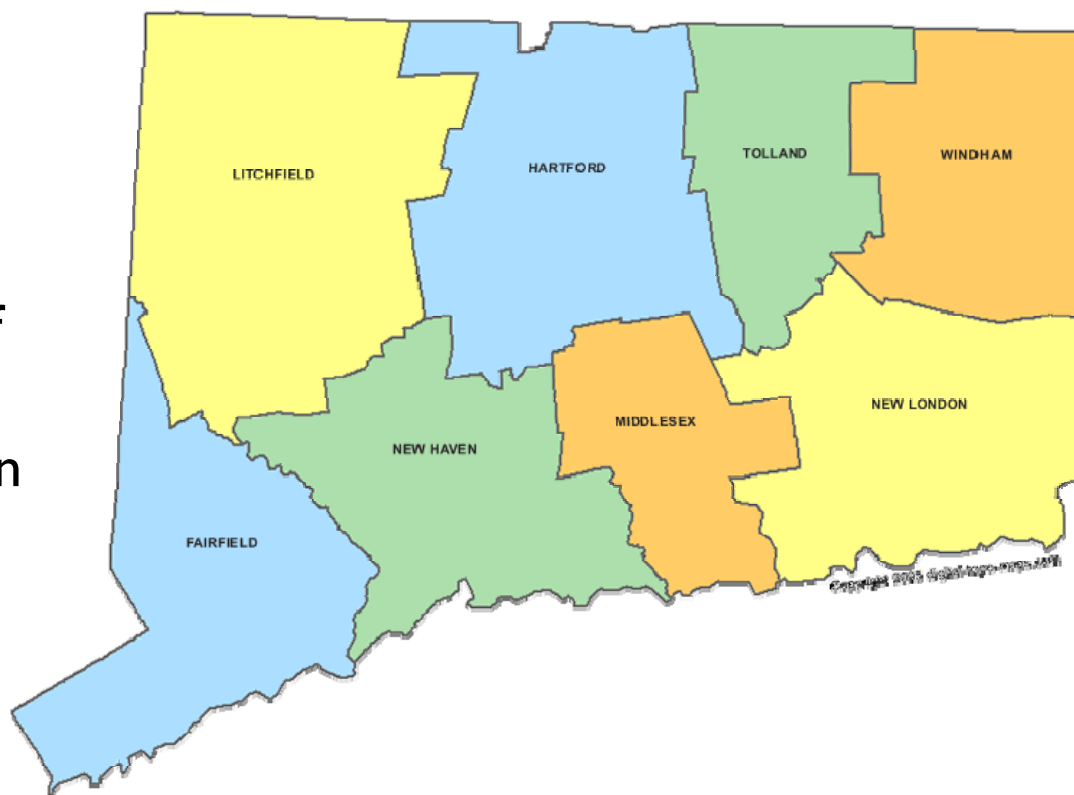
- Dual-frame to include landlines and cell phones for better coverage of the Connecticut population
- Landlines: 3600
- Cell phones: 400



The Connecticut Health Care Survey

Sampling (II)

- Stratified sample:
 - ✓ 450 completes for each county
- Oversample municipalities:
 - ✓ reliable estimates for major municipalities
 - ✓ better representation of minority groups
- Diverse communities: Urban centers, manufacturing centers, diverse suburbs, wealthy suburbs, mill towns, and rural towns



The Connecticut Health Care Survey

Analysis and Dissemination

- Analysis plan: Feedback from the Survey Advisory Committee
- Deliverables: Chart book, policy briefs, and peer-reviewed publications
- Focus on Policy Briefs: Topics to be selected by the Survey Advisory Committee

The Connecticut Health Care Survey

Questions?