

Appointment Access & Experience Surveys

QMetrics has served as both a survey administrator and external validator since the implementation of the Department of Managed Health Care (DMHC) requirements in 2017 and has extensive managed care survey research experience including sampling design, questionnaire development, survey administration, insightful analysis, and clear reporting of results.

We have administered, analyzed, and reported appointment, access, experience, and satisfaction survey results for dozens of organizations. Beyond these activities, we provide recommendations and actionable solutions to improve survey outcomes.

We apply audit principles and data verification techniques such as the pre-validation of provider data as a means to minimize data errors that may materially impact survey outcomes. We take a wholistic view on meeting all health plan required surveys and work with organizations to align all regulatory, National Committee for Quality Assurance (NCQA) accreditation, Department of Health Care Services (DHCS) and other stakeholder needs.

Our suite of survey services includes:

- Enrollee Satisfaction Survey – NEW requirement for 2022!
- Provider Satisfaction Survey
- After Hours Survey
- Telehealth Surveys
- Appointment Access to Visits such as Initial Prenatal, Well Care, OBGYN, etc.
- Advanced Access Program Development and Surveys
- Emergency Instructions Survey
- Customized surveys
- Aligned surveys to meet National Committee for Quality Assurance Health Plan Accreditation, Department of Health Care Services, and other regulatory agencies.

Contact us on how we can help you meet all your survey needs.