

SATISFACTION SURVEY RESULTS
FOR
HEALTH BUDDY
2005

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Executive Summary

A survey of 177 patients identified from four APS client databases using the Health Buddy appliance was conducted in September 2005. Results of the survey questions extracted from Health Hero Network database found that about 65% say they better understand their medical condition and treatment and are better able to manage their chronic health conditions. As a result of stratification, approximately 15% of identified high risk eligible members are offered the Health Buddy appliance by APS Health Coaches.

The health monitoring system is designed to teach people to manage conditions at home, and patient education in combination with home monitoring is the key to preventing complications that lead to hospitalization.

The survey, delivered periodically to patients via the Health Buddy appliance, also found that 100 percent are satisfied or very satisfied with the appliance and 98 percent will continue to use it if needed. A recent Health Hero Network survey found that 95 percent are satisfied or very satisfied with the appliance and 92 percent will continue to use it if needed.

The Health Buddy system provides coaching, monitoring and education for patients with chronic conditions. A countertop appliance is used in the patient's home to provide a daily dialog of questions concerning the patient's condition while enforcing key educational concepts for improved self-care.

The results were collected from Health Buddy appliance surveys taken between January 2002 and through September 2005 among English-speaking patients who use the Health Buddy appliance.

Health Buddy questions are generally easy to somewhat easy to understand and members felt that they were much more informed about their medical condition and able to manage their condition better with the use of the Health Buddy. Members also found the setup of the Health Buddy in their home and accompanying instructions for use to be easy.

Day 2	Survey Questions	Response Rate
	Did you have any problems setting up the Health Buddy in your home?	77% - no 13% - yes
	Were the instructions that came with the Health Buddy easy to understand?	97% - yes 3% - no
	Did you have any difficulty completing the first training questions on the Health Buddy screen?	97% - no 3% - yes
	How long did it take to setup the Health Buddy in your home?	43% < 5 min 41% < 10, but > 6 min 3% >11, but < 15 min 6% >16, but < 20 min 7 % > 20 min

Day 90	Survey Questions	Response Rate
	Overall, how satisfied are you with the Health Buddy?	100%
	Since using the Health Buddy how satisfied are you with the communication between you and your doctor or nurse?	66% more satisfied .1% less satisfied 34% no difference
	Overall, how would you rate the ease of using the Health Buddy?	99%
	Has your experience using the Health Buddy been:	97% positive
	If needed, how likely are you to continue to use the Health Buddy in the future?	98% likely
	Have you had any difficulty using the Health Buddy to answer the daily questions?	No data available
	Overall, I think the Health Buddy questions are:	1.4% very difficult 15% somewhat difficult 27% neutral 49% somewhat easy 8% very easy
	If needed, how likely are you to continue to use the Health Buddy in the future?	87% likely 12% likely 1% somewhat likely
	Since I started answering the educational questions on the Health buddy, my understanding of my medical condition is	65% much better 26% somewhat better 8% neutral 1% somewhat worse
	Since I started answering the educational questions on the Health buddy, I am able to manage my medical condition:	61% much better 32% somewhat better 7% neutral
	How willing are you to continue answering questions on the Health buddy device?	84% very willing 12% somewhat willing 1% neutral 1% somewhat willing 1% very unwilling
	The trivia questions at the end of the session are fun and enjoyable.	76% strongly agree 22% agree 1% neutral 1% strongly disagree

The quotes at the end of a session are fun and enjoyable.	77% strongly agree 22% agree 1% neutral
The affirmations at the end of a session are fun and enjoyable.	78% strongly agree 22% agree
My experience with questions that repeat on Health Buddy is:	65% very positive 28% somewhat positive 4% neutral 1% somewhat negative 1% very negative
My experience with questions that repeat on the Health Buddy reinforce my knowledge, and helps me understand more about my condition.	78% strongly agree 20% agree 1% neutral

Bolded questions and APS response rates compare to Health Heroes Survey results reported in the Executive Summary.

Survey Methodology:

Approximately 15 percent of stratified high risk-eligible members are offered the use of the Health Buddy appliance. Data from six APS clients included OGB of Louisiana, Wyoming, CompCare Blue Cross Blue Shield, Laclede, BCBSMT and Mellon for the Health Buddy satisfaction survey. Survey data for 177 members was extracted from the Health Heroes Network database on Day 2 and Day 90 of a disease management program. Four questions related to Health Buddy setup are asked on Day 2 while the remaining 14 satisfaction questions are asked on Day 90. Survey data was collected from those members considered active and all dis-enrolled members who were dis-enrolled because they had completed the program.

Conclusions:

Overall satisfaction with the use of the Health Buddy is very high which can be setup in less than ten minutes with little training due to easily understood instructions. Members found that communication was more favorable (66%) between the doctor or nurse and themselves.

Health Buddy questions are generally easy to somewhat easy to understand and members felt that they were much more informed about their medical condition and able to manage their condition better with the use of the Health Buddy.

Member generally found the trivia questions, quotes and affirmations at the end of sessions to be fun and enjoyable.

Sample

OGB	125
WY	19
CC	30
Mellon	1
BCBSMT	1
Laclede	1
Total	172

Survey Questions – Day 2

OGB WY CC Mel BC L

DID YOU HAVE ANY PROBLEMS SETTING UP THE HEALTH BUDDY IN YOUR HOME?						
YES	14	1	29			
NO	111	18	1		1	1

WERE THE INSTRUCTIONS THAT CAME WITH THE HEALTH BUDDY EASY TO UNDERSTAND?						
YES	123	18			1	1
NO	2	1				

DID YOU HAVE ANY DIFFICULTY COMPLETING THE FIRST TRAINING QUESTIONS ON THE HEALTH BUDDY SCREEN?						
YES	3	1				
NO	122	18			1	1

HOW LONG DID IT TAKE TO SETUP THE HEALTH BUDDY IN YOUR HOME?						
ABOUT 2 TO 5 MINUTES	54	7			1	1
ABOUT 6 TO 10 MINUTES	51	9				
ABOUT 11 TO 15 MINUTES	5					
ABOUT 16 TO 20 MINUTES	7	2				
MORE THEN 20 MINUTES	9	1				

Survey Questions – Day 90

OVERALL, HOW SATISFIED ARE YOU WITH THE HEALTH BUDDY?						
VERY SATISFIED	79	12				
SATISFIED	21	1				
SOMEWHAT SATISFIED						
NOT VERY SATISFIED						
NOT AT ALL SATISFIED						

SINCE USING THE HEALTH BUDDY, HOW SATISFIED ARE YOU WITH THE COMMUNICATION BETWEEN YOU AND YOUR DOCTOR OR NURSE?						
MORE SATISFIED	65	9				
LESS SATISFIED	1					
NO DIFFERENCE	34	4				

OVERALL, HOW WOULD YOU RATE THE EASE OF USING THE HEALTH BUDDY?						
VERY EASY	88	12	13			
EASY	12	1	9			
NOT VERY EASY			2			
DIFFICULT						
VERY DIFFICULT						

SINCE USING THE HEALTH BUDDY, HOW SATISFIED ARE YOU WITH THE COMMUNICATION BETWEEN YOU AND YOUR DOCTOR OR NURSE?						
MORE SATISFIED	65					
LESS SATISFIED	1					
NO DIFFERENCE	34					

HAS YOUR EXPERIENCE USING THE HEALTH BUDDY BEEN:						
POSITIVE	98	9				
NEGATIVE						
NEUTRAL	2	1				

IF NEEDED, HOW LIKELY ARE YOU TO CONTINUE TO USE THE HEALTH BUDDY IN THE FUTURE?						
VERY LIKELY	86	9				
LIKELY	12	1				
SOMEWHAT LIKELY	1					
NOT VERY LIKELY						
NOT AT ALL LIKELY						
DON'T KNOW	1					

HAVE YOU HAD ANY DIFFICULTY USING THE HEALTH BUDDY TO ANSWER THE DAILY QUESTIONS?						
YES						
NO						

OVERALL, I THINK THE HEALTH BUDDY QUESTIONS ARE:						
VERY DIFFICULT		1				
SOMEWHAT DIFFICULT	9	2				
NEUTRAL	17	3				
SOMEWHAT EASY	26	9		1		
VERY EASY	5	1				

SINCE I STARTED ANSWERING THE EDUCATIONAL QUESTIONS ON THE HEALTH BUDDY, MY UNDERSTANDING OF MY MEDICAL CONDITION IS:						
MUCH BETTER	35	13				
SOMEWHAT BETTER	16	3				
NEUTRAL	5			1		
SOMEWHAT WORSE	1					
MUCH WORSE						

SINCE I STARTED ANSWERING THE EDUCATIONAL QUESTIONS ON THE HEALTH BUDDY, I AM ABLE TO MANAGE MY MEDICAL CONDITION:						
MUCH BETTER	33	12				
SOMEWHAT BETTER	21	2		1		
NEUTRAL	3	2				
SOMEWHAT WORSE						
MUCH WORSE						

HOW WILLING ARE YOU TO CONTINUE ANSWERING QUESTIONS ON THE HEALTH BUDDY DEVICE?						
VERY WILLING	47	15				
SOMEWHAT WILLING	8	1				
NEUTRAL	1					
SOMEWHAT WILLING				1		
VERY UNWILLING	1					

THE TRIVIA QUESTIONS AT THE END OF THE SESSION ARE FUN AND ENJOYABLE.						
STRONGLY AGREE	43	13				
AGREE	12	3		1		
NEUTRAL	1					
SOMEWHAT DISAGREE						
STRONGLY DISAGREE	1					

THE QUOTES AT THE END OF A SESSION ARE FUN AND ENJOYABLE						
STRONGLY AGREE	44	13				
AGREE	12	3		1		
NEUTRAL	1					
SOMEWHAT DISAGREE						
STRONGLY DISAGREE						

THE AFFIRMATIONS AT THE END OF A SESSION ARE FUN AND ENJOYABLE						
STRONGLY AGREE	44	13		1		
AGREE	13	3				
NEUTRAL						
SOMEWHAT DISAGREE						
STRONGLY DISAGREE						

MY EXPERIENCE WITH QUESTIONS THAT REPEAT ON HEALTH BUDDY IS:						
VERY POSITIVE	35	12		1		
SOMEWHAT POSITIVE	18	3				
NEUTRAL	2	1				
SOMEWHAT NEGATIVE	1					
VERY NEGATIVE	1					

MY EXPERIENCE WITH QUESTIONS THAT REPEAT ON THE HEALTH BUDDY REINFORCE MY KNOWLEDGE, AND HELPS ME UNDERSTAND MORE ABOUT MY CONDITION.

STRONGLY AGREE	44	14				
AGREE	12	2		1		
NEUTRAL	1					
SOMEWHAT DISAGREE						
STRONGLY DISAGREE						