

NC DHHS Testing Program

Secret Shopper Program Overview

November 6, 2020



Secret Shopper Program Goals

Overall Goal: Provide safe and accessible testing to all

Key Tenets of the Secret Shopper Program include:

- Assure culturally and linguistically appropriate services
- Assure testing for all regardless of ability to pay or documentation status
- Assure safety of testing sites and provision of recommended face coverings to everyone
- Assure community partners are involved and engaged in large testing events

How Secret Shopper Program will Benefit DHHS-Vendor Partnership



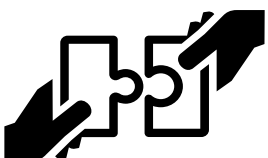
Vendors are aware of the program and are expecting Secret Shoppers. Vendors should be informed when their event is being shopped by the Shopper.

Transparency



Vendors must provide culturally and linguistically appropriate services, as required in the contract.

Culturally/Linguistically



Alert vendors immediately to issues to ensure vendors know expectations and can improve performance. Support vendors correcting issues while testing is ongoing.

Program Success



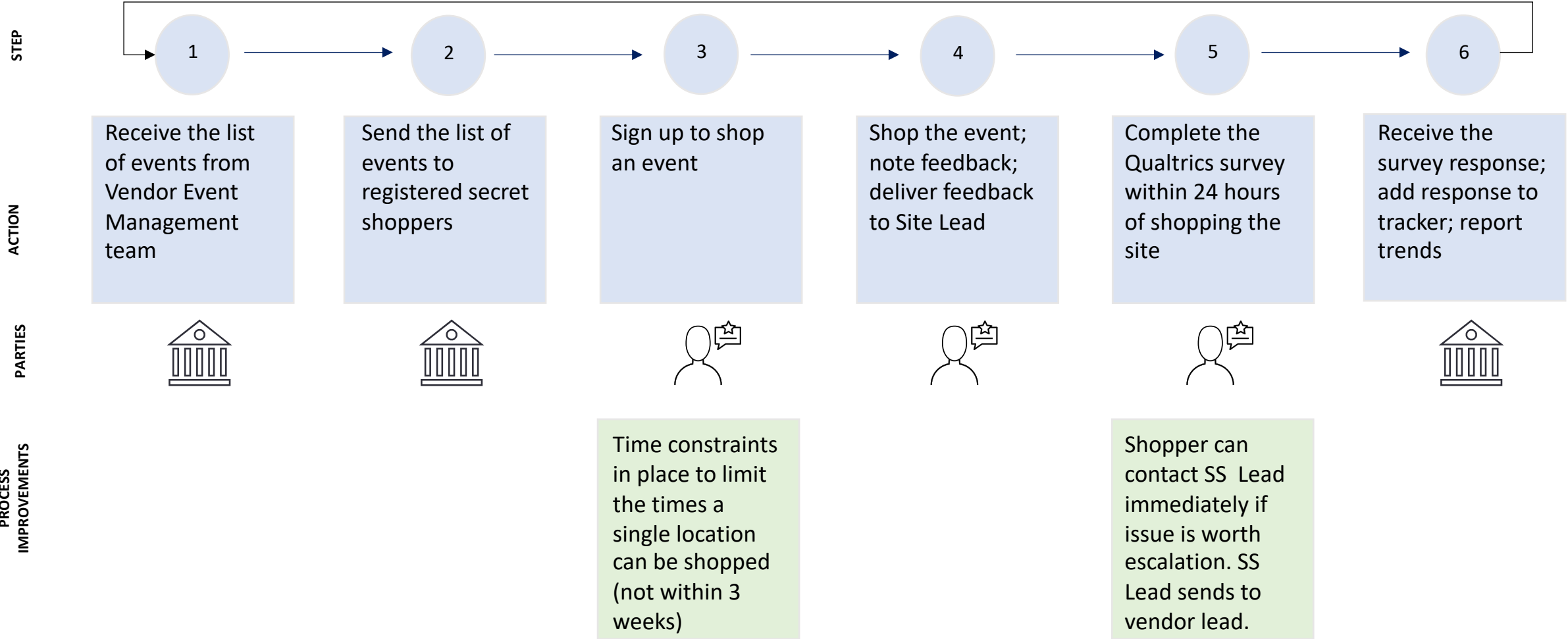
Collect information on how the program is being implemented to:

- Conscientiously spend taxpayer \$
- Improve future awards
- Build trust in HMP

Program Improvement

Secret Shopper Process Flow

The Secret Shopper (SS) Lead has successfully recruited 15 experienced Shoppers to participate in this iteration of the Secret Shopper Program



Secret Shopper Program Highlights (October 2020)

In the month of October (the first full month of the new Secret Shopper Program), our 15 Shoppers conducted 74 visits to 62 sites across 31 counties

Key October Indicators of Program Success

Of the 74 testing events shopped at in October, the breakdown amongst vendors was: NCCHCA - 24, Optum - 24, StarMed – 24, and HHS - 2

Of the 12 testing events that were shopped at multiple times, the breakdown amongst vendors was: NCCHCA – 3, Optum – 5, StarMed – 4 and HHS - 0

Shoppers identified themselves to the Site Leads at 100% of the events shopped*

NCCHCA Performance by the Numbers

Total number of events shopped	24
Total number of counties shopped	12
Vendor provided linguistically appropriate services	96%
Vendor tested all individuals who appeared and did not collect fees	96%
Vendor did not require a state or federal ID for testing	88%
Vendor provided an ADA accessible testing option	100%
Vendor maintained social distancing between people there for testing	96%
Vendor provided face coverings for individuals who arrived without one	92%
Evidence of community partnership and promotion at testing event	67%



NCCHCA Success Stories

"I noticed that staff was especially patient with children who were being tested. They took extra time to establish rapport and to put them at ease."

"At this testing event the vendor offered free flu vaccines with the COVID-19 tests."

"I was pleased to see that feedback provided to this vendor during CHAMP 1.0 was implemented and that their process flow was much more smooth and less cumbersome than in previous visits."

"They used the appropriate PPE and sanitation procedures. They had a large number of participants tested, averaging about 100. A good location attracted customers from nearby fast food restaurants."