morpace Market Research & Consulting

2014 CAHPS® Child Medicaid with CCC Member Satisfaction Survey

Oklahoma Health Care Authority members covered by
the Children's Health Insurance Programs (CHIP)

June 2014

oklahoma
health care
authority

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Background

- CAHPS® measures health care consumers' satisfaction with the quality of care and customer service provided by their health plan. Plans which are collecting HEDIS® (Healthcare Effectiveness Data and Information Set) data for NCQA accreditation are required to field the CAHPS® survey among their eligible populations.

Protocol

- For CAHPS® results to be considered in HEDIS® results, the CAHPS® 5.0H survey must be fielded by an NCQA (National Committee for Quality Assurance)-certified survey vendor using an NCQA-approved protocol of administration in order to ensure that results are collected in a standardized way and can be compared across plans. Standard NCQA protocols for administering CAHPS® 5.0H include a mixed-mode mail/telephone protocol and a mail-only protocol.

- Oklahoma Health Care Authority chose the mail/telephone protocol. This protocol included mailing a questionnaire with a cover letter. For those selected members who did not respond to the first questionnaire, a second questionnaire with a cover letter encouraging participation was sent. Thank you/reminder postcards were mailed after each survey mailing. If a selected member still did not respond to the questionnaires, at least four telephone calls were made to complete the survey using trained telephone interviewers.

- Morpace designed a pre-notification postcard which pictured a portion of the questionnaire and the envelope in which it would arrive. A message encouraging the member to complete and return the questionnaire that would be arriving soon was also included.

- NCQA originally designed this protocol with the goal of achieving a total response rate of at least 45%. In 2013, the average response rate for all Child Medicaid with CCC plans reporting to NCQA was 27%, which was lower than the 2012 average (28%).

- In February, 3490 Oklahoma Health Care Authority members covered by the Children's Health Insurance Programs (CHIP) were randomly selected to participate in the 2014 CAHPS® 5.0H Child Medicaid with CCC Survey. This sample consisted of 1650 randomly selected Child members and 1,840 CCC Supplemental Sample. The CCC Supplemental Sample was pulled after the CAHPS® 5.0H Child survey sample was drawn. The CCC Supplemental Sample consisted of members with the prescreen status code of 2 (children more likely to have a chronic condition) who were not already selected for the CAHPS® 5.0H Child survey sample. Morpace combined the CAHPS® 5.0H Child survey sample and the CCC Supplemental Sample for survey administration and submission of data to NCQA for calculation of survey results. This report is compiled from the responses of the 839 Oklahoma Health Care Authority members covered by CHIP who responded to the survey (CAHPS® 5.0H Child survey sample and CCC Supplemental Sample combined).

- For purposes of reporting the Oklahoma Health Care Authority members covered by CHIP with CCC survey results, the results are divided into two groups: General Population and CCC Population. The General Population consists of all child members who were randomly selected for the CAHPS® 5.0H Child survey during sampling. The CCC Population consists of all children (either from the CAHPS® 5.0H Child survey sample or the CCC Supplemental Sample) who are identified as having a chronic condition, as defined by the member's responses to the CCC survey-based screening tool.

Executive Summary

Disposition Summary

- A response rate is calculated for those members who were eligible and able to respond. According to NCQA protocol, ineligible members include those who are deceased, do not meet eligible criteria, have a language barrier, or are either mentally or physically incapacitated. Non-responders include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

- The table below shows the total number of members in the sample that fell into each of the various disposition categories.

Oklahoma Health Care Authority
2014 Disposition Summary

Ineligible	Total Sample	General Population	Non-response	Total Sample	General Population
Deceased (M20/T20)	0	0	Bad address/phone (M23/T23)	329	167
Does not meet criteria (M21/T21)	42	18	Refusal (M32/T32)	186	85
Language barrier (M22/T22)	14	8	Maximum attempts made (M33/T33)	2080	1015
Mentally/physically incapacitated (M24/T24)	0	0			
Total Ineligible	**56**	**26**	**Total Non-response**	**2595**	**1267**

- Ineligible surveys are subtracted from the sample size when computing a response rate (see below):

$$\frac{\text{Completed mail and telephone surveys}}{\text{Sample size - Ineligible surveys}} = \text{Response Rate}$$

- Using the final figures from Oklahoma Health Care Authority members covered by CHIP with CCC survey, the numerator and denominator used to compute the response rate are presented below:

$$\frac{\text{Mail completes (597)} + \text{Phone completes (242)}}{\text{Total Sample (3490)} - \text{Total Ineligible (56)}} = \frac{839}{3434} = \text{Total Sample Response Rate} = 24\%$$

$$\frac{\text{Mail completes (245)} + \text{Phone completes (112)}}{\text{Total Sample (1650)} - \text{Total Ineligible (26)}} = \frac{357}{1624} = \text{General Population Response Rate} = 22\%$$

Executive Summary
Summary of Key Measures

- For purposes of reporting the CAHPS® results, the National Committee for Quality Assurance (NCQA) uses five core composite measures plus an additional five CCC measures and four rating questions from the survey.

- Each of the composite measures is the average of 2 - 4 questions on the survey, depending on the measure, while each rating score is based on a single question. CAHPS® scores are most commonly shown using Summary Rate scores (percentage of positive responses).

Oklahoma Health Care Authority				
	General Population		CCC Population	
Composite Measures	**2013**	**2014**	**2013**	**2014**
Getting Care Quickly	93%	92%	94%	94%
Shared Decision Making	52%	60%	57%	58%
How Well Doctors Communicate	93%	97%	94%	96%
Getting Needed Care	89%	89%	87%	88%
Customer Service	84%	88%	88%	90%
CCC Composite Measures				
Access to Prescription Medicines	95%	94%	94%	93%
Access to Specialized Services	79%	82%	76%	86%
Family-Centered Care: Personal Doctor Who Knows Child	86%	91%	89%	91%
Family-Centered Care: Getting Needed Information	90%	88%	93%	94%
Coordination of Care for Children with Chronic Conditions	70%	70%	77%	74%
Overall Rating Measures				
Health Care	82%	85%	83%	86%
Personal Doctor	85%	88%	85%	88%
Specialist	89%	89%	85%	89%
Health Plan	84%	86%	83%	83%
Health Promotion & Education	68%	69%	73%	68%
Coordination of Care	77%	82%	77%	84% ↑
	General Population		*Total Sample*	
Sample Size	*1650*	*1650*	*3490*	*3490*
# of Completes	*549*	*357*	*1206*	*839*
Response Rates	*34%*	*22%*	*35%*	*24%*

Legend: ↑/↓ 2014 results significantly higher/lower than 2013. Significance testing is not conducted on Composite Measures.

Executive Summary
Scributer Summary
Scoring for NCQA Accreditation – General Population

				2014 NCQA National Accreditation Comparisons*					
				Below 25th Nat'l	**25th Nat'l**	**50th Nat'l**	**75th Nat'l**	**90th Nat'l**	
			Accreditation Points	*0.37*	*0.74*	*1.26*	*1.63*	*1.86*	
Composite Scores	**Unadjusted**	**Adjusted****	**Approximate Percentile Threshold**						*Approximate Score***
Getting Care Quickly	**2.676**	**2.686**	75th		2.54	2.61	2.66	2.69	*1.63*
How Well Doctors Communicate	**2.793**	**2.803**	90th		2.63	2.68	2.72	2.75	*1.86*
Getting Needed Care	**2.510**	**2.520**	75th		2.38	2.46	2.52	2.57	*1.63*
Customer Service***	**0.000**	**0.000**	NA		2.50	2.53	2.58	2.63	*NA*
Overall Ratings Scores									
Q14 Health Care	**2.548**	**2.562**	50th		2.49	2.52	2.57	2.59	*1.26*
Q41 Personal Doctor	**2.686**	**2.700**	90th		2.58	2.62	2.65	2.69	*1.86*
Q48 Specialist ***	**0.000**	**0.000**	NA		2.53	2.59	2.62	2.66	*NA*
			Accreditation Points	*0.74*	*1.49*	*2.53*	*3.27*	*3.71*	
Q54 Health Plan	**2.599**	**2.613**	50th		2.51	2.57	2.62	2.67	*2.53*

Estimated Overall CAHPS® Score:	**10.77**

NOTE: NCQA begins their calculation with an unadjusted raw score showing six digits after the decimal and then compares the adjusted score to their benchmarks and thresholds (also calculated to the sixth decimal place). This report displays accreditation points and scores with only two digits after the decimal. Therefore, the estimated overall CAHPS® score may differ from the sum of the individual scores due to rounding and could differ slightly from official scores provided by NCQA. The CAHPS® measures account for 13 points towards accreditation.
*Data Source: **NCQA Memorandum of January 30, 2014.** Subject: 2014 Accreditation Benchmarks and Thresholds.
**To take into account inherent sampling variation, prior to scoring, NCQA will add 0.014 to each of the four CAHPS® 5.0H rating questions and to the Customer Service composite means; and 0.01 to the Getting Needed Care, Getting Care Quickly, and How Well Doctors Communicate composite means. Data Source: "Important Information Regarding NCQA Accreditation Scoring Change" announcement dated May 11, 2011. NCQA will phase out the scoring adjustment over five years – 20% per year from 2011 until 2015.
*** Not reportable due to insufficient sample size.

Executive Summary
Comparison to Quality Compass® – General Population

	Oklahoma Health Care Authority	2013 Child Medicaid Quality Compass® Comparisons*				
		10th Nat'l	25th Nat'l	50th Nat'l	75th Nat'l	90th Nat'l
Composite Scores		%	%	%	%	%
Getting Care Quickly *(% Always and Usually)*	**92.12%**	81.77	87.40	90.06	92.51	94.23
Shared Decision Making *(% A lot/Yes)*	**59.75%**	NA	NA	NA	NA	NA
How Well Doctors Communicate *(% Always and Usually)*	**96.57%**	89.24	91.42	93.24	94.37	95.42
Getting Needed Care *(% Always and Usually)*	**89.04%**	76.58	81.56	84.65	87.85	90.43
Customer Service *(% Always and Usually)*	**88.13%**	84.29	85.78	87.77	89.70	91.21
Overall Ratings Scores						
Q14 Health Care (% 8, 9, and 10)	**85.06%**	78.54	81.30	83.73	85.57	87.04
Q41 Personal Doctor (% 8, 9, and 10)	**88.31%**	83.57	85.31	86.94	88.77	90.22
Q48 Specialist (% 8, 9, and 10)	**88.73%**	80.49	82.11	83.96	86.54	89.52
Q54 Health Plan (% 8, 9, and 10)	**86.17%**	77.52	80.46	83.49	86.36	88.92

NA = Comparison data not available from NCQA.

*Data Source: 2013 Child Medicaid Quality Compass® . Scores above based on 113 plans who qualified and chose to publicly report their scores.

= Plan score falls on or above 90th Percentile
= Plan score falls on 75th or below 90th Percentile
= Plan score falls on 50th or below 75th Percentile
= Plan score falls on 25th or below 50th Percentile
= Plan score falls on 10th or below 25th Percentile
= Plan score falls below 10th Percentile

Executive Summary
Comparison to Quality Compass® – CCC Population

	Oklahoma Health Care Authority	2013 Child Medicaid with CCC Quality Compass® Comparisons*				
		10th Nat'l	25th Nat'l	50th Nat'l	75th Nat'l	90th Nat'l
Composite Scores		%	%	%	%	%
Getting Care Quickly *(% Always and Usually)*	93.77%	86.49	91.01	92.55	93.79	94.81
Shared Decision Making *(% A lot/Yes)*	57.63%	NA	NA	NA	NA	NA
How Well Doctors Communicate *(% Always and Usually)*	95.61%	90.85	92.03	93.40	94.61	95.27
Getting Needed Care *(% Always and Usually)*	88.05%	82.41	83.60	86.75	89.85	91.50
Customer Service *(% Always and Usually)*	90.21%	83.57	87.50	88.98	90.40	92.47
Access to Prescription Medicines *(% Always and Usually)*	93.48%	86.13	88.64	91.01	93.69	94.93
Access to Specialized Services (*% Always and Usually*)	86.25%	67.37	74.95	77.23	80.36	81.78
Coordination of Care for Children with Chronic Conditions *(% Yes)*	74.27%	72.57	75.06	76.94	80.12	81.44
Family-Centered Care: Getting Needed Information *(% Always and Usually)*	93.54%	85.84	88.84	90.46	92.45	94.05
Family-Centered Care: Personal Doctor Who Knows Child *(% Yes)*	90.62%	86.54	88.34	89.59	90.81	92.11
Overall Ratings Scores						
Q14 Health Care (% 8, 9, and 10)	85.59%	75.62	78.60	81.90	84.23	86.67
Q41 Personal Doctor (% 8, 9, and 10)	88.01%	82.65	83.67	86.36	88.56	89.84
Q48 Specialist (% 8, 9, and 10)	89.10%	79.86	82.55	84.51	88.28	89.67
Q54 Health Plan (% 8, 9, and 10)	82.73%	73.83	77.75	81.98	84.45	87.23

= Plan score falls on or above 90th Percentile
= Plan score falls on 75th or below 90th Percentile
= Plan score falls on 50th or below 75th Percentile
= Plan score falls on 25th or below 50th Percentile
= Plan score falls on 10th or below 25th Percentile
= Plan score falls below 10th Percentile

NA = Comparison data not available from NCQA.

*Data Source: 2013 Child Medicaid with CCC Quality Compass® . Scores above based on 38 plans who qualified and chose to publicly report their scores.

Executive Summary
Key Driver Recommendations for General Population

A Key Driver Analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, their personal doctor, their specialist, and health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

1. The relative importance of the individual issues (Correlation to overall measures).

2. The current levels of performance on each issue (Percentile group from Quality Compass®)

The key drivers for the health plan and health care are shown below:

High Priority for Improvement (High correlation/Relatively low performance)	
Health Plan	**Health Care**
Q51 - Treated You with Courtesy and Respect	None
Continue to Target Efforts (High correlation/Relatively high performance)	
Health Plan	**Health Care**
Q50 - Got Information or Help Needed	Q15 - Easy to Get Care Believed Necessary for Child
Q15 - Easy to Get Care Believed Necessary for Child	Q37 - Spend Enough Time with Child
Q46 - Easy to Get Appointment for Child with Specialist	Q50 - Got Information or Help Needed
	Q33 - Listen Carefully to You
	Q46 - Easy to Get Appointment for Child with Specialist

Executive Summary
Key Driver Recommendations for CCC Population

A Key Driver Analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, their personal doctor, their specialist, and health care in general. Two specific scores are assessed both individually and in relation to each other. These are:

1. The relative importance of the individual issues (Correlation to overall measures).

2. The current levels of performance on each issue (Percentile group from Quality Compass®)

The key drivers for the health plan and health care are shown below:

High Priority for Improvement (High correlation/Relatively low performance)	
Health Plan Q15 - Easy to Get Care Believed Necessary for Child	**Health Care** Q15 - Easy to Get Care Believed Necessary for Child
Continue to Target Efforts (High correlation/Relatively high performance)	
Health Plan Q32 - Explain Things in a Way You Could Understand Q33 - Listen Carefully to You Q37 - Spend Enough Time with Child Q56 - Easy to Get Prescription Medicine for Child	**Health Care** Q9 - Getting Questions Answered by Child's Doctor Q33 - Listen Carefully to You Q37 - Spend Enough Time with Child

Action Plans for Improving CAHPS® Scores

Morpace has consulted with numerous clients on ways to improve CAHPS® scores. Even though each health plan is unique and faces different challenges, many of the improvement strategies discussed on the next few pages can be applied by most plans with appropriate modifications.

In addition to the strategies suggested below, we suggest reviewing AHRQ's CAHPS® Improvement Guide, an online resource located on the Agency for Healthcare Research and Quality website at:

https://www.cahps.ahrq.gov/qiguide/content/analysis/default.aspx

Getting Needed Care

- Ease of obtaining appointment with specialist
  - Review panel of specialists to assure that there are an adequate number of specialists and that they are disbursed geographically to meet the needs of your members.
  - Conduct an Access to Care Survey with either or both of 2 audiences: physician's office and/or among members.
  - Conduct a CG-CAHPS Survey including specialists in the sample to identify the specialists with whom members are having a problem obtaining an appointment.
  - Include supplemental questions on the CAHPS® survey to determine whether the difficulty is in obtaining the initial consult or subsequent appointments.
  - Include a supplemental question on the CAHPS® survey to determine with which type of specialist members have difficulty making an appointment.
  - Utilize Provider Relations staff to question PCP office staff when making a regular visit to determine with which types of specialists they have the most problems scheduling appointments.
  - Develop materials to promote your specialist network and encourage the PCPs to develop new referral patterns that align with the network.
- Ease of obtaining care, tests, or treatment you needed through your health plan
  - Include a supplemental question on the CAHPS® survey to identify the type of care, test or treatment for which the member has a problem obtaining.
  - Review complaints received by Customer Service regarding inability to receive care, tests or treatments.
  - Evaluate pre-certification, authorization, and appeals processes. Of even more importance is to evaluate the manner in which the policies and procedures are delivered to the member, whether the delivery of the information is directly to the member or through their provider. Members may be hearing that they cannot receive the care, tests, or treatment, but are not hearing why.
  - When care or treatment is denied, care should be taken to ensure that the message is understood by both the provider and the member.

Action Plans for Improving CAHPS® Scores (cont'd)

Getting Care Quickly

- Obtaining care for urgent care (illness, injury or condition that needed care right away) as soon as you needed
- Obtaining an appointment for routine care/check-ups
    - Conduct a CG-CAHPS survey to identify offices with scheduling issues.
    - Conduct an Access to Care Study
        - Calls to physician office - unblinded
        - Calls to physician office – blinded (Secret Shopper)
        - Calls to members with recent claims
        - Desk audit by provider relations staff
    - Develop seminars for physicians' office staff that could include telephone skills (answering, placing a person on hold, taking messages from patients, dealing with irate patients over the phone, etc.) as well as scheduling advice. Use this time to obtain feedback concerning what issues members have shared with the office staff concerning interactions with the plan.
        - These seminars could be offered early morning, lunch times or evenings so as to be convenient for the office staff. Most physicians would be appreciative of having this type of training for their staff as they do not have the time or talents to train their employees in customer service and practice management.

How Well Doctors Communicate

- Doctor explained things in a way that was easy to understand
- Doctor listened carefully
- Doctor showed respect for what member had to say
- Doctor spent enough time with member
    - Conduct a CG-CAHPS survey to identify lower performing physicians for whom improvement plans should be developed.
    - Conduct focus group of members to identify examples of behaviors identified in the questions. Video the groups to show physicians how patients characterize excellent and poor physician performance.
    - Include supplemental questions from the Item Set for Addressing Health Literacy to better identify communication issues.
    - Develop "Questions Checklists" on specific diseases to be used by members when speaking to doctors. Have these available in office waiting rooms.
    - Offer in-service programs with CMEs for physicians on improving communication with patients. This could be couched in terms of motivating patients to comply with medication regimens or to incorporate healthy life-style habits. Research has shown that such small changes as having physicians sit down instead of stand when talking with a patient leads the patient to think that the doctor has spent more time with them.
    - Provide the physicians with patient education materials, which the physician will then give to the patient. These materials could reinforce that the physician has heard the concerns of the patient or that they are interested in the well-being of the patient. The materials might also speak to a healthy habit that the physician wants the patient to adopt, thereby reinforcing the communication and increasing the chances for compliance.
    - Provide communication tips in the provider newsletters. Often, these are better accepted if presented as a testimonial from a patient.

Shared Decision Making

- Doctor talked about reasons you might want to take a medicine

- Doctor talked about reasons you might not want to take a medicine

- Doctor asked you what you thought was best
  - Conduct a CG-CAHPS survey and include the Shared Decision Composite as supplemental questions.
  - Develop patient education materials on common medicines described for your members explaining pros and cons of each medicine. Examples: asthma medications, high blood pressure medications, statins.
  - Develop audio recordings and/or videos of patient/doctor dialogues/vignettes on common medications. Distribute to provider panel via podcast or other method.

Health Plan Customer Service

- Customer service gave the information or help needed

- Customer service treated member with courtesy and respect
  - Conduct Call Center Satisfaction Survey. Implement a short IVR survey to members within days of their calling customer service to explore/assess their recent experience.
 - At the end of each Customer Service call, have your representative enter/post the reason for the call. At the end of a month, synthesize the information to discern the major reasons for a call. Have the customer service representatives and other appropriate staff discuss ways to address the reason for the majority of the calls and design interventions so that the reason for the call no longer exists.

Executive Summary
Key Driver Analysis for General Population – Health Plan

Q54. Rating of Health Plan

		Sample Size:	Health Plan's Score	Plan's Percentile Range
Q51. Treated You with Courtesy and Respect	0.46	80	91.25%	**10th**
Q50. Got Information or Help Needed	0.38	80	85.00%	75th
Q15. Easy to Get Care Believed Necessary for Child	0.37	262	91.60%	50th
Q46. Easy to Get Appointment for Child with Specialist	0.32	74	86.49%	75th
Q37. Spend Enough Time with Child	0.25	241	95.85%	90th
Q33. Listen Carefully to You	0.20	241	97.51%	90th
Q4. Getting Care for Child as Soon as Needed	0.19	128	93.75%	50th
Q13. Asked Preference for Medicine	0.17	92	75.00%	NA
Q32. Explain Things in a Way You Could Understand	0.17	240	95.00%	50th
Q6. Getting Appointment for Child as Soon as Needed	0.17	242	90.50%	50th
Q12. Discussed Reasons Not to Take Medicine	0.16	94	38.30%	NA
Q34. Show Respect for What You Had to Say	0.16	242	97.93%	90th
Q11. Discussed Reasons to Take Medicine	0.15	94	65.96%	NA

0.0   0.5   1.0

High Priority for Improvement
(High Correlation/
Lower Quality Compass® Group)

Q51 - Treated You with Courtesy and Respect

Continue to Target Efforts
(High Correlation/
Higher Quality Compass® Group)

Q50 - Got Information or Help Needed
Q15 - Easy to Get Care Believed Necessary for Child
Q46 - Easy to Get Appointment for Child with Specialist

Use caution when reviewing scores with sample sizes less than 25.

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "A lot", "Yes"

Executive Summary
Key Driver Analysis for General Population – Health Care

Q14. Rating of Health Care

	Sample Size:	Health Plan's Score	Plan's Percentile Range
Q15. Easy to Get Care Believed Necessary for Child — 0.45	262	91.60%	50th
Q37. Spend Enough Time with Child — 0.39	241	95.85%	90th
Q50. Got Information or Help Needed — 0.39	80	85.00%	75th
Q33. Listen Carefully to You — 0.37	241	97.51%	90th
Q46. Easy to Get Appointment for Child with Specialist — 0.35	74	86.49%	75th
Q34. Show Respect for What You Had to Say — 0.30	242	97.93%	90th
Q32. Explain Things in a Way You Could Understand — 0.29	240	95.00%	50th
Q6. Getting Appointment for Child as Soon as Needed — 0.27	242	90.50%	50th
Q4. Getting Care for Child as Soon as Needed — 0.26	128	93.75%	50th
Q13. Asked Preference for Medicine — 0.24	92	75.00%	NA
Q11. Discussed Reasons to Take Medicine — 0.19	94	65.96%	NA
Q12. Discussed Reasons Not to Take Medicine — 0.18	94	38.30%	NA
Q51. Treated You with Courtesy and Respect — 0.18	80	91.25%	**10th**

0.0   0.5   1.0

High Priority for Improvement
(High Correlation/
Lower Quality Compass® Group)

None

Continue to Target Efforts
(High Correlation/
Higher Quality Compass® Group)

Q15 - Easy to Get Care Believed Necessary for Child
Q37 - Spend Enough Time with Child
Q50 - Got Information or Help Needed
Q33 - Listen Carefully to You
Q46 - Easy to Get Appointment for Child with Specialist

Use caution when reviewing scores with sample sizes less than 25.

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "A lot", "Yes"

Executive Summary
Key Driver Analysis for General Population – Doctor and Specialist

Q41. Rating of Personal Doctor

	Health Plan's Score	Plan's Percentile Range
Q37. Spend Enough Time with Child — 0.66	95.85%	90th
Q32. Explain Things in a Way You Could Understand — 0.65	95.00%	50th
Q33. Listen Carefully to You — 0.57	97.51%	90th
Q34. Show Respect for What You Had to Say — 0.57	97.93%	90th
Q15. Easy to Get Care Believed Necessary for Child — 0.46	91.60%	50th
Q6. Getting Appointment for Child as Soon as Needed — 0.35	90.50%	50th
Q51. Treated You with Courtesy and Respect — 0.34	91.25%	**10th**
Q12. Discussed Reasons Not to Take Medicine — 0.32	38.30%	NA
Q13. Asked Preference for Medicine — 0.30	75.00%	NA
Q11. Discussed Reasons to Take Medicine — 0.28	65.96%	NA
Q50. Got Information or Help Needed — 0.28	85.00%	75th
Q46. Easy to Get Appointment for Child with Specialist — 0.23	86.49%	75th
Q4. Getting Care for Child as Soon as Needed — 0.14	93.75%	50th

Q48. Rating of Specialist

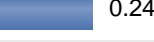|	Health Plan's Score	Plan's Percentile Range
Q51. Treated You with Courtesy and Respect — 0.71	91.25%	**10th**
Q46. Easy to Get Appointment for Child with Specialist — 0.53	86.49%	75th
Q15. Easy to Get Care Believed Necessary for Child — 0.41	91.60%	50th
Q33. Listen Carefully to You — 0.36	97.51%	90th
Q13. Asked Preference for Medicine — 0.32	75.00%	NA
Q50. Got Information or Help Needed — 0.32	85.00%	75th
Q6. Getting Appointment for Child as Soon as Needed — 0.29	90.50%	50th
Q32. Explain Things in a Way You Could Understand — 0.24	95.00%	50th
Q34. Show Respect for What You Had to Say — 0.19	97.93%	90th
Q11. Discussed Reasons to Take Medicine — 0.11	65.96%	NA
Q4. Getting Care for Child as Soon as Needed — 0.10	93.75%	50th
Q37. Spend Enough Time with Child — 0.07	95.85%	90th
Q12. Discussed Reasons Not to Take Medicine — 0.05	38.30%	NA

"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "A lot", "Yes"

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Executive Summary
Key Driver Analysis for CCC Population – Health Plan

Q54. Rating of Health Plan

	Sample Size:	Health Plan's Score	Plan's Percentile Range
Q32. Explain Things in a Way You Could Understand — 0.39	325	96.00%	75th
Q15. Easy to Get Care Believed Necessary for Child — 0.36	355	89.86%	**25th**
Q33. Listen Carefully to You — 0.34	325	96.31%	90th
Q37. Spend Enough Time with Child — 0.32	324	94.75%	90th
Q56. Easy to Get Prescription Medicine for Child — 0.30	368	93.48%	50th
Q34. Show Respect for What You Had to Say — 0.28	324	95.37%	50th
Q6. Getting Appointment for Child as Soon as Needed — 0.28	327	93.27%	75th
Q9. Getting Questions Answered by Child's Doctor — 0.26	356	93.54%	75th
Q20. Easy to Get Special Medical Equipment for Child — 0.25	32	81.25%	NA
Q44. Doctor Understands How Medical Conditions Affect Family's Day-to-Day Life — 0.24	302	91.39%	75th
Q43. Doctor Understands How Medical Conditions Affect Child's Day-to-Day Life — 0.21	303	95.38%	90th
Q50. Got Information or Help Needed — 0.21	97	87.63%	75th
Q51. Treated You with Courtesy and Respect — 0.21	97	92.78%	**25th**
Q13. Asked Preference for Medicine — 0.20	177	77.40%	NA
Q46. Easy to Get Appointment for Child with Specialist — 0.19	160	86.25%	50th
Q26. Easy to Get Treatment or Counseling for Child — 0.18	170	90.00%	90th
Q4. Getting Care for Child as Soon as Needed — 0.18	192	94.27%	50th
Q29. Health Plan or Doctor's Office Helps Coordinate Care — 0.16	191	62.83%	50th

(Chart x-axis: 0.0 0.5 1.0)

High Priority for Improvement
(High Correlation/ Lower Quality Compass® Group)

Q15 - Easy to Get Care Believed Necessary for Child

Continue to Target Efforts
(High Correlation/ Higher Quality Compass® Group)

Q32 - Explain Things in a Way You Could Understand

Q33 - Listen Carefully to You

Q37 - Spend Enough Time with Child

Q56 - Easy to Get Prescription Medicine for Child

Above are 18 of the 23 key measures. The 5 measures with lowest correlation to Rating of Health Plan are not displayed.
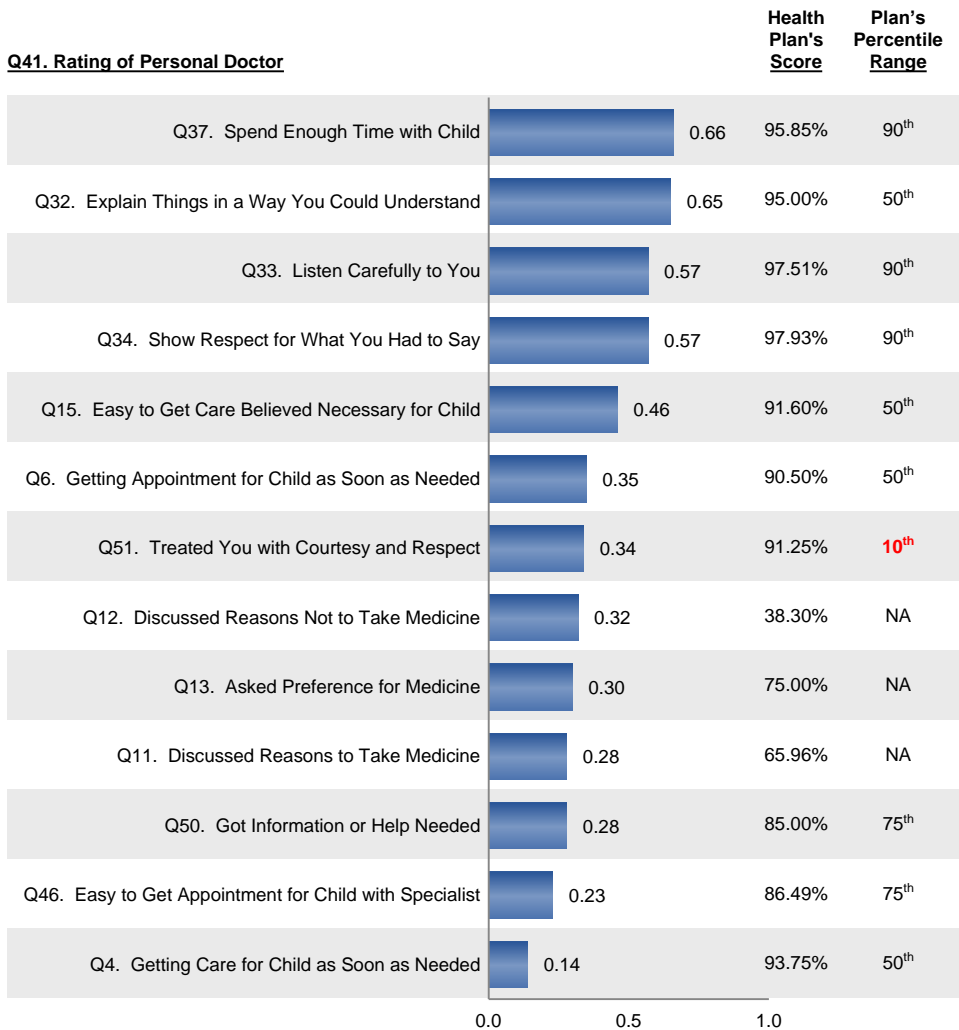Use caution when reviewing scores with sample sizes less than 25.
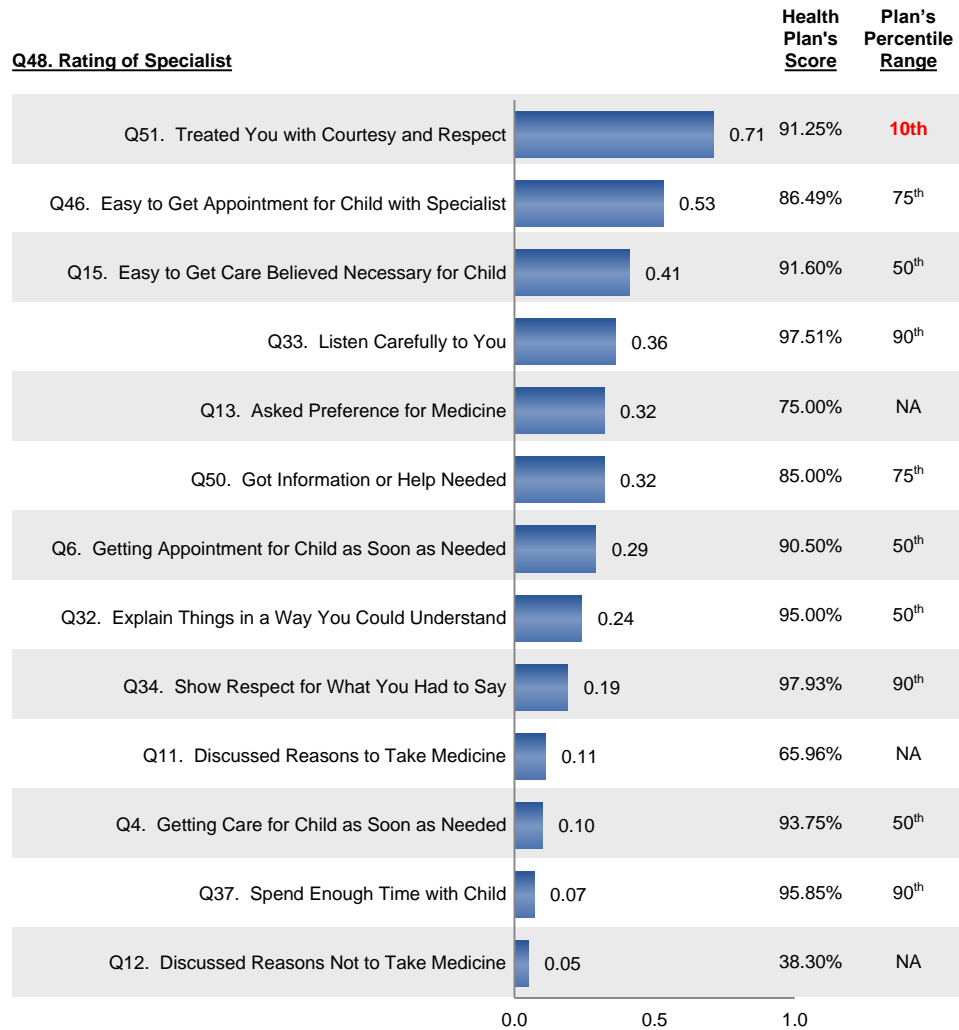"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "A lot", "Yes"

morpace

Executive Summary
Key Driver Analysis for CCC Population – Health Care

Q14. Rating of Health Care

	Sample Size:	Health Plan's Score	Plan's Percentile Range
Q15. Easy to Get Care Believed Necessary for Child — 0.56	355	89.86%	25th
Q9. Getting Questions Answered by Child's Doctor — 0.54	356	93.54%	75th
Q33. Listen Carefully to You — 0.49	325	96.31%	90th
Q37. Spend Enough Time with Child — 0.47	324	94.75%	90th
Q32. Explain Things in a Way You Could Understand — 0.44	325	96.00%	75th
Q34. Show Respect for What You Had to Say — 0.44	324	95.37%	50th
Q4. Getting Care for Child as Soon as Needed — 0.42	192	94.27%	50th
Q44. Doctor Understands How Medical Conditions Affect Family's Day-to-Day Life — 0.39	302	91.39%	75th
Q6. Getting Appointment for Child as Soon as Needed — 0.39	327	93.27%	75th
Q13. Asked Preference for Medicine — 0.36	177	77.40%	NA
Q46. Easy to Get Appointment for Child with Specialist — 0.30	160	86.25%	50th
Q18. Getting Help You Needed from Doctor in Contacting School/Daycare — 0.29	42	85.71%	NA
Q20. Easy to Get Special Medical Equipment for Child — 0.29	32	81.25%	NA
Q26. Easy to Get Treatment or Counseling for Child — 0.29	170	90.00%	90th
Q11. Discussed Reasons to Take Medicine — 0.28	177	59.89%	NA
Q23. Easy to Get Therapy for Child — 0.26	64	87.50%	90th
Q29. Health Plan or Doctor's Office Helps Coordinate Care — 0.26	191	62.83%	50th
Q56. Easy to Get Prescription Medicine for Child — 0.26	368	93.48%	50th

0.0   0.5   1.0

High Priority for Improvement
(High Correlation/
Lower Quality Compass® Group)

Q15 - Easy to Get Care Believed Necessary for Child

Continue to Target Efforts
(High Correlation/
Higher Quality Compass® Group)

Q9 - Getting Questions Answered by Child's Doctor

Q33 - Listen Carefully to You

Q37 - Spend Enough Time with Child

Above are 18 of the 23 key measures. The 5 measures with lowest correlation to Rating of Health Care are not displayed.
Use caution when reviewing scores with sample sizes less than 25.
"Health Plan's Score" is the percent of respondents that answered "Always", "Usually"; "A lot", "Yes"

Executive Summary
Demographics – General Population

CHILD'S HEALTH STATUS

Fair/Poor
3%

Good
20%

Excellent/Very good
77%

CHILD'S MENTAL/EMOTIONAL HEALTH STATUS

Fair/Poor
7%

Good
16%

Excellent/Very good
77%

CHILD'S AGE

1 yr or under
1%

2-5 yrs
11%

6-9 yrs
24%

10-14 yrs
39%

15-18 yrs
26%

CHILD'S GENDER

Female
46%

Male
54%

CHILD'S RACE / ETHNICITY

Category	Percentage
Hispanic or Latino	17%
White	71%
Black or African-American	9%
Asian	3%
Native Hawaiian or other Pacific Islander	2%
American Indian or Alaska Native	23%
Other	6%

Data shown are self reported.

Executive Summary
Demographics – CCC Population

CHILD'S HEALTH STATUS
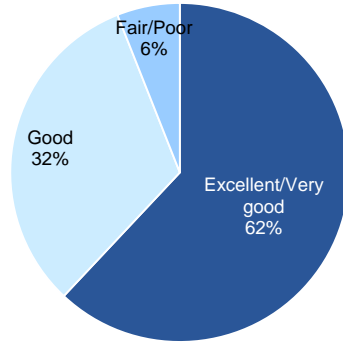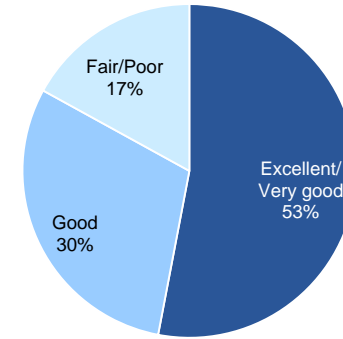
Fair/Poor 6%
Good 32%
Excellent/Very good 62%

CHILD'S MENTAL/EMOTIONAL HEALTH STATUS

Fair/Poor 17%
Good 30%
Excellent/Very good 53%

CHILD'S AGE

1 yr. or under 0%
2-5 yrs 5%
6-9 yrs 24%
15-18 yrs 30%
10-14 yrs 41%

CHILD'S GENDER

Female 39%
Male 61%

CHILD'S RACE / ETHNICITY

Race / Ethnicity	%
Hispanic or Latino	13%
White	75%
Black or African-American	13%
Asian	1%
Native Hawaiian or other Pacific Islander	1%
American Indian or Alaska Native	26%
Other	4%
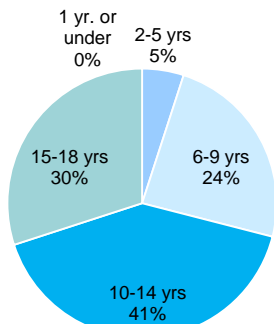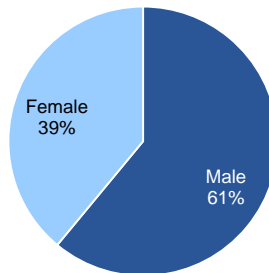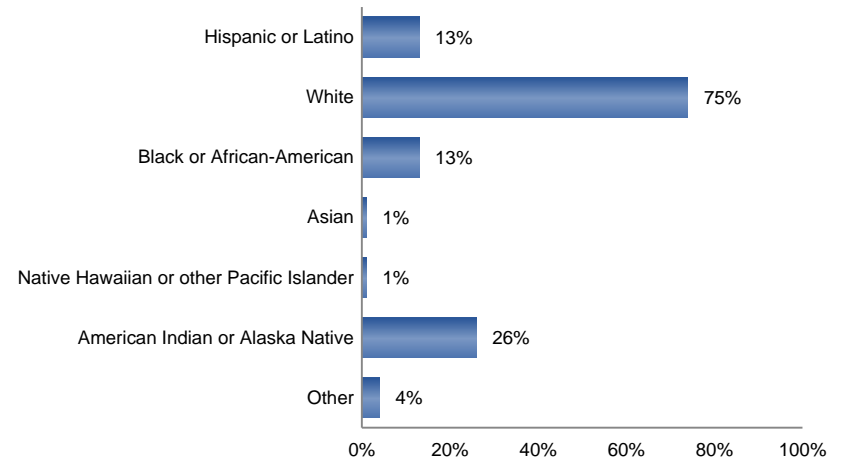
Data shown are self reported.

Executive Summary
Child Demographics

	General Population		2013 Quality Compass®-General Population	CCC Population		2013 Quality Compass®-CCC Population
	2013	**2014**		**2013**	**2014**	
Q58. Child's Health Status						
Excellent/Very good	80%	77%	75%	63%	62%	55%
Good	17%	20%	20%	29%	32%	32%
Fair/Poor	3%	3%	5%	8%	6%	13%
Q59. Child's Mental/Emotional Health Status						
Excellent/Very good	79%	77%	NA	55%	53%	NA
Good	16%	16%	NA	31%	30%	NA
Fair/Poor	5%	7%	NA	14%	17%	NA
Q74. Child's Age						
1yr & under	2%	1%	NA	1%	0%	NA
2-5 yrs	15%	11%	NA	7%	5%	NA
6-9 yrs	27%	24%	NA	27%	24%	NA
10-14 yrs	33%	39%	NA	37%	41%	NA
15-18 yrs	23%	26%	NA	29%	30%	NA
Q75. Child's Gender						
Male	52%	54%	52%	57%	61%	59%
Female	48%	46%	48%	43%	39%	41%
Q76/77. Child's Race/Ethnicity						
Hispanic or Latino	21%	17%	29%	13%	13%	23%
White	68%	71%	46%	75%	75%	76%
Black or African-American	11%	9%	19%	12%	13%	46%
Asian	5%	3%	4%	1%	1%	6%
Native Hawaiian or other Pacific Islander	1%	2%	2%	0%	1%	1%
American Indian or Alaska Native	22%	23%	3%	25%	26%	5%
Other	10%	6%	11%	5%	4%	23%

Data shown are self reported.
NA = Data not available from NCQA (question added in 2013).

Executive Summary
Respondent Demographics

	General Population		2013 Quality Compass®-General Population	CCC Population		2013 Quality Compass®-CCC Population
	2013	**2014**		**2013**	**2014**	
Q7. Number of Times Going to Doctor's Office/Clinic for Care						
None	23%	23%	22%	11%	13%	12%
1 time	26%	26%	25%	17%	20%	19%
2 times	24%	21%	23%	25%	25%	23%
3 times	13%	14%	14%	17%	15%	18%
4 times	6%	7%	7%	11%	9%	10%
5-9 times	6%	8%	7%	14%	15%	13%
10 or more times	1%	2%	2%	4%	3%	5%
Q31. Number of Times Visited Personal Doctor to Get Care						
None	22%	24%	19%	12%	17%	12%
1 time	31%	30%	30%	20%	25%	25%
2 times	23%	21%	24%	28%	25%	24%
3 times	13%	13%	13%	18%	13%	16%
4 times	4%	6%	7%	8%	8%	10%
5-9 times	5%	6%	6%	11%	10%	10%
10 or more times	1%	1%	1%	3%	2%	3%
Q78. Respondent's Age						
Under 18	5%	7%	7%	5%	5%	8%
18 to 24	5%	1%	9%	2%	1%	5%
25 to 34	35%	27%	33%	31%	24%	28%
35 to 44	33%	41%	29%	37%	42%	29%
45 to 54	18%	17%	14%	17%	20%	17%
55 to 64	4%	7%	5%	6%	5%	8%
65 to 74	1%	1%	2%	1%	2%	3%
75 or older	0%	0%	0%	0%	0%	1%
Q79. Respondent's Gender						
Male	12%	15%	11%	11%	11%	10%
Female	88%	85%	89%	89%	89%	90%
Q80. Respondent's Education						
Did not graduate high school	15%	14%	22%	10%	8%	19%
High school graduate or GED	34%	34%	34%	33%	31%	34%
Some college or 2-year degree	37%	36%	33%	43%	48%	36%
4-year college graduate	10%	11%	7%	10%	10%	7%
More than 4-year college degree	5%	5%	4%	4%	4%	4%

Data shown are self reported.   NA = Data not available from NCQA (question added in 2013).

The commentary below is based on generally recognized industry knowledge per various published sources:

Age	Older respondents tend to be more satisfied than younger respondents.
Health Status	People who rate their health status as 'Excellent' or 'Very good' tend to be more satisfied than people who rate their health status lower.
Education	More educated respondents tend to be less satisfied.
Race and ethnicity effects are independent of education and income. Lower income generally predicts lower satisfaction with coverage and care.	
Race	Whites give the highest ratings to both rating and composite questions. In general, Hispanics, Asian/Pacific Islanders and American Indian/Alaska Natives give the lowest ratings. Growing evidence that lower satisfaction ratings from Asian Americans are partially attributable to cultural differences in their response tendencies. Therefore, their lower scores might not reflect an accurate comparison of their experience with health care.
Ethnicity	Hispanics tend to give lower ratings than non-Hispanics. Non-English speaking Hispanics tend to give lower ratings than English-speaking Hispanics.

Note: If a health plan's population differs form Quality Compass® in any of the demographic groups, these differences could account for the plan's score when compared to Quality Compass®. For example, if a plan's population rates themselves in better health than the Quality Compass® population, this could impact a plan's score positively. Conversely, if a plan's population rates themselves in poorer health than the Quality Compass® population, the plan's scores could be negatively impacted.

Executive Summary
Composite & Rating Scores by Demographics for General Population

Demographic	Child's Age					Child's Race				Child's Ethnicity		Respondent's Educational Level		Child's Health Status		
	1 yr or less	2-5 yrs	6-9 yrs	10-14 yrs	15-18 yrs	Caucasian	African American	Asian	All other	Hispanic	Non-Hispanic	HS Grad or Less	Some College+	Excellent/ Very Good	Good	Fair/ Poor
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
Sample size	(n=3)	(n=37)	(n=85)	(n=136)	(n=91)	(n=254)	(n=31)	(n=11)	(n=106)	(n=59)	(n=290)	(n=168)	(n=184)	(n=275)	(n=71)	(n=9)
Composites *(% Always/Usually)*																
Getting Care Quickly	100	100	96	88	90	93	89	69	95	90	92	91	93	93	89	100
Shared Decision Making *(% A lot/Yes)*	78	38	63	60	60	58	81	100	64	64	59	48	66	60	58	78
How Well Doctors Communicate	100	98	94	98	97	96	98	93	99	95	97	95	98	97	96	100
Getting Needed Care	50	91	87	92	86	92	85	63	90	82	90	88	90	91	85	80
Customer Service	100	83	85	95	83	89	83	67	92	82	90	85	91	88	87	100
Ratings *(% 8,9,10)*																
Personal Doctor	100	91	86	87	91	88	97	89	91	90	88	87	89	88	86	100
Specialist	0	75	82	91	95	90	75	50	92	86	89	84	91	89	91	75
Health Care	100	93	83	86	80	84	90	75	87	79	86	85	85	88 O	77	71
Health Plan	100	81	89	87	85	87	87	90	88	88	86	88	85	87	81	100

A/B/C = significantly higher than indicated column at 95% confidence level

Significance testing is not conducted on Composite Measures.

Detailed Results

Getting Care Quickly

Shared Decision Making

How Well Doctors Communicate

Getting Needed Care

Customer Service

Health Promotion and Education/Coordination of Care

Overall Rating Scores for Health Care, Health Plan, Personal Doctor & Specialist

morpace

Getting Care Quickly
Composite

Getting Care Quickly
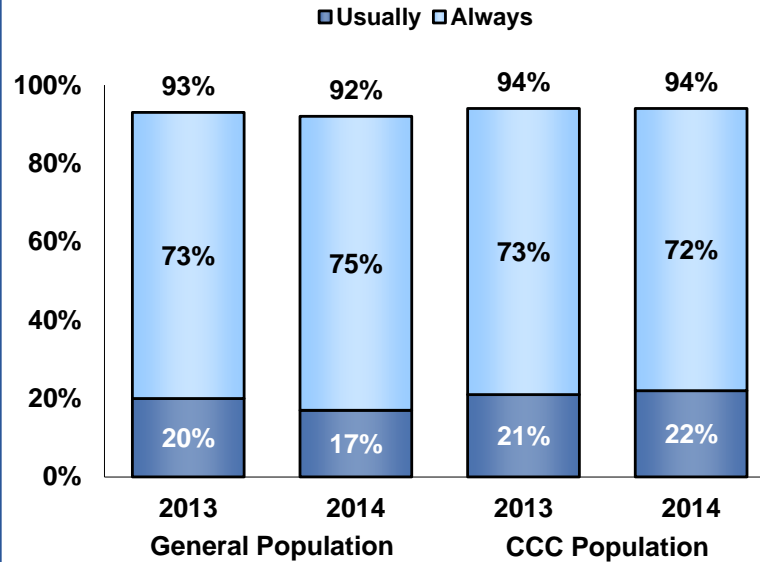
■ Usually ■ Always

Year	General Population	CCC Population
2013	93% (73% / 20%)	
2014	92% (75% / 17%)	
2013		94% (73% / 21%)
2014		94% (72% / 22%)

General Population plan score falls on 50th or below 75th Percentile

CCC Population plan score falls on 50th or below 75th Percentile

2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
General Population	89.18	81.77	87.40	90.06	92.51	94.23
CCC Population	91.81	86.49	91.01	92.55	93.79	94.81

NOTE: Numbers are rounded to the nearest whole number

morpace

Getting Care Quickly
Composite Measures
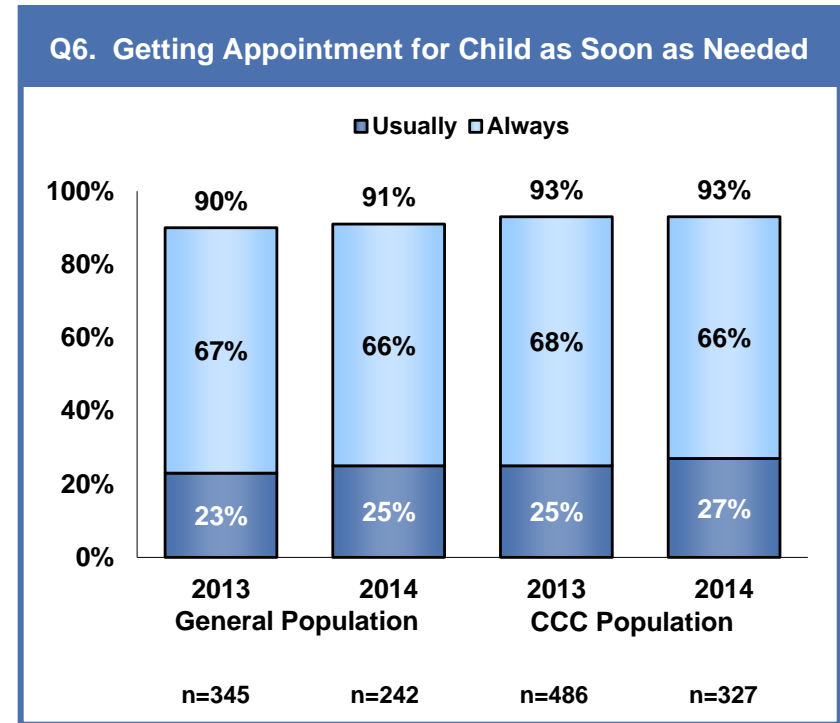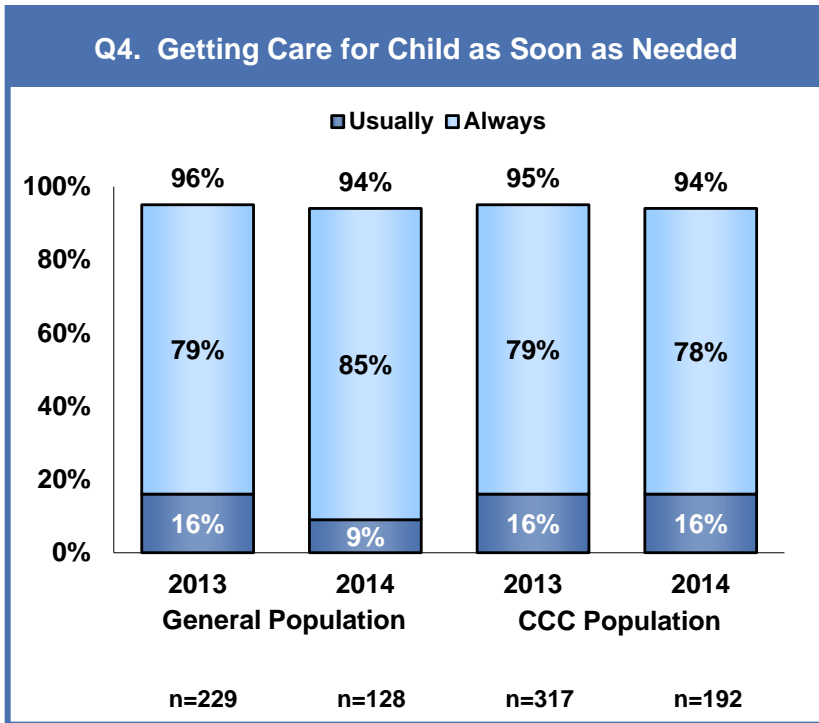
Q4. Getting Care for Child as Soon as Needed

■ Usually ■ Always

96%	94%	95%	94%
79%	85%	79%	78%
16%	9%	16%	16%
2013	2014	2013	2014
General Population		CCC Population	
n=229	n=128	n=317	n=192

Q6. Getting Appointment for Child as Soon as Needed

■ Usually ■ Always

90%	91%	93%	93%
67%	66%	68%	66%
23%	25%	25%	27%
2013	2014	2013	2014
General Population		CCC Population	
n=345	n=242	n=486	n=327

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.
NOTE: Numbers are rounded to the nearest whole number

Getting Care Quickly
Access to Care

Q3. Had Illness/Injury/Condition that Needed Care Right Away from Clinic, ER, or Doctor's Office

■Yes

	2013	2014	2013	2014
	42%	36%	53%	47%
	General Population		CCC Population	
	n=546	n=353	n=608	n=411

Q5. Made an Appt. at Doctor's Office or Clinic

■Yes

	2013	2014	2013	2014
	64%	69%	80%	80%
	General Population		CCC Population	
	n=540	n=353	n=610	n=414

Q7. Number of Times Going to Doctor's Office/Clinic for Care

■2014

Based on General Population Only

None	1	2	3	4	5-9	10+
23%	26%	21%	14%	7%	8%	2%

n=345

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

Shared Decision Making
Composite

Shared Decision Making

■ A lot/Yes

General Population		CCC Population	
2013	2014	2013	2014
52%	60%	57%	58%

This composite was revised in 2013 to focus on patients' discussion with their doctor or other health provider about prescription medicine. The score for this measure is the average of 3 questions (Q11 - % A lot, Q12 - % A lot, Q13 - % Yes). This measure will be publicly reported for the first time in 2014.

2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
General Population	NA	NA	NA	NA	NA	NA
CCC Population	NA	NA	NA	NA	NA	NA

NOTE: Numbers are rounded to the nearest whole number

Shared Decision Making
Composite Measures

Q11. Discussed Reasons to Take Medicine

A lot

	2013 General Population	2014 General Population	2013 CCC Population	2014 CCC Population
	58%	66%	59%	60%
	n=125	n=94	n=281	n=177

Q12. Discussed Reasons Not to Take Medicine

A lot

	2013 General Population	2014 General Population	2013 CCC Population	2014 CCC Population
	31%	38%	33%	36%
	n=124	n=94	n=280	n=177

Q13. Asked Preference for Medicine

Yes

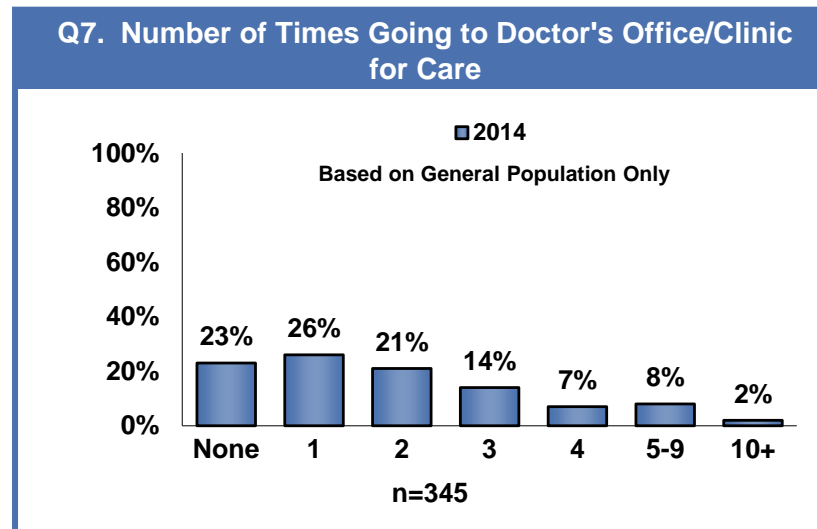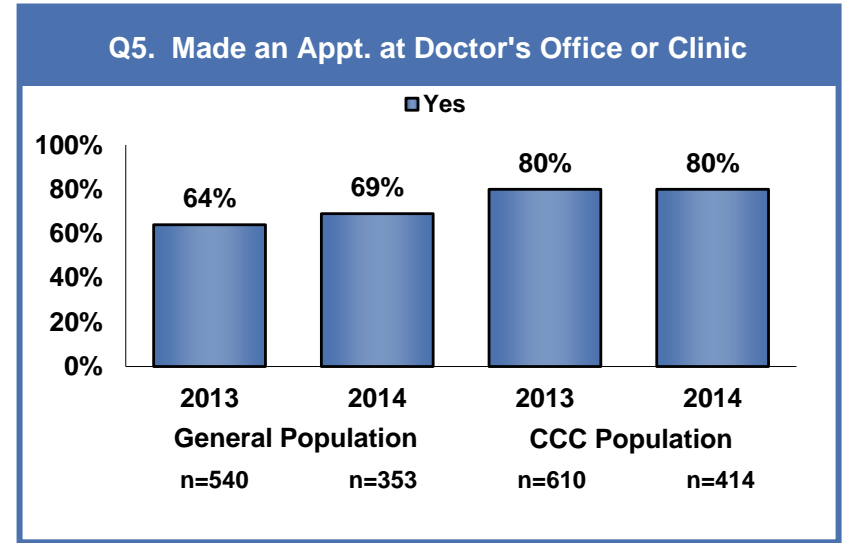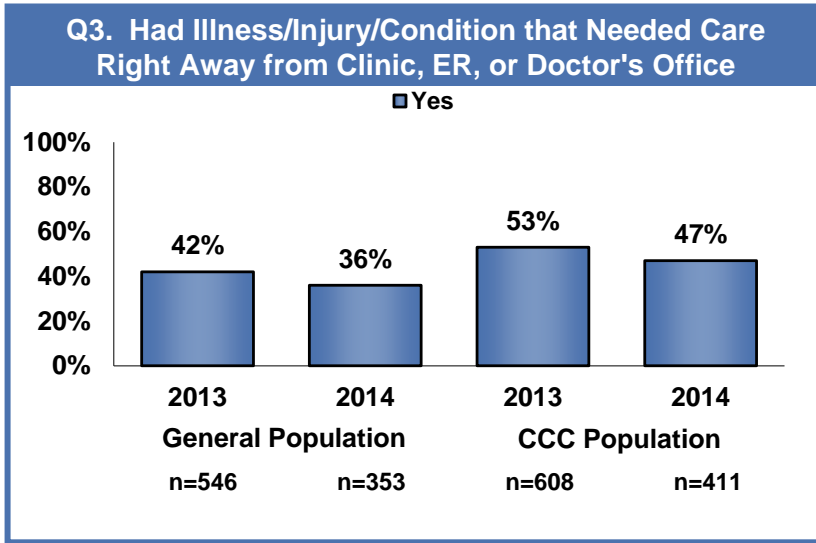|	2013 General Population	2014 General Population	2013 CCC Population	2014 CCC Population
	68%	75%	77%	77%
	n=123	n=92	n=281	n=177

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

How Well Doctors Communicate
Composite

How Well Doctors Communicate

Legend: ■ Usually ■ Always

Group	Always	Usually	Total
2013 General Population	77%	16%	93%
2014 General Population	83%	14%	97%
2013 CCC Population	78%	16%	94%
2014 CCC Population	79%	16%	96%

General Population plan score falls on or above 90th Percentile

CCC Population plan score falls on or above 90th Percentile

2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
General Population	92.61	89.24	91.42	93.24	94.37	95.42
CCC Population	93.06	90.85	92.03	93.40	94.61	95.27

NOTE: Numbers are rounded to the nearest whole number

How Well Doctors Communicate
Composite Measures

Q32. Explain Things in a Way You Could Understand
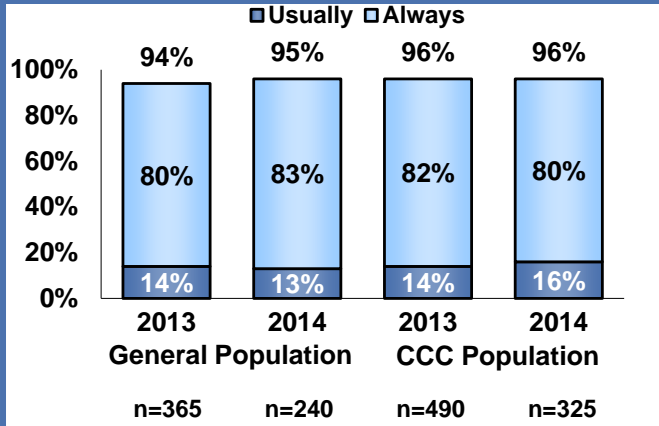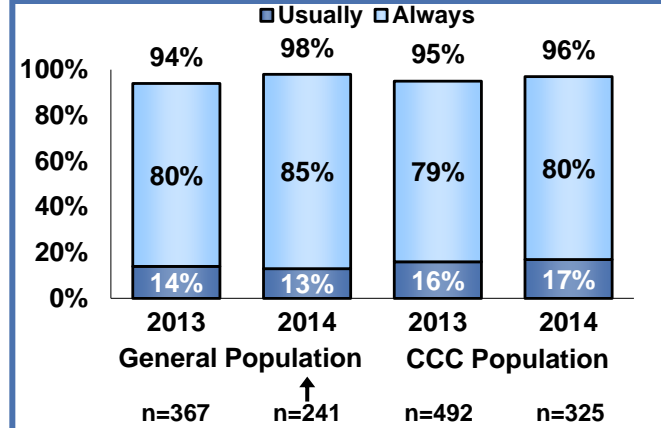
■Usually ■Always

General Population: 2013 (n=365) 94% / 80% / 14%; 2014 (n=240) 95% / 83% / 13%
CCC Population: 2013 (n=490) 96% / 82% / 14%; 2014 (n=325) 96% / 80% / 16%

Q33. Listen Carefully to You

■Usually ■Always

General Population: 2013 (n=367) 94% / 80% / 14%; 2014 (n=241) 98% / 85% / 13%
CCC Population: 2013 (n=492) 95% / 79% / 16%; 2014 (n=325) 96% / 80% / 17%

Q34. Show Respect for What You Had to Say

■Usually ■Always

General Population: 2013 (n=367) 95% / 81% / 14%; 2014 (n=242) 98% / 87% / 11%
CCC Population: 2013 (n=492) 95% / 82% / 13%; 2014 (n=324) 95% / 85% / 10%

Q37. Spend Enough Time with Child

■Usually ■Always

General Population: 2013 (n=366) 90% / 68% / 22%; 2014 (n=241) 96% / 77% / 19%
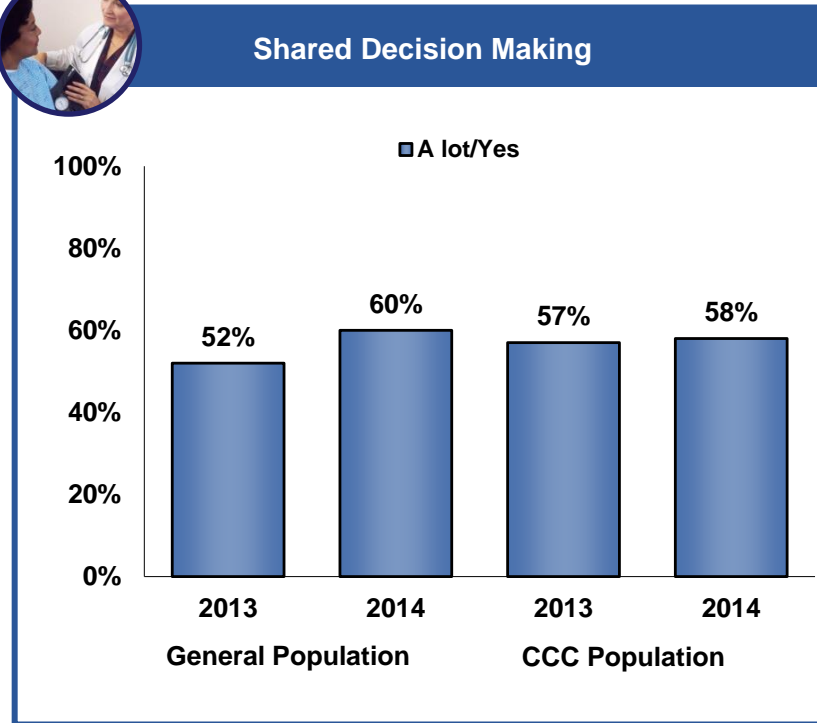CCC Population: 2013 (n=489) 91% / 71% / 20%; 2014 (n=324) 95% / 73% / 22%
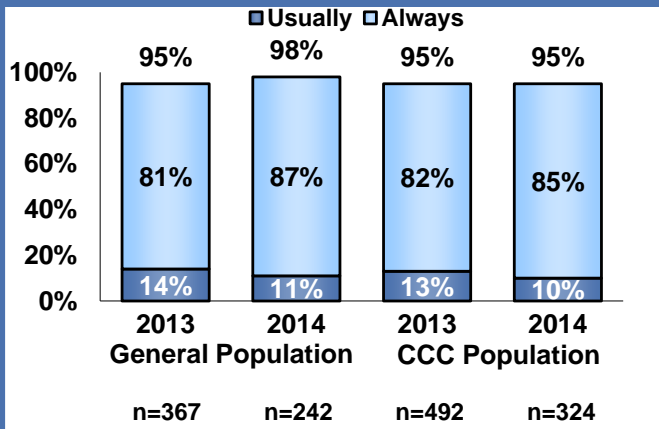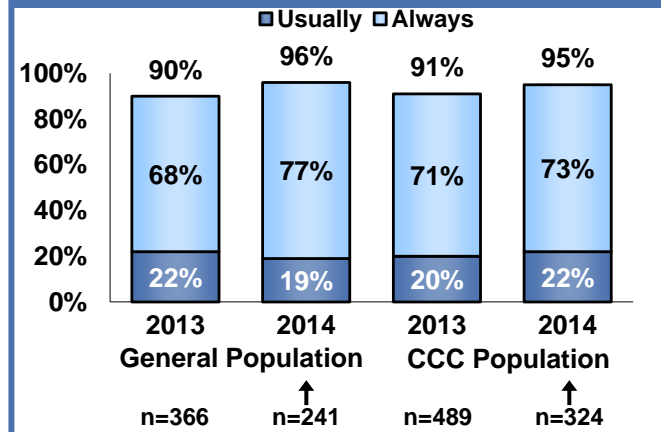
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

How Well Doctors Communicate
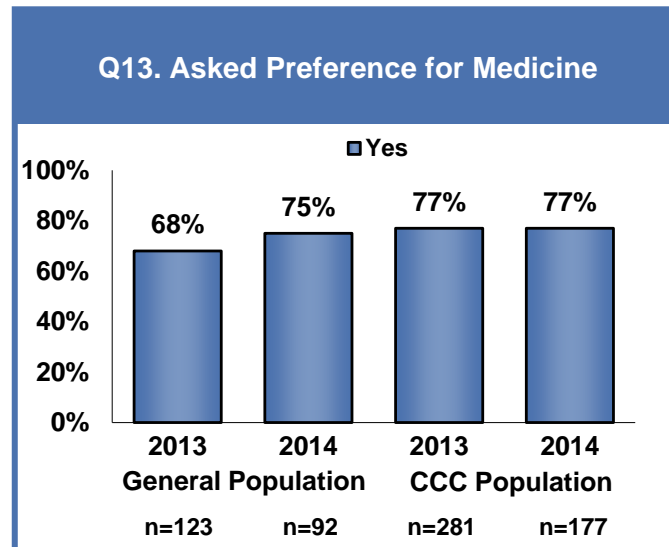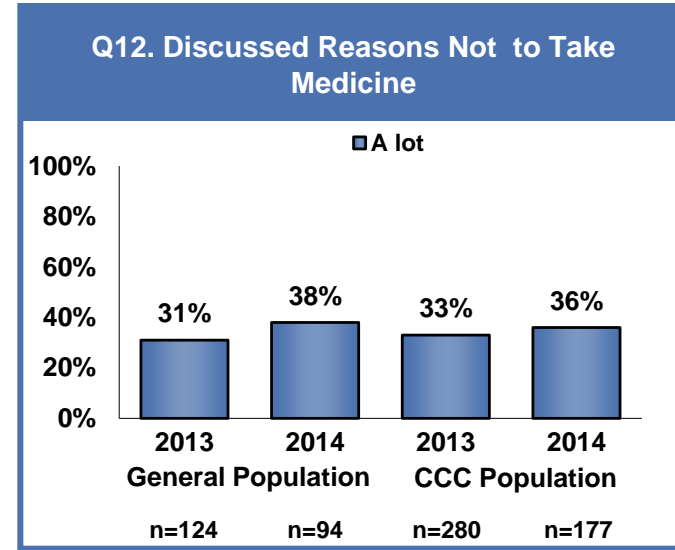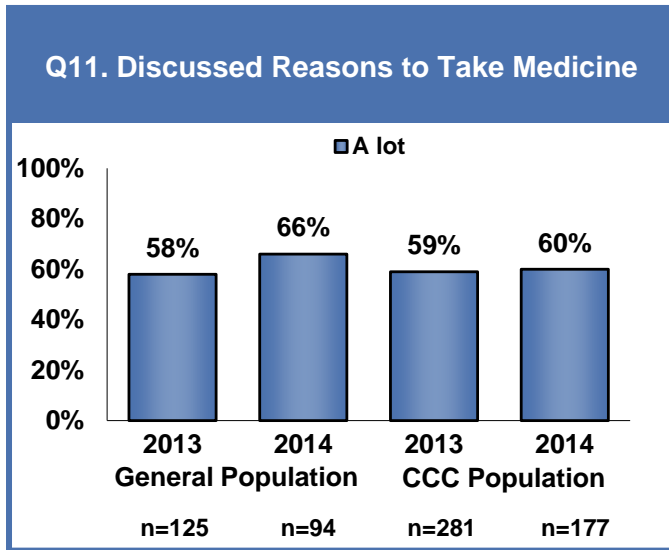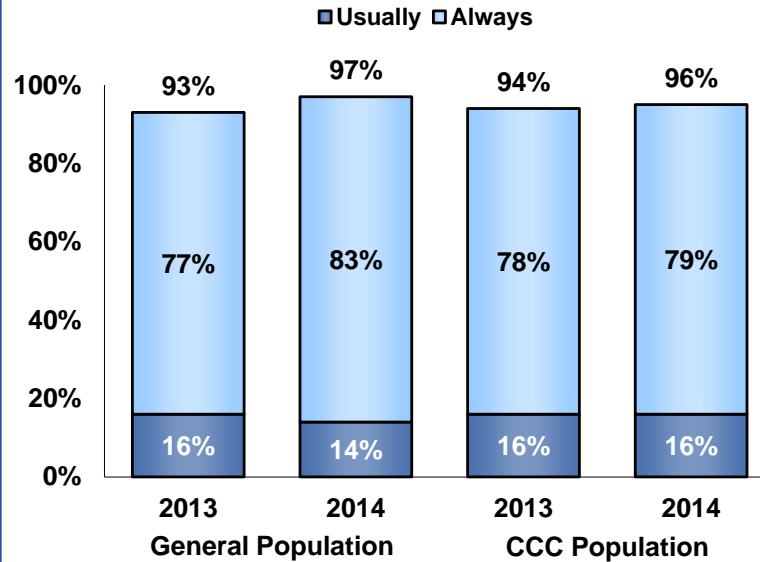*Access to Personal Doctor*

Q30. Have a Personal Doctor

■ Yes

	2013	2014	2013	2014
	89%	93%	93%	96%

General Population | CCC Population

n=540   n=352   n=608   n=412

Q31. Number of Times Visited Personal Doctor to Get Care

■ 2014

Based on General Population Only

None	1	2	3	4	5-9	10+
24%	30%	21%	13%	6%	6%	1%

n=321

Q35. Child Able to Talk with Doctors About Care

■ Yes

	2013	2014	2013	2014
	82%	91%	89%	92%

General Population | CCC Population

n=366   n=242   n=491   n=324

Q36. Doctor Explained Things for Child to Understand

■ Usually   ■ Always

	2013	2014	2013	2014
Total	91%	95%	93%	93%
Always	70%	75%	72%	71%
Usually	22%	21%	20%	22%

General Population | CCC Population

n=301   n=219   n=436   n=298

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

Getting Needed Care
Composite

Getting Needed Care

■Usually □Always
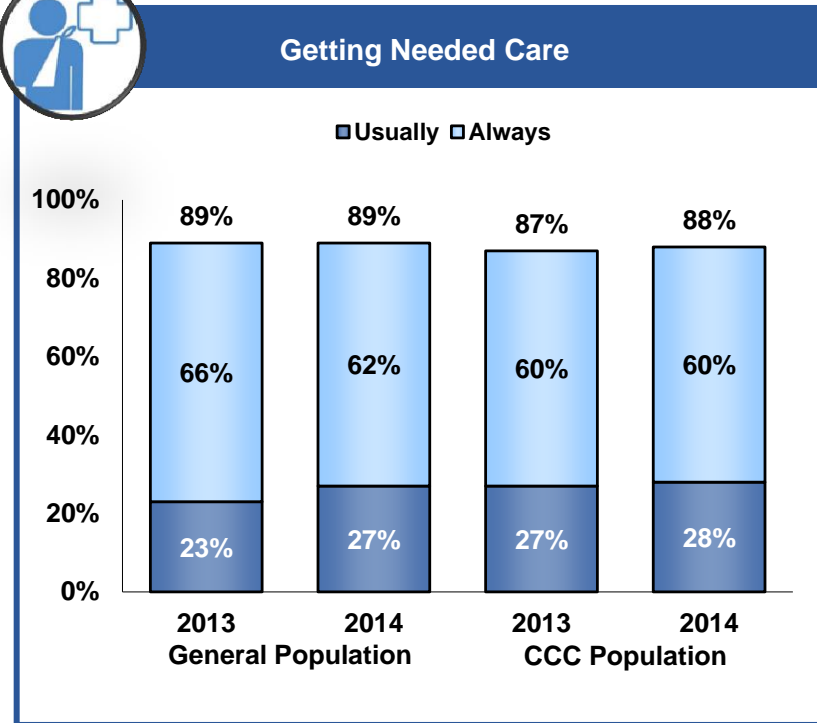
General Population plan score falls on 75th or below 90th Percentile

CCC Population plan score falls on 50th or below 75th Percentile

2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
General Population	84.38	76.58	81.56	84.65	87.85	90.43
CCC Population	86.43	82.41	83.60	86.75	89.85	91.50

NOTE: Numbers are rounded to the nearest whole number

Getting Needed Care
Composite Measures

Q15. Easy to Get Care Believed Necessary for Child

■Usually ■Always

	2013 General Population	2014 General Population	2013 CCC Population	2014 CCC Population
Total	90%	92%	89%	90%
Always	65%	65%	61%	60%
Usually	25%	27%	28%	30%
n	n=415	n=262	n=534	n=355

Q46. Easy to Get Appointment for Child with Specialist

■Usually ■Always

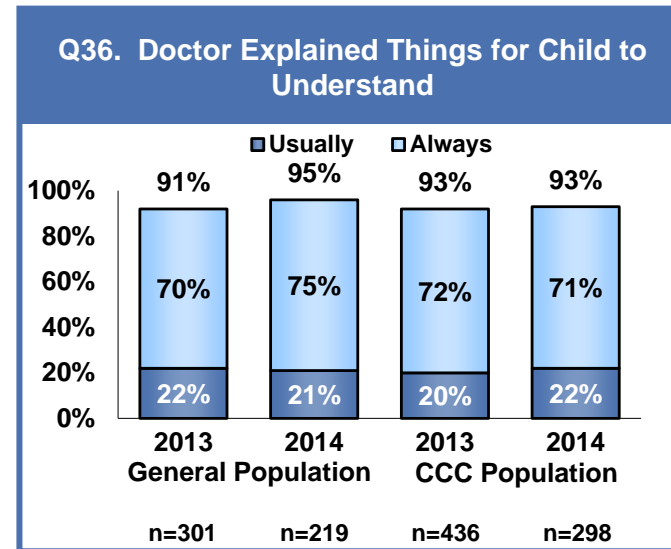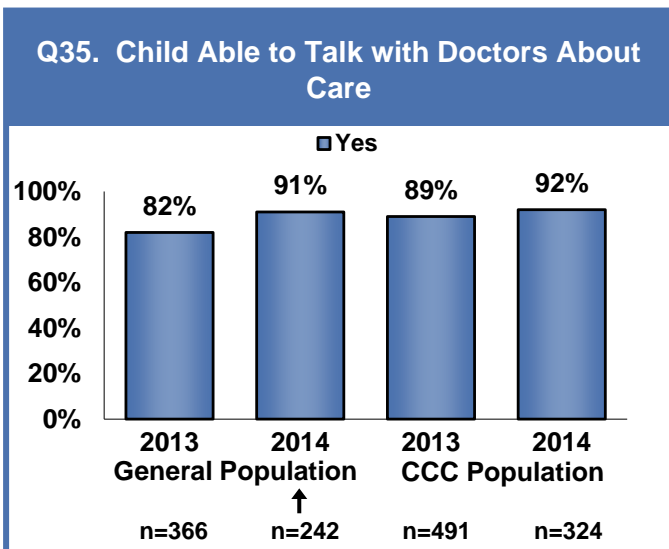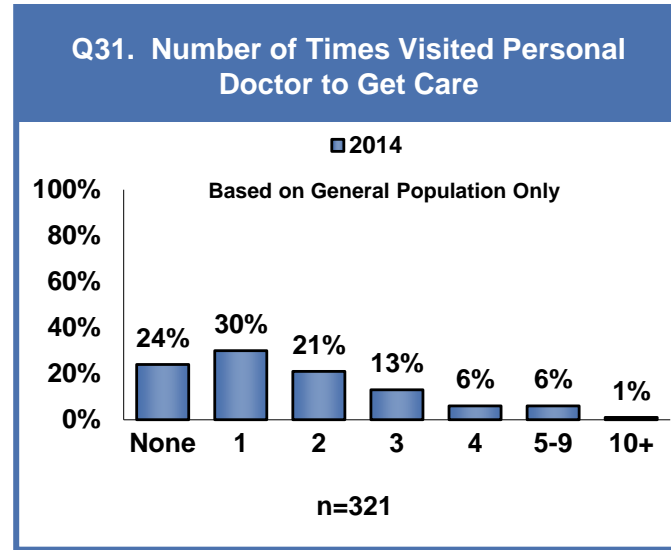|	2013 General Population	2014 General Population	2013 CCC Population	2014 CCC Population
Total	87%	86%	85%	86%
Always	67%	59%	60%	60%
Usually	20%	27%	25%	26%
n	n=79	n=74	n=185	n=160
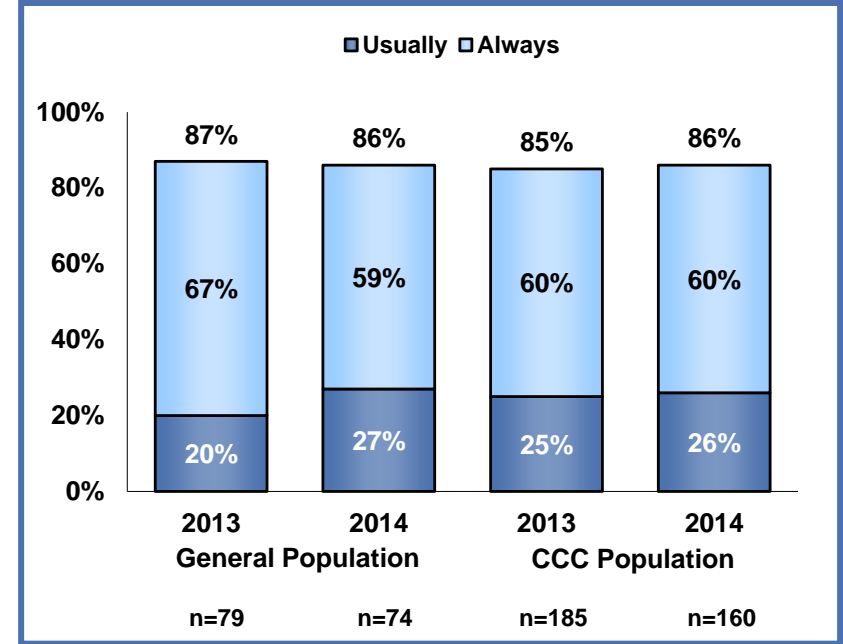
Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

Getting Needed Care
Access to Specialty Care

Q45. Made an Appointment to See a Specialist

■ Yes

100%	
80%	
60%	
40%	
20%	20% 21% 40% 39%
0%	

2013	2014	2013	2014
General Population		CCC Population	
n=390	n=352	n=458	n=413

Q47. Number of Specialists Seen

■ 2014

Based on General Population Only

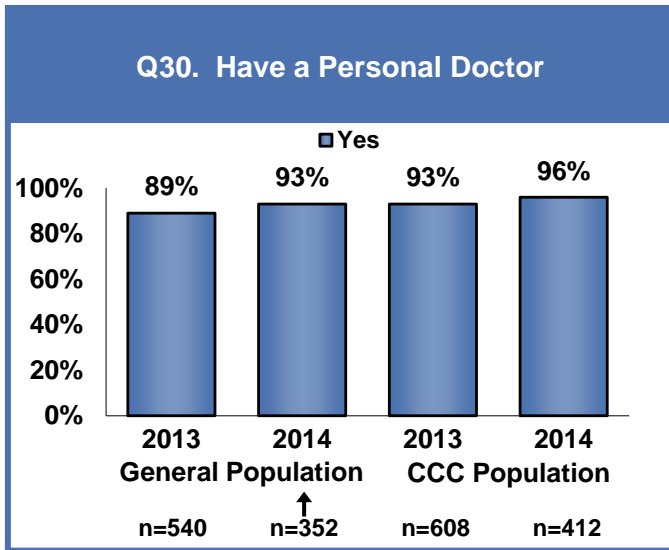|	None	1	2	3	4	5+
	5%	72%	12%	9%	1%	0%

n=75

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

Customer Service
Composite

Customer Service

Legend: ☐ Usually ☐ Always

Chart values:
- 2013 General Population: Always 63%, Usually 21%, Total 84%
- 2014 General Population: Always 68%, Usually 20%, Total 88%
- 2013 CCC Population: Always 62%, Usually 26%, Total 88%
- 2014 CCC Population: Always 69%, Usually 22%, Total 90%

Y-axis: 0%, 20%, 40%, 60%, 80%, 100%

General Population plan score falls on 50th or below 75th Percentile

CCC Population plan score falls on 50th or below 75th Percentile

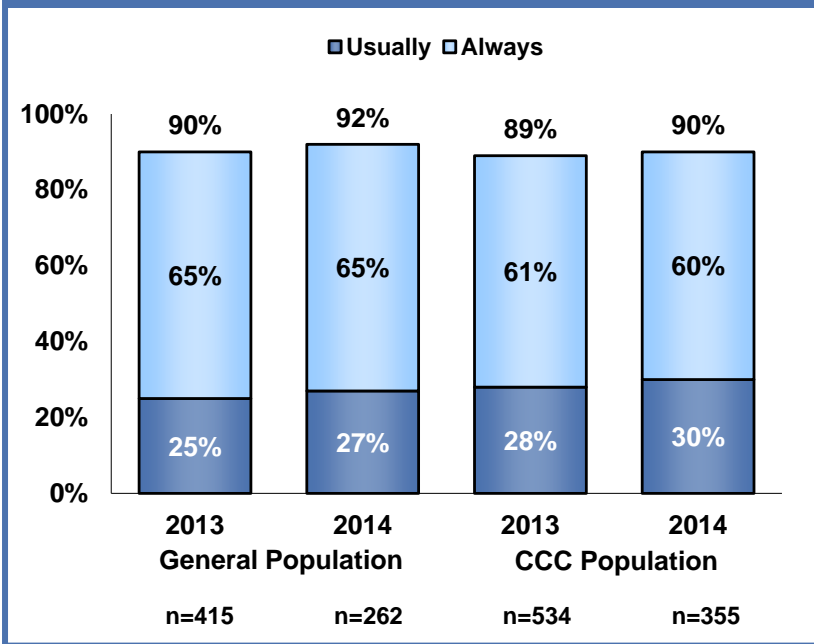| 2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
General Population	87.61	84.29	85.78	87.77	89.70	91.21
CCC Population	88.74	83.57	87.50	88.98	90.40	92.47

NOTE: Numbers are rounded to the nearest whole number

Customer Service
Composite Measures

Q50. Got Information or Help Needed

□ Usually □ Always

- 2013 General Population: Always 58%, Usually 22%, Total 80%, n=133
- 2014 General Population: Always 59%, Usually 26%, Total 85%, n=80
- 2013 CCC Population: Always 58%, Usually 26%, Total 84%, n=186
- 2014 CCC Population: Always 62%, Usually 26%, Total 88%, n=97

Q51. Treated You with Courtesy and Respect

□ Usually □ Always

- 2013 General Population: Always 68%, Usually 20%, Total 88%, n=133
- 2014 General Population: Always 78%, Usually 14%, Total 91%, n=80
- 2013 CCC Population: Always 66%, Usually 27%, Total 92%, n=186
- 2014 CCC Population: Always 75%, Usually 18%, Total 93%, n=97

Q49. Sought Information/Help from Customer Service

□ Yes

- 2013 General Population: 25%, n=535
- 2014 General Population: 23%, n=342
- 2013 CCC Population: 31%, n=597
- 2014 CCC Population: 24% ↓, n=406

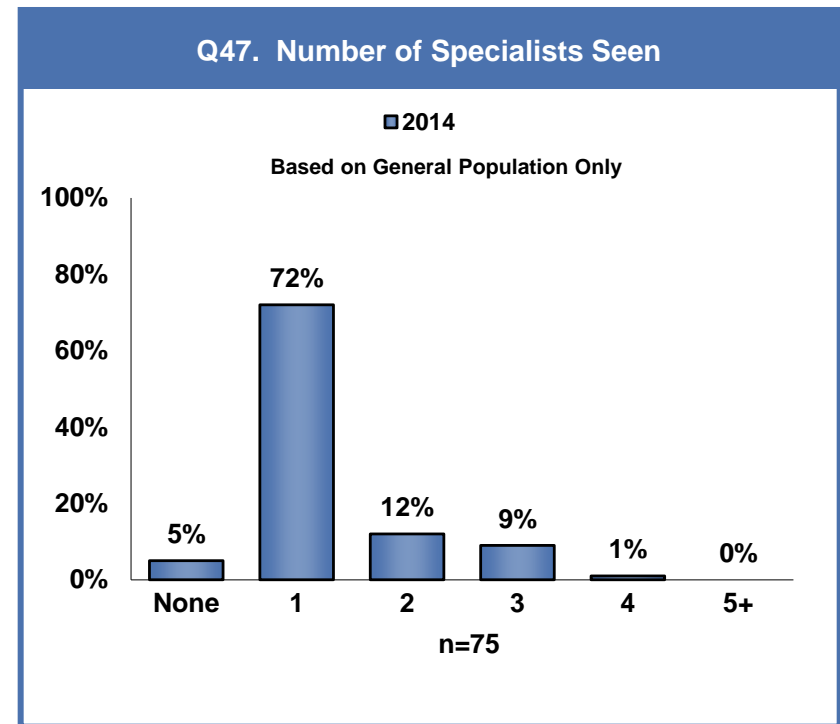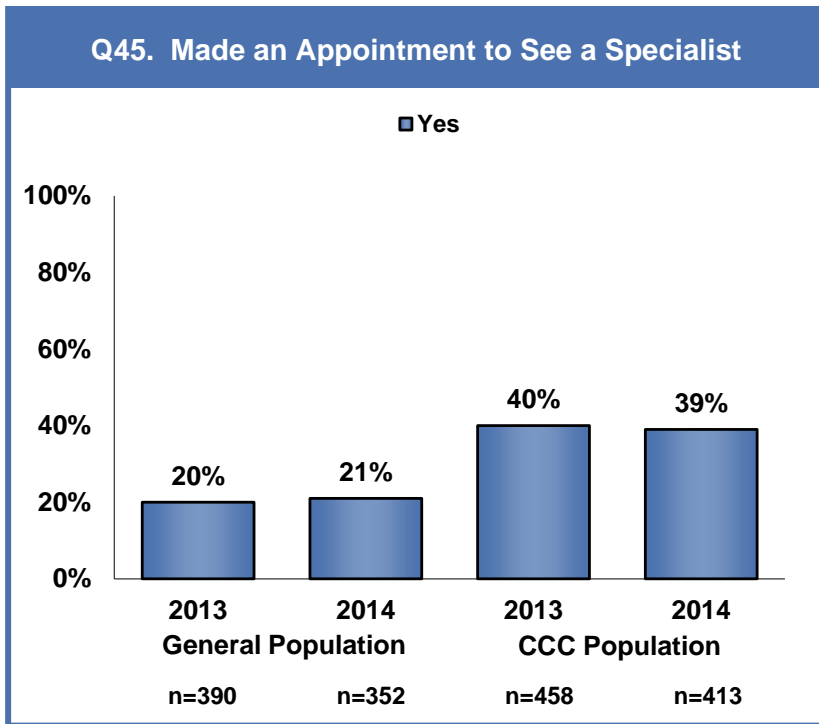Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

Customer Service
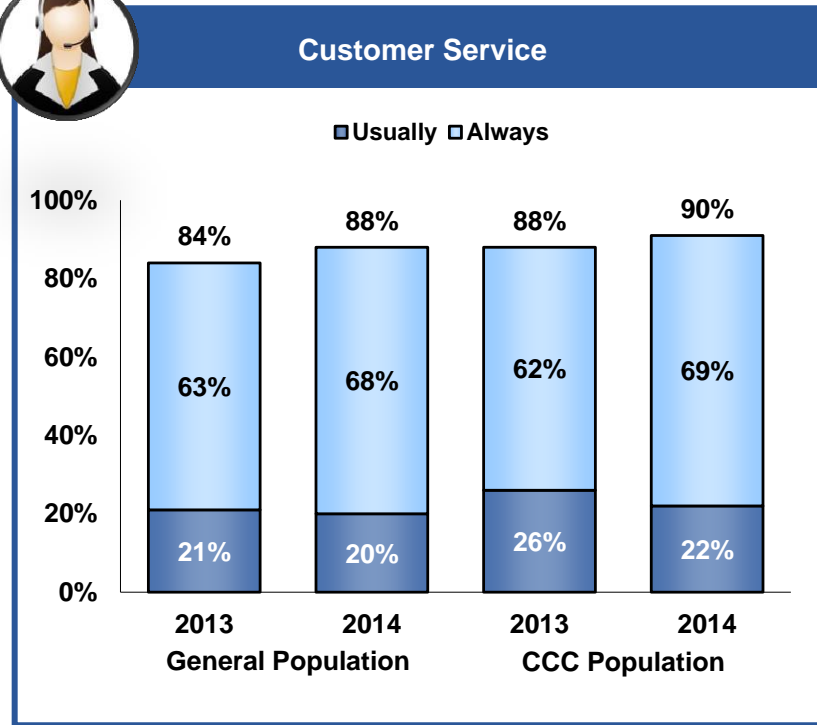## Access to Information and Paperwork

Q52/Q53. Health Plan Forms Easy to Fill Out

Legend: ■ Usually □ Always*

	2013	2014	2013	2014
Total	96%	97%	97%	98%
Always*	85%	89%	85%	88%
Usually	12%	7%	12%	11%

General Population | CCC Population

n=530   n=347   n=590   n=405

Q52. Health Plan Gave You Forms to Fill Out

■ Yes

	2013	2014	2013	2014
Yes	27%	25%	28%	26%

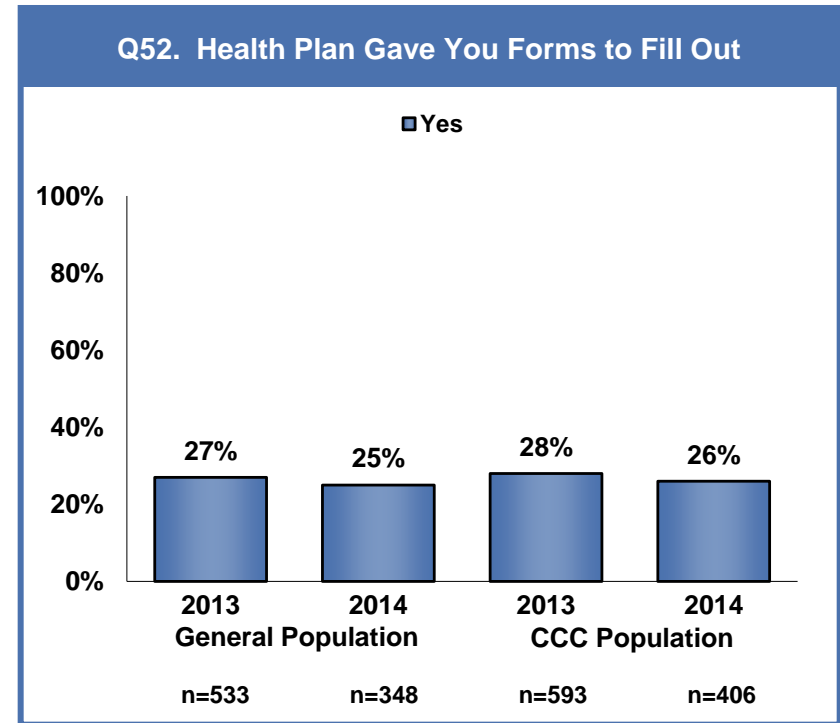General Population | CCC Population

n=533   n=348   n=593   n=406

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.
NOTE: Numbers are rounded to the nearest whole number   *Q53 includes the No's from Q52.

Other Measures

Health Promotion & Education

Coordination of Care

Health Promotion & Education
Coordination of Care

Q8. Health Promotion and Education

■ Yes

68%	**69%**	**73%**	**68%**
2013	2014	2013	2014
General Population		CCC Population	
n=412	n=260	n=532	n=353

Q38. Discussion About Child Feeling/Growing/Behaving

■ Yes

80%	**85%**	**84%**	**85%**
2013	2014	2013	2014
General Population		CCC Population	
n=367	n=239	n=492	n=322

Q39. Received Care from Other Providers

■ Yes

40%	**43%**	**53%**	**56%**
2013	2014	2013	2014
General Population		CCC Population	
n=367	n=242	n=492	n=324

Q40. Coordination of Care

■ Usually ■ Always

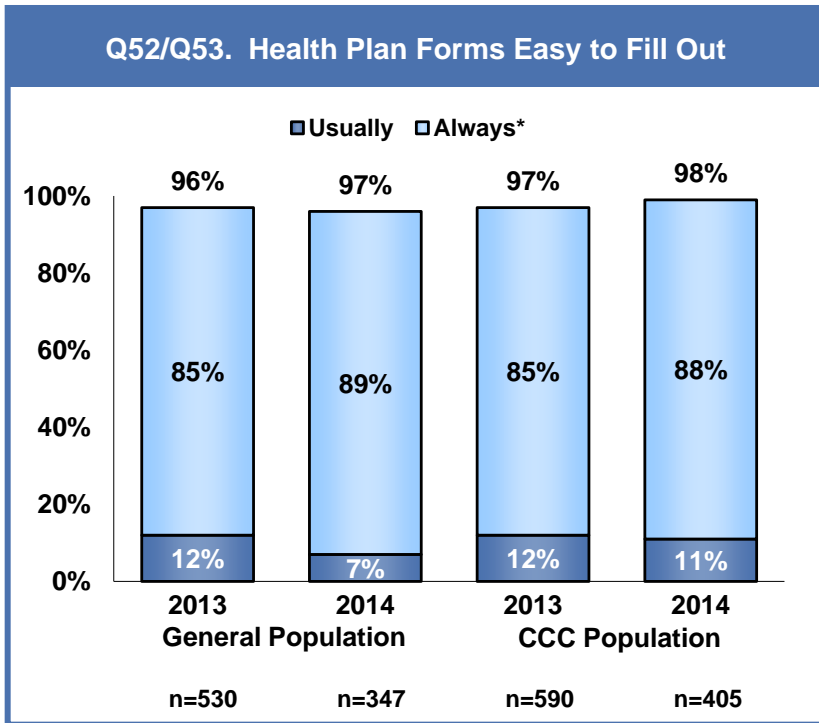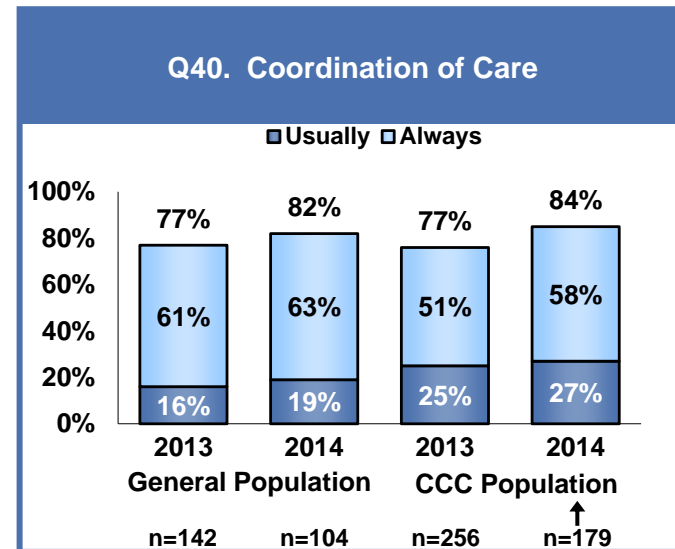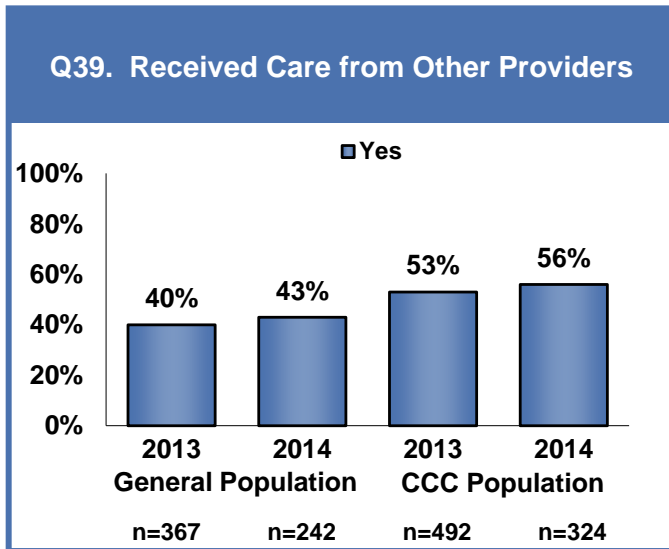|			
77%	**82%**	**77%**	**84%**
61%	63%	51%	58%
16%	19%	25%	27%
2013	2014	2013	2014
General Population		CCC Population	
n=142	n=104	n=256	n=179

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

Overall Ratings
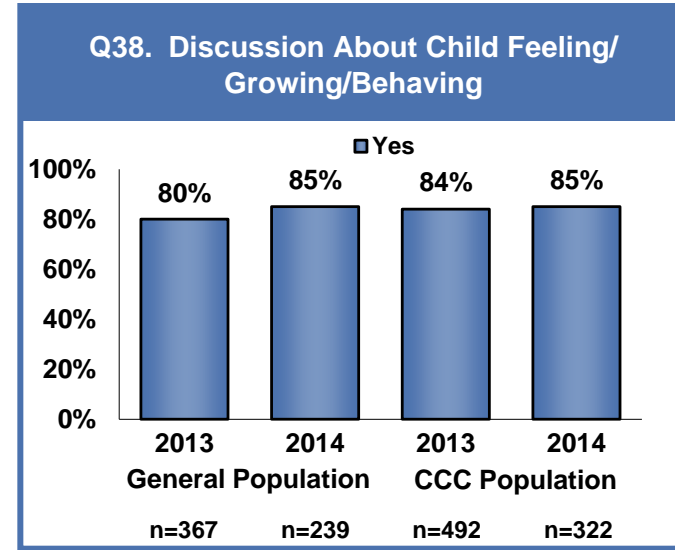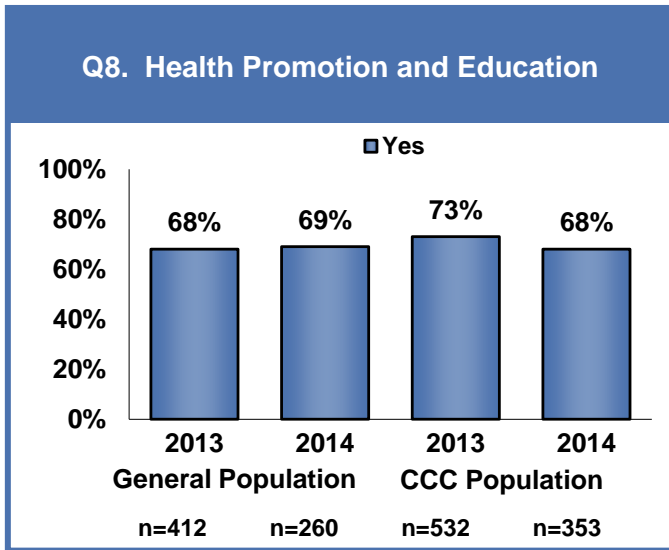
Overall Rating – Health Care & Health Plan

Q14. Rating of Health Care (% 8, 9, 10)

	2013	2014	2013	2014
%	82%	85%	83%	86%
	General Population		CCC Population	
n	n=411	n=261	n=537	n=354

General Population plan score falls on 50th or below 75th Percentile

CCC Population plan score falls on 75th or below 90th Percentile

Q54. Rating of Health Plan (% 8, 9, 10)

	2013	2014	2013	2014
%	84%	86%	83%	83%
	General Population		CCC Population	
n	n=533	n=347	n=602	n=411

General Population plan score falls on 50th or below 75th Percentile

CCC Population plan score falls on 50th or below 75th Percentile

2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
General Population	83.12	78.54	81.30	83.73	85.57	87.04
CCC Population	81.61	75.62	78.60	81.90	84.23	86.67

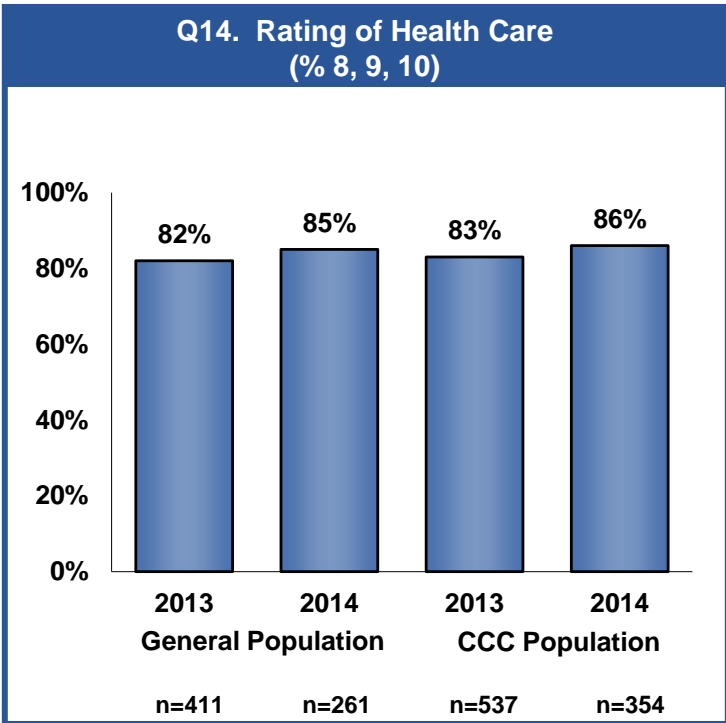| 2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
General Population	82.89	77.52	80.46	83.49	86.36	88.92
CCC Population	81.07	73.83	77.75	81.98	84.45	87.23

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.
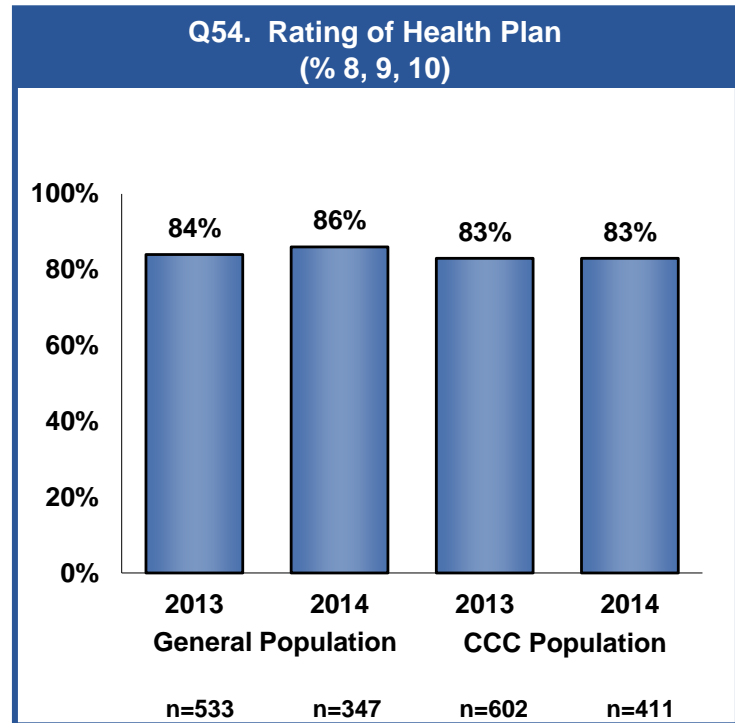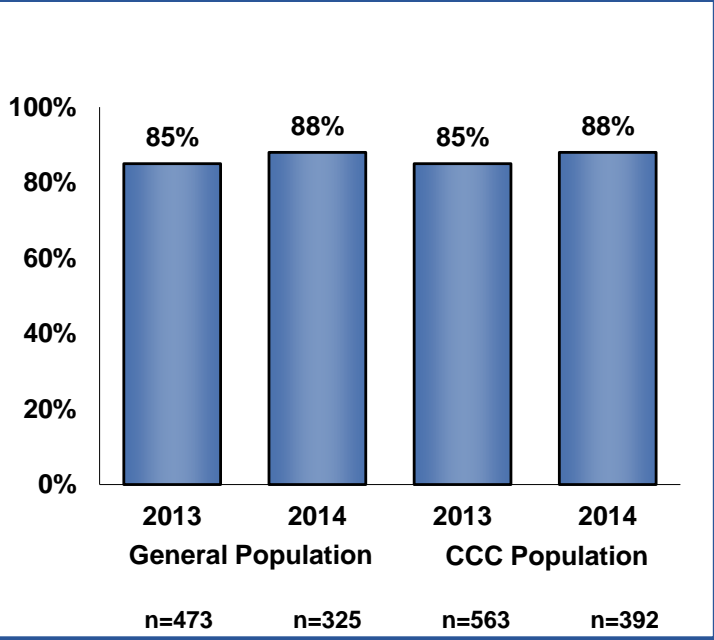NOTE: Numbers are rounded to the nearest whole number
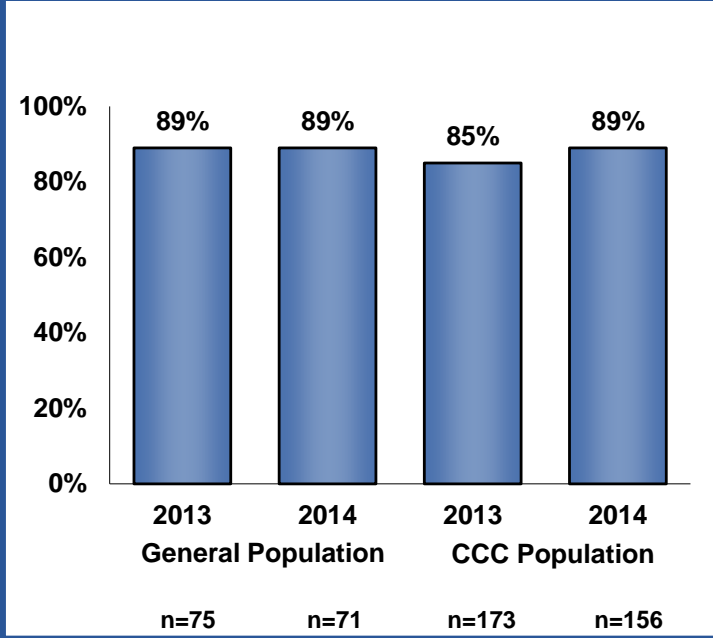
Overall Rating – Personal Doctor & Specialist

Q41. Rating of Personal Doctor (% 8, 9, 10)

	General Population		CCC Population	
	2013	**2014**	**2013**	**2014**
Score	85%	88%	85%	88%
n	n=473	n=325	n=563	n=392

General Population plan score falls on 50th or below 75th Percentile

CCC Population plan score falls on 50th or below 75th Percentile

Q48. Rating of Specialist (% 8, 9, 10)

	General Population		CCC Population	
	2013	**2014**	**2013**	**2014**
Score	89%	89%	85%	89%
n	n=75	n=71	n=173	n=156

General Population plan score falls on 75th or below 90th Percentile

CCC Population plan score falls on 75th or below 90th Percentile

2013 Quality Compass®

	Mean	10th	25th	50th	75th	90th
General Population	87.10	83.57	85.31	86.94	88.77	90.22
CCC Population	86.28	82.65	83.67	86.36	88.56	89.84

2013 Quality Compass®

	Mean	10th	25th	50th	75th	90th
General Population	84.52	80.49	82.11	83.96	86.54	89.52
CCC Population	84.97	79.86	82.55	84.51	88.28	89.67

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.
NOTE: Numbers are rounded to the nearest whole number

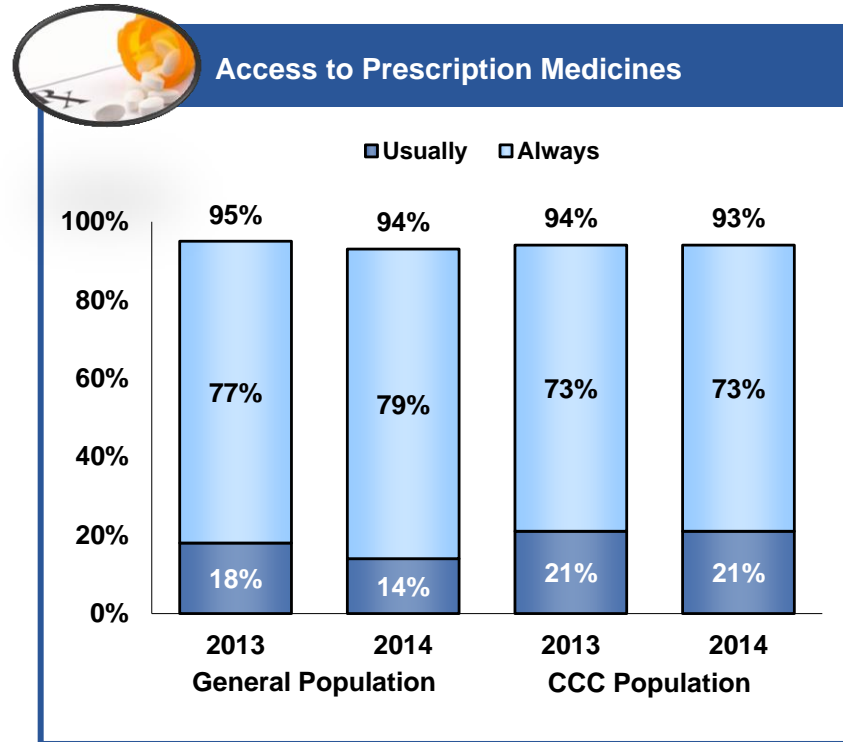# Detailed Results – CCC Measures

Access to Prescription Medicines

Access to Specialized Services

Family-Centered Care: Personal Doctor Who Knows Child

Family-Centered Care: Getting Needed Information

Coordination of Care for Children with Chronic Conditions

Access to Prescription Medicines

Access to Prescription Medicines

☐ Usually ☐ Always

CCC Population plan score falls on 50th or below 75th Percentile

2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
CCC Population	90.55	86.13	88.64	91.01	93.69	94.93

NOTE: Numbers are rounded to the nearest whole number

Access to Specialized Services
Composite

Access to Specialized Services
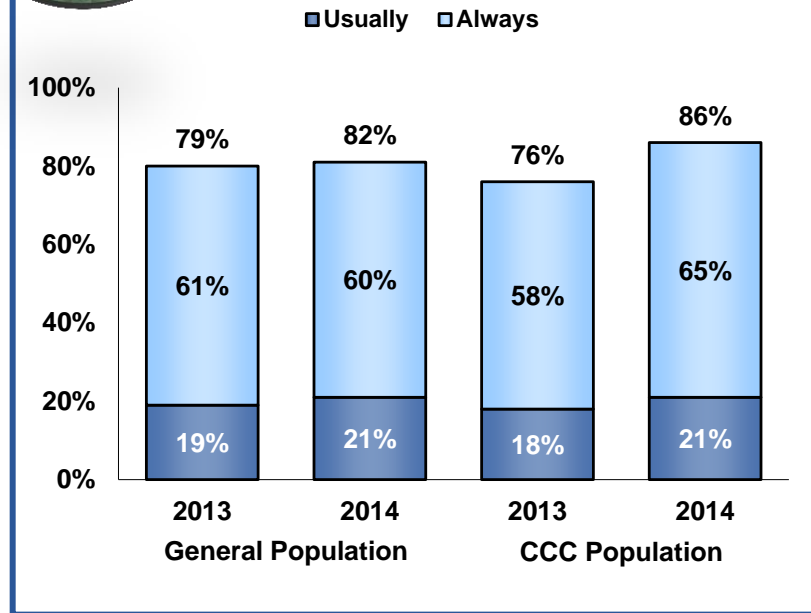
☐ Usually   ☐ Always

	2013	2014	2013	2014
Total	79%	82%	76%	86%
Always	61%	60%	58%	65%
Usually	19%	21%	18%	21%

General Population | CCC Population

CCC Population plan score falls on or above 90th Percentile

2013 Quality Compass®					
	Mean	10th	25th	50th	75th	90th
CCC Population	76.70	67.37	74.95	77.23	80.36	81.78

NOTE: Numbers are rounded to the nearest whole number

Access to Specialized Services
Composite Measures

Q20. Easy to Get Special Medical Equipment for Child

Legend: Usually, Always

	2013	2014	2013	2014
Total	83%	73%	75%	81%
Always	74%	55%	63%	63%
Usually	9%	18%	13%	19%
	General Population		CCC Population	
	n=23	n=11	n=48	n=32

Q23. Easy to Get Therapy for Child

Legend: Usually, Always

	2013	2014	2013	2014
Total	72%	85%	71%	88%
Always	47%	65%	49%	64%
Usually	25%	21%	22%	23%
	General Population		CCC Population	
	n=32	n=34	n=73	n=64 ↑

Q26. Easy to Get Treatment or Counseling for Child

Legend: Usually, Always

	2013	2014	2013	2014
Total	84%	87%	82%	90%
Always	61%	62%	62%	68%
Usually	23%	25%	20%	22%
	General Population		CCC Population	
	n=74	n=63	n=236	n=170 ↑

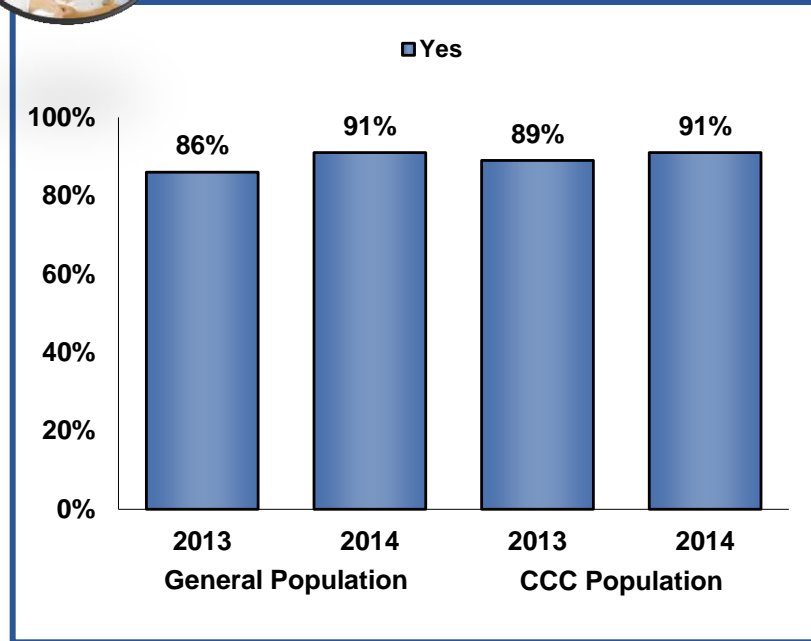Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

Family-Centered Care: Personal Doctor Who Knows Child
Composite

Family-Centered Care: Personal Doctor Who Knows Child

■Yes

	2013	2014	2013	2014
	86%	91%	89%	91%
	General Population		CCC Population	

CCC Population plan score falls on 50th or below 75th Percentile

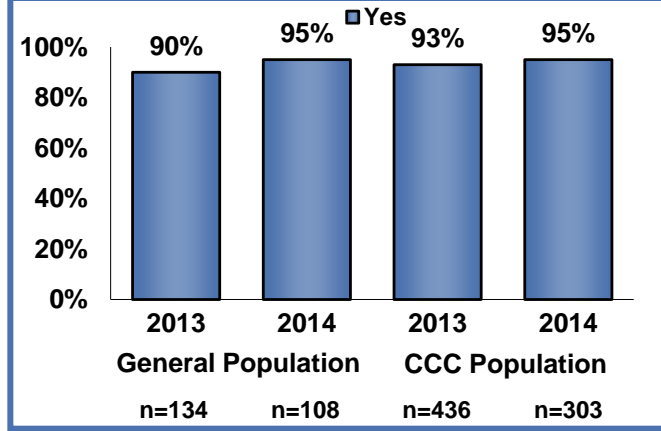| 2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
CCC Population	89.26	86.54	88.34	89.59	90.81	92.11

NOTE: Numbers are rounded to the nearest whole number

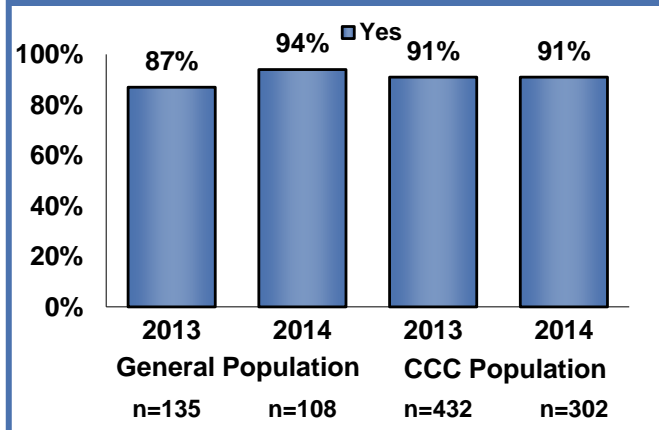# Family-Centered Care: Personal Doctor Who Knows Child
Composite Measures

Q38. Discussion About Child Feeling/Growing/Behaving
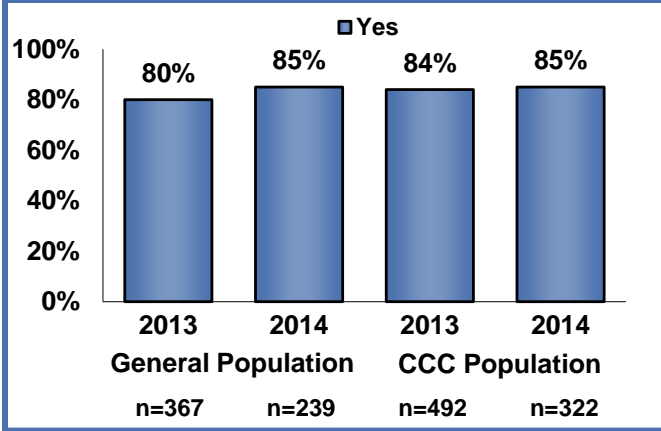
■Yes

	2013	2014	2013	2014
	80%	85%	84%	85%
	General Population		CCC Population	
	n=367	n=239	n=492	n=322

Q43. Doctor Understands How Medical Conditions Affect Child's Day-to-Day Life

■Yes

	2013	2014	2013	2014
	90%	95%	93%	95%
	General Population		CCC Population	
	n=134	n=108	n=436	n=303

Q44. Doctor Understands How Medical Conditions Affect Family's Day-to-Day Life

■Yes

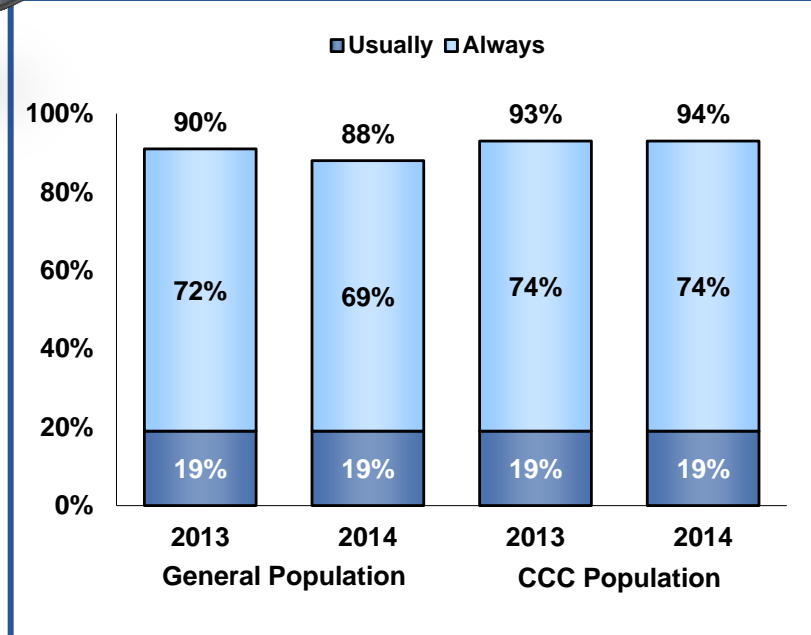|	2013	2014	2013	2014
	87%	94%	91%	91%
	General Population		CCC Population	
	n=135	n=108	n=432	n=302

Legend: ↑/↓ 2014 statistically higher/lower compared to 2013 results.   NOTE: Numbers are rounded to the nearest whole number

Family-Centered Care: Getting Needed Information

Family-Centered Care: Getting Needed Information

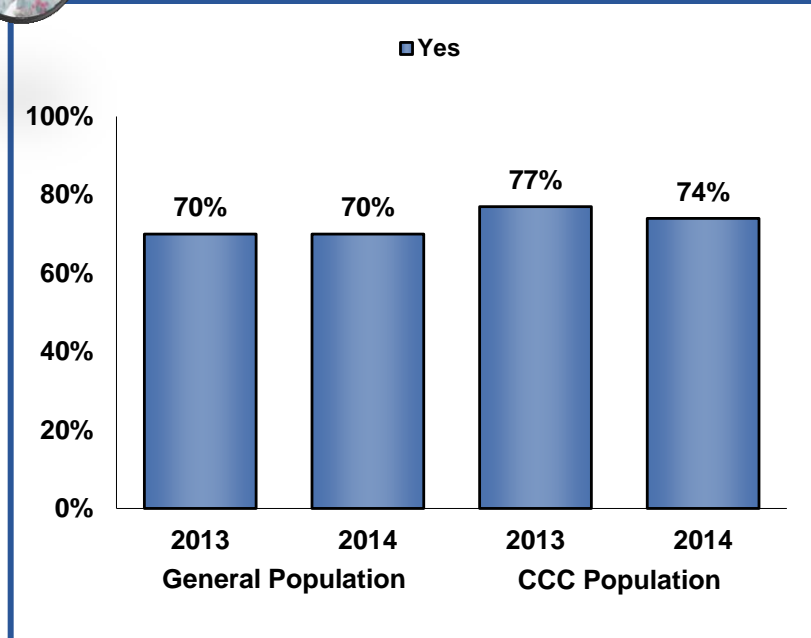**CCC Population plan score falls on 75th or below 90th Percentile**

Legend: ■ Usually ■ Always

General Population
- 2013: Always 72%, Usually 19%, Total 90%
- 2014: Always 69%, Usually 19%, Total 88%

CCC Population
- 2013: Always 74%, Usually 19%, Total 93%
- 2014: Always 74%, Usually 19%, Total 94%

2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
CCC Population	90.26	85.84	88.84	90.46	92.45	94.05

NOTE: Numbers are rounded to the nearest whole number

Coordination of Care for Children with Chronic Conditions
Composite

### Coordination of Care for Children with Chronic Conditions

■ Yes

Bar chart values:
- 2013 General Population: 70%
- 2014 General Population: 70%
- 2013 CCC Population: 77%
- 2014 CCC Population: 74%

Y-axis: 0%, 20%, 40%, 60%, 80%, 100%

CCC Population plan score falls on 10th or below 25th Percentile

2013 Quality Compass®						
	Mean	10th	25th	50th	75th	90th
CCC Population	77.19	72.57	75.06	76.94	80.12	81.44

NOTE: Numbers are rounded to the nearest whole number

Coordination of Care for Children with Chronic Conditions
Composite Measures
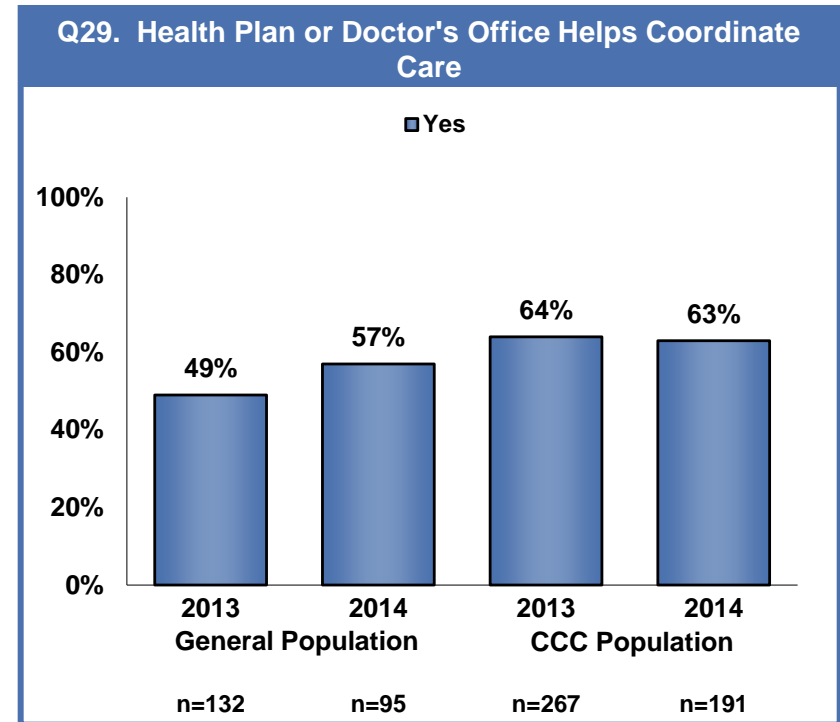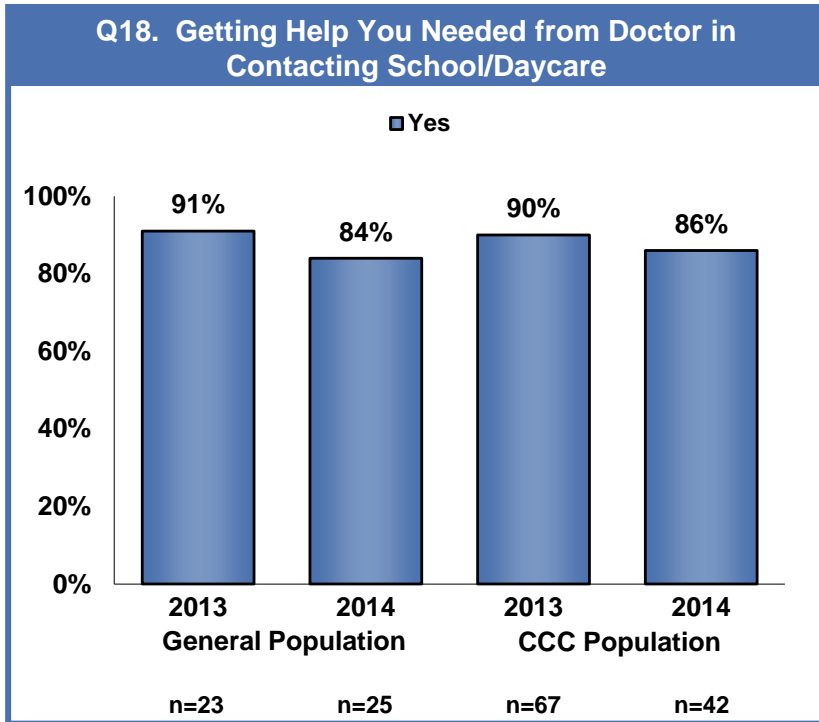
Supplemental Questions

Supplemental Questions – Language Barrier with Doctor

Q81a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?		
	2013	**2014**
Always	1%	1%
Usually	1%	1%
Sometimes	7%	7%
Never	91%	90%
Sample Size:	*(n=1,179)*	*(n=823)*

Supplemental Questions – Language Spoken at Home

Q81b. What language do you <u>mainly</u> speak at home?

	2013	2014
English	91%	91%
Spanish	8%	8%
Some other language	1%	1%
Sample Size:	*(n=1,168)*	*(n=812)*

Q81c. What language does your <u>child mainly</u> speak at home?

	2013	2014
English	94%	96%
Spanish	5%	4%
Some other language	1%	1%
Sample Size:	*(n=1,166)*	*(n=807)*