



# 2018 Medicaid Child with CCC Measurement Set CAHPS® 5.0H Final Report

Presbyterian Centennial Care

Project Number: 6130433

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SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Presbyterian Centennial Care to conduct its 2018 CAHPS® 5.0H Medicaid Child Member Satisfaction Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

Your Sales Director for this project is Candi Charmoli (770-299-1411), and your Project Manager is Emmanuel Akinleye (770-978-3173, ext. 1366). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call either your Sales Director or your Project Manager.

- The CAHPS 5.0H Child Survey (with CCC Measurement Set) assesses the experience of care for the general population of children and the population of children with chronic conditions. These conditions include relatively common conditions like asthma, as well as rare conditions, such as juvenile diabetes and Muscular Dystrophy.
- The total sample size is 3,490 child members per plan. A total of 1,650 child members are selected from the eligible population (General Population). An additional 1,840 child members with a claim status indicating a probably chronic condition, as defined by NCQA, are selected from the remaining database (Supplemental Sample). **Note: These are the minimum NCQA sample size requirements. Plans may oversample or augment if they desire.**
- NCQA defines the member as having a chronic condition through a survey-based screening tool. The CCC screening tool contains five sections representing five different health conditions. A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered “Yes”.
- Health plans that collect CCC data receive two separate sets of results: one for the General Population and one for the population of children with chronic conditions (CCC Population). For each population, results include the same ratings, composites, and individual question Summary Rates as those reported for the CAHPS Health Plan 5.0H, Child Version. In addition, five CCC-specific measures are calculated for each population. Although CCC results are not eligible for public reporting, NCQA suggests that CCC results for the General and CCC Populations be compared.



# Executive Summary

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- Presbyterian Centennial Care
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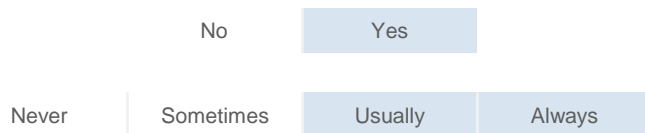
**SURVEY OBJECTIVE** The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with health care. Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which could aid plans in increasing the quality of provided care.

SPH Analytics (SPH) has structured this report to provide insightful and actionable information that plans can use to improve quality and performance.

## VALID SURVEYS

Using a mixed (mail and phone with internet) survey methodology, per NCQA protocol, SPH Analytics collected **734 valid surveys** from the eligible member population (both General and Supplemental samples), yielding a total response rate of **17.9%**. There are **377** completes from the General Population, yielding a response rate of **16.5%**. There are **235** respondents identified as CCC.

**Summary Rates** are defined by NCQA in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.



Rating questions are typically displayed with two Summary Rates:



**Percentile Rankings** Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by SPH Analytics using information derived from the NCQA 1-100 Benchmark. Your percentile rank indicates where your plan's Summary Rate falls relative to the NCQA 1-100 Benchmark.

## NCQA BENCHMARK INFORMATION

The source for data contained in this publication is Quality Compass® All Plans 2017. It is used with the permission of the National Committee for Quality Assurance (NCQA). Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

## Health Plan Domain Performance

Your plan's performance on measures that are typically considered to be in the domain of the health plan.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK
8-10 Rating of Health Plan	86.5%	89.1%	86.2%	85.8%	80.3%	85.4%	82.9%	83.5%
9-10 Rating of Health Plan	74.1%	70.7%	71.0%	70.8%	65.7%	65.9%	66.6%	67.7%
Getting Needed Care	80.1%	91.0%	84.4%	84.5%	82.9%	87.8%	86.4%	86.0%
Customer Service	89.6%	94.0%	88.4%	88.1%	91.1%	91.2%	88.6%	89.8%
Ease of Filling Out Forms	93.7%	95.9%	94.5%	94.8%	91.7%	94.4%	94.1%	94.3%

### KEY TAKEAWAYS

Your overall Rating of Health Plan (8-10) Summary Rate score was 86.5%, and represents a change of -2.6 from 2017. This measure counts for double points in accreditation scoring.

SPH regression analysis has identified **Getting Needed Care** and **Coordination of Care** as **Key Drivers** of Rating of Health Plan. Improving scores on these measures can improve the rating score.

### Significance Testing

**Green** – Significantly higher percentage when compared to current year data.

**Red** – Significantly lower percentage when compared to current year data.



## Health Care Domain Performance

Your plan's performance on measures that are typically considered to be in the domain of the health plan.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK
8-10 Rating of Health Care	82.0%	87.1%	86.9%	86.7%	75.8%	88.6%	85.4%	85.4%
9-10 Rating of Health Care	59.0%	66.1%	69.6%	69.3%	56.6%	62.4%	67.2%	67.2%
Getting Care Quickly	88.7%	89.0%	89.2%	88.8%	88.8%	90.5%	91.0%	91.8%
How Well Doctors Communicate	93.8%	92.9%	94.0%	93.5%	93.9%	94.6%	94.6%	94.2%
Shared Decision Making	77.9%	76.5%	77.8%	78.7%	84.3%	86.5%	84.3%	84.7%
Health Promotion and Education	74.3%	70.4%	70.7%	71.7%	78.6%	77.3%	77.7%	78.5%
Coordination of Care	80.2%	84.3%	83.6%	82.9%	80.4%	81.3%	83.6%	82.9%
8-10 Rating of Personal Doctor	89.1%	91.1%	89.7%	89.3%	86.4%	90.1%	88.7%	88.7%
9-10 Rating of Personal Doctor	75.3%	77.7%	76.4%	76.1%	72.3%	73.3%	75.3%	76.0%
8-10 Rating of Specialist	84.6%	85.7%	87.1%	87.3%	84.2%	87.2%	87.4%	86.0%
9-10 Rating of Specialist	69.2%	71.4%	72.6%	73.9%	67.1%	71.6%	73.3%	72.4%

### KEY TAKEAWAYS

SPH regression analysis has identified **How Well Doctors Communicate, Getting Needed Care, and Customer Service as Key Drivers** of Rating of Health Plan. Improving scores on these measures can improve the rating score.

#### Significance Testing

**Green** – Significantly higher percentage when compared to current year data.

**Red** – Significantly lower percentage when compared to current year data.

## CCC Measures Performance

Your plan's performance on measures that have emphasis on the CCC population.

MEASURE	GENERAL POPULATION				CCC POPULATION			
	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK	2018 SRS	2017 SRS	2018 SPH BENCHMARK	2017 QC ALL PLANS BENCHMARK
Access to Prescription Medicines	88.0%	92.8%	NA	NA	89.7%	90.0%	90.7%	90.7%
Access to Specialized Services	80.5%	67.8%	NA	NA	76.5%	75.9%	75.4%	76.3%
Family-Centered Care: Personal Doctor Who Knows Child	89.2%	83.6%	NA	NA	88.1%	89.9%	90.5%	90.0%
Family-Centered Care: Getting Needed Information	90.8%	88.0%	NA	NA	91.8%	92.4%	92.7%	91.3%
Coordination of Care for CCC	75.0%	77.8%	NA	NA	75.7%	79.3%	77.4%	77.9%

Please note that benchmarking is not available for the General Population for the CCC Composites.

### Significance Testing

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## OVERVIEW: ACCREDITATION FOR 2018 SCORING

Your plan scored at or below the **50<sup>th</sup> percentile** for the following measures used for accreditation:

MEASURE	PERCENTILE
Getting Needed Care	<25th
Getting Care Quickly	25th
Customer Service	50th
Rating of Health Care	25th

MEASURE NAME	2018 HEDIS/CAHPS PERCENTILES				Plan 3-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded
	25TH	50TH	75TH	90TH			2018
Getting Needed Care	2.38	2.47	2.55	2.60	2.3483	<25th	0.3714
Getting Care Quickly	2.54	2.61	2.66	2.69	2.5645	25th	0.7429
Customer Service	2.50	2.53	2.58	2.63	2.5644	50th	1.2629
Coordination of Care	2.35	2.42	2.50	2.53	NA	NA	-
Rating of Health Care	2.49	2.52	2.57	2.59	2.4981	25th	0.7429
Rating of Personal Doctor	2.58	2.62	2.65	2.69	2.6875	75th	1.6343
Rating of Specialist	2.53	2.59	2.62	2.66	NA	NA	-
<b>Rating of Health Plan</b>	<b>2.51</b>	<b>2.57</b>	<b>2.62</b>	<b>2.67</b>	<b>2.6946</b>	<b>90th</b>	<b>3.7142</b>
<b>Approximate Points Earned (13,000 available)</b>							<b>8.4686</b>

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

## Top Three Measures

Your plan had the highest NCQA Quality Compass All Plans percentile rankings for these three measures.

MEASURE	VALID N	2018 SUMMARY RATE SCORE	2017 SUMMARY RATE SCORE	CHANGE*	QC ALL PLANS PERCENTILE RANKING	NCQA QUALITY COMPASS ALL PLANS	GAP
Health Promotion and Education	261	74.3%	70.4%	4.0	72nd	71.7%	2.6
Customer Service	101	89.6%	94.0%	-4.4	71st	88.1%	1.5
Rating of Health Plan (8-10)	370	86.5%	89.1%	-2.6	54th	85.8%	0.6

## Bottom Three Measures

Your plan had the lowest NCQA Quality Compass All Plans percentile rankings for these three measures.

MEASURE	VALID N	2018 SUMMARY RATE SCORE	2017 SUMMARY RATE SCORE	CHANGE*	QC ALL PLANS PERCENTILE RANKING	NCQA QUALITY COMPASS ALL PLANS	GAP
Rating of Specialist (8-10)	65	84.6%	85.7%	-1.1	21st	87.3%	-2.7
Getting Needed Care	169	80.1%	91.0%	-10.9	19th	84.5%	-4.4
Rating of Health Care (8-10)	261	82.0%	87.1%	-5.1	<10th	86.7%	-4.7

\* Please note that the "change" comparison may vary slightly due to rounding.

### Significance Testing

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**Red** – Significantly lower percentage when compared to current year data.

## Improving Performance

*These measures for the General Population had the lowest NCQA Quality Compass All Plans percentile rankings for your plan. While plans should also review which measures have lower scores than last year and which measures perform lower than benchmark, SPH offers these opportunities for improvement based on national percentile rankings.*

### RATING OF SPECIALIST

Strategies for improving Rating of Specialist include:

- Analyze, investigate, probe for weakness or QI needs those composite measures highly correlated with rating of doctor or specialist. (i.e., GNC, HWDC, Coordination. Of Care).
- Review QI recommendations for related CAHPS composite measures: How Well Doctors Communicate, Shared Decision Making, Coordination of Care.
- Explore ability of providers to share with patient's a summary of medical record or health assessment to facilitate conversation about health/wellness.
- Share and discuss CAHPS feedback, scores and reporting with providers.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.)
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits.
- Promote use of a secure online patient portal which allows access to their medical record and a health care information of particular interest to their needs.
- Provide on-line tools or training sessions to include improving physician-patient communication, patient-centered interviewing.
- Determine systems (i.e., EHRs) processes or procedures used to gather or facilitate distribution of patient information among providers.

### GETTING NEEDED CARE

Getting Needed Care has a major impact on Overall Rating of Health Plan. Strategies for improving Getting Needed Care include:

- Review established appointment scheduling and call back timeline standards by provider type.
  - Explore alternative telecommunication technologies to expand access to care: telephone, telehealth/telemedicine
- Revisit and simplify plan requirements/processes (i.e., UM) impacting access to care, tests, or treatment.
- Review and simplify referral policies/procedures for member and provider.
- Ensure Customer Service representatives are able to advise members of available specialists, labs, etc.
- Ensure ease of navigation and accuracy of information about providers (background, contact information, availability, picture, languages, etc.).
- Evaluate number, hours of availability, and overall adequacy of specialty types across the network.
- Establish a specialist referral hotline for providers and members.
  - Conduct periodic phone audits of appointment availability (routine, urgent, after-hours) by high-volume specialists.
  - Explore open access scheduling opportunities for high volume specialty types (i.e., Cardio).

### RATING OF HEALTH CARE

Strategies for improving Rating of Health Care include:

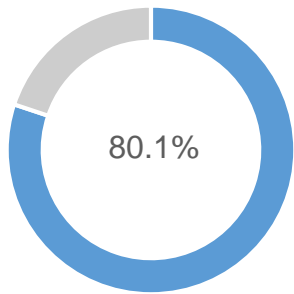
- Analyze, investigate, probe for weakness or QI needs those composite measures highly correlated with Rating of Health Care (i.e., Rating of Personal Doctor, How Well Doctors Communicate, Getting Needed Care, etc.).
  - Increase awareness and engage all areas of the Plan and provider network about the CAHPS initiative, findings and outcomes.
- Consider the need to conduct additional measurement, probing of composite measures with targeted population (i.e., CAHPS Drill Down Survey).
- Seek to simplify Plan requirements/processes (i.e., UM, Pharma, Use of IVR) impacting member experience and access to care, tests or treatment.
- Track/audit call center calls or complaints regarding quality of care, choice of providers, access to care, etc.
- Promote availability of Nurse Hotline, web site, live-chat, after-hours centers to get health information, advice and or care.
- Explore potential of aligning EHRs to integrate/facilitate patient care and information among contracted providers.
  - Periodically remind contracted providers about Plan and regulatory performance and service standards (i.e., scheduling appointments, test follow-up, etc.).
    - Ensure CSR have easy access to updated tool and internal resources to answer questions/provide guidance about plan coverage, out of pocket cost, drug coverage, availability of providers, etc.
  - Confirm adequacy of contracted providers or walk-in centers with extended hours.

**Need Additional Assistance?** *For health plans that need additional assistance interpreting survey results and leveraging data to identify appropriate next steps for improvement, SPH offers Performance Improvement Consulting. Contact your Sales Director to learn more or visit our website at*

<http://www.sphanalytics.com/consulting>.

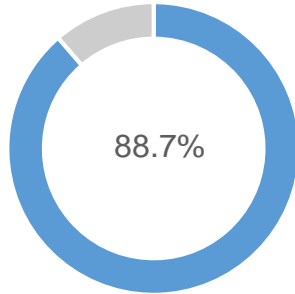


# Composite Summary Rate Scores – General Population



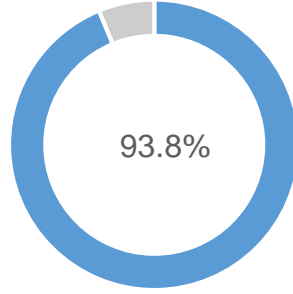
Getting Needed Care

2018	80.1%
2017	91.0%
2016	83.9%
SPH	84.4%
NCQA	84.5%



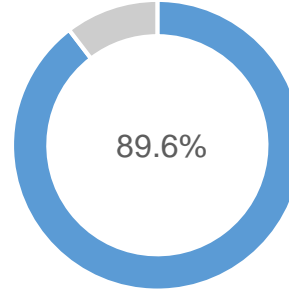
Getting Care Quickly

2018	88.7%
2017	89.0%
2016	87.5%
SPH	89.2%
NCQA	88.8%



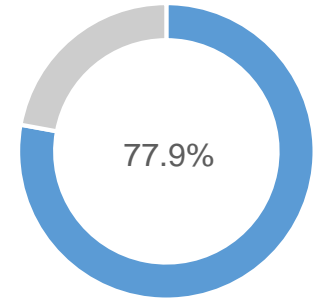
How Well Doctors Communicate

2018	93.8%
2017	92.9%
2016	93.6%
SPH	94.0%
NCQA	93.5%



Customer Service

2018	89.6%
2017	94.0%
2016	91.0%
SPH	88.4%
NCQA	88.1%



Shared Decision Making

2018	77.9%
2017	76.5%
2016	75.9%
SPH	77.8%
NCQA	78.7%

## Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

**NCQA** refers to the 2017 Quality Compass® All Plans benchmark.

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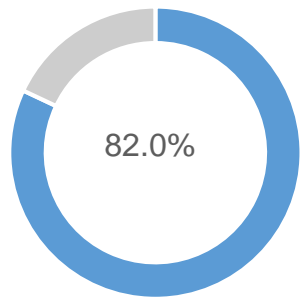
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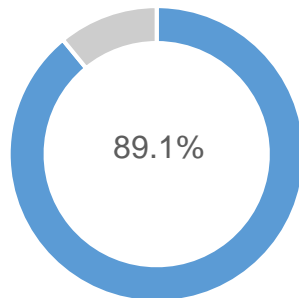


# Global Rating Summary Rate Scores (8+9+10) – General Population



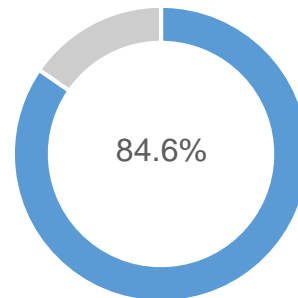
Rating of Health Care

2018	82.0%
2017	87.1%
2016	84.5%
SPH	86.9%
NCQA	86.7%



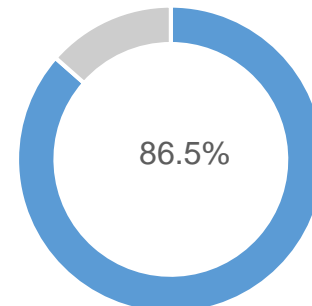
Rating of Personal Doctor

2018	89.1%
2017	91.1%
2016	87.2%
SPH	89.7%
NCQA	89.3%



Rating of Specialist

2018	84.6%
2017	85.7%
2016	83.0%
SPH	87.1%
NCQA	87.3%



Rating of Health Plan

2018	86.5%
2017	89.1%
2016	85.2%
SPH	86.2%
NCQA	85.8%

## Summary Rate Scores

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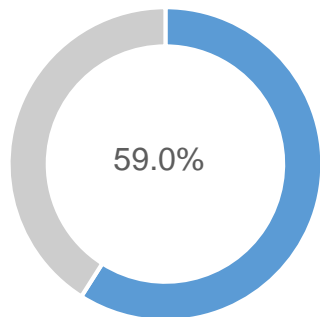
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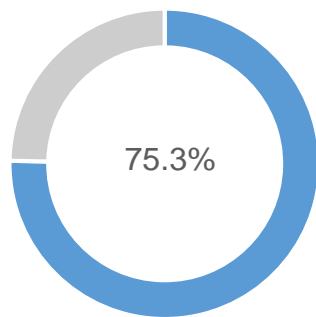
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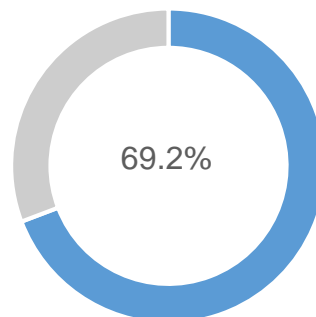
Rating of Health Care

2018	59.0%
2017	66.1%
2016	69.9%
SPH	69.6%
NCQA	69.3%



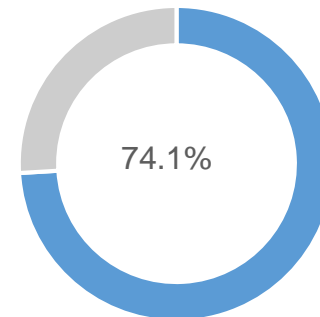
Rating of Personal Doctor

2018	75.3%
2017	77.7%
2016	74.8%
SPH	76.4%
NCQA	76.1%



Rating of Specialist

2018	69.2%
2017	71.4%
2016	63.8%
SPH	72.6%
NCQA	73.9%



Rating of Health Plan

2018	74.1%
2017	70.7%
2016	71.9%
SPH	71.0%
NCQA	70.8%

## Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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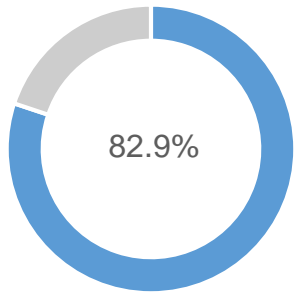
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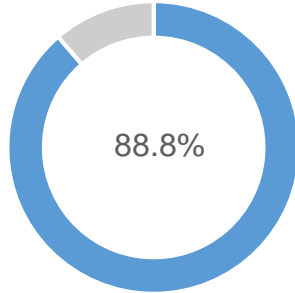


# Composite Summary Rate Scores – CCC Population



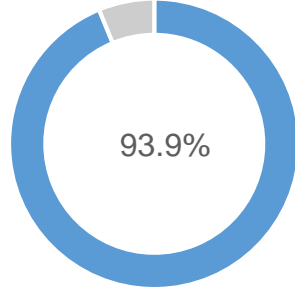
Getting Needed Care

2018	82.9%
2017	87.8%
2016	83.3%
SPH	86.4%
NCQA	86.0%



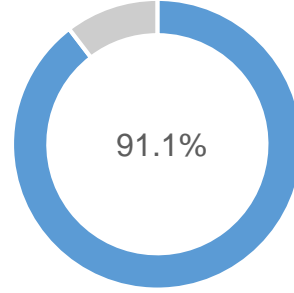
Getting Care Quickly

2018	88.8%
2017	90.5%
2016	86.2%
SPH	91.0%
NCQA	91.8%



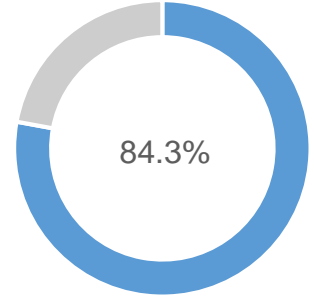
How Well Doctors Communicate

2018	93.9%
2017	94.6%
2016	91.6%
SPH	94.6%
NCQA	94.2%



Customer Service

2018	91.1%
2017	91.2%
2016	90.3%
SPH	88.6%
NCQA	89.8%



Shared Decision Making

2018	84.3%
2017	86.5%
2016	84.2%
SPH	84.3%
NCQA	84.7%

## Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

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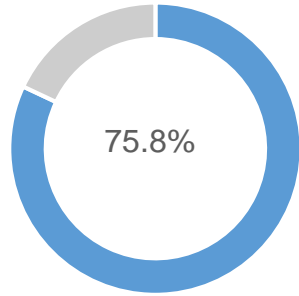
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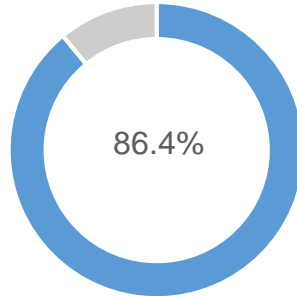


# Global Rating Summary Rate Scores (8+9+10) – CCC Population



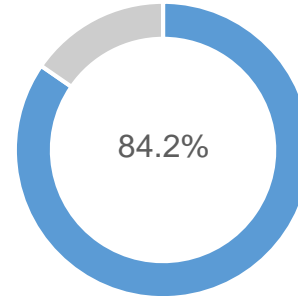
Rating of Health Care

2018	75.8%
2017	88.6%
2016	77.3%
SPH	85.4%
NCQA	85.4%



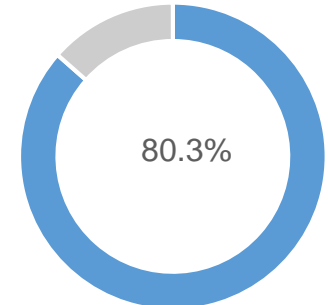
Rating of Personal Doctor

2018	86.4%
2017	90.1%
2016	89.9%
SPH	88.7%
NCQA	88.7%



Rating of Specialist

2018	84.2%
2017	87.2%
2016	86.0%
SPH	87.4%
NCQA	86.0%



Rating of Health Plan

2018	80.3%
2017	85.4%
2016	79.6%
SPH	82.9%
NCQA	83.5%

## Summary Rate Scores

Summary Rates are defined by **NCQA** in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

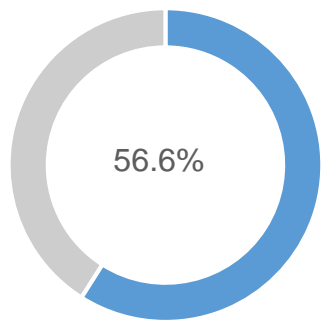
**NCQA** refers to the 2017 Quality Compass® All Plans benchmark.

**SPH** refers to the 2018 SPH Analytics Book of Business benchmark.

## Significance Testing

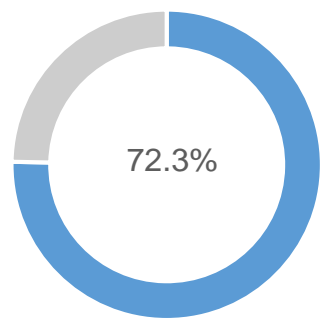
**Green** – Significantly higher percentage when compared to current year data.

**Red** – Significantly lower percentage when compared to current year data.



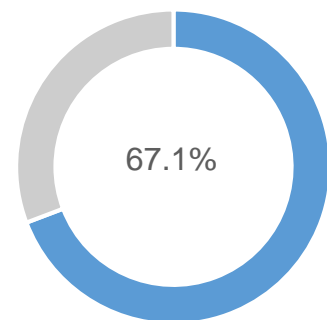
Rating of Health Care

2018	56.6%
2017	62.4%
2016	54.6%
SPH	67.2%
NCQA	67.2%



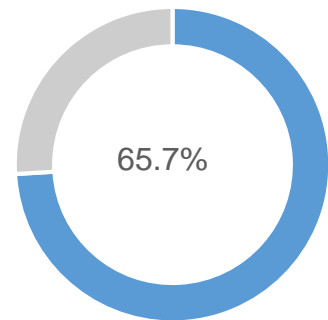
Rating of Personal Doctor

2018	72.3%
2017	73.3%
2016	73.5%
SPH	75.3%
NCQA	76.0%



Rating of Specialist

2018	67.1%
2017	71.6%
2016	59.0%
SPH	73.3%
NCQA	72.4%



Rating of Health Plan

2018	65.7%
2017	65.9%
2016	63.5%
SPH	66.6%
NCQA	67.7%

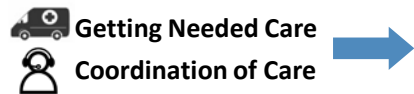
**Summary Rate Scores**  
Summary Rates are defined by **NCQA** in its HEDIS 2018 CAHPS® 5.0H guidelines and generally represent the most favorable response percentages.

**NCQA** refers to the 2017 Quality Compass® All Plans benchmark.  
**SPH** refers to the 2018 SPH Analytics Book of Business benchmark.

**Significance Testing**  
**Green** – Significantly higher percentage when compared to current year data.  
**Red** – Significantly lower percentage when compared to current year data.

# Overall Rating of Health Plan – General Population

SPH Book of Business regression analysis on has identified the following **Key Drivers** of Rating of Health Plan. Performance on these measures may be driving member's overall experience rating.



**RATING OF HEALTH PLAN**

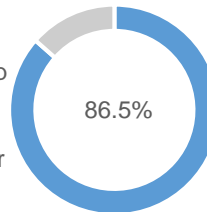
## PERFORMANCE ON KEY DRIVERS

Key Driver	2018 SPH BoB %Rank	QC %Rank
Getting Needed Care	11th	19th
Coordination of Care	25th	25th

## DIFFERENT WAYS TO LOOK AT THE DATA

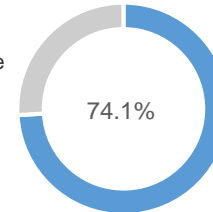
Standard Summary Rate Scoring combines the top 3 responses (8+9+10).

Some health plans prefer to compare to a higher standard of performance and track the top 2 responses (9+10).



Your plan scored in the **54th** percentile when compared to the QC All Plans benchmark.

Compared to last year, your score **decreased** by 2.6. This result is not statistically significant.



Your plan scored in the **66th** percentile when compared to the QC All Plans benchmark.

Compared to last year, your score **increased** by 3.4. This result is not statistically significant.

## PLAN SPECIFIC CORRELATIONS

Correlations show the strength of the linear relationship between the individual attributes and the rating questions for your plan.

These five questions had the **strongest correlation** with your Rating of Health Plan.

Question	Coefficient	2018 SRS	QC AP Rank
46 Child obtained appointment with specialist as soon as needed	0.535	74.0%	12th
15 Rating of Health Care	0.52	82.0%	<10th
41 Rating of Personal Doctor	0.471	89.1%	39th
48 Rating of Specialist	0.439	84.6%	21st
50 Getting information/help from customer service	0.344	82.2%	99th

# Overall Rating of Health Plan – General Population

## Demographic Comparisons

Different demographic subgroups can have dissimilar experiences with your health plan.



Respondent's Gender

	8 - 10	9 - 10
<b>MEN</b>	78.0%	61.0%
<b>WOMEN</b>	88.1%	75.9%



Respondent's Age

	8 - 10	9 - 10
<b>24 or younger</b>	88.2%	73.5%
<b>25 - 34</b>	90.7%	80.5%
<b>35 - 44</b>	85.0%	67.5%
<b>45 or older</b>	84.1%	75.0%



Respondent's Education

	8 - 10	9 - 10
<b>HS GRAD OR LESS</b>	90.8%	79.1%
<b>SOME COLLEGE OR MORE</b>	82.6%	67.8%



Child's Health Status

	8 - 10	9 - 10
<b>EXCELLENT/VERY GOOD</b>	89.1%	76.8%
<b>GOOD</b>	82.2%	74.0%
<b>FAIR/POOR</b>	76.9%	53.8%



Child's Mental/Emotional Health Status

	8 - 10	9 - 10
<b>EXCELLENT/VERY GOOD</b>	89.4%	78.8%
<b>GOOD</b>	78.8%	65.2%
<b>FAIR/POOR</b>	80.6%	58.3%



Data Collection

	8 - 10	9 - 10
<b>MAIL</b>	85.8%	69.9%
<b>PHONE</b>	86.1%	77.2%
<b>INTERNET</b>	100.0%	85.7%



Child's Ethnicity & Race

	8 - 10	9 - 10
<b>HISPANIC/LATINO</b>	90.9%	79.3%
<b>NOT HISPANIC/LATINO</b>	74.7%	59.8%

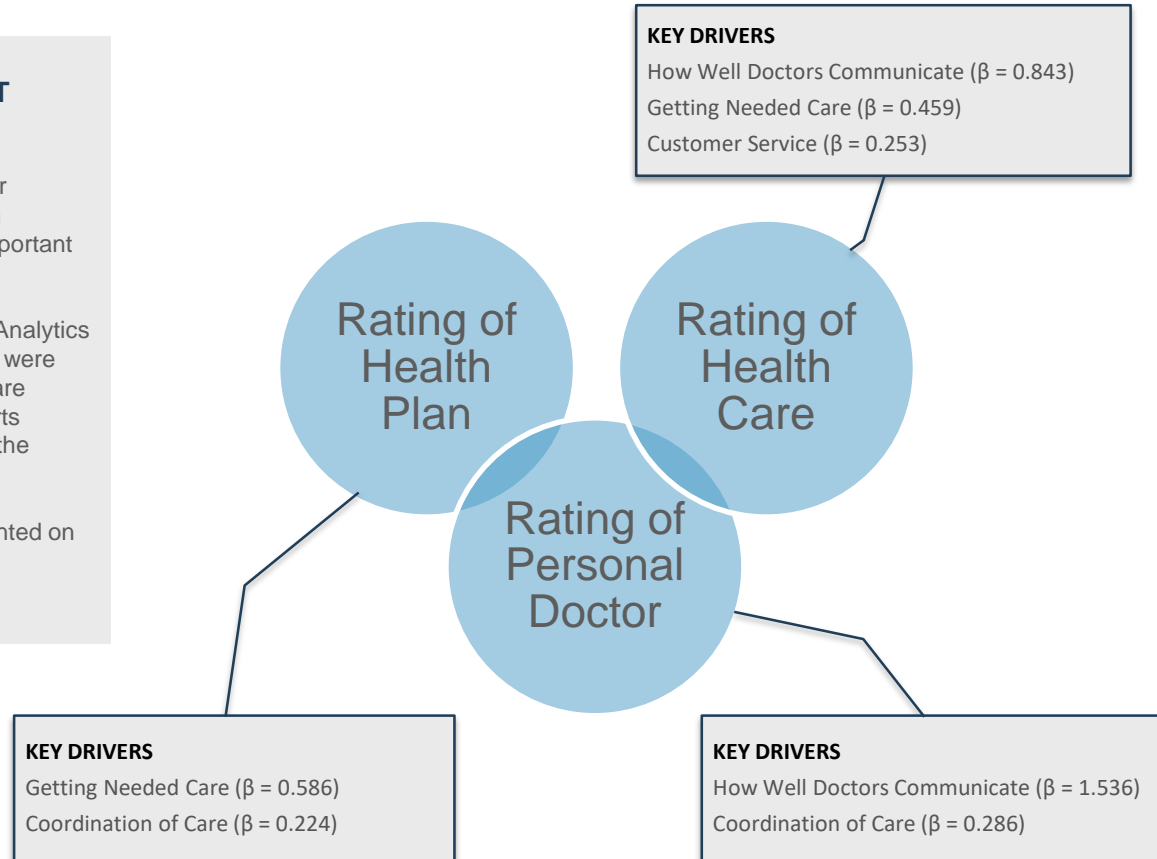
	8 - 10	9 - 10
<b>WHITE</b>	84.5%	73.5%
<b>BLACK/AFRICAN AMERICAN</b>	85.7%	85.7%
<b>OTHER</b>	88.5%	72.7%

## KEY DRIVERS: WHERE TO FOCUS IMPROVEMENT EFFORTS

Members set standards for performance whether consciously or subconsciously. Standards are usually set higher for those plan services that are deemed important to each member. These important services are the Key Drivers of Experience.

Multiple linear regression analyses were run on the 2018 SPH Analytics Medicaid Child Book of Business to discover which composites were Key Drivers of Rating of Health Plan (Q54), Rating of Health Care (Q14), and Rating of Personal Doctor (Q41). Improvement efforts focused on these measures can also result in improvement on the global rating questions.

Your **Opportunity Analysis** based on this information is presented on the next page.



This Opportunity Analysis displays both high performing measures and measures that are opportunities for improvement.

**STRENGTH** – Summary Rates **at or above the 75th percentile** when compared to the 2018 SPH Analytics Book of Business.

**MONITOR** – Summary Rates **at or above the 50th percentile and below the 75th percentile** when compared to the 2018 SPH Analytics Book of Business should be monitored, as they do have a significant impact on members’ overall ratings.

**OPPORTUNITY** – Summary Rates that fall **below the 50th percentile** when compared to the 2018 SPH Analytics Book of Business should be investigated and improved upon.



## Rating of Health Plan

These Composites have been identified by SPH as Key Drivers of Rating of Health Plan.

Getting Needed Care	<b>Opportunity</b>
Coordination of Care	<b>Opportunity</b>

## Rating of Health Care

These Composites have been identified by SPH as Key Drivers of Rating of Health Care.

How Well Doctors Communicate	<b>Opportunity</b>
Getting Needed Care	<b>Opportunity</b>
Customer Service	<b>Monitor</b>

## Rating of Personal Doctor

These Composites have been identified by SPH as Key Drivers of Rating of Personal Doctor.

How Well Doctors Communicate	<b>Opportunity</b>
Coordination of Care	<b>Opportunity</b>

Children with chronic conditions represent a relatively small proportion of the overall child population. To achieve a sufficient number of complete surveys for CCC results to be calculated, a supplemental sample of children who are more likely to have a chronic condition, based on claims experience, is selected and added to the standard CAHPS® 5.0H Child Survey sample (General Population). After the General Population sample is pulled, the supplemental sample is pulled based on a prescreen sample code. The NCQA required total sample size is 3,490 (1,650 General Population + 1,840 supplemental sample), although plans may choose to over-sample their population if necessary.

NCQA defines the member as having a chronic condition through a survey-based screening tool. The CCC screening tool contains five sections representing five different health conditions. A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered “Yes”.

It cannot be determined which respondents out of the total sample qualify as having a chronic condition. Given that a denominator for this equation cannot be determined, there is no response rate provided for the CCC Population. You will see the Response Rate for the Total Population and General Population on the following page, along with additional details for the General Population sample.



## VALID SURVEYS - GENERAL POPULATION



Total Number of Phone Completes = **183**



Total Number of Mail Completes = **180**

Total Number of Internet Completes = **14**

## 2018 RESPONSE RATE

Ineligible members are subtracted from the sample size when computing a response rate as shown below.

Completed Surveys

= **Response Rate**

Sample Size - Ineligible Members

Using the final figures from the survey, the numerator and denominator used to compute your response rate are presented below.

183 (Mail) + 180 (Phone) + 14  
(Internet)

= **16.5%**

2310 (Sample) - 31 (Ineligibles)

## RESPONSE RATE COMPARISONS

Your plan's General Population response rate in 2017 was 18.3%.

The SPH Analytics Book of Business average response rate is 20.8%.

<b>Ineligible</b>	Does not Meet Eligibility Criteria (01)	7
	Language Barrier (03)	24
	Mentally/Physically Incapacitated (04)	0
	Deceased (05)	0
	<b>SUBTOTAL</b>	<b>31</b>
<b>Non-Response</b>	Break-off/Incomplete (02)	51
	Refusal (06)	8
	Maximum Attempts Made (07)	1841
	Added to DNC List (08)	2
	<b>SUBTOTAL</b>	<b>1902</b>
<b>TOTAL</b>		<b>1933</b>

The charts above and to the left display values for the **General Population** only.

Total Sample Size =	<b>4150</b>
Total Completes =	<b>734</b>
Total Response Rate =	<b>17.9%</b>
General Population Sample Size =	<b>2310</b>
General Population Response Rate =	<b>16.5%</b>
Supplemental Sample Size =	<b>1840</b>
CCC Completes =	<b>235</b>



# Profile of Survey Respondents

## Demographic Composition

- Presbyterian Centennial Care
- 6130433



**Demographic Profile** The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

The percentages of respondents are displayed by demographic category (Child's Health Status, Child's Mental/Emotional Health Status, Child's Age, Respondent's Age, Respondent's Gender, Respondent's Education, Child's Ethnicity, Child's Race, and Relation to Child) from your current survey, compared to trend data (if applicable) and the 2018 SPH Analytics Book of Business benchmark.

The demographic makeup of your plan's member base may not mirror the "average" plan; therefore, caution is recommended when making comparisons to benchmark data. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted with green or red text. Refer to the Technical Notes for more information on this topic.

Slides are presented for both the General Population and the CCC Population.

## **Significance Testing**

**Green** – Significantly higher percentage when compared to current year data.

**Red** – Significantly lower percentage when compared to current year data.

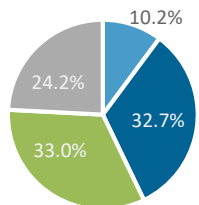
No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.



## Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

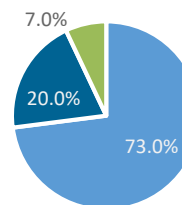
### Respondent's Age



■ 24 or Younger ■ 25 - 34 ■ 35 - 44 ■ 45 or Older

	24 or Younger	25 - 34	35 - 44	45 or Older
<b>2018</b>	10.2%	32.7%	33.0%	24.2%
<b>2017</b>	7.2%	32.1%	34.4%	26.3%
<b>2016</b>	13.4%	35.7%	31.5%	19.3%
<b>SPH</b>	10.8%	29.1%	34.1%	26.0%

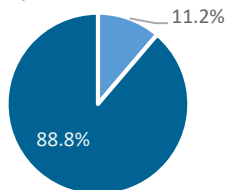
### Child's Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

	Excellent/ Very Good	Good	Fair/Poor
<b>2018</b>	73.0%	20.0%	7.0%
<b>2017</b>	76.1%	18.5%	5.4%
<b>2016</b>	72.8%	21.5%	5.8%
<b>SPH</b>	74.4%	20.1%	5.6%

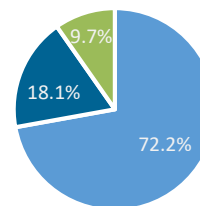
### Respondent's Gender



■ Male ■ Female

	Male	Female
<b>2018</b>	11.2%	88.8%
<b>2017</b>	11.2%	88.8%
<b>2016</b>	8.7%	91.3%
<b>SPH</b>	12.1%	87.9%

### Child's Mental/Emotional Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

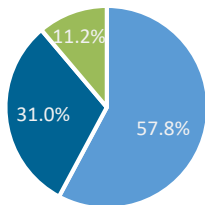
	Excellent/ Very Good	Good	Fair/Poor
<b>2018</b>	72.2%	18.1%	9.7%
<b>2017</b>	76.8%	17.0%	6.2%
<b>2016</b>	73.9%	18.7%	7.4%
<b>SPH</b>	72.8%	18.5%	8.7%



## Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

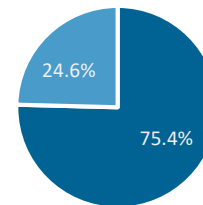
### Respondent's Education



■ HS Graduate or Less ■ Some College ■ College Graduate or More

	HS Graduate or Less	Some College	College Graduate or More
2018	57.8%	31.0%	11.2%
2017	53.4%	31.3%	15.3%
2016	54.3%	37.7%	7.9%
SPH	53.6%	31.1%	15.3%

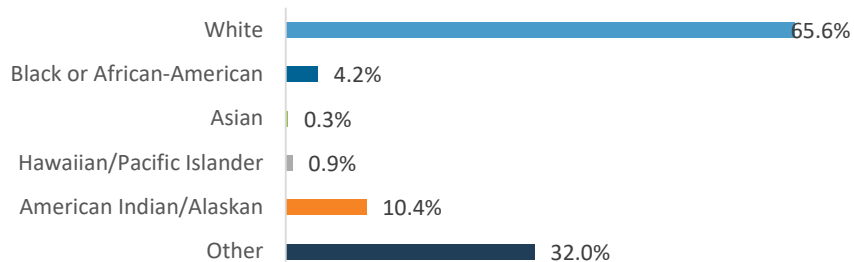
### Child's Ethnicity



■ Hispanic/Latino ■ Not Hispanic/Latino

	Hispanic/Latino	Not Hispanic/Latino
2018	75.4%	24.6%
2017	76.1%	23.9%
2016	80.3%	19.7%
SPH	38.5%	61.5%

### Child's Race



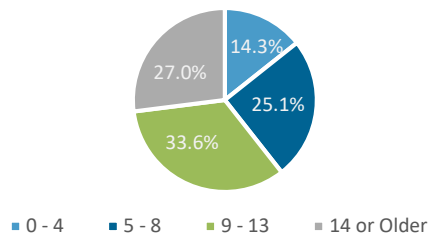
	White	Black or African-American	Asian	Hawaiian/Pacific Islander	American Indian/Alaskan	Other
2018	65.6%	4.2%	0.3%	0.9%	10.4%	32.0%
2017	70.1%	2.9%	3.5%	1.0%	8.0%	27.0%
2016	69.0%	6.3%	2.2%	1.5%	6.6%	29.5%
SPH	64.8%	19.1%	6.8%	2.1%	3.3%	19.9%



## Survey Demographics

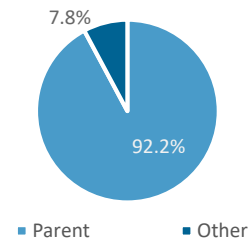
The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

### Child's Age



	0 - 4	5 - 8	9 - 13	14 or Older
<b>2018</b>	14.3%	25.1%	33.6%	27.0%
<b>2017</b>	19.9%	22.5%	33.7%	23.9%
<b>2016</b>	23.2%	23.5%	29.3%	24.1%
<b>SPH</b>	23.2%	22.2%	29.4%	25.2%

### Relation to child



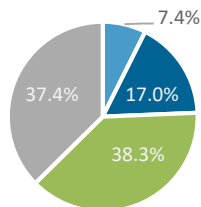
	Parent	Other
<b>2018</b>	92.2%	7.8%
<b>2017</b>	90.6%	9.4%
<b>2016</b>	93.1%	6.9%
<b>SPH</b>	91.4%	8.6%



## Survey Demographics

The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

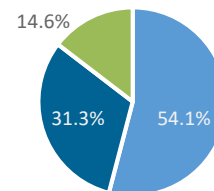
### Respondent's Age



■ 24 or Younger ■ 25 - 34 ■ 35 - 44 ■ 45 or Older

	24 or Younger	25 - 34	35 - 44	45 or Older
2018	7.4%	17.0%	38.3%	37.4%
2017	5.8%	27.7%	33.1%	33.5%
2016	7.7%	29.8%	33.5%	29.0%
SPH	8.4%	21.5%	32.9%	37.3%

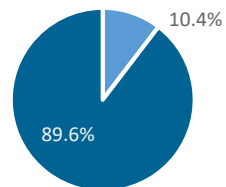
### Child's Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

	Excellent/Very Good	Good	Fair/Poor
2018	54.1%	31.3%	14.6%
2017	55.6%	30.5%	13.9%
2016	55.6%	31.2%	13.3%
SPH	54.7%	32.1%	13.3%

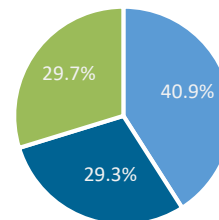
### Respondent's Gender



■ Male ■ Female

	Male	Female
2018	89.6%	10.4%
2017	5.6%	94.4%
2016	11.6%	88.4%
SPH	8.9%	91.1%

### Child's Mental/Emotional Health Status



■ Excellent/ Very Good ■ Good ■ Fair/Poor

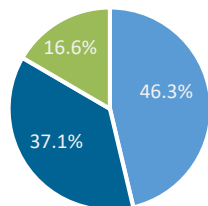
	Excellent/Very Good	Good	Fair/Poor
2018	40.9%	29.3%	29.7%
2017	49.6%	31.3%	19.0%
2016	42.4%	31.2%	26.4%
SPH	40.2%	31.0%	28.8%



## Survey Demographics

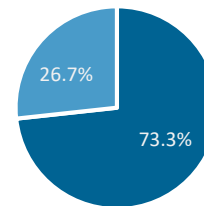
The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

### Respondent's Education



	HS Graduate or Less	Some College	College Graduate or More
2018	46.3%	37.1%	16.6%
2017	41.5%	38.0%	20.5%
2016	46.5%	38.3%	15.2%
<b>SPH</b>	<b>47.4%</b>	<b>35.4%</b>	<b>17.2%</b>

### Child's Ethnicity

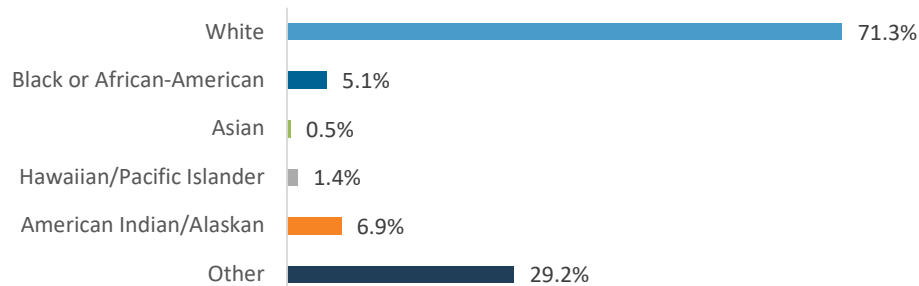


	Hispanic/Latino	Not Hispanic/Latino
2018	73.3%	26.7%
2017	69.2%	30.8%
2016	73.5%	26.5%
<b>SPH</b>	<b>37.4%</b>	<b>62.6%</b>

■ HS Graduate or Less ■ Some College ■ College Graduate or More

■ Hispanic/Latino ■ Not Hispanic/Latino

### Child's Race



	White	Black or African-American	Asian	Hawaiian/Pacific Islander	American Indian/Alaskan	Other
2018	71.3%	5.1%	0.5%	1.4%	6.9%	29.2%
2017	68.3%	5.6%	3.2%	0.8%	9.6%	30.1%
2016	76.2%	7.5%	0.8%	1.2%	6.3%	26.6%
<b>SPH</b>	<b>70.5%</b>	<b>20.4%</b>	<b>2.4%</b>	<b>1.2%</b>	<b>4.8%</b>	<b>16.6%</b>

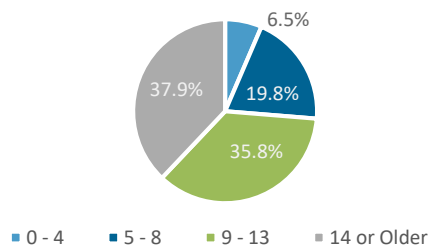




## Survey Demographics

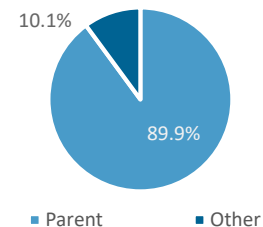
The demographic characteristics of respondents surveyed should be representative of your member population. SPH Analytics follows NCQA protocol to help achieve a representative sample of your plan's member population.

### Child's Age



	0 - 4	5 - 8	9 - 13	14 or Older
<b>2018</b>	6.5%	19.8%	35.8%	37.9%
<b>2017</b>	10.1%	18.4%	39.3%	32.2%
<b>2016</b>	7.6%	17.6%	38.5%	36.3%
<b>SPH</b>	<b>11.0%</b>	20.4%	35.0%	33.6%

### Relation to child



	Parent	Other
<b>2018</b>	89.9%	10.1%
<b>2017</b>	87.8%	12.2%
<b>2016</b>	89.6%	10.4%
<b>SPH</b>	<b>84.2%</b>	<b>15.8%</b>



# Summary of Trend and Benchmarks

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Summary Rate Scores

Percentile Rankings

- Presbyterian Centennial Care
- 6130433



**Trend and Benchmark Comparisons** The CAHPS® 5.0H survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

**Summary Rate Scores:** Shows how your plan's composite and key question Summary Rates compare to scores from the previous years' results (if applicable), and scores from the 2018 SPH Analytics Medicaid Child Book of Business and 2017 Medicaid Child Quality Compass® All Plans benchmarks. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

**Plan Percentile Rankings:** Shows your plan's Summary Rates and percentile rankings in relation to the two benchmarks. Benchmark percentile scores (25<sup>th</sup>, 50<sup>th</sup>, 75<sup>th</sup>, and 90<sup>th</sup>) are available in the Technical Notes.

Slides are presented for both the General Population and the CCC Population.

## Significance Testing

**Green** – Significantly higher percentage when compared to current year data.

**Red** – Significantly lower percentage when compared to current year data.

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

## Available Benchmarks

The following benchmarks are used throughout the report.

	<b>2017 Quality Compass® All Plans (General Population)</b>	<b>2017 Quality Compass® All Plans (CCC Population)</b>	<b>2017 NCQA 1-100 Benchmark (General Population)</b>	<b>2017 NCQA 1-100 Benchmark (CCC Population)</b>	<b>2018 SPH Analytics Book of Business (General Population)</b>	<b>2018 SPH Analytics Book of Business (CCC Population)</b>
	Includes all Medicaid child samples (Non-CCC and CCC) that submitted data to NCQA in 2017.	Includes all Medicaid child samples (CCC) that submitted data to NCQA in 2017.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (Non-CCC and CCC) collected by NCQA in 2017.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid child data (CCC) collected by NCQA in 2017.	Includes all the Medicaid child samples (Non-CCC and CCC) that contracted with SPH Analytics to administer the 2018 CAHPS 5.0H survey and submitted data to NCQA.	Includes all the Medicaid child samples (CCC) that contracted with SPH Analytics to administer the 2018 CAHPS 5.0H survey and submitted data to NCQA.
<b>PROS</b>	<ul style="list-style-type: none"> <li>• Contains more plans than the SPH Book of Business</li> <li>• Is presented in NCQA's The State of Health Care Quality</li> </ul>	<ul style="list-style-type: none"> <li>• Contains more plans than the SPH Book of Business</li> <li>• Is presented in NCQA's The State of Health Care Quality</li> <li>• Provides a CCC benchmark</li> </ul>	<ul style="list-style-type: none"> <li>• Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark</li> </ul>	<ul style="list-style-type: none"> <li>• Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark</li> <li>• Provides a CCC benchmark</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a benchmark for each question from the survey</li> <li>• Permits precise percentile ranking of plan compared to benchmark</li> <li>• Historically, the SPH BoB has varied by less than 1% from the Public Report benchmark.</li> </ul>	<ul style="list-style-type: none"> <li>• Provides a benchmark for each question from the survey</li> <li>• Permits precise percentile ranking of plan compared to benchmark</li> <li>• Historically, the SPH BoB has varied by less than 1% from the Public Report benchmark.</li> <li>• Provides a CCC benchmark</li> </ul>
<b>CONS</b>	<ul style="list-style-type: none"> <li>• Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>	<ul style="list-style-type: none"> <li>• Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>	<ul style="list-style-type: none"> <li>• Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>	<ul style="list-style-type: none"> <li>• Only contains benchmarks for certain key questions, composites, and rating questions</li> </ul>	<ul style="list-style-type: none"> <li>• Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks</li> </ul>	<ul style="list-style-type: none"> <li>• Contains fewer plans than the Public Report and the Quality Compass® All Plans Benchmarks</li> </ul>
<b># OF PLANS</b>	180	63	180	63	78	13

## COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Getting Needed Care</b>		80.1%	91.0%	83.9%	84.4%	84.5%
15 Getting care, tests, or treatments child needed	261	86.2%	92.0%	91.8%	89.0%	89.2%
46 Obtained child's appointment with specialist as soon as needed	77	74.0%	90.0%	76.0%	79.7%	80.4%
<b>Getting Care Quickly</b>		88.7%	89.0%	87.5%	89.2%	88.8%
4 Child obtained needed care right away	115	91.3%	88.8%	90.5%	91.0%	90.7%
6 Child obtained appointment for care as soon as needed	222	86.0%	89.2%	84.6%	87.4%	87.2%
<b>How Well Doctors Communicate</b>		93.8%	92.9%	93.6%	94.0%	93.5%
32 Child's doctor explained things in an understandable way	210	94.8%	94.5%	95.2%	94.6%	94.0%
33 Child's doctor listened carefully to you	208	94.7%	94.0%	94.1%	95.5%	95.0%
34 Child's doctor showed respect for what you had to say	210	97.6%	96.5%	95.7%	96.4%	96.2%
37 Child's doctor spent enough time with your child	209	88.0%	86.4%	89.3%	89.6%	88.8%
<b>Health Plan Customer Service</b>		89.6%	94.0%	91.0%	88.4%	88.1%
50 Getting information/help from customer service	101	82.2%	89.1%	86.7%	83.3%	82.6%
51 Treated with courtesy and respect by customer service staff	101	97.0%	98.9%	95.2%	93.6%	93.6%

## COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Shared Decision Making</b>		77.9%	76.5%	75.9%	77.8%	78.7%
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	79	91.1%	92.5%	85.9%	90.7%	91.9%
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	80	62.5%	69.2%	60.9%	63.3%	64.8%
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	80	80.0%	67.9%	81.0%	79.4%	79.3%
<b>Other Measures</b>						
8 Health Promotion and Education	261	74.3%	70.4%	72.0%	70.7%	71.7%
40 Coordination of Care	91	80.2%	84.3%	78.1%	83.6%	82.9%
53 Ease of Filling Out Forms	365	93.7%	95.9%	96.4%	94.5%	94.8%

## RATING ITEMS

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Rating Questions (8+9+10)</b>						
14 Rating of Health Care	261	82.0%	87.1%	84.5%	86.9%	86.7%
41 Rating of Personal Doctor	320	89.1%	91.1%	87.2%	89.7%	89.3%
48 Rating of Specialist	65	84.6%	85.7%	83.0%	87.1%	87.3%
54 Rating of Health Plan	370	86.5%	89.1%	85.2%	86.2%	85.8%
<b>Rating Questions (9+10)</b>						
14 Rating of Health Care	261	59.0%	66.1%	69.9%	69.6%	69.3%
41 Rating of Personal Doctor	320	75.3%	77.7%	74.8%	76.4%	76.1%
48 Rating of Specialist	65	69.2%	71.4%	63.8%	72.6%	73.9%
54 Rating of Health Plan	370	74.1%	70.7%	71.9%	71.0%	70.8%



# Summary Rate Scores – General Population

## CCC MEASURES

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>56 Access to Prescription Medicines</b>	150	88.0%	92.8%	87.6%	NA	NA
<b>Access to Specialized Services</b>		80.5%	67.8%	75.6%	NA	NA
20 Ease of getting special medical equipment or devices	20	80.0%	46.2%	73.3%	NA	NA
23 Ease of getting therapy	44	81.8%	73.9%	79.3%	NA	NA
26 Ease of getting treatment or counseling	54	79.6%	83.3%	74.3%	NA	NA
<b>FCC: Personal Doctor Who Knows Child</b>		89.2%	83.6%	89.7%	NA	NA
38 Doctor talked about how child is feeling, growing, and behaving	207	88.4%	83.8%	90.3%	NA	NA
43 Doctor understands how these conditions affect child's day-to-day life	77	90.9%	85.4%	87.5%	NA	NA
44 Doctor understands how these conditions affect family's day-to-day life	77	88.3%	81.6%	91.2%	NA	NA
<b>9 FCC: Getting Needed Information</b>	261	90.8%	88.0%	91.8%	NA	NA
<b>Coordination of Care for CCC</b>		75.0%	77.8%	68.1%	NA	NA
18 Obtaining help from doctors or health providers in contacting child's school or daycare	32	87.5%	100.0%	83.3%	NA	NA
29 Obtaining help coordinating child's care among different providers or services	80	62.5%	55.6%	52.9%	NA	NA



## COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Getting Needed Care</b>		82.9%	87.8%	83.3%	86.4%	86.0%
15 Getting care, tests, or treatments child needed	183	89.1%	88.5%	85.7%	91.0%	90.6%
46 Obtained child's appointment with specialist as soon as needed	86	76.7%	87.1%	81.0%	81.8%	82.9%
<b>Getting Care Quickly</b>		88.8%	90.5%	86.2%	91.0%	91.8%
4 Child obtained needed care right away	101	90.1%	92.5%	89.0%	92.9%	93.3%
6 Child obtained appointment for care as soon as needed	167	87.4%	88.5%	83.5%	89.2%	90.8%
<b>How Well Doctors Communicate</b>		93.9%	94.6%	91.6%	94.6%	94.2%
32 Child's doctor explained things in an understandable way	175	94.9%	95.3%	95.0%	95.8%	95.2%
33 Child's doctor listened carefully to you	175	93.7%	95.3%	91.4%	95.2%	95.0%
34 Child's doctor showed respect for what you had to say	175	97.1%	97.9%	93.5%	96.7%	96.1%
37 Child's doctor spent enough time with your child	175	89.7%	89.6%	86.6%	90.8%	90.7%
<b>Health Plan Customer Service</b>		91.1%	91.2%	90.3%	88.6%	89.8%
50 Getting information/help from customer service	85	87.1%	87.1%	83.9%	83.0%	84.8%
51 Treated with courtesy and respect by customer service staff	83	95.2%	95.3%	96.7%	94.2%	94.9%

## COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Shared Decision Making</b>		84.3%	86.5%	84.2%	84.3%	84.7%
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	96	93.8%	96.6%	94.8%	95.1%	96.1%
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	95	73.7%	77.5%	72.4%	72.3%	73.9%
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	96	85.4%	85.2%	85.2%	85.6%	84.1%
<b>Other Measures</b>						
8 Health Promotion and Education	182	78.6%	77.3%	73.6%	77.7%	78.5%
40 Coordination of Care	107	80.4%	81.3%	73.0%	83.6%	82.9%
53 Ease of Filling Out Forms	229	91.7%	94.4%	94.1%	94.1%	94.3%

## RATING ITEMS

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Rating Questions (8+9+10)</b>						
14 Rating of Health Care	182	75.8%	88.6%	77.3%	85.4%	85.4%
41 Rating of Personal Doctor	213	86.4%	90.1%	89.9%	88.7%	88.7%
48 Rating of Specialist	76	84.2%	87.2%	86.0%	87.4%	86.0%
54 Rating of Health Plan	233	80.3%	85.4%	79.6%	82.9%	83.5%
<b>Rating Questions (9+10)</b>						
14 Rating of Health Care	182	56.6%	62.4%	54.6%	67.2%	67.2%
41 Rating of Personal Doctor	213	72.3%	73.3%	73.5%	75.3%	76.0%
48 Rating of Specialist	76	67.1%	71.6%	59.0%	73.3%	72.4%
54 Rating of Health Plan	233	65.7%	65.9%	63.5%	66.6%	67.7%

## CCC MEASURES

	Valid n	2018	2017	2016	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>56 Access to Prescription Medicines</b>	175	89.7%	90.0%	90.3%	90.7%	90.7%
<b>Access to Specialized Services</b>		76.5%	75.9%	76.0%	75.4%	76.3%
20 Ease of getting special medical equipment or devices	25	68.0%	65.6%	73.1%	72.8%	NA
23 Ease of getting therapy	50	86.0%	81.3%	78.3%	75.9%	78.4%
26 Ease of getting treatment or counseling	102	75.5%	80.7%	76.5%	77.4%	78.3%
<b>FCC: Personal Doctor Who Knows Child</b>		88.1%	89.9%	86.9%	90.5%	90.0%
38 Doctor talked about how child is feeling, growing, and behaving	175	88.6%	88.6%	87.5%	89.1%	88.7%
43 Doctor understands how these conditions affect child's day-to-day life	145	89.7%	93.4%	87.7%	93.2%	92.4%
44 Doctor understands how these conditions affect family's day-to-day life	145	86.2%	87.6%	85.6%	89.2%	89.1%
<b>9 FCC: Getting Needed Information</b>	182	91.8%	92.4%	89.0%	92.7%	91.3%
<b>Coordination of Care for CCC</b>		75.7%	79.3%	72.1%	77.4%	77.9%
18 Obtaining help from doctors or health providers in contacting child's school or daycare	40	95.0%	97.1%	88.2%	94.4%	93.6%
29 Obtaining help coordinating child's care among different providers or services	101	56.4%	61.5%	56.0%	60.3%	61.8%



# Plan Percentile Rankings – General Population

Presbyterian Centennial Care

Please see Technical Notes for more information.

## COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Getting Needed Care</b>	80.1%	11th	19th
15 Getting care, tests, or treatments child needed	86.2%	25th	23rd
46 Obtained child's appointment with specialist as soon as needed	74.0%	14th	12th
<b>Getting Care Quickly</b>	88.7%	41st	40th
4 Child obtained needed care right away	91.3%	48th	48th
6 Child obtained appointment for care as soon as needed	86.0%	38th	33rd
<b>How Well Doctors Communicate</b>	93.8%	44th	47th
32 Child's doctor explained things in an understandable way	94.8%	51st	56th
33 Child's doctor listened carefully to you	94.7%	29th	40th
34 Child's doctor showed respect for what you had to say	97.6%	79th	85th
37 Child's doctor spent enough time with your child	88.0%	40th	36th
<b>Health Plan Customer Service</b>	89.6%	63rd	71st
50 Getting information/help from customer service	82.2%	35th	48th
51 Treated with courtesy and respect by customer service staff	97.0%	93rd	94th

## COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Shared Decision Making</b>	77.9%	45th	29th
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	91.1%	38th	35th
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	62.5%	46th	29th
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	80.0%	53rd	49th
<b>Other Measures</b>			
8 Health Promotion and Education	74.3%	85th	72nd
40 Coordination of Care	80.2%	25th	25th
53 Ease of Filling Out Forms	93.7%	36th	24th

## RATING ITEMS

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Rating Questions (8+9+10)</b>			
14 Rating of Health Care	82.0%	<10th	<10th
41 Rating of Personal Doctor	89.1%	33rd	39th
48 Rating of Specialist	84.6%	22nd	21st
54 Rating of Health Plan	86.5%	48th	54th
<b>Rating Questions (9+10)</b>			
14 Rating of Health Care	59.0%	<10th	<10th
41 Rating of Personal Doctor	75.3%	36th	31st
48 Rating of Specialist	69.2%	23rd	13th
54 Rating of Health Plan	74.1%	70th	66th

## CCC MEASURES

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>56 Access to Prescription Medicines</b>	88.0%	NA	NA
<b>Access to Specialized Services</b>	80.5%	NA	NA
20 Ease of getting special medical equipment or devices	80.0%	NA	NA
23 Ease of getting therapy	81.8%	NA	NA
26 Ease of getting treatment or counseling	79.6%	NA	NA
<b>FCC: Personal Doctor Who Knows Child</b>	89.2%	NA	NA
38 Doctor talked about how child is feeling, growing, and behaving	88.4%	NA	NA
43 Doctor understands how these conditions affect child's day-to-day life	90.9%	NA	NA
44 Doctor understands how these conditions affect family's day-to-day life	88.3%	NA	NA
<b>9 FCC: Getting Needed Information</b>	90.8%	NA	NA
<b>Coordination of Care for CCC</b>	75.0%	NA	NA
18 Obtaining help from doctors or health providers in contacting child's school or daycare	87.5%	NA	NA
29 Obtaining help coordinating child's care among different providers or services	62.5%	NA	NA



## COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Getting Needed Care</b>	82.9%	16th	26th
15 Getting care, tests, or treatments child needed	89.1%	25th	35th
46 Obtained child's appointment with specialist as soon as needed	76.7%	16th	<10th
<b>Getting Care Quickly</b>	88.8%	25th	15th
4 Child obtained needed care right away	90.1%	16th	12th
6 Child obtained appointment for care as soon as needed	87.4%	41st	16th
<b>How Well Doctors Communicate</b>	93.9%	25th	35th
32 Child's doctor explained things in an understandable way	94.9%	25th	33rd
33 Child's doctor listened carefully to you	93.7%	<10th	22nd
34 Child's doctor showed respect for what you had to say	97.1%	66th	79th
37 Child's doctor spent enough time with your child	89.7%	25th	29th
<b>Health Plan Customer Service</b>	91.1%	75th	69th
50 Getting information/help from customer service	87.1%	75th	63rd
51 Treated with courtesy and respect by customer service staff	95.2%	66th	55th

## COMPOSITES, ATTRIBUTES, AND KEY QUESTIONS *(continued)*

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Shared Decision Making</b>	84.3%	41st	42nd
11 Doctor/health care provider talked about reasons you might want your child to take a medicine	93.8%	16th	<10th
12 Doctor/health care provider talked about reasons you might not want your child to take a medicine	73.7%	58th	46th
13 Doctor/health care provider asked you what you thought was best for your child when talking about starting or stopping a prescription	85.4%	41st	57th
<b>Other Measures</b>			
8 Health Promotion and Education	78.6%	58th	59th
40 Coordination of Care	80.4%	25th	18th
53 Ease of Filling Out Forms	91.7%	<10th	13th

## RATING ITEMS

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>Rating Questions (8+9+10)</b>			
14 Rating of Health Care	75.8%	<10th	<10th
41 Rating of Personal Doctor	86.4%	16th	19th
48 Rating of Specialist	84.2%	<10th	21st
54 Rating of Health Plan	80.3%	16th	16th
<b>Rating Questions (9+10)</b>			
14 Rating of Health Care	56.6%	<10th	<10th
41 Rating of Personal Doctor	72.3%	16th	14th
48 Rating of Specialist	67.1%	<10th	<10th
54 Rating of Health Plan	65.7%	50th	32nd

## CCC MEASURES

	Plan Summary Rate	2018 SPH Book of Business	2017 Quality Compass All Plans
<b>56 Access to Prescription Medicines</b>	89.7%	25th	35th
<b>Access to Specialized Services</b>	76.5%	41st	39th
20 Ease of getting special medical equipment or devices	68.0%	25th	NA
23 Ease of getting therapy	86.0%	91st	92nd
26 Ease of getting treatment or counseling	75.5%	41st	26th
<b>FCC: Personal Doctor Who Knows Child</b>	88.1%	16th	22nd
38 Doctor talked about how child is feeling, growing, and behaving	88.6%	41st	41st
43 Doctor understands how these conditions affect child's day-to-day life	89.7%	<10th	12th
44 Doctor understands how these conditions affect family's day-to-day life	86.2%	<10th	13th
<b>9 FCC: Getting Needed Information</b>	91.8%	25th	51st
<b>Coordination of Care for CCC</b>	75.7%	25th	31st
18 Obtaining help from doctors or health providers in contacting child's school or daycare	95.0%	41st	78th
29 Obtaining help coordinating child's care among different providers or services	56.4%	16th	15th



# Global Proportions and Accreditation

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## Three Point Scores and Accreditation Scoring

- Presbyterian Centennial Care
- 6130433

## ACCREDITATION FOR 2018 SCORING

NCQA requires health plans seeking accreditation to submit specified HEDIS measures and HEDIS/CAHPS 5.0H survey results. NCQA determines the CAHPS 5.0H portion of the score by comparing the plan's results to a national benchmark (the 90th percentile) and to national thresholds (the 75th, 50th, and 25th percentiles). The HEDIS measure portion of the score is ascertained by comparing the plan's results to a national benchmark (the 90th percentile) and to regional and national thresholds (the 75th, 50th, and 25th percentiles).

MEASURE NAME	2018 HEDIS/CAHPS PERCENTILES				Plan 3-Point Score	Approximate Plan Percentile Threshold	Approximate Points Awarded
	25TH	50TH	75TH	90TH			2018
Getting Needed Care	2.38	2.47	2.55	2.6	2.3483	<25th	0.3714
Getting Care Quickly	2.54	2.61	2.66	2.69	2.5645	25th	0.7429
Customer Service	2.5	2.53	2.58	2.63	2.5644	50th	1.2629
Coordination of Care	2.35	2.42	2.5	2.53	NA	NA	-
Rating of Health Care	2.49	2.52	2.57	2.59	2.4981	25th	0.7429
Rating of Personal Doctor	2.58	2.62	2.65	2.69	2.6875	75th	1.6343
Rating of Specialist	2.53	2.59	2.62	2.66	NA	NA	-
<b>Rating of Health Plan</b>	<b>2.51</b>	<b>2.57</b>	<b>2.62</b>	<b>2.67</b>	<b>2.6946</b>	<b>90th</b>	<b>3.7142</b>
<b>Approximate Points Earned (13.000 available)</b>							<b>8.4686</b>

Note: If a plan receives an NA (indicating the denominator was less than 100) the points for that measure are redistributed among the remaining required measures. An organization that has more than four CAHPS® NAs, or which exceed ten NA or NB results between HEDIS and CAHPS® for each product line, are scored based on the standards score only and the accreditation status is capped at Commendable.

## GLOBAL PROPORTIONS SCORING AND ACCREDITATION

The graphical presentation and Three-Point Score for composites and rating questions are shown on these pages. In addition, the measure's percentile threshold when compared to the accreditation benchmark and the 90th percentile benchmark is shown. The 90th percentile is the standard for achieving the maximum points possible for a particular CAHPS accreditation measure.

Global Proportion slides are presented for both the General Population and the CCC Population.

### Scale One

Three Point Scores are calculated by assigning the following values to this response scale.

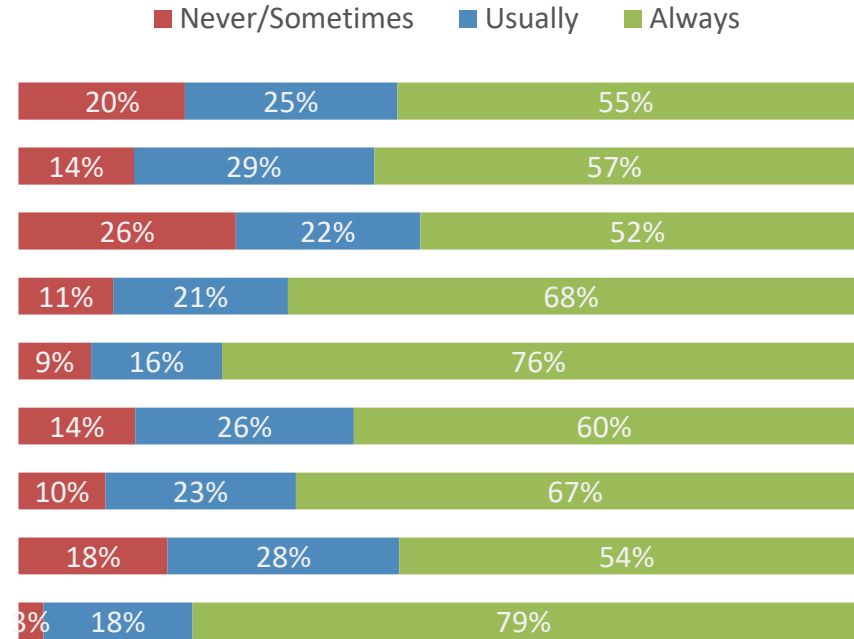
<b>NEVER</b>	<b>1</b>
<b>SOMETIMES</b>	
<b>USUALLY</b>	<b>2</b>
<b>ALWAYS</b>	<b>3</b>

### Scale Two

Three Point Scores are calculated by assigning the following values to the rating response scale.

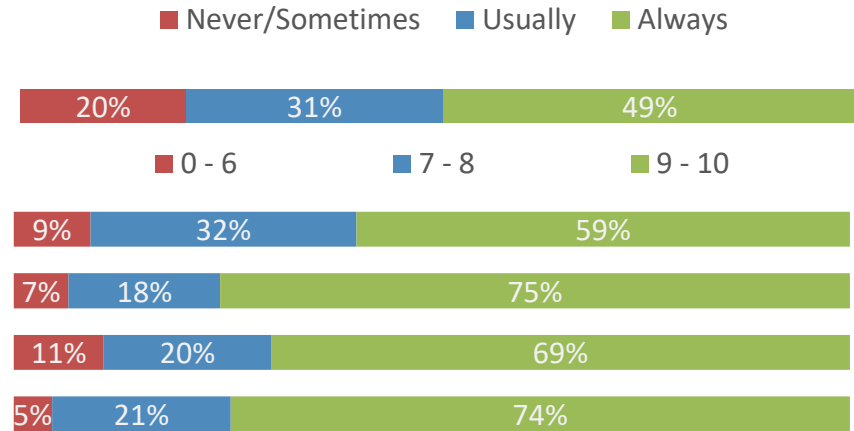
<b>0 - 6</b>	<b>1</b>
<b>7 &amp; 8</b>	<b>2</b>
<b>9 &amp; 10</b>	<b>3</b>

	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
<b>Getting Needed Care</b>		<b>2.3483</b>	<b>&lt;25th</b>	<b>2.60</b>
15 Getting care, tests, or treatments child needed	261	2.4368		
46 Obtained child's appointment with specialist as soon as needed	77	2.2597		
<b>Getting Care Quickly</b>		<b>2.5645</b>	<b>25th</b>	<b>2.69</b>
4 Child obtained needed care right away	115	2.6696		
6 Child obtained appointment for care as soon as needed	222	2.4595		
<b>Customer Service</b>		<b>2.5644</b>	<b>50th</b>	<b>2.63</b>
50 Getting information/help from customer service	101	2.3663		
51 Treated with courtesy and respect by customer service staff	101	2.7624		

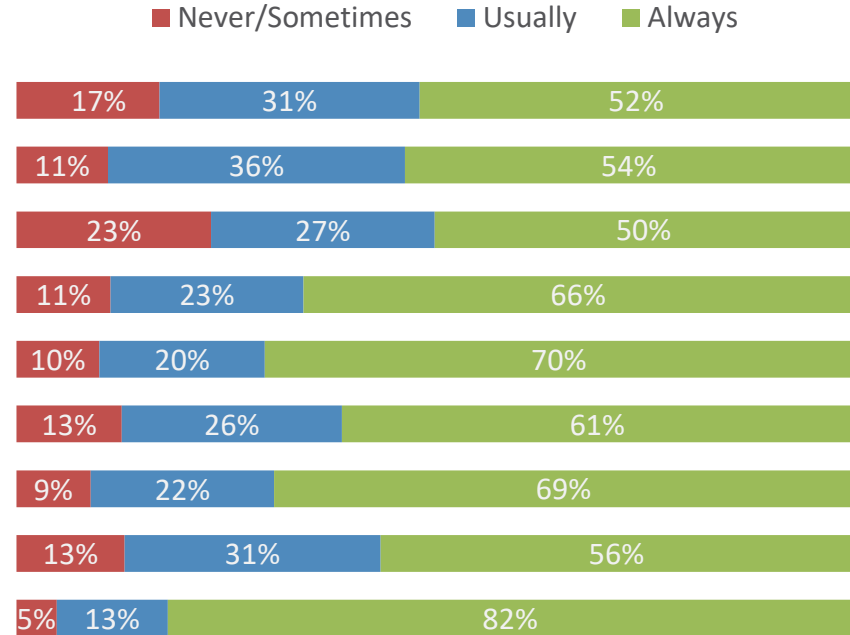




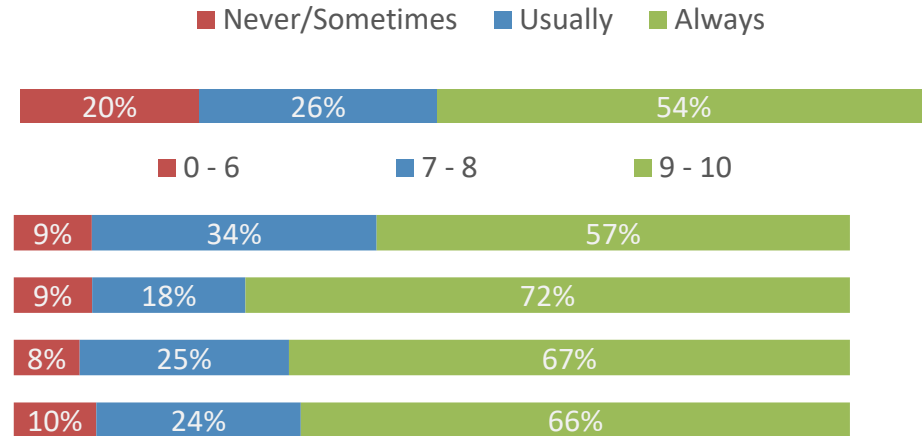
	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
<b>Other Measures</b>				
Coordination of Care	91	2.2967	<25th	2.53
<b>Rating Questions</b>				
Rating of Health Care	261	2.4981	25th	2.59
Rating of Personal Doctor	320	2.6875	75th	2.69
Rating of Specialist	65	2.5846	25th	2.66
Rating of Health Plan	370	2.6946	90th	2.67



	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
<b>Getting Needed Care</b>		<b>2.3468</b>	<b>&lt;25th</b>	<b>2.60</b>
15 Getting care, tests, or treatments child needed	183	2.4262		
46 Obtained child's appointment with specialist as soon as needed	86	2.2674		
<b>Getting Care Quickly</b>		<b>2.5445</b>	<b>25th</b>	<b>2.69</b>
4 Child obtained needed care right away	101	2.6040		
6 Child obtained appointment for care as soon as needed	167	2.4850		
<b>Customer Service</b>		<b>2.6032</b>	<b>75th</b>	<b>2.63</b>
50 Getting information/help from customer service	85	2.4353		
51 Treated with courtesy and respect by customer service staff	83	2.7711		



	Valid n	3 PT Score	Plan Percentile Threshold	Benchmark 90th Percentile
<b>Other Measures</b>				
Coordination of Care	107	2.3458	<25th	2.53
<b>Rating Questions</b>				
Rating of Health Care	182	2.4725	<25th	2.59
Rating of Personal Doctor	213	2.6291	50th	2.69
Rating of Specialist	76	2.5921	50th	2.66
Rating of Health Plan	233	2.5579	25th	2.67





# Composite Analyses

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## Composite Details and Scoring

- Presbyterian Centennial Care
- 6130433

## Drilling Down Into Composites and Ratings

This section is designed to give plans a detailed report on the performance of each composite and rating measure used in accreditation.

The Composite Analysis typically consists of two pages. The first page displays composite level details and the second displays results for the questions contained within the composite. It is critical to look at these attribute questions to determine if there is a particular aspect of care that is driving your composite score.

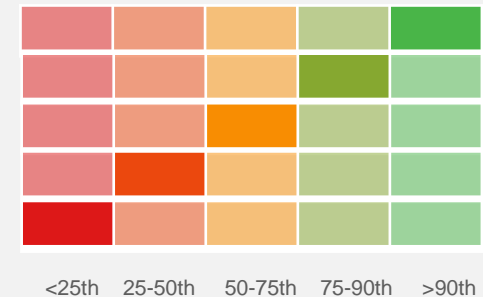


Analyses included in this section include: Plan Summary Rate Scores with comparisons to trending (if available), benchmarks, percentile rankings, accreditation scoring, and correlations.

### Measures Included in Composite Analyses

- Getting Needed Care
- Getting Care Quickly
- Customer Service
- Coordination of Care
- Rating of Health Care
- Rating of Personal Doctor
- Rating of Specialist
- Rating of Health Plan

### Percentile Rankings



## PERCENTILE RANKING 2017 QC ALL PLANS

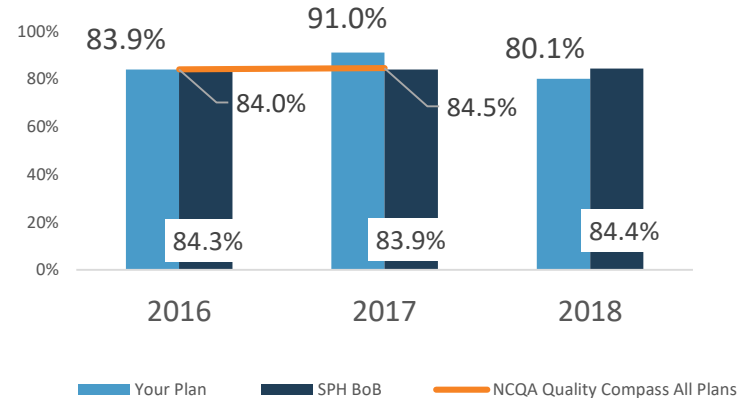


## NATIONAL TRENDS

NCQA Quality Compass scores for Getting Needed Care **increased** by 0.5% between 2016 and 2017.

The SPH BoB has **increased** by 0.5% since 2017.

## GETTING NEEDED CARE – TRENDING AND BENCHMARKS



## COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
<b>2017</b>	91.0%	-10.9	↓
<b>2016</b>	83.9%	-3.8	↔

## COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
<b>SPH BoB</b>	84.4%	-4.2	↔
<b>2017 QC All Plans</b>	84.5%	-4.4	↔

## ACCREDITATION SCORING

	2018	2017	2016
<b>3 Pt Score</b>	2.3483	2.4721	2.4133
<b>Plan Percentile Threshold</b>	<25th	50th	25th

\* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

## GETTING NEEDED CARE QUESTIONS

The Getting Needed Care composite score is calculated by taking the average of two questions:

- Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
- Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

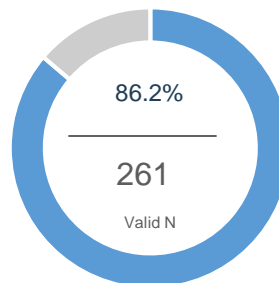
### 2018 GNC COMPOSITE SUMMARY RATE SCORE

80.1%

### CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
Q14	0.279	0.475	0.314
Q28	0.535	0.386	0.122

### Q15. GETTING CARE, TESTS, OR TREATMENT NEEDED

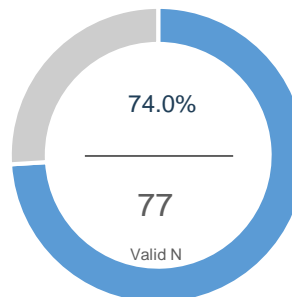


2018	86.2%
2017	92.0%
2016	91.8%
SPH	89.0%
NCQA	89.2%

Percentile Ranking 2017 QC All Plans



### Q46. EASE OF GETTING APPOINTMENT WITH A SPECIALIST

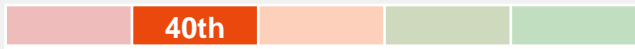


2018	74.0%
2017	90.0%
2016	76.0%
SPH	79.7%
NCQA	80.4%

Percentile Ranking 2017 QC All Plans



## PERCENTILE RANKING 2017 QC ALL PLANS

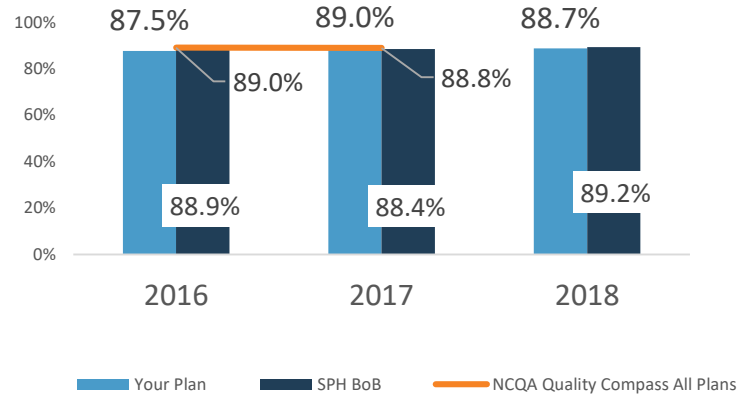


## NATIONAL TRENDS

NCQA Quality Compass scores for Getting Care Quickly **decreased** by 0.2% between 2016 and 2017.

The SPH BoB has **increased** by 0.8% since 2017.

## GETTING CARE QUICKLY – TRENDING AND BENCHMARKS



## COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
<b>2017</b>	89.0%	-0.3	↔
<b>2016</b>	87.5%	1.1	↔

## COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
<b>SPH BoB</b>	89.2%	-0.5	↔
<b>2017 QC All Plans</b>	88.8%	-0.2	↔

## ACCREDITATION SCORING

	2018	2017	2016
<b>3 Pt Score</b>	2.5645	2.5900	2.5735
<b>Plan Percentile Threshold</b>	25th	25th	25th

\* Please note that the "change" or "gap" comparison may vary slightly due to rounding.



## GETTING CARE QUICKLY QUESTIONS

The Getting Care Quickly composite score is calculated by taking the average of two questions:

- Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
- Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

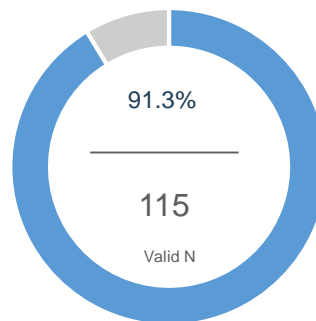
### 2018 GCQ COMPOSITE SUMMARY RATE SCORE

**88.7%**

### CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
<b>Q4</b>	0.097	0.321	0.025
<b>Q6</b>	0.174	0.263	0.176

### Q4. OBTAINED NEEDED CARE RIGHT AWAY

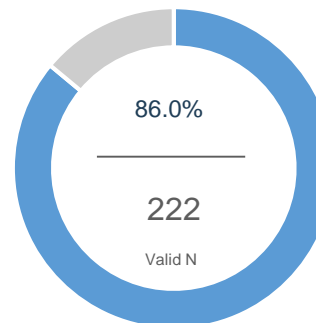


<b>2018</b>	<b>91.3%</b>
<b>2017</b>	<b>88.8%</b>
<b>2016</b>	<b>90.5%</b>
<b>SPH</b>	<b>91.0%</b>
<b>NCQA</b>	<b>90.7%</b>

Percentile Ranking 2017 QC All Plans



### Q6. OBTAINED APPOINTMENT FOR CARE AS SOON AS NEEDED



<b>2018</b>	<b>86.0%</b>
<b>2017</b>	<b>89.2%</b>
<b>2016</b>	<b>84.6%</b>
<b>SPH</b>	<b>87.4%</b>
<b>NCQA</b>	<b>87.2%</b>

Percentile Ranking 2017 QC All Plans



## PERCENTILE RANKING 2017 QC ALL PLANS

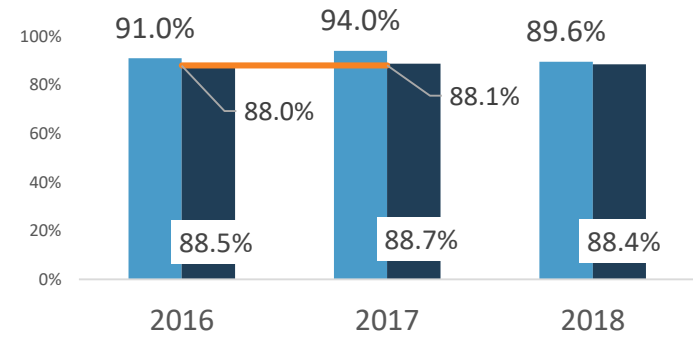


## NATIONAL TRENDS

NCQA Quality Compass scores for Customer Service **increased** by 0.1% between 2016 and 2017.

The SPH BoB has **decreased** by 0.3% since 2017.

## CUSTOMER SERVICE – TRENDING AND BENCHMARKS



■ Your Plan   ■ SPH BoB   — NCQA Quality Compass All Plans

### COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
<b>2017</b>	94.0%	-4.4	↔
<b>2016</b>	91.0%	-1.4	↔

### COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
<b>SPH BoB</b>	88.4%	1.2	↔
<b>2017 QC All Plans</b>	88.1%	1.5	↔

### ACCREDITATION SCORING

	2018	2017	2016
<b>3 Pt Score</b>	2.5644	NA	NA
<b>Plan Percentile Threshold</b>	50th	NA	NA

\* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

## CUSTOMER SERVICE QUESTIONS

The Customer Service composite score is calculated by taking the average of two questions:

- Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

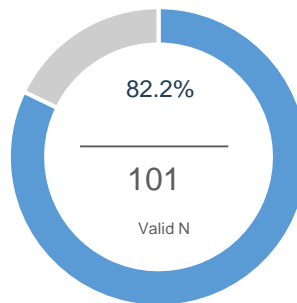
### 2018 CS COMPOSITE SUMMARY RATE SCORE

89.6%

### CORRELATION WITH RATING QUESTIONS

	With Health Plan	With Health Care	With Personal Doctor
<b>Q31</b>	0.344	0.191	0.471
<b>Q32</b>	0.082	0.165	0.441

### Q50. GETTING INFORMATION/HELP FROM CUSTOMER SERVICE

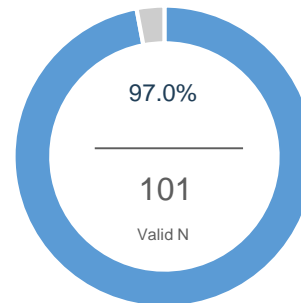


<b>2018</b>	<b>82.2%</b>
<b>2017</b>	<b>89.1%</b>
<b>2016</b>	<b>86.7%</b>
<b>SPH</b>	<b>83.3%</b>
<b>NCQA</b>	<b>82.6%</b>

Percentile Ranking 2017 QC All Plans



### Q51. TREATED WITH COURTESY AND RESPECT BY CUSTOMER SERVICE STAFF

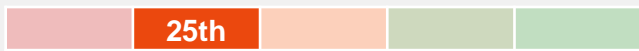


<b>2018</b>	<b>97.0%</b>
<b>2017</b>	<b>98.9%</b>
<b>2016</b>	<b>95.2%</b>
<b>SPH</b>	<b>93.6%</b>
<b>NCQA</b>	<b>93.6%</b>

Percentile Ranking 2017 QC All Plans



## PERCENTILE RANKING 2017 QC ALL PLANS

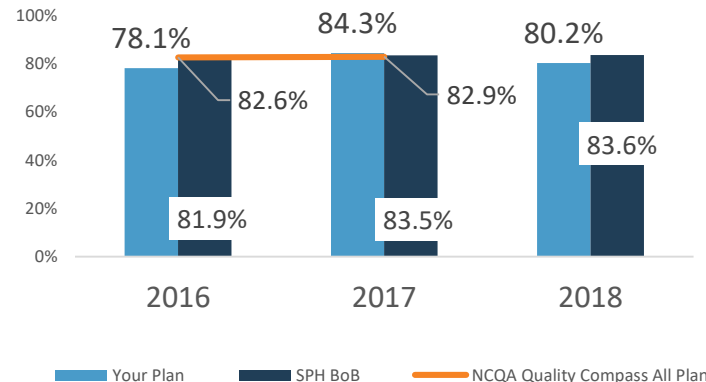


## NATIONAL TRENDS

NCQA Quality Compass scores for Coordination of Care **increased** by 0.3% between 2016 and 2017.

The SPH BoB has **increased** by 0.1% since 2017.

## COORDINATION OF CARE – TRENDING AND BENCHMARKS



## COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
<b>2017</b>	84.3%	-4.1	↔
<b>2016</b>	78.1%	2.1	↔

## COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
<b>SPH BoB</b>	83.6%	-3.3	↔
<b>2017 QC All Plans</b>	82.9%	-2.7	↔

## ACCREDITATION SCORING

	2018	2017	2016
<b>3 Pt Score</b>	NA	NA	NA
<b>Plan Percentile Threshold</b>	NA	NA	NA

\* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

## PERCENTILE RANKING 2017 QC ALL PLANS

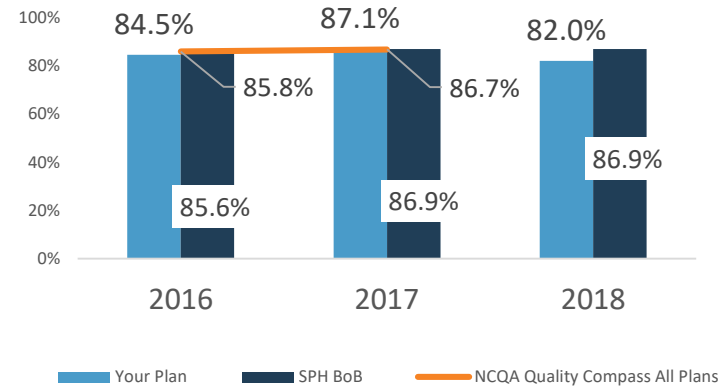


## NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Health Care **increased** by 0.9% between 2016 and 2017.

The SPH BoB has **not changed** since 2017.

## RATING OF HEALTH CARE – TRENDING AND BENCHMARKS



## COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
<b>2017</b>	87.1%	-5.1	↔
<b>2016</b>	84.5%	-2.5	↔

## COMPARISON TO BENCHMARKS

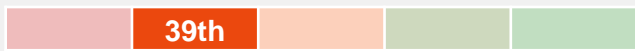
	Summary Rate	Gap*	Sig Test
<b>SPH BoB</b>	86.9%	-4.9	↓
<b>2017 QC All Plans</b>	86.7%	-4.7	↓

## ACCREDITATION SCORING

	2018	2017	2016
<b>3 Pt Score</b>	2.4981	2.5938	2.6214
<b>Plan Percentile Threshold</b>	25th	90th	90th

\* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

## PERCENTILE RANKING 2017 QC ALL PLANS

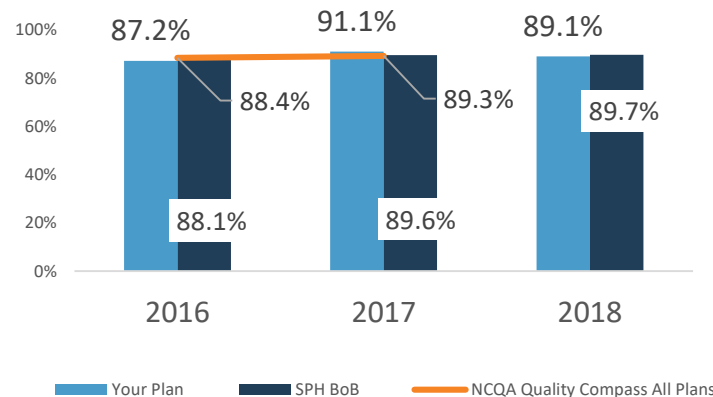


## NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Personal Doctor **increased** by 0.9% between 2016 and 2017.

The SPH BoB has **increased** by 0.2% since 2017.

## RATING OF PERSONAL DOCTOR – TRENDING AND BENCHMARKS



## COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
<b>2017</b>	91.1%	-2.0	↔
<b>2016</b>	87.2%	1.8	↔

## COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
<b>SPH BoB</b>	89.7%	-0.7	↔
<b>2017 QC All Plans</b>	89.3%	-0.2	↔

## ACCREDITATION SCORING

	2018	2017	2016
<b>3 Pt Score</b>	2.6875	2.7320	2.6679
<b>Plan Percentile Threshold</b>	75th	90th	75th

\* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

## PERCENTILE RANKING 2017 QC ALL PLANS

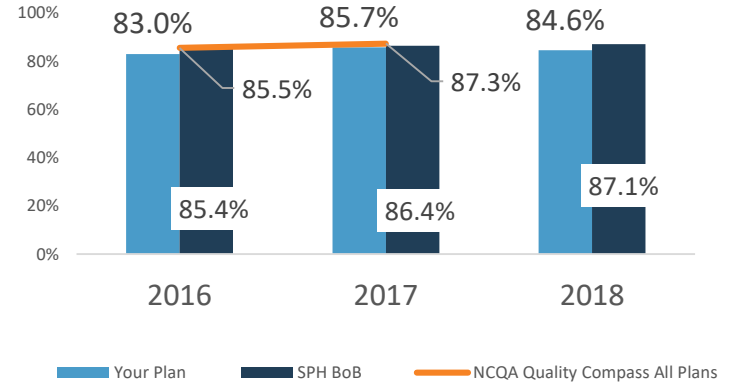


## NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Specialist **increased** by 1.8% between 2016 and 2017.

The SPH BoB has **increased** by 0.7% since 2017.

## RATING OF SPECIALIST- TRENDING AND BENCHMARKS



## COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
<b>2017</b>	85.7%	-1.1	↔
<b>2016</b>	83.0%	1.6	↔

## COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
<b>SPH BoB</b>	87.1%	-2.5	↔
<b>2017 QC All Plans</b>	87.3%	-2.7	↔

## ACCREDITATION SCORING

	2018	2017	2016
<b>3 Pt Score</b>	NA	NA	NA
<b>Plan Percentile Threshold</b>	NA	NA	NA

\* Please note that the "change" or "gap" comparison may vary slightly due to rounding.

## PERCENTILE RANKING 2017 QC ALL PLANS

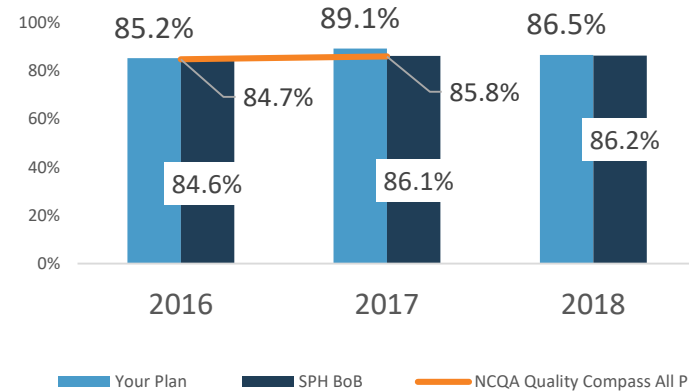


## NATIONAL TRENDS

NCQA Quality Compass scores for Rating of Health Plan **increased** by 1.1% between 2016 and 2017.

The SPH BoB has **increased** by 0.1% since 2017.

## RATING OF HEALTH PLAN – TRENDING AND BENCHMARKS



## COMPARISON TO TRENDING

	Summary Rate	Change*	Sig Test
<b>2017</b>	89.1%	-2.6	↔
<b>2016</b>	85.2%	1.3	↔

## COMPARISON TO BENCHMARKS

	Summary Rate	Gap*	Sig Test
<b>SPH BoB</b>	86.2%	0.3	↔
<b>2017 QC All Plans</b>	85.8%	0.6	↔

## ACCREDITATION SCORING

	2018	2017	2016
<b>3 Pt Score</b>	2.6946	2.6494	2.6194
<b>Plan Percentile Threshold</b>	90th	75th	50th

\* Please note that the "change" or "gap" comparison may vary slightly due to rounding.





# Segmentation Analyses

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## Subgroup Analysis

- Presbyterian Centennial Care
- 6130433

## Segmenting Responses

The CAHPS® 5.0H survey asks demographic questions about the respondent. This information allows for a market segmentation of your members. Reviewing the set of measures across the assortment of demographic categories may indicate a health plan’s overall ability to meet the needs of a varied population.

The percentages represent the Summary Rate for each segment. For example, in the table below, the Summary Rate for the *Rating of Health Plan* is the percentage of respondents who rated their health plan an 8, 9 or 10. The interpretation of this example would be, “Of the respondents with a high school education or less, 63% gave their health plan a rating of 8, 9 or 10. And, of the respondents with some college education or more, 58% gave their health plan a rating of 8, 9 or 10.”

	High School or Less	Some College or More
Rating of Health Plan	63%	58%

Refer to “Summary Rate” in the *Technical Notes* for the Summary Rate definition for each composite.

Slides are presented for both the General Population and the CCC Population.

### Segment Groups

- Respondent’s Age (Q78)
- Respondent’s Education (Q80)
- Child’s Ethnicity (Q76)
- Child’s Race (Q77)
- Child’s Health Status (Q58)
- Child’s Mental/Emotional Health Status (Q59)
- Number of Doctor/Clinic Visits (Q7)
- Data Collection Mode
- Rating of Health Plan (Q54)
- Rating of Personal Doctor (Q41)
- Customer Service Contact (Q49)
- Received Help from Customer Service (Q50)

	24 or Younger	25 - 34	35 - 44	45 or Older	Range*
Getting Needed Care	84.6%	82.5%	78.4%	86.2%	7.8%
Getting Care Quickly	88.1%	88.8%	90.8%	86.2%	4.6%
How Well Doctors Communicate	94.0%	97.5%	91.2%	94.2%	6.3%
Customer Service	100.0%	91.5%	80.4%	93.2%	12.8%
Shared Decision Making	70.4%	74.4%	81.0%	78.9%	6.6%
Health Promotion and Education	75.0%	75.0%	70.7%	76.7%	5.9%
Coordination of Care	88.9%	91.3%	70.6%	78.3%	20.7%
Ease of Filling Out Forms	94.1%	94.1%	92.4%	95.2%	2.9%
Rating of Health Care (8 - 10)	78.6%	92.5%	76.8%	80.0%	15.7%
Rating of Personal Doctor (8 - 10)	92.9%	88.9%	89.2%	88.9%	0.3%
Rating of Specialist (8 - 10)	75.0%	80.0%	87.5%	95.0%	15.0%
Rating of Health Plan (8 - 10)	88.2%	90.7%	85.0%	84.1%	6.6%
Rating of Health Care (9 - 10)	57.1%	63.8%	56.1%	60.0%	7.7%
Rating of Personal Doctor (9 - 10)	78.6%	70.7%	78.4%	75.0%	7.7%
Rating of Specialist (9 - 10)	50.0%	53.3%	83.3%	75.0%	30.0%
Rating of Health Plan (9 - 10)	73.5%	80.5%	67.5%	75.0%	13.0%

\* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 18-34, this segment is not included in range calculations.

	High School Graduate or Less	Some College or More	Range*
Getting Needed Care	83.5%	81.5%	2.0%
Getting Care Quickly	85.8%	92.1%	6.3%
How Well Doctors Communicate	93.0%	95.9%	2.9%
Customer Service	90.3%	88.2%	2.2%
Shared Decision Making	75.6%	78.1%	2.5%
Health Promotion and Education	76.9%	72.1%	4.8%
Coordination of Care	77.1%	82.9%	5.8%
Ease of Filling Out Forms	94.1%	94.6%	0.5%
Rating of Health Care (8 - 10)	83.8%	81.9%	1.9%
Rating of Personal Doctor (8 - 10)	90.1%	88.1%	2.0%
Rating of Specialist (8 - 10)	93.5%	83.3%	10.2%
Rating of Health Plan (8 - 10)	90.8%	82.6%	8.2%
Rating of Health Care (9 - 10)	62.7%	57.1%	5.5%
Rating of Personal Doctor (9 - 10)	76.2%	73.3%	2.8%
Rating of Specialist (9 - 10)	71.0%	73.3%	2.4%
Rating of Health Plan (9 - 10)	79.1%	67.8%	11.3%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Hispanic/ Latino	Not Hispanic/ Latino	Range*
Getting Needed Care	84.7%	75.6%	9.1%
Getting Care Quickly	88.0%	93.9%	6.0%
How Well Doctors Communicate	93.1%	97.4%	4.3%
Customer Service	88.8%	95.0%	6.3%
Shared Decision Making	76.5%	82.2%	5.8%
Health Promotion and Education	75.3%	71.2%	4.1%
Coordination of Care	77.9%	85.7%	7.8%
Ease of Filling Out Forms	92.2%	97.7%	5.5%
Rating of Health Care (8 - 10)	83.4%	80.0%	3.4%
Rating of Personal Doctor (8 - 10)	90.2%	87.0%	3.2%
Rating of Specialist (8 - 10)	87.5%	85.7%	1.8%
Rating of Health Plan (8 - 10)	90.9%	74.7%	16.2%
Rating of Health Care (9 - 10)	61.1%	55.0%	6.1%
Rating of Personal Doctor (9 - 10)	77.4%	68.8%	8.6%
Rating of Specialist (9 - 10)	72.9%	64.3%	8.6%
Rating of Health Plan (9 - 10)	79.3%	59.8%	19.5%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	White	Black or African American	Other	Range*
Getting Needed Care	84.2%	90.0%	79.4%	4.8%
Getting Care Quickly	89.5%	93.8%	88.7%	0.8%
How Well Doctors Communicate	97.0%	100.0%	92.2%	4.7%
Customer Service	92.7%	100.0%	86.0%	6.7%
Shared Decision Making	76.8%	77.8%	80.8%	4.0%
Health Promotion and Education	73.0%	90.0%	75.5%	2.5%
Coordination of Care	81.7%	100.0%	80.6%	1.0%
Ease of Filling Out Forms	93.9%	100.0%	95.0%	1.0%
Rating of Health Care (8 - 10)	82.9%	90.0%	83.0%	0.1%
Rating of Personal Doctor (8 - 10)	89.2%	92.9%	87.8%	1.3%
Rating of Specialist (8 - 10)	85.1%	100.0%	91.7%	6.6%
Rating of Health Plan (8 - 10)	84.5%	85.7%	88.5%	4.0%
Rating of Health Care (9 - 10)	57.9%	50.0%	59.6%	1.7%
Rating of Personal Doctor (9 - 10)	76.3%	92.9%	69.6%	6.7%
Rating of Specialist (9 - 10)	74.5%	100.0%	70.8%	3.6%
Rating of Health Plan (9 - 10)	73.5%	85.7%	72.7%	0.9%

\* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	80.5%	82.5%	76.3%	2.0%
Getting Care Quickly	89.0%	86.6%	86.8%	2.4%
How Well Doctors Communicate	93.9%	93.3%	94.9%	0.6%
Customer Service	89.6%	89.5%	88.9%	0.1%
Shared Decision Making	75.1%	81.5%	84.8%	6.4%
Health Promotion and Education	74.3%	67.9%	91.7%	6.4%
Coordination of Care	77.1%	82.1%	84.6%	5.1%
Ease of Filling Out Forms	95.8%	86.1%	92.3%	9.7%
Rating of Health Care (8 - 10)	86.4%	81.8%	62.5%	4.5%
Rating of Personal Doctor (8 - 10)	92.2%	83.3%	82.6%	8.9%
Rating of Specialist (8 - 10)	76.5%	100.0%	100.0%	23.5%
Rating of Health Plan (8 - 10)	89.1%	82.2%	76.9%	6.9%
Rating of Health Care (9 - 10)	65.3%	56.4%	25.0%	9.0%
Rating of Personal Doctor (9 - 10)	76.3%	73.3%	78.3%	3.0%
Rating of Specialist (9 - 10)	61.8%	82.4%	83.3%	20.6%
Rating of Health Plan (9 - 10)	76.8%	74.0%	53.8%	2.8%

\* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their health is "Fair" or "Poor," this segment is not included in range calculations.



	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	82.5%	79.2%	80.8%	3.3%
Getting Care Quickly	89.0%	86.7%	89.9%	2.3%
How Well Doctors Communicate	95.0%	93.1%	89.4%	1.9%
Customer Service	92.3%	75.0%	95.5%	17.3%
Shared Decision Making	76.2%	75.0%	84.3%	1.2%
Health Promotion and Education	73.0%	78.3%	80.0%	5.3%
Coordination of Care	80.0%	88.9%	66.7%	8.9%
Ease of Filling Out Forms	95.0%	92.1%	85.7%	3.0%
Rating of Health Care (8 - 10)	84.9%	77.8%	73.1%	7.1%
Rating of Personal Doctor (8 - 10)	90.8%	88.9%	80.0%	1.9%
Rating of Specialist (8 - 10)	79.5%	100.0%	88.9%	20.5%
Rating of Health Plan (8 - 10)	89.4%	78.8%	80.6%	10.6%
Rating of Health Care (9 - 10)	63.2%	51.1%	46.2%	12.1%
Rating of Personal Doctor (9 - 10)	77.6%	68.5%	71.4%	9.1%
Rating of Specialist (9 - 10)	66.7%	75.0%	77.8%	8.3%
Rating of Health Plan (9 - 10)	78.8%	65.2%	58.3%	13.6%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.





# By Number of Doctor or Clinic Visits (Q7) – General Population

Presbyterian Centennial Care

Please see Technical Notes for more information.

	Less Than Three Visits	Three or More Visits	Range*
Getting Needed Care	78.1%	83.0%	4.9%
Getting Care Quickly	86.5%	92.9%	6.4%
How Well Doctors Communicate	93.9%	93.4%	0.6%
Customer Service	89.9%	89.1%	0.8%
Shared Decision Making	80.2%	75.3%	4.8%
Health Promotion and Education	70.5%	82.4%	11.9%
Coordination of Care	77.1%	82.9%	5.8%
Ease of Filling Out Forms	94.2%	92.5%	1.7%
Rating of Health Care (8 - 10)	85.1%	75.6%	9.6%
Rating of Personal Doctor (8 - 10)	90.3%	84.2%	6.0%
Rating of Specialist (8 - 10)	86.8%	81.5%	5.4%
Rating of Health Plan (8 - 10)	88.1%	80.7%	7.4%
Rating of Health Care (9 - 10)	64.6%	47.7%	16.9%
Rating of Personal Doctor (9 - 10)	77.5%	67.1%	10.4%
Rating of Specialist (9 - 10)	68.4%	70.4%	1.9%
Rating of Health Plan (9 - 10)	74.5%	71.1%	3.4%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Mail	Phone	Internet	Range*
Getting Needed Care	84.2%	75.2%	83.3%	9.1%
Getting Care Quickly	89.6%	86.4%	100.0%	3.2%
How Well Doctors Communicate	94.3%	92.6%	100.0%	1.7%
Customer Service	89.3%	89.1%	100.0%	0.2%
Shared Decision Making	73.2%	80.0%	93.3%	6.8%
Health Promotion and Education	81.8%	67.7%	69.2%	14.1%
Coordination of Care	81.4%	81.0%	66.7%	0.4%
Ease of Filling Out Forms	96.6%	90.3%	100.0%	6.3%
Rating of Health Care (8 - 10)	78.3%	85.9%	76.9%	7.6%
Rating of Personal Doctor (8 - 10)	85.8%	91.8%	92.3%	6.0%
Rating of Specialist (8 - 10)	91.2%	78.6%	66.7%	12.6%
Rating of Health Plan (8 - 10)	85.8%	86.1%	100.0%	0.3%
Rating of Health Care (9 - 10)	51.7%	65.6%	61.5%	14.0%
Rating of Personal Doctor (9 - 10)	73.0%	78.0%	69.2%	5.0%
Rating of Specialist (9 - 10)	79.4%	57.1%	66.7%	22.3%
Rating of Health Plan (9 - 10)	69.9%	77.2%	85.7%	7.3%

\* Range is the difference between Summary Rates shown. Due to the small number of Internet respondents, this segment is not included in range.

	<b>0 - 7</b>	<b>8 - 10</b>	<b>Range*</b>
Getting Needed Care	57.4%	85.1%	0.0%
Getting Care Quickly	78.9%	89.6%	0.0%
How Well Doctors Communicate	87.0%	94.6%	0.0%
Customer Service	75.0%	92.0%	0.0%
Shared Decision Making	80.1%	77.6%	0.0%
Health Promotion and Education	75.0%	74.7%	0.0%
Coordination of Care	69.2%	82.1%	0.0%
Ease of Filling Out Forms	95.8%	93.3%	0.0%
Rating of Health Care (8 - 10)	31.3%	89.3%	0.0%
Rating of Personal Doctor (8 - 10)	51.2%	94.6%	0.0%
Rating of Specialist (8 - 10)	66.7%	87.5%	0.0%
Rating of Health Plan (8 - 10)	0.0%	100.0%	0.0%
Rating of Health Care (9 - 10)	15.6%	64.9%	0.0%
Rating of Personal Doctor (9 - 10)	43.9%	79.8%	0.0%
Rating of Specialist (9 - 10)	44.4%	73.2%	0.0%
Rating of Health Plan (9 - 10)	0.0%	85.6%	0.0%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



# By Personal Doctor Rating (Q41) – General Population

Presbyterian Centennial Care

Please see Technical Notes for more information.

	0 - 7	8 - 10	Range*
Getting Needed Care	67.9%	83.7%	NA
Getting Care Quickly	84.9%	90.3%	NA
How Well Doctors Communicate	75.0%	96.0%	NA
Customer Service	69.2%	92.5%	NA
Shared Decision Making	70.8%	79.0%	NA
Health Promotion and Education	76.9%	75.7%	NA
Coordination of Care	46.7%	86.8%	NA
Ease of Filling Out Forms	91.4%	94.2%	NA
Rating of Health Care (8 - 10)	26.9%	90.1%	NA
Rating of Personal Doctor (8 - 10)	0.0%	100.0%	NA
Rating of Specialist (8 - 10)	60.0%	91.5%	NA
Rating of Health Plan (8 - 10)	42.9%	92.6%	NA
Rating of Health Care (9 - 10)	11.5%	64.9%	NA
Rating of Personal Doctor (9 - 10)	0.0%	84.6%	NA
Rating of Specialist (9 - 10)	30.0%	78.7%	NA
Rating of Health Plan (9 - 10)	22.9%	80.6%	NA

\* Range is the difference between Summary Rates shown. Due to the small number of respondents rating their personal doctor a '0' through '7', range calculations are not included.



	Yes	No	Range*
Getting Needed Care	84.5%	78.0%	6.5%
Getting Care Quickly	88.6%	88.6%	0.0%
How Well Doctors Communicate	93.2%	94.0%	0.8%
Customer Service	89.6%	0.0%	89.6%
Shared Decision Making	78.9%	77.0%	1.9%
Health Promotion and Education	76.7%	73.5%	3.2%
Coordination of Care	83.8%	77.8%	6.0%
Ease of Filling Out Forms	93.9%	93.5%	0.5%
Rating of Health Care (8 - 10)	77.9%	84.1%	6.2%
Rating of Personal Doctor (8 - 10)	86.3%	90.0%	3.7%
Rating of Specialist (8 - 10)	88.5%	82.1%	6.4%
Rating of Health Plan (8 - 10)	88.1%	85.6%	2.5%
Rating of Health Care (9 - 10)	53.5%	61.2%	7.7%
Rating of Personal Doctor (9 - 10)	73.7%	75.6%	1.9%
Rating of Specialist (9 - 10)	80.8%	61.5%	19.2%
Rating of Health Plan (9 - 10)	79.2%	72.0%	7.2%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



# By Received Help From Customer Service (Q50) – General Population

Presbyterian Centennial Care

Please see Technical Notes for more information.

	Never/ Sometimes	Always/ Usually	Range*
Getting Needed Care	77.5%	85.7%	NA
Getting Care Quickly	90.9%	88.1%	NA
How Well Doctors Communicate	76.9%	96.7%	NA
Customer Service	41.7%	100.0%	NA
Shared Decision Making	53.3%	84.7%	NA
Health Promotion and Education	60.0%	80.0%	NA
Coordination of Care	37.5%	96.6%	NA
Ease of Filling Out Forms	88.2%	95.0%	NA
Rating of Health Care (8 - 10)	53.3%	82.9%	NA
Rating of Personal Doctor (8 - 10)	64.7%	90.8%	NA
Rating of Specialist (8 - 10)	100.0%	87.0%	NA
Rating of Health Plan (8 - 10)	70.6%	91.5%	NA
Rating of Health Care (9 - 10)	40.0%	55.7%	NA
Rating of Personal Doctor (9 - 10)	47.1%	78.9%	NA
Rating of Specialist (9 - 10)	66.7%	82.6%	NA
Rating of Health Plan (9 - 10)	52.9%	84.1%	NA

\* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating that they "Never" or "Sometimes" received help from Customer Service, range calculations are not included.

	24 or Younger	25 - 34	35 - 44	45 or Older	Range*
Getting Needed Care	90.2%	79.8%	79.4%	85.9%	6.5%
Getting Care Quickly	88.5%	94.4%	87.6%	87.5%	0.2%
How Well Doctors Communicate	90.4%	97.3%	91.8%	94.8%	3.1%
Customer Service	94.4%	96.2%	86.8%	91.4%	4.6%
Shared Decision Making	83.3%	68.6%	86.0%	90.1%	4.1%
Health Promotion and Education	78.6%	87.1%	76.8%	76.2%	0.6%
Coordination of Care	88.9%	92.3%	79.1%	75.0%	4.1%
Ease of Filling Out Forms	88.2%	94.7%	90.8%	92.7%	1.9%
Rating of Health Care (8 - 10)	78.6%	80.6%	71.0%	77.8%	6.8%
Rating of Personal Doctor (8 - 10)	93.3%	88.6%	89.3%	80.0%	9.3%
Rating of Specialist (8 - 10)	80.0%	80.0%	87.1%	83.3%	3.8%
Rating of Health Plan (8 - 10)	82.4%	84.2%	83.0%	75.3%	7.7%
Rating of Health Care (9 - 10)	64.3%	64.5%	50.7%	55.6%	4.8%
Rating of Personal Doctor (9 - 10)	86.7%	71.4%	72.6%	68.0%	4.6%
Rating of Specialist (9 - 10)	40.0%	80.0%	74.2%	60.0%	14.2%
Rating of Health Plan (9 - 10)	76.5%	73.7%	65.9%	58.8%	7.1%

\* Range is the difference between Summary Rates shown. Due to the small number of respondents aged 18-34, this segment is not included in range calculations.

	High School Graduate or Less	Some College or More	Range*
Getting Needed Care	80.1%	84.4%	4.3%
Getting Care Quickly	88.0%	88.7%	0.7%
How Well Doctors Communicate	92.3%	94.8%	2.5%
Customer Service	90.4%	91.6%	1.2%
Shared Decision Making	80.8%	87.0%	6.2%
Health Promotion and Education	83.8%	74.0%	9.8%
Coordination of Care	73.9%	84.2%	10.3%
Ease of Filling Out Forms	90.3%	93.3%	3.0%
Rating of Health Care (8 - 10)	78.5%	74.2%	4.3%
Rating of Personal Doctor (8 - 10)	87.5%	84.8%	2.7%
Rating of Specialist (8 - 10)	89.7%	80.0%	9.7%
Rating of Health Plan (8 - 10)	84.8%	76.2%	8.5%
Rating of Health Care (9 - 10)	64.6%	49.5%	15.1%
Rating of Personal Doctor (9 - 10)	71.9%	71.4%	0.4%
Rating of Specialist (9 - 10)	62.1%	71.1%	9.0%
Rating of Health Plan (9 - 10)	68.6%	62.3%	6.3%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



	Hispanic/ Latino	Not Hispanic/ Latino	Range*
Getting Needed Care	84.9%	78.9%	6.0%
Getting Care Quickly	88.5%	90.9%	2.4%
How Well Doctors Communicate	93.3%	96.2%	2.9%
Customer Service	90.5%	93.8%	3.3%
Shared Decision Making	81.6%	90.8%	9.2%
Health Promotion and Education	80.2%	75.0%	5.2%
Coordination of Care	77.2%	88.9%	11.7%
Ease of Filling Out Forms	91.6%	91.5%	0.1%
Rating of Health Care (8 - 10)	78.5%	71.4%	7.0%
Rating of Personal Doctor (8 - 10)	87.7%	83.9%	3.8%
Rating of Specialist (8 - 10)	81.1%	90.9%	9.8%
Rating of Health Plan (8 - 10)	85.8%	67.2%	18.6%
Rating of Health Care (9 - 10)	58.5%	53.1%	5.4%
Rating of Personal Doctor (9 - 10)	74.2%	67.9%	6.3%
Rating of Specialist (9 - 10)	66.0%	68.2%	2.1%
Rating of Health Plan (9 - 10)	70.4%	54.1%	16.3%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	White	Black or African American	Other	Range*
Getting Needed Care	84.9%	100.0%	79.4%	5.5%
Getting Care Quickly	88.9%	83.8%	85.3%	3.6%
How Well Doctors Communicate	96.0%	97.2%	89.8%	6.2%
Customer Service	94.0%	100.0%	85.8%	8.2%
Shared Decision Making	86.5%	80.0%	79.6%	7.0%
Health Promotion and Education	76.5%	85.7%	83.6%	7.1%
Coordination of Care	81.7%	60.0%	81.3%	0.4%
Ease of Filling Out Forms	93.2%	90.9%	90.9%	2.3%
Rating of Health Care (8 - 10)	76.5%	100.0%	70.5%	6.0%
Rating of Personal Doctor (8 - 10)	88.2%	90.0%	81.2%	7.0%
Rating of Specialist (8 - 10)	84.9%	66.7%	85.2%	0.3%
Rating of Health Plan (8 - 10)	78.4%	81.8%	79.2%	0.8%
Rating of Health Care (9 - 10)	54.6%	71.4%	49.2%	5.4%
Rating of Personal Doctor (9 - 10)	75.0%	90.0%	65.2%	9.8%
Rating of Specialist (9 - 10)	69.8%	66.7%	66.7%	3.1%
Rating of Health Plan (9 - 10)	66.0%	72.7%	59.7%	6.3%

\* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their race is Black or African-American, this segment is not included in range calculations.

	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	84.5%	81.5%	80.8%	3.0%
Getting Care Quickly	87.6%	92.3%	81.7%	4.7%
How Well Doctors Communicate	96.0%	91.2%	91.3%	4.8%
Customer Service	91.3%	94.6%	83.3%	3.3%
Shared Decision Making	83.8%	88.5%	78.4%	4.7%
Health Promotion and Education	75.5%	75.9%	92.9%	0.3%
Coordination of Care	83.7%	80.0%	70.6%	3.7%
Ease of Filling Out Forms	95.1%	90.3%	81.8%	4.8%
Rating of Health Care (8 - 10)	81.1%	75.4%	60.7%	5.6%
Rating of Personal Doctor (8 - 10)	92.0%	82.4%	76.7%	9.7%
Rating of Specialist (8 - 10)	83.3%	81.8%	94.1%	1.5%
Rating of Health Plan (8 - 10)	82.4%	79.2%	73.5%	3.2%
Rating of Health Care (9 - 10)	63.2%	61.4%	25.0%	1.8%
Rating of Personal Doctor (9 - 10)	77.0%	69.1%	63.3%	7.9%
Rating of Specialist (9 - 10)	72.2%	59.1%	70.6%	13.1%
Rating of Health Plan (9 - 10)	68.8%	69.4%	47.1%	0.6%

\* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating their health is "Fair" or "Poor," this segment is not included in range calculations.



	Excellent/ Very Good	Good	Fair/Poor	Range*
Getting Needed Care	87.0%	80.8%	81.7%	6.2%
Getting Care Quickly	88.8%	92.7%	86.1%	6.6%
How Well Doctors Communicate	99.0%	88.9%	92.3%	10.0%
Customer Service	95.8%	82.7%	93.2%	13.1%
Shared Decision Making	85.3%	85.5%	82.4%	3.1%
Health Promotion and Education	83.1%	78.8%	70.6%	12.5%
Coordination of Care	85.0%	82.9%	71.0%	14.0%
Ease of Filling Out Forms	91.5%	93.9%	90.9%	3.0%
Rating of Health Care (8 - 10)	84.4%	70.6%	69.2%	15.2%
Rating of Personal Doctor (8 - 10)	93.2%	87.3%	77.0%	16.1%
Rating of Specialist (8 - 10)	80.0%	95.5%	82.6%	15.5%
Rating of Health Plan (8 - 10)	87.4%	76.1%	75.0%	12.4%
Rating of Health Care (9 - 10)	63.6%	52.9%	50.0%	13.6%
Rating of Personal Doctor (9 - 10)	83.0%	63.5%	67.2%	19.5%
Rating of Specialist (9 - 10)	73.3%	68.2%	60.9%	12.5%
Rating of Health Plan (9 - 10)	73.7%	62.7%	57.4%	16.3%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



# By Number of Doctor or Clinic Visits (Q7) – CCC Population

	Less Than Three Visits	Three or More Visits	Range*
Getting Needed Care	82.8%	82.7%	0.2%
Getting Care Quickly	86.7%	91.8%	5.1%
How Well Doctors Communicate	92.5%	95.2%	2.7%
Customer Service	94.7%	85.7%	9.0%
Shared Decision Making	85.4%	83.3%	2.1%
Health Promotion and Education	75.2%	82.7%	7.5%
Coordination of Care	78.2%	85.4%	7.2%
Ease of Filling Out Forms	95.1%	86.1%	9.0%
Rating of Health Care (8 - 10)	80.0%	70.7%	9.3%
Rating of Personal Doctor (8 - 10)	87.5%	83.3%	4.2%
Rating of Specialist (8 - 10)	78.9%	89.2%	10.2%
Rating of Health Plan (8 - 10)	85.4%	72.0%	13.5%
Rating of Health Care (9 - 10)	61.0%	51.2%	9.8%
Rating of Personal Doctor (9 - 10)	73.4%	69.2%	4.2%
Rating of Specialist (9 - 10)	63.2%	70.3%	7.1%
Rating of Health Plan (9 - 10)	68.1%	61.0%	7.1%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	Mail	Phone	Internet	Range*
Getting Needed Care	82.1%	81.1%	96.9%	1.1%
Getting Care Quickly	89.1%	86.7%	97.1%	2.4%
How Well Doctors Communicate	93.6%	93.2%	98.3%	0.4%
Customer Service	92.8%	89.5%	90.0%	3.3%
Shared Decision Making	82.7%	86.7%	79.2%	3.9%
Health Promotion and Education	77.7%	79.2%	81.3%	1.5%
Coordination of Care	78.9%	82.9%	77.8%	4.0%
Ease of Filling Out Forms	95.9%	84.3%	100.0%	11.6%
Rating of Health Care (8 - 10)	69.9%	84.9%	68.8%	15.0%
Rating of Personal Doctor (8 - 10)	82.1%	92.9%	82.4%	10.7%
Rating of Specialist (8 - 10)	81.3%	86.4%	100.0%	5.1%
Rating of Health Plan (8 - 10)	77.9%	81.7%	88.9%	3.9%
Rating of Health Care (9 - 10)	47.3%	67.1%	62.5%	19.8%
Rating of Personal Doctor (9 - 10)	70.5%	75.0%	70.6%	4.5%
Rating of Specialist (9 - 10)	62.5%	68.2%	100.0%	5.7%
Rating of Health Plan (9 - 10)	64.8%	66.7%	66.7%	1.9%

\* Range is the difference between Summary Rates shown. Due to the small number of Internet respondents, this segment is not included in range.

	<b>0 - 7</b>	<b>8 - 10</b>	<b>Range*</b>
Getting Needed Care	63.9%	87.8%	24.0%
Getting Care Quickly	73.9%	92.0%	18.2%
How Well Doctors Communicate	88.3%	95.0%	6.8%
Customer Service	70.8%	94.4%	23.6%
Shared Decision Making	83.8%	84.4%	0.6%
Health Promotion and Education	72.7%	79.6%	6.9%
Coordination of Care	57.1%	85.9%	28.7%
Ease of Filling Out Forms	86.7%	92.9%	6.2%
Rating of Health Care (8 - 10)	39.4%	84.4%	45.0%
Rating of Personal Doctor (8 - 10)	57.1%	93.5%	36.3%
Rating of Specialist (8 - 10)	68.8%	88.3%	19.6%
Rating of Health Plan (8 - 10)	0.0%	100.0%	100.0%
Rating of Health Care (9 - 10)	15.2%	66.0%	50.8%
Rating of Personal Doctor (9 - 10)	40.5%	80.5%	40.0%
Rating of Specialist (9 - 10)	43.8%	73.3%	29.6%
Rating of Health Plan (9 - 10)	0.0%	81.8%	81.8%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.

	0 - 7	8 - 10	Range*
Getting Needed Care	75.5%	85.7%	NA
Getting Care Quickly	89.9%	89.5%	NA
How Well Doctors Communicate	72.5%	96.6%	NA
Customer Service	83.3%	92.3%	NA
Shared Decision Making	74.1%	86.4%	NA
Health Promotion and Education	68.2%	81.1%	NA
Coordination of Care	50.0%	84.8%	NA
Ease of Filling Out Forms	100.0%	90.4%	NA
Rating of Health Care (8 - 10)	27.3%	83.8%	NA
Rating of Personal Doctor (8 - 10)	0.0%	100.0%	NA
Rating of Specialist (8 - 10)	72.7%	85.0%	NA
Rating of Health Plan (8 - 10)	37.9%	86.8%	NA
Rating of Health Care (9 - 10)	13.6%	62.8%	NA
Rating of Personal Doctor (9 - 10)	0.0%	83.7%	NA
Rating of Specialist (9 - 10)	45.5%	71.7%	NA
Rating of Health Plan (9 - 10)	20.7%	73.1%	NA

\* Range is the difference between Summary Rates shown. Due to the small number of respondents rating their personal doctor a '0' through '7', range calculations are not included.





	Yes	No	Range*
Getting Needed Care	88.3%	79.2%	9.1%
Getting Care Quickly	88.5%	88.7%	0.1%
How Well Doctors Communicate	95.5%	92.4%	3.1%
Customer Service	91.1%	0.0%	91.1%
Shared Decision Making	88.9%	81.4%	7.5%
Health Promotion and Education	82.2%	76.4%	5.8%
Coordination of Care	89.6%	72.9%	16.7%
Ease of Filling Out Forms	90.2%	92.4%	2.2%
Rating of Health Care (8 - 10)	74.0%	76.4%	2.4%
Rating of Personal Doctor (8 - 10)	89.0%	84.3%	4.8%
Rating of Specialist (8 - 10)	93.1%	78.3%	14.8%
Rating of Health Plan (8 - 10)	85.7%	76.6%	9.2%
Rating of Health Care (9 - 10)	58.9%	53.8%	5.1%
Rating of Personal Doctor (9 - 10)	73.2%	71.7%	1.5%
Rating of Specialist (9 - 10)	75.9%	60.9%	15.0%
Rating of Health Plan (9 - 10)	73.8%	60.0%	13.8%

\* Range is the difference between Summary Rates shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given question/composite.



# By Received Help From Customer Service (Q50) – CCC Population

Presbyterian Centennial Care

Please see Technical Notes for more information.

	Never/ Sometimes	Always/ Usually	Range*
Getting Needed Care	80.0%	89.7%	NA
Getting Care Quickly	72.2%	91.0%	NA
How Well Doctors Communicate	75.0%	98.8%	NA
Customer Service	36.4%	99.3%	NA
Shared Decision Making	83.3%	89.9%	NA
Health Promotion and Education	80.0%	82.3%	NA
Coordination of Care	62.5%	95.0%	NA
Ease of Filling Out Forms	70.0%	93.0%	NA
Rating of Health Care (8 - 10)	40.0%	79.0%	NA
Rating of Personal Doctor (8 - 10)	80.0%	90.1%	NA
Rating of Specialist (8 - 10)	100.0%	91.7%	NA
Rating of Health Plan (8 - 10)	54.5%	90.4%	NA
Rating of Health Care (9 - 10)	30.0%	62.9%	NA
Rating of Personal Doctor (9 - 10)	50.0%	76.1%	NA
Rating of Specialist (9 - 10)	80.0%	75.0%	NA
Rating of Health Plan (9 - 10)	27.3%	80.8%	NA

\* Range is the difference between Summary Rates shown. Due to the small number of respondents indicating that they "Never" or "Sometimes" received help from Customer Service, range calculations are not included.



# Correlation Analysis

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## Plan Specific Correlations

- Presbyterian Centennial Care
- 6130433

**Correlations** This section provides attribute correlations with *Rating of Health Plan* (Q54), *Rating of Health Care* (Q14), and *Rating of Personal Doctor* (Q41). The correlations show the strength of the linear relationship between the individual attribute and the rating question. The correlation value can range from  $-1$  to  $+1$  with values close to  $+1$  indicating a strong positive relationship. For example, a question that is highly correlated with *Rating of Health Plan* indicates that a low Summary Rate for that question is associated with a low Summary Rate for *Rating of Health Plan*, and a high Summary Rate for that question is associated with a high Summary Rate for *Rating of Health Plan*.

Attributes considered to be highly correlated with the rating measures are shaded blue ( $r > 0.400$ ). Comparisons to the 2017 Medicaid Child Quality Compass® All Plans benchmark are also shown with significance testing.

Slides are presented for both the General Population and the CCC Population.

### Significance Testing

**Green** – Significantly higher percentage when compared to current year data.

**Red** – Significantly lower percentage when compared to current year data.

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2017 Quality Compass All Plans
<b>Getting Needed Care</b>					
15 Getting care, tests, or treatments child needed	0.279	<b>0.475</b>	0.314	86.2%	89.2%
46 Child obtained appointment with specialist as soon as needed	<b>0.535</b>	0.386	0.122	74.0%	80.4%
<b>Getting Care Quickly</b>					
4 Child obtained needed care right away	0.097	0.321	0.025	91.3%	90.7%
6 Child obtained appointment for care as soon as needed	0.174	0.263	0.176	86.0%	87.2%
<b>How Well Doctors Communicate</b>					
32 Child's doctor explained things in an understandable way	0.178	0.316	0.33	94.8%	94.0%
33 Child's doctor listened carefully to you	0.248	0.361	<b>0.511</b>	94.7%	95.0%
35 Child's doctor showed respect for what you had to say	0.231	0.279	<b>0.474</b>	97.6%	96.2%
37 Child's doctor spent enough time with your child	0.271	<b>0.512</b>	<b>0.438</b>	88.0%	88.8%
<b>Customer Service</b>					
50 Getting information/help from customer service	0.344	0.191	<b>0.471</b>	82.2%	82.6%
51 Treated with courtesy and respect by customer service staff	0.082	0.165	<b>0.441</b>	97.0%	93.6%



# Correlation Analysis – General Population *(continued)*

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2017 Quality Compass All Plans
<b>Other Measures</b>					
Coordination of Care	0.294	0.233	<b>0.479</b>	80.2%	82.9%
Ease of Filling Out Forms	0.048	0.120	0.156	93.7%	94.8%
<b>Rating Questions</b>					
Rating of Health Care	<b>0.520</b>	NA	<b>0.558</b>	82.0%	<b>86.7%</b>
Rating of Personal Doctor	<b>0.471</b>	<b>0.558</b>	NA	89.1%	89.3%
Rating of Specialist	<b>0.439</b>	<b>0.794</b>	<b>0.478</b>	84.6%	87.3%
Rating of Health Plan	NA	<b>0.52</b>	<b>0.471</b>	86.5%	85.8%

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2017 Quality Compass All Plans
<b>Getting Needed Care</b>					
15 Getting care, tests, or treatments child needed	0.386	<b>0.502</b>	0.348	89.1%	90.6%
46 Child obtained appointment with specialist as soon as needed	0.322	0.069	0.207	76.7%	82.9%
<b>Getting Care Quickly</b>					
4 Child obtained needed care right away	0.273	0.214	0.052	90.1%	93.3%
6 Child obtained appointment for care as soon as needed	0.198	0.317	0.219	87.4%	90.8%
<b>How Well Doctors Communicate</b>					
32 Child's doctor explained things in an understandable way	0.286	0.266	<b>0.432</b>	94.9%	95.2%
33 Child's doctor listened carefully to you	0.249	0.260	<b>0.513</b>	93.7%	95.0%
35 Child's doctor showed respect for what you had to say	0.305	0.289	<b>0.524</b>	97.1%	96.1%
37 Child's doctor spent enough time with your child	0.330	0.352	<b>0.502</b>	89.7%	90.7%
<b>Customer Service</b>					
50 Getting information/help from customer service	<b>0.560</b>	0.314	0.323	87.1%	84.8%
51 Treated with courtesy and respect by customer service staff	<b>0.553</b>	0.280	0.208	95.2%	94.9%



# Correlation Analysis – CCC Population *(continued)*

	With Health Plan Rating	With Health Care Rating	With Personal Doctor Rating	Plan Summary Rate	2017 Quality Compass All Plans
<b>Other Measures</b>					
Coordination of Care	0.299	<b>0.440</b>	<b>0.532</b>	80.4%	82.9%
Ease of Filling Out Forms	0.085	0.035	0.030	91.7%	94.3%
<b>Rating Questions</b>					
Rating of Health Care	<b>0.595</b>	NA	<b>0.577</b>	75.8%	<b>85.4%</b>
Rating of Personal Doctor	<b>0.500</b>	<b>0.577</b>	NA	86.4%	88.7%
Rating of Specialist	<b>0.442</b>	0.374	0.358	84.2%	86.0%
Rating of Health Plan	NA	<b>0.595</b>	<b>0.500</b>	80.3%	83.5%





# Priority Matrix



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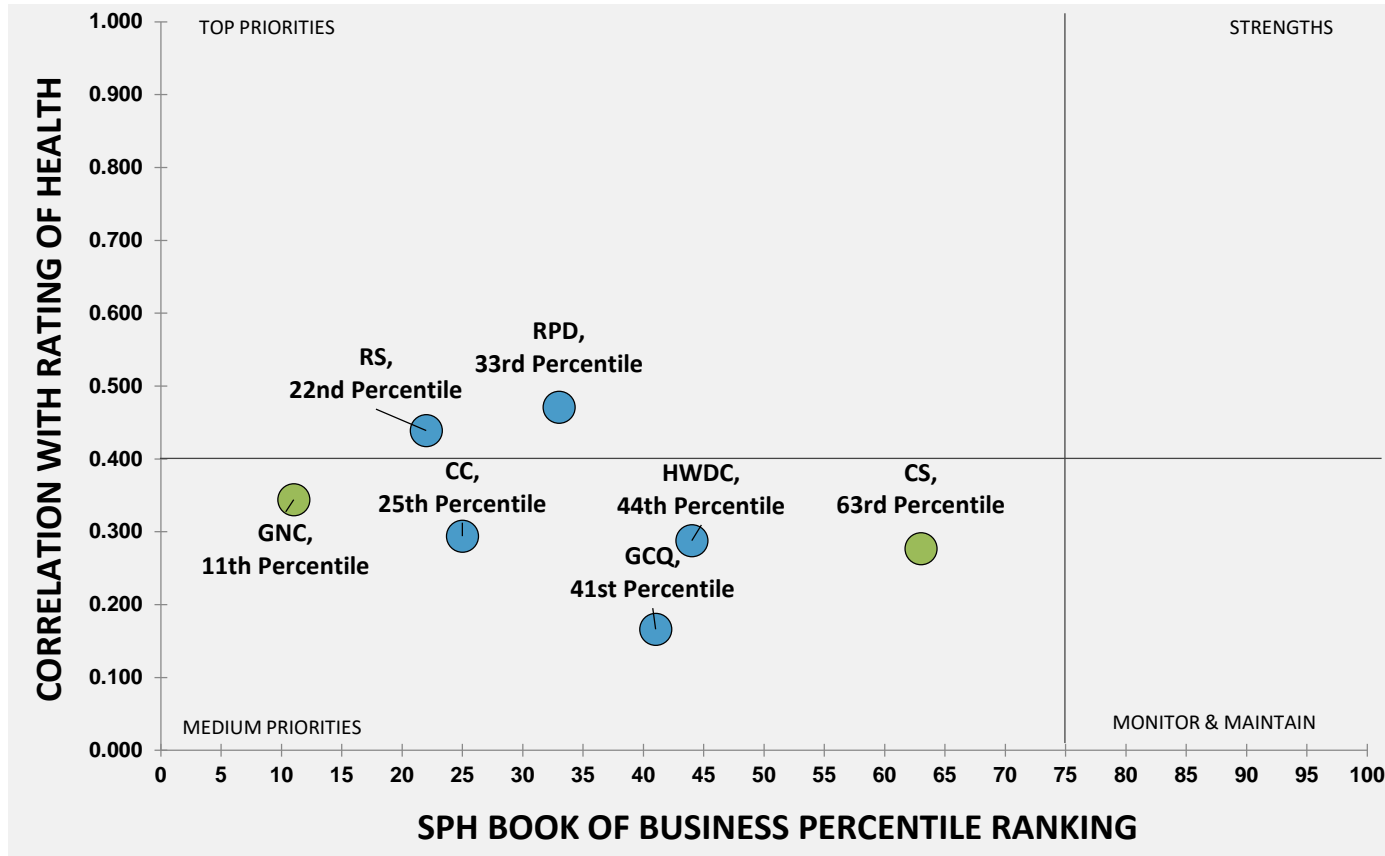
Display of Measure Performance

- Presbyterian Centennial Care
- 6130433

**Priority Matrix** This section provides a graphical display of performance of survey composites and key measures, along with their relative ‘importance’ as it relates to *Rating of Health Plan* (Q54). Composites and key measures are placed on the Priority Matrix according to the interaction between their correlation coefficient and percentile ranking within the 2018 SPH Analytics Book of Business.

Composites and measures with moderate to strong correlations (0.400 and higher) with *Rating of Health Plan* (Q54) and ranking at or above the 75th percentile are considered plan *Strengths* and are placed in the top right quadrant. Composites with moderate to strong correlations (0.400 and higher) with *Rating of Health Plan* but ranking below the 75th percentile are considered *Top Priorities* and are placed in the top left quadrant. The *Monitor and Maintain* quadrant includes those composites and measures that are weakly correlated (below 0.400) with *Rating of Health Plan* but rank at or above the 75th percentile. Composites that are weakly correlated (below 0.400) with *Rating of Health Plan* and rank below the 75th percentile are considered *Medium Priorities* and are placed in the bottom left quadrant.

	HEALTH PLAN DOMAIN		HEALTH CARE DOMAIN
Getting Needed Care (GNC)		Getting Care Quickly (GCQ)	
Customer Service (CS)		How Well Doctors Communicate (HWDC)	
		Coordination of Care (CC)	
		Rating of Personal Doctor (RPD)	
		Rating of Specialist (RS)	





# Custom Question Analysis

- Presbyterian Centennial Care
- 6130433

## Custom Question Results

Your plan asked the following supplemental questions on the 2018 survey tool.

Q#	Survey Item	Population	Valid n	Category Responses (Summary Rate responses in grey)						Plan's Summary Rate		SPH Book of Business - 2017*	
				2018	2017	Summary Rate	Correlation with Q54	2018	2017	Summary Rate	Correlation with Q54		
84	In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?	General	345	<u>Yes</u> 23.5%	<u>No</u> 76.5%					23.5%	20.1%	22.3%	NA
		CCC	223	42.2%	57.8%					42.2%	37.6%	38.2%	NA
85	In the last 6 months, who helped to coordinate your child's care?	General	66	<u>Someone from your child's health plan</u> 21.2%	<u>Someone from your child's doctor's office or clinic</u> 51.5%	<u>Someone from another organization</u> 4.5%	<u>A friend or family member</u> 0.0%	<u>You</u> 22.7%	<u>My child did not receive health care in the last 6 months</u> n = 5	NA	NA	NA	NA
		CCC	80	22.5%	52.5%	3.8%	1.3%	20.0%	n = 3	NA	NA	NA	NA
86	How satisfied are you with the help you got to coordinate your child's care in the last 6 months?	General	77	<u>Very dissatisfied</u> 2.6%	<u>Dissatisfied</u> 0.0%	<u>Neither dissatisfied nor satisfied</u> 3.9%	<u>Satisfied</u> 44.2%	<u>Very satisfied</u> 49.4%		93.5%	95.5%	73.3%	NA
		CCC	91	1.1%	0.0%	9.9%	45.1%	44.0%		89.0%	92.6%	71.5%	0.037
87	Do you feel that your child's cultural and/or language needs are recognized and addressed, as needed, by Presbyterian?	General	347	<u>Yes</u> 84.4%	<u>No</u> 15.6%					84.4%	81.1%	NA	NA
		CCC	229	85.2%	14.8%					85.2%	86.6%	NA	NA

\* The 2017 SPH Analytics Book of Business consists of the results of 10 Medicaid child with CCC samples surveyed by SPH Analytics in 2017 that submitted data to NCQA.

### Significance Testing

**Green** – Significantly higher percentage when compared to current year data.

**Red** – Significantly lower percentage when compared to current year data.



SPH understands CAHPS is only one component of your performance improvement program. We invite you to partner with us for ongoing quality improvement.

## Performance Improvement Consulting

SPH's consulting services help plans understand their CAHPS results and develop improvement initiatives based on survey data.

## Simulation and Drill-Down Surveys

Understand the why behind your members' responses and develop targeted initiatives to improve scores, performance, and member satisfaction.

## Continuous Member Engagement and Outreach

Connect with members throughout the year with SPH's multi-channel member engagement and targeted outreach programs. Increase satisfaction/loyalty, close care gaps, and improve scores and ratings.

