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MY 2021 CAHPS® MEDICAID ADULT 5.1H SURVEY

WESTERN SKY COMMUNITY CARE (CENTENE NM)



WESTERN SKY COMMUNITY CARE

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SPH Analytics (SPH), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Western Sky Community Care to conduct its MY 2021 CAHPS® 5.1H Medicaid Adult Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

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 can aid plans in increasing the quality of provided care.

2022 NCQA CHANGES NCQA made no substantial changes to the survey or program for 2022.

Your Project Manager is Julia Schneider (248-539-8757). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to call your Project Manager.

DATA COLLECTION

The MY 2021 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire
mailed
3/1/2022



Second questionnaire
mailed
4/5/2022



Initiate follow-up calls
to non-responders
4/26/2022 - 5/10/2022



Last day to accept
completed surveys
5/12/2022

QUALIFIED RESPONDENTS

Included beneficiaries who were...


- 18 years and older (as of December 31st of the measurement year)
- Continuously enrolled in the plan for at least five of the last six months of the measurement year

2022 RESPONSE RATE CALCULATION

$$\frac{114 \text{ (Completed)}}{1350 \text{ (Sample)} - 19 \text{ (Ineligible)}} = \frac{114}{1331} = 8.6\%$$

VALID SURVEYS

 Total Number of Mail Completed = 77 (0 in Spanish)

 Total Number of Phone Completed = 37 (1 in Spanish)

Number of Undeliverables: 415

Note: Respondents were given the option of completing the survey in Spanish. A telephone number was provided on the survey cover letter for members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2020	2021	2022
Completed	SUBTOTAL	47	134	114
	Does not Meet Eligibility Criteria (01)	0	11	17
Ineligible	Language Barrier (03)	0	3	1
	Mentally/Physically Incapacitated (04)	0	1	1
	Deceased (05)	0	1	0
	SUBTOTAL	0	16	19
Non-response	Break-off/Incomplete (02)	0	8	10
	Refusal (06)	0	30	53
	Maximum Attempts Made (07)	1303	1162	1154
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1303	1200	1217
Total Sample		1350	1350	1350
Oversampling %		0.0%	0.0%	0.0%
Response Rate		3.5%	10.0%	8.6%
SPH Response Rate		15.5%	14.8%	12.2%



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INDUSTRY TRENDS

- Western Sky Community Care



Trend Highlights The robust SPH Analytics Book of Business is valuable in monitoring industry trends. On the right, we have provided a side-by-side comparison of aggregate SPH Book of Business scores to help you understand broader trends in measure scoring over the past four years.

Medicaid Adult: Among the Medicaid Adult population, several measures declined by more than 1% compared to last year. The biggest decreases were in *Rating of Health Care*, *Getting specialist appointments*, and *Getting urgent care*.

Most scores rose at the beginning of the pandemic, but *Rating of Health Plan* and *Coordination of Care* are the only measures still rated at least 1% higher than they were in 2019. *Getting urgent care* and *Flu Vaccine* are both 3% lower than their 2019 scores.

COVID-19 Impact The pandemic caused significant disruption throughout most of 2020 and continuing through today. The disruption is reflected in the variation we've seen in health system experience scores over the last few years.

SPH Book of Business Trends				
	2019	2020	2021	2022
Rating Questions (% 9 or 10)				
Q28. Rating of Health Plan	62.0%	64.6%	64.5%	64.0%
Q8. Rating of Health Care	56.2%	58.8%	59.4%	57.0%
Q18. Rating of Personal Doctor	68.8%	70.7%	70.4%	69.5%
Q22. Rating of Specialist	66.8%	70.9%	69.7%	68.4%
Rating Questions (% 8, 9 or 10)				
Q28. Rating of Health Plan	78.4%	80.3%	79.8%	79.6%
Q8. Rating of Health Care	75.7%	76.9%	77.5%	75.8%
Q18. Rating of Personal Doctor	82.7%	84.2%	83.8%	83.1%
Q22. Rating of Specialist	82.9%	84.7%	83.9%	82.7%
Getting Needed Care (% A/U)				
Q9. Getting care, tests, or treatment	85.5%	86.3%	85.8%	85.0%
Q20. Getting specialist appointment	80.9%	80.7%	82.4%	79.6%
Getting Care Quickly (% A/U)				
Q4. Getting urgent care	84.9%	85.0%	84.3%	81.7%
Q6. Getting routine care	80.4%	80.4%	80.9%	80.0%
Coordination of Care (Q17) (% A/U)				
Q17. Coordination of Care	83.8%	85.9%	84.8%	85.0%
Flu Vaccine: Adults 18-64 (Q31) (% Y)				
Q31. Flu Vaccine: Adults 18-64	45.4%	44.1%	40.6%	41.2%

 Increase of 1% or greater since 2021
 Decrease of 1% or greater since 2021



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EXECUTIVE SUMMARY

- Western Sky Community Care



OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2021 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

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.

SPH Benchmark Information The source for data contained within the SPH Book of Business is all submitting plans that contracted with SPH for MY 2021. Submission occurred on May 25th, 2022.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2021. It is used with the permission of 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.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

Small Denominator Threshold NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Non-Accreditation Notation Throughout the report you will see a notation of “+” which indicates that the given measure is not utilized for accreditation score calculation.

COVID-19 IMPACT Because the 2020 survey administration took place during extraordinary circumstances, please use caution when comparing and interpreting trend results.

Technical Notes Please refer to the Technical Notes for more information.



114

Completed surveys

8.6%

Response Rate

Stars: SPH **Estimated** NCQA Rating
NA = Denominator < 100

Scores: All scores displayed are Summary Rate Scores

- Rating: % 9 or 10
- Composites: % Usually or Always
- Flu: % Yes
- Smoking: % Always, Usually, or Sometimes

Significance Testing: Current score is significantly higher/lower than 2021 (↑/↓) or 2020 (↕/↔).

Percentiles: Based on the 2022 SPH Book of Business

Health Plan Key Driver Classification: Details can be found in the KDA section.

Rating of Health Plan ★★			
Rating of Health Plan	58.9%	20 th	---
Rating of Health Care (NA)			
Rating of Health Care	45.3%	<5 th	Opportunity
Rating of Personal Doctor (NA)			
Rating of Personal Doctor	62.0%	11 th	Wait
Rating of Specialist (NA)			
Rating of Specialist	53.1%	<5 th	Wait
Flu Vaccine: 18-64 (NA)			
Flu Vaccine: 18-64	30.8%	↓ 9 th	---
Advised to Quit Smoking: 2YR (NA)			
Advised to Quit Smoking: 2YR	70.7%	33 rd	---

Customer Service +			
Composite	86.5%	18 th	---
Q24. Provided information or help	80.0%	21 st	Opportunity
Q25. Treated with courtesy and respect	93.0%	21 st	Opportunity
Ease of Filling Out Forms +			
Ease of Filling Out Forms +	95.2%	35 th	Opportunity

Coordination of Care (NA)			
Coordination of Care	73.0%	<5 th	Wait
Getting Needed Care (NA)			
Composite	83.1%	51 st	---
Q9. Getting care, tests, or treatment	86.7%	68 th	Power
Q20. Getting specialist appointment	79.6%	47 th	Wait
Getting Care Quickly (NA)			
Composite	77.2%	24 th	---
Q4. Getting urgent care	72.5%	9 th	Opportunity
Q6. Getting routine care	81.8%	62 nd	Power

How Well Doctors Communicate +			
Composite	90.1%	14 th	---
Q12. Dr. explained things	91.4%	32 nd	Wait
Q13. Dr. listened carefully	87.9%	5 th	Wait
Q14. Dr. showed respect	94.8%	52 nd	Retain
Q15. Dr. spent enough time	86.2%	13 th	Wait



ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2022 BASE	2022 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	SPH ESTIMATED RATING
PATIENT EXPERIENCE						2
GETTING CARE						NA
Getting Needed Care	Usually or Always	64	83.1%	85.7%	33 rd	NA
Getting Care Quickly	Usually or Always	53	77.1%	83.7%	10 th	NA
SATISFACTION WITH PLAN PHYSICIANS						NA
Rating of Personal Doctor	9 or 10	71	61.9%	71.5%	<10 th	NA
Rating of Specialist	9 or 10	49	53.0%	71.9%	<10 th	NA
Rating of Health Care	9 or 10	75	45.3%	60.8%	<10 th	NA
Coordination of Care	Usually or Always	37	72.9%	87.4%	<10 th	NA
SATISFACTION WITH PLAN SERVICES						2
Rating of Health Plan	9 or 10	112	58.9%	64.7%	10 th	2
PREVENTION						
Flu Vaccinations Adults Ages 18-64	Yes	91	30.7%	42.4%	10 th	NA
TREATMENT						
Smoking Advice: Rolling Average	Sometimes, Usually or Always	75	70.7%	77.7%	10 th	NA

EXPLANATION

NCQA calculates health plan ratings (HPR) by evaluating plans in three categories: consumer satisfaction, clinical quality (includes prevention and treatment) and NCQA Accreditation Standards score.

The overall NCQA star rating is the weighted average of an organization's HEDIS and CAHPS measure ratings, plus Accreditation bonus points (if the organization has NCQA Accreditation), rounded to the nearest half point.

The CAHPS measures are classified based on their national percentile (10th, 33rd, 67th and 90th) into scores ranging from 1 to 5 (in increments of 0.5), where 5 is the highest score and 1 is the lowest.

Results are summarized in the table to the left. **Percentiles and ratings are estimated by SPH** based on the 2021 NCQA data and benchmarks.

Rating = 1	Rating = 2	Rating = 3	Rating = 4	Rating = 5
<10 th Percentile	10 th – 32 nd Percentile	33 rd – 66 th Percentile	67 th – 89 th Percentile	≥90 th Percentile

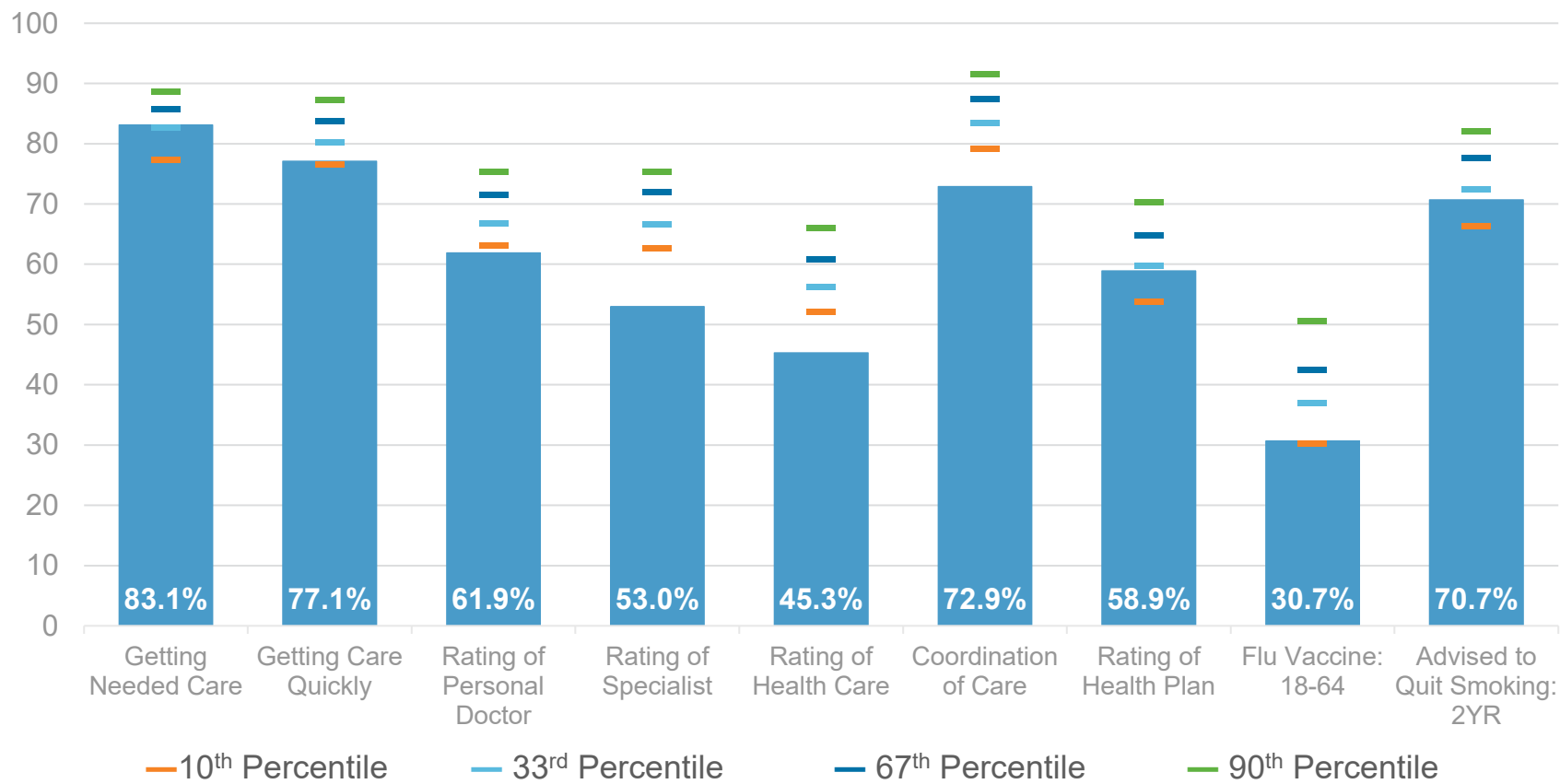
Notes:

- NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.
- Medicaid plans have the option to be scored on either Adult CAHPS or Child CAHPS data.

*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

COMPARISON TO QUALITY COMPASS CUT POINTS

The graph shows how your plan's **Estimated Health Plan Rating (HPR) scores** used for accreditation ratings compare to the most recent Quality Compass thresholds published by NCQA (Fall 2021).



Dark Blue bar = Your plan's performance is at or above the 67th percentile

Light Blue bar = Your plan's performance is below the 67th percentile

HPR scores are **truncated** to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

* Scores are % 9 or 10, % Always or Usually, % Yes (Flu) and % Always, Usually or Sometimes (Smoking Advice: Rolling Average).

MEASURE	SUMMARY RATE		CHANGE	2022 SPH BOOK OF BUSINESS BENCHMARK							
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
Health Plan Domain											
Rating of Health Plan <i>% 9 or 10</i>	63.6%	58.9%	-4.7							20 th	64.0%
Getting Needed Care <i>% Usually or Always</i>	80.5%	83.1%	2.6							51 st	82.3%
Customer Service + <i>% Usually or Always</i>	89.1%	86.5%	-2.6							18 th	89.7%
Ease of Filling Out Forms + <i>% Usually or Always</i>	95.4%	95.2%	-0.2							35 th	95.6%
Health Care Domain											
Rating of Health Care <i>% 9 or 10</i>	52.4%	45.3%	-7.1							<5 th	57.0% ▼
Getting Care Quickly <i>% Usually or Always</i>	77.4%	77.2%	-0.2							24 th	80.9%
How Well Doctors Communicate + <i>% Usually or Always</i>	93.2%	90.1%	-3.1							14 th	92.7%
Coordination of Care <i>% Usually or Always</i>	81.0%	73.0%	-8.0							<5 th	85.0%
Rating of Personal Doctor <i>% 9 or 10</i>	65.3%	62.0%	-3.3							11 th	69.5%
Rating of Specialist <i>% 9 or 10</i>	61.2%	53.1%	-8.1							<5 th	68.4% ▼

Significance Testing Current score is significantly higher/lower than the 2021 score (↑/↓) or benchmark score (▲/▼).

[More info.](#) 



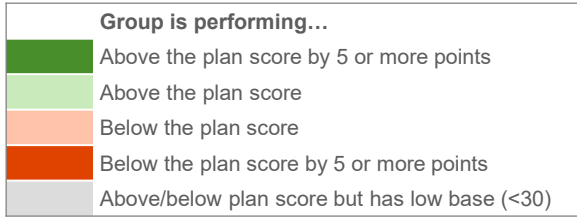
MEASURE SUMMARY

MEDICAID ADULT

MEASURE	SUMMARY RATE		CHANGE	2022 SPH BOOK OF BUSINESS BENCHMARK							
	2021	2022		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
Effectiveness of Care											
Flu Vaccine: 18-64 <i>% Yes</i>	46.3%	30.8% ↓	-15.5						9 th	41.2% ▼	
Advised to Quit Smoking: 2YR <i>% Sometimes, Usually, or Always</i>	71.1%	70.7%	-0.4						33 rd	74.1%	
Discussing Cessation Meds: 2YR + <i>% Sometimes, Usually, or Always</i>	57.8%	48.6%	-9.2						43 rd	51.9%	
Discussing Cessation Strategies: 2YR + <i>% Sometimes, Usually, or Always</i>	48.9%	42.5%	-6.4						36 th	46.4%	

Significance Testing Current score is significantly higher/lower than the 2021 score (↑/↓) or benchmark score (▲/▼).

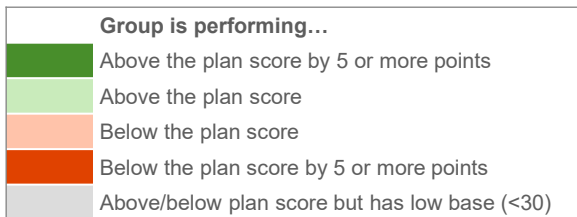
[More info.](#)



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

[More info.](#)

			Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Coordination of Care		Flu Vaccine: 18-64	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
Demographic			58.9%		45.3%		83.1%		77.2%		73.0%		30.8%	
Gender	Male	n = 50		-3%		9%		4%		1%		13%		-2%
	Female	n = 62		3%		-4%		-2%		1%		-5%		1%
Age	18 – 34	n = 26		-17%		1%		-8%		-15%		-40%		-10%
	35 – 44	n = 15		1%		-20%		-7%		-15%		7%		-2%
	45 – 54	n = 16		8%		21%		8%		9%		10%		9%
	55 or older	n = 57		5%		-2%		1%		7%		7%		3%
Overall Health	Excellent/Very Good	n = 27		-3%		24%		-3%		5%		27%		-9%
	Good	n = 39		3%		9%		6%		2%		-9%		-7%
	Fair/Poor	n = 46		0%		-14%		-4%		-2%		0%		11%
Mental Health	Excellent/Very Good	n = 34		5%		11%		-5%		-14%		-23%		-11%
	Good	n = 39		-1%		5%		6%		7%		12%		3%
	Fair/Poor	n = 41		-3%		-12%		-2%		4%		-1%		9%
Education	HS Grad or less	n = 67		8%		6%		6%		5%		4%		-11%
	Some college or more	n = 43		-8%		-5%		-3%		-2%		-3%		12%
Race/Ethnicity	White	n = 72		0%		2%		0%		-2%		1%		3%
	Black/African-American	n = 4		-59%		-45%		-25%		23%		27%		-31%
	Asian	n = 1		41%		-45%		-83%		-77%		NA		NA
	Native Hawaiian/Pacific Islander	n = 0		NA		NA		NA		NA		NA		NA
	American Indian or Alaska Native	n = 5		21%		5%		17%		23%		-23%		-6%
	Other	n = 28		9%		16%		-1%		-3%		7%		-5%
	Hispanic/Latino	n = 56		1%		5%		-7%		-7%		10%		-9%



The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

[More info.](#)

Demographic	Category	Total	Rating of Personal Doctor		Rating of Specialist		Customer Service +		How Well Doctors Communicate +		Ease of Filling Out Forms +	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
			62.0%		53.1%			86.5%		90.1%		95.2%
Gender	Male	n = 50		-3%		4%		1%		1%		-4%
	Female	n = 62		4%		-1%		0%		2%		3%
Age	18 – 34	n = 26		-20%		-25%		-12%		-5%		-4%
	35 – 44	n = 15		5%		-20%		5%		-11%		-2%
	45 – 54	n = 16		18%		-20%		14%		10%		5%
	55 or older	n = 57		1%		17%		1%		1%		1%
Overall Health	Excellent/Very Good	n = 27		7%		-41%		2%		10%		-3%
	Good	n = 39		11%		8%		6%		-1%		5%
	Fair/Poor	n = 46		-11%		5%		-4%		-3%		-2%
Mental Health	Excellent/Very Good	n = 34		9%		14%		7%		7%		-2%
	Good	n = 39		2%		-10%		-3%		5%		2%
	Fair/Poor	n = 41		-7%		-1%		-3%		-9%		-1%
Education	HS Grad or less	n = 67		1%		5%		-1%		-2%		0%
	Some college or more	n = 43		1%		-5%		3%		2%		2%
Race/Ethnicity	White	n = 72		-3%		4%		2%		2%		2%
	Black/African-American	n = 4		5%		-53%		-53%		10%		5%
	Asian	n = 1		38%		NA		14%		10%		5%
	Native Hawaiian/Pacific Islander	n = 0		NA		NA		NA		NA		NA
	American Indian or Alaska Native	n = 5		5%		-3%		1%		-7%		-15%
	Other	n = 28		15%		-8%		10%		5%		1%
	Hispanic/Latino	n = 56		14%		-1%		1%		8%		-1%

TOP THREE Performing Measures

Your plan's percentile rankings for these measures were the highest compared to the 2022 SPH Book of Business.

MEASURE	2022 Valid n	PLAN SUMMARY RATE SCORE			2021 QC			2022 SPH BoB		
		2021	2022	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Needed Care (% Usually or Always)	64 [^]	80.5%	83.1%	2.6	83.6%	-0.5	38 th	82.3%	0.8	51 st
Getting Care Quickly (% Usually or Always)	53 [^]	77.4%	77.2%	-0.2	81.8%	-4.6	12 th	80.9%	-3.7	24 th
Rating of Health Plan (% 9 or 10)	112	63.6%	58.9%	-4.7	62.3%	-3.4	29 th	64.0%	-5.1	20 th

BOTTOM THREE Performing Measures

Your plan's percentile rankings for these measures were the lowest compared to the 2022 SPH Book of Business.

MEASURE	2022 Valid n	PLAN SUMMARY RATE SCORE			2021 QC			2022 SPH BoB		
		2021	2022	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Rating of Health Care (% 9 or 10)	75 [^]	52.4%	45.3%	-7.1	58.7% ▼	-13.4	<5 th	57.0% ▼	-11.7	<5 th
Coordination of Care (% Usually or Always)	37 [^]	81.0%	73.0%	-8.0	85.4%	-12.4	<5 th	85.0%	-12.0	<5 th
Rating of Specialist (% 9 or 10)	49 [^]	61.2%	53.1%	-8.1	69.0% ▼	-15.9	<5 th	68.4% ▼	-15.3	<5 th

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.

Improving Performance

These measures had the lowest percentile rankings in comparison to the 2022 SPH Book of Business for your plan.

Improvement Strategies – Rating of Health Care

- Analyze, assess, probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with Rating of Health Care (e.g., GNC, GCQ, HWDC, CoC). Review QI recommendations/actions for related CAHPS composite measures.
- Seek to simplify Plan requirements, processes, and/or procedures (e.g., UM, CM, Pharma, Use of IVR) impacting the member experience of care and access to care, tests or treatment. Examples include: Provide care quickly. Provide quick access to effective treatments. Minimize patient costs for care.
- Assess internal data. Track, audit, review and assess call center calls and/or complaints regarding quality of care, choice of providers, access to care, UM, CM, health system, etc.
- Communicate and educate all areas of the Plan on CAHPS, sharing findings, initiatives and outcomes. Seek input and observations. Engage relevant contributors into QI design/activities.
- Confirm adequacy of contracted providers and walk-in centers with extended hours.
- Ensure CSR have easy access to current, updated resources to provide accurate guidance about plan/drug coverage, out of pocket cost, availability of providers, requirements, processes, etc.
- Foster strong relationships with contracted providers via regular communications and collaboration. Data driven comparisons of PEC metrics can support/guide mutual improvement.
- Explore potential of aligning information flow/ EHRs to better integrate, support, or facilitate patient care, coordination of care and vital information among contracted providers.
- Consider the need to conduct additional measurement, probing of composite measures with targeted populations or health systems (e.g., CG-CAHPS or CAHPS Drill Down Survey).

Improvement Strategies – Coordination of Care

- Inform, support, remind and facilitate providers about coordination of care expectations, timely notification requirements, and standards of care for post-visit follow up to all PCPs. Explore options to encourage and support communications between specialists and PCPs.
- Develop on-going and timely reminders/messaging to promote and improve communication and reporting between all provider types, ideally based directly on available data/information.
- Assess the status and consistency of coordination of patient care, communication, and information shared within and across provider networks. Assure prompt feedback, standards.
- Support and facilitate a patient-centered care management approach within and across provider networks. Facilitate a complementary plan-based patient centered care management approach.
- Explore potential of aligning information flow/EHRs to better integrate, support or facilitate patient care, care coordination and vital medical and personal information among providers.
- Encourage providers to prompt patients AND patients to prompt providers, i.e., mutual interactions that review and discuss care, tests and/or treatments involving other providers.
- Encourage patients to bring a list of all medications, including dosage and frequency to all appointments. Encourage providers to prompt patients to do the same for their appointments.
- How do PCP's, providers, facilities and/or the plan assure common patient "touch points" to facilitate/support scheduling of appointments, tests and/or procedures? Where is the over-arching guidance and support for the patient/member?

Improvement Strategies – Rating of Specialist

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of specialist or doctor. (e.g., HWDC, GCQ, GNC, Coordination Of Care).
- Review QI recommendations/actions for related CAHPS composite measures: How Well Doctors Communicate, Getting Care Quickly, Getting Needed Care, Coordination of Care.
- Provide resources, articles, tools and training sessions via multiple channels to support and drive improvement in physician-patient communication and patient-centered interviewing. Examples include: Listen to patients' concerns, Follow-up with the patient. Provide thorough explanations. Ensure that all questions and concerns are answered. All staff focus on being helpful and courteous to patients.
- Share, report and discuss relative CAHPS health care performance and feedback at the health system and/or within network level.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information of relevant to patient needs.
- Gather and analyze patient feedback on their recent office visit (i.e., patient "comment cards," follow up call/text/email, CG CAHPS survey, etc.)
- Assess adequacy of contracted specialist by specialty. If necessary, review quality of care information among specific specialties and/or identify practices of excellence.
- Explore ability of providers to share with patient's a summary of their medical record or health assessments to facilitate conversation about relevant health and wellness issues.
- Assess systems (e.g., EHRs) processes and/or procedures used to gather or facilitate distribution of patient information among providers.
- Suggest providers/practices periodically analyze appointment scheduling timeframes versus types of office visits.

[Full List of Improvement Strategies](#) 



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KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

- Western Sky Community Care



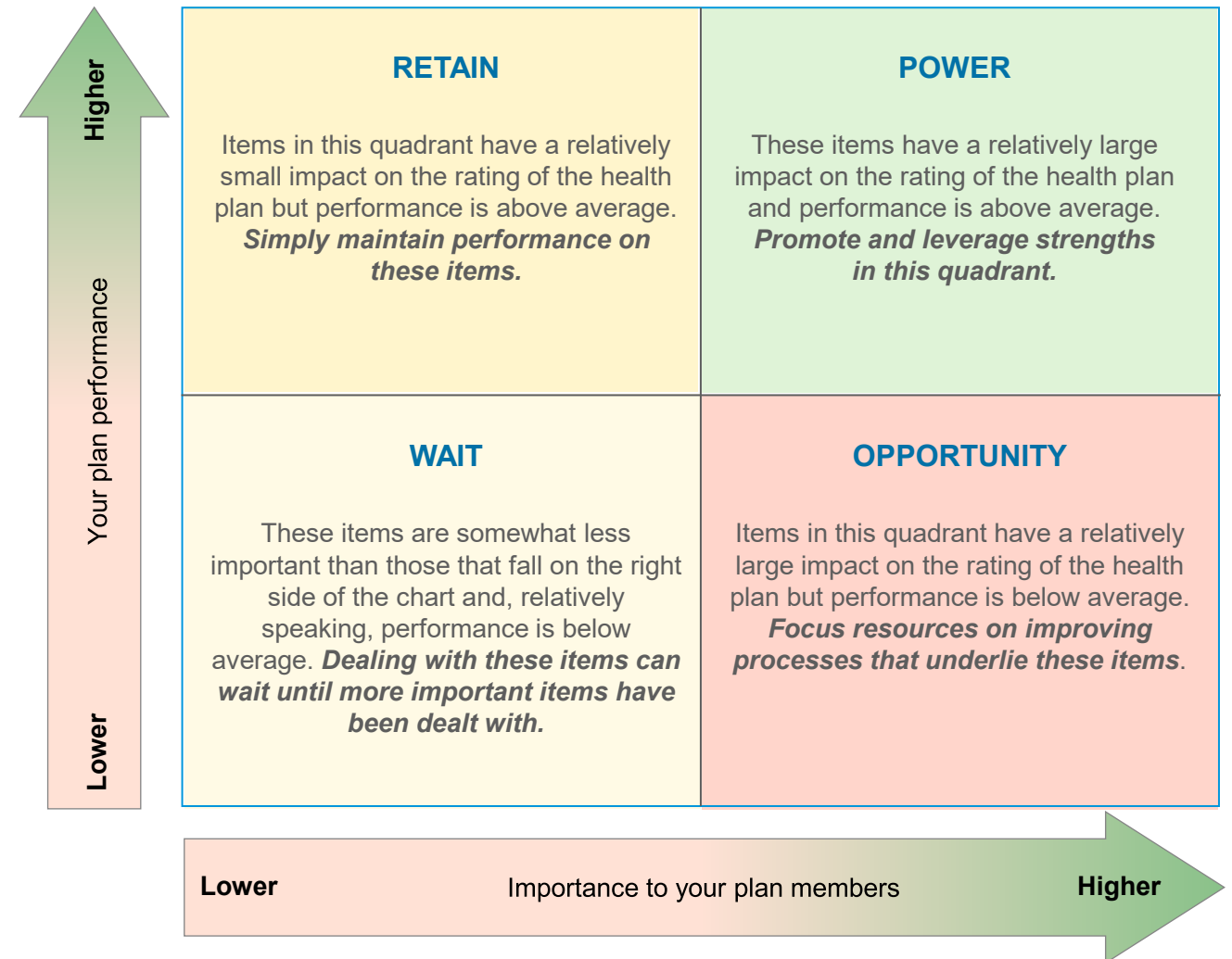
POWER CHART: EXPLANATION

POWeR™ CHART CLASSIFICATION MATRIX

Overview. The SatisAction™ key driver statistical model is a powerful, proprietary statistical methodology used to identify the key drivers of the rating of the health plan and provide actionable direction for satisfaction improvement programs. This methodology is the result of a number of years of development and testing using health care satisfaction data. We have been successfully using this approach since 1997.

The model provides the following:

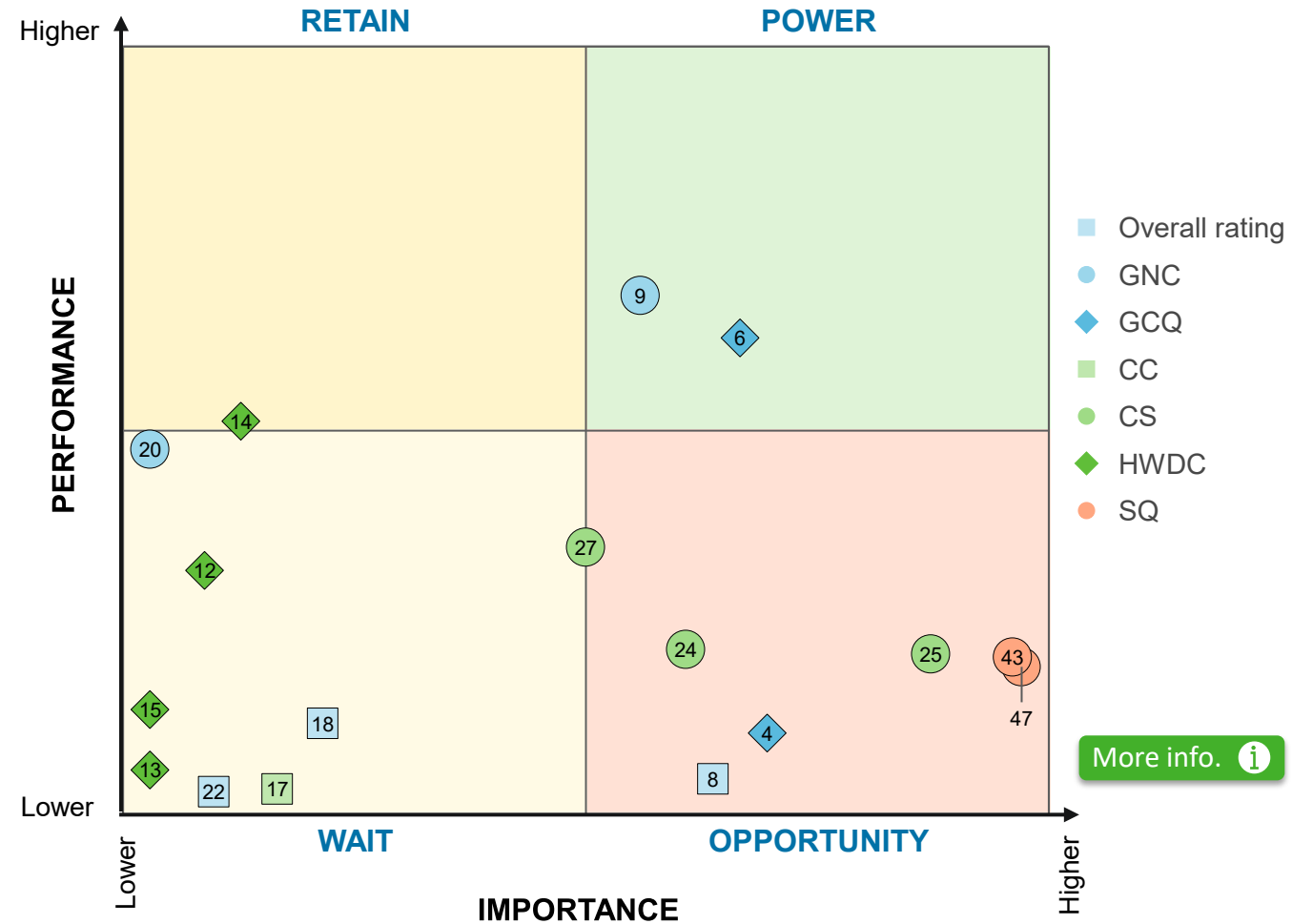
- Identification of the elements that are important in driving of the rating of the health plan.
- Measurement of the relative importance of each of these elements.
- Measurement of how well members think the plan performed on those important elements.
- Presentation of the importance/performance results in a matrix that provides clear direction for member satisfaction improvement efforts by the plan.



SURVEY MEASURE		SRS	SPH %tile
POWER			
Q6	Getting routine care	81.8%	62 nd
Q9	Getting care, tests, or treatment	86.7%	68 th
OPPORTUNITY			
Q47	Satisfied with care plans	80.0%	---
Q43	Satisfied with help received to coordinate care	75.9%	---
Q25	Treated with courtesy and respect	93.0%	21 st
Q4	Getting urgent care	72.5%	9 th
Q8	Rating of Health Care	45.3%	<5 th
Q24	Provided information or help	80.0%	21 st
Q27	Ease of Filling Out Forms +	95.2%	35 th
WAIT			
Q18	Rating of Personal Doctor	62.0%	11 th
Q17	Coordination of Care	73.0%	<5 th
Q22	Rating of Specialist	53.1%	<5 th
Q12	Dr. explained things	91.4%	32 nd
Q13	Dr. listened carefully	87.9%	5 th
Q15	Dr. spent enough time	86.2%	13 th
Q20	Getting specialist appointment	79.6%	47 th
RETAIN			
Q14	Dr. showed respect	94.8%	52 nd

KEY DRIVERS, SUMMARY RATES AND PERCENTILES

The table assesses the key drivers and each measure is ranked by importance within each quadrant. Focus resources on improving processes that underlie the most important items and look for a significant improvement in the rating of the health plan.



ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE	SUMMARY RATE SCORE		SPH BoB PERCENTILE	CLASSIFICATION		
	YOUR PLAN	INDUSTRY		YOUR PLAN	INDUSTRY				
TOP 10 KEY DRIVERS									
			Q28	Rating of Health Plan	58.9%	64.0%	20 th		
		1	---	Q47	Satisfied with care plans	80.0%	---	---	Opportunity
		2	---	Q43	Satisfied with help received to coordinate care	75.9%	---	---	Opportunity
✓		3	9	Q25	Treated with courtesy and respect	93.0%	95.1%	21 st	Opportunity
✓		4	5	Q4	Getting urgent care	72.5%	81.7%	9 th	Opportunity
✓		5	6	Q6	Getting routine care	81.8%	80.0%	62 nd	Power
✓		6	1	Q8	Rating of Health Care	45.3%	57.0%	<5 th	Opportunity
		7	11	Q24	Provided information or help	80.0%	84.3%	21 st	Opportunity
✓		8	4	Q9	Getting care, tests, or treatment	86.7%	85.0%	68 th	Power
		9	15	Q27	Ease of Filling Out Forms +	95.2%	95.6%	35 th	Opportunity
✓		10	2	Q18	Rating of Personal Doctor	62.0%	69.5%	11 th	Wait
<hr/>									
		12	10	Q14	Dr. showed respect	94.8%	94.5%	52 nd	Retain
		13	3	Q22	Rating of Specialist	53.1%	68.4%	<5 th	Wait
		15	8	Q13	Dr. listened carefully	87.9%	92.7%	5 th	Wait
		17	7	Q20	Getting specialist appointment	79.6%	79.6%	47 th	Wait

YOUR PLAN
These items have a relatively large impact on the Rating of Health Plan. **Leverage** these questions since they are important to your members and the Rating of Health Plan score for this plan. They are listed in descending order of importance for your plan.

INDUSTRY
SPH Book of Business regression analysis has identified **Key Drivers** of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.

All Industry scores & rankings are calculated based on the 2022 SPH Book of Business. Any items below the dotted line are Top 10 industry key drivers that are not identified as key drivers for your plan.



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MEASURE ANALYSES

Measure Details and Summary Rate Scores

- Western Sky Community Care

Drilling Down Into Composites And Ratings This section is designed to give your plan a detailed report on the performance of each Star Rating measure as well as a few other key metrics. The measure analysis section contains:

Rating & Composite level information including...

- Percentile ranking and benchmark performance
- Historic scores
- Market performance

Attribute level information for composites including...

- Gate questions
- Percentile ranking and benchmark performance
- Summary rate score trending

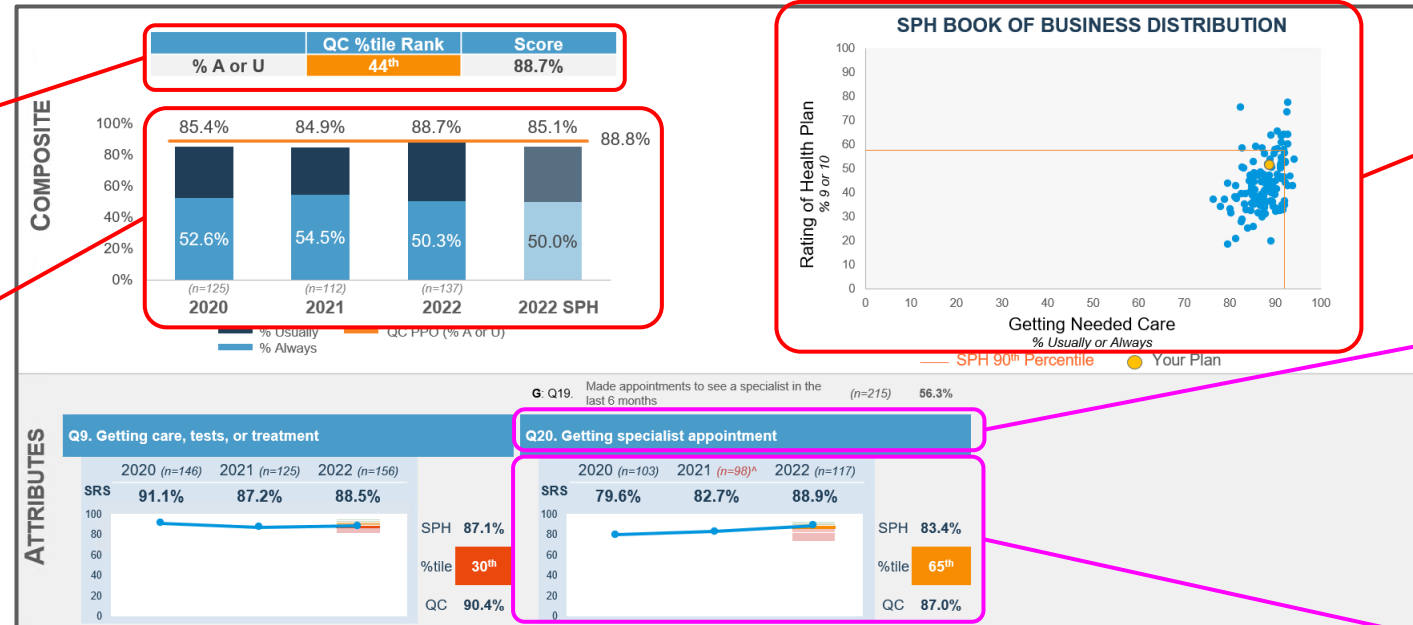
Percentile Bands	
≥90 th	
67 th – 89 th	
33 rd – 66 th	
10 th – 32 nd	
<10 th	

All scores displayed in this section are summary rate scores (notated with 'SRS').

More info.

Your plan's performance ranking along with **Summary Rate Score** are displayed at the top for quick reference.

Your plan's current year **Summary Rate Score** and base size along with previous two years, SPH BoB and Quality Compass national data are displayed.



Your plan's **Summary Rate Score** is plotted against the SPH Book of Business to provide a visual representation of market performance. The orange line represents the SPH 90th percentile.

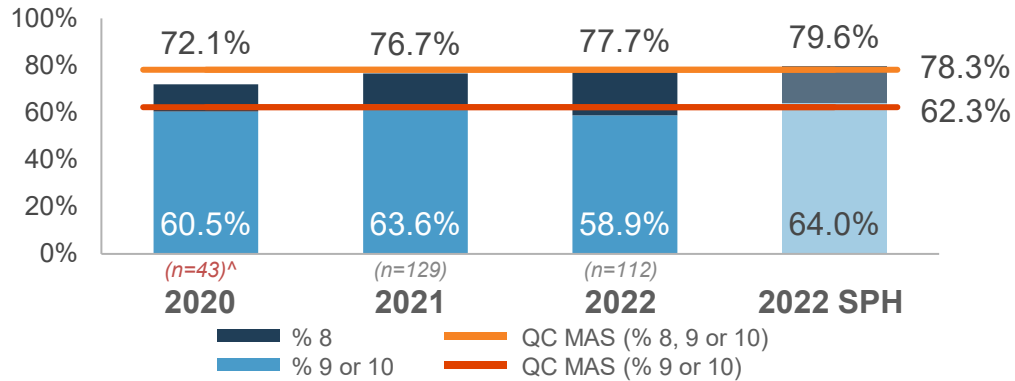
Gate questions (indicated by "G:") for attributes are displayed above attributes – scores displayed are % Yes

For composites – all corresponding attributes that roll-up into the composite score are displayed:

- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2021 **Quality Compass** percentile bands

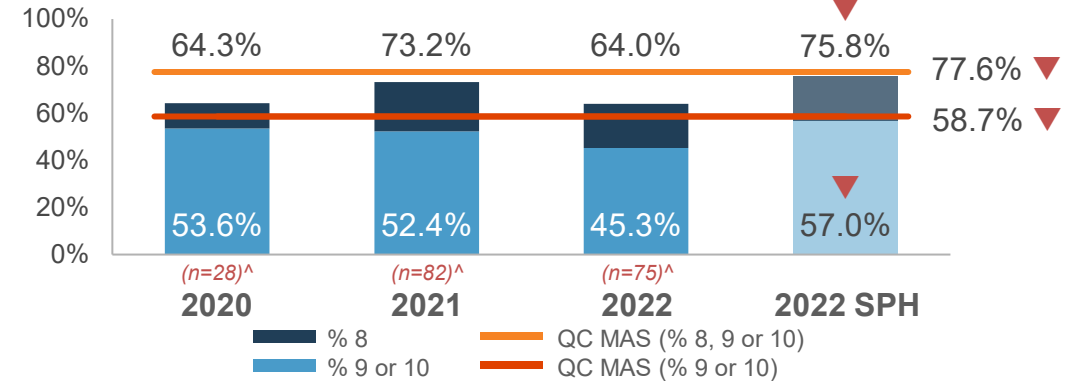
RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	43 rd	77.7%
% 9 or 10	29 th	58.9%



RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	<5 th	64.0%
% 9 or 10	<5 th	45.3%



Key Drivers Of The Rating Of The Health Plan

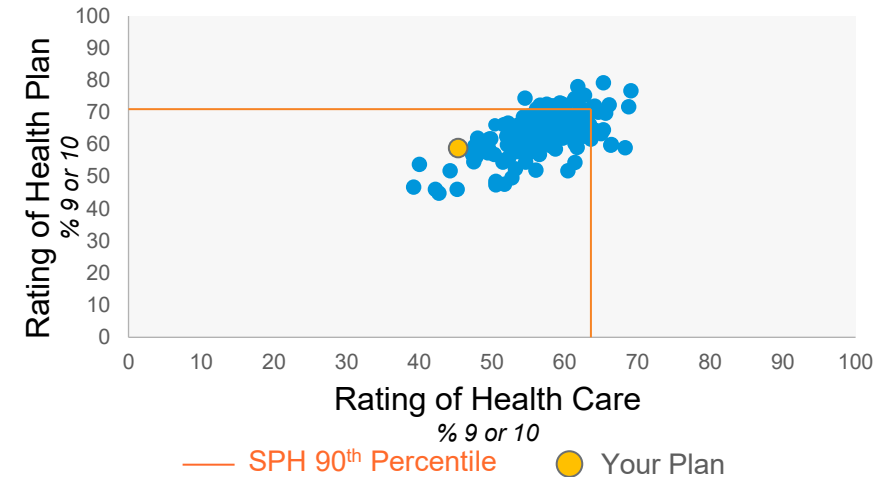
POWER

- Q6 Getting routine care
- Q9 Getting care, tests, or treatment

OPPORTUNITIES

- Q47 Satisfied with care plans
- Q43 Satisfied with help received to coordinate care
- Q25 Treated with courtesy and respect
- Q4 Getting urgent care
- Q8 Rating of Health Care
- Q24 Provided information or help
- Q27 Ease of Filling Out Forms +

SPH BOOK OF BUSINESS DISTRIBUTION

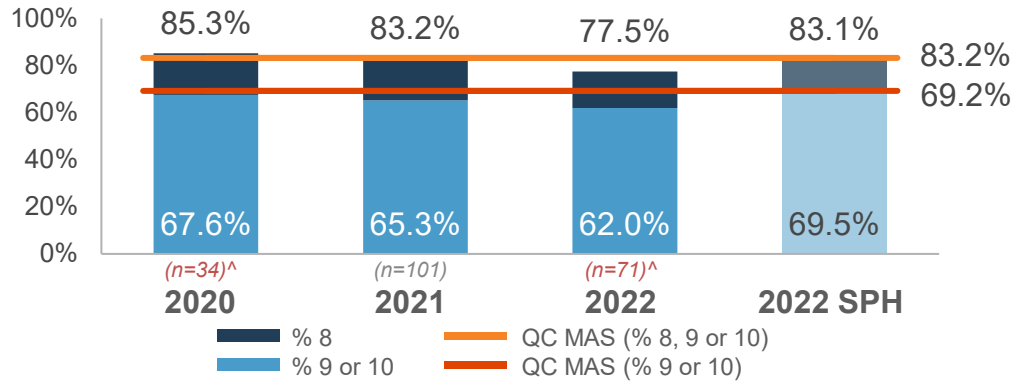


Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

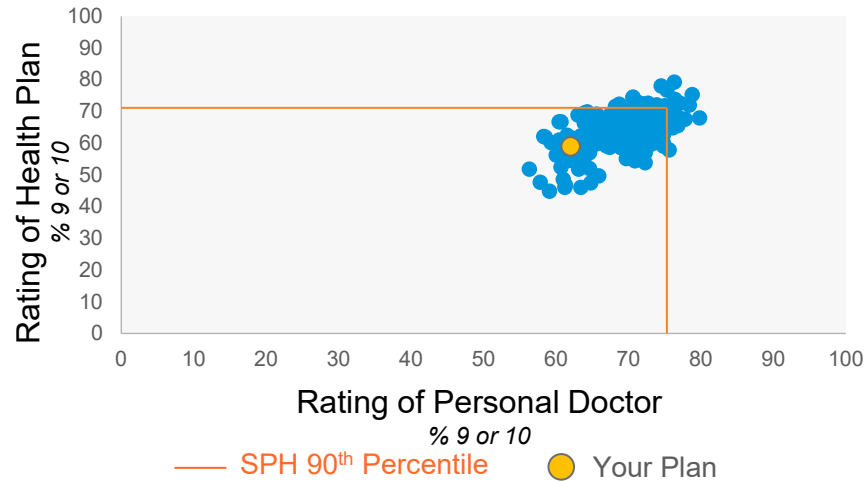
▲Denominator less than 100. NCQA will assign an NA to this measure.

RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	5 th	77.5%
% 9 or 10	6 th	62.0%

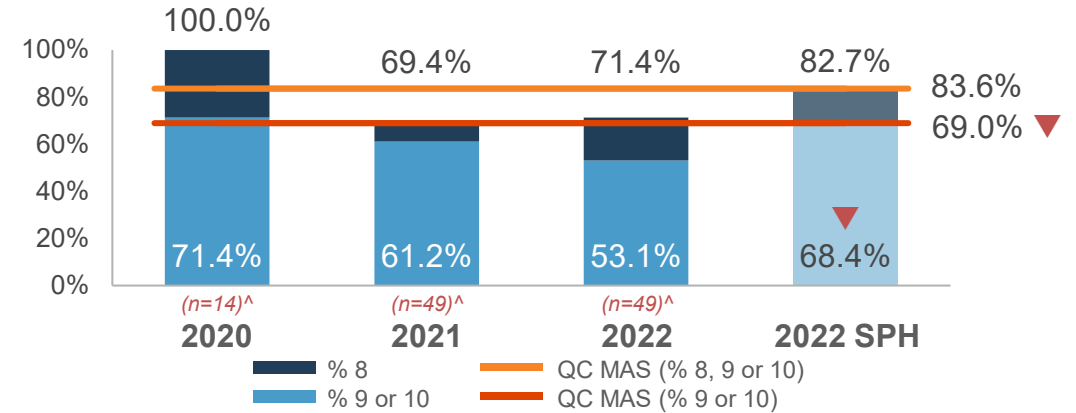


SPH BOOK OF BUSINESS DISTRIBUTION

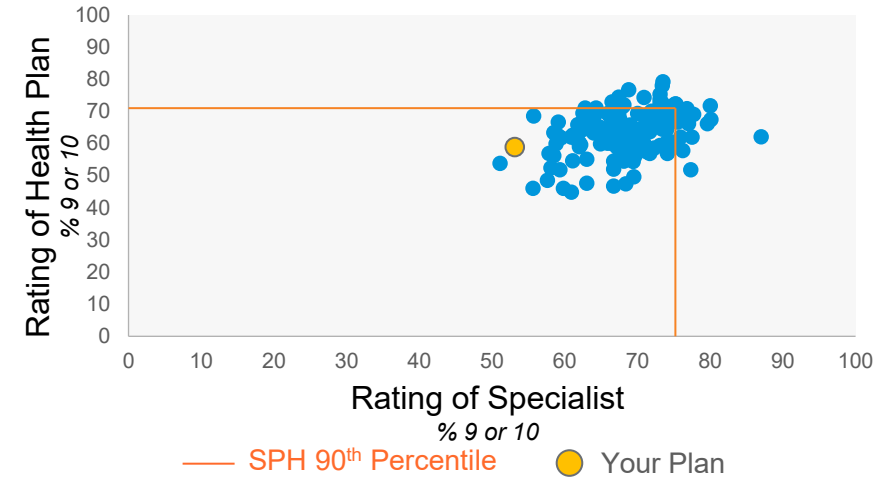


RATING OF SPECIALIST

	QC %tile Rank	Score
% 8, 9 or 10	<5 th	71.4%
% 9 or 10	<5 th	53.1%



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Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

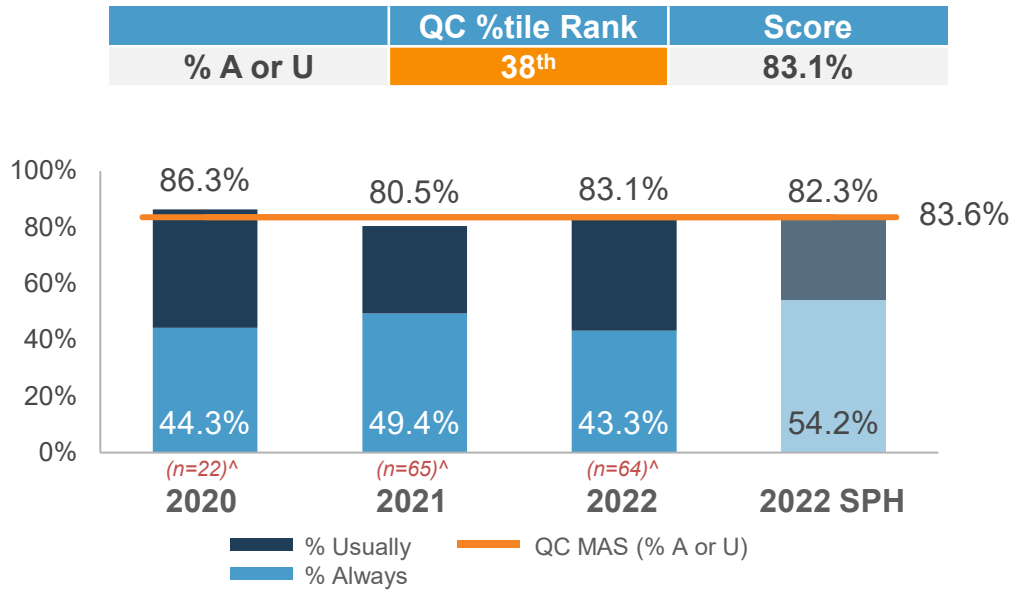
[^]Denominator less than 100. NCQA will assign an NA to this measure.



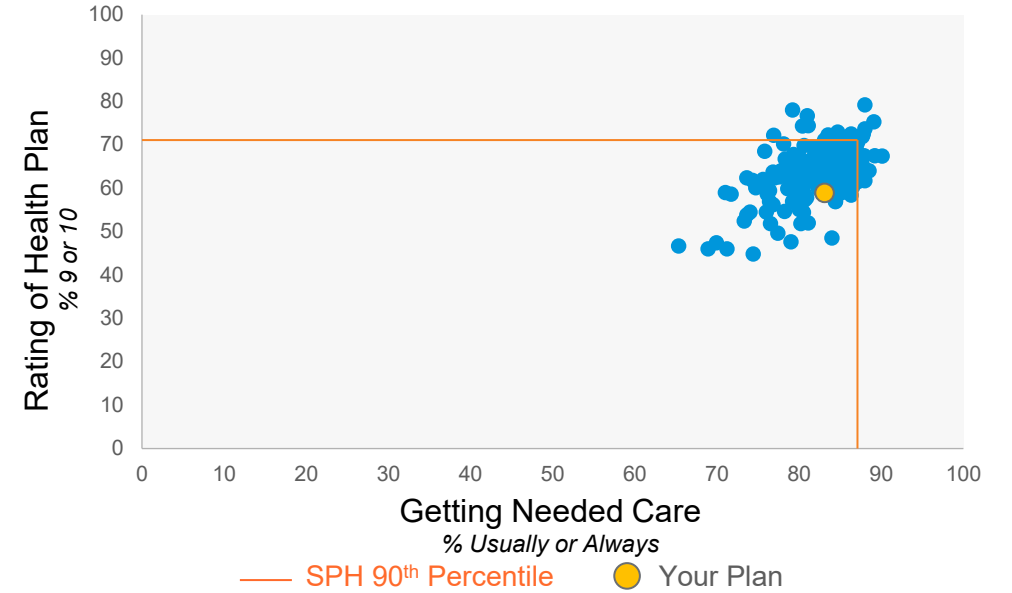
GETTING NEEDED CARE

MEDICAID ADULT

COMPOSITE



SPH BOOK OF BUSINESS DISTRIBUTION

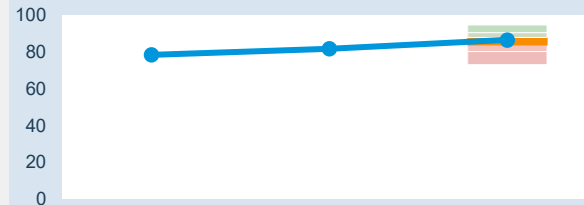


ATTRIBUTES

G: Q19. Made appointments to see a specialist in the last 6 months (n=112) 48.2%

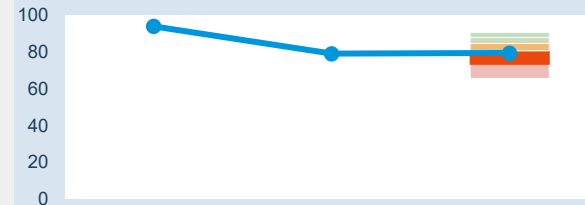
Q9. Getting care, tests, or treatment

SRS	2020 (n=28) [^]	2021 (n=83) [^]	2022 (n=75) [^]
	78.6%	81.9%	86.7%



Q20. Getting specialist appointment

SRS	2020 (n=17) [^]	2021 (n=48) [^]	2022 (n=54) [^]
	94.1%	79.2%	79.6%



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

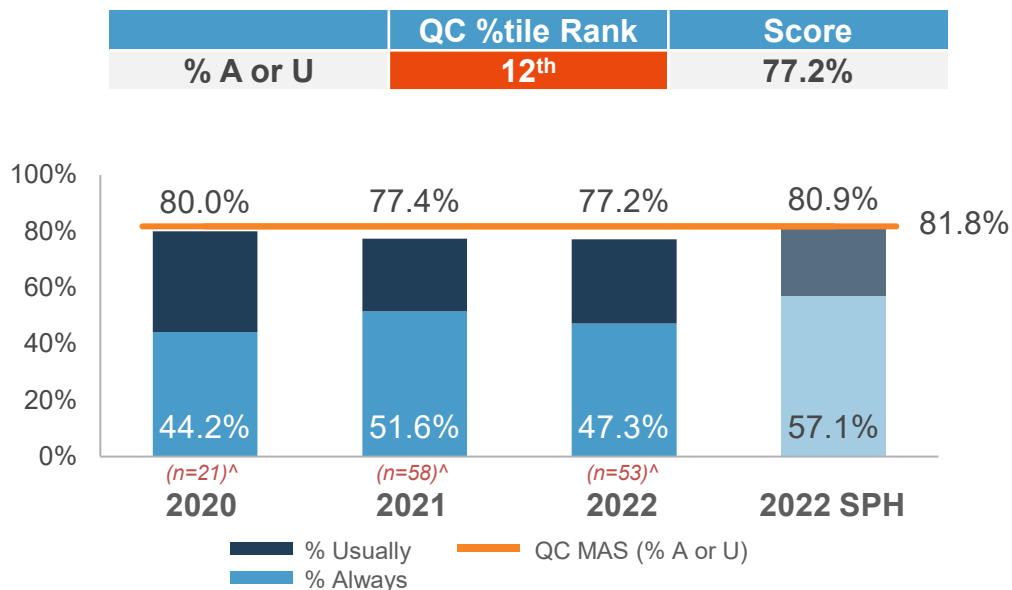
[^]Denominator less than 100. NCQA will assign an NA to this measure.



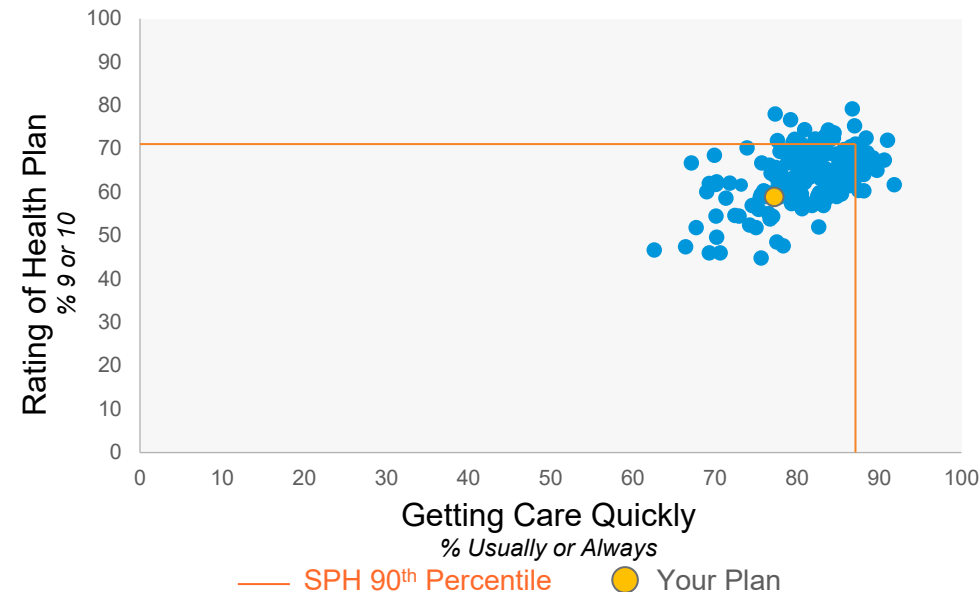
GETTING CARE QUICKLY

MEDICAID ADULT

COMPOSITE



SPH BOOK OF BUSINESS DISTRIBUTION



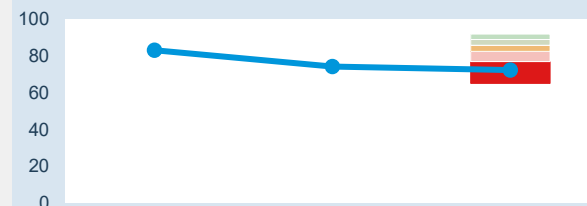
ATTRIBUTES

G: Q3. Had illness, injury or condition that needed care right away (n=111) 37.8%

G: Q5. Made appointments for check-ups or routine care at doctor's office or clinic (n=113) 61.1%

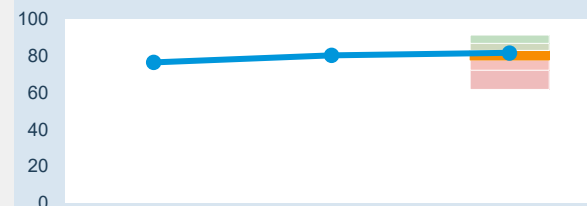
Q4. Getting urgent care

SRS	2020 (n=12) [^]	2021 (n=39) [^]	2022 (n=40) [^]
	83.3%	74.4%	72.5%



Q6. Getting routine care

SRS	2020 (n=30) [^]	2021 (n=77) [^]	2022 (n=66) [^]
	76.7%	80.5%	81.8%

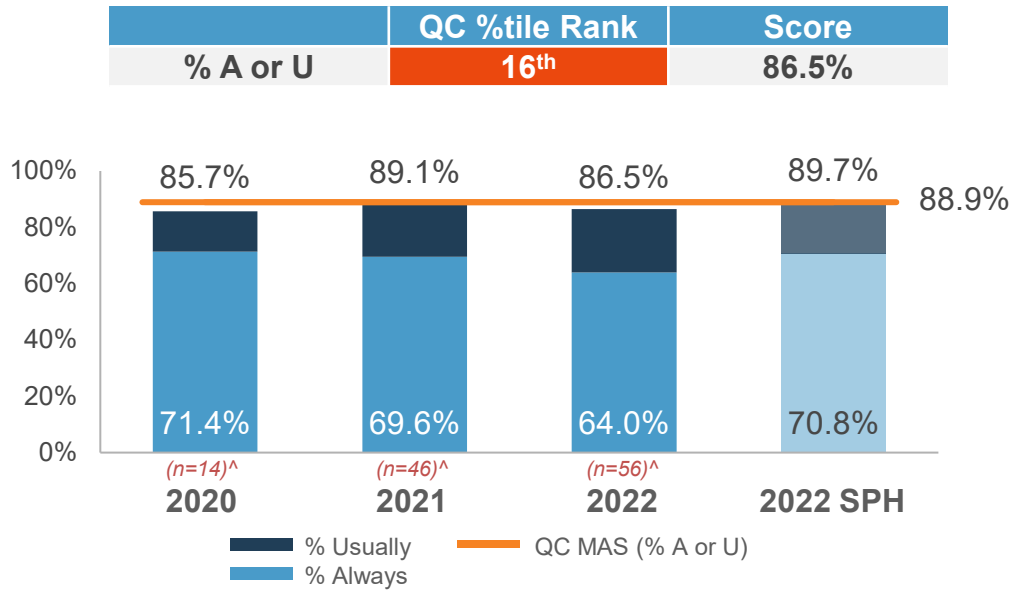


Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

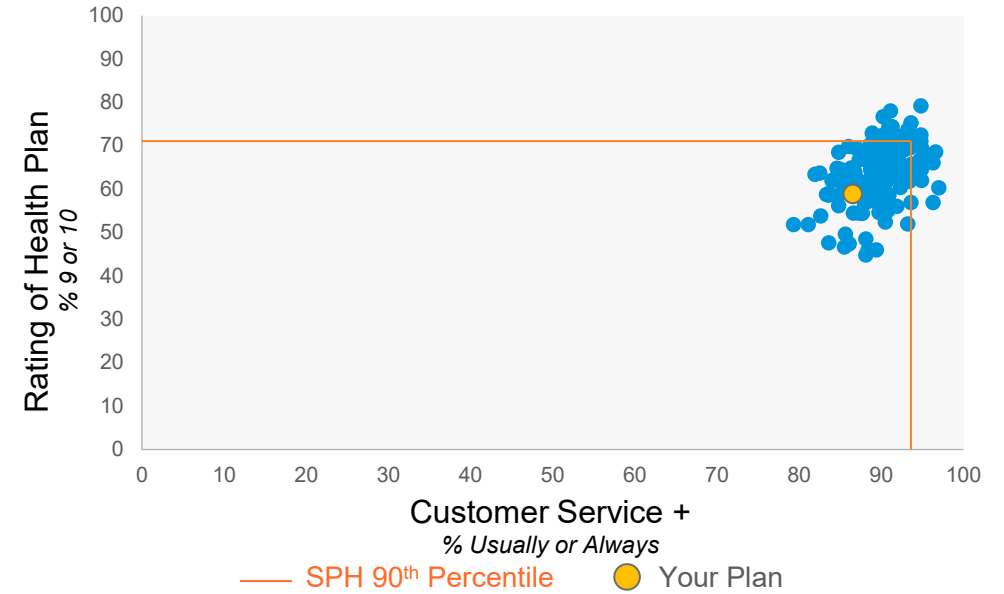
[^]Denominator less than 100. NCQA will assign an NA to this measure.



COMPOSITE



SPH BOOK OF BUSINESS DISTRIBUTION

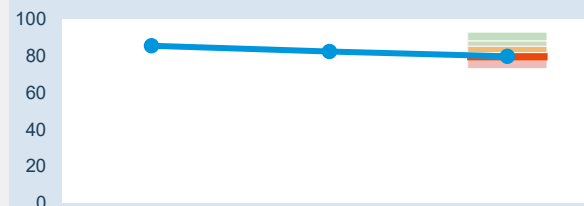


G: Q23. Got information or help from customer service (n=110) 52.7%

ATTRIBUTES

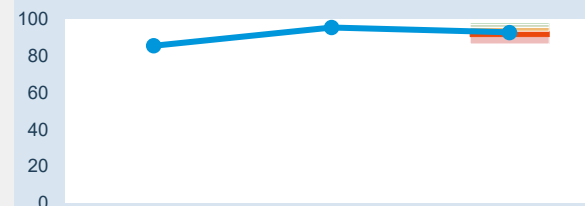
Q24. Provided information or help

SRS	2020 (n=14) [^]	2021 (n=46) [^]	2022 (n=55) [^]
SRS	85.7%	82.6%	80.0%



Q25. Treated with courtesy and respect

SRS	2020 (n=14) [^]	2021 (n=46) [^]	2022 (n=57) [^]
SRS	85.7%	95.7%	93.0%

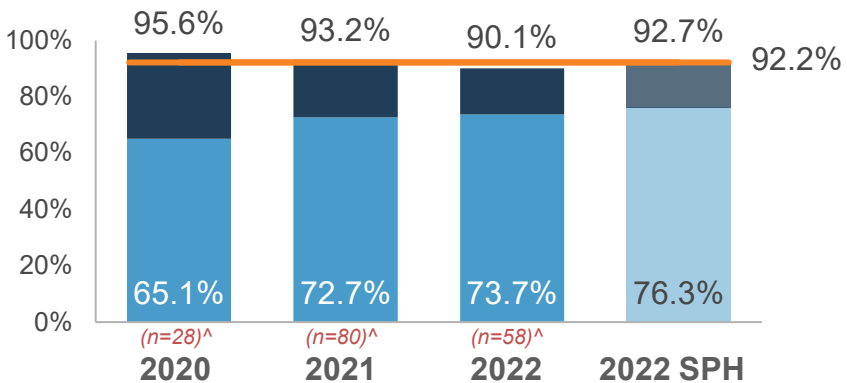


Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.

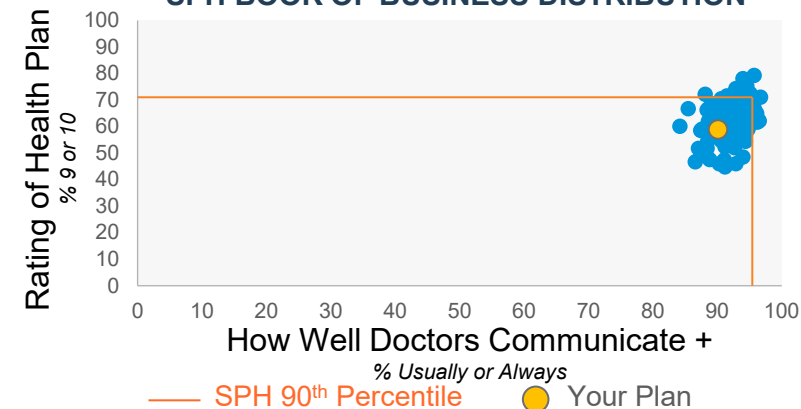
COMPOSITE

% A or U	QC %tile Rank	Score
	18th	90.1%



■ % Always
■ % Usually
— QC MAS (% A or U)

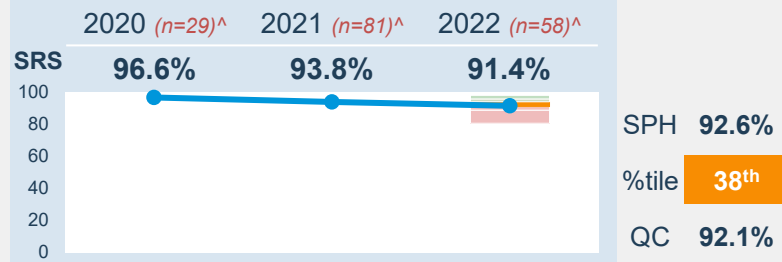
SPH BOOK OF BUSINESS DISTRIBUTION



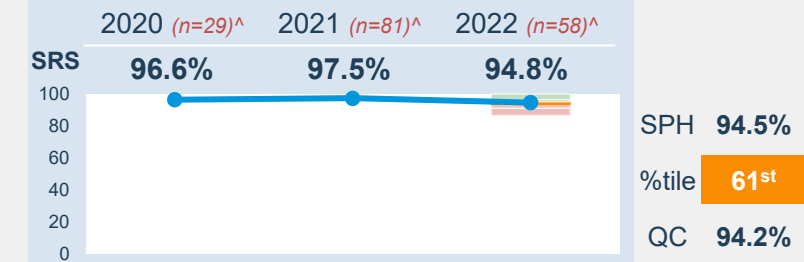
Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

ATTRIBUTES

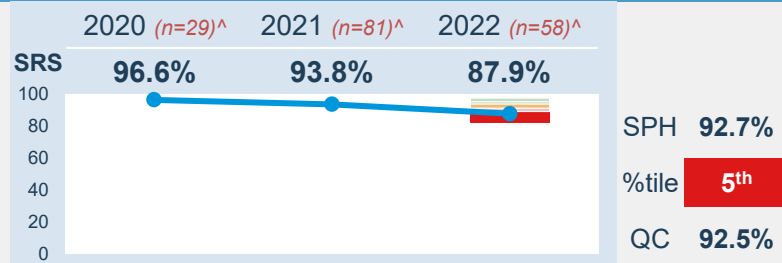
Q12. Dr. explained things



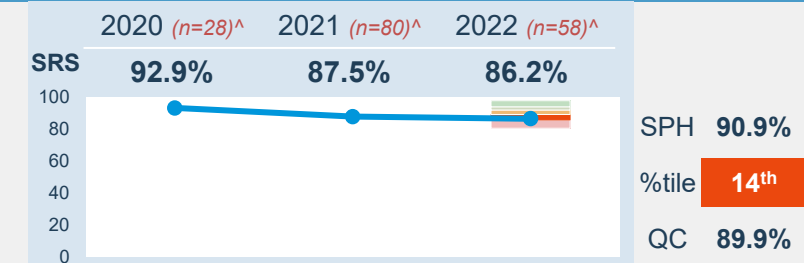
Q14. Dr. showed respect



Q13. Dr. listened carefully



Q15. Dr. spent enough time

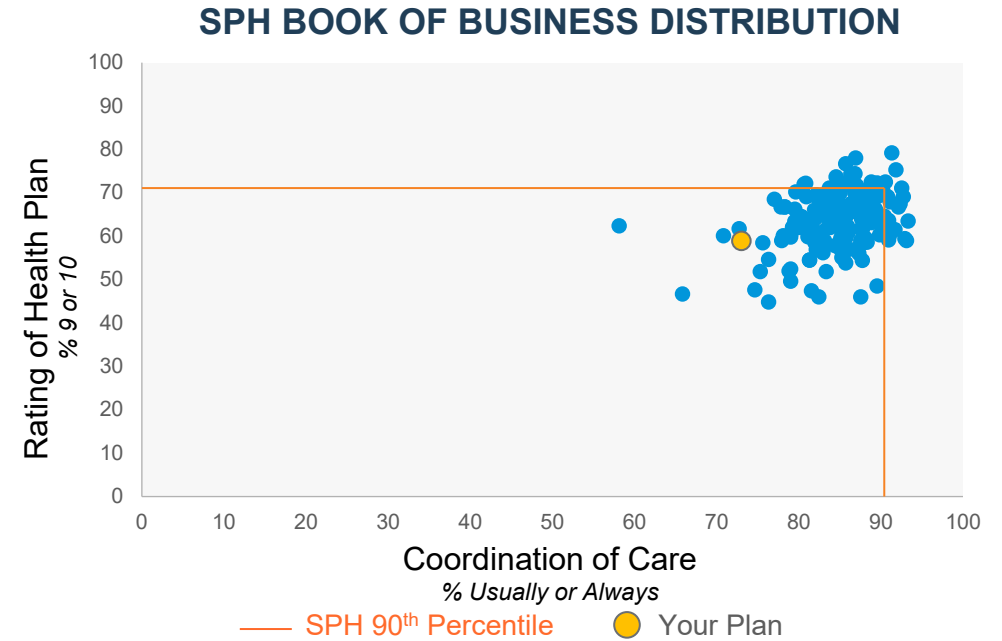
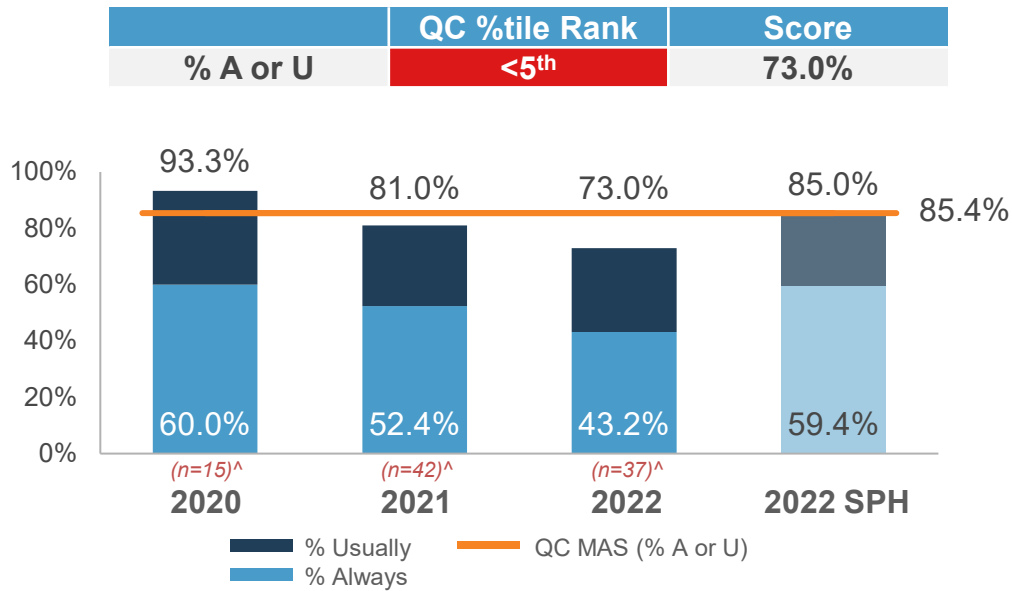


^Denominator less than 100. NCQA will assign an NA to this measure.



COORDINATION OF CARE

MEDICAID ADULT



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

^Denominator less than 100. NCQA will assign an NA to this measure.



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SUMMARY OF TREND AND BENCHMARKS

- Western Sky Community Care

Trend and Benchmark Comparisons The CAHPS® 5.1H 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 trend data (if applicable) and benchmark scores. 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 benchmarks.

Significance Testing

Green – Current year score is significantly higher than the 2021 score (↑), the 2020 score (⌘) or benchmark score (▲).

Red – Current year score is significantly lower than the 2021 score (↓), the 2020 score (⌘) or benchmark score (▼).

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% confidence level.

Available Benchmarks

The following benchmarks are used throughout the report.

	2021 Quality Compass® All Plans	2021 NCQA 1-100 Benchmark	2022 SPH Analytics Book of Business
	Includes all Medicaid Adult samples that submitted data to NCQA in 2021.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid Adult data submitted to NCQA in 2021.	Includes all Medicaid Adult samples that contracted with SPH Analytics to administer the MY2021 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none"> Is presented in NCQA's The State of Health Care Quality 	<ul style="list-style-type: none"> Utilized by SPH Analytics to calculate approximate percentile ranking of plan scores in relation to the Quality Compass® All Plans benchmark 	<ul style="list-style-type: none"> Provides a benchmark for each question from the survey Permits precise percentile ranking of plan compared to benchmark
CONS	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Only contains benchmarks for certain key questions, composites, and rating questions 	<ul style="list-style-type: none"> Contains fewer plans than the Quality Compass® All Plans Benchmarks
SIZE	168 Plans	168 Plans	169 Plans / 39,089 Respondents



SUMMARY RATE SCORES

MEDICAID ADULT

	2022 Valid n	2020	2021	2022	2022 SPH BoB	2021 QC
Rating Questions (% 9 or 10)						
★ Q28. Rating of Health Plan	112	60.5%	63.6%	58.9%	64.0%	62.3%
★ Q8. Rating of Health Care	75 [^]	53.6%	52.4%	45.3%	57.0% ▼	58.7% ▼
★ Q18. Rating of Personal Doctor	71 [^]	67.6%	65.3%	62.0%	69.5%	69.2%
★ Q22. Rating of Specialist	49 [^]	71.4%	61.2%	53.1%	68.4% ▼	69.0% ▼
Rating Questions (% 8, 9 or 10)						
Q28. Rating of Health Plan	112	72.1%	76.7%	77.7%	79.6%	78.3%
Q8. Rating of Health Care	75 [^]	64.3%	73.2%	64.0%	75.8% ▼	77.6% ▼
Q18. Rating of Personal Doctor	71 [^]	85.3%	83.2%	77.5%	83.1%	83.2%
Q22. Rating of Specialist	49 [^]	100%	69.4%	71.4%	82.7%	83.6%
★ Getting Needed Care (% Usually or Always)	64 [^]	86.3%	80.5%	83.1%	82.3%	83.6%
Q9. Getting care, tests, or treatment	75 [^]	78.6%	81.9%	86.7%	85.0%	85.5%
Q20. Getting specialist appointment	54 [^]	94.1%	79.2%	79.6%	79.6%	81.8%
★ Getting Care Quickly (% Usually or Always)	53 [^]	80.0%	77.4%	77.2%	80.9%	81.8%
Q4. Getting urgent care	40 [^]	83.3%	74.4%	72.5%	81.7%	83.1%
Q6. Getting routine care	66 [^]	76.7%	80.5%	81.8%	80.0%	79.9%
★ Q17. Coordination of Care	37 [^]	93.3%	81.0%	73.0%	85.0%	85.4%
Effectiveness of Care (% Sometimes, Usually, or Always)						
★ Q31. Flu Vaccine: 18-64 (% Yes)	91 [^]	44.4%	46.3%	30.8% ↓	41.2% ▼	40.0%
★ Q33. Advised to Quit Smoking: 2YR	75 [^]	88.9%	71.1%	70.7%	74.1%	74.8%
Q34. Discussing Cessation Meds: 2YR +	74 [^]	88.9%	57.8%	48.6%	51.9%	53.1%
Q35. Discussing Cessation Strategies: 2YR +	73 [^]	88.9%	48.9%	42.5%	46.4%	48.0%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.



SUMMARY RATE SCORES

MEDICAID ADULT

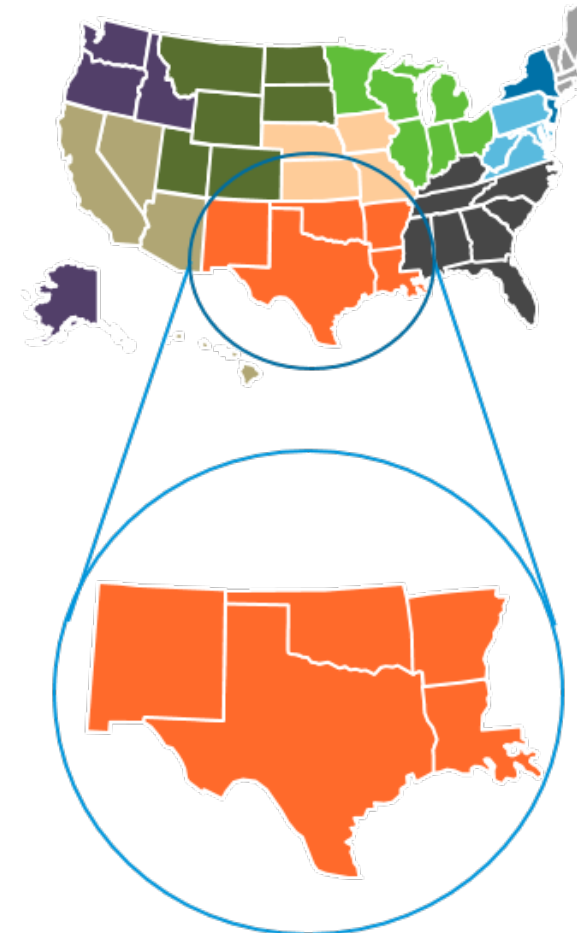
	2022 Valid n	2020	2021	2022	2022 SPH BoB	2021 QC
Customer Service + (% Usually or Always)	56[^]	85.7%	89.1%	86.5%	89.7%	88.9%
Q24. Provided information or help	55 [^]	85.7%	82.6%	80.0%	84.3%	83.5%
Q25. Treated with courtesy and respect	57 [^]	85.7%	95.7%	93.0%	95.1%	94.3%
How Well Doctors Communicate + (% Usually or Always)	58[^]	95.6%	93.2%	90.1%	92.7%	92.2%
Q12. Dr. explained things	58 [^]	96.6%	93.8%	91.4%	92.6%	92.1%
Q13. Dr. listened carefully	58 [^]	96.6%	93.8%	87.9%	92.7%	92.5%
Q14. Dr. showed respect	58 [^]	96.6%	97.5%	94.8%	94.5%	94.2%
Q15. Dr. spent enough time	58 [^]	92.9%	87.5%	86.2%	90.9%	89.9%
Q27. Ease of Filling Out Forms + (% Usually or Always)	105	97.8%	95.4%	95.2%	95.6%	95.9%

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

[^]Denominator less than 100. NCQA will assign an NA to this measure.

	SUMMARY RATE	2022 SPH BoB REGION
Rating Questions (% 9 or 10)		
★ Q28. Rating of Health Plan	58.9%	64.4%
★ Q8. Rating of Health Care	45.3%	58.2% ❖
★ Q18. Rating of Personal Doctor	62.0%	70.2%
★ Q22. Rating of Specialist	53.1%	70.1% ❖
Rating Questions (% 8, 9 or 10)		
Q28. Rating of Health Plan	77.7%	79.4%
Q8. Rating of Health Care	64.0%	75.7% ❖
Q18. Rating of Personal Doctor	77.5%	82.4%
Q22. Rating of Specialist	71.4%	82.4%
★ Getting Needed Care (% Usually or Always)	83.1%	80.9%
Q9. Getting care, tests, or treatment	86.7%	82.8%
Q20. Getting specialist appointment	79.6%	79.0%
★ Getting Care Quickly (% Usually or Always)	77.2%	80.4%
Q4. Getting urgent care	72.5%	79.9%
Q6. Getting routine care	81.8%	80.9%
★ Q17. Coordination of Care	73.0%	81.6%
Effectiveness of Care (% Sometimes, Usually, or Always)		
★ Q31. Flu Vaccine: 18-64 (% Yes)	30.8%	41.9% ❖
★ Q33. Advised to Quit Smoking: 2YR	70.7%	71.7%
Q34. Discussing Cessation Meds: 2YR +	48.6%	45.3%
Q35. Discussing Cessation Strategies: 2YR +	42.5%	41.0%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



Region 6: Dallas

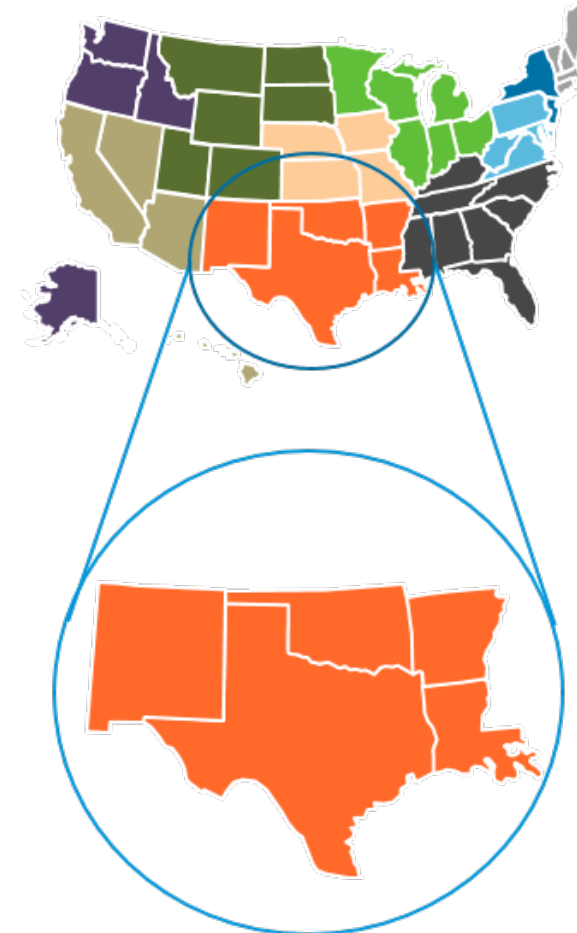
- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing

Current year score is significantly higher/lower (❖/❖) than the 2022 SPH BoB Region score.

	SUMMARY RATE	2022 SPH BoB REGION
Customer Service + (% Usually or Always)	86.5%	90.7%
Q24. Provided information or help	80.0%	85.3%
Q25. Treated with courtesy and respect	93.0%	96.1%
How Well Doctors Communicate + (% Usually or Always)	90.1%	91.7%
Q12. Dr. explained things	91.4%	91.9%
Q13. Dr. listened carefully	87.9%	91.8%
Q14. Dr. showed respect	94.8%	92.9%
Q15. Dr. spent enough time	86.2%	90.2%
Q27. Ease of Filling Out Forms + (% Usually or Always)	95.2%	95.8%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



Region 6: Dallas

- Arkansas
- New Mexico
- Texas
- Louisiana
- Oklahoma

Significance Testing

Current year score is significantly higher/lower (◆/◆) than the 2022 SPH BoB Region score.

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass									SPH %tile	National Percentiles from 2022 SPH Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																					
★ Q28. Rating of Health Plan	58.9%	29 th	52.4	53.9	58.1	59.8	62.3	64.7	66.2	70.3	72.2	20 th	51.8	54.7	59.6	61.5	64.0	66.3	67.9	71.1	72.5
★ Q8. Rating of Health Care	45.3%	<5 th	50.6	52.2	54.9	56.4	58.3	60.8	62.3	66.2	67.5	<5 th	47.5	49.5	53.6	54.8	56.9	59.2	61.0	63.6	65.2
★ Q18. Rating of Personal Doctor	62.0%	6 th	60.6	63.2	65.5	66.9	69.2	71.6	72.8	75.4	77.3	11 th	60.4	61.8	64.9	67.4	69.8	72.0	72.7	75.3	76.3
★ Q22. Rating of Specialist	53.1%	<5 th	60.6	62.8	65.1	66.7	69.3	71.9	73.8	75.5	76.2	<5 th	58.5	60.9	64.3	66.3	68.2	70.8	72.0	75.2	77.0
Rating Questions (% 8, 9 or 10)																					
Q28. Rating of Health Plan	77.7%	43 rd	71.0	72.5	74.8	76.0	78.6	80.6	82.0	84.8	86.6	34 th	70.9	72.5	76.1	77.5	80.1	81.7	82.5	85.2	86.7
Q8. Rating of Health Care	64.0%	<5 th	70.4	71.3	75.2	76.5	77.7	79.5	80.7	83.1	84.3	<5 th	67.5	70.2	73.0	74.1	76.2	77.8	78.9	81.1	83.3
Q18. Rating of Personal Doctor	77.5%	5 th	77.0	78.9	81.0	81.7	83.1	84.8	85.6	88.3	89.1	9 th	76.8	77.6	80.2	81.1	83.1	85.0	85.7	87.6	88.3
Q22. Rating of Specialist	71.4%	<5 th	77.4	79.3	81.1	82.2	84.0	85.4	86.0	87.7	88.8	<5 th	75.5	76.9	79.6	80.7	82.5	84.6	85.7	87.1	88.6
★ Getting Needed Care (% U/A)	83.1%	38th	75.0	77.5	81.1	82.6	84.1	85.8	86.5	88.6	89.3	51st	73.7	76.0	79.3	80.3	82.9	84.7	85.2	87.1	87.8
Q9. Getting care, tests, or treatment	86.7%	57 th	76.8	80.4	82.6	83.8	85.8	88.0	89.0	90.6	91.5	68 th	77.2	78.9	82.1	83.3	85.7	86.6	87.6	89.5	91.3
Q20. Getting specialist appointment	79.6%	28 th	72.1	73.5	78.3	80.7	83.2	84.8	85.1	88.0	88.8	47 th	67.2	71.4	75.4	77.3	80.0	82.4	83.4	86.1	86.8
★ Getting Care Quickly (% U/A)	77.2%	12th	72.1	76.5	79.3	80.2	82.2	83.8	84.7	87.2	88.4	24th	70.1	72.9	77.3	78.0	80.6	83.4	84.6	87.1	88.2
Q4. Getting urgent care	72.5%	<5 th	75.7	77.0	80.7	82.6	83.5	86.0	86.2	89.1	89.5	9 th	71.2	72.6	77.6	79.3	82.6	84.8	85.9	88.6	90.2
Q6. Getting routine care	81.8%	60 th	70.5	72.3	76.5	78.0	80.2	83.1	83.9	87.0	89.1	62 nd	68.8	70.5	76.1	77.6	80.5	82.6	84.0	87.0	88.3
★ Q17. Coordination of Care	73.0%	<5th	76.2	79.3	83.1	83.4	85.6	87.4	88.4	91.6	92.4	<5th	76.3	78.8	81.5	82.9	85.1	87.3	87.9	90.4	91.6
Effectiveness of Care (% S/U/A)																					
★ Q31. Flu Vaccine: 18-64 (% Yes)	30.8%	12 th	28.7	30.3	34.7	37.0	39.7	42.4	44.3	50.6	55.3	9 th	28.7	31.0	35.0	36.8	40.6	43.9	45.9	52.3	56.6
★ Q33. Advised to Quit Smoking: 2YR	70.7%	22 nd	64.5	66.4	71.2	72.4	75.1	77.8	79.3	82.1	84.3	33 rd	57.2	63.0	69.6	70.7	73.6	76.3	78.7	82.3	85.7
Q34. Discussing Cessation Meds: 2YR +	48.6%	29 th	39.9	43.7	48.2	50.3	52.9	55.8	57.1	61.6	67.2	43 rd	34.1	37.2	45.5	47.5	50.0	54.6	57.8	62.6	67.1
Q35. Discussing Cessation Strategies: 2YR +	42.5%	24 th	37.5	39.6	42.9	45.3	47.4	50.5	52.0	58.0	60.0	36 th	30.0	33.6	40.1	41.5	45.5	49.2	51.3	58.5	61.4



PERCENTILE RANKINGS

MEDICAID ADULT

	2022 Plan Score	QC %tile	National Percentiles from 2021 Quality Compass									SPH %tile	National Percentiles from 2022 SPH Book of Business								
			5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th		5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Customer Service + (% U/A)	86.5%	16th	83.9	85.0	87.2	87.9	89.2	90.7	91.1	92.2	93.3	18th	83.7	85.1	87.3	88.2	90.0	91.2	91.9	93.6	94.8
Q24. Provided information or help	80.0%	19th	76.7	77.9	81.3	81.9	83.6	85.5	86.4	88.4	89.9	21st	75.2	77.9	80.7	81.8	84.6	86.8	87.8	90.1	91.9
Q25. Treated with courtesy and respect	93.0%	27th	88.7	90.6	92.9	93.6	94.9	95.7	96.2	97.2	97.6	21st	89.9	91.4	93.6	94.1	95.5	96.2	97.1	98.4	98.6
How Well Doctors Communicate + (% U/A)	90.1%	18th	88.0	88.9	91.0	91.4	92.4	93.3	93.9	95.2	95.7	14th	88.4	89.1	91.1	91.9	92.8	93.8	94.2	95.4	95.8
Q12. Dr. explained things	91.4%	38th	86.7	88.6	90.3	90.9	92.3	93.8	94.3	95.7	96.5	32nd	87.7	89.0	90.9	91.5	92.8	93.9	94.4	95.9	96.6
Q13. Dr. listened carefully	87.9%	5th	87.9	89.3	90.9	91.5	92.8	94.0	94.3	95.4	95.7	5th	87.9	88.8	91.2	91.8	92.9	94.0	94.4	95.5	95.8
Q14. Dr. showed respect	94.8%	61st	90.4	91.2	93.1	93.5	94.2	95.2	95.5	96.7	97.1	52nd	89.9	91.3	93.1	93.8	94.7	95.5	96.0	96.9	97.8
Q15. Dr. spent enough time	86.2%	14th	83.6	85.4	88.0	88.9	90.3	91.7	92.2	93.7	94.7	13th	84.2	85.7	88.4	89.1	91.1	92.5	93.1	94.8	95.6
Q27. Ease of Filling Out Forms + (% U/A)	95.2%	33rd	92.9	93.7	94.9	95.2	95.9	96.8	97.0	98.3	98.6	35th	92.5	93.2	94.5	95.1	96.1	96.7	97.0	97.6	97.9

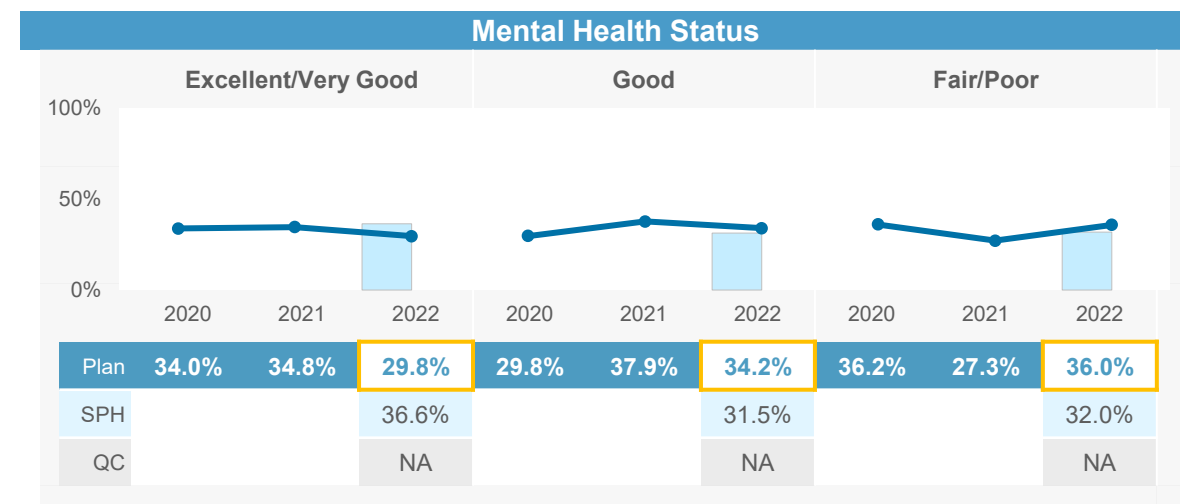
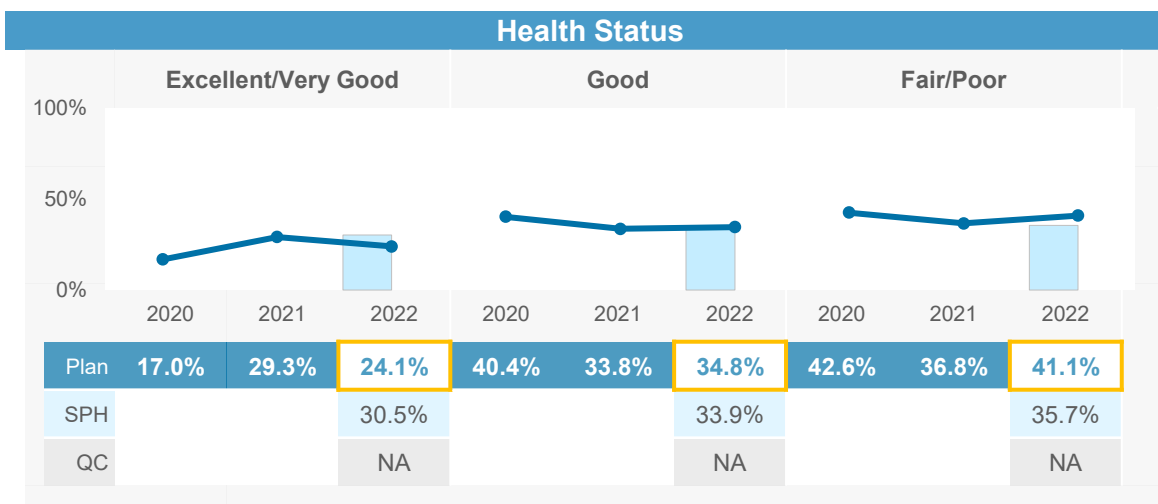
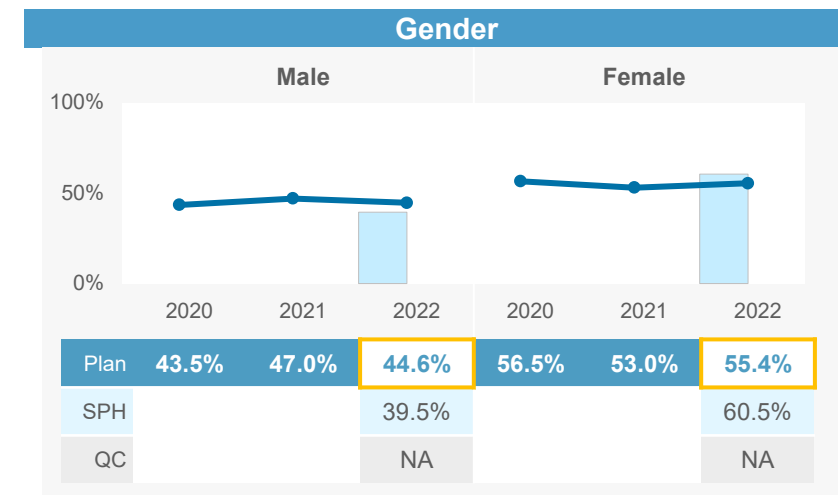
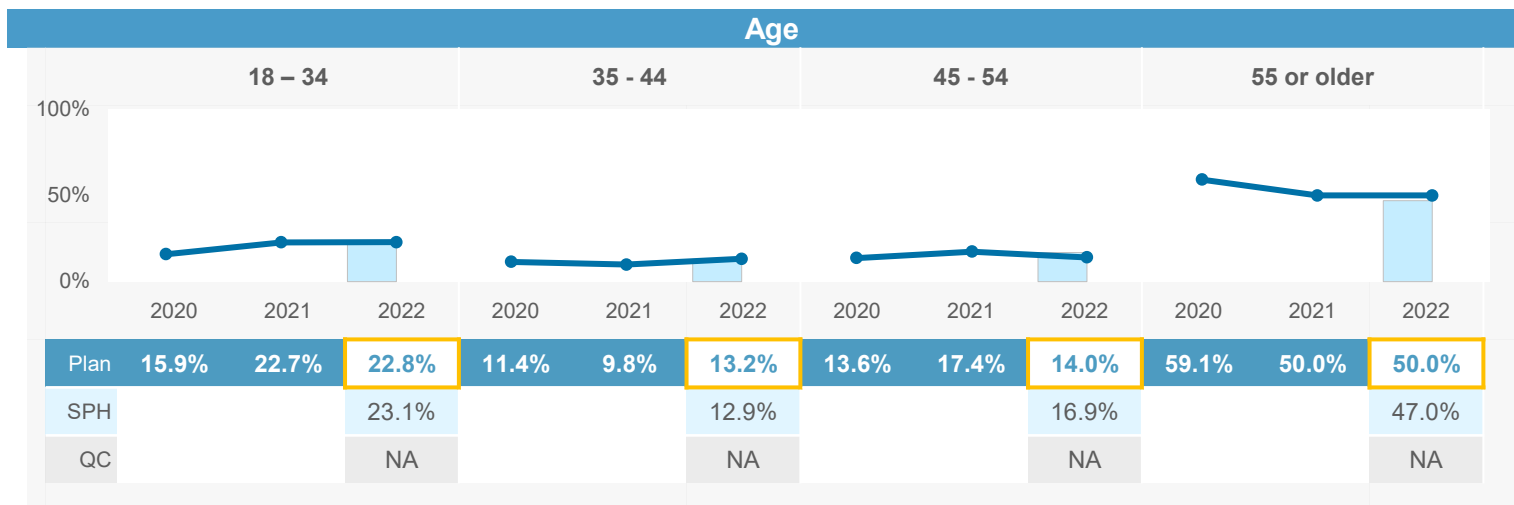


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PROFILE OF SURVEY RESPONDENTS

DEMOGRAPHIC COMPOSITION

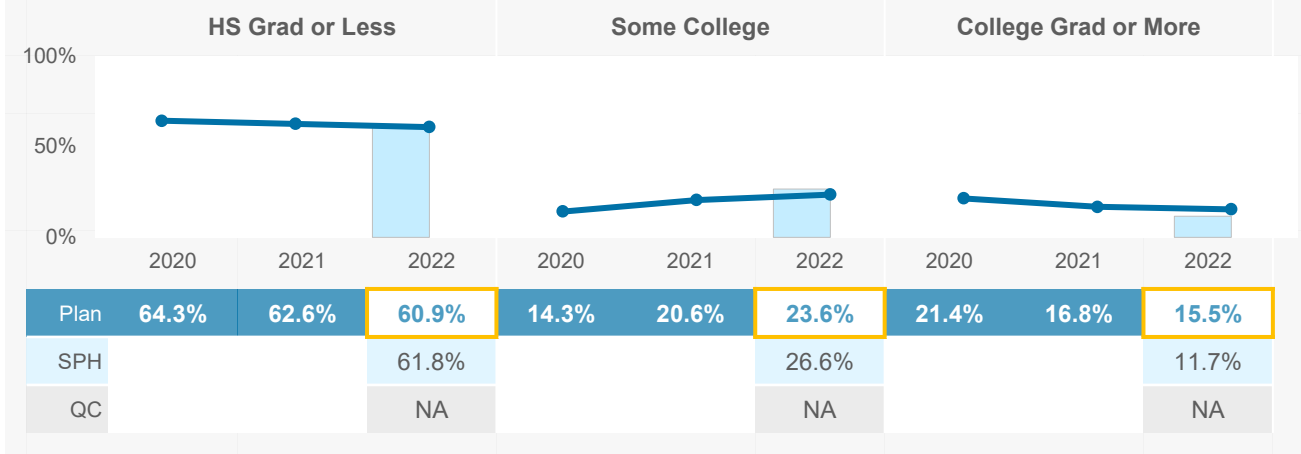
- Western Sky Community Care



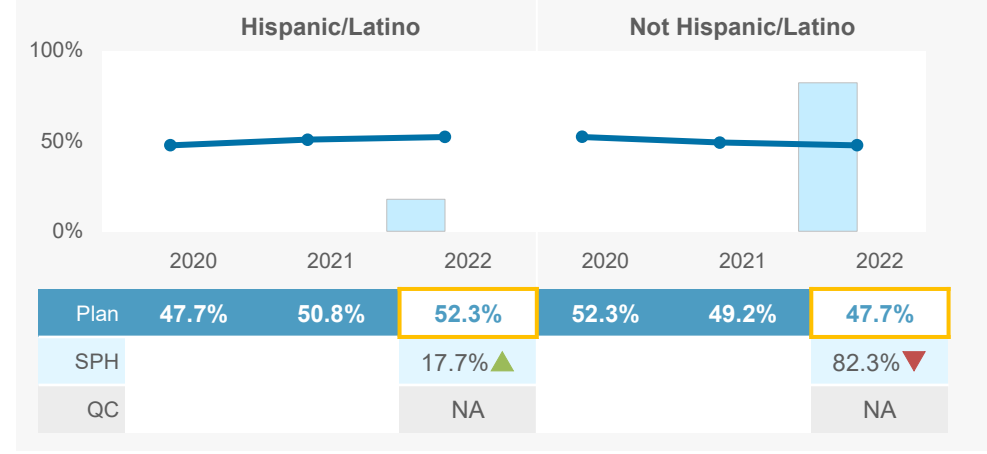
More info. 

Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).
Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.

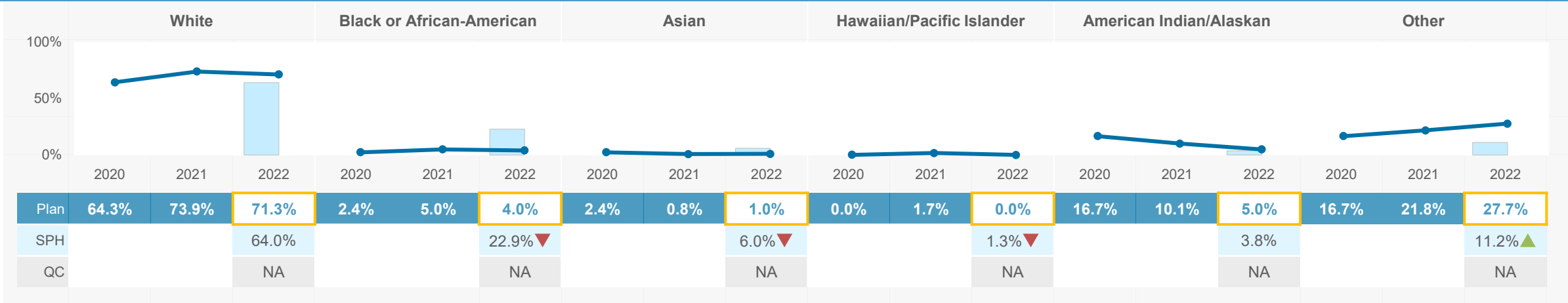
Education



Ethnicity



Race



Significance Testing: Current score is significantly higher/lower than the 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).
Benchmarks: SPH refers to the 2022 SPH Book of Business benchmark. QC refers to the 2021 QC National Data benchmark. NCQA did not publish demographics for the 2021 benchmark.



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SUPPLEMENTAL QUESTIONS

- Western Sky Community Care

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2022 SPH BoB
						2020	2021	2022	
Q41. Help with coordination of care (% Yes)	<i>Valid Responses = 110</i>								
	<u>Yes</u>	<u>No</u>				(n=46)	(n=128)	(n=110)	---
	36.4%	63.6%				32.6%	40.6%	36.4%	
Q43. Satisfied with help received to coordinate care (% Very Satisfied or %Satisfied)	<i>Valid Responses = 108</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=42)	(n=124)	(n=108)	---
	27.8%	48.1%	20.4%	0.9%	2.8%	64.3%	75.0%	75.9%	
Q44. Received material from plan about good health and how to stay healthy (% Yes)	<i>Valid Responses = 110</i>								
	<u>Yes</u>	<u>No</u>				(n=45)	(n=129)	(n=110)	---
	64.5%	35.5%				53.3%	64.3%	64.5%	
Q45. Received material from plan about care coordination and how to contact the care coordination unit (% Yes)	<i>Valid Responses = 109</i>								
	<u>Yes</u>	<u>No</u>				(n=46)	(n=127)	(n=109)	---
	52.3%	47.7%				50.0%	40.9%	52.3%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↕) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2022 SPH BoB
						2020	2021	2022	
Q46. Sat down with Care Coordinator and created a Plan of Care (% Yes)	<i>Valid Responses = 54</i>								
	<u>Yes</u>	<u>No</u>				(n=46)	(n=50)	(n=54)	---
	35.2%	64.8%				23.9%	42.0%	35.2%	
Q47. Satisfied with care plans (% Very satisfied + %Satisfied)	<i>Valid Responses = 55</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=43)	(n=52)	(n=55)	---
	21.8%	58.2%	14.5%	5.5%	0.0%	60.5%	90.4%	80.0% ‡	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (‡/‡) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.



SUPPLEMENTAL QUESTIONS

MEDICAID ADULT

Survey Item		Summary Rate Score			2022 SPH BoB	
		2020	2021	2022		
Q42. Who helped to coordinate your care						
	Valid Responses	Base	(n=39)	(n=121)	(n=104)	---
	Someone from your health plan		10.3%	9.9%	7.7%	
	Someone from your doctor's office or clinic		15.4%	32.2%	29.8%	
	Someone from another organization		2.6%	3.3%	1.9%	
	A friend or family member		25.6%	11.6%	14.4%	
	You		46.2%	43.0%	46.2%	

Significance Testing: Current year score is significantly higher/lower than 2021 score (↑/↓), the 2020 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.



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APPENDICES

- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE

Highest Correlations

Below are the key measures with the highest correlations to the Rating measures.

With Health Care Rating

Q43	Satisfied with help received to coordinate care	0.4871
Q28	Health plan overall	0.4847
Q24	CS provided info./help	0.4785
Q18	Personal doctor overall	0.4677
Q22	Specialist overall	0.4628
Q4	Got urgent care	0.4282
Q9	Got care/tests/treatment	0.4042
Q14	Dr. showed respect	0.3888
Q13	Dr. listened carefully	0.3650
Q25	CS courtesy/respect	0.3453

With Personal Doctor Rating

Q15	Dr. spent enough time	0.7662
Q13	Dr. listened carefully	0.7408
Q17	Dr. informed about care	0.7002
Q12	Dr. explained things	0.5595
Q14	Dr. showed respect	0.5324
Q8	Health care overall	0.4677
Q43	Satisfied with help received to coordinate care	0.3214
Q9	Got care/tests/treatment	0.2902
Q20	Got specialist appt.	0.2468
Q6	Got routine care	0.2456

With Specialist Rating

Q20	Got specialist appt.	0.5928
Q8	Health care overall	0.4628
Q47	Satisfied with care plans	0.3889
Q9	Got care/tests/treatment	0.3819
Q4	Got urgent care	0.3765
Q17	Dr. informed about care	0.3327
Q14	Dr. showed respect	0.2883
Q25	CS courtesy/respect	0.2744
Q18	Personal doctor overall	0.1991
Q28	Health plan overall	0.1972



APPENDIX B: QUESTIONNAIRE



SURVEY INSTRUCTIONS

- ◆ Answer each question by marking the box to the left of your answer.
- ◆ You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → **If Yes, Go to Question 1**
- No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the back of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-797-3605.

1. Our records show that you are now in Western Sky Community Care. Is that right?

- Yes → **If Yes, Go to Question 3**
- No

2. What is the name of your health plan? (Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care from a clinic, emergency room, or doctor's office. This includes care you got in person, by phone, or by video. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

- Yes
- No → **If No, Go to Question 5**

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care?

- Yes
- No → **If No, Go to Question 7**

6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?

- Never
- Sometimes
- Usually
- Always



7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?

- None → *If None, Go to Question 10*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health care possible

9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → *If No, Go to Question 19*

11. In the last 6 months, how many times did you have an in person, phone, or video visit with your personal doctor about your health?

- None → *If None, Go to Question 18*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

13. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

15. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

16. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → *If No, Go to Question 18*

17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- 0 Worst personal doctor possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments with a specialist?

- Yes
- No → *If No, Go to Question 23*

20. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

- Never
- Sometimes
- Usually
- Always

21. How many specialists have you talked to in the last 6 months?

- None → *If None, Go to Question 23*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

22. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

23. In the last 6 months, did you get information or help from your health plan's customer service?

- Yes
- No → *If No, Go to Question 26*

24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- Never
- Sometimes
- Usually
- Always

25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

26. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → *If No, Go to Question 28*

27. In the last 6 months, how often were the forms from your health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

ABOUT YOU

29. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

30. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

31. Have you had either a flu shot or flu spray in the nose since July 1, 2021?

- Yes
- No
- Don't know

32. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → *If Not at all, Go to Question 36*
- Don't know → *If Don't know, Go to Question 36*

33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? *Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.*

- Never
- Sometimes
- Usually
- Always

35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? *Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.*

- Never
- Sometimes
- Usually
- Always

36. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

37. Are you male or female?

- Male
- Female

38. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

39. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

40. What is your race? *Mark one or more.*

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

ADDITIONAL QUESTIONS

Now we would like to ask a few more questions about the services your health plan provides.

41. In the last 6 months, did anyone from your health plan, doctor's office, or clinic help coordinate your care among these doctors or other health providers?

- Yes
- No

42. In the last 6 months, who helped to coordinate your care?

- Someone from your health plan
- Someone from your doctor's office or clinic
- Someone from another organization
- A friend or family member
- You

43. How satisfied are you with the help you received to coordinate your care in the last 6 months?

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

44. In the last 6 months, have you received any material from your health plan about good health and how to stay healthy?

- Yes
- No

45. In the last 6 months, have you received any material from your health plan about care coordination and how to contact the care coordination unit?

- Yes
- No

If Yes, please answer the following two questions.

46. Did your Care Coordinator sit down with you and create a Plan of Care?

- Yes
- No

47. Are you satisfied that your care plan talks about the help you need to stay healthy and remain in your home?

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

Thank You

**Please return the completed survey
in the postage-paid envelope or send to:
SPH Analytics • P.O. Box 985009
Ft. Worth, TX 76185-5009**

**If you have any questions, please call
1-888-797-3605.**





IMPACT ANALYTICS

Redefine the experience members have with your plan by understanding what is driving those experiences, your Star Ratings and CAHPS performance.



IMPROVE MEMBER EXPERIENCE AND ENGAGEMENT WITH DESCRIPTIVE AND PREDICTIVE ANALYTICS



EXPLORE

Drill down into your data, compare segments against benchmarks and forecast CAHPS and Star improvements



DISCOVER

Analyze and prioritize root causes, then correlate campaigns and PX surveys to CAHPS and Stars



PREDICT

Predict member perceptions and behavior related to satisfaction, engageability and enrollment



OUTREACH

Blueprint to educate, motivate and shift perception through omnichannel outreach.

STRATEGIC CONSULTING WITH BENCHMARK-DRIVEN INSIGHTS

Strategic Consulting

Solving challenges at each stage of the member journey with a comprehensive evidence-based, approach helping accelerate improvement, satisfaction, star ratings and CAHPS performance.

Target efforts to improve member acquisition, engagement, and retention

Comprehensive approach delivering sustainable results that improve business and member outcomes.

Leveraging the SPH Analytics benchmark of CAHPS data, representing 85% of Medicare Advantage plans, and predictive analytics, we help drive your Star Ratings performance through:

- Current state validation methods
- Roadmap and co-design
- Implementation
- Sustainment

Improve the member experience with a data-driven approach

With the data and member feedback you're already collecting, our Strategic Consulting will help pinpoint the member cohorts with the most valuable opportunities to your organization.

Insights derived from that data will inform our consulting team's recommendations for developing actionable, sustainable improvement plans that drive measurable change.

