



**MY 2022 CAHPS®  
MEDICAID ADULT  
5.1H SURVEY**

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**WESTERN SKY COMMUNITY CARE (CENTENE NM)**

WESTERN SKY COMMUNITY CARE



# CONTENTS

- OVERVIEW
- METHODOLOGY
- INDUSTRY TRENDS
- EXECUTIVE SUMMARY
- KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN
- MEASURE ANALYSES
- SUMMARY OF TREND AND BENCHMARKS
- PROFILE OF SURVEY RESPONDENTS
- SUPPLEMENTAL QUESTIONS
- APPENDICES
  - A: CORRELATIONS
  - B: QUESTIONNAIRE

# OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Western Sky Community Care to conduct its MY 2022 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.

**2023 NCQA CHANGES** NCQA made no substantial changes to the survey or program for 2023.

Your Project Manager is Julia Schneider (Julia.Schneider@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

# METHODOLOGY

## DATA COLLECTION

The MY 2022 Medicaid Adult version of the 5.1H CAHPS survey was administered via the following methodology:

First questionnaire  
mailed  
3/7/2023

Second questionnaire  
mailed  
4/11/2023

Initiate follow-up calls  
to non-responders  
5/2/2023 - 5/16/2023

Last day to accept  
completed surveys  
5/17/2023

## QUALIFIED RESPONDENTS

Included beneficiaries who were...

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

## 2023 RESPONSE RATE CALCULATION

$$\frac{509 \text{ (Completed)}}{4725 \text{ (Sample)} - 89 \text{ (Ineligible)}} = \frac{509}{4636} = 11.0\%$$

## COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	186	192	76	26	29	21	454
Spanish	39	9	7	4	2	1	55
<b>Total</b>	<b>225</b>	<b>201</b>	<b>83</b>	<b>30</b>	<b>31</b>	<b>22</b>	<b>509</b>

Number of Undeliverables: 2793

Note: Respondents were given the option of completing the survey in Spanish. All members selected in the sample received both an English and a Spanish mail survey. Additionally, cover letters included a telephone number for members to call and complete the survey in Spanish.

## RESPONSE RATE TRENDING

		2021	2022	2023
<b>Completed</b>	<b>SUBTOTAL</b>	<b>134</b>	<b>114</b>	<b>509</b>
	Does not Meet Eligibility Criteria (01)	11	17	54
<b>Ineligible</b>	Language Barrier (03)	3	1	19
	Mentally/Physically Incapacitated (04)	1	1	7
	Deceased (05)	1	0	9
	<b>SUBTOTAL</b>	<b>16</b>	<b>19</b>	<b>89</b>
<b>Non-response</b>	Break-off/Incomplete (02)	8	10	44
	Refusal (06)	30	53	89
	Maximum Attempts Made (07)	1162	1154	3994
	Added to DNC List (08)	0	0	0
	<b>SUBTOTAL</b>	<b>1200</b>	<b>1217</b>	<b>4127</b>
<b>Total Sample</b>		<b>1350</b>	<b>1350</b>	<b>4725</b>
<b>Oversampling %</b>		<b>0.0%</b>	<b>0.0%</b>	<b>250.0%</b>
<b>Response Rate</b>		<b>10.0%</b>	<b>8.6%</b>	<b>11.0%</b>
<b>PG Response Rate</b>		<b>14.8%</b>	<b>12.2%</b>	<b>11.5%</b>

# INDUSTRY TRENDS

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- Western Sky Community Care

# PG BOOK OF BUSINESS TRENDS

MEDICAID ADULT



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

**Medicaid Adult:** Among the Medicaid Adult population, one measure declined by more than 1% compared to last year - *Rating of Specialist*, while one measure increased - *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. *Flu Vaccine* continues to be 4% lower than the 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.

PG Book of Business Trends					
	2019	2020	2021	2022	2023
<b>Rating Questions (% 9 or 10)</b>					
Q28. Rating of Health Plan	62.0%	64.6%	64.5%	64.0%	63.6%
Q8. Rating of Health Care	56.2%	58.8%	59.4%	57.0%	56.8%
Q18. Rating of Personal Doctor	68.8%	70.7%	70.4%	69.5%	69.2%
Q22. Rating of Specialist	66.8%	70.9%	69.7%	68.4%	67.4%
<b>Rating Questions (% 8, 9 or 10)</b>					
Q28. Rating of Health Plan	78.4%	80.3%	79.8%	79.6%	79.3%
Q8. Rating of Health Care	75.7%	76.9%	77.5%	75.8%	75.4%
Q18. Rating of Personal Doctor	82.7%	84.2%	83.8%	83.1%	83.2%
Q22. Rating of Specialist	82.9%	84.7%	83.9%	82.7%	82.3%
<b>Getting Needed Care (% A/U)</b>					
Q9. Getting care, tests, or treatment	85.5%	86.3%	85.8%	85.0%	84.8%
Q20. Getting specialist appointment	80.9%	80.7%	82.4%	79.6%	79.1%
<b>Getting Care Quickly (% A/U)</b>					
Q4. Getting urgent care	84.9%	85.0%	84.3%	81.7%	82.7%
Q6. Getting routine care	80.4%	80.4%	80.9%	80.0%	80.4%
<b>Coordination of Care (Q17) (% A/U)</b>					
Flu Vaccine: Adults 18-64 (Q31) (% Y)	45.4%	44.1%	40.6%	41.2%	41.1%

 Increase of 1% or greater since 2022  
 Decrease of 1% or greater since 2022

# EXECUTIVE SUMMARY

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- Western Sky Community Care

# OVERVIEW OF TERMS

**Summary Rates (SRS)** are defined by NCQA in its HEDIS MY 2022 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 Press Ganey using information derived from the NCQA 1-100 Benchmark.

**PG Benchmark Information** The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2022. Submission occurred on May 24<sup>th</sup>, 2023.

**NCQA Benchmark Information** The source for data contained in this publication is Quality Compass® All Plans 2022. 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.

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



# 2023 DASHBOARD

## MEDICAID ADULT



509

Completed surveys

11.0%

Response Rate

**Stars:** PG **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 2022 (↑/↓) or 2021 (↔/↕).

**Percentiles:** Based on the 2023 PG Book of Business

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

### Accreditation Measures

Rating of Health Plan ★★			
Rating of Health Plan	60.5%	29 <sup>th</sup>	---
Rating of Health Care ★★			
Rating of Health Care	56.7%	49 <sup>th</sup>	Opportunity
Rating of Personal Doctor ★★			
Rating of Personal Doctor	62.6%	12 <sup>th</sup>	Opportunity
Advised to Quit Smoking: 2YR ★			
Advised to Quit Smoking: 2YR	58.5%	8 <sup>th</sup>	---

### Other Measures

Rating of Specialist +			
Rating of Specialist +	61.2%	16 <sup>th</sup>	Opportunity
Coordination of Care +			
Coordination of Care +	82.3%	24 <sup>th</sup>	Wait
Customer Service +			
Composite	91.4%	68 <sup>th</sup>	---
Q24. Provided information or help	86.2%	65 <sup>th</sup>	Retain
Q25. Treated with courtesy and respect	96.5%	67 <sup>th</sup>	Retain

Getting Needed Care ★★			
Composite	76.8%	20 <sup>th</sup>	---
Q9. Getting care, tests, or treatment	79.6%	14 <sup>th</sup>	Opportunity
Q20. Getting specialist appointment	73.9%	22 <sup>nd</sup>	Opportunity
Getting Care Quickly ★★			
Composite	76.1%	20 <sup>th</sup>	---
Q4. Getting urgent care	80.3%	34 <sup>th</sup>	Opportunity
Q6. Getting routine care	72.0%	12 <sup>th</sup>	Opportunity
Flu Vaccine: 18-64 ★★			
Flu Vaccine: 18-64	39.2%	51 <sup>st</sup>	---

Ease of Filling Out Forms +			
Ease of Filling Out Forms +	95.5%	55 <sup>th</sup>	Retain
How Well Doctors Communicate +			
Composite	91.8%	33 <sup>rd</sup>	---
Q12. Dr. explained things	90.6%	20 <sup>th</sup>	Wait
Q13. Dr. listened carefully	91.4%	25 <sup>th</sup>	Wait
Q14. Dr. showed respect	94.7%	52 <sup>nd</sup>	Retain
Q15. Dr. spent enough time	90.5%	40 <sup>th</sup>	Wait

More info.

# ESTIMATED NCQA HEALTH INSURANCE PLAN RATINGS

MEDICAID ADULT

	SCORE DEFINITION	2023 BASE	2023 HPR SCORE*	HPR 4 STAR THRESHOLD	HPR PERCENTILE BAND	PG ESTIMATED RATING
<b>PATIENT EXPERIENCE</b>						<b>2.5</b>
<b>GETTING CARE</b>						<b>2</b>
Getting Needed Care	Usually or Always	236	76.7%	84.6%	10 <sup>th</sup>	2
Getting Care Quickly	Usually or Always	204	76.1%	83.8%	10 <sup>th</sup>	2
<b>SATISFACTION WITH PLAN PHYSICIANS</b>						<b>2</b>
Rating of Personal Doctor	9 or 10	329	62.6%	71.1%	10 <sup>th</sup>	2
<b>SATISFACTION WITH PLAN AND PLAN SERVICES</b>						<b>3</b>
Rating of Health Plan	9 or 10	486	60.4%	64.9%	33 <sup>rd</sup>	3
Rating of Health Care	9 or 10	282	56.7%	58.7%	33 <sup>rd</sup>	3
<b>PREVENTION</b>						
Flu Vaccinations Adults Ages 18-64	Yes	441	39.2%	42.4%	33 <sup>rd</sup>	3
<b>TREATMENT</b>						
Smoking Advice: Rolling Average	Sometimes, Usually or Always	159	58.5%	75.4%	<10 <sup>th</sup>	1

## 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 (10<sup>th</sup>, 33<sup>rd</sup>, 67<sup>th</sup> and 90<sup>th</sup>) 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 PG** based on the 2022 NCQA data and benchmarks.

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

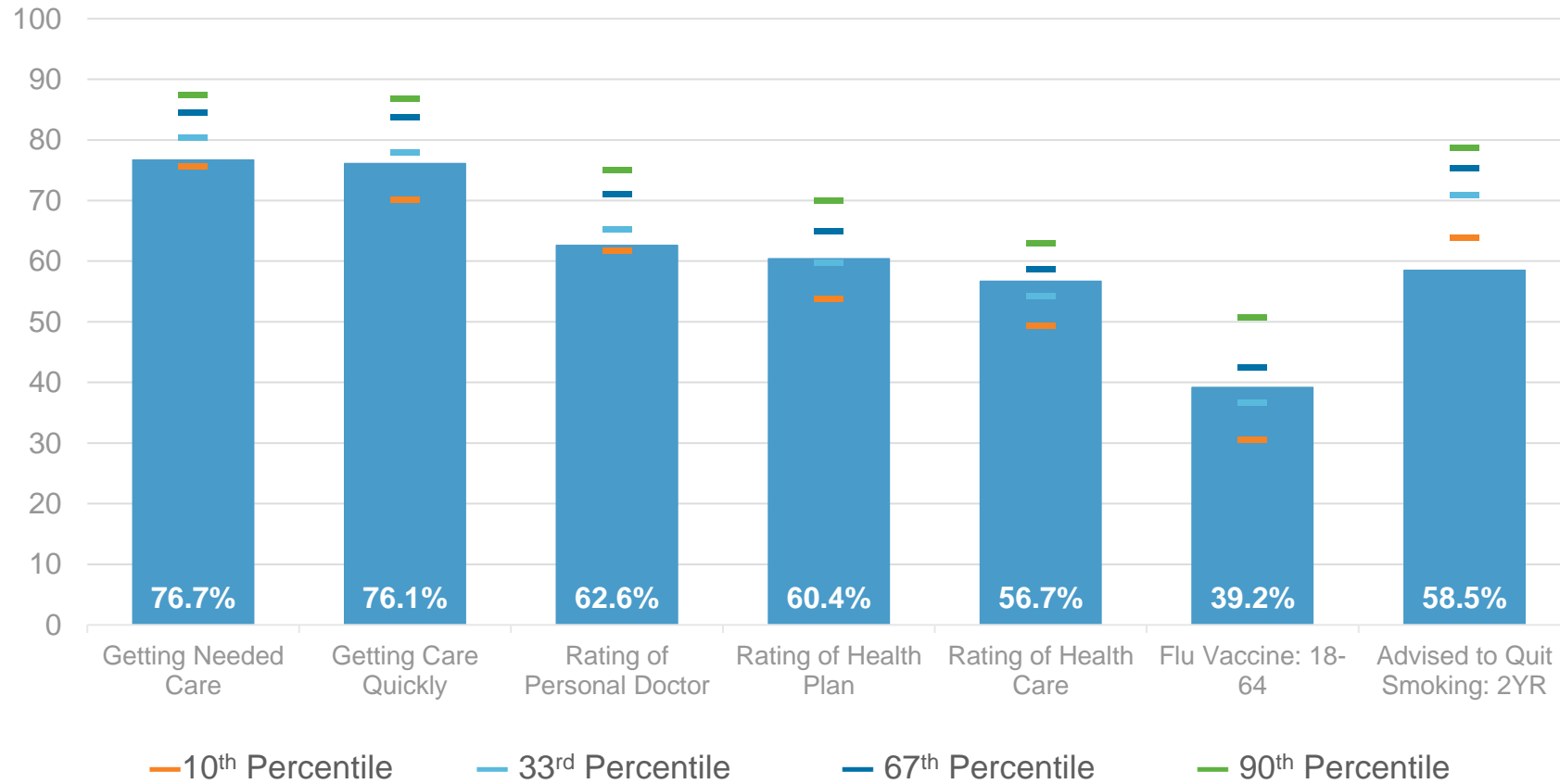
\*HPR scores are truncated to three digits (XX.X%) according to the NCQA calculation protocol for Health Plan Ratings. Please note that scores on this slide may differ slightly compared to scores found throughout the rest of the report.

# PERFORMANCE TO STAR CUT POINTS

MEDICAID ADULT

## 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 2022).



**Dark Blue** bar = Your plan's performance is at or above the 67<sup>th</sup> percentile

**Light Blue** bar = Your plan's performance is below the 67<sup>th</sup> 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

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MEASURE	SUMMARY RATE		CHANGE	2023 PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
<b>Health Plan Domain</b>											
Rating of Health Plan <i>% 9 or 10</i>	58.9%	60.5%	1.6						29 <sup>th</sup>	63.6%	
Getting Needed Care <i>% Usually or Always</i>	83.1%	76.8%	-6.3						20 <sup>th</sup>	82.0%	▼
Customer Service + <i>% Usually or Always</i>	86.5%	91.4%	4.9						68 <sup>th</sup>	89.8%	
Ease of Filling Out Forms + <i>% Usually or Always</i>	95.2%	95.5%	0.3						55 <sup>th</sup>	95.3%	
<b>Health Care Domain</b>											
Rating of Health Care <i>% 9 or 10</i>	45.3%	56.7%	11.4						49 <sup>th</sup>	56.8%	
Getting Care Quickly <i>% Usually or Always</i>	77.2%	76.1%	-1.1						20 <sup>th</sup>	81.5%	▼
How Well Doctors Communicate + <i>% Usually or Always</i>	90.1%	91.8%	1.7						33 <sup>rd</sup>	92.8%	
Coordination of Care + <i>% Usually or Always</i>	73.0%	82.3%	9.3						24 <sup>th</sup>	85.6%	
Rating of Personal Doctor <i>% 9 or 10</i>	62.0%	62.6%	0.6						12 <sup>th</sup>	69.2%	▼
Rating of Specialist + <i>% 9 or 10</i>	53.1%	61.2%	8.1						16 <sup>th</sup>	67.4%	

**Significance Testing** Current score is significantly higher/lower than the 2022 score (↑/↓) or benchmark score (▲/▼).

[More info.](#)

# MEASURE SUMMARY

MEDICAID ADULT

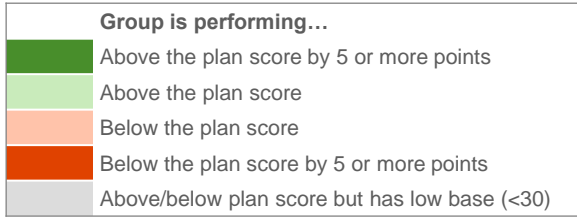
MEASURE	SUMMARY RATE		CHANGE	2023 PG BOOK OF BUSINESS BENCHMARK							
	2022	2023		PERCENTILE DISTRIBUTION			PERCENTILE RANK	BoB SRS			
				0	20	40	60	80	100		
<b>Effectiveness of Care</b>											
Flu Vaccine: 18-64 <i>% Yes</i>	30.8%	39.2%	8.4						51 <sup>st</sup>	41.1%	
Advised to Quit Smoking: 2YR <i>% Sometimes, Usually, or Always</i>	70.7%	58.5%	-12.2						8 <sup>th</sup>	74.3% ▼	
Discussing Cessation Meds: 2YR + <i>% Sometimes, Usually, or Always</i>	48.6%	35.7%	-12.9						7 <sup>th</sup>	53.0% ▼	
Discussing Cessation Strategies: 2YR + <i>% Sometimes, Usually, or Always</i>	42.5%	29.7%	-12.8						5 <sup>th</sup>	47.2% ▼	

**Significance Testing** Current score is significantly higher/lower than the 2022 score (↑/↓) or benchmark score (▲/▼).

[More info.](#) 

# HEALTH EQUITY

## MEDICAID ADULT



[More info.](#)

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

**Accreditation Measure**  
**Other Measure**

			Rating of Health Plan		Rating of Health Care		Getting Needed Care		Getting Care Quickly		Flu Vaccine: 18-64		Rating of Personal Doctor	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
<b>Demographic</b>	<b>Category</b>	<b>Total</b>	<b>60.5%</b>		<b>56.7%</b>		<b>76.8%</b>		<b>76.1%</b>		<b>39.2%</b>		<b>62.6%</b>	
<b>Gender</b>	Male	n = 217	<span style="color: red;">█</span>	-5%	<span style="color: orange;">█</span>	-2%	<span style="color: lightgreen;">█</span>	4%	<span style="color: orange;">█</span>	-2%	<span style="color: red;">█</span>	-7%	<span style="color: lightgreen;">█</span>	2%
	Female	n = 277	<span style="color: lightgreen;">█</span>	4%	<span style="color: lightgreen;">█</span>	1%	<span style="color: orange;">█</span>	-2%	<span style="color: lightgreen;">█</span>	1%	<span style="color: red;">█</span>	6%	<span style="color: orange;">█</span>	-1%
<b>Age</b>	18 – 34	n = 136	<span style="color: orange;">█</span>	-3%		0%	<span style="color: green;">█</span>	7%	<span style="color: orange;">█</span>	-1%	<span style="color: red;">█</span>	-5%	<span style="color: lightgreen;">█</span>	4%
	35 – 44	n = 67	<span style="color: lightgreen;">█</span>	3%	<span style="color: green;">█</span>	5%	<span style="color: orange;">█</span>	-3%	<span style="color: lightgreen;">█</span>	1%	<span style="color: red;">█</span>	-10%	<span style="color: green;">█</span>	9%
	45 – 54	n = 90	<span style="color: orange;">█</span>	-1%	<span style="color: green;">█</span>	8%	<span style="color: green;">█</span>	8%	<span style="color: orange;">█</span>	-1%	<span style="color: green;">█</span>	7%	<span style="color: orange;">█</span>	-3%
	55 or older	n = 199	<span style="color: lightgreen;">█</span>	3%	<span style="color: red;">█</span>	-5%	<span style="color: red;">█</span>	-5%	<span style="color: lightgreen;">█</span>	1%	<span style="color: green;">█</span>	5%	<span style="color: orange;">█</span>	-4%
<b>Overall Health</b>	Excellent/Very Good	n = 161	<span style="color: green;">█</span>	9%	<span style="color: green;">█</span>	10%	<span style="color: lightgreen;">█</span>	4%	<span style="color: green;">█</span>	6%	<span style="color: red;">█</span>	-9%	<span style="color: lightgreen;">█</span>	4%
	Good	n = 179	<span style="color: red;">█</span>	-7%	<span style="color: lightgreen;">█</span>	1%		0%	<span style="color: orange;">█</span>	-2%	<span style="color: lightgreen;">█</span>	2%	<span style="color: orange;">█</span>	-4%
	Fair/Poor	n = 153	<span style="color: orange;">█</span>	-1%	<span style="color: red;">█</span>	-9%	<span style="color: orange;">█</span>	-3%	<span style="color: orange;">█</span>	-2%	<span style="color: green;">█</span>	6%	<span style="color: orange;">█</span>	-1%
<b>Mental Health</b>	Excellent/Very Good	n = 183	<span style="color: lightgreen;">█</span>	3%	<span style="color: green;">█</span>	7%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	3%	<span style="color: red;">█</span>	-6%	<span style="color: lightgreen;">█</span>	0%
	Good	n = 183	<span style="color: lightgreen;">█</span>	2%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	3%	<span style="color: lightgreen;">█</span>	4%	<span style="color: lightgreen;">█</span>	4%	<span style="color: lightgreen;">█</span>	3%
	Fair/Poor	n = 128	<span style="color: red;">█</span>	-6%	<span style="color: red;">█</span>	-7%	<span style="color: orange;">█</span>	-2%	<span style="color: red;">█</span>	-6%	<span style="color: lightgreen;">█</span>	4%	<span style="color: orange;">█</span>	-3%
<b>Education</b>	HS Grad or less	n = 248	<span style="color: green;">█</span>	6%	<span style="color: green;">█</span>	9%	<span style="color: green;">█</span>	8%	<span style="color: lightgreen;">█</span>	4%	<span style="color: lightgreen;">█</span>	2%	<span style="color: lightgreen;">█</span>	2%
	Some college or more	n = 235	<span style="color: red;">█</span>	-5%	<span style="color: red;">█</span>	-7%	<span style="color: red;">█</span>	-6%	<span style="color: orange;">█</span>	-3%	<span style="color: orange;">█</span>	-2%	<span style="color: orange;">█</span>	-3%
<b>Race/Ethnicity</b>	White	n = 336	<span style="color: orange;">█</span>	-1%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	1%	<span style="color: lightgreen;">█</span>	2%	<span style="color: orange;">█</span>	-2%	<span style="color: orange;">█</span>	-1%
	Black/African-American	n = 19	<span style="color: gray;">█</span>	-3%	<span style="color: gray;">█</span>	-11%	<span style="color: gray;">█</span>	-4%	<span style="color: gray;">█</span>	3%	<span style="color: gray;">█</span>	-11%	<span style="color: gray;">█</span>	-4%
	Asian	n = 9	<span style="color: gray;">█</span>	-5%	<span style="color: gray;">█</span>	-57%	<span style="color: gray;">█</span>	23%	<span style="color: gray;">█</span>	-76%	<span style="color: gray;">█</span>	28%	<span style="color: gray;">█</span>	4%
	Native Hawaiian/Pacific Islander	n = 5	<span style="color: gray;">█</span>	20%	<span style="color: gray;">█</span>	-7%	<span style="color: gray;">█</span>	-2%	<span style="color: gray;">█</span>	24%	<span style="color: gray;">█</span>	-39%	<span style="color: gray;">█</span>	37%
	American Indian or Alaska Native	n = 58	<span style="color: lightgreen;">█</span>	1%	<span style="color: red;">█</span>	-7%	<span style="color: gray;">█</span>	7%	<span style="color: gray;">█</span>	-5%	<span style="color: lightgreen;">█</span>	2%	<span style="color: red;">█</span>	-13%
	Other	n = 96	<span style="color: lightgreen;">█</span>	3%	<span style="color: lightgreen;">█</span>	0%	<span style="color: orange;">█</span>	-2%	<span style="color: red;">█</span>	-5%	<span style="color: orange;">█</span>	-1%	<span style="color: lightgreen;">█</span>	3%
	Hispanic/Latino	n = 260	<span style="color: lightgreen;">█</span>	3%	<span style="color: lightgreen;">█</span>	4%	<span style="color: lightgreen;">█</span>	2%	<span style="color: lightgreen;">█</span>	0%	<span style="color: lightgreen;">█</span>	2%	<span style="color: lightgreen;">█</span>	4%

# HEALTH EQUITY

## MEDICAID ADULT

**Group is performing...**

- Above the plan score by 5 or more points
- Above the plan score
- Below the plan score
- Below the plan score by 5 or more points
- Above/below plan score but has low base (<30)

[More info.](#)

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

**Accreditation Measure**  
Other Measure

Demographic	Category	Total	Rating of Specialist +		Coordination of Care +		Customer Service +		How Well Doctors Communicate +		Ease of Filling Out Forms +	
			SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ	SRS	Δ
			<b>61.2%</b>		<b>82.3%</b>		<b>91.4%</b>		<b>91.8%</b>		<b>95.5%</b>	
Gender	Male	n = 217		-2%		<b>5%</b>		-1%		1%		-1%
	Female	n = 277		1%		-3%		0%		-1%		1%
Age	18 – 34	n = 136		10%		1%		4%		2%		1%
	35 – 44	n = 67		-4%		-6%		-6%		-4%		-3%
	45 – 54	n = 90		<b>-8%</b>		2%		4%		<b>6%</b>		2%
	55 or older	n = 199		1%		2%		-1%		-1%		0%
Overall Health	Excellent/Very Good	n = 161		-3%		1%		0%		4%		1%
	Good	n = 179		<b>5%</b>		<b>7%</b>		1%		0%		-1%
	Fair/Poor	n = 153		-3%		<b>-5%</b>		-2%		-3%		0%
Mental Health	Excellent/Very Good	n = 183		1%		-1%		3%		3%		1%
	Good	n = 183		<b>5%</b>		2%		0%		4%		0%
	Fair/Poor	n = 128		-4%		-2%		-3%		<b>-7%</b>		0%
Education	HS Grad or less	n = 248		0%		-1%		0%		2%		-1%
	Some college or more	n = 235		0%		2%		0%		-2%		0%
Race/Ethnicity	White	n = 336		-3%		0%		0%		2%		1%
	Black/African-American	n = 19		10%		-16%		3%		-17%		-9%
	Asian	n = 9		39%		NA		9%		8%		5%
	Native Hawaiian/Pacific Islander	n = 5		39%		18%		9%		8%		5%
	American Indian or Alaska Native	n = 58		0%		9%		2%		-3%		-3%
	Other	n = 96		7%		-3%		-3%		-4%		-3%
	Hispanic/Latino	n = 260		-4%		-1%		1%		0%		0%

# MEASURE SUMMARY

MEDICAID ADULT

## TOP THREE Performing Measures

Your plan's percentile rankings for these measures were the highest compared to the 2023 PG Book of Business.

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 QC			2023 PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Customer Service + (% Usually or Always)	197	86.5%	91.4%	4.9	88.9%	2.5	81 <sup>st</sup>	89.8%	1.6	68 <sup>th</sup>
Rating of Health Care (% 9 or 10)	282	45.3%	56.7%	11.4	56.5%	0.2	50 <sup>th</sup>	56.8%	-0.1	49 <sup>th</sup>
How Well Doctors Communicate + (% Usually or Always)	244	90.1%	91.8%	1.7	92.5%	-0.7	31 <sup>st</sup>	92.8%	-1.0	33 <sup>rd</sup>

## BOTTOM THREE Performing Measures

Your plan's percentile rankings for these measures were the lowest compared to the 2023 PG Book of Business.

MEASURE	2023 Valid n	PLAN SUMMARY RATE SCORE			2022 QC			2023 PG BoB		
		2022	2023	CHANGE	SCORE	GAP	PERCENTILE	SCORE	GAP	PERCENTILE
Getting Care Quickly (% Usually or Always)	204	77.2%	76.1%	-1.1	80.2%	-4.1	23 <sup>rd</sup>	81.5% ▼	-5.4	20 <sup>th</sup>
Rating of Specialist + (% 9 or 10)	170	53.1%	61.2%	8.1	68.3%	-7.1	6 <sup>th</sup>	67.4%	-6.2	16 <sup>th</sup>
Rating of Personal Doctor (% 9 or 10)	329	62.0%	62.6%	0.6	68.3% ▼	-5.7	12 <sup>th</sup>	69.2% ▼	-6.6	12 <sup>th</sup>

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓) or benchmark score (▲/▼).

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



# IMPROVEMENT STRATEGIES

## Improving Performance

These measures had the lowest percentile rankings in comparison to the 2023 PG Book of Business for your plan.

### Improvement Strategies – Getting Care Quickly

- Assess CAHPS data by health system, PO, and/or network. Communicate results and identify outliers. Correlate with HEDIS data, complaints, appeals and/or quality of care concerns, and communicate. Support and encourage providers to take innovative action to improve access.
- Support members and collaborate with providers to enhance routine and urgent access to care through innovative, proactive approaches within Care Management, Chronic Care, and Quality Management. Work with providers to identify and resolve opportunities.
- Discuss and engage providers/staff on scheduling best practices, how to improve access to routine/urgent care. Consider scheduling routine appointments well in advance, e.g., 12 months. Provide tools, resources, support and assessment.
- Support, encourage and assist in approaches toward open access scheduling. Allow a portion of each day open for urgent care and/or follow-up care.
- Contract with additional providers for urgent and after-hour appointments/availability.
- Explore partnering with 24-hour urgent care or walk-in clinics.
- Educate providers and staff about Plan and regulatory appointment wait time requirements or standards (i.e., CAHPS, CMS, States, etc.) . Identify opportunities for improvement.
- Provide members streamlined tools and resources (links, apps, etc.) about benefits, providers, referrals, scheduling appointments, etc. Identify options and hours available, and include alternatives, including practices with evening and weekend hours. Consider alternative sources of information, e.g., refrigerator magnets.
- Explore and support alternative telecommunication technologies to expand access to care: telephone, telehealth, telemedicine and patient portals.
- Encourage use of Nurse Hotline/Nurse on Call lines or live-chat via web for members to get health information and advice.

### 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.

### Improvement Strategies – Rating of Personal Doctor

- Analyze, investigate, and probe for weakness or QI opportunities among those measures or composites that are Key Drivers (or highly correlated) with rating of personal 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: Foster relationships with patients. Partner with them. Listen to their concerns. Treat them with compassion. Spend adequate time with them and ensure questions and concerns are answered.
- 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.)
- 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. Minimize wait times.

Full List of Improvement Strategies 

# KEY DRIVER ANALYSIS OF RATING OF HEALTH PLAN

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- Western Sky Community Care

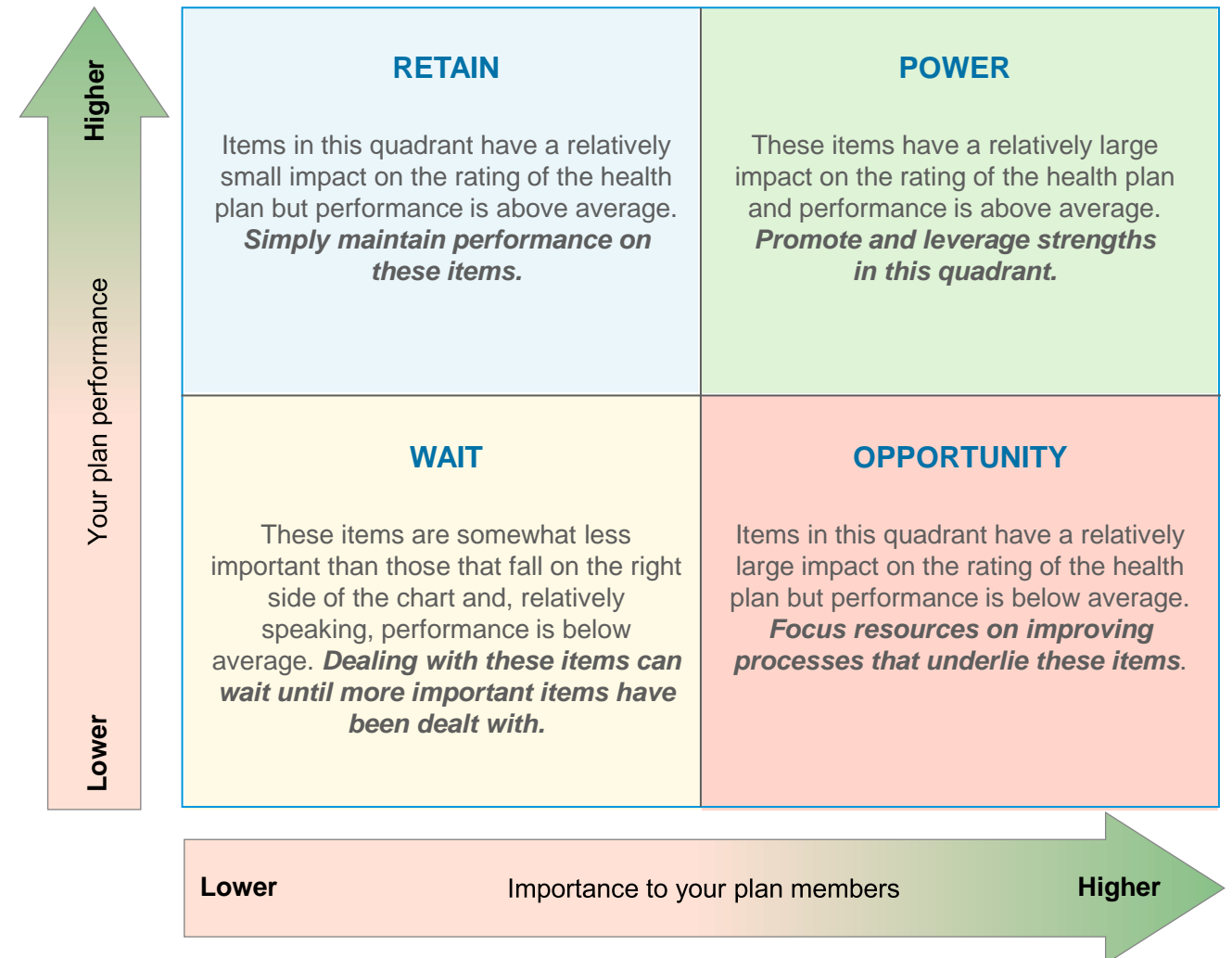
# POWER CHART: EXPLANATION

## 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.

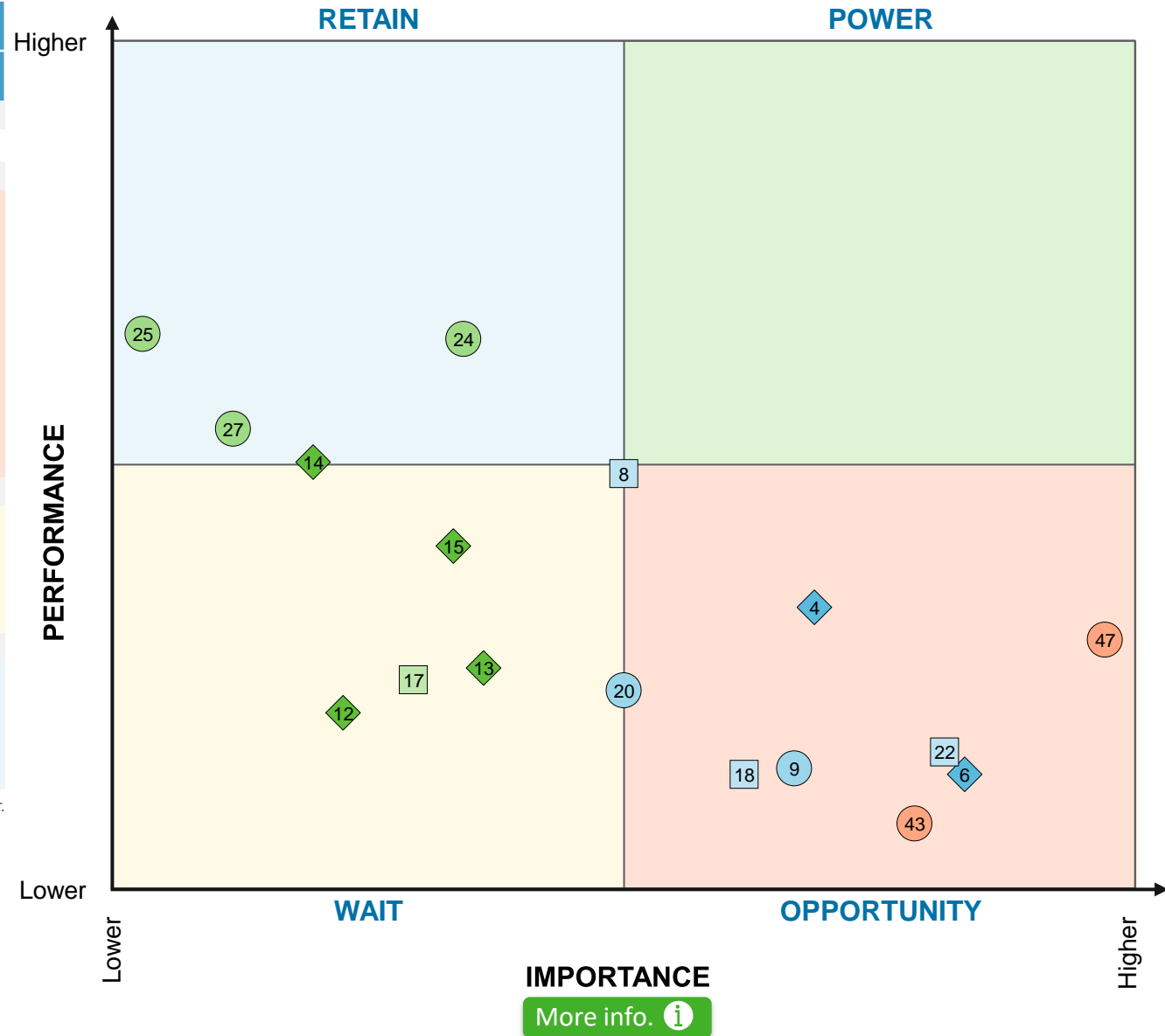


# POWER CHART: YOUR RESULTS

MEDICAID ADULT

SURVEY MEASURE				2022		2023	
				SRS	%tile*	SRS	%tile*
<b>POWER</b>							
None							
<b>OPPORTUNITY</b>							
● SQ	Q47	Satisfied with care plans	80.0%	---	79.6%	---	
◆ GCQ	Q6	Getting routine care	81.8%	62 <sup>nd</sup>	72.0%	12 <sup>th</sup>	
■ Rating	Q22	Rating of Specialist +	53.1%	<5 <sup>th</sup>	61.2%	16 <sup>th</sup>	
● SQ	Q43	Satisfied with help received to coordinate care	75.9%	---	73.9%	---	
◆ GCQ	Q4	Getting urgent care	72.5%	9 <sup>th</sup>	80.3%	34 <sup>th</sup>	
● GNC	Q9	Getting care, tests, or treatment	86.7%	68 <sup>th</sup>	79.6%	14 <sup>th</sup>	
■ Rating	Q18	Rating of Personal Doctor	62.0%	11 <sup>th</sup>	62.6%	12 <sup>th</sup>	
■ Rating	Q8	Rating of Health Care	45.3%	<5 <sup>th</sup>	56.7%	49 <sup>th</sup>	
● GNC	Q20	Getting specialist appointment	79.6%	47 <sup>th</sup>	73.9%	22 <sup>nd</sup>	
<b>WAIT</b>							
◆ HWDC	Q13	Dr. listened carefully	87.9%	5 <sup>th</sup>	91.4%	25 <sup>th</sup>	
◆ HWDC	Q15	Dr. spent enough time	86.2%	13 <sup>th</sup>	90.5%	40 <sup>th</sup>	
■ CC	Q17	Coordination of Care +	73.0%	<5 <sup>th</sup>	82.3%	24 <sup>th</sup>	
◆ HWDC	Q12	Dr. explained things	91.4%	32 <sup>nd</sup>	90.6%	20 <sup>th</sup>	
<b>RETAIN</b>							
● CS	Q24	Provided information or help	80.0%	21 <sup>st</sup>	86.2%	65 <sup>th</sup>	
◆ HWDC	Q14	Dr. showed respect	94.8%	52 <sup>nd</sup>	94.7%	52 <sup>nd</sup>	
● CS	Q27	Ease of Filling Out Forms +	95.2%	35 <sup>th</sup>	95.5%	55 <sup>th</sup>	
● CS	Q25	Treated with courtesy and respect	93.0%	21 <sup>st</sup>	96.5%	67 <sup>th</sup>	

\*Percentiles based on the PG Book of Business of the listed year.



# KEY DRIVERS OF RATING OF HEALTH PLAN

## MEDICAID ADULT

		ALIGNMENT <i>Are your key drivers typical of the industry?</i>	KEY DRIVER RANK		ATTRIBUTE	SUMMARY RATE SCORE		PG BoB %TILE*	CLASSIFICATION				
			YOUR PLAN	INDUSTRY		YOUR PLAN	INDUSTRY		2022	2023			
TOP 10 KEY DRIVERS				Q28	Rating of Health Plan	60.5%	63.6%	29 <sup>th</sup>	(+9)				
YOUR PLAN	These items have a relatively large impact on the Rating of Health Plan. <b>Leverage</b> 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.	✓	1	---	Q47	Satisfied with care plans	79.6%	---	---	Opp.	→	Opp.	
		✓	2	5	Q6	Getting routine care	72.0%	80.4%	12 <sup>th</sup>	(-50)	Power	→	Opp.
		✓	3	2	Q22	Rating of Specialist +	61.2%	67.4%	16 <sup>th</sup>	(+16)	Wait	→	Opp.
			4	---	Q43	Satisfied with help received to coordinate care	73.9%	---	---		Opp.		Opp.
		✓	5	6	Q4	Getting urgent care	80.3%	82.7%	34 <sup>th</sup>	(+25)	Opp.		Opp.
		✓	6	4	Q9	Getting care, tests, or treatment	79.6%	84.8%	14 <sup>th</sup>	(-54)	Power	→	Opp.
		✓	7	3	Q18	Rating of Personal Doctor	62.6%	69.2%	12 <sup>th</sup>	(+1)	Wait	→	Opp.
		✓	8	1	Q8	Rating of Health Care	56.7%	56.8%	49 <sup>th</sup>	(+46)	Opp.		Opp.
			9	11	Q20	Getting specialist appointment	73.9%	79.1%	22 <sup>nd</sup>	(-25)	Wait	→	Opp.
		✓	10	9	Q13	Dr. listened carefully	91.4%	92.9%	25 <sup>th</sup>	(+20)	Wait		Wait
INDUSTRY	PG Book of Business regression analysis has identified <b>Key Drivers</b> of Rating of Health Plan. The numbers represent the ranked importance across the entire Book of Business.		11	8	Q24	Provided information or help	86.2%	84.5%	65 <sup>th</sup>	(+44)	Opp.	→	Retain
			15	10	Q14	Dr. showed respect	94.7%	94.6%	52 <sup>nd</sup>	(+0)	Retain		Retain
			17	7	Q25	Treated with courtesy and respect	96.5%	95.0%	67 <sup>th</sup>	(+46)	Opp.	→	Retain

All Industry scores & rankings are calculated based on the 2023 PG 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.

\*Differentials are based on comparisons to your plan's prior year percentile rankings.

# MEASURE ANALYSES

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Measure Details and Summary Rate Scores

- Western Sky Community Care

# SECTION INFORMATION

**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

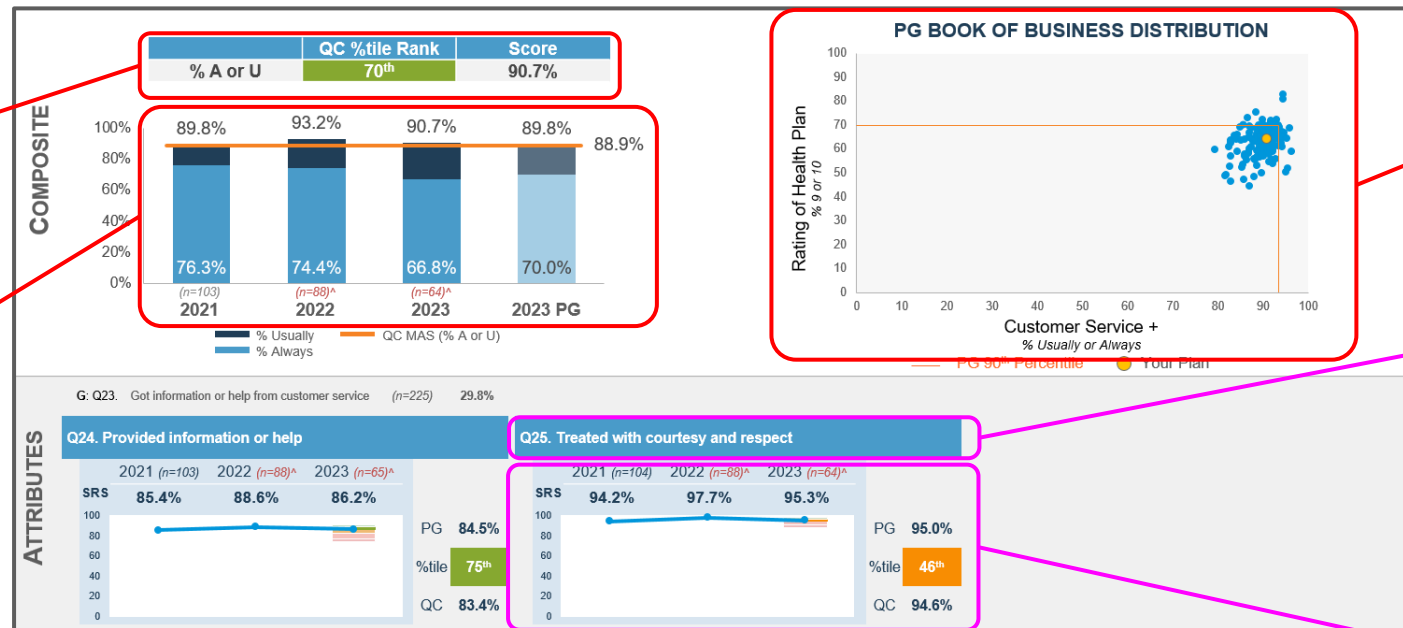
Percentile Bands	
≥90 <sup>th</sup>	
67 <sup>th</sup> – 89 <sup>th</sup>	
33 <sup>rd</sup> – 66 <sup>th</sup>	
10 <sup>th</sup> – 32 <sup>nd</sup>	
<10 <sup>th</sup>	

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, PG BoB and Quality Compass national data are displayed.



Your plan's **Summary Rate Score** is plotted against the PG Book of Business to provide a visual representation of market performance. The orange line represents the PG 90<sup>th</sup> 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:

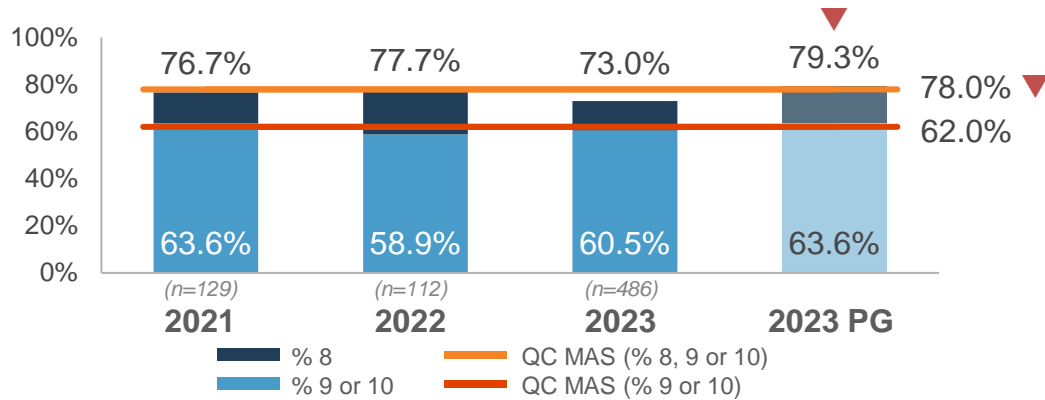
- Historic bases and **Summary Rate Scores** along with significant changes in trend notated
- Benchmark comparisons along with significant differences notated
- Percentile ranking against **Quality Compass**
- Graphic representation of trend and 2022 **Quality Compass** percentile bands

# RATINGS

## MEDICAID ADULT

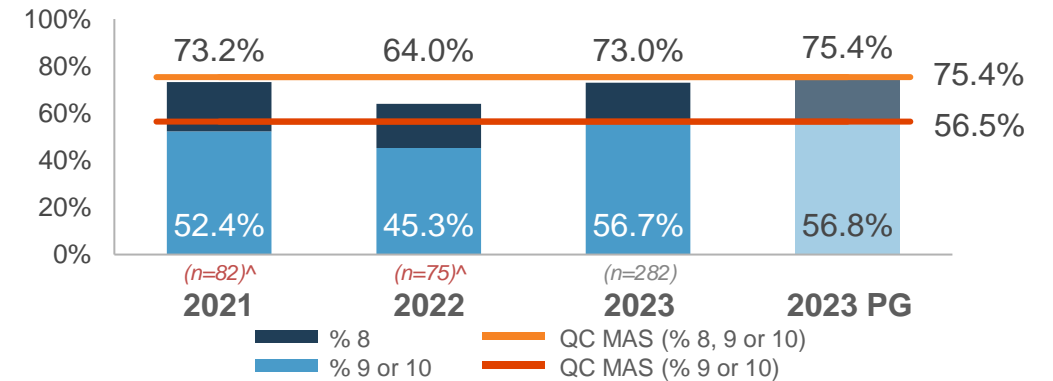
### RATING OF HEALTH PLAN

	QC %tile Rank	Score
% 8, 9 or 10	16 <sup>th</sup>	73.0%
% 9 or 10	40 <sup>th</sup>	60.5%



### RATING OF HEALTH CARE

	QC %tile Rank	Score
% 8, 9 or 10	26 <sup>th</sup>	73.0%
% 9 or 10	50 <sup>th</sup>	56.7%



### Key Drivers Of The Rating Of The Health Plan

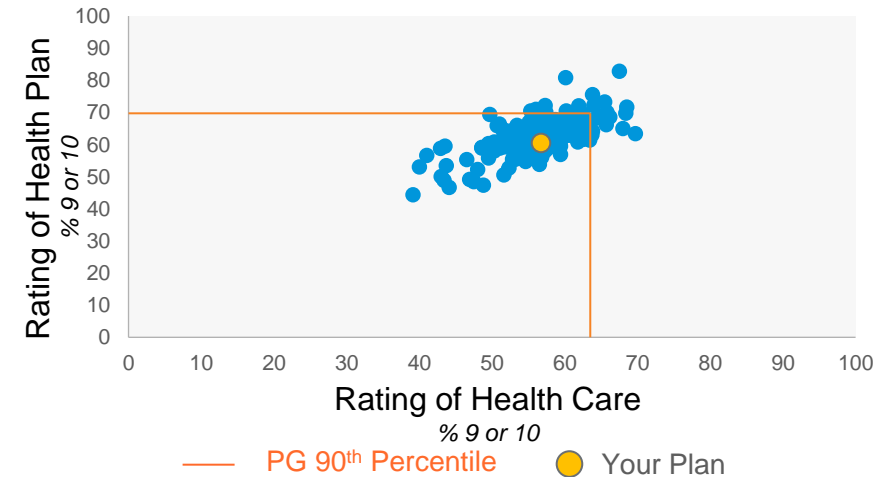
#### POWER

None

#### OPPORTUNITIES

- Q47 Satisfied with care plans
- Q6 Getting routine care
- Q22 Rating of Specialist +
- Q43 Satisfied with help received to coordinate care
- Q4 Getting urgent care
- Q9 Getting care, tests, or treatment
- Q18 Rating of Personal Doctor
- Q8 Rating of Health Care
- Q20 Getting specialist appointment

### PG BOOK OF BUSINESS DISTRIBUTION



**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

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

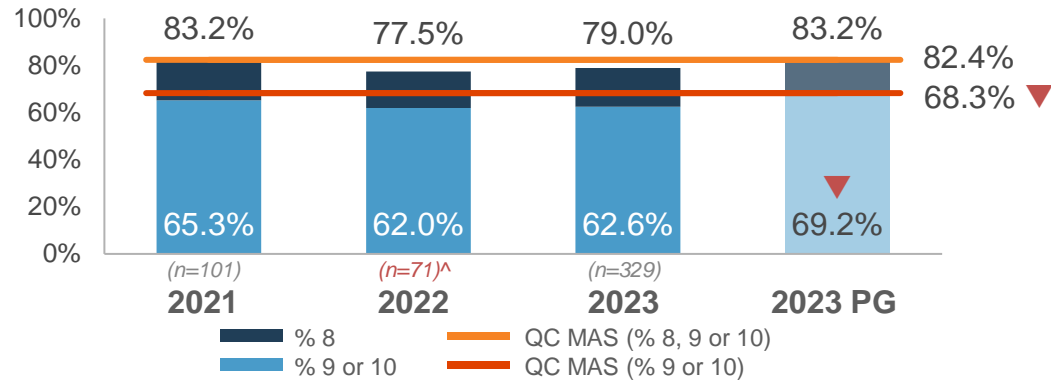


# RATINGS

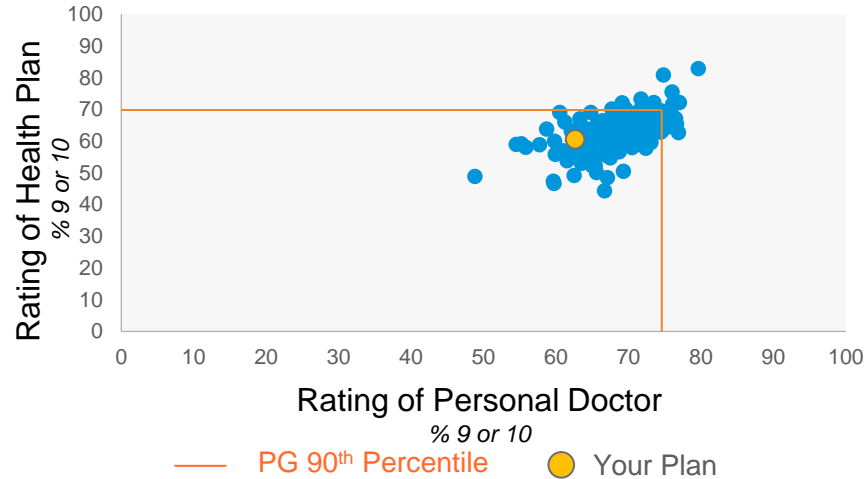
## MEDICAID ADULT

### RATING OF PERSONAL DOCTOR

	QC %tile Rank	Score
% 8, 9 or 10	17 <sup>th</sup>	79.0%
% 9 or 10	12 <sup>th</sup>	62.6%

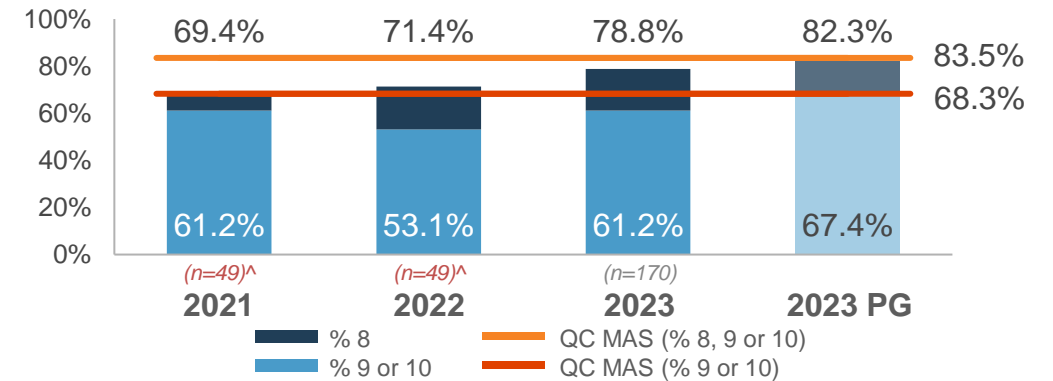


### PG BOOK OF BUSINESS DISTRIBUTION

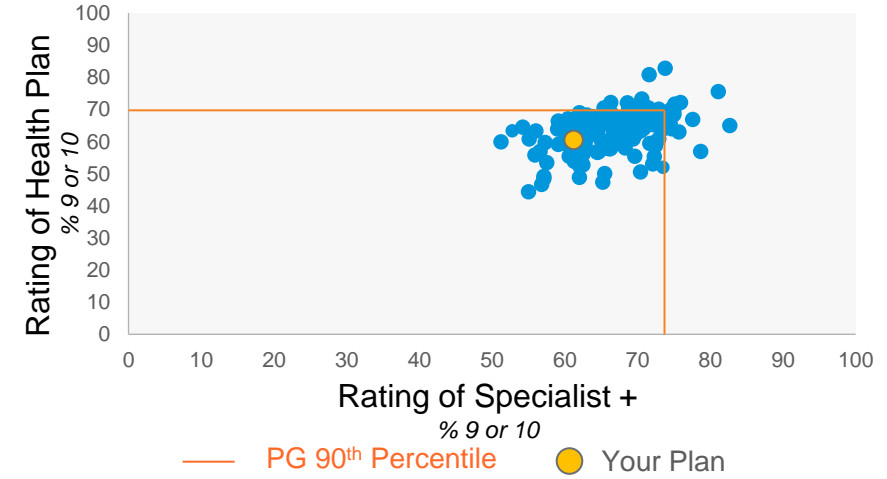


### RATING OF SPECIALIST +

	QC %tile Rank	Score
% 8, 9 or 10	15 <sup>th</sup>	78.8%
% 9 or 10	6 <sup>th</sup>	61.2%



### PG BOOK OF BUSINESS DISTRIBUTION



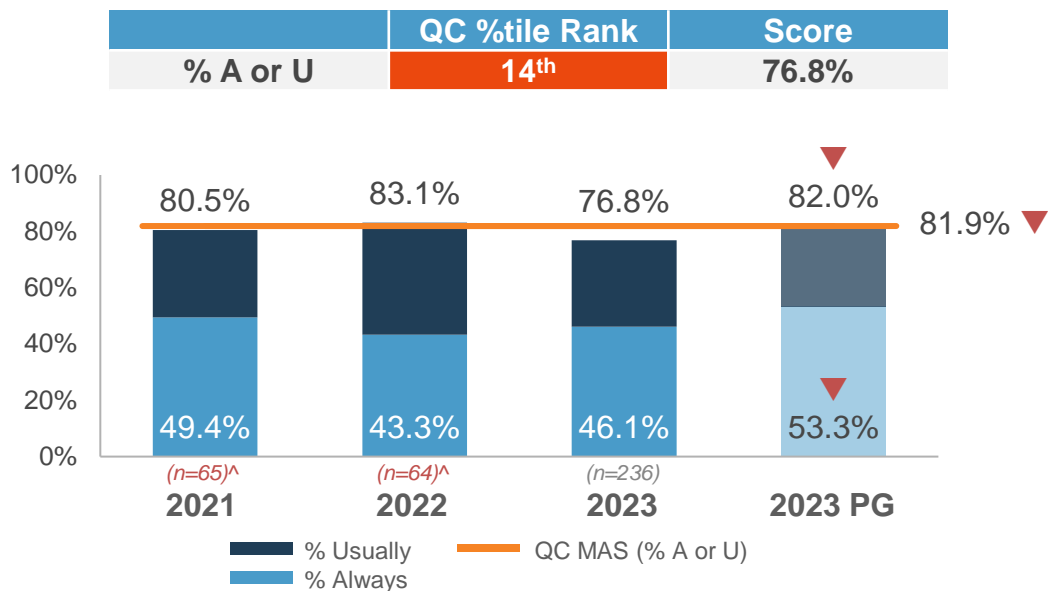
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

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

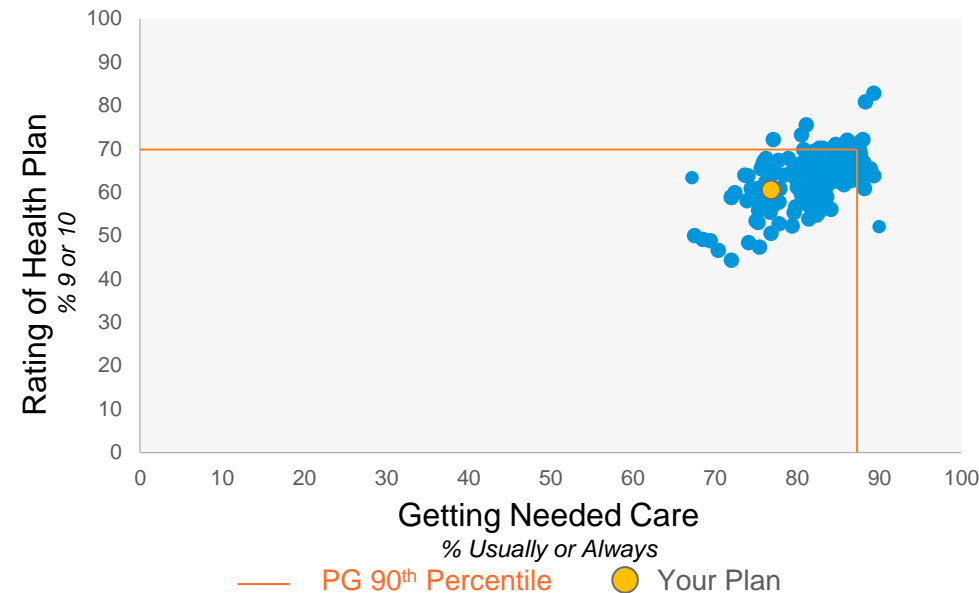
# GETTING NEEDED CARE

MEDICAID ADULT

COMPOSITE



## PG BOOK OF BUSINESS DISTRIBUTION

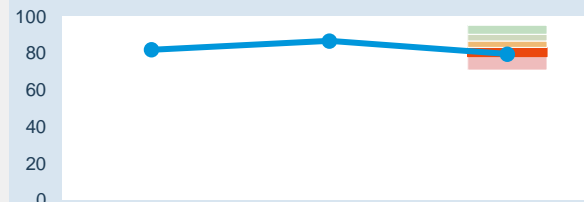


ATTRIBUTES

**G: Q19.** Made appointments to see a specialist in the last 6 months (n=503) 38.0%

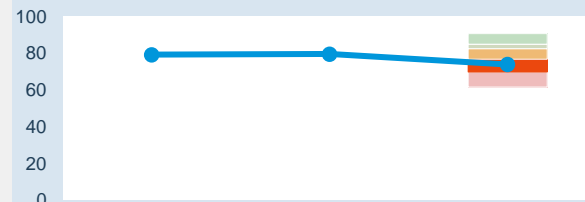
### Q9. Getting care, tests, or treatment

SRS	2021 (n=83)^	2022 (n=75)^	2023 (n=284)
SRS	81.9%	86.7%	79.6%



### Q20. Getting specialist appointment

SRS	2021 (n=48)^	2022 (n=54)^	2023 (n=188)
SRS	79.2%	79.6%	73.9%



**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

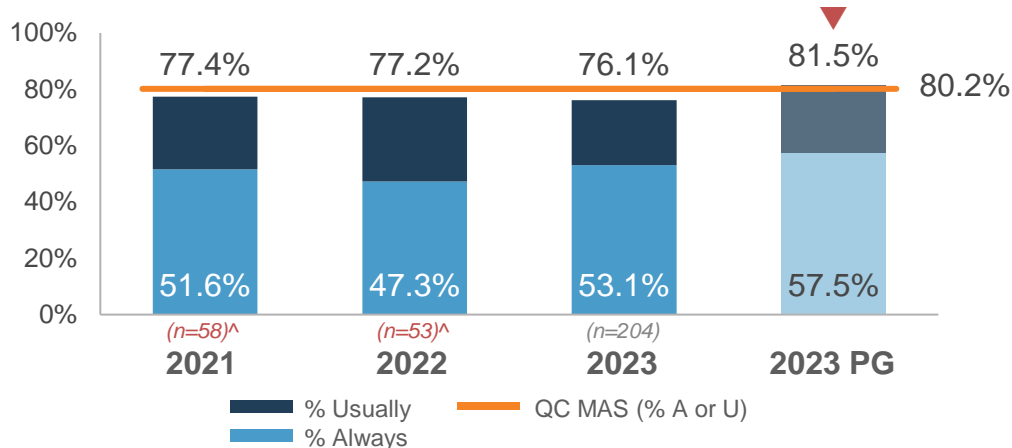
^Denominator less than 100. NCQA will assign an NA to this measure.

# GETTING CARE QUICKLY

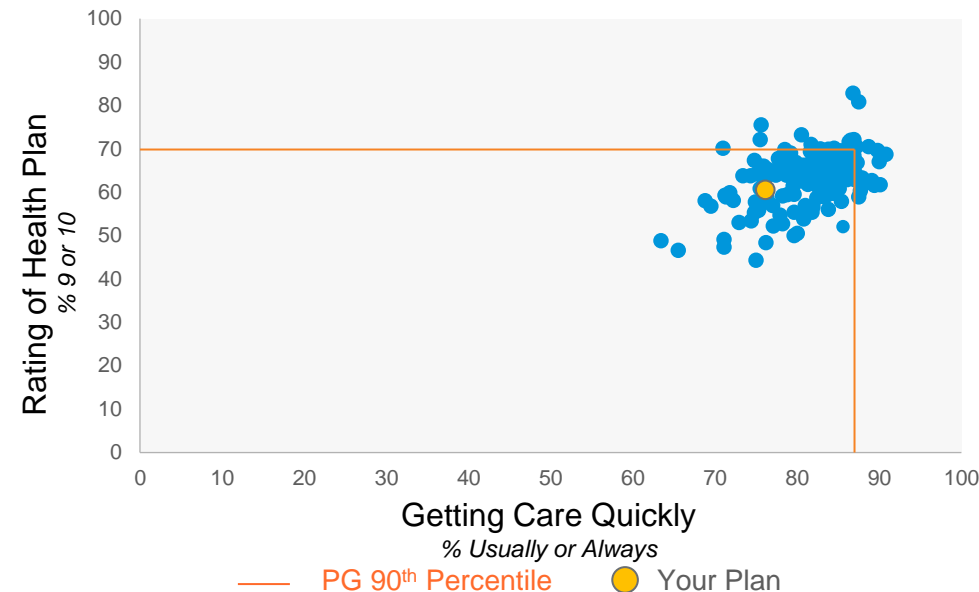
MEDICAID ADULT

COMPOSITE

	QC %tile Rank	Score
% A or U	23 <sup>rd</sup>	76.1%



## PG BOOK OF BUSINESS DISTRIBUTION



ATTRIBUTES

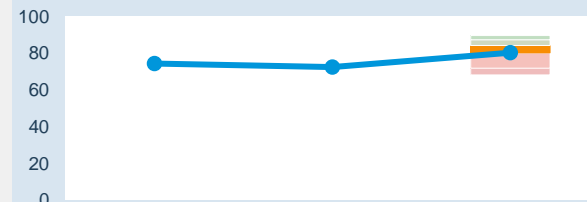
**G: Q3.** Had illness, injury or condition that needed care right away (n=501) 31.1%

**G: Q5.** Made appointments for check-ups or routine care at doctor's office or clinic (n=496) 53.4%

### Q4. Getting urgent care

2021 (n=39)<sup>^</sup> 2022 (n=40)<sup>^</sup> 2023 (n=152)

SRS 74.4% 72.5% 80.3%

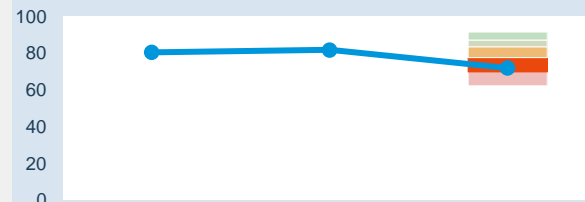


PG 82.7%  
%tile 35<sup>th</sup>  
QC 80.9%

### Q6. Getting routine care

2021 (n=77)<sup>^</sup> 2022 (n=66)<sup>^</sup> 2023 (n=257)

SRS 80.5% 81.8% 72.0%



PG 80.4%  
%tile 15<sup>th</sup>  
QC 79.8%

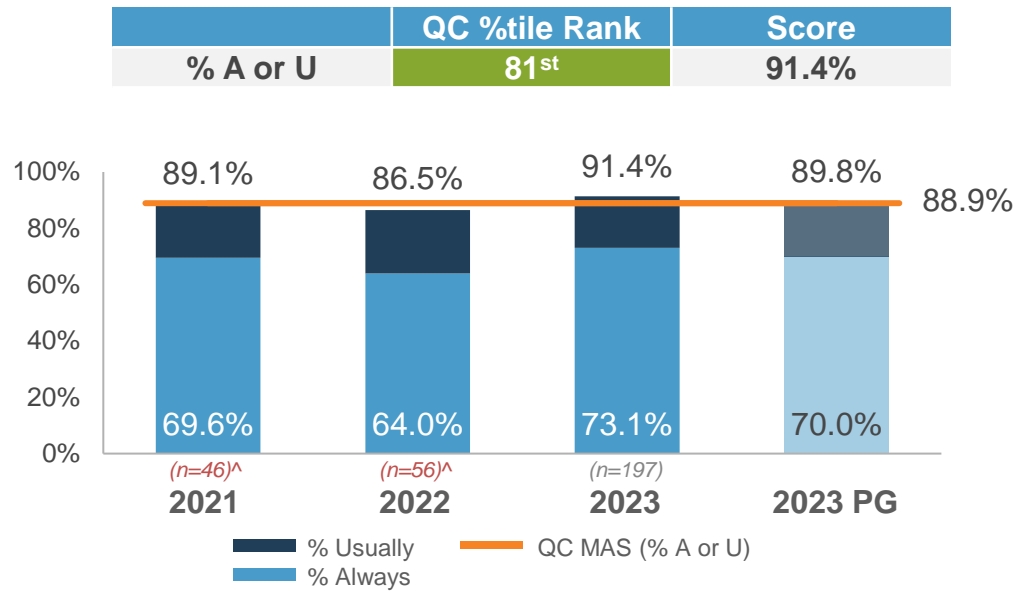
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

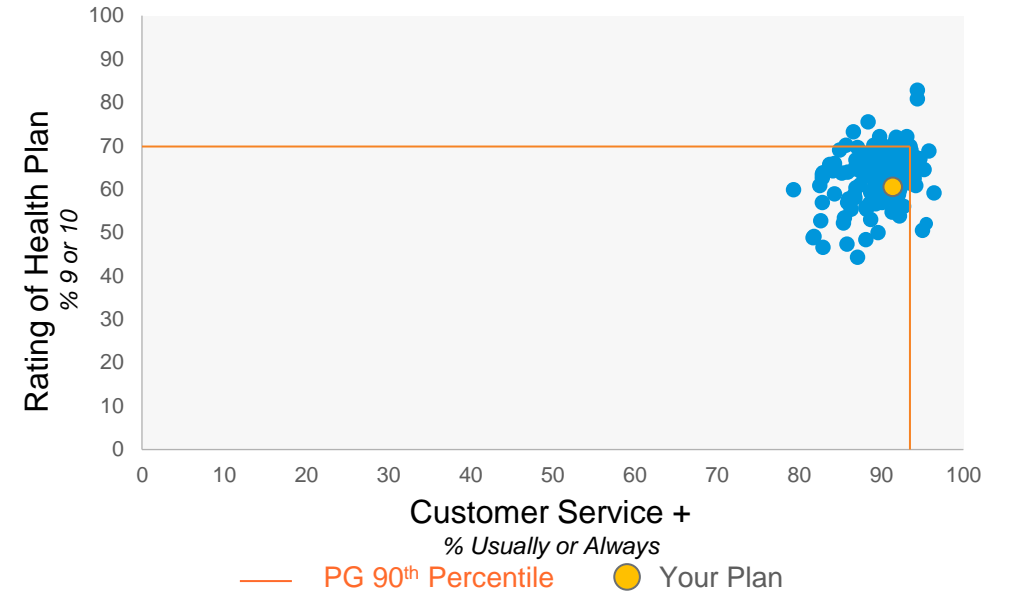
# CUSTOMER SERVICE +

MEDICAID ADULT

COMPOSITE



## PG BOOK OF BUSINESS DISTRIBUTION

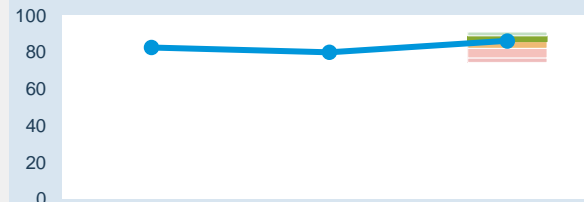


G: Q23. Got information or help from customer service (n=495) 41.6%

### Q24. Provided information or help

2021 (n=46)<sup>^</sup> 2022 (n=55)<sup>^</sup> 2023 (n=196)

SRS 82.6% 80.0% 86.2%



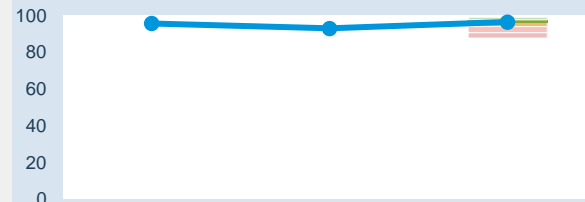
%tile 75<sup>th</sup>

QC 83.4%

### Q25. Treated with courtesy and respect

2021 (n=46)<sup>^</sup> 2022 (n=57)<sup>^</sup> 2023 (n=199)

SRS 95.7% 93.0% 96.5%



%tile 86<sup>th</sup>

QC 94.6%

Significance Testing: Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

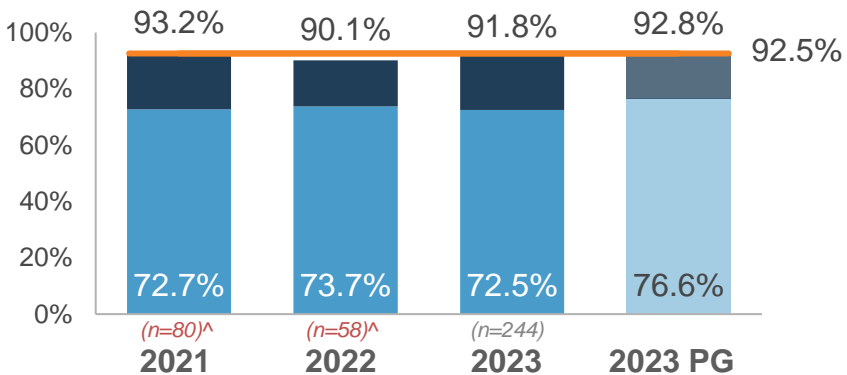
<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

# HOW WELL DOCTORS COMMUNICATE +

MEDICAID ADULT

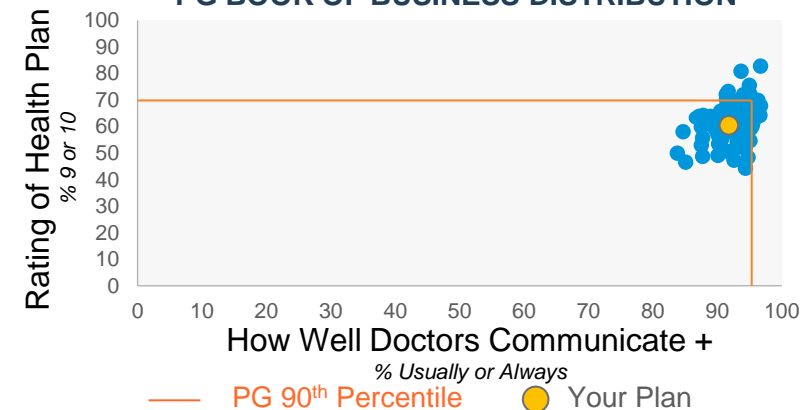
## COMPOSITE

% A or U	QC %tile Rank	Score
	<b>31<sup>st</sup></b>	<b>91.8%</b>



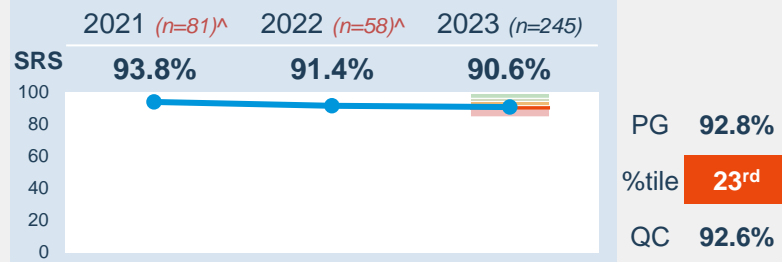
■ % Usually    ■ % Always  
— QC MAS (% A or U)

### PG BOOK OF BUSINESS DISTRIBUTION

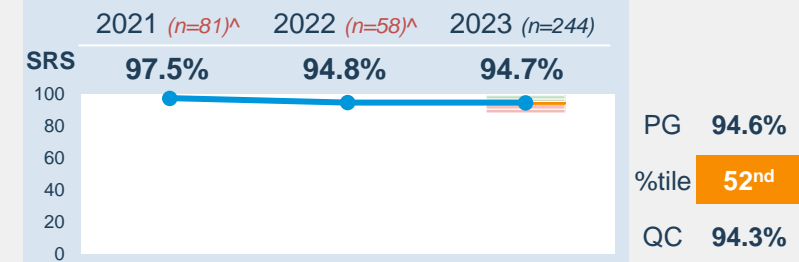


## ATTRIBUTES

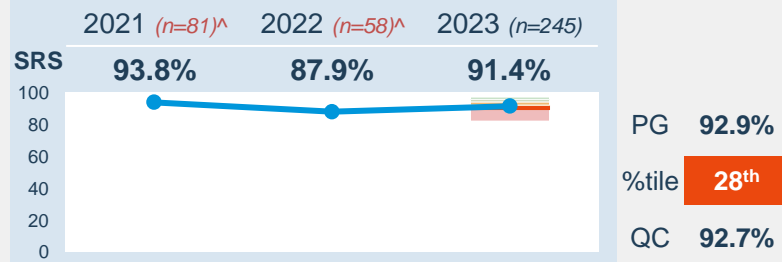
### Q12. Dr. explained things



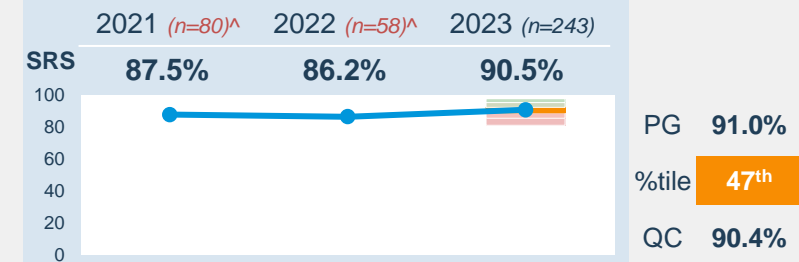
### Q14. Dr. showed respect



### Q13. Dr. listened carefully



### Q15. Dr. spent enough time



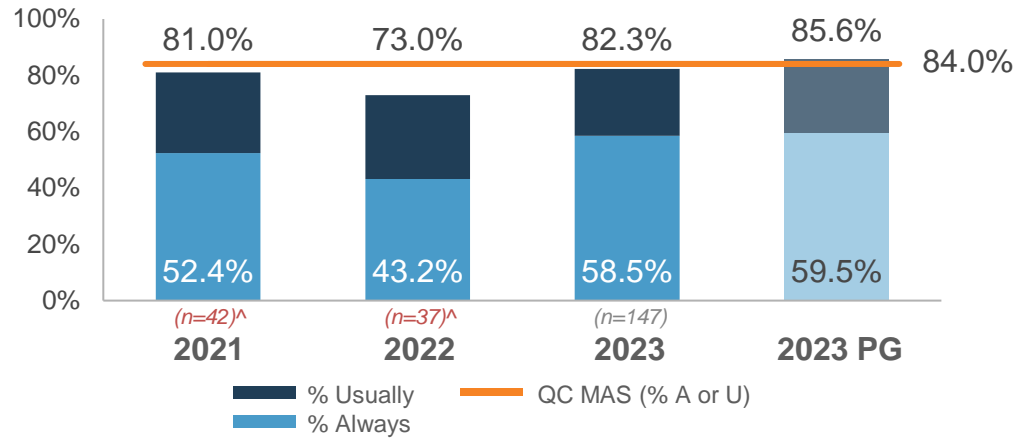
**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (♣/♠) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

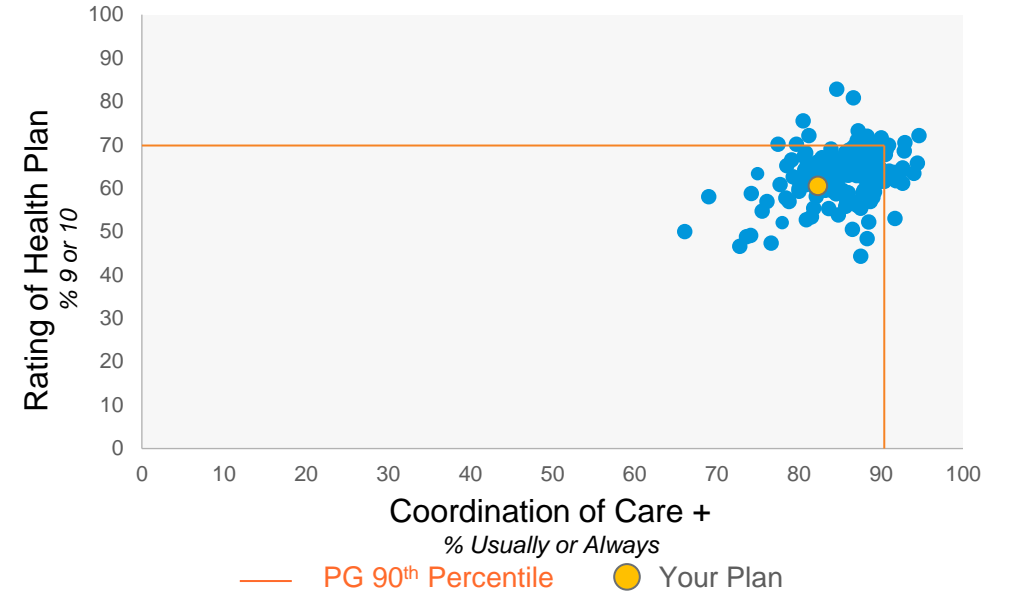
# COORDINATION OF CARE +

MEDICAID ADULT

	QC %tile Rank	Score
% A or U	38 <sup>th</sup>	82.3%



## PG BOOK OF BUSINESS DISTRIBUTION



**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

<sup>^</sup>Denominator less than 100. NCQA will assign an NA to this measure.

# SUMMARY OF TREND AND BENCHMARKS

---

- Western Sky Community Care

# SECTION INFORMATION

**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 2022 score (↑), the 2021 score (⌘) or benchmark score (▲).

**Red** – Current year score is significantly lower than the 2022 score (↓), the 2021 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.



# BENCHMARK INFORMATION

## Available Benchmarks

The following benchmarks are used throughout the report.

	<b>2022 Quality Compass® All Plans</b>	<b>2022 NCQA 1-100 Benchmark</b>	<b>2023 Press Ganey Book of Business</b>
	Includes all Medicaid Adult samples that submitted data to NCQA in 2022.	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 2022.	Includes all Medicaid samples that contracted with Press Ganey to administer the MY 2022 CAHPS 5.1H survey and submitted data to NCQA.
<b>PROS</b>	<ul style="list-style-type: none"> <li>Is presented in NCQA's The State of Health Care Quality</li> </ul>	<ul style="list-style-type: none"> <li>Utilized by Press Ganey 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>Provides a benchmark for each question from the survey</li> <li>Permits precise percentile ranking of plan compared to 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>Contains fewer plans than the Quality Compass® All Plans Benchmarks</li> </ul>
<b>SIZE</b>	178 Plans	178 Plans	160 Plans / 38,674 Respondents

# SUMMARY RATE SCORES

## MEDICAID ADULT

	2023 Valid n	2021	2022	2023	2023 PG BoB	2022 QC
<b>Rating Questions (% 9 or 10)</b>						
★ Q28. Rating of Health Plan	486	63.6%	58.9%	60.5%	63.6%	62.0%
★ Q8. Rating of Health Care	282	52.4%	45.3%	56.7%	56.8%	56.5%
★ Q18. Rating of Personal Doctor	329	65.3%	62.0%	62.6%	69.2% ▼	68.3% ▼
Q22. Rating of Specialist +	170	61.2%	53.1%	61.2%	67.4%	68.3%
<b>Rating Questions (% 8, 9 or 10)</b>						
Q28. Rating of Health Plan	486	76.7%	77.7%	73.0%	79.3% ▼	78.0% ▼
Q8. Rating of Health Care	282	73.2%	64.0%	73.0%	75.4%	75.4%
Q18. Rating of Personal Doctor	329	83.2%	77.5%	79.0%	83.2%	82.4%
Q22. Rating of Specialist +	170	69.4%	71.4%	78.8%	82.3%	83.5%
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>236</b>	<b>80.5%</b>	<b>83.1%</b>	<b>76.8%</b>	<b>82.0%</b> ▼	<b>81.9%</b> ▼
Q9. Getting care, tests, or treatment	284	81.9%	86.7%	79.6%	84.8% ▼	84.7% ▼
Q20. Getting specialist appointment	188	79.2%	79.6%	73.9%	79.1%	78.6%
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>204</b>	<b>77.4%</b>	<b>77.2%</b>	<b>76.1%</b>	<b>81.5%</b> ▼	<b>80.2%</b>
Q4. Getting urgent care	152	74.4%	72.5%	80.3%	82.7%	80.9%
Q6. Getting routine care	257	80.5%	81.8%	72.0%	80.4% ▼	79.8% ▼
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>						
★ Q31. Flu Vaccine: 18-64 (% Yes)	441	46.3%	30.8%	39.2%	41.1%	40.1%
★ Q33. Advised to Quit Smoking: 2YR	159	71.1%	70.7%	58.5%	74.3% ▼	72.5% ▼
Q34. Discussing Cessation Meds: 2YR +	157	57.8%	48.6%	35.7% ‡	53.0% ▼	50.8% ▼
Q35. Discussing Cessation Strategies: 2YR +	155	48.9%	42.5%	29.7% ‡	47.2% ▼	45.3% ▼

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).

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

# SUMMARY RATE SCORES

## MEDICAID ADULT

	2023 Valid n	2021	2022	2023	2023 PG BoB	2022 QC
<b>Customer Service + (% Usually or Always)</b>	<b>197</b>	<b>89.1%</b>	<b>86.5%</b>	<b>91.4%</b>	<b>89.8%</b>	<b>88.9%</b>
Q24. Provided information or help	196	82.6%	80.0%	86.2%	84.5%	83.4%
Q25. Treated with courtesy and respect	199	95.7%	93.0%	96.5%	95.0%	94.6%
<b>How Well Doctors Communicate + (% Usually or Always)</b>	<b>244</b>	<b>93.2%</b>	<b>90.1%</b>	<b>91.8%</b>	<b>92.8%</b>	<b>92.5%</b>
Q12. Dr. explained things	245	93.8%	91.4%	90.6%	92.8%	92.6%
Q13. Dr. listened carefully	245	93.8%	87.9%	91.4%	92.9%	92.7%
Q14. Dr. showed respect	244	97.5%	94.8%	94.7%	94.6%	94.3%
Q15. Dr. spent enough time	243	87.5%	86.2%	90.5%	91.0%	90.4%
<b>Q17. Coordination of Care +</b>	<b>147</b>	<b>81.0%</b>	<b>73.0%</b>	<b>82.3%</b>	<b>85.6%</b>	<b>84.0%</b>
<b>Q27. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>471</b>	<b>95.4%</b>	<b>95.2%</b>	<b>95.5%</b>	<b>95.3%</b>	<b>95.5%</b>

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↔/↔) or benchmark score (▲/▼).

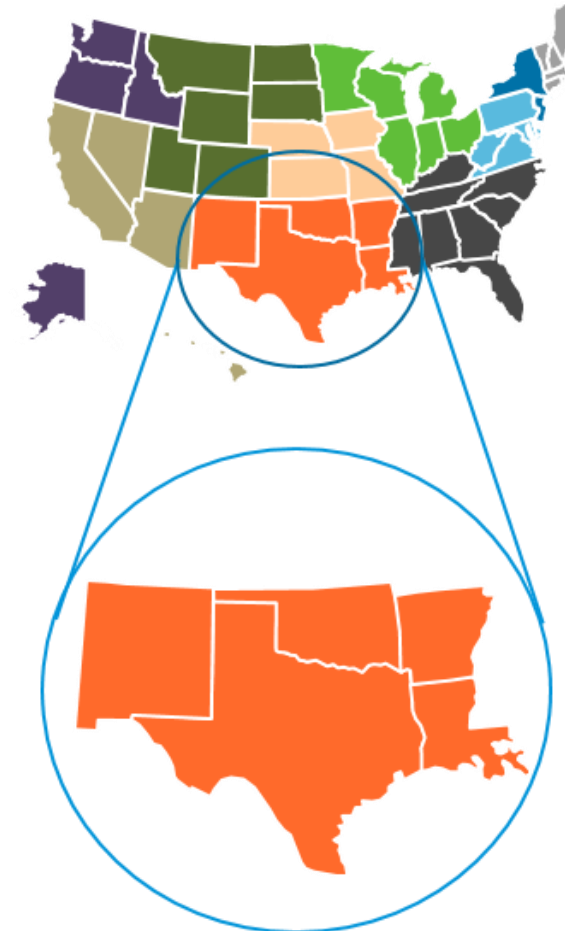
**^Denominator less than 100. NCQA will assign an NA to this measure.**

# REGIONAL PERFORMANCE

## MEDICAID ADULT

	SUMMARY RATE	2023 PG BoB REGION
<b>Rating Questions (% 9 or 10)</b>		
★ Q28. Rating of Health Plan	60.5%	63.8%
★ Q8. Rating of Health Care	56.7%	57.5%
★ Q18. Rating of Personal Doctor	62.6%	70.2% ❖
Q22. Rating of Specialist +	61.2%	66.0%
<b>Rating Questions (% 8, 9 or 10)</b>		
Q28. Rating of Health Plan	73.0%	78.3% ❖
Q8. Rating of Health Care	73.0%	75.4%
Q18. Rating of Personal Doctor	79.0%	83.3%
Q22. Rating of Specialist +	78.8%	81.1%
★ <b>Getting Needed Care (% Usually or Always)</b>	<b>76.8%</b>	<b>80.0%</b>
Q9. Getting care, tests, or treatment	79.6%	82.7%
Q20. Getting specialist appointment	73.9%	77.3%
★ <b>Getting Care Quickly (% Usually or Always)</b>	<b>76.1%</b>	<b>81.4%</b> ❖
Q4. Getting urgent care	80.3%	83.6%
Q6. Getting routine care	72.0%	79.2% ❖
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>		
★ Q31. Flu Vaccine: 18-64 (% Yes)	39.2%	42.3%
★ Q33. Advised to Quit Smoking: 2YR	58.5%	67.9% ❖
Q34. Discussing Cessation Meds: 2YR +	35.7%	44.7% ❖
Q35. Discussing Cessation Strategies: 2YR +	29.7%	40.4% ❖

**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

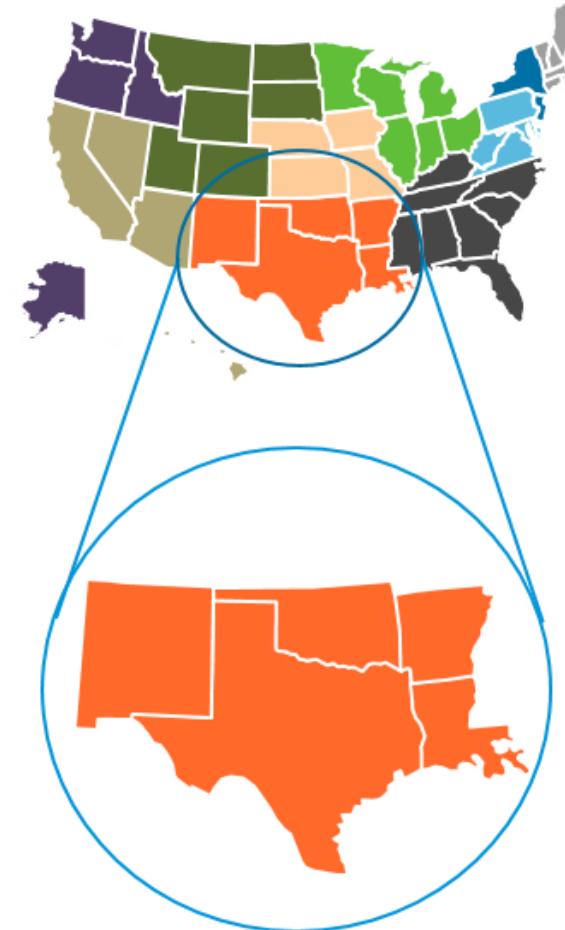
Current year score is significantly higher/lower (❖/❖) than the 2023 PG BoB Region score.

# REGIONAL PERFORMANCE

## MEDICAID ADULT

	SUMMARY RATE	2023 PG BoB REGION
<b>Customer Service + (% Usually or Always)</b>	<b>91.4%</b>	<b>90.9%</b>
Q24. Provided information or help	86.2%	85.8%
Q25. Treated with courtesy and respect	96.5%	96.0%
<b>How Well Doctors Communicate + (% Usually or Always)</b>	<b>91.8%</b>	<b>92.3%</b>
Q12. Dr. explained things	90.6%	92.1%
Q13. Dr. listened carefully	91.4%	92.7%
Q14. Dr. showed respect	94.7%	93.8%
Q15. Dr. spent enough time	90.5%	90.4%
<b>Q17. Coordination of Care +</b>	<b>82.3%</b>	<b>84.5%</b>
<b>Q27. Ease of Filling Out Forms + (% Usually or Always)</b>	<b>95.5%</b>	<b>95.6%</b>

**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 2023 PG BoB Region score.

# PERCENTILE RANKINGS

## MEDICAID ADULT

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
<b>Rating Questions (% 9 or 10)</b>																					
★ Q28. Rating of Health Plan	60.5%	40 <sup>th</sup>	48.2	53.9	58.6	59.8	62.0	64.9	66.2	70.1	72.0	29 <sup>th</sup>	51.2	55.2	59.4	61.0	63.8	65.6	66.7	69.8	71.3
★ Q8. Rating of Health Care	56.7%	50 <sup>th</sup>	47.6	49.3	52.9	54.2	56.7	58.8	59.9	63.0	66.2	49 <sup>th</sup>	43.9	48.7	53.2	55.2	56.8	58.7	60.0	63.5	65.6
★ Q18. Rating of Personal Doctor	62.6%	12 <sup>th</sup>	60.4	61.8	64.3	65.3	68.5	71.1	72.3	75.0	76.4	12 <sup>th</sup>	59.8	62.1	65.1	66.7	69.0	71.5	72.8	74.6	76.0
Q22. Rating of Specialist +	61.2%	6 <sup>th</sup>	61.1	61.9	64.7	66.3	67.5	70.0	72.9	75.5	75.9	16 <sup>th</sup>	56.7	59.1	62.4	64.5	67.1	69.4	70.8	73.7	75.0
<b>Rating Questions (% 8, 9 or 10)</b>																					
Q28. Rating of Health Plan	73.0%	16 <sup>th</sup>	68.6	71.3	75.1	76.6	78.5	80.4	81.5	84.0	85.6	10 <sup>th</sup>	70.4	72.4	75.6	77.0	79.3	81.2	82.0	85.6	86.5
Q8. Rating of Health Care	73.0%	26 <sup>th</sup>	67.0	70.1	72.8	73.9	75.9	77.7	78.4	80.3	81.5	26 <sup>th</sup>	66.7	69.5	72.9	74.1	75.7	77.2	77.9	80.9	83.1
Q18. Rating of Personal Doctor	79.0%	17 <sup>th</sup>	75.5	77.6	79.9	80.7	82.6	84.4	85.4	87.5	88.8	14 <sup>th</sup>	76.3	78.0	80.2	81.8	83.4	84.9	85.3	87.2	87.9
Q22. Rating of Specialist +	78.8%	15 <sup>th</sup>	76.0	78.5	80.9	82.3	83.6	85.3	85.9	88.6	90.5	26 <sup>th</sup>	73.9	75.8	78.6	80.0	82.3	84.1	85.1	87.7	88.7
★ <b>Getting Needed Care (% U/A)</b>	<b>76.8%</b>	<b>14<sup>th</sup></b>	<b>71.7</b>	<b>75.6</b>	<b>79.2</b>	<b>80.4</b>	<b>82.7</b>	<b>84.6</b>	<b>85.2</b>	<b>87.5</b>	<b>87.9</b>	<b>20<sup>th</sup></b>	<b>72.2</b>	<b>75.1</b>	<b>77.7</b>	<b>79.9</b>	<b>81.8</b>	<b>84.0</b>	<b>85.3</b>	<b>87.3</b>	<b>88.1</b>
Q9. Getting care, tests, or treatment	79.6%	14 <sup>th</sup>	76.6	78.1	82.1	83.2	85.5	86.7	87.9	90.3	91.4	14 <sup>th</sup>	75.4	78.4	81.6	82.8	84.9	87.3	88.5	89.6	91.1
Q20. Getting specialist appointment	73.9%	15 <sup>th</sup>	66.7	69.7	74.8	76.8	79.8	82.4	83.3	85.0	86.4	22 <sup>nd</sup>	68.4	70.1	74.3	76.3	78.6	81.0	82.3	85.6	86.6
★ <b>Getting Care Quickly (% U/A)</b>	<b>76.1%</b>	<b>23<sup>rd</sup></b>	<b>69.9</b>	<b>70.2</b>	<b>77.2</b>	<b>77.9</b>	<b>80.5</b>	<b>83.8</b>	<b>84.8</b>	<b>86.9</b>	<b>88.1</b>	<b>20<sup>th</sup></b>	<b>71.2</b>	<b>74.8</b>	<b>77.5</b>	<b>79.1</b>	<b>81.8</b>	<b>84.3</b>	<b>85.0</b>	<b>87.0</b>	<b>88.0</b>
Q4. Getting urgent care	80.3%	35 <sup>th</sup>	71.2	71.8	76.9	80.2	82.6	84.2	85.4	87.3	88.3	34 <sup>th</sup>	72.5	75.4	78.9	80.3	83.3	84.9	86.1	88.7	90.5
Q6. Getting routine care	72.0%	15 <sup>th</sup>	67.4	69.8	75.5	77.6	81.3	83.5	84.3	87.1	88.2	12 <sup>th</sup>	69.2	71.4	75.4	77.3	81.0	83.3	84.7	87.0	88.3
<b>Effectiveness of Care (% S/U/A)</b>																					
★ Q31. Flu Vaccine: 18-64 (% Yes)	39.2%	44 <sup>th</sup>	28.7	30.6	34.7	36.7	40.4	42.5	45.0	50.7	54.6	51 <sup>st</sup>	28.3	31.7	36.2	37.6	39.1	43.5	46.7	53.5	56.8
★ Q33. Advised to Quit Smoking: 2YR	58.5%	<5 <sup>th</sup>	61.5	64.0	69.3	70.9	73.0	75.5	76.7	78.7	79.4	8 <sup>th</sup>	55.8	61.1	68.2	70.1	74.0	76.8	78.3	83.6	86.8
Q34. Discussing Cessation Meds: 2YR +	35.7%	<5 <sup>th</sup>	39.3	42.0	46.0	47.1	51.6	53.3	54.9	60.1	62.8	7 <sup>th</sup>	33.3	38.5	45.0	46.8	50.9	57.1	58.8	66.4	66.8
Q35. Discussing Cessation Strategies: 2YR +	29.7%	<5 <sup>th</sup>	35.8	37.5	40.7	41.8	44.7	47.5	49.4	52.7	54.8	5 <sup>th</sup>	29.0	32.8	40.4	42.2	45.6	51.0	53.3	59.0	61.2

# PERCENTILE RANKINGS

## MEDICAID ADULT

	2023 Plan Score	QC %tile	National Percentiles from 2022 Quality Compass									PG %tile	National Percentiles from 2023 PG Book of Business								
			5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>		5 <sup>th</sup>	10 <sup>th</sup>	25 <sup>th</sup>	33 <sup>rd</sup>	50 <sup>th</sup>	67 <sup>th</sup>	75 <sup>th</sup>	90 <sup>th</sup>	95 <sup>th</sup>
<b>Customer Service + (% U/A)</b>	<b>91.4%</b>	<b>81<sup>st</sup></b>	<b>83.6</b>	<b>84.1</b>	<b>86.7</b>	<b>87.9</b>	<b>89.7</b>	<b>90.7</b>	<b>91.0</b>	<b>92.3</b>	<b>92.6</b>	<b>68<sup>th</sup></b>	<b>82.9</b>	<b>85.2</b>	<b>88.0</b>	<b>88.7</b>	<b>90.1</b>	<b>91.4</b>	<b>91.8</b>	<b>93.5</b>	<b>94.4</b>
Q24. Provided information or help	86.2%	75 <sup>th</sup>	75.1	76.9	80.5	82.2	84.6	85.7	86.2	89.0	89.3	65 <sup>th</sup>	75.1	77.9	82.0	82.9	84.6	86.4	87.6	89.7	90.8
Q25. Treated with courtesy and respect	96.5%	86 <sup>th</sup>	90.1	90.6	92.5	94.0	95.5	96.0	96.2	97.7	98.2	67 <sup>th</sup>	90.3	91.2	93.2	93.8	95.4	96.5	97.1	98.3	98.9
<b>How Well Doctors Communicate + (% U/A)</b>	<b>91.8%</b>	<b>31<sup>st</sup></b>	<b>88.4</b>	<b>89.0</b>	<b>90.8</b>	<b>92.0</b>	<b>92.9</b>	<b>93.8</b>	<b>94.2</b>	<b>95.4</b>	<b>95.8</b>	<b>33<sup>rd</sup></b>	<b>87.7</b>	<b>90.1</b>	<b>91.6</b>	<b>91.8</b>	<b>93.0</b>	<b>94.0</b>	<b>94.4</b>	<b>95.3</b>	<b>95.7</b>
Q12. Dr. explained things	90.6%	23 <sup>rd</sup>	88.1	89.2	90.7	91.5	92.7	94.1	94.5	96.0	96.3	20 <sup>th</sup>	86.5	89.3	91.2	92.0	93.1	94.3	94.8	96.0	96.5
Q13. Dr. listened carefully	91.4%	28 <sup>th</sup>	88.3	89.3	91.1	92.1	93.1	94.1	94.4	95.7	96.0	25 <sup>th</sup>	88.4	89.5	91.4	92.1	92.9	93.9	94.6	95.6	96.3
Q14. Dr. showed respect	94.7%	52 <sup>nd</sup>	89.7	90.7	93.0	93.7	94.4	95.4	96.0	97.0	97.8	52 <sup>nd</sup>	91.2	92.1	93.5	93.8	94.7	95.4	96.0	97.0	97.4
Q15. Dr. spent enough time	90.5%	47 <sup>th</sup>	84.2	85.3	88.1	88.6	90.8	92.1	93.3	95.0	95.6	40 <sup>th</sup>	85.6	86.8	88.7	89.4	91.4	92.4	93.5	94.3	95.0
<b>Q17. Coordination of Care +</b>	<b>82.3%</b>	<b>38<sup>th</sup></b>	<b>77.9</b>	<b>79.2</b>	<b>81.2</b>	<b>81.8</b>	<b>84.5</b>	<b>86.3</b>	<b>86.9</b>	<b>89.5</b>	<b>89.7</b>	<b>24<sup>th</sup></b>	<b>75.7</b>	<b>78.8</b>	<b>82.4</b>	<b>84.0</b>	<b>86.0</b>	<b>87.6</b>	<b>88.4</b>	<b>90.4</b>	<b>92.2</b>
<b>Q27. Ease of Filling Out Forms + (% U/A)</b>	<b>95.5%</b>	<b>43<sup>rd</sup></b>	<b>92.0</b>	<b>93.0</b>	<b>94.3</b>	<b>94.8</b>	<b>95.8</b>	<b>96.6</b>	<b>97.0</b>	<b>97.7</b>	<b>98.2</b>	<b>55<sup>th</sup></b>	<b>92.7</b>	<b>93.1</b>	<b>94.1</b>	<b>94.7</b>	<b>95.4</b>	<b>96.2</b>	<b>96.4</b>	<b>97.6</b>	<b>98.2</b>

# PROFILE OF SURVEY RESPONDENTS

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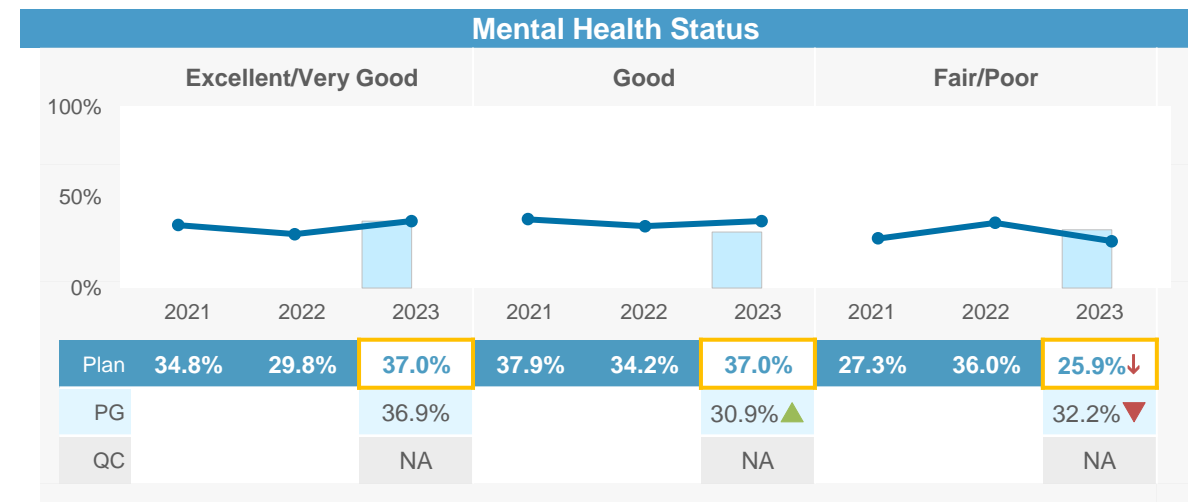
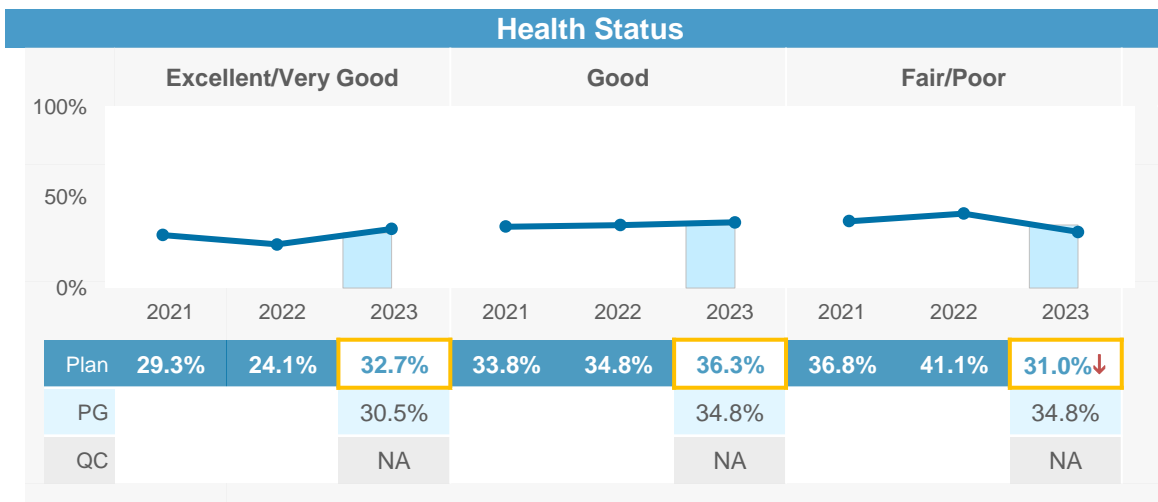
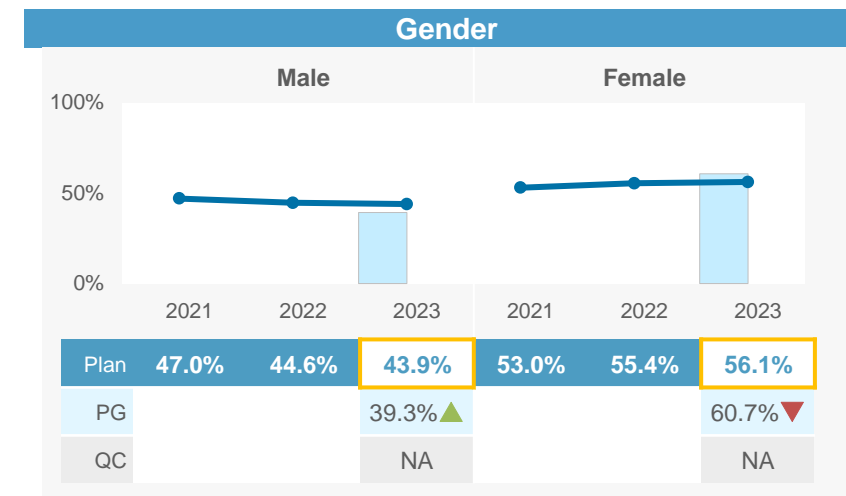
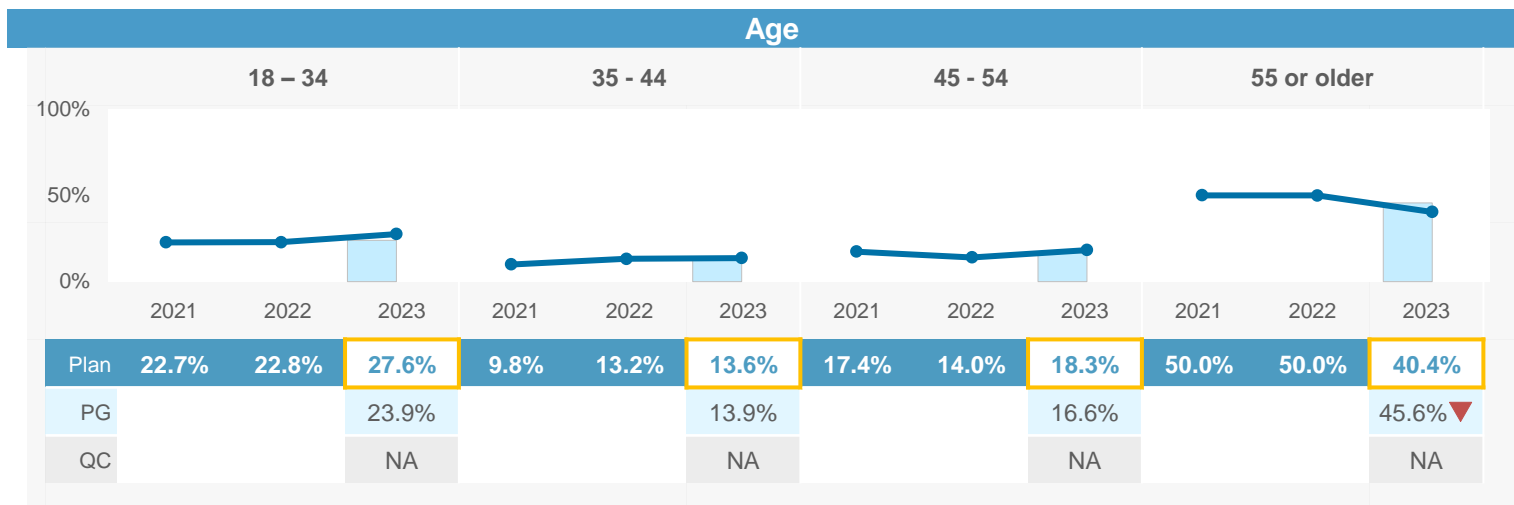
## DEMOGRAPHIC COMPOSITION

- Western Sky Community Care



# PROFILE OF SURVEY RESPONDENTS

## MEDICAID ADULT



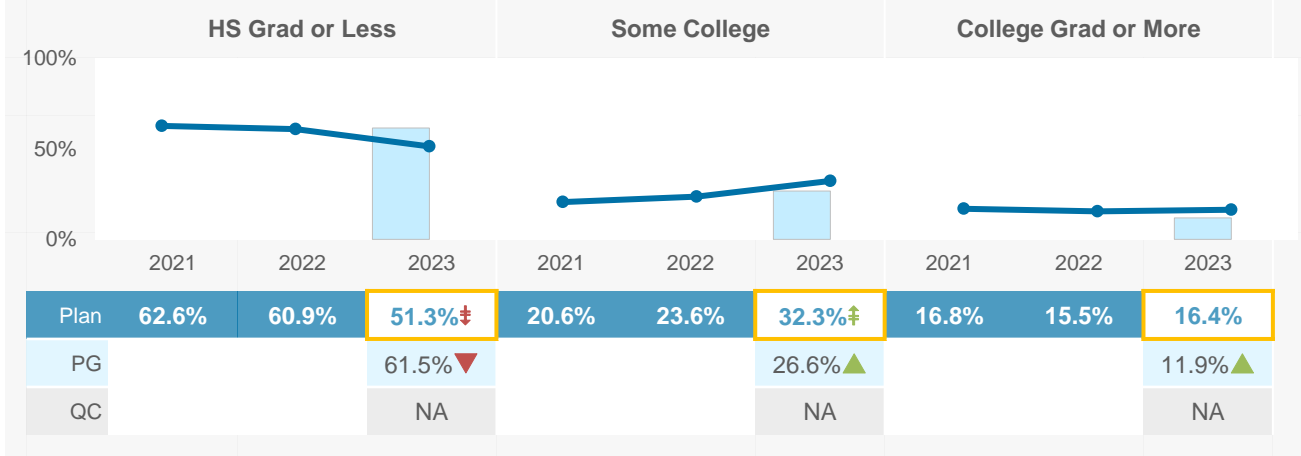
More info.

**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).  
**Benchmarks:** PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

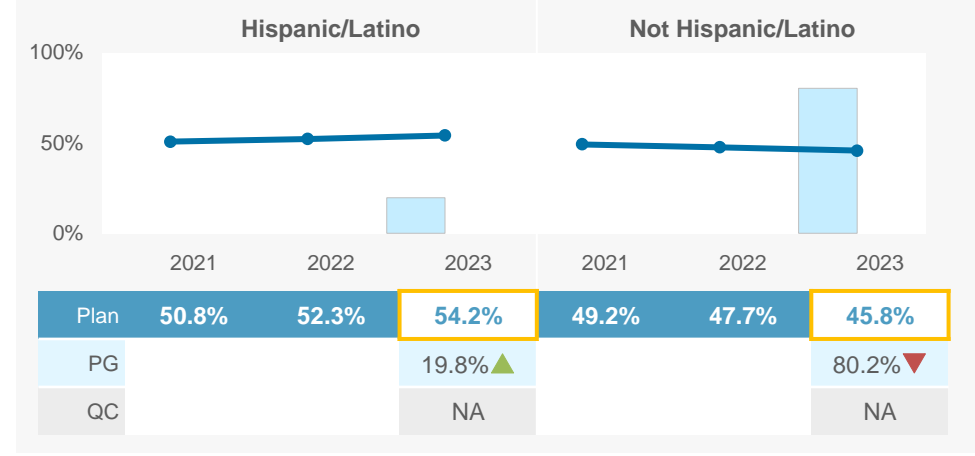
# PROFILE OF SURVEY RESPONDENTS

## MEDICAID ADULT

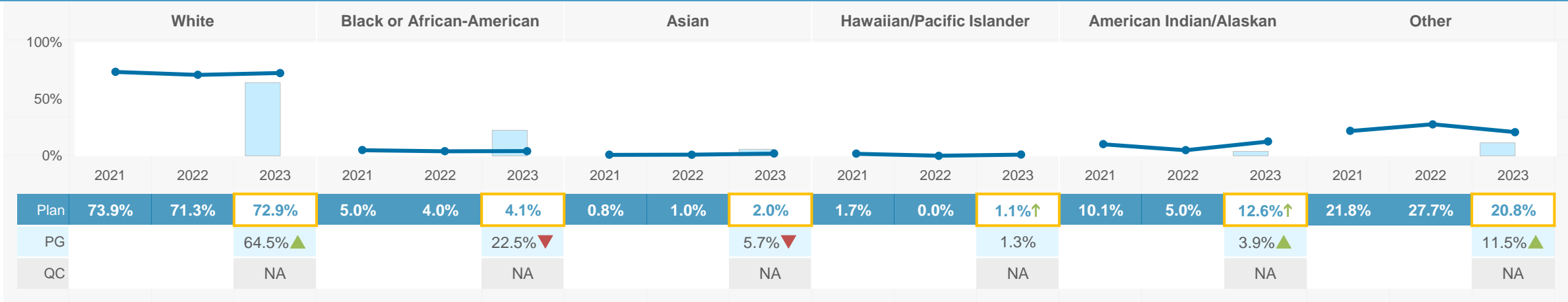
### Education



### Ethnicity



### Race



**Significance Testing:** Current score is significantly higher/lower than the 2022 score (↑/↓), the 2021 score (‡/‡) or benchmark score (▲/▼).  
**Benchmarks:** PG refers to the 2023 PG Book of Business benchmark. QC refers to the 2022 QC National Data benchmark. NCQA did not publish demographics for the 2022 benchmark.

# SUPPLEMENTAL QUESTIONS

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- Western Sky Community Care

# SUPPLEMENTAL QUESTIONS

## MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
<b>Q41. Help with coordination of care</b> (% Yes)	<i>Valid Responses = 468</i>								
	<u>Yes</u>	<u>No</u>				(n=128)	(n=110)	(n=468)	---
	37.4%	62.6%				<b>40.6%</b>	<b>36.4%</b>	<b>37.4%</b>	
<b>Q43. Satisfied with help received to coordinate care</b> (% Very Satisfied or %Satisfied)	<i>Valid Responses = 459</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=124)	(n=108)	(n=459)	---
	30.9%	42.9%	18.3%	3.7%	4.1%	<b>75.0%</b>	<b>75.9%</b>	<b>73.9%</b>	
<b>Q44. Received material from plan about good health and how to stay healthy</b> (% Yes)	<i>Valid Responses = 465</i>								
	<u>Yes</u>	<u>No</u>				(n=129)	(n=110)	(n=465)	---
	54.4%	45.6%				<b>64.3%</b>	<b>64.5%</b>	<b>54.4%</b> ↓↑	
<b>Q45. Received material from plan about care coordination and how to contact the care coordination unit</b> (% Yes)	<i>Valid Responses = 453</i>								
	<u>Yes</u>	<u>No</u>				(n=127)	(n=109)	(n=453)	---
	41.7%	58.3%				<b>40.9%</b>	<b>52.3%</b>	<b>41.7%</b> ↓	

**Significance Testing:** Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (↕/↕) or benchmark score (▲/▼).

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

# SUPPLEMENTAL QUESTIONS

## MEDICAID ADULT

	Category Responses Based on Valid Responses Per Question					Summary Rate Score			2023 PG BoB
						2021	2022	2023	
<b>Q46. Sat down with Care Coordinator and created a Plan of Care</b> (% Yes)	<i>Valid Responses = 181</i>								
	<u>Yes</u>	<u>No</u>				(n=50)	(n=54)	(n=181)	---
	33.7%	66.3%				<b>42.0%</b>	<b>35.2%</b>	<b>33.7%</b>	
<b>Q47. Satisfied with care plans</b> (% Very satisfied + %Satisfied)	<i>Valid Responses = 181</i>								
	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neither dissatisfied nor satisfied</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	(n=52)	(n=55)	(n=181)	---
	36.5%	43.1%	18.2%	0.0%	2.2%	<b>90.4%</b>	<b>80.0%</b>	<b>79.6%</b> †	

**Significance Testing:** Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 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			2023 PG BoB	
		2021	2022	2023		
<b>Q42. Who helped to coordinate your care</b>						
	<b>Valid Responses</b>	<b>Base</b>	(n=121)	(n=104)	(n=432)	---
	Someone from your health plan		9.9%	7.7%	12.5%	
	Someone from your doctor's office or clinic		32.2%	29.8%	26.9%	
	Someone from another organization		3.3%	1.9%	3.0%	
	A friend or family member		11.6%	14.4%	13.2%	
	You		43.0%	46.2%	44.4%	

**Significance Testing:** Current year score is significantly higher/lower than 2022 score (↑/↓), the 2021 score (↕/↔) or benchmark score (▲/▼).

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

# APPENDICES

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- APPENDIX A: CORRELATION ANALYSES
- APPENDIX B: QUESTIONNAIRE

# APPENDIX A: CORRELATIONS

## MEDICAID ADULT

### Highest Correlations

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

#### With Health Care Rating

<b>Q22</b>	Specialist overall	0.5154
<b>Q13</b>	Dr. listened carefully	0.4724
<b>Q12</b>	Dr. explained things	0.4707
<b>Q18</b>	Personal doctor overall	0.4697
<b>Q15</b>	Dr. spent enough time	0.4565
<b>Q9</b>	Got care/tests/treatment	0.4563
<b>Q14</b>	Dr. showed respect	0.4321
<b>Q28</b>	Health plan overall	0.4226
<b>Q17</b>	Dr. informed about care	0.3825
<b>Q4</b>	Got urgent care	0.3823

#### With Personal Doctor Rating

<b>Q15</b>	Dr. spent enough time	0.6556
<b>Q13</b>	Dr. listened carefully	0.6310
<b>Q12</b>	Dr. explained things	0.5699
<b>Q14</b>	Dr. showed respect	0.5635
<b>Q22</b>	Specialist overall	0.5338
<b>Q20</b>	Got specialist appt.	0.4993
<b>Q8</b>	Health care overall	0.4697
<b>Q6</b>	Got routine care	0.3820
<b>Q4</b>	Got urgent care	0.3660
<b>Q9</b>	Got care/tests/treatment	0.3638

#### With Specialist Rating

<b>Q18</b>	Personal doctor overall	0.5338
<b>Q8</b>	Health care overall	0.5154
<b>Q15</b>	Dr. spent enough time	0.4601
<b>Q17</b>	Dr. informed about care	0.4022
<b>Q14</b>	Dr. showed respect	0.3927
<b>Q13</b>	Dr. listened carefully	0.3667
<b>Q9</b>	Got care/tests/treatment	0.3620
<b>Q12</b>	Dr. explained things	0.3500
<b>Q47</b>	Satisfied with care plans	0.3374
<b>Q24</b>	CS provided info./help	0.3320



# APPENDIX B: QUESTIONNAIRE

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# Why Press Ganey

Enhance satisfaction

Anticipate member needs sooner and deliver real-time solutions that lay a strong foundation for improvements that reduce friction.

Reduce churn

Connect member experience measurement across the journey to streamline and simplify, removing pain points that can lead to churn.

Customize solutions

Partner with a dedicated advisory team in making precise improvements to make the greatest impact.

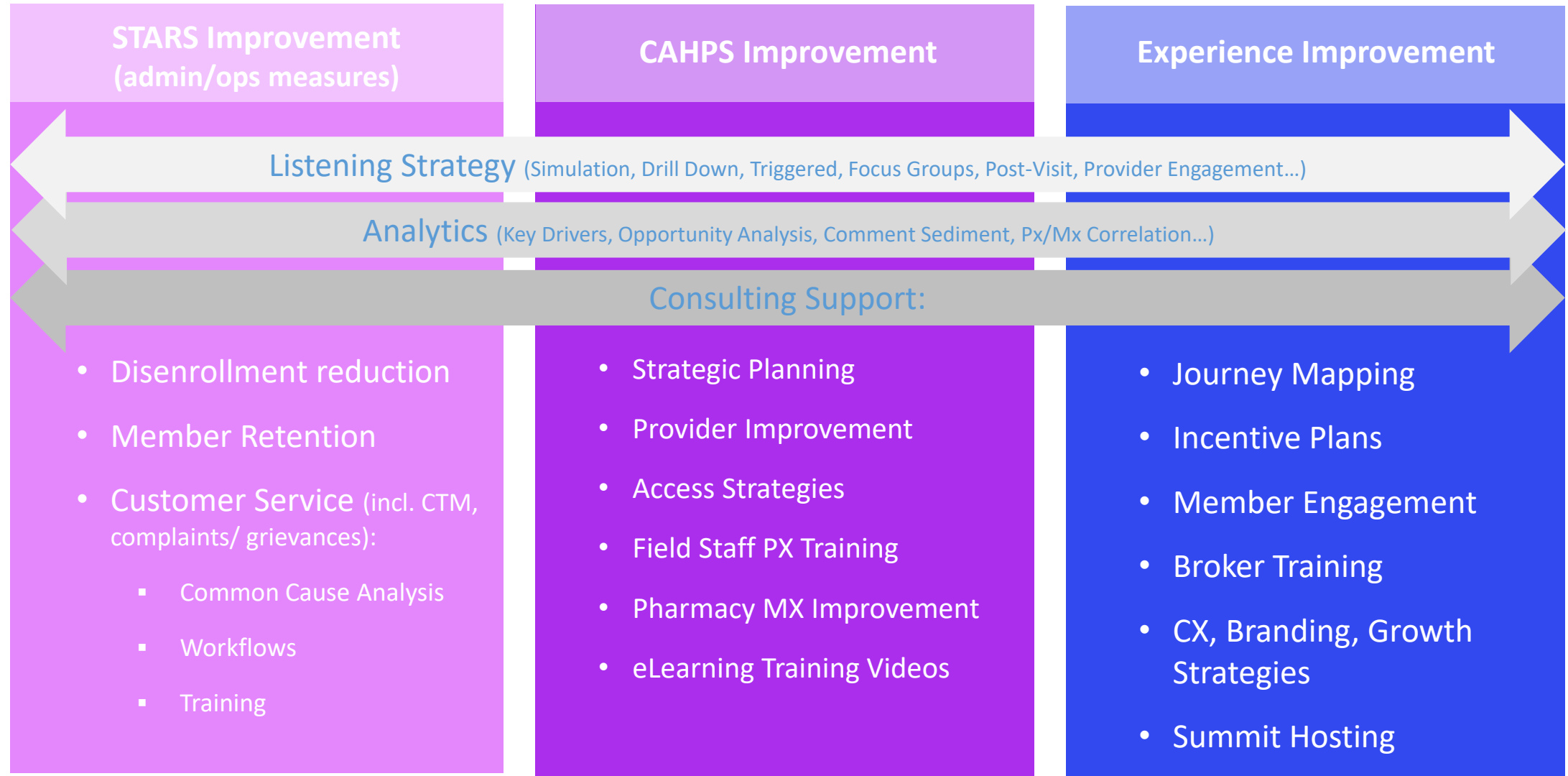
Boost ratings

Utilize real-time, continuous voice of customer listening to establish a member-centric view and improve Star ratings.

Financial impact

Deliver a 5-star experience that positively impacts financial performance.

# Partnering together



# Focusing Rapid Improvement Efforts by CAHPS Domain

Focused consulting and analytics solutions

