

Adult Medicaid Survey Results Report - NCQA Calculations
 Submission ID: 4152 Organization ID: 1559 Product: HMO
 Survey Vendor: MORPACE
 University Health Care (UHC) dba Passport Health Plan (PHP)

Survey Attributes

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Healthcare Organization Name: Passport Health Plan	
Final Sample Size: Includes Oversampling	1485
Oversampling Rate	10%
Sample Frame Size	24,249
Survey Methodology	Standard HEDIS Mixed Methodology
Reporting Medical Assistance with Smoking and Tobacco Use Cessation?	Yes
Reporting Aspirin Use and Discussion?	Yes
Number of Supplemental Questions	1
Patient Level Records Ineligible	26
Patient Level Records Nonresponse	810
Patient Level Records Used: Complete & Valid	649
Total Response Rate: Complete/(Sample-Ineligible)	44.48%
Sample Frame Validation Result	Reportable

Final Report Status

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CAHPS Health Plan Survey 5.0H, Adult Version	Reportable
Aspirin Use and Discussion	Reportable
Medical Assistance With Smoking and Tobacco Use Cessation	Reportable

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Composites	Mean	Variance
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Getting Needed Care	2.5010	0.0008
Getting Care Quickly	2.5076	0.0009
How Well Doctors Communicate	2.5959	0.0007
Customer Service	2.6581	0.0009
Shared Decision Making	2.2477	0.0014
Ratings	Mean	Variance
=====	-----	-----
Rating of All Health Care	2.3377	0.6070
Rating of Personal Doctor	2.5738	0.5038
Rating of Specialist Seen Most Often	2.6289	0.4360
Rating of Health Plan	2.5997	0.4530
Question Summary Rates	Mean	Variance
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Health Promotion and Education	2.4033	0.8389
Coordination of Care	2.4253	0.5710

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Composite Global Proportion =====	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care Variance	13.12%	23.66%	63.22%	86.88%
			0.0004	0.0002
Getting Care Quickly Variance	14.19%	20.86%	64.95%	85.81%
			0.0004	0.0002
How Well Doctors Communicate Variance	10.64%	19.12%	70.23%	89.36%
			0.0003	0.0001
Customer Service Variance	7.59%	19.00%	73.41%	92.41%
			0.0004	0.0002
	Not at all / No	A little	Some	A lot / Yes
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Shared Decision Making Variance	20.24%	7.34%	20.08%	52.34%
				0.0005

Medical Assistance With Smoking and Tobacco Use Cessation =====	Rate	Year 1		Year 2	
		Num.	Den.	Num.	Den.
Advising Smokers and Tobacco Users to Quit.	81.54%	174	222	228	271
Discussing Cessation Medications.....	49.28%	105	220	136	269
Discussing Cessation Strategies.....	40.65%	89	221	111	271
Aspirin Use and Discussion =====					
Aspirin Use.....	42.57%	14	46	29	55
Discussing Aspirin Risks and Benefits.....	40.53%	32	102	60	125

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Question Summary Rates =====	8+9+10		9+10	
	Rate	Variance	Rate	Variance
Q13. Rating of All Health Care.....	71.99%	0.2020	52.88%	0.2496
Q23. Rating of Personal Doctor.....	81.55%	0.1507	70.30%	0.2092
Q27. Rating of Specialist Seen Most Often....	85.53%	0.1241	72.96%	0.1979
Q35. Rating of Health Plan.....	84.08%	0.1340	70.58%	0.2080

Question Summary Rates =====	Yes	No
Health Promotion and Education(Q8) Variance	70.17%	29.83%
	0.2097	

Question Summary Rates =====	Never + Sometimes	Usually	Always	Always + Usually
	Coordination of Care(Q22) Variance	16.23%	25.00%	58.77%
			0.2431	0.1364

Question Summary Rates =====		Always + Usually	Always
		Q4. Got care as soon as needed when care was needed right away.....	85.47%
Q6. Got check-up/routine appointment as soon as needed.....	86.15%	65.65%	
Q17. Personal doctor explained things.....	89.58%	68.94%	
Q18. Personal doctor listened carefully.....	90.56%	72.69%	
Q19. Personal doctor showed respect.....	90.74%	76.86%	
Q20. Personal doctor spent enough time.....	86.55%	62.45%	
Q25. Got appointment with specialist as soon as needed.....	86.05%	61.13%	
Q14. Ease of getting care, tests or treatment.....	87.71%	65.32%	
Q29. Written materials or Internet provided needed information.....	72.16%	39.20%	
Q31. Customer service provided information or help.....	88.66%	62.20%	
Q32. Customer service treated member with courtesy and respect.....	96.15%	84.62%	
Q34. Health plan forms were easy to fill out.....	90.33%	75.08%	

Question Summary Rates =====	Rate
Q10. Doctor talked about the reasons you might want to take a medicine(A lot).....	55.21%
Q10. Doctor talked about the reasons you might want to take a medicine(Some).....	29.73%
Q11. Doctor talked about the reasons you might not want to take a medicine(A lot)...	30.12%
Q11. Doctor talked about the reasons you might not want to take a medicine(Some)...	30.50%
Q12. Doctor asked what you thought was best(Yes).....	71.71%
Q36. Rating of overall health (Excellent+Very Good).....	19.72%
Q37. Rating of overall mental or emotional health (Excellent+Very Good).....	29.31%