

Adult Medicaid Survey Results Report - NCQA Calculations
 Submission ID: 10948 Organization ID: 19522 Product: HMO
 Survey Vendor: The Myers Group
 Kentucky Spirit Health Plan

Survey Attributes

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Healthcare Organization Name: Kentucky Spirit Health Plan	
Final Sample Size: Includes Oversampling	1755
Oversampling Rate	30%
Sample Frame Size	38,706
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	0
Patient Level Records Ineligible	34
Patient Level Records Nonresponse	1051
Patient Level Records Used: Complete & Valid	670
Total Response Rate: Complete/(Sample-Ineligible)	38.93%
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	2.4572	0.0010
Getting Care Quickly	2.4379	0.0012
How Well Doctors Communicate	2.6333	0.0008
Customer Service	2.5408	0.0027
Shared Decision Making	2.1732	0.0019
Ratings	Mean	Variance
=====	-----	-----
Rating of All Health Care	2.2296	0.6590
Rating of Personal Doctor	2.5401	0.4968
Rating of Specialist Seen Most Often	2.5617	0.5122
Rating of Health Plan	2.2945	0.6816
Question Summary Rates	Mean	Variance
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Health Promotion and Education	2.3432	0.8841
Coordination of Care	2.5069	0.5289

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Composite Global Proportion =====	Never + Sometimes	Usually	Always	Always + Usually
Getting Needed Care Variance	15.41%	23.47%	61.13%	84.59%
			0.0005	0.0002
Getting Care Quickly Variance	17.87%	20.47%	61.66%	82.13%
			0.0004	0.0003
How Well Doctors Communicate Variance	9.86%	16.94%	73.19%	90.14%
			0.0003	0.0001
Customer Service Variance	13.77%	18.39%	67.84%	86.23%
			0.0012	0.0006
	Not at all / No	A little	Some	A lot / Yes
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Shared Decision Making Variance	18.89%	9.48%	25.95%	45.69%
				0.0006

Medical Assistance With Smoking and Tobacco Use Cessation =====	Rate	Year 1		Year 2	
		Num.	Den.	Num.	Den.
Advising Smokers and Tobacco Users to Quit.	73.96%			196	265
Discussing Cessation Medications.....	42.42%			112	264
Discussing Cessation Strategies.....	34.33%			92	268
Aspirin Use and Discussion =====					
Aspirin Use.....	NA			22	54
Discussing Aspirin Risks and Benefits.....	37.27%			41	110

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Question Summary Rates =====	8+9+10		9+10	
	Rate	Variance	Rate	Variance
Q13. Rating of All Health Care.....	65.67%	0.2259	47.00%	0.2496
Q23. Rating of Personal Doctor.....	80.69%	0.1561	66.38%	0.2237
Q27. Rating of Specialist Seen Most Often....	80.43%	0.1581	69.36%	0.2134
Q35. Rating of Health Plan.....	66.67%	0.2226	53.09%	0.2495

Question Summary Rates =====	Yes	No
Health Promotion and Education(Q8)	67.16%	32.84%
Variance	0.2210	

Question Summary Rates =====	Never + Sometimes	Usually	Always	Always + Usually
	Coordination of Care(Q22)	13.82%	21.66%	64.52%
Variance			0.2300	0.1197

Question Summary Rates =====	Always + Usually	Always
	Q4. Got care as soon as needed when care was needed right away.....	82.22%
Q6. Got check-up/routine appointment as soon as needed.....	82.03%	61.47%
Q17. Personal doctor explained things.....	89.30%	70.40%
Q18. Personal doctor listened carefully.....	92.29%	76.62%
Q19. Personal doctor showed respect.....	91.85%	78.77%
Q20. Personal doctor spent enough time.....	87.10%	67.00%
Q25. Got appointment with specialist as soon as needed.....	86.00%	63.20%
Q14. Ease of getting care, tests or treatment.....	83.19%	59.05%
Q29. Written materials or Internet provided needed information.....	NA	NA
Q31. Customer service provided information or help.....	79.39%	60.31%
Q32. Customer service treated member with courtesy and respect.....	93.08%	75.38%
Q34. Health plan forms were easy to fill out.....	97.17%	90.28%

Question Summary Rates =====	Rate
Q10. Doctor talked about the reasons you might want to take a medicine(A lot).....	41.18%
Q10. Doctor talked about the reasons you might want to take a medicine(Some).....	41.18%
Q11. Doctor talked about the reasons you might not want to take a medicine(A lot)...	28.57%
Q11. Doctor talked about the reasons you might not want to take a medicine(Some)...	36.67%
Q12. Doctor asked what you thought was best(Yes).....	67.31%
Q36. Rating of overall health (Excellent+Very Good).....	16.95%
Q37. Rating of overall mental or emotional health (Excellent+Very Good).....	26.77%