GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Georgia Medicaid Program

Adult Survey

CAHPS® 5.0 Report

June 2016

DataStat

The CAHPS® 5.0H Survey of the adult members of the Georgia Medicaid Program is a comprehensive tool for assessing consumers' experiences with the Georgia Medicaid Program. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the CAHPS® 5.0H Adult Medicaid Survey. The survey instrument consists of fifty-eight questions addressing areas such as getting care quickly, how well doctors communicate, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid program. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, customer service and shared decision making.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist DCH in identifying strengths and weaknesses in their quality of care and services.

2. Provide DCH with a way to assess where resources can best be allocated to improve weaknesses.

3. Show DCH the effects of their efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. The question text in the CAHPS® survey instrument uses the term health plan throughout the survey. Throughout this report the term 'health plan' will refer to the Georgia Medicaid Program's services for adults.

Correlations with overall Medicaid program satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

Statistical significance tests were run comparing the Georgia Medicaid Program's 2014 scores with each year of trend. Trend comparisons are presented in the *Executive Summary*, *Trend Analysis*, *Graphs*, and the *Responses by Question* sections of the report.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite questions correlate to all general rating questions, and where improvements could help increase not only overall satisfaction, but member satisfaction with doctors, specialists and care.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, small numbers of responses could be collected due to skip patterns inherent in the

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instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey is the most comprehensive tool available for assessing consumers' experiences with their state Medicaid programs. The CAHPS® survey provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of an Adult survey conducted for the Georgia Medicaid Program. Attempts were made to survey 1,350 member households by mail and telephone during the period from February 9, 2016 through April 26, 2016, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 33.57%.

Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. Ratings are presented for the 2014, 2015 and 2016 Georgia Medicaid Program's services for adults.

Statistical testing is between the Georgia Medicaid Program's 2014 ratings and each year of trend. When there is a statistically significant difference between the ratings, an arrow is placed above the appropriate bar. If there are no arrows, there is not a statistically significant difference between the ratings.

Overall Rating Questions

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of program
Georgia Medicaid Program 2014	68.4%	80.4%	82.7%	72.6%
Georgia Medicaid Program 2015	74.0%	81.7%	85.9%	72.0%
Georgia Medicaid Program 2016	74.9%	84.4%	83.0%	72.1%
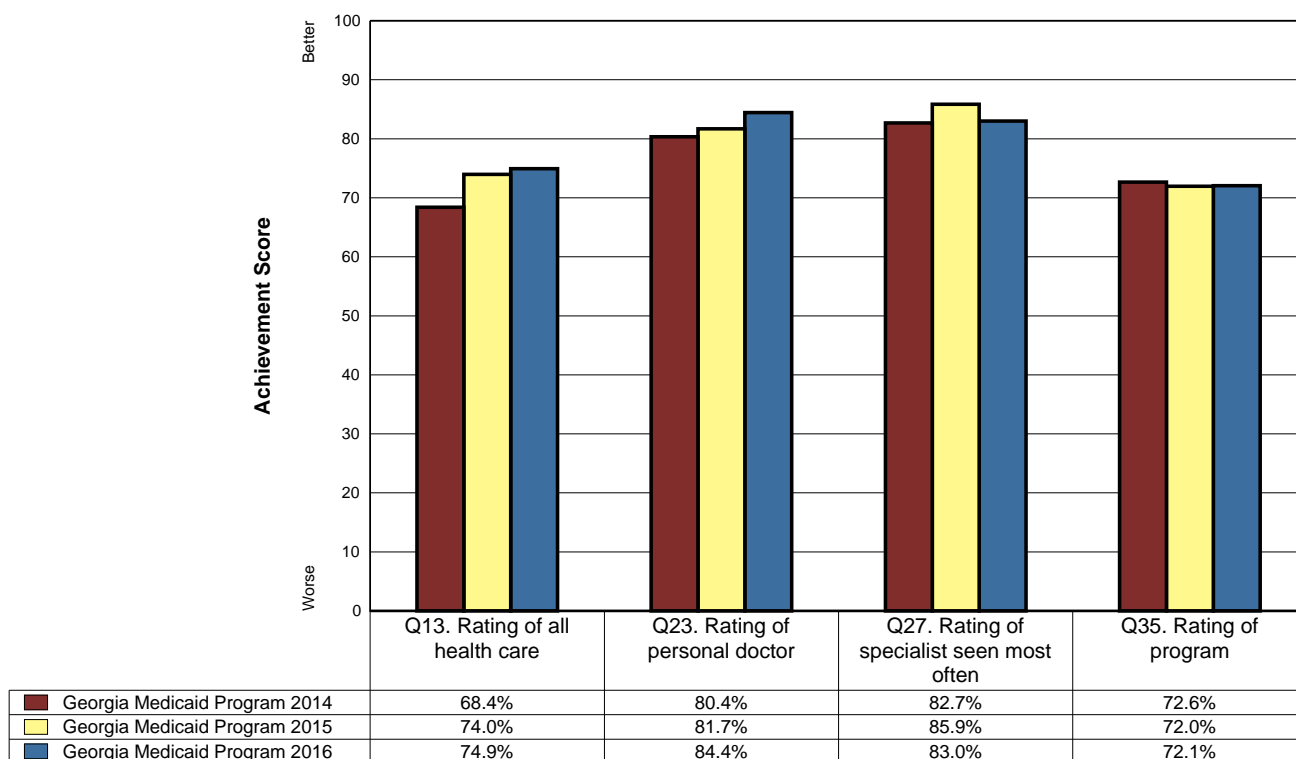
% of respondents reporting ratings of 8, 9 or 10

↑↓   Statistically significantly higher/lower than Georgia Medicaid Program 2014

SUMMARY OF COMPOSITES

For each of the five domains of member experience (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making) a composite score is calculated. The composite scores are intended to give a summary assessment of how the services provided by the Georgia Medicaid Program met or did not meet the needs of the adults enrolled in the program.

In this table, proportions of positive responses are reported as achievement scores (see the *Methodology* section for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "Yes" are considered achievements for the Shared Decision Making composite.

In 2015, CAHPS® revised the Shared Decision Making composite. The question text and response options changed for two of the three questions within the composite. Due to these changes we can only compare the 2015 Shared Decision Making results to 2016.

Three years of composite scores are presented for the Georgia Medicaid Program's services for adults. Statistical testing is between the Georgia Medicaid Program's 2014 scores and each year of trend. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there is not a statistically significant difference between the scores.

Composites

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service	Shared Decision Making
Georgia Medicaid Program 2014	82.3%	82.9%	89.5%	87.9%	NT
Georgia Medicaid Program 2015	82.9%	81.6%	92.3%	80.9%	78.4%
Georgia Medicaid Program 2016	84.8%	84.1%	92.1%	88.7%	77.5%
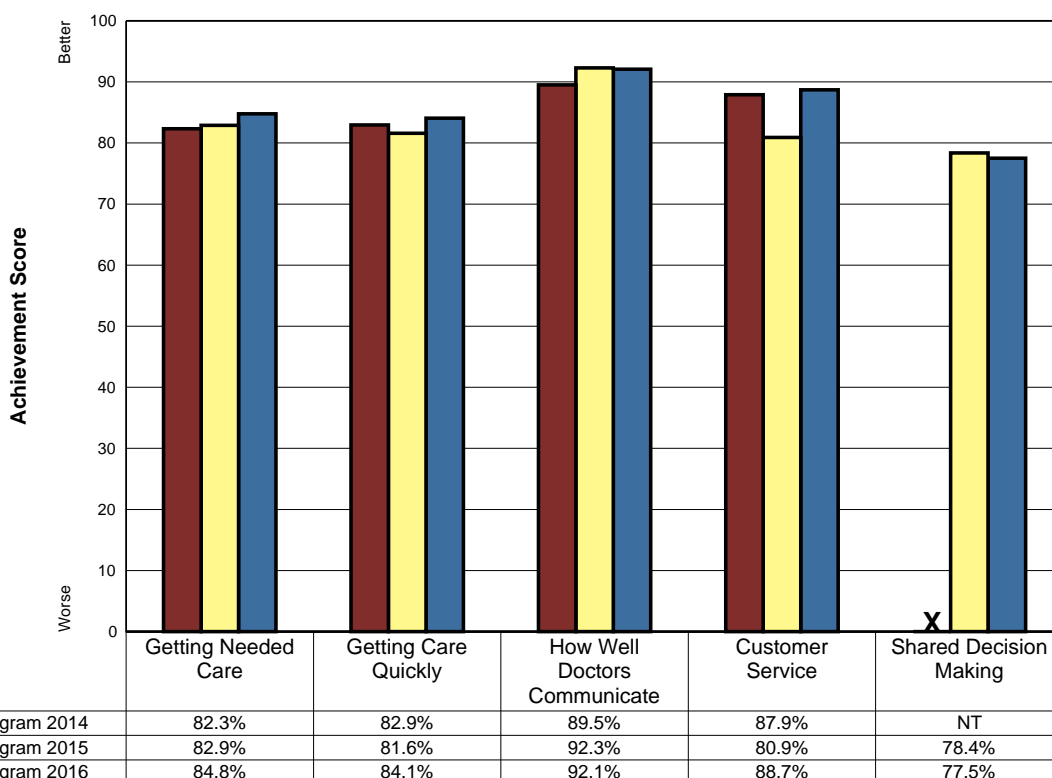
% of respondents reporting satisfaction

↑↓　Statistically significantly higher/lower than Georgia Medicaid Program 2014

NT/X:　No trend data available.

SUMMARY OF EFFECTIVENESS OF CARE MEASURES

The Medical Assistance with Smoking Cessation measure represents the proportion of adult members who were continuously enrolled during the measurement year and whose provider advised them to quit smoking or using tobacco; recommended or discussed medication to assist with quitting smoking or using tobacco; or recommended or discussed methods and strategies other than medication to assist with quitting smoking or using tobacco. This measure is only reported for those respondents that answered 'every day' or 'some days' to Q39. For these questions, a response of "Sometimes", "Usually", or "Always" is considered an achievement.

The Medical Assistance with Smoking Cessation measure is composed of three questions. The Georgia Medicaid Program's scores are presented for 2014, 2015 and 2016. Statistical testing is between the Georgia Medicaid Program's 2014 scores and the 2015 and 2016 scores. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there is not a statistically significant difference between the scores.

Medical Assistance with Smoking Cessation

	Q40. Advised by doctor or other health provider to quit smoking or using tobacco	Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco
Georgia Medicaid Program 2014	81.7%	49.2%	48.1%
Georgia Medicaid Program 2015	77.3%	43.9%	36.9%
Georgia Medicaid Program 2016	81.1%	64.5%	42.3%

% of respondents advised of smoking cessation

↑↓   Statistically significantly higher/lower than Georgia Medicaid Program 2014

The Flu Shot for Adults Ages 18-64 measure is based on a single question (Q38) about getting a flu shot. The score represents the proportion of members aged 18-64 who were continuously enrolled during the measurement year and who received an influenza vaccination between July of 2015 and the date the survey was completed.

In 2010, NCQA introduced the Aspirin Use and Discussion measure to assess different facets of managing aspirin use for the primary prevention of cardiovascular disease. The measure is comprised of two questions, one assessing current aspirin use (Q43) and the other asking whether a doctor or health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke (Q45).

Included in the calculation of the Aspirin Use component are members in certain age/gender/risk factor categories who could safely take aspirin (based on response to Q44), and had no cardiovascular disease exclusion (based on response to Q47), and who answered Q43. The rate represents the proportion of those members who indicated they take aspirin daily or every other day.

Included in the calculation of the Aspirin Risks and Benefits component are members in certain age/gender categories who had no cardiovascular disease exclusion (based on response to Q47), and who answered Q45. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.

The Georgia Medicaid Program's results are presented for 2014, 2015 and 2016. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there is not a statistically significant difference between the scores. Significance tests were considered valid when the number of cases used to compute each score was 30 or greater. Please refer to the *Methodology* section for more information about statistical testing.

Flu Shot for Adults Ages 18-64 (FSA)

Aspirin Use and Discussion (ASP)

	Q38. Received a flu shot or flu spray in the nose since July 1, 2015	Q43. Take aspirin daily or every other day	Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke
Georgia Medicaid Program 2014	44.2%	44.4%	49.5%
Georgia Medicaid Program 2015	41.4%	45.1%	58.0%
Georgia Medicaid Program 2016	44.9%	39.1%	57.4%

% of respondents answering Yes
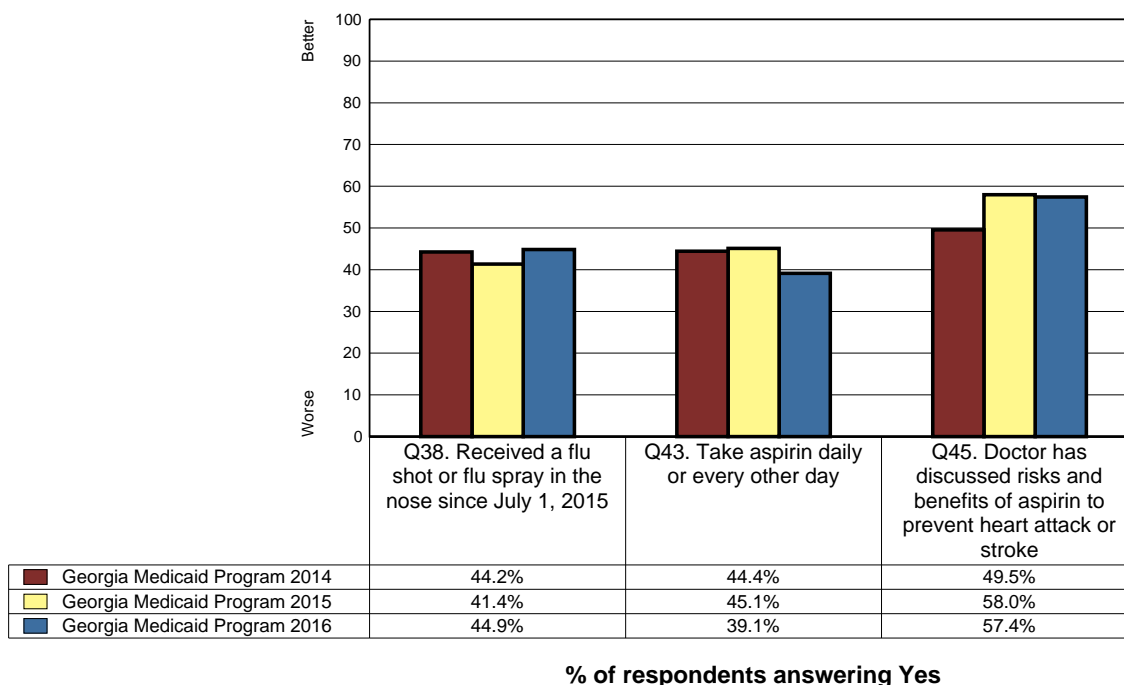
↑↓   **Statistically significantly higher/lower than Georgia Medicaid Program 2014**

Respondent Profile

Questionnaire response data was used to provide a demographic snapshot of age, gender, ethnicity and education for the respondents. The total of all categories for the respondent ethnicity is more than 100% because the data is from a combination of the data collected for Q55 and Q56 which allows respondents to choose multiple ethnicities.

Demographic Characteristics

Respondent Age (years)	ADMD 2016	ADMD 2015
18 to 24	3.7%	5.9%
25 to 34	9.7%	10.3%
35 to 44	10.1%	9.6%
45 to 54	15.3%	15.9%
55 to 64	23.3%	21.4%
65 to 74	20.3%	18.9%
75 or older	17.6%	18.0%

Parent/Respondent Gender	ADMD 2016	ADMD 2015
Male	29.7%	33.9%
Female	70.3%	66.1%

Highest grade or level of school completed	ADMD 2016	ADMD 2015
8th grade or less	15.8%	15.1%
Some high school, but did not graduate	29.8%	24.7%
High school graduate or GED	29.6%	37.0%
Some college or 2-year college	20.3%	18.7%
4-year college graduate	2.5%	3.2%
More than 4-year college degree	2.0%	1.4%

Ethnicity	ADMD 2016	ADMD 2015
White	47.4%	47.9%
Black or African American	48.6%	46.8%
Asian	2.2%	2.5%
American Indian or Alaska Native	4.2%	2.5%
Hispanic or Latino	6.4%	4.6%
Native Hawaiian or Other Pacific Islander	0.2%	0.2%
Other	3.5%	2.3%

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the Medicaid program is based on Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten questions most highly correlated with the Georgia Medicaid Program's enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Georgia Medicaid Program's adult achievement score, and the correlation with overall satisfaction with the services for adults under the Georgia Medicaid Program. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities.

Question	ADMD Achievement Score	Correlation w/ satisfaction
Q29. Written materials/Internet usually or always provided needed information about how health plan works	82.6	0.45
Q14. Usually or always got care, tests or treatment you thought you needed	86.4	0.43
Q31. Health plan's customer service usually or always gave needed information or help	82.5	0.42
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	42.3	0.32
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	94.7	0.31
Q4. Usually or always got care right away as soon as you needed	84.4	0.30
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	64.5	0.26
Q19. Personal doctor usually or always showed respect for what you had to say	93.3	0.25
Q17. Personal doctor usually or always explained things in way that was easy to understand	90.9	0.22
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	57.4	0.21

Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1350
***First mailing - usable survey returned**	224
Second mailing - sent	1068
***Second mailing - usable survey returned**	101
***Phone - usable surveys**	95
Total - usable surveys	420
†Ineligible: According to population criteria‡	46
†Ineligible: Language barrier	7
†Ineligible: Deceased	2
†Ineligible: Mentally or physically unable to complete survey	44
Bad address and bad phone number	57
Refusal	36
Incomplete survey - mail or phone	39
Nonresponse - Unavailable by mail or phone	699
Response Rate	**33.57%**

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: *Response Rate = Total Usable Surveys / Total Eligible Cases*

Methodology

The survey drew, as potential respondents, the adult members of the Georgia Medicaid Program. Respondents were surveyed in English or Spanish.

The survey was administered over a 11-week period using a standardized mixed-mode (mail and telephone) protocol, based on CAHPS® guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	February 9, 2016
2	1st mailing of reminder postcards:	February 16, 2016
3	2nd mailing of survey packets:	March 10, 2016
4	2nd mailing of reminder postcards:	March 17, 2016
5	Phone field:	April 5, 2016
6	Mail and phone field terminated:	April 26, 2016

Sampling Frame

A random sample of 1350 cases was drawn of adult members from the Georgia Medicaid Program. To be eligible, members had to be continuously enrolled for at least 6 months as of November 30, 2015, with no more than one enrollment gap of 45 days or less.

Selection of Cases for Analysis

The CAHPS®/NCQA protocol was used to define complete surveys. Surveys were considered complete if the survey response did not indicate the member was ineligible and if a valid response was provided to at least three out of five questions designated as required for completeness. The questions required for completeness are listed below, with their locations in the adult and child questionnaires, respectively, as well as the topics addressed by each question.

Q03/03. Did you have an injury or illness that needed care right away?

Q15/15. Do you/your child have a personal doctor?

Q24/27. Did you make an appointment for you/your child to see a specialist?

Q28/--. Did you look for information in written materials or on the Internet about how your plan works?

Q--/31. Did you get information or help from customer service at your child's health plan?

Q42/36. What number would you use to rate your/your child's health plan?

Complete interviews were obtained from 420 adult Medicaid members, and the Georgia Medicaid Program's response rate was 33.57%.

Questionnaire

The instrument selected for the survey was developed and tested nationally as an adaptation of the CAHPS® 5.0H Adult Medicaid Survey for use in assessing the performance of Medicaid Programs. The questionnaire consisted of fifty-eight core questions. The majority of items addressed domains of member experience such as getting care quickly, communicating with doctors, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid Program.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the Medicaid program to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

For questions with response options "Never," "Sometimes," "Usually," and "Always", alternate achievement scores are also calculated using only the response option "Always" (instead of both "Usually and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9 and 10 as achievements. Alternate scores are displayed in the *Graphs* section of the report.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. Following is a list of the questions that comprise each composite:

Getting Needed Care
Q14. Usually or always got care, tests or treatment you thought you needed
Q25. Usually or always get an appointment to see a specialist as soon as you needed

Getting Care Quickly
Q4. Usually or always got care right away as soon as you needed
Q6. Usually or always got an appt. for routine care as soon as you needed

How Well Doctors Communicate
Q17. Personal doctor usually or always explained things in way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q20. Personal doctor usually or always spent enough time with you

Customer Service
Q31. Health plan's customer service usually or always gave needed information or help
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
Q12. Doctor/provider definitely asked what you thought was best for you

Comparisons: Current Year and Trending

The Georgia Medicaid Program's 2014 results are compared to the Georgia Medicaid Program's 2015 and 2016 results. When available, trend data with significance testing is presented in the *Executive Summary*

and *Graphs* sections. Due to changes to the 2015 CAHPS® survey no trend data is available for the 2014 Shared Decision Making composite.

For some survey items, small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

The Georgia Medicaid Program's top box rating and composite scores are compared to the CAHPS® Database (formally known as the National CAHPS® Benchmarking Database) rating and composite top box percentiles in the *CAHPS® Database Comparisons* section of the report.

Top box scores are created by calculating the percentage of survey respondents who chose the most positive response category for a given item response scale. A response of 'Always' is used to calculate the top box composite measures. The top box composite measures are calculated by averaging the top box scores on the items within the composite. For ratings questions the top box score is calculated using the responses of '9' or '10'.

The adult Medicaid CAHPS® Database results were obtained from data submitted directly to the CAHPS® Database by State Medicaid agencies and individual health plans. The 2015 adult Medicaid CAHPS® Database includes 61,639 respondents from 133 adult Medicaid sample submissions.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Correlation

Correlation is the degree of relationship between two or more variables. When the relationship is linear, which is the assumption in the CAHPS® survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other also increases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the Medicaid program, correlations are computed between responses to specific performance-related items and Q35, which is the rating question in the survey instrument measuring overall satisfaction with the Medicaid program. In the context of this report, coefficients greater than or equal to 0.4 are considered more highly correlated with satisfaction (medium to high); coefficients less than 0.4 represent lower correlations with satisfaction (medium to low).

Trend Analysis - Higher Scores - 2015 vs. 2014

Improvements in the scores of the Georgia Medicaid Program's services for adults are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

In 2015 these questions had **higher scores that *are* statistically significant** when compared to 2014 scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2015 Score	ADMD 2014 Score	% Point Change	Composite Group
Q17. Personal doctor usually or always explained things in way that was easy to understand	93.2%	88.1%	+5.1	Communication

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the Georgia Medicaid Program's services for adults follow. Achievement scores for these questions are higher than 2014, but the change is *not* **statistically significant.** Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2015 Score	ADMD 2014 Score	% Point Change	Composite Group
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	58.0%	49.5%	+8.5	Aspirin Use and Discussion
Q12. Doctor/provider definitely asked what you thought was best for you	74.8%	67.7%	+7.1	Shared Decision Making
Q13. Rating of all health care	74.0%	68.4%	+5.6	Ratings
Q37. Excellent or very good rating of your overall mental or emotional health	33.9%	28.6%	+5.2	Single Items
Q20. Personal doctor usually or always spent enough time with you	90.8%	87.3%	+3.4	Communication
Q27. Rating of specialist seen most often	85.9%	82.7%	+3.2	Ratings
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	71.7%	69.2%	+2.5	Single Items
Q4. Usually or always got care right away as soon as you needed	85.7%	83.6%	+2.1	Getting Care Quickly
Q19. Personal doctor usually or always showed respect for what you had to say	93.2%	91.8%	+1.5	Communication
Q18. Personal doctor usually or always listened carefully to you	91.9%	90.5%	+1.4	Communication
Q23. Rating of personal doctor	81.7%	80.4%	+1.3	Ratings
Q43. Take aspirin daily or every other day	45.1%	44.4%	+0.7	Aspirin Use and Discussion

Trend Analysis - Higher Scores - 2015 vs. 2014

(continued)

Question	ADMD 2015 Score	ADMD 2014 Score	% Point Change	Composite Group
PQ34. Forms from your health plan usually or always easy to fill out	94.4%	94.0%	+0.4	Single Items
Q36. Excellent or very good rating of your overall health	20.3%	20.0%	+0.3	Single Items

Trend Analysis - Lower Scores - 2015 vs. 2014

LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for adults had lower scores in 2015 that were statistically significant compared to 2014 scores.

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the Georgia Medicaid Program's services for adults follow. Scores for these questions were lower than last period, but the change is *not* **statistically significant.** Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2015 Score	ADMD 2014 Score	% Point Change	Composite Group
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	36.9%	48.1%	-11.1	Medical Assistance with Smoking Cessation
Q31. Health plan's customer service usually or always gave needed information or help	69.8%	80.5%	-10.7	Customer Service
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	80.5%	86.6%	-6.2	Single Items
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	43.9%	49.2%	-5.3	Medical Assistance with Smoking Cessation
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	77.3%	81.7%	-4.4	Medical Assistance with Smoking Cessation
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	90.7%	95.0%	-4.2	Customer Service
Q38. Received a flu shot or flu spray in the nose since July 1, 2015	41.4%	44.2%	-2.9	Single Items
Q6. Usually or always got an appt. for routine care as soon as you needed	80.4%	83.2%	-2.8	Getting Care Quickly
Q29. Written materials/Internet usually or always provided needed information about how health plan works	66.7%	67.9%	-1.2	Single Items
Q14. Usually or always got care, tests or treatment you thought you needed	84.3%	85.3%	-1.0	Getting Needed Care
Q35. Rating of program	72.0%	72.6%	-0.7	Ratings
Q25. Usually or always get an appointment to see a specialist as soon as you needed	80.4%	80.5%	-0.1	Getting Needed Care

Trend Analysis - Higher Scores - 2016 vs. 2014

Improvements in the scores of the Georgia Medicaid Program's services for adults are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

In 2016 these questions had **higher scores that *are* statistically significant** when compared to 2014 scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2016 Score	ADMD 2014 Score	% Point Change	Composite Group
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	64.5%	49.2%	+15.3	Medical Assistance with Smoking Cessation
Q29. Written materials/Internet usually or always provided needed information about how health plan works	82.6%	67.9%	+14.8	Single Items

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the Georgia Medicaid Program's services for adults follow. Achievement scores for these questions are higher than 2014, but the change is *not* **statistically significant.** Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2016 Score	ADMD 2014 Score	% Point Change	Composite Group
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	57.4%	49.5%	+7.9	Aspirin Use and Discussion
Q13. Rating of all health care	74.9%	68.4%	+6.5	Ratings
Q12. Doctor/provider definitely asked what you thought was best for you	73.4%	67.7%	+5.6	Shared Decision Making
Q25. Usually or always get an appointment to see a specialist as soon as you needed	85.3%	80.5%	+4.7	Getting Needed Care
Q20. Personal doctor usually or always spent enough time with you	91.6%	87.3%	+4.2	Communication
Q23. Rating of personal doctor	84.4%	80.4%	+4.1	Ratings
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	73.2%	69.2%	+4.0	Single Items
Q17. Personal doctor usually or always explained things in way that was easy to understand	90.9%	88.1%	+2.8	Communication
PQ34. Forms from your health plan usually or always easy to fill out	96.6%	94.0%	+2.6	Single Items
Q37. Excellent or very good rating of your overall mental or emotional health	31.2%	28.6%	+2.6	Single Items

Trend Analysis - Higher Scores - 2016 vs. 2014

(continued)

Question	ADMD 2016 Score	ADMD 2014 Score	% Point Change	Composite Group
Q6. Usually or always got an appt. for routine care as soon as you needed	85.5%	83.2%	+2.2	Getting Care Quickly
Q18. Personal doctor usually or always listened carefully to you	92.7%	90.5%	+2.2	Communication
Q31. Health plan's customer service usually or always gave needed information or help	82.5%	80.5%	+1.9	Customer Service
Q19. Personal doctor usually or always showed respect for what you had to say	93.3%	91.8%	+1.6	Communication
Q14. Usually or always got care, tests or treatment you thought you needed	86.4%	85.3%	+1.1	Getting Needed Care
Q4. Usually or always got care right away as soon as you needed	84.4%	83.6%	+0.8	Getting Care Quickly
Q38. Received a flu shot or flu spray in the nose since July 1, 2015	44.9%	44.2%	+0.6	Single Items
Q27. Rating of specialist seen most often	83.0%	82.7%	+0.3	Ratings

Trend Analysis - Lower Scores - 2016 vs. 2014

LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for adults had lower scores in 2016 that were statistically significant compared to 2014 scores.

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the Georgia Medicaid Program's services for adults follow. Scores for these questions were lower than last period, but the change is *not* **statistically significant.** Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	ADMD 2016 Score	ADMD 2014 Score	% Point Change	Composite Group
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	42.3%	48.1%	-5.8	Medical Assistance with Smoking Cessation
Q43. Take aspirin daily or every other day	39.1%	44.4%	-5.3	Aspirin Use and Discussion
Q36. Excellent or very good rating of your overall health	17.0%	20.0%	-3.0	Single Items
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	84.8%	86.6%	-1.8	Single Items
Q35. Rating of program	72.1%	72.6%	-0.6	Ratings
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	81.1%	81.7%	-0.5	Medical Assistance with Smoking Cessation
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	94.7%	95.0%	-0.3	Customer Service

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS® surveys used to assess program performance. They provide an overall picture of what members think of the program, their doctors, their care, and how well they are being served by the program and its providers. A correlation analysis allows the program to delve into the relationship between the ratings and composite items.

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, DCH can see how the rank order of each item changes from one rating to another. For example, factors most important to enrollees when rating their personal doctor may be different than for the specialist. DCH can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a program's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, the achievements scores, and the distribution of member responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are 'Always' and 'Usually' or 'Yes'. Negative responses are 'Sometimes' or 'Never' and 'No'. For most question items, achievement scores are comprised of the top two response options, "Always" and "Usually"; for the Shared Decision-Making composite items, the achievement score is based only on the response option, "Yes".

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how enrollees' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help programs make informed choices about quality improvement efforts.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q14 Getting Needed Care	86%	0.43	Q20 Communication	92%	0.58	Q19 Communication	93%	0.40	Q14 Getting Needed Care	86%	0.43
2	Q20 Communication	92%	0.40	Q18 Communication	93%	0.56	Q25 Getting Needed Care	85%	0.40	Q31 Customer Service	82%	0.42
3	Q19 Communication	93%	0.38	Q19 Communication	93%	0.54	Q17 Communication	91%	0.34	Q32 Customer Service	95%	0.31
4	Q4 Getting Care Quickly	84%	0.30	Q17 Communication	91%	0.45	Q20 Communication	92%	0.32	Q4 Getting Care Quickly	84%	0.30
5	Q18 Communication	93%	0.30	Q14 Getting Needed Care	86%	0.31	Q18 Communication	93%	0.30	Q19 Communication	93%	0.25
6	Q17 Communication	91%	0.26	Q25 Getting Needed Care	85%	0.25	Q14 Getting Needed Care	86%	0.29	Q17 Communication	91%	0.22
7	Q31 Customer Service	82%	0.22	Q4 Getting Care Quickly	84%	0.17	Q31 Customer Service	82%	0.26	Q25 Getting Needed Care	85%	0.21
8	Q32 Customer Service	95%	0.21	Q31 Customer Service	82%	0.16	Q32 Customer Service	95%	0.24	Q20 Communication	92%	0.18
9	Q25 Getting Needed Care	85%	0.18	Q11 Shared Decision Making	66%	0.12	Q4 Getting Care Quickly	84%	0.13	Q18 Communication	93%	0.13
10	Q12 Shared Decision Making	73%	0.16	Q12 Shared Decision Making	73%	0.08	Q6 Getting Care Quickly	85%	0.09	Q6 Getting Care Quickly	85%	0.07

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.43	86%	63%	23%	12%	2%
2	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.40	92%	67%	24%	8%	1%
3	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.38	93%	83%	11%	7%	0%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	84%	65%	19%	15%	1%
5	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.30	93%	76%	16%	7%	1%
6	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.26	91%	74%	17%	8%	1%
7	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.22	82%	63%	19%	17%	1%
8	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.21	95%	81%	14%	4%	1%
9	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.18	85%	61%	24%	12%	2%
10	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.16	73%	73%	(na)	(na)	27%

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	**Usually**	**Sometimes**	**Never / No**
1	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.58	92%	67%	24%	8%	1%
2	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.56	93%	76%	16%	7%	1%
3	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.54	93%	83%	11%	7%	0%
4	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.45	91%	74%	17%	8%	1%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.31	86%	63%	23%	12%	2%
6	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.25	85%	61%	24%	12%	2%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.17	84%	65%	19%	15%	1%
8	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.16	82%	63%	19%	17%	1%
9	Q11. Did a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.12	66%	66%	(na)	(na)	34%
10	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.08	73%	73%	(na)	(na)	27%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always	**Usually**	**Sometimes**	**Never**
1	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.40	93%	83%	11%	7%	0%
2	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.40	85%	61%	24%	12%	2%
3	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.34	91%	74%	17%	8%	1%
4	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.32	92%	67%	24%	8%	1%
5	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.30	93%	76%	16%	7%	1%
6	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.29	86%	63%	23%	12%	2%
7	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.26	82%	63%	19%	17%	1%
8	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.24	95%	81%	14%	4%	1%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.13	84%	65%	19%	15%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.09	85%	66%	20%	12%	2%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always	**Usually**	**Sometimes**	**Never**
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.43	86%	63%	23%	12%	2%
2	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.42	82%	63%	19%	17%	1%
3	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.31	95%	81%	14%	4%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	84%	65%	19%	15%	1%
5	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.25	93%	83%	11%	7%	0%
6	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.22	91%	74%	17%	8%	1%
7	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.21	85%	61%	24%	12%	2%
8	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.18	92%	67%	24%	8%	1%
9	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.13	93%	76%	16%	7%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.07	85%	66%	20%	12%	2%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the Medicaid program's achievement scores and their correlation with overall program satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall Medicaid program satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall Medicaid program satisfaction. For example, if one composite is more highly correlated with overall Medicaid program satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall program satisfaction over time. Conversely, if an item is weakly correlated with overall program satisfaction, altering services in that domain won't significantly alter ratings of the Medicaid program.

Overall satisfaction with the Georgia Medicaid Program's services for adults is based on Q35, which asks respondents to rate their experience with their Medicaid Program, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to 0.4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than 0.4 are considered lower correlations with health plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a 0.4 correlation horizontal axis.

	Low Achievement Score	**High** Achievement Score
High Association with Overall Satisfaction**	**Top Priority** *Low achievement scores on items highly associated with overall member satisfaction.* **Deserve further scrutiny**	**High Priority** *Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.* **Maintain high performance**
Low Association with Overall Satisfaction**	**Medium Priority** *Low achievement scores on items only slightly associated with overall member satisfaction.* **Possible target for improvement depending upon other priorities.**	**Low Priority** *Doing very well on items not highly correlated with member satisfaction.* **Unlikely target for improvement activities**

  * An achievement score is ranked "high" when score is 80 or higher.
  ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix

Ratings

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

■ **Rating of Personal Doctor or Nurse**

● **Rating of Specialist**

▲ **Rating of All Health Care From All Doctors and Other Health Providers**

* An achievement score is ranked "high" when score is 80 or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

■ **Getting Needed Care**   ◆ **Customer Service**

● **Getting Care Quickly**   ✚ **Shared Decision Making**

▲ **How Well Doctors Communicate**

* An achievement score is ranked "high" when score is 80 or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Composite Items

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Getting Needed Care

Q14. Usually or always got care, tests or treatment you thought you needed
Q25. Usually or always get an appointment to see a specialist as soon as you needed

Getting Care Quickly

Q4. Usually or always got care right away as soon as you needed
Q6. Usually or always got an appt. for routine care as soon as you needed

Communication

Q17. Personal doctor usually or always explained things in way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q20. Personal doctor usually or always spent enough time with you

Customer Service

Q31. Health plan's customer service usually or always gave needed information or help
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making

Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
Q12. Doctor/provider definitely asked what you thought was best for you

*   An achievement score is ranked "high" when score is 80 or higher.
**   An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites
Getting Needed Care

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Correlation with Overall Satisfaction with Program**

> .80

High

.40

Low

< 0

Composite:

Getting Needed
Care

60   65   70   75   80   85   90   95   100

Low   **Achievement Score***   **High**

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Q14. Usually or always got care, tests or treatment you thought you needed

Q25. Usually or always get an appointment to see a specialist as soon as you needed

*   An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Getting Care Quickly

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Correlation with Overall Satisfaction with Program**

Composite:
Getting Care
Quickly

Achievement Score*

Low   High

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Q4. Usually or always got care right away as soon as you needed

Q6. Usually or always got an appt. for routine care as soon as you needed

* An achievement score is ranked "high" when score is 80 or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites
How Well Doctors Communicate

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Correlation with Overall Satisfaction with Program**

> .80

High

.40

Low

< 0

Composite:

Communication

60   65   70   75   80   85   90   95   100

Low   **Achievement Score***   **High**

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Q17. Personal doctor usually or always explained things in way that was easy to understand

Q19. Personal doctor usually or always showed respect for what you had to say

Q18. Personal doctor usually or always listened carefully to you

Q20. Personal doctor usually or always spent enough time with you

*   An achievement score is ranked "high" when score is 80 or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Customer Service

Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Composite:

Customer Service

Correlation with Overall Satisfaction with Program**

> .80

High

.40

Low

< 0

Achievement Score*

60   65   70   75   80   85   90   95   100

Low   **High**

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Q31. Health plan's customer service usually or always gave needed information or help

Q32. Usually or always treated with courtesy and respect by health plan's customer service staff
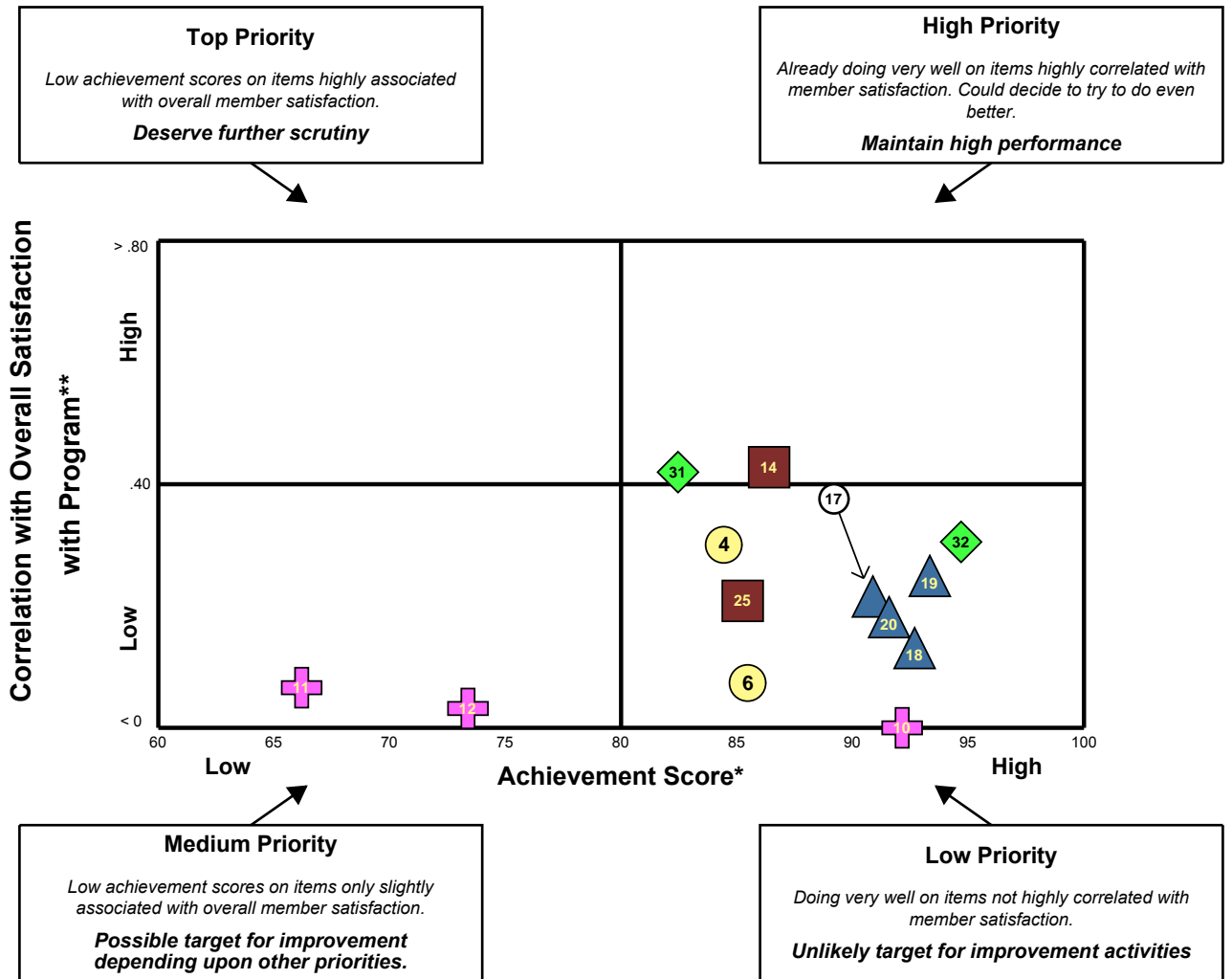
*   An achievement score is ranked "high" when score is 80 or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.
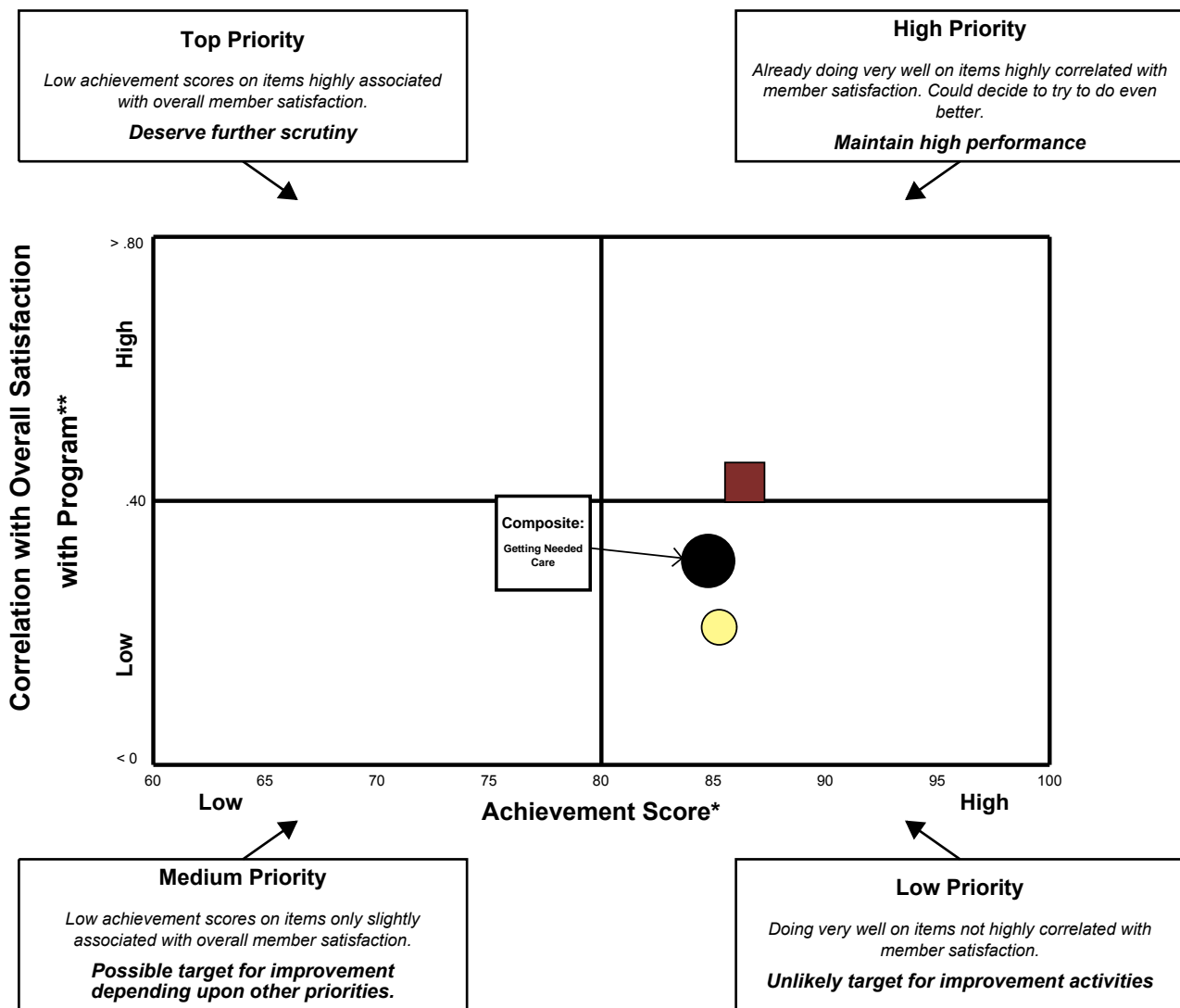
Priority Matrix - Standard CAHPS® 5.0 Composites

Shared Decision Making
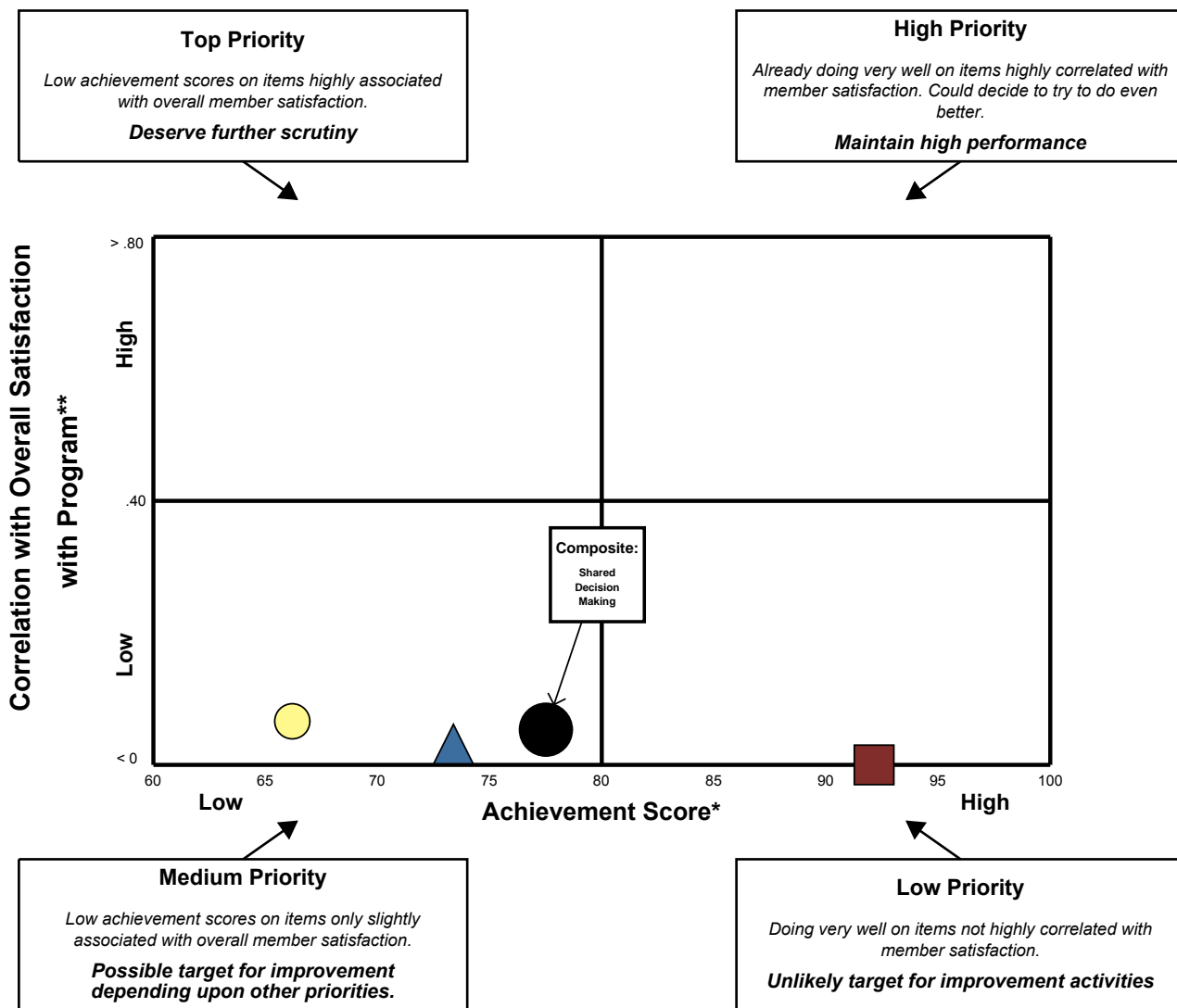
Top Priority

Low achievement scores on items highly associated with overall member satisfaction.

Deserve further scrutiny

High Priority

Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.

Maintain high performance

Medium Priority

Low achievement scores on items only slightly associated with overall member satisfaction.

Possible target for improvement depending upon other priorities.

Low Priority

Doing very well on items not highly correlated with member satisfaction.

Unlikely target for improvement activities

Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine

Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine

Q12. Doctor/provider definitely asked what you thought was best for you

* An achievement score is ranked "high" when score is 80 or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Rating Questions

The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists and health care. In the following tables, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. The "N" is the total number of respondents that provided a valid answer to the rating question. Three years of results for the Georgia Medicaid Program's services for adults are presented.

Statistical testing is between the Georgia Medicaid Program's 2014 ratings and the 2015 and 2016 ratings. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there is not a statistically significant difference between the scores.

Overall Rating Questions - Achievement Scores
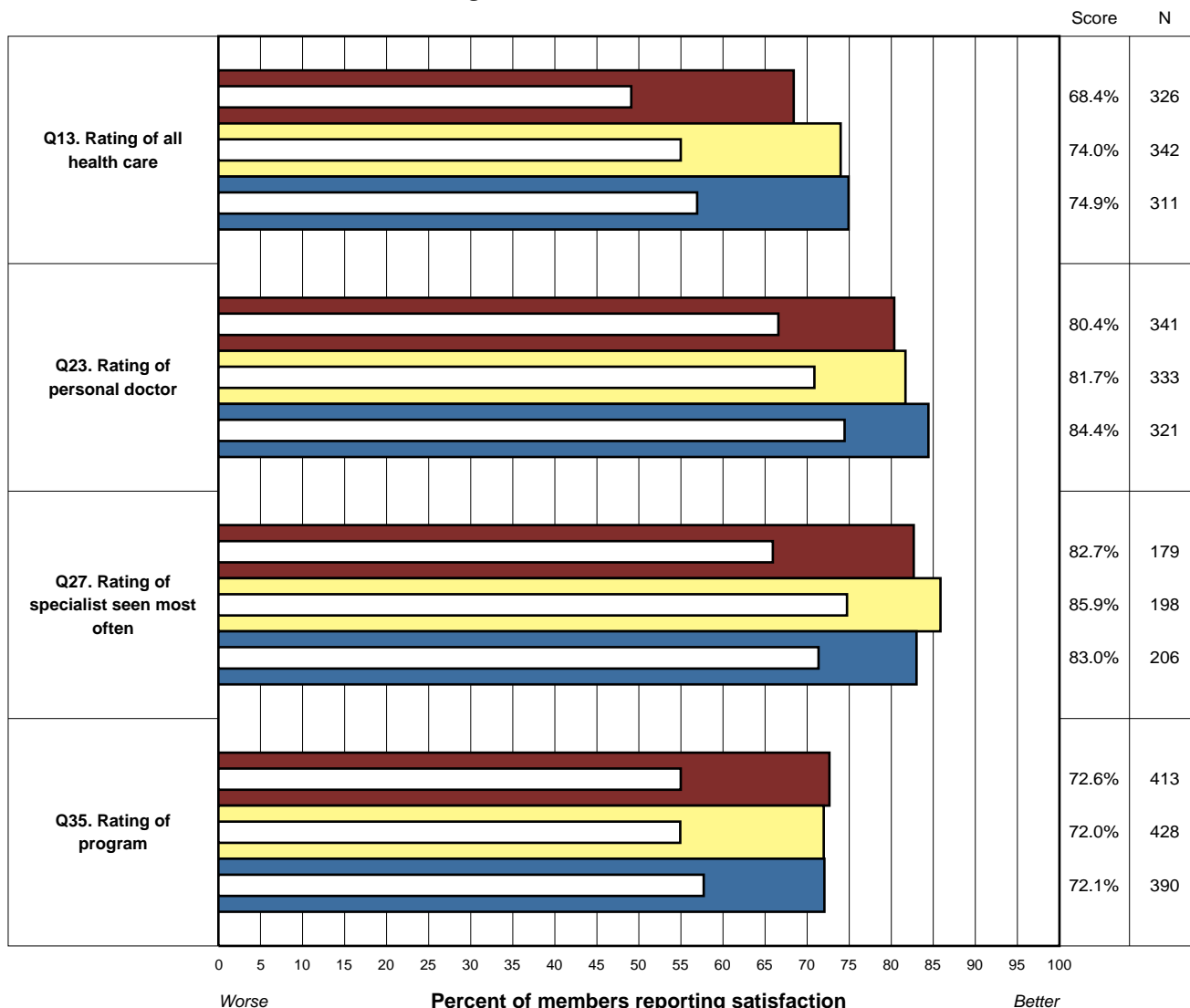
	Score	N
Q13. Rating of all health care	68.4%	326
	74.0%	342
	74.9%	311
Q23. Rating of personal doctor	80.4%	341
	81.7%	333
	84.4%	321
Q27. Rating of specialist seen most often	82.7%	179
	85.9%	198
	83.0%	206
Q35. Rating of program	72.6%	413
	72.0%	428
	72.1%	390

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse **Percent of members reporting satisfaction** *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**
    Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

ADMD 2014   ADMD 2015   ADMD 2016

COMPOSITES

The CAHPS® 5.0H survey has five composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the composite score is the number of members who appropriately answered at least one question within that composite.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "Yes" for the Shared Decision Making composite.

In 2015, CAHPS® revised the Shared Decision Making composite. The question text and response options changed for two of the three questions within the composite. Due to these changes we can only compare the 2015 Shared Decision Making results to 2016.

For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section. Three years of composite scores are presented for the Georgia Medicaid Program's services for adults. Statistical testing is between the Georgia Medicaid Program's 2014 scores and the 2015 and 2016 scores. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there is not a statistically significant difference between the scores.

Composites - Achievement Scores

	Score	N
Getting Needed Care	82.3%	351
	82.9%	365
	84.8%	338
Getting Care Quickly	82.9%	340
	81.6%	334
	84.1%	301
How Well Doctors Communicate	89.5%	305
	92.3%	297
	92.1%	288
Customer Service	87.9%	120
	80.9%	110
	88.7%	115
Shared Decision Making	NT	-
	78.4%	158
	77.5%	143

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**
X/NT **Trend data not available**

■ ADMD 2014   ☐ ADMD 2015   ■ ADMD 2016

Getting Needed Care - Achievement Scores

	Score	N
Getting Needed Care	82.3%	351
	82.9%	365
	84.8%	338
Q14. Usually or always got care, tests or treatment you thought you needed	85.3%	326
	84.3%	344
	86.4%	316
Q25. Usually or always get an appointment to see a specialist as soon as you needed	80.5%	195
	80.4%	214
	85.3%	217

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*
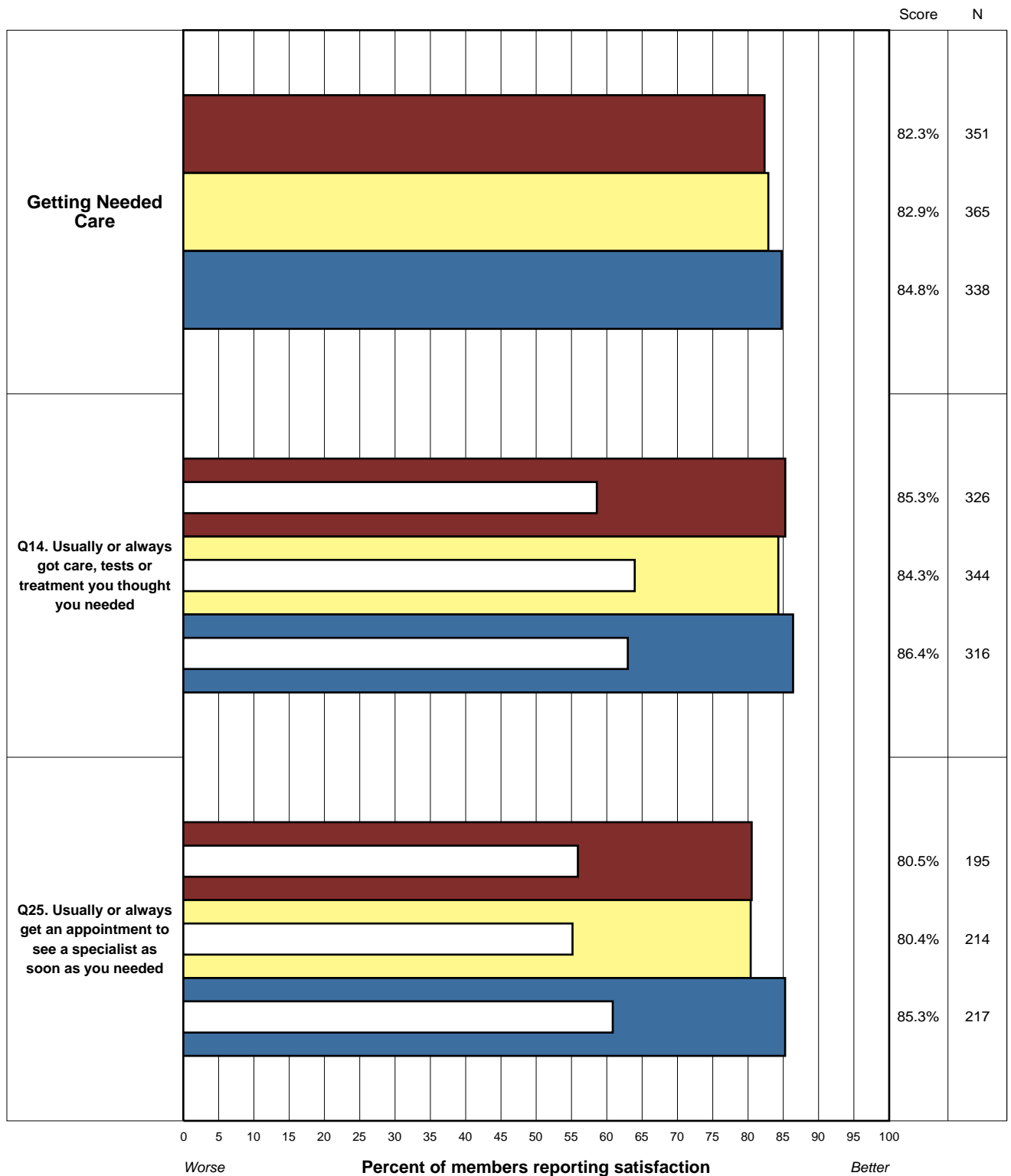
↑↓ **Statistically significantly higher/lower than ADMD 2014**
Note: Hollow portion of bar represents proportions giving a response of Always.

■ ADMD 2014   ☐ ADMD 2015   ■ ADMD 2016

Getting Care Quickly - Achievement Scores

		Score	N
Getting Care Quickly		82.9%	340
		81.6%	334
		84.1%	301
Q4. Usually or always got care right away as soon as you needed		83.6%	183
		85.7%	189
		84.4%	167
Q6. Usually or always got an appt. for routine care as soon as you needed		83.2%	310
		80.4%	301
		85.5%	282

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse **Percent of members reporting satisfaction** *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**
Note: Hollow portion of bar represents proportions giving a response of Always.

■ ADMD 2014   □ ADMD 2015   ■ ADMD 2016

How Well Doctors Communicate - Achievement Scores
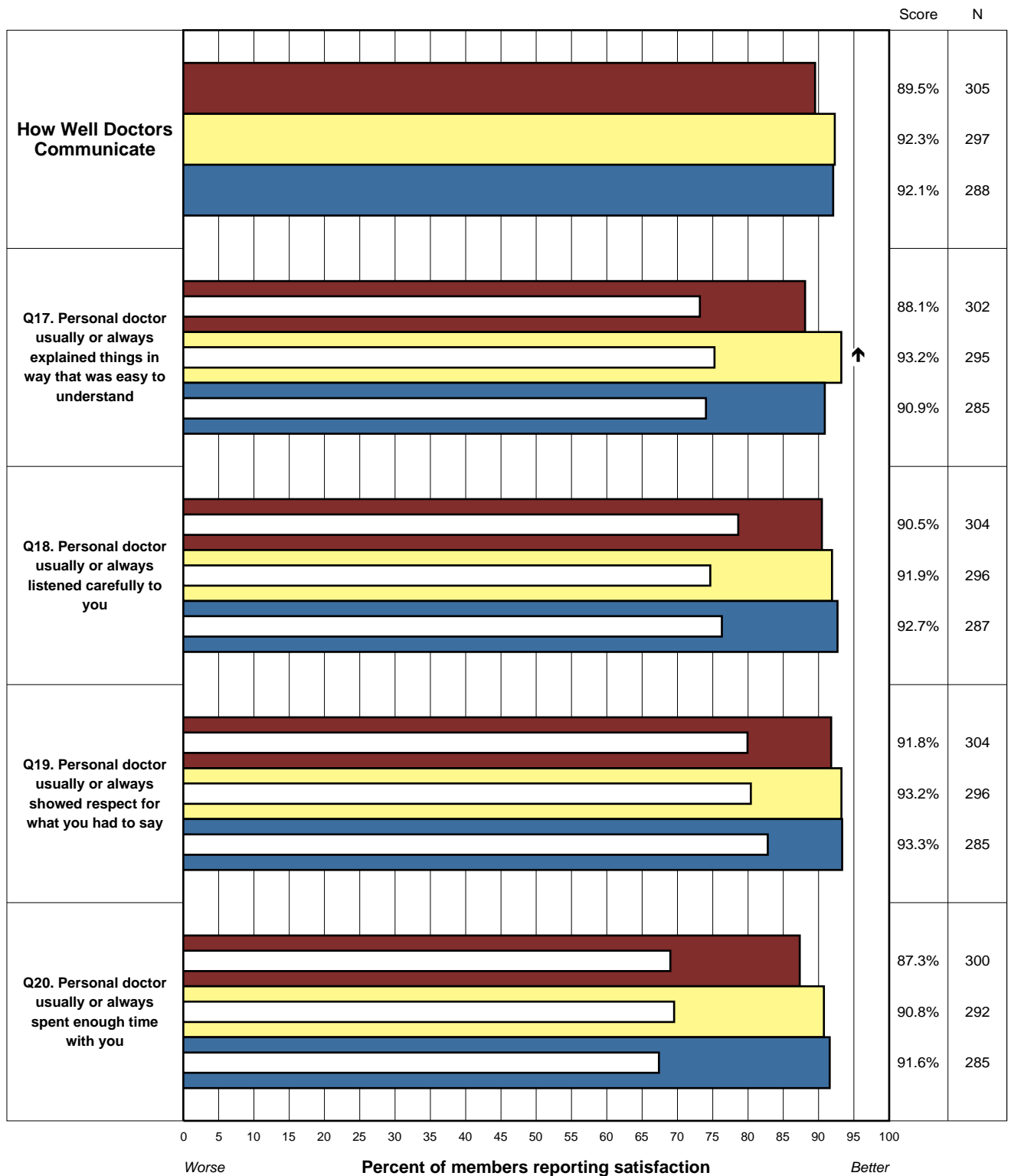
	Score	N
How Well Doctors Communicate	89.5%	305
	92.3%	297
	92.1%	288
Q17. Personal doctor usually or always explained things in way that was easy to understand	88.1%	302
	93.2%	295
	90.9%	285
Q18. Personal doctor usually or always listened carefully to you	90.5%	304
	91.9%	296
	92.7%	287
Q19. Personal doctor usually or always showed respect for what you had to say	91.8%	304
	93.2%	296
	93.3%	285
Q20. Personal doctor usually or always spent enough time with you	87.3%	300
	90.8%	292
	91.6%	285

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**
Note: Hollow portion of bar represents proportions giving a response of Always.

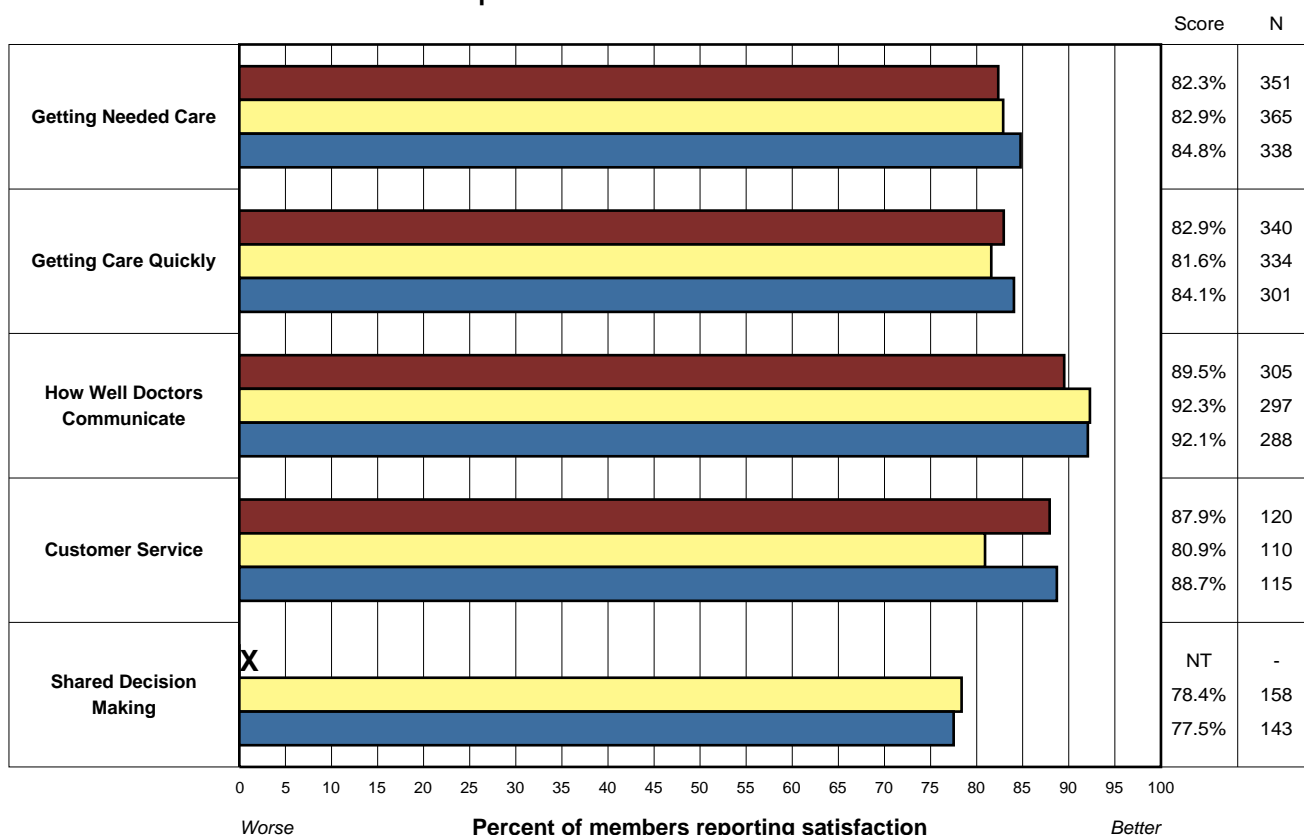■ ADMD 2014   □ ADMD 2015   ■ ADMD 2016

Customer Service - Achievement Scores
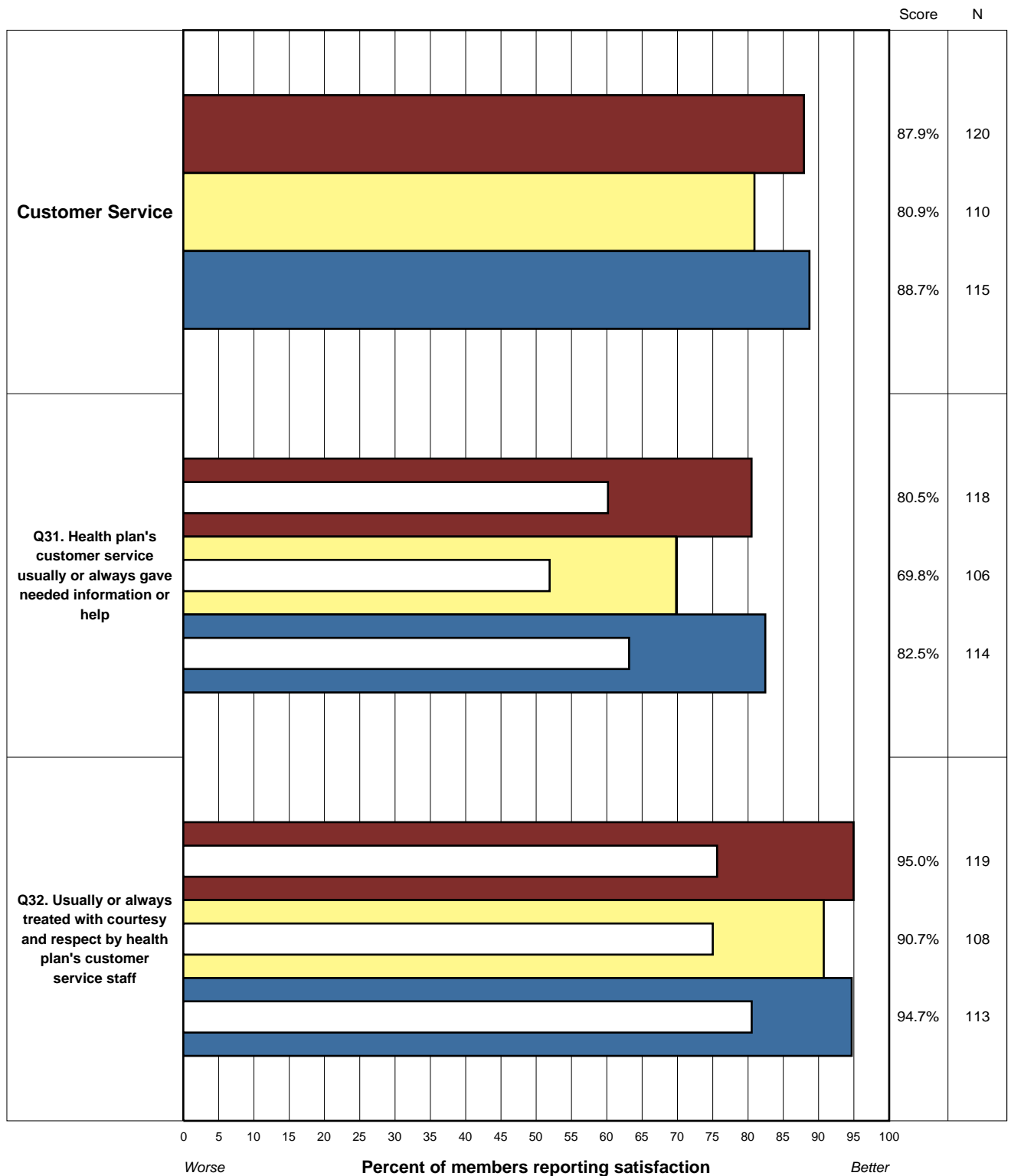
	Score	N
Customer Service	87.9%	120
	80.9%	110
	88.7%	115
Q31. Health plan's customer service usually or always gave needed information or help	80.5%	118
	69.8%	106
	82.5%	114
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	95.0%	119
	90.7%	108
	94.7%	113

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**
   Note: Hollow portion of bar represents proportions giving a response of Always.

■ ADMD 2014   □ ADMD 2015   ■ ADMD 2016

Shared Decision Making - Achievement Scores

	Score	N
Shared Decision Making X	NT	-
	78.4%	158
	77.5%	143
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine X	NT	-
	92.4%	157
	92.1%	140
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine X	NT	-
	67.3%	156
	66.2%	142
Q12. Doctor/provider definitely asked what you thought was best for you	67.7%	124
	74.8%	155
	73.4%	139

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**
X/NT **Trend data not available**

■ ADMD 2014   ▨ ADMD 2015   ■ ADMD 2016

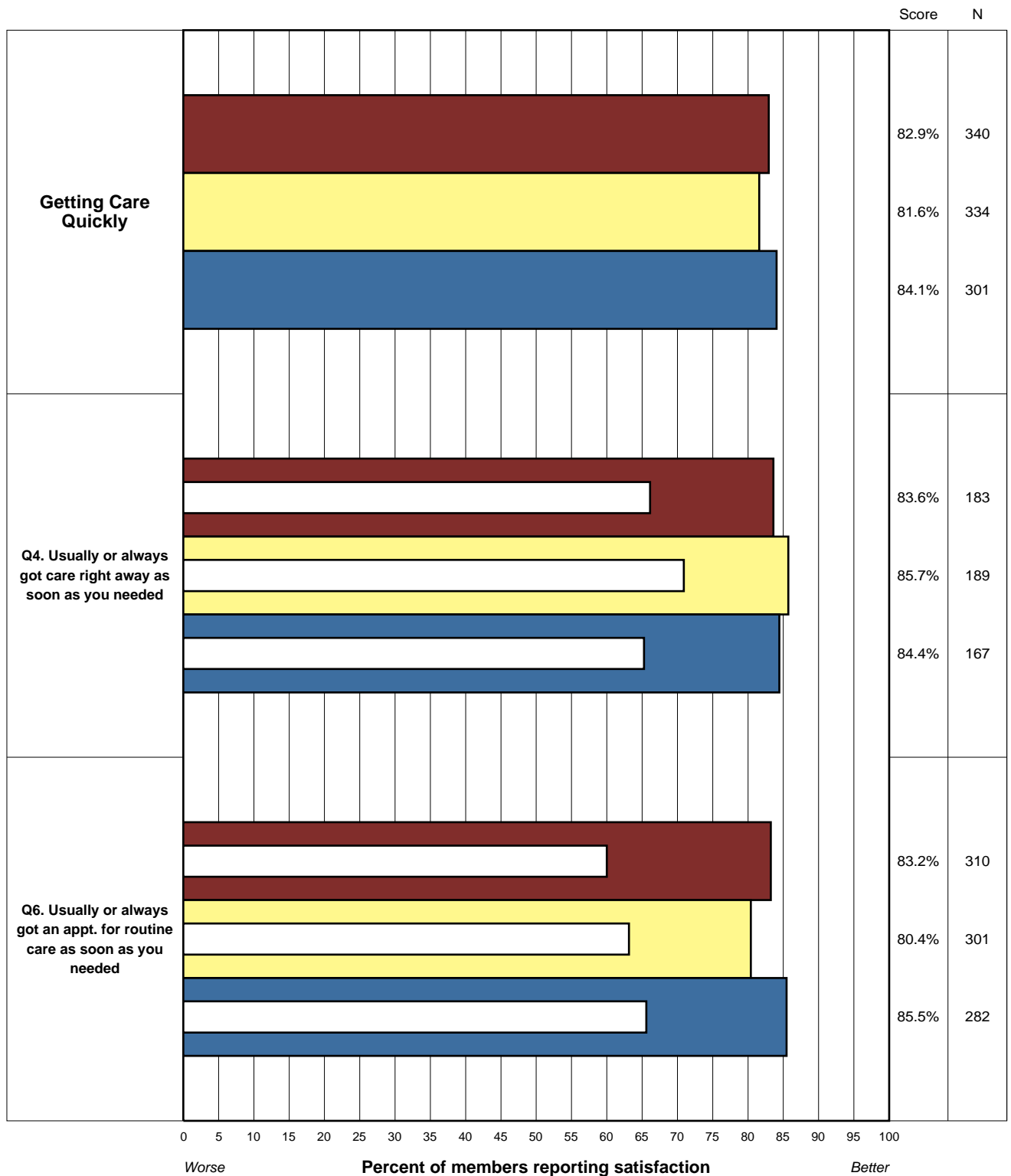# Medical Assistance with Smoking Cessation - Achievement Scores

	Score	N
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	81.7%	131
	77.3%	132
	81.1%	122
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	49.2%	132
	43.9%	132
	64.5%	124
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	48.1%	129
	36.9%	130
	42.3%	123

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**

■ ADMD 2014   ■ ADMD 2015   ■ ADMD 2016

Aspirin Use and Discussion - Achievement Scores

		Score	N
Q43. Take aspirin daily or every other day		44.4%	45
		45.1%	51
		39.1%	46
Q45. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke		49.5%	107
		58.0%	119
		57.4%	94

0   5   10   15   20   25   30   35   40   45   50   55   60   65   70   75   80   85   90   95   100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**

█ ADMD 2014   █ ADMD 2015   █ ADMD 2016

Single Item Measures - Achievement Scores

	Score	N
Q8. Doctor/provider definitely talked about specific things to do to prevent illness	69.2%	334
	71.7%	339
	73.2%	313
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	86.6%	172
	80.5%	174
	84.8%	178
Q29. Written materials/ Internet usually or always provided needed information about how health plan works	67.9%	84
	66.7%	87
	82.6%	69
PQ34. Forms from your health plan usually or always easy to fill out	94.0%	418
	94.4%	428
	96.6%	388
Q36. Excellent or very good rating of your overall health	20.0%	435
	20.3%	443
	17.0%	406
Q37. Excellent or very good rating of your overall mental or emotional health	28.6%	433
	33.9%	443
	31.2%	410
Q38. Received a flu shot or flu spray in the nose since July 1, 2015	44.2%	269
	41.4%	266
	44.9%	243

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100

Worse   **Percent of members reporting satisfaction**   *Better*

↑↓ **Statistically significantly higher/lower than ADMD 2014**
Note: Hollow portion of bar represents proportions giving a response of Always.
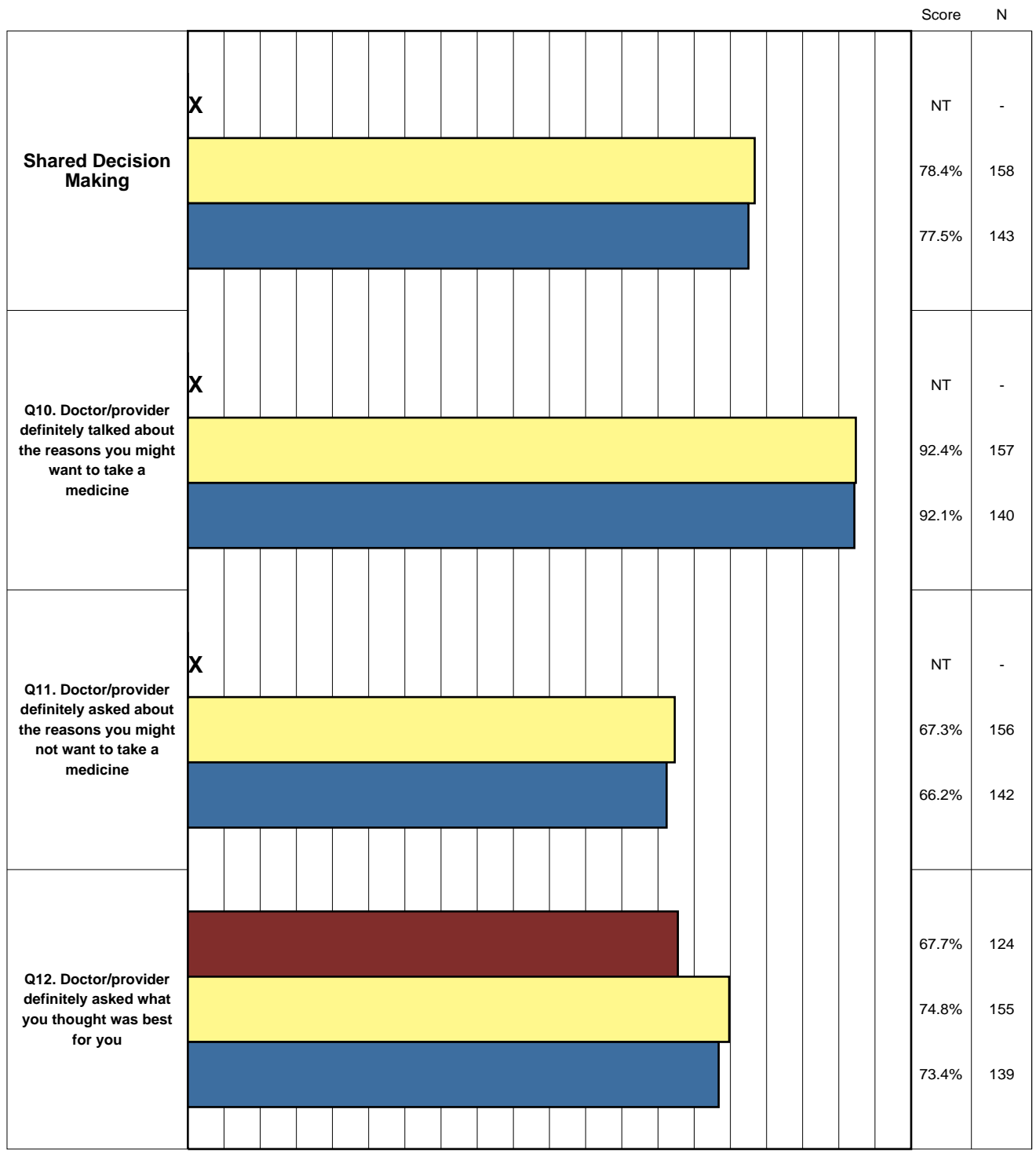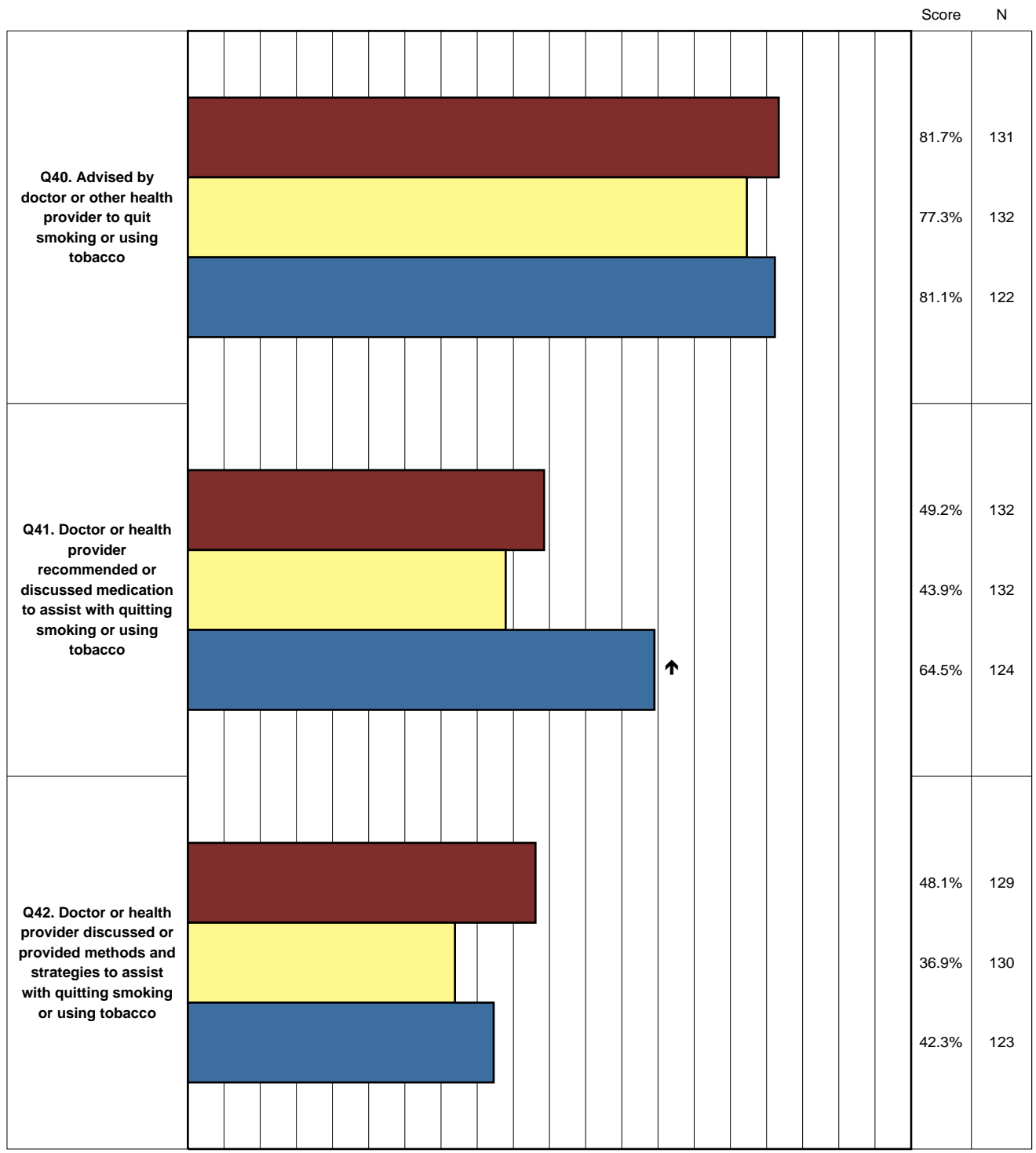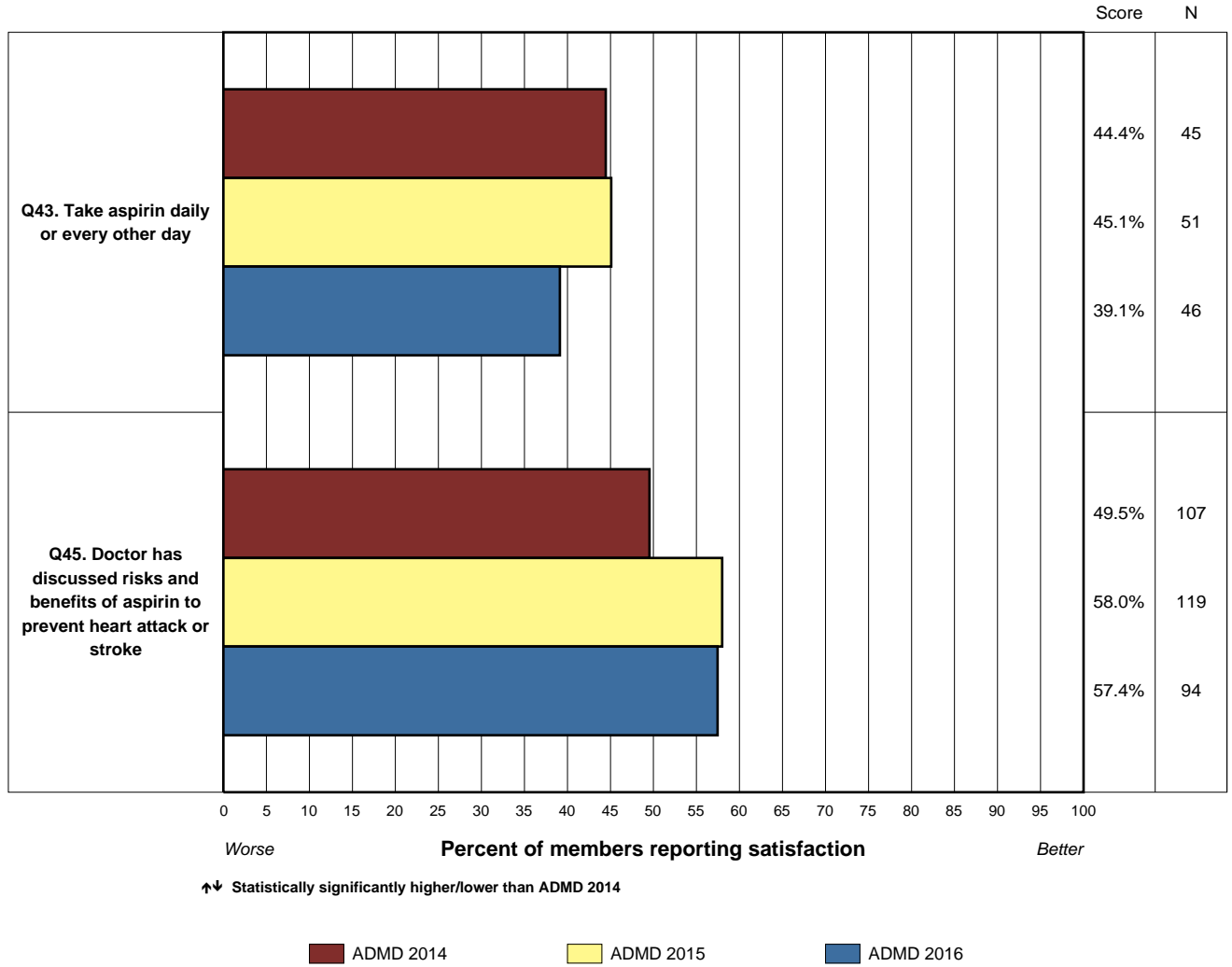
◼ ADMD 2014   ◻ ADMD 2015   ◼ ADMD 2016

CAHPS® DATABASE BENCHMARKS - TOP BOX SCORES OVERALL RATING QUESTIONS

Response options for the four overall rating questions range from 0 (worst) to 10 (best). The CAHPS® Database (formally known as the National CAHPS® Benchmarking Datab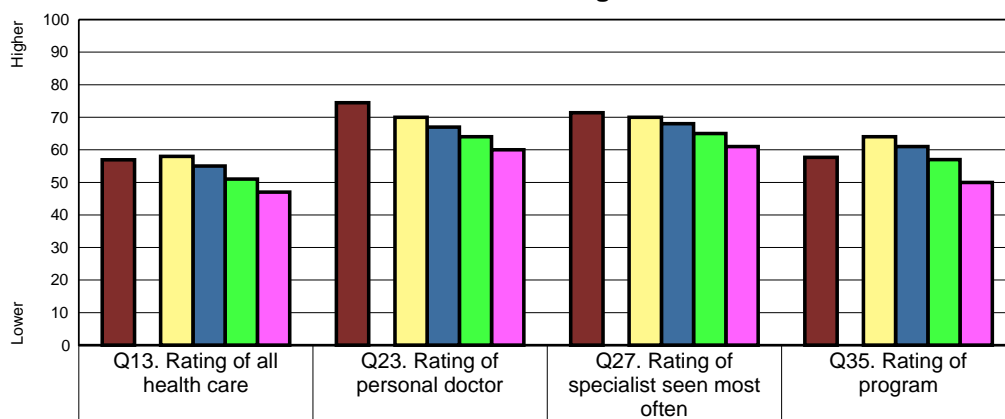ase) calculates top box scores for question items and composites. A top box score is the percentage of respondents that chose the most positive response for a given item response scale. For the overall rating questions the top box score is represented by the responses of '9' and '10'.

The 2015 NCBD percentile scores presented here represent the percentage of Adult Medicaid health plans and programs that scored at or below a particular top box score. For example, the 50th percentile, or the median, is the top box score at or below which 50% of all health plan top box scores fall. Percentiles range from 0 to 100, for CAHPS® Health Plan reporting, the 90th, 75th, 50th, and 25th percentiles are presented for the ratings. For a description of the adult Medicaid CAHPS® Database please see the *Methodology* section of the report.

The Georgia Medicaid Program's 2016 top box scores for the rating questions are presented along with the 2015 CAHPS® Database percentiles for the adult Medicaid programs and health plans. There is no member level data available for the CAHPS® Database, so significance testing is not possible.

NCBD Overall Rating Questions

	Q13. Rating of all health care	Q23. Rating of personal doctor	Q27. Rating of specialist seen most often	Q35. Rating of program
ADMD 2016	56.9%	74.5%	71.4%	57.7%
NCBD 2015 90th Percentile	58.0%	70.0%	70.0%	64.0%
NCBD 2015 75th Percentile	55.0%	67.0%	68.0%	61.0%
NCBD 2015 50th Percentile	51.0%	64.0%	65.0%	57.0%
NCBD 2015 25th Percentile	47.0%	60.0%	61.0%	50.0%

NCBD BENCHMARKS - SUMMARY OF COMPOSITES

Response options for the composite measures range from Never to Always. The response of 'Always' is used to calculate the CAHPS® Database top box score for individual questions. A top box score is calculated for four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite top box scores are designed to give a summary assessment of how the Georgia Medicaid Program performed across each domain. Composite top box scores are calculated by averaging the top box scores on the items within the composite.

The Georgia Medicaid Program's 2016 top box scores for the composites are presented along with the CAHPS® Database percentiles for the adult Medicaid programs and health plans. There is no member level data available for the CAHPS® Database so significance testing is not possible.
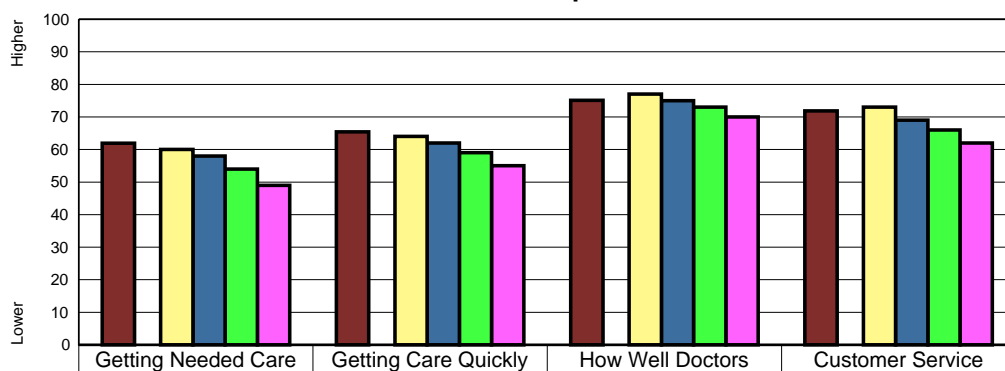
NCBD Composites

	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
ADMD 2016	61.9%	65.4%	75.1%	71.8%
NCBD 2015 90th Percentile	60.0%	64.0%	77.0%	73.0%
NCBD 2015 75th Percentile	58.0%	62.0%	75.0%	69.0%
NCBD 2015 50th Percentile	54.0%	59.0%	73.0%	66.0%
NCBD 2015 25th Percentile	49.0%	55.0%	70.0%	62.0%

Note: Composites constructed using question-level top box scoring in accordance with CAHPS© Database reporting guidelines.

Responses by Question

Q1. **Our records show that you are now in the Georgia Medicaid Program. Is that right?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	395	100.0%	444	100.0%	406	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	395	100.0%	444	100.0%	406	100.0%
Not Answered	72		21		14	

Your Health Care in the Last 6 Months

Q3. **In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	200	44.7%	215	47.3%	188	45.7%
No	247	55.3%	240	52.7%	223	54.3%
Total	447	100.0%	455	100.0%	411	100.0%
Not Answered	20		10		9	

Q4. **In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	2	1.1%	4	2.1%	1	0.6%
🔴 Sometimes	28	15.3%	23	12.2%	25	15.0%
🟢 Usually	32	17.5%	28	14.8%	32	19.2%
🟢 Always	121	66.1%	134	70.9%	109	65.3%
Total	183	100.0%	189	100.0%	167	100.0%
Not Answered	17		26		21	
Reporting Category	Getting Care Quickly					
Achievement Score	83.6%		85.7%		84.4%	
Correlation with Satisfaction	0.299		0.271		0.301	
Priority Rating	Low		Low		Low	

⭕ *Response scored as:* 🔴 Room for Improvement   🟢 Achievement

Your Health Care in the Last 6 Months *(continued)*

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	343	77.8%	341	75.4%	325	78.9%
No	98	22.2%	111	24.6%	87	21.1%
Total	441	100.0%	452	100.0%	412	100.0%
Not Answered	26		13		8	

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
🔴 Never	3	1.0%	6	2.0%	7	2.5%
🔴 Sometimes	49	15.8%	53	17.6%	34	12.1%
🟢 Usually	72	23.2%	52	17.3%	56	19.9%
🟢 Always	186	60.0%	190	63.1%	185	65.6%
Total	310	100.0%	301	100.0%	282	100.0%
Not Answered	33		40		43	
Reporting Category			Getting Care Quickly			
Achievement Score	83.2%		80.4%		85.5%	
Correlation with Satisfaction	0.181		0.186		0.074	
Priority Rating	Low		Low		Low	

Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
None	84	19.4%	76	17.2%	64	16.2%
1 time	51	11.8%	65	14.7%	46	11.6%
2	97	22.4%	90	20.4%	83	21.0%
3	60	13.9%	62	14.0%	60	15.2%
4	48	11.1%	33	7.5%	43	10.9%
5 to 9	71	16.4%	87	19.7%	64	16.2%
10 or more times	22	5.1%	29	6.6%	35	8.9%
Total	433	100.0%	442	100.0%	395	100.0%
Not Answered	34		23		25	

⭕ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Health Care in the Last 6 Months *(continued)*

Q8. **In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🟢 Yes	231	69.2%	243	71.7%	229	73.2%
🔴 No	103	30.8%	96	28.3%	84	26.8%
Total	334	100.0%	339	100.0%	313	100.0%
Not Answered	15		27		18	
Reporting Category			Single Items			
Achievement Score	69.2%		71.7%		73.2%	
Correlation with Satisfaction	0.117		0.142		0.076	
Priority Rating	Medium		Medium		Medium	

Q9. **In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	130	40.0%	161	46.9%	146	47.2%
No	195	60.0%	182	53.1%	163	52.8%
Total	325	100.0%	343	100.0%	309	100.0%
Not Answered	24		23		22	

Q10. **Did a doctor or other health provider talk about the reasons you might want to take a medicine?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🟢 Yes	0		145	92.4%	129	92.1%
🔴 No	0		12	7.6%	11	7.9%
Total	0		157	100.0%	140	100.0%
Not Answered	0		4		6	
Reporting Category			Shared Decision Making			
Achievement Score	-		92.4%		92.1%	
Correlation with Satisfaction	-		0.134		-0.007	
Priority Rating	-		Low		Low	

⭕ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

Your Health Care in the Last 6 Months *(continued)*

Q11. **Did a doctor or other health provider talk about the reasons you might not want to take a medicine?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🟢 Yes	0		105	67.3%	94	66.2%
🔴 No	0		51	32.7%	48	33.8%
Total	0		156	100.0%	142	100.0%
Not Answered	0		5		4	
Reporting Category	Shared Decision Making					
Achievement Score	-		67.3%		66.2%	
Correlation with Satisfaction	-		0.042		0.066	
Priority Rating	-		Medium		Medium	

Q12. **When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🟢 Yes	84	67.7%	116	74.8%	102	73.4%
🔴 No	40	32.3%	39	25.2%	37	26.6%
Total	124	100.0%	155	100.0%	139	100.0%
Not Answered	6		6		7	
Reporting Category	Shared Decision Making					
Achievement Score	67.7%		74.8%		73.4%	
Correlation with Satisfaction	0.386		0.161		0.032	
Priority Rating	Medium		Medium		Medium	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Health Care in the Last 6 Months *(continued)*

Q13. **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?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Worst health care possible	1	0.3%	2	0.6%	1	0.3%
🔴 1	4	1.2%	1	0.3%	2	0.6%
🔴 2	4	1.2%	5	1.5%	0	0.0%
🔴 3	3	0.9%	10	2.9%	3	1.0%
🔴 4	5	1.5%	5	1.5%	13	4.2%
🔴 5	25	7.7%	17	5.0%	16	5.1%
🔴 6	20	6.1%	15	4.4%	18	5.8%
🔴 7	41	12.6%	34	9.9%	25	8.0%
🟢 8	63	19.3%	65	19.0%	56	18.0%
🟢 9	42	12.9%	49	14.3%	51	16.4%
🟢 Best health care possible	118	36.2%	139	40.6%	126	40.5%
Total	326	100.0%	342	100.0%	311	100.0%
Not Answered	23		24		20	
Reporting Category	Ratings					
Achievement Score	68.4%		74.0%		74.9%	
Correlation with Satisfaction	0.466		0.509		0.569	
Priority Rating	Top		Top		Top	

Q14. **In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	5	1.5%	10	2.9%	6	1.9%
🔴 Sometimes	43	13.2%	44	12.8%	37	11.7%
🟢 Usually	87	26.7%	70	20.3%	74	23.4%
🟢 Always	191	58.6%	220	64.0%	199	63.0%
Total	326	100.0%	344	100.0%	316	100.0%
Not Answered	23		22		15	
Reporting Category	Getting Needed Care					
Achievement Score	85.3%		84.3%		86.4%	
Correlation with Satisfaction	0.298		0.340		0.428	
Priority Rating	Low		Low		High	

○ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Personal Doctor

Q15.   **A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	371	85.5%	372	82.9%	350	86.0%
No	63	14.5%	77	17.1%	57	14.0%
Total	434	100.0%	449	100.0%	407	100.0%
Not Answered	33		16		13	

Q16.   **In the last 6 months, how many times did you visit your personal doctor to get care for yourself?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
None	32	9.4%	36	10.6%	29	9.1%
1 time	53	15.6%	58	17.1%	61	19.1%
2	94	27.7%	90	26.5%	90	28.2%
3	63	18.6%	64	18.9%	57	17.9%
4	37	10.9%	26	7.7%	37	11.6%
5 to 9	46	13.6%	52	15.3%	33	10.3%
10 or more times	14	4.1%	13	3.8%	12	3.8%
Total	339	100.0%	339	100.0%	319	100.0%
Not Answered	32		33		31	

Q17.   **In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	3	1.0%	5	1.7%	4	1.4%
🔴 Sometimes	33	10.9%	15	5.1%	22	7.7%
🟢 Usually	45	14.9%	53	18.0%	48	16.8%
🟢 Always	221	73.2%	222	75.3%	211	74.0%
Total	302	100.0%	295	100.0%	285	100.0%
Not Answered	5		8		5	
Reporting Category	Communication					
Achievement Score	88.1%		93.2%		90.9%	
Correlation with Satisfaction	0.284		0.196		0.216	
Priority Rating	Low		Low		Low	

⭕ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Personal Doctor *(continued)*

Q18. **In the last 6 months, how often did your personal doctor listen carefully to you?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	2	0.7%	5	1.7%	2	0.7%
🔴 Sometimes	27	8.9%	19	6.4%	19	6.6%
🟢 Usually	36	11.8%	51	17.2%	47	16.4%
🟢 Always	239	78.6%	221	74.7%	219	76.3%
Total	304	100.0%	296	100.0%	287	100.0%
Not Answered	3		7		3	
Reporting Category	Communication					
Achievement Score	90.5%		91.9%		92.7%	
Correlation with Satisfaction	0.324		0.254		0.131	
Priority Rating	Low		Low		Low	

Q19. **In the last 6 months, how often did your personal doctor show respect for what you had to say?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	2	0.7%	6	2.0%	0	0.0%
🔴 Sometimes	23	7.6%	14	4.7%	19	6.7%
🟢 Usually	36	11.8%	38	12.8%	30	10.5%
🟢 Always	243	79.9%	238	80.4%	236	82.8%
Total	304	100.0%	296	100.0%	285	100.0%
Not Answered	3		7		5	
Reporting Category	Communication					
Achievement Score	91.8%		93.2%		93.3%	
Correlation with Satisfaction	0.330		0.261		0.250	
Priority Rating	Low		Low		Low	

Q20. **In the last 6 months, how often did your personal doctor spend enough time with you?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	8	2.7%	12	4.1%	2	0.7%
🔴 Sometimes	30	10.0%	15	5.1%	22	7.7%
🟢 Usually	55	18.3%	62	21.2%	69	24.2%
🟢 Always	207	69.0%	203	69.5%	192	67.4%
Total	300	100.0%	292	100.0%	285	100.0%
Not Answered	7		11		5	
Reporting Category	Communication					
Achievement Score	87.3%		90.8%		91.6%	
Correlation with Satisfaction	0.345		0.244		0.182	
Priority Rating	Low		Low		Low	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Personal Doctor *(continued)*

Q21.   **In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	180	60.2%	178	60.8%	184	64.8%
No	119	39.8%	115	39.2%	100	35.2%
Total	299	100.0%	293	100.0%	284	100.0%
Not Answered	8		10		6	

Q22.   **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?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	9	5.2%	15	8.6%	11	6.2%
🔴 Sometimes	14	8.1%	19	10.9%	16	9.0%
🟢 Usually	35	20.3%	40	23.0%	38	21.3%
🟢 Always	114	66.3%	100	57.5%	113	63.5%
Total	172	100.0%	174	100.0%	178	100.0%
Not Answered	8		4		6	
Reporting Category	Single Items					
Achievement Score	86.6%		80.5%		84.8%	
Correlation with Satisfaction	0.197		0.201		0.153	
Priority Rating	Low		Low		Low	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Personal Doctor *(continued)*

Q23.   **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?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Worst personal doctor possible	4	1.2%	2	0.6%	1	0.3%
🔴 1	3	0.9%	3	0.9%	3	0.9%
🔴 2	3	0.9%	1	0.3%	1	0.3%
🔴 3	3	0.9%	9	2.7%	6	1.9%
🔴 4	1	0.3%	8	2.4%	3	0.9%
🔴 5	17	5.0%	4	1.2%	10	3.1%
🔴 6	13	3.8%	6	1.8%	6	1.9%
🔴 7	23	6.7%	28	8.4%	20	6.2%
🟢 8	47	13.8%	36	10.8%	32	10.0%
🟢 9	59	17.3%	60	18.0%	51	15.9%
🟢 Best personal doctor possible	168	49.3%	176	52.9%	188	58.6%
Total	341	100.0%	333	100.0%	321	100.0%
Not Answered	30		39		29	
Reporting Category	Ratings					
Achievement Score	80.4%		81.7%		84.4%	
Correlation with Satisfaction	0.414		0.333		0.407	
Priority Rating	High		Low		High	

Getting Health Care From Specialists

Q24.   **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 to see a specialist?**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	210	48.1%	226	50.7%	229	55.4%
No	227	51.9%	220	49.3%	184	44.6%
Total	437	100.0%	446	100.0%	413	100.0%
Not Answered	30		19		7	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Getting Health Care From Specialists *(continued)*

Q25. **In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
🔴 Never	7	3.6%	7	3.3%	5	2.3%
🔴 Sometimes	31	15.9%	35	16.4%	27	12.4%
🟢 Usually	48	24.6%	54	25.2%	53	24.4%
🟢 Always	109	55.9%	118	55.1%	132	60.8%
Total	195	100.0%	214	100.0%	217	100.0%
Not Answered	15		12		12	
Reporting Category	Getting Needed Care					
Achievement Score	80.5%		80.4%		85.3%	
Correlation with Satisfaction	0.242		0.152		0.208	
Priority Rating	Low		Low		Low	

Q26. **How many specialists have you seen in the last 6 months?**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
None	7	3.7%	6	2.9%	6	2.8%
1 specialist	91	48.1%	77	37.2%	107	49.5%
2	38	20.1%	60	29.0%	56	25.9%
3	31	16.4%	38	18.4%	29	13.4%
4	13	6.9%	14	6.8%	7	3.2%
5 or more specialists	9	4.8%	12	5.8%	11	5.1%
Total	189	100.0%	207	100.0%	216	100.0%
Not Answered	21		19		13	

◯ *Response scored as:* 🔴 Room for Improvement   🟢 Achievement

Getting Health Care From Specialists *(continued)*

Q27. **We want to know your rating of the specialist you saw 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?**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
🔴 Worst specialist possible	3	1.7%	1	0.5%	1	0.5%
🔴 1	2	1.1%	0	0.0%	0	0.0%
🔴 2	2	1.1%	2	1.0%	0	0.0%
🔴 3	2	1.1%	2	1.0%	3	1.5%
🔴 4	2	1.1%	2	1.0%	4	1.9%
🔴 5	6	3.4%	5	2.5%	11	5.3%
🔴 6	5	2.8%	8	4.0%	4	1.9%
🔴 7	9	5.0%	8	4.0%	12	5.8%
🟢 8	30	16.8%	22	11.1%	24	11.7%
🟢 9	25	14.0%	26	13.1%	32	15.5%
🟢 Best specialist possible	93	52.0%	122	61.6%	115	55.8%
Total	179	100.0%	198	100.0%	206	100.0%
Not Answered	3		3		4	
Reporting Category			Ratings			
Achievement Score	82.7%		85.9%		83.0%	
Correlation with Satisfaction	0.218		0.358		0.446	
Priority Rating	Low		Low		High	

Your Health Plan

Q28. **In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
Yes	88	20.7%	90	20.5%	75	18.6%
No	338	79.3%	349	79.5%	329	81.4%
Total	426	100.0%	439	100.0%	404	100.0%
Not Answered	41		26		16	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Health Plan (continued)

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	7	8.3%	5	5.7%	3	4.3%
🔴 Sometimes	20	23.8%	24	27.6%	9	13.0%
🟢 Usually	26	31.0%	25	28.7%	20	29.0%
🟢 Always	31	36.9%	33	37.9%	37	53.6%
Total	84	100.0%	87	100.0%	69	100.0%
Not Answered	4		3		6	
Reporting Category			Single Items			
Achievement Score	67.9%		66.7%		82.6%	
Correlation with Satisfaction	0.222		0.491		0.450	
Priority Rating	Medium		Top		High	

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	124	29.2%	118	27.2%	123	31.1%
No	301	70.8%	316	72.8%	272	68.9%
Total	425	100.0%	434	100.0%	395	100.0%
Not Answered	42		31		25	

Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	2	1.7%	9	8.5%	1	0.9%
🔴 Sometimes	21	17.8%	23	21.7%	19	16.7%
🟢 Usually	24	20.3%	19	17.9%	22	19.3%
🟢 Always	71	60.2%	55	51.9%	72	63.2%
Total	118	100.0%	106	100.0%	114	100.0%
Not Answered	6		12		9	
Reporting Category			Customer Service			
Achievement Score	80.5%		69.8%		82.5%	
Correlation with Satisfaction	0.327		0.593		0.420	
Priority Rating	Low		Top		High	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Health Plan (continued)

Q32. **In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
🔴 Never	2	1.7%	3	2.8%	1	0.9%
🔴 Sometimes	4	3.4%	7	6.5%	5	4.4%
🟢 Usually	23	19.3%	17	15.7%	16	14.2%
🟢 Always	90	75.6%	81	75.0%	91	80.5%
Total	119	100.0%	108	100.0%	113	100.0%
Not Answered	5		10		10	
Reporting Category	Customer Service					
Achievement Score	95.0%		90.7%		94.7%	
Correlation with Satisfaction	0.464		0.431		0.306	
Priority Rating	High		High		Low	

Q33. **In the last 6 months, did your health plan give you any forms to fill out?**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
Yes	89	21.2%	103	23.6%	81	20.5%
No	331	78.8%	334	76.4%	315	79.5%
Total	420	100.0%	437	100.0%	396	100.0%
Not Answered	47		28		24	

PQ34. **In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
🔴 Never	6	1.4%	6	1.4%	1	0.3%
🔴 Sometimes	19	4.5%	18	4.2%	12	3.1%
🟢 Usually	27	6.5%	26	6.1%	24	6.2%
🟢 Always	366	87.6%	378	88.3%	351	90.5%
Total	418	100.0%	428	100.0%	388	100.0%
Not Answered	2		9		8	
Reporting Category	Single Items					
Achievement Score	94.0%		94.4%		96.6%	
Correlation with Satisfaction	0.100		0.072		0.125	
Priority Rating	Low		Low		Low	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

Your Health Plan *(continued)*

Q35. **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?**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
🔴 Worst health plan possible	5	1.2%	9	2.1%	7	1.8%
🔴 1	4	1.0%	4	0.9%	2	0.5%
🔴 2	4	1.0%	4	0.9%	2	0.5%
🔴 3	4	1.0%	8	1.9%	3	0.8%
🔴 4	8	1.9%	17	4.0%	6	1.5%
🔴 5	26	6.3%	28	6.5%	30	7.7%
🔴 6	22	5.3%	20	4.7%	17	4.4%
🔴 7	40	9.7%	30	7.0%	42	10.8%
🟢 8	73	17.7%	73	17.1%	56	14.4%
🟢 9	60	14.5%	68	15.9%	55	14.1%
🟢 Best health plan possible	167	40.4%	167	39.0%	170	43.6%
Total	413	100.0%	428	100.0%	390	100.0%
Not Answered	54		37		30	
Reporting Category			Ratings			
Achievement Score	72.6%		72.0%		72.1%	

About You

Q36. **In general, how would you rate your overall health?**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
🟢 Excellent	24	5.5%	32	7.2%	14	3.4%
🟢 Very Good	63	14.5%	58	13.1%	55	13.5%
🔴 Good	135	31.0%	140	31.6%	124	30.5%
🔴 Fair	152	34.9%	156	35.2%	156	38.4%
🔴 Poor	61	14.0%	57	12.9%	57	14.0%
Total	435	100.0%	443	100.0%	406	100.0%
Not Answered	32		22		14	
Reporting Category			Single Items			
Achievement Score	20.0%		20.3%		17.0%	
Correlation with Satisfaction	0.146		0.183		0.099	
Priority Rating	Medium		Medium		Medium	

⚪ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

About You *(continued)*

Q37.   **In general, how would you rate your overall mental or emotional health?**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
🟢 Excellent	46	10.6%	65	14.7%	49	12.0%
🟢 Very Good	78	18.0%	85	19.2%	79	19.3%
🔴 Good	166	38.3%	138	31.2%	120	29.3%
🔴 Fair	106	24.5%	117	26.4%	114	27.8%
🔴 Poor	37	8.5%	38	8.6%	48	11.7%
Total	433	100.0%	443	100.0%	410	100.0%
Not Answered	34		22		10	
Reporting Category			Single Items			
Achievement Score	28.6%		33.9%		31.2%	
Correlation with Satisfaction	0.132		0.151		0.090	
Priority Rating	Medium		Medium		Medium	

Q38.   **Have you had either a flu shot or flu spray in the nose since July 1, 2015? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
🟢 Yes	119	44.2%	110	41.4%	109	44.9%
🔴 No	150	55.8%	156	58.6%	134	55.1%
Don't know	6		8		7	
Total	269	100.0%	266	100.0%	243	100.0%
Not Answered	21		3		1	
Reporting Category			Single Items			
Achievement Score	44.2%		41.4%		44.9%	
Correlation with Satisfaction	0.023		0.044		0.111	
Priority Rating	Medium		Medium		Medium	

Q39.   **Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
Every day	75	17.5%	77	17.4%	71	17.5%
Some days	60	14.0%	56	12.6%	58	14.3%
Not at all	294	68.5%	310	70.0%	277	68.2%
Don't Know	5		2		4	
Total	429	100.0%	443	100.0%	406	100.0%
Not Answered	33		20		10	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You *(continued)*

Q40. 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?

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	24	18.3%	30	22.7%	23	18.9%
🟢 Sometimes	32	24.4%	27	20.5%	27	22.1%
🟢 Usually	14	10.7%	18	13.6%	24	19.7%
🟢 Always	61	46.6%	57	43.2%	48	39.3%
Total	131	100.0%	132	100.0%	122	100.0%
Not Answered	4		1		7	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	81.7%		77.3%		81.1%	
Correlation with Satisfaction	0.101		0.090		0.086	
Priority Rating	Low		Medium		Low	

Q41. 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.

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🔴 Never	67	50.8%	74	56.1%	44	35.5%
🟢 Sometimes	33	25.0%	27	20.5%	37	29.8%
🟢 Usually	15	11.4%	10	7.6%	16	12.9%
🟢 Always	17	12.9%	21	15.9%	27	21.8%
Total	132	100.0%	132	100.0%	124	100.0%
Not Answered	3		1		5	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	49.2%		43.9%		64.5%	
Correlation with Satisfaction	0.118		0.072		0.257	
Priority Rating	Medium		Medium		Medium	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You *(continued)*

Q42. 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.

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
🔴 Never	67	51.9%	82	63.1%	71	57.7%
🟢 Sometimes	31	24.0%	19	14.6%	24	19.5%
🟢 Usually	11	8.5%	12	9.2%	8	6.5%
🟢 Always	20	15.5%	17	13.1%	20	16.3%
Total	129	100.0%	130	100.0%	123	100.0%
Not Answered	6		3		6	
Reporting Category	Medical Assistance with Smoking Cessation					
Achievement Score	48.1%		36.9%		42.3%	
Correlation with Satisfaction	0.206		0.157		0.323	
Priority Rating	Medium		Medium		Medium	

Q43. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by CAHPS scoring guidelines.]

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
🟢 Yes	20	44.4%	23	45.1%	18	39.1%
🔴 No	25	55.6%	28	54.9%	28	60.9%
Don't know	0	0.0%	0	0.0%	0	0.0%
Total	45	100.0%	51	100.0%	46	100.0%
Not Answered	0		0		0	
Reporting Category	Aspirin Use and Discussion					
Achievement Score	44.4%		45.1%		39.1%	
Correlation with Satisfaction	-0.049		0.074		-0.121	
Priority Rating	Medium		Medium		Medium	

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	ADMD 2014 N	ADMD 2014 %	ADMD 2015 N	ADMD 2015 %	ADMD 2016 N	ADMD 2016 %
Yes	71	18.8%	67	16.8%	80	22.4%
No	307	81.2%	331	83.2%	277	77.6%
Don't know	64		45		48	
Total	378	100.0%	398	100.0%	357	100.0%
Not Answered	25		22		15	

⭕ *Response scored as:* 🔴 Room for Improvement 🟢 Achievement

About You *(continued)*

Q45. **Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by CAHPS scoring guidelines.]**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
🟢 Yes	53	49.5%	69	58.0%	54	57.4%
🔴 No	54	50.5%	50	42.0%	40	42.6%
Total	107	100.0%	119	100.0%	94	100.0%
Not Answered	0		0		0	
Reporting Category	Aspirin Use and Discussion					
Achievement Score	49.5%		58.0%		57.4%	
Correlation with Satisfaction	-0.012		0.103		0.211	
Priority Rating	Medium		Medium		Medium	

Q46.1. **Are you aware that you have any of the following conditions? Response: High cholesterol**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	185	39.6%	147	51.0%	153	48.7%
No	282	60.4%	141	49.0%	161	51.3%
Total	467	100.0%	288	100.0%	314	100.0%
Not Answered	0		177		106	

Q46.2. **Are you aware that you have any of the following conditions? Response: High blood pressure**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	276	59.1%	241	83.7%	260	82.8%
No	191	40.9%	47	16.3%	54	17.2%
Total	467	100.0%	288	100.0%	314	100.0%
Not Answered	0		177		106	

Q46.3. **Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	96	20.6%	77	26.7%	79	25.2%
No	371	79.4%	211	73.3%	235	74.8%
Total	467	100.0%	288	100.0%	314	100.0%
Not Answered	0		177		106	

⚪ *Response scored as:*   🔴 Room for Improvement   🟢 Achievement

About You *(continued)*

Q47.1. **Has a doctor ever told you that you have any of the following conditions? Response: A heart attack**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	42	9.0%	42	23.5%	33	16.5%
No	425	91.0%	137	76.5%	167	83.5%
Total	467	100.0%	179	100.0%	200	100.0%
Not Answered	0		286		220	

Q47.2. **Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	50	10.7%	39	21.8%	47	23.5%
No	417	89.3%	140	78.2%	153	76.5%
Total	467	100.0%	179	100.0%	200	100.0%
Not Answered	0		286		220	

Q47.3. **Has a doctor ever told you that you have any of the following conditions? Response: A stroke**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	42	9.0%	39	21.8%	51	25.5%
No	425	91.0%	140	78.2%	149	74.5%
Total	467	100.0%	179	100.0%	200	100.0%
Not Answered	0		286		220	

Q47.4. **Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar**

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	163	34.9%	132	73.7%	138	69.0%
No	304	65.1%	47	26.3%	62	31.0%
Total	467	100.0%	179	100.0%	200	100.0%
Not Answered	0		286		220	

About You *(continued)*

Q48.   **In the last 6 months, did you get health care 3 or more times for the same condition or problem?**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	172	41.1%	178	41.3%	182	45.7%
No	247	58.9%	253	58.7%	216	54.3%
Total	419	100.0%	431	100.0%	398	100.0%
Not Answered	48		34		22	

Q49.   **Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	122	77.2%	132	80.0%	142	84.0%
No	36	22.8%	33	20.0%	27	16.0%
Total	158	100.0%	165	100.0%	169	100.0%
Not Answered	14		13		13	

Q50.   **Do you now need or take medicine prescribed by a doctor? Do not include birth control.**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	334	79.0%	343	79.6%	327	82.4%
No	89	21.0%	88	20.4%	70	17.6%
Total	423	100.0%	431	100.0%	397	100.0%
Not Answered	44		34		23	

Q51.   **Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	285	93.1%	308	94.5%	290	92.4%
No	21	6.9%	18	5.5%	24	7.6%
Total	306	100.0%	326	100.0%	314	100.0%
Not Answered	28		17		13	

About You (continued)

Q52.   What is your age?

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
18 to 24	32	7.4%	26	5.9%	15	3.7%
25 to 34	31	7.2%	45	10.3%	39	9.7%
35 to 44	33	7.6%	42	9.6%	41	10.1%
45 to 54	71	16.4%	70	15.9%	62	15.3%
55 to 64	100	23.1%	94	21.4%	94	23.3%
65 to 74	85	19.6%	83	18.9%	82	20.3%
75 or older	81	18.7%	79	18.0%	71	17.6%
Total	433	100.0%	439	100.0%	404	100.0%
Not Answered	34		26		16	

Q53.   Are you male or female?

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Male	148	34.2%	151	33.9%	121	29.7%
Female	285	65.8%	294	66.1%	286	70.3%
Total	433	100.0%	445	100.0%	407	100.0%
Not Answered	34		20		13	

Q54.   What is the highest grade or level of school that you have completed?

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
8th grade or less	88	20.6%	66	15.1%	63	15.8%
Some high school but did not graduate	125	29.3%	108	24.7%	119	29.8%
High school graduate or GED	133	31.1%	162	37.0%	118	29.6%
Some college or 2-year degree	63	14.8%	82	18.7%	81	20.3%
4-year college graduate	9	2.1%	14	3.2%	10	2.5%
More than 4-year college degree	9	2.1%	6	1.4%	8	2.0%
Total	427	100.0%	438	100.0%	399	100.0%
Not Answered	40		27		21	

Q55.   Are you of Hispanic or Latino origin or descent?

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes, Hispanic or Latino	25	6.2%	19	4.6%	24	6.4%
No, Not Hispanic or Latino	376	93.8%	394	95.4%	353	93.6%
Total	401	100.0%	413	100.0%	377	100.0%
Not Answered	66		52		43	

About You (continued)

Q56.1.   What is your race? Response: White.

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	202	46.8%	209	47.9%	191	47.4%
No	230	53.2%	227	52.1%	212	52.6%
Total	432	100.0%	436	100.0%	403	100.0%
Not Answered	35		29		17	

Q56.2.   What is your race? Response: Black or African-American.

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	215	49.8%	204	46.8%	196	48.6%
No	217	50.2%	232	53.2%	207	51.4%
Total	432	100.0%	436	100.0%	403	100.0%
Not Answered	35		29		17	

Q56.3.   What is your race? Response: Asian.

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	11	2.5%	11	2.5%	9	2.2%
No	421	97.5%	425	97.5%	394	97.8%
Total	432	100.0%	436	100.0%	403	100.0%
Not Answered	35		29		17	

Q56.4.   What is your race? Response: Native Hawaiian or other Pacific Islander.

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	2	0.5%	1	0.2%	1	0.2%
No	430	99.5%	435	99.8%	402	99.8%
Total	432	100.0%	436	100.0%	403	100.0%
Not Answered	35		29		17	

About You (continued)

Q56.5.   What is your race? Response: American Indian or Alaskan Native.

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	16	3.7%	11	2.5%	17	4.2%
No	416	96.3%	425	97.5%	386	95.8%
Total	432	100.0%	436	100.0%	403	100.0%
Not Answered	35		29		17	

Q56.6.   What is your race? Response: Other.

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	10	2.3%	10	2.3%	14	3.5%
No	422	97.7%	426	97.7%	389	96.5%
Total	432	100.0%	436	100.0%	403	100.0%
Not Answered	35		29		17	

Q57.   Did someone help you complete this survey? [NOTE: Asked in mail survey only.]

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	116	33.3%	107	29.8%	102	32.2%
No	232	66.7%	252	70.2%	215	67.8%
Total	348	100.0%	359	100.0%	317	100.0%
Not Answered	12		16		8	

Q58.1.   How did that person help you? Response: Read the questions to me.

	ADMD 2014		ADMD 2015		ADMD 2016	
	N	%	N	%	N	%
Yes	56	43.8%	52	49.1%	57	57.0%
No	72	56.3%	54	50.9%	43	43.0%
Total	128	100.0%	106	100.0%	100	100.0%
Not Answered	0		17		10	

About You (continued)

Q58.2.   **How did that person help you? Response: Wrote down the answers I gave.**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	47	36.7%	36	34.0%	40	40.0%
No	81	63.3%	70	66.0%	60	60.0%
Total	128	100.0%	106	100.0%	100	100.0%
Not Answered	0		17		10	

Q58.3.   **How did that person help you? Response: Answered the questions for me.**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	38	29.7%	37	34.9%	29	29.0%
No	90	70.3%	69	65.1%	71	71.0%
Total	128	100.0%	106	100.0%	100	100.0%
Not Answered	0		17		10	

Q58.4.   **How did that person help you? Response: Translated the questions into my language.**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	10	7.8%	8	7.5%	9	9.0%
No	118	92.2%	98	92.5%	91	91.0%
Total	128	100.0%	106	100.0%	100	100.0%
Not Answered	0		17		10	

Q58.5.   **How did that person help you? Response: Helped in some other way.**

	ADMD 2014 N	%	ADMD 2015 N	%	ADMD 2016 N	%
Yes	5	3.9%	9	8.5%	10	10.0%
No	123	96.1%	97	91.5%	90	90.0%
Total	128	100.0%	106	100.0%	100	100.0%
Not Answered	0		17		10	

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

DataStat

Your privacy is protected. The research staff will not share your personal information with anyone without your OK. 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 cover 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 1-877-455-7161.

SURVEY INSTRUCTIONS

➤ **Please be sure to fill the response circle <u>completely</u>.   Use only <u>black or blue ink</u> or <u>dark pencil</u> to complete the survey.**

| **Correct Mark** | ● | **Incorrect Marks** | ⊘ | ☑ | 🗯 |

➤ **You are sometimes told to skip over some questions in the survey.   When this happens you will see an arrow with a note that tells you what question to answer next, like this:**

⬤ **Yes** ➔ *Go to Question 1*
○ **No**

⬇ **START HERE** ⬇

---

1. **Our records show that you are now in Georgia Medicaid. Is that right?**

    ○ 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. Do <u>not</u> include care you got when you stayed overnight in a hospital. Do <u>not</u> include the times you went for dental care visits.

3. **In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u> in a clinic, emergency room, or doctor's office?**

   ○ Yes
   ○ No ➜ *Go to Question 5*

4. **In the last 6 months, when you <u>needed care right away</u>, 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 appointments for a <u>check-up or routine care</u> at a doctor's office or clinic?**

   ○ Yes
   ○ No ➜ *Go to Question 7*

6. **In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> at a doctor's office or clinic as soon as you needed?**

   ○ Never
   ○ Sometimes
   ○ Usually
   ○ Always

7. **In the last 6 months, <u>not</u> counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?**

   ○ None ➜ *Go to Question 15*
   ○ 1 time
   ○ 2
   ○ 3
   ○ 4
   ○ 5 to 9
   ○ 10 or more times

8. **In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

   ○ Yes
   ○ No

9. **In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?**

   ○ Yes
   ○ No ➜ *Go to Question 13*

10. **Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?**

    ○ Yes
    ○ No

11. **Did you and a doctor or other health provider talk about the reasons you might <u>not</u> want to take a medicine?**

    ○ Yes
    ○ No

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

○ Yes
○ No

13. 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   1   2   3   4   5   6   7   8   9   10
Worst   Best
Health Care   Health Care
Possible   Possible

14. 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

15. A personal doctor is the one you would see 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 ➜ *Go to Question 24*

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

○ None ➜ *Go to Question 23*
○ 1 time
○ 2
○ 3
○ 4
○ 5 to 9
○ 10 or more times

17. 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

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Yes
○ No ➔ *Go to Question 23*

22. 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

23. 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 1 2 3 4 5 6 7 8 9 10
Worst   Best
Personal Doctor   Personal Doctor
Possible   Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do <u>not</u> include dental visits or care you got when you stayed overnight in a hospital.

24. 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 to see a specialist?

○ Yes
○ No ➔ *Go to Question 28*

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

○ Never
○ Sometimes
○ Usually
○ Always

26. How many specialists have you seen in the last 6 months?

○ None ➔ *Go to Question 28*
○ 1 specialist
○ 2
○ 3
○ 4
○ 5 or more specialists

27. We want to know your rating of the specialist you saw 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 1 2 3 4 5 6 7 8 9 10
Worst   Best
Specialist   Specialist
Possible   Possible

YOUR HEALTH PLAN

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

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

○ Yes
○ No ➔ *Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Yes
○ No ➜ *Go to Question 33*

31. 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

32. 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

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

○ Yes
○ No ➜ *Go to Question 35*

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

○ Never
○ Sometimes
○ Usually
○ Always

35. 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	1	2	3	4	5	6	7	8	9	10

Worst   Best
Health Plan   Health Plan
Possible   Possible

ABOUT YOU

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

○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

37. In general, how would you rate your overall <u>mental or emotional</u> health?

○ Excellent
○ Very Good
○ Good
○ Fair
○ Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2015?

○ Yes
○ No
○ Don't know

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

○ Every day
○ Some days
○ Not at all ➔ *Go to Question 43*
○ Don't know ➔ *Go to Question 43*

40. 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

41. 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

42. 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

43. Do you take aspirin daily or every other day?

○ Yes
○ No
○ Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

○ Yes
○ No
○ Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

○ Yes
○ No

46. Are you aware that you have any of the following conditions? Mark one or more.

○ High cholesterol
○ High blood pressure
○ Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? Mark one or more.

○ A heart attack
○ Angina or coronary heart disease
○ A stroke
○ Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

○ Yes
○ No ➔ *Go to Question 50*

49. Is this a condition or problem that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause.

○ Yes
○ No

50. Do you now need or take medicine prescribed by a doctor? Do <u>not</u> include birth control.

○ Yes
○ No ➜ *Go to Question 52*

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do <u>not</u> include pregnancy or menopause.

○ Yes
○ No

52. 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

53. Are you male or female?

○ Male
○ Female

54. 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

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

○ Yes, Hispanic or Latino
○ No, Not Hispanic or Latino

56. 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

57. Did someone help you complete this survey?

○ Yes ➜ *Go to Question 58*
○ No ➜ *Thank you. Please return the completed survey in the postage-paid envelope.*

58. How did that person help you? Mark one or more.

○ Read the questions to me
○ Wrote down the answers I gave
○ Answered the questions for me
○ Translated the questions into my language
○ Helped in some other way

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108