

# **2018 Colorado Patient-Centered Medical Home Survey Report**

*Colorado Department of Health Care Policy &  
Financing*

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## 1. Introduction

The Colorado Department of Health Care Policy & Financing (the Department) contracted with Health Services Advisory Group, Inc. (HSAG) to administer and report the results of the Child and Adult Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) Patient-Centered Medical Home (PCMH) Surveys.<sup>1-1</sup> The goal of the PCMH Survey is to provide performance feedback that is actionable and will aid in improving overall patient-centered satisfaction by administering the survey at the practice level. The CAHPS PCMH Surveys were administered to assist the Colorado State Innovation Model's (SIM's) initiative to support the transformation of Colorado's health system to one that provides robust integration of physical and behavioral health care through measurement of processes and outcomes. The SIM initiative provides federal funding for states to develop and test their own state-based models for multi-payer payment and health care delivery system transformation. The initiative's goal is to improve health system performance for residents of those states participating in the SIM project. The overarching goal of Colorado's SIM initiative is to improve the health of Coloradans receiving Medicaid services by increasing access to integrated physical and behavioral healthcare in coordinated community systems, with value-based payment structures, for 80 percent of state residents by 2019.<sup>1-2</sup> Since this was a preliminary evaluation of the SIM practices, the results presented in this report are baseline results. The Department selected samples from 12 child practice sites and eight adult SIM practice sites to be surveyed.<sup>1-3</sup>

The survey instrument administered was a modified CAHPS Clinician & Group (CG-CAHPS) 3.0 Survey, featuring selected items from the PCMH Item Set 3.0 and CG-CAHPS 2.0 Survey. The administered survey is referred to as the PCMH Survey in this report. Adult Medicaid members and parents/caretakers of child Medicaid members completed the surveys from March to June 2018.<sup>1-4</sup>

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<sup>1-1</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

<sup>1-2</sup> Colorado Official State Web Portal Website. What is SIM? Available at: <https://www.colorado.gov/healthinnovation/what-is-sim>. Accessed on: July 30, 2018.

<sup>1-3</sup> Some practices were selected for both the adult and child samples.

<sup>1-4</sup> For the child PCMH Survey, the survey questionnaire was addressed to the parent/caretaker of the child member (identified as having visited a participating practice clinician) and instructions were provided for the parent/caretaker to complete the survey on behalf of the child member.

Table 1-1 lists the Colorado adult and child SIM contracted practices selected by the Department for inclusion in the PCMH Survey administration.

**Table 1-1—SIM Practices**

| Practice Name                                       | Adult Practice | Child Practice |
|---|----------------|----------------|
| Adult Group Practice <sup>1-5</sup>                 | ✓              |                |
| Bender Medical Group, Inc.                          | ✓              |                |
| Child Group Practice <sup>1-6</sup>                 |                | ✓              |
| Denver Health – Eastside Family Health Adult Clinic | ✓              |                |
| Denver Health – Eastside Family Health Child Clinic |                | ✓              |
| Denver Health – Westside Pediatrics Clinic          |                | ✓              |
| Denver Health – Level One Physicians Clinic         | ✓              | ✓              |
| KidsFirst Pediatrics, Prof LLP                      |                | ✓              |
| Parker Pediatrics and Adolescents                   |                | ✓              |
| Pediatric Partners of the Southwest                 |                | ✓              |
| Salud Family Health Centers – Fort Collins          | ✓              | ✓              |
| Salud Family Health Centers – Longmont              | ✓              | ✓              |
| Salud Family Health Centers – Commerce City         | ✓              | ✓              |
| Primary Care Partners, Inc.                         |                | ✓              |
| Pueblo Community Health Center, Inc.                | ✓              | ✓              |

## Survey Administration and Response Rates

### Survey Administration

HSAG selected a sample of 629 to 1,200 members from each child SIM practice and a sample of 761 to 1,200 members from each adult SIM practice. Additional information on the sampling procedures is included in the Reader’s Guide Section beginning on page 5-4.

<sup>1-5</sup> Eligible members in the Adult Group Practice is a combined population of the following practices: Denver Health – Westside Pediatrics Clinic (serves adult members), Rocky Mountain Primary Care Clinic – Pueblo, and Summit Medical Clinic PC.

<sup>1-6</sup> Eligible members in the Child Group Practice is a combined population of the following practices: Castle Valley Children’s Clinic; Doctors Care; Salud Family Health Centers – Fort Morgan; and Rocky Ford Family Health Center, LLC.

The survey process employed allowed members two methods by which they could complete the surveys. The first phase, or mail phase, consisted of a survey being mailed to the sampled members. The first survey mailing was followed by a second survey mailing that was sent to all non-respondents. The second phase, or telephone phase, consisted of Computer Assisted Telephone Interviewing (CATI) for sampled members who had not mailed in a completed survey. Additional information on the survey protocol is included in the Reader's Guide Section beginning on page 5-5.

## Response Rates

The Colorado PCMH Survey administration was designed to achieve the highest possible response rate. The PCMH Survey response rate is the total number of completed surveys divided by all eligible members of the sample. HSAG followed the CAHPS PCMH completeness criteria where a member's survey was assigned a disposition code of "complete" if at least one survey question was appropriately answered, and the member did not answer "No" to Question 1.<sup>1-7,1-8,1-9</sup> Eligible members included the entire random sample minus ineligible members. For additional information on the calculation of response rates, please refer to the Reader's Guide Section on page 5-6.

## Child SIM Practices

For the child population, a total of 2,063 parents/caretakers returned a completed survey on behalf of their child. The 2018 Colorado PCMH Survey response rate for the child population was 19.85 percent.

Table 1-2 shows the sample dispositions and response rates for each of the participating Colorado SIM practices and the Colorado SIM Aggregate for the child population.

**Table 1-2—Child Population Sample Dispositions and Response Rates**

| Practice Name                                       | Total Sample  | Ineligible Records | Eligible Sample | Total Respondents | Response Rate |
|---|---------------|--------------------|-----------------|-------------------|---------------|
| <b>Colorado SIM Aggregate</b>                       | <b>10,695</b> | <b>301</b>         | <b>10,394</b>   | <b>2,063</b>      | <b>19.85%</b> |
| Child Group Practice                                | 1,114         | 39                 | 1,075           | 252               | 23.44%        |
| Denver Health – Eastside Family Health Child Clinic | 629           | 10                 | 619             | 139               | 22.46%        |
| Denver Health – Westside Pediatrics Clinic          | 1,146         | 31                 | 1,115           | 243               | 21.79%        |
| Denver Health – Level One Physicians Clinic         | 872           | 19                 | 853             | 163               | 19.11%        |

<sup>1-7</sup> National Committee for Quality Assurance. *HEDIS® 2017: Specifications for the CAHPS® Survey for PCMH*. Washington, DC: NCQA Publication, 2017.

<sup>1-8</sup> Question 1 asked if the member got care from the provider listed in the last 6 months.

<sup>1-9</sup> In the 2017 Colorado PCMH Survey Report, HSAG followed the CAHPS Clinician & Group (CG-CAHPS) completeness criteria where a client's survey was assigned a disposition code of "complete" if 50 percent of the CG-CAHPS defined key items were answered and one reportable item was answered. Under further review of the 2018 results, HSAG changed the methodology to follow the CAHPS PCMH completeness criteria.

| Practice Name                               | Total Sample | Ineligible Records | Eligible Sample | Total Respondents | Response Rate |
|---|--------------|--------------------|-----------------|-------------------|---------------|
| KidsFirst Pediatrics, Prof LLP              | 969          | 16                 | 953             | 153               | 16.05%        |
| Parker Pediatrics and Adolescents           | 633          | 16                 | 617             | 107               | 17.34%        |
| Pediatric Partners of the Southwest         | 864          | 27                 | 837             | 168               | 20.07%        |
| Salud Family Health Centers – Fort Collins  | 727          | 31                 | 696             | 142               | 20.40%        |
| Salud Family Health Centers – Longmont      | 688          | 34                 | 654             | 124               | 18.96%        |
| Salud Family Health Centers – Commerce City | 664          | 38                 | 626             | 107               | 17.09%        |
| Primary Care Partners, Inc.                 | 1,200        | 23                 | 1,177           | 253               | 21.50%        |
| Pueblo Community Health Center, Inc.        | 1,189        | 17                 | 1,172           | 212               | 18.09%        |

## Adult SIM Practices

For the adult population, a total of 1,901 adult members returned a completed survey. The 2018 Colorado PCMH Survey response rate for the adult population was 23.01 percent. Table 1-3 shows the sample dispositions and response rates for each of the participating Colorado SIM practices and the Colorado SIM Aggregate for the adult population.

**Table 1-3—Adult Population Sample Dispositions and Response Rates**

| Practice Name                                       | Total Sample | Ineligible Records | Eligible Sample | Total Respondents | Response Rate |
|---|--------------|--------------------|-----------------|-------------------|---------------|
| <b>Colorado SIM Aggregate</b>                       | <b>8,527</b> | <b>264</b>         | <b>8,263</b>    | <b>1,901</b>      | <b>23.01%</b> |
| Adult Group Practice                                | 1,200        | 28                 | 1,172           | 329               | 28.07%        |
| Bender Medical Group, Inc.                          | 761          | 41                 | 720             | 136               | 18.89%        |
| Denver Health – Eastside Family Health Adult Clinic | 1,036        | 22                 | 1,014           | 222               | 21.89%        |
| Denver Health – Level One Physicians Clinic         | 1,200        | 50                 | 1,150           | 243               | 21.13%        |
| Salud Family Health Centers – Fort Collins          | 967          | 17                 | 950             | 222               | 23.37%        |
| Salud Family Health Centers – Longmont              | 963          | 27                 | 936             | 240               | 25.64%        |
| Salud Family Health Centers – Commerce City         | 1,200        | 39                 | 1,161           | 225               | 19.38%        |
| Pueblo Community Health Center, Inc.                | 1,200        | 40                 | 1,160           | 284               | 24.48%        |

## Key Drivers of Low Satisfaction

In order to determine factors that are contributing to members' low ratings of satisfaction, HSAG focused the key drivers of low satisfaction analysis on the following three global ratings: Rating of Provider, Rating of All Health Care, and Rating of Health Plan.<sup>1-10</sup> HSAG evaluated these global ratings to determine if particular PCMH items (i.e., questions) are strongly correlated with one or more of these measures. These individual PCMH Survey items, which HSAG refers to as "key drivers," drive levels of satisfaction with each of the three measures.

Key drivers of low satisfaction are defined as those items that (1) have a problem score that is greater than or equal to the program's median problem score for all items examined, and (2) have a correlation that is greater than or equal to the program's median correlation for all items examined.<sup>1-11</sup> For additional information on the key drivers of low satisfaction analysis, please refer to the Reader's Guide section on page 5-6. The child and adult results of the key drivers of low satisfaction analysis are presented in Table 2-1 and Table 3-1, respectively.

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<sup>1-10</sup> The child survey did not include questions about parents'/caretakers' experience with their child's health plan; therefore, the key drivers of low satisfaction analysis was performed on the Rating of Health Plan global rating for the adult population only.

<sup>1-11</sup> A problem score was one in which a negative experience with care was defined as a problem and assigned a "1," and a positive experience with care (i.e., non-negative) was assigned a "0."



## 2. Child Results

### Key Drivers of Low Satisfaction

HSAG performed an analysis of key drivers for two global ratings: Rating of Provider and Rating of All Health Care. The analysis provides information on: (1) how well the Colorado SIM Aggregate is performing on the survey item (i.e., question), and (2) how important the item is to overall satisfaction.

Key drivers of low satisfaction are defined as those items that (1) have a problem score that is greater than or equal to the program's median problem score for all items examined, and (2) have a correlation that is greater than or equal to the program's median correlation for all items examined.<sup>2-1</sup> For additional information on the key drivers of low satisfaction analysis, please refer to the Reader's Guide section on page 5-6. Table 2-1 depicts those items identified for each of the two global ratings as being key drivers of low satisfaction for the child Colorado SIM Aggregate.

**Table 2-1—Child Colorado SIM Aggregate Key Drivers of Low Satisfaction**

| Rating of Provider  |
|---|
| Respondents reported that when their child's provider ordered a blood test, x-ray, or other test for their child, no one from their child's provider's office followed up to give them the results. |
| Respondents reported that when they contacted their child's provider's office during regular office hours, they did not receive an answer to their medical questions within the same day.           |
| Rating of All Health Care   |
| Respondents reported that clerks and receptionists at their child's provider's office were not as helpful as they thought they should be.   |
| Respondents reported that their child's provider did not always seem informed and up-to-date about the care their child received from specialists.  |
| Respondents reported that their child's provider did not seem to know important information about their child's medical history.  |
| Respondents reported that when their child's provider ordered a blood test, x-ray, or other test for their child, no one from their child's provider's office followed up to give them the results. |
| Respondents reported that when they contacted their child's provider's office during regular office hours, they did not receive an answer to their medical questions within the same day.           |

HSAG identified key drivers for both global ratings for the child Colorado SIM Aggregate. Not receiving a follow up from a provider's office regarding medical results and not receiving answers to medical questions within the same day the parent/caretaker contacted their child's provider's office were identified as key drivers for both the Rating of Provider and Rating of All Health Care global ratings. Getting help from the child's provider's office and the child's provider being informed were identified as key drivers for the Rating of All Health Care global rating.

<sup>2-1</sup> A problem score was one in which a negative experience with care was defined as a problem and assigned a "1," and a positive experience with care (i.e., non-negative) was assigned a "0."

## Child and Respondent Demographics

In general, the demographics of a response group influence overall member satisfaction scores. For example, older and healthier respondents tend to report higher levels of member satisfaction; therefore, caution should be exercised when comparing populations that have significantly different demographic properties.<sup>2-2</sup>

### Child Demographics

Table 2-2 through Table 2-4 show the age, gender, and race/ethnicity of children for whom a parent/ caretaker completed a child PCMH Survey.

**Table 2-2—Child Demographics: Age**

| Practice Name   | 0 to 3 <sup>2-3</sup> | 4 to 7       | 8 to 12      | 13 to 18*    |
|---|-----------------------|--------------|--------------|--------------|
| <b>Colorado SIM Aggregate</b>   | <b>26.4%</b>          | <b>22.3%</b> | <b>27.8%</b> | <b>23.5%</b> |
| Child Group Practice  | 26.7%                 | 22.8%        | 24.1%        | 26.3%        |
| Denver Health – Eastside Family Health Child Clinic   | 22.8%                 | 17.1%        | 39.0%        | 21.1%        |
| Denver Health – Westside Pediatrics Clinic  | 17.5%                 | 22.3%        | 37.9%        | 22.3%        |
| Denver Health – Level One Physicians Clinic   | 33.8%                 | 20.4%        | 21.8%        | 23.9%        |
| KidsFirst Pediatrics, Prof LLP  | 30.3%                 | 26.1%        | 28.2%        | 15.5%        |
| Parker Pediatrics and Adolescents   | 28.6%                 | 13.3%        | 21.4%        | 36.7%        |
| Pediatric Partners of the Southwest   | 34.6%                 | 23.7%        | 21.2%        | 20.5%        |
| Salud Family Health Centers – Fort Collins  | 26.4%                 | 22.5%        | 28.7%        | 22.5%        |
| Salud Family Health Centers – Longmont  | 26.5%                 | 19.5%        | 35.4%        | 18.6%        |
| Salud Family Health Centers – Commerce City   | 19.8%                 | 22.0%        | 37.4%        | 20.9%        |
| Primary Care Partners, Inc.   | 22.8%                 | 29.1%        | 24.5%        | 23.6%        |
| Pueblo Community Health Center, Inc.  | 29.2%                 | 20.5%        | 21.1%        | 29.2%        |
| <i>Please note: Percentages may not total 100% due to rounding.<br/>           *Children were eligible for inclusion in the PCMH Survey if they were 17 or younger as of December 31, 2017. Some children eligible for the PCMH Survey turned 18 between January 1, 2018 and the time of the survey administration.</i> |                       |              |              |              |

<sup>2-2</sup> Agency for Healthcare Research and Quality. *CAHPS Health Plan Survey and Reporting Kit 2008*. Rockville, MD: US Department of Health and Human Services, July 2008.

<sup>2-3</sup> HSAG combined the “Less than 1” and “1 to 3” age categories into a “0 to 3” category due to the small reporting sizes.

Table 2-3—Child Demographics: Gender

| Practice Name   | Male         | Female       |
|---|--------------|--------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>51.1%</b> | <b>48.9%</b> |
| Child Group Practice  | 46.8%        | 53.2%        |
| Denver Health – Eastside Family Health Child Clinic                 | 54.9%        | 45.1%        |
| Denver Health – Westside Pediatrics Clinic                          | 52.7%        | 47.3%        |
| Denver Health – Level One Physicians Clinic                         | 52.8%        | 47.2%        |
| KidsFirst Pediatrics, Prof LLP                                      | 55.3%        | 44.7%        |
| Parker Pediatrics and Adolescents                                   | 54.5%        | 45.5%        |
| Pediatric Partners of the Southwest                                 | 51.0%        | 49.0%        |
| Salud Family Health Centers – Fort Collins                          | 47.3%        | 52.7%        |
| Salud Family Health Centers – Longmont                              | 54.0%        | 46.0%        |
| Salud Family Health Centers – Commerce City                         | 52.2%        | 47.8%        |
| Primary Care Partners, Inc.   | 46.4%        | 53.6%        |
| Pueblo Community Health Center, Inc.                                | 52.4%        | 47.6%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |              |              |

Table 2-4—Child Demographics: Race/Ethnicity

| Practice Name   | Multi-Racial | White        | Hispanic     | Black       | Asian       | Native American | Other       |
|---|--------------|--------------|--------------|-------------|-------------|-----------------|-------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>11.0%</b> | <b>26.3%</b> | <b>56.5%</b> | <b>2.3%</b> | <b>2.2%</b> | <b>0.8%</b>     | <b>0.9%</b> |
| Child Group Practice  | 11.8%        | 28.5%        | 56.1%        | 2.2%        | 0.0%        | 0.4%            | 0.9%        |
| Denver Health – Eastside Family Health Child Clinic                 | 10.7%        | 8.2%         | 57.4%        | 18.0%       | 0.0%        | 3.3%            | 2.5%        |
| Denver Health – Westside Pediatrics Clinic                          | 5.8%         | 1.9%         | 87.9%        | 1.0%        | 3.4%        | 0.0%            | 0.0%        |
| Denver Health – Level One Physicians Clinic                         | 6.3%         | 5.6%         | 76.1%        | 4.9%        | 5.6%        | 1.4%            | 0.0%        |
| KidsFirst Pediatrics, Prof LLP                                      | 17.6%        | 33.1%        | 41.5%        | 0.7%        | 4.2%        | 0.7%            | 2.1%        |
| Parker Pediatrics and Adolescents                                   | 8.3%         | 68.8%        | 11.5%        | 4.2%        | 7.3%        | 0.0%            | 0.0%        |
| Pediatric Partners of the Southwest                                 | 16.2%        | 48.7%        | 29.9%        | 0.0%        | 1.3%        | 1.9%            | 1.9%        |
| Salud Family Health Centers – Fort Collins                          | 11.0%        | 22.0%        | 64.6%        | 0.0%        | 0.8%        | 1.6%            | 0.0%        |
| Salud Family Health Centers – Longmont                              | 7.1%         | 7.1%         | 82.1%        | 0.0%        | 3.6%        | 0.0%            | 0.0%        |
| Salud Family Health Centers – Commerce City                         | 3.3%         | 5.5%         | 90.1%        | 0.0%        | 1.1%        | 0.0%            | 0.0%        |
| Primary Care Partners, Inc.   | 11.9%        | 57.6%        | 28.4%        | 0.0%        | 0.8%        | 0.4%            | 0.8%        |
| Pueblo Community Health Center, Inc.                                | 16.6%        | 17.1%        | 61.3%        | 1.1%        | 1.1%        | 0.6%            | 2.2%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |              |              |              |             |             |                 |             |

Table 2-5 and Table 2-6 show the overall general health status and mental health status of children for whom a parent/caretaker completed a child PCMH Survey.

**Table 2-5—Child Overall General Health Status**

| Practice Name   | Excellent    | Very Good    | Good         | Fair        | Poor        |
|---|--------------|--------------|--------------|-------------|-------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>42.3%</b> | <b>32.2%</b> | <b>19.8%</b> | <b>5.3%</b> | <b>0.4%</b> |
| Child Group Practice  | 43.5%        | 32.6%        | 18.7%        | 5.2%        | 0.0%        |
| Denver Health – Eastside Family Health Child Clinic                 | 38.0%        | 29.8%        | 23.1%        | 9.1%        | 0.0%        |
| Denver Health – Westside Pediatrics Clinic                          | 37.2%        | 29.5%        | 26.6%        | 5.8%        | 1.0%        |
| Denver Health – Level One Physicians Clinic                         | 50.4%        | 23.4%        | 17.7%        | 8.5%        | 0.0%        |
| KidsFirst Pediatrics, Prof LLP                                      | 47.9%        | 38.6%        | 10.0%        | 3.6%        | 0.0%        |
| Parker Pediatrics and Adolescents                                   | 42.3%        | 41.2%        | 13.4%        | 3.1%        | 0.0%        |
| Pediatric Partners of the Southwest                                 | 44.2%        | 33.3%        | 19.2%        | 3.2%        | 0.0%        |
| Salud Family Health Centers – Fort Collins                          | 42.9%        | 29.4%        | 21.4%        | 4.8%        | 1.6%        |
| Salud Family Health Centers – Longmont                              | 40.4%        | 32.5%        | 21.1%        | 6.1%        | 0.0%        |
| Salud Family Health Centers – Commerce City                         | 39.1%        | 21.7%        | 29.3%        | 7.6%        | 2.2%        |
| Primary Care Partners, Inc.   | 42.2%        | 36.1%        | 17.0%        | 4.8%        | 0.0%        |
| Pueblo Community Health Center, Inc.                                | 39.7%        | 34.8%        | 21.2%        | 3.3%        | 1.1%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |              |              |              |             |             |

**Table 2-6—Child Mental Health Status**

| Practice Name                                       | Excellent    | Very Good    | Good         | Fair        | Poor        |
|---|--------------|--------------|--------------|-------------|-------------|
| <b>Colorado SIM Aggregate</b>                       | <b>42.6%</b> | <b>29.2%</b> | <b>20.1%</b> | <b>6.9%</b> | <b>1.2%</b> |
| Child Group Practice                                | 40.8%        | 29.8%        | 21.1%        | 7.5%        | 0.9%        |
| Denver Health – Eastside Family Health Child Clinic | 34.1%        | 30.1%        | 22.0%        | 10.6%       | 3.3%        |
| Denver Health – Westside Pediatrics Clinic          | 46.3%        | 22.9%        | 25.4%        | 3.9%        | 1.5%        |
| Denver Health – Level One Physicians Clinic         | 51.8%        | 22.0%        | 16.3%        | 9.2%        | 0.7%        |
| KidsFirst Pediatrics, Prof LLP                      | 43.0%        | 38.7%        | 14.8%        | 3.5%        | 0.0%        |
| Parker Pediatrics and Adolescents                   | 40.8%        | 26.5%        | 19.4%        | 11.2%       | 2.0%        |
| Pediatric Partners of the Southwest                 | 43.7%        | 31.0%        | 17.7%        | 7.0%        | 0.6%        |
| Salud Family Health Centers – Fort Collins          | 47.7%        | 25.0%        | 18.0%        | 7.0%        | 2.3%        |

| Practice Name   | Excellent | Very Good | Good  | Fair | Poor |
|---|-----------|-----------|-------|------|------|
| Salud Family Health Centers – Longmont                              | 50.4%     | 25.7%     | 16.8% | 7.1% | 0.0% |
| Salud Family Health Centers – Commerce City                         | 41.3%     | 32.6%     | 19.6% | 6.5% | 0.0% |
| Primary Care Partners, Inc.   | 36.9%     | 31.8%     | 22.0% | 8.1% | 1.3% |
| Pueblo Community Health Center, Inc.                                | 38.7%     | 33.3%     | 22.6% | 3.8% | 1.6% |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |           |           |       |      |      |

## Respondent Demographics

Table 2-7 through Table 2-10 show the self-reported age, gender, level of education, and relationship to the child for respondents who completed the child PCMH Survey on behalf of the child member.

**Table 2-7—Respondent Demographics: Age**

| Practice Name   | Under 18    | 18 to 24    | 25 to 34     | 35 to 44     | 45 to 54     | 55 to 64    | 65 or older |
|---|-------------|-------------|--------------|--------------|--------------|-------------|-------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>3.6%</b> | <b>5.4%</b> | <b>31.2%</b> | <b>37.7%</b> | <b>12.4%</b> | <b>6.3%</b> | <b>3.4%</b> |
| Child Group Practice  | 2.2%        | 6.2%        | 34.1%        | 35.0%        | 11.1%        | 8.4%        | 3.1%        |
| Denver Health – Eastside Family Health Child Clinic                 | 9.0%        | 2.5%        | 18.9%        | 31.1%        | 22.1%        | 8.2%        | 8.2%        |
| Denver Health – Westside Pediatrics Clinic                          | 3.9%        | 3.4%        | 32.4%        | 45.9%        | 9.7%         | 3.4%        | 1.4%        |
| Denver Health – Level One Physicians Clinic                         | 4.3%        | 9.2%        | 35.5%        | 34.0%        | 12.8%        | 3.5%        | 0.7%        |
| KidsFirst Pediatrics, Prof LLP                                      | 4.3%        | 2.9%        | 30.9%        | 39.6%        | 9.4%         | 6.5%        | 6.5%        |
| Parker Pediatrics and Adolescents                                   | 8.2%        | 6.1%        | 27.6%        | 23.5%        | 25.5%        | 7.1%        | 2.0%        |
| Pediatric Partners of the Southwest                                 | 3.3%        | 9.2%        | 28.8%        | 41.8%        | 9.8%         | 5.2%        | 2.0%        |
| Salud Family Health Centers – Fort Collins                          | 4.0%        | 6.3%        | 31.0%        | 41.3%        | 9.5%         | 5.6%        | 2.4%        |
| Salud Family Health Centers – Longmont                              | 0.0%        | 4.5%        | 32.1%        | 44.6%        | 14.3%        | 1.8%        | 2.7%        |
| Salud Family Health Centers – Commerce City                         | 1.1%        | 3.3%        | 23.3%        | 50.0%        | 17.8%        | 2.2%        | 2.2%        |
| Primary Care Partners, Inc.   | 3.4%        | 5.2%        | 34.5%        | 36.2%        | 9.1%         | 8.2%        | 3.4%        |
| Pueblo Community Health Center, Inc.                                | 1.6%        | 5.5%        | 34.4%        | 31.1%        | 10.4%        | 10.9%       | 6.0%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |             |             |              |              |              |             |             |

Table 2-8—Respondent Demographics: Gender

| Practice Name   | Male        | Female       |
|---|-------------|--------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>9.3%</b> | <b>90.7%</b> |
| Child Group Practice  | 8.3%        | 91.7%        |
| Denver Health – Eastside Family Health Child Clinic                 | 12.2%       | 87.8%        |
| Denver Health – Westside Pediatrics Clinic                          | 6.7%        | 93.3%        |
| Denver Health – Level One Physicians Clinic                         | 6.5%        | 93.5%        |
| KidsFirst Pediatrics, Prof LLP                                      | 12.1%       | 87.9%        |
| Parker Pediatrics and Adolescents                                   | 12.1%       | 87.9%        |
| Pediatric Partners of the Southwest                                 | 11.7%       | 88.3%        |
| Salud Family Health Centers – Fort Collins                          | 8.6%        | 91.4%        |
| Salud Family Health Centers – Longmont                              | 5.4%        | 94.6%        |
| Salud Family Health Centers – Commerce City                         | 9.9%        | 90.1%        |
| Primary Care Partners, Inc.   | 7.7%        | 92.3%        |
| Pueblo Community Health Center, Inc.                                | 13.0%       | 87.0%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |             |              |

Table 2-9—Respondent Demographics: Education

| Contractor Name   | 8th Grade or Less | Some High School | High School Graduate | Some College | College Graduate |
|---|-------------------|------------------|----------------------|--------------|------------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>10.7%</b>      | <b>13.6%</b>     | <b>34.2%</b>         | <b>27.3%</b> | <b>14.2%</b>     |
| Child Group Practice  | 11.1%             | 10.2%            | 38.5%                | 33.6%        | 6.6%             |
| Denver Health – Eastside Family Health Child Clinic                 | 15.4%             | 14.6%            | 24.4%                | 17.9%        | 27.6%            |
| Denver Health – Westside Pediatrics Clinic                          | 16.2%             | 23.5%            | 41.2%                | 13.2%        | 5.9%             |
| Denver Health – Level One Physicians Clinic                         | 15.9%             | 15.2%            | 40.6%                | 18.8%        | 9.4%             |
| KidsFirst Pediatrics, Prof LLP                                      | 0.7%              | 8.0%             | 30.4%                | 41.3%        | 19.6%            |
| Parker Pediatrics and Adolescents                                   | 0.0%              | 3.1%             | 16.5%                | 39.2%        | 41.2%            |
| Pediatric Partners of the Southwest                                 | 2.6%              | 8.6%             | 27.2%                | 35.8%        | 25.8%            |
| Salud Family Health Centers – Fort Collins                          | 15.2%             | 20.0%            | 32.0%                | 16.0%        | 16.8%            |
| Salud Family Health Centers – Longmont                              | 18.3%             | 14.7%            | 46.8%                | 12.8%        | 7.3%             |
| Salud Family Health Centers – Commerce City                         | 25.3%             | 18.4%            | 39.1%                | 11.5%        | 5.7%             |
| Primary Care Partners, Inc.   | 5.6%              | 10.8%            | 31.0%                | 40.1%        | 12.5%            |
| Pueblo Community Health Center, Inc.                                | 8.3%              | 14.9%            | 36.5%                | 32.0%        | 8.3%             |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |                   |                  |                      |              |                  |

**Table 2-10—Respondent Demographics: Relationship to Child**

| Contractor Name   | Mother or Father | Grandparent | Legal Guardian | Other       |
|---|------------------|-------------|----------------|-------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>90.8%</b>     | <b>5.7%</b> | <b>2.0%</b>    | <b>1.5%</b> |
| Child Group Practice  | 87.7%            | 8.3%        | 1.8%           | 2.2%        |
| Denver Health – Eastside Family Health Child Clinic                 | 78.0%            | 8.5%        | 8.5%           | 5.1%        |
| Denver Health – Westside Pediatrics Clinic                          | 94.1%            | 4.4%        | 0.5%           | 1.0%        |
| Denver Health – Level One Physicians Clinic                         | 98.5%            | 0.0%        | 0.7%           | 0.7%        |
| KidsFirst Pediatrics, Prof LLP                                      | 91.8%            | 5.2%        | 0.7%           | 2.2%        |
| Parker Pediatrics and Adolescents                                   | 93.7%            | 4.2%        | 1.1%           | 1.1%        |
| Pediatric Partners of the Southwest                                 | 95.9%            | 2.7%        | 0.0%           | 1.4%        |
| Salud Family Health Centers – Fort Collins                          | 95.1%            | 2.4%        | 2.4%           | 0.0%        |
| Salud Family Health Centers – Longmont                              | 95.5%            | 2.7%        | 0.9%           | 0.9%        |
| Salud Family Health Centers – Commerce City                         | 89.0%            | 8.8%        | 2.2%           | 0.0%        |
| Primary Care Partners, Inc.   | 90.0%            | 6.6%        | 2.2%           | 1.3%        |
| Pueblo Community Health Center, Inc.                                | 82.4%            | 11.9%       | 4.0%           | 1.7%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |                  |             |                |             |

## Practice Comparisons

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates (i.e., rates of satisfaction) for each global rating, composite measure, and individual item measure.<sup>2-4</sup> A “top-box” response was defined as follows:

- “9” or “10” for the global ratings;
- “Always” for the Getting Timely Appointments, Care, and Information; How Well Providers Communicate with Child; How Well Providers Communicate with Parents or Caretakers; Providers’ Use of Information to Coordinate Patient Care; and Helpful, Courteous, and Respectful Office Staff composites, and the Child Received Care from Provider Office During Evenings, Weekends, or Holidays; and Saw Provider Within 15 Minutes of Appointment individual items.
- “Yes” for the Comprehensiveness—Child Development; Comprehensiveness—Child Safety and Health Lifestyles composites, and the Received Information on Evening, Weekend, or Holiday Care for Child; and Reminders about Child’s Care from Provider Office individual items.

The child Colorado SIM Aggregate results were weighted using the child eligible population for each practice. HSAG compared the case-mix adjusted SIM practice results to the Colorado SIM Aggregate to determine if the SIM practice results were statistically significantly different than the Colorado SIM Aggregate. SIM practice rates with fewer than 100 respondents are denoted with a cross (+). Caution should be used when evaluating rates derived from fewer than 100 respondents.

In some instances, the top-box rates presented for two practices were similar, but one was statistically significantly different from the Colorado SIM Aggregate and the other was not. In these instances, it was the difference in the number of top-box responses compared to the overall number of respondents between the two practices that explains the different statistical results. It is more likely that a statistically significant result will be found in a practice with a larger number of respondents. For additional information on the Practice Comparisons analysis, please refer to the Reader’s Guide section beginning on page 5-8.

In 2017, the child PCMH Surveys were administered to Colorado Accountable Care Collaborative (ACC) practices. While some of the SIM practices sampled in the 2018 survey administration may also be ACC practices, comparison between years cannot be made. The 2017 Colorado ACC Aggregate is presented in the figures for reference purposes only.<sup>2-5</sup>

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<sup>2-4</sup> HSAG followed *HEDIS® 2018, Volume 3: Specifications for Survey Measures* for defining top-box rates.

<sup>2-5</sup> The Colorado Accountable Care Collaborative (ACC) Aggregate results were weighted based on the child eligible population for each practice. The 12 Colorado ACC contracted practices selected by the Department for inclusion in the 2017 Child PCMH Survey administration included the following: 1st Allergy Asthma and Pediatrics Too; Clinica Campesina Family Health; Colorado Springs Health Partners, LLC; Metro Community Provider Network, Inc.; Primary Care Partners, Inc.; Peak Pediatrics Professional, LLC; Peak Vista Community Health Centers; Pediatric Associates Professional, LLC; and Pueblo Community Health Center, Inc.

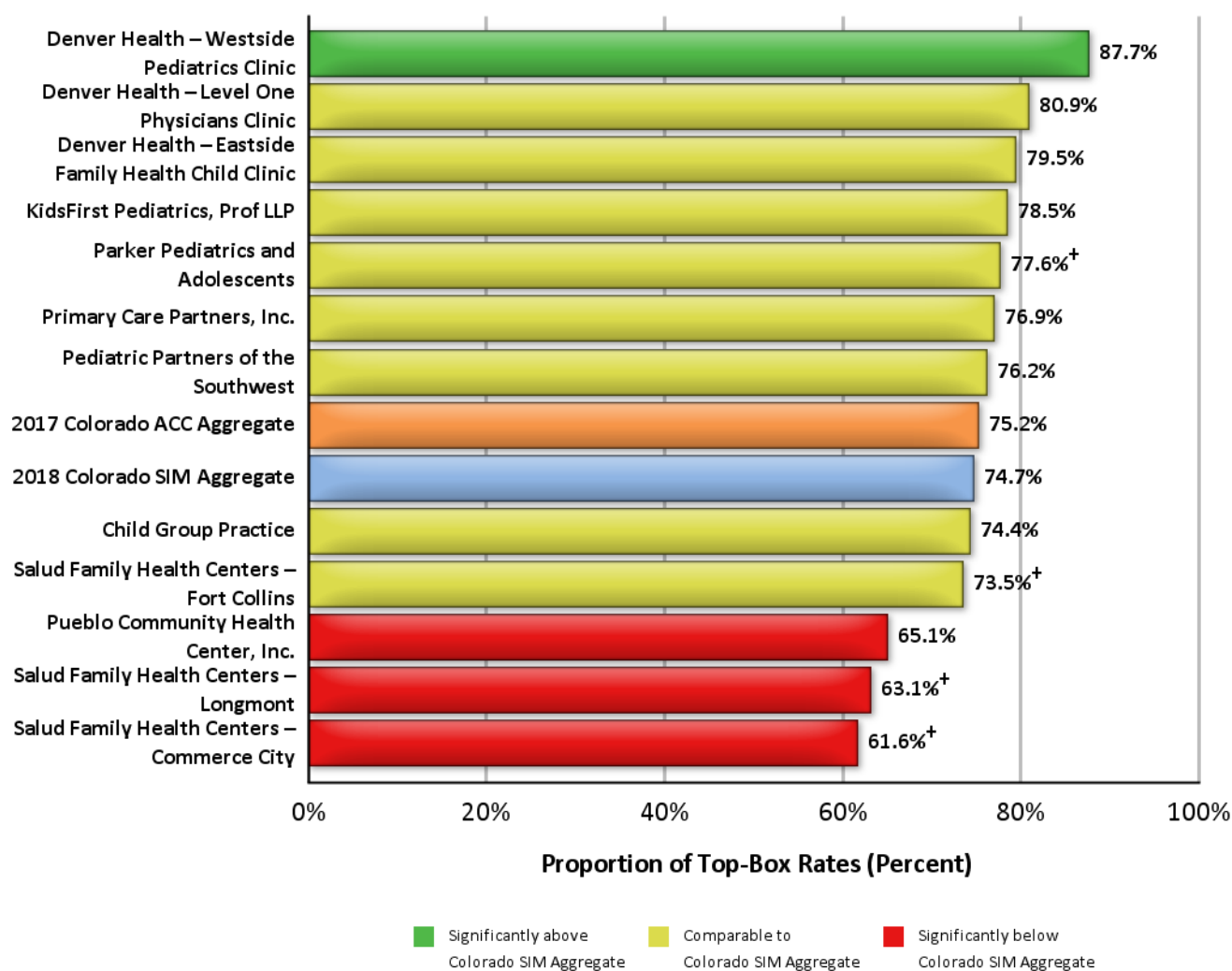


## Global Ratings

### Rating of Provider

Parents or caretakers of child members were asked to rate their child's provider on a scale of 0 to 10, with 0 being the "worst provider possible" and 10 being the "best provider possible." Top-box rates were defined as those responses with a rating of "9" or "10." Figure 2-1 shows the Rating of Provider top-box rates.

**Figure 2-1–Rating of Provider Top-Box Rates**

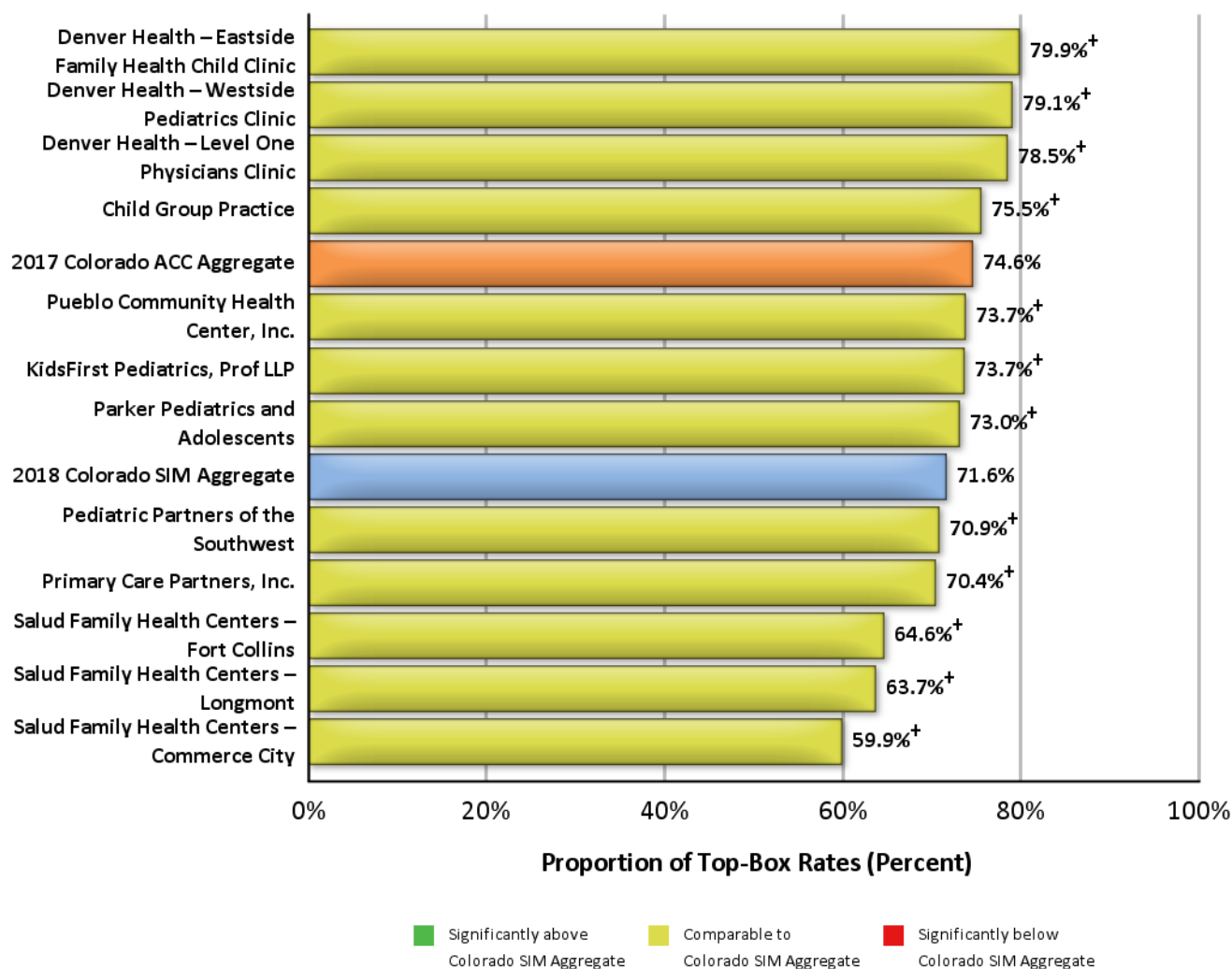


+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Rating of Specialist Seen Most Often

Parents or caretakers of child members were asked to rate the specialist their child saw most often in the last 6 months on a scale of 0 to 10, with 0 being the “worst specialist possible” and 10 being the “best specialist possible.” Top-box rates were defined as those responses with a rating of “9” or “10.” Figure 2-2 shows the Rating of Specialist Seen Most Often top-box rates.

**Figure 2-2—Rating of Specialist Seen Most Often Top-Box Rates**

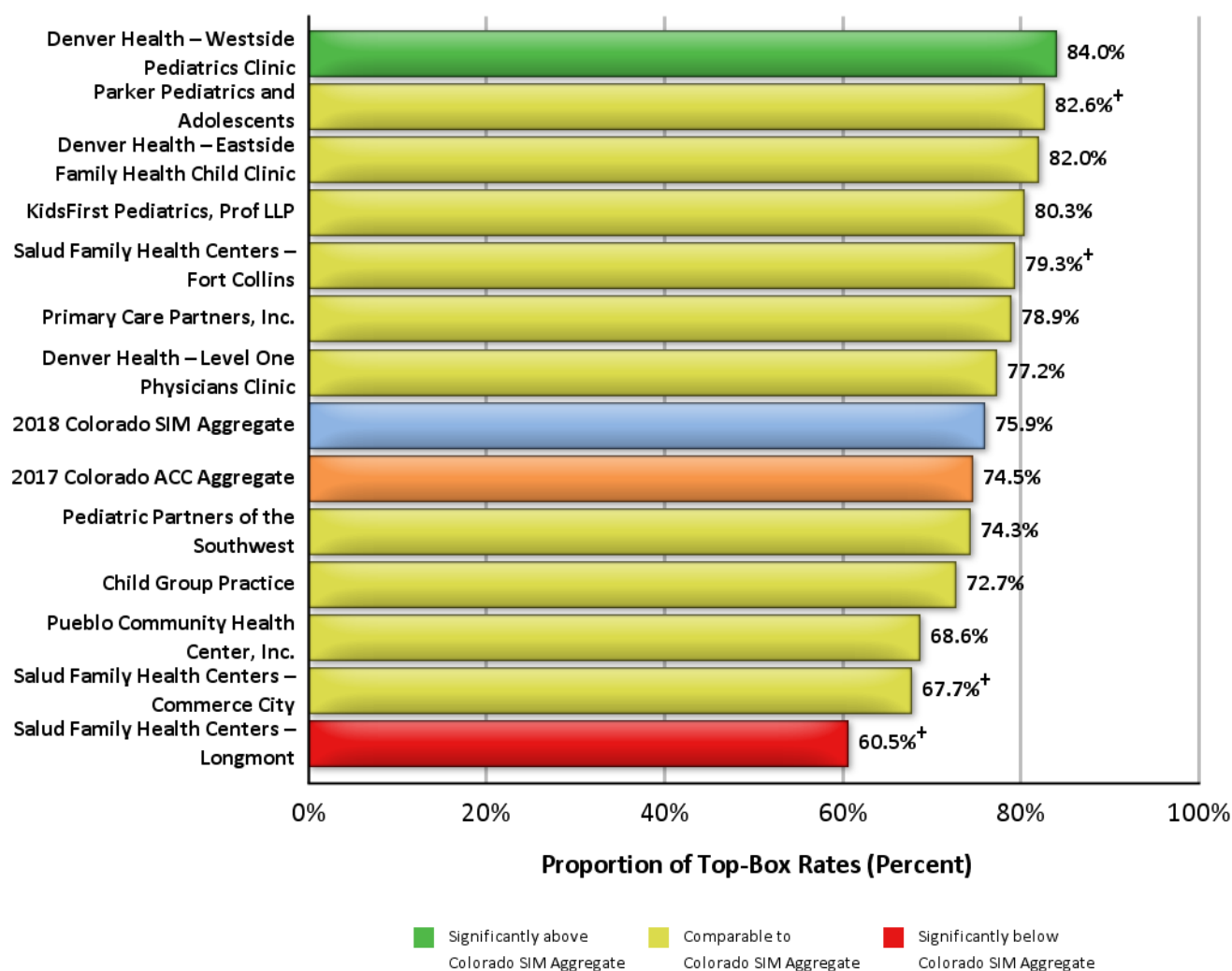


+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Rating of All Health Care

Parents or caretakers of child members were asked to rate their child's health care on a scale of 0 to 10, with 0 being the "worst health care possible" and 10 being the "best health care possible." Top-box rates were defined as those responses with a rating of "9" or "10." Figure 2-3 shows the Rating of All Health Care top-box rates.

**Figure 2-3—Rating of All Health Care Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Composite Measures

### Access to Care: Getting Timely Appointments, Care, and Information

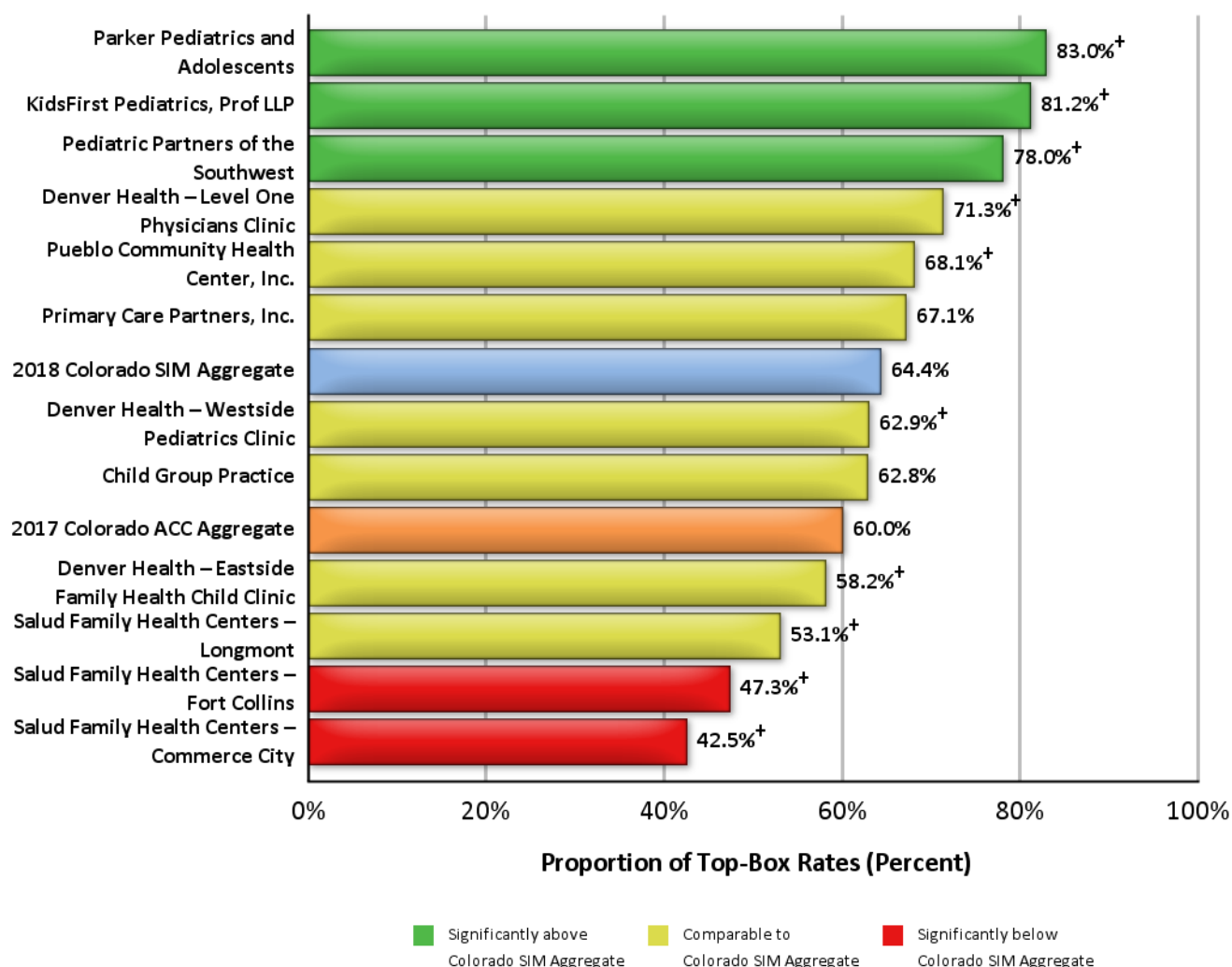
Parents or caretakers were asked three questions (Questions 13, 15, and 18 in the child PCMH Survey) to assess how often it was easy to get timely appointments, care, and information for their child:

- **Question 13.** In the last 6 months, when you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 15.** In the last 6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 18.** In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Getting Timely Appointments, Care, and Information composite measure, which was defined as a response of "Always."

Figure 2-4 shows the Getting Timely Appointments, Care, and Information top-box rates.

**Figure 2-4—Getting Timely Appointments, Care, and Information Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

### Patient-Centered Communication: How Well Providers Communicate with Child

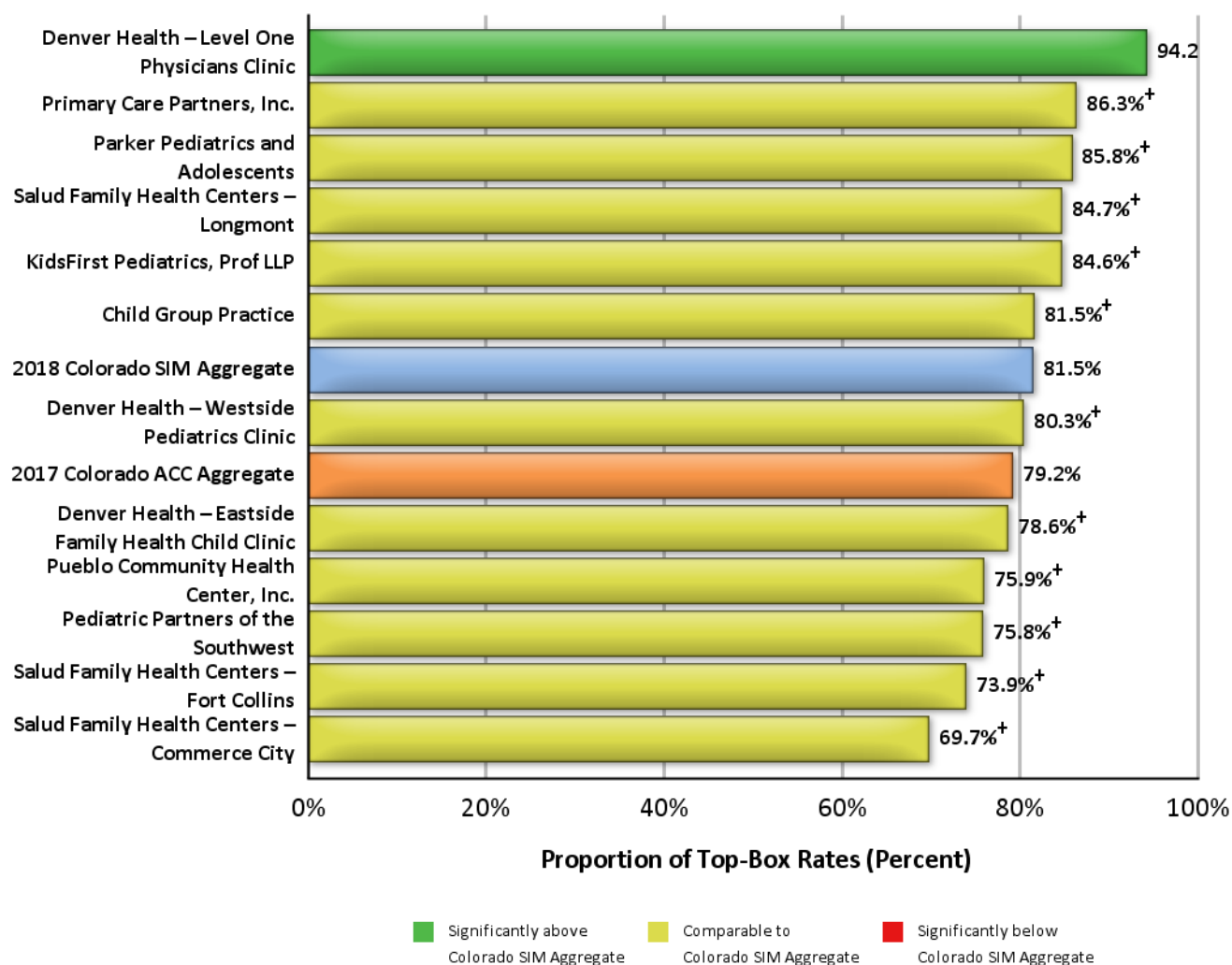
Parents or caretakers were asked two questions (Questions 8 and 9 in the child PCMH Survey) to assess how often providers communicated well with their child:

- **Question 8.** In the last 6 months, how often did this provider explain things in a way that was easy for your child to understand?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 9.** In the last 6 months, how often did this provider listen carefully to your child?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the How Well Providers Communicate with Child composite measure, which was defined as a response of “Always.”

Figure 2-5 shows the How Well Providers Communicate with Child top-box rates.

**Figure 2-5—How Well Providers Communicate with Child Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Patient-Centered Communication: How Well Providers Communicate with Parents or Caretakers

Parents or caretakers were asked four questions (Questions 19, 20, 22, and 23 in the child PCMH Survey) to assess how often providers communicated well with them:

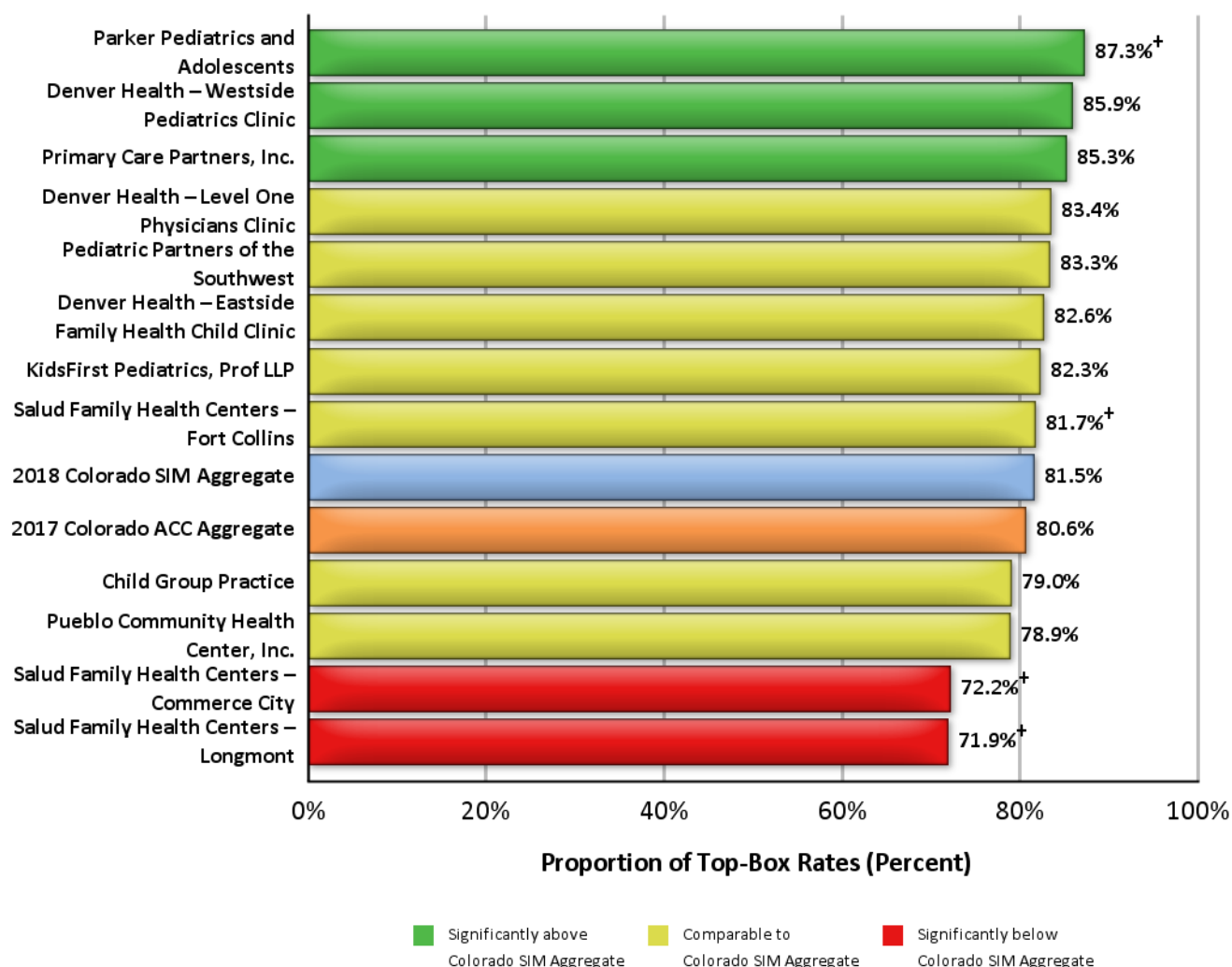
- **Question 19.** In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?
  - ☐ Never
  - ☐ Sometimes
  - ☐ Usually
  - ☐ Always
- **Question 20.** In the last 6 months, how often did this provider listen carefully to you?
  - ☐ Never
  - ☐ Sometimes
  - ☐ Usually
  - ☐ Always
- **Question 22.** In the last 6 months, how often did this provider show respect for what you had to say?
  - ☐ Never
  - ☐ Sometimes
  - ☐ Usually
  - ☐ Always
- **Question 23.** In the last 6 months, how often did this provider spend enough time with your child?
  - ☐ Never
  - ☐ Sometimes
  - ☐ Usually
  - ☐ Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the How Well Providers Communicate with Parents or Caretakers composite measure, which was defined as a response of "Always."



Figure 2-6 shows the How Well Providers Communicate with Parents or Caretakers top-box rates.

**Figure 2-6—How Well Providers Communicate with Parents or Caretakers Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Coordinating Medical Care: Providers' Use of Information to Coordinate Patient Care

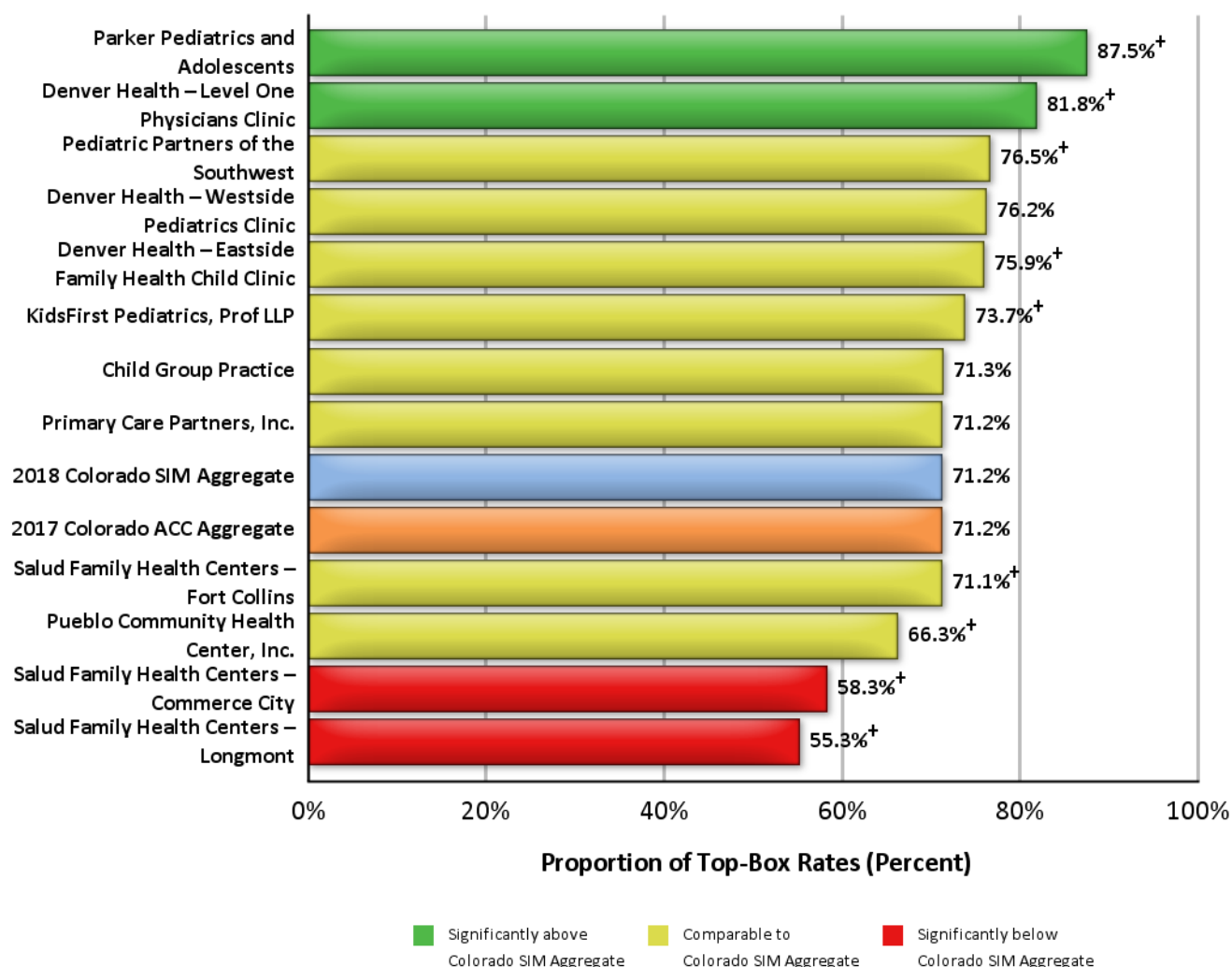
Parents or caretakers were asked two questions (Questions 21 and 25 in the child PCMH Survey) to assess how often providers used information to coordinate their child's care:

- **Question 21.** In the last 6 months, how often did this provider seem to know the important information about your child's medical history?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 25.** In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Providers' Use of Information to Coordinate Patient Care composite measure, which was defined as a response of "Always."

Figure 2-7 shows the Providers' Use of Information to Coordinate Patient Care top-box rates.

**Figure 2-7—Providers' Use of Information to Coordinate Patient Care Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Medical Home: Comprehensiveness—Child Development

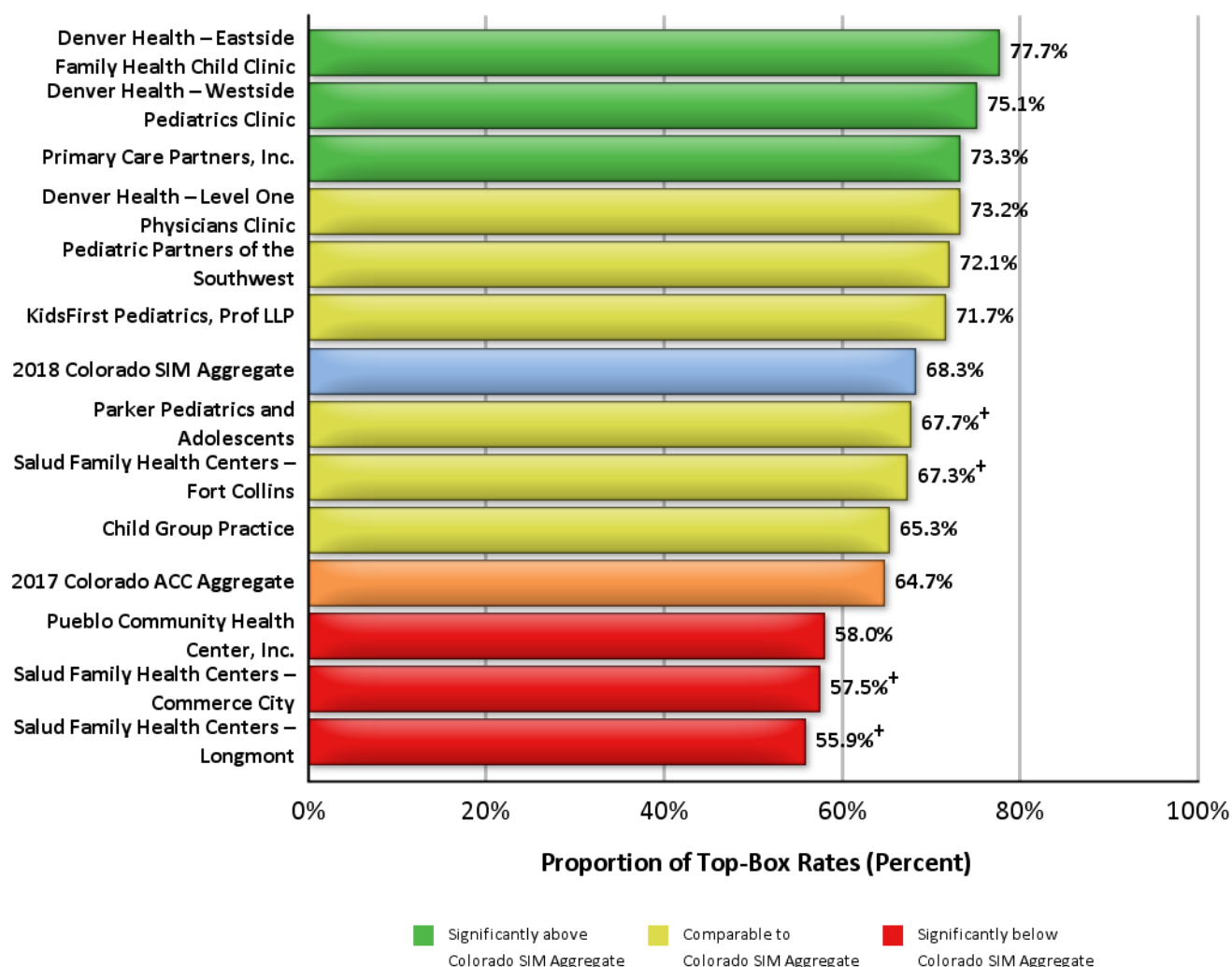
Parents or caretakers were asked five questions (Questions 29, 30, 31, 35, and 35a in the child PCMH Survey) to assess if providers discussed the physical or emotional development of their child with them:

- **Question 29.** In the last 6 months, did you and someone from this provider's office talk about the kinds of behaviors that are normal for your child at this age?
  - Yes
  - No
- **Question 30.** In the last 6 months, did you and someone from this provider's office talk about how your child's body is growing?
  - Yes
  - No
- **Question 31.** In the last 6 months, did you and someone from this provider's office talk about your child's moods and emotions?
  - Yes
  - No
- **Question 35.** In the last 6 months, did you and someone from this provider's office talk about how your child gets along with others?
  - Yes
  - No
- **Question 35a.** In the last 6 months, did you and anyone in this provider's office talk about your child's learning ability?
  - Yes
  - No

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Comprehensiveness—Child Development composite measure, which was defined as a response of “Yes.”

Figure 2-8 shows the Comprehensiveness—Child Development top-box rates.

**Figure 2-8—Comprehensiveness—Child Development Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Medical Home: Comprehensiveness—Child Safety and Healthy Lifestyles

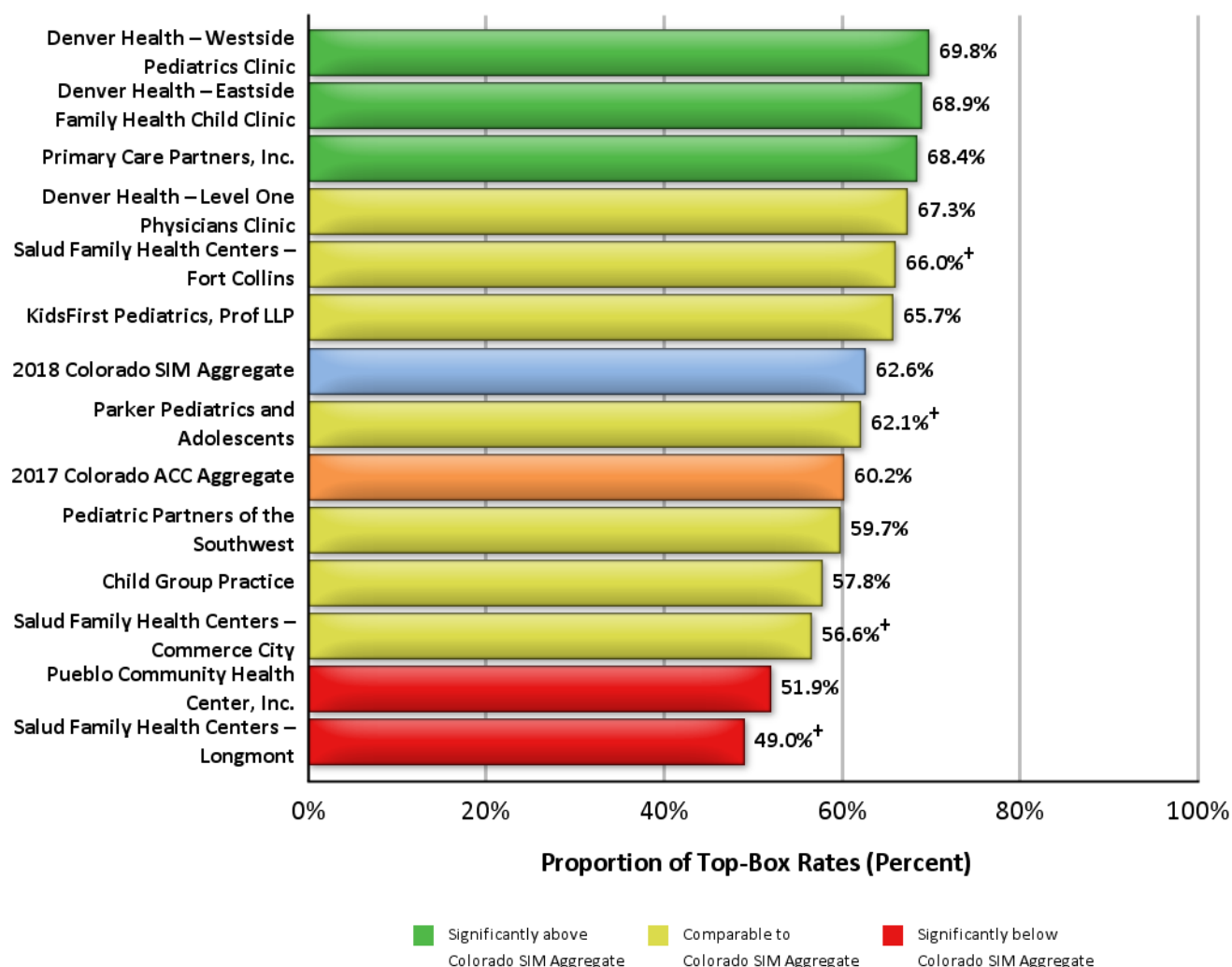
Parents or caretakers were asked four questions (Questions 32, 33, 34, and 35b in the child PCMH Survey) to assess if providers discussed their child's health practices with them:

- **Question 32.** In the last 6 months, did you and someone from this provider's office talk about things you can do to keep your child from getting injured?
  - Yes
  - No
- **Question 33.** In the last 6 months, did you and someone from this provider's office talk about how much or what kind of food your child eats?
  - Yes
  - No
- **Question 34.** In the last 6 months, did you and someone from this provider's office talk about how much or what kind of exercise your child gets?
  - Yes
  - No
- **Question 35b.** In the last 6 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?
  - Yes
  - No

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Comprehensiveness—Child Safety and Healthy Lifestyles composite measure, which was defined as a response of "Yes."

Figure 2-9 shows the Comprehensiveness—Child Safety and Healthy Lifestyles top-box rates.

**Figure 2-9—Comprehensiveness—Child Safety and Healthy Lifestyles Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

### Provider Customer Service: Helpful, Courteous, and Respectful Office Staff

Parents or caretakers were asked two questions (Questions 36 and 37 in the child PCMH Survey) regarding how often clerks or receptionists at their child's provider's office were helpful and treated them with courtesy and respect:

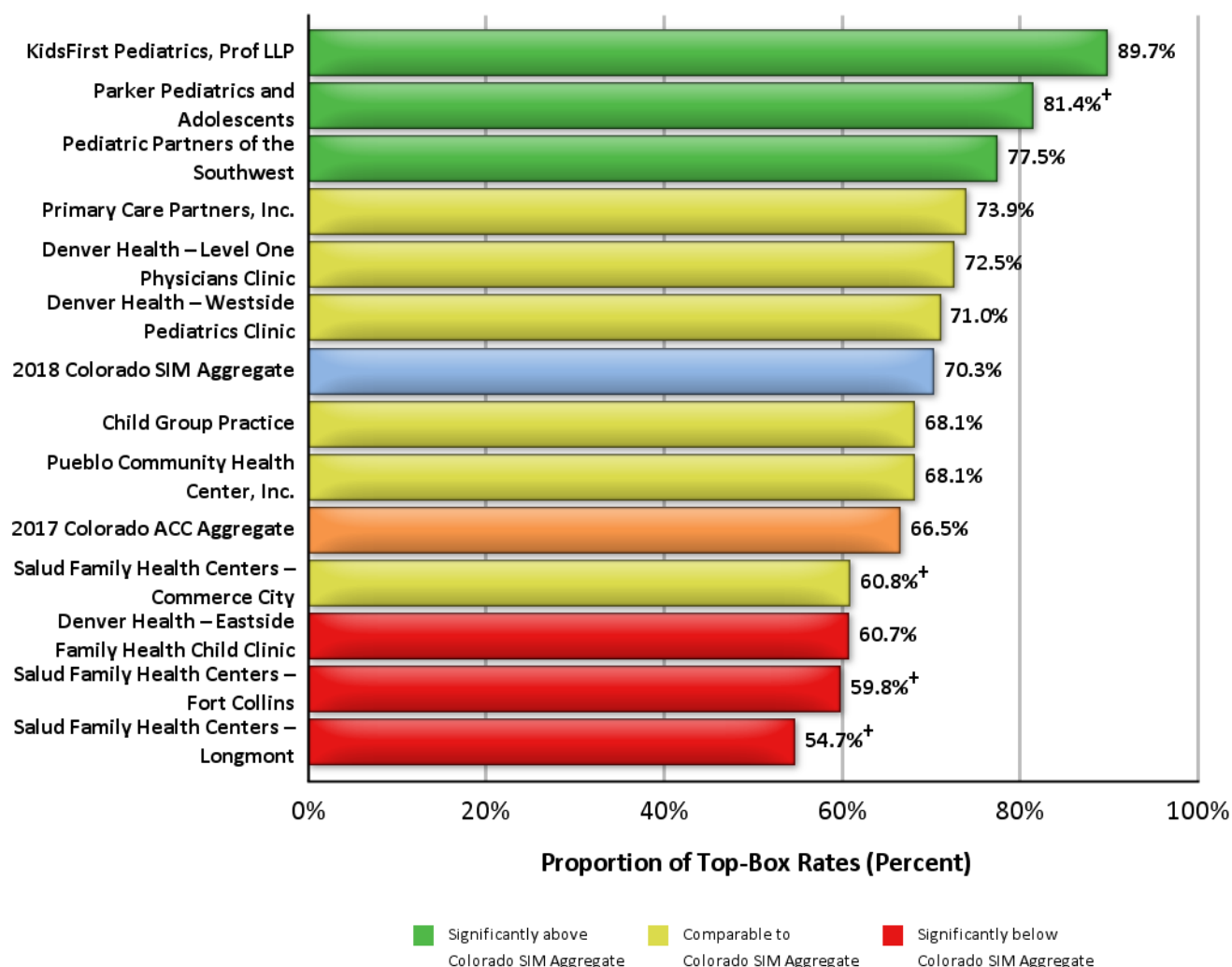
- **Question 36.** In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 37.** In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Helpful, Courteous, and Respectful Office Staff composite measure, which was defined as a response of "Always."



Figure 2-10 shows the Helpful, Courteous, and Respectful Office Staff top-box rates.

**Figure 2-10—Helpful, Courteous, and Respectful Office Staff Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## ***Individual Item Measures***

### **Received Information on Evening, Weekend, or Holiday Care for Child**

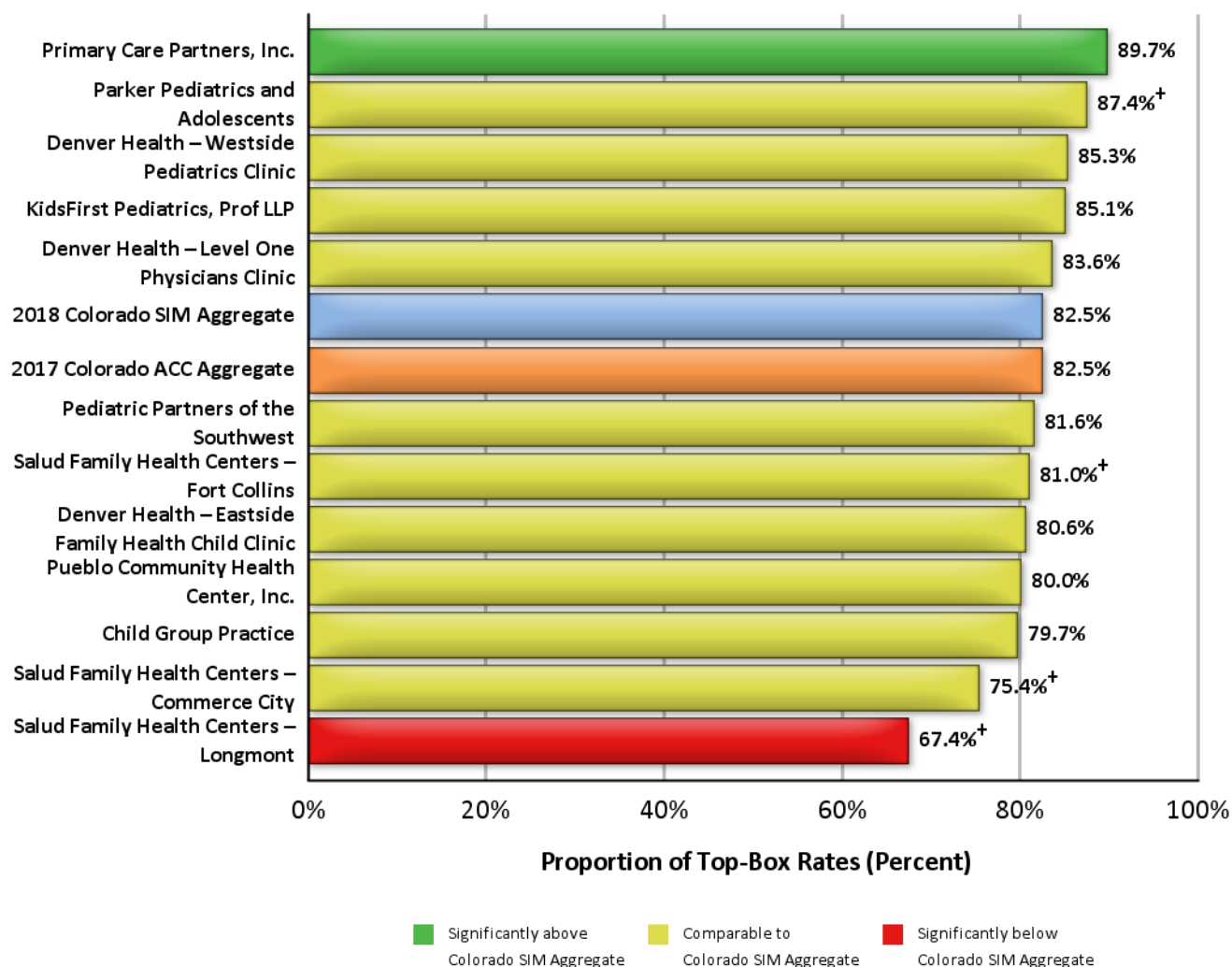
Parents or caretakers were asked one question (Question 16 in the child PCMH Survey) to assess whether they had received information on evening, weekend, or holiday care for their child:

- **Question 16.** Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?
  - Yes
  - No

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Received Information on Evening, Weekend, or Holiday Care for Child individual item measure which was defined as a response of "Yes."

Figure 2-11 shows the Received Information on Evening, Weekend, or Holiday Care for Child top-box rates.

**Figure 2-11—Received Information on Evening, Weekend, or Holiday Care for Child Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

### Child Received Care from Provider Office During Evenings, Weekends, or Holidays

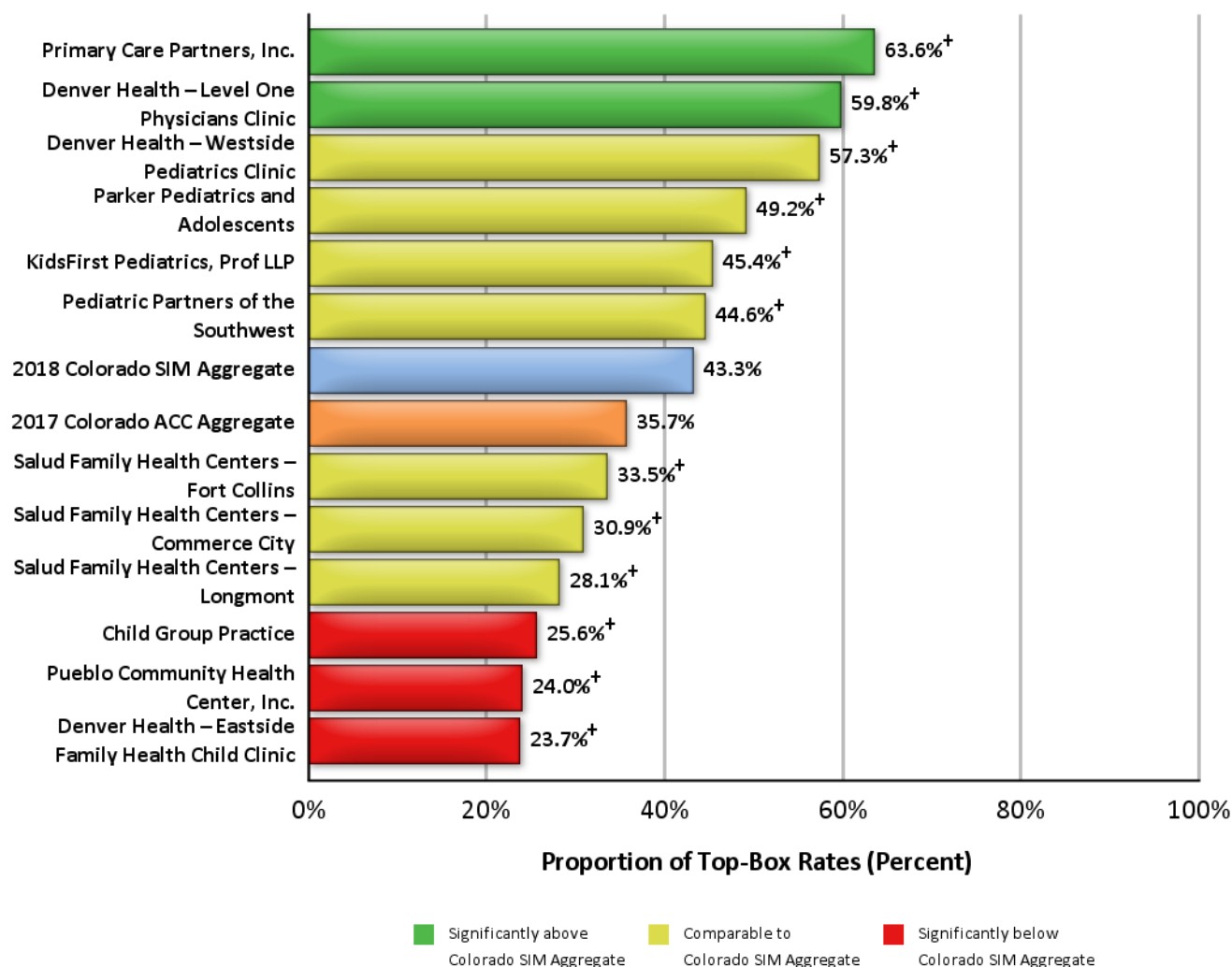
Parents or caretakers were asked one question (Question 16b in the child PCMH Survey) to assess how often they were able to receive needed care for their child during evenings, weekends, or holidays:

- **Question 16b.** In the last 6 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Child Received Care from Provider Office During Evenings, Weekends, or Holidays individual item measure which was defined as a response of "Always."

Figure 2-12 shows the Child Received Care from Provider Office During Evenings, Weekends, or Holidays top-box rates.

**Figure 2-12—Child Received Care from Provider Office During Evenings, Weekends, or Holidays Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Reminders about Child's Care from Provider Office

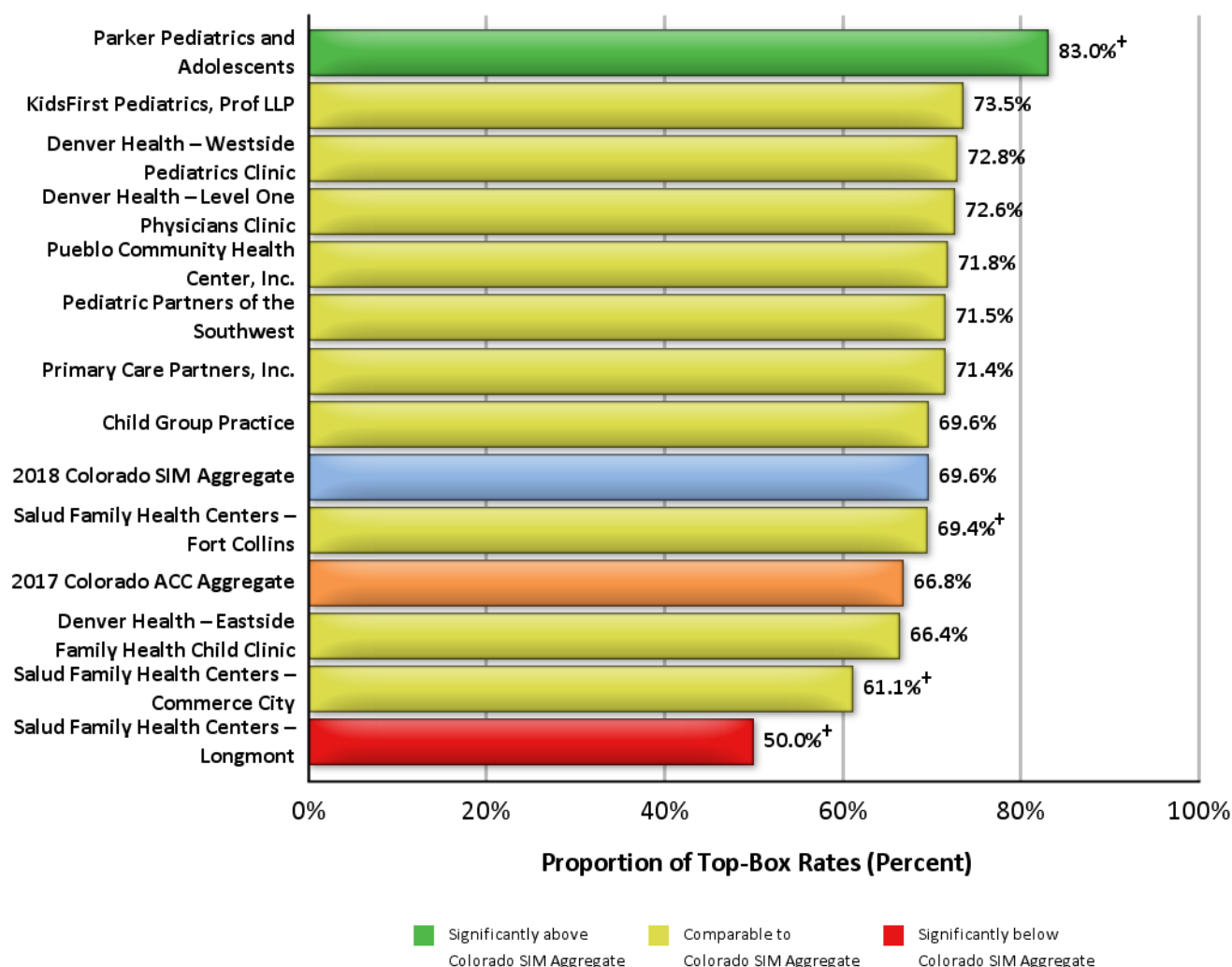
Parents or caretakers were asked one question (Question 18a in the child PCMH Survey) to assess whether they had received reminders about their child's care from the provider's office between visits:

- **Question 18a.** Some offices remind patients between visits about tests, treatment, or appointments. In the last 6 months, did you get any reminders about your child's care from this provider's office between visits?
  - Yes
  - No

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Reminders about Child's Care from Provider Office individual item measure which was defined as a response of "Yes."

Figure 2-13 shows the Reminders about Child's Care from Provider Office top-box rates.

**Figure 2-13—Reminders about Child's Care from Provider Office Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

### Saw Provider Within 15 Minutes of Appointment

Parents or caretakers were asked one question (Question 18b in the child PCMH Survey) to assess how often their child saw his or her provider within 15 minutes of the appointment time:

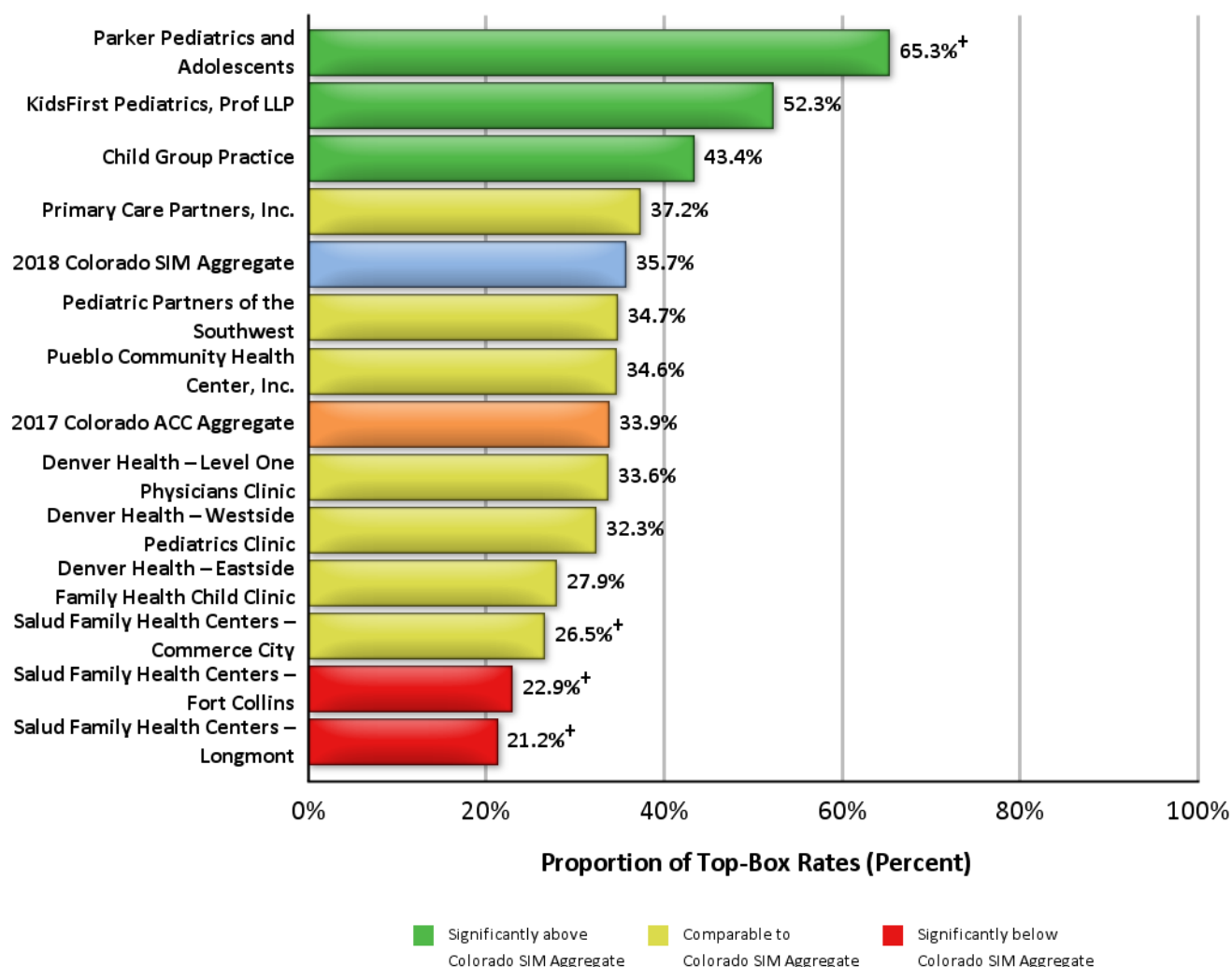
- **Question 18b.** Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did your child see this provider within 15 minutes of his or her appointment time?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Saw Provider Within 15 Minutes of Appointment individual item measure which was defined as a response of “Always.”



Figure 2-14 shows the Saw Provider Within 15 Minutes of Appointment top-box rates.

**Figure 2-14—Saw Provider Within 15 Minutes of Appointment Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Summary of Practice Comparison Results

### Global Ratings

The following provides a summary of the Practice Comparisons results that scored statistically significantly different than the child Colorado SIM Aggregate average for the global ratings.

#### Statistically Significantly Higher

- Denver Health – Westside Pediatrics Clinic scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: Rating of Provider; and Rating of All Health Care.

#### Statistically Significantly Lower

- Salud Family Health Centers – Longmont scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Rating of Provider; and Rating of All Health Care.
- Salud Family Health Centers – Commerce City scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Rating of Provider.
- Pueblo Community Health Center, Inc. scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Rating of Provider.

### Composite Measures

The following provides a summary of the Practice Comparisons results that scored statistically significantly different than the child Colorado SIM Aggregate average for the composite measures.

#### Statistically Significantly Higher

- Denver Health – Eastside Family Health Child Clinic scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: Comprehensiveness: Child Development; and Comprehensiveness: Child Safety and Healthy Lifestyles.
- Denver Health – Westside Pediatrics Clinic scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: How Well Providers Communicate with Parents or Caretakers; Comprehensiveness: Child Development; and Comprehensiveness: Child Safety and Healthy Lifestyles.
- Denver Health – Level One Physicians Clinic scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: How Well Providers Communicate with Child; and Providers' Use of Information to Coordinate Patient Care.
- KidsFirst Pediatrics, Prof LLP scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: Helpful, Courteous, and Respectful Office Staff; and Getting Timely Appointments, Care, and Information.
- Parker Pediatrics and Adolescents scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: Helpful, Courteous, and Respectful Office Staff; Getting

Timely Appointments, Care, and Information; How Well Providers Communicate with Parents or Caretakers; and Providers' Use of Information to Coordinate Patient Care.

- Pediatric Partners of the Southwest scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: Helpful, Courteous, and Respectful Office Staff; and Getting Timely Appointments, Care, and Information.
- Primary Care Partners, Inc. scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: How Well Providers Communicate with Parents or Caretakers; Comprehensiveness: Child Development; and Comprehensiveness: Child Safety and Healthy Lifestyles.

### Statistically Significantly Lower

- Denver Health – Eastside Family Health Child Clinic scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Helpful, Courteous, and Respectful Office Staff.
- Salud Family Health Centers – Fort Collins scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Helpful, Courteous, and Respectful Office Staff; and Getting Timely Appointments, Care, and Information.
- Salud Family Health Centers – Longmont scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Helpful, Courteous, and Respectful Office Staff; How Well Providers Communicate with Parents or Caretakers; Providers' Use of Information to Coordinate Patient Care; Comprehensiveness: Child Development; and Comprehensiveness: Child Safety and Healthy Lifestyles.
- Salud Family Health Centers – Commerce City scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Getting Timely Appointments, Care, and Information; How Well Providers Communicate with Parents or Caretakers; Providers' Use of Information to Coordinate Patient Care; and Comprehensiveness: Child Development.
- Pueblo Community Health Center, Inc. scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Comprehensiveness: Child Development; and Comprehensiveness: Child Safety and Healthy Lifestyles.

### Individual Item Measures

The following provides a summary of the Practice Comparisons results that scored statistically significantly different than the child Colorado SIM Aggregate average for the individual item measures.

### Statistically Significantly Higher

- Child Group Practice scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Saw Provider Within 15 Minutes of Appointment.
- Denver Health – Level One Physicians Clinic scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Child Received Care from Provider Office During Evenings, Weekends, or Holidays.

- KidsFirst Pediatrics, Prof LLP scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Saw Provider Within 15 Minutes of Appointment.
- Parker Pediatrics and Adolescents scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: Saw Provider Within 15 Minutes of Appointment; and Reminders about Child's Care from Provider Office.
- Primary Care Partners, Inc. scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: Received Information on Evening, Weekend, or Holiday Care for Child; and Child Received Care from Provider Office During Evenings, Weekends, or Holidays.

### Statistically Significantly Lower

- Child Group Practice scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Child Received Care from Provider Office During Evenings, Weekends, or Holidays.
- Denver Health – Eastside Family Health Child Clinic scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Child Received Care from Provider Office During Evenings, Weekends, or Holidays.
- Salud Family Health Centers – Fort Collins scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Saw Provider Within 15 Minutes of Appointment.
- Salud Family Health Centers – Longmont scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Received Information on Evening, Weekend, or Holiday Care for Child; Saw Provider Within 15 Minutes of Appointment; and Reminders about Child's Care from Provider Office.
- Pueblo Community Health Center, Inc. scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Child Received Care from Provider Office During Evenings, Weekends, or Holidays.

## Stratification of Results

HSAG stratified results for several questions in the child PCMH Survey by three global ratings, as appropriate. Responses for these questions were stratified into the following response categories: Dissatisfied (0 to 6), Neutral (7 to 8), and Satisfied (9 to 10). HSAG calculated the percentage of respondents that fell into each response category, and the tables below present the number and percentage of responses for the survey questions at the statewide level (i.e., child Colorado SIM Aggregate).

### Rating of Provider

Table 2-11 through Table 2-15 display the responses for the survey questions stratified by the Rating of Provider global rating response categories for the child Colorado SIM Aggregate.

Question 3 in the child PCMH Survey asked how long the child had been going to the provider.

**Table 2-11—Length of Time Going to Child’s Provider**

| Length of Time Going to Child’s Provider (Q3)<br>Responses            | Rating of Provider (Q26) |      |                  |       |                     |       |
|---|--------------------------|------|------------------|-------|---------------------|-------|
|   | Dissatisfied<br>(0-6)    |      | Neutral<br>(7-8) |       | Satisfied<br>(9-10) |       |
|   | N                        | %    | N                | %     | N                   | %     |
| Less Than 6 Months  | 14                       | 8.1% | 49               | 28.5% | 109                 | 63.4% |
| At Least 6 Months but Less Than 1 Year                                | 7                        | 5.7% | 32               | 26.0% | 84                  | 68.3% |
| At least 1 Year but Less Than 3 Years                                 | 25                       | 6.5% | 76               | 19.6% | 286                 | 73.9% |
| At Least 3 Years but Less Than 5 Years                                | 16                       | 5.6% | 44               | 15.3% | 228                 | 79.2% |
| 5 Years or More   | 16                       | 3.2% | 82               | 16.2% | 407                 | 80.6% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                          |      |                  |       |                     |       |

Question 13a in the child PCMH Survey asked how many days the parents or caretakers had to wait for an appointment when their child needed care right away.

**Table 2-12—Number of Days Waited for Appointment**

| Number of Days Waited for Appointment (Q13a) Responses         | Rating of Provider (Q26) |       |               |       |                  |       |
|--|--------------------------|-------|---------------|-------|------------------|-------|
|  | Dissatisfied (0-6)       |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|  | N                        | %     | N             | %     | N                | %     |
| Same Day   | 21                       | 4.8%  | 62            | 14.2% | 353              | 81.0% |
| 1 Day  | 7                        | 4.6%  | 39            | 25.7% | 106              | 69.7% |
| 2 to 3 Days  | 5                        | 5.7%  | 22            | 25.3% | 60               | 69.0% |
| 4 to 7 Days  | 1                        | 4.0%  | 8             | 32.0% | 16               | 64.0% |
| More Than 7 Days   | 9                        | 29.0% | 5             | 16.1% | 17               | 54.8% |
| Please note: Percentages may not total 100.0% due to rounding. |                          |       |               |       |                  |       |

Question 18a in the child PCMH Survey asked whether the parents or caretakers received reminders about their child's care from the provider's office between visits.

**Table 2-13—Reminders about Child's Care from Provider Office**

| Reminders about Child's Care from Provider Office (Q18a) Responses | Rating of Provider (Q26) |       |               |       |                  |       |
|--|--------------------------|-------|---------------|-------|------------------|-------|
|  | Dissatisfied (0-6)       |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|  | N                        | %     | N             | %     | N                | %     |
| Yes  | 36                       | 3.5%  | 172           | 16.5% | 833              | 80.0% |
| No   | 44                       | 10.0% | 111           | 25.1% | 287              | 64.9% |
| Please note: Percentages may not total 100.0% due to rounding.     |                          |       |               |       |                  |       |

Question 18b in the child PCMH Survey asked parents or caretakers how often their child saw their provider within 15 minutes of the appointment time.

**Table 2-14—Saw Provider Within 15 Minutes of Appointment**

| Saw Provider Within 15 Minutes of Appointment (Q18b) Responses        | Rating of Provider (Q26) |       |               |       |                  |       |
|---|--------------------------|-------|---------------|-------|------------------|-------|
|   | Dissatisfied (0-6)       |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|   | N                        | %     | N             | %     | N                | %     |
| <b>Never</b>  | 28                       | 19.2% | 46            | 31.5% | 72               | 49.3% |
| <b>Sometimes</b>  | 26                       | 7.5%  | 84            | 24.3% | 235              | 68.1% |
| <b>Usually</b>  | 18                       | 4.0%  | 95            | 21.3% | 332              | 74.6% |
| <b>Always</b>   | 9                        | 1.7%  | 60            | 11.0% | 474              | 87.3% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                          |       |               |       |                  |       |

Two questions in the child PCMH Survey asked parents or caretakers to assess their child's overall health. Question 38 asked parents or caretakers to rate their child's overall health. Question 39 asked parents or caretakers to rate their child's overall mental or emotional health.

**Table 2-15—Physical Health Status and Mental Health Status**

| Questions   | Responses                  | Rating of Provider (Q26) |      |               |       |                  |       |
|---|----------------------------|--------------------------|------|---------------|-------|------------------|-------|
|   |                            | Dissatisfied (0-6)       |      | Neutral (7-8) |       | Satisfied (9-10) |       |
|   |                            | N                        | %    | N             | %     | N                | %     |
| <b>Physical Health Status (Q38)</b>                                   | <b>Excellent/Very Good</b> | 51                       | 4.7% | 189           | 17.3% | 855              | 78.1% |
|   | <b>Good</b>                | 20                       | 7.1% | 62            | 21.9% | 201              | 71.0% |
|   | <b>Fair/Poor</b>           | 6                        | 7.1% | 24            | 28.6% | 54               | 64.3% |
| <b>Mental Health Status (Q39)</b>                                     | <b>Excellent/Very Good</b> | 49                       | 4.7% | 187           | 17.8% | 813              | 77.5% |
|   | <b>Good</b>                | 21                       | 7.1% | 60            | 20.3% | 215              | 72.6% |
|   | <b>Fair/Poor</b>           | 8                        | 6.9% | 27            | 23.3% | 81               | 69.8% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                            |                          |      |               |       |                  |       |

## Rating of Specialist Seen Most Often

Table 2-16 displays the responses for the survey questions stratified by the Rating of Specialist Seen Most Often global rating response categories for the child Colorado SIM Aggregate.

Two questions in the child PCMH Survey asked parents or caretakers to assess their child's overall health. Question 38 asked parents or caretakers to rate their child's overall health. Question 39 asked parents or caretakers to rate their child's overall mental or emotional health.

**Table 2-16—Physical Health Status and Mental Health Status**

| Questions  | Responses           | Rating of Specialist Seen Most Often (Q27a) |       |               |       |                  |       |
|--|---------------------|---|-------|---------------|-------|------------------|-------|
|  |                     | Dissatisfied (0-6)                          |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|  |                     | N   | %     | N             | %     | N                | %     |
| Physical Health Status (Q38)                                   | Excellent/Very Good | 13  | 6.7%  | 33            | 17.1% | 147              | 76.2% |
|  | Good                | 7   | 7.2%  | 28            | 28.9% | 62               | 63.9% |
|  | Fair/Poor           | 3   | 8.3%  | 6             | 16.7% | 27               | 75.0% |
| Mental Health Status (Q39)                                     | Excellent/Very Good | 15  | 7.5%  | 35            | 17.4% | 151              | 75.1% |
|  | Good                | 3   | 4.0%  | 22            | 29.3% | 50               | 66.7% |
|  | Fair/Poor           | 5   | 10.9% | 8             | 17.4% | 33               | 71.7% |
| Please note: Percentages may not total 100.0% due to rounding. |                     |   |       |               |       |                  |       |



## Rating of All Health Care

Table 2-17 and Table 2-18 display the responses for the survey questions stratified by the Rating of All Health Care global rating response categories for the child Colorado SIM Aggregate.

Question 38a in the child PCMH Survey asked parents or caretakers to determine if their child had a physical or medical condition that interfered with his or her day-to-day activities.

**Table 2-17—Condition that Interferes with Child’s Day-to-Day Activities**

| Condition that Interferes with Child’s Day-to-Day Activities (Q38a) Responses | Rating of All Health Care (Q35c) |      |               |       |                  |       |
|---|----------------------------------|------|---------------|-------|------------------|-------|
|   | Dissatisfied (0-6)               |      | Neutral (7-8) |       | Satisfied (9-10) |       |
|   | N                                | %    | N             | %     | N                | %     |
| <b>Yes</b>  | 7                                | 4.4% | 28            | 17.6% | 124              | 78.0% |
| <b>No</b>   | 58                               | 4.4% | 254           | 19.4% | 998              | 76.2% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i>         |                                  |      |               |       |                  |       |

Two questions in the child PCMH Survey asked parents or caretakers to assess their child’s overall health. Question 38 asked parents or caretakers to rate their child’s overall health. Question 39 asked parents or caretakers to rate their child’s overall mental or emotional health.

**Table 2-18—Physical Health Status and Mental Health Status**

| Questions   | Responses                  | Rating of All Health Care (Q35c) |       |               |       |                  |       |
|---|----------------------------|----------------------------------|-------|---------------|-------|------------------|-------|
|   |                            | Dissatisfied (0-6)               |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|   |                            | N                                | %     | N             | %     | N                | %     |
| <b>Physical Health Status (Q38)</b>                                   | <b>Excellent/Very Good</b> | 39                               | 3.5%  | 177           | 16.0% | 891              | 80.5% |
|   | <b>Good</b>                | 17                               | 6.0%  | 83            | 29.4% | 182              | 64.5% |
|   | <b>Fair/Poor</b>           | 11                               | 13.1% | 23            | 27.4% | 50               | 59.5% |
| <b>Mental Health Status (Q39)</b>                                     | <b>Excellent/Very Good</b> | 40                               | 3.8%  | 173           | 16.4% | 845              | 79.9% |
|   | <b>Good</b>                | 19                               | 6.4%  | 75            | 25.2% | 204              | 68.5% |
|   | <b>Fair/Poor</b>           | 8                                | 7.0%  | 33            | 28.7% | 74               | 64.3% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                            |                                  |       |               |       |                  |       |

## Other Survey Question

Table 2-19 displays the responses for the Reason Not Able to Get Care for Child survey question for the child Colorado SIM Aggregate.

Question 28b in child PCMH Survey asked parents or caretakers about the main reason their child could not get the medical care, tests, or treatments when they or a doctor believed it was necessary.

**Table 2-19—Reason Not Able to Get Care for Child<sup>2-6</sup>**

| Responses  | N         | %             |
|--|-----------|---------------|
| Couldn't get transportation to provider's office                             | 1         | 2.0%          |
| Didn't know where to go to get care  | 1         | 2.0%          |
| Don't like going to the doctor   | 1         | 2.0%          |
| No qualified specialist in my area   | 3         | 6.1%          |
| Could not get an appointment/provider not taking new patients                | 4         | 8.2%          |
| Couldn't take time off work or get child care/Hours of operation of provider | 4         | 8.2%          |
| The wait took too long   | 4         | 8.2%          |
| Provider refused to accept Medicaid  | 7         | 14.3%         |
| Medicaid wouldn't approve, cover, or pay for care                            | 10        | 20.4%         |
| Other  | 14        | 28.6%         |
| <b>Total</b>   | <b>49</b> | <b>100.0%</b> |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i>        |           |               |

<sup>2-6</sup> Respondents had the option to mark "Other" as a response to this survey question. The "Other" category is not defined or specified in the survey questionnaire.

## 3. Adult Results

### Key Drivers of Low Satisfaction

HSAG performed an analysis of key drivers for three global ratings: Rating of Provider, Rating of All Health Care, and Rating of Health Plan. The analysis provides information on: (1) how well the Colorado SIM Program is performing on the survey item (i.e., question), and (2) how important the item is to overall satisfaction.

Key drivers of low satisfaction are defined as those items that (1) have a problem score that is greater than or equal to the program’s median problem score for all items examined, and (2) have a correlation that is greater than or equal to the program’s median correlation for all items examined.<sup>3-1</sup> For additional information on the key drivers of low satisfaction analysis, please refer to the Reader’s Guide section on page 5-6. Table 3-1 depicts those items identified for each of the three global ratings as being key drivers of low satisfaction for the adult Colorado SIM Program.

**Table 3-1—Adult Colorado SIM Program Key Drivers of Low Satisfaction**

|   |
|---|
| <b>Rating of Provider</b>   |
| Respondents reported that when they contacted their provider’s office during regular office hours, they did not receive an answer to their medical question within the same day.        |
| <b>Rating of All Health Care</b>  |
| Respondents reported that they had not spoken with anyone from their provider’s office about prescription medicines they were taking.   |
| Respondents reported that they were not able to get the care they needed from their provider’s office during evenings, weekends, or holidays.   |
| Respondents reported that when they contacted their provider’s office during regular office hours, they did not receive an answer to their medical question within the same day.        |
| Respondents reported that when they needed care right away, they did not obtain an appointment with their provider as soon as they thought they needed.                                 |
| <b>Rating of Health Plan</b>  |
| Respondents reported that information in written materials or on the Internet about how the Medicaid/Health First Colorado works did not provide them with the information they needed. |
| Respondents reported that when they contacted their provider’s office during regular office hours, they did not receive an answer to their medical question within the same day.        |

HSAG identified key drivers for all three global ratings for the adult Colorado SIM Aggregate. Not receiving answers to medical questions the same day that the member contacted their provider’s office was identified as a key driver for all three global ratings. In addition, not discussing prescription medicines they were taking with someone from their provider’s office and access to care were identified

<sup>3-1</sup> A problem score was one in which a negative experience with care was defined as a problem and assigned a “1,” and a positive experience with care (i.e., non-negative) was assigned a “0.”

as key drivers for the Rating of All Health Care global rating, and obtaining plan information was identified as a key driver for the Rating of Health Plan global rating.

## Adult Demographics

Table 3-2 through Table 3-5 show adult PCMH Survey respondents' self-reported age, gender, race/ethnicity, and education.

**Table 3-2—Adult Demographics: Age**

| Practice Name   | 18 to 24    | 25 to 34    | 35 to 44     | 45 to 54     | 55 to 64     | 65 or older  |
|---|-------------|-------------|--------------|--------------|--------------|--------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>3.8%</b> | <b>9.1%</b> | <b>11.6%</b> | <b>21.4%</b> | <b>39.9%</b> | <b>14.2%</b> |
| Adult Group Practice  | 2.3%        | 7.4%        | 10.9%        | 22.2%        | 37.3%        | 19.9%        |
| Bender Medical Group, Inc.  | 4.0%        | 7.2%        | 18.4%        | 20.0%        | 38.4%        | 12.0%        |
| Denver Health – Eastside Family Health Adult Clinic                 | 1.4%        | 7.2%        | 7.7%         | 20.7%        | 55.3%        | 7.7%         |
| Denver Health – Level One Physicians Clinic                         | 2.2%        | 7.1%        | 8.0%         | 18.7%        | 41.8%        | 22.2%        |
| Salud Family Health Centers – Fort Collins                          | 6.7%        | 13.4%       | 16.7%        | 23.0%        | 28.7%        | 11.5%        |
| Salud Family Health Centers – Longmont                              | 5.2%        | 8.7%        | 11.7%        | 23.0%        | 41.3%        | 10.0%        |
| Salud Family Health Centers – Commerce City                         | 6.7%        | 10.1%       | 10.1%        | 19.7%        | 38.5%        | 14.9%        |
| Pueblo Community Health Center, Inc.                                | 2.7%        | 11.4%       | 12.1%        | 22.7%        | 39.0%        | 12.1%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |             |             |              |              |              |              |

**Table 3-3—Adult Demographics: Gender**

| Practice Name   | Male         | Female       |
|---|--------------|--------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>36.6%</b> | <b>63.4%</b> |
| Adult Group Practice  | 35.8%        | 64.2%        |
| Bender Medical Group, Inc.  | 38.4%        | 61.6%        |
| Denver Health – Eastside Family Health Adult Clinic                 | 44.2%        | 55.8%        |
| Denver Health – Level One Physicians Clinic                         | 42.5%        | 57.5%        |
| Salud Family Health Centers – Fort Collins                          | 33.5%        | 66.5%        |
| Salud Family Health Centers – Longmont                              | 31.7%        | 68.3%        |
| Salud Family Health Centers – Commerce City                         | 30.3%        | 69.7%        |
| Pueblo Community Health Center, Inc.                                | 37.6%        | 62.4%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |              |              |

**Table 3-4—Adult Demographics: Race/Ethnicity**

| Practice Name   | Multi-Racial | White        | Hispanic     | Black       | Asian       | Native American | Other       |
|---|--------------|--------------|--------------|-------------|-------------|-----------------|-------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>7.7%</b>  | <b>43.4%</b> | <b>35.4%</b> | <b>8.6%</b> | <b>1.8%</b> | <b>1.0%</b>     | <b>2.2%</b> |
| Adult Group Practice  | 7.1%         | 36.7%        | 43.1%        | 7.4%        | 2.9%        | 1.3%            | 1.6%        |
| Bender Medical Group, Inc.  | 10.5%        | 71.8%        | 8.1%         | 2.4%        | 1.6%        | 2.4%            | 3.2%        |
| Denver Health – Eastside Family Health Adult Clinic                 | 8.4%         | 26.2%        | 25.2%        | 34.2%       | 1.5%        | 0.0%            | 4.5%        |
| Denver Health – Level One Physicians Clinic                         | 6.3%         | 46.9%        | 24.6%        | 15.6%       | 2.7%        | 1.3%            | 2.7%        |
| Salud Family Health Centers – Fort Collins                          | 7.4%         | 60.1%        | 25.6%        | 3.0%        | 3.0%        | 0.5%            | 0.5%        |
| Salud Family Health Centers – Longmont                              | 5.7%         | 53.1%        | 38.2%        | 1.3%        | 0.4%        | 0.4%            | 0.9%        |
| Salud Family Health Centers – Commerce City                         | 6.7%         | 28.2%        | 56.5%        | 3.3%        | 1.4%        | 1.4%            | 2.4%        |
| Pueblo Community Health Center, Inc.                                | 10.9%        | 38.8%        | 44.6%        | 2.3%        | 0.4%        | 0.8%            | 2.3%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |              |              |              |             |             |                 |             |

**Table 3-5—Adult Demographics: Education**

| Practice Name   | 8th Grade or Less | Some High School | High School Graduate | Some College | College Graduate |
|---|-------------------|------------------|----------------------|--------------|------------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>10.6%</b>      | <b>13.9%</b>     | <b>30.4%</b>         | <b>31.3%</b> | <b>13.8%</b>     |
| Adult Group Practice  | 13.9%             | 17.5%            | 35.0%                | 24.3%        | 9.4%             |
| Bender Medical Group, Inc.  | 4.0%              | 9.7%             | 29.8%                | 34.7%        | 21.8%            |
| Denver Health – Eastside Family Health Adult Clinic                 | 8.4%              | 18.3%            | 35.1%                | 28.2%        | 9.9%             |
| Denver Health – Level One Physicians Clinic                         | 8.5%              | 11.7%            | 22.9%                | 30.9%        | 26.0%            |
| Salud Family Health Centers – Fort Collins                          | 5.9%              | 11.2%            | 25.4%                | 40.0%        | 17.6%            |
| Salud Family Health Centers – Longmont                              | 12.8%             | 15.0%            | 22.0%                | 32.6%        | 17.6%            |
| Salud Family Health Centers – Commerce City                         | 23.5%             | 16.2%            | 31.4%                | 23.0%        | 5.9%             |
| Pueblo Community Health Center, Inc.                                | 5.3%              | 9.8%             | 38.1%                | 38.9%        | 7.9%             |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |                   |                  |                      |              |                  |

Table 3-6 and Table 3-7 show adult PCMH Survey respondents' self-reported overall general health status and mental health status.

**Table 3-6—Adult Overall General Health Status**

| Practice Name   | Excellent   | Very Good    | Good         | Fair         | Poor         |
|---|-------------|--------------|--------------|--------------|--------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>6.3%</b> | <b>18.4%</b> | <b>33.4%</b> | <b>30.2%</b> | <b>11.6%</b> |
| Adult Group Practice  | 7.4%        | 15.5%        | 31.9%        | 32.6%        | 12.6%        |
| Bender Medical Group, Inc.  | 4.7%        | 27.6%        | 26.0%        | 27.6%        | 14.2%        |
| Denver Health – Eastside Family Health Adult Clinic                 | 7.3%        | 15.6%        | 33.2%        | 32.2%        | 11.7%        |
| Denver Health – Level One Physicians Clinic                         | 3.1%        | 19.5%        | 40.7%        | 26.1%        | 10.6%        |
| Salud Family Health Centers – Fort Collins                          | 7.8%        | 21.8%        | 35.4%        | 25.2%        | 9.7%         |
| Salud Family Health Centers – Longmont                              | 7.4%        | 18.7%        | 35.7%        | 28.3%        | 10.0%        |
| Salud Family Health Centers – Commerce City                         | 6.8%        | 15.6%        | 29.3%        | 38.0%        | 10.2%        |
| Pueblo Community Health Center, Inc.                                | 5.4%        | 18.0%        | 32.6%        | 30.3%        | 13.8%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |             |              |              |              |              |

**Table 3-7—Adult Mental Health Status**

| Practice Name   | Excellent    | Very Good    | Good         | Fair         | Poor        |
|---|--------------|--------------|--------------|--------------|-------------|
| <b>Colorado SIM Aggregate</b>                                       | <b>11.6%</b> | <b>20.5%</b> | <b>32.3%</b> | <b>26.8%</b> | <b>8.7%</b> |
| Adult Group Practice  | 12.9%        | 19.7%        | 31.9%        | 26.1%        | 9.4%        |
| Bender Medical Group, Inc.  | 10.3%        | 22.2%        | 36.5%        | 19.8%        | 11.1%       |
| Denver Health – Eastside Family Health Adult Clinic                 | 10.7%        | 19.4%        | 31.1%        | 27.7%        | 11.2%       |
| Denver Health – Level One Physicians Clinic                         | 12.9%        | 16.0%        | 32.9%        | 31.6%        | 6.7%        |
| Salud Family Health Centers – Fort Collins                          | 13.4%        | 21.5%        | 33.0%        | 24.4%        | 7.7%        |
| Salud Family Health Centers – Longmont                              | 10.2%        | 20.8%        | 32.7%        | 27.0%        | 9.3%        |
| Salud Family Health Centers – Commerce City                         | 13.0%        | 21.2%        | 26.0%        | 32.7%        | 7.2%        |
| Pueblo Community Health Center, Inc.                                | 8.8%         | 24.0%        | 35.5%        | 23.3%        | 8.4%        |
| <i>Please note: Percentages may not total 100% due to rounding.</i> |              |              |              |              |             |

## Practice Comparisons

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates (i.e., rates of satisfaction) for each global rating, composite measure, and individual item.<sup>3-2</sup> A “top-box” response was defined as follows:

- “9” or “10” for the global ratings;
- “Always” for the Getting Timely Appointments, Care, and Information; How Well Providers Communicate with Patients; Providers’ Use of Information to Coordinate Patient Care; Helpful, Courteous, and Respectful Office Staff; and Health First Colorado Customer Service composites, and the Received Care from Provider Office During Evenings, Weekends, or Holidays; and Saw Provider Within 15 Minutes of Appointment individual items.
- “Yes” for the Talking with You About Taking Care of Your Own Health and Comprehensiveness composites, and the Reminders about Care from Provider Office; and Received Health Care and Mental Health Care at Same Place individual items.

The adult Colorado SIM Aggregate results were weighted using the adult eligible population for each practice. HSAG compared the case-mix adjusted SIM practice results to the Colorado SIM Aggregate to determine if the SIM practice results were statistically significantly different than the Colorado SIM Aggregate. SIM practice rates with fewer than 100 respondents are denoted with a cross (+). Caution should be used when evaluating rates derived from fewer than 100 respondents.

In some instances, the top-box rates presented for two practices were similar, but one was statistically significantly different from the Colorado SIM Aggregate and the other was not. In these instances, it was the difference in the number of top-box responses compared to the overall number of respondents between the two practices that explains the different statistical results. It is more likely that a statistically significant result will be found in a practice with a larger number of respondents. For additional information on the Practice Comparisons analysis, please refer to the Reader’s Guide section beginning on page 5-8.

In 2017, the adult PCMH Surveys were administered to Colorado Accountable Care Collaborative (ACC) practices. While some of the SIM practices sampled in the 2018 survey administration may also be ACC practices, comparison between years cannot be made. The 2017 Colorado ACC Aggregate is presented in the figures for reference purposes only.<sup>3-3</sup>

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<sup>3-2</sup> HSAG followed *HEDIS® 2018, Volume 3: Specifications for Survey Measures* for defining top-box responses.

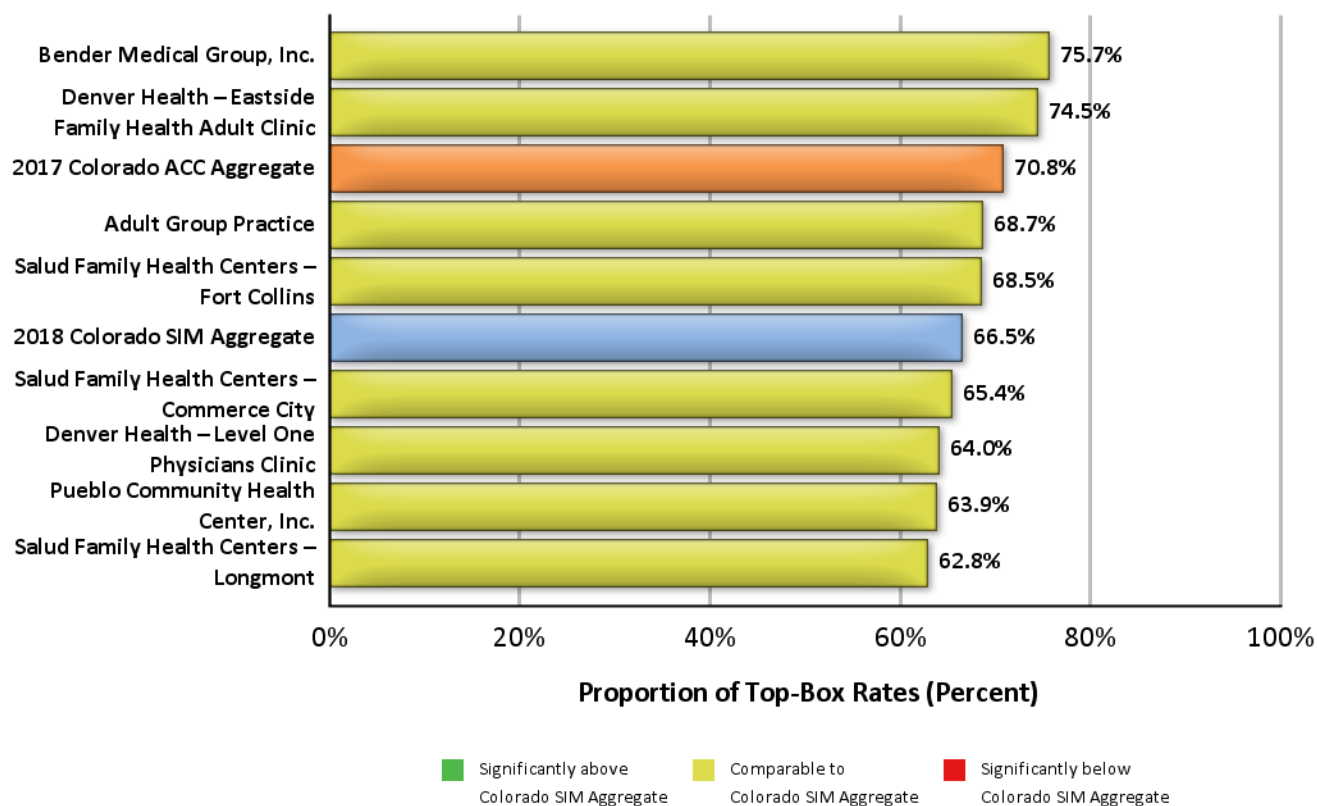
<sup>3-3</sup> The ACC Aggregate results were weighted based on the adult eligible population for each practice. The eight Colorado ACC contracted practices selected by the Department for inclusion in the 2017 Adult PCMH Survey administration included the following: Colorado Springs Health Partners, LLC; Denver Health & Hospital Authority; Peak Vista Community Health Centers; Poudre Valley Medical Group, LLC; Pueblo Community Health Center, Inc.; Plan de Salud Del Valle, Inc.; Sunrise Community Health Center; and University Physicians, Inc.

## Global Ratings

### Rating of Provider

Members were asked to rate their provider on a scale of 0 to 10, with 0 being the “worst provider possible” and 10 being the “best provider possible.” Top-box rates were defined as those responses with a rating of “9” or “10.” Figure 3-1 shows the Rating of Provider top-box rates.

**Figure 3-1—Rating of Provider Top-Box Rates**

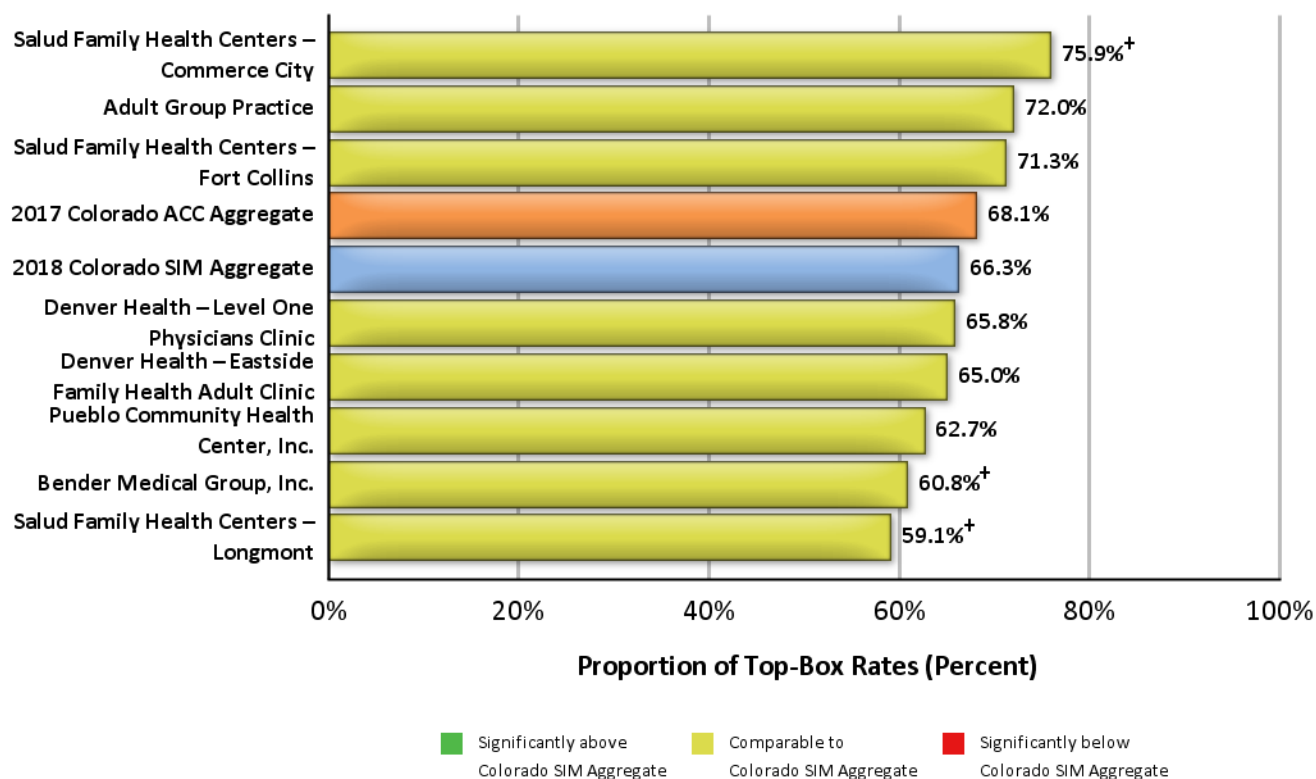




## Rating of Specialist Seen Most Often

Members were asked to rate the specialist they saw most often in the last 6 months on a scale of 0 to 10, with 0 being the “worst specialist possible” and 10 being the “best specialist possible.” Top-box rates were defined as those responses with a rating of “9” or “10.” Figure 3-2 shows the Rating of Specialist Seen Most Often top-box rates.

**Figure 3-2—Rating of Specialist Seen Most Often Top-Box Rates**

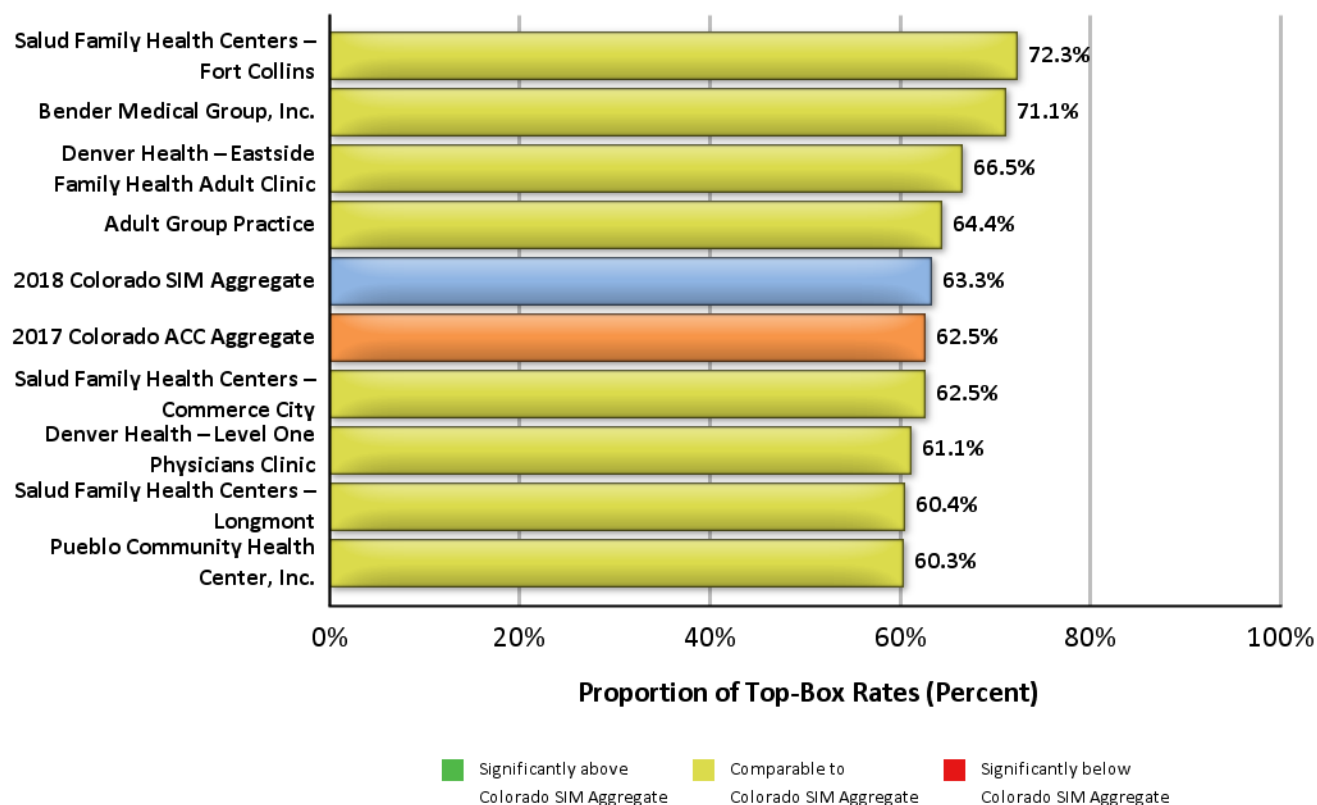


+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Rating of All Health Care

Members were asked to rate their health care on a scale of 0 to 10, with 0 being the “worst health care possible” and 10 being the “best health care possible.” Top-box rates were defined as those responses with a rating of “9” or “10.” Figure 3-3 shows the Rating of All Health Care top-box rates.

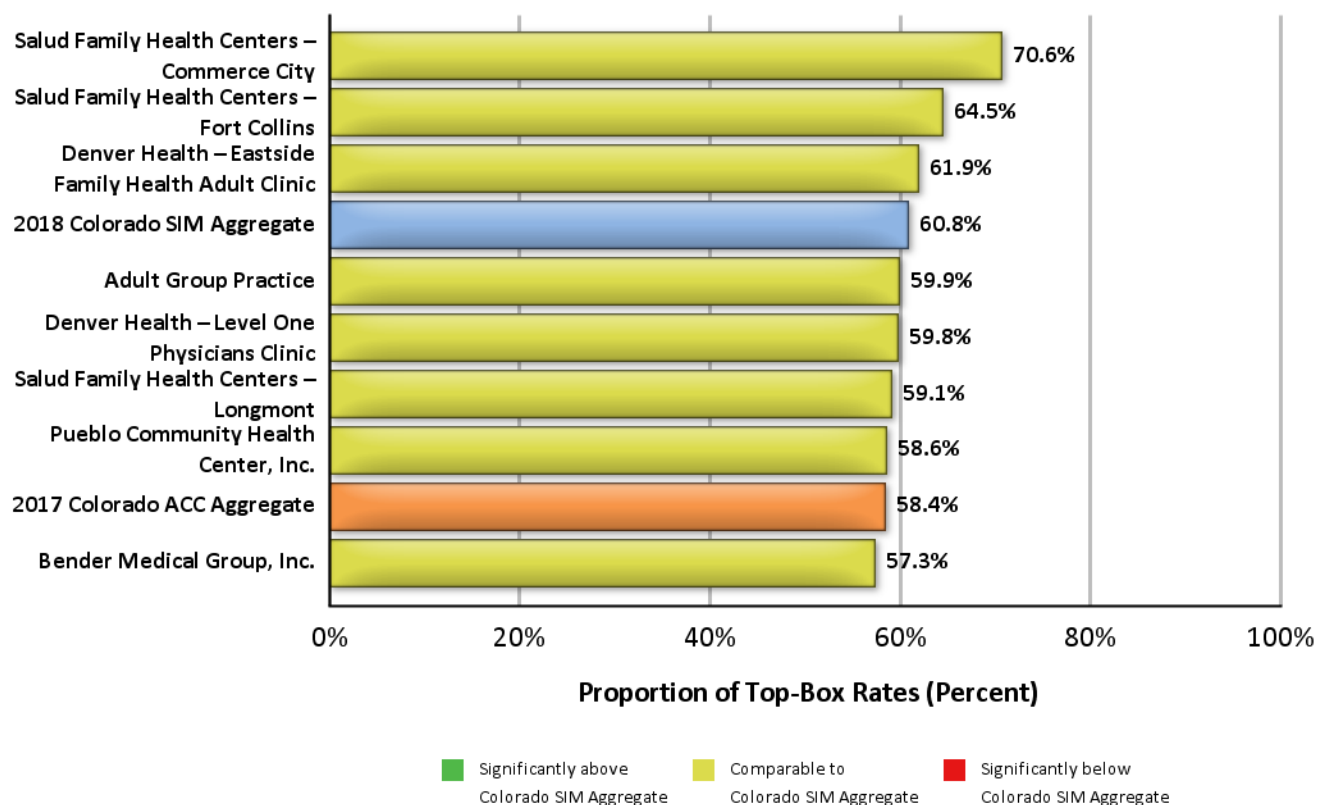
**Figure 3-3—Rating of All Health Care Top-Box Rates**



## Rating of Health Plan

Members were asked to rate their health plan (i.e., Medicaid/Health First Colorado) on a scale of 0 to 10, with 0 being the “worst health plan possible” and 10 being the “best health plan possible.” Top-box rates were defined as those responses with a rating of “9” or “10.” Figure 3-4 shows the Rating of Health Plan top-box rates.

**Figure 3-4—Rating of Health Plan Top-Box Rates**



## Composite Measures

### Access to Care: Getting Timely Appointments, Care, and Information

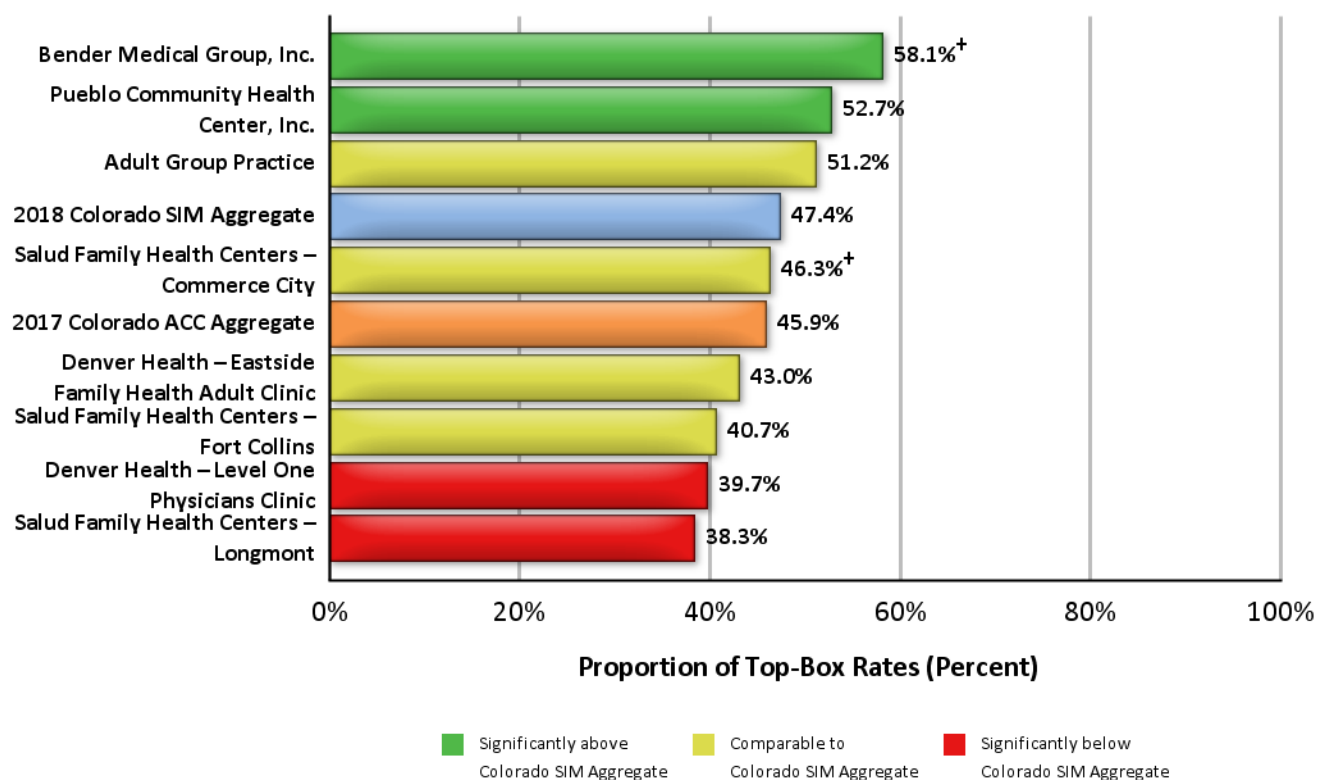
Three questions (Questions 6, 8, and 11 in the adult PCMH Survey) were asked to assess how often it was easy to get timely appointments, care, and information:

- **Question 6.** In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 8.** In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 11.** In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Getting Timely Appointments, Care, and Information composite measure, which was defined as a response of "Always."

Figure 3-5 shows the Getting Timely Appointments, Care, and Information top-box rates.

**Figure 3-5—Getting Timely Appointments, Care, and Information Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Patient-Centered Communication: How Well Providers Communicate with Patients

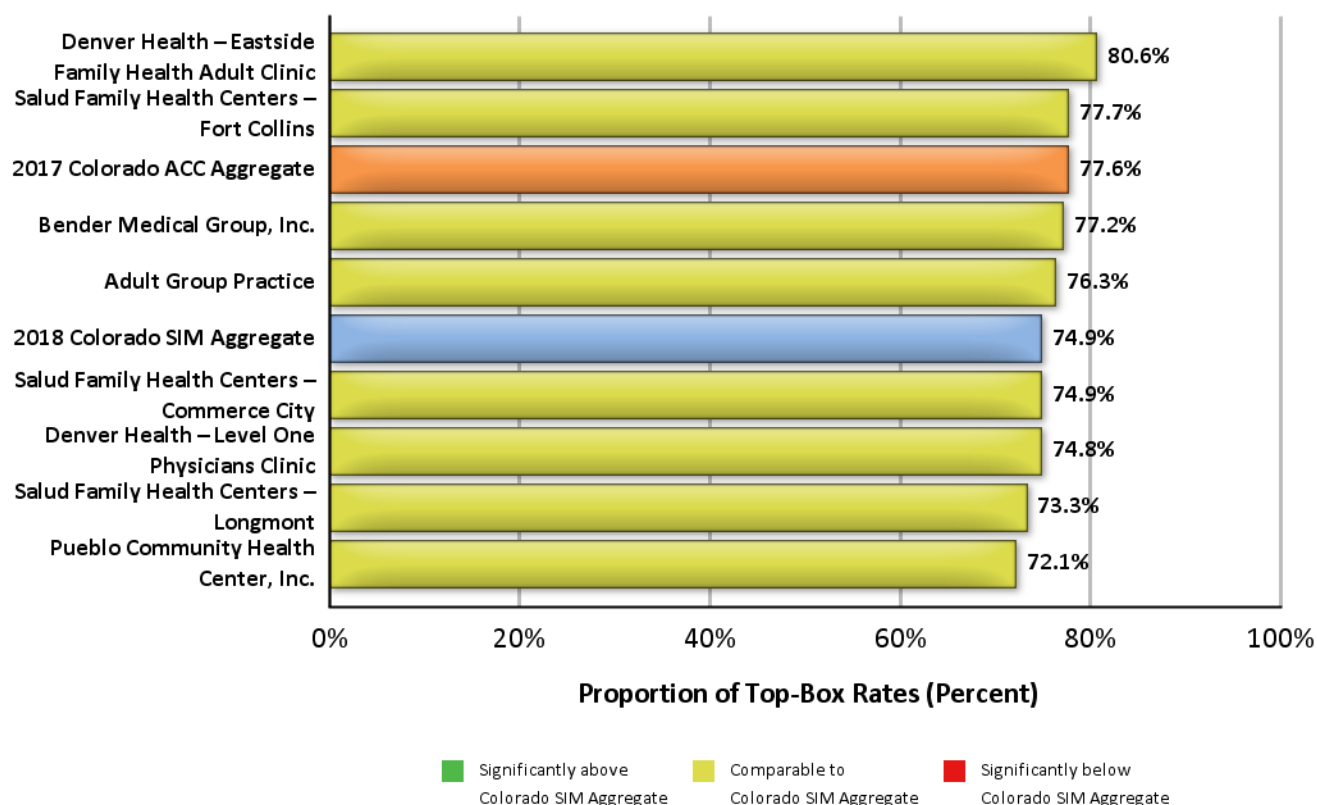
Four questions (Questions 12, 13, 15, and 16 in the adult PCMH Survey) were asked to assess how often providers communicated well:

- **Question 12.** In the last 6 months, how often did this provider explain things in a way that was easy to understand?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 13.** In the last 6 months, how often did this provider listen carefully to you?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 15.** In the last 6 months, how often did this provider show respect for what you had to say?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 16.** In the last 6 months, how often did this provider spend enough time with you?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the How Well Providers Communicate with Patients composite measure, which was defined as a response of “Always.”

Figure 3-6 shows the How Well Providers Communicate with Patients top-box rates.

**Figure 3-6—How Well Providers Communicate with Patients Top-Box Rates**



### Coordinating Medical Care: Providers' Use of Information to Coordinate Patient Care

Three questions (Questions 14, 18, and 26 in the adult PCMH Survey) were asked to assess how often providers used information to coordinate patient care:

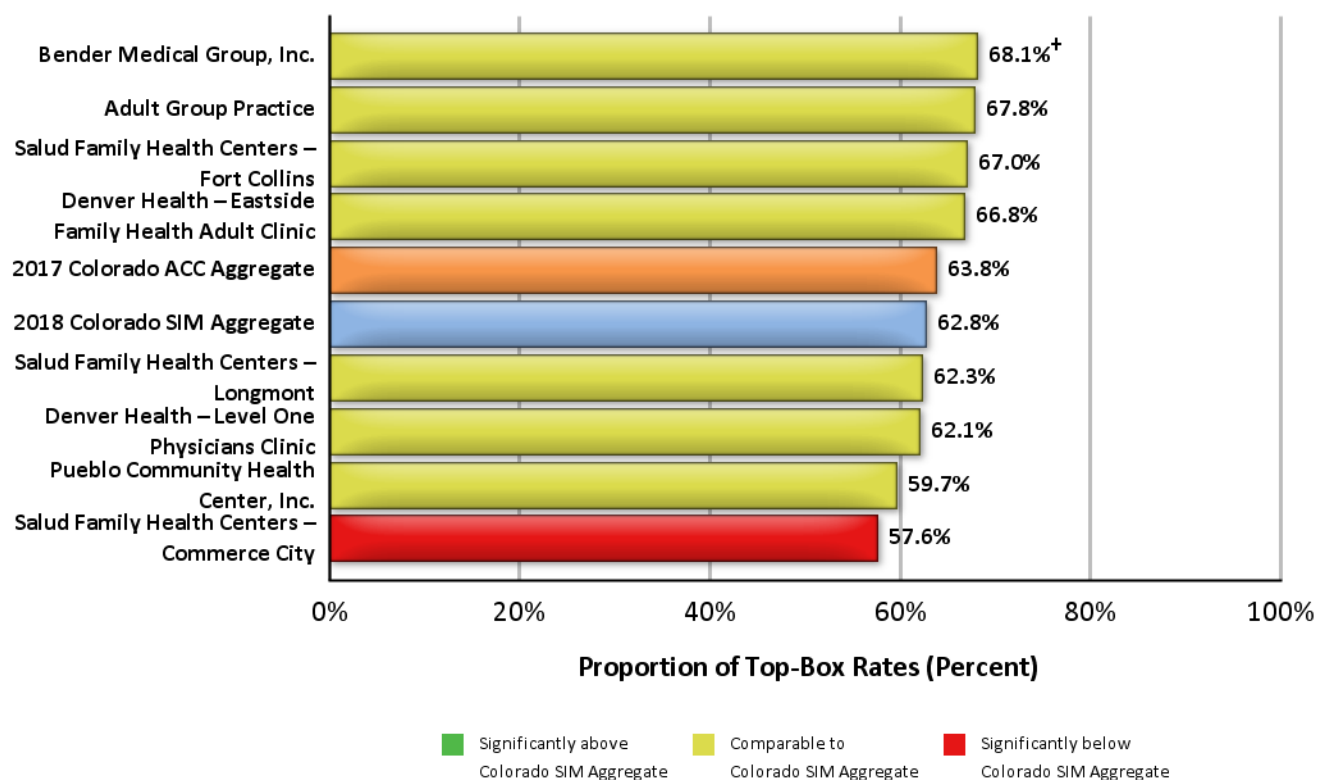
- **Question 14.** In the last 6 months, how often did this provider seem to know the important information about your medical history?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 18.** In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 26.** In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Providers' Use of Information to Coordinate Patient Care composite measure, which was defined as a response of "Always."



Figure 3-7 shows the Providers' Use of Information to Coordinate Patient Care top-box rates.

**Figure 3-7—Providers' Use of Information to Coordinate Patient Care Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Member Empowerment: Talking with You About Taking Care of Your Own Health

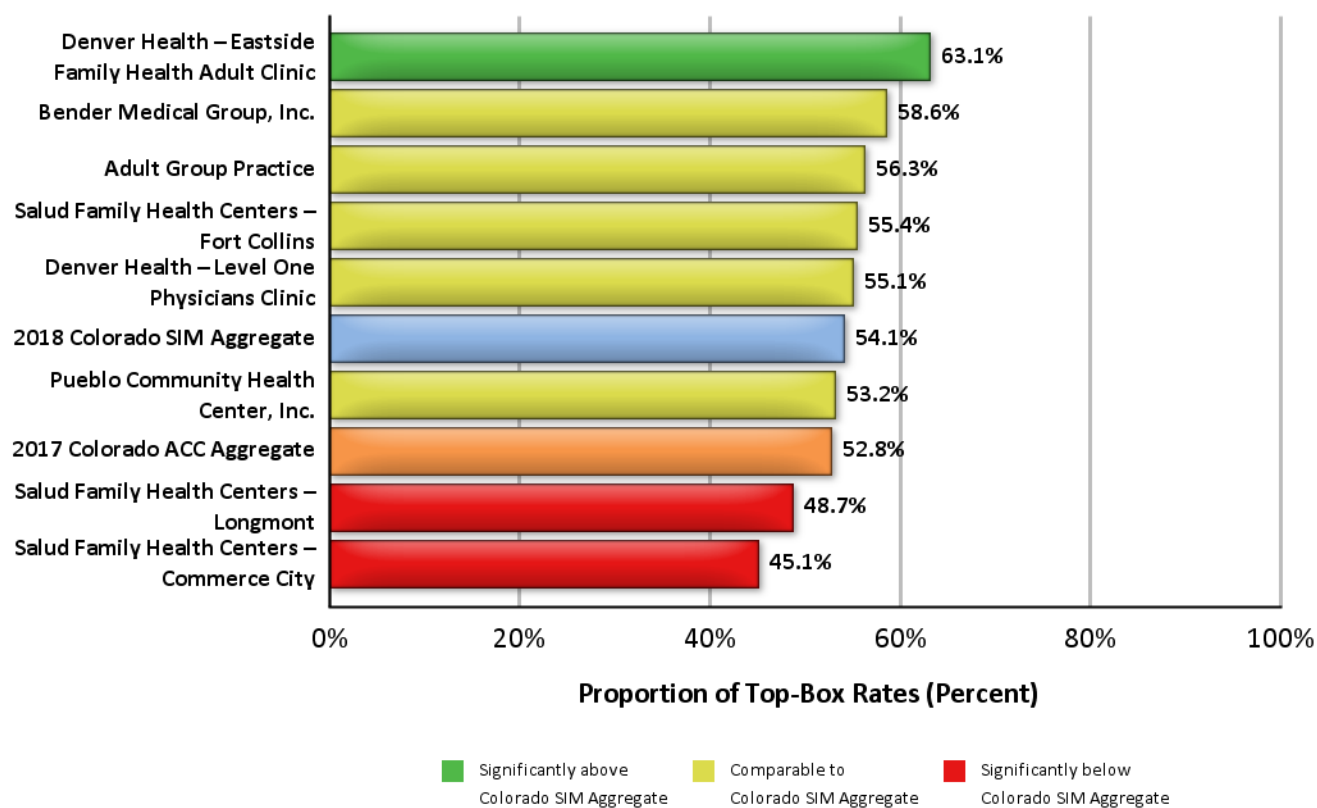
Two questions (Questions 22 and 23 in the adult PCMH Survey) were asked regarding whether someone from the member's provider's office spoke with him or her about taking care of his or her own health:

- **Question 22.** In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?
  - Yes
  - No
- **Question 23.** In the last 6 months, did someone from this provider's office ask you if there are things that make it hard for you to take care of your health?
  - Yes
  - No

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Talking with You About Taking Care of Your Own Health composite measure, which was defined as a response of "Yes."

Figure 3-8 shows the Talking with You About Taking Care of Your Own Health top-box rates.

**Figure 3-8—Talking with You About Taking Care of Your Own Health Top-Box Rates**



## Medical Home: Comprehensiveness

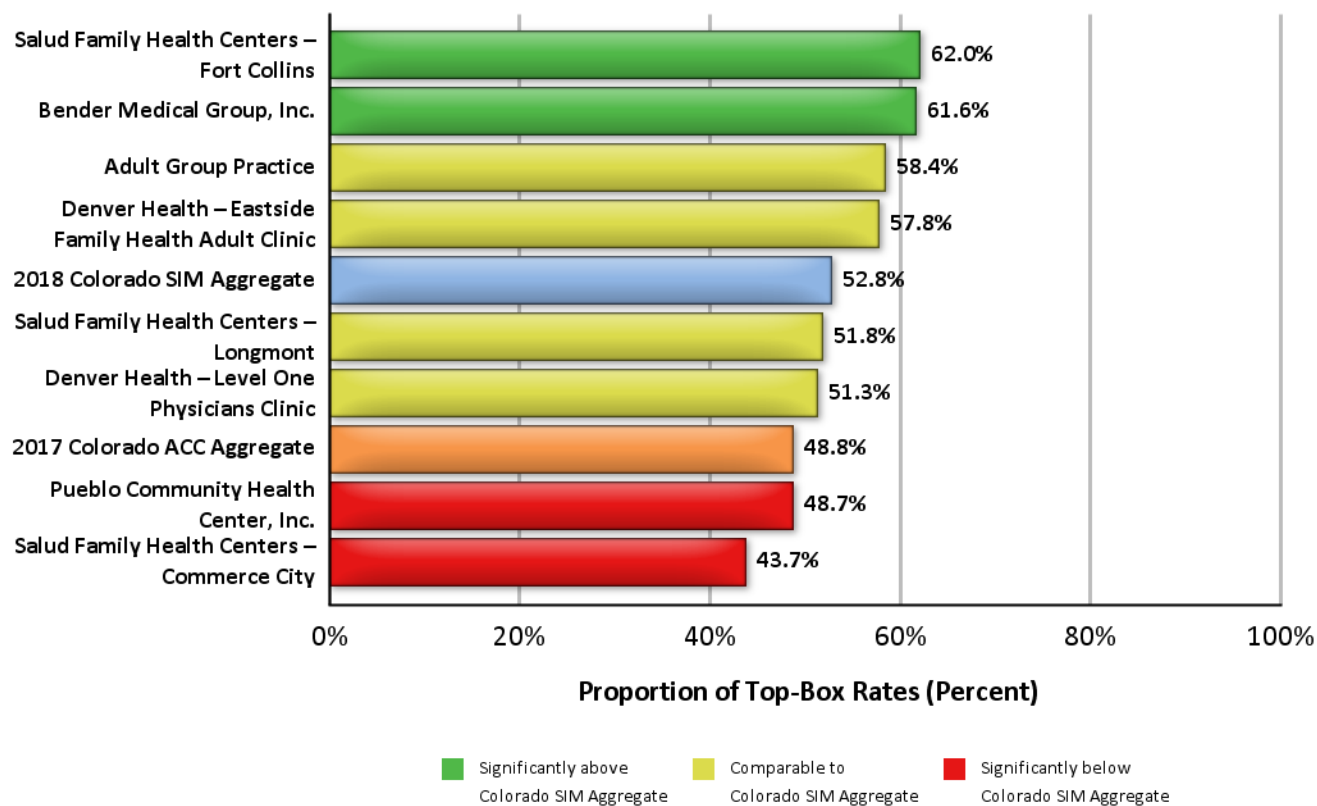
Three questions (Questions 24, 24a, and 24b in the adult PCMH Survey) were asked regarding whether someone from the member's provider's office spoke with him or her about stressors in his or her life; periods when he or she felt depressed; or personal, mental, or emotional problems:

- **Question 24.** In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?
  - Yes
  - No
- **Question 24a.** In the last 6 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?
  - Yes
  - No
- **Question 24b.** In the last 6 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?
  - Yes
  - No

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Comprehensiveness composite measure, which was defined as a response of "Yes."

Figure 3-9 shows the Comprehensiveness top-box rates.

**Figure 3-9—Comprehensiveness Top-Box Rates**



### Provider Customer Service: Helpful, Courteous, and Respectful Office Staff

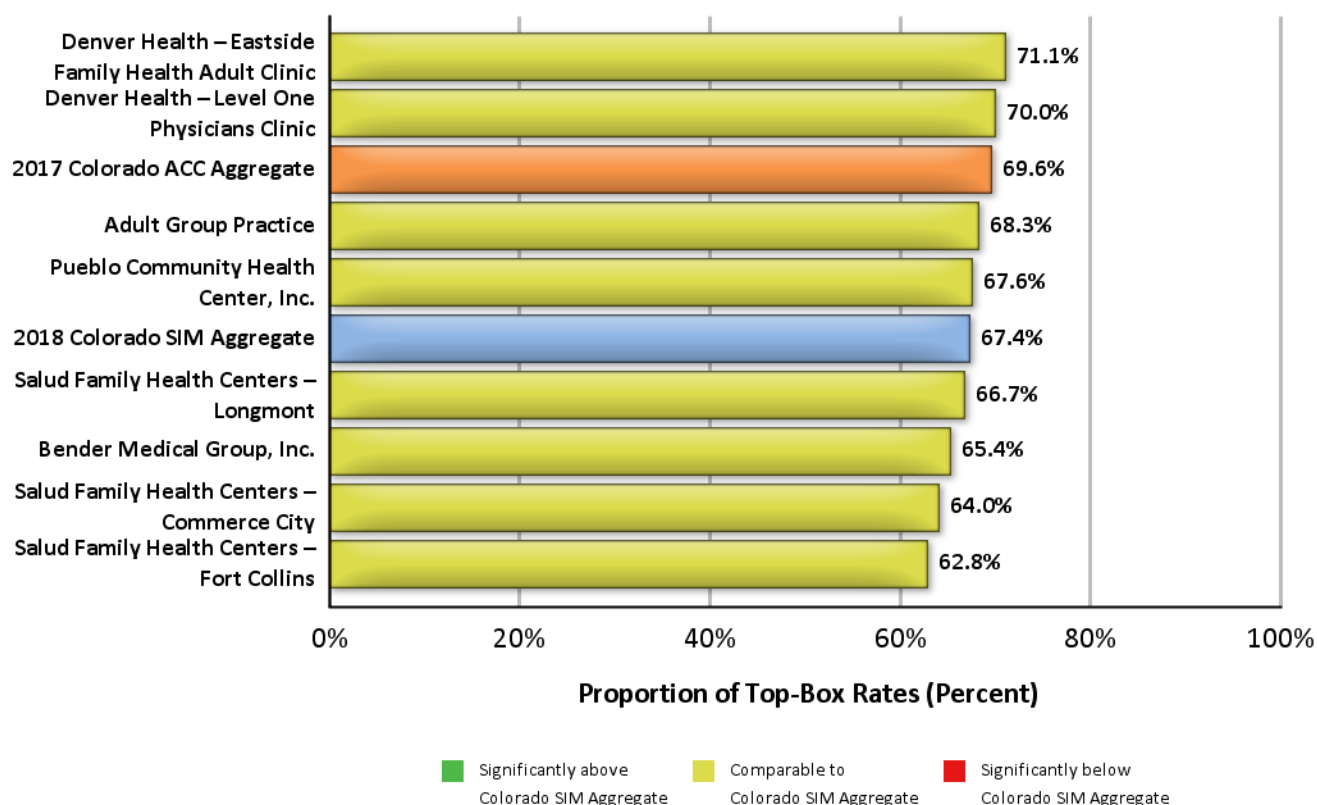
Two questions (Questions 27 and 28 in the adult PCMH Survey) were asked regarding how often clerks or receptionists at the provider's office were helpful and treated members with courtesy and respect:

- **Question 27.** In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 28.** In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Helpful, Courteous, and Respectful Office Staff composite measure, which was defined as a response of "Always."

Figure 3-10 shows the Helpful, Courteous, and Respectful Office Staff top-box rates.

**Figure 3-10—Helpful, Courteous, and Respectful Office Staff Top-Box Rates**



## Health First Colorado Customer Service

Two questions (28d and 28e in the adult PCMH Survey) were asked to assess how often members were satisfied with customer service:

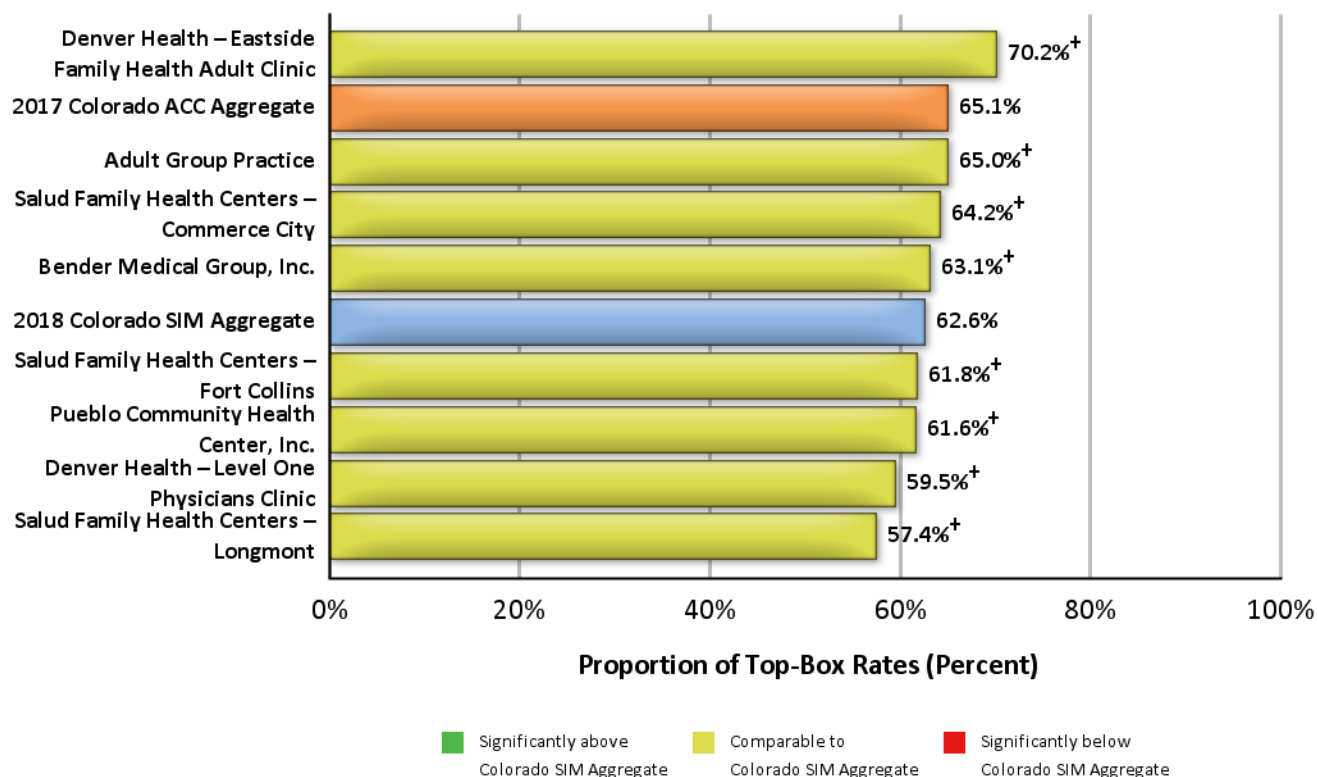
- **Question 28d.** In the last 6 months, how often did Medicaid/Health First Colorado customer service give you the information or help you needed?
  - Never
  - Sometimes
  - Usually
  - Always
- **Question 28e.** In the last 6 months, how often did Medicaid/Health First Colorado customer service staff treat you with courtesy and respect?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Health First Colorado Customer Service composite measure, which was defined as a response of “Always.”



Figure 3-11 shows the Health First Colorado Customer Service top-box rates.

**Figure 3-11—Health First Colorado Customer Service Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## ***Individual Item Measures***

### **Received Care from Provider Office During Evenings, Weekends, or Holidays**

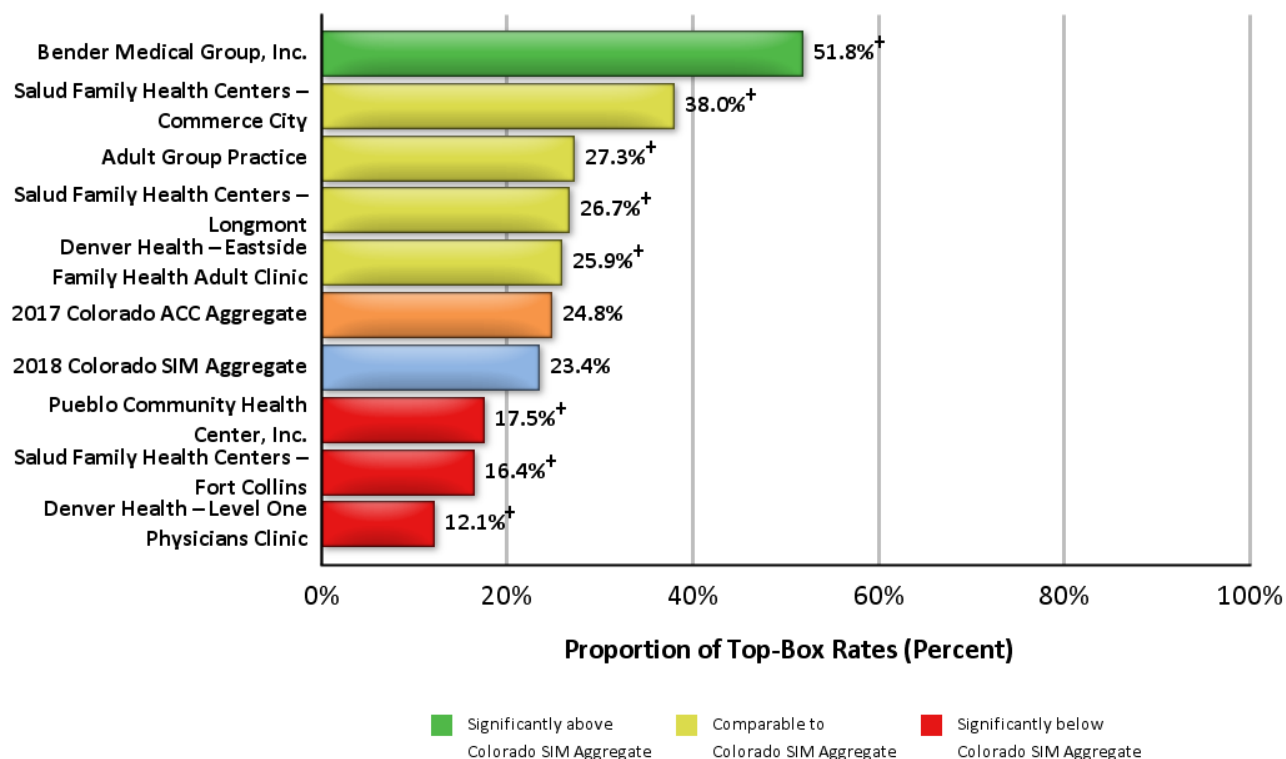
One question (Question 9b in the adult PCMH Survey) was asked to assess how often members were able to receive needed care during evenings, weekends, or holidays:

- **Question 9b.** In the last 6 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Received Care from Provider Office During Evenings, Weekends, or Holidays individual item measure which was defined as a response of "Always."

Figure 3-12 shows the Received Care from Provider Office During Evenings, Weekends, or Holidays top-box rates.

**Figure 3-12—Received Care from Provider Office During Evenings, Weekends, or Holidays Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Reminders about Care from Provider Office

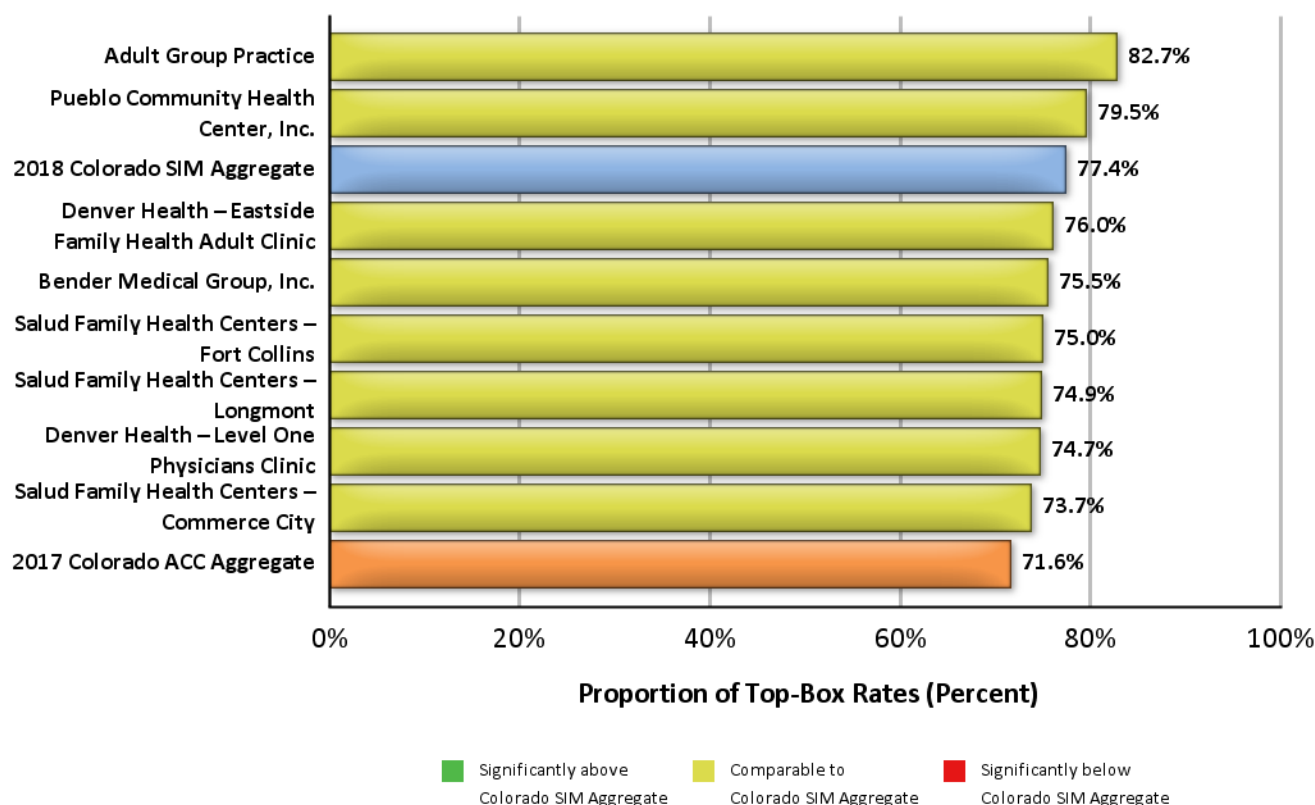
One question (Question 11a in the adult PCMH Survey) was asked to assess whether members had received reminders about their care from their provider's office between visits:

- **Question 11a.** Some offices remind patients between visits about tests, treatment, or appointments. In the last 6 months, did you get any reminders from this provider's office between visits?
  - Yes
  - No

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Reminders about Care from Provider Office individual item measure which was defined as a response of "Yes."

Figure 3-13 shows the Reminders about Care from Provider Office top-box rates.

**Figure 3-13—Reminders about Care from Provider Office Top-Box Rates**



## Saw Provider Within 15 Minutes of Appointment

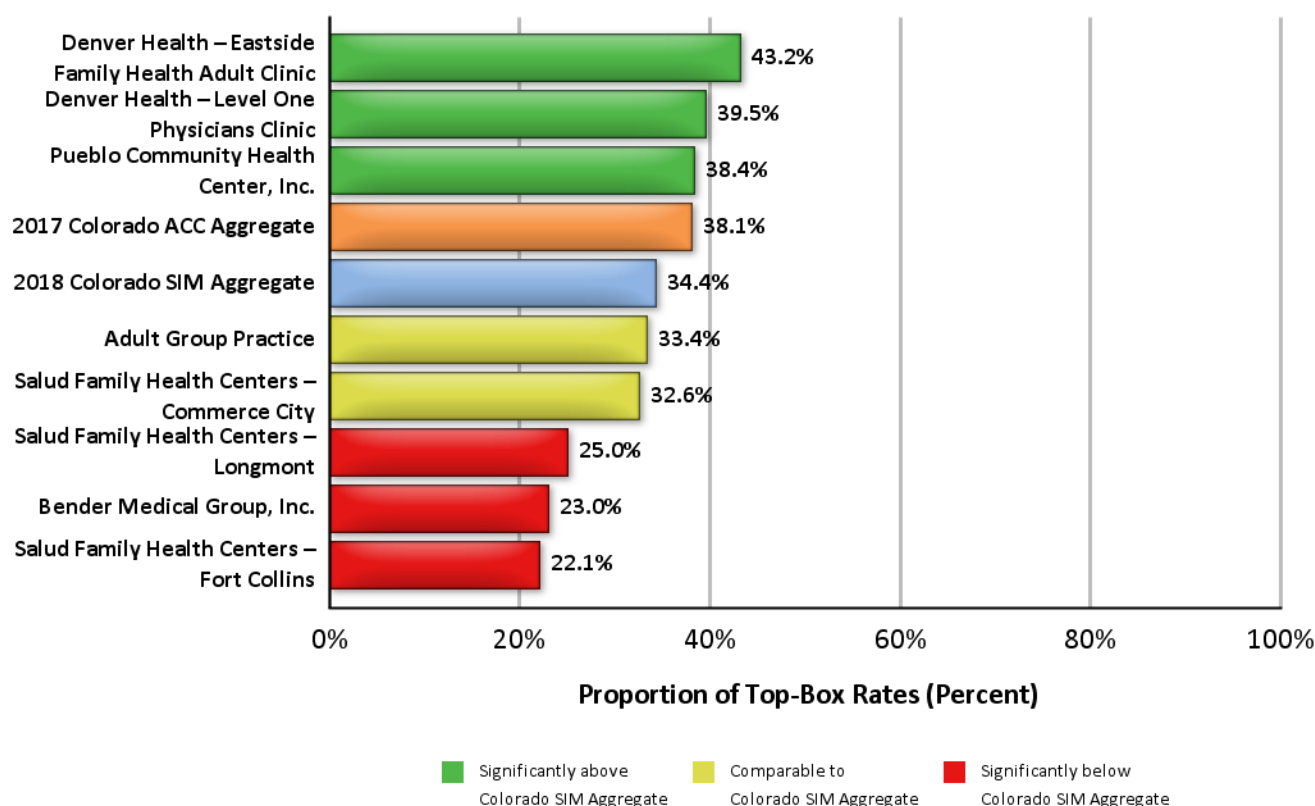
One question (Question 11b in the adult PCMH Survey) was asked to assess how often members saw their provider within 15 minutes of their appointment time:

- **Question 11b.** Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider within 15 minutes of your appointment time?
  - Never
  - Sometimes
  - Usually
  - Always

For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Saw Provider Within 15 Minutes of Appointment individual item measure which was defined as a response of “Always.”

Figure 3-14 shows the Saw Provider Within 15 Minutes of Appointment top-box rates.

**Figure 3-14—Saw Provider Within 15 Minutes of Appointment Top-Box Rates**



## Received Health Care and Mental Health Care at Same Place

One question (Question 30a in the adult PCMH Survey) was asked to assess whether members received health care and mental health care at the same place:

- **Question 30a.** Can you get both your health care and mental health care at the same place?
  - Yes
  - No
  - I do not use mental health care
  - Don't Know

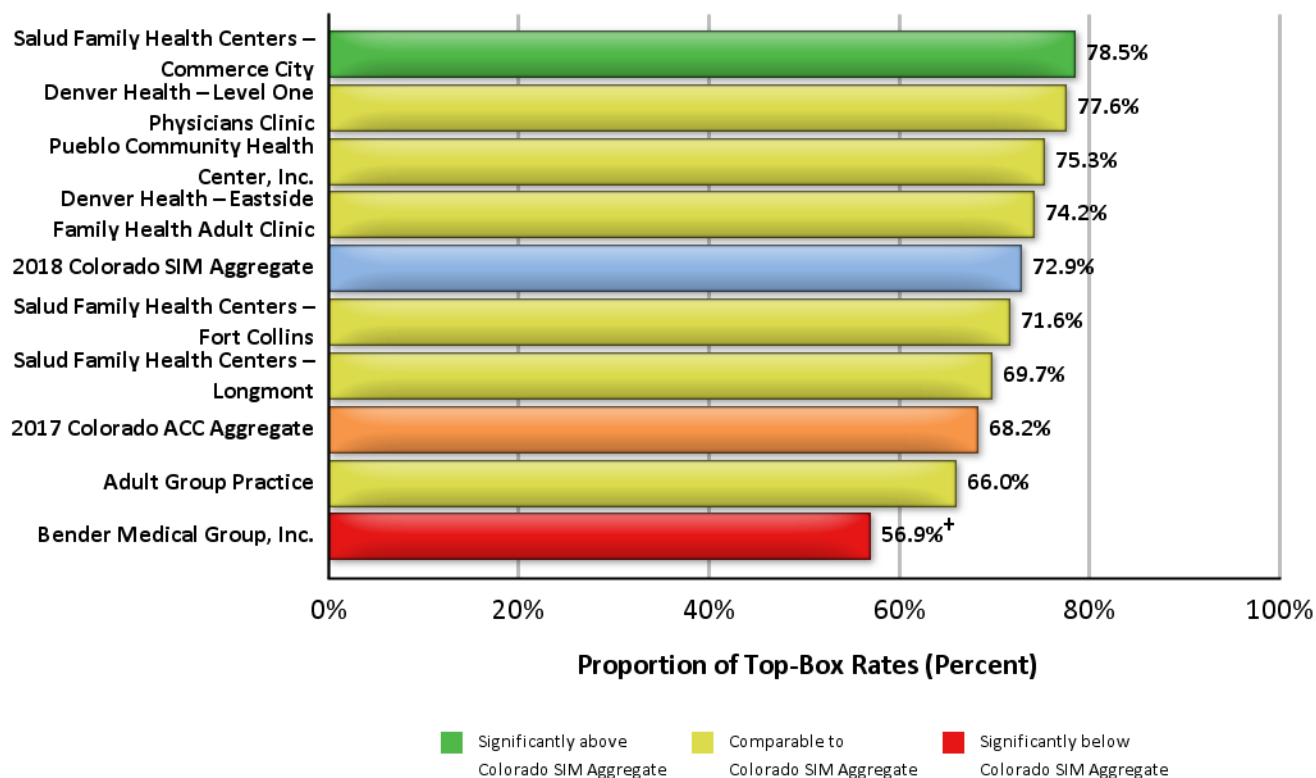
For purposes of the Practice Comparisons analysis, HSAG calculated top-box rates for the Received Health Care and Mental Health Care at Same Place individual item measure which was defined as a response of “Yes.”<sup>3-4</sup>

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<sup>3-4</sup> Respondents that answered “I do not use mental health care” and “Don't Know” were removed from the top-box rate calculation.

Figure 3-15 shows the Received Health Care and Mental Health Care at Same Place top-box rates.

**Figure 3-15—Received Health Care and Mental Health Care at Same Place Top-Box Rates**



+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

## Summary of Practice Comparison Results

### *Global Ratings*

The Practice Comparisons results revealed that none of the global ratings scored statistically significantly different than the adult Colorado SIM Aggregate average.

### *Composite Measures*

The following provides a summary of the Practice Comparisons results that scored statistically significantly different than the adult Colorado SIM Aggregate average for the composite measures.

#### **Statistically Significantly Higher**

- Bender Medical Group, Inc. scored statistically significantly higher than the Colorado SIM Aggregate for the following measures: Getting Timely Appointments, Care, and Information; and Comprehensiveness.
- Denver Health – Eastside Family Health Adult Clinic scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Talking with You About Taking Care of Your Own Health.
- Salud Family Health Centers – Fort Collins scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Comprehensiveness.
- Pueblo Community Health Center, Inc. scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Getting Timely Appointments, Care, and Information.

#### **Statistically Significantly Lower**

- Denver Health – Level One Physicians Clinic scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Getting Timely Appointments, Care, and Information.
- Salud Family Health Centers – Longmont scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Getting Timely Appointments, Care, and Information; and Talking with You About Taking Care of Your Own Health.
- Salud Family Health Centers – Commerce City scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Providers' Use of Information to Coordinate Patient Care; Talking with You About Taking Care of Your Own Health; and Comprehensiveness.
- Pueblo Community Health Center, Inc. scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Comprehensiveness.



## Individual Item Measures

The following provides a summary of the Practice Comparisons results that scored statistically significantly different than the adult Colorado SIM Aggregate average for the individual item measures.

### Statistically Significantly Higher

- Bender Medical Group, Inc. scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Received Care from Provider Office During Evenings, Weekends, or Holidays.
- Denver Health – Eastside Family Health Adult Clinic scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Saw Provider Within 15 Minutes of Appointment.
- Denver Health – Level One Physicians Clinic scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Saw Provider Within 15 Minutes of Appointment.
- Salud Family Health Centers – Commerce City scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Received Health Care and Mental Health Care at Same Place.
- Pueblo Community Health Center, Inc. scored statistically significantly higher than the Colorado SIM Aggregate for the following measure: Saw Provider Within 15 Minutes of Appointment.

### Statistically Significantly Lower

- Bender Medical Group, Inc. scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Saw Provider Within 15 Minutes of Appointment; and Received Health Care and Mental Health Care at Same Place.
- Denver Health – Level One Physicians Clinic scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Received Care from Provider Office During Evenings, Weekends, or Holidays.
- Salud Family Health Centers – Fort Collins scored statistically significantly lower than the Colorado SIM Aggregate for the following measures: Received Care from Provider Office During Evenings, Weekends, or Holidays; and Saw Provider Within 15 Minutes of Appointment.
- Salud Family Health Centers – Longmont scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Saw Provider Within 15 Minutes of Appointment.
- Pueblo Community Health Center, Inc. scored statistically significantly lower than the Colorado SIM Aggregate for the following measure: Received Care from Provider Office During Evenings, Weekends, or Holidays.

## Stratification of Results

HSAG stratified results for several questions in the adult PCMH Survey by three global ratings, as appropriate. Responses for these questions were stratified into the following response categories: Dissatisfied (0 to 6), Neutral (7 to 8), and Satisfied (9 to 10). HSAG calculated the percentage of respondents that fell into each response category, and the tables below present the number and percentage of responses for the survey questions at the statewide level (i.e., adult Colorado SIM Aggregate).

### Rating of Provider

Table 3-8 through Table 3-12 display the responses for the survey questions stratified by the Rating of Provider global rating response categories for the adult Colorado SIM Aggregate.

Question 3 in the adult PCMH Survey asked how long the member had been going to the provider.

**Table 3-8—Length of Time Going to Provider**

| Length of Time Going to Provider (Q3)<br>Responses                    | Rating of Provider (Q19) |       |                  |       |                     |       |
|---|--------------------------|-------|------------------|-------|---------------------|-------|
|   | Dissatisfied<br>(0-6)    |       | Neutral<br>(7-8) |       | Satisfied<br>(9-10) |       |
|   | N                        | %     | N                | %     | N                   | %     |
| Less Than 6 Months  | 15                       | 14.0% | 21               | 19.6% | 71                  | 66.4% |
| At Least 6 Months but Less Than 1 Year                                | 20                       | 14.8% | 35               | 25.9% | 80                  | 59.3% |
| At least 1 Year but Less Than 3 Years                                 | 35                       | 9.7%  | 90               | 25.1% | 234                 | 65.2% |
| At Least 3 Years but Less Than 5 Years                                | 32                       | 9.6%  | 76               | 22.7% | 227                 | 67.8% |
| 5 Years or More   | 38                       | 6.6%  | 130              | 22.4% | 412                 | 71.0% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                          |       |                  |       |                     |       |

Question 6a in the adult PCMH Survey asked how many days the member had to wait for an appointment when they needed care right away.

**Table 3-9—Number of Days Waited for Appointment**

| Number of Days Waited for Appointment (Q6a) Responses          | Rating of Provider (Q19) |       |               |       |                  |       |
|--|--------------------------|-------|---------------|-------|------------------|-------|
|  | Dissatisfied (0-6)       |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|  | N                        | %     | N             | %     | N                | %     |
| Same Day   | 11                       | 5.4%  | 30            | 14.9% | 161              | 79.7% |
| 1 Day  | 7                        | 5.5%  | 21            | 16.5% | 99               | 78.0% |
| 2 to 3 Days  | 10                       | 5.4%  | 50            | 27.2% | 124              | 67.4% |
| 4 to 7 Days  | 19                       | 14.7% | 40            | 31.0% | 70               | 54.3% |
| More Than 7 Days   | 35                       | 23.2% | 34            | 22.5% | 82               | 54.3% |
| Please note: Percentages may not total 100.0% due to rounding. |                          |       |               |       |                  |       |

Question 11a in the adult PCMH Survey asked whether the members received reminders about their care from their provider's office between visits.

**Table 3-10—Reminders about Care from Provider Office**

| Reminders about Care from Provider Office (Q11a) Responses     | Rating of Provider (Q19) |       |               |       |                  |       |
|--|--------------------------|-------|---------------|-------|------------------|-------|
|  | Dissatisfied (0-6)       |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|  | N                        | %     | N             | %     | N                | %     |
| Yes  | 75                       | 6.4%  | 257           | 21.9% | 843              | 71.7% |
| No   | 68                       | 19.9% | 93            | 27.2% | 181              | 52.9% |
| Please note: Percentages may not total 100.0% due to rounding. |                          |       |               |       |                  |       |

Question 11b in the adult PCMH Survey asked members how often they saw their provider within 15 minutes of the appointment time.

**Table 3-11—Saw Provider Within 15 Minutes of Appointment**

| Saw Provider Within 15 Minutes of Appointment (Q11b) Responses        | Rating of Provider (Q19) |       |               |       |                  |       |
|---|--------------------------|-------|---------------|-------|------------------|-------|
|   | Dissatisfied (0-6)       |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|   | N                        | %     | N             | %     | N                | %     |
| <b>Never</b>  | 50                       | 25.5% | 60            | 30.6% | 86               | 43.9% |
| <b>Sometimes</b>  | 48                       | 14.5% | 99            | 29.9% | 184              | 55.6% |
| <b>Usually</b>  | 27                       | 5.6%  | 127           | 26.1% | 332              | 68.3% |
| <b>Always</b>   | 17                       | 3.4%  | 65            | 12.9% | 422              | 83.7% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                          |       |               |       |                  |       |

Two questions in the adult PCMH Survey asked members to assess his or her overall health. Question 29 asked members to rate his or her overall health. Question 30 asked members to rate his or her overall mental or emotional health.

**Table 3-12—Physical Health Status and Mental Health Status**

| Questions   | Responses                  | Rating of Provider (Q19) |       |               |       |                  |       |
|---|----------------------------|--------------------------|-------|---------------|-------|------------------|-------|
|   |                            | Dissatisfied (0-6)       |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|   |                            | N                        | %     | N             | %     | N                | %     |
| <b>Physical Health Status (Q29)</b>                                   | <b>Excellent/Very Good</b> | 22                       | 6.1%  | 70            | 19.4% | 268              | 74.4% |
|   | <b>Good</b>                | 43                       | 8.6%  | 124           | 24.8% | 333              | 66.6% |
|   | <b>Fair/Poor</b>           | 74                       | 11.6% | 148           | 23.2% | 415              | 65.1% |
| <b>Mental Health Status (Q30)</b>                                     | <b>Excellent/Very Good</b> | 27                       | 5.6%  | 100           | 20.6% | 358              | 73.8% |
|   | <b>Good</b>                | 49                       | 10.1% | 107           | 22.1% | 328              | 67.8% |
|   | <b>Fair/Poor</b>           | 63                       | 11.8% | 132           | 24.8% | 338              | 63.4% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                            |                          |       |               |       |                  |       |

## Rating of Specialist Seen Most Often

Table 3-13 displays the responses for the survey questions stratified by the Rating of Specialist Seen Most Often global rating response categories for the adult Colorado SIM Aggregate.

Two questions in the adult PCMH Survey asked members to assess his or her overall health. Question 29 asked members to rate his or her overall health. Question 30 asked members to rate his or her overall mental or emotional health.

**Table 3-13—Physical Health Status and Mental Health Status**

| Questions  | Responses           | Rating of Specialist Seen Most Often (Q20a) |       |               |       |                  |       |
|--|---------------------|---|-------|---------------|-------|------------------|-------|
|  |                     | Dissatisfied (0-6)                          |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|  |                     | N   | %     | N             | %     | N                | %     |
| Physical Health Status (Q29)                                   | Excellent/Very Good | 14  | 8.9%  | 27            | 17.2% | 116              | 73.9% |
|  | Good                | 17  | 6.7%  | 65            | 25.7% | 171              | 67.6% |
|  | Fair/Poor           | 47  | 12.2% | 89            | 23.1% | 249              | 64.7% |
| Mental Health Status (Q30)                                     | Excellent/Very Good | 12  | 5.4%  | 48            | 21.4% | 164              | 73.2% |
|  | Good                | 24  | 9.5%  | 55            | 21.7% | 174              | 68.8% |
|  | Fair/Poor           | 43  | 13.3% | 75            | 23.2% | 205              | 63.5% |
| Please note: Percentages may not total 100.0% due to rounding. |                     |   |       |               |       |                  |       |

## Rating of All Health Care

Table 3-14 and Table 3-15 display the responses for the survey questions stratified by the Rating of All Health Care global rating response categories for the adult Colorado SIM Aggregate.

Question 29a in the adult PCMH Survey asked if members had a physical or medical condition that interfered with their day-to-day activities.

**Table 3-14—Condition that Interferes with Day-to-Day Activities**

| Condition that Interferes with Day-to-Day Activities (Q29a) Responses | Rating of All Health Care (Q26a) |       |               |       |                  |       |
|---|----------------------------------|-------|---------------|-------|------------------|-------|
|   | Dissatisfied (0-6)               |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|   | N                                | %     | N             | %     | N                | %     |
| <b>Yes</b>  | 120                              | 13.3% | 201           | 22.4% | 578              | 64.3% |
| <b>No</b>   | 61                               | 10.3% | 146           | 24.7% | 385              | 65.0% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                                  |       |               |       |                  |       |

Two questions in the adult PCMH Survey asked members to assess his or her overall health. Question 29 asked members to rate his or her overall health. Question 30 asked members to rate his or her overall mental or emotional health.

**Table 3-15—Physical Health Status and Mental Health Status**

| Questions   | Responses                  | Rating of All Health Care (Q26a) |       |               |       |                  |       |
|---|----------------------------|----------------------------------|-------|---------------|-------|------------------|-------|
|   |                            | Dissatisfied (0-6)               |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|   |                            | N                                | %     | N             | %     | N                | %     |
| <b>Physical Health Status (Q29)</b>                                   | <b>Excellent/Very Good</b> | 21                               | 5.8%  | 71            | 19.8% | 267              | 74.4% |
|   | <b>Good</b>                | 55                               | 11.0% | 122           | 24.3% | 325              | 64.7% |
|   | <b>Fair/Poor</b>           | 105                              | 16.5% | 155           | 24.3% | 378              | 59.2% |
| <b>Mental Health Status (Q30)</b>                                     | <b>Excellent/Very Good</b> | 33                               | 6.8%  | 104           | 21.5% | 346              | 71.6% |
|   | <b>Good</b>                | 57                               | 11.7% | 117           | 24.1% | 312              | 64.2% |
|   | <b>Fair/Poor</b>           | 92                               | 17.2% | 125           | 23.3% | 319              | 59.5% |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i> |                            |                                  |       |               |       |                  |       |

## Rating of Health Plan

Table 3-16 displays the responses for the survey questions stratified by the Rating of Health Plan global rating response options for the adult Colorado SIM Aggregate.

Two questions in the adult PCMH Survey asked members to assess his or her overall health. Question 29 asked members to rate his or her overall health. Question 30 asked members to rate his or her overall mental or emotional health.

**Table 3-16—Physical Health Status and Mental Health Status**

| Questions  | Responses           | Rating of Health Plan (Q28f) |       |               |       |                  |       |
|--|---------------------|------------------------------|-------|---------------|-------|------------------|-------|
|  |                     | Dissatisfied (0-6)           |       | Neutral (7-8) |       | Satisfied (9-10) |       |
|  |                     | N                            | %     | N             | %     | N                | %     |
| Physical Health Status (Q29)                                   | Excellent/Very Good | 40                           | 9.3%  | 81            | 18.9% | 308              | 71.8% |
|  | Good                | 74                           | 12.7% | 172           | 29.6% | 335              | 57.7% |
|  | Fair/Poor           | 119                          | 16.6% | 177           | 24.7% | 420              | 58.7% |
| Mental Health Status (Q30)                                     | Excellent/Very Good | 51                           | 9.2%  | 113           | 20.4% | 391              | 70.5% |
|  | Good                | 74                           | 13.2% | 153           | 27.4% | 332              | 59.4% |
|  | Fair/Poor           | 105                          | 17.2% | 165           | 27.0% | 342              | 55.9% |
| Please note: Percentages may not total 100.0% due to rounding. |                     |                              |       |               |       |                  |       |

## Other Survey Question

Table 3-17 displays the responses for the Reason Not Able to Get Care survey question for the adult Colorado SIM Aggregate.

Question 21b in the adult PCMH Survey asked about the main reason the member could not get the medical care, tests, or treatments when they or a doctor believed it was necessary.

**Table 3-17—Reason Not Able to Get Care<sup>3-5</sup>**

| Reponses   | N          | %             |
|--|------------|---------------|
| Don't like going to the doctor   | 1          | 0.6%          |
| Didn't know where to go to get care  | 4          | 2.3%          |
| No qualified specialist in my area   | 7          | 4.0%          |
| Couldn't take time off work or get child care/Hours of operation of provider | 8          | 4.6%          |
| Provider refused to accept Medicaid  | 9          | 5.2%          |
| Couldn't get transportation to provider's office                             | 13         | 7.5%          |
| Could not get an appointment/provider not taking new patients                | 14         | 8.1%          |
| The wait took too long   | 17         | 9.8%          |
| Medicaid wouldn't approve, cover, or pay for care                            | 39         | 22.5%         |
| Other  | 61         | 35.3%         |
| <b>Total</b>   | <b>173</b> | <b>100.0%</b> |
| <i>Please note: Percentages may not total 100.0% due to rounding.</i>        |            |               |

<sup>3-5</sup> Respondents had the option to mark “Other” as a response to this survey question. The “Other” category is not defined or specified in the survey questionnaire.



## 4. Conclusions, Recommendations, and Opportunities for Improvement

### General Conclusions

HSAG observed that reminders from a provider's office between visits, timely access to appointments, and better self-reported health status correlated to higher ratings of the provider. In addition, the fewer days that members had to wait for an appointment and the more often providers were able to see members within 15 minutes of the appointment times, the higher members rated their provider.

Moreover, the better members perceived their physical and mental health (i.e., self-reported health status of Excellent or Very Good), the higher members rated their provider, specialist, and health care. Members who self-reported their health status as Fair or Poor tended to down-rate their provider, health care, and health plan. While this result may seem rational and predictable, practices should be aware that individuals with poor health who may need the most care and services are less satisfied with their providers and the health system.

### Conclusions and Recommendations Based on Results

HSAG evaluated the Rating of Provider, Rating of All Health Care, and Rating of Health Plan global ratings to determine if particular CAHPS items (i.e., questions) were strongly correlated with one or more of these measures. These individual CAHPS items, which HSAG refers to as "key drivers," may be driving low levels of satisfaction with each of the three measures.<sup>4-1</sup> The key drivers HSAG identified across both the child and adult populations include the following, which may indicate specific areas for improvement in access to care, timeliness, and communication:

- *Rating of Provider and Rating of All Health Care global ratings (child and adult), and Rating of Health Plan (adult):* Respondents reported that when they contacted their provider's office during regular office hours, they did not receive an answer to their medical question within the same day. This indicates an opportunity for improvement in communication skills and timely access to care for the Colorado SIM practices.
- *Rating of Provider and Rating of All Health Care global ratings (child):* Respondents reported that when their provider ordered a blood test, x-ray, or other test, no one from their provider's office followed up to give them the results. This indicates an opportunity for improvement in communication skills for the child Colorado SIM practices.

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<sup>4-1</sup> The child survey did not include questions about parents'/caretakers' experience with their child's health plan; therefore, the key drivers of low satisfaction analysis was performed on the Rating of Health Plan global rating for the adult population only.

- *Rating of All Health Care global rating (child):* Respondents reported that clerks and receptionists at their child's provider's office were not as helpful as they thought they should be. This indicates an opportunity for improvement in communication skills for the child Colorado SIM practices.
- *Rating of All Health Care global rating (child):* Respondents reported that their child's provider did not always seem informed and up-to-date about the care their child received from specialists. Also, respondents reported that their child's provider did not seem to know important information about their child's medical history. This indicates an opportunity for improvement in coordination of care for the child Colorado SIM practices.
- *Rating of All Health Care global rating (adult):* Respondents reported that they were not able to get the care they needed from their provider's office during evenings, weekends, or holidays. Also, respondents reported that when they needed care right away, they did not obtain an appointment with their provider as soon as they thought they needed. These indicate an opportunity for improvement in access and timely access to care for the adult Colorado SIM practices.
- *Rating of All Health Care global rating (adult):* Respondents reported that they had not spoken with anyone from their provider's office about prescription medicines they were taking. Also, Respondents reported that information in written materials or on the Internet about how the Medicaid/Health First Colorado program works did not provide them with the information they needed. This indicates an opportunity for improvement in communication skills and access to information for the adult Colorado SIM practices.

HSAG presents general recommendations based on the findings that were identified in the key drivers' analysis and practice comparisons where the Colorado SIM Aggregate scored the lowest across both the child and adult populations. Each plan should evaluate these recommendations of best practices and other proven strategies in the context of its own operational and quality improvement activities. For additional information, please refer to the quality improvement references beginning on page 5-12.

## Access to Care

Approximately 43 percent of parents or caretakers of child members and 23 percent of adult respondents reported that they were able to get the care they needed from their provider's office during evenings, weekends, or holidays. HSAG recommends that providers consider working with other practices in the area to collaborate on providing and covering extended hours of operation if the individual provider is solely unable to do so. SIM practices should also ensure their members have information about the provider's recommended urgent care centers in the area, including hours of operation, as well as telephone numbers for nurse advice lines.

## Timeliness of Care

Approximately 36 percent of parents or caretakers of child members and 34 percent of adult respondents reported that they saw their provider within 15 minutes of the appointment time. In addition, the findings show that respondents reported that when they needed care right away, they did not obtain an appointment with their provider as soon as they thought they needed. Being able to gain timely access to

a provider after the assigned appointment time may be an indication of overall scheduling system problems. HSAG recommends that SIM practices review scheduling procedures to analyze reasons for delays in serving members relative to their appointment time, time frames associated with Medicaid members obtaining appointments, determine the factors that may contribute to members' perceptions that they need an appointment sooner than they received, and revise internal scheduling mechanisms and procedures accordingly. SIM practices might consider integrating a query of each member's perception of their provider's earnestness to provide care when they call for an appointment. Practice transformation teams work closely with SIM practices throughout the state to identify opportunities for improved operational efficiencies. Practice transformation teams may be able to assist SIM practices with designing processes to improve timely scheduling.

## Communication

HSAG observed that the Colorado SIM Aggregate scored lower on measures relating to the provider discussing emotional, wellness, and developmental issues with parents or caretakers of child members and/or adult members. Approximately 68 percent of parents or caretakers reported that the provider spoke with them about their child's physical and emotional development. Approximately 63 percent of parents or caretakers reported that the provider spoke with them about their child's lifestyle and healthy practices (i.e., food and exercise). Also, approximately 53 percent of adult respondents reported that the provider spoke with them about stressors in their life; periods when they have felt depressed; or personal, mental, or emotional problems. Approximately 54 percent of adult respondents reported that the provider spoke with them about taking care of their own health. HSAG acknowledges that there may be many factors that determine the need or appropriateness of discussing with a member/parent or caretaker these type of issues, such as the frequency of appointments with the member or the type of appointment/circumstances of a provider visit. HSAG recommends that each practice assess and establish its own internal best practice expectations/benchmarks of practice performance in the areas that measure providers discussing emotional, wellness, and developmental issues with adults and/or parents or caretakers of child members and develop monitoring mechanisms to evaluate these measures in an ongoing manner.

Also, respondents reported that when they contacted their provider's office during regular office hours, they did not receive an answer to their medical question within the same day. Also, respondents reported that when their provider ordered a blood test, x-ray, or other test, no one from their provider's office followed up to give them the results. Medical questions and test results should always require a follow-up response from the provider. HSAG recommends that SIM practices develop an internal communication plan or procedure to address mechanisms and responsibilities for timely staff follow-up with members regarding results of tests and medical questions. Mechanisms for communication might include the member's preference of phone calls, mailings, or secure electronic communications. HSAG cautions that secure member portals may not be readily accessible by some Medicaid members, and should not be assumed a consistently reliable method of communicating with members.

The findings show that respondents reported that they had not spoken with someone from their provider's office about prescription medicines they were taking. Whether a well-visit or treatment visit, providers should consider these contacts with a member as an opportunity to review the member's

prescription medications. SIM practices might consider electronic health record reminders to review and discuss all prescriptions with the member, and to reconcile, as indicated, the member's prescriptions.

The findings show that respondents reported their child's provider did not always seem well informed about care received from specialists and did not seem to know important information about their child's medical history. SIM practices should develop internal procedures for obtaining regular feedback from specialists regarding, not only consultations, but ongoing care by specialists. In addition, SIM practices might work directly with their "preferred referral relationships" with specialists on procedures to regularly share member information.

## Challenges and Potential Opportunities for Improvement

Since this was a preliminary evaluation of the SIM practices using the PCMH Survey, the results presented in this report are a baseline assessment of member satisfaction; therefore, HSAG does not have comparative data to trend the results of the survey. In addition, the National Committee for Quality Assurance (NCQA) and the Agency for Healthcare Research and Quality (AHRQ) have not released national benchmarking data for the PCMH Survey. Nevertheless, the results indicate actionable opportunities for improvement in select provider practices and in the continued administration of the CAHPS PCMH Surveys.

- The Department could document the number of providers that are contracted with a practice, appropriate sample sizes within each SIM practice can be determined. Meeting the targeted sample size is important to yield enough completed responses to produce reliable results.
- The Department should involve and educate the SIM practices in the process for pulling their sample frame files.
- The Department should consider the time lag of the project from sample frame creation to survey administration to the submission of the final report.
- As there are no established thresholds for performance in the PCMH measures, the Department and individual practices, could consider establishing thresholds of performance to drive reasonable expectations for SIM practice improvement. Due to variations in populations and resources among regions, HSAG recommends that either the individual practices or that the Department establish these thresholds based on regional characteristics. At a minimum, practices should consider establishing performance goals for indicators with notably lower rates, with particular attention to the key drivers of member satisfaction. In addition, opportunities may exist for those practices with statistically significantly higher ratings sharing "best practices" among those practices with statistically significantly lower ratings of the same measures.
- If the Department administer the modified version of the Child and Adult CG-CAHPS Survey 3.0 featuring selected items from the PCMH Item Set 3.0 and CG-CAHPS 2.0 Survey to the same set of provider practices (i.e., the SIM Practices), a trend evaluation of the child and adult data could be performed.

## 5. Reader's Guide

This section provides a comprehensive overview of the PCMH Survey, including PCMH Survey administration protocol and analytic methodology. It is designed to provide supplemental information to the reader that may aid in the interpretation and use of the PCMH Survey results presented in this report.

### Survey Administration

#### *Survey Overview*

The CG-CAHPS Surveys were first developed in 1999 through a collaboration between the CAHPS Consortium and the Pacific Business Group on Health, whose Consumer Assessment Survey known as the CAHPS Group Practices Survey established a model for surveys that would assess members' experiences with medical groups and clinicians. In 2004, AHRQ issued a notice in the Federal Register inviting organizations to test a draft Clinician & Group Survey (CG-Survey). Several organizations participated in the testing of the CG-Survey from 2004 to 2006, and the AHRQ CAHPS team analyzed these survey data. In 2007, AHRQ released the first CG-CAHPS Survey for adults and children. Since that time, the survey has been revised to meet the diverse needs of users. In 2009, the CAHPS team began the development of the PCMH Item Set to improve the usefulness of the CG-CAHPS Survey. The process of developing and testing the PCMH Item Set featured multiple steps including: literature reviews, technical expert panels, stakeholder inputs, focus groups, cognitive testing, field testing, and psychometric analyses. The PCMH Item Set was publicly released in 2011. In an effort to maximize the reliability of reporting measures, AHRQ issued a call for public comment on proposed changes to the CG-CAHPS Survey in 2015. Based on the feedback received and subsequent analyses of multiple data sets, the CAHPS Consortium recommended changes into Version 3.0 of the survey.

The Department selected modified versions of the Adult and Child CG-CAHPS Surveys, Version 3.0, featuring selected items from the PCMH Item Set 3.0 and CG-CAHPS 2.0 Survey. Table 5-1 and Table 5-2 list the global rating, composite measures, individual item measures, and additional survey questions included in the modified child and adult PCMH Surveys that were administered to Colorado SIM practice members. The global measures (also referred to as global ratings) reflect overall satisfaction with providers, specialists, health care, and the health plan (adult survey only). The composite measures are sets of questions grouped together to address different aspects of care (e.g., "Getting Timely Appointments, Care and Information" or "How Well Providers Communicate with Patients"). The individual item measures are individual questions that look at a specific area of care (e.g., "Received Care During Evenings, Weekends, or Holidays" and "Saw Provider Within 15 Minutes of Appointment"). The additional questions were selected by the Department for inclusion in the PCMH survey or are part of the PCMH survey to evaluate members' access to care and overall health (e.g., "Number of Days Waited for Appointment" and "Physical Health Status").

**Table 5-1—Child PCMH Survey Measures and Additional Survey Questions**

| Global Rating                               | Composite Measures   | Individual Item Measures  | Additional Survey Questions   |
|---|--|---|---|
| Rating of Provider (Q26)                    | Getting Timely Appointments, Care, and Information (Q13, Q15, and Q18)             | Received Information on Evening, Weekend, or Holiday Care for Child (Q16) | Length of Time Going to Child's Provider (Q3)                       |
| Rating of Specialist Seen Most Often (Q27a) | How Well Providers Communicate with Child (Q8 and Q9)                              | Child Received Care During Evenings, Weekends, or Holidays (Q16b)         | Number of Days Waited for Appointment (Q13a)                        |
| Rating of All Health Care (Q35c)            | How Well Providers Communicate with Parents or Caretakers (Q19, Q20, Q22, and Q23) | Reminders about Child's Care from Provider Office (Q18a)                  | Reason Not Able to Get Care for Child (Q28b)                        |
|   | Providers' Use of Information to Coordinate Patient Care (Q21 and Q25)             | Saw Provider Within 15 Minutes of Appointment (Q18b)                      | Physical Health Status (Q38)  |
|   | Comprehensiveness: Child Development (Q29, Q30, Q31, Q35, and Q35a)                |   | Condition that Interferes with Child's Day-to-Day Activities (Q38a) |
|   | Comprehensiveness: Child Safety and Healthy Lifestyles (Q32, Q33, Q34, and Q35b)   |   | Mental Health Status (Q39)  |
|   | Helpful, Courteous, and Respectful Office Staff (Q36 and Q37)                      |   |   |



**Table 5-2—Adult PCMH Survey Measures and Additional Survey Questions**

| Global Rating                               | Composite Measures   | Individual Item Measures   | Additional Survey Questions                                 |
|---|--|--|---|
| Rating of Provider (Q19)                    | Getting Timely Appointments, Care, and Information (Q6, Q8, and Q11)         | Received Care During Evenings, Weekends, or Holidays (Q9b)       | Length of Time Going to Provider (Q3)                       |
| Rating of Specialist Seen Most Often (Q20a) | How Well Providers Communicate with Patients (Q12, Q13, Q15, and Q16)        | Reminder about Care from Provider Office (Q11a)                  | Number of Days Waited for Appointment (Q6a)                 |
| Rating of All Health Care (Q26a)            | Providers' Use of Information to Coordinate Patient Care (Q14, Q18, and Q26) | Saw Provider Within 15 Minutes of Appointment (Q11b)             | Reason Not Able to Get Care (Q21b)                          |
| Rating of Health Plan (Q28f)                | Talking with You About Taking Care of Your Own Health (Q22 and Q23)          | Received Health Care and Mental Health Care at Same Place (Q30a) | Physical Health Status (Q29)                                |
|   | Comprehensiveness (Q24, Q24a, and Q24b)                                      |  | Condition that Interferes with Day-to-Day Activities (Q29a) |
|   | Helpful, Courteous, and Respectful Office Staff (Q27 and Q28)                |  | Mental Health Status (Q30)                                  |
|   | Customer Service (Q28d and Q28e)   |  |   |

## ***Sampling Procedures***

Members eligible for sampling included those who were identified as having at least one visit with one of the SIM practices and who were continuously enrolled for at least five of the last six months (July through December) of 2017. The Department identified the practices and eligible practice clinicians to be included in the 2018 PCMH Survey administration. Eligible clinicians included physicians, nurse practitioners, and physician assistants who practice in the specialty of internal medicine, family medicine or pediatrics, and serve as the personal, primary care clinician for their patients.<sup>5-1</sup> Clinicians must have had an active, unrestricted license as a doctor of medicine, doctor of osteopathy, nurse practitioner, or physician assistant.<sup>5-2</sup> All eligible clinicians practicing together at a practice site were included for purposes of identifying the CAHPS PCMH Survey eligible population.

Additionally, child members eligible for sampling included those who were 17 years of age or younger as of December 31, 2017. Adult members eligible for sampling included those who were 18 years of age or older as of December 31, 2017. HSAG selected a sample of 629 to 1,200 members from each child SIM practice and a sample of 761 to 1,200 members from each adult SIM practice.

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<sup>5-1</sup> Clinicians were not necessarily the member's regular clinician or primary care provider.

<sup>5-2</sup> Specialists, nurse practitioners, and physician assistants who do not have their own panel of patients or who do not practice in primary care are not typically eligible.



## Survey Protocol

Table 5-3 shows the mixed mode (i.e., mail followed by telephone follow-up) timeline used in the administration of the Colorado child and adult PCMH Surveys.

**Table 5-3—Mixed-Mode Methodology Survey Timeline**

| Task   | Timeline     |
|--|--------------|
| Send first questionnaire with cover letter to adult member or parent/caretaker of child member.  | 0 days       |
| Send a postcard reminder to non-respondents 4-10 days after mailing the first questionnaire.   | 4 – 10 days  |
| Send a second questionnaire (and letter) to non-respondents approximately 35 days after mailing the first questionnaire.   | 35 days      |
| Send a second postcard reminder to non-respondents 4-10 days after mailing the second questionnaire.   | 39 – 45 days |
| Initiate CATI interviews for non-respondents approximately 21 days after mailing the second questionnaire.   | 56 days      |
| Initiate systematic contact for all non-respondents such that a maximum of six telephone calls are attempted at different times of the day, on different days of the week, and in different weeks. | 56 – 70 days |
| Telephone follow-up sequence completed (i.e., completed interviews obtained or maximum calls reached for all non-respondents) approximately 14 days after initiation.                              | 70 days      |

The survey administration protocol was designed to achieve a high response rate from members, thus minimizing the potential effects of non-response bias. The first phase, or mail phase, consisted of a survey being mailed to all sampled members. Members who were identified as Spanish-speaking through administrative data were mailed a Spanish version of the survey. Members that were not identified as Spanish-speaking received an English version of the survey. The English and Spanish versions of the survey included a toll-free number that members could call to request a survey in another language (i.e., English or Spanish). The first survey mailing was followed by a reminder postcard. A second survey mailing was sent to all non-respondents, which was followed by a second reminder postcard. The second phase, or telephone phase, consisted of CATI for sampled members who had not mailed in a completed survey. A maximum of six CATI calls was made to each non-respondent.

HSAG inspected a sample of the file records to check for any apparent problems with the files, such as missing address elements. The sample of records from each practice was passed through the United States Postal Service's National Change of Address (NCOA) system to obtain new addresses for members who had moved (if they had given the Postal Service a new address). Prior to initiating CATI, HSAG employed the Telematch telephone number verification service to locate and/or update telephone numbers for all non-respondents. The survey samples were selected so that no more than one member was selected per household.

## Methodology

HSAG used the CAHPS scoring approach recommended by NCQA in the Specifications for the CAHPS Survey for PCMH as a guideline for conducting the Colorado PCMH Survey data analysis.<sup>5-3,5-4</sup> A number of analyses were performed to comprehensively assess member satisfaction. This section provides an overview of each analysis.

### Response Rates

The administration of the PCMH Surveys is comprehensive and is designed to achieve the highest possible response rate. The response rate is defined as the total number of completed surveys divided by all eligible members of the sample. HSAG followed the CAHPS PCMH completeness criteria where a member's survey was assigned a disposition code of "complete" if at least one survey question was appropriately answered, and the member did not answer "No" to Question 1.<sup>5-5,5-6</sup> Eligible members include the entire random sample minus ineligible members. Ineligible members of the sample met one or more of the following criteria: were deceased, were invalid (did not meet the criteria described on page 5-4), or had a language barrier.

$$\text{Response Rate} = \frac{\text{Number of Completed Surveys}}{\text{Random Sample} - \text{Ineligibles}}$$

### Key Drivers of Low Satisfaction

In order to determine factors that are contributing to members' low ratings of satisfaction, HSAG performed an analysis of key drivers of low satisfaction for the following measures: Rating of Provider, Rating of All Health Care, and Rating of Health Plan.<sup>5-7</sup> The purpose of the key drivers of low satisfaction analysis is to help decision makers identify specific aspects of care that will most benefit from quality improvement (QI) activities. The analysis provides information on: 1) how well the Colorado SIM Aggregate is performing on the survey item and 2) how important that item is to overall satisfaction.

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<sup>5-3</sup> National Committee for Quality Assurance. *HEDIS® 2017: Specifications for the CAHPS® Survey for PCMH*. Washington, DC: NCQA Publication, 2017.

<sup>5-4</sup> NCQA did not issue a 2018 version of the *Specifications for the CAHPS Survey for PCMH*. There were no changes to the specific guidelines for calculation of PCMH Survey results in 2018.

<sup>5-5</sup> Question 1 asked if the member got care from the provider listed in the last 6 months.

<sup>5-6</sup> In the 2017 Colorado PCMH Survey Report, HSAG followed the CG-CAHPS completeness criteria where a client's survey was assigned a disposition code of "complete" if 50 percent of the CG-CAHPS defined key items were answered and one reportable item was answered. Under further review of the 2018 results, HSAG changed the methodology to follow the CAHPS PCMH completeness criteria.

<sup>5-7</sup> The child survey did not include questions about parents'/caretakers' experience with their child's health plan; therefore, the key drivers of low satisfaction analysis was performed on the Rating of Health Plan global rating for the adult population only.

HSAG measured the performance on a survey item by calculating a problem score, in which a negative experience with care was defined as a problem and assigned a “1,” and a positive experience with care (i.e., non-negative) was assigned a “0.” The higher the problem score, the lower the member satisfaction with the aspect of service measured by that question. The problem score could range from 0 to 1.

Table 5-4 depicts the problem score assignments for the different response categories.

**Table 5-4—Problem Score Assignment**

| Never/Sometimes/Usually/Always Format |                |         |
|---------------------------------------|----------------|---------|
| Response Category                     | Classification | Code    |
| Never                                 | Problem        | 1       |
| Sometimes                             | Problem        | 1       |
| Usually                               | Not a Problem  | 0       |
| Always                                | Not a Problem  | 0       |
| No Answer                             | Not classified | Missing |
| No/Yes Format                         |                |         |
| Response Category                     | Classification | Code    |
| Yes                                   | Not a Problem  | 0       |
| No                                    | Problem        | 1       |
| No Answer                             | Not classified | Missing |
| Other Format                          |                |         |
| Response Category                     | Classification | Code    |
| Same day                              | Not a Problem  | 0       |
| 1 day                                 | Not a Problem  | 0       |
| 2 to 3 days                           | Problem        | 1       |
| 4 to 7 days                           | Problem        | 1       |
| More than 7 days                      | Problem        | 1       |
| No Answer                             | Not classified | Missing |

For each item evaluated, HSAG calculated the relationship between the item’s problem score and performance on each of the three measures using a Pearson product moment correlation, which is defined as the covariance of the two scores divided by the product of their standard deviations. HSAG then prioritized items based on their overall problem score and their correlation to each measure. Key drivers of low satisfaction were defined as those items that:

- Had a problem score that was greater than or equal to the median problem score for all items examined.
- Had a correlation that was greater than or equal to the median correlation for all items examined.

## Demographic Analysis

The demographic analysis evaluated self-reported demographic information from survey respondents and child members. Given that the demographics of a response group can influence overall member satisfaction scores, it is important to evaluate all PCMH Survey results in the context of the actual respondent population. If the respondent population differs significantly from the actual population of the practice, then caution must be exercised when extrapolating the PCMH Survey results to the entire population.

## Practice Comparisons

HSAG followed the NCQA HEDIS Specifications for Survey Measures to calculate the top-box rates.<sup>5-8</sup> The scoring of the measures involved assigning top-box responses a score of one, with all other responses receiving a score of zero. After applying this scoring methodology, the proportion (i.e., percentage) of top-box responses was calculated in order to determine the top-box rates. For additional details, please refer to the NCQA HEDIS 2018 Specifications for Survey Measures, Volume 3.

SIM practice comparisons were performed to identify member satisfaction differences of the top-box rates that were statistically different between the SIM practices. Given that differences in demographics can result in differences in ratings between practices that are not due to differences in quality, the data were case-mix adjusted to account for disparities in these characteristics. Case-mix refers to the characteristics of members and respondents used in adjusting the results for comparability among practices. Results for the Colorado SIM practices were case-mix adjusted for member general health status, respondent education level, and respondent age.

Two types of hypothesis tests were applied to the practice comparative results. First, a global  $F$  test was calculated, which determined whether the difference between the SIM practices' scores was significant.

The score was:

$$\hat{\mu} = \frac{\sum_p \hat{\mu}_p / \hat{V}_p}{\sum_p 1 / \hat{V}_p}$$

The  $F$  statistic was determined using the formula below:

$$F = 1/(P - 1) \sum_p (\hat{\mu}_p - \hat{\mu})^2 / \hat{V}_p$$

The  $F$  statistic had an  $F$  distribution with  $(P - 1, q)$  degrees of freedom, where  $q$  was equal to  $n - P$  (number of case-mix adjusters). Due to these qualities, this  $F$  test produced  $p$  values that were slightly larger than they should have been; therefore, finding significant differences between practices was less

<sup>5-8</sup> National Committee for Quality Assurance. *HEDIS® 2018 Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2017.

likely. An alpha-level of 0.05 was used. If the  $F$  test demonstrated practice-level differences (i.e.,  $p < 0.05$ ), then a  $t$  test was performed for each practice.

The  $t$  test determined whether each practice's score was significantly different from the overall results of the other practices. The equation for the differences was as follows:

$$\Delta_p = \hat{\mu}_p - \frac{\sum_{p'} \hat{\mu}_{p'}}{P} = \left(1 - \frac{1}{P}\right) \hat{\mu}_p - \frac{\sum_{p'}^* \hat{\mu}_{p'}}{P}$$

In this equation,  $\Sigma^*$  was the sum of all practices except practice  $p$ .

The variance of  $\Delta_p$  was:

$$\hat{V}(\Delta_p) = \left(1 - \frac{1}{P}\right)^2 \hat{V}_p + \frac{\sum_{p'}^* \hat{V}_{p'}}{P^2}$$

The  $t$  statistic was:

$$\frac{\Delta_p}{\sqrt{\hat{V}(\Delta_p)}}$$

and had a  $t$  distribution with  $n - P - (\text{number of case-mix adjusters})$  degrees of freedom. This statistic also produced  $p$  values that were slightly larger than they should have been; therefore, finding significant differences between a practice  $p$  and the results of all other practices was less likely.

Due to the difference in selected practices, the 2017 Colorado ACC Aggregate average is presented in the figures for comparison purposes only.

## Case-Mix Adjustment

Given that variances in respondents' demographics can result in differences in rates between practices that are not due to differences in quality, the data were adjusted to account for disparities in these characteristics. The top-box rates were case-mix adjusted by member general health status, respondent education level, and respondent age. In addition, case-mix adjusted scores were calculated using the following formula:

$$\text{Adjusted top-box rate} = \text{Raw rates} - \text{Net Adjustment}$$

Where net adjustment was calculated using the following equation:

$$\text{Net Adjustment} = (\text{Practice Adjuster's Mean} - \text{Program Adjuster's Mean}) \times \text{Coefficient}$$

The coefficient in the above equation was estimated using linear regression.

## Limitations and Cautions

The findings presented in this report are subject to some limitations in the survey design, analysis, and interpretation. These limitations should be considered carefully when interpreting or generalizing the findings. These limitations are discussed below.

### *Case-Mix Adjustment*

While data for the practices have been adjusted for differences in survey-reported general health status, age, and education, it was not possible to adjust for differences in respondent characteristics that were not measured. These characteristics could include income, employment, or any other characteristics that may not be under the practices' control.

### *Non-Response Bias*

The experiences of the survey respondent population may be different than that of non-respondents with respect to their care and service and may vary by practice. Therefore, the potential for non-response bias should be considered when interpreting PCMH Survey results.

### *Causal Inferences*

Although this report examines whether members report differences in satisfaction with various aspects of their care and service experiences, these differences may not be completely attributable to the practice. These analyses identify whether members give different ratings of satisfaction with their practice. The survey by itself does not necessarily reveal the exact cause of these differences.

### *Baseline Survey Results*

In 2017, the child and adult PCMH Surveys were administered to Colorado ACC practices. In 2018, the Department elected to survey SIM practices. While some of the SIM practices may also be ACC practices, the 2018 Colorado PCMH Survey results for the participating practices presented in the report represent a baseline assessment of member satisfaction.

### *PCMH Survey Instrument*

For purposes of the 2018 Colorado PCMH Survey administration, the standardized child and adult CG-CAHPS 3.0 Surveys were modified, such that additional items from the PCMH Item Set 3.0 and CG-CAHPS 2.0 Survey were added. Given the modifications to the CG-CAHPS Survey instruments, caution should be exercised when interpreting the 2018 Colorado PCMH Survey results presented in this report.

### ***Lack of National Data for Comparisons***

Currently, NCQA is collecting PCMH Survey data from practices; however, national benchmarking data for the PCMH Survey measures were not available for comparisons. While national data are not available for comparisons, the results from the PCMH Survey can still be used by the Department to identify areas of low performance.

## Quality Improvement References

The following references offer additional guidance on possible approaches to survey-related QI activities.

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## 6. Survey Instruments

The survey instrument the Department selected for Colorado child members was a modified version of the Child CG-CAHPS Survey 3.0, featuring selected items from the PCMH Item Set 3.0 and CG-CAHPS 2.0 Survey. The survey instrument selected for Colorado adult members was a modified version of the Adult CG-CAHPS Survey 3.0, featuring selected items from the PCMH Item Set 3.0 and CG-CAHPS 2.0 Survey. This section provides a copy of each survey instrument.



All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the health care you get.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front 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 survey, please call 1-800-839-0564.

### SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil 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**



### Your Child's Provider

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child got care from the provider named below in the last 6 months.

[CLINICIAN NAME]

Is that right?

- Yes
- No ➔ *Go to Question 38*



The questions in this survey will refer to the provider named in Question 1 as "this provider." Please think of that person as you answer the survey.

2. Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt?

☐ Yes  
☐ No

3. How long has your child been going to this provider?

☐ Less than 6 months  
☐ At least 6 months but less than 1 year  
☐ At least 1 year but less than 3 years  
☐ At least 3 years but less than 5 years  
☐ 5 years or more

### Your Child's Care From This Provider in the Last 6 Months

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 6 months, how many times did your child visit this provider for care?

☐ None → **Go to Question 38**  
☐ 1 time  
☐ 2  
☐ 3  
☐ 4  
☐ 5 to 9  
☐ 10 or more times

5. In the last 6 months, did you ever stay in the exam room with your child during a visit to this provider?

☐ Yes → **Go to Question 7**  
☐ No

6. Did this provider give you enough information about what was discussed during the visit when you were not there?

☐ Yes → **Go to Question 10**  
☐ No → **Go to Question 10**

7. Is your child able to talk with providers about his or her health care?

☐ Yes  
☐ No → **Go to Question 10**

8. In the last 6 months, how often did this provider explain things in a way that was easy for your child to understand?

☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

9. In the last 6 months, how often did this provider listen carefully to your child?

☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

10. Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?

☐ Yes  
☐ No → **Go to Question 12**

11. Did this provider give you enough information about what you needed to do to follow up on your child's care?

- ☐ Yes
- ☐ No

12. In the last 6 months, did you contact this provider's office to get an appointment for your child for an illness, injury, or condition that needed care right away?

- ☐ Yes
- ☐ No ➔ **Go to Question 14**

13. In the last 6 months, when you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

13a. In the last 6 months, how many days did you usually have to wait for an appointment when your child needed care right away?

- ☐ Same day
- ☐ 1 day
- ☐ 2 to 3 days
- ☐ 4 to 7 days
- ☐ More than 7 days

14. In the last 6 months, did you make any appointments for a check-up or routine care for your child with this provider?

- ☐ Yes
- ☐ No ➔ **Go to Question 16**

15. In the last 6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

16. Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?

- ☐ Yes
- ☐ No

16a. In the last 6 months, did your child need care during evenings, weekends, or holidays?

- ☐ Yes
- ☐ No ➔ **Go to Question 17**

16b. In the last 6 months, how often were you able to get the care your child needed from this provider's office during evenings, weekends, or holidays?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

17. In the last 6 months, did you contact this provider's office with a medical question about your child during regular office hours?

- ☐ Yes
- ☐ No ➔ **Go to Question 18a**

18. In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

18a. Some offices remind patients between visits about tests, treatment or appointments. In the last 6 months, did you get any reminders about your child's care from this provider's office between visits?

- ☐ Yes
- ☐ No

18b. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did your child see this provider within 15 minutes of his or her appointment time?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

19. In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

20. In the last 6 months, how often did this provider listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

21. In the last 6 months, how often did this provider seem to know the important information about your child's medical history?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

22. In the last 6 months, how often did this provider show respect for what you had to say?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

23. In the last 6 months, how often did this provider spend enough time with your child?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

24. In the last 6 months, did this provider order a blood test, x-ray, or other test for your child?

- ☐ Yes
- ☐ No → **Go to Question 26**

25. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐  
0 1 2 3 4 5 6 7 8 9 10  
Worst Provider Possible Best Provider Possible

27. 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 your child see a specialist for a particular health problem?

- ☐ Yes  
☐ No → Go to Question 28a

27a. We want to know your rating of the specialist your child 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 Specialist Possible Best Specialist Possible

28. In the last 6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care your child got from specialists?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

28a. In the last 6 months, was your child ever not able to get medical care, tests, or treatments you or a (any) doctor believed necessary?

- ☐ Yes  
☐ No → Go to Question 29

28b. What is the main reason your child was not able to get medical care, tests, or treatments you or a (any) doctor believed necessary? Choose one.

- ☐ Medicaid wouldn't approve, cover, or pay for care  
☐ Provider refused to accept Medicaid  
☐ Could not get an appointment/provider not taking new patients  
☐ No qualified specialist in my area  
☐ Couldn't get transportation to provider's office  
☐ Couldn't take time off work or get child care / Hours of operation of provider  
☐ Didn't know where to go to get care  
☐ The wait took too long  
☐ Don't like going to the doctor  
☐ Other

Please answer these questions about the provider named in Question 1 of the survey.

29. In the last 6 months, did you and someone from this provider's office talk about the kinds of behaviors that are normal for your child at this age?

- ☐ Yes  
☐ No

30. In the last 6 months, did you and someone from this provider's office talk about how your child's body is growing?

- ☐ Yes  
☐ No



31. In the last 6 months, did you and someone from this provider's office talk about your child's moods and emotions?

- ☐ Yes  
☐ No

32. In the last 6 months, did you and someone from this provider's office talk about things you can do to keep your child from getting injured?

- ☐ Yes  
☐ No

33. In the last 6 months, did you and someone from this provider's office talk about how much or what kind of food your child eats?

- ☐ Yes  
☐ No

34. In the last 6 months, did you and someone from this provider's office talk about how much or what kind of exercise your child gets?

- ☐ Yes  
☐ No

35. In the last 6 months, did you and someone from this provider's office talk about how your child gets along with others?

- ☐ Yes  
☐ No

35a. In the last 6 months, did you and anyone in this provider's office talk about your child's learning ability?

- ☐ Yes  
☐ No

35b. In the last 6 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?

- ☐ Yes  
☐ No

35c. 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 child's health care in the last 6 months?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Health Care           |                       |                       |                       |                       | Health Care           |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

**Clerks and Receptionists  
at This Provider's Office**

36. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

37. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- ☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

## About Your Child and You

**38. In general, how would you rate your child's overall health?**

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

**38a. Does your child have a physical or medical condition that seriously interferes with their ability to attend school or manage day-to-day activities?**

- ☐ Yes
- ☐ No

**39. In general, how would you rate your child's overall mental or emotional health?**

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

**39a. Has your child had either a flu shot or flu spray in the nose since July 1, 2017?**

- ☐ Yes
- ☐ No
- ☐ Don't know

**40. What is your child's age?**

- ☐ Less than 1 year old

YEARS OLD (Write in.)

**41. Is your child male or female?**

- ☐ Male
- ☐ Female

**42. Is your child of Hispanic or Latino origin or descent?**

- ☐ Yes, Hispanic or Latino
- ☐ No, not Hispanic or Latino

**43. What is your child's race? Please mark one or more.**

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

**44. What is your age?**

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

**45. Are you male or female?**

- ☐ Male
- ☐ Female

**46. 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

**47. How are you related to the child?**

- ☐ Mother or father
- ☐ Grandparent
- ☐ Aunt or uncle
- ☐ Older brother or sister
- ☐ Other relative
- ☐ Legal guardian
- ☐ Someone else

**48. Did someone help you complete this survey?**

- ☐ Yes → ***Go to Question 49***
- ☐ No → ***Thank you. Please return the completed survey in the postage-paid envelope.***

**49. How did that person help you?  
Please 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

|                  |
|------------------|
| <b>THANK YOU</b> |
|------------------|

**Thank you 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**





All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the health care you get.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front 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 survey, please call 1-800-839-0564.

### SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil 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 ↓

### Your Provider

1. Our records show that you got care from the provider named below in the last 6 months.

[CLINICIAN NAME]

Is that right?

- Yes
- No ➔ *Go to Question 28a*



The questions in this survey will refer to the provider named in Question 1 as "this provider." Please think of that person as you answer the survey.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

☐ Yes  
☐ No

3. How long have you been going to this provider?

☐ Less than 6 months  
☐ At least 6 months but less than 1 year  
☐ At least 1 year but less than 3 years  
☐ At least 3 years but less than 5 years  
☐ 5 years or more

### Your Care From This Provider in the Last 6 months

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. In the last 6 months, how many times did you visit this provider to get care for yourself?

☐ None → **Go to Question 28a**  
☐ 1 time  
☐ 2  
☐ 3  
☐ 4  
☐ 5 to 9  
☐ 10 or more times

5. In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury or condition that needed care right away?

☐ Yes  
☐ No → **Go to Question 7**

6. In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

- 6a. In the last 6 months, how many days did you usually have to wait for an appointment when you needed care right away?

☐ Same day  
☐ 1 day  
☐ 2 to 3 days  
☐ 4 to 7 days  
☐ More than 7 days

7. In the last 6 months, did you make any appointments for a check-up or routine care with this provider?

☐ Yes  
☐ No → **Go to Question 9**

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

☐ Never  
☐ Sometimes  
☐ Usually  
☐ Always

9. Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?

- ☐ Yes
- ☐ No

9a. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?

- ☐ Yes
- ☐ No ➔ *Go to Question 10*

9b. In the last 6 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

10. In the last 6 months, did you contact this provider's office with a medical question during regular office hours?

- ☐ Yes
- ☐ No ➔ *Go to Question 11a*

11. In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

11a. Some offices remind patients between visits about tests, treatment or appointments. In the last 6 months, did you get any reminders from this provider's office between visits?

- ☐ Yes
- ☐ No

11b. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider within 15 minutes of your appointment time?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

13. In the last 6 months, how often did this provider listen carefully to you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

14. In the last 6 months, how often did this provider seem to know the important information about your medical history?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

15. In the last 6 months, how often did this provider show respect for what you had to say?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

16. In the last 6 months, how often did this provider spend enough time with you?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

17. In the last 6 months, did this provider order a blood test, x-ray, or other test for you?

- ☐ Yes
- ☐ No ➔ **Go to Question 19**

18. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

19. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |                       |
| Worst                 |                       |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Provider              |                       |                       |                       |                       |                       | Provider              |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

20. 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 see a specialist for a particular health problem?

- ☐ Yes
- ☐ No ➔ **Go to Question 21a**

20a. 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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |                       |
| Worst Specialist      |                       |                       |                       |                       |                       | Best Specialist       |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

21. In the last 6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

21a. In the last 6 months, were you ever not able to get medical care, tests, or treatments you or a (any) doctor believed necessary?

- ☐ Yes
- ☐ No ➔ **Go to Question 22**

21b. What is the main reason you were not able to get medical care, tests, or treatments you or a (any) doctor believed necessary? Choose one.

- ☐ Medicaid wouldn't approve, cover, or pay for care
- ☐ Provider refused to accept Medicaid
- ☐ Could not get an appointment/provider not taking new patients
- ☐ No qualified specialist in my area
- ☐ Couldn't get transportation to provider's office
- ☐ Couldn't take time off work or get child care / Hours of operation of provider
- ☐ Didn't know where to go to get care
- ☐ The wait took too long
- ☐ Don't like going to the doctor
- ☐ Other

Please answer these questions about the provider named in Question 1 of the survey.

22. In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?

- ☐ Yes
- ☐ No

23. In the last 6 months, did someone from this provider's office ask you if there are things that make it hard for you to take care of your health?

- ☐ Yes
- ☐ No

24. In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?

- ☐ Yes
- ☐ No

24a. In the last 6 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?

- ☐ Yes
- ☐ No

24b. In the last 6 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?

- ☐ Yes
- ☐ No

25. In the last 6 months, did you take any prescription medicine?

- ☐ Yes
- ☐ No → Go to Question 26a

26. In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

26a. 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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Health Care           |                       |                       |                       |                       | Health Care           |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |



**Clerks and Receptionists  
at This Provider's Office**

27. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

**YOUR HEALTH PLAN**

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

28a. In the last 6 months, did you look for any information in written materials or on the Internet about how Medicaid/Health First Colorado works?

- ☐ Yes
- ☐ No → **Go to Question 28c**

28b. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how Medicaid/Health First Colorado works?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28c. In the last 6 months, did you get information or help from Medicaid/Health First Colorado customer service?

- ☐ Yes
- ☐ No → **Go to Question 28f**

28d. In the last 6 months, how often did Medicaid/Health First Colorado customer service give you the information or help you needed?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28e. In the last 6 months, how often did Medicaid/Health First Colorado customer service staff treat you with courtesy and respect?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

28f. 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 Medicaid/Health First Colorado?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Health Plan           |                       |                       |                       |                       | Health Plan           |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

## About You

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

**29a. Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage your day-to-day activities?**

- ☐ Yes
- ☐ No

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

**30a. Can you get both your health care and your mental health care at the same place?**

- ☐ Yes
- ☐ No
- ☐ I do not use mental health care
- ☐ Don't know

**30b. Have you had either a flu shot or flu spray in the nose since July 1, 2017?**

- ☐ Yes
- ☐ No
- ☐ Don't know

**31. 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

**32. Are you male or female?**

- ☐ Male
- ☐ Female

**33. 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

**34. Are you of Hispanic or Latino origin or descent?**

- ☐ Yes, Hispanic or Latino
- ☐ No, not Hispanic or Latino

**35. What is your race? Please mark one or more.**

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

**36. Did someone help you complete this survey?**

- ☐ Yes → **Go to Question 37**
- ☐ No → **Thank you. Please return the completed survey in the postage-paid envelope.**

◆

**37. How did that person help you? Please 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

|                  |
|------------------|
| <b>THANK YOU</b> |
|------------------|

**Thank you 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**

## Appendix A. Health Plan CAHPS Child and Adult Medicaid Results

The results presented in this section are from the CAHPS surveys administered by each of Colorado's Medicaid managed care health plans rather than from the adult and child PCMH surveys administered by HSAG. The State of Colorado requires Denver Health Medicaid Choice (DHMC) and Rocky Mountain Health Plans Medicaid—Prime (RMHP Prime) to annually administer member satisfaction surveys to child and adult Medicaid members enrolled in each of the MCOs. The survey instruments selected for administration were the CAHPS 5.0 Child and Adult Medicaid Health Plan Surveys with the Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) supplemental item set.<sup>A-1</sup>

Each health plan used an NCQA-certified HEDIS CAHPS survey vendor to administer the CAHPS surveys. Each health plan then submitted the results and data to HSAG for inclusion in this report. HSAG presents the 2017 and 2018 child and adult Medicaid CAHPS top-box rates for DHMC and RMHP Prime in the tables on the following pages. HSAG calculated the top-box results in this section by following NCQA HEDIS Volume 3 Specifications for Survey Measures.<sup>A-2</sup>

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<sup>A-1</sup> HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>A-2</sup> National Committee for Quality Assurance. *HEDIS<sup>®</sup> 2018, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2017.

## Medicaid Results

### Child Global Ratings and Composite Measures

#### Denver Health Medicaid Choice

Table A-1 shows the 2017 and 2018 top-box rates for DHMC's child population.

**Table A-1—Child Top-Box Rates for DHMC**

| Measure   | 2017 Rate          | 2018 Rate          |
|---|--------------------|--------------------|
| <b>Global Ratings</b>   |                    |                    |
| Rating of Health Plan   | 68.1%              | 77.0%              |
| Rating of All Health Care   | 70.2%              | 76.9%              |
| Rating of Personal Doctor   | 79.2%              | 86.0%              |
| Rating of Specialist Seen Most Often  | 66.7% <sup>+</sup> | 75.0% <sup>+</sup> |
| <b>Composite Measures</b>   |                    |                    |
| Getting Needed Care   | 79.5%              | 84.8%              |
| Getting Care Quickly  | 84.0%              | 86.1%              |
| How Well Doctors Communicate  | 93.9%              | 94.7%              |
| Customer Service  | 85.5% <sup>+</sup> | 91.2%              |
| Shared Decision Making  | 74.3% <sup>+</sup> | 78.0% <sup>+</sup> |
| <sup>+</sup> Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. |                    |                    |

## Rocky Mountain Health Plans Medicaid—Prime

Table A-2 shows the 2017 and 2018 top-box rates for RMHP Prime’s child population

**Table A-2—Child Top-Box Rates for RMHP Prime**

| Measure   | 2017 Rate          | 2018 Rate          |
|---|--------------------|--------------------|
| <b>Global Ratings</b>   |                    |                    |
| Rating of Health Plan   | 64.7% <sup>+</sup> | 68.5% <sup>+</sup> |
| Rating of All Health Care   | 56.1% <sup>+</sup> | 63.0% <sup>+</sup> |
| Rating of Personal Doctor   | 80.3% <sup>+</sup> | 87.5% <sup>+</sup> |
| Rating of Specialist Seen Most Often  | 57.5% <sup>+</sup> | 74.1% <sup>+</sup> |
| <b>Composite Measures</b>   |                    |                    |
| Getting Needed Care   | 88.5% <sup>+</sup> | 89.8% <sup>+</sup> |
| Getting Care Quickly  | 95.5% <sup>+</sup> | 95.3% <sup>+</sup> |
| How Well Doctors Communicate  | 97.0% <sup>+</sup> | 96.9% <sup>+</sup> |
| Customer Service  | 84.1% <sup>+</sup> | 89.3% <sup>+</sup> |
| Shared Decision Making  | 91.7% <sup>+</sup> | 92.1% <sup>+</sup> |
| <sup>+</sup> Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. |                    |                    |

## Adult Global Ratings and Composite Measures

### Denver Health Medicaid Choice

Table A-3 shows the 2017 and 2018 top-box rates for DHMC's adult population

**Table A-3—Adult Top-Box Rates for DHMC**

| Measure   | 2017               | 2018               |
|---|--------------------|--------------------|
| <b>Global Ratings</b>   |                    |                    |
| Rating of Health Plan   | 57.4%              | 59.1%              |
| Rating of All Health Care   | 61.7%              | 52.2%              |
| Rating of Personal Doctor   | 71.8%              | 70.9%              |
| Rating of Specialist Seen Most Often  | 69.0% <sup>+</sup> | 61.4% <sup>+</sup> |
| <b>Composite Measures</b>   |                    |                    |
| Getting Needed Care   | 76.1%              | 77.5%              |
| Getting Care Quickly  | 76.1%              | 78.0%              |
| How Well Doctors Communicate  | 92.6%              | 92.5%              |
| Customer Service  | 86.6% <sup>+</sup> | 85.7%              |
| Shared Decision Making  | 82.6% <sup>+</sup> | 77.8%              |
| <sup>+</sup> Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. |                    |                    |

## Rocky Mountain Health Plans Medicaid—Prime

Table A-4 shows the 2017 and 2018 top-box rates for RMHP Prime’s adult population

**Table A-4—Adult Top-Box for RMHP Prime**

| Measure   | 2017               | 2018               |
|---|--------------------|--------------------|
| <b>Global Ratings</b>   |                    |                    |
| Rating of Health Plan   | 51.6%              | 56.5%              |
| Rating of All Health Care   | 48.2%              | 61.4%              |
| Rating of Personal Doctor   | 55.6%              | 68.7%              |
| Rating of Specialist Seen Most Often  | 61.4%              | 64.5%              |
| <b>Composite Measures</b>   |                    |                    |
| Getting Needed Care   | 86.7%              | 82.5%              |
| Getting Care Quickly  | 84.6%              | 85.8%              |
| How Well Doctors Communicate  | 88.8%              | 92.2%              |
| Customer Service  | 88.2% <sup>+</sup> | 88.9% <sup>+</sup> |
| Shared Decision Making  | 83.4%              | 82.7%              |
| <sup>+</sup> Indicates fewer than 100 responses. Caution should be exercised when evaluating these results. |                    |                    |