

Welcome to the 2014 Blueprint Hospital Service Area (HSA) Profile from the Blueprint for Health, a state-led initiative transforming the way that health care and comprehensive health services are delivered in Vermont. The Blueprint is leading a transition to an environment where all Vermonters have access to a continuum of seamless, effective, and preventive health services.

Blueprint HSA Profiles are based primarily on data from Vermont's all-payer claims database, the Vermont Health Care Uniform Reporting and Evaluation System (VHCURES). Data include all covered commercial, Full Medicaid, and Medicare members attributed to Blueprint practices that began participating on or before December 31, 2014.

Blueprint HSA Profiles for the adult population cover members ages 18 years and older; pediatric profiles cover members between the ages of 1 and 17 years. Practices have been rolled up to the HSA level.

Utilization and expenditure rates presented in these profiles have been risk adjusted for demographic and health status differences among the reported populations.

These profiles use three key sources of data: VHCURES, the Blueprint clinical data registry, and the Behavioral Risk Factor Surveillance Study (BRFSS), a telephone survey conducted annually by the Vermont Department of Health.

This reporting includes only members with a visit to a primary care physician, as identified in VHCURES claims data, during the current reporting year or the year prior. Rates for HSAs reporting fewer than 30 members for a measure are not presented in alignment with NCQA HEDIS guidelines.

Demographics & Health Status

	HSA	Statewide
Average Members	11,075	259,973
Average Age	50.6	50.2
% Female	54.4	54.9
% Medicaid	26.2	19.6
% Medicare	28.8	25.9
% Maternity	1.8	1.9
% with Selected Chronic Conditions	49.0	43.7
Health Status (CRG)		
% Healthy	42.6	42.0
% Acute or Minor Chronic	20.1	19.9
% Moderate Chronic	25.0	24.1
% Significant Chronic	11.0	12.5
% Cancer or Catastrophic	1.4	1.5

Table 1: This table provides comparative information on the demographics and health status of the specified HSA and of the state as a whole. Included measures reflect the types of information used to generate adjusted rates: age, gender, maternity status, and health status.

Average Members serves as this table's denominator and adjusts for partial lengths of enrollment during the year. In addition, special attention has been given to adjusting for Medicaid and Medicare. This includes adjustment for each member's enrollment in Medicaid or Medicare, the member's HSA's percentage of membership that was Medicaid or Medicare, Medicare disability or end-stage renal disease status, and the degree to which the member required special Medicaid services that are not found in commercial populations (e.g., day treatment, residential treatment, case management, school-based services, and transportation).

The % with Selected Chronic Conditions measure indicates the proportion of members identified through the claims data as having one or more of seven selected chronic conditions: asthma, chronic obstructive pulmonary disease, congestive heart failure (CHF), coronary heart disease, hypertension, diabetes, and depression.

The Health Status (CRG) measure aggregates 3M™ Clinical Risk Grouper (CRG) classifications for the year for the purpose of generating adjusted rates. Aggregated risk classification groups include: Healthy, Acute (e.g., ear, nose, throat infection) or Minor Chronic (e.g., minor chronic joint pain), Moderate Chronic (e.g., diabetes), Significant Chronic (e.g., diabetes and CHF), and Cancer (e.g., breast cancer, colorectal cancer) or Catastrophic (e.g., HIV, muscular dystrophy, cystic fibrosis).

Total Expenditures per Capita

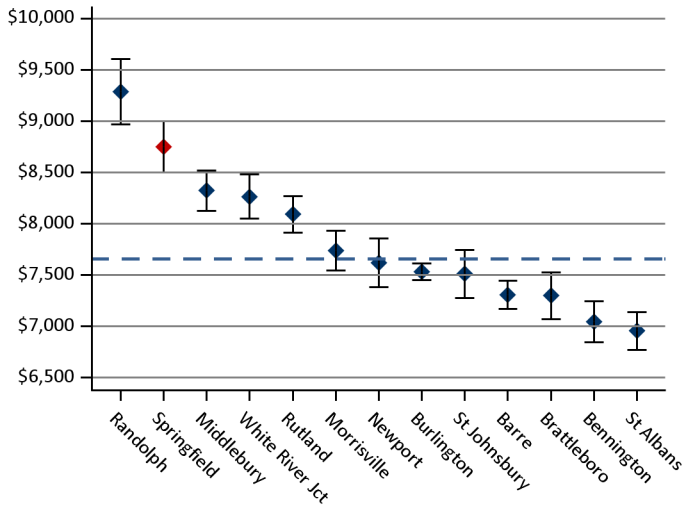


Figure 1: Presents annual risk-adjusted rates, including 95% confidence intervals, with expenditures capped statewide for outlier patients. Expenditures include both plan payments and member out-of-pocket payments (i.e., copay, coinsurance, and deductible). The blue dashed line indicates the statewide average.

Total Expenditures per Capita by Major Category

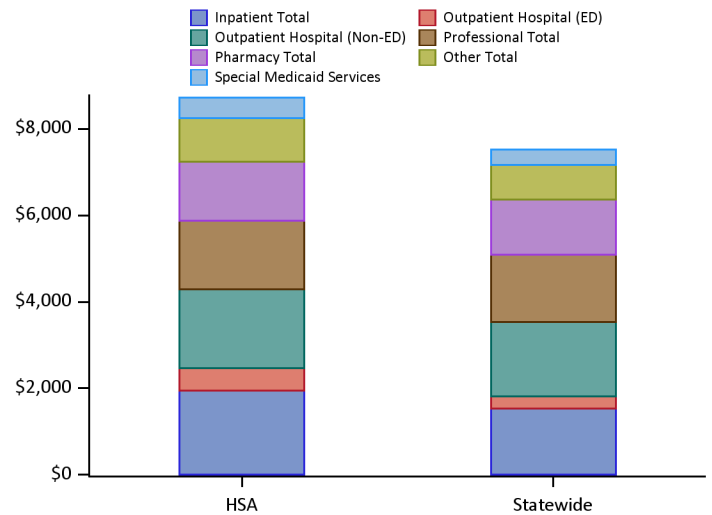


Figure 2: Presents annual risk-adjusted rates for the major components of cost (as shown in Figure 1) with expenditures capped statewide for outlier patients. Some services provided by Medicaid (e.g., case management, transportation) are reported separately as Special Medicaid Services (SMS).

Total Expenditures per Capita (Excluding SMS)

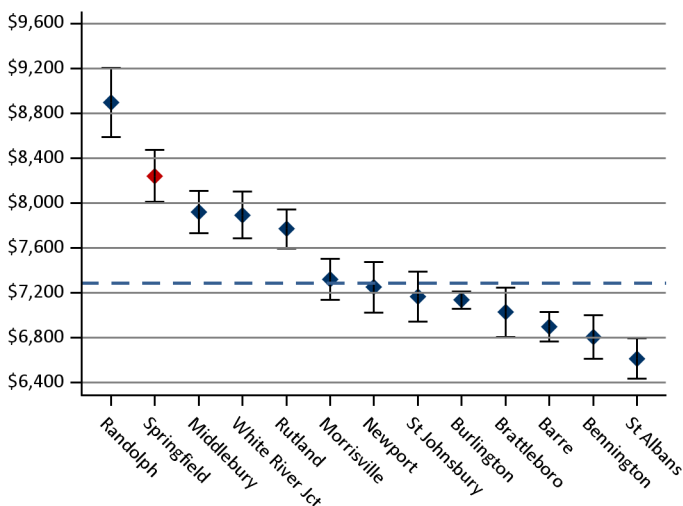


Figure 3: Presents annual risk-adjusted rates, including 95% confidence intervals, with expenditures capped statewide for outlier patients. Expenditures include both plan payments and member out-of-pocket payments (i.e., copay, coinsurance, and deductible) and exclude Special Medicaid Services. The blue dashed line indicates the statewide average.

Total Resource Use Index (RUI) (Excluding SMS)

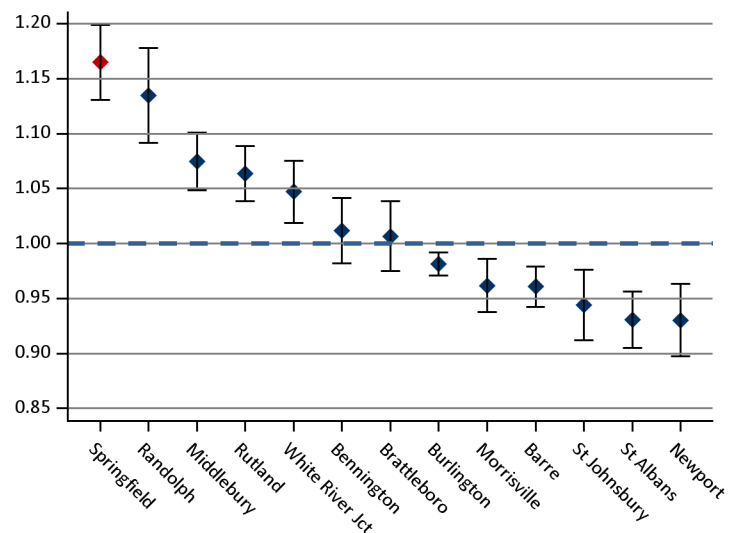


Figure 4: Presents annual risk-adjusted rates, including 95% confidence intervals. Since price per service varies widely, a measure of expenditures based on resource use — Total Resource Use Index (RUI) — is included. RUI reflects an aggregated capped cost based on utilization and intensity of services across major components of care and excludes Special Medicaid Services. The HSAs are indexed to the statewide average (1.00), which is indicated by the blue dashed line.

Annual Total Expenditures per Capita vs. Resource Use Index (RUI)

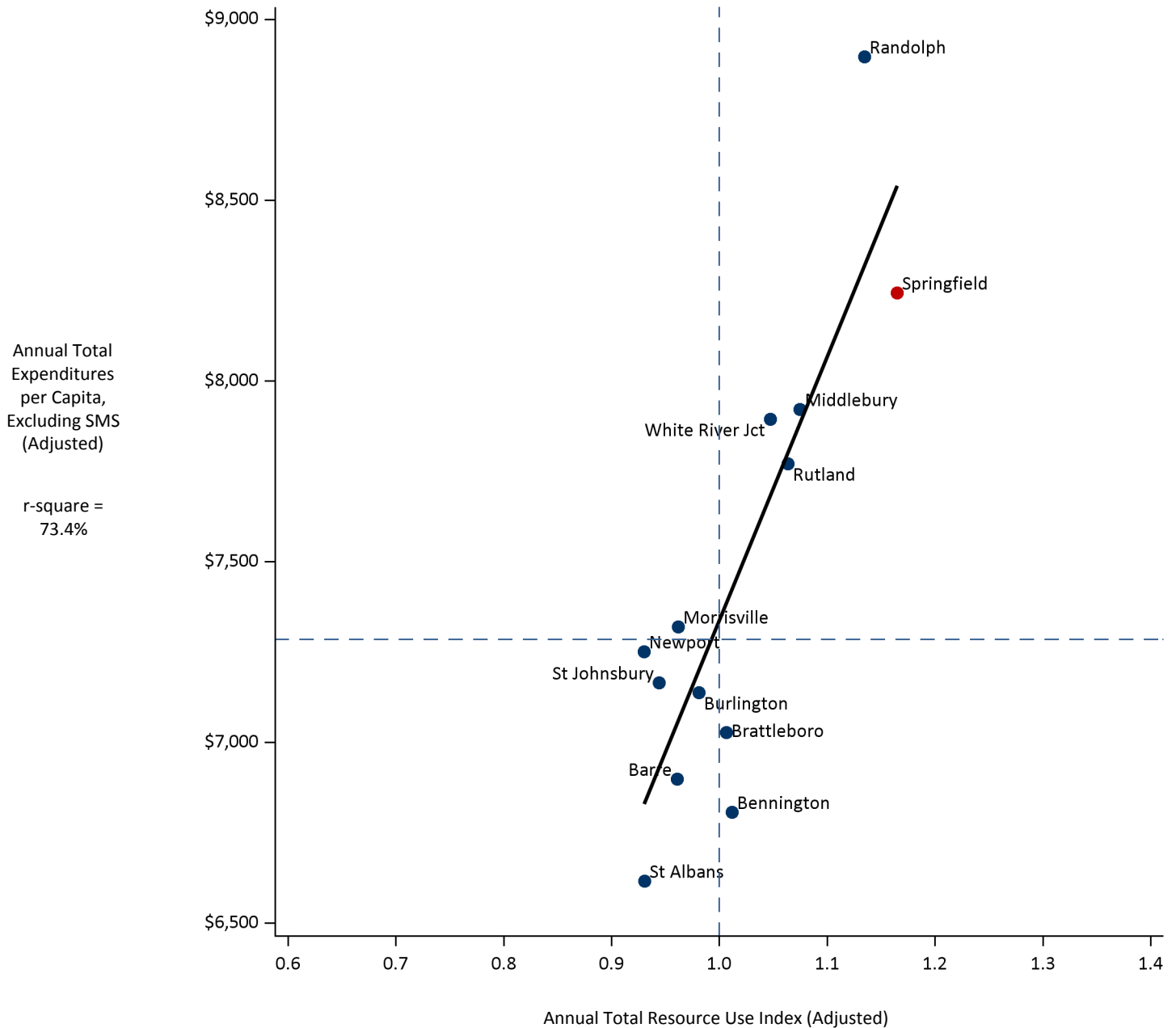
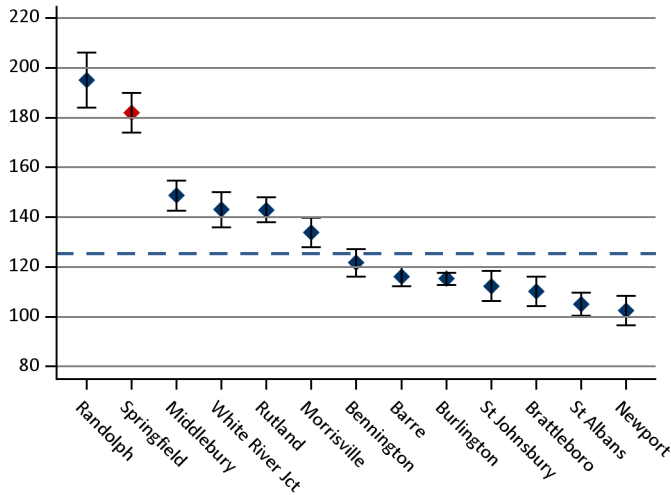


Figure 5: This graphic demonstrates the relationship between risk-adjusted expenditures, excluding SMS, and risk-adjusted utilization for each of the HSAs in Vermont. This graphic illustrates the specified HSA's risk-adjusted rate (i.e., the red dot) compared to those of all other HSAs statewide (i.e., the blue dots). The dashed lines show the average expenditures per capita and average Resource Use Index statewide (i.e., 1.00). HSAs with higher expenditures and utilization are in the upper right-hand quadrant, while HSAs with lower expenditures and utilization are in the lower left-hand quadrant. An RUI value greater than 1.00 indicates higher than average utilization; conversely, a value lower than 1.00 indicates lower than average utilization. A trend line has been included in the graphic, which demonstrates that, in general, HSAs with higher risk-adjusted utilization had higher risk-adjusted expenditures.

Legend

- Springfield
- All other Blueprint HSAs statewide

Inpatient Discharges



Outpatient ED Visits

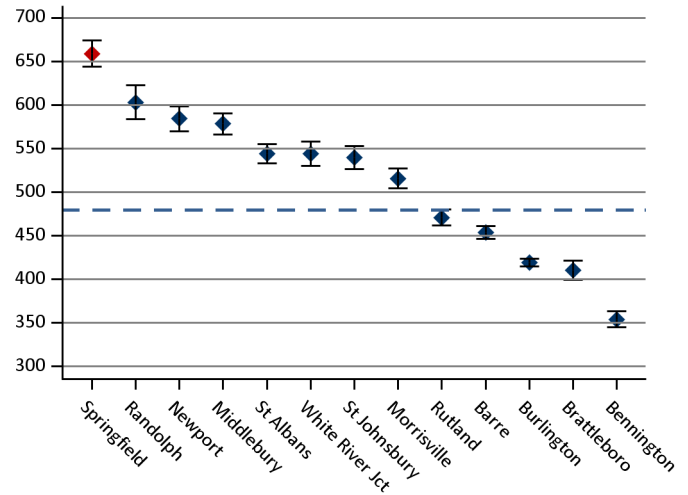


Figure 6: Presents annual risk-adjusted rates, including 95% confidence intervals, of inpatient discharges per 1,000 members. Additional detail measures for inpatient utilization — Inpatient Days, Inpatient Readmissions within 30 Days, and Inpatient Discharges for Ambulatory Care Sensitive Conditions — can be found in Table 5. The blue dashed line indicates the statewide average.

Figure 7: Presents annual risk-adjusted rates, including 95% confidence intervals, of outpatient emergency department (ED) visits per 1,000 members. An additional detail measure — Outpatient Potentially Avoidable ED Visits — can be found in Table 5. The blue dashed line indicates the statewide average.

Advanced Imaging (MRIs, CT Scans)

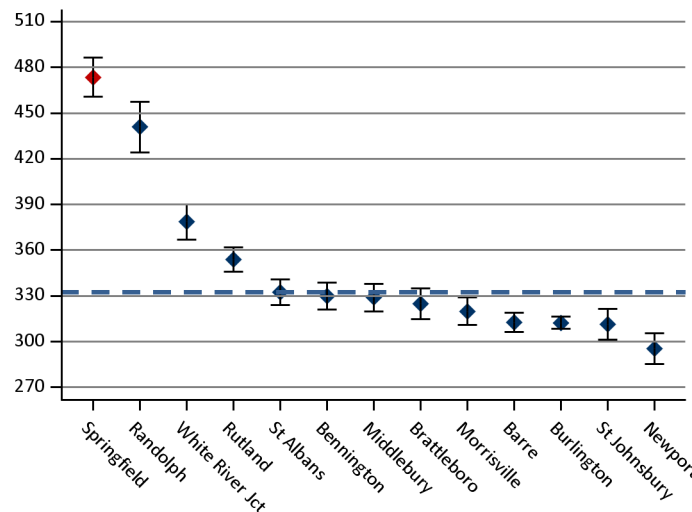


Figure 8: Presents annual risk-adjusted rates, including 95% confidence intervals, of advanced imaging diagnostic tests (i.e., magnetic resonance imagings (MRIs) and computed tomography (CT) scans) per 1,000 members. The blue dashed line indicates the statewide average.

Diabetes: HbA1c Testing

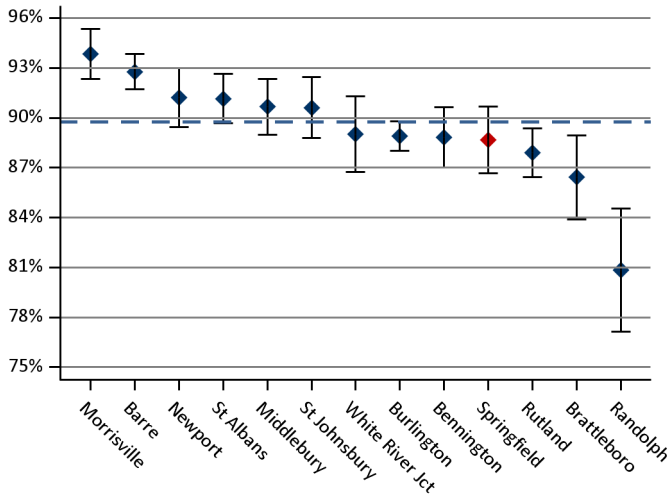


Figure 9: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that received a hemoglobin A1c test during the measurement year. The blue dashed line indicates the statewide average.

Diabetes: HbA1c Not in Control (Core-17, MSSP-27)

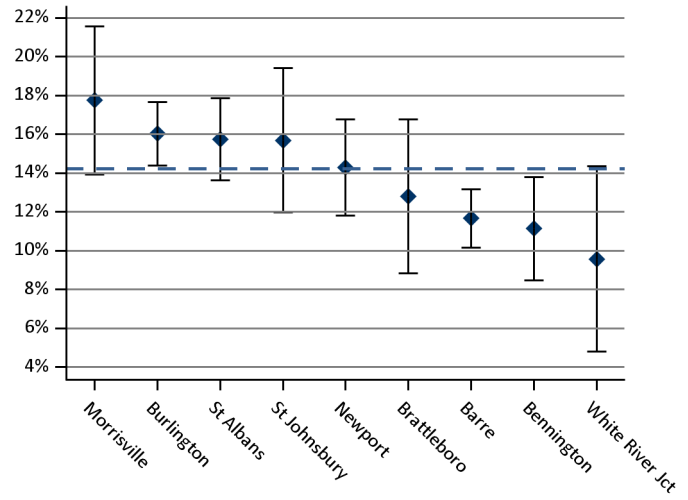


Figure 10: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, whose last recorded hemoglobin A1c test in the Blueprint clinical data registry was in poor control (>9%). Members with diabetes were identified using claims data. The denominator was then restricted to those with clinical results for at least one hemoglobin A1c test during the measurement year. The blue dashed line indicates the statewide average.

Diabetes: Eye Exam

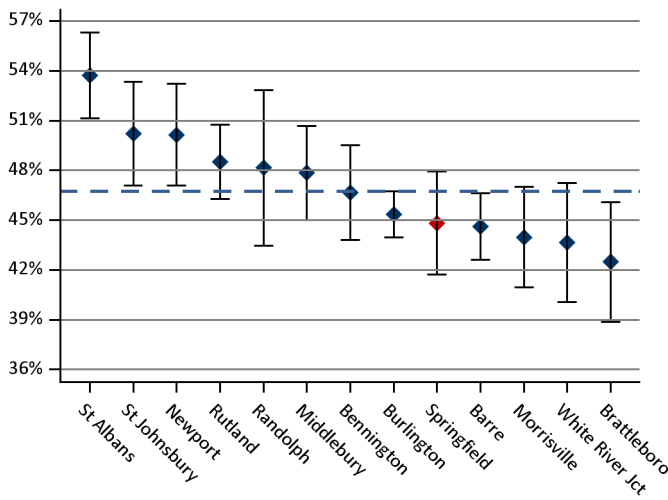


Figure 11: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that received an eye screening for diabetic retinal disease during the measurement year. The blue dashed line indicates the statewide average.

Diabetes Care Two-Part Composite (Core-53)

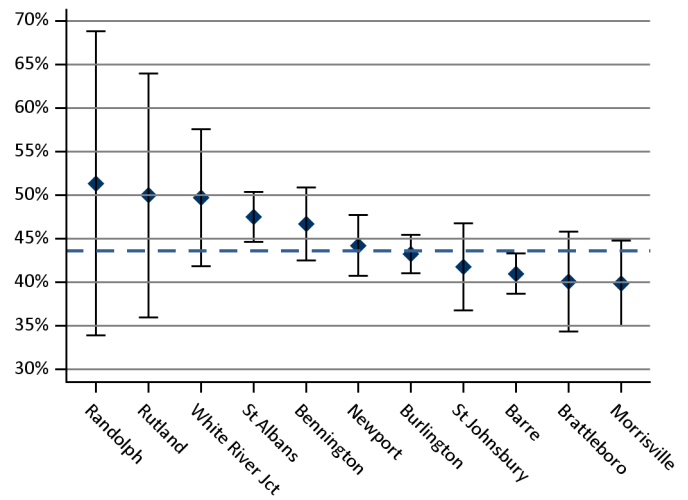


Figure 12: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that had a valid HbA1c ≤9% and received an eye screening for diabetic retinal disease during the measurement year. The blue dashed line indicates the statewide average.

Comparison of Patients by HbA1c Control Status, Statewide

Metric	Diabetes A1c in Control	Diabetes A1c Not in Control
Members	5,923	1,007
Annual expenditures per capita	\$13,938 (\$13,498, \$14,377)	\$15,563 (\$14,455, \$16,672)
Inpatient hospitalizations per 1,000 members	178.3 (167.5, 189.2)	218.8 (189.4, 248.2)
Inpatient days per 1,000 members	835.7 (812.2, 859.2)	1,021.8 (958.2, 1,085.4)
Outpatient ED visits per 1,000 members	634.3 (613.8, 654.8)	743.3 (689.0, 797.5)

Note: Risk-adjusted rates with 95% confidence intervals are provided in parentheses. Outliers beyond the 99th percentile have been excluded.

Table 2: Presents a comparison of health care expenditures and utilization in the measurement year for continuously enrolled members, ages 18–75 years, whose diabetes hemoglobin A1c was in control ($\leq 9\%$) compared to those with poor control ($>9\%$). Rates have been adjusted for age, gender, and health status. The rates in this table are presented at the state level only. Members with poor control had statistically significant higher total expenditures, inpatient hospitalizations, inpatient days, and outpatient ED visits.

Diabetes: Nephropathy

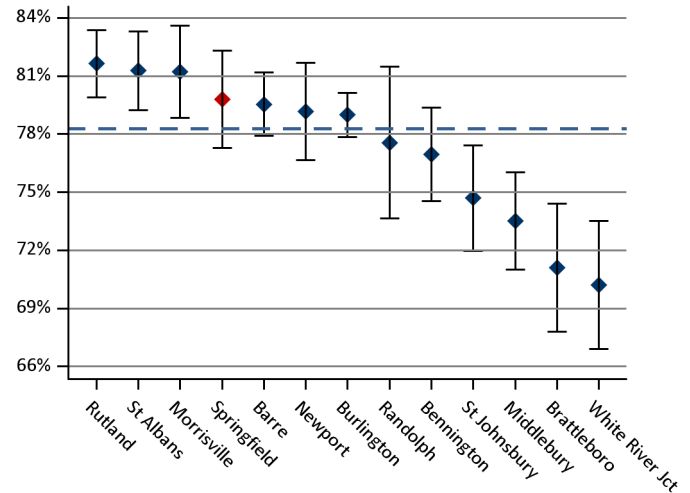


Figure 13: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that had a nephropathy screening test or evidence of nephropathy documented in the claims data. The blue dashed line indicates the statewide average.

Diabetes: Tobacco Non-Use (MSSP-25)

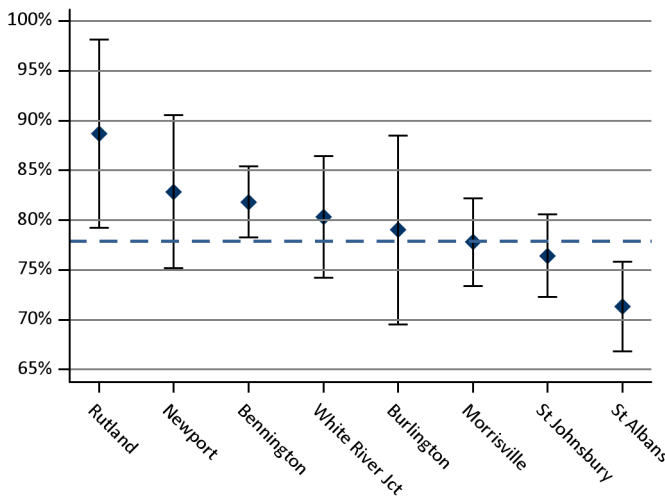


Figure 14: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, documented as tobacco non-users in the Blueprint clinical data registry. Members with diabetes were identified using claims data. The denominator was then restricted to those with clinical results for tobacco non-use during the measurement year. The blue dashed line indicates the statewide average.

Diabetes: Blood Pressure in Control (MSSP-24)

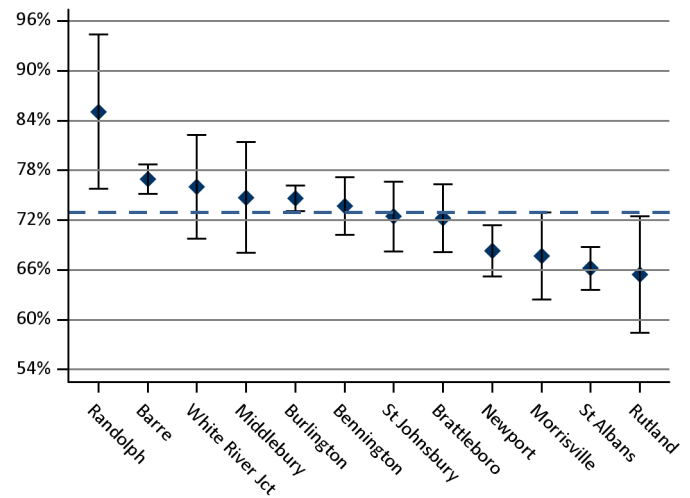


Figure 15: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, whose last recorded blood pressure measurement in the Blueprint clinical data registry was in control (<140/90 mmHg). Members with diabetes were identified using claims data. The denominator was then restricted to those with clinical results for at least one blood pressure test during the measurement year. The blue dashed line indicates the statewide average.

Linked Clinical Data: Obesity, Hypertension, & HbA1c

Measure (N = Count of distinct members)	HSA N=12,066	Statewide N=280,480
	Rate %	Rate %
% linked to clinical data	8%	50%
% with BMI data	2%	42%
% meeting obesity criteria	40%	39%
% with blood pressure data	2%	46%
% meeting hypertension criteria	15%	19%
% with BMI and blood pressure data	2%	41%
% meeting obesity and hypertension criteria	7%	10%

Measure (N = Count of distinct members with diabetes)	HSA N=1,018	Statewide N=19,422
	Rate %	Rate %
% linked to clinical data	19%	63%
% with BMI data	1%	52%
% meeting obesity criteria	80%	71%
% with blood pressure data	2%	55%
% meeting hypertension criteria		27%
% with valid HbA1c	1%	42%
% with HbA1c >9%		6%

Table 3: Presents the proportion of distinct members and distinct members with diabetes with claims linked to clinical data and valid body mass index (BMI), blood pressure, and HbA1c data meeting the criteria for obesity (BMI ≥ 30.0), hypertension (mmHg ≥ 140/90), and HbA1c >9%.

Hypertension: Blood Pressure in Control (Core-39, MSSP-28)

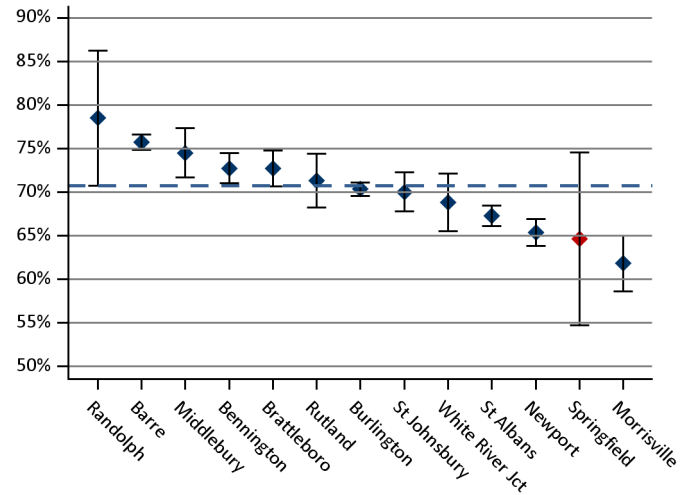


Figure 16: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with hypertension, ages 18–85 years, whose last recorded blood pressure measurement in the Blueprint clinical data registry was in control (<140/90 mmHg). Members with hypertension were identified using claims data. The denominator was then restricted to those with clinical results for a blood pressure reading during the measurement year. The blue dashed line indicates the statewide average.

Imaging Studies for Low Back Pain

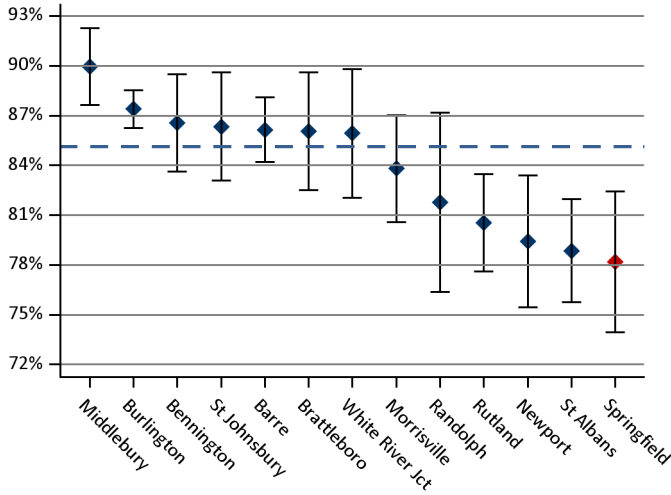


Figure 17: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–50 years, that received a primary diagnosis of low back pain but appropriately did not have an imaging study (e.g., plain X-Ray, CT scan, MRI) within 28 days of the diagnosis. This is an inverted measure for which a higher score indicates appropriate treatment (i.e., imaging did not occur). The blue dashed line indicates the statewide average.

Cervical Cancer Screening (Core-30)

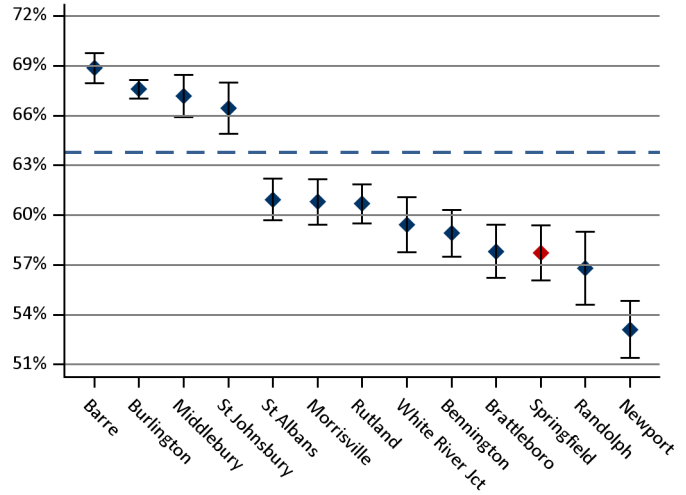


Figure 18: Presents the proportion, including 95% confidence intervals, of continuously enrolled female members, ages 21–64 years, that received one or more Papanicolaou (Pap) tests to screen for cervical cancer during the measurement year or the two years prior to the measurement year. The blue dashed line indicates the statewide average.

Chlamydia Screening (Core-7)

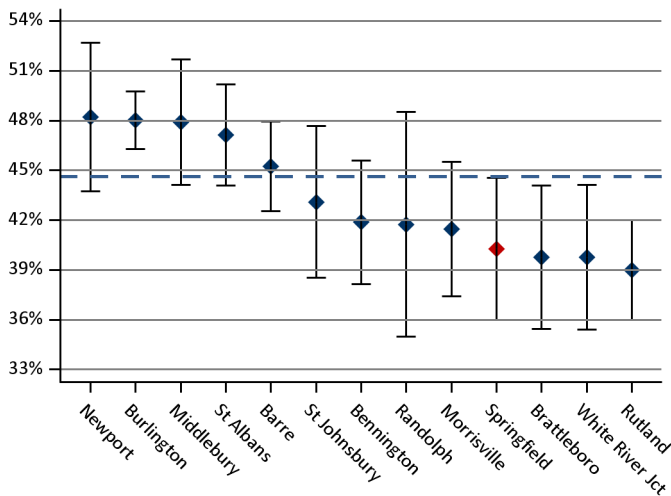


Figure 19: Presents the proportion, including 95% confidence intervals, of continuously enrolled women, ages 16–24 years, identified as sexually active during the measurement year that received at least one test for chlamydia during the measurement year or the year prior to the measurement year. (Note that, due to the age ranges for this ACO measure, women below the age of 18 years, not typically represented in adult profiles, have been included in these rates.) The blue dashed line indicates the statewide average.

Breast Cancer Screening (Core-11, MSSP-20)

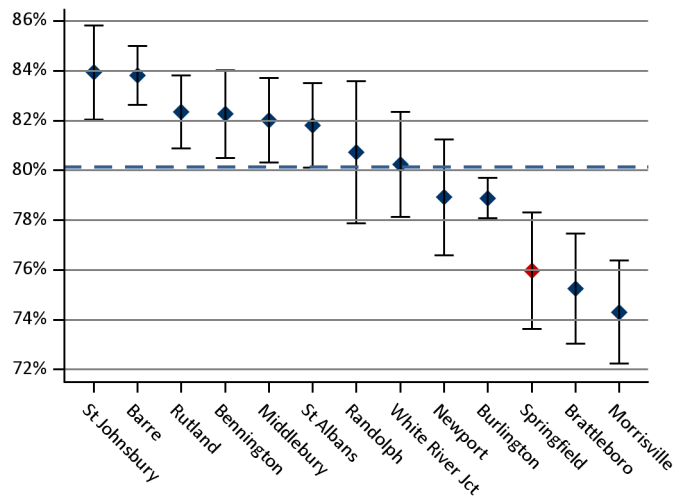


Figure 20: Presents the proportion, including 95% confidence intervals, of continuously enrolled women, ages 52–64 years, that had a mammogram to screen for breast cancer during the measurement year or the year prior to the measurement year. The blue dashed line indicates the statewide average.

Plan All-Cause Readmissions (Core-1)

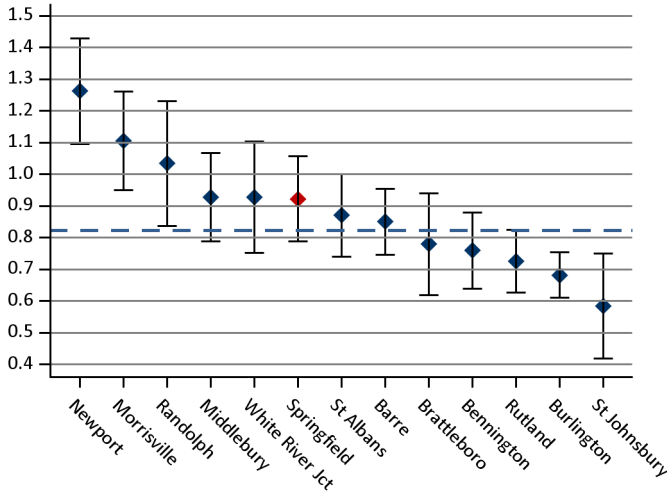


Figure 21: Presents the relative rate, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had an inpatient stay that was followed by an acute readmission for any diagnosis within 30 days during the measurement year. The rate is expressed as a ratio of observed to expected readmissions where the expected number of readmissions has been risk adjusted. The blue dashed line indicates the statewide average. HEDIS specifications have changed.

Follow-Up After Hospitalization for Mental Illness (Core-4)

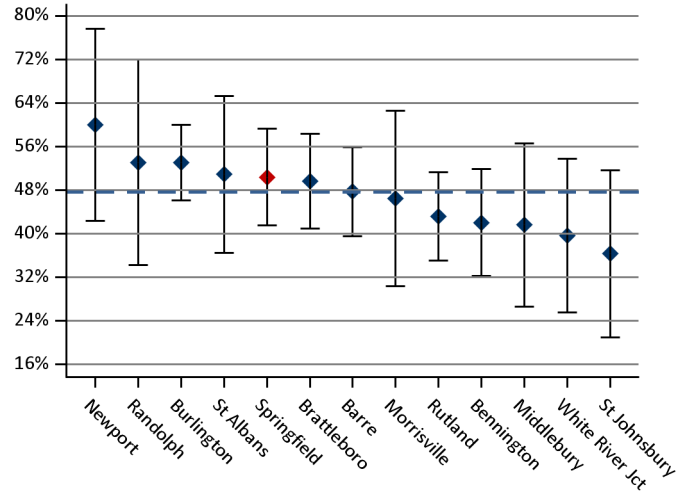


Figure 22: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 6 years and older, hospitalized for mental illness with an intensive outpatient encounter or partial hospitalization with a mental health practitioner and a follow-up visit within seven days of discharge. The blue dashed line indicates the statewide average.

Initiation of Alcohol/Drug Treatment (Core-5a)

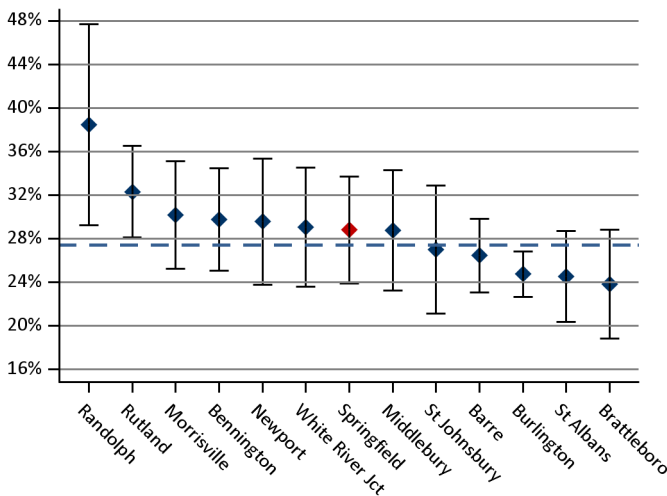


Figure 23: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had their initial treatment through an inpatient alcohol or other drug (AOD) admission, outpatient visit, intensive outpatient encounter, or partial hospitalization within 14 days of the diagnosis. The blue dashed line indicates the statewide average.

Engagement of Alcohol/Drug Treatment (Core-5b)

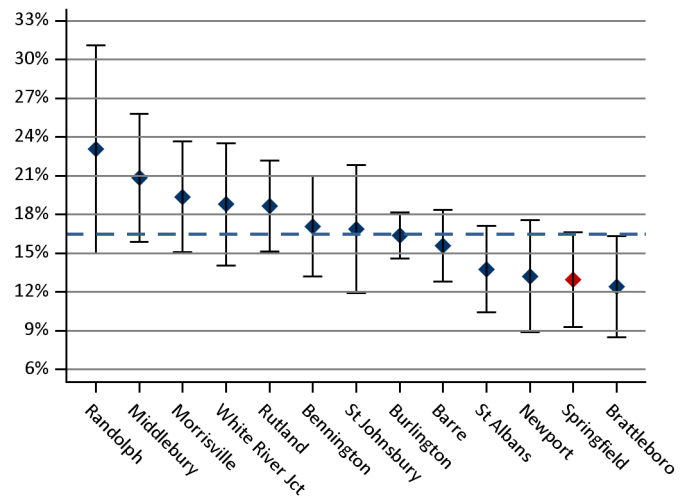


Figure 24: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had their initial treatment and then had two or more additional services with a diagnosis of AOD within 30 days of the initiation visit. The blue dashed line indicates the statewide average.

Cholesterol Management, Cardiac (Core-3, MSSP-29)

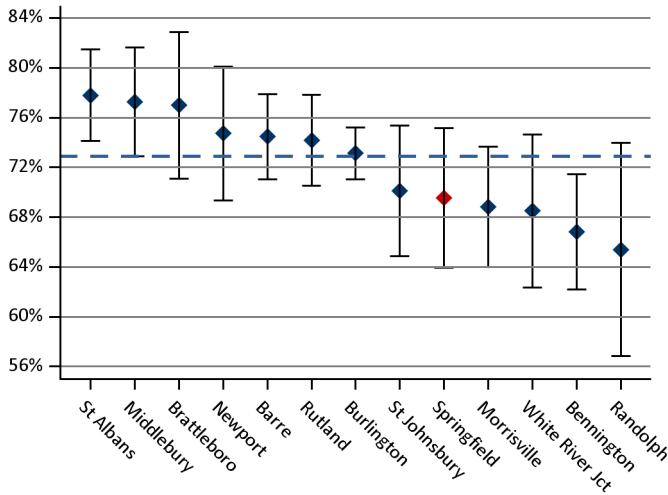


Figure 25: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–75 years, discharged alive after treatment for acute myocardial infarction (AMI), coronary artery bypass grafting (CABG), or percutaneous coronary intervention (PCI) in the year prior to the measurement year or with a diagnosis of ischemic vascular disease (IVD) during the measurement year and year prior and with an LDL-C screening during the measurement year. The blue dashed line indicates the statewide average.

Avoidance of Antibiotic Treatment, Acute Bronchitis (Core-6)

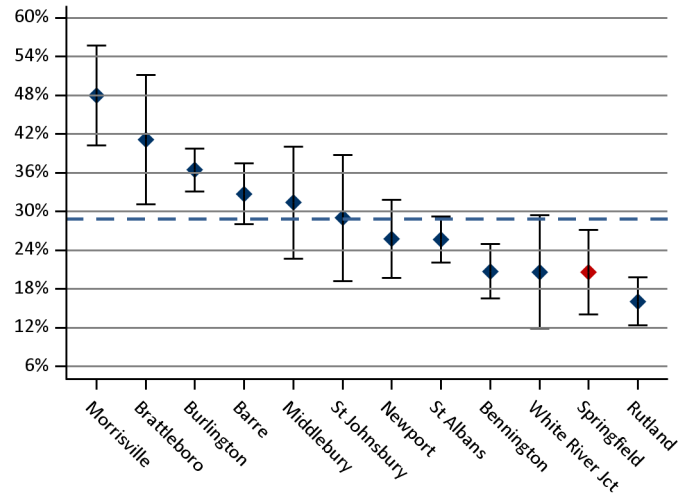


Figure 26: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–64 years, that received a diagnosis of acute bronchitis but was not dispensed an antibiotic prescription. The blue dashed line indicates the statewide average.

Influenza Vaccination (Core-35, MSSP-14)

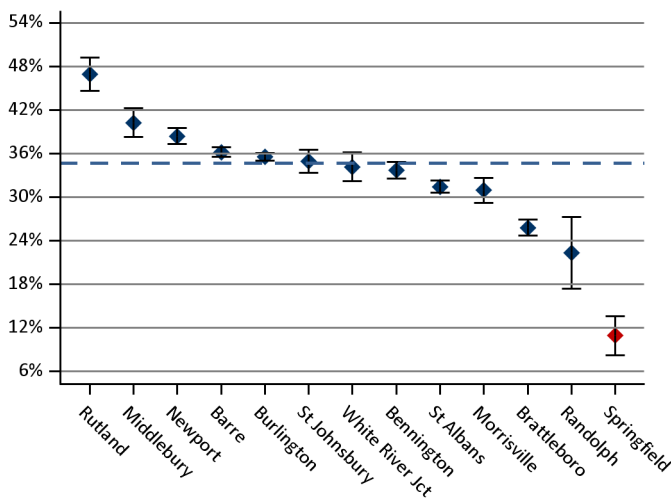


Figure 27: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages six months and older, that received an influenza immunization from October 1 of the prior year through March 31 of the measurement year. Immunizations were identified in the medical claims or, if available, in the Blueprint clinical data registry. The blue dashed line indicates the statewide average.

Pneumonia Vaccination (Core-48, MSSP-15)

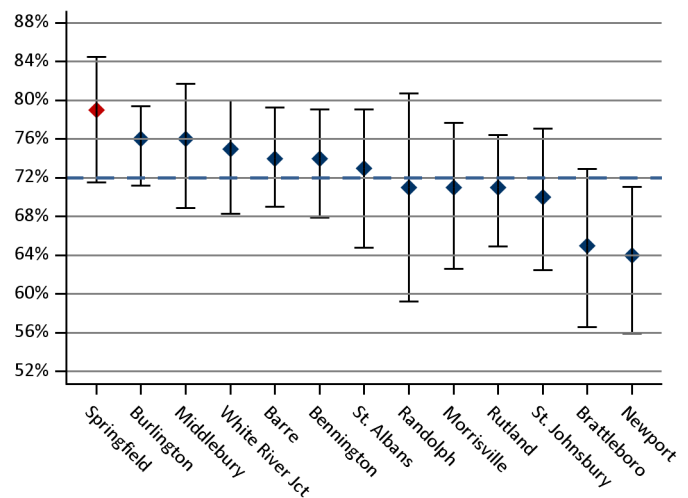
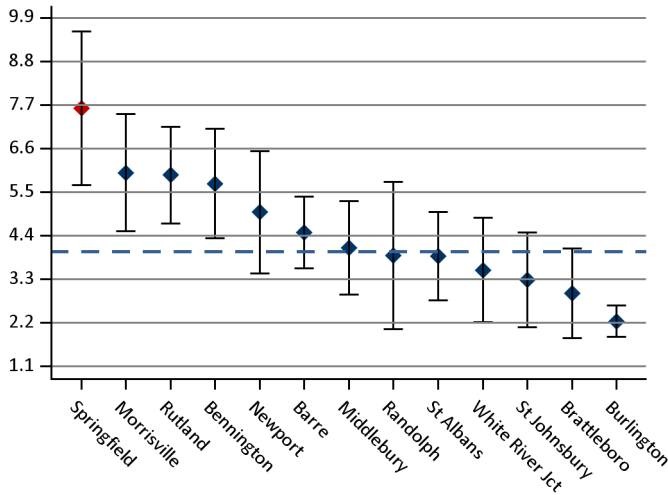


Figure 28: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 65 years and older, that reported ever receiving a pneumonia vaccination as measured by the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

ACS Admissions: COPD & Asthma (Core-10, MSSP-9)



ACS Admissions: Heart Failure (MSSP-10)

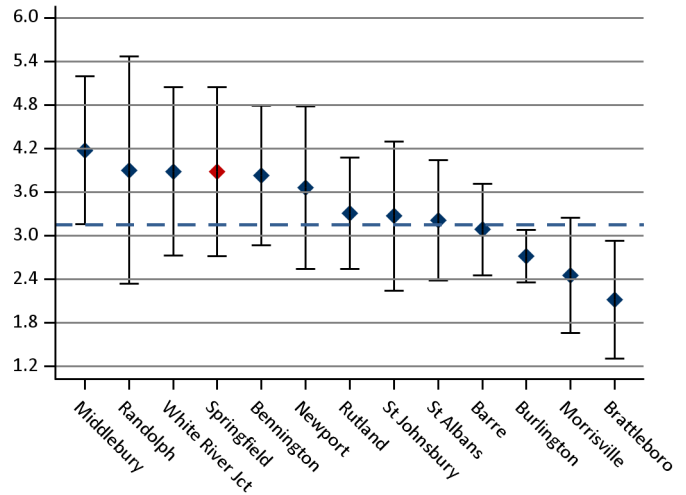


Figure 29: This Prevention Quality Indicator (PQI) presents the rate, including 95% confidence intervals, of ambulatory care sensitive (ACS) admissions with a principal diagnosis of chronic obstructive pulmonary disorder (COPD) or asthma per 1,000 members, ages 40 years and older. The blue dashed line indicates the statewide average.

Figure 30: This Prevention Quality Indicator (PQI) presents the rate, including 95% confidence intervals, of admissions with a principal diagnosis of congestive heart failure per 1,000 members, ages 18 years and older. The blue dashed line indicates the statewide average.

ACS Hospitalizations: PQI Composite Chronic (Core-12)

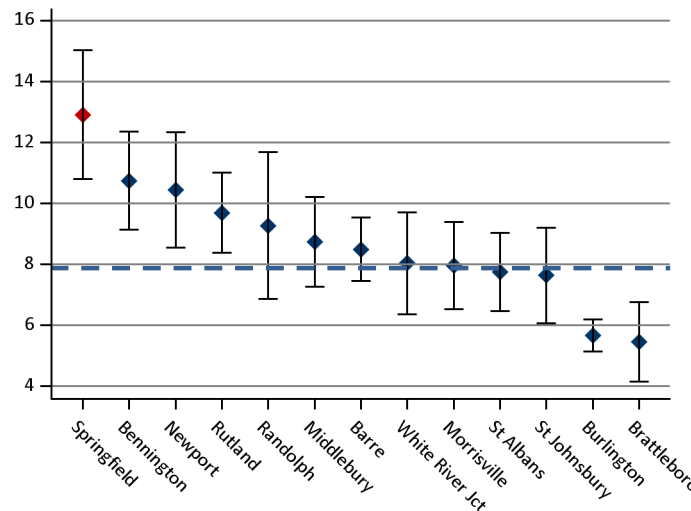


Figure 31: This Prevention Quality Indicator (PQI) presents a composite rate, including 95% confidence intervals, of hospitalizations for chronic conditions per 1,000 members, ages 18 years and older. This measure includes admissions for at least one of the following conditions: COPD, asthma, hypertension, heart failure, angina without a cardiac procedure, diabetes with lower-extremity amputations, diabetes with short-term complications, diabetes with long-term complications, or uncontrolled diabetes without complications. The blue dashed line indicates the statewide average.

BRFSS: Households with Income <\$25,000

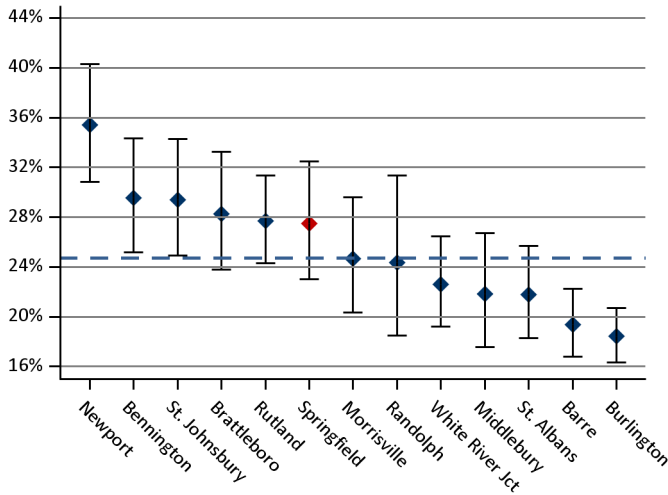


Figure 32: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that reported a household income of less than \$25,000 per year. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

BRFSS: Cigarette Smoking

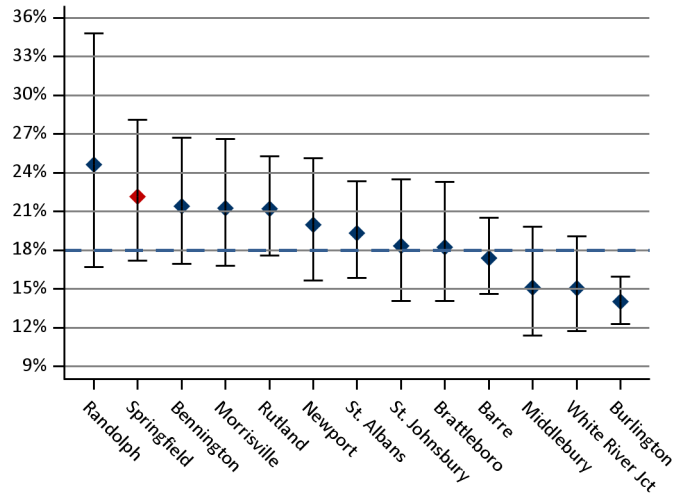


Figure 33: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that reported being cigarette smokers. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

BRFSS: No Leisure-Time Physical Activity/Exercise

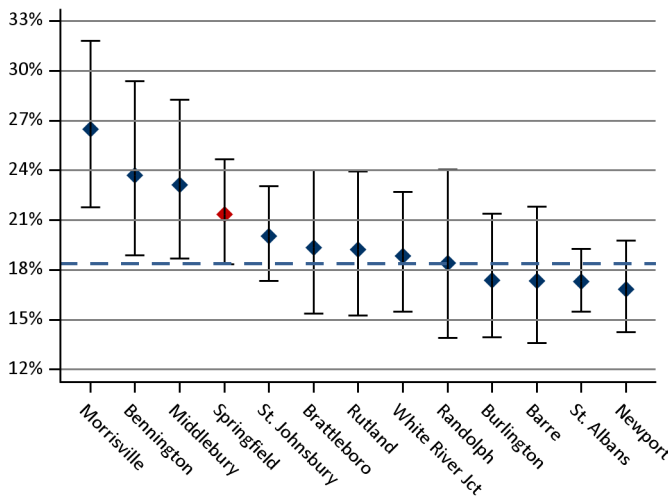


Figure 34: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that said they did not participate in any physical activity or exercise during the previous month. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

BRFSS: Meets Fruit/Vegetable Recommendations

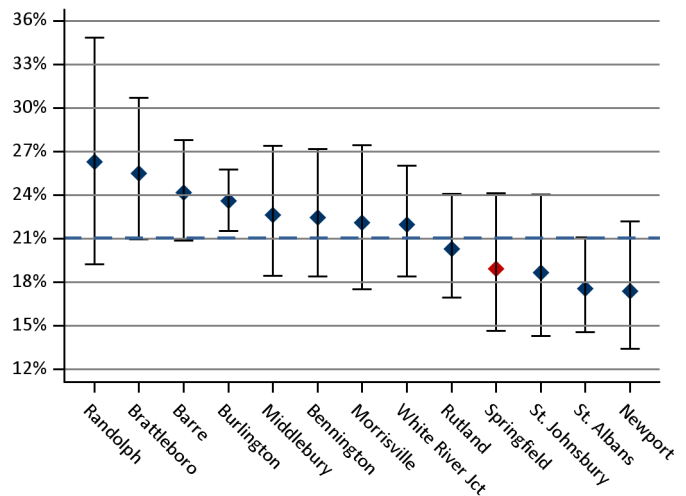


Figure 35: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that said they met fruit and vegetable consumption recommendations. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

The following tables provide greater detail on the annual rates presented in the preceding figures.

Table 3. Expenditure Measures (Adjusted)

Measure	HSA			Statewide		
	Rate per Capita	95% LCL	95% UCL	Rate per Capita	95% LCL	95% UCL
Total	\$8,750	\$8,503	\$8,998	\$7,658	\$7,610	\$7,706
Inpatient Total	\$1,950	\$1,779	\$2,121	\$1,526	\$1,495	\$1,557
Inpatient Mental Health	\$168	\$120	\$216	\$84	\$79	\$90
Inpatient Maternity	\$77	\$63	\$91	\$84	\$81	\$87
Inpatient Surgical	\$894	\$758	\$1,030	\$725	\$701	\$748
Inpatient Medical	\$822	\$735	\$909	\$643	\$626	\$660
Outpatient Total	\$2,360	\$2,287	\$2,433	\$2,007	\$1,992	\$2,022
Outpatient Hospital Mental Health	\$25	\$20	\$29	\$27	\$26	\$28
Outpatient Hospital ED	\$509	\$483	\$534	\$289	\$285	\$292
Outpatient Hospital Surgery	\$485	\$451	\$520	\$472	\$465	\$480
Outpatient Hospital Radiology	\$554	\$509	\$598	\$455	\$446	\$464
Outpatient Hospital Laboratory	\$317	\$306	\$327	\$288	\$285	\$290
Outpatient Hospital Pharmacy	\$47	\$37	\$58	\$71	\$69	\$74
Outpatient Hospital Other	\$932	\$888	\$976	\$887	\$878	\$896
Professional Non-Mental Health Total	\$1,369	\$1,341	\$1,398	\$1,345	\$1,338	\$1,351
Professional Physician Total	\$966	\$941	\$991	\$985	\$979	\$991
Professional Physician Inpatient	\$205	\$184	\$225	\$169	\$166	\$173
Professional Physician Outpatient Facility	\$315	\$303	\$327	\$325	\$323	\$328
Professional Physician Office Visit	\$446	\$454	\$439	\$486	\$492	\$480
Professional Non-Physician	\$402	\$393	\$411	\$355	\$353	\$358
Professional Mental Health Provider	\$208	\$195	\$222	\$207	\$204	\$210
Pharmacy Total	\$1,359	\$1,295	\$1,422	\$1,279	\$1,267	\$1,292
Pharmacy Psych Medication	\$200	\$180	\$219	\$183	\$179	\$186
Other Total	\$1,016	\$941	\$1,090	\$808	\$795	\$822
Special Medicaid Services	\$472	\$399	\$546	\$349	\$338	\$361
Mental Health Substance Combined*	\$536	\$500	\$573	\$479	\$472	\$485

* The *Mental Health Substance Combined* measure is the sum of all expenditures associated with medical and pharmacy services for mental health / substance abuse.

Table 4. Total Resource Use Index (RUI) (Adjusted)

Measure	HSA			Statewide		
	Index Ratio	95% LCL	95% UCL	Index Ratio	95% LCL	95% UCL
Total	1.16	1.13	1.20	1.00	0.99	1.01
Inpatient	1.33	1.23	1.44	1.00	0.98	1.02
Outpatient Facility	1.19	1.15	1.23	1.00	0.99	1.01
Professional	1.05	1.03	1.07	1.00	1.00	1.00
Pharmacy	1.12	1.07	1.16	1.00	0.99	1.01

Table 5. Utilization Measures (Adjusted)

Measure	HSA			Statewide		
	Rate per 1,000	95% LCL	95% UCL	Rate per 1,000	95% LCL	95% UCL
Inpatient Discharges	182.0	174.0	189.9	125.4	124.0	126.7
Inpatient Discharges for Ambulatory Care Sensitive Conditions	36.3	32.8	39.9	19.5	19.0	20.1
Inpatient Days	759.7	743.5	775.9	561.5	558.6	564.4
Inpatient Readmissions within 30 Days	32.2	28.9	35.6	17.7	17.2	18.2
Outpatient ED Visits	659.1	643.9	674.2	479.3	476.7	482.0
Outpatient Potentially Avoidable ED Visits	87.9	82.4	93.4	73.1	72.1	74.2
Outpatient ED Ambulatory Care Sensitive Conditions	101.4	95.5	107.3	62.0	61.0	62.9
Non-Hospital Outpatient Visits	8,761.3	8,706.1	8,816.4	8,199.5	8,188.5	8,210.5
Primary Care Encounters	4,599.1	4,559.2	4,639.1	4,476.5	4,468.4	4,484.7
Medical Specialist Encounters	1,195.5	1,175.1	1,215.9	1,218.0	1,213.8	1,222.3
Surgical Specialist Encounters	1,295.3	1,274.1	1,316.5	1,381.8	1,377.3	1,386.4
Standard Imaging	1,535.5	1,512.4	1,558.5	1,173.4	1,169.2	1,177.5
Advanced Imaging	473.5	460.6	486.3	332.3	330.0	334.5
Echography	463.9	451.2	476.6	412.6	410.2	415.1
Colonoscopy	62.1	57.5	66.7	66.1	65.1	67.1

Table 6. Effective & Preventive Care Measures

Measure	HSA				Statewide			
	N	Rate %	95% LCL	95% UCL	N	Rate %	95% LCL	95% UCL
Comprehensive Diabetes Care (CDC)								
HbA1c Testing	1,015	89%	87%	91%	19,372	90%	89%	90%
Eye Exam	1,015	45%	42%	48%	19,372	47%	46%	47%
Nephropathy	1,015	80%	77%	82%	19,372	78%	78%	79%
Imaging Studies for Low Back Pain	385	78%	74%	82%	10,129	85%	84%	86%

Table 7a. ACO Measures Detail

Measure		HSA				Statewide			
		N	Rate %	95% LCL	95% UCL	N	Rate %	95% LCL	95% UCL
Cervical Cancer Screening	Core-30	3,406	58%	56%	59%	84,395	64%	63%	64%
CCS – Commercial	Core-30	2,117	62%	60%	64%	61,055	68%	68%	69%
CCS – Medicaid	Core-30	1,289	51%	48%	54%	23,340	52%	52%	53%
Chlamydia Screening (Ages 16–24 Years)	Core-7	524	40%	36%	45%	11,358	45%	44%	46%
CHL – Commercial	Core-7	230	33%	27%	39%	6,623	43%	42%	44%
CHL – Medicaid	Core-7	294	46%	40%	52%	4,735	47%	45%	48%
Breast Cancer Screening (Ages 52–64 Years)	Core-11	1,327	76%	74%	78%	31,970	80%	80%	81%
BCS – Commercial (Ages 52–64 Years)	Core-11	889	83%	81%	86%	24,394	84%	84%	85%
BCS – Medicaid (Ages 52–64 Years)	Core-11	256	59%	52%	65%	4,449	65%	64%	67%
BCS – Medicare (Ages 52–64 Years)	Core-11	182	65%	58%	73%	3,127	68%	66%	70%
BCS (Ages 52–74 Years)	Core-11	1,958	76%	74%	78%	46,245	79%	79%	80%
BCS (Ages 65–74 Years)	Core-11	631	75%	72%	79%	14,275	78%	77%	78%
Follow-Up After Hospitalization for Mental Illness (7 day)	Core-4	133	50%	42%	59%	1,208	48%	45%	51%
FUH – Commercial	Core-4					265	57%	51%	63%
FUH – Medicaid	Core-4	96	55%	45%	66%	722	48%	45%	52%
FUH – Medicare	Core-4					221	34%	28%	41%
Initiation of Alcohol/Drug Treatment	Core-5a	347	29%	24%	34%	5,839	27%	26%	29%
IET (INI) – Medicaid	Core-5a	266	33%	28%	39%	3,631	28%	26%	29%
Engagement of Alcohol/Drug Treatment	Core-5b	347	13%	9%	17%	5,839	16%	15%	17%
IET (ENG) – Medicaid	Core-5b	266	15%	11%	20%	3,631	17%	15%	18%
Cholesterol Management for Patients with CVD	Core-3	276	70%	64%	75%	6,157	73%	72%	74%
CMC – Commercial	Core-3	59	76%	65%	88%	1,684	72%	70%	74%
CMC – Medicaid	Core-3	34	68%	50%	85%	556	67%	63%	71%
CMC – Medicare	Core-3	183	68%	61%	75%	3,917	74%	72%	75%
Avoidance of Antibiotic Treatment for Acute Bronchitis	Core-6	160	21%	14%	27%	3,596	29%	27%	30%
AAB – Commercial	Core-6	77	17%	8%	26%	2,217	29%	27%	31%
AAB – Medicaid	Core-6	83	24%	14%	34%	1,379	28%	26%	31%
Influenza Vaccination	Core-35	540	11%	8%	14%	99,905	35%	34%	35%
INF – Commercial	Core-35	143	20%	13%	27%	45,940	28%	28%	29%
INF – Medicaid	Core-35	191				19,525	26%	26%	27%
INF – Medicare	Core-35	206	12%	7%	16%	34,440	48%	48%	49%

Table 7a. ACO Measures Detail, Continued

Measure		HSA				Statewide			
		N	Rate %	95% LCL	95% UCL	N	Rate %	95% LCL	95% UCL
Diabetes Blood Pressure in Control (<140/90 mmHg)	MSSP-24					10,149	73%	72%	74%
Diab – Medicaid (BP)	MSSP-24					1,781	73%	71%	75%
Diab – Medicare (BP)	MSSP-24					4,840	72%	71%	73%
Diabetes Care Two-Part Composite	Core-53					7,746	44%	42%	45%
Diab – Medicaid (Comp.)	Core-53					1,229	37%	34%	40%
Diab – Medicare (Comp.)	Core-53					3,781	52%	51%	54%
Diabetes HbA1c Not in Control (>9%)	Core-17					7,746	14%	13%	15%
Diab – Medicaid (HbA1c Not in Control)	Core-17					1,229	21%	19%	24%
Diab – Medicare (HbA1c Not in Control)	Core-17					3,781	11%	10%	12%
Hypertension with BP in Control (<140/90 mmHg)	Core-39	99	65%	55%	75%	41,733	71%	70%	71%
HYP – Commercial (Ages 18–85 Years)	Core-39					15,476	69%	69%	70%
HYP – Medicaid (Ages 18–85 Years)	Core-39					4,512	66%	64%	67%
HYP – Medicare (Ages 18–85 Years)	Core-39	69	72%	61%	84%	21,745	73%	72%	73%
HYP (Ages 18–64 Years)	Core-39	40	53%	36%	69%	22,915	69%	68%	69%
HYP (Ages 65–85 Years)	Core-39	59	73%	61%	85%	18,818	73%	72%	74%
Diab – Commercial (BP)	MSSP-24					3,528	74%	72%	75%
Diab – Commercial (Comp.)	Core-53					2,736	35%	33%	36%
Diab – Commercial (HbA1c Not in Control)	Core-17					2,736	16%	14%	17%

Table 7b. ACO Measures Detail

Measure		HSA				Statewide			
		N	Observed / Expected Ratio	LCL	UCL	N	Observed / Expected Ratio	LCL	UCL
Plan All-Cause Readmissions	Core-1	991	0.92	0.79	1.06	17,032	0.82	0.79	0.86
PCR – Commercial	Core-1	148	0.98	0.56	1.40	3,580	0.80	0.71	0.89
PCR – Medicaid	Core-1	326	0.70	0.47	0.93	3,956	0.67	0.61	0.74
PCR – Medicare	Core-1	517	1.05	0.87	1.23	9,496	0.89	0.85	0.94

Table 7c. ACO Measures Detail

Measure		HSA				Statewide			
		N	Rate per 1,000	95% LCL	95% UCL	N	Rate per 1,000	95% LCL	95% UCL
ACS Admissions for COPD and Asthma	Core-10	7,742	7.6	5.7	9.6	181,993	4.0	3.7	4.3
PQI – Commercial (COPD and Asthma)	Core-10	3,225	2.8	1.0	4.6	90,860	0.6	0.5	0.8
PQI – Medicaid (COPD and Asthma)	Core-10	1,302	6.1	1.9	10.4	23,572	4.0	3.2	4.8
PQI – Medicare (COPD and Asthma)	Core-10	3,215	13.1	9.1	17.0	67,561	8.6	7.9	9.3
ACS Admissions for Congestive Heart Failure	MSSP-10	11,075	3.9	2.7	5.0	259,973	3.2	2.9	3.4
PQI – Commercial (CHF)	MSSP-10	4,742	0.8	0.0	1.7	138,065	0.2	0.2	0.3
PQI – Medicaid (CHF)	MSSP-10	2,992		0.0		52,080	0.7	0.5	1.0
PQI – Medicare (CHF)	MSSP-10	3,342	11.7	8.0	15.3	69,828	10.7	9.9	11.5
ACS Hospitalizations: PQI Composite (Chronic)	Core-12	11,075	12.9	10.8	15.0	259,973	7.9	7.5	8.2
PQI – Commercial (Comp.)	Core-12	4,742	3.0	1.4	4.5	138,065	1.1	0.9	1.3
PQI – Medicaid (Comp.)	Core-12	2,992	9.4	5.9	12.8	52,080	5.8	5.1	6.4
PQI – Medicare (Comp.)	Core-12	3,342	30.2	24.3	36.1	69,828	22.8	21.7	23.9

Table 8. ACO Measures Reference Table

VT Measure ID	Medicare Shared Savings Program Measure ID	Measure Name	Nationally Recognized/ Endorsed	Included in HSA Profile?	Measure Description
Core-1		Plan All-Cause Readmissions	NQF #1768, HEDIS measure	Adult	For members 18 years and older, the number of acute inpatient stays during the measurement year that were followed by an acute readmission for any diagnosis within 30 days.
Core-2		Adolescent Well-Care Visit	HEDIS measure	Pediatric	The percentage of members 12-21 years who had at least one comprehensive well-care visit with a PCP or OB/GYN during the measurement year.
Core-3	MSSP-29	Ischemic Vascular Disease (IVD): Complete Lipid Panel (Screening Only)	NQF #0075, NCQA	Adult	The percentage of members 18-75 years who were discharged alive for acute myocardial infarction, coronary artery bypass grafting, or percutaneous coronary intervention in the year prior to the measurement year or who had a diagnosis of Ischemic Vascular Disease during the measurement year and one year prior, who had LDL-C screening.
Core-4		Follow-up after Hospitalization for Mental Illness, 7 Day	NQF #0576, HEDIS measure	Adult	The percentage of discharges for members 6 years and older who were hospitalized for treatment of selected mental illness diagnoses and who had an outpatient visit, an intensive outpatient encounter, or partial hospitalization with a mental health practitioner.
Core-5		Initiation & Engagement of Alcohol and Other Drug Dependence Treatment (a) Initiation, (b) Engagement	NQF #0004, HEDIS measure	Adult	(a) The percentage of adolescent and adult members with a new episode of alcohol or other drug (AOD) dependence who received initiation of AOD treatment within 14 days. (b) The percentage of adolescent and adult members with a new episode of alcohol or other drug (AOD) dependence who initiated treatment and had two additional services with a diagnosis of AOD within 30 days of the initiation visit.
Core-6		Avoidance of Antibiotic Treatment for Adults with Acute Bronchitis	NQF #0058, HEDIS measure	Adult	The percentage of adults 18-64 years with a diagnosis of acute bronchitis who were not dispensed an antibiotic.
Core-7		Chlamydia Screening in Women	NQF #0033, HEDIS measure	Adult and Pediatric	The percentage of women 16-24 years who were identified as sexually active and who had at least one test for chlamydia during the measurement period.
Core-8		Developmental Screening in the First Three Years of Life	NQF #1448	Pediatric	The percentage of children screened for risk of developmental, behavioral, and social delays using a standardized screening tool in the 12 months preceding their first, second, or third birthday.
Core-10	MSSP-9	Ambulatory Sensitive Condition Admissions: Chronic Obstructive Pulmonary Disease or Asthma in Older Adults	NQF, AHRQ (Prevention Quality Indicator (PQI) #5)	Adult	All discharges with an ICD-9-CM principal diagnosis code for COPD or asthma in adults ages 40 years and older, for ACO assigned or aligned Medicare fee-for-service (FFS) beneficiaries with COPD or asthma. This is an observed rate of discharges per 1,000 members.
Core-11	MSSP-20	Mammography / Breast Cancer Screening	NQF #0031, HEDIS measure	Adult	The percentage of women 50-74 years who had a mammogram to screen for breast cancer in the last two years.
Core-12		Rate of Hospitalization for Ambulatory Care Sensitive Conditions: PQI Chronic Composite	NQF, AHRQ (Prevention Quality Indicator (PQI) Chronic Composite)	Adult	Prevention Quality Indicators' (PQI) overall composite per 1,000 population, ages 18 years and older; includes admissions for one of the following conditions: diabetes with short-term complications, diabetes with long-term complications, uncontrolled diabetes without complications, diabetes with lower-extremity amputation, chronic obstructive pulmonary disease, asthma, hypertension, heart failure, angina without a cardiac procedure, dehydration, bacterial pneumonia, or urinary tract infection.

Table 8. ACO Measures Reference Table, Continued

VT Measure ID	Medicare Shared Savings Program Measure ID	Measure Name	Nationally Recognized/ Endorsed	Included in HSA Profile?	Measure Description
Core-13		Appropriate Testing for Children with Pharyngitis	NQF #0002	Pediatric	Percentage of children 2-18 years who were diagnosed with pharyngitis, dispensed an antibiotic and received a group A strep test for the episode.
Core-14		Childhood Immunization Status (Combo 10)	NQF #0038, HEDIS measure	No	The percentage of children 2 years who had each of nine key vaccinations (e.g., MMR, HiB, HepB, etc.).
Core-15		Pediatric Weight Assessment and Counseling	NQF #0024	No	The percentage of members 3-17 years who had an outpatient visit with a PCP or OB/GYN and who had evidence of BMI percentile documentation, counseling for nutrition, and counseling for physical activity.
Core-17	MSSP-27	Diabetes Mellitus: Hemoglobin A1c Poor Control (>9%)	NQF #0059, NCQA	Adult	Percentage of members 18-75 years with diabetes whose HbA1c was in poor control >9%.
Core-18	MSSP-19	Colorectal Cancer Screening	NQF #0034, NCQA HEDIS measure	No	The percentage of members 50-75 years who had appropriate screening for colorectal cancer.
Core-19	MSSP-18	Depression Screening and Follow-Up	NQF #0418, CMS	No	The percentage of members 12 years and older who had negative screening or positive screening for depression completed in the measurement year with an age-appropriate standardized tool. Follow-up for positive screening must be documented same day as screening.
Core-20	MSSP-16	Adult Weight Screening and Follow-Up	NQF #0421, CMS	No	The percentage of members 18 years and older who had BMI calculated during the last visit in the measurement year or within the prior 6 months. In cases where the BMI is abnormal, a follow-up plan must be documented during the visit the BMI was calculated or within the prior 6 months.
Core-21		Access to Care Composite	NCQA	No	NCQA Survey - percentage of members who could get appointments or answers to questions from providers when needed.
Core-22		Communication Composite	NCQA	No	NCQA Survey - percentage of members who felt they received good communication from providers.
Core-23		Shared Decision-Making Composite	NCQA	No	NCQA Survey - percentage of members whose provider helped them make decisions about prescription medications.
Core-24		Self-Management Support Composite	NCQA	No	NCQA Survey - percentage of members whose provider talked to them about specific health goals and barriers.
Core-25		Comprehensiveness Composite	NCQA	No	NCQA Survey - percentage of members whose provider talked to them about depression, stress, and other mental health issues.
Core-26		Office Staff Composite	NCQA	No	NCQA Survey - percentage of members who found the clerks and receptionists at their provider's office to be helpful and courteous.
Core-27		Information Composite	NCQA	No	NCQA Survey - percentage of members who received information from their provider about what to do if care was needed in the off hours and reminders between visits.

Table 8. ACO Measures Reference Table, Continued

VT Measure ID	Medicare Shared Savings Program Measure ID	Measure Name	Nationally Recognized/ Endorsed	Included in HSA Profile?	Measure Description
Core-28		Coordination of Care Composite	NCQA	No	NCQA Survey - percentage of members whose providers followed-up about test results, seemed informed about specialty care, and talked at each visit about prescription medication.
Core-29		Specialist Composite	NCQA	No	NCQA Survey - percentage of members who found it easy to get appointments with specialists and who found that their specialist seemed to know important information about their medical history.
Core-30		Cervical Cancer Screening	NQF #0032, HEDIS measure	Adult	The percentage of females 21-64 years who received one or more PAP tests to screen for cervical cancer in the measurement year or two years prior to the measurement year.
Core-31	MSSP-30	Ischemic Vascular Disease (IVD): Use of Aspirin or Another Antithrombotic	NQF #0068, NCQA	No	Percentage of members 18 years and older with IVD who had documentation of using aspirin or another antithrombotic during the measurement year.
Core-35	MSSP-14	Influenza Vaccination	NQF #0041, AMA-PCPI	Adult	Percentage of members 6 months and older with an outpatient visit between October and March who received an influenza vaccine.
Core-36	MSSP-17	Tobacco Use Assessment and Cessation Intervention	NQF #0028, AMA-PCPI	No	Percentage of members 18 years and older who had a negative tobacco screen or positive tobacco screen with cessation intervention in the two years prior to the measurement year.
Core-38	MSSP-32	Drug Therapy for Lowering LDL Cholesterol	NQF #0074	No	Percentage of members 18 years and older with a diagnosis of CAD and an outpatient visit in the measurement year whose LDL-C <100 mg/dL or LDL-C ≥100 mg/dL and who received a prescription of a statin in the measurement year.
Core-38	MSSP-33	ACE Inhibitor or ARB Therapy for Members with CAD and Diabetes and/or Left Ventricular Systolic Dysfunction (LVSD)	NQF #0066	No	Percentage of members 18 years and older with a diagnosis of CAD and a Left Ventricular Ejection Fraction (LVEF) < 40% or diagnosis of CAD and diabetes who received a prescription of ACE/ARB medication in the measurement year.
Core-39	MSSP-28	Percent of Beneficiaries With Hypertension Whose BP < 140/90 mmHg	NQF #0018, NCQA HEDIS measure	Adult	Percentage of members 18-85 years with hypertension whose BP was in control <140/90 mmHg.
Core-40	MSSP-21	Screening for High Blood Pressure and Follow-Up Plan Documented	Not NQF-endorsed; MSSP	No	Percentage of members 18 years and older seen during the measurement period who were screened for high blood pressure and a recommended follow-up plan is documented based on the current blood pressure reading as indicated.
Core-47	MSSP-13	Falls: Screening for Fall Risk	NQF #0101	No	Percentage of members 65 years and older who had any type of falls screening in the measurement year.
Core-48	MSSP-15	Pneumonia Vaccination (Ever Received)	NQF #0043	Adult	The percentage of members 65 years and older who had documentation of ever receiving a pneumonia vaccine.
Core-53		Diabetes Care Two-Part Composite	NQF #0059 and #0055	Adult	The percentage of members 18-75 years with diabetes who have a valid HbA1c less than or equal to 9% and who received an eye exam for diabetic retinal disease during the measurement year.
	MSSP-1	CG CAHPS: Getting Timely Care, Appointments, and Information	NQF #0005, AHRQ	No	CMS Survey - Getting Timely Care, Appointments, and Information
	MSSP-2	CG CAHPS: How Well Your Doctors Communicate	NQF #0005, AHRQ	No	CMS Survey - How Well Your Doctors Communicate

Table 8. ACO Measures Reference Table, Continued

VT Measure ID	Medicare Shared Savings Program Measure ID	Measure Name	Nationally Recognized/ Endorsed	Included in HSA Profile?	Measure Description
	MSSP-3	CG CAHPS: Patients' Rating of Doctor	NQF #0005, AHRQ	No	CMS Survey - Patients' Rating of Doctor
	MSSP-4	CG CAHPS: Access to Specialists	NQF #0005, AHRQ	No	CMS Survey - Access to Specialists
	MSSP-5	CG CAHPS: Health Promotion and Education	NQF #0005, AHRQ	No	CMS Survey - Health Promotion and Education
	MSSP-6	CG CAHPS: Shared Decision Making	NQF #0005, AHRQ	No	CMS Survey - Shared Decision Making
	MSSP-7	CG CAHPS: Health Status / Functional Status	NQF #0006, AHRQ	No	CMS Survey - Health Status/Functional Status
	MSSP-8	Risk-Standardized, All Condition Readmission	CMS, not submitted to NQF (adapted from NQF #1789)	No	All discharges with an ICD-9-CM principal diagnosis code for COPD or asthma in adults ages 40 years and older, for ACO assigned or aligned Medicare fee-for-service (FFS) beneficiaries with COPD or asthma. This is an observed rate of discharges per 1,000 members.
	MSSP-10	Ambulatory Sensitive Condition Admissions: Congestive Heart Failure	NQF #0277, AHRQ (Prevention Quality Indicator (PQI) #8)	Adult	All discharges with an ICD-9-CM principal diagnosis code for CHF in adults ages 18 years and older, for ACO assigned or aligned Medicare fee-for-service (FFS) beneficiaries with CHF. This is an observed rate of discharges per 1,000 members.
	MSSP-11	Percent of Primary Care Physicians who Successfully Qualify for an EHR Program Incentive Payment	CMS EHR Incentive Program Reporting	No	Percentage of Accountable Care Organization (ACO) primary care physicians (PCPs) who successfully qualify for either a Medicare or Medicaid Electronic Health Record (EHR) Program incentive payment.
	MSSP-12	Medication Reconciliation: Reconciliation After Discharge from an Inpatient Facility	NQF #0554	No	Percentage of members 65 years and older who were discharged from any inpatient facility in the measurement year and had an outpatient visit within 30 days of the discharge who had documentation in the outpatient medical record of reconciliation of discharge medications with current outpatient medications during a visit within 30 days of discharge.
	MSSP-24	Diabetes: Blood Pressure Control		Adult	Percentage of members 18-75 years with diabetes who had blood pressure <140/90 mmHg at most recent visit.
	MSSP-25	Diabetes: Tobacco Non-Use		Adult	Percentage of members 18-75 years with diabetes who were identified as a non-user of tobacco in measurement year.
	MSSP-31	Heart Failure: Beta-Blocker Therapy for Left Ventricular Systolic Dysfunction (LVSD)	NQF #0083	No	Percentage of members 18 years and older with a diagnosis of heart failure who also had LVSD (LVEF < 40%) and who were prescribed beta-blocker therapy.
		Comprehensive Diabetes Care: Eye Exams for Diabetics	NQF #0055, HEDIS measure	Adult	Percentage of members with diabetes 18-75 years who received an eye exam for diabetic retinal disease during the measurement year.
M&E-3		Comprehensive Diabetes Care: Medical Attention for Nephropathy	NQF #0062, HEDIS measure	Adult	Percentage of members with diabetes 18-75 years who received a nephropathy screening test during the measurement year.

The following tables provide risk-adjusted rates for selected quality measures, which are not represented in the preceding figures.

Table 9. Risk-Adjusted Quality Measures: PQI Composite (Chronic)

HSA	Jan. 2014-Dec. 2014		Jul. 2014-Jun. 2015		Trend
	Rate per 1,000	N	Rate per 1,000	N	Rate Difference
Barre	9.0	31,519	7.6	30,135	-1.4
Bennington	7.0	11,222	7.0	15,914	0.0
Brattleboro	5.4	12,019	3.6	12,262	-1.8
Burlington	6.5	82,140	6.4	80,137	-0.1
Middlebury	10.3	15,582	9.5	15,558	-0.8
Morrisville	8.7	15,100	8.7	15,070	0.0
Newport	6.1	11,171	7.2	11,201	1.1
Randolph	11.2	8,304	11.7	6,146	0.6
Rutland	6.0	21,388	7.5	21,453	1.5
Springfield	12.9	11,121	11.5	11,075	-1.4
St Albans	5.7	18,326	5.0	18,045	-0.7
St Johnsbury	4.7	12,066	5.4	11,911	0.7
White River Jct	10.0	11,325	9.2	11,065	-0.8

* Cells with less than 11 in the numerator or less than 30 in the denominator are left blank due to either insufficient data or confidentiality requirements.

Table 10. Risk-Adjusted Quality Measure: Diabetes HbA1c Not in Control (>9%)

HSA	Jan. 2014-Dec. 2014		Jul. 2014-Jun. 2015		Trend
	Rate %	N	Rate %	N	Rate Difference
Barre	12.0%	1,780	14.5%	1,791	2.6%
Bennington	10.2%	494	13.8%	574	3.6%
Brattleboro	11.4%	185	14.0%	297	2.6%
Burlington	11.8%	2,079	14.1%	1,996	2.3%
Middlebury					
Morrisville	10.5%	391	13.7%	411	3.2%
Newport	10.4%	879	14.4%	805	3.9%
Randolph		42		37	
Rutland		63		56	
Springfield					
St Albans	10.9%	1,070	14.1%	1,194	3.3%
St Johnsbury	12.1%	427	15.1%	395	3.1%
White River Jct	14.8%	159	14.7%	167	-0.2%

* Cells with less than 11 in the numerator or less than 30 in the denominator are left blank due to either insufficient data or confidentiality requirements.

Patient Experience Survey: Access to Care Composite

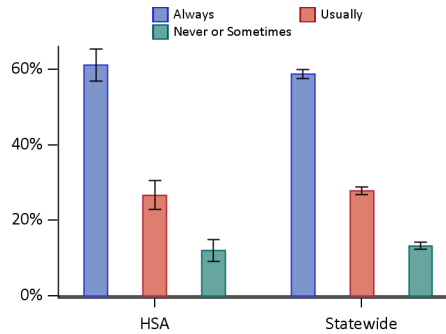


Figure 36: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Access to Care for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 11. Patient Experience Survey: Access to Care Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	Always	30	63%	19%	398	55%	5%
	Usually				398	23%	4%
	Never or Sometimes				398	22%	4%
In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	Always	180	61%	7%	2,999	59%	2%
	Usually	180	28%	7%	2,999	29%	2%
	Never or Sometimes	180	11%	5%	2,999	12%	1%
In the last 12 months, when you phoned 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?	Always	185	68%	7%	3,137	66%	2%
	Usually	185	23%	6%	3,137	26%	2%
	Never or Sometimes	185	10%	5%	3,137	8%	1%
In the last 12 months, when you phoned this provider's office to get an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	Always	335	67%	5%	5,060	70%	1%
	Usually	335	25%	5%	5,060	24%	1%
	Never or Sometimes	335	8%	3%	5,060	5%	1%
Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time.	Always	452	47%	5%	6,666	43%	1%
	Usually	452	34%	4%	6,666	38%	1%
	Never or Sometimes	452	19%	4%	6,666	19%	1%

Patient Experience Survey: Communication Composite

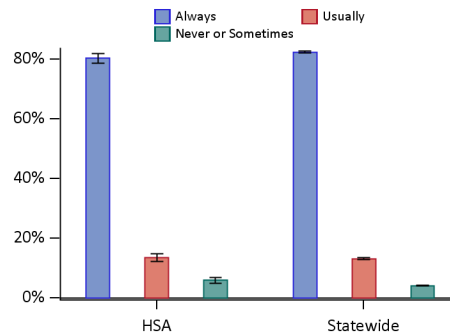


Figure 37: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Communication for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 12. Patient Experience Survey: Communication Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	Always	372	78%	4%	5,515	82%	1%
	Usually	372	17%	4%	5,515	13%	1%
	Never or Sometimes	372	5%	2%	5,515	4%	1%
In the last 12 months, how often did this provider seem to know the important information about your medical history?	Always	449	70%	4%	6,649	73%	1%
	Usually	449	21%	4%	6,649	21%	1%
	Never or Sometimes	449	10%	3%	6,649	6%	1%
In the last 12 months, how often did this provider spend enough time with you?	Always	452	80%	4%	6,643	82%	1%
	Usually	452	14%	3%	6,643	14%	1%
	Never or Sometimes	452	6%	2%	6,643	4%	0%
In the last 12 months, how often did this provider show respect for what you had to say?	Always	453	87%	3%	6,649	88%	1%
	Usually	453	8%	3%	6,649	8%	1%
	Never or Sometimes	453	6%	2%	6,649	3%	0%
In the last 12 months, how often did this provider listen carefully to you?	Always	454	85%	3%	6,686	85%	1%
	Usually	454	9%	3%	6,686	11%	1%
	Never or Sometimes	454	5%	2%	6,686	4%	0%
In the last 12 months, how often did this provider explain things in a way that was easy to understand?	Always	456	82%	4%	6,684	85%	1%
	Usually	456	13%	3%	6,684	12%	1%
	Never or Sometimes	456	5%	2%	6,684	3%	0%

Patient Experience Survey: Comprehensiveness Composite

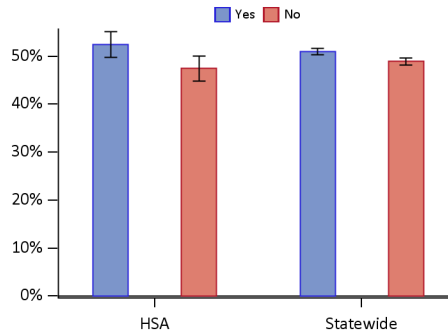


Figure 38: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Comprehensiveness for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 13. Patient Experience Survey: Comprehensiveness Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
In the last 12 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	449	42%	5%	6,592	40%	1%
	No	449	58%	5%	6,592	60%	1%
In the last 12 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	449	61%	5%	6,579	57%	1%
	No	449	39%	5%	6,579	43%	1%
In the last 12 months, did you and anyone in this provider’s office talk about things in your life that worry you or cause you stress?	Yes	452	54%	5%	6,587	56%	1%
	No	452	46%	5%	6,587	44%	1%

Patient Experience Survey: Coordinated Care Composite

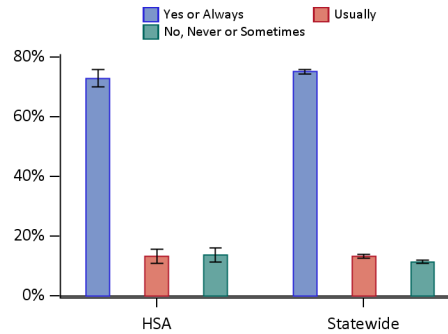


Figure 39: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Coordinated Care for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 14. Patient Experience Survey: Coordinated Care Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
In the last 12 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?	Yes or Always	241	56%	6%	3,433	60%	2%
	Usually	241	26%	6%	3,433	25%	1%
	No, Never or Sometimes	241	18%	5%	3,433	14%	1%
In the last 12 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?	Yes or Always	315	75%	5%	5,065	76%	1%
	Usually	315	14%	4%	5,065	15%	1%
	No, Never or Sometimes	315	11%	4%	5,065	9%	1%
In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?	Yes or Always	391	88%	3%	5,623	89%	1%
	No, Never or Sometimes	391	12%	3%	5,623	11%	1%

Patient Experience Survey: Office Staff Composite

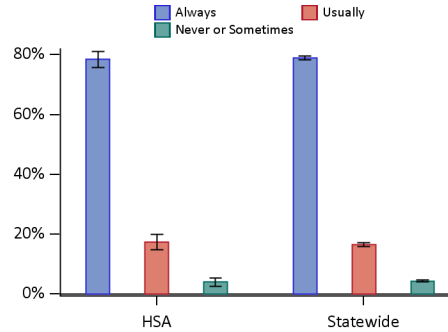


Figure 40: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Office Staff for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 15. Patient Experience Survey: Office Staff Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?	Always	455	85%	3%	6,618	86%	1%
	Usually	455	12%	3%	6,618	11%	1%
	Never or Sometimes	455	3%	2%	6,618	3%	0%
In the last 12 months, how often were the clerks and receptionists at this provider’s office as helpful as you thought they should be?	Always	456	72%	4%	6,622	72%	1%
	Usually	456	23%	4%	6,622	22%	1%
	Never or Sometimes	456	5%	2%	6,622	6%	1%

Patient Experience Survey: Self Management Composite

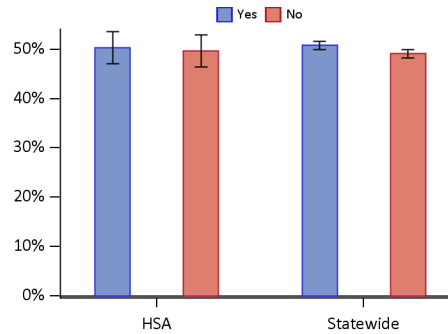


Figure 41: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Self Management for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 16. Patient Experience Survey: Self Management Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
In the last 12 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 health?	Yes	441	40%	5%	6,521	40%	1%
	No	441	60%	5%	6,521	60%	1%
In the last 12 months, did anyone in this provider's office talk with you about specific goals for your health?	Yes	443	60%	5%	6,568	62%	1%
	No	443	40%	5%	6,568	38%	1%

Patient Experience Survey: Shared Decision Making Composite

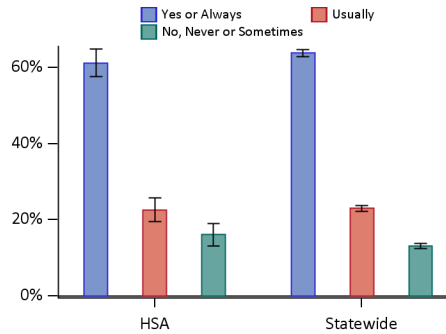


Figure 42: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Shared Decision Making for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 17. Patient Experience Survey: Shared Decision Making Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?	Yes or Always	203	84%	5%	3,146	84%	1%
	No, Never or Sometimes	203	16%	5%	3,146	16%	1%
When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?	Yes or Always	205	40%	7%	3,155	42%	2%
	Usually	205	38%	7%	3,155	39%	2%
	No, Never or Sometimes	205	22%	6%	3,155	18%	1%
When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?	Yes or Always	207	60%	7%	3,183	65%	2%
	Usually	207	30%	6%	3,183	30%	2%
	No, Never or Sometimes	207	10%	4%	3,183	6%	1%

Patient Experience Survey: Specialist Composite

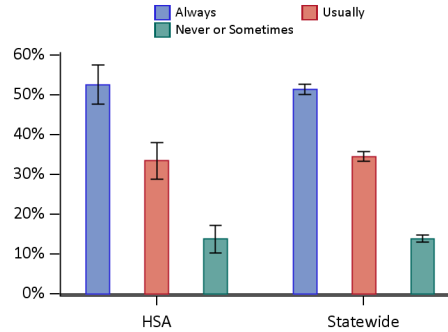


Figure 43: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Specialists for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 18. Patient Experience Survey: Specialist Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
In the last 12 months, how often did the specialist you saw most seem to know the important information about your medical history?	Always	208	55%	7%	2,847	52%	2%
	Usually	208	28%	6%	2,847	33%	2%
	Never or Sometimes	208	17%	5%	2,847	15%	1%
In the last 12 months, how often was it easy to get appointments with specialists?	Always	212	50%	7%	2,882	51%	2%
	Usually	212	39%	7%	2,882	36%	2%
	Never or Sometimes	212	11%	4%	2,882	13%	1%

Patient Experience Survey: Information Composite

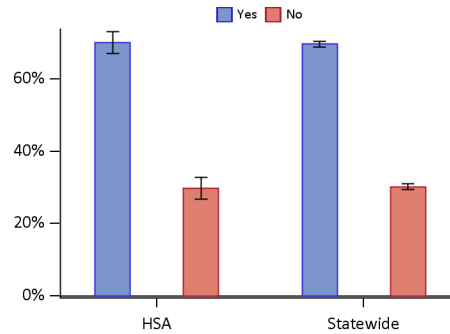


Figure 44: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Information for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 19. Patient Experience Survey: Information Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Yes	442	75%	4%	6,523	72%	1%
	No	442	25%	4%	6,523	28%	1%
Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office between visits?	Yes	447	65%	5%	6,620	67%	1%
	No	447	35%	5%	6,620	33%	1%