

Welcome to the 2015 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, 2015.

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	11,524	258,837
Average Age	50.0	50.0
% Female	56.5	54.7
% Medicaid	19.9	20.6
% Medicare	28.1	26.8
% Maternity	1.1	1.4
% with Selected Chronic Conditions	36.2	39.9
Health Status (CRG)		
% Healthy	35.3	32.9
% Acute or Minor Chronic	15.7	15.3
% Moderate Chronic	26.0	26.2
% Significant Chronic	21.9	24.2
% Cancer or Catastrophic	1.0	1.4

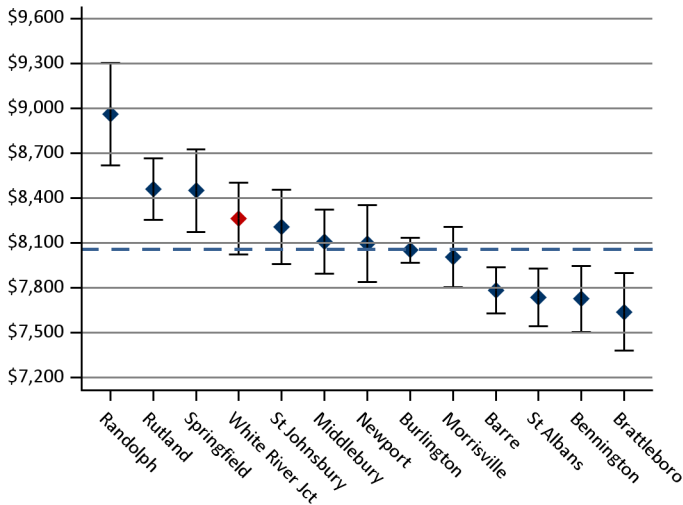
**Table 1:** This table provides comparative information on the demographics and health status of the specified HSA and of the state as a whole. Included measures reflect the types of information used to generate adjusted rates: age, gender, maternity status, and health status.

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.

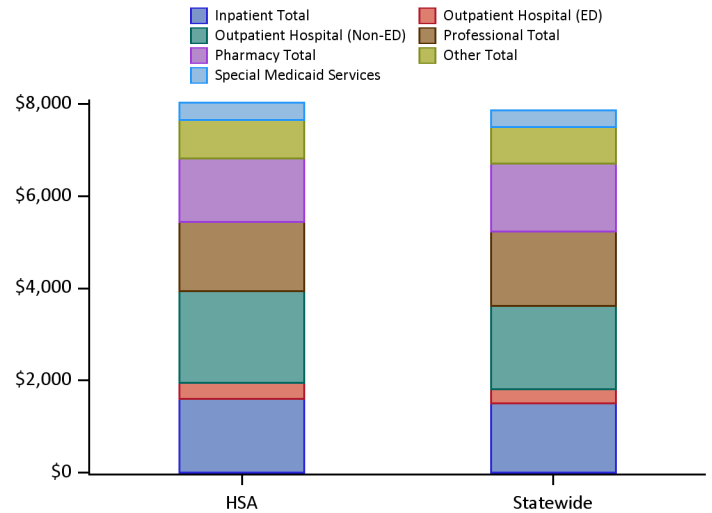
The Health Status (CRG) measure aggregates 3M™ Clinical Risk Grouper (CRG) classifications for the year for the purpose of generating adjusted rates. Aggregated risk classification groups include: Healthy, Acute (e.g., ear, nose, throat infection) or Minor Chronic (e.g., minor chronic joint pain), Moderate 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). CRG identification was enhanced using additional diagnostic and pharmacy information for CY2015 reporting, resulting in fewer healthy members and more members with chronic and other conditions.

**Total Expenditures per Capita**



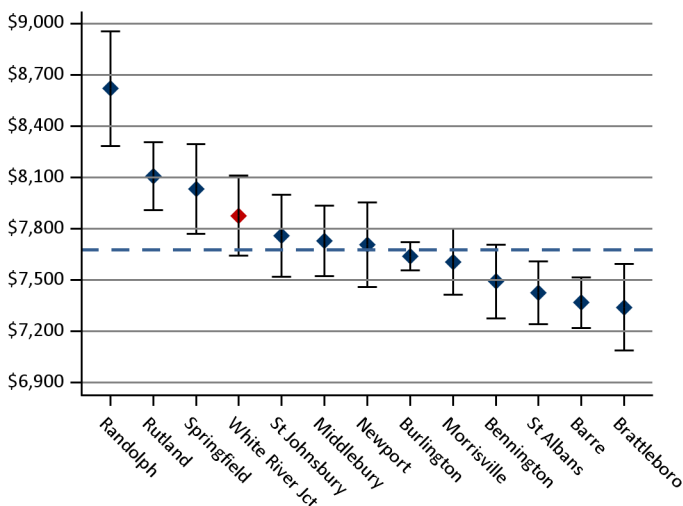
**Figure 1:** Presents annual risk-adjusted rates, including 95% confidence intervals, with expenditures capped statewide for outlier patients. Expenditures include both plan payments and member out-of-pocket payments (i.e., copay, coinsurance, and deductible). The blue dashed line indicates the statewide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

**Total Expenditures per Capita by Major Category**



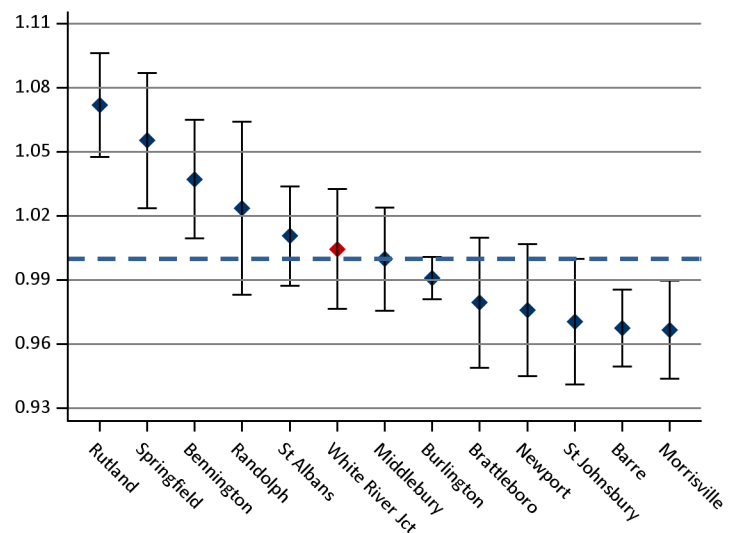
**Figure 2:** Presents annual risk-adjusted rates for the major components of cost (as shown in Figure 1) with expenditures capped statewide for outlier patients. Some services provided by Medicaid (e.g., case management, transportation) are reported separately as Special Medicaid Services (SMS).

**Total Expenditures per Capita (Excluding SMS)**



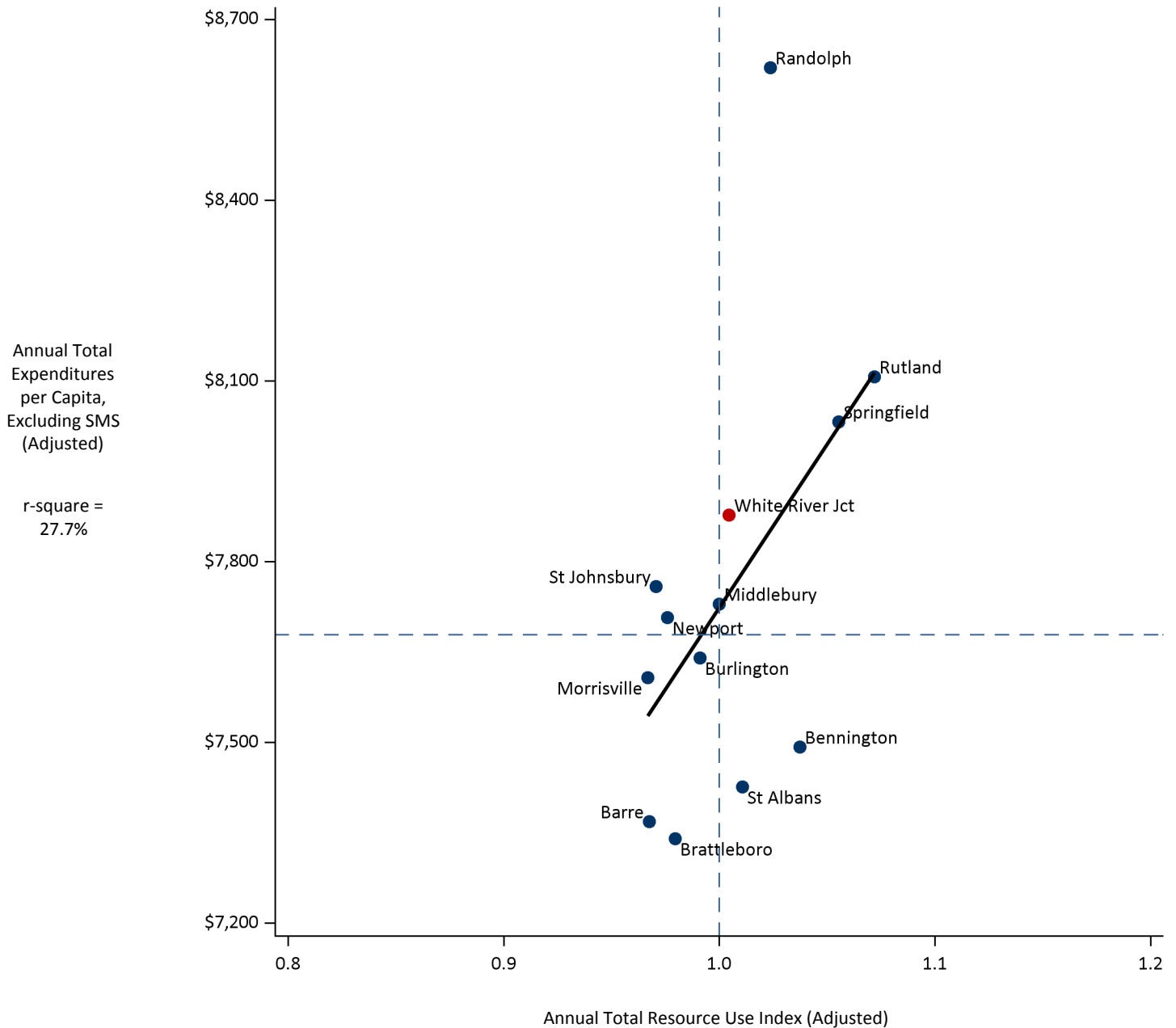
**Figure 3:** Presents annual risk-adjusted rates, including 95% confidence intervals, with expenditures capped statewide for outlier patients. Expenditures include both plan payments and member out-of-pocket payments (i.e., copay, coinsurance, and deductible) and exclude Special Medicaid Services. The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

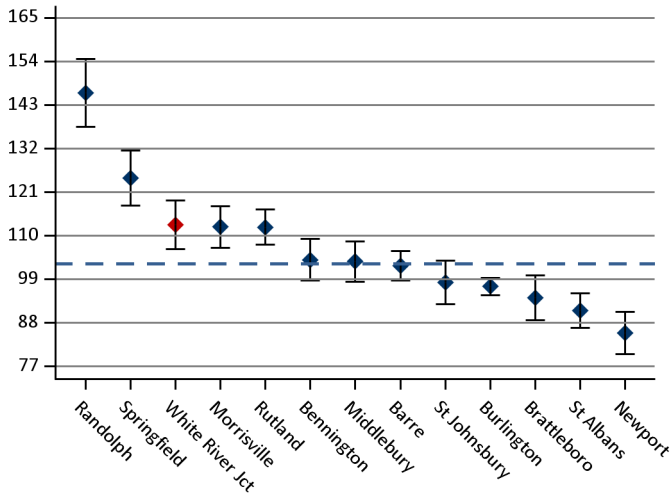


**Figure 5:** This graphic demonstrates the relationship between risk-adjusted expenditures, excluding SMS, and risk-adjusted utilization for each of the HSAs in Vermont. This graphic illustrates the specified HSA's risk-adjusted rate (i.e., the red dot) compared to those of all other HSAs statewide (i.e., the blue dots). The dashed lines show the average expenditures per capita and average Resource Use Index statewide (i.e., 1.0). 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 1.0 indicates higher than average utilization; conversely, a value lower than 1.0 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**

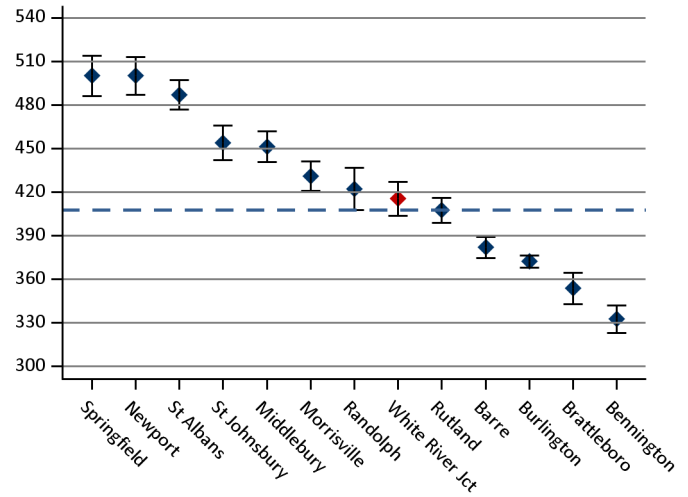
- White River Jct
- All other Blueprint HSAs statewide

**Inpatient Discharges**



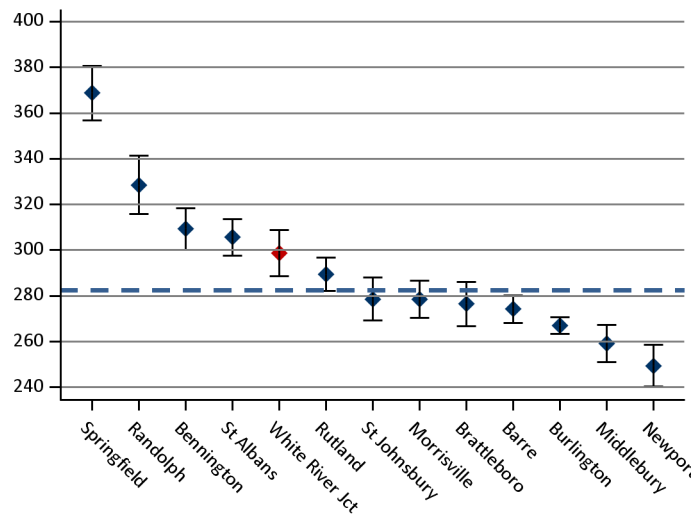
**Figure 6:** Presents annual risk-adjusted rates, including 95% confidence intervals, of inpatient discharges per 1,000 members. Additional detail measures for inpatient utilization — Inpatient Days, and Preventive Quality Indicators — can be found in Table 6. The blue dashed line indicates the statewide average.

**Outpatient ED Visits**



**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**

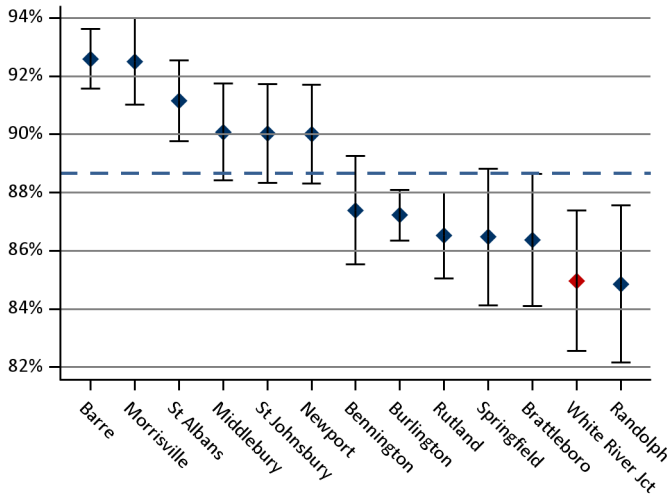


Figure 9: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that received a hemoglobin A1c test during the measurement year. The blue dashed line indicates the statewide average.

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

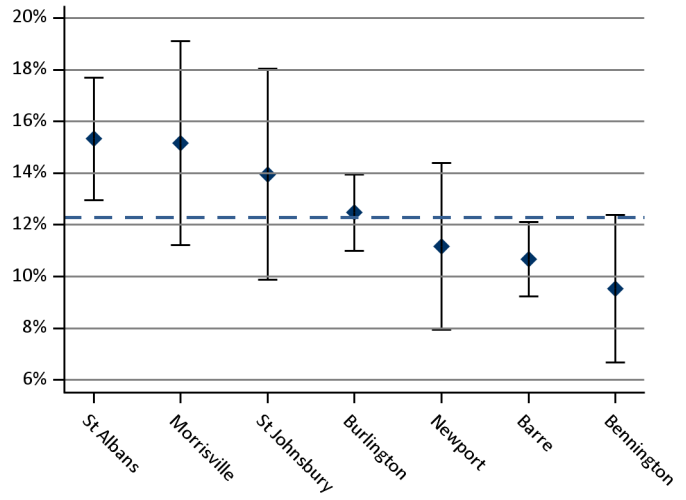


Figure 10: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, whose last recorded hemoglobin A1c test in the Blueprint clinical data registry was in poor control (>9%). Members with diabetes were identified using claims data. 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**

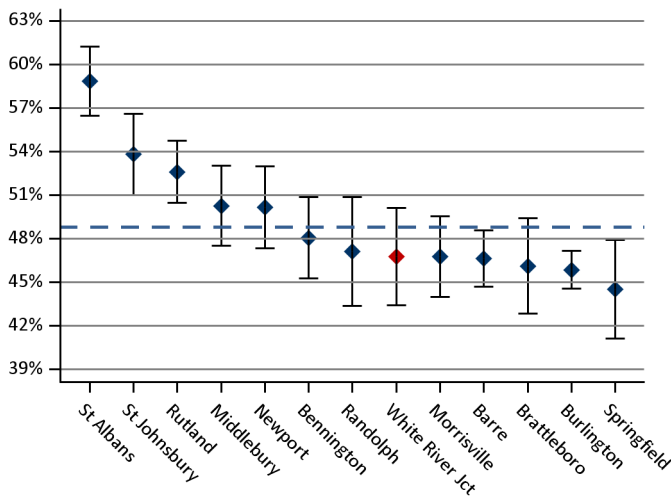


Figure 11: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that received an eye screening for diabetic retinal disease during the measurement year. The blue dashed line indicates the statewide average.

**Diabetes Care Two-Part Composite (Core-53)**

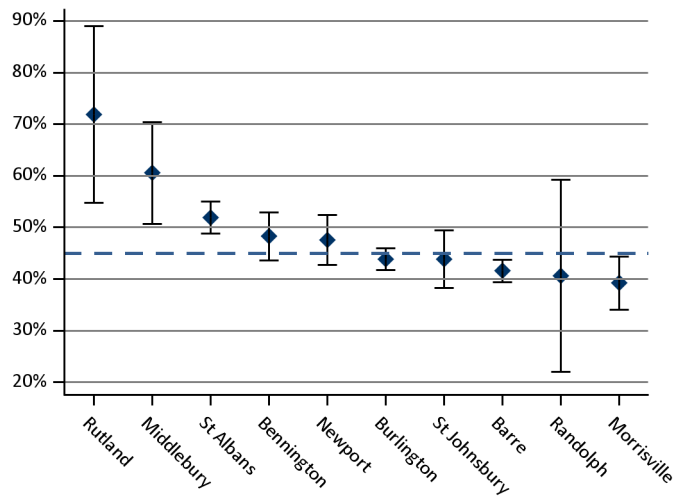


Figure 12: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that had a valid HbA1c ≤9% and received an eye screening for diabetic retinal disease during the measurement year. The blue dashed line indicates the statewide average.

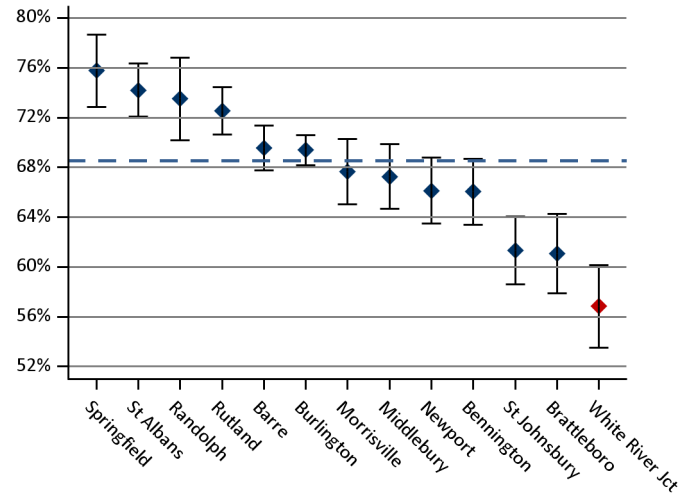
**Comparison of Patients by HbA1c Control Status, Statewide**

Metric	Diabetes A1c in Control	Diabetes A1c Not in Control
Members	5619	786
Annual expenditures per capita	\$15,726 (\$15,219, \$16,233)	\$17,328 (\$16,110, \$18,546)
Inpatient hospitalizations per 1,000 members	189.7 (178.2, 201.1)	253.1 (217.7, 288.6)
Inpatient days per 1,000 members	868.5 (844.0, 893.0)	1,156.1 (1,080.4, 1,231.8)
Outpatient ED visits per 1,000 members	627.5 (606.7, 648.3)	801.1 (738.1, 864.2)

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

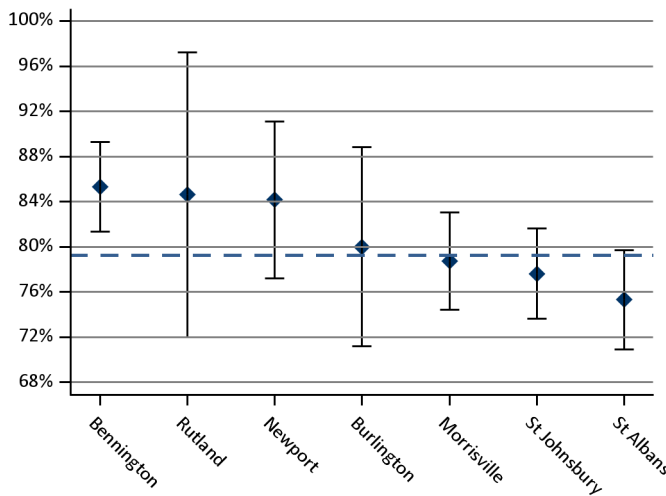
**Table 2:** Presents a comparison of health care expenditures and utilization in the measurement year for continuously enrolled members, ages 18–75 years, whose diabetes hemoglobin A1c was in control (≤9%) compared to those with poor control (>9%). Rates have been adjusted for age, gender, and health 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**



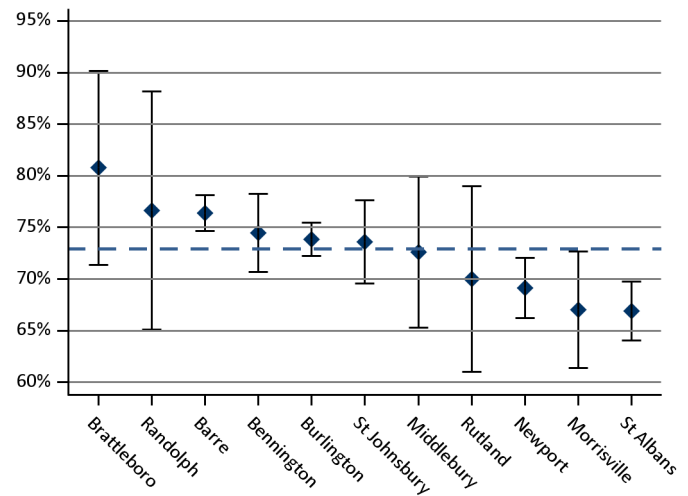
**Figure 13:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that had a nephropathy screening test or evidence of nephropathy documented in the claims data. The blue dashed line indicates the statewide average.

**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**

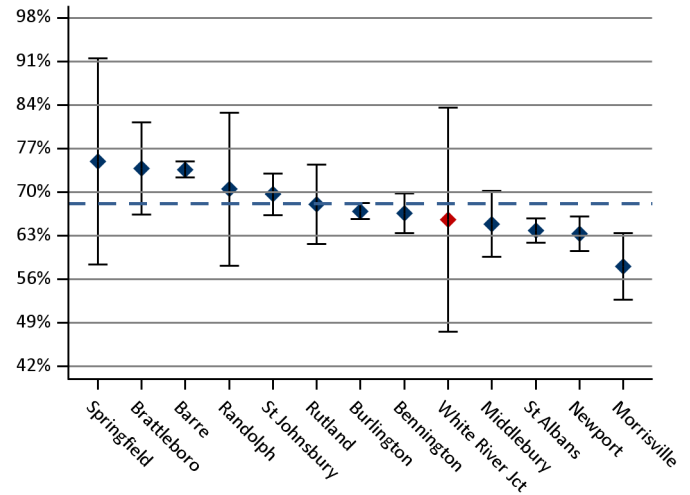
Measure (N = Count of distinct members)	HSA N=12,131	Statewide N=271,430
	Rate %	Rate %
% linked to clinical data	28%	47%
% with BMI data	24%	40%
% meeting obesity criteria	35%	39%
% with blood pressure data	17%	43%
% meeting hypertension criteria	19%	19%
% with BMI and blood pressure data	16%	39%
% meeting obesity and hypertension criteria	9%	10%

Measure (N = Count of distinct members with diabetes)	HSA N=902	Statewide N=22,302
	Rate %	Rate %
% linked to clinical data	34%	59%
% with BMI data	24%	50%
% meeting obesity criteria	75%	69%
% with blood pressure data	22%	53%
% meeting hypertension criteria	28%	27%
% with valid HbA1c	15%	38%
% with HbA1c >9%	2%	5%

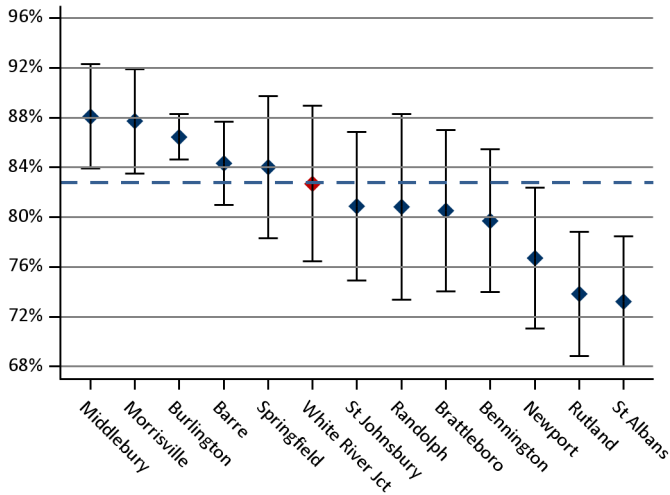
**Table 3:** Presents the proportion of total distinct members and distinct members with diabetes with claims linked to clinical data, valid body mass index (BMI), blood pressure, and HbA1c data meeting the criteria for obesity (BMI ≥ 30.0), hypertension (mmHg ≥ 140/90), and HbA1c >9%.

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



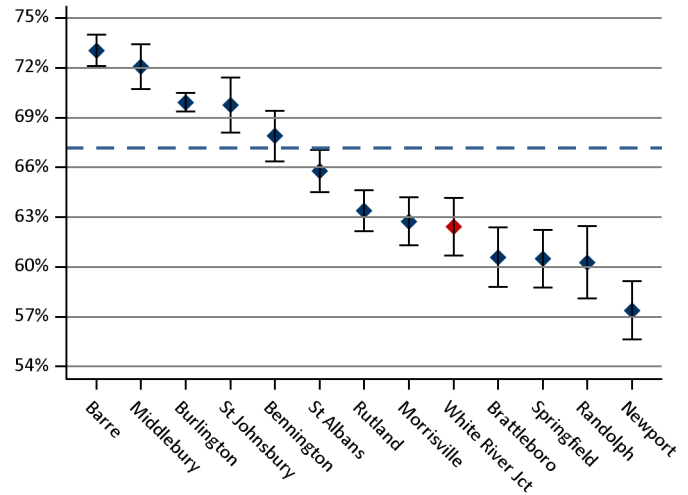
**Figure 16:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members with hypertension, ages 18–85 years, whose last recorded blood pressure measurement in the Blueprint clinical data registry was in control (<140/90 mmHg). Members with hypertension were identified 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**



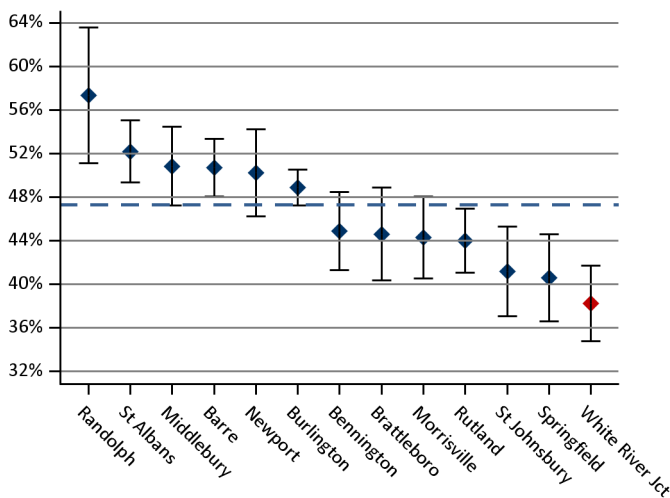
**Figure 17:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–50 years, that received a primary diagnosis of low back pain and appropriately did not have an imaging study (e.g., plain X-Ray, CT scan, MRI) within 28 days of the diagnosis. This is 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)**



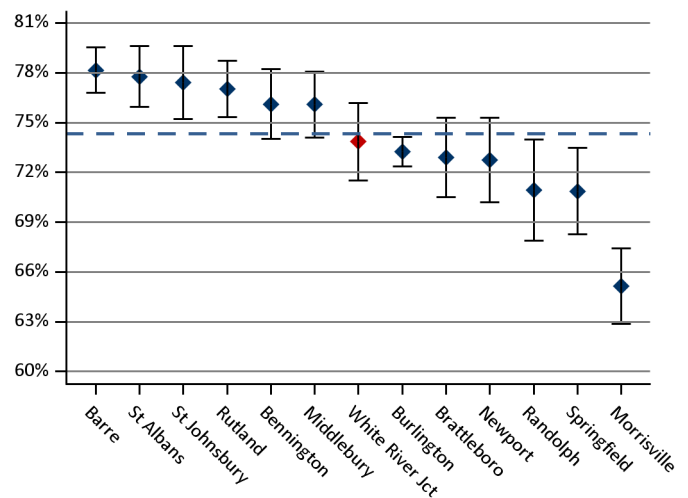
**Figure 18:** Presents the proportion, including 95% confidence intervals, of continuously enrolled female members, ages 21–64 years, that received one or more Papanicolaou (Pap) tests to screen for cervical cancer during the measurement year or the two years prior to the measurement year. The blue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

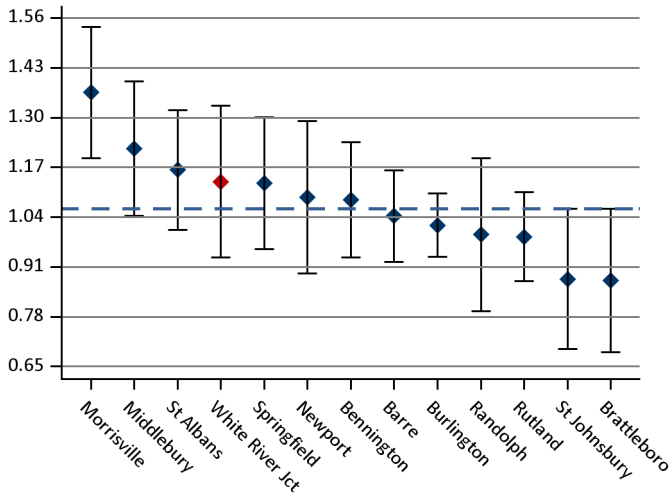
**Breast Cancer Screening (Core-11, MSSP-20)**



**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.

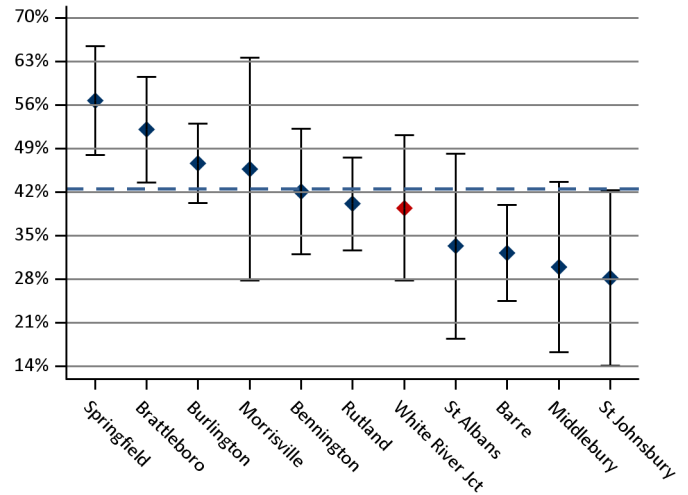


**Plan All-Cause Readmissions (Core-1)**



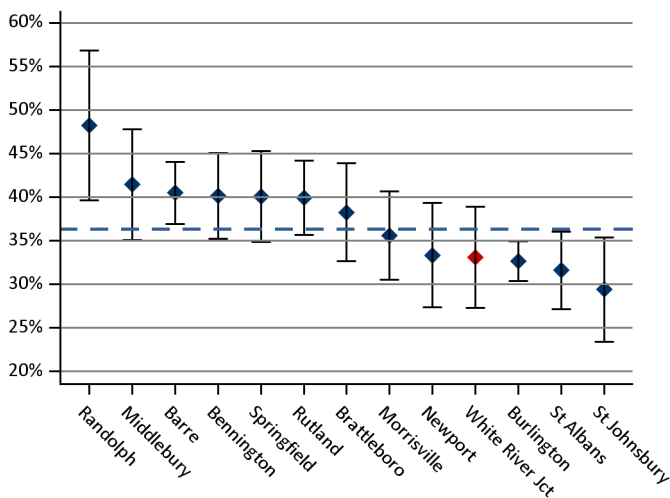
**Figure 21:** Presents the relative rate, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had an inpatient stay that was followed by an acute readmission for any diagnosis within 30 days during the measurement year. The rate is expressed as a ratio 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)**



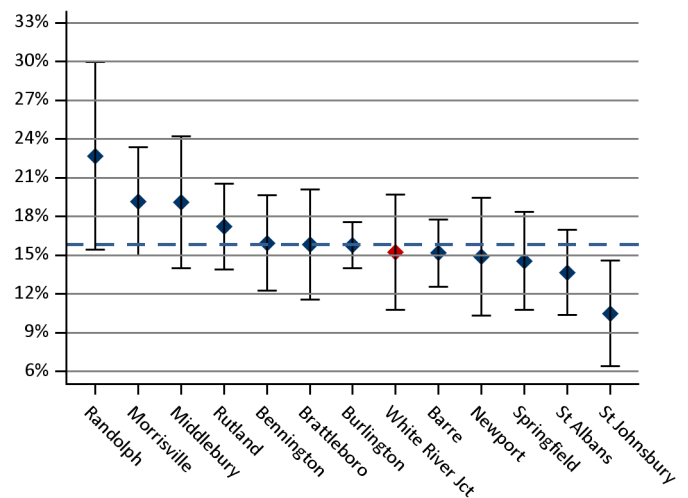
**Figure 22:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 6 years and older, hospitalized for mental illness with an intensive outpatient encounter or partial hospitalization with a mental health practitioner and a follow-up visit within seven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

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



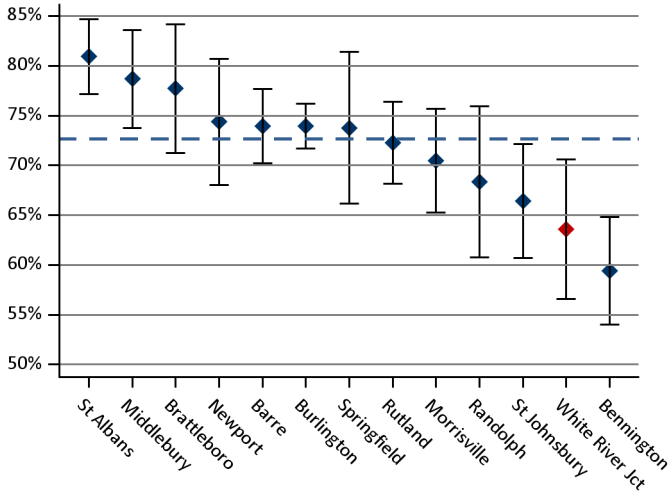
**Figure 23:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had their initial treatment through an inpatient alcohol or other drug (AOD) admission, outpatient visit, intensive outpatient encounter, or partial hospitalization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

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



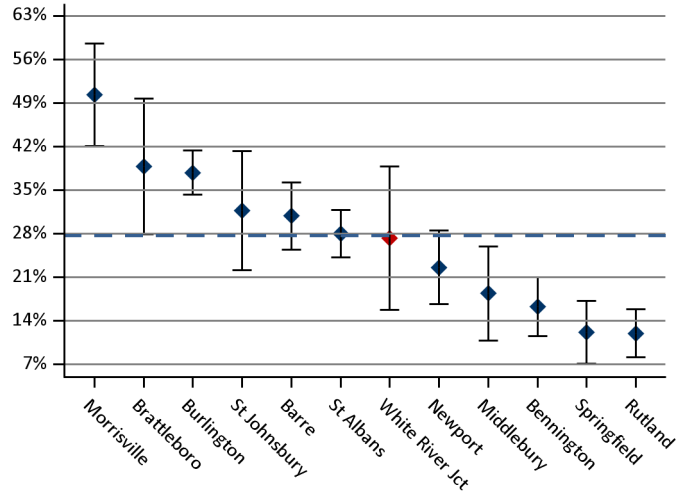
**Figure 24:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had their initial treatment and then had two or more additional services with a diagnosis of AOD within 30 days of the initiation visit. The blue dashed line indicates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

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



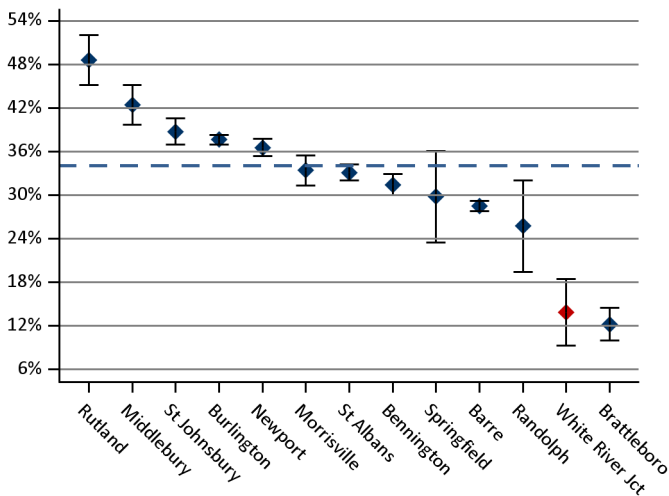
**Figure 25:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–75 years, discharged alive after treatment for acute myocardial infarction (AMI), coronary artery bypass grafting (CABG), or percutaneous coronary intervention (PCI) in the year prior 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)**



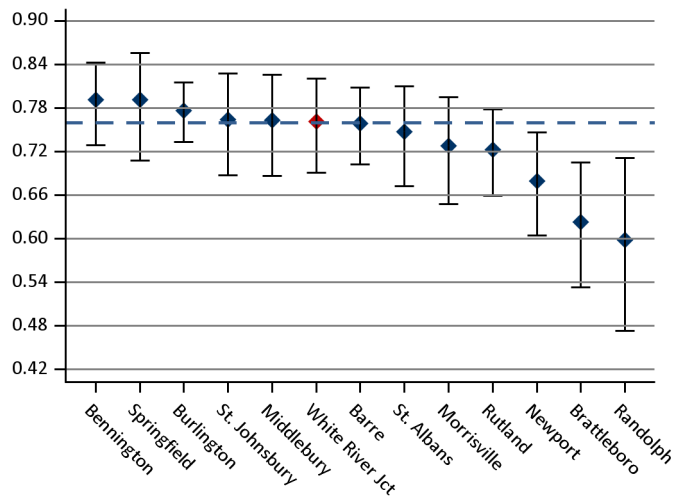
**Figure 26:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–64 years, that received a diagnosis of acute bronchitis but was not dispensed an antibiotic prescription. The blue dashed line indicates the statewide average.

**Influenza Vaccination (Core-35, MSSP-14)**



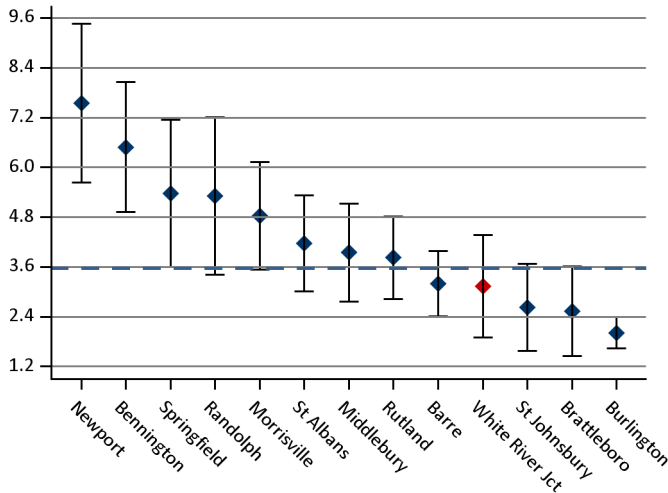
**Figure 27:** Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages six months and older, that received an influenza immunization from October 1 of the prior year through March 31 of the measurement year. Immunizations were identified in the medical claims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

**Pneumonia Vaccination (Core-48, MSSP-15)**

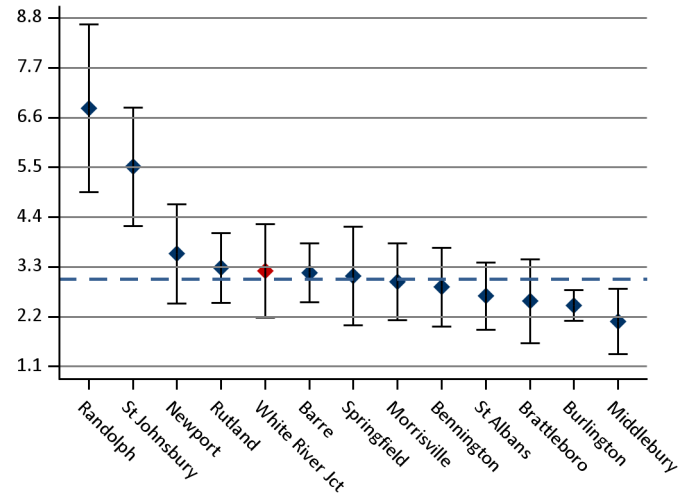


**Figure 28:** Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 65 years and older, that reported ever receiving a pneumonia vaccination as measured by the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

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



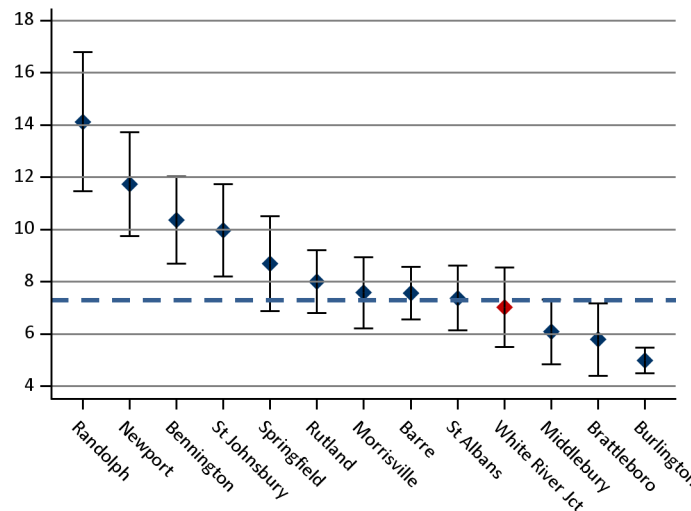
**ACS Admissions: Heart Failure (MSSP-10)**



**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.

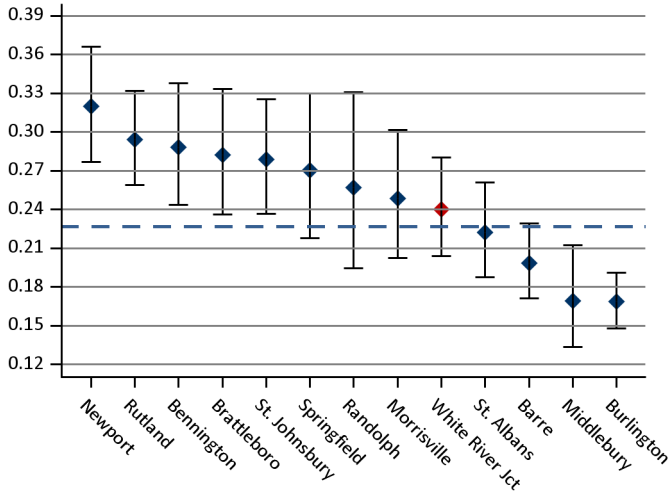
**Figure 30:** This Prevention Quality Indicator (PQI) presents the rate, including 95% confidence intervals, of admissions with a principal diagnosis of congestive heart failure per 1,000 members, ages 18 years and older. The blue dashed line indicates the statewide average.

**ACS Hospitalizations: PQI Composite Chronic (Core-12)**



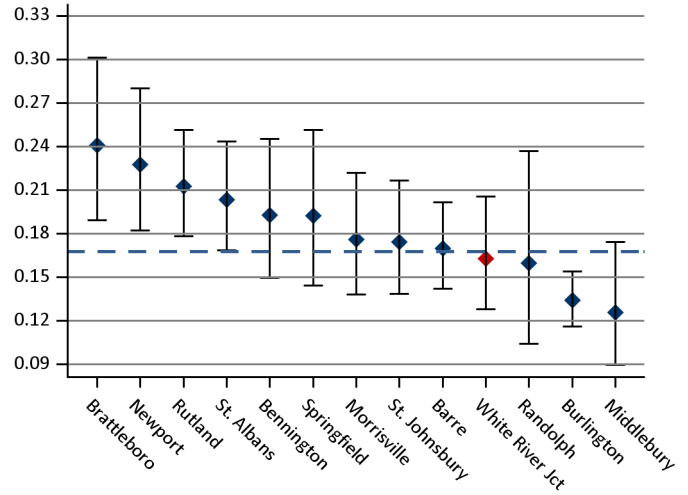
**Figure 31:** This Prevention Quality Indicator (PQI) presents a composite rate, including 95% confidence intervals, of hospitalizations for chronic conditions per 1,000 members, ages 18 years and older. This measure includes admissions for at least one of the following conditions: COPD, asthma, hypertension, 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**



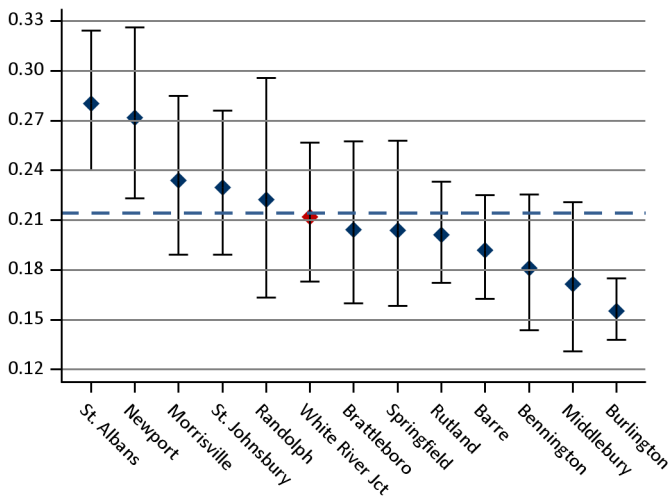
**Figure 32:** Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that reported a household income of less than \$25,000 per year. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates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

**BRFSS: Cigarette Smoking**



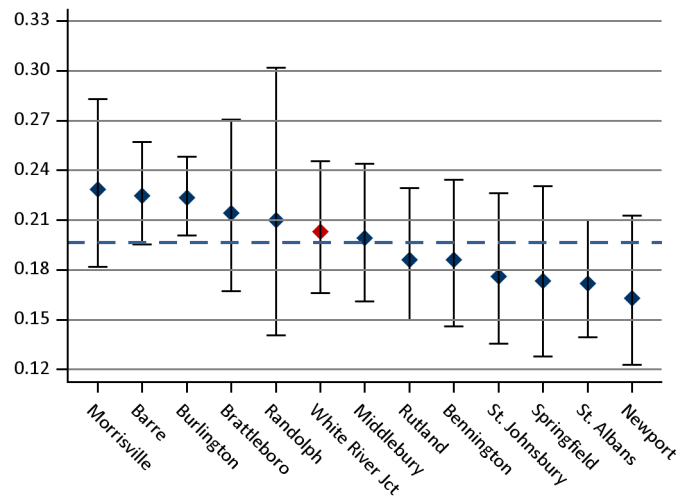
**Figure 33:** Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that reported being cigarette smokers. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

**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 4. Expenditure Measures (Adjusted)**

Measure	HSA			Statewide		
	Rate per Capita	95% LCL	95% UCL	Rate per Capita	95% LCL	95% UCL
Total	\$8,262	\$8,022	\$8,503	\$8,059	\$8,008	\$8,110
Inpatient Total	\$1,602	\$1,471	\$1,733	\$1,508	\$1,477	\$1,539
Inpatient Mental Health	\$110	\$81	\$140	\$80	\$74	\$86
Inpatient Maternity	\$94	\$79	\$108	\$91	\$89	\$94
Inpatient Surgical	\$700	\$605	\$796	\$646	\$623	\$668
Inpatient Medical	\$710	\$629	\$790	\$701	\$682	\$720
Outpatient Total	\$2,348	\$2,270	\$2,425	\$2,117	\$2,101	\$2,132
Outpatient Hospital Mental Health	\$33	\$28	\$38	\$30	\$29	\$31
Outpatient Hospital ED	\$344	\$324	\$364	\$309	\$305	\$313
Outpatient Hospital Surgery	\$643	\$600	\$686	\$503	\$495	\$511
Outpatient Hospital Radiology	\$569	\$521	\$618	\$491	\$481	\$501
Outpatient Hospital Laboratory	\$271	\$260	\$281	\$296	\$293	\$298
Outpatient Hospital Pharmacy	\$38	\$31	\$45	\$81	\$78	\$85
Outpatient Hospital Other	\$486	\$463	\$509	\$421	\$417	\$425
Professional Non-Mental Health Total	\$1,334	\$1,303	\$1,365	\$1,434	\$1,427	\$1,441
Professional Physician Total	\$880	\$856	\$904	\$926	\$920	\$931
Professional Physician Inpatient	\$186	\$170	\$201	\$164	\$160	\$167
Professional Physician Outpatient Facility	\$284	\$272	\$296	\$301	\$299	\$304
Professional Physician Office Visit	\$355	\$346	\$364	\$386	\$384	\$388
Professional Non-Physician	\$440	\$427	\$452	\$494	\$491	\$497
Professional Mental Health Provider	\$162	\$152	\$172	\$180	\$177	\$182
Pharmacy Total	\$1,373	\$1,313	\$1,433	\$1,475	\$1,460	\$1,489
Pharmacy Psych Medication	\$193	\$177	\$210	\$192	\$189	\$196
Other Total	\$845	\$766	\$923	\$797	\$781	\$812
Special Medicaid Services	\$375	\$325	\$425	\$358	\$346	\$369
Mental Health Substance Combined*	\$457	\$429	\$486	\$455	\$449	\$461

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

**Table 5. Total Resource Use Index (RUI) (Adjusted)**

Measure	HSA			Statewide		
	Index Ratio	95% LCL	95% UCL	Index Ratio	95% LCL	95% UCL
Total	1.00	0.98	1.03	1.00	0.99	1.01
Inpatient	1.12	1.03	1.21	1.00	0.98	1.02
Outpatient Facility	1.04	1.00	1.07	1.00	0.99	1.01
Professional	0.96	0.94	0.98	1.00	1.00	1.00
Pharmacy	0.92	0.89	0.95	1.00	0.99	1.01

**Table 6. Utilization Measures (Adjusted)**

Measure	HSA			Statewide		
	Rate per 1,000	95% LCL	95% UCL	Rate per 1,000	95% LCL	95% UCL
Inpatient Discharges	112.8	106.6	118.9	102.8	101.6	104.1
Inpatient Days	558.3	544.6	571.9	487.9	485.2	490.6
Outpatient ED Visits	415.5	403.7	427.3	407.6	405.1	410.0
Outpatient Potentially Avoidable ED Visits	66.9	62.2	71.6	62.6	61.7	63.6
Non-Hospital Outpatient Visits	6,709.6	6,662.3	6,756.9	7,043.9	7,033.7	7,054.1
Primary Care Encounters	2,825.3	2,794.6	2,856.0	3,077.2	3,070.4	3,083.9
Medical Specialist Encounters	1,181.8	1,162.0	1,201.7	1,157.6	1,153.5	1,161.8
Surgical Specialist Encounters	768.9	752.9	784.9	1,019.0	1,015.1	1,022.9
Standard Imaging	976.6	958.6	994.7	979.4	975.6	983.2
Advanced Imaging	298.7	288.7	308.7	282.3	280.3	284.4
Echography	304.6	294.6	314.7	352.4	350.1	354.7
Colonoscopy	52.7	48.5	56.8	55.8	54.9	56.7

**Table 7. 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	885	85%	83%	87%	21,811	89%	88%	89%
Eye Exam	885	47%	43%	50%	21,811	49%	48%	49%
Nephropathy	885	57%	54%	60%	21,811	69%	68%	69%
Imaging Studies for Low Back Pain	156	83%	76%	89%	4,214	83%	82%	84%

Table 8a. ACO Measures Detail

Measure		HSA				Statewide			
		N	Rate %	95% LCL	95% UCL	N	Rate %	95% LCL	95% UCL
Cervical Cancer Screening	Core-30	3,029	62%	61%	64%	73,413	67%	67%	68%
CCS – Commercial	Core-30	2,018	71%	69%	73%	49,457	73%	73%	73%
CCS – Medicaid	Core-30	1,011	46%	43%	49%	23,956	55%	54%	56%
Chlamydia Screening (Ages 16–24 Years)	Core-7	784	38%	35%	42%	12,908	47%	46%	48%
CHL – Commercial	Core-7	461	35%	31%	40%	7,360	45%	44%	46%
CHL – Medicaid	Core-7	323	43%	37%	48%	5,548	50%	49%	52%
Breast Cancer Screening (Ages 52–64 Years)	Core-11	1,396	74%	72%	76%	30,530	74%	74%	75%
BCS – Commercial (Ages 52–64 Years)	Core-11	1,054	78%	76%	81%	23,363	79%	78%	79%
BCS – Medicaid (Ages 52–64 Years)	Core-11	204	60%	53%	67%	4,131	59%	57%	60%
BCS – Medicare (Ages 52–64 Years)	Core-11	138	62%	53%	70%	3,036	61%	59%	62%
BCS (Ages 52–74 Years)	Core-11	2,074	72%	70%	74%	44,255	74%	73%	74%
BCS (Ages 65–74 Years)	Core-11	678	68%	65%	72%	13,725	72%	72%	73%
Follow-Up After Hospitalization for Mental Illness (7 day)	Core-4	76	39%	28%	51%	1,273	43%	40%	45%
FUH – Commercial	Core-4					287	46%	40%	52%
FUH – Medicaid	Core-4	53	34%	20%	48%	760	41%	38%	45%
FUH – Medicare	Core-4					226	42%	35%	49%
Initiation of Alcohol/Drug Treatment	Core-5a	269	33%	27%	39%	5,942	36%	35%	38%
IET (INI) – Medicaid	Core-5a	159	42%	34%	50%	3,750	41%	40%	43%
Engagement of Alcohol/Drug Treatment	Core-5b	269	15%	11%	20%	5,942	16%	15%	17%
IET (ENG) – Medicaid	Core-5b	159	18%	11%	24%	3,750	17%	15%	18%
Cholesterol Management for Patients with CVD	Core-3	195	64%	57%	71%	5,104	73%	71%	74%
CMC – Commercial	Core-3	46	61%	46%	76%	1,329	73%	71%	76%
CMC – Medicaid	Core-3					388	64%	59%	69%
CMC – Medicare	Core-3	132	66%	57%	74%	3,387	73%	72%	75%
Avoidance of Antibiotic Treatment for Acute Bronchitis	Core-6	66	27%	16%	39%	3,096	28%	26%	29%
AAB – Commercial	Core-6	37				1,908	28%	26%	30%
AAB – Medicaid	Core-6					1,188	27%	24%	29%
Influenza Vaccination	Core-35	238	14%	9%	18%	66,688	34%	34%	34%
INF – Commercial	Core-35	48				30,679	28%	27%	29%
INF – Medicaid	Core-35	63				11,913	26%	26%	27%
INF – Medicare	Core-35	127	15%	8%	22%	24,096	46%	45%	46%

**Table 8a. 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					9,093	73%	72%	74%
Diab – Commercial (BP)	MSSP-24					2,949	74%	72%	75%
Diab – Medicaid (BP)	MSSP-24					1,312	73%	70%	75%
Diab – Medicare (BP)	MSSP-24					4,832	72%	71%	74%
Diabetes Care Two-Part Composite	Core-53					6,880	45%	44%	46%
Diab – Commercial (Comp.)	Core-53					2,100	37%	35%	39%
Diab – Medicaid (Comp.)	Core-53					851	40%	37%	43%
Diab – Medicare (Comp.)	Core-53					3,929	50%	49%	52%
Diabetes HbA1c Not in Control (>9%)	Core-17					6,458	12%	11%	13%
Diab – Commercial (HbA1c Not in Control)	Core-17					2,091	15%	13%	16%
Diab – Medicaid (HbA1c Not in Control)	Core-17					848	20%	17%	22%
Diab – Medicare (HbA1c Not in Control)	Core-17					3,519	9%	8%	10%
Hypertension with BP in Control (<140/90 mmHg)	Core-39	32	66%	48%	84%	16,402	68%	67%	69%
HYP – Commercial (Ages 18–85 Years)	Core-39					7,820	67%	66%	68%
HYP – Medicaid (Ages 18–85 Years)	Core-39					2,510	65%	63%	67%
HYP – Medicare (Ages 18–85 Years)	Core-39					6,072	71%	70%	72%
HYP (Ages 18–64 Years)	Core-39					11,629	67%	66%	68%
HYP (Ages 65–85 Years)	Core-39					4,731	72%	70%	73%



**Table 8b. ACO Measures Detail**

Measure		HSA				Statewide			
		N	Observed / Expected Ratio	LCL	UCL	N	Observed / Expected Ratio	LCL	UCL
Plan All-Cause Readmissions	Core-1	1,114	1.13	0.93	1.33	26,387	1.06	1.02	1.10
PCR – Commercial	Core-1	142	1.51	0.95	2.07	3,599	1.30	1.19	1.42
PCR – Medicaid	Core-1	167	0.83	0.47	1.19	3,673	0.90	0.83	0.98
PCR – Medicare	Core-1	805	1.20	0.94	1.47	19,115	1.08	1.03	1.13

**Table 8c. 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	7,973	3.1	1.9	4.4	178,616	3.6	3.3	3.8
PQI – Commercial (COPD and Asthma)	Core-10	3,799	0.3	0.0	0.8	87,339	0.4	0.2	0.5
PQI – Medicaid (COPD and Asthma)	Core-10	1,007	2.0	0.0	4.7	23,603	5.1	4.2	6.0
PQI – Medicare (COPD and Asthma)	Core-10	3,167	6.9	4.0	9.8	67,674	7.1	6.5	7.8
ACS Admissions for Congestive Heart Failure	MSSP-10	11,524	3.2	2.2	4.2	258,837	3.0	2.8	3.2
PQI – Commercial (CHF)	MSSP-10	5,911	0.3	0.0	0.8	134,903	0.3	0.2	0.4
PQI – Medicaid (CHF)	MSSP-10	2,318	0.4	0.0	1.3	53,763	1.0	0.7	1.3
PQI – Medicare (CHF)	MSSP-10	3,295	10.3	6.8	13.8	70,171	9.9	9.1	10.6
ACS Hospitalizations: PQI Composite (Chronic)	Core-12	11,524	7.0	5.5	8.6	258,837	7.3	7.0	7.6
PQI – Commercial (Comp.)	Core-12	5,911	1.2	0.3	2.1	134,903	1.0	0.8	1.2
PQI – Medicaid (Comp.)	Core-12	2,318	3.5	1.1	5.8	53,763	6.3	5.7	7.0
PQI – Medicare (Comp.)	Core-12	3,295	20.0	15.2	24.9	70,171	20.1	19.1	21.2

**Table 9. 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 #2372, 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 9. 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 9. 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 9. 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 10. Risk-Adjusted Quality Measures: PQI Composite (Chronic)**

HSA	Jul. 2014-Jun. 2015		Jan. 2015-Dec. 2015		Trend
	Rate per 1,000	N	Rate per 1,000	N	Rate Difference
Barre	7.6	30,135	6.9	28,408	-0.7
Bennington	7.0	15,914	8.0	14,377	1.0
Brattleboro	3.6	12,262	4.5	11,404	0.9
Burlington	6.4	80,137	6.1	80,830	-0.3
Middlebury	9.5	15,558	6.2	15,280	-3.3
Morrisville	8.7	15,070	7.9	15,831	-0.8
Newport	7.2	11,201	8.3	11,421	1.1
Randolph	11.7	6,146	12.8	7,644	1.1
Rutland	7.5	21,453	5.0	21,341	-2.5
Springfield	11.5	11,075	8.0	10,005	-3.4
St Albans	5.0	18,045	5.5	18,439	0.5
St Johnsbury	5.4	11,911	6.7	12,332	1.4
White River Jct	9.2	11,065	7.4	11,524	-1.7

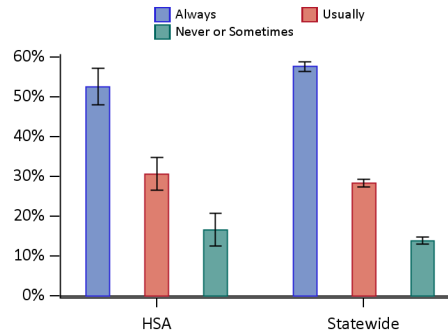
\* Cells with less than 11 in the numerator or less than 30 in the denominator are left blank due to either insufficient data or confidentiality requirements.

**Table 11. Risk-Adjusted Quality Measure: Diabetes HbA1c Not in Control (>9%)**

HSA	Jul. 2014-Jun. 2015		Jan. 2015-Dec. 2015		Trend
	Rate %	N	Rate %	N	Rate Difference
Barre	14.5%	1,791	12.0%	1,856	-2.5%
Bennington	13.8%	574	12.5%	441	-1.3%
Brattleboro	14.0%	297		30	
Burlington	14.1%	1,996	11.6%	1,995	-2.5%
Middlebury				98	
Morrisville	13.7%	411	12.1%	343	-1.6%
Newport	14.4%	805	13.1%	394	-1.3%
Randolph		37			
Rutland		56			
Springfield					
St Albans	14.1%	1,194	13.3%	933	-0.9%
St Johnsbury	15.1%	395	14.0%	301	-1.2%
White River Jct	14.7%	167			

\* 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**

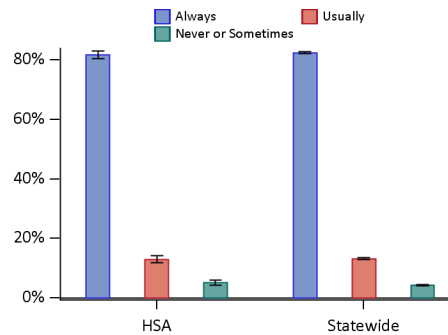


*Figure 36: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Access to Care for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.*

**Table 12. 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				373	55%	5%
	Usually				373	24%	4%
	Never or Sometimes				373	21%	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	233	54%	7%	3,015	57%	2%
	Usually	233	33%	6%	3,015	29%	2%
	Never or Sometimes	233	13%	5%	3,015	14%	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	264	63%	6%	3,335	64%	2%
	Usually	264	23%	5%	3,335	26%	1%
	Never or Sometimes	264	14%	4%	3,335	10%	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	406	64%	5%	5,282	69%	1%
	Usually	406	29%	5%	5,282	24%	1%
	Never or Sometimes	406	8%	3%	5,282	6%	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	580	39%	4%	7,123	43%	1%
	Usually	580	42%	4%	7,123	39%	1%
	Never or Sometimes	580	18%	3%	7,123	19%	1%

**Patient Experience Survey: Communication Composite**



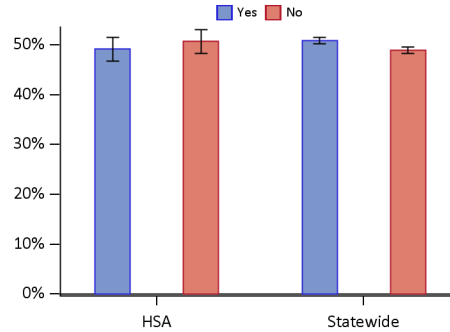
*Figure 37: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Communication for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.*

**Table 13. 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	454	81%	4%	5,666	82%	1%
	Usually	454	14%	3%	5,666	13%	1%
	Never or Sometimes	454	5%	2%	5,666	4%	1%
In the last 12 months, how often did this provider spend enough time with you?	Always	572	83%	3%	7,027	82%	1%
	Usually	572	13%	3%	7,027	14%	1%
	Never or Sometimes	572	4%	2%	7,027	4%	0%
In the last 12 months, how often did this provider show respect for what you had to say?	Always	573	87%	3%	7,030	89%	1%
	Usually	573	9%	2%	7,030	8%	1%
	Never or Sometimes	573	4%	2%	7,030	3%	0%
In the last 12 months, how often did this provider seem to know the important information about your medical history?	Always	579	72%	4%	7,091	72%	1%
	Usually	579	20%	3%	7,091	21%	1%
	Never or Sometimes	579	8%	2%	7,091	7%	1%
In the last 12 months, how often did this provider explain things in a way that was easy to understand?	Always	581	83%	3%	7,132	84%	1%
	Usually	581	13%	3%	7,132	12%	1%
	Never or Sometimes	581	4%	2%	7,132	3%	0%
In the last 12 months, how often did this provider listen carefully to you?	Always	581	85%	3%	7,124	85%	1%
	Usually	581	9%	2%	7,124	11%	1%
	Never or Sometimes	581	6%	2%	7,124	4%	0%



**Patient Experience Survey: Comprehensiveness Composite**

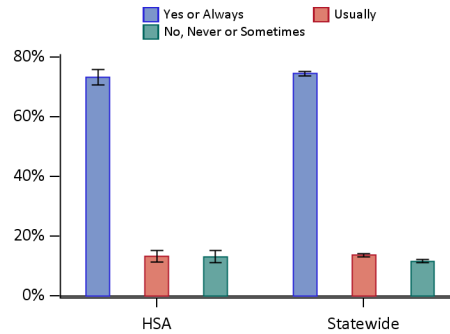


*Figure 38: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Comprehensiveness for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.*

**Table 14. 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	569	40%	4%	6,977	40%	1%
	No	569	60%	4%	6,977	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	570	55%	4%	6,983	58%	1%
	No	570	45%	4%	6,983	42%	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	571	53%	4%	6,996	55%	1%
	No	571	47%	4%	6,996	45%	1%

**Patient Experience Survey: Coordinated Care Composite**

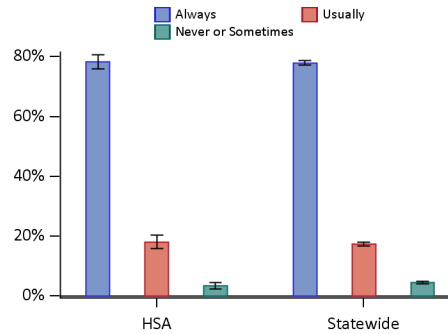


*Figure 39: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Coordinated Care for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.*

**Table 15. 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	320	60%	6%	3,717	61%	2%
	Usually	320	23%	5%	3,717	26%	1%
	No, Never or Sometimes	320	18%	4%	3,717	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	393	73%	5%	5,172	74%	1%
	Usually	393	17%	4%	5,172	16%	1%
	No, Never or Sometimes	393	10%	3%	5,172	10%	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	464	88%	3%	5,979	89%	1%
	No, Never or Sometimes	464	12%	3%	5,979	11%	1%

**Patient Experience Survey: Office Staff Composite**

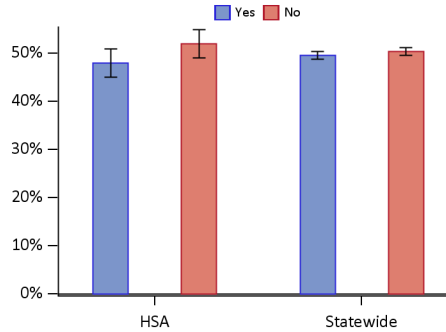


**Figure 40:** Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Office Staff for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

**Table 16. 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	571	87%	3%	7,015	85%	1%
	Usually	571	11%	3%	7,015	12%	1%
	Never or Sometimes	571	2%	1%	7,015	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	572	70%	4%	7,018	71%	1%
	Usually	572	25%	4%	7,018	23%	1%
	Never or Sometimes	572	5%	2%	7,018	6%	1%

**Patient Experience Survey: Self Management Composite**

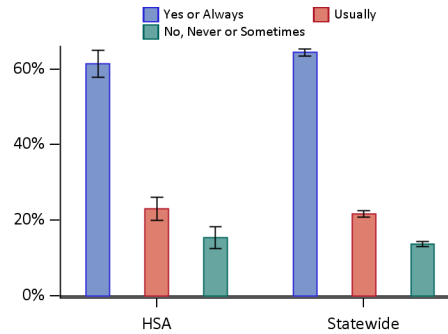


*Figure 41: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Self Management for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.*

**Table 17. 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	559	41%	4%	6,904	39%	1%
	No	559	59%	4%	6,904	61%	1%
In the last 12 months, did anyone in this provider's office talk with you about specific goals for your health?	Yes	572	55%	4%	6,971	60%	1%
	No	572	45%	4%	6,971	40%	1%

**Patient Experience Survey: Shared Decision Making Composite**

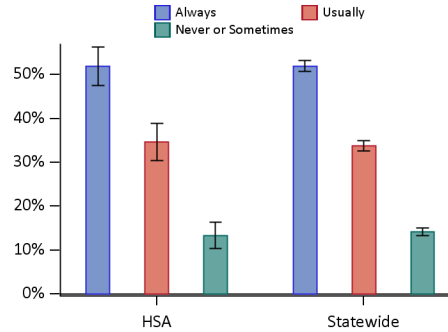


**Figure 42:** Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Shared Decision Making for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

**Table 18.** 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, how much did this provider talk about the reasons you might not want to take a medicine?	Yes or Always	213	40%	7%	3,127	43%	2%
	Usually	213	38%	7%	3,127	36%	2%
	No, Never or Sometimes	213	22%	6%	3,127	20%	1%
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	213	83%	5%	3,119	85%	1%
	No, Never or Sometimes	213	17%	5%	3,119	15%	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	215	61%	7%	3,145	65%	2%
	Usually	215	31%	6%	3,145	29%	2%
	No, Never or Sometimes	215	8%	4%	3,145	6%	1%

**Patient Experience Survey: Specialist Composite**

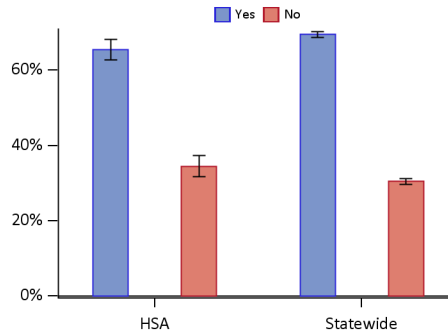


**Figure 43:** Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Specialists for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

**Table 19. 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	257	53%	6%	3,092	52%	2%
	Usually	257	32%	6%	3,092	33%	2%
	Never or Sometimes	257	16%	5%	3,092	15%	1%
In the last 12 months, how often was it easy to get appointments with specialists?	Always	259	51%	6%	3,150	52%	2%
	Usually	259	38%	6%	3,150	35%	2%
	Never or Sometimes	259	11%	4%	3,150	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 20. 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	566	70%	4%	7,003	72%	1%
	No	566	30%	4%	7,003	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	580	61%	4%	7,089	67%	1%
	No	580	39%	4%	7,089	33%	1%