

Welcome to the *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 June 30, 2016.

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	25,518	241,613
Average Age	50.6	50.1
% Female	53.9	54.9
% Medicaid	19.9	23.2
% Medicare	27.3	26.7
% Maternity	1.2	1.3
% with Selected Chronic Conditions	40.9	38.8
Health Status (CRG)		
% Healthy	39.7	41.7
% Acute or Minor Chronic	13.6	13.8
% Moderate Chronic	27.0	26.4
% Significant Chronic	19.1	17.3
% Cancer or Catastrophic	0.7	0.8

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 RY2016 reporting, resulting in fewer healthy members and more members with chronic and other conditions.

Total Expenditures per Capita

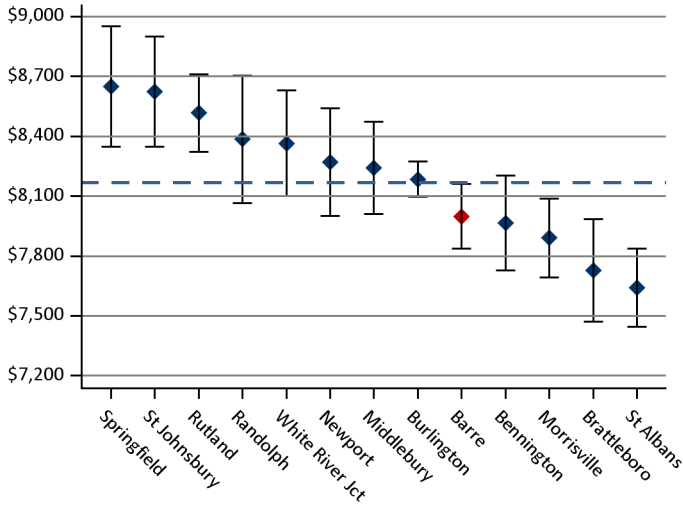


Figure 1: Presents annual risk-adjusted rates, including 95% confidence intervals, with expenditures capped statewide for outlier patients. Expenditures include both plan payments and member out-of-pocket payments (i.e., copay, coinsurance, and deductible). The blue dashed line indicates the statewide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

Total Expenditures per Capita by Major Category

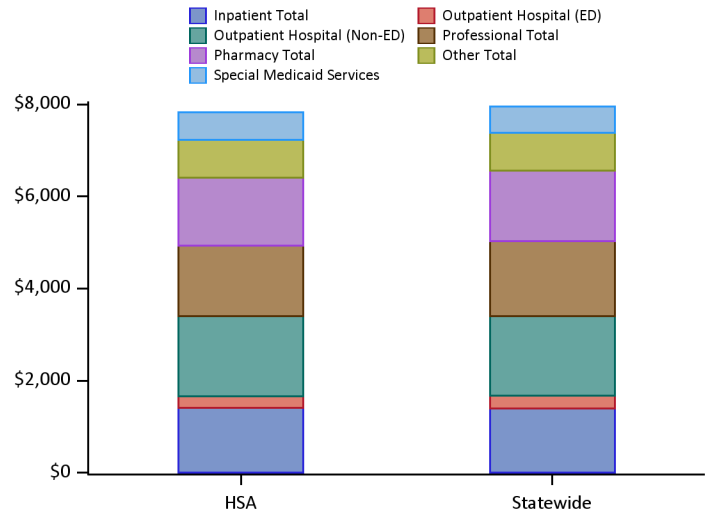


Figure 2: Presents annual risk-adjusted rates for the major components of cost (as shown in Figure 1) with expenditures capped statewide for outlier patients. Some services provided by Medicaid (e.g., case management, transportation) are reported separately as Special Medicaid Services (SMS).

Total Expenditures per Capita (Excluding SMS)

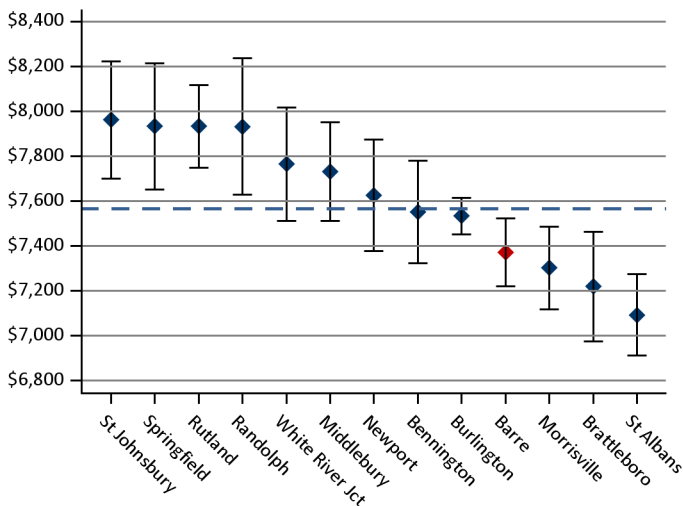


Figure 3: Presents annual risk-adjusted rates, including 95% confidence intervals, with expenditures capped statewide for outlier patients. Expenditures include both plan payments and member out-of-pocket payments (i.e., copay, coinsurance, and deductible) and exclude Special Medicaid Services. The blue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

Total Resource Use Index (RUI) (Excluding SMS)

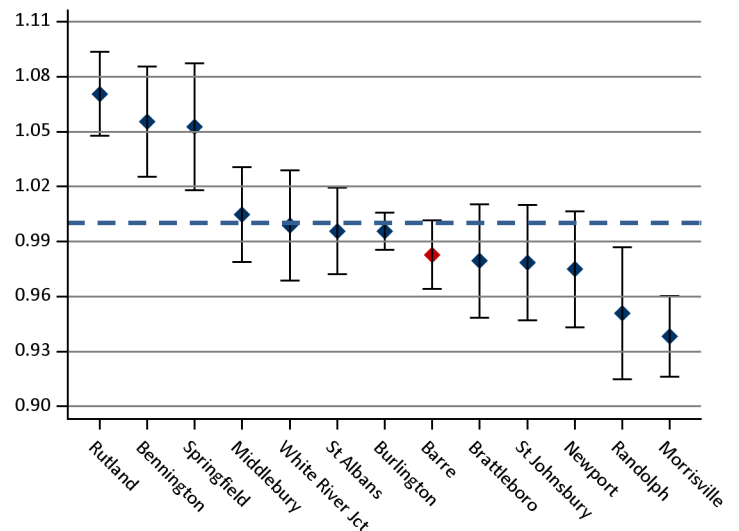


Figure 4: Presents annual risk-adjusted rates, including 95% confidence intervals. Since price per service varies widely, a measure of expenditures based on resource use — Total Resource Use Index (RUI) — is included. RUI reflects an aggregated capped cost based on utilization and intensity of services 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)

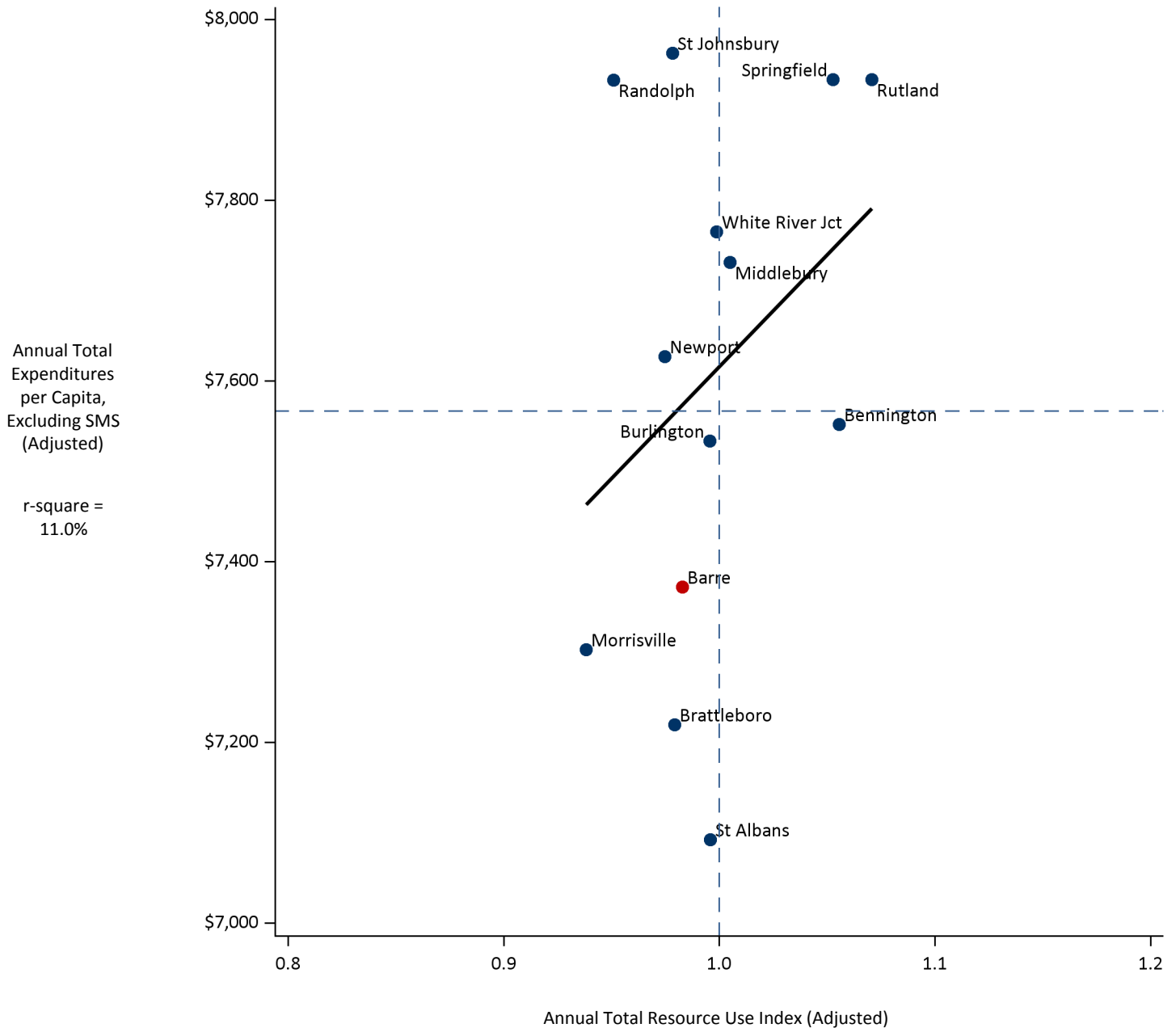


Figure 5: This graphic demonstrates the relationship between risk-adjusted expenditures, excluding SMS, and risk-adjusted utilization for each of the HSAs in Vermont. This graphic illustrates the specified HSA's risk-adjusted rate (i.e., the red dot) compared to those of all other HSAs statewide (i.e., 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

- Barre
- All other Blueprint HSAs statewide

Inpatient Discharges

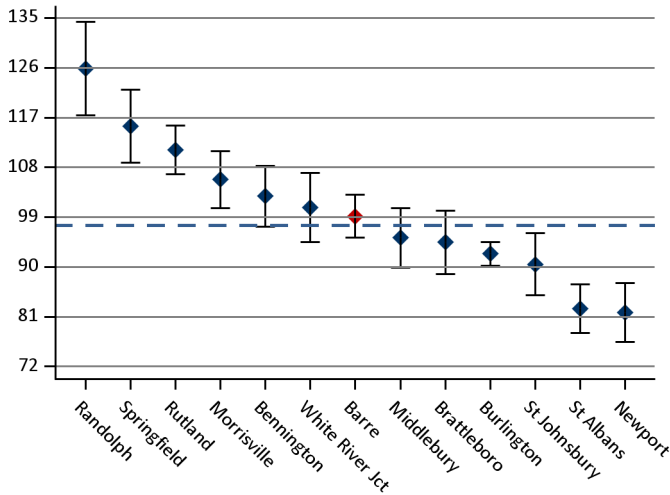


Figure 6: Presents annual risk-adjusted rates, including 95% confidence intervals, of inpatient discharges per 1,000 members. Additional detail measures for inpatient utilization — Inpatient Days, and Preventive Quality Indicators — can be found in Table 6. The blue dashed line indicates the statewide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

Outpatient ED Visits

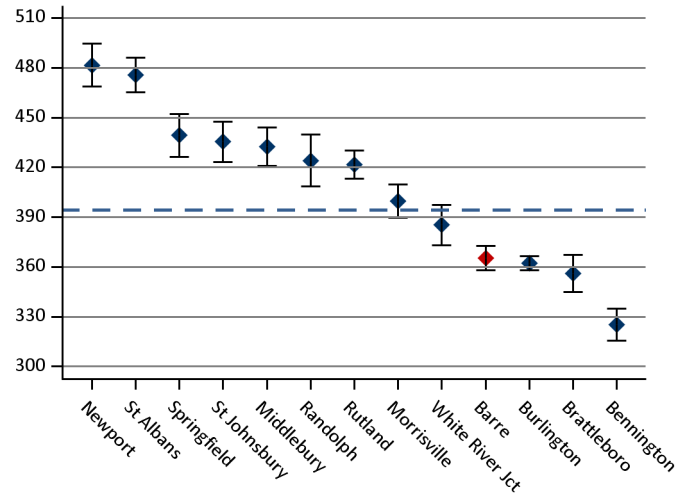


Figure 7: Presents annual risk-adjusted rates, including 95% confidence intervals, of outpatient emergency department (ED) visits per 1,000 members. An additional detail measure — Outpatient Potentially Avoidable ED Visits — can be found in Table 5. The blue dashed line indicates the statewide average.

Advanced Imaging (MRIs, CT Scans)

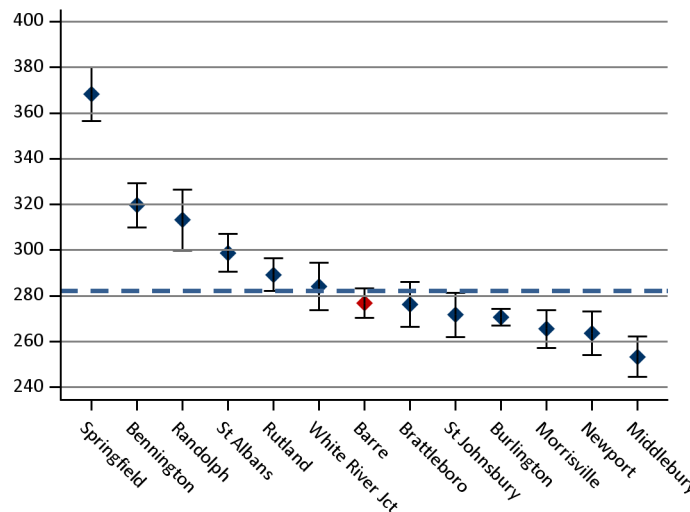


Figure 8: Presents annual risk-adjusted rates, including 95% confidence intervals, of advanced imaging diagnostic tests (i.e., magnetic resonance imagings (MRIs) and computed tomography (CT) scans) per 1,000 members. The blue dashed line indicates the statewide average.

Diabetes: HbA1c Testing

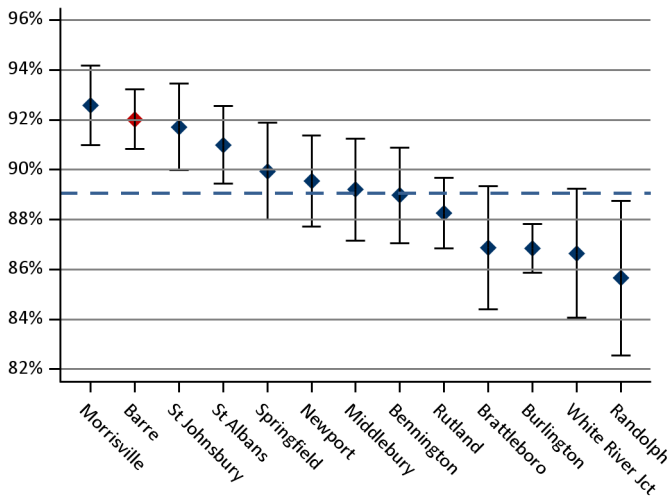


Figure 9: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that received a hemoglobin A1c test during the measurement year. The blue dashed line indicates the statewide average.

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

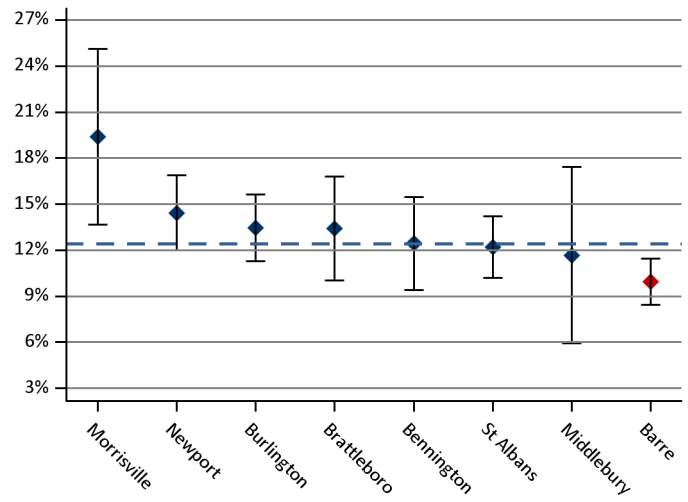


Figure 10: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, whose last recorded hemoglobin A1c test in the Blueprint clinical data registry was in poor control (>9%). Members with diabetes were identified using claims data.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

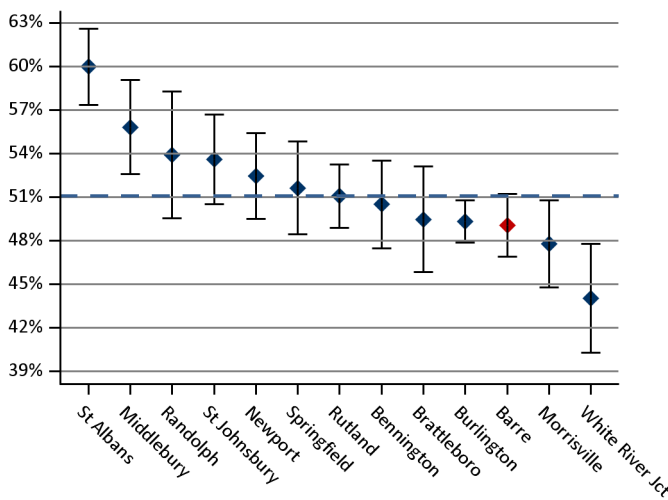


Figure 11: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that received an eye screening for diabetic retinal disease during the measurement year. The blue dashed line indicates the statewide average.

Diabetes Care Two-Part Composite (Core-53)

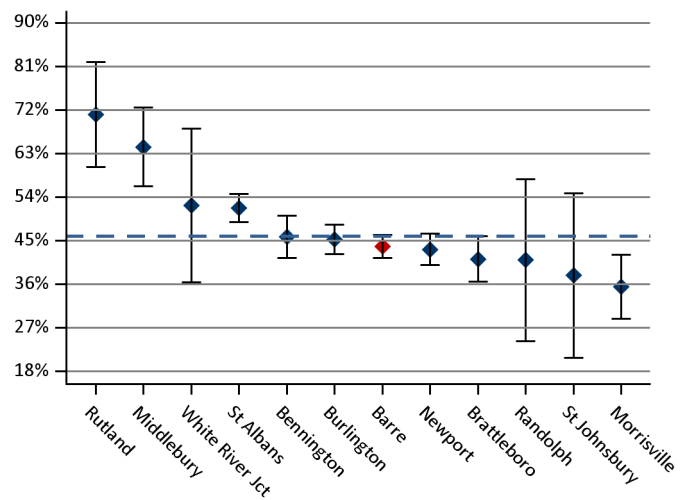


Figure 12: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that had a valid HbA1c $\leq 9\%$ and received an eye screening for diabetic retinal disease during the measurement year. The blue dashed line indicates the statewide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

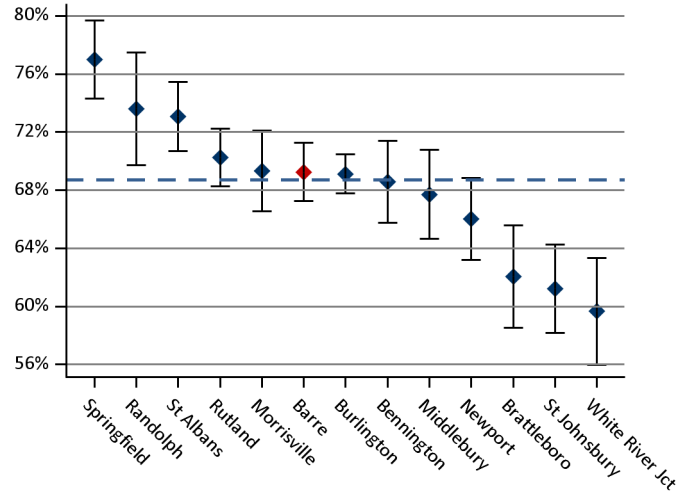


Figure 13: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, that had a nephropathy screening test or evidence of nephropathy documented in the claims data. The blue dashed line indicates the statewide average.

Diabetes: Tobacco Non-Use (MSSP-25)

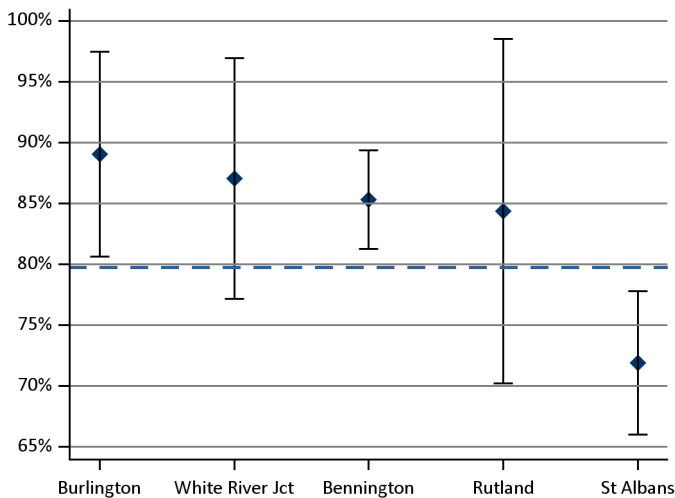


Figure 14: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, documented as tobacco non-users in the Blueprint clinical data registry. Members with diabetes were identified using claims data. The denominator was then restricted 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)

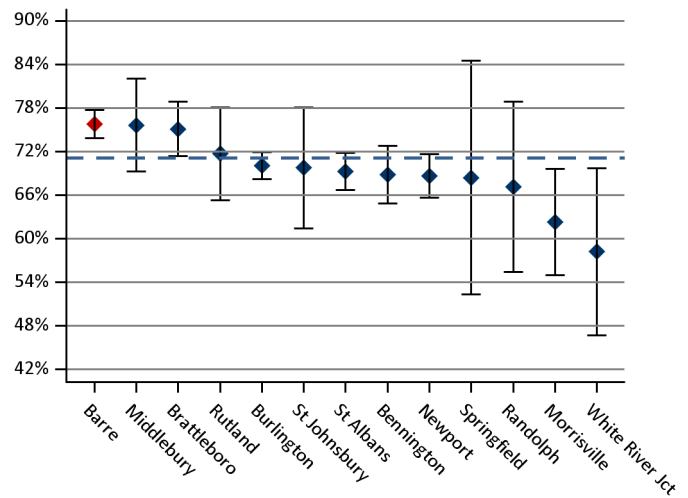


Figure 15: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with diabetes, ages 18–75 years, whose last recorded blood pressure measurement in the Blueprint clinical data registry was in control ($<140/90$ mmHg). Members with diabetes were identified using 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=28,647	Statewide N=273,257
	Rate %	Rate %
% linked to clinical data	80%	41%
% with BMI data	70%	35%
% meeting obesity criteria	39%	39%
% with blood pressure data	77%	37%
% meeting hypertension criteria	16%	20%
% with BMI and blood pressure data	70%	34%
% meeting obesity and hypertension criteria	9%	10%

Measure (N = Count of distinct members with diabetes)	HSA N=2,130	Statewide N=18,667
	Rate %	Rate %
% linked to clinical data	90%	51%
% with BMI data	86%	43%
% meeting obesity criteria	69%	68%
% with blood pressure data	89%	46%
% meeting hypertension criteria	24%	28%
% with valid HbA1c	75%	32%
% with HbA1c >9%	8%	4%

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)

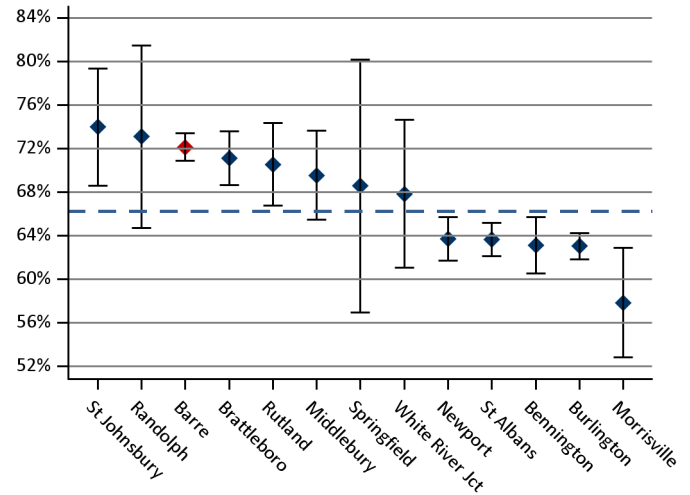


Figure 16: Presents the proportion, including 95% confidence intervals, of continuously enrolled members with hypertension, ages 18–85 years, whose last recorded blood pressure measurement in the Blueprint clinical data registry was in control (<140/90 mmHg). Members with hypertension were identified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

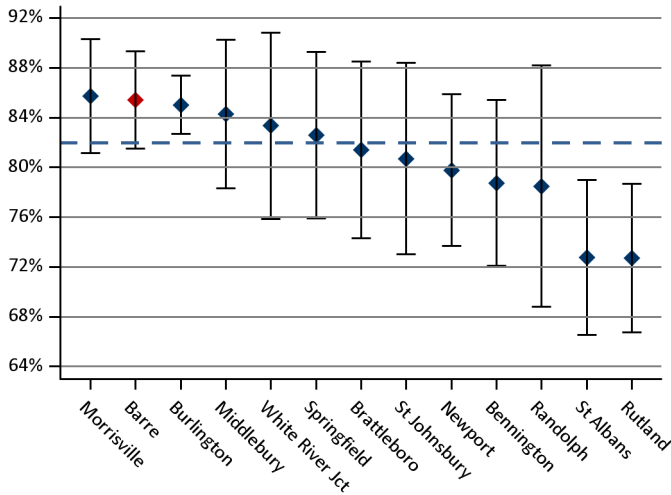


Figure 17: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–50 years, that received a primary diagnosis of low back pain and appropriately did not have an imaging study (e.g., plain X-Ray, CT scan, MRI) within 28 days of the diagnosis. This is an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

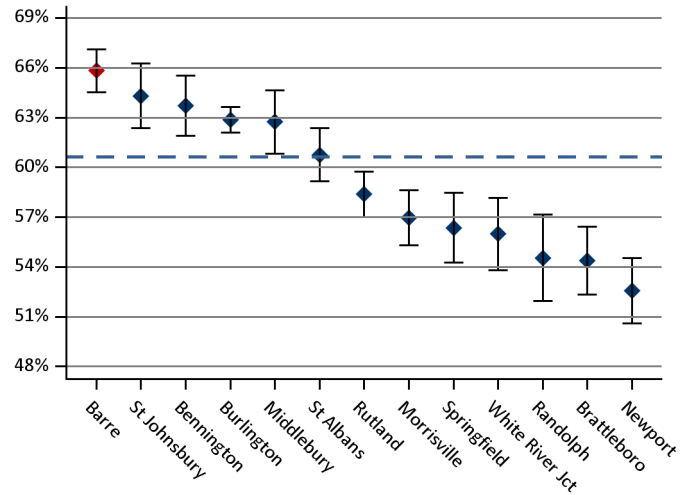


Figure 18: Presents the proportion, including 95% confidence intervals, of continuously enrolled female members, ages 21–64 years, that received one or more Papanicolaou (Pap) tests to screen for cervical cancer during the measurement year or the two years prior to the measurement year. The blue dashed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

Chlamydia Screening (Core-7)

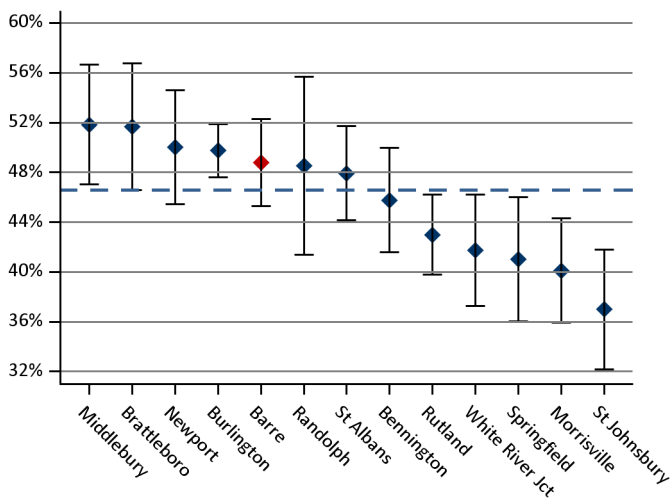


Figure 19: Presents the proportion, including 95% confidence intervals, of continuously enrolled women, ages 16–24 years, identified as sexually active during the measurement year that received at least one test for chlamydia during the measurement year or the year prior to the measurement year. (Note 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)

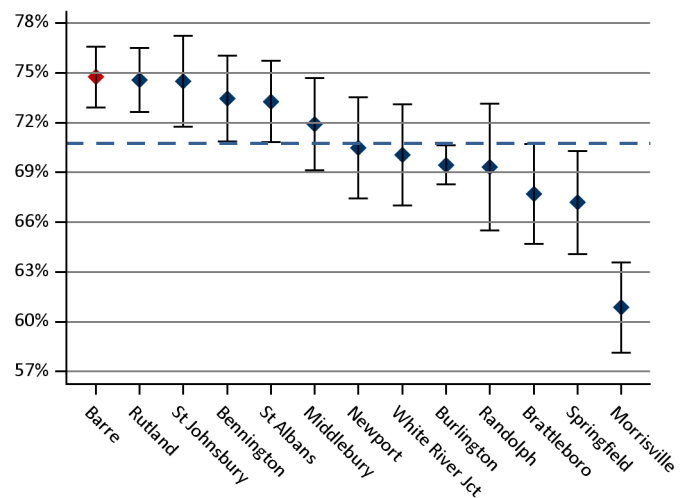


Figure 20: Presents the proportion, including 95% confidence intervals, of continuously enrolled women, ages 52–64 years, that had a mammogram to screen for breast cancer during the measurement year or the year prior to the measurement year. The blue dashed line indicates the statewide average.

Plan All-Cause Readmissions (Core-1)

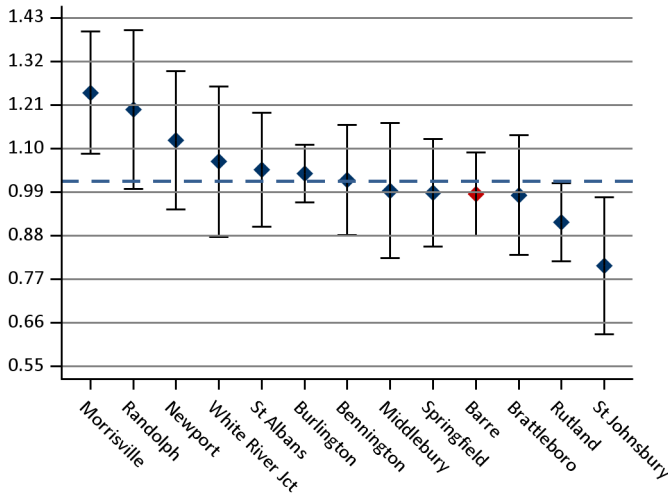


Figure 21: Presents the relative rate, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had an inpatient stay that was followed by an acute readmission for any diagnosis within 30 days during the measurement year. The rate is expressed as a ratio of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

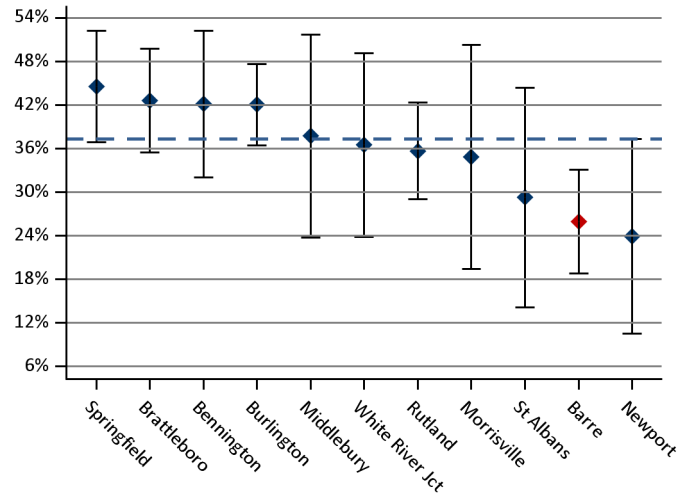


Figure 22: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 6 years and older, hospitalized for mental illness with an intensive outpatient encounter or partial hospitalization with a mental health practitioner and a follow-up visit within seven days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

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

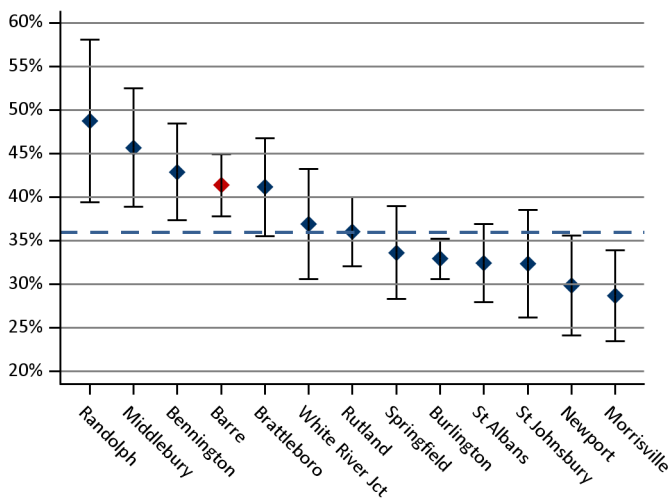


Figure 23: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had their initial treatment through an inpatient alcohol or other drug (AOD) admission, outpatient visit, intensive outpatient encounter, or partial hospitalization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

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

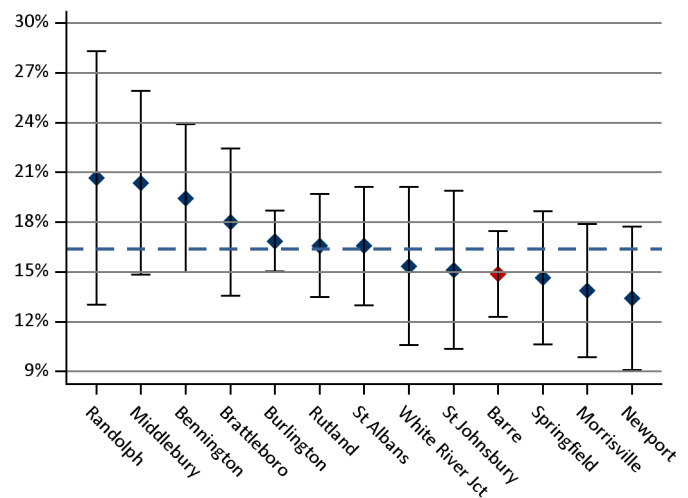


Figure 24: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18 years and older, that had their initial treatment and then had two or more additional services with a diagnosis of AOD within 30 days of the initiation visit. The blue dashed line indicates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

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

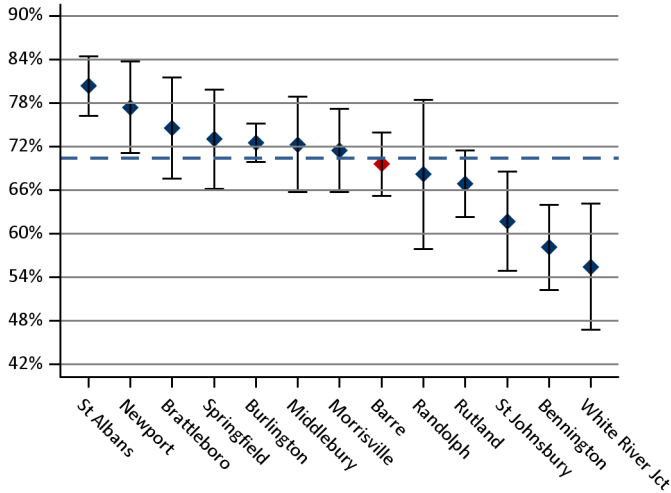


Figure 25: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–75 years, discharged alive after treatment for acute myocardial infarction (AMI), coronary artery bypass grafting (CABG), or percutaneous coronary intervention (PCI) in the year prior to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

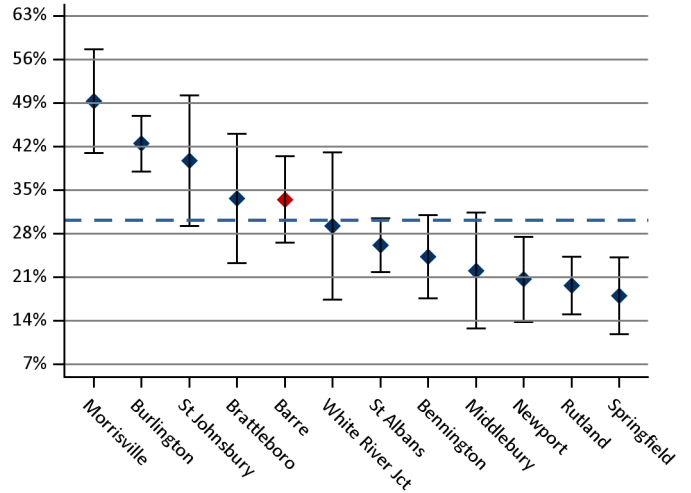


Figure 26: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages 18–64 years, that received a diagnosis of acute bronchitis but was not dispensed an antibiotic prescription. The blue dashed line indicates the statewide average.

Influenza Vaccination (Core-35, MSSP-14)

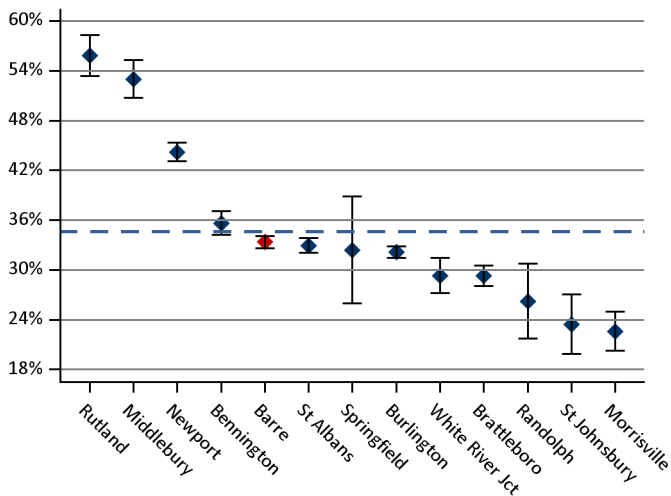


Figure 27: Presents the proportion, including 95% confidence intervals, of continuously enrolled members, ages six months and older, that received an influenza immunization from October 1 of the prior year through March 31 of the measurement year. Immunizations were identified in the medical claims or,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

Pneumonia Vaccination (Core-48, MSSP-15)

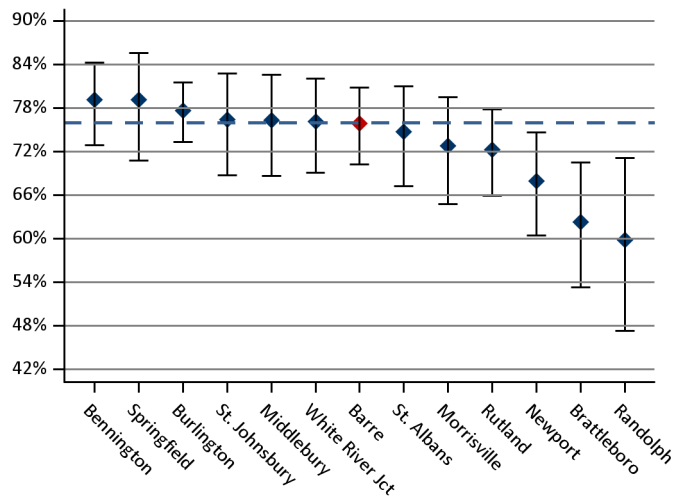


Figure 28: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 65 years and older, that reported ever receiving a pneumonia vaccination as measured by the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

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

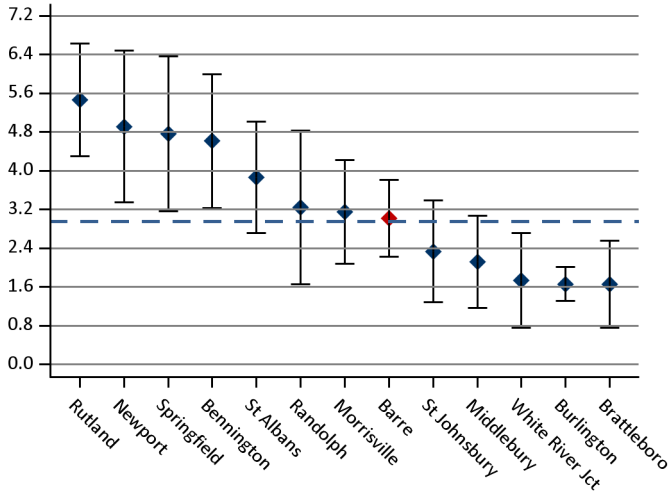


Figure 29: This Prevention Quality Indicator (PQI) presents the rate, including 95% confidence intervals, of ambulatory care sensitive (ACS) admissions with a principal diagnosis of chronic obstructive pulmonary disorder (COPD) or asthma per 1,000 members, ages 40 years and older. The blue dashed line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

ACS Admissions: Heart Failure (MSSP-10)

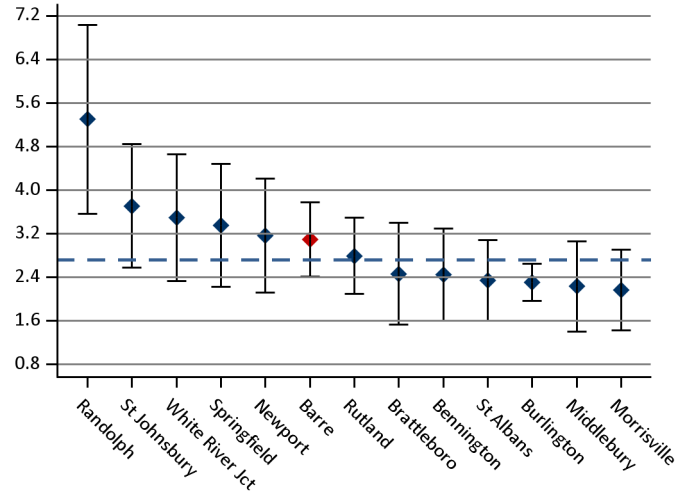


Figure 30: This Prevention Quality Indicator (PQI) presents the rate, including 95% confidence intervals, of admissions with a principal diagnosis of congestive heart failure per 1,000 members, ages 18 years and older. The blue dashed line indicates the statewide average.

ACS Hospitalizations: PQI Composite Chronic (Core-12)

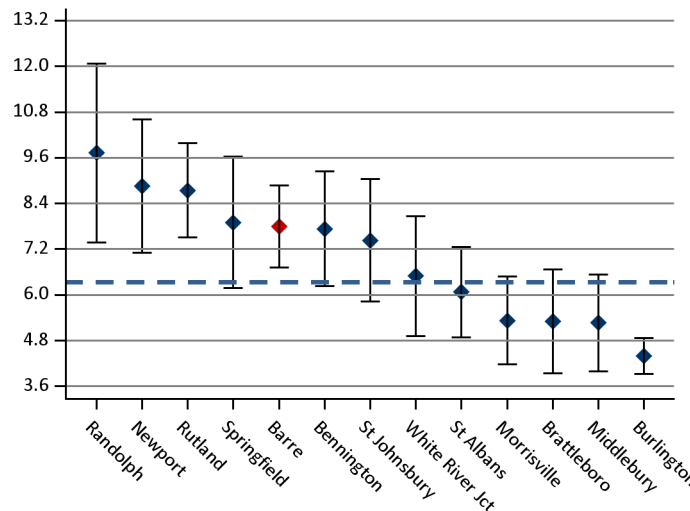


Figure 31: This Prevention Quality Indicator (PQI) presents a composite rate, including 95% confidence intervals, of hospitalizations for chronic conditions per 1,000 members, ages 18 years and older. This measure includes admissions for at least one of the following conditions: COPD, asthma, hypertension,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

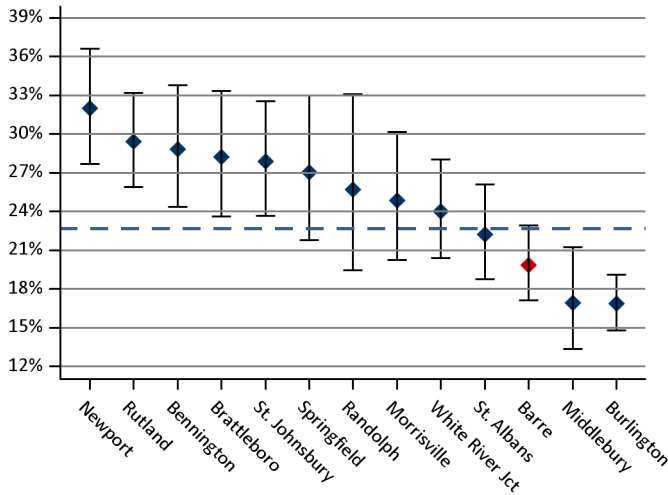


Figure 32: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that reported a household income of less than \$25,000 per year. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates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

BRFSS: Cigarette Smoking

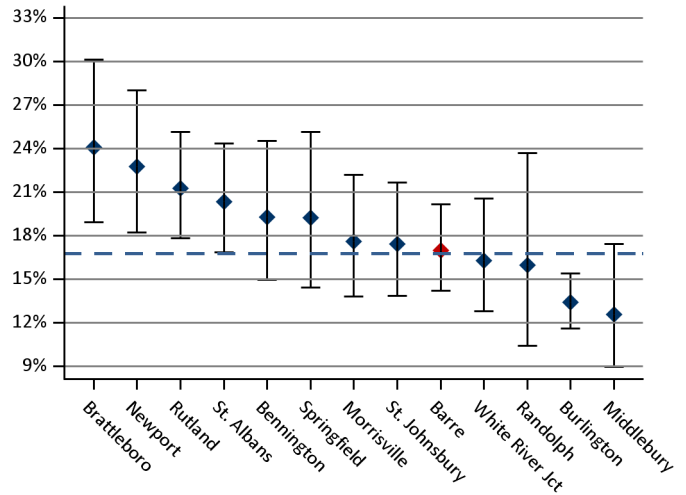


Figure 33: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that reported being cigarette smokers. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates the statewide average.

BRFSS: No Leisure-Time Physical Activity/Exercise

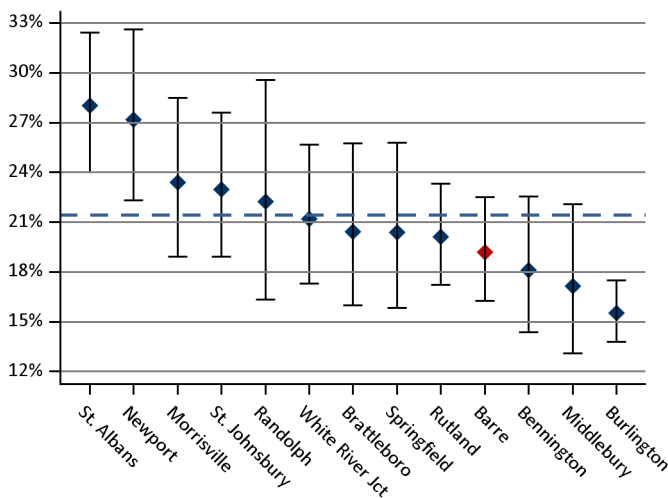


Figure 34: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that said they did not participate in any physical activity or exercise during the previous month. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS).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

BRFSS: Meets Fruit/Vegetable Recommendations

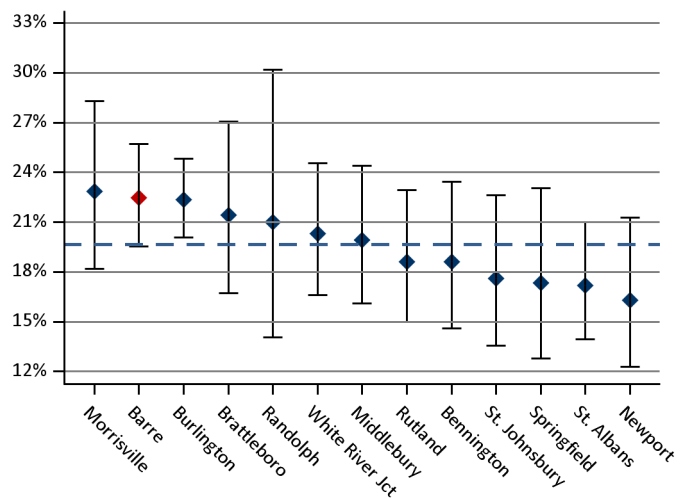


Figure 35: Presents the proportion, including 95% confidence intervals, of Vermont residents, ages 18 years and older, that said they met fruit and vegetable consumption recommendations. This data was collected through the Behavioral Risk Factor Surveillance System (BRFSS). The blue dashed line indicates 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	\$7,998	\$7,836	\$8,160	\$8,167	\$8,114	\$8,220
Inpatient Total	\$1,412	\$1,324	\$1,499	\$1,390	\$1,361	\$1,419
Inpatient Mental Health	\$69	\$52	\$85	\$75	\$70	\$81
Inpatient Maternity	\$85	\$77	\$93	\$86	\$84	\$89
Inpatient Surgical	\$535	\$476	\$595	\$621	\$599	\$643
Inpatient Medical	\$732	\$675	\$789	\$618	\$601	\$635
Outpatient Total	\$1,996	\$1,948	\$2,044	\$2,009	\$1,993	\$2,025
Outpatient Hospital Mental Health	\$36	\$33	\$40	\$31	\$30	\$32
Outpatient Hospital ED	\$243	\$233	\$254	\$287	\$283	\$290
Outpatient Hospital Surgery	\$414	\$390	\$439	\$488	\$480	\$496
Outpatient Hospital Radiology	\$407	\$380	\$435	\$447	\$437	\$456
Outpatient Hospital Laboratory	\$336	\$328	\$345	\$277	\$274	\$279
Outpatient Hospital Pharmacy	\$98	\$85	\$110	\$73	\$70	\$77
Outpatient Hospital Other	\$452	\$440	\$465	\$407	\$403	\$411
Professional Non-Mental Health Total	\$1,317	\$1,295	\$1,340	\$1,442	\$1,434	\$1,450
Professional Physician Total	\$908	\$889	\$926	\$927	\$921	\$933
Professional Physician Inpatient	\$161	\$149	\$172	\$176	\$172	\$180
Professional Physician Outpatient Facility	\$355	\$345	\$364	\$325	\$322	\$328
Professional Physician Office Visit	\$316	\$309	\$322	\$345	\$342	\$347
Professional Non-Physician	\$398	\$390	\$407	\$500	\$497	\$503
Professional Mental Health Provider	\$200	\$193	\$208	\$185	\$182	\$187
Pharmacy Total	\$1,481	\$1,437	\$1,525	\$1,532	\$1,518	\$1,546
Pharmacy Psych Medication	\$180	\$169	\$190	\$188	\$184	\$191
Other Total	\$815	\$768	\$861	\$825	\$809	\$840
Special Medicaid Services	\$604	\$549	\$658	\$568	\$552	\$585
Mental Health Substance Combined*	\$465	\$448	\$483	\$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	0.98	0.96	1.00	1.00	0.99	1.01
Inpatient	0.98	0.92	1.04	1.00	0.98	1.02
Outpatient Facility	0.99	0.97	1.01	1.00	0.99	1.01
Professional	0.94	0.92	0.95	1.00	1.00	1.00
Pharmacy	1.05	1.02	1.07	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	99.2	95.3	103.0	97.5	96.2	98.7
Inpatient Days	463.3	455.0	471.7	446.9	444.2	449.6
Outpatient ED Visits	365.3	357.8	372.7	394.2	391.7	396.7
Outpatient Potentially Avoidable ED Visits	57.7	54.7	60.6	62.7	61.8	63.7
Non-Hospital Outpatient Visits	6,887.4	6,855.2	6,919.6	6,961.5	6,951.0	6,972.0
Primary Care Encounters	3,181.0	3,159.1	3,202.9	2,983.0	2,976.1	2,989.9
Medical Specialist Encounters	1,015.9	1,003.5	1,028.3	1,136.6	1,132.3	1,140.8
Surgical Specialist Encounters	987.2	975.0	999.4	996.6	992.6	1,000.6
Standard Imaging	949.7	937.8	961.7	942.5	938.6	946.4
Advanced Imaging	276.9	270.4	283.3	282.2	280.1	284.3
Echography	320.1	313.2	327.1	349.3	347.0	351.7
Colonoscopy	51.1	48.4	53.9	52.6	51.7	53.5

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	2,081	92%	91%	93%	18,327	89%	89%	90%
Eye Exam	2,081	49%	47%	51%	18,327	51%	50%	52%
Nephropathy	2,081	69%	67%	71%	18,327	69%	68%	69%
Imaging Studies for Low Back Pain	336	85%	81%	89%	3,036	82%	81%	83%

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	5,225	66%	65%	67%	51,174	61%	60%	61%
CCS – Commercial	Core-30	2,803	74%	72%	76%	23,573	70%	70%	71%
CCS – Medicaid	Core-30	2,422	56%	54%	58%	27,601	52%	52%	53%
Chlamydia Screening (Ages 16–24 Years)	Core-7	820	49%	45%	52%	8,490	47%	45%	48%
CHL – Commercial	Core-7	325	42%	36%	47%	2,818	40%	38%	41%
CHL – Medicaid	Core-7	495	53%	49%	58%	5,672	50%	49%	51%
Breast Cancer Screening (Ages 52–64 Years)	Core-11	2,233	75%	73%	77%	20,186	71%	70%	71%
BCS – Commercial (Ages 52–64 Years)	Core-11	1,433	82%	80%	84%	11,854	79%	78%	80%
BCS – Medicaid (Ages 52–64 Years)	Core-11	458	63%	58%	67%	5,177	58%	57%	59%
BCS – Medicare (Ages 52–64 Years)	Core-11	342	60%	55%	66%	3,155	60%	59%	62%
BCS (Ages 52–74 Years)	Core-11	3,730	75%	73%	76%	34,525	71%	71%	72%
BCS (Ages 65–74 Years)	Core-11	1,497	75%	73%	77%	14,339	72%	71%	73%
Follow-Up After Hospitalization for Mental Illness (7 day)	Core-4	158	26%	19%	33%	1,477	37%	35%	40%
FUH – Commercial	Core-4	36				229	38%	32%	45%
FUH – Medicaid	Core-4	99	24%	15%	33%	989	36%	33%	39%
FUH – Medicare	Core-4					259	40%	34%	46%
Initiation of Alcohol/Drug Treatment	Core-5a	766	41%	38%	45%	5,807	36%	35%	37%
IET (INI) – Medicaid	Core-5a	447	55%	51%	60%	4,011	41%	39%	42%
Engagement of Alcohol/Drug Treatment	Core-5b	766	15%	12%	17%	5,807	16%	15%	17%
IET (ENG) – Medicaid	Core-5b	447	17%	13%	21%	4,011	18%	17%	19%
Cholesterol Management for Patients with CVD	Core-3	444	70%	65%	74%	4,106	70%	69%	72%
CMC – Commercial	Core-3	64	72%	60%	84%	565	63%	59%	67%
CMC – Medicaid	Core-3	62	60%	47%	73%	517	66%	62%	70%
CMC – Medicare	Core-3	318	71%	66%	76%	3,024	72%	71%	74%
Avoidance of Antibiotic Treatment for Acute Bronchitis	Core-6	191	34%	27%	40%	2,436	30%	28%	32%
AAB – Commercial	Core-6	99	31%	22%	41%	1,216	31%	29%	34%
AAB – Medicaid	Core-6	92	36%	26%	46%	1,220	29%	26%	31%
Influenza Vaccination	Core-35	16,192	33%	33%	34%	69,388	35%	34%	35%
INF – Commercial	Core-35	7,456	25%	24%	25%	28,790	26%	26%	27%
INF – Medicaid	Core-35	3,242	21%	20%	22%	17,386	23%	23%	24%
INF – Medicare	Core-35	5,494	53%	51%	54%	23,212	54%	53%	54%

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	1,891	76%	74%	78%	8,523	71%	70%	72%
Diab – Commercial (BP)	MSSP-24	368	75%	70%	79%	1,348	71%	68%	73%
Diab – Medicaid (BP)	MSSP-24	309	78%	73%	83%	1,836	73%	71%	75%
Diab – Medicare (BP)	MSSP-24	1,214	76%	73%	78%	5,339	71%	69%	72%
Diabetes Care Two-Part Composite	Core-53	1,734	44%	41%	46%	6,400	46%	45%	47%
Diab – Commercial (Comp.)	Core-53	322	32%	27%	38%	1,009	35%	32%	38%
Diab – Medicaid (Comp.)	Core-53	250	38%	32%	45%	1,131	35%	32%	38%
Diab – Medicare (Comp.)	Core-53	1,162	48%	45%	51%	4,260	52%	50%	53%
Diabetes HbA1c Not in Control (>9%)	Core-17	1,590	10%	8%	11%	5,953	12%	12%	13%
Diab – Commercial (HbA1c Not in Control)	Core-17	319	9%	6%	13%	1,004	13%	11%	16%
Diab – Medicaid (HbA1c Not in Control)	Core-17	249	18%	13%	23%	1,123	21%	18%	23%
Diab – Medicare (HbA1c Not in Control)	Core-17	1,022	8%	6%	10%	3,826	10%	9%	11%
Hypertension with BP in Control (<140/90 mmHg)	Core-39	4,880	72%	71%	73%	21,934	66%	66%	67%
HYP – Commercial (Ages 18–85 Years)	Core-39	1,005	72%	69%	74%	3,904	66%	64%	67%
HYP – Medicaid (Ages 18–85 Years)	Core-39	729	66%	62%	69%	4,045	61%	60%	63%
HYP – Medicare (Ages 18–85 Years)	Core-39	3,146	74%	72%	75%	13,985	68%	67%	69%
HYP (Ages 18–64 Years)	Core-39	2,174	68%	67%	70%	9,908	64%	63%	65%
HYP (Ages 65–85 Years)	Core-39	2,706	75%	73%	77%	12,026	68%	67%	69%

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	2,955	0.99	0.88	1.09	26,122	1.02	0.98	1.05
PCR – Commercial	Core-1	783	1.22	0.98	1.47	6,247	1.27	1.18	1.35
PCR – Medicaid	Core-1	811	0.84	0.67	1.00	7,721	0.86	0.81	0.92
PCR – Medicare	Core-1	1,361	1.02	0.85	1.18	12,154	1.06	1.00	1.12

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	18,213	3.0	2.2	3.8	167,847	2.9	2.7	3.2
PQI – Commercial (COPD and Asthma)	Core-10	8,520	0.4	0.0	0.8	73,301	0.4	0.2	0.5
PQI – Medicaid (COPD and Asthma)	Core-10	2,359	4.2	1.6	6.9	26,242	5.9	4.9	6.8
PQI – Medicare (COPD and Asthma)	Core-10	7,334	5.7	4.0	7.5	68,304	4.6	4.1	5.1
ACS Admissions for Congestive Heart Failure	MSSP-10	25,518	3.1	2.4	3.8	241,613	2.7	2.5	2.9
PQI – Commercial (CHF)	MSSP-10	12,514	0.4	0.0	0.7	110,706	0.2	0.1	0.3
PQI – Medicaid (CHF)	MSSP-10	5,410	1.7	0.6	2.8	60,293	0.9	0.7	1.2
PQI – Medicare (CHF)	MSSP-10	7,594	8.6	6.5	10.6	70,613	8.2	7.5	8.9
ACS Hospitalizations: PQI Composite (Chronic)	Core-12	25,518	7.8	6.7	8.9	241,613	6.3	6.0	6.6
PQI – Commercial (Comp.)	Core-12	12,514	1.4	0.7	2.0	110,706	0.9	0.7	1.1
PQI – Medicaid (Comp.)	Core-12	5,410	8.9	6.4	11.4	60,293	5.8	5.2	6.4
PQI – Medicare (Comp.)	Core-12	7,594	17.6	14.7	20.6	70,613	15.3	14.3	16.2

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. Hypertension: Blood Pressure in Control (<140/90 mmHg)

HSA	Jan. 2015-Dec. 2015		Jul. 2015-Jun. 2016		Trend
	Rate %	N	Rate %	N	Rate Difference
Barre	68.5%	4,745	66.5%	4,880	-2.0%
Burlington	69.1%	5,331	66.2%	6,169	-1.2%
Morrisville	67.2%	346	66.7%	394	0.9%
Randolph	70.1%	61	67.0%	119	-2.9%
Newport	66.7%	1,186	65.7%	2,279	-2.9%
St Johnsbury	66.6%	762	66.6%	273	-0.5%
St Albans	66.9%	2,352	66.2%	3,790	-1.0%
Middlebury	69.5%	325	66.6%	509	-3.1%
Rutland	69.1%	219	66.7%	584	-2.4%
Bennington	67.7%	862	66.5%	1,348	-0.8%
Springfield	66.9%	32	66.1%	70	-0.7%
White River Jct	70.6%	32	66.4%	196	-0.0%
Brattleboro	65.0%	149	65.9%	1,323	-4.1%

* 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	Jan. 2015-Dec. 2015		Jul. 2015-Jun. 2016		Trend
	Rate %	N	Rate %	N	Rate Difference
Barre	12.0%	1,856	11.8%	1,590	-0.2%
Bennington	12.5%	441	12.8%	490	0.3%
Brattleboro		30	13.6%	417	
Burlington	11.6%	1,995	11.9%	1,003	0.3%
Middlebury		98	11.8%	137	
Morrisville	12.1%	343	11.8%	201	-0.3%
Newport	13.1%	394	13.2%	845	0.1%
Randolph				34	
Rutland				72	
Springfield					
St Albans	13.3%	933	12.7%	1,073	-0.6%
St Johnsbury	14.0%	301		34	
White River Jct				42	

* 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

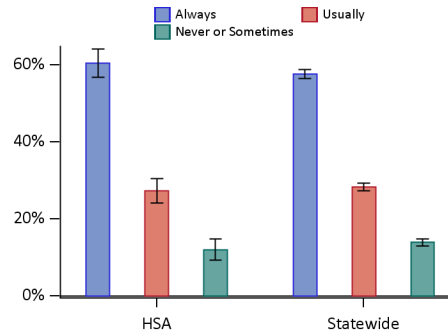


Figure 36: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Access to Care for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

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	35	63%	17%	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	380	62%	5%	3,015	57%	2%
	Usually	380	26%	5%	3,015	29%	2%
	Never or Sometimes	380	12%	3%	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	385	62%	5%	3,335	64%	2%
	Usually	385	27%	5%	3,335	26%	1%
	Never or Sometimes	385	11%	3%	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	643	67%	4%	5,282	69%	1%
	Usually	643	26%	3%	5,282	24%	1%
	Never or Sometimes	643	7%	2%	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	854	49%	3%	7,123	43%	1%
	Usually	854	38%	3%	7,123	39%	1%
	Never or Sometimes	854	13%	2%	7,123	19%	1%

Patient Experience Survey: Communication Composite

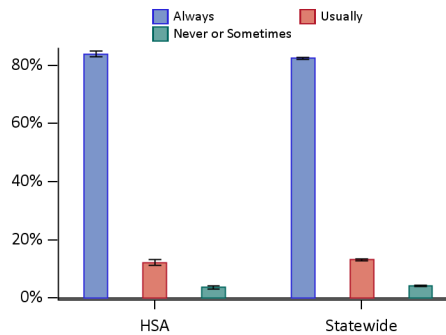


Figure 37: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Communication for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

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	701	83%	3%	5,666	82%	1%
	Usually	701	13%	3%	5,666	13%	1%
	Never or Sometimes	701	4%	2%	5,666	4%	1%
In the last 12 months, how often did this provider spend enough time with you?	Always	844	84%	3%	7,027	82%	1%
	Usually	844	13%	2%	7,027	14%	1%
	Never or Sometimes	844	4%	1%	7,027	4%	0%
In the last 12 months, how often did this provider show respect for what you had to say?	Always	846	90%	2%	7,030	89%	1%
	Usually	846	7%	2%	7,030	8%	1%
	Never or Sometimes	846	3%	1%	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	852	74%	3%	7,091	72%	1%
	Usually	852	20%	3%	7,091	21%	1%
	Never or Sometimes	852	6%	2%	7,091	7%	1%
In the last 12 months, how often did this provider listen carefully to you?	Always	855	86%	2%	7,124	85%	1%
	Usually	855	10%	2%	7,124	11%	1%
	Never or Sometimes	855	4%	1%	7,124	4%	0%
In the last 12 months, how often did this provider explain things in a way that was easy to understand?	Always	855	87%	2%	7,132	84%	1%
	Usually	855	11%	2%	7,132	12%	1%
	Never or Sometimes	855	2%	1%	7,132	3%	0%

Patient Experience Survey: Comprehensiveness Composite

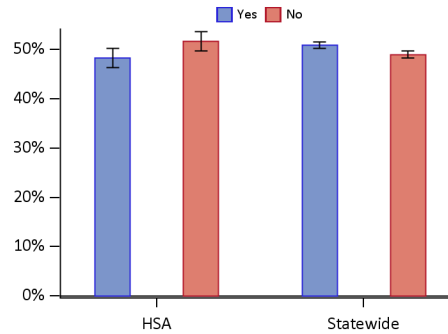


Figure 38: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Comprehensiveness for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 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	829	37%	3%	6,977	40%	1%
	No	829	63%	3%	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	840	54%	3%	6,983	58%	1%
	No	840	46%	3%	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	841	54%	3%	6,996	55%	1%
	No	841	46%	3%	6,996	45%	1%

Patient Experience Survey: Coordinated Care Composite

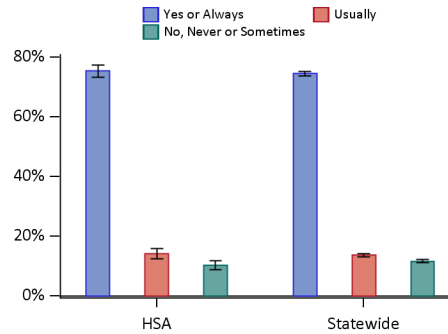


Figure 39: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Coordinated Care for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

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	449	63%	5%	3,717	61%	2%
	Usually	449	24%	4%	3,717	26%	1%
	No, Never or Sometimes	449	12%	3%	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	623	74%	4%	5,172	74%	1%
	Usually	623	18%	3%	5,172	16%	1%
	No, Never or Sometimes	623	8%	2%	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	731	89%	2%	5,979	89%	1%
	No, Never or Sometimes	731	11%	2%	5,979	11%	1%

Patient Experience Survey: Office Staff Composite

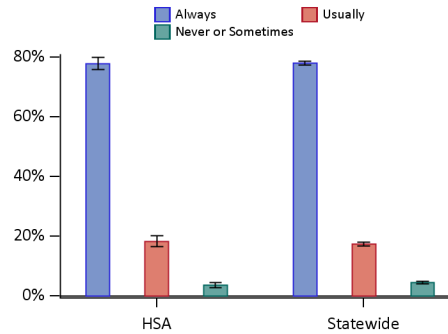


Figure 40: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Office Staff for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

Table 16. Patient Experience Survey: Office Staff Questions

Question & Answer		HSA			Statewide		
		N	%	Error (+/-)	N	%	Error (+/-)
In the last 12 months, how often were the clerks and receptionists at this provider’s office as helpful as you thought they should be?	Always	844	70%	3%	7,018	71%	1%
	Usually	844	25%	3%	7,018	23%	1%
	Never or Sometimes	844	5%	2%	7,018	6%	1%
In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?	Always	845	86%	2%	7,015	85%	1%
	Usually	845	12%	2%	7,015	12%	1%
	Never or Sometimes	845	2%	1%	7,015	3%	0%

Patient Experience Survey: Self Management Composite

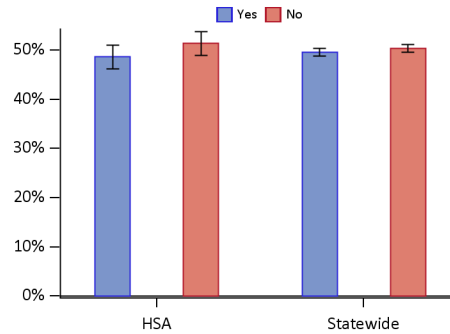


Figure 41: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Self Management for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

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	823	39%	3%	6,904	39%	1%
	No	823	61%	3%	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	824	58%	3%	6,971	60%	1%
	No	824	42%	3%	6,971	40%	1%

Patient Experience Survey: Shared Decision Making Composite

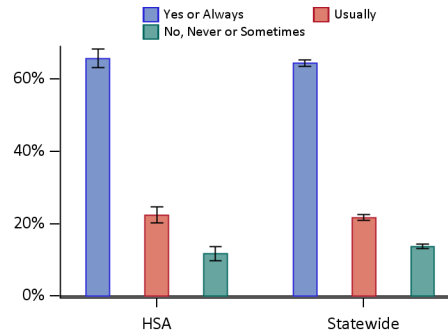


Figure 42: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Shared Decision Making for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

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, did this provider ask you what you thought was best for you?	Yes or Always	383	86%	4%	3,119	85%	1%
	No, Never or Sometimes	383	14%	4%	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 not want to take a medicine?	Yes or Always	386	46%	5%	3,127	43%	2%
	Usually	386	38%	5%	3,127	36%	2%
	No, Never or Sometimes	386	16%	4%	3,127	20%	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	393	65%	5%	3,145	65%	2%
	Usually	393	30%	5%	3,145	29%	2%
	No, Never or Sometimes	393	6%	2%	3,145	6%	1%

Patient Experience Survey: Specialist Composite

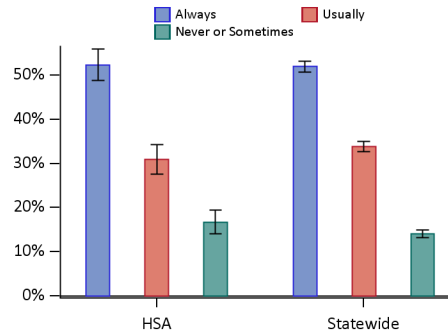


Figure 43: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Specialists for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

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	376	52%	5%	3,092	52%	2%
	Usually	376	31%	5%	3,092	33%	2%
	Never or Sometimes	376	17%	4%	3,092	15%	1%
In the last 12 months, how often was it easy to get appointments with specialists?	Always	394	53%	5%	3,150	52%	2%
	Usually	394	31%	5%	3,150	35%	2%
	Never or Sometimes	394	16%	4%	3,150	13%	1%

Patient Experience Survey: Information Composite

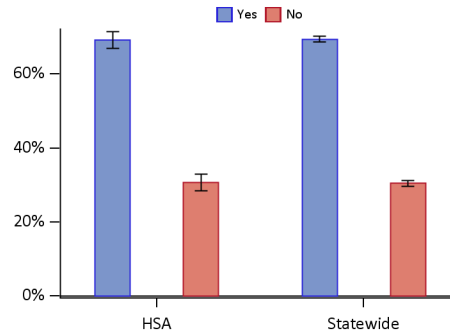


Figure 44: Presents the composite proportion, including the 95% confidence interval, of the given response to the questions associated with Information for members 18 years and older. The composite proportion is given by the average of the corresponding proportions of the associated questions.

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	841	72%	3%	7,003	72%	1%
	No	841	28%	3%	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	843	67%	3%	7,089	67%	1%
	No	843	33%	3%	7,089	33%	1%