

SURVEY RESULTS AT A GLANCE - STANDARD OPTION

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary			Valid Responses			2017 CSS FEHB Average	2016 NCOA Adult Commercial National Average, All LOBs
		2015	2016	2017	2015	2016	2017		
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	76.11%	76.41%	77.99%	339	301	309	80.82%	76.95%
	Q23. Rating of Personal Doctor	86.75%	79.26%	82.70%	302	270	289	84.89%	84.46%
	Q27. Rating of Specialist Seen Most Often	83.95%	82.97%	82.01%	243	229	239	84.85%	83.57%
	Q42. Rating of Health Plan	75.72%	70.68%	76.57%	383	324	350	76.48%	61.78%
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	90.35%	88.00%	89.62%	291	267	277	90.41%	87.06%
	Q14. Easy to get needed care	93.77%	92.38%	93.23%	337	302	310	93.81%	
	Q25. Easy to see specialists	86.94%	83.62%	86.01%	245	232	243	87.00%	
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	89.03%	88.84%	88.36%	233	214	221	89.56%	85.23%
	Q4. Got urgent care as soon as needed	92.62%	94.16%	90.26%	149	154	154	91.76%	
	Q6. Got routine care as soon as needed	85.44%	83.52%	86.46%	316	273	288	87.35%	
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	95.37%	93.25%	95.40%	281	252	272	95.51%	95.28%
	Q17. Doctor explained things	96.80%	94.84%	95.94%	281	252	271	97.02%	
	Q18. Doctor listened carefully	94.64%	92.06%	94.83%	280	252	271	95.38%	
	Q19. Doctor showed respect	96.79%	95.63%	96.32%	280	252	272	96.52%	
	Q20. Doctor spent enough time	93.24%	90.48%	94.49%	281	252	272	93.13%	
Customer Service (% Always or Usually)	Customer Service Composite	89.63%	88.97%	90.08%	135	145	131	90.96%	87.48%
	Q35. Provided needed information/help	80.74%	82.76%	84.73%	135	145	131	85.73%	
	Q36. Treated with courtesy/respect	95.52%	95.17%	95.42%	135	145	131	96.19%	
Claims Processing (% Always or Usually)	Claims Processing Composite	88.83%	90.88%	90.74%	206	187	187	91.39%	87.41%
	Q40. Handled claims quickly	88.35%	91.15%	88.78%	206	192	196	90.22%	
	Q41. Handled claims correctly	89.32%	90.61%	92.70%	206	181	178	92.57%	
Plan Information on Costs*** (% Always or Usually)	Plan Information on Costs Composite	71.04%	64.77%	65.56%	257	202	202	64.71%	62.17%
	Q31. Found info on cost of service/equipment	70.19%	66.67%	66.86%	208	174	169	63.24%	
	Q33. Found info on cost of Rx medicine	71.90%	62.88%	64.26%	306	229	235	66.18%	
Shared Decision Making** (% Yes)	Shared Decision Making Composite	79.30%	79.56%	83.39%	166	157	151	81.95%	81.65%
	Q10. Discussed reasons to take a medicine	91.52%	93.63%	96.69%	165	157	151	95.23%	
	Q11. Discussed reasons not to take a medicine	75.30%	73.89%	74.67%	166	157	150	75.55%	
	Q12. Discussed what was best for you	71.08%	71.15%	78.81%	166	156	151	75.06%	
Other Areas	Q8. Health Promotion and Education (% Yes)	79.88%	79.40%	79.10%	338	301	311	79.48%	74.76%
	Q22. Coordination of Care (% Always or Usually)	76.17%	77.96%	80.60%	193	186	201	82.87%	81.91%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	67.80% (NA)	70.21% (NA)	70.45% (NA)	59	47	44	74.23%	
	Discussing Cessation Medications	32.76% (NA)	34.04% (NA)	29.55% (NA)	58	47	44	48.50%	
	Discussing Cessation Strategies	37.93% (NA)	44.68% (NA)	38.64% (NA)	58	47	44	44.92%	
	Flu Vaccinations for Adults	58.08%	58.31%	57.37%	365	319	319	52.34%	
	Aspirin Use	57.95%	45.97%	39.32%	195	124	117	43.03%	
	Discussing Aspirin Risks and Benefits	55.22%	52.41%	48.79%	498	353	330	47.86%	

Results were calculated by CSS following NCOA specifications. At least 100 valid responses must be collected for a measure to be reportable by NCOA.

"NA" appears next to the result if it is not reportable by NCOA due to insufficient denominator (less than 100 responses). In such cases, CSS calculates the result for reference only.

* *How Well Doctors Communicate* was retired from Accreditation scoring in 2015. Accreditation mean and percentile values for this measure are provided for reference only.

** *Shared Decision Making* is not scored for NCOA Accreditation.

*** *Plan Information on Costs* is not scored for NCOA Accreditation.