



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Program Adult Survey

CAHPS® 5.0H Report

August 2013



3975 Research Park Drive
Ann Arbor, MI 48108

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Advised by doctor or other health provider to quit smoking or using tobacco	
Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	
Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	
Aspirin Use and Discussion	30
Take aspirin daily or every other day	
Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	
Single Items	31
Doctor/provider definitely talked about specific things to do to prevent illness	
Personal doctor usually or always seemed informed about care received from other doctors or providers	
Written materials/Internet usually or always provided needed information about how health plan works	
Forms from your health plan usually or always easy to fill out	
Excellent or very good rating of your overall health	
Excellent or very good rating of your overall mental or emotional health	
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Results from the HEDIS-CAHPS® 5.0H Survey of the members of the Georgia Medicaid Program provide a comprehensive tool for assessing consumers' experiences with the Georgia Medicaid Program. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the HEDIS-CAHPS® 5.0H Adult Medicaid Survey. The survey instrument consists of fifty-seven questions addressing areas such as getting care quickly, how well doctors communicate, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid program. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, customer service and shared decision making.

The HEDIS-CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist DCH in identifying strengths and weaknesses in their quality of care and services.
2. Provide DCH with a way to assess where resources can best be allocated to improve weaknesses.
3. Show DCH the effects of their efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. The question text in the HEDIS-CAHPS® survey instrument uses the term health plan throughout the survey. Throughout this report the term of 'health plan' will refer to the Georgia Medicaid Program's services for adults.

Correlations with overall Medicaid program satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite questions correlate to all general rating questions, and where improvements could help increase not only overall satisfaction, but member satisfaction with doctors, specialists and care.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

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The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their state Medicaid programs. HEDIS-CAHPS 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

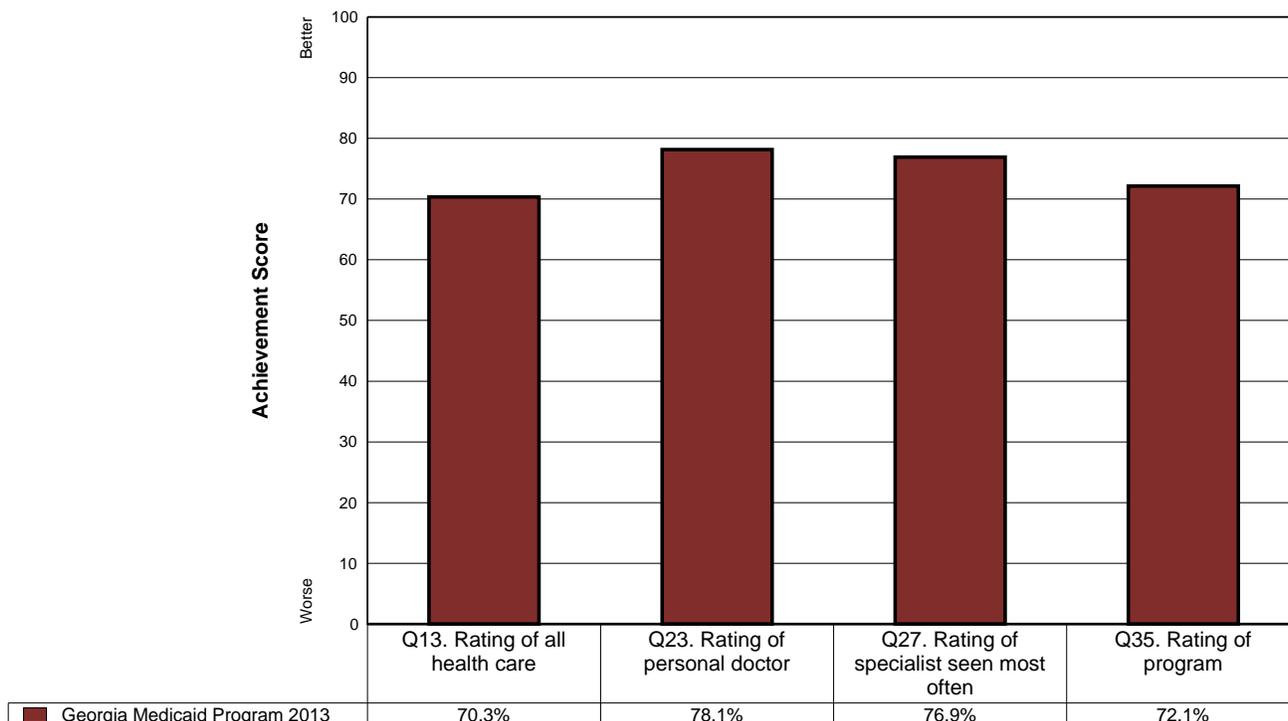
This report summarizes the findings of an Adult survey conducted for the Georgia Medicaid Program. Attempts were made to survey 1,350 member households by mail and telephone during the period from March 12, 2013 through May 21, 2013, using a standardized survey procedure and questionnaire.

Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. The 2013 ratings for the Georgia Medicaid Program's services for adults are presented below.

Overall Rating Questions

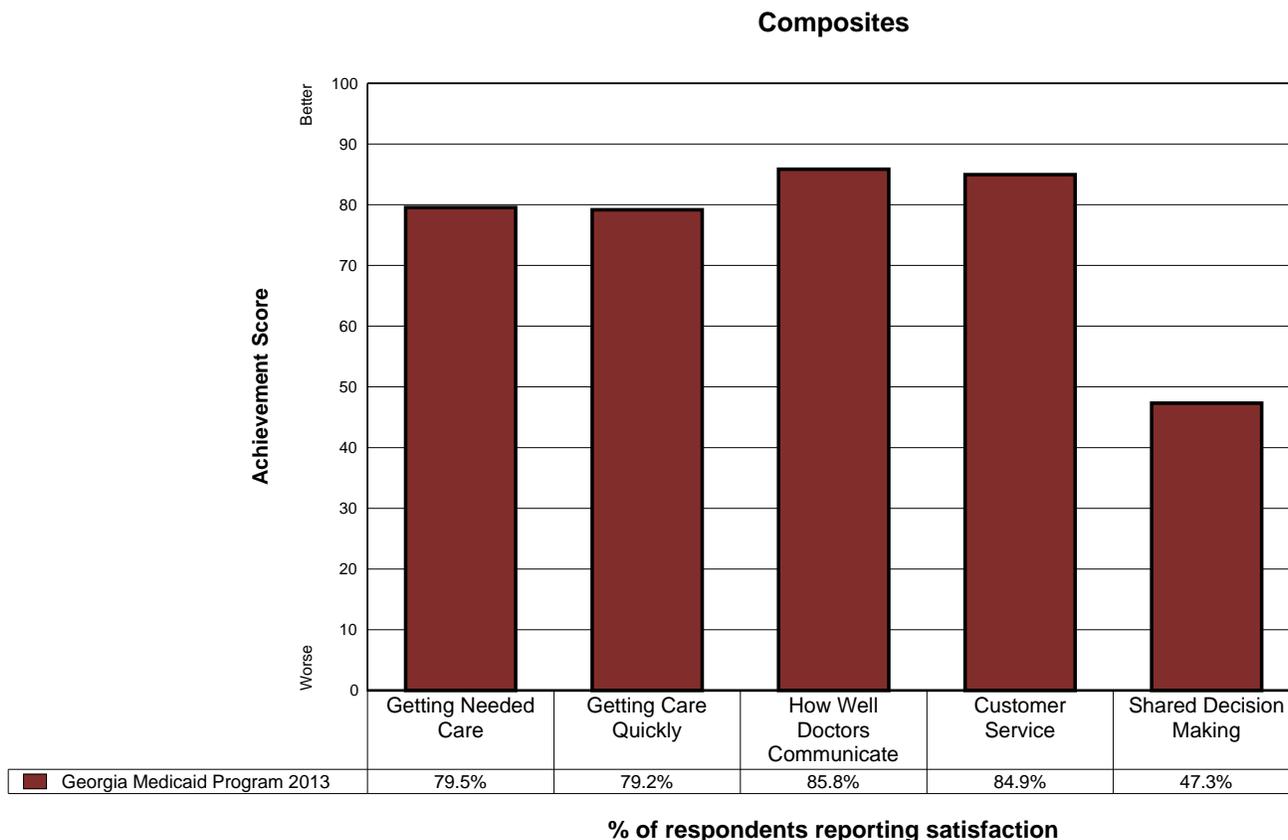


% of respondents reporting ratings of 8, 9 or 10

SUMMARY OF COMPOSITES

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making. Composite scores are intended to give a summary assessment of how the services for adults under the Georgia Medicaid Program performed across the domain.

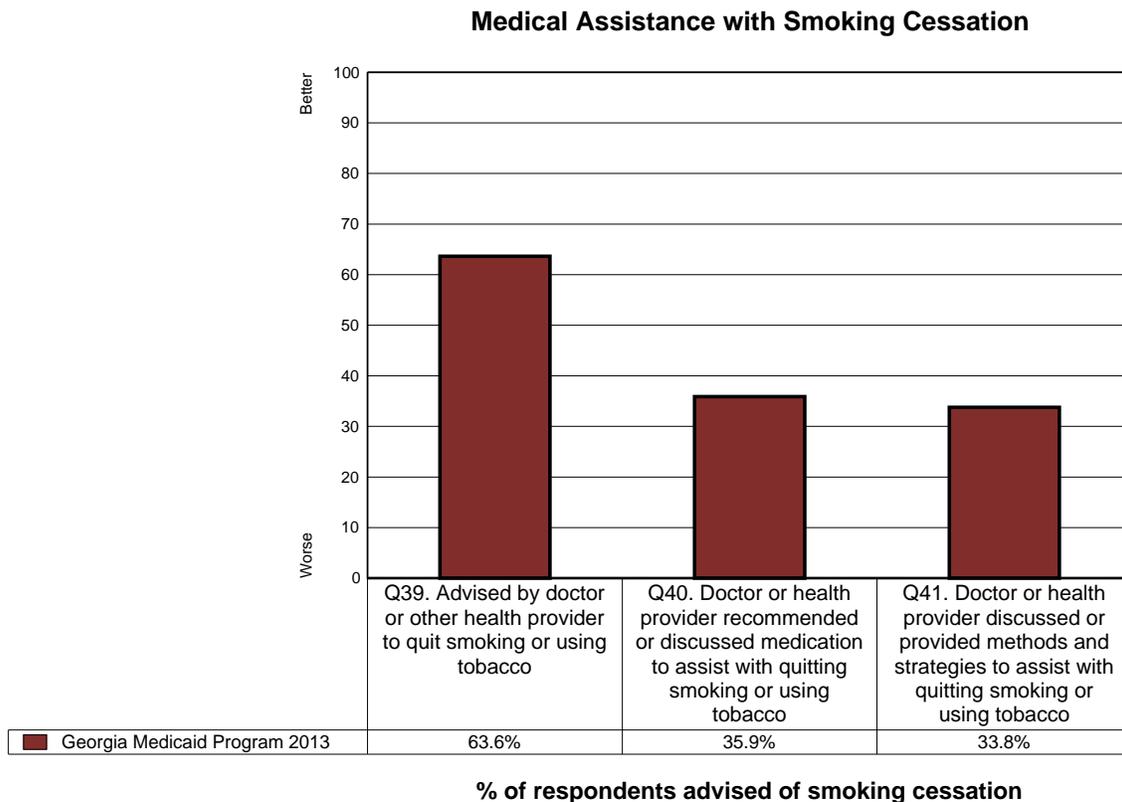
The 2013 Georgia Medicaid Program's Adult composite scores are presented below. In this table, proportions of positive responses are reported as achievement scores (see Appendix A for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "A Lot" or "Yes" are considered achievements for the Shared Decision Making composite.



SUMMARY OF EFFECTIVENESS OF CARE MEASURES

The Medical Assistance with Smoking Cessation measure represents the proportion of adult members who were continuously enrolled during the measurement year and whose provider advised them to quit smoking or using tobacco; recommended or discussed medication to assist with quitting smoking or using tobacco; or recommended or discussed methods and strategies other than medication to assist with quitting smoking or using tobacco. This measure is only reported for those respondents that answered 'every day' or 'some days' to Q38. For these questions, a response of "Sometimes", "Usually", or "Always" is considered an achievement.

The Medical Assistance with Smoking Cessation measure is composed of three questions. The 2013 Georgia Medicaid Program's results are presented below.



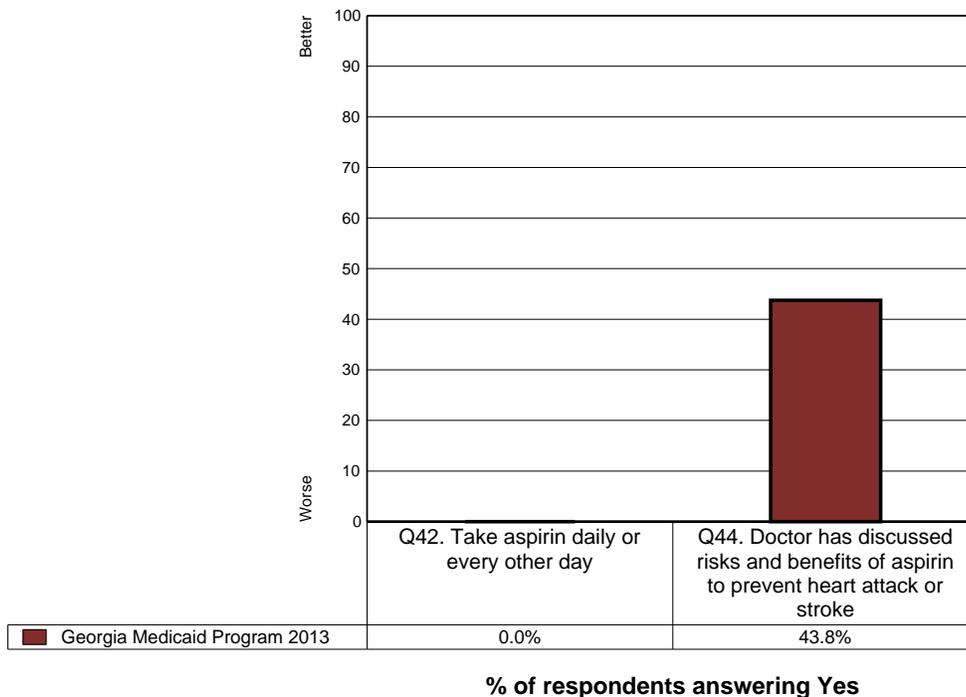
In 2010, NCQA introduced the Aspirin Use and Discussion measure to assess different facets of managing aspirin use for the primary prevention of cardiovascular disease. The measure is comprised of two questions, one assessing current aspirin use (Q42) and the other asking whether a doctor or health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke (Q44). Detailed information regarding Aspirin Use Measure protocol can be found in *HEDIS® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

Included in the calculation of the Aspirin Use component are members in certain age/gender/risk factor categories who could safely take aspirin (based on response to Q43, and had no cardiovascular disease exclusion (based on response to Q46), and who answered Q42. The rate represents the proportion of those members who indicated they take aspirin daily or every other day.

Included in the calculation of the Aspirin Risks and Benefits component are members in certain age/gender categories who had no cardiovascular disease exclusion (based on response to Q46), and who answered Q44. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.

The Georgia Medicaid Program's results are presented for 2013.

Aspirin Use and Discussion



Items Most Highly Correlated with Satisfaction

Overall satisfaction with the Medicaid program is based on Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten questions most highly correlated with the Georgia Medicaid Program's enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Georgia Medicaid Program's adult achievement score, and the correlation with overall satisfaction with the services for adults under the Georgia Medicaid Program. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. (See Appendix A for definitions of correlation and achievement scores.)

Question	ADMD Achievement Score	Correlation w/ satisfaction
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	75.9	0.56
Q31. Health plan's customer service usually or always gave needed information or help	74.7	0.54
Q17. Personal doctor usually or always explained things in way that was easy to understand	85.2	0.46
Q20. Personal doctor usually or always spent enough time with you	82.2	0.42
Q29. Written materials/Internet usually or always provided needed information about how health plan works	64.6	0.41
Q14. Usually or always got care, tests or treatment you thought you needed	80.4	0.40
Q25. Usually or always get an appointment to see a specialist as soon as you needed	75.8	0.40
Q18. Personal doctor usually or always listened carefully to you	86.9	0.39
Q19. Personal doctor usually or always showed respect for what you had to say	89.6	0.32
Q44. Doctor has discussed risks and benefits of aspirin to prevent heart attack or stroke	43.8	0.28

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS surveys used to assess program performance. They provide an overall picture of what members think of the program, their doctors, their care, and how well they are being served by the program and its providers. A correlation analysis allows the program to delve into the relationship between the ratings and composite items. (See Appendix A for definitions of correlation and achievement scores.)

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, DCH can see how the rank order of each item changes from one rating to another. For example, factors most important to enrollees when rating their personal doctor may be different than for the specialist. DCH can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a program's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, their achievements scores, and the distribution of member responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are 'Always', 'A lot', or 'Yes', followed by 'Some' or 'Usually'. Negative responses are 'A Little' or 'Sometimes' and 'Not at All', 'Never', or 'No'. For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-making composite items, the achievement score is based only on the top-most response options, 'A Lot' or 'Yes'.

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how enrollees' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help programs make informed choices about quality improvement efforts.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q25 Getting Needed Care	76%	0.54	Q19 Communication	90%	0.80	Q18 Communication	87%	0.58	Q31 Customer Service	75%	0.54
2	Q4 Getting Care Quickly	83%	0.46	Q20 Communication	82%	0.79	Q25 Getting Needed Care	76%	0.51	Q17 Communication	85%	0.46
3	Q18 Communication	87%	0.41	Q18 Communication	87%	0.79	Q19 Communication	90%	0.47	Q20 Communication	82%	0.42
4	Q17 Communication	85%	0.40	Q17 Communication	85%	0.68	Q31 Customer Service	75%	0.47	Q14 Getting Needed Care	80%	0.40
5	Q14 Getting Needed Care	80%	0.39	Q14 Getting Needed Care	80%	0.34	Q14 Getting Needed Care	80%	0.45	Q25 Getting Needed Care	76%	0.40
6	Q20 Communication	82%	0.37	Q25 Getting Needed Care	76%	0.26	Q20 Communication	82%	0.43	Q18 Communication	87%	0.39
7	Q19 Communication	90%	0.37	Q10 Shared Decision Making	41%	0.26	Q17 Communication	85%	0.41	Q19 Communication	90%	0.32
8	Q11 Shared Decision Making	25%	0.34	Q31 Customer Service	75%	0.24	Q4 Getting Care Quickly	83%	0.39	Q32 Customer Service	95%	0.27
9	Q31 Customer Service	75%	0.28	Q4 Getting Care Quickly	83%	0.20	Q6 Getting Care Quickly	79%	0.32	Q10 Shared Decision Making	41%	0.23
10	Q6 Getting Care Quickly	79%	0.21	Q12 Shared Decision Making	77%	0.20	Q32 Customer Service	95%	0.27	Q11 Shared Decision Making	25%	0.18

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always	Some / Usually	A Little / Sometimes	Not at all / Never
1	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.54	76%	56%	20%	20%	4%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.46	83%	63%	20%	13%	3%
3	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.41	87%	70%	17%	10%	3%
4	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.40	85%	69%	16%	13%	2%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.39	80%	56%	25%	19%	1%
6	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.37	82%	63%	20%	13%	5%
7	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.37	90%	76%	13%	9%	1%
8	Q11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.34	25%	25%	30%	20%	26%
9	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.28	75%	59%	15%	20%	5%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.21	79%	61%	18%	18%	3%

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.80	90%	76%	13%	9%	1%
2	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.79	82%	63%	20%	13%	5%
3	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.79	87%	70%	17%	10%	3%
4	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.68	85%	69%	16%	13%	2%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.34	80%	56%	25%	19%	1%
6	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.26	76%	56%	20%	20%	4%
7	Q10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?	0.26	41%	41%	46%	11%	2%
8	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.24	75%	59%	15%	20%	5%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.20	83%	63%	20%	13%	3%
10	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.20	77%	77%	(na)	(na)	23%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.58	87%	70%	17%	10%	3%
2	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.51	76%	56%	20%	20%	4%
3	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.47	90%	76%	13%	9%	1%
4	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.47	75%	59%	15%	20%	5%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.45	80%	56%	25%	19%	1%
6	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.43	82%	63%	20%	13%	5%
7	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.41	85%	69%	16%	13%	2%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.39	83%	63%	20%	13%	3%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.32	79%	61%	18%	18%	3%
10	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	95%	78%	16%	3%	2%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always	Some / Usually	A Little / Sometimes	Not at all / Never
1	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.54	75%	59%	15%	20%	5%
2	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.46	85%	69%	16%	13%	2%
3	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.42	82%	63%	20%	13%	5%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.40	80%	56%	25%	19%	1%
5	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.40	76%	56%	20%	20%	4%
6	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.39	87%	70%	17%	10%	3%
7	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.32	90%	76%	13%	9%	1%
8	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	95%	78%	16%	3%	2%
9	Q10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?	0.23	41%	41%	46%	11%	2%
10	Q11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?	0.18	25%	25%	30%	20%	26%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the Medicaid program's achievement scores and their correlation with overall program satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall Medicaid program satisfaction. (See Appendix A for definition of correlation.)

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall Medicaid program satisfaction. For example, if one composite is more highly correlated with overall Medicaid program satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall program satisfaction over time. Conversely, if an item is weakly correlated with overall program satisfaction, altering services in that domain won't significantly alter ratings of the Medicaid program.

Overall satisfaction with the Georgia Medicaid Program's services for adults is based on Q35, which asks respondents to rate their experience with their Medicaid Program, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

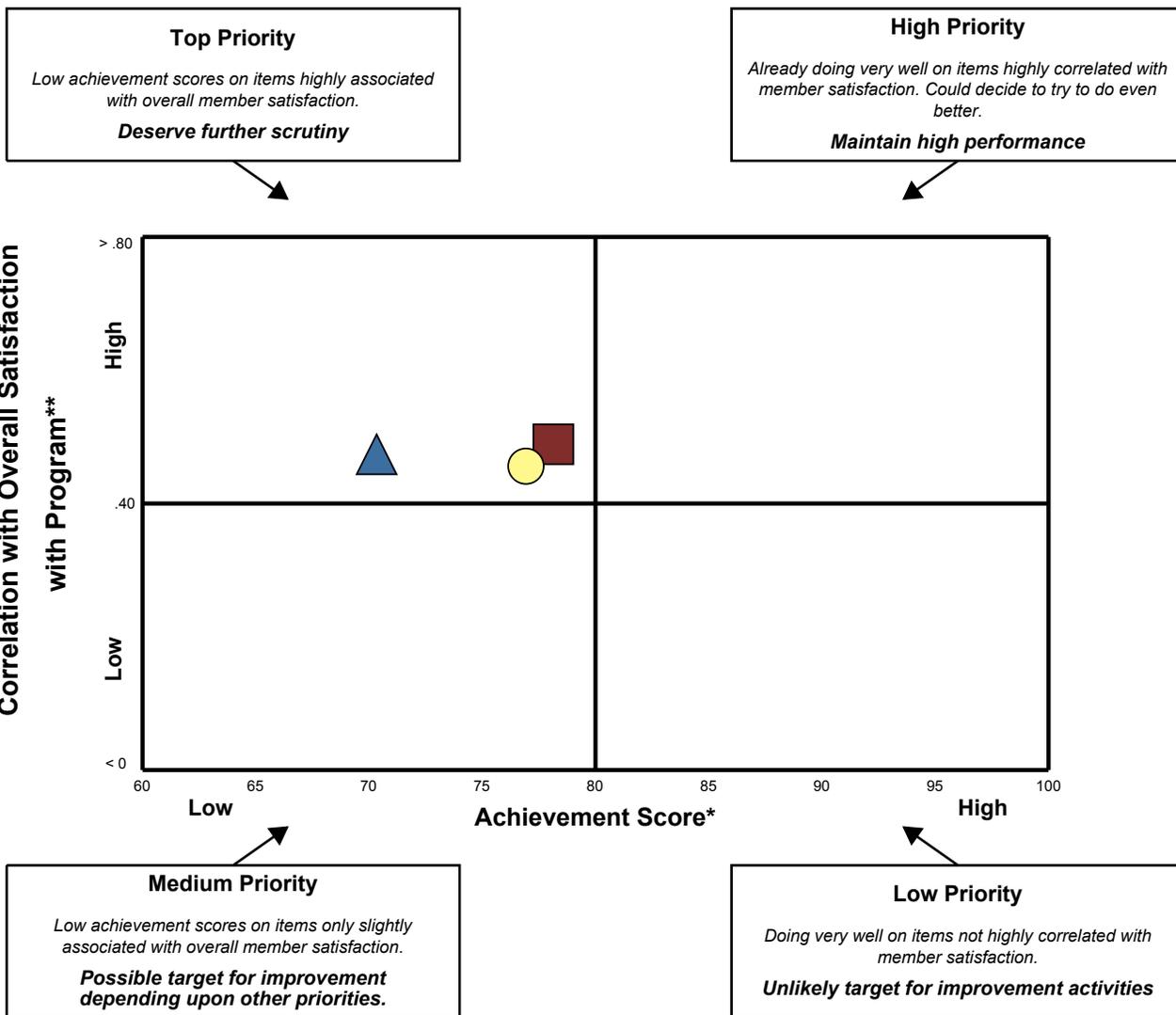
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than .4 are considered lower correlations with health plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings



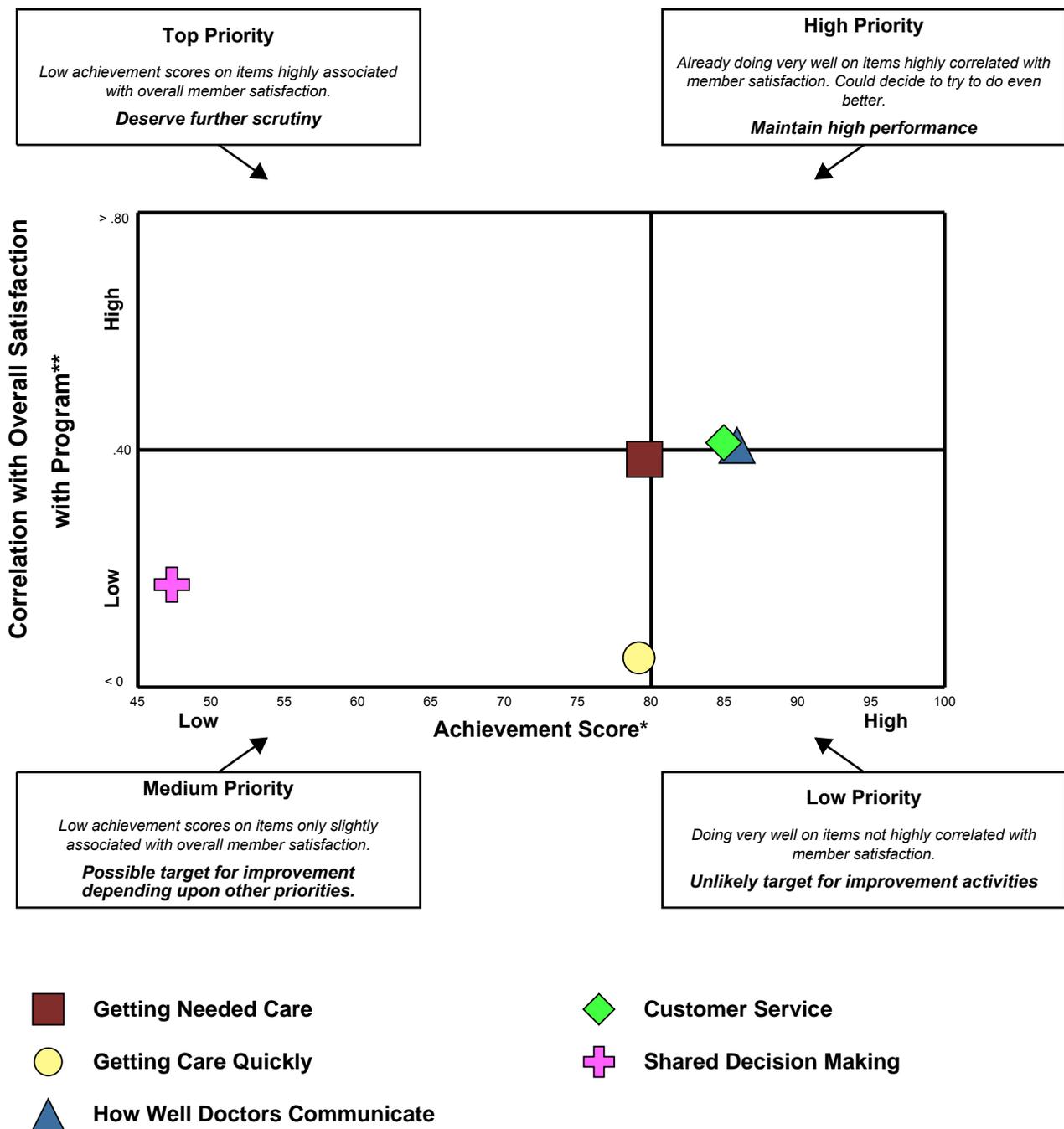
Rating of Personal Doctor or Nurse
 Rating of Specialist

Rating of All Health Care From All Doctors and Other Health Providers

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Composite Measures

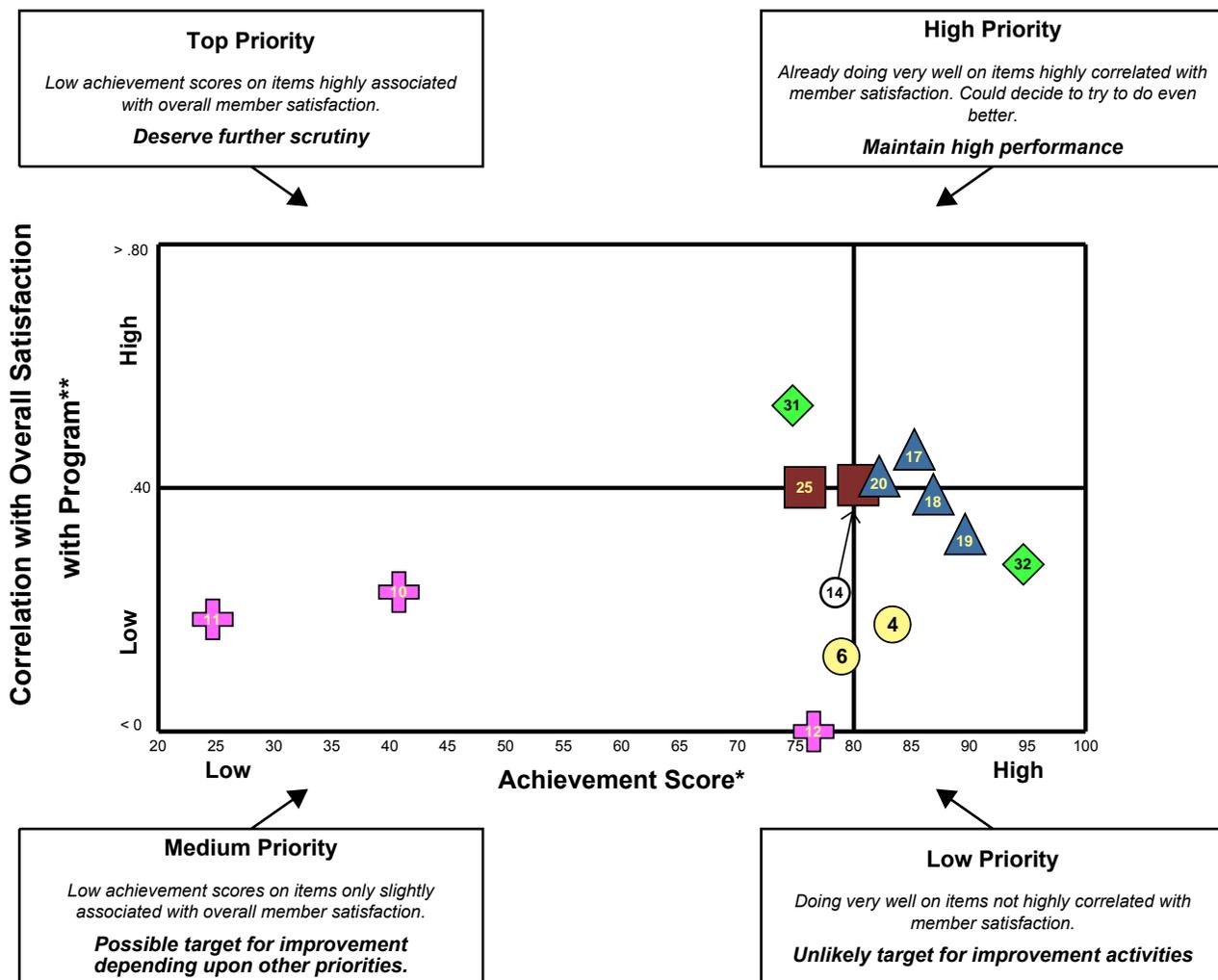


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Composite Items

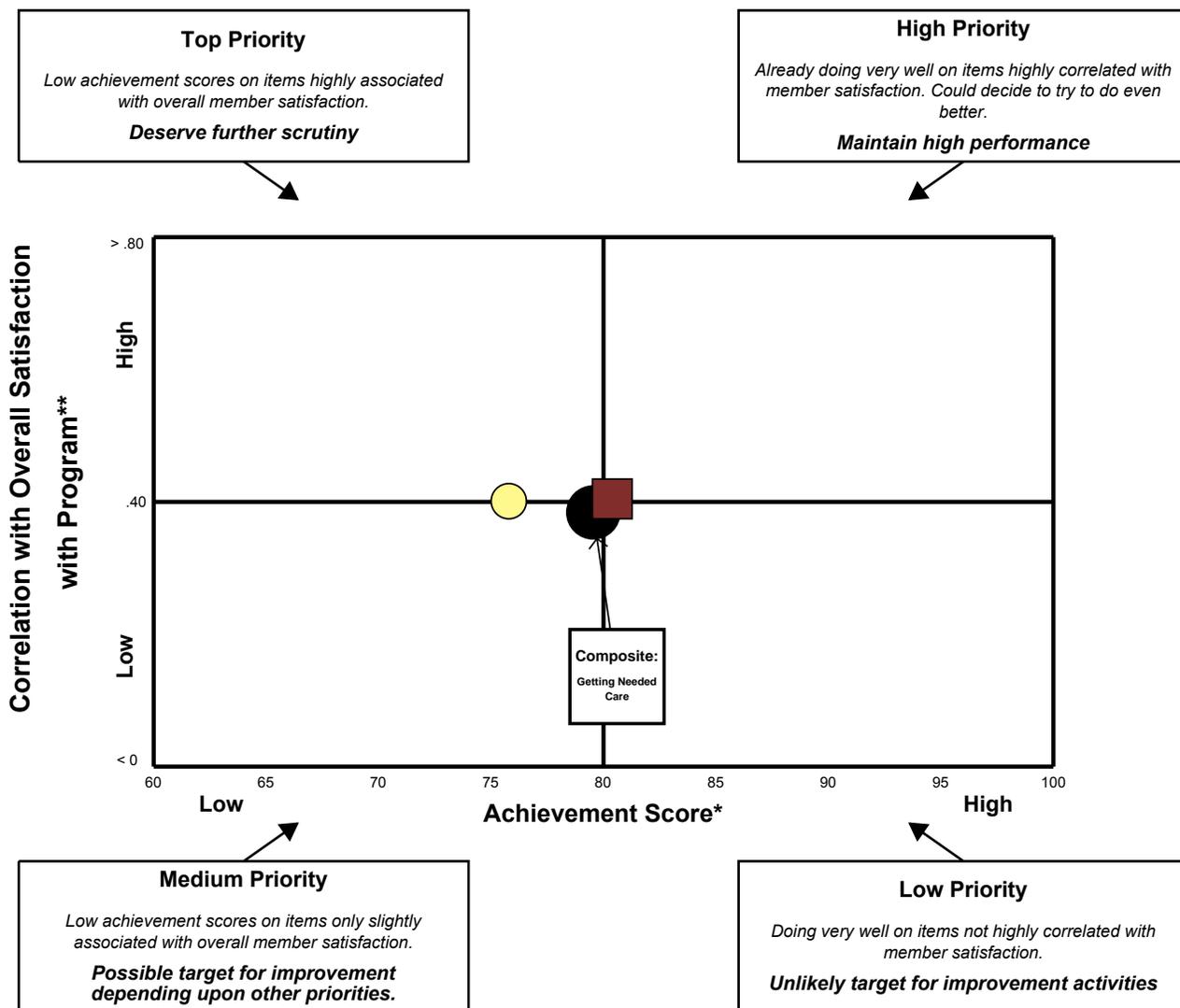


- **Getting Needed Care**
Q14. Usually or always got care, tests or treatment you thought you needed
Q25. Usually or always get an appointment to see a specialist as soon as you needed
- **Getting Care Quickly**
Q4. Usually or always got care right away as soon as you needed
Q6. Usually or always got an appt. for check-up or routine care as soon as you needed
- ▲ **Communication**
Q17. Personal doctor usually or always explained things in way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q20. Personal doctor usually or always spent enough time with you
- ◆ **Customer Service**
Q31. Health plan's customer service usually or always gave needed information or help
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff
- + **Shared Decision Making**
Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
Q12. Doctor/provider definitely asked what you thought was best for you

* An achievement score is ranked "high" when score is 80 or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Getting Needed Care



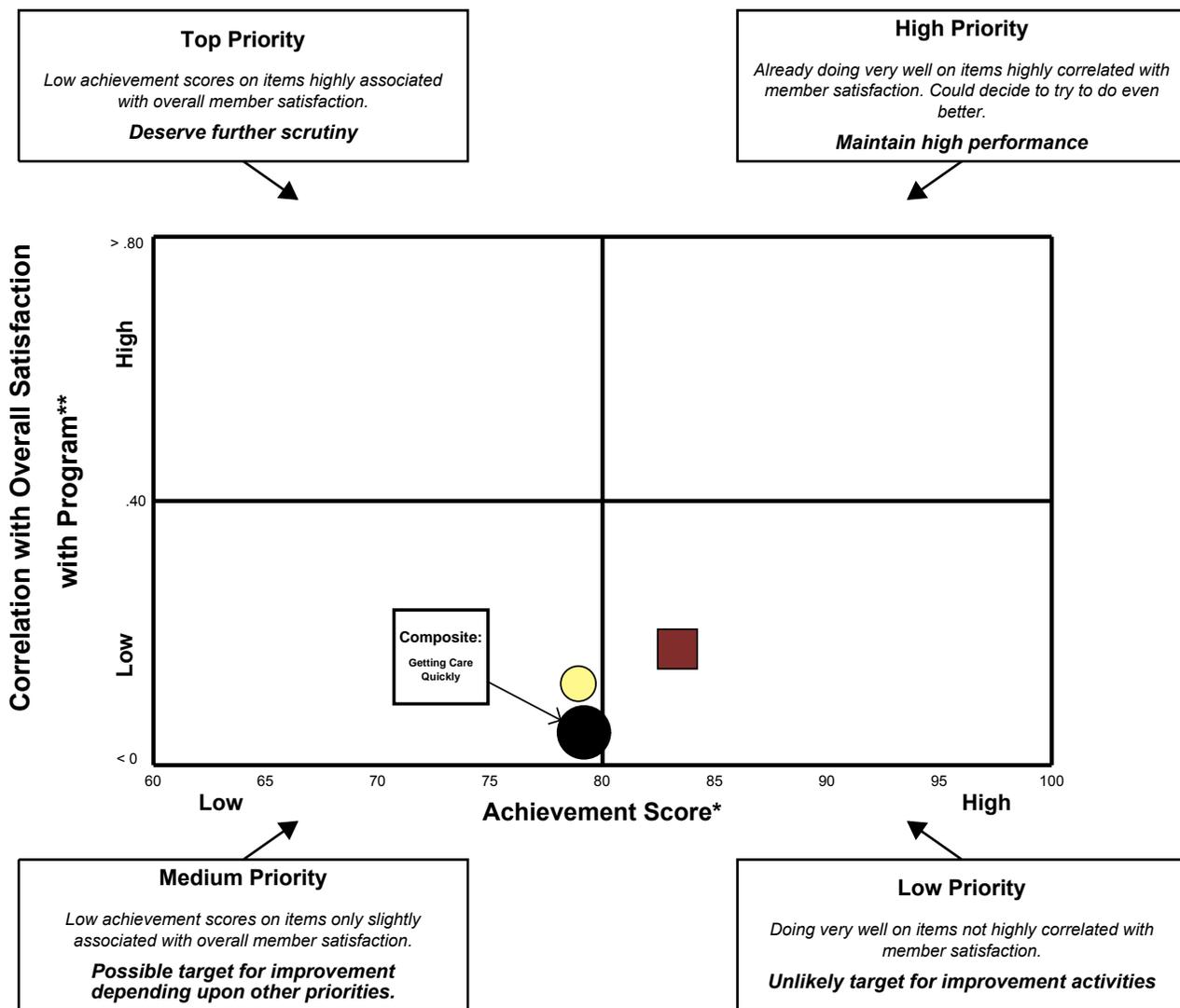
Q14. Usually or always got care, tests or treatment you thought you needed

Q25. Usually or always get an appointment to see a specialist as soon as you needed

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Getting Care Quickly



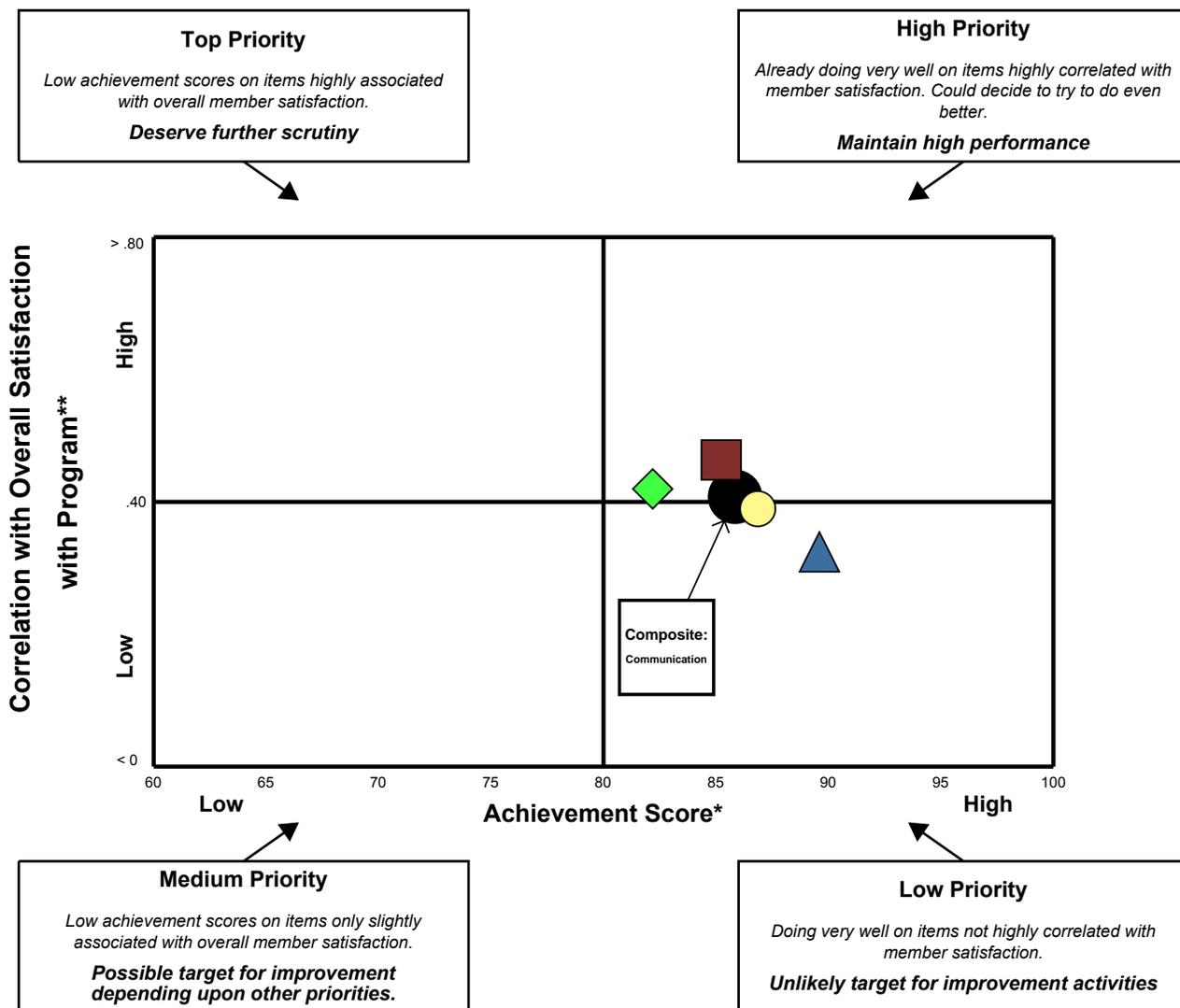
Q4. Usually or always got care right away as soon as you needed

Q6. Usually or always got an appt. for check-up or routine care as soon as you needed

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

How Well Doctors Communicate



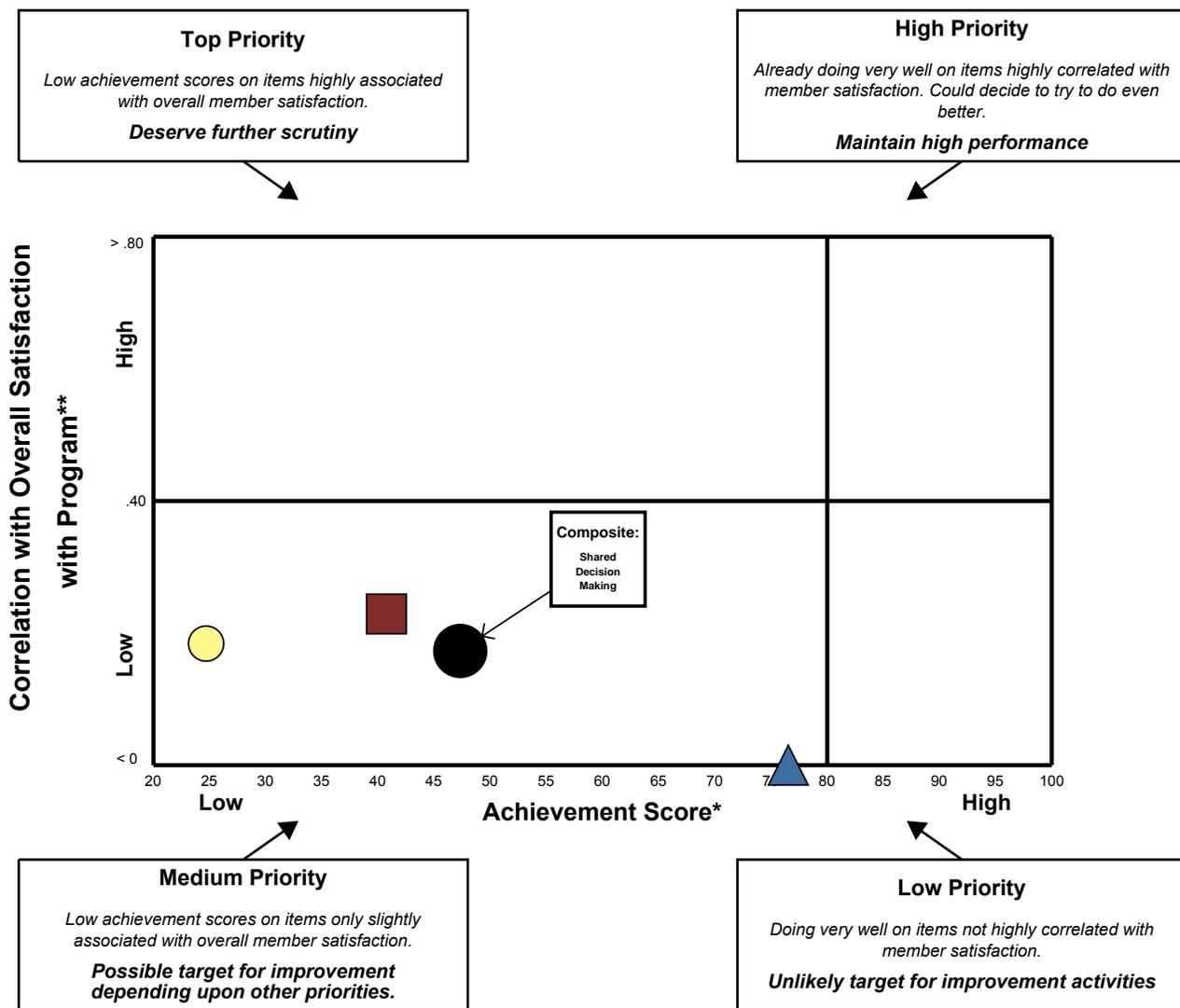
- Q17. Personal doctor usually or always explained things in way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you

- Q19. Personal doctor usually or always showed respect for what you had to say
- Q20. Personal doctor usually or always spent enough time with you

* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Standard CAHPS® 5.0 Composites

Shared Decision Making



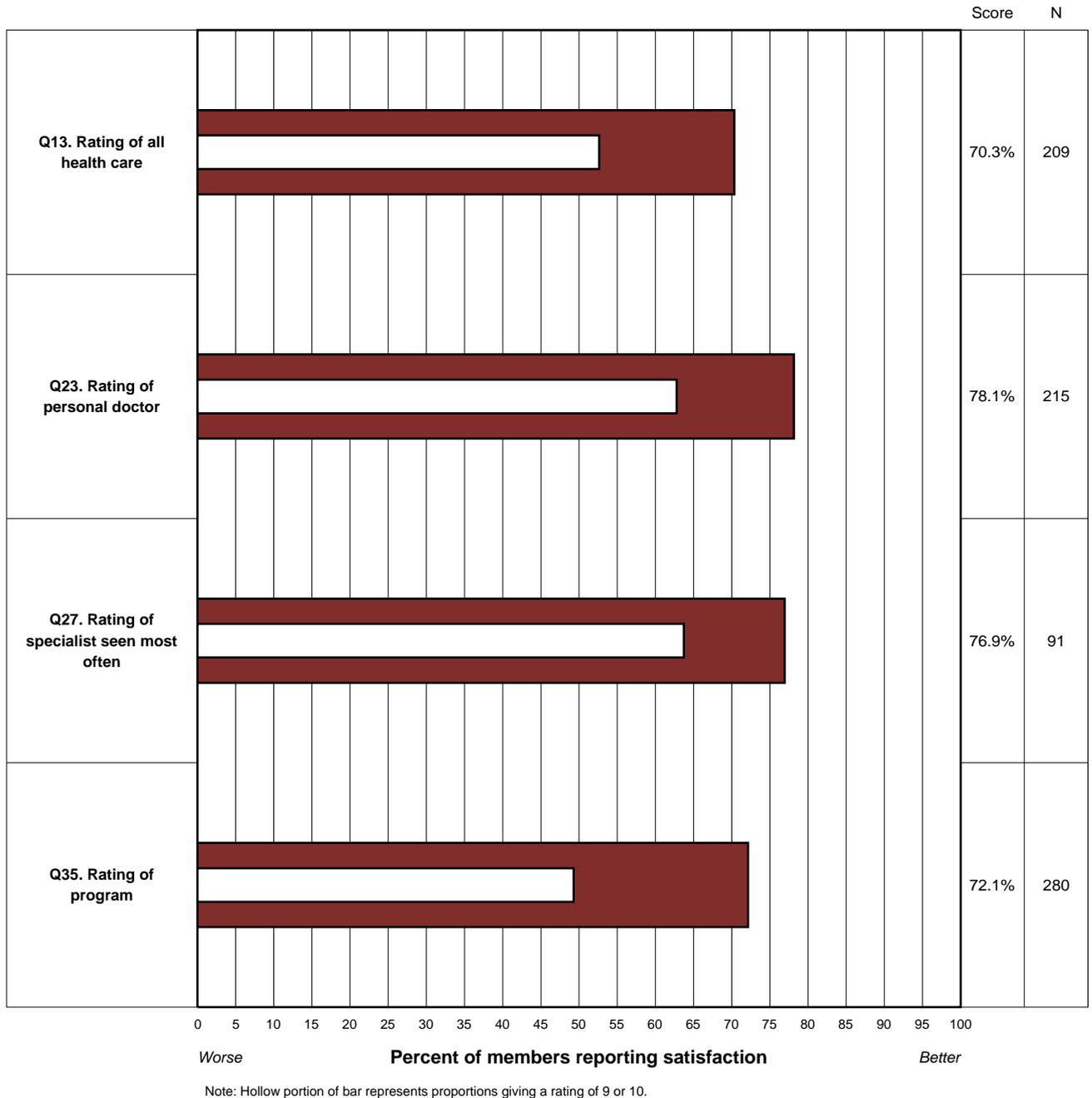
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Rating Questions

The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with Medicaid Programs, providers, specialists, and health care. In the tables below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. The ratings for the Georgia Medicaid Program's services for adults are presented below.

Overall Rating Questions - Achievement Scores



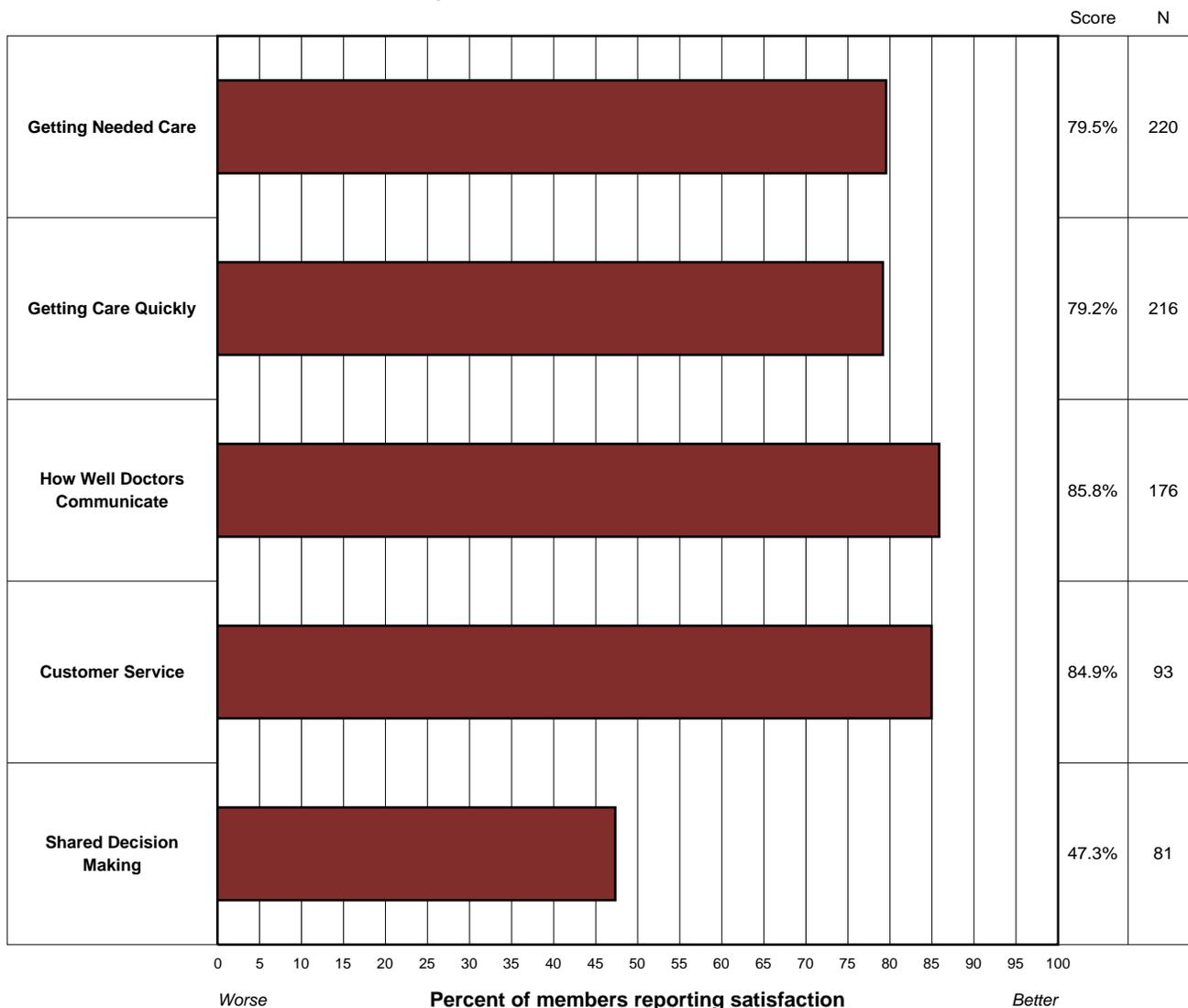
 Georgia Medicaid Program 2013

COMPOSITES

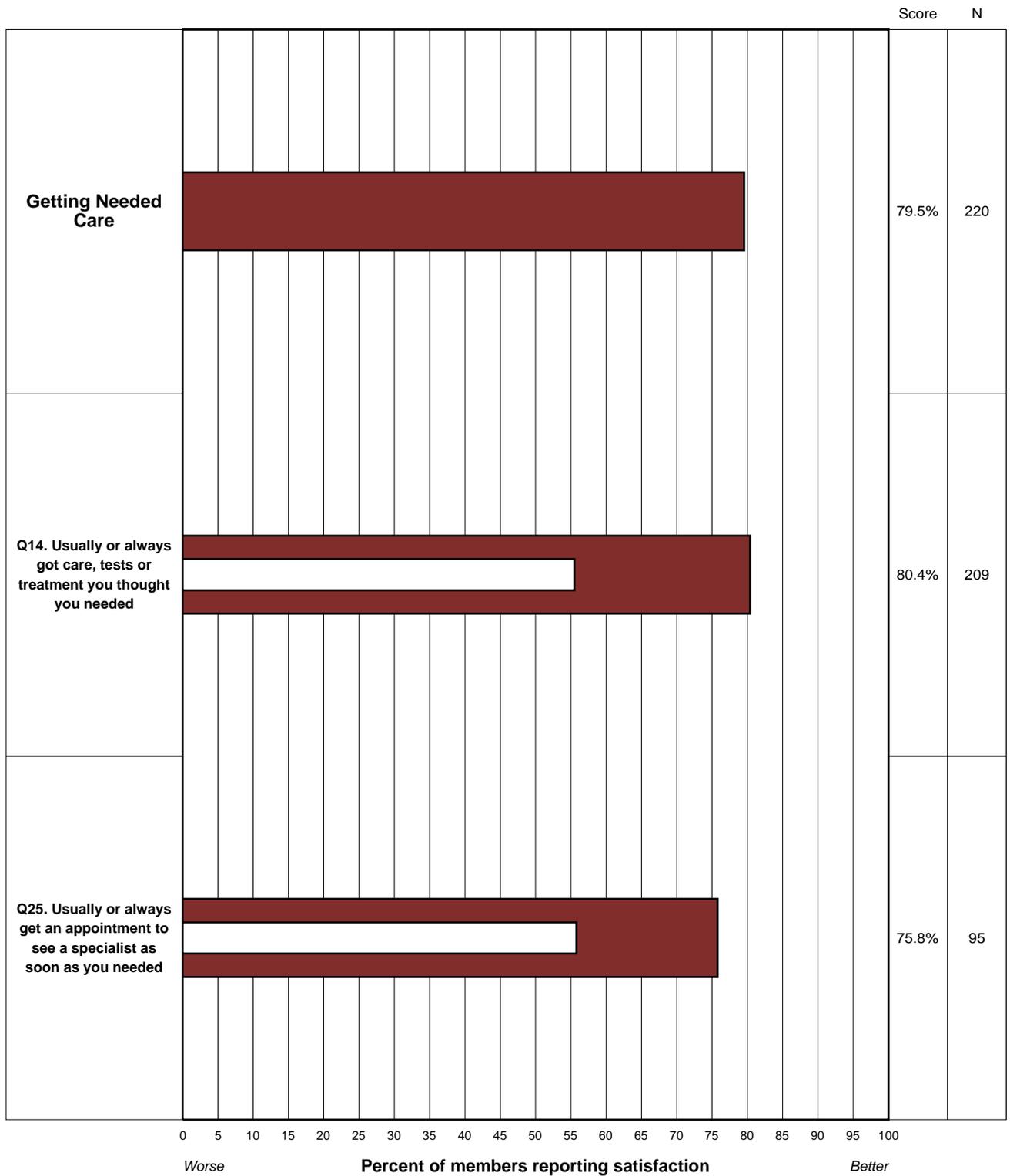
The CAHPS 5.0H survey has five composites, each representing a domain of enrollee experience (see Appendix A for definitions of composites). An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "A Lot" or "Yes" for the Shared Decision Making composite. The composite scores for the Georgia Medicaid Program's services for adults are presented below. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Composites - Achievement Scores



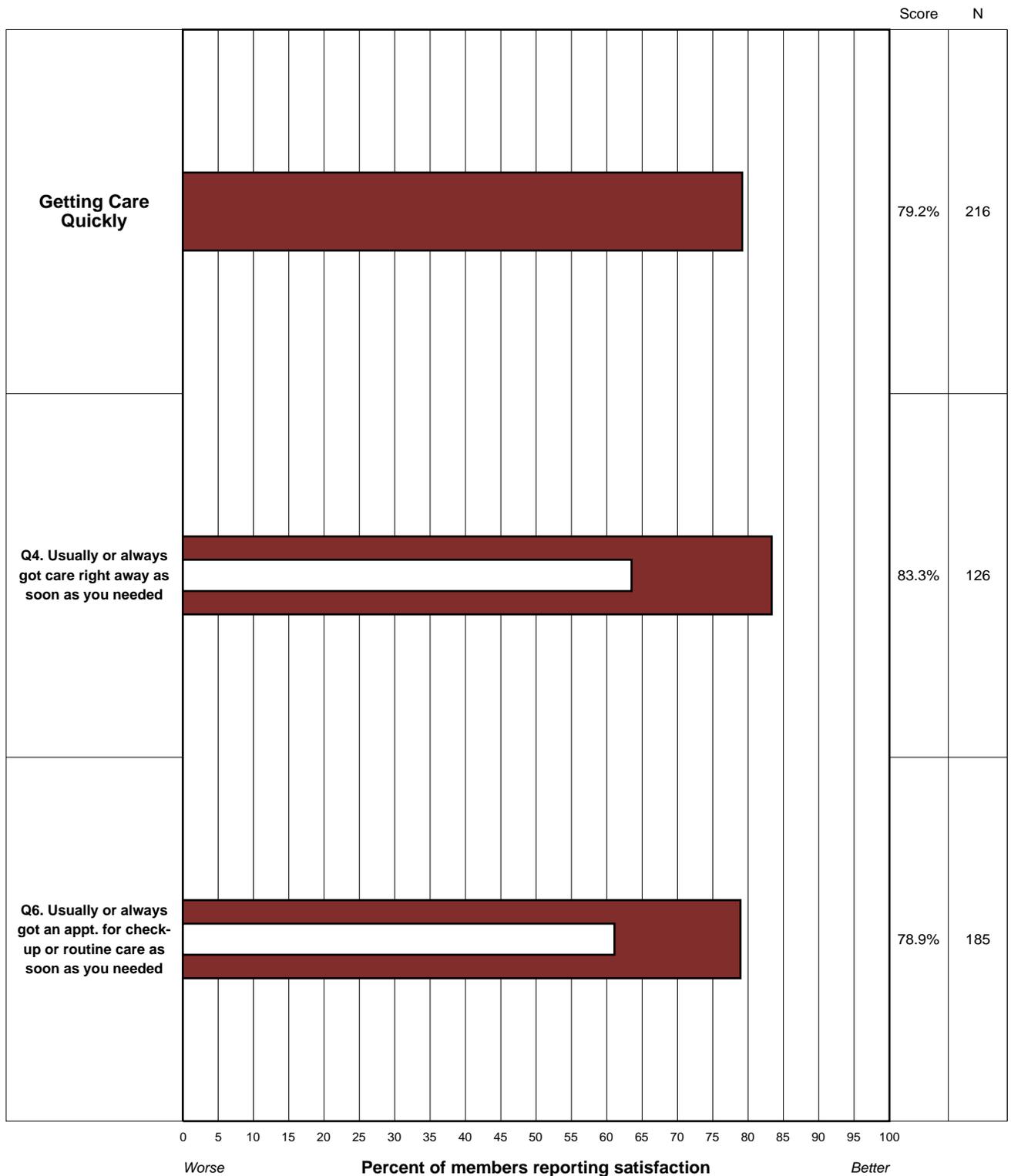
Getting Needed Care - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

■ Georgia Medicaid Program 2013

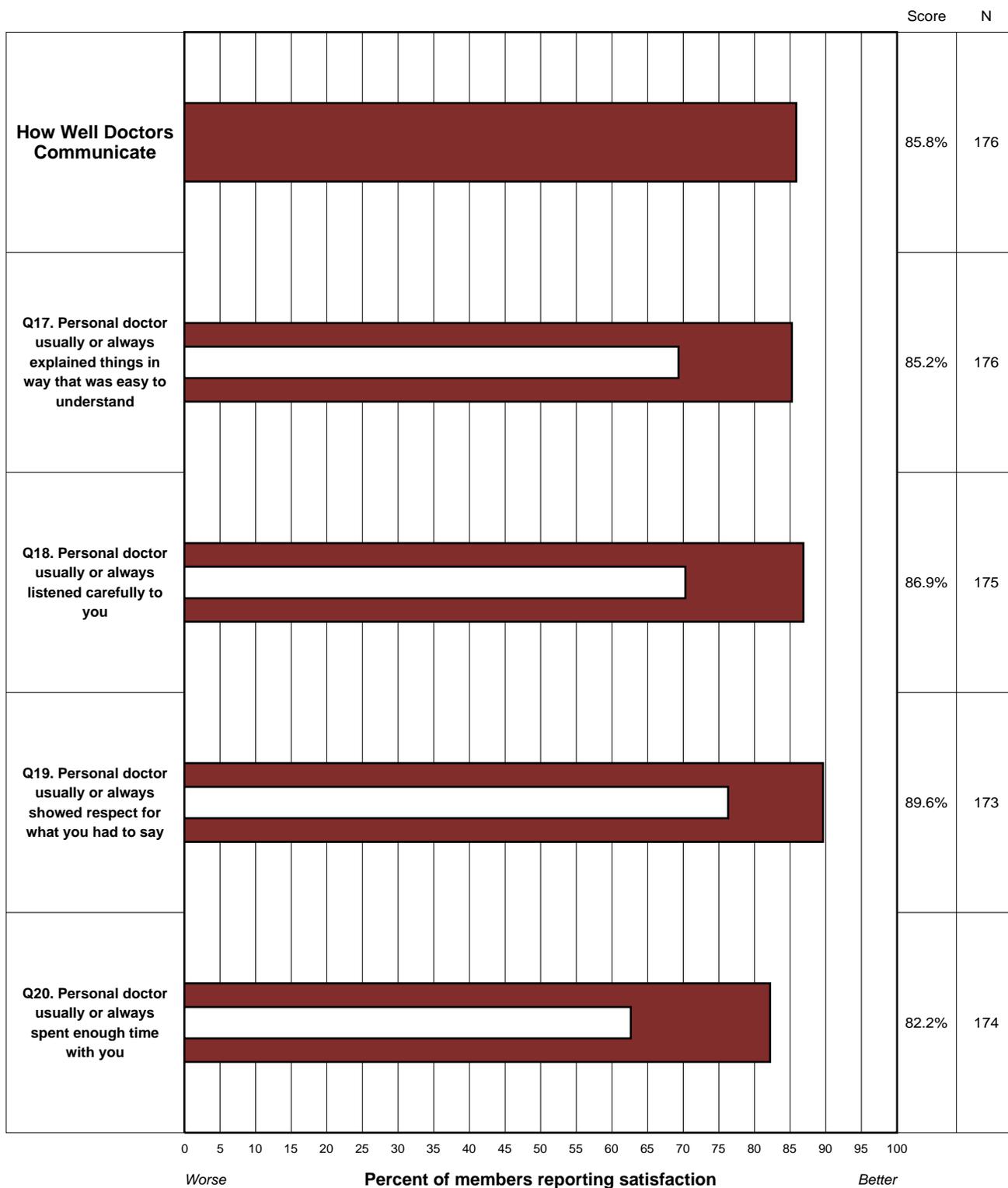
Getting Care Quickly - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

■ Georgia Medicaid Program 2013

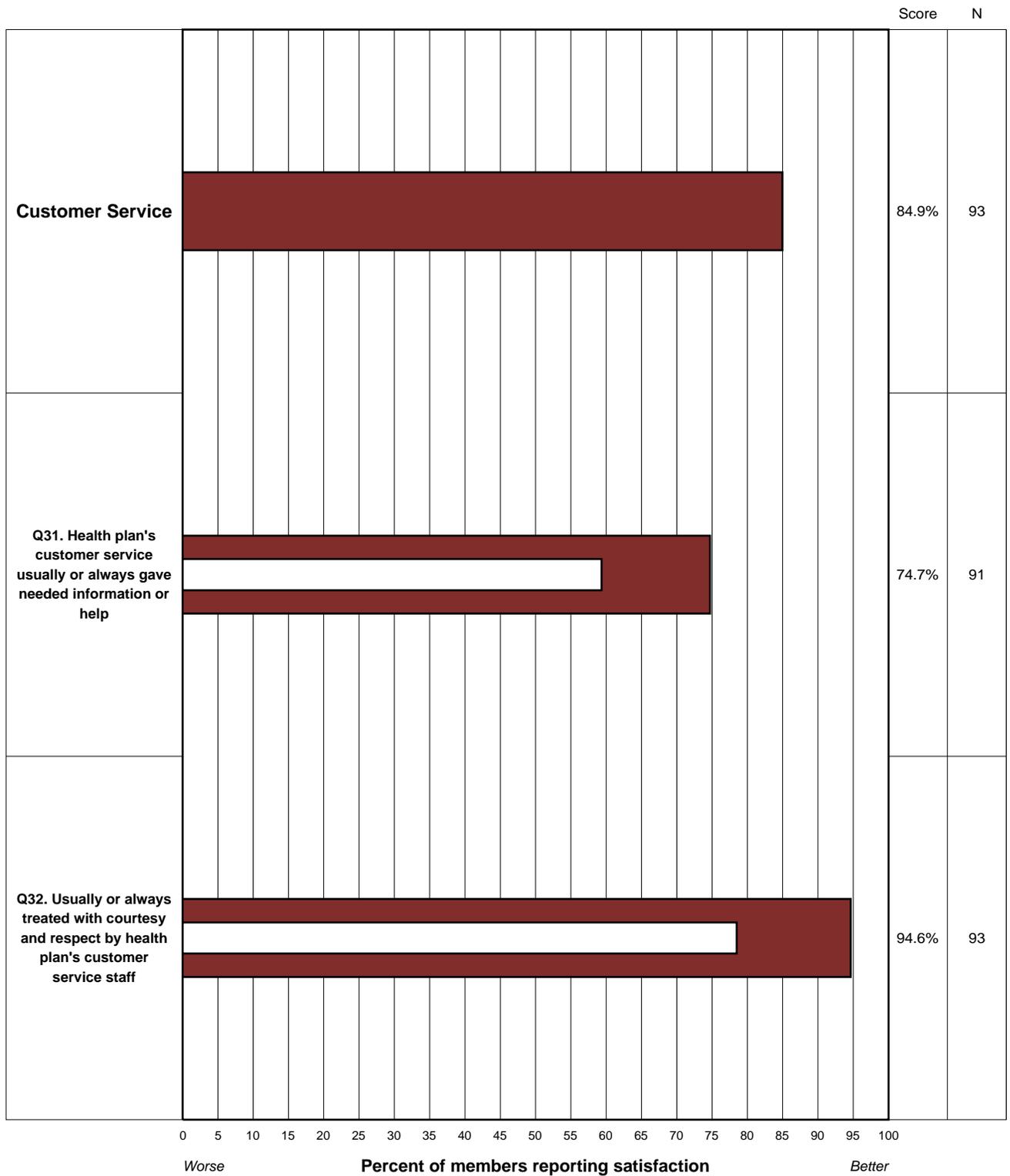
How Well Doctors Communicate - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

Georgia Medicaid Program 2013

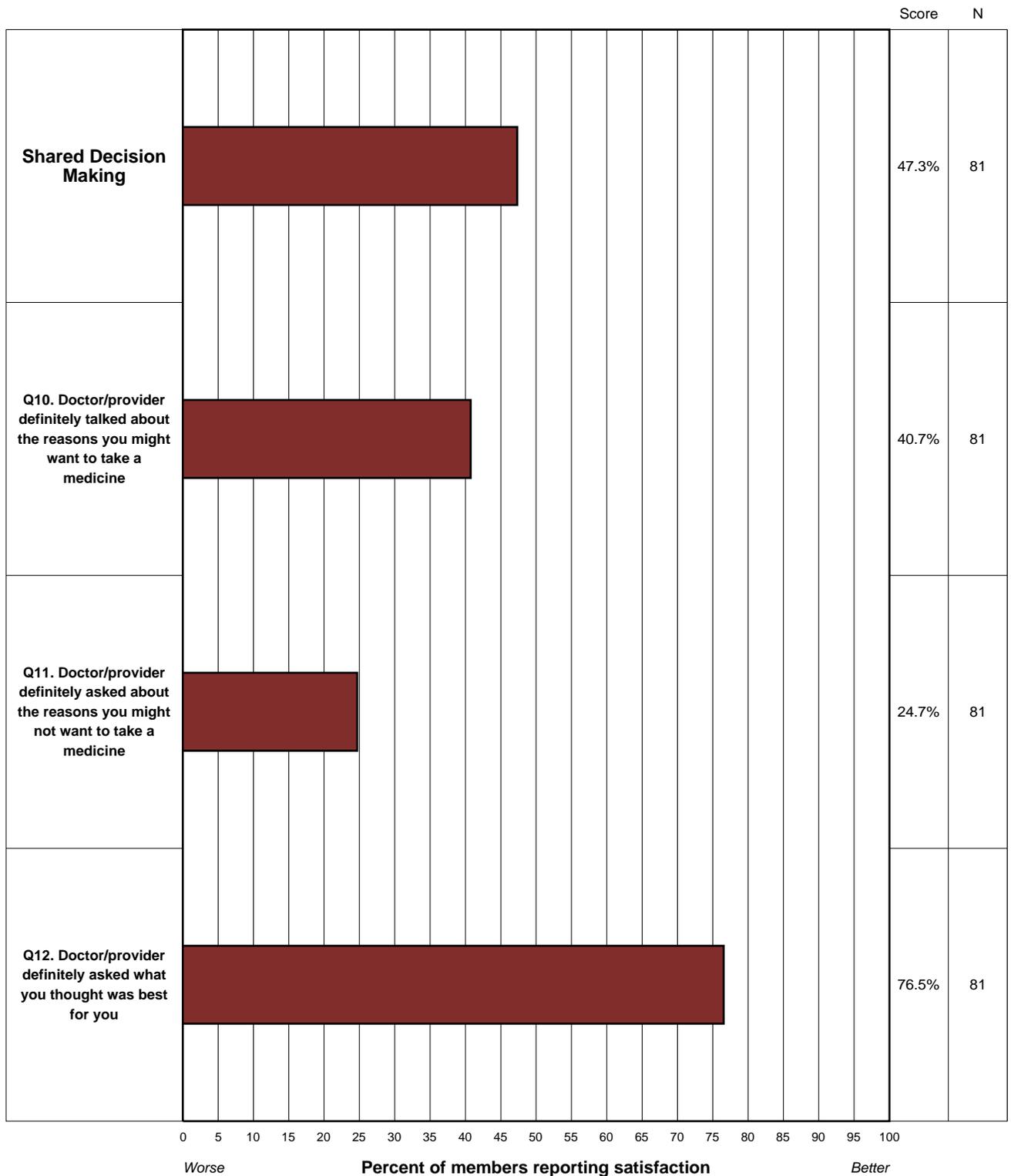
Customer Service - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

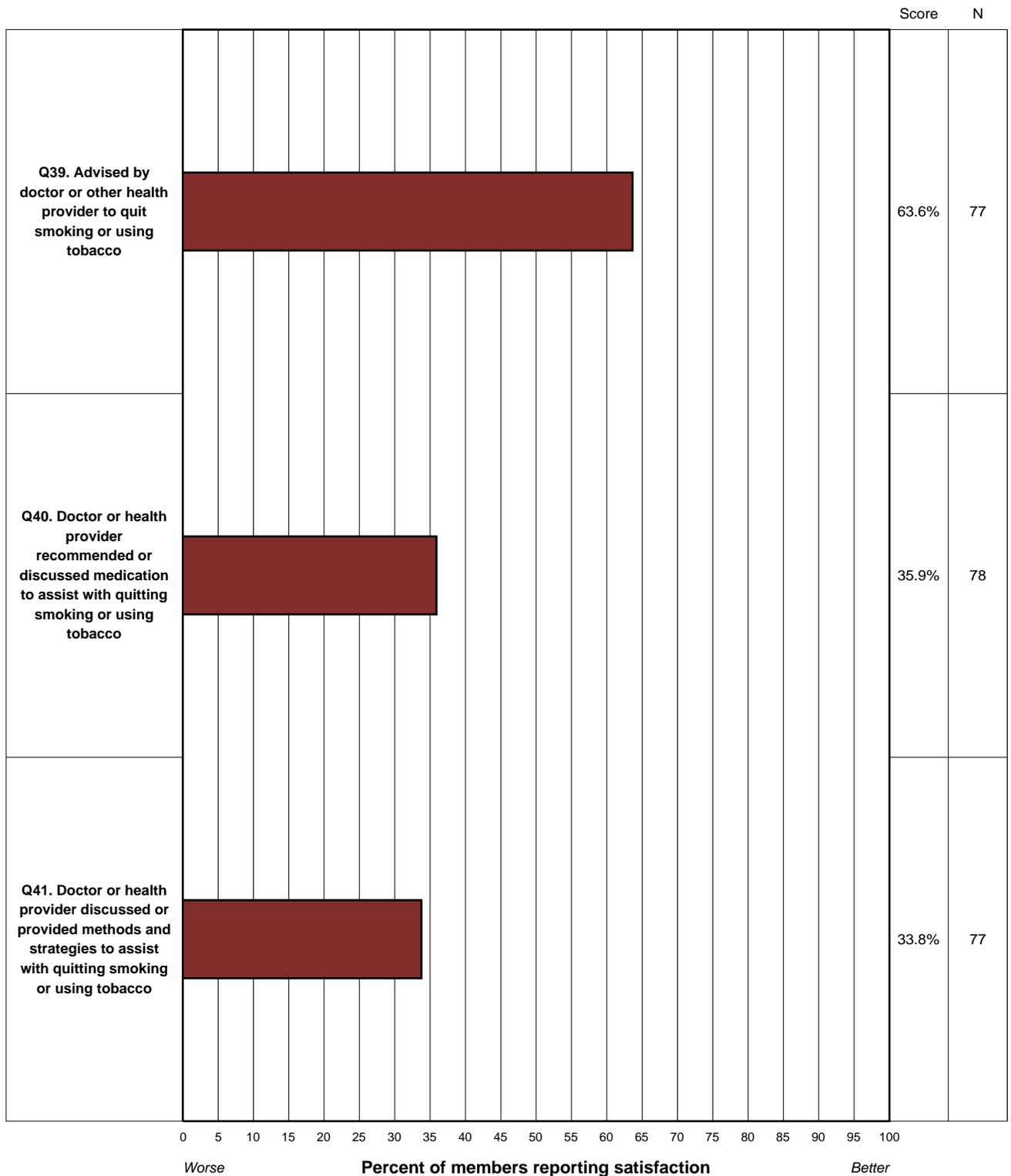
Georgia Medicaid Program 2013

Shared Decision Making - Achievement Scores



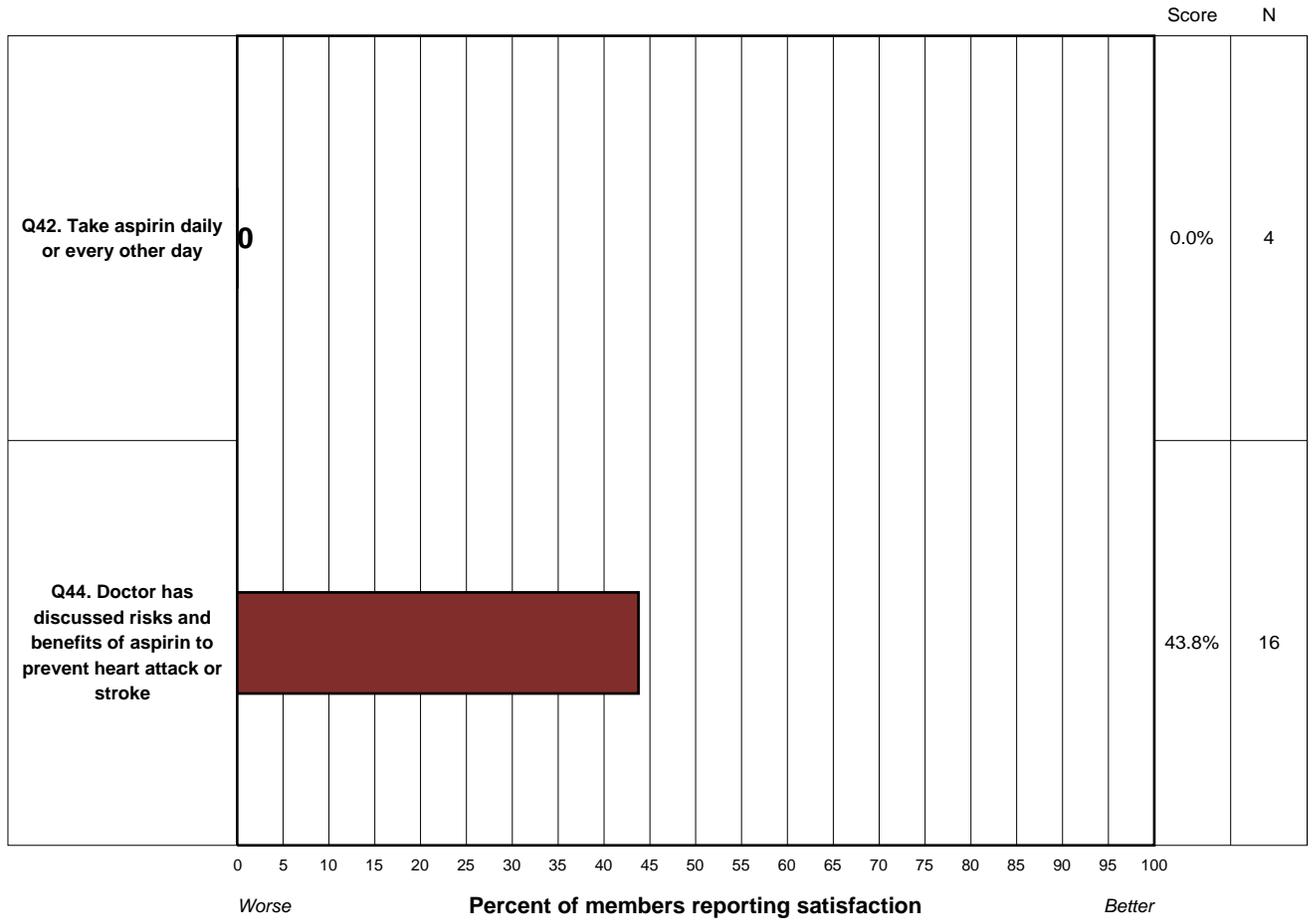
■ Georgia Medicaid Program 2013

Medical Assistance with Smoking Cessation - Achievement Scores



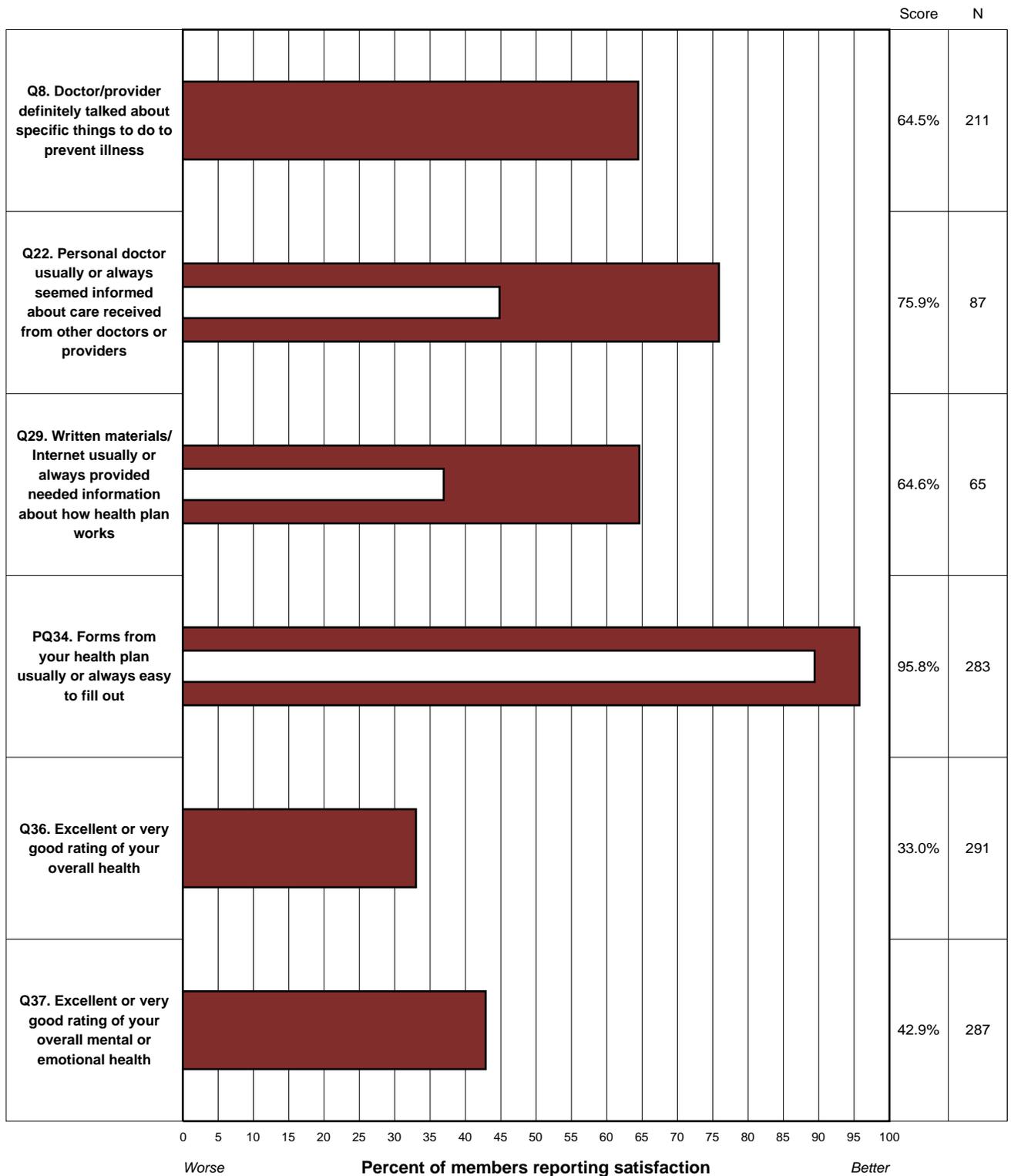
■ Georgia Medicaid Program 2013

Aspirin Use and Discussion - Achievement Scores



■ Georgia Medicaid Program 2013

Single Item Measures - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

Georgia Medicaid Program 2013

Responses by Question

Q1. Our records show that you are now in the Georgia Medicaid Program. Is that right?

	ADMD 2013	
	N	%
Yes	304	100.0%
No	0	0.0%
Total	304	100.0%
Not Answered	5	

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?

	ADMD 2013	
	N	%
Yes	136	45.6%
No	162	54.4%
Total	298	100.0%
Not Answered	11	

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	ADMD 2013	
	N	%
<input type="radio"/> Never	4	3.2%
<input type="radio"/> Sometimes	17	13.5%
<input checked="" type="radio"/> Usually	25	19.8%
<input checked="" type="radio"/> Always	80	63.5%
Total	126	100.0%
Not Answered	10	
Reporting Category	Getting Care Quickly	
Achievement Score	83.3%	
Correlation with Satisfaction	0.176	
Priority Rating	Low	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

- Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?**

	ADMD 2013	
	N	%
Yes	202	68.5%
No	93	31.5%
Total	295	100.0%
Not Answered	14	

- Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?**

	ADMD 2013	
	N	%
<input type="radio"/> Never	5	2.7%
<input type="radio"/> Sometimes	34	18.4%
<input type="radio"/> Usually	33	17.8%
<input checked="" type="radio"/> Always	113	61.1%
Total	185	100.0%
Not Answered	17	
Reporting Category	Getting Care Quickly	
Achievement Score	78.9%	
Correlation with Satisfaction	0.123	
Priority Rating	Medium	

- Q7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?**

	ADMD 2013	
	N	%
None	76	26.0%
1 time	40	13.7%
2	53	18.2%
3	32	11.0%
4	29	9.9%
5 to 9	41	14.0%
10 or more times	21	7.2%
Total	292	100.0%
Not Answered	17	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

- Q8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Yes	136	64.5%
<input type="radio"/> No	75	35.5%
Total	211	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	64.5%	
Correlation with Satisfaction	0.071	
Priority Rating	Medium	

- Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?**

	ADMD 2013	
	N	%
Yes	82	39.2%
No	127	60.8%
Total	209	100.0%
Not Answered	7	

- Q10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?**

	ADMD 2013	
	N	%
<input type="radio"/> Not at all	2	2.5%
<input type="radio"/> A little	9	11.1%
<input type="radio"/> Some	37	45.7%
<input checked="" type="radio"/> A lot	33	40.7%
Total	81	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	40.7%	
Correlation with Satisfaction	0.229	
Priority Rating	Medium	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

Q11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

	ADMD 2013	
	N	%
<input type="radio"/> Not at all	21	25.9%
<input type="radio"/> A little	16	19.8%
<input type="radio"/> Some	24	29.6%
<input checked="" type="radio"/> A lot	20	24.7%
Total	81	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	24.7%	
Correlation with Satisfaction	0.184	
Priority Rating	Medium	

Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Yes	62	76.5%
<input type="radio"/> No	19	23.5%
Total	81	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	76.5%	
Correlation with Satisfaction	-0.001	
Priority Rating	Medium	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	ADMD 2013	
	N	%
<input type="radio"/> Worst health care possible	1	0.5%
<input type="radio"/> 1	2	1.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	4	1.9%
<input type="radio"/> 4	5	2.4%
<input type="radio"/> 5	12	5.7%
<input type="radio"/> 6	14	6.7%
<input type="radio"/> 7	24	11.5%
<input type="radio"/> 8	37	17.7%
<input type="radio"/> 9	42	20.1%
<input type="radio"/> Best health care possible	68	32.5%
Total	209	100.0%
Not Answered	7	
Reporting Category	Ratings	
Achievement Score	70.3%	
Correlation with Satisfaction	0.474	
Priority Rating	Top	

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	ADMD 2013	
	N	%
<input type="radio"/> Never	2	1.0%
<input type="radio"/> Sometimes	39	18.7%
<input type="radio"/> Usually	52	24.9%
<input type="radio"/> Always	116	55.5%
Total	209	100.0%
Not Answered	7	
Reporting Category	Getting Needed Care	
Achievement Score	80.4%	
Correlation with Satisfaction	0.405	
Priority Rating	High	

Response scored as: Room for Improvement Achievement

Your Personal Doctor

- Q15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?**

	ADMD 2013	
	N	%
Yes	232	78.9%
No	62	21.1%
Total	294	100.0%
Not Answered	15	

- Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?**

	ADMD 2013	
	N	%
None	43	19.6%
1 time	41	18.7%
2	39	17.8%
3	38	17.4%
4	22	10.0%
5 to 9	28	12.8%
10 or more times	8	3.7%
Total	219	100.0%
Not Answered	13	

- Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?**

	ADMD 2013	
	N	%
<input type="radio"/> Never	3	1.7%
<input type="radio"/> Sometimes	23	13.1%
<input checked="" type="radio"/> Usually	28	15.9%
<input checked="" type="radio"/> Always	122	69.3%
Total	176	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	85.2%	
Correlation with Satisfaction	0.463	
Priority Rating	High	

Response scored as: Room for Improvement Achievement

Your Personal Doctor (continued)

Q18. In the last 6 months, how often did your personal doctor listen carefully to you?

	ADMD 2013	
	N	%
<input type="radio"/> Never	5	2.9%
<input type="radio"/> Sometimes	18	10.3%
<input type="radio"/> Usually	29	16.6%
<input type="radio"/> Always	123	70.3%
Total	175	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	86.9%	
Correlation with Satisfaction	0.390	
Priority Rating	Low	

Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	ADMD 2013	
	N	%
<input type="radio"/> Never	2	1.2%
<input type="radio"/> Sometimes	16	9.2%
<input type="radio"/> Usually	23	13.3%
<input type="radio"/> Always	132	76.3%
Total	173	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	89.6%	
Correlation with Satisfaction	0.324	
Priority Rating	Low	

Q20. In the last 6 months, how often did your personal doctor spend enough time with you?

	ADMD 2013	
	N	%
<input type="radio"/> Never	9	5.2%
<input type="radio"/> Sometimes	22	12.6%
<input type="radio"/> Usually	34	19.5%
<input type="radio"/> Always	109	62.6%
Total	174	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	82.2%	
Correlation with Satisfaction	0.420	
Priority Rating	High	

Response scored as: Room for Improvement Achievement

Your Personal Doctor (continued)

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	ADMD 2013	
	N	%
Yes	92	53.5%
No	80	46.5%
Total	172	100.0%
Not Answered	4	

Q22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	ADMD 2013	
	N	%
<input type="radio"/> Never	11	12.6%
<input type="radio"/> Sometimes	10	11.5%
<input checked="" type="radio"/> Usually	27	31.0%
<input checked="" type="radio"/> Always	39	44.8%
Total	87	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	75.9%	
Correlation with Satisfaction	0.557	
Priority Rating	Top	

Response scored as: Room for Improvement Achievement

Your Personal Doctor (continued)

Q23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	ADMD 2013	
	N	%
<input type="radio"/> Worst personal doctor possible	4	1.9%
<input type="radio"/> 1	3	1.4%
<input type="radio"/> 2	3	1.4%
<input type="radio"/> 3	3	1.4%
<input type="radio"/> 4	6	2.8%
<input type="radio"/> 5	8	3.7%
<input type="radio"/> 6	7	3.3%
<input type="radio"/> 7	13	6.0%
<input checked="" type="radio"/> 8	33	15.3%
<input checked="" type="radio"/> 9	36	16.7%
<input checked="" type="radio"/> Best personal doctor possible	99	46.0%
Total	215	100.0%
Not Answered	17	
Reporting Category	Ratings	
Achievement Score	78.1%	
Correlation with Satisfaction	0.489	
Priority Rating	Top	

Getting Health Care From Specialists

Q24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	ADMD 2013	
	N	%
Yes	103	35.5%
No	187	64.5%
Total	290	100.0%
Not Answered	19	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	ADMD 2013	
	N	%
<input type="radio"/> Never	4	4.2%
<input type="radio"/> Sometimes	19	20.0%
<input checked="" type="radio"/> Usually	19	20.0%
<input checked="" type="radio"/> Always	53	55.8%
Total	95	100.0%
Not Answered	8	
Reporting Category	Getting Needed Care	
Achievement Score	75.8%	
Correlation with Satisfaction	0.401	
Priority Rating	Top	

Q26. How many specialists have you seen in the last 6 months?

	ADMD 2013	
	N	%
None	3	3.2%
1 specialist	49	51.6%
2	25	26.3%
3	10	10.5%
4	3	3.2%
5 or more specialists	5	5.3%
Total	95	100.0%
Not Answered	8	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

- Q27.** We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	ADMD 2013	
	N	%
<input type="radio"/> Worst specialist possible	1	1.1%
<input type="radio"/> 1	1	1.1%
<input type="radio"/> 2	1	1.1%
<input type="radio"/> 3	4	4.4%
<input type="radio"/> 4	5	5.5%
<input type="radio"/> 5	2	2.2%
<input type="radio"/> 6	1	1.1%
<input type="radio"/> 7	6	6.6%
<input checked="" type="radio"/> 8	12	13.2%
<input checked="" type="radio"/> 9	16	17.6%
<input checked="" type="radio"/> Best specialist possible	42	46.2%
Total	91	100.0%
Not Answered	1	
Reporting Category	Ratings	
Achievement Score	76.9%	
Correlation with Satisfaction	0.456	
Priority Rating	Top	

Your Health Plan

- Q28.** In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	ADMD 2013	
	N	%
Yes	68	23.5%
No	221	76.5%
Total	289	100.0%
Not Answered	20	

Response scored as: Room for Improvement Achievement

Your Health Plan (continued)

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	ADMD 2013	
	N	%
<input type="radio"/> Never	3	4.6%
<input type="radio"/> Sometimes	20	30.8%
<input type="radio"/> Usually	18	27.7%
<input type="radio"/> Always	24	36.9%
Total	65	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	64.6%	
Correlation with Satisfaction	0.414	
Priority Rating	Top	

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

	ADMD 2013	
	N	%
Yes	97	33.6%
No	192	66.4%
Total	289	100.0%
Not Answered	20	

Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	ADMD 2013	
	N	%
<input type="radio"/> Never	5	5.5%
<input type="radio"/> Sometimes	18	19.8%
<input type="radio"/> Usually	14	15.4%
<input type="radio"/> Always	54	59.3%
Total	91	100.0%
Not Answered	6	
Reporting Category	Customer Service	
Achievement Score	74.7%	
Correlation with Satisfaction	0.535	
Priority Rating	Top	

Response scored as: Room for Improvement Achievement

Your Health Plan (continued)

Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	ADMD 2013	
	N	%
<input type="radio"/> Never	2	2.2%
<input type="radio"/> Sometimes	3	3.2%
<input type="radio"/> Usually	15	16.1%
<input checked="" type="radio"/> Always	73	78.5%
Total	93	100.0%
Not Answered	4	
Reporting Category	Customer Service	
Achievement Score	94.6%	
Correlation with Satisfaction	0.275	
Priority Rating	Low	

Q33. In the last 6 months, did your health plan give you any forms to fill out?

	ADMD 2013	
	N	%
Yes	63	22.2%
No	221	77.8%
Total	284	100.0%
Not Answered	25	

PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on NCQA scoring guidelines.]

	ADMD 2013	
	N	%
<input type="radio"/> Never	2	0.7%
<input type="radio"/> Sometimes	10	3.5%
<input type="radio"/> Usually	18	6.4%
<input checked="" type="radio"/> Always	253	89.4%
Total	283	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	95.8%	
Correlation with Satisfaction	0.038	
Priority Rating	Low	

Response scored as: Room for Improvement Achievement

Your Health Plan (continued)

Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	ADMD 2013	
	N	%
<input type="radio"/> Worst health plan possible	1	0.4%
<input type="radio"/> 1	4	1.4%
<input type="radio"/> 2	2	0.7%
<input type="radio"/> 3	5	1.8%
<input type="radio"/> 4	7	2.5%
<input type="radio"/> 5	19	6.8%
<input type="radio"/> 6	15	5.4%
<input type="radio"/> 7	25	8.9%
<input checked="" type="radio"/> 8	64	22.9%
<input checked="" type="radio"/> 9	48	17.1%
<input checked="" type="radio"/> Best health plan possible	90	32.1%
Total	280	100.0%
Not Answered	29	
Reporting Category	Ratings	
Achievement Score	72.1%	

About You

Q36. In general, how would you rate your overall health?

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Excellent	24	8.2%
<input checked="" type="radio"/> Very Good	72	24.7%
<input type="radio"/> Good	91	31.3%
<input type="radio"/> Fair	79	27.1%
<input type="radio"/> Poor	25	8.6%
Total	291	100.0%
Not Answered	18	
Reporting Category	Single Items	
Achievement Score	33.0%	
Correlation with Satisfaction	0.125	
Priority Rating	Medium	

Response scored as: Room for Improvement Achievement

About You (continued)

Q37. In general, how would you rate your overall mental or emotional health?

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Excellent	57	19.9%
<input checked="" type="radio"/> Very Good	66	23.0%
<input checked="" type="radio"/> Good	75	26.1%
<input checked="" type="radio"/> Fair	56	19.5%
<input checked="" type="radio"/> Poor	33	11.5%
Total	287	100.0%
Not Answered	22	
Reporting Category	Single Items	
Achievement Score	42.9%	
Correlation with Satisfaction	-	
Priority Rating	-	

Q38. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	ADMD 2013	
	N	%
Every day	46	16.0%
Some days	32	11.1%
Not at all	210	72.9%
Don't Know	2	
Total	288	100.0%
Not Answered	19	

Q39. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Never	28	36.4%
<input checked="" type="radio"/> Sometimes	13	16.9%
<input checked="" type="radio"/> Usually	7	9.1%
<input checked="" type="radio"/> Always	29	37.7%
Total	77	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	63.6%	
Correlation with Satisfaction	0.239	
Priority Rating	Medium	

Response scored as: Room for Improvement Achievement

About You (continued)

Q40. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Never	50	64.1%
<input checked="" type="radio"/> Sometimes	10	12.8%
<input checked="" type="radio"/> Usually	7	9.0%
<input checked="" type="radio"/> Always	11	14.1%
Total	78	100.0%
Not Answered	0	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	35.9%	
Correlation with Satisfaction	0.208	
Priority Rating	Medium	

Q41. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Never	51	66.2%
<input checked="" type="radio"/> Sometimes	13	16.9%
<input checked="" type="radio"/> Usually	7	9.1%
<input checked="" type="radio"/> Always	6	7.8%
Total	77	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	33.8%	
Correlation with Satisfaction	0.173	
Priority Rating	Medium	

Response scored as: Room for Improvement Achievement

About You (continued)

Q42. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Yes	0	0.0%
<input checked="" type="radio"/> No	4	100.0%
Don't know	0	0.0%
Total	4	100.0%
Not Answered	0	
Reporting Category	Aspirin Use and Discussion	
Achievement Score	0.0%	
Correlation with Satisfaction	-	
Priority Rating	-	

Q43. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	ADMD 2013	
	N	%
Yes	22	8.5%
No	237	91.5%
Don't know	29	
Total	259	100.0%
Not Answered	21	

Q44. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	ADMD 2013	
	N	%
<input checked="" type="radio"/> Yes	7	43.8%
<input checked="" type="radio"/> No	9	56.3%
Total	16	100.0%
Not Answered	0	
Reporting Category	Aspirin Use and Discussion	
Achievement Score	43.8%	
Correlation with Satisfaction	0.281	
Priority Rating	Medium	

Response scored as: Room for Improvement Achievement

About You (continued)**Q45.1. Are you aware that you have any of the following conditions? Response: High cholesterol**

	ADMD 2013	
	N	%
Yes	46	30.3%
No	106	69.7%
Total	152	100.0%
Not Answered	157	

Q45.2. Are you aware that you have any of the following conditions? Response: High blood pressure

	ADMD 2013	
	N	%
Yes	105	69.1%
No	47	30.9%
Total	152	100.0%
Not Answered	157	

Q45.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60

	ADMD 2013	
	N	%
Yes	53	34.9%
No	99	65.1%
Total	152	100.0%
Not Answered	157	

Q46.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	ADMD 2013	
	N	%
Yes	18	22.8%
No	61	77.2%
Total	79	100.0%
Not Answered	230	

About You (continued)

Q46.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	ADMD 2013	
	N	%
Yes	18	22.8%
No	61	77.2%
Total	79	100.0%
Not Answered	230	

Q46.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	ADMD 2013	
	N	%
Yes	27	34.2%
No	52	65.8%
Total	79	100.0%
Not Answered	230	

Q46.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar

	ADMD 2013	
	N	%
Yes	54	68.4%
No	25	31.6%
Total	79	100.0%
Not Answered	230	

Q47. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	ADMD 2013	
	N	%
Yes	102	35.9%
No	182	64.1%
Total	284	100.0%
Not Answered	25	

About You (continued)

Q48. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	ADMD 2013	
	N	%
Yes	74	75.5%
No	24	24.5%
Total	98	100.0%
Not Answered	4	

Q49. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	ADMD 2013	
	N	%
Yes	174	61.5%
No	109	38.5%
Total	283	100.0%
Not Answered	26	

Q50. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	ADMD 2013	
	N	%
Yes	154	91.1%
No	15	8.9%
Total	169	100.0%
Not Answered	5	

Q51. What is your age?

	ADMD 2013	
	N	%
18 to 24	47	16.4%
25 to 34	75	26.1%
35 to 44	71	24.7%
45 to 54	34	11.8%
55 to 64	16	5.6%
65 to 74	14	4.9%
75 or older	30	10.5%
Total	287	100.0%
Not Answered	22	

About You (continued)**Q52. Are you male or female?**

	ADMD 2013	
	N	%
Male	51	17.6%
Female	238	82.4%
Total	289	100.0%
Not Answered	20	

Q61. What is the highest grade or level of school that you have completed?

	ADMD 2013	
	N	%
8th grade or less	21	7.4%
Some high school but did not graduate	53	18.7%
High school graduate or GED	104	36.6%
Some college or 2-year degree	88	31.0%
4-year college graduate	13	4.6%
More than 4-year college degree	5	1.8%
Total	284	100.0%
Not Answered	25	

Q54. Are you of Hispanic or Latino origin or descent?

	ADMD 2013	
	N	%
Yes, Hispanic or Latino	7	2.5%
No, Not Hispanic or Latino	272	97.5%
Total	279	100.0%
Not Answered	30	

Q55.1. What is your race? Response: White.

	ADMD 2013	
	N	%
Yes	134	47.2%
No	150	52.8%
Total	284	100.0%
Not Answered	25	

About You (continued)**Q55.2. What is your race? Response: Black or African-American.**

	ADMD 2013	
	N	%
Yes	139	48.9%
No	145	51.1%
Total	284	100.0%
Not Answered	25	

Q55.3. What is your race? Response: Asian.

	ADMD 2013	
	N	%
Yes	10	3.5%
No	274	96.5%
Total	284	100.0%
Not Answered	25	

Q55.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	ADMD 2013	
	N	%
Yes	1	0.4%
No	283	99.6%
Total	284	100.0%
Not Answered	25	

Q55.5. What is your race? Response: American Indian or Alaskan Native.

	ADMD 2013	
	N	%
Yes	5	1.8%
No	279	98.2%
Total	284	100.0%
Not Answered	25	

About You (continued)**Q55.6. What is your race? Response: Other.**

	ADMD 2013	
	N	%
Yes	8	2.8%
No	276	97.2%
Total	284	100.0%
Not Answered	25	

Q56. Did someone help you complete this survey?

	ADMD 2013	
	N	%
Yes	62	20.2%
No	158	51.5%
Total	307	100.0%
Not Answered	2	

Q57.1. How did that person help you? Response: Read the questions to me.

	ADMD 2013	
	N	%
Yes	21	34.4%
No	40	65.6%
Total	61	100.0%
Not Answered	1	

Q57.2. How did that person help you? Response: Wrote down the answers I gave.

	ADMD 2013	
	N	%
Yes	19	31.1%
No	42	68.9%
Total	61	100.0%
Not Answered	1	

About You (continued)

Q57.3. How did that person help you? Response: Answered the questions for me.

	ADMD 2013	
	N	%
Yes	32	52.5%
No	29	47.5%
Total	61	100.0%
Not Answered	1	

Q57.4. How did that person help you? Response: Translated the questions into my language.

	ADMD 2013	
	N	%
Yes	4	6.6%
No	57	93.4%
Total	61	100.0%
Not Answered	1	

Q57.5. How did that person help you? Response: Helped in some other way.

	ADMD 2013	
	N	%
Yes	5	8.2%
No	56	91.8%
Total	61	100.0%
Not Answered	1	

Methodology

The survey drew, as potential respondents, the adult members of Georgia Medicaid Program. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period using a standardized mixed-mode (mail and telephone) protocol, based on NCQA HEDIS guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	March 12, 2013
2	1st mailing of reminder postcards:	March 19, 2013
3	2nd mailing of survey packets:	April 16, 2013
4	2nd mailing of reminder postcards:	April 23, 2013
5	Phone field:	May 7, 2013
6	Mail and phone field terminated:	May 21, 2013

Sampling Frame

A random sample of 1350 cases was drawn of adult members from the Georgia Medicaid Program. To be eligible, members had to be continuously enrolled for at least 6 months as of December 31, 2012, with no more than one enrollment gap of 45 days or less.

Selection of Cases for Analysis

NCQA protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least one question. Complete interviews were obtained from 309 adults enrolled in the Georgia Medicaid Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 25.1%. Detailed information regarding protocols and methods can be found in *HEDIS® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

In 2012 there were twenty-six Adult Medicaid survey data files submitted to NCQA. The range of response rates for the twenty-six data submissions was 13.1% to 46.5%.

Questionnaire

The instrument selected for the survey was developed and tested nationally as an adaptation of the CAHPS® 5.0H Adult Medicaid Survey for use in assessing the performance of Medicaid Programs. The questionnaire consisted of fifty-seven core questions. The majority of items addressed domains of member experience such as getting care quickly, communicating with doctors, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid Program.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who

indicate a positive experience, the lower the achievement score, the greater the need for the Medicaid program to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

For questions with response options "Never," "Sometimes," "Usually," and "Always", alternate achievement scores are also calculated using only the response option "Always" (instead of both "Usually" and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9+10 as achievements. Alternate scores are displayed in the *Graphs* and *Responses by Questions* sections of the report.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q14. Usually or always got care, tests or treatment you thought you needed
- Q25. Usually or always get an appointment to see a specialist as soon as you needed

Getting Care Quickly

- Q4. Usually or always got care right away as soon as you needed
- Q6. Usually or always got an appt. for check-up or routine care as soon as you needed

How Well Doctors Communicate

- Q17. Personal doctor usually or always explained things in way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q20. Personal doctor usually or always spent enough time with you

Customer Service

- Q31. Health plan's customer service usually or always gave needed information or help
- Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making

- Q10. Doctor/provider definitely talked about the reasons you might want to take a medicine
- Q11. Doctor/provider definitely asked about the reasons you might not want to take a medicine
- Q12. Doctor/provider definitely asked what you thought was best for you

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other decreases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the Medicaid program, correlations are computed between responses to specific performance-related items and Q35, which is the rating question in the survey instrument measuring overall satisfaction with the Medicaid program. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1350
*First mailing - usable survey returned	151
Second mailing - sent	1130
*Second mailing - usable survey returned	71
*Phone - usable surveys	87
Total - usable surveys	309
†Ineligible: According to population criteria‡	30
†Ineligible: Language barrier	5
†Ineligible: Deceased	12
†Ineligible: Mentally or physically unable to complete survey	72
Bad address and/or bad phone number	112
Refusal	35
Nonresponse - Unavailable by mail or phone	775
Response Rate	25.10%

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$



Your privacy is protected. All information that would let someone identify you or your family will be kept private. DataStat will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-455-7161.

SURVEY INSTRUCTIONS

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



Incorrect Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → Go to Question 1
- No

↓ START HERE ↓

1. Our records show that you are now in the Georgia Medicaid Program. Is that right?

- Yes → Go to Question 3
- No

2. What is the name of your health plan? (Please print)



YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?

- Yes
- No → *Go to Question 5*

4. In the last 6 months, when you **needed care right away**, how often did you get care as soon as you needed?

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic?

- Yes
- No → *Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a **check-up or routine care** at a doctor's office or clinic as soon as you needed?

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- None → *Go to Question 15*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- Yes
- No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Yes
- No → *Go to Question 13*

10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

- Not at all
- A little
- Some
- A lot

11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might **not** want to take a medicine?

- Not at all
- A little
- Some
- A lot

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- Yes
- No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

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



14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → Go to Question 24

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → Go to Question 23
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → Go to Question 23

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

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

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- Yes
- No → Go to Question 28



ABOUT YOU

36. In general, how would you rate your overall health?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor
37. In general, how would you rate your overall mental or emotional health?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor
38. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- Every day
 - Some days
 - Not at all → *Go to Question 42*
 - Don't know → *Go to Question 42*
39. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
- Never
 - Sometimes
 - Usually
 - Always
40. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.
- Never
 - Sometimes
 - Usually
 - Always
41. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
- Never
 - Sometimes
 - Usually
 - Always
42. Do you take aspirin daily or every other day?
- Yes
 - No
 - Don't know
43. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
- Yes
 - No
 - Don't know
44. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?
- Yes
 - No
45. Are you aware that you have any of the following conditions? Mark one or more.
- High cholesterol
 - High blood pressure
 - Parent or sibling with heart attack before the age of 60
46. Has a doctor ever told you that you have any of the following conditions? Mark one or more.
- A heart attack
 - Angina or coronary heart disease
 - A stroke
 - Any kind of diabetes or high blood sugar

47. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → **Go to Question 49**

48. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

49. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → **Go to Question 51**

50. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

51. What is your age?

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

52. Are you male or female?

- Male
- Female

53. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

54. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

55. What is your race? Mark one or more.

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

56. Did someone help you complete this survey?

- Yes → **Go to Question 57**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

57. How did that person help you? Mark one or more.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat, 3975 Research Park Drive, Ann Arbor, MI
48108**





