
**UnitedHealthcare Community Plan
Arizona
AHCCCS# 8 Adult CAHPS
Summary 2016**



Key measures – global proportions and summary rates

	2014	2015	2016	2016 Num.	2016 Den.	2015 QC Avg.	2016 UHC Avg.
Rating of Health Plan (Q35) (% 8, 9 or 10)	76.30%	77.28%	78.56%	348	443	75.01%	75.92%
Rating of Health Care (Q13) (% 8, 9 or 10)	78.35%	73.56%	75.15%	254	338	72.50%	73.88%
Rating of Personal Doctor (Q23) (% 8, 9 or 10)	81.75%	81.86%	82.27%	283	344	79.82%	81.12%
Rating of Specialist (Q27) (% 8, 9 or 10)	81.36%	79.48%	81.73%	170	208	80.54%	79.92%
Customer Service (% Always or Usually)	86.35%	85.18%	90.29%	---	145	87.11%	87.28%
Q31. Got needed information from customer service	77.91%	76.73%	82.64%	119	144	81.11%	80.80%
Q32. Staff treated you with courtesy and respect	94.80%	93.63%	97.95%	143	146	93.10% ◆	93.76% ⚙️
Getting Needed Care (% Always or Usually)	79.74%	79.26%	81.11%	---	279	80.80%	80.93%
Q25. Got appointment with specialist as soon as needed	76.19%	76.47%	78.44%	171	218	78.69%	78.51%
Q14. Ease of getting needed care, tests or treatment	83.29%	82.06%	83.78%	284	339	82.92%	83.34%
Getting Care Quickly (% Always or Usually)	80.27%	81.91%	79.55%	---	254	80.73%	81.23%
Q4. Got urgent care as soon as needed	82.27%	84.58%	81.50%	163	200	83.35%	83.16%
Q6. Got routine appointment as soon as needed	78.26%	79.25%	77.60%	239	308	78.16%	79.30%
How Well Doctors Communicate (% Always or Usually)	91.13%	89.02%	89.37%	---	278	90.67%	90.64%
Q17. Personal doctor explained things	91.38%	91.24%	91.37%	254	278	91.04%	91.10%
Q18. Personal doctor listened carefully	92.84%	88.76%	89.49%	247	276	91.06%	91.01%
Q19. Personal doctor showed respect	92.54%	89.86%	91.37%	254	278	92.26%	92.62%
Q20. Personal doctor spent enough time	87.76%	86.20%	85.25%	237	278	88.30%	87.84%
Shared Decision Making (% Yes)	NT	75.32%	76.44%	---	170	78.71%	78.49%
Q10. Doctor discussed reasons to take medicines	NT	85.87%	89.47%	153	171	91.95%	92.69%
Q11. Doctor discussed reasons to not take medicines	NT	68.65%	65.29%	111	170	67.40%	67.24%
Q12. Doctor asked what you thought was best	79.12%	71.43%	74.56%	126	169	76.78%	75.52%
Health Promotion and Education (Q8) (% Yes)	72.12%	71.32%	65.49%	222	339	71.27% ◆	70.46%
Coordination of Care (Q22) (% Always or Usually)	77.72%	81.86%	80.47%	136	169	81.57%	83.12%
Flu Vaccinations for Adults Ages 18-64 (Q38) (% Yes)	40.82%	36.01%	40.67%	146	359	39.42%	38.08%
Medical Assistance With Smoking and Tobacco Use Cessation (% Always, Usually or Sometimes) (Two-year average)		2014/2015	2015/2016				
Q40. Advising Smokers and Tobacco Users to Quit	---	69.20%	65.38%	153	234	75.80% ◆	75.23% ⚙️
Q41. Discussing Cessation Medications	---	39.77%	39.30%	90	229	46.74% ◆	46.17% ⚙️
Q42. Discussing Cessation Strategies	---	37.84%	37.12%	85	229	42.44%	41.72%
Aspirin Use and Discussion (Two-year average)							
Q43. Aspirin Use – Qualified respondents	---	34.26%	33.64%	36	107	---	33.52%
Q45. Discussing Aspirin Risks and Benefits – Qualified respondents	---	42.06%	42.06%	98	233	---	40.99%

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.
◆ ◆ Indicates a significant difference between the 2016 plan result and the 2015 QC Average.
⚙️ ⚙️ Indicates a significant difference between the 2016 plan result and the 2016 UHC Average.

NT = Not trendable.
 In 2015, NCCA revised Q10 and Q11 response options.