
UnitedHealthcare Community Plan

Arizona

Children's Rehabilitative Services

(CRS) Child with Chronic Conditions

(CCC) CAHPS Summary 2016



Key measures – global proportions and summary rates

	2015 Gen. Pop.	2016 Gen. Pop.	2016 Gen. Pop. Avg.	Gen. Pop. Sig.	2015 CCC Pop.	2016 CCC Pop.	2016 CCC Pop. Avg.	CCC Pop. Sig.
Rating of Health Plan (% 8, 9 or 10) (Q54)	82.27%	86.56%	86.15%	↑	80.16%	83.29%	83.28%	
Rating of Health Care (% 8, 9 or 10) (Q14)	85.88%	86.68%	87.76%		82.18%	85.60%	84.75%	
Rating of Personal Doctor (% 8, 9 or 10) (Q41)	88.75%	87.72%	89.67%		85.93%	88.76%	89.01%	
Rating of Specialist (% 8, 9 or 10) (Q48)	88.64%	91.32%	86.45%	◆	85.77%	88.31%	86.15%	
Customer Service (% Always or Usually)	87.48%	88.06%	87.88%		87.10%	86.32%	88.70%	
Q50. Got needed info. from customer service	81.50%	81.72%	82.23%		80.84%	81.77%	83.78%	
Q51. Staff treated you with courtesy/respect	93.47%	94.40%	93.54%		93.36%	90.88%	93.62%	
Getting Needed Care (% Always or Usually)	82.93%	85.84%	85.99%		83.16%	85.13%	86.83%	
Q46. Easy to see a specialist	80.62%	82.52%	81.14%		81.11%	81.76%	83.28%	
Q15. Easy to get needed care/tests/treatment	85.23%	89.17%	90.84%		85.20%	88.51%	90.38%	
Getting Care Quickly (% Always or Usually)	88.03%	87.71%	89.95%		89.66%	90.15%	91.91%	
Q4. Got urgent care as soon as needed	88.44%	89.88%	91.25%		90.70%	92.31%	92.78%	
Q6. Got routine care as soon as needed	87.62%	85.54%	88.65%		88.62%	87.99%	91.03%	◆
How Well Doctors Communicate (% Always or Usually)	93.23%	91.95%	93.76%		91.45%	93.45%	94.27%	
Q32. Doctor explained things	92.64%	93.22%	94.35%		92.01%	95.15%	95.36%	↑
Q33. Doctor listened carefully	94.92%	94.51%	95.41%		92.39%	95.30%	95.05%	↑
Q34. Doctor showed respect	95.69%	95.12%	96.28%		94.16%	95.45%	96.02%	
Q37. Doctor spent enough time	89.69%	84.96%	89.02%	↓ ◆	87.23%	87.91%	90.66%	◆
Shared Decision Making (% Yes)	80.26%	81.41%	78.18%		81.47%	83.84%	84.48%	
Q11. Doctor discussed reasons to take medicine	90.91%	91.11%	92.36%		92.39%	95.54%	96.09%	
Q12. Doctor discussed reasons not to take medicine	69.88%	70.06%	64.91%		69.42%	71.84%	74.22%	
Q13. Doctor asked what you thought was best	80.00%	83.05%	77.26%	◆	82.61%	84.14%	83.14%	
Health Promotion and Education (Q8) (% Yes)	74.32%	72.62%	70.10%		75.66%	80.71%	76.26%	↑ ◆ ▲
Coordination of Care (Q40) (% Always or Usually)	78.41%	78.80%	81.91%		77.56%	82.40%	80.97%	
Access to Prescription Medicine (% Always or Usually)	86.94%	86.91%	92.25%	◆	86.50%	86.98%	90.89%	◆
Access to Specialized Services (% Always or Usually)	66.89%	73.63%	75.74%		67.21%	70.61%	75.28%	◆
FCC: Personal Doctor Who Knows Child (% Yes)	90.10%	88.31%	89.61%		90.10%	89.47%	90.57%	
FCC: Getting Needed Information (% Always or Usually)	89.46%	91.36%	89.11%		88.19%	92.28%	91.29%	↑
FCC: Coordination of Care (% Yes)	77.31%	80.32%	74.29%	◆	80.40%	81.22%	76.76%	◆

↑ ↓ Indicates a significant difference between the 2016 plan result and the 2015 plan result.

▲ Indicates a significant difference between the 2016 Gen. Pop. result and the 2016 CCC Pop. result.

◆ Indicates a significant difference between the 2016 plan result and the corresponding average.