



NY Presbyterian Select  
CAHPS® 4.0  
Adult Medicaid Special Needs Plan Survey

Continuous Quality Improvement Report

February 2012



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## Background

In New York City, Medicaid enrollees living with HIV/AIDS may be enrolled in a type of Medicaid managed care plan called a Special Needs Plan (SNP). These plans are designed to specifically address the needs of members living with HIV/AIDS by providing access to providers experienced in HIV/AIDS care and offering services specialized for HIV patients. Specialized services include care coordination between medical and other providers, promoting wellness, and treatment adherence services.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the survey instrument that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health (NYSDOH) sponsors a CAHPS survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans. This was the first time that members enrolled in Special Needs Plans (SNPs) were surveyed.

DataStat, Inc. conducted the survey on behalf of the NYSDOH in 2011. The instrument used for the administration of the survey was the CAHPS® 4.0 Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans. While SNPs are a type of Medicaid managed care plan, the benefit package for SNP members is significantly different from the mainstream plans. The administration of the SNP survey was conducted at the same time as the managed care plans, however results between the two plan types were analyzed separately for fair comparison.

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## Executive Summary

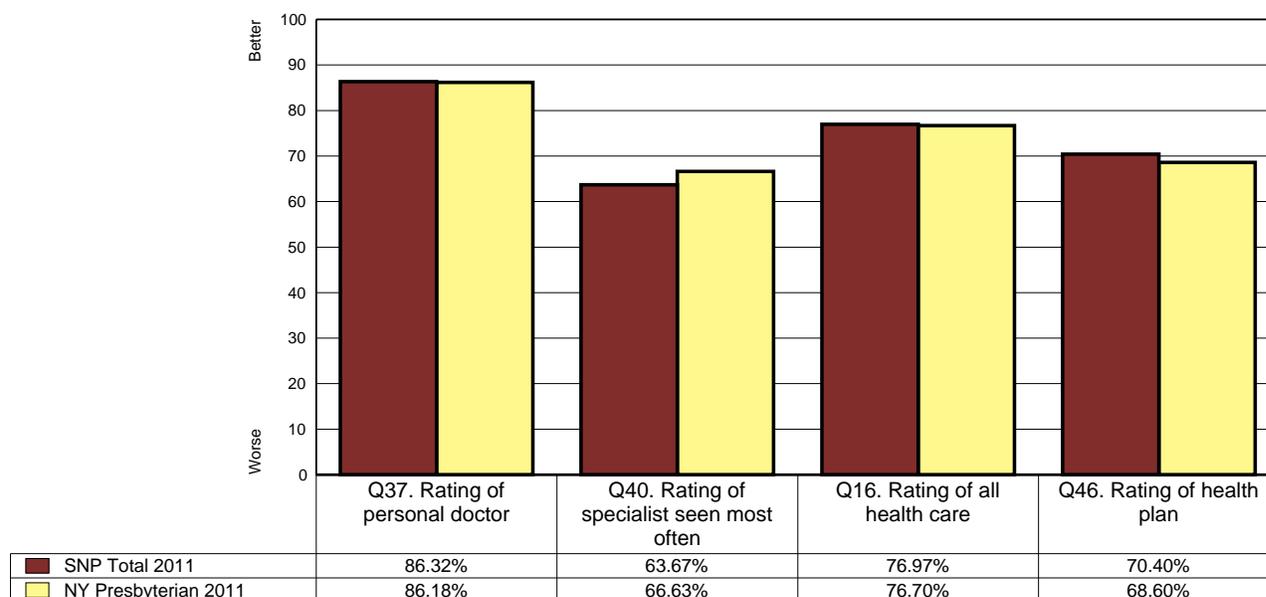
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2011 administration, the NYSDOH focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs). The SNP survey included three Medicaid SNPs in New York with a sample of 1,500 adults per plan. Surveys were sent to 4,500 members following a combined mail and phone methodology (four mailings, followed by phone follow-up of non-responders) during the period September 7, 2011 through December 7, 2011 using a standardized survey procedure and questionnaire. A \$5.00 incentive was given for each returned survey. A total of 626 responses were received resulting in a 42.2% response rate. The disposition of surveys is contained at the end of this section.

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 may be available, due to skip patterns in the instrument. To provide the highest level of detailed reporting, results with less than 30 observations are included in the report. 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. Finally, in many of the charts and tables presented in this report, differences between the Statewide average and individual SNPs are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

## Summary of Overall Rating Questions

Response options for overall rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of 8, 9, or 10. Plan-level and SNP Total results are presented below. Plan-level scores are compared to the SNP Total for statistical significance.

Overall Rating Questions (8, 9 or 10)

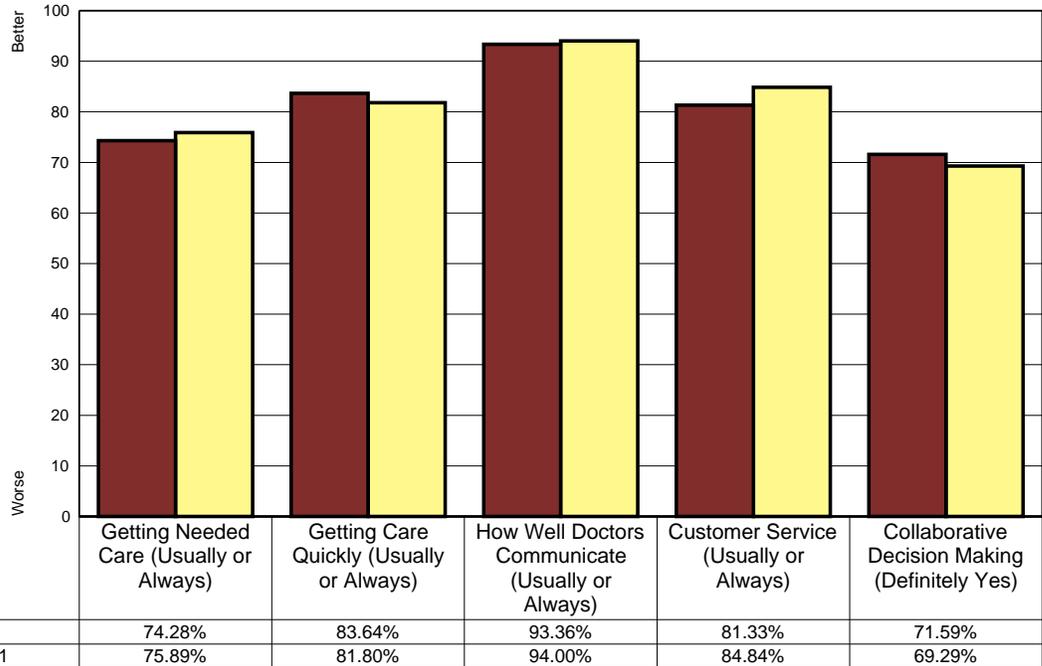


↑↓ Statistically significantly better/worse than SNP Total 2011.

### 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 Collaborative Decision Making. Composite scores are intended to give a summary assessment of performance across the domain. Plan-level and SNP Total results are presented below. Plan-level scores are compared to the SNP Total for statistical significance.

Composites



↑↓ Statistically significantly better/worse than SNP Total 2011.

# Key Measure Summary

## NYSDOH SNP Medicaid Managed Care Plans 2011

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Collaborative Decision Making (Definitely Yes)	Rating of personal doctor	Rating of specialist seen most often	Rating of all health care	Rating of health plan
<b>SNP Total</b>	74	84	93	81	72	86	64	77	70
Amidacare	71	85	94	80	73	88	59	77	68
MetroPlus Select Health	76	84	93	79	72	85	66	77	75 ▲
NY Presbyterian Select	76	82	94	85	69	86	67	77	69

▲▼ Statistically significantly better/worse than SNP Total 2011.

## Respondent Sample Profile

<b>Age (years)</b>	SNP Total	NY Presbyterian Select
18 to 24	1.7%	1.3%
25 to 34	7.8%	7.8%
35 to 44	19.1%	17.1%
45 to 54	44.5%	48.4%
55 to 64	26.0%	24.6%
65 or older	0.9%	0.8%

<b>Gender</b>	SNP Total	NY Presbyterian Select
Male	61.5%	63.6%
Female	38.5%	36.4%

<b>Highest grade or level of school completed</b>	SNP Total	NY Presbyterian Select
8th grade or less	10.2%	9.7%
Some high school, but did not graduate	31.2%	28.4%
High school graduate or GED	27.1%	26.5%
Some college or 2-year degree	22.4%	26.2%
4-year college graduate	5.7%	5.2%
More than 4-year college graduate	3.4%	4.0%

<b>Hispanic or Latino</b>	SNP Total	NY Presbyterian Select
Yes, Hispanic or Latino	42.4%	46.4%
No, Not Hispanic or Latino	57.6%	53.6%

<b>Race</b>	SNP Total	NY Presbyterian Select
White	16.4%	20.5%
Black or African-American	55.0%	50.4%
Asian	1.8%	0.5%
Native Hawaiian or Other Pacific Islander	0.8%	0.9%
American Indian or Alaska Native	2.1%	3.0%
Other	28.7%	30.6%

<b>Rating of Overall Health</b>	SNP Total	NY Presbyterian Select
Excellent	14.1%	12.8%
Very good	24.3%	23.3%
Good	33.7%	32.9%
Fair	23.1%	26.1%
Poor	4.9%	4.9%

## Sample Disposition

	SNP Total	NY Presbyterian Select
First mailing - sent	4,500	1,500
First mailing - usable survey returned*	1,213	398
Second mailing - sent	3,064	1,044
Second mailing - usable survey returned*	422	144
Phone - usable surveys*	249	84
<b>Total - usable surveys</b>	<b>1,884</b>	<b>626</b>
Ineligible: According to population criteria‡‡	41	7
Ineligible: Language barrier†	16	6
Ineligible: Deceased†	4	0
Ineligible: Mentally or physically unable to complete survey†	5	2
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	392	118
Refusal/Returned survey blank	82	21
Nonresponse - Unavailable by mail or phone	2,076	720
<b>Response Rate</b>	<b>42.5%</b>	<b>42.2%</b>

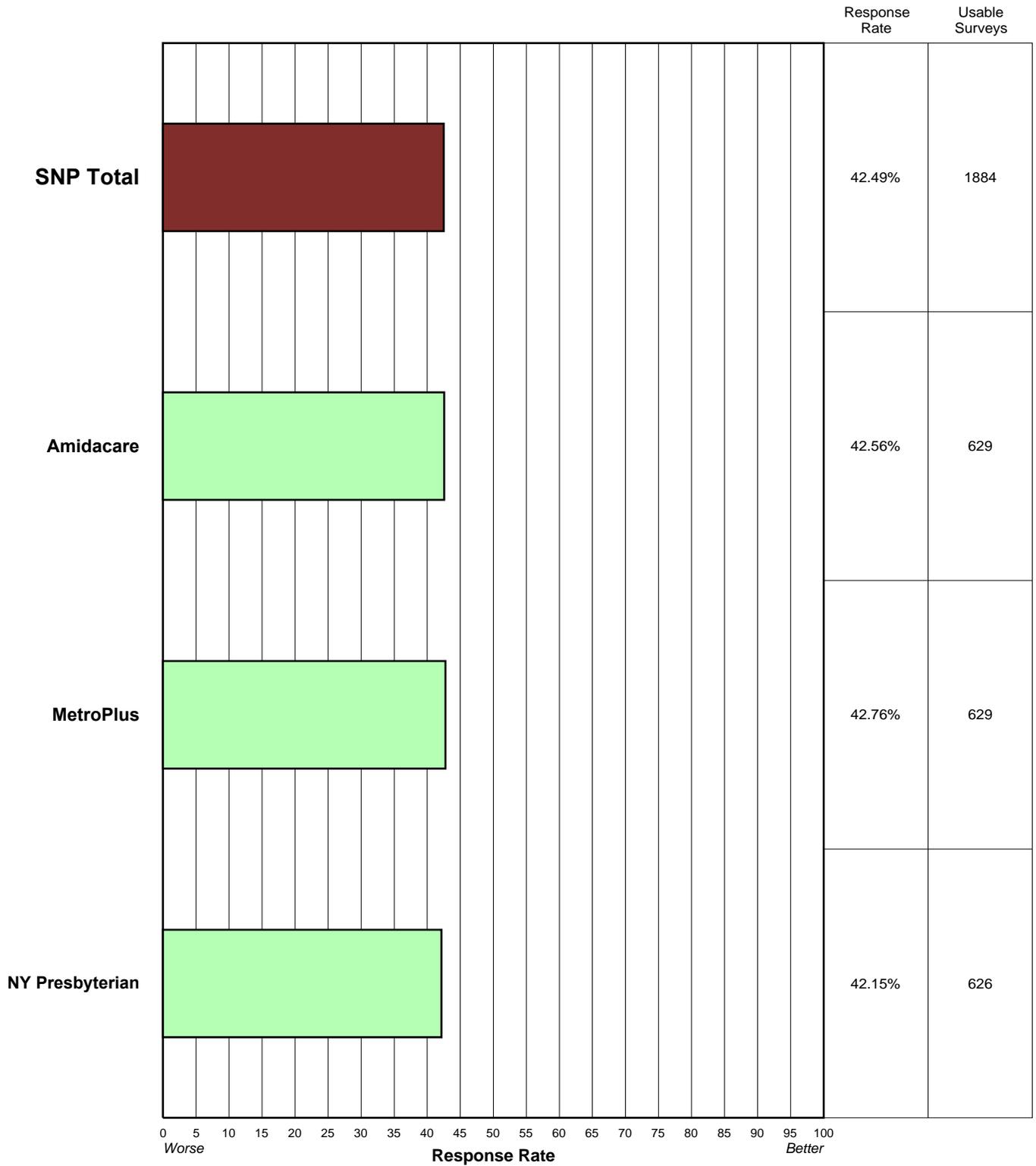
\*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the managed care plan.

Note: *Response Rate = Total Usable Surveys / Total Eligible Cases*

# Response Rates



SNP Total 2011
  Health Plans 2011

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## Methodology

The survey drew as potential respondents adults, ages 18 to 64, who were current members of NYS SNPs as of July 2011 and who had been enrolled for five out of the last six months. Respondents were surveyed in English or Spanish. The survey was administered over a thirteen-week period using a mixed-mode (mail and telephone) five-wave protocol. The five-wave protocol consisted of a pre-survey letter, first questionnaire packet, and reminder postcard to all selected members, followed by a second questionnaire packet to non-respondents and finally a phone follow-up to those who had not responded to the mailings. Sampled members were told that they would be sent \$5 after completing the survey.

### Survey Milestones

1. Pre-survey letters mailed: September 7, 2011
2. 1st questionnaire packets mailed: September 14, 2011
3. Reminder postcards mailed: September 21, 2011
4. 2nd questionnaire packets mailed: October 19, 2011
5. Phone field opened: November 2, 2011
6. Mail and phone field closed: December 7, 2011

### Sampling Frame

A random sample of 1500 adults ages 18-64 was drawn for each of the SNPs. To be eligible, individuals had to be current members who were continuously enrolled in the SNP for at least five out of the last six months as of July 2011.

### Questionnaire

The instrument selected for the survey, the CAHPS® 4.0 Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and with the health plan. The survey was expanded to include 23 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the survey was a set of questions collecting demographic data. In total, the survey instrument consisted of 63 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

### Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least one question. Complete interviews were obtained from 1,884 NYSDOH Medicaid SNP members, and the overall project response rate was 42.5%.

### 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. Since achievement scores for survey questions represent the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a 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, as are responses of "8", "9", or "10" to ratings questions.

## Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Collaborative Decision Making. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

### Getting Needed Care

- Q39. Usually or always easy to get appointments with specialists
- Q42. Usually or always got care, tests or treatment you thought you needed through your health plan

### Getting Care Quickly

- Q4. Usually or always got care for illness/injury/condition as soon as you thought you needed
- Q7. Usually or always got an appt. for routine care as soon as you needed

### How Well Doctors Communicate

- Q23. Personal doctor usually or always explained things in way that was easy to understand
- Q24. Personal doctor usually or always listened carefully to you
- Q25. Personal doctor usually or always showed respect for what you had to say
- Q26. Personal doctor usually or always spent enough time with you

### Customer Service

- Q44. Health plan's customer service usually or always gave needed info or help
- Q45. Usually or always treated with courtesy/respect by plan's customer service staff

### Collaborative Decision Making

- Q11. Doctor definitely talked about pros and cons of treatment/health care
- Q12. Doctor definitely asked which treatment/health care was best

## Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of member experience, correlations are computed between responses to the performance-related items and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

## Comparisons: Current Year

Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In both sections plan achievement scores are compared to the SNP Total, with statistical testing. The *Executive Summary* presents results for NY Presbyterian Select ratings and composites while the *Graphs* section compares all participating SNPs for each performance measure.

## Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar or next to the appropriate achievement score.

## Case-Mix Analysis

The results presented in this report are case-mix adjusted to control for differences in the member population across SNPs. The results for 2011 are case-mix adjusted for age (Q56), health status (Q48) and education (Q58). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the SNP and have been shown to affect SNP and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

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## Using this Report

### Understanding Achievement Scores

This report is designed to assist the NYSDOH and participating health plans in identifying key opportunities to improve 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 positive. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered a positive response, 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 to improve.

Achievement scores are computed and reported for all pertinent survey questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Collaborative Decision Making.

### Understanding the Sections of the Report

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

1. Assist the NYSDOH and health plans in identifying strengths and weaknesses in quality of health care, access and services, and
2. Provide the NYSDOH and health plans with a way to assess where resources can best be allocated to improve experiences.

The remainder of the report is broken into three major sections that are briefly described here to help you make the best use of the report and the information it contains.

#### *Rating Questions, Composites, Medical Assistance with Smoking Cessation, Single Items and Supplemental Questions*

This section contains a graphic presentation of the SNP Total and plan-specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan-specific performance compared to the SNP Total and peers. The composites are directly followed by the individual questions in the composite for more detailed information.

#### *Correlation Analysis*

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four general rating questions (personal doctor, specialist seen most often, all health care, and health plan) for respondents. The charts show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the plan performed in that area. The section enables a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there are correlations of 10 composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. The second analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "usually" and "sometimes", improving the processes may move respondents up to "always" to improve not only that composite, but the other rating questions.

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*Responses by Question*

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, 8, 9, or 10 are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a member needed a service in the past six months does not have an associated achievement related to it. This section provides additional information about volume of members to help you prioritize areas to be addressed.

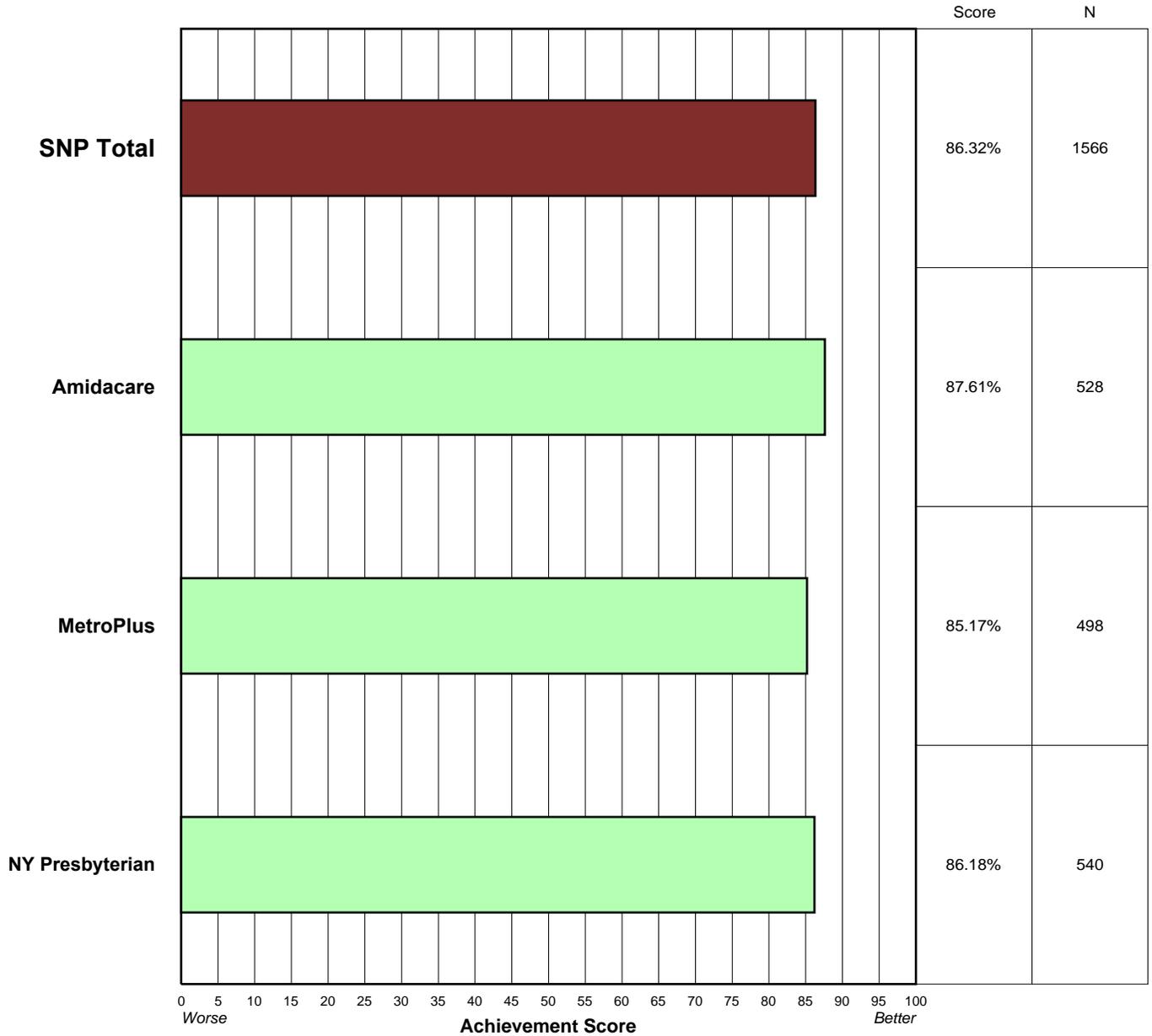
When applicable, each question is represented with the composite name, the achievement score, the correlation value and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

## Overall Ratings

The CAHPS® 4.0 survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the following four tables, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores.

For each rating table, plan-level and SNP Total results are presented and plan scores are compared to the SNP Total for statistical significance.

### Q37. Rating of personal doctor (8, 9 or 10)

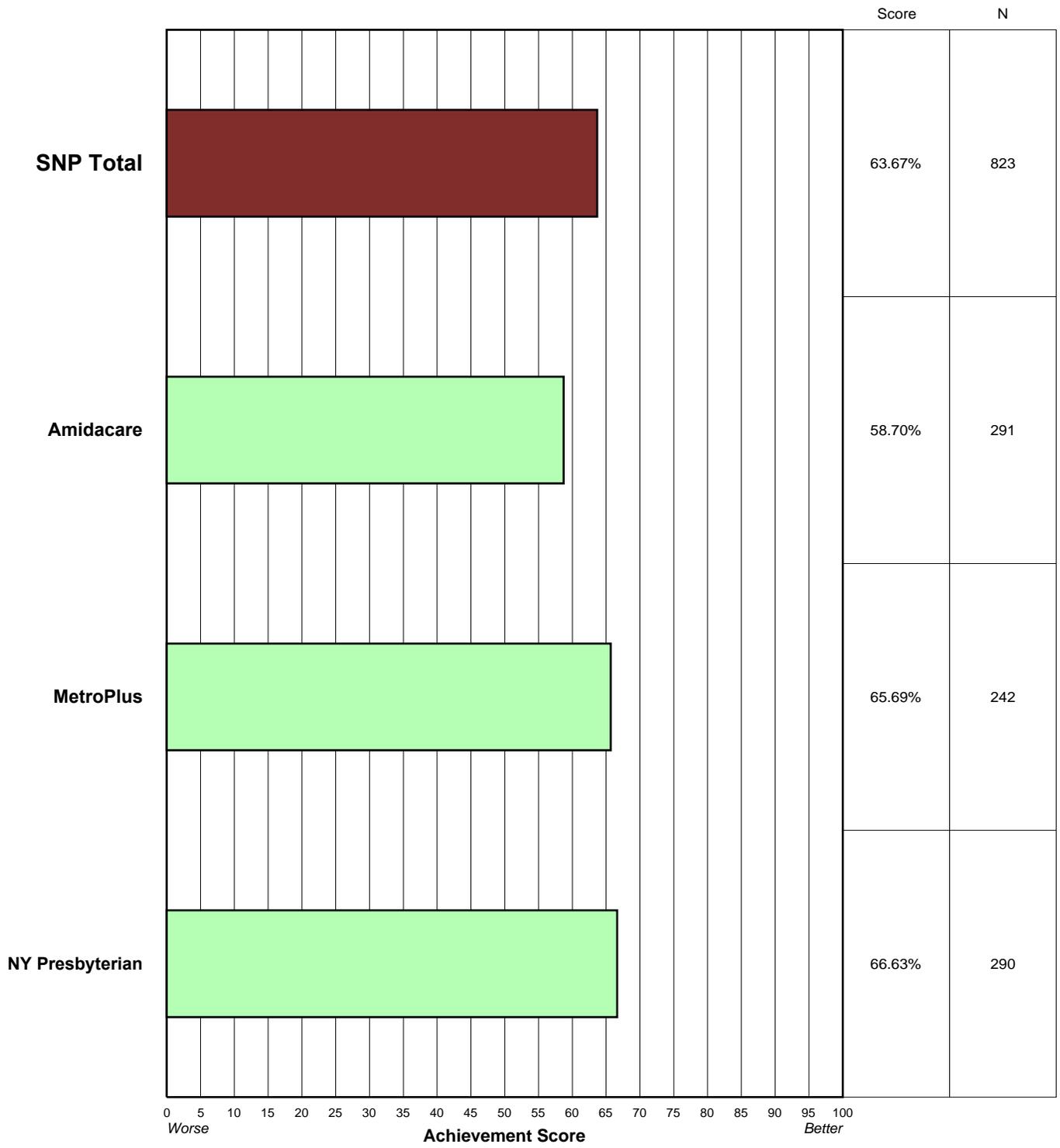


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

# Overall Ratings

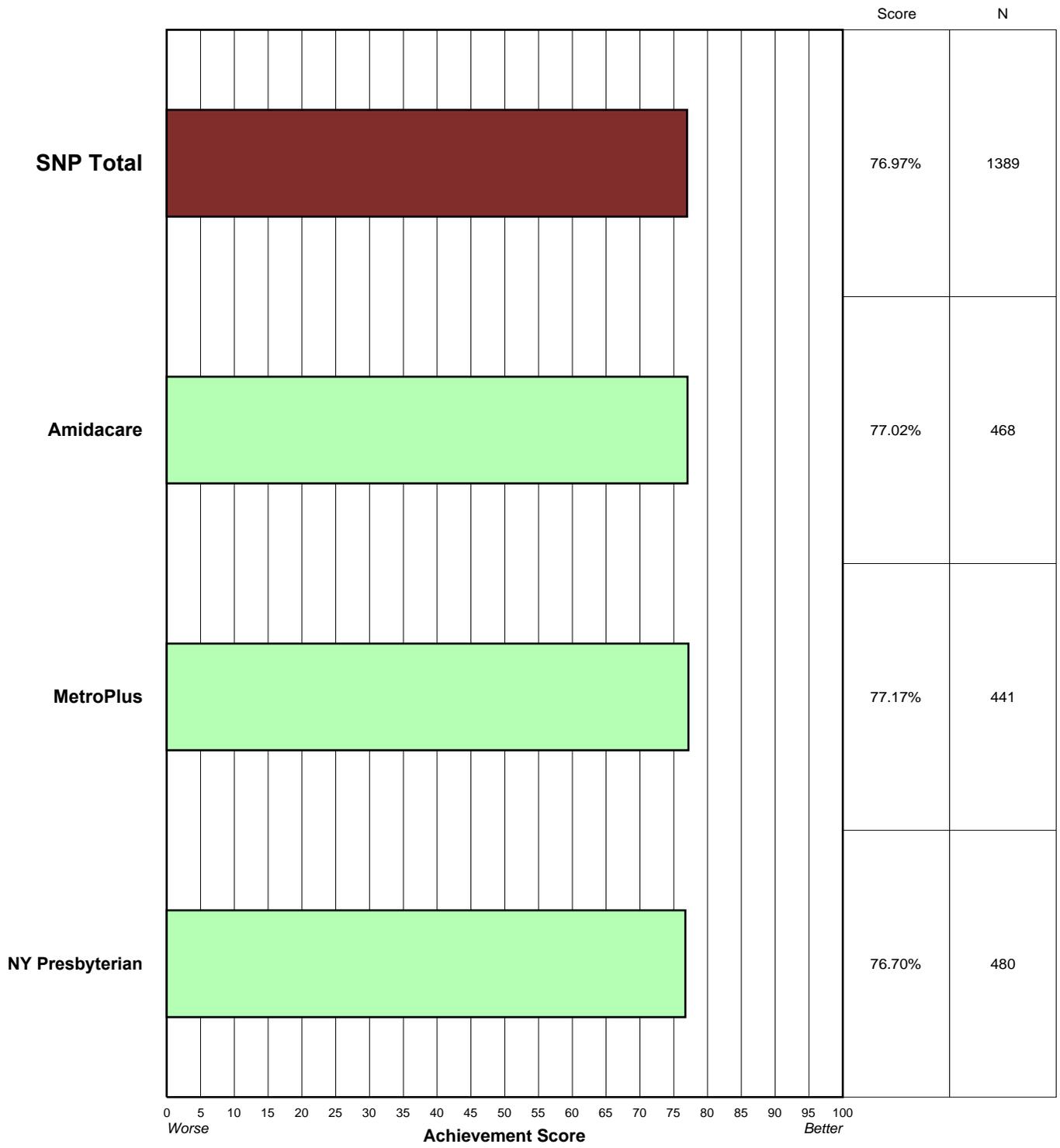
## Q40. Rating of specialist seen most often (8, 9 or 10)



■ SNP Total 2011      ■ Health Plans 2011

## Overall Ratings

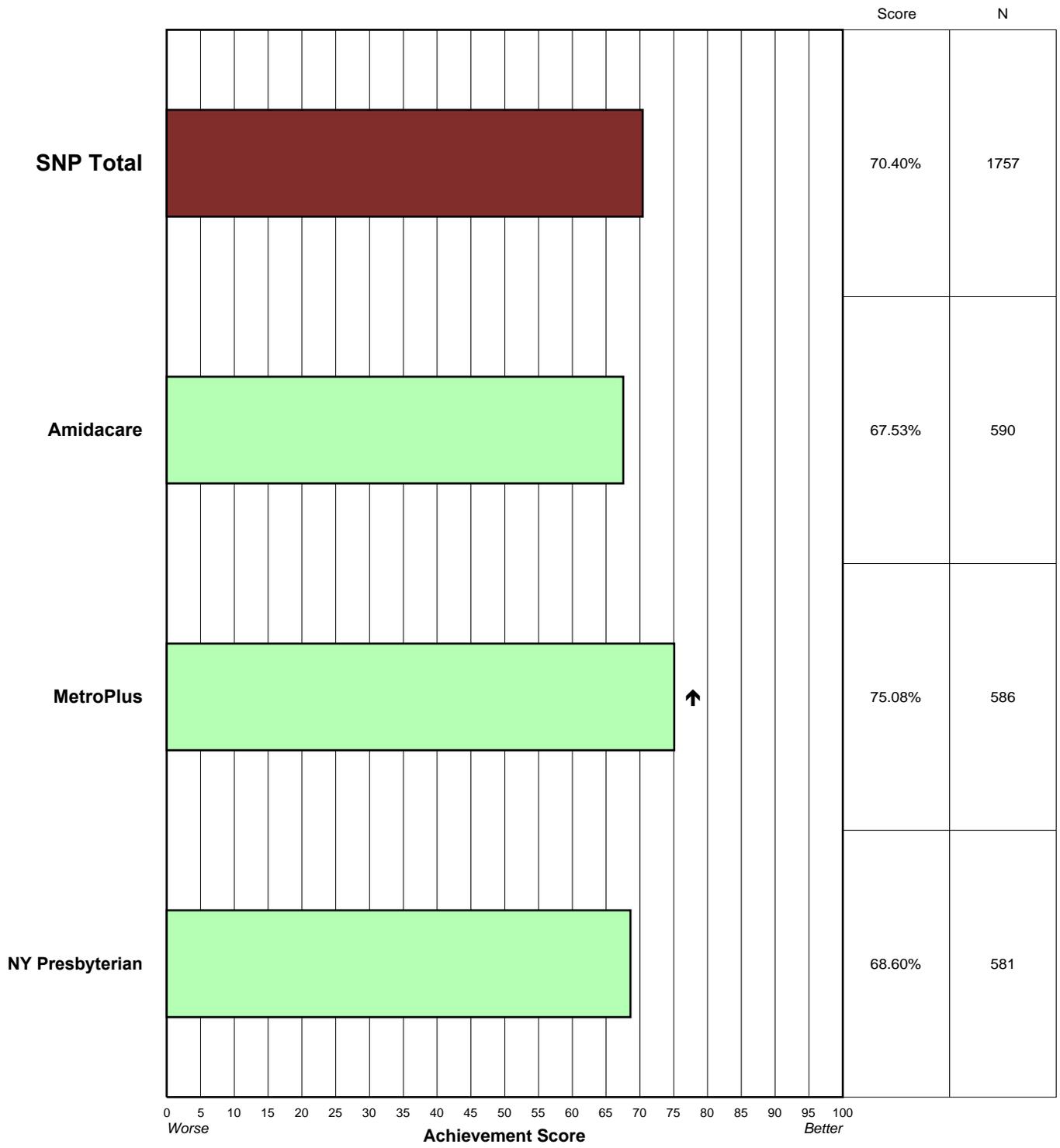
### Q16. Rating of all health care (8, 9 or 10)



↕ Statistically significantly better/worse than Statewide 2011.

## Overall Ratings

### Q46. Rating of health plan (8, 9 or 10)



SNP Total 2011
  Health Plans 2011

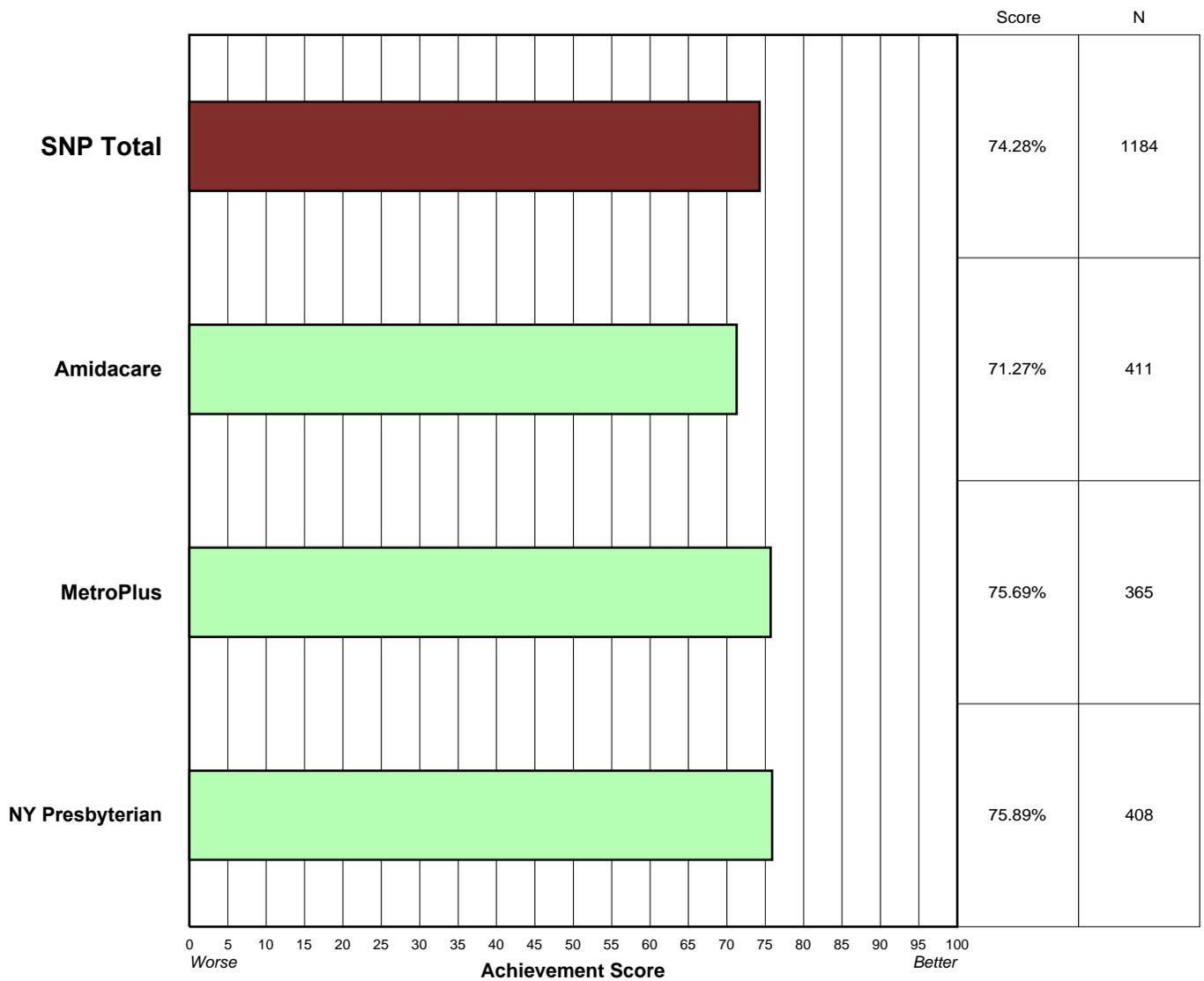
## Composites

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always" for four of the composites. The Collaborative Decision Making score reflects the response of "Definitely yes".

For each table, plan-level and SNP Total results are presented and plan-level scores are compared to the SNP Total for statistical significance.

For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

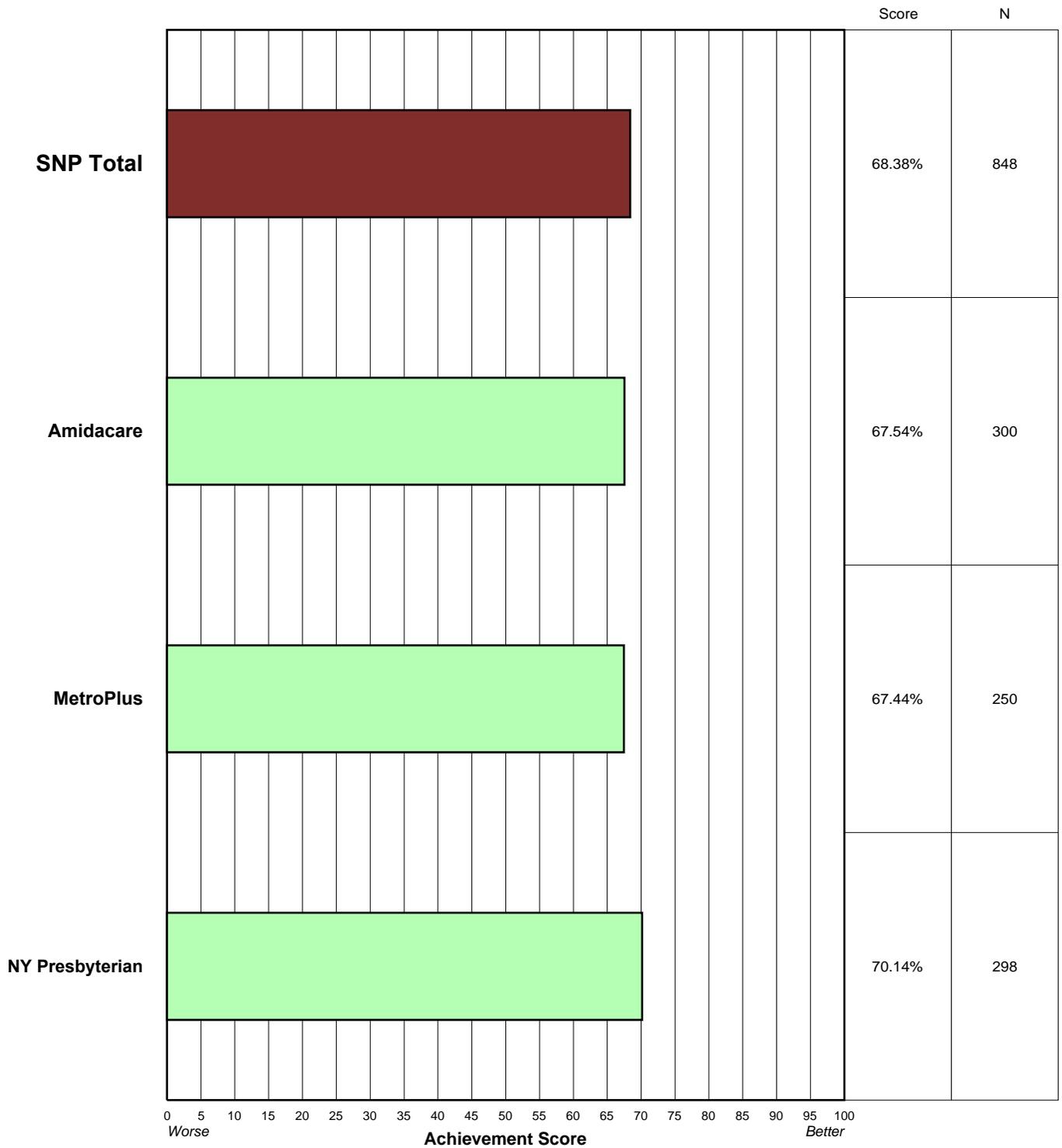
### Getting Needed Care (Usually or Always)



■ SNP Total 2011      ■ Health Plans 2011

## Getting Needed Care (Usually or Always)

### Q39. Usually or always easy to get appointments with specialists

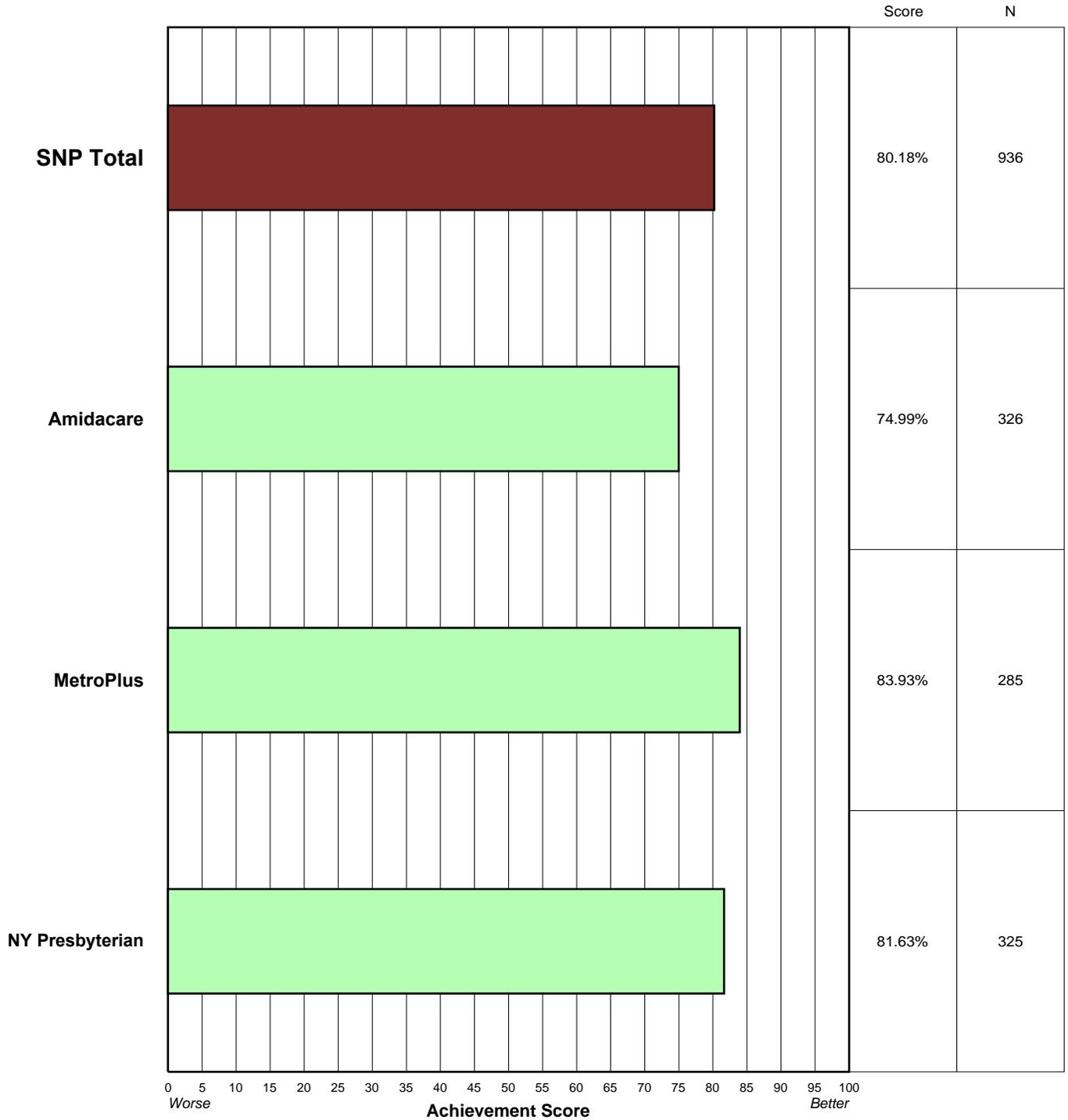


■ SNP Total 2011

■ Health Plans 2011

### Getting Needed Care (Usually or Always)

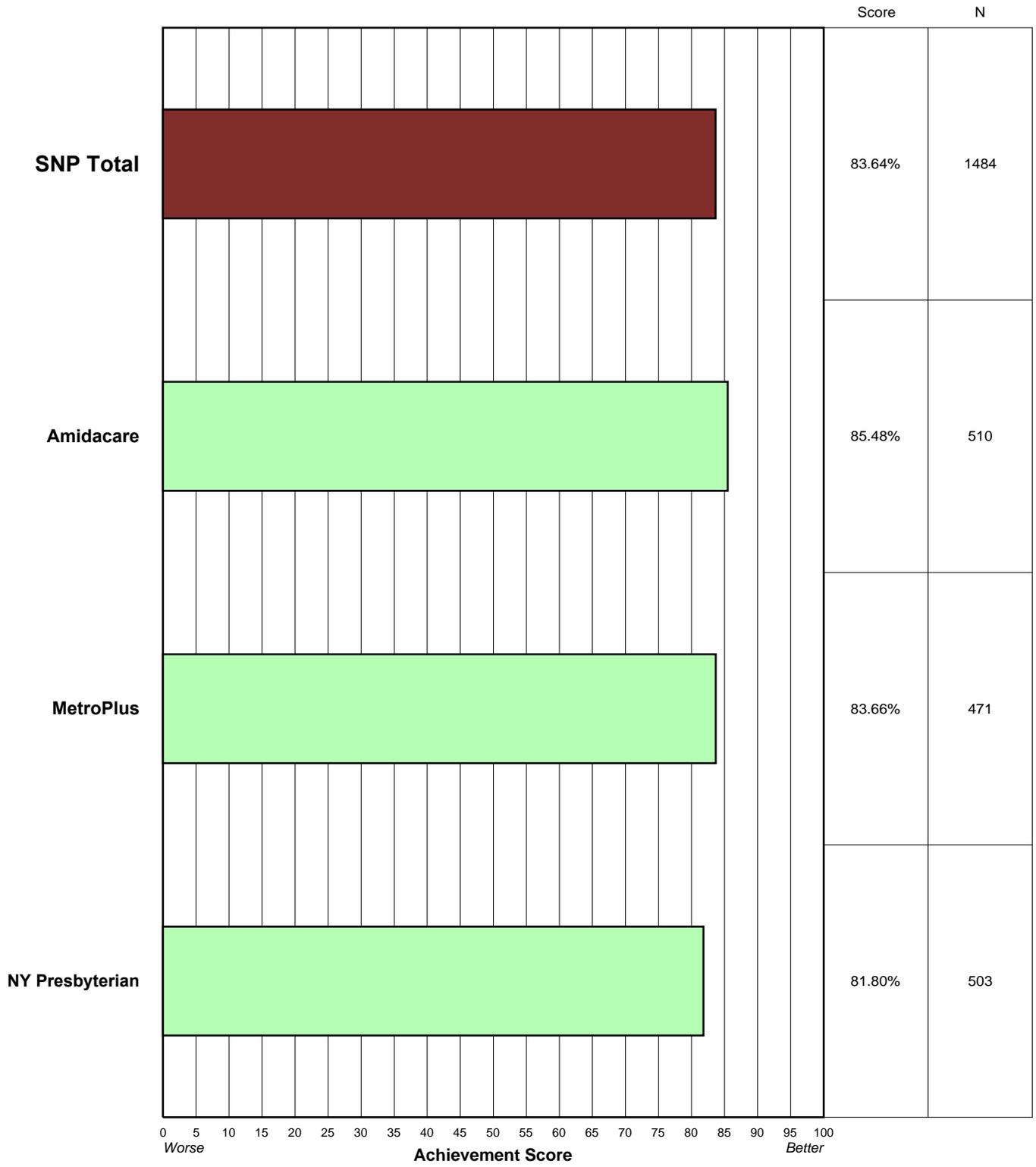
**Q42. Usually or always got care, tests or treatment you thought you needed through your health plan**



■ SNP Total 2011

■ Health Plans 2011

## Getting Care Quickly (Usually or Always)

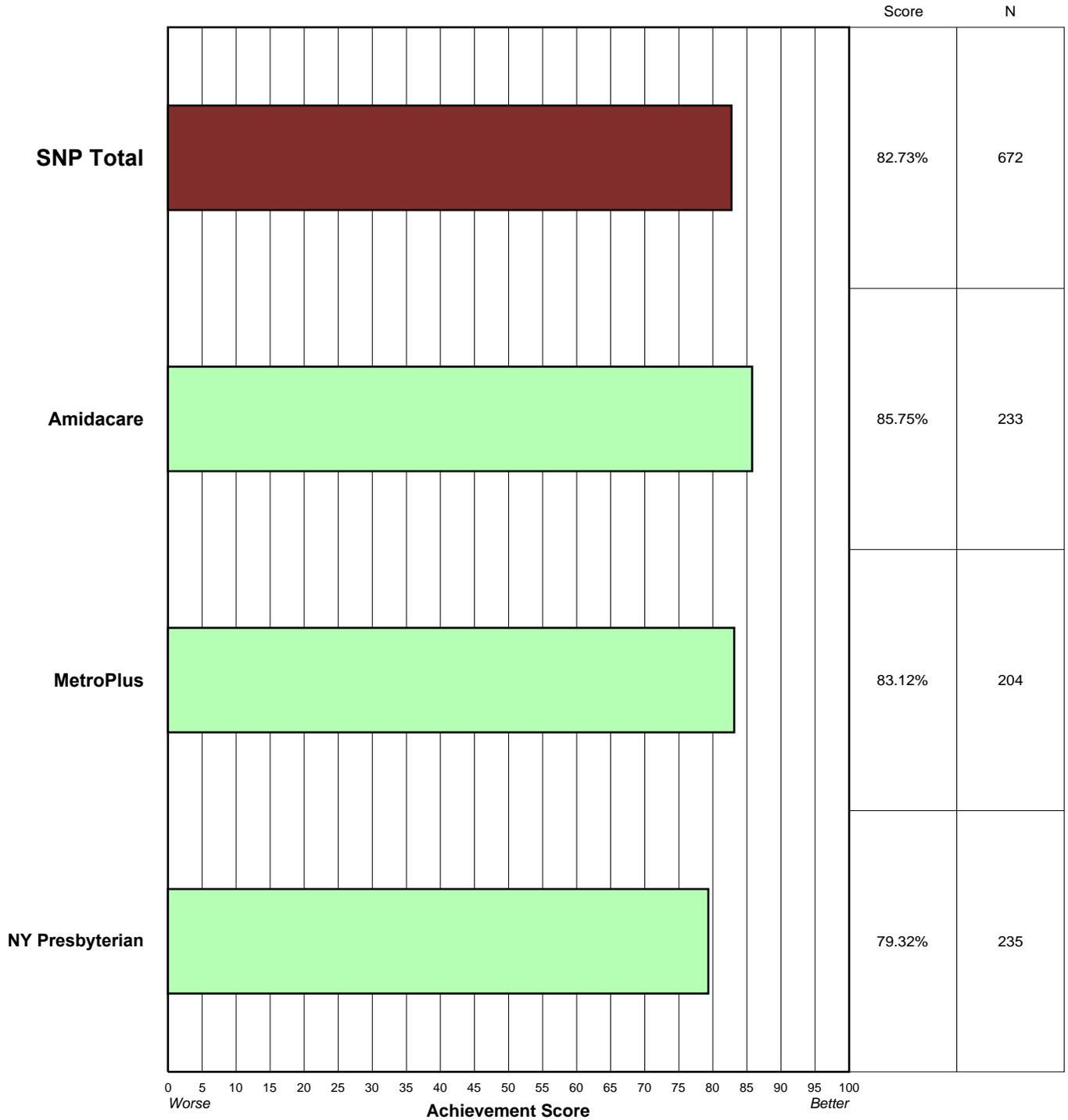


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

## Getting Care Quickly (Usually or Always)

**Q4. Usually or always got care for illness/injury/condition as soon as you thought you needed**

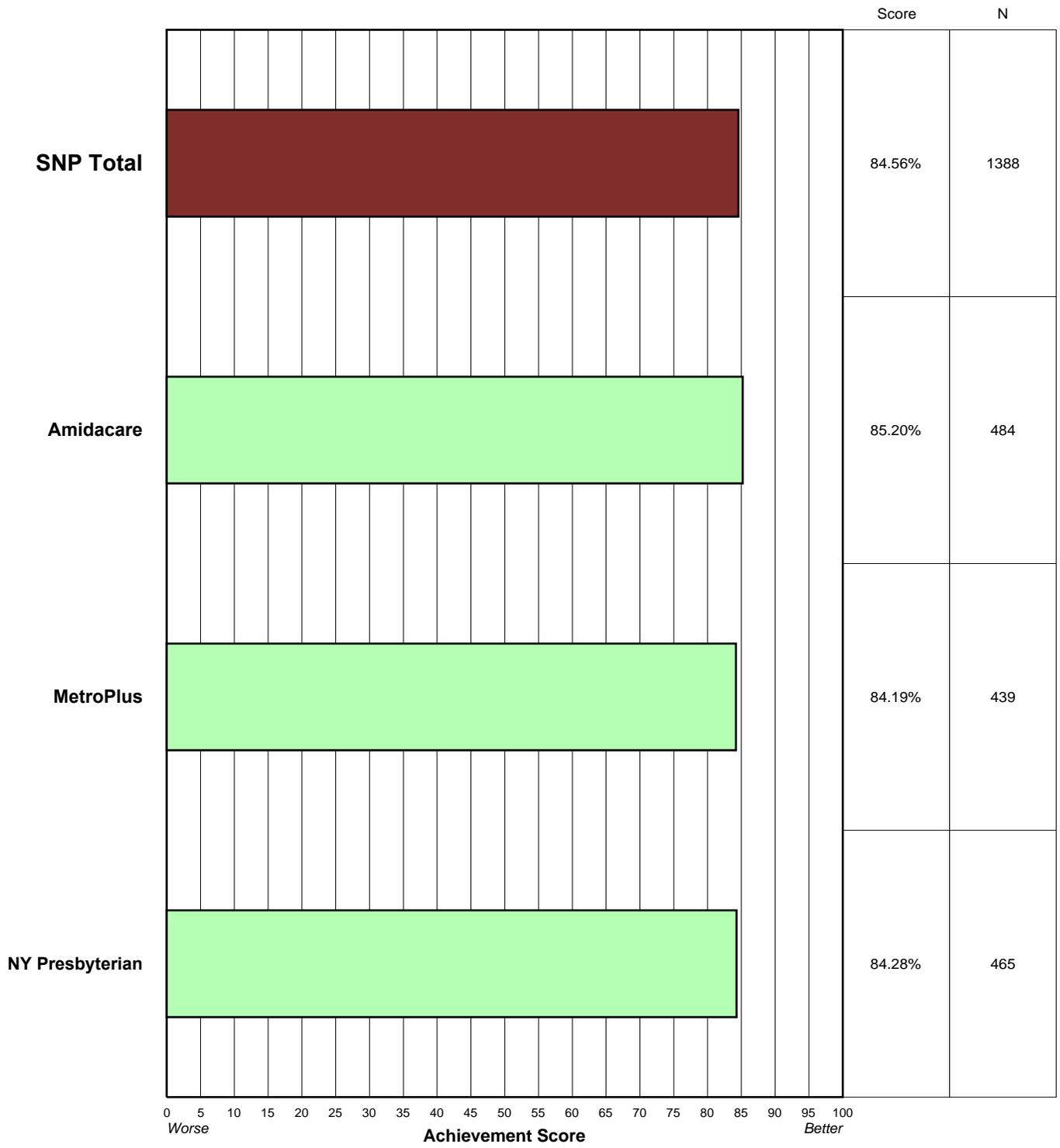


■ SNP Total 2011

■ Health Plans 2011

## Getting Care Quickly (Usually or Always)

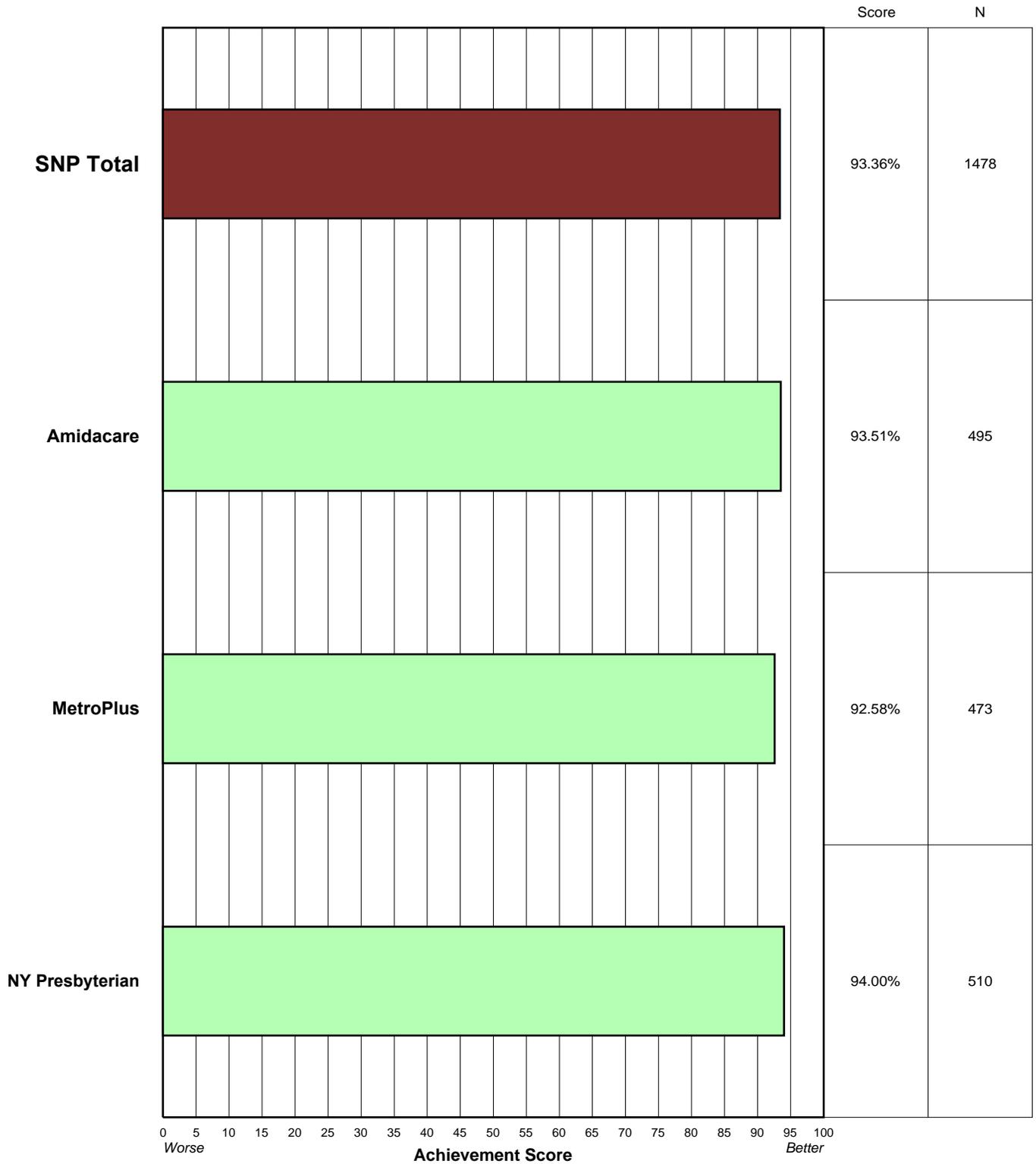
**Q7. Usually or always got an appt. for routine care as soon as you needed**



■ SNP Total 2011

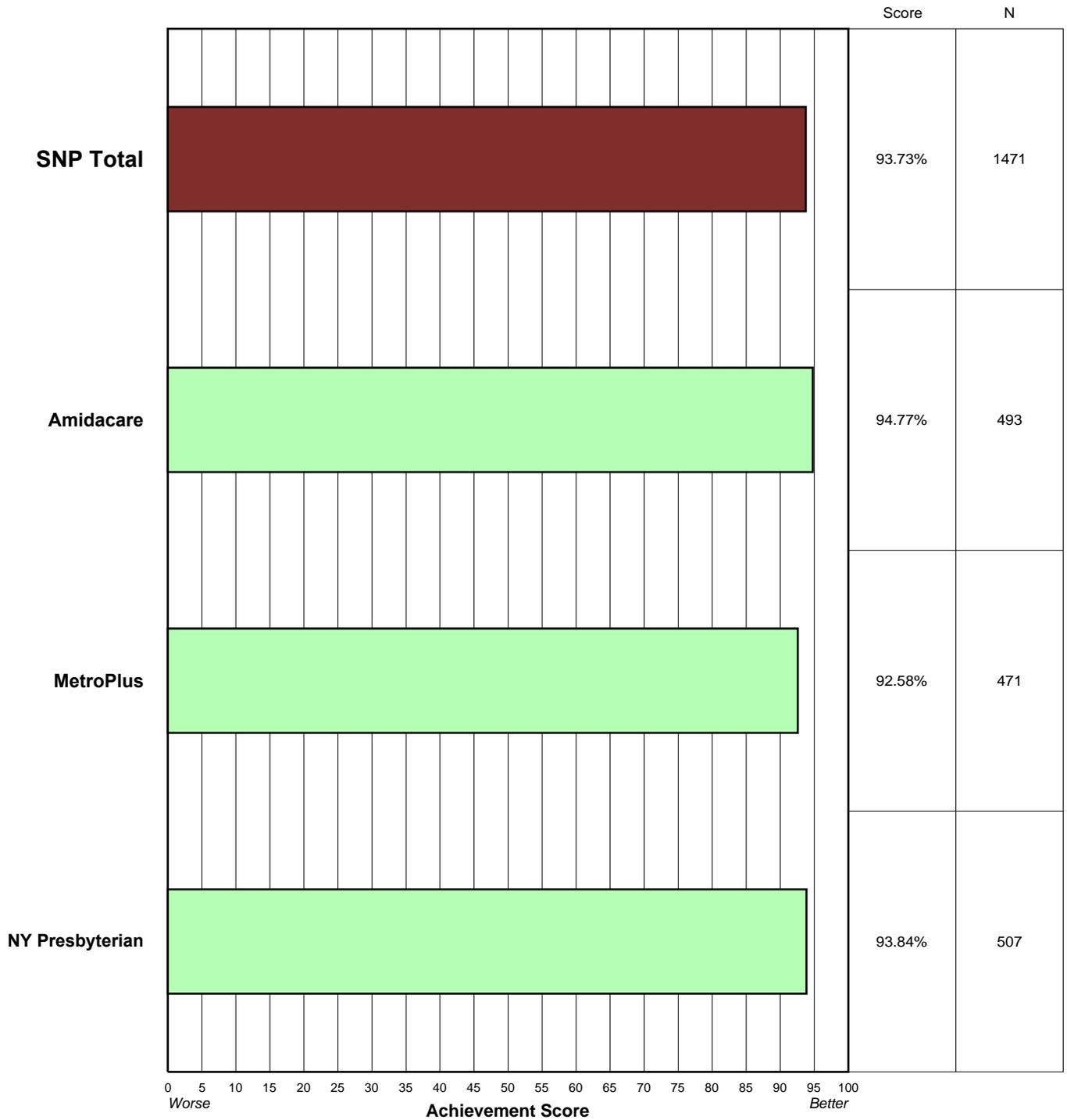
■ Health Plans 2011

## How Well Doctors Communicate (Usually or Always)



## How Well Doctors Communicate (Usually or Always)

**Q23. Personal doctor usually or always explained things in way that was easy to understand**

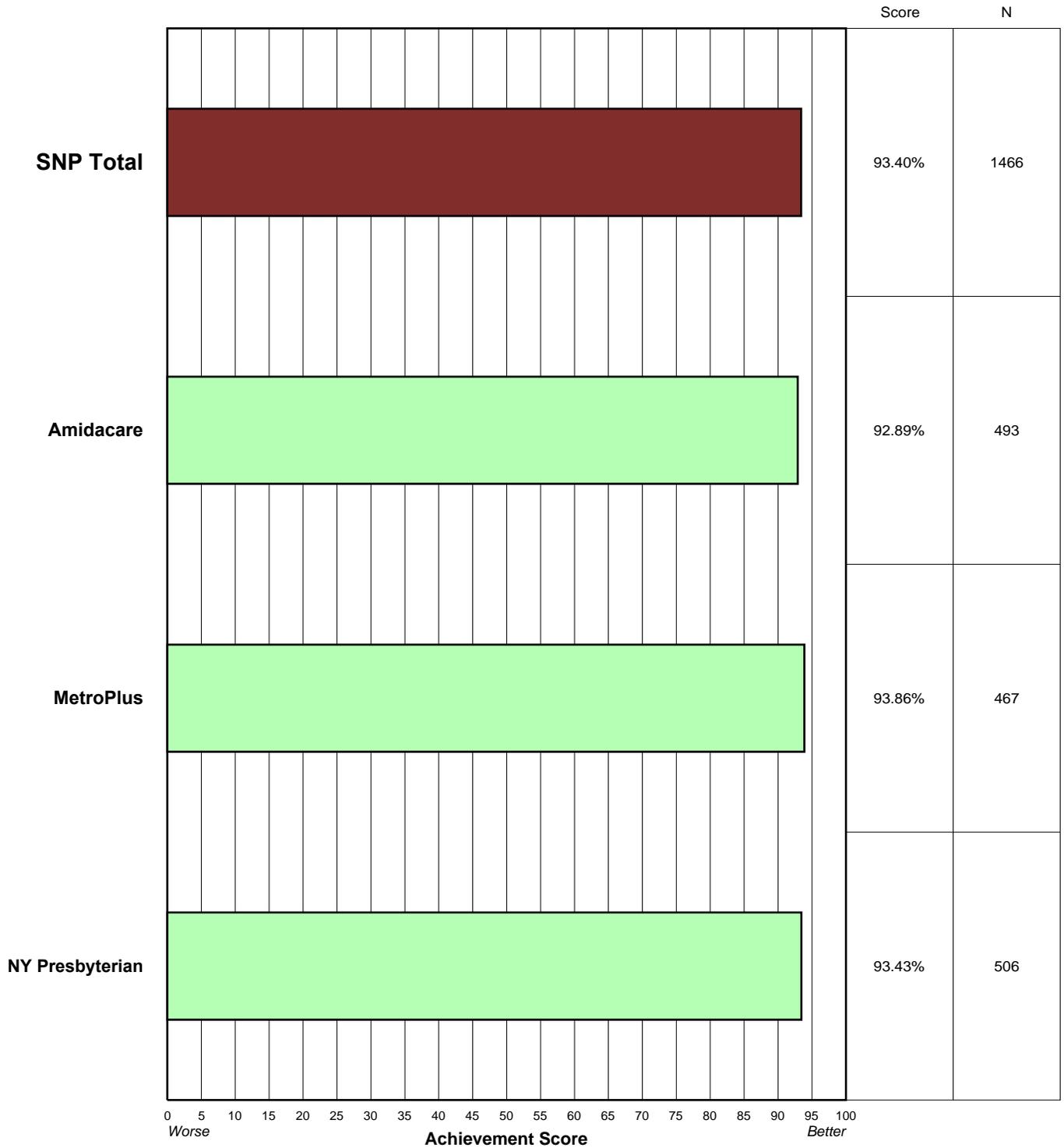


■ SNP Total 2011

■ Health Plans 2011

## How Well Doctors Communicate (Usually or Always)

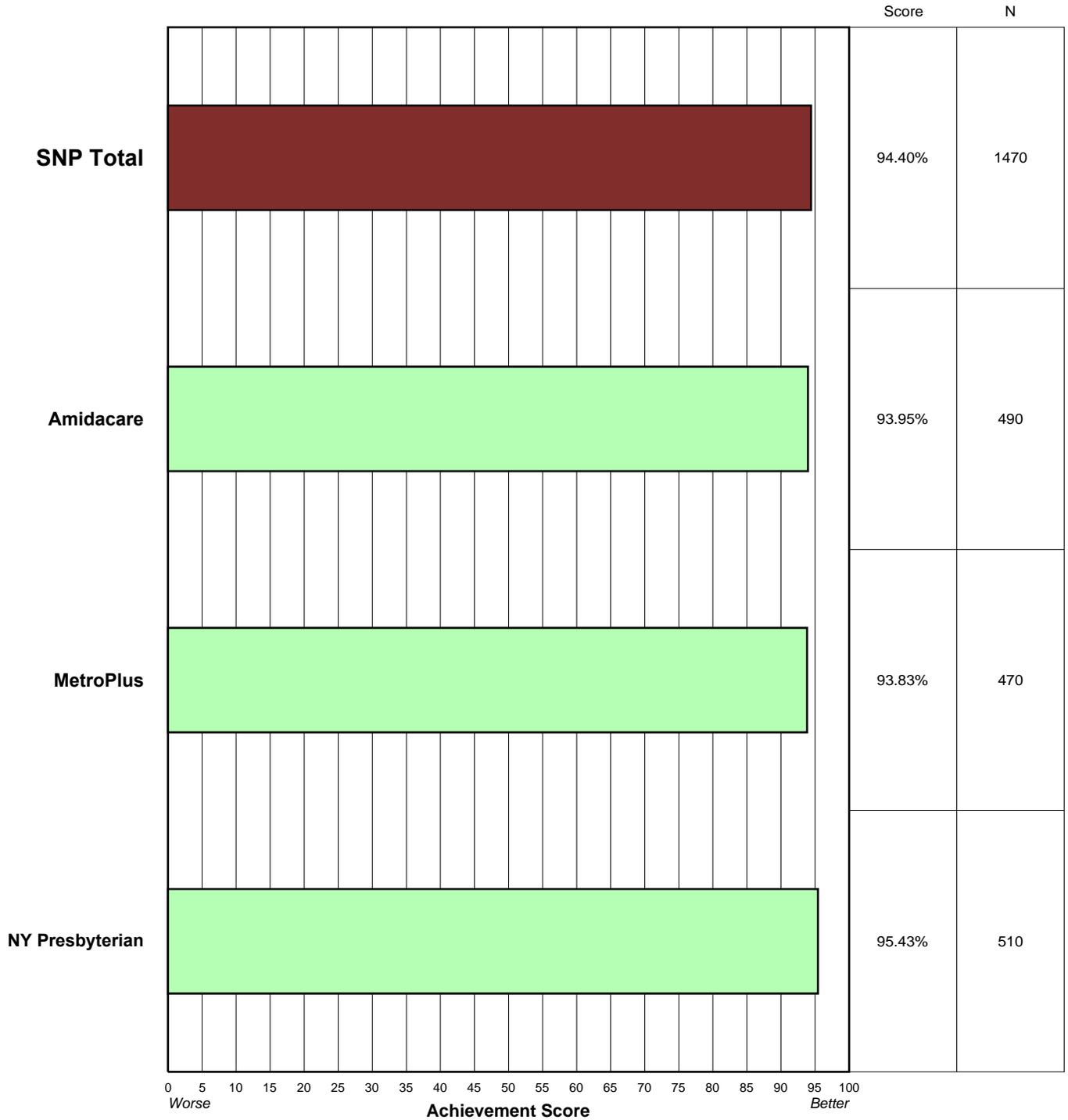
### Q24. Personal doctor usually or always listened carefully to you



SNP Total 2011
  Health Plans 2011

## How Well Doctors Communicate (Usually or Always)

**Q25. Personal doctor usually or always showed respect for what you had to say**

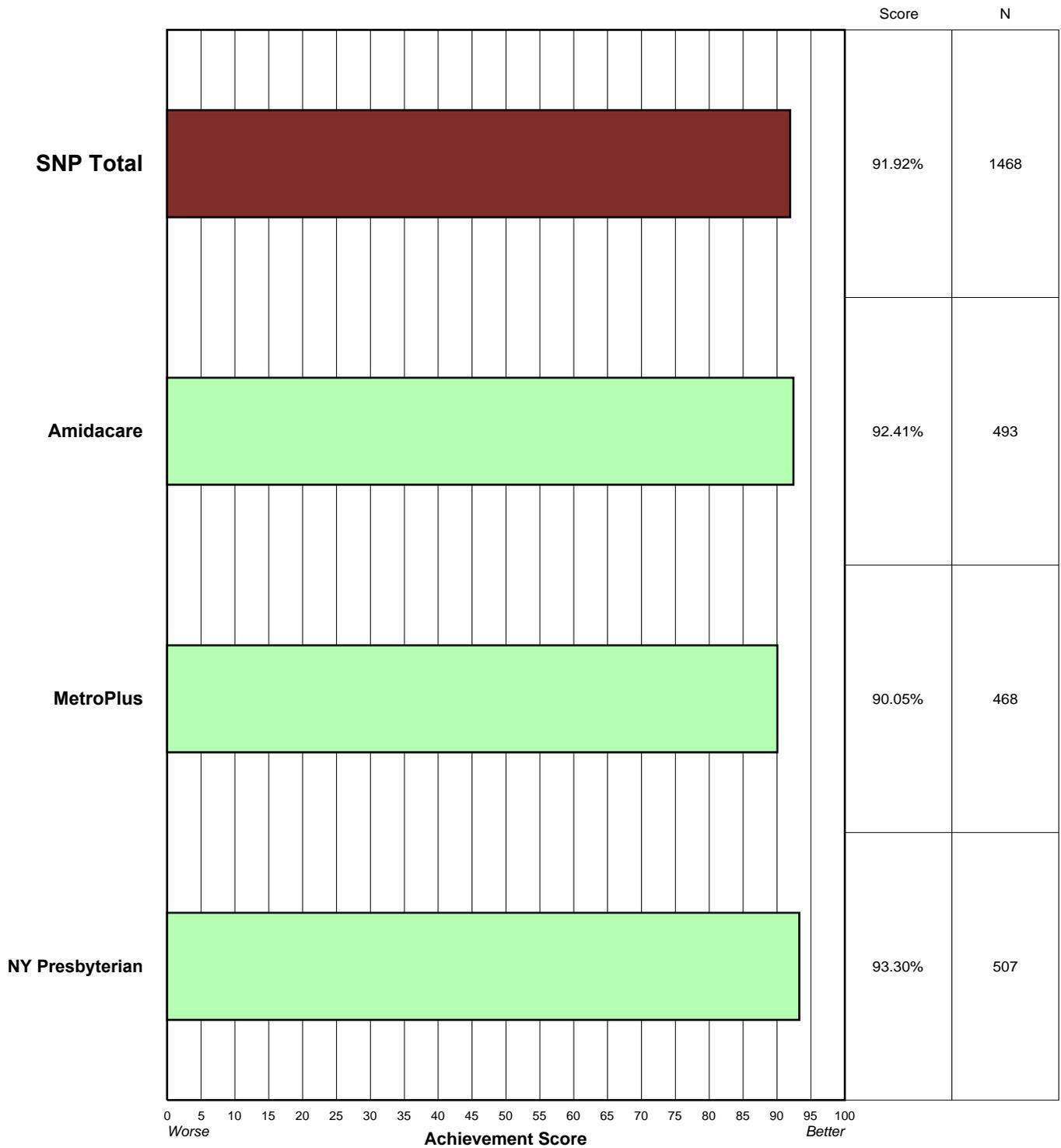


■ SNP Total 2011

■ Health Plans 2011

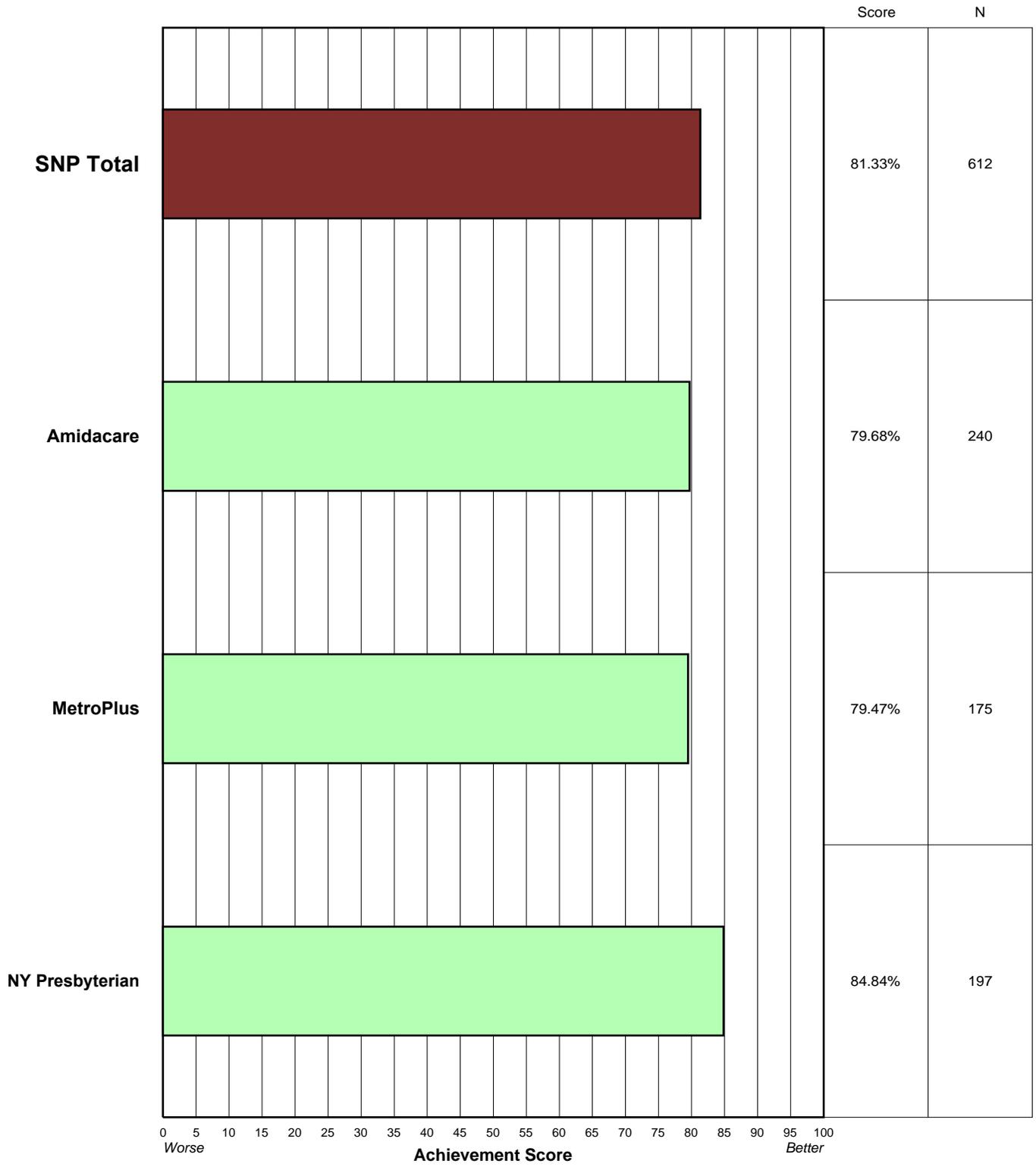
## How Well Doctors Communicate (Usually or Always)

### Q26. Personal doctor usually or always spent enough time with you



■ SNP Total 2011     
 ■ Health Plans 2011

### Customer Service (Usually or Always)

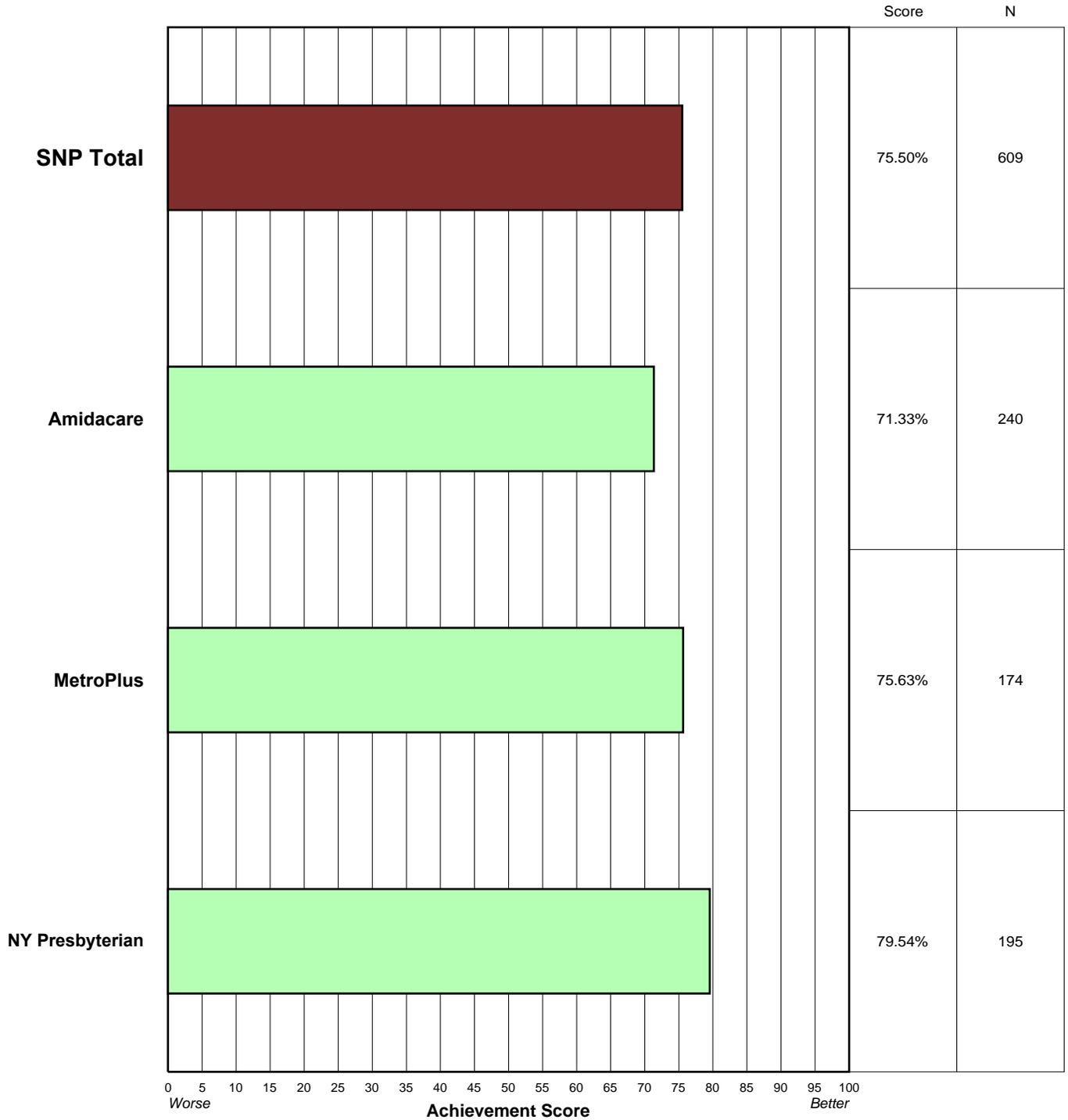


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Customer Service (Usually or Always)

**Q44. Health plan's customer service usually or always gave needed info or help**

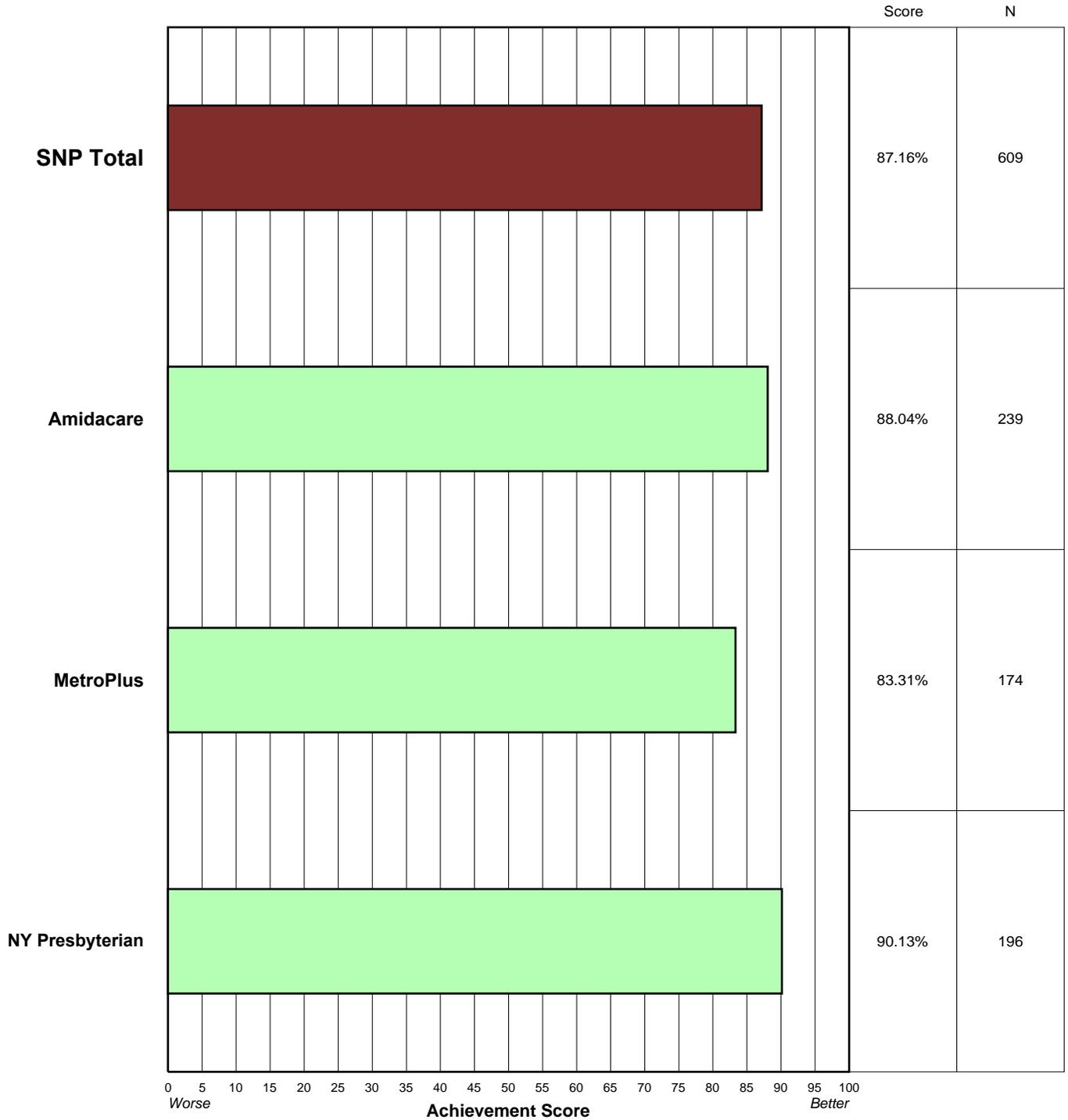


↕ Statistically significantly better/worse than Statewide 2011.

SNP Total 2011
  Health Plans 2011

### Customer Service (Usually or Always)

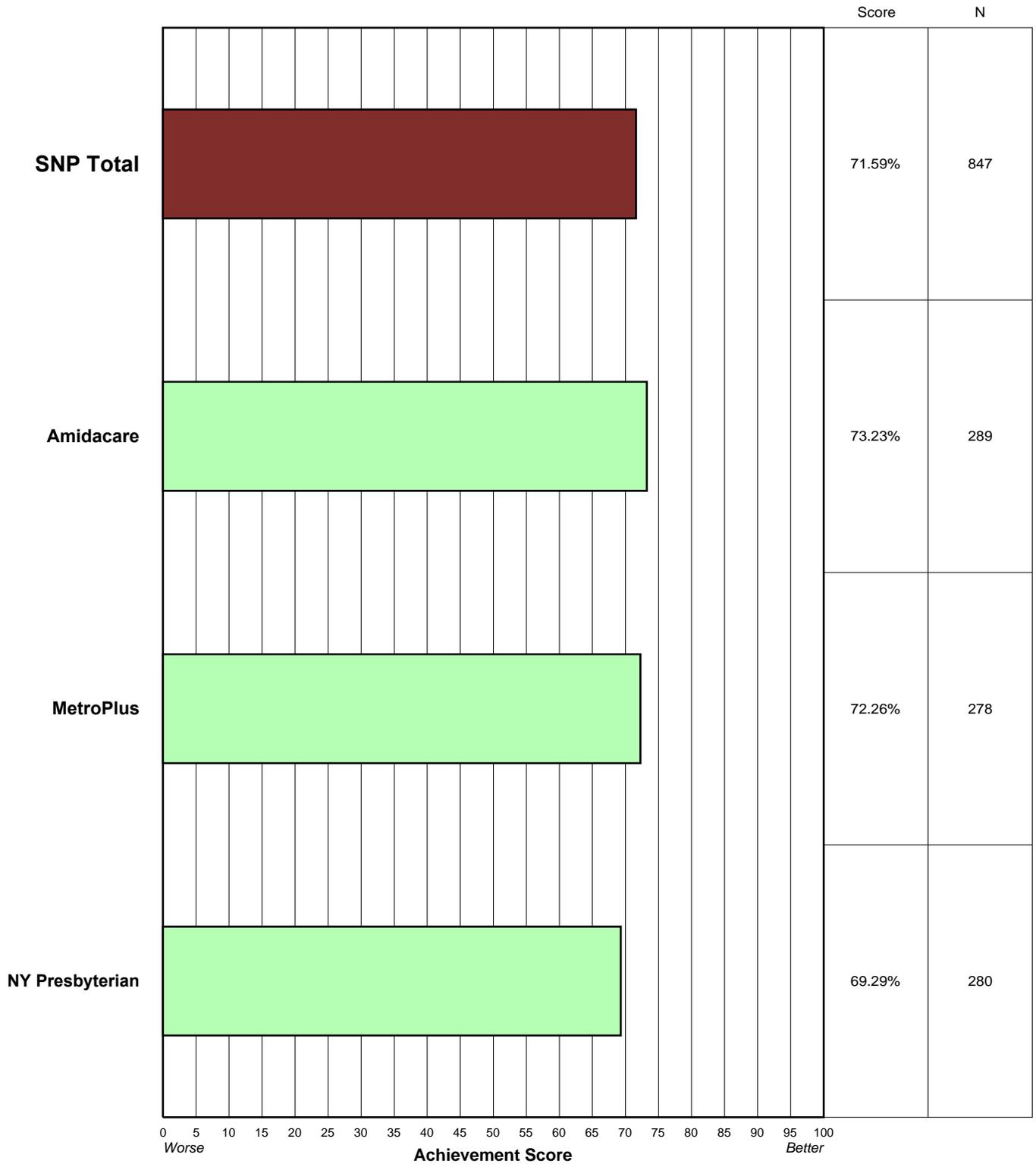
**Q45. Usually or always treated with courtesy/respect by plan's customer service staff**



↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Collaborative Decision Making (Definitely Yes)

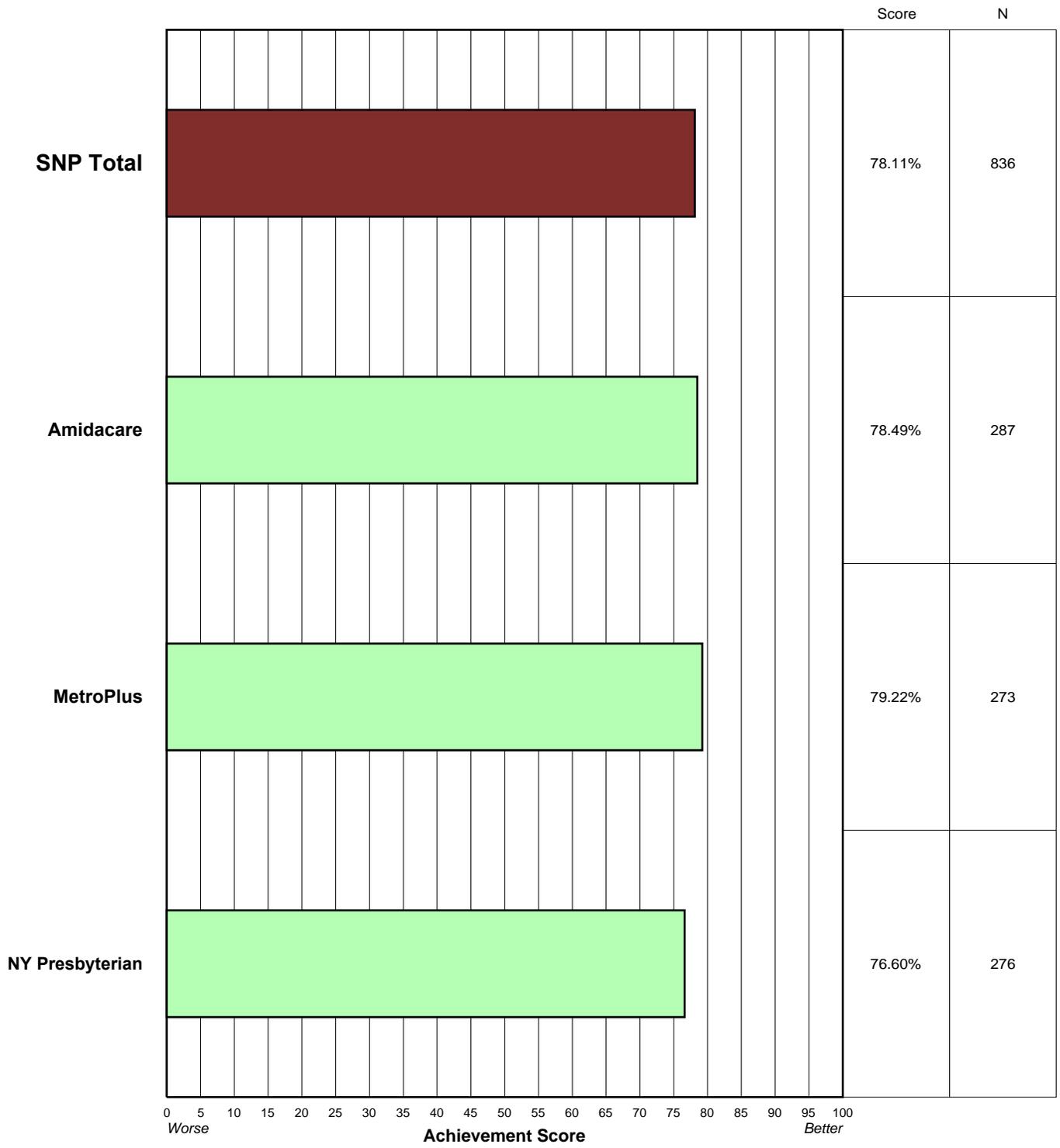


■ SNP Total 2011

■ Health Plans 2011

## Collaborative Decision Making (Definitely Yes)

Q11. Doctor definitely talked about pros and cons of treatment/health care

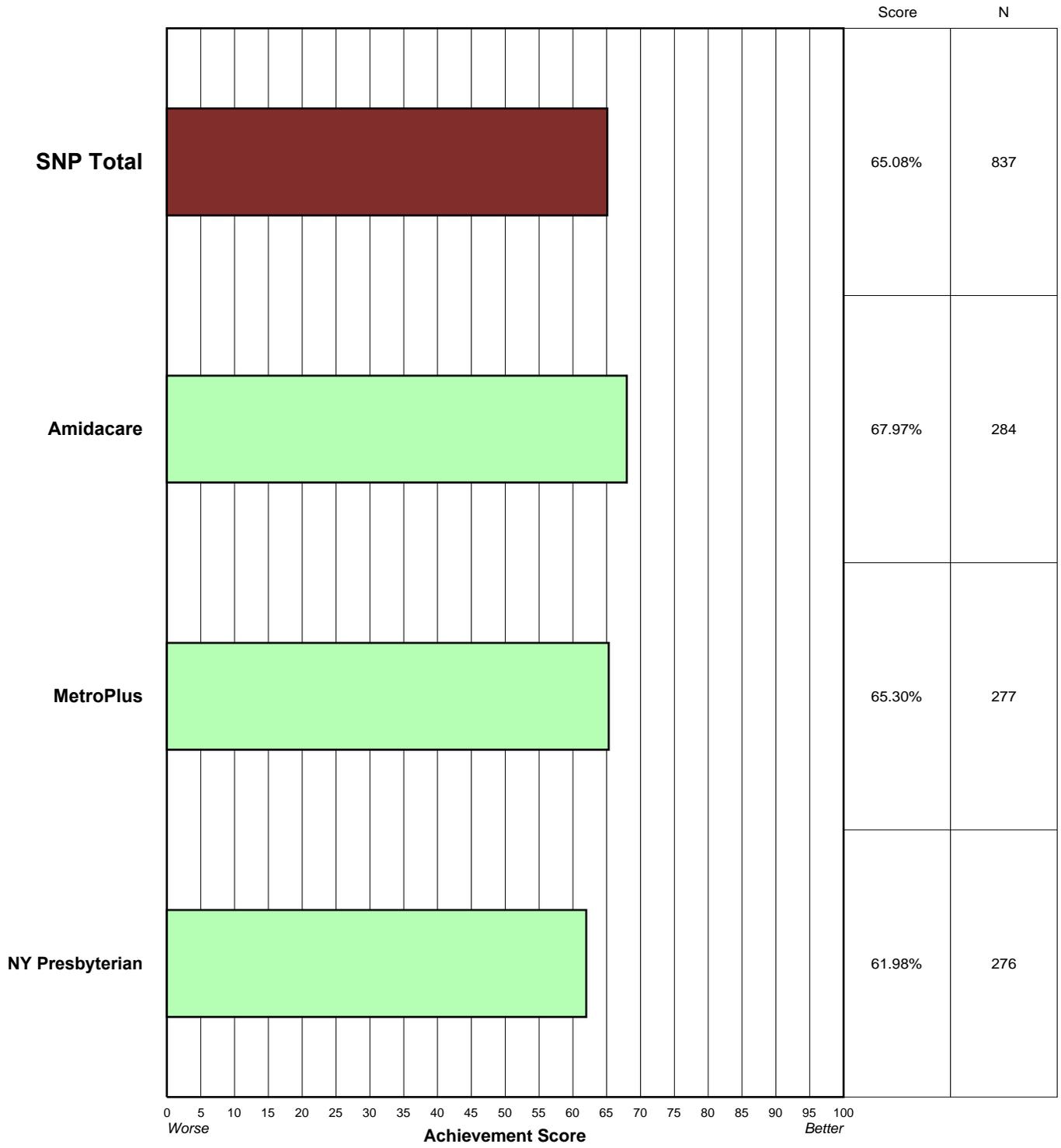


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

## Collaborative Decision Making (Definitely Yes)

### Q12. Doctor definitely asked which treatment/health care was best

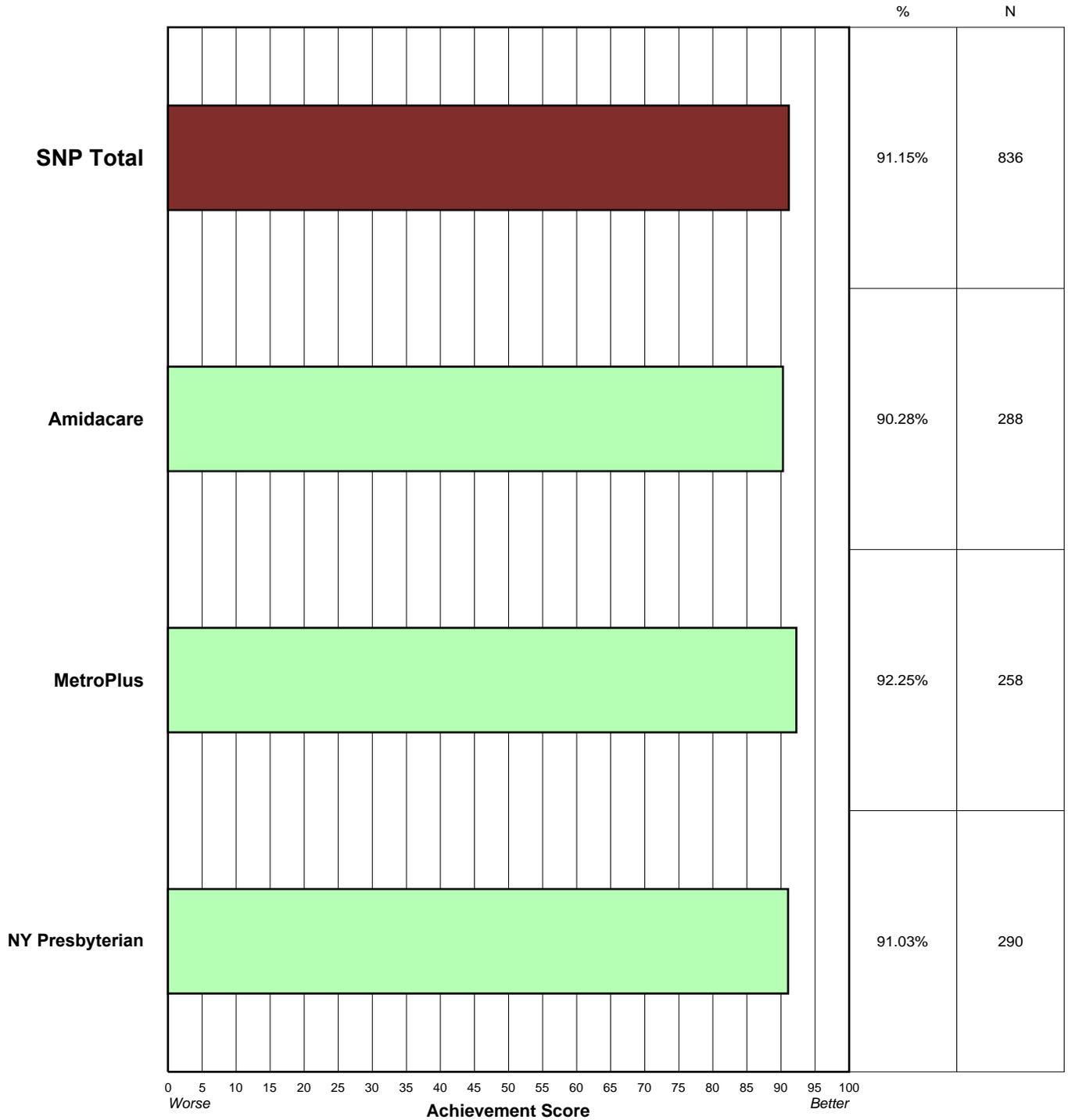


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

## Medical Assistance with Smoking Cessation

**Q51. Advised by doctor or other health provider to quit smoking in last 6 months**

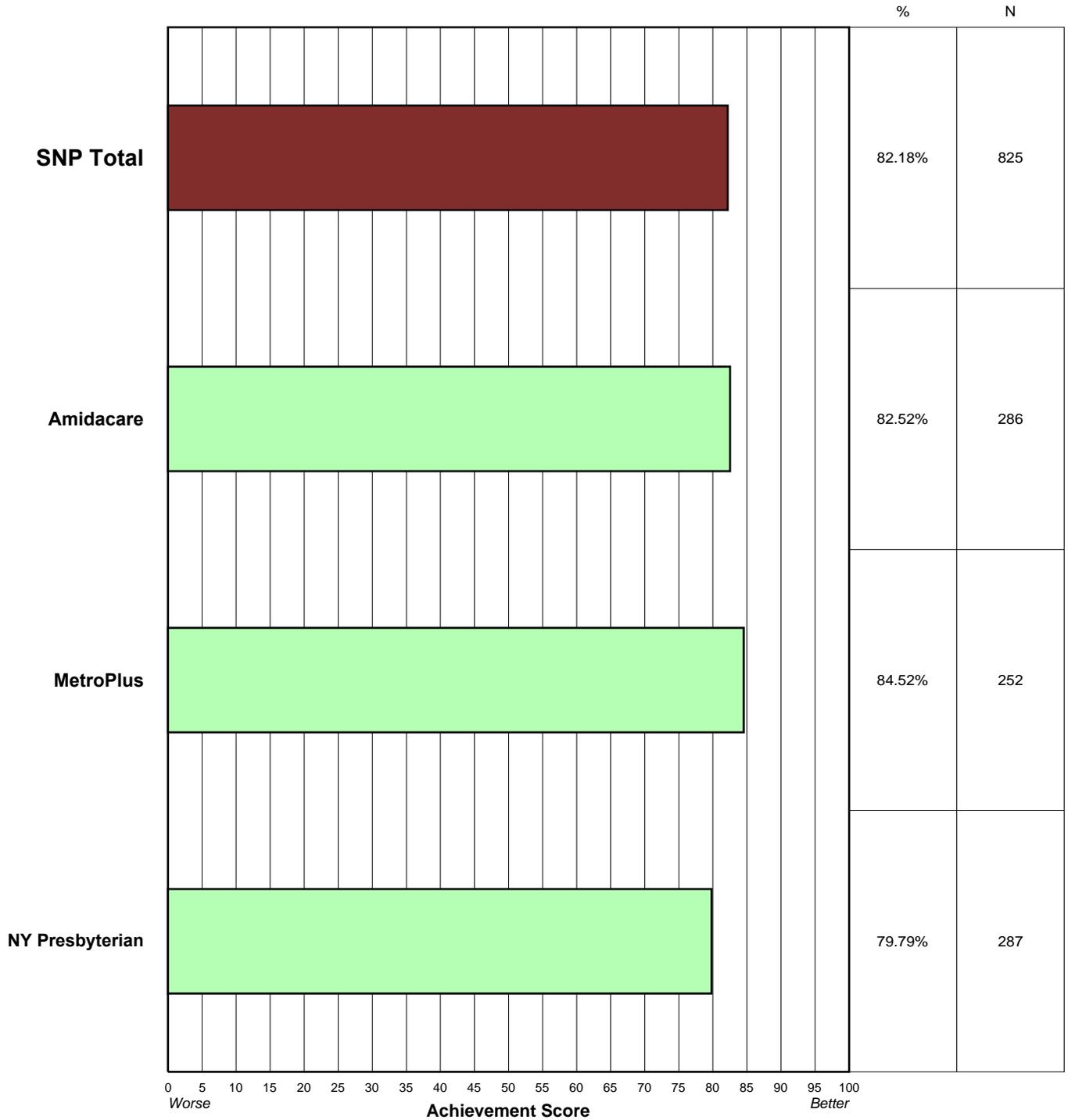


■ SNP Total 2011

■ Health Plans 2011

## Medical Assistance with Smoking Cessation

**Q52. Doctor recommended or discussed medication to assist with quitting smoking in the last 6 months**

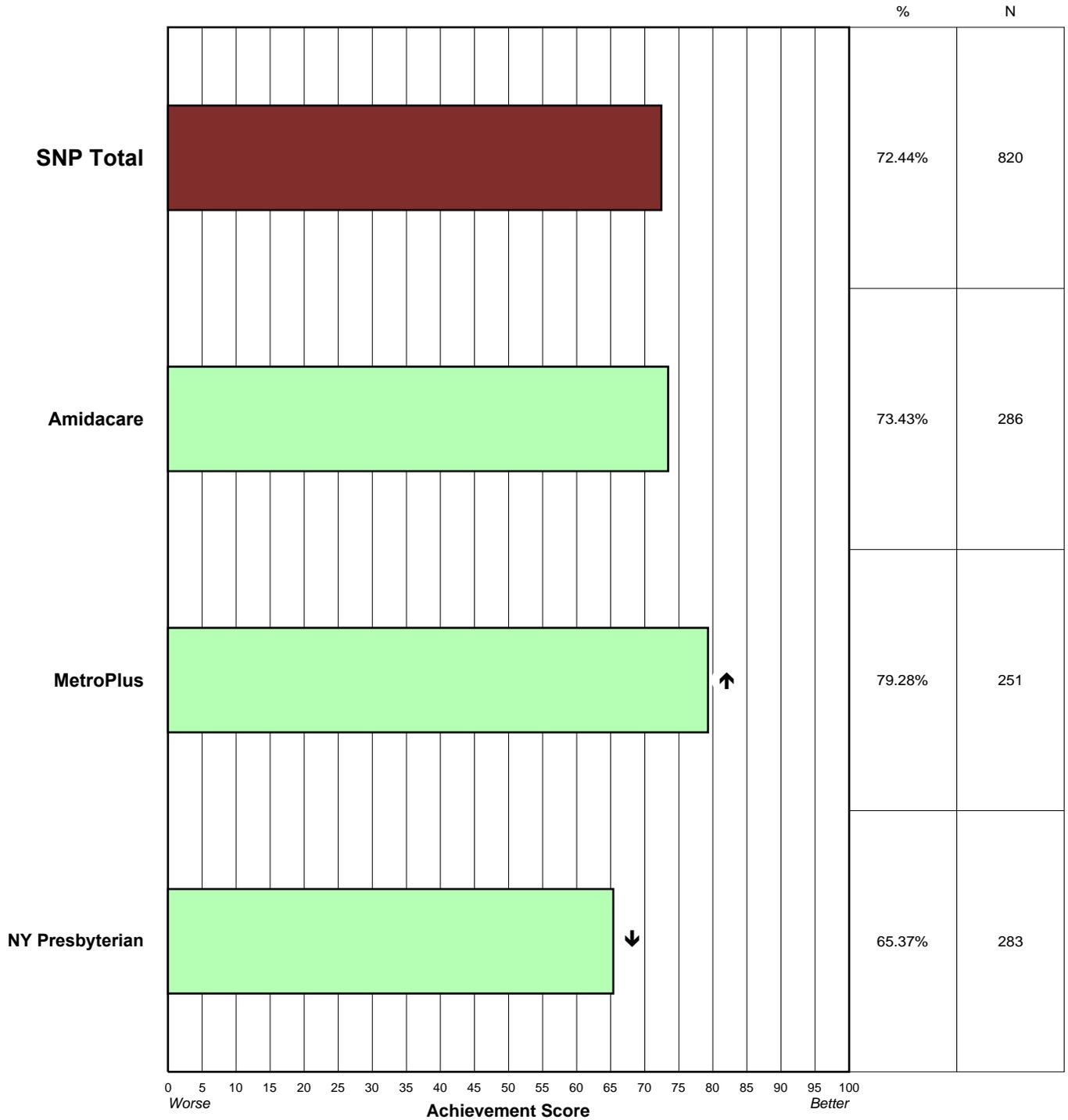


■ SNP Total 2011

■ Health Plans 2011

## Medical Assistance with Smoking Cessation

**Q53. Doctor recommended or discussed methods and strategies to assist with quitting smoking in the last 6 months**

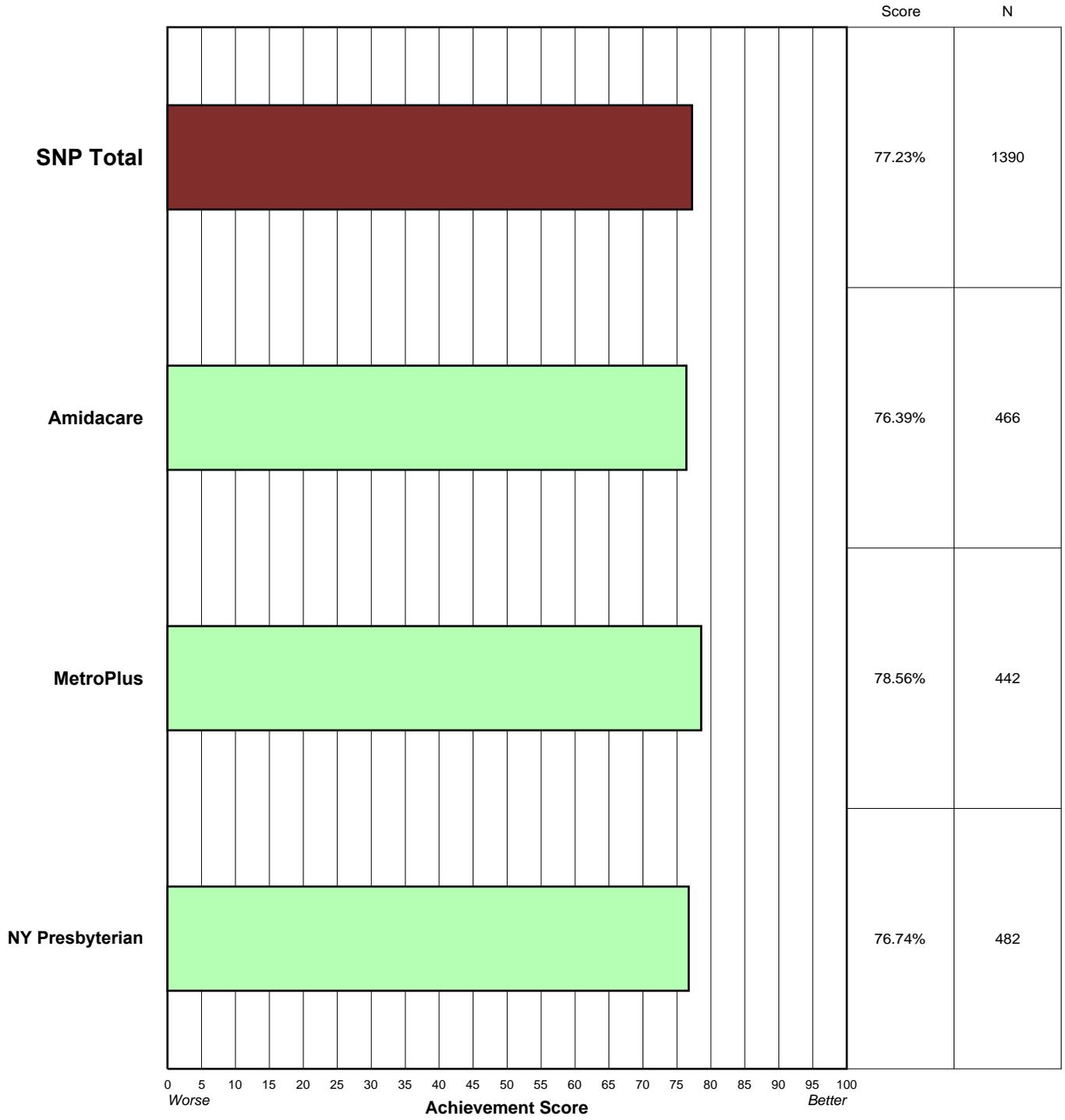


■ SNP Total 2011

■ Health Plans 2011

### Single Items

**Q9. Doctor or other health providers usually or always talked about specific things you could do to prevent illness**

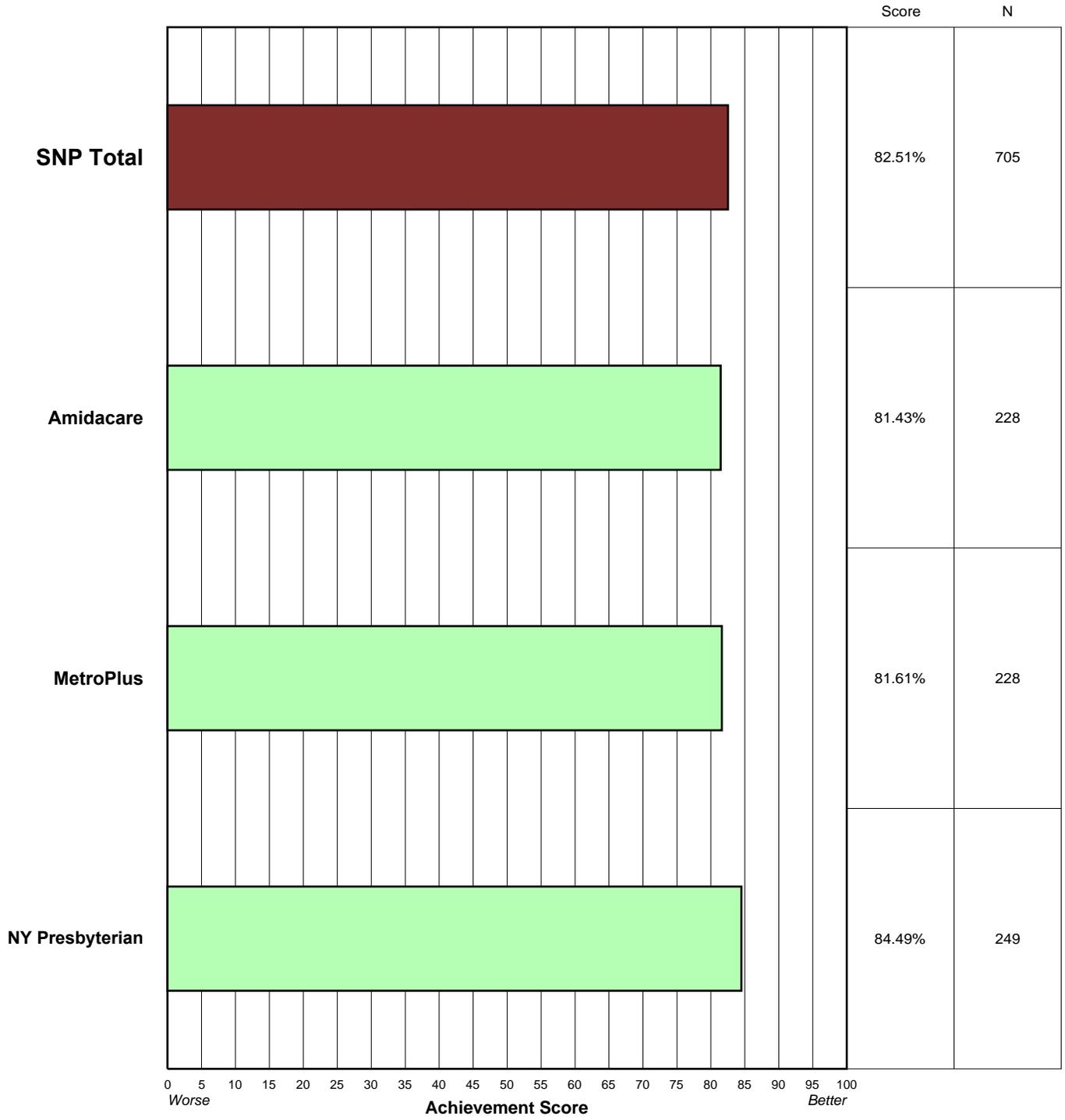


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Single Items

**Q33. Personal doctor usually or always seemed informed about care received from other doctors or providers**

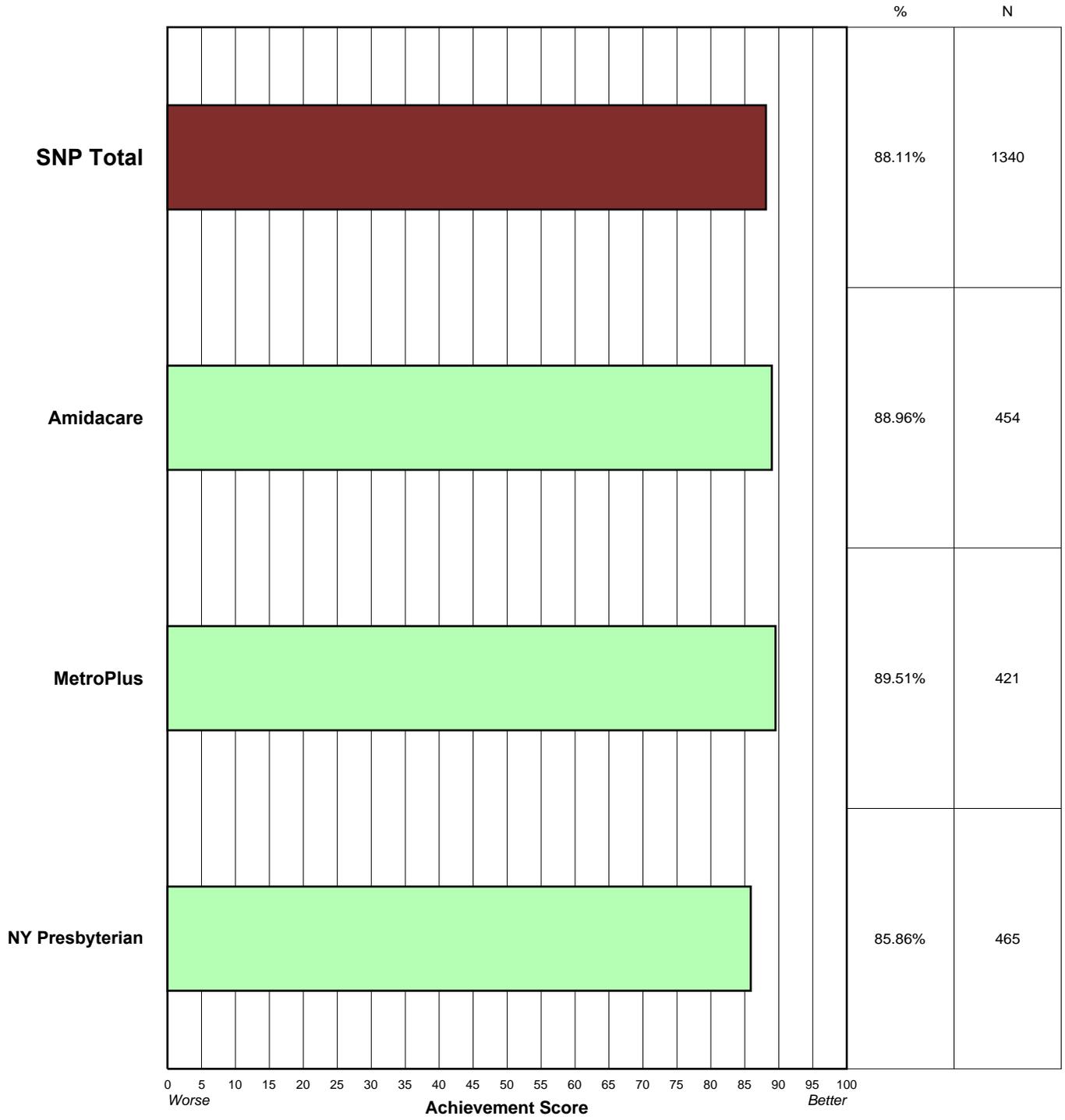


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

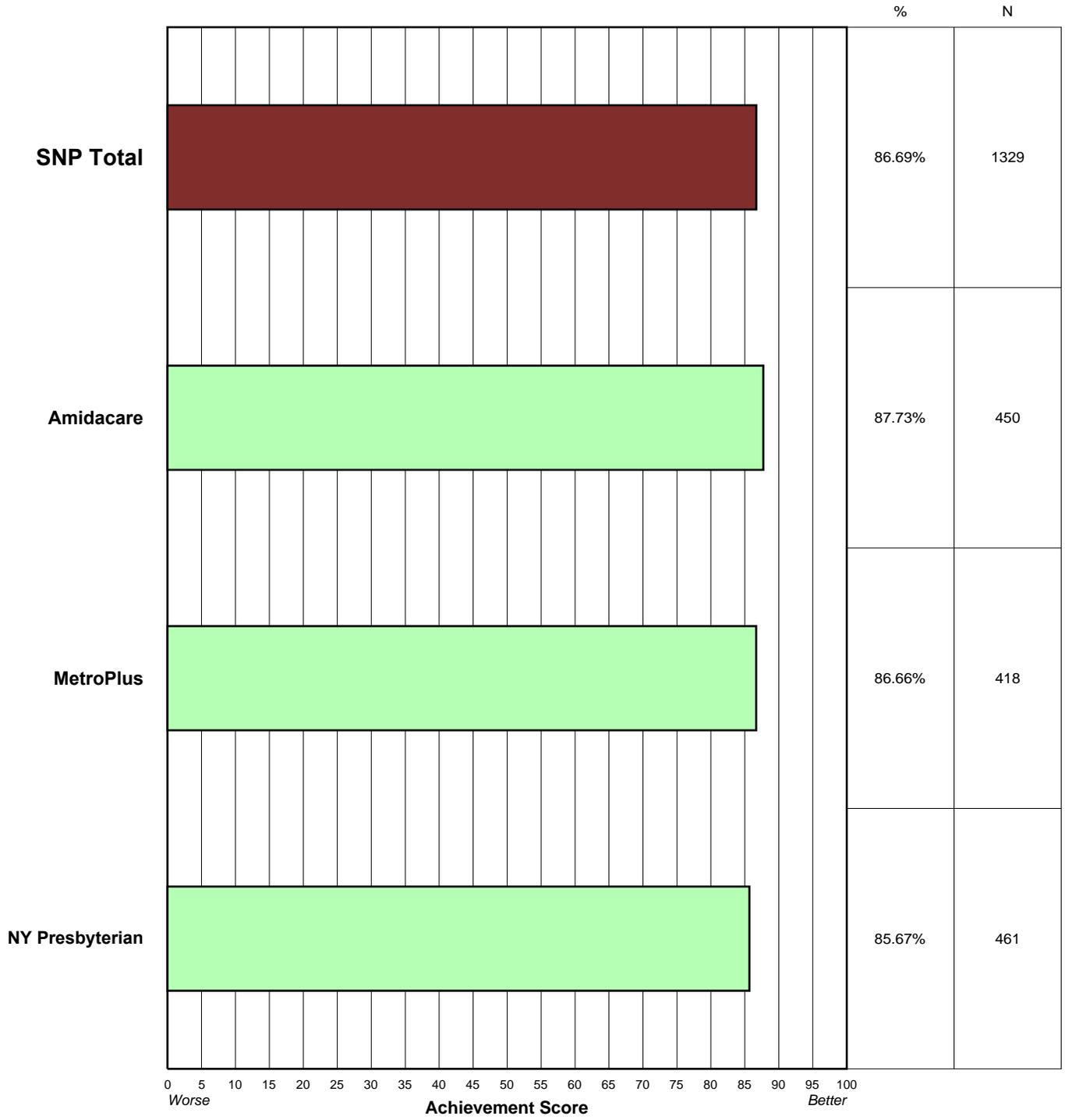
**Q14. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results**



■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

#### Q15. Results of blood test, x-ray or other test usually or always easy to understand

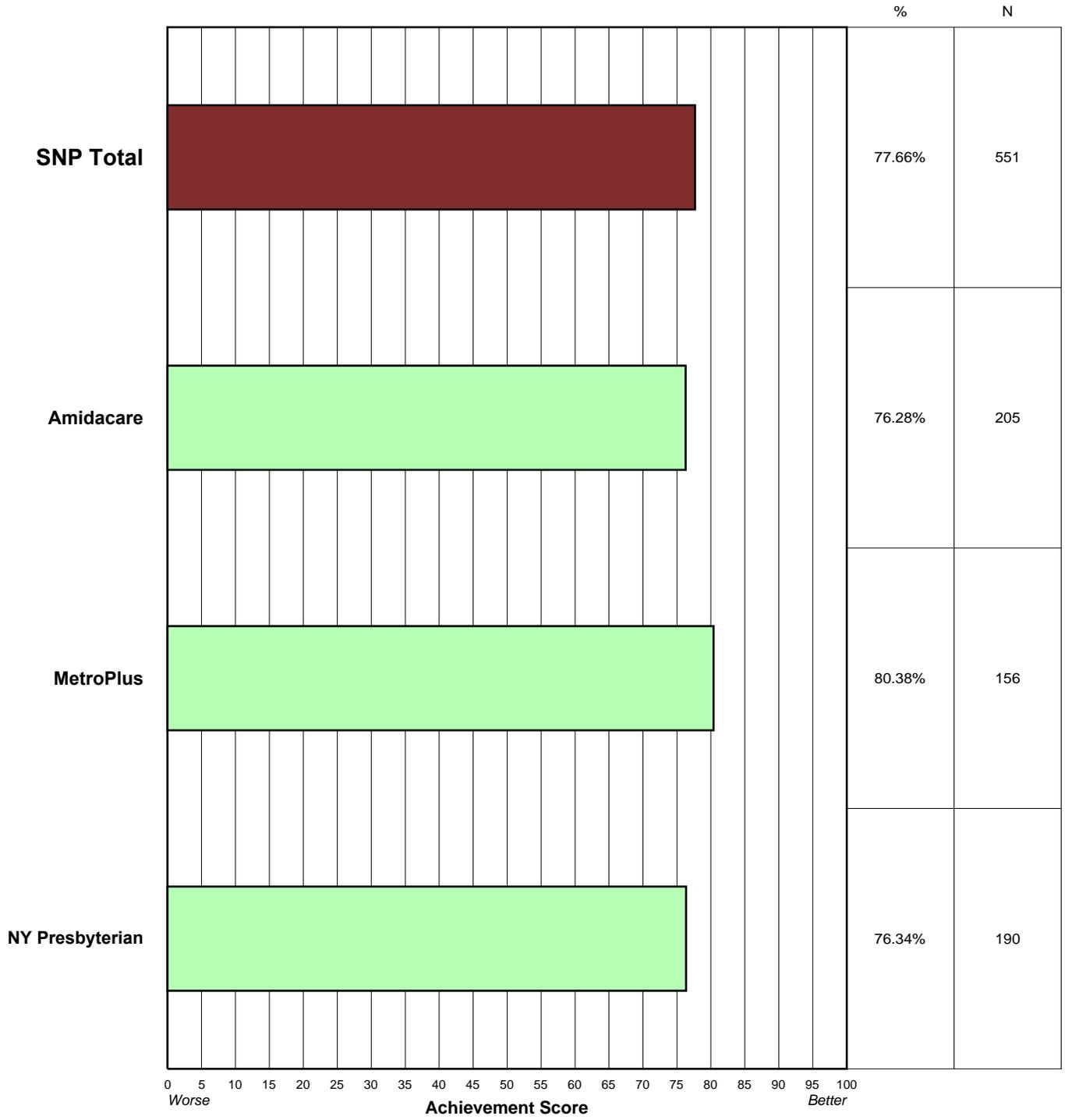


■ SNP Total 2011

■ Health Plans 2011

### Supplemental Questions

**Q19. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan**

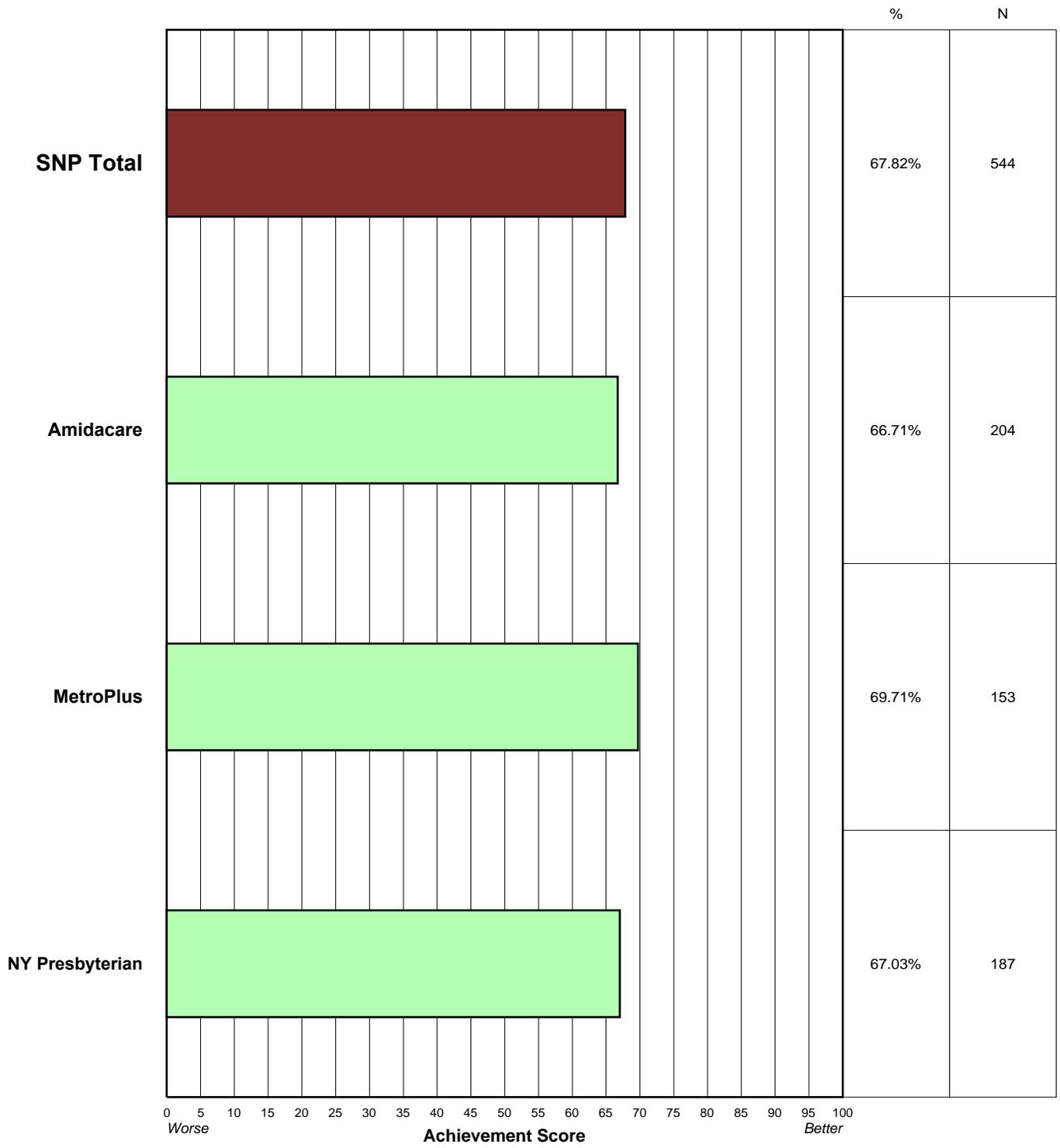


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

#### Q20. Rating of treatment or counseling for a personal or family problem

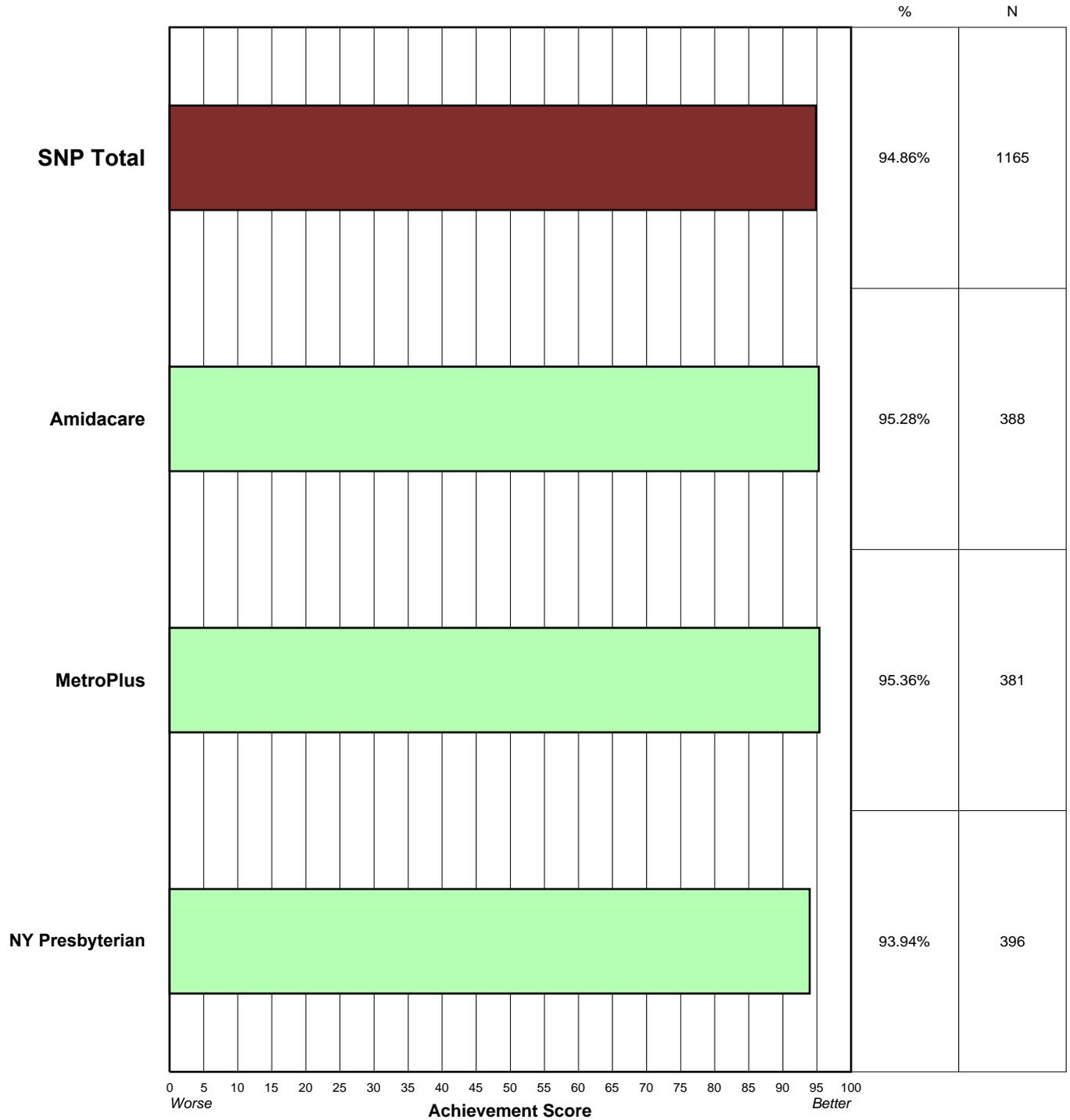


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

**Q28. Personal doctor usually or always gave easy to understand instructions about what to do to take care of illness or health condition**

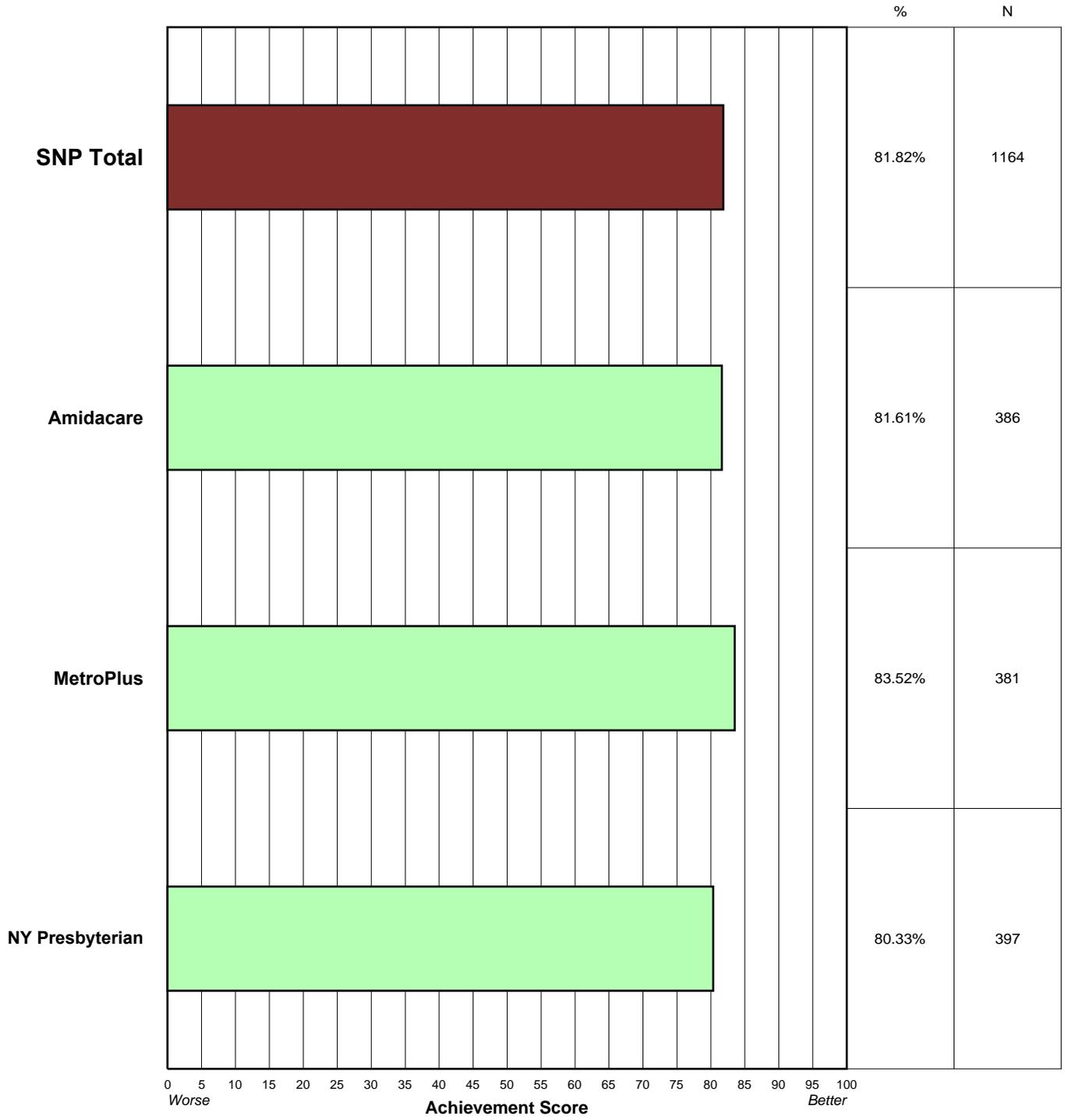


■ SNP Total 2011

■ Health Plans 2011

### Supplemental Questions

#### Q29. Personal doctor usually or always asked you to describe how you were going to follow instructions

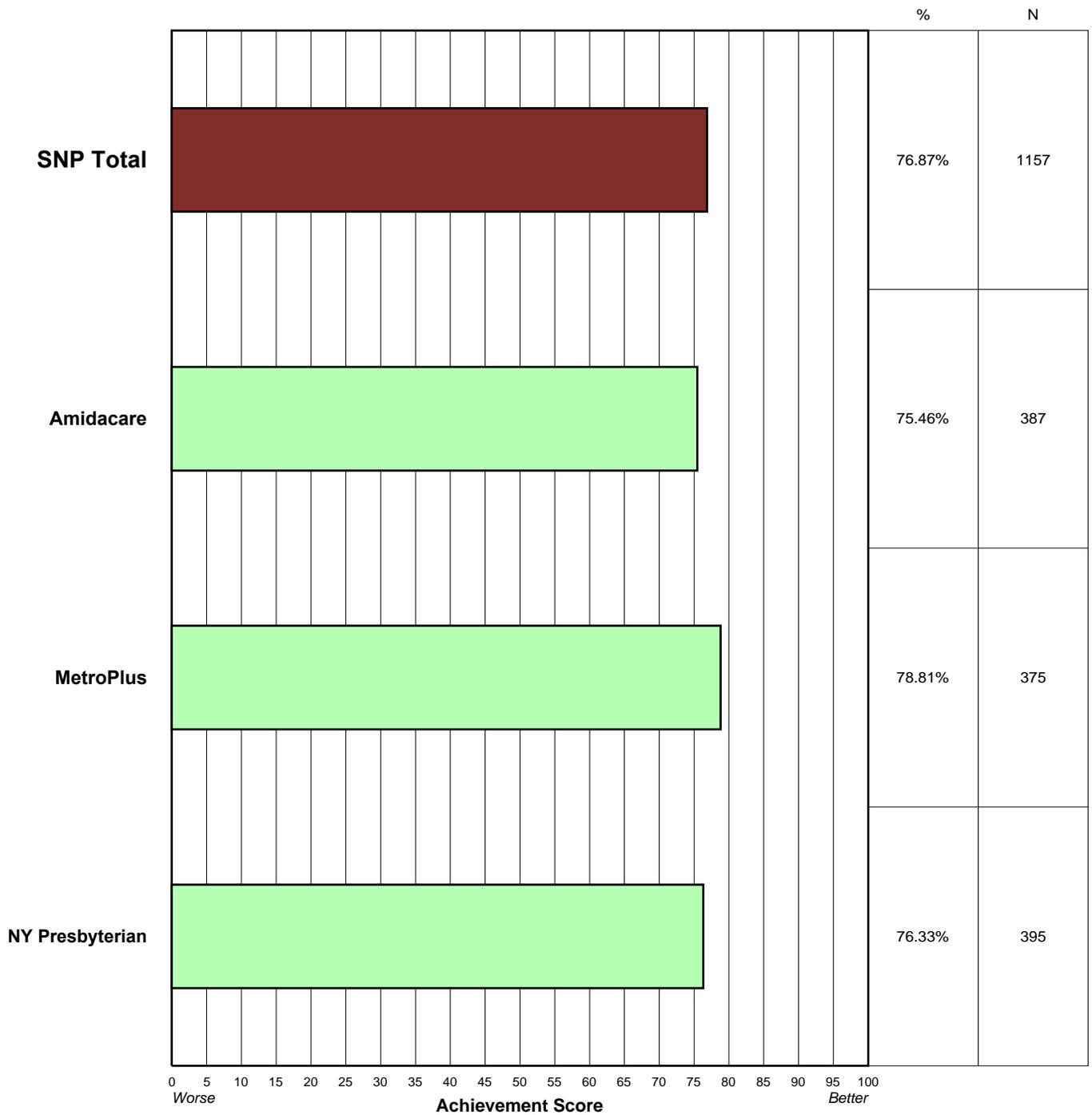


■ SNP Total 2011

■ Health Plans 2011

### Supplemental Questions

**Q30. Personal doctor usually or always asked you whether you would have any problems doing what you needed to do to take care of this illness or health condition**

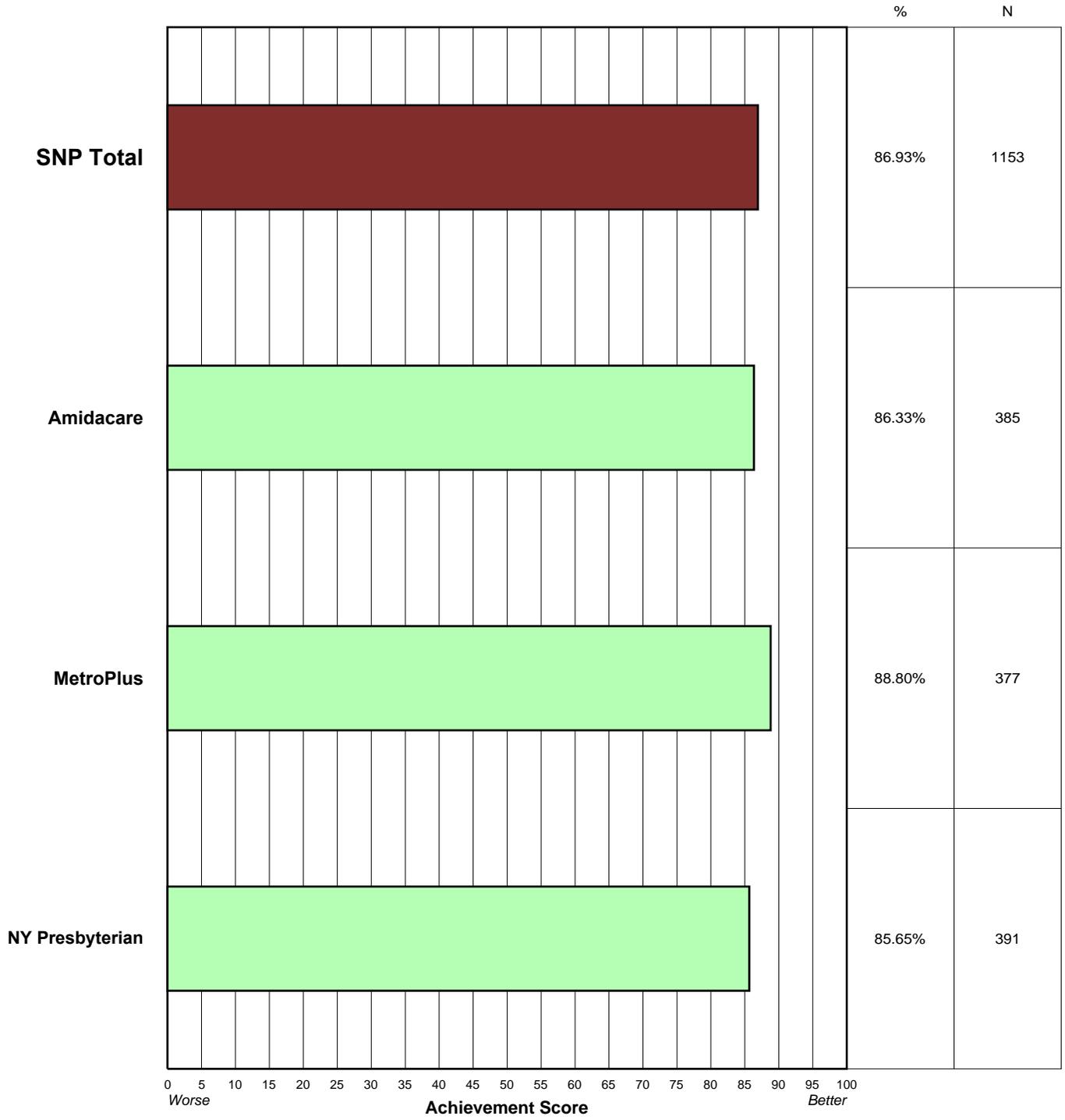


■ SNP Total 2011

■ Health Plans 2011

### Supplemental Questions

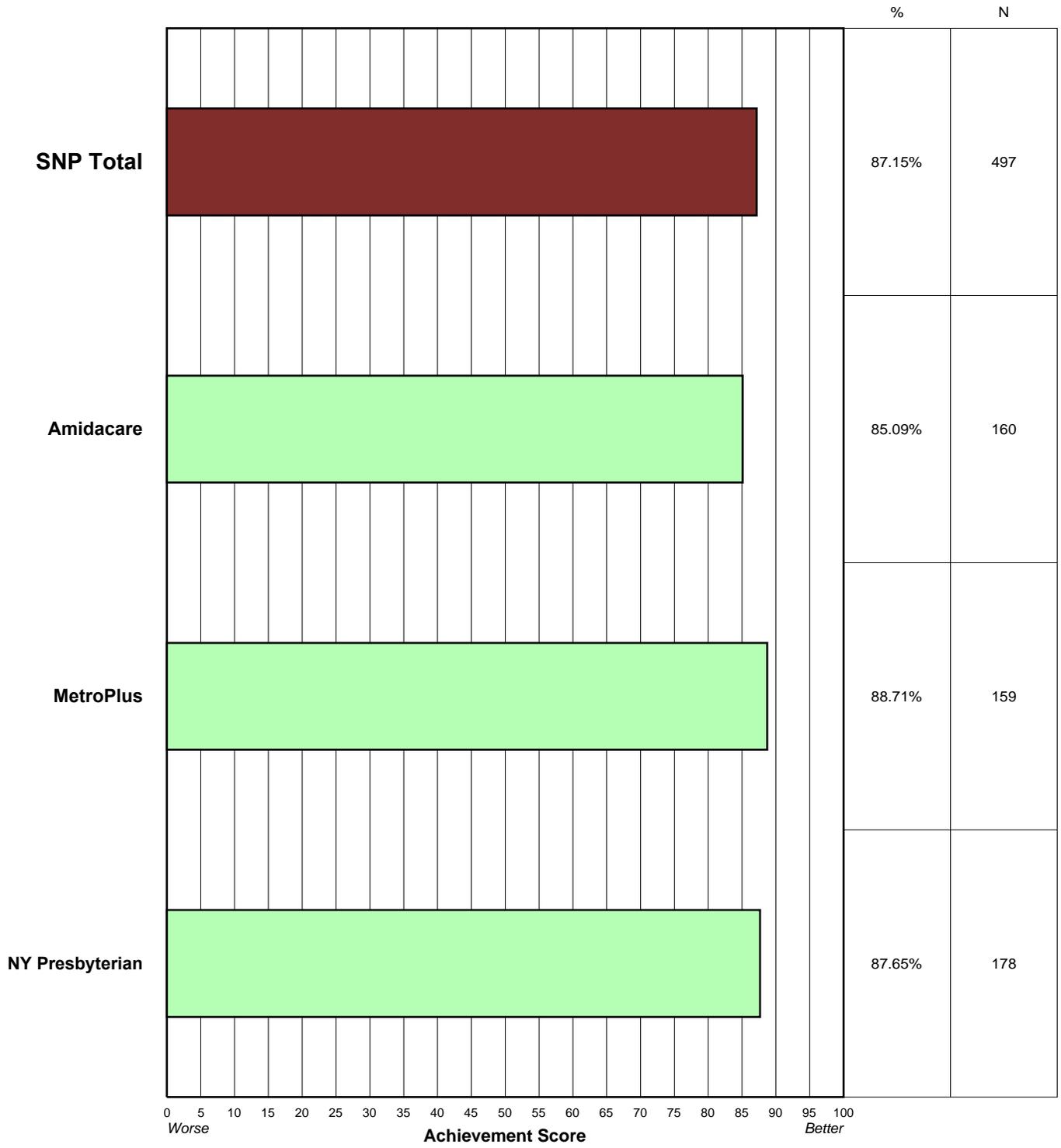
**Q31. Personal doctor usually or always explained what to do if this illness or health condition got worse or came back**



■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

#### Q36. Very satisfied or satisfied with the help received to coordinate care

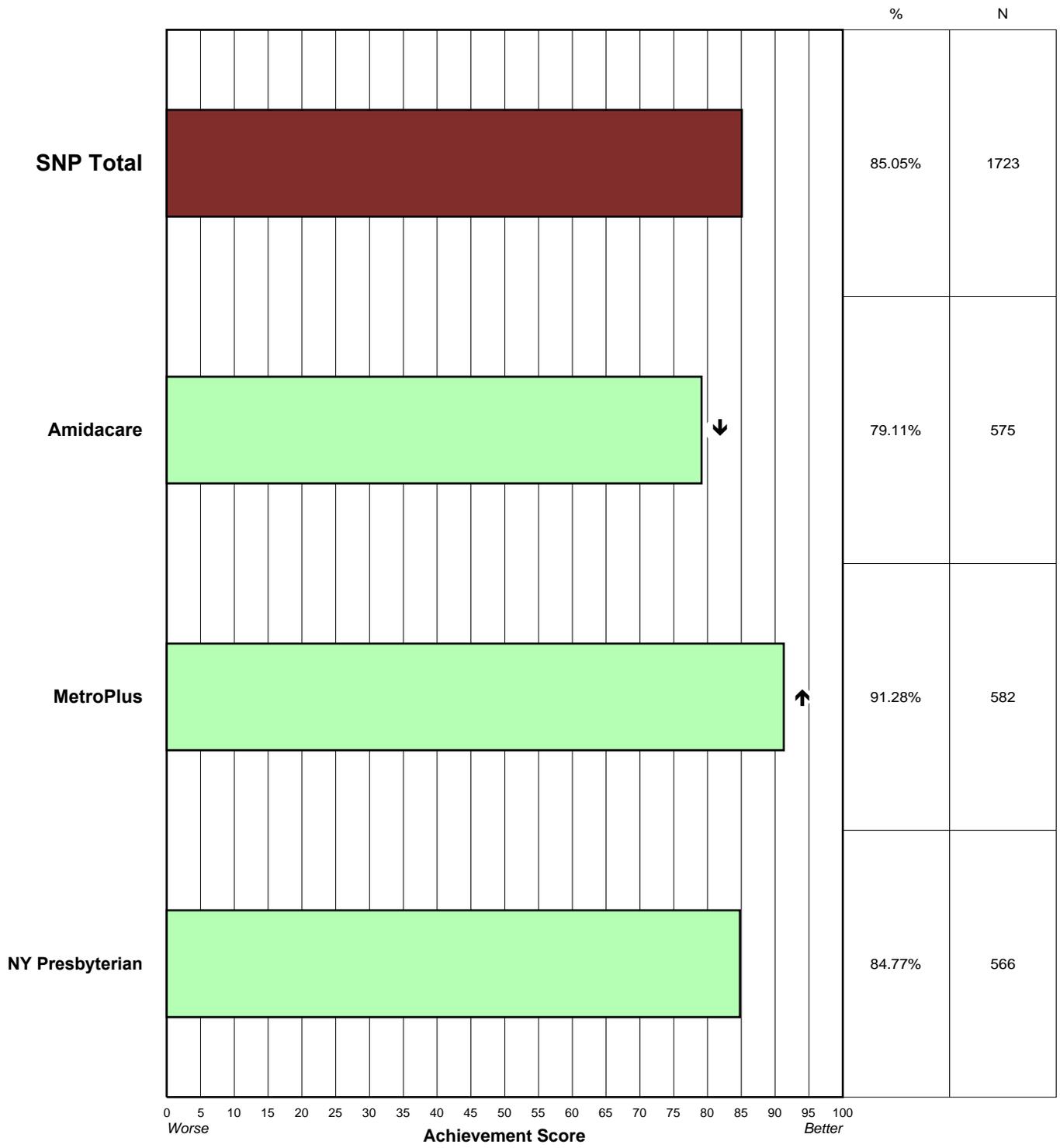


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

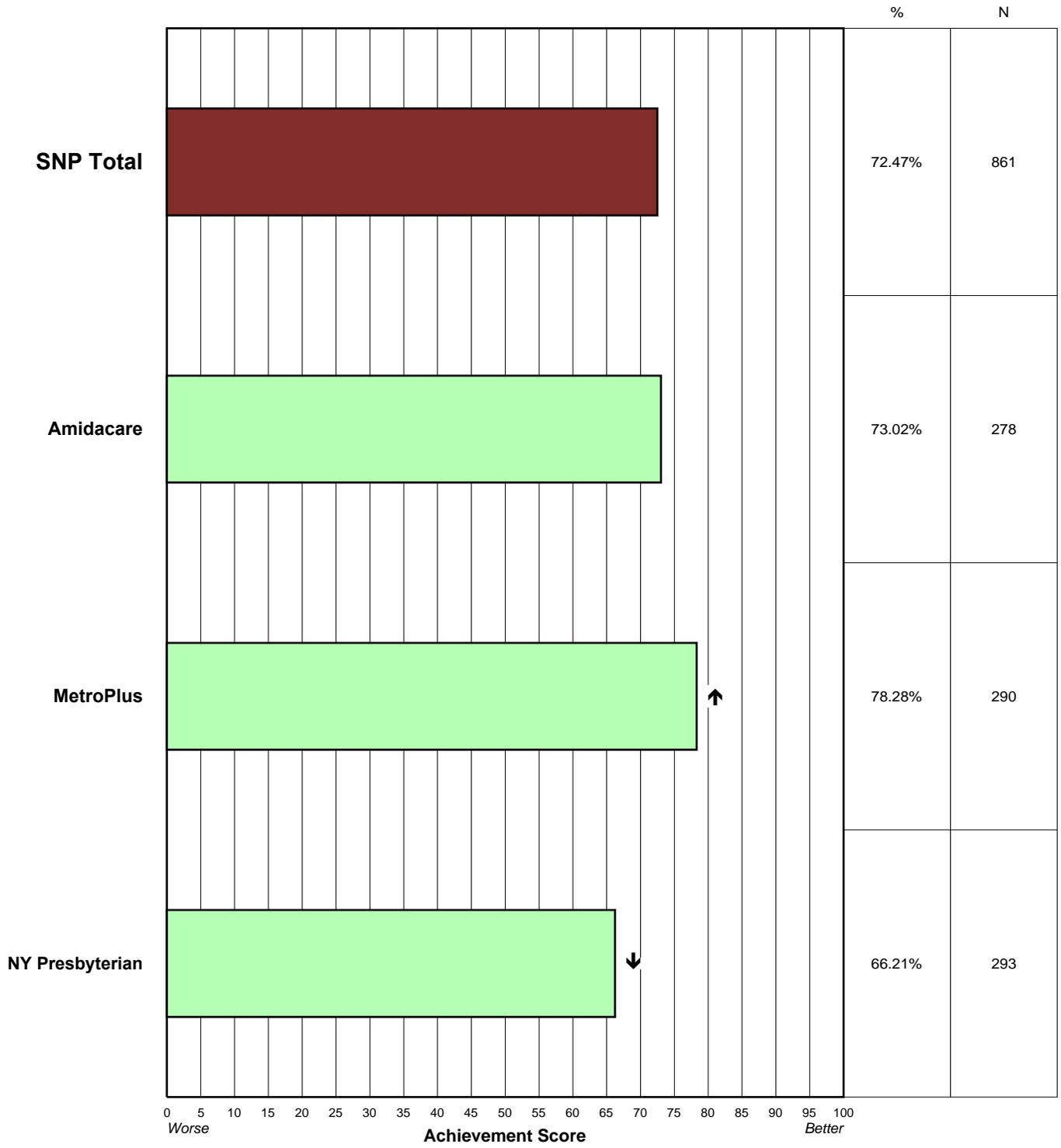
#### Q47. Would recommend health plan to your family and friends



■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

#### Q49. Have had a flu shot since September 1, 2010

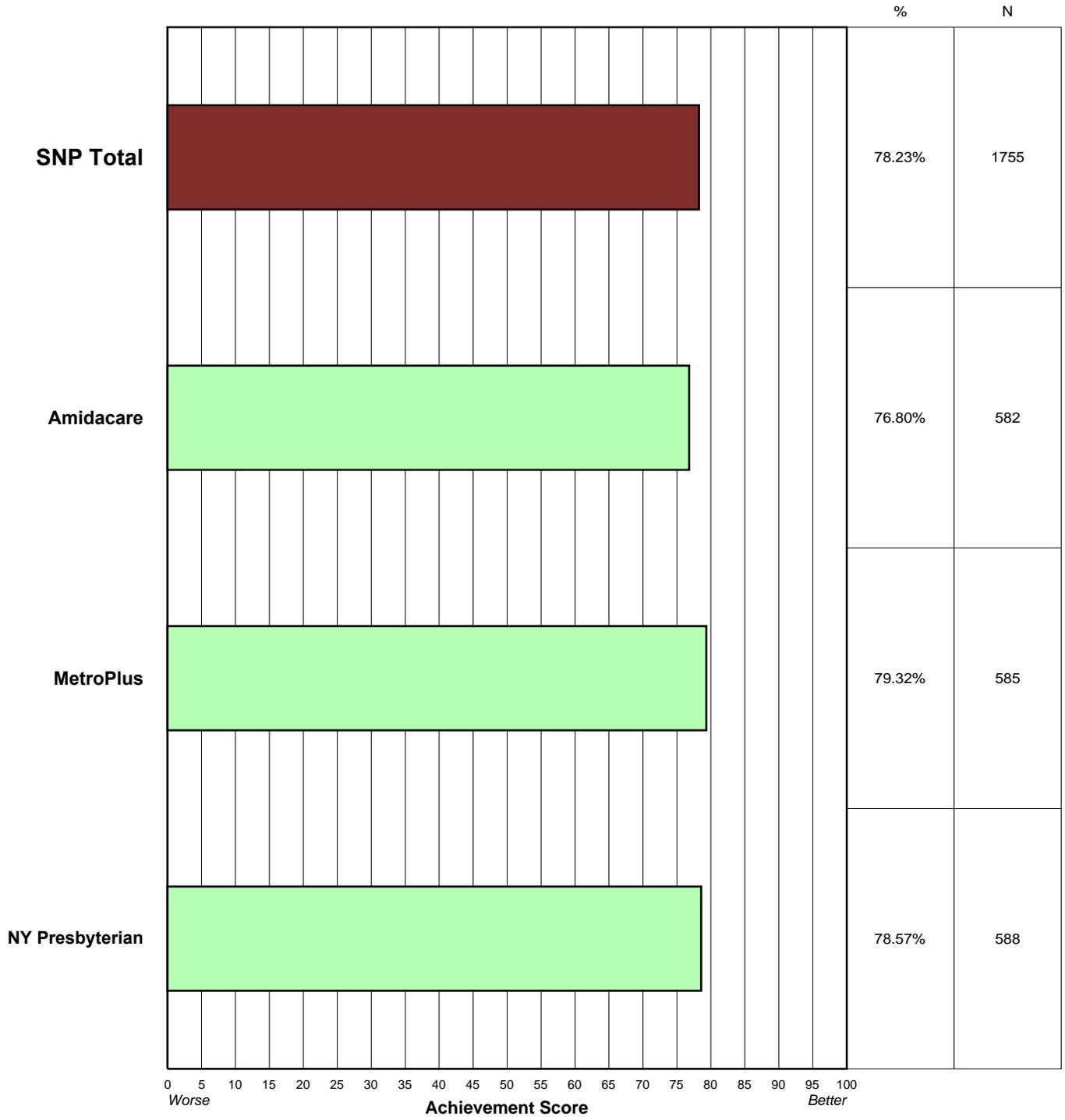


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

#### Q54a. Doctor or other health provider talked about a healthy diet and eating habits

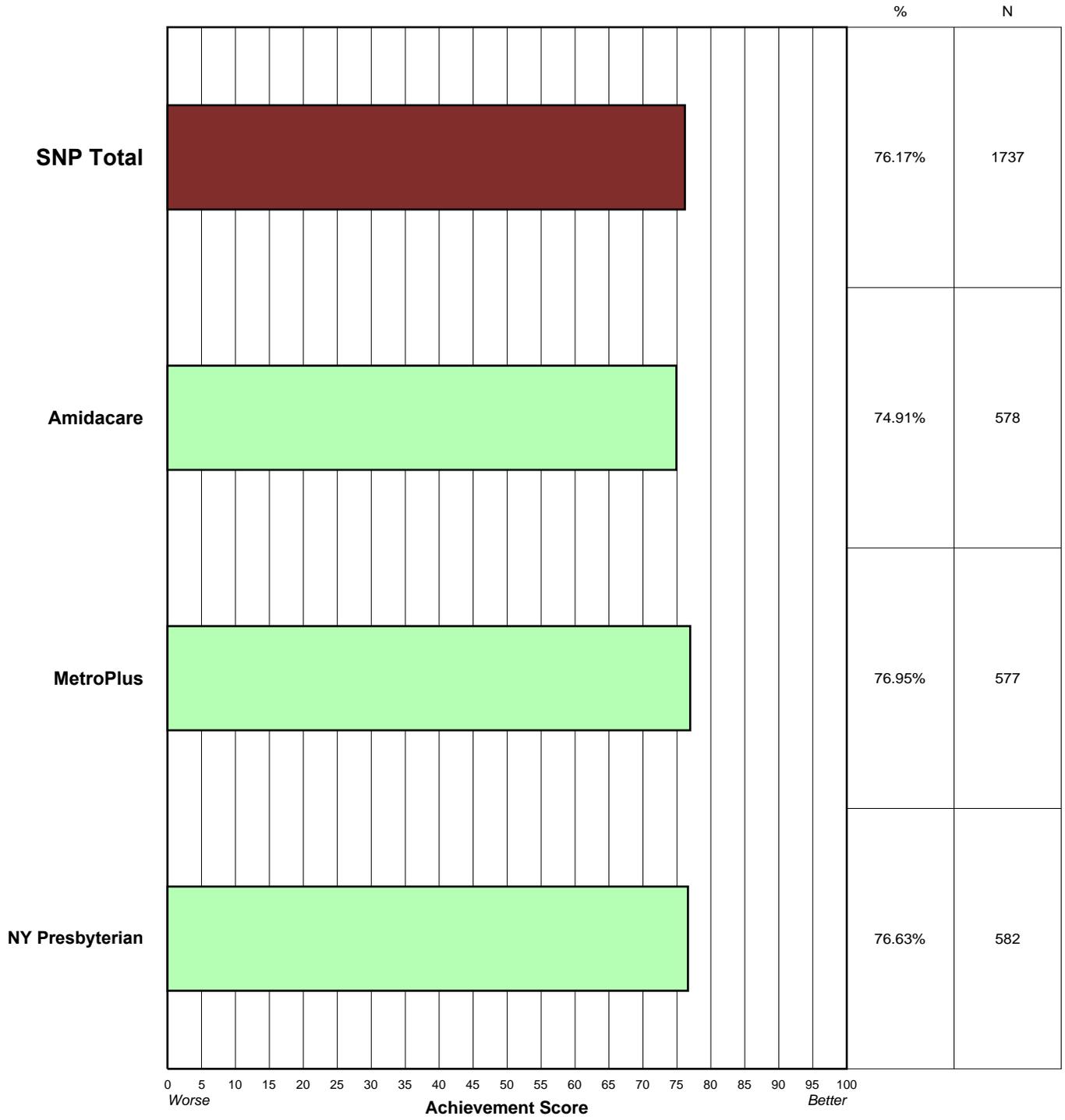


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

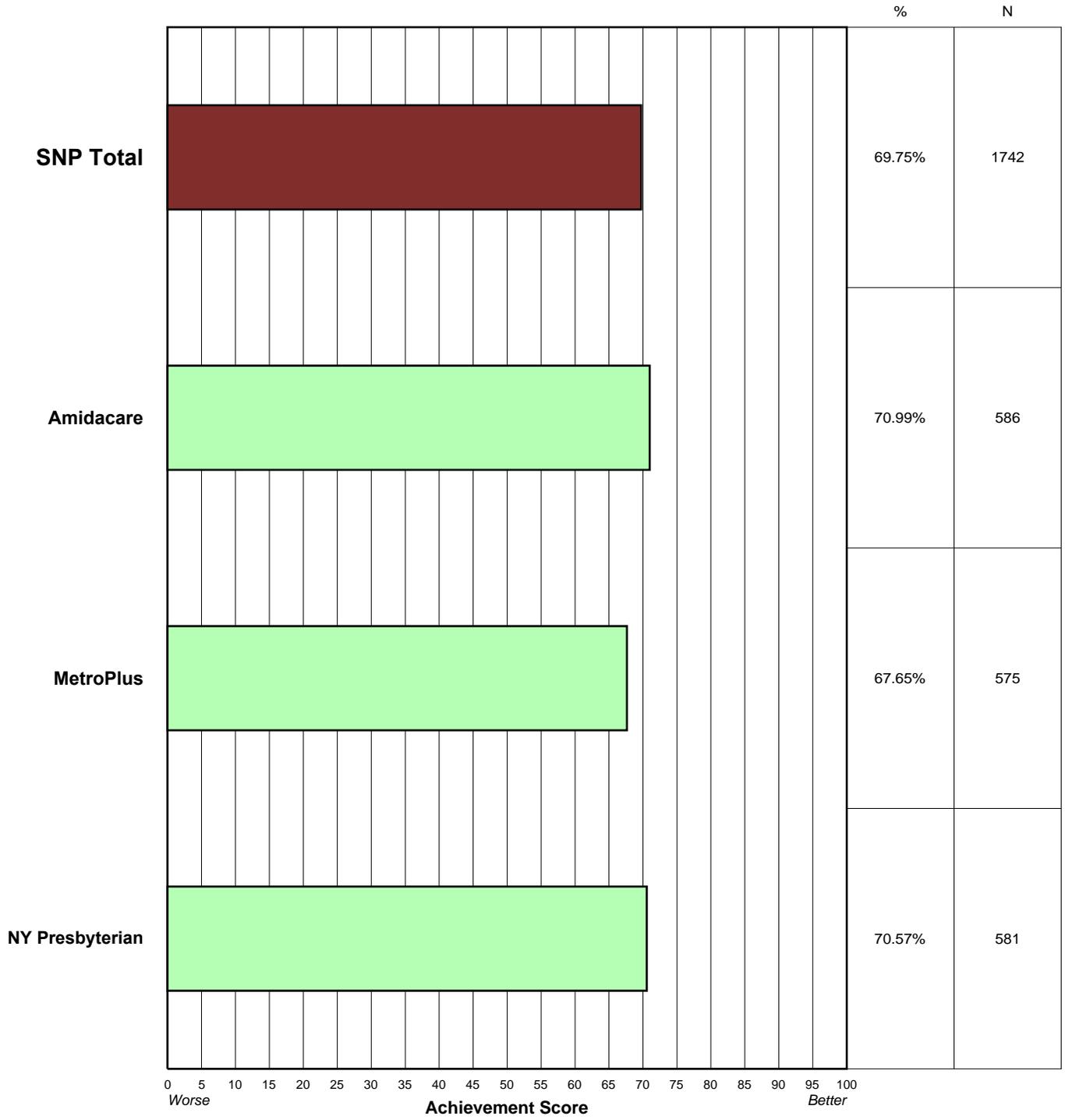
#### Q54b. Doctor or other health provider talked about exercise or physical activity



■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

**Q54c. Doctor or other health provider talked about things in your life that worry you or cause you stress**

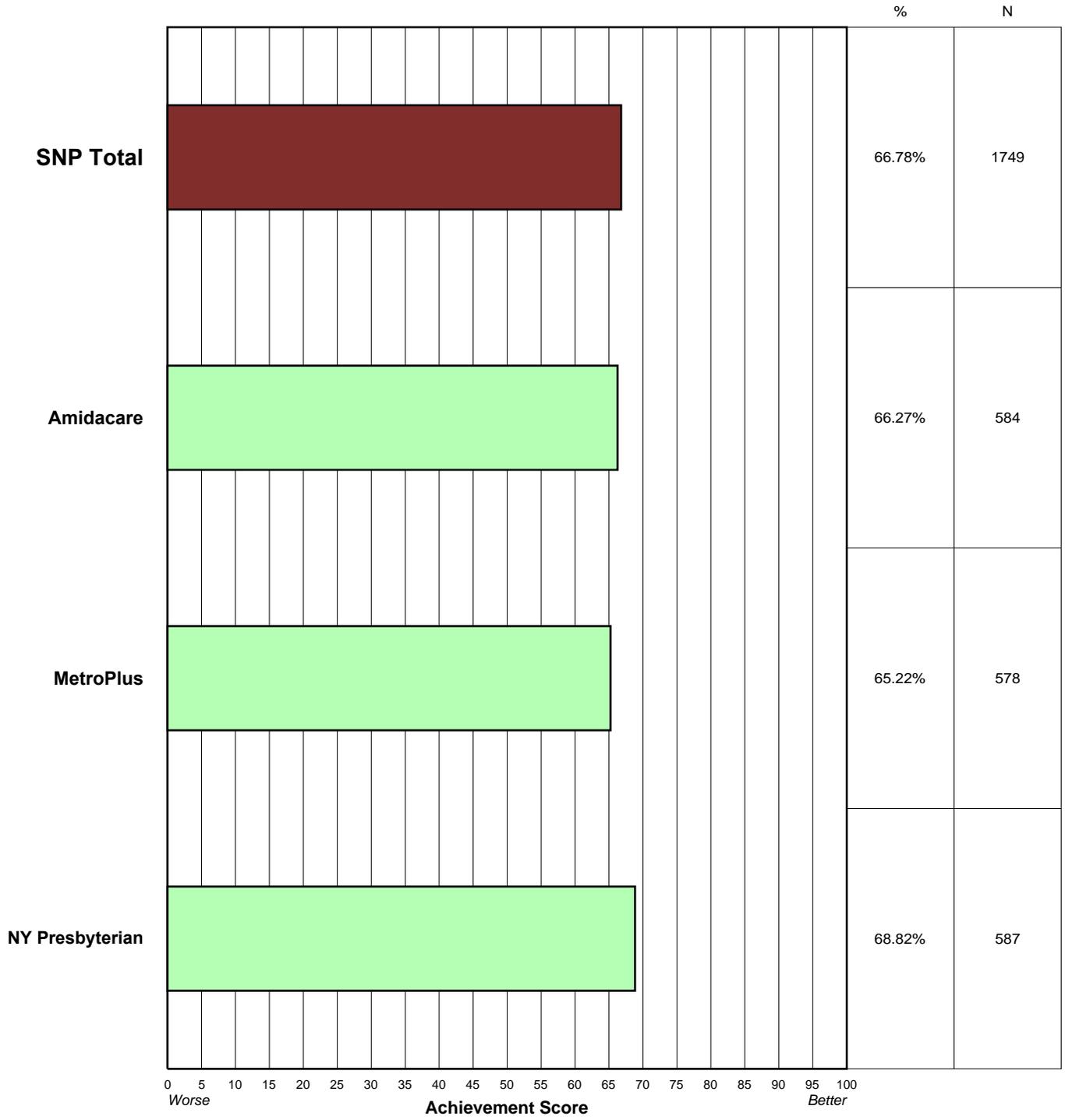


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

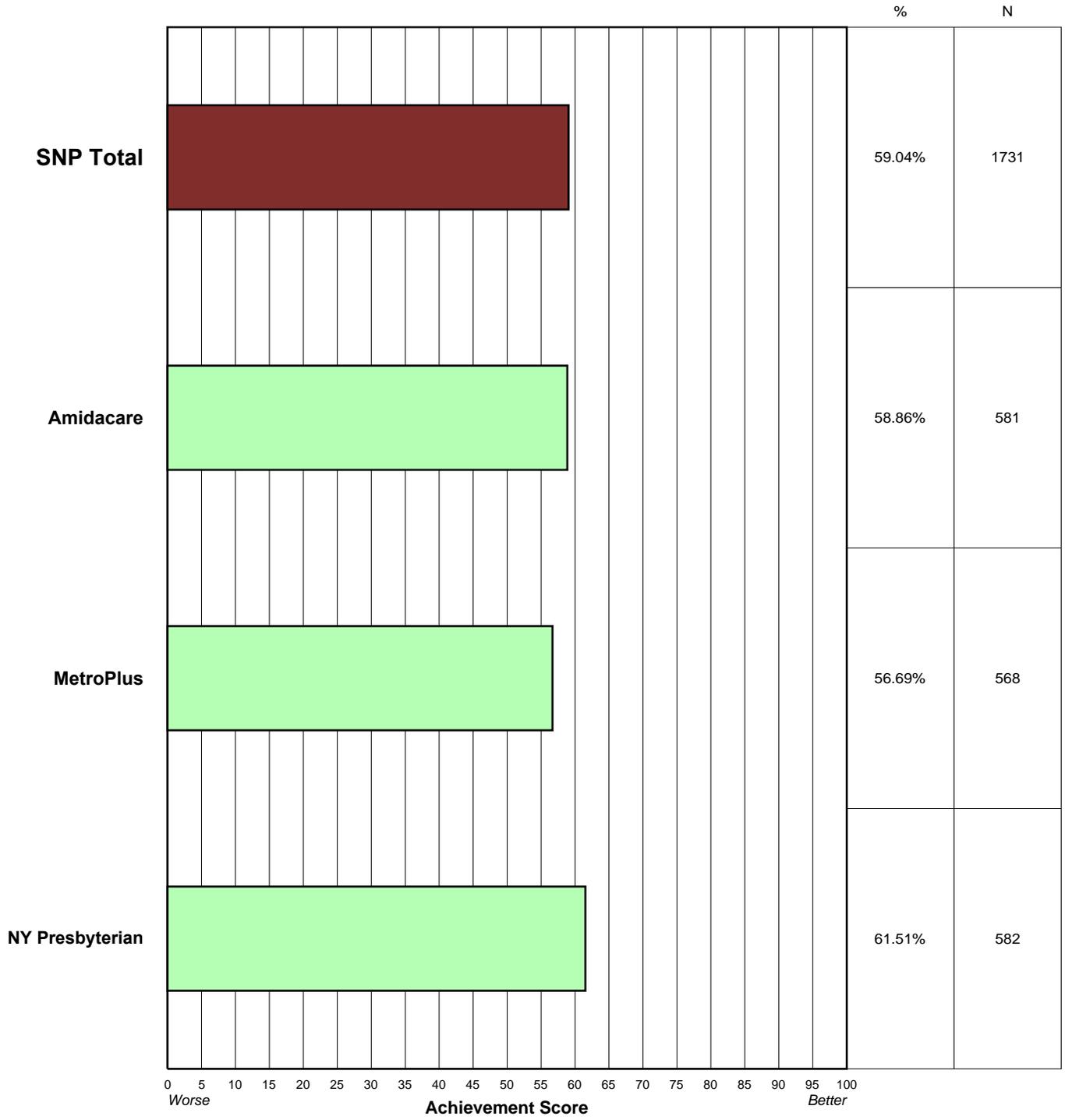
**Q54d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed**



■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

#### Q54e. Doctor or other health provider talked about smoking or using tobacco products

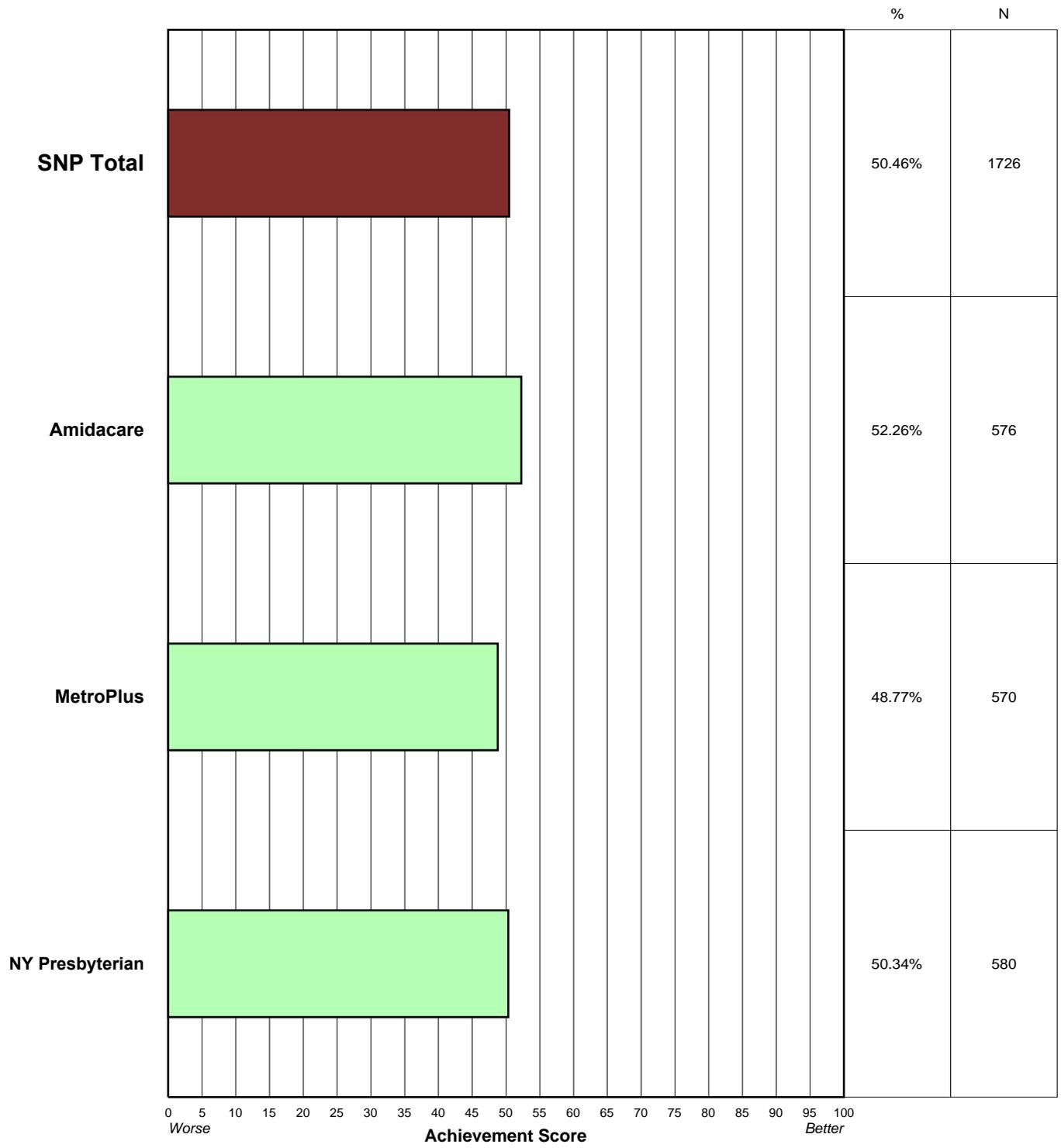


↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

### Supplemental Questions

#### Q54f. Doctor or other health provider talked about alcohol or other drug use



↕ Statistically significantly better/worse than Statewide 2011.

■ SNP Total 2011      ■ Health Plans 2011

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# Correlation Analysis

## NY Presbyterian Select

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four general ratings (personal doctor, specialist seen most often, all health care, and health plan) for respondents. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is. You can use the section for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there is a table summarizing correlations of the 10 composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Each question in a composite is represented with the individual question number, the composite name, the achievement score and the correlation value.

### Example:

Looking at where the composites cluster will let you identify areas correlating with ratings. For example if Getting Needed Care and How Well Doctors Communicate have higher correlations across the ratings, you can see how these aspects are important to members and influence how satisfied they are with their providers, their health care or their health plan. Likewise, composites clustered toward the bottom may indicate areas of lower importance to the members. The visual also allows you to see areas where you are performing well or poorly. If you are performing poorly in Getting Needed Care, and it is important to the members' satisfaction with care, this could be a compelling reason to focus on improving this area. It also lets you see how different questions within a composite correlate individually.

The summary is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie.

### Example:

For example, if a question correlates highly and has higher proportions of "sometimes" and "never", improving the processes may move respondents up to "always" which will improve not only that composite, but the other rating questions.

## NY Presbyterian Select

Corr. Rank	Rating of personal doctor			Rating of specialist seen most often			Rating of all health care			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q24 How Well Doctors Communicate	93%	0.65	Q39 Getting Needed Care	70%	0.56	Q24 How Well Doctors Communicate	93%	0.54	Q44 Customer Service	80%	0.54
2	Q25 How Well Doctors Communicate	95%	0.59	Q44 Customer Service	80%	0.45	Q23 How Well Doctors Communicate	94%	0.52	Q45 Customer Service	90%	0.53
3	Q26 How Well Doctors Communicate	93%	0.57	Q45 Customer Service	90%	0.44	Q44 Customer Service	80%	0.49	Q42 Getting Needed Care	82%	0.50
4	Q23 How Well Doctors Communicate	94%	0.56	Q42 Getting Needed Care	82%	0.44	Q25 How Well Doctors Communicate	95%	0.48	Q4 Getting Care Quickly	79%	0.37
5	Q42 Getting Needed Care	82%	0.33	Q23 How Well Doctors Communicate	94%	0.36	Q26 How Well Doctors Communicate	93%	0.47	Q26 How Well Doctors Communicate	93%	0.25
6	Q4 Getting Care Quickly	79%	0.33	Q24 How Well Doctors Communicate	93%	0.36	Q42 Getting Needed Care	82%	0.44	Q7 Getting Care Quickly	84%	0.25
7	Q39 Getting Needed Care	70%	0.26	Q25 How Well Doctors Communicate	95%	0.33	Q4 Getting Care Quickly	79%	0.44	Q24 How Well Doctors Communicate	93%	0.23
8	Q45 Customer Service	90%	0.25	Q26 How Well Doctors Communicate	93%	0.33	Q45 Customer Service	90%	0.42	Q39 Getting Needed Care	70%	0.23
9	Q44 Customer Service	80%	0.24	Q7 Getting Care Quickly	84%	0.26	Q7 Getting Care Quickly	84%	0.40	Q23 How Well Doctors Communicate	94%	0.23
10	Q7 Getting Care Quickly	84%	0.20	Q4 Getting Care Quickly	79%	0.26	Q39 Getting Needed Care	70%	0.32	Q25 How Well Doctors Communicate	95%	0.19

▲▼ Statistically significantly better/worse than Statewide 2011.

### Rating of personal doctor

#### NY Presbyterian Select

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Always	Usually	Sometimes	Never
1	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.65	93%	80%	13%	6%	1%
2	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.59	95%	84%	12%	4%	1%
3	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.57	93%	76%	17%	5%	2%
4	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.56	94%	79%	15%	5%	1%
5	Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.33	82%	51%	30%	15%	3%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.33	79%	54%	26%	17%	3%
7	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.26	70%	41%	28%	25%	6%
8	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.25	90%	72%	17%	8%	3%
9	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.24	80%	55%	24%	14%	7%
10	Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.20	84%	62%	23%	13%	3%

▲▼ Statistically significantly better/worse than Statewide 2011.

### Rating of specialist seen most often

#### NY Presbyterian Select

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Always	Usually	Sometimes	Never
1	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.56	70%	41%	28%	25%	6%
2	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.45	80%	55%	24%	14%	7%
3	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.44	90%	72%	17%	8%	3%
4	Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.44	82%	51%	30%	15%	3%
5	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.36	94%	79%	15%	5%	1%
6	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.36	93%	80%	13%	6%	1%
7	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.33	95%	84%	12%	4%	1%
8	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.33	93%	76%	17%	5%	2%
9	Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.26	84%	62%	23%	13%	3%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.26	79%	54%	26%	17%	3%

▲▼ Statistically significantly better/worse than Statewide 2011.

### Rating of all health care

#### NY Presbyterian Select

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Always	Usually	Sometimes	Never
1	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.54	93%	80%	13%	6%	1%
2	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.52	94%	79%	15%	5%	1%
3	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.49	80%	55%	24%	14%	7%
4	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.48	95%	84%	12%	4%	1%
5	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.47	93%	76%	17%	5%	2%
6	Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.44	82%	51%	30%	15%	3%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.44	79%	54%	26%	17%	3%
8	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.42	90%	72%	17%	8%	3%
9	Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.40	84%	62%	23%	13%	3%
10	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.32	70%	41%	28%	25%	6%

▲▼ Statistically significantly better/worse than Statewide 2011.

### Rating of health plan

### NY Presbyterian Select

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Always	Usually	Sometimes	Never
1	Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.54	80%	55%	24%	14%	7%
2	Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.53	90%	72%	17%	8%	3%
3	Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	0.50	82%	51%	30%	15%	3%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	0.37	79%	54%	26%	17%	3%
5	Q26. In the last 6 months, how often did your personal doctor spend enough time with you?	0.25	93%	76%	17%	5%	2%
6	Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	0.25	84%	62%	23%	13%	3%
7	Q24. In the last 6 months, how often did your personal doctor listen carefully to you?	0.23	93%	80%	13%	6%	1%
8	Q39. In the last 6 months, how often was it easy to get appointments with specialists?	0.23	70%	41%	28%	25%	6%
9	Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.23	94%	79%	15%	5%	1%
10	Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.19	95%	84%	12%	4%	1%

▲▼ Statistically significantly better/worse than Statewide 2011.

# Responses by Question

**Q1. Our records show that you are now in <Health Plan Name>. Is that right?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	1,841	100.0%	609	100.0%
No	0	0.0%	0	0.0%
<b>Total</b>	1,841	100.0%	609	100.0%
Not Answered	43		17	

## 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?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	675	38.4%	236	39.8%
No	1,083	61.6%	357	60.2%
<b>Total</b>	1,758	100.0%	593	100.0%
Not Answered	126		33	

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

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	20	3.0%	8	3.4%
<input checked="" type="radio"/> Sometimes	96	14.3%	39	16.6%
<input checked="" type="radio"/> Usually	162	24.1%	62	26.4%
<input checked="" type="radio"/> Always	394	58.6%	126	53.6%
<b>Total</b>	672	100.0%	235	100.0%
Not Answered	3		1	
<b>Reporting Category</b>	<b>Getting Care Quickly</b>			
Achievement Score	82.73%		79.32%	
Correlation with Health Plan Satisfaction	0.338		0.367	

**Response scored as:**  Achievement  Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q5. In the last 6 months, when you tried to get an appointment for care you needed right away, how long did you usually have to wait between trying to get an appointment and actually seeing someone?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Same day	220	33.5%	81	35.5%
1 day	79	12.0%	29	12.7%
2-3 days	97	14.8%	36	15.8%
4-7 days	90	13.7%	31	13.6%
8-14 days	61	9.3%	21	9.2%
15 days or longer	109	16.6%	30	13.2%
<b>Total</b>	<b>656</b>	<b>100.0%</b>	<b>228</b>	<b>100.0%</b>
Not Answered	19		8	

**Q6. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	1,415	81.5%	474	80.6%
No	322	18.5%	114	19.4%
<b>Total</b>	<b>1,737</b>	<b>100.0%</b>	<b>588</b>	<b>100.0%</b>
Not Answered	147		38	

**Q7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input type="radio"/> Never	34	2.4%	12	2.6%
<input type="radio"/> Sometimes	180	13.0%	60	12.9%
<input checked="" type="radio"/> Usually	328	23.6%	106	22.8%
<input checked="" type="radio"/> Always	846	61.0%	287	61.7%
<b>Total</b>	<b>1,388</b>	<b>100.0%</b>	<b>465</b>	<b>100.0%</b>
Not Answered	27		9	
<b>Reporting Category</b>	<b>Getting Care Quickly</b>			
Achievement Score	84.56%		84.28%	
Correlation with Health Plan Satisfaction	0.212		0.248	

**Response scored as:**  Achievement  Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q8. 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?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
None	222	13.6%	75	13.3%
1	199	12.2%	65	11.6%
2	379	23.3%	125	22.2%
3	281	17.3%	101	18.0%
4	157	9.6%	52	9.3%
5 to 9	281	17.3%	98	17.4%
10 or more	109	6.7%	46	8.2%
<b>Total</b>	<b>1,628</b>	<b>100.0%</b>	<b>562</b>	<b>100.0%</b>
Not Answered	256		64	

**Q9. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Never	74	5.3%	31	6.4%
● Sometimes	243	17.5%	82	17.0%
● Usually	268	19.3%	103	21.4%
● Always	805	57.9%	266	55.2%
<b>Total</b>	<b>1,390</b>	<b>100.0%</b>	<b>482</b>	<b>100.0%</b>
Not Answered	16		5	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	77.23%		76.74%	

**Q10. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	853	61.6%	282	58.9%
No	531	38.4%	197	41.1%
<b>Total</b>	<b>1,384</b>	<b>100.0%</b>	<b>479</b>	<b>100.0%</b>
Not Answered	22		8	

○ **Response scored as:** ● Achievement ● Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q11. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Definitely yes	653	78.1%	211	76.4%
● Somewhat yes	145	17.3%	54	19.6%
● Somewhat no	23	2.8%	8	2.9%
● Definitely no	15	1.8%	3	1.1%
<b>Total</b>	<b>836</b>	<b>100.0%</b>	<b>276</b>	<b>100.0%</b>
Not Answered	17		6	
<b>Reporting Category</b>	Collaborative Decision Making			
Achievement Score	78.11%		76.60%	
Correlation with Health Plan Satisfaction	0.189		0.187	

**Q12. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Definitely yes	545	65.1%	170	61.6%
● Somewhat yes	206	24.6%	75	27.2%
● Somewhat no	41	4.9%	11	4.0%
● Definitely no	45	5.4%	20	7.2%
<b>Total</b>	<b>837</b>	<b>100.0%</b>	<b>276</b>	<b>100.0%</b>
Not Answered	16		6	
<b>Reporting Category</b>	Collaborative Decision Making			
Achievement Score	65.08%		61.98%	
Correlation with Health Plan Satisfaction	0.136		0.138	

**Q13. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	1,351	97.5%	468	97.1%
No	35	2.5%	14	2.9%
<b>Total</b>	<b>1,386</b>	<b>100.0%</b>	<b>482</b>	<b>100.0%</b>
Not Answered	20		5	

○ **Response scored as:** ● Achievement ● Room for improvement

**Your Health Care in the Last 6 Months (continued)**

**Q14. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	67	5.0%	32	6.9%
<input checked="" type="radio"/> Sometimes	93	6.9%	34	7.3%
<input checked="" type="radio"/> Usually	167	12.5%	51	11.0%
<input checked="" type="radio"/> Always	1,013	75.6%	348	74.8%
<b>Total</b>	1,340	100.0%	465	100.0%
Not Answered	11		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	88.11%		85.86%	

**Q15. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	38	2.9%	14	3.0%
<input checked="" type="radio"/> Sometimes	139	10.5%	54	11.7%
<input checked="" type="radio"/> Usually	254	19.1%	86	18.7%
<input checked="" type="radio"/> Always	898	67.6%	307	66.6%
<b>Total</b>	1,329	100.0%	461	100.0%
Not Answered	22		7	
<b>Reporting Category</b>	Single Items			
Achievement Score	86.69%		85.67%	

**Response scored as:**  Achievement  Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q16. 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?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input type="radio"/> Worst health care possible	5	0.4%	3	0.6%
<input type="radio"/> 1	2	0.1%	1	0.2%
<input type="radio"/> 2	3	0.2%	0	0.0%
<input type="radio"/> 3	20	1.4%	6	1.3%
<input type="radio"/> 4	22	1.6%	8	1.7%
<input type="radio"/> 5	65	4.7%	23	4.8%
<input type="radio"/> 6	77	5.5%	24	5.0%
<input type="radio"/> 7	126	9.1%	49	10.2%
<input checked="" type="radio"/> 8	262	18.9%	95	19.8%
<input checked="" type="radio"/> 9	243	17.5%	83	17.3%
<input checked="" type="radio"/> Best health care possible	564	40.6%	188	39.2%
<b>Total</b>	1,389	100.0%	480	100.0%
Not Answered	17		7	
<b>Reporting Category</b>	Composites			
Achievement Score	76.97%		76.70%	

**Q17. In general, how would you rate your overall mental or emotional health?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Excellent	359	20.0%	119	19.9%
Very good	427	23.8%	141	23.5%
Good	533	29.7%	178	29.7%
Fair	377	21.0%	118	19.7%
Poor	96	5.4%	43	7.2%
<b>Total</b>	1,792	100.0%	599	100.0%
Not Answered	92		27	

**Q18. In the last 6 months, did you need any treatment or counseling for a personal or family problem?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	560	32.4%	193	33.0%
No	1,166	67.6%	392	67.0%
<b>Total</b>	1,726	100.0%	585	100.0%
Not Answered	158		41	

**Response scored as:**  Achievement  Room for improvement

### Your Health Care in the Last 6 Months (continued)

**Q19.** In the last 6 months, how often was it easy to get the treatment or counseling you needed through your health plan?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Never	40	7.3%	16	8.4%
● Sometimes	84	15.2%	30	15.8%
● Usually	137	24.9%	53	27.9%
● Always	290	52.6%	91	47.9%
<b>Total</b>	551	100.0%	190	100.0%
Not Answered	9		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	77.66%		76.34%	

**Q20.** Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 6 months?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Worst treatment possible	8	1.5%	2	1.1%
● 1	5	0.9%	3	1.6%
● 2	7	1.3%	2	1.1%
● 3	17	3.1%	6	3.2%
● 4	17	3.1%	6	3.2%
● 5	43	7.9%	15	8.0%
● 6	24	4.4%	10	5.3%
● 7	55	10.1%	18	9.6%
● 8	88	16.2%	32	17.1%
● 9	85	15.6%	27	14.4%
● Best treatment possible	195	35.8%	66	35.3%
<b>Total</b>	544	100.0%	187	100.0%
Not Answered	16		6	
<b>Reporting Category</b>	Supplemental Questions			
Achievement Score	67.82%		67.03%	

○ **Response scored as:** ● Achievement ● Room for improvement

### Your Personal Doctor

**Q21. 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?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	1,631	94.0%	558	94.9%
No	104	6.0%	30	5.1%
<b>Total</b>	<b>1,735</b>	<b>100.0%</b>	<b>588</b>	<b>100.0%</b>
Not Answered	149		38	

**Q22. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
None	44	2.9%	12	2.3%
1	161	10.6%	57	10.9%
2	463	30.4%	162	31.0%
3	285	18.7%	100	19.2%
4	164	10.8%	50	9.6%
5 to 9	304	19.9%	115	22.0%
10 or more	104	6.8%	26	5.0%
<b>Total</b>	<b>1,525</b>	<b>100.0%</b>	<b>522</b>	<b>100.0%</b>
Not Answered	106		36	

**Q23. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input type="radio"/> Never	13	0.9%	5	1.0%
<input type="radio"/> Sometimes	79	5.4%	27	5.3%
<input checked="" type="radio"/> Usually	204	13.9%	74	14.6%
<input checked="" type="radio"/> Always	1,175	79.9%	401	79.1%
<b>Total</b>	<b>1,471</b>	<b>100.0%</b>	<b>507</b>	<b>100.0%</b>
Not Answered	10		3	
<b>Reporting Category</b>	<b>Communication</b>			
Achievement Score	93.73%		93.84%	
Correlation with Health Plan Satisfaction	0.261		0.229	

**Response scored as:**  Achievement  Room for improvement

### Your Personal Doctor (continued)

**Q24. In the last 6 months, how often did your personal doctor listen carefully to you?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	14	1.0%	6	1.2%
<input checked="" type="radio"/> Sometimes	83	5.7%	28	5.5%
<input checked="" type="radio"/> Usually	165	11.3%	65	12.8%
<input checked="" type="radio"/> Always	1,204	82.1%	407	80.4%
<b>Total</b>	1,466	100.0%	506	100.0%
Not Answered	15		4	
<b>Reporting Category</b>	Communication			
Achievement Score	93.40%		93.43%	
Correlation with Health Plan Satisfaction	0.258		0.234	

**Q25. In the last 6 months, how often did your personal doctor show respect for what you had to say?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	11	0.7%	4	0.8%
<input checked="" type="radio"/> Sometimes	71	4.8%	20	3.9%
<input checked="" type="radio"/> Usually	143	9.7%	60	11.8%
<input checked="" type="radio"/> Always	1,245	84.7%	426	83.5%
<b>Total</b>	1,470	100.0%	510	100.0%
Not Answered	11		0	
<b>Reporting Category</b>	Communication			
Achievement Score	94.40%		95.43%	
Correlation with Health Plan Satisfaction	0.230		0.185	

**Response scored as:**  Achievement  Room for improvement

### Your Personal Doctor (continued)

**Q26. In the last 6 months, how often did your personal doctor spend enough time with you?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	23	1.6%	9	1.8%
<input checked="" type="radio"/> Sometimes	95	6.5%	26	5.1%
<input checked="" type="radio"/> Usually	247	16.8%	86	17.0%
<input checked="" type="radio"/> Always	1,103	75.1%	386	76.1%
<b>Total</b>	1,468	100.0%	507	100.0%
Not Answered	13		3	
<b>Reporting Category</b> Communication				
Achievement Score	91.92%		93.30%	
Correlation with Health Plan Satisfaction	0.285		0.248	

**Q27. In the last 6 months, did you see your personal doctor for a specific illness or for any health condition?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	1,174	80.4%	399	79.2%
No	287	19.6%	105	20.8%
<b>Total</b>	1,461	100.0%	504	100.0%
Not Answered	20		6	

**Q28. In the last 6 months, how often did your personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	14	1.2%	10	2.5%
<input checked="" type="radio"/> Sometimes	46	3.9%	15	3.8%
<input checked="" type="radio"/> Usually	164	14.1%	57	14.4%
<input checked="" type="radio"/> Always	941	80.8%	314	79.3%
<b>Total</b>	1,165	100.0%	396	100.0%
Not Answered	9		3	
<b>Reporting Category</b> Single Items				
Achievement Score	94.86%		93.94%	

**Response scored as:**  Achievement  Room for improvement

### Your Personal Doctor (continued)

**Q29. In the last 6 months, how often did your personal doctor ask you to describe how you were going to follow these instructions?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Never	90	7.7%	41	10.3%
● Sometimes	122	10.5%	40	10.1%
● Usually	223	19.2%	79	19.9%
● Always	729	62.6%	237	59.7%
<b>Total</b>	1,164	100.0%	397	100.0%
Not Answered	10		2	
<b>Reporting Category</b>	Single Items			
Achievement Score	81.82%		80.33%	

**Q30. Sometimes doctors give instructions that are hard to follow. In the last 6 months, how often did your personal doctor ask you whether you would have any problems doing what you need to do to take care of this illness or health condition?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Never	140	12.1%	52	13.2%
● Sometimes	128	11.1%	42	10.6%
● Usually	220	19.0%	85	21.5%
● Always	669	57.8%	216	54.7%
<b>Total</b>	1,157	100.0%	395	100.0%
Not Answered	17		4	
<b>Reporting Category</b>	Single Items			
Achievement Score	76.87%		76.33%	

○ **Response scored as:** ● Achievement ● Room for improvement

### Your Personal Doctor (continued)

**Q31. In the last 6 months, how often did your personal doctor explain what to do if this illness or health condition got worse or came back?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	65	5.6%	28	7.2%
<input checked="" type="radio"/> Sometimes	86	7.5%	29	7.4%
<input checked="" type="radio"/> Usually	154	13.4%	53	13.6%
<input checked="" type="radio"/> Always	848	73.5%	281	71.9%
<b>Total</b>	1,153	100.0%	391	100.0%
Not Answered	21		8	
<b>Reporting Category</b>	Single Items			
Achievement Score	86.93%		85.65%	

**Q32. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	715	46.0%	253	47.6%
No	838	54.0%	279	52.4%
<b>Total</b>	1,553	100.0%	532	100.0%
Not Answered	78		26	

**Q33. 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?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	42	6.0%	18	7.2%
<input checked="" type="radio"/> Sometimes	81	11.5%	22	8.8%
<input checked="" type="radio"/> Usually	122	17.3%	46	18.5%
<input checked="" type="radio"/> Always	460	65.2%	163	65.5%
<b>Total</b>	705	100.0%	249	100.0%
Not Answered	10		4	
<b>Reporting Category</b>	Single Items			
Achievement Score	82.51%		84.49%	

**Response scored as:**  Achievement  Room for improvement

### Your Personal Doctor (continued)

**Q34. In the last 6 months, did anyone from your personal doctor's office, or health plan help coordinate your care among these doctors or other health providers?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	503	72.6%	180	73.5%
No	190	27.4%	65	26.5%
<b>Total</b>	693	100.0%	245	100.0%
Not Answered	22		8	

**Q35. In the last 6 months, who helped to coordinate your care? (Select all that apply)**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Someone from your health plan	126	25.5%	47	26.6%
Someone from your doctor's office	399	80.8%	148	83.6%
Someone from another organization	67	13.6%	25	14.1%
Family member or friend	47	9.5%	18	10.2%
Someone else	29	5.9%	10	5.6%
<b>Total</b>	494	100.0%	177	100.0%
Not Answered	9		3	

**Q36. How satisfied are you with the help you received to coordinate your care in the last 6 months?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input type="radio"/> Very dissatisfied	18	3.6%	5	2.8%
<input type="radio"/> Dissatisfied	13	2.6%	3	1.7%
<input type="radio"/> Neither dissatisfied nor satisfied	33	6.6%	16	9.0%
<input checked="" type="radio"/> Satisfied	205	41.2%	75	42.1%
<input checked="" type="radio"/> Very satisfied	228	45.9%	79	44.4%
<b>Total</b>	497	100.0%	178	100.0%
Not Answered	6		2	
<b>Reporting Category</b>	<b>Single Items</b>			
Achievement Score	87.15%		87.65%	

**Response scored as:**  Achievement  Room for improvement

### Your Personal Doctor (continued)

**Q37.** 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?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input type="radio"/> Worst personal doctor possible	5	0.3%	2	0.4%
<input type="radio"/> 1	6	0.4%	3	0.6%
<input type="radio"/> 2	4	0.3%	1	0.2%
<input type="radio"/> 3	9	0.6%	5	0.9%
<input type="radio"/> 4	20	1.3%	6	1.1%
<input type="radio"/> 5	52	3.3%	20	3.7%
<input type="radio"/> 6	38	2.4%	11	2.0%
<input type="radio"/> 7	80	5.1%	28	5.2%
<input checked="" type="radio"/> 8	165	10.5%	56	10.4%
<input checked="" type="radio"/> 9	256	16.3%	93	17.2%
<input checked="" type="radio"/> Best personal doctor possible	931	59.5%	315	58.3%
<b>Total</b>	1,566	100.0%	540	100.0%
Not Answered	65		18	
<b>Reporting Category</b>	Composites			
Achievement Score	86.32%		86.18%	

### Getting Health Care From Specialists

**Q38.** 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 try to make any appointments to see a specialist?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	856	50.6%	300	52.1%
No	837	49.4%	276	47.9%
<b>Total</b>	1,693	100.0%	576	100.0%
Not Answered	191		50	

Response scored as:  Achievement  Room for improvement

### Getting Health Care From Specialists (continued)

**Q39. In the last 6 months, how often was it easy to get appointments with specialists?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	64	7.5%	18	6.0%
<input checked="" type="radio"/> Sometimes	204	24.1%	74	24.8%
<input checked="" type="radio"/> Usually	222	26.2%	83	27.9%
<input checked="" type="radio"/> Always	358	42.2%	123	41.3%
<b>Total</b>	848	100.0%	298	100.0%
Not Answered	8		2	
<b>Reporting Category</b>	Getting Needed Care			
Achievement Score	68.38%		70.14%	
Correlation with Health Plan Satisfaction	0.319		0.231	

**Q40. 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 the specialist?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Worst specialist possible	23	2.8%	4	1.4%
<input checked="" type="radio"/> 1	8	1.0%	2	0.7%
<input checked="" type="radio"/> 2	7	0.9%	2	0.7%
<input checked="" type="radio"/> 3	21	2.6%	7	2.4%
<input checked="" type="radio"/> 4	25	3.0%	4	1.4%
<input checked="" type="radio"/> 5	61	7.4%	26	9.0%
<input checked="" type="radio"/> 6	57	6.9%	19	6.6%
<input checked="" type="radio"/> 7	98	11.9%	34	11.7%
<input checked="" type="radio"/> 8	123	14.9%	51	17.6%
<input checked="" type="radio"/> 9	114	13.9%	36	12.4%
<input checked="" type="radio"/> Best specialist possible	286	34.8%	105	36.2%
<b>Total</b>	823	100.0%	290	100.0%
Not Answered	33		10	
<b>Reporting Category</b>	Composites			
Achievement Score	63.67%		66.63%	

**Response scored as:**  Achievement  Room for improvement

### Your Health Plan

**Q41. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	974	57.3%	337	59.0%
No	726	42.7%	234	41.0%
<b>Total</b>	1,700	100.0%	571	100.0%
Not Answered	184		55	

**Q42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Never	28	3.0%	10	3.1%
<input checked="" type="radio"/> Sometimes	159	17.0%	49	15.1%
<input checked="" type="radio"/> Usually	245	26.2%	99	30.5%
<input checked="" type="radio"/> Always	504	53.8%	167	51.4%
<b>Total</b>	936	100.0%	325	100.0%
Not Answered	38		12	
<b>Reporting Category</b>	Getting Needed Care			
Achievement Score	80.18%		81.63%	
Correlation with Health Plan Satisfaction	0.557		0.502	

**Q43. In the last 6 months, did you try to get information or help from your health plan's customer service?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	616	36.2%	197	34.2%
No	1,086	63.8%	379	65.8%
<b>Total</b>	1,702	100.0%	576	100.0%
Not Answered	182		50	

**Response scored as:**  Achievement  Room for improvement

**Your Health Plan (continued)**

**Q44. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Never	36	5.9%	14	7.2%
● Sometimes	115	18.9%	27	13.8%
● Usually	139	22.8%	47	24.1%
● Always	319	52.4%	107	54.9%
<b>Total</b>	609	100.0%	195	100.0%
Not Answered	7		2	
<b>Reporting Category</b>	Customer Service			
Achievement Score	75.50%		79.54%	
Correlation with Health Plan Satisfaction	0.561		0.541	

**Q45. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Never	11	1.8%	5	2.6%
● Sometimes	66	10.8%	16	8.2%
● Usually	106	17.4%	33	16.8%
● Always	426	70.0%	142	72.4%
<b>Total</b>	609	100.0%	196	100.0%
Not Answered	7		1	
<b>Reporting Category</b>	Customer Service			
Achievement Score	87.16%		90.13%	
Correlation with Health Plan Satisfaction	0.525		0.526	

○ **Response scored as:** ● Achievement ● Room for improvement

**Your Health Plan (continued)**

**Q46. 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?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Worst health plan possible	11	0.6%	3	0.5%
● 1	16	0.9%	7	1.2%
● 2	12	0.7%	3	0.5%
● 3	22	1.3%	7	1.2%
● 4	38	2.2%	14	2.4%
● 5	126	7.2%	46	7.9%
● 6	113	6.4%	38	6.5%
● 7	182	10.4%	69	11.9%
● 8	322	18.3%	121	20.8%
● 9	295	16.8%	89	15.3%
● Best health plan possible	620	35.3%	184	31.7%
<b>Total</b>	1,757	100.0%	581	100.0%
Not Answered	127		45	
<b>Reporting Category</b>	Composites			
Achievement Score	70.40%		68.60%	

**Q47. Would you recommend your health plan to your family and friends?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Yes	1,466	85.1%	477	84.3%
● No	257	14.9%	89	15.7%
<b>Total</b>	1,723	100.0%	566	100.0%
Not Answered	161		60	
<b>Reporting Category</b>	Single Items			
Achievement Score	85.05%		84.77%	

○ **Response scored as:** ● Achievement ● Room for improvement

### About Your Health

**Q48. In general, how would you rate your overall health?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Excellent	250	14.1%	76	12.8%
Very good	430	24.3%	138	23.3%
Good	597	33.7%	195	32.9%
Fair	410	23.1%	155	26.1%
Poor	86	4.9%	29	4.9%
<b>Total</b>	<b>1,773</b>	<b>100.0%</b>	<b>593</b>	<b>100.0%</b>
Not Answered	111		33	

**Q49. Have you had a flu shot since September 1, 2010? (Respondents Age 50+ displayed below)**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Yes	624	72.5%	194	66.2%
<input checked="" type="radio"/> No	237	27.5%	99	33.8%
Don't Know	7		3	
<b>Total</b>	<b>861</b>	<b>100.0%</b>	<b>293</b>	<b>100.0%</b>
Not Answered	49		16	
<b>Reporting Category</b>	Single Items			
Achievement Score	72.47%		66.21%	

**Q50. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Every day	497	28.9%	173	30.0%
Some days	348	20.3%	121	21.0%
Not at all	872	50.8%	282	49.0%
Don't Know	17		8	
<b>Total</b>	<b>1,717</b>	<b>100.0%</b>	<b>576</b>	<b>100.0%</b>
Not Answered	150		42	

**Response scored as:**  Achievement  Room for improvement

**About Your Health (continued)**

**Q51. 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?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Never	74	8.9%	26	9.0%
● Sometimes	148	17.7%	45	15.5%
● Usually	139	16.6%	48	16.6%
● Always	475	56.8%	171	59.0%
<b>Total</b>	836	100.0%	290	100.0%
Not Answered	9		4	
<b>Reporting Category</b>	Supplemental Questions			
Achievement Score	91.15%		91.03%	

**Q52. 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?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
● Never	147	17.8%	58	20.2%
● Sometimes	190	23.0%	69	24.0%
● Usually	132	16.0%	44	15.3%
● Always	356	43.2%	116	40.4%
<b>Total</b>	825	100.0%	287	100.0%
Not Answered	20		7	
<b>Reporting Category</b>	Supplemental Questions			
Achievement Score	82.18%		79.79%	

○ **Response scored as:** ● Achievement ● Room for improvement

### About Your Health (continued)

**Q53.** 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?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input type="radio"/> Never	226	27.6%	98	34.6%
<input type="radio"/> Sometimes	194	23.7%	66	23.3%
<input type="radio"/> Usually	137	16.7%	34	12.0%
<input type="radio"/> Always	263	32.1%	85	30.0%
<b>Total</b>	820	100.0%	283	100.0%
Not Answered	25		11	
<b>Reporting Category</b>		Supplemental Questions		
Achievement Score	72.44%		65.37%	

**Q54a.** In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input type="radio"/> Yes	1,373	78.2%	462	78.6%
<input type="radio"/> No	382	21.8%	126	21.4%
<b>Total</b>	1,755	100.0%	588	100.0%
Not Answered	129		38	
<b>Reporting Category</b>		Single Items		
Achievement Score	78.23%		78.57%	

**Q54b.** In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input type="radio"/> Yes	1,323	76.2%	446	76.6%
<input type="radio"/> No	414	23.8%	136	23.4%
<b>Total</b>	1,737	100.0%	582	100.0%
Not Answered	147		44	
<b>Reporting Category</b>		Single Items		
Achievement Score	76.17%		76.63%	

**Response scored as:**  Achievement  Room for improvement

**About Your Health** (continued)

**Q54c.** In the last 6 months, did you and a doctor or other health provider talk about... Things in your life that worry you or cause you stress?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Yes	1,215	69.7%	410	70.6%
<input type="radio"/> No	527	30.3%	171	29.4%
<b>Total</b>	1,742	100.0%	581	100.0%
Not Answered	142		45	
<b>Reporting Category</b>	Single Items			
Achievement Score	69.75%		70.57%	

**Q54d.** In the last 6 months, did you and a doctor or other health provider talk about... Whether there was a period of time when you felt sad, empty or depressed?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Yes	1,168	66.8%	404	68.8%
<input type="radio"/> No	581	33.2%	183	31.2%
<b>Total</b>	1,749	100.0%	587	100.0%
Not Answered	135		39	
<b>Reporting Category</b>	Single Items			
Achievement Score	66.78%		68.82%	

**Q54e.** In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Yes	1,022	59.0%	358	61.5%
<input type="radio"/> No	709	41.0%	224	38.5%
<b>Total</b>	1,731	100.0%	582	100.0%
Not Answered	153		44	
<b>Reporting Category</b>	Single Items			
Achievement Score	59.04%		61.51%	

Response scored as:  Achievement  Room for improvement

**About Your Health** (continued)

**Q54f.** In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
<input checked="" type="radio"/> Yes	871	50.5%	292	50.3%
<input type="radio"/> No	855	49.5%	288	49.7%
<b>Total</b>	1,726	100.0%	580	100.0%
Not Answered	158		46	
<b>Reporting Category</b> Single Items				
Achievement Score	50.46%		50.34%	

**Q55a.** Do any of the following conditions affect you right now ... Hypertension?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	489	30.6%	181	33.6%
No	1,108	69.4%	357	66.4%
<b>Total</b>	1,597	100.0%	538	100.0%
Not Answered	287		88	

**Q55b.** Do any of the following conditions affect you right now ... Heart disease?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	157	10.0%	59	11.3%
No	1,408	90.0%	464	88.7%
<b>Total</b>	1,565	100.0%	523	100.0%
Not Answered	319		103	

**Q55c.** Do any of the following conditions affect you right now ... Diabetes?

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	233	14.8%	80	15.2%
No	1,338	85.2%	448	84.8%
<b>Total</b>	1,571	100.0%	528	100.0%
Not Answered	313		98	

Response scored as:  Achievement  Room for improvement

**About Your Health (continued)**

**Q55d. Do any of the following conditions affect you right now ... Cancer?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	79	5.1%	32	6.3%
No	1,456	94.9%	479	93.7%
<b>Total</b>	1,535	100.0%	511	100.0%
Not Answered	349		115	

**Q55e. Do any of the following conditions affect you right now ... Arthritis?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	481	30.1%	162	30.2%
No	1,118	69.9%	375	69.8%
<b>Total</b>	1,599	100.0%	537	100.0%
Not Answered	285		89	

**Q55f. Do any of the following conditions affect you right now ... Asthma?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	457	28.6%	144	27.3%
No	1,141	71.4%	383	72.7%
<b>Total</b>	1,598	100.0%	527	100.0%
Not Answered	286		99	

**Q55g. Do any of the following conditions affect you right now ... Overweight?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	370	23.4%	133	25.0%
No	1,213	76.6%	398	75.0%
<b>Total</b>	1,583	100.0%	531	100.0%
Not Answered	301		95	

**About Your Health (continued)**

**Q55h. Do any of the following conditions affect you right now ... Depression?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	799	48.2%	289	51.5%
No	859	51.8%	272	48.5%
<b>Total</b>	1,658	100.0%	561	100.0%
Not Answered	226		65	

**Q55i. Do any of the following conditions affect you right now ... Drinking or other drug problems?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	203	12.8%	68	12.8%
No	1,377	87.2%	464	87.2%
<b>Total</b>	1,580	100.0%	532	100.0%
Not Answered	304		94	

**Q55j. Do any of the following conditions affect you right now ... Emotional problems or mental illness?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	587	35.9%	210	38.5%
No	1,046	64.1%	336	61.5%
<b>Total</b>	1,633	100.0%	546	100.0%
Not Answered	251		80	

**Q55k. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	940	56.1%	338	59.4%
No	737	43.9%	231	40.6%
<b>Total</b>	1,677	100.0%	569	100.0%
Not Answered	207		57	

## About You

**Q56. What is your age?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
18 to 24	32	1.7%	8	1.3%
25 to 34	147	7.8%	49	7.8%
35 to 44	360	19.1%	107	17.1%
45 to 54	839	44.5%	303	48.4%
55 to 64	489	26.0%	154	24.6%
65 or older	17	0.9%	5	0.8%
<b>Total</b>	<b>1,884</b>	<b>100.0%</b>	<b>626</b>	<b>100.0%</b>
Not Answered	0		0	

**Q57. Are you male or female?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Male	1,158	61.5%	398	63.6%
Female	726	38.5%	228	36.4%
<b>Total</b>	<b>1,884</b>	<b>100.0%</b>	<b>626</b>	<b>100.0%</b>
Not Answered	0		0	

**Q58. What is the highest grade or level of school that you have completed?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
8th grade or less	183	10.2%	58	9.7%
Some high school but did not graduate	558	31.2%	170	28.4%
High school graduate or GED	484	27.1%	159	26.5%
Some college or 2-year degree	400	22.4%	157	26.2%
4-year college graduate	101	5.7%	31	5.2%
More than 4-year college graduate	60	3.4%	24	4.0%
<b>Total</b>	<b>1,786</b>	<b>100.0%</b>	<b>599</b>	<b>100.0%</b>
Not Answered	98		27	

**About You (continued)**

**Q59. Are you of Hispanic or Latino origin or descent?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes, Hispanic or Latino	738	42.4%	271	46.4%
No, Not Hispanic or Latino	1,002	57.6%	313	53.6%
<b>Total</b>	1,740	100.0%	584	100.0%
Not Answered	144		42	

**Q60. What is your race? (Please mark one or more.)**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
White	278	16.4%	116	20.5%
Black or African-American	934	55.0%	285	50.4%
Asian	31	1.8%	3	0.5%
Native Hawaiian or other Pacific Islander	14	0.8%	5	0.9%
American Indian or Alaska Native	36	2.1%	17	3.0%
Other	488	28.7%	173	30.6%
<b>Total</b>	1,699	100.0%	566	100.0%
Not Answered	185		60	

**Q61. What language do you mainly speak at home?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
English	1,296	74.6%	429	73.7%
Spanish	260	15.0%	100	17.2%
English and Spanish equally	137	7.9%	43	7.4%
Russian	1	0.1%	1	0.2%
Mandarin	5	0.3%	1	0.2%
Cantonese	0	0.0%	0	0.0%
Some Other Language	38	2.2%	8	1.4%
<b>Total</b>	1,737	100.0%	582	100.0%
Not Answered	147		44	

**About You (continued)**

**Q62. Do you have ongoing access to the internet?**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Yes	886	49.2%	313	51.7%
No	916	50.8%	292	48.3%
<b>Total</b>	1,802	100.0%	605	100.0%
Not Answered	82		21	

**Q63. Do you use the internet for any of the following? (Select all that apply)**

	SNP Total		NY Presbyterian Select	
	N	%	N	%
Look up health information	747	79.1%	278	84.8%
Communicate with your health care provider	121	12.8%	36	11.0%
Communicate with your health plan	82	8.7%	24	7.3%
Schedule appointments with your doctor	104	11.0%	28	8.5%
Find information about your health plan benefits	231	24.5%	82	25.0%
Request assistance from your health plan	119	12.6%	36	11.0%
<b>Total</b>	944	100.0%	328	100.0%
Not Answered	940		298	



All information that would let someone identify you or your family will be kept private. The New York State Department of Health and 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.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

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

If you want to know more about this study, please call 1-800-838-2994.

**SURVEY INSTRUCTIONS**

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

Correct Mark 

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 [HEALTH PLAN NAME]. Is that right?

- Yes → *Go to Question 3*
- No → *Go to Question 2*

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 → *Go to Question 4*
  - No → *Go to Question 6*
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?
- Never
  - Sometimes
  - Usually
  - Always
5. In the last 6 months, when you tried to get an appointment for care you needed right away, how long did you usually have to wait between trying to get an appointment and actually seeing someone?
- Same day
  - 1 day
  - 2-3 days
  - 4-7 days
  - 8-14 days
  - 15 days or longer
6. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?
- Yes → *Go to Question 7*
  - No → *Go to Question 8*

7. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?
- Never
  - Sometimes
  - Usually
  - Always
8. 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 17*
  - 1 → *Go to Question 9*
  - 2 → *Go to Question 9*
  - 3 → *Go to Question 9*
  - 4 → *Go to Question 9*
  - 5 to 9 → *Go to Question 9*
  - 10 or more → *Go to Question 9*
9. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Never
  - Sometimes
  - Usually
  - Always
10. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?
- Yes → *Go to Question 11*
  - No → *Go to Question 13*
11. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?
- Definitely yes
  - Somewhat yes
  - Somewhat no
  - Definitely no

12. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

- Definitely yes
- Somewhat yes
- Somewhat no
- Definitely no

13. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

- Yes → Go to Question 14
- No → Go to Question 16

14. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

- Never
- Sometimes
- Usually
- Always

15. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

- Never
- Sometimes
- Usually
- Always

16. 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?

- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Best  
 Health Care Health Care  
 Possible Possible

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

- Excellent
- Very good
- Good
- Fair
- Poor

18. In the last 6 months, did you need any treatment or counseling for a personal or family problem?

- Yes → Go to Question 19
- No → Go to Question 21

19. In the last 6 months, how often was it easy to get the treatment or counseling you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

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

- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Best  
 Treatment Treatment  
 Possible Possible

**YOUR PERSONAL DOCTOR**

21. 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 → Go to Question 22
- No → Go to Question 38



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

- None → Go to Question 32
- 1 → Go to Question 23
- 2 → Go to Question 23
- 3 → Go to Question 23
- 4 → Go to Question 23
- 5 to 9 → Go to Question 23
- 10 or more → Go to Question 23

23. 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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

27. In the last 6 months, did you see your personal doctor for a specific illness or for any health condition?

- Yes → Go to Question 28
- No → Go to Question 32

28. In the last 6 months, how often did your personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?

- Never
- Sometimes
- Usually
- Always

29. In the last 6 months, how often did your personal doctor ask you to describe how you were going to follow these instructions?

- Never
- Sometimes
- Usually
- Always

30. Sometimes doctors give instructions that are hard to follow. In the last 6 months, how often did your personal doctor ask you whether you would have any problems doing what you need to do to take care of this illness or health condition?

- Never
- Sometimes
- Usually
- Always

31. In the last 6 months, how often did your personal doctor explain what to do if this illness or health condition got worse or came back?

- Never
- Sometimes
- Usually
- Always

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

- Yes → Go to Question 33
- No → Go to Question 37



33. 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

34. In the last 6 months, did anyone from your personal doctor's office, or health plan help coordinate your care among these doctors or other health providers?

- Yes → Go to Question 35
- No → Go to Question 37

35. In the last 6 months, who helped to coordinate your care? (select all that apply)

- Someone from your health plan
- Someone from your doctor's office
- Someone from another organization
- Family member or friend
- Someone else

36. How satisfied are you with the help you received to coordinate your care in the last 6 months?

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

37. 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.

38. 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 try to make any appointments to see a specialist?

- Yes → Go to Question 39
- No → Go to Question 41

39. In the last 6 months, how often was it easy to get appointments with specialists?

- Never
- Sometimes
- Usually
- Always

40. 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 the specialist?

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

## YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

41. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?

- Yes → Go to Question 42
- No → Go to Question 43



**ABOUT YOUR HEALTH**

42. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

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

- Yes → **Go to Question 44**
- No → **Go to Question 46**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

46. 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?

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

47. Would you recommend your health plan to your family and friends?

- Yes
- No

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

- Excellent
- Very good
- Good
- Fair
- Poor

49. Have you had a flu shot since September 1, 2010?

- Yes
- No
- Don't know

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

- Every day → **Go to Question 51**
- Some days → **Go to Question 51**
- Not at all → **Go to Question 54**
- Don't know → **Go to Question 54**

51. 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



52. 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

53. 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

54. In the last 6 months, did you and a doctor or other health provider talk about any of the following?

	Yes	No
a. Healthy diet and eating habits	<input type="radio"/>	<input type="radio"/>
b. Exercise or physical activity	<input type="radio"/>	<input type="radio"/>
c. Things in your life that worry you or cause you stress	<input type="radio"/>	<input type="radio"/>
d. Whether there was a period of time when you felt sad, empty, or depressed	<input type="radio"/>	<input type="radio"/>
e. Smoking or using tobacco products	<input type="radio"/>	<input type="radio"/>
f. Alcohol or other drug use	<input type="radio"/>	<input type="radio"/>

55. Do any of the following conditions affect you right now?

	Yes	No
a. Hypertension	<input type="radio"/>	<input type="radio"/>
b. Heart disease	<input type="radio"/>	<input type="radio"/>
c. Diabetes	<input type="radio"/>	<input type="radio"/>
d. Cancer	<input type="radio"/>	<input type="radio"/>
e. Arthritis	<input type="radio"/>	<input type="radio"/>
f. Asthma	<input type="radio"/>	<input type="radio"/>
g. Overweight	<input type="radio"/>	<input type="radio"/>
h. Depression	<input type="radio"/>	<input type="radio"/>
i. Drinking or other drug problems	<input type="radio"/>	<input type="radio"/>
j. Emotional problems or mental illness	<input type="radio"/>	<input type="radio"/>
k. Other medical conditions lasting more than three months	<input type="radio"/>	<input type="radio"/>

### ABOUT YOU

56. 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

57. Are you male or female?

- Male
- Female

58. 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



◆ **59. Are you of Hispanic or Latino origin or descent?**

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

**60. What is your race? Please mark one or more.**

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

**61. What language do you mainly speak at home? Please mark one only.**

- English
  - Spanish
  - English and Spanish equally
  - Russian
  - Mandarin
  - Cantonese
  - Other (please specify)
- 

**62. Do you have ongoing access to the internet?**

- Yes
- No

**63. Do you use the internet for any of the following? (select all that apply)**

- Look up health information
- Communicate with your health care provider
- Communicate with your health plan
- Schedule appointments with your doctor
- Find information about your health plan benefits
- Request assistance from your health plan

◆ **Thank You for taking the time to complete this survey! Your answers are greatly appreciated.**

**When you are done, please use the enclosed postage-paid envelope to mail the survey to:**

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

