



2016 Mercy Care Plan Medicaid CAPHS Survey: Summary of Results

2016 Adult Experience of Care

Survey Measures*	Global Proportions					NCQA Accreditation Scoring	
	2015 NCQA National Average, All LOBs	2016 CSS Average	Plan Rate			2016 Plan Mean	2016 Percentile for Accreditation Scoring**
			2016	2015	2014		
Ratings							
Rating of Personal Doctor	79.82%	78.44%	79.92%	77.30%	77.34%	2.4779	25th
Rating of Specialist	80.54%	77.68%	78.79%	81.58%	76.22%	2.4848	25th
Rating of All Health Care	72.49%	71.29%	73.31%	76.80%	73.94%	2.4068	50th
Rating of Health Plan	75.01%	72.22%	80.60%	77.76%	78.67%	2.4849	50th
Composites							
Getting Needed Care	80.82%	80.37%	82.65%	79.71%	84.91%	2.3423	25th
Getting Care Quickly	80.73%	81.44%	77.94%	82.07%	80.91%	2.3076	Below 25th
How Well Doctors Communicate	90.66%	90.56%	91.40%	89.16%	89.51%	2.6330	75th
Customer Service	87.11%	86.48%	82.42%	86.18%	87.12%	2.4231	Below 25th
Shared Decision Making	78.71%	78.30%	80.86%	79.77%	Does not trend	No Applicable Mean	Not scored for Accred.
Additional Content Areas							
Health Promotion and Education	71.27%	72.94%	68.09%	67.68%	69.16%	2.3617	Not scored for Accred.
Coordination of Care	81.56%	82.30%	79.53%	78.61%	77.06%	2.2520	Below 25th



2016 Mercy Care Plan Medicaid CAPHS Survey: Summary of Results

2016 Child Experience of Care

Survey Measures*	Global Proportions					NCQA Accreditation Scoring	
	2015 NCQA National Average, All LOBs	2016 CSS Average	Plan Rate			2016 Plan Mean	2016 Percentile for Accreditation Scoring**
			2016	2015	2014		
Ratings							
Rating of Personal Doctor	88.17%	89.98%	90.71%	88.94%	88.15%	2.7188	90th
Rating of Specialist	84.95%	85.48%	87.25%	90.60%	84.26%	2.5980	50th
Rating of All Health Care	85.05%	87.32%	90.20%	88.27%	86.45%	2.6311	90th
Rating of Health Plan	84.35%	86.11%	92.36%	89.78%	87.77%	2.7820	90th
Composites							
Getting Needed Care	84.30%	86.91%	87.20%	85.22%	87.88%	2.4784	50th
Getting Care Quickly	88.55%	91.46%	88.30%	87.40%	90.50%	2.6054	25th
How Well Doctors Communicate	93.13%	94.23%	94.52%	91.56%	92.50%	2.7251	75th
Customer Service	87.52%	89.62%	92.02%	89.96%	89.63%	2.6191	75th
Shared Decision Making	78.00%	78.09%	78.45%	78.33%	Does not trend	Not Applic Mean	Not scored for Accred.
Additional Content Areas							
Health Promotion and Education	71.11%	72.83%	77.59%	74.29%	71.32%	2.5517	Not scored for Accred.
Coordination of Care	81.75%	84.78%	84.81%	76.89%	77.22%	2.4241	50th