

Humboldt IPA (1018000)

PAS 2013 Summary Results (Measurement Year 2012)

The following table displays the 2013 Patient Assessment Survey (PAS) results for your organization. Where applicable, the Used in P4P column will indicate if the Integrated Healthcare Association's Pay for Performance (P4P) program will use a score in its public recognition awards and recommend the measure for use in payment calculations. The table shows your score on each PAS measure, the absolute and relative change in scores from 2012, and the statewide scores of all groups at various percentile rankings. The results are "top box" proportional scores, case-mix adjusted to account for patient population differences across groups.

Variable	Question	2013 Group Scores			2012-2013 Trending [^]			2013 Statewide Percentiles [†]				
		Used in P4P	Number of Responses	Group Score	2012 Score	Absolute Change	Relative Change	10th	25th	50th	75th	90th
Overall Ratings of Care												
Overall rating of doctor (combined)	Q33	N/A	384	67.2%	60.5%	6.7%	16.9%	60%	64%	68%	72%	75%
Overall rating of doctor (PCP only)	Q33	N/A	184	69.0%	60.2%	8.8%	22.2%	58%	64%	69%	74%	77%
Overall rating of doctor (Specialist only)	Q33	N/A	200	65.4% *	60.6%	4.9%	12.3%	58%	62%	68%	72%	74%
Overall rating of health care (combined)	Q39	N/A	384	59.5%	56.4%	3.0%	7.0%	54%	59%	63%	67%	70%
Overall rating of health care (PCP only)	Q39	N/A	185	61.6%	55.0%	6.6%	14.6%	54%	59%	64%	68%	73%
Overall rating of health care (Specialist only)	Q39	N/A	199	57.5% *	57.3%	0.1%	0.3%	53%	57%	62%	67%	70%
DocAllCare	Q33, Q39	N/A	386	63.3%	58.5%	4.8%	11.7%	57%	60%	65%	70%	72%
PCPAllCare	Q33 (PCP Only), Q39	Yes	N/A	64.2%	58.3%	5.9%	14.2%	57%	62%	66%	70%	73%
Patient-Doctor Interactions												
Composite Score	Q17, Q18, Q20, Q21, Q22, Q23	N/A	387	77.4%	N/A	N/A	N/A	71%	75%	78%	80%	82%
Doctor explanations easy to understand	Q17	N/A	384	79.8%	N/A	N/A	N/A	73%	76%	80%	82%	84%
Doctor listens carefully	Q18	N/A	386	78.0%	N/A	N/A	N/A	73%	77%	80%	83%	84%
Doctor provides easy to understand information	Q20	N/A	343	76.9%	N/A	N/A	N/A	71%	75%	79%	82%	83%
Doctor knows important medical history	Q21	N/A	385	69.2%	N/A	N/A	N/A	63%	67%	69%	72%	74%
Doctor shows respect	Q22	N/A	387	85.7%	N/A	N/A	N/A	78%	81%	84%	86%	87%
Doctor spends enough time	Q23	N/A	385	74.7%	N/A	N/A	N/A	67%	70%	75%	78%	80%
Patient Access to Care												
Composite Score	Q6, Q8, Q10, Q12, Q13	N/A	387	61.1%	N/A	N/A	N/A	48%	52%	56%	60%	62%
Timely appt. for care needed right away	Q6	N/A	161	64.6%	N/A	N/A	N/A	49%	55%	61%	65%	69%
Timely appt. for check-up or routine care	Q8	N/A	296	71.6%	N/A	N/A	N/A	56%	61%	65%	69%	72%
Same day response to office hours phone call	Q10	N/A	155	54.9% *	N/A	N/A	N/A	49%	53%	58%	63%	66%
Timely response to after-hours phone call	Q12	N/A	22	71.7% *	N/A	N/A	N/A	48%	54%	60%	67%	73%
Visit began within 15 minutes of appointment	Q13	N/A	387	42.9%	N/A	N/A	N/A	26%	31%	35%	42%	46%
Coordination of Care												
Composite Score	Q28, Q30	N/A	348	57.5%	N/A	N/A	N/A	51%	54%	58%	62%	65%
Doctor informed about other care	Q28	N/A	274	53.3%	N/A	N/A	N/A	45%	49%	53%	58%	62%
Office followed up on test results	Q30	N/A	263	61.7%	N/A	N/A	N/A	55%	58%	63%	67%	70%
Office Staff												
Composite Score	Q37, Q38	N/A	387	71.8%	N/A	N/A	N/A	62%	65%	69%	72%	74%
Clerks and receptionists helpful	Q37	N/A	386	65.1%	N/A	N/A	N/A	53%	58%	61%	65%	68%
Clerks and receptionists respectful	Q38	N/A	385	78.6%	N/A	N/A	N/A	70%	73%	76%	79%	81%
Health Promotion												
Composite Score	Q31, Q32	N/A	384	60.6%	N/A	N/A	N/A	56%	58%	60%	64%	68%
Doctor discussed healthy diet, eating habits	Q31	N/A	379	53.6% *	N/A	N/A	N/A	51%	53%	56%	58%	62%
Doctor discussed exercise, activity	Q32	N/A	381	67.7%	N/A	N/A	N/A	60%	62%	66%	69%	76%

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Variable	Question	2013 Group Scores			2012-2013 Trending [^]			2013 Statewide Percentiles [†]				
		Used in P4P	Number of Responses	Group Score	2012 Score	Absolute Change	Relative Change	10th	25th	50th	75th	90th
Other												
Received reminders from doctor's office	Q16	N/A	376	70.8%	N/A	N/A	N/A	57%	61%	66%	70%	73%
Offered after-visit notes	Q26	N/A	376	30.4%	N/A	N/A	N/A	15%	18%	23%	39%	56%
Provider(s) asked if you felt depressed	Q34	N/A	378	29.2%	N/A	N/A	N/A	19%	21%	24%	27%	30%
Provider(s) talked about things that cause stress	Q35	N/A	381	34.2% *	N/A	N/A	N/A	25%	27%	31%	33%	36%
Provider(s) recommended treatment for stress	Q36	N/A	133	50.9% *	N/A	N/A	N/A	34%	39%	43%	47%	50%
Test Items												
Composite Score (Alternate Access Composite)	Q6, Q8, Q13, Q15	N/A	387	60.1%	N/A	N/A	N/A	47%	52%	55%	60%	62%
Response to medical question within 24 hours	Q15	N/A	180	61.2% *	N/A	N/A	N/A	52%	56%	62%	65%	69%
Know how to get information from medical record	Q24	N/A	377	81.4%	N/A	N/A	N/A	76%	78%	81%	86%	92%
Easy to get information from medical record	Q25	N/A	211	69.0%	N/A	N/A	N/A	57%	60%	65%	69%	75%

* If applicable, an asterisk will appear next to a score if the reliability of the score is less than 0.7. If the asterisk appears next to a P4P measure then that score will NOT be used for the P4P program public recognition awards and will not be recommended for use in payment calculations. (N/A in the Used in P4P column indicates that the measure will NOT be used for the P4P program public recognition awards, and will not be recommended for use in payment calculations in 2013.)

[^] Relative Change indicates the group's progress toward achieving a score of 100 relative to the group's prior-year score. For example, a group with a prior-year score of 80 had a 20 point gap to close to achieve a score of 100. If the group has a current-year score of 85 on the same item, it will have closed 5 points of the 20 point gap and will have a Relative Change of 5/20 or 25%

[†] The percentile cutpoints differ slightly from the final Pay for Performance cutpoints. The PAS percentiles are based on all reporting units, including subunits from Kaiser Permanente and other large organizations. Final P4P cutpoints exclude Kaiser and aggregate some subunits into provider organization scores, which shift the percentile scale slightly.

[‡] If applicable, this symbol will appear next to scores that combined results from 2012 and 2013 (2-year rollup). For P4P measures that did not meet the 0.7 reliability threshold in the 2013 results, differential weighting was applied in which the 2013 results received the majority weighting and the 2012 results received the minimum weighting necessary to reach 0.7 reliability.