

2016 HEDIS® and CAHPS® Measures and Performance

Group Health was one of the first health care systems to issue quality “report cards” based on the national standard measures developed by the National Committee for Quality Assurance (NCQA).

The 2016 measures reflect performance for the 2015 calendar year. HEDIS (Healthcare Effectiveness Data & Information Set) measures clinical performance and CAHPS (Consumer Assessment of Healthcare Providers and Systems) measures service quality.

All HEDIS results are independently audited. To ensure the integrity of HEDIS and CAHPS data, NCQA requires that health plans use an NCQA-Certified third party vendor to administer the survey.

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Clinical Quality — HEDIS 2016 Summary

(Healthcare Effectiveness Data and Information Set)

Commercial Measures	2016 National Average	2016 Group Health Performance	Group Health Comparison to National Average
Asthma			
Asthma Medication Ratio	77.67	63.63	▼
Medication Management for People with Asthma - Medication Compliance 75 %	47.39	43.08	▼
Children			
Childhood Immunization Status – Combo 10 (Diphtheria-tetanus, polio, measles-mumps-rubella, H1b, hepatitis B, chickenpox, pneumococcal conjugate, hepatitis A, rotavirus, influenza)	46.73	61.73	▲
Immunizations for Adolescents - Meningococcal	71.73	82.20	▲
Immunization for Adolescents – Tdap/Td	81.55	91.94	▲
Immunization for Adolescents – Combination #1	69.51	80.94	▲
Human Papillomavirus Vaccine for Female Adolescents	15.7	30.60	▲
Well-Child Visits in the First 15 mos. of Life (6 or more visits)	77.82	75.98	▼
Well-Child Visits in the 3rd, 4th, 5th and 6th Years of Life	74.30	74.69	▲
Adolescent Well Care Visits	44.46	40.13	▼
Appropriate Testing for Children with Pharyngitis	81.93	80.23	▼
Appropriate Treatment for Children with Upper Respiratory Infection	87.49	93.62	▲

▲ = Group Health performance is above national average

▼ = Group Health performance is below national average

Clinical Quality — HEDIS 2016 Summary (continued)

Commercial Measures	2016 National Average	2016 Group Health Performance	Group Health Comparison to National Average
Diabetes			
Comprehensive Diabetes Care – Blood Pressure Control (<140/90)	55.15	74.82	▲
Comprehensive Diabetes Care – Eye Exams	50.42	79.91	▲
Comprehensive Diabetes Care – HbA1c Testing	89.47	91.61	▲
Comprehensive Diabetes Care – Poor HbA1c Control	38.83	26.46	▲ Lower is better
Comprehensive Diabetes Care – Medical Attention for Nephropathy	88.90	93.98	▲
Statin Therapy for Patients with Diabetes – Received Statin Therapy	NA	70.20	First Year Measure
Statin Therapy for Patients with Diabetes – Statin Adherence 80 %	NA	72.69	First Year Measure
Heart Care			
Controlling High Blood Pressure - Total	57.44	74.71	▲
Persistence of Beta-Blocker Treatment After Heart Attack	83.27	88.57	▲
Statin Therapy for Patients with Cardiovascular Disease – Received Statin Therapy	NA	81.01	First Year Measure
Statin Therapy for Patients with Cardiovascular Disease – Statin Adherence 80 %	NA	76.30	First Year Measure

▲ = Group Health performance is above national average

▼ = Group Health performance is below national average

Clinical Quality — HEDIS 2016 Summary (continued)

Commercial Measures	2016 National Average	2016 Group Health Performance	Group Health Comparison to National Average
Mental Health			
Antidepressant Medication Management – Effective Acute Phase Treatment	66.53	72.07	▲
Antidepressant Medication Management – Effective Continuation Phase Treatment	50.72	55.82	▲
Follow-up After Hospitalization for Mental Illness – 7 Days	50.34	68.41	▲
Follow-up After Hospitalization for Mental Illness – 30 Days	69.70	84.93	▲
Preventive Screening			
Colorectal Cancer Screening	59.99	75.71	▲
Women’s Health			
Breast Cancer Screening – Total (Females 50-74)	71.44	76.96	▲
Cervical Cancer Screening	73.21	75.70	▲
Prenatal and Postpartum Care – Timeliness of Prenatal Care	79.40	94.00	▲
Prenatal and Postpartum Care – Timeliness of Postpartum Care	68.17	86.00	▲

▲ = Group Health performance is above national average ▼ = Group Health performance is below national average

* National average not reported due to change in measure

Service Quality — CAHPS 2016 Summary
 (Consumer Assessment of Healthcare Providers and Systems)

Measures	2016 National Average	2016 Group Health Performance	Group Health Comparison to National Average
Commercial Service			
Claims Processing Composite	87.41	85.98	▼
Customer Service Composite	87.48	83.79	▼
Getting Needed Care Composite	87.06	80.56	▼
Getting Care Quickly Composite	85.23	81.13	▼
How Well Doctors Communicate Composite	95.28	92.67	▼
Rating of Personal Doctor	84.46	79.18	▼
Rating of Specialist Seen Most Often	83.57	85.02	▲
Rating of Health Plan	61.78	65.68	▲
Rating of All Health Care	76.95	76.26	▼

▲ = Group Health performance is above national average ▼ = Group Health performance is below national average

Clinical Quality — HEDIS 2016 Summary

(Healthcare Effectiveness Data and Information Set)

Medicare Measures	2016 National Average	2016 Group Health Performance	Group Health Comparison to National Average
Asthma			
Asthma Medication Ratio	NA	78.17	First Year Measure
Medication Management for People with Asthma - Medication Compliance 75 %	NA	52.96	First Year Measure
Diabetes			
Comprehensive Diabetes Care – Blood Pressure Control (<140/90)	60.45	79.08	▲
Comprehensive Diabetes Care – Eye Exams	68.69	85.64	▲
Comprehensive Diabetes Care – HbA1c Testing	93.1	92.94	▲ Lower is better
Comprehensive Diabetes Care – Medical Attention for Nephropathy	95.34	97.05	▲
Statin Therapy for Patients with Diabetes – Received Statin Therapy	NA	80.69	First Year Measure
Statin Therapy for Patients with Diabetes – Statin Adherence 80 %	NA	84.14	First Year Measure
Heart Care			
Controlling High Blood Pressure – Total	67.37	82.40	▲
Persistence of Beta-Blocker Treatment After Heart Attack	90.89	92.58	▲
Statin Therapy for Patients with Cardiovascular Disease – Received Statin Therapy	NA	82.94	First Year Measure
Statin Therapy for Patients with Cardiovascular Disease – Statin Adherence 80 %	NA	85.40	First Year Measure

▲ = Group Health performance is above national average

▼ = Group Health performance is below national average

Clinical Quality — HEDIS 2016 Summary

(Healthcare Effectiveness Data and Information Set)

Medicare Measures	2016 National Average	2016 Group Health Performance	Group Health Comparison to National Average
Mental Health			
Antidepressant Medication Management – Effective Acute Phase Treatment	70.06	78.64	▲
Antidepressant Medication Management – Effective Continuation Phase Treatment	56.21	65.49	▲
Follow-up After Hospitalization for Mental Illness – 7 Days	33.76	53.45	▲
Follow-up After Hospitalization for Mental Illness – 30 Days	52.36	79.31	▲
Preventive Screening			
Colorectal Cancer Screening	67.20	83.15	▲
Women’s Health			
Breast Cancer Screening – Total (Females 50-74)	72.44	84.73	▲

▲ = Group Health performance is above national average

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Service Quality — CAHPS 2016 Summary

(Consumer Assessment of Healthcare Providers and Systems)

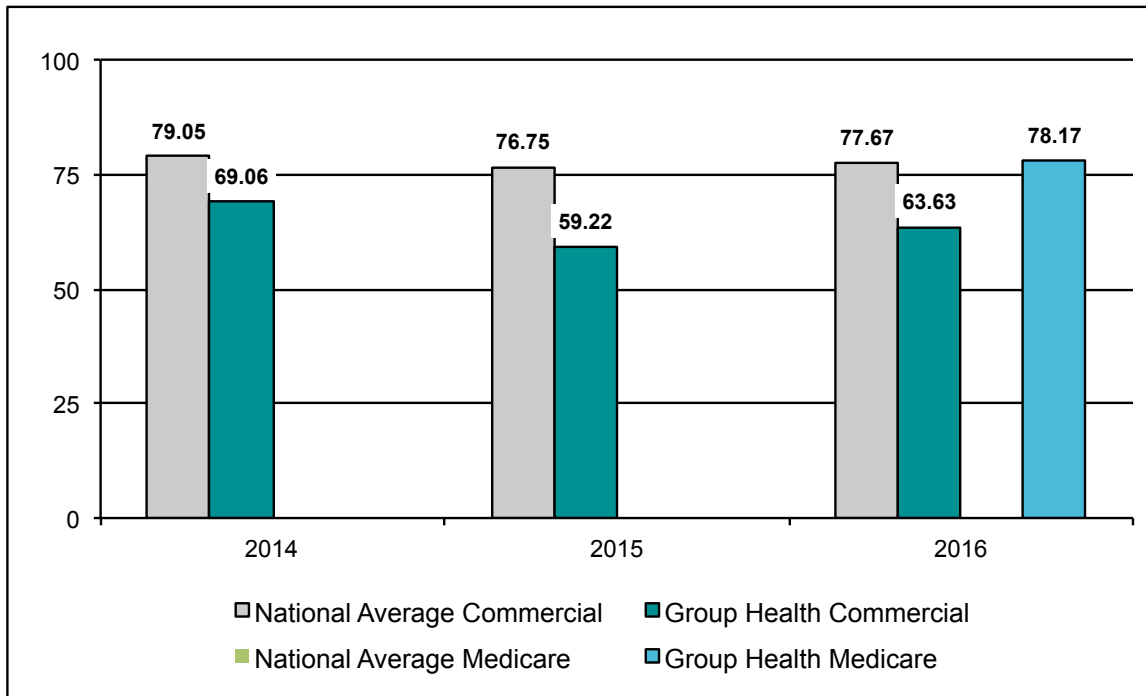
Measures	2016 National Average	2016 Group Health Performance	Group Health Comparison to National Average
Medicare Service			
Getting Needed Care	3.51	3.59	▲
Getting Appointments and Care Quickly	3.28	3.44	▲
Customer Service	3.63	3.67	▲
Getting Needed Prescription Drugs	3.73	3.84	▲
Care Coordination	3.59	3.64	▲
Rating of Health Care Quality	8.6	8.9	▲
Rating of Health Plan	8.5	8.9	▲
Rating of Drug Plan	8.5	8.9	▲
Annual Flu Vaccine	74	83	▲

▲ = Group Health performance is above national average ▼ = Group Health performance is below national average

* National average not reported due to change in measure

HEDIS Measures and Performance

Asthma Medication Ratio



The percentage of members age 5–85 who were identified as having persistent asthma and had a ratio of controller medications to total asthma medications of 0.50 or greater.

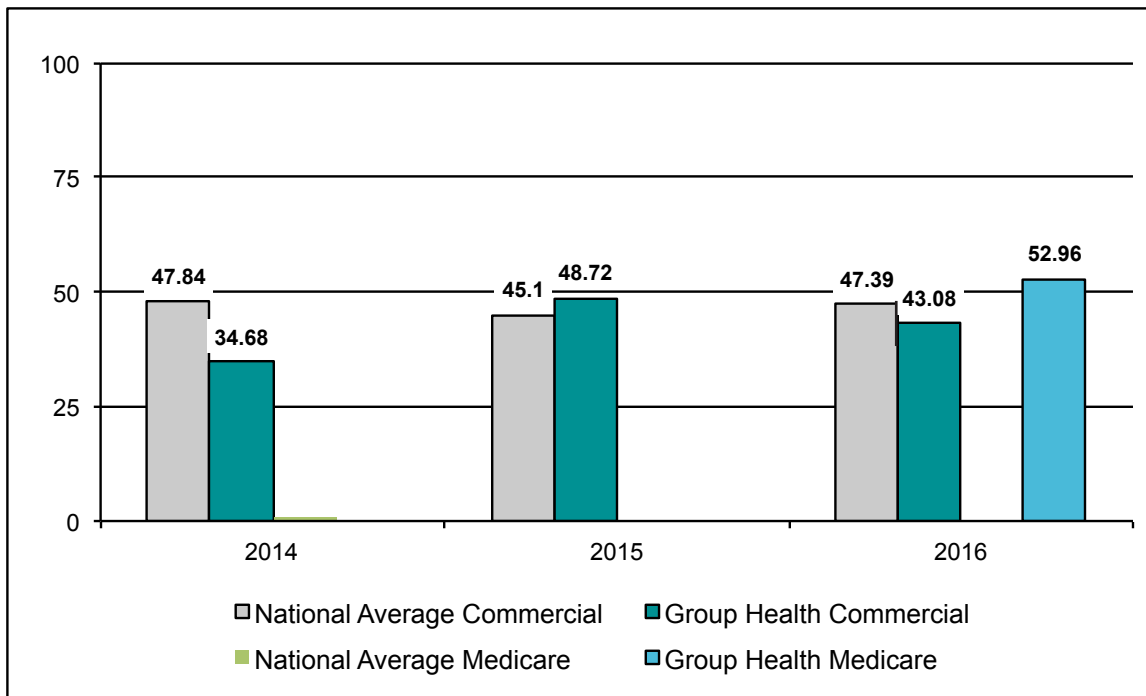
Why It Is Important

Asthma is a treatable, reversible condition that affects more than 25 million people in the United States. Managing this condition with appropriate medications could save the United States billions of dollars in medical costs.

*Note: First year measure for Medicare so National Average is N/A.

HEDIS Measures and Performance

Medication Management for People with Asthma - Medication Compliance 75 %



The percentage of members age 5–85 who were identified as having persistent asthma and were dispensed appropriate medications that they remained on during the treatment period.

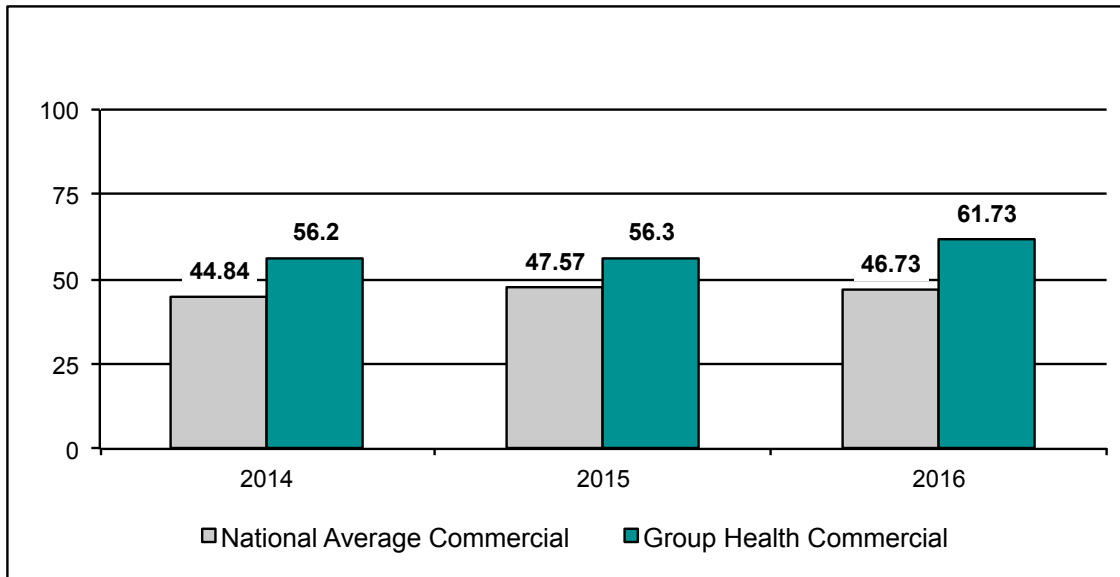
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HEDIS Measures and Performance

Childhood Immunization Status – Combo 10



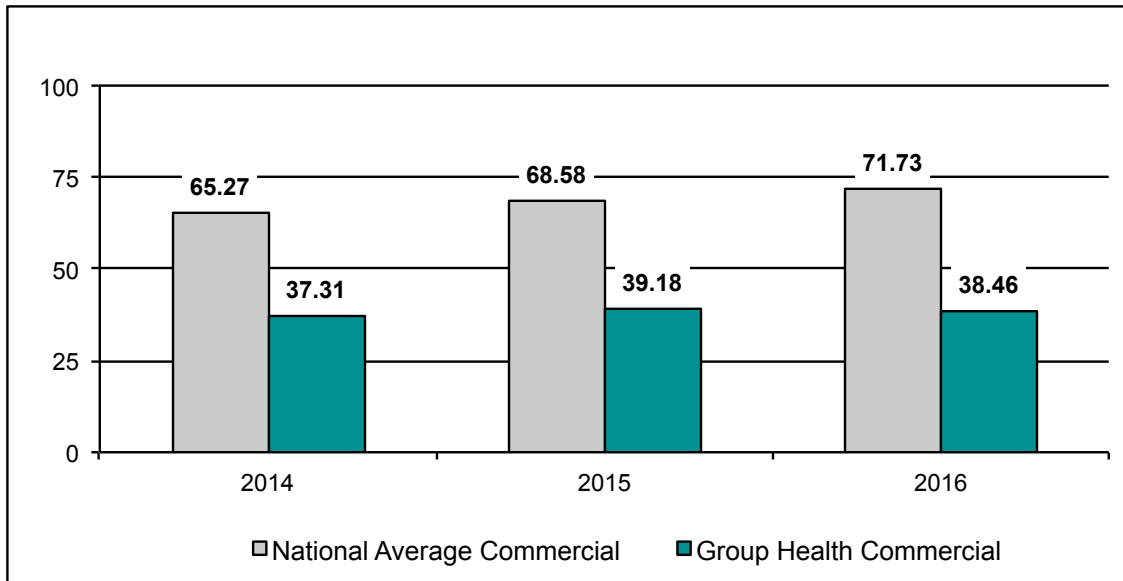
Percentage of children who got all recommended immunizations by their second birthday.

Why It Is Important

Childhood vaccines protect children from a number of serious and potentially life-threatening diseases such as diphtheria, measles, meningitis, polio, tetanus and whooping cough, at a time in their lives when they are most vulnerable to disease. Approximately 300 children in the United States die each year from vaccine-preventable diseases.

HEDIS Measures and Performance

Immunizations for Adolescents - Meningococcal



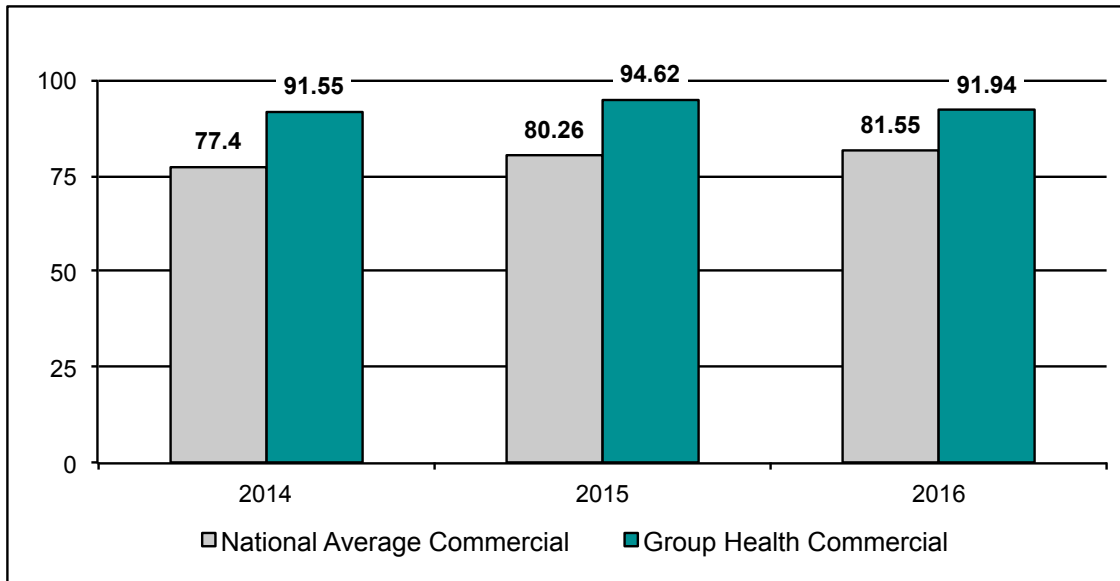
The percentage of adolescents who got all recommended immunizations by their 13th birthday.

Why It Is Important

Receiving recommended vaccinations is the best defense against vaccine-preventable diseases, including meningococcal meningitis, tetanus, diphtheria and pertussis (whooping cough). These are serious diseases that can cause breathing difficulties, heart problems, nerve damage, pneumonia, seizures and even death. Immunizing adolescents is an important way to prevent serious illnesses for which we have effective vaccines.

HEDIS Measures and Performance

Immunization for Adolescents – Tdap/Td



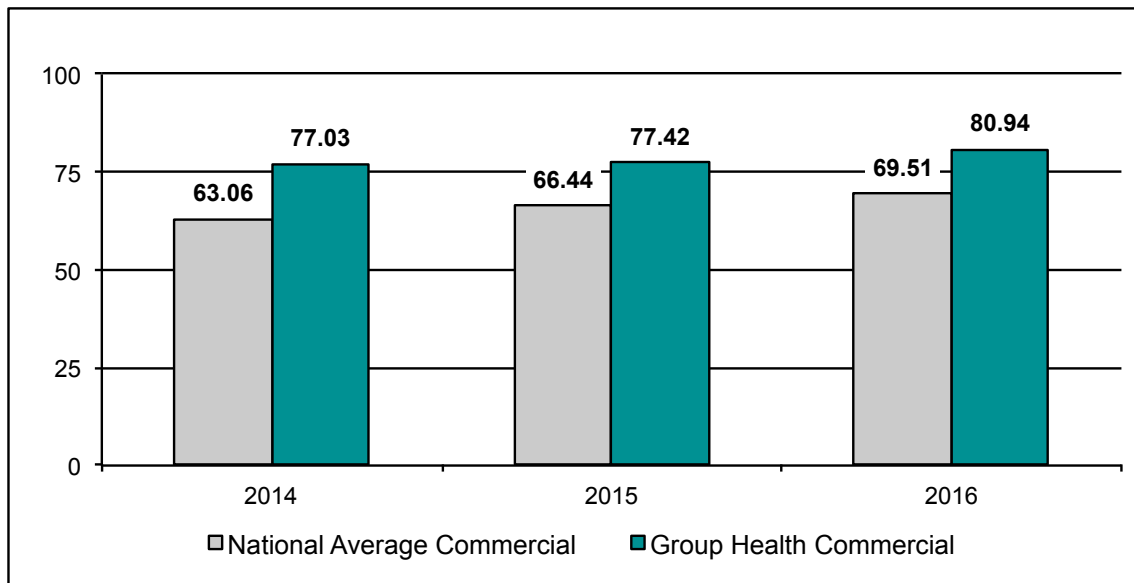
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Why It Is Important

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HEDIS Measures and Performance

Immunization for Adolescents – Combination #1



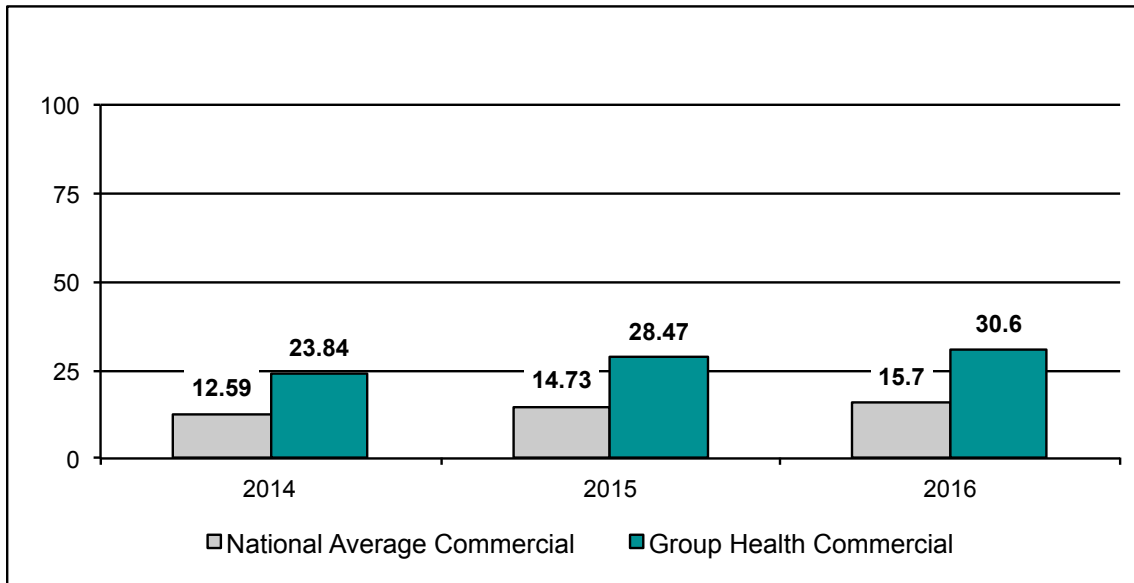
The percentage of adolescents who got all recommended immunizations by their 13th birthday.

Why It Is Important

Receiving recommended vaccinations is the best defense against vaccine-preventable diseases, including meningococcal meningitis, tetanus, diphtheria and pertussis (whooping cough). These are serious diseases that can cause breathing difficulties, heart problems, nerve damage, pneumonia, seizures and even death. Immunizing adolescents is an important way to prevent serious illnesses for which we have effective vaccines.

HEDIS Measures and Performance

Human Papillomavirus Vaccine for Female Adolescents



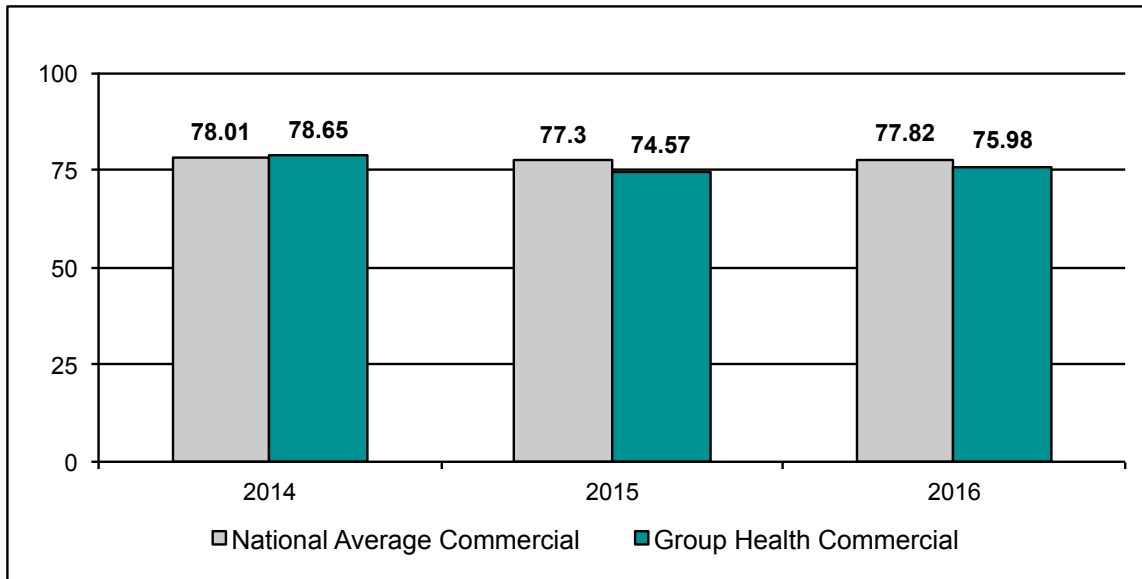
The percentage of female adolescents who had three doses of the human papillomavirus (HPV) vaccine by their 13th birthday.

Why It Is Important

Human papillomavirus (HPV) is the most common sexually transmitted infection in the United States and can be spread even when the infected person does not show signs of infection. Certain types of HPV can cause oral and cervical cancer, and cancer of the pharynx. An effective vaccine is currently available and recommended for adolescents.

HEDIS Measures and Performance

Well-Child Visits in the First 15 mos. Of Life (6 or more visits)



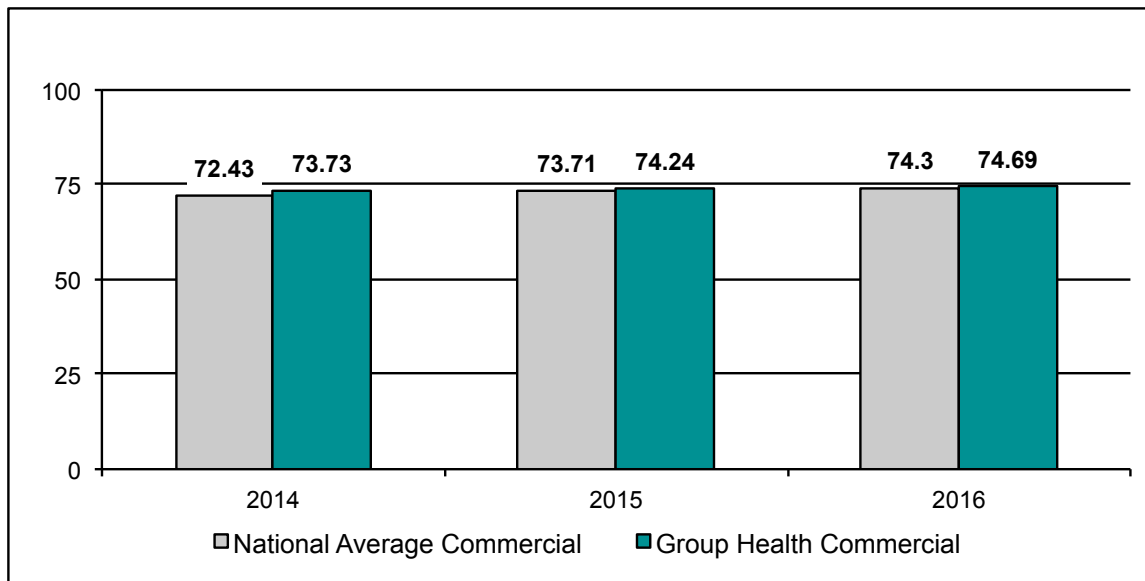
Percent of children who had at least six well-child visits from birth to 15 months old.

Why It Is Important

Assessing physical, emotional and social development is important at every stage of life, particularly with children and adolescents. Behaviors established during childhood or adolescence, such as eating habits and physical activity, often extend into adulthood. A health care provider's advice or guidance pertaining to health behaviors can have a significant impact.

HEDIS Measures and Performance

Well-Child Visits in the 3rd, 4th, 5th and 6th Years of Life



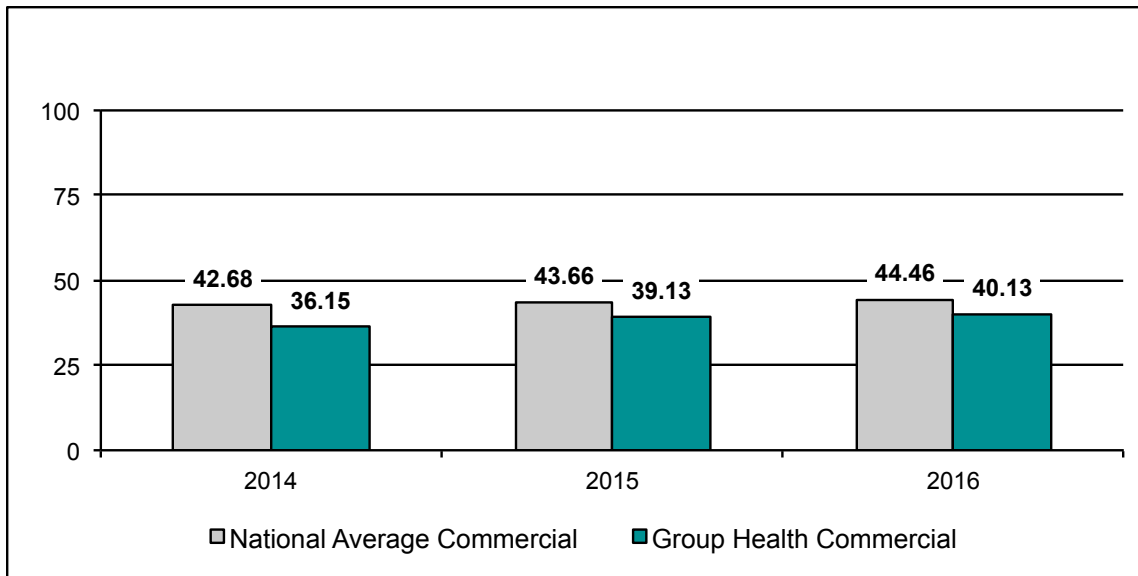
Percent of children ages 3, 4, 5, and 6 who had at least one well-child visit during the year.

Why It Is Important

Assessing physical, emotional and social development is important at every stage of life, particularly with children and adolescents. Behaviors established during childhood or adolescence, such as eating habits and physical activity, often extend into adulthood. A health care provider's advice or guidance pertaining to health behaviors can have a significant impact.

HEDIS Measures and Performance

Adolescent Well Care Visits



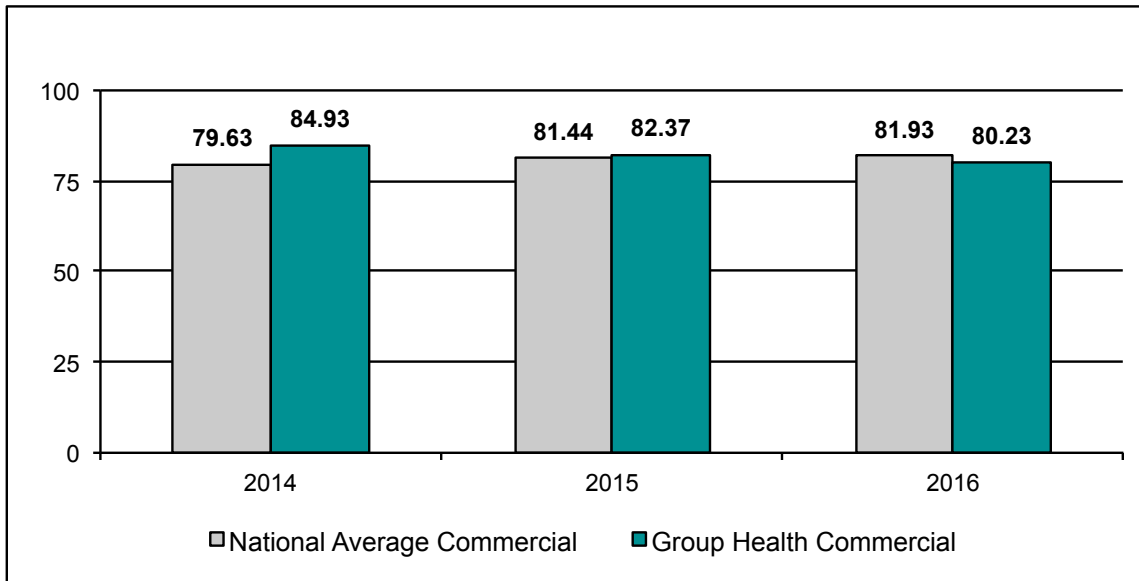
Percentage of members ages 12 to 21 who had at least one comprehensive well-care visit.

Why It Is Important

Assessing physical, emotional and social development is important at every stage of life, particularly with children and adolescents. Behaviors established during childhood or adolescence, such as eating habits and physical activity, often extend into adulthood. A health care provider's advice or guidance pertaining to health behaviors can have a significant impact.

HEDIS Measures and Performance

Appropriate Testing for Children with Pharyngitis



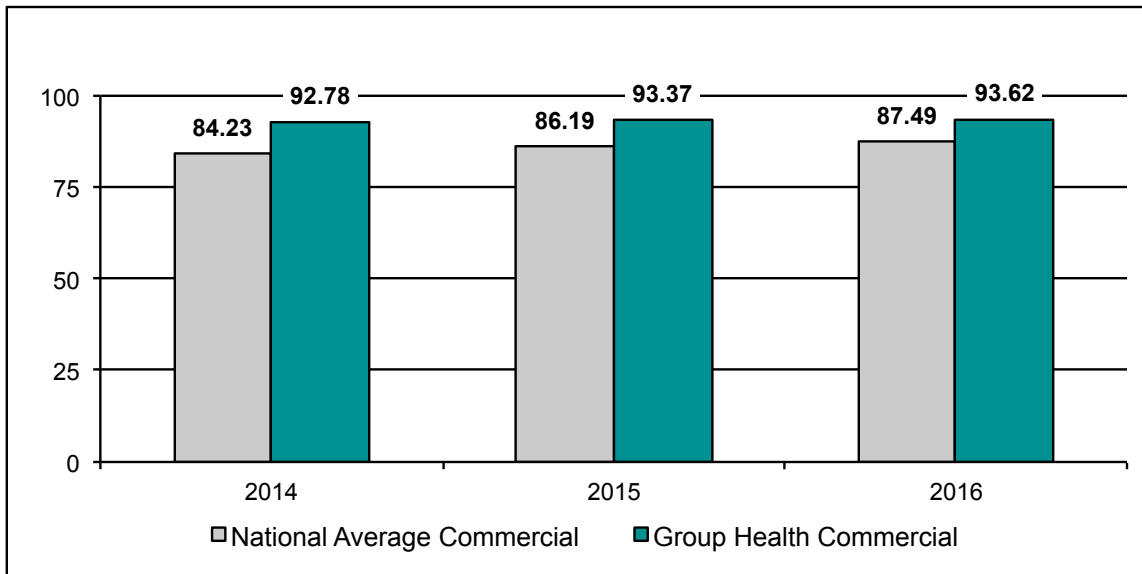
Percentage of children ages 2 to 18 who were treated with an antibiotic for pharyngitis after testing for Group A streptococcus (strep).

Why It Is Important

Pharyngitis, or sore throat, is a leading cause of pediatric ambulatory care visits and can be caused by a virus or by bacteria. Viral pharyngitis does not require antibiotic treatment, but antibiotics continue to be inappropriately prescribed. Inappropriate treatment with antibiotics can lead to antibiotic resistance (when antibiotics can no longer cure bacterial infections), which makes it essential that children with pharyngitis have appropriate testing, diagnosis and treatment.

HEDIS Measures and Performance

Appropriate Treatment for Children with Upper Respiratory Infection



Percentage of children from 3 months to 18 years old who were not prescribed an antibiotic for up to three days after being diagnosed with a common cold.

Why It Is Important

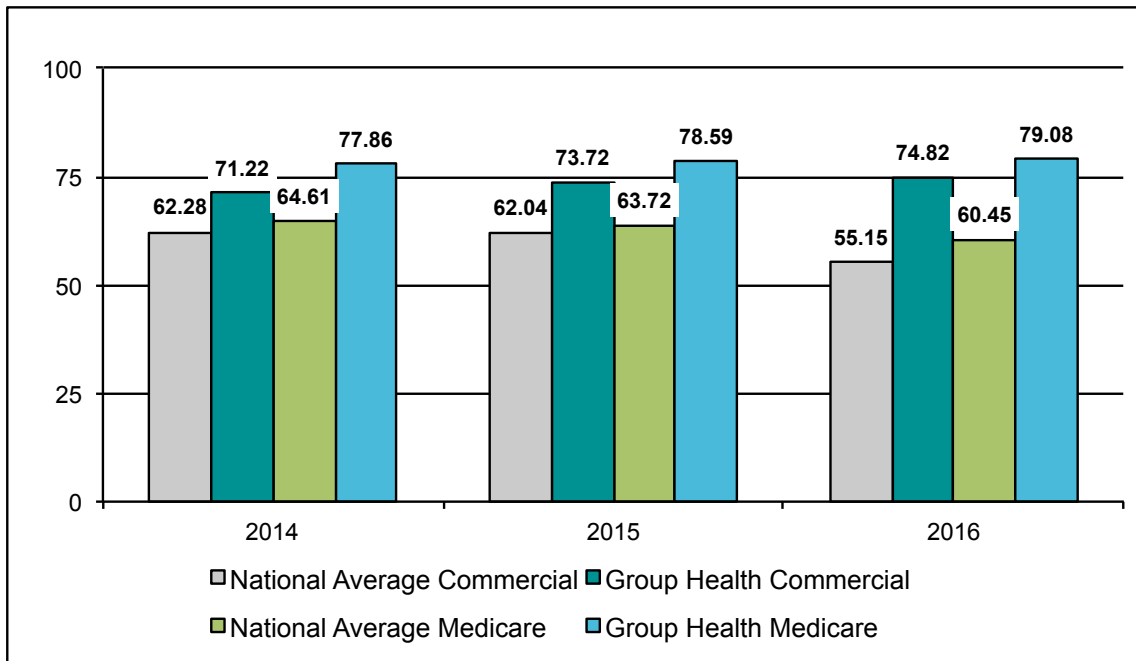
Most upper respiratory infections (URI), also known as the common cold, are caused by viruses that require no antibiotic treatment. Too often, antibiotics are prescribed inappropriately, which can lead to antibiotic resistance (when antibiotics can no longer cure bacterial infections). Antibiotic resistance is a major health concern in the United States and around the world.

Group Health Key Positive Notes

Group Health continued to perform well above the national average.

HEDIS Measures and Performance

Comprehensive Diabetes Care – Blood Pressure Control (<140/90)



Percentage of members 18 to 75 years of age with diabetes (type 1 and type 2) who had blood pressure control (<140/90 mm Hg).

Why It Is Important

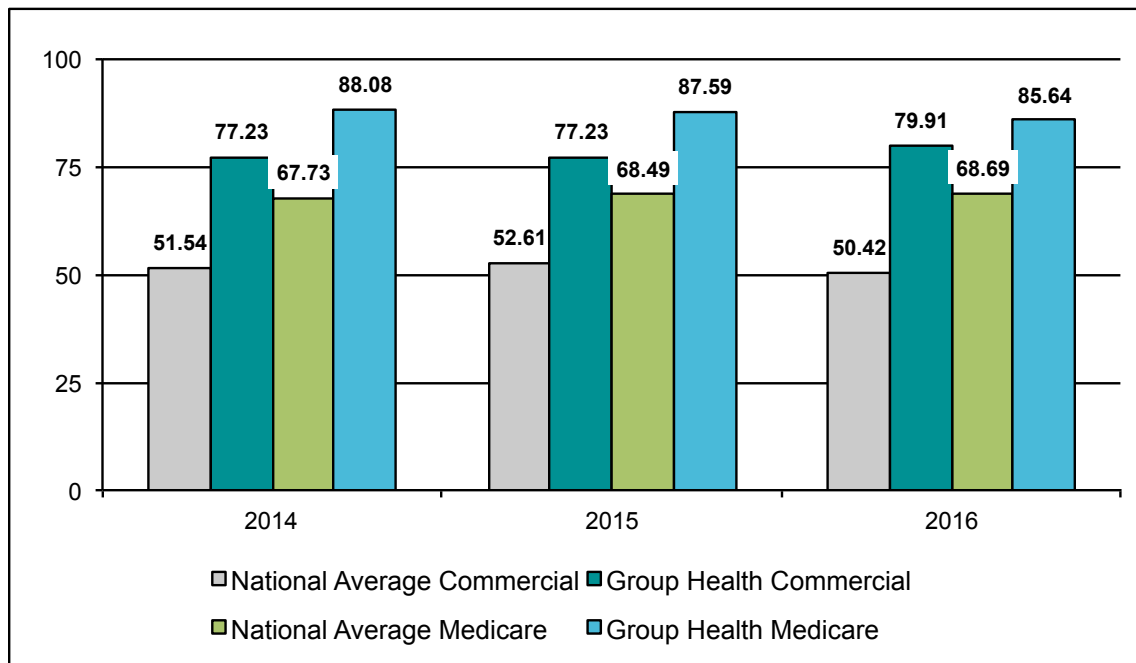
Diabetes is a complex group of diseases marked by high blood glucose (blood sugar) due to the body's inability to make or use insulin. Left unmanaged, diabetes can lead to serious complications, including heart disease, stroke, hypertension, blindness, kidney disease, diseases of the nervous system and amputations.

Group Health Key Positive Notes

Group Health continues to be a top performer in this measure, which is attributed to our comprehensive diabetes care program within primary care.

HEDIS Measures and Performance

Comprehensive Diabetes Care – Eye Exams



Percentage of members ages 18 to 75 with type 1 or 2 diabetes who had a retinal exam.

Why It Is Important

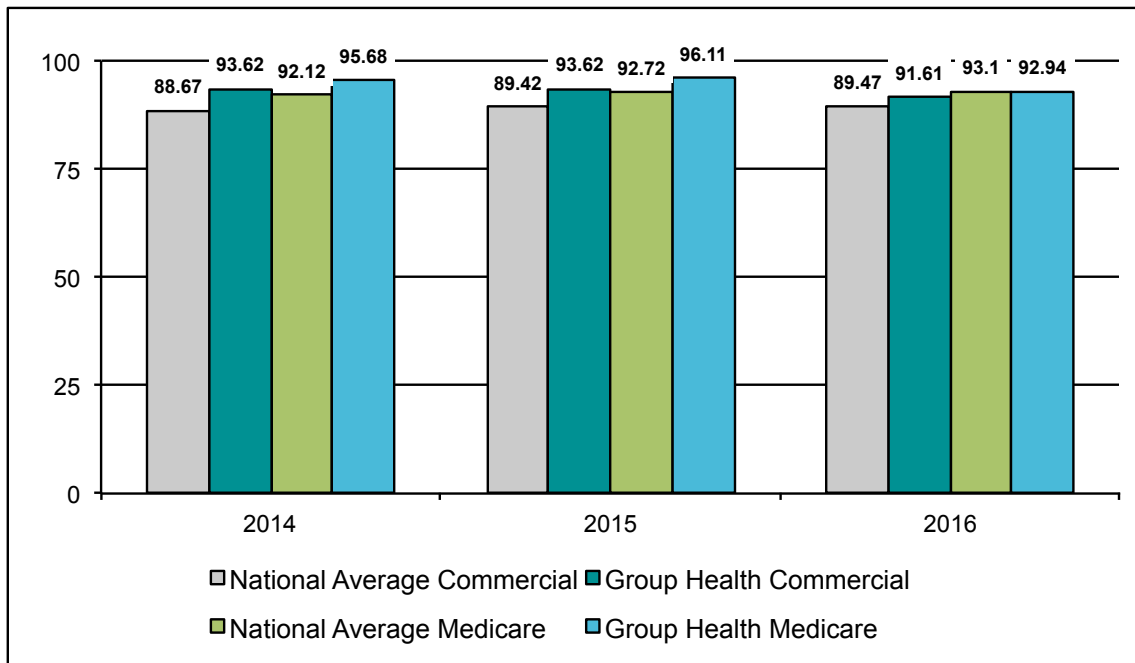
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Group Health Key Positive Notes

Group Health continues to be a top performer in this measure, which is attributed to our comprehensive diabetes care program within primary care and our strong partnership with ophthalmology.

HEDIS Measures and Performance

Comprehensive Diabetes Care – HbA1c Testing



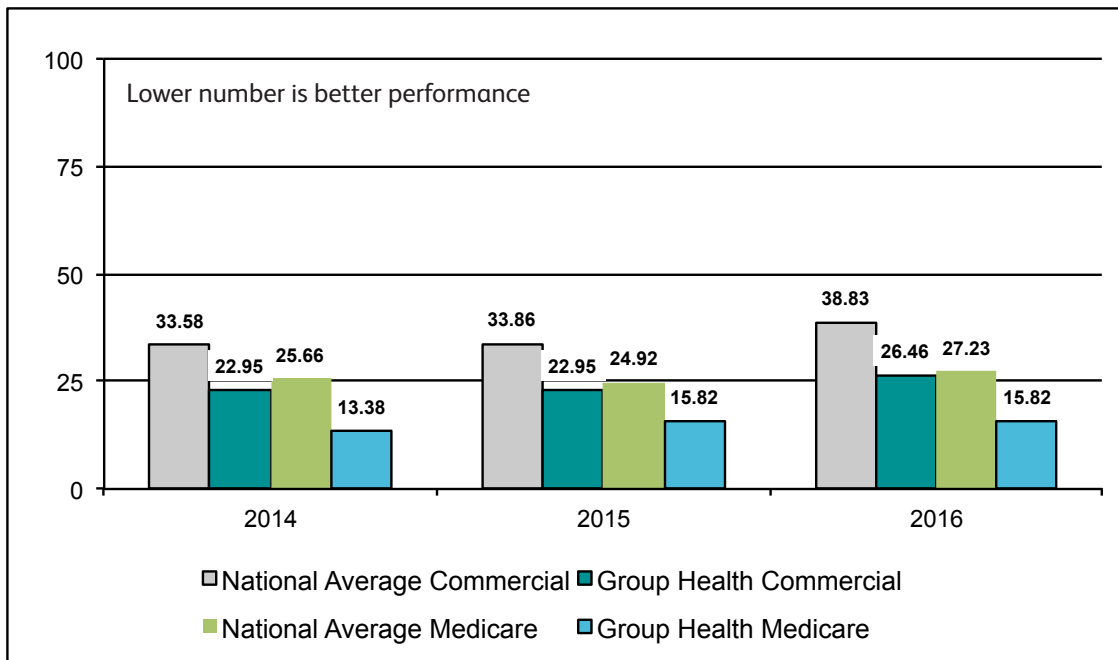
Percentage of members ages 18 to 75 with type 1 or 2 diabetes who had a blood glucose test.

Why It Is Important

Diabetes is a complex group of diseases marked by high blood glucose (blood sugar) due to the body's inability to make or use insulin. Left unmanaged, diabetes can lead to serious complications, including heart disease, stroke, hypertension, blindness, kidney disease, diseases of the nervous system and amputations.

HEDIS Measures and Performance

Comprehensive Diabetes Care – Poor HbA1c Control



Percentage of members ages 18 to 75 with type 1 or 2 diabetes whose blood glucose level was maintained below 9 percent.

Why It Is Important

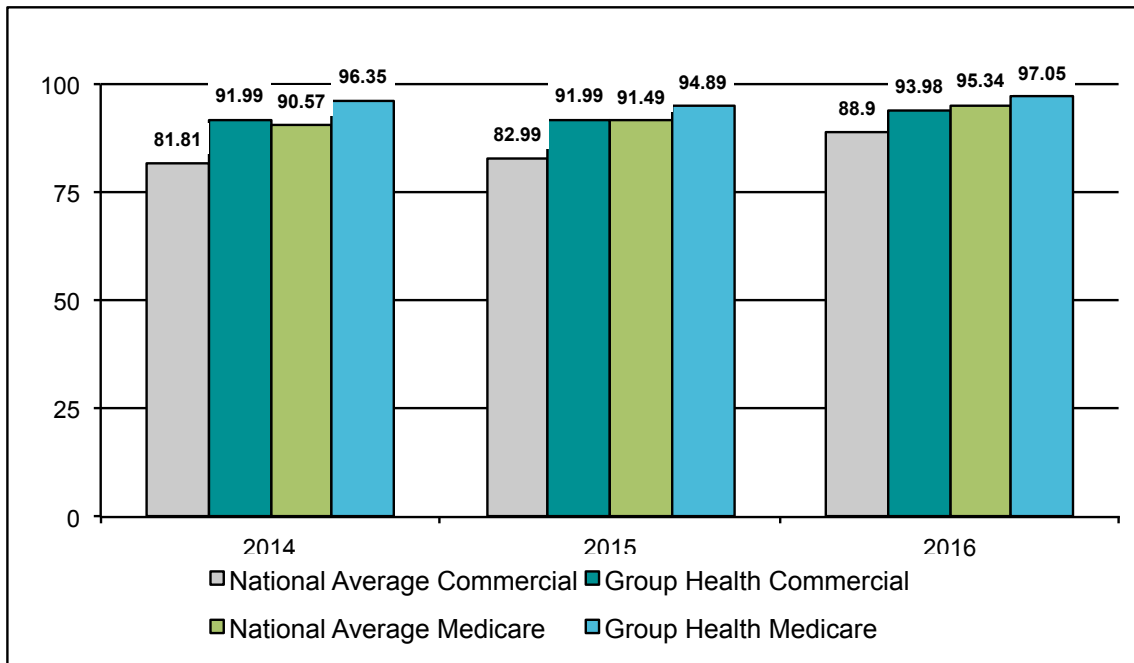
Diabetes is one of the leading causes of death and disability in the U.S., and is likely to be under-reported as a cause of death. More than 20 million Americans live today with diabetes and one-third of people with diabetes are not diagnosed. Much of the burden of illness and cost of diabetes treatment is attributed to potentially preventable long-term complications, including heart disease, blindness, kidney disease, and stroke. Timely screening and treatment can significantly reduce the disease burden. Patients with diabetes who maintain near normal HbA1c levels gain on average an extra 5 years of life, 8 years of eye sight, and 6 years of freedom from kidney disease. Diabetes is a complex group of diseases marked by high blood glucose (blood sugar) due to the body's inability to make or use insulin. Left unmanaged, diabetes can lead to serious complications, including heart disease, stroke, hypertension, blindness, kidney disease, diseases of the nervous system and amputations.

Group Health Key Positive Notes

For this measure a lower number is better and Group Health continues to perform better than the national average.

HEDIS Measures and Performance

Comprehensive Diabetes Care – Medical Attention for Nephropathy



Percentage of members ages 18 to 75 with type 1 or 2 diabetes whose kidney function was checked.

Why It Is Important

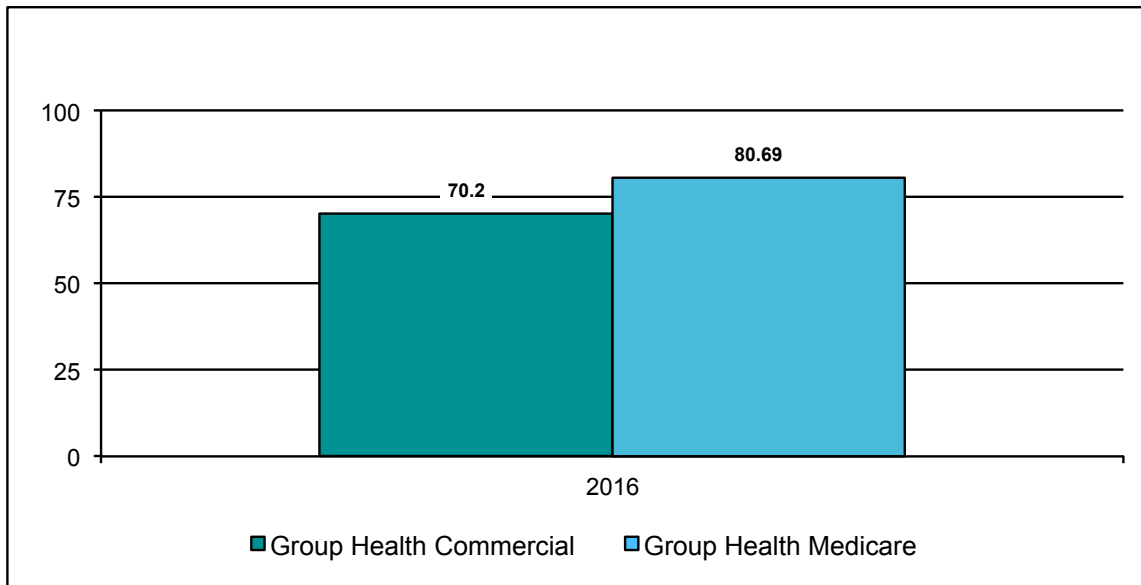
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Group Health Key Positive Notes

Group Health continues to be a top performer in this measure, which is attributed to our comprehensive diabetes care program within primary care and our strong partnership with specialty providers.

HEDIS Measures and Performance

Statin Therapy for Patients with Diabetes – Received Statin Therapy



The percentage of males age 21–75 and females age 40–75 who have ASCVD and received statin therapy.

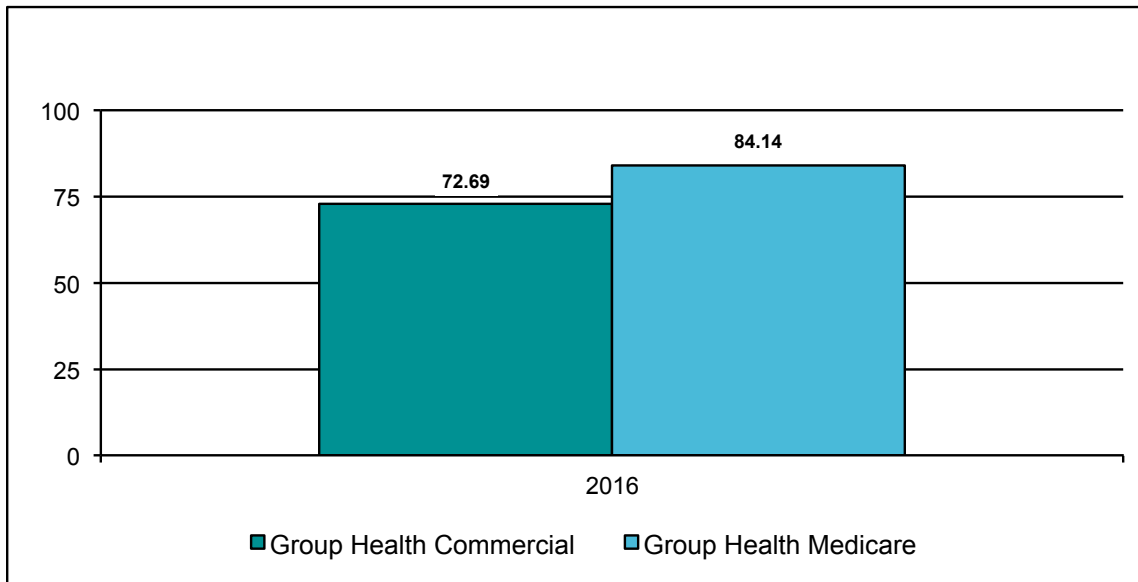
Why It Is Important

Statins have been found to reduce cardiovascular disease (CVD) and mortality in those who are at high risk. The evidence is strong that statins are effective for treating CVD in the early stages of a disease and in those at elevated risk but without CVD.

*Note: First year measure for Medicare and Commercial so National Average is N/A.

HEDIS Measures and Performance

Statin Therapy for Patients with Diabetes – Statin Adherence 80 %



The percentage of males age 21–75 and females age 40–75 who have ASCVD and remained on statin therapy for at least 80% of the treatment period.

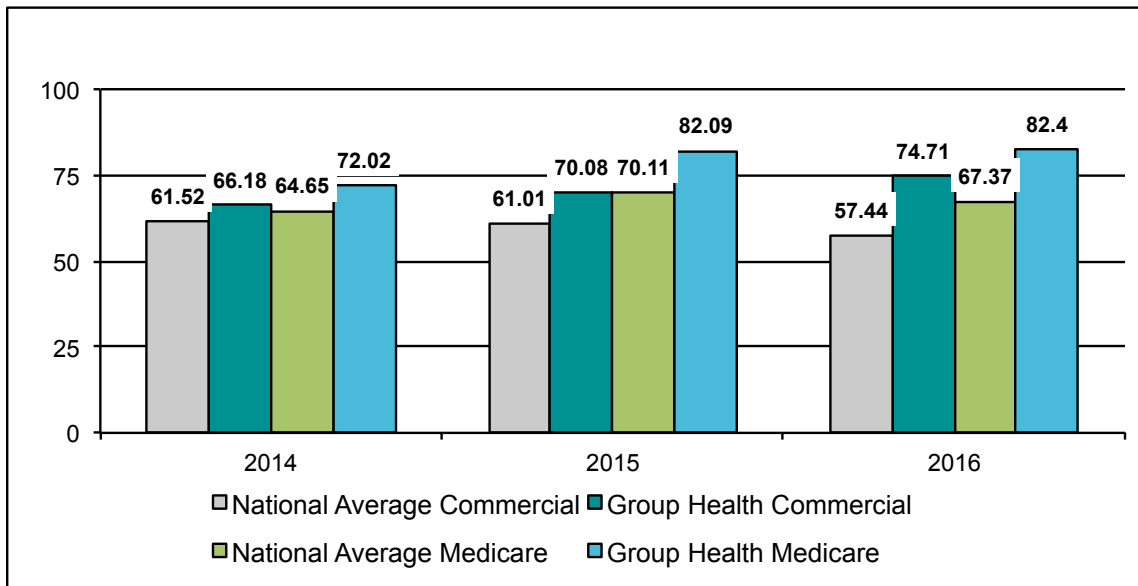
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HEDIS Measures and Performance

Controlling High Blood Pressure - Total



The percentage of members age 18 to 85 whose blood pressure was controlled to less than 140/90 mmHg and members age 60 to 85 with a diagnosis of diabetes whose blood pressure was controlled to less than 150/90 mmHg during the past year.

Why It Is Important

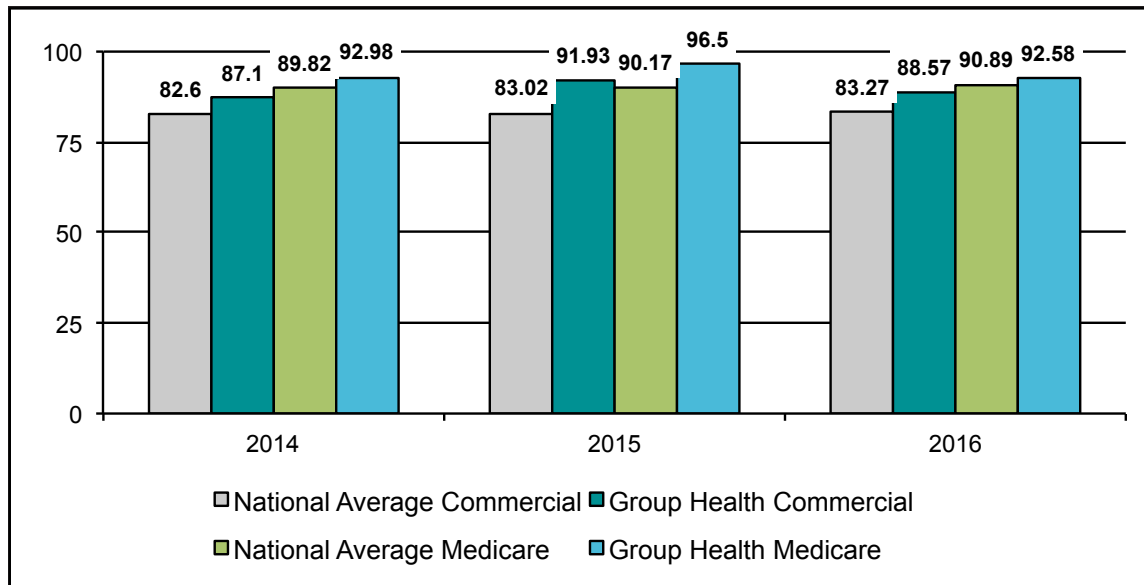
Known as the “silent killer,” high blood pressure, or hypertension, increases the risk of heart disease and stroke, which are the leading causes of death in the United States. Controlling high blood pressure is an important step in preventing heart attacks, heart failure, stroke and kidney disease, and in reducing the risk of developing other serious conditions. Health care providers and plans can help individuals manage their high blood pressure by prescribing medications and encouraging low-sodium diets, increased physical activity and smoking cessation.

Group Health Key Positive Notes

Over the past three years Group Health Medical Centers have made controlling high blood pressure a top priority, resulting in continued improved performance for 2016. New tools were developed that support more accurate blood pressure measurement and documentation, home blood pressure monitoring education, and enhanced outreach to patients not meeting their blood pressure target.

HEDIS Measures and Performance

Persistence of Beta-Blocker Treatment After Heart Attack



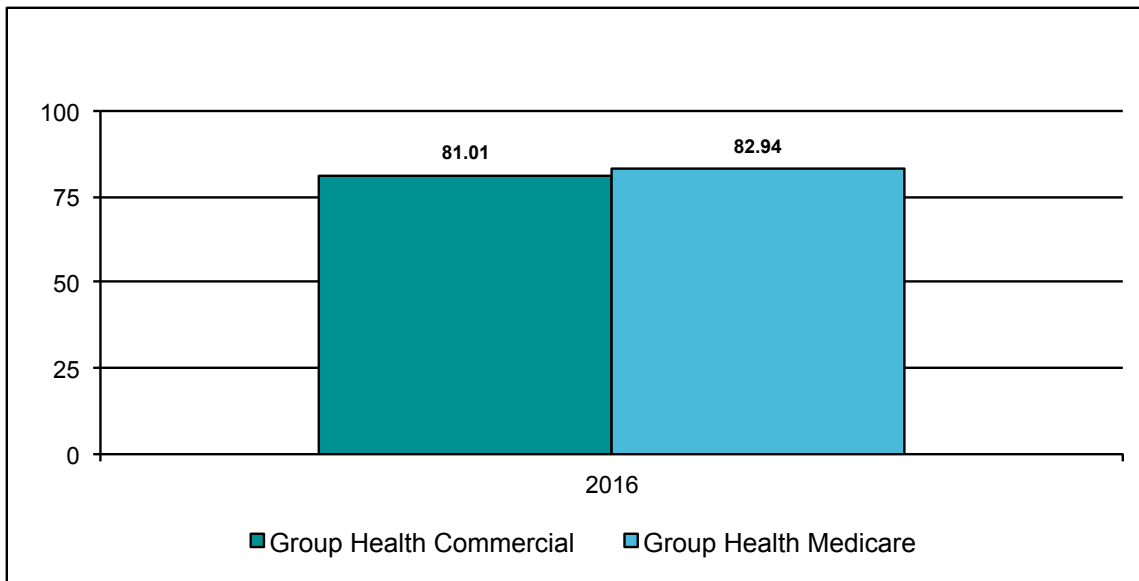
Percentage of members ages 18 and above who had a heart attack and received treatment with a beta blocker for at least six months after discharge.

Why It Is Important

Every 34 seconds, someone in the United States has a heart attack.¹ A heart attack, or myocardial infarction, occurs when blood flow to part of the heart is greatly reduced or stops completely. Clinical guidelines recommend taking a beta-blocker after a heart attack to prevent another heart attack from occurring. Beta-blockers work by lowering the heart rate, which reduces the amount of force on the heart and blood vessels. Persistent use of a beta-blocker after a heart attack can improve survival and heart disease outcomes.

HEDIS Measures and Performance

Statin Therapy for Patients with Cardiovascular Disease – Received Statin Therapy



The percentage of males age 21–75 and females age 40–75 who have ASCVD and received statin therapy.

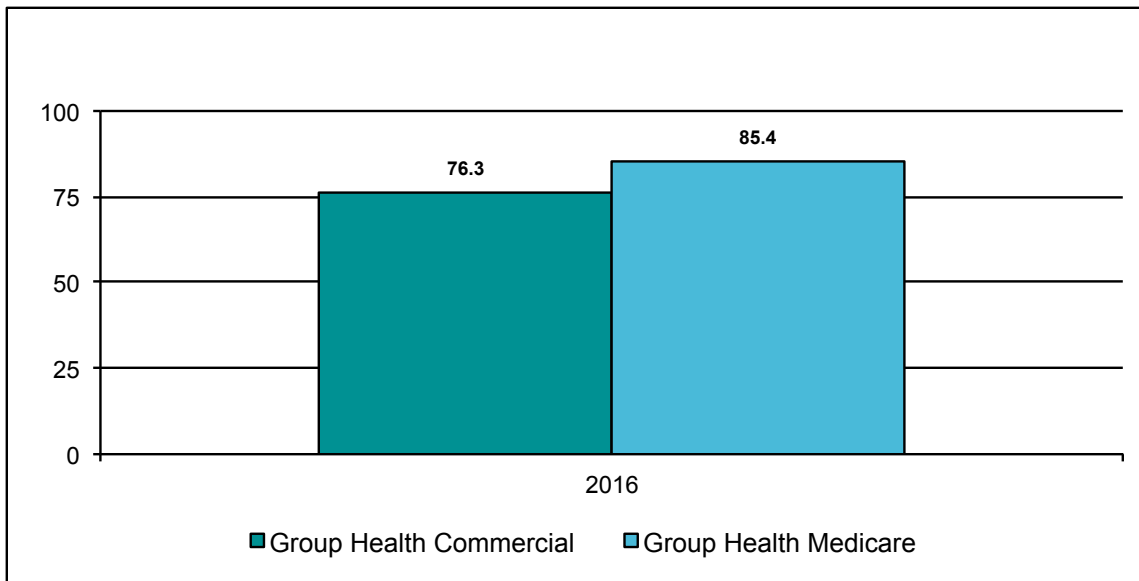
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Statins have been found to reduce cardiovascular disease (CVD) and mortality in those who are at high risk. The evidence is strong that statins are effective for treating CVD in the early stages of a disease and in those at elevated risk but without CVD.

*Note: First year measure for Medicare and Commercial so National Average is N/A.

HEDIS Measures and Performance

Statin Therapy for Patients with Cardiovascular Disease – Statin Adherence 80 %



The percentage of males age 21–75 and females age 40–75 who have ASCVD and remained on statin therapy for at least 80% of the treatment period.

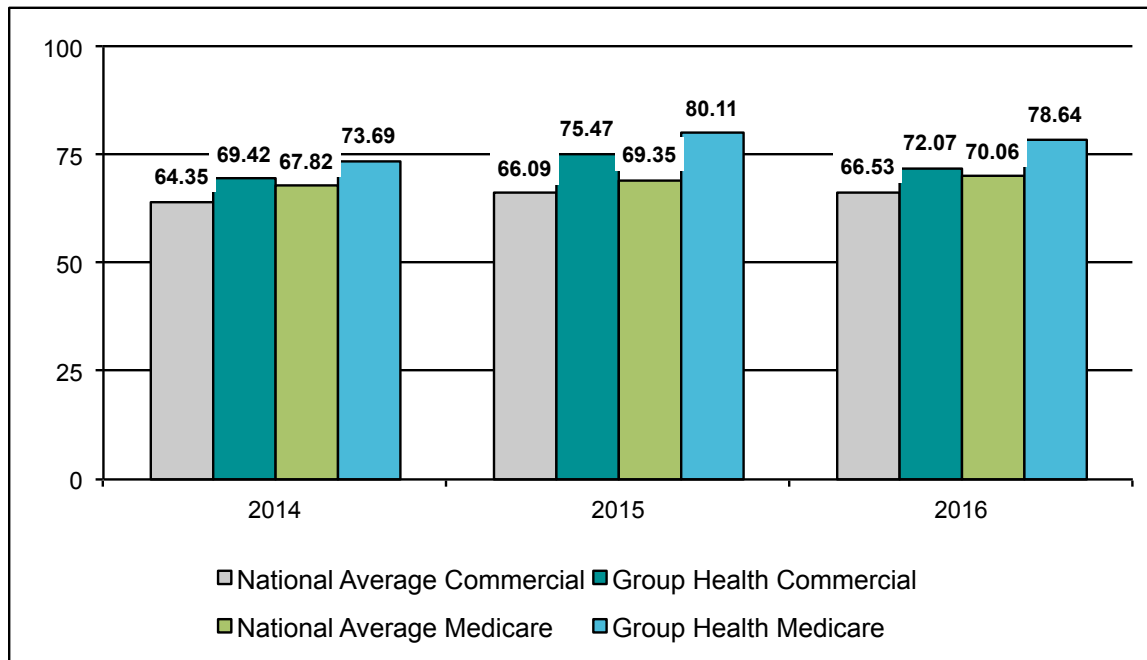
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*Note: First year measure for Medicare and Commercial so National Average is N/A.

HEDIS Measures and Performance

Antidepressant Medication Management – Effective Acute Phase Treatment



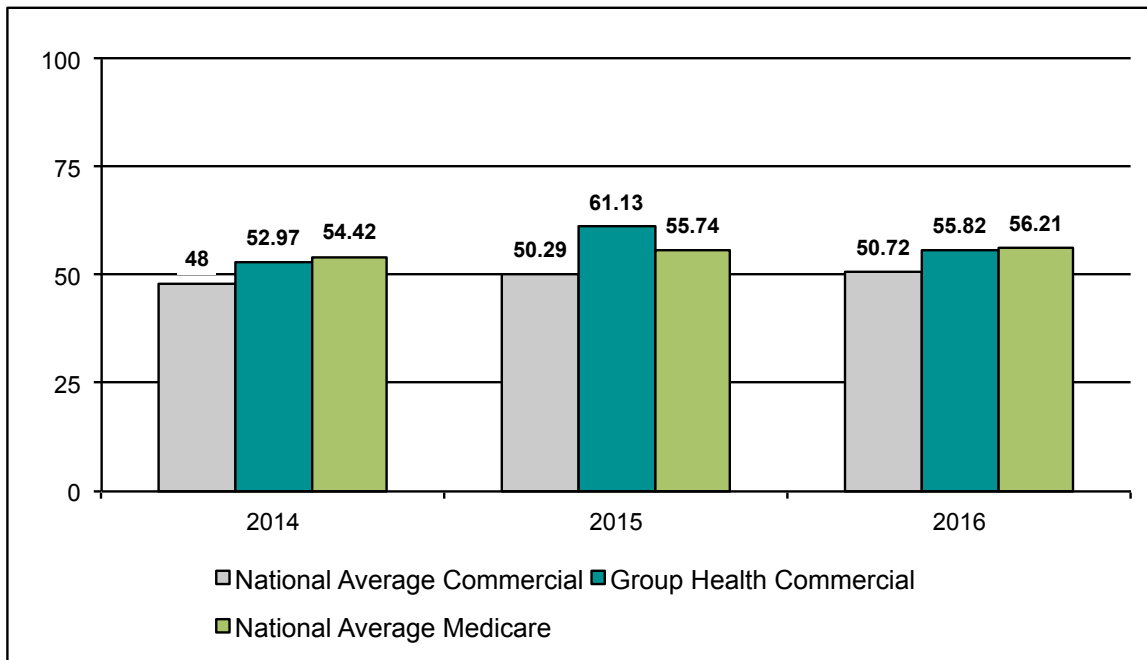
Percentage of members ages 18 and above who were newly diagnosed with depression, prescribed medication, and remained on the drug during the next 12 weeks.

Why It Is Important

Major depression can lead to serious impairment in daily functioning, including change in sleep patterns, appetite, concentration, energy and self-esteem, and can lead to suicide, the 11th leading cause of death in the United States each year. Clinical guidelines for depression emphasize the importance of effective clinical management in increasing patients' medication compliance, monitoring treatment effectiveness and identifying and managing side effects.

HEDIS Measures and Performance

Antidepressant Medication Management – Effective Continuation Phase Treatment



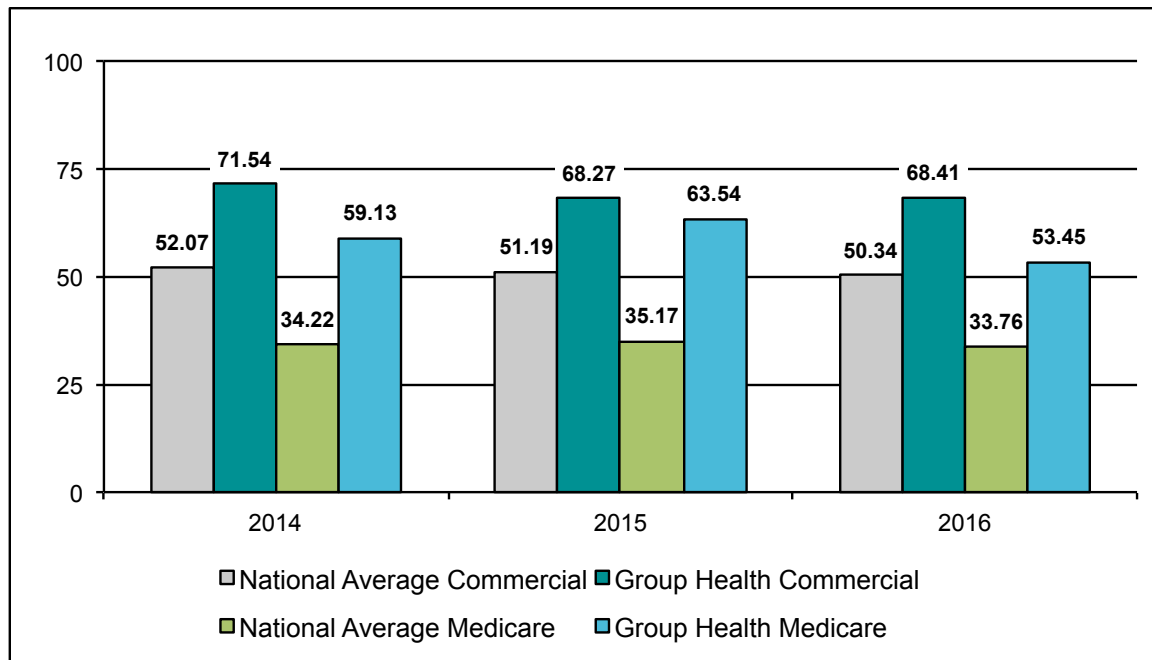
Percentage of members ages 18 and above who were newly diagnosed with depression, prescribed medication, and remained on the drug for at least six months.

Why It Is Important

Major depression can lead to serious impairment in daily functioning, including change in sleep patterns, appetite, concentration, energy and self-esteem, and can lead to suicide, the 11th leading cause of death in the United States each year. Clinical guidelines for depression emphasize the importance of effective clinical management in increasing patients' medication compliance, monitoring treatment effectiveness and identifying and managing side effects.

HEDIS Measures and Performance

Follow-up After Hospitalization for Mental Illness – 7 Days



Percentage of members ages 6 and above who were hospitalized because of mental illness and were seen for follow-up care within a week, and again within a month of discharge.

Why It Is Important

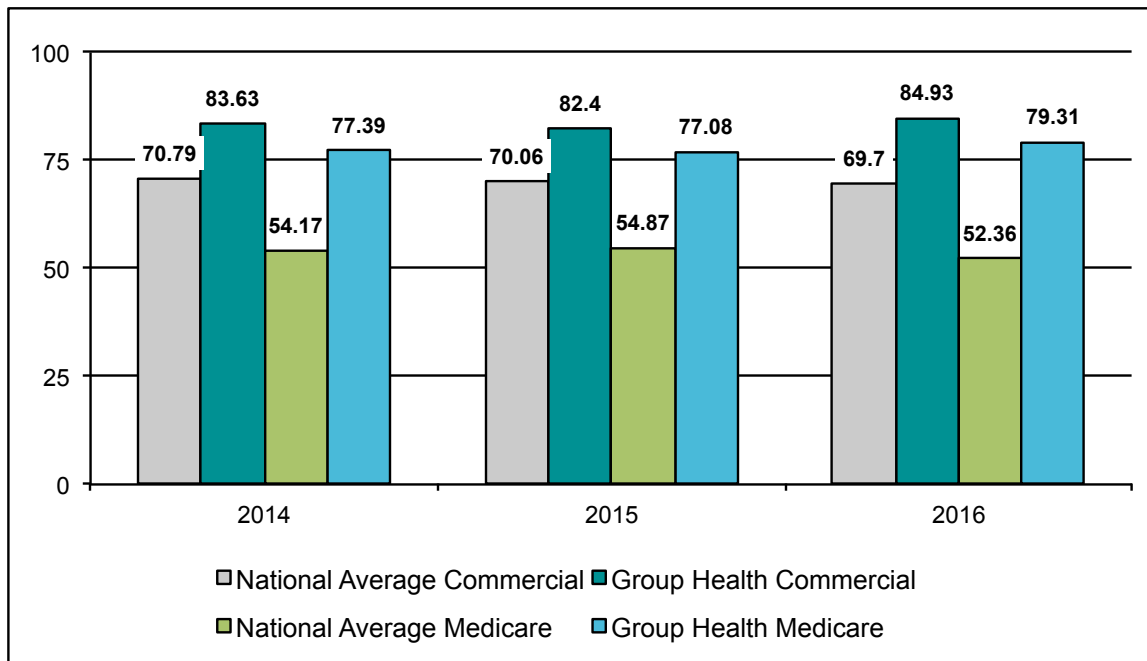
Approximately one in four adults in the United States suffers from mental illness in a given year and nearly half of U.S. adults will develop at least one mental illness in their lifetime. Mental health is an important aspect of health and well-being. Proper follow-up care can improve health outcomes for adults and children.

Group Health Key Positive Notes

Group Health continued to perform well above the national average.

HEDIS Measures and Performance

Follow-up After Hospitalization for Mental Illness – 30 Days



Percentage of members ages 6 and above who were hospitalized because of mental illness and were seen for follow-up care within a week and again within a month of discharge.

Why It Is Important

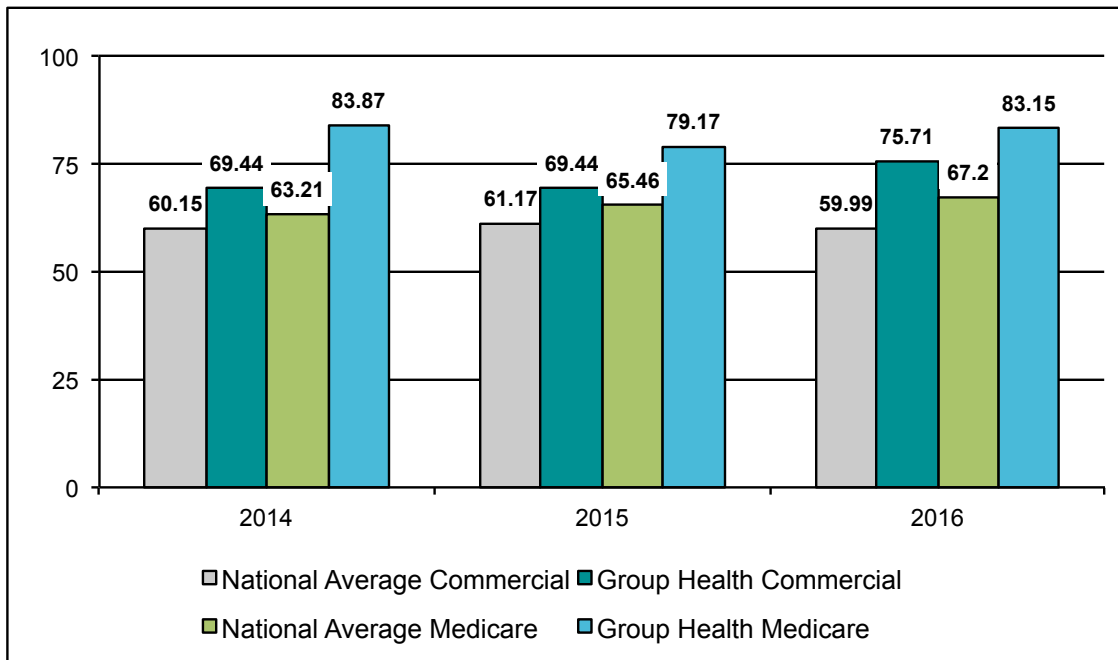
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Group Health Key Positive Notes

Group Health continued to perform well above the national average.

HEDIS Measures and Performance

Colorectal Cancer Screening



Per centage of members ages 50 to 75 who were screened for colorectal cancer.

Why It Is Important

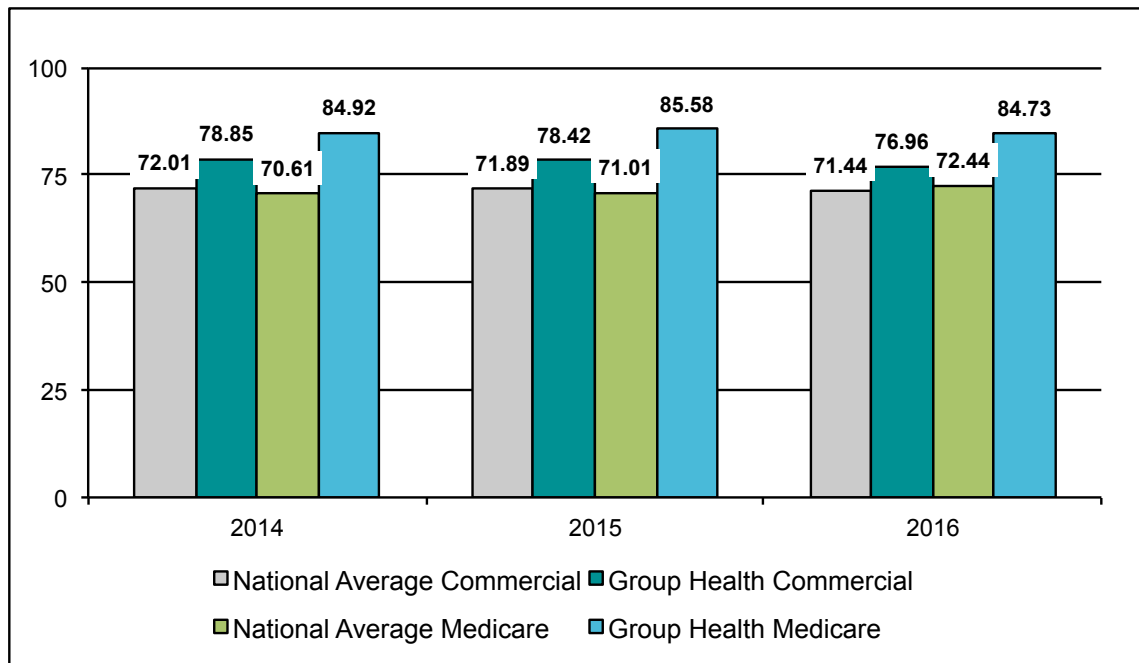
Treatment for colorectal cancer in its earliest stage can lead to a 65 percent survival rate after five years. But screening rates for colorectal cancer lag behind other cancer screening rates—only about half of people age 50 years or older, for whom screening is recommended, have been screened. Because symptoms of colorectal cancer often do not manifest until the disease has progressed, early screening is important.

Group Health Key Positive Notes

Group Health continued to significantly improve its performance for 2016 as a result of a large targeted outreach strategy to send FIT Kits (in-home stool test) to Network patients to complete their colorectal cancer screening conveniently in the comfort of their own home.

HEDIS Measures and Performance

Breast Cancer Screening Total (Females 50-74)



Percentage of women ages 50 to 74 who had a mammogram.

Why It Is Important

Aside from some forms of skin cancer, breast cancer is the most common cancer among American women, regardless of race or ethnicity. Screening can improve outcomes: early detection reduces the risk of dying from breast cancer and can lead to a greater range of treatment options and lower health care costs.

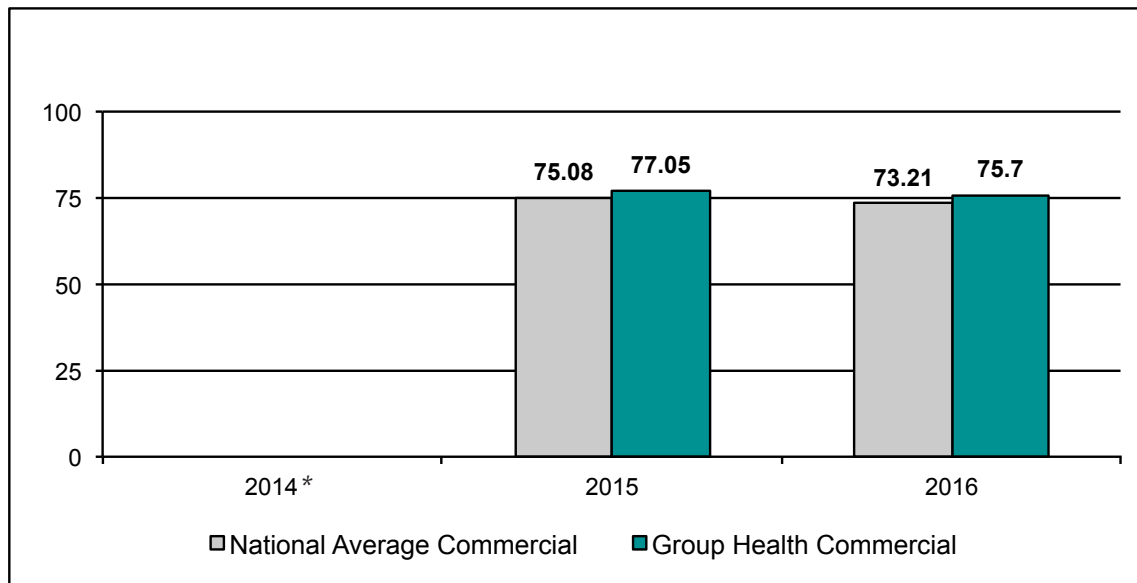
Group Health Key Positive Notes

Group Health's continued strong performance well above the national average can be attributed to improving access to mammography, meaning offering same-day appointments in most facilities.

* Age range was changed in 2014

HEDIS Measures and Performance

Cervical Cancer Screening



Percentage of women ages 21 to 64 who had a Pap test.

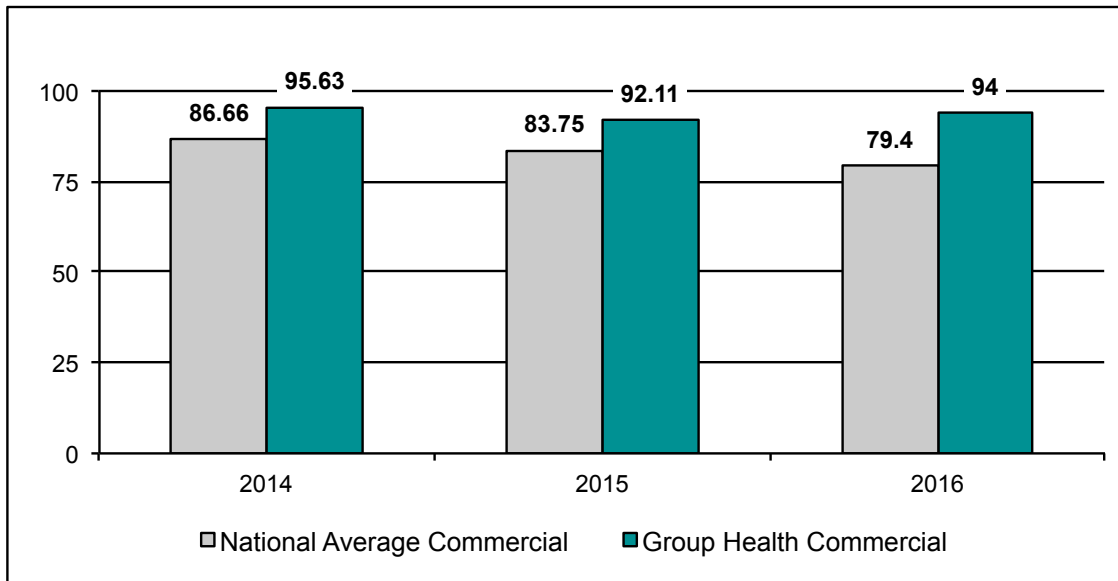
Why It Is Important

Cervical cancer is the second most common cancer worldwide, and the third leading cause of cancer-related death. Cervical cancer is also one of the most successfully treatable cancers when detected early. Increased screening has led to a substantial decline in cervical cancer incidence and mortality over the past several decades; screening reduces cervical cancer mortality by up to 80 percent. Early detection is critical. Cervical cancer rarely causes pain or noticeable symptoms until it is so advanced that it is unresponsive to treatment. As many as 4 of 5 women with a new diagnosis of cervical cancer have not had a Pap test in the last 5 years.

* This measure was not reported for 2014 due to a measurement change.

HEDIS Measures and Performance

Prenatal and Postpartum Care – Timeliness of Prenatal Care



Percentage of women who gave birth and had a prenatal visit during the first trimester.

Why It Is Important

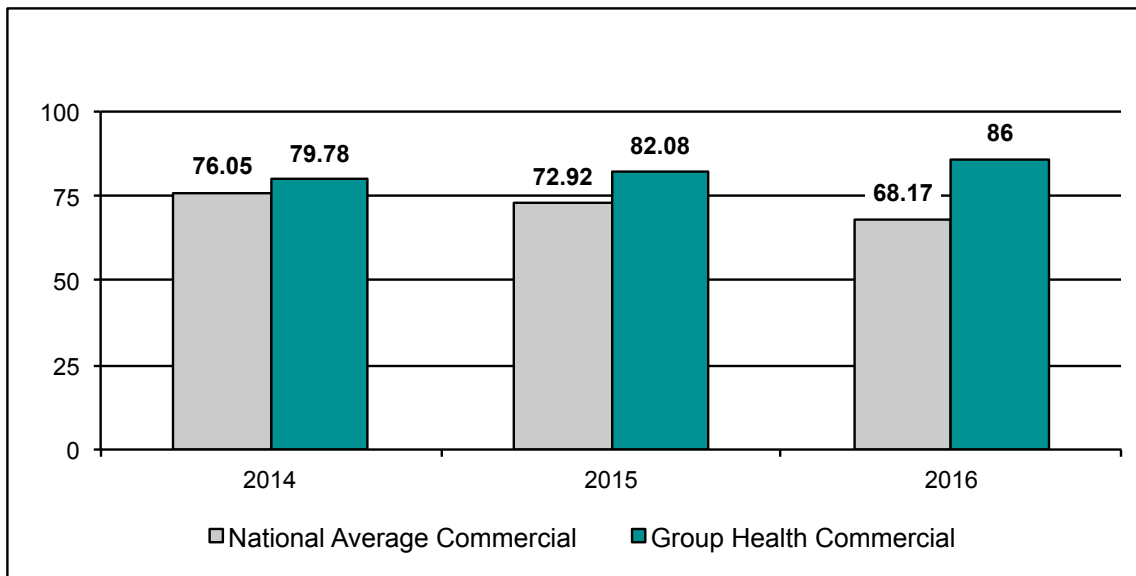
Although many women experience uncomplicated pregnancies, timely and adequate prenatal care can prevent poor birth outcomes. The American Academy of Pediatrics and the American College of Obstetricians and Gynecologists recommend that a woman with an uncomplicated pregnancy be examined every 4 weeks for the first 28 weeks of pregnancy, every 2–3 weeks until 36 weeks of gestation and weekly thereafter.

Group Health Key Positive Notes

Group Health performed well above the national average.

HEDIS Measures and Performance

Prenatal and Postpartum Care – Timeliness of Postpartum Care



Percentage of women who had a postpartum visit between 3 and 8 weeks after delivery.

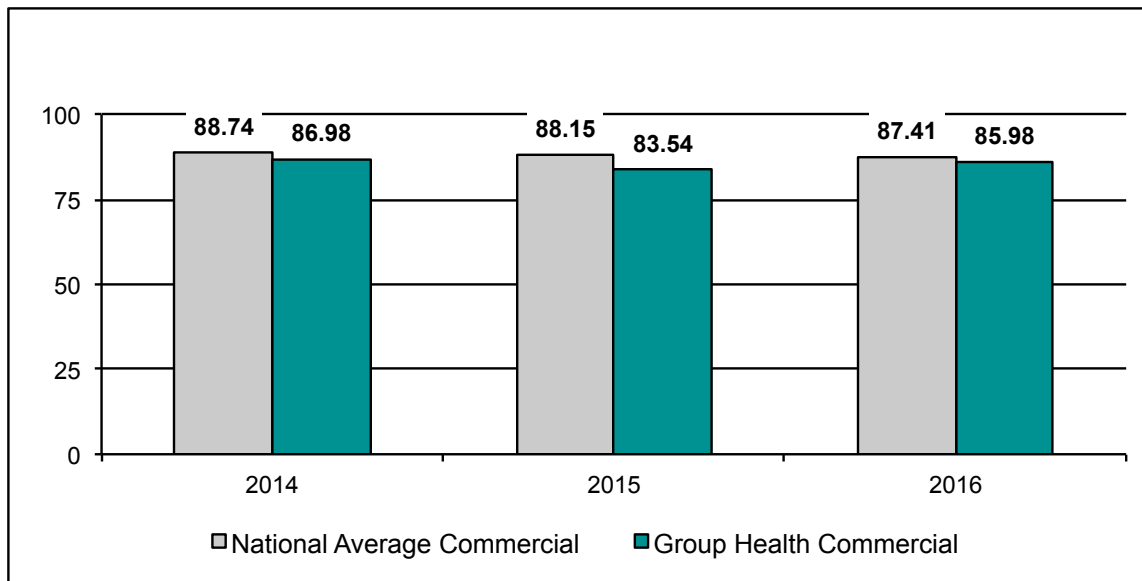
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Group Health Key Positive Notes

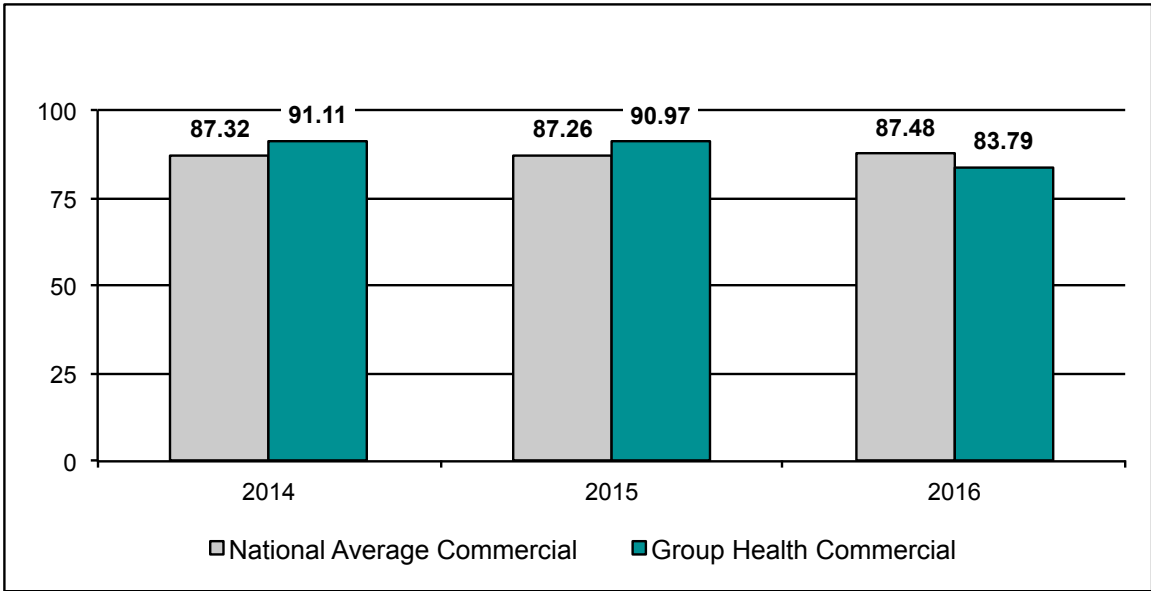
Group Health performed well above the national average.

CAHPS Measures and Performance for Commercial Claims Processing Composite



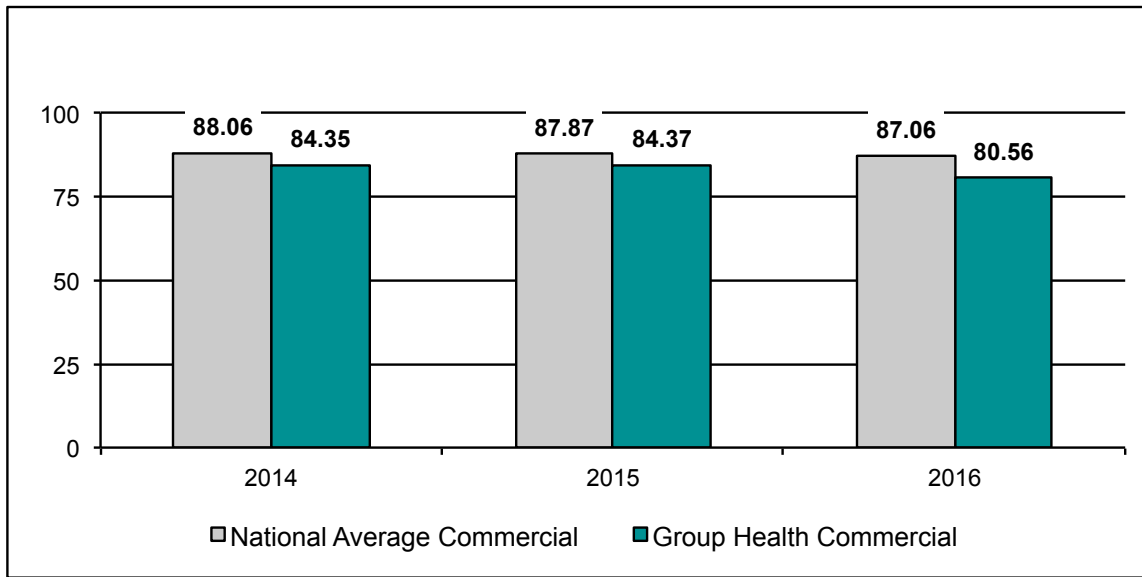
Percentage of surveyed members satisfied with how their claims were handled.

CAHPS Measures and Performance for Commercial Customer Service Composite



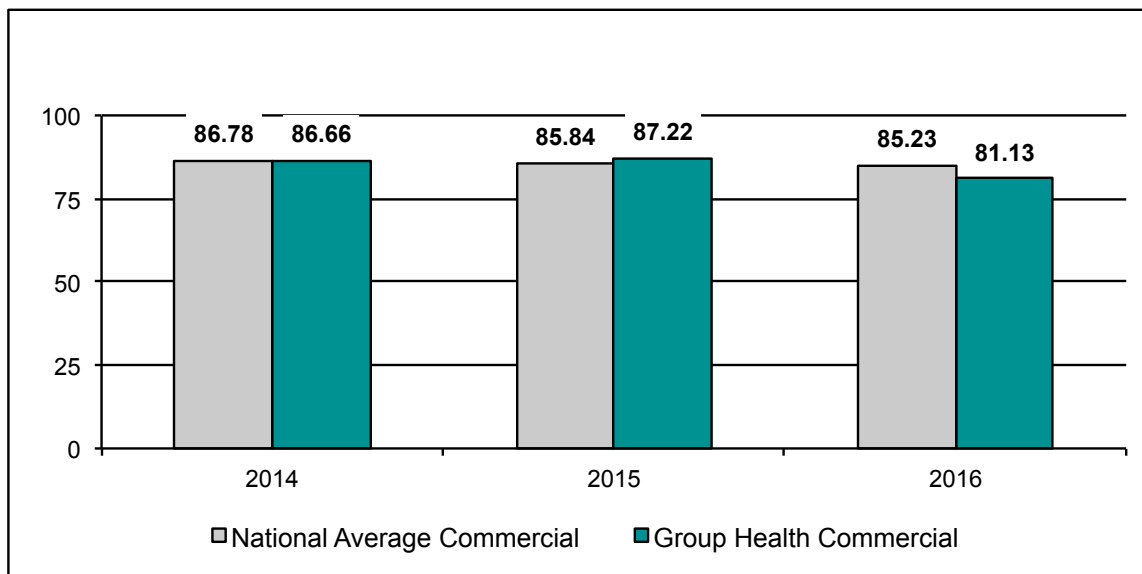
Percentage of surveyed members satisfied with customer service.

CAHPS Measures and Performance for Commercial Getting Needed Care Composite



Percentage of surveyed members who said it was easy to get appointments, preventive care, tests, and treatment promptly.

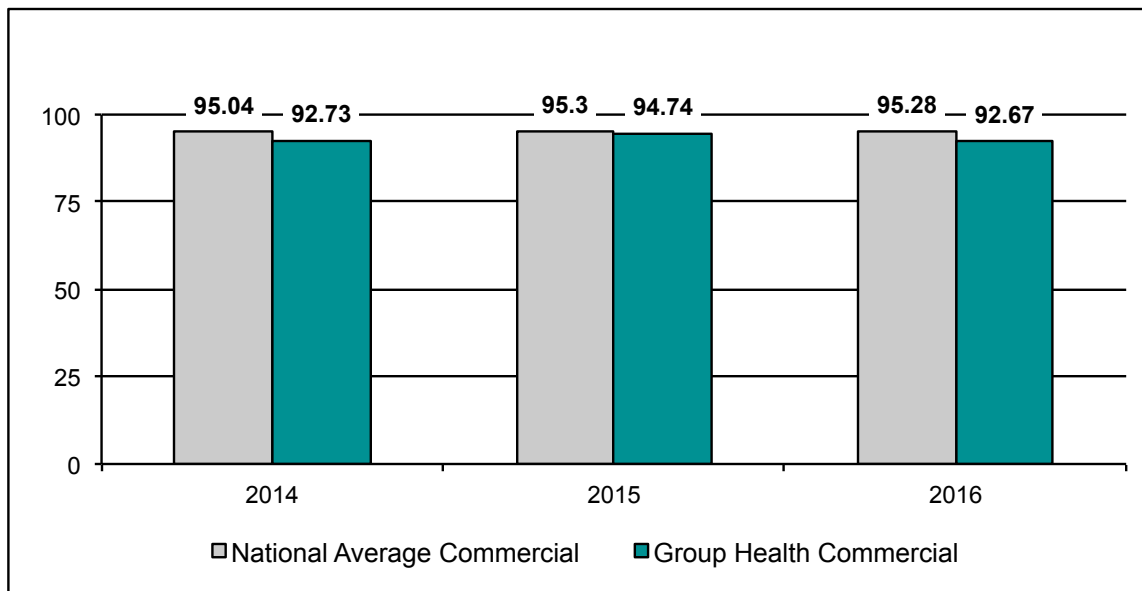
CAHPS Measures and Performance for Commercial Getting Care Quickly Composite



Percentage of surveyed members who said it was easy to get appointments, preventive care, tests, and treatment.

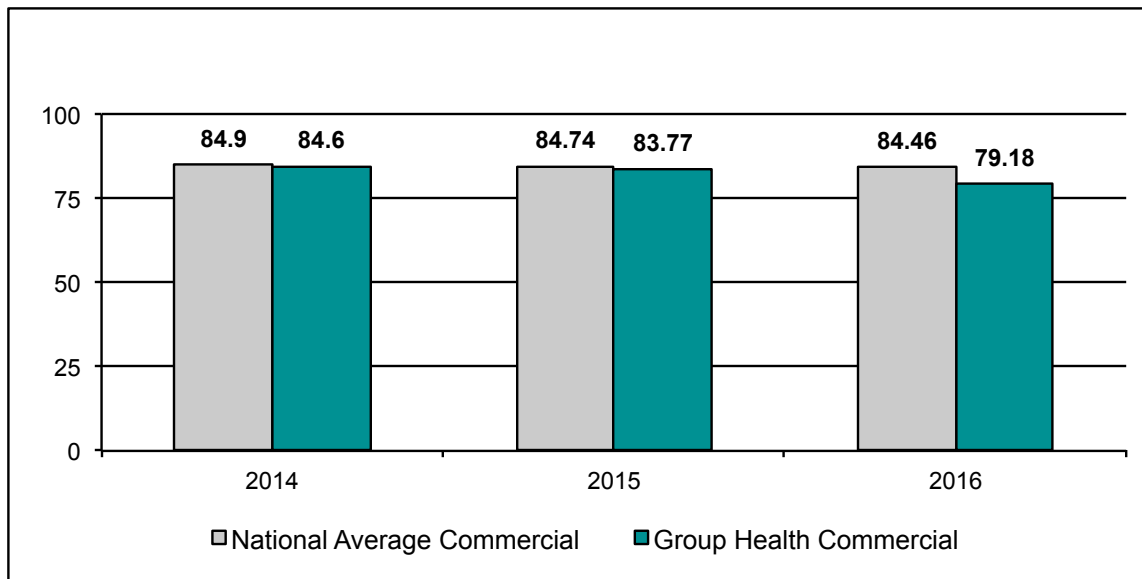
CAHPS Measures and Performance for Commercial

How Well Doctors Communicate Composite



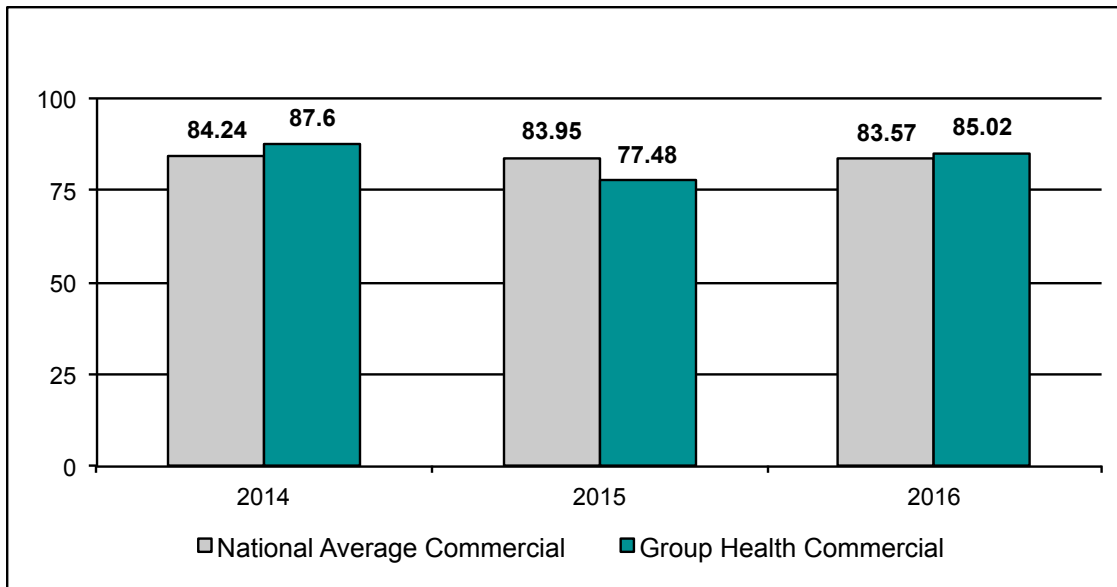
Percentage of surveyed members who gave plan's doctors a high rating in communications skills.

CAHPS Measures and Performance for Commercial Rating of Personal Doctor



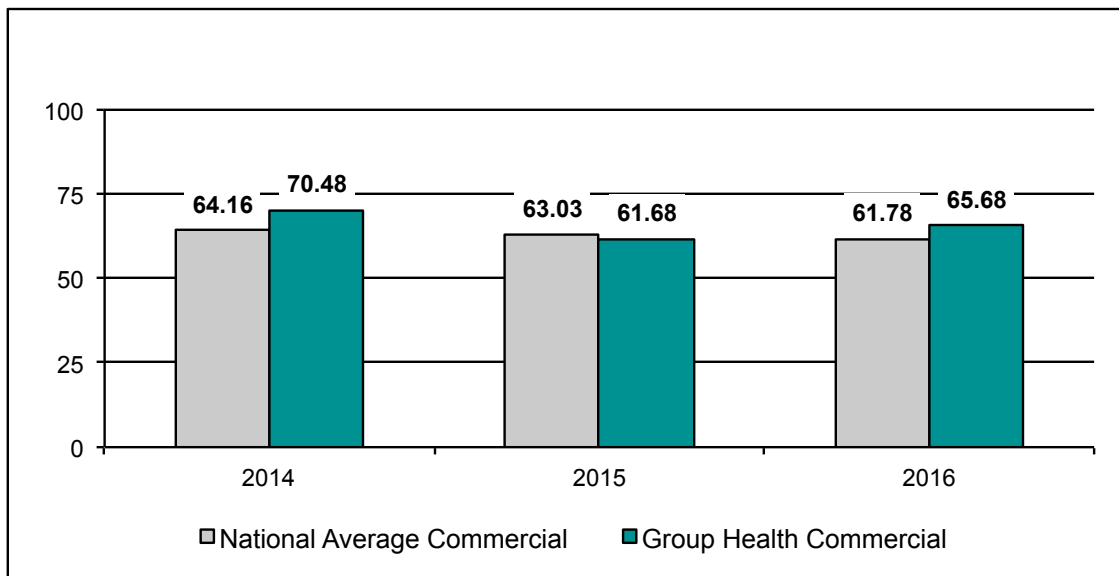
Percentage of surveyed members who gave their personal physician a high overall rating.

CAHPS Measures and Performance for Commercial Rating of Specialist Seen Most Often



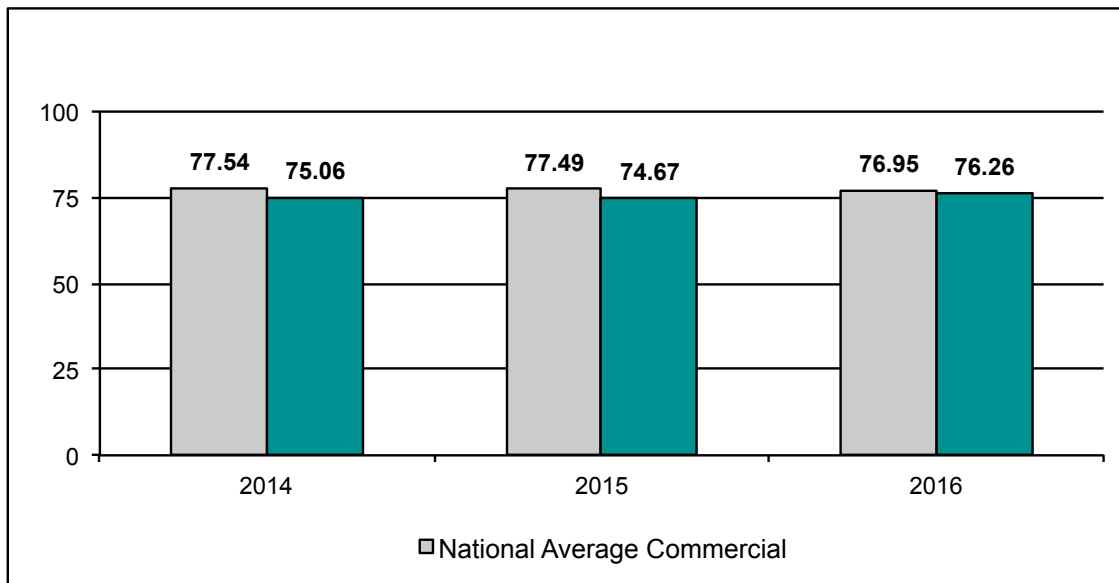
Percentage of surveyed members who gave plan's specialists a high overall rating.

CAHPS Measures and Performance for Commercial Rating of Health Plan



Percentage of surveyed members who gave the overall level of plan services a high rating.

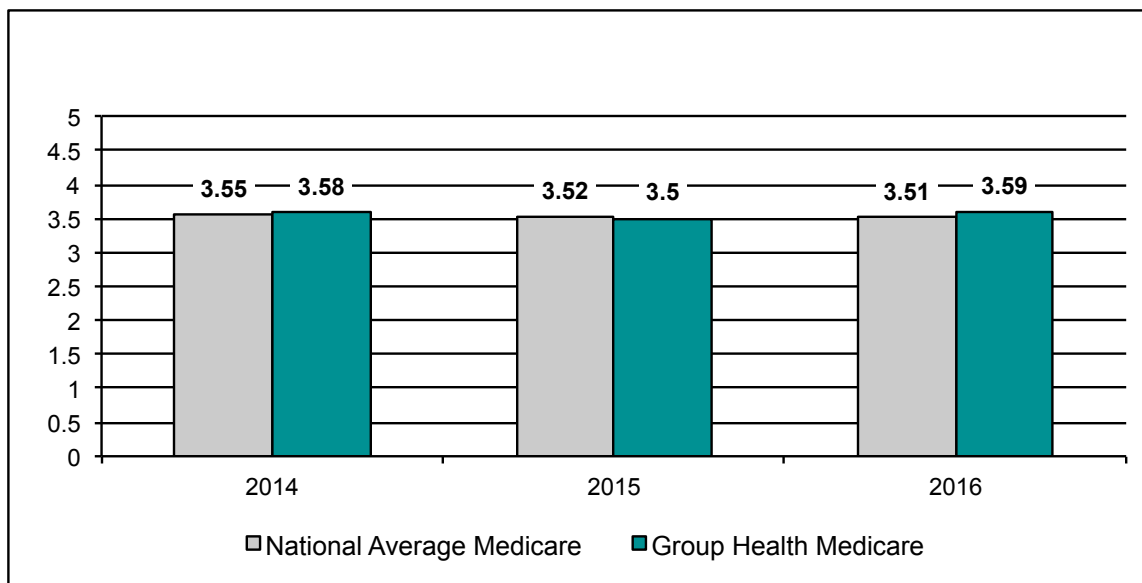
CAHPS Measures and Performance for Commercial Rating of All Health Care



Percentage of surveyed members who gave the health care they received a high overall rating.

CAHPS Measures and Performance for Medicare

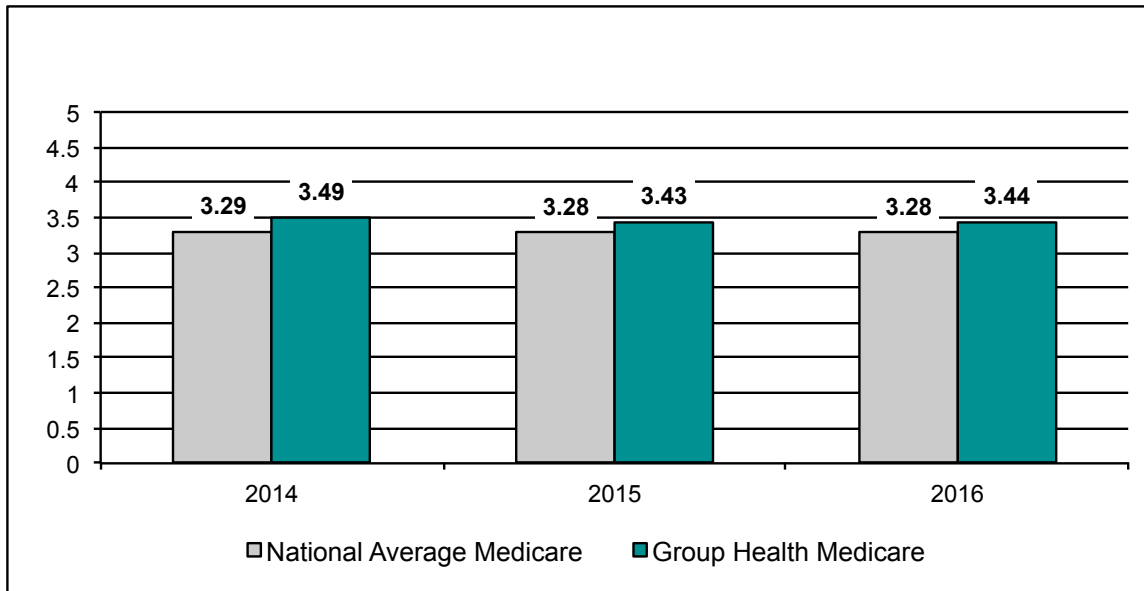
Getting Needed Care



Percentage of surveyed members who said it was easy to get appointments, preventive care, tests, and treatment promptly.

CAHPS Measures and Performance for Medicare

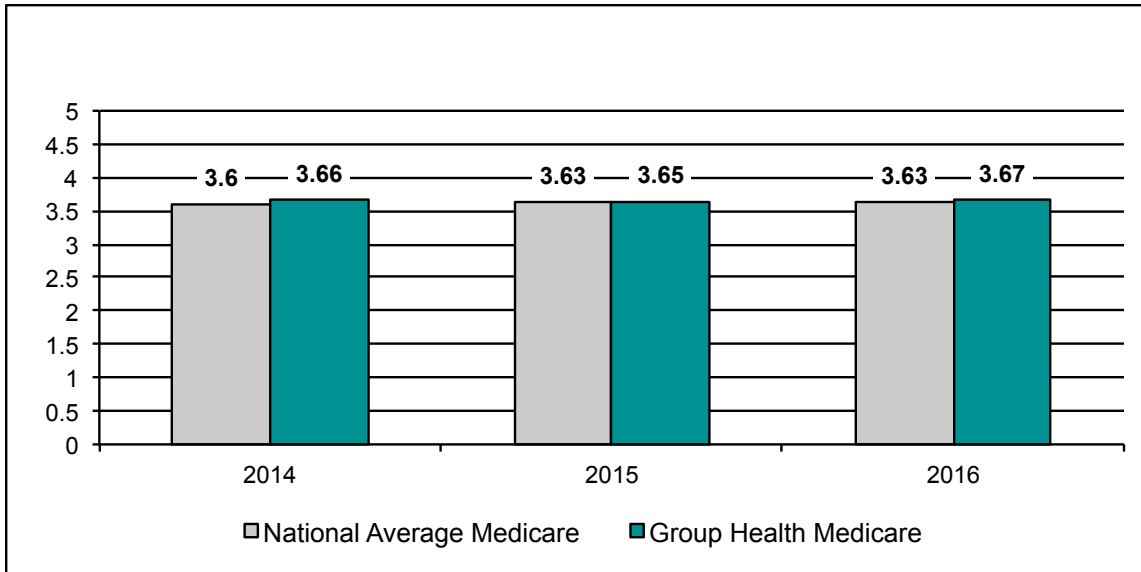
Getting Appointments and Care Quickly



Percentage of surveyed members who said it was easy to get appointments, preventive care, tests, and treatment.

CAHPS Measures and Performance for Medicare

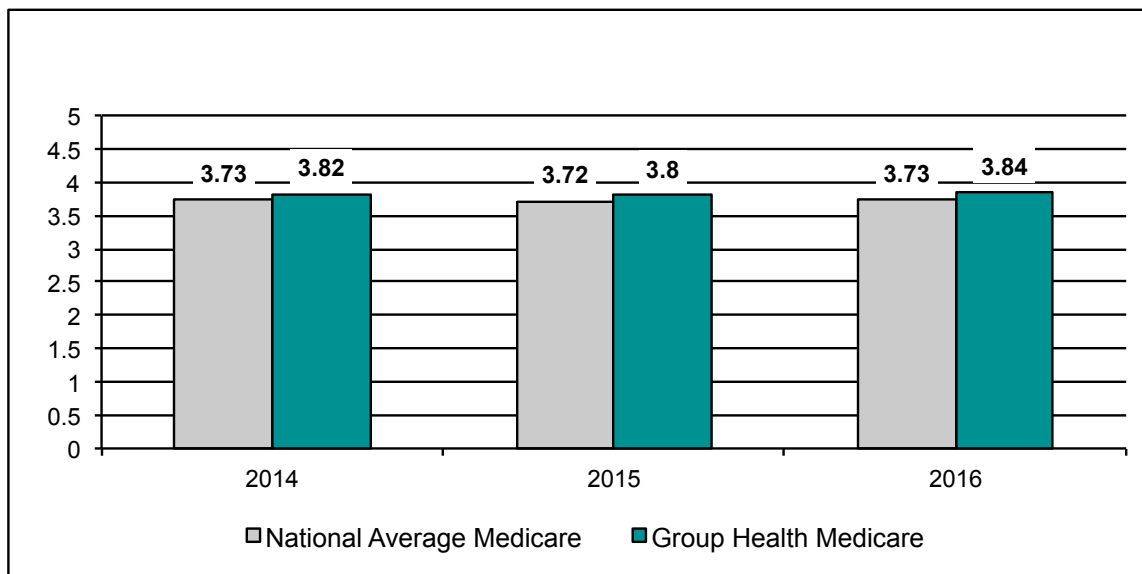
Customer Service



Percentage of surveyed members satisfied with customer service.

CAHPS Measures and Performance for Medicare

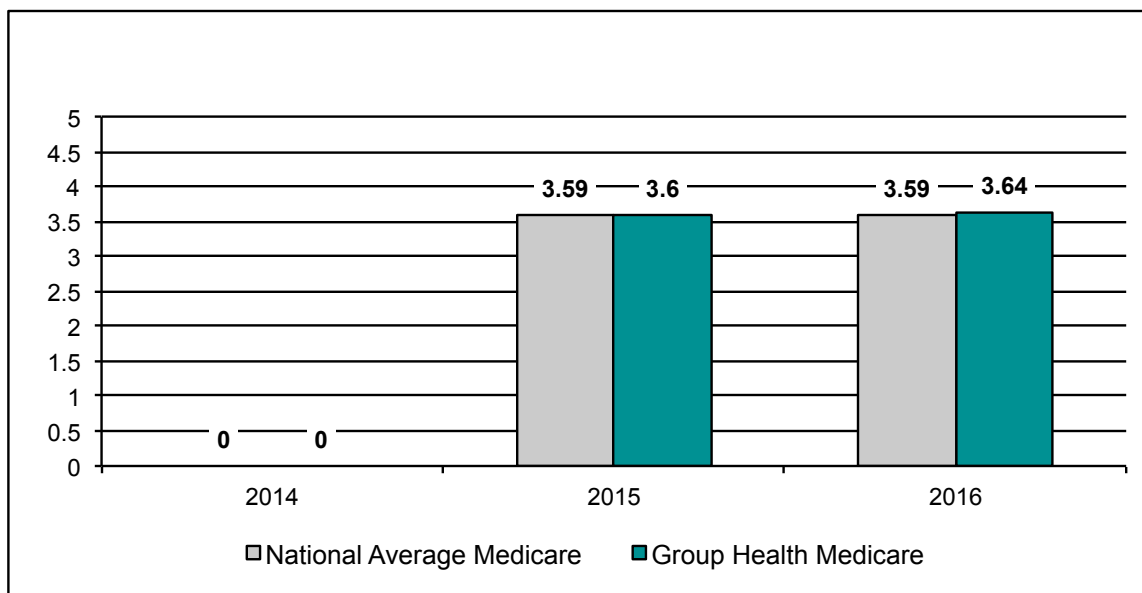
Getting Needed Prescription Drugs



Percentage of surveyed members satisfied with getting needed prescription drugs.

CAHPS Measures and Performance for Medicare

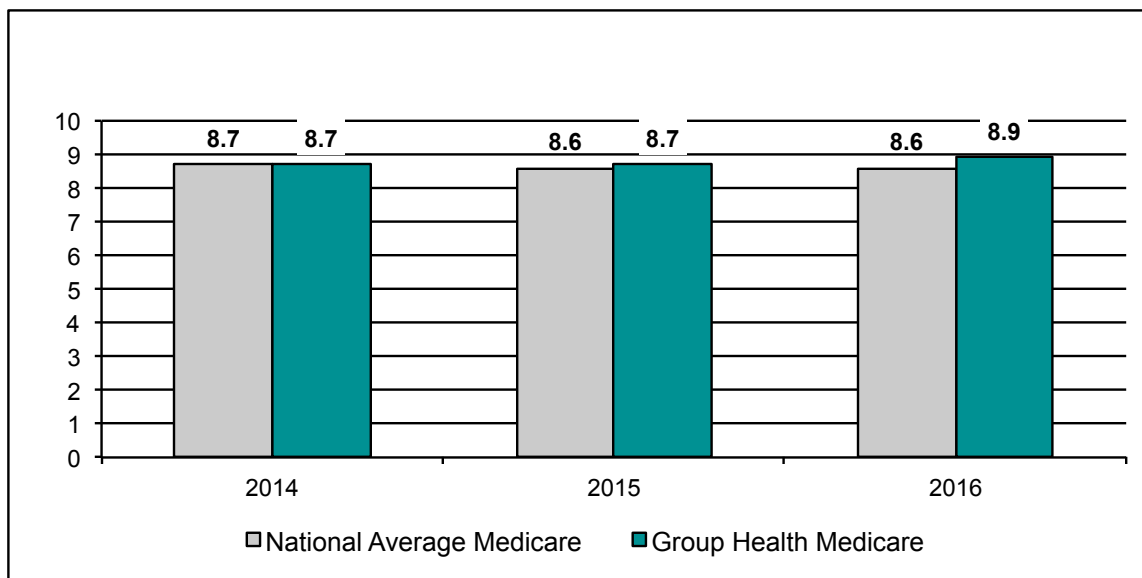
Care Coordination



Percentage of surveyed members who gave plan's doctors a high rating in care coordination.

CAHPS Measures and Performance for Medicare

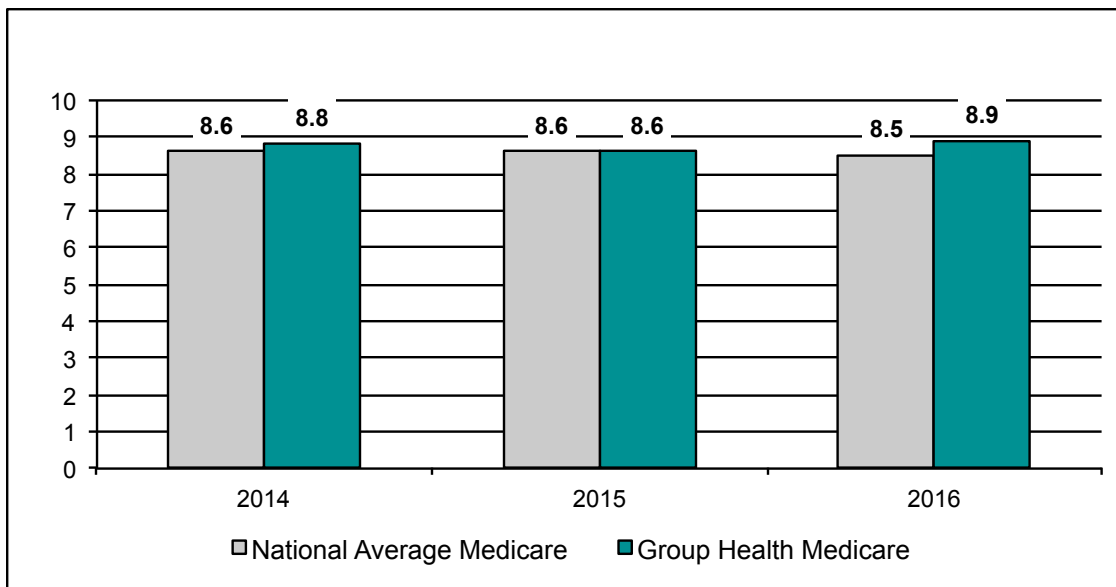
Rating of Health Care Quality



Percentage of surveyed members who gave the healthcare they received a high overall rating.

CAHPS Measures and Performance for Medicare

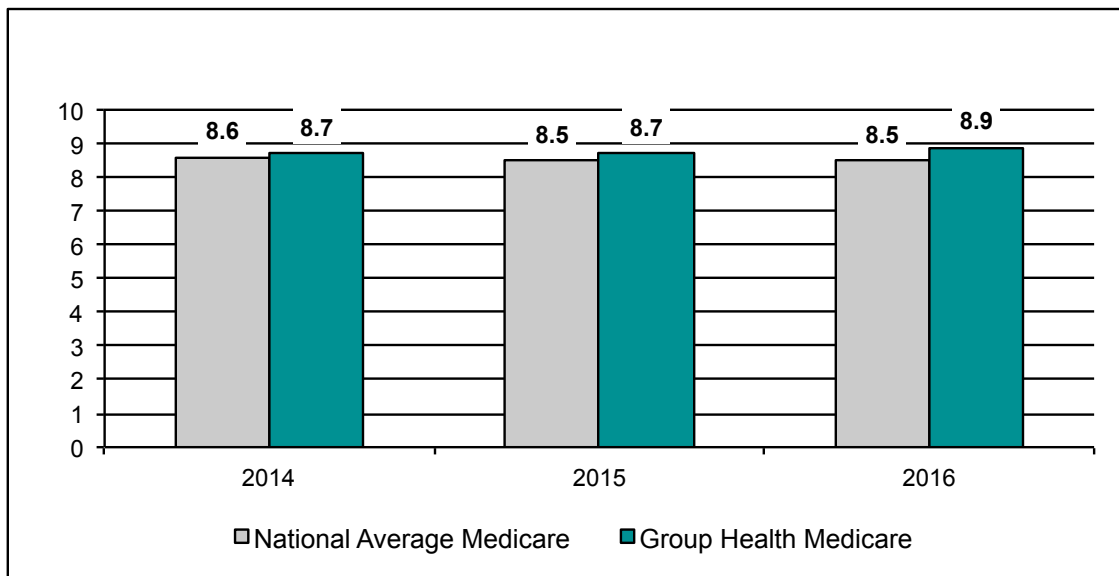
Rating of Health Plan



Percentage of surveyed members who gave the overall level of plan services a high rating.

CAHPS Measures and Performance for Medicare

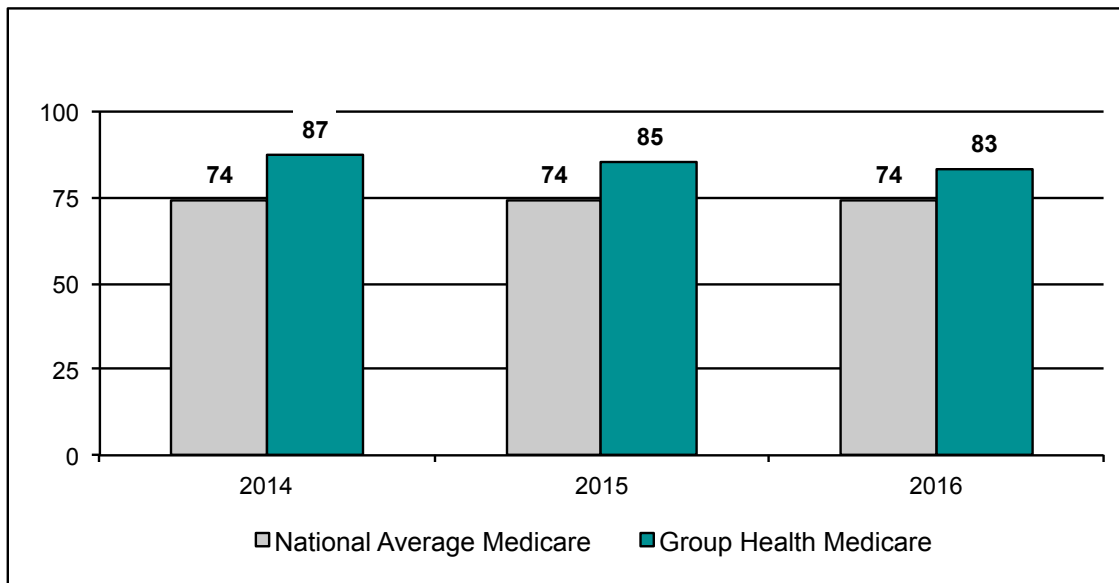
Rating of Drug Plan



Percentage of surveyed members who gave drug plan services a high rating.

CAHPS Measures and Performance for Medicare

Annual Flu Vaccine



Percentage of surveyed members who received their annual flu vaccine.