

## Section 2.4a Additional Performance Gap Results for Adult HP CAHPS

*Table 2.4a.1 2023 Adult HP CAHPS Performance Scores by Decile – Getting Needed Care*

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	50.4	34.0	39.2	43.1	46.2	48.4	51.3	53.0	54.6	56.0	58.2	60.9	64.0
N of Entities	218	1	27	23	22	15	29	16	32	16	24	12	1
N of Persons / Encounters / Episodes	45,880	231	5,377	8,518	4,220	2,364	5,374	3,029	6,055	3,066	4,739	2,772	135

*Table 2.4a.2 2023 Adult HP CAHPS Performance Scores by Decile – Getting Care Quickly*

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	54.5	35.0	43.0	47.4	50.1	52.6	54.5	56.6	58.5	60.4	62.4	64.9	67.0
N of Entities	218	1	27	22	26	18	21	18	28	20	16	14	7
N of Persons / Encounters / Episodes	43,897	222	4,976	8,940	3,220	2,970	3,907	3,743	4,909	3,557	3,363	2,631	1,459

*Table 2.4a.3 2023 Adult HP CAHPS Performance Scores by Decile – How Well Doctors Communicate*

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	75.4	53.0	64.9	70.0	72.5	74.4	76.0	77.0	78.5	80.0	81.0	83.4	88.0
N of Entities	218	1	24	22	20	32	15	17	34	15	18	19	1
N of Persons / Encounters / Episodes	37,600	41	4,512	3,349	6,403	4,364	2,684	3,319	5,325	2,557	2,919	2,060	67

*Table 2.4a.4 2023 Adult HP CAHPS Performance Scores by Decile – Health Plan Customer Service*

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	67.7	48.0	56.1	60.4	64.0	66.4	68.7	70.0	71.0	72.5	75.0	78.3	83.0
N of Entities	217	1	22	23	23	27	27	18	15	21	23	16	1
N of Persons / Encounters / Episodes	22,796	21	1,877	2,548	1,923	4,289	3,076	1,742	1,192	2,441	2,099	1,524	64

*Table 2.4a.5 2023 Adult HP CAHPS Performance Scores by Decile – Rating of All Health Care*

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	54.3	38.0	43.4	48.1	50.6	52.6	54.7	56.0	57.5	59.0	60.8	64.4	68.0
N of Entities	218	1	21	24	20	26	29	16	30	10	24	15	2
N of Persons / Encounters / Episodes	40,737	63	2,726	7,853	3,260	4,860	4,819	2,594	5,192	2,014	4,441	2,595	320

*Table 2.4a.6 2023 Adult HP CAHPS Performance Scores by Decile – Rating of Personal Doctor*

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	67.8	49.0	58.5	62.4	64.5	66.6	68.0	69.5	71.0	72.5	74.0	75.7	77.0
N of Entities	219	1	21	26	28	26	13	23	20	28	13	16	4
N of Persons / Encounters / Episodes	48,360	129	3,778	9,823	5,851	5,025	2,880	4,849	3,604	5,953	2,578	3,226	664

*Table 2.4a.7 2023 Adult HP CAHPS Performance Scores by Decile – Rating of Specialist*

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	66.4	49.0	56.2	61.2	63.0	64.7	66.0	67.6	69.0	70.3	72.7	76.1	83.0
N of Entities	215	1	21	30	15	29	13	26	19	21	20	19	1
N of Persons / Encounters / Episodes	26,581	45	1,904	2,938	3,994	3,135	1,675	3,057	2,737	2,658	2,416	1,923	99

*Table 2.4a.8 2023 Adult HP CAHPS Performance Scores by Decile – Rating of Health Plan*

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	60.7	44.0	48.8	54.0	57.0	59.6	61.0	62.5	64.0	65.6	67.9	71.3	81.0
N of Entities	220	1	22	25	25	30	12	25	23	17	23	16	1
N of Persons / Encounters / Episodes	61,397	176	4,623	11,654	6,895	8,610	3,187	5,517	6,530	3,990	4,819	4,927	469