

Appendix 8: Myers group Opportunity Analysis

Independent Variables

Each of the six composites includes scores on multiple survey questions:

- 1) Getting Needed Care
 - Getting a provider you are happy with
 - Seeing a specialist you need to see
 - Getting care, test or treatments needed
 - Delays in care while waiting for approval
- 2) Getting Care Quickly
 - Getting the help/advice you needed
 - Obtaining care right away for an illness/injury/condition
 - Obtaining care when wanted, not when needed right away
 - Waiting time in the doctor's office
- 3) How Well Doctors Communicate
 - Doctors listening carefully to you
 - Doctors explaining things in an understandable way
 - Doctors showing respect for what you had to say
 - Doctors spending enough time with you
- 4) Courteous and Helpful Office Staff
 - Office state treating you with courtesy and respect
 - Office staff as helpful as you thought they should be
- 5) Customer Service
 - Finding/understanding information
 - Getting help when calling customer service
 - Experience with plan paperwork
- 6) Claims Processing
 - Claims handle in a reasonable time
 - Claims handled correctly

Dependent Variables

The composites are correlated with how people rated their overall satisfaction with their health plan and their health care. The percentage of respondents who ranking their health plan/health care from 8 to 10 (on a scale of 0 to 10) is compared to NCQA's Quality Compass. The health plan is ranked against health plans that reported to NCQA in 2005 and that allowed their data to be publicly reported.

Composite Categories:

Plan Strength

Key driver of satisfaction and plan rates are at/above the 75th percentile when compared to Quality Compass 2005. Recommended action: Market and Maintain

Plan Opportunity

Key Driver of satisfaction but plan rates below the 50th percentile when compared to Quality Compass 2005. Recommended action: Investigate and Improve

Monitor

Key driver of satisfaction, but rates between the 50th and 75th percentile when compared to Quality Compass 2005. Recommended action: Monitor.

Secondary Drivers: Not a Key Driver, but an area that could become important in the future.