State of Hawaii Guide to Medicaid Managed Care
Ratings for Kaiser Permanente QUEST
Patient Satisfaction Measures

Patient Satisfaction[1,2]	Star Rating
Patient Satisfaction with Access and Services	
Health Plan Satisfaction	★★★★★
Rating of Health Plan – Adult	★★★★★
Rating of Health Plan – Child	★★★★★
Doctors' Communication and Service	★★★★★
Rating of Personal Doctor – Adult	★★★★
Rating of Personal Doctor – Child	★★★★★
Rating of Specialist Seen Most Often – Adult	★★★★★
Rating of Specialist Seen Most Often – Child	★★★★★
How Well Doctors Communicate – Adult	★★★★
How Well Doctors Communicate – Child	★★★★★
Getting Care	★★★
Getting Needed Care – Adult	★★★
Getting Care Quickly – Adult	★★★

Patient Satisfaction Measures[2,3]	
Star Rating[4]	
★★★★★	Best
★★★★	Very Good
★★★	Good
★★	Fair
★	Poor

Health Plan Satisfaction: Members think their health plan and their children's health plan are doing a good job and they are happy with their care.

Doctors' Communication and Service: Members think all of their doctors do a good job of explaining things to them and their children, and that they spend enough time with them and their children. Also, members think their personal doctor and specialist are doing a good job taking care of them and their children.

Getting Care: Members think they get the care they need for themselves and their children, and that they get the care they need quickly.

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[1] Patient Satisfaction measures are collected from surveys to get consumer and patient thoughts on health care. These surveys cover important topics, such as doctors' communication skills and how easy it is to obtain care.

[2] The health plan populations may have different traits, such as sex, race, and income, and got care in a different way that can affect measure results.

[3] Patient Satisfaction measures were obtained from a trusted source, Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

[4] For adult measures, the best star rating is at or above 90% of all Medicaid health plans' scores. A very good star rating is between 75% and 89% of all Medicaid health plans' scores. A good star rating is between 50% and 74% of all Medicaid health plans' scores. A fair star rating is between 25% and 49% of all Medicaid health plans' score. A poor star rating is below 25% of all Medicaid health plans' scores. For child measures, the best star rating is at or above 80% of all Medicaid health plans' scores. A very good star rating is between 60% and 79% of all Medicaid health plans' scores. A good star rating is between 40% and 59% of all Medicaid health plans' scores. A fair star rating is between 20% and 39% of all Medicaid health plans' score. A poor star rating is below 20% of all Medicaid health plans' scores.

State of Hawaii Guide to Medicaid Managed Care
Ratings for Kaiser Permanente QUEST
Quality Measures

Quality Measures[5,6]	Star Rating[7]
Living With Illness	
Asthma Care	★★★★★
Use of Correct Medications for People with Asthma	★★★★★
Diabetes Care	★★★★
Eye Exam	★★★★★
HbA1c Good Control (<7.0%)	★
HbA1c Poor Control (>9.0%)[8]	★★
HbA1c Testing	★★★★
Cholesterol Testing	★★★★★
Good Cholesterol Control (<100 mg/dL)	★★★★
Checking for Kidney Problems	★★★★★
Monitoring Blood Pressure (<130/80)	★★★★★
Heart Conditions Care	★★★
Controlling Cholesterol for Patients with Heart Problems	
Cholesterol Testing[9]	★★★
Good Cholesterol Level (<100 mg/dL)[9]	★★
Controlling High Blood Pressure	★★★★
Preventive Care	
Vaccinations for Children	★★★★★
Childhood Vaccinations	★★★★★
Women's Preventive Health	★★★★★
Breast Cancer Testing	★★★★★
Cervical Cancer Testing	★★★★★
Chlamydia Testing in Women	★★★★★
Emergency Care	
Emergency Room Use	★★★★★
Emergency Visits[8]	★★★★★

Asthma Care: Members get the correct medicines to treat asthma.

Diabetes Care: Members get the tests they need to prevent problems with diabetes.

Heart Conditions Care: Members get the tests they need to prevent heart problems and show good control of cholesterol and blood pressure.

Vaccinations for Children: Children get the vaccines they need to keep them healthy.

Women's Preventive Health: Women get the tests they need to prevent breast cancer, cervical cancer, and to treat infections that can cause problems.

Emergency Room Use: Measures the number of visits members made to the emergency department. In this case, more stars mean fewer visits.

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[5] Many health plans use Quality Measures to measure performance on important areas of care.

[6] The health plan populations may have different traits, such as sex, race, and income, and got care in a different way that can affect measure results.

[7] Please see Appendix for star rating description.

[8] The scoring for this measure is reversed since lower rates mean better performance.

[9] The score for this measure is the mean score across all plans, since the result is *Not Applicable* (NA).

Appendix
Kaiser Permanente QUEST Quality Measure Rates

Measure Name	Rate
Use of Correct Medications for People with Asthma	94.4%
Diabetes Care	
Eye Exam	72.8%
HbA1c Good Control (<7.0%)	21.0%
HbA1c Poor Control (>9.0%)	48.6%
HbA1c Testing	86.5%
Cholesterol Test	81.9%
Good Cholesterol Control (<100 mg/dL)	42.3%
Checking for Kidney Problems	89.8%
Monitoring Blood Pressure (<130/80)	44.0%
Controlling Cholesterol for Patients with Heart Problems	
Cholesterol Test	NA[10]
Good Cholesterol Level (<100 mg/dL)	NA[10]
Controlling High Blood Pressure	62.3%
Childhood Vaccinations	90.5%
Breast Cancer Testing	81.7%
Cervical Cancer Testing	80.3%
Chlamydia Testing in Women	75.3%
Emergency Visits[11]	26.7

Quality Measures[12,13]
Star Rating[14]
★★★★★   Best
★★★★   Very Good
★★★   Good
★★   Fair
★   Poor

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[10] Not Applicable (NA) means the plan was not able to provide enough data for this measure.

[11] This rate is the number of visits per 1,000 member months.

[12] Quality Measures were obtained from a trusted source, Healthcare Effectiveness Data and Information Set (HEDIS®). HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

[13] The health plan populations may have different traits, such as sex, race, and income, and got care in a different way that can affect measure results.

[14] The best star rating is at or above 90% of all Medicaid health plans' scores. A very good star rating is between 75% and 89% of all Medicaid health plans' scores. A good star rating is between 50% and 74% of all Medicaid health plans' scores. A fair star rating is between 25% and 49% of all Medicaid health plans' score. A poor star rating is below the 25% of all Medicaid health plans' scores. For reverse scoring, the best star rating is below the 10% of all Medicaid health plans' scores. A very good star rating is between 10% and 24% of all Medicaid health plans' scores. A good star rating is between 25% and 49% of all Medicaid health plans' scores. A fair star rating is between 50% and 74% of all Medicaid health plans' scores. A poor star rating is at or above the 75% of all Medicaid health plans' scores.