



Consumer  
Assessment of  
Healthcare  
Providers and  
Systems

2018

CAHPS®

Capital District Physicians' Health Plan, Inc.  
CDPHP Universal Benefits,® Inc.  
Capital District Physicians' Healthcare Network, Inc.

For the Reporting Year  
2017

CDPHP members are randomly surveyed every year to determine your level of satisfaction with the health plan and with the quality of care received from your physicians. CDPHP and other health plans use a standardized member satisfaction survey—known as the Consumer Assessment of Healthcare Providers and Systems (CAHPS®)—to enable you to use the results to compare health plans.

The results displayed below indicate that members continue to be very satisfied with CDPHP. Thank you once again for the positive feedback. CDPHP uses your responses to help us continue to improve your satisfaction with the services we provide.

	Commercial		Medicare		Medicaid
	HMO	PPO	HMO	PPO	
<b><i>Effectiveness of Care: Prevention and Screening</i></b>					
Adult BMI Assessment	91.79%	91.84%	99.00%	99.00%	96.00%
Weight Assessment and Counseling for Nutrition & Physical Activity in Children					
BMI Percentile	90.82%	91.11%	NA	NA	86.23%
Counseling for Nutrition	90.82%	90.74%	NA	NA	82.62%
Counseling for Physical Activity	86.96%	88.15%	NA	NA	75.08%
Childhood Immunizations					
DTaP, IPV, MMR, HiB, Hep B, VZV	90.46%	89.95%	NA	NA	83.70%
DTaP, IPV, MMR, HiB, Hep B, VZV, PCV	88.40%	89.20%	NA	NA	79.32%
Lead Screening (2-Year-Olds)	89.14%	90.12%	NA	NA	83.45%
Immunizations for Adolescents (TD/TDap and Meningococcal)	93.19%	93.67%	NA	NA	89.74%
Human Papillomavirus Vaccine for Adolescents	31.39%	30.17%	NA	NA	32.66%

Breast Cancer Screening	79.29%	77.62%	80.32%	85.73%	65.09%
Cervical Cancer Screening	82.97%	86.67%	NA	NA	71.35%
Colorectal Cancer Screening	76.22%	70.90%	81.76%	82.62%	NA
Chlamydia Screening in Women Ages 16 to 24	69.20%	65.83%	NA	NA	67.12%
<b><i>Effectiveness Of Care: Respiratory Conditions</i></b>					
Appropriate Testing for Children With Pharyngitis	93.40%	94.13%	NA	NA	91.46%
Appropriate Treatment for Children With URI	94.52%	93.68%	NA	NA	94.04%
Avoidance of Antibiotic Treatment in Adults With Acute Bronchitis	37.84%	33.17%	NA	NA	35.94%
Use of Spirometry Testing in the Assessment & Diagnosis of COPD	41.55%	37.54%	39.21%	42.86%	36.27%
<b>Pharmacotherapy Management of COPD Exacerbation</b>					
Systemic Corticosteroids	80.90%	74.65%	75.12%	70.97%	78.11%
Bronchodilators	83.15%	80.28%	82.39%	70.97%	84.18%
Medication Management for People with Asthma— Medication Compliance 50%	74.87%	70.90%	NA	NA	62.81%
<b><i>Effectiveness Of Care: Cardiovascular</i></b>					
Persistence of Beta Blocker Treatment after Heart Attack	84.78%	95.59%	95.45%	NA	86.05%
Blood Pressure Controlled <140/90	75.00%	70.40%	88.85%	87.20%	71.04%
<b><i>Effectiveness of Care: Diabetes</i></b>					
<b>Comprehensive Diabetes Care</b>					
HBA1C Testing	93.43%	91.00%	92.83%	96.28%	88.81%
Poor HBA1C Control	18.00%	20.92%	15.58%	9.12%	29.68%
Adequate HBA1C Control (<8)	68.86%	66.18%	76.64%	85.14%	60.10%
Monitoring for Nephropathy	91.24%	90.27%	95.02%	95.95%	91.24%
Eye Exam	67.88%	68.37%	82.55%	87.50%	69.34%
<b><i>Effectiveness Of Care: Musculoskeletal</i></b>					
Disease Modifying Anti-Rheumatic Drug Therapy in Rheumatoid Arthritis	88.97%	89.53%	79.64%	87.18%	84.17%
Use of Imaging Studies for Low Back Pain	78.21%	75.69%	NA	NA	70.93%
Osteoporosis Management in Women Who Have Had a Fracture	NA	NA	32.92%	NA	NA
<b><i>Effectiveness Of Care: Behavioral Health</i></b>					
<b>Antidepressant Medication Management</b>					
Effective Acute Phase Treatment	65.65%	68.96%	71.22%	80.85%	53.67%
Effective Continuation Phase Treatment	52.50%	52.68%	56.60%	63.83%	37.36%
Follow-Up Care for Children Prescribed ADHD Medication					

Initiation Phase	49.10%	40.43%	NA	NA	46.30%
Continuation and Maintenance Phase	52.83%	54.17%	NA	NA	53.89%
<b>Follow-Up After Hospitalization for Mental Illness</b>					
30 Days	83.22%	80.36%	78.08%	NA	82.10%
7 Days	71.33%	63.14%	61.64%	NA	65.92%
Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medication	NA	NA	NA	NA	80.81%
Diabetes Monitoring for People with Diabetes and Schizophrenia	NA	NA	NA	NA	85.11%
Adherence to Antipsychotic Medications for Individuals with Schizophrenia	NA	NA	NA	NA	62.04%
<b><i>Effectiveness of Care: Medication Management</i></b>					
<b>Annual Monitoring for Patients on Persistent Medications</b>					
ACE Inhibitors or ARBs	87.11%	85.25%	NA	NA	89.18%
Diuretics	86.92%	85.07%	NA	NA	87.28%
Total	87.04%	85.18%	NA	NA	88.47%
<b>Drugs to be Avoided in the Elderly</b>					
One Prescription	NA	NA	11.03%	11.90%	NA
At Least Two Prescriptions	NA	NA	7.20%	7.70%	NA
<b>Potentially Harmful Drug-Disease Interactions in the Elderly</b>					
Falls + Tricyclic Antidepressants or Antipsychotics	NA	NA	45.29%	43.96%	NA
Dementia + Tricyclic Antidepressants or Anticholinergic Agents	NA	NA	43.21%	50.39%	NA
Chronic Renal Failure + Non-Aspirin NSAIDS or COX-2 Selective Inhibitors	NA	NA	4.42%	6.41%	NA
<b><i>Access/Availability of Care</i></b>					
<b>Prenatal and Postpartum Care</b>					
Timeliness of Prenatal Care	96.23%	96.27%	NA	NA	90.75%
Postpartum Care	93.08%	88.81%	NA	NA	67.76%
<b>Initiation and Engagement of Alcohol or Drug Dependence Treatment</b>					
Initiation	39.67%	36.57%	31.16%	NA	46.15%
Engagement	17.81%	13.75%	2.51%	NA	21.19%
<b><i>Use of Services</i></b>					
Well-Child Visits in First 15 Months of Life (6 or more)	91.77%	90.91%	NA	NA	81.72%
Well Child Visits Ages 3-6	91.16%	90.66%	NA	NA	86.15%
Adolescent Well-Care Visit	73.20%	62.31%	NA	NA	67.02%