2014 ECHO Child Survey

Oklahoma Health Care Authority
(SoonerCare Choice)

June 2014
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Background

Telligen, the Oklahoma External Quality Review Organization, was selected to conduct the state fiscal year 2014 Experience of Care and Health Outcomes (ECHO®) Child Behavioral Health Survey on behalf of the Oklahoma Health Care Authority (OHCA) for SoonerCare Choice members. This survey is designed to support efforts to measure, evaluate and improve the experiences of members with various aspects of mental health and substance abuse treatments, as well as counseling services.

Protocol

SoonerCare Choice chose the mixed methodology, which consisted of both mail and telephone protocol. This protocol included mailing a questionnaire with a cover letter, followed by a reminder postcard which was mailed a week later. For those selected members who did not respond to the first questionnaire, a second questionnaire with a cover letter encouraging participation was sent, followed by a second reminder postcard a week later. If a selected member still did not respond to the questionnaires, at least four telephone calls were made to complete the survey using trained telephone interviewers.

In February, 1,480 SoonerCare Choice members were randomly selected to participate in the 2014 ECHO Child Survey. A total of 462 surveys were completed resulting in a 31% response rate. Of these 462 respondents, 379 responded “Yes” to Q1, indicating that the child had received counseling, treatment, or medicine for the reasons listed on the survey tool.

This report is compiled from the responses of the 379 SoonerCare Choice members who responded to the survey and have been categorized as Behavioral Health Service users.
Executive Summary

Disposition Summary

- A response rate is calculated for those members who were eligible and able to respond. According to protocol, ineligible members include those who are deceased, do not meet eligible criteria, have a language barrier, or are either mentally or physically incapacitated. Non-responders include those members who have refused to participate in the survey, could not be reached due to a bad address or telephone number, or members that reached a maximum attempt threshold and were unable to be contacted during the survey time period.

- The table below shows the total number of members in the sample that fell into each of the various disposition categories.

<table>
<thead>
<tr>
<th>Ineligible</th>
<th>Number</th>
<th>Non-response</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deceased (M20/T20)</td>
<td>0</td>
<td>Bad address/phone (M23/T23)</td>
<td>108</td>
</tr>
<tr>
<td>Does not meet criteria (M21/T21)</td>
<td>3</td>
<td>Incomplete (M31/T31)</td>
<td>0</td>
</tr>
<tr>
<td>Language barrier (M22/T22)</td>
<td>5</td>
<td>Refusal (M32/T32)</td>
<td>13</td>
</tr>
<tr>
<td>Mentally/physically incapacitated (M24/T24)</td>
<td>0</td>
<td>Maximum attempts made (M33/T33)</td>
<td>889</td>
</tr>
<tr>
<td><strong>Total Ineligible</strong></td>
<td>8</td>
<td><strong>Total Non-response</strong></td>
<td>1,010</td>
</tr>
</tbody>
</table>

- Ineligible surveys are subtracted from the sample size when computing a response rate (see below):

\[
\text{Completed mail and telephone surveys} \quad \frac{= \quad \text{Response Rate}}{\text{Sample size} \quad - \quad \text{Ineligible surveys}}
\]

- Using the final figures from SoonerCare Choice’s ECHO Child survey, the numerator and denominator used to compute the response rate are presented below:

\[
\frac{\text{Mail completes (315)} \quad + \quad \text{Phone completes (147)}}{\text{Total Sample (1,480)} \quad - \quad \text{Total Ineligible (8)}} \quad = \quad \frac{462}{1,472} \quad = \quad \text{Response Rate} \quad = \quad 31\%
\]
Executive Summary
Summary of Key Measures

- Over three-quarters of SoonerCare Choice members rate their “Treatment” and “Health Plan” an 8, 9, or 10. Both scores are higher than the prior survey. As expected, members who rate their health status as ‘Excellent’ or ‘Very Good’ give a significantly higher rating of their “Treatment” and “Health Plan”.

- Three of the five composite measures are on par since prior survey (“How Well Clinicians Communicate”, “Perceived Improvement”, and “Availability of Help and Support”).

- The composite “Getting Treatment Quickly” is higher in 2014, and can largely be attributed to the significant increase in “Getting Help By Telephone” (27% in 2012 vs. 52% in 2014).

- Members rate SoonerCare Choice lower for “Getting Treatment & Information from Plan” since the prior survey. This is largely due the significant decrease of “Helpfulness of Customer Service” (74% in 2012 vs. 55% in 2014).

- Other significant findings - Members rate SoonerCare Choice significantly higher for “Given Information About Counseling/Treatment Options” (“Yes response – 72% in 2014, 65% in 2012 (Q22)) and “Amount Helped by Treatment” (“Somewhat” & “A Lot” 84% in 2014, 78% in 2012 (Q30)).

- “Members feel they can refuse a specific treatment for their child” is significantly lower than the 2012 rating (89% in 2012 vs. 82% in 2014).

<table>
<thead>
<tr>
<th>Oklahoma Health Care Authority (SoonerCare Choice)</th>
<th>Trended Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Composite Measures</td>
<td>2012</td>
</tr>
<tr>
<td>Getting Treatment Quickly</td>
<td>63%</td>
</tr>
<tr>
<td>How Well Clinicians Communicate</td>
<td>91%</td>
</tr>
<tr>
<td>Getting Treatment &amp; Information from Plan</td>
<td>71%</td>
</tr>
<tr>
<td>Perceived Improvement</td>
<td>72%</td>
</tr>
<tr>
<td>Availability of Help and Support</td>
<td>84%</td>
</tr>
<tr>
<td>Overall Rating Measures</td>
<td></td>
</tr>
<tr>
<td>Treatment</td>
<td>70%</td>
</tr>
<tr>
<td>Health Plan</td>
<td>78%</td>
</tr>
</tbody>
</table>

Legend: ↑/↓ Statistically higher/lower compared to prior survey results.
Executive Summary

Demographics

**CHILD’S OVERALL HEALTH RATING**
- Excellent/Very Good: 54%
- Good: 35%
- Fair/Poor: 11%

**CHILD’S AGE**
- Under 1: 0%
- 1 - 3: 1%
- 4 - 7: 14%
- 8 - 12: 42%
- 13 - 18: 43%

**CHILD’S MENTAL HEALTH STATUS**
- Excellent/Very Good: 37%
- Good: 40%
- Fair/Poor: 23%

**CHILD’S GENDER**
- Female: 41%
- Male: 59%

**CHILD’S RACE / ETHNICITY**
- Hispanic or Latino: 12%
- White: 81%
- Black or African-American: 14%
- Asian: 0%
- Native Hawaiian or other Pacific Islander: 1%
- American Indian or Alaska Native: 20%
- Other: 3%

Data shown are self reported.
## Executive Summary

### Demographics

<table>
<thead>
<tr>
<th>Question</th>
<th>2012</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q31. Child's Mental Health Rating</strong></td>
<td>(n=537)</td>
<td>(n=357)</td>
</tr>
<tr>
<td>Excellent/very good</td>
<td>32%</td>
<td>37%</td>
</tr>
<tr>
<td>Good</td>
<td>38%</td>
<td>40%</td>
</tr>
<tr>
<td>Fair/poor</td>
<td>29%</td>
<td>23%</td>
</tr>
<tr>
<td><strong>Q57. Child's Health Status</strong></td>
<td>(n=536)</td>
<td>(n=448)</td>
</tr>
<tr>
<td>Excellent/very good</td>
<td>52%</td>
<td>54%</td>
</tr>
<tr>
<td>Good</td>
<td>35%</td>
<td>35%</td>
</tr>
<tr>
<td>Fair/poor</td>
<td>13%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>Q58. Child's Age</strong></td>
<td>(n=536)</td>
<td>(n=453)</td>
</tr>
<tr>
<td>Under 1</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>1 - 3</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>4 - 7</td>
<td>18%</td>
<td>14%</td>
</tr>
<tr>
<td>8 - 12</td>
<td>40%</td>
<td>42%</td>
</tr>
<tr>
<td>13 - 18</td>
<td>41%</td>
<td>43%</td>
</tr>
<tr>
<td><strong>Q59. Child's Gender</strong></td>
<td>(n=534)</td>
<td>(n=458)</td>
</tr>
<tr>
<td>Male</td>
<td>66%</td>
<td>59%</td>
</tr>
<tr>
<td>Female</td>
<td>34%</td>
<td>41%</td>
</tr>
<tr>
<td><strong>Q60/61. Child's Race/Ethnicity</strong></td>
<td>(n=527/507)</td>
<td>(n=455/462)</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>13%</td>
<td>12%</td>
</tr>
<tr>
<td>White</td>
<td>82%</td>
<td>81%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>12%</td>
<td>14%</td>
</tr>
<tr>
<td>Asian</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Native Hawaiian or other Pacific Islander</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>14%</td>
<td>20%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Data shown are self reported.
## Executive Summary

### Composite & Rating Scores by Demographics

<table>
<thead>
<tr>
<th>Demographic</th>
<th>Child's Gender</th>
<th>Child's Age</th>
<th>Child's Race</th>
<th>Child's Ethnicity</th>
<th>Child's Health Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Under 1</td>
<td>1 - 3</td>
<td>4 - 7</td>
</tr>
<tr>
<td></td>
<td>A</td>
<td>B</td>
<td>C</td>
<td>D</td>
<td>E</td>
</tr>
<tr>
<td>Sample size</td>
<td>(266)</td>
<td>(183)</td>
<td>(1)</td>
<td>(3)</td>
<td>(61)</td>
</tr>
<tr>
<td><strong>Composites (% Always/Usually)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting Treatment Quickly</td>
<td>74%</td>
<td>73%</td>
<td>-</td>
<td>-</td>
<td>74%</td>
</tr>
<tr>
<td>How Well Clinicians Communicate</td>
<td>89%</td>
<td>90%</td>
<td>-</td>
<td>-</td>
<td>100%</td>
</tr>
<tr>
<td>Getting Treatment &amp; Information from Plan</td>
<td>68%</td>
<td>49%</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Perceived Improvement</td>
<td>71%</td>
<td>71%</td>
<td>75%</td>
<td>100%</td>
<td>80%</td>
</tr>
<tr>
<td>Availability of Help &amp; Support</td>
<td>84%</td>
<td>87%</td>
<td>-</td>
<td>-</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Ratings (% 8,9,10)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Treatment</td>
<td>74%</td>
<td>80%</td>
<td>0%</td>
<td>100%</td>
<td>82%</td>
</tr>
<tr>
<td>Health Plan</td>
<td>83%</td>
<td>79%</td>
<td>100%</td>
<td>100%</td>
<td>87%</td>
</tr>
</tbody>
</table>

A/B/C = Significantly higher than indicated column at 95% confidence level.
Significance testing is not conducted on composite measures.
Detailed Results

Getting Treatment
How Well Clinicians Communicate
Getting Treatment and Information
Perceived Improvement
Availability of Help and Support
Overall Rating Scores for Counseling/Treatment and Health Plan
Getting Treatment Quickly

Composite

This composite measure is comprised of Q3, Q5, & Q7 (refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding. Significance testing is not conducted on composite measures.
Getting Treatment Quickly
Composite Measures

**Q3. Get Help by Telephone**

<table>
<thead>
<tr>
<th>Year</th>
<th>Usually</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>20%</td>
<td>7%</td>
</tr>
<tr>
<td>2014</td>
<td>27%</td>
<td>12%</td>
</tr>
</tbody>
</table>

**Q5. Get Urgent Treatment as Soon as Needed**

<table>
<thead>
<tr>
<th>Year</th>
<th>Usually</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>31%</td>
<td>47%</td>
</tr>
<tr>
<td>2014</td>
<td>57%</td>
<td>83%</td>
</tr>
</tbody>
</table>

**Q7. Getting Appointment as Soon as Wanted**

<table>
<thead>
<tr>
<th>Year</th>
<th>Usually</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>30%</td>
<td>54%</td>
</tr>
<tr>
<td>2014</td>
<td>27%</td>
<td>57%</td>
</tr>
</tbody>
</table>

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding.
How Well Clinicians Communicate

Composite

This composite measure is comprised of Q12, Q13, Q14, Q15, & Q18
(refer to next two pages for individual measures).

NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding. Significance testing is not conducted on composite measures.
How Well Clinicians Communicate
Composite Measures

Q12. Listen Carefully to You
- **2012**
  - Usually: 19%
  - Always: 72%
- **2014**
  - Usually: 18%
  - Always: 70%

Q13. Explain Things in a Way You Could Understand
- **2012**
  - Usually: 16%
  - Always: 76%
- **2014**
  - Usually: 20%
  - Always: 72%

Q14. Show Respect for What You Had to Say
- **2012**
  - Usually: 15%
  - Always: 78%
- **2014**
  - Usually: 17%
  - Always: 76%

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
How Well Clinicians Communicate
Composite Measures (continued)

Q15. Spend Enough Time with You

- **Usually**
  - 2012: 20% (n=494)
  - 2014: 19% (n=325)
  - 2012: 68% (n=494)
  - 2014: 66% (n=325)

- **Always**
  - 2012: 88% (n=494)
  - 2014: 85% (n=325)

Q18. Involved as Much as You Wanted in Treatment

- **Usually**
  - 2012: 13% (n=497)
  - 2014: 14% (n=322)
  - 2012: 80% (n=497)
  - 2014: 76% (n=322)

- **Always**
  - 2012: 93% (n=497)
  - 2014: 90% (n=322)

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding.
Getting Treatment and Information

Composite

This composite measure is comprised of Q44 & Q49 (refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding. Significance testing is not conducted on composite measures.
Getting Treatment and Information

Composite Measures

Q44. Delays in Treatment

- 2012: 68%
- 2014: 69%

n=217

Q49. Helpfulness of Customer Service

- 2012: 74%
- 2014: 55%

n=102

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding.
Perceived Improvement

Composite

This composite measure is comprised of Q32, Q33 Q34 & Q35
(refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Significance testing is not conducted on composite measures.
Perceived Improvement
Composite Measures

Q32. Ability to Deal with Daily Problems vs. 1 Year Ago

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Little Better</td>
<td>41%</td>
<td>75%</td>
</tr>
<tr>
<td>Much Better</td>
<td>34%</td>
<td>34%</td>
</tr>
</tbody>
</table>

Q33. Ability to Deal with Social Situations vs. 1 Year Ago

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Little Better</td>
<td>36%</td>
<td>70%</td>
</tr>
<tr>
<td>Much Better</td>
<td>34%</td>
<td>65%</td>
</tr>
</tbody>
</table>

Q34. Ability to Accomplish Things vs. 1 Year Ago

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Little Better</td>
<td>37%</td>
<td>70%</td>
</tr>
<tr>
<td>Much Better</td>
<td>33%</td>
<td>33%</td>
</tr>
</tbody>
</table>

Q35. Ability to Deal with Symptoms or Problems vs. 1 Year Ago

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Little Better</td>
<td>39%</td>
<td>72%</td>
</tr>
<tr>
<td>Much Better</td>
<td>33%</td>
<td>33%</td>
</tr>
</tbody>
</table>

Legend: 2014 statistically higher/lower compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number
Percents may not add up due to rounding.
Availability of Help and Support

Composite

This composite measure is comprised of Q20 & Q21
(refer to next page for individual measures).

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Significance testing is not conducted on composite measures.
Availability of Help and Support
Composite Measures

Q20. Getting Professional Help You Wanted For Your Child

- % Usually
  - 2012: 88%
  - 2014: 88%

- % Always
  - 2012: 66%
  - 2014: 67%

n=494
n=323

Q21. Child Had Someone to Talk to For Counseling or Treatment When Troubled

- % Usually
  - 2012: 81%
  - 2014: 83%

- % Always
  - 2012: 64%
  - 2014: 64%

n=496
n=320

Legend: ↑↓ 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding.
Other Measures

Response of Treatment or Counseling Staff
Perceived Benefit of Treatment
Reasons for Seeking Counseling/Treatment
Response of Treatment or Counseling Staff

Q11. Seen Within 15 Minutes of Appointment Time

<table>
<thead>
<tr>
<th></th>
<th>2012 n=492</th>
<th>2014 n=324</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usually</td>
<td>30%</td>
<td>31%</td>
</tr>
<tr>
<td>Always</td>
<td>50%</td>
<td>46%</td>
</tr>
<tr>
<td>Usually</td>
<td>80%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Legend: 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.

Q17. Talk About Side Effects of Medication

<table>
<thead>
<tr>
<th></th>
<th>2012 n=368</th>
<th>2014 n=257</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>85%</td>
<td>82%</td>
</tr>
</tbody>
</table>

Q19. Goals of Child's Counseling/Treatment Discussed with You

<table>
<thead>
<tr>
<th></th>
<th>2012 n=497</th>
<th>2014 n=323</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>87%</td>
<td>89%</td>
</tr>
</tbody>
</table>
Response of Treatment or Counseling Staff

Q22. Given Information About Counseling/Treatment Options

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>65%</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>72%</td>
<td></td>
</tr>
</tbody>
</table>

- 2014 statistically higher compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.

Q23. Given as Much Information as Wanted to Manage Condition

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>77%</td>
<td></td>
</tr>
</tbody>
</table>

- 2014 statistically higher compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.

Q24. Given Information About Rights as a Patient

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>92%</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>90%</td>
<td></td>
</tr>
</tbody>
</table>

- 2014 statistically higher compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Response of Treatment or Counseling Staff

Q25. Feels He/She Could Refuse a Specific Type of Treatment For Child

- 2012: 89% Yes
- 2014: 82% Yes

Q26. Believed Information about Child's Treatment Shared with Others

- 2012: 5% Yes
- 2014: 3% Yes

Q28. Care Responsive to Child's Cultural Needs

- 2012: 92% Yes
- 2014: 80% Yes

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.
Perceived Benefit of Treatment

Q30. Amount Helped by Treatment

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding.
Reasons For Seeking Counseling / Treatment

Q53. ADHD or Other Behavior Problems

- 2012: 80% (n=538)
- 2014: 82% (n=358)

Q54. Family Problems or Mental/Emotional Illness

- 2012: 68% (n=533)
- 2014: 69% (n=354)

Q55. Autism or Other Developmental Problems

- 2012: 23% (n=532)
- 2014: 21% (n=354)

Q56. Help With Alcohol or Drug Use

- 2012: 2% (n=533)
- 2014: 3% (n=373)

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.

NOTE: Numbers are rounded to the nearest whole number. Percents may not add up due to rounding.
Overall Ratings
Overall Rating – Counseling/Treatment & Health Plan

Q29. Rating of Counseling and Treatment

<table>
<thead>
<tr>
<th>Year</th>
<th>% 8, 9, 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>70%</td>
</tr>
<tr>
<td>2014</td>
<td>76%</td>
</tr>
</tbody>
</table>

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.

Q52. Rating of Health Plan

<table>
<thead>
<tr>
<th>Year</th>
<th>% 8, 9, 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>78%</td>
</tr>
<tr>
<td>2014</td>
<td>82%</td>
</tr>
</tbody>
</table>

Legend: ↑/↓ 2014 statistically higher/lower compared to 2012 results.
NOTE: Numbers are rounded to the nearest whole number.
Percents may not add up due to rounding.