

Performance Measures		Time Period	Actual Value	Target Value	Current Trend	Baseline % Change
PM	DVHA	Getting Needed Care - % of surveyed adult Medicaid beneficiaries who responded "usually" or "always" when asked if they could get care when needed through their health plan and from specialists	2015	83%	—	↓ 1 7% ↑
PM	DVHA	Getting Care Quickly - % of surveyed adult Medicaid beneficiaries who responded "usually" or "always" when asked if they received care and got appointments as soon as they needed	2015	85%	—	↑ 1 3% ↑
PM	DVHA	How Well Doctors Communicate - % of surveyed adult Medicaid beneficiaries who responded "usually" or "always" when asked how well personal doctor explains things, listens to them, shows respect for what they have to say and spends enough time with them	2015	91%	—	↑ 1 3% ↑
PM	DVHA	Customer Service - % of surveyed adult Medicaid beneficiaries who responded "usually" or "always" when asked about getting information needed and treatment by customer service staff	2015	79%	—	↑ 1 5% ↑
PM	DVHA	Shared Decision-Making - % of surveyed adult Medicaid beneficiaries who responded "a lot" or "yes" when asked about their experience with doctors discussing the pros and cons of starting or stopping a prescription medicine and being asked what they thought was best for them	2015	50%	—	→ 1 0% →
PM	DVHA	Health Promotion and Education - % of surveyed adult Medicaid beneficiaries who responded "yes" when asked about their experience with their doctor discussing specific things to do to prevent illness	2015	73%	—	↓ 1 -1% ↓
PM	DVHA	Coordination of Care - % of surveyed adult Medicaid beneficiaries who responded "usually" or "always" when asked about their perception of whether their doctor is up-to-date about the care he/she received from other doctors or health providers	2015	80%	—	↑ 1 1% ↑
PM	DVHA	Overall Rating of Health Plan - % of surveyed adult Medicaid beneficiaries who rated their overall health plan a "7,8,9 or 10" when asked to use a scale of 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible	2015	82%	—	↓ 2 -6% ↓

Name

Assigned To

Status

Due Date

Progress
