

Exhibit A

This section contains an overview of the scope of work performed during the 2019 PCMH+ CAHPS Member Satisfaction Survey with Provider Services.

A Statement of Confidentiality and Ownership

All of the analyses, findings, data, and recommendations contained within this report are the exclusive property of The State of Connecticut Department of Social Services (The Department) with offices located in Hartford, Connecticut.

As required by the Code of Ethics of the National Council on Public Polls and the United States Privacy Act of 1974, Great Blue Research, Inc. (GreatBlue) maintains the anonymity of respondents to surveys the firm conducts. No information will be released that might, in any way, reveal the identity of the respondents.

Moreover, no information regarding these findings will be released without the express written consent of an authorized representative of The Department.

Section :: Overview

The Department commissioned GreatBlue to conduct the 2019 PCMH+ CAHPS Member Satisfaction Survey with Provider Services utilizing a telephonic survey methodology, which took place from July 8, 2019 through October 21, 2019. The sample universe employed consisted of adults in the HUSKY Health Program contacted in efforts to successfully complete 5,875 surveys.

The 2019 PCMH+ CAHPS Member Satisfaction Survey with Provider Services included the following areas for investigation:

- PCMH+ Member satisfaction with provider services
- PCMH+ Member satisfaction with provider
- Health care over the last 6 months
- Member demographic information

Among the 5,875 completed surveys, GreatBlue captured a representation of adult HUSKY Health members based on the members' Primary Care Provider (PCP) attribution status. While random sampling procedures were followed in each individual segment of the survey, the overall survey sampling included a larger representation of members attributed to PCMH Practices compared to non-attributed members.

These segments included:

- Adults attributed to a PCMH Practice
- Adults attributed to a PCMH Practice (comparison group)
- Non-attributed adults

Section :: The Survey Process

Upon receipt of the survey instrument and a random sample list of members, GreatBlue's researchers and senior staff completed all remaining facets of the 2019 PCMH+ CAHPS Member Satisfaction Survey with Provider Services. These tasks included the following: survey programming, researcher training, survey pre-testing, full-scale fielding (telephone calls), coding, data entry, editing, validation, verification, computer analysis, analysis and report writing.

The survey instrument was used to elicit information from all respondents. Adult members qualified for the survey if they confirmed to be the member on file. Telephone researchers were trained on the approved survey instrument and a pre-test was conducted before full fielding began.

Adult respondents were provided the opportunity in the survey to provide open-ended comments (question 39 in the adult survey). The comments that were provided have been included in a separate document and are not included in these Exhibits.

Section :: The Sample

The original goal, as set by the Department, was to complete 5,875 telephone surveys with individual quotas set for each member segment (members attributed to a PCMH Practice, FQHC Practice, and members attributed to a Non-PCMH Practice). Overall, GreatBlue was able to accomplish a 100% success rate of this goal by completing a total of 5,875 surveys.

Statistically, a sample of 5,875 surveys represents a margin for error of +/- 1.07% at a 95% confidence level.

Among the segment of members attributed to a PCMH Practice, an additional specific quota for completed surveys was set for each of the 21 practices included in the survey. However, the number of attributed members for these practices varied from as few as 819 members to upwards of 15,100 members. Thus, the specific quota for each PCMH Practice varied based on the number of attributed members. In order to maximize the sample, up to 10 additional callbacks were made in order to complete as many interviews as possible among the smaller practices. In total, GreatBlue was able to fulfill the quotas for 18 of the 21 PCMH practices surveyed. Quotas were not met for “Charter Oak Health Center” (279 of 300 surveys were completed), “Fair Haven Community Health CTR” (166 of 200 surveys were completed), and “Healthwise Medical Associates” (88 of 100 surveys were completed).

Following is the breakdown of the N-values (raw number of surveys captured) for each of the practices surveyed.

PCMH TIN Name	2019 N-Value
Charter Oak Health Center	279
Community Health Center, Inc.	401
Cornell Scott-Hill Health Center	300
Fair Haven Community Health CTR	166
First Choice Community Health Centers	200
Generations Family Health Center	301
Hartford Healthcare Medical Group, Inc	300
Northeast Medical Group	300
Optimus Health Care	300
Prospect CT Medical Foundation, Inc.	301
Southwest Community Health Center	302
St. Vincent’s	200
United Community & Family Services	202
Wheeler Clinic Inc./Community Health & Wellness of Torrington	80
PCMH TIN Name (Comparison Group)	2019 N-Value
Collins Medical Associates	100
Community Health Services	204
Connecticut Institute for Communities	150
Healthwise Medical Associates	88
Norwalk Community Health Center	151
ProHealth Physicians	302
Staywell Health Care Center	302
Other	2019 N-Value
Non-Attributed Members	946

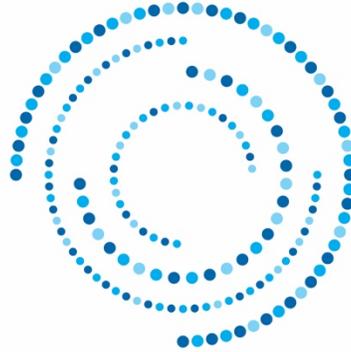


Exhibit B

This section contains the Summary of Findings from the 2019 PCMH+ CAHPS Member Satisfaction Survey with Provider Services. These findings have been calculated on a composite basis as well as tabulated for Charter Oak Health Center. Throughout the following pages, all narrative refers to 2019 composite data.

Section :: Questions Pertaining to Adult's Access

As presented in the table below, the vast majority of adults surveyed in 2019 (92.9%) reported being able to get an appointment for routine care either “always” or “usually.” It is also important to note a similar percentage of adults (91.0%) reported being able to get an appointment for care they needed right away either “always” or “usually.”

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
5. In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury, or condition that needed care right away?	Yes	47.2	42.1	43.9	39.8
	No	52.8	57.9	56.1	60.2
6. In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Never	2.2	1.8	1.5	4.5
	Sometimes	7.1	7.3	4.5	11.7
	Usually	11.5	10.9	10.6	10.8
7. In the last 6 months, did you make any appointments for a checkup or routine care with this provider?	Always	79.3	80.1	83.3	73.0
	Yes	86.0	84.6	86.4	85.3
8. In the last 6 months, when you made an appointment for a checkup or routine care with this provider, how often did you get an appointment as soon as you needed?	No	14.0	15.4	13.6	14.7
	Never	1.5	1.1	0.8	1.7
9. Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Sometimes	8.0	6.0	9.6	10.5
	Usually	11.3	10.6	7.7	8.4
	Always	79.2	82.3	81.9	79.4
9. Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Yes	76.6	76.1	76.1	70.3
	No	23.4	23.9	23.9	29.7

Section :: Questions Pertaining to Adult’s Contact with Provider Office

Overall, 87.1% of adult respondents in 2019 who contacted their provider’s office with a question during regular office hours reported “always” or “usually” being able to get an answer the same day.

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
10. In the last 6 months, did you contact this provider’s office with a medical question during regular office hours?	Yes	47.4	36.8	42.2	33.7
	No	52.6	63.2	57.8	66.3
11. In the last 6 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?	Never	4.8	3.4	6.3	5.3
	Sometimes	8.8	9.4	7.9	11.7
	Usually	14.7	15.3	13.4	10.6
	Always	71.7	71.8	72.4	72.3

Section :: Questions Pertaining to Adult’s Interaction With Clerks & Receptionists

Among adults who spoke with clerks or receptionists at their provider’s office in 2019, 92.4% reported these clerks were “always” or “usually” as helpful as they thought they should be. In addition, 95.0% reported these clerks were “always” or “usually” courteous and respectful.

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
27. In the last 6 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be?	Never	2.2	1.7	2.7	2.5
	Sometimes	6.1	5.9	7.6	7.5
	Usually	9.4	8.9	7.6	6.8
	Always	82.3	83.5	82.1	83.2
28. In the last 6 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?	Never	1.5	1.1	1.3	1.1
	Sometimes	4.4	4.0	4.3	6.8
	Usually	7.0	6.5	6.6	3.2
	Always	87.1	88.5	87.7	88.9

Section :: Questions Pertaining to the Courtesy & Respect of Adult's Provider

Over 90.0% of adults surveyed in 2019 reported their provider was either “always” or “usually” courteous and respectful across several different areas measured. The highest rated areas were regarding the provider “showing respect for what you had to say,” “listening carefully to you,” and “knowing important information about your medical history.”

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
12. In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Never	1.3	1.0	2.0	1.4
	Sometimes	3.8	3.7	3.7	9.0
	Usually	5.6	5.5	6.6	5.4
	Always	89.3	89.7	87.7	84.2
13. In the last 6 months, how often did this provider listen carefully to you?	Never	1.4	1.1	1.7	1.8
	Sometimes	3.7	3.5	4.0	6.8
	Usually	5.2	4.6	6.0	5.4
	Always	89.6	90.8	88.4	86.0
14. In the last 6 months, how often did this provider seem to know the important information about your medical history?	Never	1.6	0.9	1.7	1.8
	Sometimes	3.9	3.7	3.3	7.2
	Usually	7.2	5.4	7.3	5.4
	Always	87.4	90.0	87.7	85.7
15. In the last 6 months, how often did this provider show respect for what you had to say?	Never	1.3	0.7	0.7	1.4
	Sometimes	2.6	2.4	1.7	5.0
	Usually	4.2	3.9	3.3	4.7
	Always	91.9	92.9	94.4	88.9
16. In the last 6 months, how often did this provider spend enough time with you?	Never	1.8	1.4	2.3	3.6
	Sometimes	4.5	4.2	3.7	7.2
	Usually	6.1	6.4	4.7	7.5
	Always	87.7	88.0	89.4	81.7

Section :: Questions Pertaining to Adult Provider’s Follow-up

91.4% of adult respondents in 2019 reported their provider’s office “always” or “usually” followed up with results of any blood tests, x-rays, or other tests they ordered.

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
17. In the last 6 months, did this provider order a blood test, x-ray, or other test for you?	Yes	73.2	72.9	77.4	74.9
	No	26.8	27.1	22.6	25.1
18. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider’s office follow up to give you those results?	Never	4.2	3.8	5.2	6.2
	Sometimes	5.0	4.8	3.4	4.8
	Usually	9.0	6.8	9.4	8.6
	Always	81.8	84.6	82.0	80.4

Section :: Questions Pertaining to Adult’s Access to Specialists

Among the 41.0% of adult respondents who reported seeing a specialist in the last 6 months, 90.4% of respondents reported their provider “always” or “usually” seemed informed and up-to-date about care they received from the specialist.

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
20. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you see a specialist for a particular health problem?	Yes	41.0	41.0	30.6	36.9
	No	59.0	59.0	69.4	63.1
21. In the last 6 months, how often did Charter Oak Health Center seem informed and up-to-date about the care you got from specialists?	Never	5.7	4.3	7.6	7.8
	Sometimes	5.5	5.3	7.6	10.7
	Usually	7.9	7.4	4.3	8.7
	Always	80.9	83.0	80.4	72.8

Section :: Questions Pertaining to Adult's Prescriptions

Overall, 77.4% of adults surveyed in 2019 reported taking a prescription in the last 6 months and 92.9% of those respondents reported talking with people at their provider's office "always" or "usually" about all the prescription medicines being taken.

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
25. In the last 6 months, did you take any prescription medicine?	Yes	76.6	77.4	74.1	74.2
	No	23.4	22.6	25.9	25.8
26. In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	Never	4.0	2.6	5.8	2.9
	Sometimes	5.0	4.5	4.5	6.8
	Usually	4.9	4.7	5.4	5.8
	Always	86.1	88.2	84.3	84.5

Section :: Questions Pertaining to Adult's Specific Health Goals

68.6% of adults reported someone in their provider's office talking with them about specific goals for their health and 53.7% reported someone speaking to them about things that made it difficult to take care of their health.

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
22. In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	Yes	66.7	68.6	60.5	63.1
	No	33.3	31.4	39.5	36.9
23. In the last 6 months, did someone from this provider's office ask you if there are things that make it hard for you to take care of your health?	Yes	55.5	53.7	57.5	47.7
	No	44.5	46.3	42.5	52.3
24. In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	Yes	61.3	57.9	59.1	50.5
	No	38.7	42.1	40.9	49.5

Section :: Questions Pertaining to Adult's Mental Health Treatment

19.8% of adults surveyed in 2019 reported making an appointment for counseling or mental health treatment in the past 6 months. Among those respondents, 87.0% reported it was “not at all difficult” or “not very difficult” to make an appointment for counseling or mental health treatment.

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
29. People can get counseling or mental health treatment for many different reasons, such as feeling depressed, anxious, or stressed; personal problems (like when a loved one dies or when there are problems at work); family problems (like marriage problems and children having trouble getting along); needing help with drug or alcohol use; and mental or emotional illness. In the last 6 months, did you make any appointments for counseling or mental health treatment for any of these reasons?	Yes	21.8	19.8	20.9	26.9
	No	78.2	80.2	79.1	73.1
30. In the last 6 months, did you try to make any appointments for counseling or mental health treatment?	Yes	3.0	1.5	4.2	3.4
	No	97.0	98.5	95.8	96.6
31. Think about the person you saw most often for counseling or mental health treatment. In the last 6 months, how difficult was it to make appointments with this person for counseling or mental health treatment?	Extremely difficult	---	---	---	---
	Very difficult	4.9	5.6	2.7	6.1
	Somewhat difficult	7.0	7.5	6.8	9.8
	Not very difficult	9.3	11.4	15.1	6.1
	Not at all difficult	78.8	75.6	75.3	78.0
32. In the last 6 months, how often were you able to get an appointment for counseling or mental health treatment as soon as you needed?	Never	5.4	5.2	6.8	9.8
	Sometimes	5.9	6.0	6.8	8.5
	Usually	10.5	10.3	11.0	4.9
	Always	78.1	78.5	75.3	76.8
33. Sometimes counseling or mental health treatment can include taking medicines. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?	Yes	20.1	17.1	17.9	20.8
	No	79.9	82.9	82.1	79.2
34. In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?	Extremely difficult	---	---	---	---
	Very difficult	1.9	2.5	0.0	1.7
	Somewhat difficult	6.8	6.3	1.9	8.6
	Not very difficult	10.5	11.8	9.3	6.9
	Not at all difficult	80.8	79.5	88.9	82.8

--- Indicates this was not provided as an answer option in 2019.

Section :: Questions Pertaining to Adult's Smoking Cessation

21.4% of adults surveyed in 2019 reported smoking cigarettes or using tobacco “every day” or “some days.” Among those respondents, 90.4% reported their provider “always” or “usually” advised them to quit smoking or using tobacco.

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
35. Do you smoke cigarettes or use tobacco every day, some days, or not at all?	Every day	16.3	15.0	20.3	13.3
	Some days	6.8	6.4	5.0	10.0
	Not at all	76.2	77.1	74.4	75.6
	Don't know	0.8	1.5	0.3	1.1
36. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	Never	6.9	3.9	15.8	6.2
	Sometimes	4.9	5.7	3.9	7.7
	Usually	5.5	6.1	5.3	7.7
	Always	82.8	84.3	75.0	78.5
37. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.	Never	13.7	10.8	21.1	7.7
	Sometimes	6.6	7.3	5.3	6.2
	Usually	7.5	7.3	6.6	10.8
	Always	72.3	74.6	67.1	75.4
38. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods or strategies are: telephone helpline, individual or group counseling, or cessation program.	Never	19.0	17.9	28.9	16.9
	Sometimes	7.5	6.7	7.9	7.7
	Usually	7.4	7.5	10.5	10.8
	Always	66.1	68.0	52.6	64.6

Section :: Adult's Overall Satisfaction

Adult respondents were asked to rate their provider, overall, on a scale of zero (0) to ten (10) where zero was the worst possible provider and ten was the best possible provider.

93.6% of adults surveyed in 2019 provided a positive rating of seven (7) through ten (10), with 48.3% reporting their provider was the “best possible provider.”

		2018 Composite	2019 Composite	2018 Charter Oak Health Center	2019 Charter Oak Health Center
	Worst Possible Provider	0.6	0.5	1.0	0.7
	1	0.2	0.1	0.7	0.7
	2	0.2	0.4	0.3	1.1
	3	0.5	0.5	0.3	1.1
	4	0.8	0.6	0.3	1.4
	5	2.2	2.0	2.0	5.4
	6	2.5	2.2	3.0	5.0
	7	6.3	6.9	6.3	9.3
	8	15.6	15.9	17.9	17.6
	9	18.2	22.5	17.9	20.8
	Best Possible Provider	52.9	48.3	50.2	36.9

19. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?