

Long Term Care 2014 Provider Survey Results

Composites/Attributes	Summary Rate Definition	2014 Top 3 Summary Rates		Top 3 Summary Rates Mercy Care Trend Data	
		Mercy Care	All Other Medicaid/Medicare HMOs	2013	2012
Call Center/Medical Services	Excellent, Very good, or Good	83.8%	88.1%	83.7%	89.2%
Provider Relations		81.1%	80.3%	84.4%	81.0%
Utilization & Quality Management		79.5%	78.0%	85.2%	82.2%
Finance Issues		63.4%	67.6%	62.1%	67.4%
Cultural Competence or Interpretive Services	Rarely/Never	89.9%	NA	93.5%	90.0%
Overall Satisfaction and Loyalty		81.3%	NA	89.9%	90.1%
Recommend to other facilities	Definitely or Probably Yes	85.3%	NA	93.5%	92.1%
Recommend to other patients		82.6%	NA	91.8%	91.8%
Overall satisfaction	Very/Smwt Satisfied	75.8%	77.5%	84.3%	86.3%