

# Cigna-HealthSpring Texas Stars Survey

## PCP Report - ARMENDARIZ, RAFAEL



(n=16)\*

### PCP Ratings - Topline-only Comparison

In the last 12 months, how often did your personal (primary care) doctor...	ARMENDARIZ, RAFAEL (n=16)*		POD: EP-EPICIPA (n=74)*		H4513 (n=8040)*	
	Always	LMS^	Always	LMS^	Always	LMS^
1. Explain things in a way that was easy to understand?	75%	92	74%	91	74%	89
2. Listen carefully to you?	94%	98	81%	92	77%	90
3. Show respect for what you had to say?	81%	94	82%	93	80%	92
4. Spend enough time with you?	81%	90	75%	89	72%	87
5. Have your medical records or other information about your care?	88%	96	82%	93	80%	91
6. Talk with you about all the prescription medications you were taking?	75%	92	79%	91	72%	87
7. Explain what you needed to do to get better or stay healthy?	88%	96	79%	89	72%	86
8. Tell you what to do if you needed care at night or on weekends?	47%	62	55%	70	57%	71
9. Provide you with lab or test results as quickly as needed?	75%	92	76%	91	74%	88
10. Help you with referrals or prior authorizations?	75%	88	75%	88	79%	91
11. Seem informed about the care you got from specialists?	69%	83	68%	83	69%	84
12. Help you manage your care among different providers and services?	54%	77	63%	80	68%	83
13. Based on your experience in the last twelve months, what rating would you give for this doctor?	9/10	LMS^	9/10	LMS^	9/10	LMS^
	81%	94	83%	93	79%	91
14. Based on your experience with this doctor in the last twelve months, what rating would you give for this doctor's office staff?	87%	94	69%	86	77%	89

This report summarizes data collected via mail survey between Dec 23, 2015 and Jan 29, 2016. \*Reported sample size (n) is based on number of surveys received. Actual sample size will vary by question. ^LMS (Linear Means Scores) are calculated by converting response categories to a 0-100 point scale where "Always" = 100, "Usually" = 66.67, "Sometimes" = 33.33, and "Never" = 0. 0-10 scales are converted similarly, where 0=0, 1=10, 2=20, etc. This scoring method is used for Stars scoring; however, CMS results are case-mix adjusted. The scores shown here are not case-mix adjusted.

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## PCP Report - ARMENDARIZ, RAFAEL



(n=16)\*

### PCP Ratings - All Responses

In the last 12 months, how often did your personal (primary care) doctor...	ARMENDARIZ, RAFAEL					H4513-(n=8040)*								
	Never	Sometimes	Usually	Always	LMS^	Always	LMS^							
1. Explain things in a way that was easy to understand?	0%	0%	25%	75%	92	74%	89							
2. Listen carefully to you?	0%	0%	6%	94%	98	77%	90							
3. Show respect for what you had to say?	0%	0%	19%	81%	94	80%	92							
4. Spend enough time with you?	0%	13%	6%	81%	90	72%	87							
5. Have your medical records or other information about your care?	0%	0%	13%	88%	96	80%	91							
6. Talk with you about all the prescription medications you were taking?	0%	0%	25%	75%	92	72%	87							
7. Explain what you needed to do to get better or stay healthy?	0%	0%	13%	88%	96	72%	86							
8. Tell you what to do if you needed care at night or on weekends?	27%	7%	20%	47%	62	57%	71							
9. Provide you with lab or test results as quickly as needed?	0%	0%	25%	75%	92	74%	88							
10. Help you with referrals or prior authorizations?	0%	13%	13%	75%	88	79%	91							
11. Seem informed about the care you got from specialists?	6%	6%	19%	69%	83	69%	84							
12. Help you manage your care among different providers and services?	8%	8%	31%	54%	77	68%	83							
	0	1	2	3	4	5	6	7	8	9	10	LMS^	9/10	LMS^
13. Based on your experience in the last twelve months, what rating would you give for this doctor?	0%	0%	0%	0%	0%	0%	0%	6%	13%	13%	69%	94	79%	91
14. Based on your experience with this doctor in the last twelve months, what rating would you give for this doctor's office staff?	0%	0%	0%	0%	0%	0%	7%	0%	7%	20%	67%	94	77%	89

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### PCP Patient Comments\*

PCP Rating	Please share any comments or suggestions related to your personal (primary care) doctor.
8	Have as yet not met my primary Dr. as on different P.A.s was extremely fond of Dr. Powell PA, but was moved to Washington
9	Yes they cared for me well they paid attention to me^
9	I would like for this doctor and his PA's. to give it a second thought before trying to give a diagnosis and then keeping it in your record as something that you have. when it might not be true
10	the comments of my primary doctor are good^
10	Dr is very good and helpful with me and explains everything to me very well and gives me a lot of confidence^
10	No comments
10	After switching from Dr. Hunko to Doctor Rafael [armend an 2] I realized that yes there is a Doctor that wants to take care of us^
10	my comments on my primary care doctor are very good^
10	He is a good doctor.^
10	Good
10	He is a very attentive person^

This report summarizes data collected via mail survey between Dec 23, 2015 and Jan 29, 2016. \*Patient comments are transcribed verbatim, unless translated from Spanish, and may contain grammatical errors and misspellings. ^Indicates comment was translated into English from Spanish. "88" code in PCP rating indicates response was left blank.