

# Quality of Providers

## HOW IS THE QUALITY OF HMO PROVIDERS DETERMINED?

Data source: DOH

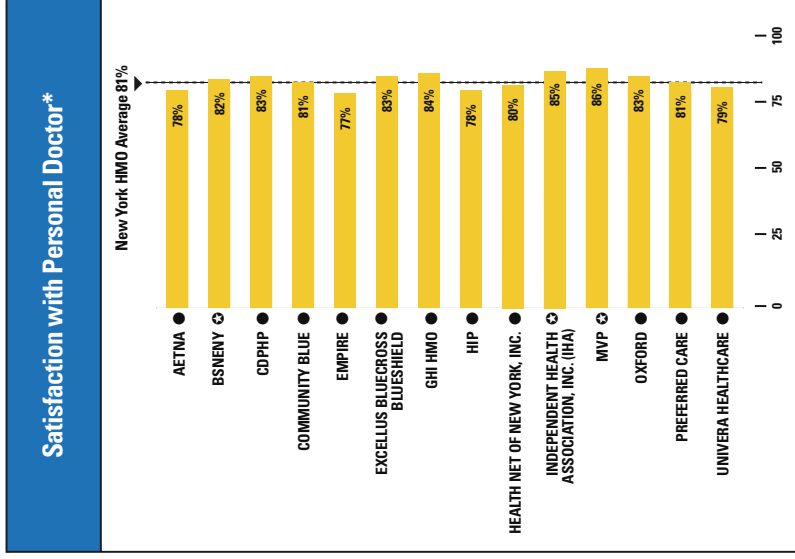
The quality, stability and availability of physicians in an HMO provider network can affect the overall quality of care delivered to HMO members.

### Understanding These Charts

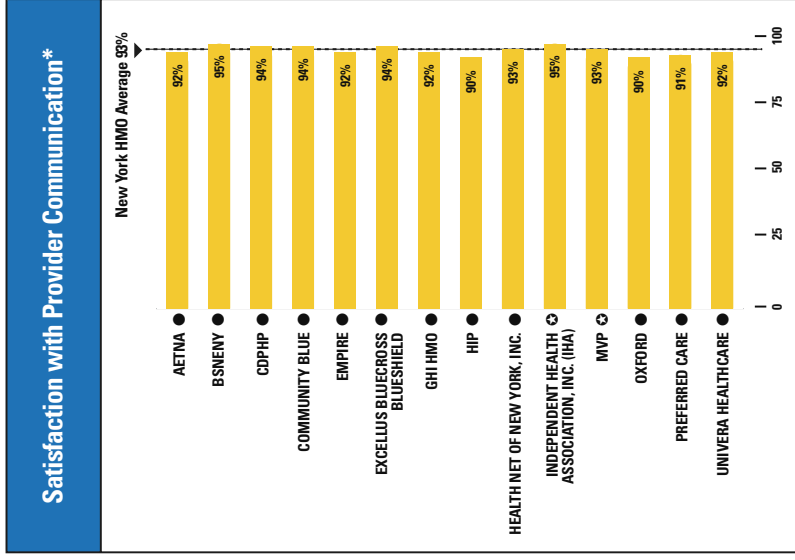
Look for the HMOs that have “⊕” in the chart; they performed better than the New York HMO average.

**Note:** Symbols show statistically significant differences between each HMO’s score and the New York average. Statistically significant means scores varied by more than could be accounted for by chance. Plans showing the same percentage can have different circles, and thus perform at different levels, either because the actual rates are rounded for display purposes or because plans’ eligible-population size differences (i.e., denominators) were used to calculate the rates.

\*Data are from 2008.



Members rated their doctor on a scale from 0 (worst possible) to 10 (best possible). The percentages are based on the percentage of members who gave their HMO an 8, 9 or 10 rating.



Members responded that their doctors or health care provider “usually” or “always”:

- Listen carefully to them.
- Explain things in a way they understand.
- Show respect for what they have to say.
- Spend enough time with them during visits.