

Quality of Providers

Data source: DOH

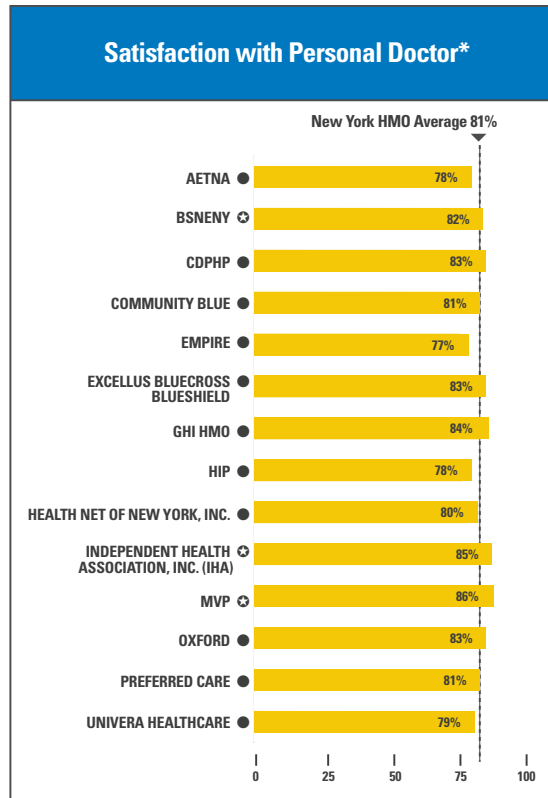
The quality, stability and availability of physicians in an HMO provider network can affect the overall quality of care delivered to HMO members.

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, 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.

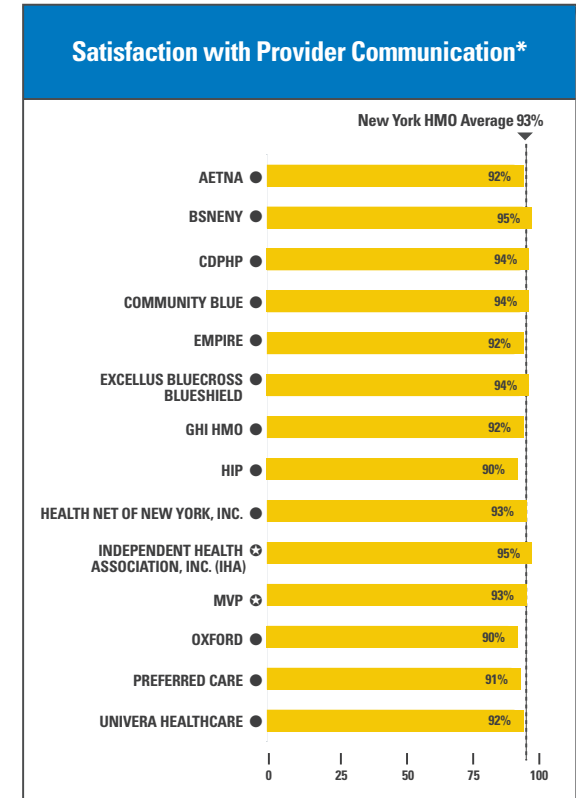
*Data are from 2008.



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.

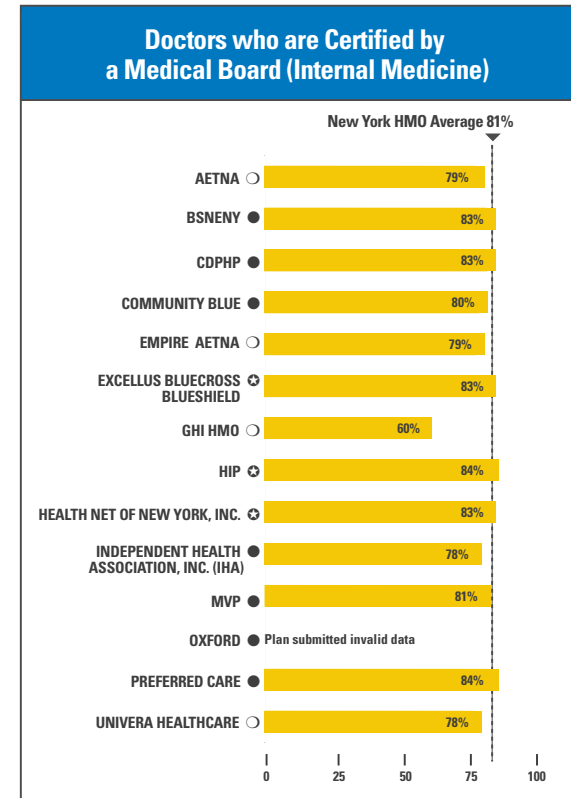
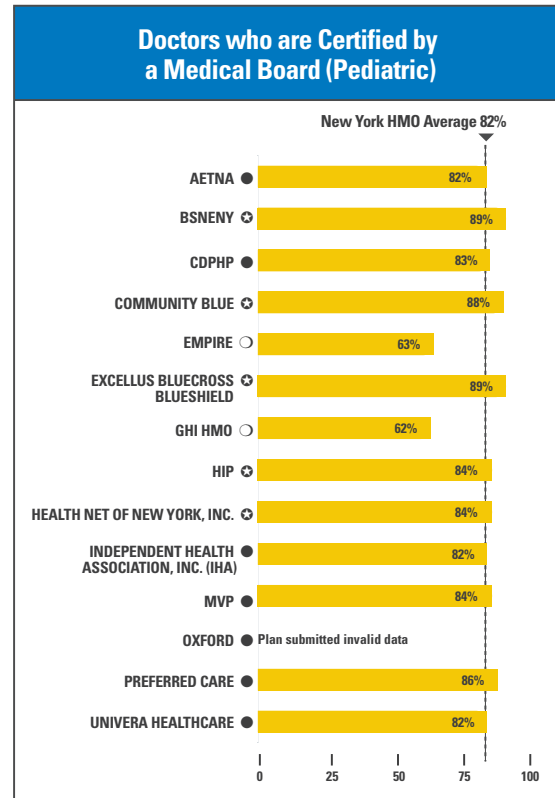
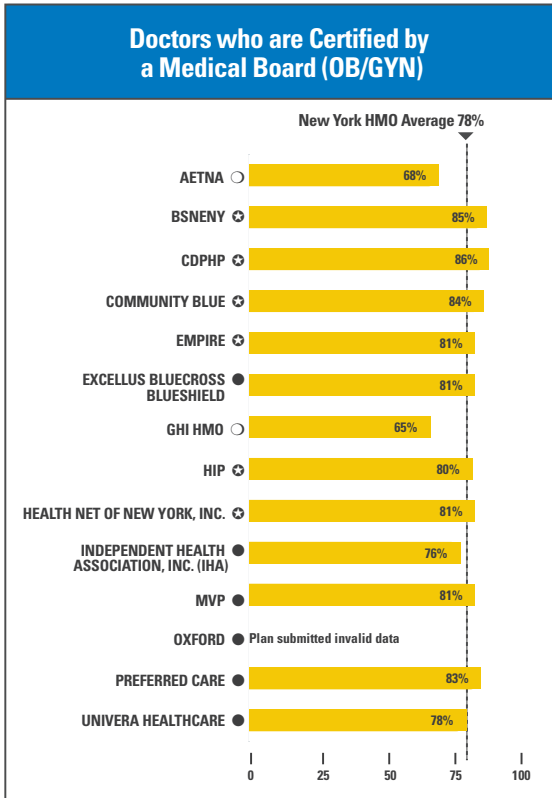
Performance Compared to the New York HMO Average

- ⊕ Higher than the NY HMO average
- Not different from the NY HMO average
- Lower than the NY HMO average



Members responded that their doctors or health care providers “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.



To be board certified, doctors must receive additional training and pass an exam in their specialty. While board certification is not a guarantee of quality, it shows that a doctor has knowledge that the specialty board considers necessary. The chart shows the percentage of internal medicine doctors, OB/GYNs and pediatricians who are board certified. A higher percentage means the HMO has more board-certified doctors in the practice areas listed.