Measure	2010 Average	2011 Average	2012 Average
Children and Adolescents' Access to Primary Care Practitioners (Ages 12-19 Years)	92	92	93
Children and Adolescents' Access to Primary Care Practitioners (Ages 12-24 months)	96	97	97
Children and Adolescents' Access to Primary Care Practitioners (Ages 25 Mos-6 Years)	93	93	93
Children and Adolescents' Access to Primary Care Practitioners (Ages 7-11 Years)	95	95	96
Adults' Access to Preventive and Ambulatory Health Services (Ages 20-44)	82	83	84
Adults' Access to Preventive and Ambulatory Health Services (Ages 45-64)	89	90	90
Adults' Access to Preventive and Ambulatory Health Services (Ages 65 and over)	89	90	90
Use of Imaging Studies for Low Back Pain	79	79	78
Avoidance of Antibiotics Therapy in Adults with Acute Bronchitis	27	28	24
Advising Smokers to Quit		78	
Discussing Smoking Cessation Medications		56	
Discussing Smoking Cessation Strategies		48	
Colon Cancer Screening		56	
Adult BMI Assessment	70		79
Flu Shot for Adults		40	
Controlling High Blood Pressure	67		63
Cholesterol Screening Test		90	
Cholesterol Level Controlled (<100 mg/dL)		52	
Cardiovascular Monitoring for People with Cardiovascular Disease and Schizophrenia			82
Persistence of Beta-Blocker Treatment		77	81
Drug Therapy for Rheumatoid Arthritis	76	77	78
Annual Monitoring for Patients on Persistent Medications- ACE Inhibitors/ARBs	91	91	92

Measure	2010 Average	2011 Average	2012 Average
Annual Monitoring for Patients on Persistent Medications- Digoxin	94	94	93
Annual Monitoring for Patients on Persistent Medications- Diuretics	90	90	91
Annual Monitoring for Patients on Persistent Medications- Anticonvulsant	67	66	68
Annual Monitoring for Patients on Persistent Medications- Combined Rate	89	90	90
Use of Appropriate Medications for People with Asthma (Ages 12-18)		87	82
Use of Appropriate Medications for People with Asthma (Ages 19-50)		84	82
Use of Appropriate Medications for People with Asthma (Ages 19-64)		84	82
Use of Appropriate Medications for People with Asthma (Ages 51-64)		83	81
Use of Appropriate Medications for People with Asthma (Ages 5-11)	92	90	86
Use of Appropriate Medications for People with Asthma (Ages 5-18)		89	85
Use of Appropriate Medications for People with Asthma (Ages 5-64)		87	83
Appropriate Asthma Medications- 3+ Controllers (Ages 12-18)		69	64
Appropriate Asthma Medications- 3+ Controllers (Ages 19-50)		72	69
Appropriate Asthma Medications- 3+ Controllers (Ages 19-64)		74	71
Appropriate Asthma Medications- 3+ Controllers (Ages 51-64)		77	75
Appropriate Asthma Medications- 3+ Controllers (Ages 5-11)	76	72	67
Appropriate Asthma Medications- 3+ Controllers (Ages 5-18)		71	66
Appropriate Asthma Medications- 3+ Controllers (Ages 5-64)		72	68
Medical Management for People with Asthma 50% Covered(Ages 12-18)		50	49
Medical Management for People with Asthma 50% Covered(Ages 19-50)		63	63
Medical Management for People with Asthma 50% Covered (Ages 19-64)		68	68
Medical Management for People with Asthma 50% Covered (Ages 51-64)		78	77

Measure	2010 Average	2011 Average	2012 Average
Medical Management for People with Asthma 50% Covered (Ages 5-11)		51	48
Medical Management for People with Asthma 50% Covered (Ages 5-18)		50	48
Medical Management for People with Asthma 50% Covered (Ages 5-64)		59	57
Medical Management for People with Asthma 75% Covered (Ages 12-18)		25	25
Medical Management for People with Asthma 75% Covered (Ages 19-50)		38	38
Medical Management for People with Asthma 75% Covered (Ages 19-64)		44	43
Medical Management for People with Asthma 75% Covered (Ages 51-64)		54	53
Medical Management for People with Asthma 75% Covered (Ages 5-11)		26	25
Medical Management for People with Asthma 75% Covered (Ages 5-18)		26	25
Medical Management for People with Asthma 75% Covered (Ages 5-64)		35	34
Asthma Medication Ratio (Ages 12-18)			52
Asthma Medication Ratio (Ages 19-50)			54
Asthma Medication Ratio (Ages 19-64)			55
Asthma Medication Ratio (Ages 51-64)			58
Asthma Medication Ratio (Ages 5-11)			56
Asthma Medication Ratio (Ages 5-18)			55
Asthma Medication Ratio (Ages 5-64)			55
Use of Spirometry Testing in the Assessment and Diagnosis of COPD	46	50	53
Pharmacotherapy Management of COPD Exacerbation- Corticosteroid	66	68	72
Pharmacotherapy Management of COPD Exacerbation- Bronchodilator	85	84	88
Monitoring Diabetes - HbA1c Testing		89	
Monitoring Diabetes - Lipid Profile		87	

	2010	2011	2012
Measure	Average	Average	Average
Monitoring Diabetes - Dilated Eye Exam		64	
Monitoring Diabetes - Nephropathy Monitoring		83	
Monitoring Diabetes - Received All Tests		51	
Managing Diabetes Outcomes -Poor HbA1c Control		33	
Managing Diabetes Outcomes - HbA1C Control (<8.0%)		58	
Managing Diabetes Outcomes - HbA1C Control (<7.0%) for Selected Populations		41	
Managing Diabetes Outcomes - Lipids Controlled (<100 mg/dL)		47	
Managing Diabetes Outcomes - Blood pressure controlled (<140/80 mm Hg)		44	
Managing Diabetes Outcomes - Blood pressure controlled (<140/90 mm Hg)		66	
Managing Diabetes Outcomes - HbA1c and Lipids Controlled		37	
Engaged in Care	80	84	83
Viral Load Monitoring	58	64	72
Syphilis Screening	58	66	71
Annual Dental Visit (Ages 2-18)	54	55	57
Annual Dental Visit (Ages 2-21)	53	54	56
Antidepressant Medication Management-Effective Acute Phase Treatment	52	51	53
Antidepressant Medication Management-Effective Continuation Phase Treatment	35	34	37
Follow-Up After Hospitalization for Mental Illness Within 7 Days	70	72	65
Follow-Up After Hospitalization for Mental Illness Within 30 Days	85	83	79
Adherence to Antipsychotic Medications for Individuals with Schizophrenia			64
Board Certified Family Medicine	80	80	78
Board Certified Internal Medicine	81	81	80

Measure	2010 Average	2011 Average	2012 Average
Board Certified OB/GYN	76	77	74
Board Certified Pediatrics	82	82	81
Satisfaction with Provider Communication			
Satisfaction with Personal Doctor			
Satisfaction with Specialist			
Getting Care Needed			
Getting Care Quickly			
Customer Service			
Rating of Health Plan			
Collaborative Decision Making			
Care Coordination			
Wellness Discussion			
Rating of Overall Healthcare			
Getting Needed Counseling or Treatment			
Rating of Counseling or Treatment			
Access to Prescription Medicines for Children			
Coordination of Care for Children with Chronic Conditions			
Getting Care Needed for Children			
Satisfaction with Provider Communication for Children			
Customer Service for Children			
Collaborative Decision Making for Children			
Family-Centered Care: Getting Needed Information for Children			

Measure	2010 Average	2011 Average	2012 Average
Rating of Overall Healthcare for Children			
Rating of HP - High Users for Children			
Family-Centered Care: Personal Doctor Who Knows Child			
Getting Care Quickly for Children			
Rating of Counseling or Treatment for Children			
Rating of Health Plan for Children			
Satisfaction with Personal Doctor for Children			
Satisfaction with Specialist for Children			
Access to Specialized Services for Children			
Childhood Immunization-MMR		93	
Childhood Immunization-Varicella		91	
Childhood Immunization-3 or more Hibs		93	
Childhood Immunization-3 or more HepB		92	
Childhood Immunization-3 or more IPVs		93	
Childhood Immunization-4 or more DTPs		83	
Childhood Immunization - 4 or more Pneumococcals		81	
Childhood Immunization - 2 or more HepA		37	
Childhood Immunization - 2 or more Influenza		57	
Childhood Immunization - 2 or 3 Rotavirus		69	
Childhood Immunization - Combo 2		78	
Childhood Immunization Status (Combo 3: 4-3-1-3-3-1-4)		74	
Childhood Immunization - Combo 4		34	

Measure	2010 Average	2011 Average	2012 Average
Childhood Immunization - Combo 5		59	
Childhood Immunization - Combo 6		49	
Childhood Immunization - Combo 7		30	
Childhood Immunization - Combo 8		26	
Childhood Immunization - Combo 9		41	
Childhood Immunization - Combo 10		23	
Lead Testing		89	
Adolescent immunization-Menignococcal		70	72
Adolescent immunization-Tdap/Td		91	92
Adolescent immunization-Combo		67	69
Adolescent immunization-HPV			26
Well-Child & Preventive Care Visits in First 15 Months of Life (5+ Visits)	77	83	83
Well-Child & Preventive Care Visits in 3rd, 4th, 5th & 6th Year of Life	80	83	82
Adolescent Well-Care Visits	56	59	59
Appropriate Treatment for Upper Respiratory Infection (URI)	91	92	93
Appropriate Testing for Pharyngitis	84	86	87
Follow-Up Care for Children Prescribed ADHD Medication:Initiation Phase	58	59	57
Follow-Up Care for Children Prescribed ADHD Medication:Continuation Phase	64	66	63
Weight Assessment- BMI Percentile	65	73	
Weight Assessment for Children and Adolescents 12-17 Yrs	66	73	
Weight Assessment for Children and Adolescents 3-11 Yrs	65	73	
Counseling for Nutrition	71	77	

Measure	2010 Average	2011 Average	2012 Average
Counseling for Nutrition for Children and Adolescents 12-17 Yrs	69	75	
Counseling for Nutrition for Children and Adolescents 3-11 Yrs	72	77	
Counseling for Physical Activity	58	66	
Counseling for Physical Activity for Children and Adolescents 12-17 Yrs	63	72	
Counseling for Physical Activity for Children and Adolescents 3-11 Yrs	56	63	
Assessment, Counseling, or Education:Preventive Actions Associated with Sexual Activity	60	66	
Assessment, Counseling, or Education:Depression	52	59	
Assessment, Counseling, or Education:Tobacco Use	64	70	
Assessment, Counseling, or Education:Alcohol and Other Drug Use	60	67	
Breast Cancer Screening	68	67	68
Cervical Cancer Screening	72	71	71
Chlamydia Screening (Ages 16-20)	67	70	71
Chlamydia Screening (Ages 21-24)	69	72	73
Chlamydia Screening (Ages 16-24)	68	71	72
Timeliness of Prenatal Care	90		88
Postpartum Care	73		70
Frequency of Ongoing Prenatal Care	74		70
Use of Appropriate Medications for People with Asthma (Ages 12-50)	88		
Appropriate Asthma Medications- 3+ Controllers (Ages 12-50)	77		
Appropriate Asthma Medications- 3+ Controllers (Ages 5-50)	76		
Use of Appropriate Medications for People with Asthma (Ages 5-50)	90		
Board Certified Geriatric Specialists	73	73	70

Measure	2010 Average	2011 Average	2012 Average
Rating of HP - High Users			
Board Certified Other Specialists	79	80	78
Recommend Plan to Others			
Diabetes Monitoring for People with Diabetes and Schizophrenia			75
Diabetes Screening for People w/ Schizophrenia or Bipolar Disorder Using Antipsychotic Meds			79

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