

Section 2.4a Additional Performance Gap Results for Adult CG-CAHPS

Table 2.4a.1 2022 Adult CG-CAHPS Performance Scores by Decile – Access

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	59.7	22.7	39.4	47.1	51.6	55.1	58.4	61.3	64.3	67.9	72.3	79.8	94.9
N of Entities	2,801	1	281	279	280	281	280	279	280	281	279	279	1
N of Persons / Encounters / Episodes	217,648	75	19,734	20,825	21,478	22,441	22,499	21,545	22,003	22,660	21,673	22,609	106

Table 2.4a.2 2022 Adult CG-CAHPS Performance Scores by Decile – Provider Communication

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	83.7	54.3	70.6	77.2	80.0	81.9	83.7	85.4	87.0	88.3	90.2	93.3	100.0
N of Entities	2,801	1	281	279	280	282	280	279	282	278	280	278	1
N of Persons / Encounters / Episodes	236,878	71	19,538	22,199	23,799	23,838	24,184	24,114	24,273	25,198	25,763	23,881	20

Table 2.4a.3 2022 Adult CG-CAHPS Performance Scores by Decile – Office Staff

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	78.1	34.8	61.5	69.3	72.9	75.6	77.9	79.8	81.9	84.1	86.9	91.3	100.0
N of Entities	2,801	1	280	280	280	281	280	279	281	279	280	279	1
N of Persons / Encounters / Episodes	237,879	23	20,419	22,331	23,160	23,978	24,381	24,223	25,167	25,342	24,649	24,130	76

Table 2.4a.4 2022 Adult CG-CAHPS Performance Scores by Decile – Care Coordination

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	72.0	38.5	57.1	64.1	67.4	69.9	71.8	73.7	75.4	77.2	79.5	83.6	93.8
N of Entities	2,801	1	294	287	278	283	277	281	279	280	280	279	1
N of Persons / Encounters / Episodes	236,560	76	19,474	22,367	22,798	24,307	24,339	24,435	24,238	24,624	25,701	24,181	20

Table 2.4a.5 2022 Adult CG-CAHPS Performance Scores by Decile – Rating of Provider

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	79.4	34.6	61.8	70.6	74.3	77.1	79.5	81.5	83.5	85.8	88.2	92.2	100.0
N of Entities	2,801	1	280	281	279	280	280	280	287	275	278	276	4
N of Persons / Encounters / Episodes	234,582	55	18,793	21,586	22,974	23,122	24,079	235,50	25,140	24,699	25,948	24,436	200