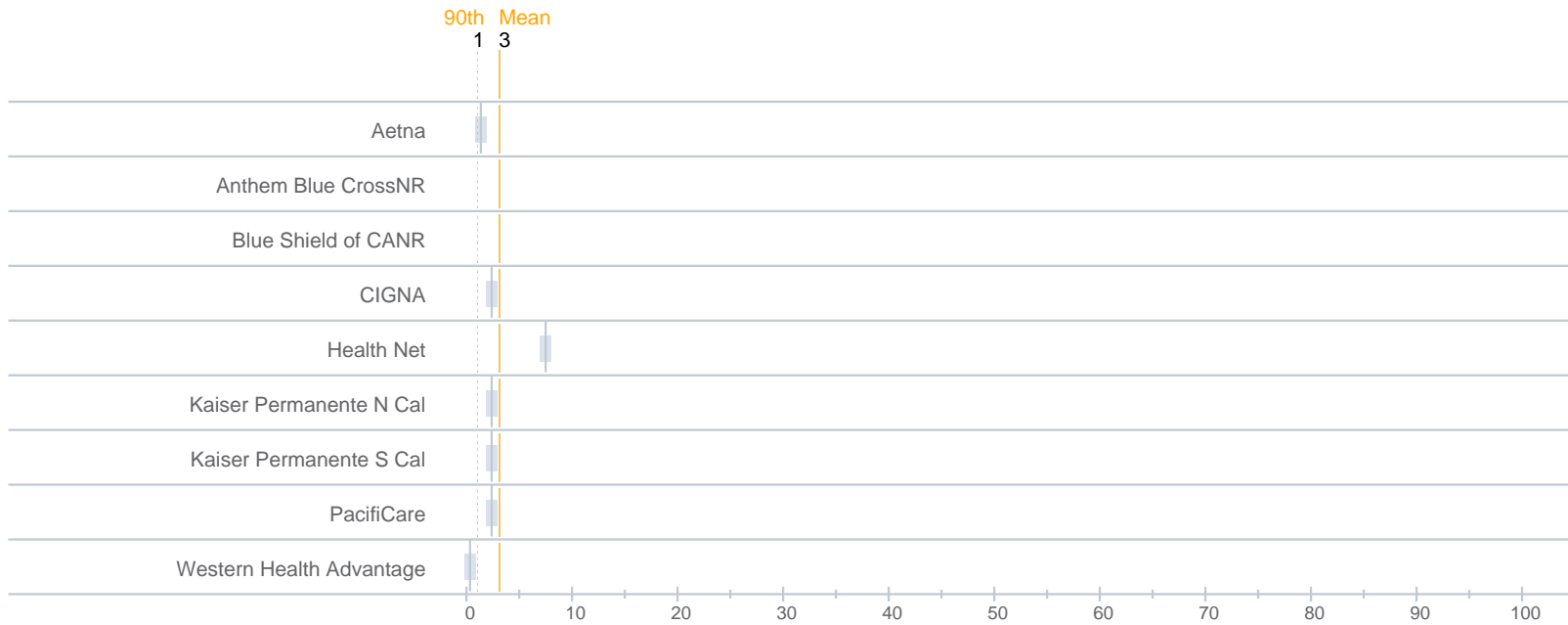


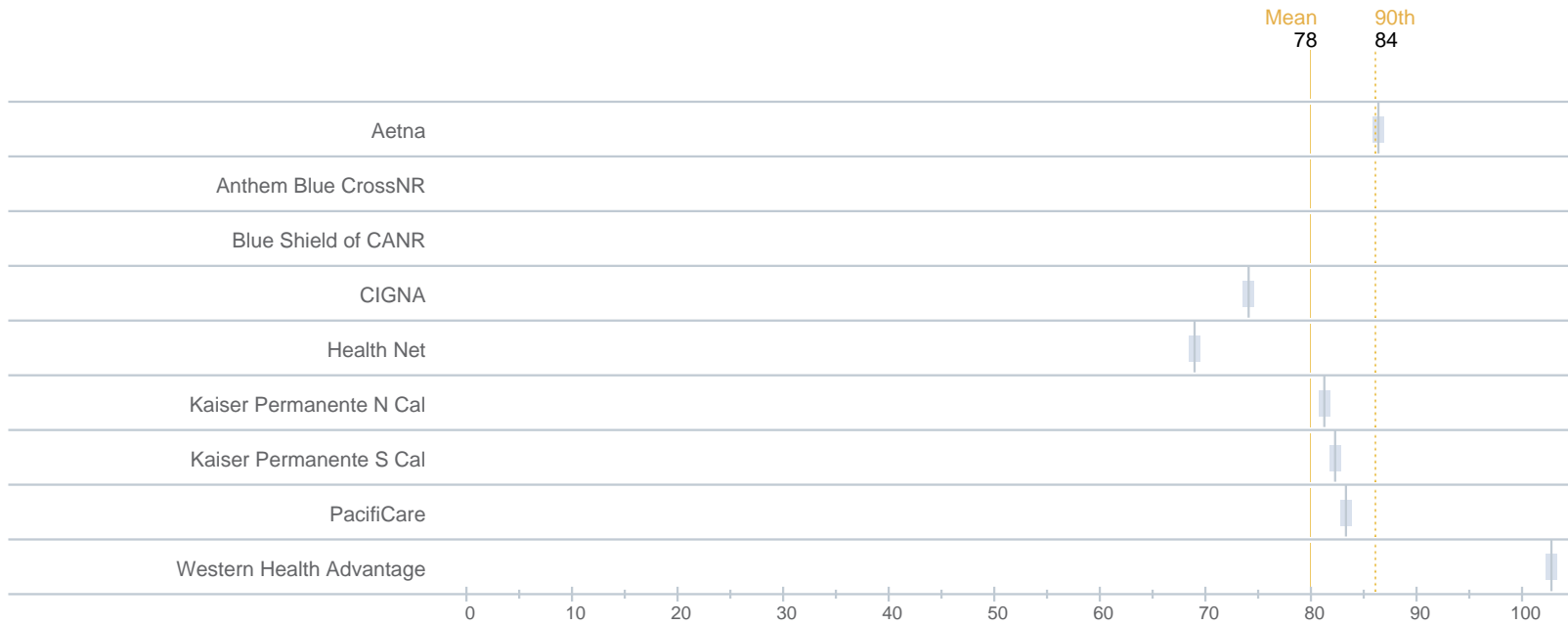
HMO
ACCESS/AVAILABILITY OF CARE
Call Abandonment^a



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

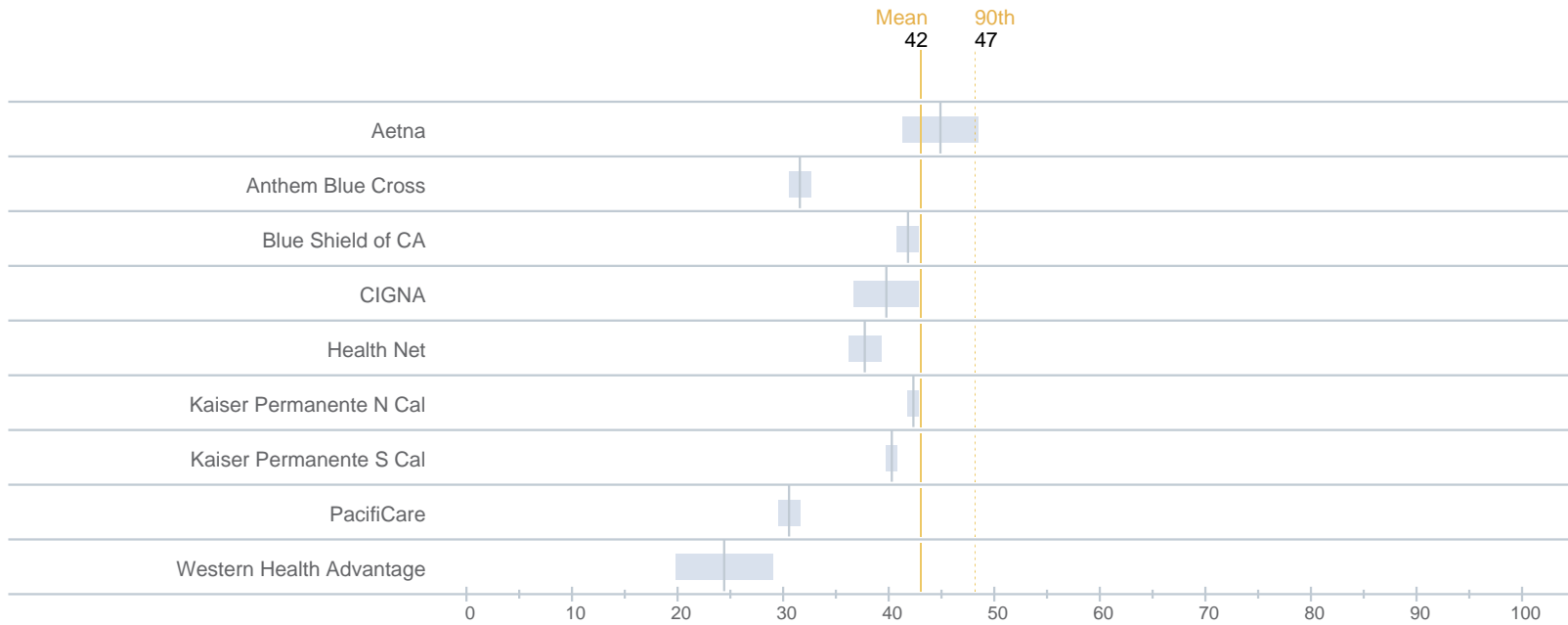
Call Answer Timeliness



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

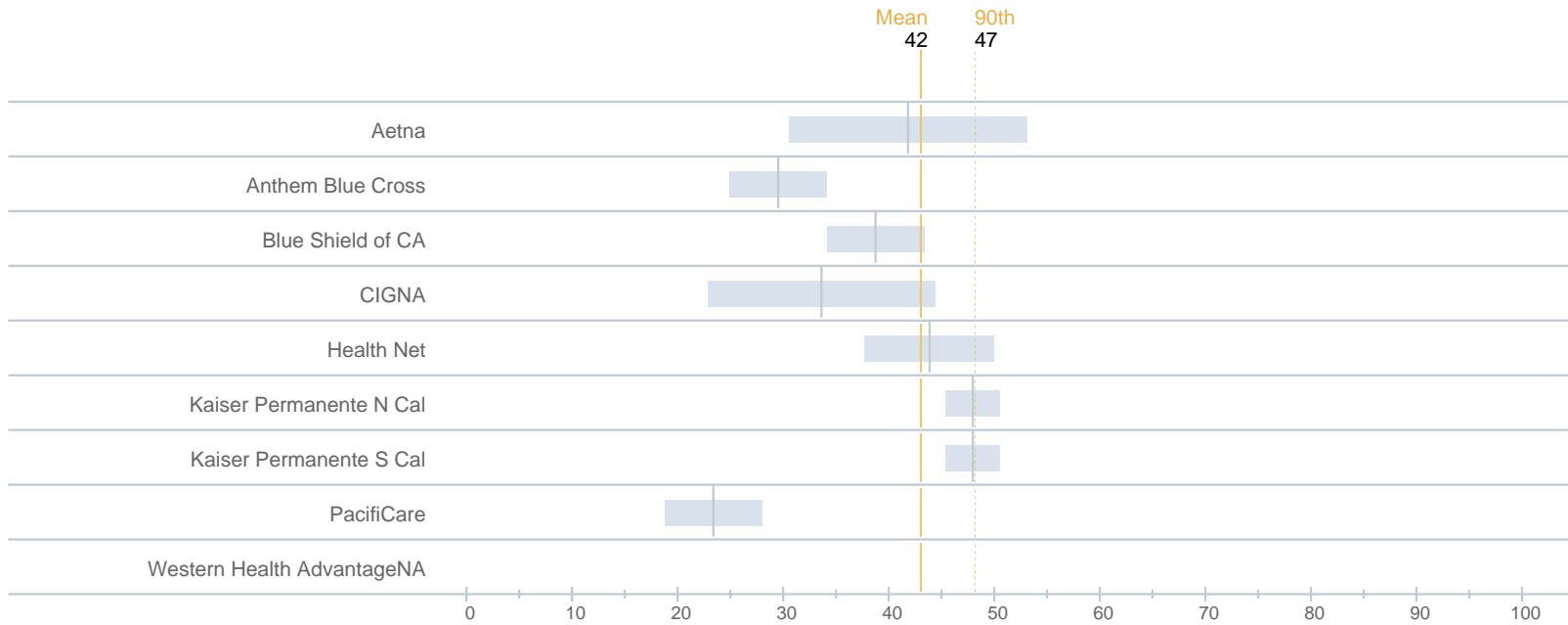
Alcohol and Other Drug Dependence Treatment: Initiation - Total



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

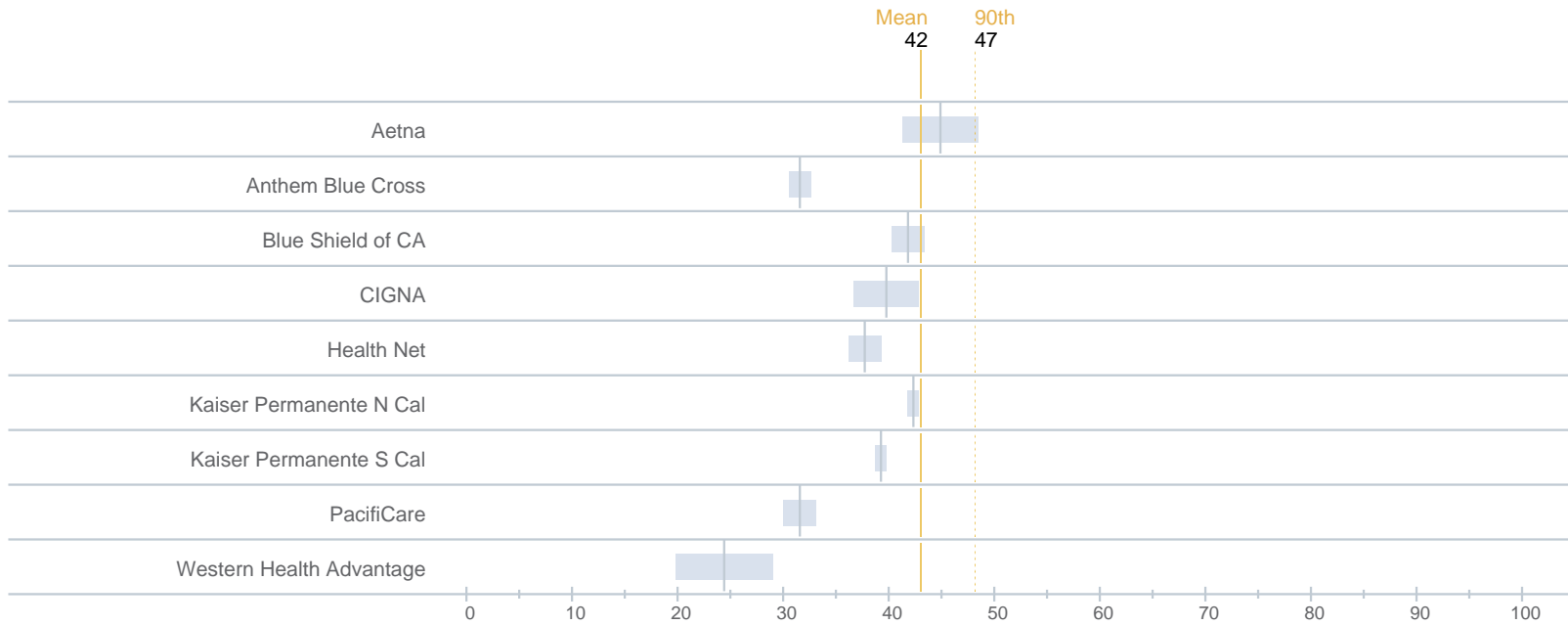
Alcohol and Other Drug Dependence Treatment: Initiation - Age 13-17



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

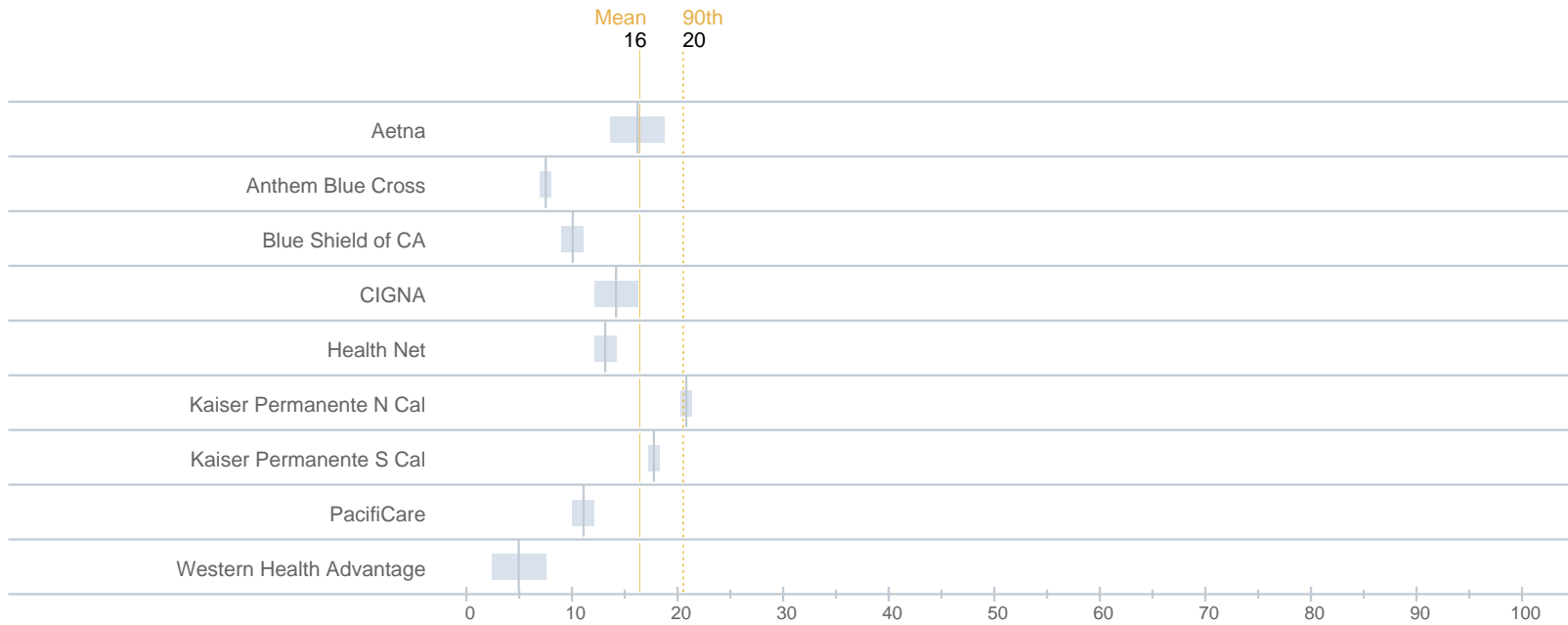
Alcohol and Other Drug Dependence Treatment: Initiation - Age 18+



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

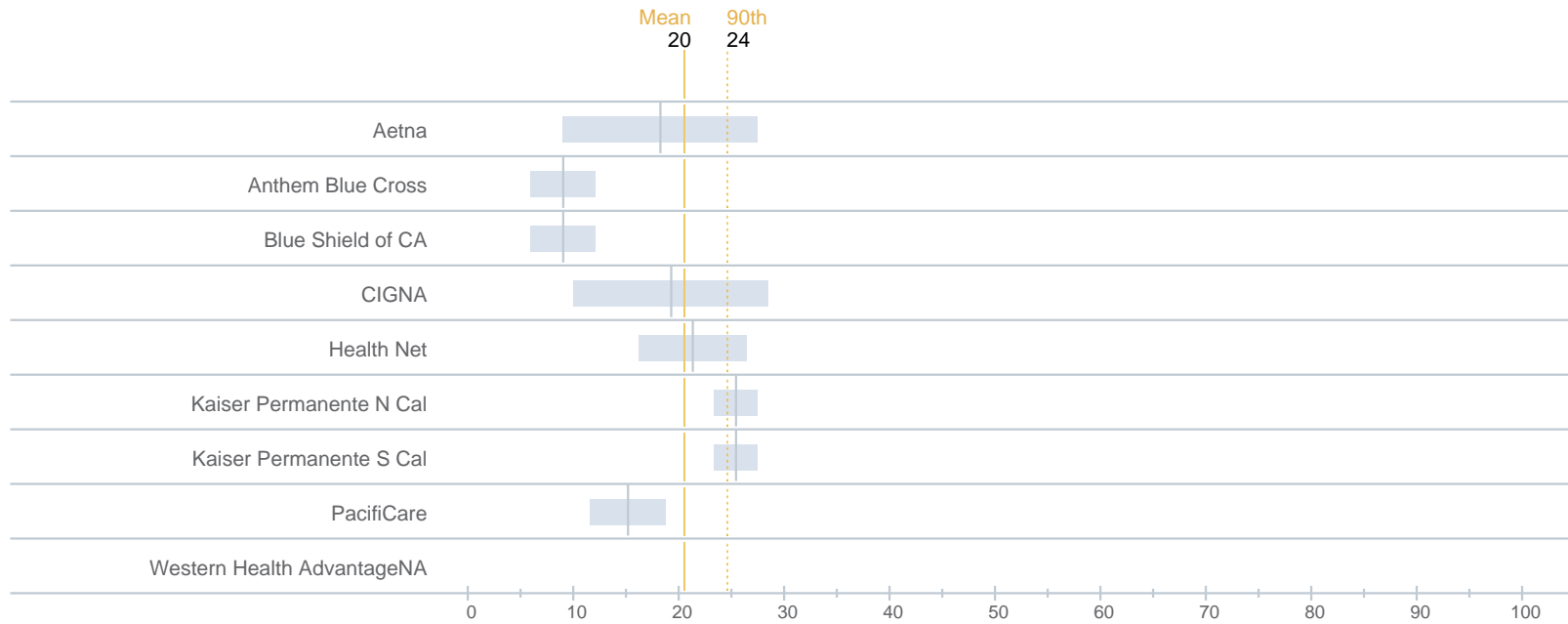
Alcohol and Other Drug Dependence Treatment: Engagement - Total



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

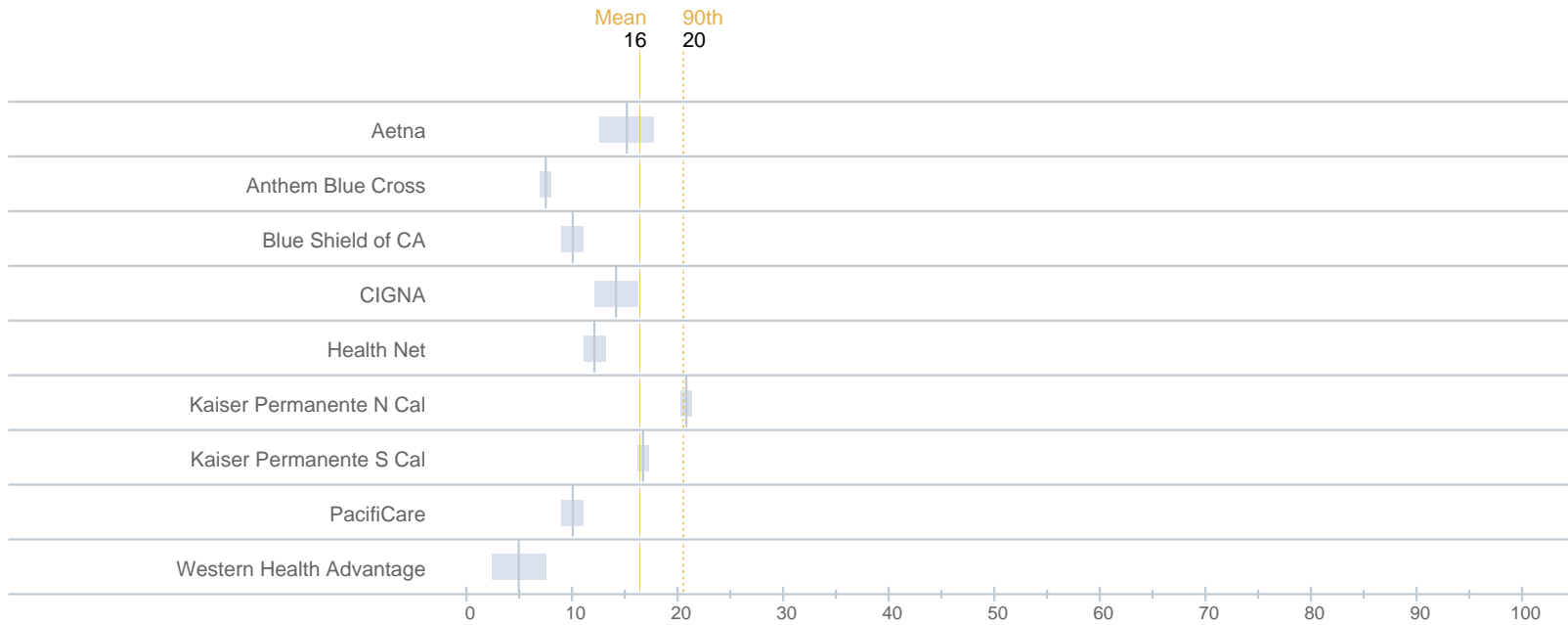
Alcohol and Other Drug Dependence Treatment: Engagement - Age 13-17



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

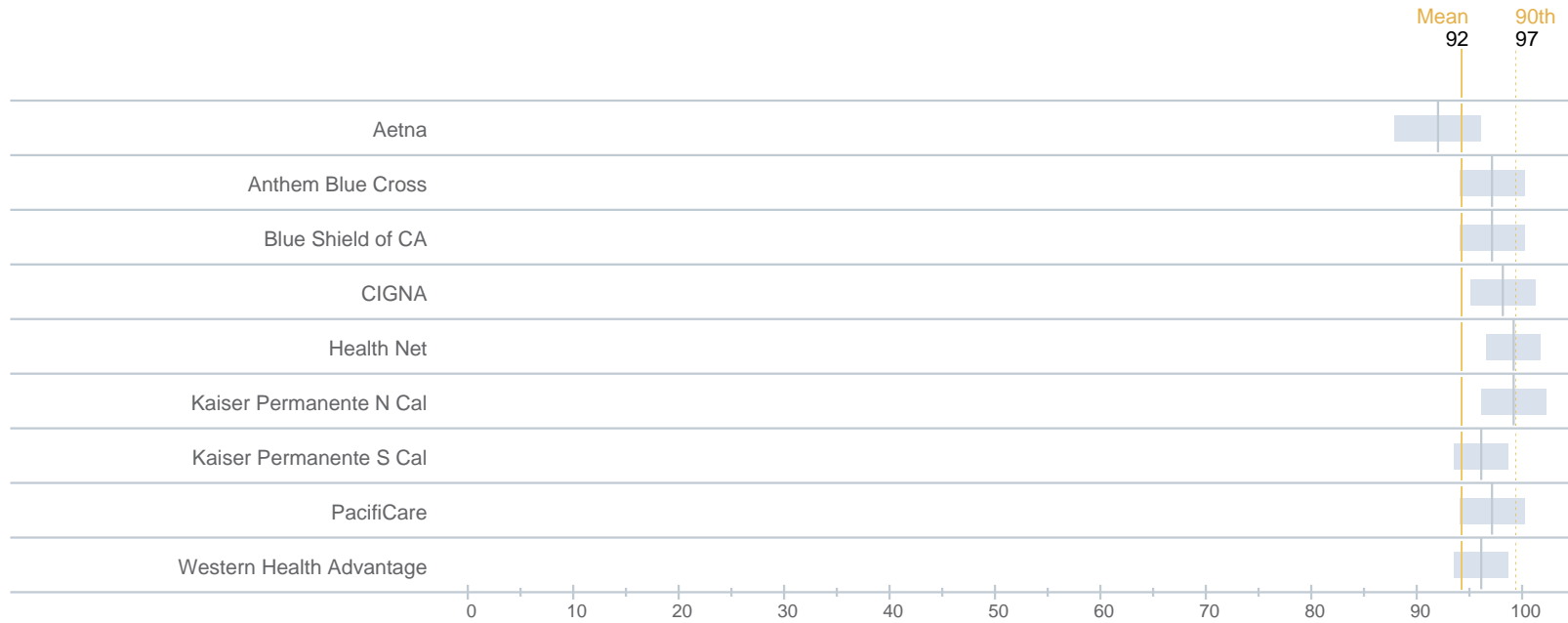
Alcohol and Other Drug Dependence Treatment: Engagement - Age 18+



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

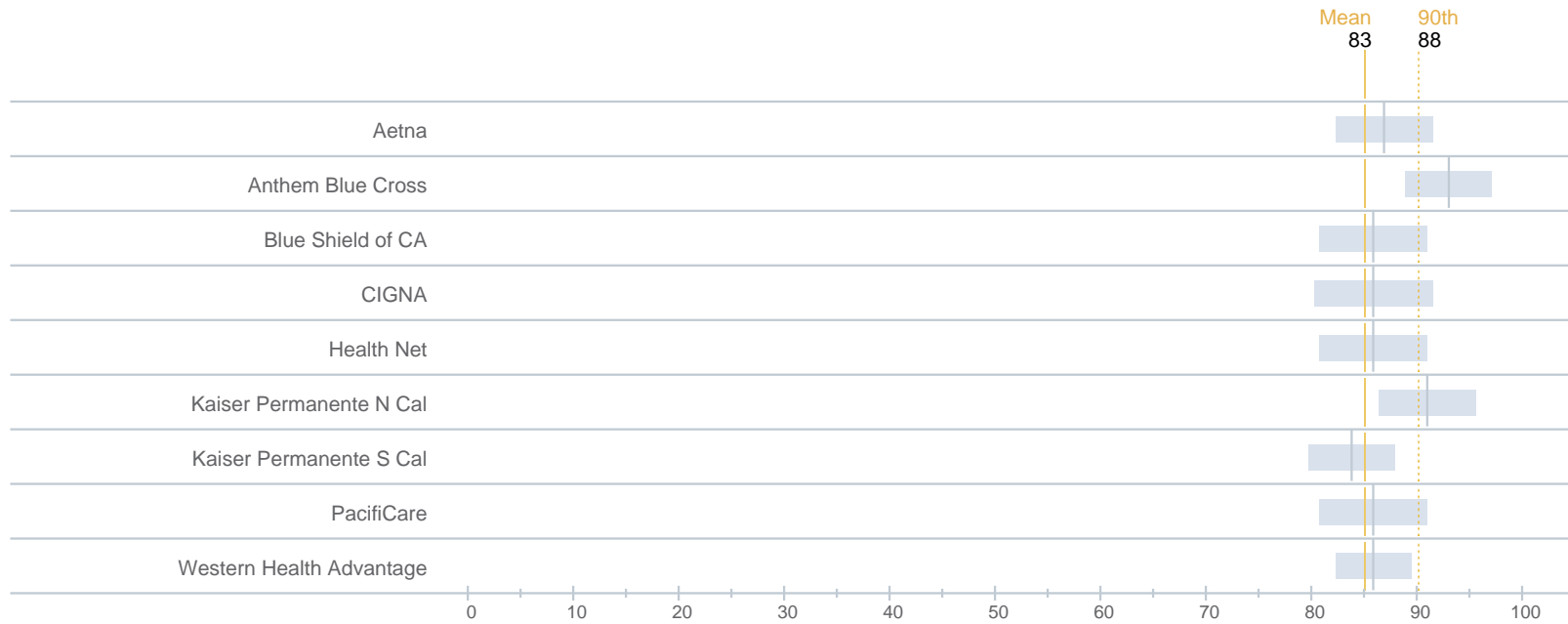
Prenatal and Postpartum Care: Timely Initiation of Prenatal Care



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
ACCESS/AVAILABILITY OF CARE

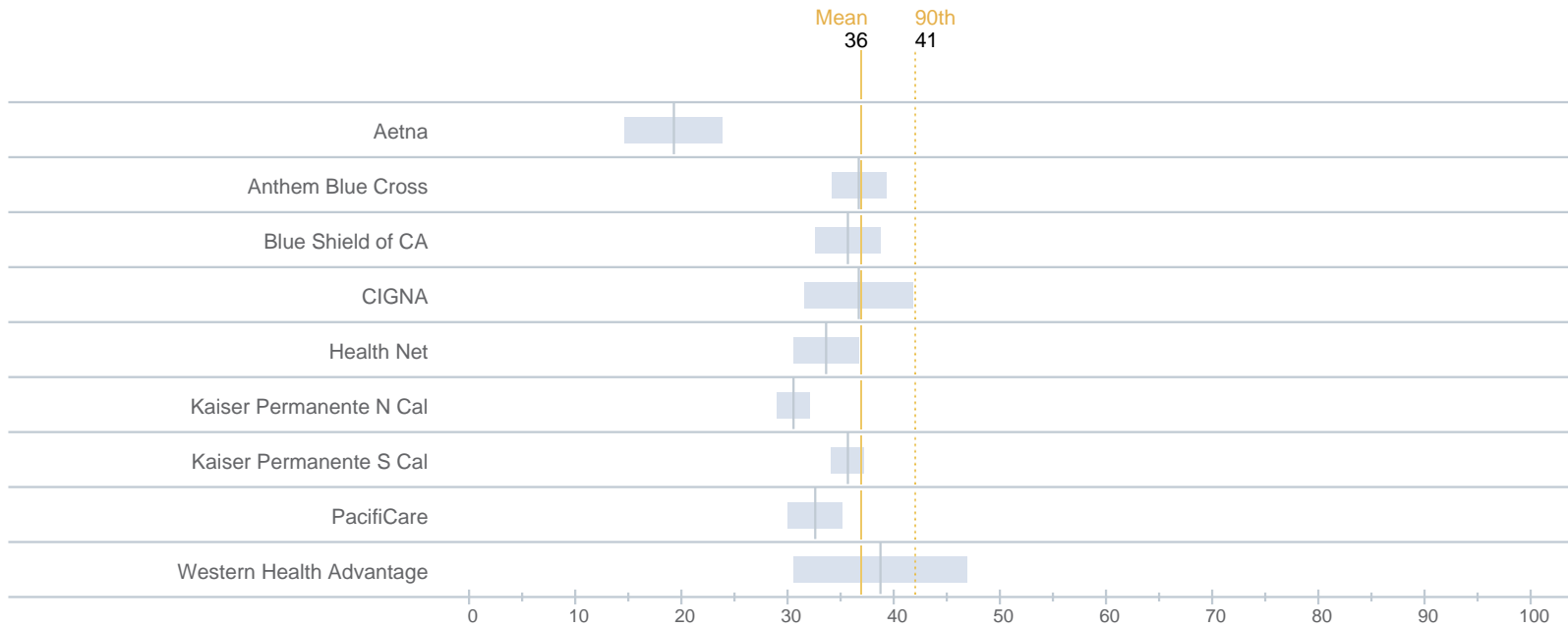
Prenatal and Postpartum Care: Postpartum Care



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
BEHAVIORAL HEALTH

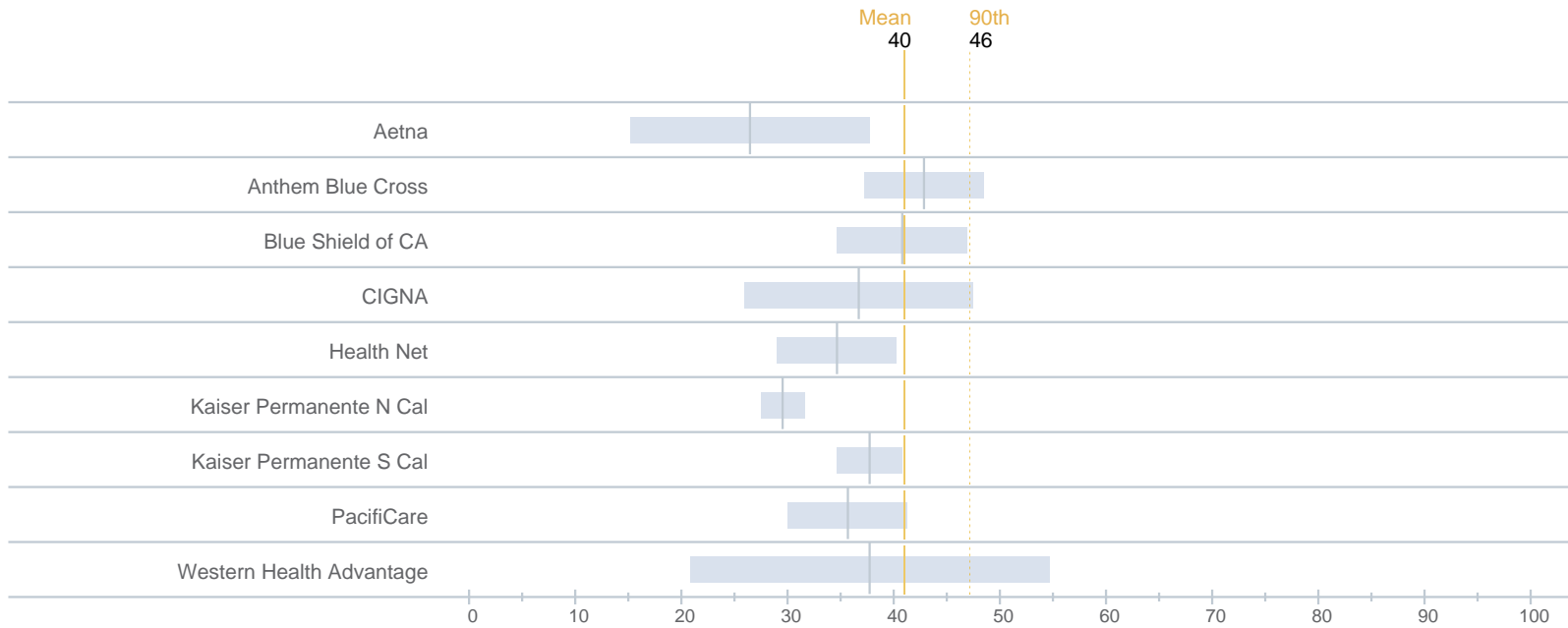
Follow-up Care - ADHD: Initiation Phase



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
BEHAVIORAL HEALTH

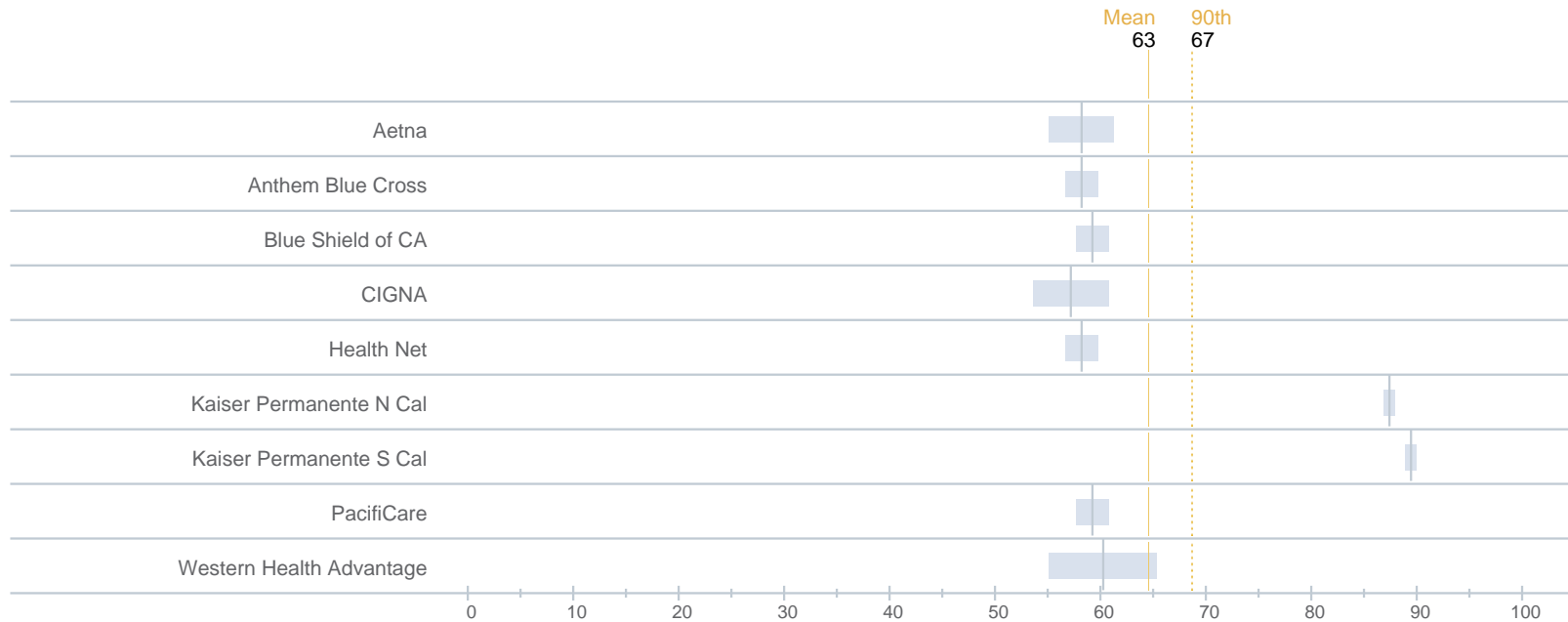
Follow-up Care - ADHD: Continuation and Maintenance



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
BEHAVIORAL HEALTH

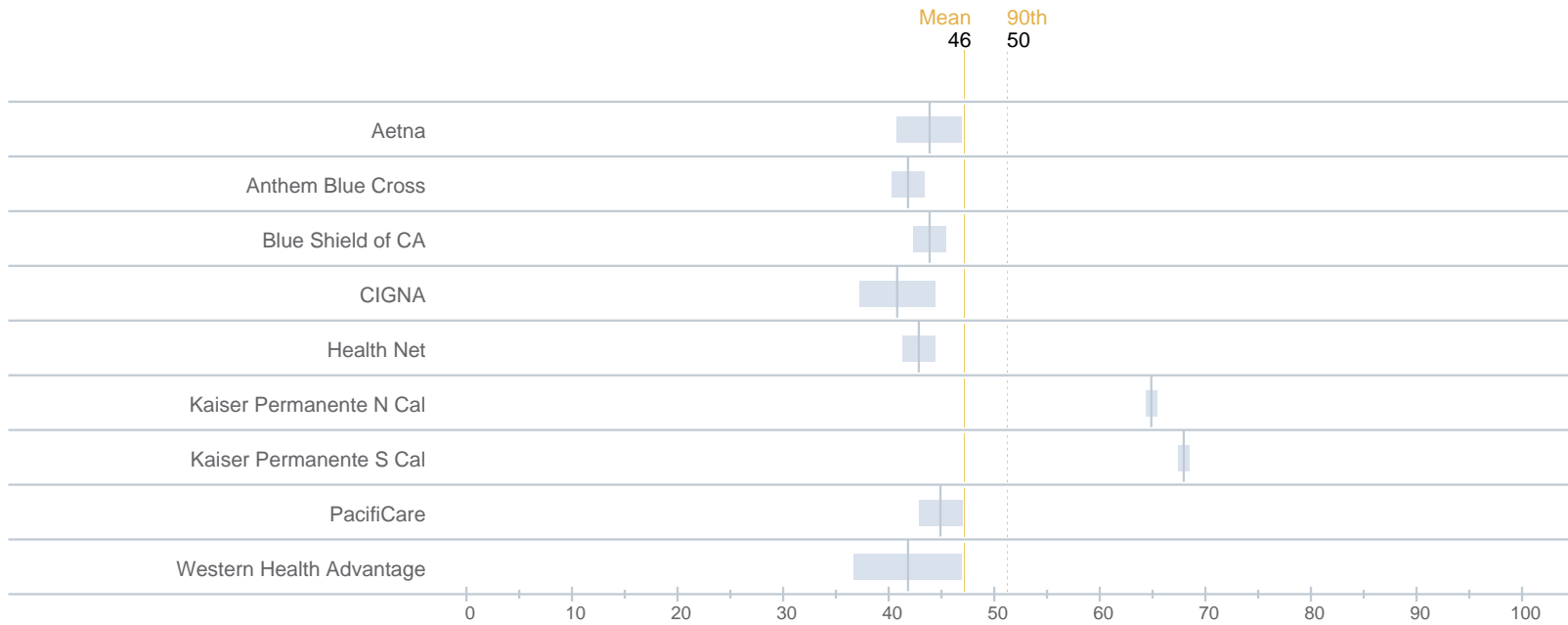
Antidepressant Medication Management: Effective Acute Phase Treatment



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
BEHAVIORAL HEALTH

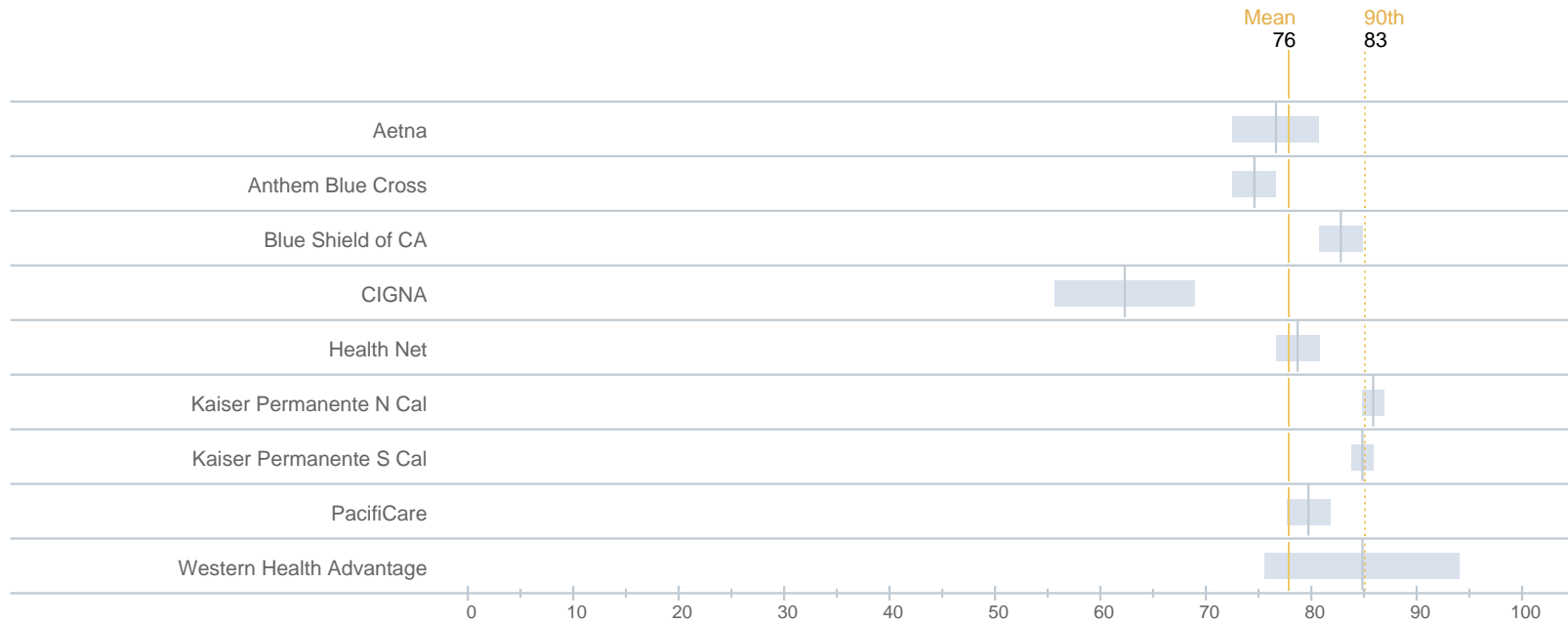
Antidepressant Medication Management: Effective Continuation Phase Treatment



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
BEHAVIORAL HEALTH

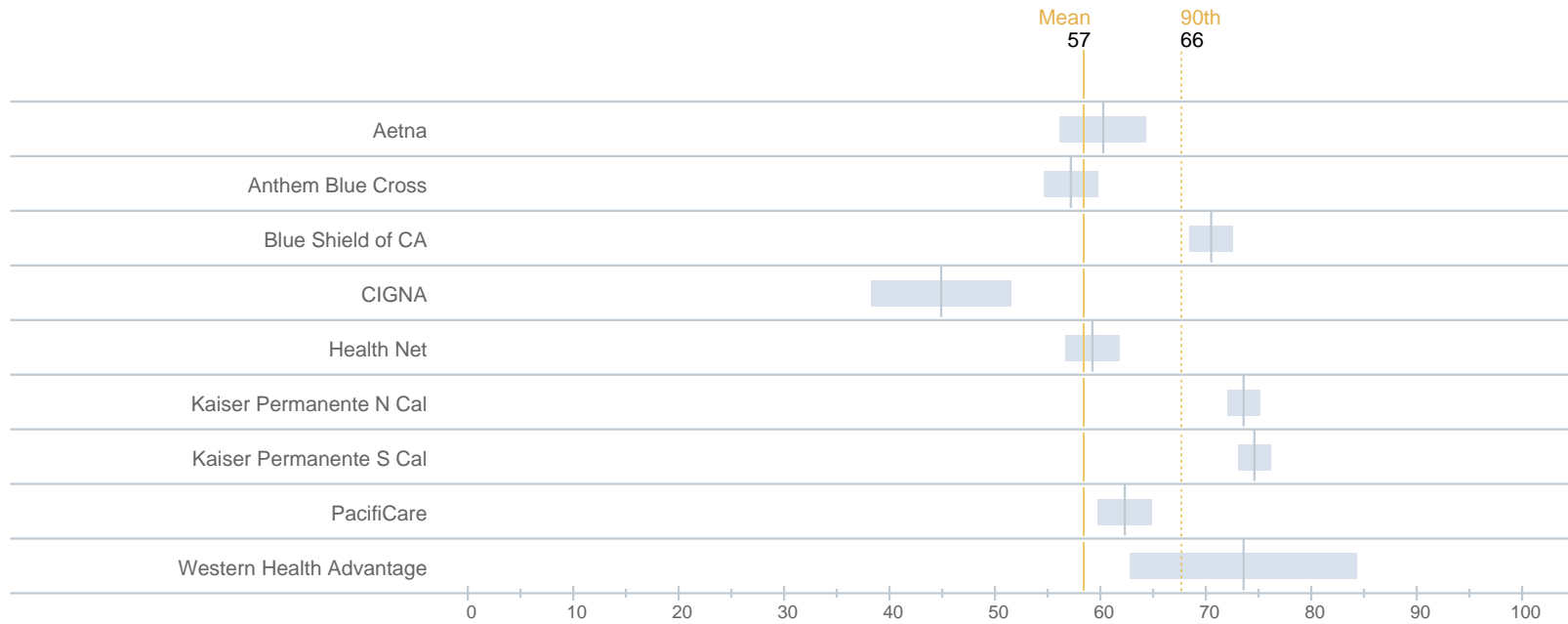
Follow-up After Hospitalization for Mental Illness: Follow-up within 30 days of hospital discharge



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
BEHAVIORAL HEALTH

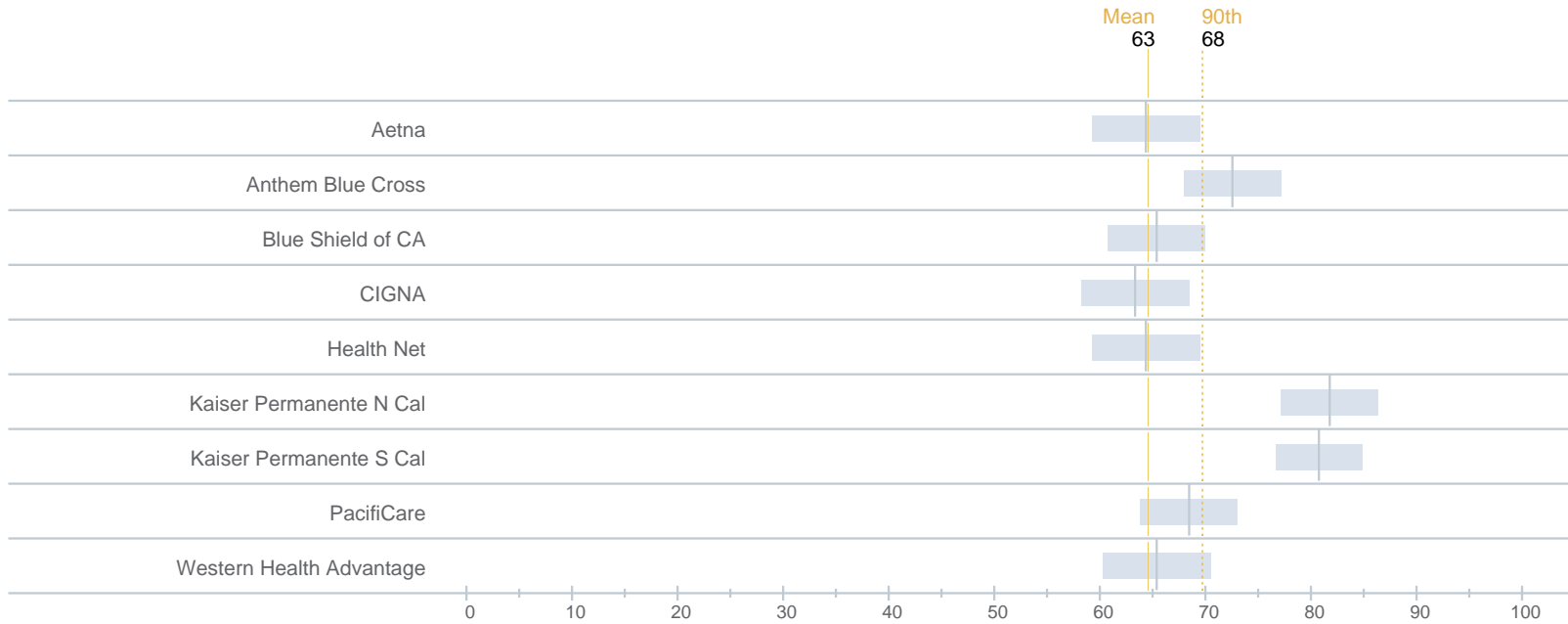
Follow-up After Hospitalization for Mental Illness: Follow-up within 7 days of hospital discharge



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
CARDIOVASCULAR CONDITIONS

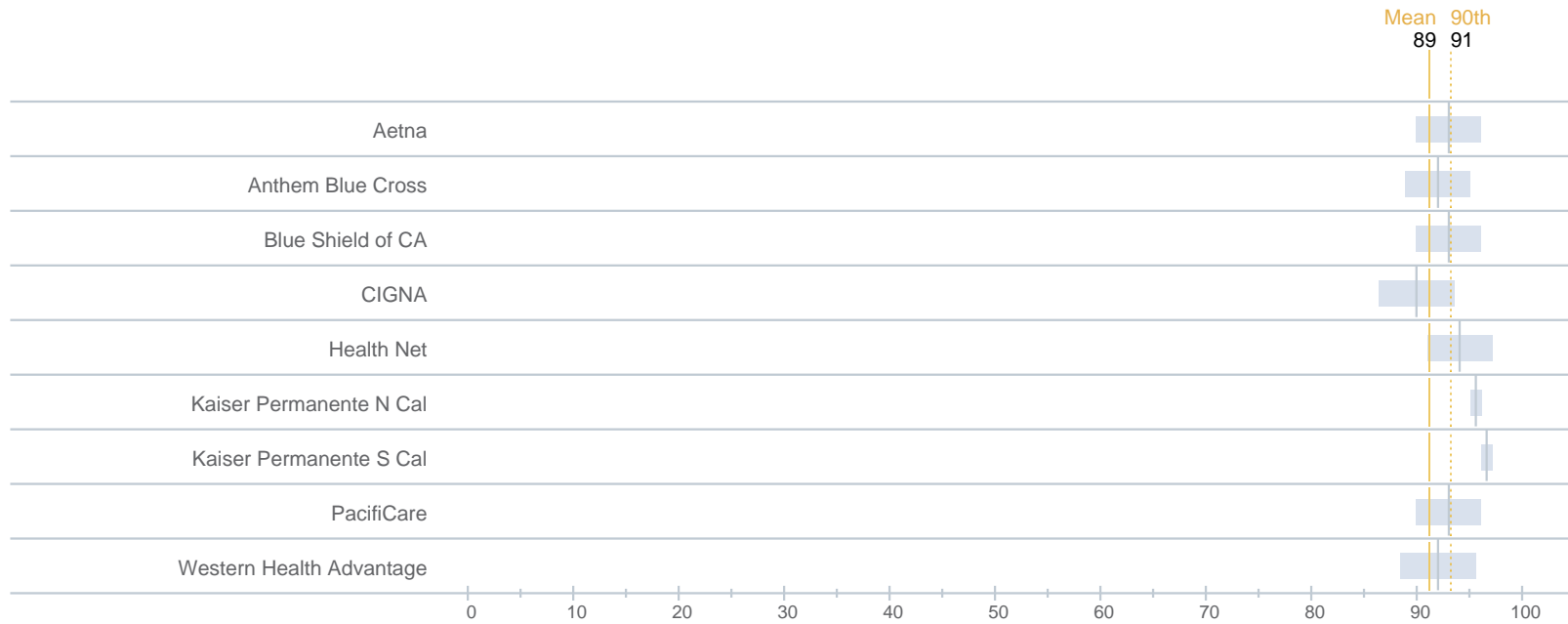
Controlling High Blood Pressure



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
CARDIOVASCULAR CONDITIONS

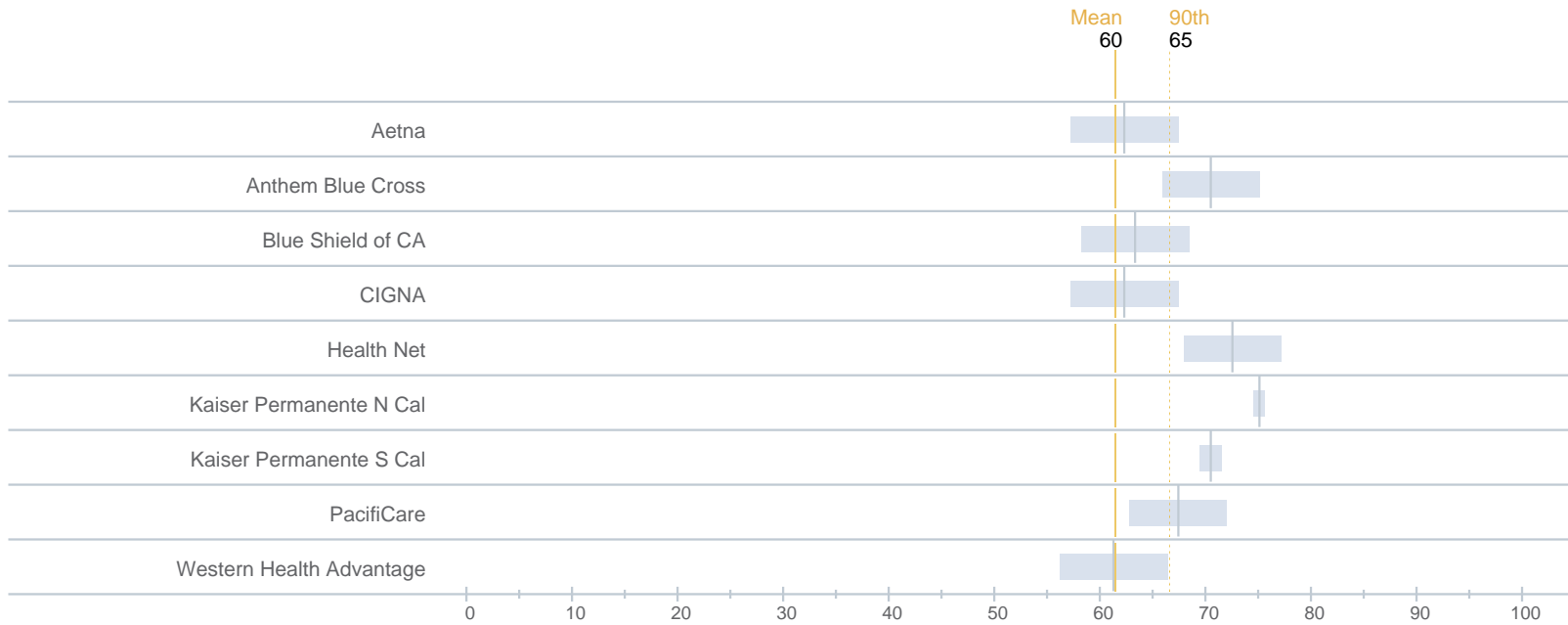
Cholesterol Management - Cardiovascular Conditions: LDL-C Screening



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
CARDIOVASCULAR CONDITIONS

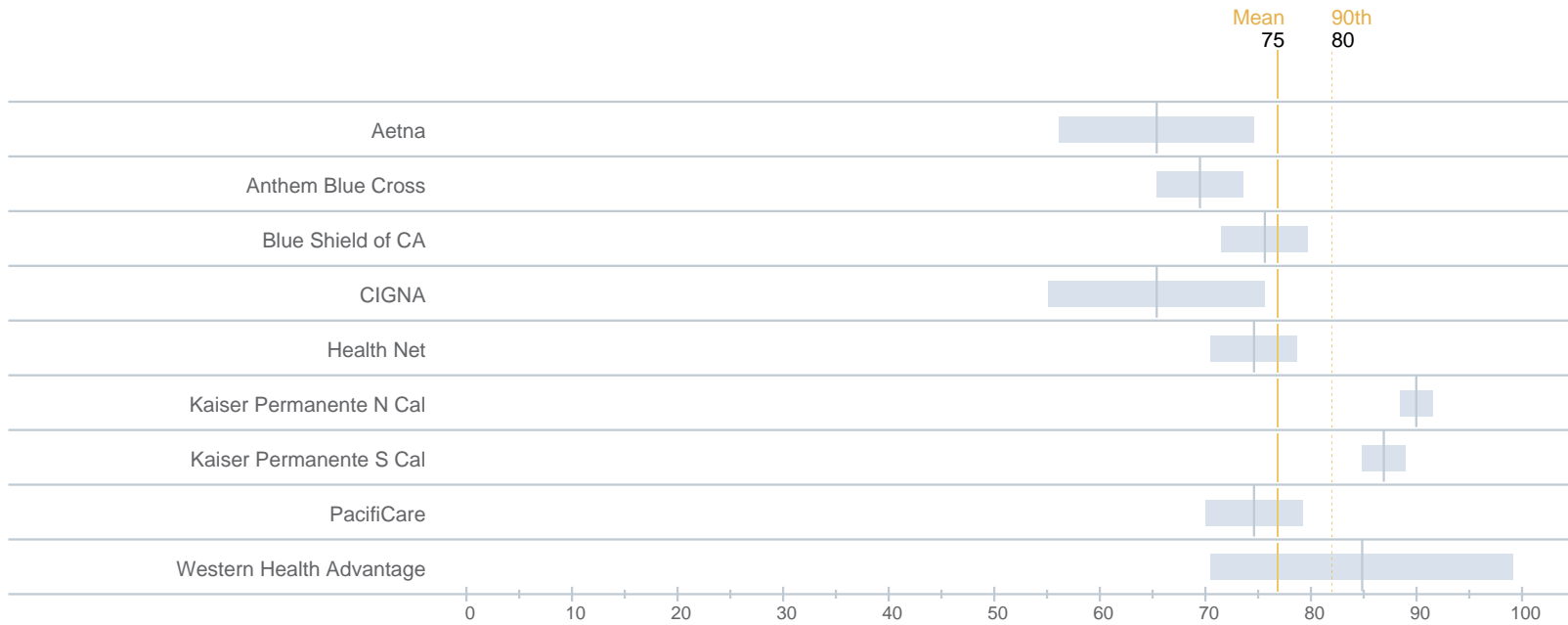
Cholesterol Management - Cardiovascular Conditions: LDL-C



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
CARDIOVASCULAR CONDITIONS

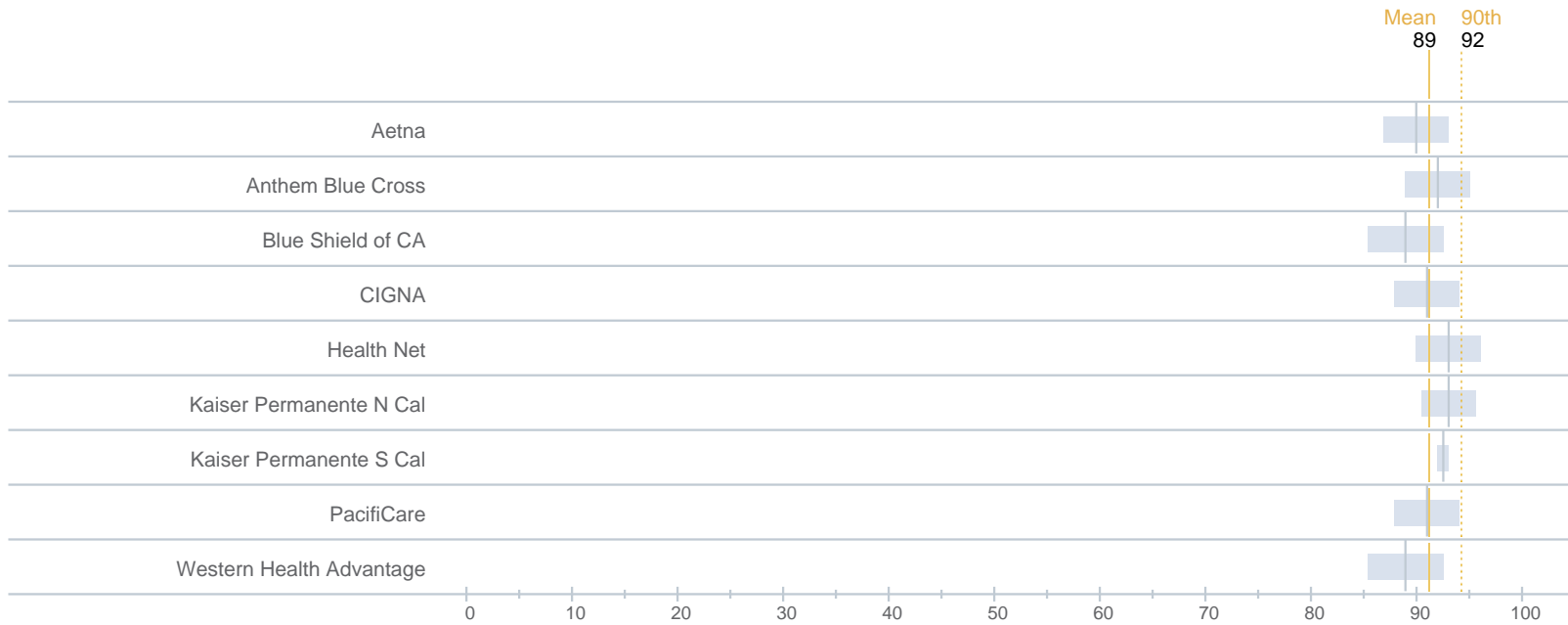
Persistence of Beta-Blocker



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
DIABETES

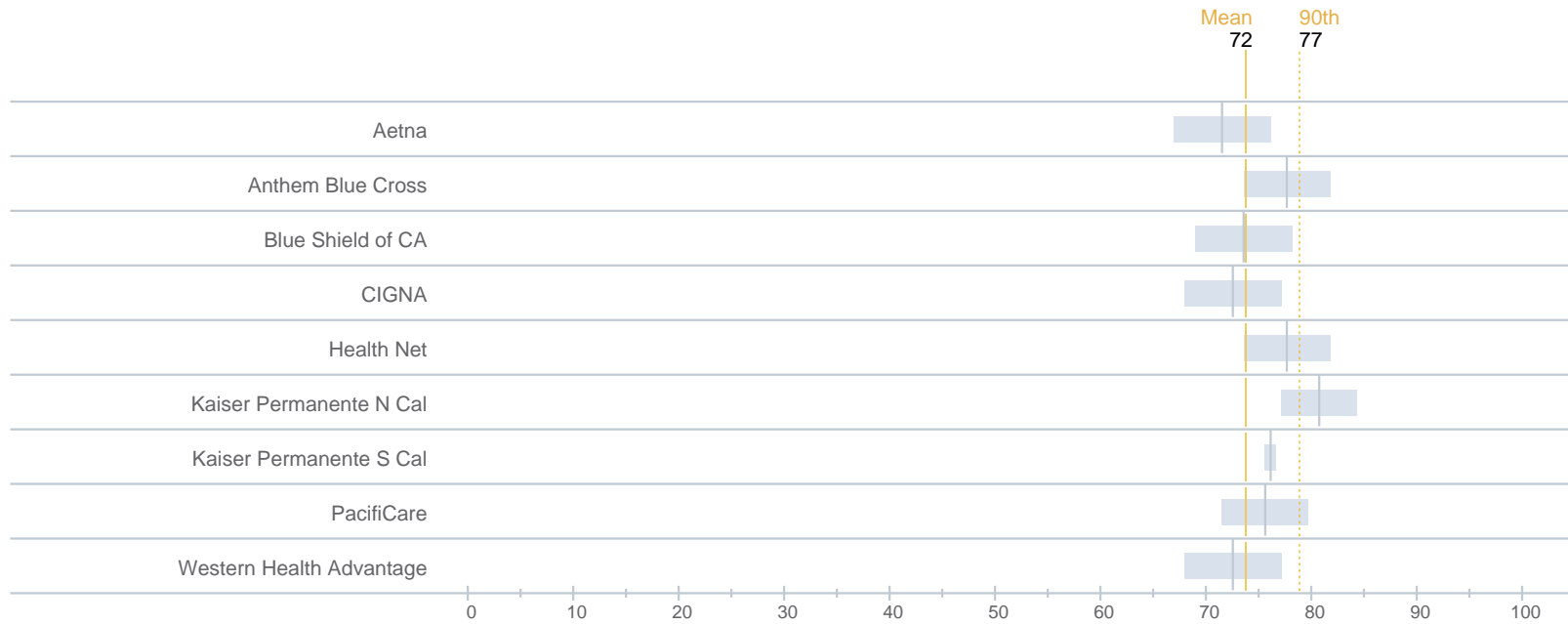
Comprehensive Diabetes Care: HbA1c Test



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
DIABETES

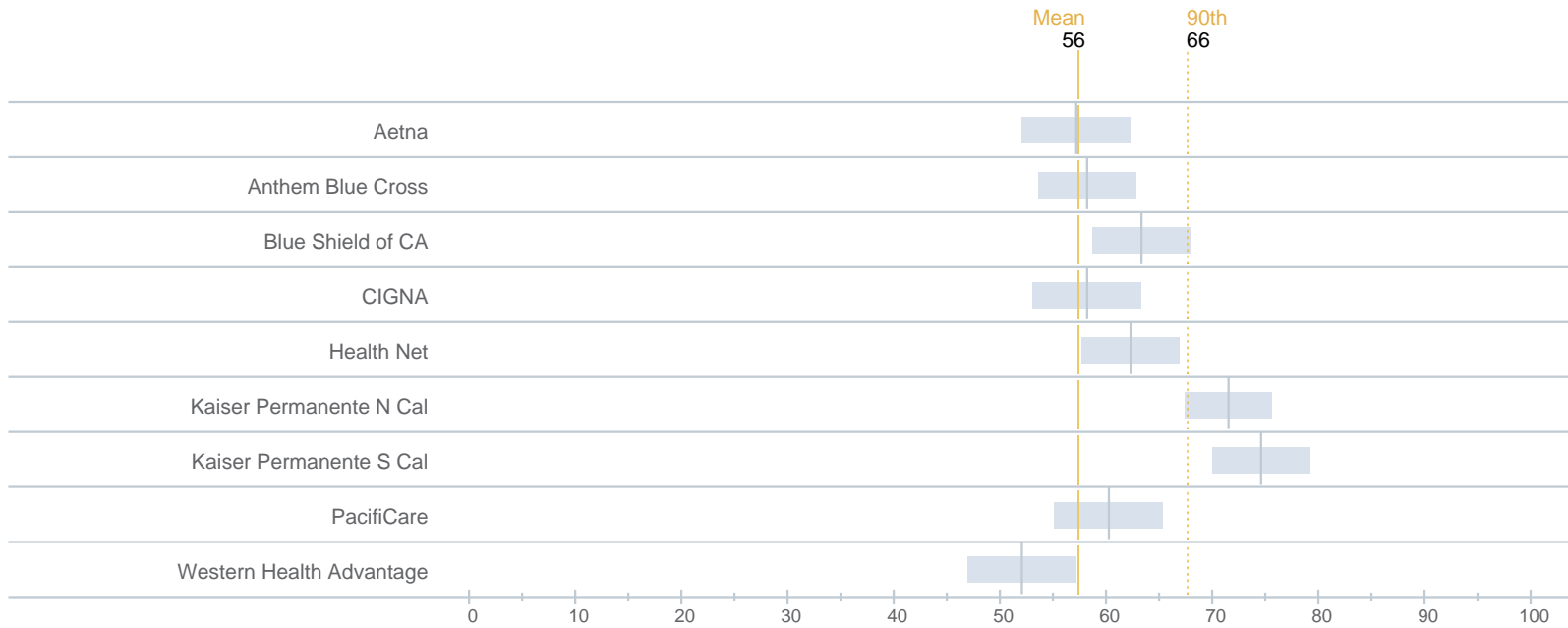
Comprehensive Diabetes Care: HbA1c



- NOTES**
- Mean and 90th percentile are national averages
 - a - Lower number reflects better performance
 - NR - Not reported
 - NA - Not reported due to small denominator size

HMO
DIABETES

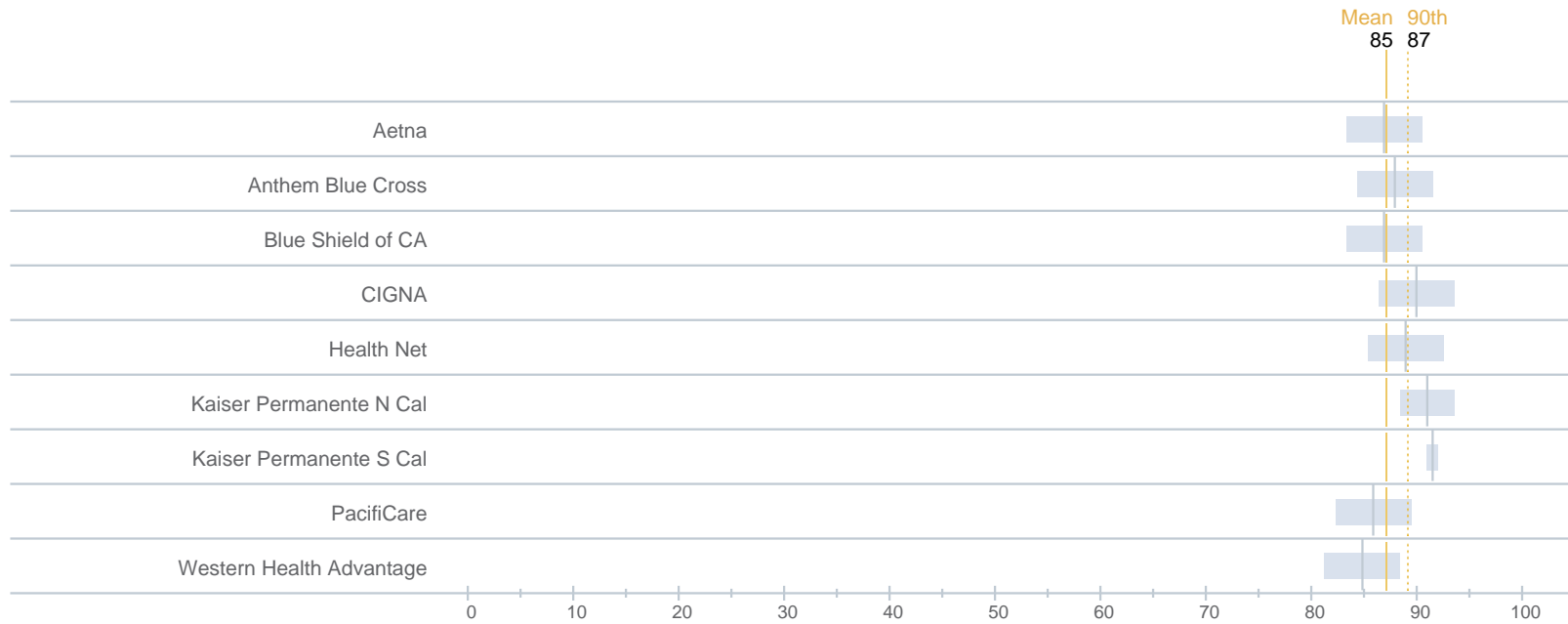
Comprehensive Diabetes Care: Retinal Exam



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
DIABETES

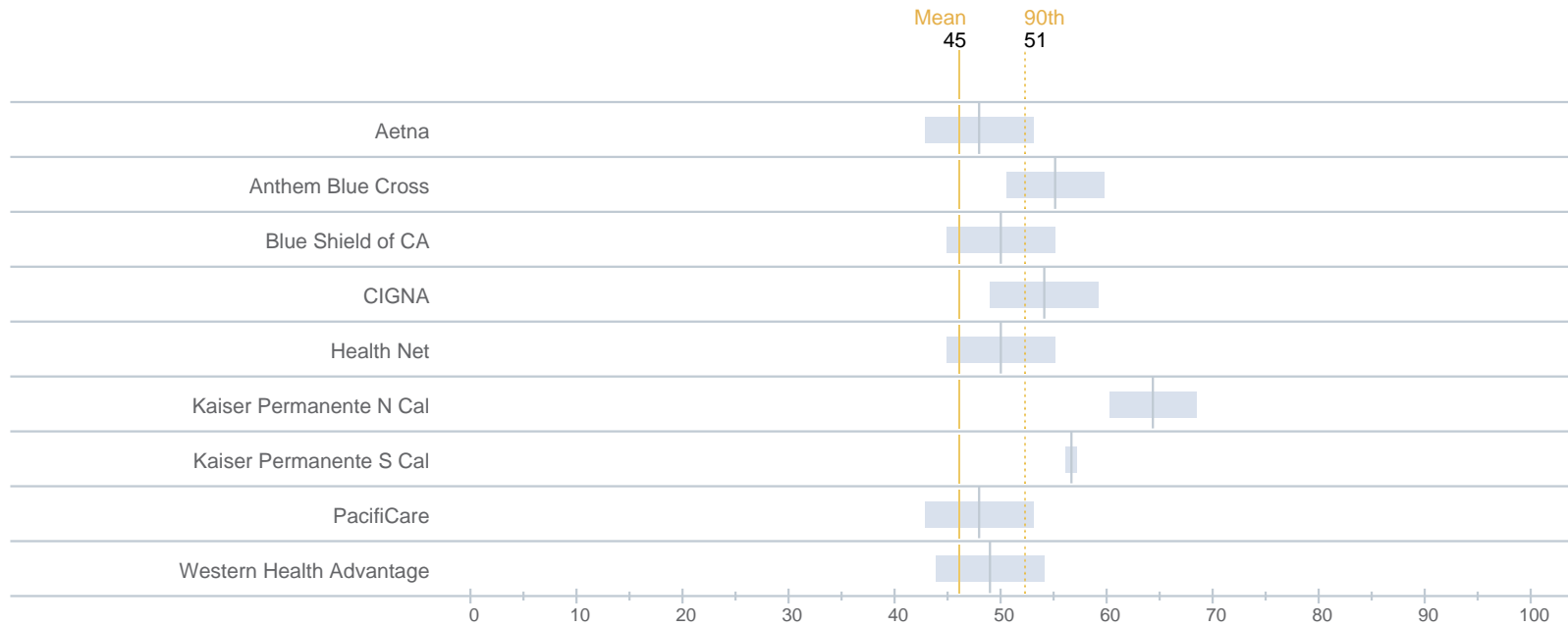
Comprehensive Diabetes Care: LDL-C Screening



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
DIABETES

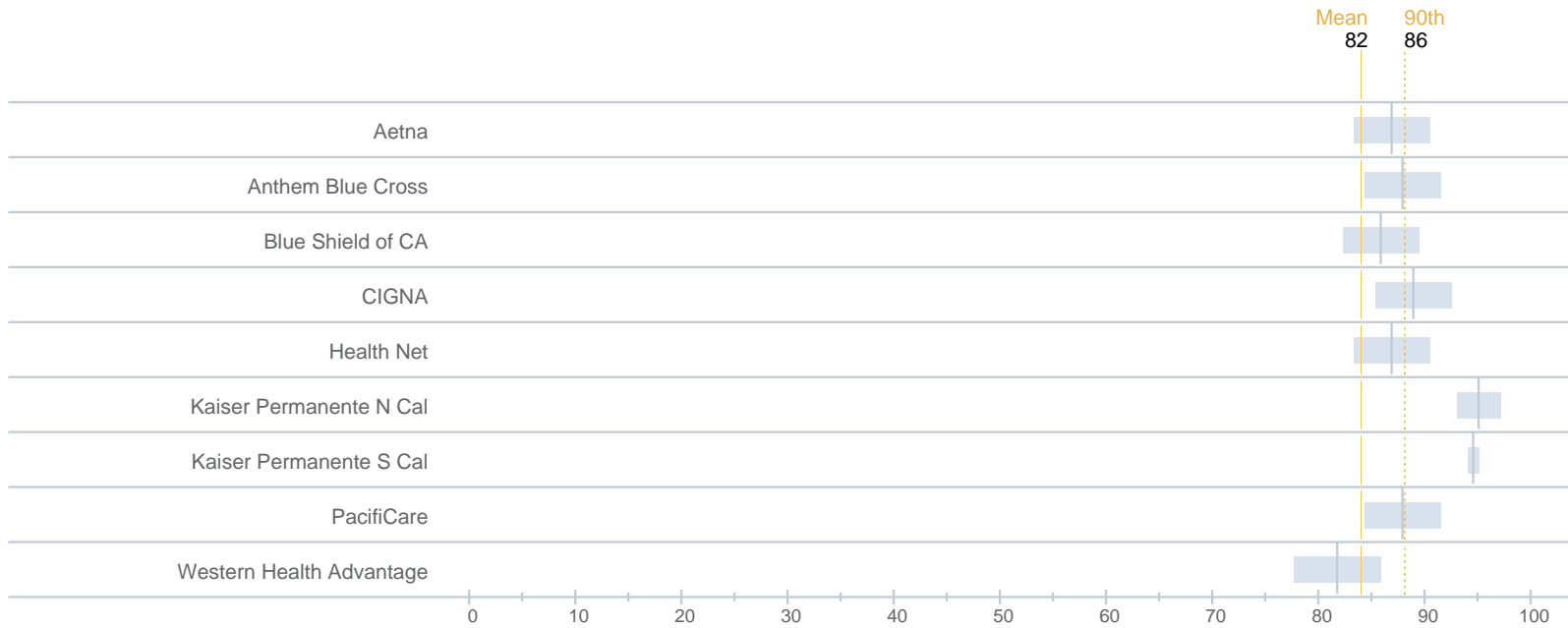
Comprehensive Diabetes Care: LDL-C



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
DIABETES

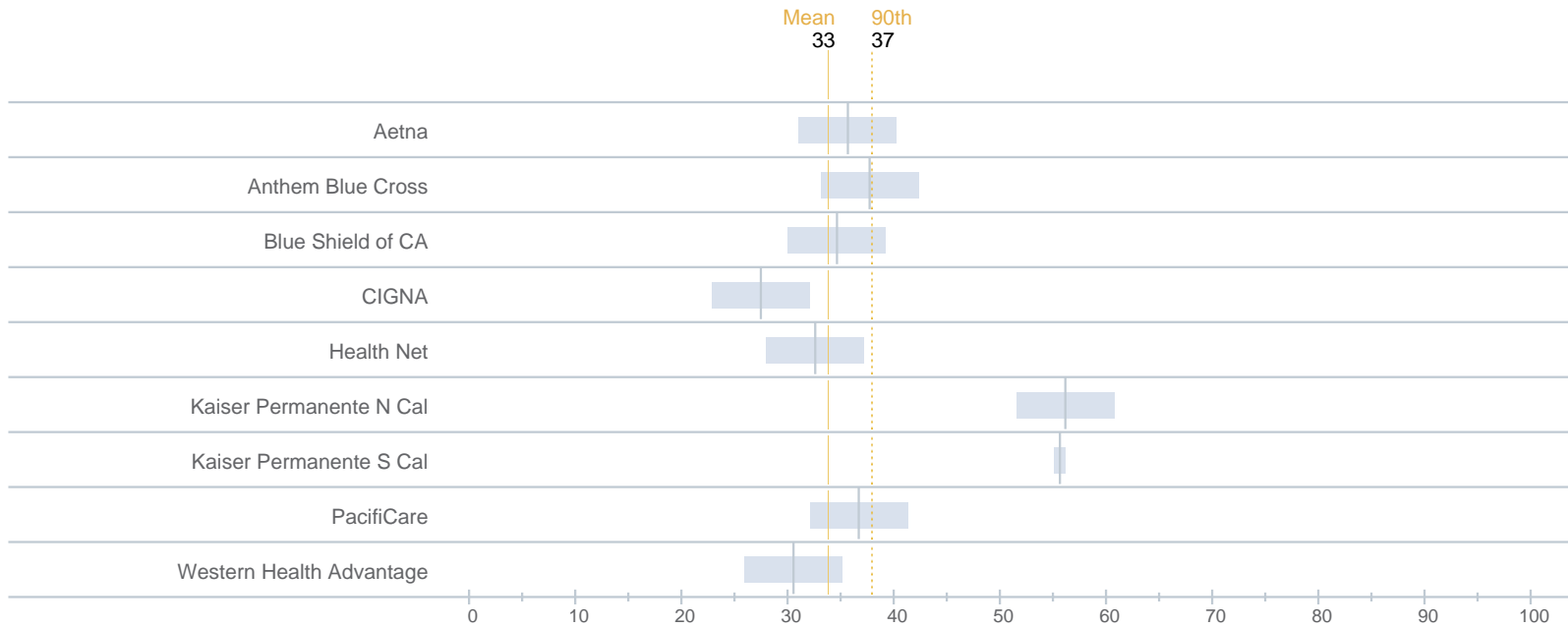
Comprehensive Diabetes Care: Nephropathy Monitoring



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
DIABETES

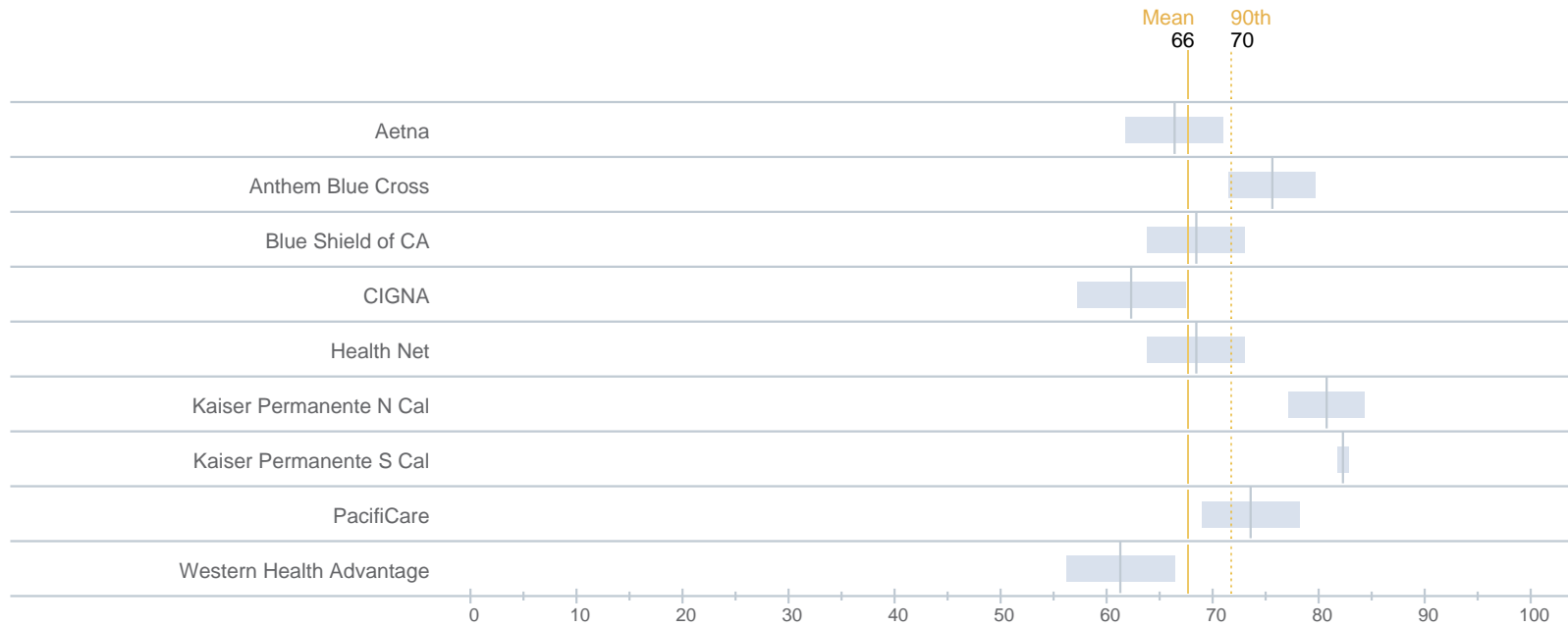
Comprehensive Diabetes Care: Blood Pressure Control (



- NOTES**
- Mean and 90th percentile are national averages
 - a - Lower number reflects better performance
 - NR - Not reported
 - NA - Not reported due to small denominator size

HMO
DIABETES

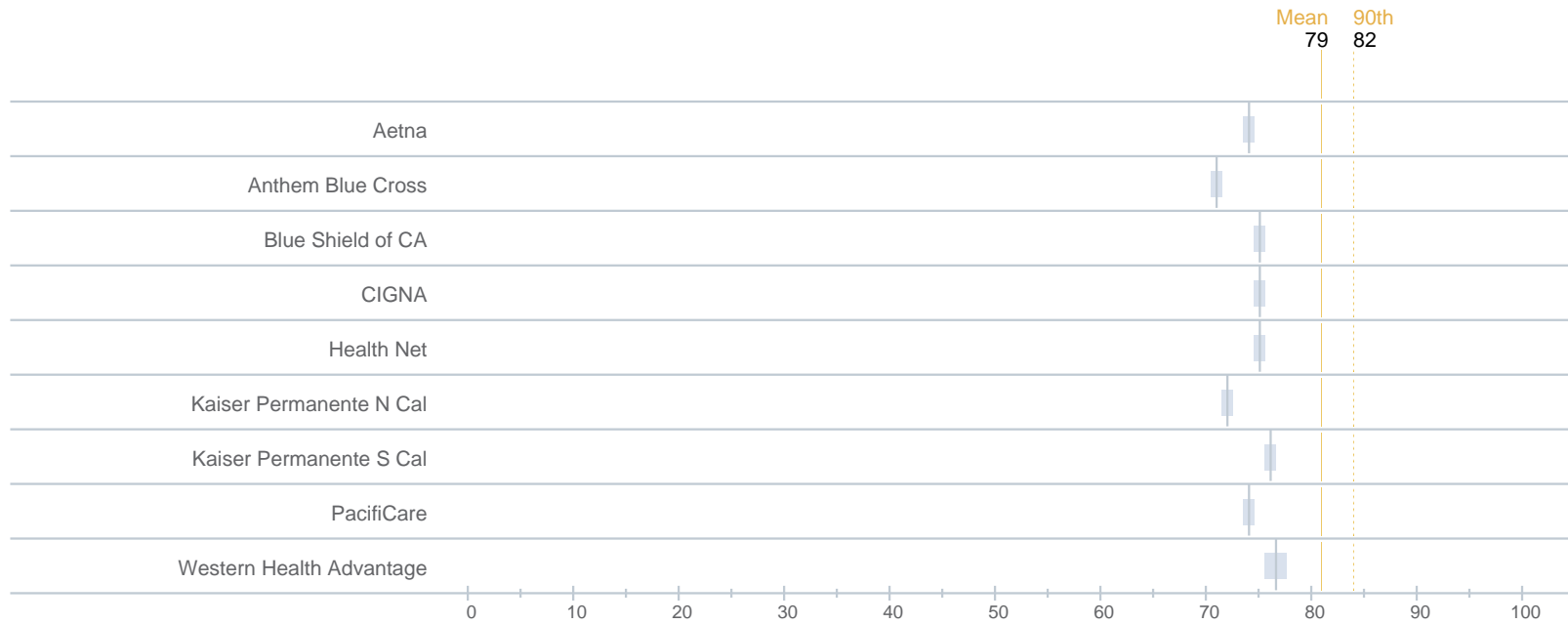
Comprehensive Diabetes Care: Blood Pressure Control (



- NOTES**
- Mean and 90th percentile are national averages
 - a - Lower number reflects better performance
 - NR - Not reported
 - NA - Not reported due to small denominator size

HMO
MEDICATION MANAGEMENT

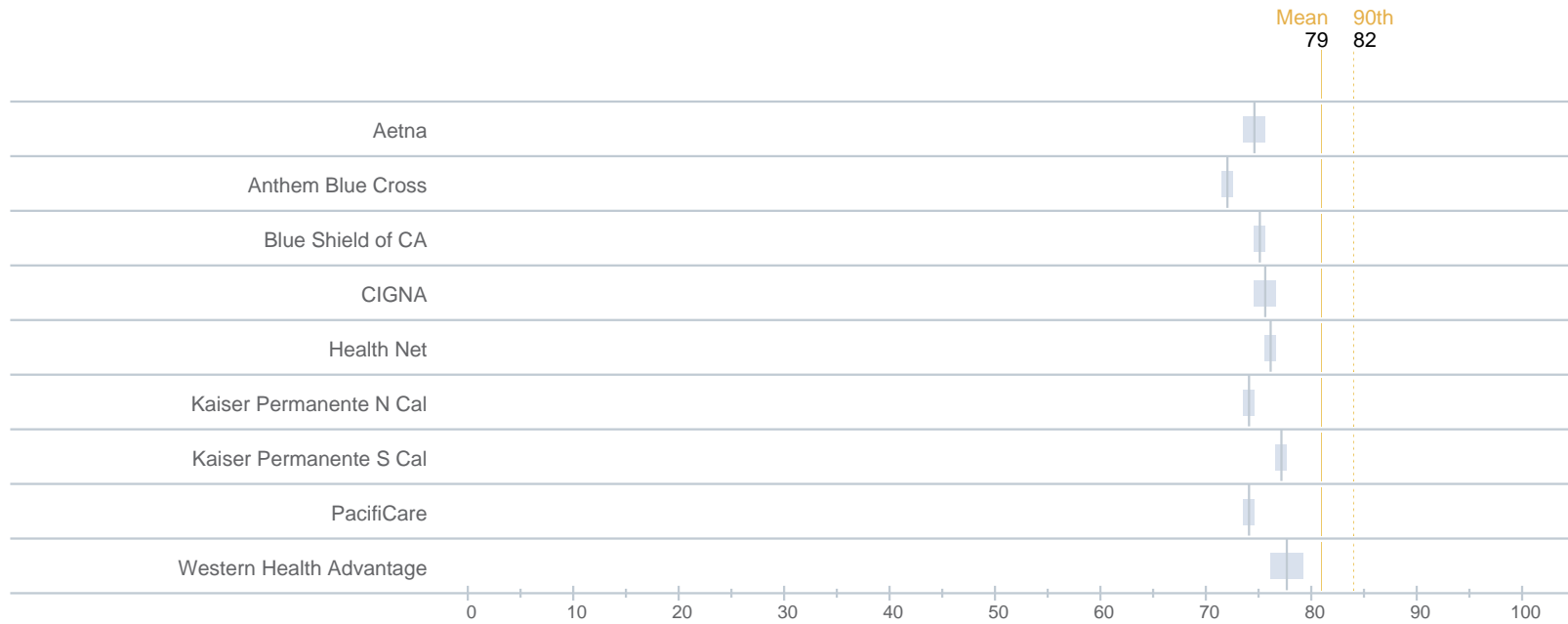
Annual Monitoring Persistent Medications: Total



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
MEDICATION MANAGEMENT

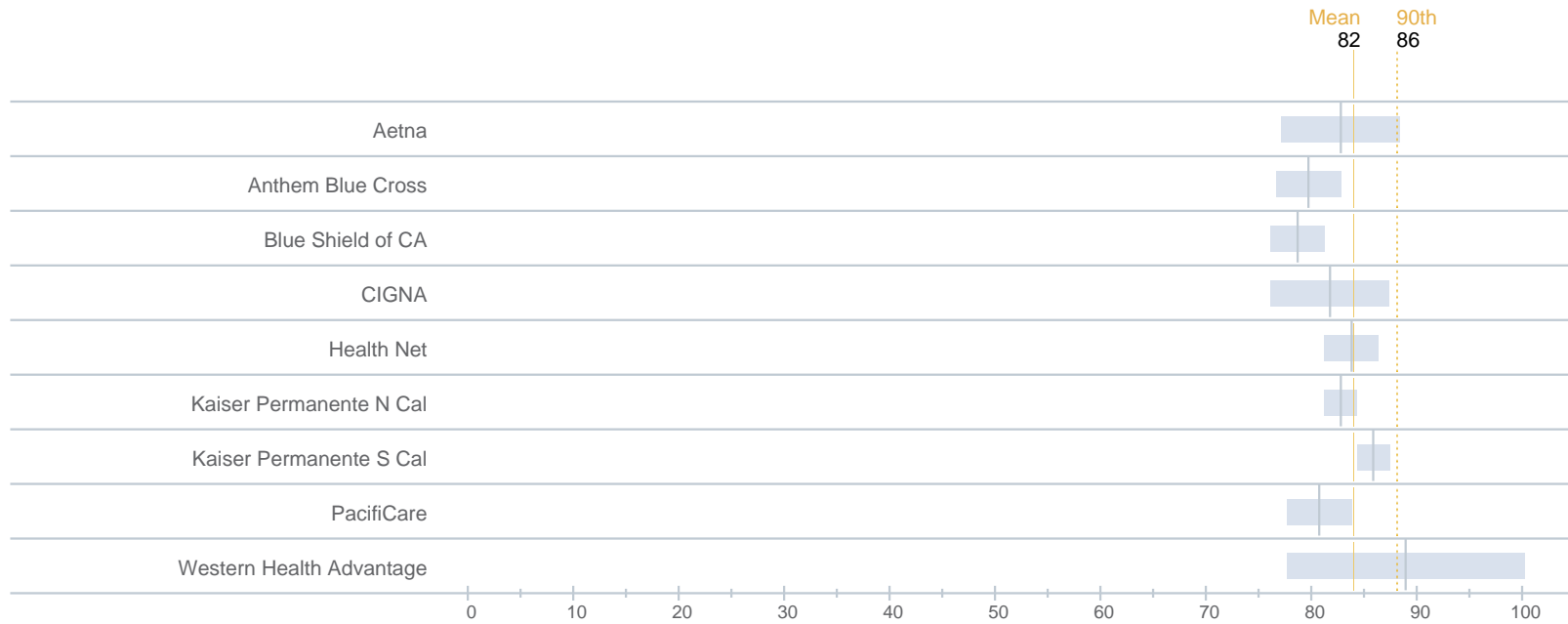
Annual Monitoring Persistent Medications: ACE or ARBs



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
MEDICATION MANAGEMENT

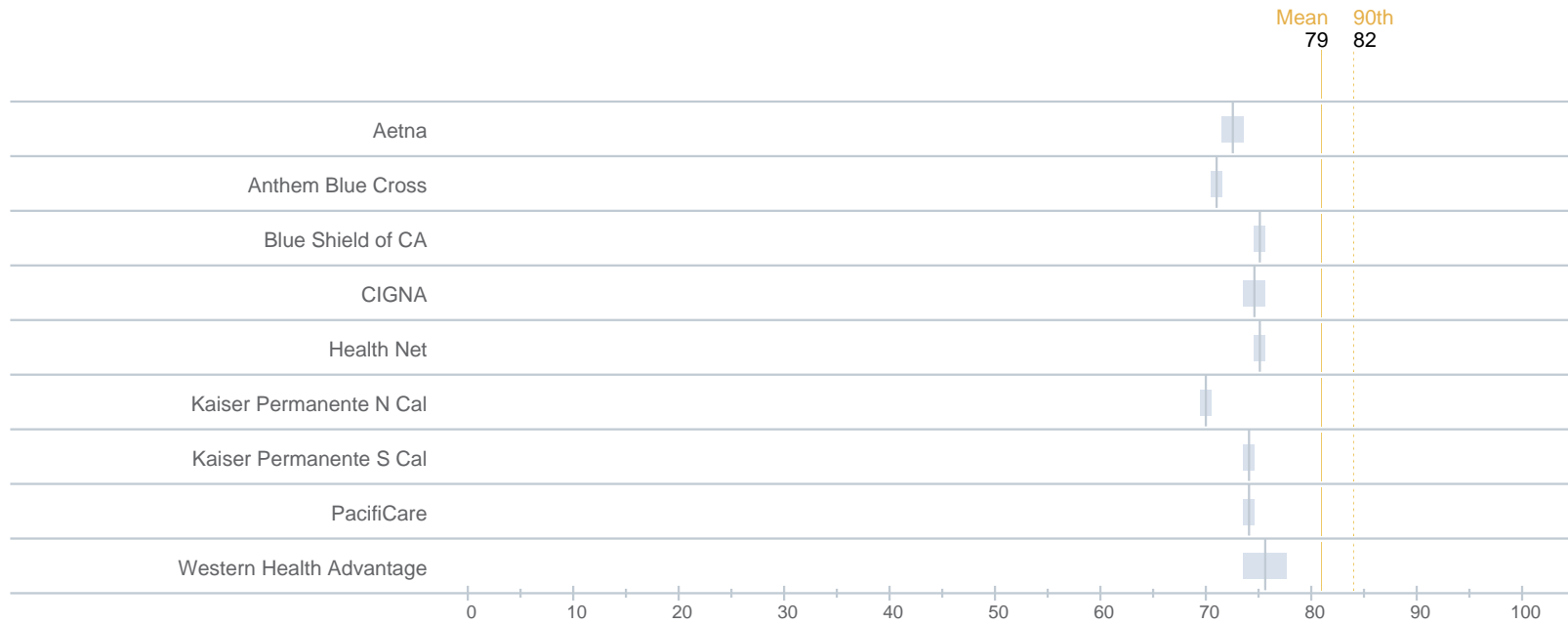
Annual Monitoring Persistent Medications: Digoxin



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
MEDICATION MANAGEMENT

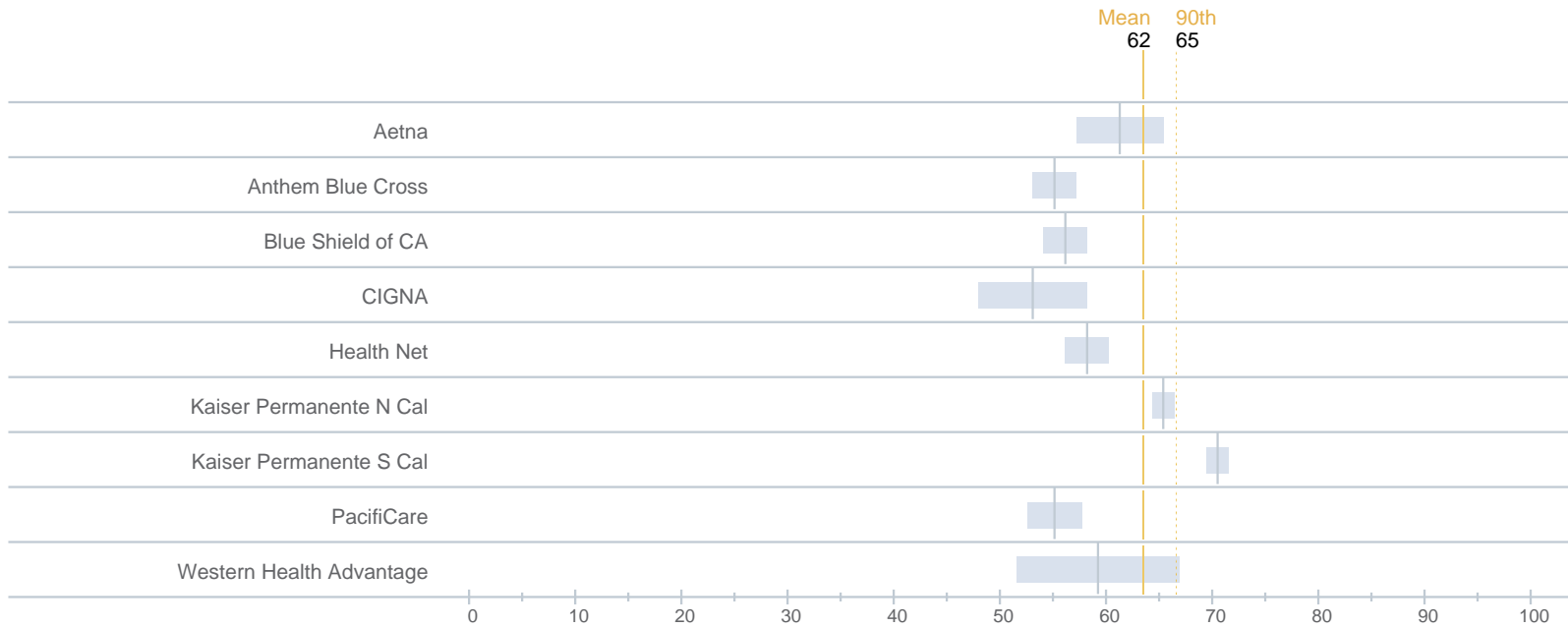
Annual Monitoring Persistent Medications: Diuretics



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
MEDICATION MANAGEMENT

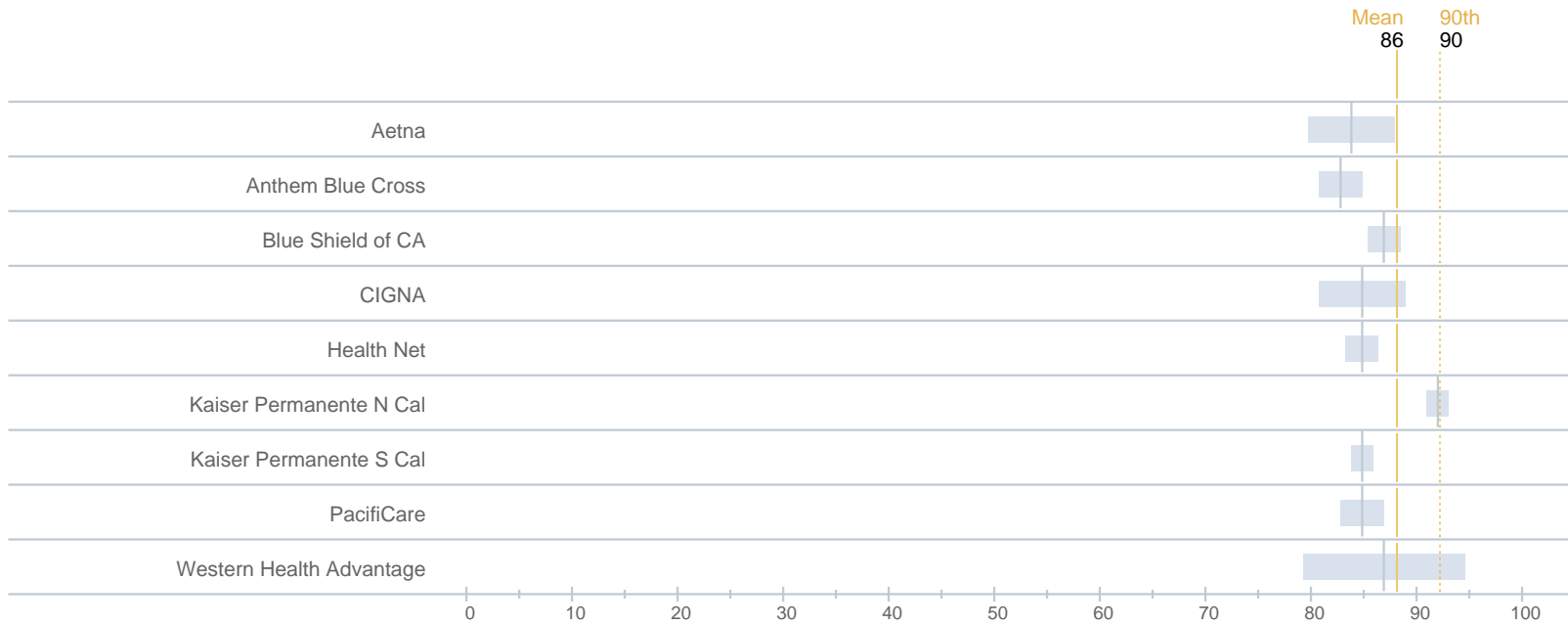
Annual Monitoring Persistent Medications: Anticonvulsants



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

MUSCULOSKELETAL CONDITIONS ^{HMO}

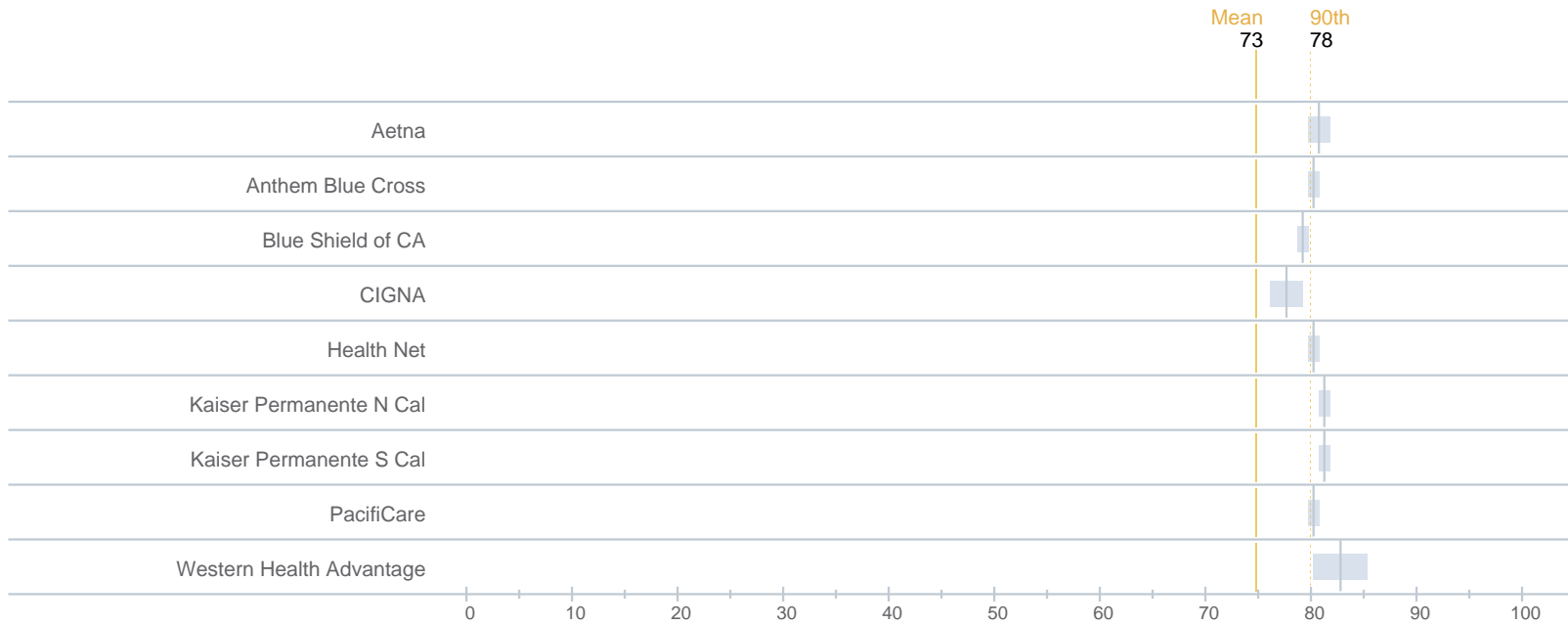
Anti-Rheumatic Drug Therapy



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

MUSCULOSKELETAL CONDITIONS ^{HMO}

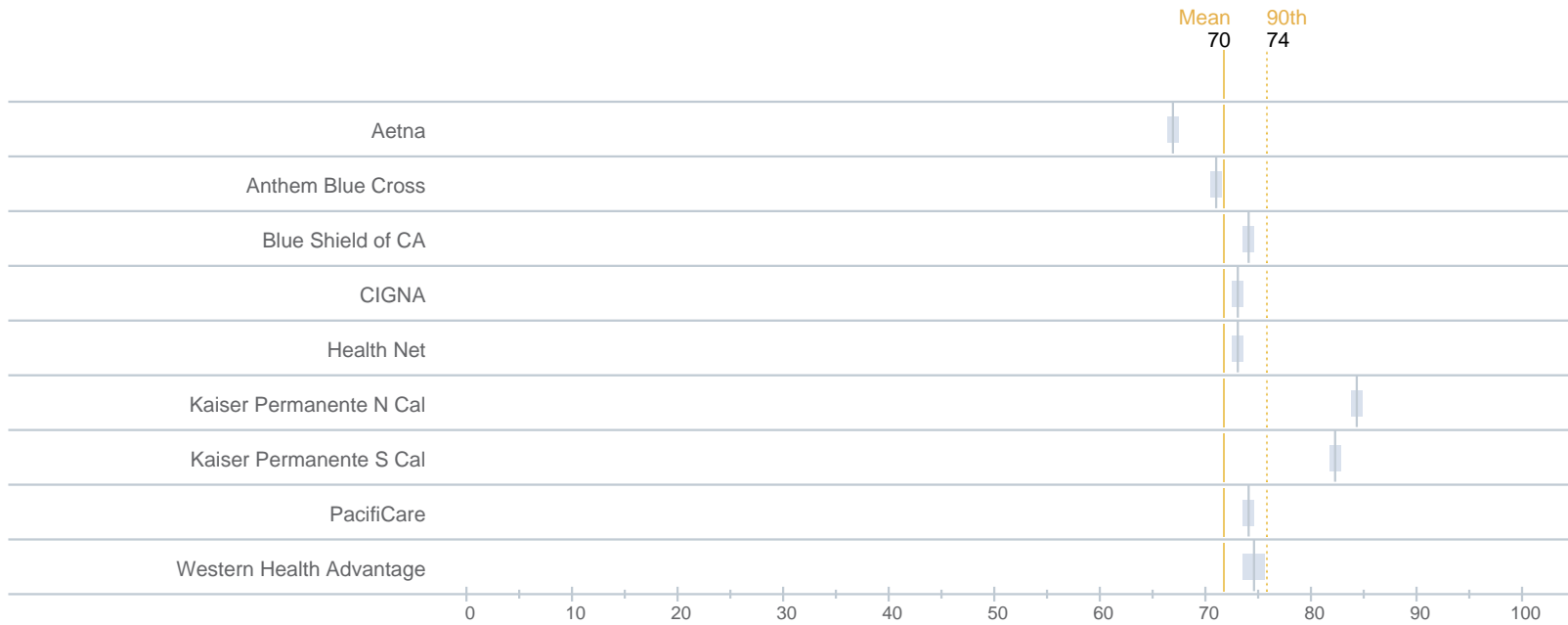
Low Back Pain Imaging



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

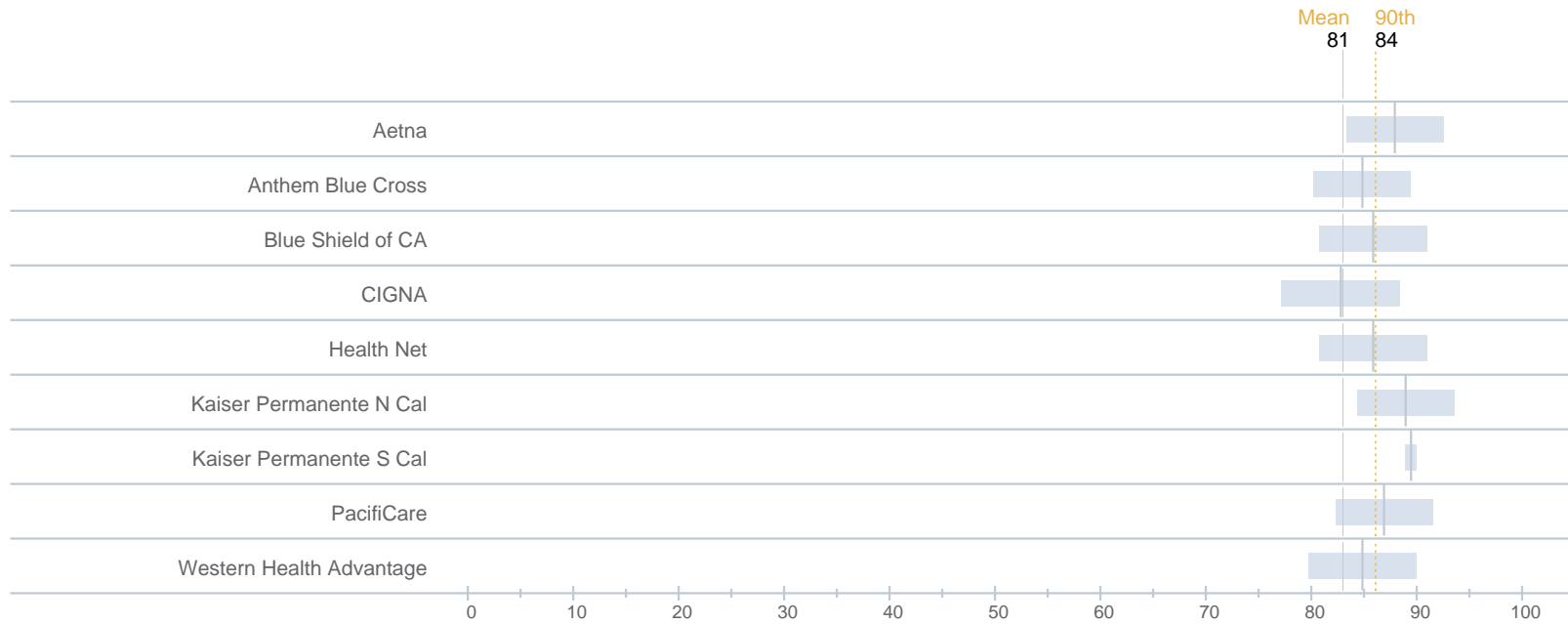
Breast Cancer Screening: Total



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

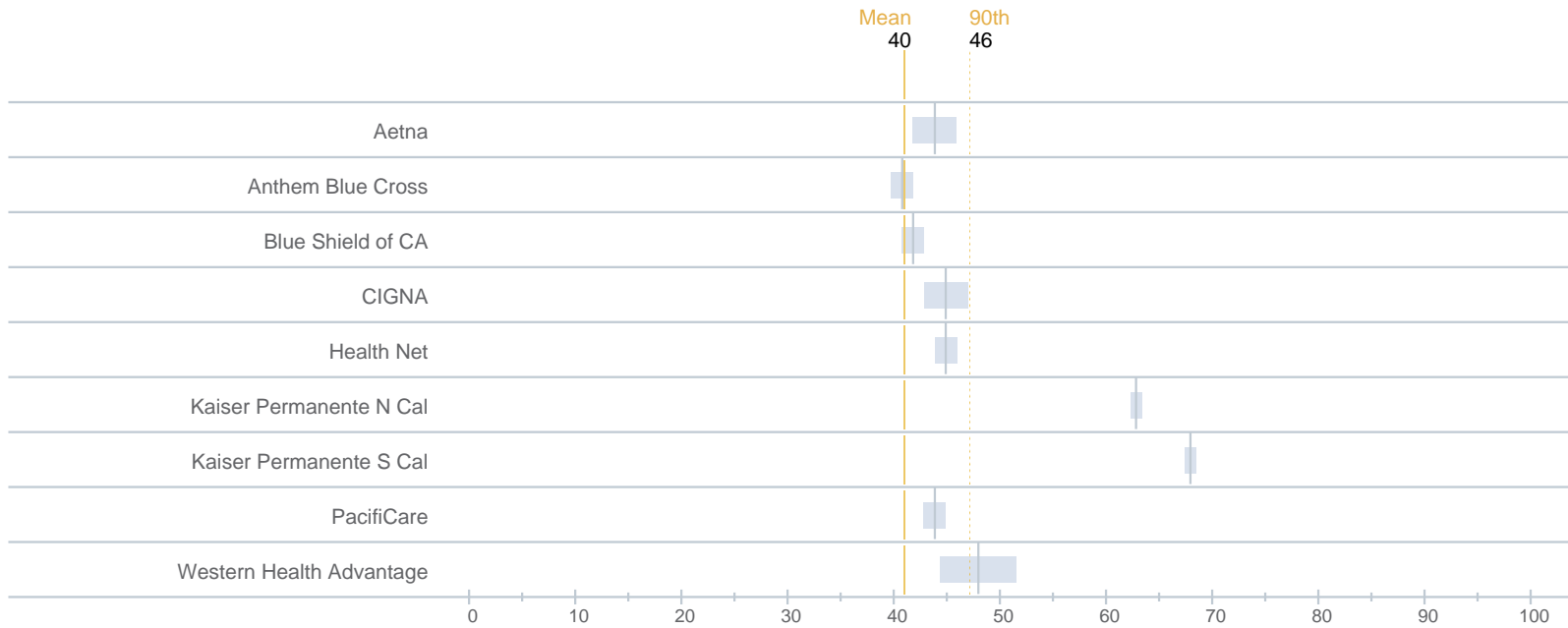
Cervical Cancer Screening



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

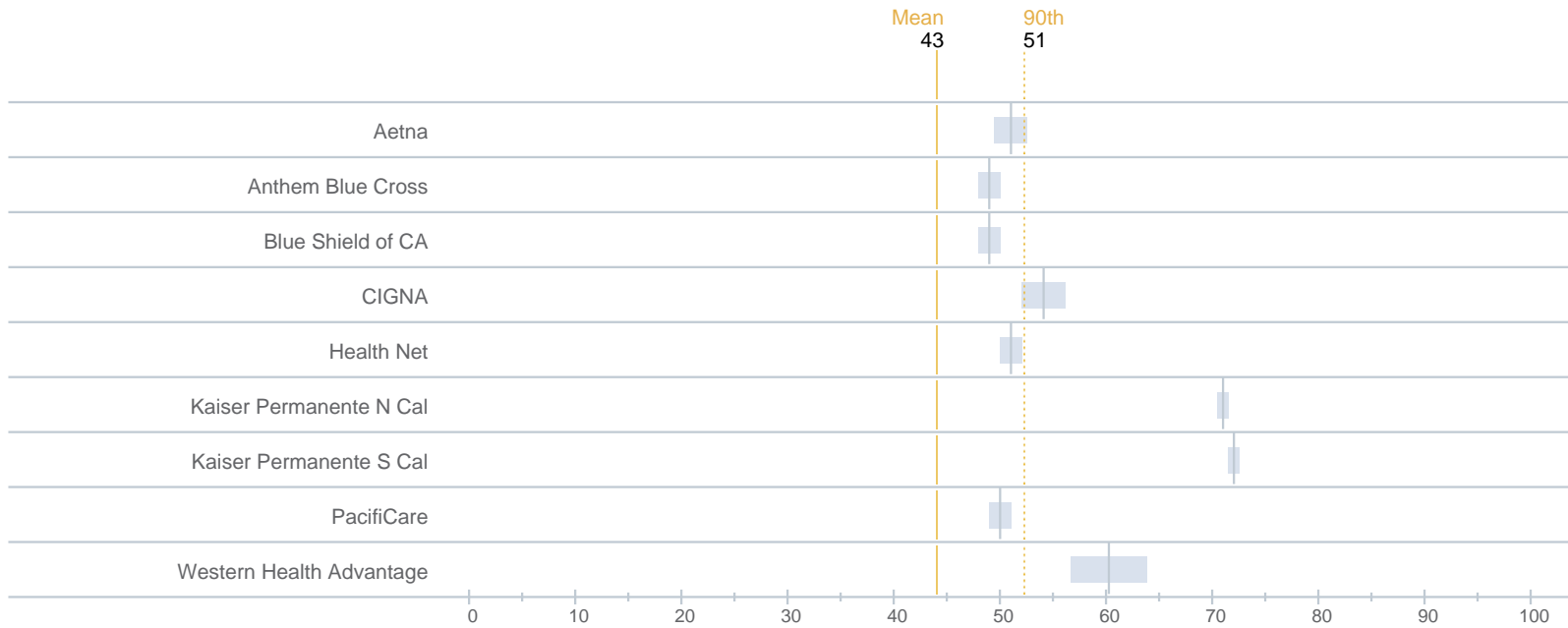
Chlamydia Screening in Women: Age 16-20



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

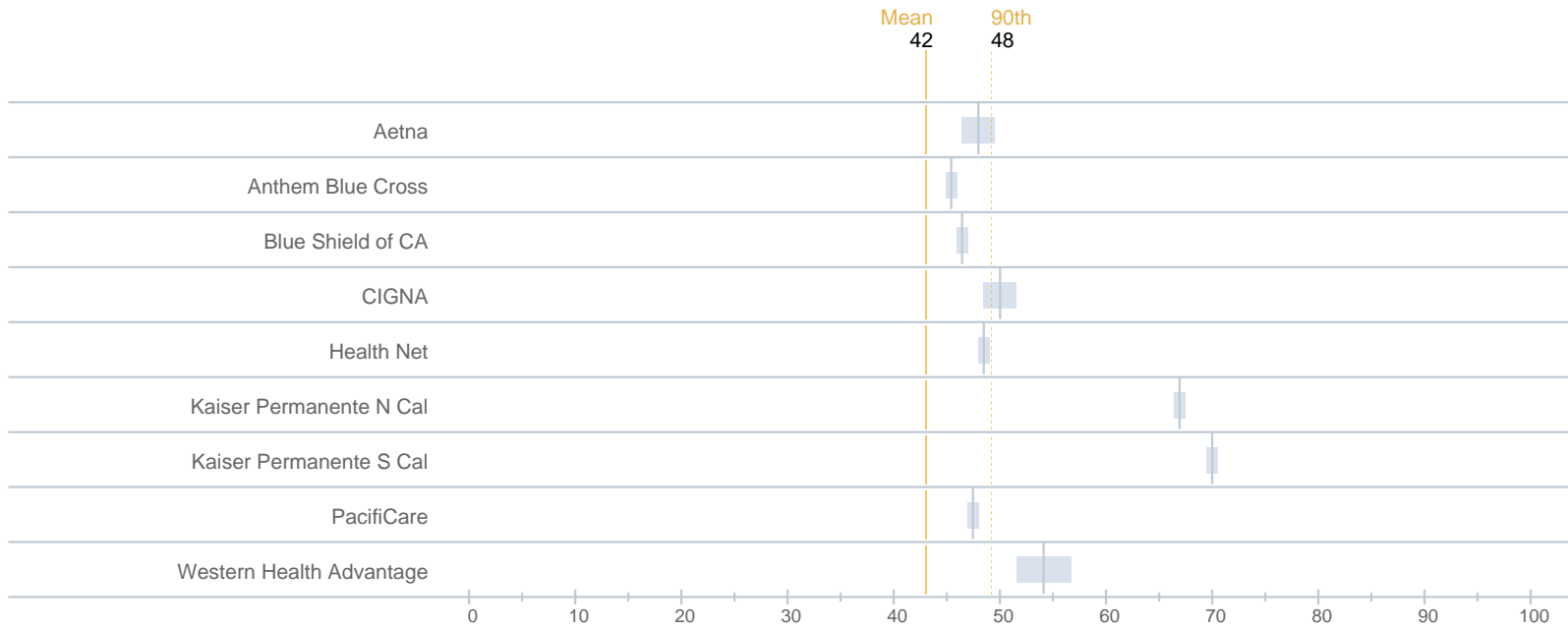
Chlamydia Screening in Women: Age 21-24



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

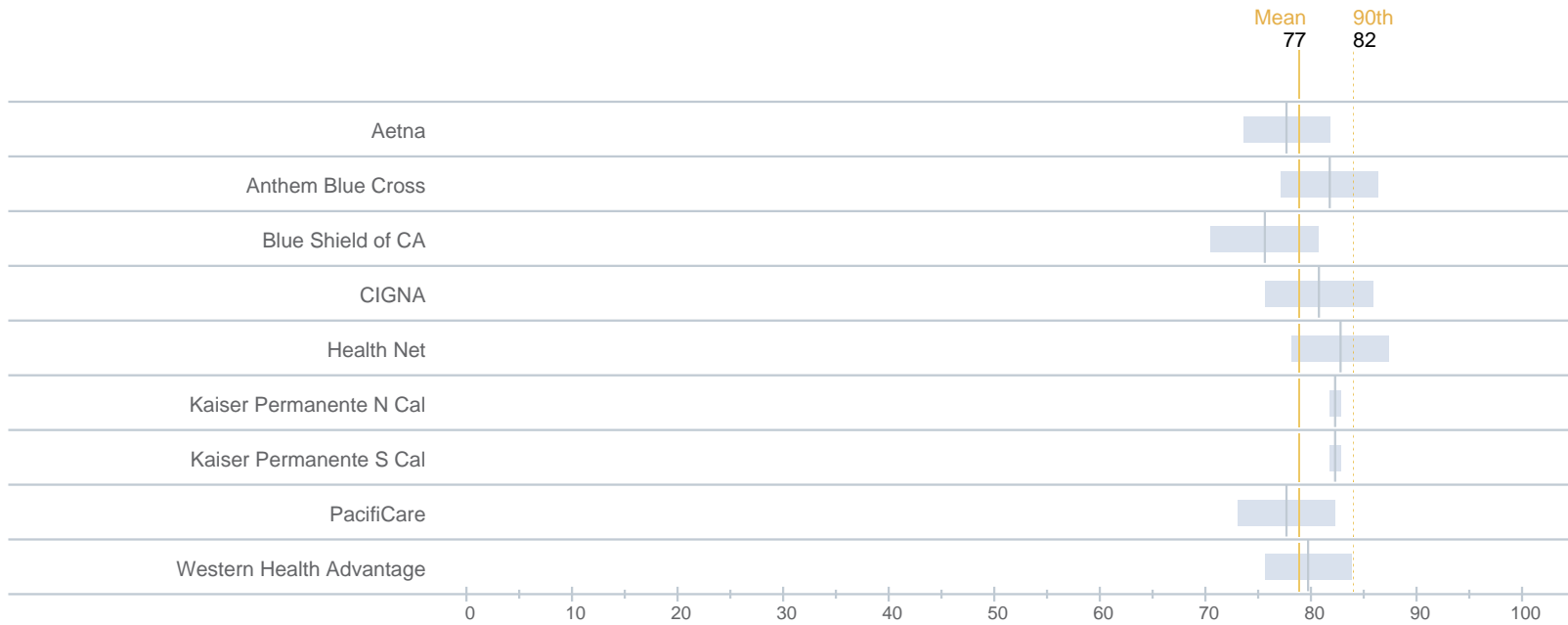
Chlamydia Screening in Women: Total



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

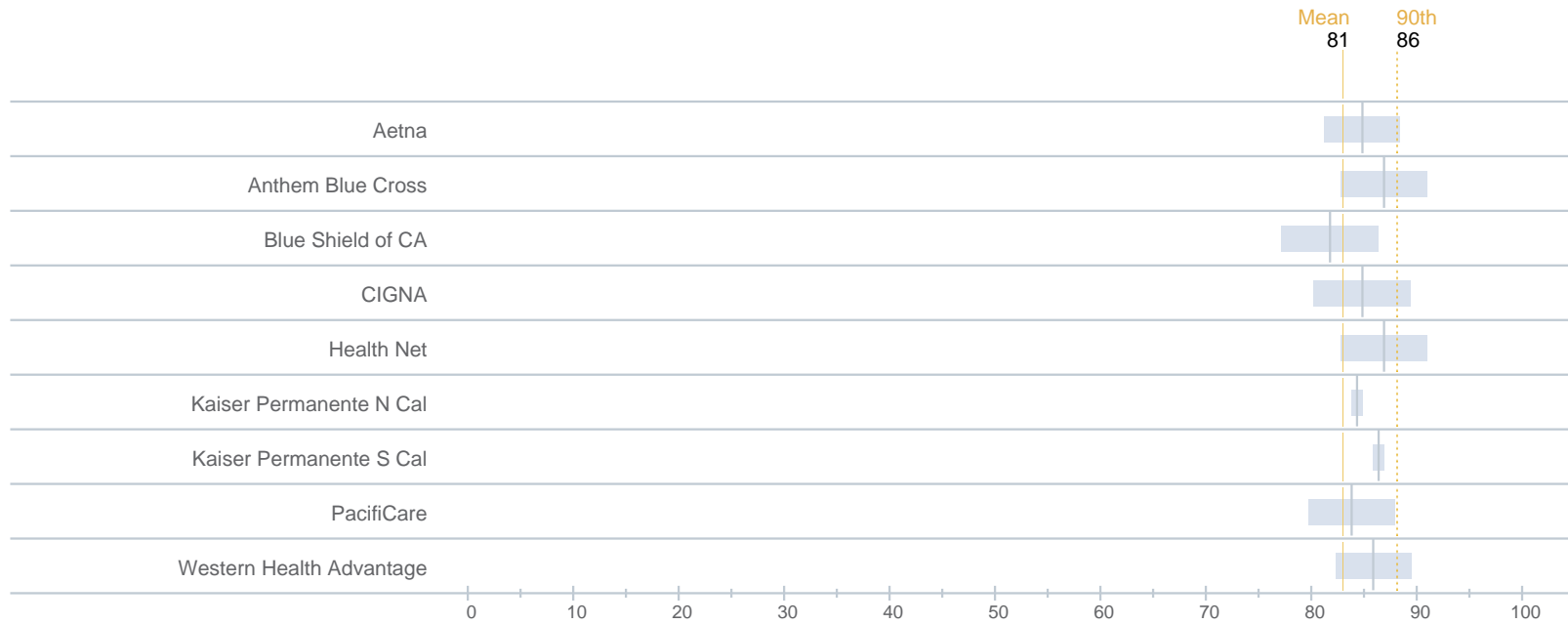
Childhood Immunizations: Combo 3



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

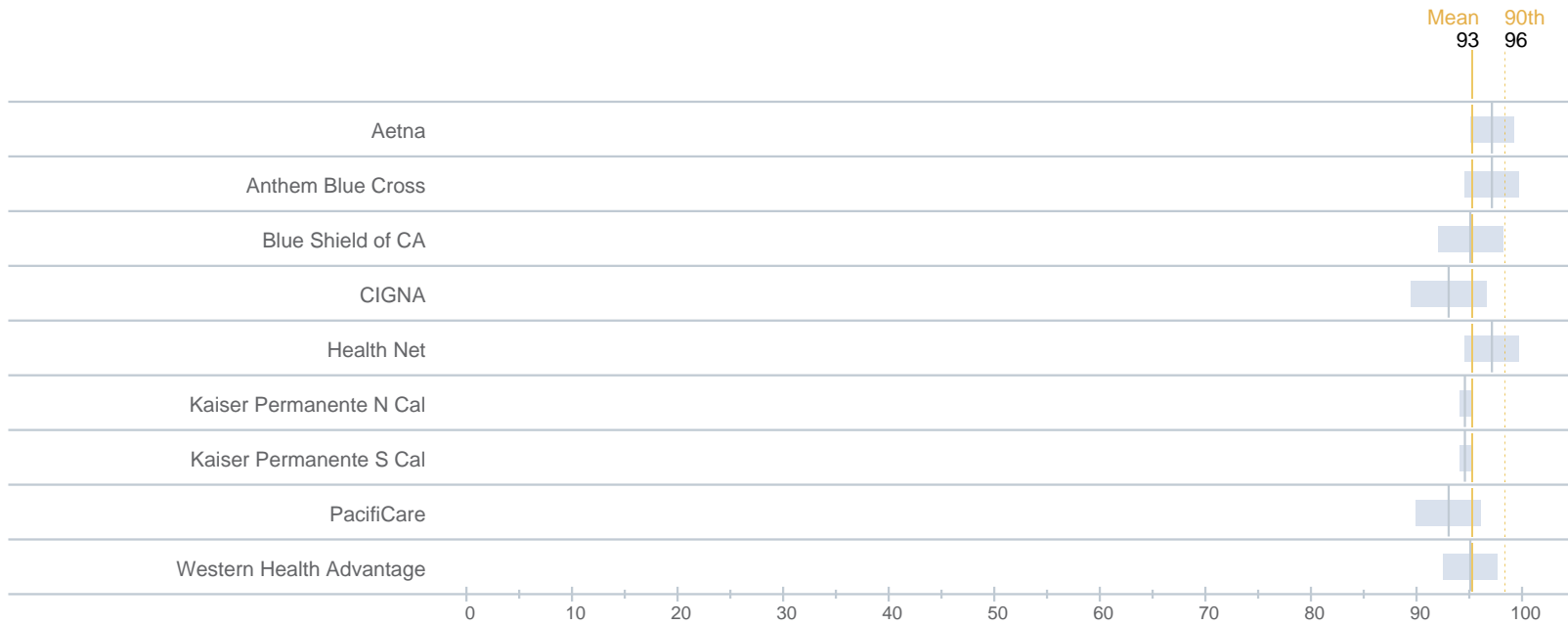
Childhood Immunizations: Combo 2



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

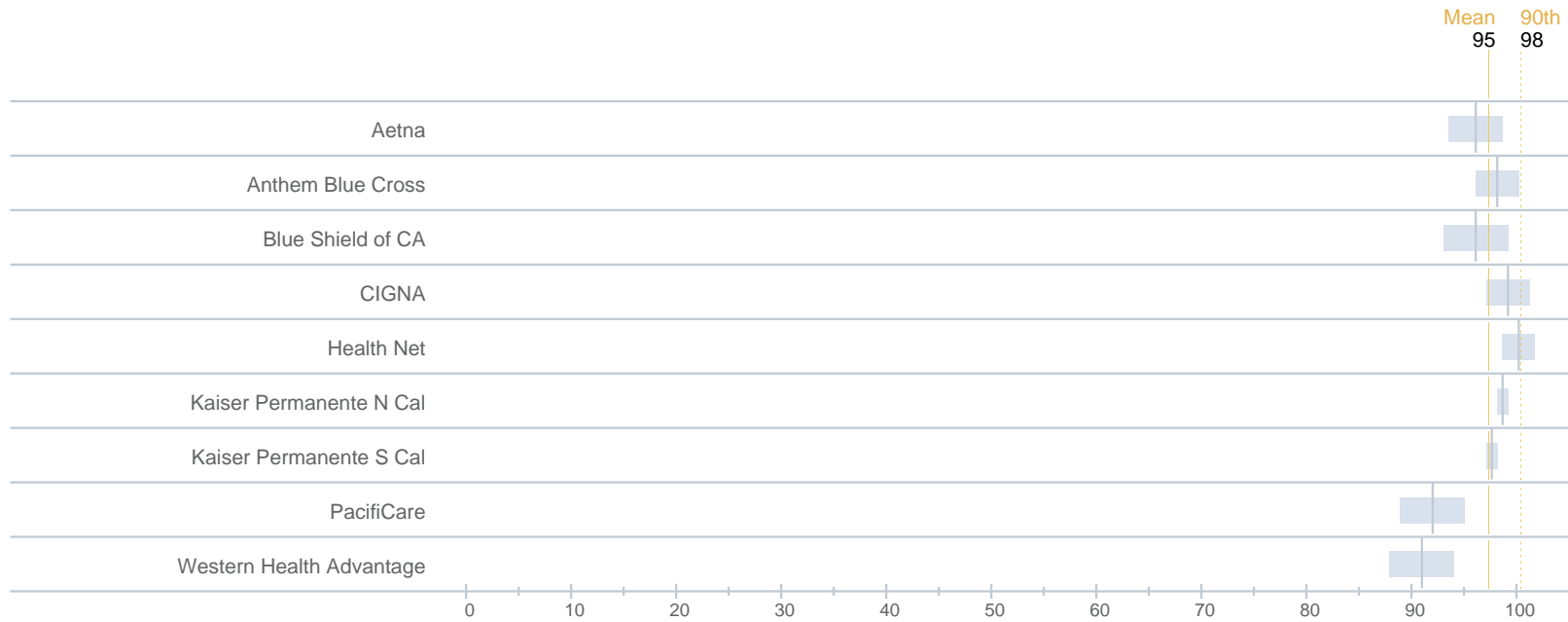
Childhood Immunizations: MMR



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

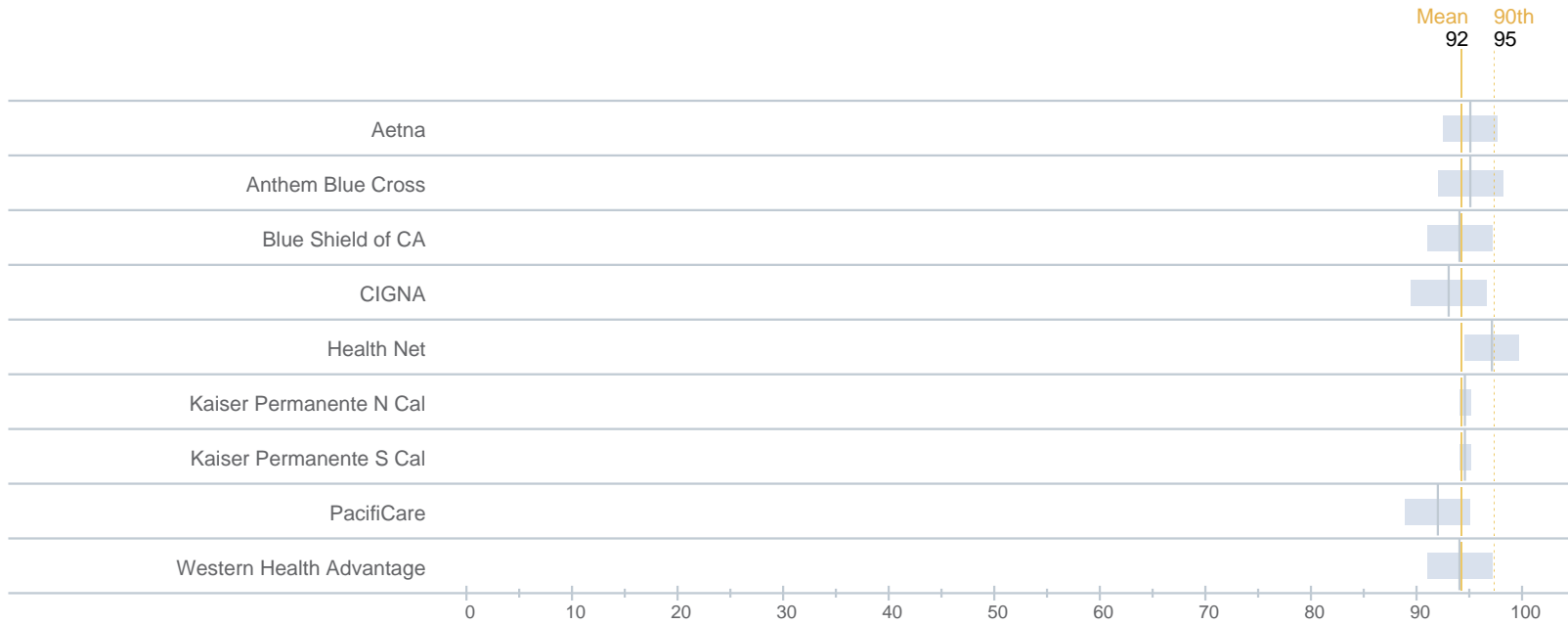
Childhood Immunizations: HiB



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

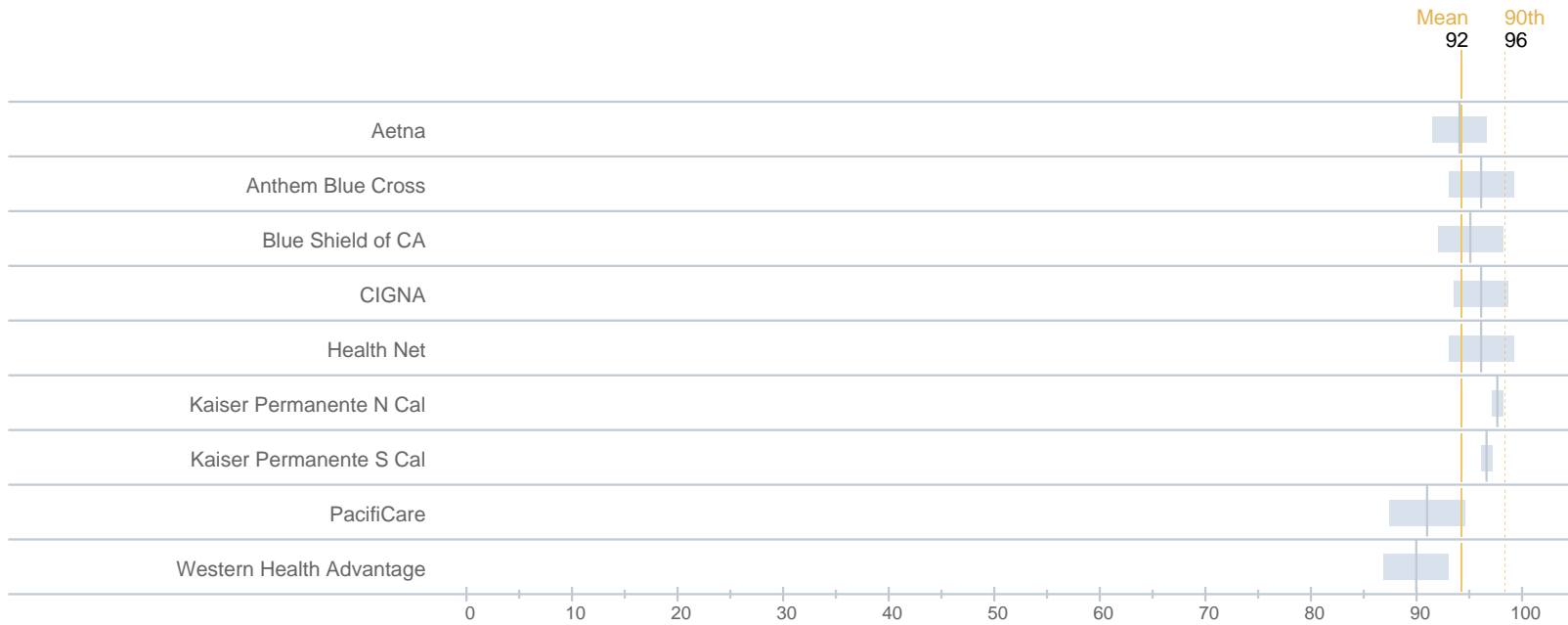
Childhood Immunizations: VZV



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

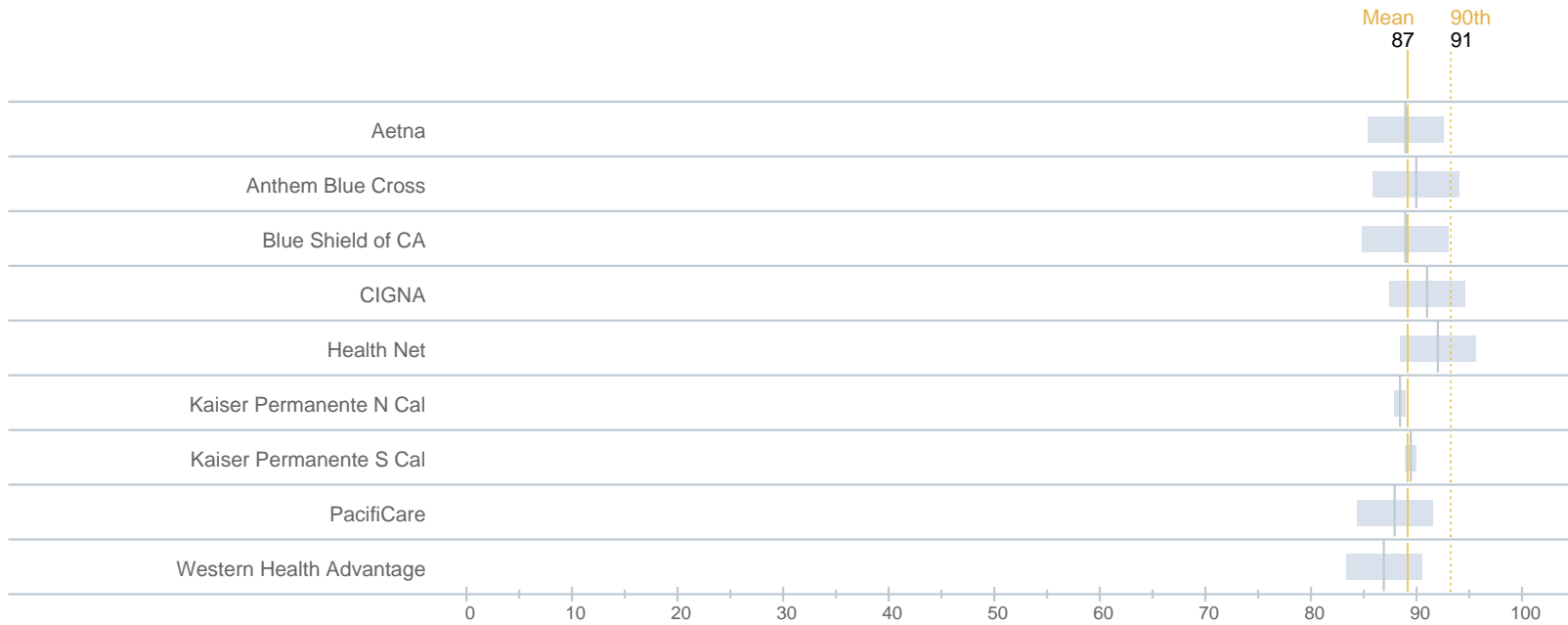
Childhood Immunizations: HepB



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

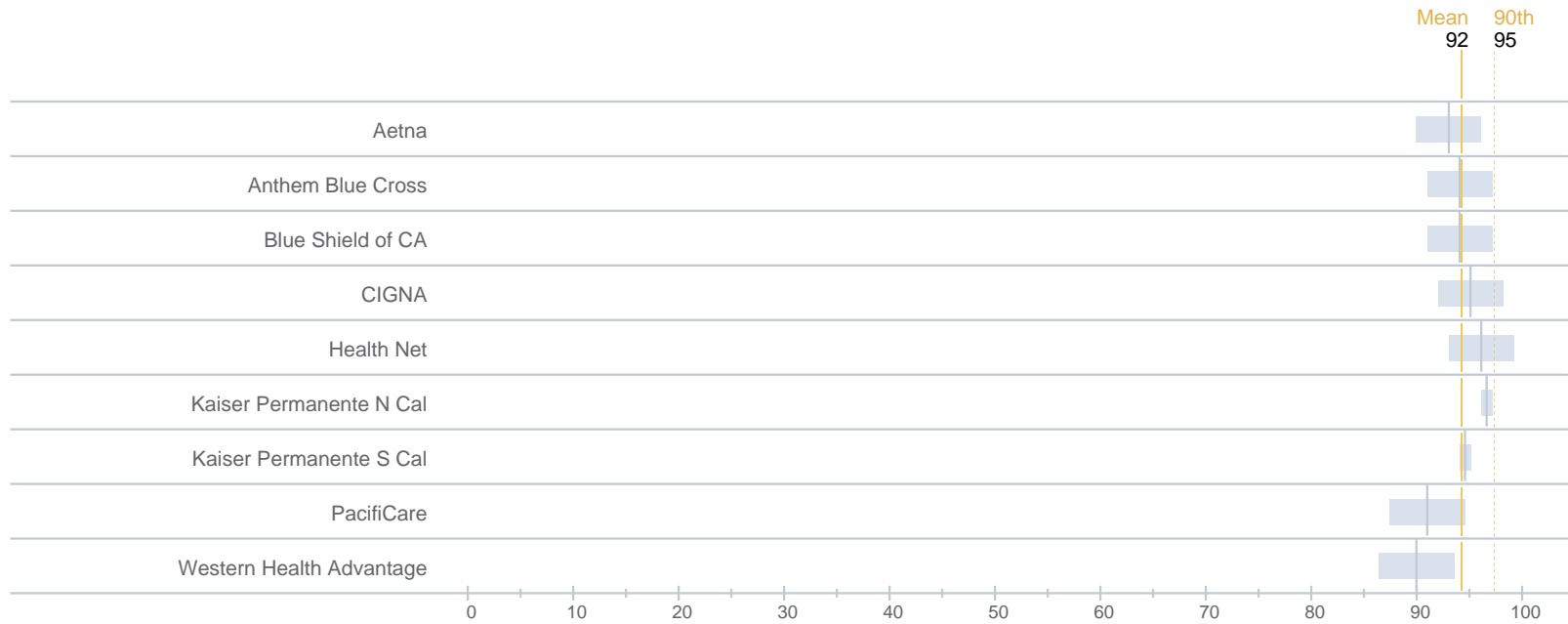
Childhood Immunizations: DTaP



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

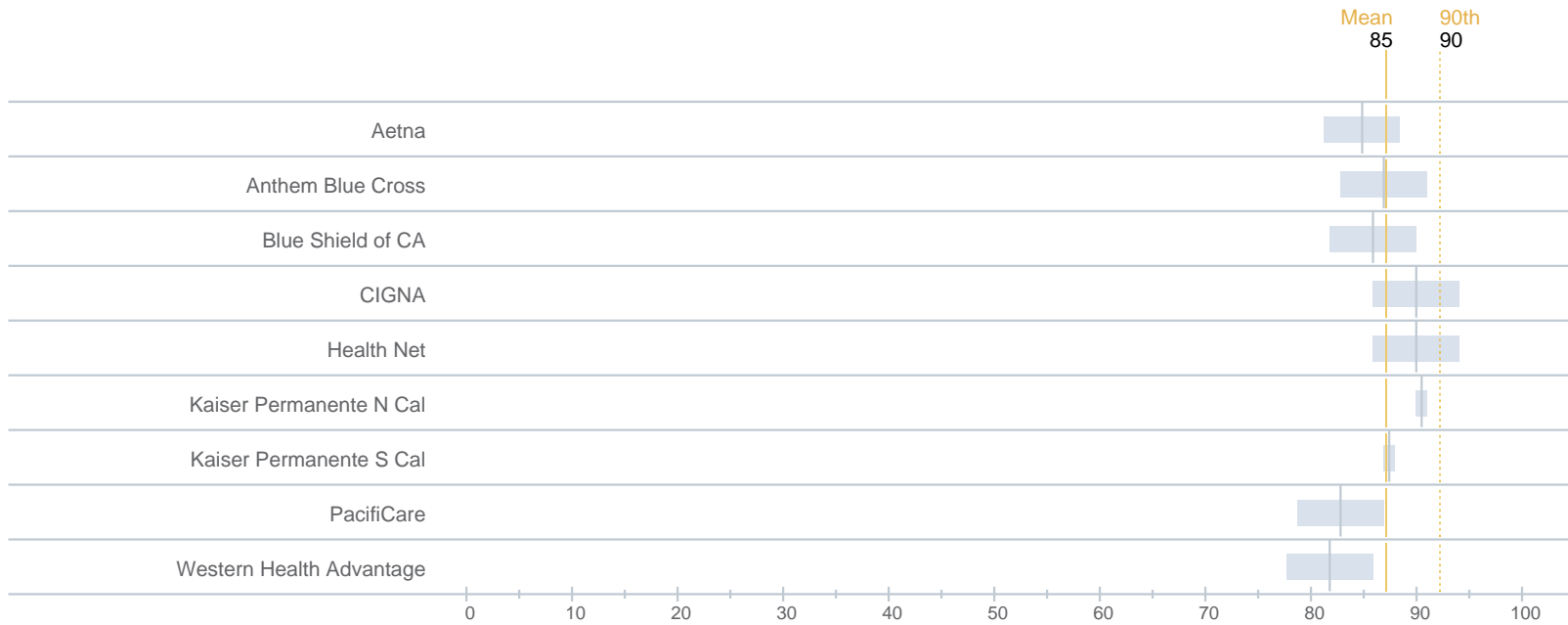
Childhood Immunizations: IPV



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

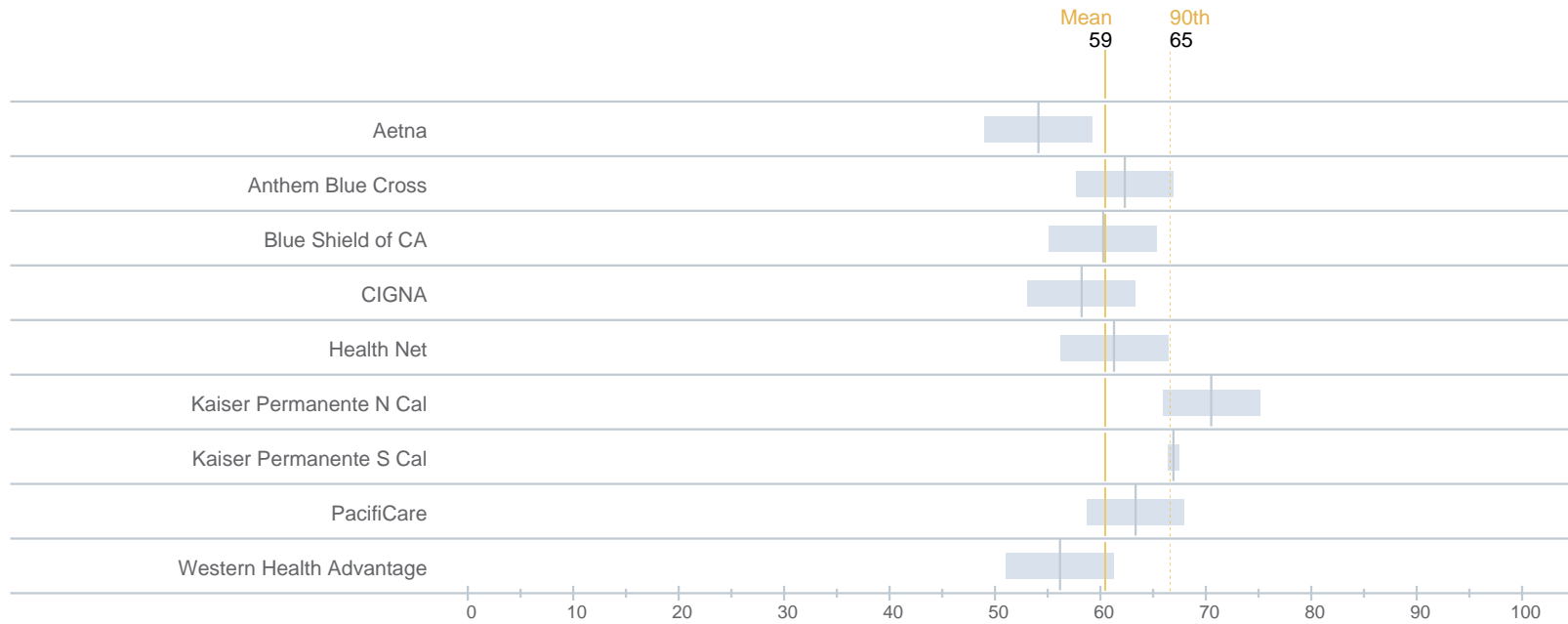
Childhood Immunizations: Pneumococcal Conjugate



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
PREVENTION AND SCREENING

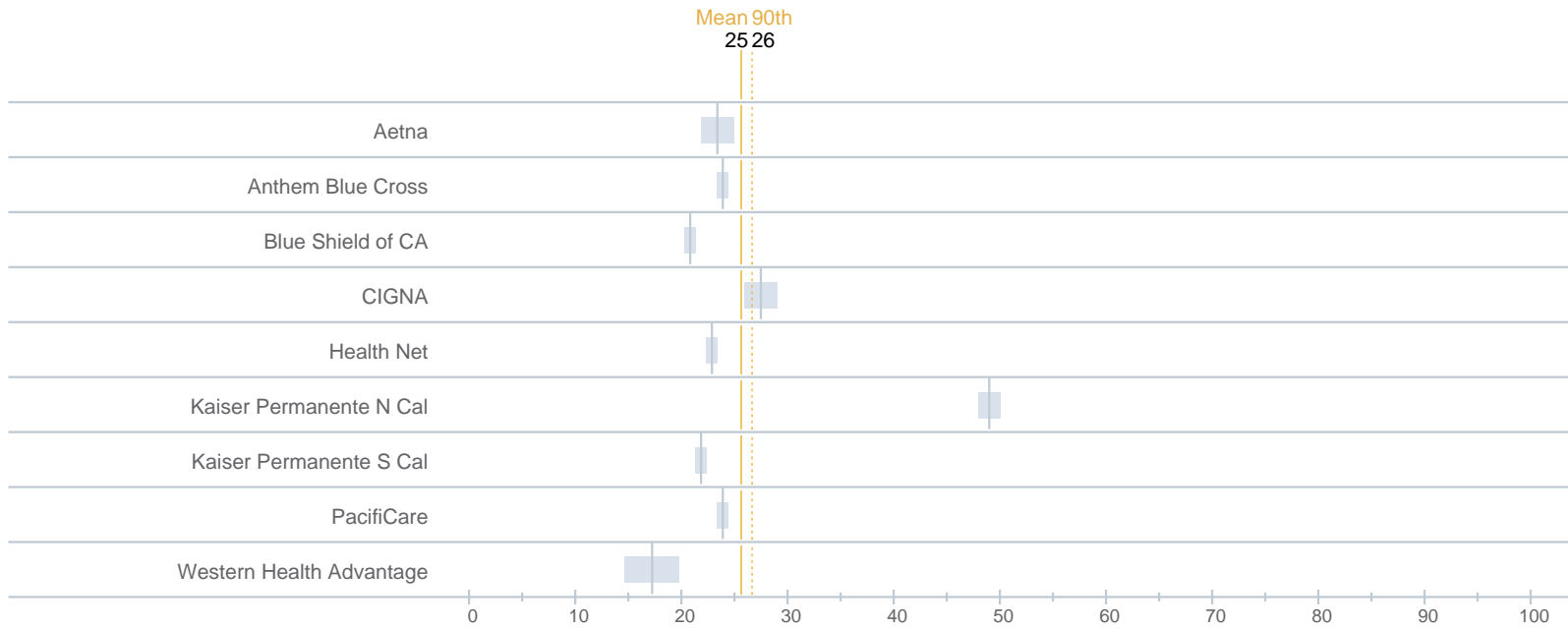
Colorectal Cancer Screening



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

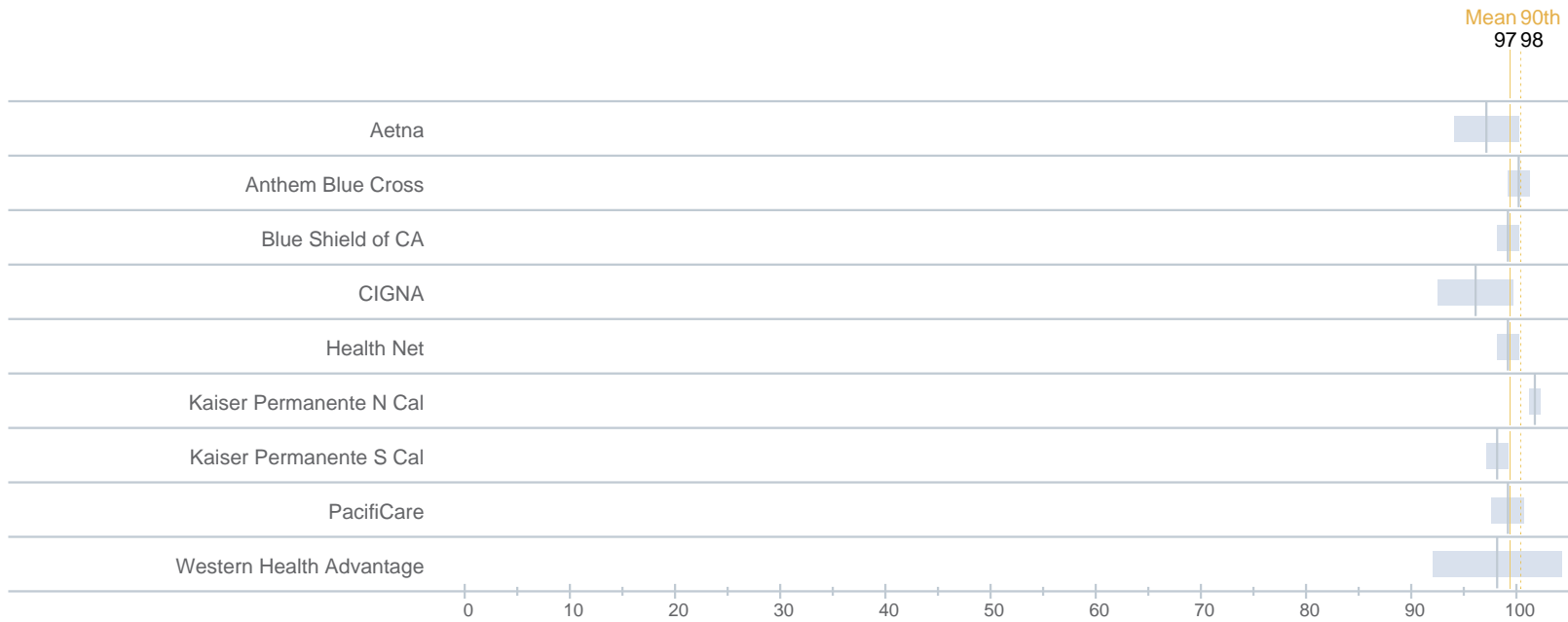
Avoidance of Antibiotic Treatment - Acute Bronchitis



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

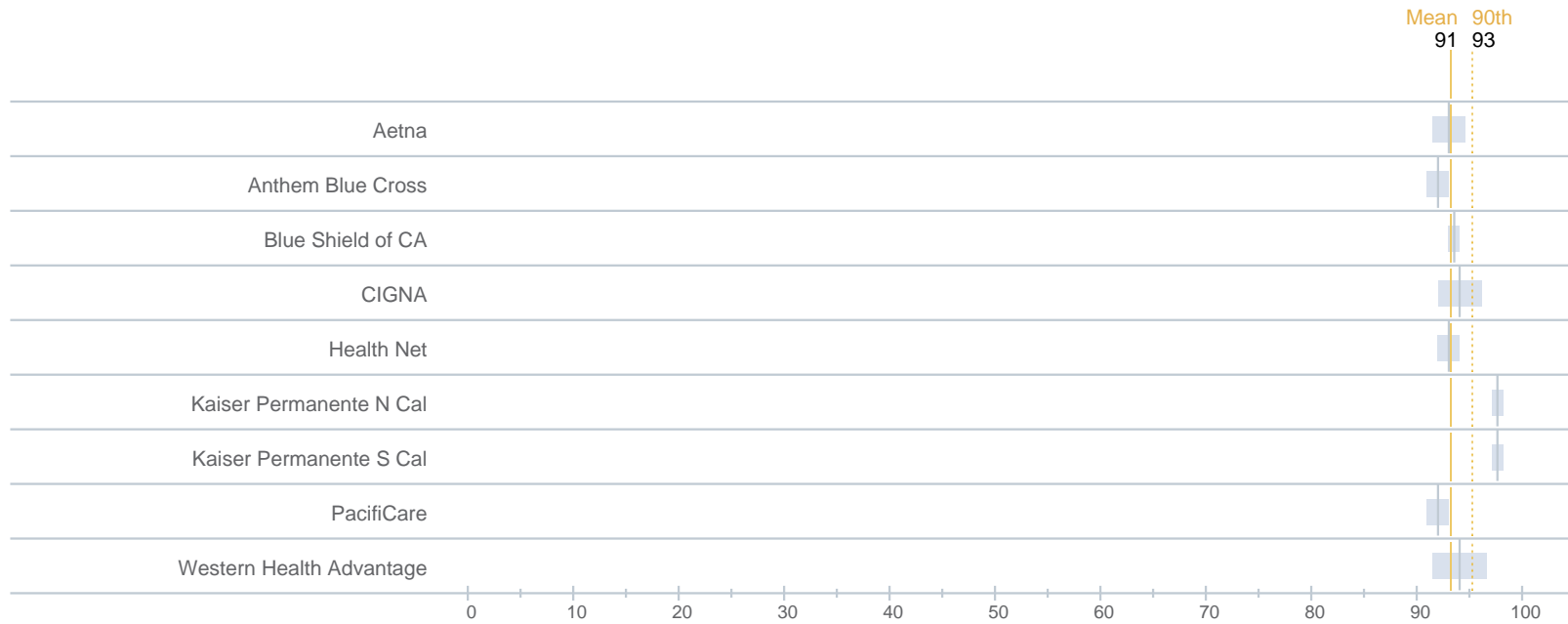
Use of Appropriate Medications - Asthma: Age 5-11



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

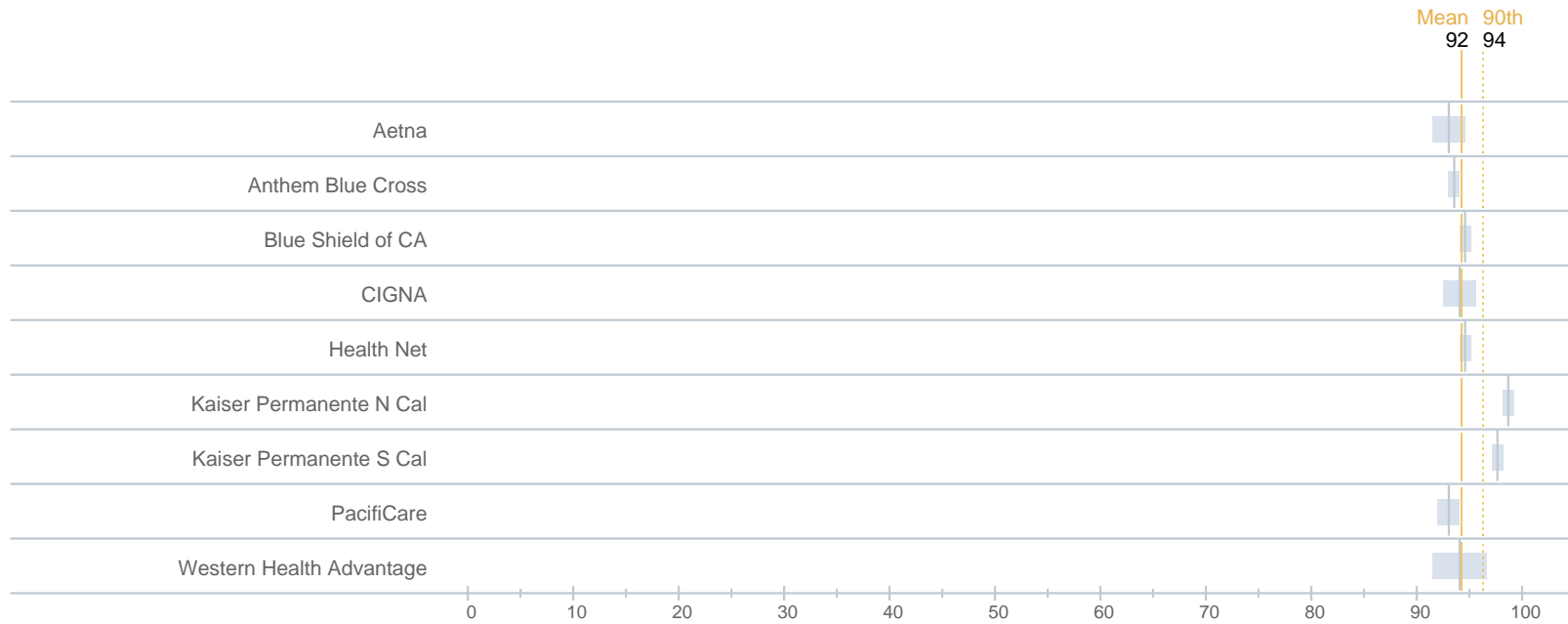
Use of Appropriate Medications - Asthma: Age 12-50



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

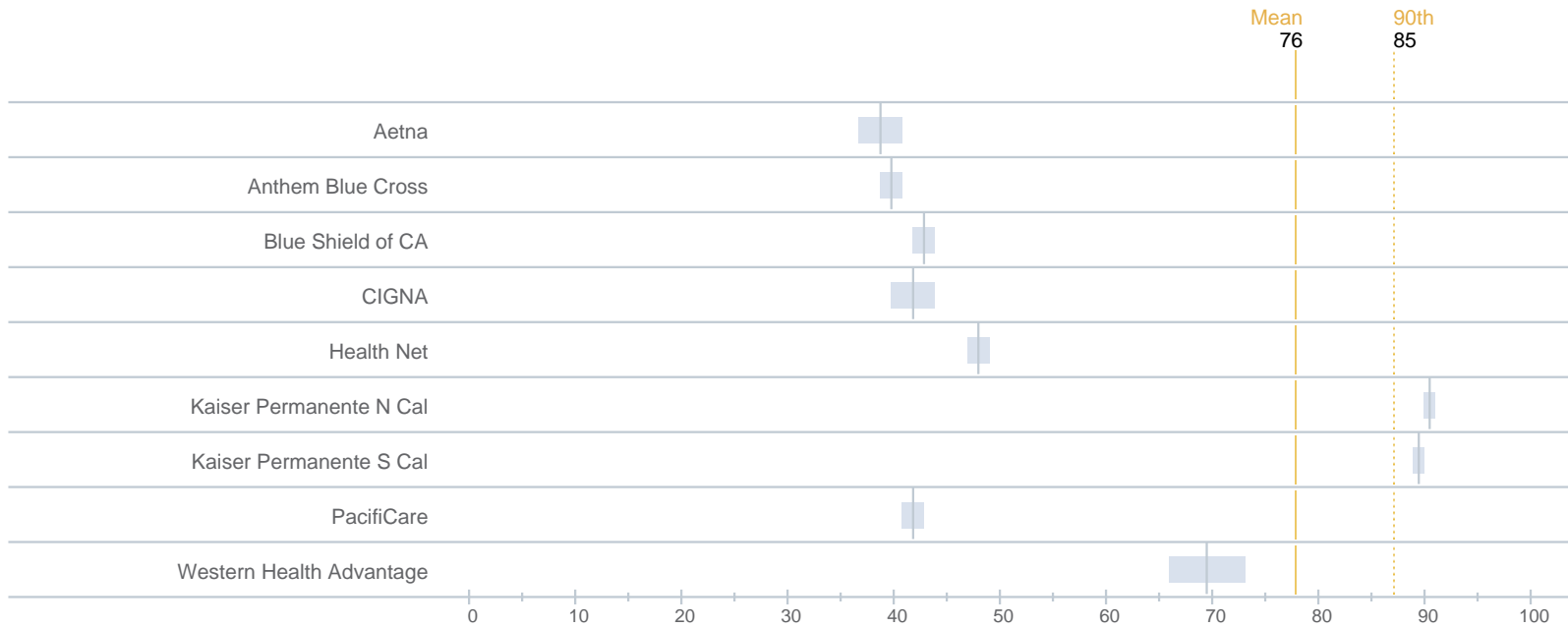
Use of Appropriate Medications - Asthma: Total



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

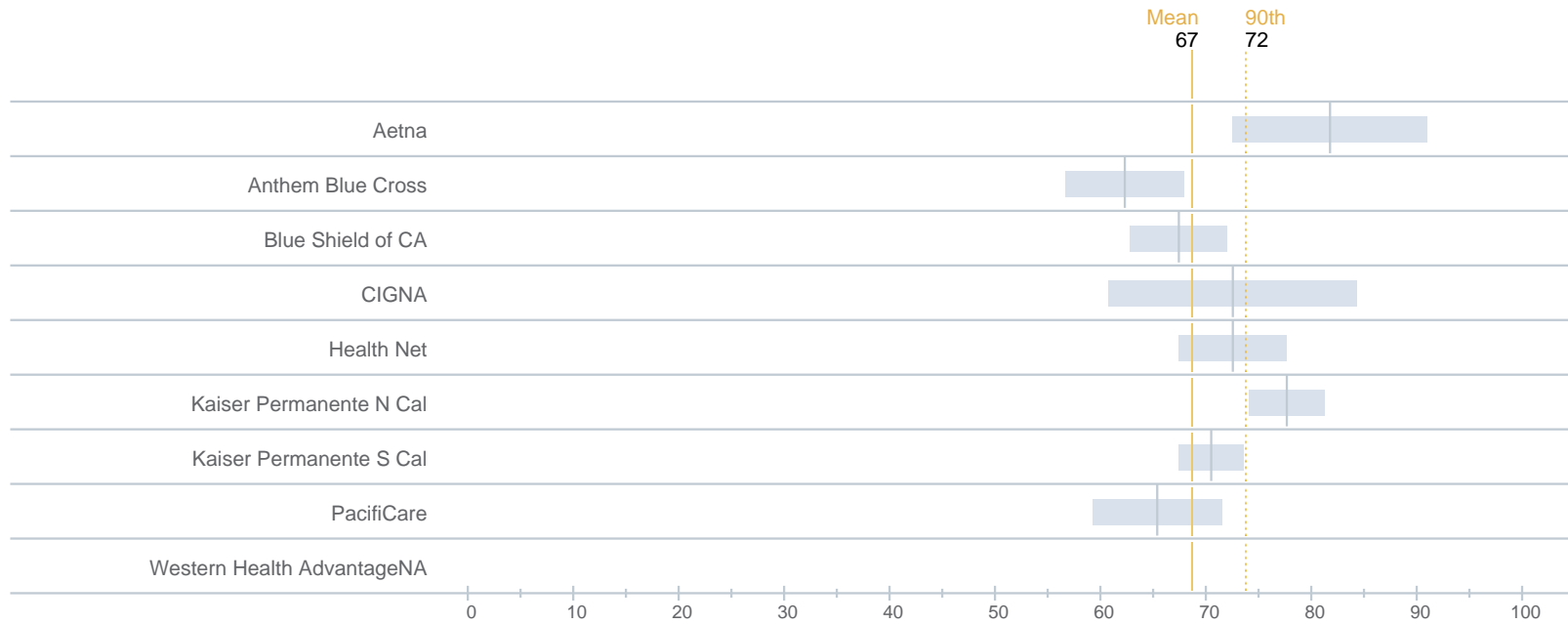
Testing for Children with Pharyngitis



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

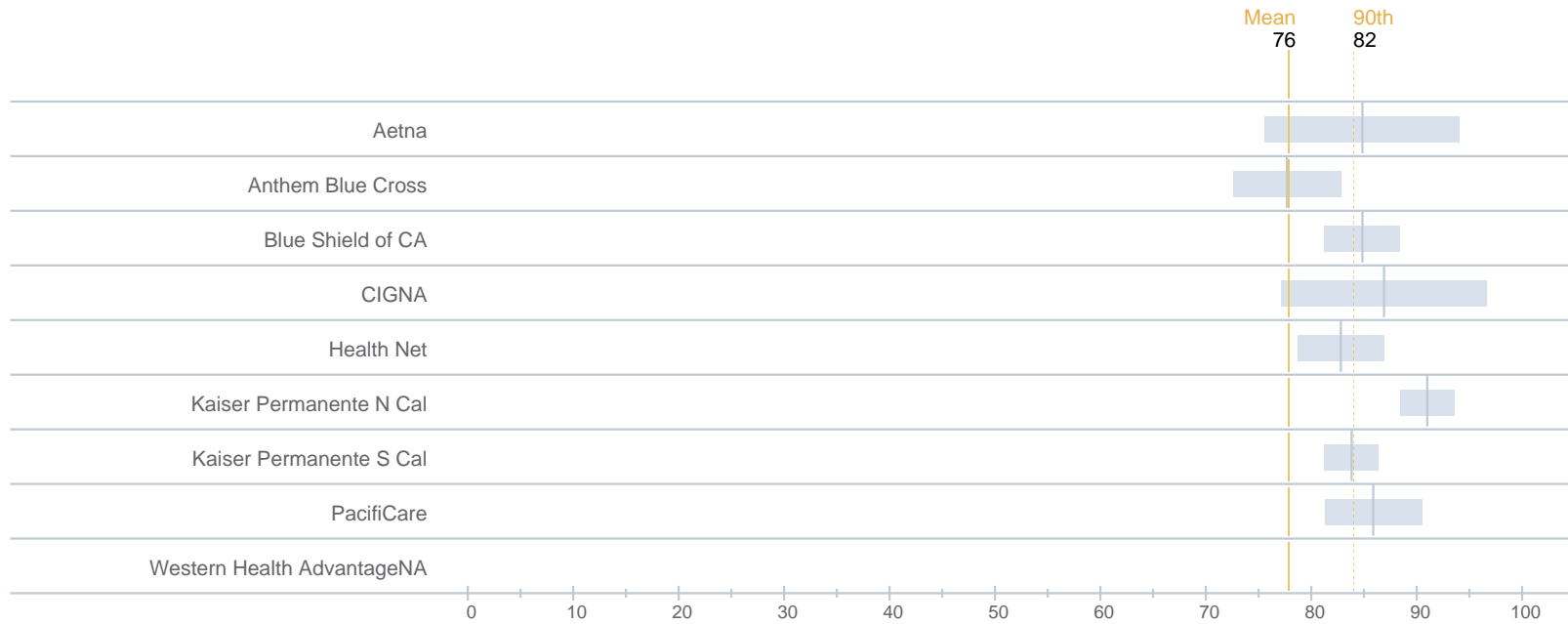
Pharmacotherapy Management of COPD Exacerbation: Systemic corticosteroid within 14 days



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

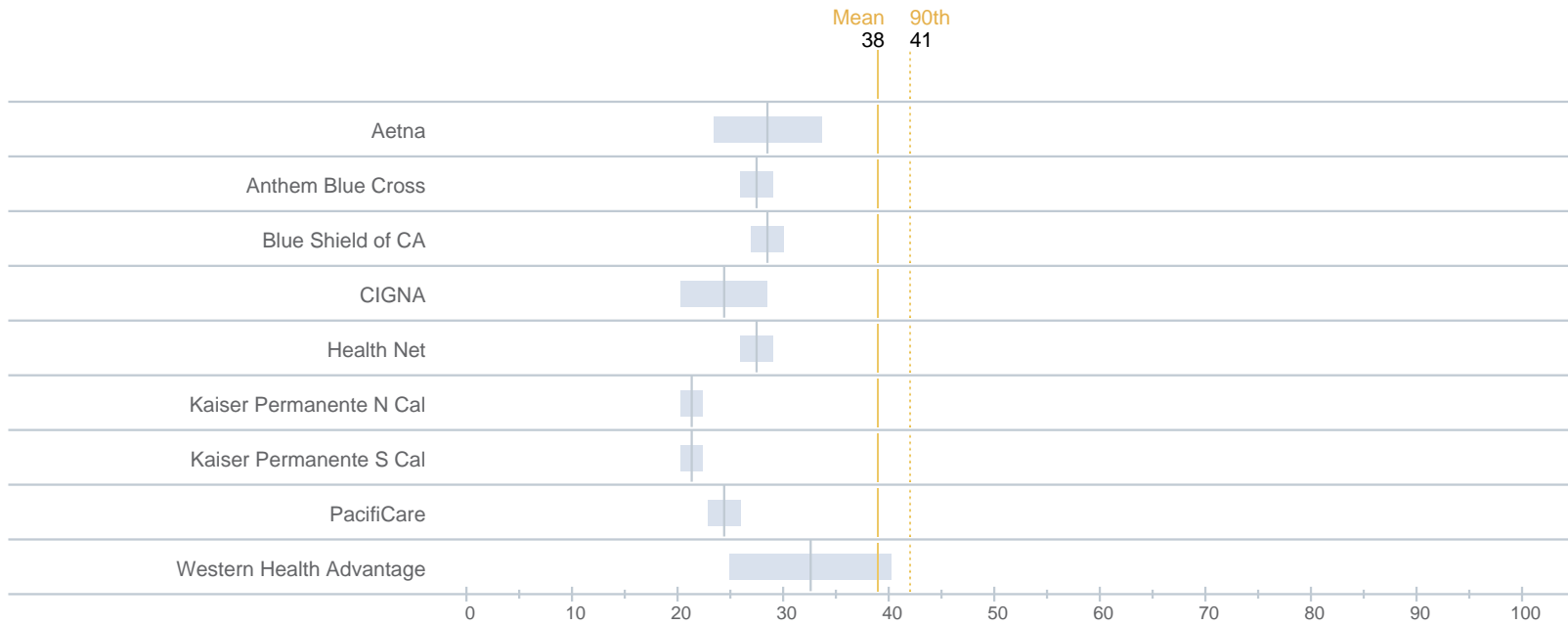
Pharmacotherapy Management of COPD Exacerbation: Bronchodilator with 30 days



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

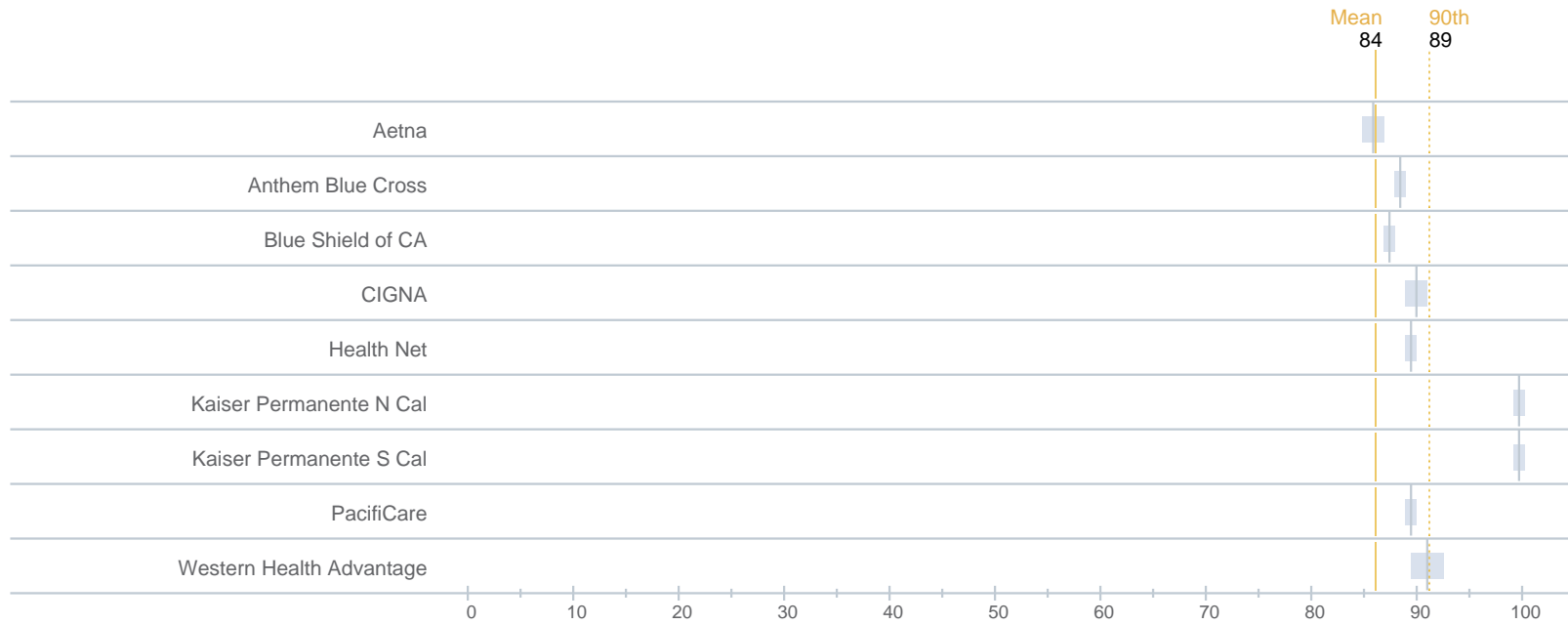
Use of Spirometry Testing - COPD



NOTES Mean and 90th percentile are national averages
a - Lower number reflects better performance
NR - Not reported
NA - Not reported due to small denominator size

HMO
RESPIRATORY CONDITIONS

Treatment for Children with URI



NOTES Mean and 90th percentile are national averages
 a - Lower number reflects better performance
 NR - Not reported
 NA - Not reported due to small denominator size