



## 2017 Mercy Care Provider Satisfaction Survey results: Long Term Care

Composites/Attributes	Summary Rate Definition	2017 Top 3 Summary Rates		Top 3 Summary Rates Mercy Care Trend Data	
		Mercy Care	All Other Medicaid/Medicare HMOs	2016	2015
Call Center/Medical Services	Excellent, Very good, or Good	87.2%	83.3%	87.5%	79.3%
Provider Relations		78.4%	73.1%	81.2%	78.0%
Utilization & Quality Management		79.3%	72.2%	73.6%	80.9%
Finance Issues		70.6%	69.9%	63.1%	61.3%
Cultural Competence or Interpretive Services	Rarely/Never	78.9%	NA	70.6%	87.5%
<b>Overall Satisfaction and Loyalty</b>		<b>91.8%</b>	<b>NA</b>	<b>88.9%</b>	<b>78.8%</b>
Recommend to other facilities	Definitely or Probably Yes	91.9%	NA	94.4%	81.0%
Recommend to other patients		91.4%	NA	88.9%	83.2%
<b>Overall satisfaction</b>	<b>Very/Smwt Satisfied</b>	<b>92.1%</b>	<b>72.2%</b>	<b>83.3%</b>	<b>72.3%</b>