



The CAHPS 2.0 reporting template includes a page that explains how to read bar graphs prior to the bar graph pages. A legend that mirrors the bar graphs is at the top of each bar graph page.  
 Provided by Agency for Healthcare Research and Quality

## What do the bar graphs tell you?

The bar graphs on pages 7–13 show people’s answers to different survey topics about their care.

Each health plan has a bar for each survey topic. Each bar has three sections:

The least positive answers (worse survey results) are always at this end of the bar in purple

In-between answers are always white

The most positive answers (better survey results) are always at this end of the bar in green



These three sections add up to 100% of all answers for the plan.

Look for large differences in the size of the purple or green sections. Small differences don't mean much.

### In the bar graphs, plans that did worse than the average for all health plans:

- Have smaller green sections.
- Have bigger purple sections.
- May have “one star” ★ in the chart on pages 4–5.

### In the bar graphs, plans that did better than the average for all health plans:

- Have bigger green sections.
- Have smaller purple sections.
- May have “three stars” ★★★ in the chart on pages 4–5.



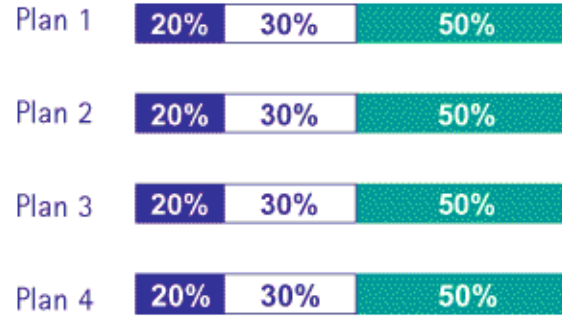
# Getting care that is needed



The bar graphs show answers to survey questions that asked people **how much of a problem** it was to:

- Find a personal doctor or nurse.
- Get a referral to a specialist that they wanted to see.
- Get the care they or their doctor believed necessary.
- Get care approved by the health plan without delays.

## HMOs



## PPOs

