

FIRSTCARE

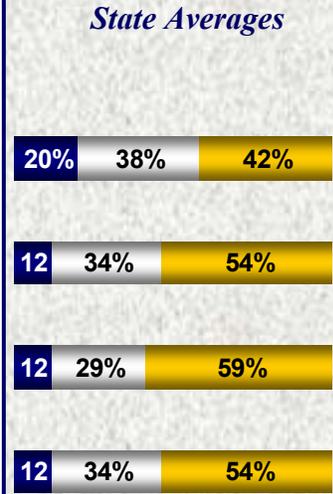
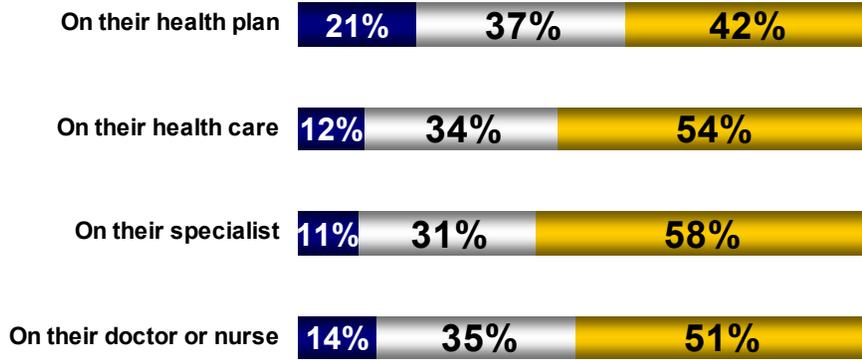
Abilene

Survey (CAHPS™3.0H) Results
Response Rate 41%

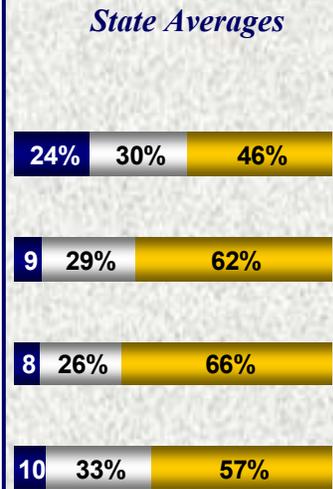
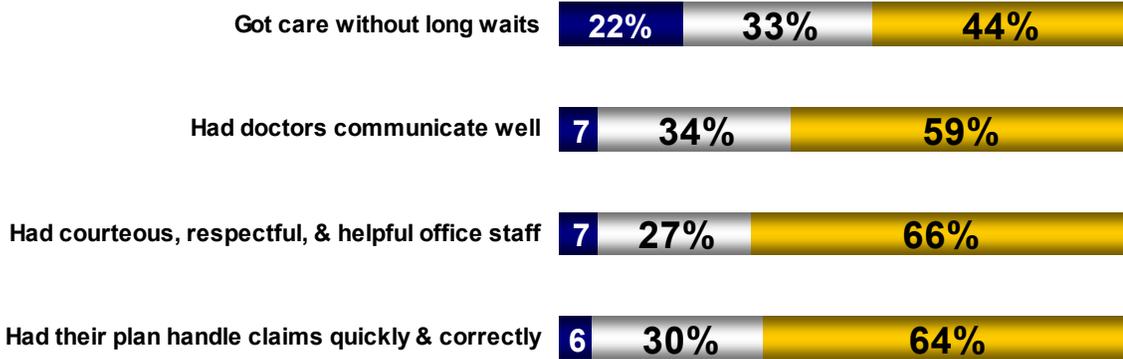
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

Percentage who rated <i>6 or lower</i>	Percentage who rated <i>7 or 8</i>	Percentage who rated <i>9 or 10</i>
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The bar graph is on a scale from **0 = worst** and **10 = best**.



Percentage who said they <i>sometimes or never...</i>	Percentage who said they <i>usually...</i>	Percentage who said they <i>always...</i>
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Percentage who said they had <i>BIG problems...</i>	Percentage who said they had <i>SMALL problems...</i>	Percentage who said they had <i>NO problems...</i>
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