

FIRSTCARE

Lubbock

Survey (CAHPS™3.0H) Results
Response Rate 34%

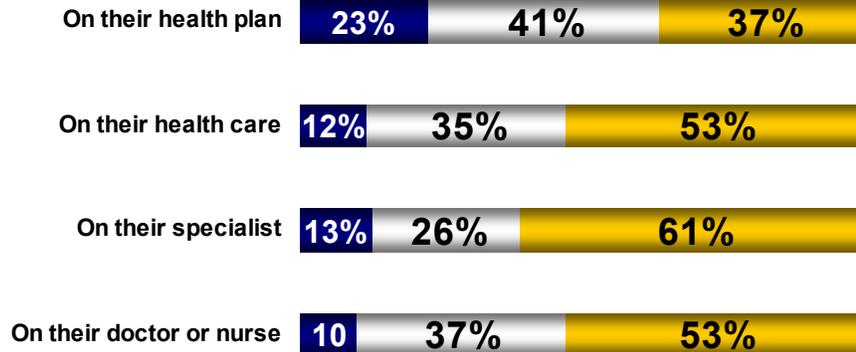
State Averages
Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results
Response Rate 32%

Percentage who rated
6 or lower

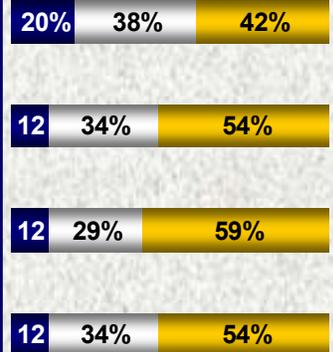
Percentage who rated
7 or 8

Percentage who rated
9 or 10

The bar graph is
on a scale from
0 = worst and
10 = best.



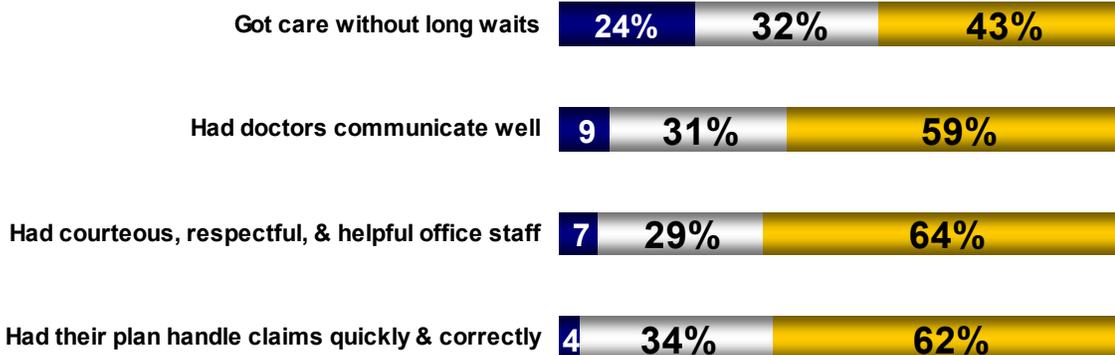
State Averages



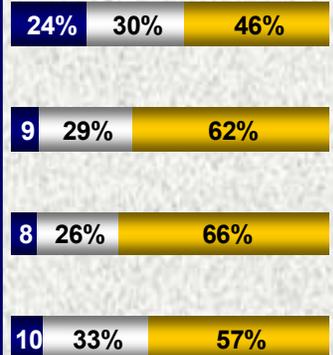
Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...



State Averages



Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...



State Averages

