

## Quality Matters: Review of 2009

At Cenpatico, we review our Quality Program each year. We are committed to providing the best care and services to our members. We are excited to share results from Quality Matters, our quality review of 2009. This tells you how Cenpatico did for the time period October 1, 2008 through September 30, 2009. This looks at the ways we improved.

- When you called Customer Services, the people who hung up before we answered shrank from 2.60% to 1.09%.
- Our Customer Service team improved their rate of answering the phone within 30 seconds from 86.12% in 2008 to 92.68% in 2009.
- Children who were in the hospital saw a doctor or therapist within 7 days of getting out of the hospital 38.9% up from 30.70%
- Children getting care from a psychiatrist when they got out of the hospital grew from 30.2% to 33.9%.
- We provided education to children and their parents after they left the hospital. This includes tips for taking medicine, how to store medicine safely and safety for guns in the home.
- Our doctors and therapists spoke to each other about the members in their care 85.4% of the time
- You were able to make an appointment easier in 2009 than in 2008. Waiting to see a doctor or therapist improved with 90.4% of providers able to see you within 10 days and 93.8% able to see you in 24 hours
- We looked at the records of our doctors and therapists from this past year. They improved when they planned treatment for you from last year.
- We helped you to get the services you needed from our staff as you needed it.

Cenpatico is proud of the results in 2009. We look forward to getting better in 2010. If you would like a copy of this report, please call the Quality Department. Call 512-406-7225. You can write to us at:

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