Member-Stated Reasons for PCP Changes - 2010 Summary

MASSACHUSETTS

Reasons for All PCP Changes

Reasons	N	%	
B-Problem w/ Physician Relationship	XX	XX	% Quality-Related Changes = XX%
C-Problem w/ Staff Relationship	XX	XX	
D-Problem w/ Appt. Availability	XX	XX	
E-Problem w/ Waiting during Visit	XX	XX	
F-Problem w/ Getting Referrals	XX	XX	
G-Problem w/ Quality of Care Provided	XX	XX	
A-Administrative Reasons	XX	XX	% Non-Quality-Related Changes = XX%
H-PCP requested members to find another PCP	XX	XX	
I-Member unwilling to give reason	XX	XX	
K-Language/Facility Barriers	XX	XX	
Total	XX	XX	