

Managed Care Organization (管理型护理机构) (MCO) 记分卡

常见问题

(Managed Care Organization (MCO) Scorecard Frequently Asked Questions)

记分卡的作用是什么？

记分卡的目的是帮助您根据对您来说最重要的因素选择Managed Care Organization (管理型护理机构) (MCO)。记分卡为您提供当前成员对其 MCO 的看法，以及 MCO 在多大程度上符合该州标准的相关信息。记分卡还提供您可以选择的MCO 的联系信息和其他相关详情。

记分卡上的信息源自哪里？

记分卡上的信息有多种来源：

- **会员调查** 部分显示了该州年会员满意度调查的结果
- **质量和合规** 部分显示了该州年度MCO 质量合规审查的结果
- **护理团队特征** 部分和其他信息部分显示了MCO 报告的有关其组织的信息

什么是会员满意度调查？

每年，会员满意度调查是我们向每一位 MCO 的现有会员发送的一系列问题，以收集他们对 MCO 体验的反馈。该州收集并分析调查反馈，以了解会员对他们的护理团队的满意度、他们在制定护理计划中的参与度以及 MCO 满足其需求的程度。

什么是MCO 质量合规审查？

MCO 质量合规审查是一项评估，其显示MCO 在何种程度上达到该州规定的某些绩效标准。每年由与该州合作的外部质量审核组织进行。外部质量审核组织确保MCO 拥有适当的政策、程序和流程来向会员提供优质服务。

非营利和营利是什么意思？

记分卡中的代理类型部分描述了每个MCO 属于哪种组织类型。非营利组织是不以盈利为目的的组织，该组织的收入的任何部分都不分配给其董事或主管。营利组织是指以营利为目的而经营的企业。

记分卡的最近更新时间是？多久更新一次？

记分卡的最近更新时间是 2025 年。每年更新一次。

为什么记分卡不提供有关我感兴趣的MCO 的其他信息？

记分卡仅显示已由州验证的信息。记分卡中提供的评级仅基于最新的可验证数据，为您提供最客观的因素来帮助您选择 MCO。

2026 年 Managed Care Organization (管理型护理机构) (MCO) 记分卡 测度指南

(2026 Managed Care Organization (MCO) Scorecard Measures Guide)

| 会员调查 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------------|---|----|----|----|--------------|---|----|---------------|-----|----|---------------|---|---|---------------|-----|---|---------------|---|----|---------------|-----|----|---------------|---|----|---------------|-----|----|---------|---|---|-----------------------------|--|
| 测度项 | 总体满意度 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 数据来源 | 2024 年满意度调查——综合得分，使用以下调查问卷的答复： <div><div>1. 需要时可以联系到您的护理团队吗？</div><div>2. 当您向护理团队求助时，获得所需帮助的频率如何？</div><div>3. 您对于护理团队就您的护理计划所给予的明确说明满意程度如何？</div><div>4. 与您的护理团队交流时，他们是否认真倾听您的意见？</div><div>5. 您的护理团队对您的态度是否友善？</div><div>6. 您对护理团队就 self-directed supports（自主支持服务，SDS）选项所给予的明确说明满意程度如何？</div><div>7. 为了确保您的护理计划以您为中心，您的护理团队在计划的规划、制定及沟通中让您参与了多少？</div><div>8. 您的护理计划在多大程度上支持了您想在社区进行的活动，如探亲访友、工作以及志愿服务？</div><div>9. 在您的护理计划中，对您而言重要的事情被纳入的频率如何？</div><div>10. 为您提供支持和服务的人员对待您的态度是否友善？</div><div>11. 您获得的支持和服务满足您的需求的程度如何？</div><div>12. 总的来说，您对您的 managed care organization（管理式护理机构）满意程度如何？</div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 评分系统 | <table><tr><th>得分</th><th>星级</th><th>评分</th></tr><tr><td>95.0% - 100%</td><td>5</td><td>特优</td></tr><tr><td>90.0% - 94.9%</td><td>4.5</td><td>特优</td></tr><tr><td>85.0% - 89.9%</td><td>4</td><td>优</td></tr><tr><td>80.0% - 84.9%</td><td>3.5</td><td>优</td></tr><tr><td>75.0% - 79.9%</td><td>3</td><td>良好</td></tr><tr><td>70.0% - 74.9%</td><td>2.5</td><td>良好</td></tr><tr><td>65.0% - 69.9%</td><td>2</td><td>一般</td></tr><tr><td>60.0% - 64.9%</td><td>1.5</td><td>一般</td></tr><tr><td>< 60.0%</td><td>1</td><td>差</td></tr></table> | 得分 | 星级 | 评分 | 95.0% - 100% | 5 | 特优 | 90.0% - 94.9% | 4.5 | 特优 | 85.0% - 89.9% | 4 | 优 | 80.0% - 84.9% | 3.5 | 优 | 75.0% - 79.9% | 3 | 良好 | 70.0% - 74.9% | 2.5 | 良好 | 65.0% - 69.9% | 2 | 一般 | 60.0% - 64.9% | 1.5 | 一般 | < 60.0% | 1 | 差 | 所有调查问题的反馈比率为“非常满意”或者“特别满意”。 | |
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| 测度项 | 护理团队的响应度 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 测度项 | 护理团队的沟通质量 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 质量与合规 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 测度项 | 整体质量标准 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 数据来源 | <div>2023-2025外部质量审核组织quality compliance review （质量合规审查）(QCR)*</div> <div>此分数来自将MCO 绩效与以下内容相关的指标相结合：</div> <div><div><div>●</div><div>会员中心护理提供服务：MCO 在提供会员中心护理计划、及时获得服务、会员选择和保护会员权利方面做得如何。</div></div><div><div>●</div><div>质量管理：MCO 在为对服务和提供者的访问提供支持，以及改进流程以减少服务差距或延误方面做得如何。</div></div><div><div>●</div><div>申诉制度：MCO 在与会员合作解决争端并在整个过程中及时向他们通报方面做得如何。</div></div></div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 测度项 | 会员中心护理服务提供 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 数据来源 | <div>2024-2025 外部质量审核组织 quality compliance review （质量合规审查）(QCR)</div> <div>MCO 标准章节</div> <div>MCO 在提供会员中心护理计划、及时获得服务、会员选择和保护会员权利方面做得如何。</div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 评分系统 | <table><tr><th>得分</th><th>星级</th><th>评分</th></tr><tr><td>95.0% - 100%</td><td>5</td><td>特优</td></tr><tr><td>90.0% - 94.9%</td><td>4.5</td><td>特优</td></tr><tr><td>85.0% - 89.9%</td><td>4</td><td>优</td></tr><tr><td>80.0% - 84.9%</td><td>3.5</td><td>优</td></tr><tr><td>75.0% - 79.9%</td><td>3</td><td>良好</td></tr><tr><td>70.0% - 74.9%</td><td>2.5</td><td>良好</td></tr><tr><td>65.0% - 69.9%</td><td>2</td><td>一般</td></tr><tr><td>60.0% - 64.9%</td><td>1.5</td><td>一般</td></tr><tr><td>< 60.0%</td><td>1</td><td>差</td></tr></table> | 得分 | 星级 | 评分 | 95.0% - 100% | 5 | 特优 | 90.0% - 94.9% | 4.5 | 特优 | 85.0% - 89.9% | 4 | 优 | 80.0% - 84.9% | 3.5 | 优 | 75.0% - 79.9% | 3 | 良好 | 70.0% - 74.9% | 2.5 | 良好 | 65.0% - 69.9% | 2 | 一般 | 60.0% - 64.9% | 1.5 | 一般 | < 60.0% | 1 | 差 | 在 QCR MCO 标准部分，获得的评分要素积分占可能的评分要素积分数量的百分比。 |
|---------------|--|----|----|----|--------------|---|----|---------------|-----|----|---------------|---|---|---------------|-----|---|---------------|---|----|---------------|-----|----|---------------|---|----|---------------|-----|----|---------|---|---|--|
| 得分 | 星级 | 评分 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 95.0% - 100% | 5 | 特优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 90.0% - 94.9% | 4.5 | 特优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 85.0% - 89.9% | 4 | 优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 80.0% - 84.9% | 3.5 | 优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 75.0% - 79.9% | 3 | 良好 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 70.0% - 74.9% | 2.5 | 良好 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 65.0% - 69.9% | 2 | 一般 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 60.0% - 64.9% | 1.5 | 一般 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| < 60.0% | 1 | 差 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 测度项 | 质量管理 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 数据来源 | 2023–2024 外部质量审核组织 quality compliance review（质量合规审查）（QCR） 质量保证和过程改进部分 MCO 在为对服务和提供者的访问提供支持，以及改进流程以减少服务差距或延误方面做得如何。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 评分系统 | <table><tr><th>得分</th><th>星级</th><th>评分</th></tr><tr><td>95.0% - 100%</td><td>5</td><td>特优</td></tr><tr><td>90.0% - 94.9%</td><td>4.5</td><td>特优</td></tr><tr><td>85.0% - 89.9%</td><td>4</td><td>优</td></tr><tr><td>80.0% - 84.9%</td><td>3.5</td><td>优</td></tr><tr><td>75.0% - 79.9%</td><td>3</td><td>良好</td></tr><tr><td>70.0% - 74.9%</td><td>2.5</td><td>良好</td></tr><tr><td>65.0% - 69.9%</td><td>2</td><td>一般</td></tr><tr><td>60.0% - 64.9%</td><td>1.5</td><td>一般</td></tr><tr><td>< 60.0%</td><td>1</td><td>差</td></tr></table> | 得分 | 星级 | 评分 | 95.0% - 100% | 5 | 特优 | 90.0% - 94.9% | 4.5 | 特优 | 85.0% - 89.9% | 4 | 优 | 80.0% - 84.9% | 3.5 | 优 | 75.0% - 79.9% | 3 | 良好 | 70.0% - 74.9% | 2.5 | 良好 | 65.0% - 69.9% | 2 | 一般 | 60.0% - 64.9% | 1.5 | 一般 | < 60.0% | 1 | 差 | 质量合规审查（QCR）质量保证和过程改进部分中达到“达到”或“部分达到”标准的所有项目的百分比。 |
| 得分 | 星级 | 评分 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 95.0% - 100% | 5 | 特优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 90.0% - 94.9% | 4.5 | 特优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 85.0% - 89.9% | 4 | 优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 80.0% - 84.9% | 3.5 | 优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 75.0% - 79.9% | 3 | 良好 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 70.0% - 74.9% | 2.5 | 良好 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 65.0% - 69.9% | 2 | 一般 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 60.0% - 64.9% | 1.5 | 一般 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| < 60.0% | 1 | 差 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 测度项 | 申诉制度 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---------------|---|----|--|----|----|----|--------------|---|----|---------------|-----|----|---------------|---|---|---------------|-----|---|---------------|---|----|---------------|-----|----|---------------|---|----|---------------|-----|----|---------|---|---|
| 数据来源 | 2023–2024 外部质量审核组织 quality compliance review（质量合规审查）（QCR）* 申诉制度部分 MCO 在与会员合作解决争端并在整个过程中及时向他们通报方面做得如何 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 评分系统 | <table><tr><th>得分</th><th>星级</th><th>评分</th></tr><tr><td>95.0% – 100%</td><td>5</td><td>特优</td></tr><tr><td>90.0% – 94.9%</td><td>4.5</td><td>特优</td></tr><tr><td>85.0% – 89.9%</td><td>4</td><td>优</td></tr><tr><td>80.0% – 84.9%</td><td>3.5</td><td>优</td></tr><tr><td>75.0% – 79.9%</td><td>3</td><td>良好</td></tr><tr><td>70.0% – 74.9%</td><td>2.5</td><td>良好</td></tr><tr><td>65.0% – 69.9%</td><td>2</td><td>一般</td></tr><tr><td>60.0% – 64.9%</td><td>1.5</td><td>一般</td></tr><tr><td>< 60.0%</td><td>1</td><td>差</td></tr></table> <p>质量合规审查（QCR）申诉制度部分中达到“达到”或“部分达到”标准的所有项目的百分比。</p> | | | 得分 | 星级 | 评分 | 95.0% – 100% | 5 | 特优 | 90.0% – 94.9% | 4.5 | 特优 | 85.0% – 89.9% | 4 | 优 | 80.0% – 84.9% | 3.5 | 优 | 75.0% – 79.9% | 3 | 良好 | 70.0% – 74.9% | 2.5 | 良好 | 65.0% – 69.9% | 2 | 一般 | 60.0% – 64.9% | 1.5 | 一般 | < 60.0% | 1 | 差 |
| 得分 | 星级 | 评分 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 95.0% – 100% | 5 | 特优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 90.0% – 94.9% | 4.5 | 特优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 85.0% – 89.9% | 4 | 优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 80.0% – 84.9% | 3.5 | 优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 75.0% – 79.9% | 3 | 良好 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 70.0% – 74.9% | 2.5 | 良好 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 65.0% – 69.9% | 2 | 一般 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 60.0% – 64.9% | 1.5 | 一般 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| < 60.0% | 1 | 差 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 护理团队特征 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------|---|----|--|----|----|----|-------------|---|----|--------------|-----|----|---------------|---|---|---------------|-----|---|---------------|---|----|---------------|-----|----|----------------|---|----|---------------|-----|----|--------|---|---|
| 测度项 | 护理经理离职 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 数据来源 | MCO 向威斯康星州 Department of Health Services（健康服务部）报告的 2022–2024 年度数据 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 评分系统 | <table><tr><th>得分</th><th>星级</th><th>评分</th></tr><tr><td>0.0% – 5.0%</td><td>5</td><td>特优</td></tr><tr><td>5.1% – 10.0%</td><td>4.5</td><td>特优</td></tr><tr><td>10.1% – 15.0%</td><td>4</td><td>优</td></tr><tr><td>15.1% – 20.0%</td><td>3.5</td><td>优</td></tr><tr><td>20.1% – 25.0%</td><td>3</td><td>良好</td></tr><tr><td>25.1% – 30.0%</td><td>2.5</td><td>良好</td></tr><tr><td>30.1 % – 35.0%</td><td>2</td><td>一般</td></tr><tr><td>35.1% – 40.0%</td><td>1.5</td><td>一般</td></tr><tr><td>>40.0%</td><td>1</td><td>差</td></tr></table> <p>离开MCO 的护理经理的百分比，以三年平均值计算。流动率越低，说明一年内离开MCO 的员工越少，所以流动率的百分比越低越好，这样星级越高。</p> | | | 得分 | 星级 | 评分 | 0.0% – 5.0% | 5 | 特优 | 5.1% – 10.0% | 4.5 | 特优 | 10.1% – 15.0% | 4 | 优 | 15.1% – 20.0% | 3.5 | 优 | 20.1% – 25.0% | 3 | 良好 | 25.1% – 30.0% | 2.5 | 良好 | 30.1 % – 35.0% | 2 | 一般 | 35.1% – 40.0% | 1.5 | 一般 | >40.0% | 1 | 差 |
| 得分 | 星级 | 评分 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0.0% – 5.0% | 5 | 特优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1% – 10.0% | 4.5 | 特优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10.1% – 15.0% | 4 | 优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15.1% – 20.0% | 3.5 | 优 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20.1% – 25.0% | 3 | 良好 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 25.1% – 30.0% | 2.5 | 良好 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 30.1 % – 35.0% | 2 | 一般 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 35.1% – 40.0% | 1.5 | 一般 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| >40.0% | 1 | 差 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | |
|---|--|-----|----|
| 测度项 | 护士离职 | | |
| 数据来源 | MCO 向威斯康星州 Department of Health Services（健康服务部）报告的 2022–2024 年度数据 | | |
| 评分系统 | 得分 | 星级 | 评分 |
| | 0. 0% – 5. 0% | 5 | 特优 |
| | 5. 1% – 10. 0% | 4.5 | 特优 |
| | 10. 1% – 15. 0% | 4 | 优 |
| | 15. 1% – 20. 0% | 3.5 | 优 |
| | 20. 1% – 25. 0% | 3 | 良好 |
| | 25. 1% – 30. 0% | 2.5 | 良好 |
| | 30. 1 % – 35. 0% | 2 | 一般 |
| | 35. 1% – 40. 0% | 1.5 | 一般 |
| | >40. 0% | 1 | 差 |
| 离开MCO 的护士的百分比，以三年平均值计算。流动率越低，说明一年内离开MCO 的员工越少，所以流动率的百分比越低越好，这样星级越高。 | | | |
| 测度项 | 护理经理与会员比例 | | |
| 数据来源 | 根据员工的full-time equivalents（全职人力工时）(FTE) 和注册，该比例的报告截至 2025 年 7 月 1 日。员工与成员的比例表示MCO 的员工数量与MCO 成员数量之间的比较。“1:x”解释为：每 1 个护理经理，就有x 个会员。比率越低表示每个护理经理的MCO 会员越少，而比率越高表示每个护理经理的MCO 会员越多。 | | |
| 评分系统 | 没有为员工与会员的比例评分。所有MCO 员工比例均符合州标准。 | | |

| 测度项 | 护士与会员比例* |
|------|---|
| 数据来源 | <p>根据员工的full-time equivalents（全职人力工时）(FTE) 和注册，该比例的报告截至 2025 年 7 月 1 日。员工与成员的比例表示MCO的员工数量与MCO 成员数量之间的比较。“1:x”解释为：每 1 个护理人员，就有x 个会员。比率越低表示每个护理人员的MCO 会员越少，而比率越高表示每个护理人员的 MCO 会员越多。</p> |
| 评分系统 | <p>没有为员工与会员的比例评分。所有MCO 员工比例均符合州标准。</p> <p>执业护士也是Family Care Partnership 成员护理团队的一部分，虽然他们的人员比例不包括在此。</p> |