



Medi-Cal Adult CAHPS MY2022-2024 Results Comparison

Measures	CAHPS MY2022	CAHPS MY2023	CAHPS MY2024	MY2024 Percentile	MY2024 Goal	HPR Measure
Rating of All Health Care (9+10)	55.1%	60.6%	52.3%	10 th ↓↓	63.6%	X
Rating of Personal Doctor (9+10)	63.3%	69.5%	64.5%	<10 th ↓↓	76.6 %	X
Rating of Specialist Seen Most Often (9+10)	NA	70.0%	NA	*NS	74.0%	
Rating of Health Plan (9+10)	67.0%	71.4%	69.1%	66.67 th ↓	69.2%	X
Composites and Individual Items						
Getting Care Quickly (Always + Usually)	NA	75.2%	NA	*NS	87.5%	X
Got care as soon as needed when care was needed right away	NA	NA	NA	*NS	89.6%	
Got check-up/routine appointment as soon as needed	77.2%	77.3%	75.4%	10 th ↓	85.9%	
Getting Needed Care (Always + Usually)	NA	81.75%	78.5%	10 th ↓	86.8%	X
Ease of getting care, tests or treatment	80.0%	84.1%	84.7%	33.33 rd ↔	89.9%	
Got appointment with specialist as soon as needed	NA	79.4%	72.3%	<10 th ↓↓↓	84.7%	
How Well Doctors Communicate	NA	90.4%	89.9%	<10 th ↔	96%	
Personal doctor explained things	NA	89.2%	88.5%	<10 th ↔	96.3%	
Personal doctor listened carefully	NA	90.8%	91.7%	10 th ↔	96.2%	
Personal doctor showed respect	NA	93.3%	91.8%	<10 th ↓	97.5%	
Personal doctor spent enough time	NA	88.3%	87.7%	10 th ↔	94.9%	
Customer Service	NA	92.3%	NA	*NS	92.8%	
Customer service provided information or help	NA	87.5%	NA	*NS	88.6%	
Customer service treated member with courtesy and respect	NA	97.0%	NA	*NS	97.3%	
Medical Assistance With Smoking and Tobacco Use Cessation						
Advising Smokers and Tobacco Users to Quit	NA	NA	NA			
Discussing Cessation Medications	NA	NA	NA			
Discussing Cessation Strategies	NA	NA	NA			
Percent Current Smokers	15.5%	15.7%	15.5%			
Coordination of Care (Always + Usually)	NA	NA	NA	*NS	90.4%	
Forms Were Easy to Fill Out	93.9%	95.9%	94.7%	33.33 rd ↓	97.3%	

* NS = Not Scorable, Minimum Denominator Criteria not met. CAHPS-based Survey Measure n=100

↑ Percentile Increased

↓ Percentile Decreased

↔ Percentile Remained the Same

Medi-Cal Child CAHPS MY2022-2024 Results Comparison

Measures	CAHPS MY2022	CAHPS MY2023	CAHPS MY2024	MY2024 Percentile	MY2024 Goal	HPR Measure
Rating of All Health Care (9+10)	64.8%	61.0%	72.4%	33.33 rd ↑↑	78.3%	
Rating of Personal Doctor (9+10)	69.2%	62.8%	75.2%	10 th ↑	82.0%	
Rating of Specialist Seen Most Often (9+10)	NA	NA	NA	*NS	77.0%	
Rating of Health Plan (9+10)	75.1%	80.9%	80.2%	90 th ↔	79.0%	
Composites and Individual Items						
Getting Care Quickly (Always + Usually)	NA	NA	NA	*NS	91.8%	
<i>Got care as soon as needed when care was needed right away</i>	NA	NA	NA	*NS	95.9%	
<i>Got check-up/routine appointment as soon as needed</i>	78.4%	80.7%	86.2%	66.67 th ↑	88.9%	
Getting Needed Care (Always + Usually)	NA	NA	NA	*NS	89.48%	
<i>Ease of getting care, tests or treatment</i>	86.7%	96.4%	86.5%	10 th ↓↓↓	94.6%	
<i>Got appointment with specialist as soon as needed</i>	NA	NA	NA	*NS	86.1%	
How Well Doctors Communicate	90.0%	90.0%	91.8%	10 th ↑	96.5%	
<i>Personal doctor explained things</i>	92.9%	93.7%	91.2%	10 th ↓	97.3%	
<i>Personal doctor listened carefully</i>	91.4%	91.8%	93.8%	10 th ↑	97.6%	
<i>Personal doctor showed respect</i>	92.9%	96.4%	96.5%	10 th ↔	98.7%	
<i>Personal doctor spent enough time</i>	82.7%	78.4%	85.7%	10 th ↑	94.0%	
Customer Service	NA	NA	NA	*NS	91.7%	
<i>Customer service provided information or help</i>	NA	NA	NA	*NS	87.3%	
<i>Customer service treated member with courtesy and respect</i>	NA	NA	NA	*NS	97.0%	
Coordination of Care (Always + Usually)	NA	NA	NA	*NS	90.0%	
Forms Were Easy to Fill Out	95.2%	98.8%	95.8%	33.33 rd ↓↓	96.3%	

* NS = Not Scorable, Minimum Denominator Criteria not met. CAHPS-based Survey Measure n=100

↑ Percentile Increased

↓ Percentile Decreased

↔ Percentile Remained the Same