

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%	<10th↓↓	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%	66.67th↓	69.2%	X
Composites and Individual Items						
Getting Care Quickly (Always + Usually)	NA	75.2%	NA	*NS	87.5%	X
<i>Got care as soon as needed when care was needed right away</i>	NA	NA	NA	*NS	89.6%	
<i>Got check-up/routine appointment as soon as needed</i>	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
<i>Ease of getting care, tests or treatment</i>	80.0%	84.1%	84.7%	33.33rd↔	89.9%	
<i>Got appointment with specialist as soon as needed</i>	NA	79.4%	72.3%	<10 th ↓↓↓	84.7%	
How Well Doctors Communicate	NA	90.4%	89.9%	<10th↔	96%	
<i>Personal doctor explained things</i>	NA	89.2%	88.5%	<10th↔	96.3%	
<i>Personal doctor listened carefully</i>	NA	90.8%	91.7%	10 th ↔	96.2%	
<i>Personal doctor showed respect</i>	NA	93.3%	91.8%	<10th↓	97.5%	
<i>Personal doctor spent enough time</i>	NA	88.3%	87.7%	10 th ↔	94.9%	
Customer Service	NA	92.3%	NA	*NS	92.8%	
<i>Customer service provided information or help</i>	NA	87.5%	NA	*NS	88.6%	
<i>Customer service treated member with courtesy and respect</i>	NA	97.0%	NA	*NS	97.3%	
Medical Assistance With Smoking and Tobacco Use Cessation						
<i>Advising Smokers and Tobacco Users to Quit</i>	NA	NA	NA			
<i>Discussing Cessation Medications</i>	NA	NA	NA			
<i>Discussing Cessation Strategies</i>	NA	NA	NA			
<i>Percent Current Smokers</i>	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%	90th ↔	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