

2009-2011 Kansas Healthwave Adult CAHPS Results

| Relates To: | Question: | Composite Survey Questions: | Response Measured | CMFHP 2009 | CMFHP 2010 | CMFHP 2011 | Unicare 2009 | Unicare 2010 | Unicare 2011 | Regional Average 2011 | National Average 2011 |
|-------------------------------------|-----------|---|-------------------|------------|------------|--------------|--------------|--------------|--------------|-----------------------|-----------------------|
| Getting Needed Care | | | | | | | | | | | |
| Access | 23 | In the last 6 months, how often was it easy to get an appointment with a specialist? | Usually or Always | 74.8% | 75.8% | 74.1% | 78.6% | 78.1% | 78.2% | DNA | DNA |
| Access | 27 | In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan? | Usually or Always | 83.6% | 78.3% | 80.9% | 81.6% | 79.3% | 82.6% | DNA | DNA |
| Getting Care Quickly | | | | | | | | | | | |
| Timeliness | 4 | In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed? | Usually or Always | 83.2% | 86.1% | 87.3% | 82.9% | 85.0% | 86.7% | DNA | DNA |
| Timeliness | 6 | In the last 6 months, not counting times you needed care right away, how often did you get an appointment for your health care as soon as needed? | Usually or Always | 83.1% | 83.5% | 85.1% | 78.9% | 83.5% | 79.6% | DNA | DNA |
| How Well Doctors Communicate | | | | | | | | | | | |
| Quality | 15 | In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? | Usually or Always | 93.6% | 90.5% | 91.2% | 88.4% | 89.6% | 88.0% | DNA | DNA |
| Quality | 16 | In the last 6 months, how often did your personal doctor listen to you carefully? | Usually or Always | 91.4% | 87.8% | 89.4% | 89.6% | 89.6% | 87.9% | DNA | DNA |
| Quality | 17 | In the last 6 months, how often did your personal doctor show respect for what you had to say? | Usually or Always | 93.2% | 90.1% | 90.9% | 91.3% | 88.8% | 89.4% | DNA | DNA |
| Quality | 18 | In the last 6 months, how often did you personal doctor spend enough time with you? | Usually or Always | 88.4% | 83.5% | 85.3% | 84.2% | 87.9% | 86.1% | DNA | DNA |
| Customer Service | | | | | | | | | | | |
| Access | 31 | In the last 6 months, how often did your health plan's customer service give you the information or help you needed? | Usually or Always | 75.3% | 63.1% | 77.6% | 74.4% | 60.8% | 72.0% | DNA | DNA |

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|-------------------------------|-----------|---|-------------------|------------|------------|--------------|--------------|--------------|--------------|-----------------------|-----------------------|
| Quality | 32 | In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? | Usually or Always | 94.7% | 86.6% | 91.3% | 91.1% | 87.3% | 89.2% | DNA | DNA |
| Shared Decision Making | | | | | | | | | | | |
| Quality | 10 | In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health? | Usually or Always | 65.3% | 64.3% | 72.6% | 54.5% | 63.6% | 58.5% | DNA | DNA |
| Access | 11 | In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you? | Usually or Always | 65.9% | 57.8% | 68.7% | 51.4% | 55.2% | 59.7% | DNA | DNA |
| Ratings | | | | | | | | | | | |
| Quality | 35 | Overall Satisfaction-Rating of health plan | 9 or 10 | 82.2% | 73.4% | 79.4% | 68.0% | 73.8% | 73.6% | DNA | DNA |
| Quality | 21 | Rating of personal doctor | 9 or 10 | 80.7% | 76.6% | 77.7% | 71.9% | 75.1% | 77.8% | DNA | DNA |
| Quality | 25 | Rating of specialist seen most often | 9 or 10 | 76.3% | 73.0% | 73.7% | 78.0% | 77.3% | 76.2% | DNA | DNA |
| Quality | 12 | Rating of all health care provided in past 12 months | 9 or 10 | 75.1% | 69.6% | 72.4% | 68.7% | 71.8% | 75.9% | DNA | DNA |

CMFHP: Children's Mercy Family Health Partners

DNA: Data not yet available. This table will be updated when the national and regional benchmarks are published.