

2009-2011 Kansas Healthwave Medicaid (HW 19) General Child CAHPS Results

Relates To:	Question:	Composite Survey Questions:	Response Measured	CMFHP 2009	CMFHP 2010	CMFHP 2011	Unicare 2009	Unicare 2010	Unicare 2011	NCBD 2010	TMG BoB 2011
Getting Needed Care											
Access	44	In the last 6 months, how often was it easy to get appointments with specialists?	Usually or Always	79.1%	79.8%	85.0%	72.3%	79.8%	83.7%	73.6%	76.2%
Access	48	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	92.4%	87.8%	93.1%	83.8%	89.8%	91.6%	80.5%	85.9%
Getting Care Quickly											
Timeliness	6	In the last 6 months, not counting times you needed care right away, how often did your child get an appointment for health care as soon as you wanted?	Usually or Always	87.5%	89.0%	87.7%	83.6%	82.7%	84.2%	82.1%	86.4%
Timeliness	4	In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you wanted?	Usually or Always	95.1%	90.7%	95.0%	90.8%	91.0%	94.8%	88.7%	91.4%
How Well Doctors Communicate											
Quality	30	In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?	Usually or Always	95.0%	95.1%	96.0%	92.9%	94.9%	94.6%	92.5%	94.1%
Quality	31	In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?	Usually or Always	93.6%	90.5%	91.2%	92.9%	95.2%	92.5%	91.6%	93.9%
Quality	32	In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?	Usually or Always	96.8%	94.2%	98.4%	93.1%	94.7%	95.9%	93.8%	95.2%
Quality	35	In the last 6 months, how often did doctors or other health providers spend enough time with your child?	Usually or Always	90.5%	90.4%	91.5%	85.7%	88.3%	84.4%	84.7%	88.4%

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Customer Service											
Access	50	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	79.4%	60.0%	83.1%	70.4%	61.3%	70.1%	71.8%	77.9%
Quality	51	In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	Usually or Always	90.5%	77.1%	93.8%	80.6%	80.6%	85.7%	86.0%	91.0%
Shared Decision Making											
Quality	11	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	74.7%	64.0%	71.0%	67.9%	72.2%	66.1%	67.4%	69.6%
Access	12	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	65.1%	67.3%	67.2%	64.4%	68.5%	64.0%	62.6%	64.2%
Ratings											
Quality	54	Overall Satisfaction-Rating of health plan	9 or 10	88.8%	84.4%	89.8%	85.4%	84.0%	85.1%	80.1%	83.5%
Quality	39	Rating of personal doctor	9 or 10	87.5%	86.1%	88.1%	85.2%	83.5%	81.7%	84.7%	86.2%
Quality	46	Rating of specialist seen most often	9 or 10	74.7%	81.7%	76.0%	85.9%	86.1%	77.2%	81.3%	80.4%
Quality	13	Rating of all health care provided in past 12 months	9 or 10	85.0%	80.0%	86.3%	80.8%	83.2%	84.0%	79.8%	82.9%

CMFHP: Children's Mercy Family Health Partners

National and Regional Benchmarks-

TMG BoB: TMG Book of Business rates

NCBD: National CAHPS Benchmarking Database