

2009-2011 Kansas Healthwave Children's Health Insurance Program (HW 21) 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 2010
<b>Getting Needed Care</b>											
Access	44	In the last 6 months, how often was it easy to get appointments with specialists?	Usually or Always	85.7%	85.0%	<b>87.0%</b>	80.3%	83.9%	<b>73.7%</b>	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	94.2%	90.7%	<b>92.5%</b>	88.5%	86.5%	<b>87.4%</b>	80.5%	85.9%
<b>Getting Care Quickly</b>											
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	84.0%	89.2%	<b>89.6%</b>	83.4%	82.4%	<b>84.5%</b>	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	91.0%	94.3%	<b>94.8%</b>	92.5%	88.5%	<b>88.6%</b>	88.7%	91.4%
<b>How Well Doctors Communicate</b>											
Quality	31	In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?	Usually or Always	94.3%	95.5%	<b>97.1%</b>	93.2%	94.8%	<b>93.6%</b>	92.5%	94.1%
Quality	30	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	94.8%	96.8%	<b>96.7%</b>	91.8%	92.4%	<b>93.9%</b>	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	95.9%	96.1%	<b>97.1%</b>	93.9%	96.0%	<b>95.3%</b>	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	89.3%	90.5%	<b>91.4%</b>	82.8%	89.1%	<b>85.9%</b>	84.7%	88.4%

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<b>Customer Service</b>											
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	76.5%	71.3%	<b>78.4%</b>	79.5%	70.1%	<b>76.5%</b>	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	93.8%	86.0%	<b>91.2%</b>	89.8%	83.0%	<b>91.2%</b>	86.0%	91.0%
<b>Shared Decision Making</b>											
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	70.2%	65.9%	<b>76.4%</b>	59.6%	69.3%	<b>63.2%</b>	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	62.2%	64.9%	<b>70.4%</b>	54.1%	63.8%	<b>67.0%</b>	62.6%	64.2%
<b>Ratings</b>											
Quality	54	Overall Satisfaction-Rating of health plan	9 or 10	89.4%	87.9%	<b>86.8%</b>	86.2%	85.2%	<b>88.4%</b>	80.1%	83.5%
Quality	39	Rating of personal doctor	9 or 10	86.2%	87.0%	<b>88.5%</b>	84.3%	86.2%	<b>83.4%</b>	84.7%	86.2%
Quality	46	Rating of specialist seen most often	9 or 10	83.1%	89.7%	<b>86.2%</b>	78.2%	81.9%	<b>81.4%</b>	81.3%	80.4%
Quality	13	Rating of all health care provided in past 12 months	9 or 10	85.2%	89.5%	<b>86.3%</b>	82.9%	83.4%	<b>79.5%</b>	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