

2008 Kansas Medicaid (HW19 and HCK) General Child CAHPS

CMFHP=Children's Mercy Family Health Partners HCK=HealthConnect Kansas NCBD=National CAHPS Benchmarking Data Number of respondents is in parenthesis N/A= Not Applicable, rate not reported due to less than 100 survey responses A dash indicates NCBD data was not provided *The NCBD Midwest Region is comprised of 12 states including IL, IN, IA, KS, MI, MN, MO, NE, ND, OH, SD and WI			Response Measured	CMFHP	UniCare	HCK	NCBD Regional*	NCBD National
Relates to:	Question:	Composite Survey Questions:						
Getting Needed Care								
Access	Q7	Since your child joined his or her health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?	Not a Problem	79% (195)	77% (234)	85% (144)	73% (4008)	79% (15206)
Access	Q28	In the last 6 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?	Not a Problem	92% (266)	86% (181)	85% (136)	83% (4801)	82% (13729)
Getting Care Quickly								
Timeliness	Q18	In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?	Always	70% (368)	65% (265)	68% (183)	69% (5649)	64% (17814)
Timeliness	Q23	In the last 6 months, not counting the times you needed health care right away, how often did your child get an appointment for health care as soon as you wanted?	Always	61% (376)	58% (297)	58% (218)	59% (6881)	55% (21391)
Timeliness	Q20	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?	Always	72% (262)	66% (165)	61% (128)	69% (4478)	65% (12903)
Timeliness	Q31	In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?	Always	23% (471)	30% (392)	15% (254)	25% (8391)	22% (27170)
How Well Doctors Communicate								
Quality	Q34	In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?	Always	74% (470)	74% (398)	71% (255)	73% (8426)	69% (27518)
Quality	Q36	In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?	Always	80% (471)	75% (398)	74% (257)	74% (8438)	70% (27521)

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Quality	Q37	In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?	Always	77% (473)	74% (398)	75% (255)	75% (8435)	72% (27532)
Quality	Q41	In the last 6 months, how often did doctors or other health providers spend enough time with your child?	Always	58% (470)	60% (399)	58% (257)	60% (8428)	55% (27407)
Courteous and Helpful Office Staff								
Quality	Q32	In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?	Always	79% (474)	80% (398)	77% (255)	80% (8444)	74% (27534)
Access	Q33	In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?	Always	67% (474)	67% (400)	69% (255)	68% (8430)	62% (27508)
Customer Service								
Quality	Q79	In the last 6 months, how much of a problem, if any, was it to find or understand this information?	Not a Problem	80% (160)	78% (109)	N/A (66)	72% (2335)	76% (7141)
Access	Q81	In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?	Not a Problem	75% (107)	N/A (90)	N/A (54)	67% (2399)	70% (7953)
Timeliness	Q87	In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?	Not a Problem	96% (571)	95% (519)	88% (101)	80% (1733)	80% (7960)
Ratings								
Quality	Q5	Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you	9 or 10	63% (506)	64% (442)	64% (259)	64% (8908)	64% (29488)

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Quality	Q51	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in	9 or 10	73% (467)	69% (399)	68% (255)	64% (8421)	64% (27388)
Quality	Q88	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?	9 or 10	70% (574)	67% (523)	73% (320)	55% (10368)	62% (36690)