



L.A. Care
HEALTH PLAN[®]

For All of L.A.

2023 CAHPS Adult Summary (Medi-Cal)				
(2022 Measurement Year)				
Overall Ratings Asked	2021 Rate	2022 Rate	2023 Rate	% Point Change
Rating Of All Health Care	73.54%	73.93%	71.39%	-2.54
Rating Of Personal Doctor	77.50%	79.15%	82.44%	+3.29
Rating Of Specialist Seen Most Often	79.20%	82.72%	75.11%	-7.61
Rating Of Health Plan	72.33%	72.40%	71.05%	-1.35

**Rates are based from those who answered with a rating of 8, 9, or 10 on a 0-10 scale*

Composite Ratings	2021 Rate	2022 Rate	2023 Rate	% Point Change
Getting Care Quickly	72.14%	73.49%	71.52%	-1.97
Getting Needed Care	74.43%	77.53%	73.00%	-4.53
How Well Doctors Communicate	85.77%	88.26%	89.58%	+1.32
Customer Service	80.60%	84.05%	88.74%	+4.69

**Always + Usually*

Flu Vaccination	2021 Rate	2022 Rate	2023 Rate	% Point Change
Flu Vaccination Adults Ages 18-64	37.38%	40.87%	46.99%	+6.12

Questions	2021 Rate	2022 Rate	2023 Rate	% Point Change
Got check-up/routine appointment as soon as needed	68.62%	70.00%	72.18%	+2.18
Personal doctor listened carefully to you	86.38%	89.04%	91.48%	+2.44
Personal doctor spent enough time with you	80.33%	83.22%	83.86%	+0.64
Personal doctor showed respect for what you had to say	90.63%	90.73%	92.11%	+1.38
Forms from your health plan were easy to fill out	93.73%	92.02%	93.11%	+1.09
Customer service provided help you needed	73.15%	77.51%	83.60%	+6.09
Customer service treated you with courtesy and respect	88.05%	90.59%	93.88%	+3.29
Easy to get the care, test or treatment you needed	76.80%	80.20%	73.50%	-6.70

**Always + Usually*