



L.A. Care
HEALTH PLAN®

2016 CAHPS Adult Summary (Medi-Cal)

(2015 Measurement Year)

Overall Ratings Asked	2015 Rate	2014 Rate	2013 Rate	Point Change
Rating of all health care	72.7%	73.9%	70.7%	-3.2
Rating of personal doctor	78.9%	79.7%	81.2%	1.5
Rating of specialist seen most often	77.7%	76.4%	NA	NA
Rating of health plan	75.2%	73.8%	73.2%	-0.6

**Rates are based from those who answered with a rating of 8, 9, or 10 on a 1-10 scale*

Composite Ratings	2014 Rate	2015 Rate	2016 Rate	Point Change
Getting Needed Care	77.4%	73.4%	76.3%	2.9
Getting Care Quickly	76.6%	74.0%	75.7%	1.7
How Well Doctors Communicate	86.4%	88.6%	87.9%	-0.7
Customer Service	87.3%	84.7%	NA	NA
Shared Decision Making	49.6%	74.8%	NA	NA

**Always + Usually*

Questions	2015 Rate	2014 Rate	2013 Rate	Point Change
Personal doctor usually or always listened carefully to you	88.3%	89.8%	89.3%	-0.5
Personal doctor usually or always spend enough time with you	81.7%	87.0%	81.3%	-5.7
Personal doctor usually or always showed respect for what you had to say	89.7%	92.2%	90.9%	-1.3
Excellent or very good rating of your overall health care	31.7%	36.8%	29.7%	-7.1
Forms from your health plan were usually or always easy to fill out	92.0%	93.4%	95.2%	1.8
Customer service usually or always gave help you needed	82.6%	78.5%	NA	NA
Customer service usually or always treated you with courtesy and respect	92.0%	90.9%	NA	NA
Personal doctor asked which choice was best for you	91.9%	72.2%	NA	NA
Usually or always ease to get the care, test or treatment you needed	76.3%	75.9%	NA	NA

**Always + Usually*