



**L.A. Care**  
HEALTH PLAN®

2016 CAHPS Child Summary (Medi-Cal)				
(2015 Measurement Year)				
Overall Ratings Asked	201 Rate	201 Rate	201 Rate	Point Change
Rating of all health care	84.5%	81.4%	82.5%	1.1
Rating of personal doctor	85.9%	85.8%	85.9%	0.1
Rating of specialist seen most often	NA	NA	NA	NA
Rating of health plan	84.2%	84.5%	82.8%	-1.7

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

Composite Ratings	201 Rate	201 Rate	201 Rate	Point Change
Getting Needed Care	79.9%	77.2%	75.6%	-1.6
Getting Care Quickly	82.1%	81.1%	80.8%	-0.3
How Well Doctors Communicate	88.3%	86.3%	87.4%	1.1
Customer Service	86.0%	81.7%	83.4%	1.7
Shared Decision Making	60.0%	NA%	NA	NA

*\*Always + Usually*

Questions	201 Rate	201 Rate	201 Rate	Point Change
Personal doctor usually or always showed respect for what you had to say	90.2%	91.2%	93.8%	2.6
Overall rating of health (Excellent +Very Good)	84.5%	71.0%	70.0%	-1.0
Got check-up/routine appointment as soon as needed	81.3%	79.7%	79.5%	-0.2
Personal doctor usually or always spend enough time with child	80.4%	78.0%	77.7%	-0.3
Personal doctor discussed reasons to take medication	56.8%	NA	NA	NA
Personal doctor discussed reasons not to take a medication	42.0%	NA	NA	NA
Personal doctor usually or always listened carefully to you	89.4%	89.3%	91.0%	1.7
Personal doctor usually or always explained things in a way that was easy for your child to understand	90.4%	86.5%	87.1%	0.6
Usually or always ease to get the care, test or treatment you thought your child needed	84.1%	81.0%	80.9%	-0.1
Customer service usually or always gave help you needed	81.8%	77.3%	78.2%	0.9
Customer service usually or always treated you with courtesy and respect	90.2%	86.1%	88.5%	2.4
Forms from your child's health plan were usually or always easy to fill out	94.7%	94.1%	93.9%	-0.2

*\*Always + Usually*