



L.A. Care
HEALTH PLAN®

**2016 CAHPS Summary
(L.A. Care Covered)**

(2015 Measurement Year)

Overall Ratings Asked	2015 Rate	2014 Rate	Point Change
Rating of health plan	57.3%	68.2%	10.9
Rating of all health care	72.2%	80.0%	7.8
Rating of personal doctor	87.2%	87.9%	0.7
Rating of specialist seen most often	90.3%	82.9%	-7.4

**Rates are based from those who answered with a rating of 7, 8, 9, or 10 on a 1-10 scale*

Composite Ratings	2015 Rate	2014 Rate	Point Change
Getting Needed Care	72.5%	73.7%	1.2
Getting Care Quickly	58.4%	77.1%	18.7
How Well Doctors Communicate	89.0%	88.6%	-0.4
Customer Service	71.3%	76.4%	5.1

**Always + Usually*

Questions That Indicate Higher Rate	2015 Rate	2014 Rate	Point Change
Personal doctor usually or always listened carefully to you	91.0%	92.0%	1.0
Personal doctor usually or always spend enough time with you	83.8%	89.3%	5.5
Personal doctor usually or always showed respect for what you had to say	92.5%	93.3%	0.8
Forms from your health plan were usually or always easy to fill out	60.0%	66.7%	6.7
Customer service usually or always gave help you needed	57.1%	66.3%	9.2
Customer service usually or always treated you with courtesy and respect	85.5%	89.1%	3.6
Usually or always ease to get the care, test or treatment you thought your child needed	65.0%	77.9%	12.9

**Always + Usually*