

2017 CAHPS Child Summary (Medi-Cal)

(2016 Measurement Year)

Overall Ratings Asked	2015 Rate	2016 Rate	2017 Rate	% Point Change
Rating of All Health Care	81.4%	82.5%	82.9%	+0.4
Rating of Personal Doctor	85.8%	85.9%	86.3%	+0.4
Rating of Specialist Seen Most Often	NA	NA	NA	NA
Rating of Health Plan	84.5%	82.8%	79.7%	-3.1

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

Composite Ratings	2015 Rate	2016 Rate	2017 Rate	% Point Change
Getting Needed Care	77.2%	75.6%	78.5%	+2.9
Getting Care Quickly	81.1%	80.8%	82.5%	+1.7
How Well Doctors Communicate	86.3%	87.4%	89.6%	+2.2
Customer Service	81.7%	83.4%	83.4%	+0.0
Shared Decision Making	NA	NA	NA	NA

**Always + Usually*

Questions	2015 Rate	2016 Rate	2017 Rate	% Point Change
Personal doctor usually or always showed respect for what you had to say	91.2%	93.8%	92.3%	-1.5
Got check-up/routine appointment as soon as needed	79.7%	79.5%	78.6%	-0.9
Personal doctor usually or always spend enough time with child	78.0%	77.7%	84.1%	+6.4
Personal doctor discussed reasons not to take a medication	NA	NA	NA	NA
Personal doctor usually or always listened carefully to you	89.3%	91.0%	92.7%	+1.7
Personal doctor usually or always explained things in a way that was easy for your child to understand	86.5%	87.1%	89.3%	+2.2
Usually or always ease to get the care, test or treatment you thought your child needed	81.0%	80.9%	83.2%	+2.3
Customer service usually or always gave help you needed	77.3%	78.2%	74.8%	-3.4
Customer service usually or always treated you with courtesy and respect	86.1%	88.5%	92.0%	+3.5
Forms from your child's health plan were usually or always easy to fill out	94.1%	93.9%	94.5%	+0.6

**Always + Usually*