

**2017 CAHPS Summary  
(Cal MediConnect)**

**(2016 Measurement Year)**

<b>Overall Ratings Asked</b>	<b>2015 Rates</b>	<b>2016 Rate</b>	<b>2017 Rate</b>	<b>% Point Change</b>
<b>Rating of Health Plan</b>	79%	82%	89%	<b>7.0</b>
<b>Rating of Health Care Quality</b>	80%	82%	81%	<b>-1.0</b>
<b>Rating of Personal Doctor</b>	NA	NA	89%	<b>NA</b>
<b>Rating of All Specialist</b>	NA	NA	91%	<b>NA</b>
<b>Rating of Drug Plan</b>	82%	86%	88%	<b>2.0</b>

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

<b>Composite Ratings</b>	<b>2015 Rate</b>	<b>2016 Rate</b>	<b>2017 Rate</b>	<b>% Point Change</b>
<b>Getting Appointments and Care Quickly</b>	68%	71%	71%	<b>0.0</b>
<b>Getting Needed Care</b>	NA	NA	81%	<b>NA</b>
<b>Doctors Who Communicate Well</b>	NA	NA	90%	<b>NA</b>
<b>Getting Needed Prescription Drugs</b>	NA	NA	91%	<b>NA</b>
<b>Customer Service</b>	84%	90%	90%	<b>0.0</b>
<b>Care Coordination</b>	87%	83%	87%	<b>4.0</b>

*\*Always + Usually*

<b>Questions That Indicate Higher Rate</b>	<b>2015 Rate</b>	<b>2016 Rate</b>	<b>2017 Rate</b>	<b>% Point Change</b>
Personal doctor usually or always listened carefully to you	NA	NA	89%	<b>NA</b>
Personal doctor usually or always spend enough time with you	NA	NA	87%	<b>NA</b>
Personal doctor usually or always showed respect for what you had to say	NA	NA	94%	<b>NA</b>
Forms from your health plan were usually or always easy to fill out	NA	NA	92%	<b>NA</b>
Customer service usually or always gave information you needed	67%	77%	83%	<b>6.0</b>
Customer service usually or always treated you with courtesy and respect	NA	NA	95%	<b>NA</b>
Usually or always ease to get the care, test or treatment you thought you needed	81%	81%	78%	<b>-3.0</b>

*\*Always + Usually*