



L.A. Care
HEALTH PLAN®

For All of L.A.

2018 CAHPS Adult Summary (Medi-Cal)				
Overall Ratings Asked	2016 Rate	2017 Rate	2018 Rate	% Point Change
Rating Of All Health Care	70.7%	66.7%	66.25%	-0.45
Rating Of Personal Doctor	81.2%	75.3%	80.16%	+4.86
Rating Of Specialist Seen Most Often	NA	NA	77.04%	NA
Rating Of Health Plan	73.2%	69.6%	73.99%	+4.39

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

Composite Ratings	2016 Rate	2017 Rate	2018 Rate	% Point Change
Getting Needed Care	76.3%	74.8%	76.79%	+1.99
Getting Care Quickly	75.7%	75.6%	72.05%	-3.55
How Well Doctors Communicate	87.9%	91.2%	88.45%	-2.75
Customer Service	NA	NA	87.53%	NA
Shared Decision Making	NA	NA	NA	NA

**Always + Usually*

Flu Vaccination	2016 Rate	2017 Rate	2018 Rate	% Point Change
Flu Vaccination Adults Ages 18-64	34.3%	37.5%	39.81%	+2.31

Questions	2016 Rate	2017 Rate	2018 Rate	% Point Change
Got check-up/routine appointment as soon as needed	71.35%	76.51%	72.25%	-4.26
Personal doctor usually or always listened carefully to you	89.3%	93.3%	84.95%	-8.35
Personal doctor usually or always spend enough time with you	81.3%	87.3%	87.38%	+0.08
Personal doctor usually or always showed respect for what you had to say	90.9%	93.3%	90.78%	-2.52
Forms from your health plan were usually or always easy to fill out	95.2%	93.3%	95.63%	+2.33
Customer service usually or always gave help you needed	NA	NA	81.48%	NA
Customer service usually or always treated you with courtesy and respect	NA	NA	93.58%	NA
Personal doctor asked which choice was best for you	NA	NA	NA	NA
Usually or always ease to get the care, test or treatment you needed	NA	76.5%	75.42%	-1.08

**Always + Usually*