



L.A. Care
HEALTH PLAN®

For All of L.A.

2018 CAHPS Child Summary (Medi-Cal)

Overall Ratings Asked	2016 Rate	2017 Rate	2018 Rate	% Point Change
Rating of All Health Care	82.5%	82.9%	84.13%	+1.23
Rating of Personal Doctor	85.9%	86.3%	86.73%	+0.43
Rating of Specialist Seen Most Often	NA	NA	NA	NA
Rating of Health Plan	82.8%	79.7%	82.97%	+3.27

**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	75.6%	78.5%	79.04%	+0.54
Getting Care Quickly	80.8%	82.5%	84.04%	+1.54
How Well Doctors Communicate	87.4%	89.6%	88.32%	-1.28
Customer Service	83.4%	83.4%	85.22%	+1.82
Shared Decision Making	NA	NA	NA	NA

**Always + Usually*

Questions	2016 Rate	2017 Rate	2018 Rate	% Point Change
Personal doctor usually or always showed respect for what you had to say	93.8%	92.3%	93.64%	+1.34
Got check-up/routine appointment as soon as needed	79.5%	78.6%	81.99%	+3.39
Personal doctor usually or always spend enough time with child	77.7%	84.1%	76.6%	-7.5
Personal doctor discussed reasons not to take a medication	NA	NA	NA	NA
Personal doctor usually or always listened carefully to you	91.0%	92.7%	94.04%	+1.34
Personal doctor usually or always explained things in a way that was easy for your child to understand	87.1%	89.3%	88.98%	-0.32
Usually or always ease to get the care, test or treatment you thought your child needed	80.9%	83.2%	81.03%	-2.17
Customer service usually or always gave help you needed	78.2%	74.8%	79.13%	+4.33
Customer service usually or always treated you with courtesy and respect	88.5%	92.0%	91.3%	-0.7
Forms from your child's health plan were usually or always easy to fill out	93.9%	94.5%	95.18%	+0.68

**Always + Usually*