



L.A. Care
HEALTH PLANSM

For All of L.A.

2019 CAHPS Child Summary (Medi-Cal)				
(2018 Measurement Year)				
Overall Ratings Asked	2017 Rate	2018 Rate	2019 Rate	% Point Change
Rating of All Health Care	82.90%	84.13%	82.26%	-1.87
Rating of Personal Doctor	86.30%	86.73%	84.23%	-2.50
Rating of Specialist Seen Most Often	NA	NA	NA	NA
Rating of Health Plan	79.7%	82.97%	86.65%	+3.68

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

Composite Ratings	2017 Rate	2018 Rate	2019 Rate	% Point Change
Getting Needed Care	78.50%	79.04%	83.91%	+4.87
Getting Care Quickly	82.50%	84.04%	80.37%	-3.67
How Well Doctors Communicate	89.60%	88.32%	88.91%	+0.59
Customer Service	83.40%	85.22%	86.45%	+1.23
Shared Decision Making	NA	NA	NA	NA

**Always + Usually*

Questions	2017 Rate	2018 Rate	2019 Rate	% Point Change
Personal doctor usually or always showed respect for what you had to say	92.30%	93.64%	94.37%	+0.73
Got check-up/routine appointment as soon as needed	78.60%	81.99%	76.92%	-5.07
Personal doctor usually or always spend enough time with child	84.10%	76.60%	82.30%	5.70
Personal doctor discussed reasons not to take a medication	NA	NA	NA	NA
Personal doctor usually or always listened carefully to you	92.7%	94.04%	90.14%	-3.90
Personal doctor usually or always explained things in a way that was easy for your child to understand	89.30%	88.98%	88.84%	-0.14
Usually or always ease to get the care, test or treatment you thought your child needed	83.20%	81.03%	82.11%	+1.08
Customer service usually or always gave help you needed	74.80%	79.13%	81.98%	+2.85
Customer service usually or always treated you with courtesy and respect	92.00%	91.30%	90.91%	-0.39
Forms from your child's health plan were usually or always easy to fill out	94.50%	95.18%	93.40%	-1.78

**Always + Usually*