



L.A. Care
HEALTH PLAN[®]

For All of L.A.

2019 CAHPS Adult Summary (Medi-Cal)

Overall Ratings Asked	2017 Rate	2018 Rate	2019 Rate	% Point Change
Rating Of All Health Care	66.70%	66.25%	71.84%	+5.59
Rating Of Personal Doctor	75.30%	80.16%	78.43%	-1.73
Rating Of Specialist Seen Most Often	NA	77.04%	75.22%	-1.82
Rating Of Health Plan	69.60%	73.99%	72.88%	--1.11

**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	74.80%	76.79%	76.62%	-0.17
Getting Care Quickly	75.60%	72.05%	76.78%	+4.73
How Well Doctors Communicate	91.20%	88.45%	89.08%	+0.63
Customer Service	NA	87.53%	NA	NA
Shared Decision Making	NA	NA	NA	NA

**Always + Usually*

Flu Vaccination	2017 Rate	2018 Rate	2019 Rate	% Point Change
Flu Vaccination Adults Ages 18-64	37.50%	39.81%	40.46%	+0.65

Questions	2017 Rate	2018 Rate	2019 Rate	% Point Change
Got check-up/routine appointment as soon as needed	76.51%	72.25%	70.59%	-1.66
Personal doctor usually or always listened carefully to you	93.30%	84.95%	90.12%	+5.17
Personal doctor usually or always spend enough time with you	87.30%	87.38%	84.88%	-2.50
Personal doctor usually or always showed respect for what you had to say	93.30%	90.78%	92.94%	+2.16
Forms from your health plan were usually or always easy to fill out	93.30%	95.63%	95.76%	+0.13
Customer service usually or always gave help you needed	NA	81.48%	NA	NA
Customer service usually or always treated you with courtesy and respect	NA	93.58%	NA	NA
Usually or always ease to get the care, test or treatment you needed	76.50%	75.42%	79.90%	+4.48

**Always + Usually*