



L.A. Care
HEALTH PLAN®

For All of L.A.

2024 CAHPS Child Summary (Medi-Cal)				
(2023 Measurement Year)				
Overall Ratings Asked	2022 Rate	2023 Rate	2024 Rate	% Point Change
Rating of All Health Care	84.73%	85.61%	81.76%	-3.85
Rating of Personal Doctor	87.55%	87.87%	87.27%	-0.60
Rating of Specialist Seen Most Often	88.89%	87.50%	86.93%	-0.57
Rating of Health Plan	87.32%	84.50%	84.76%	+0.26

**Rates are based from those who answered with a rating of 8, 9, or 10 on a 0-10 scale*

Composite Ratings	2022 Rate	2023 Rate	2024 Rate	% Point Change
Getting Care Quickly	80.29%	75.99%	76.97%	+0.98
Getting Needed Care	82.31%	79.52%	76.24%	-3.28
How Well Doctors Communicate	90.56%	89.97%	88.41%	-1.56
Customer Service	86.90%	89.98%	83.84%	-6.14

**Always + Usually*

Questions	2022 Rate	2023 Rate	2024 Rate	% Point Change
Got check-up/routine appointment as soon as needed	75.20%	74.70%	74.23%	-0.47
Personal doctor showed respect for what you had to say	95.31%	94.83%	94.14%	-0.69
Personal doctor spend enough time with child	83.09%	82.34%	81.28%	-1.06
Personal doctor listened carefully to you	92.33%	93.04%	90.19%	-2.85
Personal doctor explained things in a way that was easy to understand	91.52%	89.66%	88.03%	-1.63
Easy to get the care, test or treatment your child needed	84.10%	83.50%	81.13%	-2.37
Customer service provided help you needed	80.33%	86.00%	77.78%	-8.22
Customer service treated you with courtesy and respect	93.48%	93.97%	89.91%	-4.06

**Always + Usually*