



L.A. Care  
HEALTH PLAN®

For All of L.A.

# TTECAC Meeting Presentations

March 13, 2024



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# Equity Council Steering Committee

## Update

### to the Executive Community Advisory Council



Alex Li, MD

March 13, 2024



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# Discussion

## Brief Update:

- L.A. Care's Equity Effort
  - Organizational and Operating Structure
  - Health Equity Assessment Tool
- Provider Pictures (and Language) on the Provider Directory

## Questions for the Executive Community Advisory Committee:

- Feedback with (where and how to engage with) various L.A. Care Community Advisory Committees?
  - Example:



# Equity Councils, Health Equity Departments (and L.A. Care)

## L.A. Care Equity Councils

- Created to formally designate equity and social justice as an enterprise-wide priority.
  - Equity Council Steering Committee
    - L.A. Care Team Council
    - Member Council Equity Council Steering Committee
    - Member Equity Council
    - Consumer Health Equity Council

## L.A. Care Health Equity Department

- Created to engage with stakeholders (internal and external) and implement health equity and disparities mitigation plan, L.A. Care Vision 2024 and other programs
  - Chief Health Equity Officer, Program Managers (interface with internal and external stakeholders)
  - Field Specialist and Community Liaisons (engage with community based organizations, public agencies and community stakeholders)
  - Data analysts



# Health Equity Impact Assessment Tool

## Purpose of the Tool

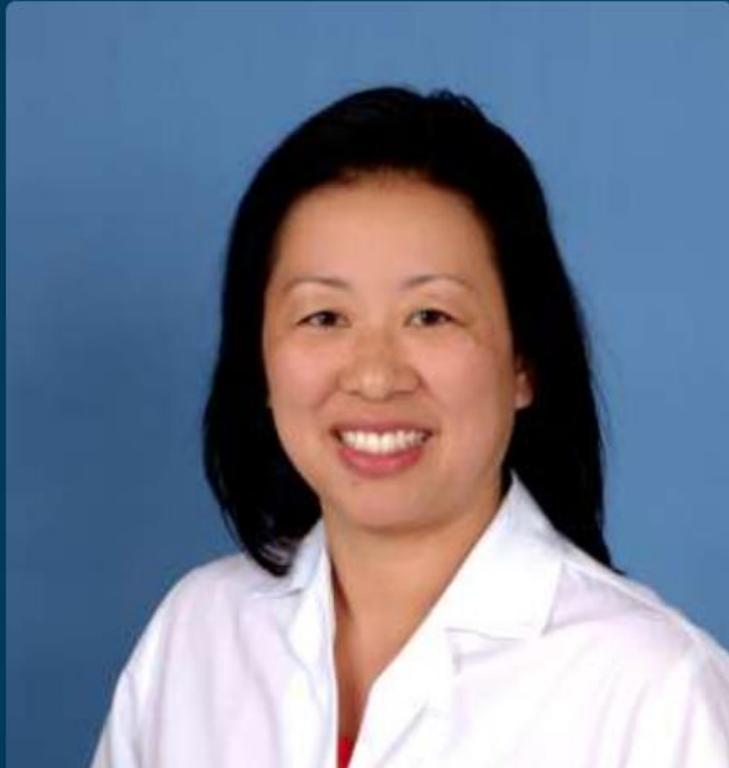
- Think thoughtfully about how we structure our programs at L.A. Care with the goal to improve access to services in a more equitable way (Health Equity Zone 4 in the 2023-25 L.A. Care Health Equity and Disparities Mitigation Plan).
- Help us as an organization assess the effects of your project or program on our members and providers.

## Sample Questions:

- Has the project owner or team identified the target population(s) that this project may impact and established the desired outcomes?
- Have you sought feedback or input from community members or key informants during your planning?



# Project Health (Provider Directory) Example



● Accepting new patients

## Alice A. Kuo, MD

Pediatrics | Internal Medicine

**Santa Monica 16th Street Internal Medicine & Pediatrics**  
**1245 16th Street, Suite 125, Santa Monica, CA 90404**

📞 310-315-8900

+2 more locations



# Project Health (Provider Directory)

OVERALL PROJECT HEALTH	ON TRACK
KEY ASSUMPTIONS	<ul style="list-style-type: none"><li>• Pilot with one PPG</li><li>• Collect PCP photos only</li><li>• Target 11/2024 launch ahead of LAC Open Enrollment</li><li>• PCPs can opt-in or opt-out of uploading a photo</li><li>• Process of uploading photos to be included in annual PCP onboarding and Provider Manual</li><li>• PCP photos will be verified on an ongoing annual basis</li><li>• A secure online portal will be built to allow PCPs to upload their images and consent forms</li></ul>

Next steps: Get feedback from Consumer Health Equity Council and ?ECAC and RCACs Members?



# Example of Where the Feedback and Tracking of the DHCS Diversity, Equity and Inclusion Training Program

## Quality Improvement & Health Equity Committee (QIHEC) Meeting Minutes – November 21, 2023

<b>Voting Members:</b>		
<b><u>L.A. Care:</u></b>		
<input checked="" type="checkbox"/> Aguilar, Felix, MD, MPH, FM Med (Co-Chair)*	<input type="checkbox"/> Chuch, Christine, RN	<input checked="" type="checkbox"/> Nelson, Tara, RN, BSN*
<input checked="" type="checkbox"/> Acosta, Marina, MPH*	<input type="checkbox"/> Crandall, Demetra, MPH, RN	<input checked="" type="checkbox"/> Phan, Ann, PharmD*
<input type="checkbox"/> Baird, Thomas	<input checked="" type="checkbox"/> Kosyan, Rose*	<input checked="" type="checkbox"/> Sadocchi-Smith, Elaine, FNP, MPH*
<input type="checkbox"/> Brodsky, Michael MD, Psychiatrist	<input type="checkbox"/> Frost, Kelly	<input checked="" type="checkbox"/> Santana, Betsy, MPH*
<input checked="" type="checkbox"/> Burns, Kevin, MD, FM and Preventive Med*	<input checked="" type="checkbox"/> Li, Alex, MD (Co-Chair)*	<input checked="" type="checkbox"/> Sheen, Edward, MD *
<input type="checkbox"/> Calhoun, Karl	<input type="checkbox"/> Lopez, Priscilla, MPH	<input checked="" type="checkbox"/> Smart-Sanchez, Joycelyn*
<input checked="" type="checkbox"/> Casias, Maria, MPH, RN*	<input checked="" type="checkbox"/> Lugo, Maria*	<input checked="" type="checkbox"/> Stone, Susan, MD, Emergency Medicine*
<input type="checkbox"/> Chang, Steven, LCSW, CCM	<input checked="" type="checkbox"/> Mechsner, Cathy, MBA*	<input checked="" type="checkbox"/> Theba, Humaira, MPH*
	<input type="checkbox"/> Mendez, Thomas	<input type="checkbox"/> Wanyo, Melissa
<b><u>Anthem Blue Cross:</u></b>		
<input type="checkbox"/> Ali, Kimberly, MPP	<b><u>DHS:</u></b>	
<input checked="" type="checkbox"/> Talavera, Mark, MD – Pulmonary and InterMed*	<input checked="" type="checkbox"/> Guillen, Elvia RN*	<b><u>John Wesley Community Health:</u></b>
<input checked="" type="checkbox"/> Garcia, Laurie*	<input checked="" type="checkbox"/> Mendoza, Susan, MD - Internal Med/Nephrol*	<input type="checkbox"/> Gregerson, Paul, MD, MBA
<input type="checkbox"/> Lam, Darin	<b><u>Kids and Teens Medical:</u></b>	
<input type="checkbox"/> Lee, Irene	<input type="checkbox"/> De Silva, Janesri, MD – Pediatrics	<b><u>South Central Family Health Center:</u></b>
<input checked="" type="checkbox"/> Lopez, Ambrocia*	<b><u>MLK Community Medical Group:</u></b>	
<b><u>Blue Shield of California:</u></b>		
<input type="checkbox"/> Iniguez, Faby	<input checked="" type="checkbox"/> Meehan, Patrick, MD – Family Medicine*	<input type="checkbox"/> Brown, Helena
<input checked="" type="checkbox"/> Martinez, Valerie, DrPH(c), MPH*	<b><u>MedPOINT Management:</u></b>	
<input type="checkbox"/> Martinez, Vince	<input checked="" type="checkbox"/> Powell, Rick, MD – Internal Med*	<input checked="" type="checkbox"/> Hakim, Mina, MD – Pediatrics*
<input type="checkbox"/> Milano, Marilyn	<input type="checkbox"/> Dhawan, Rahul, MD – InterMed/ Nephrol. Bella Vista Medical Group IPA	<input checked="" type="checkbox"/> Neuman, Gracie, MD- Internal Medicine*
<input type="checkbox"/> Nguyen, Christine	<b><u>Northeast Valley Health Corp.:</u></b>	
<input checked="" type="checkbox"/> Sharma, Manisha, MD, FAAFP – Family Medicine*	<input type="checkbox"/> Park, Christine MD, MPH – Pediatrics	<input type="checkbox"/> Veloz, Richard
<input type="checkbox"/> Shue, Amanda, MPP	<b><u>Prime Health Medical Group:</u></b>	
<b><u>Kaiser:</u></b>		
<input type="checkbox"/> Sonthalia, Deepak, MD – Anesthesiologist	<input type="checkbox"/> Khalatian, Maria, MD – Pediatrics	<b><u>Family Care Specialists:</u></b>
<b><u>AltaMed:</u></b>		
<input checked="" type="checkbox"/> Sandhir, Bihu, MD - Internal Medicine*	<input type="checkbox"/> Hiromura, Chris, MD - Family Practice	
<b><u>*Via phone</u></b>		
<b><u>Private Practice:</u></b>		
<input checked="" type="checkbox"/> Afuape, Oluyemisi, MD – Pediatrics*		
<input type="checkbox"/> Brooks, Oliver MD – Pediatrics		
<input type="checkbox"/> Vashistha, Krishan, MD – Pediatrics		
<b><u>L.A. Care Member:</u></b>		
<input checked="" type="checkbox"/> McClain, Deaka*		
<input type="checkbox"/> Perez, Hilda		
<input checked="" type="checkbox"/> Vazquez, Fatima*		



# Questions?

Feedback with (where and how to engage with) various Community Advisory Committees?

- Executive Community Advisory Council
  - Regional Community Advisory Council
- Consumer Health Equity Council
- Health Promoters Program
- Quality Improvement and Health Equity Committee
- Other Venues?



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# COMMUNITY HEALTH INVESTMENT FUND

# Accessible Equipment Fund

## 2023-24



Temporary Transitional Executive Committee Advisory Council  
Shavonda Webber-Christmas, Director, Community Benefits  
March 13, 2024



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# Community Benefits

## Community Health Investment Fund

- L.A. Care Board of Governors established the Community Health Investment Fund (CHIF) in 2000 to support specific community health care programs.
- Grant awards improve clinics' workforce and infrastructure, access to care, and health outcomes for members.
- Awards help stabilize social determinants like food, housing and income security.
- As of October 1, 2023, the CHIF Program has supported nearly 1000 projects and invested more than \$138 million in organizations caring for under-resourced communities.

# Community Benefits

## PRP, HHIP & SCOPE

- Since 2018, Community Benefits has awarded Provider Recruitment Program grants on behalf of the Elevating the Safety Net Initiative. PRP has invested \$24M to hire 185 providers since 2018.
- In 2023, Community Benefits began awarding capacity building investment through the Housing & Homelessness Incentive Program (HHIP) to improve equity in housing placement and health care coordination for people experiencing homelessness.
- The department now oversees the Strengthening Clinical Operations and Patient Experience (SCOPE) Fund which broadly impacts healthcare systems, through advocacy, policy, and training.

# Accessible Equipment Fund Background

## New CHIF Grant Initiative for 2023-24

- On October 5, 2023, the L.A. Care Board of Governors approved a motion from the Temporary Transitional Executive Community Advisory Council to increase access for differently abled individuals and to make funds available for providers to obtain accessible exam tables.
- Community Benefits developed the Accessible Equipment Fund to meet the motion. It provides L.A. Care contracted clinics accessible exam tables and scales and increases access to care.
- Allocated up to \$450,000 from CHIF to fund approximately 45-50 items.
- Request for Applications will be released this Spring.

# Accessible Equipment Fund

## Two Accessible Exam Tables Offered

- [Midmark 626](#)

[MM-Video](#)



- [UpScale 450](#)

[US-LINK](#)



# Accessible Equipment Fund

## Three Accessible Scales Offered

- [ALCO 340138](#)



- [ALCO 70540](#)



- [ALCO 52300](#)



# Accessible Equipment Fund

## Application Criteria and Submission Process

- Community clinics (FQHC/501c3) and private providers contracted with L.A. Care in good standing
- Serve high proportion of Seniors and People with Disabilities (SPD) and other differently abled individuals
- Have or be able to obtain a compatible EHR system to transfer blood pressure, weight, and other vitals into medical records
- Strong justification why equipment is needed and how it will be used

# Accessible Equipment Fund

## Application Criteria and Submission Process

- Applications will be accepted online with continuous submissions through August 31, 2024
- Applicants may request up to \$15,000 in equipment.
- Awards will be announced for approved clinics within 60 days of application month
- L.A. Care vendors will deliver equipment using white glove delivery service, which includes set up at the clinic site





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# CG-CAHPS Member Survey



Presented by Henock Solomon, MPH  
Population Health Senior Manager, Incentives



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# Agenda

1. Importance of Member Experience Surveys
2. What is CAHPS?
3. Survey Process
4. Example Survey Materials
5. Results & Reports L.A. Care Sends to Doctors



# Patient Experience

“Patient experience encompasses the range of interactions that patients have with the health care system, including their care from health plans, and from doctors, nurses, and staff in hospitals, physician practices, and other health care facilities.”

- [Agency for Healthcare Research & Quality](#)



# Why Does Your Experience Matter?

- **We want to exceed your expectations**
  - Your preferences, needs and values are important
- **Your responses to surveys help us serve you better**
  - Make your voices heard!
  - Improving quality of care and service
- **Positive experiences lead to better outcomes**
  - More likely to continue with the same provider
  - More likely to come back to the doctor's office
  - More likely to be proactive with your health and value recommendations
  - Better health outcomes!!!



# What is CAHPS?

- **CAHPS** = “Consumer Assessment of Health Care Providers & Systems” (aka a survey)
  - It’s a tool we use to get your views on the services L.A. Care and it’s providers are delivering to you.
  - It looks at things that patients value highly like:
    - Getting timely appointments
    - Easy access to information
    - Friendly office staff
    - Good communication with health care providers



# Improving CAHPS is a Top Priority

## Consumer Assessment of Healthcare Providers & Systems

- CAHPS mostly reflects experiences at the point of service
- CAHPS scores have a significant impact on NCQA accreditation and health plan ratings
- CAHPS allows healthcare members to make informed decisions when selecting providers and health plans
- Survey is used by L.A. Care for provider incentive programs



# CG-CAHPS

## Clinician & Group-Consumer Assessment of Healthcare Providers & Systems

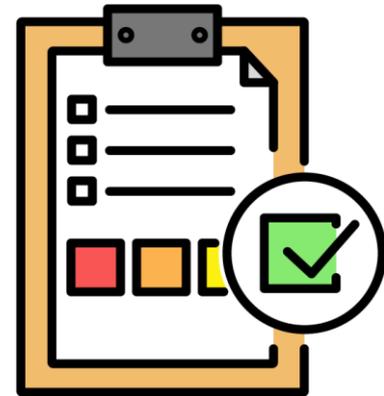
- **How does CG-CAHPS differ from regular CAHPS?**
  - Sampled at Physician, Clinic & IPA levels, not health plan overall
  - Samples only patients, not members that didn't have a visit
  - Much larger sample size
- **Why do we conduct CG-CAHPS?**
  - Measurement at the provider level is more actionable
- **Who is CG-CAHPS for?**
  - **Medi-Cal patients**, there are other cahps surveys we do for Medicare and Covered California members.
- **How often is CG-CAHPS conducted?**
  - Adult and Child survey versions are conducted annually!



# How We Conduct the Survey

We work with a vendor named “The Center for the Study of Services”

- **Fielding timing**
  - Usually between December and March
  - Survey asks how was your visit(s) during the last year
- **Paper Mailing**
  - Two survey mailings sent in English & Spanish
  - Reminder postcard
- **Website**
  - Survey can be completed in up to 11 languages online
  - Mailed letter includes a QR code and link to get to the website
- **Phone Calls**
  - Follow-up calls to those who did not respond to the mail survey (up to 9 attempts)
- **Texting (NEW FOR MY 2023!)**



# Example letter

Center for the Study of Services  
PO Box 3416  
Hopkins, MN 55343



<pat\_name>  
<address1>  
<address2>  
<city>, <state> <zip>-<zip4>



Take the  
survey using  
this QR code.

Dear <pat\_name>,

**We need your help! Tell us about the quality of health care and services you receive. Your feedback will help us improve the health care that you get.**

Enclosed is a survey that asks about your visits with the doctor named in the box below. We hope you will take this chance to tell us about your health care. This should take less than 20 minutes. You can fill out the enclosed survey and return by mail. If you prefer, you can take it online using the website and code listed in the box below. You also can take the survey online by using the camera on your phone or tablet. Scan the QR code located in the top right corner of this letter.

**Survey on your experiences with:**  
<DOC\_NAME\_F>  
<GRP\_F >  
**Website: [www.cssresearch.org/LASurvey](http://www.cssresearch.org/LASurvey) Code: <Web\_ID>**

We hired Center for the Study of Services (CSS) to collect the surveys. CSS is an independent vendor. The survey answers will tell us about the quality of health care and services that your doctors and clinic staff are giving to patients.

You can choose to answer or not. It will not affect the health care you get.

Your information will be kept **completely private**. Only survey staff at CSS and L.A. Care will see your survey. Your name won't be seen by your doctor or anyone else at the clinic.

By getting responses from as many people as possible, we can do more to improve the quality of the health care that you get. If you have any questions about this survey, please call CSS at 1-866-966-3021. All calls to this phone number are free. Thank you for your help in making health care better for everyone!

Sincerely,

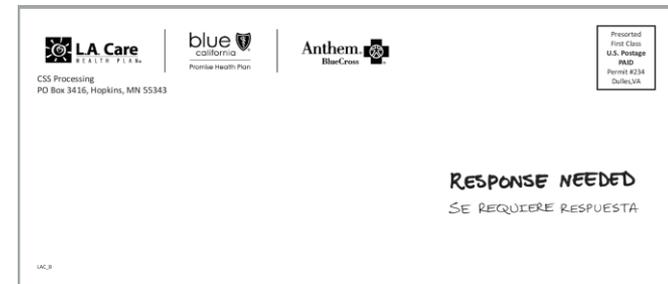
Sameer Amin, MD  
Chief Medical Officer

**ENCUESTA DISPONIBLE EN ESPAÑOL. VER DEL OTRO LADO**

ML0780

**It's confidential!**

**We DO NOT disclose  
who is responding  
to the survey**



# Example Survey

LA3E22

## EXPERIENCES WITH YOUR CHILD'S PROVIDER SURVEY

### YOUR CHILD'S PROVIDER

1. Our records show that your child got care in person, by phone, or by video from the provider named below in the last 12 months.

Is that right?

- Yes  
 No → *If No, go to Question 36*

The questions in this survey will refer to the provider named in Question 1 as "this provider." Please think of that person as you answer the survey.

2. Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt?
- Yes  
 No
3. How long has your child been going to this provider?
- Less than 6 months  
 At least 6 months but less than 1 year  
 At least 1 year but less than 3 years  
 At least 3 years but less than 5 years  
 5 years or more

### YOUR CHILD'S CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

These questions ask about your child's health care. This includes care your child got in person, by phone, or by video. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 12 months, how many times did your child have an in-person, phone, or video visit with this provider for care?
- None → *If None, go to Question 36*  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times
5. In the last 12 months, did you contact this provider's office to get an appointment for your child for an illness, injury, or condition that needed care right away?
- Yes  
 No → *If No, go to Question 7*

6. In the last 12 months, when you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?
- Never  
 Sometimes  
 Usually  
 Always
7. In the last 12 months, did you make any appointments for a check-up or routine care for your child with this provider?
- Yes  
 No → *If No, go to Question 9*
8. In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?
- Never  
 Sometimes  
 Usually  
 Always
9. In the last 12 months, did you contact this provider's office with a medical question about your child during regular office hours?
- Yes  
 No → *If No, go to Question 11*
10. In the last 12 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
- Never  
 Sometimes  
 Usually  
 Always
11. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?
- Never  
 Sometimes  
 Usually  
 Always

### MANAGING YOUR CHILD'S CARE

12. In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?
- Never  
 Sometimes  
 Usually  
 Always

# Sample Counts and Response Rates

Survey Type	Sample	Mail Returns	Web Returns	Phone Returns	Total Returns	Return Rate
Adult	80,461	8,942	3,748	7,005	19,695	24.5%
Child	72,757	4,497	4,854	8,805	18,156	25.0%
<b>Total</b>	<b>153,218</b>	<b>13,439</b>	<b>8,602</b>	<b>15,810</b>	<b>37,851</b>	<b>24.70%</b>



# CG-CAHPS Measures

<b>Provider Rating</b>	<b>Health Care Rating</b>
<b>Getting Timely Appointments</b>	<b>Health Plan Rating</b>
<b>Communication with Patients</b>	<b>Getting Needed Care</b>
<b>Helpful, Courteous, &amp; Respectful Office Staff</b>	<b>Health Promotion</b>
<b>Coordination of Care</b>	<b>Supplemental Questions</b>



# CG-CAHPS Reports Sent to Providers

## 1. Summary

- Color-coded, provides key takeaways
- Trending

## 2. Banner Tables

- 150+ pages of cross-tabulations

## 3. Full Report

- Key Driver Analysis

## 4. Open Ended

- Member written responses



# Summary Report – Score Comparisons

Percentile key:

0-25th

25th-50th

50-75th

75th-100th

2022 Results			Trending		Projectwide Results	
Your Score	Number of Responses	Percentile <sup>†</sup>	2021 Score	2022 Change in Score	PPG Average	90th Percentile
63.8%	293	58	62.7%	1.1%	64.0%	71.6%
<b>64.2%</b>	<b>154</b>	<b>64</b>	<b>59.0%</b>	<b>5.2%</b>	<b>62.3%</b>	<b>75.4%</b>
64.0%	139	26	67.8%	-3.8%	66.6%	73.1%
<b>63.8%</b>	<b>287</b>	<b>48</b>	<b>62.7%</b>	<b>1.1%</b>	<b>64.9%</b>	<b>71.6%</b>



# General Key Findings

## Adult - 2022 VIIP+P4P CG-CAHPS Two Year Trending Results (All L.A. Care)

Composite or Question	2022 Adjusted Score	2021 Adjusted Score	Change in Score from 2021*
<b>Overall Ratings of Care</b>			
Overall rating of provider	64.0%	64.2%	-0.2%
<b>Overall rating of provider - Primary Care†</b>	<b>62.3%</b>	<b>62.6%</b>	<b>-0.3%</b>
Overall rating of provider - Specialists	66.6%	66.4%	0.1%
<b>Overall rating of all health care†</b>	<b>64.9%</b>	<b>63.4%</b>	<b>1.5%</b>
<b>Timely Care and Service</b>			
<b>Composite Score</b>	<b>49.5%</b>	<b>50.4%</b>	<b>-1.0%</b>
Appointment for care needed right away	47.5%	48.8%	-1.3%
Appointment for routine care	51.6%	52.7%	-1.1%
Same day response to phone question	49.5%	50.2%	-0.6%
<b>Composite Score - Primary Care††</b>	<b>48.0%</b>	<b>48.0%</b>	<b>-0.1%</b>
Appointment for care needed right away - Primary Care	46.9%	47.0%	-0.1%
Appointment for routine care - Primary Care	49.8%	50.2%	-0.4%
Same day response to phone question - Primary Care	48.3%	48.0%	0.3%
<b>Getting Needed Care</b>			
<b>Composite Score††</b>	<b>54.6%</b>	<b>53.4%</b>	<b>1.2%</b>
Easy to get care, tests, or treatment	59.4%	58.1%	1.3%
Specialist appointment as soon as needed	48.1%	47.9%	0.3%
<b>Doctor-Patient Interactions</b>			
<b>Composite Score</b>	<b>68.2%</b>	<b>68.9%</b>	<b>-0.7%</b>
Provider explanations understandable	67.8%	68.1%	-0.3%
Provider listens carefully	70.3%	70.8%	-0.5%
Provider shows respect	75.7%	76.0%	-0.4%
Provider spends enough time	59.5%	61.0%	-1.4%
<b>Coordination of Care</b>			
<b>Composite Score†</b>	<b>53.4%</b>	<b>54.2%</b>	<b>-0.8%</b>
Provider knows medical history	61.3%	62.3%	-1.0%
Follow-up on test results provided	54.4%	54.7%	-0.3%
Discussed all prescription medicines	44.2%	45.3%	-1.1%

### • Highlights

- Overall Ratings of All Healthcare increased by 1.5% from the previous year.
- Composite Score for Getting Needed Care increased by 1.2% from the previous year.
- Most of the other remaining composites declined/stayed stable from the previous year.



# General Key Findings

## Adult - 2022 VIIP+P4P CG-CAHPS Two Year Trending Results (All L.A. Care)

Composite or Question	2022 Adjusted Score	2021 Adjusted Score	Change in Score from 2021*
<b>Office Staff</b>			
<b>Composite Score†</b>	<b>64.4%</b>	<b>65.0%</b>	<b>-0.6%</b>
Office staff were helpful	58.4%	58.3%	0.1%
Office staff were respectful	70.3%	71.7%	-1.4%
<b>Health Promotion</b>			
<b>Composite Score</b>	<b>42.1%</b>	<b>42.4%</b>	<b>-0.2%</b>
Provider discussed eating habits	42.9%	42.8%	0.0%
Provider discussed exercise	41.4%	42.0%	-0.5%
<b>CG-CAHPS Supplemental Items</b>			
Visit started within 15 minutes of appointment	31.3%	30.2%	1.1%
Discussed goals for health	57.6%	55.3%	2.3%
Discussed challenges with taking care of health	41.6%	38.8%	2.8%
Provider informed and up-to-date	49.9%	50.2%	-0.3%
<b>L.A. Care Additional Items</b>			
Able to get an interpreter to talk with providers	43.0%	43.2%	-0.2%
Overall rating of health plan	64.0%	63.2%	0.8%
Flu vaccinations for adults	52.6%	53.8%	-1.2%
Advising smokers and tobacco users to quit	40.5%	43.9%	-3.4%
Discussing cessation medications	20.9%	20.6%	0.3%
Discussing cessation strategies	16.9%	18.5%	-1.6%
Provider treated unfairly because of race or ethnicity	90.8%	NA	NA
Provider treated unfairly because of language barrier	91.5%	NA	NA
Overall trust in doctor	70.7%	NA	NA

### • Highlights

- Under CG-CAHPS Supplemental Items, Discussed Goals for Health and Discussed Challenges with Taking Care of Health improved significantly from the previous year.



# General Key Findings

## Child - 2022 VIIP+P4P CG-CAHPS Two Year Trending Results (All L.A. Care)

Composite or Question	2022 Adjusted Score	2021 Adjusted Score	Change in Score from 2021*
<b>Overall Ratings of Care</b>			
Overall rating of provider	67.5%	70.3%	-2.7%
<b>Overall rating of provider - Primary Care†</b>	<b>67.9%</b>	<b>70.3%</b>	<b>-2.4%</b>
Overall rating of provider - Specialists	65.9%	69.9%	-4.0%
<b>Overall rating of all health care†</b>	<b>74.1%</b>	<b>73.7%</b>	<b>0.4%</b>
<b>Timely Care and Service</b>			
<b>Composite Score</b>	<b>53.9%</b>	<b>58.0%</b>	<b>-4.0%</b>
Appointment for care needed right away	52.1%	56.2%	-4.1%
Appointment for routine care	54.9%	58.7%	-3.8%
Same day response to phone question	56.8%	60.8%	-4.0%
<b>Composite Score - Primary Care††</b>	<b>54.6%</b>	<b>58.5%</b>	<b>-3.9%</b>
Appointment for care needed right away - Primary Care	52.4%	56.5%	-4.1%
Appointment for routine care - Primary Care	55.7%	59.2%	-3.5%
Same day response to phone question - Primary Care	57.5%	61.2%	-3.7%
<b>Getting Needed Care</b>			
<b>Composite Score††</b>	<b>53.5%</b>	<b>54.4%</b>	<b>-0.9%</b>
Easy to get care, tests, or treatment	57.0%	58.1%	-1.1%
Specialist appointment as soon as needed	47.2%	48.8%	-1.6%
<b>Doctor-Patient Interactions</b>			
<b>Composite Score</b>	<b>70.4%</b>	<b>72.3%</b>	<b>-1.9%</b>
Provider explanations understandable	70.2%	71.8%	-1.6%
Provider listens carefully	72.9%	74.6%	-1.7%
Provider shows respect	78.7%	80.4%	-1.6%
Provider spends enough time	59.9%	62.3%	-2.4%
<b>Coordination of Care</b>			
<b>Composite Score</b>	<b>60.7%</b>	<b>62.1%</b>	<b>-1.4%</b>
Provider knows medical history	64.5%	66.3%	-1.9%
Follow-up on test results provided	55.0%	54.6%	0.4%

### • Highlights

- Overall Rating of All Health Care had a slight increase from the previous year.
- For the most part, there was a significant decline within most composite scores.



# General Key Findings

## Child - 2022 VIIP+P4P CG-CAHPS Two Year Trending Results (All L.A. Care)

Composite or Question	2022 Adjusted Score	2021 Adjusted Score	Change in Score from 2021*
<b>Office Staff</b>			
<b>Composite Score†</b>	<b>62.6%</b>	<b>65.3%</b>	<b>-2.7%</b>
Office staff were helpful	56.6%	60.1%	-3.6%
Office staff were respectful	68.6%	70.6%	-2.0%
<b>Child Development</b>			
<b>Composite Score</b>	<b>61.7%</b>	<b>58.1%</b>	<b>3.6%</b>
Provider discussed child's moods and emotions	51.6%	46.8%	4.8%
Provider discussed child's growth	71.9%	68.8%	3.1%
Provider discussed child's behavior	63.6%	59.8%	3.8%
Provider discussed child getting along with others	60.1%	57.2%	2.9%
<b>Health Promotion</b>			
<b>Composite Score</b>	<b>69.4%</b>	<b>67.2%</b>	<b>2.2%</b>
Provider discussed injury prevention	60.1%	57.1%	3.0%
Provider discussed eating habits	76.5%	73.8%	2.8%
Provider discussed exercise	71.7%	70.8%	0.9%
<b>L.A. Care Additional Items</b>			
Visit started within 15 minutes of appointment	29.4%	30.6%	-1.2%
Provider informed and up-to-date	50.1%	55.0%	-5.0%
Discussed all prescription medicines	52.9%	54.2%	-1.3%
Able to get an interpreter to talk with providers	54.9%	54.3%	0.6%
Overall rating of health plan	75.2%	74.9%	0.3%
Provider treated unfairly because of race or ethnicity	91.7%	NA	NA
Provider treated unfairly because of language barrier	92.1%	NA	NA
Overall trust in doctor	73.9%	NA	NA

### • Highlights

- There was a significant increase in Child Development and Health Promotion from the previous year.
- Office Staff had a significant decline from the previous year.



# New Questions on Health Equity

- **Three Health Equity questions were added to the CG-CAHPS survey:**
  - In the last 12 months, how often have you been treated unfairly at the provider's office because of your race or ethnicity?
  - In the last 12 months, how often were you treated unfairly at this provider's office because you did not speak English very well?
  - Using any number from 0-10, where 0 means that you do not trust this provider at all and 10 means that you trust this provider completely, what number would you use to rate how much you trust this provider?



# Adult Project Wide Demographic Data

Highlight: Hispanic ethnicity had higher percentages of feeling like they were treated unfairly due to race or ethnicity (i.e. 7.3% vs. ~4%)

Q28: In the last 12 months, how often have you been treated unfairly at this provider's office because of your race or ethnicity?

Base: All respondents

	2022 Project-wide Adult Average	2021 Project-wide Adult Average	2020 Project-wide Adult Average	Ethnicity				
				White	Hispanic	Black	Asian	Other
				A	B	C	Q	R
Number in sample	8,342	---	---	1,589	4,026	643	980	1,104
Number missing or multiple answer	479	---	---	116	224	39	38	62
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,863 94.3%	---	---	1,473 92.7%	3,802 94.4%	604 93.9%	942 96.1%	1,042 94.4%
Never	7,136 90.8%	---	---	1,356 92.1%	3,389 89.1%	561 92.9%	871 92.5%	959 92.0%
Sometimes	269 3.4%	---	---	45 3.1%	136 3.6%	16 2.6%	32 3.4%	40 3.8%
Usually	135 1.7%	---	---	17 1.2%	81 2.1%	6 1.0%	19 2.0%	12 1.2%
Always	323 4.1%	---	---	55 3.7%	196 5.2%	21 3.5%	20 2.1%	31 3.0%
Significantly different from column:*				RT	QTU		QR	R
Usually or Always	458 5.8%	---	---	72 4.9%	277 7.3%	27 4.5%	39 4.1%	43 4.1%
Significantly different from column:*				R	QSTU	R	R	R
Never or Sometimes	7,405 94.2%	---	---	1,401 95.1%	3,525 92.7%	577 95.5%	903 95.9%	999 95.9%
Significantly different from column:*				R	QSTU	R	R	R



# Adult Project Wide Demographic Data

Highlight: Armenian language had higher percentages of trusting their provider completely (i.e. 70.6% vs. 47.3%-58.8%)

Q30: Using any number from 0-10, where 0 means that you do not trust this provider at all and 10 means that you trust this provider completely, what number would you use to rate how much you trust this provider?

	2022 Project-wide Adult Average	2021 Project-wide Adult Average	2020 Project-wide Adult Average	Language				
				English	Spanish	Asian	Armenian	Other
				A	B	C	L	M
Number in sample	8,342	---	---	4,510	3,116	341	200	175
Number missing or multiple answer	490	---	---	285	163	9	23	10
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,852 94.1%	---	---	4,225 93.7%	2,953 94.8%	332 97.4%	177 88.5%	165 94.3%
0 Do not trust this provider at all	119 1.5%	---	---	92 2.2%	23 0.8%	2 0.6%	0 0.0%	2 1.2%
1	47 0.6%	---	---	30 0.7%	14 0.5%	2 0.6%	0 0.0%	1 0.6%
9	1,196 15.2%	---	---	590 14.0%	508 17.2%	66 19.9%	14 7.9%	18 10.9%
10 Trust this provider completely	4,354 55.5%	---	---	2,385 56.4%	1,590 53.8%	157 47.3%	125 70.6%	97 58.8%



# Example Open Ended Responses

- Not so great:
  - “The main thing that can be improved is their answering service; because it is really hard to call in to make an appointment.”
  - “Maybe pay more attention, they all seem very busy stressed rushed and not attentive to details. They are very kind but also just seem disconnected from patients. The wait is too long in person and on the phone its quicker.”



# Example Open Ended Responses

- Great

- “Keep having good customer service and good doctors that really care about the kids health. I love this clinic. The best”
- “Dr. ... is one of the most amazing Doctors that I've had. I constantly recommend him to others. He truly cares for his patients and has an excellent bedside manner and impeccable ethics. He always explained things clearly and just overall joyful disposition! For the most part, the nurses that work with him are excellent as well. There was only one nurse that I didn't have a great experience with but all other times I visited his office it was great. Dr. ... more times than none is always on time and I always was seen on time.”



# Provider Resources for Improvement

- Action Plans
  - Member Experience Focused
- Provider Trainings
  - One-on-one, large group
- Printable Resources

**10 WAYS**  
to Improve Patient Experience and Satisfaction

L.A. Care wants to help you improve patient satisfaction. Value-based payments are well underway and patient satisfaction is more important than ever. Patient satisfaction may impact your Pay-for-Performance payouts and, more importantly, improve health outcomes. Use these tips to maximize your award.

**INCREASE PATIENT SATISFACTION BY IMPLEMENTING THESE IMPORTANT TIPS INTO YOUR PRACTICE.**

**RESPECT AND COMMUNICATION IS KEY**

- Greet your patient by name and introduce yourself
- Give an accurate time expectation for waiting to be seen and how long the visit may take
- Explain procedures step-by-step, why the service is important, and how to ask additional questions
- Use the "teach back" method to ensure patients understand what you are saying
- Thank your patients for coming in to see you
- Ask your patients (formally or informally) if they were satisfied with their care

**IMPROVE ACCESS TO CARE**

- Hold evening and/or weekends clinics
- Block time for same-day appointments to reduce your "no-show" rates by up to 50%

**HAPPY STAFF = HAPPY PATIENTS**

- Celebrate and encourage great customer service when you see it or hear it
- Offer staff training on customer service to improve self-confidence

For more tips on improving patient satisfaction, visit our website at [www.lacare.org/providers/provider-resources/meds-resources](http://www.lacare.org/providers/provider-resources/meds-resources) or email us at [quality@lacare.org](mailto:quality@lacare.org)

**C.L.E.A.R. Model**

**C**onnect    Greet patients with eye contact and a smile

---

**L**isten    Try to understand the issue from the patient's perspective

---

**E**xplain    Keep language short and simple

---

**A**sk    Inquire if the patient understands or needs anything else

---

**R**e-connect    Go over next steps and instructions for if anything comes up

**How to handle complaints with "H.E.A.R.T."**

**H**ear    Let the upset person get the whole story out without interrupting

---

**E**mphasize    Look at the situation through the other person's eyes

---

**A**cknowledge/pologize    Acknowledge their right to be upset

---

**R**evue    Restate the person's concern and ask for details. Ask "What can I do to help?"

---

**T**ake Responsibility    Tell what you can do. Thank the person for the chance to help. Refer the problem to your supervisor as appropriate



# Questions?

