

2017 CAHPS Adult Summary (Medi-Cal)

(2016 Measurement Year)

Overall Ratings Asked	2015 Rate	2016 Rate	2017 Rate	% Point Change
Rating Of All Health Care	73.9%	70.7%	66.7%	-4.0
Rating Of Personal Doctor	79.7%	81.2%	75.3%	+5.9
Rating Of Specialist Seen Most Often	76.4%	NA	NA	NA
Rating Of Health Plan	73.8%	73.2%	69.6%	-3.6

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

Composite Ratings	2015 Rate	2016 Rate	2017 Rate	% Point Change
Getting Needed Care	73.4%	76.3%	74.8%	-1.5
Getting Care Quickly	74.0%	75.7%	75.6%	-0.1
How Well Doctors Communicate	88.6%	87.9%	91.2%	+3.3
Customer Service	84.7%	NA	NA	NA
Shared Decision Making	74.8%	NA	NA	NA

**Always + Usually*

Flu Vaccination	2015 Rate	2016 Rate	2017 Rate	% Point Change
Flu Vaccination Adults Ages 18-64	40.8%	34.3%	37.5%	+3.2

Questions	2015 Rate	2016 Rate	2017Rate	% Point Change
Personal doctor usually or always listened carefully to you	89.8%	89.3%	93.3%	+4.0
Personal doctor usually or always spend enough time with you	87.0%	81.3%	87.3%	+6.0
Personal doctor usually or always showed respect for what you had to say	92.2%	90.9%	93.3%	+2.4
Forms from your health plan were usually or always easy to fill out	93.4%	95.2%	93.3%	-1.9
Customer service usually or always gave help you needed	78.5%	NA	NA	NA
Customer service usually or always treated you with courtesy and respect	90.9%	NA	NA	NA
Personal doctor asked which choice was best for you	72.2%	NA	NA	NA
Usually or always ease to get the care, test or treatment you needed	75.9%	NA	76.5%	NA

**Always + Usually*