

**2017 CAHPS Summary  
(L.A. Care Covered)**

**(2016 Measurement Year)**

<b>Overall Ratings Asked</b>	<b>2015 Rate</b>	<b>2016 Rate</b>	<b>2017 Rate</b>	<b>% Point Change</b>
<b>Rating of Health Plan</b>	57.3%	68.2%	71.7%	<b>3.5</b>
<b>Rating of All Health Care</b>	72.2%	80.0%	84.9%	<b>4.9</b>
<b>Rating of Personal Doctor</b>	87.2%	87.9%	96.1%	<b>8.2</b>
<b>Rating of Specialist Seen Most Often</b>	90.3%	82.9%	84.9%	<b>2.0</b>

*\*Rates are based from those who answered with a rating of 7, 8, 9, or 10 on a 1-10 scale*

<b>Composite Ratings</b>	<b>2015 Rate</b>	<b>2016 Rate</b>	<b>2017 Rate</b>	<b>% Point Change</b>
<b>Getting Care Quickly</b>	58.4%	77.1%	69.2%	<b>-7.9</b>
<b>Getting Needed Care</b>	72.5%	73.7%	77.5%	<b>3.8</b>
<b>How Well Doctors Communicate</b>	89.0%	88.6%	94.2%	<b>5.6</b>
<b>Customer Service</b>	71.3%	76.4%	83.3%	<b>6.9</b>

*\*Always + Usually*

<b>Questions That Indicate Higher Rate</b>	<b>2015 Rate</b>	<b>2016 Rate</b>	<b>2017 Rate</b>	<b>% Point Change</b>
Personal doctor usually or always listened carefully to you	91.0%	92.0%	95.5%	<b>3.5</b>
Personal doctor usually or always spend enough time with you	83.8%	89.3%	90.9%	<b>1.6</b>
Personal doctor usually or always showed respect for what you had to say	92.5%	93.3%	96.1%	<b>2.8</b>
Forms from your health plan were usually or always easy to fill out	60.0%	66.7%	70.3%	<b>3.6</b>
Customer service usually or always gave help you needed	57.1%	66.3%	79.5%	<b>13.2</b>
Customer service usually or always treated you with courtesy and respect	85.5%	89.1%	87.2%	<b>-1.9</b>
Usually or always ease to get the care, test or treatment you thought your child needed	65.0%	77.9%	80.2%	<b>2.3</b>

*\*Always + Usually*