



## 2020 CAHPS Child Summary (Medi-Cal)

(2019 Measurement Year)

Overall Ratings Asked	2018 Rate	2019 Rate	2020 Rate	% Point Change
Rating of All Health Care	84.13%	82.26%	80.76%	<b>-1.5</b>
Rating of Personal Doctor	86.73%	84.23%	86.15%	<b>+1.92</b>
Rating of Specialist Seen Most Often	NA	NA	NA	<b>NA</b>
Rating of Health Plan	82.97%	86.65%	87.42%	<b>+0.77</b>

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

Composite Ratings	2018 Rate	2019 Rate	2020 Rate	% Point Change
Getting Needed Care	79.04%	83.91%	83.16%	<b>-0.75</b>
Getting Care Quickly	84.04%	80.37%	82.33%	<b>+1.96</b>
How Well Doctors Communicate	88.32%	88.91%	93.09%	<b>+4.18</b>
Customer Service	85.22%	86.45%	87.25%	<b>+0.8</b>

*\*Always + Usually*

Questions	2018 Rate	2019 Rate	2020 Rate	% Point Change
Got check-up/routine appointment as soon as needed	81.99%	76.92%	80.53%	<b>+3.61</b>
Personal doctor showed respect for what you had to say	93.64%	94.37%	96%	<b>+1.63</b>
Personal doctor spend enough time with child	76.60%	82.30%	86.69%	<b>+4.39</b>
Personal doctor listened carefully to you	94.04%	90.14%	95.6%	<b>+5.46</b>
Personal doctor explained things in a way that was easy to understand	88.98%	88.84%	94.5%	<b>+5.66</b>
Easy to get the care, test or treatment your child needed	81.03%	82.11%	85.8%	<b>+3.69</b>
Customer service provided help you needed	79.13%	81.98%	84.43%	<b>+2.45</b>
Customer service treated you with courtesy and respect	91.30%	90.91%	90.08%	<b>-0.83</b>
Forms from your child's health plan were easy to fill out	95.18%	93.40%	97.69%	<b>+4.29</b>

*\*Always + Usually*

*NA: Not Applicable due to insufficient responses for scoring*