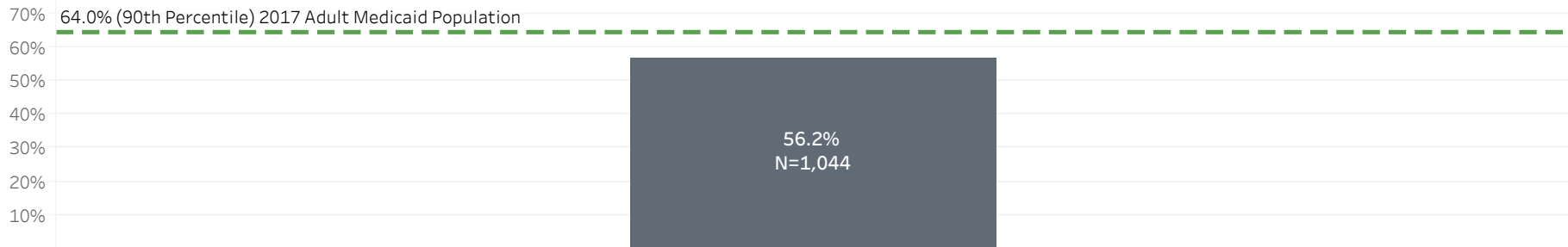
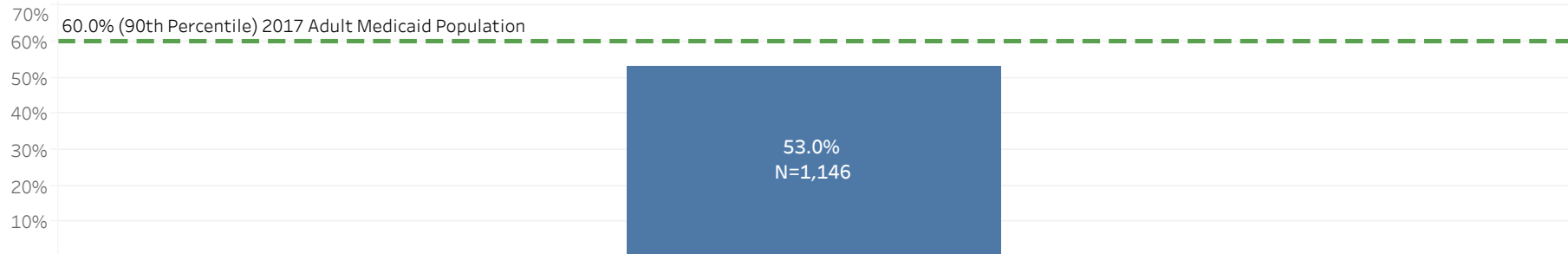


CCC MAP Enrollees: 2018 Patient Experience Survey Results

Getting Care Quickly - CAHPS Results Survey Results (% Answering "Always") and Enrollee Counts (N)



Getting Needed Care - CAHPS Results Survey Results (% Answering "Always") and Enrollee Counts (N)



Overall Results and Survey Description

CCC Patient Experience Survey Measurement Period March 2018 - December 2018

Getting Care Quickly: Results = 56.2%; Total Unduplicated Patient Count 1,044
Getting Needed Care: Results = 53.0%; Total Unduplicated Patient Count 1,146

Surveyed population comprises a sample of CCC MAP enrollees with at least one re-enrollment in a 5-year period. Enrollees who cannot be reached by phone are not surveyed. Sampling methodology is designed to capture a population segment that closely represents the CCC MAP population as a whole.

CCC partners with United Way for Greater Austin (UW) to conduct the PROMIS and CAHPS surveys. The CCC provides UW a list of enrollees to be called. A maximum of 3 attempts are made to capture survey responses from each enrollee. Enrollee responses to multiple choice questions are recorded by UW staff.

Patient Experience Survey Description

Items from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey address members' experience of access to care. Two composite measures are reported: **Getting Needed Care** and **Getting Care Quickly**. Each is based on the average "top box" score (most favorable answer) to the two questions that make up the composite. Percentile top box scores for the 2017 Adult Medicaid population are used as benchmarks.

Getting Care Quickly Composite Questions:

Did you get urgently needed care for illness, injury or condition as soon as needed?
 Did you get routine appointment at doctor's office or clinic as soon as needed?

Getting Needed Care Composite Questions:

How often was it easy to get needed care, tests, or treatment?
 Did you get appointments with specialists as soon as needed?

2018 Patient Experience Survey Analysis

CAHPS Patient Experience survey measure “Getting Care Quickly”

Overall population Results:

A total of **1044** patients responded to the “Getting Care Quickly” questions of the survey.

An average of **56.2%** of patients responded that they **Always** received care when needed.

This average places us in the 25th percentile relative to the 2017 national average adult Medicaid population top box score percentile distribution.

CAHPS Patient Experience survey measure “Getting Needed Care”

Overall population Results:

A total of **1146** patients responded to the “Getting Care Quickly” questions of the survey. An average of **53.0%** of patients responded that they **Always received treatment**, tests and appointments as soon as needed.

This average places us between the 25th and 50th percentile relative to the 2017 national average adult Medicaid population top box score percentile distribution.

Patient Experience Survey Description

Items from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey address members’ experience of access to care.

Two composite measures are reported: **Getting Needed Care** and **Getting Care Quickly**. Each is based on the average “top box” score (most favorable answer) to the two questions that make up the composite. Percentile top box scores for the 2017 Adult Medicaid population are used as benchmarks.

Getting Care Quickly Composite Questions:

Did you get urgently needed care for illness, injury or condition as soon as needed?

Did you get routine appointment at doctor’s office or clinic as soon as needed?

Getting Needed Care Composite Questions:

How often was it easy to get needed care, tests, or treatment?

Did you get appointments with specialists as soon as needed?



A Central Health and Seton partnership