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## *PROVIDER BULLETIN*

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### **Consumer Assessment of Healthcare Providers and Systems (CAHPS)- 2014 Survey Results**

LA Care Health Plan collected a complete sample of 1200 children (467 surveys) and 1200 adults (356 surveys) for Preferred IPA Medi-Cal members.



The survey asked members to evaluate the following:

- Getting timely appointments, care, and information
- How well providers communicate with patients
- Coordination of care
- Helpful, courteous, and respectful office staff
- Recommended counseling on child development (behavior and growth)
- Recommended counseling on preventive care topics (diet and exercise)
- Overall ratings of all care and provider

#### High rankings for Preferred IPA in Child survey (out of 40 IPAs)

- Always able to get appointment for care needed right away (4)
- Doctor discussed eating habits (6)
- Office staff were respectful (9)

#### Child Areas Needing Improvement

- ❖ Doctor explanations understandable (19)
- ❖ Doctor discussed child's behavior (19)

#### High rankings for Preferred IPA in Adult survey (out of 33 IPAs)

- Appointment for routine care (5)
- Office staff were helpful (7)
- Able to get an interpreter to talk with providers (8)

#### Adult Areas Needing Improvement

- ❖ Doctor instructions understandable (22)
- ❖ Doctor spends enough time (19)
- ❖ Doctor listens carefully (19)

For a copy of the survey tool or supplementary reports, please contact Liza Johnson at (818) 265-0800, x232.