

CAHPS Satisfaction Survey

Composite/Measure	2010 Molina Healthcare of Florida Scores	National Percentiles	2011 Percentile Goal
Rating of Health Plan	60.8%	< 10 th	25 th
Rating of Health Care	67.4%	25 th	50 th
Rating of Personal Doctor	77.6%	50 th	75 th
Rating of Specialist	77.7%	50 th	75 th
Customer Service	75.2%	10 th	25 th
Getting Needed Care	64.8%	<10 th	25 th
Getting Care Quickly	78.7%	25 th	50 th
How Well Doctors Communicate	86.2%	25 th	50 th
Share Decision Making	59.3%	50 th	75 th
Health Promotion and Education	57.7%	50 th	75 th
Coordination of Care	73.4%	10 th	25 th

Data collected by: Decision Support Systems, LP (DSS) Research (www.dssresearch.com)