



Thinking CAHPS: How Do We Measure Up?

What is CAHPS?

CAHPS (Consumer Assessment of Healthcare Providers and Systems) is a survey that is administered annually by a third party vendor to measure member satisfaction with the services they receive from Molina Healthcare of Ohio, Inc. (Molina) – both directly and through our contracted providers. The vendor first attempts to contact members by mail. If there is no response to the mailing, the vendor follows up with telephone calls. Molina uses the survey results to identify opportunities to improve member satisfaction. The results of the survey are also one of the benchmarks used by the Ohio Department of Job and Family Services to assess Molina’s performance.

What Have We Learned?

Molina has seen a steady increase in our scores for the following categories:

Rating of Health Plan	Customer Service
Rating of Health Care	Getting Care Quickly

Molina has seen a decrease in our scores for:

Getting Needed Care	Rating of PCP
Rating of Specialist	How Well Doctors Communicate
Shared Decision Making	

Four of the five categories where Molina has seen a decrease in scores are under the health care domain – the scores related to the service that members receive directly from their provider.

We are sharing the results of the CAHPS surveys with you to learn how Molina can partner with you to ensure that our members are satisfied with the care that they are receiving. The following CAHPS Report Card 2009 shows the health care domain categories and the sample questions associated with each category. The report card also shows Molina’s score, based on a 3-point scale, and the change in score from 2008 to 2009. The change data is not available for ABD scores because they were not calculated for 2008; the first year for Molina’s ABD CAHPS scores is 2009.



Molina Healthcare of Ohio, Inc.

CAHPS Report Card 2009

SUBJECT: Health Care Domain
EVALUATION: Scores are based on a 3 point scale

Category	Population	Score	% Change	Relevant Questions
Rating of Health Care	CFC	2.21	+ .50	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all of your health care in the last 12 months?
	ABD	2.17	n/a	
Rating of PCP	CFC	2.34	- 4.88	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
	ABD	2.43	n/a	
Rating of Specialist	CFC	2.38	- 2.06	We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?
	ABD	2.44	n/a	
Getting Care Quickly	CFC	2.31	+ 7.44	Did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? When you needed care right away, how often did you get care as soon as you thought you needed? Not counting the times you needed care right away, did you make any appointment for your health care at a doctor's office or clinic? Not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?
	ABD	2.38	n/a	
How Well Doctors Communicate	CFC	2.51	- 2.30	Did your personal doctor explain things in a way that was easy to understand? Did your personal doctor listen carefully to you? Did your personal doctor show respect for what you had to say? Did your personal doctor spend enough time with you?
	ABD	2.53	n/a	
Shared Decision Making	CFC	2.46	-	Did your health provider talk about the pros and cons of your treatment? Did your health provider ask which choice was best for you?
	ABD	2.38	n/a	

Please consider the following:

- In your opinion, why are Molina members expressing less satisfaction with their health care?
- Do you have any suggestions of how Molina could work with you to ensure that our members are satisfied with their health care?
- Are there any materials that Molina could provide to you that would assist your office in communicating with patients?
- What feedback are you receiving from your patients that Molina could help you address?
- Do you have any other comments or suggestions?

We would love your feedback. Please contact your Provider Services Representative listed below, or send your comments, concerns or suggestions to:

Molina Healthcare of Ohio, Inc. - Provider Representatives by Region		
Representative	Counties	Phone
West Central		
Abe Aziz	Montgomery & Greene	614-458-8303
Jodi Booterbaugh	Allen, Auglaize, Champaign, Clark, Darke, Mercer, Miami, Preble, Shelby**IN: Delaware, Fayette, Randolph, Shelby, Wayne	614-507-8276
Southwest		
Misty Nahay	TriHealth & Mercy Health Partners**Adams, Brown, Clermont, Highland**KY: Boone, Bracken, Campbell, Highland, Kenton, Lewis, Mason, Pendleton, Fleming	614-312-6423
Kristal Campbell	Cincinnati Children's Hospital**Butler, Clinton, Warren**IN: Dearborn, Franklin	614-746-7248
Erica Dean	Hamilton	513-262-6063
Southeast		
Karen Kearns	Athens, Gallia, Jackson, Lawrence, Meigs, Vinton, Washington **KY: Boyd, Greenup**WV: Cabell, Jackson, Mason, Pleasants, Tyler, Wayne, Wood	614-312-6440
Taffie Abrams	Muskingum	740-644-8580
Donna Ebert-Bunning	Belmont, Carroll, Columbiana, Guernsey, Harrison, Jefferson, Monroe, Morgan, Noble, Tuscarawas**WV: Brooke, Hancock, Marshall, Ohio, Wetzell	740-341-7310
Kim Dokes	Coshocton	614-557-3044
Central		
Karen Argabrite	Marion**Smith Clinic**Out of State DME and Home Infusion Providers	614-264-1653
Brenda Tucker	Franklin	614-284-5196
Taffie Abrams	Fairfield, Hocking, Licking, Muskingum, Perry**Doral Dental	740-644-8580
Jeremy Sampson	Fayette, Pickaway, Pike, Ross, Scioto**March Vision	614-205-4802
Kim Dokes	Crawford, Delaware, Hardin, Holmes, Knox, Logan, Madison, Morrow, Richland, Union, Wyandot	614-557-3044