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

<table>
<thead>
<tr>
<th>Category</th>
<th>Population</th>
<th>Score</th>
<th>% Change</th>
<th>Relevant Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating of Health Care</td>
<td>CFC</td>
<td>2.21</td>
<td>+ .50</td>
<td>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?</td>
</tr>
<tr>
<td></td>
<td>ABD</td>
<td>2.17</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Rating of PCP</td>
<td>CFC</td>
<td>2.34</td>
<td>- 4.88</td>
<td>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?</td>
</tr>
<tr>
<td></td>
<td>ABD</td>
<td>2.43</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Rating of Specialist</td>
<td>CFC</td>
<td>2.38</td>
<td>- 2.06</td>
<td>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?</td>
</tr>
<tr>
<td></td>
<td>ABD</td>
<td>2.44</td>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>
| 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 of 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 you 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

<table>
<thead>
<tr>
<th>Representative</th>
<th>Counties</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>West Central</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abe Aziz</td>
<td>Montgomery &amp; Greene</td>
<td>614-458-8303</td>
</tr>
<tr>
<td>Jodi Booterbaugh</td>
<td>Allen, Auglaize, Champaign, Clark, Darke, Mercer, Miami, Preble, Shelby**IN: Delaware, Fayette, Randolph, Shelby, Wayne</td>
<td>614-507-8276</td>
</tr>
<tr>
<td><strong>Southwest</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kristal Campbell</td>
<td>Cincinnati Children’s Hospital<strong>Butler, Clinton, Warren</strong>IN: Dearborn, Franklin</td>
<td>614-746-7248</td>
</tr>
<tr>
<td>Erica Dean</td>
<td>Hamilton</td>
<td>513-262-6063</td>
</tr>
<tr>
<td><strong>Southeast</strong></td>
<td></td>
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<tr>
<td>Karen Kearns</td>
<td>Athens, Gallia, Jackson, Lawrence, Meigs, Vinton, Washington <strong>KY: Boyd, Greenup</strong>WV: Cabell, Jackson, Mason, Pleasant, Tyler, Wayne, Wood</td>
<td>614-312-6440</td>
</tr>
<tr>
<td>Taffie Abrams</td>
<td>Muskingum</td>
<td>740-644-8580</td>
</tr>
<tr>
<td>Donna Ebert-</td>
<td>Belmont, Carroll, Columbiana, Guernsey, Harrison, Jefferson, Monroe, Morgan, Noble, Tuscarawas**WV: Brooke, Hancock, Marshall, Ohio, Wetzel</td>
<td>740-341-7310</td>
</tr>
<tr>
<td>Bunning</td>
<td>Coshoxton</td>
<td>614-557-3044</td>
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<tr>
<td><strong>Central</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Karen Argabrite</td>
<td>Marion<strong>Smith Clinic</strong>Out of State DME and Home Infusion Providers</td>
<td>614-264-1653</td>
</tr>
<tr>
<td>Brenda Tucker</td>
<td>Franklin</td>
<td>614-284-5196</td>
</tr>
<tr>
<td>Taffie Abrams</td>
<td>Fairfield, Hocking, Licking, Muskingum, Perry**Doral Dental</td>
<td>740-644-8580</td>
</tr>
<tr>
<td>Jeremy Sampson</td>
<td>Fayette, Pickaway, Pike, Ross, Scioto**March Vision</td>
<td>614-205-4802</td>
</tr>
<tr>
<td>Kim Dokes</td>
<td>Crawford, Delaware, Hardin, Holmes, Knox, Logan, Madison, Morrow, Richland, Union, Wyandot</td>
<td>614-557-3044</td>
</tr>
</tbody>
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