



Molina Healthcare is committed to ensuring our members receive recommended preventive care based on age, health status and medical conditions they may have. Our goal is to help members take better care of themselves and their children with HEDIS® guidelines.

We also want to give our members the best service possible. That is why we use CAHPS®, a survey about Molina Healthcare and health care services that our members receive. This survey covers topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess. Providers and organizations can use the survey results to improve quality of health care services.

These articles are intended to be tools to assist with HEDIS® and CAHPS® measures. Through further education, we hope to increase understanding, emphasize importance and provide guidance on ways to positively influence member experiences.

Rating of Personal Doctor

On the CAHPS® survey, one area of satisfaction that is measured relates to health care received by the members' personal doctor.

- ✓ *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?*

CAHPS® Measure — Rating of Personal Doctor	2014 Result	2015 Result	Goal*
Adult – Combined	83.8%	83.3%	83.6%
Child	87.2%	90.0%	88.3%

*National NCQA 75th percentile for Medicaid HMO plans.

Timely service, appropriate diagnoses, friendly customer service and proper education on patients' health are all ways you can positively impact patient experience. We appreciate all you do to give your patient a positive experience.

How Well Doctors Communicate

On the CAHPS® survey, one area of satisfaction that is measured is how well doctors communicate with their patients. The following questions were asked.

- ✓ *In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?*
- ✓ *In the last 12 months, how often did your personal doctor listen carefully to you?*
- ✓ *In the last 12 months, how often did your personal doctor show respect for what you had to say?*
- ✓ *In the last 12 months, how often did your personal doctor spend enough time with you?*

On a composite three-point scale, the survey question results are as follows:

CAHPS® Measure — How Well Doctors Communicate	2014 Result	2015 Result	Goal
Adult—Combined	89.1%	88.2%	86%
Child	90.7%	91.4%	90.6%

By taking the steps to improve communication, you can help us improve member satisfaction. Good communication enhances relationships, increases patient satisfaction and ensures that patients understand their health care needs and participate actively in managing their care.

Questions?

Provider Services – (855) 322-4079
 8 a.m. to 5 p.m., Monday to Friday
 (MyCare Ohio available until 6 p.m.)

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Monthly Health Messages

February – American Heart Month
 March – Colorectal Cancer Awareness
 April – Alcohol Awareness Month

What is CAHPS®?

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey measures members' satisfaction with their health care and their health plan.

Getting Needed Care

On the CAHPS® survey, one area of satisfaction that is measured is how well the provider has met the member's needs and if the member received prompt access to other specialized sources of care.

- ✓ *In the last 12 months, how often was it easy to get appointments with specialists?*
- ✓ *In the last 6 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan?*

CAHPS® Measure — Getting Needed Care	2014 Result	2015 Result	Goal*
Adult – Combined	81.6%	77.8%	78.3%
Child	82.7%	83.4%	81.3%

*National NCQA 75th percentile for Medicaid HMO plans.

By providing care when needed, you can help improve member satisfaction and the member's experiences obtaining care from doctors or specialists. Satisfaction is measured by continuum of care, health plan performance and the member's experience in the provider's office. Please continue to take care of your patient's health care needs to help keep their health care experience a positive one.

Health Promotion and Education

On the CAHPS® survey, one area of satisfaction that is measured is the amount of assistance provided to the patient by the provider when promoting and educating on proper care for their health.

- ✓ *In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?*

CAHPS® Measure — Health Promotion and Education	2014 Result	2015 Result	Goal
Adult – Combined	75.84%	67.21%	N/A*
Child	74.62%	70.86%	N/A*

*No benchmarks for this CAHPS® measure

By continuing to provide quality assistance to your patients, you can help improve patient satisfaction and experience. Please continue to take care of your patient's health care needs to help keep their health care experience a positive one.

Shared Decision Making

On the CAHPS® survey, one area of satisfaction that is measured is the amount of assistance provided to the patient by the provider when making the best possible choices for treatment.

- ✓ *In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?*
- ✓ *In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?*

CAHPS® Measure — Shared Decision Making	2014 Result	2015 Result	Goal
Adult – Combined	75.0%	N/A**	N/A*
Child	74.3%	N/A**	N/A*

*No benchmarks for this CAHPS® measure

**Not enough data to accurately rate this measure.

By continuing to provide quality assistance to your patients, you can help improve patient satisfaction and experience. Please continue to take care of your patient's health care needs to help keep their health care experience a positive one.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).