

2016 PATIENT EXPERIENCE SURVEY RESULTS

We use the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey to measure our members' experience of care and their satisfaction with their providers and US Family Health Plan. We survey 1,100 members and typically have a response rate of around 60%. Selected responses for composites and individual questions are below. Our member scores usually place us above the 90th percentile (NCQA national benchmark) for most questions and composites. We use this tool and other internal monitoring mechanisms to determine where to focus our improvement efforts.

2016 CAHPS Survey

Patient Experience Survey Composites and Questions	2017 Rates	2016 Rates	2016 Benchmark*
Getting Needed Care	91.4%	92.5%	86.4%
Getting Care Quickly	93.2%	91.7%	84.7%
How Well Doctors Communicate	97.9%	97.0%	95.1%
Customer Service	93.8%	90.9%	87.5%
Shared Decision Making	82.2%	81.4%	81.3%
Health Promotion and Education	80.2%	80.1%	75.1%
Coordination of Care	93.1%	91.6%	82.6%
Rating Items (Summary Rate = 8 + 9 + 10)			
Rating of Health Care	87.7%	89.0%	77.4%
Rating of Personal Doctor	90.3%	91.5%	84.5%
Rating of Specialist	92.4%	91.2%	83.8%
Rating of Health Plan	91.3%	90.0%	63.9%

* 2016 Public Report benchmark is derived from NCQA's Quality Compass benchmark.