



**NCQA HEDIS[®] MY 2024 CAHPS 5.1H Data Submission
Adult Medicaid Survey Results Report - NCQA Calculations**

Final

Product
Survey Vendor
Organization Name

1
HMO
Health Services Advisory Group, Inc. (HSAG)
Kern Health Systems

Survey Attributes

| | |
|--|---------------------|
| Healthcare Organization Name | Kern Health Systems |
| Survey Mode | Mail Only |
| Sample Frame Size | 208676 |
| Oversampling Rate | 121 |
| Final Sample Size: Includes Oversampling | 2984 |
| Number Complete and Eligible | 295 |
| Number Incomplete or Ineligible | 2689 |
| Reporting Medical Assistance With Smoking and Tobacco Use Cessation? | Yes |
| Number of Supplemental Questions | 0 |
| Total Response Rate | 9.93% |
| HEDIS Compliance Audit Sample Frame Validation Result | Supports reporting |

National Committee for Quality Assurance
5/21/2025

HEDIS Measurement Year 2024

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| Ratings | 8+9+10 | | | | 9+10 | | | |
|---|--------|-----------|-------------|----------|--------|-----------|-------------|----------|
| | Rate | Numerator | Denominator | Variance | Rate | Numerator | Denominator | Variance |
| Q8. Rating of All Health Care | 79.33% | 142 | 179 | 0.1649 | 60.34% | 108 | 179 | 0.2407 |
| Q18. Rating of Personal Doctor | 88.41% | 183 | 207 | 0.103 | 73.43% | 152 | 207 | 0.1961 |
| Q22. Rating of Specialist Seen Most Often | 88% | 110 | 125 | 0.1065 | 67.2% | 84 | 125 | 0.2222 |
| Q28. Rating of Health Plan | 79.58% | 230 | 289 | 0.163 | 62.28% | 180 | 289 | 0.2357 |

| Composites and Individual Items | Always + Usually | Numerator | Denominator | Variance | Always | Numerator | Denominator | Variance | Never + Sometimes | Numerator | Denominator | Usually | Numerator | Denominator |
|--|------------------|-----------|-------------|----------|--------|-----------|-------------|----------|-------------------|-----------|-------------|---------|-----------|-------------|
| Getting Care Quickly | | | | | | | | | | | | | | |
| Q4. Got care as soon as needed when care was needed right away | 82% | 82 | 100 | | 56% | 56 | 100 | | | | | | | |
| Q6. Got check-up/routine appointment as soon as needed | 79.67% | 145 | 182 | | 47.25% | 86 | 182 | | | | | | | |
| Getting Needed Care | | | | | | | | | | | | | | |
| Q9. Ease of getting care, tests or treatment | 87.36% | 159 | 182 | | 53.3% | 97 | 182 | | | | | | | |
| Q20. Got appointment with specialist as soon as needed | 81.2% | 108 | 133 | | 39.85% | 53 | 133 | | | | | | | |
| How Well Doctors Communicate | | | | | | | | | | | | | | |
| Q12. Personal doctor explained things | 91.62% | 164 | 179 | | 65.36% | 117 | 179 | | | | | | | |
| Q13. Personal doctor listened carefully | 92.13% | 164 | 178 | | 75.28% | 134 | 178 | | | | | | | |
| Q14. Personal doctor showed respect | 93.79% | 166 | 177 | | 80.23% | 142 | 177 | | | | | | | |
| Q15. Personal doctor spent enough time | 88.7% | 157 | 177 | | 58.76% | 104 | 177 | | | | | | | |
| Coordination of Care | | | | | | | | | | | | | | |
| Q17. Coordination of Care | 83.76% | 98 | 117 | 0.1372 | 44.44% | 52 | 117 | 0.249 | 16.24% | 19 | 117 | 39.32% | 46 | 117 |
| Customer Service | | | | | | | | | | | | | | |
| Q24. Customer service provided information or help | 82.17% | 106 | 129 | | 49.61% | 64 | 129 | | | | | | | |
| Q25. Customer service treated member with courtesy and respect | 95.35% | 123 | 129 | | 74.42% | 96 | 129 | | | | | | | |
| Forms Were Easy to Fill Out | | | | | | | | | | | | | | |
| Q27. Health plan forms were easy to fill | 94.33% | 266 | 282 | | 82.62% | 233 | 282 | | | | | | | |

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| Experience of Care | Always + Usually | Variance | Always | Usually | Never + Sometimes | Variance |
|------------------------------|------------------|----------|--------|---------|-------------------|----------|
| Getting Care Quickly | 80.84% | 0.0008 | 51.63% | 29.21% | 19.16% | 0.0013 |
| Getting Needed Care | 84.28% | 0.0006 | 46.57% | 37.71% | 15.72% | 0.0011 |
| How Well Doctors Communicate | 91.56% | 0.0003 | 69.91% | 21.65% | 8.44% | 0.0008 |
| Customer Service | 88.76% | 0.0004 | 62.02% | 26.74% | 11.24% | 0.0013 |

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| Medical Assistance With Smoking and Tobacco Use Cessation | Rate | Year 1 | | Year 2 | |
|---|--------|-----------|-------------|-----------|-------------|
| | | Numerator | Denominator | Numerator | Denominator |
| Advising Smokers and Tobacco Users to Quit | NA | 17 | 27 | 23 | 32 |
| Discussing Cessation Medications | NA | 9 | 28 | 16 | 32 |
| Discussing Cessation Strategies | NA | 8 | 28 | 12 | 32 |
| Percent Current Smokers | 11.26% | | | 33 | 293 |

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