



### **Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey**

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Surveys asks enrollees about their recent experiences with health plans and their services. This standardized survey was designed to support consumers in assessing the performance of health plans and choosing the plans that best meet their needs. Health plans can also use the survey results to identify their strengths and weaknesses and target areas for improvement.

The summary-level results calculated from CAHPS Health Plan Survey data are for the following health plan enrollee populations:

- Adult Medicaid
- Child Medicaid

KHS' CAHPS MY2024 Results:

Kern Family Health Care CAHPS Results		
	Adult Response	Child Response
<b>Ratings:</b>	<b>Rated at 8 or above</b> (on a scale of 1 - 10)	
Rating of All Health Care	79.33%	82.83%
Rating of Personal Doctor	88.41%	89.96%
Rating of Specialist Seen Most Often	88%	85.61%
Rating of Health Plan	79.58%	84.36%
<b>Experience of Care</b>	<b>Always + Usually</b>	
Getting Care Quickly	80.84%	80.99%
Getting Needed Care	84.28%	79.27%
How Well Doctors Communicate	91.56%	92.34%
Customer Service	88.76%	88.72%
<b>Total Response Rate</b>	9.93%	10.90%

Additional information is available: [CA2023-24 CAHPS Medi-Cal Summary Report](#)