

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

Final

Product
Survey Vendor
Organization Name

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	151386
Oversampling Rate	254
Final Sample Size: Includes Oversampling	5856
Number Complete and Eligible	638
Number Incomplete or Ineligible	5218
Number of Supplemental Questions	5
Total Response Rate	10.9%
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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Quality

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Ratings	8+9+10				9+10			
	Rate	Numerator	Denominator	Variance	Rate	Numerator	Denominator	Variance
Q8. Rating of All Health Care	82.83%	299	361	0.1426	62.88%	227	361	0.2341
Q21. Rating of Personal Doctor	89.96%	403	448	0.0906	70.09%	314	448	0.2101
Q25. Rating of Specialist Seen Most Often	85.61%	119	139	0.1241	74.1%	103	139	0.1933
Q31. Rating of Health Plan	84.36%	534	633	0.1321	71.09%	450	633	0.2058

Composites and Individual Items	Always + Usually	Numerator	Denominator	Variance	Always	Numerator	Denominator	Variance	Usually	Numerator	Denominator	Never + Sometimes	Numerator	Denominator
Getting Care Quickly														
Q4. Got care as soon as needed when care was needed right away	83.14%	143	172		59.3%	102	172							
Q6. Got check-up/routine appointment as soon as needed	78.84%	298	378		50.26%	190	378							
Getting Needed Care														
Q9. Ease of getting care, tests or treatment	85.75%	307	358		48.04%	172	358							
Q23. Got appointment with specialist as soon as needed	72.78%	115	158		44.94%	71	158							
How Well Doctors Communicate														
Q12. Personal doctor explained things	92.06%	313	340		71.76%	244	340							
Q13. Personal doctor listened carefully	94.66%	319	337		72.11%	243	337							
Q14. Personal doctor showed respect	97.34%	329	338		81.95%	277	338							
Q17. Personal doctor spent enough time	85.29%	290	340		55.59%	189	340							
Coordination of Care														
Q20. Coordination of Care	78.8%	145	184	0.1679	45.11%	83	184	0.249	33.7%	62	184	21.2%	39	184
Customer Service Composite														
Q27. Customer service provided information or help	81.25%	169	208		46.15%	96	208							
Q28. Customer service treated member with courtesy and respect	96.19%	202	210		71.9%	151	210							
Forms Were Easy to Fill Out														
Q30. Health plan forms were easy to fill	97.12%	607	625		85.92%	537	625							

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Experience of Care	Always + Usually	Variance	Always	Usually	Never + Sometimes	Variance
Getting Care Quickly	80.99%	0.0004	54.78%	26.2%	19.01%	0.0006
Getting Needed Care	79.27%	0.0005	46.49%	32.78%	20.73%	0.0007
How Well Doctors Communicate	92.34%	0.0001	70.35%	21.98%	7.66%	0.0004
Customer Service	88.72%	0.0003	59.03%	29.69%	11.28%	0.0008

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