



**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
Survey Mode
Sample Frame Size
Oversampling Rate
Final Sample Size: Includes Oversampling
Number Complete and Eligible
Number Incomplete or Ineligible
Number of Supplemental Questions
Total Response Rate
HEDIS Compliance Audit Sample Frame Validation Result

Kern Health Systems
Mail Only
151386
254
5856
638
5218
5
10.9%
Supports reporting

National Committee for Quality Assurance
5/21/2025
HEDIS Measurement Year 2024

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CAHPS[®] is a registered trademark of the Agency for Healthcare Research and
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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Organization Name Kern Health Systems

| 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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