

Consumer Assessment of Healthcare Providers and Systems (CAHPS) annually assesses McLaren Health Plan members about their perceptions and experiences with the health care system and providers they see. The goal of the CAHPS health plan survey is to provide performance feedback that is actionable and that will aid in improving members' overall experiences. Below are results of McLaren Health Plan's CAHPS scores directly related to providers.

HOW WELL DOCTORS COMMUNICATE

	2020	2021	2022	NCQA 90%
MEDICAID – ADULT	93.8%	93.9%	94.1%	95.2%
MEDICAID – CHILD	95.4%	94.9%	95.0%	97.3%
COMMERCIAL	98.3%	96.5%	97.1%	97.9%
MARKETPLACE	NR	95.8%	90.0%	-

RATING OF PERSONAL DOCTOR

	2020	2021	2022	NCQA 90%
MEDICAID – ADULT	82.7%	85%	87.5%	88.3%
MEDICAID – CHILD	76.8%	73.7%	71.7%	82.9%
COMMERCIAL	92.7%	82.5%	88.5%	90.9%
MARKETPLACE	NR	87.0%	87.4%	-

COORDINATION OF CARE

	2020	2021	2022	NCQA 90%
MEDICAID – ADULT	80.2%	86.1%	85.1%	91.6%
MEDICAID – CHILD	76.0%	84.6%	76.4%	90.8%
COMMERCIAL	83.7%	91.0%	85.5%	89.9%
MARKETPLACE	NR	90.3%	85.8%	-

SMOKING CESSATION

	2020	2021	2022	NCQA 90%
MEDICAID – ADULT	79.0%	72.5%	70.7%	82.1%
COMMERCIAL	70.4%	63.0%	60.0%	92.9%
MARKETPLACE	NR	89.5%	82.0%	-

TIPS TO IMPROVE

1. Use the **Teach-Back Method**. When educating your patients on a new concept, whether it be diet and exercise or how to administer their medications, have them tell it back to you. This way you will know if they understood what you are telling them. Be sure to use words easy to understand.
2. Promoting an environment that encourages improvements in patient-centered care should make patients feel more heard and understood. Which in turn, will make patients more satisfied with their care.
3. Understand the importance of **Cultural Competence** and awareness of the unique backgrounds that impact and enhance individual experiences in your practice.
4. You and your staff should be familiar with the CAHPS survey. Using verbiage from the survey when speaking with patients or their caregivers. This will help when they are filling out the survey to relate the question with what you discussed.

If you have questions or would like more information, please email us at MHPOutreach@mcclaren.org. Remember to talk to your patients about tobacco cessation. MHP has a free tobacco cessation program for MHP Community and Medicaid members, call 800-784-8669 for more information.

Thank you for the quality care you deliver!

PCP Feedback (Please print)	Comments, requests, questions, etc.: FAX to 810-600-7985
PCP Name/Office Name _____	
Name _____	Phone _____
Email _____	