

Consumer Assessment of Healthcare Providers and Systems (CAHPS) annually assesses the perceptions and experiences of members with the healthcare system and the providers they see. The goal of the CAHPS Health Plan Survey is to provide performance feedback that is actionable and that will assist in improving members' overall experiences. The results below show year over year results of McLaren Health Plan's CAHPS scores directly related to providers.

HOW WELL DOCTORS COMMUNICATE

	2018	2019	2020	NCQA 90%
MEDICAID – ADULT	91.0%	91.3%	93.8%	95.7%
MEDICAID – CHILD	92.5%	92.4%	95.4%	97.6%
COMMERCIAL	94.5%	93.2%	98.3%	97.7%
MARKETPLACE	91.9%	90.4%	NR	

RATING OF PERSONAL DOCTOR

	2018	2019	2020	NCQA 90%
MEDICAID – ADULT	80%	79.7%	82.7%	88.2%
MEDICAID – CHILD	69.7%	67.0%	76.8%	83.33%
COMMERCIAL	81.9%	81.1%	92.7%	91.5%
MARKETPLACE	91.4%	88.1%	NR	

CARE COORDINATION

	2018	2019	2020	NCQA 90%
MEDICAID – ADULT	81.2%	81.9%	80.2%	88.9%
MEDICAID – CHILD	79.8%	82.8%	76.0%	
COMMERCIAL	77.6%	76.0%	83.7%	90.1%
MARKETPLACE	87.0%	86.6%	NR	

SMOKING CESSATION

	2018	2019	2020	NCQA 90%
MEDICAID – ADULT	76.5%	79.4%	79.0%	84.2%
COMMERCIAL	72.0%	70.4%	70.4%	85.2%
MARKETPLACE	49.6%	66.7%	NR	

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 told 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. Use 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 _____	