



# Consumer Assessment of Healthcare Providers and Systems (CAHPS)

## What is CAHPS?

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an Agency for Healthcare Research and Quality (AHRQ) program. The program consists of various research and survey tools, one of which health plans use to ask a randomly selected number of health plan members to rate their health care services. The survey captures enrollee feedback and expands the scope of information gathered relative to quality-of-care issues.

The survey begins annually in February, with data collection ending in May. Results are released in mid-July. The composite questions include members' ratings for the following:

- Health Plan Overall
- Health Care Overall
- Personal Doctor Overall
- Specialist Overall
- Getting Needed Care
- Getting Care Quickly
- Coordination of Care
- Flu Vaccinations for Adults
- Advising Smokers and Tobacco Users to Quit

Providers' services to our members are critical to the outcome of the CAHPS survey. Questions ask patients about their experience with getting needed care, tests, or treatment, getting appointments with a specialist, getting urgent and routine appointments, and coordinating care. It also addresses how the patient felt about providers explaining things in an easy-to-understand manner, listening, demonstrating respect, and spending enough time with the member.

Aetna Better Health of Virginia has posted the aggregated adult and child year-over-year comparison on the next page for your review. Training materials and reference guides for providers are being developed and will soon be accessible online. Check back regularly for updates.

## Patient Satisfaction versus Patient Experience

Health care professionals often use the terms patient satisfaction and patient experience interchangeably. However, they are not the same thing. Evaluating patient satisfaction requires health plans to determine whether the patient was happy or unhappy with the care or services they received. Evaluating patient experience requires health plans to find out whether care or service that *should* happen *did* happen and how frequently it happened.

### Aetna Better Health of Virginia Aggregated Medicaid Adult CAHPS Results

CAHPS Measure	Aetna Better Health of Virginia Rate (MY2022)	Aetna Better Health of Virginia Rate (MY2023)	Aetna Better Health of Virginia Rate (MY2024)
Rating of Health Plan	64.06%	60.79%	59.20%
Rating of Health Care	50.72%	54.19%	55.49%
Rating of Personal Doctor	68.67%	64.55%	66.51%
Rating of Specialist	68.54%	69.37%	65.66%
Getting Needed Care	77.33%	80.49%	79.35%
Getting Care Quickly	79.79%	80.12%	78.87%
Coordination of Care	82.59%	83.26%	85.92%
Customer Service	88.41%	86.46%	88.68%
How Well Doctors Communicate	92.18%	92.17%	91.36%

### Aetna Better Health of Virginia Aggregated Medicaid Child CAHPS Results

CAHPS Measure	Aetna Better Health of Virginia Rate (MY2022)	Aetna Better Health of Virginia Rate (MY2023)	Aetna Better Health of Virginia Rate (MY2024)
Rating of Health Plan	73.34%	72.01%	70.70%
Rating of Health Care	69.95%	70.77%	67.15%
Rating of Personal Doctor	73.94%	73.65%	75.86%
Rating of Specialist	69.85%	64.67%	72.83%
Getting Needed Care	80.22%	79.81%	82.79%
Getting Care Quickly	85.40%	85.85%	86.12%
Coordination of Care	79.52%	77.63%	80.43%
Customer Service	85.85%	86.53%	87.60%
How Well Doctors Communicate	92.35%	91.32%	93.96%

