



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 below for your review. We are developing CAHPS training materials for providers, including a reference guide, so be alert for that information on the provider website.

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



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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 (MY2021) | MY2022 Quality Compass National Average |
|------------------------------|---|---|---|
| Rating of Health Plan | 64.06% | 66.34% | 61.24% |
| Rating of Health Care | 50.72% | 57.50% | 55.65% |
| Rating of Personal Doctor | 68.67% | 71.04% | 67.86% |
| Rating of Specialist | 68.54% | 66.84% | 66.20% |
| Getting Needed Care | 77.33% | 80.16% | 80.99% |
| Getting Care Quickly | 79.79% | 82.31% | 80.36% |
| Coordination of Care | 82.59% | 82.70% | 84.61% |
| Customer Service | 88.41% | 91.26% | 84.61% |
| How Well Doctors Communicate | 92.18% | 92.92% | 92.49% |

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 (MY2021) | MY2022 Quality Compass National Average |
|------------------------------|---|---|---|
| Rating of Health Plan | 73.70% | 69.56% | 70.89% |
| Rating of Health Care | 70.00% | 69.89% | 68.33% |
| Rating of Personal Doctor | 73.90% | 76.10% | 75.63% |
| Rating of Specialist | 69.90% | 74.10% | 71.07% |
| Getting Needed Care | 80.20% | 81.06% | 82.71% |
| Getting Care Quickly | 85.40% | 86.93% | 85.46% |
| Coordination of Care | 45.00% | 81.31% | 83.81% |
| Customer Service | 85.90% | 87.50% | 87.64% |
| How Well Doctors Communicate | 92.40% | 93.22% | 93.62% |