



2023 Adult HUSKY Medicaid CAHPS® Survey Results

In January through May of 2023, our certified CAHPS® survey vendor outreach to a sample* of HUSKY Health members to complete the CAHPS® 5.1 Medicaid Adult survey. The annual survey asks members about their experiences and satisfaction with the HUSKY Health plan and healthcare, including their providers, during the last six months of 2022.



CAHPS® Category	HUSKY Health Ratings	NCQA QC® 2022 Benchmark
Rating of Health Plan**	79.3%	78.0%
Rating of Health Care**	75.4%	75.4%
Rating of Personal Doctor**	84.0%	82.4%
Rating of Specialist**	90.1%	83.5%
Getting Needed Care***	83.0%	81.9%
Getting Care, Tests, or Treatments	83.6%	84.7%
Getting Specialist Appointment	82.4%	78.6%
Getting Care Quickly***	79.2%	80.2%
Getting Urgent Care	78.7%	80.9%
Getting Routine Care	79.7%	79.8%
How Well Doctors Communicate***	93.0%	92.5%
Doctor Explained Things	93.7%	92.6%
Doctor Listened Carefully	94.2%	92.7%
Doctor Showed Respect	92.9%	94.3%
Doctor Spent Enough Time	91.0%	90.4%
Coordination of Care***	86.4%	84.0%

*Sample size n = 1,958

**% of members who rated an 8, 9 or 10, out of 0-10 scale

***% of members who selected “usually” or “always”

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Provider Tip Sheet: CAHPS® Measures

Getting Needed Care

In the last six months ...

1. Was it easy to get the care, tests, or treatments you needed?
2. How often did you get an appointment with a specialist as soon as you needed one?



Strategies for Improvement

- Help patients make specialist appointments before they leave.
- Include patients in decisions about tests and referrals.
- Ask patients if they are experiencing delays in receiving services.
- Monitor patients' appointments with high-demand specialists to ensure they are completed.

Getting Care Quickly

In the last six months ...

1. When you needed care right away, how often did you get care as soon as you needed it?
2. How often did you get an appointment for a checkup or routine care as soon as you needed?



Strategies for Improvement

- Set aside same-day appointment times for urgent needs.
- Encourage patients to schedule routine visits in advance.
- Explain any delays in scheduling appointment times.
- Increase access and availability of providers such as telehealth options, extended clinic hours, nurse triage line.

How Well Doctors Communicate

In the last six months, how often did your personal doctor ...

1. Explain things about your health in a way that was easy to understand?
2. Listen carefully to you?
3. Show respect for what you had to say?
4. Spend enough time with you?



Strategies for Improvement

- Use the **ALERT** model: **A**lways ... **L**isten carefully, **E**xplain in an understandable way, **R**espect what the patient says, and manage **T**ime perception.
- Practice cultural competence and understand social determinants of health.
- Use shared decision making.

Coordination of Care

In the last six months, how often did your personal doctor seem informed about the care you received from other healthcare providers?



Strategies for Improvement

- Review patient medication during each visit for any changes from other providers.
- Ask specialists to send records.
- Call patients about test results. Inform patients if no call will be made when test results are normal.
- Set up patient portals for easy access to information and test results.