

2024 Adult HUSKY Medicaid CAHPS® Survey Results

In January through May of 2024, our certified CAHPS® survey vendor outreached 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 2023.



CAHPS® Category	HUSKY Health Ratings	NCQA QC® 2023 Benchmark
Rating of Health Plan**	81.2%	77.7%
Rating of Health Care**	71.3%	74.6%
Rating of Personal Doctor**	80.7%	82.4%
Rating of Specialist**	75.8%	81.4%
Getting Needed Care***	80.6%	81.0%
Getting Care, Tests, or Treatments	85.2%	84.2%
Getting Specialist Appointment	76.0%	78.3%
Getting Care Quickly***	79.7%	80.4%
Getting Urgent Care	84.9%	82.0%
Getting Routine Care	74.5%	79.2%
How Well Doctors Communicate***	93.9%	92.5%
Doctor Explained Things	92.6%	92.6%
Doctor Listened Carefully	94.6%	92.6%
Doctor Showed Respect	97.9%	94.4%
Doctor Spent Enough Time	90.4%	90.3%
Coordination of Care***	89.1%	84.6%
Advised to Quit Smoking: 2 YR	73.4%	72.8%
Discussing Cessation Meds: 2 YR +	54.8%	51.2%
Discussing Cessation Strategies: 2 YR+	48.0%	45.4%

*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

Rating of Health Care

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last six months?



Strategies for Improvement

- Use EHRs to support clinical care, coordination of care, and other vital information among providers.
- Set aside same-day appointment times for urgent needs.
- Increase access and availability of providers such as telehealth options, extended clinic hours, and nurse triage line.

Rating of Personal Doctor

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?



Strategies for Improvement

- Use the **ALERT** model to improve communication: **Always Listen** carefully, **Explain** in an understandable way, **Respect** what the patient says, and manage **Time** perception.
- Practice cultural competence and understand social determinants of health.
- Use shared decision making.
- Promote use of a secure online patient portal which allows patients access to their medical record and health care information relevant to their needs.

Rating of Specialist

We want to know your rating of the specialist you talked to most often in the last six months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best possible, what number would you use to rate that specialist?



Strategies for Improvement

- If a referring provider, help patients make specialist appointments before they leave.
- Use shared decision making about tests and referrals.
- Leverage EHRs for communicating treatment plans among providers on the member's care team.
- Monitor patients' appointments with high-demand specialists to ensure they are completed.

Smoking Cessation – Discussion and Strategies

In the last six months:

- How often were you advised to quit smoking or using tobacco by a doctor?
- How often was medication recommended or discussed by a doctor to assist with quitting smoking?
- How often did your doctor provide methods and strategies other than medication to assist with quitting smoking?



Strategies for Improvement

- Assess smoking/tobacco use status at each office visit.
- Have smoking cessation strategies and resources available to offer members.
- Check out the HUSKY Health Member “Quit Smoking Now” page: <https://www.huskyhealthct.org/members/quit-smoking.html>
- Refer to the Smoking Cessation TIP Sheet on the secure provider portal to learn more about resources, strategies, and covered medications to assist with smoking cessation.