

2024 Child HUSKY Medicaid CAHPS® Survey Results

In January through May of 2024, our certified CAHPS® survey vendor outreached to a sample* of HUSKY Health Head of Households for child members 17 years and younger, to complete the CAHPS® 5.1 Medicaid Child 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**	87.8%	86.2%
Rating of Health Care**	85.0%	86.2%
Rating of Personal Doctor**	92.2%	89.3%
Rating of Specialist**	82.4%	85.6%
Getting Needed Care***	83.5%	82.7%
Getting Care, Tests, or Treatments	87.9%	88.2%
Getting Specialist Appointment	79.1%	78.1%
Getting Care Quickly***	82.8%	85.5%
Getting Urgent Care	87.8%	89.6%
Getting Routine Care	77.9%	81.7%
How Well Doctors Communicate***	94.6%	93.6%
Dr. Explained Things	96.5%	93.9%
Dr. Listened Carefully	96.1%	95.1%
Dr. Showed Respect	97.3%	96.5%
Dr. Spent Enough Time	88.6%	89.1%
Coordination of Care***	88.2%	83.8%

*Sample size HUSKY A/C/D n= 2,393

**% 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 Routine Care

In the last six months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?



Strategies for Improvement

- Encourage patients to schedule routine visits in advance.
- Explain any delays in scheduling appointment times (i.e. busy back-to-school season/sport physicals).
- Send appointment scheduling reminders in advance for well visits.
- Utilize vaccine clinics.

Getting Care Quickly

In the last six months:

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



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, and nurse triage line.

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 child's health care in the last six months?



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.
- Use EHRs to support clinical care, coordination of care, and other vital information among providers and members.

Rating of Specialist

We want to know your rating of the specialist your child 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.