



2023 Child HUSKY Medicaid CAHPS® Survey Results

In January through May of 2023, 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 2022.



| CAHPS® Category | HUSKY Health Ratings | NCQA QC® 2022 Benchmark |
|--|----------------------|-------------------------|
| Rating of Health Plan** | 89.6% | 86.5% |
| Rating of Health Care** | 88.9% | 87.3% |
| Rating of Personal Doctor** | 89.8% | 90.2% |
| Rating of Specialist** | 89.7% | 86.5% |
| Getting Needed Care*** | 85.4% | 84.2% |
| Getting Care, Tests, or Treatments | 91.6% | 89.0% |
| Getting Specialist Appointment | 79.1% | 79.5% |
| Getting Care Quickly*** | 84.8% | 86.7% |
| Getting Urgent Care | 88.4% | 91.6% |
| Getting Routine Care | 81.1% | 82.8% |
| How Well Doctors Communicate*** | 94.8% | 94.2% |
| Dr. Explained Things | 94.8% | 94.5% |
| Dr. Listened Carefully | 97.2% | 95.5% |
| Dr. Showed Respect | 98.8% | 96.8% |
| Dr. Spent Enough Time | 88.3% | 89.9% |
| Coordination of Care*** | 84.0% | 84.7% |

*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 Needed Care

In the last six months, how often ...

1. Was it easy to get the care, tests, or treatments your child needed?
2. Did you get appointments for your child with a specialist as soon as they 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 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, nurse triage line.

How Well Doctors Communicate

In the last six months, how often did your child's 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 child's personal doctor seem informed about the care they 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.