

Commercial HMO/POS CAHPS® Survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a survey developed by the Agency of Healthcare Research and Quality (AHRQ) to measure consumers' and patients' perspectives on health care quality. The National Committee for Quality Assurance (NCQA) includes CAHPS as a component of HEDIS.

The CAHPS survey is conducted by a private vendor that is certified by NCQA. The CAHPS survey provides information on the experiences of members and gives a general indication of how well the services provided by health care professionals and the health plan meets the members' expectations. Member satisfaction is measured in the areas of quality of health care and quality of service. Health care quality is measured by overall satisfaction with health care, personal physician and getting needed care. Health care service is measured through satisfaction with the health plan, customer service and claims processing.

The Commercial CAHPS table provides the CAHPS results for HEDIS 2010.

HEDIS 2010 GHP CAHPS Results

Rating/Composite	GHP HEDIS 2010
Rating of All Health Care [*]	78.6%
Rating of Health Plan [*]	63.9%
Rating of Personal Doctor [*]	84.1%
Rating of Specialist Seen Most Often [*]	85.7%
Claims Processing Composite ^{**}	89.8%
Getting Care Quickly Composite ^{**}	88.0%
How Well Doctors Communicate Composite ^{**}	96.0%
Customer Service ^{**}	87.4%
Getting Needed Care ^{**}	87.1%
Plan Information on Costs ^{**}	67.4%
Shared Decision Making ^{***}	60.5%

^{*}Using any number from 0 to 10 (0 being the worst possible rating and 10 being the best possible rating), members scored GHP on the quality of care and quality of service they received. These statistics show the percent of members surveyed who selected 8, 9, or 10 as their response.

^{**}Percent of members who responded they 'always' or 'usually' have a positive experience in these areas.

^{***}Percent of members who responded 'Yes'.