

2021 Consumer Assessment of Healthcare Providers and Systems Clinician & Group (CAHPS) Pediatric Survey Results

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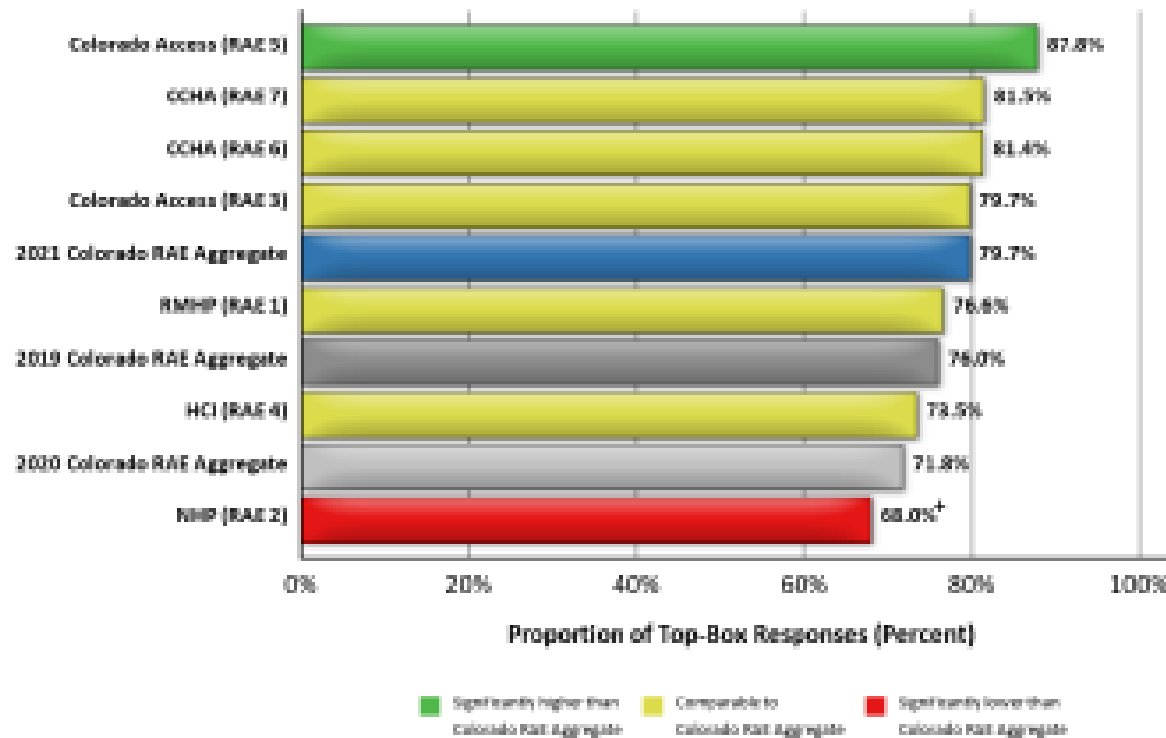
2021 CAHPS Pediatrics Survey

- Random sample of Medicaid Members were selected from a targeted list of RAE-contracted practices.
- Consumer Assessment of Healthcare Providers and Systems Clinician & Group (CG-CAHPS®) 3.0 Survey
 - Switching to the Health Plan 5.1h survey in 2022
- Parents/caretakers of child Members completed the surveys from December 2020 to April 2021 for services the prior 6 months
- Surveys were completed by mail, internet, or phone.
- 2,161 parents/caretakers returned a completed survey on behalf of their child (response rate of 15.41%)
- HSAG analyzes the data



Rating of Provider- RAE Level

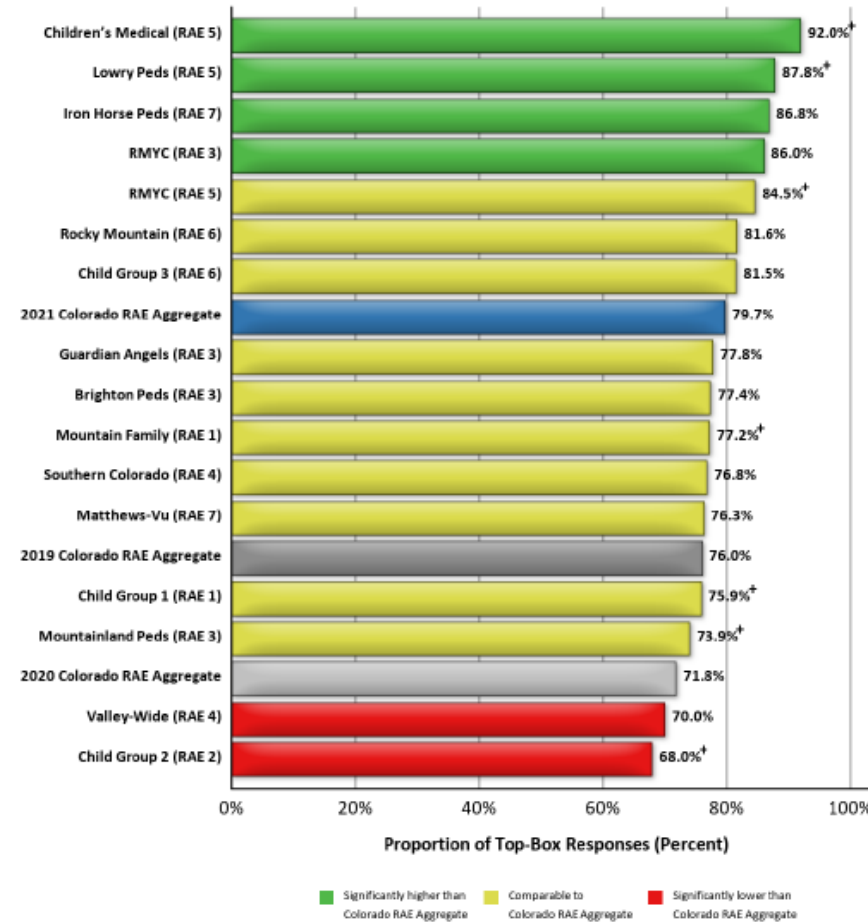
Figure 2-13—Rating of Provider RAE-Level Top-Box Scores



[†] Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Rating of Provider- Practice Level

Figure 2-14—Rating of Provider Practice-Level Top-Box Scores



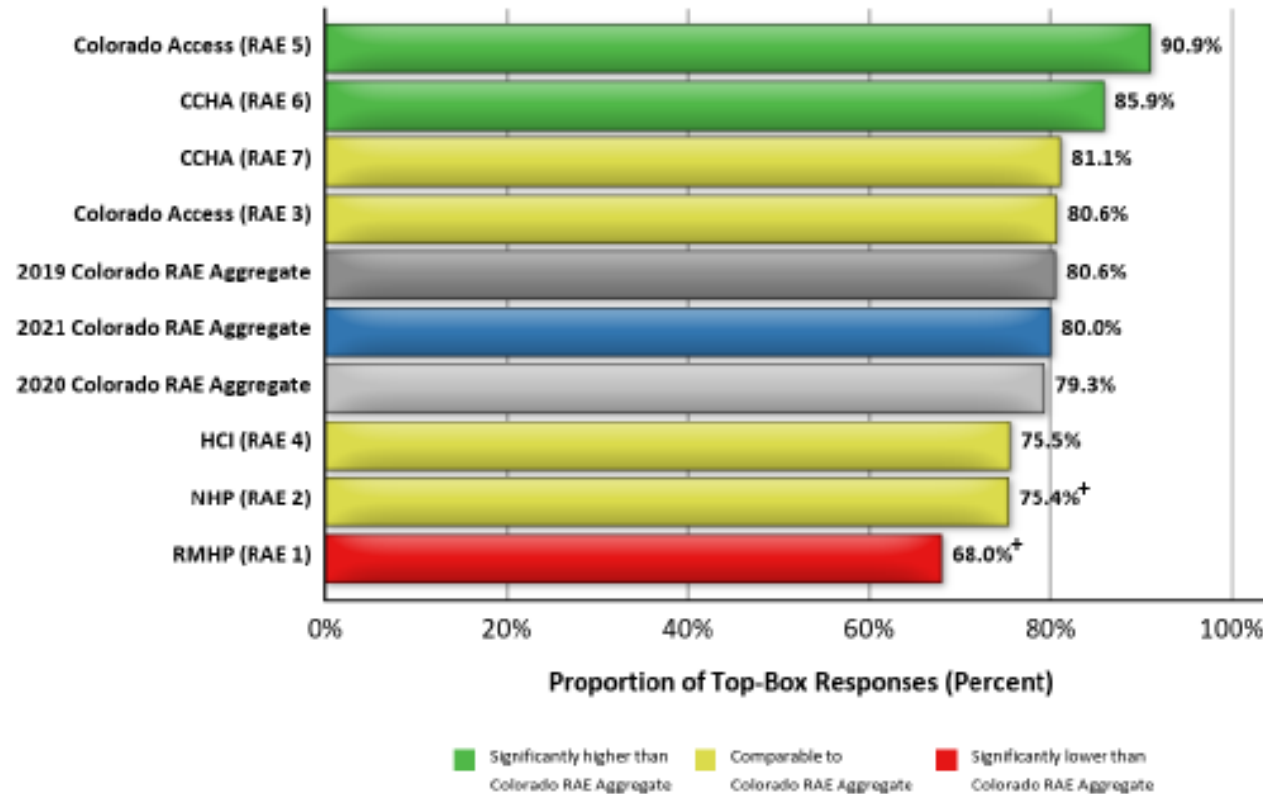
* Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Provider Communication-Child

<i>How Well Providers Communicate with Child</i>	
8. In the last 6 months, how often did this provider explain things in a way that was easy for <u>your child</u> to understand?	Never, Sometimes, Usually, Always
9. In the last 6 months, how often did this provider listen carefully to <u>your child</u> ?	

Provider Communication-Child

Figure 2-21— How Well Providers Communicate with Child
RAE-Level Top-Box Scores



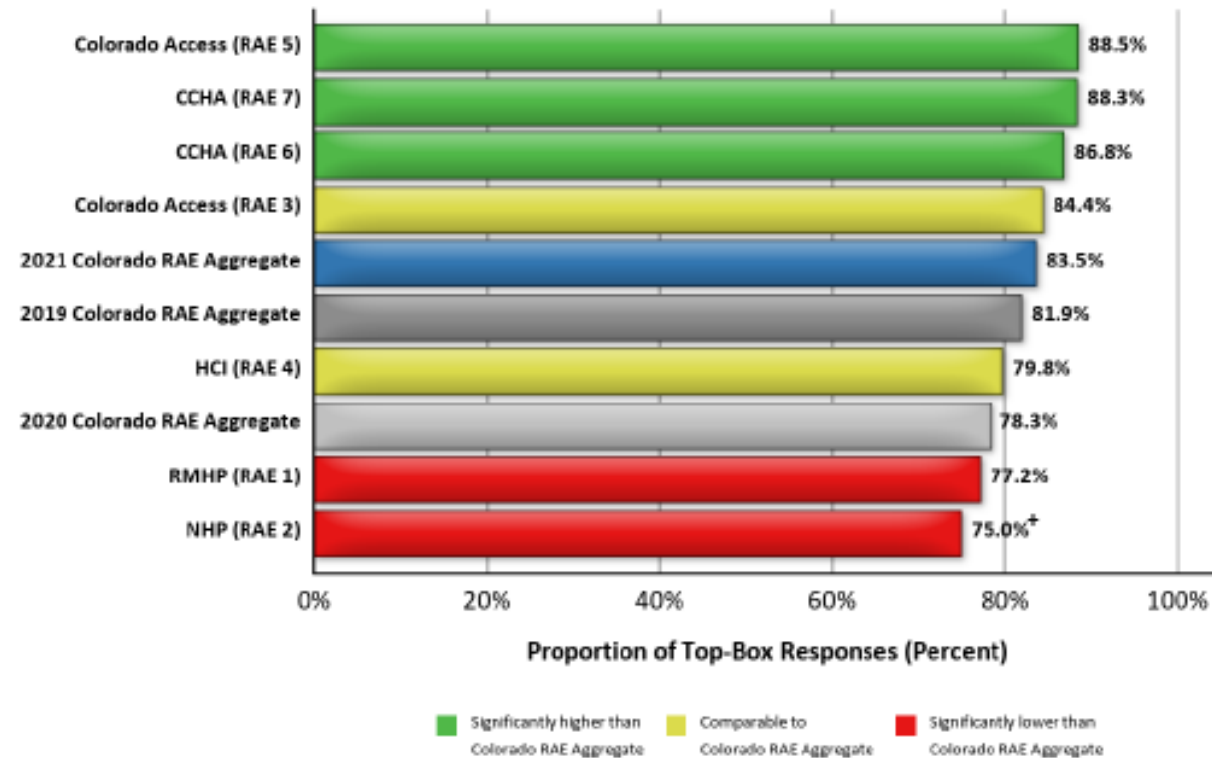
+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Provider Communication- Caregiver

<i>How Well Providers Communicate with Parents or Caretakers</i>	
19. In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?	Never, Sometimes, Usually, Always
20. In the last 6 months, how often did this provider listen carefully to you?	
22. In the last 6 months, how often did this provider show respect for what you had to say?	
23. In the last 6 months, how often did this provider spend enough time with your child?	

Provider Communication- Caregiver

Figure 2-23—How Well Providers Communicate with Parents or Caretakers
RAE-Level Top-Box Scores



+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

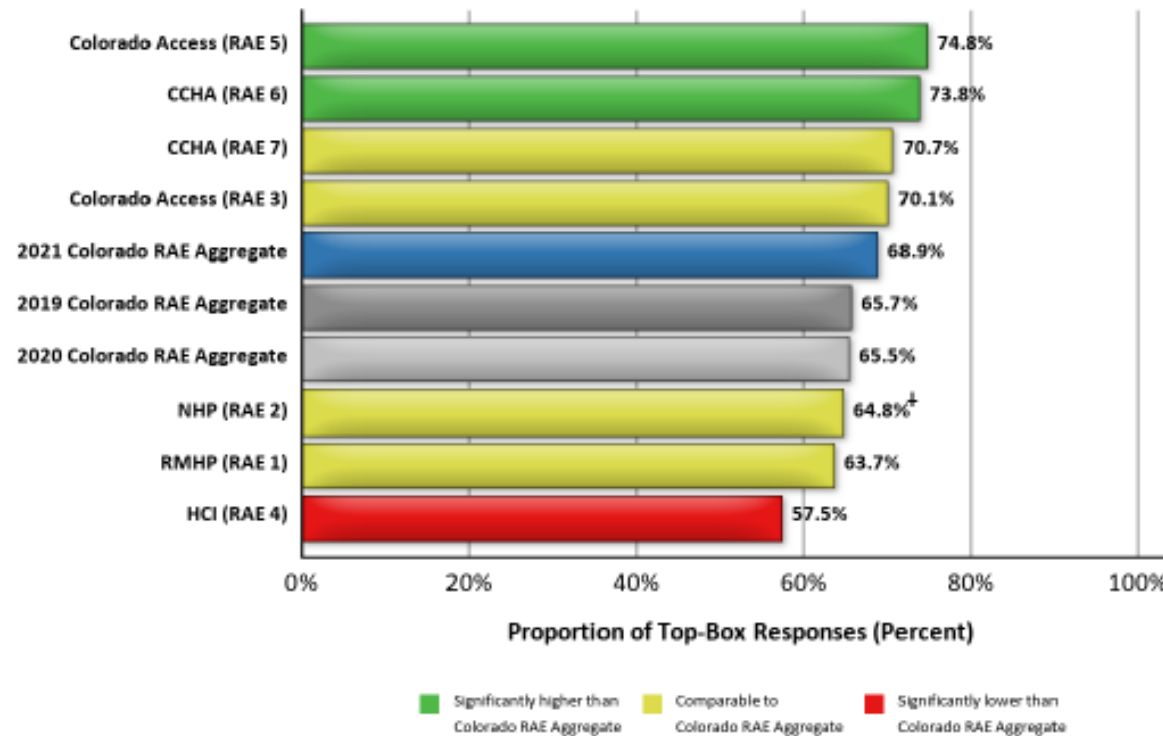
Provider Communication- Comprehensiveness Child Development

<i>Comprehensiveness—Child Development</i>	
29. In the last 6 months, did you and someone from this provider's office talk about the kinds of behaviors that are normal for your child at this age?	Yes, No
30. In the last 6 months, did you and someone from this provider's office talk about how your child's body is growing?	
31. In the last 6 months, did you and someone from this provider's office talk about your child's moods and emotions?	
35. In the last 6 months, did you and someone from this provider's office talk about how your child gets along with others?	
35a. In the last 6 months, did you and anyone in this provider's office talk about your child's learning ability?	

Provider Communication- Comprehensiveness Child Development

Figure 2-27 shows the *Comprehensiveness—Child Development* top-box scores for the seven RAEs.

Figure 2-27—Comprehensiveness—Child Development
RAE-Level Top-Box Scores



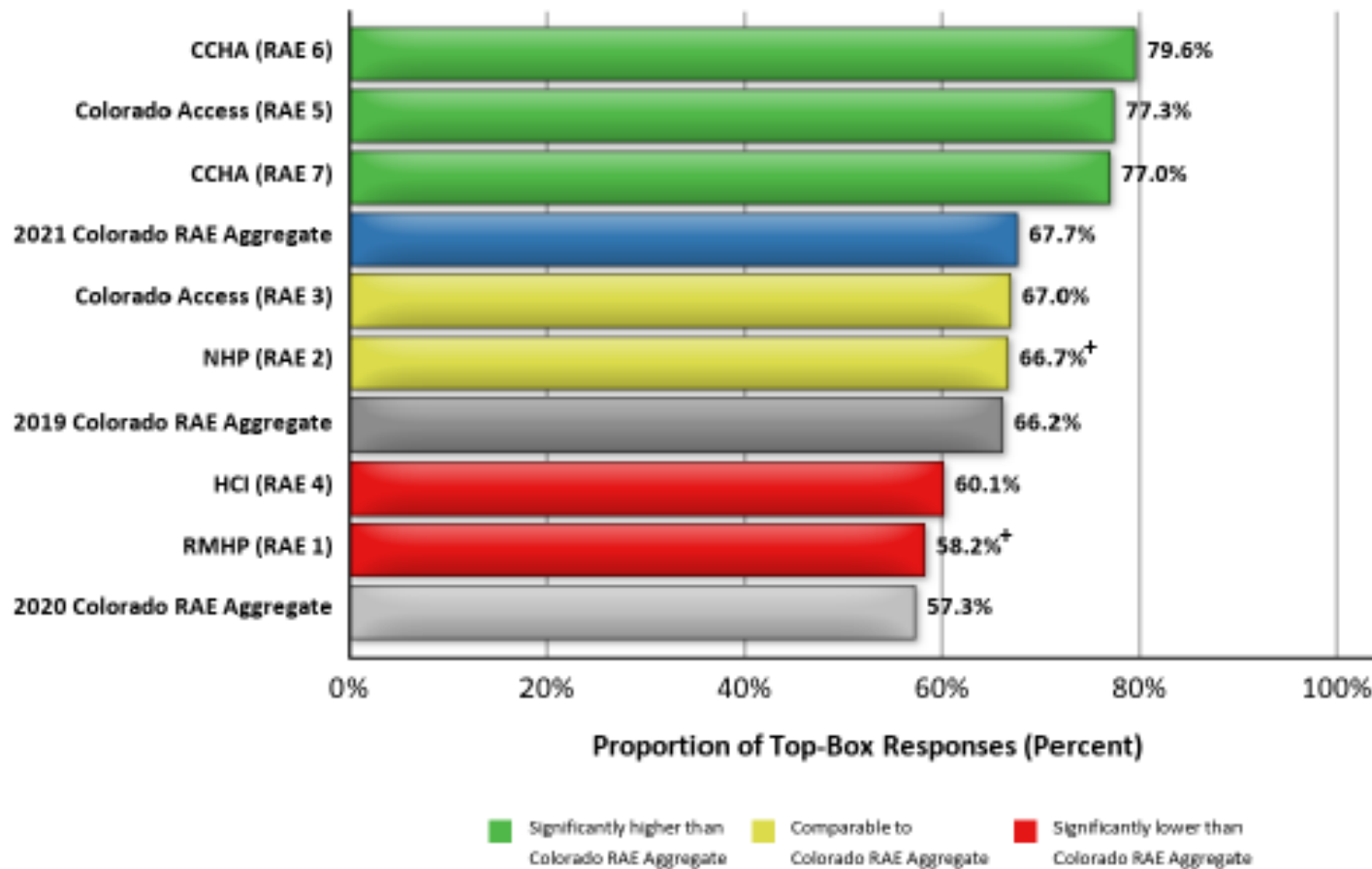
+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Timeliness of Care

<i>Getting Timely Appointments, Care, and Information</i>	
13. In the last 6 months, when you contacted this provider's office to get an appointment for <u>care your child needed right away</u> , how often did you get an appointment as soon as your child needed?	Never, Sometimes, Usually, Always
15. In the last 6 months, when you made an appointment for a <u>check-up or routine care</u> for your child with this provider, how often did you get an appointment as soon as your child needed?	
18. In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	

Timeliness of Care

Figure 2-19—Getting Timely Appointments, Care, and Information
RAE-Level Top-Box Scores



+ Indicates fewer than 100 responses. Caution should be exercised when evaluating these results.

Timeliness of Care-Access

- Approximately 55% of parents/caretakers reported that they were not always able to get the care their child needed from their provider's office during evenings, weekends, or holidays

3 Most Important things Parents/Caregivers are Looking For

Table 2-36—Most Important Things in Child’s Healthcare Provider

Responses	N	%
Provider listens to and acts quickly to address my concerns	1,387	81.5%
Provider is able to explain things about my child’s health in a way I can understand	1,343	78.9%
Provider spends enough time with my child during appointments	1,228	72.2%
Provider is knowledgeable about my child’s history when I come to appointments	1,192	70.0%
The ability to get timely appointments with my child’s provider	928	54.5%
Friendly staff in provider’s office	844	49.6%
Provider does not judge my child	661	38.8%
Provider is close to my home	618	36.3%
Other	236	13.9%

Please note: Respondents may choose more than one response; therefore, percentages will not total 100.0%. Additionally, respondents may have chosen more than three responses.

Rating of Provider- Number of Days Waiting for Appointment

Table 2-29—Number of Days Waited for Appointment

Number of Days Waited for Appointment (Q13a) Responses	Rating of Provider (Q26)					
	Dissatisfied (0-6)		Neutral (7-8)		Satisfied (9-10)	
	N	%	N	%	N	%
Same Day	5	1.5%	32	9.3%	306	89.2%
1 Day	5	3.5%	26	18.2%	112	78.3%
2 to 3 Days	7	7.9%	18	20.2%	64	71.9%
4 to 7 Days	1	5.3%	5	26.3%	13	68.4%
More Than 7 Days	2	11.8%	9	52.9%	6	35.3%

Please note: Percentages may not total 100.0% due to rounding.

Rating of Provider- Reminders about Child's Care

Table 2-30—Reminders About Child's Care from Provider Office

Reminders About Child's Care from Provider Office (Q18a) Responses	Rating of Provider (Q26)					
	Dissatisfied (0-6)		Neutral (7-8)		Satisfied (9-10)	
	N	%	N	%	N	%
Yes	25	2.1%	161	13.8%	978	84.0%
No	33	6.7%	115	23.3%	345	70.0%

Please note: Percentages may not total 100.0% due to rounding.

Rating of Provider-Length of Time Seeing Provider

Table 2-28—Length of Time Going to Child’s Provider

Length of Time Going to Child’s Provider (Q3) Responses	Rating of Provider (Q26)					
	Dissatisfied (0–6)		Neutral (7–8)		Satisfied (9–10)	
	N	%	N	%	N	%
Less Than 6 Months	11	8.9%	28	22.6%	85	68.5%
At Least 6 Months but Less Than 1 Year	7	4.1%	38	22.1%	127	73.8%
At least 1 Year but Less Than 3 Years	23	4.9%	72	15.3%	375	79.8%
At Least 3 Years but Less Than 5 Years	7	2.6%	39	14.5%	223	82.9%
5 Years or More	9	1.5%	100	16.3%	504	82.2%

Please note: Percentages may not total 100.0% due to rounding.

Rating of Health Status and Satisfaction with Health

Table 2-35—Physical and Mental Health Status

Questions	Responses	Rating of All Health Care (Q35c)					
		Dissatisfied (0–6)		Neutral (7–8)		Satisfied (9–10)	
		N	%	N	%	N	%
Physical Health Status (Q38)	Excellent/Very Good	28	2.2%	180	14.1%	1,066	83.7%
	Good	25	8.9%	69	24.6%	187	66.5%
	Fair/Poor	13	16.3%	19	23.8%	48	60.0%
Mental Health Status (Q39)	Excellent/Very Good	24	2.1%	147	13.0%	961	84.9%
	Good	23	6.4%	83	23.2%	251	70.3%
	Fair/Poor	19	13.0%	36	24.7%	91	62.3%

Please note: Percentages may not total 100.0% due to rounding.

Quality of Care HSAG Findings: Communication

- Parents/caretakers whose child's provider never or usually explained things in an understandable way for their child were 10.18 and 1.801 times more likely to provide a lower rating for their child's provider than parents or caretakers whose child's provider always explained things in an understandable way.
- Parents/caretakers whose child's provider did not give them enough information about what was needed to follow up on their child's care were 5.271 times more likely to provide a lower rating for their child's provider than parents or caretakers whose child's provider did give them enough information about what was needed for follow up.

Quality of Care HSAG Findings: Communication (cont.)

- Approximately 31% and 38% of parents or caretakers reported that the provider did not speak with them about their child's development (*Comprehensiveness—Child Development and Comprehensiveness—Child Safety and Healthy Lifestyles*).
- Approximately 41% of parents/caretakers reported that the provider did not speak with them about things they can do to keep their child from getting injured.
- Approximately 64 % of parents/caretakers reported that their child's provider did not ask them if there are things that make it hard for them to take care of their child's health.

CAHPS Survey Results- Links

<https://hcpf.colorado.gov/client-satisfaction-surveys-cahps>

https://hcpf.colorado.gov/sites/hcpf/files/CO2021_PCMH_Survey_Report_Child_Final.pdf



CAHPS Result Discussion

