



## *Quality Improvement: CAHPS Survey and Results*

### **DHMP CAHPS SURVEYS**

Each year, Denver Health Medical Plan (DHMP) conducts Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys to evaluate the health care experiences of our members. Surveys are administered to a randomly selected sample of members in each line of business. The following table outlines the results, comparing DHMP's percentile ranking to other health plans nationally.

### **FOCUS AREAS FOR IMPROVEMENT**

Key driver analysis is conducted to understand the impact that different aspects of plan service and provider care have on members' overall satisfaction with their health plan, personal doctor, specialist, and health care in general. To identify high priority areas of improvement, the relative importance and current performance on individual measures are analyzed. Improvement of these high priority areas has the greatest impact on member perception and scores overall. Based on CY 2020 results, the following areas have the largest impact on overall performance:

4. Claims Processing: health plan handled claims correctly
3. Health Plan Customer Service: received information or the help needed from health plan customer service
2. Getting Needed Care: easy to get care believed necessary with a specialist
1. Getting Care Quickly: getting care as soon as needed

### **SEE ATTACHMENT FOR RESULTS**

# 2020 DHMP CAHPS Results

	MEDICARE†		MEDICAID		COMM		EXCHANGE		**CHP+	
	2019	2020*	2019	2020	2019	2020	2019	2020*	2019	2020
<b>Composite Measures</b>										
Getting Appointments and Care Quickly	75%↑	75%→	75%↓	74%↓	79%↑	78%↓	NR	76%→	85%↓	86%↑
How Well Doctors Communicate	90%↑	92%↑	92%↑	94%↑	97%↑	96%↓	NR	90%→	94%↓	97%↑
Getting Needed Care	79%↑	81%↑	72%↓	75%↑	78%↑	78%→	NR	69%→	80%↓	81%↑
Health Plan Customer Service	88%↓	88%→	90%↑	89%↓	78%↑	82%↑	NR	72%→	88%↑	86%↓
Care Coordination	87%↑	91.3%↑	75%↓	93%↑	86%↑	88%↑	NR	82%→	83%↑	91%↑
Getting Prescription Drugs	88.4%↓	86.8%↑	---	---	---	---	---	---	---	---
Plan Information on Costs (retired 2020)	---	---	---	---	---	---	---	---	---	---
Claims Processing	---	---	---	---	79.0%↓	75.2%↓	---	---	---	---
<b>Overall Rating Measures</b>										
Rating of Health Care Quality	86%↑	80%↓	71%↓	71%→	82%↑	82%→	46%↓	82%↑	69%↓	66.5%↓
Rating of Personal Doctor	92%	91%↑	82%↓	88%↑	89%↑	88%↓	74%↓	91%↑	76%↓	85%↑
Rating of Specialist	85%↑	87%↑	85%↑	83%↓	83%↑	87%↑	57%↓	81%↑	85%↑	77%↓
Rating of Health Plan	85%↑	85%→	72%↓	75%↑	66%↑	48%↓	28%↓	73%↑	65%↑	65%→
Rating of Drug Plan	85%↓	88%↑	---	---	---	---	---	---	---	---

†= Medicare results show case-mix adjusted index scores (% favorable) to align with Stars scoring methods. Does not calculate national percentiles.

--- = Not Reported for this LOB; NR= Not Reported Due to Small Sample Size; \* = National Percentiles Not Available

\*\*CHP+ results for 2020 received from State contractor on 9/30/2020.

=< 50<sup>th</sup> Percentile

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