



## 2020 Member Satisfaction Results

Each year members of Maryland Physicians Care are randomly selected to participate in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The purpose of the survey is to assess members' satisfaction with the services received from their health plan and plan providers. MPC uses these results to identify opportunities for improvement and address member's needs. Below are the CY 2020 results. Please note that due to the COVID-19 pandemic, modifications in data collection methods were allowed resulting in reduced sample sizes and allowances to include incomplete surveys in certain situations.

### Adult CAHPS Survey Summary Report

Survey Measures*	2020 Rate	2019 Rate	2018 Rate	Benchmark Comparison	
				2020 HealthChoice Aggregate	2019 NCQA Quality Compass National Average (All LOBs)
<b>Patient Experience</b>					
<b>Getting Care</b>					
Getting Needed Care (% Always or Usually)	85.75%	82.79%	83.79%	83.52%	82.48%
Getting Care Quickly (% Always or Usually)	86.90%	86.30%	84.92%	83.80%	81.97%
<b>Satisfaction with Plan Physicians</b>					
Rating of Personal Doctor (% 9 or 10)	67.44%	68.51%	57.52%	65.93%	67.48%
Rating of Specialist Seen Most Often (% 9 or 10)	65.35%	66.93%	59.38%	66.35%	66.90%
Rating of All Health Care (% 9 or 10)	54.36%	52.19%	47.39%	54.29%	54.86%
Coordination of Care (% Always or Usually)	84.91%	89.09%	82.41%	83.76%	83.64%
<b>Satisfaction with Plan Services</b>					
Rating of Health Plan (% 9 or 10)	57.25%	59.79%	52.09%	56.84%	60.29%
<b>Additional Measures NOT Reported</b>					
How Well Doctors Communicate (% Always or Usually)	95.95%	94.05%	91.71%	93.26%	91.99%
Customer Service (% Always or Usually) <b>NA</b>	89.03%	85.07%	84.57%	89.71%	88.75%
<b>Effectiveness of Care Measures*</b>					
<b>Flu Vaccinations for Adults (FVA)</b>					
Flu Vaccinations for Adults (% Yes)	40.64%	43.59%	33.21%	46.59%	41.79%
<b>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</b>					
Advising Smokers and Tobacco Users to Quit	78.33%	78.47%	77.03%	78.26%	76.71%
Discussing Cessation Medications	57.84%	55.83%	52.60%	56.77%	52.87%
Discussing Cessation Strategies	49.26%	52.17%	51.03%	50.95%	46.38%
* Bolded Values indicate a significant difference from MPC 2020 results. ↑ when MPC performance is higher, and ↓ when MPC performance is lower than comparison value.					
** Indicates a sample size less than 100, meaning that results are not reportable to NCQA.					
NA - result not reportable by NCQA due to insufficient denominator (less than 100 responses)					



## Child CAHPS Survey Summary Report

Survey Measures*	2020 Rate	2019 Rate	2018 Rate	Benchmark Comparison	
				2020 HealthChoice Aggregate	2019 NCQA Quality Compass National Average (All LOBs)
<b>Patient Experience</b>					
<b>Getting Care</b>					
Getting Needed Care	91.07%	85.47%	81.39% ↑	85.46%	84.50% ↑
Getting Care Quickly	95.33%	89.57% ↑	86.87% ↑	88.71% ↑	89.38% ↑
<b>Satisfaction with Plan Physicians</b>					
Rating of Personal Doctor	77.97%	76.45%	73.16%	77.66%	77.32%
Rating of Specialist Seen Most Often <b>NA</b>	76.19%	68.92%	57.61% ↑	72.84%	74.13%
Rating of All Health Care	66.98%	72.58%	64.41%	71.33%	70.40%
Coordination of Care <b>NA</b>	89.16%	80.53%	75.63% ↑	85.25%	83.77%
<b>Satisfaction with Plan Services</b>					
Rating of Health Plan	71.02%	69.06%	66.74%	69.55%	71.74%
<b>Additional Measures NOT Reported</b>					
How Well Doctors Communicate	97.61%	94.13%	92.60% ↑	96.25%	93.97% ↑
Customer Service <b>NA</b>	90.82%	85.95%	86.02%	89.28%	88.36%
<b>Children with Chronic Conditions Measures (CCC Population)*</b>					
Access to Prescription Medicines	93.63%	92.00%	90.03%	91.29%	91.56%
Access to Specialized Services <b>NA</b>	80.76%	78.68%	78.02%	78.44%	77.16%
Getting Needed Information	93.39%	93.38%	93.31%	90.88%	91.40%
Personal Doctor Who Knows Child	90.10%	88.93%	92.55%	90.41%	90.97%
Coordination of Care for Children with CC <b>NA</b>	69.44%	75.68%	69.55%	71.67%	76.91%
* Bolded Values indicate a significant difference from MPC 2020 results. ↑ when MPC performance is higher, and ↓ when MPC performance is lower than comparison value.					
** Indicates a sample size less than 100, meaning that results are not reportable to NCQA.					
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