Consumer Assessment of Health Plans Survey (CAHPS®), 5.0 Questionnaires
2014 Overall Rating Results

About CAHPS, from the Agency for Healthcare Research and Quality (AHRQ) (cahps.ahrq.gov/)

- Consumer Assessment of Health Providers and Systems (CAHPS) surveys ask consumers and patients to report on and evaluate their experiences with health care.

- CAHPS originally stood for the Consumer Assessment of Health Plans Study, but as the products have evolved beyond health plans, the name has evolved as well to capture the full range of surveys. The acronym "CAHPS" is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

- All CAHPS surveys are in the public domain, which means that anyone can download and use these surveys to assess experiences with care.

- Users of CAHPS survey results include patients/consumers, quality departments, regulatory agencies, clinics/hospitals, and health plans.

- Survey results for health plans are often used to implement quality improvement and interventions for their members.
For the Adult CAHPS 2014 survey, 318 completed surveys comprised the scoring, compared to 419 completed surveys for 2013.

Language category respondents for 2014 were 299 in English and 19 in Spanish.

Arbor Health Plan increased scoring in all categories from 2013, with the exception of the Personal Doctor Overall which decreased by 1.7% and Healthcare overall which decreased by 0.5%.
For the Children General Population CAHPS 2014, 421 completed surveys comprised the scoring, compared to 481 completed surveys in 2013.

Language category respondents for 2014 were 282 in English and 139 in Spanish.

Arbor Health Plan increased scoring in all categories from 2013.
For the Children with Chronic Conditions CAHPS 2014, 298 completed surveys comprised the scoring for this year, compared to 210 completed surveys in 2013.

Language category respondents for 2014 were 234 in English and 64 in Spanish.

Arbor Health Plan increased scoring in all categories from 2013.
Factors thought to have Increase Scoring

Case Management (CM) numbers have increased since our first CAHPS survey from .89% of member being case managed to approximately 1.7% of members engaged in case management. Care Management/coordination and planning at the practice level is thought to have contributed to the overall scoring increase for all categories.

Utilization Management (UM) Team meeting all standards for authorizations to insure all medically necessary care is approved in the appropriate time frames is thought to have contributed to the overall scoring increases for all categories.

The Strategic Interventions work group comprised of Medical Management, Quality, Communications and Community Outreach drove the Enhanced Maternity program, Early Periodic Screening Diagnostic Treatment Form-a-lope mailers to Women, Children and Men, the auto-dialer programs as well as the many comprehensive communications via the member newsletters and bulletins were are all thought to have played a role in
contributing to the overall scoring increases for all categories.

Rapid Response Outreach team welcome calls and the Member Services Team & welcome call have played a crucial role in insuring members are connected with their primary care providers and also coordinating care with specialists. These efforts are thought to have played a big role in contributing to the overall scoring increases for all categories.

Provider Network Managements role in assessing access and availability for members were also thought to have contributed to the overall scoring increases.