

2022 CAHPS Survey & HEDIS Report

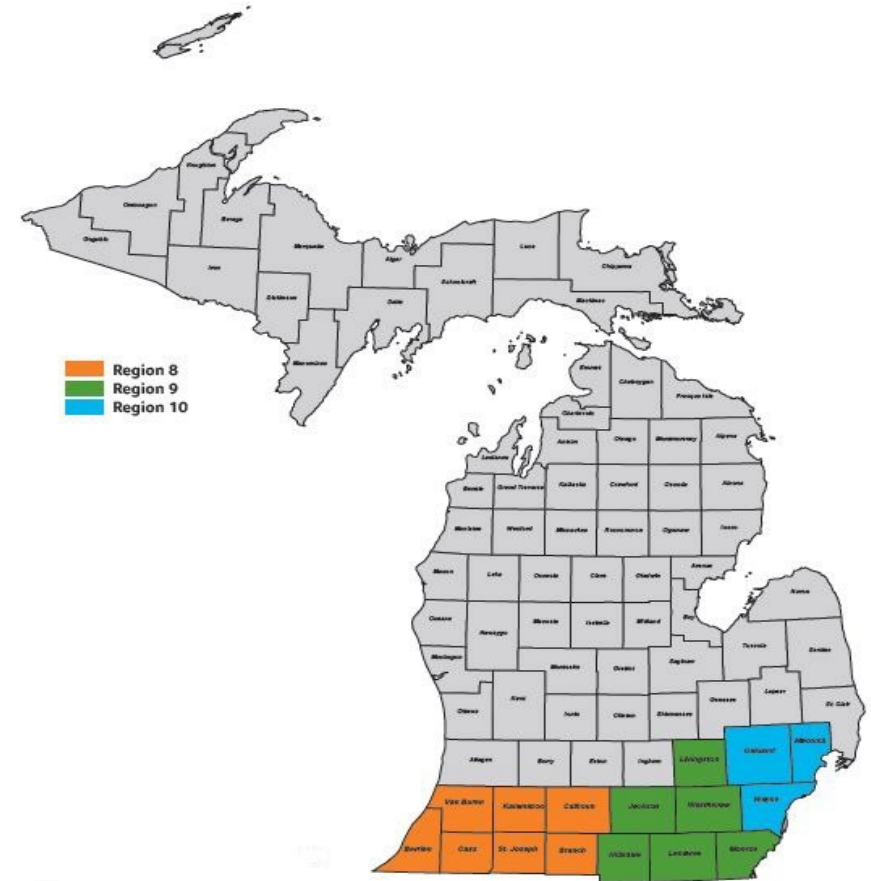
Aetna Better Health of
Michigan

August 2023



Overview

- CAHPS, Consumer Assessment of Healthcare Providers and Systems, is a survey that ask patients to report on their experiences with a range of healthcare services at multiple levels of the delivery system.
- The CAHPS Health Plan Survey produce the following measures of patient experience:
 - Getting needed care.
 - Getting care quickly.
 - How well doctors communicate.
 - Health plan customer service.
 - How people rated their health plan.
- Annually, CSS surveys a random sample of Adult Medicaid members and Parents of Children Medicaid enrolled (Child CAHPS survey) on Aetna's behalf



Measurement Year 2022 CAHPS

	MY 2019	MY 2020	MY 2021	MY2022	YoY Variance
Rating of All Health Care	56.33%	53.85%	51.61%	54.19%	2.58%
Rating of Personal Doctor	67%	67.20%	67.74%	68.00%	0.26%
Rating Specialist Seen Most Often	75.40%	70.41%	66.25%	64.66%	-1.59%
Rating of Health Plan	64.44%	58.13%	65.31%	57.89%	-7.42%
Getting Care Quickly	83.25%	83.59%	84.43%	77.26%	-7.17%
Getting Needed Care	87.50%	85.61%	83.36%	83.11%	-0.25%
How Well Doctors Communicate	94.42%	94.46%	92.74%	91.04%	-1.70%
Customer Service	91.16%	91.08%	89.86%	89.65%	-0.21%

Measurement Year 2022 CAHPS

	MY 2019	MY 2020	MY 2021	MY2022	YoY Variance
Ease of getting urgent care	81.82%	85.23%	86.36%	78.57%	-7.79%
Ease of getting check-up/routine appointment as soon as needed	84.68%	81.95%	82.50%	75.96%	-6.54%
Ease of getting needed care	86.42%	86.45%	87.90%	87.32%	-0.58%
Ease of seeing a specialist as soon as needed	88.57%	84.76%	78.82%	78.91%	0.09%
Personal doctor explained things	93.75%	95.71%	91.45%	89.95%	-1.50%
Personal doctor listened carefully	94.64%	94.96%	94.87%	90.91%	-3.96%
Personal doctor showed respect	95.56%	95%	94.87%	93.33%	-1.54%
Personal doctor spent enough time	93.72%	92.14%	89.74%	89.95%	0.21%

CSS Key Driver Analysis

How to Improve CAHPS Outcomes

- ***Same-Day Appointment Scheduling***
- ***Implement Process Improvements to Streamline Patient Flow***
- ***Patient-Centered Medical Homes (PCMH)***
- ***Alternative Access Centers***
- ***Build Physician-Patient Relationships***
- ***Help Patients Communicate***
- ***Improve Referral Communication***
- ***Make Plan Information Accessible to All Members***
- ***Evaluate the Organization's Health Literacy Programs***

HEDIS MY2022

MEASURE	MY2020	MY2021	MY2022	YoY Diff	Benchmark Met?
Adult Access to Care - Ages 20–44 Years	65.40%	66.48%	64.22%	-2.26%	Not Met
Adult Access to Care - Ages 45–64 Years	79.70%	78.54%	77.24%	-1.30%	Not Met
Adult Access to Care - Ages 65+ Years	87.72%	89.64%	89.13%	-0.51%	Not Met
Asthma Medication Ratio	50.39%	50.15%	52.77%	2.62%	Not Met
Breast Cancer Screening	50.35%	46.79%	47.70%	0.91%	Not Met
Cervical Cancer Screening	54.01%	46.47%	47.69%	1.22%	Not Met
Child and Adolescent Well-Care Visits - Ages 12–17 Years	32.25%	44.76%	43.72%	-1.04%	Not Met
Child and Adolescent Well-Care Visits - Ages 18–21 Years	21.59%	24.29%	24.46%	0.17%	Not Met
Child and Adolescent Well-Care Visits - Ages 3–11 Years	41.17%	52.37%	52.67%	0.30%	Not Met
Childhood Imms - Combination 3	49.38%	45.74%	45.01%	-0.73%	Not Met
Chlamydia Screening	60.30%	65.46%	66.78%	1.32%	75th Met
Comprehensive Diabetes Care-EYE	45.74%	51.58%	54.26%	2.68%	Not Met
Controlling High Blood Pressure	46.23%	60.10%	57.91%	-2.19%	Not Met
Eye Exam (Retinal) Performed	45.74%	51.58%	54.26%	2.68%	50th Met
HbA1c Control (<8.0 Percent)	44.04%	50.12%	52.55%	2.43%	50th Met
HbA1c Poor Control (>9.0 Percent)	48.91%	41.36%	37.96%	3.40%	50th Met

HEDIS MY2022

MEASURE	MY2020	MY2021	MY2022	YoY Diff	Benchmark Met?
Imms for Adolescents - Combo 2	37.23%	29.20%	24.57%	-4.63%	Not Met
Kidney Health Evaluation for Patients with Diabetes	16.15%	20.82%	24.11%	3.29%	Not Met
Lead Screening	62.83%	52.31%	42.58%	-9.73%	Not Met
Postpartum Care	54.01%	58.64%	61.80%	3.16%	Not Met
Prenatal Care	68.86%	70.07%	64.48%	-5.59%	Not Met
WCC - Body Mass Index (BMI) Percentile Documentation—Total	80.29%	82.97%	82.00%	-0.97%	50th Met
WCC - Counseling for Nutrition—Total	72.02%	73.48%	73.97%	0.49%	50th Met
WCC - Counseling for Physical Activity—Total	68.61%	71.78%	70.56%	-1.22%	Not Met
Well Child Visits 12-17	32.25%	44.76%	43.72%	-1.04%	Not Met
Well Child Visits 18-21	21.59%	24.29%	24.46%	0.17%	Not Met
Well Child Visits 3-11	41.17%	52.37%	52.67%	0.30%	Not Met
Well Child Visits in First 30 Months of life (15-30)	52.61%	41.89%	52.30%	10.41%	Not Met
Well-Child Visits in the (First 15 Months)	41.63%	41.30%	46.55%	5.25%	Not Met

Thank you

for allowing us the time to showcase our progress as we work to achieve better health outcomes for the members we serve!

