

Consumer Assessment of Healthcare Providers and Systems (CAHPS) annually assesses McLaren Health Plan members about their perceptions and experiences with the healthcare system and providers they see. The goal of the CAHPS health plan survey is to provide performance feedback that is actionable and that will aid in improving members' overall experiences. Below are the results of McLaren Health Plan's CAHPS scores directly related to providers.

**HOW WELL DOCTORS COMMUNICATE**

	2021	2022	2023	NCQA 90%
MEDICAID – ADULT	93.9%	94.1%	92.1%	38%
MEDICAID – CHILD	94.9%	95.0%	94.20%	97%
COMMERCIAL	96.5%	97.1%	95.2%	50%
MARKETPLACE	91.3%	90.0%	90.1%	62%

**RATING OF PERSONAL DOCTOR**

	2021	2022	2023	NCQA 90%
MEDICAID – ADULT	85%	87.5%	65.4%	33%
MEDICAID – CHILD	73.7%	71.7%	74.78%	83%
COMMERCIAL	82.5%	88.5%	59.2%	9%
MARKETPLACE	87.0%	87.4%	87.6%	47%

**COORDINATION OF CARE**

	2021	2022	2023	NCQA 90%
MEDICAID – ADULT	86.1%	85.1%	84%	47%
MEDICAID – CHILD	84.6%	76.4%	83.72%	91%
COMMERCIAL	91.0%	85.5%	77.6%	18%
MARKETPLACE	90.3%	85.8%	82.3%	47%

**SMOKING CESSATION**

	2021	2022	2023	NCQA 90%
MEDICAID – ADULT	72.5%	70.7%	72%	43%
COMMERCIAL	63.0%	60.0%	64%	23%
MARKETPLACE	89.5%	82.0%	49.3%	28%

**TIPS TO IMPROVE**

1. Use the **Teach-Back Method**. When educating your patients on a new concept, whether it be diet and exercise or how to administer their medications, have them tell it back to you. This way you will know if they understood what you are telling them. Be sure to use words easy to understand.
2. Promoting an environment that encourages improvements in patient-centered care should make patients feel more heard and understood. Which in turn, will make patients more satisfied with their care.
3. Understand the importance of **Cultural Competence** and awareness of the unique backgrounds that impact and enhance individual experiences in your practice.
4. You and your staff should be familiar with the CAHPS survey. Using verbiage from the survey when speaking with patients or their caregivers. This will help when they are filling out the survey to relate the question with what you discussed.

If you have questions or would like more information, please email us at [MHPQuality@McLaren.org](mailto:MHPQuality@McLaren.org). Remember to talk to your patients about tobacco cessation. MHP has a free tobacco cessation program for MHP Community and Medicaid members, call 800-784-8669 for more information.

**Thank you for the quality care you deliver!**

<b>PCP Feedback</b> (Please print)	Comments, requests, questions, etc.: FAX to <b>810-600-7985</b>
<b>PCP Name/Office Name</b> _____	
<b>Name</b> _____	<b>Phone</b> _____
<b>Email</b> _____	