

## Recent CAHPS ratings – San Diego

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an annual standardized survey conducted between February and May to assess members' experiences with their provider and health plan. Patients are randomly selected for the survey. Blue Shield of California Promise Health Plan uses the results to improve our members' experience.

The following ratings were received from our members in San Diego County.

| Survey Measure                              | RY 2022 San Diego Adult Rate | RY 2023 San Diego Adult Rate |
|---|------------------------------|------------------------------|
| Coordination of Care (Usually + Always)     | 70.8                         | 82.1                         |
| Getting Care Quickly (Usually + Always)     | 69.0                         | 72.2                         |
| Getting Needed Care (Usually + Always)      | 74.7                         | 75.5                         |
| Rating of All Health Care (9+10)            | 49.0                         | 52.9                         |
| Rating of Health Plan (9+10)                | 60.1                         | 58.1                         |
| Rating of Personal Doctor (9+10)            | 59.3                         | 63.6                         |
| Rating of Specialist Seen Most Often (9+10) | 62.0                         | 65.7                         |

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