

## 2007 CAHPS

CAHPS (Consumer Assessment of Healthcare Providers and Systems) provide health plan members with an assessment of member satisfaction. These tools enable members and providers to have the information needed to make informed choices about health care.

As part of the Quality Improvement Program, an annual random sample survey of members is completed to ensure satisfaction with the health plan, awareness of member rights and responsibilities regarding health care and accessing care. The contracted vendor for completing the survey is the Center for Study of Services (CSS); they utilize the Consumer Assessment of Healthcare Providers and Systems (CAHPS). The survey is completed during the spring of every year and the current HMO/POS and PPO 2007 results are shown in the table below.

<b>CATEGORY</b>	<b>HMO/POS</b>	<b>PPO</b>	<b>NATIONAL AVERAGE</b>
Percent of members pleased with the doctors and nurses.	78.5%	82.6%	80.8%
Percent of members who received the care they needed.	87.2%	87.2%	84.5%
How quickly they received the care.	89.5%	85.3%	86.8%