

**PG Forsta**

# **2025 CAHPS® MEDICAID ADULT & CHILD 5.1H SURVEY RESULTS**

Kaiser Permanente Northern California



# Overview

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Kaiser Permanente to conduct its CAHPS® 5.1H Medicaid Adult & Child Surveys.

## Survey Objective

The overall objective of the CAHPS® survey is to capture accurate and complete information about consumer-reported experiences with their health care.

Specifically, the survey aims to measure how well plans are meeting their members' expectations and goals; to determine which areas of service have the greatest effect on members' overall satisfaction; and to identify areas of opportunity for improvement, which can aid plans in increasing the quality of provided care.

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# Medicaid Child Summary Rate Scores

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# Summary Rate Scores

## Medicaid Child

	2025
<b>Rating Questions (% 9 or 10)</b>	
Q31. Rating of Health Plan	75.4%
Q8. Rating of Health Care	64.3%
Q21. Rating of Personal Doctor	84.3%
Q25. Rating of Specialist	79.4%
<b>Rating Questions (% 8, 9 or 10)</b>	
Q31. Rating of Health Plan	93.1%
Q8. Rating of Health Care	78.6%
Q21. Rating of Personal Doctor	95.0%
Q25. Rating of Specialist	97.1%
<b>Getting Needed Care (% Usually or Always)</b>	89.5%
Q9. Getting care, tests, or treatment	95.2%
Q23. Getting specialist appointment	83.8%
<b>Getting Care Quickly (% Usually or Always)</b>	82.3%
Q4. Getting urgent care	87.5%
Q6. Getting routine care	77.1%
<b>Q20. Coordination of Care</b>	94.6%
<b>Customer Service (% Usually or Always)</b>	91.9%
Q27. Provided information or help	88.4%
Q28. Treated with courtesy and respect	95.3%

# Summary Rate Scores

Medicaid Child

	2025
How Well Doctors Communicate (% Usually or Always)	94.0%
Q12. Dr. explained things	95.1%
Q13. Dr. listened carefully	96.4%
Q14. Dr. showed respect	97.6%
Q17. Dr. spent enough time	86.7%
Q30. Ease of Filling Out Forms (% Usually or Always)	98.4%





# Medicaid Adult Summary Rate Scores

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# Summary Rate Scores

## Medicaid Adult

	2025
<b>Rating Questions (% 9 or 10)</b>	
Q28. Rating of Health Plan	63.7%
Q8. Rating of Health Care	58.2%
Q18. Rating of Personal Doctor	64.7%
Q22. Rating of Specialist	72.0%
<b>Rating Questions (% 8, 9 or 10)</b>	
Q28. Rating of Health Plan	83.3%
Q8. Rating of Health Care	80.0%
Q18. Rating of Personal Doctor	83.3%
Q22. Rating of Specialist	88.0%
<b>Getting Needed Care (% Usually or Always)</b>	82.3%
Q9. Getting care, tests, or treatment	86.4%
Q20. Getting specialist appointment	78.2%
<b>Getting Care Quickly (% Usually or Always)</b>	76.9%
Q4. Getting urgent care	83.0%
Q6. Getting routine care	70.8%
<b>Effectiveness of Care (% Sometimes, Usually, or Always)</b>	
Q32. Advised to Quit Smoking: 2YR	77.4%
Q33. Discussing Cessation Meds: 2YR	56.7%
Q34. Discussing Cessation Strategies: 2YR	61.3%

# Summary Rate Scores

Medicaid Adult

	2025
Customer Service (% Usually or Always)	90.5%
Q24. Provided information or help	87.0%
Q25. Treated with courtesy and respect	94.1%
How Well Doctors Communicate (% Usually or Always)	91.3%
Q12. Dr. explained things	91.7%
Q13. Dr. listened carefully	91.8%
Q14. Dr. showed respect	93.6%
Q15. Dr. spent enough time	88.2%
Q17. Coordination of Care	76.1%
Q27. Ease of Filling Out Forms (% Usually or Always)	96.3%