



MY 2023 CAHPS® MEDICAID CHILD 5.1 SURVEY

CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

OVERVIEW

Press Ganey (PG), a National Committee for Quality Assurance (NCQA) certified HEDIS® Survey Vendor, was selected by Central CA Alliance for Health to conduct its MY 2023 CAHPS® 5.1 Medicaid Child Survey. NCQA requires health plans to submit CAHPS survey results in compliance with HEDIS® accreditation requirements.

SURVEY OBJECTIVE The overall objective of the CAHPS® study is to capture accurate and complete information about consumer-reported experiences with 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.

2024 NCQA CHANGES NCQA made changes to the survey or program for 2024.

One question was deleted from the 2024 Commercial Adult Survey and the 2024 Medicaid Adult Survey:

- Have you had either a flu shot or flu spray in the nose since July 1, 20XX?

Your Project Manager is Carrie-Ann Rojas (Carrie.Rojas@pressganey.com). Should you have any questions or comments regarding any aspect of the survey or reporting process, please feel free to email your Project Manager.

METHODOLOGY

DATA COLLECTION

The MY 2023 Medicaid Child version of the 5.1 CAHPS survey was administered via the following methodology:

First questionnaire
mailed
3/19/2024



Second questionnaire
mailed
4/23/2024



Third questionnaire
mailed
5/17/2024



Last day to accept
completed surveys
6/12/2024

QUALIFIED RESPONDENTS

Included beneficiaries who were...

- *Parents of those 17 years and younger (as of December 31st of the measurement year)*
- *Continuously enrolled in the plan for at least five of the last six months of the measurement year*

2024 RESPONSE RATE CALCULATION

$$\frac{247 \text{ (Completed)}}{1650 \text{ (Sample)} - 4 \text{ (Ineligible)}} = \frac{247}{1646} = 15.0\%$$

COMPLETES - MODALITY BY LANGUAGE

Language	Mail	Phone	Internet	Internet Modes			Total
				QR Code	Email	URL	
English	64	3	25	20	0	5	92
Spanish	98	24	33	28	0	5	155
Total	162	27	58	48	0	10	247

Total Number of Undeliverables: 117
Note: Respondents were given the option of completing the survey in Spanish. In place of the English survey, a Spanish survey was mailed to members who were identified by the plan as Spanish-speaking. A telephone number was also provided on the survey cover letter for all members to call if they would like to complete the survey in Spanish.

RESPONSE RATE TRENDING

		2022	2023	2024
Completed	SUBTOTAL	279	373	247
Ineligible	Does not Meet Eligibility Criteria (01)	10	11	4
	Language Barrier (03)	0	1	0
	Mentally/Physically Incapacitated (04)	0	0	0
	Deceased (05)	0	0	0
	SUBTOTAL	10	12	4
Non-response	Break-off/Incomplete (02)	4	20	5
	Refusal (06)	3	13	1
	Maximum Attempts Made (07)	1354	1232	1393
	Added to DNC List (08)	0	0	0
	SUBTOTAL	1361	1265	1399
Total Sample		1650	1650	1650
Oversampling %		0.0%	0.0%	0.0%
Response Rate		17.0%	22.8%	15.0%
PG Response Rate		10.2%	9.9%	9.4%

OVERVIEW OF TERMS

Summary Rates (SRS) are defined by NCQA in its HEDIS MY 2023 CAHPS® 5.1H guidelines and generally represent the most favorable response percentages.

Percentile Rankings Your plan's approximate percentile rankings in relation to the Quality Compass® All Plans benchmark were calculated by Press Ganey using information derived from the NCQA 1-100 Benchmark.

PG Benchmark Information The source for data contained within the PG Book of Business is all submitting plans that contracted with PG for MY 2023. Submission occurred on May 24th, 2024.

NCQA Benchmark Information The source for data contained in this publication is Quality Compass® All Plans 2024. It is used with the permission of NCQA. Any analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such analysis, interpretation, or conclusion. Quality Compass® is a registered trademark of NCQA.

Significance Testing All significance testing is performed at the 95% confidence level using a t-test.

Small Denominator Threshold NCQA will assign a measure result of NA to overall ratings or composites with a denominator (i.e., the average number of responses across all questions used to calculate the composite) less than 100.

Non-Accreditation Notation Throughout the report you will see a notation of “+” which indicates that the given measure is not utilized for accreditation score calculation.

Technical Notes Please refer to the Technical Notes for more information.

SUMMARY OF TREND AND BENCHMARKS

- Central CA Alliance for Health

SECTION INFORMATION

Trend and Benchmark Comparisons The CAHPS® 5.1 survey is designed to use composite scores to facilitate the aggregation of information and the communication of results. Questions are combined into composite categories comprising a particular service area managed by your plan. These composites, the questions that make up composites (attributes), additional measures, and rating questions are shown on the following pages.

Summary Rate Scores: Shows how your plan's composite and key question Summary Rates compare to trend data (if applicable) and benchmark scores. To help you identify how your plan's population compares to other plans and to previous data, statistically significant differences are highlighted.

Plan Percentile Rankings: Shows your plan's Summary Rates and percentile rankings in relation to the benchmarks.

Significance Testing

Green – Current year score is significantly higher than the 2023 score (↑), the 2022 score (⬆) or benchmark score (▲).

Red – Current year score is significantly lower than the 2023 score (↓), the 2022 score (⬆) or benchmark score (▼).

No color denotes that there was no significant difference between the percentages or that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% confidence level.

BENCHMARK INFORMATION

Available Benchmarks

The following benchmarks are used throughout the report.

	2024 Quality Compass [®] All Plans	2024 NCQA 1-100 Benchmark	2024 Press Ganey Book of Business
	Includes all Medicaid Child samples that submitted data to NCQA in 2024.	A percentile benchmark (with values ranging from the first through the one hundredth percentile) calculated by NCQA and derived from Medicaid Child data submitted to NCQA in 2024.	Includes all Medicaid samples that contracted with Press Ganey to administer the MY 2023 CAHPS 5.1H survey and submitted data to NCQA.
PROS	<ul style="list-style-type: none">Is presented in NCQA's The State of Health Care Quality	<ul style="list-style-type: none">Utilized by Press Ganey to calculate approximate percentile ranking of plan scores in relation to the Quality Compass[®] All Plans benchmark	<ul style="list-style-type: none">Provides a benchmark for each question from the surveyPermits precise percentile ranking of plan compared to benchmark
CONS	<ul style="list-style-type: none">Only contains benchmarks for certain key questions, composites, and rating questions	<ul style="list-style-type: none">Only contains benchmarks for certain key questions, composites, and rating questions	
SIZE	183 Plans	183 Plans	200 Plans / 50,297 Respondents

SUMMARY RATE SCORES

MEDICAID CHILD

	2024 Valid n	2022	2023	2024	2024 PG BoB	2024 QC
Rating Questions (% 9 or 10)						
★ Q31. Rating of Health Plan	244	75.9%	72.5%	77.5%	72.0% ▲	71.3% ▲
★ Q8. Rating of Health Care	158	68.3%	58.5%	65.8%	70.5%	69.6%
★ Q21. Rating of Personal Doctor	188	79.7%	72.1%	72.9%	77.2%	76.5%
Q25. Rating of Specialist +	54^	81.6%	77.1%	79.6%	73.7%	72.8%
Rating Questions (% 8, 9 or 10)						
Q31. Rating of Health Plan	244	87.8%	89.0%	91.0%	86.5% ▲	86.3% ▲
Q8. Rating of Health Care	158	88.6%	79.3%	84.2%	87.2%	86.9%
Q21. Rating of Personal Doctor	188	93.4%	87.9%	88.8%	89.9%	89.7%
Q25. Rating of Specialist +	54^	93.4%	90.4%	85.2%	86.9%	87.2%
★ Getting Needed Care (% Usually or Always)	110	79.2%	79.4%	81.1%	84.5%	83.3%
Q9. Getting care, tests, or treatment	158	83.7%	82.7%	79.7%	90.3% ▼	89.6% ▼
Q23. Getting specialist appointment	63^	74.7%	76.1%	82.5%	78.6%	77.7%
★ Getting Care Quickly (% Usually or Always)	109	84.5%	82.3%	83.8%	87.0%	86.3%
Q4. Getting urgent care	63^	92.7%	83.3%	88.9%	90.7%	90.5%
Q6. Getting routine care	155	76.2%	81.3%	78.7%	83.3%	82.5%
Q20. Coordination of Care +	72^	88.4%	87.8%	81.9%	84.3%	83.5%
Customer Service + (% Usually or Always)	83^	92.0%	88.0%	91.0%	88.8%	88.3%
Q27. Provided information or help	83^	86.4%	80.0%	88.0%	83.2%	82.7%
Q28. Treated with courtesy and respect	83^	97.5%	96.0%	94.0%	94.4%	93.8%
How Well Doctors Communicate + (% Usually or Always)	144	93.1%	91.7%	91.5%	94.4%	93.8%
Q12. Dr. explained things	146	94.0%	93.0%	92.5%	94.6%	94.3%
Q13. Dr. listened carefully	146	97.0%	94.0%	93.2%	95.6%	95.2%
Q14. Dr. showed respect	145	98.2%	96.0%	96.6%	97.0%	96.7%
Q17. Dr. spent enough time	142	83.4%	83.8%	83.8%	90.2% ▼	89.1%
Q30. Ease of Filling Out Forms + (% Usually or Always)	239	95.1%	94.1%	96.7%	94.9%	94.9%

Significance Testing: Current score is significantly higher/lower than the 2023 score (↑/↓), the 2022 score (↗/↘) or benchmark score (▲/▼).

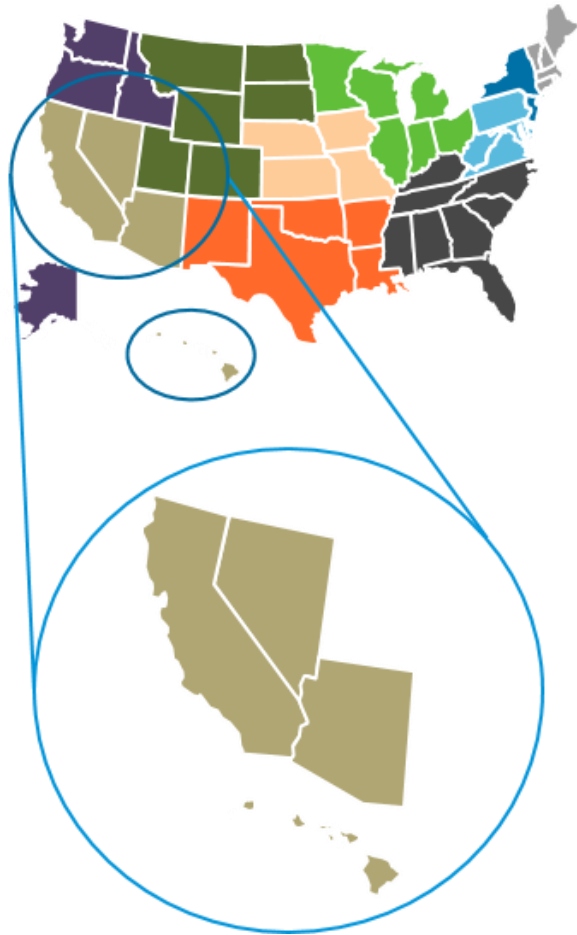
^Denominator less than 100. NCQA will assign an NA to this measure.

REGIONAL PERFORMANCE

MEDICAID CHILD

	SUMMARY RATE	2024 PG BoB REGION
Rating Questions (% 9 or 10)		
★ Q31. Rating of Health Plan	77.5%	73.4%
★ Q8. Rating of Health Care	65.8%	68.7%
★ Q21. Rating of Personal Doctor	72.9%	75.0%
Q25. Rating of Specialist +	79.6%	73.3%
Rating Questions (% 8, 9 or 10)		
Q31. Rating of Health Plan	91.0%	88.2%
Q8. Rating of Health Care	84.2%	85.6%
Q21. Rating of Personal Doctor	88.8%	89.0%
Q25. Rating of Specialist +	85.2%	86.5%
★ Getting Needed Care (% Usually or Always)	81.1%	80.2%
Q9. Getting care, tests, or treatment	79.7%	85.9%
Q23. Getting specialist appointment	82.5%	74.4%
★ Getting Care Quickly (% Usually or Always)	83.8%	81.6%
Q4. Getting urgent care	88.9%	85.6%
Q6. Getting routine care	78.7%	77.6%
Q20. Coordination of Care +	81.9%	81.7%
Customer Service + (% Usually or Always)	91.0%	89.1%
Q27. Provided information or help	88.0%	84.0%
Q28. Treated with courtesy and respect	94.0%	94.3%
How Well Doctors Communicate + (% Usually or Always)	91.5%	92.0%
Q12. Dr. explained things	92.5%	92.0%
Q13. Dr. listened carefully	93.2%	94.0%
Q14. Dr. showed respect	96.6%	96.1%
Q17. Dr. spent enough time	83.8%	86.1%
Q30. Ease of Filling Out Forms + (% Usually or Always)	96.7%	94.7%

HHS Regions: The regions used align with the U.S. Department of Health and Human Services regions.



Region 9: San Francisco

- American Samoa (not shown)
- California
- Hawaii
- Arizona
- Guam (not shown)
- Nevada

Significance Testing

Current year score is significantly higher/lower (🍀/🍁) than the 2024 PG BoB Region score.

PERCENTILE RANKINGS

MEDICAID CHILD

		2024 Plan Score	QC %tile	National Percentiles from 2024 Quality Compass								PG %tile	National Percentiles from 2024 PG Book of Business									
				5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th		95 th	5 th	10 th	25 th	33 rd	50 th	67 th	75 th	90 th	95 th
Rating Questions (% 9 or 10)																						
★	Q31. Rating of Health Plan	77.5%	85 th	61.8	64.0	67.8	69.0	71.7	73.8	75.1	78.2	80.0	80 th	61.4	64.5	69.1	70.3	72.3	74.7	76.1	78.8	81.1
★	Q8. Rating of Health Care	65.8%	20 th	59.9	62.3	66.5	67.5	70.1	71.9	73.0	76.3	77.9	17 th	59.7	63.3	67.0	68.9	71.2	73.0	74.8	77.8	79.3
★	Q21. Rating of Personal Doctor	72.9%	21 st	69.4	70.7	73.7	74.4	76.1	78.5	79.7	82.6	84.0	16 th	70.4	71.8	74.4	75.5	77.3	79.3	80.6	83.2	84.2
	Q25. Rating of Specialist +	79.6%	88 th	63.9	64.0	68.5	72.0	73.4	74.6	77.3	80.5	81.0	79 th	63.2	64.4	68.3	70.9	74.4	76.4	77.8	81.8	83.7
Rating Questions (% 8, 9 or 10)																						
	Q31. Rating of Health Plan	91.0%	89 th	78.7	81.6	84.1	85.2	86.4	87.9	88.9	91.2	92.6	85 th	78.8	81.7	84.7	85.4	86.7	88.8	89.5	91.6	92.6
	Q8. Rating of Health Care	84.2%	18 th	80.9	82.8	85.1	85.8	87.4	88.6	89.3	90.7	91.5	16 th	81.0	83.1	85.3	86.1	87.6	89.3	90.0	91.5	91.9
	Q21. Rating of Personal Doctor	88.8%	33 rd	85.5	86.5	88.2	88.7	89.9	90.9	91.5	92.8	93.3	34 th	85.5	86.3	88.1	88.6	90.0	91.3	92.0	93.3	94.3
	Q25. Rating of Specialist +	85.2%	25 th	80.4	81.5	85.0	86.0	87.3	88.3	89.1	92.0	92.5	35 th	78.9	80.6	84.0	84.8	86.8	88.9	90.0	92.1	93.7
★	Getting Needed Care (% U/A)	81.1%	33 rd	76.2	76.8	80.0	81.1	84.0	85.7	86.6	89.4	90.4	23 rd	74.0	76.7	81.3	82.9	85.1	86.8	88.1	90.2	91.1
	Q9. Getting care, tests, or treatment	79.7%	<5 th	81.3	83.9	87.0	88.2	90.1	91.8	92.5	94.7	95.2	<5 th	81.4	84.7	87.9	89.1	90.6	92.8	93.4	94.9	96.2
	Q23. Getting specialist appointment	82.5%	79 th	69.7	70.3	73.6	75.3	78.3	80.2	82.0	85.1	86.5	72 nd	65.1	68.1	73.5	76.1	79.6	82.0	83.3	86.6	88.3
★	Getting Care Quickly (% U/A)	83.8%	27 th	77.8	78.9	83.3	84.6	87.2	89.4	90.2	92.1	92.6	23 rd	78.7	80.2	84.2	85.4	87.7	89.6	90.4	92.0	92.7
	Q4. Getting urgent care	88.9%	32 nd	82.7	83.8	87.1	89.0	91.5	93.2	94.6	95.5	96.0	32 nd	81.9	83.5	87.5	89.2	91.5	93.2	94.4	95.9	97.2
	Q6. Getting routine care	78.7%	21 st	71.2	74.4	79.2	80.7	83.0	85.4	86.8	89.4	90.2	17 th	73.4	75.5	80.3	81.7	84.6	86.3	87.4	89.4	90.6
	Q20. Coordination of Care +	81.9%	31 st	75.5	76.8	80.8	82.2	84.4	85.7	86.7	89.1	89.6	34 th	75.0	77.5	80.3	81.4	84.4	86.1	87.2	90.2	91.9
	Customer Service + (% U/A)	91.0%	78 th	83.8	84.2	86.2	87.3	88.2	89.9	90.6	92.2	92.7	69 th	83.0	84.3	86.9	87.7	89.1	90.8	91.4	93.1	93.8
	Q27. Provided information or help	88.0%	86 th	75.4	77.2	79.9	80.6	82.0	84.3	86.5	88.2	89.6	82 nd	75.1	76.8	79.5	80.6	83.8	86.2	87.2	89.5	90.3
	Q28. Treated with courtesy and respect	94.0%	45 th	88.9	90.1	92.2	92.8	94.6	95.1	95.7	96.5	96.6	38 th	89.1	90.7	92.3	93.4	94.9	96.2	96.7	98.1	98.5
	How Well Doctors Communicate + (% U/A)	91.5%	18 th	90.0	90.5	92.3	93.0	94.2	95.1	95.5	96.5	96.9	15 th	89.6	91.0	92.9	93.7	94.7	95.5	95.9	96.9	97.4
	Q12. Dr. explained things	92.5%	19 th	89.4	90.5	92.9	93.5	94.6	95.6	96.2	97.3	97.9	19 th	88.6	90.5	93.1	93.9	95.0	96.1	96.6	97.6	98.0
	Q13. Dr. listened carefully	93.2%	14 th	91.7	92.8	93.9	94.5	95.3	96.2	96.6	97.5	98.3	15 th	91.3	92.4	94.1	94.9	95.6	96.8	97.1	98.3	98.7
	Q14. Dr. showed respect	96.6%	49 th	93.9	94.6	96.0	96.3	96.7	97.4	97.7	98.5	98.9	42 nd	94.0	94.8	95.9	96.3	97.0	97.9	98.3	99.0	99.2
	Q17. Dr. spent enough time	83.8%	14 th	81.4	82.9	86.5	88.0	89.6	91.4	92.1	94.1	94.9	10 th	81.9	83.4	88.0	89.0	90.8	92.3	93.3	94.9	95.9
	Q30. Ease of Filling Out Forms + (% U/A)	96.7%	84 th	91.6	92.1	93.8	94.3	95.1	96.0	96.3	97.0	97.7	79 th	91.3	92.1	93.7	94.2	95.1	96.3	96.6	97.3	97.9

HEALTH EQUITY

MEDICAID CHILD

Group is performing...

Above the plan score by 5 or more points

Above the plan score

Below the plan score






Below the plan score by 5 or more points

Above/below plan score but has low base (<30)

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure

Other Measure

			Rating of Health Plan		Rating of Health Care		Rating of Personal Doctor		Getting Needed Care		Getting Care Quickly	
			SRS	△	SRS	△	SRS	△	SRS	△	SRS	△
Demographic	Category	Total	77.5%		65.8%		72.9%		81.1%		83.8%	
 Child's Gender	Male	n = 110	<div></div>	1%	<div></div>	3%	<div></div>	4%	<div></div>	1%	<div></div>	8%
	Female	n = 134	<div></div>	-1%	<div></div>	-3%	<div></div>	-4%	<div></div>	-2%	<div></div>	-6%
 Child's Age	0 – 4	n = 41	<div></div>	15%	<div></div>	0%	<div></div>	6%	<div></div>	9%	<div></div>	-1%
	5 – 8	n = 47	<div></div>	-10%	<div></div>	-3%	<div></div>	-7%	<div></div>	-13%	<div></div>	-3%
	9 – 13	n = 84	<div></div>	-1%	<div></div>	0%	<div></div>	5%	<div></div>	4%	<div></div>	6%
	14 or older	n = 73	<div></div>	-1%	<div></div>	2%	<div></div>	-5%	<div></div>	-2%	<div></div>	-1%
 Overall Health	Excellent/Very Good	n = 164	<div></div>	2%	<div></div>	6%	<div></div>	6%	<div></div>	3%	<div></div>	1%
	Good	n = 57	<div></div>	-2%	<div></div>	-11%	<div></div>	-9%	<div></div>	-5%	<div></div>	-6%
	Fair/Poor	n = 16	<div></div>	-4%	<div></div>	-12%	<div></div>	-6%	<div></div>	-9%	<div></div>	4%
 Mental Health	Excellent/Very Good	n = 165	<div></div>	5%	<div></div>	4%	<div></div>	6%	<div></div>	3%	<div></div>	5%
	Good	n = 51	<div></div>	-12%	<div></div>	-10%	<div></div>	-10%	<div></div>	-7%	<div></div>	-4%
	Fair/Poor	n = 26	<div></div>	-8%	<div></div>	-8%	<div></div>	-23%	<div></div>	2%	<div></div>	-16%
 Race/ Ethnicity	White	n = 108	<div></div>	-6%	<div></div>	2%	<div></div>	-2%	<div></div>	-3%	<div></div>	-8%
	Black/African-American	n = 7	<div></div>	-6%	<div></div>	-16%	<div></div>	7%	<div></div>	19%	<div></div>	-84%
	Asian	n = 10	<div></div>	-38%	<div></div>	-16%	<div></div>	-30%	<div></div>	19%	<div></div>	-21%
	Native Hawaiian/Pacific Islander	n = 1	<div></div>	-78%	<div></div>	-66%	<div></div>	NA	<div></div>	-81%	<div></div>	-84%
	American Indian or Alaska Native	n = 5	<div></div>	-18%	<div></div>	-16%	<div></div>	-6%	<div></div>	-6%	<div></div>	-84%
	Other	n = 82	<div></div>	9%	<div></div>	2%	<div></div>	6%	<div></div>	-1%	<div></div>	1%
	Hispanic/Latino	n = 205	<div></div>	3%	<div></div>	4%	<div></div>	4%	<div></div>	1%	<div></div>	2%

HEALTH EQUITY

MEDICAID CHILD

Group is performing...

Above the plan score by 5 or more points

Above the plan score

Below the plan score






Below the plan score by 5 or more points

Above/below plan score but has low base (<30)

The infographic below highlights disparities in health equity among key demographic groups across the key metrics. Darker shading indicates a larger disparity.

Accreditation Measure

Other Measure


			Rating of Specialist +	Coordination of Care +	Customer Service +	How Well Doctors Communicate +	Ease of Filling Out Forms +
			SRS	SRS	SRS	SRS	SRS
Demographic	Category	Total	79.6%	81.9%	91.0%	91.5%	96.7%
 Child's Gender	Male	n = 110	<div></div> 5%	<div></div> -1%	<div></div> 0%	<div></div> 1%	<div></div> 0%
	Female	n = 134	<div></div> -7%	<div></div> 0%	<div></div> 0%	<div></div> -1%	<div></div> 0%
 Child's Age	0 – 4	n = 41	<div></div> 4%	<div></div> 10%	<div></div> 5%	<div></div> 6%	<div></div> 1%
	5 – 8	n = 47	<div></div> -20%	<div></div> -9%	<div></div> -9%	<div></div> -7%	<div></div> 1%
	9 – 13	n = 84	<div></div> -15%	<div></div> 0%	<div></div> 0%	<div></div> 0%	<div></div> 0%
	14 or older	n = 73	<div></div> 12%	<div></div> -2%	<div></div> 3%	<div></div> 0%	<div></div> -1%
 Overall Health	Excellent/Very Good	n = 164	<div></div> 8%	<div></div> 11%	<div></div> -1%	<div></div> 2%	<div></div> 0%
	Good	n = 57	<div></div> -11%	<div></div> -14%	<div></div> 2%	<div></div> -2%	<div></div> 3%
	Fair/Poor	n = 16	<div></div> -13%	<div></div> -22%	<div></div> 9%	<div></div> -10%	<div></div> -9%
 Mental Health	Excellent/Very Good	n = 165	<div></div> 10%	<div></div> 3%	<div></div> 0%	<div></div> 2%	<div></div> 1%
	Good	n = 51	<div></div> -19%	<div></div> -9%	<div></div> 0%	<div></div> -7%	<div></div> -1%
	Fair/Poor	n = 26	<div></div> 6%	<div></div> -4%	<div></div> -3%	<div></div> -1%	<div></div> -1%
 Race/ Ethnicity	White	n = 108	<div></div> -7%	<div></div> -5%	<div></div> 2%	<div></div> -1%	<div></div> -2%
	Black/African-American	n = 7	<div></div> 20%	<div></div> 18%	<div></div> -41%	<div></div> 9%	<div></div> 3%
	Asian	n = 10	<div></div> 20%	<div></div> NA	<div></div> 9%	<div></div> 9%	<div></div> 3%
	Native Hawaiian/Pacific Islander	n = 1	<div></div> NA	<div></div> NA	<div></div> -91%	<div></div> NA	<div></div> 3%
	American Indian or Alaska Native	n = 5	<div></div> 20%	<div></div> 18%	<div></div> NA	<div></div> 9%	<div></div> 3%
	Other	n = 82	<div></div> 0%	<div></div> 7%	<div></div> -1%	<div></div> 2%	<div></div> 3%
	Hispanic/Latino	n = 205	<div></div> -1%	<div></div> -1%	<div></div> 2%	<div></div> 0%	<div></div> 0%

SUPPLEMENTAL QUESTIONS

- Central CA Alliance for Health

SUPPLEMENTAL QUESTIONS

MEDICAID CHILD

	Category Responses Based on Valid Responses Per Question				Summary Rate Score			2024 PG BoB
					2022	2023	2024	
Q42. Treated unfairly at Drs. office due to language barrier (% Never or Sometimes)	Valid Responses = 240							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=267)	(n=357)	(n=240)	---
	2.9%	0.8%	4.6%	91.7%	96.3%	95.2%	96.3%	
Q43. Treated unfairly at Drs. office due to cultural differences (% Never or Sometimes)	Valid Responses = 240							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=271)	(n=359)	(n=240)	---
	0.8%	0.0%	2.5%	96.7%	96.7%	97.2%	99.2% 	
Q44. Misunderstanding of culture by Dr./staff (% Never or Sometimes)	Valid Responses = 237							
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>	(n=268)	(n=359)	(n=237)	---
	3.0%	0.0%	3.0%	94.1%	96.6%	98.1%	97.0%	

Significance Testing: Current year score is significantly higher/lower than 2023 score (↑/↓), the 2022 score (↕/↔) or benchmark score (▲/▼).

Low Base: ^Indicates a base size smaller than 20. Interpret results with caution.