

PHC California**CAHPS Medicaid Adult Survey**

Measure	Measurement Year 2024 score
Rating of Health Plan	73.40%
Rating of Health Care	70.40%
Rating of Personal Doctor	87.90%
Rating of Specialist	70.80%
Getting Needed Care (% Usually or Always)	75.50%
Getting care, tests, or treatment	81.90%
Getting specialist appointment	69.10%
Getting Care Quickly (% Usually or Always)	76.70%
Getting urgent care	72.30%
Getting routine care	81.00%
Advised to Quit Smoking: 2YR	88.90%
Discussing Cessation Meds: 2YR	85.70%
Discussing Cessation Strategies: 2YR	77.10%
Customer Service (% Usually or Always)	87.70%
Provided information or help	84.90%
Treated with courtesy and respect	90.40%
How Well Doctors Communicate (% Usually or Always)	97.70%
Dr. explained things	97.70%
Dr. listened carefully	98.90%
Dr. showed respect	97.70%
Dr. spent enough time	96.60%
Coordination of Care	90.60%
Ease of Filling Out Forms (% Usually or Always)	95.30%