

Section 2.4a Additional Performance Gap Results for Child HP CAHPS

Table 2.4a.1 2023 Child HP CAHPS Performance Scores by Decile – Getting Needed Care

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	55.9	39.0	42.5	47.4	50.5	52.8	55.6	58.2	60.6	62.4	64.5	68.2	75.0
N of Entities	233	3	21	31	15	29	18	37	14	21	21	22	1
N of Persons / Encounters / Episodes	70,108	995	5,381	13,831	4,519	5,368	6,217	10,433	3,437	6,153	6,110	7,270	394

Table 2.4a.2 2023 Child HP CAHPS Performance Scores by Decile – Getting Care Quickly

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	66.6	42.0	50.7	57.7	61.9	65.1	67.5	69.5	71.5	73.6	75.5	78.6	82.0
N of Entities	233	1	24	28	23	27	15	27	27	19	23	18	1
N of Persons / Encounters / Episodes	71,954	326	8,565	6,669	11,464	7,431	3,628	7,644	6,263	6,243	6,145	7,079	497

Table 2.4a.3 2023 Child HP CAHPS Performance Scores by Decile – How Well Doctors Communicate

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	77.4	62.0	69.0	73.3	75.0	76.5	78.0	79.0	80.0	81.5	83.0	84.7	87.0
N of Entities	233	2	28	29	17	35	12	25	18	39	9	17	2
N of Persons / Encounters / Episodes	62,325	729	7,018	7,522	8,275	10,672	1,919	4,900	4,505	10,017	2,101	4,270	397

Table 2.4a.4 2023 Child HP CAHPS Performance Scores by Decile – Health Plan Customer Service

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	66.4	46.0	54.1	59.7	62.5	65.3	67.0	68.0	69.6	71.5	73.5	76.4	81.0
N of Entities	229	1	22	24	24	34	20	14	24	24	23	18	1
N of Persons / Encounters / Episodes	26,173	50	1,996	2,811	2,444	5,210	1,855	1,548	2,913	2,299	3,292	1,642	113

Table 2.4a.5 2023 Child HP CAHPS Performance Scores by Decile – Rating of Personal Doctor

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	75.1	51.0	68.0	71.5	73.0	74.0	75.0	76.0	77.6	79.0	80.0	81.9	85.0
N of Entities	233	1	30	30	17	21	25	17	39	21	13	17	2
N of Persons / Encounters / Episodes	82,231	109	15,013	10,732	6,038	8,182	8,385	6,545	12,512	5,545	4,071	4,920	179

Table 2.4a.6 2023 Child HP CAHPS Performance Scores by Decile – Rating of Specialist

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	71.0	46.0	58.4	64.8	67.5	69.5	71.7	73.0	74.4	76.6	78.6	82.4	89.0
N of Entities	226	1	23	31	21	23	27	15	27	24	14	19	1
N of Persons / Encounters / Episodes	23,622	35	1,287	4,183	2,232	2,382	2,868	2,137	2,552	2,487	1,668	1,747	44

Table 2.4a.7 2023 Child HP CAHPS Performance Scores by Decile – Rating of Health Plan

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	69.1	47.0	57.1	63.6	66.4	68.6	70.0	71.0	72.5	74.0	75.1	78.7	82.0
N of Entities	233	2	26	25	25	33	19	13	32	14	22	20	2
N of Persons / Encounters / Episodes	95,682	353	14,581	9,276	10,520	11,491	7,751	4,975	14,765	5,388	7,962	7,273	1,347

Table 2.4a.8 2023 Child HP CAHPS Performance Scores by Decile – Rating of All Health Care

Statistic	Overall	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10	Max
Mean Performance Score	66.5	45.0	57.2	61.4	63.7	65.6	67.6	69.0	70.0	71.0	72.0	74.6	77.0
N of Entities	233	1	32	22	21	27	33	25	16	25	9	19	3
N of Persons / Encounters / Episodes	65,342	293	12,234	6,603	5,570	5,918	8,315	6,989	4,439	7,326	2,257	4,851	547