

2024 Member Experience

Health Plan CAHPS Survey Results (MY2023)

Network Performance Summary



July 23, 2024 – San Francisco Health Plan (SFHP) annually conducts the Health Plan Consumer Assessment of Healthcare Providers and Systems (HP-CAHPS®), a standardized survey measuring members’ experiences with their health plan and covered health care services. SFHP’s performance in CAHPS® contributes to National Committee for Quality Assurance (NCQA) accreditation. In 2023, SFHP set a target to improve three CAHPS® measures by 3.0%: Getting Needed Care, Rating of Personal Doctor, and Rating of Specialist Seen Most Often. Survey results provide SFHP and its provider network actionable information that helps guide prioritization, outreach and interventions to improve member experience. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ) – [Learn More](#)

HP-CAHPS® Measures	2015–2024 Trend	2023 Score	2024 Score	2024 Percentile Ranking	2024 NCQA Rating	FY 2023–24 Improvement Activities
Rating of Health Plan		59.23	58.03	10th	★★	<p>Rating of Personal Doctor <i>Racial Equity Training for Providers</i> – SFHP Quality Team and Care Experience Provider Workgroup [SFHN, UCSF, NEM, CLN] collaborated to design and deliver racial equity training for SFHP Provider Clinicians and Staff. Training was led by vendor, Racial Equity Institute. 60 participants attended training in May 2024. 87% of post-survey respondents agree the training was either very relevant or extremely relevant to their daily work.</p> <p>Rating of Specialist Seen Most Often <i>Specialty Access Expansion Project</i> – A collaboration between SFHP Quality Team, Provider Network Operations and Zuckerberg General Hospital [SFHN] to improve specialty care access via enhanced staff training, revised scheduling and registration processes, and expanded weekend clinic hours. Funding was granted in March 2024 with report of progress/results due December 2024.</p> <p>Getting Needed Care <i>Telehealth Analysis and Teladoc Awareness Promotion</i> – A project led by SFHP Quality and Health Services Product Management to gauge Providers’ approach to Telehealth communication and scheduling in the Primary Care setting. Most Providers allow the patient to choose their visit preference (online or in-person). Also launched a Teladoc® mailer campaign targeted to Black/AA and Spanish-speaking members to support increase in utilization. Results show an increase in Teladoc registrations, but no impact to utilization overall. Project will continue in FY 24–25.</p> <p>Getting Needed Care <i>Member Focus Group, Enhanced Care Management (ECM)</i> – Led by SFHP ECM in collaboration with vendor HR&A, facilitated multi-lingual focus groups to understand experience in ECM program. Overall, participants rate ECM a valuable program with clear connection to the care manager as a driver to satisfaction.</p>
Rating of Personal Doctor		64.54	67.58	33rd	★★★★	
Rating of Specialist Seen Most Often		64.38	66.67	33rd	N/A	
Rating of All Health Care		55.66	56.04	33rd	★★★★	
Getting Needed Care		69.80	69.21	<10th	★	
Getting Care Quickly		68.95	72.44	<10th	★	
Coordination of Care		81.29	84.08	33rd	N/A	
Customer Service		83.05	84.76	10th	N/A	
How Well Doctors Communicate		90.26	91.48	10th	N/A	

2024 Overall Patient Experience Rating ★★☆☆☆

KEY

- Green** Scores met 2024 target
- Orange** Scores did not meet target

2024 Survey Methodology and Response Rate

Fielding: February 13–May 10, 2024
 Sample: 2,052 Adult Medi-Cal members enrolled ≥6 months in 2023
 Languages Sampled: Chinese, English, Spanish
 Administration Mode: Phone, Mail, Internet
 SFHP Response Rate = 23.5% (n=483)
 Medicaid Average Response Rate = 14.7%










2024 CAHPS® Performance by Medical Group

SFHP supplements its NCQA ‘base’ sample to ensure each medical group includes a minimum sample of 500 member-patients. SFHP then surveys these additional members and includes their responses in network results. The table below shows ratings for each HP-CAHPS® measure by medical group for 2023 and 2024. Cells in green indicate an increase in performance by ≥1% from the prior measurement year. Cells in orange indicate a decrease in performance by ≥1%. 2023 NCQA Performance Benchmarks are shown for national comparison. 2024 benchmarks will be released by NCQA in September 2024 and will serve as the final scoring benchmarks for health plan performance.

KEY

Orange Scores decreased by ≥1% from 2023 to 2024
Green Scores increase by ≥1% from 2023 to 2024

San Francisco Health Plan CAHPS, 2024 Network Performance

Medical Group	Year	Rating of Health Plan	Rating of Personal Doctor	Rating of Specialist Seen Most Often	Rating of All Health Care	Getting Needed Care	Getting Care Quickly	Coordination of Care	Customer Service	How Well Doctors Communicate
 San Francisco Health Plan	2023	59.2%	64.5%	64.4%	55.7%	69.8%	68.9%	81.3%	83.1%	90.3%
	2024	58.0%	67.6%	66.7%	56.0%	69.2%	72.4%	84.1%	84.8%	91.5%
 BROWN & TOLAND PHYSICIANS	2023	42.4%	47.5%	74.1%	36.7%	76.3%	66.4%	68.4%	89.4%	85.8%
	2024	44.4%	41.9%	53.3%	49.0%	68.9%	66.3%	44.4%	80.9%	86.5%
 AAMG	2023	46.8%	57.4%	53.5%	57.8%	73.7%	79.1%	70.3%	81.9%	92.1%
	2024	43.4%	53.7%	56.5%	39.5%	61.9%	64.0%	64.9%	69.8%	84.2%
 Hill Physicians	2023	51.7%	56.8%	66.7%	47.1%	72.0%	76.4%	72.7%	77.1%	85.9%
	2024	53.4%	63.0%	62.2%	52.2%	70.4%	68.3%	84.2%	91.7%	91.4%
 Jade HEALTH CARE MEDICAL GROUP	2023	49.3%	61.9%	69.4%	56.8%	64.7%	58.5%	70.0%	72.2%	90.3%
	2024	52.2%	51.3%	56.9%	45.9%	73.3%	62.0%	54.8%	76.6%	80.1%
 NEMS NORTH EAST MEDICAL SERVICES 東北醫療中心	2023	58.3%	63.3%	73.3%	58.9%	67.2%	64.0%	81.6%	73.3%	88.4%
	2024	57.4%	67.0%	60.0%	60.6%	66.2%	66.7%	84.2%	84.4%	94.2%
 SFCCC Community Clinic Consortium	2023	61.9%	64.2%	65.2%	46.7%	73.5%	67.6%	86.7%	82.9%	92.1%
	2024	60.2%	76.5%	73.1%	61.7%	72.9%	77.1%	88.2%	78.4%	93.8%
 San Francisco Health Network	2023	58.6%	68.7%	65.9%	54.1%	68.4%	69.0%	84.6%	87.6%	91.2%
	2024	58.1%	73.7%	77.4%	55.7%	72.0%	70.6%	85.0%	85.2%	92.7%
 UCSF	2023	52.0%	65.5%	62.2%	53.5%	70.9%	68.9%	80.8%	73.5%	91.8%
	2024	57.3%	66.3%	68.8%	55.7%	70.3%	64.5%	80.4%	94.3%	88.3%
NCQA Performance Benchmarks (2023)	3 Stars	59.3	65.4	64.5	53.5	79.8	77.7	83.2	88.7	91.7
	4 Stars	64.0	70.6	68.3	58.3	83.1	83.8	86.7	90.4	93.6
	5 Stars	68.7	74.0	72.3	62.5	86.5	86.9	89.0	91.9	95.1

2025 CAHPS® Targets

SFHP will focus improvement efforts across three CAHPS® measures for 2025: Rating of Personal Doctor, Getting Needed Care, and Getting Care Quickly. The table below outlines the current score and target score for each measure. By achieving these increases, SFHP can improve its Overall Patient Experience score from 2 to 2.5 stars.

Measure for Improvement	2024 - Current Score, Percentile, & Stars	2025 - Target Score, Percentile, & Stars	% Gap
Rating of Personal Doctor	67.58, 33rd percentile (3 stars)	70.59, 67th percentile (4 stars)	3.01%
Getting Needed Care	69.21, below 10th percentile (1 star)	73.36, 10th percentile (2 stars)	0.92%
Getting Care Quickly	72.44, below 10th percentile (1 star)	74.98, 10th percentile (2 stars)	5.77%