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# 2021–2022 CAHPS Survey Results Summary

Wyoming Department of Health, Division of  
Healthcare Financing

June 1, 2022



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PK released the survey to 1,961 CHIP participants identified by the Division. 315 responses were received for a response rate of 16.06%, exceeding the minimum requirement of 300 responses. Figure 2 displays the breakdown of responses received in total.

**Figure 2. CAHPS Survey Response Types**





Measure	2019– 2020	2020– 2021	Change	2021– 2022	Change
Coordination of Care Rating**	97.6%	85.0%	–12.6%	87.8%	+2.8%

Key

\*% based on ratings of 8–10

\*\*% based on ratings of “Usually” and “Always”



improved healthcare outcomes for CHIP recipients. Table 3 provides a statistical view of CHIP recipients' perspectives on urgent care, personal doctors, and routine care.

**Table 3. Access to Care**

Question	Survey Results
Q6: In the last 6 months, how often did you get an appointment for a check-up or routine care for your child at a doctor's office or clinic as soon as your child needed?	60% of respondents indicated that they always get an appointment for check-ups and routine care when needed.
Q3: In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	47% of respondents indicated that their child has had a need for urgent care.
Q10: A personal doctor is the one your child would see if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?	20% of respondents indicated that their child does not have a personal doctor.

### Recommendations

- We recommend CHIP emphasize preventative care with a personal doctor and encourage trusted care relationships between CHIP recipients and providers to decrease the need for urgent care.
- Research should be considered to understand how more CHIP recipients can get appointments when needed. Preventative care can help avoid more costly urgent care needs.
- CHIP should consider comparing these numbers to Medicaid rates in general or other benchmarks to put these numbers into context and see if intervention is needed.

## Areas of Opportunity

Table 4 provides more in-depth information and recommendations on areas of opportunity for the CHIP Program compared to last year's survey results based on decreases in ratings.



Question	2020– 2021	2021– 2022	Recommendations and Comments
enough time with your child?			<p>usually spent enough time with their child. This metric decreased by 3.2% and could be a factor considered when respondents rated their children's healthcare lower than the previous year.</p> <p>Consider analyzing Coronavirus Pandemic impacts of personal doctor time with patient to understand if the pandemic is the root cause of this metric decline or if further root cause analysis is needed.</p>
Q28: In the last 6 months, how often were the forms from your child's health plan easy to fill out?	83.0%	82.0%	<p>The score indicates respondents that claimed their child's health plan forms are always or usually easy to fill out. This 1% decrease compared to last year could also impact respondents' healthcare rating.</p> <p>Consider evaluating all forms for length and reading level.</p>
Q4: In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	95.5%	89.8%	<p>The score indicates respondents rated receiving care as soon as their child needed it as always or usually. This metric decreased by 5.7%. A factor that could contribute to this metric is the overall increased demand for care due to the Coronavirus Pandemic.</p>