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# 2022–2023 CAHPS Survey Results Summary

Wyoming Department of Health, Division of  
Healthcare Financing

June 20, 2023



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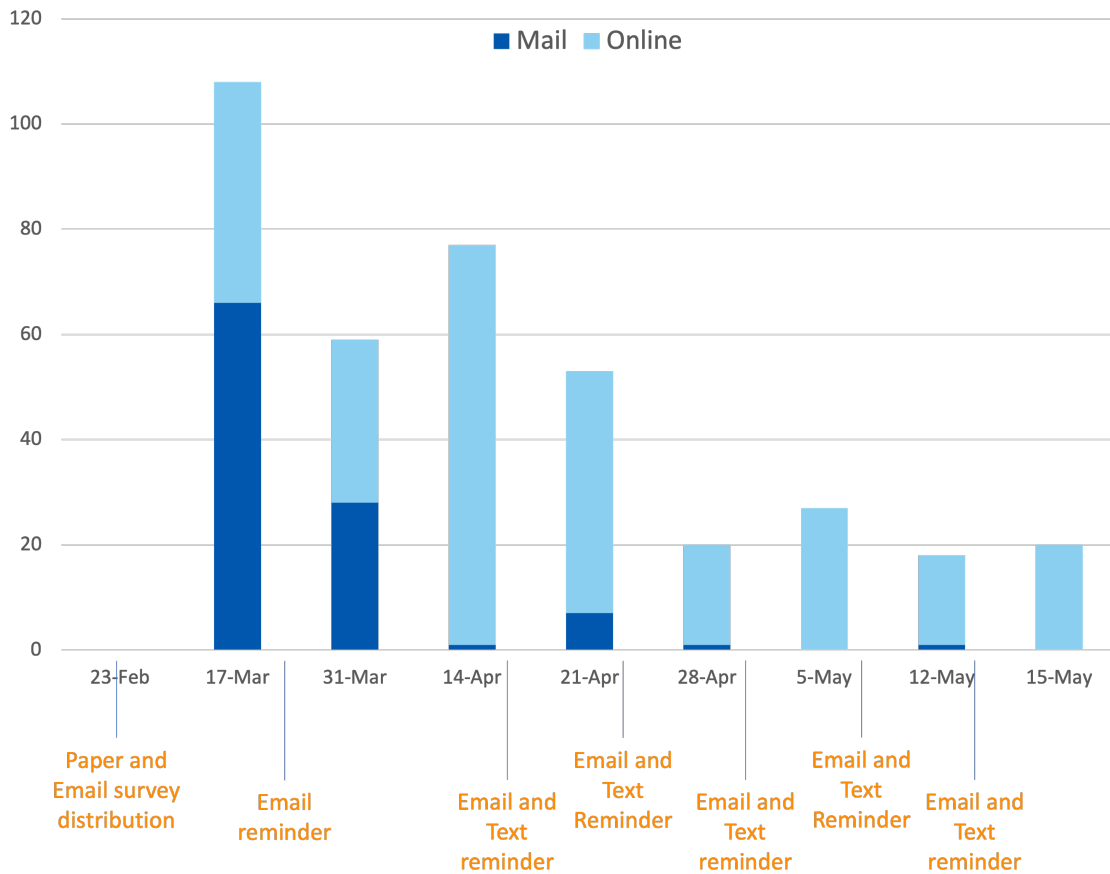
# CAHPS Survey Summary

The Wyoming Department of Health (WDH) partnered with Public Knowledge® (PK) to administer the 2022–2023 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey to participants in the Children's Health Insurance Program (CHIP). PK used the survey provided by CAHPS with no modifications. The survey was comprised of quantitative questions to allow for precise data analytics.

The survey was open from February 23, 2023, to May 15, 2023. Survey participants received an initial mailing with a hard copy of the survey and an email with the online survey link. Follow-up activities included seven reminders via email and text message that were distributed by WDH.

Figure 1 below shows the responses by campaign tool and survey activities over the duration of the survey period.

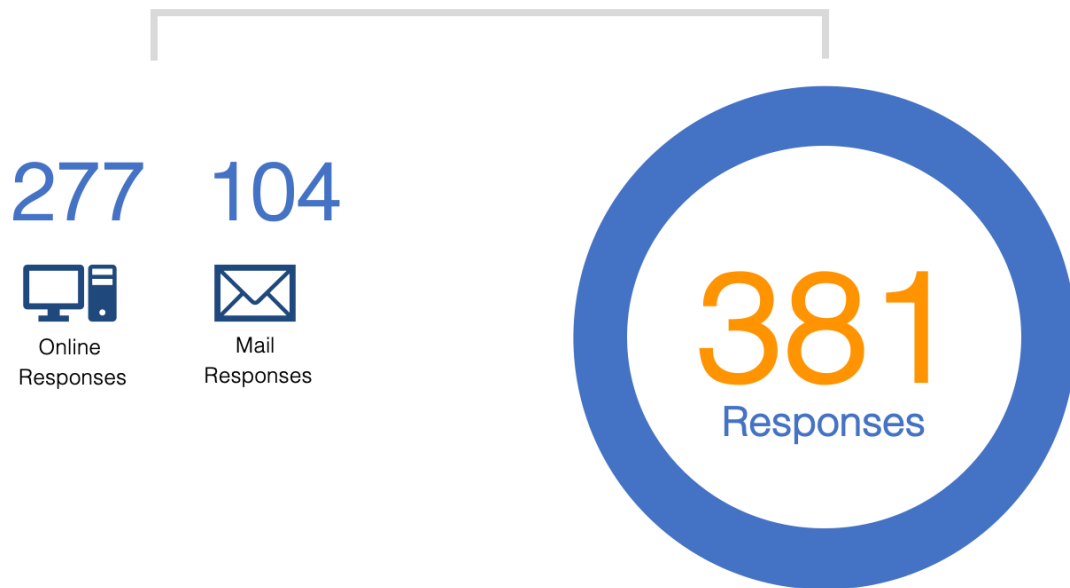
Figure 1. Survey Campaign and Responses





PK released the survey to 2,152 CHIP participants identified by the Division. 381 valid responses were received for a response rate of 17.70%. The 2022–2023 response rate exceeded the minimum requirement of 300 responses by 81. A total of 382 responses were received however, upon analyzing the responses, one respondent indicated their child was not on Kid Care Chip, resulting in the response being removed from the final count. Figure 2 displays the breakdown of responses received in total.

Figure 2. CAHPS Survey Response Types





# Overview of CAHPS Survey Results

This report contains an overview of the results and highlights key findings. In addition, an interactive results summary of the [2022–2023 CAHPS Survey Results](#) is available.

Table 1 provides a detailed comparison of the perspectives of CHIP participants over the last four years. The 2022–2023 survey ratings yielded the following notable outcomes highlighted below:

- Health plan rating (83.3%) continues to rise year over year with a 2.0% increase over last year
- Customer service ratings (88.5%) have improved and are the highest they have been in the last four years with an increase of 4.1% over last year
- Receiving urgent care ratings (94.7%) have soared over last year with a significant increase of 4.9% over last year’s rating edging close to the pandemic year of 2020–2021.
- The Coordination of Care rating (89.5%) increased slightly over the previous year’s rating of 87.8%, an increase of 1.7%.

**Table 1. CAHPS Survey Results Over Four Years**

Measure	2019– 2020	2020– 2021 (Pandemic Year)	2021– 2022	2022– 2023	Change
Health Plan Rating*	78.0%	76.5%	81.3%	83.3%	+2.0%
Health Care Rating*	82.7%	86.6%	80.9%	80.1%	-0.8%
Personal Care Doctor Rating*	84.3%	88.0%	88.4%	87.6%	-0.8%
Specialist Rating*	94.6%	78.4%	81.8%	79.3%	-2.5%
Customer Service Rating**	87.8%	80.5%	84.4%	88.5%	+4.1%
Receiving Needed Care Rating**	90.4%	91.7%	93.7%	91.5%	-2.2%
Receiving Urgent Care Rating**	94.2%	95.5%	89.8%	94.7%	+4.9%



Measure	2019– 2020	2020– 2021 (Pandemic Year)	2021– 2022	2022– 2023	Change
Coordination of Care Rating**	97.6%	85.0%	87.8%	89.5%	+1.7%

Key

*\*% based on ratings of 8–10*

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



## Findings and Recommendations

Based on the survey data collected and analyzed, the section below details key findings and recommendations for the CHIP program to consider that could potentially increase the impact and quality of the program.

### Overall Health

The 2022–2023 survey results indicate that CHIP participants’ overall health and mental health is viewed positively. Table 2 provides ratings from survey respondents related to overall health.

**Table 2. Overall Health**

Question	Survey Results
Q30: In general, how would you rate your child’s overall health?	95% of respondents rated their child’s health as good, very good or excellent.
Q31: In general, how would you rate your child’s overall mental or emotional health?	86% of respondents rated their children's mental or emotional health as good, very good, or excellent.

### Recommendation

- We recommend that CHIP consider using social media and text messaging to engage clients and promote services and well-being programs.
- We recommend sharing these results with stakeholders who will find value and motivation to continue serving the CHIP program.

### Access to Care

The 2022–2023 survey results indicate that CHIP participants are more reliant on urgent care services based on responses to question 3. 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?	70% 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?	49% 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?	17% 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. Preventative care can help avoid more costly urgent care needs.
- Consider conducting research to understand the root cause of why some CHIP recipients are not getting appointments when needed. Research will assist with understanding actions that can be made to increase health equity.
- CHIP should consider comparing these numbers to Medicaid rates in general or other benchmarks to put these numbers into context and to understand 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.



**Table 4. Areas of Opportunity**

Area	2021– 2022	2022– 2023	Recommendations and Comments
Getting Health Care from Specialists	81.8%	79.3%	<p>The scores indicate a decrease of 2.5% from the prior year.</p> <p>Consider surveying patients after care is received from specialists to learn more about this rating and look for solutions to improve care. DHCF could also perform analysis to assess whether there is an adequate distribution of specialists across the state and whether the issue is with specific specialist types.</p>
Receiving Needed Care	93.7%	89.5%	<p>The scores indicate a decrease of 4.2% from the prior year.</p> <p>Consider reviewing provider caseloads to determine if something needs to be done to use underutilized providers. If access to providers is not an issue, consider surveying providers about what the leading causes of delays are in providing needed care to CHIP participants.</p>

## Survey Process

Below are recommendations, based on the 2022–2023 survey for consideration the future years:

- Continue to remind survey non-respondents frequently. Figure 1 shows that survey reminders are effective in encouraging participation.





- Continue to engage CHIP participants electronically by email and text message as participation spiked each time a reminder was sent.
- Consider providing some context in the survey or in the letter that goes out in the survey. Many survey participants were confused about whether their child was on CHIP or Medicaid.