

US Family Health Plan (USFHP) 2019 Member Satisfaction Survey

Johns Hopkins US Family Health Plan (USFHP) values your opinion, and annually surveys a random sample of members using the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0 survey tool. The survey includes questions about recent experiences with health care and services. The CAHPS survey is an industry standard for health plans. Symphony Performance Health (SPH), a National Committee for Quality Assurance (NCQA) certified vendor, conducts the survey each year on behalf of USFHP. Members were asked to rate their satisfaction with their practitioners, timeliness and quality of services as well as with the Health Plan overall.

The table below shows trended data for the last three years and compares it to the National Committee for Quality Assurance (NCQA) Quality Compass® benchmarks. USFHP's work plan goal is to meet the 90th percentile benchmark ranking.

Composite Measure & Overall Ratings	2017	2018	2019	Quality Compass Percentile Ranking
Goal Met or Exceeded ($\geq 90^{\text{th}}$ percentile)				
Getting Needed Care	92.0%	94.2%	90.9%	90 th
Rating of Health Care	88.6%	89.0%	86.3%	90 th
Rating of Health Plan	88.1%	86.7%	86.4%	90 th
Rating of Personal Doctor	90.0%	91.3%	89.1%	90 th
Rating of Specialist	88.8%	89.9%	88.7%	90 th
Coordination of Care	88.0%	91.3%	89.4%	90 th
Customer Service	90.0%	90.3%	93.3%	90 th
On track with National Averages ($\geq 75^{\text{th}}$ percentile, but $< 90^{\text{th}}$ percentile)				
Getting Care Quickly	89.1%	88.0%	89.3%	75 th
Needs Improvement ($\leq 75^{\text{th}}$ percentile)				
How Well Doctors Communicate	97.1%	97.5%	96.3%	67 th
Claims Processing	87.5%	88.4%	89.7%	50 th

The survey results indicate that How Well Doctors Communicate and Claims Processing are areas of opportunity for improvement. Improvement initiatives are being developed with the input of participating physicians, and we welcome input from other providers.

We value our partnership with our network practitioners as we work together to improve the lives of our members by providing access to high quality member-centered healthcare. Practitioners can help improve member satisfaction, enhance member communication, and encourage members to participate in shared decision making through the use of tools such as the Agency for Healthcare Research and Quality (AHRQ) Health Literacy Toolkit. For more information, visit the [AHRQ website](#).

To be more involved in their healthcare, members are encouraged to be prepared to ask their practitioner questions. For assistance, visit the [AHRQ website](#).

The information obtained from the surveys will be incorporated into USFHP's continuing quality improvement process as we monitor and refine all aspects of the program to best meet our member's health care needs. The next CAHPS survey will be administered by USFHP during the spring of 2020.