

Patient Satisfaction and Experience Are Not The Same Thing

Patient satisfaction and patient experience are two distinct concepts that are often used interchangeably but have different meanings. Patient satisfaction measures how happy a patient is with the care they receive. Patient experience on the other hand refers to the holistic perception that a patient has of the health care system.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is used for the measurement of member satisfaction. The CAHPS survey results are critical to the overall health plan ratings through NCQA. The CAHPS Survey also provides insight to the patient satisfaction and experience. It includes all interactions with health care providers, staff, and the physical environment.

Some measures have demonstrated continued decrease year-over-year. See some Molina Healthcare of South Carolina (MHSC) Medicaid CAHPS trending results below:

Measure	Line of Business	2022	2021	2020
Rating of Health Plan	CAHPS Medicaid with Chronic Care Conditions Survey	72%	75%	79%
	CAHPS Medicaid Child Survey	70%	76%	71%
	CAHPS Medicaid Adult Survey	64%	65%	65%
Rating of Health Care	CAHPS Medicaid with Chronic Care Conditions Survey	76%	76%	77%
	CAHPS Medicaid Child Survey	74%	76%	72%
	CAHPS Medicaid Adult Survey	63%	59%	61%

Click [here](#) to view more MHSC 2022 Medicaid CAHPS results.

A patient can be satisfied with their health care but there still may be areas of improvement needed in the overall patient experience. Please join Molina in improving our patient experience and satisfaction rates.