

2006 CAHPS

CAHPS (Consumer Assessment of Health Plans Survey) provide health plan members with an assessment of member satisfaction. These tools enable members and providers to have the information needed to make informed choices about health care.

As part of the Quality Improvement Program, Mutual of Omaha completes an annual random sample survey of its members to ensure that members are satisfied with their health plan, are aware of their rights and responsibilities regarding health care and are accessing care. Mutual of Omaha contracts with the Center for Study of Services (CSS), which uses the Consumer Assessment of Health Plan Study (CAHPS). The survey is completed during the spring of every year and the current HMO/POS and PPO 2006 results are shown in the table below.

CATEGORY	HMO/POS	PPO	NATIONAL AVERAGE
Percent of members pleased with the doctors and nurses.	80.5%	84.7%	77.17%
Percent of members pleased with the office staff.	95.8%	95.6%	93.23%
Percent of members who received the care they needed.	82.6%	87.5%	80.17%
How quickly they received the care.	84.8%	83.5%	79.69%