

# KelseyCare Rates High Among Consumers ‘Big 4’ Health Plan Categories

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®), which grades health care quality from the patient’s perspective, has rated KelseyCare among the best in the four main overall facets: Health Plan, Health Care, Personal Doctor and Specialist categories.

High ratings, driven by the consumers’ point of view, place KelseyCare among the elite of Texas Gulf Coast plans.

### Summary of 2007 Ratings:

- In the important *Health Plan Overall* category, KelseyCare was rated as the “best health plan possible” by 51 percent of consumers, easily besting the state average of 41 percent.
- In the *Health Care Overall* category, 50 percent of consumers rated KelseyCare the best, as opposed to the state average of 47 percent.
- In the *Personal Doctor Overall* category, 68 percent of patients rated KelseyCare the best, opposed to the 62-percent state average and second among all health plans surveyed.
- In the *Specialist Overall* category, 67 percent of patients rated KelseyCare, exceeding the 63 percent state average

### Background:

CAHPS assesses quality from the patient’s point of view. It is a consumer satisfaction survey sponsored by the Agency of Healthcare Research and Quality, an agency within the U.S. Department of Health and Human Services designed to improve health care quality.

HEALTH PLAN OVERALL			
	0 = “worst health plan possible” 10 = “best health plan possible”		
	6 or lower	7 or 8	9 or 10
Kelsey-Seybold Clinic/KelseyCare	16%	33%	51%
STATE AVERAGE	21%	38%	41%
Aetna Health Inc. (Houston)	22%	40%	38%
HMO Blue Texas (Houston)	29%	39%	33%
Humana Health Plan of Houston	26%	40%	34%

Source: 2007 CAHPS® 3.0H Member Survey

HEALTH CARE OVERALL			
	0 = “worst health plan possible” 10 = “best health plan possible”		
	6 or lower	7 or 8	9 or 10
Kelsey-Seybold Clinic/KelseyCare	11%	39%	50%
STATE AVERAGE	15%	38%	47%
Aetna Health Inc. (Houston)	15%	41%	43%
HMO Blue Texas (Houston)	23%	40%	37%
Humana Health Plan of Houston	18%	44%	39%

Source: 2007 CAHPS® 3.0H Member Survey

<b>PERSONAL DOCTOR OVERALL</b>			
	0 = "worst health plan possible" 10 = "best health plan possible"		
	6 or lower	7 or 8	9 or 10
Kelsey-Seybold Clinic/KelseyCare	9%	23%	68%
STATE AVERAGE	11%	27%	62%
Aetna Health Inc. (Houston)	13%	28%	59%
HMO Blue Texas (Houston)	15%	36%	49%
Humana Health Plan of Houston	13%	24%	63%

Source: 2007 CAHPS® 3.0H Member Survey

<b>SPECIALIST DOCTOR OVERALL</b>			
	0 = "worst health plan possible" 10 = "best health plan possible"		
	6 or lower	7 or 8	9 or 10
Kelsey-Seybold Clinic/KelseyCare	6%	27%	67%
STATE AVERAGE	11%	26%	63%
Aetna Health Inc. (Houston)	14%	25%	61%
HMO Blue Texas (Houston)	11%	34%	66%
Humana Health Plan of Houston	15%	25%	60%

Source: 2007 CAHPS® 3.0H Member Survey

**For More Information:**

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