

Access to Care Report 2022

VHP's Commitment to Members

VHP is committed to ensuring that our members are treated with dignity and respect. VHP believes in enhancing our community by advocating for the diversity of all members. VHP upholds the County's healthcare mission best described as "Better Health for All," and as County employees, community members, and friends and family of those who may be vulnerable, we believe it is our responsibility to support social and political progress—to work together to transform the culture, laws, and policies that contribute to structural discrimination, health disparities, and other injustices.

What is a Health Disparity?

Health Disparities are differences in treatment provided to members of different racial/ethnic or cultural groups that are not justified by the underlying health conditions or treatment preferences of patients. VHP monitors, assesses and improves healthcare services to reduce health disparities.

How does VHP make sure members do not experience Health Disparities when accessing care?

One of the ways we make sure members get the care they need is to conduct an annual CAHPS and QHP survey. The survey is where our members can tell us about their experiences with getting health services.

What is CAHPS and QHP?

They are annual surveys where members can give their opinion of the quality of care they received. Consumer Assessment Healthcare Providers and Systems (CAHPS) is the survey provided to VHP members with employer-based health insurance (or from the "Employer Group"). VHP members with Covered California health insurance are provided a similar, but separate survey called the Qualified Health Plan (QHP) survey. The CAHPS and QHP surveys are a standardized set of questions created by Consumer Centers for Medicare & Medicaid Services (CMS) regulations and National Quality Assurance Committee (NCQA) standards. The surveys are conducted by VHP's certified NCQA Healthcare Effectiveness Data and Information Set (HEDIS) Vendor, Press Ganey.

Why is it important?

The CAHPS and QHP surveys are an opportunity for your voice to be heard. Your responses are one of the ways VHP measures members' experiences annually. The same survey questions are used by health plans nationally and the results can be used to compare how VHP is doing in comparison with other health plans. These surveys are one of the ways we measure quality improvement from the members' point of view.

What did VHP Learn from the 2022 Survey?

In 2022, VHP looked at the different demographics of the members who responded to the surveys. VHP was interested to see if different people from various race/ethnicity backgrounds experienced access to health care services differently. VHP found that people who identified as Asian had the highest dissatisfaction with accessing care when they needed it compared to members from other race/ethnicity groups. [To access the full report please click here.](#)

What is VHP doing in 2023 to improve member Access to Care?

In 2023, VHP is looking to better understand why our Asian members experience barriers to accessing health care services. VHP has contracted with a vendor to conduct individual interviews with members of the community. VHP is also working to understand the reasons why this health disparity exists with access to care and develop culturally responsive strategies to improve member experience in 2023.