



Columbia Pacific CCO

CAHPS® 5.0
Adult Medicaid
Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for Columbia Pacific CCO (CPCCO) provide a comprehensive tool for assessing consumers' experiences with the Coordinated Care Organization (CCO). This report is designed to allow the CCO to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology; a graphic presentation of key results for rating questions, composites, and Effectiveness of Care Measures; and a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. Appendices at the end of the report include a copy of the questionnaire and member responses to custom questions.

Assessing consumers' experience in this report is accomplished with the use of achievement scores and composite scores. Member responses to survey questions are summarized as achievement scores. Responses indicating a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. The lower the achievement score, the greater the need for the CCO to improve. Composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making.

Results. This report summarizes the findings of the adult Medicaid 5.0 CAHPS survey conducted for CPCCO. Attempts were made to survey 1,000 member households by mail and telephone during the period January 9, 2018 through April 9, 2018, using a mixed-mode procedure and standard questionnaire with custom questions. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the adult members (aged 18 and over) of CPCCO who were continuously enrolled in the CCO for at least 6 months as of November 30, 2017, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1,000 cases was drawn. The survey was offered in English and Spanish.

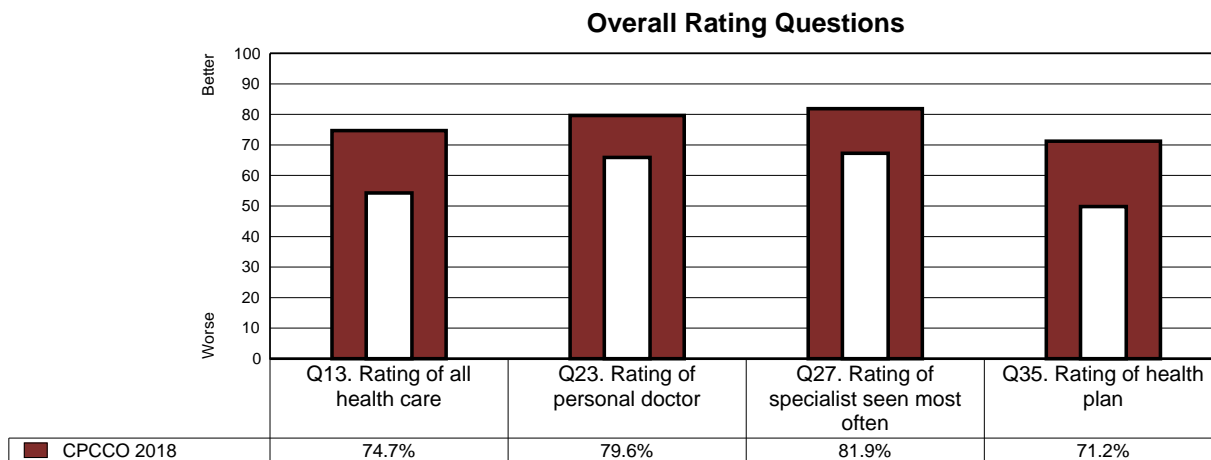
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 306 CPCCO members, and the response rate was 31.6%.

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SUMMARY OF OVERALL RATING QUESTIONS

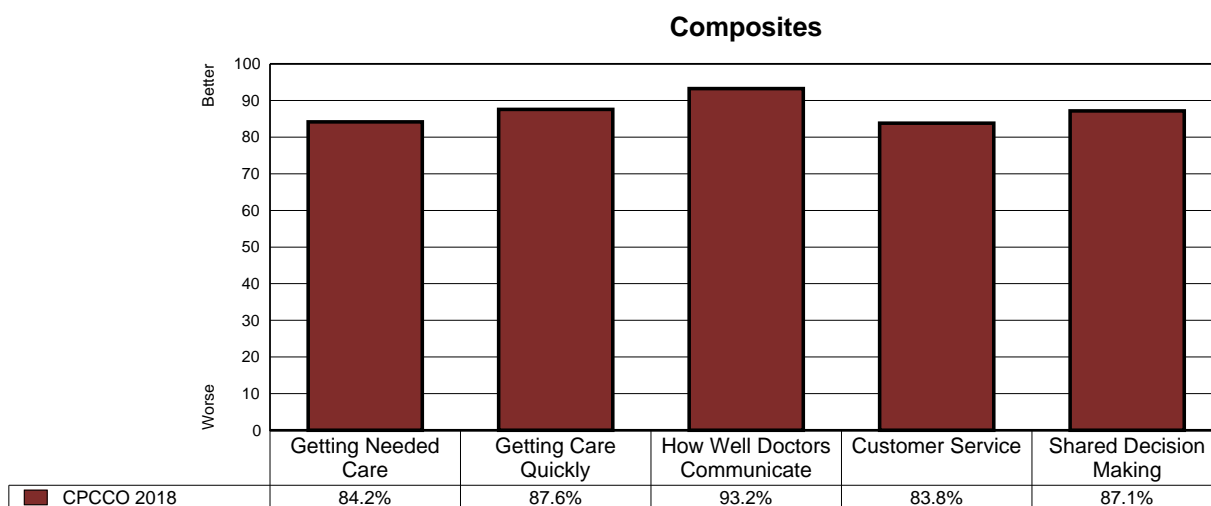
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and the achievement score is presented as the proportion of members whose response was an achievement. Alternate achievement scores are presented as hollow bars, showing only the response options "9" and "10" as achievements.



Note: Hollow portion of bar represents proportions giving a response of 9 or 10.

SUMMARY OF COMPOSITES

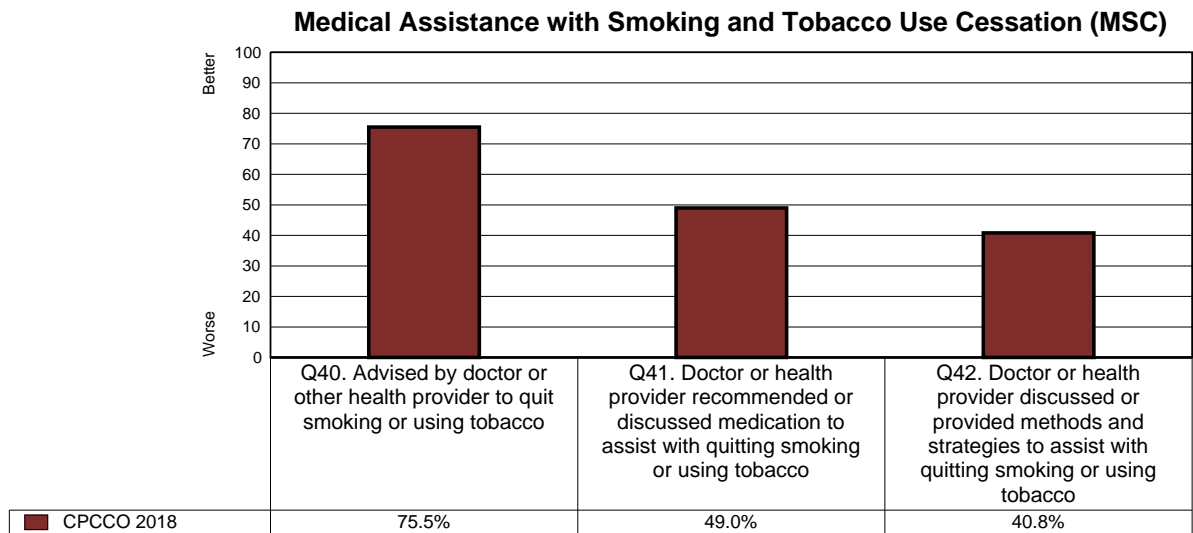
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table below, proportions of positive responses are reported as achievement scores. A response of "Yes" is considered an achievement for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements.



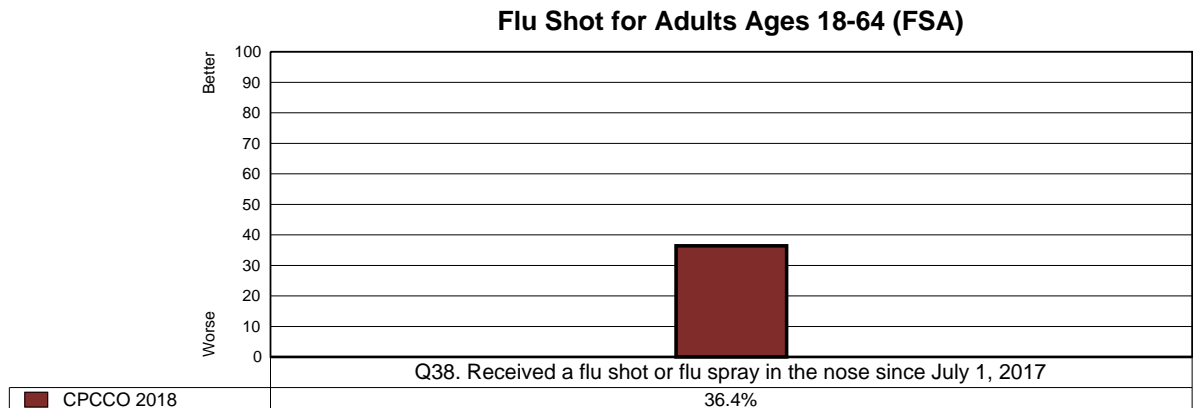
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

Two Effectiveness of Care Measures are presented below. The Medical Assistance with Smoking and Tobacco Use Cessation measure typically uses a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, the measure is presented as a single-year score, rather than rolling averages.

The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.



The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members age 18-64 who received an influenza vaccination since July 1 of the measurement year.



Sample Disposition

	CPCCO 2018
First mailing - sent	1000
*First mailing - usable survey returned	189
Second mailing - sent	798
*Second mailing - usable survey returned	62
*Phone - usable surveys	55
Total - usable surveys	306
†Ineligible: According to population criteria‡	16
†Ineligible: Language barrier	3
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	12
Bad address and bad phone number	31
Refusal	35
Incomplete survey - mail or phone	13
Nonresponse - Unavailable by mail AND phone	584
Adjusted Response Rate	31.6%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

‡Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

Note: *Adjusted Response Rate = Total Usable Surveys / Total Eligible Cases*

Responses by Question

Q1. Our records show that you are now in the Oregon Health Plan. Is that right?

	CPCCO 2018	
	N	%
Yes	299	100.0%
No	0	0.0%
Total	299	100.0%
Not Answered	7	

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	CPCCO 2018	
	N	%
Yes	126	41.4%
No	178	58.6%
Total	304	100.0%
Not Answered	2	

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	1	0.9%
<input type="radio"/> Sometimes	8	7.1%
<input checked="" type="radio"/> Usually	39	34.8%
<input checked="" type="radio"/> Always	64	57.1%
Total	112	100.0%
Not Answered	14	
Reporting Category	Getting Care Quickly	
Achievement Score	92.0%	

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	CPCCO 2018	
	N	%
Yes	206	67.3%
No	100	32.7%
Total	306	100.0%
Not Answered	0	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

- Q6.** In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	CPCCO 2018	
	N	%
● Never	1	0.5%
● Sometimes	27	14.7%
● Usually	47	25.5%
● Always	109	59.2%
Total	184	100.0%
Not Answered	22	
Reporting Category	Getting Care Quickly	
Achievement Score	84.8%	

- Q7.** In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	CPCCO 2018	
	N	%
None	71	23.7%
1 time	58	19.3%
2	51	17.0%
3	35	11.7%
4	33	11.0%
5 to 9	37	12.3%
10 or more times	15	5.0%
Total	300	100.0%
Not Answered	6	

- Q8.** In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	CPCCO 2018	
	N	%
● Yes	174	77.3%
● No	51	22.7%
Total	225	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	77.3%	

○ **Response scored as:** ● Achievement ● Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

- Q9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?**

	CPCCO 2018	
	N	%
Yes	121	54.3%
No	102	45.7%
Total	223	100.0%
Not Answered	6	

- Q10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?**

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	117	99.2%
<input type="radio"/> No	1	0.8%
Total	118	100.0%
Not Answered	3	
Reporting Category	Shared Decision Making	
Achievement Score	99.2%	

- Q11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?**

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	95	81.2%
<input type="radio"/> No	22	18.8%
Total	117	100.0%
Not Answered	4	
Reporting Category	Shared Decision Making	
Achievement Score	81.2%	

- Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?**

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	96	81.4%
<input type="radio"/> No	22	18.6%
Total	118	100.0%
Not Answered	3	
Reporting Category	Shared Decision Making	
Achievement Score	81.4%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	CPCCO 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	0	0.0%
● 4	6	2.7%
● 5	9	4.1%
● 6	14	6.3%
● 7	27	12.2%
● 8	45	20.4%
● 9	38	17.2%
● Best health care possible	82	37.1%
Total	221	100.0%
Not Answered	8	
Reporting Category	Ratings	
Rating (8, 9 and 10)	74.7%	

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	CPCCO 2018	
	N	%
● Never	2	0.9%
● Sometimes	30	13.3%
● Usually	62	27.6%
● Always	131	58.2%
Total	225	100.0%
Not Answered	4	
Reporting Category	Getting Needed Care	
Achievement Score	85.8%	

Your Personal Doctor

Q15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	CPCCO 2018	
	N	%
Yes	239	78.4%
No	66	21.6%
Total	305	100.0%
Not Answered	1	

○ **Response scored as:** ● Achievement ● Room for improvement

Responses by Question

Your Personal Doctor (continued)

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	CPCCO 2018	
	N	%
None	38	16.9%
1 time	65	28.9%
2	49	21.8%
3	28	12.4%
4	16	7.1%
5 to 9	25	11.1%
10 or more times	4	1.8%
Total	225	100.0%
Not Answered	14	

Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	1	0.5%
<input type="radio"/> Sometimes	6	3.2%
<input type="radio"/> Usually	33	17.7%
<input type="radio"/> Always	146	78.5%
Total	186	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	96.2%	

Q18. In the last 6 months, how often did your personal doctor listen carefully to you?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	2	1.1%
<input type="radio"/> Sometimes	13	7.0%
<input type="radio"/> Usually	39	21.1%
<input type="radio"/> Always	131	70.8%
Total	185	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	91.9%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	CPCCO 2018	
	N	%
● Never	2	1.1%
● Sometimes	9	4.8%
● Usually	33	17.7%
● Always	142	76.3%
Total	186	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	94.1%	

Q20. In the last 6 months, how often did your personal doctor spend enough time with you?

	CPCCO 2018	
	N	%
● Never	4	2.2%
● Sometimes	13	7.0%
● Usually	40	21.6%
● Always	128	69.2%
Total	185	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	90.8%	

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	CPCCO 2018	
	N	%
Yes	116	63.7%
No	66	36.3%
Total	182	100.0%
Not Answered	5	

○ **Response scored as:** ● Achievement ● Room for improvement

Responses by Question

Your Personal Doctor (continued)

Q22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	1	0.9%
<input type="radio"/> Sometimes	9	8.2%
<input type="radio"/> Usually	37	33.6%
<input type="radio"/> Always	63	57.3%
Total	110	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	90.9%	

Q23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	CPCCO 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	2	0.9%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	0.4%
<input type="radio"/> 3	2	0.9%
<input type="radio"/> 4	3	1.3%
<input type="radio"/> 5	8	3.5%
<input type="radio"/> 6	12	5.3%
<input type="radio"/> 7	18	8.0%
<input type="radio"/> 8	31	13.7%
<input type="radio"/> 9	48	21.2%
<input type="radio"/> Best personal doctor possible	101	44.7%
Total	226	100.0%
Not Answered	13	
Reporting Category	Ratings	
Rating (8, 9 and 10)	79.6%	

Getting Health Care From Specialists

Q24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	CPCCO 2018	
	N	%
Yes	128	42.5%
No	173	57.5%
Total	301	100.0%
Not Answered	5	

Response scored as: Achievement Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	4	3.3%
<input type="radio"/> Sometimes	15	12.2%
<input type="radio"/> Usually	36	29.3%
<input type="radio"/> Always	68	55.3%
Total	123	100.0%
Not Answered	5	
Reporting Category	Getting Needed Care	
Achievement Score	84.6%	

Q26. How many specialists have you seen in the last 6 months?

	CPCCO 2018	
	N	%
None	4	3.3%
1 specialist	63	52.1%
2	31	25.6%
3	15	12.4%
4	5	4.1%
5 or more specialists	3	2.5%
Total	121	100.0%
Not Answered	7	

Q27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	CPCCO 2018	
	N	%
<input type="radio"/> Worst specialist possible	1	0.9%
<input type="radio"/> 1	1	0.9%
<input type="radio"/> 2	1	0.9%
<input type="radio"/> 3	1	0.9%
<input type="radio"/> 4	1	0.9%
<input type="radio"/> 5	2	1.7%
<input type="radio"/> 6	5	4.3%
<input type="radio"/> 7	9	7.8%
<input type="radio"/> 8	17	14.7%
<input type="radio"/> 9	26	22.4%
<input type="radio"/> Best specialist possible	52	44.8%
Total	116	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	81.9%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	CPCCO 2018	
	N	%
Yes	56	18.5%
No	246	81.5%
Total	302	100.0%
Not Answered	4	

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	4	7.7%
<input checked="" type="radio"/> Sometimes	19	36.5%
<input checked="" type="radio"/> Usually	17	32.7%
<input checked="" type="radio"/> Always	12	23.1%
Total	52	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	55.8%	

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

	CPCCO 2018	
	N	%
Yes	72	24.2%
No	226	75.8%
Total	298	100.0%
Not Answered	8	

Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	5	7.0%
<input checked="" type="radio"/> Sometimes	11	15.5%
<input checked="" type="radio"/> Usually	20	28.2%
<input checked="" type="radio"/> Always	35	49.3%
Total	71	100.0%
Not Answered	1	
Reporting Category	Customer Service	
Achievement Score	77.5%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan (continued)

Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	CPCCO 2018	
	N	%
● Never	2	2.9%
● Sometimes	5	7.1%
● Usually	11	15.7%
● Always	52	74.3%
Total	70	100.0%
Not Answered	2	
Reporting Category	Customer Service	
Achievement Score	90.0%	

Q33. In the last 6 months, did your health plan give you any forms to fill out?

	CPCCO 2018	
	N	%
Yes	104	34.4%
No	198	65.6%
Total	302	100.0%
Not Answered	4	

PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]

	CPCCO 2018	
	N	%
● Never	6	2.0%
● Sometimes	13	4.3%
● Usually	31	10.3%
● Always	250	83.3%
Total	300	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	93.7%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Health Plan (continued)

Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	CPCCO 2018	
	N	%
● Worst health plan possible	0	0.0%
● 1	2	0.7%
● 2	0	0.0%
● 3	4	1.4%
● 4	2	0.7%
● 5	20	7.0%
● 6	13	4.6%
● 7	41	14.4%
● 8	61	21.4%
● 9	41	14.4%
● Best health plan possible	101	35.4%
Total	285	100.0%
Not Answered	21	
Reporting Category	Ratings	
Rating (8, 9 and 10)	71.2%	

About You

Q36. In general, how would you rate your overall health?

	CPCCO 2018	
	N	%
● Excellent	30	9.9%
● Very good	79	26.0%
● Good	101	33.2%
● Fair	74	24.3%
● Poor	20	6.6%
Total	304	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	35.9%	

○ **Response scored as:** ● Achievement ● Room for improvement

Responses by Question

About You (continued)

Q37. In general, how would you rate your overall mental or emotional health?

	CPCCO 2018	
	N	%
● Excellent	52	17.3%
● Very good	87	29.0%
● Good	79	26.3%
● Fair	58	19.3%
● Poor	24	8.0%
Total	300	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	46.3%	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2017? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]

	CPCCO 2018	
	N	%
● Yes	103	36.4%
● No	180	63.6%
Don't know	7	
Total	283	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	36.4%	

Q39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	CPCCO 2018	
	N	%
Every day	67	22.4%
Some days	36	12.0%
Not at all	196	65.6%
Don't know	2	
Total	299	100.0%
Not Answered	5	

○ **Response scored as:** ● Achievement ● Room for improvement

Responses by Question

About You (continued)

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	25	24.5%
<input checked="" type="radio"/> Sometimes	17	16.7%
<input checked="" type="radio"/> Usually	27	26.5%
<input checked="" type="radio"/> Always	33	32.4%
Total	102	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	75.5%	

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	51	51.0%
<input checked="" type="radio"/> Sometimes	12	12.0%
<input checked="" type="radio"/> Usually	19	19.0%
<input checked="" type="radio"/> Always	18	18.0%
Total	100	100.0%
Not Answered	3	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	49.0%	

Q42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	58	59.2%
<input checked="" type="radio"/> Sometimes	16	16.3%
<input checked="" type="radio"/> Usually	10	10.2%
<input checked="" type="radio"/> Always	14	14.3%
Total	98	100.0%
Not Answered	5	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	40.8%	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

Q43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	CPCCO 2018	
	N	%
Yes	104	34.3%
No	199	65.7%
Total	303	100.0%
Not Answered	3	

Q44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	CPCCO 2018	
	N	%
Yes	92	90.2%
No	10	9.8%
Total	102	100.0%
Not Answered	2	

Q45. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	CPCCO 2018	
	N	%
Yes	202	67.1%
No	99	32.9%
Total	301	100.0%
Not Answered	5	

Q46. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	CPCCO 2018	
	N	%
Yes	185	96.4%
No	7	3.6%
Total	192	100.0%
Not Answered	10	

Responses by Question

About You (continued)

Q47. What is your age?

	CPCCO 2018	
	N	%
18 to 24	25	8.3%
25 to 34	47	15.6%
35 to 44	44	14.6%
45 to 54	71	23.5%
55 to 64	98	32.5%
65 to 74	16	5.3%
75 or older	1	0.3%
Total	302	100.0%
Not Answered	4	

Q48. Are you male or female?

	CPCCO 2018	
	N	%
Male	114	37.6%
Female	189	62.4%
Total	303	100.0%
Not Answered	3	

Q49. What is the highest grade or level of school that you have completed?

	CPCCO 2018	
	N	%
8th grade or less	9	3.0%
Some high school but did not graduate	30	10.0%
High school graduate or GED	116	38.5%
Some college or 2-year degree	105	34.9%
4-year college graduate	29	9.6%
More than 4-year college degree	12	4.0%
Total	301	100.0%
Not Answered	5	

Q50. Are you of Hispanic or Latino origin or descent?

	CPCCO 2018	
	N	%
Yes, Hispanic or Latino	20	6.6%
No, Not Hispanic or Latino	282	93.4%
Total	302	100.0%
Not Answered	4	

Responses by Question

About You (continued)

Q51.1. What is your race? Response: White.

	CPCCO 2018	
	N	%
Yes	276	100.0%
Total	276	100.0%
Not Answered	30	

Q51.2. What is your race? Response: Black or African-American.

	CPCCO 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	301	

Q51.3. What is your race? Response: Asian.

	CPCCO 2018	
	N	%
Yes	8	100.0%
Total	8	100.0%
Not Answered	298	

Q51.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	CPCCO 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	304	

Q51.5. What is your race? Response: American Indian or Alaskan Native.

	CPCCO 2018	
	N	%
Yes	19	100.0%
Total	19	100.0%
Not Answered	287	

Responses by Question

About You (continued)

Q51.6. What is your race? Response: Other.

	CPCCO 2018	
	N	%
Yes	16	100.0%
Total	16	100.0%
Not Answered	290	

Q52. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]

	CPCCO 2018	
	N	%
Yes	13	5.2%
No	238	94.8%
Total	251	100.0%
Not Answered	55	

Q53.1. How did that person help you? Response: Read the questions to me.

	CPCCO 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	9	

Q53.2. How did that person help you? Response: Wrote down the answers I gave.

	CPCCO 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	7	

Q53.3. How did that person help you? Response: Answered the questions for me.

	CPCCO 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	10	

Responses by Question

About You (continued)

Q53.4. How did that person help you? Response: Translated the questions into my language.

	CPCCO 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	11	

Q53.5. How did that person help you? Response: Helped in some other way.

	CPCCO 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	11	

Custom Questions

Q35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

	CPCCO 2018	
	N	%
Yes	29	9.9%
No	264	90.1%
Total	293	100.0%
Not Answered	13	

Q35b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	3	10.3%
<input type="radio"/> Sometimes	4	13.8%
<input type="radio"/> Usually	7	24.1%
<input type="radio"/> Always	15	51.7%
Total	29	100.0%
Not Answered	0	
Reporting Category	Supplemental Items	
Achievement Score	75.9%	

Q35c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

	CPCCO 2018	
	N	%
Yes	51	16.9%
No	251	83.1%
Total	302	100.0%
Not Answered	4	

Q35d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	7	14.3%
<input type="radio"/> Sometimes	5	10.2%
<input type="radio"/> Usually	16	32.7%
<input type="radio"/> Always	21	42.9%
Total	49	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	75.5%	

Response scored as: Achievement Room for improvement

Custom Questions

Additional Questions

Q35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	238	79.9%
<input checked="" type="radio"/> Sometimes	46	15.4%
<input type="radio"/> Usually	6	2.0%
<input type="radio"/> Always	8	2.7%
Total	298	100.0%
Not Answered	8	
Reporting Category	Supplemental Items	
Achievement Score	95.3%	

Q35f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	255	86.7%
<input checked="" type="radio"/> Sometimes	31	10.5%
<input type="radio"/> Usually	6	2.0%
<input type="radio"/> Always	2	0.7%
Total	294	100.0%
Not Answered	12	
Reporting Category	Supplemental Items	
Achievement Score	97.3%	

Q35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	255	87.0%
<input checked="" type="radio"/> Sometimes	28	9.6%
<input type="radio"/> Usually	6	2.0%
<input type="radio"/> Always	4	1.4%
Total	293	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	96.6%	

Response scored as: Achievement Room for improvement

Custom Questions

Additional Questions (continued)

Q35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	211	72.3%
<input checked="" type="radio"/> Yes - somewhat	63	21.6%
<input checked="" type="radio"/> No	18	6.2%
Total	292	100.0%
Not Answered	14	
Reporting Category	Supplemental Items	
Achievement Score	72.3%	

Access to Dental Care

Q35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

	CPCCO 2018	
	N	%
Yes	167	55.7%
No	133	44.3%
Total	300	100.0%
Not Answered	6	

Q35j. In the last 6 months, did you go to a dentist's office or clinic for care?

	CPCCO 2018	
	N	%
Yes	132	44.3%
No	166	55.7%
Total	298	100.0%
Not Answered	8	

Q35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	3	2.3%
<input checked="" type="radio"/> Sometimes	7	5.4%
<input checked="" type="radio"/> Usually	13	10.1%
<input checked="" type="radio"/> Always	106	82.2%
Total	129	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	92.2%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

Q35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	53	44.2%
<input type="radio"/> Sometimes	13	10.8%
<input type="radio"/> Usually	19	15.8%
<input type="radio"/> Always	35	29.2%
Did not try to get an appointment with a specialist dentist	176	
Total	120	100.0%
Not Answered	10	
Reporting Category	Supplemental Items	
Achievement Score	45.0%	

Q35m. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	48	41.7%
<input type="radio"/> Sometimes	19	16.5%
<input type="radio"/> Usually	18	15.7%
<input type="radio"/> Always	30	26.1%
Did not have a dental emergency	184	
Total	115	100.0%
Not Answered	7	
Reporting Category	Supplemental Items	
Achievement Score	41.7%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

Q35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

	CPCCO 2018	
	N	%
● Extremely difficult	25	9.2%
● 1	10	3.7%
● 2	12	4.4%
● 3	9	3.3%
● 4	5	1.8%
● 5	45	16.6%
● 6	10	3.7%
● 7	18	6.6%
● 8	24	8.9%
● 9	28	10.3%
● Extremely easy	85	31.4%
Total	271	100.0%
Not Answered	35	
Reporting Category	Supplemental Items	
Achievement Score	50.6%	

○ **Response scored as:** ● Achievement ● Room for improvement

Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark 

Incorrect
Marks   

- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes ➔ *Go to Question 1*
 No

↓ **START HERE** ↓

1. Our records show that you are now in the Oregon Health Plan. Is that right?

Yes ➔ *Go to Question 3*
 No

2. What is the name of your health plan? (Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
- Yes
 No → *Go to Question 5*
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- Never
 Sometimes
 Usually
 Always
5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?
- Yes
 No → *Go to Question 7*
6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
- Never
 Sometimes
 Usually
 Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
- None → *Go to Question 15*
 1 time
 2
 3
 4
 5 to 9
 10 or more times
8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Yes
 No
9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
- Yes
 No → *Go to Question 13*
10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
- Yes
 No
11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
- Yes
 No

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- Yes
- No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | Best | | | | | |
| Health Care | | | | | Health Care | | | | | |
| Possible | | | | | Possible | | | | | |

14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → *Go to Question 24*

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → *Go to Question 23*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
 No -> Go to Question 23

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
 Sometimes
 Usually
 Always

23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- 0 1 2 3 4 5 6 7 8 9 10
Worst Best
Personal Doctor Personal Doctor
Possible Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- Yes
 No -> Go to Question 28

25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- Never
 Sometimes
 Usually
 Always

26. How many specialists have you seen in the last 6 months?

- None -> Go to Question 28
 1 specialist
 2
 3
 4
 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 1 2 3 4 5 6 7 8 9 10
Worst Best
Specialist Specialist
Possible Possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
 No -> Go to Question 30

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

30. In the last 6 months, did you get information or help from your health plan's customer service?

- Yes
- No → **Go to Question 33**

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → **Go to Question 35**

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible

35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- Yes
- No → **Go to Question 35c**

35b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

35c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

- Yes
- No → **Go to Question 35e**

35d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

ADDITIONAL QUESTIONS

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

- Never
- Sometimes
- Usually
- Always

35f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

- Never
- Sometimes
- Usually
- Always

35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

- Never
- Sometimes
- Usually
- Always

35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

- Yes, definitely
- Yes, somewhat
- No

ACCESS TO DENTAL CARE

35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

- Yes
- No

35j. In the last 6 months, did you go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 35l*

35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

- Never
- Sometimes
- Usually
- Always

35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not try to get an appointment with a specialist dentist for myself in the last 6 months.

35m. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not have a dental emergency in the last 6 months

35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Extremely Difficult Extremely Easy

ABOUT YOU

36. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2017?

- Yes
- No
- Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → *Go to Question 43*
- Don't know → *Go to Question 43*

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → **Go to Question 45**

44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

45. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → **Go to Question 47**

46. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

47. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

48. Are you male or female?

- Male
- Female

49. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

50. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

51. What is your race? Mark one or more.

- White
 - Black or African-American
 - Asian
 - Native Hawaiian or other Pacific Islander
 - American Indian or Alaska Native
 - Other (Please print)
- _____

◆

52. Did someone help you complete this survey?

- Yes → **Go to Question 53**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

53. How did that person help you? Mark one or more.

- Read the questions to me
 - Wrote down the answers I gave
 - Answered the questions for me
 - Translated the questions into my language
 - Helped in some other way
(Please print)
- _____

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108





