



PacificSource - Central Oregon

CAHPS® 5.0
Adult Medicaid
Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for PacificSource - Central Oregon (PSC) 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 PSC. 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 PSC 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.

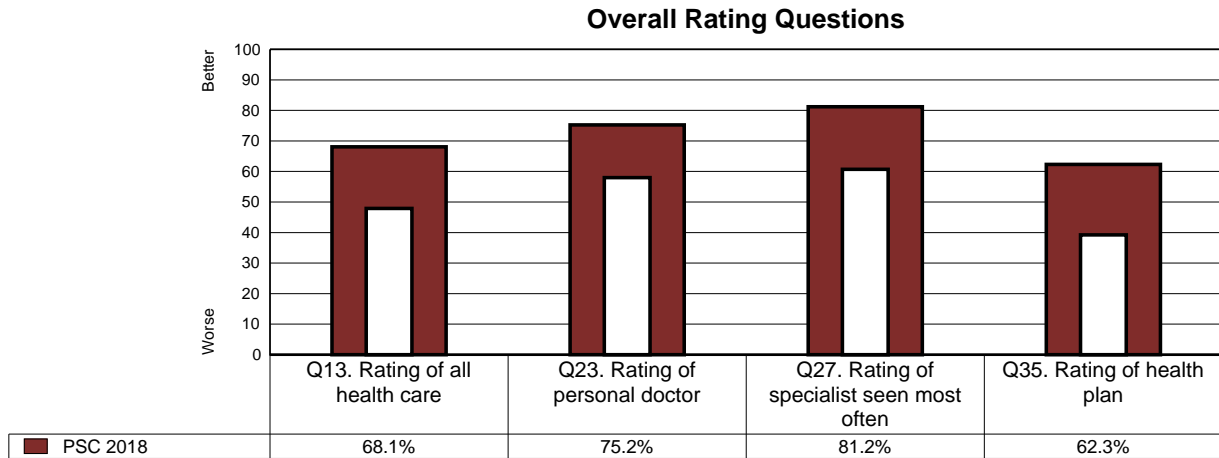
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 285 PSC members, and the response rate was 29.2%.

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SUMMARY OF OVERALL RATING QUESTIONS

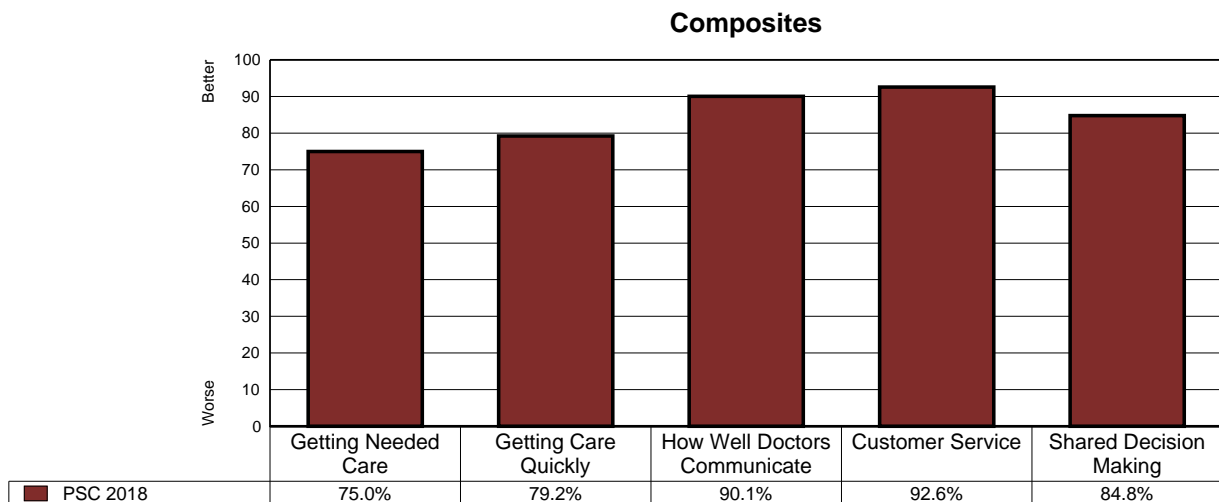
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and 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

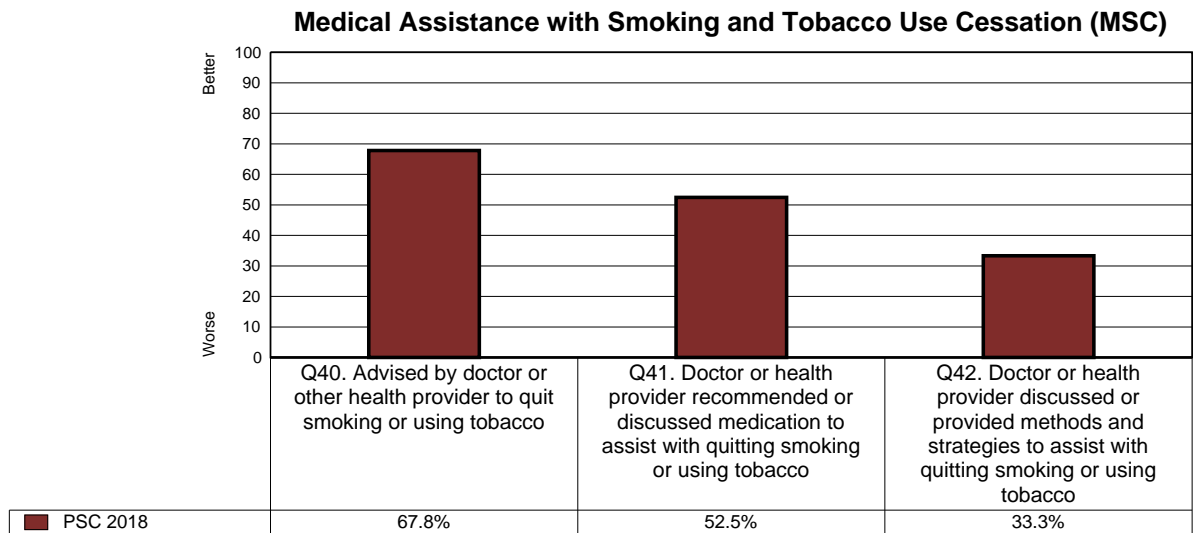
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table 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.



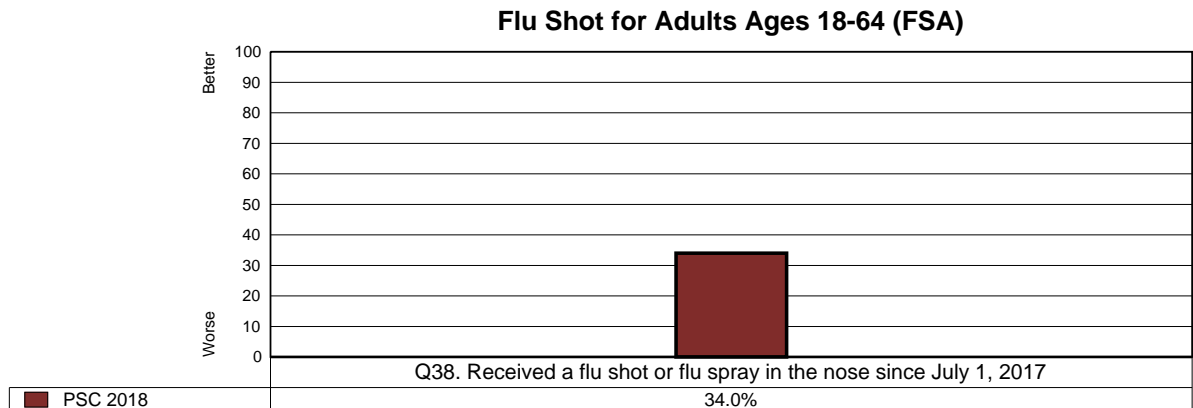
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

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

	PSC 2018
First mailing - sent	1000
*First mailing - usable survey returned	154
Second mailing - sent	848
*Second mailing - usable survey returned	62
*Phone - usable surveys	69
Total - usable surveys	285
†Ineligible: According to population criteria‡	16
†Ineligible: Language barrier	1
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	7
Bad address and bad phone number	20
Refusal	32
Incomplete survey - mail or phone	19
Nonresponse - Unavailable by mail AND phone	620
Adjusted Response Rate	29.2%

*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?

	PSC 2018	
	N	%
Yes	282	100.0%
No	0	0.0%
Total	282	100.0%
Not Answered	3	

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?

	PSC 2018	
	N	%
Yes	114	40.4%
No	168	59.6%
Total	282	100.0%
Not Answered	3	

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

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	2	2.0%
<input checked="" type="radio"/> Sometimes	14	14.3%
<input checked="" type="radio"/> Usually	27	27.6%
<input checked="" type="radio"/> Always	55	56.1%
Total	98	100.0%
Not Answered	16	
Reporting Category	Getting Care Quickly	
Achievement Score	83.7%	

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?

	PSC 2018	
	N	%
Yes	195	68.4%
No	90	31.6%
Total	285	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?

	PSC 2018	
	N	%
<input type="radio"/> Never	4	2.2%
<input type="radio"/> Sometimes	34	19.1%
<input type="radio"/> Usually	60	33.7%
<input type="radio"/> Always	80	44.9%
Total	178	100.0%
Not Answered	17	
Reporting Category	Getting Care Quickly	
Achievement Score	78.7%	

- 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?

	PSC 2018	
	N	%
None	64	22.8%
1 time	57	20.3%
2	47	16.7%
3	45	16.0%
4	24	8.5%
5 to 9	28	10.0%
10 or more times	16	5.7%
Total	281	100.0%
Not Answered	4	

- 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?

	PSC 2018	
	N	%
<input type="radio"/> Yes	152	70.7%
<input type="radio"/> No	63	29.3%
Total	215	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	70.7%	

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?**

	PSC 2018	
	N	%
Yes	111	52.4%
No	101	47.6%
Total	212	100.0%
Not Answered	5	

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

	PSC 2018	
	N	%
<input checked="" type="radio"/> Yes	96	93.2%
<input type="radio"/> No	7	6.8%
Total	103	100.0%
Not Answered	8	
Reporting Category	Shared Decision Making	
Achievement Score	93.2%	

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

	PSC 2018	
	N	%
<input checked="" type="radio"/> Yes	81	77.9%
<input type="radio"/> No	23	22.1%
Total	104	100.0%
Not Answered	7	
Reporting Category	Shared Decision Making	
Achievement Score	77.9%	

- 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?**

	PSC 2018	
	N	%
<input checked="" type="radio"/> Yes	86	83.5%
<input type="radio"/> No	17	16.5%
Total	103	100.0%
Not Answered	8	
Reporting Category	Shared Decision Making	
Achievement Score	83.5%	

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?

	PSC 2018	
	N	%
● Worst health care possible	2	0.9%
● 1	1	0.5%
● 2	1	0.5%
● 3	5	2.3%
● 4	2	0.9%
● 5	10	4.7%
● 6	15	7.0%
● 7	32	15.0%
● 8	43	20.2%
● 9	34	16.0%
● Best health care possible	68	31.9%
Total	213	100.0%
Not Answered	4	
Reporting Category	Ratings	
Rating (8, 9 and 10)	68.1%	

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

	PSC 2018	
	N	%
● Never	8	3.8%
● Sometimes	42	19.7%
● Usually	61	28.6%
● Always	102	47.9%
Total	213	100.0%
Not Answered	4	
Reporting Category	Getting Needed Care	
Achievement Score	76.5%	

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?

	PSC 2018	
	N	%
Yes	239	85.1%
No	42	14.9%
Total	281	100.0%
Not Answered	4	

○ **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?

	PSC 2018	
	N	%
None	54	23.5%
1 time	63	27.4%
2	52	22.6%
3	26	11.3%
4	12	5.2%
5 to 9	18	7.8%
10 or more times	5	2.2%
Total	230	100.0%
Not Answered	9	

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

	PSC 2018	
	N	%
<input type="radio"/> Never	5	2.8%
<input type="radio"/> Sometimes	7	4.0%
<input checked="" type="radio"/> Usually	38	21.6%
<input checked="" type="radio"/> Always	126	71.6%
Total	176	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	93.2%	

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

	PSC 2018	
	N	%
<input type="radio"/> Never	6	3.4%
<input type="radio"/> Sometimes	13	7.4%
<input checked="" type="radio"/> Usually	38	21.6%
<input checked="" type="radio"/> Always	119	67.6%
Total	176	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	89.2%	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	5	2.9%
<input type="radio"/> Sometimes	11	6.3%
<input type="radio"/> Usually	29	16.6%
<input type="radio"/> Always	130	74.3%
Total	175	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	90.9%	

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

	PSC 2018	
	N	%
<input type="radio"/> Never	8	4.6%
<input type="radio"/> Sometimes	15	8.6%
<input type="radio"/> Usually	42	24.0%
<input type="radio"/> Always	110	62.9%
Total	175	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	86.9%	

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

	PSC 2018	
	N	%
Yes	112	64.0%
No	63	36.0%
Total	175	100.0%
Not Answered	1	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	5	4.7%
<input type="radio"/> Sometimes	15	14.0%
<input type="radio"/> Usually	30	28.0%
<input type="radio"/> Always	57	53.3%
Total	107	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	81.3%	

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?

	PSC 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	3	1.3%
<input type="radio"/> 1	2	0.9%
<input type="radio"/> 2	1	0.4%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	6	2.7%
<input type="radio"/> 5	11	4.9%
<input type="radio"/> 6	10	4.4%
<input type="radio"/> 7	23	10.2%
<input type="radio"/> 8	39	17.3%
<input type="radio"/> 9	41	18.1%
<input type="radio"/> Best personal doctor possible	90	39.8%
Total	226	100.0%
Not Answered	13	
Reporting Category	Ratings	
Rating (8, 9 and 10)	75.2%	

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?

	PSC 2018	
	N	%
Yes	128	45.6%
No	153	54.4%
Total	281	100.0%
Not Answered	4	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	10	8.0%
<input type="radio"/> Sometimes	28	22.4%
<input type="radio"/> Usually	29	23.2%
<input type="radio"/> Always	58	46.4%
Total	125	100.0%
Not Answered	3	
Reporting Category	Getting Needed Care	
Achievement Score	69.6%	

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

	PSC 2018	
	N	%
None	6	4.8%
1 specialist	65	52.4%
2	33	26.6%
3	9	7.3%
4	8	6.5%
5 or more specialists	3	2.4%
Total	124	100.0%
Not Answered	4	

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?

	PSC 2018	
	N	%
<input type="radio"/> Worst specialist possible	1	0.9%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	0.9%
<input type="radio"/> 3	1	0.9%
<input type="radio"/> 4	0	0.0%
<input type="radio"/> 5	5	4.3%
<input type="radio"/> 6	5	4.3%
<input type="radio"/> 7	9	7.7%
<input type="radio"/> 8	24	20.5%
<input type="radio"/> 9	17	14.5%
<input type="radio"/> Best specialist possible	54	46.2%
Total	117	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	81.2%	

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?

	PSC 2018	
	N	%
Yes	52	18.3%
No	232	81.7%
Total	284	100.0%
Not Answered	1	

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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	5	9.8%
<input checked="" type="radio"/> Sometimes	21	41.2%
<input checked="" type="radio"/> Usually	15	29.4%
<input checked="" type="radio"/> Always	10	19.6%
Total	51	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	49.0%	

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

	PSC 2018	
	N	%
Yes	78	27.7%
No	204	72.3%
Total	282	100.0%
Not Answered	3	

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

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	1	1.4%
<input checked="" type="radio"/> Sometimes	7	9.5%
<input checked="" type="radio"/> Usually	27	36.5%
<input checked="" type="radio"/> Always	39	52.7%
Total	74	100.0%
Not Answered	4	
Reporting Category	Customer Service	
Achievement Score	89.2%	

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?

	PSC 2018	
	N	%
● Never	0	0.0%
● Sometimes	3	4.1%
● Usually	16	21.9%
● Always	54	74.0%
Total	73	100.0%
Not Answered	5	
Reporting Category	Customer Service	
Achievement Score	95.9%	

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

	PSC 2018	
	N	%
Yes	94	33.8%
No	184	66.2%
Total	278	100.0%
Not Answered	7	

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.]

	PSC 2018	
	N	%
● Never	3	1.1%
● Sometimes	16	5.9%
● Usually	34	12.5%
● Always	218	80.4%
Total	271	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	93.0%	

○ 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?

	PSC 2018	
	N	%
● Worst health plan possible	1	0.4%
● 1	0	0.0%
● 2	1	0.4%
● 3	5	1.9%
● 4	6	2.3%
● 5	19	7.3%
● 6	19	7.3%
● 7	47	18.1%
● 8	60	23.1%
● 9	33	12.7%
● Best health plan possible	69	26.5%
Total	260	100.0%
Not Answered	25	
Reporting Category	Ratings	
Rating (8, 9 and 10)	62.3%	

About You

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

	PSC 2018	
	N	%
● Excellent	21	7.6%
● Very good	79	28.6%
● Good	102	37.0%
● Fair	48	17.4%
● Poor	26	9.4%
Total	276	100.0%
Not Answered	9	
Reporting Category	Single Items	
Achievement Score	36.2%	

○ **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?

	PSC 2018	
	N	%
● Excellent	47	16.8%
● Very good	68	24.3%
● Good	97	34.6%
● Fair	55	19.6%
● Poor	13	4.6%
Total	280	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	41.1%	

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.]

	PSC 2018	
	N	%
● Yes	89	34.0%
● No	173	66.0%
Don't know	1	
Total	262	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	34.0%	

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

	PSC 2018	
	N	%
Every day	37	13.3%
Some days	24	8.6%
Not at all	218	78.1%
Don't know	0	
Total	279	100.0%
Not Answered	6	

○ 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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	19	32.2%
<input checked="" type="radio"/> Sometimes	10	16.9%
<input checked="" type="radio"/> Usually	11	18.6%
<input checked="" type="radio"/> Always	19	32.2%
Total	59	100.0%
Not Answered	2	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	67.8%	

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.

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	29	47.5%
<input checked="" type="radio"/> Sometimes	12	19.7%
<input checked="" type="radio"/> Usually	6	9.8%
<input checked="" type="radio"/> Always	14	23.0%
Total	61	100.0%
Not Answered	0	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	52.5%	

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.

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	40	66.7%
<input checked="" type="radio"/> Sometimes	6	10.0%
<input checked="" type="radio"/> Usually	4	6.7%
<input checked="" type="radio"/> Always	10	16.7%
Total	60	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	33.3%	

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?

	PSC 2018	
	N	%
Yes	98	35.1%
No	181	64.9%
Total	279	100.0%
Not Answered	6	

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

	PSC 2018	
	N	%
Yes	86	88.7%
No	11	11.3%
Total	97	100.0%
Not Answered	1	

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

	PSC 2018	
	N	%
Yes	173	62.2%
No	105	37.8%
Total	278	100.0%
Not Answered	7	

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

	PSC 2018	
	N	%
Yes	163	95.3%
No	8	4.7%
Total	171	100.0%
Not Answered	2	

Responses by Question

About You (continued)

Q47. What is your age?

	PSC 2018	
	N	%
18 to 24	21	7.5%
25 to 34	50	17.8%
35 to 44	44	15.7%
45 to 54	63	22.4%
55 to 64	83	29.5%
65 to 74	14	5.0%
75 or older	6	2.1%
Total	281	100.0%
Not Answered	4	

Q48. Are you male or female?

	PSC 2018	
	N	%
Male	113	40.4%
Female	167	59.6%
Total	280	100.0%
Not Answered	5	

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

	PSC 2018	
	N	%
8th grade or less	6	2.2%
Some high school but did not graduate	25	9.1%
High school graduate or GED	91	33.0%
Some college or 2-year degree	108	39.1%
4-year college graduate	35	12.7%
More than 4-year college degree	11	4.0%
Total	276	100.0%
Not Answered	9	

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

	PSC 2018	
	N	%
Yes, Hispanic or Latino	27	9.8%
No, Not Hispanic or Latino	248	90.2%
Total	275	100.0%
Not Answered	10	

Responses by Question

About You (continued)

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

	PSC 2018	
	N	%
Yes	245	100.0%
Total	245	100.0%
Not Answered	40	

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

	PSC 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	280	

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

	PSC 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	282	

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

	PSC 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	283	

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

	PSC 2018	
	N	%
Yes	16	100.0%
Total	16	100.0%
Not Answered	269	

Responses by Question

About You (continued)

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

	PSC 2018	
	N	%
Yes	13	100.0%
Total	13	100.0%
Not Answered	272	

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

	PSC 2018	
	N	%
Yes	22	10.2%
No	194	89.8%
Total	216	100.0%
Not Answered	69	

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

	PSC 2018	
	N	%
Yes	12	100.0%
Total	12	100.0%
Not Answered	10	

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

	PSC 2018	
	N	%
Yes	11	100.0%
Total	11	100.0%
Not Answered	11	

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

	PSC 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	16	

Responses by Question

About You (continued)

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

	PSC 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	22	

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

	PSC 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	19	

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?

	PSC 2018	
	N	%
Yes	37	13.5%
No	237	86.5%
Total	274	100.0%
Not Answered	11	

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

	PSC 2018	
	N	%
<input type="radio"/> Never	6	17.1%
<input type="radio"/> Sometimes	4	11.4%
<input checked="" type="radio"/> Usually	12	34.3%
<input checked="" type="radio"/> Always	13	37.1%
Total	35	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	71.4%	

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

	PSC 2018	
	N	%
Yes	65	23.5%
No	212	76.5%
Total	277	100.0%
Not Answered	8	

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

	PSC 2018	
	N	%
<input type="radio"/> Never	13	20.3%
<input type="radio"/> Sometimes	18	28.1%
<input checked="" type="radio"/> Usually	10	15.6%
<input checked="" type="radio"/> Always	23	35.9%
Total	64	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	51.6%	

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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	212	76.5%
<input checked="" type="radio"/> Sometimes	51	18.4%
<input type="radio"/> Usually	9	3.2%
<input type="radio"/> Always	5	1.8%
Total	277	100.0%
Not Answered	8	
Reporting Category	Supplemental Items	
Achievement Score	94.9%	

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

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	237	85.3%
<input checked="" type="radio"/> Sometimes	34	12.2%
<input type="radio"/> Usually	4	1.4%
<input type="radio"/> Always	3	1.1%
Total	278	100.0%
Not Answered	7	
Reporting Category	Supplemental Items	
Achievement Score	97.5%	

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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	240	87.0%
<input checked="" type="radio"/> Sometimes	27	9.8%
<input type="radio"/> Usually	7	2.5%
<input type="radio"/> Always	2	0.7%
Total	276	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	96.7%	

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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	179	65.3%
<input checked="" type="radio"/> Yes - somewhat	83	30.3%
<input checked="" type="radio"/> No	12	4.4%
Total	274	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	65.3%	

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?

	PSC 2018	
	N	%
Yes	167	59.9%
No	112	40.1%
Total	279	100.0%
Not Answered	6	

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

	PSC 2018	
	N	%
Yes	119	43.0%
No	158	57.0%
Total	277	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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	3	2.6%
<input checked="" type="radio"/> Sometimes	7	6.0%
<input checked="" type="radio"/> Usually	19	16.4%
<input checked="" type="radio"/> Always	87	75.0%
Total	116	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	91.4%	

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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	43	40.2%
<input checked="" type="radio"/> Sometimes	16	15.0%
<input checked="" type="radio"/> Usually	23	21.5%
<input checked="" type="radio"/> Always	25	23.4%
Did not try to get an appointment with a specialist dentist	168	
Total	107	100.0%
Not Answered	10	
Reporting Category	Supplemental Items	
Achievement Score	44.9%	

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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	35	35.7%
<input checked="" type="radio"/> Sometimes	23	23.5%
<input checked="" type="radio"/> Usually	22	22.4%
<input checked="" type="radio"/> Always	18	18.4%
Did not have a dental emergency	171	
Total	98	100.0%
Not Answered	16	
Reporting Category	Supplemental Items	
Achievement Score	40.8%	

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?

	PSC 2018	
	N	%
● Extremely difficult	17	7.1%
● 1	10	4.1%
● 2	11	4.6%
● 3	11	4.6%
● 4	7	2.9%
● 5	28	11.6%
● 6	11	4.6%
● 7	22	9.1%
● 8	22	9.1%
● 9	23	9.5%
● Extremely easy	79	32.8%
Total	241	100.0%
Not Answered	44	
Reporting Category	Supplemental Items	
Achievement Score	51.5%	

○ **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 Best
- Health Plan Health Plan
- Possible 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?

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Extremely | | | | | | Extremely | | | | | |
| Difficult | | | | | | 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)
- _____





