



Eastern Oregon CCO

CAHPS® 5.0
Adult Medicaid
Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for Eastern Oregon CCO (EOCCO) 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 EOCCO. 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 EOCCO 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.

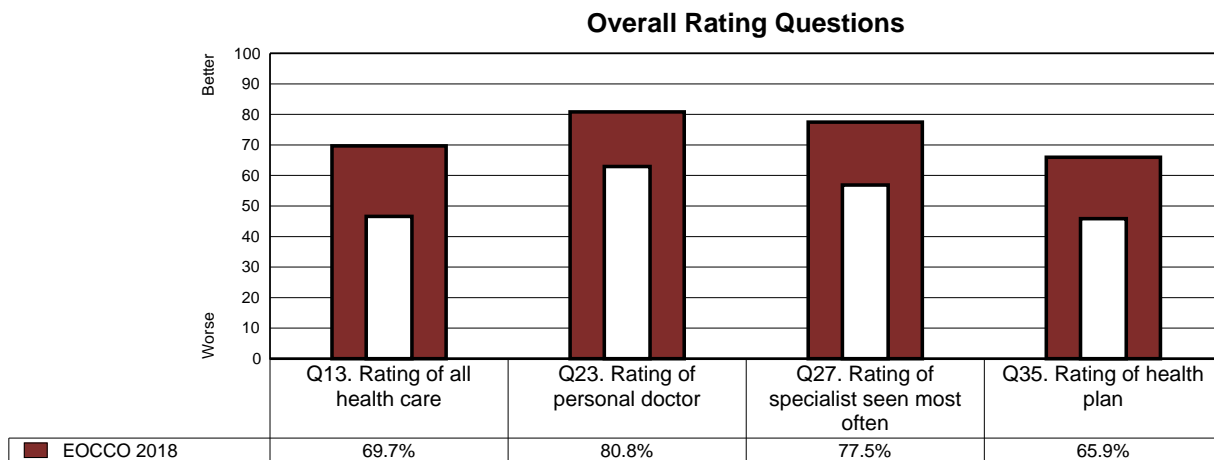
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 315 EOCCO members, and the response rate was 32.1%.

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SUMMARY OF OVERALL RATING QUESTIONS

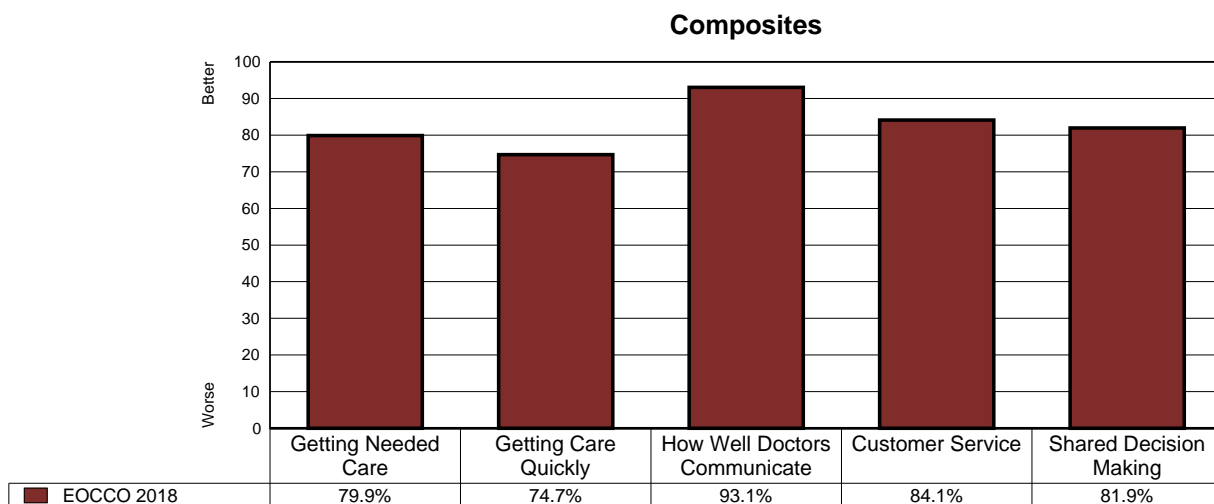
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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

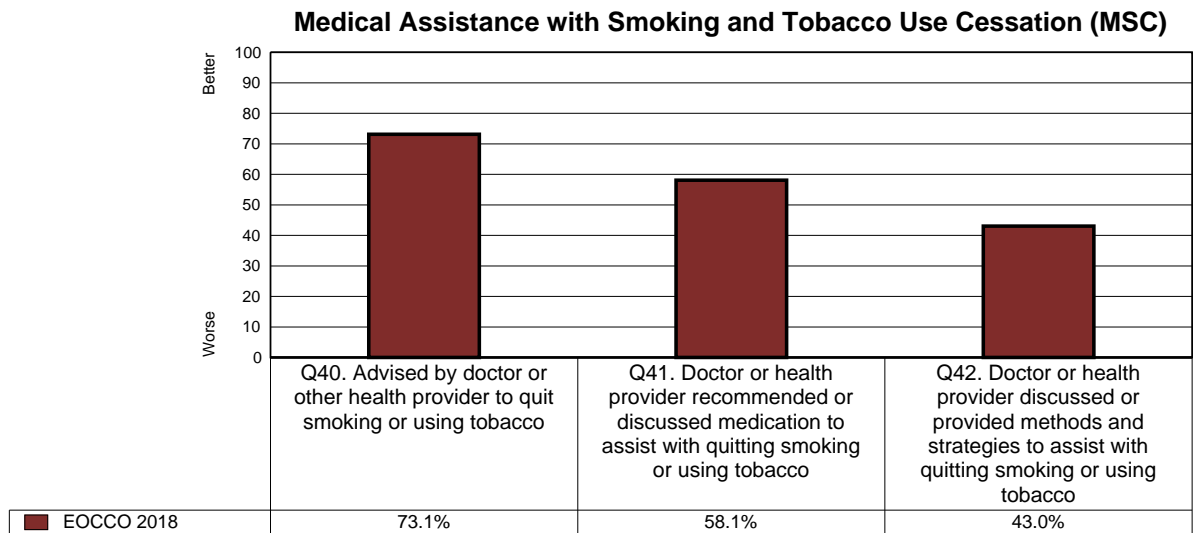
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



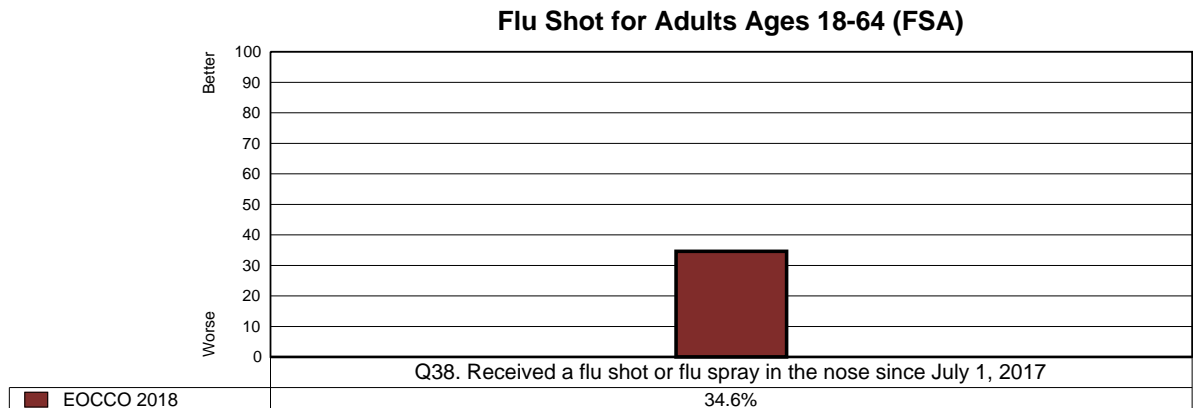
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

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

	EOCCO 2018
First mailing - sent	1000
*First mailing - usable survey returned	165
Second mailing - sent	802
*Second mailing - usable survey returned	77
*Phone - usable surveys	73
Total - usable surveys	315
†Ineligible: According to population criteria‡	12
†Ineligible: Language barrier	1
†Ineligible: Deceased	2
†Ineligible: Mentally or physically unable to complete survey	4
Bad address and bad phone number	38
Refusal	32
Incomplete survey - mail or phone	11
Nonresponse - Unavailable by mail AND phone	585
Adjusted Response Rate	32.1%

*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?

	EOCCO 2018	
	N	%
Yes	307	100.0%
No	0	0.0%
Total	307	100.0%
Not Answered	8	

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?

	EOCCO 2018	
	N	%
Yes	126	40.4%
No	186	59.6%
Total	312	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?

	EOCCO 2018	
	N	%
<input type="radio"/> Never	3	2.7%
<input type="radio"/> Sometimes	25	22.5%
<input checked="" type="radio"/> Usually	31	27.9%
<input checked="" type="radio"/> Always	52	46.8%
Total	111	100.0%
Not Answered	15	
Reporting Category	Getting Care Quickly	
Achievement Score	74.8%	

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?

	EOCCO 2018	
	N	%
Yes	219	70.4%
No	92	29.6%
Total	311	100.0%
Not Answered	4	

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?

	EOCCO 2018	
	N	%
<input type="radio"/> Never	7	3.6%
<input type="radio"/> Sometimes	38	19.4%
<input type="radio"/> Usually	58	29.6%
<input type="radio"/> Always	93	47.4%
Total	196	100.0%
Not Answered	23	
Reporting Category	Getting Care Quickly	
Achievement Score	77.0%	

- 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?

	EOCCO 2018	
	N	%
None	78	25.2%
1 time	68	22.0%
2	48	15.5%
3	39	12.6%
4	19	6.1%
5 to 9	42	13.6%
10 or more times	15	4.9%
Total	309	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?

	EOCCO 2018	
	N	%
<input type="radio"/> Yes	164	73.9%
<input type="radio"/> No	58	26.1%
Total	222	100.0%
Not Answered	9	
Reporting Category	Single Items	
Achievement Score	73.9%	

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?**

	EOCCO 2018	
	N	%
Yes	108	48.6%
No	114	51.4%
Total	222	100.0%
Not Answered	9	

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

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	104	97.2%
<input type="radio"/> No	3	2.8%
Total	107	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	97.2%	

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

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	78	73.6%
<input type="radio"/> No	28	26.4%
Total	106	100.0%
Not Answered	2	
Reporting Category	Shared Decision Making	
Achievement Score	73.6%	

- 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?**

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	80	74.8%
<input type="radio"/> No	27	25.2%
Total	107	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	74.8%	

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?

	EOCCO 2018	
	N	%
<input type="radio"/> Worst health care possible	0	0.0%
<input type="radio"/> 1	2	0.9%
<input type="radio"/> 2	3	1.4%
<input type="radio"/> 3	3	1.4%
<input type="radio"/> 4	9	4.1%
<input type="radio"/> 5	14	6.3%
<input type="radio"/> 6	12	5.4%
<input type="radio"/> 7	24	10.9%
<input type="radio"/> 8	51	23.1%
<input type="radio"/> 9	43	19.5%
<input type="radio"/> Best health care possible	60	27.1%
Total	221	100.0%
Not Answered	10	
Reporting Category	Ratings	
Rating (8, 9 and 10)	69.7%	

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

	EOCCO 2018	
	N	%
<input type="radio"/> Never	5	2.3%
<input type="radio"/> Sometimes	30	13.5%
<input type="radio"/> Usually	77	34.7%
<input type="radio"/> Always	110	49.5%
Total	222	100.0%
Not Answered	9	
Reporting Category	Getting Needed Care	
Achievement Score	84.2%	

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?

	EOCCO 2018	
	N	%
Yes	243	78.1%
No	68	21.9%
Total	311	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?

	EOCCO 2018	
	N	%
None	47	20.7%
1 time	54	23.8%
2	53	23.3%
3	23	10.1%
4	20	8.8%
5 to 9	24	10.6%
10 or more times	6	2.6%
Total	227	100.0%
Not Answered	16	

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

	EOCCO 2018	
	N	%
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	10	5.6%
<input checked="" type="radio"/> Usually	26	14.4%
<input checked="" type="radio"/> Always	143	79.4%
Total	180	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	93.9%	

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

	EOCCO 2018	
	N	%
<input type="radio"/> Never	2	1.1%
<input type="radio"/> Sometimes	12	6.7%
<input checked="" type="radio"/> Usually	35	19.6%
<input checked="" type="radio"/> Always	130	72.6%
Total	179	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	92.2%	

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?

	EOCCO 2018	
	N	%
<input type="radio"/> Never	3	1.7%
<input type="radio"/> Sometimes	9	5.0%
<input type="radio"/> Usually	25	13.9%
<input type="radio"/> Always	143	79.4%
Total	180	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	93.3%	

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

	EOCCO 2018	
	N	%
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	12	6.7%
<input type="radio"/> Usually	50	27.8%
<input type="radio"/> Always	117	65.0%
Total	180	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	92.8%	

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

	EOCCO 2018	
	N	%
Yes	100	55.9%
No	79	44.1%
Total	179	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?

	EOCCO 2018	
	N	%
● Never	8	8.3%
● Sometimes	10	10.4%
● Usually	27	28.1%
● Always	51	53.1%
Total	96	100.0%
Not Answered	4	
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?

	EOCCO 2018	
	N	%
● Worst personal doctor possible	0	0.0%
● 1	1	0.4%
● 2	2	0.9%
● 3	4	1.8%
● 4	9	4.0%
● 5	10	4.5%
● 6	6	2.7%
● 7	11	4.9%
● 8	40	17.9%
● 9	50	22.3%
● Best personal doctor possible	91	40.6%
Total	224	100.0%
Not Answered	19	
Reporting Category	Ratings	
Rating (8, 9 and 10)	80.8%	

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?

	EOCCO 2018	
	N	%
Yes	117	37.5%
No	195	62.5%
Total	312	100.0%
Not Answered	3	

○ 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?

	EOCCO 2018	
	N	%
<input type="radio"/> Never	16	14.4%
<input type="radio"/> Sometimes	19	17.1%
<input type="radio"/> Usually	28	25.2%
<input type="radio"/> Always	48	43.2%
Total	111	100.0%
Not Answered	6	
Reporting Category	Getting Needed Care	
Achievement Score	68.5%	

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

	EOCCO 2018	
	N	%
None	9	8.0%
1 specialist	59	52.7%
2	26	23.2%
3	14	12.5%
4	2	1.8%
5 or more specialists	2	1.8%
Total	112	100.0%
Not Answered	5	

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?

	EOCCO 2018	
	N	%
<input type="radio"/> Worst specialist possible	1	1.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	1.0%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	2	2.0%
<input type="radio"/> 5	7	6.9%
<input type="radio"/> 6	6	5.9%
<input type="radio"/> 7	6	5.9%
<input type="radio"/> 8	21	20.6%
<input type="radio"/> 9	23	22.5%
<input type="radio"/> Best specialist possible	35	34.3%
Total	102	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	77.5%	

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?

	EOCCO 2018	
	N	%
Yes	53	16.9%
No	260	83.1%
Total	313	100.0%
Not Answered	2	

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?

	EOCCO 2018	
	N	%
<input type="radio"/> Never	5	9.6%
<input type="radio"/> Sometimes	19	36.5%
<input type="radio"/> Usually	19	36.5%
<input type="radio"/> Always	9	17.3%
Total	52	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	53.8%	

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

	EOCCO 2018	
	N	%
Yes	66	21.2%
No	246	78.8%
Total	312	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?

	EOCCO 2018	
	N	%
<input type="radio"/> Never	4	6.5%
<input type="radio"/> Sometimes	12	19.4%
<input type="radio"/> Usually	19	30.6%
<input type="radio"/> Always	27	43.5%
Total	62	100.0%
Not Answered	4	
Reporting Category	Customer Service	
Achievement Score	74.2%	

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?

	EOCCO 2018	
	N	%
● Never	1	1.6%
● Sometimes	3	4.8%
● Usually	10	15.9%
● Always	49	77.8%
Total	63	100.0%
Not Answered	3	
Reporting Category	Customer Service	
Achievement Score	93.7%	

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

	EOCCO 2018	
	N	%
Yes	99	31.6%
No	214	68.4%
Total	313	100.0%
Not Answered	2	

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.]

	EOCCO 2018	
	N	%
● Never	5	1.6%
● Sometimes	16	5.2%
● Usually	37	12.1%
● Always	247	81.0%
Total	305	100.0%
Not Answered	8	
Reporting Category	Single Items	
Achievement Score	93.1%	

○ 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?

	EOCCO 2018	
	N	%
● Worst health plan possible	2	0.7%
● 1	4	1.4%
● 2	1	0.4%
● 3	6	2.2%
● 4	6	2.2%
● 5	22	7.9%
● 6	18	6.5%
● 7	36	12.9%
● 8	56	20.1%
● 9	47	16.8%
● Best health plan possible	81	29.0%
Total	279	100.0%
Not Answered	36	
Reporting Category	Ratings	
Rating (8, 9 and 10)	65.9%	

About You

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

	EOCCO 2018	
	N	%
● Excellent	32	10.4%
● Very good	74	23.9%
● Good	110	35.6%
● Fair	62	20.1%
● Poor	31	10.0%
Total	309	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	34.3%	

○ **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?

	EOCCO 2018	
	N	%
● Excellent	63	20.5%
● Very good	85	27.6%
● Good	88	28.6%
● Fair	49	15.9%
● Poor	23	7.5%
Total	308	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	48.1%	

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.]

	EOCCO 2018	
	N	%
● Yes	100	34.6%
● No	189	65.4%
Don't know	2	
Total	289	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	34.6%	

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

	EOCCO 2018	
	N	%
Every day	67	22.0%
Some days	27	8.9%
Not at all	210	69.1%
Don't know	1	
Total	304	100.0%
Not Answered	10	

○ **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?

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	25	26.9%
<input checked="" type="radio"/> Sometimes	17	18.3%
<input checked="" type="radio"/> Usually	16	17.2%
<input checked="" type="radio"/> Always	35	37.6%
Total	93	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	73.1%	

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.

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	39	41.9%
<input checked="" type="radio"/> Sometimes	25	26.9%
<input checked="" type="radio"/> Usually	15	16.1%
<input checked="" type="radio"/> Always	14	15.1%
Total	93	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	58.1%	

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.

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	53	57.0%
<input checked="" type="radio"/> Sometimes	14	15.1%
<input checked="" type="radio"/> Usually	16	17.2%
<input checked="" type="radio"/> Always	10	10.8%
Total	93	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	43.0%	

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?

	EOCCO 2018	
	N	%
Yes	99	32.0%
No	210	68.0%
Total	309	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.

	EOCCO 2018	
	N	%
Yes	86	91.5%
No	8	8.5%
Total	94	100.0%
Not Answered	5	

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

	EOCCO 2018	
	N	%
Yes	206	66.5%
No	104	33.5%
Total	310	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.

	EOCCO 2018	
	N	%
Yes	175	89.7%
No	20	10.3%
Total	195	100.0%
Not Answered	11	

Responses by Question

About You (continued)

Q47. What is your age?

	EOCCO 2018	
	N	%
18 to 24	28	9.0%
25 to 34	54	17.4%
35 to 44	53	17.1%
45 to 54	62	20.0%
55 to 64	95	30.6%
65 to 74	11	3.5%
75 or older	7	2.3%
Total	310	100.0%
Not Answered	5	

Q48. Are you male or female?

	EOCCO 2018	
	N	%
Male	118	37.9%
Female	193	62.1%
Total	311	100.0%
Not Answered	4	

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

	EOCCO 2018	
	N	%
8th grade or less	17	5.5%
Some high school but did not graduate	43	14.0%
High school graduate or GED	132	42.9%
Some college or 2-year degree	100	32.5%
4-year college graduate	12	3.9%
More than 4-year college degree	4	1.3%
Total	308	100.0%
Not Answered	7	

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

	EOCCO 2018	
	N	%
Yes, Hispanic or Latino	55	18.0%
No, Not Hispanic or Latino	251	82.0%
Total	306	100.0%
Not Answered	9	

Responses by Question

About You (continued)

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

	EOCCO 2018	
	N	%
Yes	266	100.0%
Total	266	100.0%
Not Answered	49	

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

	EOCCO 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	312	

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

	EOCCO 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	311	

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

	EOCCO 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	311	

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

	EOCCO 2018	
	N	%
Yes	17	100.0%
Total	17	100.0%
Not Answered	298	

Responses by Question

About You (continued)

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

	EOCCO 2018	
	N	%
Yes	19	100.0%
Total	19	100.0%
Not Answered	296	

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

	EOCCO 2018	
	N	%
Yes	26	11.0%
No	211	89.0%
Total	237	100.0%
Not Answered	78	

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

	EOCCO 2018	
	N	%
Yes	11	100.0%
Total	11	100.0%
Not Answered	15	

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

	EOCCO 2018	
	N	%
Yes	12	100.0%
Total	12	100.0%
Not Answered	14	

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

	EOCCO 2018	
	N	%
Yes	9	100.0%
Total	9	100.0%
Not Answered	17	

Responses by Question

About You (continued)

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

	EOCCO 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	26	

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

	EOCCO 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	25	

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?

	EOCCO 2018	
	N	%
Yes	36	11.8%
No	270	88.2%
Total	306	100.0%
Not Answered	9	

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

	EOCCO 2018	
	N	%
<input type="radio"/> Never	9	25.7%
<input type="radio"/> Sometimes	9	25.7%
<input type="radio"/> Usually	7	20.0%
<input type="radio"/> Always	10	28.6%
Total	35	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	48.6%	

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

	EOCCO 2018	
	N	%
Yes	50	16.1%
No	260	83.9%
Total	310	100.0%
Not Answered	5	

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

	EOCCO 2018	
	N	%
<input type="radio"/> Never	8	16.7%
<input type="radio"/> Sometimes	8	16.7%
<input type="radio"/> Usually	14	29.2%
<input type="radio"/> Always	18	37.5%
Total	48	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	66.7%	

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?

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	230	74.2%
<input checked="" type="radio"/> Sometimes	59	19.0%
<input type="radio"/> Usually	11	3.5%
<input type="radio"/> Always	10	3.2%
Total	310	100.0%
Not Answered	5	
Reporting Category	Supplemental Items	
Achievement Score	93.2%	

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

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	246	79.9%
<input checked="" type="radio"/> Sometimes	48	15.6%
<input type="radio"/> Usually	11	3.6%
<input type="radio"/> Always	3	1.0%
Total	308	100.0%
Not Answered	7	
Reporting Category	Supplemental Items	
Achievement Score	95.5%	

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?

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	264	86.3%
<input checked="" type="radio"/> Sometimes	34	11.1%
<input type="radio"/> Usually	5	1.6%
<input type="radio"/> Always	3	1.0%
Total	306	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	97.4%	

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?

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	218	71.7%
<input checked="" type="radio"/> Yes - somewhat	73	24.0%
<input checked="" type="radio"/> No	13	4.3%
Total	304	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	71.7%	

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?

	EOCCO 2018	
	N	%
Yes	186	60.8%
No	120	39.2%
Total	306	100.0%
Not Answered	9	

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

	EOCCO 2018	
	N	%
Yes	117	37.7%
No	193	62.3%
Total	310	100.0%
Not Answered	5	

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

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	3	2.7%
<input checked="" type="radio"/> Sometimes	5	4.5%
<input checked="" type="radio"/> Usually	22	20.0%
<input checked="" type="radio"/> Always	80	72.7%
Total	110	100.0%
Not Answered	7	
Reporting Category	Supplemental Items	
Achievement Score	92.7%	

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?

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	52	41.9%
<input checked="" type="radio"/> Sometimes	28	22.6%
<input checked="" type="radio"/> Usually	19	15.3%
<input checked="" type="radio"/> Always	25	20.2%
Did not try to get an appointment with a specialist dentist	180	
Total	124	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	35.5%	

- 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?

	EOCCO 2018	
	N	%
<input checked="" type="radio"/> Never	47	36.2%
<input checked="" type="radio"/> Sometimes	29	22.3%
<input checked="" type="radio"/> Usually	21	16.2%
<input checked="" type="radio"/> Always	33	25.4%
Did not have a dental emergency	171	
Total	130	100.0%
Not Answered	14	
Reporting Category	Supplemental Items	
Achievement Score	41.5%	

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?

	EOCCO 2018	
	N	%
● Extremely difficult	23	8.2%
● 1	8	2.9%
● 2	2	0.7%
● 3	13	4.7%
● 4	8	2.9%
● 5	36	12.9%
● 6	10	3.6%
● 7	14	5.0%
● 8	37	13.3%
● 9	37	13.3%
● Extremely easy	91	32.6%
Total	279	100.0%
Not Answered	36	
Reporting Category	Supplemental Items	
Achievement Score	59.1%	

○ **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?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 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)
- _____

◆ **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





