



# InterCommunity Health Network

## CAHPS® 5.0 Adult Medicaid Summary Report

June 2018



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**Introduction.** Results from fielding the CAHPS® 5.0 Survey for InterCommunity Health Network (IHN) 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 IHN. 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 IHN 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 296 IHN members, and the response rate was 30.6%.

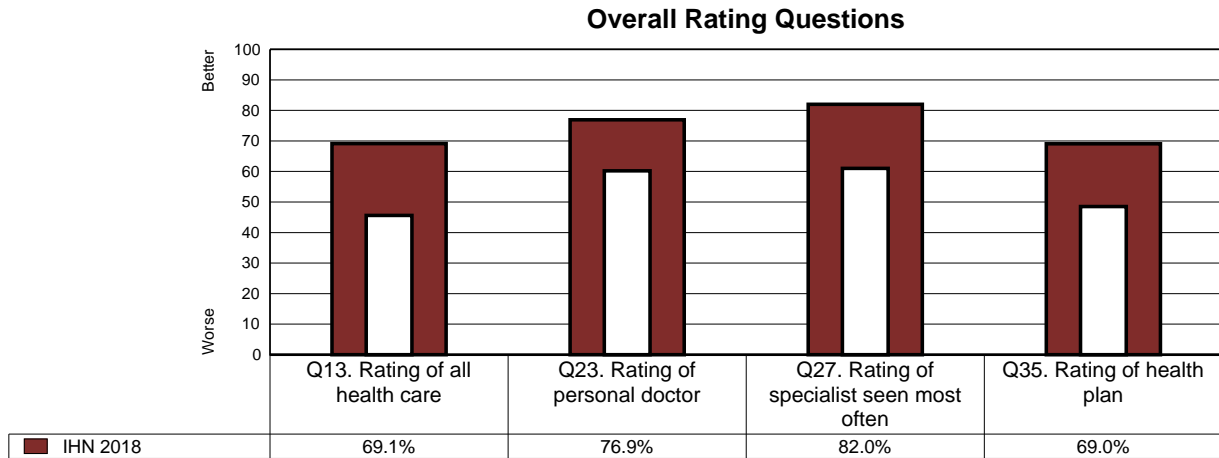
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**SUMMARY OF OVERALL RATING QUESTIONS**

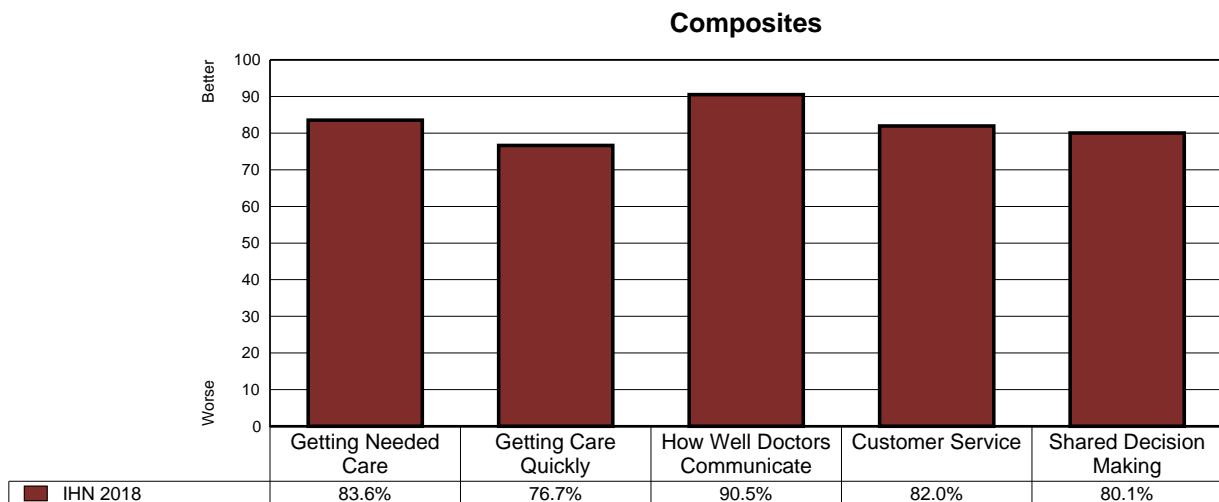
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



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

**SUMMARY OF COMPOSITES**

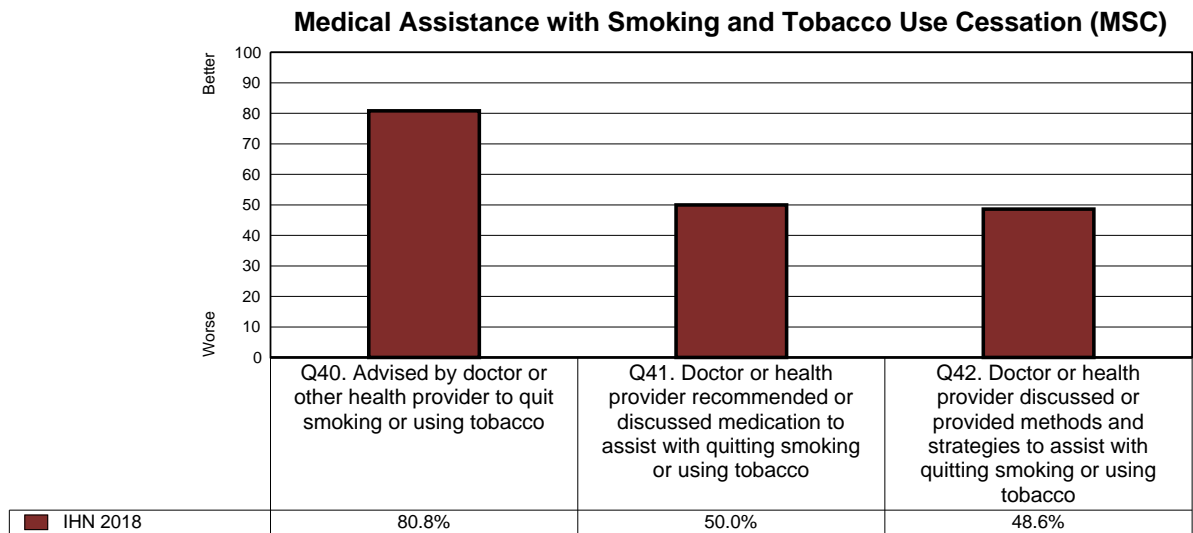
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



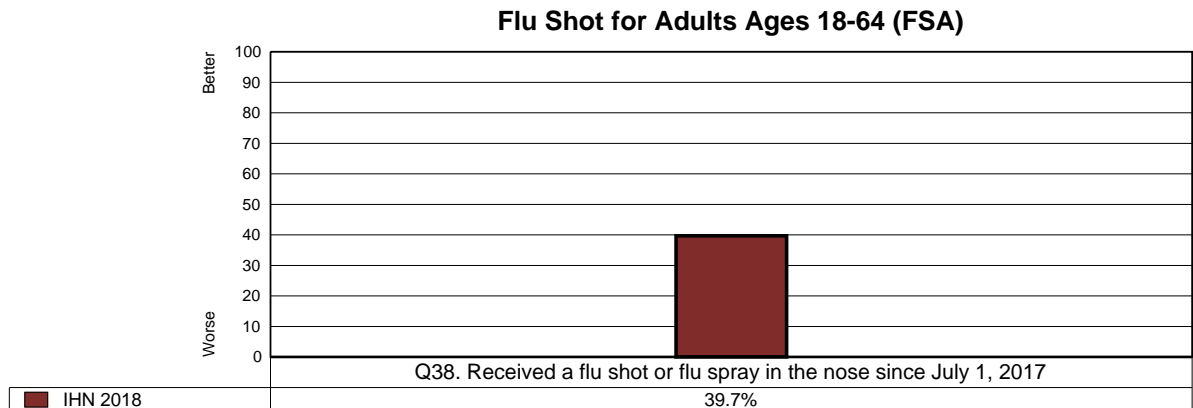
**SUMMARY OF EFFECTIVENESS OF CARE MEASURES**

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

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



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



## Sample Disposition

	IHN 2018
First mailing - sent	1000
*First mailing - usable survey returned	166
Second mailing - sent	822
*Second mailing - usable survey returned	59
*Phone - usable surveys	71
Total - usable surveys	296
†Ineligible: According to population criteria‡	28
†Ineligible: Language barrier	1
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	4
Bad address and bad phone number	27
Refusal	36
Incomplete survey - mail or phone	14
Nonresponse - Unavailable by mail AND phone	594
<b>Adjusted Response Rate</b>	<b>30.6%</b>

\*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?**

	IHN 2018	
	N	%
Yes	291	100.0%
No	0	0.0%
<b>Total</b>	291	100.0%
Not Answered	5	

### *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?**

	IHN 2018	
	N	%
Yes	123	42.3%
No	168	57.7%
<b>Total</b>	291	100.0%
Not Answered	5	

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

	IHN 2018	
	N	%
<input type="radio"/> Never	2	1.8%
<input type="radio"/> Sometimes	17	15.2%
<input type="radio"/> Usually	31	27.7%
<input type="radio"/> Always	62	55.4%
<b>Total</b>	112	100.0%
Not Answered	11	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	83.0%	

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

	IHN 2018	
	N	%
Yes	205	70.7%
No	85	29.3%
<b>Total</b>	290	100.0%
Not Answered	6	

**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?

	IHN 2018	
	N	%
● Never	10	5.2%
● Sometimes	39	20.4%
● Usually	59	30.9%
● Always	83	43.5%
<b>Total</b>	191	100.0%
Not Answered	14	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	74.3%	

- 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?

	IHN 2018	
	N	%
None	83	28.3%
1 time	69	23.5%
2	46	15.7%
3	27	9.2%
4	26	8.9%
5 to 9	29	9.9%
10 or more times	13	4.4%
<b>Total</b>	293	100.0%
Not Answered	3	

- 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?

	IHN 2018	
	N	%
● Yes	153	74.3%
● No	53	25.7%
<b>Total</b>	206	100.0%
Not Answered	4	
<b>Reporting Category</b>	Single Items	
Achievement Score	74.3%	

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

## Responses by Question

### Your Health Care in the Last 6 Months (continued)

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

	IHN 2018	
	N	%
Yes	113	55.7%
No	90	44.3%
<b>Total</b>	203	100.0%
Not Answered	7	

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

	IHN 2018	
	N	%
● Yes	104	93.7%
● No	7	6.3%
<b>Total</b>	111	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	93.7%	

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

	IHN 2018	
	N	%
● Yes	83	74.8%
● No	28	25.2%
<b>Total</b>	111	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	74.8%	

- 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?**

	IHN 2018	
	N	%
● Yes	81	73.0%
● No	30	27.0%
<b>Total</b>	111	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	73.0%	

○ 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?

	IHN 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	7	3.4%
● 4	8	3.9%
● 5	12	5.9%
● 6	11	5.4%
● 7	25	12.3%
● 8	48	23.5%
● 9	25	12.3%
● Best health care possible	68	33.3%
<b>Total</b>	204	100.0%
Not Answered	6	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	69.1%	

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

	IHN 2018	
	N	%
● Never	5	2.5%
● Sometimes	29	14.2%
● Usually	69	33.8%
● Always	101	49.5%
<b>Total</b>	204	100.0%
Not Answered	6	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	83.3%	

### *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?

	IHN 2018	
	N	%
Yes	239	82.4%
No	51	17.6%
<b>Total</b>	290	100.0%
Not Answered	6	

○ **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?**

	IHN 2018	
	N	%
None	61	26.8%
1 time	68	29.8%
2	46	20.2%
3	24	10.5%
4	16	7.0%
5 to 9	11	4.8%
10 or more times	2	0.9%
<b>Total</b>	228	100.0%
Not Answered	11	

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

	IHN 2018	
	N	%
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	8	4.8%
<input type="radio"/> Usually	36	21.7%
<input type="radio"/> Always	121	72.9%
<b>Total</b>	166	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	94.6%	

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

	IHN 2018	
	N	%
<input type="radio"/> Never	3	1.8%
<input type="radio"/> Sometimes	15	9.0%
<input type="radio"/> Usually	28	16.9%
<input type="radio"/> Always	120	72.3%
<b>Total</b>	166	100.0%
Not Answered	1	
<b>Reporting Category</b>	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?

	IHN 2018	
	N	%
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	16	9.8%
<input type="radio"/> Usually	19	11.6%
<input type="radio"/> Always	128	78.0%
<b>Total</b>	164	100.0%
Not Answered	3	
<b>Reporting Category</b>	Communication	
Achievement Score	89.6%	

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

	IHN 2018	
	N	%
<input type="radio"/> Never	7	4.2%
<input type="radio"/> Sometimes	12	7.2%
<input type="radio"/> Usually	35	21.1%
<input type="radio"/> Always	112	67.5%
<b>Total</b>	166	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	88.6%	

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

	IHN 2018	
	N	%
Yes	98	60.1%
No	65	39.9%
<b>Total</b>	163	100.0%
Not Answered	4	

**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?

	IHN 2018	
	N	%
● Never	5	5.4%
● Sometimes	15	16.1%
● Usually	31	33.3%
● Always	42	45.2%
<b>Total</b>	93	100.0%
Not Answered	5	
<b>Reporting Category</b>	Single Items	
Achievement Score	78.5%	

**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?

	IHN 2018	
	N	%
● Worst personal doctor possible	1	0.5%
● 1	2	0.9%
● 2	3	1.4%
● 3	2	0.9%
● 4	7	3.2%
● 5	12	5.4%
● 6	8	3.6%
● 7	16	7.2%
● 8	37	16.7%
● 9	41	18.6%
● Best personal doctor possible	92	41.6%
<b>Total</b>	221	100.0%
Not Answered	18	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	76.9%	

### *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?

	IHN 2018	
	N	%
Yes	107	36.4%
No	187	63.6%
<b>Total</b>	294	100.0%
Not Answered	2	

○ **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?

	IHN 2018	
	N	%
<input type="radio"/> Never	6	5.8%
<input type="radio"/> Sometimes	19	18.4%
<input type="radio"/> Usually	25	24.3%
<input type="radio"/> Always	53	51.5%
<b>Total</b>	103	100.0%
Not Answered	4	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	75.7%	

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

	IHN 2018	
	N	%
None	3	2.9%
1 specialist	51	49.5%
2	26	25.2%
3	16	15.5%
4	4	3.9%
5 or more specialists	3	2.9%
<b>Total</b>	103	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?

	IHN 2018	
	N	%
<input type="radio"/> Worst specialist possible	1	1.0%
<input type="radio"/> 1	1	1.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	2	2.0%
<input type="radio"/> 4	1	1.0%
<input type="radio"/> 5	8	8.0%
<input type="radio"/> 6	2	2.0%
<input type="radio"/> 7	3	3.0%
<input type="radio"/> 8	21	21.0%
<input type="radio"/> 9	21	21.0%
<input type="radio"/> Best specialist possible	40	40.0%
<b>Total</b>	100	100.0%
Not Answered	0	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	82.0%	

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?

	IHN 2018	
	N	%
Yes	54	18.4%
No	239	81.6%
<b>Total</b>	293	100.0%
Not Answered	3	

**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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	4	7.7%
<input checked="" type="radio"/> Sometimes	17	32.7%
<input checked="" type="radio"/> Usually	15	28.8%
<input checked="" type="radio"/> Always	16	30.8%
<b>Total</b>	52	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	59.6%	

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

	IHN 2018	
	N	%
Yes	64	22.0%
No	227	78.0%
<b>Total</b>	291	100.0%
Not Answered	5	

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

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	3	4.9%
<input checked="" type="radio"/> Sometimes	12	19.7%
<input checked="" type="radio"/> Usually	15	24.6%
<input checked="" type="radio"/> Always	31	50.8%
<b>Total</b>	61	100.0%
Not Answered	3	
<b>Reporting Category</b>	Customer Service	
Achievement Score	75.4%	

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?

	IHN 2018	
	N	%
● Never	2	3.3%
● Sometimes	5	8.2%
● Usually	12	19.7%
● Always	42	68.9%
<b>Total</b>	61	100.0%
Not Answered	3	
<b>Reporting Category</b>	Customer Service	
Achievement Score	88.5%	

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

	IHN 2018	
	N	%
Yes	103	35.4%
No	188	64.6%
<b>Total</b>	291	100.0%
Not Answered	5	

**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.]

	IHN 2018	
	N	%
● Never	1	0.3%
● Sometimes	28	9.7%
● Usually	31	10.8%
● Always	228	79.2%
<b>Total</b>	288	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	89.9%	

○ 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?

	IHN 2018	
	N	%
● Worst health plan possible	2	0.7%
● 1	0	0.0%
● 2	0	0.0%
● 3	6	2.2%
● 4	12	4.5%
● 5	18	6.7%
● 6	12	4.5%
● 7	33	12.3%
● 8	55	20.5%
● 9	45	16.8%
● Best health plan possible	85	31.7%
<b>Total</b>	268	100.0%
Not Answered	28	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	69.0%	

### *About You*

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

	IHN 2018	
	N	%
● Excellent	28	9.7%
● Very good	77	26.6%
● Good	97	33.6%
● Fair	67	23.2%
● Poor	20	6.9%
<b>Total</b>	289	100.0%
Not Answered	7	
<b>Reporting Category</b>	Single Items	
Achievement Score	36.3%	

○ **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?

	IHN 2018	
	N	%
● Excellent	55	19.1%
● Very good	67	23.3%
● Good	88	30.6%
● Fair	63	21.9%
● Poor	15	5.2%
<b>Total</b>	288	100.0%
Not Answered	8	
<b>Reporting Category</b>	Single Items	
Achievement Score	42.4%	

**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.]

	IHN 2018	
	N	%
● Yes	104	39.7%
● No	158	60.3%
Don't know	1	
<b>Total</b>	262	100.0%
Not Answered	4	
<b>Reporting Category</b>	Single Items	
Achievement Score	39.7%	

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

	IHN 2018	
	N	%
Every day	48	16.7%
Some days	25	8.7%
Not at all	215	74.7%
Don't know	1	
<b>Total</b>	288	100.0%
Not Answered	7	

○ **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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	14	19.2%
<input checked="" type="radio"/> Sometimes	11	15.1%
<input checked="" type="radio"/> Usually	19	26.0%
<input checked="" type="radio"/> Always	29	39.7%
<b>Total</b>	73	100.0%
Not Answered	0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	80.8%	

**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.

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	36	50.0%
<input checked="" type="radio"/> Sometimes	12	16.7%
<input checked="" type="radio"/> Usually	10	13.9%
<input checked="" type="radio"/> Always	14	19.4%
<b>Total</b>	72	100.0%
Not Answered	1	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	50.0%	

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

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	37	51.4%
<input checked="" type="radio"/> Sometimes	11	15.3%
<input checked="" type="radio"/> Usually	12	16.7%
<input checked="" type="radio"/> Always	12	16.7%
<b>Total</b>	72	100.0%
Not Answered	1	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	48.6%	

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?**

	IHN 2018	
	N	%
Yes	93	32.5%
No	193	67.5%
<b>Total</b>	<b>286</b>	<b>100.0%</b>
Not Answered	10	

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

	IHN 2018	
	N	%
Yes	77	84.6%
No	14	15.4%
<b>Total</b>	<b>91</b>	<b>100.0%</b>
Not Answered	2	

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

	IHN 2018	
	N	%
Yes	172	59.9%
No	115	40.1%
<b>Total</b>	<b>287</b>	<b>100.0%</b>
Not Answered	9	

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

	IHN 2018	
	N	%
Yes	162	96.4%
No	6	3.6%
<b>Total</b>	<b>168</b>	<b>100.0%</b>
Not Answered	4	

## Responses by Question

### *About You* (continued)

**Q47. What is your age?**

	IHN 2018	
	N	%
18 to 24	32	11.0%
25 to 34	48	16.5%
35 to 44	44	15.1%
45 to 54	60	20.6%
55 to 64	85	29.2%
65 to 74	15	5.2%
75 or older	7	2.4%
<b>Total</b>	291	100.0%
Not Answered	5	

**Q48. Are you male or female?**

	IHN 2018	
	N	%
Male	126	43.8%
Female	162	56.3%
<b>Total</b>	288	100.0%
Not Answered	8	

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

	IHN 2018	
	N	%
8th grade or less	11	3.9%
Some high school but did not graduate	34	11.9%
High school graduate or GED	95	33.3%
Some college or 2-year degree	95	33.3%
4-year college graduate	29	10.2%
More than 4-year college degree	21	7.4%
<b>Total</b>	285	100.0%
Not Answered	11	

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

	IHN 2018	
	N	%
Yes, Hispanic or Latino	21	7.3%
No, Not Hispanic or Latino	265	92.7%
<b>Total</b>	286	100.0%
Not Answered	10	

## Responses by Question

### ***About You*** (continued)

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

	IHN 2018	
	N	%
Yes	258	100.0%
<b>Total</b>	258	100.0%
Not Answered	38	

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

	IHN 2018	
	N	%
Yes	5	100.0%
<b>Total</b>	5	100.0%
Not Answered	291	

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

	IHN 2018	
	N	%
Yes	9	100.0%
<b>Total</b>	9	100.0%
Not Answered	287	

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

	IHN 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	294	

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

	IHN 2018	
	N	%
Yes	21	100.0%
<b>Total</b>	21	100.0%
Not Answered	275	

## Responses by Question

### ***About You*** (continued)

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

	IHN 2018	
	N	%
Yes	18	100.0%
<b>Total</b>	18	100.0%
Not Answered	278	

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

	IHN 2018	
	N	%
Yes	25	11.2%
No	198	88.8%
<b>Total</b>	223	100.0%
Not Answered	73	

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

	IHN 2018	
	N	%
Yes	10	100.0%
<b>Total</b>	10	100.0%
Not Answered	15	

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

	IHN 2018	
	N	%
Yes	9	100.0%
<b>Total</b>	9	100.0%
Not Answered	16	

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

	IHN 2018	
	N	%
Yes	10	100.0%
<b>Total</b>	10	100.0%
Not Answered	15	

## Responses by Question

### *About You (continued)*

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

	IHN 2018	
	N	%
Yes	0	0.0%
<b>Total</b>	0	100.0%
Not Answered	25	

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

	IHN 2018	
	N	%
Yes	4	100.0%
<b>Total</b>	4	100.0%
Not Answered	21	

## 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?

	IHN 2018	
	N	%
Yes	38	13.3%
No	247	86.7%
<b>Total</b>	285	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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	3	8.6%
<input checked="" type="radio"/> Sometimes	11	31.4%
<input checked="" type="radio"/> Usually	8	22.9%
<input checked="" type="radio"/> Always	13	37.1%
<b>Total</b>	35	100.0%
Not Answered	3	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	60.0%	

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

	IHN 2018	
	N	%
Yes	56	19.2%
No	236	80.8%
<b>Total</b>	292	100.0%
Not Answered	4	

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

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	6	11.1%
<input checked="" type="radio"/> Sometimes	8	14.8%
<input checked="" type="radio"/> Usually	15	27.8%
<input checked="" type="radio"/> Always	25	46.3%
<b>Total</b>	54	100.0%
Not Answered	2	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	74.1%	

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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	219	76.8%
<input checked="" type="radio"/> Sometimes	50	17.5%
<input type="radio"/> Usually	11	3.9%
<input type="radio"/> Always	5	1.8%
<b>Total</b>	285	100.0%
Not Answered	11	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	94.4%	

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

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	246	86.3%
<input checked="" type="radio"/> Sometimes	32	11.2%
<input type="radio"/> Usually	4	1.4%
<input type="radio"/> Always	3	1.1%
<b>Total</b>	285	100.0%
Not Answered	11	
<b>Reporting Category</b>	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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	243	85.6%
<input checked="" type="radio"/> Sometimes	35	12.3%
<input type="radio"/> Usually	4	1.4%
<input type="radio"/> Always	2	0.7%
<b>Total</b>	284	100.0%
Not Answered	12	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	97.9%	

**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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	207	72.9%
<input checked="" type="radio"/> Yes - somewhat	66	23.2%
<input checked="" type="radio"/> No	11	3.9%
<b>Total</b>	284	100.0%
Not Answered	12	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	72.9%	

### 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?

	IHN 2018	
	N	%
Yes	172	59.5%
No	117	40.5%
<b>Total</b>	289	100.0%
Not Answered	7	

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

	IHN 2018	
	N	%
Yes	118	41.0%
No	170	59.0%
<b>Total</b>	288	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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	2	1.7%
<input checked="" type="radio"/> Sometimes	13	11.0%
<input checked="" type="radio"/> Usually	21	17.8%
<input checked="" type="radio"/> Always	82	69.5%
<b>Total</b>	118	100.0%
Not Answered	0	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	87.3%	

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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	43	35.0%
<input checked="" type="radio"/> Sometimes	18	14.6%
<input checked="" type="radio"/> Usually	34	27.6%
<input checked="" type="radio"/> Always	28	22.8%
Did not try to get an appointment with a specialist dentist	162	
<b>Total</b>	123	100.0%
Not Answered	11	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	50.4%	

- 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?

	IHN 2018	
	N	%
<input checked="" type="radio"/> Never	43	38.4%
<input checked="" type="radio"/> Sometimes	25	22.3%
<input checked="" type="radio"/> Usually	21	18.8%
<input checked="" type="radio"/> Always	23	20.5%
Did not have a dental emergency	170	
<b>Total</b>	112	100.0%
Not Answered	14	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	39.3%	

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?

	IHN 2018	
	N	%
● Extremely difficult	22	8.5%
● 1	9	3.5%
● 2	4	1.5%
● 3	10	3.8%
● 4	6	2.3%
● 5	36	13.8%
● 6	12	4.6%
● 7	15	5.8%
● 8	40	15.4%
● 9	32	12.3%
● Extremely easy	74	28.5%
<b>Total</b>	260	100.0%
Not Answered	36	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	56.2%	

○ **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



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

- Yes
 No -> Go to Question 23

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

- Never
 Sometimes
 Usually
 Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No -> Go to Question 28

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

- Never
 Sometimes
 Usually
 Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- Yes
 No -> Go to Question 30



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → **Go to Question 35c**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35e**

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

- Never
- Sometimes
- Usually
- Always

### ADDITIONAL QUESTIONS

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

### ACCESS TO DENTAL CARE

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

- Yes
- No

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

- Yes
- No → *Go to Question 35l*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 Difficult   |                       |                       |                       |                       |                       | Extremely Easy        |                       |                       |                       |                       |

### ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No → **Go to Question 47**

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

- Yes
- No

47. What is your age?

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

48. Are you male or female?

- Male
- Female

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

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

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

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

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

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







