



# InterCommunity Health Network

CAHPS® 5.0

## Child Medicaid without Chronic Condition Summary Report

June 2018



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### Summary Report

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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 and composites, 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 child Medicaid 5.0 CAHPS survey conducted for IHN. Attempts were made to survey 800 member households from a population not likely to have a child with a chronic condition. Member households were contacted 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 parents or caretakers of children under the age of 18 who were continuously enrolled in IHN 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 800 cases was drawn from a population not likely to have a child with a chronic condition, based on claims or care encounters that met specific diagnostic or service criteria. 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, Q27, Q31, and Q36. Complete interviews were obtained from 199 IHN members, and the response rate was 25.3%.

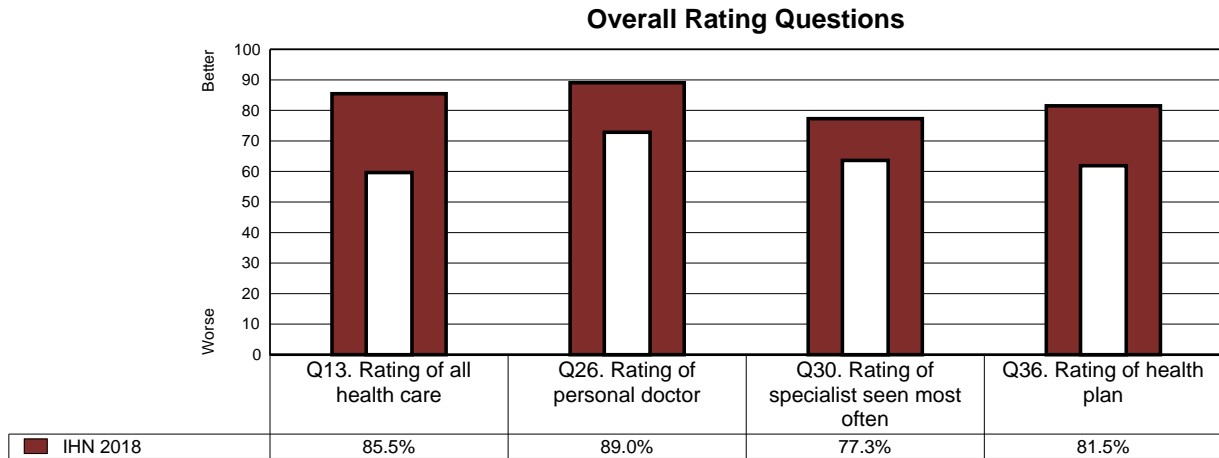
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### SUMMARY OF OVERALL RATING QUESTIONS

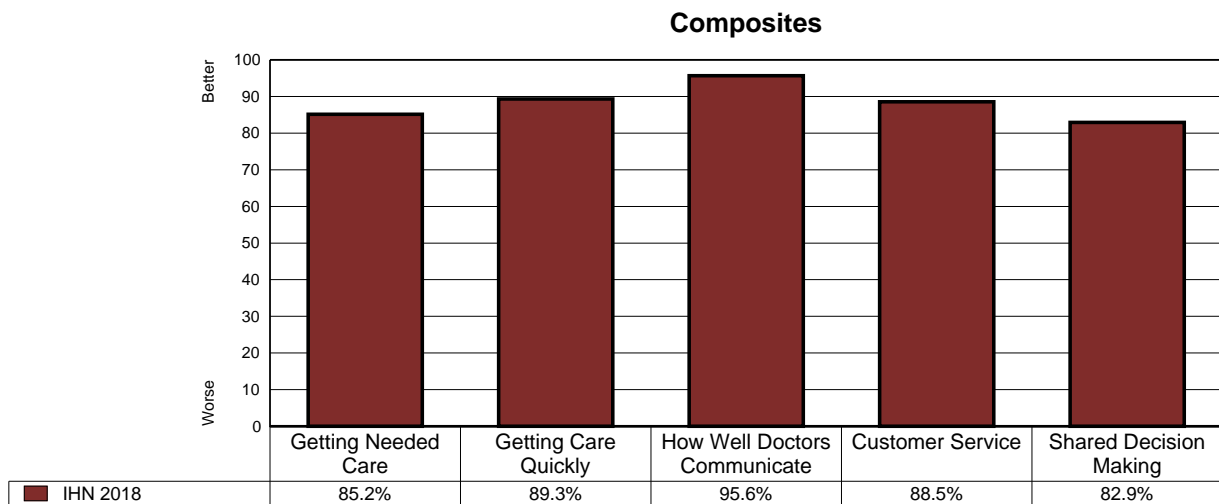
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



## Sample Disposition

|  | IHN 2018     |
|--|--------------|
| First mailing - sent                           | 800          |
| *First mailing - usable survey returned        | 78           |
| Second mailing - sent                          | 705          |
| *Second mailing - usable survey returned       | 37           |
| *Phone - usable surveys                        | 84           |
| Total - usable surveys                         | 199          |
| †Ineligible: According to population criteria‡ | 11           |
| †Ineligible: Language barrier                  | 1            |
| †Ineligible: Deceased                          | 0            |
| Bad address and bad phone number               | 17           |
| Refusal  | 29           |
| Incomplete survey - mail or phone              | 15           |
| Nonresponse - Unavailable by mail AND phone    | 528          |
| <b>Adjusted Response Rate</b>                  | <b>25.3%</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 your child is now in the Oregon Health Plan. Is that right?**

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 195      | 100.0% |
| No           | 0        | 0.0%   |
| <b>Total</b> | 195      | 100.0% |
| Not Answered | 4        |        |

### *Your Child's Health Care in the Last 6 Months*

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

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 64       | 32.7%  |
| No           | 132      | 67.3%  |
| <b>Total</b> | 196      | 100.0% |
| Not Answered | 3        |        |

**Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?**

|                           | IHN 2018             |        |
|---------------------------|----------------------|--------|
|                           | N                    | %      |
| ● Never                   | 0                    | 0.0%   |
| ● Sometimes               | 5                    | 8.3%   |
| ● Usually                 | 10                   | 16.7%  |
| ● Always                  | 45                   | 75.0%  |
| <b>Total</b>              | 60                   | 100.0% |
| Not Answered              | 4                    |        |
| <b>Reporting Category</b> | Getting Care Quickly |        |
| Achievement Score         | 91.7%                |        |

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

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 121      | 62.4%  |
| No           | 73       | 37.6%  |
| <b>Total</b> | 194      | 100.0% |
| Not Answered | 5        |        |

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

## Responses by Question

### *Your Child's Health Care in the Last 6 Months* (continued)

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

|                                 | IHN 2018             |        |
|---------------------------------|----------------------|--------|
|                                 | N                    | %      |
| <input type="radio"/> Never     | 1                    | 0.9%   |
| <input type="radio"/> Sometimes | 13                   | 11.2%  |
| <input type="radio"/> Usually   | 34                   | 29.3%  |
| <input type="radio"/> Always    | 68                   | 58.6%  |
| <b>Total</b>                    | 116                  | 100.0% |
| Not Answered                    | 5                    |        |
| <b>Reporting Category</b>       | Getting Care Quickly |        |
| Achievement Score               | 87.9%                |        |

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

|                  | IHN 2018 |        |
|------------------|----------|--------|
|                  | N        | %      |
| None             | 62       | 32.6%  |
| 1 time           | 61       | 32.1%  |
| 2                | 36       | 18.9%  |
| 3                | 17       | 8.9%   |
| 4                | 7        | 3.7%   |
| 5 to 9           | 7        | 3.7%   |
| 10 or more times | 0        | 0.0%   |
| <b>Total</b>     | 190      | 100.0% |
| Not Answered     | 9        |        |

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

|                           | IHN 2018     |        |
|---------------------------|--------------|--------|
|                           | N            | %      |
| <input type="radio"/> Yes | 95           | 74.8%  |
| <input type="radio"/> No  | 32           | 25.2%  |
| <b>Total</b>              | 127          | 100.0% |
| Not Answered              | 1            |        |
| <b>Reporting Category</b> | Single Items |        |
| Achievement Score         | 74.8%        |        |

Response scored as:  Achievement  Room for improvement

## Responses by Question

### *Your Child's Health Care in the Last 6 Months* (continued)

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

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 40       | 31.7%  |
| No           | 86       | 68.3%  |
| <b>Total</b> | 126      | 100.0% |
| Not Answered | 2        |        |

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

|                                      | IHN 2018               |        |
|--------------------------------------|------------------------|--------|
|                                      | N                      | %      |
| <input checked="" type="radio"/> Yes | 38                     | 95.0%  |
| <input type="radio"/> No             | 2                      | 5.0%   |
| <b>Total</b>                         | 40                     | 100.0% |
| Not Answered                         | 0                      |        |
| <b>Reporting Category</b>            | Shared Decision Making |        |
| Achievement Score                    | 95.0%                  |        |

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

|                                      | IHN 2018               |        |
|--------------------------------------|------------------------|--------|
|                                      | N                      | %      |
| <input checked="" type="radio"/> Yes | 31                     | 77.5%  |
| <input type="radio"/> No             | 9                      | 22.5%  |
| <b>Total</b>                         | 40                     | 100.0% |
| Not Answered                         | 0                      |        |
| <b>Reporting Category</b>            | Shared Decision Making |        |
| Achievement Score                    | 77.5%                  |        |

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

|                                      | IHN 2018               |        |
|--------------------------------------|------------------------|--------|
|                                      | N                      | %      |
| <input checked="" type="radio"/> Yes | 30                     | 76.9%  |
| <input type="radio"/> No             | 9                      | 23.1%  |
| <b>Total</b>                         | 39                     | 100.0% |
| Not Answered                         | 1                      |        |
| <b>Reporting Category</b>            | Shared Decision Making |        |
| Achievement Score                    | 76.9%                  |        |

Response scored as:  Achievement  Room for improvement

## Responses by Question

### *Your Child's 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 child's health care in the last 6 months?

|                              | IHN 2018 |        |
|------------------------------|----------|--------|
|                              | N        | %      |
| ● Worst health care possible | 0        | 0.0%   |
| ● 1                          | 0        | 0.0%   |
| ● 2                          | 1        | 0.8%   |
| ● 3                          | 0        | 0.0%   |
| ● 4                          | 0        | 0.0%   |
| ● 5                          | 4        | 3.2%   |
| ● 6                          | 6        | 4.8%   |
| ● 7                          | 7        | 5.6%   |
| ● 8                          | 32       | 25.8%  |
| ● 9                          | 32       | 25.8%  |
| ● Best health care possible  | 42       | 33.9%  |
| <b>Total</b>                 | 124      | 100.0% |
| Not Answered                 | 4        |        |
| <b>Reporting Category</b>    | Ratings  |        |
| Rating (8, 9 and 10)         | 85.5%    |        |

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

|                           | IHN 2018            |        |
|---------------------------|---------------------|--------|
|                           | N                   | %      |
| ● Never                   | 1                   | 0.8%   |
| ● Sometimes               | 14                  | 11.2%  |
| ● Usually                 | 33                  | 26.4%  |
| ● Always                  | 77                  | 61.6%  |
| <b>Total</b>              | 125                 | 100.0% |
| Not Answered              | 3                   |        |
| <b>Reporting Category</b> | Getting Needed Care |        |
| Achievement Score         | 88.0%               |        |

### *Your Child's Personal Doctor*

**Q15.** A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 186      | 93.9%  |
| No           | 12       | 6.1%   |
| <b>Total</b> | 198      | 100.0% |
| Not Answered | 1        |        |

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



## Responses by Question

### *Your Child's Personal Doctor (continued)*

**Q16.** In the last 6 months, how many times did your child visit his or her personal doctor for care?

|                  | IHN 2018 |        |
|------------------|----------|--------|
|                  | N        | %      |
| None             | 68       | 38.4%  |
| 1 time           | 62       | 35.0%  |
| 2                | 29       | 16.4%  |
| 3                | 7        | 4.0%   |
| 4                | 7        | 4.0%   |
| 5 to 9           | 4        | 2.3%   |
| 10 or more times | 0        | 0.0%   |
| <b>Total</b>     | 177      | 100.0% |
| Not Answered     | 9        |        |

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

|   | IHN 2018      |        |
|---|---------------|--------|
|   | N             | %      |
| <input type="radio"/> Never             | 2             | 1.9%   |
| <input type="radio"/> Sometimes         | 3             | 2.8%   |
| <input type="radio"/> Usually           | 7             | 6.5%   |
| <input checked="" type="radio"/> Always | 96            | 88.9%  |
| <b>Total</b>                            | 108           | 100.0% |
| Not Answered                            | 1             |        |
| <b>Reporting Category</b>               | Communication |        |
| Achievement Score                       | 95.4%         |        |

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

|   | IHN 2018      |        |
|---|---------------|--------|
|   | N             | %      |
| <input type="radio"/> Never             | 0             | 0.0%   |
| <input type="radio"/> Sometimes         | 3             | 2.8%   |
| <input type="radio"/> Usually           | 10            | 9.2%   |
| <input checked="" type="radio"/> Always | 96            | 88.1%  |
| <b>Total</b>                            | 109           | 100.0% |
| Not Answered                            | 0             |        |
| <b>Reporting Category</b>               | Communication |        |
| Achievement Score                       | 97.2%         |        |

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

## Responses by Question

### *Your Child's Personal Doctor (continued)*

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

|                                 | IHN 2018      |        |
|---------------------------------|---------------|--------|
|                                 | N             | %      |
| <input type="radio"/> Never     | 0             | 0.0%   |
| <input type="radio"/> Sometimes | 1             | 0.9%   |
| <input type="radio"/> Usually   | 6             | 5.5%   |
| <input type="radio"/> Always    | 102           | 93.6%  |
| <b>Total</b>                    | 109           | 100.0% |
| Not Answered                    | 0             |        |
| <b>Reporting Category</b>       | Communication |        |
| Achievement Score               | 99.1%         |        |

**Q20.** Is your child able to talk with doctors about his or her health care?

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 71       | 65.7%  |
| No           | 37       | 34.3%  |
| <b>Total</b> | 108      | 100.0% |
| Not Answered | 1        |        |

**Q21.** In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

|                                 | IHN 2018     |        |
|---------------------------------|--------------|--------|
|                                 | N            | %      |
| <input type="radio"/> Never     | 0            | 0.0%   |
| <input type="radio"/> Sometimes | 2            | 2.9%   |
| <input type="radio"/> Usually   | 13           | 18.6%  |
| <input type="radio"/> Always    | 55           | 78.6%  |
| <b>Total</b>                    | 70           | 100.0% |
| Not Answered                    | 1            |        |
| <b>Reporting Category</b>       | Single Items |        |
| Achievement Score               | 97.1%        |        |

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

## Responses by Question

### *Your Child's Personal Doctor* (continued)

**Q22.** In the last 6 months, how often did your child's personal doctor spend enough time with your child?

|                                 | IHN 2018      |        |
|---------------------------------|---------------|--------|
|                                 | N             | %      |
| <input type="radio"/> Never     | 4             | 3.7%   |
| <input type="radio"/> Sometimes | 6             | 5.5%   |
| <input type="radio"/> Usually   | 19            | 17.4%  |
| <input type="radio"/> Always    | 80            | 73.4%  |
| <b>Total</b>                    | 109           | 100.0% |
| Not Answered                    | 0             |        |
| <b>Reporting Category</b>       | Communication |        |
| Achievement Score               | 90.8%         |        |

**Q23.** In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

|                           | IHN 2018     |        |
|---------------------------|--------------|--------|
|                           | N            | %      |
| <input type="radio"/> Yes | 97           | 89.0%  |
| <input type="radio"/> No  | 12           | 11.0%  |
| <b>Total</b>              | 109          | 100.0% |
| Not Answered              | 0            |        |
| <b>Reporting Category</b> | Single Items |        |
| Achievement Score         | 89.0%        |        |

**Q24.** In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 50       | 45.9%  |
| No           | 59       | 54.1%  |
| <b>Total</b> | 109      | 100.0% |
| Not Answered | 0        |        |

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

## Responses by Question

### *Your Child's Personal Doctor (continued)*

**Q25.** In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

|                                 | IHN 2018     |        |
|---------------------------------|--------------|--------|
|                                 | N            | %      |
| <input type="radio"/> Never     | 1            | 2.1%   |
| <input type="radio"/> Sometimes | 7            | 14.6%  |
| <input type="radio"/> Usually   | 6            | 12.5%  |
| <input type="radio"/> Always    | 34           | 70.8%  |
| <b>Total</b>                    | 48           | 100.0% |
| Not Answered                    | 2            |        |
| <b>Reporting Category</b>       | Single Items |        |
| Achievement Score               | 83.3%        |        |

**Q26.** 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 child's personal doctor?

|  | IHN 2018 |        |
|--|----------|--------|
|  | N        | %      |
| <input type="radio"/> Worst personal doctor possible | 0        | 0.0%   |
| <input type="radio"/> 1                              | 0        | 0.0%   |
| <input type="radio"/> 2                              | 0        | 0.0%   |
| <input type="radio"/> 3                              | 0        | 0.0%   |
| <input type="radio"/> 4                              | 1        | 0.6%   |
| <input type="radio"/> 5                              | 3        | 1.7%   |
| <input type="radio"/> 6                              | 3        | 1.7%   |
| <input type="radio"/> 7                              | 12       | 6.9%   |
| <input type="radio"/> 8                              | 28       | 16.2%  |
| <input type="radio"/> 9                              | 42       | 24.3%  |
| <input type="radio"/> Best personal doctor possible  | 84       | 48.6%  |
| <b>Total</b>   | 173      | 100.0% |
| Not Answered   | 13       |        |
| <b>Reporting Category</b>                            | Ratings  |        |
| Rating (8, 9 and 10)                                 | 89.0%    |        |

### *Getting Health Care From Specialists*

**Q27.** 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 for your child to see a specialist?

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 24       | 12.1%  |
| No           | 175      | 87.9%  |
| <b>Total</b> | 199      | 100.0% |
| Not Answered | 0        |        |

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

## Responses by Question

### Getting Health Care From Specialists (continued)

**Q28.** In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

|                                 | IHN 2018            |        |
|---------------------------------|---------------------|--------|
|                                 | N                   | %      |
| <input type="radio"/> Never     | 1                   | 4.2%   |
| <input type="radio"/> Sometimes | 7                   | 29.2%  |
| <input type="radio"/> Usually   | 8                   | 33.3%  |
| <input type="radio"/> Always    | 8                   | 33.3%  |
| <b>Total</b>                    | 24                  | 100.0% |
| Not Answered                    | 0                   |        |
| <b>Reporting Category</b>       | Getting Needed Care |        |
| Achievement Score               | 66.7%               |        |

**Q29.** How many specialists has your child seen in the last 6 months?

|                       | IHN 2018 |        |
|-----------------------|----------|--------|
|                       | N        | %      |
| None                  | 1        | 4.2%   |
| 1 specialist          | 17       | 70.8%  |
| 2                     | 4        | 16.7%  |
| 3                     | 1        | 4.2%   |
| 4                     | 0        | 0.0%   |
| 5 or more specialists | 1        | 4.2%   |
| <b>Total</b>          | 24       | 100.0% |
| Not Answered          | 0        |        |

**Q30.** We want to know your rating of the specialist your child 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 | 0        | 0.0%   |
| <input type="radio"/> 1                         | 0        | 0.0%   |
| <input type="radio"/> 2                         | 0        | 0.0%   |
| <input type="radio"/> 3                         | 0        | 0.0%   |
| <input type="radio"/> 4                         | 0        | 0.0%   |
| <input type="radio"/> 5                         | 0        | 0.0%   |
| <input type="radio"/> 6                         | 2        | 9.1%   |
| <input type="radio"/> 7                         | 3        | 13.6%  |
| <input type="radio"/> 8                         | 3        | 13.6%  |
| <input type="radio"/> 9                         | 7        | 31.8%  |
| <input type="radio"/> Best specialist possible  | 7        | 31.8%  |
| <b>Total</b>                                    | 22       | 100.0% |
| Not Answered                                    | 1        |        |
| <b>Reporting Category</b>                       | Ratings  |        |
| Rating (8, 9 and 10)                            | 77.3%    |        |

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Your Child's Health Plan

**Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?**

|              | IHN 2018   |               |
|--------------|------------|---------------|
|              | N          | %             |
| Yes          | 49         | 24.9%         |
| No           | 148        | 75.1%         |
| <b>Total</b> | <b>197</b> | <b>100.0%</b> |
| Not Answered | 2          |               |

**Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?**

|  | IHN 2018         |               |
|--|------------------|---------------|
|  | N                | %             |
| <input type="radio"/> Never              | 1                | 2.2%          |
| <input type="radio"/> Sometimes          | 8                | 17.4%         |
| <input checked="" type="radio"/> Usually | 13               | 28.3%         |
| <input checked="" type="radio"/> Always  | 24               | 52.2%         |
| <b>Total</b>                             | <b>46</b>        | <b>100.0%</b> |
| Not Answered                             | 3                |               |
| <b>Reporting Category</b>                | Customer Service |               |
| Achievement Score                        | 80.4%            |               |

**Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?**

|  | IHN 2018         |               |
|--|------------------|---------------|
|  | N                | %             |
| <input type="radio"/> Never              | 0                | 0.0%          |
| <input type="radio"/> Sometimes          | 2                | 4.2%          |
| <input checked="" type="radio"/> Usually | 12               | 25.0%         |
| <input checked="" type="radio"/> Always  | 34               | 70.8%         |
| <b>Total</b>                             | <b>48</b>        | <b>100.0%</b> |
| Not Answered                             | 1                |               |
| <b>Reporting Category</b>                | Customer Service |               |
| Achievement Score                        | 95.8%            |               |

**Q34. In the last 6 months, did your child's health plan give you any forms to fill out?**

|              | IHN 2018   |               |
|--------------|------------|---------------|
|              | N          | %             |
| Yes          | 68         | 35.6%         |
| No           | 123        | 64.4%         |
| <b>Total</b> | <b>191</b> | <b>100.0%</b> |
| Not Answered | 8          |               |

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

## Responses by Question

### *Your Child's Health Plan (continued)*

**Q35.** In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q34='No', based on NCQA scoring guidelines.]

|                           | IHN 2018     |        |
|---------------------------|--------------|--------|
|                           | N            | %      |
| ● Never                   | 5            | 2.7%   |
| ● Sometimes               | 12           | 6.5%   |
| ● Usually                 | 13           | 7.0%   |
| ● Always                  | 155          | 83.8%  |
| <b>Total</b>              | 185          | 100.0% |
| Not Answered              | 6            |        |
| <b>Reporting Category</b> | Single Items |        |
| Achievement Score         | 90.8%        |        |

**Q36.** 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 child's health plan?

|                              | IHN 2018 |        |
|------------------------------|----------|--------|
|                              | N        | %      |
| ● Worst health plan possible | 0        | 0.0%   |
| ● 1                          | 0        | 0.0%   |
| ● 2                          | 0        | 0.0%   |
| ● 3                          | 0        | 0.0%   |
| ● 4                          | 2        | 1.1%   |
| ● 5                          | 7        | 3.7%   |
| ● 6                          | 6        | 3.2%   |
| ● 7                          | 20       | 10.6%  |
| ● 8                          | 37       | 19.6%  |
| ● 9                          | 33       | 17.5%  |
| ● Best health plan possible  | 84       | 44.4%  |
| <b>Total</b>                 | 189      | 100.0% |
| Not Answered                 | 10       |        |
| <b>Reporting Category</b>    | Ratings  |        |
| Rating (8, 9 and 10)         | 81.5%    |        |

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

## Responses by Question

### About Your Child and You

**Q37.** In general, how would you rate your child's overall health?

|                           | IHN 2018     |        |
|---------------------------|--------------|--------|
|                           | N            | %      |
| ● Excellent               | 91           | 46.0%  |
| ● Very good               | 69           | 34.8%  |
| ● Good                    | 32           | 16.2%  |
| ● Fair                    | 5            | 2.5%   |
| ● Poor                    | 1            | 0.5%   |
| <b>Total</b>              | 198          | 100.0% |
| Not Answered              | 1            |        |
| <b>Reporting Category</b> | Single Items |        |
| Achievement Score         | 80.8%        |        |

**Q38.** In general, how would you rate your child's overall mental or emotional health?

|                           | IHN 2018     |        |
|---------------------------|--------------|--------|
|                           | N            | %      |
| ● Excellent               | 106          | 53.8%  |
| ● Very good               | 59           | 29.9%  |
| ● Good                    | 26           | 13.2%  |
| ● Fair                    | 5            | 2.5%   |
| ● Poor                    | 1            | 0.5%   |
| <b>Total</b>              | 197          | 100.0% |
| Not Answered              | 2            |        |
| <b>Reporting Category</b> | Single Items |        |
| Achievement Score         | 83.8%        |        |

**NQ39.** What is your child's age?

|                      | IHN 2018 |        |
|----------------------|----------|--------|
|                      | N        | %      |
| Less than 1 year old | 1        | 0.5%   |
| 1 to 2 years old     | 27       | 13.7%  |
| 3 to 4 years old     | 19       | 9.6%   |
| 5 to 7 years old     | 32       | 16.2%  |
| 8 to 10 years old    | 35       | 17.8%  |
| 11 to 13 years old   | 42       | 21.3%  |
| 14 to 18 years old   | 41       | 20.8%  |
| <b>Total</b>         | 197      | 100.0% |
| Not Answered         | 2        |        |

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



## Responses by Question

### ***About Your Child and You*** (continued)

**Q40.** Is your child male or female?

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Male         | 89       | 45.6%  |
| Female       | 106      | 54.4%  |
| <b>Total</b> | 195      | 100.0% |
| Not Answered | 4        |        |

**Q41.** Is your child of Hispanic or Latino origin or descent?

|                            | IHN 2018 |        |
|----------------------------|----------|--------|
|                            | N        | %      |
| Yes, Hispanic or Latino    | 71       | 36.6%  |
| No, Not Hispanic or Latino | 123      | 63.4%  |
| <b>Total</b>               | 194      | 100.0% |
| Not Answered               | 5        |        |

**Q42.1.** What is your child's race? Response: White.

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 157      | 100.0% |
| <b>Total</b> | 157      | 100.0% |
| Not Answered | 42       |        |

**Q42.2.** What is your child's race? Response: Black or African-American.

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 8        | 100.0% |
| <b>Total</b> | 8        | 100.0% |
| Not Answered | 191      |        |

**Q42.3.** What is your child's race? Response: Asian.

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 10       | 100.0% |
| <b>Total</b> | 10       | 100.0% |
| Not Answered | 189      |        |

## Responses by Question

### *About Your Child and You (continued)*

**Q42.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.**

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 5        | 100.0% |
| <b>Total</b> | 5        | 100.0% |
| Not Answered | 194      |        |

**Q42.5. What is your child's race? Response: American Indian or Alaska Native.**

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 11       | 100.0% |
| <b>Total</b> | 11       | 100.0% |
| Not Answered | 188      |        |

**Q42.6. What is your child's race? Response: Other.**

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 15       | 100.0% |
| <b>Total</b> | 15       | 100.0% |
| Not Answered | 184      |        |

**Q43. What is your age?**

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Under 18     | 7        | 3.6%   |
| 18 to 24     | 3        | 1.5%   |
| 25 to 34     | 68       | 34.9%  |
| 35 to 44     | 66       | 33.8%  |
| 45 to 54     | 41       | 21.0%  |
| 55 to 64     | 7        | 3.6%   |
| 65 to 74     | 2        | 1.0%   |
| 75 or older  | 1        | 0.5%   |
| <b>Total</b> | 195      | 100.0% |
| Not Answered | 4        |        |

**Q44. Are you male or female?**

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Male         | 30       | 15.4%  |
| Female       | 165      | 84.6%  |
| <b>Total</b> | 195      | 100.0% |
| Not Answered | 4        |        |

## Responses by Question

### *About Your Child and You (continued)*

**Q45. What is the highest grade or level of school that you have completed?**

|                                       | IHN 2018 |        |
|---------------------------------------|----------|--------|
|                                       | N        | %      |
| 8th grade or less                     | 24       | 12.5%  |
| Some high school but did not graduate | 27       | 14.1%  |
| High school graduate or GED           | 45       | 23.4%  |
| Some college or 2-year degree         | 55       | 28.6%  |
| 4-year college graduate               | 25       | 13.0%  |
| More than 4-year college degree       | 16       | 8.3%   |
| <b>Total</b>                          | 192      | 100.0% |
| Not Answered                          | 7        |        |

**Q46. How are you related to the child?**

|                         | IHN 2018 |        |
|-------------------------|----------|--------|
|                         | N        | %      |
| Mother or father        | 188      | 98.4%  |
| Grandparent             | 3        | 1.6%   |
| Aunt or uncle           | 0        | 0.0%   |
| Older brother or sister | 0        | 0.0%   |
| Other relative          | 0        | 0.0%   |
| Legal guardian          | 0        | 0.0%   |
| Someone else            | 0        | 0.0%   |
| <b>Total</b>            | 191      | 100.0% |
| Not Answered            | 8        |        |

**Q47. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 3        | 2.6%   |
| No           | 112      | 97.4%  |
| <b>Total</b> | 115      | 100.0% |
| Not Answered | 84       |        |

**Q48.1. How did that person help you? Response: Read the questions to me.**

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 2        | 100.0% |
| <b>Total</b> | 2        | 100.0% |
| Not Answered | 1        |        |

## Responses by Question

### ***About Your Child and You*** (continued)

**Q48.2.** How did that person help you? Response: Wrote down the answers I gave.

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 1        | 100.0% |
| <b>Total</b> | 1        | 100.0% |
| Not Answered | 2        |        |

**Q48.3.** How did that person help you? Response: Answered the questions for me.

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 0        | 0.0%   |
| <b>Total</b> | 0        | 100.0% |
| Not Answered | 3        |        |

**Q48.4.** How did that person help you? Response: Translated the questions into my language.

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 3        | 100.0% |
| <b>Total</b> | 3        | 100.0% |
| Not Answered | 0        |        |

**Q48.5.** How did that person help you? Response: Helped in some other way.

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 0        | 0.0%   |
| <b>Total</b> | 0        | 100.0% |
| Not Answered | 3        |        |

## Custom Questions

**Q16a.** In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

|  | IHN 2018           |        |
|--|--------------------|--------|
|  | N                  | %      |
| <input checked="" type="radio"/> Never     | 98                 | 90.7%  |
| <input checked="" type="radio"/> Sometimes | 4                  | 3.7%   |
| <input checked="" type="radio"/> Usually   | 2                  | 1.9%   |
| <input checked="" type="radio"/> Always    | 4                  | 3.7%   |
| <b>Total</b>                               | 108                | 100.0% |
| Not Answered                               | 1                  |        |
| <b>Reporting Category</b>                  | Supplemental Items |        |
| Achievement Score                          | 94.4%              |        |

### Access to Dental Care

**Q36a.** A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 153      | 78.1%  |
| No           | 43       | 21.9%  |
| <b>Total</b> | 196      | 100.0% |
| Not Answered | 3        |        |

**Q36b.** In the last 6 months, did your child go to a dentist's office or clinic for care?

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 115      | 59.9%  |
| No           | 77       | 40.1%  |
| <b>Total</b> | 192      | 100.0% |
| Not Answered | 7        |        |

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

## Custom Questions

### *Access to Dental Care (continued)*

**Q36c.** In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

|                                 | IHN 2018           |        |
|---------------------------------|--------------------|--------|
|                                 | N                  | %      |
| <input type="radio"/> Never     | 6                  | 5.3%   |
| <input type="radio"/> Sometimes | 7                  | 6.2%   |
| <input type="radio"/> Usually   | 17                 | 15.0%  |
| <input type="radio"/> Always    | 83                 | 73.5%  |
| <b>Total</b>                    | 113                | 100.0% |
| Not Answered                    | 2                  |        |
| <b>Reporting Category</b>       | Supplemental Items |        |
| Achievement Score               | 88.5%              |        |

**Q36d.** In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

|                                 | IHN 2018           |        |
|---------------------------------|--------------------|--------|
|                                 | N                  | %      |
| <input type="radio"/> Never     | 27                 | 34.6%  |
| <input type="radio"/> Sometimes | 10                 | 12.8%  |
| <input type="radio"/> Usually   | 20                 | 25.6%  |
| <input type="radio"/> Always    | 21                 | 26.9%  |
| Did not have a dental emergency | 114                |        |
| <b>Total</b>                    | 78                 | 100.0% |
| Not Answered                    | 7                  |        |
| <b>Reporting Category</b>       | Supplemental Items |        |
| Achievement Score               | 52.6%              |        |

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

## Custom Questions

### Access to Dental Care (continued)

Q36e. 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 for your child?

|                           | IHN 2018           |        |
|---------------------------|--------------------|--------|
|                           | N                  | %      |
| ● Extremely difficult     | 8                  | 4.4%   |
| ● 1                       | 1                  | 0.6%   |
| ● 2                       | 4                  | 2.2%   |
| ● 3                       | 3                  | 1.7%   |
| ● 4                       | 4                  | 2.2%   |
| ● 5                       | 18                 | 10.0%  |
| ● 6                       | 7                  | 3.9%   |
| ● 7                       | 11                 | 6.1%   |
| ● 8                       | 34                 | 18.9%  |
| ● 9                       | 28                 | 15.6%  |
| ● Extremely easy          | 62                 | 34.4%  |
| <b>Total</b>              | 180                | 100.0% |
| Not Answered              | 19                 |        |
| <b>Reporting Category</b> | Supplemental Items |        |
| Achievement Score         | 68.9%              |        |

### Kindergarten Readiness

Q48a. Is your child between the ages of 3 and 5 years old?

|              | IHN 2018 |        |
|--------------|----------|--------|
|              | N        | %      |
| Yes          | 32       | 16.7%  |
| No           | 160      | 83.3%  |
| <b>Total</b> | 192      | 100.0% |
| Not Answered | 7        |        |

Q48b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

|                  | IHN 2018 |        |
|------------------|----------|--------|
|                  | N        | %      |
| All of the time  | 17       | 53.1%  |
| Most of the time | 14       | 43.8%  |
| Some of the time | 1        | 3.1%   |
| None of the time | 0        | 0.0%   |
| <b>Total</b>     | 32       | 100.0% |
| Not Answered     | 0        |        |

○ Response scored as: ● Achievement ● Room for improvement

## Custom Questions

### *Kindergarten Readiness* (continued)

**Q48c. How often does this child play well with others?**

|                  | IHN 2018 |        |
|------------------|----------|--------|
|                  | N        | %      |
| All of the time  | 12       | 37.5%  |
| Most of the time | 19       | 59.4%  |
| Some of the time | 1        | 3.1%   |
| None of the time | 0        | 0.0%   |
| <b>Total</b>     | 32       | 100.0% |
| Not Answered     | 0        |        |

**Q48d. How often can this child calm down when excited or all wound up?**

|                  | IHN 2018 |        |
|------------------|----------|--------|
|                  | N        | %      |
| All of the time  | 9        | 28.1%  |
| Most of the time | 18       | 56.3%  |
| Some of the time | 5        | 15.6%  |
| None of the time | 0        | 0.0%   |
| <b>Total</b>     | 32       | 100.0% |
| Not Answered     | 0        |        |

**Q48e. How often does this child lose control of his or her temper when things do not go his or her way?**

|                  | IHN 2018 |        |
|------------------|----------|--------|
|                  | N        | %      |
| All of the time  | 1        | 3.1%   |
| Most of the time | 5        | 15.6%  |
| Some of the time | 21       | 65.6%  |
| None of the time | 5        | 15.6%  |
| <b>Total</b>     | 32       | 100.0% |
| Not Answered     | 0        |        |

**Q48f. In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?**

|  | IHN 2018 |        |
|--|----------|--------|
|  | N        | %      |
| This child did not attend childcare or preschool           | 10       |        |
| No   | 22       | 100.0% |
| Yes - picked my child up early on one or more days         | 0        | 0.0%   |
| Yes - kept my child home for one full day or more          | 0        | 0.0%   |
| Yes - permanently was told my child could no longer attend | 0        | 0.0%   |
| <b>Total</b>   | 22       | 100.0% |
| Not Answered   | 0        |        |



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 your child gets. 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** ↓

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in the Oregon Health Plan. Is that right?

Yes → *Go to Question 3*  
 No

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

\_\_\_\_\_

**YOUR CHILD'S HEALTH CARE  
IN THE LAST 6 MONTHS**

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

- 3. In the last 6 months, did your child 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 your child needed care right away, how often did your child get care as soon as he or she needed?
  - Never
  - Sometimes
  - Usually
  - Always
  
- 5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
  - Yes
  - No → *Go to Question 7*
  
- 6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
  - Never
  - Sometimes
  - Usually
  - Always

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
  - 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 your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
  - Yes
  - No
  
- 9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
  - Yes
  - No → *Go to Question 13*
  
- 10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
  - Yes
  - No
  
- 11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
  - Yes
  - No



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

- 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 child's 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 your child needed?

- Never
- Sometimes
- Usually
- Always

**YOUR CHILD'S PERSONAL DOCTOR**

15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
- No → *Go to Question 27*

16. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- None → *Go to Question 26*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

16a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



20. Is your child able to talk with doctors about his or her health care?

- Yes
- No → **Go to Question 22**

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

- Never
- Sometimes
- Usually
- Always

22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- Never
- Sometimes
- Usually
- Always

23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- Yes
- No

24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

- Yes
- No → **Go to Question 26**

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

- Never
- Sometimes
- Usually
- Always

26. 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 child's personal doctor?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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                  |                       |                       |                       |                       |
| Personal Doctor       |                       |                       |                       |                       |                       | Personal Doctor       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |

**GETTING HEALTH CARE FROM SPECIALISTS**

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

27. 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 for your child to see a specialist?

- Yes
- No → **Go to Question 31**



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

- Never
- Sometimes
- Usually
- Always

29. How many specialists has your child seen in the last 6 months?

- None → *Go to Question 31*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

30. We want to know your rating of the specialist your child 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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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                  |                       |                       |                       |                       |                       |
| Specialist            |                       |                       |                       |                       | Specialist            |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

34. In the last 6 months, did your child's health plan give you any forms to fill out?

- Yes
- No → *Go to Question 36*

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

- Never
- Sometimes
- Usually
- Always

36. 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 child's 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              |                       |                       |                       |                       |                       |

**YOUR CHILD'S HEALTH PLAN**

The next questions ask about your experience with your child's health plan.

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

- Yes
- No → *Go to Question 34*



**ACCESS TO DENTAL CARE**

36a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- Yes
- No

36b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 36d*

36c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- Never
- Sometimes
- Usually
- Always

36d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

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

36e. 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 for your child?

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

**ABOUT YOUR CHILD AND YOU**

37. In general, how would you rate your child's overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

38. In general, how would you rate your child's overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

39. What is your child's age?

- Less than 1 year old
- YEARS OLD (write in)

40. Is your child male or female?

- Male
- Female

41. Is your child of Hispanic or Latino origin or descent?

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



42. What is your child's 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)
- 

43. What is your age?

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

44. Are you male or female?

- Male
- Female

45. 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

46. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

47. Did someone help you complete this survey?

- Yes → *Go to Question 48*
- No → *Go to Question 48a*

48. 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)
- 

### KINDERGARTEN READINESS

48a. Is your child between the ages of 3 and 5 years old?

- Yes → *Go to Question 48b*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

48b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

- All of the time
- Most of the time
- Some of the time
- None of the time

48c. How often does this child play well with others?

- All of the time
- Most of the time
- Some of the time
- None of the time



48d. How often can this child calm down when excited or all wound up?

- All of the time
- Most of the time
- Some of the time
- None of the time

48e. How often does this child lose control of his or her temper when things do not go his or her way?

- All of the time
- Most of the time
- Some of the time
- None of the time

48f. In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

- This child did not attend childcare or preschool
- No
- Yes, I was told to pick up my child early on 1 or more days
- Yes, I had to keep my child home for 1 full day or more
- Yes permanently, I was told my child could no longer attend this childcare center or preschool

## 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