



Oregon



2003 CAHPS® 3.0
Adult Medicaid Member
Satisfaction Survey

RACE/ETHNICITY ANALYSIS

Oregon Health Plan
Oregon Department of Human Services

June 2004



Table of Contents

Introduction.....	A
Race/Ethnicity Analysis	
Results.....	B
State-Level Race/Ethnicity Results	
Plan-Level Race/Ethnicity Results	
Methodology.....	C
Survey Overview	
Sampling Procedures	
Survey Protocol	
Data Analysis	
Sampling Error	
Limitations and Cautions	

Introduction

The Oregon Department of Human Services (DHS) requires administration of member satisfaction surveys for all health plans serving Oregon Health Plan (OHP) Members. The standardized survey instruments selected for the surveys were the CAHPS® 3.0 Adult and Child Medicaid Surveys.¹ This report focuses on the Race/Ethnicity Analysis results of the **Adult Medicaid** Survey for plans serving OHP members. A separate report, the Oregon Health Plan Adult Medicaid Aggregate Report, describes the Adult Medicaid plan-level results for the State of Oregon OHP.^{2,3}

A total of 15 Oregon health plans serving OHP members participated in the 2003 CAHPS® Adult Medicaid Survey. These health plans are listed below.

Oregon Health Plan Participating Plans	
PLAN NAME	PLAN ABBREVIATION
CareOregon	CareOregon
Cascade Comprehensive Care	Cascade
Central Oregon Independent Health	Central
Doctors of the Coast South	Doctors
Douglas County IPA	Douglas County
FamilyCare	FamilyCare
Intercommunity Health Network	Intercommunity
Kaiser Permanente	Kaiser
Lane County IPA	Lane County
Marion-Polk Community	Marion-Polk
Medicaid-Open Card	Medicaid-Open
Mid-Rogue Community Health Plan	Mid-Rogue
Oregon Health Management Services	Oregon HMS
Providence Health Plan	Providence
Tuality Health Alliance	Tuality

¹ CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality.

² The content presented in this Race/Ethnicity Report is also presented in the Results section of the OHP Adult Medicaid Aggregate Report.

³ A Race/Ethnicity analysis was not performed on the Child population.

RACE/ETHNICITY ANALYSIS

A race/ethnicity analysis was performed to identify how different racial/ethnic groups respond to the global ratings and composites.⁴ In order to obtain a sufficient number of members within each racial/ethnic population to conduct this analysis, Oregon DHS performed an oversample based on race and ethnicity variables for each of the 15 plans serving OHP members. An additional 4,671 OHP members were sampled based on their race/ethnicity. This oversample included 1,414 blacks, 1,797 Hispanics, and 1,460 Native Americans. The race/ethnicity analysis for the four global ratings and five composite scores was performed utilizing the entire sample from each plan (including the oversample). A separate race/ethnicity analysis was performed for OHP and for each of the 15 plans serving OHP members.

For the OHP state-level analysis, the data contained six race/ethnicity categories: White (2,472 completed surveys); Black (280 completed surveys); Hispanic (586 completed surveys); Native American (433 completed surveys); Asian (63 completed surveys); and Other (21 completed surveys). Given the relatively low number of completed surveys in the Asian and Other categories, these two categories were collapsed into an “Other” category for the purposes of this analysis. Figure B1, on page B1, depicts the race/ethnicity categories for OHP, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

For the purposes of the plan-level analyses, some race/ethnicity categories with a low number of members were collapsed into one category. Categories were collapsed with the goal of achieving a minimum of approximately 20 completed surveys per category.⁵ The impact of “sampling error” must be considered and caution should be exercised when examining plan-level race/ethnicity results with low numbers of respondents for some categories. Additional information on “sampling error” can be found beginning on page C13.

For the state and plan-level analyses, an overall member satisfaction (star) rating, three-point mean, and question summary rate/global proportion are calculated for each global rating and composite score. For OHP, the star assignments are based on a statistical comparison of the case-mix adjusted results for each collapsed race/ethnicity category to the state’s mean case-mix adjusted results for the five collapsed race/ethnicity categories. For each of the 15 plans, the star assignments are based on a statistical comparison of the case-mix adjusted results for each collapsed race/ethnicity category to the plan’s overall results for the collapsed race/ethnicity categories.

⁴ Race/ethnicity information is derived from OMAP administrative data.

⁵ In certain instances, insufficient respondents from particular race/ethnicity categories resulted in fewer than 20 completed surveys per collapsed category.

Results

STATE-LEVEL RACE/ETHNICITY RESULTS

As described in the Introduction on page A2, the OHP data contained six race/ethnicity categories: White (2,472 completed surveys); Black (280 completed surveys); Hispanic (586 completed surveys); Native American (433 completed surveys); Asian (63 completed surveys); and Other (21 completed surveys). Given the relatively low number of completed surveys in the Asian and Other categories, these two categories were collapsed into an “Other” category for the purposes of this analysis. Figure B1 depicts the race/ethnicity categories for OHP, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B1
Race/Ethnicity Categories for Oregon Health Plan

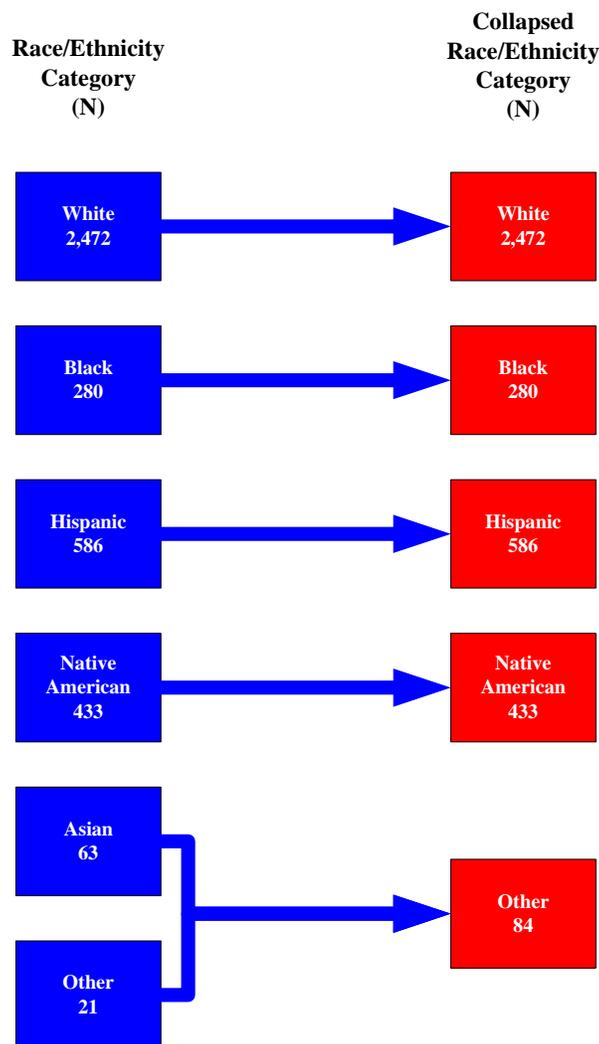


Table B1 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for OHP.

Table B1					
Oregon Health Plan Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	H	HH	HH	HH
	3pt Mean	1.938	2.248	2.306	2.396
	3pt CI	(1.907 - 1.970)	(2.212 - 2.284)	(2.272 - 2.340)	(2.346 - 2.447)
	Top Box %	30.7%	47.3%	50.4%	56.5%
	Top Box CI%	(29.0% - 32.5%)	(45.0% - 49.6%)	(48.2% - 52.5%)	(53.2% - 59.8%)
Black	Star	HH	HH	HHH	HH
	3pt Mean	2.042	2.301	2.463	2.445
	3pt CI	(1.948 - 2.136)	(2.186 - 2.415)	(2.355 - 2.571)	(2.305 - 2.586)
	Top Box %	37.1%	49.0%	61.4%	57.0%
	Top Box CI%	(31.7% - 42.4%)	(41.6% - 56.4%)	(54.4% - 68.4%)	(47.1% - 66.9%)
Hispanic	Star	HHH	HH	HHH	HH
	3pt Mean	2.136	2.294	2.451	2.449
	3pt CI	(2.073 - 2.199)	(2.218 - 2.371)	(2.383 - 2.519)	(2.328 - 2.570)
	Top Box %	41.8%	48.0%	58.2%	61.5%
	Top Box CI%	(38.0% - 45.6%)	(42.9% - 53.0%)	(53.5% - 62.8%)	(53.9% - 69.2%)
Native American	Star	HH	HH	HH	HH
	3pt Mean	1.994	2.199	2.374	2.511
	3pt CI	(1.917 - 2.071)	(2.110 - 2.288)	(2.287 - 2.461)	(2.398 - 2.625)
	Top Box %	34.2%	44.6%	55.3%	62.2%
	Top Box CI%	(29.9% - 38.6%)	(39.1% - 50.0%)	(49.8% - 60.93%)	(54.3% - 70.1%)
Other	Star	HH	HH	HH	HH
	3pt Mean	1.918	2.157	2.192	2.463
	3pt CI	(1.756 - 2.079)	(1.951 - 2.363)	(1.985 - 2.399)	(2.169 - 2.757)
	Top Box %	24.7%	37.5%	45.4%	58.2%
	Top Box CI%	(15.5% - 33.9%)	(23.9% - 51.0%)	(32.7% - 58.1%)	(37.6% - 78.8%)
What do the stars represent?					
Statistically Better than the Plan Average of Five Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Five Race/Ethnicity Categories		Statistically Worse than the Plan Average of Five Race/Ethnicity Categories	
HHH		HH		H	

Table B2 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for OHP.

Table B2 Oregon Health Plan Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HHH	HH	HHH	HH			
	3pt Mean	2.389	2.161	2.390	2.548	2.372			
	3pt CI	(2.359 - 2.419)	(2.134 - 2.187)	(2.361 - 2.419)	(2.521 - 2.575)	(2.334 - 2.410)			
	Top Box %	58.6%	41.7%	54.6%	64.4%	54.3%			
	Top Box CI%	(55.1% - 62.0%)	(40.1% - 43.3%)	(52.7% - 56.5%)	(62.5% - 66.3%)	(49.6% - 59.0%)			
Black	Star	HH	HHH	HHH	HH	HHH			
	3pt Mean	2.459	2.196	2.529	2.551	2.507			
	3pt CI	(2.365 - 2.553)	(2.109 - 2.284)	(2.442 - 2.616)	(2.456 - 2.645)	(2.405 - 2.609)			
	Top Box %	61.8%	46.7%	63.8%	66.3%	63.2%			
	Top Box CI%	(51.3% - 72.3%)	(41.4% - 51.9%)	(57.9% - 69.6%)	(59.9% - 72.7%)	(51.6% - 74.8%)			
Hispanic	Star	HH	HH	HH	H	HH			
	3pt Mean	2.400	2.071	2.335	2.388	2.326			
	3pt CI	(2.330 - 2.470)	(2.010 - 2.132)	(2.273 - 2.397)	(2.318 - 2.458)	(2.244 - 2.408)			
	Top Box %	60.1%	36.4%	50.1%	54.0%	54.9%			
	Top Box CI%	(52.8% - 67.5%)	(32.8% - 40.1%)	(45.9% - 54.2%)	(49.3% - 58.7%)	(45.5% - 64.4%)			
Native American	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.380	2.106	2.378	2.534	2.310			
	3pt CI	(2.303 - 2.457)	(2.037 - 2.174)	(2.306 - 2.450)	(2.464 - 2.604)	(2.220 - 2.401)			
	Top Box %	57.6%	38.7%	54.1%	64.4%	51.3%			
	Top Box CI%	(48.5% - 66.8%)	(34.6% - 42.8%)	(49.4% - 58.7%)	(59.7% - 69.1%)	(39.6% - 63.1%)			
Other	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.363	1.983	2.310	2.313	2.319			
	3pt CI	(2.167 - 2.558)	(1.798 - 2.168)	(2.151 - 2.470)	(2.121 - 2.505)	(2.139 - 2.499)			
	Top Box %	56.3%	35.6%	48.0%	48.2%	49.9%			
	Top Box CI%	(37.2% - 75.4%)	(25.4% - 45.8%)	(36.8% - 59.3%)	(35.4% - 60.9%)	(26.5% - 73.4%)			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Five Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Five Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Five Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Five Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Five Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Five Race/Ethnicity Categories H
Statistically Better than the Plan Average of Five Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Five Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Five Race/Ethnicity Categories H							

PLAN-LEVEL RACE/ETHNICITY RESULTS

CareOregon

Figure B2 depicts the race/ethnicity categories for CareOregon, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B2
Race/Ethnicity Categories for CareOregon

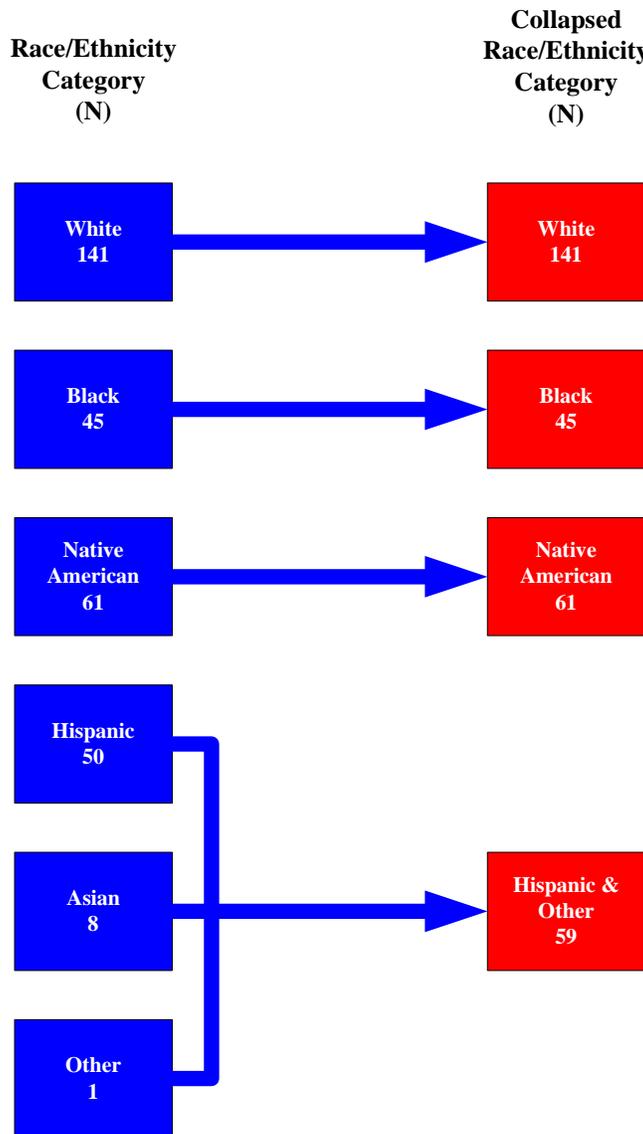


Table B3 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for CareOregon.

Table B3					
CareOregon Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HH
	3pt Mean	1.914	2.268	2.260	2.194
	3pt CI	(1.782 - 2.046)	(2.119 - 2.418)	(2.125 - 2.395)	(1.944 - 2.445)
	Top Box %	31.6%	49.0%	45.9%	44.6%
	Top Box CI%	(24.3% - 38.9%)	(39.5% - 58.4%)	(37.0% - 54.9%)	(29.2% - 60.0%)
Black	Star	HH	HH	HH	HH
	3pt Mean	1.954	1.976	2.405	2.614
	3pt CI	(1.721 - 2.186)	(1.675 - 2.277)	(2.116 - 2.693)	(2.332 - 2.896)
	Top Box %	30.0%	34.2%	57.6%	67.8%
	Top Box CI%	(17.1% - 42.9%)	(17.7% - 50.6%)	(39.2% - 75.9%)	(45.5% - 90.1%)
Native American	Star	HH	HH	HH	HH
	3pt Mean	1.925	2.261	2.544	2.566
	3pt CI	(1.734 - 2.117)	(2.051 - 2.472)	(2.334 - 2.753)	(2.303 - 2.829)
	Top Box %	30.2%	43.8%	57.9%	63.9%
	Top Box CI%	(19.7% - 40.7%)	(29.4% - 58.2%)	(40.9% - 75.0%)	(44.1% - 83.8%)
Hispanic & Other	Star	HH	HH	HH	HH
	3pt Mean	2.178	2.271	2.470	2.370
	3pt CI	(1.973 - 2.383)	(2.065 - 2.478)	(2.253 - 2.688)	(1.876 - 2.865)
	Top Box %	44.0%	37.0%	61.0%	64.0%
	Top Box CI%	(32.3% - 55.6%)	(21.5% - 52.4%)	(46.1% - 75.9%)	(37.7% - 90.3%)
What do the stars represent?					
Statistically Better than the Plan Average of Four Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories		Statistically Worse than the Plan Average of Four Race/Ethnicity Categories	
HHH		HH		H	

Table B4 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for CareOregon.

Table B4 CareOregon Race/Ethnicity Analysis for the Composite Scores						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
White	Star	HH	HH	HH	HH	HH
	3pt Mean	2.361	2.128	2.345	2.524	2.231
	3pt CI	(2.234 - 2.488)	(2.019 - 2.237)	(2.229 - 2.461)	(2.419 - 2.629)	(2.069 - 2.393)
	Top Box %	57.5%	40.8%	49.7%	62.3%	48.2%
	Top Box CI%	(44.1% - 70.9%)	(34.2% - 47.5%)	(41.8% - 57.5%)	(54.5% - 70.0%)	(26.5% - 69.8%)
Black	Star	HH	HH	HH	HH	HHH
	3pt Mean	2.325	2.088	2.363	2.297	2.649
	3pt CI	(2.060 - 2.591)	(1.888 - 2.287)	(2.146 - 2.580)	(2.042 - 2.553)	(2.421 - 2.876)
	Top Box %	52.4%	41.0%	53.0%	51.7%	72.7%
	Top Box CI%	(16.8% - 88.1%)	(28.3% - 53.6%)	(39.1% - 66.9%)	(36.2% - 67.3%)	(46.8% - 98.7%)
Native American	Star	HH	HH	HH	HH	HH
	3pt Mean	2.345	2.008	2.396	2.532	2.252
	3pt CI	(2.138 - 2.553)	(1.826 - 2.191)	(2.228 - 2.564)	(2.355 - 2.708)	(2.028 - 2.477)
	Top Box %	55.1%	34.1%	54.5%	63.4%	43.9%
	Top Box CI%	(28.6% - 81.7%)	(23.4% - 44.7%)	(43.5% - 65.6%)	(50.9% - 76.0%)	(5.6% - 82.2%)
Hispanic & Other	Star	HH	HH	HH	HH	HH
	3pt Mean	2.385	2.047	2.354	2.308	2.369
	3pt CI	(2.168 - 2.601)	(1.858 - 2.235)	(2.164 - 2.543)	(2.066 - 2.550)	(2.168 - 2.570)
	Top Box %	60.1%	35.1%	48.9%	50.1%	58.0%
	Top Box CI%	(40.1% - 80.1%)	(23.1% - 47.1%)	(34.9% - 63.0%)	(34.7% - 65.6%)	(30.1% - 85.9%)
What do the stars represent?						
Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH			Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H	

Cascade Comprehensive Care

Figure B3 depicts the race/ethnicity categories for Cascade Comprehensive Care, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B3
Race/Ethnicity Categories for Cascade Comprehensive Care

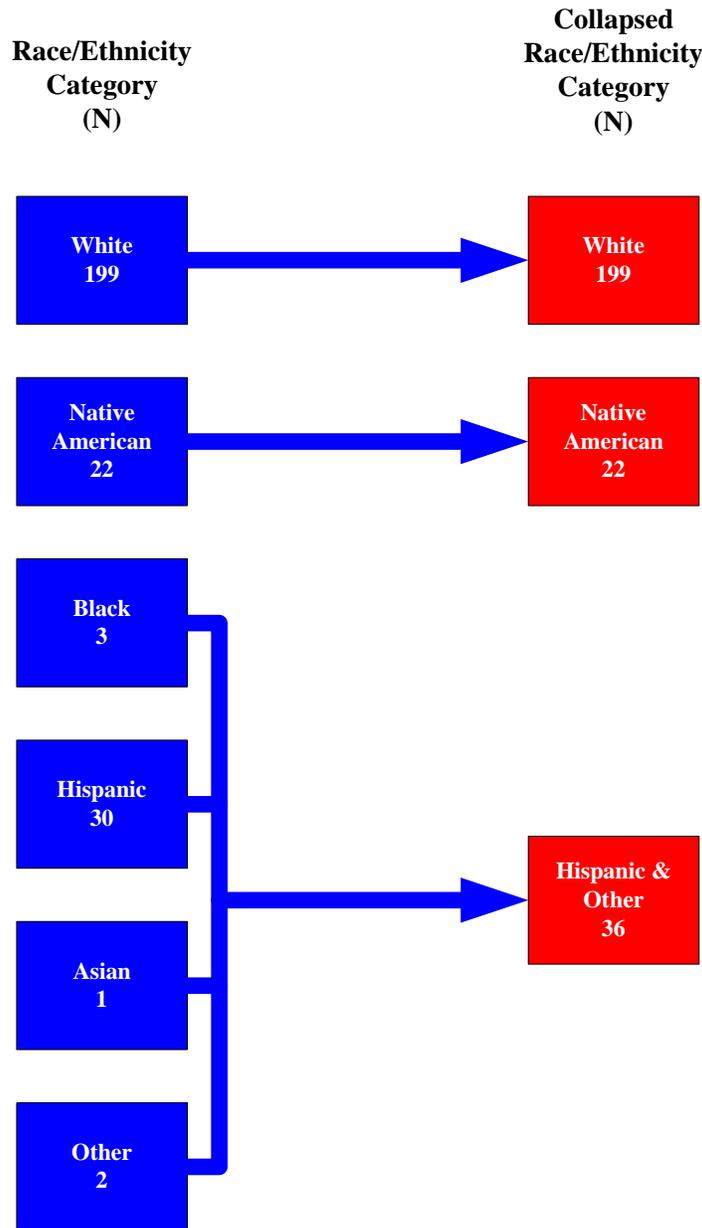


Table B5 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Cascade Comprehensive Care.

Table B5					
Cascade Comprehensive Care Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HHH
	3pt Mean	1.895	2.271	2.344	2.692
	3pt CI	(1.784 - 2.006)	(2.146 - 2.395)	(2.230 - 2.458)	(2.536 - 2.848)
	Top Box %	28.7%	49.3%	51.0%	75.1%
	Top Box CI%	(22.7% - 34.8%)	(41.4% - 57.1%)	(43.4% - 58.6%)	(63.7% - 86.5%)
Native American	Star	HH	HH	HH	H
	3pt Mean	1.964	2.394	2.318	1.918
	3pt CI	†	†	†	†
	Top Box %	32.6%	59.4%	59.1%	14.9%
	Top Box CI%	†	†	†	†
Hispanic & Other	Star	HH	HH	HH	HH
	3pt Mean	2.126	2.251	2.444	2.465
	3pt CI	(1.878 - 2.374)	(1.922 - 2.581)	(2.117 - 2.771)	(2.034 - 2.897)
	Top Box %	38.8%	46.8%	61.4%	50.9%
	Top Box CI%	(23.9% - 53.7%)	(26.4% - 67.2%)	(41.1% - 81.7%)	(7.8% - 93.9%)
What do the stars represent?					
Statistically Better than the Plan Average of Three Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories		Statistically Worse than the Plan Average of Three Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B6 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Cascade Comprehensive Care.

Table B6						
Cascade Comprehensive Care Race/Ethnicity Analysis for the Composite Scores						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
White	Star	HH	HH	HH	HH	HH
	3pt Mean	2.304	2.137	2.366	2.554	2.409
	3pt CI	(2.195 - 2.412)	(2.048 - 2.225)	(2.262 - 2.471)	(2.459 - 2.650)	(2.299 - 2.518)
	Top Box %	54.8%	38.8%	53.3%	63.8%	54.7%
	Top Box CI%	(41.2% - 68.4%)	(33.4% - 44.2%)	(46.4% - 60.1%)	(56.9% - 70.8%)	(39.7% - 69.6%)
Native American	Star	HH	HH	HH	HH	HH
	3pt Mean	2.410	2.132	2.544	2.752	2.636
	3pt CI	†	†	†	†	†
	Top Box %	55.8%	39.7%	60.3%	82.2%	67.9%
	Top Box CI%	†	†	†	†	†
Hispanic & Other	Star	HH	HH	HH	HH	HH
	3pt Mean	2.363	2.156	2.237	2.543	2.410
	3pt CI	(2.063 - 2.663)	(1.871 - 2.440)	(1.964 - 2.509)	(2.265 - 2.820)	(2.053 - 2.766)
	Top Box %	56.6%	44.9%	46.2%	67.4%	67.1%
	Top Box CI%	(24.0% - 89.2%)	(29.8% - 60.1%)	(28.3% - 64.2%)	(49.2% - 85.5%)	(35.4% - 98.9%)
What do the stars represent?						
Statistically Better than the Plan Average of Three Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories		Statistically Worse than the Plan Average of Three Race/Ethnicity Categories		
HHH		HH		H		
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						

Central Oregon Independent Health

Figure B4 depicts the race/ethnicity categories for Central Oregon Independent Health, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B4
Race/Ethnicity Categories for Central Oregon Independent Health

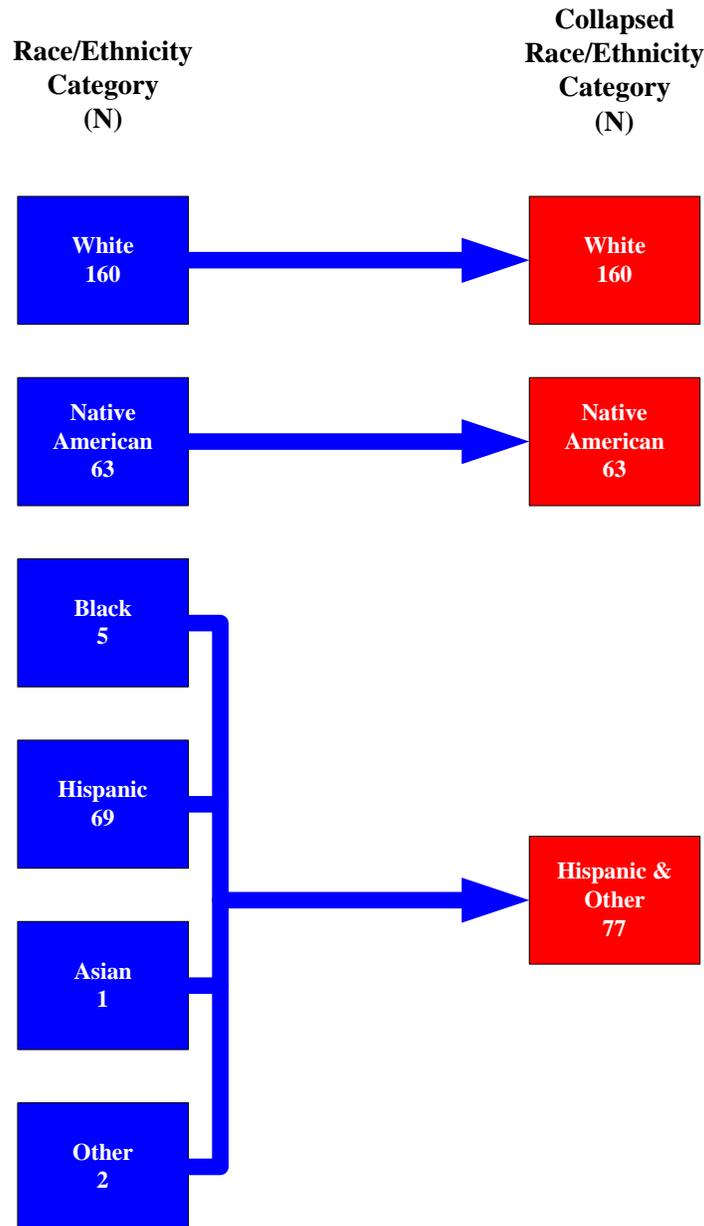


Table B7 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Central Oregon Independent Health.

Table B7					
Central Oregon Independent Health Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	H	HH	HH	HH
	3pt Mean	1.922	2.393	2.610	2.467
	3pt CI	(1.798 - 2.045)	(2.266 - 2.520)	(2.496 - 2.723)	(2.298 - 2.636)
	Top Box %	31.5%	55.0%	71.1%	58.5%
	Top Box CI%	(24.7% - 38.4%)	(46.6% - 63.4%)	(63.4% - 78.7%)	(46.3% - 70.7%)
Native American	Star	HH	HH	HH	HH
	3pt Mean	2.075	2.156	2.450	2.121
	3pt CI	(1.865 - 2.285)	(1.900 - 2.412)	(2.225 - 2.674)	(1.766 - 2.476)
	Top Box %	38.9%	38.6%	62.2%	34.2%
	Top Box CI%	(26.8% - 51.1%)	(22.5% - 54.8%)	(47.9% - 76.5%)	(12.4% - 56.1%)
Hispanic & Other	Star	HHH	HH	HH	HH
	3pt Mean	2.221	2.334	2.443	2.564
	3pt CI	(2.054 - 2.388)	(2.136 - 2.531)	(2.263 - 2.624)	(2.293 - 2.835)
	Top Box %	44.8%	52.8%	58.1%	70.6%
	Top Box CI%	(34.2% - 55.4%)	(39.6% - 66.0%)	(45.7% - 70.4%)	(52.7% - 88.5%)
What do the stars represent?					
Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH		Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H	

Table B8 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Central Oregon Independent Health.

Table B8 Central Oregon Independent Health Race/Ethnicity Analysis for the Composite Scores						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
White	Star	HH	HH	HH	HH	HH
	3pt Mean	2.370	2.156	2.451	2.608	2.295
	3pt CI	(2.261 - 2.479)	(2.064 - 2.248)	(2.342 - 2.561)	(2.523 - 2.692)	(2.149 - 2.441)
	Top Box %	58.3%	40.9%	61.1%	67.5%	50.6%
	Top Box CI%	(44.9% - 71.8%)	(35.3% - 46.6%)	(54.0% - 68.1%)	(60.9% - 74.1%)	(31.1% - 70.1%)
Native American	Star	HH	HH	HH	HH	HH
	3pt Mean	2.206	2.032	2.372	2.450	2.310
	3pt CI	(1.961 - 2.451)	(1.846 - 2.219)	(2.161 - 2.584)	(2.225 - 2.675)	(2.054 - 2.565)
	Top Box %	49.7%	30.1%	51.9%	59.5%	52.7%
	Top Box CI%	(12.1% - 87.3%)	(19.0% - 41.1%)	(37.6% - 66.2%)	(44.9% - 74.1%)	(20.2% - 85.3%)
Hispanic & Other	Star	HH	HH	HH	HH	HH
	3pt Mean	2.517	2.069	2.260	2.387	2.296
	3pt CI	(2.326 - 2.708)	(1.901 - 2.237)	(2.092 - 2.428)	(2.203 - 2.572)	(2.092 - 2.500)
	Top Box %	68.1%	34.3%	43.1%	53.8%	48.7%
	Top Box CI%	(50.4% - 85.9%)	(23.5% - 45.1%)	(32.3% - 53.8%)	(41.3% - 66.3%)	(16.8% - 80.6%)
What do the stars represent?						
Statistically Better than the Plan Average of Three Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories		Statistically Worse than the Plan Average of Three Race/Ethnicity Categories		
HHH		HH		H		

Doctors of the Coast South

Figure B5 depicts the race/ethnicity categories for Doctors of the Coast South, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B5
Race/Ethnicity Categories for Doctors of the Coast South

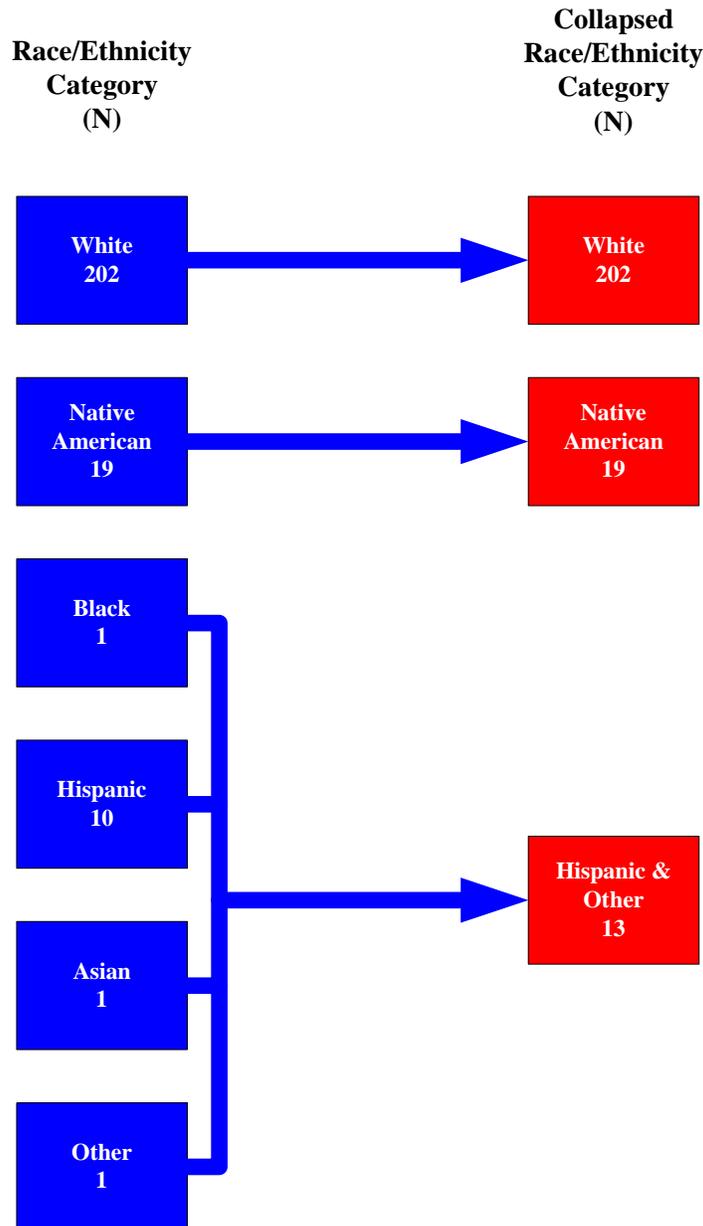


Table B9 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Doctors of the Coast South.

Table B9					
Doctors of the Coast South Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HH
	3pt Mean	1.909	2.159	2.234	2.389
	3pt CI	(1.797 - 2.020)	(2.027 - 2.292)	(2.113 - 2.355)	(2.210 - 2.568)
	Top Box %	30.5%	45.6%	47.2%	61.1%
	Top Box CI%	(24.3% - 36.7%)	(37.6% - 53.5%)	(39.8% - 54.7%)	(50.6% - 71.7%)
Native American	Star	HH	HH	HH	HH
	3pt Mean	1.964	2.420	2.595	2.838
	3pt CI	†	†	†	†
	Top Box %	34.9%	43.9%	60.2%	85.0%
	Top Box CI%	†	†	†	†
Hispanic & Other	Star	HH	HH	HH	HH
	3pt Mean	1.951	2.060	2.254	2.486
	3pt CI	†	†	†	†
	Top Box %	32.3%	35.9%	49.7%	63.4%
	Top Box CI%	†	†	†	†
What do the stars represent?					
Statistically Better than the Plan Average of Three Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories		Statistically Worse than the Plan Average of Three Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B10 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Doctors of the Coast South.

Table B10						
Doctors of the Coast South Race/Ethnicity Analysis for the Composite Scores						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
White	Star	HH	HH	HH	HH	HHH
	3pt Mean	2.310	2.105	2.300	2.503	2.393
	3pt CI	(2.210 - 2.410)	(2.014 - 2.196)	(2.198 - 2.403)	(2.401 - 2.605)	(2.265 - 2.522)
	Top Box %	54.6%	39.5%	50.4%	63.8%	58.5%
	Top Box CI%	(42.7% - 66.5%)	(33.9% - 45.1%)	(43.8% - 56.9%)	(57.1% - 70.4%)	(43.2% - 73.7%)
Native American	Star	HH	HH	HHH	HH	H
	3pt Mean	2.241	2.177	2.621	2.713	1.768
	3pt CI	†	†	†	†	†
	Top Box %	42.5%	37.5%	71.2%	79.7%	46.7%
	Top Box CI%	†	†	†	†	†
Hispanic & Other	Star	HH	HH	HH	HH	HH
	3pt Mean	2.418	2.037	2.265	2.675	1.974
	3pt CI	†	†	†	†	†
	Top Box %	57.6%	24.9%	42.5%	76.8%	24.9%
	Top Box CI%	†	†	†	†	†
What do the stars represent?						
Statistically Better than the Plan Average of Three Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories			Statistically Worse than the Plan Average of Three Race/Ethnicity Categories	
HHH		HH			H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						

Douglas County IPA

Figure B6 depicts the race/ethnicity categories for Douglas County IPA, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B6
Race/Ethnicity Categories for Douglas County IPA

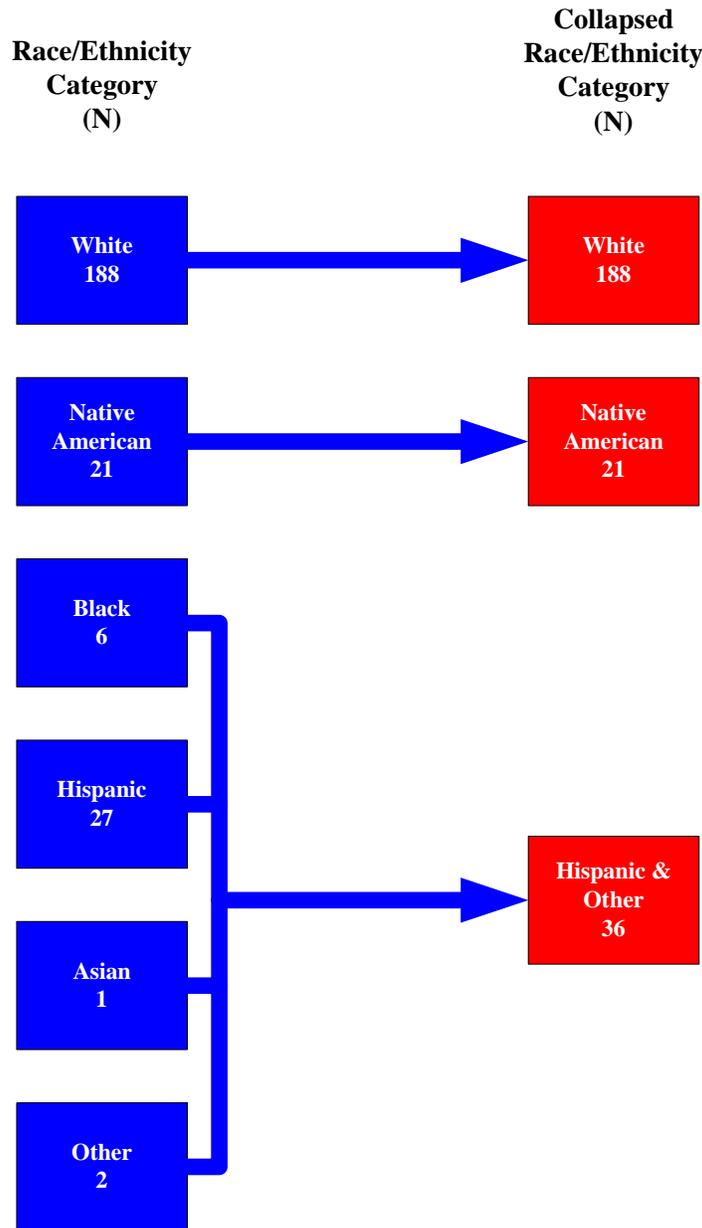


Table B11 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Douglas County IPA.

Table B11					
Douglas County IPA Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	H	HH
	3pt Mean	1.771	2.144	2.090	2.411
	3pt CI	(1.661 - 1.882)	(2.001 - 2.286)	(1.955 - 2.225)	(2.216 - 2.607)
	Top Box %	22.9%	43.5%	39.1%	59.1%
	Top Box CI%	(17.0% - 28.8%)	(35.0% - 52.0%)	(31.0% - 47.1%)	(46.7% - 71.4%)
Native American	Star	HH	HH	HH	HH
	3pt Mean	1.854	2.440	2.414	2.422
	3pt CI	†	†	†	†
	Top Box %	31.2%	68.2%	61.3%	70.8%
	Top Box CI%	†	†	†	†
Hispanic & Other	Star	HH	HH	HH	HH
	3pt Mean	1.946	2.199	2.486	2.630
	3pt CI	(1.685 - 2.207)	(1.881 - 2.517)	(2.201 - 2.771)	(2.289 - 2.972)
	Top Box %	37.2%	50.3%	66.7%	75.5%
	Top Box CI%	(23.2% - 51.2%)	(31.6% - 68.9%)	(50.2% - 83.2%)	(54.8% - 96.2%)
What do the stars represent?					
Statistically Better than the Plan Average of Three Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories		Statistically Worse than the Plan Average of Three Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B12 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Douglas County IPA.

Table B12 Douglas County IPA Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.338	2.007	2.316	2.430	2.394			
	3pt CI	(2.229 - 2.447)	(1.901 - 2.113)	(2.200 - 2.432)	(2.321 - 2.539)	(2.278 - 2.511)			
	Top Box %	54.3%	35.5%	51.3%	58.0%	58.2%			
	Top Box CI%	(41.1% - 67.5%)	(29.5% - 41.5%)	(44.0% - 58.6%)	(50.5% - 65.4%)	(45.7% - 70.6%)			
Native American	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.212	2.244	2.629	2.673	2.309			
	3pt CI	†	†	†	†	†			
	Top Box %	49.7%	52.9%	73.6%	75.8%	50.3%			
	Top Box CI%	†	†	†	†	†			
Hispanic & Other	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.339	1.929	2.214	2.376	2.365			
	3pt CI	(2.125 - 2.553)	(1.726 - 2.133)	(1.946 - 2.481)	(2.102 - 2.650)	(2.034 - 2.695)			
	Top Box %	52.9%	35.2%	48.3%	59.0%	58.2%			
	Top Box CI%	(22.7% - 83.0%)	(24.7% - 45.6%)	(33.1% - 63.4%)	(44.4% - 73.5%)	(25.4% - 91.0%)			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H
Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

FamilyCare

Figure B7 depicts the race/ethnicity categories for FamilyCare, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B7
Race/Ethnicity Categories for FamilyCare

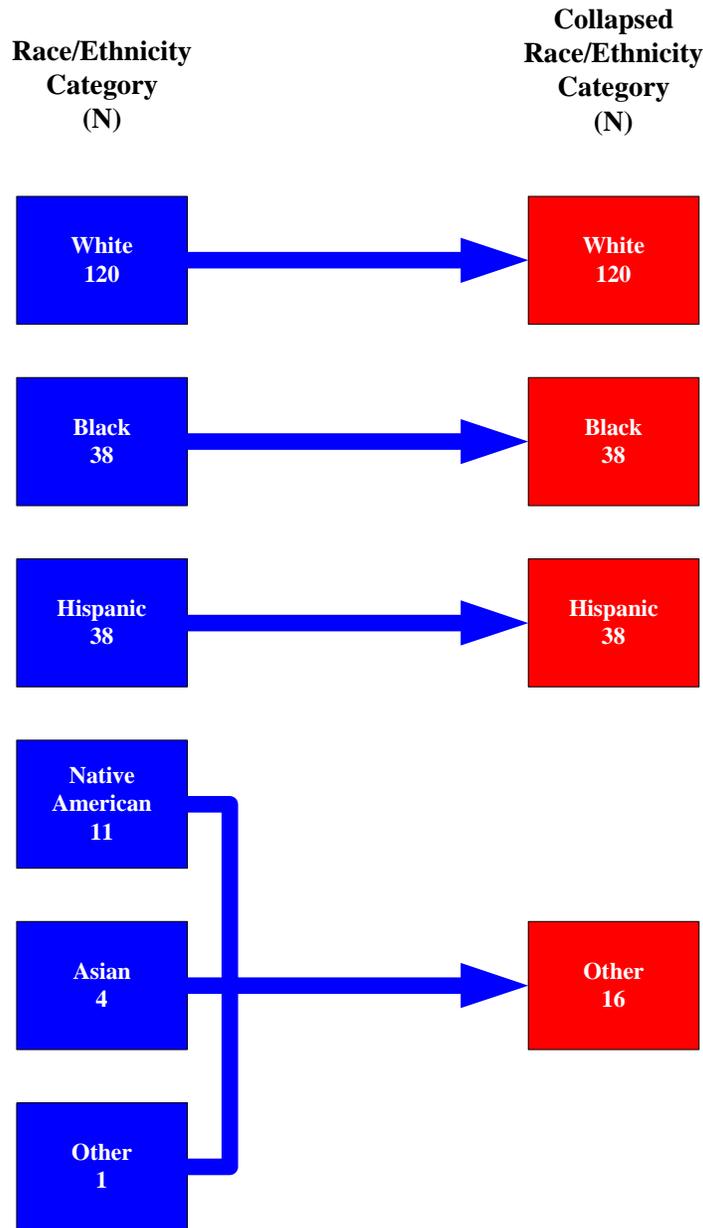


Table B13 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for FamilyCare.

Table B13 FamilyCare Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HH
	3pt Mean	1.795	2.204	2.297	2.105
	3pt CI	(1.651 - 1.938)	(2.018 - 2.390)	(2.114 - 2.480)	(1.845 - 2.364)
	Top Box %	26.4%	46.7%	52.3%	33.0%
	Top Box CI%	(18.8% - 34.0%)	(35.5% - 57.9%)	(41.2% - 63.3%)	(16.3% - 49.7%)
Black	Star	HH	HH	HH	HH
	3pt Mean	1.754	1.907	2.306	2.404
	3pt CI	(1.500 - 2.009)	(1.487 - 2.326)	(1.865 - 2.747)	(1.866 - 2.941)
	Top Box %	26.0%	36.5%	50.9%	63.3%
	Top Box CI%	(12.9% - 39.1%)	(14.2% - 58.8%)	(23.5% - 78.3%)	(36.1% - 90.6%)
Hispanic	Star	HH	HH	HH	HH
	3pt Mean	2.050	2.363	2.457	2.651
	3pt CI	(1.787 - 2.314)	(2.106 - 2.619)	(2.253 - 2.661)	†
	Top Box %	35.4%	46.8%	47.4%	71.7%
	Top Box CI%	(19.7% - 51.1%)	(27.0% - 66.6%)	(27.2% - 67.6%)	†
Other	Star	HH	HH	HH	HH
	3pt Mean	2.082	1.760	2.185	2.358
	3pt CI	†	†	†	†
	Top Box %	35.2%	32.0%	42.6%	69.4%
	Top Box CI%	†	†	†	†
What do the stars represent?					
Statistically Better than the Plan Average of Four Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories		Statistically Worse than the Plan Average of Four Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B14 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for FamilyCare.

Table B14 FamilyCare Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.154	2.080	2.384	2.478	2.318			
	3pt CI	(2.004 - 2.304)	(1.931 - 2.228)	(2.253 - 2.515)	(2.333 - 2.623)	(2.152 - 2.483)			
	Top Box %	44.1%	41.4%	53.3%	62.2%	49.4%			
	Top Box CI%	(13.9% - 74.2%)	(33.2% - 49.7%)	(44.4% - 62.3%)	(52.8% - 71.5%)	(24.5% - 74.4%)			
Black	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.432	2.170	2.650	2.542	2.467			
	3pt CI	(2.208 - 2.657)	(1.891 - 2.449)	(2.398 - 2.901)	(2.191 - 2.892)	(2.192 - 2.742)			
	Top Box %	57.1%	49.0%	74.1%	71.7%	57.6%			
	Top Box CI%	(28.8% - 85.5%)	(33.2% - 64.9%)	(56.4% - 91.9%)	(51.6% - 91.9%)	†			
Hispanic	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.395	2.147	2.384	2.511	2.373			
	3pt CI	(2.143 - 2.647)	(1.898 - 2.395)	(2.186 - 2.582)	(2.311 - 2.712)	(2.108 - 2.638)			
	Top Box %	56.1%	36.0%	50.7%	58.9%	52.1%			
	Top Box CI%	†	(20.8% - 51.1%)	(35.3% - 66.2%)	(42.8% - 74.9%)	(13.6% - 90.6%)			
Other	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.531	1.745	2.372	2.182	2.303			
	3pt CI	†	†	†	†	†			
	Top Box %	75.0%	22.7%	53.0%	38.9%	49.6%			
	Top Box CI%	†	†	†	†	†			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H
Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

Intercommunity Health Network

Figure B8 depicts the race/ethnicity categories for Intercommunity Health Network, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B8
Race/Ethnicity Categories for Intercommunity Health Network

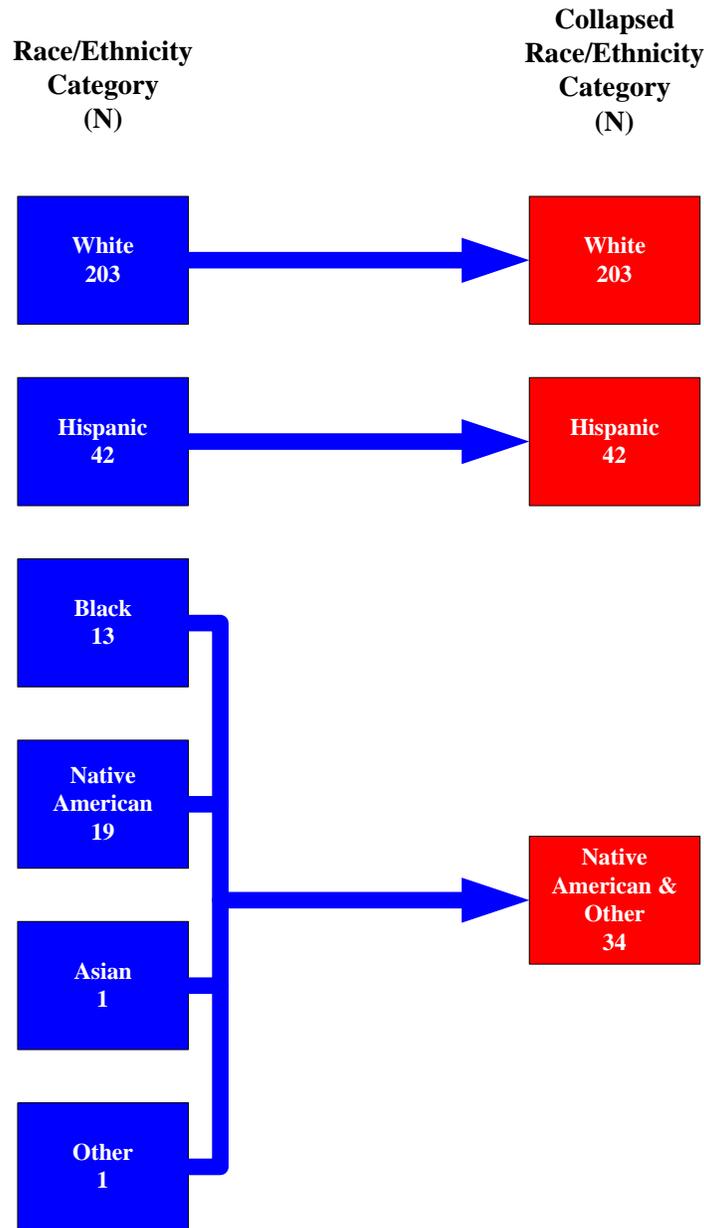


Table B15 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Intercommunity Health Network.

Table B15					
Intercommunity Health Network Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HH
	3pt Mean	1.993	2.188	2.303	2.325
	3pt CI	(1.888 - 2.098)	(2.062 - 2.315)	(2.189 - 2.418)	(2.146 - 2.503)
	Top Box %	31.8%	43.9%	51.3%	49.3%
	Top Box CI%	(25.7% - 37.9%)	(36.1% - 51.7%)	(44.0% - 58.6%)	(37.6% - 60.9%)
Hispanic	Star	HH	HH	HH	HH
	3pt Mean	2.100	2.382	2.576	2.442
	3pt CI	(1.870 - 2.330)	(2.112 - 2.652)	(2.371 - 2.780)	†
	Top Box %	37.9%	53.5%	61.9%	59.1%
	Top Box CI%	(23.0% - 52.7%)	(35.0% - 72.0%)	(44.3% - 79.6%)	(20.1% - 98.2%)
Native American & Other	Star	HH	HH	HH	HH
	3pt Mean	2.127	1.901	2.469	2.551
	3pt CI	(1.847 - 2.408)	(1.593 - 2.210)	(2.181 - 2.757)	†
	Top Box %	41.9%	34.1%	61.6%	66.1%
	Top Box CI%	(26.3% - 57.5%)	(17.0% - 51.3%)	(43.3% - 79.9%)	(34.9% - 97.4%)
What do the stars represent?					
Statistically Better than the Plan Average of Three Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories		Statistically Worse than the Plan Average of Three Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B16 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Intercommunity Health Network.

Table B16 Intercommunity Health Network Race/Ethnicity Analysis for the Composite Scores						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
White	Star	HH	HH	HH	HH	HH
	3pt Mean	2.478	2.165	2.386	2.508	2.352
	3pt CI	(2.381 - 2.576)	(2.077 - 2.253)	(2.291 - 2.480)	(2.411 - 2.605)	(2.221 - 2.483)
	Top Box %	61.7%	39.5%	53.2%	62.3%	51.7%
	Top Box CI%	(51.0% - 72.5%)	(33.9% - 45.1%)	(46.9% - 59.5%)	(55.8% - 68.9%)	(35.0% - 68.4%)
Hispanic	Star	HH	HH	HH	HH	HH
	3pt Mean	2.454	2.161	2.443	2.394	2.314
	3pt CI	(2.136 - 2.772)	(1.946 - 2.377)	(2.201 - 2.685)	(2.085 - 2.703)	(2.041 - 2.586)
	Top Box %	64.4%	42.0%	60.8%	58.9%	43.1%
	Top Box CI%	†	(27.3% - 56.7%)	(45.6% - 76.0%)	(40.4% - 77.4%)	†
Native American & Other	Star	HH	HH	HH	HH	HH
	3pt Mean	2.310	2.295	2.340	2.521	2.137
	3pt CI	(2.005 - 2.616)	(2.041 - 2.549)	(2.056 - 2.625)	(2.272 - 2.770)	(1.833 - 2.442)
	Top Box %	57.5%	53.9%	57.0%	65.4%	48.2%
	Top Box CI%	(28.8% - 86.2%)	(40.5% - 67.2%)	(40.8% - 73.1%)	(48.6% - 82.2%)	(9.7% - 86.7%)
What do the stars represent?						
Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH		Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH			Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						

Kaiser Permanente

Figure B9 depicts the race/ethnicity categories for Kaiser Permanente, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B9
Race/Ethnicity Categories for Kaiser Permanente

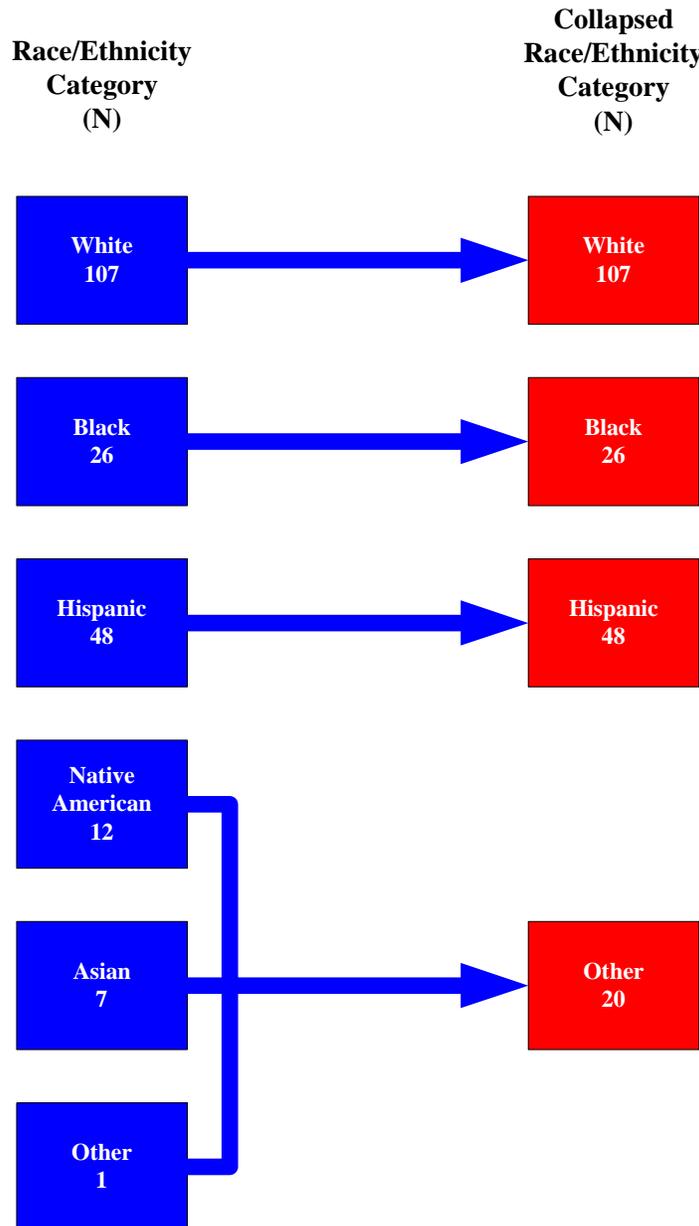


Table B17 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Kaiser Permanente.

Table B17					
Kaiser Permanente Oregon Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	H	HH	HH
	3pt Mean	2.096	2.129	2.338	2.384
	3pt CI	(1.949 - 2.243)	(1.946 - 2.312)	(2.169 - 2.508)	(2.128 - 2.639)
	Top Box %	33.1%	35.9%	51.4%	50.7%
	Top Box CI%	(24.1% - 42.2%)	(24.6% - 47.2%)	(40.3% - 62.5%)	(33.2% - 68.2%)
Black	Star	HH	HHH	HH	HH
	3pt Mean	2.165	2.787	2.771	2.414
	3pt CI	†	†	†	†
	Top Box %	51.9%	81.1%	87.1%	45.3%
	Top Box CI%	†	†	†	†
Hispanic	Star	HH	HH	HH	HH
	3pt Mean	2.204	2.247	2.498	2.726
	3pt CI	(1.966 - 2.443)	(1.985 - 2.509)	(2.245 - 2.751)	(2.543 - 2.910)
	Top Box %	48.2%	41.6%	63.2%	75.9%
	Top Box CI%	(34.6% - 61.7%)	(23.7% - 59.5%)	(46.7% - 79.8%)	(58.3% - 93.6%)
Other	Star	HH	HH	HH	HH
	3pt Mean	1.920	2.459	2.624	2.316
	3pt CI	†	†	†	†
	Top Box %	22.4%	51.9%	72.2%	55.2%
	Top Box CI%	†	†	†	†
What do the stars represent?					
Statistically Better than the Plan Average of Four Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories		Statistically Worse than the Plan Average of Four Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B18 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Kaiser Permanente.

Table B18 Kaiser Permanente Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	H	HH	HH			
	3pt Mean	2.503	2.053	2.263	2.473	2.319			
	3pt CI	(2.347 - 2.659)	(1.917 - 2.189)	(2.120 - 2.406)	(2.322 - 2.625)	(2.128 - 2.509)			
	Top Box %	67.2%	38.0%	46.9%	60.1%	54.9%			
	Top Box CI%	(52.9% - 81.5%)	(30.4% - 45.6%)	(38.1% - 55.8%)	(50.0% - 70.2%)	(32.6% - 77.3%)			
Black	Star	HH	HH	HHH	HH	HH			
	3pt Mean	2.529	2.282	2.811	2.700	2.224			
	3pt CI	†	†	†	†	†			
	Top Box %	62.3%	55.3%	88.8%	80.0%	56.1%			
	Top Box CI%	†	†	†	†	†			
Hispanic	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.494	2.032	2.280	2.305	2.329			
	3pt CI	(2.302 - 2.687)	(1.842 - 2.223)	(2.060 - 2.500)	(2.097 - 2.514)	(2.114 - 2.545)			
	Top Box %	70.2%	32.0%	43.6%	42.2%	59.0%			
	Top Box CI%	(51.3% - 89.2%)	(21.8% - 42.2%)	(29.0% - 58.2%)	(26.2% - 58.2%)	(38.3% - 79.7%)			
Other	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.332	2.057	2.429	2.474	2.618			
	3pt CI	†	†	†	†	†			
	Top Box %	54.4%	35.5%	54.1%	57.2%	73.9%			
	Top Box CI%	†	†	†	†	†			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H
Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

Lane County IPA

Figure B10 depicts the race/ethnicity categories for Lane County IPA, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B10
Race/Ethnicity Categories for Lane County IPA

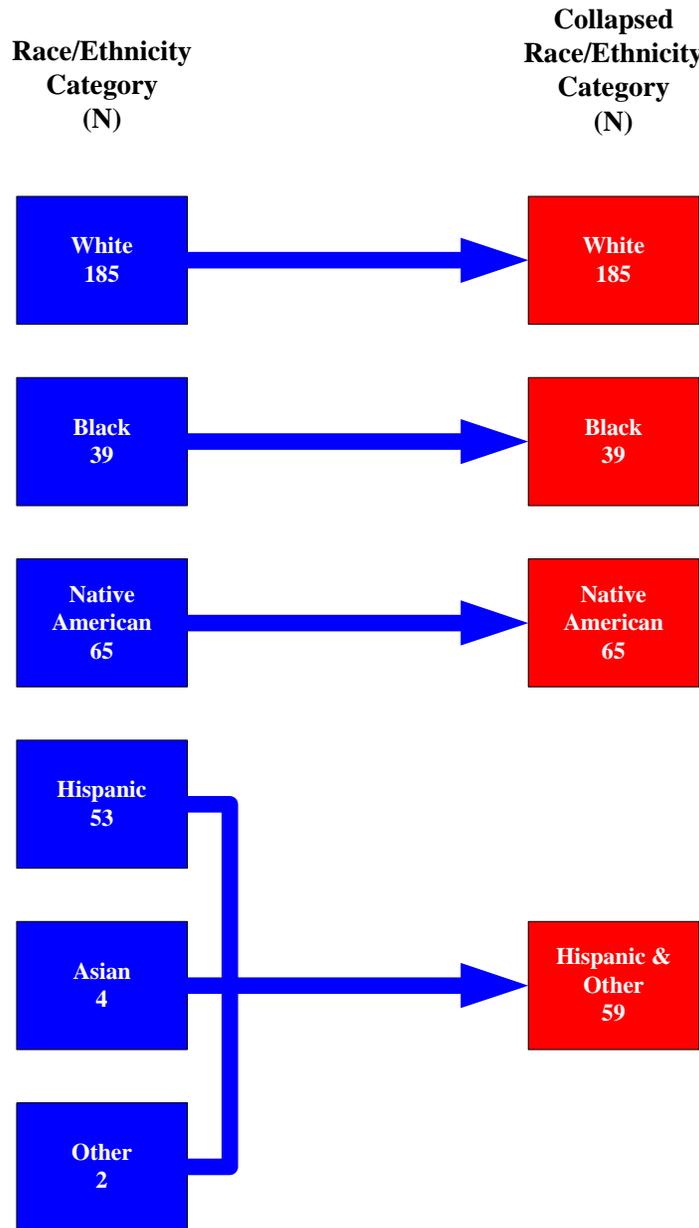


Table B19 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Lane County IPA.

Table B19 Lane County IPA Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HH
	3pt Mean	1.835	2.283	2.210	2.400
	3pt CI	(1.728 - 1.942)	(2.160 - 2.406)	(2.087 - 2.333)	(2.244 - 2.556)
	Top Box %	24.6%	46.8%	43.2%	54.3%
	Top Box CI%	(18.7% - 30.6%)	(38.7% - 55.0%)	(35.4% - 51.0%)	(43.6% - 64.9%)
Black	Star	HH	HH	HH	HHH
	3pt Mean	2.020	2.326	2.329	2.895
	3pt CI	(1.781 - 2.260)	(2.067 - 2.585)	(2.068 - 2.591)	†
	Top Box %	32.2%	44.4%	52.1%	87.9%
	Top Box CI%	(18.1% - 46.3%)	(25.5% - 63.3%)	(35.1% - 69.1%)	†
Native American	Star	HH	HH	H	HH
	3pt Mean	1.960	2.010	1.973	2.582
	3pt CI	(1.751 - 2.169)	(1.788 - 2.232)	(1.748 - 2.197)	(2.313 - 2.850)
	Top Box %	33.4%	34.4%	34.5%	65.2%
	Top Box CI%	(21.9% - 44.9%)	(21.7% - 47.1%)	(22.0% - 47.1%)	(45.5% - 84.8%)
Hispanic & Other	Star	HH	HH	HH	HH
	3pt Mean	2.047	2.177	2.409	2.279
	3pt CI	(1.855 - 2.238)	(1.955 - 2.400)	(2.196 - 2.621)	(1.848 - 2.709)
	Top Box %	35.9%	39.1%	56.8%	55.9%
	Top Box CI%	(24.4% - 47.4%)	(24.3% - 53.8%)	(42.6% - 71.0%)	(31.7% - 80.1%)
What do the stars represent?					
Statistically Better than the Plan Average of Four Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories		Statistically Worse than the Plan Average of Four Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B20 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Lane County IPA.

Table B20 Lane County IPA Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	HH	HHH	HH			
	3pt Mean	2.408	2.211	2.374	2.539	2.414			
	3pt CI	(2.299 - 2.517)	(2.124 - 2.299)	(2.274 - 2.474)	(2.442 - 2.635)	(2.276 - 2.551)			
	Top Box %	60.6%	41.7%	53.4%	62.1%	56.5%			
	Top Box CI%	(49.4% - 71.9%)	(36.1% - 47.3%)	(47.1% - 59.7%)	(54.9% - 69.3%)	(39.9% - 73.0%)			
Black	Star	HH	HH	HH	HH	HHH			
	3pt Mean	2.444	2.216	2.592	2.549	2.488			
	3pt CI	(2.196 - 2.692)	(1.977 - 2.454)	(2.373 - 2.811)	(2.297 - 2.802)	(2.272 - 2.703)			
	Top Box %	61.5%	46.6%	65.7%	65.1%	57.4%			
	Top Box CI%	(31.3% - 91.6%)	(31.6% - 61.5%)	(49.3% - 82.0%)	(47.7% - 82.5%)	(26.0% - 88.9%)			
Native American	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.438	2.107	2.241	2.324	2.300			
	3pt CI	(2.266 - 2.609)	(1.926 - 2.289)	(2.042 - 2.441)	(2.124 - 2.523)	(2.109 - 2.492)			
	Top Box %	61.2%	42.1%	46.8%	51.7%	49.1%			
	Top Box CI%	(40.6% - 81.7%)	(31.9% - 52.3%)	(35.1% - 58.6%)	(39.4% - 64.0%)	(21.6% - 76.7%)			
Hispanic & Other	Star	HH	HH	HH	HH	H			
	3pt Mean	2.322	2.032	2.324	2.232	1.928			
	3pt CI	(2.067 - 2.577)	(1.862 - 2.203)	(2.145 - 2.502)	(2.001 - 2.462)	(1.637 - 2.218)			
	Top Box %	57.8%	32.3%	46.3%	43.5%	35.8%			
	Top Box CI%	(34.3% - 81.2%)	(22.2% - 42.4%)	(33.1% - 59.5%)	(28.4% - 58.7%)	†			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H
Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

Marion-Polk Community

Figure B11 depicts the race/ethnicity categories for Marion-Polk Community, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B11
Race/Ethnicity Categories for Marion-Polk Community

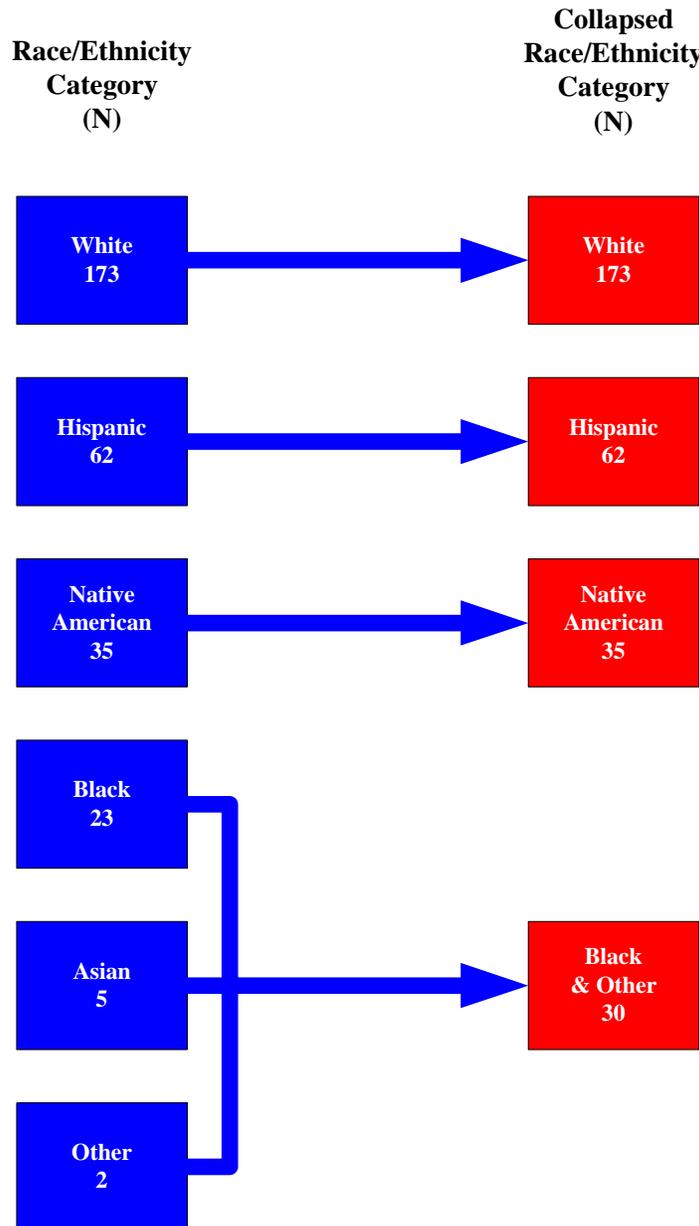


Table B21 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Marion-Polk Community.

Table B21					
Marion-Polk Community Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HH
	3pt Mean	1.836	2.232	2.288	2.345
	3pt CI	(1.719 - 1.953)	(2.107 - 2.358)	(2.160 - 2.417)	(2.128 - 2.562)
	Top Box %	27.1%	45.3%	49.9%	59.9%
	Top Box CI%	(20.6% - 33.5%)	(37.0% - 53.6%)	(41.7% - 58.1%)	(47.3% - 72.6%)
Hispanic	Star	HH	HH	HH	HH
	3pt Mean	1.990	2.198	2.260	2.086
	3pt CI	(1.798 - 2.182)	(1.926 - 2.470)	(2.038 - 2.483)	(1.714 - 2.459)
	Top Box %	33.5%	46.1%	45.7%	32.2%
	Top Box CI%	(21.7% - 45.4%)	(29.9% - 62.3%)	(31.7% - 59.8%)	(7.4% - 57.1%)
Native American	Star	HH	HH	HH	HH
	3pt Mean	1.609	2.076	2.338	2.168
	3pt CI	(1.378 - 1.840)	(1.759 - 2.393)	(2.019 - 2.657)	(1.424 - 2.911)
	Top Box %	12.8%	27.2%	50.8%	43.3%
	Top Box CI%	(2.4% - 23.3%)	(7.4% - 47.0%)	(29.7% - 71.9%)	†
Black & Other	Star	HH	HH	HH	HH
	3pt Mean	1.953	2.312	2.324	2.149
	3pt CI	(1.668 - 2.238)	(1.850 - 2.775)	(1.939 - 2.709)	(1.628 - 2.670)
	Top Box %	34.3%	59.9%	54.0%	40.4%
	Top Box CI%	(18.9% - 49.8%)	(33.4% - 86.3%)	(29.9% - 78.2%)	(6.8% - 74.0%)
What do the stars represent?					
Statistically Better than the Plan Average of Four Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories		Statistically Worse than the Plan Average of Four Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B22 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Marion-Polk Community.

Table B22 Marion-Polk Community Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	HH	HH	H			
	3pt Mean	2.188	2.087	2.362	2.577	2.164			
	3pt CI	(2.065 - 2.311)	(1.981 - 2.194)	(2.255 - 2.468)	(2.484 - 2.670)	(2.037 - 2.290)			
	Top Box %	48.6%	39.0%	51.9%	64.5%	37.6%			
	Top Box CI%	(30.7% - 66.5%)	(33.0% - 45.0%)	(44.7% - 59.1%)	(57.5% - 71.6%)	(16.0% - 59.3%)			
Hispanic	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.374	1.898	2.287	2.284	2.486			
	3pt CI	(2.139 - 2.608)	(1.699 - 2.097)	(2.095 - 2.478)	(2.067 - 2.502)	(2.307 - 2.665)			
	Top Box %	60.5%	28.2%	47.5%	45.4%	65.3%			
	Top Box CI%	(40.0% - 81.1%)	(16.1% - 40.4%)	(34.6% - 60.4%)	(30.5% - 60.3%)	(37.0% - 93.6%)			
Native American	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.247	2.044	2.374	2.445	2.268			
	3pt CI	(1.953 - 2.541)	(1.824 - 2.264)	(2.113 - 2.635)	(2.224 - 2.666)	(1.850 - 2.687)			
	Top Box %	50.5%	30.7%	49.8%	52.7%	48.6%			
	Top Box CI%	(10.5% - 90.4%)	(16.9% - 44.5%)	(31.7% - 68.0%)	(34.8% - 70.6%)	†			
Black & Other	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.461	1.850	2.382	2.311	2.432			
	3pt CI	(2.175 - 2.747)	(1.575 - 2.126)	(2.036 - 2.728)	(1.981 - 2.642)	(2.209 - 2.655)			
	Top Box %	58.6%	28.5%	55.6%	48.3%	61.4%			
	Top Box CI%	(26.2% - 91.0%)	(15.6% - 41.4%)	(35.3% - 75.9%)	(28.2% - 68.4%)	(28.6% - 94.1%)			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H
Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

Medicaid-Open Card

Figure B12 depicts the race/ethnicity categories for Medicaid-Open Card, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B12
Race/Ethnicity Categories for Medicaid-Open Card

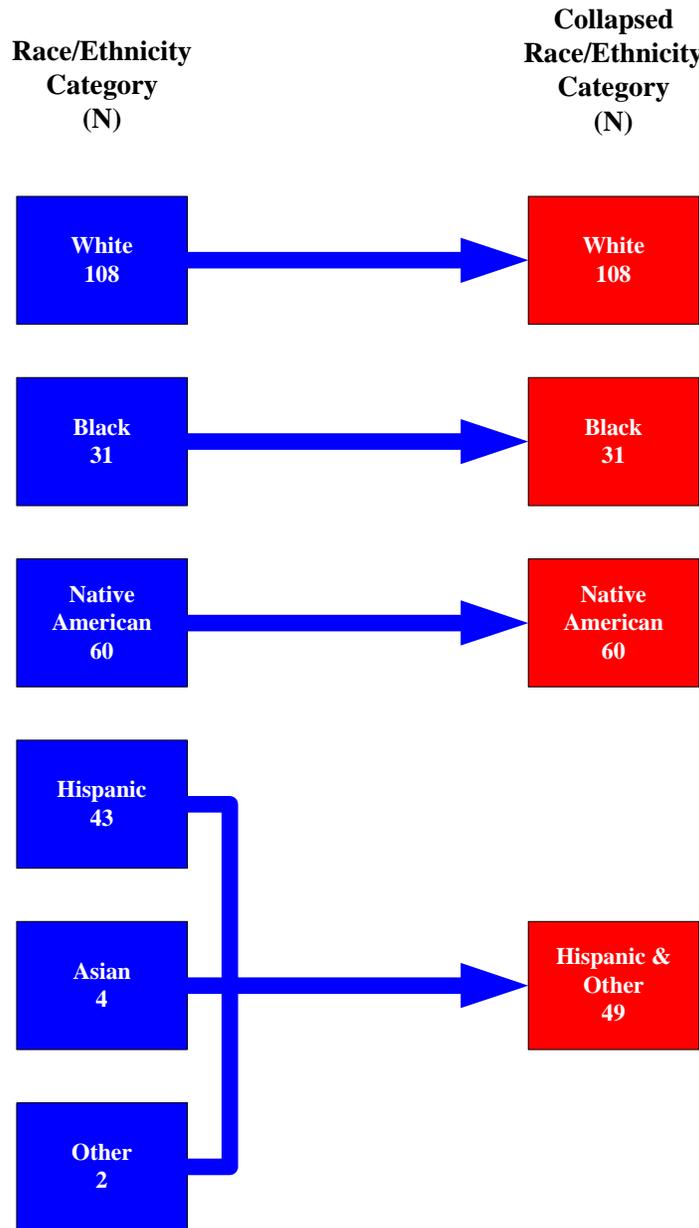


Table B23 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Medicaid-Open Card.

Table B23					
Medicaid-Open Card Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	H	HH	HH	HH
	3pt Mean	1.816	2.258	2.284	2.171
	3pt CI	(1.665 - 1.967)	(2.089 - 2.427)	(2.106 - 2.461)	(1.895 - 2.446)
	Top Box %	27.1%	46.7%	49.2%	45.2%
	Top Box CI%	(18.9% - 35.3%)	(35.7% - 57.7%)	(37.7% - 60.6%)	(28.9% - 61.5%)
Black	Star	HH	HH	HH	HH
	3pt Mean	1.936	2.207	2.487	1.963
	3pt CI	(1.662 - 2.211)	(1.858 - 2.556)	(2.180 - 2.795)	(1.464 - 2.462)
	Top Box %	29.4%	42.3%	57.7%	34.7%
	Top Box CI%	(14.3% - 44.5%)	(19.3% - 65.2%)	(34.7% - 80.7%)	(5.6% - 63.8%)
Native American	Star	HH	HH	HH	HH
	3pt Mean	2.181	2.270	2.419	2.617
	3pt CI	(1.977 - 2.386)	(2.061 - 2.478)	(2.225 - 2.614)	(2.346 - 2.887)
	Top Box %	45.1%	47.3%	53.0%	71.0%
	Top Box CI%	(32.6% - 57.6%)	(33.7% - 60.9%)	(38.2% - 67.8%)	(52.6% - 89.5%)
Hispanic & Other	Star	HH	HH	HH	HH
	3pt Mean	2.236	2.513	2.449	2.411
	3pt CI	(2.009 - 2.462)	(2.240 - 2.787)	(2.212 - 2.686)	(2.028 - 2.794)
	Top Box %	47.8%	58.9%	54.3%	61.3%
	Top Box CI%	(34.0% - 61.6%)	(38.9% - 78.9%)	(36.6% - 72.0%)	(37.6% - 85.0%)
What do the stars represent?					
Statistically Better than the Plan Average of Four Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories		Statistically Worse than the Plan Average of Four Race/Ethnicity Categories	
HHH		HH		H	

Table B24 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Medicaid-Open Card.

Table B24 Medicaid-Open Card Race/Ethnicity Analysis for the Composite Scores						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
White	Star	HH	HH	HH	HH	HH
	3pt Mean	2.424	2.167	2.333	2.507	2.288
	3pt CI	(2.286 - 2.562)	(2.020 - 2.313)	(2.185 - 2.480)	(2.369 - 2.645)	(2.085 - 2.491)
	Top Box %	61.1%	45.8%	51.9%	62.7%	48.0%
	Top Box CI%	(44.1% - 78.1%)	(37.4% - 54.1%)	(42.7% - 61.1%)	(53.1% - 72.3%)	(15.0% - 80.9%)
Black	Star	HH	HH	HH	HH	HH
	3pt Mean	2.326	2.080	2.356	2.531	2.259
	3pt CI	(1.990 - 2.661)	(1.767 - 2.392)	(2.064 - 2.648)	(2.209 - 2.853)	(1.905 - 2.614)
	Top Box %	59.8%	40.1%	53.0%	64.7%	42.6%
	Top Box CI%	(27.0% - 92.6%)	(22.2% - 58.1%)	(35.2% - 70.9%)	(42.3% - 87.1%)	†
Native American	Star	HH	HH	HH	HH	HH
	3pt Mean	2.513	2.003	2.332	2.554	2.336
	3pt CI	(2.333 - 2.693)	(1.842 - 2.165)	(2.152 - 2.512)	(2.385 - 2.723)	(2.118 - 2.554)
	Top Box %	66.2%	31.5%	50.5%	65.5%	48.3%
	Top Box CI%	(47.7% - 84.7%)	(22.1% - 40.8%)	(38.5% - 62.5%)	(54.3% - 76.6%)	(18.1% - 78.5%)
Hispanic & Other	Star	HH	HH	HH	HH	HH
	3pt Mean	2.525	2.099	2.409	2.421	2.292
	3pt CI	(2.347 - 2.703)	(1.875 - 2.324)	(2.180 - 2.637)	(2.171 - 2.671)	(1.989 - 2.594)
	Top Box %	64.1%	40.6%	54.1%	50.6%	50.0%
	Top Box CI%	(46.0% - 82.3%)	(26.8% - 54.4%)	(38.7% - 69.5%)	(32.0% - 69.2%)	(15.5% - 84.5%)
What do the stars represent?						
Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH		Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H		
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						

Mid-Rogue Community Health Plan

Figure B13 depicts the race/ethnicity categories for Mid-Rogue Community Health Plan, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B13
Race/Ethnicity Categories for Mid-Rogue Community Health Plan

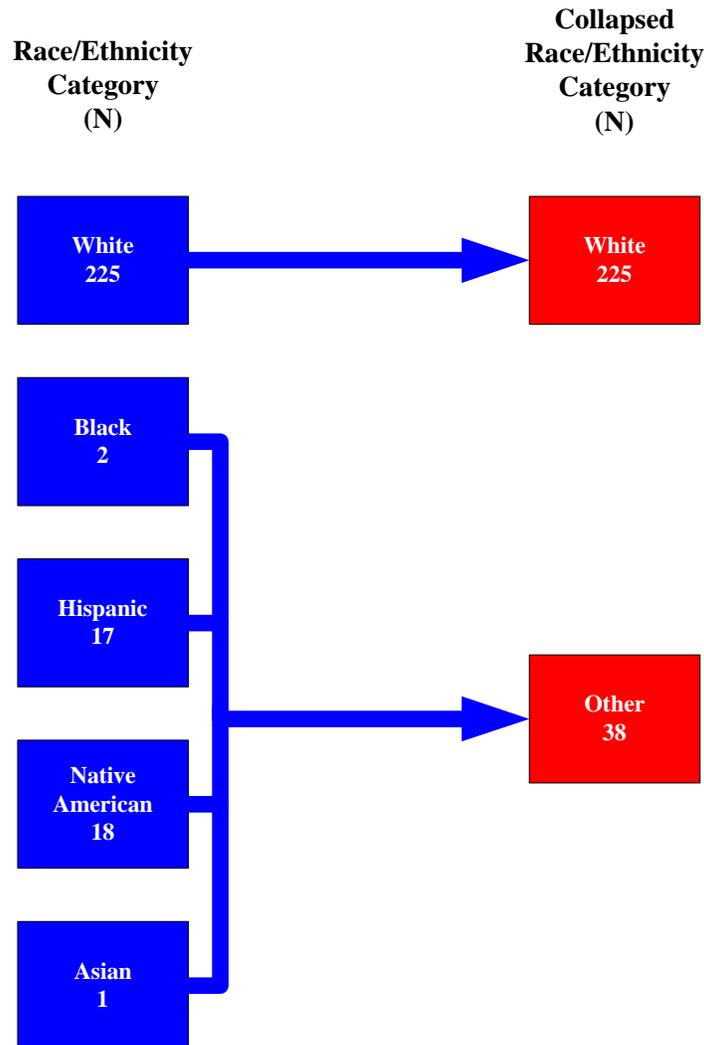


Table B25 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Mid-Rogue Community Health Plan.

Table B25 Mid-Rogue Community Health Plan Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	H
	3pt Mean	2.048	2.198	2.309	2.473
	3pt CI	(1.942 - 2.154)	(2.083 - 2.314)	(2.207 - 2.411)	(2.324 - 2.621)
	Top Box %	36.9%	45.5%	49.6%	62.2%
	Top Box CI%	(30.6% - 43.1%)	(38.3% - 52.7%)	(42.9% - 56.4%)	(52.4% - 72.0%)
Other	Star	HH	HH	HH	HHH
	3pt Mean	2.018	2.538	2.480	2.930
	3pt CI	(1.750 - 2.286)	(2.217 - 2.860)	(2.191 - 2.770)	†
	Top Box %	36.4%	70.4%	63.9%	92.7%
	Top Box CI%	(21.0% - 51.8%)	(52.2% - 88.7%)	(46.1% - 81.8%)	†
What do the stars represent?					
Statistically Better than the Plan Average of Two Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Two Race/Ethnicity Categories		Statistically Worse than the Plan Average of Two Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B26 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Mid-Rogue Community Health Plan.

Table B26 Mid-Rogue Community Health Plan Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.434	2.216	2.412	2.534	2.478			
	3pt CI	(2.339 - 2.529)	(2.138 - 2.295)	(2.325 - 2.499)	(2.447 - 2.621)	(2.353 - 2.603)			
	Top Box %	61.2%	43.5%	54.3%	62.0%	61.2%			
	Top Box CI%	(50.6% - 71.8%)	(38.5% - 48.5%)	(48.3% - 60.4%)	(55.7% - 68.3%)	(47.8% - 74.6%)			
Other	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.193	2.226	2.516	2.701	2.290			
	3pt CI	(1.931 - 2.454)	(1.985 - 2.467)	(2.307 - 2.726)	(2.505 - 2.896)	(1.905 - 2.675)			
	Top Box %	46.6%	52.2%	61.6%	78.0%	56.2%			
	Top Box CI%	(10.9% - 82.4%)	(38.6% - 65.7%)	(47.1% - 76.1%)	(65.6% - 90.4%)	(15.3% - 97.1%)			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Two Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Two Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Two Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Two Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Two Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Two Race/Ethnicity Categories H
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Oregon Health Management Services

Figure B14 depicts the race/ethnicity categories for Oregon Health Management Services, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B14
Race/Ethnicity Categories for Oregon Health Management Services

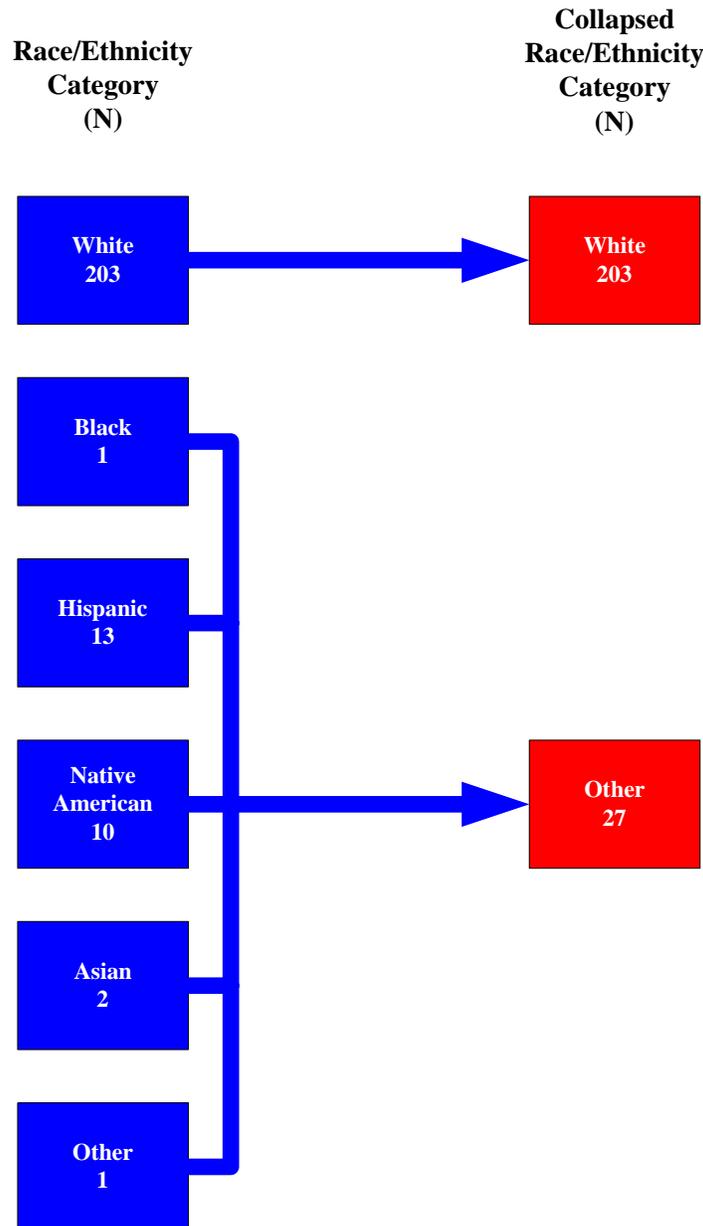


Table B27 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Oregon Health Management Services.

Table B27 Oregon Health Management Services Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HH
	3pt Mean	2.000	2.207	2.288	2.443
	3pt CI	(1.892 - 2.108)	(2.083 - 2.331)	(2.172 - 2.404)	(2.282 - 2.604)
	Top Box %	31.8%	44.1%	47.1%	55.4%
	Top Box CI%	(25.5% - 38.2%)	(36.3% - 51.9%)	(39.5% - 54.8%)	(43.5% - 67.4%)
Other	Star	HH	HH	HH	HH
	3pt Mean	1.825	2.012	2.526	2.696
	3pt CI	†	†	†	†
	Top Box %	19.2%	33.0%	64.9%	70.5%
	Top Box CI%	†	†	†	†
What do the stars represent?					
Statistically Better than the Plan Average of Two Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Two Race/Ethnicity Categories		Statistically Worse than the Plan Average of Two Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B28 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Oregon Health Management Services.

Table B28 Oregon Health Management Services Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.392	2.141	2.409	2.580	2.422			
	3pt CI	(2.291 - 2.493)	(2.039 - 2.242)	(2.314 - 2.504)	(2.496 - 2.663)	(2.281 - 2.564)			
	Top Box %	60.4%	41.7%	56.8%	66.3%	56.9%			
	Top Box CI%	(50.0% - 70.9%)	(35.7% - 47.6%)	(50.6% - 62.9%)	(60.1% - 72.6%)	(41.3% - 72.6%)			
Other	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.417	2.194	2.168	2.361	2.338			
	3pt CI	†	†	†	†	†			
	Top Box %	59.2%	41.3%	45.2%	44.7%	50.2%			
	Top Box CI%	†	†	†	†	†			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Two Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Two Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Two Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Two Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Two Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Two Race/Ethnicity Categories H
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<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

Providence Health Plan

Figure B15 depicts the race/ethnicity categories for Providence Health Plan, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B15
Race/Ethnicity Categories for Providence Health Plan

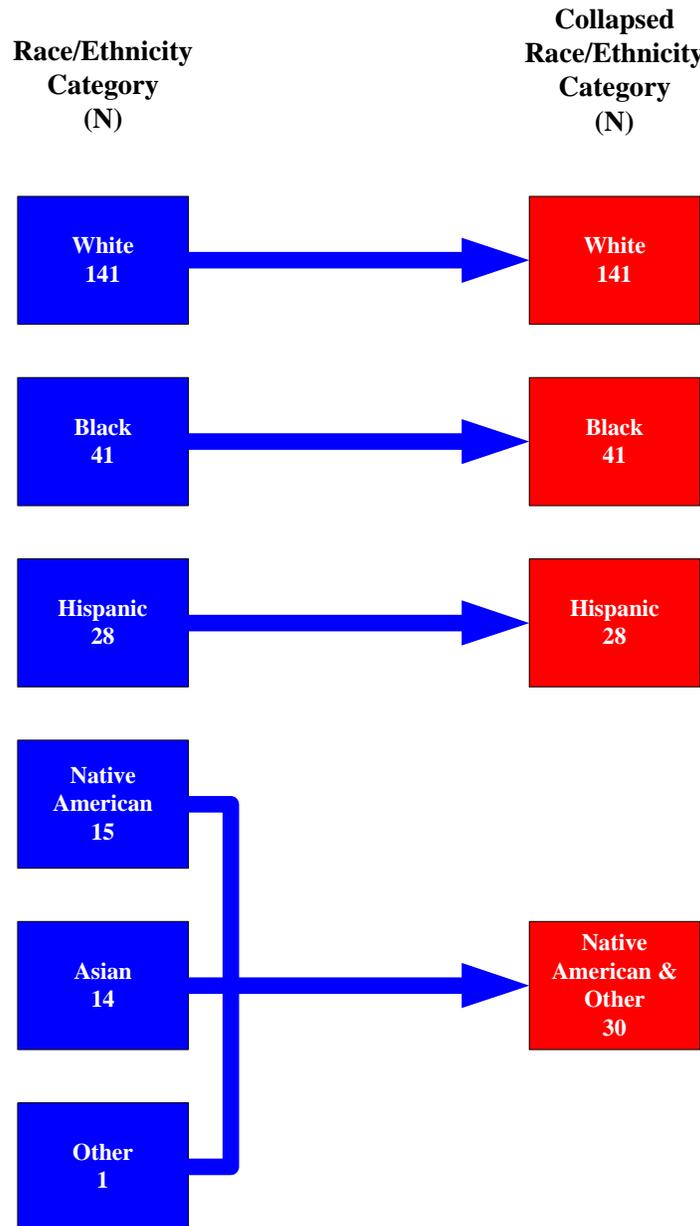


Table B29 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Providence Health Plan.

Table B29					
Providence Health Plan Race/Ethnicity Analysis for the Global Ratings					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
White	Star	HH	HH	HH	HH
	3pt Mean	2.243	2.349	2.444	2.266
	3pt CI	(2.115 - 2.372)	(2.206 - 2.492)	(2.319 - 2.569)	(2.075 - 2.457)
	Top Box %	45.5%	51.2%	56.5%	49.4%
	Top Box CI%	(37.3% - 53.7%)	(41.4% - 61.1%)	(47.7% - 65.3%)	(36.9% - 61.9%)
Black	Star	HH	HH	HH	HH
	3pt Mean	2.296	2.558	2.453	2.419
	3pt CI	(2.064 - 2.528)	(2.333 - 2.782)	(2.179 - 2.727)	(2.129 - 2.709)
	Top Box %	47.7%	59.5%	62.2%	48.7%
	Top Box CI%	(32.8% - 62.5%)	(41.3% - 77.6%)	(45.3% - 79.2%)	(25.6% - 71.8%)
Hispanic	Star	HH	HH	HH	HH
	3pt Mean	2.196	2.073	2.421	2.045
	3pt CI	†	†	†	†
	Top Box %	42.3%	41.1%	58.4%	29.1%
	Top Box CI%	†	†	†	†
Native American & Other	Star	HH	HH	HH	HH
	3pt Mean	1.936	2.210	2.113	2.417
	3pt CI	(1.635 - 2.236)	(1.853 - 2.566)	(1.764 - 2.462)	(2.087 - 2.747)
	Top Box %	30.6%	45.7%	45.3%	41.3%
	Top Box CI%	(13.7% - 47.5%)	(23.3% - 68.1%)	(25.2% - 65.3%)	(9.6% - 72.9%)
What do the stars represent?					
Statistically Better than the Plan Average of Four Race/Ethnicity Categories		Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories		Statistically Worse than the Plan Average of Four Race/Ethnicity Categories	
HHH		HH		H	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B30 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Providence Health Plan.

Table B30 Providence Health Plan Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.497	2.277	2.499	2.624	2.419			
	3pt CI	(2.402 - 2.592)	(2.173 - 2.381)	(2.391 - 2.607)	(2.519 - 2.729)	(2.276 - 2.562)			
	Top Box %	62.9%	44.5%	60.3%	70.5%	53.8%			
	Top Box CI%	(51.1% - 74.6%)	(37.4% - 51.6%)	(52.3% - 68.3%)	(62.9% - 78.0%)	(34.7% - 72.9%)			
Black	Star	HHH	HH	HH	HH	HH			
	3pt Mean	2.691	2.360	2.606	2.739	2.627			
	3pt CI	(2.531 - 2.852)	(2.206 - 2.514)	(2.425 - 2.786)	(2.571 - 2.907)	(2.407 - 2.847)			
	Top Box %	74.8%	50.2%	69.5%	77.9%	72.9%			
	Top Box CI%	(56.6% - 93.0%)	(38.8% - 61.6%)	(57.9% - 81.1%)	(65.2% - 90.6%)	(55.5% - 90.3%)			
Hispanic	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.345	2.438	2.385	2.661	2.642			
	3pt CI	†	†	†	†	†			
	Top Box %	53.1%	61.1%	58.2%	77.9%	76.0%			
	Top Box CI%	†	†	†	†	†			
Native American & Other	Star	HH	HH	HH	HH	H			
	3pt Mean	2.425	2.167	2.361	2.620	2.089			
	3pt CI	(2.130 - 2.720)	(1.911 - 2.423)	(2.089 - 2.632)	(2.369 - 2.872)	(1.702 - 2.477)			
	Top Box %	59.2%	41.2%	52.9%	70.0%	39.7%			
	Top Box CI%	(31.5% - 86.8%)	(24.8% - 57.6%)	(34.4% - 71.3%)	(51.9% - 88.0%)	†			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H
Statistically Better than the Plan Average of Four Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Four Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Four Race/Ethnicity Categories H							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

Tuality Health Alliance

Figure B16 depicts the race/ethnicity categories for Tuality Health Alliance, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

Figure B16
Race/Ethnicity Categories for Tuality Health Alliance

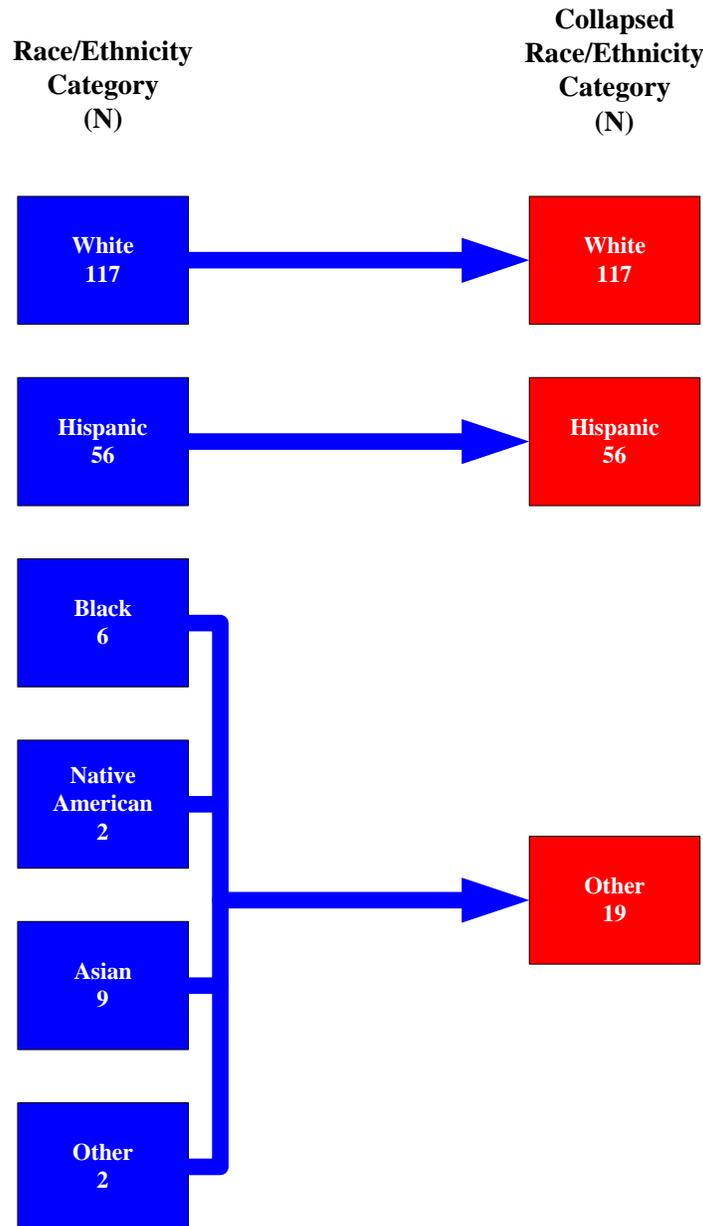


Table B31 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Tuality Health Alliance.

<p align="center">Table B31 Tuality Health Alliance Race/Ethnicity Analysis for the Global Ratings</p>								
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST			
White	Star	HH	HH	HH	HH			
	3pt Mean	2.060	2.427	2.322	2.530			
	3pt CI	(1.922 - 2.199)	(2.262 - 2.591)	(2.164 - 2.481)	(2.287 - 2.773)			
	Top Box %	34.2%	62.4%	55.0%	68.7%			
	Top Box CI%	(25.8% - 42.5%)	(52.3% - 72.4%)	(45.2% - 64.8%)	(53.8% - 83.5%)			
Hispanic	Star	HH	HH	HH	HH			
	3pt Mean	2.309	2.295	2.345	2.251			
	3pt CI	(2.110 - 2.508)	(2.029 - 2.560)	(2.120 - 2.569)	(1.696 - 2.806)			
	Top Box %	50.8%	50.5%	54.1%	60.8%			
	Top Box CI%	(38.4% - 63.2%)	(33.6% - 67.5%)	(40.1% - 68.0%)	(30.4% - 91.3%)			
Other	Star	HH	HH	HH	HH			
	3pt Mean	2.135	2.205	2.616	2.411			
	3pt CI	†	†	†	†			
	Top Box %	36.1%	37.6%	66.3%	53.5%			
	Top Box CI%	†	†	†	†			
<p>What do the stars represent?</p> <table border="0"> <tr> <td align="center"> Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH </td> <td align="center"> Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH </td> <td align="center"> Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H </td> </tr> </table>						Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H
Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H						
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>								

Table B32 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Tuality Health Alliance.

Table B32 Tuality Health Alliance Race/Ethnicity Analysis for the Composite Scores									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
White	Star	HH	HH	HH	HHH	HH			
	3pt Mean	2.419	2.275	2.507	2.694	2.402			
	3pt CI	(2.267 - 2.571)	(2.175 - 2.376)	(2.384 - 2.631)	(2.584 - 2.805)	(2.230 - 2.574)			
	Top Box %	59.9%	47.5%	63.2%	74.0%	54.9%			
	Top Box CI%	(43.8% - 75.9%)	(40.9% - 54.1%)	(55.0% - 71.3%)	(65.4% - 82.5%)	(35.2% - 74.5%)			
Hispanic	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.601	2.066	2.377	2.460	2.539			
	3pt CI	(2.338 - 2.864)	(1.887 - 2.245)	(2.126 - 2.628)	(2.240 - 2.680)	(2.278 - 2.800)			
	Top Box %	73.9%	33.2%	55.5%	55.1%	73.5%			
	Top Box CI%	(48.8% - 99.0%)	(21.3% - 45.1%)	(39.5% - 71.6%)	(37.8% - 72.4%)	(49.3% - 97.7%)			
Other	Star	HH	HH	HH	HH	HH			
	3pt Mean	2.244	2.011	2.252	2.218	2.182			
	3pt CI	†	†	†	†	†			
	Top Box %	45.5%	44.2%	40.8%	40.8%	29.5%			
	Top Box CI%	†	†	†	†	†			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H </td> </tr> </table>							Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H
Statistically Better than the Plan Average of Three Race/Ethnicity Categories HHH	Statistically Not Different from the Plan Average of Three Race/Ethnicity Categories HH	Statistically Worse than the Plan Average of Three Race/Ethnicity Categories H							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

Methodology

SURVEY OVERVIEW

In 2003, Oregon DHS Office of Medical Assistance Programs (OMAP) contracted with OMPRO to assist in administering the CAHPS® Survey to all health plans serving OHP Members. OMPRO contracted with Health Services Advisory Group (HSAG) to conduct the survey administration, data analysis, and reporting for the CAHPS® Surveys.

The goals of the CAHPS® project are to: (1) provide timely and comparative information to Oregon OHP Members that will assist them in choosing a health plan, and (2) provide performance feedback that will be used to improve overall OHP member satisfaction. The CAHPS® information was collected through mail and telephone surveys that assessed members' experiences with the health care system and the services they received through OHP. CAHPS® results are being provided to health plans with the expectation that they will be integrated into comprehensive quality improvement initiatives at the health plan, provider group, and individual provider levels of the health care delivery system.

The survey instrument selected to assess OHP adult member satisfaction was the CAHPS® 3.0 Adult Medicaid Survey. The CAHPS® 3.0 Surveys are a set of standardized surveys that assess patient perspectives on care. Originally, CAHPS® was a five year collaborative project sponsored by the United States Agency for Healthcare Research and Quality (AHRQ), formerly known as the Agency for Health Care Policy and Research (AHCPR). The CAHPS® questionnaires and consumer reports were developed under cooperative agreements among AHRQ, Harvard University, RAND, and the Research Triangle Institute (RTI). Additionally, AHRQ awarded the technical assistance contract for the project to Westat.

In 2002, AHRQ awarded a five-year cooperative agreement to a new group of organizations, which included Harvard Medical School, RAND, and the American Institutes for Research (AIR).¹ This new group (the CAHPS® II Grantees) are charged with the continued evolution of CAHPS® products. AHRQ and the members of the new consortium formed the CAHPS® Instrument Panel to re-evaluate and update the CAHPS® Surveys and to improve the state-of-the-art methods for assessing members' experiences with care.² The result of this re-evaluation and update process was the development of the CAHPS® 3.0 Surveys. The overarching goal of the CAHPS® 3.0 Surveys is to effectively and efficiently obtain information from the person receiving care. AHRQ sponsors the National CAHPS® Benchmarking Database (NCBD), which is a national repository for data from the CAHPS® family of surveys.

The sampling and data collection procedures for the CAHPS® 3.0 Surveys are designed to capture accurate and complete information about consumer-reported experiences with health care. The sampling and data collection procedures promote both the

¹ Agency for Health Care Policy and Research. "Article 3: NCQA's Use of the CAHPS Survey." *CAHPS Survey and Reporting Kit 3.0*. Rockville, MD: US Department of Health and Human Services, October 2002.

² National Committee for Quality Assurance. *HEDIS® 2003, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2002.

standardized administration of survey instruments and the comparability of the resulting health plan data. The administration of this survey was conducted with strict adherence to OMAP specifications.

The CAHPS® 3.0 Medicaid questionnaire set includes separate versions for adult and child populations in English and Spanish. The Adult Medicaid version is included on the CD-ROM accompanying this report. The survey assesses topics such as quality of care provided, access to care, the communication skills of providers and administrative staff, and overall satisfaction with health plans.

The CAHPS® 3.0 Adult Medicaid Survey was fielded September through November 2003 for OHP adult members who met the enrollment and age criteria during calendar year 2002. These results provide OHP and its health plans with comprehensive survey results to enhance the communication of this important health plan satisfaction information to consumers. While the primary purpose of the CAHPS® 3.0 Surveys is to facilitate plan to plan comparisons, the results are also valuable for identifying potential areas where consumer satisfaction can be improved and targeting intervention strategies within health plans to those areas.

The OHP Adult Medicaid CAHPS® Survey included 83 questions that can be summarized by nine measures of satisfaction. These measures included four global rating questions and five composite measures. The global ratings reflect overall satisfaction with the health plan, health care, personal physicians, and specialists. The composite measures are sets of questions grouped together to address different aspects of care (e.g., “getting needed care” or “getting care quickly”). Table C1 lists the four global ratings and five composite measures included in the OHP Adult Medicaid CAHPS® Survey.

Table C1 Global and Composite Measures	
GLOBAL RATINGS	COMPOSITE SCORES
Rating of Health Plan	Getting Needed Care
Rating of All Health Care	Getting Care Quickly
Rating of Personal Doctor	How Well Doctors Communicate
Rating of Specialist	Courteous and Helpful Office Staff
	Customer Service

SAMPLING PROCEDURES

Sample Frame

The OHP members eligible for sampling included those who were health plan members at the time the sample was drawn, who were age 18 years and older (as of December 31, 2002), and who were continuously enrolled in the health plan for at least five of the last six months (July through December) of 2002.

Sample Size

A random sample of 625 members was selected from each participating plan, and a total of 9,375 adult surveys were mailed out for the 15 participating plans in the State of Oregon. For the State of Oregon, an additional 4,671 adult OHP members were sampled based on their race/ethnicity. The OHP sample included six race/ethnicity categories: White (8,062 surveyed); Black (1,727 surveyed); Hispanic (2,357 surveyed); Native American (1,640 surveyed); Asian (203 surveyed); and Other (57 surveyed).

SURVEY PROTOCOL

The survey administration protocol was designed with the goal that a high response rate would be achieved from members, thus minimizing the potential effects of non-response bias. The survey process allows for two methods in which the member can complete the survey. The first “phase” consists of a mailed survey that is to be completed and mailed back by the member. All of the health plan members sampled received an English and/or Spanish version of the survey. The second “phase” of the survey is a Computer Assisted Telephone Interview (CATI) survey of members who have not mailed in their survey or who have mailed in an incomplete survey, which was available in both English and Spanish. Table C2, on page C5, depicts the survey administration timeframe.

Per Oregon DHS specifications, HSAG sampled members who met the following **eligibility criteria**:

- ← Were age 18 years or older as of December 31, 2002
- ↑ Were currently enrolled in the health plan
- Had been continuously enrolled for at least five of the last six months of 2002
- ↓ Had Medicaid as the primary payer

HSAG inspected a sample of the file records to check for any apparent problems with the files, such as missing address elements.

A random sample of records from each health plan was passed through the United States Postal Service’s National Change of Address (NCOA) process to obtain new addresses for members who had moved (if they had given the Postal Service a new address). From the resulting file, the *final sample* for the survey was drawn.

Table C2 CAHPS® 3.0 Survey Timeframe	
Basic Tasks for Conducting the Survey	Date
Send pre-notification post card	September 5, 2003
Send first questionnaire with cover letter to the respondent	September 11, 2003
Send a postcard reminder to non-respondents after mailing the first questionnaire	September 16, 2003
Send a second questionnaire (and letter) to non-respondents approximately 30 days after mailing the first questionnaire	October 10, 2003
Send a second postcard reminder to non-respondents after mailing the second questionnaire	October 15, 2003
Initiate CATI interviews for non-respondents such that at least nine telephone calls are attempted at different times of the day, on different days of the week, and in different weeks	October 21, 2003
Telephone follow-up sequence completed (i.e., completed interviews obtained or maximum calls reached for all non-respondents)	November 23, 2003

The administration of the CAHPS® 3.0 Survey is comprehensive and is designed to garner the highest possible response rate. A high response rate facilitates the generalization of the survey responses to the health plan's entire population.

DATA ANALYSIS

The Race/Ethnicity analysis utilized the standard calculation methodologies described in this section. The unit of analysis for these calculations (referred to as the “plan” in this section) is the **race/ethnicity variable** provided by OMAP.

CAHPS® Measures

The OHP Adult Medicaid CAHPS® Survey included 83 questions that can be summarized by nine measures of satisfaction. These measures included four global rating questions and five composite measures. For a complete list of the items comprising each measure, please refer to the Methodology section of the Adult Medicaid Aggregate Report.

Three-Point Mean Calculations

Three-point means, variances, and 95% confidence intervals are calculated for each of the four global rating questions (Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialist). Scoring is based on a three-point scale: response values of 0 through 6 are given a score of 1; response values of 7 and 8 are given a score of 2; and response values of 9 and 10 are given a score of 3.

The three-point rating mean is the sum of the response scores (1, 2, or 3) divided by the total number of responses to the global rating question.

$$\text{Global Rating Mean} = \sum_{i=1}^n \frac{x}{n}$$

(GRM)

i = 1, ..., n members responding to question
x = score of member on question (either 1, 2, or 3)

An unbiased variance is calculated for each three-point global rating using a standard unbiased variance formula where *x* is the score value (1, 2, or 3).

$$\text{Global Rating Variance} = \sum_{i=1}^n \frac{(x - \bar{x})^2}{n-1}$$

(GRV)

i = 1, ..., n members responding to question
x = score of member on question (either 1, 2, or 3)
 \bar{x} = mean global rating score

The unbiased mean and variance are utilized to calculate a 95% confidence interval for each three-point global rating mean. The following formula is used to calculate the 95% confidence interval for the three-point global rating means.

$$\text{Global Rating 95\% Confidence Interval} = (\text{GRM}) \pm 1.96 \sqrt{\frac{\text{GRV}}{n}}$$

Three-point means and variances are calculated for each of the five composite scores (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Courteous and Helpful Office Staff, and Customer Service). In general, scoring is based on a three-point scale: responses of “Always” or “Not a problem” are given a score of 3; responses of “Usually” and “A small problem” are given a score of 2; all other responses are given a score of 1. Table C3, on page C8, illustrates how the three-point score values are determined.

The three-point composite mean is the average of the mean score for each question included in the composite.

$$\text{Composite Score Mean (CSM)} = \frac{1}{m} \sum_{i=1}^m \left(\frac{\sum_{j=1}^{n_i} x_{ij}}{n_i} \right)$$

i = 1, ..., m questions in a composite
j = 1, ..., n_i members responding to question i
x_{ij} = score of member j on question i (either 1, 2, or 3)

An unbiased variance is calculated for each three-point composite mean. The following formula is used to calculate the composite variance.

$$\text{Composite Score Variance (CSV)} = \frac{N}{N-1} \sum_{j=1}^N \left(\sum_{i=1}^m \frac{1}{m} * \frac{x_{ij} - \bar{x}_i}{n_i} \right)^2$$

i = 1, ..., m questions in a composite
j = 1, ..., n_i members responding to question i
x_{ij} = score of member j on question i (either 1, 2, or 3)
 \bar{x}_i = average score for question i
N = number of members responding to at least one question in the composite

The unbiased mean and variance are utilized to calculate a 95% confidence interval for each three-point composite mean. The following formula is used to calculate the 95% confidence interval for the three-point composite means:

$$\text{Composite 95\% Confidence Interval} = (\text{CSM}) \pm 1.96\sqrt{\text{CSV}}$$

Table C3	
Determining Three-Point Score Values	
GLOBAL RATINGS: 0 - 10 FORMAT	
<i>Response Category</i>	<i>Score Values</i>
0	1
1	1
2	1
3	1
4	1
5	1
6	1
7	2
8	2
9	3
10	3
COMPOSITE SCORES: A BIG PROBLEM/A SMALL PROBLEM/NOT A PROBLEM FORMAT	
<i>Response Category</i>	<i>Score Values</i>
A big problem	1
A small problem	2
Not a problem	3
COMPOSITE SCORES: NEVER/SOMETIMES/USUALLY/ALWAYS FORMAT	
<i>Response Category</i>	<i>Score Values</i>
Never	1
Sometimes	1
Usually	2
Always	3

Question Summary Rate Calculations

In addition to the three-point mean score values, corresponding variances, and 95% confidence intervals, question summary rates, variances, and 95% confidence intervals are calculated for each global rating question. Response choices of 9 or 10 are assigned a score value of 1, and all other response choices are assigned a score value of 0. Table C4, on page C11, illustrates how the question summary rate score values are determined. The question summary rate is the sum of the score values (0 or 1) divided by the total number of responses to the rating question.

$$\text{Question Summary Rate (QSR)} = \sum_{i=1}^n \frac{x}{n}$$

i = 1, ..., n members responding to question
x = score of member on question (either 0 or 1)

An unbiased variance is calculated for each question summary rate using a standard unbiased variance formula where *x* is the score value (0 or 1).

$$\text{Question Summary Rate Variance (QSRV)} = \sum_{i=1}^n \frac{(x - \bar{x})^2}{n-1}$$

i = 1, ..., n members responding to question
x = score of member on question (either 0 or 1)
 \bar{x} = mean question summary rate

The unbiased mean and variance are utilized to calculate a 95% confidence interval for each question summary rate. The following formula is used to calculate the 95% confidence interval for each question summary rate.

$$\text{Question Summary Rate 95\% Confidence Interval} = (\text{QSR}) \pm 1.96 \sqrt{\frac{\text{QSRV}}{n}}$$

Global Proportion Calculations

In addition to the three-point mean score values, corresponding variances, and confidence intervals, a global proportion is calculated for each composite score. For the Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composites, responses of “Always” are assigned a score value of 1, and all other response choices are assigned a value of 0. For the Getting Needed Care and Customer Service composites, responses of “Not a problem” are assigned a score value of 1, and all other response choices are assigned a value of 0. Table C4, on page C11, illustrates how the global proportion score values are determined.

The composite global proportion is calculated by first determining the average score (i.e., proportion responding with a score of 1) for each question. This step is repeated for each of the questions in the composite. Finally, the average proportion responding with a score of 1 is determined across all of the questions in the composite. This average is the composite global proportion.

$$\text{Composite Global Proportion (GP)} = \frac{1}{m} \sum_{i=1}^m \left(\frac{\sum_{j=1}^{n_i} x_{ij}}{n_i} \right)$$

i = 1, ..., m questions in a composite
j = 1, ..., n_i members responding to question i
x_{ij} = score of member j on question i (either 0 or 1)

An unbiased variance is calculated for each composite global proportion. The following formula is used to calculate the composite global proportion variance.

$$\text{Composite GP Variance (GPV)} = \frac{N}{N-1} \sum_{j=1}^N \left(\frac{1}{m} * \frac{x_{ij} - \bar{x}_i}{n_i} \right)^2$$

i = 1, ..., m questions in a composite
j = 1, ..., n_i members responding to question i
x_{ij} = score of member j on question i (either 0 or 1)
x̄_i = average score for question i
N = number of members responding to at least one question in the composite

The unbiased mean and variance are utilized to calculate a 95% confidence interval for each composite global proportion. The following formula is used to calculate the 95% confidence interval for each composite global proportion.

$$\text{Composite GP 95\% Confidence Interval} = (GP) \pm 1.96\sqrt{GPV}$$

Table C4	
Determining Question Summary Rate and Global Proportion Score Values	
GLOBAL RATINGS: 0 - 10 FORMAT	
<i>Response Category</i>	<i>Score Values</i>
0	0
1	0
2	0
3	0
4	0
5	0
6	0
7	0
8	0
9	1
10	1
COMPOSITE SCORES: A BIG PROBLEM/A SMALL PROBLEM/NOT A PROBLEM FORMAT	
<i>Response Category</i>	<i>Score Values</i>
A big problem	0
A small problem	0
Not a problem	1
COMPOSITE SCORES: NEVER/SOMETIMES/USUALLY/ALWAYS FORMAT	
<i>Response Category</i>	<i>Score Values</i>
Never	0
Sometimes	0
Usually	0
Always	1

Case-Mix Adjustment and Star Ratings

CAHPS[®] surveys can identify differences in the quality of care provided by health plans. However, the characteristics of respondents can influence CAHPS[®] results. Certain characteristics, such as general health status, age, and education, have been shown to impact members' responses to questions regarding the quality of their health care.^{3, 4} Healthier people typically report fewer problems and greater satisfaction with their health care. Older people also tend to be more satisfied with their care. However, people with higher levels of education are more likely to report problems and lower satisfaction with their health care. Given that differences in health plan case-mix may lead to varied CAHPS[®] results among plans that are not due to differences in quality, the data are adjusted in order to minimize the effect of these respondent characteristics on the plan-level results. By accounting for differences in respondent characteristics, case-mix adjustment enhances the comparability of CAHPS[®] results among different plans.

Case-mix adjustment was performed on the OHP adult population utilizing member-reported overall health status, educational level, and age.⁵ The case-mix adjustment was performed using standard regression techniques (i.e., covariance adjustment). If data were missing for any of the adjuster variables, rather than losing those observations, a plan mean for those adjuster variables was imputed. Typically, the overall impact of the case-mix adjustment and imputation of missing values is small.

The adjusted plan mean was then compared to the overall mean (the average response among all participating plans in the state) in order to determine the star rating. The star ratings indicate whether a plan's adjusted mean response is statistically better, worse, or no different than the overall mean response. Three stars indicate a plan mean that is statistically better than the overall mean. Two stars indicate a plan mean that is statistically not different from the overall mean. One star indicates a plan mean that is statistically worse than the overall mean. Two plans may have similar unadjusted scores, but different star ratings because 1) the star ratings are adjusted for case-mix, and 2) the number of responses per plan may vary and, therefore, each plan will comprise a different share of the overall mean.

A detailed discussion of the case-mix methodology is provided in the Methodology section of the Adult Medicaid Aggregate Report.

³ Agency for Health Care Policy and Research. *CAHPS Survey and Reporting Kit 2.0*. Rockville, MD: US Department of Health and Human Services, October 1999.

⁴ Agency for Health Care Policy and Research. "Article 3: NCQA's Use of the CAHPS Survey." *CAHPS Survey and Reporting Kit 3.0*. Rockville, MD: US Department of Health and Human Services, October 2002.

⁵ Overall health status is derived from member responses to question 62 on the survey. Educational level is derived from member responses to question 77 on the survey. Age is derived from information in the original sample file.

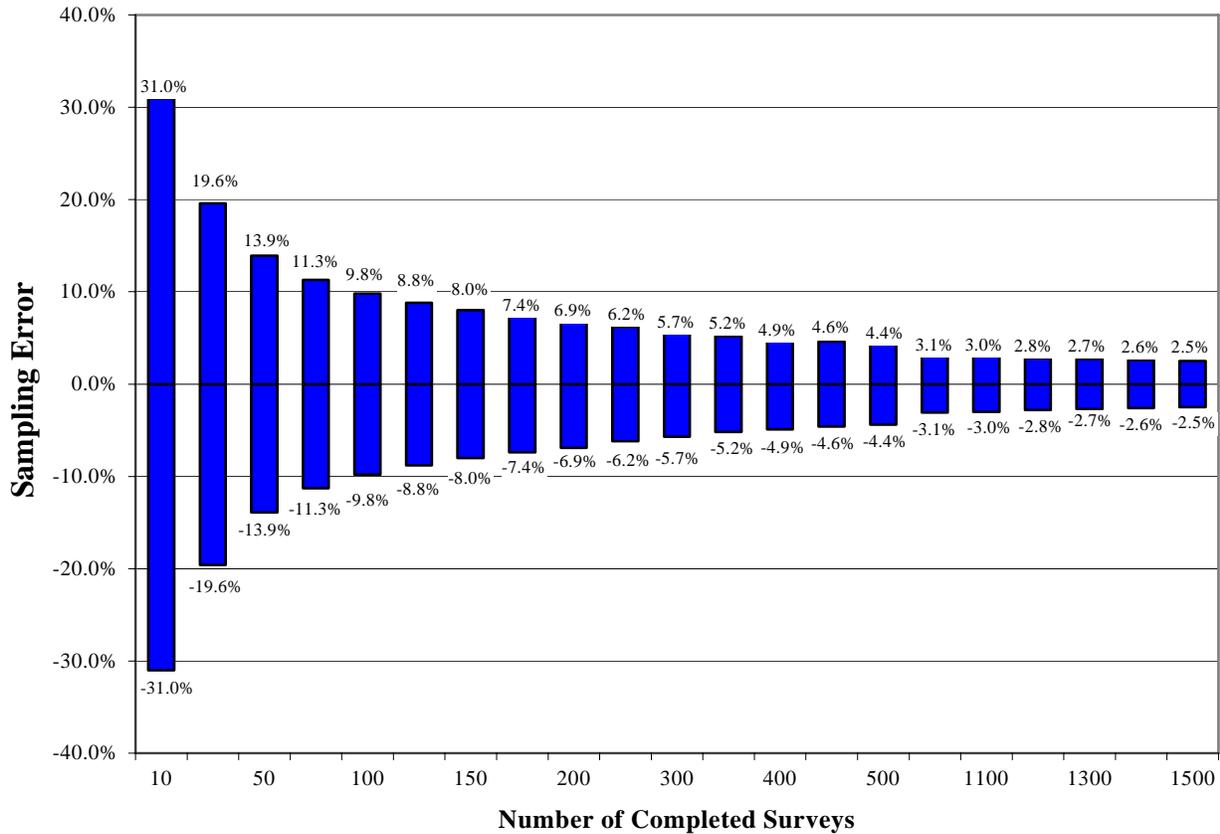
SAMPLING ERROR

The interpretation of CAHPS® 3.0 results requires an understanding of sampling error, since it is generally not feasible to survey an entire health plan's population. For this reason, surveys include only a sample from the population and use statistical techniques to maximize the probability that the sample results apply to the entire population.

In order for results to be generalizable to the entire population, the sample selection process must give each person in the population an equal chance of being selected for inclusion in the study. In the CAHPS® 3.0 Survey, this is accomplished by drawing a sample that randomly selects members for inclusion from the entire health plan. This assures that no single group of members in the sample is over-represented relative to the entire population. For example, if there were a larger number of members surveyed between the ages of 45 to 54, it would indicate that their views had a disproportionate influence on the results over other age groups whose views were equally relevant and important.

Since every member in the health plan's total population is not surveyed, the actual percentage of satisfied members cannot be determined. Statistical techniques are utilized to ensure that the unknown actual percentage of satisfied members lies within a given interval, called the confidence interval, 95 percent of the time. The 95 percent confidence interval has a characteristic sampling error (sometimes called "margin of error"). For example, if the sample error of a survey is ± 10 percent with a confidence interval of 95 percent, this indicates that if 100 samples were selected from the population of the same health plan, the results of these samples would be within plus or minus 10 percentage points of the results from a single sample in 95 of the 100 samples. The size of the sample error shown in Figure C1, on page C14, is based on the number of members who complete a survey. Figure C1 indicates that if 200 plan members complete a survey, the margin of error is ± 6.9 percent. Note that the calculations used in the graph assume that the size of the eligible population is greater than 2,000, as is the case with most Medicaid health plans. The smaller the number of members completing the survey, then the larger the sampling error. Lower response rates may bias results because the proportion of members responding to the survey may not necessarily reflect the randomness of the entire sample.

Figure C1
Sample Error and the Number of Completed Surveys



As Figure C1 demonstrates, sample error declines as the sample size increases. Consequently, when the sample size is very large and sampling error is very small, almost any difference is statistically significant; however, this does not indicate that such differences are important. Likewise, even if the difference between two measured rates is not statistically significant, it may be important from a health plan’s perspective. The context in which the health plan data are being reviewed will influence the interpretation of results.

LIMITATIONS AND CAUTIONS

The findings presented in this report are subject to some limitations in the survey design, analysis, and interpretation. These limitations should be considered carefully when interpreting or generalizing the findings presented. These limitations are discussed below.

Case-Mix Adjustment

While data have been adjusted for differences in member-reported overall health status, education, and sample-file derived age, it was not possible to adjust for differences in member characteristics that were not measured. These characteristics include income, employment, or any other characteristics that may not be under the plan's control for delivery of health services.

Non-Response Bias

The experiences of the survey respondent population may be different than that of non-respondents with respect to their health care services and may vary by plan. The potential for non-response bias should be considered when interpreting the results.

Single Point in Time

The results of this survey provide a snapshot comparison of health plans at a single point in time. These comparisons may not reflect stable patterns of consumer ratings over time.

Causal Inferences

Although the report examines whether members of various plans report differences in satisfaction with various aspects of their health care experiences, these differences may not be attributed completely to the plan. The analyses described in this report identify whether members in different health plans give different ratings of satisfaction with their plans. The survey by itself does not reveal why the differences exist.