



AllCare CCO

CAHPS® 5.0
Adult Medicaid
Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for AllCare CCO (ACCO) provide a comprehensive tool for assessing consumers' experiences with the Coordinated Care Organization (CCO). This report is designed to allow the CCO to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology; a graphic presentation of key results for rating questions, composites, and Effectiveness of Care Measures; and a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. Appendices at the end of the report include a copy of the questionnaire and member responses to custom questions.

Assessing consumers' experience in this report is accomplished with the use of achievement scores and composite scores. Member responses to survey questions are summarized as achievement scores. Responses indicating a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. The lower the achievement score, the greater the need for the CCO to improve. Composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making.

Results. This report summarizes the findings of the adult Medicaid 5.0 CAHPS survey conducted for ACCO. Attempts were made to survey 1,000 member households by mail and telephone during the period January 9, 2018 through April 9, 2018, using a mixed-mode procedure and standard questionnaire with custom questions. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the adult members (aged 18 and over) of ACCO who were continuously enrolled in the CCO for at least 6 months as of November 30, 2017, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1,000 cases was drawn. The survey was offered in English and Spanish.

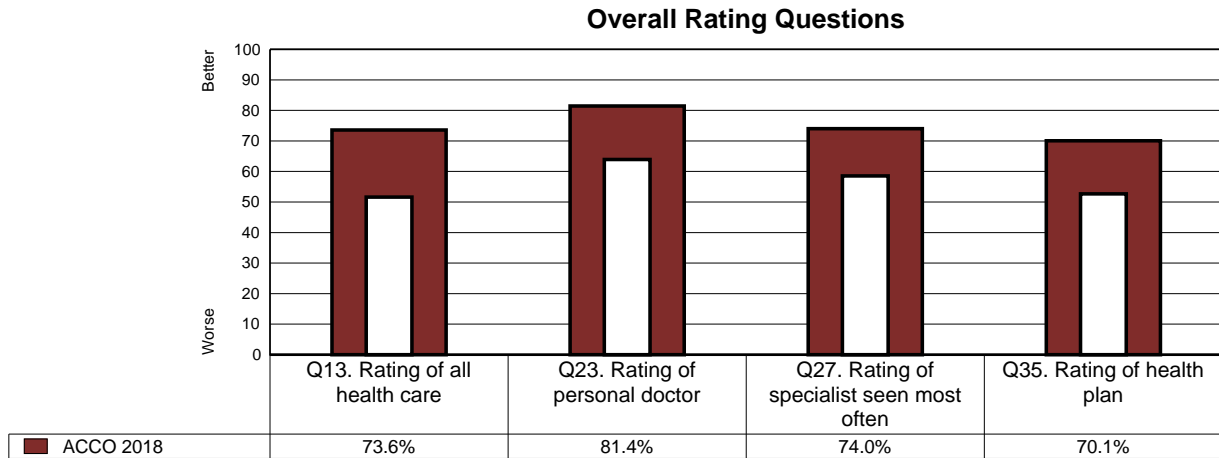
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 340 ACCO members, and the response rate was 35.0%.

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SUMMARY OF OVERALL RATING QUESTIONS

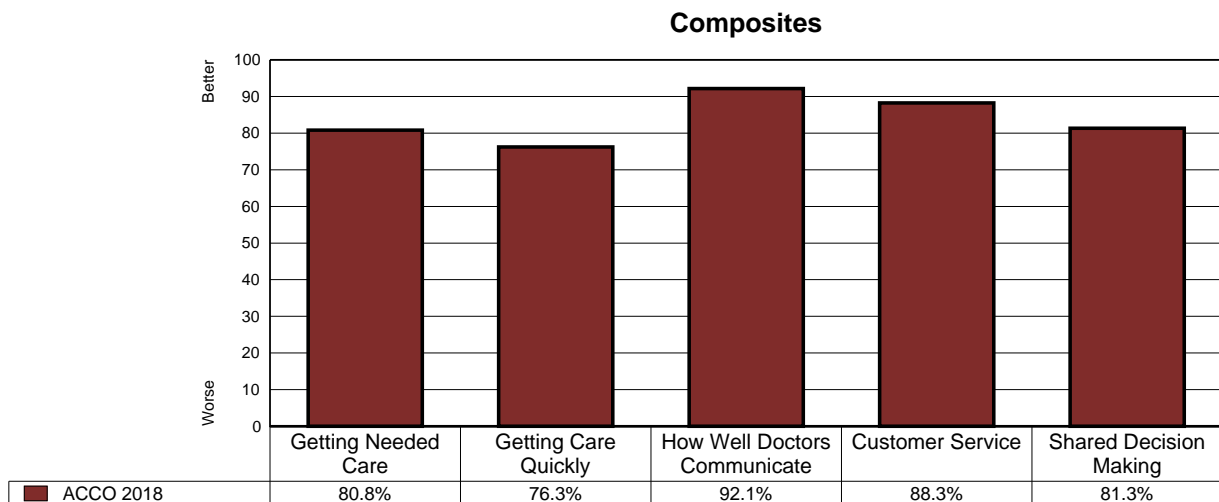
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



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

SUMMARY OF COMPOSITES

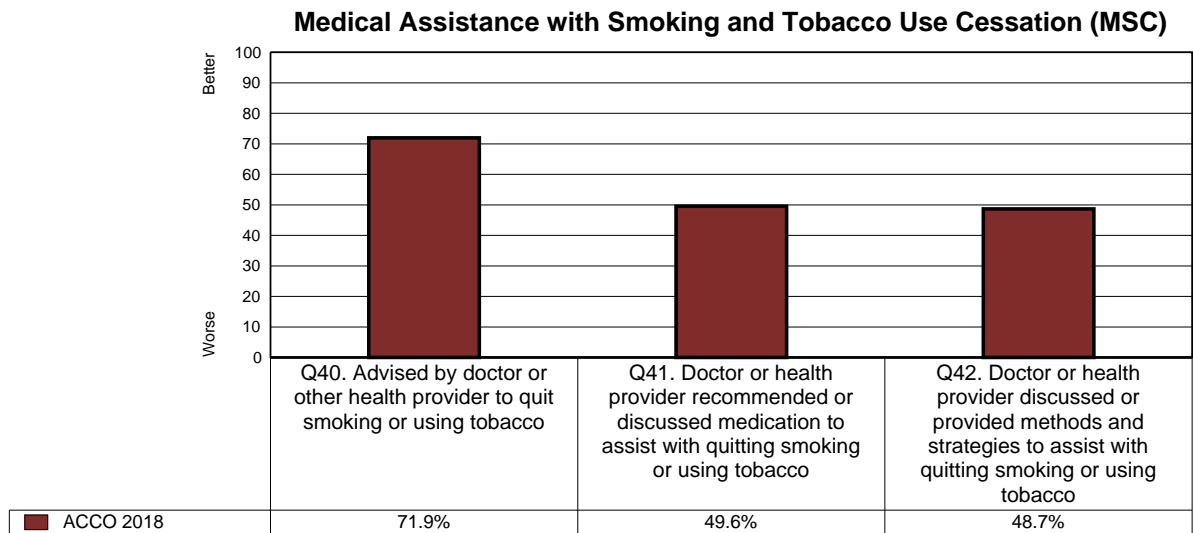
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



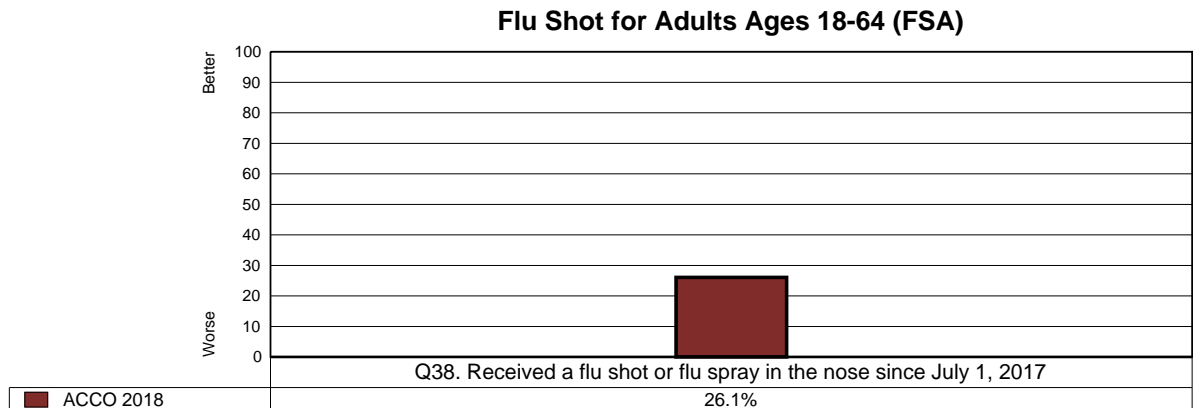
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

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

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



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



Sample Disposition

	ACCO 2018
First mailing - sent	1000
*First mailing - usable survey returned	193
Second mailing - sent	814
*Second mailing - usable survey returned	66
*Phone - usable surveys	81
Total - usable surveys	340
†Ineligible: According to population criteria‡	24
†Ineligible: Language barrier	0
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	4
Bad address and bad phone number	34
Refusal	33
Incomplete survey - mail or phone	13
Nonresponse - Unavailable by mail AND phone	551
Adjusted Response Rate	35.0%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

‡Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

Note: *Adjusted Response Rate = Total Usable Surveys / Total Eligible Cases*

Responses by Question

Q1. Our records show that you are now in the Oregon Health Plan. Is that right?

	ACCO 2018	
	N	%
Yes	339	100.0%
No	0	0.0%
Total	339	100.0%
Not Answered	1	

Your Health Care in the Last 6 Months

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

	ACCO 2018	
	N	%
Yes	143	42.8%
No	191	57.2%
Total	334	100.0%
Not Answered	6	

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

	ACCO 2018	
	N	%
<input type="radio"/> Never	4	3.2%
<input type="radio"/> Sometimes	22	17.6%
<input type="radio"/> Usually	32	25.6%
<input type="radio"/> Always	67	53.6%
Total	125	100.0%
Not Answered	18	
Reporting Category	Getting Care Quickly	
Achievement Score	79.2%	

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

	ACCO 2018	
	N	%
Yes	240	71.0%
No	98	29.0%
Total	338	100.0%
Not Answered	2	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

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

	ACCO 2018	
	N	%
● Never	5	2.3%
● Sometimes	45	21.1%
● Usually	57	26.8%
● Always	106	49.8%
Total	213	100.0%
Not Answered	27	
Reporting Category	Getting Care Quickly	
Achievement Score	76.5%	

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

	ACCO 2018	
	N	%
None	78	23.4%
1 time	64	19.2%
2	60	18.0%
3	41	12.3%
4	29	8.7%
5 to 9	44	13.2%
10 or more times	18	5.4%
Total	334	100.0%
Not Answered	6	

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

	ACCO 2018	
	N	%
● Yes	184	75.1%
● No	61	24.9%
Total	245	100.0%
Not Answered	11	
Reporting Category	Single Items	
Achievement Score	75.1%	

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

Responses by Question

Your Health Care in the Last 6 Months (continued)

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

	ACCO 2018	
	N	%
Yes	127	51.8%
No	118	48.2%
Total	245	100.0%
Not Answered	11	

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

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Yes	116	93.5%
<input type="radio"/> No	8	6.5%
Total	124	100.0%
Not Answered	3	
Reporting Category	Shared Decision Making	
Achievement Score	93.5%	

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

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Yes	98	79.0%
<input type="radio"/> No	26	21.0%
Total	124	100.0%
Not Answered	3	
Reporting Category	Shared Decision Making	
Achievement Score	79.0%	

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

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Yes	87	71.3%
<input type="radio"/> No	35	28.7%
Total	122	100.0%
Not Answered	5	
Reporting Category	Shared Decision Making	
Achievement Score	71.3%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	ACCO 2018	
	N	%
● Worst health care possible	1	0.4%
● 1	1	0.4%
● 2	0	0.0%
● 3	3	1.2%
● 4	3	1.2%
● 5	12	4.9%
● 6	19	7.7%
● 7	26	10.6%
● 8	54	22.0%
● 9	42	17.1%
● Best health care possible	85	34.6%
Total	246	100.0%
Not Answered	10	
Reporting Category	Ratings	
Rating (8, 9 and 10)	73.6%	

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

	ACCO 2018	
	N	%
● Never	2	0.8%
● Sometimes	43	17.5%
● Usually	70	28.5%
● Always	131	53.3%
Total	246	100.0%
Not Answered	10	
Reporting Category	Getting Needed Care	
Achievement Score	81.7%	

Your Personal Doctor

Q15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	ACCO 2018	
	N	%
Yes	287	85.2%
No	50	14.8%
Total	337	100.0%
Not Answered	3	

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

Responses by Question

Your Personal Doctor (continued)

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	ACCO 2018	
	N	%
None	64	23.6%
1 time	75	27.7%
2	45	16.6%
3	39	14.4%
4	19	7.0%
5 to 9	24	8.9%
10 or more times	5	1.8%
Total	271	100.0%
Not Answered	16	

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

	ACCO 2018	
	N	%
<input type="radio"/> Never	3	1.5%
<input type="radio"/> Sometimes	9	4.4%
<input checked="" type="radio"/> Usually	49	23.8%
<input checked="" type="radio"/> Always	145	70.4%
Total	206	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	94.2%	

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

	ACCO 2018	
	N	%
<input type="radio"/> Never	2	1.0%
<input type="radio"/> Sometimes	15	7.3%
<input checked="" type="radio"/> Usually	40	19.4%
<input checked="" type="radio"/> Always	149	72.3%
Total	206	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	91.7%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

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

	ACCO 2018	
	N	%
<input type="radio"/> Never	3	1.5%
<input type="radio"/> Sometimes	10	4.9%
<input type="radio"/> Usually	42	20.4%
<input type="radio"/> Always	151	73.3%
Total	206	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	93.7%	

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

	ACCO 2018	
	N	%
<input type="radio"/> Never	2	1.0%
<input type="radio"/> Sometimes	21	10.2%
<input type="radio"/> Usually	49	23.8%
<input type="radio"/> Always	134	65.0%
Total	206	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	88.8%	

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

	ACCO 2018	
	N	%
Yes	127	62.6%
No	76	37.4%
Total	203	100.0%
Not Answered	4	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

Q22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	ACCO 2018	
	N	%
● Never	7	5.7%
● Sometimes	21	17.1%
● Usually	30	24.4%
● Always	65	52.8%
Total	123	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	77.2%	

Q23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	ACCO 2018	
	N	%
● Worst personal doctor possible	2	0.7%
● 1	1	0.4%
● 2	0	0.0%
● 3	5	1.9%
● 4	4	1.5%
● 5	10	3.7%
● 6	9	3.3%
● 7	19	7.1%
● 8	47	17.5%
● 9	49	18.2%
● Best personal doctor possible	123	45.7%
Total	269	100.0%
Not Answered	18	
Reporting Category	Ratings	
Rating (8, 9 and 10)	81.4%	

Getting Health Care From Specialists

Q24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	ACCO 2018	
	N	%
Yes	139	41.5%
No	196	58.5%
Total	335	100.0%
Not Answered	5	

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

Responses by Question

Getting Health Care From Specialists (continued)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	ACCO 2018	
	N	%
<input type="radio"/> Never	12	8.8%
<input type="radio"/> Sometimes	24	17.6%
<input type="radio"/> Usually	38	27.9%
<input checked="" type="radio"/> Always	62	45.6%
Total	136	100.0%
Not Answered	3	
Reporting Category	Getting Needed Care	
Achievement Score	73.5%	

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

	ACCO 2018	
	N	%
None	11	8.0%
1 specialist	68	49.6%
2	39	28.5%
3	12	8.8%
4	2	1.5%
5 or more specialists	5	3.6%
Total	137	100.0%
Not Answered	2	

Q27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	ACCO 2018	
	N	%
<input type="radio"/> Worst specialist possible	2	1.6%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	3	2.4%
<input type="radio"/> 4	4	3.3%
<input type="radio"/> 5	6	4.9%
<input type="radio"/> 6	5	4.1%
<input type="radio"/> 7	12	9.8%
<input checked="" type="radio"/> 8	19	15.4%
<input checked="" type="radio"/> 9	20	16.3%
<input checked="" type="radio"/> Best specialist possible	52	42.3%
Total	123	100.0%
Not Answered	3	
Reporting Category	Ratings	
Rating (8, 9 and 10)	74.0%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	ACCO 2018	
	N	%
Yes	61	18.3%
No	272	81.7%
Total	333	100.0%
Not Answered	7	

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	ACCO 2018	
	N	%
<input type="radio"/> Never	2	3.3%
<input type="radio"/> Sometimes	25	41.7%
<input type="radio"/> Usually	24	40.0%
<input type="radio"/> Always	9	15.0%
Total	60	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	55.0%	

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

	ACCO 2018	
	N	%
Yes	102	30.5%
No	232	69.5%
Total	334	100.0%
Not Answered	6	

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

	ACCO 2018	
	N	%
<input type="radio"/> Never	3	3.1%
<input type="radio"/> Sometimes	16	16.3%
<input type="radio"/> Usually	20	20.4%
<input type="radio"/> Always	59	60.2%
Total	98	100.0%
Not Answered	4	
Reporting Category	Customer Service	
Achievement Score	80.6%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan (continued)

Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	ACCO 2018	
	N	%
● Never	1	1.0%
● Sometimes	2	2.1%
● Usually	17	17.5%
● Always	77	79.4%
Total	97	100.0%
Not Answered	5	
Reporting Category	Customer Service	
Achievement Score	96.9%	

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

	ACCO 2018	
	N	%
Yes	133	40.2%
No	198	59.8%
Total	331	100.0%
Not Answered	9	

PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]

	ACCO 2018	
	N	%
● Never	3	0.9%
● Sometimes	17	5.2%
● Usually	59	18.1%
● Always	247	75.8%
Total	326	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	93.9%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Health Plan (continued)

Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	ACCO 2018	
	N	%
● Worst health plan possible	3	1.0%
● 1	0	0.0%
● 2	2	0.7%
● 3	3	1.0%
● 4	4	1.3%
● 5	17	5.6%
● 6	25	8.2%
● 7	37	12.2%
● 8	53	17.4%
● 9	48	15.8%
● Best health plan possible	112	36.8%
Total	304	100.0%
Not Answered	36	
Reporting Category	Ratings	
Rating (8, 9 and 10)	70.1%	

About You

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

	ACCO 2018	
	N	%
● Excellent	32	9.7%
● Very good	80	24.3%
● Good	119	36.2%
● Fair	68	20.7%
● Poor	30	9.1%
Total	329	100.0%
Not Answered	11	
Reporting Category	Single Items	
Achievement Score	34.0%	

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

Responses by Question

About You (continued)

Q37. In general, how would you rate your overall mental or emotional health?

	ACCO 2018	
	N	%
● Excellent	54	16.5%
● Very good	97	29.6%
● Good	92	28.0%
● Fair	61	18.6%
● Poor	24	7.3%
Total	328	100.0%
Not Answered	12	
Reporting Category	Single Items	
Achievement Score	46.0%	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2017? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]

	ACCO 2018	
	N	%
● Yes	79	26.1%
● No	224	73.9%
Don't know	6	
Total	303	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	26.1%	

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

	ACCO 2018	
	N	%
Every day	87	26.3%
Some days	29	8.8%
Not at all	215	65.0%
Don't know	1	
Total	331	100.0%
Not Answered	8	

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

Responses by Question

About You (continued)

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	32	28.1%
<input checked="" type="radio"/> Sometimes	26	22.8%
<input checked="" type="radio"/> Usually	21	18.4%
<input checked="" type="radio"/> Always	35	30.7%
Total	114	100.0%
Not Answered	2	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	71.9%	

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	57	50.4%
<input checked="" type="radio"/> Sometimes	18	15.9%
<input checked="" type="radio"/> Usually	17	15.0%
<input checked="" type="radio"/> Always	21	18.6%
Total	113	100.0%
Not Answered	3	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	49.6%	

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

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	58	51.3%
<input checked="" type="radio"/> Sometimes	21	18.6%
<input checked="" type="radio"/> Usually	16	14.2%
<input checked="" type="radio"/> Always	18	15.9%
Total	113	100.0%
Not Answered	3	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	48.7%	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

Q43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	ACCO 2018	
	N	%
Yes	123	36.9%
No	210	63.1%
Total	333	100.0%
Not Answered	7	

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

	ACCO 2018	
	N	%
Yes	98	84.5%
No	18	15.5%
Total	116	100.0%
Not Answered	7	

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

	ACCO 2018	
	N	%
Yes	213	64.0%
No	120	36.0%
Total	333	100.0%
Not Answered	7	

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

	ACCO 2018	
	N	%
Yes	195	94.2%
No	12	5.8%
Total	207	100.0%
Not Answered	6	

Responses by Question

About You (continued)

Q47. What is your age?

	ACCO 2018	
	N	%
18 to 24	31	9.3%
25 to 34	52	15.6%
35 to 44	59	17.7%
45 to 54	62	18.6%
55 to 64	106	31.7%
65 to 74	18	5.4%
75 or older	6	1.8%
Total	334	100.0%
Not Answered	6	

Q48. Are you male or female?

	ACCO 2018	
	N	%
Male	139	41.5%
Female	196	58.5%
Total	335	100.0%
Not Answered	5	

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

	ACCO 2018	
	N	%
8th grade or less	11	3.3%
Some high school but did not graduate	54	16.2%
High school graduate or GED	116	34.8%
Some college or 2-year degree	126	37.8%
4-year college graduate	20	6.0%
More than 4-year college degree	6	1.8%
Total	333	100.0%
Not Answered	7	

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

	ACCO 2018	
	N	%
Yes, Hispanic or Latino	31	9.5%
No, Not Hispanic or Latino	297	90.5%
Total	328	100.0%
Not Answered	12	

Responses by Question

About You (continued)

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

	ACCO 2018	
	N	%
Yes	308	100.0%
Total	308	100.0%
Not Answered	32	

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

	ACCO 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	335	

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

	ACCO 2018	
	N	%
Yes	9	100.0%
Total	9	100.0%
Not Answered	331	

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

	ACCO 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	334	

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

	ACCO 2018	
	N	%
Yes	23	100.0%
Total	23	100.0%
Not Answered	317	

Responses by Question

About You (continued)

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

	ACCO 2018	
	N	%
Yes	16	100.0%
Total	16	100.0%
Not Answered	324	

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

	ACCO 2018	
	N	%
Yes	19	7.4%
No	238	92.6%
Total	257	100.0%
Not Answered	83	

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

	ACCO 2018	
	N	%
Yes	12	100.0%
Total	12	100.0%
Not Answered	7	

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

	ACCO 2018	
	N	%
Yes	7	100.0%
Total	7	100.0%
Not Answered	12	

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

	ACCO 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	15	

Responses by Question

About You (continued)

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

	ACCO 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	19	

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

	ACCO 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	16	

Custom Questions

Q35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

	ACCO 2018	
	N	%
Yes	40	11.9%
No	297	88.1%
Total	337	100.0%
Not Answered	3	

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

	ACCO 2018	
	N	%
<input type="radio"/> Never	10	27.0%
<input type="radio"/> Sometimes	5	13.5%
<input type="radio"/> Usually	7	18.9%
<input type="radio"/> Always	15	40.5%
Total	37	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	59.5%	

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

	ACCO 2018	
	N	%
Yes	53	15.8%
No	282	84.2%
Total	335	100.0%
Not Answered	5	

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

	ACCO 2018	
	N	%
<input type="radio"/> Never	9	18.8%
<input type="radio"/> Sometimes	13	27.1%
<input type="radio"/> Usually	7	14.6%
<input type="radio"/> Always	19	39.6%
Total	48	100.0%
Not Answered	5	
Reporting Category	Supplemental Items	
Achievement Score	54.2%	

Response scored as: Achievement Room for improvement

Custom Questions

Additional Questions

Q35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	252	77.5%
<input checked="" type="radio"/> Sometimes	51	15.7%
<input type="radio"/> Usually	13	4.0%
<input type="radio"/> Always	9	2.8%
Total	325	100.0%
Not Answered	15	
Reporting Category	Supplemental Items	
Achievement Score	93.2%	

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

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	264	81.5%
<input checked="" type="radio"/> Sometimes	51	15.7%
<input type="radio"/> Usually	2	0.6%
<input type="radio"/> Always	7	2.2%
Total	324	100.0%
Not Answered	16	
Reporting Category	Supplemental Items	
Achievement Score	97.2%	

Q35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	283	86.3%
<input checked="" type="radio"/> Sometimes	34	10.4%
<input type="radio"/> Usually	8	2.4%
<input type="radio"/> Always	3	0.9%
Total	328	100.0%
Not Answered	12	
Reporting Category	Supplemental Items	
Achievement Score	96.6%	

Response scored as: Achievement Room for improvement

Custom Questions

Additional Questions (continued)

Q35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	225	68.8%
<input checked="" type="radio"/> Yes - somewhat	79	24.2%
<input checked="" type="radio"/> No	23	7.0%
Total	327	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	68.8%	

Access to Dental Care

Q35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

	ACCO 2018	
	N	%
Yes	197	59.2%
No	136	40.8%
Total	333	100.0%
Not Answered	7	

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

	ACCO 2018	
	N	%
Yes	130	39.0%
No	203	61.0%
Total	333	100.0%
Not Answered	7	

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

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	2	1.6%
<input checked="" type="radio"/> Sometimes	6	4.7%
<input checked="" type="radio"/> Usually	32	25.0%
<input checked="" type="radio"/> Always	88	68.8%
Total	128	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	93.8%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

- Q35l.** If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	53	41.4%
<input checked="" type="radio"/> Sometimes	23	18.0%
<input checked="" type="radio"/> Usually	23	18.0%
<input checked="" type="radio"/> Always	29	22.7%
Did not try to get an appointment with a specialist dentist	197	
Total	128	100.0%
Not Answered	15	
Reporting Category	Supplemental Items	
Achievement Score	40.6%	

- Q35m.** In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

	ACCO 2018	
	N	%
<input checked="" type="radio"/> Never	53	39.0%
<input checked="" type="radio"/> Sometimes	21	15.4%
<input checked="" type="radio"/> Usually	23	16.9%
<input checked="" type="radio"/> Always	39	28.7%
Did not have a dental emergency	188	
Total	136	100.0%
Not Answered	16	
Reporting Category	Supplemental Items	
Achievement Score	45.6%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

Q35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

	ACCO 2018	
	N	%
● Extremely difficult	24	8.2%
● 1	10	3.4%
● 2	8	2.7%
● 3	6	2.1%
● 4	10	3.4%
● 5	33	11.3%
● 6	11	3.8%
● 7	24	8.2%
● 8	36	12.3%
● 9	36	12.3%
● Extremely easy	94	32.2%
Total	292	100.0%
Not Answered	48	
Reporting Category	Supplemental Items	
Achievement Score	56.8%	

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

Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark 

Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes ➔ *Go to Question 1*
 No

↓ **START HERE** ↓

1. Our records show that you are now in the Oregon Health Plan. Is that right?

Yes ➔ *Go to Question 3*
 No

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
- Yes
 No → *Go to Question 5*
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- Never
 Sometimes
 Usually
 Always
5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?
- Yes
 No → *Go to Question 7*
6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
- Never
 Sometimes
 Usually
 Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
- None → *Go to Question 15*
 1 time
 2
 3
 4
 5 to 9
 10 or more times
8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Yes
 No
9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
- Yes
 No → *Go to Question 13*
10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
- Yes
 No
11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
- Yes
 No

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

- Yes
- No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | Best | | | | | |
| Health Care | | | | | Health Care | | | | | |
| Possible | | | | | Possible | | | | | |

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

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → *Go to Question 24*

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → *Go to Question 23*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
 No -> Go to Question 23

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

- Never
 Sometimes
 Usually
 Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No -> Go to Question 28

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

- Never
 Sometimes
 Usually
 Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- Yes
 No -> Go to Question 30

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → **Go to Question 35c**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35e**

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

- Never
- Sometimes
- Usually
- Always

ADDITIONAL QUESTIONS

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

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

- Yes
- No → *Go to Question 35l*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

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

ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No → **Go to Question 47**

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

- Yes
- No

47. What is your age?

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

48. Are you male or female?

- Male
- Female

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

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

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

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

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

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

◆ **52. Did someone help you complete this survey?**

- Yes → **Go to Question 53**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

53. How did that person help you? Mark one or more.

- Read the questions to me
 - Wrote down the answers I gave
 - Answered the questions for me
 - Translated the questions into my language
 - Helped in some other way
(Please print)
- _____

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108





