

Jon Collins, Health Program Analysis and  
Measurement Unit Manager  
Office of Health Analytics

**Authorized Signature**

**Number:** DMAP IM 14-003

**Issue Date:** 2/6/2014

**Topic:** Medical Benefits

**Subject:** OHP client satisfaction survey begins February 2014.

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Aging and People with Disabilities   |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA staff and others identified on the APD, CAF, AMH and DMAP transmittal lists |

**Message:**

In February 2014, the Office of Health Analytics will survey approximately 30,000 Oregon Health Plan (OHP) clients to assess their experience of care under Coordinated Care Organizations. This survey was last conducted in October 2011 by the Division of Medical Assistance Programs (DMAP), Analysis and Research Unit.

We continue to use the standardized instrument - Consumer Assessment of Health Plans and Systems Survey or CAHPS<sup>®</sup>. The survey vendor, DataStat, will send the survey to a random sample of OHP clients from each managed care organization. DataStat will also attempt to call people who do not respond to the printed mailing.

Clients will be instructed to contact DataStat with any questions they have about the survey and return the completed survey to DataStat.

If you receive a call about the survey, encourage the caller to complete and return the forms. Also, assure clients that their answers will not affect their OHP eligibility or benefits.

Results of the CAHPS study will appear in a published report July 2014.

*If you have questions about this information, contact:*

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