



Columbia Pacific CCO

CAHPS® 5.0

Child Medicaid with Chronic Condition Summary Report

June 2018



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

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

Results. This report summarizes the findings of the child Medicaid with chronic conditions 5.0 CAHPS survey conducted for CPCCO. The survey instrument was comprised of the standard child Medicaid questions, with the addition of the Children with Chronic Conditions (CCC) measurement set and custom questions. Attempts were made to survey 450 member households from a population likely to have a child with a chronic condition. Member households were contacted by mail and telephone during the period January 9, 2018 through April 9, 2018, using a mixed-mode procedure. The survey procedure and standard questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the parents or caretakers of children under the age of 18 who were continuously enrolled in CPCCO 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 450 was drawn of children likely to have a chronic condition, based on claims or care encounters that met specific diagnostic or service criteria. The survey was offered in English and Spanish.

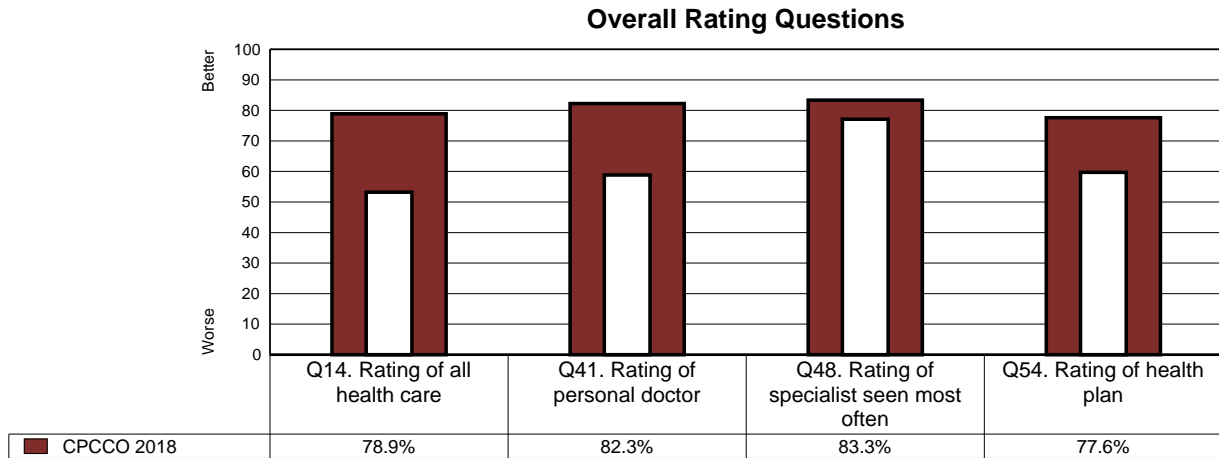
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q30, Q45, Q49, and Q54. Complete interviews were obtained from 136 CPCCO members, and the response rate was 30.6%.

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SUMMARY OF OVERALL RATING QUESTIONS

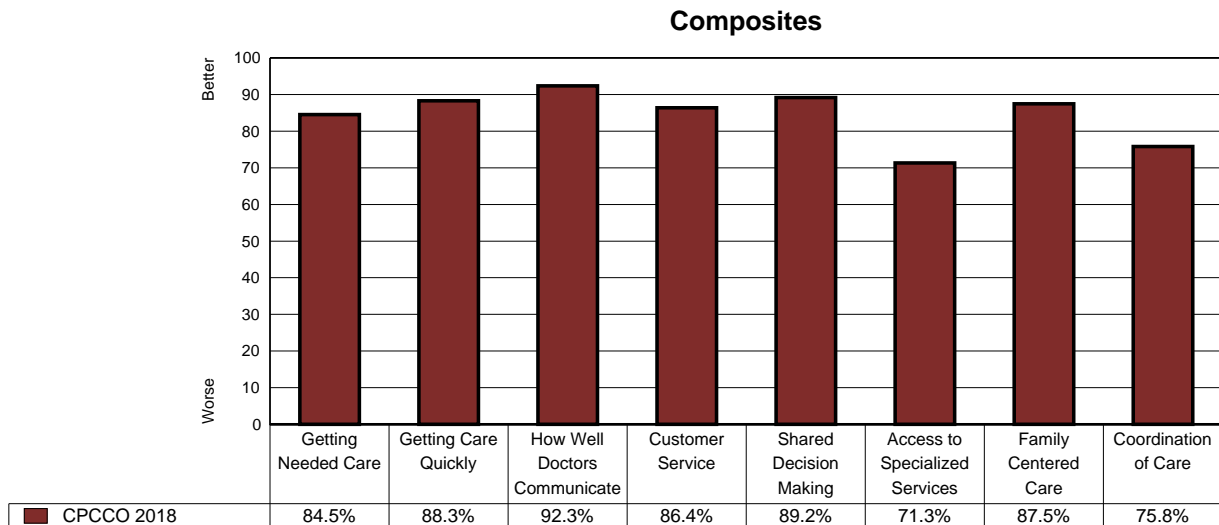
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



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

SUMMARY OF COMPOSITES

A composite score is calculated for each of eight domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Shared Decision Making, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care. 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, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care composites. For all other composites, responses of "Usually" or "Always" are considered achievements.



Sample Disposition

	CPCCO 2018
First mailing - sent	450
*First mailing - usable survey returned	58
Second mailing - sent	384
*Second mailing - usable survey returned	22
*Phone - usable surveys	56
Total - usable surveys	136
†Ineligible: According to population criteria‡	5
†Ineligible: Language barrier	0
†Ineligible: Deceased	0
Bad address and bad phone number	11
Refusal	13
Incomplete survey - mail or phone	7
Nonresponse - Unavailable by mail AND phone	278
Adjusted Response Rate	30.6%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

Q1. Our records show that your child is now in the Oregon Health Plan. Is that right?

	CPCCO 2018	
	N	%
Yes	133	100.0%
No	0	0.0%
Total	133	100.0%
Not Answered	3	

Your Child's Health Care in the Last 6 Months

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

	CPCCO 2018	
	N	%
Yes	68	50.4%
No	67	49.6%
Total	135	100.0%
Not Answered	1	

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

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	1	1.6%
<input checked="" type="radio"/> Sometimes	5	7.9%
<input checked="" type="radio"/> Usually	9	14.3%
<input checked="" type="radio"/> Always	48	76.2%
Total	63	100.0%
Not Answered	5	
Reporting Category	Getting Care Quickly	
Achievement Score	90.5%	

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

	CPCCO 2018	
	N	%
Yes	103	76.9%
No	31	23.1%
Total	134	100.0%
Not Answered	2	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	CPCCO 2018	
	N	%
<input type="radio"/> Never	1	1.0%
<input type="radio"/> Sometimes	11	11.5%
<input type="radio"/> Usually	33	34.4%
<input type="radio"/> Always	51	53.1%
Total	96	100.0%
Not Answered	7	
Reporting Category	Getting Care Quickly	
Achievement Score	87.5%	

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

	CPCCO 2018	
	N	%
None	21	15.9%
1 time	28	21.2%
2	31	23.5%
3	22	16.7%
4	8	6.1%
5 to 9	16	12.1%
10 or more times	6	4.5%
Total	132	100.0%
Not Answered	4	

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

	CPCCO 2018	
	N	%
<input type="radio"/> Yes	80	74.8%
<input type="radio"/> No	27	25.2%
Total	107	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	74.8%	

Response scored as: Achievement Room for improvement

Responses by Question

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

Q9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?

	CPCCO 2018	
	N	%
● Never	1	0.9%
● Sometimes	14	12.7%
● Usually	22	20.0%
● Always	73	66.4%
Total	110	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	86.4%	

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	CPCCO 2018	
	N	%
Yes	41	37.3%
No	69	62.7%
Total	110	100.0%
Not Answered	1	

Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	CPCCO 2018	
	N	%
● Yes	40	100.0%
● No	0	0.0%
Total	40	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	100.0%	

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

Responses by Question

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

Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	32	80.0%
<input type="radio"/> No	8	20.0%
Total	40	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	80.0%	

Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	35	87.5%
<input type="radio"/> No	5	12.5%
Total	40	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	87.5%	

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

	CPCCO 2018	
	N	%
<input type="radio"/> Worst health care possible	1	0.9%
<input type="radio"/> 1	1	0.9%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	1	0.9%
<input type="radio"/> 4	1	0.9%
<input type="radio"/> 5	3	2.8%
<input type="radio"/> 6	6	5.5%
<input type="radio"/> 7	10	9.2%
<input checked="" type="radio"/> 8	28	25.7%
<input checked="" type="radio"/> 9	18	16.5%
<input checked="" type="radio"/> Best health care possible	40	36.7%
Total	109	100.0%
Not Answered	2	
Reporting Category	Ratings	
Rating (8, 9 and 10)	78.9%	

Response scored as: Achievement Room for improvement

Responses by Question

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

Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	15	13.8%
<input type="radio"/> Usually	27	24.8%
<input type="radio"/> Always	67	61.5%
Total	109	100.0%
Not Answered	2	
Reporting Category	Getting Needed Care	
Achievement Score	86.2%	

Q16. Is your child now enrolled in any kind of school or daycare?

	CPCCO 2018	
	N	%
Yes	98	73.7%
No	35	26.3%
Total	133	100.0%
Not Answered	3	

Q17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?

	CPCCO 2018	
	N	%
Yes	21	21.6%
No	76	78.4%
Total	97	100.0%
Not Answered	1	

Q18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?

	CPCCO 2018	
	N	%
<input type="radio"/> Yes	20	95.2%
<input type="radio"/> No	1	4.8%
Total	21	100.0%
Not Answered	0	
Reporting Category	Coordination of Care	
Achievement Score	95.2%	

Response scored as: Achievement Room for improvement

Responses by Question

Specialized Services

- Q19.** Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

	CPCCO 2018	
	N	%
Yes	10	7.4%
No	125	92.6%
Total	135	100.0%
Not Answered	1	

- Q20.** In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	4	44.4%
<input type="radio"/> Sometimes	2	22.2%
<input type="radio"/> Usually	0	0.0%
<input type="radio"/> Always	3	33.3%
Total	9	100.0%
Not Answered	1	
Reporting Category	Access to Specialized Services	
Achievement Score	33.3%	

- Q21.** Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

	CPCCO 2018	
	N	%
<input type="radio"/> Yes	6	66.7%
<input type="radio"/> No	3	33.3%
Total	9	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	66.7%	

- Q22.** In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	CPCCO 2018	
	N	%
Yes	36	26.7%
No	99	73.3%
Total	135	100.0%
Not Answered	1	

Response scored as: Achievement Room for improvement

Responses by Question

Specialized Services (continued)

Q23. In the last 6 months, how often was it easy to get this therapy for your child?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	6	17.6%
<input type="radio"/> Sometimes	6	17.6%
<input type="radio"/> Usually	12	35.3%
<input type="radio"/> Always	10	29.4%
Total	34	100.0%
Not Answered	2	
Reporting Category	Access to Specialized Services	
Achievement Score	64.7%	

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

	CPCCO 2018	
	N	%
<input type="radio"/> Yes	30	83.3%
<input type="radio"/> No	6	16.7%
Total	36	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	83.3%	

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

	CPCCO 2018	
	N	%
Yes	38	28.1%
No	97	71.9%
Total	135	100.0%
Not Answered	1	

Response scored as: Achievement Room for improvement

Responses by Question

Specialized Services (continued)

Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	5	13.5%
<input type="radio"/> Sometimes	3	8.1%
<input type="radio"/> Usually	9	24.3%
<input type="radio"/> Always	20	54.1%
Total	37	100.0%
Not Answered	1	
Reporting Category	Access to Specialized Services	
Achievement Score	78.4%	

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

	CPCCO 2018	
	N	%
<input type="radio"/> Yes	23	62.2%
<input type="radio"/> No	14	37.8%
Total	37	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	62.2%	

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

	CPCCO 2018	
	N	%
Yes	52	39.7%
No	79	60.3%
Total	131	100.0%
Not Answered	5	

Q29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

	CPCCO 2018	
	N	%
<input type="radio"/> Yes	32	68.1%
<input type="radio"/> No	15	31.9%
Total	47	100.0%
Not Answered	5	
Reporting Category	Coordination of Care	
Achievement Score	68.1%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	CPCCO 2018	
	N	%
Yes	125	92.6%
No	10	7.4%
Total	135	100.0%
Not Answered	1	

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	CPCCO 2018	
	N	%
None	24	19.7%
1 time	34	27.9%
2	31	25.4%
3	14	11.5%
4	10	8.2%
5 to 9	8	6.6%
10 or more times	1	0.8%
Total	122	100.0%
Not Answered	3	

Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	1	1.0%
<input type="radio"/> Sometimes	2	2.0%
<input checked="" type="radio"/> Usually	16	16.3%
<input checked="" type="radio"/> Always	79	80.6%
Total	98	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	96.9%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	1	1.0%
<input type="radio"/> Sometimes	5	5.1%
<input type="radio"/> Usually	20	20.4%
<input type="radio"/> Always	72	73.5%
Total	98	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	93.9%	

Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	1	1.0%
<input type="radio"/> Sometimes	7	7.1%
<input type="radio"/> Usually	15	15.3%
<input type="radio"/> Always	75	76.5%
Total	98	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	91.8%	

Q35. Is your child able to talk with doctors about his or her health care?

	CPCCO 2018	
	N	%
Yes	64	66.0%
No	33	34.0%
Total	97	100.0%
Not Answered	1	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	7	11.1%
<input type="radio"/> Usually	9	14.3%
<input type="radio"/> Always	47	74.6%
Total	63	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	88.9%	

Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	3	3.1%
<input type="radio"/> Sometimes	10	10.3%
<input type="radio"/> Usually	19	19.6%
<input type="radio"/> Always	65	67.0%
Total	97	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	86.6%	

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	CPCCO 2018	
	N	%
<input type="radio"/> Yes	82	83.7%
<input type="radio"/> No	16	16.3%
Total	98	100.0%
Not Answered	0	
Reporting Category	Family Centered Care	
Achievement Score	83.7%	

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	CPCCO 2018	
	N	%
Yes	60	61.2%
No	38	38.8%
Total	98	100.0%
Not Answered	0	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

Q40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	2	3.4%
<input type="radio"/> Sometimes	10	16.9%
<input type="radio"/> Usually	16	27.1%
<input type="radio"/> Always	31	52.5%
Total	59	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	79.7%	

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

	CPCCO 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	0	0.0%
<input type="radio"/> 1	1	0.8%
<input type="radio"/> 2	2	1.6%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	2	1.6%
<input type="radio"/> 5	3	2.4%
<input type="radio"/> 6	5	4.0%
<input type="radio"/> 7	9	7.3%
<input type="radio"/> 8	29	23.4%
<input type="radio"/> 9	19	15.3%
<input type="radio"/> Best personal doctor possible	54	43.5%
Total	124	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	82.3%	

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	CPCCO 2018	
	N	%
Yes	65	52.8%
No	58	47.2%
Total	123	100.0%
Not Answered	2	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

- Q43.** Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	57	87.7%
<input type="radio"/> No	8	12.3%
Total	65	100.0%
Not Answered	0	
Reporting Category	Family Centered Care	
Achievement Score	87.7%	

- Q44.** Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	55	84.6%
<input type="radio"/> No	10	15.4%
Total	65	100.0%
Not Answered	0	
Reporting Category	Family Centered Care	
Achievement Score	84.6%	

Getting Health Care From Specialists

- Q45.** Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	CPCCO 2018	
	N	%
Yes	52	38.5%
No	83	61.5%
Total	135	100.0%
Not Answered	1	

Response scored as: Achievement Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	4	7.8%
<input type="radio"/> Sometimes	8	15.7%
<input type="radio"/> Usually	14	27.5%
<input type="radio"/> Always	25	49.0%
Total	51	100.0%
Not Answered	1	
Reporting Category	Getting Needed Care	
Achievement Score	76.5%	

Q47. How many specialists has your child seen in the last 6 months?

	CPCCO 2018	
	N	%
None	2	4.0%
1 specialist	23	46.0%
2	12	24.0%
3	5	10.0%
4	5	10.0%
5 or more specialists	3	6.0%
Total	50	100.0%
Not Answered	2	

Q48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	CPCCO 2018	
	N	%
<input type="radio"/> Worst specialist possible	2	4.2%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	0	0.0%
<input type="radio"/> 5	0	0.0%
<input type="radio"/> 6	3	6.3%
<input type="radio"/> 7	3	6.3%
<input type="radio"/> 8	3	6.3%
<input type="radio"/> 9	9	18.8%
<input type="radio"/> Best specialist possible	28	58.3%
Total	48	100.0%
Not Answered	0	
Reporting Category	Ratings	
Rating (8, 9 and 10)	83.3%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

	CPCCO 2018	
	N	%
Yes	33	24.4%
No	102	75.6%
Total	135	100.0%
Not Answered	1	

Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	5	15.6%
<input checked="" type="radio"/> Usually	9	28.1%
<input checked="" type="radio"/> Always	18	56.3%
Total	32	100.0%
Not Answered	1	
Reporting Category	Customer Service	
Achievement Score	84.4%	

Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	4	12.1%
<input checked="" type="radio"/> Usually	4	12.1%
<input checked="" type="radio"/> Always	25	75.8%
Total	33	100.0%
Not Answered	0	
Reporting Category	Customer Service	
Achievement Score	87.9%	

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

	CPCCO 2018	
	N	%
Yes	44	33.3%
No	88	66.7%
Total	132	100.0%
Not Answered	4	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan (continued)

PQ53. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]

	CPCCO 2018	
	N	%
● Never	2	1.5%
● Sometimes	6	4.6%
● Usually	18	13.8%
● Always	104	80.0%
Total	130	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	93.8%	

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	CPCCO 2018	
	N	%
● Worst health plan possible	0	0.0%
● 1	1	0.7%
● 2	0	0.0%
● 3	0	0.0%
● 4	3	2.2%
● 5	6	4.5%
● 6	8	6.0%
● 7	12	9.0%
● 8	24	17.9%
● 9	28	20.9%
● Best health plan possible	52	38.8%
Total	134	100.0%
Not Answered	2	
Reporting Category	Ratings	
Rating (8, 9 and 10)	77.6%	

Prescription Medicines

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

	CPCCO 2018	
	N	%
Yes	80	58.8%
No	56	41.2%
Total	136	100.0%
Not Answered	0	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Prescription Medicines (continued)

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	7	9.2%
<input type="radio"/> Usually	17	22.4%
<input type="radio"/> Always	52	68.4%
Total	76	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	90.8%	

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

	CPCCO 2018	
	N	%
<input type="radio"/> Yes	46	59.7%
<input type="radio"/> No	31	40.3%
Total	77	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	59.7%	

About Your Child and You

Q58. In general, how would you rate your child's overall health?

	CPCCO 2018	
	N	%
<input type="radio"/> Excellent	39	29.1%
<input type="radio"/> Very good	45	33.6%
<input type="radio"/> Good	34	25.4%
<input type="radio"/> Fair	15	11.2%
<input type="radio"/> Poor	1	0.7%
Total	134	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	62.7%	

Response scored as: Achievement Room for improvement

Responses by Question

About Your Child and You (continued)

Q59. In general, how would you rate your child's overall mental or emotional health?

	CPCCO 2018	
	N	%
● Excellent	44	32.8%
● Very good	33	24.6%
● Good	27	20.1%
● Fair	27	20.1%
● Poor	3	2.2%
Total	134	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	57.5%	

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	CPCCO 2018	
	N	%
Yes	59	43.4%
No	77	56.6%
Total	136	100.0%
Not Answered	0	

Q61. Is this because of any medical, behavioral, or other health condition?

	CPCCO 2018	
	N	%
Yes	55	93.2%
No	4	6.8%
Total	59	100.0%
Not Answered	0	

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

	CPCCO 2018	
	N	%
Yes	49	94.2%
No	3	5.8%
Total	52	100.0%
Not Answered	3	

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

Responses by Question

About Your Child and You (continued)

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

	CPCCO 2018	
	N	%
Yes	57	42.5%
No	77	57.5%
Total	134	100.0%
Not Answered	2	

Q64. Is this because of any medical, behavioral, or other health condition?

	CPCCO 2018	
	N	%
Yes	51	91.1%
No	5	8.9%
Total	56	100.0%
Not Answered	1	

Q65. Is this a condition that has lasted or is expected to last for at least 12 months?

	CPCCO 2018	
	N	%
Yes	51	100.0%
No	0	0.0%
Total	51	100.0%
Not Answered	0	

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

	CPCCO 2018	
	N	%
Yes	46	34.8%
No	86	65.2%
Total	132	100.0%
Not Answered	4	

Q67. Is this because of any medical, behavioral, or other health condition?

	CPCCO 2018	
	N	%
Yes	39	84.8%
No	7	15.2%
Total	46	100.0%
Not Answered	0	

Responses by Question

About Your Child and You (continued)

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

	CPCCO 2018	
	N	%
Yes	38	100.0%
No	0	0.0%
Total	38	100.0%
Not Answered	1	

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

	CPCCO 2018	
	N	%
Yes	35	26.3%
No	98	73.7%
Total	133	100.0%
Not Answered	3	

Q70. Is this because of any medical, behavioral, or other health condition?

	CPCCO 2018	
	N	%
Yes	28	82.4%
No	6	17.6%
Total	34	100.0%
Not Answered	1	

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

	CPCCO 2018	
	N	%
Yes	28	100.0%
No	0	0.0%
Total	28	100.0%
Not Answered	0	

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

	CPCCO 2018	
	N	%
Yes	49	37.4%
No	82	62.6%
Total	131	100.0%
Not Answered	5	

Responses by Question

About Your Child and You (continued)

Q73. Has this problem lasted or is it expected to last for at least 12 months?

	CPCCO 2018	
	N	%
Yes	46	97.9%
No	1	2.1%
Total	47	100.0%
Not Answered	2	

NQ74. What is your child's age?

	CPCCO 2018	
	N	%
Less than 1 year old	0	0.0%
1 to 2 years old	20	15.2%
3 to 4 years old	12	9.1%
5 to 7 years old	23	17.4%
8 to 10 years old	22	16.7%
11 to 13 years old	24	18.2%
14 to 18 years old	31	23.5%
Total	132	100.0%
Not Answered	4	

Q75. Is your child male or female?

	CPCCO 2018	
	N	%
Male	70	52.6%
Female	63	47.4%
Total	133	100.0%
Not Answered	3	

Q76. Is your child of Hispanic or Latino origin or descent?

	CPCCO 2018	
	N	%
Yes, Hispanic or Latino	31	23.3%
No, Not Hispanic or Latino	102	76.7%
Total	133	100.0%
Not Answered	3	

Responses by Question

About Your Child and You (continued)

Q77.1. What is your child's race? Response: White.

	CPCCO 2018	
	N	%
Yes	114	100.0%
Total	114	100.0%
Not Answered	22	

Q77.2. What is your child's race? Response: Black or African-American.

	CPCCO 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	131	

Q77.3. What is your child's race? Response: Asian.

	CPCCO 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	133	

Q77.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.

	CPCCO 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	135	

Q77.5. What is your child's race? Response: American Indian or Alaska Native.

	CPCCO 2018	
	N	%
Yes	7	100.0%
Total	7	100.0%
Not Answered	129	

Responses by Question

About Your Child and You (continued)

Q77.6. What is your child's race? Response: Other.

	CPCCO 2018	
	N	%
Yes	7	100.0%
Total	7	100.0%
Not Answered	129	

Q78. What is your age?

	CPCCO 2018	
	N	%
Under 18	4	3.1%
18 to 24	8	6.1%
25 to 34	28	21.4%
35 to 44	53	40.5%
45 to 54	21	16.0%
55 to 64	9	6.9%
65 to 74	8	6.1%
75 or older	0	0.0%
Total	131	100.0%
Not Answered	5	

Q79. Are you male or female?

	CPCCO 2018	
	N	%
Male	16	12.0%
Female	117	88.0%
Total	133	100.0%
Not Answered	3	

Q80. What is the highest grade or level of school that you have completed?

	CPCCO 2018	
	N	%
8th grade or less	9	6.9%
Some high school but did not graduate	14	10.7%
High school graduate or GED	43	32.8%
Some college or 2-year degree	52	39.7%
4-year college graduate	10	7.6%
More than 4-year college degree	3	2.3%
Total	131	100.0%
Not Answered	5	

Responses by Question

About Your Child and You (continued)

Q81. How are you related to the child?

	CPCCO 2018	
	N	%
Mother or father	111	86.0%
Grandparent	13	10.1%
Aunt or uncle	1	0.8%
Older brother or sister	0	0.0%
Other relative	1	0.8%
Legal guardian	1	0.8%
Someone else	2	1.6%
Total	129	100.0%
Not Answered	7	

Q82. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]

	CPCCO 2018	
	N	%
Yes	1	1.3%
No	78	98.7%
Total	79	100.0%
Not Answered	57	

Q83.1. How did that person help you? Response: Read the questions to me.

	CPCCO 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	1	

Q83.2. How did that person help you? Response: Wrote down the answers I gave.

	CPCCO 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	1	

Q83.3. How did that person help you? Response: Answered the questions for me.

	CPCCO 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	1	

Responses by Question

About Your Child and You (continued)

Q83.4. How did that person help you? Response: Translated the questions into my language.

	CPCCO 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	0	

Q83.5. How did that person help you? Response: Helped in some other way.

	CPCCO 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	1	

Custom Questions

Q31a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

	CPCCO 2018	
	N	%
<input checked="" type="radio"/> Never	87	88.8%
<input checked="" type="radio"/> Sometimes	8	8.2%
<input checked="" type="radio"/> Usually	2	2.0%
<input checked="" type="radio"/> Always	1	1.0%
Total	98	100.0%
Not Answered	0	
Reporting Category	Supplemental Items	
Achievement Score	96.9%	

Access to Dental Care

Q57a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

	CPCCO 2018	
	N	%
Yes	106	79.1%
No	28	20.9%
Total	134	100.0%
Not Answered	2	

Q57b. In the last 6 months, did your child go to a dentist's office or clinic for care?

	CPCCO 2018	
	N	%
Yes	73	53.7%
No	63	46.3%
Total	136	100.0%
Not Answered	0	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

Q57c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	1	1.4%
<input type="radio"/> Sometimes	4	5.6%
<input type="radio"/> Usually	12	16.7%
<input type="radio"/> Always	55	76.4%
Total	72	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	93.1%	

Q57d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

	CPCCO 2018	
	N	%
<input type="radio"/> Never	13	21.3%
<input type="radio"/> Sometimes	8	13.1%
<input type="radio"/> Usually	19	31.1%
<input type="radio"/> Always	21	34.4%
Did not have a dental emergency	72	
Total	61	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	65.6%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

Q57e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

	CPCCO 2018	
	N	%
● Extremely difficult	8	6.0%
● 1	3	2.2%
● 2	6	4.5%
● 3	5	3.7%
● 4	5	3.7%
● 5	13	9.7%
● 6	9	6.7%
● 7	7	5.2%
● 8	12	9.0%
● 9	15	11.2%
● Extremely easy	51	38.1%
Total	134	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	58.2%	

Kindergarten Readiness

Q83a. Is your child between the ages of 3 and 5 years old?

	CPCCO 2018	
	N	%
Yes	22	17.2%
No	106	82.8%
Total	128	100.0%
Not Answered	8	

Q83b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

	CPCCO 2018	
	N	%
All of the time	8	38.1%
Most of the time	10	47.6%
Some of the time	3	14.3%
None of the time	0	0.0%
Total	21	100.0%
Not Answered	1	

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

Custom Questions

Kindergarten Readiness (continued)

Q83c. How often does this child play well with others?

	CPCCO 2018	
	N	%
All of the time	9	42.9%
Most of the time	8	38.1%
Some of the time	3	14.3%
None of the time	1	4.8%
Total	21	100.0%
Not Answered	1	

Q83d. How often can this child calm down when excited or all wound up?

	CPCCO 2018	
	N	%
All of the time	5	23.8%
Most of the time	10	47.6%
Some of the time	5	23.8%
None of the time	1	4.8%
Total	21	100.0%
Not Answered	1	

Q83e. How often does this child lose control of his or her temper when things do not go his or her way?

	CPCCO 2018	
	N	%
All of the time	1	4.8%
Most of the time	3	14.3%
Some of the time	15	71.4%
None of the time	2	9.5%
Total	21	100.0%
Not Answered	1	

Q83f. In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

	CPCCO 2018	
	N	%
This child did not attend childcare or preschool	5	
No	15	100.0%
Yes - picked my child up early on one or more days	0	0.0%
Yes - kept my child home for one full day or more	0	0.0%
Yes - permanently was told my child could no longer attend	0	0.0%
Total	15	100.0%
Not Answered	2	

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

Yes → *Go to Question 1*
 No

↓ **START HERE** ↓

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

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

Yes → *Go to Question 3*
 No

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

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

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

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 Yes
 No → *Go to Question 5*

- 4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 Never
 Sometimes
 Usually
 Always

- 5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 Yes
 No → *Go to Question 7*

- 6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 Never
 Sometimes
 Usually
 Always

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 None → *Go to Question 16*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

- 8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 Yes
 No

- 9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?
 Never
 Sometimes
 Usually
 Always

- 10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 Yes
 No → *Go to Question 14*

- 11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 Yes
 No



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

- Yes
 No

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

- Yes
 No

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

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

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

- Never
 Sometimes
 Usually
 Always

16. Is your child now enrolled in any kind of school or daycare?

- Yes
 No -> Go to Question 19

17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?

- Yes
 No -> Go to Question 19

18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?

- Yes
 No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes
 No -> Go to Question 22

20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- Never
 Sometimes
 Usually
 Always

21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
 No



22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
- No → *Go to Question 25*

23. In the last 6 months, how often was it easy to get this therapy for your child?

- Never
- Sometimes
- Usually
- Always

24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- Yes
- No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
- No → *Go to Question 28*

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- Never
- Sometimes
- Usually
- Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- Yes
- No

28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

- None → *Go to Question 41*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

31a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- Never
 - Sometimes
 - Usually
 - Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
 - Sometimes
 - Usually
 - Always
35. Is your child able to talk with doctors about his or her health care?
- Yes
 - No → **Go to Question 37**
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
 - Sometimes
 - Usually
 - Always

37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 - Sometimes
 - Usually
 - Always
38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
 - No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
 - No → **Go to Question 41**
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
 - Sometimes
 - Usually
 - Always
41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
- 0 1 2 3 4 5 6 7 8 9 10
 Worst Personal Best Personal
 Doctor Possible Doctor Possible



42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- Yes
- No → **Go to Question 45**

43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- Yes
- No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

- None → **Go to Question 49**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → **Go to Question 52**



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 54*

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

- Never
- Sometimes
- Usually
- Always

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

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

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?

- Yes
- No → *Go to Question 57a*

56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

- Never
- Sometimes
- Usually
- Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- Yes
- No

ACCESS TO DENTAL CARE

57a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- Yes
- No

57b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 57d*



57c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- Never
- Sometimes
- Usually
- Always

57d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

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

57e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Extremely Difficult | | | | | | Extremely Easy | | | | |

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- Yes
- No → *Go to Question 63*

61. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 63*

62. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
- No → *Go to Question 66*

64. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 66*

65. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No



66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
- No → *Go to Question 69*

67. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 69*

68. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

- Yes
- No → *Go to Question 72*

70. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 72*

71. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- Yes
- No → *Go to Question 74*

73. Has this problem lasted or is it expected to last for at least 12 months?

- Yes
- No

74. What is your child's age?

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

75. Is your child male or female?

- Male
- Female

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

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

77. What is your child's race? Mark one or more.

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

80. 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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- Yes → *Go to Question 83*
- No → *Go to Question 83a*

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

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

KINDERGARTEN READINESS

83a. Is your child between the ages of 3 and 5 years old?

- Yes → *Go to Question 83b*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

83b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

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

83c. How often does this child play well with others?

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

83d. How often can this child calm down when excited or all wound up?

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

83e. How often does this child lose control of his or her temper when things do not go his or her way?

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



83f. **In the past 6 months**, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

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

THANK YOU

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

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

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

