



Cascade Health Alliance

CAHPS® 5.0 Adult Medicaid Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for Cascade Health Alliance (CHA) 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 CHA. 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 CHA 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.

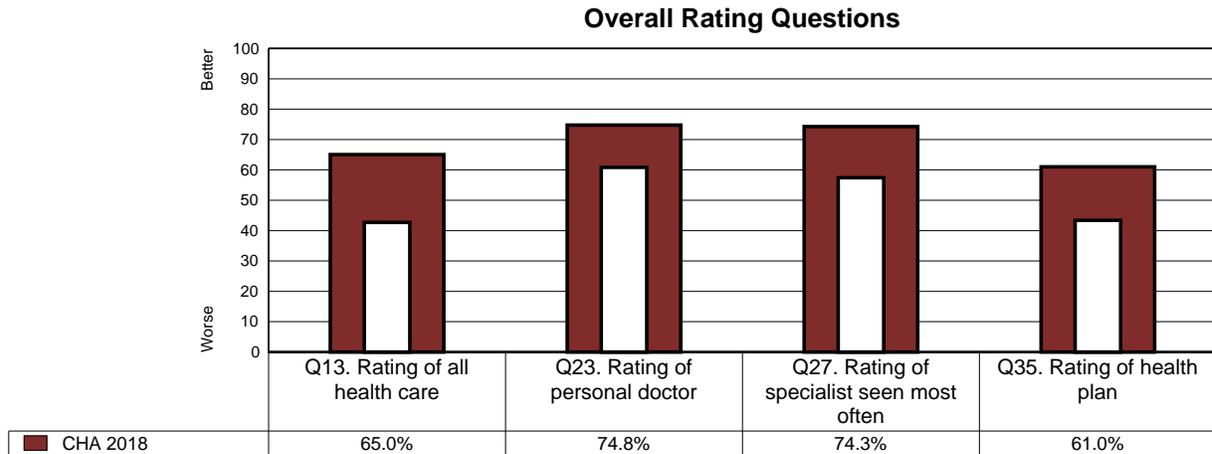
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 297 CHA members, and the response rate was 30.5%.

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SUMMARY OF OVERALL RATING QUESTIONS

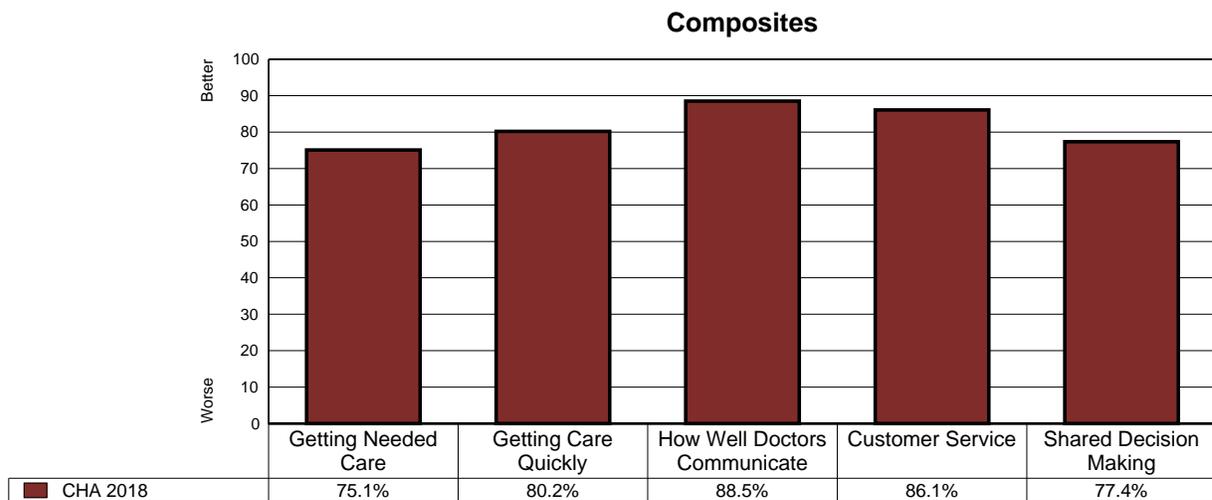
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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

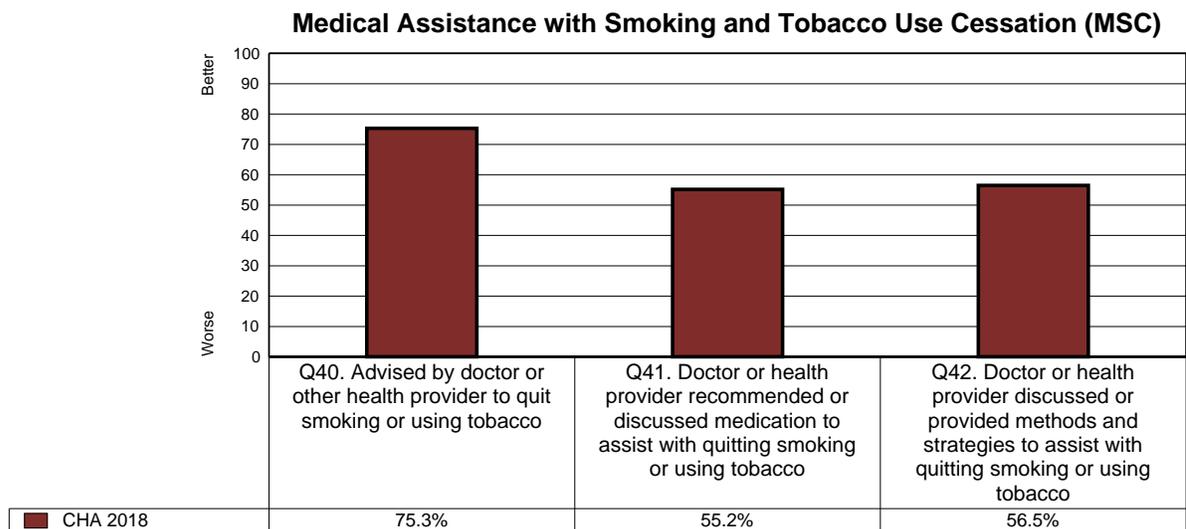
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table 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.



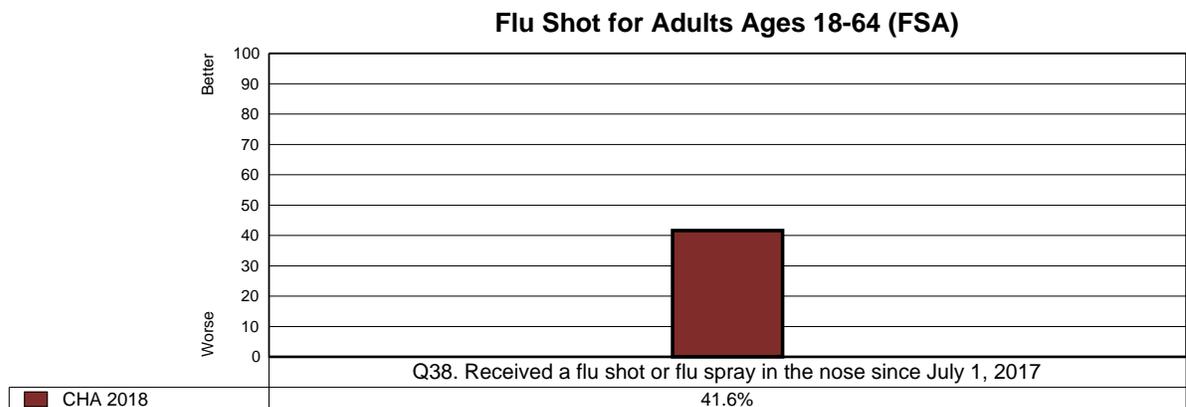
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

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

	CHA 2018
First mailing - sent	1000
*First mailing - usable survey returned	194
Second mailing - sent	804
*Second mailing - usable survey returned	47
*Phone - usable surveys	56
Total - usable surveys	297
†Ineligible: According to population criteria‡	17
†Ineligible: Language barrier	1
†Ineligible: Deceased	3
†Ineligible: Mentally or physically unable to complete survey	4
Bad address and bad phone number	33
Refusal	26
Incomplete survey - mail or phone	19
Nonresponse - Unavailable by mail AND phone	600
Adjusted Response Rate	30.5%

*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?

	CHA 2018	
	N	%
Yes	287	100.0%
No	0	0.0%
Total	287	100.0%
Not Answered	10	

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?

	CHA 2018	
	N	%
Yes	130	44.2%
No	164	55.8%
Total	294	100.0%
Not Answered	3	

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

	CHA 2018	
	N	%
<input type="radio"/> Never	5	4.3%
<input type="radio"/> Sometimes	15	12.8%
<input checked="" type="radio"/> Usually	41	35.0%
<input checked="" type="radio"/> Always	56	47.9%
Total	117	100.0%
Not Answered	13	
Reporting Category	Getting Care Quickly	
Achievement Score	82.9%	

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?

	CHA 2018	
	N	%
Yes	193	65.4%
No	102	34.6%
Total	295	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?

	CHA 2018	
	N	%
● Never	8	4.6%
● Sometimes	31	17.8%
● Usually	59	33.9%
● Always	76	43.7%
Total	174	100.0%
Not Answered	19	
Reporting Category	Getting Care Quickly	
Achievement Score	77.6%	

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?

	CHA 2018	
	N	%
None	69	24.1%
1 time	46	16.1%
2	57	19.9%
3	34	11.9%
4	32	11.2%
5 to 9	35	12.2%
10 or more times	13	4.5%
Total	286	100.0%
Not Answered	11	

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?

	CHA 2018	
	N	%
● Yes	157	74.8%
● No	53	25.2%
Total	210	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	74.8%	

○ **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?

	CHA 2018	
	N	%
Yes	118	56.2%
No	92	43.8%
Total	210	100.0%
Not Answered	7	

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

	CHA 2018	
	N	%
<input checked="" type="radio"/> Yes	100	89.3%
<input type="radio"/> No	12	10.7%
Total	112	100.0%
Not Answered	6	
Reporting Category	Shared Decision Making	
Achievement Score	89.3%	

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

	CHA 2018	
	N	%
<input checked="" type="radio"/> Yes	77	68.8%
<input type="radio"/> No	35	31.3%
Total	112	100.0%
Not Answered	6	
Reporting Category	Shared Decision Making	
Achievement Score	68.8%	

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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Yes	83	74.8%
<input type="radio"/> No	28	25.2%
Total	111	100.0%
Not Answered	7	
Reporting Category	Shared Decision Making	
Achievement Score	74.8%	

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?

	CHA 2018	
	N	%
● Worst health care possible	5	2.4%
● 1	2	1.0%
● 2	1	0.5%
● 3	5	2.4%
● 4	10	4.9%
● 5	11	5.3%
● 6	16	7.8%
● 7	22	10.7%
● 8	46	22.3%
● 9	39	18.9%
● Best health care possible	49	23.8%
Total	206	100.0%
Not Answered	11	
Reporting Category	Ratings	
Rating (8, 9 and 10)	65.0%	

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

	CHA 2018	
	N	%
● Never	5	2.4%
● Sometimes	45	21.7%
● Usually	51	24.6%
● Always	106	51.2%
Total	207	100.0%
Not Answered	10	
Reporting Category	Getting Needed Care	
Achievement Score	75.8%	

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?

	CHA 2018	
	N	%
Yes	235	80.8%
No	56	19.2%
Total	291	100.0%
Not Answered	6	

○ **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?

	CHA 2018	
	N	%
None	50	22.0%
1 time	49	21.6%
2	46	20.3%
3	29	12.8%
4	25	11.0%
5 to 9	23	10.1%
10 or more times	5	2.2%
Total	227	100.0%
Not Answered	8	

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

	CHA 2018	
	N	%
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	12	6.8%
<input checked="" type="radio"/> Usually	39	22.2%
<input checked="" type="radio"/> Always	124	70.5%
Total	176	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	92.6%	

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

	CHA 2018	
	N	%
<input type="radio"/> Never	5	2.8%
<input type="radio"/> Sometimes	18	10.2%
<input checked="" type="radio"/> Usually	31	17.6%
<input checked="" type="radio"/> Always	122	69.3%
Total	176	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	86.9%	

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?

	CHA 2018	
	N	%
<input type="radio"/> Never	6	3.4%
<input type="radio"/> Sometimes	11	6.3%
<input type="radio"/> Usually	33	18.8%
<input type="radio"/> Always	126	71.6%
Total	176	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	90.3%	

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

	CHA 2018	
	N	%
<input type="radio"/> Never	6	3.4%
<input type="radio"/> Sometimes	20	11.3%
<input type="radio"/> Usually	47	26.6%
<input type="radio"/> Always	104	58.8%
Total	177	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	85.3%	

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

	CHA 2018	
	N	%
Yes	115	65.7%
No	60	34.3%
Total	175	100.0%
Not Answered	2	

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?

	CHA 2018	
	N	%
● Never	9	8.0%
● Sometimes	15	13.3%
● Usually	26	23.0%
● Always	63	55.8%
Total	113	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	78.8%	

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?

	CHA 2018	
	N	%
● Worst personal doctor possible	5	2.3%
● 1	0	0.0%
● 2	2	0.9%
● 3	5	2.3%
● 4	5	2.3%
● 5	8	3.6%
● 6	10	4.5%
● 7	21	9.5%
● 8	31	14.0%
● 9	44	19.8%
● Best personal doctor possible	91	41.0%
Total	222	100.0%
Not Answered	13	
Reporting Category	Ratings	
Rating (8, 9 and 10)	74.8%	

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?

	CHA 2018	
	N	%
Yes	116	39.6%
No	177	60.4%
Total	293	100.0%
Not Answered	4	

○ **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?

	CHA 2018	
	N	%
<input type="radio"/> Never	7	6.4%
<input type="radio"/> Sometimes	24	22.0%
<input type="radio"/> Usually	22	20.2%
<input type="radio"/> Always	56	51.4%
Total	109	100.0%
Not Answered	7	
Reporting Category	Getting Needed Care	
Achievement Score	71.6%	

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

	CHA 2018	
	N	%
None	6	5.4%
1 specialist	56	50.5%
2	34	30.6%
3	10	9.0%
4	3	2.7%
5 or more specialists	2	1.8%
Total	111	100.0%
Not Answered	5	

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?

	CHA 2018	
	N	%
<input type="radio"/> Worst specialist possible	2	2.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	3	3.0%
<input type="radio"/> 4	2	2.0%
<input type="radio"/> 5	4	4.0%
<input type="radio"/> 6	8	7.9%
<input type="radio"/> 7	7	6.9%
<input type="radio"/> 8	17	16.8%
<input type="radio"/> 9	14	13.9%
<input type="radio"/> Best specialist possible	44	43.6%
Total	101	100.0%
Not Answered	4	
Reporting Category	Ratings	
Rating (8, 9 and 10)	74.3%	

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?

	CHA 2018	
	N	%
Yes	42	14.2%
No	254	85.8%
Total	296	100.0%
Not Answered	1	

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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	4	10.0%
<input checked="" type="radio"/> Sometimes	13	32.5%
<input checked="" type="radio"/> Usually	14	35.0%
<input checked="" type="radio"/> Always	9	22.5%
Total	40	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	57.5%	

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

	CHA 2018	
	N	%
Yes	83	28.5%
No	208	71.5%
Total	291	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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	5	6.5%
<input checked="" type="radio"/> Sometimes	8	10.4%
<input checked="" type="radio"/> Usually	20	26.0%
<input checked="" type="radio"/> Always	44	57.1%
Total	77	100.0%
Not Answered	6	
Reporting Category	Customer Service	
Achievement Score	83.1%	

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?

	CHA 2018	
	N	%
● Never	1	1.3%
● Sometimes	8	10.1%
● Usually	19	24.1%
● Always	51	64.6%
Total	79	100.0%
Not Answered	4	
Reporting Category	Customer Service	
Achievement Score	88.6%	

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

	CHA 2018	
	N	%
Yes	95	32.9%
No	194	67.1%
Total	289	100.0%
Not Answered	8	

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.]

	CHA 2018	
	N	%
● Never	2	0.7%
● Sometimes	12	4.2%
● Usually	42	14.7%
● Always	230	80.4%
Total	286	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	95.1%	

○ 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?

	CHA 2018	
	N	%
● Worst health plan possible	2	0.8%
● 1	4	1.6%
● 2	1	0.4%
● 3	12	4.8%
● 4	12	4.8%
● 5	23	9.2%
● 6	15	6.0%
● 7	28	11.2%
● 8	44	17.7%
● 9	49	19.7%
● Best health plan possible	59	23.7%
Total	249	100.0%
Not Answered	48	
Reporting Category	Ratings	
Rating (8, 9 and 10)	61.0%	

About You

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

	CHA 2018	
	N	%
● Excellent	18	6.2%
● Very good	56	19.3%
● Good	118	40.7%
● Fair	72	24.8%
● Poor	26	9.0%
Total	290	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	25.5%	

○ **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?

	CHA 2018	
	N	%
● Excellent	42	14.6%
● Very good	63	21.9%
● Good	99	34.4%
● Fair	62	21.5%
● Poor	22	7.6%
Total	288	100.0%
Not Answered	9	
Reporting Category	Single Items	
Achievement Score	36.5%	

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.]

	CHA 2018	
	N	%
● Yes	112	41.6%
● No	157	58.4%
Don't know	3	
Total	269	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	41.6%	

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

	CHA 2018	
	N	%
Every day	57	19.6%
Some days	31	10.7%
Not at all	203	69.8%
Don't know	1	
Total	291	100.0%
Not Answered	5	

○ **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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	21	24.7%
<input checked="" type="radio"/> Sometimes	23	27.1%
<input checked="" type="radio"/> Usually	13	15.3%
<input checked="" type="radio"/> Always	28	32.9%
Total	85	100.0%
Not Answered	3	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	75.3%	

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.

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	39	44.8%
<input checked="" type="radio"/> Sometimes	23	26.4%
<input checked="" type="radio"/> Usually	13	14.9%
<input checked="" type="radio"/> Always	12	13.8%
Total	87	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	55.2%	

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.

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	37	43.5%
<input checked="" type="radio"/> Sometimes	17	20.0%
<input checked="" type="radio"/> Usually	14	16.5%
<input checked="" type="radio"/> Always	17	20.0%
Total	85	100.0%
Not Answered	3	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	56.5%	

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?

	CHA 2018	
	N	%
Yes	92	31.5%
No	200	68.5%
Total	292	100.0%
Not Answered	5	

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

	CHA 2018	
	N	%
Yes	77	85.6%
No	13	14.4%
Total	90	100.0%
Not Answered	2	

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

	CHA 2018	
	N	%
Yes	196	66.9%
No	97	33.1%
Total	293	100.0%
Not Answered	4	

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

	CHA 2018	
	N	%
Yes	180	95.2%
No	9	4.8%
Total	189	100.0%
Not Answered	7	

Responses by Question

About You (continued)

Q47. What is your age?

	CHA 2018	
	N	%
18 to 24	33	11.3%
25 to 34	42	14.4%
35 to 44	37	12.7%
45 to 54	63	21.6%
55 to 64	97	33.2%
65 to 74	11	3.8%
75 or older	9	3.1%
Total	292	100.0%
Not Answered	5	

Q48. Are you male or female?

	CHA 2018	
	N	%
Male	119	40.5%
Female	175	59.5%
Total	294	100.0%
Not Answered	3	

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

	CHA 2018	
	N	%
8th grade or less	20	6.8%
Some high school but did not graduate	46	15.6%
High school graduate or GED	110	37.4%
Some college or 2-year degree	99	33.7%
4-year college graduate	15	5.1%
More than 4-year college degree	4	1.4%
Total	294	100.0%
Not Answered	3	

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

	CHA 2018	
	N	%
Yes, Hispanic or Latino	43	14.8%
No, Not Hispanic or Latino	248	85.2%
Total	291	100.0%
Not Answered	6	

Responses by Question

About You (continued)

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

	CHA 2018	
	N	%
Yes	246	100.0%
Total	246	100.0%
Not Answered	51	

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

	CHA 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	293	

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

	CHA 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	295	

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

	CHA 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	293	

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

	CHA 2018	
	N	%
Yes	25	100.0%
Total	25	100.0%
Not Answered	272	

Responses by Question

About You (continued)

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

	CHA 2018	
	N	%
Yes	23	100.0%
Total	23	100.0%
Not Answered	274	

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

	CHA 2018	
	N	%
Yes	21	8.9%
No	216	91.1%
Total	237	100.0%
Not Answered	60	

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

	CHA 2018	
	N	%
Yes	13	100.0%
Total	13	100.0%
Not Answered	8	

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

	CHA 2018	
	N	%
Yes	9	100.0%
Total	9	100.0%
Not Answered	12	

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

	CHA 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	19	

Responses by Question

About You (continued)

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

	CHA 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	21	

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

	CHA 2018	
	N	%
Yes	5	100.0%
Total	5	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?

	CHA 2018	
	N	%
Yes	34	12.3%
No	242	87.7%
Total	276	100.0%
Not Answered	21	

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

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	6	19.4%
<input checked="" type="radio"/> Sometimes	6	19.4%
<input checked="" type="radio"/> Usually	11	35.5%
<input checked="" type="radio"/> Always	8	25.8%
Total	31	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	61.3%	

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

	CHA 2018	
	N	%
Yes	52	17.8%
No	240	82.2%
Total	292	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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	16	33.3%
<input checked="" type="radio"/> Sometimes	10	20.8%
<input checked="" type="radio"/> Usually	10	20.8%
<input checked="" type="radio"/> Always	12	25.0%
Total	48	100.0%
Not Answered	4	
Reporting Category	Supplemental Items	
Achievement Score	45.8%	

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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	208	72.7%
<input checked="" type="radio"/> Sometimes	47	16.4%
<input type="radio"/> Usually	19	6.6%
<input type="radio"/> Always	12	4.2%
Total	286	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	89.2%	

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

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	236	82.2%
<input checked="" type="radio"/> Sometimes	37	12.9%
<input type="radio"/> Usually	7	2.4%
<input type="radio"/> Always	7	2.4%
Total	287	100.0%
Not Answered	10	
Reporting Category	Supplemental Items	
Achievement Score	95.1%	

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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	245	85.1%
<input checked="" type="radio"/> Sometimes	31	10.8%
<input type="radio"/> Usually	7	2.4%
<input type="radio"/> Always	5	1.7%
Total	288	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	95.8%	

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?

	CHA 2018	
	N	%
● Yes - definitely	183	64.0%
● Yes - somewhat	82	28.7%
● No	21	7.3%
Total	286	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	64.0%	

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?

	CHA 2018	
	N	%
Yes	154	52.9%
No	137	47.1%
Total	291	100.0%
Not Answered	6	

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

	CHA 2018	
	N	%
Yes	105	36.0%
No	187	64.0%
Total	292	100.0%
Not Answered	5	

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

	CHA 2018	
	N	%
● Never	3	2.9%
● Sometimes	5	4.9%
● Usually	21	20.4%
● Always	74	71.8%
Total	103	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	92.2%	

○ 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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	51	42.9%
<input checked="" type="radio"/> Sometimes	17	14.3%
<input checked="" type="radio"/> Usually	21	17.6%
<input checked="" type="radio"/> Always	30	25.2%
Did not try to get an appointment with a specialist dentist	165	
Total	119	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	42.9%	

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?

	CHA 2018	
	N	%
<input checked="" type="radio"/> Never	39	35.1%
<input checked="" type="radio"/> Sometimes	18	16.2%
<input checked="" type="radio"/> Usually	22	19.8%
<input checked="" type="radio"/> Always	32	28.8%
Did not have a dental emergency	177	
Total	111	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	48.6%	

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?

	CHA 2018	
	N	%
● Extremely difficult	22	8.4%
● 1	11	4.2%
● 2	7	2.7%
● 3	9	3.4%
● 4	8	3.1%
● 5	41	15.7%
● 6	15	5.7%
● 7	20	7.7%
● 8	37	14.2%
● 9	29	11.1%
● Extremely easy	62	23.8%
Total	261	100.0%
Not Answered	36	
Reporting Category	Supplemental Items	
Achievement Score	49.0%	

○ **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"/> |
| 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 Personal Doctor Possible Personal Doctor Possible Best

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 Specialist Possible Best Specialist 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.

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





