



Health Share of Oregon

CAHPS® 5.0 Adult Medicaid Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for Health Share of Oregon (HSO) 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 HSO. 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 HSO 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.

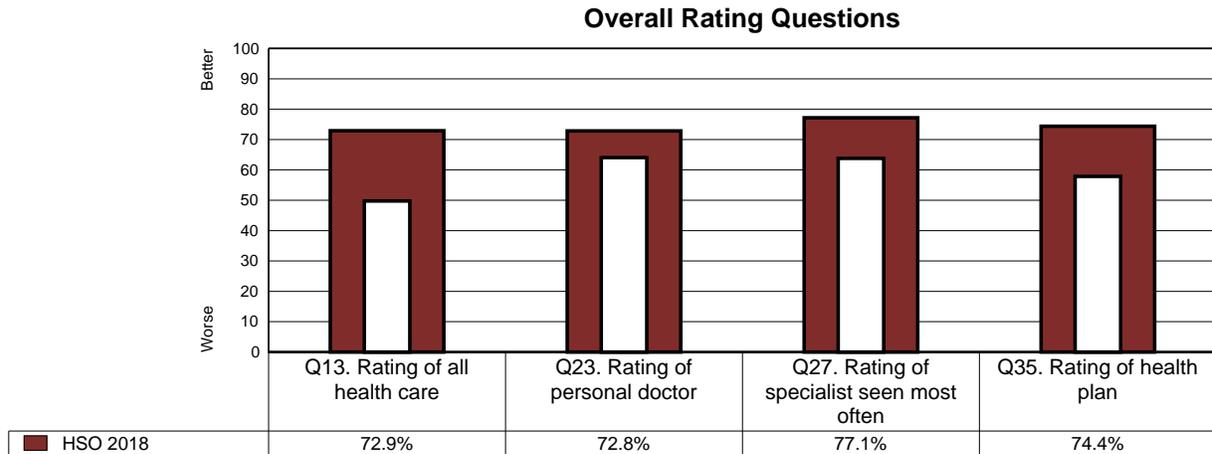
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 279 HSO members, and the response rate was 29.3%.

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SUMMARY OF OVERALL RATING QUESTIONS

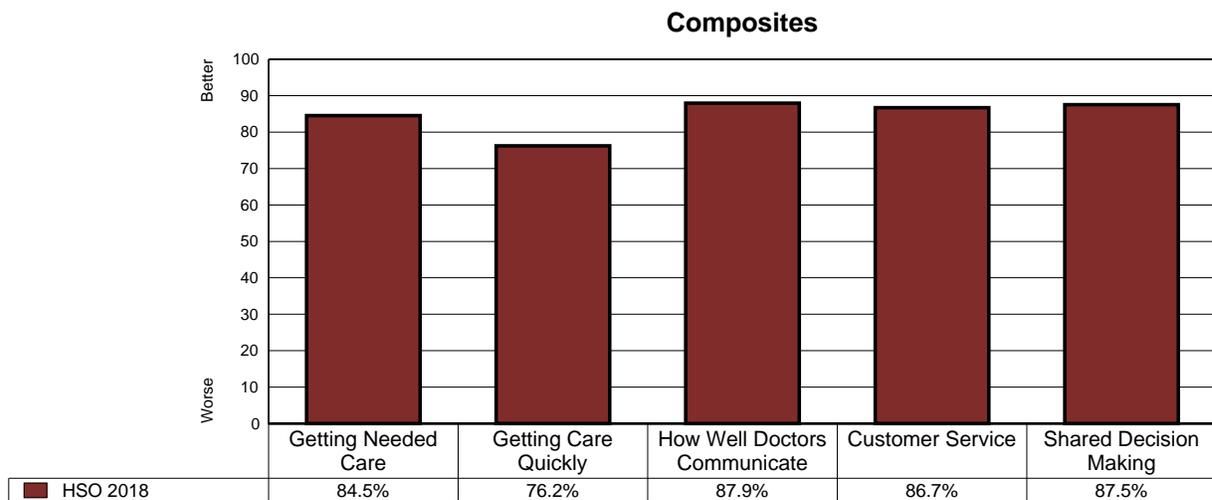
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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

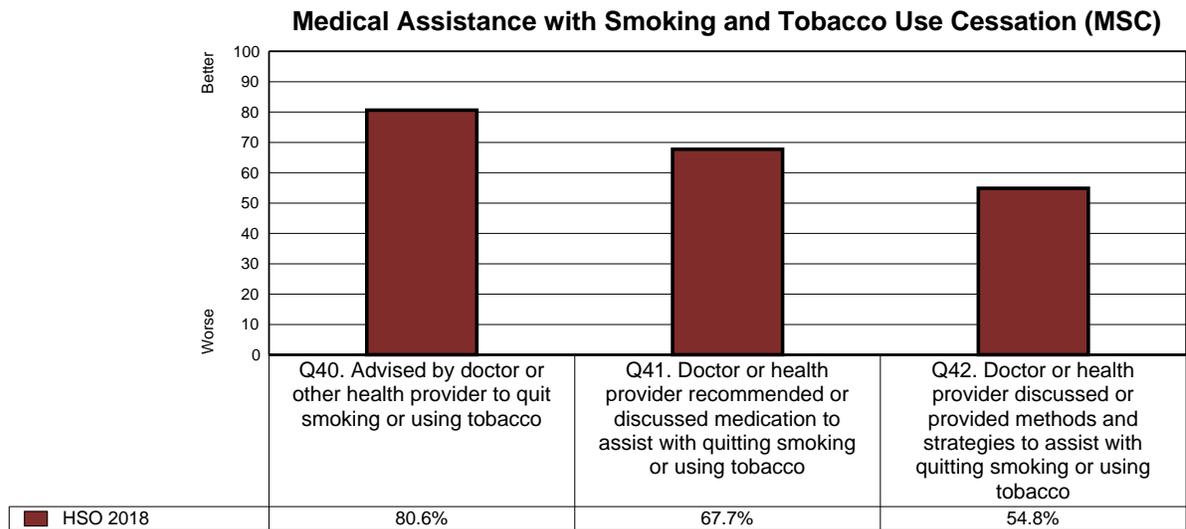
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



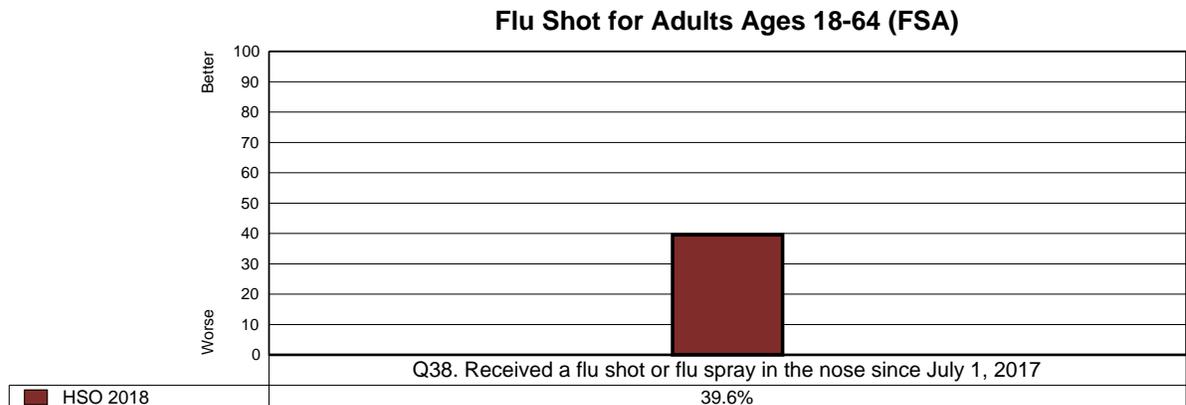
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

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

	HSO 2018
First mailing - sent	1000
*First mailing - usable survey returned	173
Second mailing - sent	824
*Second mailing - usable survey returned	58
*Phone - usable surveys	48
Total - usable surveys	279
†Ineligible: According to population criteria‡	11
†Ineligible: Language barrier	28
†Ineligible: Deceased	4
†Ineligible: Mentally or physically unable to complete survey	5
Bad address and bad phone number	14
Refusal	36
Incomplete survey - mail or phone	16
Nonresponse - Unavailable by mail AND phone	607
Adjusted Response Rate	29.3%

*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?

	HSO 2018	
	N	%
Yes	273	100.0%
No	0	0.0%
Total	273	100.0%
Not Answered	6	

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?

	HSO 2018	
	N	%
Yes	117	42.2%
No	160	57.8%
Total	277	100.0%
Not Answered	2	

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	3	2.8%
<input checked="" type="radio"/> Sometimes	10	9.2%
<input checked="" type="radio"/> Usually	28	25.7%
<input checked="" type="radio"/> Always	68	62.4%
Total	109	100.0%
Not Answered	8	
Reporting Category	Getting Care Quickly	
Achievement Score	88.1%	

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?

	HSO 2018	
	N	%
Yes	200	72.5%
No	76	27.5%
Total	276	100.0%
Not Answered	3	

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?

	HSO 2018	
	N	%
● Never	5	2.7%
● Sometimes	40	21.7%
● Usually	44	23.9%
● Always	95	51.6%
Total	184	100.0%
Not Answered	16	
Reporting Category	Getting Care Quickly	
Achievement Score	75.5%	

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

	HSO 2018	
	N	%
None	67	24.4%
1 time	45	16.4%
2	48	17.5%
3	33	12.0%
4	29	10.5%
5 to 9	34	12.4%
10 or more times	19	6.9%
Total	275	100.0%
Not Answered	4	

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?

	HSO 2018	
	N	%
● Yes	167	82.7%
● No	35	17.3%
Total	202	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	82.7%	

○ **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?

	HSO 2018	
	N	%
Yes	107	53.0%
No	95	47.0%
Total	202	100.0%
Not Answered	6	

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	101	97.1%
<input type="radio"/> No	3	2.9%
Total	104	100.0%
Not Answered	3	
Reporting Category	Shared Decision Making	
Achievement Score	97.1%	

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	81	79.4%
<input type="radio"/> No	21	20.6%
Total	102	100.0%
Not Answered	5	
Reporting Category	Shared Decision Making	
Achievement Score	79.4%	

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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	85	85.0%
<input type="radio"/> No	15	15.0%
Total	100	100.0%
Not Answered	7	
Reporting Category	Shared Decision Making	
Achievement Score	85.0%	

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?

	HSO 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	1	0.5%
● 2	3	1.5%
● 3	2	1.0%
● 4	6	3.0%
● 5	12	5.9%
● 6	5	2.5%
● 7	26	12.8%
● 8	47	23.2%
● 9	33	16.3%
● Best health care possible	68	33.5%
Total	203	100.0%
Not Answered	5	
Reporting Category	Ratings	
Rating (8, 9 and 10)	72.9%	

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

	HSO 2018	
	N	%
● Never	3	1.5%
● Sometimes	24	11.9%
● Usually	62	30.7%
● Always	113	55.9%
Total	202	100.0%
Not Answered	6	
Reporting Category	Getting Needed Care	
Achievement Score	86.6%	

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?

	HSO 2018	
	N	%
Yes	233	83.8%
No	45	16.2%
Total	278	100.0%
Not Answered	1	

○ **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?

	HSO 2018	
	N	%
None	41	18.5%
1 time	57	25.7%
2	55	24.8%
3	25	11.3%
4	23	10.4%
5 to 9	19	8.6%
10 or more times	2	0.9%
Total	222	100.0%
Not Answered	11	

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

	HSO 2018	
	N	%
<input type="radio"/> Never	4	2.2%
<input type="radio"/> Sometimes	18	10.0%
<input checked="" type="radio"/> Usually	34	18.9%
<input checked="" type="radio"/> Always	124	68.9%
Total	180	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	87.8%	

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

	HSO 2018	
	N	%
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	23	12.8%
<input checked="" type="radio"/> Usually	31	17.2%
<input checked="" type="radio"/> Always	125	69.4%
Total	180	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	86.7%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor *(continued)*

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

	HSO 2018	
	N	%
<input type="radio"/> Never	5	2.8%
<input type="radio"/> Sometimes	15	8.3%
<input type="radio"/> Usually	26	14.4%
<input type="radio"/> Always	134	74.4%
Total	180	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	88.9%	

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

	HSO 2018	
	N	%
<input type="radio"/> Never	9	5.0%
<input type="radio"/> Sometimes	12	6.7%
<input type="radio"/> Usually	38	21.1%
<input type="radio"/> Always	121	67.2%
Total	180	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	88.3%	

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

	HSO 2018	
	N	%
Yes	118	65.6%
No	62	34.4%
Total	180	100.0%
Not Answered	1	

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?

	HSO 2018	
	N	%
<input type="radio"/> Never	9	7.8%
<input type="radio"/> Sometimes	14	12.2%
<input type="radio"/> Usually	41	35.7%
<input type="radio"/> Always	51	44.3%
Total	115	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	80.0%	

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?

	HSO 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	2	0.9%
<input type="radio"/> 1	2	0.9%
<input type="radio"/> 2	2	0.9%
<input type="radio"/> 3	6	2.8%
<input type="radio"/> 4	6	2.8%
<input type="radio"/> 5	14	6.5%
<input type="radio"/> 6	10	4.6%
<input type="radio"/> 7	17	7.8%
<input type="radio"/> 8	19	8.8%
<input type="radio"/> 9	43	19.8%
<input type="radio"/> Best personal doctor possible	96	44.2%
Total	217	100.0%
Not Answered	16	
Reporting Category	Ratings	
Rating (8, 9 and 10)	72.8%	

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?

	HSO 2018	
	N	%
Yes	116	42.5%
No	157	57.5%
Total	273	100.0%
Not Answered	6	

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?

	HSO 2018	
	N	%
<input type="radio"/> Never	5	4.4%
<input type="radio"/> Sometimes	17	15.0%
<input type="radio"/> Usually	41	36.3%
<input type="radio"/> Always	50	44.2%
Total	113	100.0%
Not Answered	3	
Reporting Category	Getting Needed Care	
Achievement Score	80.5%	

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

	HSO 2018	
	N	%
None	7	6.2%
1 specialist	54	47.8%
2	30	26.5%
3	15	13.3%
4	3	2.7%
5 or more specialists	4	3.5%
Total	113	100.0%
Not Answered	3	

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?

	HSO 2018	
	N	%
<input type="radio"/> Worst specialist possible	1	1.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	1.0%
<input type="radio"/> 3	2	1.9%
<input type="radio"/> 4	1	1.0%
<input type="radio"/> 5	6	5.7%
<input type="radio"/> 6	4	3.8%
<input type="radio"/> 7	9	8.6%
<input type="radio"/> 8	14	13.3%
<input type="radio"/> 9	21	20.0%
<input type="radio"/> Best specialist possible	46	43.8%
Total	105	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	77.1%	

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?

	HSO 2018	
	N	%
Yes	59	21.4%
No	217	78.6%
Total	276	100.0%
Not Answered	3	

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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	6	10.5%
<input checked="" type="radio"/> Sometimes	12	21.1%
<input checked="" type="radio"/> Usually	24	42.1%
<input checked="" type="radio"/> Always	15	26.3%
Total	57	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	68.4%	

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

	HSO 2018	
	N	%
Yes	82	29.9%
No	192	70.1%
Total	274	100.0%
Not Answered	5	

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	2	2.5%
<input checked="" type="radio"/> Sometimes	13	16.5%
<input checked="" type="radio"/> Usually	18	22.8%
<input checked="" type="radio"/> Always	46	58.2%
Total	79	100.0%
Not Answered	3	
Reporting Category	Customer Service	
Achievement Score	81.0%	

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?

	HSO 2018	
	N	%
● Never	1	1.3%
● Sometimes	5	6.4%
● Usually	18	23.1%
● Always	54	69.2%
Total	78	100.0%
Not Answered	4	
Reporting Category	Customer Service	
Achievement Score	92.3%	

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

	HSO 2018	
	N	%
Yes	96	34.8%
No	180	65.2%
Total	276	100.0%
Not Answered	3	

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.]

	HSO 2018	
	N	%
● Never	3	1.1%
● Sometimes	12	4.4%
● Usually	34	12.5%
● Always	222	81.9%
Total	271	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	94.5%	

○ **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?

	HSO 2018	
	N	%
● Worst health plan possible	1	0.4%
● 1	0	0.0%
● 2	4	1.7%
● 3	4	1.7%
● 4	3	1.2%
● 5	17	7.0%
● 6	10	4.1%
● 7	23	9.5%
● 8	40	16.5%
● 9	50	20.7%
● Best health plan possible	90	37.2%
Total	242	100.0%
Not Answered	37	
Reporting Category	Ratings	
Rating (8, 9 and 10)	74.4%	

About You

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

	HSO 2018	
	N	%
● Excellent	24	8.8%
● Very good	75	27.6%
● Good	94	34.6%
● Fair	61	22.4%
● Poor	18	6.6%
Total	272	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	36.4%	

○ **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?

	HSO 2018	
	N	%
● Excellent	47	17.3%
● Very good	79	29.0%
● Good	68	25.0%
● Fair	57	21.0%
● Poor	21	7.7%
Total	272	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	46.3%	

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.]

	HSO 2018	
	N	%
● Yes	93	39.6%
● No	142	60.4%
Don't know	5	
Total	235	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	39.6%	

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

	HSO 2018	
	N	%
Every day	33	12.2%
Some days	30	11.1%
Not at all	207	76.7%
Don't know	3	
Total	270	100.0%
Not Answered	6	

○ **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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	12	19.4%
<input type="radio"/> Sometimes	13	21.0%
<input type="radio"/> Usually	17	27.4%
<input type="radio"/> Always	20	32.3%
Total	62	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	80.6%	

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.

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	20	32.3%
<input type="radio"/> Sometimes	19	30.6%
<input type="radio"/> Usually	13	21.0%
<input type="radio"/> Always	10	16.1%
Total	62	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	67.7%	

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.

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	28	45.2%
<input type="radio"/> Sometimes	21	33.9%
<input type="radio"/> Usually	7	11.3%
<input type="radio"/> Always	6	9.7%
Total	62	100.0%
Not Answered	1	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	54.8%	

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?

	HSO 2018	
	N	%
Yes	108	39.6%
No	165	60.4%
Total	273	100.0%
Not Answered	6	

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

	HSO 2018	
	N	%
Yes	84	80.8%
No	20	19.2%
Total	104	100.0%
Not Answered	4	

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

	HSO 2018	
	N	%
Yes	160	59.3%
No	110	40.7%
Total	270	100.0%
Not Answered	9	

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

	HSO 2018	
	N	%
Yes	142	94.0%
No	9	6.0%
Total	151	100.0%
Not Answered	9	

Responses by Question

About You (continued)

Q47. What is your age?

	HSO 2018	
	N	%
18 to 24	19	6.9%
25 to 34	50	18.2%
35 to 44	50	18.2%
45 to 54	53	19.3%
55 to 64	71	25.9%
65 to 74	18	6.6%
75 or older	13	4.7%
Total	274	100.0%
Not Answered	5	

Q48. Are you male or female?

	HSO 2018	
	N	%
Male	115	42.3%
Female	157	57.7%
Total	272	100.0%
Not Answered	7	

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

	HSO 2018	
	N	%
8th grade or less	22	8.2%
Some high school but did not graduate	30	11.2%
High school graduate or GED	65	24.2%
Some college or 2-year degree	90	33.5%
4-year college graduate	36	13.4%
More than 4-year college degree	26	9.7%
Total	269	100.0%
Not Answered	10	

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

	HSO 2018	
	N	%
Yes, Hispanic or Latino	34	12.6%
No, Not Hispanic or Latino	235	87.4%
Total	269	100.0%
Not Answered	10	

Responses by Question

About You (continued)

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

	HSO 2018	
	N	%
Yes	206	100.0%
Total	206	100.0%
Not Answered	73	

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

	HSO 2018	
	N	%
Yes	18	100.0%
Total	18	100.0%
Not Answered	261	

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

	HSO 2018	
	N	%
Yes	26	100.0%
Total	26	100.0%
Not Answered	253	

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

	HSO 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	274	

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

	HSO 2018	
	N	%
Yes	12	100.0%
Total	12	100.0%
Not Answered	267	

Responses by Question

About You (continued)

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

	HSO 2018	
	N	%
Yes	25	100.0%
Total	25	100.0%
Not Answered	254	

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

	HSO 2018	
	N	%
Yes	40	17.6%
No	187	82.4%
Total	227	100.0%
Not Answered	52	

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

	HSO 2018	
	N	%
Yes	16	100.0%
Total	16	100.0%
Not Answered	24	

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

	HSO 2018	
	N	%
Yes	14	100.0%
Total	14	100.0%
Not Answered	26	

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

	HSO 2018	
	N	%
Yes	10	100.0%
Total	10	100.0%
Not Answered	30	

Responses by Question

About You (continued)

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

	HSO 2018	
	N	%
Yes	14	100.0%
Total	14	100.0%
Not Answered	26	

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

	HSO 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	36	

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?

	HSO 2018	
	N	%
Yes	42	15.8%
No	223	84.2%
Total	265	100.0%
Not Answered	14	

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

	HSO 2018	
	N	%
<input type="radio"/> Never	3	7.3%
<input type="radio"/> Sometimes	6	14.6%
<input checked="" type="radio"/> Usually	12	29.3%
<input checked="" type="radio"/> Always	20	48.8%
Total	41	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	78.0%	

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

	HSO 2018	
	N	%
Yes	55	20.1%
No	219	79.9%
Total	274	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?

	HSO 2018	
	N	%
<input type="radio"/> Never	7	13.0%
<input type="radio"/> Sometimes	9	16.7%
<input checked="" type="radio"/> Usually	13	24.1%
<input checked="" type="radio"/> Always	25	46.3%
Total	54	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	70.4%	

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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	208	76.2%
<input checked="" type="radio"/> Sometimes	51	18.7%
<input type="radio"/> Usually	6	2.2%
<input type="radio"/> Always	8	2.9%
Total	273	100.0%
Not Answered	6	
Reporting Category	Supplemental Items	
Achievement Score	94.9%	

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	225	83.0%
<input checked="" type="radio"/> Sometimes	40	14.8%
<input type="radio"/> Usually	5	1.8%
<input type="radio"/> Always	1	0.4%
Total	271	100.0%
Not Answered	8	
Reporting Category	Supplemental Items	
Achievement Score	97.8%	

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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	236	87.1%
<input checked="" type="radio"/> Sometimes	30	11.1%
<input type="radio"/> Usually	2	0.7%
<input type="radio"/> Always	3	1.1%
Total	271	100.0%
Not Answered	8	
Reporting Category	Supplemental Items	
Achievement Score	98.2%	

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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	189	71.1%
<input checked="" type="radio"/> Yes - somewhat	58	21.8%
<input checked="" type="radio"/> No	19	7.1%
Total	266	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	71.1%	

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?

	HSO 2018	
	N	%
Yes	152	55.9%
No	120	44.1%
Total	272	100.0%
Not Answered	7	

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

	HSO 2018	
	N	%
Yes	121	44.5%
No	151	55.5%
Total	272	100.0%
Not Answered	7	

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	4	3.4%
<input checked="" type="radio"/> Sometimes	18	15.3%
<input checked="" type="radio"/> Usually	22	18.6%
<input checked="" type="radio"/> Always	74	62.7%
Total	118	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	81.4%	

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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	36	32.1%
<input checked="" type="radio"/> Sometimes	20	17.9%
<input checked="" type="radio"/> Usually	28	25.0%
<input checked="" type="radio"/> Always	28	25.0%
Did not try to get an appointment with a specialist dentist	157	
Total	112	100.0%
Not Answered	10	
Reporting Category	Supplemental Items	
Achievement Score	50.0%	

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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	44	38.9%
<input checked="" type="radio"/> Sometimes	20	17.7%
<input checked="" type="radio"/> Usually	19	16.8%
<input checked="" type="radio"/> Always	30	26.5%
Did not have a dental emergency	157	
Total	113	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	43.4%	

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?

	HSO 2018	
	N	%
● Extremely difficult	20	7.9%
● 1	3	1.2%
● 2	6	2.4%
● 3	12	4.7%
● 4	7	2.8%
● 5	31	12.3%
● 6	15	5.9%
● 7	22	8.7%
● 8	33	13.0%
● 9	35	13.8%
● Extremely easy	69	27.3%
Total	253	100.0%
Not Answered	26	
Reporting Category	Supplemental Items	
Achievement Score	54.2%	

○ **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

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

- Yes
 No -> Go to Question 23

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

- Never
 Sometimes
 Usually
 Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No -> Go to Question 28

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

- Never
 Sometimes
 Usually
 Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- Yes
 No -> Go to Question 30

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

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

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



