



Health Share of Oregon

CAHPS® 5.0

Child Medicaid without Chronic Condition Summary Report

June 2018



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Summary Report

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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 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, and Shared Decision Making.

Results. This report summarizes the findings of the child Medicaid 5.0 CAHPS survey conducted for HSO. Attempts were made to survey 800 member households from a population not 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 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 parents or caretakers of children under the age of 18 who were continuously enrolled in HSO 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 800 cases was drawn from a population not likely to have a child with a chronic condition, based on claims or care encounters that met specific diagnostic or service criteria. The survey was offered in English and Spanish.

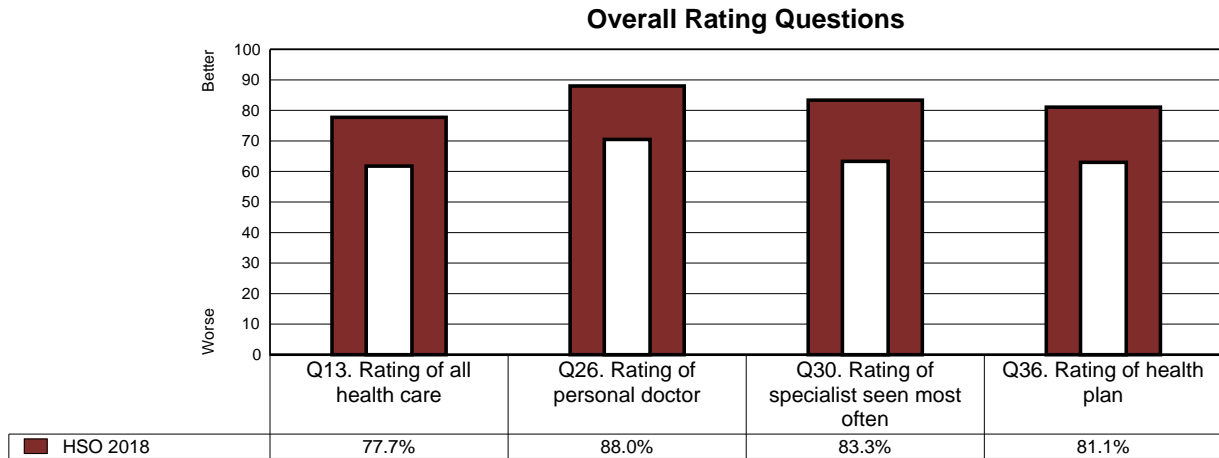
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q27, Q31, and Q36. Complete interviews were obtained from 236 HSO members, and the response rate was 30.1%.

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SUMMARY OF OVERALL RATING QUESTIONS

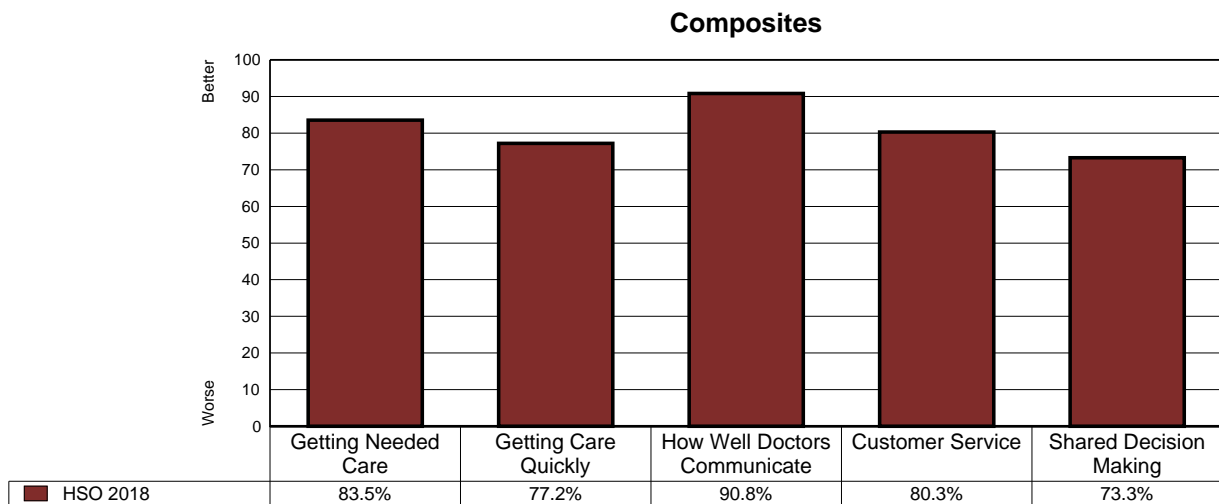
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



Sample Disposition

	HSO 2018
First mailing - sent	800
*First mailing - usable survey returned	103
Second mailing - sent	688
*Second mailing - usable survey returned	40
*Phone - usable surveys	93
Total - usable surveys	236
†Ineligible: According to population criteria‡	4
†Ineligible: Language barrier	11
†Ineligible: Deceased	1
Bad address and bad phone number	12
Refusal	19
Incomplete survey - mail or phone	12
Nonresponse - Unavailable by mail AND phone	505
Adjusted Response Rate	30.1%

*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?

	HSO 2018	
	N	%
Yes	233	100.0%
No	0	0.0%
Total	233	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?

	HSO 2018	
	N	%
Yes	71	30.3%
No	163	69.7%
Total	234	100.0%
Not Answered	2	

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?

	HSO 2018	
	N	%
<input type="radio"/> Never	1	1.6%
<input type="radio"/> Sometimes	14	21.9%
<input type="radio"/> Usually	10	15.6%
<input checked="" type="radio"/> Always	39	60.9%
Total	64	100.0%
Not Answered	7	
Reporting Category	Getting Care Quickly	
Achievement Score	76.6%	

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?

	HSO 2018	
	N	%
Yes	161	69.1%
No	72	30.9%
Total	233	100.0%
Not Answered	3	

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?

	HSO 2018	
	N	%
<input type="radio"/> Never	2	1.4%
<input type="radio"/> Sometimes	30	20.3%
<input type="radio"/> Usually	43	29.1%
<input type="radio"/> Always	73	49.3%
Total	148	100.0%
Not Answered	13	
Reporting Category	Getting Care Quickly	
Achievement Score	78.4%	

- 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?

	HSO 2018	
	N	%
None	68	29.3%
1 time	76	32.8%
2	53	22.8%
3	18	7.8%
4	8	3.4%
5 to 9	6	2.6%
10 or more times	3	1.3%
Total	232	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?

	HSO 2018	
	N	%
<input type="radio"/> Yes	109	68.6%
<input type="radio"/> No	50	31.4%
Total	159	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	68.6%	

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, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	HSO 2018	
	N	%
Yes	53	33.8%
No	104	66.2%
Total	157	100.0%
Not Answered	7	

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	44	83.0%
<input type="radio"/> No	9	17.0%
Total	53	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	83.0%	

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	31	59.6%
<input type="radio"/> No	21	40.4%
Total	52	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	59.6%	

Q12. 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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	40	76.9%
<input type="radio"/> No	12	23.1%
Total	52	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	76.9%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's 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 child's health care in the last 6 months?

	HSO 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	1	0.6%
● 3	0	0.0%
● 4	2	1.3%
● 5	10	6.4%
● 6	9	5.7%
● 7	13	8.3%
● 8	25	15.9%
● 9	34	21.7%
● Best health care possible	63	40.1%
Total	157	100.0%
Not Answered	7	
Reporting Category	Ratings	
Rating (8, 9 and 10)	77.7%	

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

	HSO 2018	
	N	%
● Never	3	1.9%
● Sometimes	20	12.8%
● Usually	52	33.3%
● Always	81	51.9%
Total	156	100.0%
Not Answered	8	
Reporting Category	Getting Needed Care	
Achievement Score	85.3%	

Your Child's Personal Doctor

Q15. 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?

	HSO 2018	
	N	%
Yes	208	88.9%
No	26	11.1%
Total	234	100.0%
Not Answered	2	

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

Responses by Question

Your Child's Personal Doctor (continued)

Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	HSO 2018	
	N	%
None	60	30.2%
1 time	78	39.2%
2	31	15.6%
3	16	8.0%
4	7	3.5%
5 to 9	7	3.5%
10 or more times	0	0.0%
Total	199	100.0%
Not Answered	9	

Q17. 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?

	HSO 2018	
	N	%
<input type="radio"/> Never	2	1.5%
<input type="radio"/> Sometimes	13	9.5%
<input checked="" type="radio"/> Usually	30	21.9%
<input checked="" type="radio"/> Always	92	67.2%
Total	137	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	89.1%	

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

	HSO 2018	
	N	%
<input type="radio"/> Never	3	2.2%
<input type="radio"/> Sometimes	4	2.9%
<input checked="" type="radio"/> Usually	26	18.8%
<input checked="" type="radio"/> Always	105	76.1%
Total	138	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	94.9%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	HSO 2018	
	N	%
<input type="radio"/> Never	1	0.7%
<input type="radio"/> Sometimes	6	4.4%
<input type="radio"/> Usually	23	16.8%
<input type="radio"/> Always	107	78.1%
Total	137	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	94.9%	

Q20. Is your child able to talk with doctors about his or her health care?

	HSO 2018	
	N	%
Yes	93	67.4%
No	45	32.6%
Total	138	100.0%
Not Answered	1	

Q21. 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?

	HSO 2018	
	N	%
<input type="radio"/> Never	2	2.2%
<input type="radio"/> Sometimes	6	6.5%
<input type="radio"/> Usually	24	26.1%
<input type="radio"/> Always	60	65.2%
Total	92	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	91.3%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	HSO 2018	
	N	%
<input type="radio"/> Never	2	1.4%
<input type="radio"/> Sometimes	15	10.9%
<input type="radio"/> Usually	41	29.7%
<input type="radio"/> Always	80	58.0%
Total	138	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	87.7%	

Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	HSO 2018	
	N	%
<input type="radio"/> Yes	128	92.1%
<input type="radio"/> No	11	7.9%
Total	139	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	92.1%	

Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	HSO 2018	
	N	%
Yes	56	40.3%
No	83	59.7%
Total	139	100.0%
Not Answered	0	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

Q25. 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?

	HSO 2018	
	N	%
● Never	0	0.0%
● Sometimes	14	25.5%
● Usually	15	27.3%
● Always	26	47.3%
Total	55	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	74.5%	

Q26. 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?

	HSO 2018	
	N	%
● Worst personal doctor possible	0	0.0%
● 1	0	0.0%
● 2	1	0.5%
● 3	0	0.0%
● 4	1	0.5%
● 5	7	3.5%
● 6	2	1.0%
● 7	13	6.5%
● 8	35	17.5%
● 9	38	19.0%
● Best personal doctor possible	103	51.5%
Total	200	100.0%
Not Answered	8	
Reporting Category	Ratings	
Rating (8, 9 and 10)	88.0%	

Getting Health Care From Specialists

Q27. 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?

	HSO 2018	
	N	%
Yes	36	15.5%
No	197	84.5%
Total	233	100.0%
Not Answered	3	

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

Responses by Question

Getting Health Care From Specialists (continued)

Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	HSO 2018	
	N	%
● Never	0	0.0%
● Sometimes	12	35.3%
● Usually	12	35.3%
● Always	10	29.4%
Total	34	100.0%
Not Answered	2	
Reporting Category	Getting Needed Care	
Achievement Score	64.7%	

Q29. How many specialists has your child seen in the last 6 months?

	HSO 2018	
	N	%
None	4	11.8%
1 specialist	27	79.4%
2	3	8.8%
3	0	0.0%
4	0	0.0%
5 or more specialists	0	0.0%
Total	34	100.0%
Not Answered	2	

Q30. 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?

	HSO 2018	
	N	%
● Worst specialist possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	1	3.3%
● 4	0	0.0%
● 5	2	6.7%
● 6	1	3.3%
● 7	1	3.3%
● 8	6	20.0%
● 9	7	23.3%
● Best specialist possible	12	40.0%
Total	30	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

Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?

	HSO 2018	
	N	%
Yes	73	31.9%
No	156	68.1%
Total	229	100.0%
Not Answered	7	

Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	HSO 2018	
	N	%
<input type="radio"/> Never	3	4.2%
<input type="radio"/> Sometimes	14	19.7%
<input checked="" type="radio"/> Usually	22	31.0%
<input checked="" type="radio"/> Always	32	45.1%
Total	71	100.0%
Not Answered	2	
Reporting Category	Customer Service	
Achievement Score	76.1%	

Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	HSO 2018	
	N	%
<input type="radio"/> Never	3	4.3%
<input type="radio"/> Sometimes	8	11.4%
<input checked="" type="radio"/> Usually	21	30.0%
<input checked="" type="radio"/> Always	38	54.3%
Total	70	100.0%
Not Answered	3	
Reporting Category	Customer Service	
Achievement Score	84.3%	

Q34. In the last 6 months, did your child's health plan give you any forms to fill out?

	HSO 2018	
	N	%
Yes	73	31.6%
No	158	68.4%
Total	231	100.0%
Not Answered	5	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan (continued)

Q35. 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 Q34='No', based on NCQA scoring guidelines.]

	HSO 2018	
	N	%
● Never	1	0.4%
● Sometimes	23	10.0%
● Usually	20	8.7%
● Always	186	80.9%
Total	230	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	89.6%	

Q36. 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?

	HSO 2018	
	N	%
● Worst health plan possible	2	0.9%
● 1	0	0.0%
● 2	0	0.0%
● 3	0	0.0%
● 4	4	1.8%
● 5	9	4.0%
● 6	12	5.3%
● 7	16	7.0%
● 8	41	18.1%
● 9	36	15.9%
● Best health plan possible	107	47.1%
Total	227	100.0%
Not Answered	9	
Reporting Category	Ratings	
Rating (8, 9 and 10)	81.1%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

About Your Child and You

Q37. In general, how would you rate your child's overall health?

	HSO 2018	
	N	%
● Excellent	81	34.8%
● Very good	96	41.2%
● Good	47	20.2%
● Fair	9	3.9%
● Poor	0	0.0%
Total	233	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	76.0%	

Q38. In general, how would you rate your child's overall mental or emotional health?

	HSO 2018	
	N	%
● Excellent	113	48.7%
● Very good	62	26.7%
● Good	43	18.5%
● Fair	14	6.0%
● Poor	0	0.0%
Total	232	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	75.4%	

NQ39. What is your child's age?

	HSO 2018	
	N	%
Less than 1 year old	1	0.4%
1 to 2 years old	22	9.5%
3 to 4 years old	34	14.7%
5 to 7 years old	43	18.6%
8 to 10 years old	36	15.6%
11 to 13 years old	48	20.8%
14 to 18 years old	47	20.3%
Total	231	100.0%
Not Answered	5	

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

Responses by Question

About Your Child and You (continued)

Q40. Is your child male or female?

	HSO 2018	
	N	%
Male	113	48.7%
Female	119	51.3%
Total	232	100.0%
Not Answered	4	

Q41. Is your child of Hispanic or Latino origin or descent?

	HSO 2018	
	N	%
Yes, Hispanic or Latino	110	48.0%
No, Not Hispanic or Latino	119	52.0%
Total	229	100.0%
Not Answered	7	

Q42.1. What is your child's race? Response: White.

	HSO 2018	
	N	%
Yes	141	100.0%
Total	141	100.0%
Not Answered	95	

Q42.2. What is your child's race? Response: Black or African-American.

	HSO 2018	
	N	%
Yes	20	100.0%
Total	20	100.0%
Not Answered	216	

Q42.3. What is your child's race? Response: Asian.

	HSO 2018	
	N	%
Yes	24	100.0%
Total	24	100.0%
Not Answered	212	

Responses by Question

About Your Child and You (continued)

Q42.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.

	HSO 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	231	

Q42.5. What is your child's race? Response: American Indian or Alaska Native.

	HSO 2018	
	N	%
Yes	7	100.0%
Total	7	100.0%
Not Answered	229	

Q42.6. What is your child's race? Response: Other.

	HSO 2018	
	N	%
Yes	19	100.0%
Total	19	100.0%
Not Answered	217	

Q43. What is your age?

	HSO 2018	
	N	%
Under 18	12	5.2%
18 to 24	7	3.0%
25 to 34	53	23.0%
35 to 44	106	46.1%
45 to 54	43	18.7%
55 to 64	8	3.5%
65 to 74	0	0.0%
75 or older	1	0.4%
Total	230	100.0%
Not Answered	6	

Q44. Are you male or female?

	HSO 2018	
	N	%
Male	39	16.7%
Female	194	83.3%
Total	233	100.0%
Not Answered	3	

Responses by Question

About Your Child and You (continued)

Q45. What is the highest grade or level of school that you have completed?

	HSO 2018	
	N	%
8th grade or less	38	17.0%
Some high school but did not graduate	25	11.2%
High school graduate or GED	56	25.1%
Some college or 2-year degree	71	31.8%
4-year college graduate	21	9.4%
More than 4-year college degree	12	5.4%
Total	223	100.0%
Not Answered	13	

Q46. How are you related to the child?

	HSO 2018	
	N	%
Mother or father	224	96.6%
Grandparent	5	2.2%
Aunt or uncle	0	0.0%
Older brother or sister	0	0.0%
Other relative	0	0.0%
Legal guardian	2	0.9%
Someone else	1	0.4%
Total	232	100.0%
Not Answered	4	

Q47. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]

	HSO 2018	
	N	%
Yes	11	7.7%
No	131	92.3%
Total	142	100.0%
Not Answered	94	

Q48.1. How did that person help you? Response: Read the questions to me.

	HSO 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	5	

Responses by Question

About Your Child and You (continued)

Q48.2. How did that person help you? Response: Wrote down the answers I gave.

	HSO 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	8	

Q48.3. How did that person help you? Response: Answered the questions for me.

	HSO 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	10	

Q48.4. How did that person help you? Response: Translated the questions into my language.

	HSO 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	8	

Q48.5. How did that person help you? Response: Helped in some other way.

	HSO 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	10	

Custom Questions

Q16a. 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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	117	85.4%
<input checked="" type="radio"/> Sometimes	15	10.9%
<input checked="" type="radio"/> Usually	2	1.5%
<input checked="" type="radio"/> Always	3	2.2%
Total	137	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	96.4%	

Access to Dental Care

Q36a. 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?

	HSO 2018	
	N	%
Yes	190	83.3%
No	38	16.7%
Total	228	100.0%
Not Answered	8	

Q36b. In the last 6 months, did your child go to a dentist's office or clinic for care?

	HSO 2018	
	N	%
Yes	157	68.9%
No	71	31.1%
Total	228	100.0%
Not Answered	8	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

Q36c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

	HSO 2018	
	N	%
<input type="radio"/> Never	2	1.3%
<input type="radio"/> Sometimes	14	9.2%
<input type="radio"/> Usually	35	22.9%
<input type="radio"/> Always	102	66.7%
Total	153	100.0%
Not Answered	4	
Reporting Category	Supplemental Items	
Achievement Score	89.5%	

Q36d. 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?

	HSO 2018	
	N	%
<input type="radio"/> Never	36	32.1%
<input type="radio"/> Sometimes	17	15.2%
<input type="radio"/> Usually	24	21.4%
<input type="radio"/> Always	35	31.3%
Did not have a dental emergency	111	
Total	112	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	52.7%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

Q36e. 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?

	HSO 2018	
	N	%
● Extremely difficult	7	3.1%
● 1	1	0.4%
● 2	6	2.6%
● 3	1	0.4%
● 4	5	2.2%
● 5	15	6.6%
● 6	9	3.9%
● 7	19	8.3%
● 8	41	18.0%
● 9	31	13.6%
● Extremely easy	93	40.8%
Total	228	100.0%
Not Answered	8	
Reporting Category	Supplemental Items	
Achievement Score	72.4%	

Kindergarten Readiness

Q48a. Is your child between the ages of 3 and 5 years old?

	HSO 2018	
	N	%
Yes	50	22.4%
No	173	77.6%
Total	223	100.0%
Not Answered	13	

Q48b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

	HSO 2018	
	N	%
All of the time	26	53.1%
Most of the time	18	36.7%
Some of the time	5	10.2%
None of the time	0	0.0%
Total	49	100.0%
Not Answered	1	

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

Custom Questions

Kindergarten Readiness (continued)

Q48c. How often does this child play well with others?

	HSO 2018	
	N	%
All of the time	25	50.0%
Most of the time	21	42.0%
Some of the time	3	6.0%
None of the time	1	2.0%
Total	50	100.0%
Not Answered	0	

Q48d. How often can this child calm down when excited or all wound up?

	HSO 2018	
	N	%
All of the time	25	50.0%
Most of the time	21	42.0%
Some of the time	4	8.0%
None of the time	0	0.0%
Total	50	100.0%
Not Answered	0	

Q48e. How often does this child lose control of his or her temper when things do not go his or her way?

	HSO 2018	
	N	%
All of the time	4	8.0%
Most of the time	4	8.0%
Some of the time	34	68.0%
None of the time	8	16.0%
Total	50	100.0%
Not Answered	0	

Q48f. 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)?

	HSO 2018	
	N	%
This child did not attend childcare or preschool	11	
No	37	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	37	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 15*
 - 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, 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 13*

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

- 11. 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

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

- Yes
- No → **Go to Question 22**

21. 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

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

- Never
- Sometimes
- Usually
- Always

23. 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

24. 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 26**

25. 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

26. 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 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 your child got when he or she stayed overnight in a hospital.

27. 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 31**

ACCESS TO DENTAL CARE

36a. 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

36b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 36d*

36c. 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

36d. 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

36e. 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?

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

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

39. What is your child's age?

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

40. Is your child male or female?

- Male
- Female

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

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



42. 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)
-

43. 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

44. Are you male or female?

- Male
- Female

45. 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

46. How are you related to the child?

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

47. Did someone help you complete this survey?

- Yes → *Go to Question 48*
- No → *Go to Question 48a*

48. 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

48a. Is your child between the ages of 3 and 5 years old?

- Yes → *Go to Question 48b*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

48b. 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

48c. 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



48d. 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

48e. 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

48f. 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