



Jackson Care Connect

CAHPS® 5.0 Adult Medicaid Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for Jackson Care Connect (JCC) 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 JCC. 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 JCC 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.

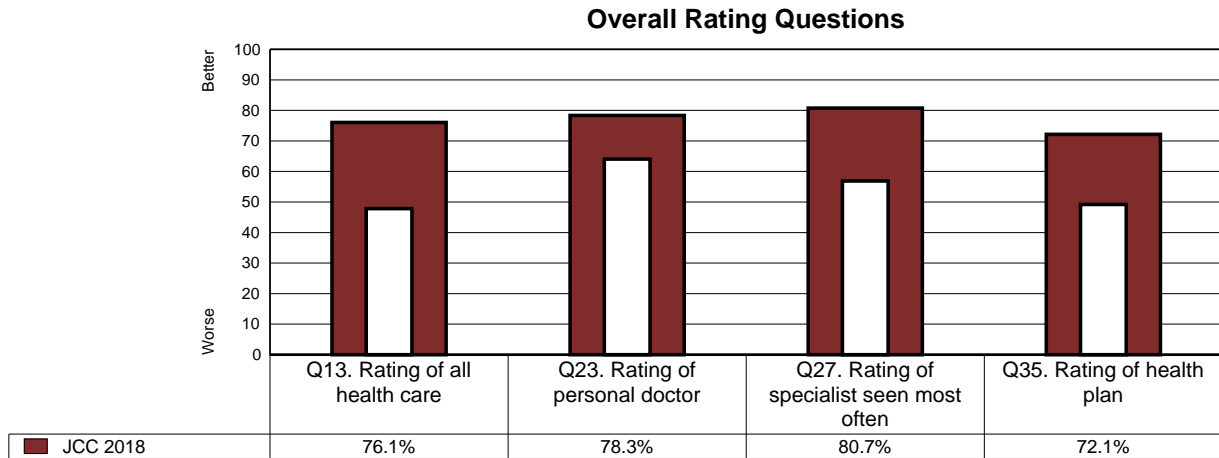
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 280 JCC members, and the response rate was 28.4%.

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SUMMARY OF OVERALL RATING QUESTIONS

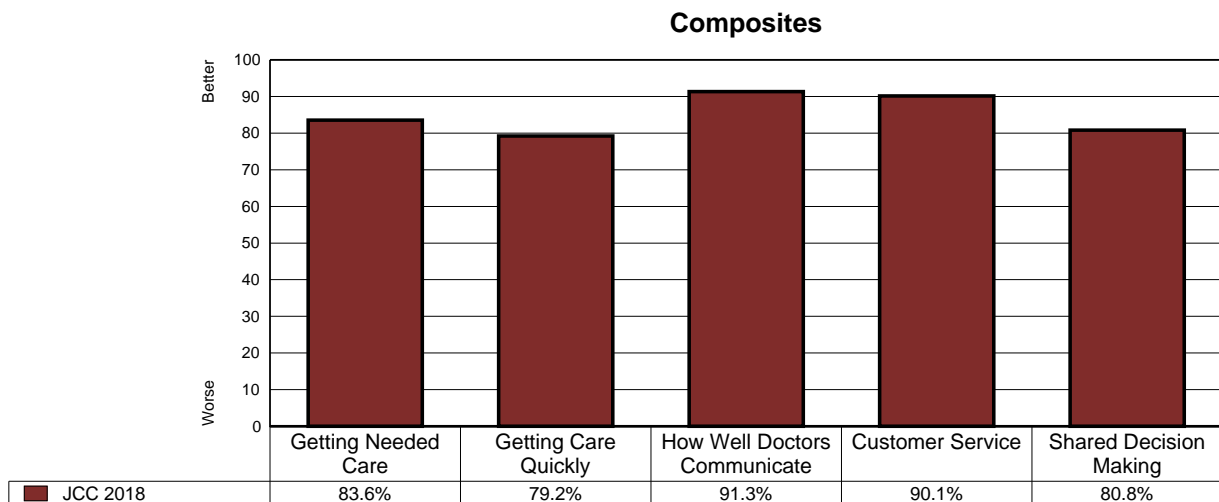
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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

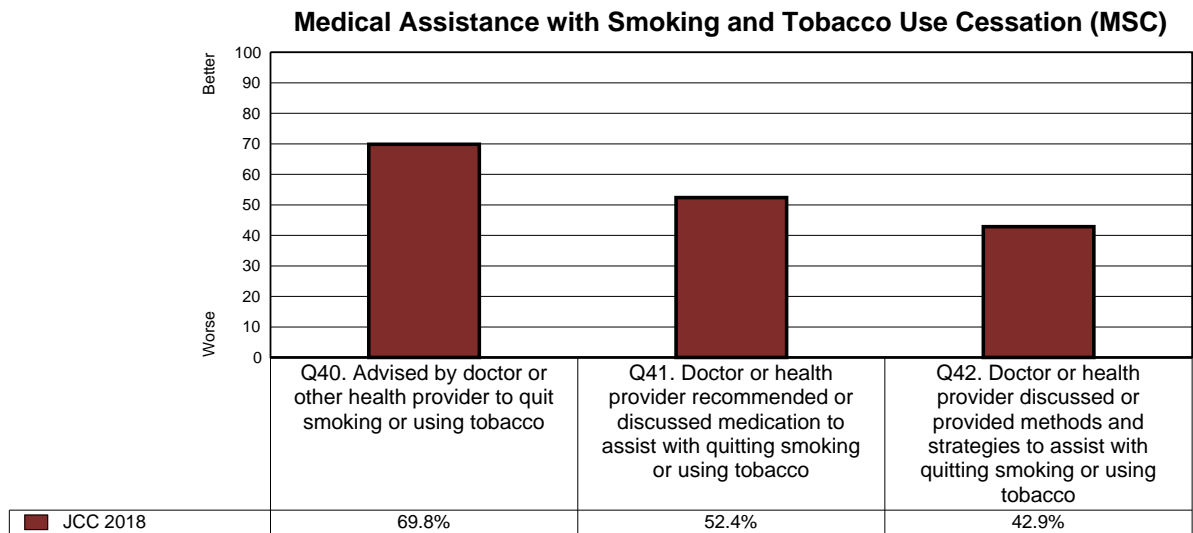
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



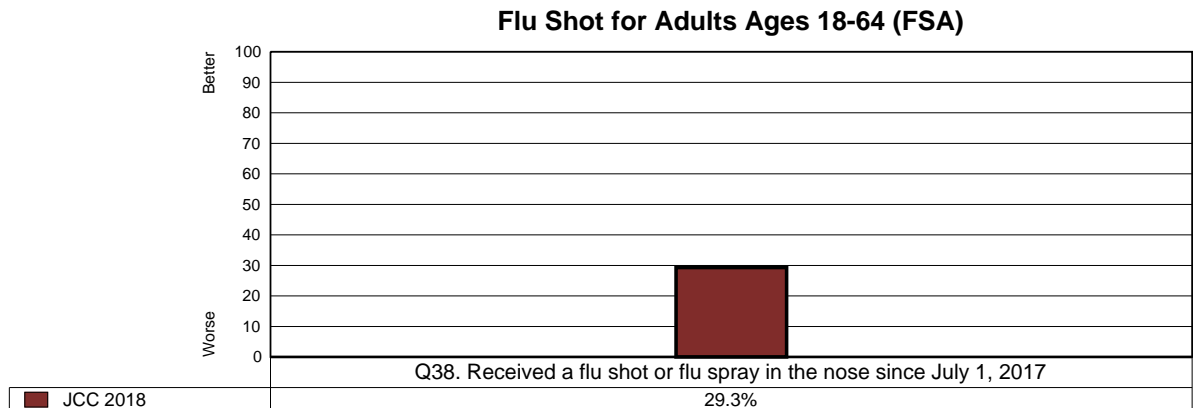
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

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

	JCC 2018
First mailing - sent	1000
*First mailing - usable survey returned	161
Second mailing - sent	809
*Second mailing - usable survey returned	64
*Phone - usable surveys	55
Total - usable surveys	280
†Ineligible: According to population criteria‡	11
†Ineligible: Language barrier	0
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	3
Bad address and bad phone number	32
Refusal	42
Incomplete survey - mail or phone	15
Nonresponse - Unavailable by mail AND phone	616
Adjusted Response Rate	28.4%

*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?

	JCC 2018	
	N	%
Yes	278	100.0%
No	0	0.0%
Total	278	100.0%
Not Answered	2	

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?

	JCC 2018	
	N	%
Yes	103	37.1%
No	175	62.9%
Total	278	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?

	JCC 2018	
	N	%
<input type="radio"/> Never	1	1.1%
<input type="radio"/> Sometimes	9	9.5%
<input type="radio"/> Usually	21	22.1%
<input type="radio"/> Always	64	67.4%
Total	95	100.0%
Not Answered	8	
Reporting Category	Getting Care Quickly	
Achievement Score	89.5%	

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?

	JCC 2018	
	N	%
Yes	194	70.0%
No	83	30.0%
Total	277	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?

	JCC 2018	
	N	%
● Never	5	2.9%
● Sometimes	35	20.0%
● Usually	48	27.4%
● Always	87	49.7%
Total	175	100.0%
Not Answered	19	
Reporting Category	Getting Care Quickly	
Achievement Score	77.1%	

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?

	JCC 2018	
	N	%
None	67	24.2%
1 time	53	19.1%
2	42	15.2%
3	34	12.3%
4	26	9.4%
5 to 9	36	13.0%
10 or more times	19	6.9%
Total	277	100.0%
Not Answered	3	

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?

	JCC 2018	
	N	%
● Yes	161	77.0%
● No	48	23.0%
Total	209	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	77.0%	

○ **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?**

	JCC 2018	
	N	%
Yes	105	50.2%
No	104	49.8%
Total	209	100.0%
Not Answered	1	

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

	JCC 2018	
	N	%
<input checked="" type="radio"/> Yes	100	95.2%
<input type="radio"/> No	5	4.8%
Total	105	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	95.2%	

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

	JCC 2018	
	N	%
<input checked="" type="radio"/> Yes	73	69.5%
<input type="radio"/> No	32	30.5%
Total	105	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	69.5%	

- 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?**

	JCC 2018	
	N	%
<input checked="" type="radio"/> Yes	80	77.7%
<input type="radio"/> No	23	22.3%
Total	103	100.0%
Not Answered	2	
Reporting Category	Shared Decision Making	
Achievement Score	77.7%	

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?

	JCC 2018	
	N	%
● Worst health care possible	1	0.5%
● 1	1	0.5%
● 2	1	0.5%
● 3	5	2.4%
● 4	1	0.5%
● 5	7	3.3%
● 6	12	5.7%
● 7	22	10.5%
● 8	59	28.2%
● 9	37	17.7%
● Best health care possible	63	30.1%
Total	209	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	76.1%	

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

	JCC 2018	
	N	%
● Never	3	1.4%
● Sometimes	26	12.6%
● Usually	73	35.3%
● Always	105	50.7%
Total	207	100.0%
Not Answered	3	
Reporting Category	Getting Needed Care	
Achievement Score	86.0%	

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?

	JCC 2018	
	N	%
Yes	229	82.1%
No	50	17.9%
Total	279	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?

	JCC 2018	
	N	%
None	39	17.8%
1 time	58	26.5%
2	47	21.5%
3	28	12.8%
4	24	11.0%
5 to 9	20	9.1%
10 or more times	3	1.4%
Total	219	100.0%
Not Answered	10	

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

	JCC 2018	
	N	%
<input type="radio"/> Never	3	1.7%
<input type="radio"/> Sometimes	10	5.6%
<input checked="" type="radio"/> Usually	30	16.7%
<input checked="" type="radio"/> Always	137	76.1%
Total	180	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	92.8%	

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

	JCC 2018	
	N	%
<input type="radio"/> Never	4	2.2%
<input type="radio"/> Sometimes	8	4.4%
<input checked="" type="radio"/> Usually	37	20.6%
<input checked="" type="radio"/> Always	131	72.8%
Total	180	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	93.3%	

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?

	JCC 2018	
	N	%
<input type="radio"/> Never	2	1.1%
<input type="radio"/> Sometimes	9	5.1%
<input type="radio"/> Usually	28	15.7%
<input type="radio"/> Always	139	78.1%
Total	178	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	93.8%	

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

	JCC 2018	
	N	%
<input type="radio"/> Never	3	1.7%
<input type="radio"/> Sometimes	23	12.8%
<input type="radio"/> Usually	34	18.9%
<input type="radio"/> Always	120	66.7%
Total	180	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	85.6%	

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

	JCC 2018	
	N	%
Yes	112	63.3%
No	65	36.7%
Total	177	100.0%
Not Answered	3	

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?

	JCC 2018	
	N	%
<input type="radio"/> Never	5	4.5%
<input type="radio"/> Sometimes	15	13.5%
<input type="radio"/> Usually	35	31.5%
<input type="radio"/> Always	56	50.5%
Total	111	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	82.0%	

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?

	JCC 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	1	0.5%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	2	0.9%
<input type="radio"/> 3	3	1.4%
<input type="radio"/> 4	1	0.5%
<input type="radio"/> 5	11	5.1%
<input type="radio"/> 6	5	2.3%
<input type="radio"/> 7	24	11.1%
<input type="radio"/> 8	31	14.3%
<input type="radio"/> 9	47	21.7%
<input type="radio"/> Best personal doctor possible	92	42.4%
Total	217	100.0%
Not Answered	12	
Reporting Category	Ratings	
Rating (8, 9 and 10)	78.3%	

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?

	JCC 2018	
	N	%
Yes	121	44.0%
No	154	56.0%
Total	275	100.0%
Not Answered	5	

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?

	JCC 2018	
	N	%
<input type="radio"/> Never	8	6.9%
<input type="radio"/> Sometimes	17	14.7%
<input type="radio"/> Usually	36	31.0%
<input type="radio"/> Always	55	47.4%
Total	116	100.0%
Not Answered	5	
Reporting Category	Getting Needed Care	
Achievement Score	78.4%	

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

	JCC 2018	
	N	%
None	6	5.2%
1 specialist	59	50.9%
2	26	22.4%
3	16	13.8%
4	5	4.3%
5 or more specialists	4	3.4%
Total	116	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?

	JCC 2018	
	N	%
<input type="radio"/> Worst specialist possible	2	1.8%
<input type="radio"/> 1	2	1.8%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	1	0.9%
<input type="radio"/> 4	2	1.8%
<input type="radio"/> 5	2	1.8%
<input type="radio"/> 6	3	2.8%
<input type="radio"/> 7	9	8.3%
<input type="radio"/> 8	26	23.9%
<input type="radio"/> 9	20	18.3%
<input type="radio"/> Best specialist possible	42	38.5%
Total	109	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	80.7%	

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?

	JCC 2018	
	N	%
Yes	58	21.0%
No	218	79.0%
Total	276	100.0%
Not Answered	4	

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?

	JCC 2018	
	N	%
<input type="radio"/> Never	5	8.8%
<input type="radio"/> Sometimes	16	28.1%
<input checked="" type="radio"/> Usually	23	40.4%
<input checked="" type="radio"/> Always	13	22.8%
Total	57	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	63.2%	

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

	JCC 2018	
	N	%
Yes	73	26.5%
No	202	73.5%
Total	275	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?

	JCC 2018	
	N	%
<input type="radio"/> Never	1	1.4%
<input type="radio"/> Sometimes	8	11.3%
<input checked="" type="radio"/> Usually	22	31.0%
<input checked="" type="radio"/> Always	40	56.3%
Total	71	100.0%
Not Answered	2	
Reporting Category	Customer Service	
Achievement Score	87.3%	

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?

	JCC 2018	
	N	%
● Never	1	1.4%
● Sometimes	4	5.7%
● Usually	12	17.1%
● Always	53	75.7%
Total	70	100.0%
Not Answered	3	
Reporting Category	Customer Service	
Achievement Score	92.9%	

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

	JCC 2018	
	N	%
Yes	92	33.6%
No	182	66.4%
Total	274	100.0%
Not Answered	6	

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.]

	JCC 2018	
	N	%
● Never	4	1.5%
● Sometimes	14	5.2%
● Usually	33	12.2%
● Always	219	81.1%
Total	270	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	93.3%	

○ 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?

	JCC 2018	
	N	%
● Worst health plan possible	2	0.8%
● 1	2	0.8%
● 2	3	1.2%
● 3	2	0.8%
● 4	3	1.2%
● 5	17	7.0%
● 6	8	3.3%
● 7	31	12.7%
● 8	56	23.0%
● 9	42	17.2%
● Best health plan possible	78	32.0%
Total	244	100.0%
Not Answered	36	
Reporting Category	Ratings	
Rating (8, 9 and 10)	72.1%	

About You

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

	JCC 2018	
	N	%
● Excellent	33	12.0%
● Very good	80	29.2%
● Good	91	33.2%
● Fair	50	18.2%
● Poor	20	7.3%
Total	274	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	41.2%	

○ **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?

	JCC 2018	
	N	%
● Excellent	67	24.5%
● Very good	66	24.1%
● Good	83	30.3%
● Fair	42	15.3%
● Poor	16	5.8%
Total	274	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	48.5%	

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.]

	JCC 2018	
	N	%
● Yes	75	29.3%
● No	181	70.7%
Don't know	3	
Total	256	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	29.3%	

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

	JCC 2018	
	N	%
Every day	44	16.2%
Some days	19	7.0%
Not at all	208	76.8%
Don't know	2	
Total	271	100.0%
Not Answered	7	

○ **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?

	JCC 2018	
	N	%
<input checked="" type="radio"/> Never	19	30.2%
<input checked="" type="radio"/> Sometimes	13	20.6%
<input checked="" type="radio"/> Usually	11	17.5%
<input checked="" type="radio"/> Always	20	31.7%
Total	63	100.0%
Not Answered	0	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	69.8%	

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.

	JCC 2018	
	N	%
<input checked="" type="radio"/> Never	30	47.6%
<input checked="" type="radio"/> Sometimes	10	15.9%
<input checked="" type="radio"/> Usually	8	12.7%
<input checked="" type="radio"/> Always	15	23.8%
Total	63	100.0%
Not Answered	0	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	52.4%	

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.

	JCC 2018	
	N	%
<input checked="" type="radio"/> Never	36	57.1%
<input checked="" type="radio"/> Sometimes	13	20.6%
<input checked="" type="radio"/> Usually	8	12.7%
<input checked="" type="radio"/> Always	6	9.5%
Total	63	100.0%
Not Answered	0	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	42.9%	

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?

	JCC 2018	
	N	%
Yes	85	31.0%
No	189	69.0%
Total	274	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.

	JCC 2018	
	N	%
Yes	72	87.8%
No	10	12.2%
Total	82	100.0%
Not Answered	3	

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

	JCC 2018	
	N	%
Yes	148	54.0%
No	126	46.0%
Total	274	100.0%
Not Answered	6	

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

	JCC 2018	
	N	%
Yes	137	95.8%
No	6	4.2%
Total	143	100.0%
Not Answered	5	

Responses by Question

About You (continued)

Q47. What is your age?

	JCC 2018	
	N	%
18 to 24	28	10.2%
25 to 34	44	16.1%
35 to 44	49	17.9%
45 to 54	49	17.9%
55 to 64	87	31.8%
65 to 74	12	4.4%
75 or older	5	1.8%
Total	274	100.0%
Not Answered	6	

Q48. Are you male or female?

	JCC 2018	
	N	%
Male	115	42.0%
Female	159	58.0%
Total	274	100.0%
Not Answered	6	

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

	JCC 2018	
	N	%
8th grade or less	11	4.0%
Some high school but did not graduate	45	16.5%
High school graduate or GED	81	29.8%
Some college or 2-year degree	97	35.7%
4-year college graduate	24	8.8%
More than 4-year college degree	14	5.1%
Total	272	100.0%
Not Answered	8	

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

	JCC 2018	
	N	%
Yes, Hispanic or Latino	31	11.6%
No, Not Hispanic or Latino	237	88.4%
Total	268	100.0%
Not Answered	12	

Responses by Question

About You (continued)

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

	JCC 2018	
	N	%
Yes	238	100.0%
Total	238	100.0%
Not Answered	42	

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

	JCC 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	274	

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

	JCC 2018	
	N	%
Yes	8	100.0%
Total	8	100.0%
Not Answered	272	

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

	JCC 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	276	

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

	JCC 2018	
	N	%
Yes	16	100.0%
Total	16	100.0%
Not Answered	264	

Responses by Question

About You (continued)

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

	JCC 2018	
	N	%
Yes	11	100.0%
Total	11	100.0%
Not Answered	269	

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

	JCC 2018	
	N	%
Yes	23	10.4%
No	198	89.6%
Total	221	100.0%
Not Answered	59	

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

	JCC 2018	
	N	%
Yes	16	100.0%
Total	16	100.0%
Not Answered	7	

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

	JCC 2018	
	N	%
Yes	12	100.0%
Total	12	100.0%
Not Answered	11	

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

	JCC 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	22	

Responses by Question

About You (continued)

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

	JCC 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	23	

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

	JCC 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	22	

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?

	JCC 2018	
	N	%
Yes	19	7.1%
No	247	92.9%
Total	266	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?

	JCC 2018	
	N	%
<input type="radio"/> Never	4	23.5%
<input type="radio"/> Sometimes	2	11.8%
<input type="radio"/> Usually	3	17.6%
<input type="radio"/> Always	8	47.1%
Total	17	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	64.7%	

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

	JCC 2018	
	N	%
Yes	42	15.4%
No	230	84.6%
Total	272	100.0%
Not Answered	8	

Q35d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

	JCC 2018	
	N	%
<input type="radio"/> Never	6	15.0%
<input type="radio"/> Sometimes	9	22.5%
<input type="radio"/> Usually	13	32.5%
<input type="radio"/> Always	12	30.0%
Total	40	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	62.5%	

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?

	JCC 2018	
	N	%
<input checked="" type="radio"/> Never	225	82.7%
<input checked="" type="radio"/> Sometimes	35	12.9%
<input type="radio"/> Usually	8	2.9%
<input type="radio"/> Always	4	1.5%
Total	272	100.0%
Not Answered	8	
Reporting Category	Supplemental Items	
Achievement Score	95.6%	

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

	JCC 2018	
	N	%
<input checked="" type="radio"/> Never	229	84.5%
<input checked="" type="radio"/> Sometimes	33	12.2%
<input type="radio"/> Usually	7	2.6%
<input type="radio"/> Always	2	0.7%
Total	271	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	96.7%	

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?

	JCC 2018	
	N	%
<input checked="" type="radio"/> Never	247	91.1%
<input checked="" type="radio"/> Sometimes	20	7.4%
<input type="radio"/> Usually	4	1.5%
<input type="radio"/> Always	0	0.0%
Total	271	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	98.5%	

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?

	JCC 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	193	71.2%
<input checked="" type="radio"/> Yes - somewhat	57	21.0%
<input checked="" type="radio"/> No	21	7.7%
Total	271	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	71.2%	

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?

	JCC 2018	
	N	%
Yes	169	62.6%
No	101	37.4%
Total	270	100.0%
Not Answered	10	

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

	JCC 2018	
	N	%
Yes	122	45.0%
No	149	55.0%
Total	271	100.0%
Not Answered	9	

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

	JCC 2018	
	N	%
<input checked="" type="radio"/> Never	4	3.3%
<input checked="" type="radio"/> Sometimes	5	4.1%
<input checked="" type="radio"/> Usually	22	18.2%
<input checked="" type="radio"/> Always	90	74.4%
Total	121	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	92.6%	

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?

	JCC 2018	
	N	%
<input type="radio"/> Never	38	36.9%
<input type="radio"/> Sometimes	18	17.5%
<input type="radio"/> Usually	19	18.4%
<input type="radio"/> Always	28	27.2%
Did not try to get an appointment with a specialist dentist	165	
Total	103	100.0%
Not Answered	12	
Reporting Category	Supplemental Items	
Achievement Score	45.6%	

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?

	JCC 2018	
	N	%
<input type="radio"/> Never	39	41.9%
<input type="radio"/> Sometimes	13	14.0%
<input type="radio"/> Usually	12	12.9%
<input type="radio"/> Always	29	31.2%
Did not have a dental emergency	176	
Total	93	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	44.1%	

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?

	JCC 2018	
	N	%
● Extremely difficult	24	9.6%
● 1	4	1.6%
● 2	8	3.2%
● 3	13	5.2%
● 4	7	2.8%
● 5	27	10.8%
● 6	8	3.2%
● 7	18	7.2%
● 8	29	11.6%
● 9	29	11.6%
● Extremely easy	82	32.9%
Total	249	100.0%
Not Answered	31	
Reporting Category	Supplemental Items	
Achievement Score	56.2%	

○ **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

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

-
- 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





