



PacificSource - Central 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 PacificSource - Central Oregon (PSC) 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 PSC. 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 PSC 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.

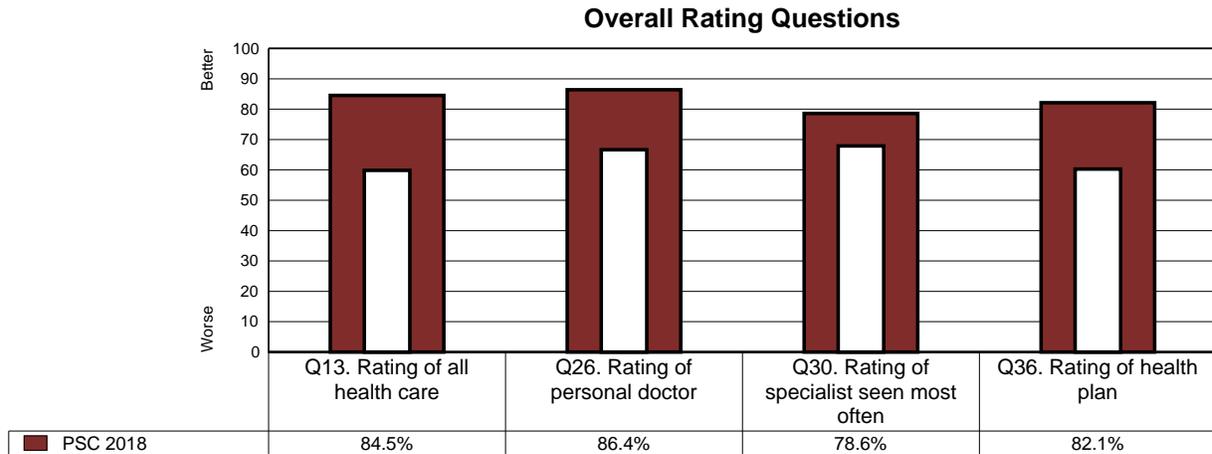
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q27, Q31, and Q36. Complete interviews were obtained from 233 PSC members, and the response rate was 29.5%.

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SUMMARY OF OVERALL RATING QUESTIONS

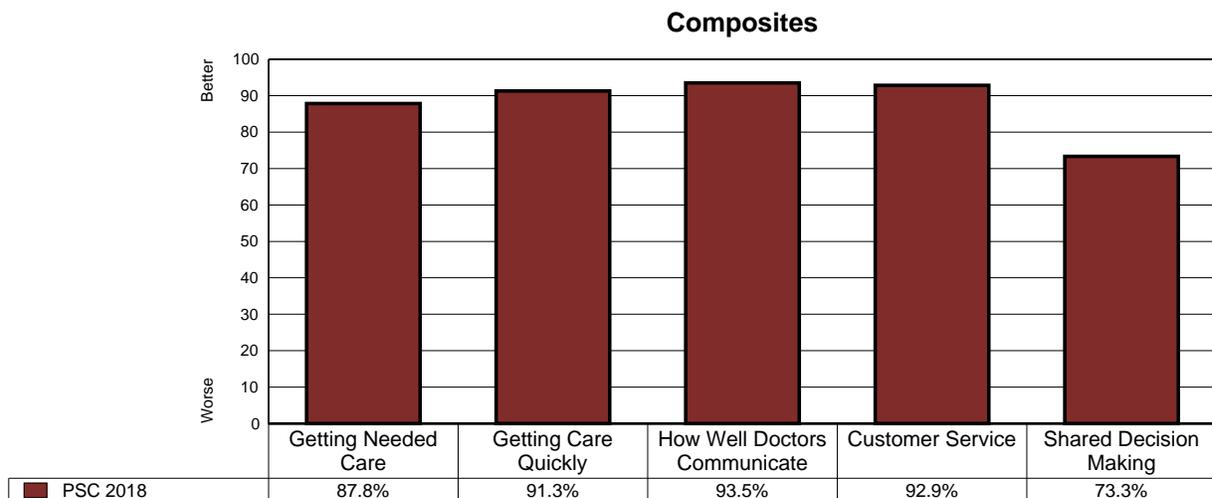
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



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

SUMMARY OF COMPOSITES

A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table below, proportions of positive responses are reported as achievement scores. A response of "Yes" is considered an achievement for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements.



Sample Disposition

	PSC 2018
First mailing - sent	800
*First mailing - usable survey returned	100
Second mailing - sent	691
*Second mailing - usable survey returned	44
*Phone - usable surveys	89
Total - usable surveys	233
†Ineligible: According to population criteria‡	11
†Ineligible: Language barrier	0
†Ineligible: Deceased	0
Bad address and bad phone number	11
Refusal	35
Incomplete survey - mail or phone	9
Nonresponse - Unavailable by mail AND phone	501
Adjusted Response Rate	29.5%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

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

	PSC 2018	
	N	%
Yes	232	100.0%
No	0	0.0%
Total	232	100.0%
Not Answered	1	

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?

	PSC 2018	
	N	%
Yes	63	27.0%
No	170	73.0%
Total	233	100.0%
Not Answered	0	

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?

	PSC 2018	
	N	%
● Never	0	0.0%
● Sometimes	0	0.0%
● Usually	10	16.7%
● Always	50	83.3%
Total	60	100.0%
Not Answered	3	
Reporting Category	Getting Care Quickly	
Achievement Score	100.0%	

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?

	PSC 2018	
	N	%
Yes	135	58.4%
No	96	41.6%
Total	231	100.0%
Not Answered	2	

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

Responses by Question

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

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

	PSC 2018	
	N	%
<input type="radio"/> Never	3	2.4%
<input type="radio"/> Sometimes	11	8.8%
<input type="radio"/> Usually	38	30.4%
<input type="radio"/> Always	73	58.4%
Total	125	100.0%
Not Answered	10	
Reporting Category	Getting Care Quickly	
Achievement Score	88.8%	

- 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?

	PSC 2018	
	N	%
None	85	36.5%
1 time	73	31.3%
2	42	18.0%
3	15	6.4%
4	11	4.7%
5 to 9	7	3.0%
10 or more times	0	0.0%
Total	233	100.0%
Not Answered	0	

- 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?

	PSC 2018	
	N	%
<input type="radio"/> Yes	100	69.9%
<input type="radio"/> No	43	30.1%
Total	143	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	69.9%	

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?

	PSC 2018	
	N	%
Yes	25	17.6%
No	117	82.4%
Total	142	100.0%
Not Answered	6	

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

	PSC 2018	
	N	%
<input checked="" type="radio"/> Yes	23	92.0%
<input type="radio"/> No	2	8.0%
Total	25	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	92.0%	

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

	PSC 2018	
	N	%
<input checked="" type="radio"/> Yes	15	60.0%
<input type="radio"/> No	10	40.0%
Total	25	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	60.0%	

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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Yes	17	68.0%
<input type="radio"/> No	8	32.0%
Total	25	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	68.0%	

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?

	PSC 2018	
	N	%
<input type="radio"/> Worst health care possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	1	0.7%
<input type="radio"/> 5	3	2.1%
<input type="radio"/> 6	5	3.5%
<input type="radio"/> 7	13	9.2%
<input type="radio"/> 8	35	24.6%
<input type="radio"/> 9	31	21.8%
<input type="radio"/> Best health care possible	54	38.0%
Total	142	100.0%
Not Answered	6	
Reporting Category	Ratings	
Rating (8, 9 and 10)	84.5%	

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

	PSC 2018	
	N	%
<input type="radio"/> Never	2	1.4%
<input type="radio"/> Sometimes	13	9.2%
<input type="radio"/> Usually	44	31.2%
<input type="radio"/> Always	82	58.2%
Total	141	100.0%
Not Answered	7	
Reporting Category	Getting Needed Care	
Achievement Score	89.4%	

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?

	PSC 2018	
	N	%
Yes	201	86.3%
No	32	13.7%
Total	233	100.0%
Not Answered	0	

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?

	PSC 2018	
	N	%
None	71	35.9%
1 time	75	37.9%
2	34	17.2%
3	11	5.6%
4	4	2.0%
5 to 9	3	1.5%
10 or more times	0	0.0%
Total	198	100.0%
Not Answered	3	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	1	0.8%
<input type="radio"/> Sometimes	6	4.7%
<input type="radio"/> Usually	19	15.0%
<input type="radio"/> Always	101	79.5%
Total	127	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	94.5%	

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

	PSC 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	5	4.0%
<input type="radio"/> Usually	19	15.3%
<input type="radio"/> Always	100	80.6%
Total	124	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	96.0%	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	1	0.8%
<input type="radio"/> Sometimes	3	2.4%
<input type="radio"/> Usually	15	12.1%
<input type="radio"/> Always	105	84.7%
Total	124	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	96.8%	

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

	PSC 2018	
	N	%
Yes	85	68.0%
No	40	32.0%
Total	125	100.0%
Not Answered	2	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	1	1.2%
<input type="radio"/> Sometimes	7	8.5%
<input type="radio"/> Usually	22	26.8%
<input type="radio"/> Always	52	63.4%
Total	82	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	90.2%	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	5	4.0%
<input type="radio"/> Sometimes	9	7.2%
<input type="radio"/> Usually	27	21.6%
<input type="radio"/> Always	84	67.2%
Total	125	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	88.8%	

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

	PSC 2018	
	N	%
<input type="radio"/> Yes	113	90.4%
<input type="radio"/> No	12	9.6%
Total	125	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	90.4%	

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

	PSC 2018	
	N	%
Yes	54	43.2%
No	71	56.8%
Total	125	100.0%
Not Answered	2	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	10	19.6%
<input type="radio"/> Usually	19	37.3%
<input type="radio"/> Always	22	43.1%
Total	51	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	80.4%	

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?

	PSC 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	0.5%
<input type="radio"/> 3	1	0.5%
<input type="radio"/> 4	1	0.5%
<input type="radio"/> 5	4	2.0%
<input type="radio"/> 6	4	2.0%
<input type="radio"/> 7	16	8.1%
<input type="radio"/> 8	39	19.7%
<input type="radio"/> 9	34	17.2%
<input type="radio"/> Best personal doctor possible	98	49.5%
Total	198	100.0%
Not Answered	3	
Reporting Category	Ratings	
Rating (8, 9 and 10)	86.4%	

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?

	PSC 2018	
	N	%
Yes	30	13.0%
No	201	87.0%
Total	231	100.0%
Not Answered	2	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	1	3.3%
<input type="radio"/> Sometimes	5	16.7%
<input type="radio"/> Usually	12	40.0%
<input type="radio"/> Always	12	40.0%
Total	30	100.0%
Not Answered	0	
Reporting Category	Getting Needed Care	
Achievement Score	80.0%	

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

	PSC 2018	
	N	%
None	2	6.7%
1 specialist	17	56.7%
2	7	23.3%
3	3	10.0%
4	1	3.3%
5 or more specialists	0	0.0%
Total	30	100.0%
Not Answered	0	

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?

	PSC 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	0	0.0%
<input type="radio"/> 5	2	7.1%
<input type="radio"/> 6	3	10.7%
<input type="radio"/> 7	1	3.6%
<input type="radio"/> 8	3	10.7%
<input type="radio"/> 9	5	17.9%
<input type="radio"/> Best specialist possible	14	50.0%
Total	28	100.0%
Not Answered	0	
Reporting Category	Ratings	
Rating (8, 9 and 10)	78.6%	

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?

	PSC 2018	
	N	%
Yes	57	24.9%
No	172	75.1%
Total	229	100.0%
Not Answered	4	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	1	1.8%
<input type="radio"/> Sometimes	5	8.9%
<input checked="" type="radio"/> Usually	16	28.6%
<input checked="" type="radio"/> Always	34	60.7%
Total	56	100.0%
Not Answered	1	
Reporting Category	Customer Service	
Achievement Score	89.3%	

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

	PSC 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	1	1.8%
<input checked="" type="radio"/> Usually	9	16.4%
<input checked="" type="radio"/> Always	45	81.8%
Total	55	100.0%
Not Answered	2	
Reporting Category	Customer Service	
Achievement Score	98.2%	

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

	PSC 2018	
	N	%
Yes	83	36.6%
No	144	63.4%
Total	227	100.0%
Not Answered	6	

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.]

	PSC 2018	
	N	%
● Never	5	2.3%
● Sometimes	16	7.2%
● Usually	22	10.0%
● Always	178	80.5%
Total	221	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	90.5%	

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?

	PSC 2018	
	N	%
● Worst health plan possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	1	0.4%
● 4	2	0.9%
● 5	13	5.8%
● 6	8	3.6%
● 7	16	7.1%
● 8	49	21.9%
● 9	46	20.5%
● Best health plan possible	89	39.7%
Total	224	100.0%
Not Answered	9	
Reporting Category	Ratings	
Rating (8, 9 and 10)	82.1%	

○ 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?

	PSC 2018	
	N	%
● Excellent	108	47.6%
● Very good	84	37.0%
● Good	30	13.2%
● Fair	5	2.2%
● Poor	0	0.0%
Total	227	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	84.6%	

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

	PSC 2018	
	N	%
● Excellent	108	47.4%
● Very good	67	29.4%
● Good	47	20.6%
● Fair	5	2.2%
● Poor	1	0.4%
Total	228	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	76.8%	

NQ39. What is your child's age?

	PSC 2018	
	N	%
Less than 1 year old	2	0.9%
1 to 2 years old	26	11.4%
3 to 4 years old	28	12.3%
5 to 7 years old	32	14.0%
8 to 10 years old	39	17.1%
11 to 13 years old	53	23.2%
14 to 18 years old	48	21.1%
Total	228	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?

	PSC 2018	
	N	%
Male	117	51.5%
Female	110	48.5%
Total	227	100.0%
Not Answered	6	

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

	PSC 2018	
	N	%
Yes, Hispanic or Latino	80	35.2%
No, Not Hispanic or Latino	147	64.8%
Total	227	100.0%
Not Answered	6	

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

	PSC 2018	
	N	%
Yes	183	100.0%
Total	183	100.0%
Not Answered	50	

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

	PSC 2018	
	N	%
Yes	8	100.0%
Total	8	100.0%
Not Answered	225	

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

	PSC 2018	
	N	%
Yes	7	100.0%
Total	7	100.0%
Not Answered	226	

Responses by Question

About Your Child and You (continued)

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

	PSC 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	230	

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

	PSC 2018	
	N	%
Yes	13	100.0%
Total	13	100.0%
Not Answered	220	

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

	PSC 2018	
	N	%
Yes	17	100.0%
Total	17	100.0%
Not Answered	216	

Q43. What is your age?

	PSC 2018	
	N	%
Under 18	10	4.4%
18 to 24	7	3.1%
25 to 34	62	27.2%
35 to 44	97	42.5%
45 to 54	39	17.1%
55 to 64	10	4.4%
65 to 74	1	0.4%
75 or older	2	0.9%
Total	228	100.0%
Not Answered	5	

Q44. Are you male or female?

	PSC 2018	
	N	%
Male	32	14.0%
Female	196	86.0%
Total	228	100.0%
Not Answered	5	

Responses by Question

About Your Child and You (continued)

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

	PSC 2018	
	N	%
8th grade or less	23	10.2%
Some high school but did not graduate	17	7.5%
High school graduate or GED	57	25.2%
Some college or 2-year degree	83	36.7%
4-year college graduate	33	14.6%
More than 4-year college degree	13	5.8%
Total	226	100.0%
Not Answered	7	

Q46. How are you related to the child?

	PSC 2018	
	N	%
Mother or father	214	95.1%
Grandparent	6	2.7%
Aunt or uncle	0	0.0%
Older brother or sister	1	0.4%
Other relative	0	0.0%
Legal guardian	2	0.9%
Someone else	2	0.9%
Total	225	100.0%
Not Answered	8	

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

	PSC 2018	
	N	%
Yes	3	2.1%
No	140	97.9%
Total	143	100.0%
Not Answered	90	

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

	PSC 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	1	

Responses by Question

About Your Child and You (continued)

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

	PSC 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	1	

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

	PSC 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	3	

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

	PSC 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	3	

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

	PSC 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	3	

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?

	PSC 2018	
	N	%
<input checked="" type="radio"/> Never	109	86.5%
<input checked="" type="radio"/> Sometimes	14	11.1%
<input checked="" type="radio"/> Usually	0	0.0%
<input checked="" type="radio"/> Always	3	2.4%
Total	126	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	97.6%	

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?

	PSC 2018	
	N	%
Yes	186	81.6%
No	42	18.4%
Total	228	100.0%
Not Answered	5	

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

	PSC 2018	
	N	%
Yes	119	52.2%
No	109	47.8%
Total	228	100.0%
Not Answered	5	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	2	1.7%
<input type="radio"/> Sometimes	8	6.8%
<input type="radio"/> Usually	21	17.8%
<input type="radio"/> Always	87	73.7%
Total	118	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	91.5%	

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?

	PSC 2018	
	N	%
<input type="radio"/> Never	27	27.6%
<input type="radio"/> Sometimes	20	20.4%
<input type="radio"/> Usually	23	23.5%
<input type="radio"/> Always	28	28.6%
Did not have a dental emergency	122	
Total	98	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	52.0%	

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?

	PSC 2018	
	N	%
● Extremely difficult	9	4.1%
● 1	4	1.8%
● 2	4	1.8%
● 3	6	2.8%
● 4	9	4.1%
● 5	11	5.1%
● 6	13	6.0%
● 7	24	11.1%
● 8	30	13.8%
● 9	30	13.8%
● Extremely easy	77	35.5%
Total	217	100.0%
Not Answered	16	
Reporting Category	Supplemental Items	
Achievement Score	63.1%	

Kindergarten Readiness

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

	PSC 2018	
	N	%
Yes	41	18.3%
No	183	81.7%
Total	224	100.0%
Not Answered	9	

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

	PSC 2018	
	N	%
All of the time	22	53.7%
Most of the time	18	43.9%
Some of the time	1	2.4%
None of the time	0	0.0%
Total	41	100.0%
Not Answered	0	

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

Custom Questions

Kindergarten Readiness (continued)

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

	PSC 2018	
	N	%
All of the time	16	39.0%
Most of the time	25	61.0%
Some of the time	0	0.0%
None of the time	0	0.0%
Total	41	100.0%
Not Answered	0	

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

	PSC 2018	
	N	%
All of the time	11	26.8%
Most of the time	22	53.7%
Some of the time	8	19.5%
None of the time	0	0.0%
Total	41	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?

	PSC 2018	
	N	%
All of the time	1	2.4%
Most of the time	5	12.2%
Some of the time	32	78.0%
None of the time	3	7.3%
Total	41	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)?

	PSC 2018	
	N	%
This child did not attend childcare or preschool	10	
No	29	93.5%
Yes - picked my child up early on one or more days	2	6.5%
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	31	100.0%
Not Answered	0	

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



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

- Yes
- No

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 child's health care in the last 6 months?

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

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

- Never
- Sometimes
- Usually
- Always

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 27*

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

- None → *Go to Question 26*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

16a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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**

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

- Never
- Sometimes
- Usually
- Always

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

- None → **Go to Question 31**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

30. 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?

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

36. 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?

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → **Go to Question 34**



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