



PacificSource - Columbia Gorge

CAHPS® 5.0  
Adult Medicaid  
Summary Report

June 2018



# PacificSource - Columbia Gorge

## CAHPS® 5.0 Adult Medicaid Summary Report

### June 2018

**Introduction.** Results from fielding the CAHPS® 5.0 Survey for PacificSource - Columbia Gorge (PSG) 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 PSG. 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 PSG 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 314 PSG members, and the response rate was 32.3%.

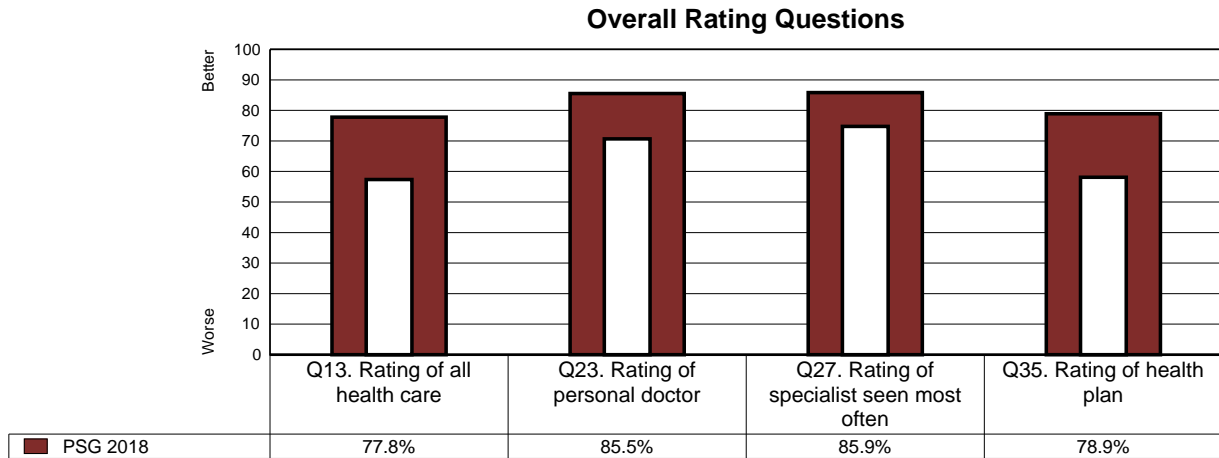
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### SUMMARY OF OVERALL RATING QUESTIONS

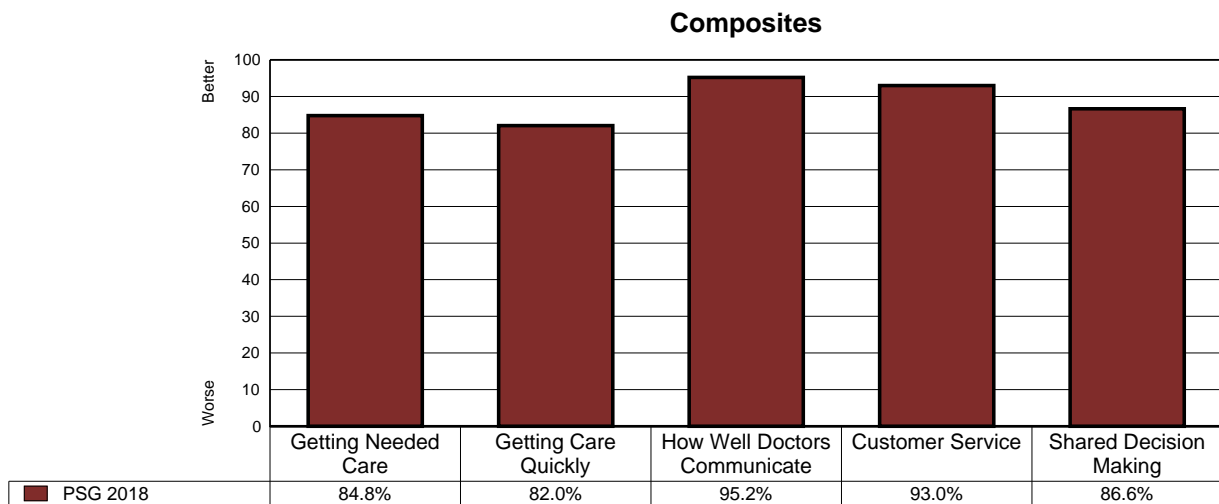
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



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

### SUMMARY OF COMPOSITES

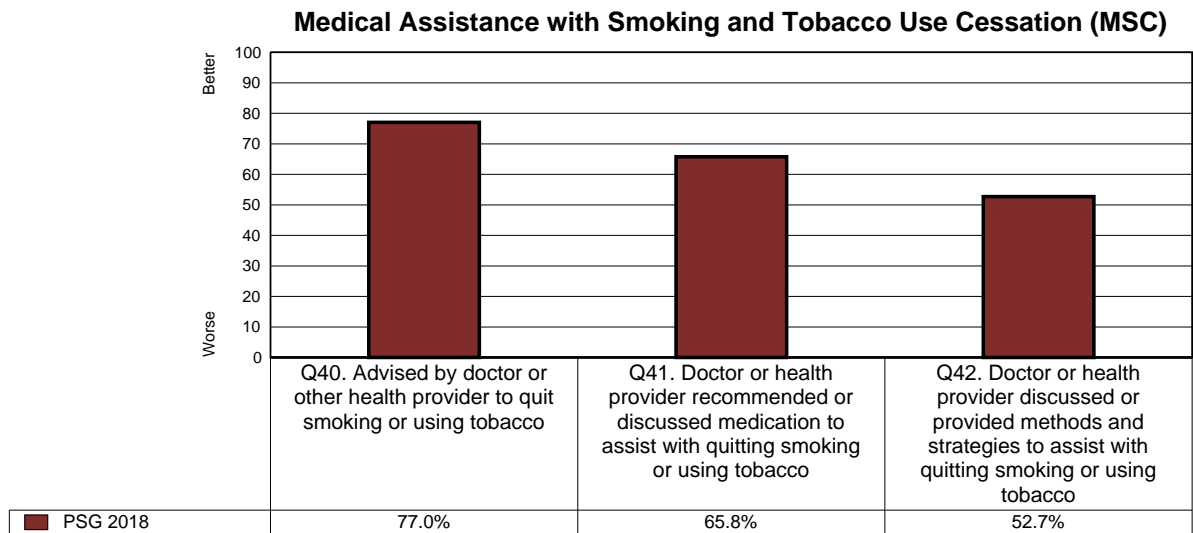
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



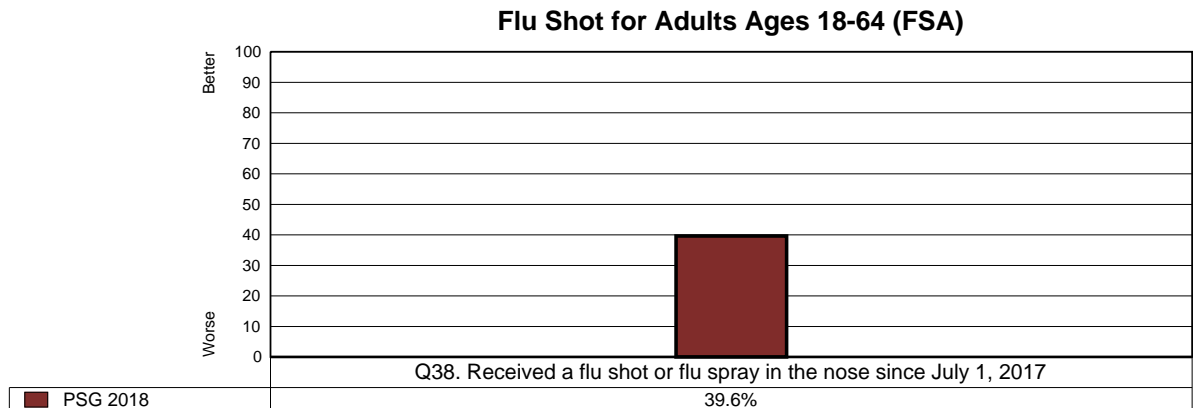
**SUMMARY OF EFFECTIVENESS OF CARE MEASURES**

Two Effectiveness of Care Measures are presented below. The Medical Assistance with Smoking and Tobacco Use Cessation measure typically uses a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, the measure is presented as a single-year score, rather than rolling averages.

The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.



The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members age 18-64 who received an influenza vaccination since July 1 of the measurement year.



## Sample Disposition

	PSG 2018
First mailing - sent	1000
*First mailing - usable survey returned	183
Second mailing - sent	819
*Second mailing - usable survey returned	63
*Phone - usable surveys	68
Total - usable surveys	314
†Ineligible: According to population criteria‡	22
†Ineligible: Language barrier	3
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	2
Bad address and bad phone number	17
Refusal	30
Incomplete survey - mail or phone	15
Nonresponse - Unavailable by mail AND phone	596
<b>Adjusted Response Rate</b>	<b>32.3%</b>

\*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?**

	PSG 2018	
	N	%
Yes	310	100.0%
No	0	0.0%
<b>Total</b>	310	100.0%
Not Answered	4	

### *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?**

	PSG 2018	
	N	%
Yes	107	34.5%
No	203	65.5%
<b>Total</b>	310	100.0%
Not Answered	4	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	1	1.1%
<input type="radio"/> Sometimes	10	10.5%
<input type="radio"/> Usually	20	21.1%
<input type="radio"/> Always	64	67.4%
<b>Total</b>	95	100.0%
Not Answered	12	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	88.4%	

**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?**

	PSG 2018	
	N	%
Yes	207	67.4%
No	100	32.6%
<b>Total</b>	307	100.0%
Not Answered	7	

**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?

	PSG 2018	
	N	%
● Never	4	2.1%
● Sometimes	32	16.9%
● Usually	55	29.1%
● Always	98	51.9%
<b>Total</b>	189	100.0%
Not Answered	18	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	81.0%	

- 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?

	PSG 2018	
	N	%
None	78	25.2%
1 time	74	23.9%
2	57	18.4%
3	33	10.7%
4	27	8.7%
5 to 9	27	8.7%
10 or more times	13	4.2%
<b>Total</b>	309	100.0%
Not Answered	5	

- 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?

	PSG 2018	
	N	%
● Yes	184	81.4%
● No	42	18.6%
<b>Total</b>	226	100.0%
Not Answered	5	
<b>Reporting Category</b>	Single Items	
Achievement Score	81.4%	

○ **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?**

	PSG 2018	
	N	%
Yes	105	46.5%
No	121	53.5%
<b>Total</b>	226	100.0%
Not Answered	5	

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

	PSG 2018	
	N	%
<input checked="" type="radio"/> Yes	91	91.9%
<input type="radio"/> No	8	8.1%
<b>Total</b>	99	100.0%
Not Answered	6	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	91.9%	

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

	PSG 2018	
	N	%
<input checked="" type="radio"/> Yes	78	79.6%
<input type="radio"/> No	20	20.4%
<b>Total</b>	98	100.0%
Not Answered	7	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	79.6%	

- 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?**

	PSG 2018	
	N	%
<input checked="" type="radio"/> Yes	88	88.0%
<input type="radio"/> No	12	12.0%
<b>Total</b>	100	100.0%
Not Answered	5	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	88.0%	

Response scored as:  Achievement  Room for improvement



## Responses by Question

### *Your Health Care in the Last 6 Months* (continued)

**Q13.** Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	PSG 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	1	0.4%
● 2	2	0.9%
● 3	3	1.3%
● 4	1	0.4%
● 5	12	5.3%
● 6	10	4.4%
● 7	21	9.3%
● 8	46	20.4%
● 9	47	20.9%
● Best health care possible	82	36.4%
<b>Total</b>	225	100.0%
Not Answered	6	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	77.8%	

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

	PSG 2018	
	N	%
● Never	4	1.8%
● Sometimes	32	14.2%
● Usually	74	32.7%
● Always	116	51.3%
<b>Total</b>	226	100.0%
Not Answered	5	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	84.1%	

### *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?

	PSG 2018	
	N	%
Yes	272	88.6%
No	35	11.4%
<b>Total</b>	307	100.0%
Not Answered	7	

○ **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?**

	PSG 2018	
	N	%
None	46	18.1%
1 time	83	32.7%
2	55	21.7%
3	27	10.6%
4	27	10.6%
5 to 9	10	3.9%
10 or more times	6	2.4%
<b>Total</b>	254	100.0%
Not Answered	18	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	2	1.0%
<input type="radio"/> Sometimes	7	3.4%
<input checked="" type="radio"/> Usually	42	20.2%
<input checked="" type="radio"/> Always	157	75.5%
<b>Total</b>	208	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	95.7%	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	1	0.5%
<input type="radio"/> Sometimes	8	3.8%
<input checked="" type="radio"/> Usually	40	19.2%
<input checked="" type="radio"/> Always	159	76.4%
<b>Total</b>	208	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	95.7%	

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

## Responses by Question

### *Your Personal Doctor (continued)*

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

	PSG 2018	
	N	%
<input type="radio"/> Never	3	1.4%
<input type="radio"/> Sometimes	3	1.4%
<input type="radio"/> Usually	30	14.5%
<input type="radio"/> Always	171	82.6%
<b>Total</b>	207	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	97.1%	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	3	1.4%
<input type="radio"/> Sometimes	13	6.3%
<input type="radio"/> Usually	44	21.3%
<input type="radio"/> Always	147	71.0%
<b>Total</b>	207	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	92.3%	

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

	PSG 2018	
	N	%
Yes	110	53.4%
No	96	46.6%
<b>Total</b>	206	100.0%
Not Answered	2	

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

## Responses by Question

### Your Personal Doctor (continued)

**Q22.** In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	PSG 2018	
	N	%
<input type="radio"/> Never	3	2.8%
<input type="radio"/> Sometimes	9	8.3%
<input type="radio"/> Usually	25	23.1%
<input type="radio"/> Always	71	65.7%
<b>Total</b>	108	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	88.9%	

**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?

	PSG 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	1	0.4%
<input type="radio"/> 1	3	1.2%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	1	0.4%
<input type="radio"/> 4	1	0.4%
<input type="radio"/> 5	6	2.4%
<input type="radio"/> 6	11	4.4%
<input type="radio"/> 7	13	5.2%
<input type="radio"/> 8	37	14.9%
<input type="radio"/> 9	49	19.7%
<input type="radio"/> Best personal doctor possible	127	51.0%
<b>Total</b>	249	100.0%
Not Answered	23	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	85.5%	

### 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?

	PSG 2018	
	N	%
Yes	103	33.0%
No	209	67.0%
<b>Total</b>	312	100.0%
Not Answered	2	

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?

	PSG 2018	
	N	%
<input type="radio"/> Never	3	3.0%
<input type="radio"/> Sometimes	11	11.0%
<input type="radio"/> Usually	30	30.0%
<input type="radio"/> Always	56	56.0%
<b>Total</b>	100	100.0%
Not Answered	3	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	86.0%	

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

	PSG 2018	
	N	%
None	2	2.0%
1 specialist	65	64.4%
2	21	20.8%
3	7	6.9%
4	4	4.0%
5 or more specialists	2	2.0%
<b>Total</b>	101	100.0%
Not Answered	2	

**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?

	PSG 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	1.0%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	0	0.0%
<input type="radio"/> 5	2	2.0%
<input type="radio"/> 6	3	3.0%
<input type="radio"/> 7	8	8.1%
<input type="radio"/> 8	11	11.1%
<input type="radio"/> 9	22	22.2%
<input type="radio"/> Best specialist possible	52	52.5%
<b>Total</b>	99	100.0%
Not Answered	0	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	85.9%	

**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?

	PSG 2018	
	N	%
Yes	44	14.1%
No	267	85.9%
<b>Total</b>	311	100.0%
Not Answered	3	

**Q29.** In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	1	2.3%
<input checked="" type="radio"/> Sometimes	9	20.5%
<input checked="" type="radio"/> Usually	23	52.3%
<input checked="" type="radio"/> Always	11	25.0%
<b>Total</b>	44	100.0%
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	77.3%	

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

	PSG 2018	
	N	%
Yes	96	31.0%
No	214	69.0%
<b>Total</b>	310	100.0%
Not Answered	4	

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

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	2	2.2%
<input checked="" type="radio"/> Sometimes	9	9.8%
<input checked="" type="radio"/> Usually	28	30.4%
<input checked="" type="radio"/> Always	53	57.6%
<b>Total</b>	92	100.0%
Not Answered	4	
<b>Reporting Category</b>	Customer Service	
Achievement Score	88.0%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Your Health Plan (continued)

**Q32.** In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	PSG 2018	
	N	%
● Never	1	1.1%
● Sometimes	1	1.1%
● Usually	11	11.8%
● Always	80	86.0%
<b>Total</b>	93	100.0%
Not Answered	3	
<b>Reporting Category</b>	Customer Service	
Achievement Score	97.8%	

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

	PSG 2018	
	N	%
Yes	100	32.3%
No	210	67.7%
<b>Total</b>	310	100.0%
Not Answered	4	

**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.]

	PSG 2018	
	N	%
● Never	4	1.3%
● Sometimes	17	5.5%
● Usually	34	11.1%
● Always	252	82.1%
<b>Total</b>	307	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	93.2%	

○ 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?

	PSG 2018	
	N	%
● Worst health plan possible	2	0.7%
● 1	1	0.4%
● 2	0	0.0%
● 3	5	1.8%
● 4	2	0.7%
● 5	9	3.2%
● 6	8	2.8%
● 7	33	11.6%
● 8	59	20.8%
● 9	62	21.8%
● Best health plan possible	103	36.3%
<b>Total</b>	284	100.0%
Not Answered	30	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	78.9%	

### About You

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

	PSG 2018	
	N	%
● Excellent	35	11.2%
● Very good	87	27.9%
● Good	109	34.9%
● Fair	65	20.8%
● Poor	16	5.1%
<b>Total</b>	312	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	39.1%	

○ 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?

	PSG 2018	
	N	%
● Excellent	65	20.9%
● Very good	84	27.0%
● Good	91	29.3%
● Fair	55	17.7%
● Poor	16	5.1%
<b>Total</b>	311	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	47.9%	

**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.]

	PSG 2018	
	N	%
● Yes	113	39.6%
● No	172	60.4%
Don't know	9	
<b>Total</b>	285	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	39.6%	

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

	PSG 2018	
	N	%
Every day	50	16.2%
Some days	25	8.1%
Not at all	234	75.7%
Don't know	1	
<b>Total</b>	309	100.0%
Not Answered	4	

○ 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?

	PSG 2018	
	N	%
<input type="radio"/> Never	17	23.0%
<input type="radio"/> Sometimes	14	18.9%
<input type="radio"/> Usually	12	16.2%
<input type="radio"/> Always	31	41.9%
<b>Total</b>	74	100.0%
Not Answered	1	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	77.0%	

**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.

	PSG 2018	
	N	%
<input type="radio"/> Never	25	34.2%
<input type="radio"/> Sometimes	22	30.1%
<input type="radio"/> Usually	8	11.0%
<input type="radio"/> Always	18	24.7%
<b>Total</b>	73	100.0%
Not Answered	2	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	65.8%	

**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.

	PSG 2018	
	N	%
<input type="radio"/> Never	35	47.3%
<input type="radio"/> Sometimes	13	17.6%
<input type="radio"/> Usually	14	18.9%
<input type="radio"/> Always	12	16.2%
<b>Total</b>	74	100.0%
Not Answered	1	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	52.7%	

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?**

	PSG 2018	
	N	%
Yes	80	26.0%
No	228	74.0%
<b>Total</b>	308	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.**

	PSG 2018	
	N	%
Yes	67	87.0%
No	10	13.0%
<b>Total</b>	77	100.0%
Not Answered	3	

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

	PSG 2018	
	N	%
Yes	169	54.5%
No	141	45.5%
<b>Total</b>	310	100.0%
Not Answered	4	

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

	PSG 2018	
	N	%
Yes	150	91.5%
No	14	8.5%
<b>Total</b>	164	100.0%
Not Answered	5	

## Responses by Question

### *About You* (continued)

**Q47. What is your age?**

	PSG 2018	
	N	%
18 to 24	44	14.2%
25 to 34	37	12.0%
35 to 44	49	15.9%
45 to 54	61	19.7%
55 to 64	100	32.4%
65 to 74	9	2.9%
75 or older	9	2.9%
<b>Total</b>	309	100.0%
Not Answered	5	

**Q48. Are you male or female?**

	PSG 2018	
	N	%
Male	133	42.8%
Female	178	57.2%
<b>Total</b>	311	100.0%
Not Answered	3	

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

	PSG 2018	
	N	%
8th grade or less	47	15.5%
Some high school but did not graduate	29	9.6%
High school graduate or GED	101	33.3%
Some college or 2-year degree	99	32.7%
4-year college graduate	18	5.9%
More than 4-year college degree	9	3.0%
<b>Total</b>	303	100.0%
Not Answered	11	

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

	PSG 2018	
	N	%
Yes, Hispanic or Latino	111	36.8%
No, Not Hispanic or Latino	191	63.2%
<b>Total</b>	302	100.0%
Not Answered	12	

# Responses by Question

## About You (continued)

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

	PSG 2018	
	N	%
Yes	247	100.0%
<b>Total</b>	247	100.0%
Not Answered	67	

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

	PSG 2018	
	N	%
Yes	5	100.0%
<b>Total</b>	5	100.0%
Not Answered	309	

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

	PSG 2018	
	N	%
Yes	4	100.0%
<b>Total</b>	4	100.0%
Not Answered	310	

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

	PSG 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	312	

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

	PSG 2018	
	N	%
Yes	10	100.0%
<b>Total</b>	10	100.0%
Not Answered	304	

## Responses by Question

### ***About You*** (continued)

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

	PSG 2018	
	N	%
Yes	26	100.0%
<b>Total</b>	26	100.0%
Not Answered	288	

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

	PSG 2018	
	N	%
Yes	43	17.6%
No	202	82.4%
<b>Total</b>	245	100.0%
Not Answered	69	

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

	PSG 2018	
	N	%
Yes	26	100.0%
<b>Total</b>	26	100.0%
Not Answered	17	

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

	PSG 2018	
	N	%
Yes	19	100.0%
<b>Total</b>	19	100.0%
Not Answered	24	

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

	PSG 2018	
	N	%
Yes	12	100.0%
<b>Total</b>	12	100.0%
Not Answered	31	

## Responses by Question

### ***About You*** (continued)

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

	PSG 2018	
	N	%
Yes	5	100.0%
<b>Total</b>	5	100.0%
Not Answered	38	

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

	PSG 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	41	

## 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?

	PSG 2018	
	N	%
Yes	24	8.0%
No	276	92.0%
<b>Total</b>	300	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?

	PSG 2018	
	N	%
<input type="radio"/> Never	5	25.0%
<input type="radio"/> Sometimes	4	20.0%
<input type="radio"/> Usually	1	5.0%
<input type="radio"/> Always	10	50.0%
<b>Total</b>	20	100.0%
Not Answered	4	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	55.0%	

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

	PSG 2018	
	N	%
Yes	45	14.8%
No	260	85.2%
<b>Total</b>	305	100.0%
Not Answered	9	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	7	16.3%
<input type="radio"/> Sometimes	8	18.6%
<input type="radio"/> Usually	12	27.9%
<input type="radio"/> Always	16	37.2%
<b>Total</b>	43	100.0%
Not Answered	2	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	65.1%	

**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?

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	241	78.8%
<input checked="" type="radio"/> Sometimes	48	15.7%
<input type="radio"/> Usually	6	2.0%
<input type="radio"/> Always	11	3.6%
<b>Total</b>	306	100.0%
Not Answered	8	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	94.4%	

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

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	269	87.6%
<input checked="" type="radio"/> Sometimes	32	10.4%
<input type="radio"/> Usually	3	1.0%
<input type="radio"/> Always	3	1.0%
<b>Total</b>	307	100.0%
Not Answered	7	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	98.0%	

**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?

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	286	93.2%
<input checked="" type="radio"/> Sometimes	17	5.5%
<input type="radio"/> Usually	4	1.3%
<input type="radio"/> Always	0	0.0%
<b>Total</b>	307	100.0%
Not Answered	7	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	98.7%	

**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?

	PSG 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	234	76.2%
<input checked="" type="radio"/> Yes - somewhat	59	19.2%
<input checked="" type="radio"/> No	14	4.6%
<b>Total</b>	307	100.0%
Not Answered	7	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	76.2%	

### 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?

	PSG 2018	
	N	%
Yes	186	60.2%
No	123	39.8%
<b>Total</b>	309	100.0%
Not Answered	5	

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

	PSG 2018	
	N	%
Yes	120	38.7%
No	190	61.3%
<b>Total</b>	310	100.0%
Not Answered	4	

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

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	3	2.6%
<input checked="" type="radio"/> Sometimes	6	5.1%
<input checked="" type="radio"/> Usually	24	20.5%
<input checked="" type="radio"/> Always	84	71.8%
<b>Total</b>	117	100.0%
Not Answered	3	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	92.3%	

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?

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	51	39.2%
<input checked="" type="radio"/> Sometimes	20	15.4%
<input checked="" type="radio"/> Usually	25	19.2%
<input checked="" type="radio"/> Always	34	26.2%
Did not try to get an appointment with a specialist dentist	171	
<b>Total</b>	130	100.0%
Not Answered	13	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	45.4%	

- 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?

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	45	34.4%
<input checked="" type="radio"/> Sometimes	34	26.0%
<input checked="" type="radio"/> Usually	20	15.3%
<input checked="" type="radio"/> Always	32	24.4%
Did not have a dental emergency	172	
<b>Total</b>	131	100.0%
Not Answered	11	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	39.7%	

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?

	PSG 2018	
	N	%
● Extremely difficult	18	6.3%
● 1	9	3.1%
● 2	6	2.1%
● 3	9	3.1%
● 4	4	1.4%
● 5	23	8.0%
● 6	21	7.3%
● 7	29	10.1%
● 8	32	11.2%
● 9	35	12.2%
● Extremely easy	100	35.0%
<b>Total</b>	286	100.0%
Not Answered	28	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	58.4%	

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

Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

**SURVEY INSTRUCTIONS**

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct  
Mark 

Incorrect  
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → *Go to Question 1*  
 No

↓ **START HERE** ↓

1. Our records show that you are now in the Oregon Health Plan. Is that right?

Yes → *Go to Question 3*  
 No

2. What is the name of your health plan? (Please print)

\_\_\_\_\_

**YOUR HEALTH CARE IN  
THE LAST 6 MONTHS**

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

- 3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
  - Yes
  - No → *Go to Question 5*
  
- 4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
  - Never
  - Sometimes
  - Usually
  - Always
  
- 5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?
  - Yes
  - No → *Go to Question 7*
  
- 6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
  - Never
  - Sometimes
  - Usually
  - Always

- 7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
  - None → *Go to Question 15*
  - 1 time
  - 2
  - 3
  - 4
  - 5 to 9
  - 10 or more times
  
- 8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
  - Yes
  - No
  
- 9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
  - Yes
  - No → *Go to Question 13*
  
- 10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
  - Yes
  - No
  
- 11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
  - Yes
  - No



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

- Yes
 No -> Go to Question 23

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

- Never
 Sometimes
 Usually
 Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No -> Go to Question 28

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

- Never
 Sometimes
 Usually
 Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- Yes
 No -> Go to Question 30



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

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

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

35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- Yes
- No → **Go to Question 35c**

35b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

35c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

- Yes
- No → **Go to Question 35e**

35d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

### ADDITIONAL QUESTIONS

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

- Never
- Sometimes
- Usually
- Always

35f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

- Never
- Sometimes
- Usually
- Always

35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

- Never
- Sometimes
- Usually
- Always

35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

- Yes, definitely
- Yes, somewhat
- No

### ACCESS TO DENTAL CARE

35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

- Yes
- No

35j. In the last 6 months, did you go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 35l*

35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

- Never
- Sometimes
- Usually
- Always

35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not try to get an appointment with a specialist dentist for myself in the last 6 months.

35m. 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?

- Never
- Sometimes
- Usually
- Always
- I did not have a dental emergency in the last 6 months

35n. 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?

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

### ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2017?

- Yes
- No
- Don't know

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

- Every day
- Some days
- Not at all → *Go to Question 43*
- Don't know → *Go to Question 43*

40. 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?

- Never
- Sometimes
- Usually
- Always

41. 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.

- Never
- Sometimes
- Usually
- Always

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**





