



PacificSource - Columbia Gorge

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 - 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 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 PSG. 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 PSG 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.

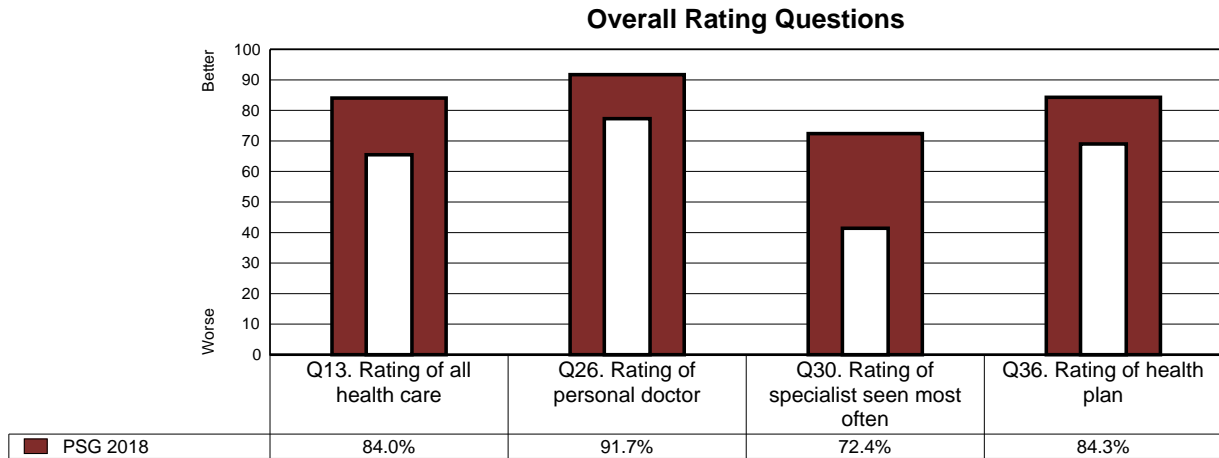
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q27, Q31, and Q36. Complete interviews were obtained from 280 PSG members, and the response rate was 35.3%.

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SUMMARY OF OVERALL RATING QUESTIONS

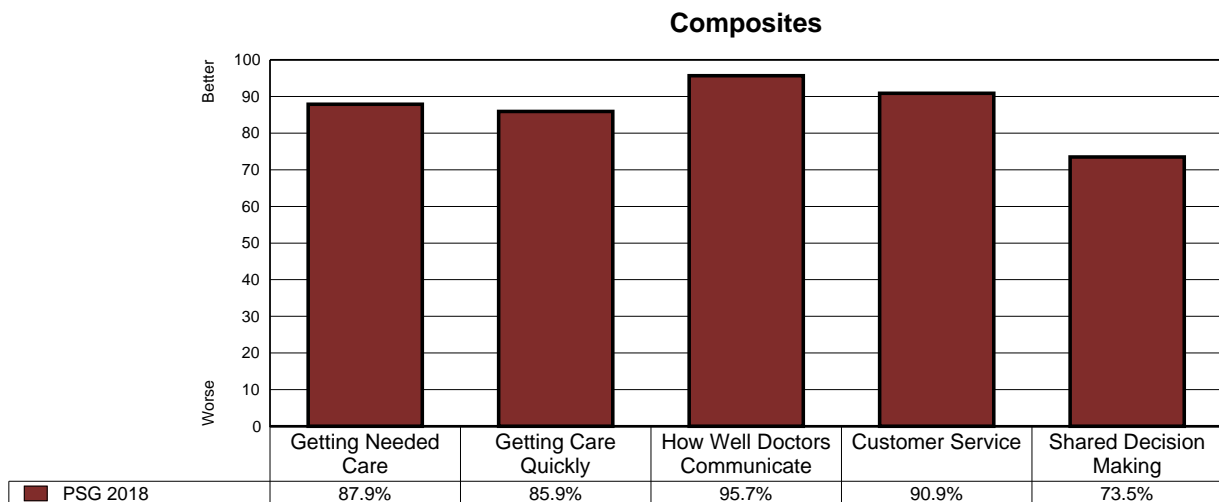
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



Sample Disposition

	PSG 2018
First mailing - sent	800
*First mailing - usable survey returned	112
Second mailing - sent	690
*Second mailing - usable survey returned	49
*Phone - usable surveys	119
Total - usable surveys	280
†Ineligible: According to population criteria‡	4
†Ineligible: Language barrier	3
†Ineligible: Deceased	0
Bad address and bad phone number	14
Refusal	20
Incomplete survey - mail or phone	12
Nonresponse - Unavailable by mail AND phone	467
Adjusted Response Rate	35.3%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

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

	PSG 2018	
	N	%
Yes	277	100.0%
No	0	0.0%
Total	277	100.0%
Not Answered	3	

Your Child's Health Care in the Last 6 Months

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	PSG 2018	
	N	%
Yes	70	25.2%
No	208	74.8%
Total	278	100.0%
Not Answered	2	

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

	PSG 2018	
	N	%
● Never	1	1.5%
● Sometimes	6	9.1%
● Usually	14	21.2%
● Always	45	68.2%
Total	66	100.0%
Not Answered	4	
Reporting Category	Getting Care Quickly	
Achievement Score	89.4%	

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?

	PSG 2018	
	N	%
Yes	206	75.2%
No	68	24.8%
Total	274	100.0%
Not Answered	6	

○ **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?

	PSG 2018	
	N	%
<input type="radio"/> Never	2	1.0%
<input type="radio"/> Sometimes	24	12.4%
<input type="radio"/> Usually	67	34.7%
<input type="radio"/> Always	100	51.8%
Total	193	100.0%
Not Answered	13	
Reporting Category	Getting Care Quickly	
Achievement Score	86.5%	

- 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?

	PSG 2018	
	N	%
None	79	28.6%
1 time	97	35.1%
2	54	19.6%
3	22	8.0%
4	11	4.0%
5 to 9	12	4.3%
10 or more times	1	0.4%
Total	276	100.0%
Not Answered	4	

- Q8.** In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

	PSG 2018	
	N	%
<input type="radio"/> Yes	152	79.6%
<input type="radio"/> No	39	20.4%
Total	191	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	79.6%	

Response scored as: Achievement Room for improvement

Responses by Question

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

- Q9.** In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	PSG 2018	
	N	%
Yes	39	20.1%
No	155	79.9%
Total	194	100.0%
Not Answered	3	

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

	PSG 2018	
	N	%
<input checked="" type="radio"/> Yes	33	84.6%
<input type="radio"/> No	6	15.4%
Total	39	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	84.6%	

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

	PSG 2018	
	N	%
<input checked="" type="radio"/> Yes	21	53.8%
<input type="radio"/> No	18	46.2%
Total	39	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	53.8%	

- 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?

	PSG 2018	
	N	%
<input checked="" type="radio"/> Yes	31	81.6%
<input type="radio"/> No	7	18.4%
Total	38	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	81.6%	

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?

	PSG 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	1	0.5%
● 4	1	0.5%
● 5	9	4.6%
● 6	3	1.5%
● 7	17	8.8%
● 8	36	18.6%
● 9	49	25.3%
● Best health care possible	78	40.2%
Total	194	100.0%
Not Answered	3	
Reporting Category	Ratings	
Rating (8, 9 and 10)	84.0%	

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

	PSG 2018	
	N	%
● Never	5	2.6%
● Sometimes	18	9.4%
● Usually	63	32.8%
● Always	106	55.2%
Total	192	100.0%
Not Answered	5	
Reporting Category	Getting Needed Care	
Achievement Score	88.0%	

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?

	PSG 2018	
	N	%
Yes	248	89.2%
No	30	10.8%
Total	278	100.0%
Not Answered	2	

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

Responses by Question

Your Child's Personal Doctor (continued)

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

	PSG 2018	
	N	%
None	59	24.7%
1 time	98	41.0%
2	42	17.6%
3	19	7.9%
4	12	5.0%
5 to 9	8	3.3%
10 or more times	1	0.4%
Total	239	100.0%
Not Answered	9	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	6	3.4%
<input type="radio"/> Usually	24	13.4%
<input type="radio"/> Always	148	82.7%
Total	179	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	96.1%	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	2	1.1%
<input type="radio"/> Sometimes	6	3.4%
<input type="radio"/> Usually	24	13.4%
<input type="radio"/> Always	147	82.1%
Total	179	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	95.5%	

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?

	PSG 2018	
	N	%
<input type="radio"/> Never	1	0.6%
<input type="radio"/> Sometimes	3	1.7%
<input type="radio"/> Usually	24	13.4%
<input type="radio"/> Always	151	84.4%
Total	179	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	97.8%	

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

	PSG 2018	
	N	%
Yes	134	75.3%
No	44	24.7%
Total	178	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?

	PSG 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	10	7.6%
<input type="radio"/> Usually	21	15.9%
<input type="radio"/> Always	101	76.5%
Total	132	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	92.4%	

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?

	PSG 2018	
	N	%
<input type="radio"/> Never	3	1.7%
<input type="radio"/> Sometimes	9	5.1%
<input type="radio"/> Usually	45	25.3%
<input type="radio"/> Always	121	68.0%
Total	178	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	93.3%	

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

	PSG 2018	
	N	%
<input type="radio"/> Yes	164	91.6%
<input type="radio"/> No	15	8.4%
Total	179	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	91.6%	

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

	PSG 2018	
	N	%
Yes	64	36.2%
No	113	63.8%
Total	177	100.0%
Not Answered	3	

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?

	PSG 2018	
	N	%
<input type="radio"/> Never	2	3.2%
<input type="radio"/> Sometimes	6	9.7%
<input type="radio"/> Usually	18	29.0%
<input type="radio"/> Always	36	58.1%
Total	62	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	87.1%	

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?

	PSG 2018	
	N	%
<input type="radio"/> Worst personal doctor 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	5	2.1%
<input type="radio"/> 6	4	1.7%
<input type="radio"/> 7	11	4.5%
<input type="radio"/> 8	35	14.5%
<input type="radio"/> 9	57	23.6%
<input type="radio"/> Best personal doctor possible	130	53.7%
Total	242	100.0%
Not Answered	6	
Reporting Category	Ratings	
Rating (8, 9 and 10)	91.7%	

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?

	PSG 2018	
	N	%
Yes	35	12.6%
No	242	87.4%
Total	277	100.0%
Not Answered	3	

Response scored as: Achievement Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

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

	PSG 2018	
	N	%
<input type="radio"/> Never	2	5.7%
<input type="radio"/> Sometimes	4	11.4%
<input type="radio"/> Usually	13	37.1%
<input type="radio"/> Always	16	45.7%
Total	35	100.0%
Not Answered	0	
Reporting Category	Getting Needed Care	
Achievement Score	82.9%	

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

	PSG 2018	
	N	%
None	4	11.8%
1 specialist	25	73.5%
2	5	14.7%
3	0	0.0%
4	0	0.0%
5 or more specialists	0	0.0%
Total	34	100.0%
Not Answered	1	

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?

	PSG 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	3.4%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	1	3.4%
<input type="radio"/> 5	1	3.4%
<input type="radio"/> 6	0	0.0%
<input type="radio"/> 7	5	17.2%
<input type="radio"/> 8	9	31.0%
<input type="radio"/> 9	5	17.2%
<input type="radio"/> Best specialist possible	7	24.1%
Total	29	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	72.4%	

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?

	PSG 2018	
	N	%
Yes	96	35.2%
No	177	64.8%
Total	273	100.0%
Not Answered	7	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	14	15.2%
<input checked="" type="radio"/> Usually	29	31.5%
<input checked="" type="radio"/> Always	49	53.3%
Total	92	100.0%
Not Answered	4	
Reporting Category	Customer Service	
Achievement Score	84.8%	

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

	PSG 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	3	3.3%
<input checked="" type="radio"/> Usually	28	30.8%
<input checked="" type="radio"/> Always	60	65.9%
Total	91	100.0%
Not Answered	5	
Reporting Category	Customer Service	
Achievement Score	96.7%	

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

	PSG 2018	
	N	%
Yes	121	44.6%
No	150	55.4%
Total	271	100.0%
Not Answered	9	

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.]

	PSG 2018	
	N	%
● Never	5	1.9%
● Sometimes	27	10.2%
● Usually	44	16.6%
● Always	189	71.3%
Total	265	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	87.9%	

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?

	PSG 2018	
	N	%
● Worst health plan possible	2	0.7%
● 1	0	0.0%
● 2	1	0.4%
● 3	2	0.7%
● 4	1	0.4%
● 5	7	2.6%
● 6	12	4.4%
● 7	18	6.6%
● 8	42	15.3%
● 9	62	22.6%
● Best health plan possible	127	46.4%
Total	274	100.0%
Not Answered	6	
Reporting Category	Ratings	
Rating (8, 9 and 10)	84.3%	

○ 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?

	PSG 2018	
	N	%
● Excellent	97	35.3%
● Very good	111	40.4%
● Good	57	20.7%
● Fair	10	3.6%
● Poor	0	0.0%
Total	275	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	75.6%	

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

	PSG 2018	
	N	%
● Excellent	105	38.5%
● Very good	92	33.7%
● Good	63	23.1%
● Fair	13	4.8%
● Poor	0	0.0%
Total	273	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	72.2%	

NQ39. What is your child's age?

	PSG 2018	
	N	%
Less than 1 year old	1	0.4%
1 to 2 years old	22	8.1%
3 to 4 years old	32	11.7%
5 to 7 years old	50	18.3%
8 to 10 years old	55	20.1%
11 to 13 years old	50	18.3%
14 to 18 years old	63	23.1%
Total	273	100.0%
Not Answered	7	

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

Responses by Question

About Your Child and You (continued)

Q40. Is your child male or female?

	PSG 2018	
	N	%
Male	123	44.7%
Female	152	55.3%
Total	275	100.0%
Not Answered	5	

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

	PSG 2018	
	N	%
Yes, Hispanic or Latino	184	67.9%
No, Not Hispanic or Latino	87	32.1%
Total	271	100.0%
Not Answered	9	

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

	PSG 2018	
	N	%
Yes	232	100.0%
Total	232	100.0%
Not Answered	48	

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

	PSG 2018	
	N	%
Yes	7	100.0%
Total	7	100.0%
Not Answered	273	

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

	PSG 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	275	

Responses by Question

About Your Child and You (continued)

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

	PSG 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	279	

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

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

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

	PSG 2018	
	N	%
Yes	9	100.0%
Total	9	100.0%
Not Answered	271	

Q43. What is your age?

	PSG 2018	
	N	%
Under 18	9	3.3%
18 to 24	8	3.0%
25 to 34	81	29.9%
35 to 44	122	45.0%
45 to 54	37	13.7%
55 to 64	12	4.4%
65 to 74	1	0.4%
75 or older	1	0.4%
Total	271	100.0%
Not Answered	9	

Q44. Are you male or female?

	PSG 2018	
	N	%
Male	36	13.2%
Female	236	86.8%
Total	272	100.0%
Not Answered	8	

Responses by Question

About Your Child and You (continued)

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

	PSG 2018	
	N	%
8th grade or less	67	25.1%
Some high school but did not graduate	39	14.6%
High school graduate or GED	74	27.7%
Some college or 2-year degree	62	23.2%
4-year college graduate	14	5.2%
More than 4-year college degree	11	4.1%
Total	267	100.0%
Not Answered	13	

Q46. How are you related to the child?

	PSG 2018	
	N	%
Mother or father	265	97.4%
Grandparent	3	1.1%
Aunt or uncle	0	0.0%
Older brother or sister	2	0.7%
Other relative	0	0.0%
Legal guardian	1	0.4%
Someone else	1	0.4%
Total	272	100.0%
Not Answered	8	

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

	PSG 2018	
	N	%
Yes	3	1.9%
No	154	98.1%
Total	157	100.0%
Not Answered	123	

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

	PSG 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.

	PSG 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.

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

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

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

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

	PSG 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?

	PSG 2018	
	N	%
<input checked="" type="radio"/> Never	157	88.2%
<input checked="" type="radio"/> Sometimes	14	7.9%
<input checked="" type="radio"/> Usually	2	1.1%
<input checked="" type="radio"/> Always	5	2.8%
Total	178	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	96.1%	

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?

	PSG 2018	
	N	%
Yes	234	87.3%
No	34	12.7%
Total	268	100.0%
Not Answered	12	

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

	PSG 2018	
	N	%
Yes	201	73.6%
No	72	26.4%
Total	273	100.0%
Not Answered	7	

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?

	PSG 2018	
	N	%
<input type="radio"/> Never	4	2.0%
<input type="radio"/> Sometimes	11	5.6%
<input type="radio"/> Usually	38	19.2%
<input type="radio"/> Always	145	73.2%
Total	198	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	92.4%	

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?

	PSG 2018	
	N	%
<input type="radio"/> Never	32	22.9%
<input type="radio"/> Sometimes	25	17.9%
<input type="radio"/> Usually	29	20.7%
<input type="radio"/> Always	54	38.6%
Did not have a dental emergency	127	
Total	140	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	59.3%	

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?

	PSG 2018	
	N	%
● Extremely difficult	8	3.0%
● 1	1	0.4%
● 2	3	1.1%
● 3	3	1.1%
● 4	3	1.1%
● 5	18	6.7%
● 6	8	3.0%
● 7	27	10.0%
● 8	39	14.5%
● 9	38	14.1%
● Extremely easy	121	45.0%
Total	269	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	73.6%	

Kindergarten Readiness

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

	PSG 2018	
	N	%
Yes	48	18.8%
No	208	81.3%
Total	256	100.0%
Not Answered	24	

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

	PSG 2018	
	N	%
All of the time	25	52.1%
Most of the time	16	33.3%
Some of the time	6	12.5%
None of the time	1	2.1%
Total	48	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?

	PSG 2018	
	N	%
All of the time	28	58.3%
Most of the time	16	33.3%
Some of the time	4	8.3%
None of the time	0	0.0%
Total	48	100.0%
Not Answered	0	

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

	PSG 2018	
	N	%
All of the time	20	41.7%
Most of the time	20	41.7%
Some of the time	7	14.6%
None of the time	1	2.1%
Total	48	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?

	PSG 2018	
	N	%
All of the time	0	0.0%
Most of the time	2	4.3%
Some of the time	36	78.3%
None of the time	8	17.4%
Total	46	100.0%
Not Answered	2	

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)?

	PSG 2018	
	N	%
This child did not attend childcare or preschool	9	
No	37	97.4%
Yes - picked my child up early on one or more days	0	0.0%
Yes - kept my child home for one full day or more	1	2.6%
Yes - permanently was told my child could no longer attend	0	0.0%
Total	38	100.0%
Not Answered	1	

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"/> | <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 Health Care Possible | | | | | Best Health Care 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"/> | <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 | | | | | |
| Specialist | | | | | Specialist | | | | | |
| 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**

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"/> | <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 Plan | | | | | Health Plan | | | | | |
| Possible | | | | | Possible | | | | | |



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