



PrimaryHealth

CAHPS® 5.0
Adult Medicaid
Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for PrimaryHealth (PH) 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 PH. 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 PH 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.

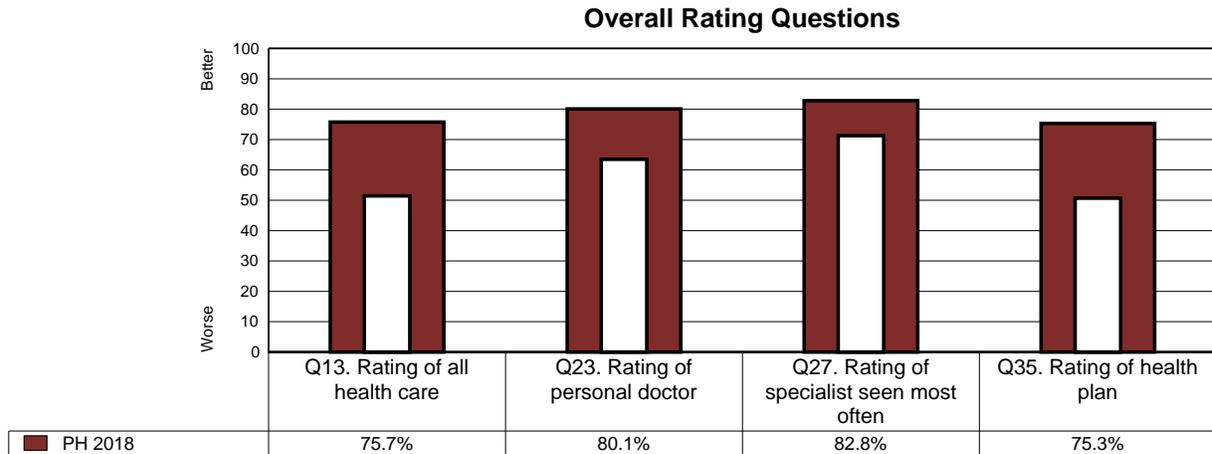
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 336 PH members, and the response rate was 34.9%.

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SUMMARY OF OVERALL RATING QUESTIONS

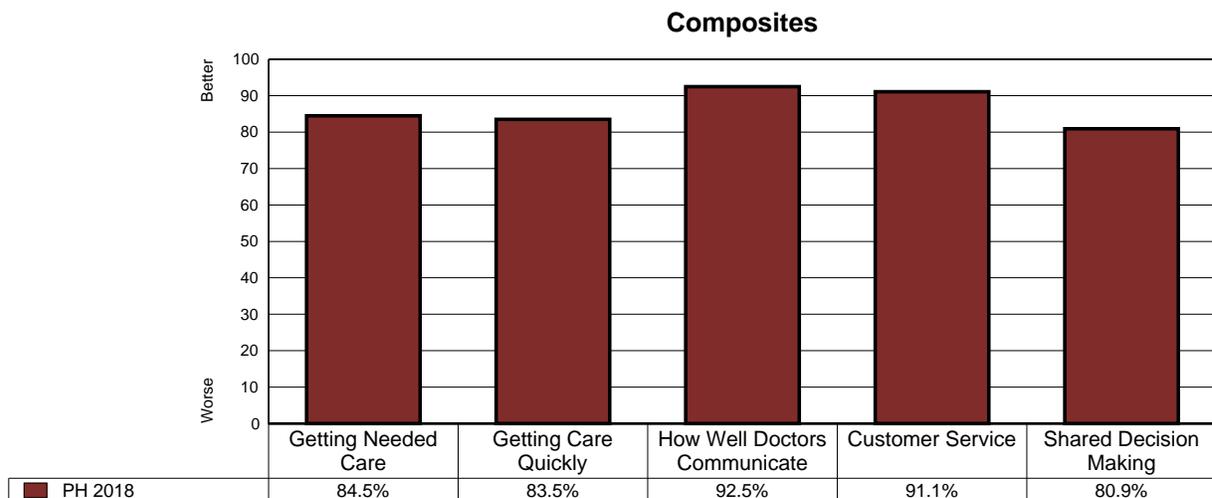
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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

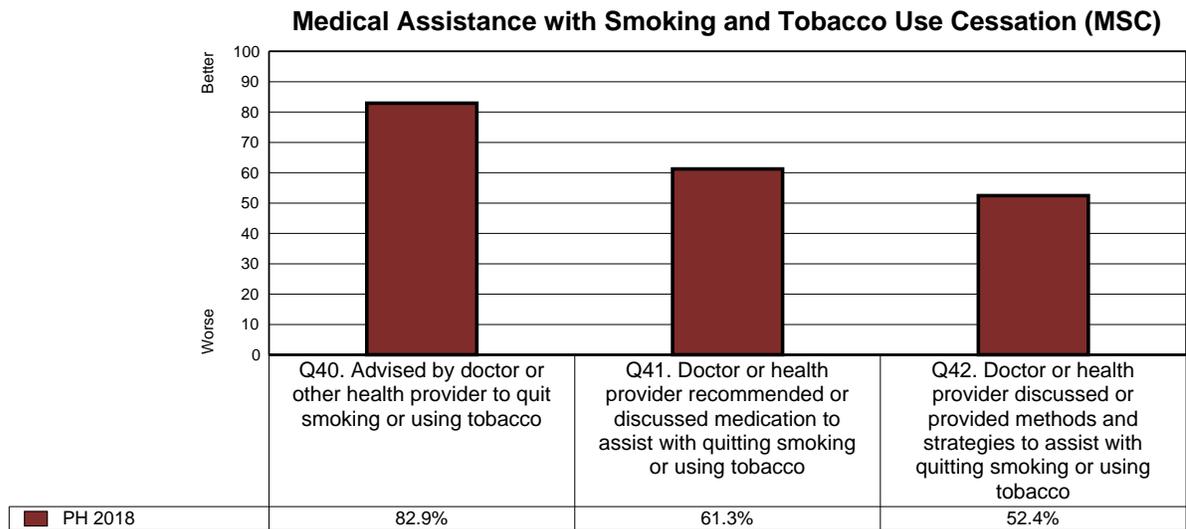
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



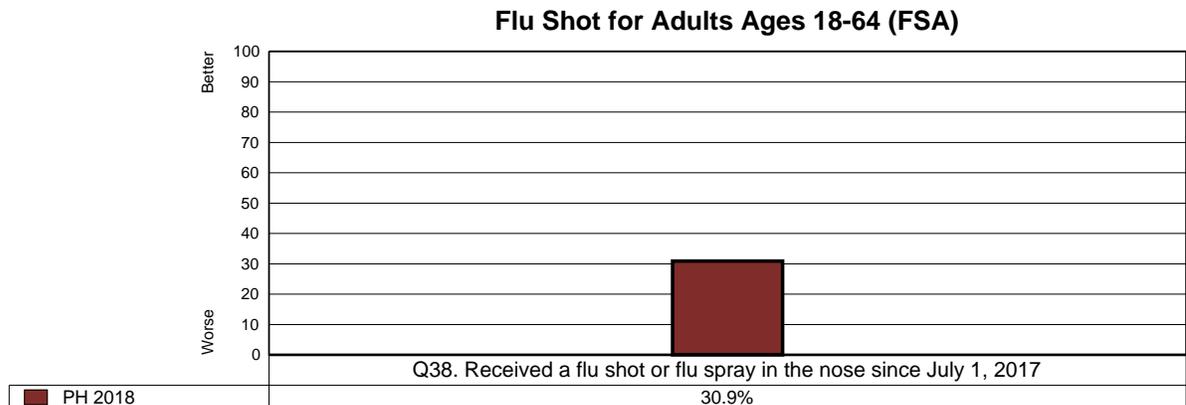
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

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

	PH 2018
First mailing - sent	1000
*First mailing - usable survey returned	206
Second mailing - sent	818
*Second mailing - usable survey returned	64
*Phone - usable surveys	66
Total - usable surveys	336
†Ineligible: According to population criteria‡	25
†Ineligible: Language barrier	0
†Ineligible: Deceased	3
†Ineligible: Mentally or physically unable to complete survey	8
Bad address and bad phone number	18
Refusal	49
Incomplete survey - mail or phone	6
Nonresponse - Unavailable by mail AND phone	555
Adjusted Response Rate	34.9%

*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?

	PH 2018	
	N	%
Yes	335	100.0%
No	0	0.0%
Total	335	100.0%
Not Answered	1	

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?

	PH 2018	
	N	%
Yes	142	42.8%
No	190	57.2%
Total	332	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?

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	4	3.2%
<input checked="" type="radio"/> Sometimes	8	6.5%
<input checked="" type="radio"/> Usually	21	16.9%
<input checked="" type="radio"/> Always	91	73.4%
Total	124	100.0%
Not Answered	18	
Reporting Category	Getting Care Quickly	
Achievement Score	90.3%	

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?

	PH 2018	
	N	%
Yes	232	69.9%
No	100	30.1%
Total	332	100.0%
Not Answered	4	

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?

	PH 2018	
	N	%
● Never	8	4.0%
● Sometimes	27	13.6%
● Usually	45	22.7%
● Always	118	59.6%
Total	198	100.0%
Not Answered	34	
Reporting Category	Getting Care Quickly	
Achievement Score	82.3%	

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?

	PH 2018	
	N	%
None	78	23.4%
1 time	85	25.5%
2	63	18.9%
3	39	11.7%
4	25	7.5%
5 to 9	31	9.3%
10 or more times	12	3.6%
Total	333	100.0%
Not Answered	3	

Q8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	PH 2018	
	N	%
● Yes	171	70.1%
● No	73	29.9%
Total	244	100.0%
Not Answered	11	
Reporting Category	Single Items	
Achievement Score	70.1%	

○ **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?

	PH 2018	
	N	%
Yes	109	44.9%
No	134	55.1%
Total	243	100.0%
Not Answered	12	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Yes	98	95.1%
<input type="radio"/> No	5	4.9%
Total	103	100.0%
Not Answered	6	
Reporting Category	Shared Decision Making	
Achievement Score	95.1%	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Yes	78	75.7%
<input type="radio"/> No	25	24.3%
Total	103	100.0%
Not Answered	6	
Reporting Category	Shared Decision Making	
Achievement Score	75.7%	

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?

	PH 2018	
	N	%
<input checked="" type="radio"/> Yes	72	71.3%
<input type="radio"/> No	29	28.7%
Total	101	100.0%
Not Answered	8	
Reporting Category	Shared Decision Making	
Achievement Score	71.3%	

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?

	PH 2018	
	N	%
● Worst health care possible	2	0.8%
● 1	0	0.0%
● 2	3	1.2%
● 3	2	0.8%
● 4	2	0.8%
● 5	11	4.5%
● 6	13	5.3%
● 7	26	10.7%
● 8	59	24.3%
● 9	49	20.2%
● Best health care possible	76	31.3%
Total	243	100.0%
Not Answered	12	
Reporting Category	Ratings	
Rating (8, 9 and 10)	75.7%	

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

	PH 2018	
	N	%
● Never	7	2.9%
● Sometimes	26	10.6%
● Usually	71	29.0%
● Always	141	57.6%
Total	245	100.0%
Not Answered	10	
Reporting Category	Getting Needed Care	
Achievement Score	86.5%	

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?

	PH 2018	
	N	%
Yes	294	87.8%
No	41	12.2%
Total	335	100.0%
Not Answered	1	

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

Responses by Question

Your Personal Doctor *(continued)*

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	PH 2018	
	N	%
None	60	21.7%
1 time	91	33.0%
2	62	22.5%
3	30	10.9%
4	10	3.6%
5 to 9	17	6.2%
10 or more times	6	2.2%
Total	276	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?

	PH 2018	
	N	%
<input type="radio"/> Never	1	0.5%
<input type="radio"/> Sometimes	9	4.2%
<input type="radio"/> Usually	39	18.1%
<input type="radio"/> Always	166	77.2%
Total	215	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	95.3%	

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

	PH 2018	
	N	%
<input type="radio"/> Never	3	1.4%
<input type="radio"/> Sometimes	15	7.0%
<input type="radio"/> Usually	31	14.4%
<input type="radio"/> Always	166	77.2%
Total	215	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	91.6%	

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?

	PH 2018	
	N	%
<input type="radio"/> Never	3	1.4%
<input type="radio"/> Sometimes	12	5.6%
<input type="radio"/> Usually	25	11.6%
<input type="radio"/> Always	175	81.4%
Total	215	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	93.0%	

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

	PH 2018	
	N	%
<input type="radio"/> Never	5	2.3%
<input type="radio"/> Sometimes	16	7.4%
<input type="radio"/> Usually	48	22.2%
<input type="radio"/> Always	147	68.1%
Total	216	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	90.3%	

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

	PH 2018	
	N	%
Yes	130	60.2%
No	86	39.8%
Total	216	100.0%
Not Answered	0	

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?

	PH 2018	
	N	%
<input type="radio"/> Never	8	6.5%
<input type="radio"/> Sometimes	12	9.8%
<input type="radio"/> Usually	36	29.3%
<input type="radio"/> Always	67	54.5%
Total	123	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	83.7%	

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?

	PH 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	2	0.7%
<input type="radio"/> 1	1	0.4%
<input type="radio"/> 2	2	0.7%
<input type="radio"/> 3	2	0.7%
<input type="radio"/> 4	4	1.5%
<input type="radio"/> 5	16	5.9%
<input type="radio"/> 6	7	2.6%
<input type="radio"/> 7	20	7.4%
<input type="radio"/> 8	45	16.6%
<input type="radio"/> 9	60	22.1%
<input type="radio"/> Best personal doctor possible	112	41.3%
Total	271	100.0%
Not Answered	23	
Reporting Category	Ratings	
Rating (8, 9 and 10)	80.1%	

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?

	PH 2018	
	N	%
Yes	135	40.3%
No	200	59.7%
Total	335	100.0%
Not Answered	1	

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?

	PH 2018	
	N	%
<input type="radio"/> Never	10	7.6%
<input type="radio"/> Sometimes	14	10.6%
<input type="radio"/> Usually	27	20.5%
<input type="radio"/> Always	81	61.4%
Total	132	100.0%
Not Answered	3	
Reporting Category	Getting Needed Care	
Achievement Score	81.8%	

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

	PH 2018	
	N	%
None	8	6.1%
1 specialist	77	58.8%
2	35	26.7%
3	7	5.3%
4	3	2.3%
5 or more specialists	1	0.8%
Total	131	100.0%
Not Answered	4	

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?

	PH 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	1	0.8%
<input type="radio"/> 2	1	0.8%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	2	1.6%
<input type="radio"/> 5	7	5.7%
<input type="radio"/> 6	6	4.9%
<input type="radio"/> 7	4	3.3%
<input type="radio"/> 8	14	11.5%
<input type="radio"/> 9	28	23.0%
<input type="radio"/> Best specialist possible	59	48.4%
Total	122	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	82.8%	

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?

	PH 2018	
	N	%
Yes	62	18.5%
No	273	81.5%
Total	335	100.0%
Not Answered	1	

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?

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	3	5.1%
<input checked="" type="radio"/> Sometimes	16	27.1%
<input checked="" type="radio"/> Usually	24	40.7%
<input checked="" type="radio"/> Always	16	27.1%
Total	59	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	67.8%	

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

	PH 2018	
	N	%
Yes	91	27.5%
No	240	72.5%
Total	331	100.0%
Not Answered	5	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	0	0.0%
<input checked="" type="radio"/> Sometimes	12	14.5%
<input checked="" type="radio"/> Usually	23	27.7%
<input checked="" type="radio"/> Always	48	57.8%
Total	83	100.0%
Not Answered	8	
Reporting Category	Customer Service	
Achievement Score	85.5%	

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?

	PH 2018	
	N	%
● Never	0	0.0%
● Sometimes	3	3.6%
● Usually	11	13.1%
● Always	70	83.3%
Total	84	100.0%
Not Answered	7	
Reporting Category	Customer Service	
Achievement Score	96.4%	

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

	PH 2018	
	N	%
Yes	118	35.8%
No	212	64.2%
Total	330	100.0%
Not Answered	6	

PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]

	PH 2018	
	N	%
● Never	3	0.9%
● Sometimes	7	2.2%
● Usually	47	14.5%
● Always	267	82.4%
Total	324	100.0%
Not Answered	6	
Reporting Category	Single Items	
Achievement Score	96.9%	

○ 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?

	PH 2018	
	N	%
● Worst health plan possible	2	0.7%
● 1	2	0.7%
● 2	2	0.7%
● 3	4	1.3%
● 4	3	1.0%
● 5	20	6.7%
● 6	15	5.0%
● 7	26	8.7%
● 8	74	24.7%
● 9	46	15.3%
● Best health plan possible	106	35.3%
Total	300	100.0%
Not Answered	36	
Reporting Category	Ratings	
Rating (8, 9 and 10)	75.3%	

About You

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

	PH 2018	
	N	%
● Excellent	31	9.5%
● Very good	98	29.9%
● Good	113	34.5%
● Fair	56	17.1%
● Poor	30	9.1%
Total	328	100.0%
Not Answered	8	
Reporting Category	Single Items	
Achievement Score	39.3%	

○ **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?

	PH 2018	
	N	%
● Excellent	77	23.3%
● Very good	97	29.3%
● Good	82	24.8%
● Fair	60	18.1%
● Poor	15	4.5%
Total	331	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	52.6%	

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.]

	PH 2018	
	N	%
● Yes	93	30.9%
● No	208	69.1%
Don't know	6	
Total	301	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	30.9%	

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

	PH 2018	
	N	%
Every day	60	18.2%
Some days	26	7.9%
Not at all	244	73.9%
Don't know	2	
Total	330	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?

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	14	17.1%
<input checked="" type="radio"/> Sometimes	17	20.7%
<input checked="" type="radio"/> Usually	13	15.9%
<input checked="" type="radio"/> Always	38	46.3%
Total	82	100.0%
Not Answered	4	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	82.9%	

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.

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	31	38.8%
<input checked="" type="radio"/> Sometimes	23	28.8%
<input checked="" type="radio"/> Usually	8	10.0%
<input checked="" type="radio"/> Always	18	22.5%
Total	80	100.0%
Not Answered	6	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	61.3%	

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.

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	39	47.6%
<input checked="" type="radio"/> Sometimes	18	22.0%
<input checked="" type="radio"/> Usually	11	13.4%
<input checked="" type="radio"/> Always	14	17.1%
Total	82	100.0%
Not Answered	4	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	52.4%	

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?

	PH 2018	
	N	%
Yes	104	31.5%
No	226	68.5%
Total	330	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.

	PH 2018	
	N	%
Yes	83	80.6%
No	20	19.4%
Total	103	100.0%
Not Answered	1	

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

	PH 2018	
	N	%
Yes	209	63.0%
No	123	37.0%
Total	332	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.

	PH 2018	
	N	%
Yes	185	90.7%
No	19	9.3%
Total	204	100.0%
Not Answered	5	

Responses by Question

About You (continued)

Q47. What is your age?

	PH 2018	
	N	%
18 to 24	22	6.6%
25 to 34	39	11.7%
35 to 44	47	14.2%
45 to 54	59	17.8%
55 to 64	137	41.3%
65 to 74	19	5.7%
75 or older	9	2.7%
Total	332	100.0%
Not Answered	4	

Q48. Are you male or female?

	PH 2018	
	N	%
Male	127	38.3%
Female	205	61.7%
Total	332	100.0%
Not Answered	4	

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

	PH 2018	
	N	%
8th grade or less	9	2.7%
Some high school but did not graduate	37	11.2%
High school graduate or GED	115	34.7%
Some college or 2-year degree	132	39.9%
4-year college graduate	25	7.6%
More than 4-year college degree	13	3.9%
Total	331	100.0%
Not Answered	5	

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

	PH 2018	
	N	%
Yes, Hispanic or Latino	25	7.7%
No, Not Hispanic or Latino	300	92.3%
Total	325	100.0%
Not Answered	11	

Responses by Question

About You (continued)

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

	PH 2018	
	N	%
Yes	298	100.0%
Total	298	100.0%
Not Answered	38	

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

	PH 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	332	

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

	PH 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	330	

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

	PH 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	333	

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

	PH 2018	
	N	%
Yes	12	100.0%
Total	12	100.0%
Not Answered	324	

Responses by Question

About You (continued)

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

	PH 2018	
	N	%
Yes	31	100.0%
Total	31	100.0%
Not Answered	305	

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

	PH 2018	
	N	%
Yes	10	3.7%
No	258	96.3%
Total	268	100.0%
Not Answered	68	

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

	PH 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	5	

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

	PH 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	5	

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

	PH 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	9	

Responses by Question

About You (continued)

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

	PH 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	9	

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

	PH 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	10	

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?

	PH 2018	
	N	%
Yes	39	12.0%
No	286	88.0%
Total	325	100.0%
Not Answered	11	

Q35b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	9	24.3%
<input checked="" type="radio"/> Sometimes	6	16.2%
<input checked="" type="radio"/> Usually	8	21.6%
<input checked="" type="radio"/> Always	14	37.8%
Total	37	100.0%
Not Answered	2	
Reporting Category	Supplemental Items	
Achievement Score	59.5%	

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

	PH 2018	
	N	%
Yes	51	15.3%
No	282	84.7%
Total	333	100.0%
Not Answered	3	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	8	16.0%
<input checked="" type="radio"/> Sometimes	4	8.0%
<input checked="" type="radio"/> Usually	16	32.0%
<input checked="" type="radio"/> Always	22	44.0%
Total	50	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	76.0%	

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?

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	272	83.7%
<input checked="" type="radio"/> Sometimes	41	12.6%
<input type="radio"/> Usually	5	1.5%
<input type="radio"/> Always	7	2.2%
Total	325	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	96.3%	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	285	87.2%
<input checked="" type="radio"/> Sometimes	36	11.0%
<input type="radio"/> Usually	4	1.2%
<input type="radio"/> Always	2	0.6%
Total	327	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	98.2%	

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?

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	294	89.9%
<input checked="" type="radio"/> Sometimes	30	9.2%
<input type="radio"/> Usually	2	0.6%
<input type="radio"/> Always	1	0.3%
Total	327	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	99.1%	

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?

	PH 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	232	71.4%
<input checked="" type="radio"/> Yes - somewhat	75	23.1%
<input checked="" type="radio"/> No	18	5.5%
Total	325	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	71.4%	

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?

	PH 2018	
	N	%
Yes	199	60.1%
No	132	39.9%
Total	331	100.0%
Not Answered	5	

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

	PH 2018	
	N	%
Yes	139	42.1%
No	191	57.9%
Total	330	100.0%
Not Answered	6	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	4	3.0%
<input checked="" type="radio"/> Sometimes	9	6.8%
<input checked="" type="radio"/> Usually	33	24.8%
<input checked="" type="radio"/> Always	87	65.4%
Total	133	100.0%
Not Answered	6	
Reporting Category	Supplemental Items	
Achievement Score	90.2%	

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?

	PH 2018	
	N	%
<input type="radio"/> Never	41	35.0%
<input type="radio"/> Sometimes	19	16.2%
<input type="radio"/> Usually	22	18.8%
<input type="radio"/> Always	35	29.9%
Did not try to get an appointment with a specialist dentist	208	
Total	117	100.0%
Not Answered	11	
Reporting Category	Supplemental Items	
Achievement Score	48.7%	

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?

	PH 2018	
	N	%
<input type="radio"/> Never	36	29.5%
<input type="radio"/> Sometimes	27	22.1%
<input type="radio"/> Usually	23	18.9%
<input type="radio"/> Always	36	29.5%
Did not have a dental emergency	200	
Total	122	100.0%
Not Answered	14	
Reporting Category	Supplemental Items	
Achievement Score	48.4%	

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?

	PH 2018	
	N	%
● Extremely difficult	20	6.9%
● 1	8	2.7%
● 2	4	1.4%
● 3	8	2.7%
● 4	9	3.1%
● 5	41	14.1%
● 6	20	6.9%
● 7	22	7.6%
● 8	38	13.1%
● 9	30	10.3%
● Extremely easy	91	31.3%
Total	291	100.0%
Not Answered	45	
Reporting Category	Supplemental Items	
Achievement Score	54.6%	

○ **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

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

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

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"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Extremely Difficult | | | | | | Extremely 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





