



Oregon Health Plan

CAHPS® 5.0 Child Medicaid
with Chronic Condition Survey

Aggregate Report

June 2018



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Results from the CAHPS® 5.0 Survey for children enrolled in the Oregon Health Plan (OHP) provide a comprehensive tool for assessing consumers' experiences with their health plan. DataStat, Inc. conducted the survey on behalf of the Oregon Health Authority (OHA). The instrument selected for the survey was the CAHPS® 5.0H Child Medicaid Survey with the chronic condition item set. This survey instrument consists of eighty-three questions addressing areas such as getting care quickly, how well doctors communicate, customer service, access to specialized services, and global ratings of health care. A set of questions collecting demographic data completes the core survey. For this project, twelve supplemental items were added to investigate member experience of dental care, difficulty communicating with doctors due to language differences, and kindergarten readiness.

This report is designed to allow OHA to identify key opportunities for improving members' experiences with their care. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did your child get care as soon as he or she needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always." Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experiences: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Shared Decision Making, Access to Specialized Services, Family Centered Care: Personal Doctor Who Knows Child, and Coordination of Care.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist OHA in identifying strengths and weaknesses in their quality of care and services.
2. Provide OHA with a way to assess where resources can best be allocated to improve weaknesses.
3. Show OHA the effects of their improvement efforts over time.

In the *Graphs* section of the report, rating question achievement scores, composite scores and the achievement scores for their component questionnaire items, single item achievement scores, and supplemental item achievement scores are displayed in the form of bar charts to facilitate comparison. Presented in this section are the 2018 and 2017 OHP overall scores, followed by the 2018 individual Coordinated Care Organization (CCO)/OHP Open Card scores.

Correlations with overall OHP and CCO/Open Card satisfaction are computed for each composite score and achievement score. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite items correlate to all general rating questions, and where improvements could help increase not only overall satisfaction with the plan, but member satisfaction with doctors, specialists and care.

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Statistical significance tests were run between two sets of scores and are presented throughout this report. In the *Executive Summary*, *Trend Analysis*, and *Responses by Question* sections of the report, significance testing is between the overall OHP 2018 and the OHP 2017 scores. In the *Graphs* section, the comparison is between the CCO/Open Card and OHP overall scores for 2018.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with the care provided by their health plans. The CAHPS® survey provides consumers, purchasers, and health plans with information about a broad range of key consumer issues.

This report summarizes the findings of a child Medicaid with chronic condition survey conducted for the OHP. Attempts were made to survey 9,450 member households by mail and telephone during the period from January 16, 2018 through April 9, 2018, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 29.0%.

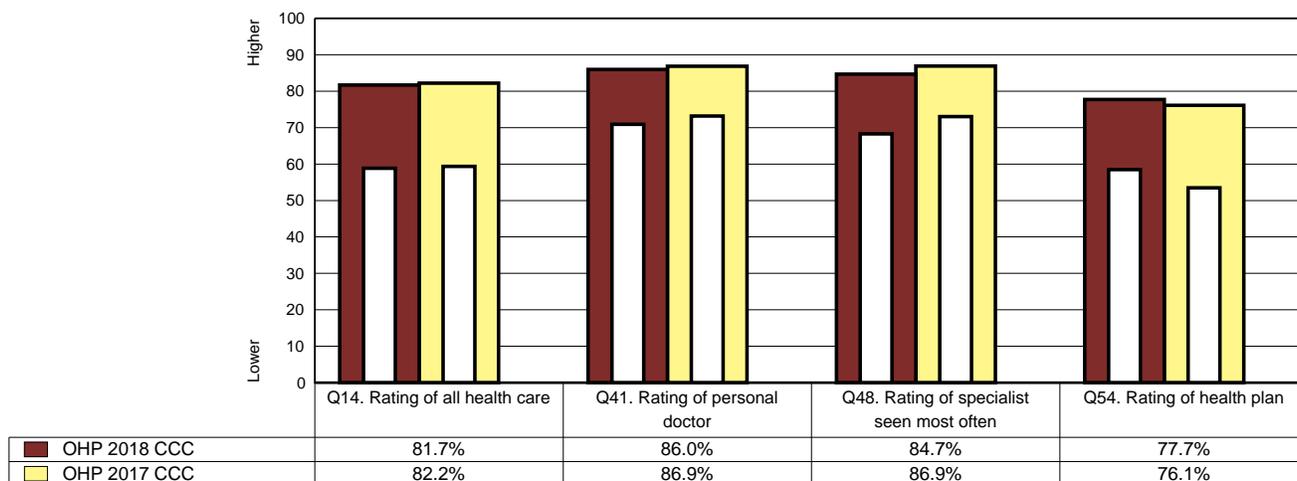
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

SUMMARY OF OVERALL RATING QUESTIONS

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 a 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.

The OHP 2018 ratings are presented and compared, with significance testing, to the OHP ratings from 2017. When there is a statistically significant difference between the ratings, an arrow is placed above the current year bar. If there are no arrows, there are no statistically significant differences between the ratings.

Overall Rating Questions - CCC Population



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

↕ Statistically significantly higher/lower than OHP 2017 CCC

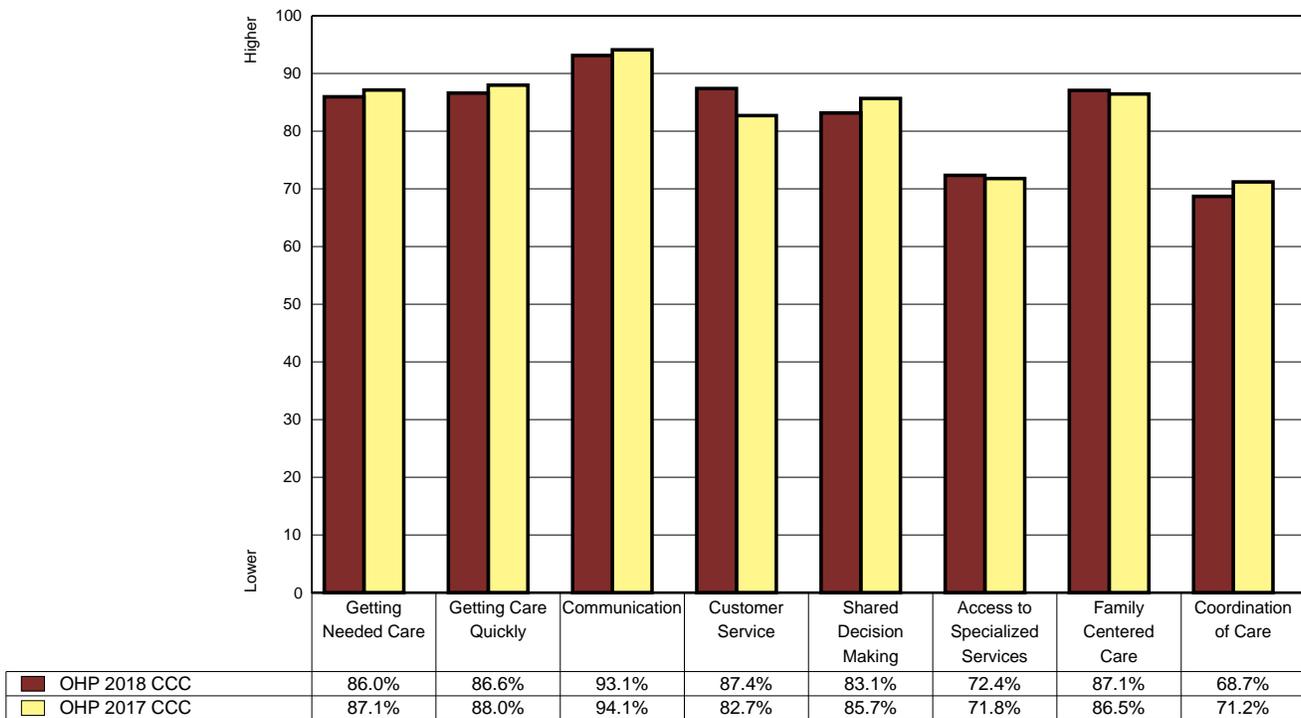
SUMMARY OF COMPOSITES

For each of the eight domains of member experience (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Shared Decision Making, Access to Specialized Services, Family Centered Care: Personal Doctor Who Knows Child, and Coordination of Care), a composite score is calculated. The composite scores are intended to give a summary assessment of how the services provided by the OHP met or did not meet the needs of the children enrolled in the plan.

In this table, proportions of positive responses are reported as achievement scores (see the *Methodology* section for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Access to Specialized Services composites, responses of "Usually" or "Always" are considered achievements. Responses of "Yes" are considered achievements for the Shared Decision Making, Family Centered Care: Personal Doctor Who Knows Child, and Coordination of Care composites.

The OHP 2018 composite scores are presented and compared, with significance testing, to the OHP scores from 2017. When there is a statistically significant difference between the scores, an arrow is placed above the current year bar. If there are no arrows, there are no statistically significant differences between the scores.

Composites - CCC Population



↕ Statistically significantly higher/lower than OHP 2017 CCC

Methodology

The survey drew as potential respondents the parents/caregivers of children under the age of 18 who were covered by the OHP and who were assigned a prescreen status code indicating a chronic condition. This code is computed by the plan, based on claims and encounter data from the measurement year as specified by NCQA in the *HEDIS® 2018 Volume 3: Specifications for Survey Measures*.

The survey was administered over a 13-week period using a mixed-mode (mail and telephone) protocol. The five-wave mail protocol consisted of a prenotification letter, an initial survey mailing, and a reminder postcard to all selected members. A second survey mailing and second reminder postcard were mailed to the members who did not respond to the first mailing. Finally, a telephone follow-up survey was administered to non-respondents with a valid telephone number. Respondents were surveyed in English or Spanish.

Survey Milestones

1	Prenotification letter mailing:	January 9, 2018
2	1st mailing of survey packets:	January 16, 2018
3	1st mailing of reminder postcards:	January 23, 2018
4	2nd mailing of survey packets:	February 13, 2018
5	2nd mailing of reminder postcards:	February 20, 2018
6	Phone field:	March 12, 2018
7	Mail and phone field terminated:	April 9, 2018

Sampling Frame

A random sample of 9,450 cases was drawn of children enrolled in the OHP who were assigned a prescreen status code indicating a chronic condition. The sampling goals included 450 cases from each of the 16 CCOs, 900 cases from OHP Open Card, and an additional oversample of 1,350 child members identified as African American, Asian, or Native American. For the oversample, 400 cases from each of these racial groups were selected proportionately based on the member size of the CCO across all CCOs, and 50 cases from each racial group in OHP Open Card.

To be eligible, children had to be under the age of 18 and had to be continuously enrolled for at least 6 months as of November 30, 2017, with no more than one enrollment gap of up to 45 days. Survey materials were addressed to the parent, guardian, or caregiver of the child member.

Children without a chronic condition prescreen status code were sampled and surveyed separately. Results for that population are presented in the *Oregon Health Plan CAHPS® 5.0 Child Medicaid without Chronic Condition Survey Aggregate Report*.

Selection of Cases for Analysis

The CAHPS®/NCQA protocol was used to define complete surveys. Surveys were considered complete if the survey response did not indicate the member was ineligible and if a valid response was provided to at least three out of five questions designated as required for completeness. The questions required for completeness are listed below, with their locations in the questionnaire, as well as the topics addressed by each question.

Q03.	Did your child have an injury, illness, or condition that needed care right away?
Q30.	Does your child have a personal doctor?
Q45.	Did you make an appointment for your child to see a specialist?
Q49.	Did you get information or help from customer service at your child's health plan?
Q54.	What number would you use to rate your child's health plan?

Complete interviews were obtained from 2,699 parents/caregivers of children enrolled in the OHP. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 29.0%.

Questionnaire

The survey instrument selected for the project was the CAHPS® 5.0H Child Medicaid with Chronic Condition Survey. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS® 5.0 Child Survey for use in assessing the performance of health plans. The questionnaire consisted of eighty-three core questions and twelve supplemental questions. The majority of items addressed domains of members' experiences such as getting care quickly, communicating with doctors, making decisions about health care, access to specialized services, overall satisfaction with health care, and overall satisfaction with health plan. The supplemental items investigated experience of dental care, difficulty communicating with doctors due to language differences, and kindergarten readiness.

Definition of Achievement Scores

Members' responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8," "9," or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the OHP to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

For some survey items, small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are also presented using only the response option "Always" (instead of both "Usually" and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options "9" and "10" as achievements. The alternate scores are displayed in the *Graphs* section and the *Executive Summary* section of the report where applicable.

Composites

Eight composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making, Customer Service, Access to Specialized Services, Family Centered Care: Personal Doctor Who Knows Child, and Coordination of Care. The following is a list of the questions that comprise each composite:

Getting Needed Care

- Q15. Usually or always easy to get the care, tests or treatment child needed
- Q46. Usually or always got appointments with specialists as soon as child needed

Getting Care Quickly

- Q4. Usually or always got urgent care as soon as child needed
- Q6. Usually or always got appointment for routine care as soon as child needed

How Well Doctors Communicate

- Q32. Personal doctor usually or always explained things in a way that was easy to understand
- Q33. Personal doctor usually or always listened carefully to you
- Q34. Personal doctor usually or always showed respect for what you had to say
- Q37. Personal doctor usually or always spent enough time with child

Customer Service

- Q50. Customer service from child's health plan usually or always gave needed information or help
- Q51. Customer service staff from child's health plan usually or always treated you with courtesy and respect

Shared Decision Making

- Q11. Doctor talked about reasons you might want child to take a medicine
- Q12. Doctor talked about reasons you might not want child to take a medicine
- Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

Access to Specialized Services

- Q20. Usually or always easy to get special medical equipment or devices for child
- Q23. Usually or always easy to get therapy for child
- Q26. Usually or always easy to get treatment or counseling for child

Family Centered Care: Personal Doctor Who Knows Child

- Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
- Q43. Doctor understands how health conditions affect child's day-to-day life
- Q44. Doctor understands how health conditions affect family's day-to-day life

Coordination of Care

- Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
- Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

Comparisons: Current Year and Trending

Two types of comparisons are presented in this report. The OHP overall score includes the survey results from all CCOs and OHP Open Card, all of which participated in the 2017 survey. For each performance measure, the 2018 OHP overall score is compared to the 2017 OHP score to show overall trends across time. Alternately, results from the individual CCOs/Open Card are compared to the 2018 OHP overall score to indicate differences across the CCOs and Open Card.

The overall 2018 data and 2017 trend data are presented in the *Executive Summary*, *Trend Analysis*, and *Responses by Question* sections of the report. For these sections, statistical testing is between the 2018 and 2017 OHP overall scores. Comparisons between CCOs/Open Card and the overall OHP score are the focus of the *Graphs* section. In this section, statistical testing is conducted between 2018 CCO/Open Card and OHP overall scores.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS® survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other increases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of member experience and overall satisfaction with the OHP, correlations are computed between responses to specific performance-related items and Q54, which is the rating question in the survey instrument measuring overall satisfaction with the OHP. In the context of this report, coefficients greater than or equal to 0.4 are considered more highly correlated with satisfaction (medium to high); coefficients less than 0.4 represent lower correlations with satisfaction (medium to low).

Sample Disposition

Child CCC Population

	Oregon Health Plan Overall 2018
First mailing - sent	9450
*First mailing - usable survey returned	1254
Second mailing - sent	7927
*Second mailing - usable survey returned	548
*Phone - usable surveys	897
Total - usable surveys	2699
†Ineligible: According to population criteria‡	75
†Ineligible: Language barrier	60
†Ineligible: Deceased	1
Bad address and bad phone number	283
Refusal	333
Incomplete survey - mail or phone	181
Nonresponse - Unavailable by mail or phone	5818
Response Rate	28.98%

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$

Respondent Profile

In the *Respondent Profile*, additional analyses of the results are presented by the demographic characteristics of the child member and parent/caregiver, taken from questionnaire responses. This section includes the achievement scores for the rating questions, composites, and the questions that comprise the composites.

Scores are broken out by child gender, child age range, child race, and the education level of the parent/caregiver. Child age ranges are four years old or younger, five to ten years old, eleven to thirteen years old, and fourteen to eighteen years old. The child race categories presented are White, Black or African American, Asian, American Indian or Alaska Native, or some other race. The "Low Ed." category of the parent/caregiver education breakout includes responses to Q80 of "8th grade or less," "Some high school, but did not graduate," and "High school graduate or GED." The "High Ed." category includes responses of "Some college or 2-year degree," "4-year college graduate," and "More than a 4-year college degree."

In order to present the most complete demographic data, missing responses for child age, gender, and race have been padded with data from the sample frame when available.

Child Respondent Profile - CCC Scores by Demographics

Ratings	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Rating of all health care	81.7%	81.6%	80.5%	87.8%	80.7%	85.0%	74.9%	81.2%	88.3%	79.8%	75.2%	80.0%	79.8%	81.7%
Rating of personal doctor	86.0%	84.6%	86.2%	88.6%	85.8%	85.9%	82.3%	84.7%	88.0%	84.6%	83.9%	89.3%	87.0%	83.6%
Rating of specialist seen most often	84.7%	82.2%	89.0%	80.0%	85.5%	94.1%	82.5%	84.8%	90.9%	90.9%	75.8%	86.4%	87.0%	85.2%
Rating of health plan	77.7%	77.0%	77.7%	83.3%	76.4%	78.2%	73.9%	75.9%	78.7%	78.8%	68.1%	80.4%	82.0%	73.3%

Composites	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Getting Needed Care	86.0%	87.3%	87.8%	88.7%	87.0%	87.7%	87.3%	88.3%	89.7%	82.7%	87.2%	85.8%	87.9%	87.2%
Getting Care Quickly	86.6%	87.0%	88.6%	88.9%	86.4%	88.4%	87.8%	90.3%	93.2%	70.5%	93.1%	87.1%	85.7%	89.3%
How Well Doctors Communicate	93.1%	93.1%	94.6%	92.7%	94.0%	95.9%	93.0%	94.0%	98.5%	91.1%	95.4%	91.9%	92.3%	94.7%
Customer Service	87.4%	86.1%	89.8%	90.6%	85.8%	85.9%	88.3%	88.1%	83.3%	84.1%	81.8%	86.5%	88.1%	87.9%
Shared Decision Making	83.1%	82.1%	83.1%	78.6%	84.3%	84.7%	81.8%	83.2%	88.6%	80.0%	81.7%	80.0%	79.6%	84.4%
Access to Specialized Services	72.4%	71.8%	76.0%	72.8%	70.6%	73.0%	77.0%	72.9%	75.5%	78.2%	73.5%	75.0%	80.6%	69.5%
Personal Doctor Who Knows Child	87.1%	87.1%	87.0%	93.5%	87.5%	89.1%	81.5%	86.5%	91.9%	86.9%	82.7%	90.5%	86.3%	87.5%
Coordination of Care	68.7%	67.4%	69.0%	68.2%	68.9%	70.1%	66.2%	67.7%	66.3%	71.9%	66.9%	72.3%	78.1%	62.1%

Getting Needed Care	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q15. Usually or always easy to get the care, tests or treatment child needed	87.7%	89.1%	89.6%	91.8%	88.5%	90.4%	87.9%	90.1%	92.2%	83.8%	86.8%	87.0%	89.2%	89.2%
Q46. Usually or always got appointments with specialists as soon as child needed	77.4%	79.7%	80.2%	73.6%	78.0%	81.7%	83.9%	80.8%	78.9%	80.0%	85.7%	75.5%	82.7%	78.1%

Getting Care Quickly	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q4. Usually or always got urgent care as soon as child needed	91.6%	91.9%	92.7%	92.6%	91.0%	93.4%	92.6%	95.1%	100.0%	68.4%	93.8%	91.7%	89.5%	93.9%
Q6. Usually or always got appointment for routine care as soon as child needed	85.5%	86.2%	87.6%	87.9%	86.0%	88.3%	85.8%	88.9%	90.1%	74.2%	91.3%	85.2%	85.3%	88.0%

How Well Doctors Communicate	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q32. Personal doctor usually or always explained things in a way that was easy to understand	93.8%	93.8%	95.7%	93.7%	94.7%	97.3%	93.8%	95.2%	100.0%	86.3%	100.0%	93.8%	92.6%	96.1%
Q33. Personal doctor usually or always listened carefully to you	94.2%	93.5%	95.6%	92.9%	95.8%	95.9%	93.2%	94.6%	98.5%	93.2%	94.6%	92.0%	93.7%	94.7%
Q34. Personal doctor usually or always showed respect for what you had to say	95.7%	95.9%	96.1%	95.9%	97.8%	96.8%	94.0%	95.4%	100.0%	95.8%	97.8%	97.3%	95.9%	96.0%
Q37. Personal doctor usually or always spent enough time with child	89.1%	89.5%	91.7%	88.8%	87.7%	95.0%	91.6%	91.3%	95.6%	88.9%	89.2%	84.7%	87.8%	92.2%

Customer Service	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q50. Customer service from child's health plan usually or always gave needed information or help	82.5%	79.5%	85.6%	88.1%	76.7%	82.4%	82.1%	82.6%	74.1%	79.4%	78.1%	79.2%	81.8%	82.8%
Q51. Customer service staff from child's health plan usually or always treated you with courtesy/respect	92.6%	93.1%	93.9%	93.0%	95.0%	90.5%	94.2%	93.5%	92.6%	88.9%	84.8%	95.6%	94.7%	93.0%

Child Respondent Profile - CCC Scores by Demographics

Shared Decision Making	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q11. Doctor/provider talked about reasons you might want child to take a medicine	95.3%	94.8%	97.3%	98.6%	96.5%	88.4%	97.9%	96.6%	100.0%	95.6%	95.0%	89.7%	93.0%	97.4%
Q12. Doctor/provider talked about reasons you might not want child to take a medicine	74.0%	72.7%	72.9%	63.2%	75.5%	76.7%	72.3%	74.3%	80.0%	66.7%	70.0%	69.0%	66.1%	76.9%
Q13. Doctor/provider asked what you thought was best for child	80.1%	78.4%	79.5%	72.9%	80.4%	88.5%	75.5%	78.8%	85.7%	77.8%	80.0%	80.0%	79.7%	78.8%

Access to Specialized Services	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q20. Usually or always easy to get special medical equipment or devices for child	63.6%	65.7%	61.8%	73.1%	64.0%	64.3%	59.0%	58.8%	100.0%	83.3%	100.0%	60.0%	64.3%	63.9%
Q23. Usually or always easy to get therapy for child	67.8%	64.5%	76.4%	71.1%	67.3%	66.1%	72.2%	66.7%	79.2%	75.8%	68.2%	75.0%	78.4%	64.2%
Q26. Usually or always easy to get treatment or counseling for child	72.1%	70.6%	77.8%	61.3%	68.4%	75.4%	78.8%	74.7%	69.2%	68.6%	69.6%	65.6%	84.0%	68.1%

Family Centered Care	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving	87.2%	88.2%	86.1%	93.2%	88.5%	91.4%	79.7%	86.8%	92.6%	88.1%	80.6%	90.2%	85.3%	88.7%
Q43. Doctor understands how health conditions affect child's day-to-day life	90.7%	90.6%	93.0%	93.1%	90.8%	91.1%	92.2%	91.2%	98.1%	91.1%	93.2%	87.5%	91.9%	91.4%
Q44. Doctor understands how health conditions affect family's day-to-day life	85.5%	84.7%	85.9%	88.9%	83.6%	87.4%	84.4%	84.6%	88.7%	84.4%	86.4%	85.7%	85.8%	84.7%

Coordination of Care	OHP	Male	Female	Age 0-4	Age 5-10	Age 11-13	Age 14-18	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q18. Child's doctors/providers gave you help to contact your child's school or daycare	90.7%	91.2%	97.0%	92.3%	91.8%	95.0%	94.4%	93.0%	93.3%	95.8%	92.3%	83.3%	94.9%	91.3%
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services	63.9%	62.4%	64.7%	64.8%	62.1%	66.9%	62.1%	63.4%	60.0%	61.9%	63.2%	70.0%	73.3%	58.3%

Trend Analysis - Higher Scores - 2018 vs. 2017

CCC Population

Improvements in the OHP scores are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

In 2018, these questions had **higher scores that were statistically significant** when compared to 2017 scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

No questions for the OHP had higher 2018 scores that were statistically significant compared to 2017 scores.

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the OHP follow. Achievement scores for these questions were higher than 2017, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	OHP CCC 2018 Score	OHP CCC 2017 Score	% Point Change	Composite Group
Q50. Customer service from child's health plan usually or always gave needed information or help	82.5%	76.7%	+5.8	Customer Service
Q51. Customer service staff from child's health plan usually or always treated you with courtesy and respect	92.6%	88.3%	+4.3	Customer Service
Q57. Someone from doctor's office helped get child's prescription medicines	63.8%	60.5%	+3.3	Single Items
Q24. Someone from doctor's office helped get therapy for child	78.2%	76.2%	+2.0	Single Items
Q56. Usually or always easy to get prescription medicines for child through health plan	90.3%	88.3%	+2.0	Single Items
Q58. Excellent or very good rating of child's overall health	65.5%	63.6%	+1.9	Single Items
Q54. Rating of health plan	77.7%	76.1%	+1.6	Ratings
Q21. Someone from doctor's office helped get special medical equipment or devices for child	82.4%	80.8%	+1.6	Single Items
Q57d. Child always or usually saw a dentist as soon as you wanted for emergency care	53.4%	52.2%	+1.3	Supplemental Items

Trend Analysis - Higher Scores - 2018 vs. 2017

CCC Population

(continued)

Question	OHP CCC 2018 Score	OHP CCC 2017 Score	% Point Change	Composite Group
Q26. Usually or always easy to get treatment or counseling for child	72.1%	70.9%	+1.2	Access to Specialized Services
Q57e. Rating of how easy it was to find a dentist	67.8%	67.0%	+0.8	Supplemental Items
Q44. Doctor understands how health conditions affect family's day-to-day life	85.5%	84.9%	+0.6	Family Centered Care
Q4. Usually or always got urgent care as soon as child needed	91.6%	91.0%	+0.5	Getting Care Quickly
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving	87.2%	86.6%	+0.5	Family Centered Care
Q31a. Never or sometimes had a hard time speaking with doctor because you spoke different languages	97.3%	96.8%	+0.5	Supplemental Items
Q36. Doctor usually or always explained things in a way that was easy for child to understand	93.1%	92.7%	+0.4	Single Items
PQ53. Forms from child's health plan were usually or always easy to fill out	92.3%	92.0%	+0.2	Single Items
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare	90.7%	90.6%	+0.1	Coordination of Care

Trend Analysis - Lower Scores - 2018 vs. 2017

CCC Population

Scores for the OHP that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

In 2018, these questions had lower scores that **were statistically significant** when compared to 2017. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	OHP CCC 2018 Score	OHP CCC 2017 Score	% Point Change	Composite Group
Q9. Doctor usually or always answered questions about child's health	89.1%	91.7%	-2.5	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the OHP follow. Scores for these questions were lower than last period, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	OHP CCC 2018 Score	OHP CCC 2017 Score	% Point Change	Composite Group
Q20. Usually or always easy to get special medical equipment or devices for child	63.6%	70.5%	-6.9	Access to Specialized Services
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	80.1%	85.2%	-5.1	Shared Decision Making
Q23. Usually or always easy to get therapy for child	67.8%	72.0%	-4.2	Access to Specialized Services
Q27. Someone from doctor's office helped get treatment or counseling for child	60.9%	63.8%	-3.0	Single Items
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services	63.9%	66.8%	-2.9	Coordination of Care
Q40. Personal doctor usually or always seemed informed about care child got from other providers	80.7%	83.0%	-2.2	Single Items
Q48. Rating of specialist seen most often	84.7%	86.9%	-2.2	Ratings
Q46. Usually or always got appointments with specialists as soon as child needed	77.4%	79.5%	-2.1	Getting Needed Care
Q8. Doctor talked about specific things to prevent illness in child	72.5%	74.6%	-2.1	Single Items

Trend Analysis - Lower Scores - 2018 vs. 2017

CCC Population

(continued)

Question	OHP CCC 2018 Score	OHP CCC 2017 Score	% Point Change	Composite Group
Q12. Doctor talked about reasons you might not want child to take a medicine	74.0%	75.9%	-1.9	Shared Decision Making
Q6. Usually or always got appointment for routine care as soon as child needed	85.5%	87.1%	-1.6	Getting Care Quickly
Q57c. Dentists or dental staff always or usually explained what they were doing while treating your child	90.4%	92.0%	-1.5	Supplemental Items
Q32. Personal doctor usually or always explained things in a way that was easy to understand	93.8%	95.1%	-1.3	Communication
Q37. Personal doctor usually or always spent enough time with child	89.1%	90.4%	-1.3	Communication
Q34. Personal doctor usually or always showed respect for what you had to say	95.7%	97.0%	-1.3	Communication
Q41. Rating of personal doctor	86.0%	86.9%	-0.9	Ratings
Q15. Usually or always easy to get the care, tests or treatment child needed	87.7%	88.6%	-0.8	Getting Needed Care
Q11. Doctor talked about reasons you might want child to take a medicine	95.3%	95.9%	-0.5	Shared Decision Making
Q14. Rating of all health care	81.7%	82.2%	-0.5	Ratings
Q59. Excellent or very good rating of child's overall mental or emotional health	52.3%	52.7%	-0.4	Single Items
Q43. Doctor understands how health conditions affect child's day-to-day life	90.7%	90.9%	-0.1	Family Centered Care
Q33. Personal doctor usually or always listened carefully to you	94.2%	94.2%	-0.1	Communication

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS® surveys used to assess plan performance. They provide an overall picture of what members think of the plan, their doctors, their care, and how well they are being served by the plan and its providers. A correlation analysis allows the plan to delve into the relationship between the ratings and composite items. (See the *Methodology* section for definitions of correlation and achievement scores.)

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, OHA can see how the rank order of each item changes from one rating to another. For example, factors most important to members when rating their personal doctor may be different than for the specialist. OHA can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a plan's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, achievement scores, and the distribution of members' responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are "Always", "Usually", or "Yes." Negative responses are "Sometimes", "Never", or "No." For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-Making composite items, the achievement score is based only on the "Yes" response options.

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how members' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help plans make informed choices about quality improvement efforts.

Correlation Summary

CCC Population

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan		
	Question	Score	Correlation									
1	Q15 Getting Needed Care	88%	0.57	Q33 Communication	94%	0.59	Q46 Getting Needed Care	77%	0.44	Q20 Access to Specialized Services	64%	0.49
2	Q20 Access to Specialized Services	64%	0.49	Q34 Communication	96%	0.55	Q15 Getting Needed Care	88%	0.35	Q50 Customer Service	82%	0.46
3	Q33 Communication	94%	0.47	Q37 Communication	89%	0.52	Q33 Communication	94%	0.35	Q26 Access to Specialized Services	72%	0.40
4	Q6 Getting Care Quickly	86%	0.42	Q43 Family Centered Care	91%	0.48	Q23 Access to Specialized Services	68%	0.33	Q51 Customer Service	93%	0.40
5	Q37 Communication	89%	0.41	Q44 Family Centered Care	86%	0.48	Q32 Communication	94%	0.33	Q15 Getting Needed Care	88%	0.38
6	Q34 Communication	96%	0.41	Q32 Communication	94%	0.41	Q50 Customer Service	82%	0.31	Q23 Access to Specialized Services	68%	0.37
7	Q26 Access to Specialized Services	72%	0.40	Q15 Getting Needed Care	88%	0.39	Q51 Customer Service	93%	0.31	Q46 Getting Needed Care	77%	0.32
8	Q4 Getting Care Quickly	92%	0.39	Q6 Getting Care Quickly	86%	0.30	Q26 Access to Specialized Services	72%	0.31	Q33 Communication	94%	0.26
9	Q46 Getting Needed Care	77%	0.38	Q26 Access to Specialized Services	72%	0.30	Q37 Communication	89%	0.28	Q4 Getting Care Quickly	92%	0.22
10	Q32 Communication	94%	0.37	Q38 Family Centered Care	87%	0.27	Q34 Communication	96%	0.27	Q6 Getting Care Quickly	86%	0.22

Rating of all health care CCC Population

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.57	88%	55%	33%	11%	2%
2	Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	0.49	64%	39%	25%	18%	18%
3	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.47	94%	77%	17%	5%	1%
4	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?	0.42	86%	57%	29%	14%	1%
5	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.41	89%	65%	24%	9%	2%
6	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.41	96%	83%	13%	3%	1%
7	Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?	0.40	72%	45%	27%	17%	11%
8	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?	0.39	92%	74%	17%	8%	1%
9	Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.38	77%	46%	31%	17%	6%
10	Q32. 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?	0.37	94%	78%	15%	4%	2%

Rating of personal doctor

CCC Population

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.59	94%	77%	17%	5%	1%
2	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.55	96%	83%	13%	3%	1%
3	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.52	89%	65%	24%	9%	2%
4	Q43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	0.48	91%	91%	(na)	(na)	9%
5	Q44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?	0.48	86%	86%	(na)	(na)	14%
6	Q32. 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?	0.41	94%	78%	15%	4%	2%
7	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.39	88%	55%	33%	11%	2%
8	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?	0.30	86%	57%	29%	14%	1%
9	Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?	0.30	72%	45%	27%	17%	11%
10	Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	0.27	87%	87%	(na)	(na)	13%

Rating of specialist seen most often

CCC Population

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.44	77%	46%	31%	17%	6%
2	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.35	88%	55%	33%	11%	2%
3	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.35	94%	77%	17%	5%	1%
4	Q23. In the last 6 months, how often was it easy to get this therapy for your child?	0.33	68%	39%	29%	19%	13%
5	Q32. 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?	0.33	94%	78%	15%	4%	2%
6	Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.31	82%	51%	31%	15%	2%
7	Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.31	93%	71%	21%	7%	1%
8	Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?	0.31	72%	45%	27%	17%	11%
9	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.28	89%	65%	24%	9%	2%
10	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.27	96%	83%	13%	3%	1%

Rating of health plan CCC Population

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	0.49	64%	39%	25%	18%	18%
2	Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.46	82%	51%	31%	15%	2%
3	Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?	0.40	72%	45%	27%	17%	11%
4	Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.40	93%	71%	21%	7%	1%
5	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.38	88%	55%	33%	11%	2%
6	Q23. In the last 6 months, how often was it easy to get this therapy for your child?	0.37	68%	39%	29%	19%	13%
7	Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.32	77%	46%	31%	17%	6%
8	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.26	94%	77%	17%	5%	1%
9	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?	0.22	92%	74%	17%	8%	1%
10	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?	0.22	86%	57%	29%	14%	1%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the OHP achievement scores and their correlation with overall plan satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall OHP satisfaction. (See the *Methodology* section of the report for definition of correlation and achievement scores.)

With respect to achievement scores, higher scores are obviously better. However, in regards to correlations, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall OHP satisfaction. For example, if one composite is more highly correlated with overall OHP satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall plan satisfaction over time. Conversely, if an item is weakly correlated with overall plan satisfaction, altering services in that domain won't significantly alter ratings of the OHP.

Overall satisfaction with the OHP is based on Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to 0.4 are considered "highly correlated" with OHP satisfaction; coefficients less than 0.4 are considered lower correlations with plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a 0.4 correlation horizontal axis.

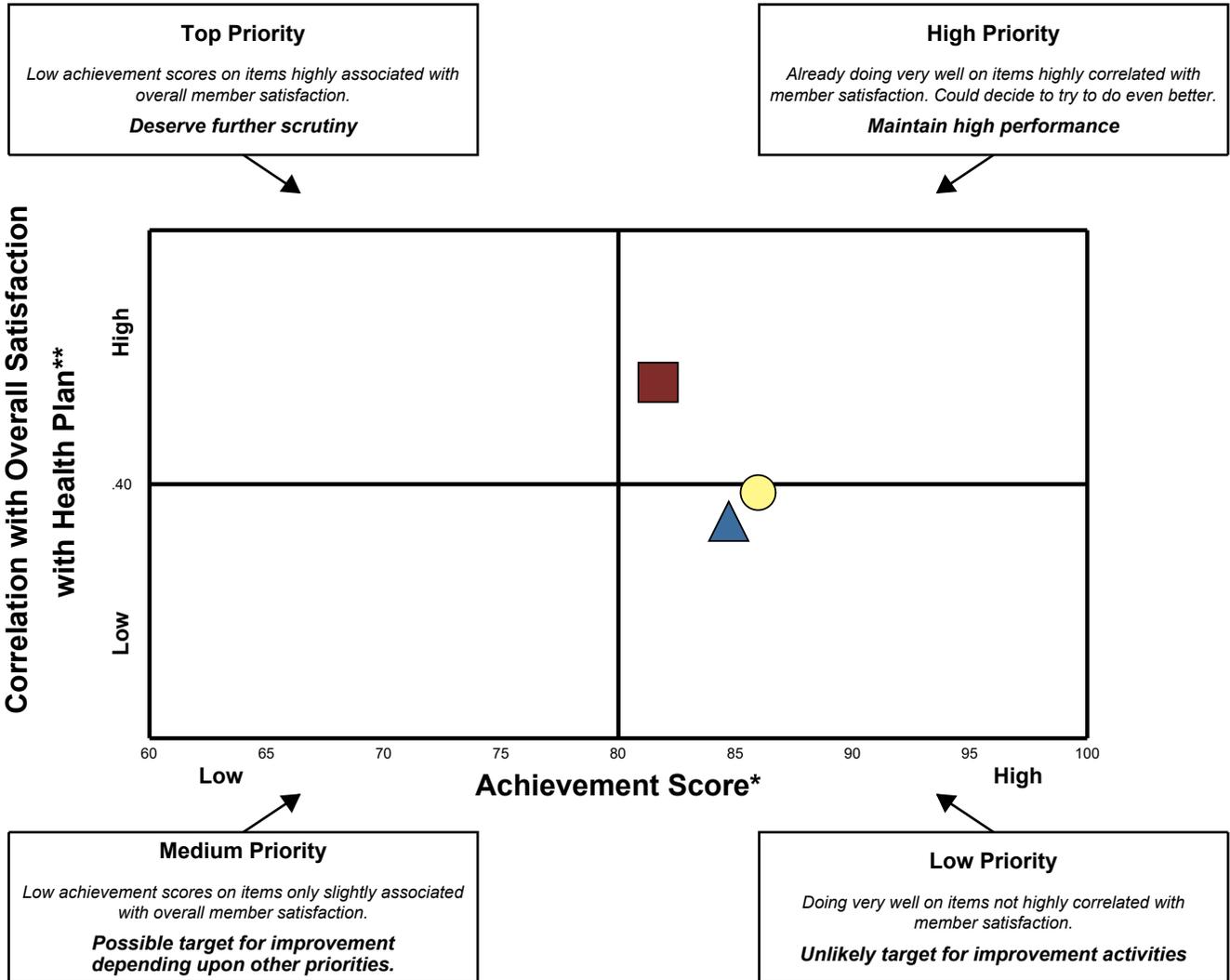
Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix Overall Rating Questions

Child CCC



- Q14. Rating of all health care
- Q41. Rating of personal doctor

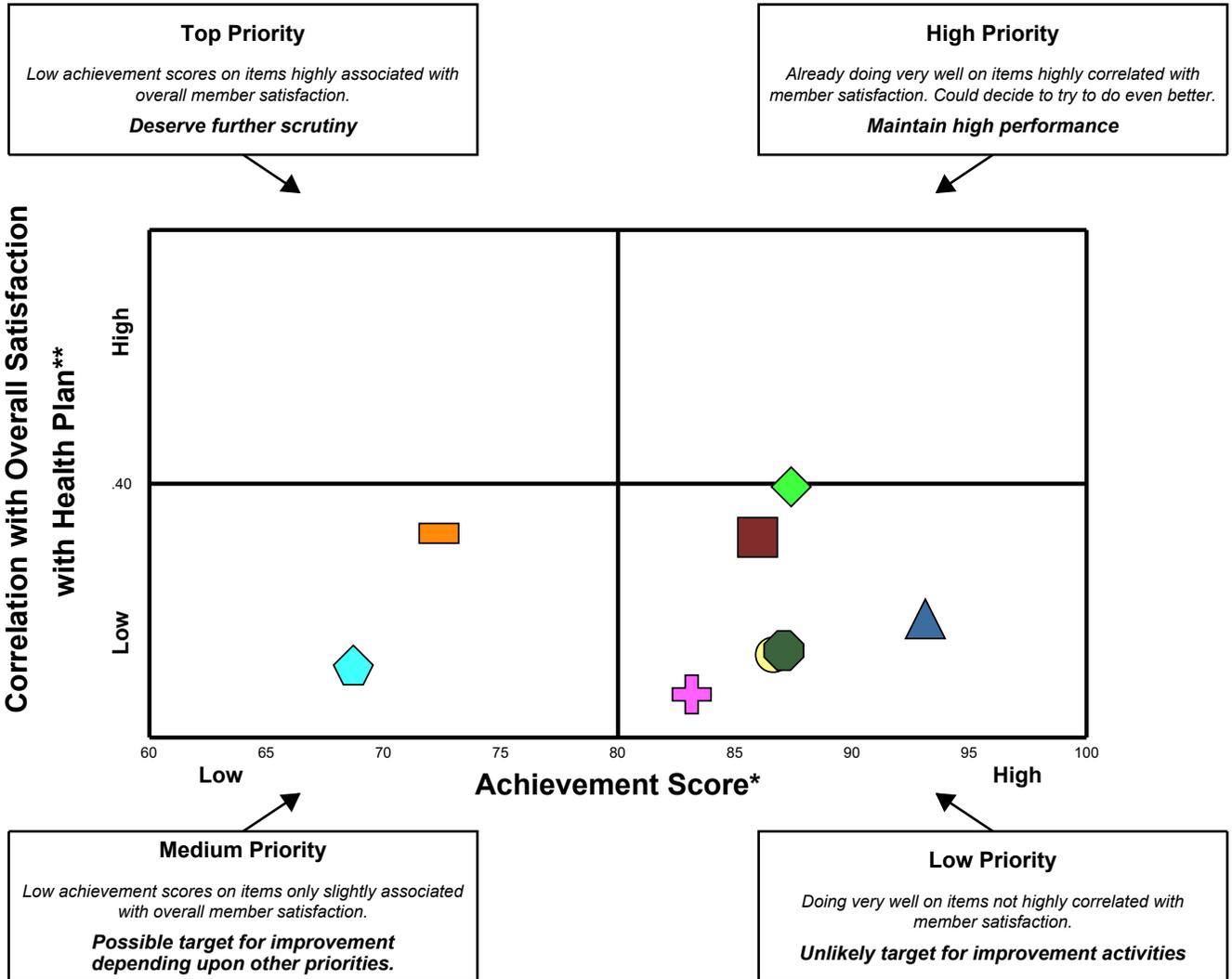
- Q48. Rating of specialist seen most often

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix Composites

Child CCC



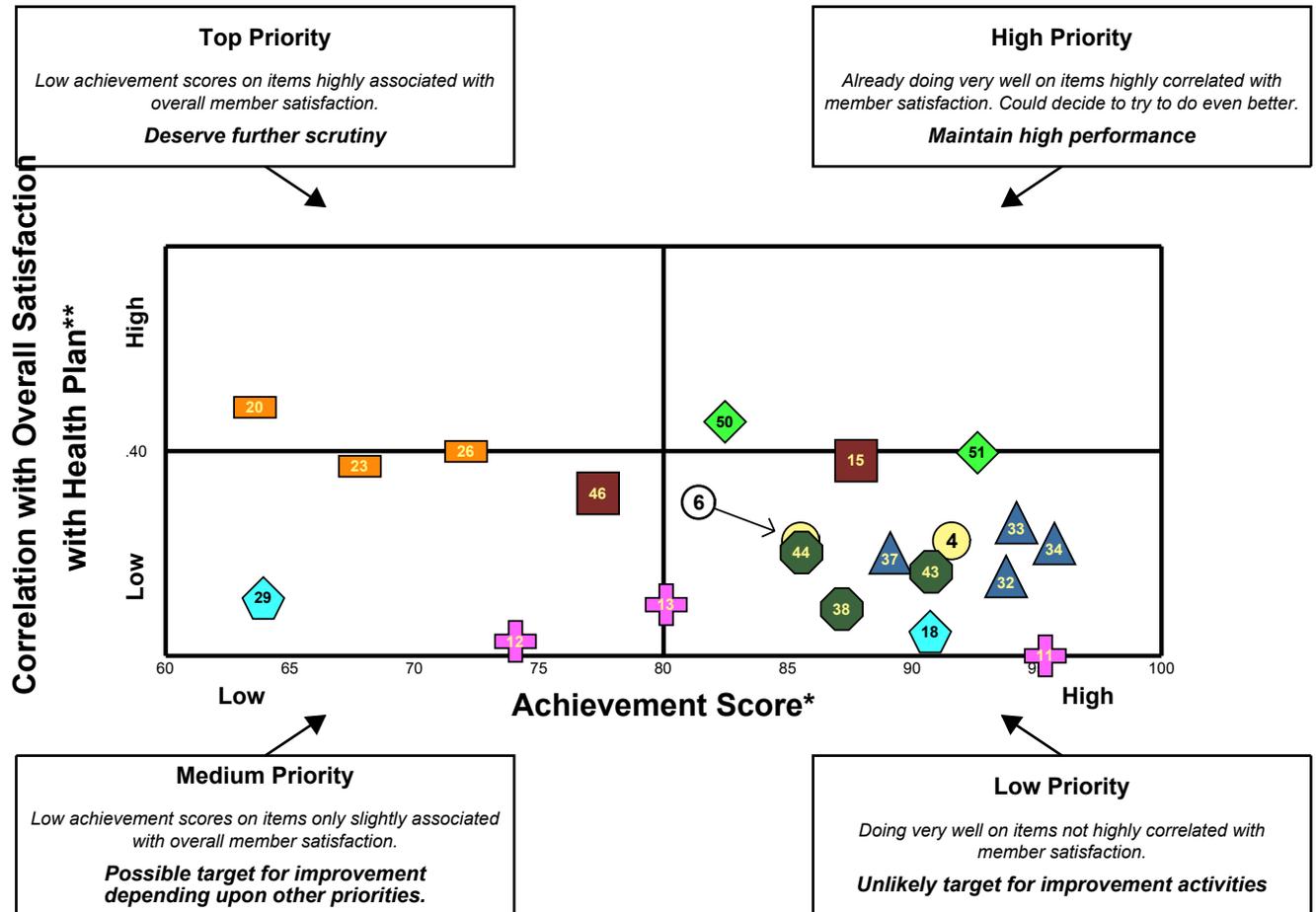
- Getting Needed Care**
- Getting Care Quickly**
- Shared Decision Making**
- Access to Specialized Services**
- How Well Doctors Communicate**
- Family Centered Care: Personal Doctor Who Knows Child**
- Customer Service**
- Coordination of Care**

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix Composite Items

Child CCC



- **Getting Needed Care**
Q15. Usually or always easy to get the care, tests or treatment child needed
Q46. Usually or always got appointments with specialists as soon as child needed
- **Getting Care Quickly**
Q4. Usually or always got urgent care as soon as child needed
Q6. Usually or always got appointment for routine care as soon as child needed
- ▲ **How Well Doctors Communicate**
Q32. Personal doctor usually or always explained things in a way that was easy to understand
Q33. Personal doctor usually or always listened carefully to you
Q34. Personal doctor usually or always showed respect for what you had to say
Q37. Personal doctor usually or always spent enough time with child
- ◆ **Customer Service**
Q50. Customer service from child's health plan usually or always gave needed information or help
Q51. Customer service staff from child's health plan usually or always treated you with courtesy and respect

- + **Shared Decision Making**
Q11. Doctor talked about reasons you might want child to take a medicine
Q12. Doctor talked about reasons you might not want child to take a medicine
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child
- ▬ **Access to Specialized Services**
Q20. Usually or always easy to get special medical equipment or devices for child
Q23. Usually or always easy to get therapy for child
Q26. Usually or always easy to get treatment or counseling for child
- **Family Centered Care: Personal Doctor Who Knows Child**
Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
Q43. Doctor understands how health conditions affect child's day-to-day life
Q44. Doctor understands how health conditions affect family's day-to-day life
- ◆ **Coordination of Care**
Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

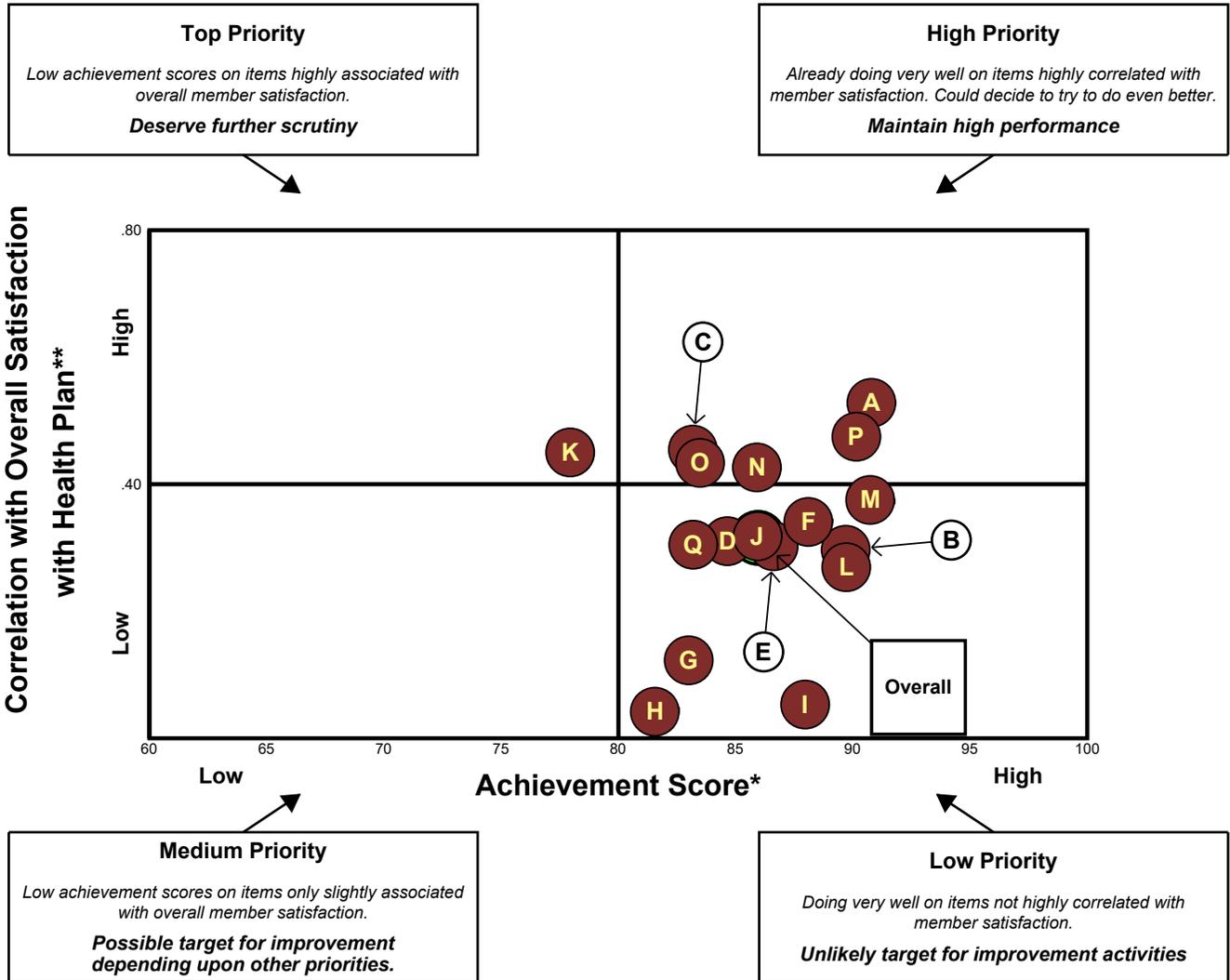
* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Getting Needed Care

Child CCC



- | | | |
|--------------------------|-----------------------|------------------------|
| A Advanced Health | G Health Share | M PrimaryHealth |
| B AllCare | H InterComm. | N Trillium |
| C Cascade | I Jackson Care | O Umpqua |
| D Columbia | J Open Card | P Willamette |
| E Eastern OR | K PS-Central | Q Yamhill |
| F FamilyCare | L PS-Gorge | |

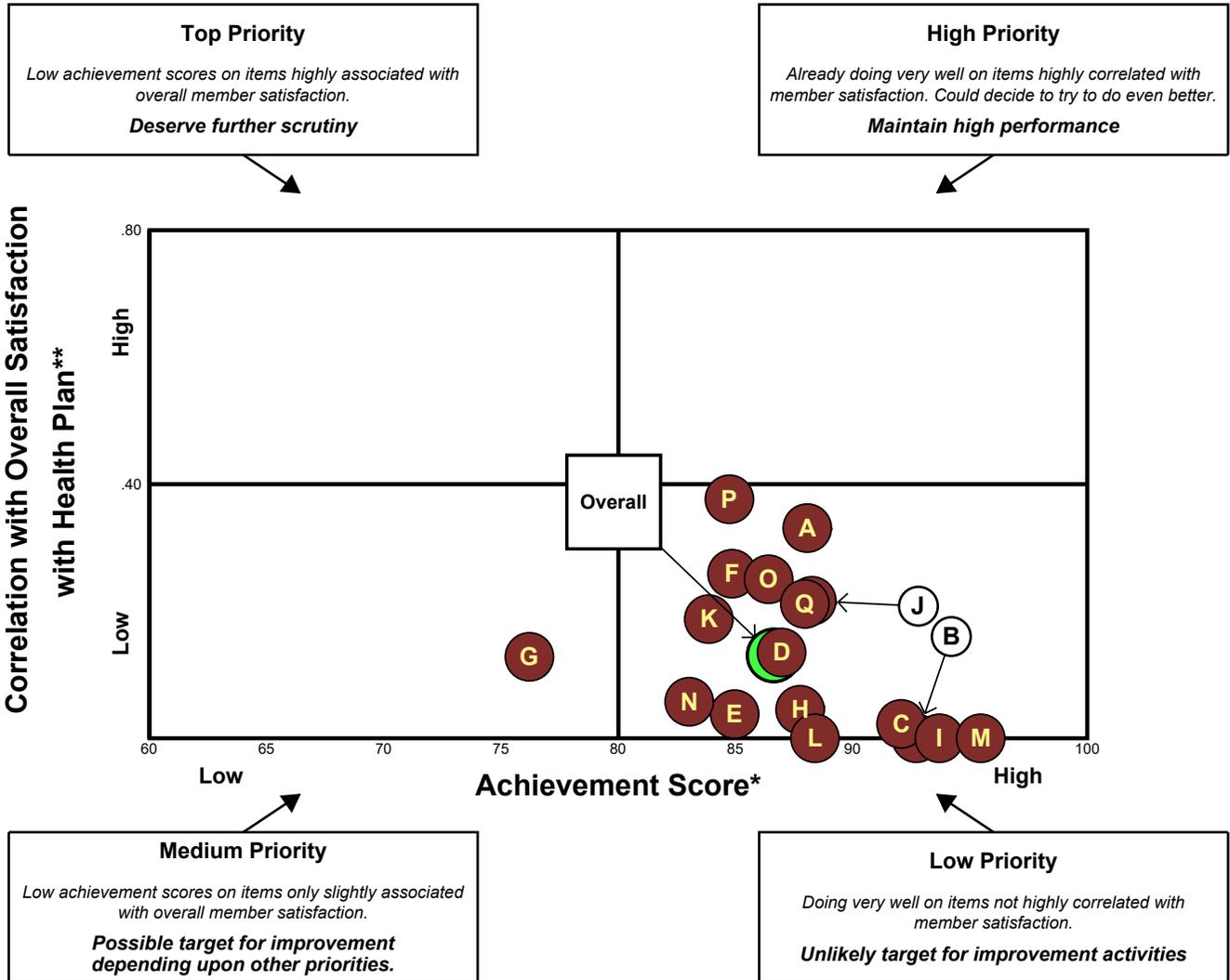
* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Getting Care Quickly

Child CCC



- A** Advanced Health
- B** AllCare
- C** Cascade
- D** Columbia
- E** Eastern OR
- F** FamilyCare

- G** Health Share
- H** InterComm.
- I** Jackson Care
- J** Open Card
- K** PS-Central
- L** PS-Gorge

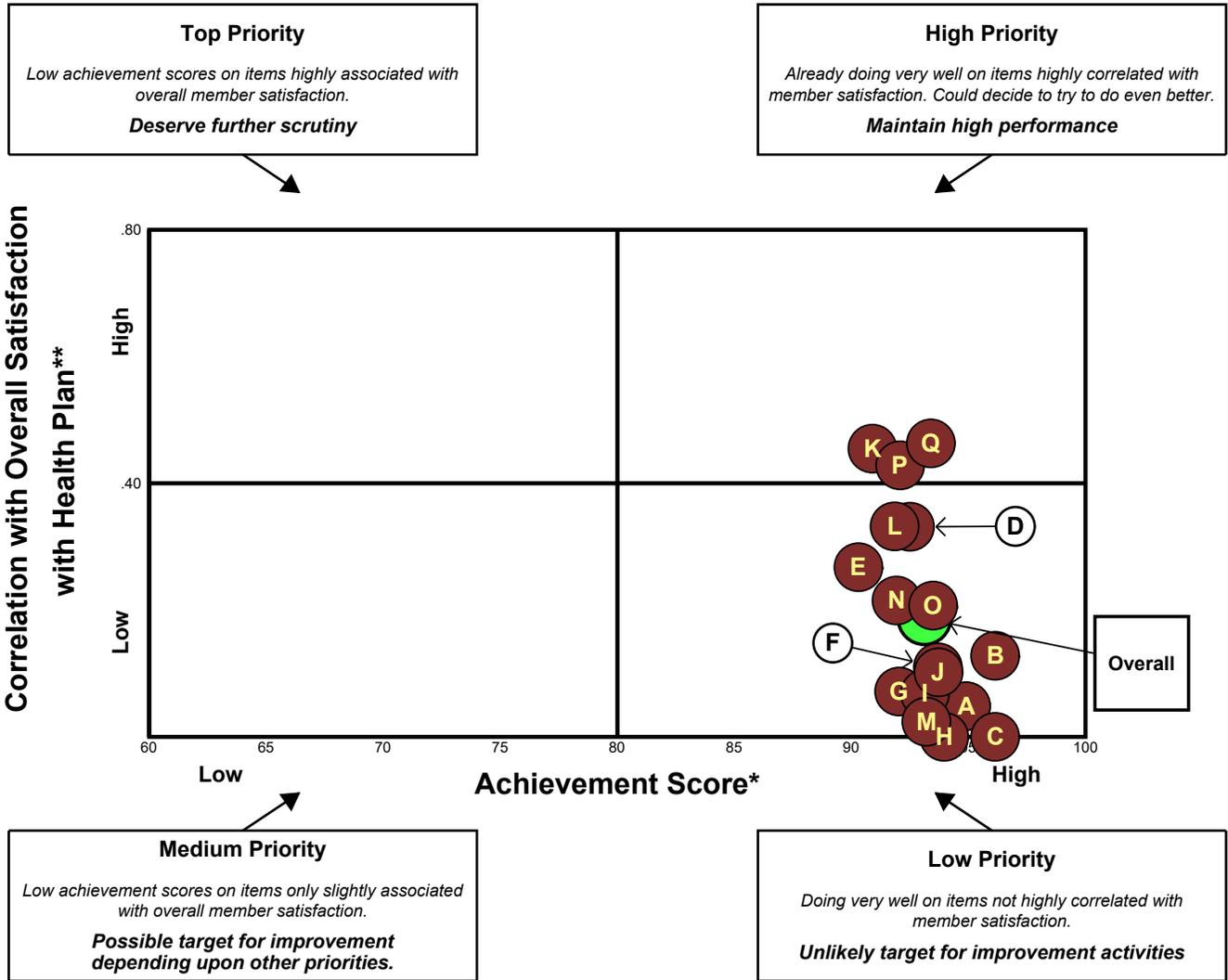
- M** PrimaryHealth
- N** Trillium
- O** Umpqua
- P** Willamette
- Q** Yamhill

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

How Well Doctors Communicate Child CCC



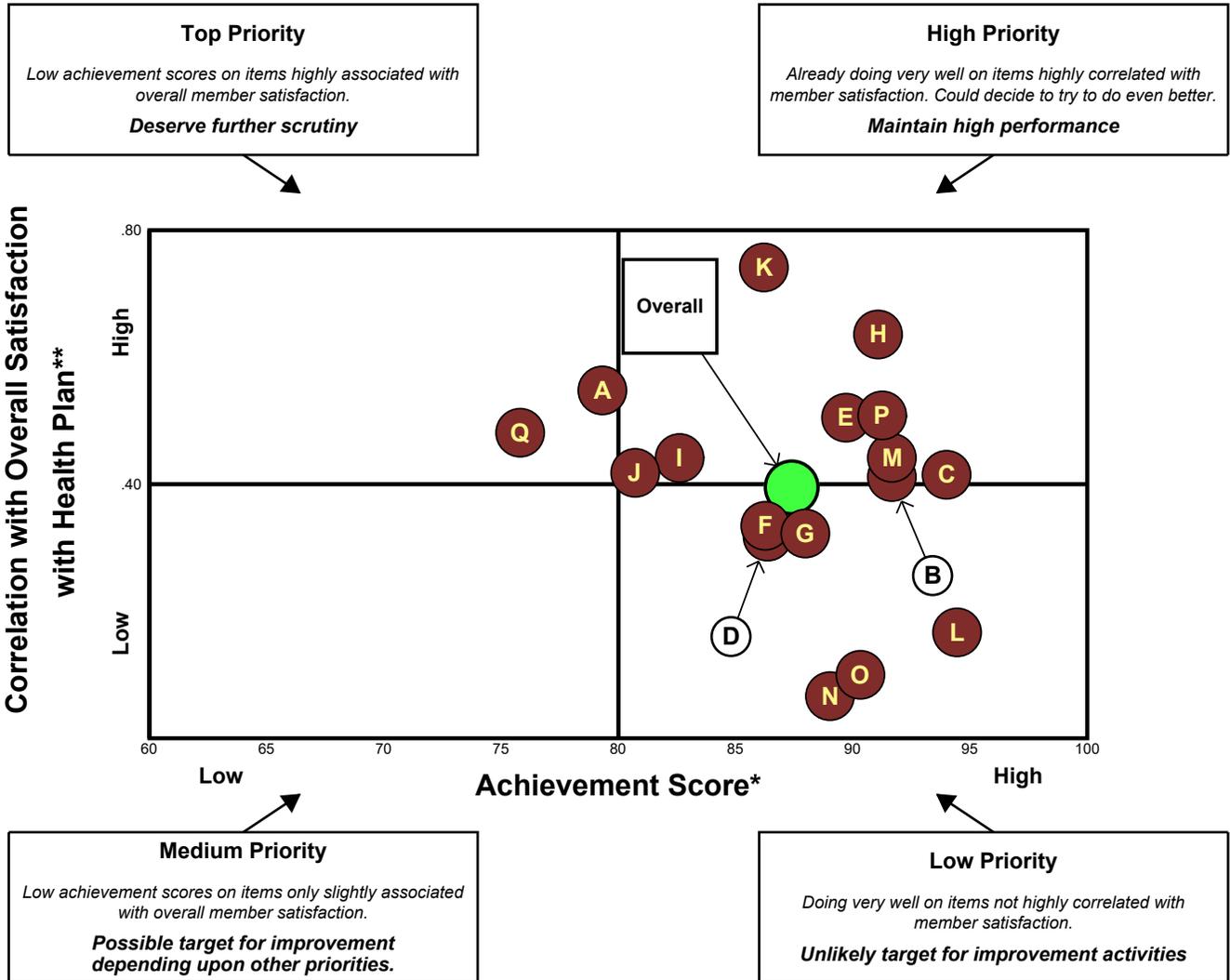
- | | | |
|--------------------------|-----------------------|------------------------|
| A Advanced Health | G Health Share | M PrimaryHealth |
| B AllCare | H InterComm. | N Trillium |
| C Cascade | I Jackson Care | O Umpqua |
| D Columbia | J Open Card | P Willamette |
| E Eastern OR | K PS-Central | Q Yamhill |
| F FamilyCare | L PS-Gorge | |

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Customer Service Child CCC



- | | | |
|--------------------------|-----------------------|------------------------|
| A Advanced Health | G Health Share | M PrimaryHealth |
| B AllCare | H InterComm. | N Trillium |
| C Cascade | I Jackson Care | O Umpqua |
| D Columbia | J Open Card | P Willamette |
| E Eastern OR | K PS-Central | Q Yamhill |
| F FamilyCare | L PS-Gorge | |

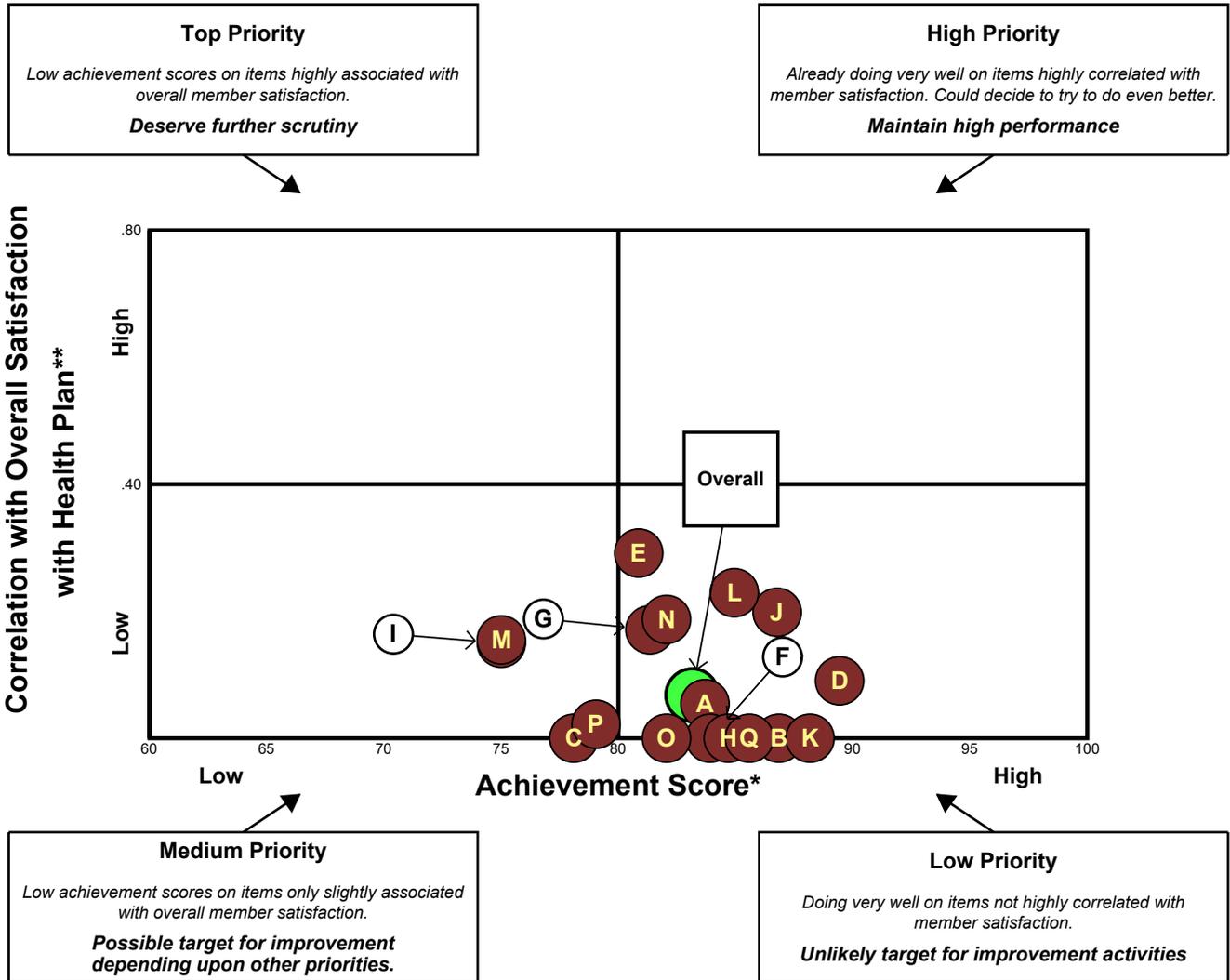
* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Shared Decision Making

Child CCC



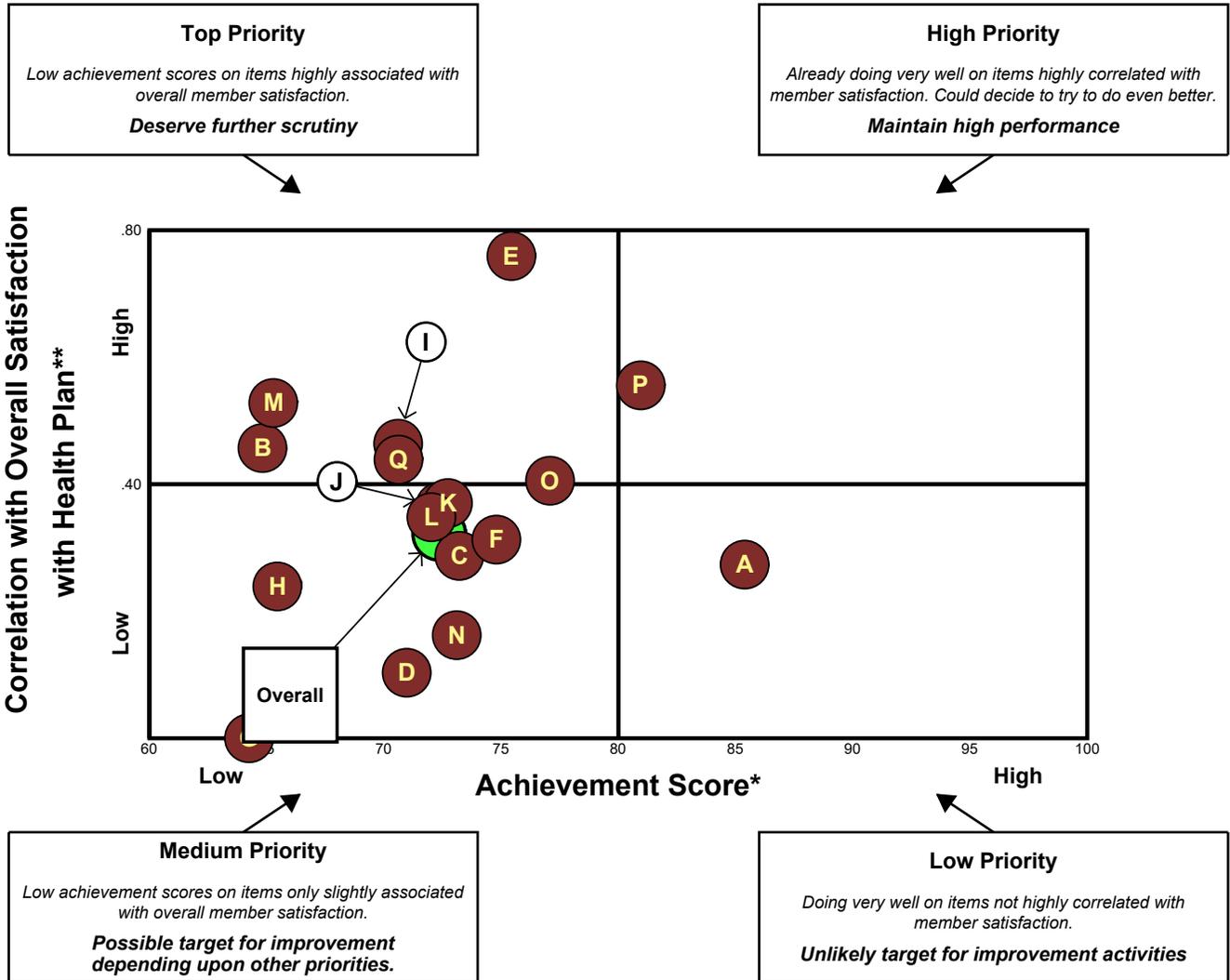
- | | | |
|---|---|---|
| <ul style="list-style-type: none"> A Advanced Health B AllCare C Cascade D Columbia E Eastern OR F FamilyCare | <ul style="list-style-type: none"> G Health Share H InterComm. I Jackson Care J Open Card K PS-Central L PS-Gorge | <ul style="list-style-type: none"> M PrimaryHealth N Trillium O Umpqua P Willamette Q Yamhill |
|---|---|---|

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Access to Specialized Services

Child CCC



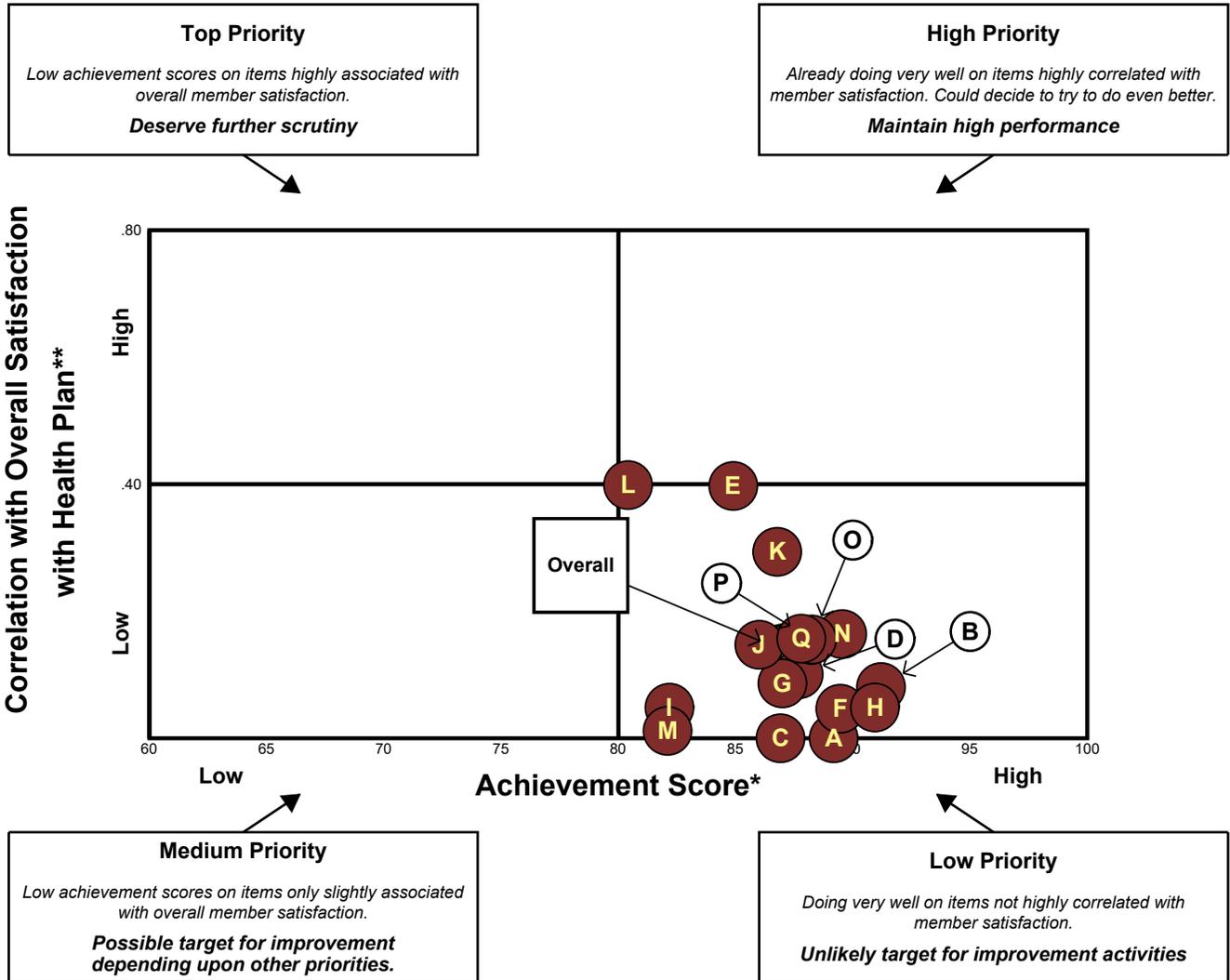
- | | | |
|--------------------------|-----------------------|------------------------|
| A Advanced Health | G Health Share | M PrimaryHealth |
| B AllCare | H InterComm. | N Trillium |
| C Cascade | I Jackson Care | O Umpqua |
| D Columbia | J Open Card | P Willamette |
| E Eastern OR | K PS-Central | Q Yamhill |
| F FamilyCare | L PS-Gorge | |

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Family Centered Care: Personal Doctor Who Knows Child Child CCC



- | | | |
|---|---|---|
| <ul style="list-style-type: none"> A Advanced Health B AllCare C Cascade D Columbia E Eastern OR F FamilyCare | <ul style="list-style-type: none"> G Health Share H InterComm. I Jackson Care J Open Card K PS-Central L PS-Gorge | <ul style="list-style-type: none"> M PrimaryHealth N Trillium O Umpqua P Willamette Q Yamhill |
|---|---|---|

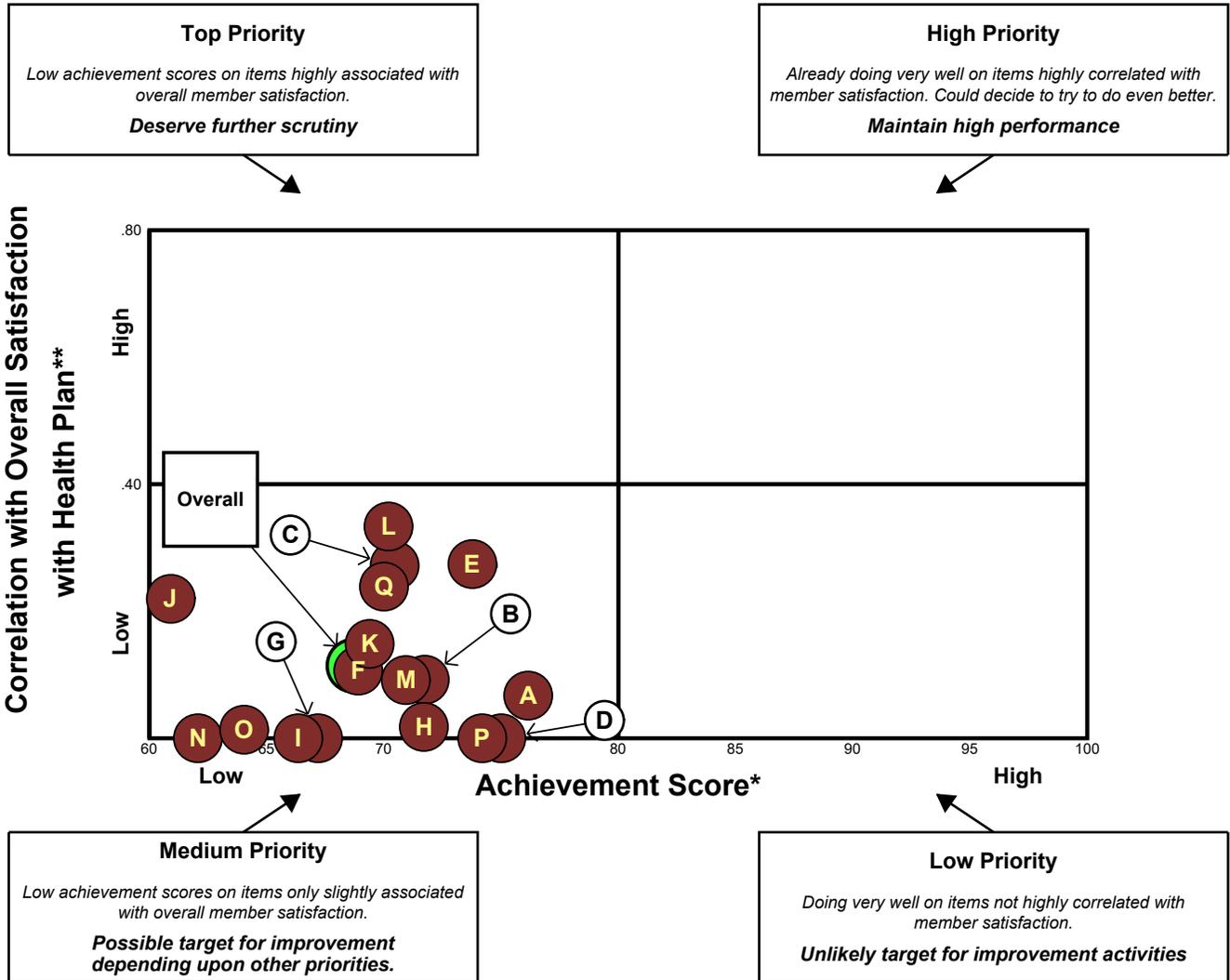
* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Coordination of Care

Child CCC



- A** Advanced Health
- B** AllCare
- C** Cascade
- D** Columbia
- E** Eastern OR
- F** FamilyCare

- G** Health Share
- H** InterComm.
- I** Jackson Care
- J** Open Card
- K** PS-Central
- L** PS-Gorge

- M** PrimaryHealth
- N** Trillium
- O** Umpqua
- P** Willamette
- Q** Yamhill

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Overall Ratings

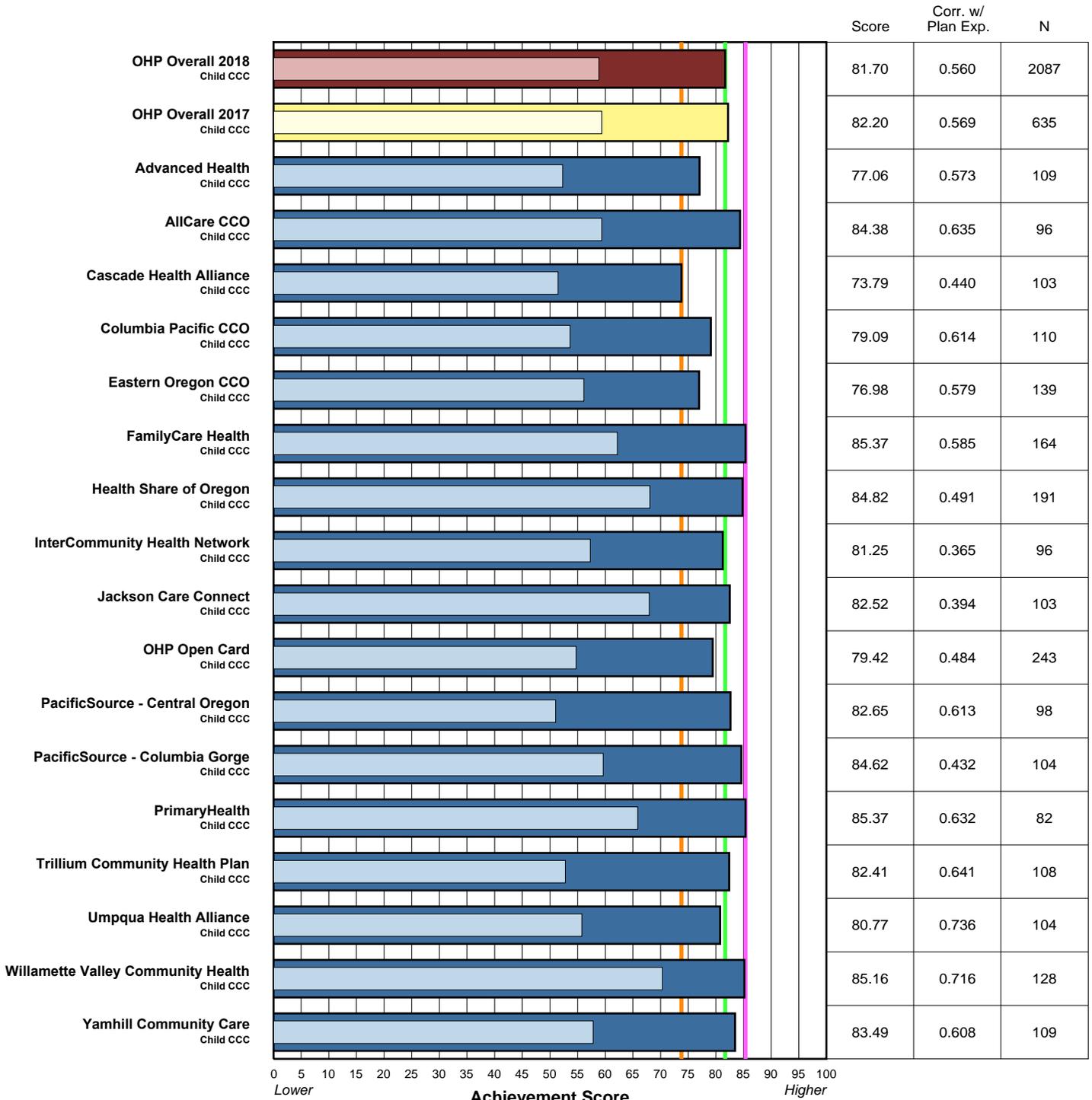
The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists and health care. In the following tables, proportions of respondents assigning ratings of "8," "9," or "10" are reported as achievement scores. The "N" is the total number of respondents that provided a valid answer to the rating question. Correlation with health plan experience is calculated with respect to Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

Alternate achievement scores are presented as hollow bars, showing only the response options "9" and "10" as achievements.

OHP overall ratings for 2018 and 2017 are presented first, followed by the individual CCO/Open Card ratings for 2018. The 2017 overall OHP rating is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 ratings and the OHP overall 2018 rating. When there is a statistically significant difference between the ratings, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the ratings.

Overall Ratings

Q14. Rating of all health care

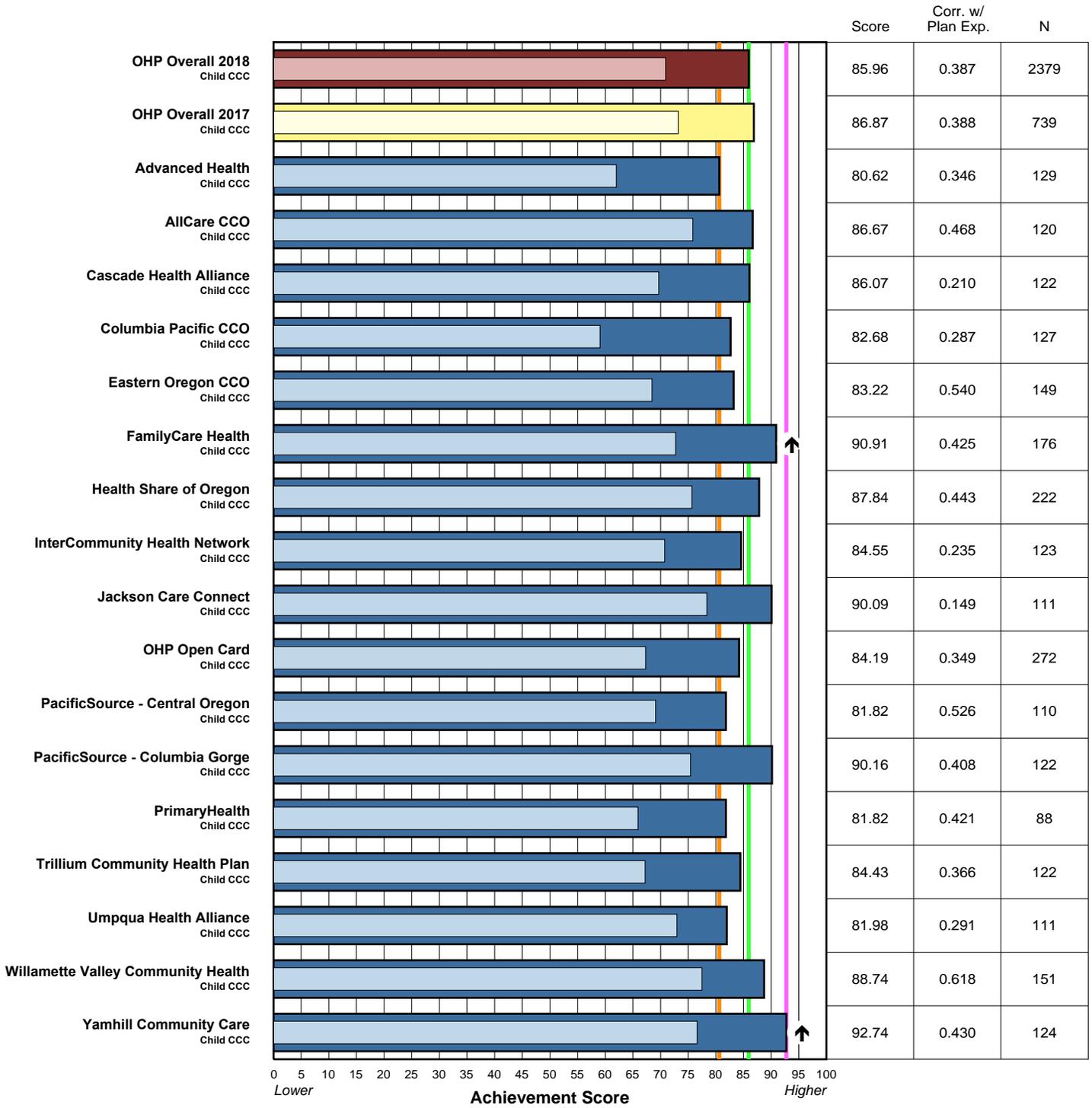


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

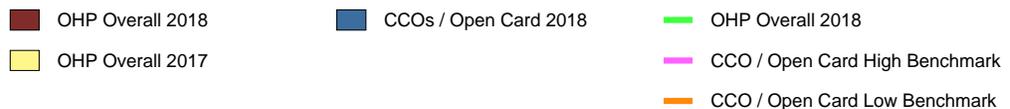
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Overall Ratings

Q41. Rating of personal doctor

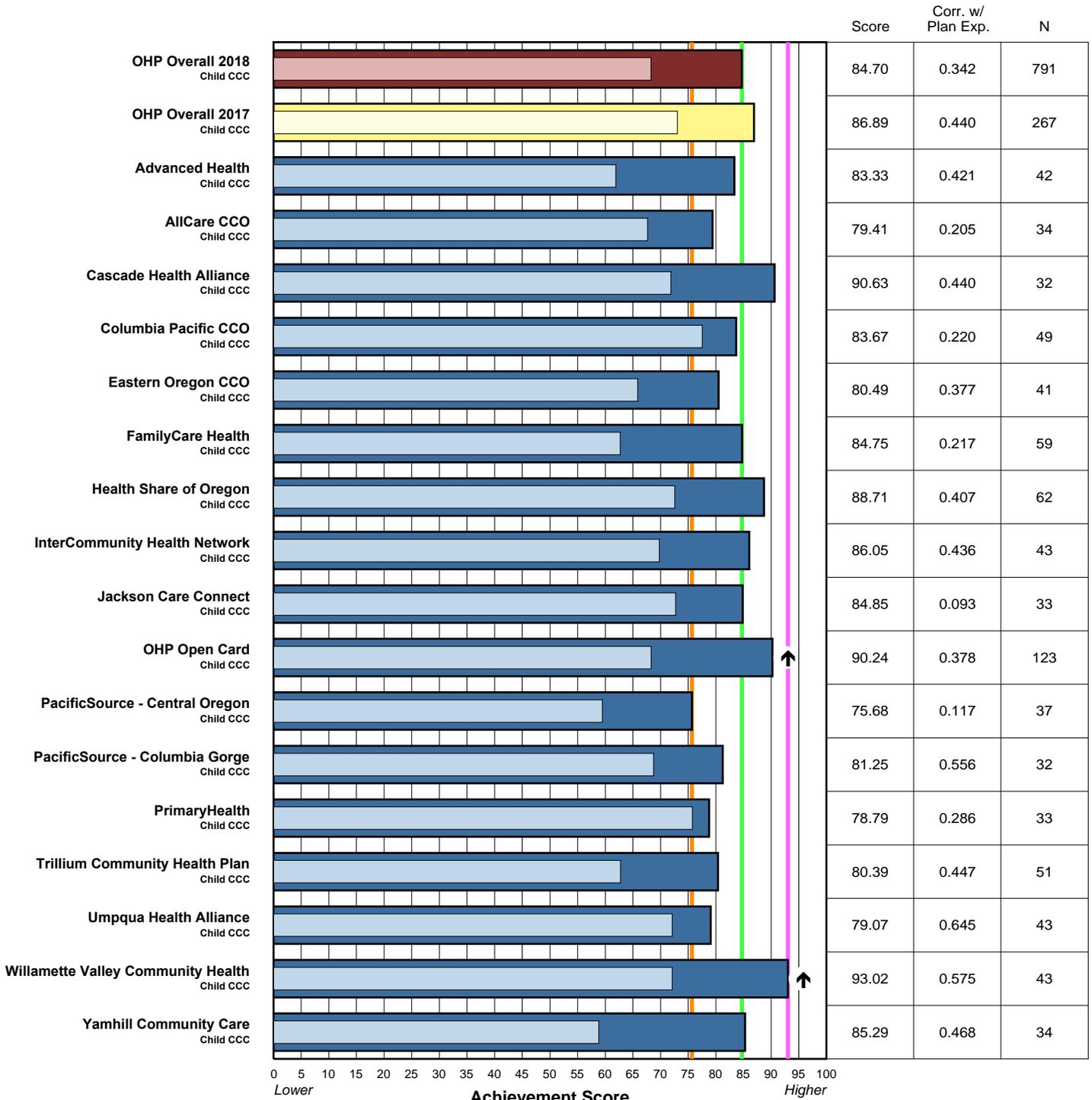


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.



Overall Ratings

Q48. Rating of specialist seen most often

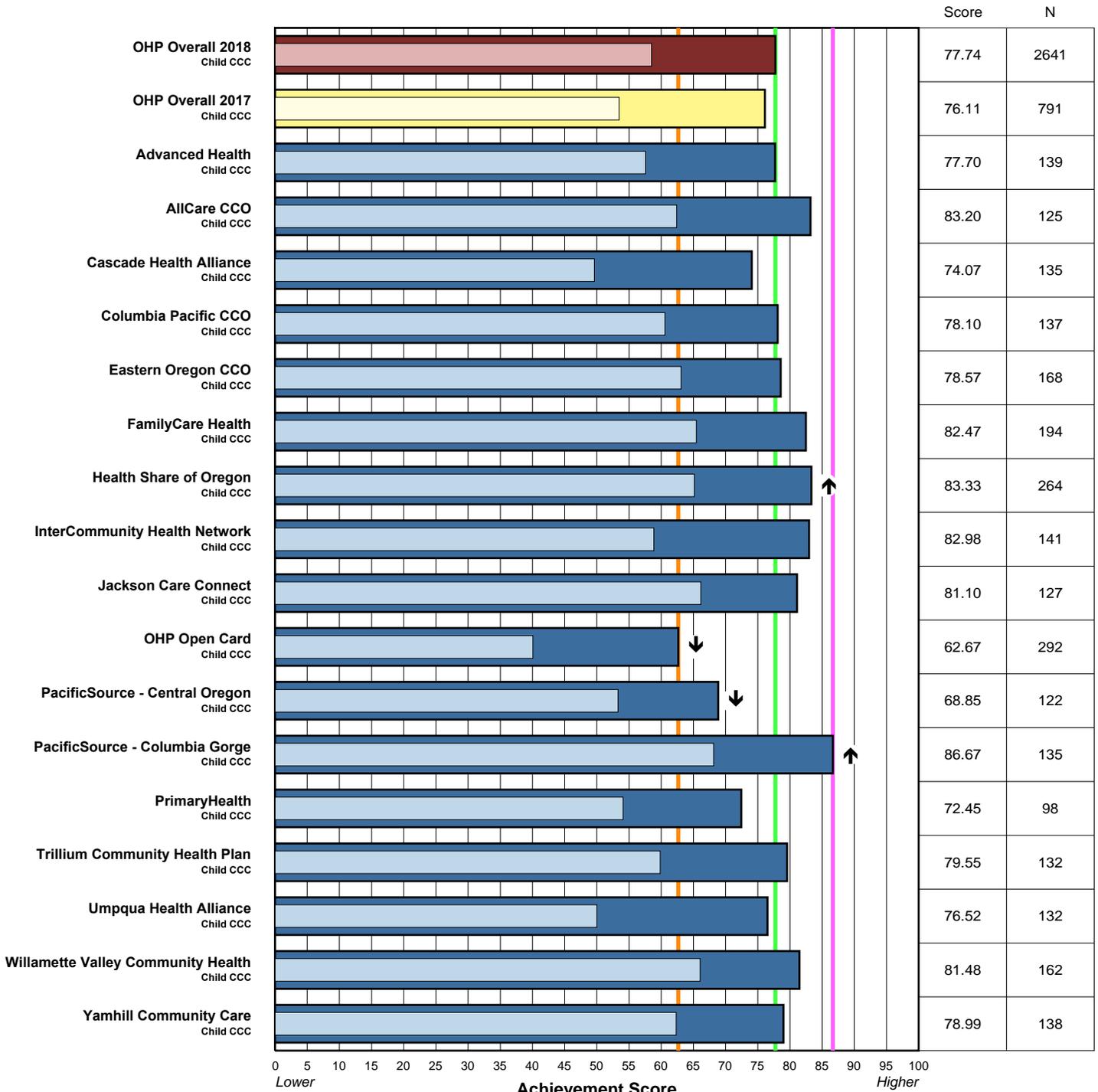


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Overall Ratings

Q54. Rating of health plan



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Composites

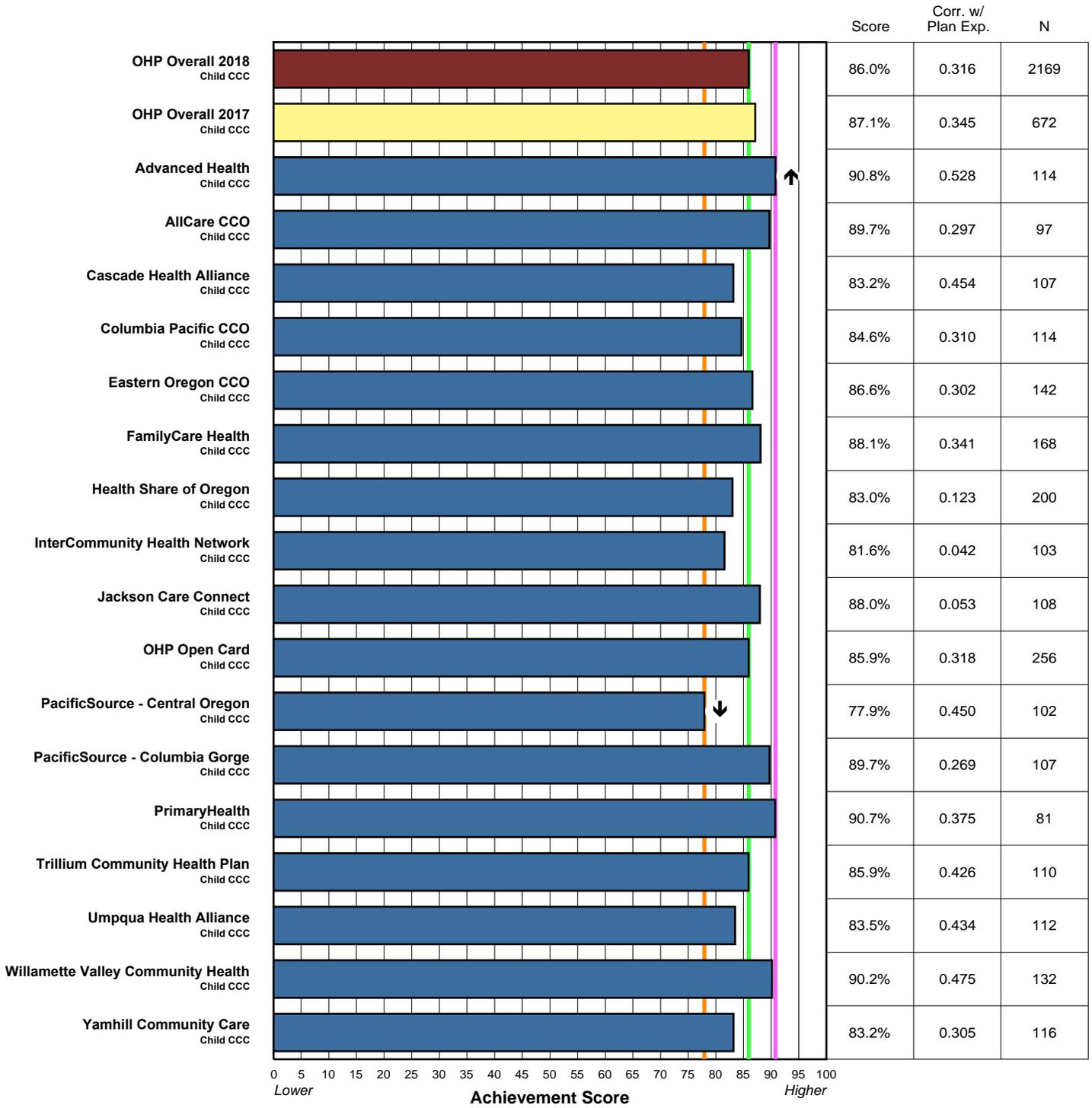
The CAHPS® 5.0H survey has eight composites, each representing a domain of member experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the composite score is the number of members who appropriately answered at least one question within that composite. Correlation with health plan experience is calculated with respect to Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Access to Specialized Services composites; and "Yes" for the Shared Decision Making, Family Centered Care: Personal Doctor Who Knows Child, and Coordination of Care composites. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are presented as hollow bars showing only the response option "Always" as an achievement.

OHP overall scores for 2018 and 2017 are presented first, followed by the individual CCO/Open Card scores for 2018. The 2017 overall OHP score is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 scores and the OHP overall 2018 score. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the scores.

Composites Getting Needed Care

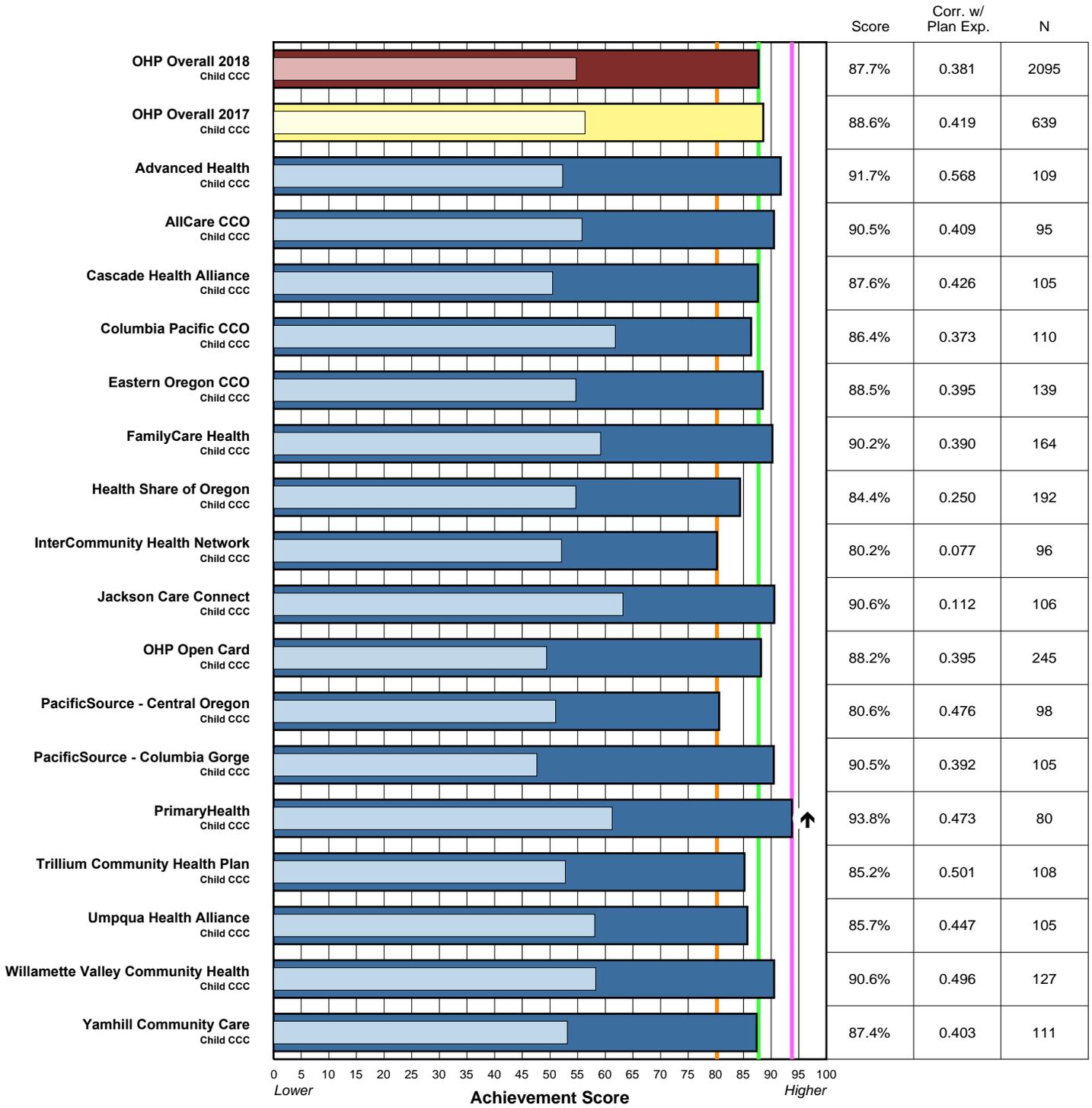


↕ Score statistically significantly higher/lower than 2018 OHP Overall Score

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Getting Needed Care

Q15. Usually or always easy to get the care, tests or treatment child needed

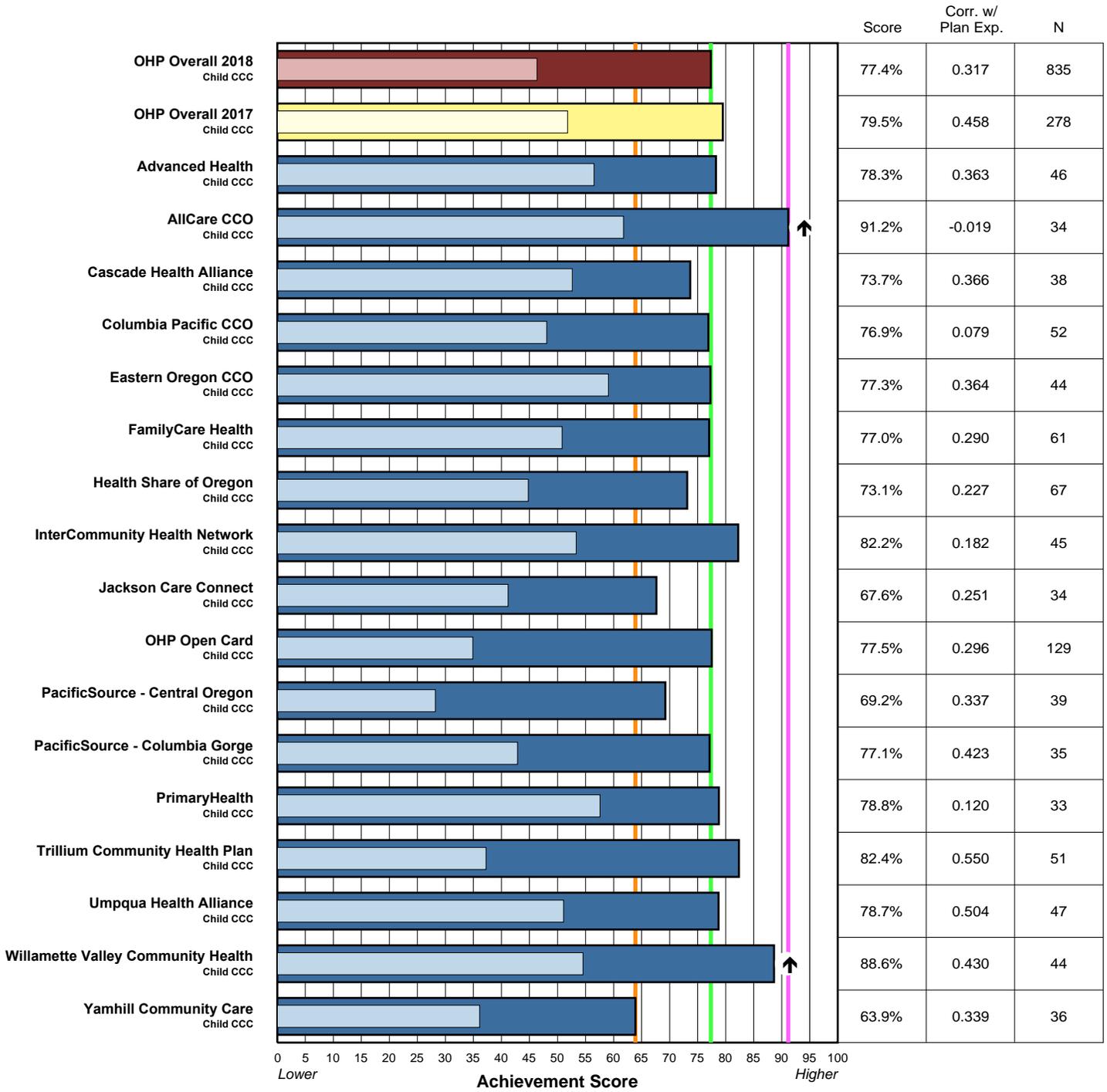


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

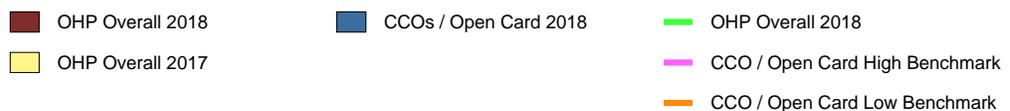
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Getting Needed Care

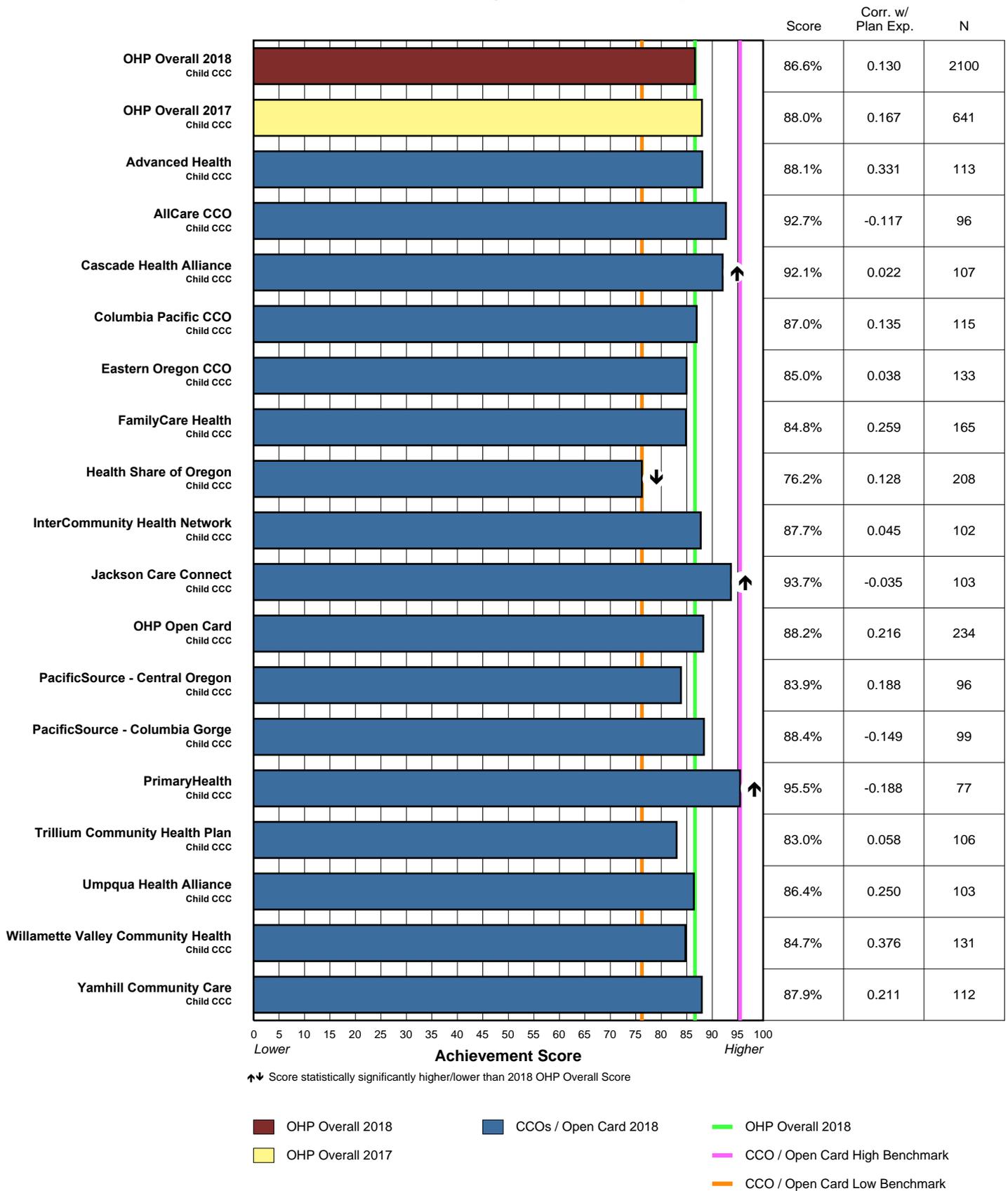
Q46. Usually or always got appointments with specialists as soon as child needed



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

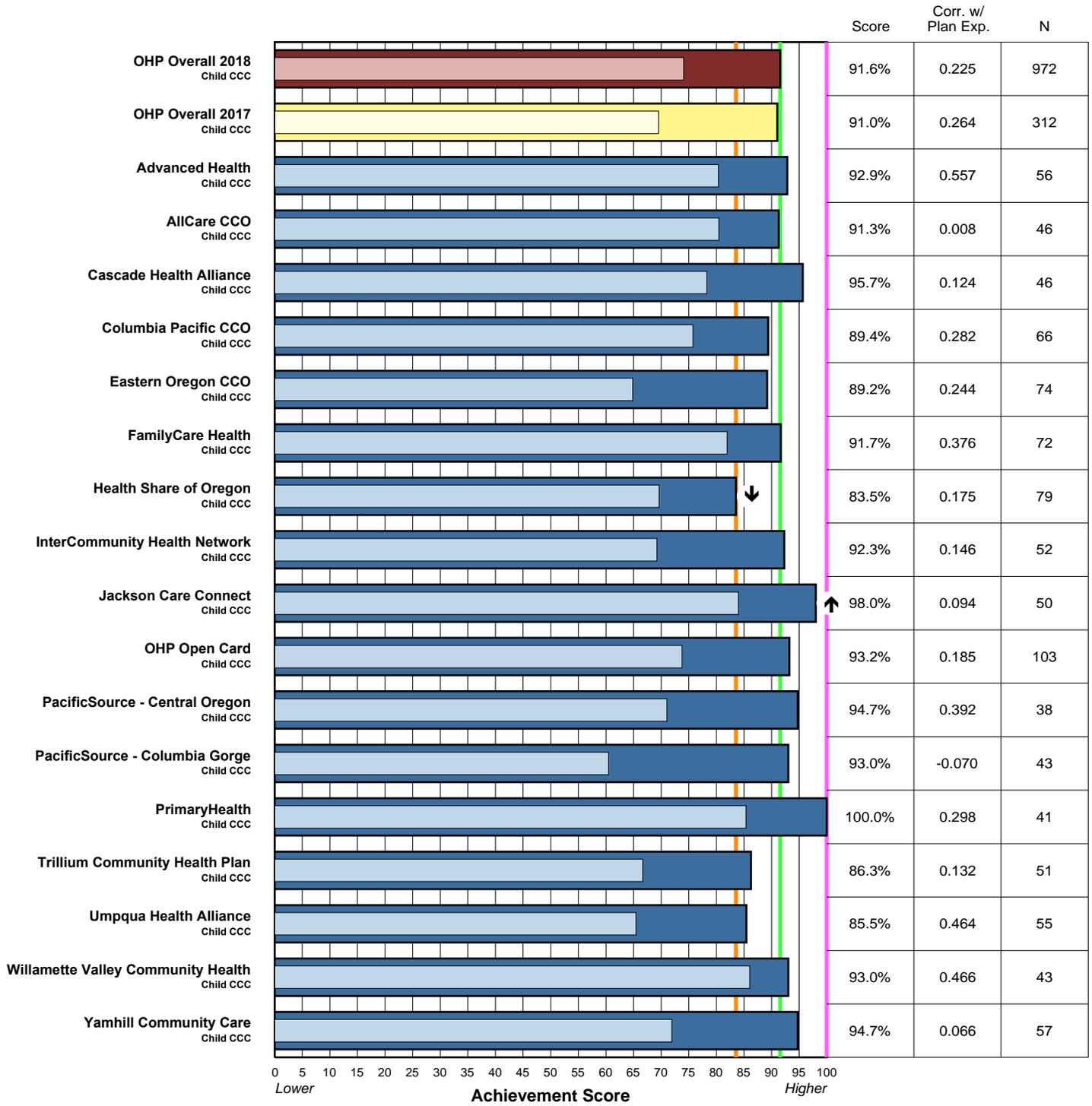


Getting Care Quickly



Getting Care Quickly

Q4. Usually or always got urgent care as soon as child needed

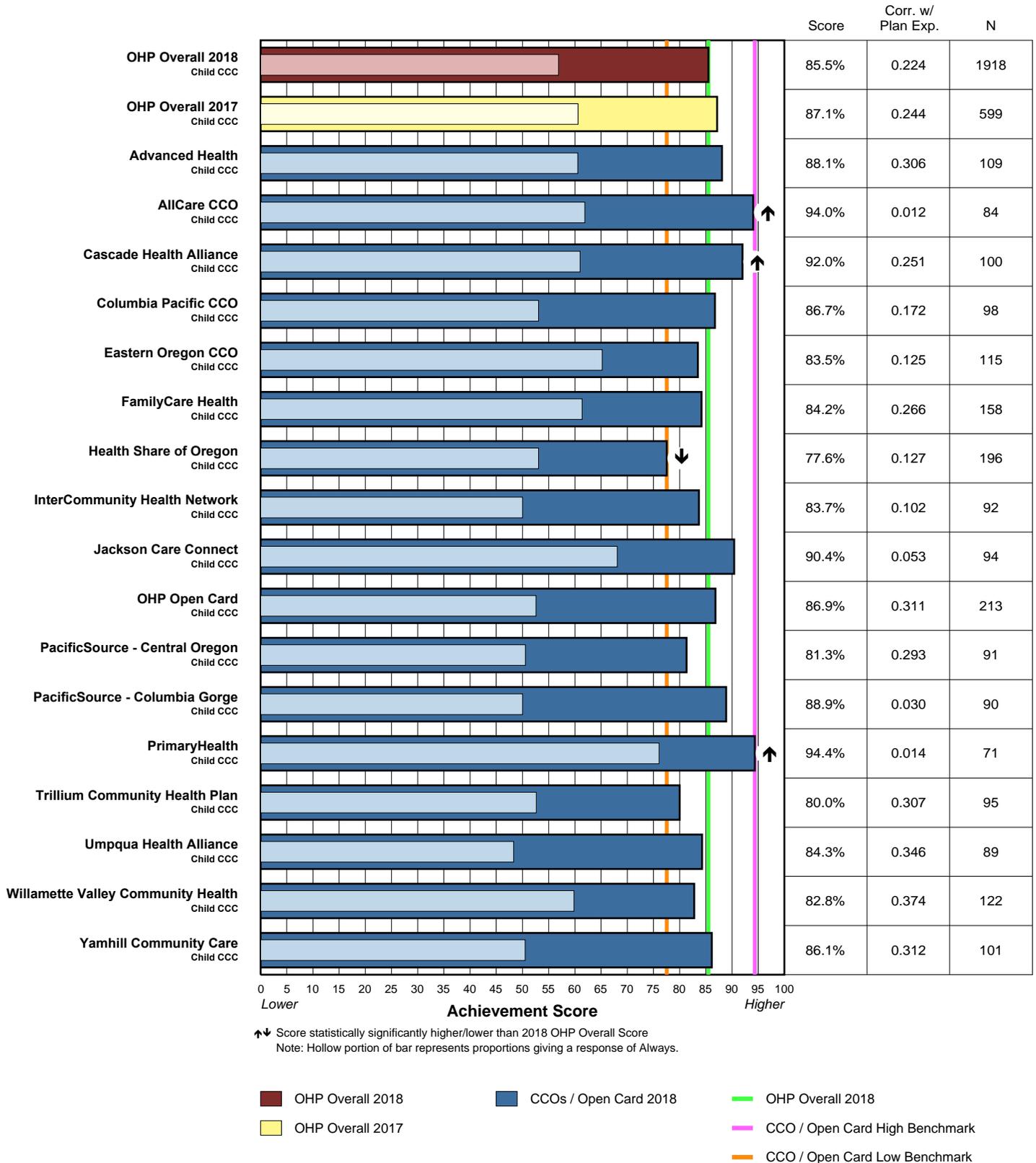


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

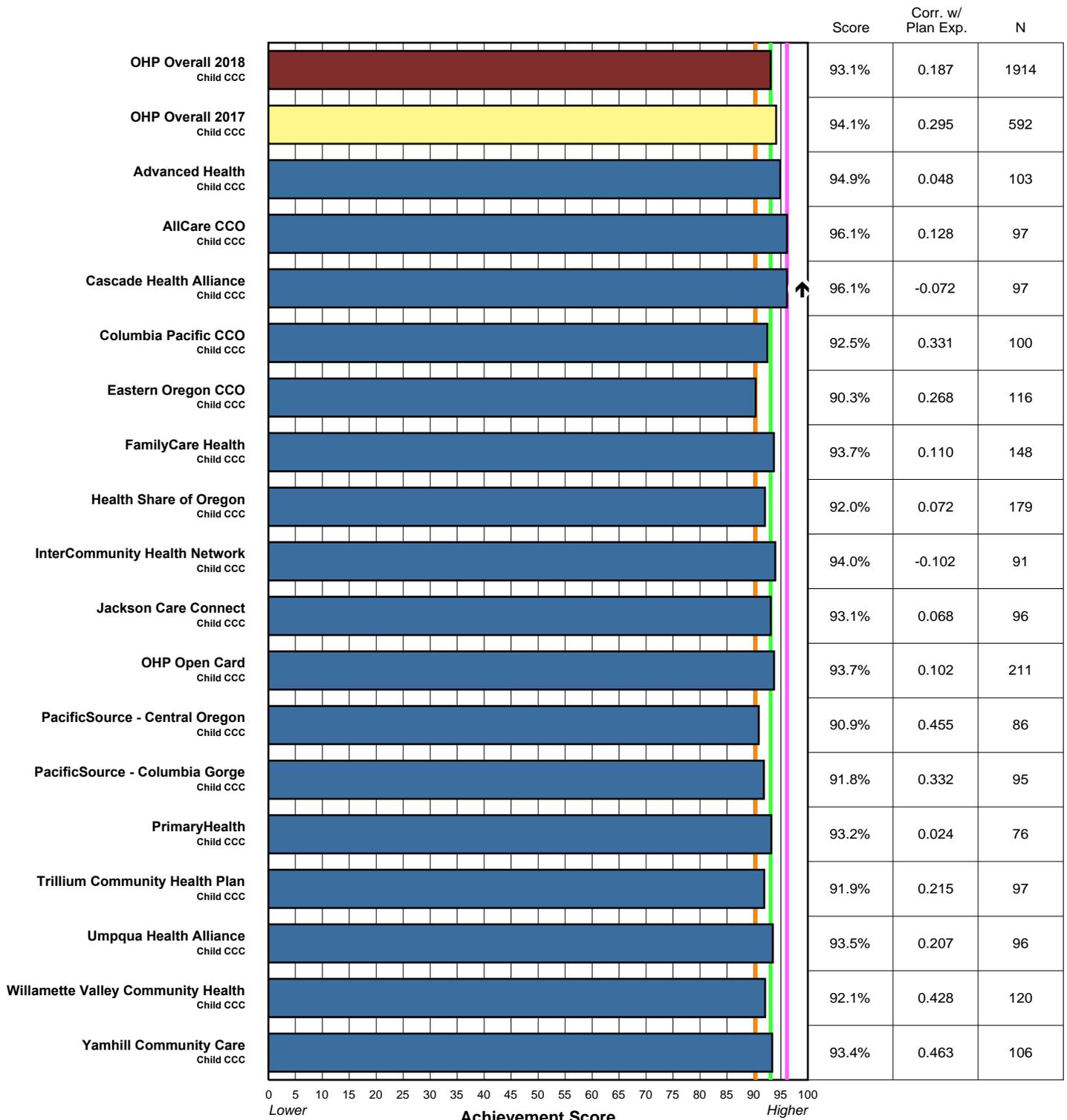
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Getting Care Quickly

Q6. Usually or always got appointment for routine care as soon as child needed



How Well Doctors Communicate

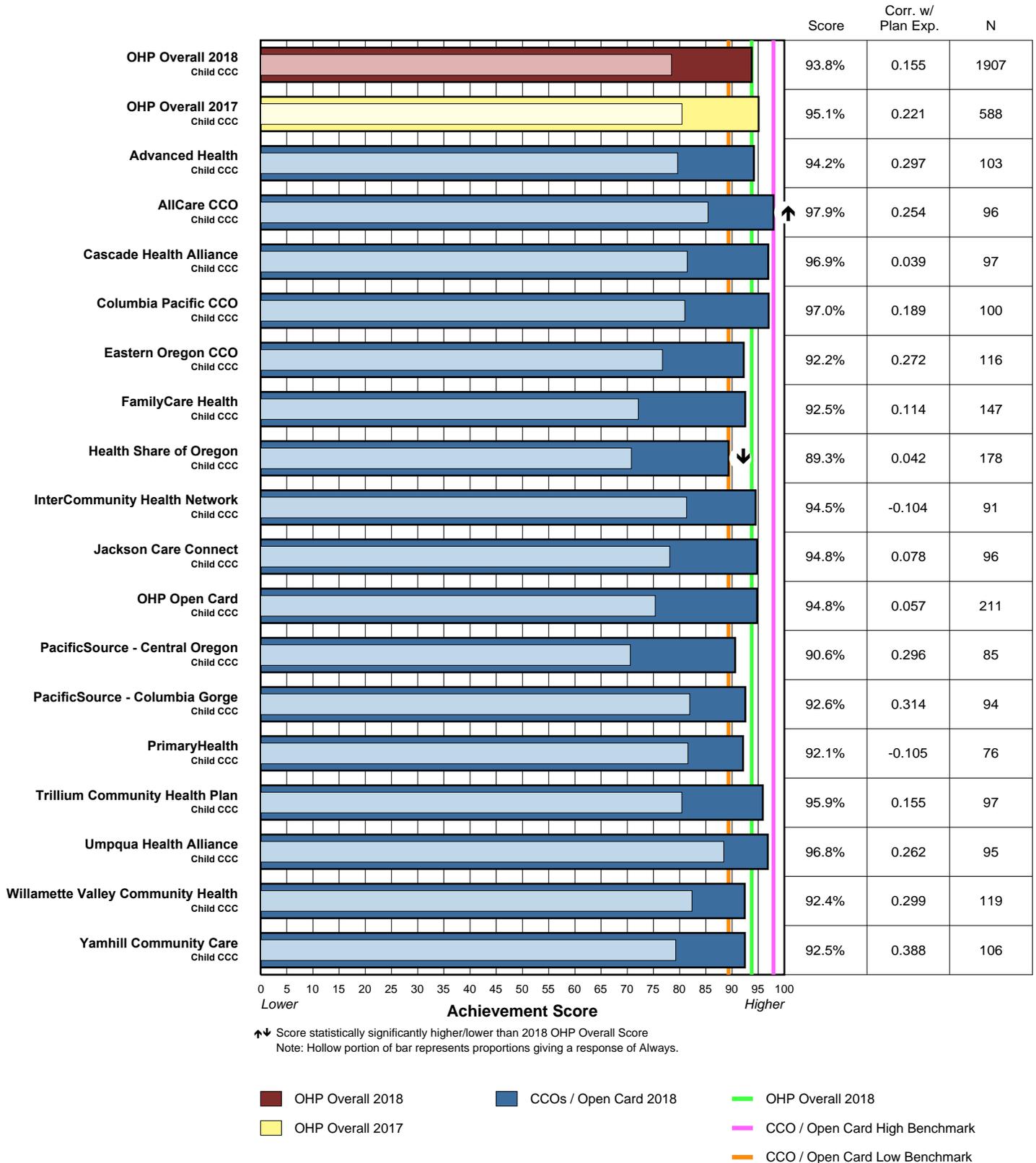


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

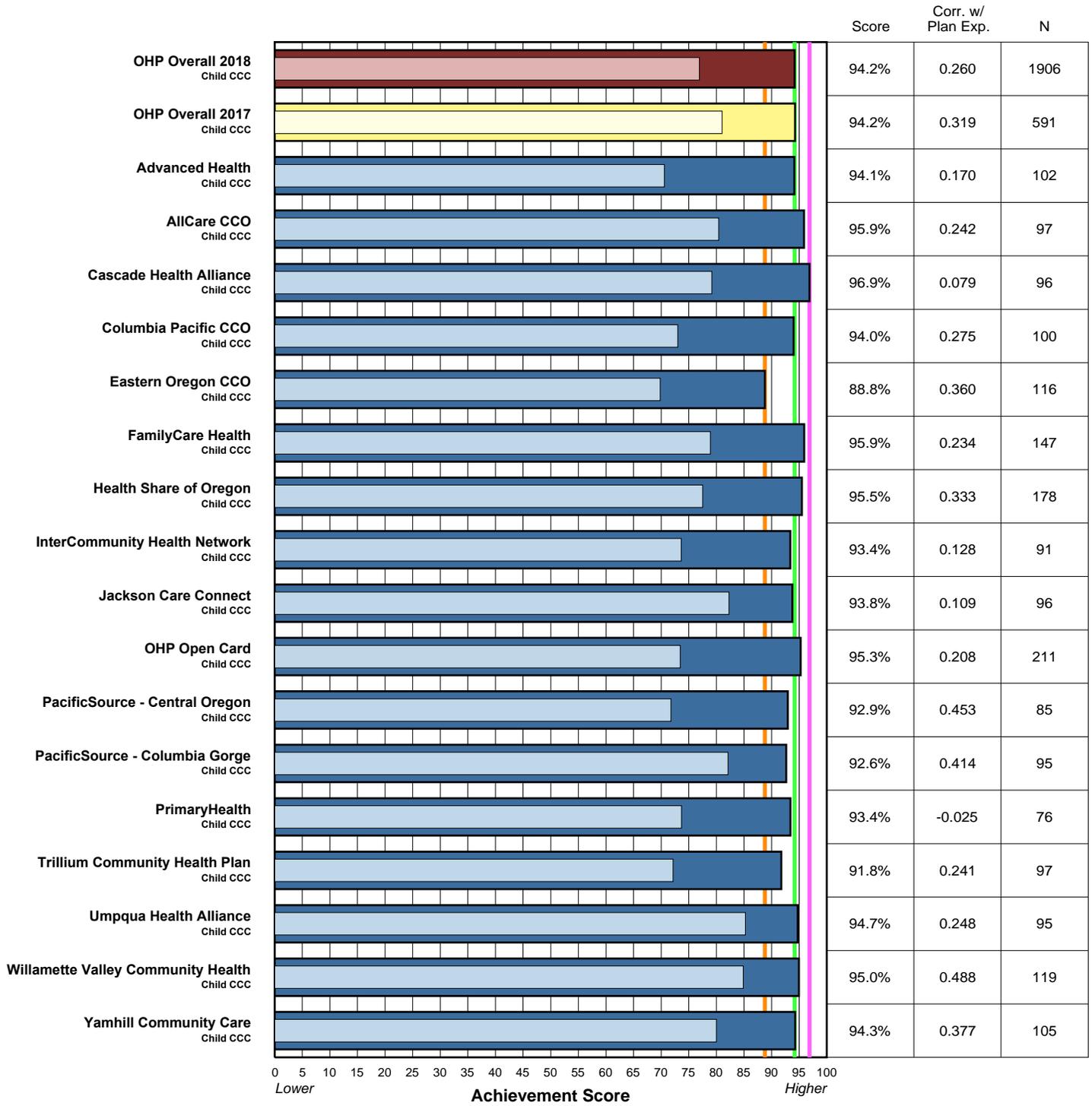
How Well Doctors Communicate

Q32. Personal doctor usually or always explained things in a way that was easy to understand

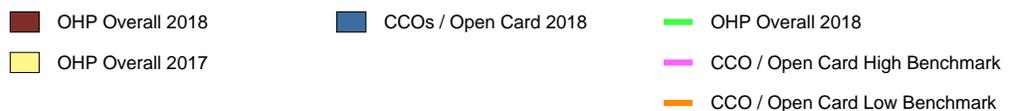


How Well Doctors Communicate

Q33. Personal doctor usually or always listened carefully to you

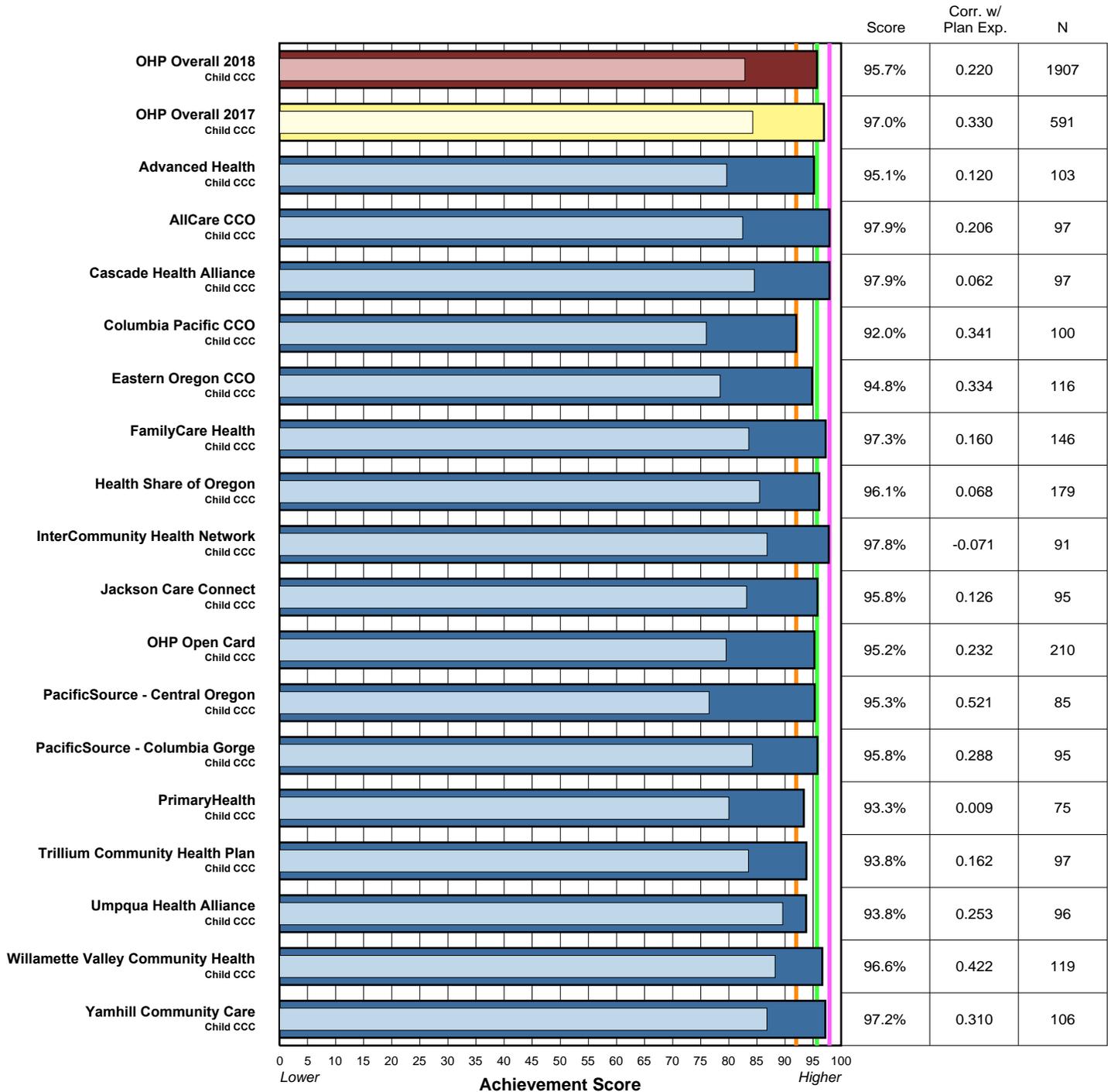


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



How Well Doctors Communicate

Q34. Personal doctor usually or always showed respect for what you had to say

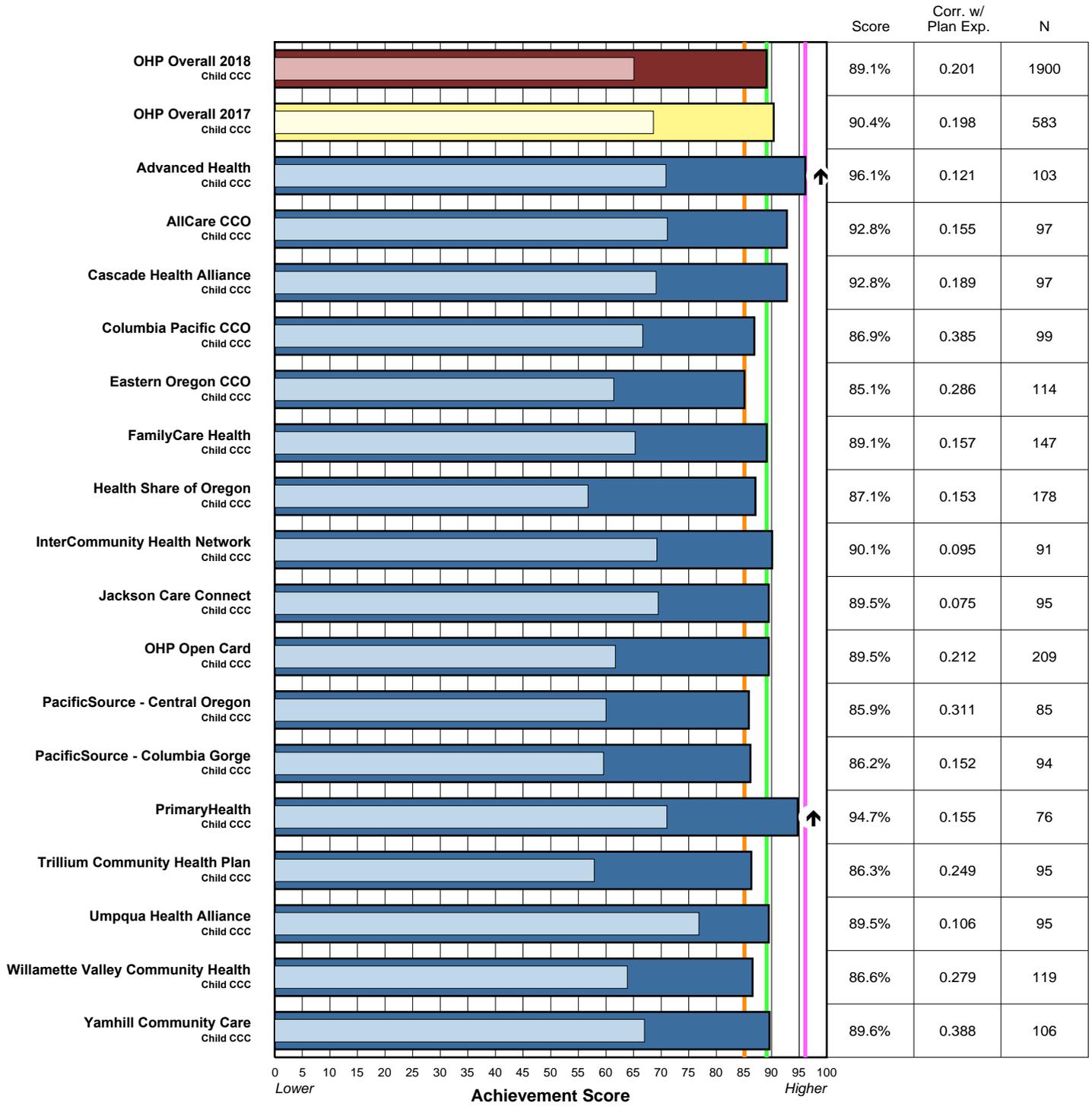


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

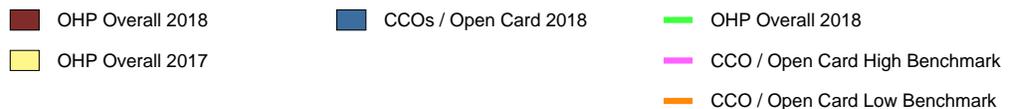
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

How Well Doctors Communicate

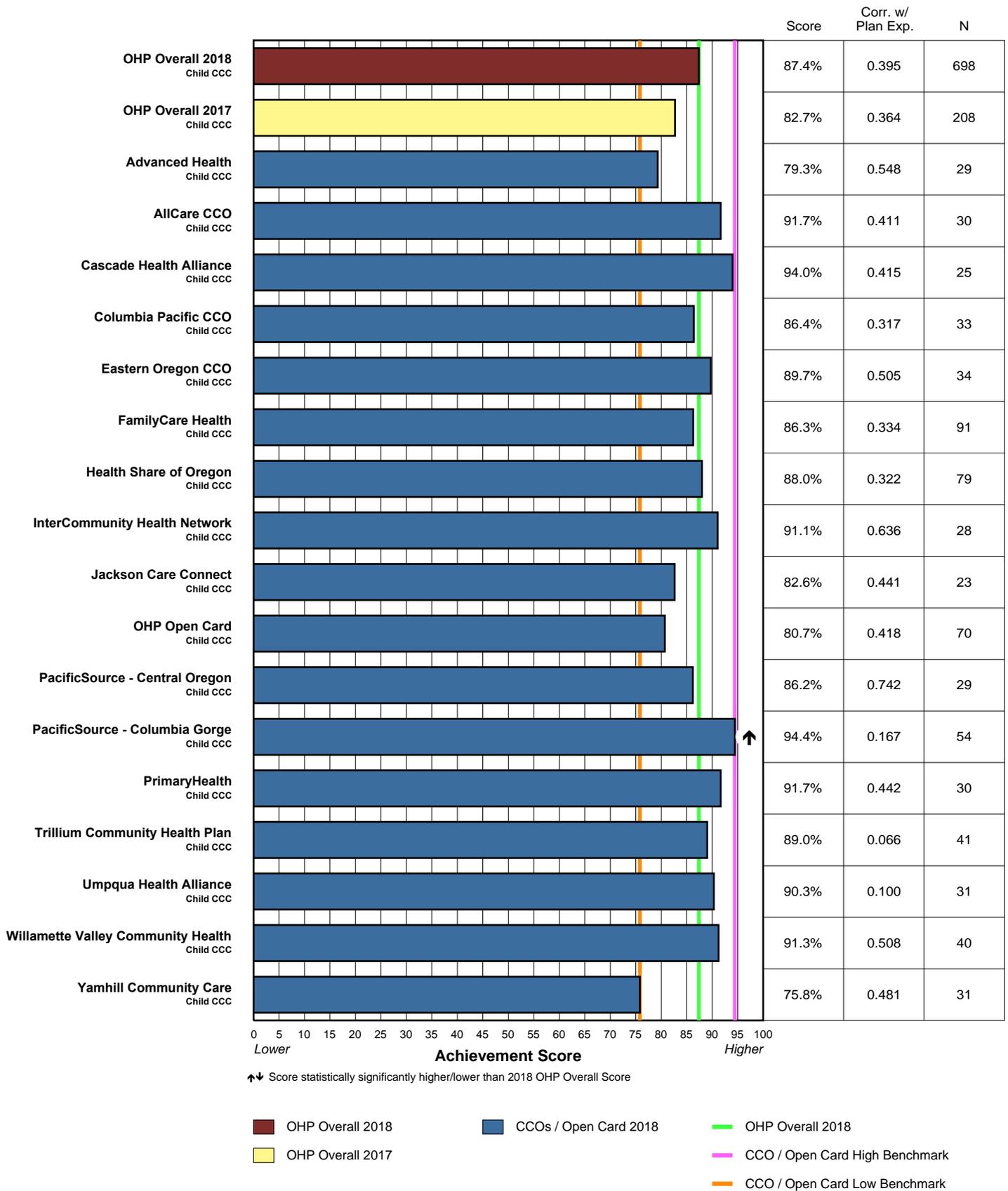
Q37. Personal doctor usually or always spent enough time with child



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

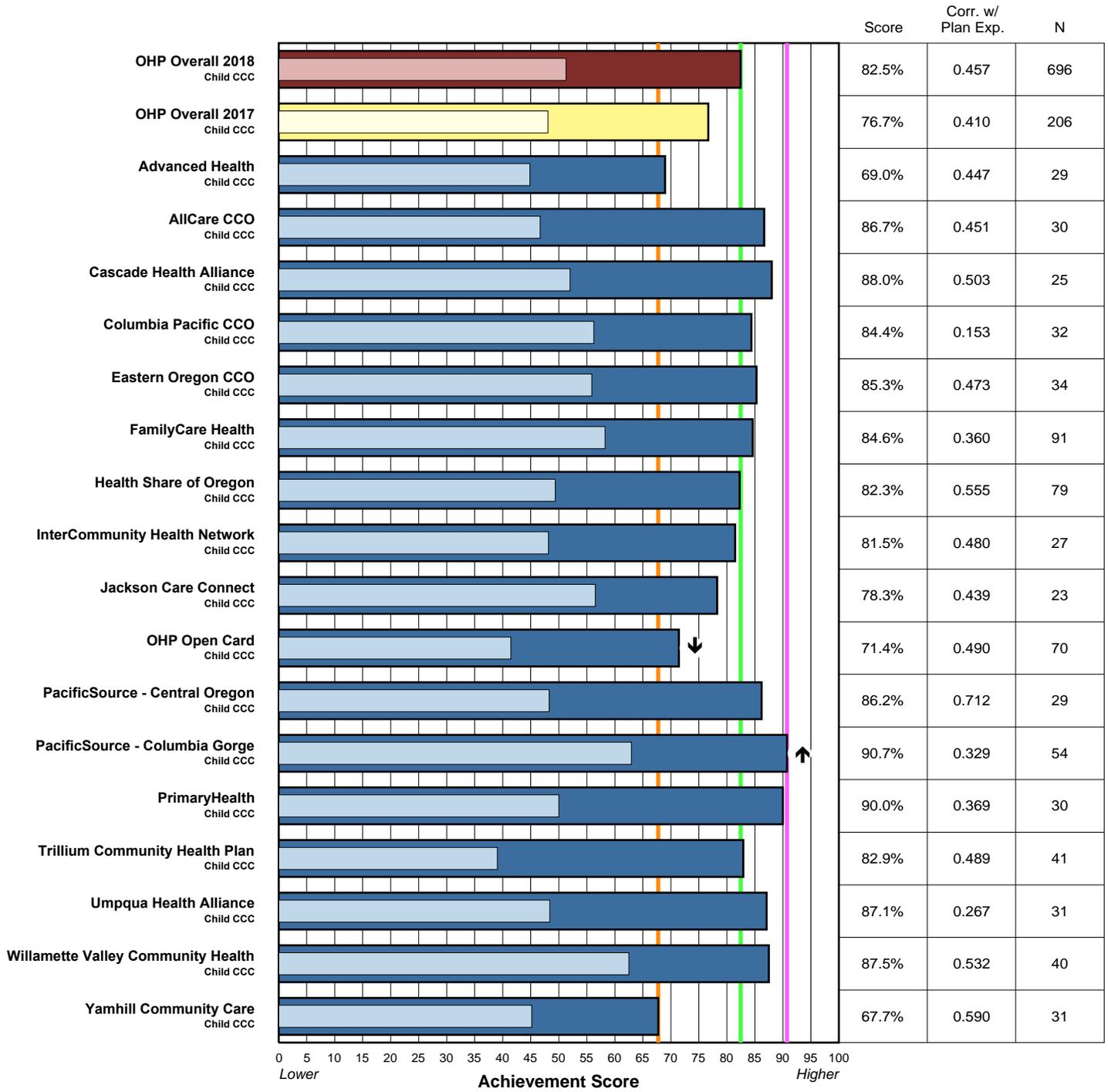


Customer Service



Customer Service

Q50. Customer service from child's health plan usually or always gave needed information or help

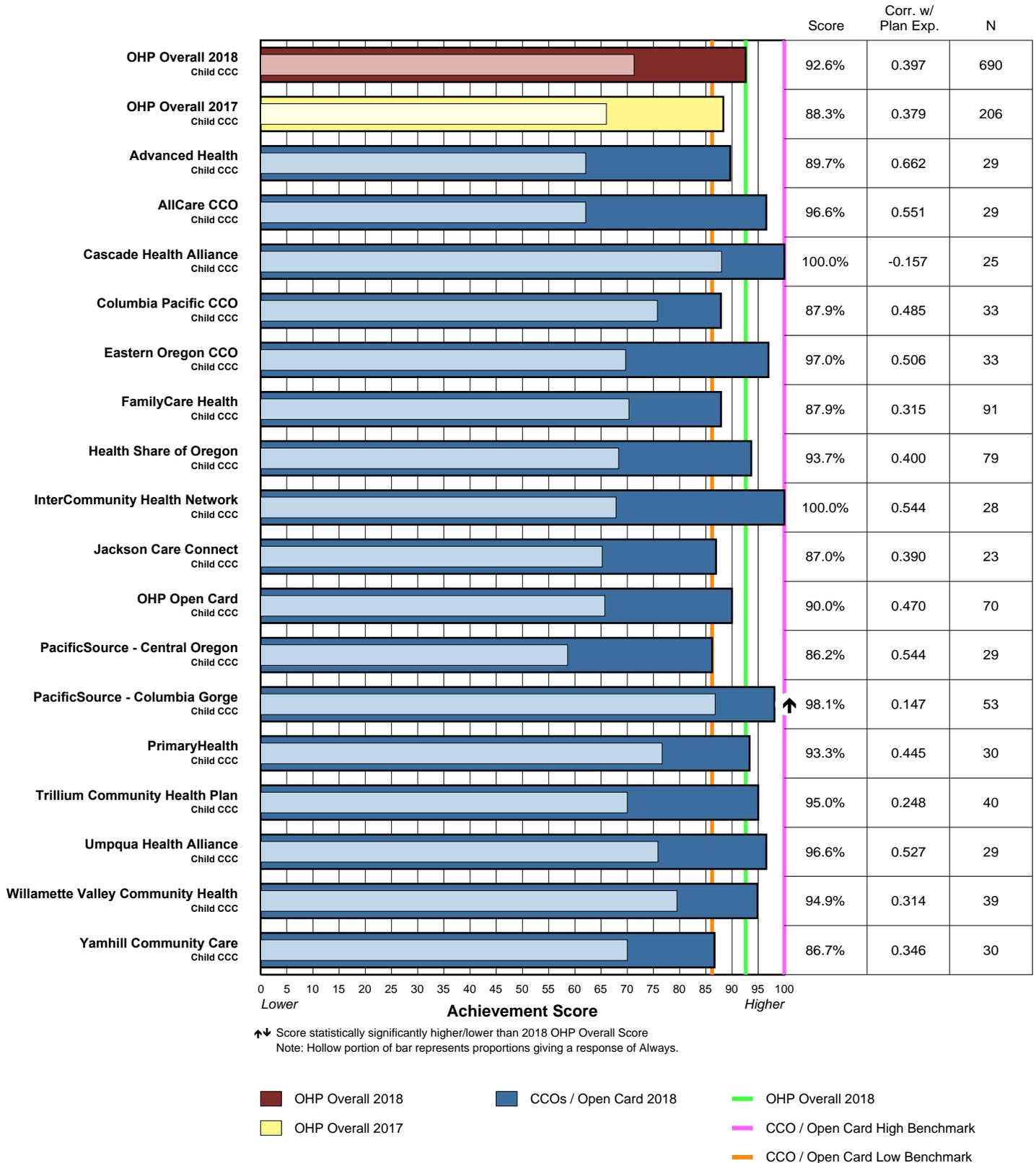


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

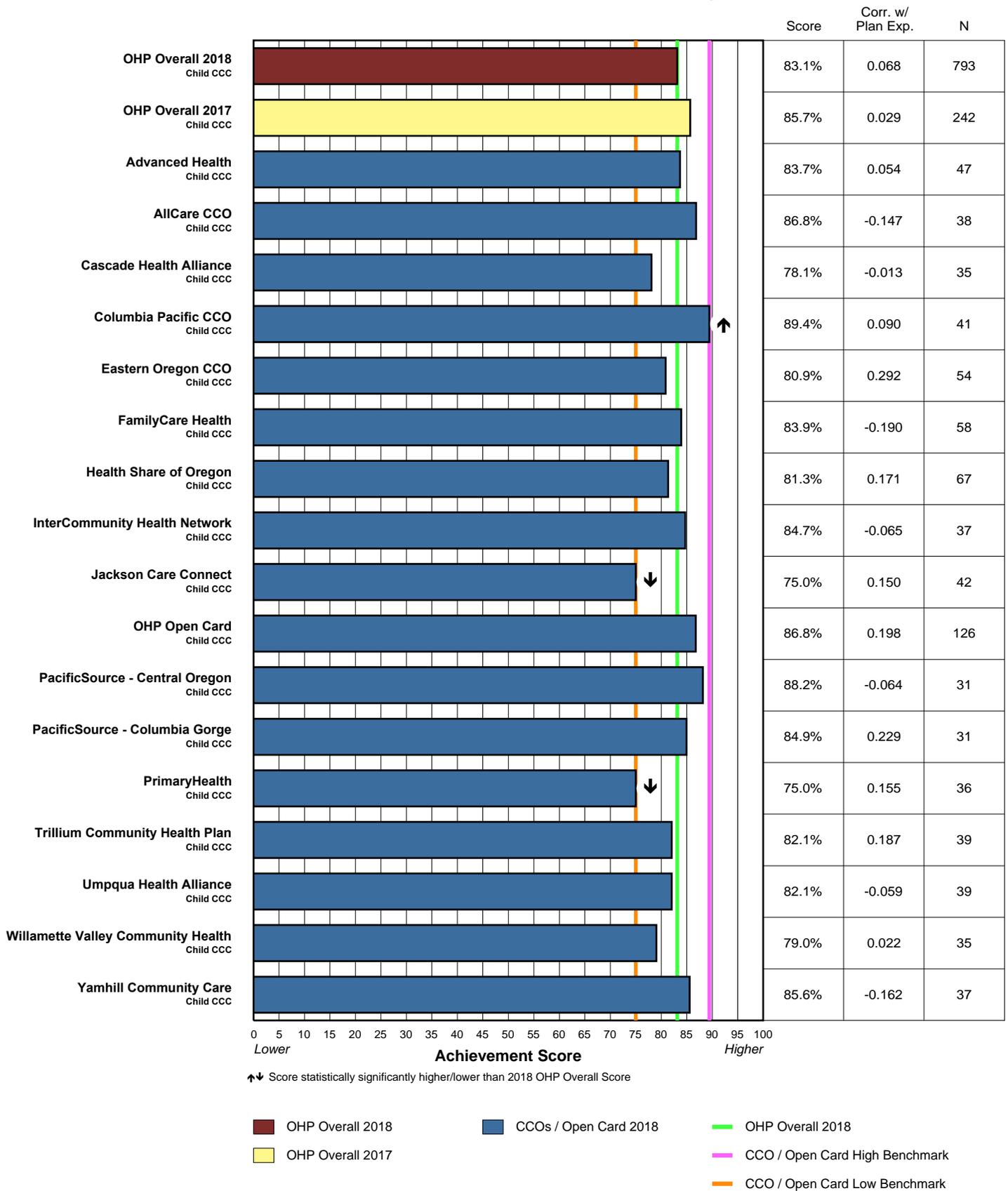
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Customer Service

Q51. Customer service staff from child's health plan usually or always treated you with courtesy and respect

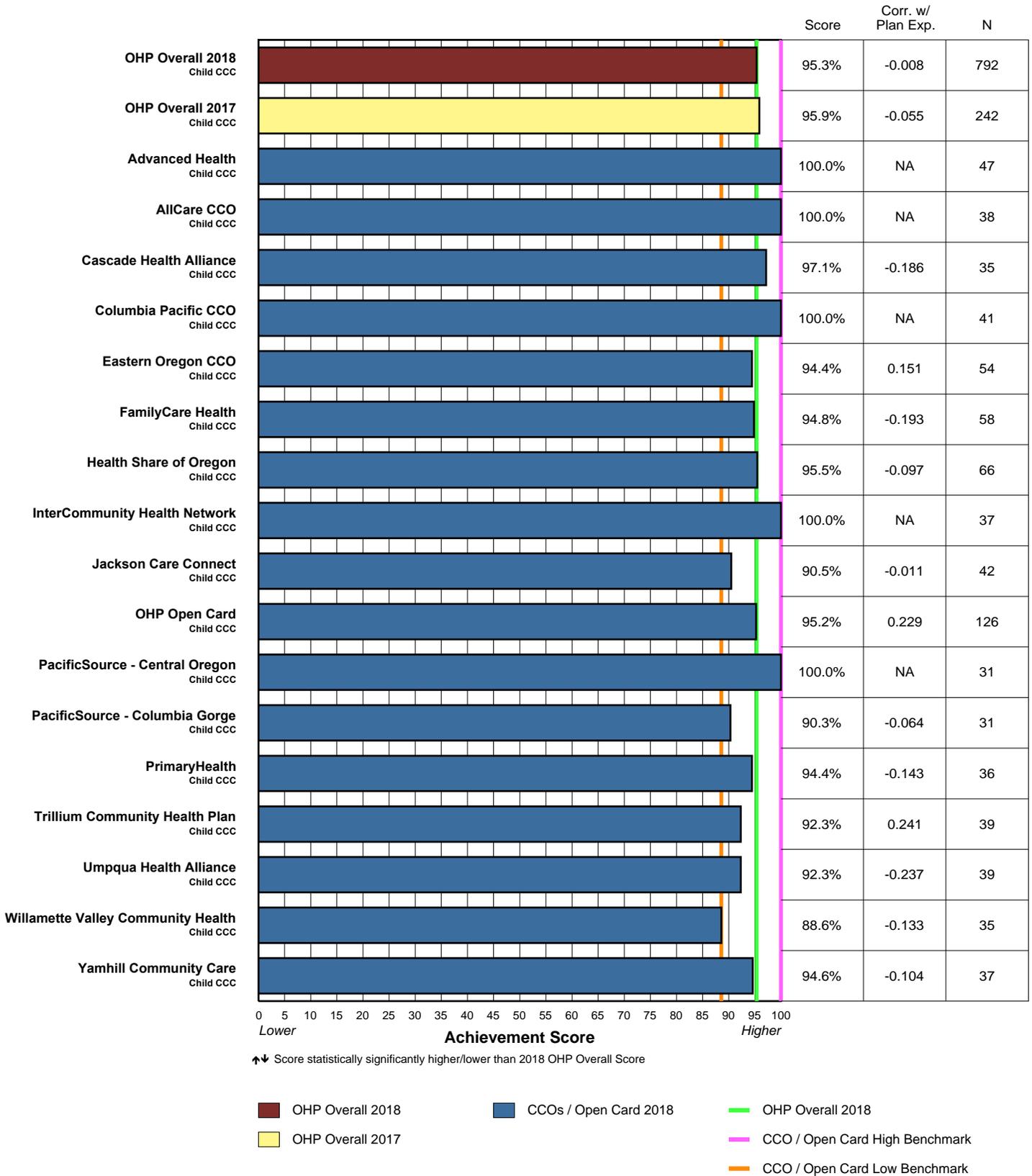


Shared Decision Making



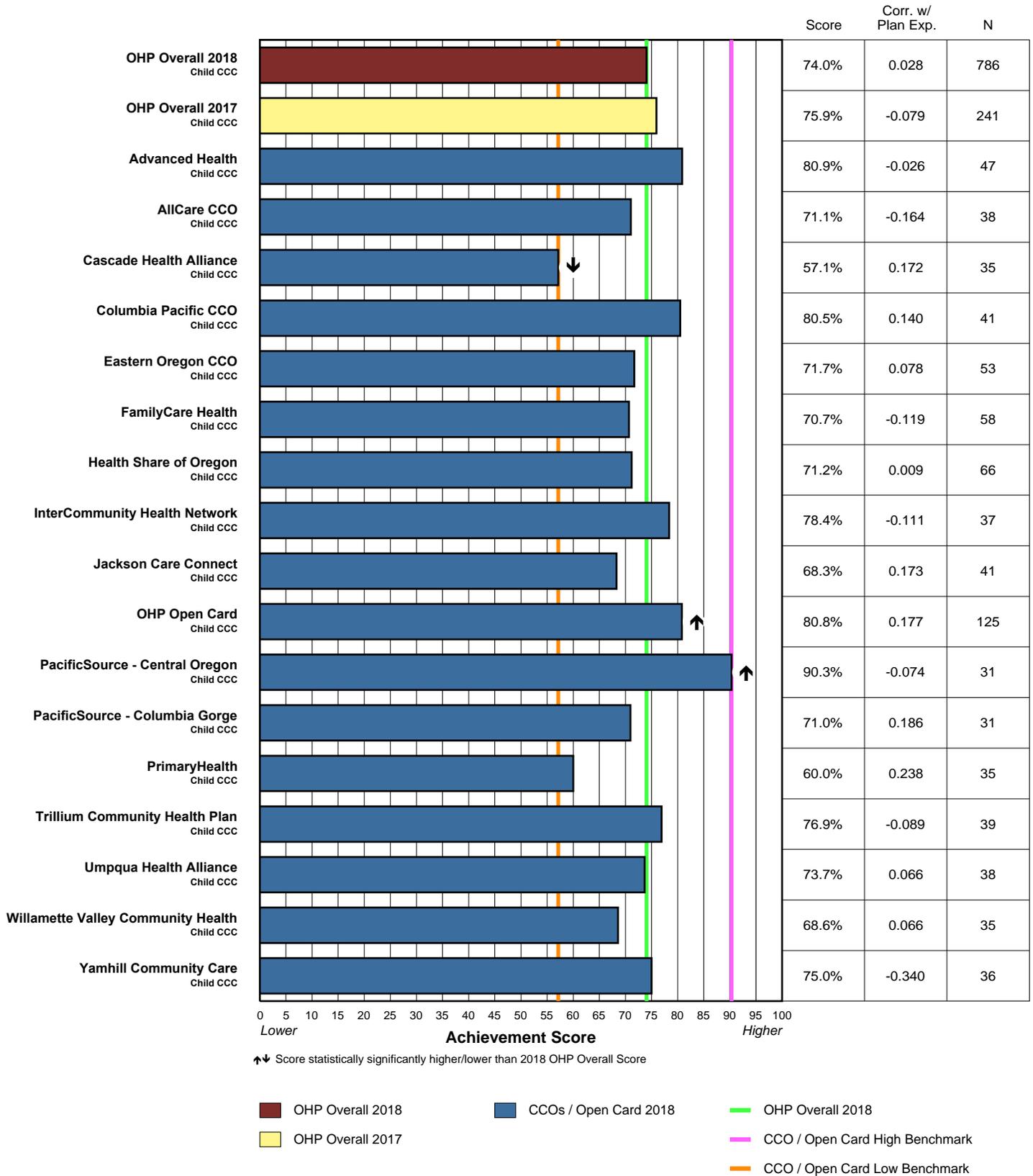
Shared Decision Making

Q11. Doctor talked about reasons you might want child to take a medicine



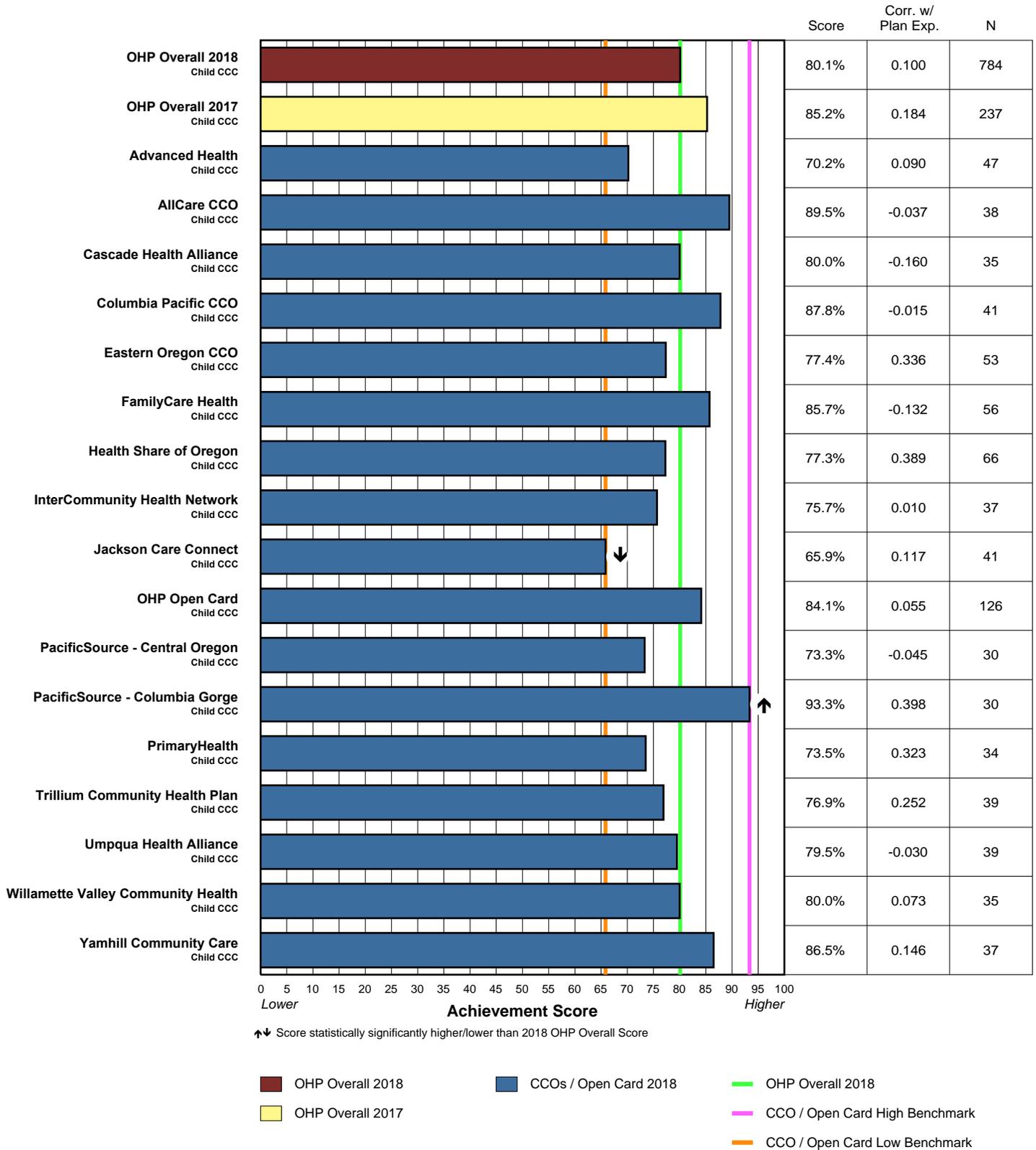
Shared Decision Making

Q12. Doctor talked about reasons you might not want child to take a medicine

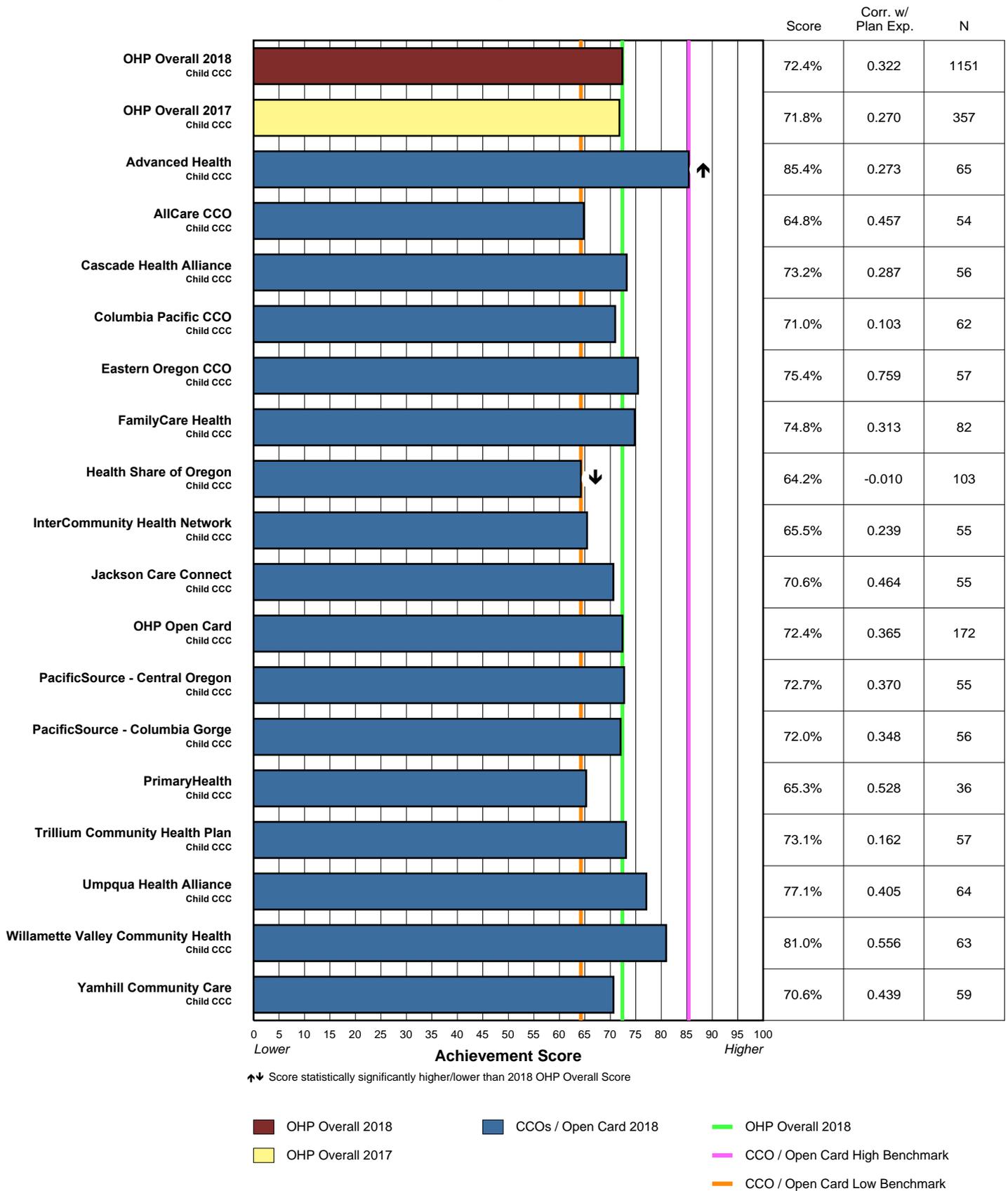


Shared Decision Making

Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

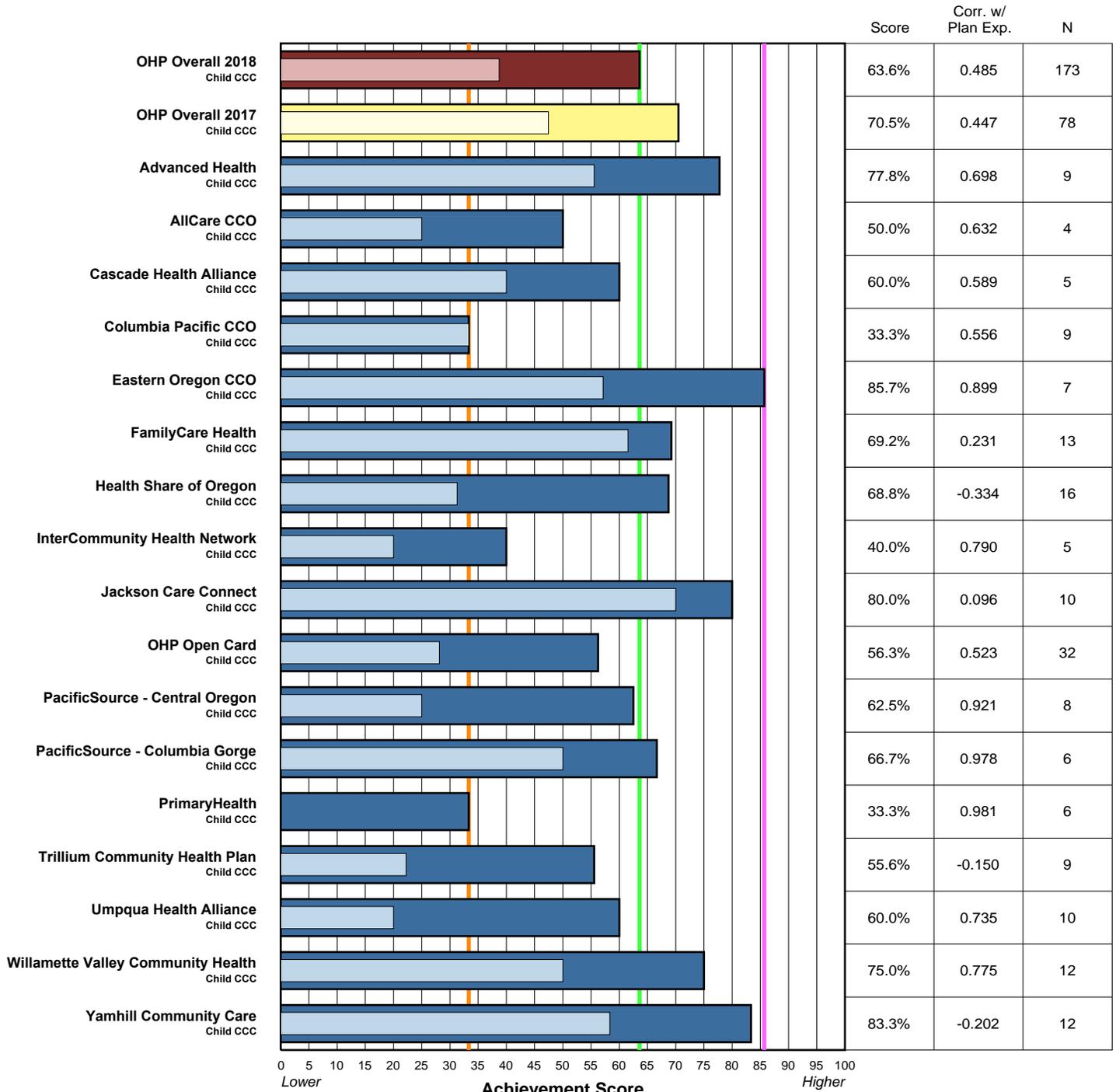


Access to Specialized Services



Access to Specialized Services

Q20. Usually or always easy to get special medical equipment or devices for child

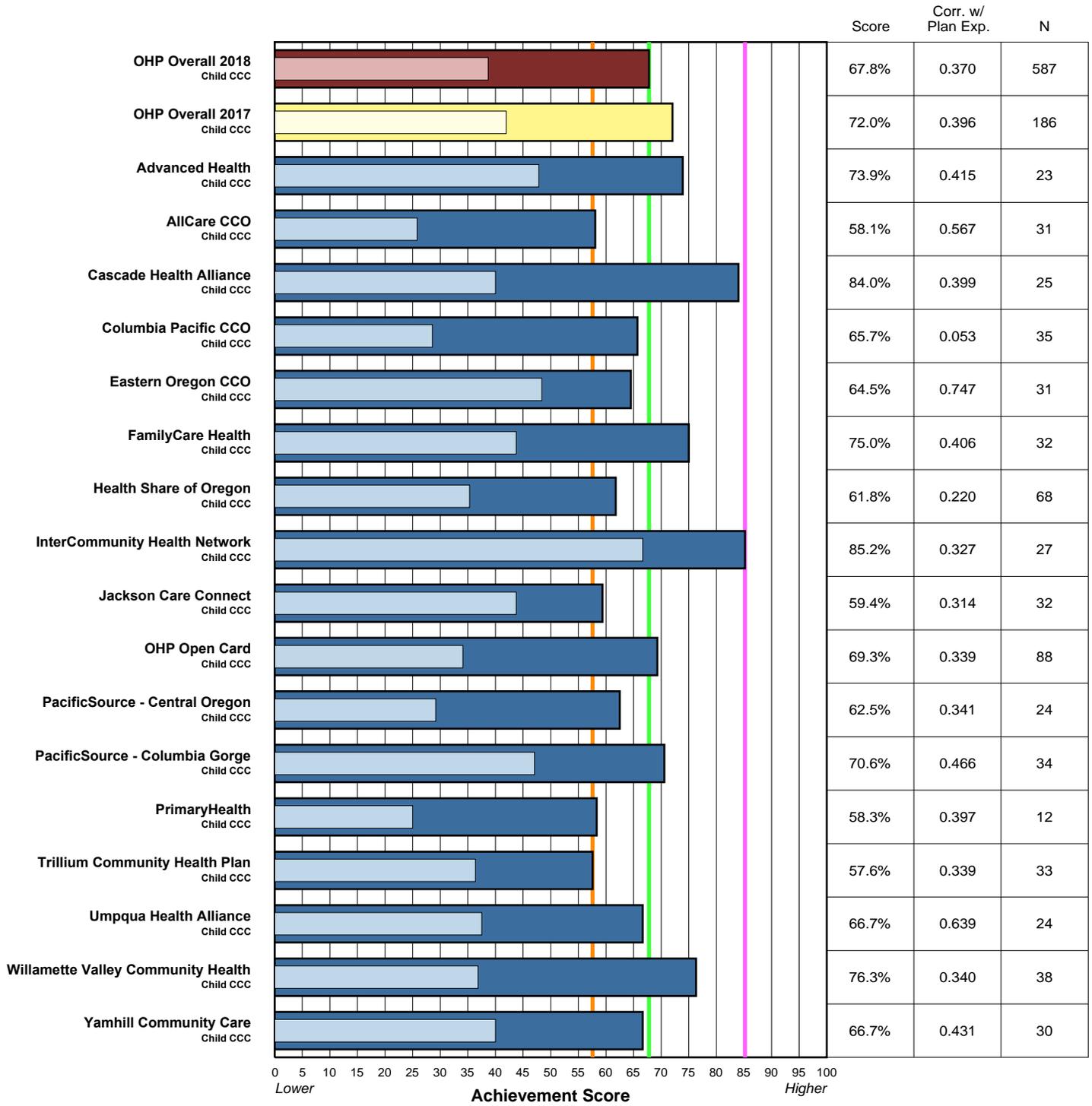


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Access to Specialized Services

Q23. Usually or always easy to get therapy for child

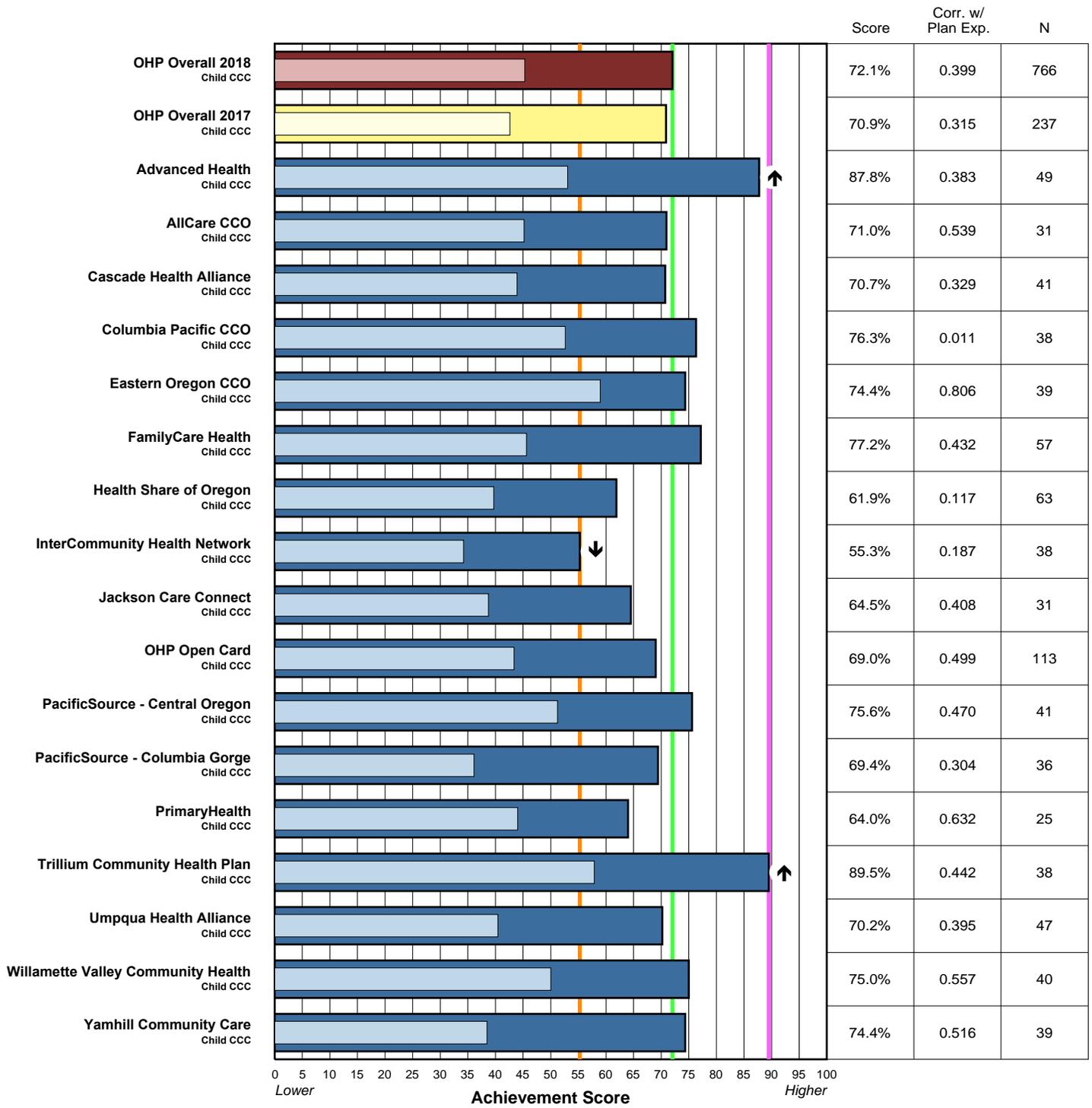


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

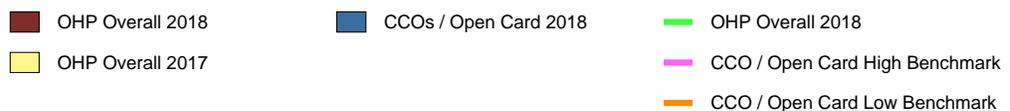
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Access to Specialized Services

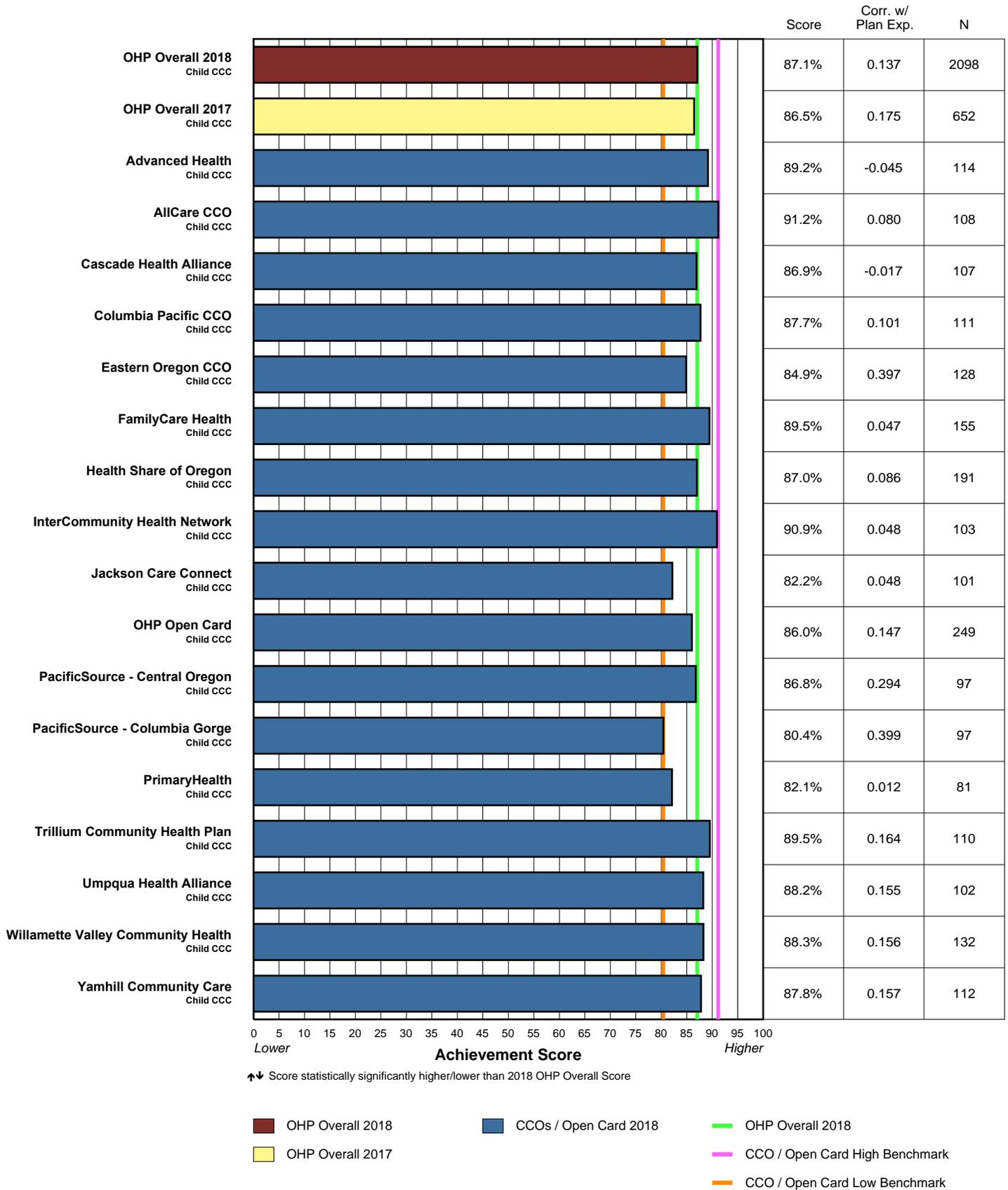
Q26. Usually or always easy to get treatment or counseling for child



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

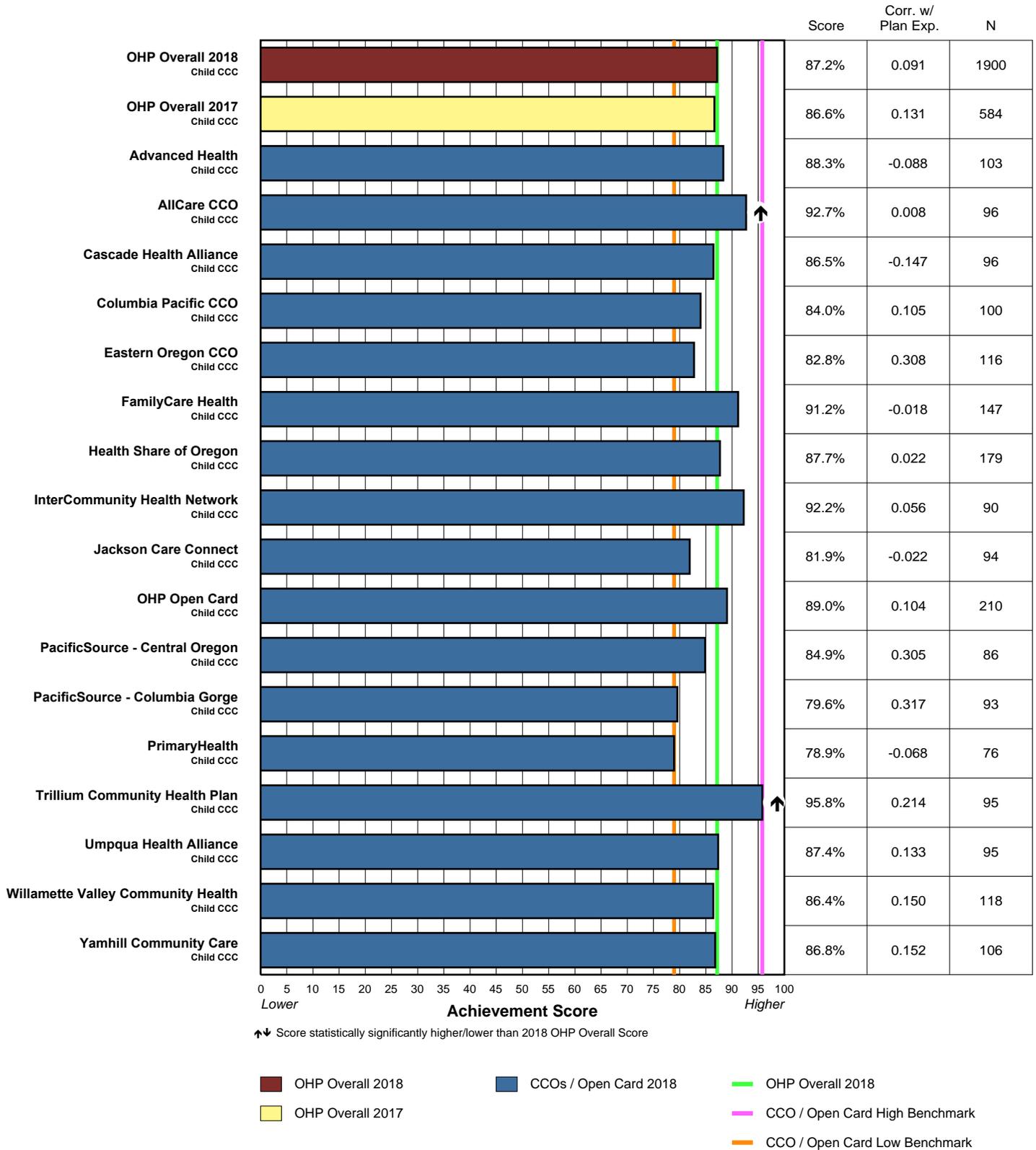


Family Centered Care: Personal Doctor Who Knows Child



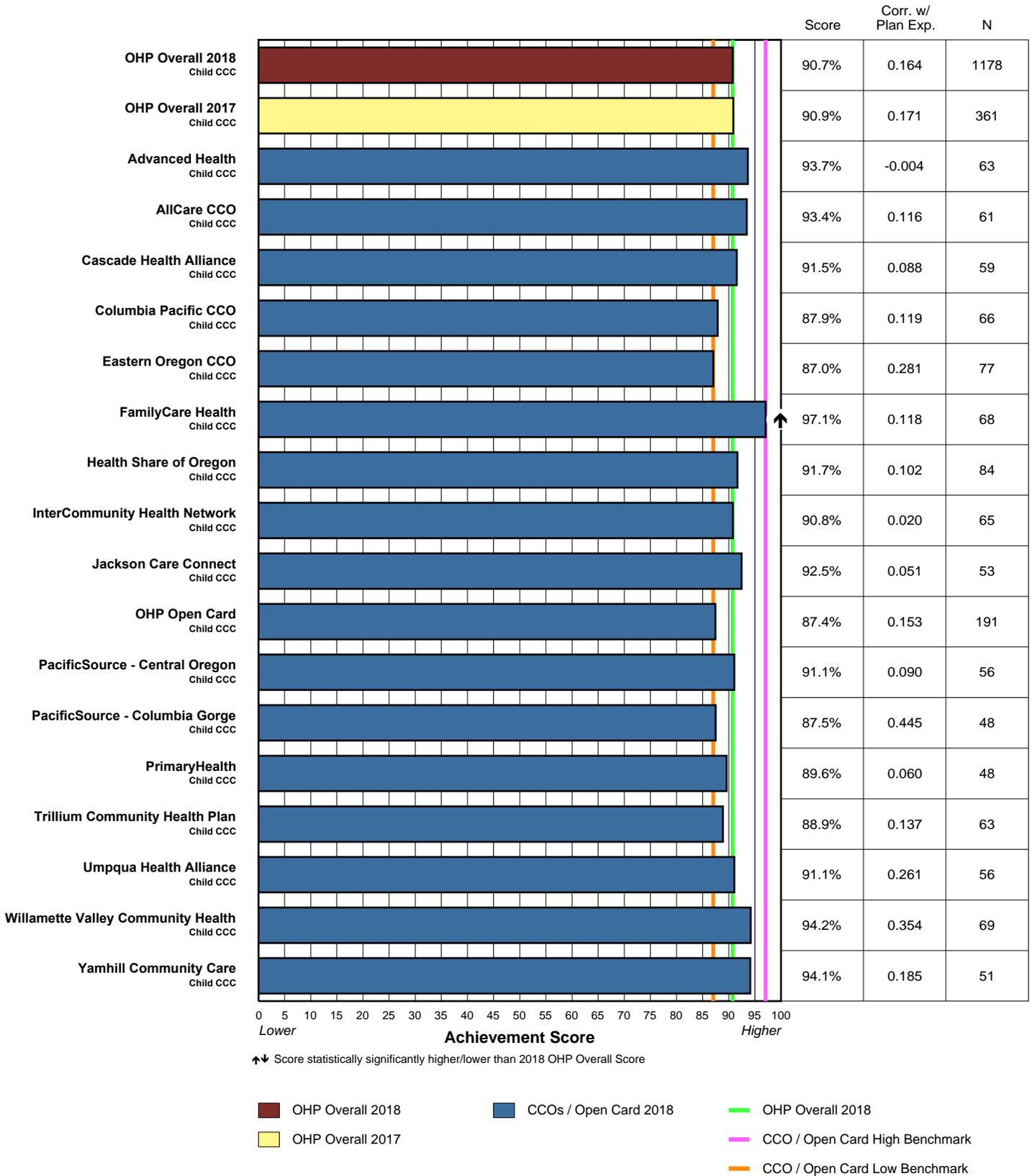
Family Centered Care: Personal Doctor Who Knows Child

Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving



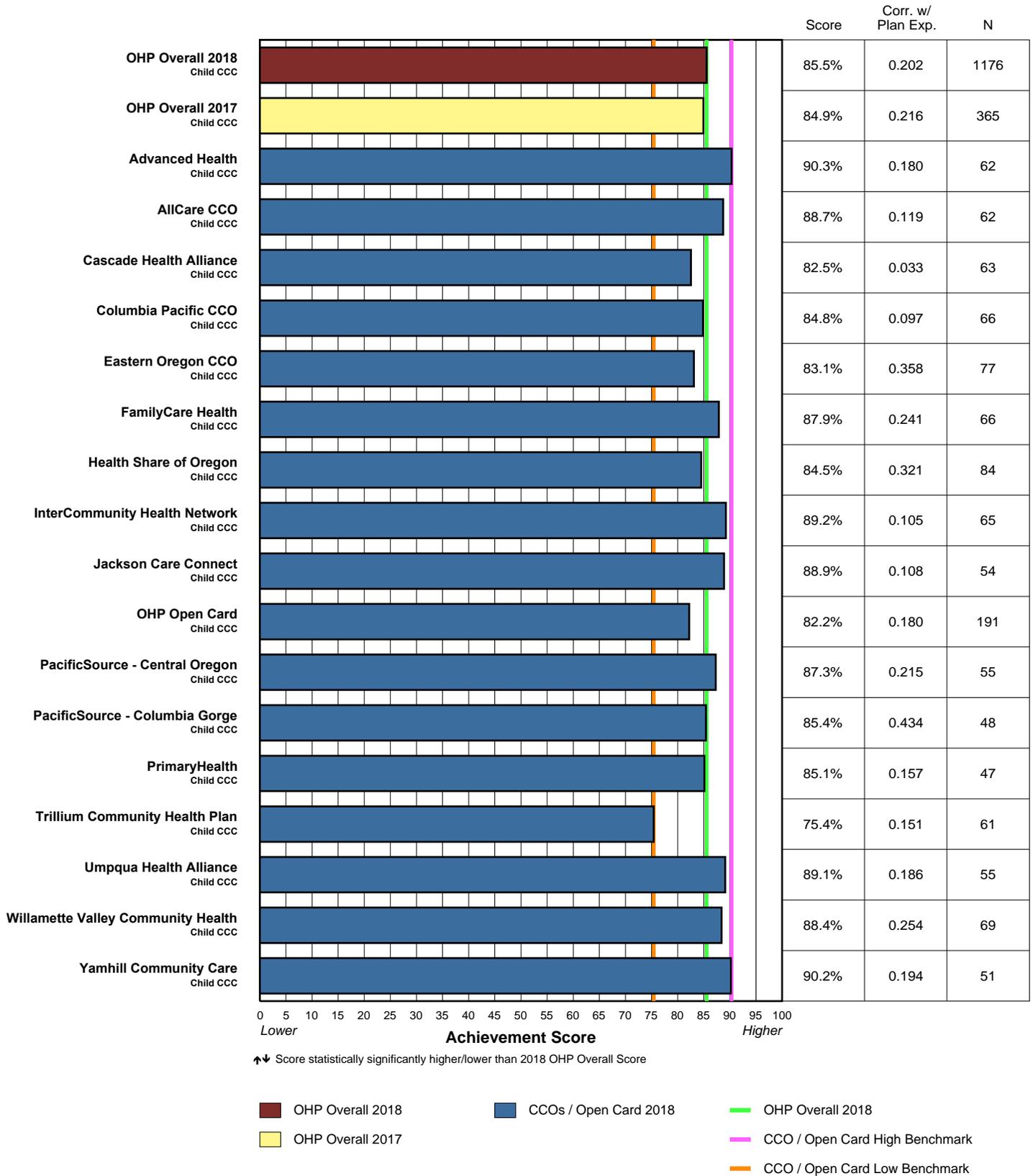
Family Centered Care: Personal Doctor Who Knows Child

Q43. Doctor understands how health conditions affect child's day-to-day life

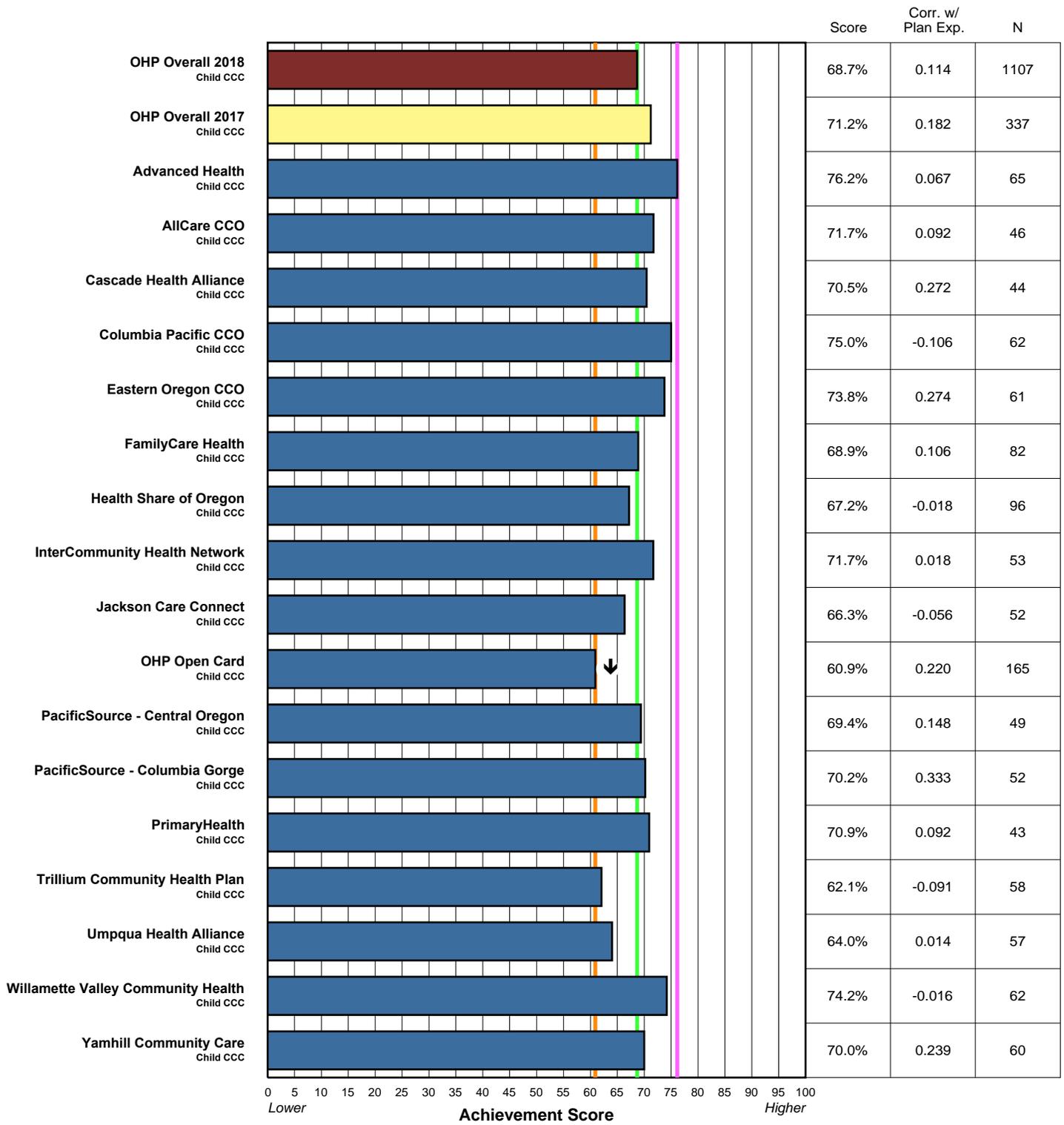


Family Centered Care: Personal Doctor Who Knows Child

Q44. Doctor understands how health conditions affect family's day-to-day life



Coordination of Care

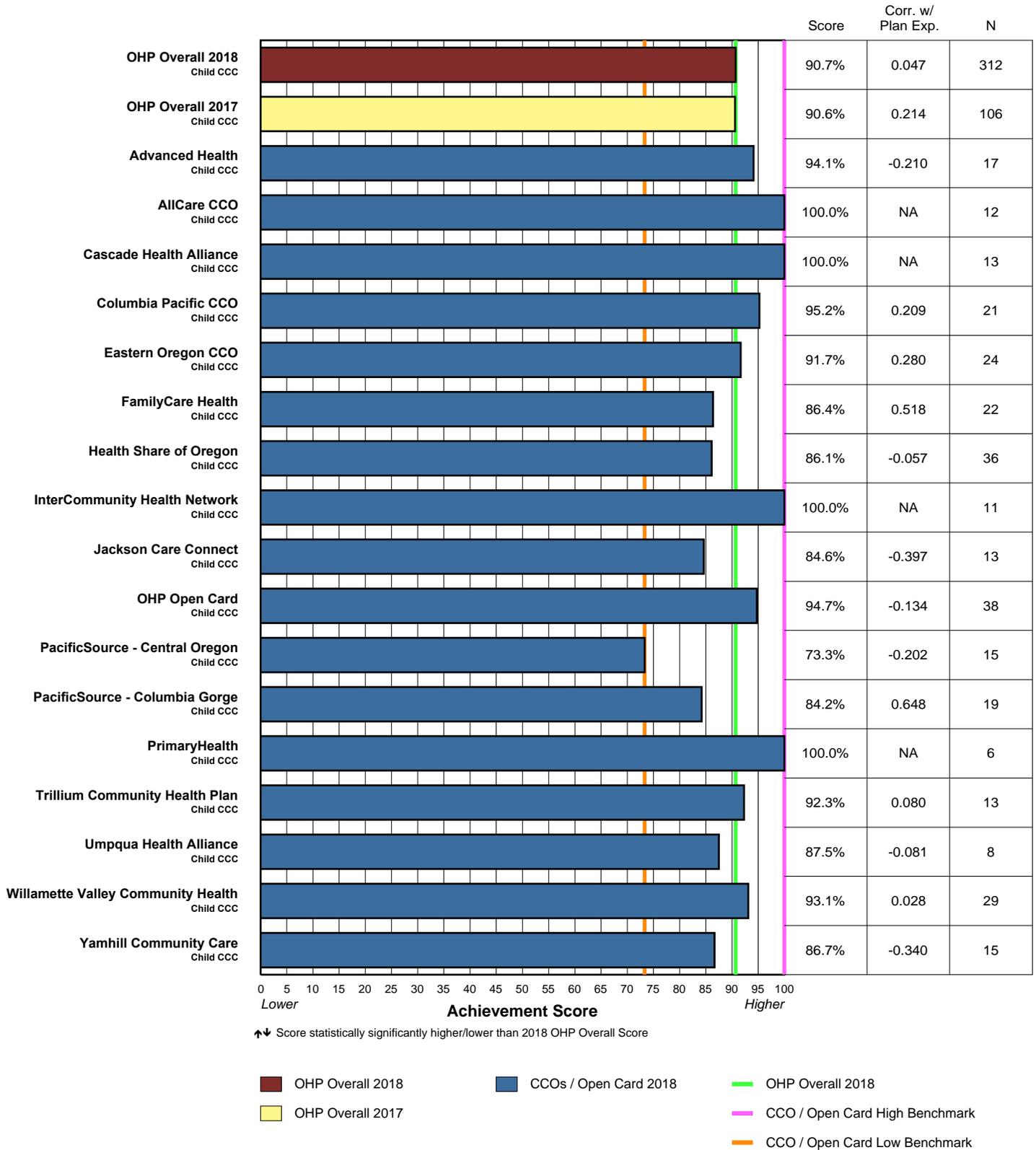


↕ Score statistically significantly higher/lower than 2018 OHP Overall Score

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

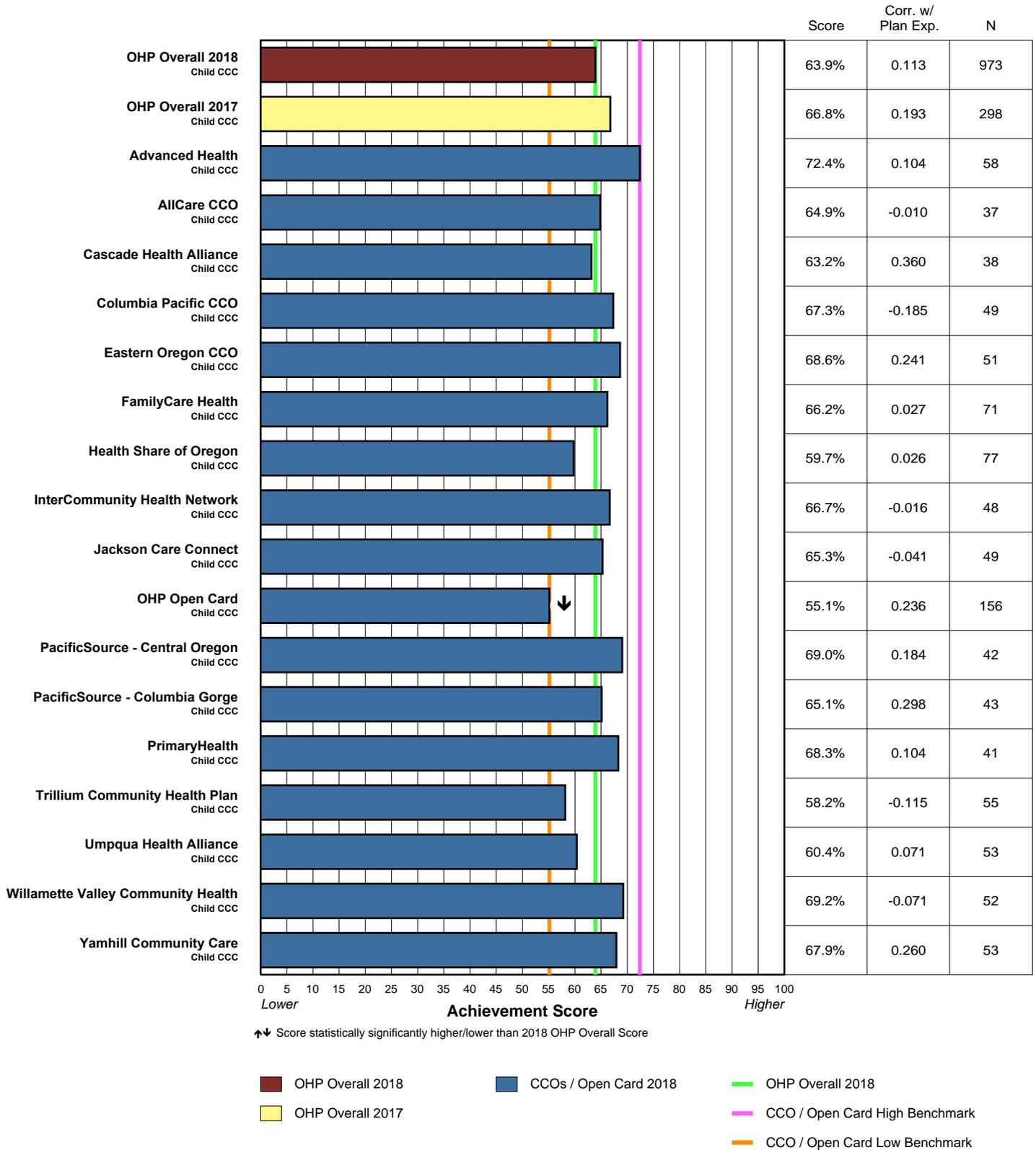
Coordination of Care

Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare



Coordination of Care

Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services



Single Items

Single items are questions that reflect plan performance but do not belong to any of the composites. An achievement score is calculated for each question for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the score is the number of members who appropriately answered the single item question. Correlation with health plan experience is calculated with respect to Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

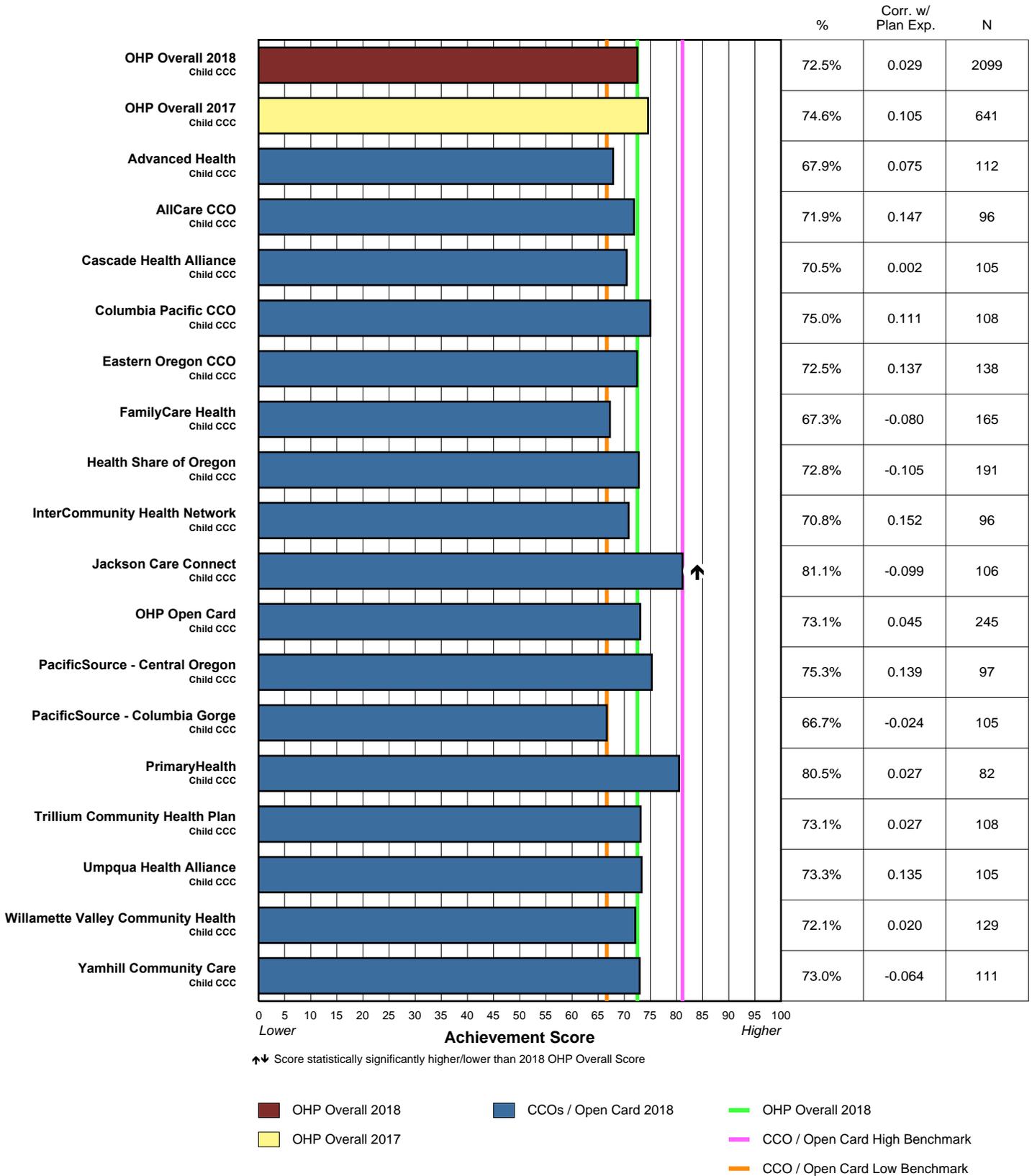
Depending on the response option set, the achievement scores presented on the following pages may reflect responses of "Usually" or "Always"; "Yes"; or "Excellent" or "Very good". For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are presented as hollow bars showing only the response option "Always" as an achievement.

OHP overall scores for 2018 and 2017 are presented first, followed by the individual CCO/Open Card scores for 2018. The 2017 overall OHP score is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 scores and the OHP overall 2018 score. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the scores.

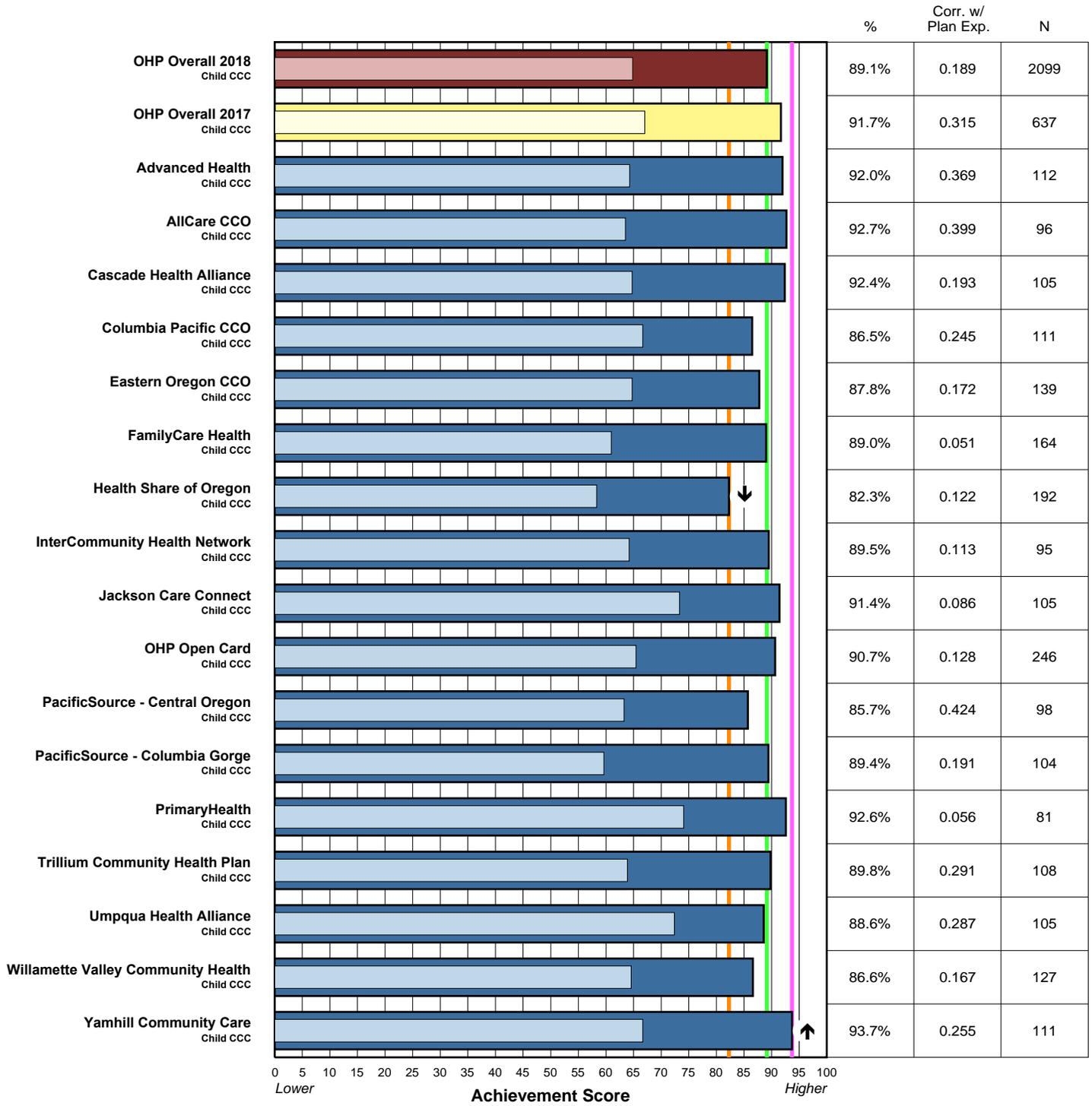
Single Items

Q8. Doctor talked about specific things to prevent illness in child

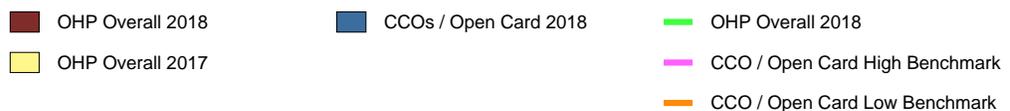


Single Items

Q9. Doctor usually or always answered questions about child's health

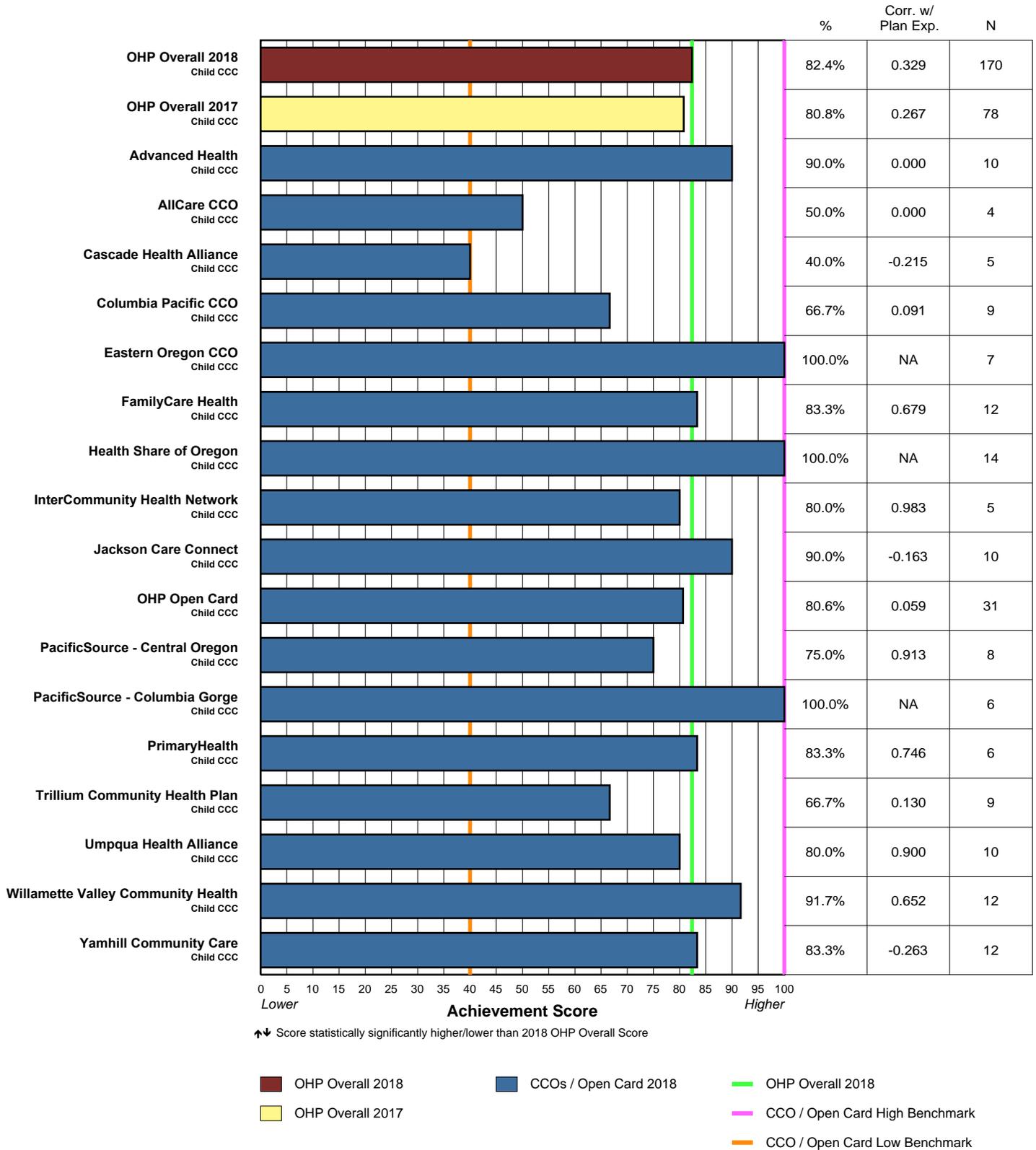


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



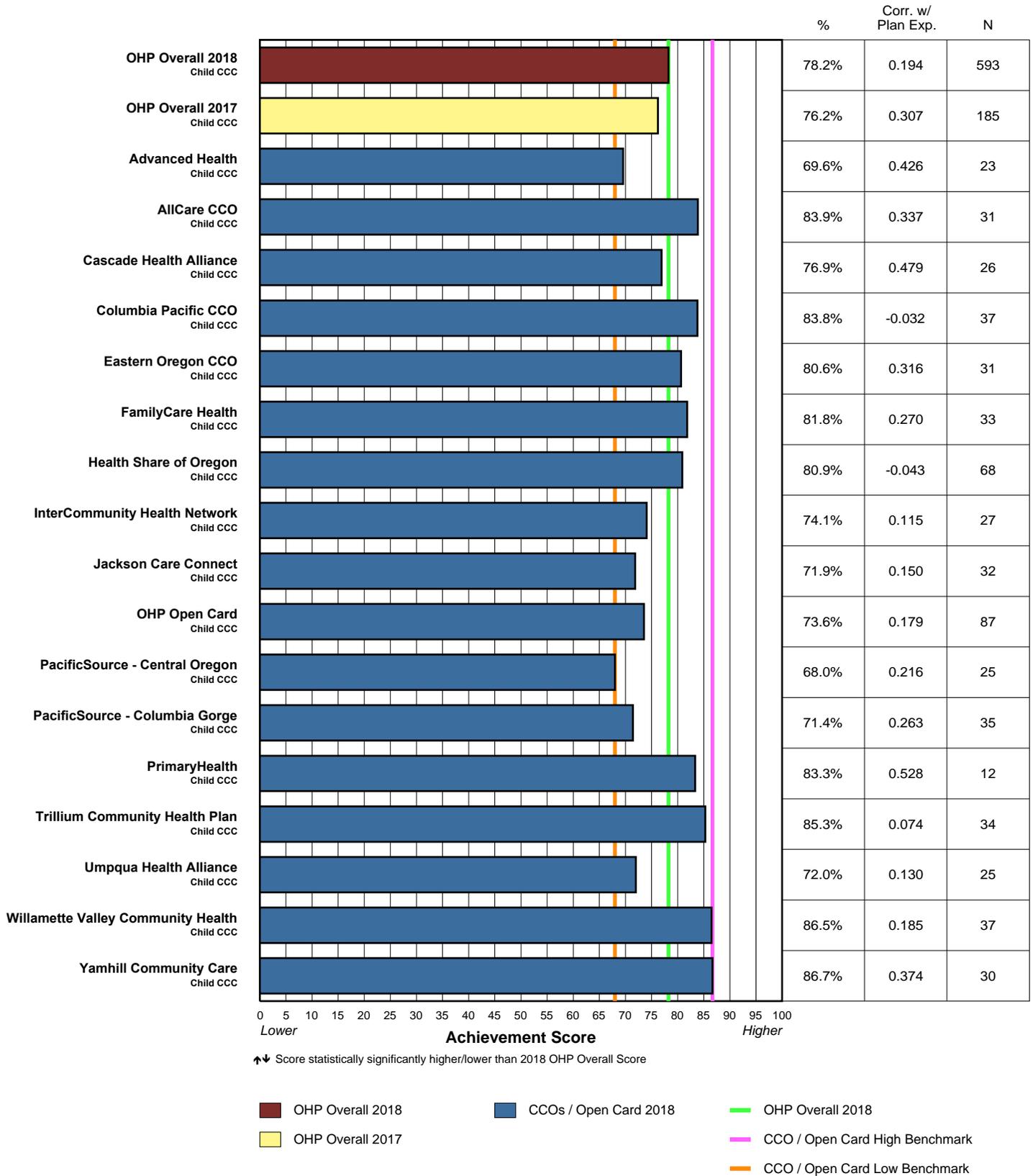
Single Items

Q21. Someone from doctor's office helped get special medical equipment or devices for child



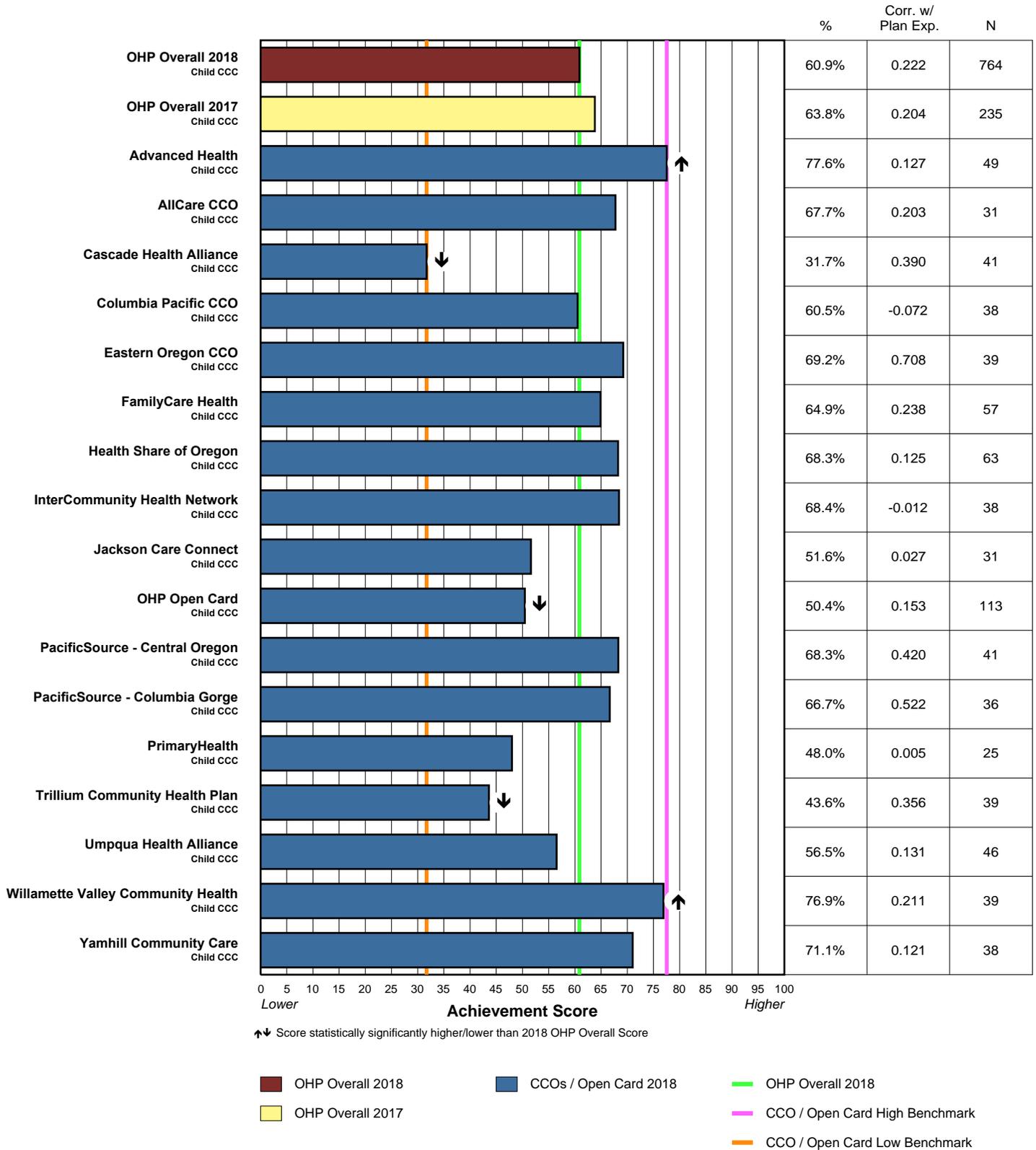
Single Items

Q24. Someone from doctor's office helped get therapy for child



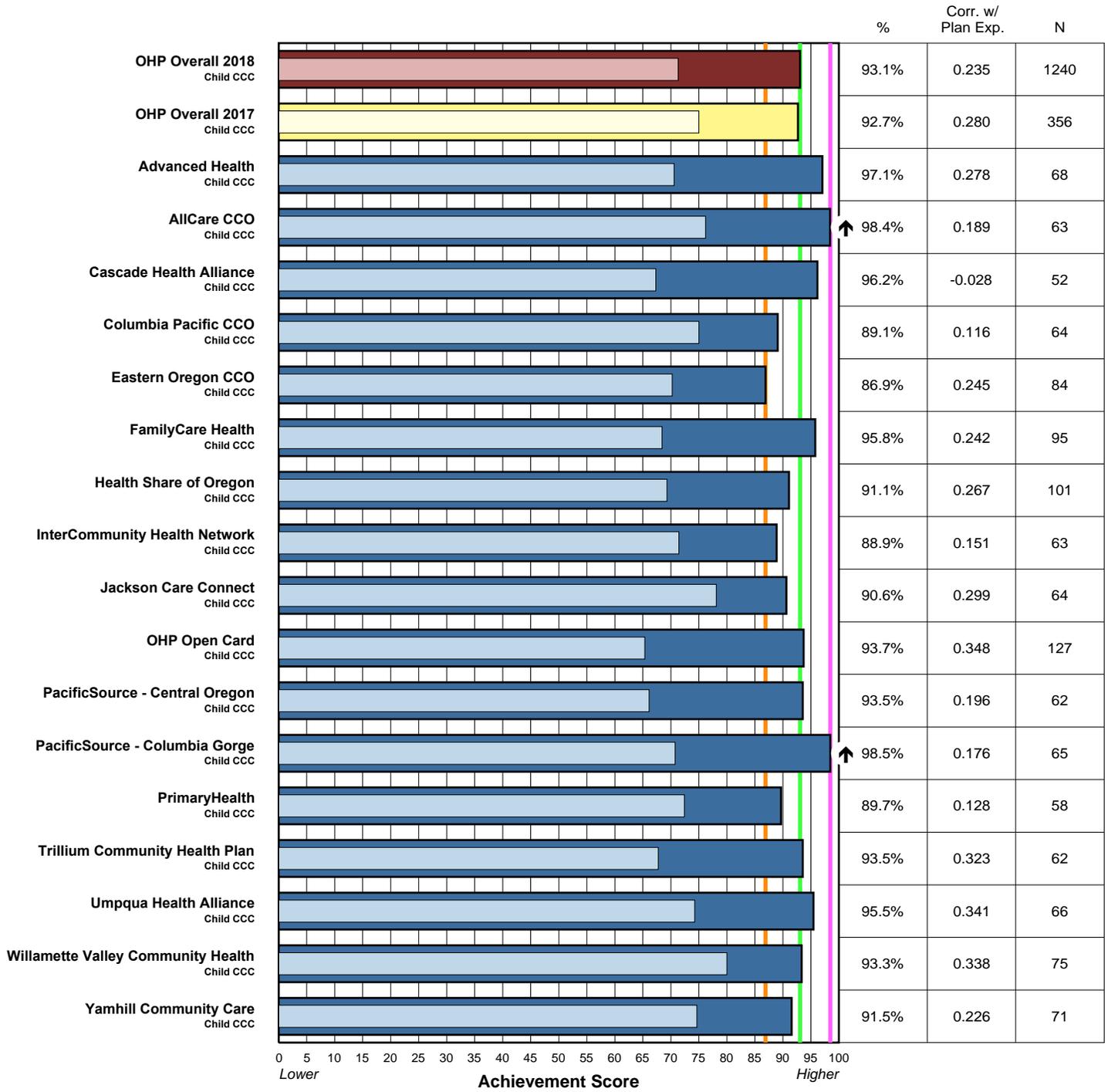
Single Items

Q27. Someone from doctor's office helped get treatment or counseling for child

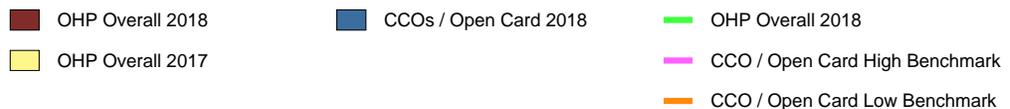


Single Items

Q36. Doctor usually or always explained things in a way that was easy for child to understand

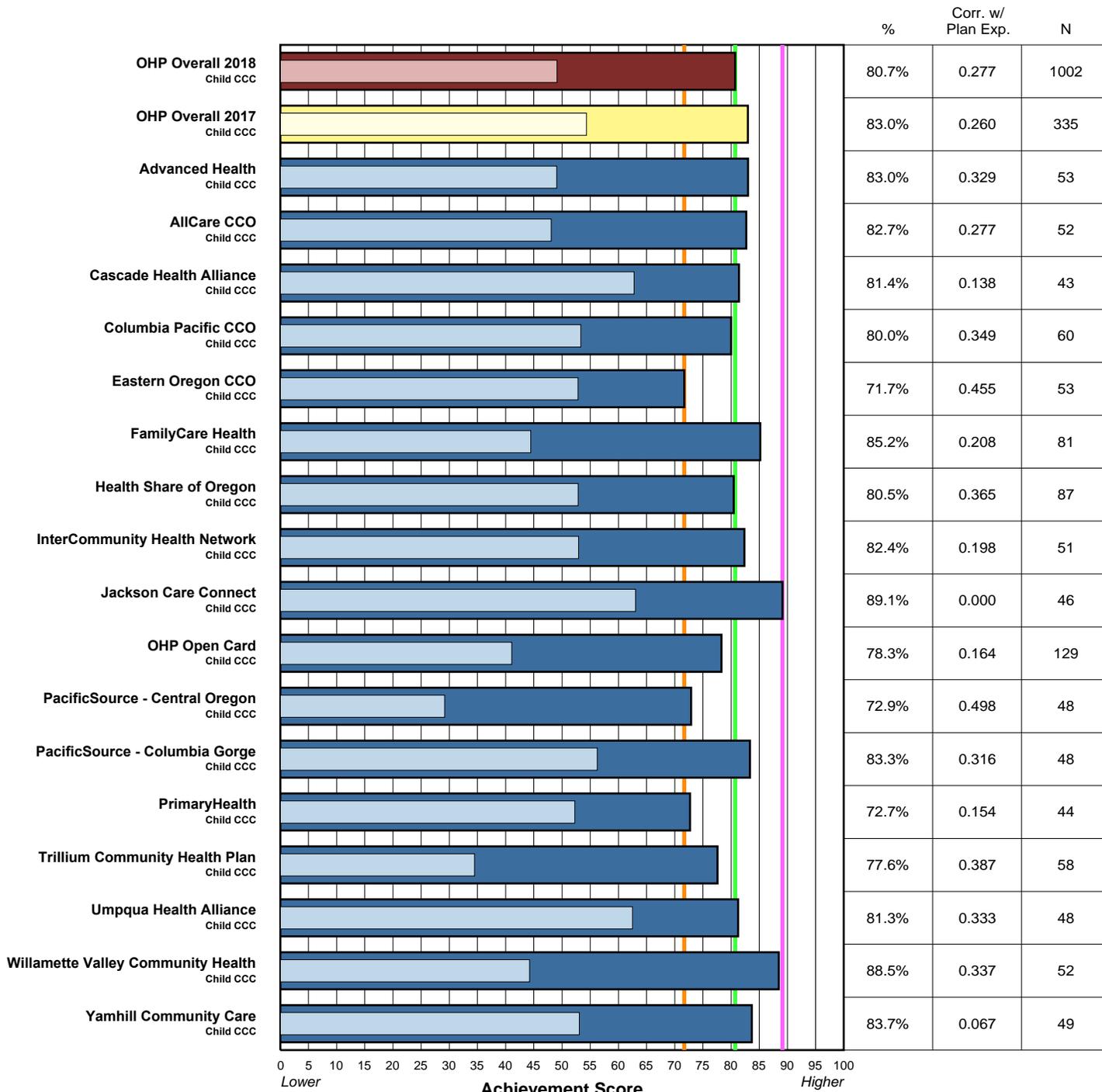


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



Single Items

Q40. Personal doctor usually or always seemed informed about care child got from other providers

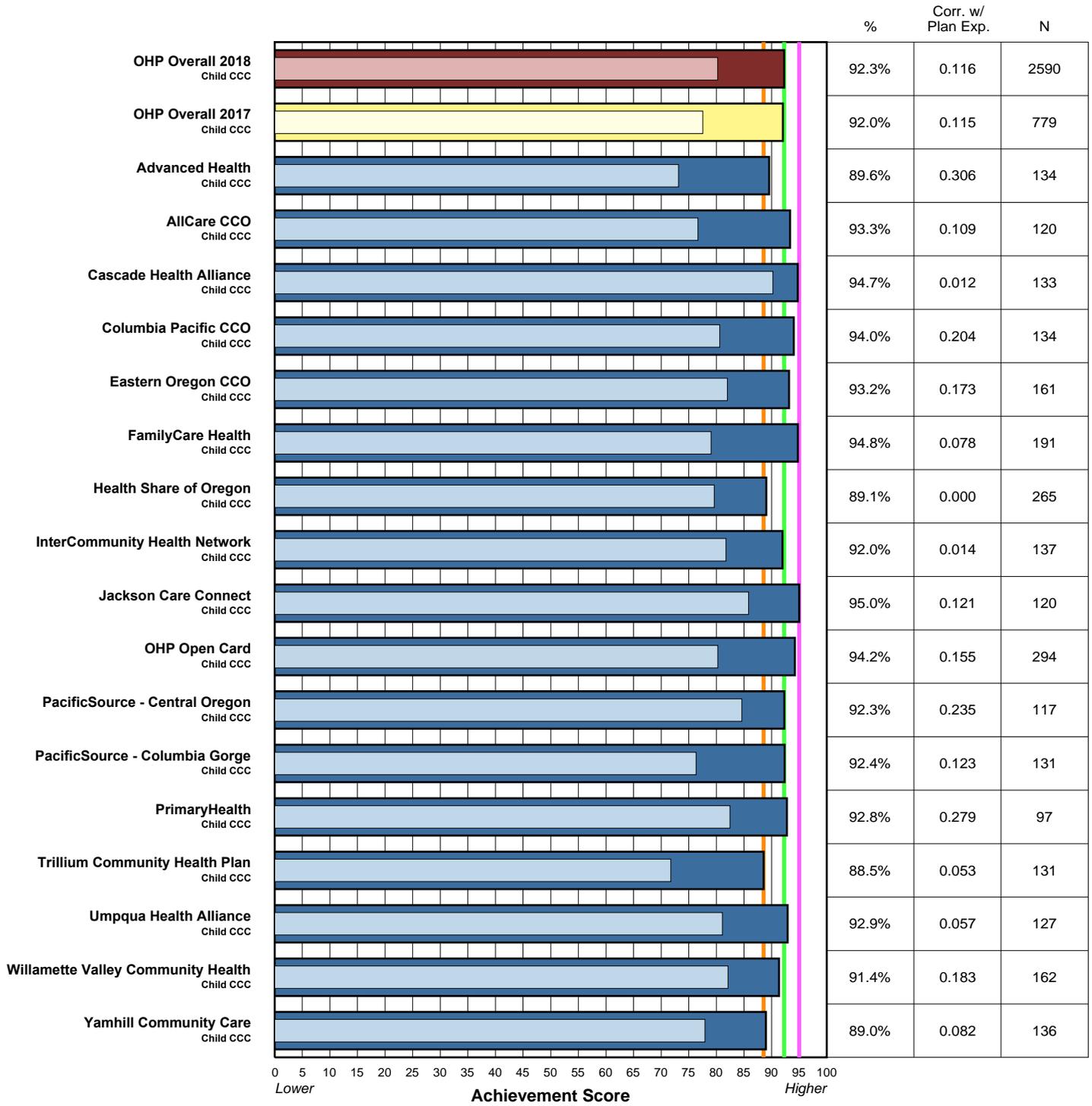


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

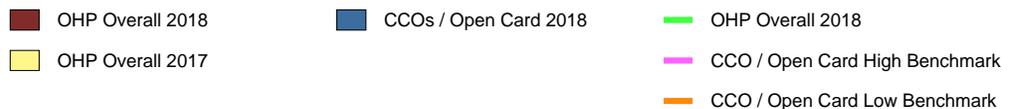
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Single Items

PQ53. Forms from child's health plan were usually or always easy to fill out

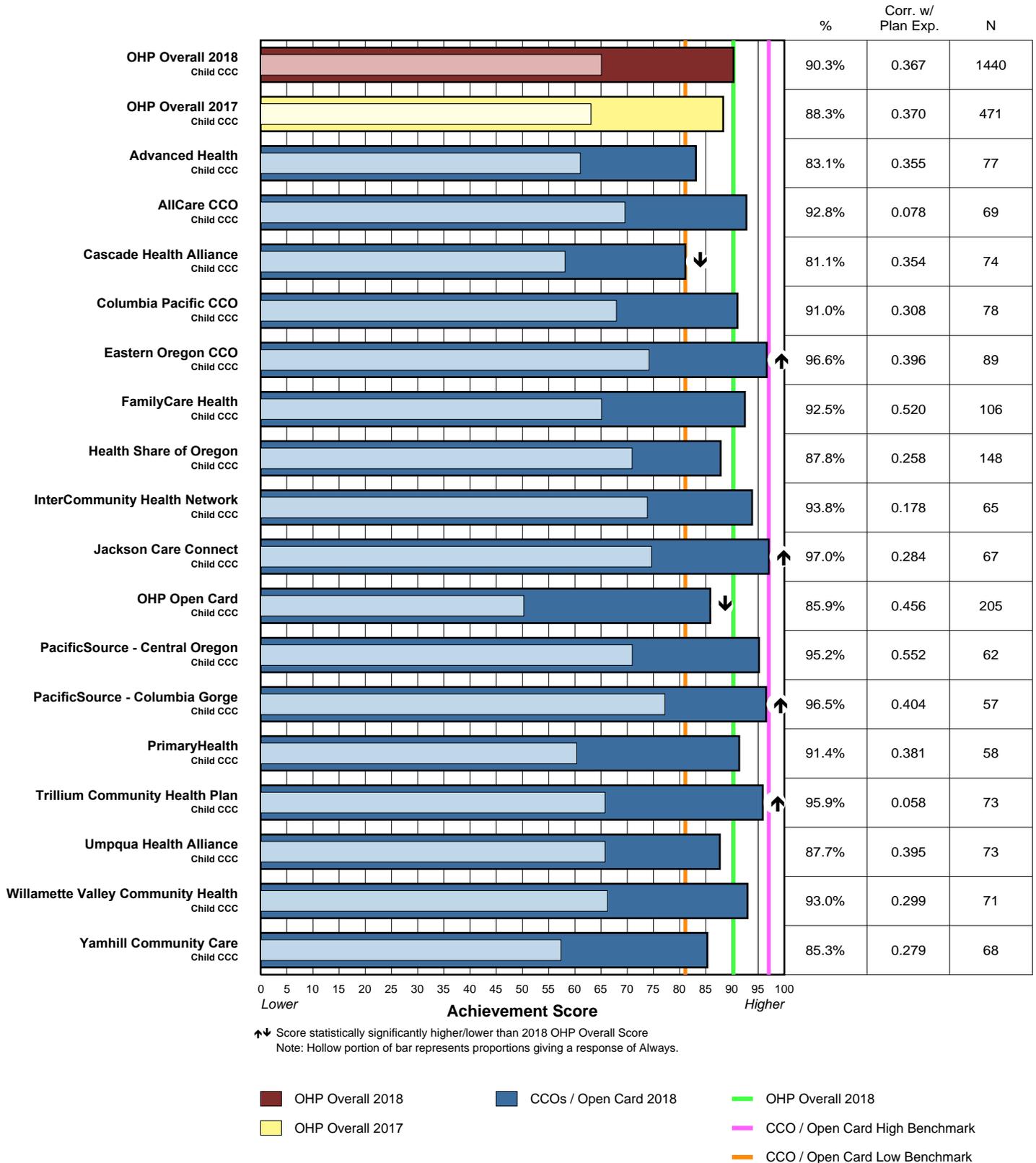


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



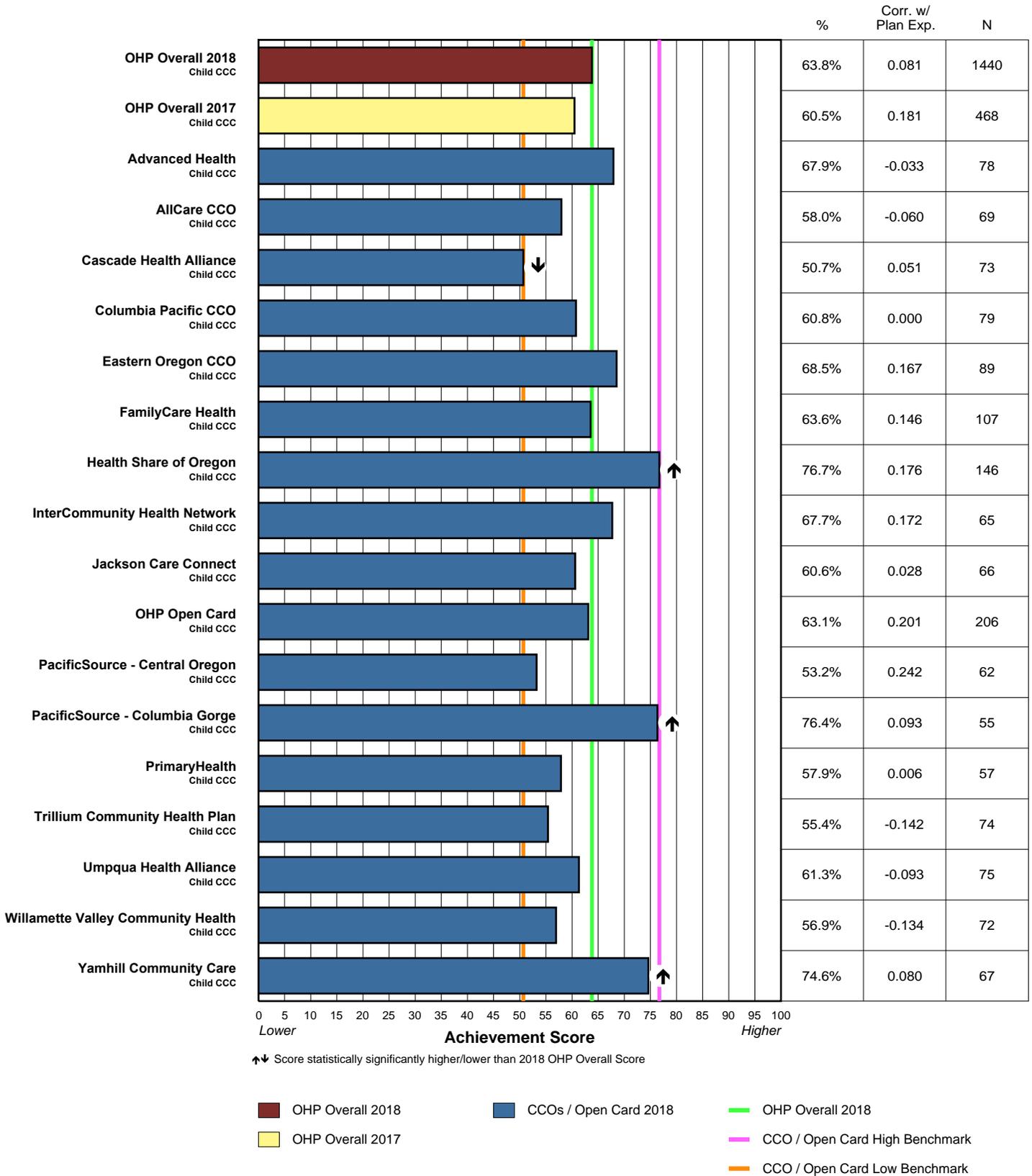
Single Items

Q56. Usually or always easy to get prescription medicines for child through health plan



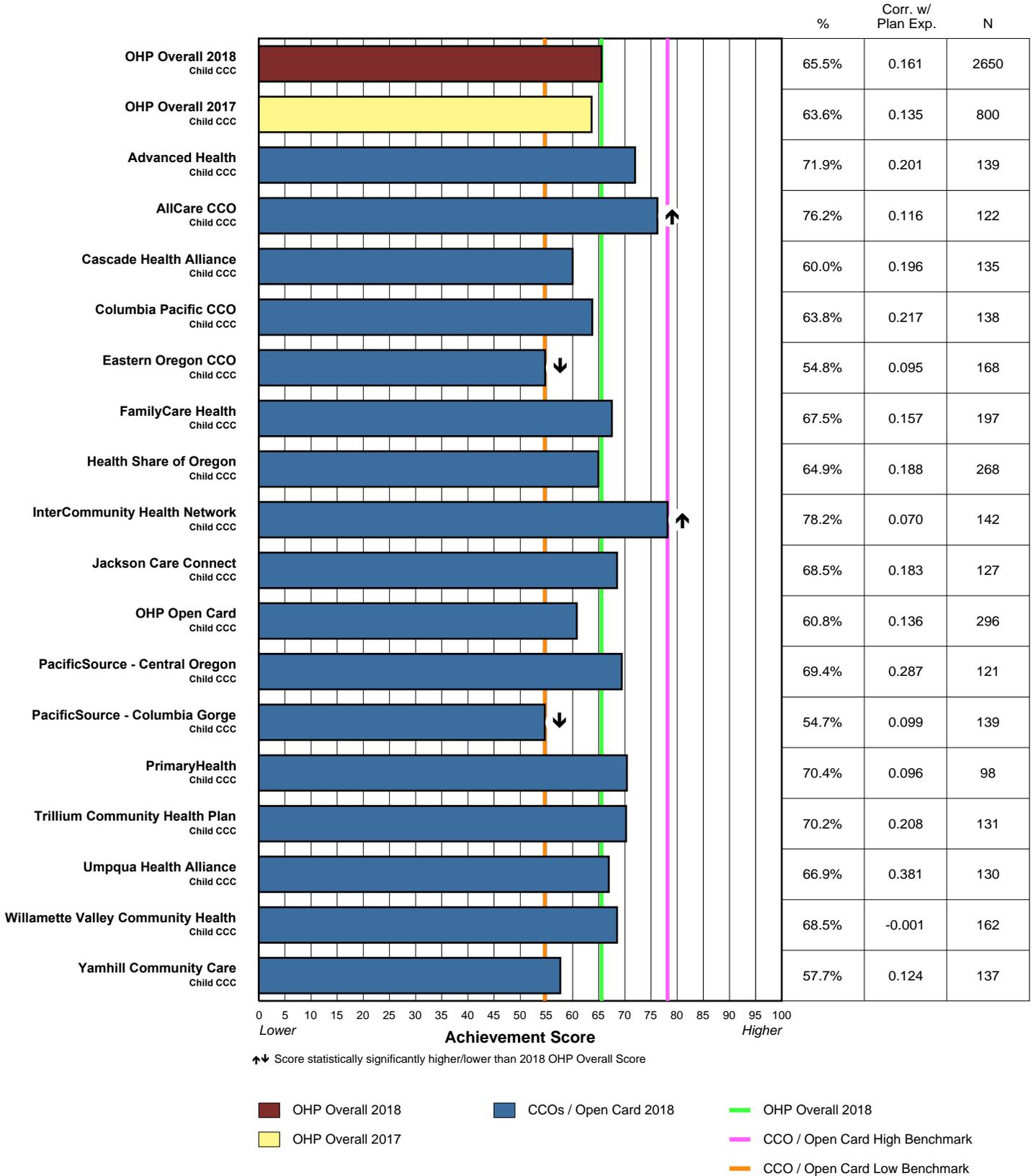
Single Items

Q57. Someone from doctor's office helped get child's prescription medicines



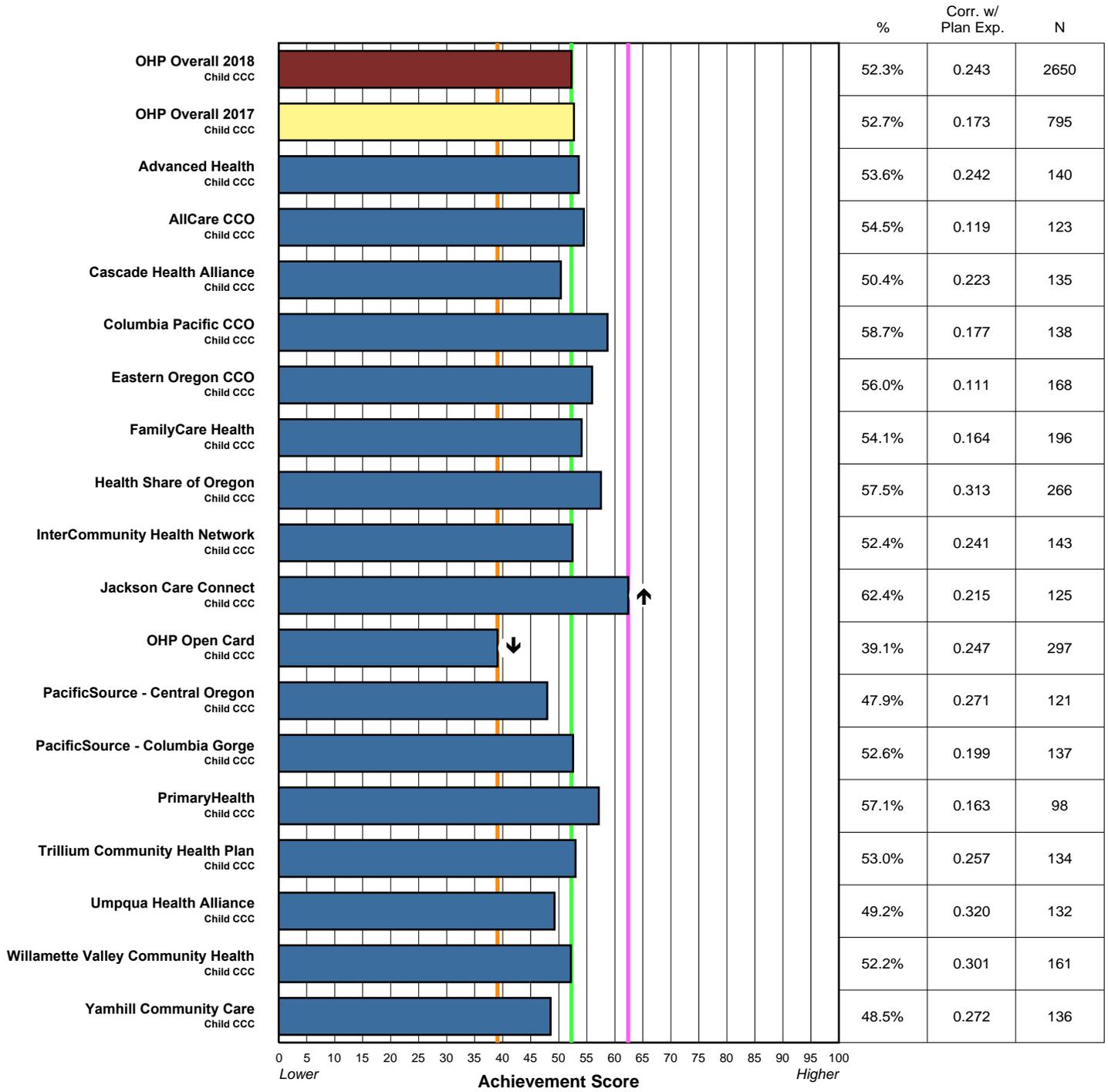
Single Items

Q58. Excellent or very good rating of child's overall health



Single Items

Q59. Excellent or very good rating of child's overall mental or emotional health



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Supplemental Items

Any supplemental items that reflect plan performance are presented on the following pages. An achievement score is calculated for each question for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the score is the number of members who appropriately answered each question. Correlation with health plan experience is calculated with respect to Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

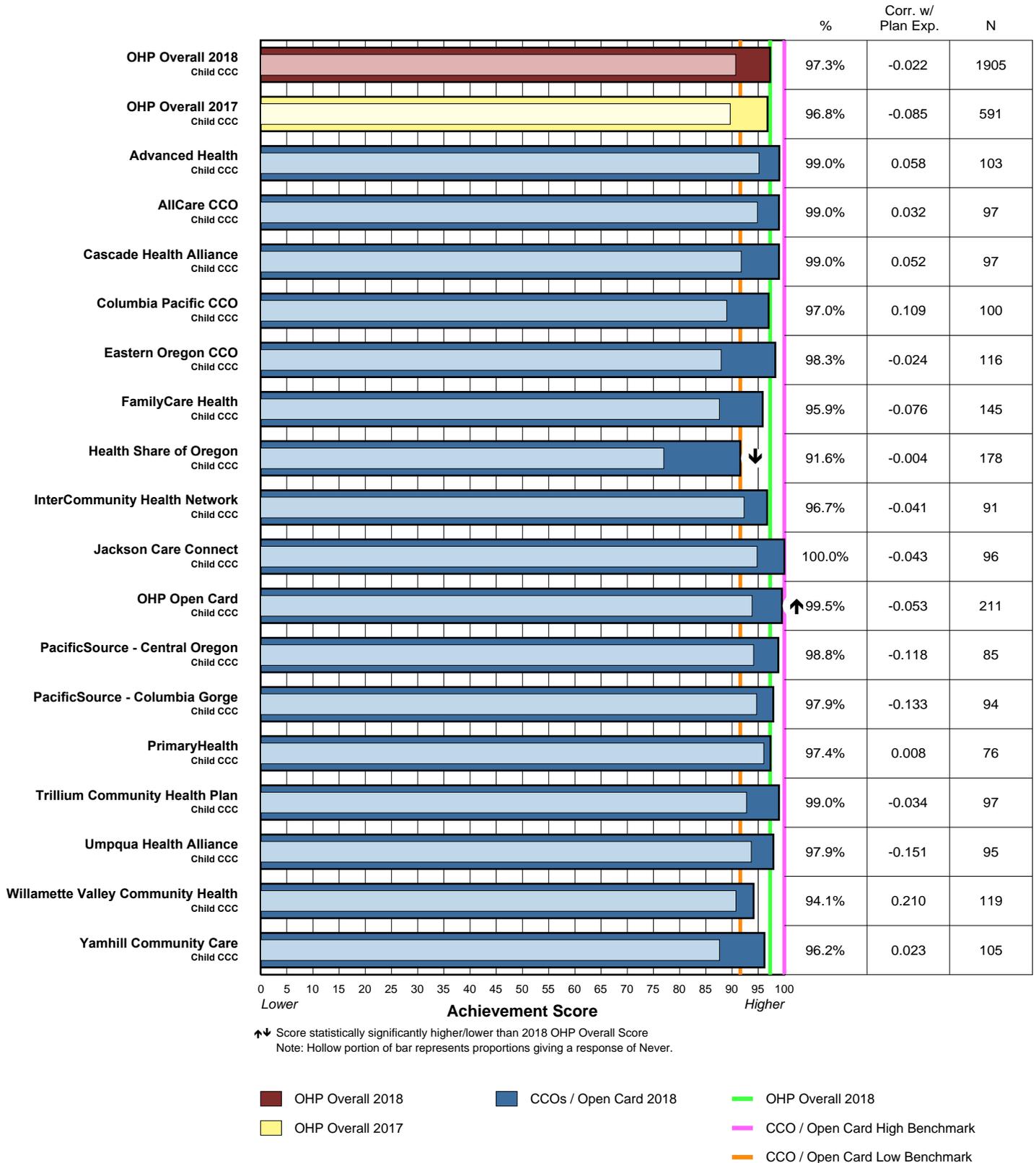
Depending on the response option set, the achievement scores presented on the following pages may reflect responses of "Usually" or "Always"; "Never" or "Sometimes"; or "8", "9", or "10". For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are presented as hollow bars showing either the response option "Always" or the response option "Never" as an achievement, as appropriate to the item. For the rating question, the hollow bar represents only the response options "9" and "10" as an alternate achievement score.

OHP overall scores for 2018 and 2017 are presented first, followed by the individual CCO/Open Card scores for 2018. The 2017 overall OHP score is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 scores and the OHP overall 2018 score. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the scores.

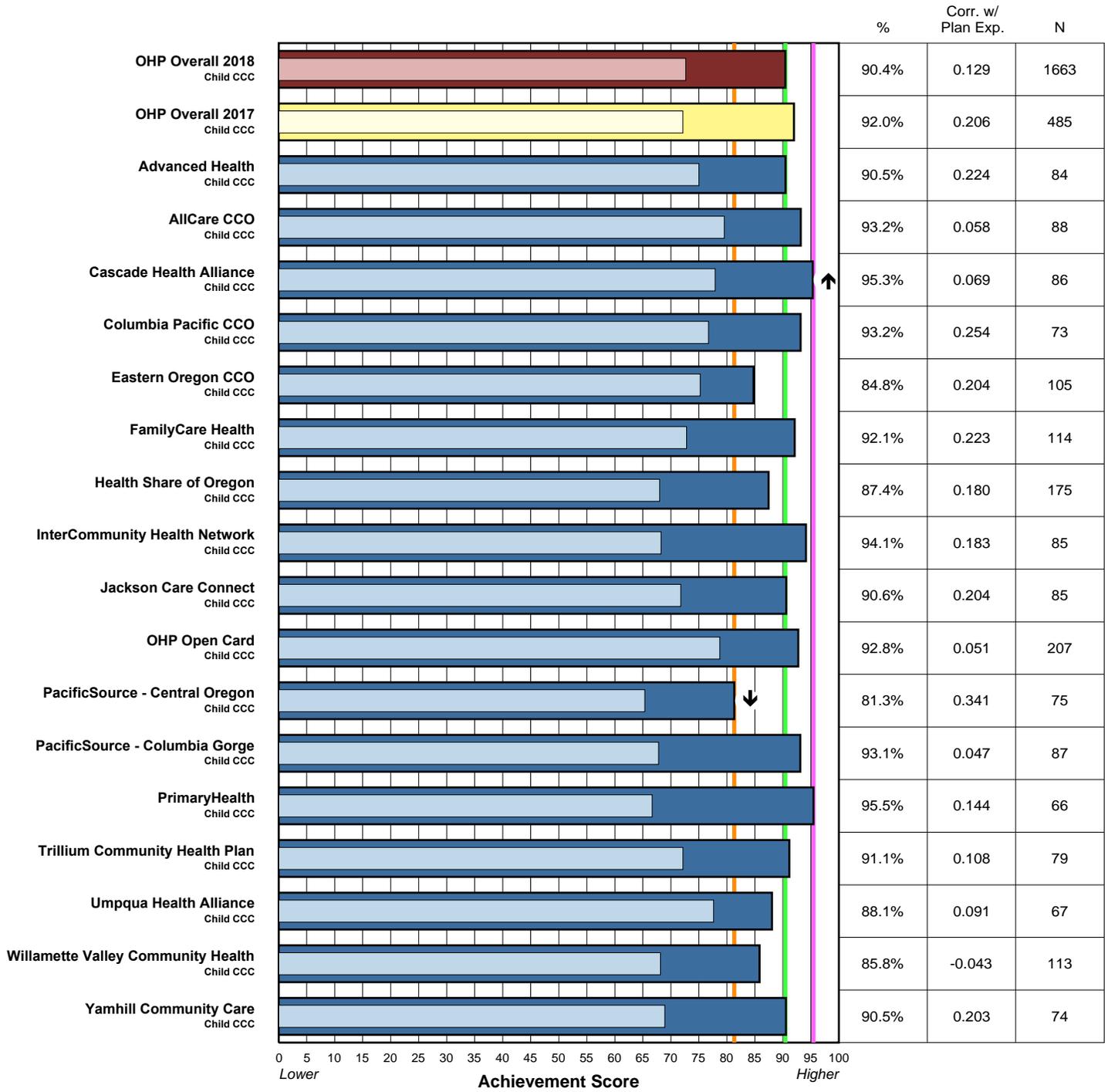
Supplemental Items

Q31a. Never or sometimes had a hard time speaking with doctor because you spoke different languages



Supplemental Items

Q57c. Dentists or dental staff always or usually explained what they were doing while treating your child

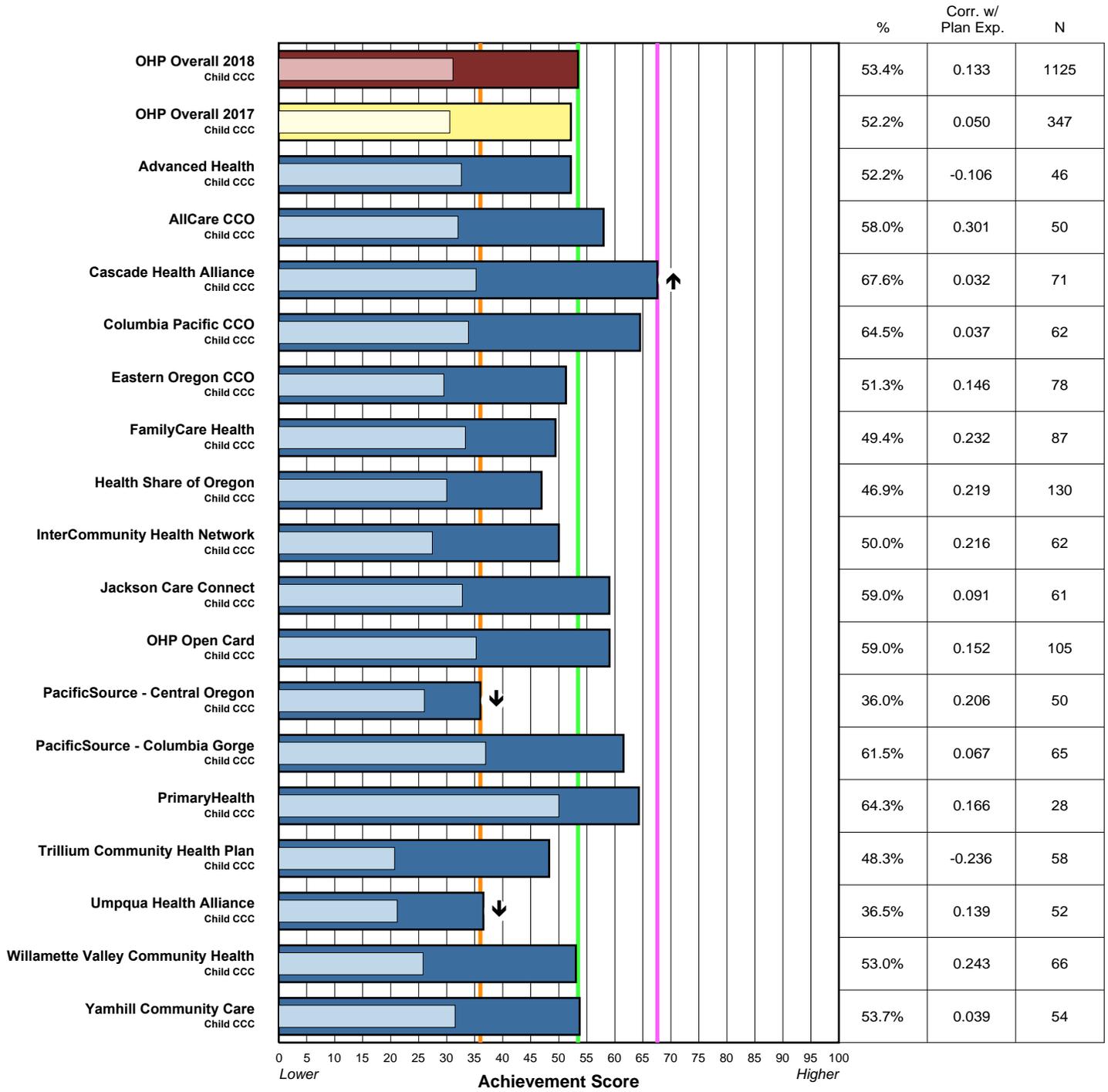


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Supplemental Items

Q57d. Child always or usually saw a dentist as soon as you wanted for emergency care

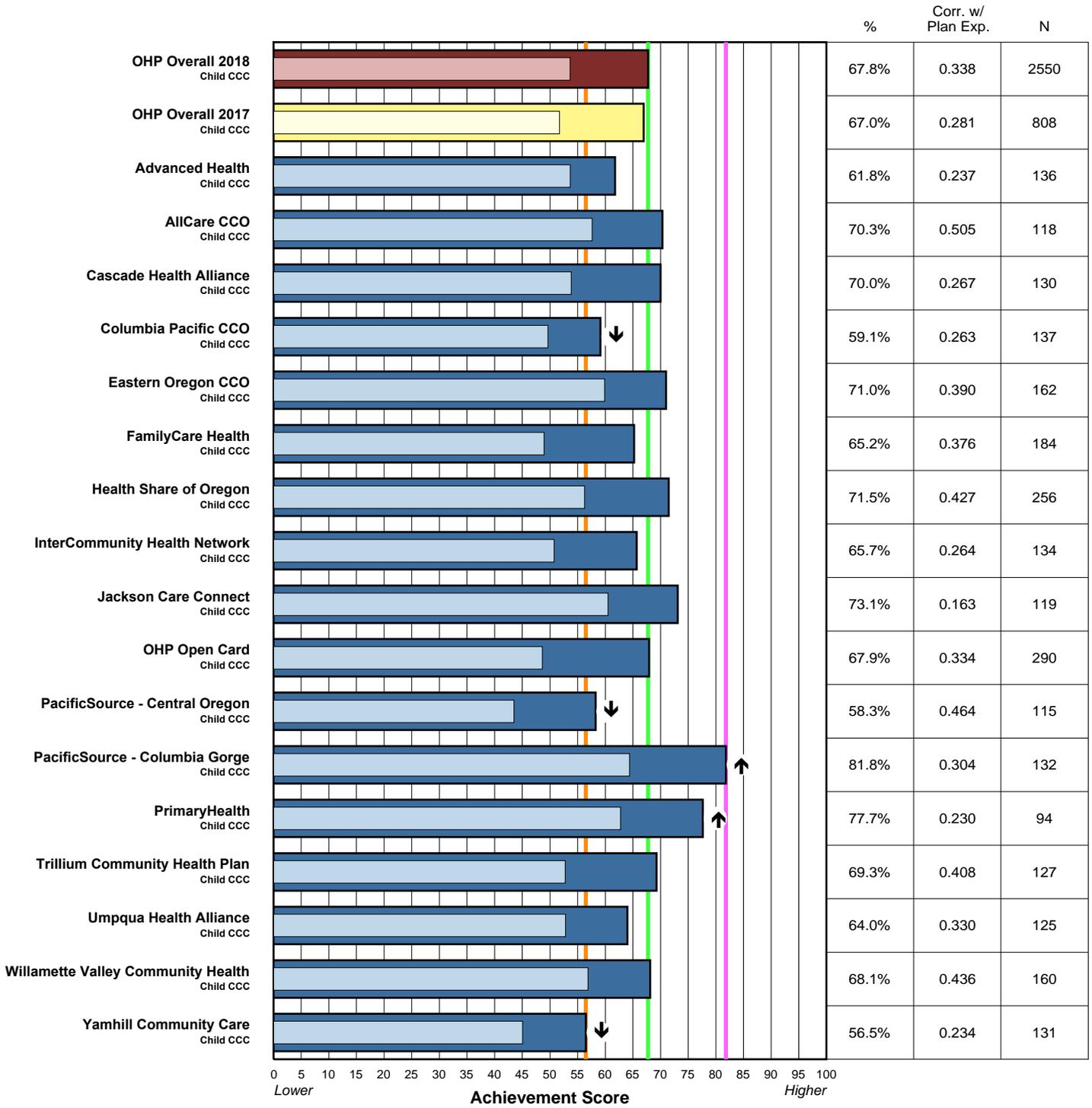


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

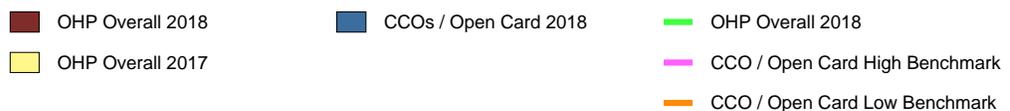
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Supplemental Items

Q57e. Rating of how easy it was to find a dentist



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.



Responses by Question

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

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	2673	100.0%	847	100.0%
No	0	0.0%	0	0.0%
Total	2673	100.0%	847	100.0%
Not Answered	26		4	

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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1040	38.9%	344	41.4%
No	1636	61.1%	486	58.6%
Total	2676	100.0%	830	100.0%
Not Answered	23		21	

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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Never	7	0.7%	1	0.3%
● Sometimes	75	7.7%	27	8.7%
● Usually	170	17.5%	67	21.5%
● Always	720	74.1%	217	69.6%
Total	972	100.0%	312	100.0%
Not Answered	68		32	
Reporting Category	Getting Care Quickly			
Achievement Score	91.6%		91.0%	
Correlation with Satisfaction	0.225		0.264	
Priority Rating	Low		Low	

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

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

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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	2048	77.0%	645	77.6%
No	613	23.0%	186	22.4%
Total	2661	100.0%	831	100.0%
Not Answered	38		20	

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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	19	1.0%	6	1.0%
<input checked="" type="radio"/> Sometimes	259	13.5%	71	11.9%
<input checked="" type="radio"/> Usually	549	28.6%	159	26.5%
<input checked="" type="radio"/> Always	1091	56.9%	363	60.6%
Total	1918	100.0%	599	100.0%
Not Answered	130		46	
Reporting Category	Getting Care Quickly			
Achievement Score	85.5%		87.1%	
Correlation with Satisfaction	0.224		0.244	
Priority Rating	Low		Low	

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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
None	504	19.1%	153	19.1%
1 time	638	24.2%	198	24.7%
2	615	23.3%	180	22.4%
3	349	13.2%	115	14.3%
4	197	7.5%	57	7.1%
5 to 9	235	8.9%	68	8.5%
10 or more times	99	3.8%	32	4.0%
Total	2637	100.0%	803	100.0%
Not Answered	62		48	

Response scored as: Room for Improvement Achievement

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

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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	1522	72.5%	478	74.6%
<input checked="" type="radio"/> No	577	27.5%	163	25.4%
Total	2099	100.0%	641	100.0%
Not Answered	34		9	
Reporting Category	Single Items			
Achievement Score	72.5%		74.6%	
Correlation with Satisfaction	0.029		0.105	
Priority Rating	Medium		Medium	

Q9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	41	2.0%	15	2.4%
<input checked="" type="radio"/> Sometimes	187	8.9%	38	6.0%
<input checked="" type="radio"/> Usually	510	24.3%	157	24.6%
<input checked="" type="radio"/> Always	1361	64.8%	427	67.0%
Total	2099	100.0%	637	100.0%
Not Answered	34		13	
Reporting Category	Single Items			
Achievement Score	89.1%		91.7%	
Correlation with Satisfaction	0.189		0.315	
Priority Rating	Low		Low	

Q10. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	803	38.4%	249	38.8%
No	1289	61.6%	392	61.2%
Total	2092	100.0%	641	100.0%
Not Answered	41		9	

Response scored as: Room for Improvement Achievement

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

Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	755	95.3%	232	95.9%
<input type="radio"/> No	37	4.7%	10	4.1%
Total	792	100.0%	242	100.0%
Not Answered	11		7	
Reporting Category	Shared Decision Making			
Achievement Score	95.3%		95.9%	
Correlation with Satisfaction	-0.008		-0.055	
Priority Rating	Low		Low	

Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	582	74.0%	183	75.9%
<input type="radio"/> No	204	26.0%	58	24.1%
Total	786	100.0%	241	100.0%
Not Answered	17		8	
Reporting Category	Shared Decision Making			
Achievement Score	74.0%		75.9%	
Correlation with Satisfaction	0.028		-0.079	
Priority Rating	Medium		Medium	

Q13. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	628	80.1%	202	85.2%
<input type="radio"/> No	156	19.9%	35	14.8%
Total	784	100.0%	237	100.0%
Not Answered	19		12	
Reporting Category	Shared Decision Making			
Achievement Score	80.1%		85.2%	
Correlation with Satisfaction	0.100		0.184	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

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

Q14. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Worst health care possible	6	0.3%	1	0.2%
● 1	4	0.2%	4	0.6%
● 2	7	0.3%	3	0.5%
● 3	15	0.7%	2	0.3%
● 4	27	1.3%	1	0.2%
● 5	59	2.8%	18	2.8%
● 6	62	3.0%	22	3.5%
● 7	202	9.7%	62	9.8%
● 8	477	22.9%	145	22.8%
● 9	445	21.3%	136	21.4%
● Best health care possible	783	37.5%	241	38.0%
Total	2087	100.0%	635	100.0%
Not Answered	46		15	
Reporting Category	Ratings			
Achievement Score	81.7%		82.2%	
Correlation with Satisfaction	0.560		0.569	
Priority Rating	High		High	

Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Never	32	1.5%	5	0.8%
● Sometimes	225	10.7%	68	10.6%
● Usually	691	33.0%	206	32.2%
● Always	1147	54.7%	360	56.3%
Total	2095	100.0%	639	100.0%
Not Answered	38		11	
Reporting Category	Getting Needed Care			
Achievement Score	87.7%		88.6%	
Correlation with Satisfaction	0.381		0.419	
Priority Rating	Low		High	

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

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

Q16. Is your child now enrolled in any kind of school or daycare?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	2077	77.5%	633	76.6%
No	603	22.5%	193	23.4%
Total	2680	100.0%	826	100.0%
Not Answered	19		25	

Q17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	317	16.0%	108	18.2%
No	1660	84.0%	487	81.8%
Total	1977	100.0%	595	100.0%
Not Answered	100		38	

Q18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Yes	283	90.7%	96	90.6%
● No	29	9.3%	10	9.4%
Total	312	100.0%	106	100.0%
Not Answered	5		2	
Reporting Category	Coordination of Care			
Achievement Score	90.7%		90.6%	
Correlation with Satisfaction	0.047		0.214	
Priority Rating	Low		Low	

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

Specialized Services

- Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	177	6.6%	80	9.7%
No	2498	93.4%	742	90.3%
Total	2675	100.0%	822	100.0%
Not Answered	24		29	

- Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	32	18.5%	9	11.5%
<input type="radio"/> Sometimes	31	17.9%	14	17.9%
<input type="radio"/> Usually	43	24.9%	18	23.1%
<input type="radio"/> Always	67	38.7%	37	47.4%
Total	173	100.0%	78	100.0%
Not Answered	4		2	
Reporting Category	Access to Specialized Services			
Achievement Score	63.6%		70.5%	
Correlation with Satisfaction	0.485		0.447	
Priority Rating	Top		Top	

- Q21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Yes	140	82.4%	63	80.8%
<input type="radio"/> No	30	17.6%	15	19.2%
Total	170	100.0%	78	100.0%
Not Answered	7		2	
Reporting Category	Single Items			
Achievement Score	82.4%		80.8%	
Correlation with Satisfaction	0.329		0.267	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Specialized Services (continued)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	608	22.8%	195	23.6%
No	2054	77.2%	633	76.4%
Total	2662	100.0%	828	100.0%
Not Answered	37		23	

Q23. In the last 6 months, how often was it easy to get this therapy for your child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	77	13.1%	19	10.2%
<input type="radio"/> Sometimes	112	19.1%	33	17.7%
<input type="radio"/> Usually	171	29.1%	56	30.1%
<input type="radio"/> Always	227	38.7%	78	41.9%
Total	587	100.0%	186	100.0%
Not Answered	21		9	
Reporting Category	Access to Specialized Services			
Achievement Score	67.8%		72.0%	
Correlation with Satisfaction	0.370		0.396	
Priority Rating	Medium		Medium	

Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Yes	464	78.2%	141	76.2%
<input type="radio"/> No	129	21.8%	44	23.8%
Total	593	100.0%	185	100.0%
Not Answered	15		10	
Reporting Category	Single Items			
Achievement Score	78.2%		76.2%	
Correlation with Satisfaction	0.194		0.307	
Priority Rating	Medium		Medium	

Response scored as: Room for Improvement Achievement

Specialized Services (continued)

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	781	29.2%	242	29.4%
No	1890	70.8%	582	70.6%
Total	2671	100.0%	824	100.0%
Not Answered	28		27	

Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	85	11.1%	23	9.7%
<input checked="" type="radio"/> Sometimes	129	16.8%	46	19.4%
<input checked="" type="radio"/> Usually	205	26.8%	67	28.3%
<input checked="" type="radio"/> Always	347	45.3%	101	42.6%
Total	766	100.0%	237	100.0%
Not Answered	15		5	
Reporting Category	Access to Specialized Services			
Achievement Score	72.1%		70.9%	
Correlation with Satisfaction	0.399		0.315	
Priority Rating	Medium		Medium	

Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	465	60.9%	150	63.8%
<input checked="" type="radio"/> No	299	39.1%	85	36.2%
Total	764	100.0%	235	100.0%
Not Answered	17		7	
Reporting Category	Single Items			
Achievement Score	60.9%		63.8%	
Correlation with Satisfaction	0.222		0.204	
Priority Rating	Medium		Medium	

Response scored as: Room for Improvement Achievement

Specialized Services (continued)

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1006	37.9%	310	37.9%
No	1646	62.1%	507	62.1%
Total	2652	100.0%	817	100.0%
Not Answered	47		34	

Q29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	622	63.9%	199	66.8%
<input checked="" type="radio"/> No	351	36.1%	99	33.2%
Total	973	100.0%	298	100.0%
Not Answered	33		12	
Reporting Category	Coordination of Care			
Achievement Score	63.9%		66.8%	
Correlation with Satisfaction	0.113		0.193	
Priority Rating	Medium		Medium	

Your Child's Personal Doctor

Q30. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	2451	91.8%	767	94.6%
No	220	8.2%	44	5.4%
Total	2671	100.0%	811	100.0%
Not Answered	28		40	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
None	452	19.1%	143	19.4%
1 time	793	33.5%	245	33.2%
2	553	23.4%	169	22.9%
3	275	11.6%	86	11.6%
4	147	6.2%	48	6.5%
5 to 9	114	4.8%	37	5.0%
10 or more times	33	1.4%	11	1.5%
Total	2367	100.0%	739	100.0%
Not Answered	84		28	

Q31a. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	1728	90.7%	530	89.7%
<input checked="" type="radio"/> Sometimes	125	6.6%	42	7.1%
<input checked="" type="radio"/> Usually	28	1.5%	9	1.5%
<input checked="" type="radio"/> Always	24	1.3%	10	1.7%
Total	1905	100.0%	591	100.0%
Not Answered	10		5	
Reporting Category	Supplemental Items			
Achievement Score	97.3%		96.8%	
Correlation with Satisfaction	-0.022		-0.085	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q32. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Never	35	1.8%	11	1.9%
● Sometimes	84	4.4%	18	3.1%
● Usually	292	15.3%	86	14.6%
● Always	1496	78.4%	473	80.4%
Total	1907	100.0%	588	100.0%
Not Answered	8		8	
Reporting Category	Communication			
Achievement Score	93.8%		95.1%	
Correlation with Satisfaction	0.155		0.221	
Priority Rating	Low		Low	

Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Never	21	1.1%	7	1.2%
● Sometimes	90	4.7%	27	4.6%
● Usually	329	17.3%	78	13.2%
● Always	1466	76.9%	479	81.0%
Total	1906	100.0%	591	100.0%
Not Answered	9		5	
Reporting Category	Communication			
Achievement Score	94.2%		94.2%	
Correlation with Satisfaction	0.260		0.319	
Priority Rating	Low		Low	

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

Your Child's Personal Doctor (continued)

Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	19	1.0%	7	1.2%
<input type="radio"/> Sometimes	63	3.3%	11	1.9%
<input type="radio"/> Usually	245	12.8%	75	12.7%
<input type="radio"/> Always	1580	82.9%	498	84.3%
Total	1907	100.0%	591	100.0%
Not Answered	8		5	
Reporting Category	Communication			
Achievement Score	95.7%		97.0%	
Correlation with Satisfaction	0.220		0.330	
Priority Rating	Low		Low	

Q35. Is your child able to talk with doctors about his or her health care?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1267	66.9%	364	62.2%
No	626	33.1%	221	37.8%
Total	1893	100.0%	585	100.0%
Not Answered	22		11	

Q36. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	13	1.0%	5	1.4%
<input type="radio"/> Sometimes	73	5.9%	21	5.9%
<input type="radio"/> Usually	270	21.8%	63	17.7%
<input type="radio"/> Always	884	71.3%	267	75.0%
Total	1240	100.0%	356	100.0%
Not Answered	27		8	
Reporting Category	Single Items			
Achievement Score	93.1%		92.7%	
Correlation with Satisfaction	0.235		0.280	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	43	2.3%	10	1.7%
<input type="radio"/> Sometimes	164	8.6%	46	7.9%
<input type="radio"/> Usually	457	24.1%	127	21.8%
<input checked="" type="radio"/> Always	1236	65.1%	400	68.6%
Total	1900	100.0%	583	100.0%
Not Answered	15		13	
Reporting Category	Communication			
Achievement Score	89.1%		90.4%	
Correlation with Satisfaction	0.201		0.198	
Priority Rating	Low		Low	

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	1656	87.2%	506	86.6%
<input type="radio"/> No	244	12.8%	78	13.4%
Total	1900	100.0%	584	100.0%
Not Answered	15		12	
Reporting Category	Family Centered Care			
Achievement Score	87.2%		86.6%	
Correlation with Satisfaction	0.091		0.131	
Priority Rating	Low		Low	

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1022	53.7%	342	58.8%
No	882	46.3%	240	41.2%
Total	1904	100.0%	582	100.0%
Not Answered	11		14	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q40. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Never	55	5.5%	22	6.6%
● Sometimes	138	13.8%	35	10.4%
● Usually	317	31.6%	96	28.7%
● Always	492	49.1%	182	54.3%
Total	1002	100.0%	335	100.0%
Not Answered	20		7	
Reporting Category	Single Items			
Achievement Score	80.7%		83.0%	
Correlation with Satisfaction	0.277		0.260	
Priority Rating	Low		Low	

Q41. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Worst personal doctor possible	2	0.1%	2	0.3%
● 1	7	0.3%	3	0.4%
● 2	13	0.5%	3	0.4%
● 3	17	0.7%	2	0.3%
● 4	21	0.9%	1	0.1%
● 5	54	2.3%	20	2.7%
● 6	61	2.6%	21	2.8%
● 7	159	6.7%	45	6.1%
● 8	358	15.0%	101	13.7%
● 9	465	19.5%	151	20.4%
● Best personal doctor possible	1222	51.4%	390	52.8%
Total	2379	100.0%	739	100.0%
Not Answered	72		28	
Reporting Category	Ratings			
Achievement Score	86.0%		86.9%	
Correlation with Satisfaction	0.387		0.388	
Priority Rating	Low		Low	

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

Your Child's Personal Doctor (continued)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1206	50.5%	376	51.2%
No	1183	49.5%	359	48.8%
Total	2389	100.0%	735	100.0%
Not Answered	62		32	

Q43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	1069	90.7%	328	90.9%
<input type="radio"/> No	109	9.3%	33	9.1%
Total	1178	100.0%	361	100.0%
Not Answered	28		15	
Reporting Category	Family Centered Care			
Achievement Score	90.7%		90.9%	
Correlation with Satisfaction	0.164		0.171	
Priority Rating	Low		Low	

Q44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	1006	85.5%	310	84.9%
<input type="radio"/> No	170	14.5%	55	15.1%
Total	1176	100.0%	365	100.0%
Not Answered	30		11	
Reporting Category	Family Centered Care			
Achievement Score	85.5%		84.9%	
Correlation with Satisfaction	0.202		0.216	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists

Q45. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	852	31.9%	284	35.6%
No	1823	68.1%	514	64.4%
Total	2675	100.0%	798	100.0%
Not Answered	24		53	

Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	50	6.0%	13	4.7%
<input type="radio"/> Sometimes	139	16.6%	44	15.8%
<input type="radio"/> Usually	259	31.0%	77	27.7%
<input type="radio"/> Always	387	46.3%	144	51.8%
Total	835	100.0%	278	100.0%
Not Answered	17		6	
Reporting Category	Getting Needed Care			
Achievement Score	77.4%		79.5%	
Correlation with Satisfaction	0.317		0.458	
Priority Rating	Medium		Top	

Q47. How many specialists has your child seen in the last 6 months?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
None	37	4.5%	8	2.9%
1 specialist	484	58.2%	142	51.4%
2	177	21.3%	67	24.3%
3	69	8.3%	29	10.5%
4	32	3.9%	15	5.4%
5 or more specialists	32	3.9%	15	5.4%
Total	831	100.0%	276	100.0%
Not Answered	21		8	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

Q48. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Worst specialist possible	5	0.6%	2	0.7%
● 1	2	0.3%	0	0.0%
● 2	4	0.5%	1	0.4%
● 3	8	1.0%	2	0.7%
● 4	7	0.9%	3	1.1%
● 5	19	2.4%	7	2.6%
● 6	29	3.7%	7	2.6%
● 7	47	5.9%	13	4.9%
● 8	130	16.4%	37	13.9%
● 9	165	20.9%	62	23.2%
● Best specialist possible	375	47.4%	133	49.8%
Total	791	100.0%	267	100.0%
Not Answered	3		1	
Reporting Category	Ratings			
Achievement Score	84.7%		86.9%	
Correlation with Satisfaction	0.342		0.440	
Priority Rating	Low		High	

Your Child's Health Plan

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	706	26.5%	211	26.4%
No	1959	73.5%	587	73.6%
Total	2665	100.0%	798	100.0%
Not Answered	34		53	

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

Your Child's Health Plan (continued)

Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	15	2.2%	7	3.4%
<input type="radio"/> Sometimes	107	15.4%	41	19.9%
<input type="radio"/> Usually	217	31.2%	59	28.6%
<input type="radio"/> Always	357	51.3%	99	48.1%
Total	696	100.0%	206	100.0%
Not Answered	10		5	
Reporting Category	Customer Service			
Achievement Score	82.5%		76.7%	
Correlation with Satisfaction	0.457		0.410	
Priority Rating	High		Top	

Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	4	0.6%	6	2.9%
<input type="radio"/> Sometimes	47	6.8%	18	8.7%
<input type="radio"/> Usually	147	21.3%	46	22.3%
<input type="radio"/> Always	492	71.3%	136	66.0%
Total	690	100.0%	206	100.0%
Not Answered	16		5	
Reporting Category	Customer Service			
Achievement Score	92.6%		88.3%	
Correlation with Satisfaction	0.397		0.379	
Priority Rating	Low		Low	

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	876	33.4%	298	38.0%
No	1745	66.6%	487	62.0%
Total	2621	100.0%	785	100.0%
Not Answered	78		66	

Response scored as: Room for Improvement Achievement

Your Child's Health Plan (continued)

PQ53. 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 Q52 = 'No', based on NCQA scoring guidelines.]

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Never	33	1.3%	10	1.3%
● Sometimes	167	6.4%	52	6.7%
● Usually	312	12.0%	113	14.5%
● Always	2078	80.2%	604	77.5%
Total	2590	100.0%	779	100.0%
Not Answered	31		6	
Reporting Category	Single Items			
Achievement Score	92.3%		92.0%	
Correlation with Satisfaction	0.116		0.115	
Priority Rating	Low		Low	

Q54. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Worst health plan possible	6	0.2%	4	0.5%
● 1	7	0.3%	5	0.6%
● 2	5	0.2%	5	0.6%
● 3	23	0.9%	5	0.6%
● 4	34	1.3%	12	1.5%
● 5	125	4.7%	36	4.6%
● 6	139	5.3%	39	4.9%
● 7	249	9.4%	83	10.5%
● 8	508	19.2%	179	22.6%
● 9	505	19.1%	125	15.8%
● Best health plan possible	1040	39.4%	298	37.7%
Total	2641	100.0%	791	100.0%
Not Answered	58		60	
Reporting Category	Ratings			
Achievement Score	77.7%		76.1%	

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

Prescription Medicines

Q55. In the last 6 months, did you get or refill any prescription medicines for your child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1464	55.0%	475	59.6%
No	1197	45.0%	322	40.4%
Total	2661	100.0%	797	100.0%
Not Answered	38		54	

Q56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	19	1.3%	9	1.9%
<input type="radio"/> Sometimes	121	8.4%	46	9.8%
<input type="radio"/> Usually	363	25.2%	119	25.3%
<input type="radio"/> Always	937	65.1%	297	63.1%
Total	1440	100.0%	471	100.0%
Not Answered	24		4	
Reporting Category	Single Items			
Achievement Score	90.3%		88.3%	
Correlation with Satisfaction	0.367		0.370	
Priority Rating	Low		Low	

Q57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Yes	919	63.8%	283	60.5%
<input type="radio"/> No	521	36.2%	185	39.5%
Total	1440	100.0%	468	100.0%
Not Answered	24		7	
Reporting Category	Single Items			
Achievement Score	63.8%		60.5%	
Correlation with Satisfaction	0.081		0.181	
Priority Rating	Medium		Medium	

Response scored as: Room for Improvement Achievement

Access to Dental Care

Q57a. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	2190	82.5%	650	82.2%
No	466	17.5%	141	17.8%
Total	2656	100.0%	791	100.0%
Not Answered	43		60	

Q57b. In the last 6 months, did your child go to a dentist's office or clinic for care?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1705	64.2%	490	61.6%
No	952	35.8%	306	38.4%
Total	2657	100.0%	796	100.0%
Not Answered	42		55	

Q57c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
<input type="radio"/> Never	39	2.3%	15	3.1%
<input type="radio"/> Sometimes	120	7.2%	24	4.9%
<input checked="" type="radio"/> Usually	296	17.8%	96	19.8%
<input checked="" type="radio"/> Always	1208	72.6%	350	72.2%
Total	1663	100.0%	485	100.0%
Not Answered	42		5	
Reporting Category	Supplemental Items			
Achievement Score	90.4%		92.0%	
Correlation with Satisfaction	0.129		0.206	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Access to Dental Care (continued)

Q57d. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Never	329	29.2%	112	32.3%
● Sometimes	195	17.3%	54	15.6%
● Usually	251	22.3%	75	21.6%
● Always	350	31.1%	106	30.5%
Did not have a dental emergency	1472		436	
Total	1125	100.0%	347	100.0%
Not Answered	102		68	
Reporting Category	Supplemental Items			
Achievement Score	53.4%		52.2%	
Correlation with Satisfaction	0.133		0.050	
Priority Rating	Medium		Medium	

Q57e. 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?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Extremely difficult	103	4.0%	32	4.0%
● 1	49	1.9%	17	2.1%
● 2	48	1.9%	15	1.9%
● 3	76	3.0%	22	2.7%
● 4	57	2.2%	14	1.7%
● 5	179	7.0%	70	8.7%
● 6	116	4.5%	33	4.1%
● 7	194	7.6%	64	7.9%
● 8	360	14.1%	123	15.2%
● 9	367	14.4%	138	17.1%
● Extremely easy	1001	39.3%	280	34.7%
Total	2550	100.0%	808	100.0%
Not Answered	149		43	
Reporting Category	Supplemental Items			
Achievement Score	67.8%		67.0%	
Correlation with Satisfaction	0.338		0.281	
Priority Rating	Medium		Medium	

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

About Your Child and You

Q58. In general, how would you rate your child's overall health?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Excellent	768	29.0%	204	25.5%
● Very good	969	36.6%	305	38.1%
● Good	702	26.5%	193	24.1%
● Fair	178	6.7%	86	10.8%
● Poor	33	1.2%	12	1.5%
Total	2650	100.0%	800	100.0%
Not Answered	49		51	
Reporting Category	Single Items			
Achievement Score	65.5%		63.6%	
Correlation with Satisfaction	0.161		0.135	
Priority Rating	Medium		Medium	

Q59. In general, how would you rate your child's overall mental or emotional health?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
● Excellent	697	26.3%	213	26.8%
● Very good	688	26.0%	206	25.9%
● Good	706	26.6%	205	25.8%
● Fair	456	17.2%	130	16.4%
● Poor	103	3.9%	41	5.2%
Total	2650	100.0%	795	100.0%
Not Answered	49		56	
Reporting Category	Single Items			
Achievement Score	52.3%		52.7%	
Correlation with Satisfaction	0.243		0.173	
Priority Rating	Medium		Medium	

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1056	39.8%	341	42.9%
No	1599	60.2%	453	57.1%
Total	2655	100.0%	794	100.0%
Not Answered	44		57	

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

About Your Child and You (continued)**Q61. Is this because of any medical, behavioral, or other health condition?**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	931	90.0%	299	89.3%
No	103	10.0%	36	10.7%
Total	1034	100.0%	335	100.0%
Not Answered	22		6	

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	860	94.4%	283	96.3%
No	51	5.6%	11	3.7%
Total	911	100.0%	294	100.0%
Not Answered	20		5	

Q63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1032	39.1%	342	43.3%
No	1606	60.9%	448	56.7%
Total	2638	100.0%	790	100.0%
Not Answered	61		61	

Q64. Is this because of any medical, behavioral, or other health condition?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	919	91.1%	312	93.4%
No	90	8.9%	22	6.6%
Total	1009	100.0%	334	100.0%
Not Answered	23		8	

About Your Child and You (continued)**Q65. Is this a condition that has lasted or is expected to last for at least 12 months?**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	883	97.5%	304	98.4%
No	23	2.5%	5	1.6%
Total	906	100.0%	309	100.0%
Not Answered	13		3	

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	765	29.0%	271	34.4%
No	1872	71.0%	517	65.6%
Total	2637	100.0%	788	100.0%
Not Answered	62		63	

Q67. Is this because of any medical, behavioral, or other health condition?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	673	89.5%	248	92.5%
No	79	10.5%	20	7.5%
Total	752	100.0%	268	100.0%
Not Answered	13		3	

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	651	98.3%	239	97.6%
No	11	1.7%	6	2.4%
Total	662	100.0%	245	100.0%
Not Answered	11		3	

About Your Child and You (continued)

Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	702	26.6%	224	28.4%
No	1939	73.4%	564	71.6%
Total	2641	100.0%	788	100.0%
Not Answered	58		63	

Q70. Is this because of any medical, behavioral, or other health condition?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	533	78.7%	186	84.5%
No	144	21.3%	34	15.5%
Total	677	100.0%	220	100.0%
Not Answered	25		4	

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	497	95.2%	174	94.6%
No	25	4.8%	10	5.4%
Total	522	100.0%	184	100.0%
Not Answered	11		2	

Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	975	37.0%	289	36.5%
No	1658	63.0%	503	63.5%
Total	2633	100.0%	792	100.0%
Not Answered	66		59	

About Your Child and You (continued)**Q73. Has this problem lasted or is it expected to last for at least 12 months?**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	887	94.0%	269	94.4%
No	57	6.0%	16	5.6%
Total	944	100.0%	285	100.0%
Not Answered	31		4	

NQ74. What is your child's age?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Less than 1 year old	4	0.2%	2	0.3%
1 to 2 years old	264	10.0%	88	11.1%
3 to 4 years old	266	10.1%	83	10.4%
5 to 7 years old	387	14.6%	129	16.2%
8 to 10 years old	404	15.3%	130	16.4%
11 to 13 years old	490	18.5%	129	16.2%
14 to 18 years old	827	31.3%	234	29.4%
Total	2642	100.0%	795	100.0%
Not Answered	57		56	

Q75. Is your child male or female?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Male	1429	54.0%	445	55.8%
Female	1215	46.0%	352	44.2%
Total	2644	100.0%	797	100.0%
Not Answered	55		54	

About Your Child and You (continued)**Q76. Is your child of Hispanic or Latino origin or descent?**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes, Hispanic or Latino	817	31.1%	226	28.7%
No, Not Hispanic or Latino	1812	68.9%	561	71.3%
Total	2629	100.0%	787	100.0%
Not Answered	70		64	

Q77.1. What is your child's race? Response: White.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	1957	100.0%	618	100.0%
Total	1957	100.0%	618	100.0%
Not Answered	742		233	

Q77.2. What is your child's race? Response: Black or African-American.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	153	100.0%	50	100.0%
Total	153	100.0%	50	100.0%
Not Answered	2546		801	

Q77.3. What is your child's race? Response: Asian.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	221	100.0%	35	100.0%
Total	221	100.0%	35	100.0%
Not Answered	2478		816	

About Your Child and You (continued)**Q77.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	49	100.0%	9	100.0%
Total	49	100.0%	9	100.0%
Not Answered	2650		842	

Q77.5. What is your child's race? Response: American Indian or Alaska Native.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	228	100.0%	69	100.0%
Total	228	100.0%	69	100.0%
Not Answered	2471		782	

Q77.6. What is your child's race? Response: Other.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	170	100.0%	45	100.0%
Total	170	100.0%	45	100.0%
Not Answered	2529		806	

Q78. What is your age?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Under 18	125	4.7%	36	4.6%
18 to 24	90	3.4%	19	2.4%
25 to 34	637	24.2%	222	28.1%
35 to 44	907	34.4%	289	36.6%
45 to 54	529	20.1%	140	17.7%
55 to 64	226	8.6%	50	6.3%
65 to 74	101	3.8%	28	3.5%
75 or older	20	0.8%	5	0.6%
Total	2635	100.0%	789	100.0%
Not Answered	64		62	

About Your Child and You (continued)**Q79. Are you male or female?**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Male	381	14.4%	114	14.4%
Female	2265	85.6%	678	85.6%
Total	2646	100.0%	792	100.0%
Not Answered	53		59	

Q80. What is the highest grade or level of school that you have completed?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
8th grade or less	222	8.5%	58	7.5%
Some high school but did not graduate	276	10.5%	70	9.0%
High school graduate or GED	753	28.7%	231	29.7%
Some college or 2-year degree	938	35.8%	323	41.5%
4-year college graduate	258	9.8%	59	7.6%
More than 4-year college degree	175	6.7%	37	4.8%
Total	2622	100.0%	778	100.0%
Not Answered	77		73	

Q81. How are you related to the child?

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Mother or father	2269	87.9%	687	89.6%
Grandparent	168	6.5%	39	5.1%
Aunt or uncle	18	0.7%	6	0.8%
Older brother or sister	3	0.1%	2	0.3%
Other relative	5	0.2%	2	0.3%
Legal guardian	79	3.1%	22	2.9%
Someone else	40	1.5%	9	1.2%
Total	2582	100.0%	767	100.0%
Not Answered	117		84	

About Your Child and You (continued)**Q82. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	68	3.8%	19	2.4%
No	1715	96.2%	768	97.6%
Total	1783	100.0%	787	100.0%
Not Answered	916		64	

Q83.1. How did that person help you? Response: Read the questions to me.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	24	100.0%	9	100.0%
Total	24	100.0%	9	100.0%
Not Answered	44		10	

Q83.2. How did that person help you? Response: Wrote down the answers I gave.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	14	100.0%	4	100.0%
Total	14	100.0%	4	100.0%
Not Answered	54		15	

Q83.3. How did that person help you? Response: Answered the questions for me.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	11	100.0%	3	100.0%
Total	11	100.0%	3	100.0%
Not Answered	57		16	

About Your Child and You (continued)

Q83.4. How did that person help you? Response: Translated the questions into my language.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	33	100.0%	8	100.0%
Total	33	100.0%	8	100.0%
Not Answered	35		11	

Q83.5. How did that person help you? Response: Helped in some other way.

	OHP CCC 2018		OHP CCC 2017	
	N	%	N	%
Yes	5	100.0%	2	100.0%
Total	5	100.0%	2	100.0%
Not Answered	63		17	

Kindergarten Readiness

Question Set

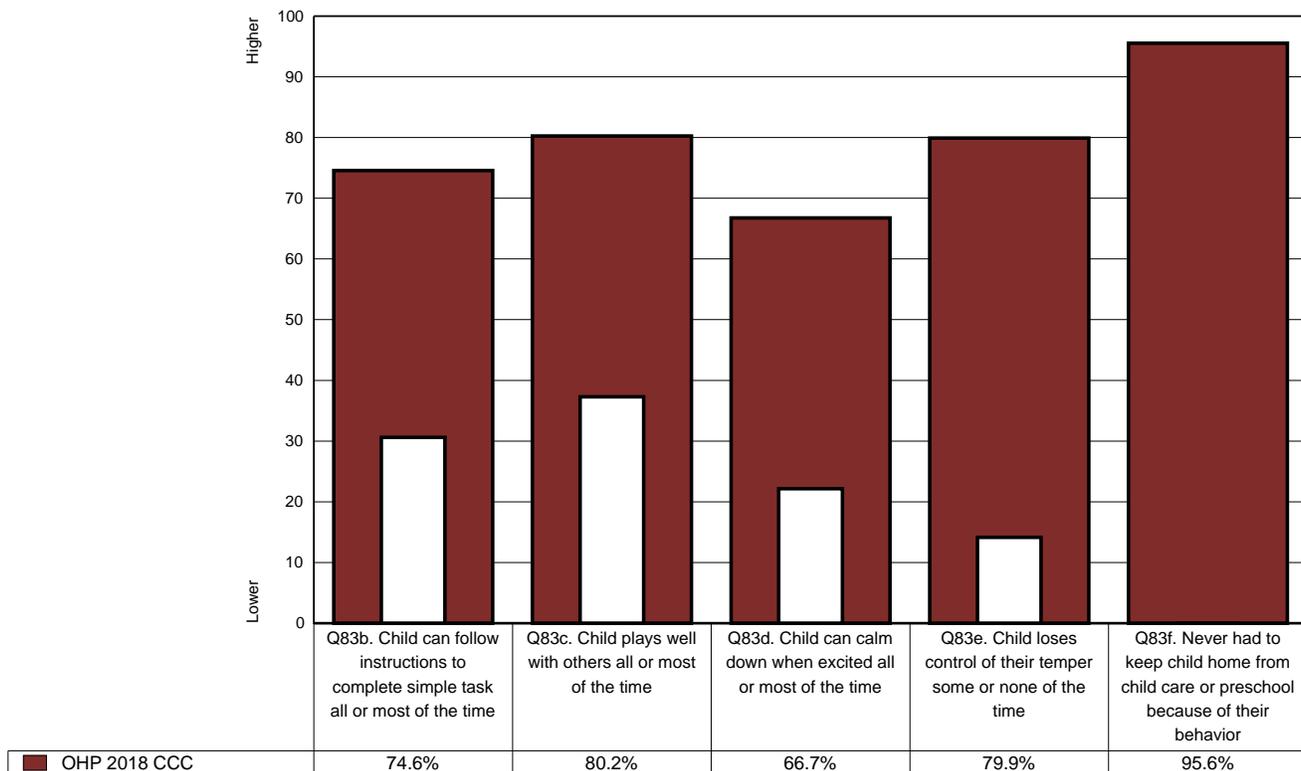
Child CCC Population

The Kindergarten Readiness supplemental question set was appended to the CAHPS 5.0H Child Medicaid survey as a measure of behavioral markers in OHP child members between three and five years old. As this item set does not reflect member experiences with OHP services, it is presented separately here.

Parents'/caregivers' responses to these questions are summarized as kindergarten readiness scores. Positive responses are labeled as "kindergarten ready", and a score is computed equal to the proportion of qualifying responses. In the chart below, somewhat positive responses are included with positive responses. For example, a member response of "All of the time" or "Most of the time" to the question "How often does this child play well with others?" is considered "kindergarten ready." For Q83e, a response of "Some of the time" or "None of the time" was considered "kindergarten ready". The *Responses by Question* section following the chart illustrates the assignment of positive responses for each question.

The hollow bar portion of the bar chart represents the proportion of only the most positive response to a question. For Q83b, Q83c, and Q83d, this response is "All of the time," for Q83e it is "None of the time." No top response bar is displayed for Q83f because only one response, "No," was scored as positive.

Kindergarten Readiness Question Set - CCC Population



Note: Hollow portion of bar represents proportions giving only the response of "All or None of the time".

Kindergarten Readiness

Responses by Question Child CCC Population

Q83a. Is your child between the ages of 3 and 5 years old?

	OHP CCC 2018	
	N	%
Yes	411	15.9%
No	2166	84.1%
Total	2577	100.0%
Not Answered	122	

Q83b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

	OHP CCC 2018	
	N	%
<input checked="" type="radio"/> All of the time	124	30.6%
<input checked="" type="radio"/> Most of the time	178	44.0%
Some of the time	92	22.7%
None of the time	11	2.7%
Total	405	100.0%
Not Answered	6	
Reporting Category	Kindergarten Readiness	
Readiness Score	74.6%	

Q83c. How often does this child play well with others?

	OHP CCC 2018	
	N	%
<input checked="" type="radio"/> All of the time	151	37.3%
<input checked="" type="radio"/> Most of the time	174	43.0%
Some of the time	67	16.5%
None of the time	13	3.2%
Total	405	100.0%
Not Answered	6	
Reporting Category	Kindergarten Readiness	
Readiness Score	80.2%	

Response scored as: Kindergarten Ready

Q83d. How often can this child calm down when excited or all wound up?

	OHP CCC 2018	
	N	%
<input checked="" type="radio"/> All of the time	90	22.2%
<input checked="" type="radio"/> Most of the time	181	44.6%
Some of the time	118	29.1%
None of the time	17	4.2%
Total	406	100.0%
Not Answered	5	
Reporting Category	Kindergarten Readiness	
Readiness Score	66.7%	

Q83e. How often does this child lose control of his or her temper when things do not go his or her way?

	OHP CCC 2018	
	N	%
All of the time	29	7.2%
Most of the time	52	12.9%
<input checked="" type="radio"/> Some of the time	265	65.8%
<input checked="" type="radio"/> None of the time	57	14.1%
Total	403	100.0%
Not Answered	8	
Reporting Category	Kindergarten Readiness	
Readiness Score	79.9%	

Q83f. 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)?

	OHP CCC 2018	
	N	%
This child did not attend childcare or preschool	80	
<input checked="" type="radio"/> No	301	95.6%
Yes - picked my child up early on one or more days	13	4.1%
Yes - kept my child home for one full day or more	0	0.0%
Yes - permanently was told my child could no longer attend	1	0.3%
Total	315	100.0%
Not Answered	16	
Reporting Category	Kindergarten Readiness	
Readiness Score	95.6%	

Response scored as: Kindergarten Ready

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 16*
 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, how often did you have your questions answered by your child's doctor or other health providers?
 Never
 Sometimes
 Usually
 Always

- 10. 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 14*

- 11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 Yes
 No



12. 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

13. 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

14. 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 | | | | |

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

- Never
- Sometimes
- Usually
- Always

16. Is your child now enrolled in any kind of school or daycare?

- Yes
- No → **Go to Question 19**

17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?

- Yes
- No → **Go to Question 19**

18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes
- No → **Go to Question 22**

20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- Never
- Sometimes
- Usually
- Always

21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No



22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
- No → *Go to Question 25*

23. In the last 6 months, how often was it easy to get this therapy for your child?

- Never
- Sometimes
- Usually
- Always

24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- Yes
- No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
- No → *Go to Question 28*

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- Never
- Sometimes
- Usually
- Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- Yes
- No

28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

30. 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 45*

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

- None → *Go to Question 41*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

31a. 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

32. 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
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
34. 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
35. Is your child able to talk with doctors about his or her health care?
- Yes
 - No → *Go to Question 37*
36. 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

37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 - Sometimes
 - Usually
 - Always
38. 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
39. 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 41*
40. 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
41. 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 Personal Best Personal
 Doctor Possible Doctor Possible



42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- Yes
 No -> Go to Question 45

43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- Yes
 No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- Yes
 No

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.

45. 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 49

46. 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

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

- None -> Go to Question 49
 1 specialist
 2
 3
 4
 5 or more specialists

48. 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?

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

YOUR CHILD'S HEALTH PLAN

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

49. 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 52

50. 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

51. 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

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

- Yes
- No → *Go to Question 54*

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

- Never
- Sometimes
- Usually
- Always

54. 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?

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

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?

- Yes
- No → *Go to Question 57a*

56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

- Never
- Sometimes
- Usually
- Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- Yes
- No

ACCESS TO DENTAL CARE

57a. 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

57b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 57d*

57c. 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

57d. 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

57e. 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?

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

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- Yes
- No → *Go to Question 63*

61. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 63*

62. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
- No → *Go to Question 66*

64. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 66*

65. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No



66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
- No → *Go to Question 69*

67. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 69*

68. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

- Yes
- No → *Go to Question 72*

70. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 72*

71. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- Yes
- No → *Go to Question 74*

73. Has this problem lasted or is it expected to last for at least 12 months?

- Yes
- No

74. What is your child's age?

- Less than 1 year old
- YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

77. 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)
-

78. 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

79. Are you male or female?

- Male
- Female

80. 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

81. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

82. Did someone help you complete this survey?

- Yes → *Go to Question 83*
- No → *Go to Question 83a*

83. 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

83a. Is your child between the ages of 3 and 5 years old?

- Yes → *Go to Question 83b*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

83b. 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

83c. 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

83d. 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

83e. 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



83f. **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

