



Oregon Health Plan

CAHPS® 5.0 Child Medicaid
without 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 without the chronic condition item set. This survey instrument consists of forty-eight questions addressing areas such as getting care quickly, how well doctors communicate, customer service, 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 and Shared Decision Making.

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 survey conducted for the OHP. Attempts were made to survey 17,100 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 28.8%.

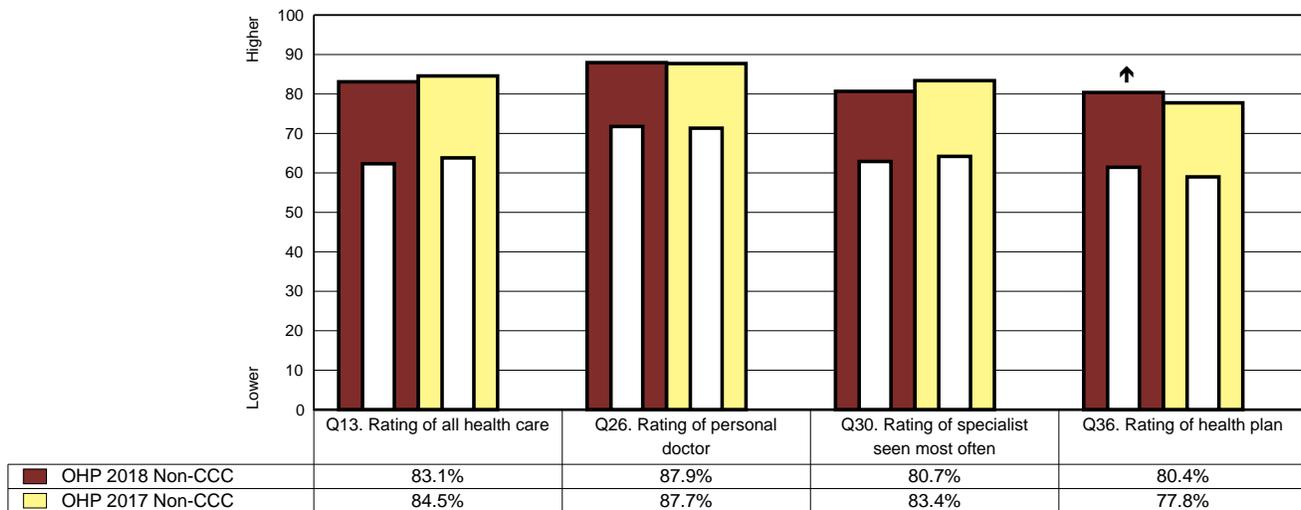
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

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 - Non-CCC Population



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

↑↓ Statistically significantly higher/lower than OHP 2017 Non-CCC

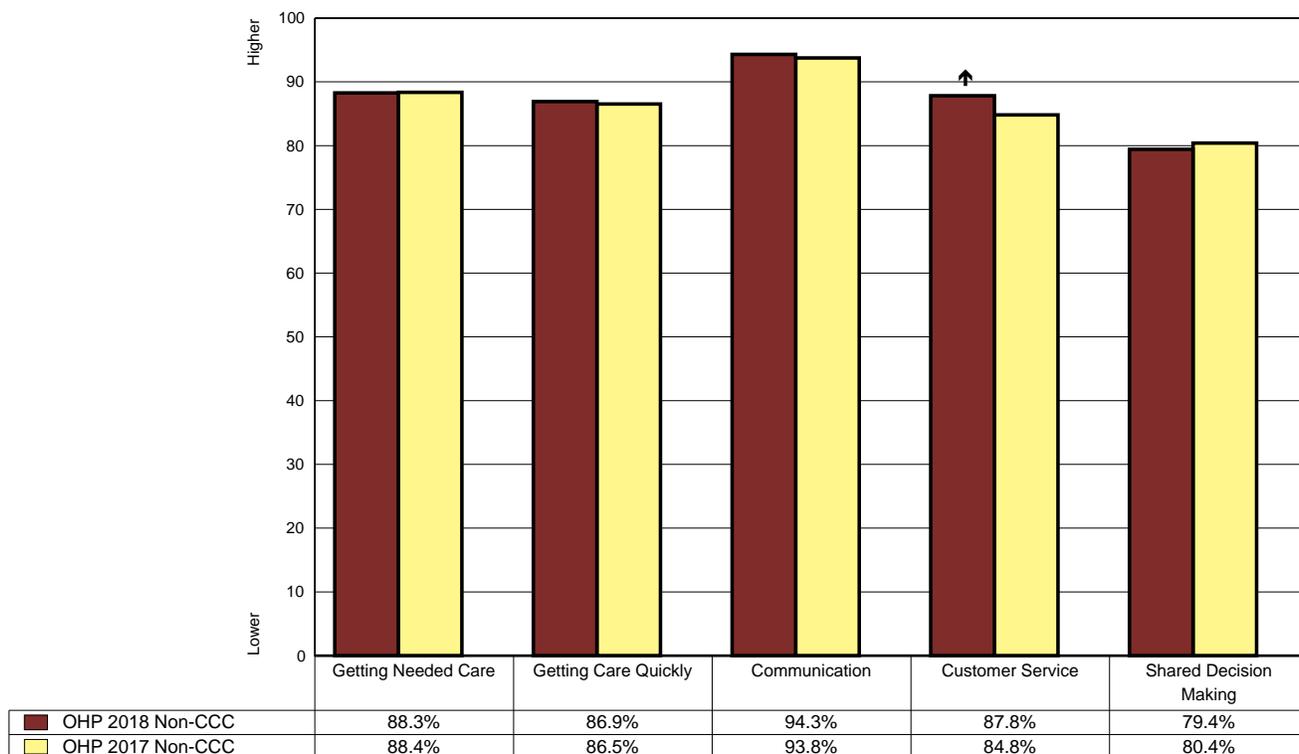
SUMMARY OF COMPOSITES

For each of the five domains of member experience (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making), 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 and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "Yes" are considered achievements for the Shared Decision Making composite.

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 - Non-CCC Population



↑↓ Statistically significantly higher/lower than OHP 2017 Non-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 not 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 17,100 cases was drawn of children enrolled in the OHP who were not assigned a prescreen status code indicating a chronic condition. The sampling goals included 800 cases from each of the 16 CCOs, 1,600 cases from OHP Open Card, and an additional oversample of 2,700 child members identified as African American, Asian, or Native American. For the oversample, 800 cases from each of these racial groups were selected proportionately based on the member size of the CCO across all CCOs, and 100 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 with 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 with 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?
- Q15. Does your child have a personal doctor?
- Q27. Did you make an appointment for your child to see a specialist?
- Q31. Did you get information or help from customer service at your child's health plan?
- Q36. What number would you use to rate your child's health plan?

Complete interviews were obtained from 4,822 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 28.8%.

Questionnaire

The survey instrument selected for the project was the CAHPS® 5.0H Child Medicaid 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 forty-eight 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, 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

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. The following is a list of the questions that comprise each composite:

Getting Needed Care

- Q14. Usually or always easy to get the care, tests or treatment child needed
- Q28. 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

- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q22. Personal doctor usually or always spent enough time with child

Customer Service

- Q32. Customer service from child's health plan usually or always gave needed information or help
- Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect

Shared Decision Making

- Q10. Doctor talked about reasons you might want child to take a medicine
- Q11. Doctor talked about reasons you might not want child to take a medicine
- Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

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 Q36, 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 Non-CCC Population

	Oregon Health Plan Overall 2018
First mailing - sent	17100
*First mailing - usable survey returned	2136
Second mailing - sent	14594
*Second mailing - usable survey returned	908
*Phone - usable surveys	1778
Total - usable surveys	4822
†Ineligible: According to population criteria‡	184
†Ineligible: Language barrier	148
†Ineligible: Deceased	2
Bad address and bad phone number	399
Refusal	573
Incomplete survey - mail or phone	242
Nonresponse - Unavailable by mail or phone	10730
Response Rate	28.76%

*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 Q45 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 - Non-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	83.1%	83.3%	80.5%	82.5%	81.6%	82.6%	80.9%	81.0%	81.8%	88.7%	72.4%	84.6%	83.7%	80.4%
Rating of personal doctor	87.9%	88.5%	86.8%	88.3%	87.2%	88.9%	86.6%	87.3%	86.1%	89.8%	83.3%	88.7%	89.7%	86.3%
Rating of specialist seen most often	80.7%	81.9%	75.0%	75.9%	75.0%	88.7%	75.0%	78.6%	72.2%	84.4%	63.6%	87.2%	82.5%	75.3%
Rating of health plan	80.4%	81.0%	77.6%	82.6%	80.9%	78.6%	73.9%	77.4%	81.3%	82.4%	72.2%	81.3%	83.8%	75.4%

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	88.3%	88.9%	87.4%	90.6%	86.6%	87.2%	88.5%	90.3%	87.6%	81.4%	87.6%	87.8%	87.0%	89.6%
Getting Care Quickly	86.9%	87.7%	87.8%	90.8%	87.3%	85.0%	87.0%	91.1%	90.2%	75.7%	89.3%	82.8%	85.3%	90.4%
How Well Doctors Communicate	94.3%	95.2%	94.3%	95.0%	93.8%	95.6%	95.4%	95.8%	92.3%	93.2%	94.2%	92.2%	93.2%	96.0%
Customer Service	87.8%	88.4%	86.2%	87.9%	88.1%	87.6%	84.7%	88.8%	88.8%	82.5%	82.4%	91.5%	88.0%	86.1%
Shared Decision Making	79.4%	80.1%	78.1%	72.6%	82.1%	84.8%	78.6%	80.2%	82.7%	71.9%	76.9%	76.7%	78.0%	80.1%

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
Q14. Usually or always easy to get the care, tests or treatment child needed	89.5%	89.7%	89.1%	92.4%	88.1%	87.3%	89.8%	91.3%	89.9%	83.5%	89.1%	88.5%	87.4%	91.4%
Q28. Usually or always got appointments with specialists as soon as child needed	73.2%	74.6%	70.7%	64.1%	66.4%	79.3%	79.4%	74.5%	65.0%	62.2%	70.3%	77.3%	78.9%	68.2%

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	90.4%	90.3%	91.2%	91.5%	91.0%	86.2%	92.6%	93.7%	90.2%	82.6%	94.2%	84.5%	88.4%	93.1%
Q6. Usually or always got appointment. for routine care as soon as child needed	86.3%	87.1%	86.6%	90.6%	86.4%	83.9%	85.2%	89.9%	89.2%	76.4%	87.6%	81.7%	84.4%	89.5%

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
Q17. Personal doctor usually or always explained things in a way that was easy to understand	94.7%	95.8%	94.6%	96.4%	94.1%	96.1%	94.8%	97.3%	92.8%	88.8%	94.8%	93.6%	92.9%	97.0%
Q18. Personal doctor usually or always listened carefully to you	95.8%	96.7%	95.7%	96.2%	95.2%	96.5%	97.6%	96.3%	92.9%	96.1%	94.2%	94.7%	95.9%	96.5%
Q19. Personal doctor usually or always showed respect for what you had to say	96.7%	97.6%	96.1%	97.1%	96.1%	96.8%	98.2%	96.9%	94.0%	97.1%	94.8%	95.7%	97.2%	96.7%
Q22. Personal doctor usually or always spent enough time with child	90.3%	90.6%	90.6%	90.1%	89.6%	92.8%	91.2%	92.7%	89.2%	90.7%	92.9%	84.9%	86.8%	93.9%

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
Q32. Customer service from child's health plan usually or always gave needed information or help	82.0%	83.2%	78.8%	82.0%	82.9%	81.5%	75.5%	83.5%	80.0%	73.8%	72.5%	85.7%	82.5%	78.7%
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	93.9%	93.7%	93.8%	94.4%	93.2%	93.2%	94.5%	93.9%	97.5%	92.2%	93.9%	97.1%	93.7%	93.8%

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
Q10. Doctor/provider talked about reasons you might want child to take a medicine	92.6%	94.7%	93.5%	93.3%	94.5%	97.1%	92.0%	96.6%	100.0%	91.1%	91.4%	90.4%	91.5%	96.5%
Q11. Doctor/provider talked about reasons you might not want child to take a medicine	66.4%	67.0%	61.9%	57.9%	69.2%	68.6%	62.1%	65.9%	68.0%	48.9%	69.4%	61.5%	59.4%	68.3%
Q12. Doctor/provider asked what you thought was best for child	79.6%	79.1%	79.3%	67.5%	82.9%	88.6%	81.6%	78.9%	83.3%	75.6%	72.2%	79.2%	83.3%	76.1%

Trend Analysis - Higher Scores - 2018 vs. 2017

Non-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.

Question	OHP Non-CCC 2018 Score	OHP Non-CCC 2017 Score	% Point Change	Composite Group
Q32. Customer service from child's health plan usually or always gave needed information or help	82.0%	78.2%	+3.7	Customer Service
Q36. Rating of health plan	80.4%	77.8%	+2.6	Ratings
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	93.9%	91.7%	+2.2	Customer Service
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	89.8%	87.6%	+2.1	Single Items
Q38. Excellent or very good rating of child's overall mental or emotional health	77.2%	75.4%	+1.7	Single Items
PQ35. Forms from child's health plan were usually or always easy to fill out	92.0%	90.6%	+1.4	Single Items

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 Non-CCC 2018 Score	OHP Non-CCC 2017 Score	% Point Change	Composite Group
Q25. Personal doctor usually or always seemed informed about care child got from other providers	83.7%	81.0%	+2.7	Single Items
Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	79.6%	77.2%	+2.3	Shared Decision Making
Q19. Personal doctor usually or always showed respect for what you had to say	96.7%	95.9%	+0.8	Communication

Trend Analysis - Higher Scores - 2018 vs. 2017

Non-CCC Population

(continued)

Question	OHP Non-CCC 2018 Score	OHP Non-CCC 2017 Score	% Point Change	Composite Group
Q22. Personal doctor usually or always spent enough time with child	90.3%	89.5%	+0.8	Communication
Q6. Usually or always got appointment for routine care as soon as child needed	86.3%	85.5%	+0.8	Getting Care Quickly
Q18. Personal doctor usually or always listened carefully to you	95.8%	95.2%	+0.6	Communication
Q21. Doctor usually or always explained things in a way that was easy for child to understand	93.9%	93.5%	+0.4	Single Items
Q26. Rating of personal doctor	87.9%	87.7%	+0.2	Ratings
Q17. Personal doctor usually or always explained things in a way that was easy to understand	94.7%	94.5%	+0.2	Communication
Q16a. Never or sometimes had a hard time speaking with doctor because you spoke different languages	96.2%	96.0%	+0.2	Supplemental Items
Q14. Usually or always easy to get the care, tests or treatment child needed	89.5%	89.3%	+0.1	Getting Needed Care

Trend Analysis - Lower Scores - 2018 vs. 2017

Non-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 Non-CCC 2018 Score	OHP Non-CCC 2017 Score	% Point Change	Composite Group
Q36e. Rating of how easy it was to find a dentist	68.3%	70.9%	-2.6	Supplemental 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 Non-CCC 2018 Score	OHP Non-CCC 2017 Score	% Point Change	Composite Group
Q11. Doctor talked about reasons you might not want child to take a medicine	66.4%	70.4%	-3.9	Shared Decision Making
Q28. Usually or always got appointments with specialists as soon as child needed	73.2%	76.8%	-3.6	Getting Needed Care
Q30. Rating of specialist seen most often	80.7%	83.4%	-2.7	Ratings
Q13. Rating of all health care	83.1%	84.5%	-1.4	Ratings
Q4. Usually or always got urgent care as soon as child needed	90.4%	91.4%	-1.0	Getting Care Quickly
Q10. Doctor talked about reasons you might want child to take a medicine	92.6%	93.4%	-0.8	Shared Decision Making
Q36d. Child always or usually saw a dentist as soon as you wanted for emergency care	53.8%	54.4%	-0.6	Supplemental Items
Q36c. Dentists or dental staff always or usually explained what they were doing while treating your child	92.1%	92.7%	-0.5	Supplemental Items

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

Non-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	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q14 Getting Needed Care	89%	0.48	Q18 Communication	96%	0.56	Q14 Getting Needed Care	89%	0.35	Q32 Customer Service	82%	0.33
2	Q18 Communication	96%	0.43	Q19 Communication	97%	0.54	Q28 Getting Needed Care	73%	0.33	Q28 Getting Needed Care	73%	0.32
3	Q19 Communication	97%	0.39	Q22 Communication	90%	0.42	Q33 Customer Service	94%	0.31	Q14 Getting Needed Care	89%	0.30
4	Q28 Getting Needed Care	73%	0.36	Q14 Getting Needed Care	89%	0.37	Q19 Communication	97%	0.27	Q33 Customer Service	94%	0.29
5	Q6 Getting Care Quickly	86%	0.35	Q17 Communication	95%	0.34	Q18 Communication	96%	0.26	Q18 Communication	96%	0.27
6	Q22 Communication	90%	0.33	Q6 Getting Care Quickly	86%	0.25	Q12 Shared Decision Making	80%	0.25	Q19 Communication	97%	0.25
7	Q4 Getting Care Quickly	90%	0.31	Q12 Shared Decision Making	80%	0.23	Q6 Getting Care Quickly	86%	0.25	Q4 Getting Care Quickly	90%	0.21
8	Q17 Communication	95%	0.29	Q4 Getting Care Quickly	90%	0.20	Q32 Customer Service	82%	0.24	Q6 Getting Care Quickly	86%	0.18
9	Q32 Customer Service	82%	0.27	Q28 Getting Needed Care	73%	0.19	Q4 Getting Care Quickly	90%	0.19	Q22 Communication	90%	0.17
10	Q12 Shared Decision Making	80%	0.23	Q32 Customer Service	82%	0.18	Q17 Communication	95%	0.13	Q12 Shared Decision Making	80%	0.12

Rating of all health care Non-CCC Population

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.48	89%	58%	31%	9%	2%
2	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.43	96%	80%	16%	4%	1%
3	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.39	97%	84%	12%	2%	1%
4	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.36	73%	42%	31%	20%	7%
5	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?	0.35	86%	58%	28%	12%	1%
6	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.33	90%	66%	24%	8%	2%
7	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?	0.31	90%	73%	17%	8%	2%
8	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.29	95%	80%	14%	4%	1%
9	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.27	82%	55%	27%	16%	2%
10	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.23	80%	80%	(na)	(na)	20%

Rating of personal doctor

Non-CCC Population

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.56	96%	80%	16%	4%	1%
2	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.54	97%	84%	12%	2%	1%
3	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.42	90%	66%	24%	8%	2%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.37	89%	58%	31%	9%	2%
5	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.34	95%	80%	14%	4%	1%
6	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?	0.25	86%	58%	28%	12%	1%
7	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.23	80%	80%	(na)	(na)	20%
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?	0.20	90%	73%	17%	8%	2%
9	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.19	73%	42%	31%	20%	7%
10	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.18	82%	55%	27%	16%	2%

Rating of specialist seen most often

Non-CCC Population

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.35	89%	58%	31%	9%	2%
2	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.33	73%	42%	31%	20%	7%
3	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.31	94%	74%	20%	5%	1%
4	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.27	97%	84%	12%	2%	1%
5	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.26	96%	80%	16%	4%	1%
6	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.25	80%	80%	(na)	(na)	20%
7	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?	0.25	86%	58%	28%	12%	1%
8	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.24	82%	55%	27%	16%	2%
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?	0.19	90%	73%	17%	8%	2%
10	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.13	95%	80%	14%	4%	1%

Rating of health plan Non-CCC Population

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.33	82%	55%	27%	16%	2%
2	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.32	73%	42%	31%	20%	7%
3	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.30	89%	58%	31%	9%	2%
4	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.29	94%	74%	20%	5%	1%
5	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.27	96%	80%	16%	4%	1%
6	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.25	97%	84%	12%	2%	1%
7	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?	0.21	90%	73%	17%	8%	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?	0.18	86%	58%	28%	12%	1%
9	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.17	90%	66%	24%	8%	2%
10	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.12	80%	80%	(na)	(na)	20%

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 Q36, 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*	

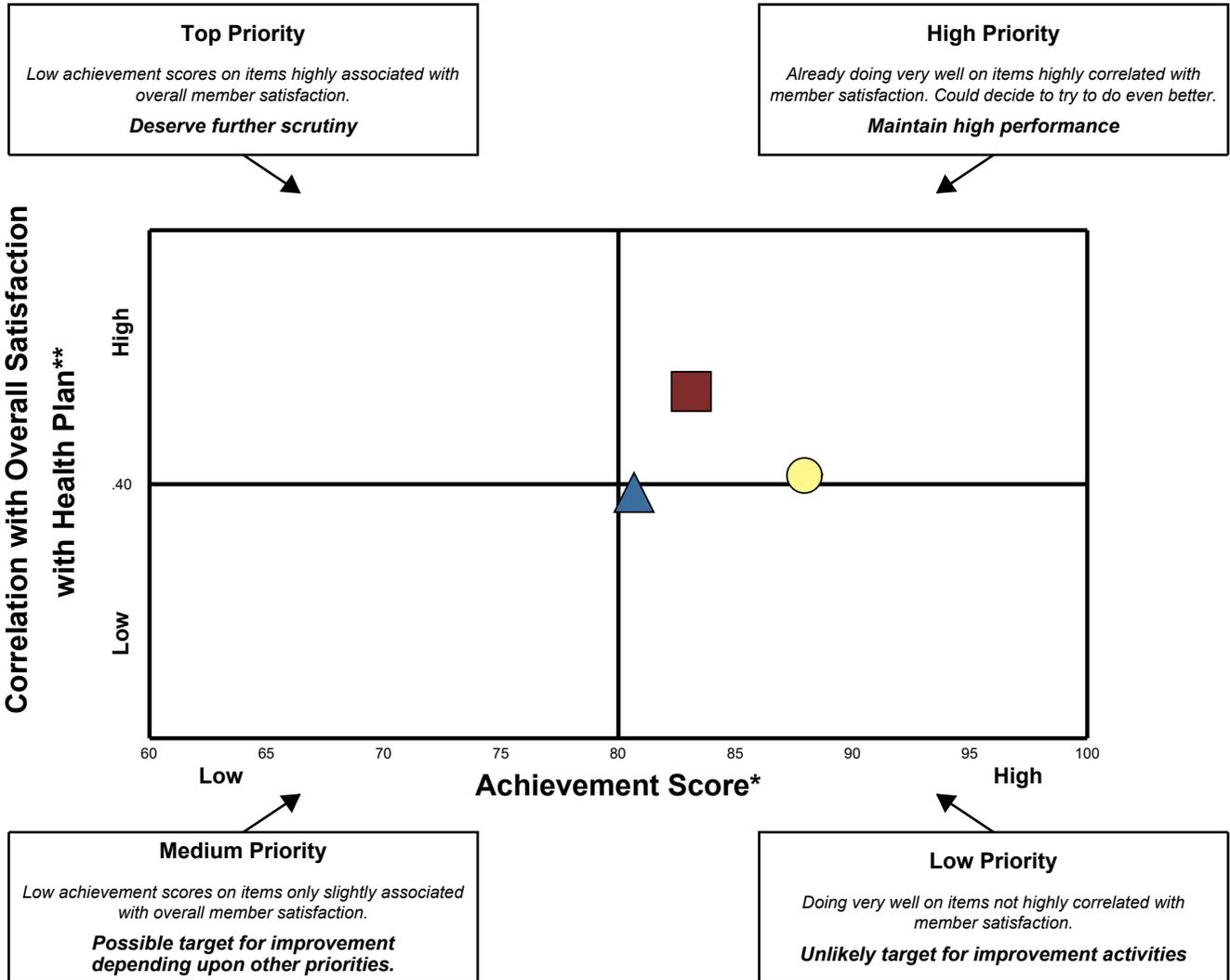
* An achievement score is ranked "high" when score is 80% or higher.

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

Priority Matrix

Overall Rating Questions

Child Non-CCC



- Q13. Rating of all health care
- Q26. Rating of personal doctor

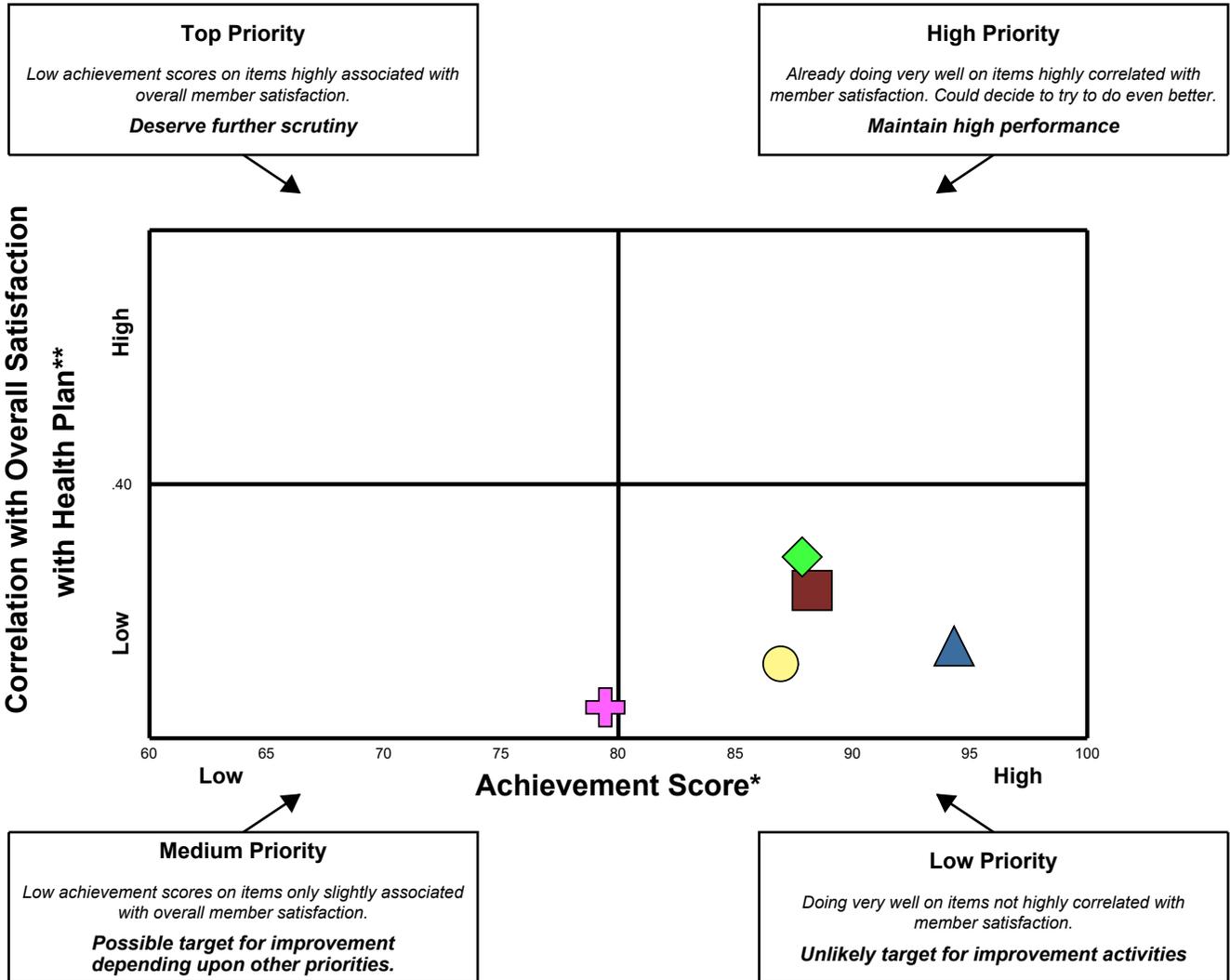
- Q30. Rating of specialist seen most often

* 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 Non-CCC

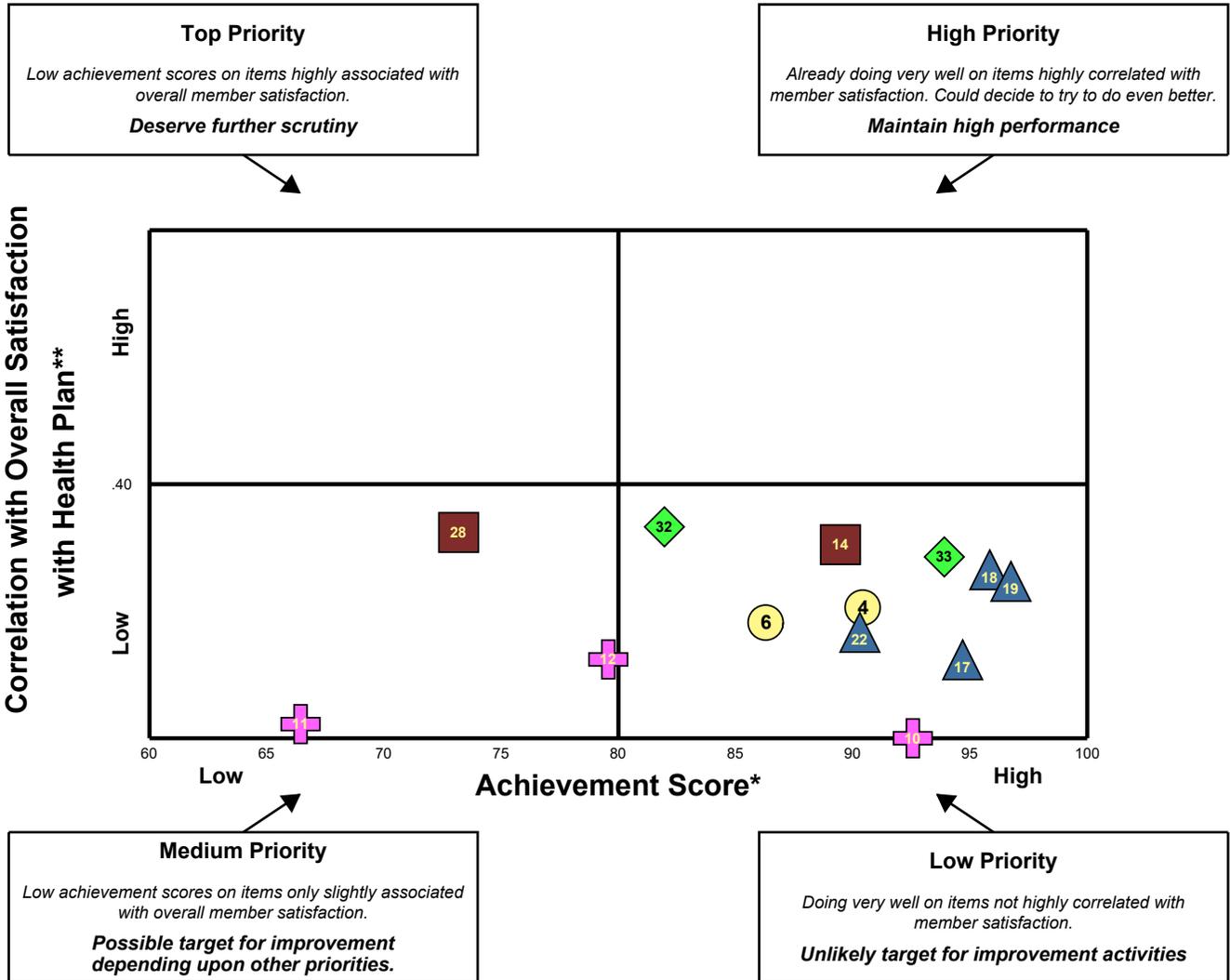


- Getting Needed Care
- Customer Service
- Getting Care Quickly
- Shared Decision Making
- How Well Doctors Communicate

* 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 Non-CCC



- **Getting Needed Care**
Q14. Usually or always easy to get the care, tests or treatment child needed
Q28. 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**
Q17. Personal doctor usually or always explained things in a way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q22. Personal doctor usually or always spent enough time with child

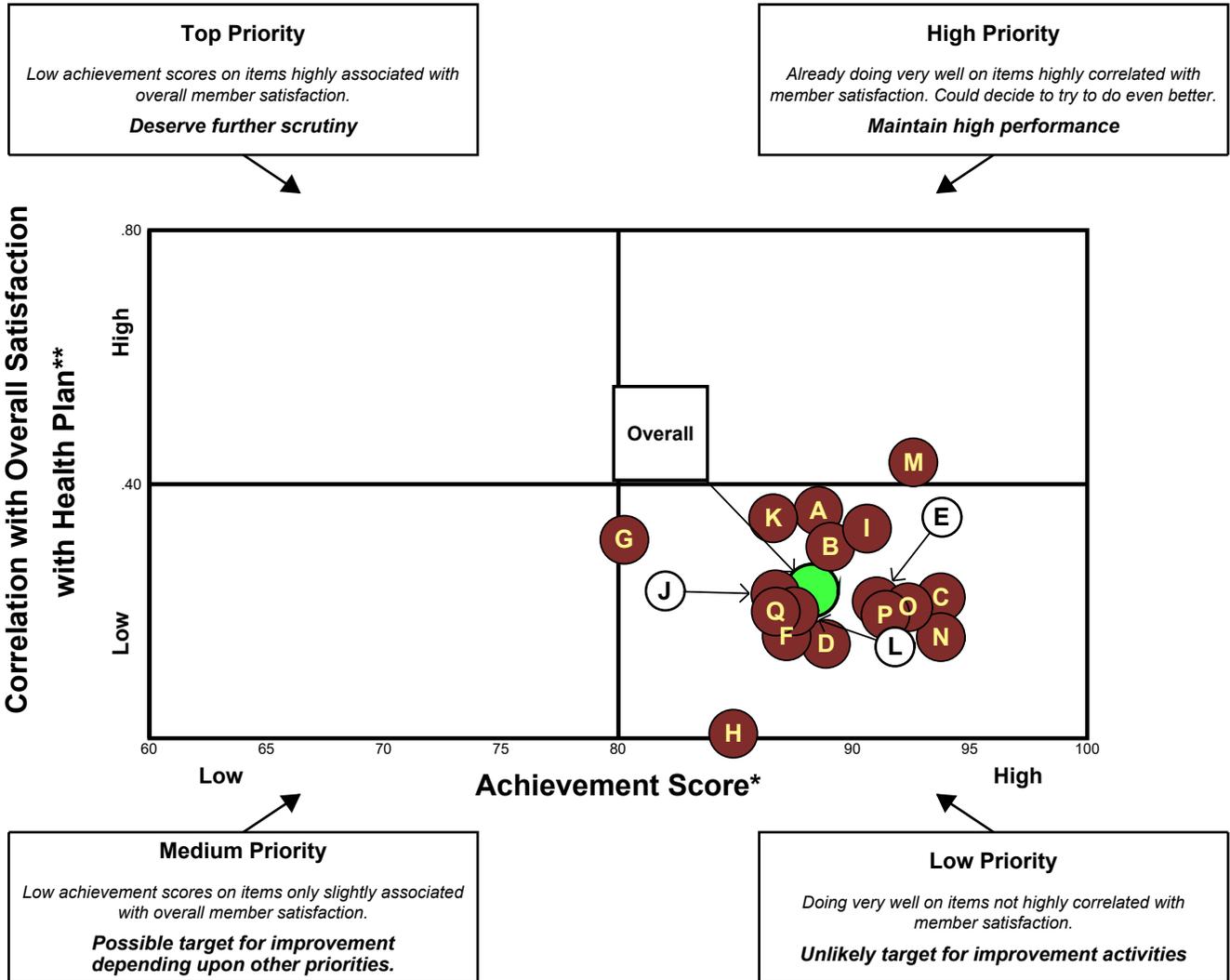
- ◆ **Customer Service**
Q32. Customer service from child's health plan usually or always gave needed information or help
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect
- + **Shared Decision Making**
Q10. Doctor talked about reasons you might want child to take a medicine
Q11. Doctor talked about reasons you might not want child to take a medicine
Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

* 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 Non-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

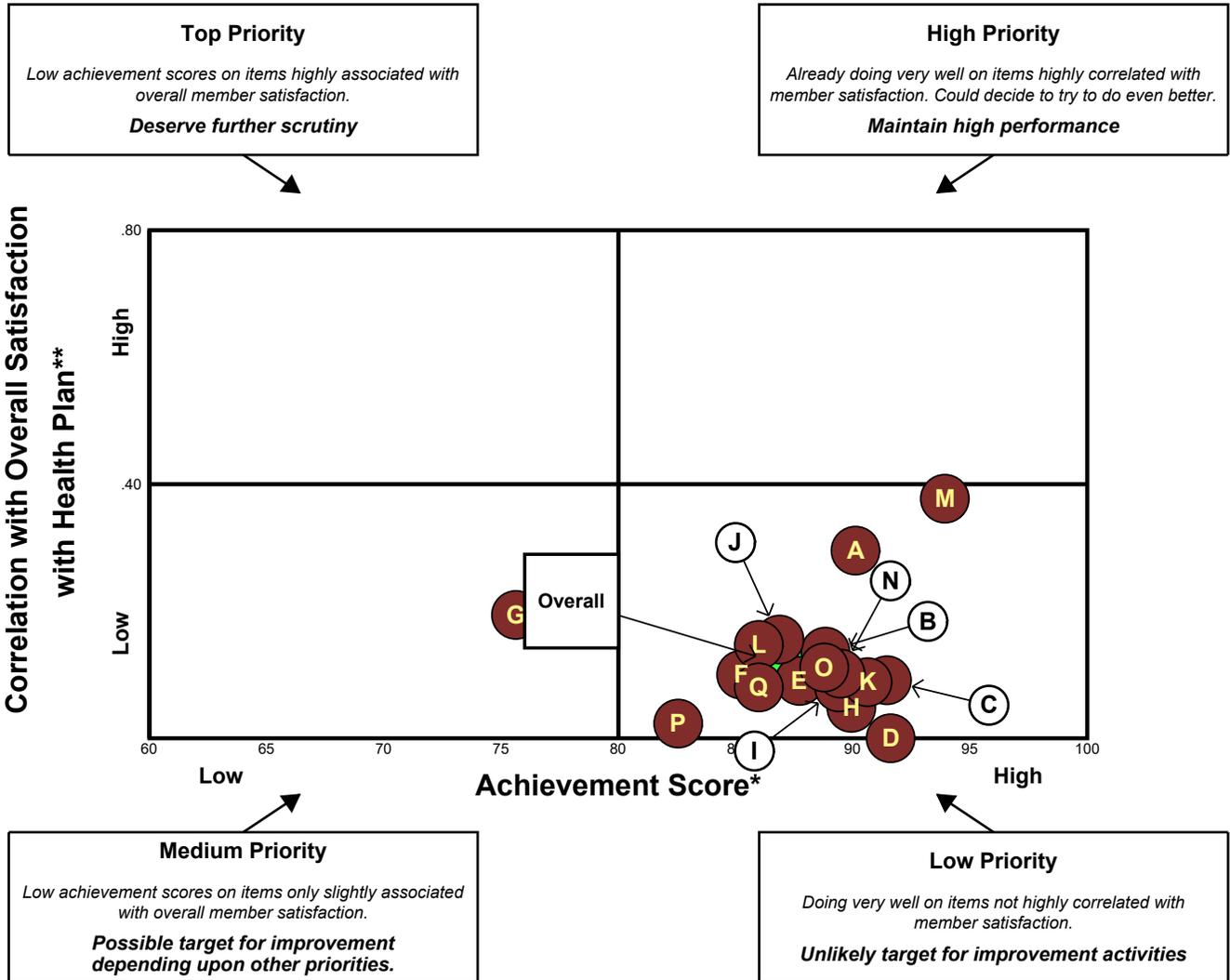
* An achievement score is ranked "high" when score is 80% or higher.

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

Priority Matrix - Composites

Getting Care Quickly

Child Non-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

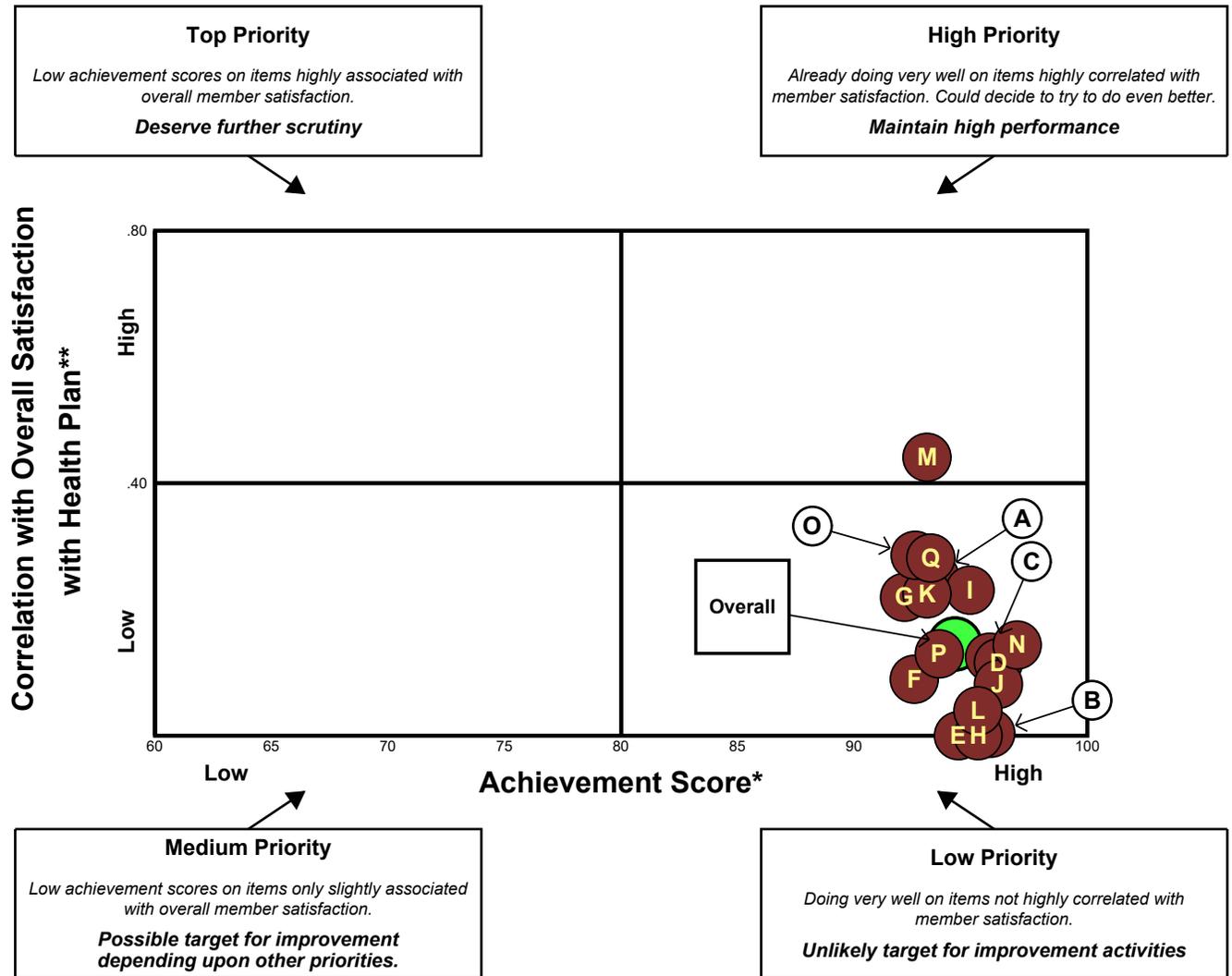
- M** PrimaryHealth
- N** Trillium
- O** Umpqua
- P** Willamette
- Q** Yamhill

* 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 Non-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 | |

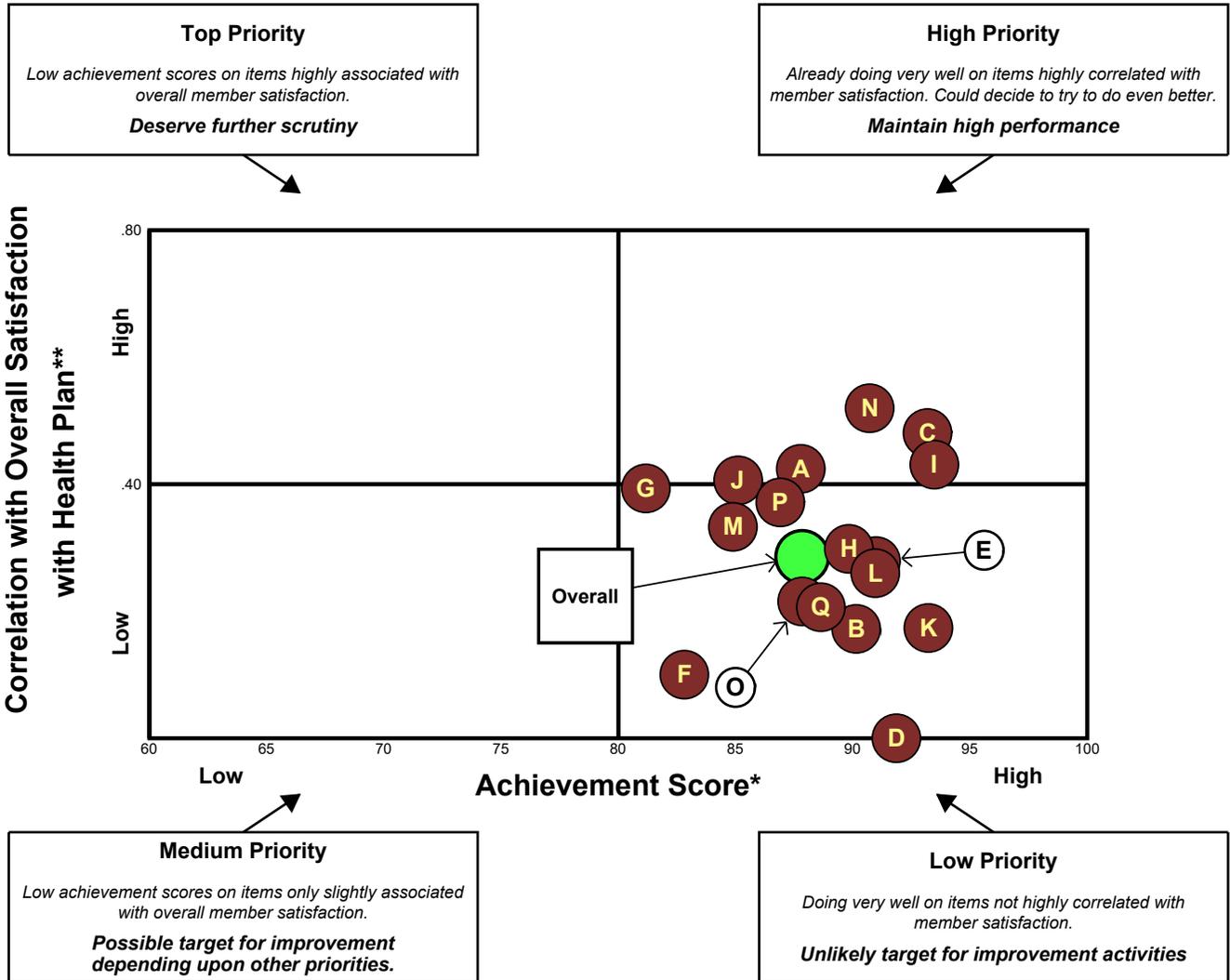
* An achievement score is ranked "high" when score is 80% or higher.

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

Priority Matrix - Composites

Customer Service

Child Non-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

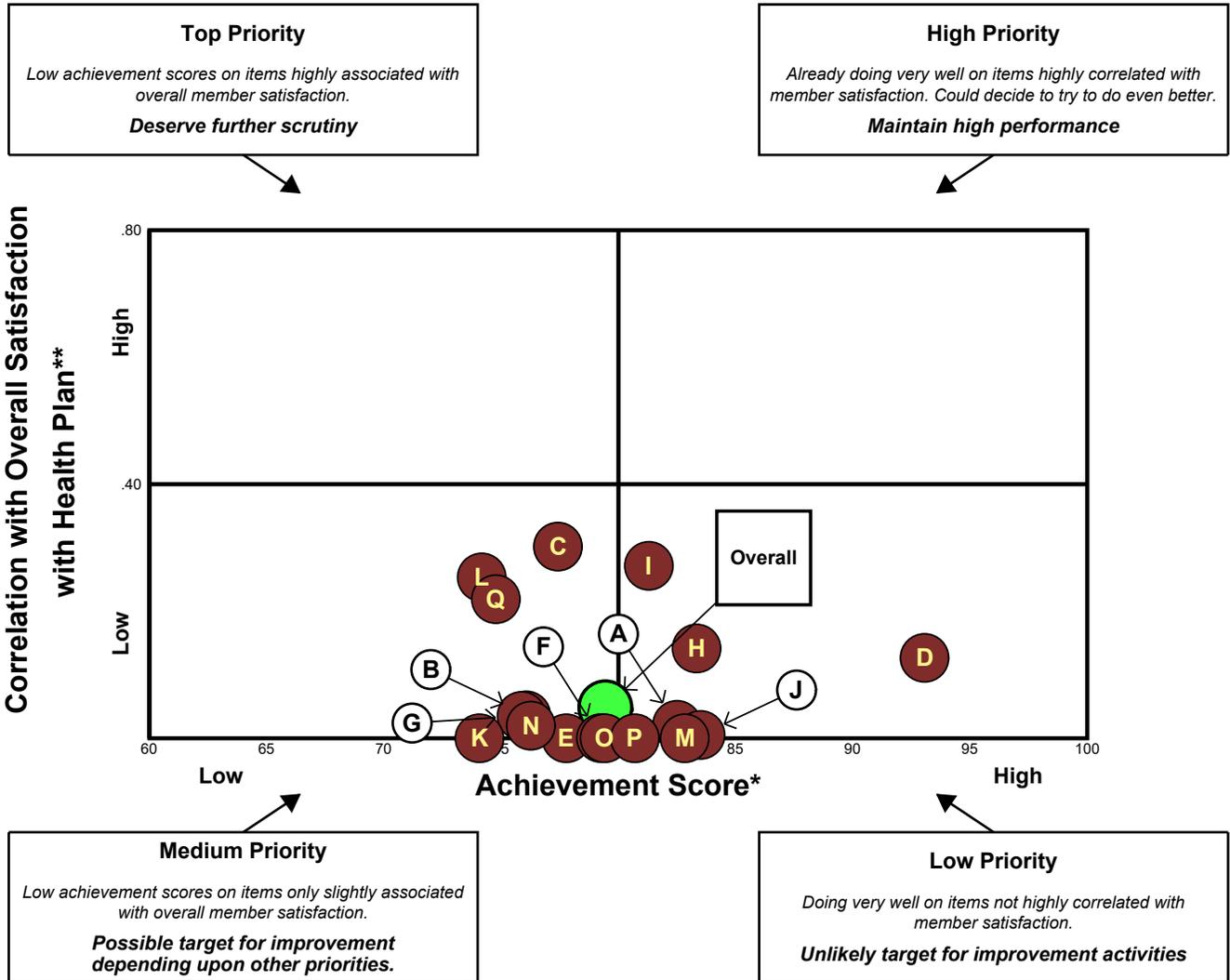
* An achievement score is ranked "high" when score is 80% or higher.

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

Priority Matrix - Composites

Shared Decision Making

Child Non-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.

Overall Ratings

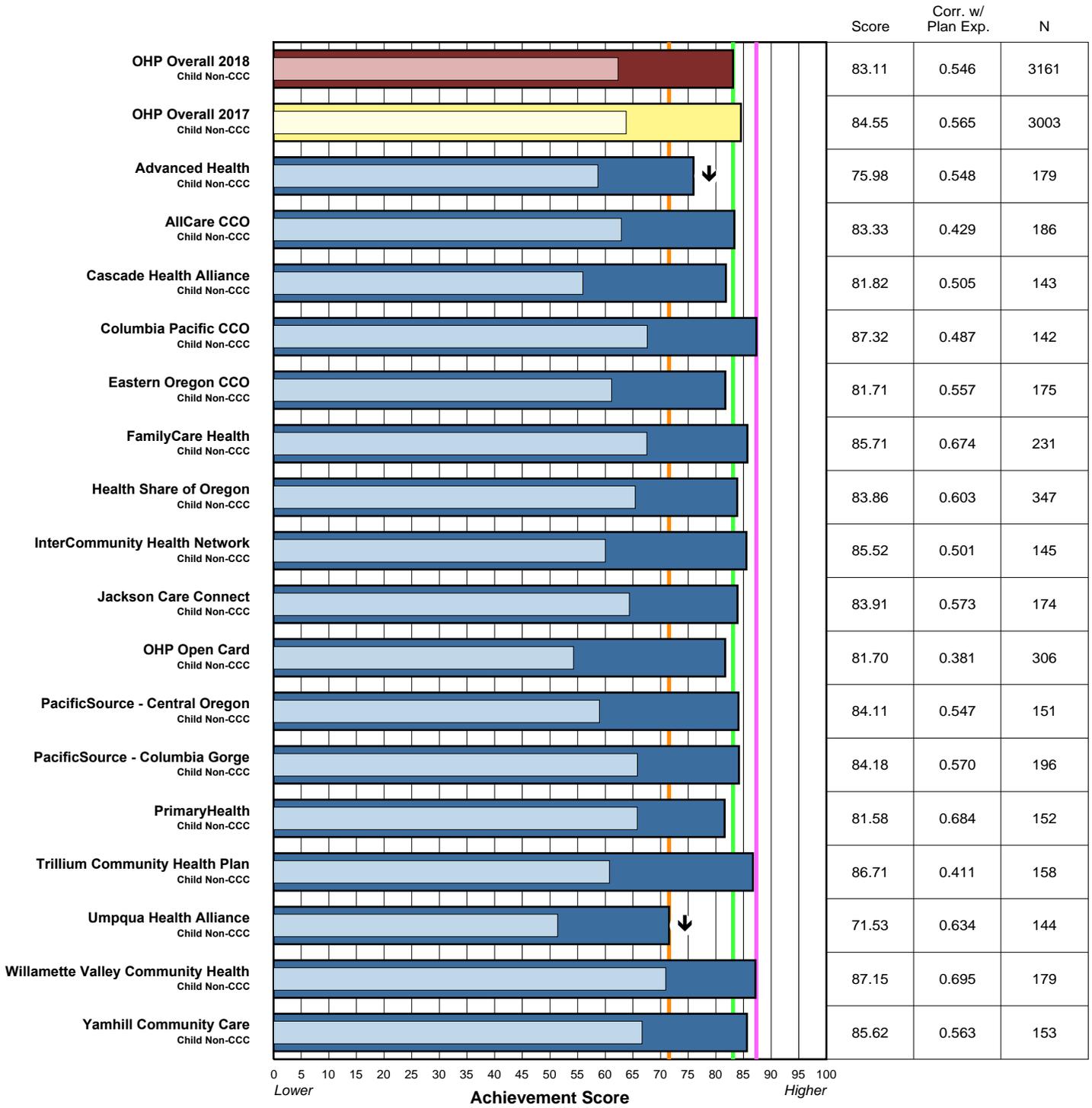
The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists and health care. In the following tables, proportions of respondents assigning ratings of "8," "9," or "10" are reported as achievement scores. The "N" is the total number of respondents that provided a valid answer to the rating question. Correlation with health plan experience is calculated with respect to Q36, 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.

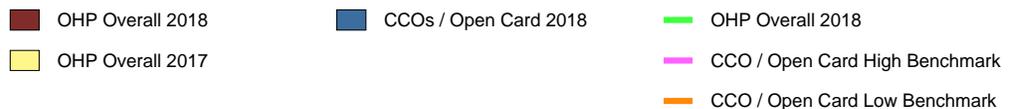
OHP overall ratings for 2018 and 2017 are presented first, followed by the individual CCO/Open Card ratings for 2018. The 2017 overall OHP rating is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 ratings and the OHP overall 2018 rating. When there is a statistically 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

Q13. Rating of all health care

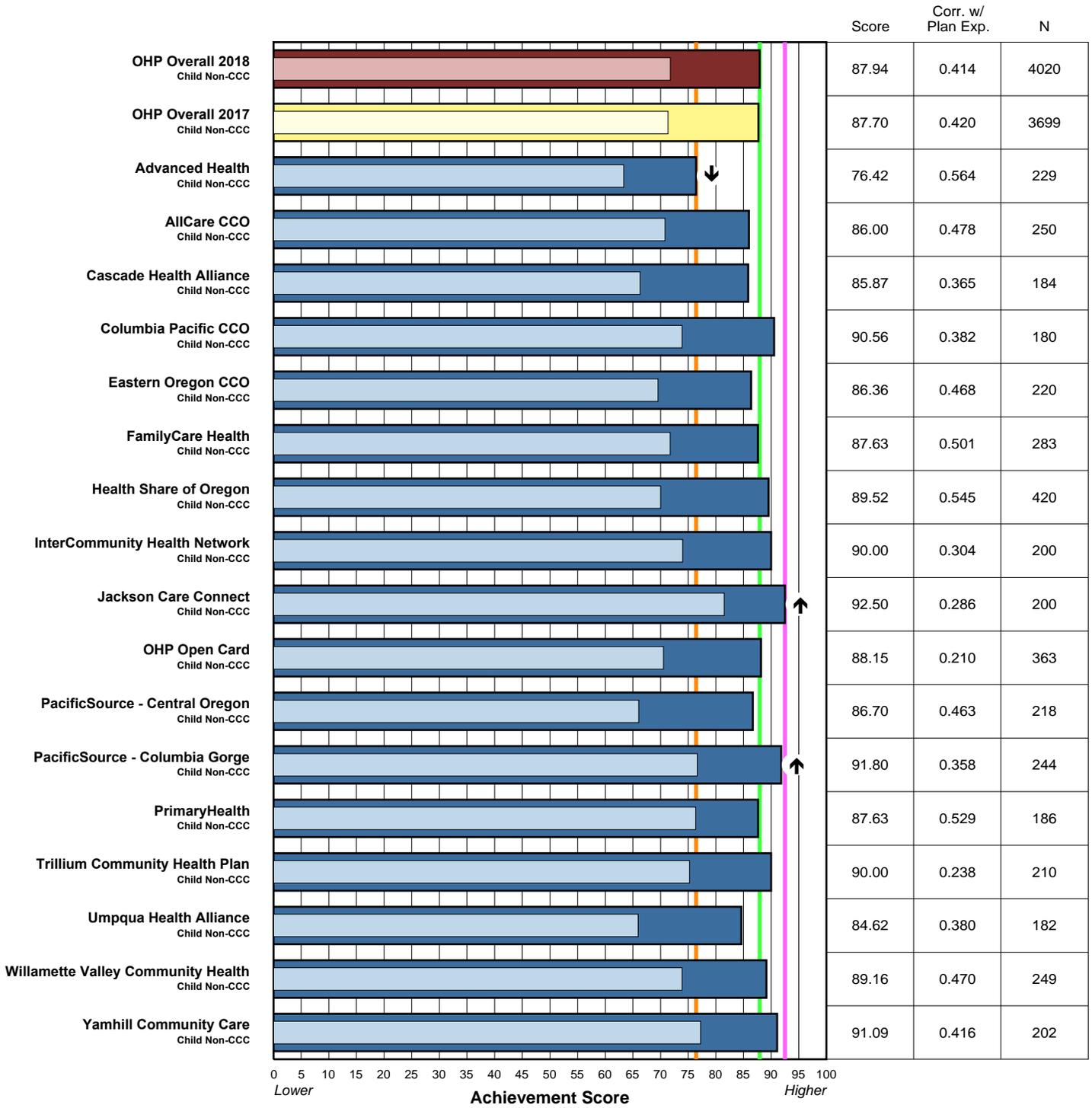


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.



Overall Ratings

Q26. Rating of personal doctor

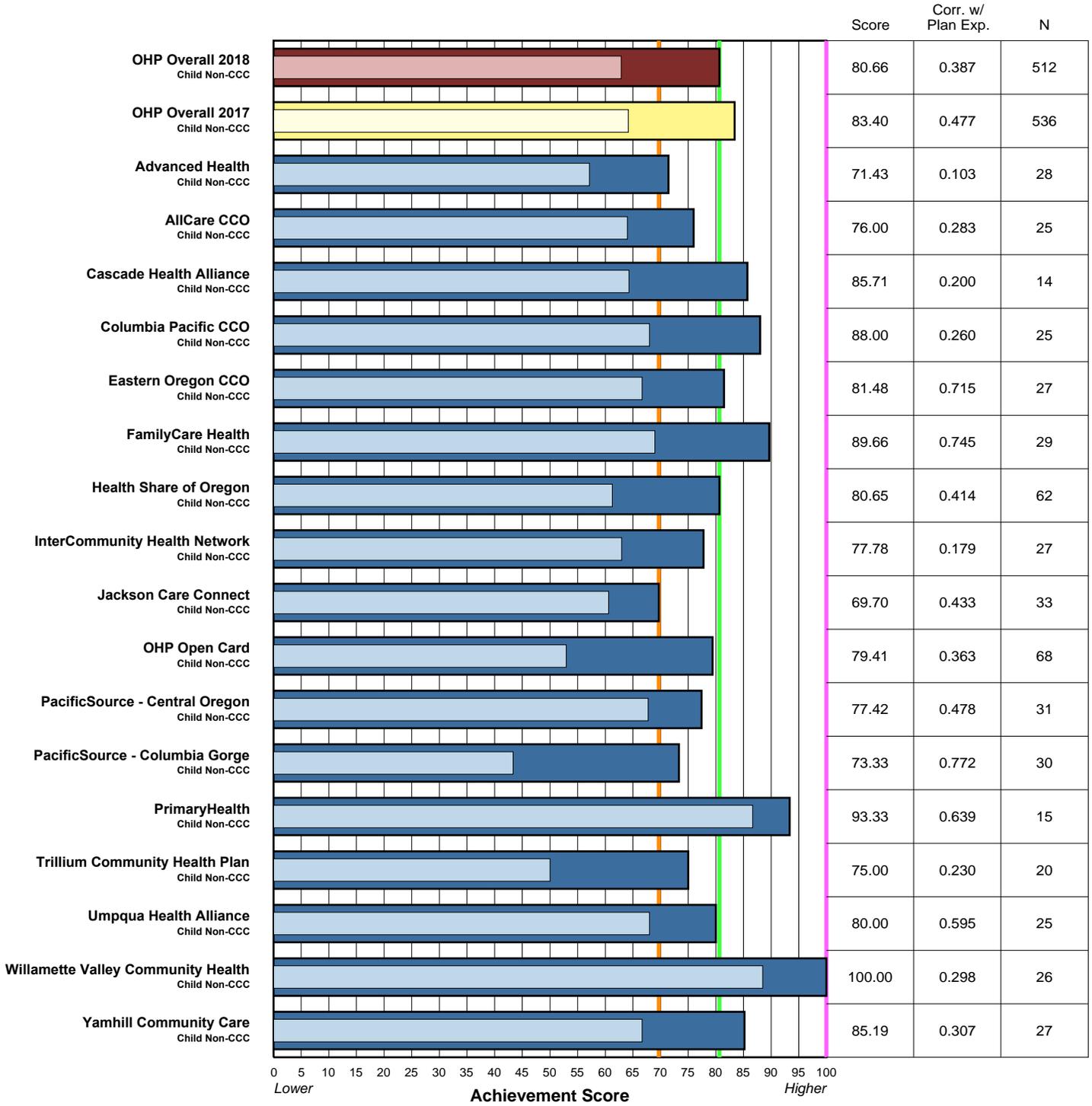


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- 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

Q30. Rating of specialist seen most often

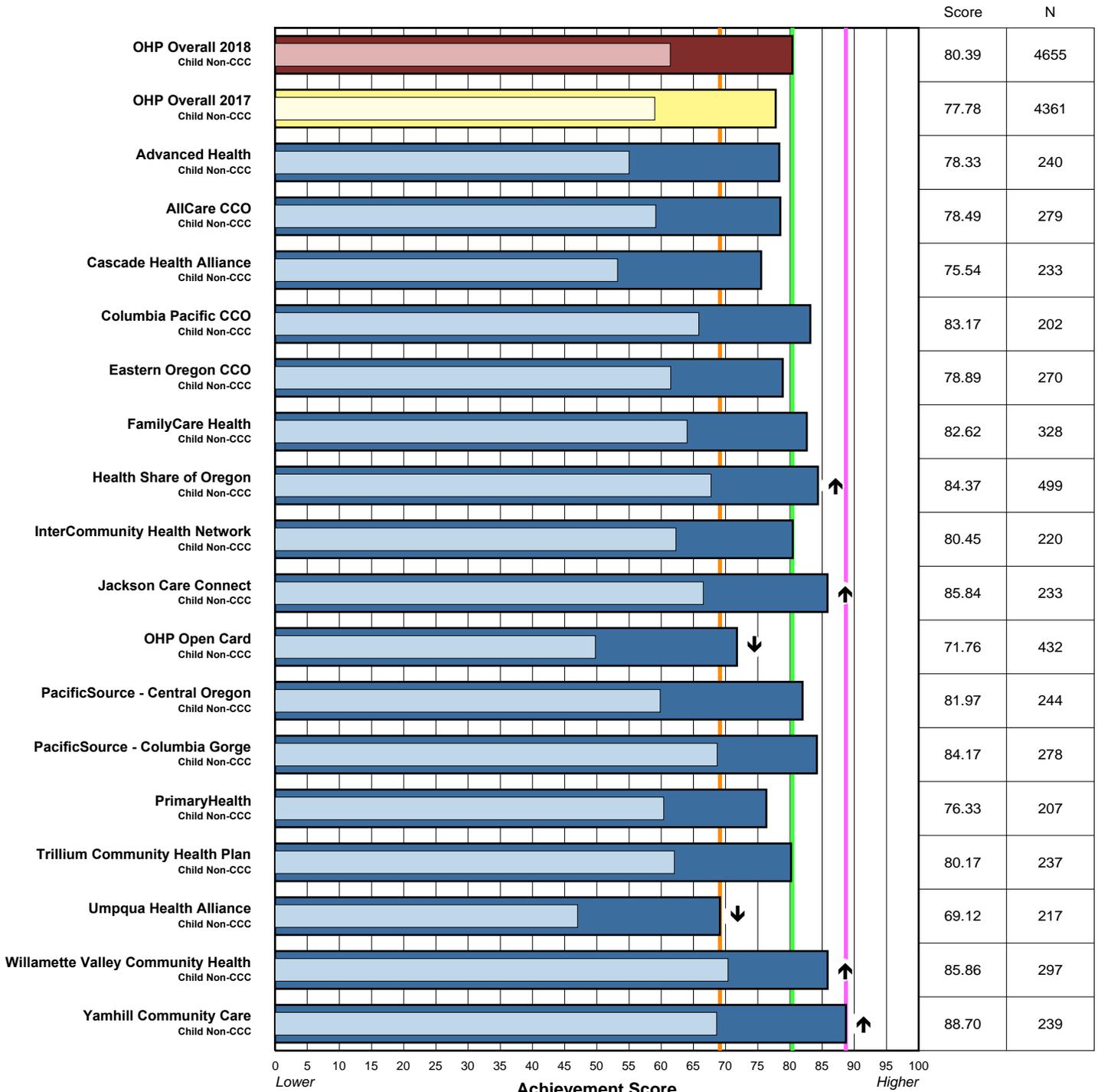


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

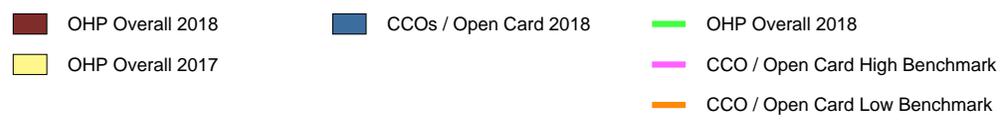
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Overall Ratings

Q36. 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.



Composites

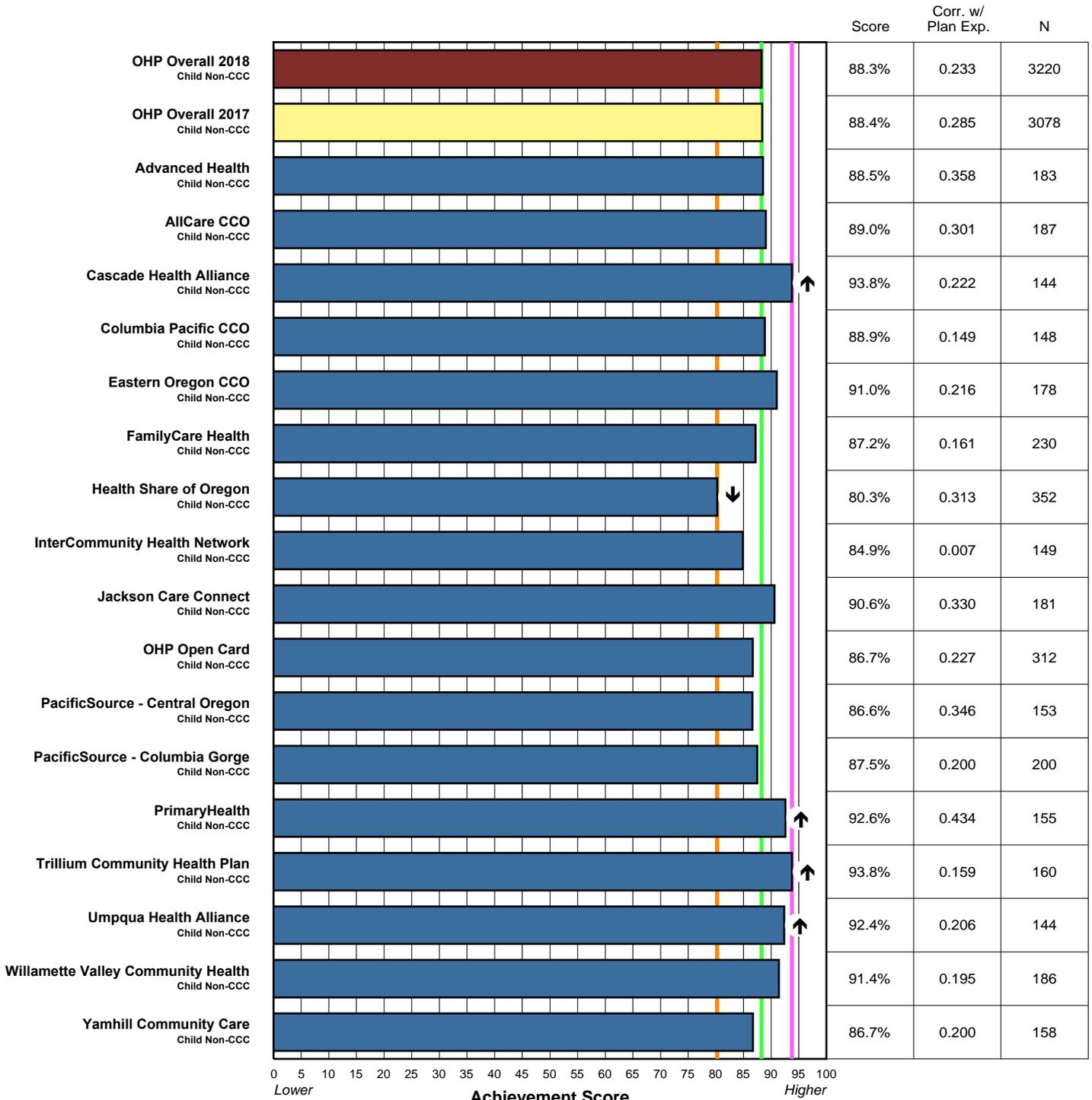
The CAHPS® 5.0H survey has five composites, each representing a domain of member experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the composite score is the number of members who appropriately answered at least one question within that composite. Correlation with health plan experience is calculated with respect to Q36, 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, and Customer Service composites; and "Yes" for the Shared Decision Making composite. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

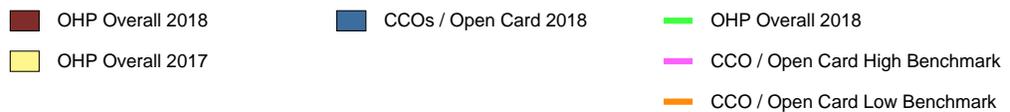
For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are presented as hollow bars showing only the response option "Always" as an achievement.

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

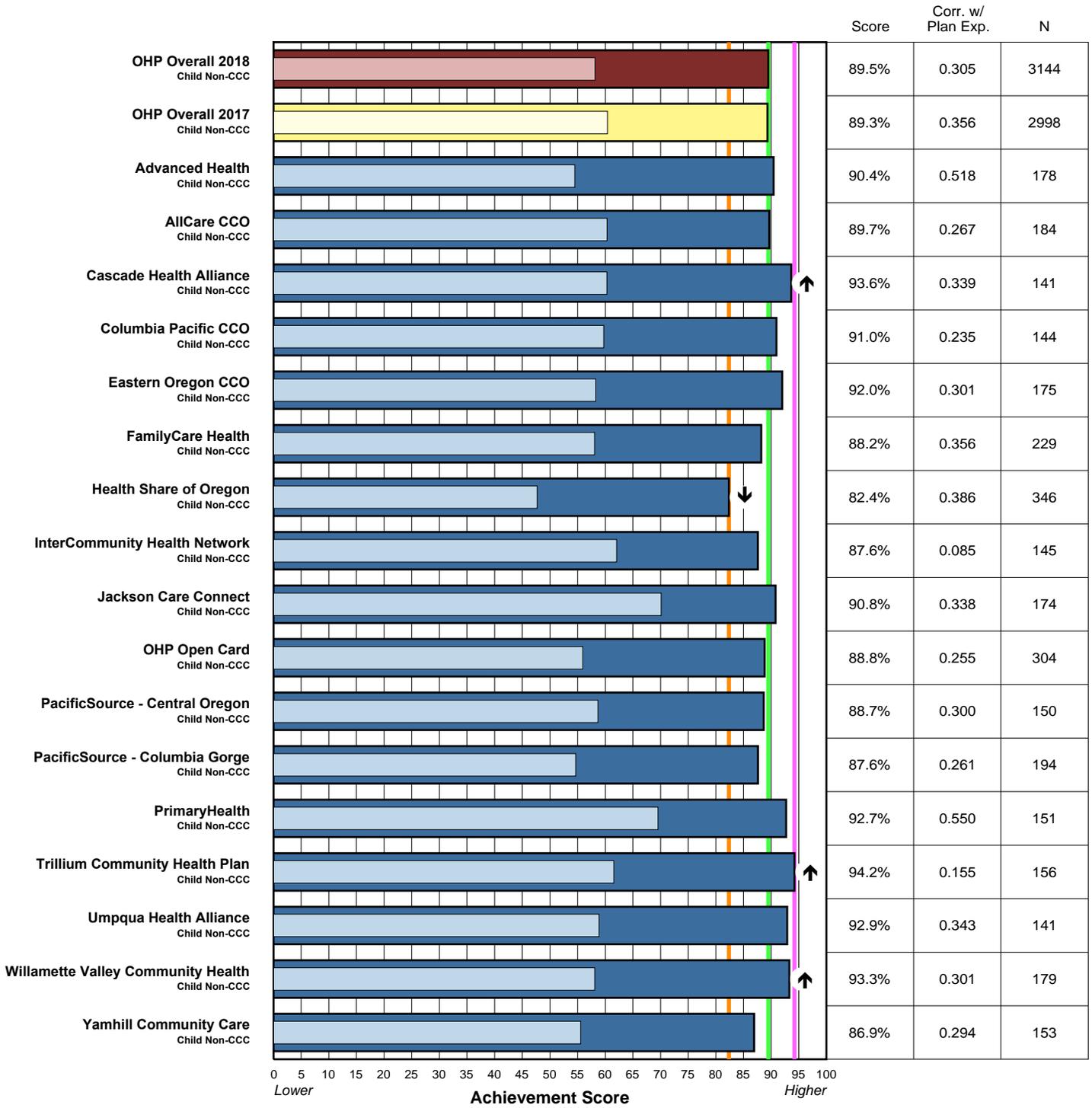


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score

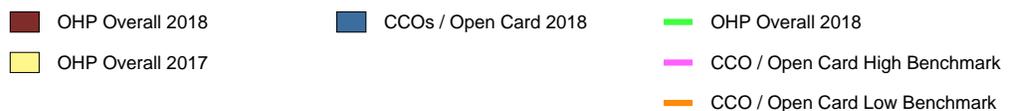


Getting Needed Care

Q14. Usually or always easy to get the care, tests or treatment child needed

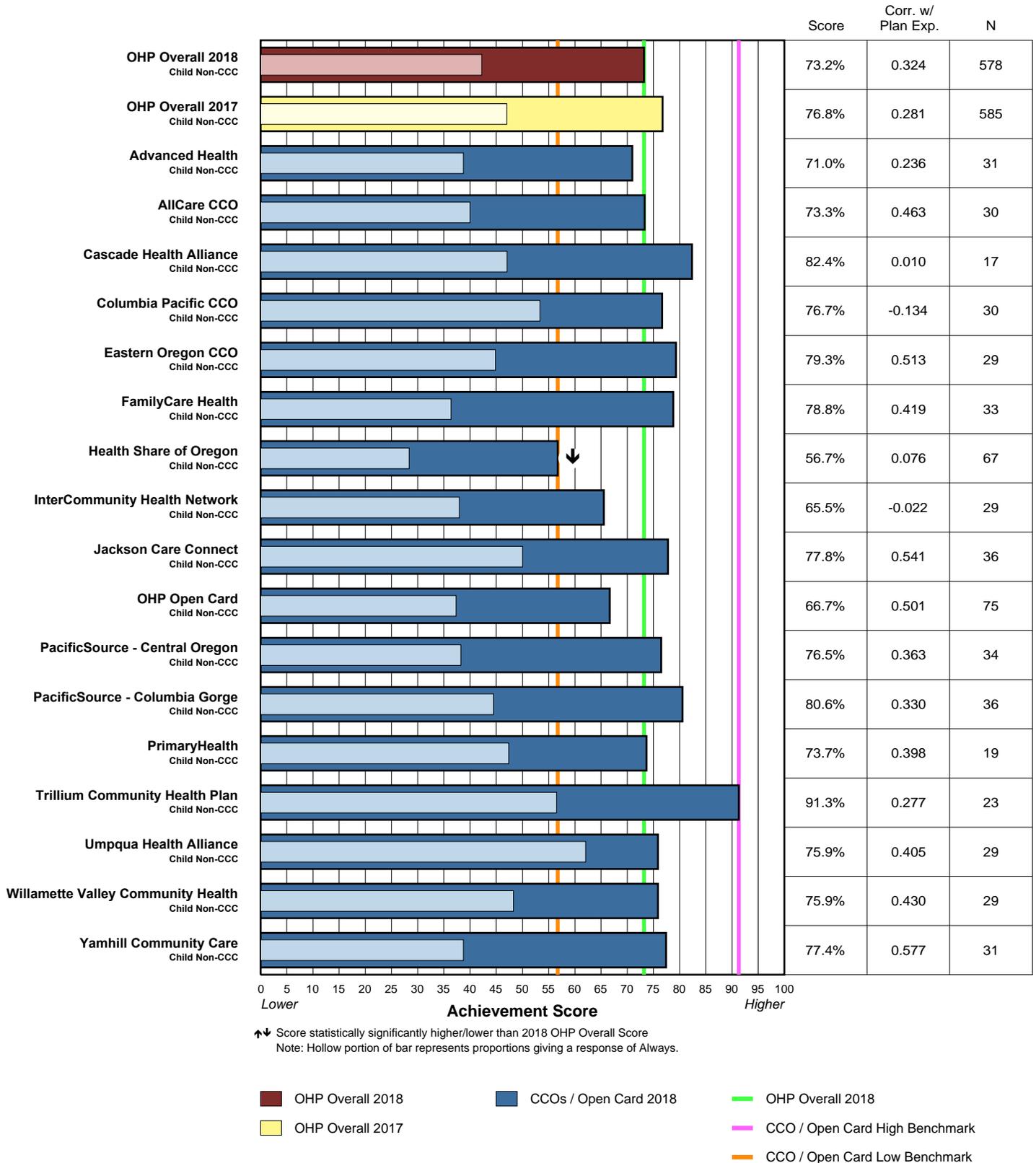


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

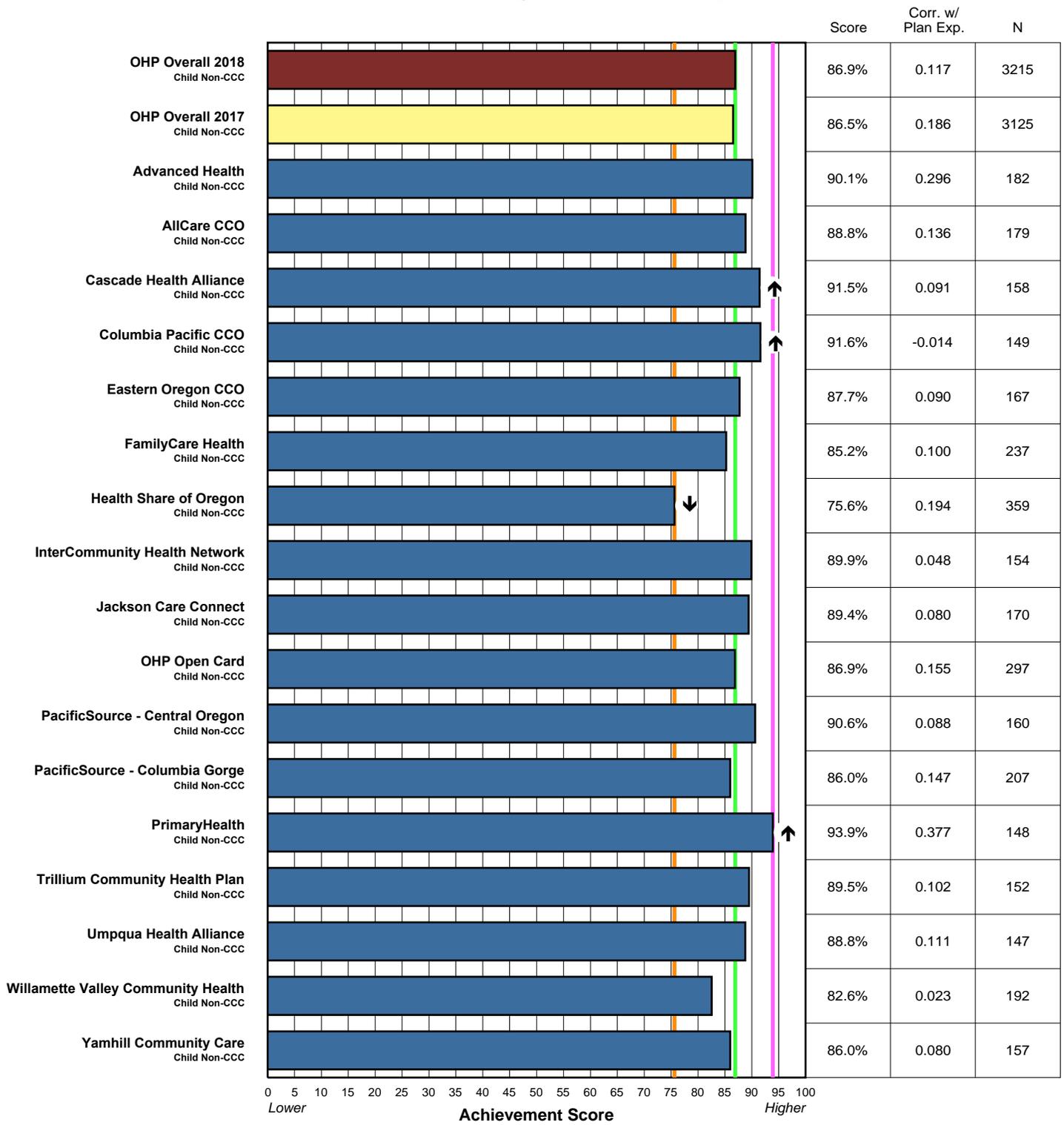


Getting Needed Care

Q28. Usually or always got appointments with specialists as soon as child needed



Getting Care Quickly

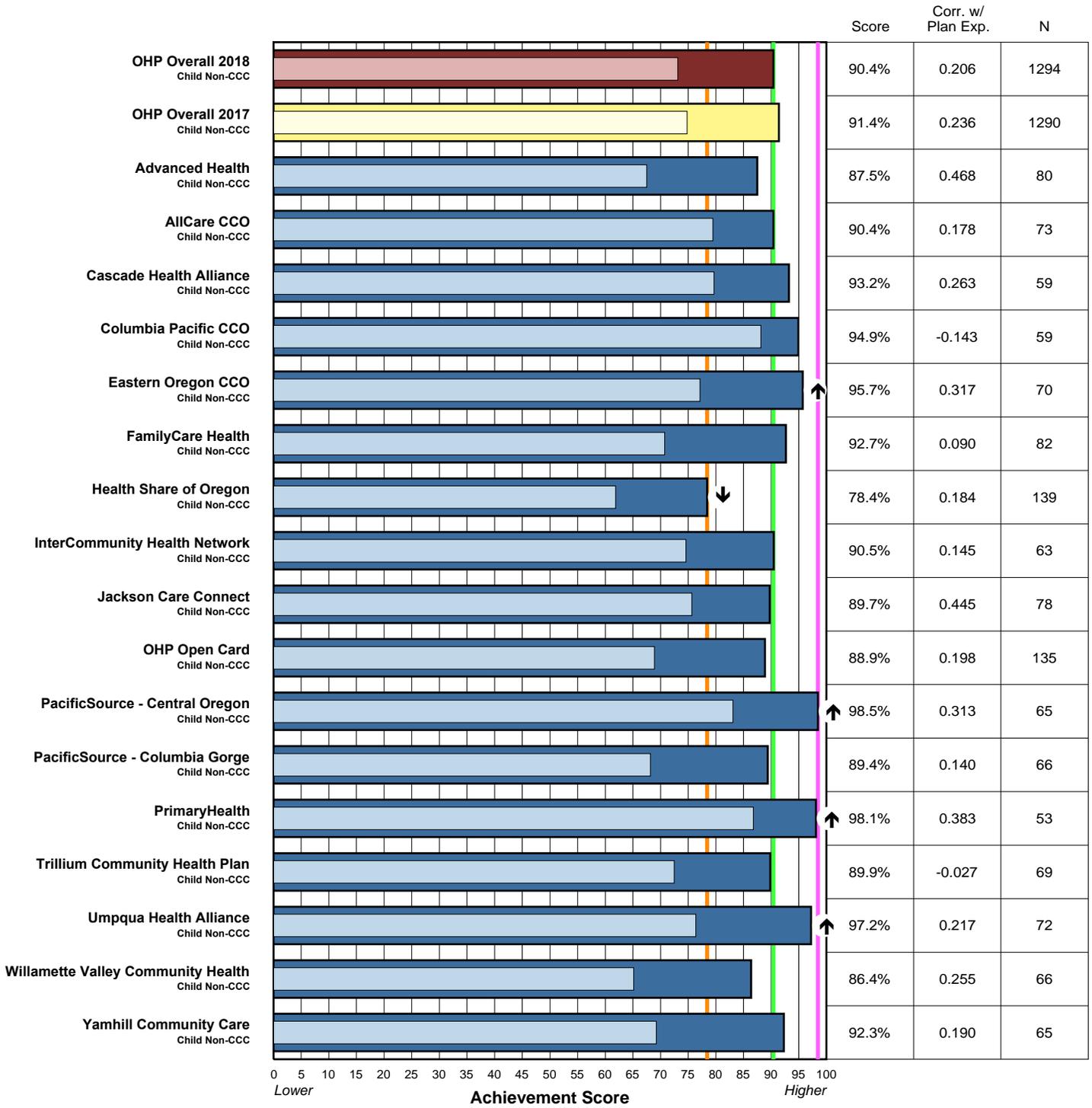


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score

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

Getting Care Quickly

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

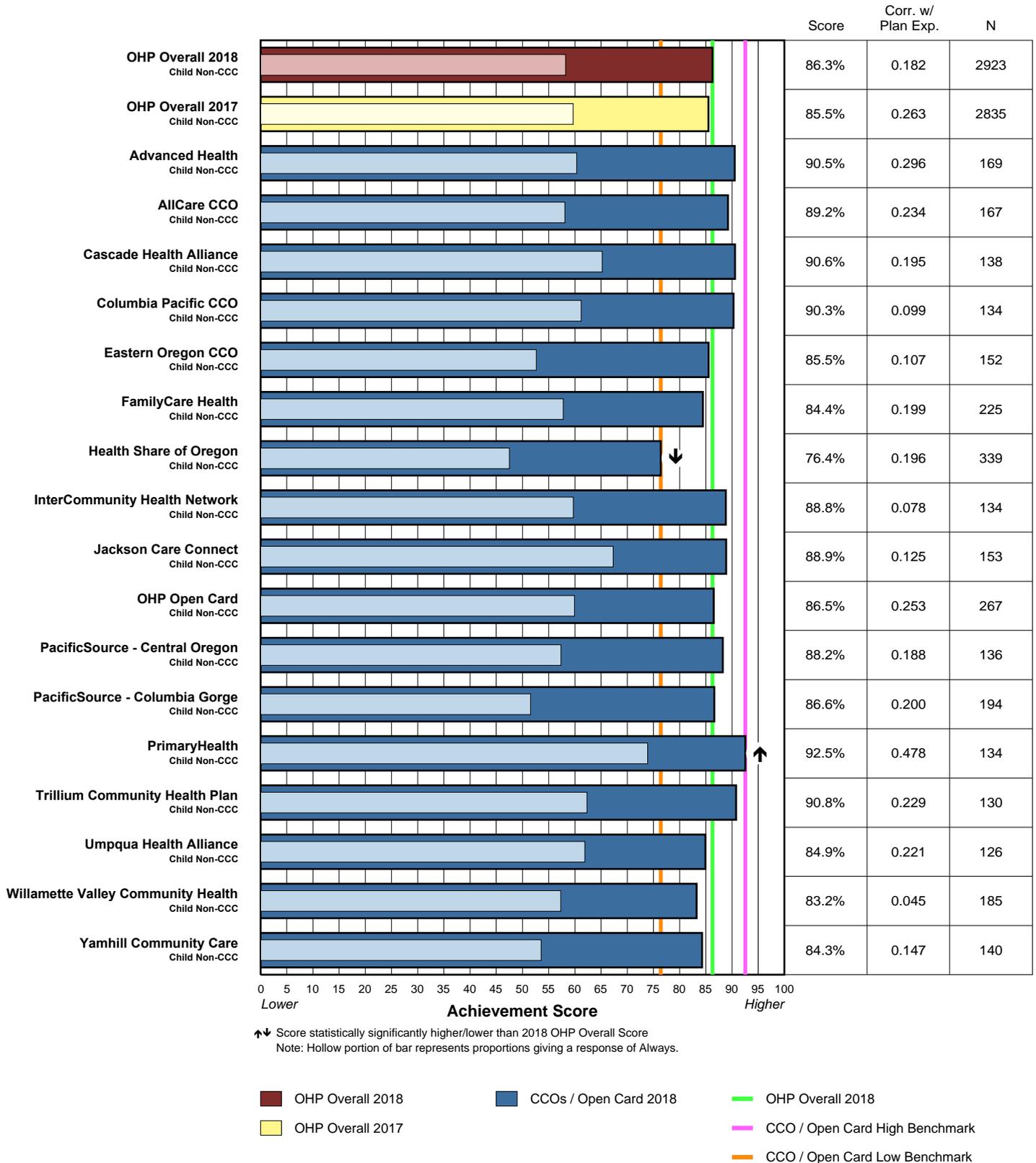


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

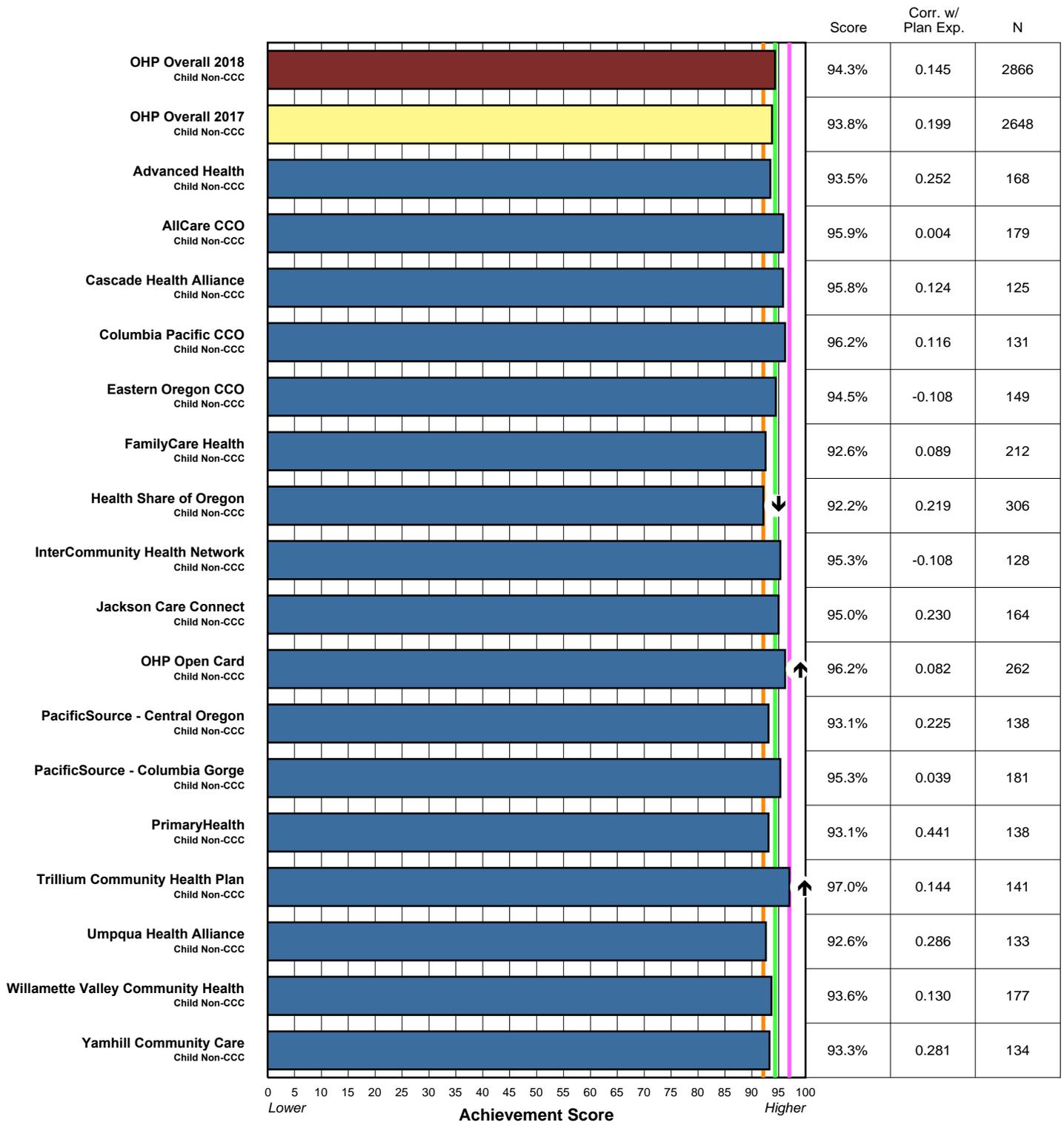
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Getting Care Quickly

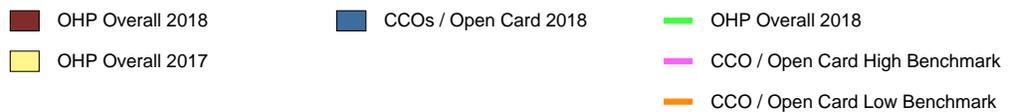
Q6. Usually or always got appointment for routine care as soon as child needed



How Well Doctors Communicate

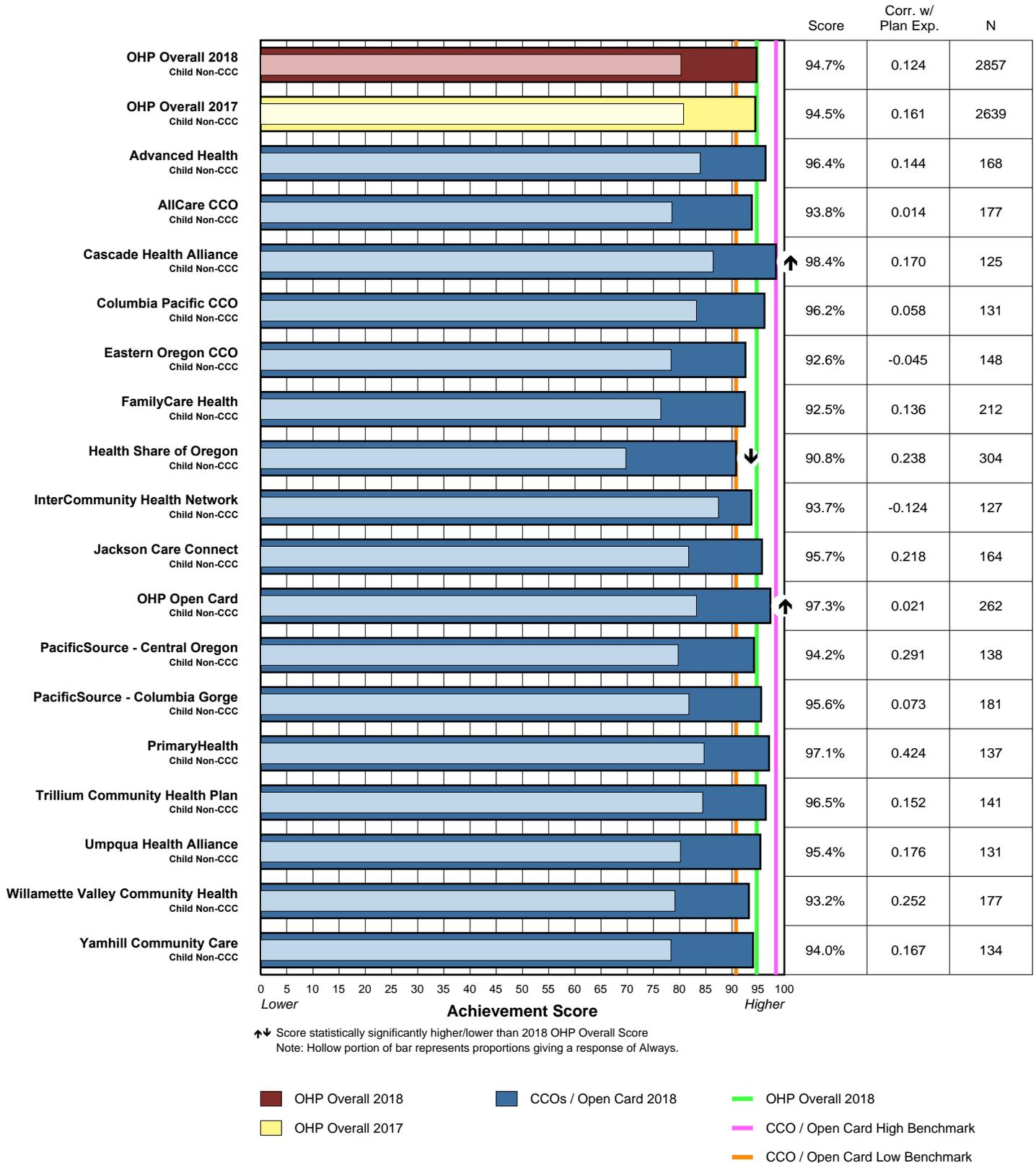


↕ Score statistically significantly higher/lower than 2018 OHP Overall Score



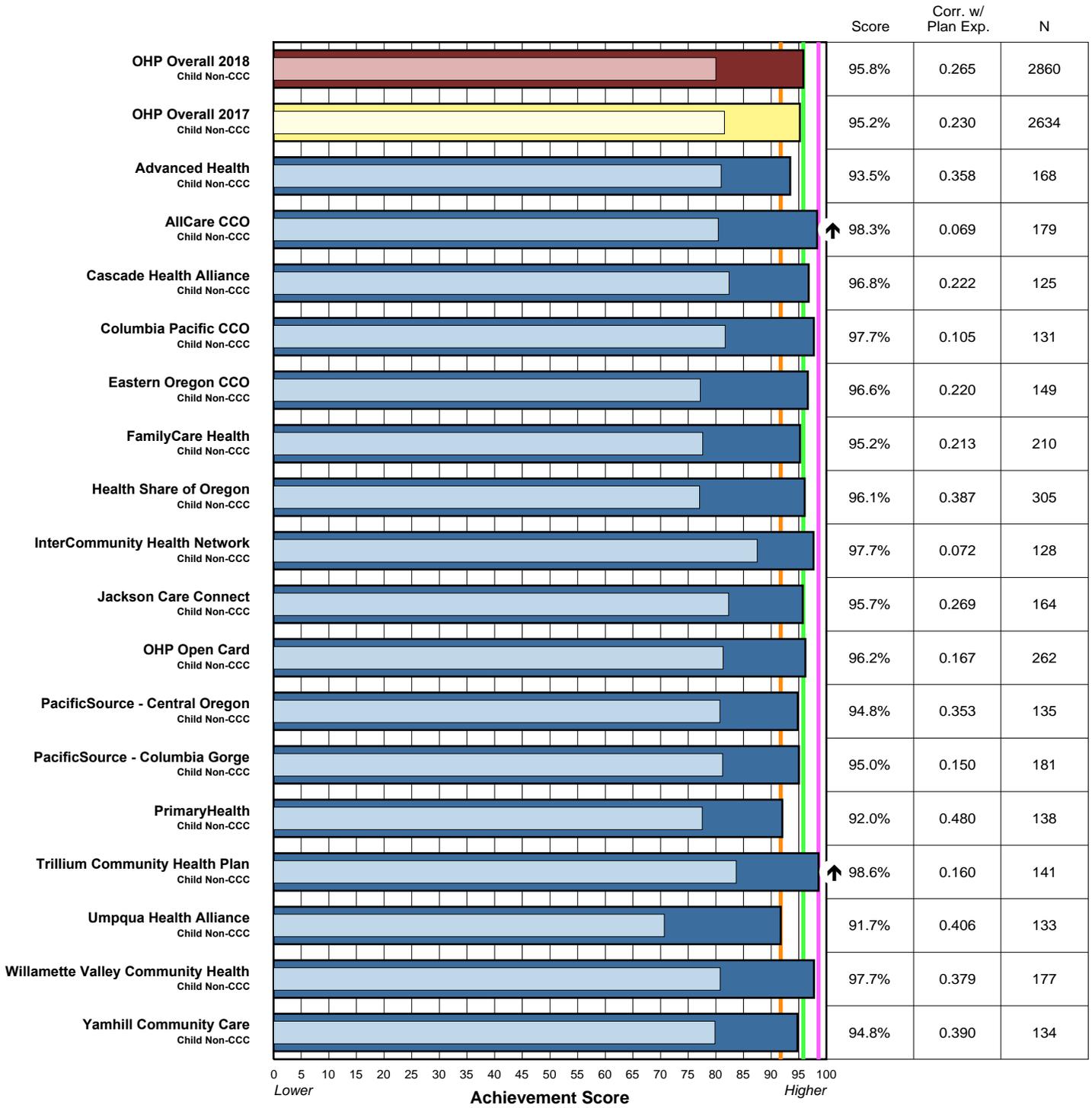
How Well Doctors Communicate

Q17. Personal doctor usually or always explained things in a way that was easy to understand

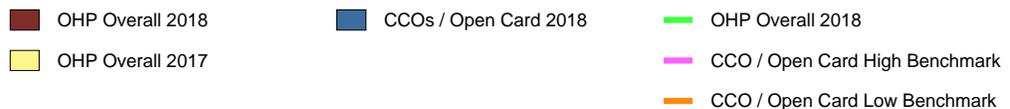


How Well Doctors Communicate

Q18. Personal doctor usually or always listened carefully to you

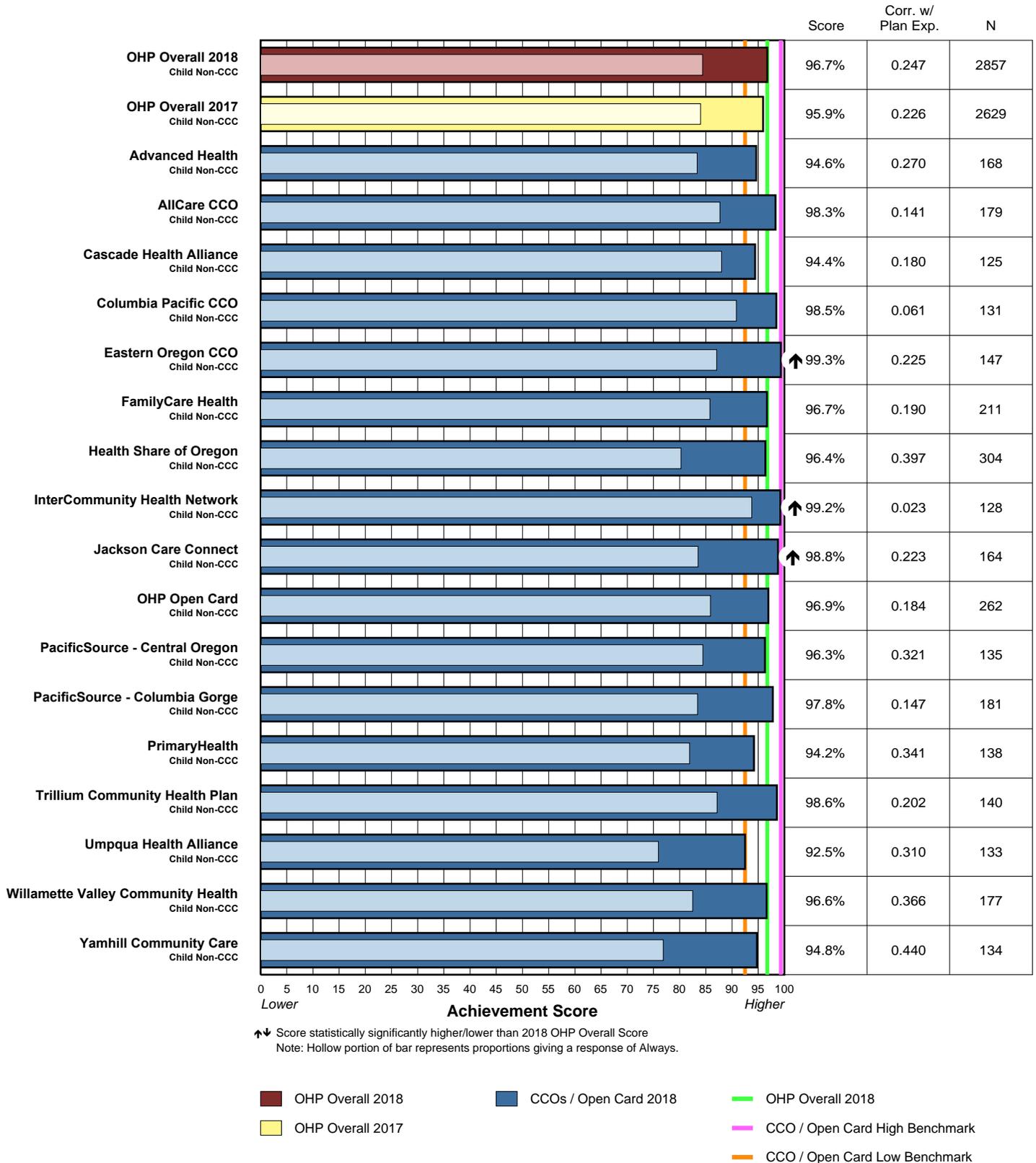


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



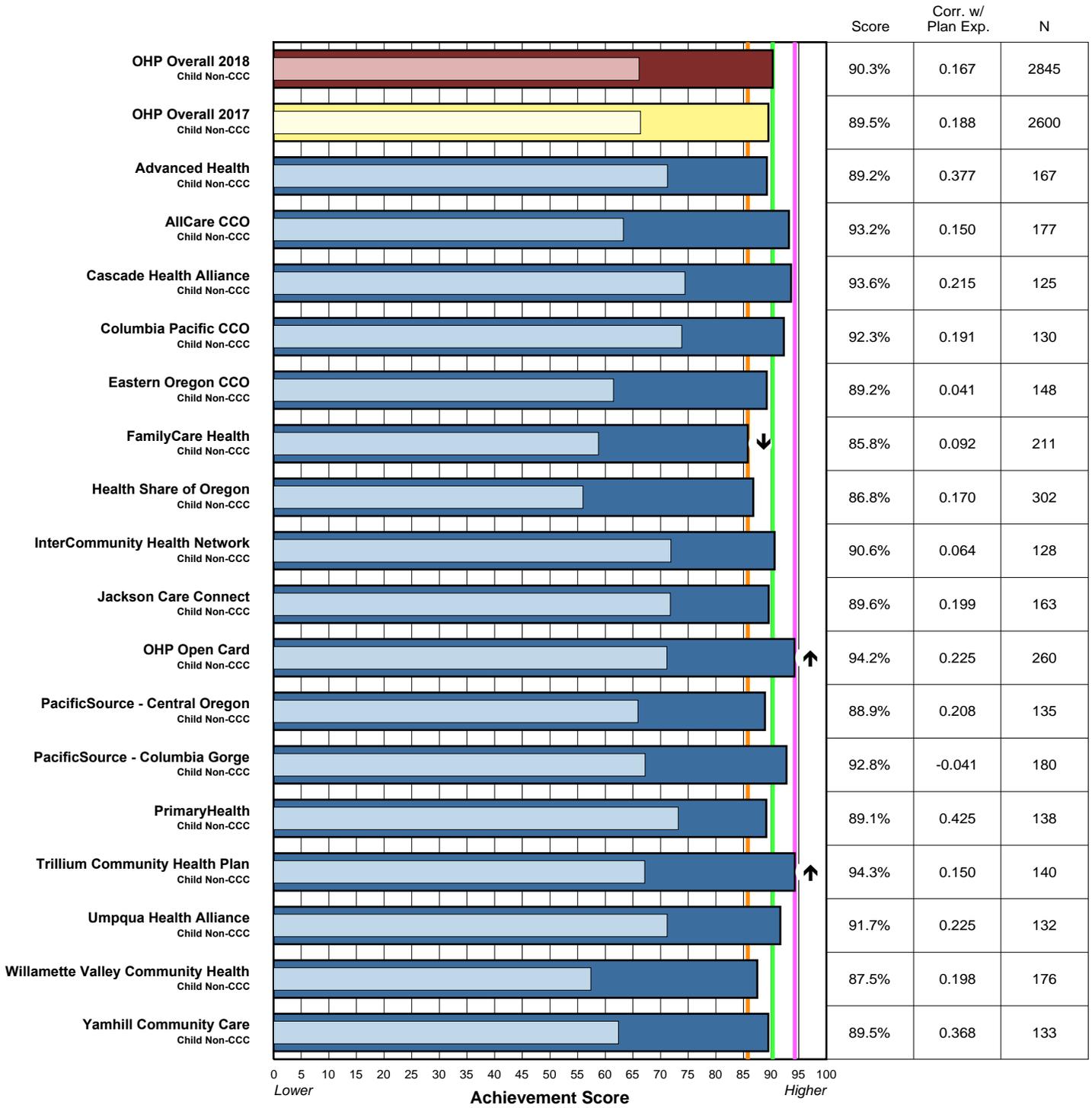
How Well Doctors Communicate

Q19. Personal doctor usually or always showed respect for what you had to say

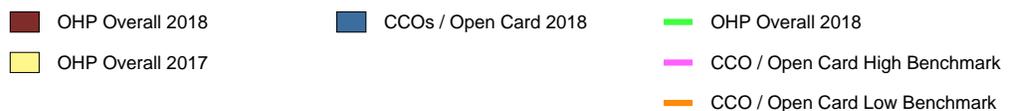


How Well Doctors Communicate

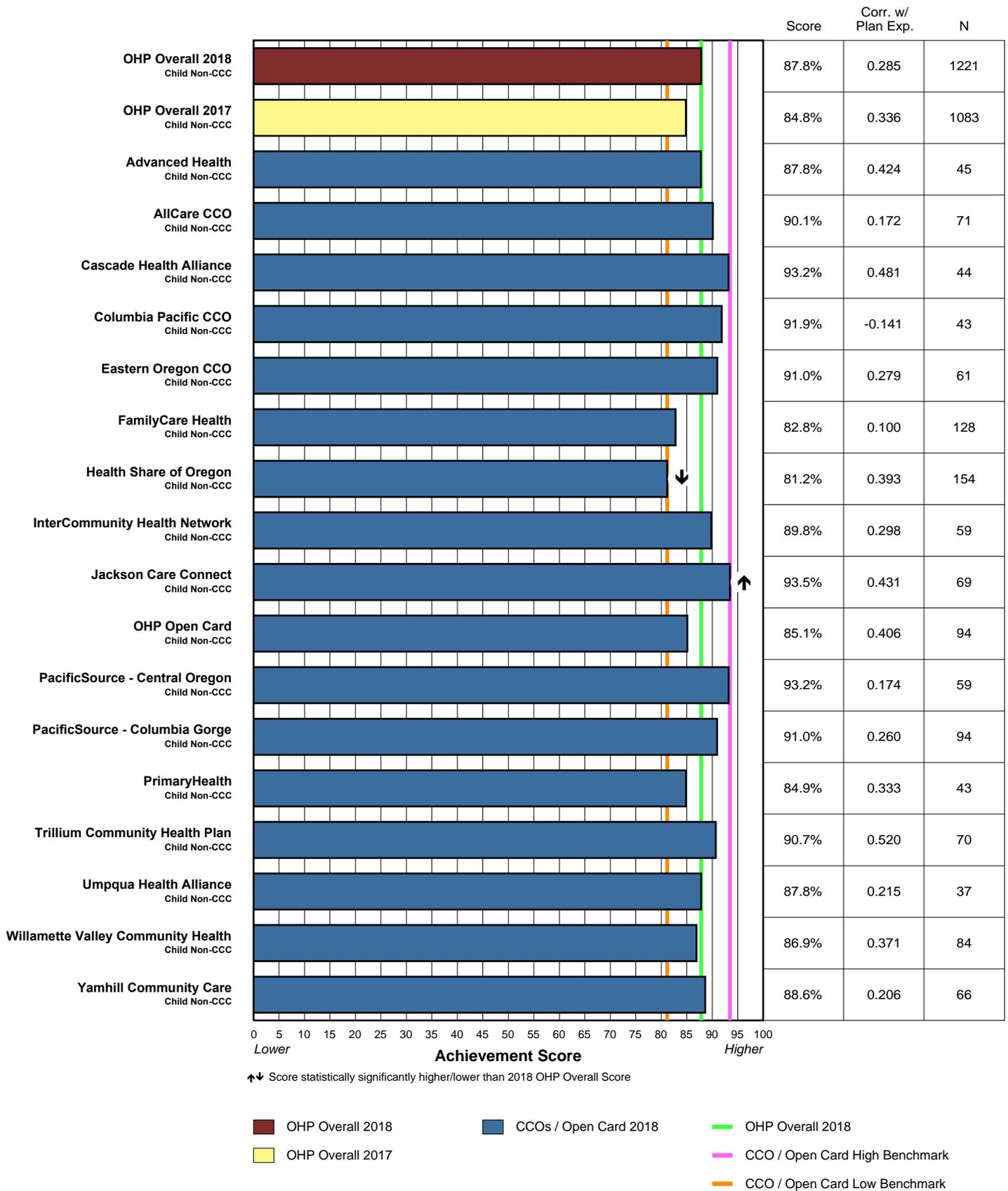
Q22. Personal doctor usually or always spent enough time with child



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

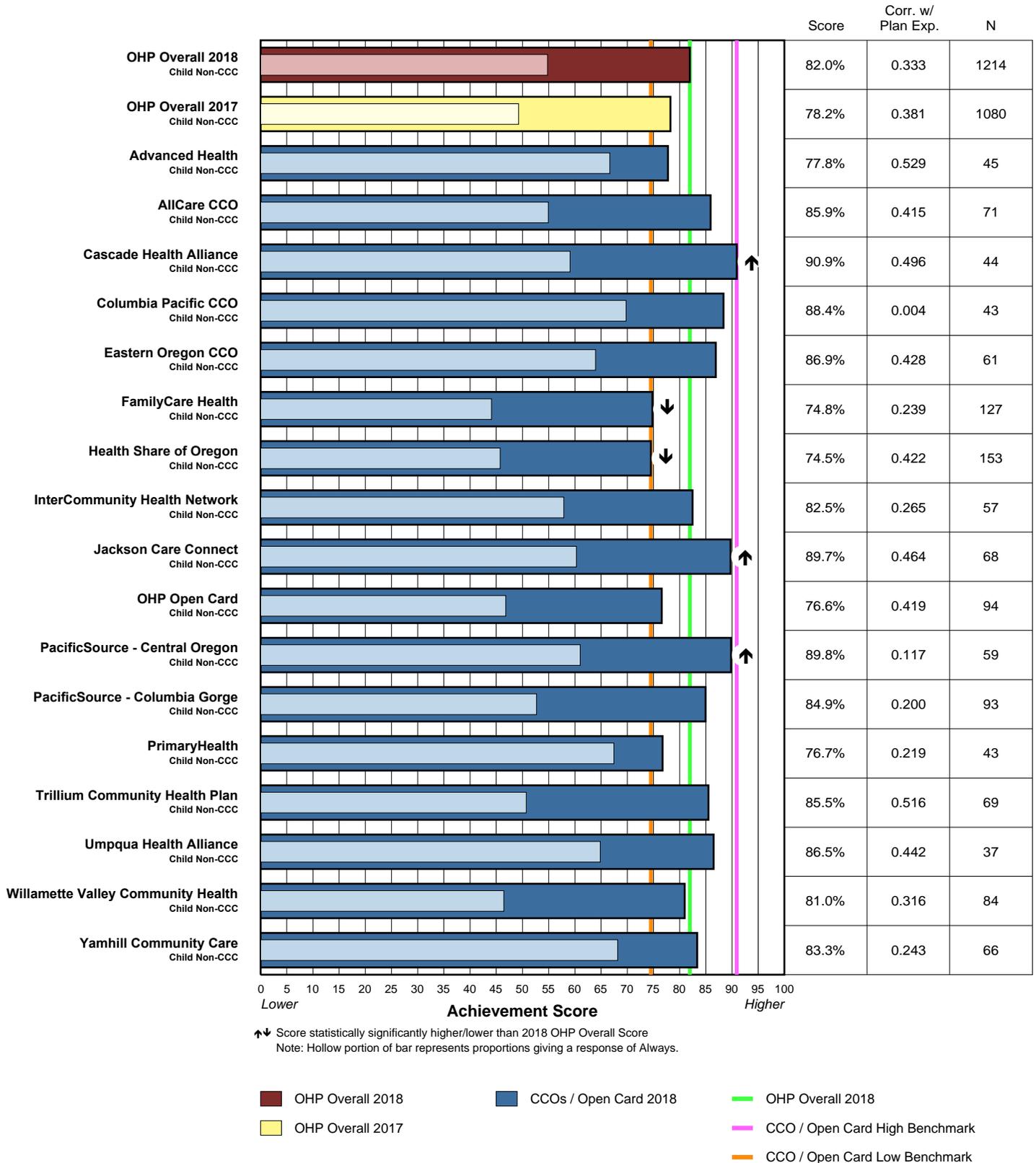


Customer Service



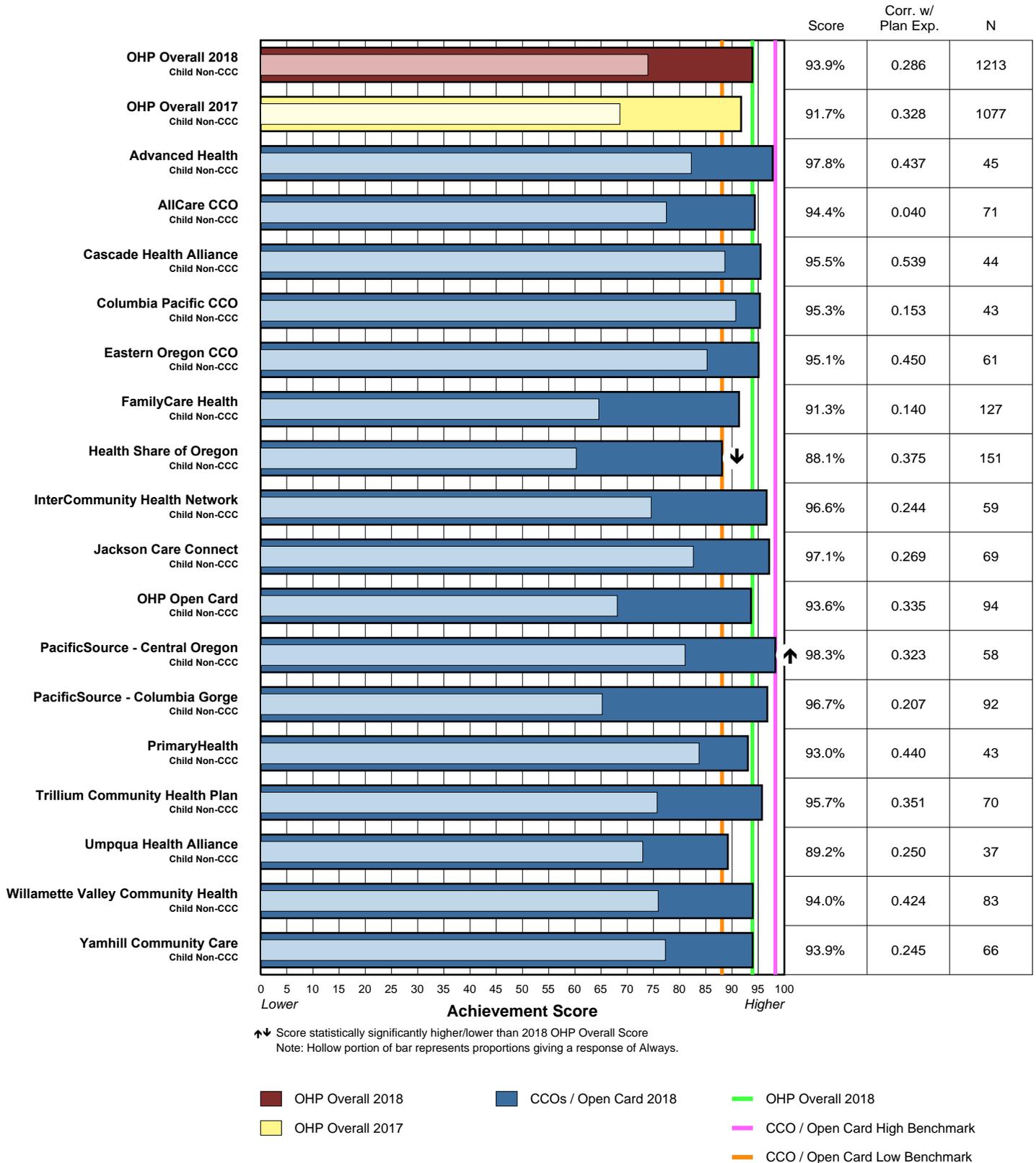
Customer Service

Q32. Customer service from child's health plan usually or always gave needed information or help

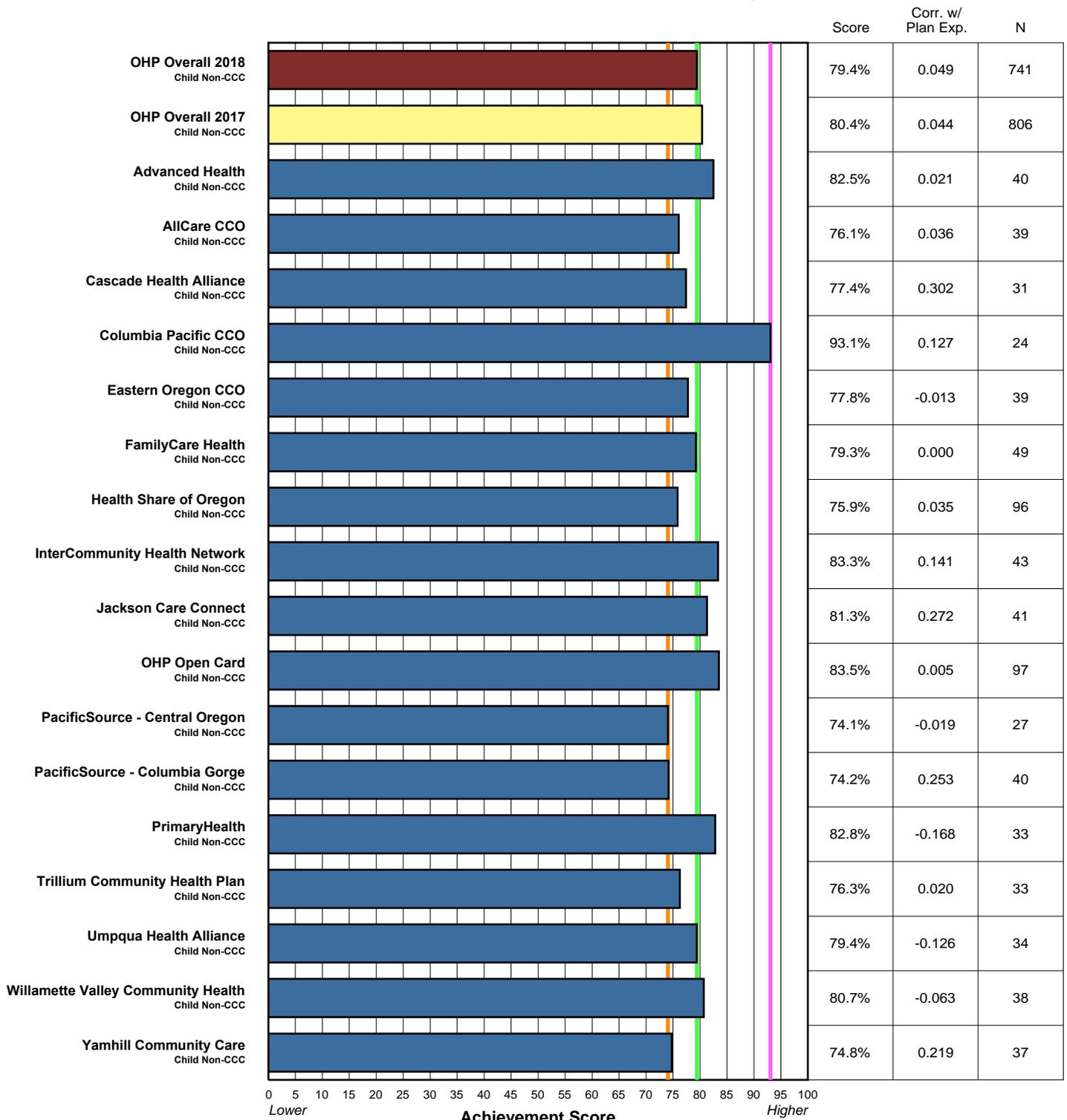


Customer Service

Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect



Shared Decision Making

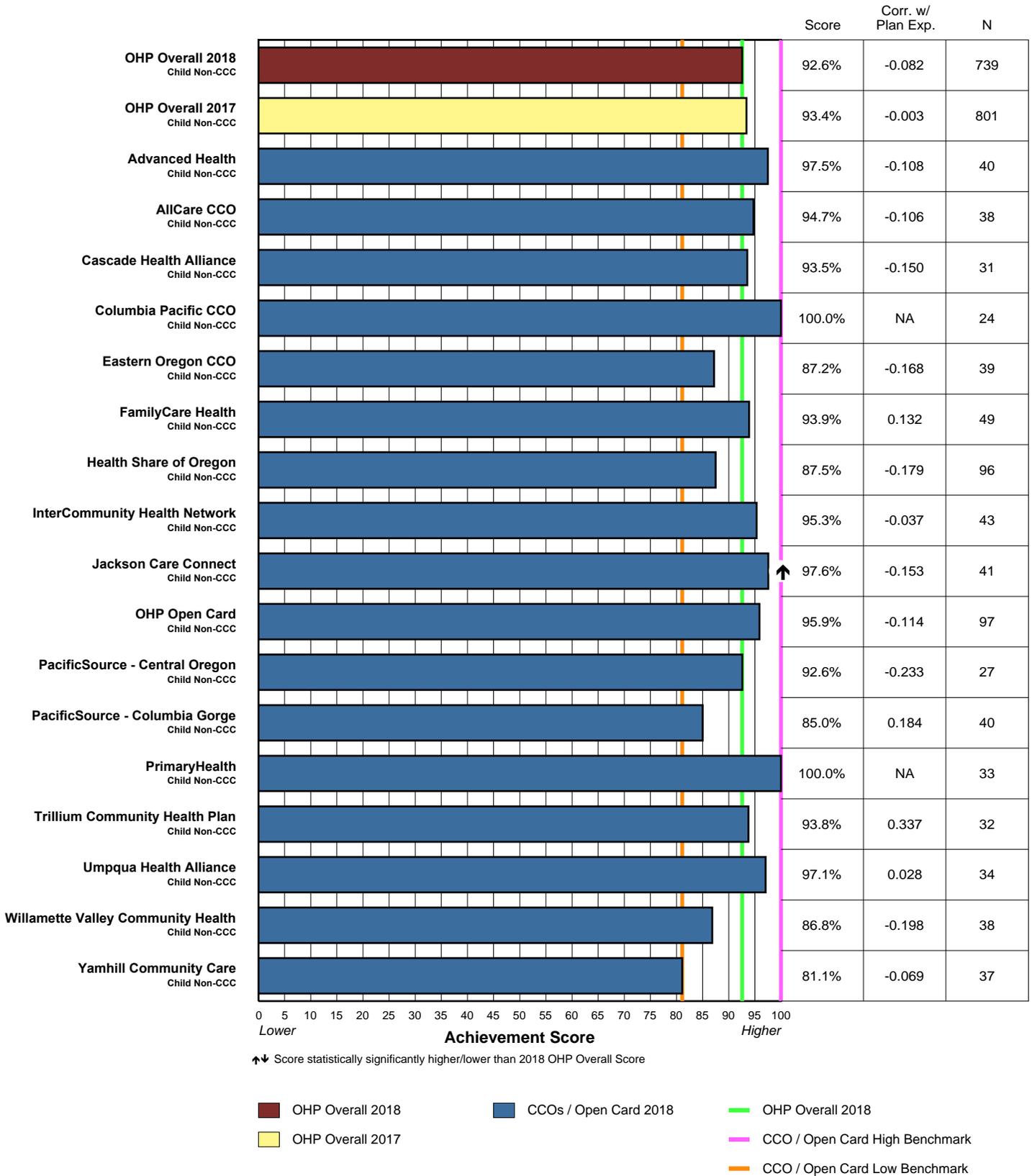


↕ Score statistically significantly higher/lower than 2018 OHP Overall Score

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

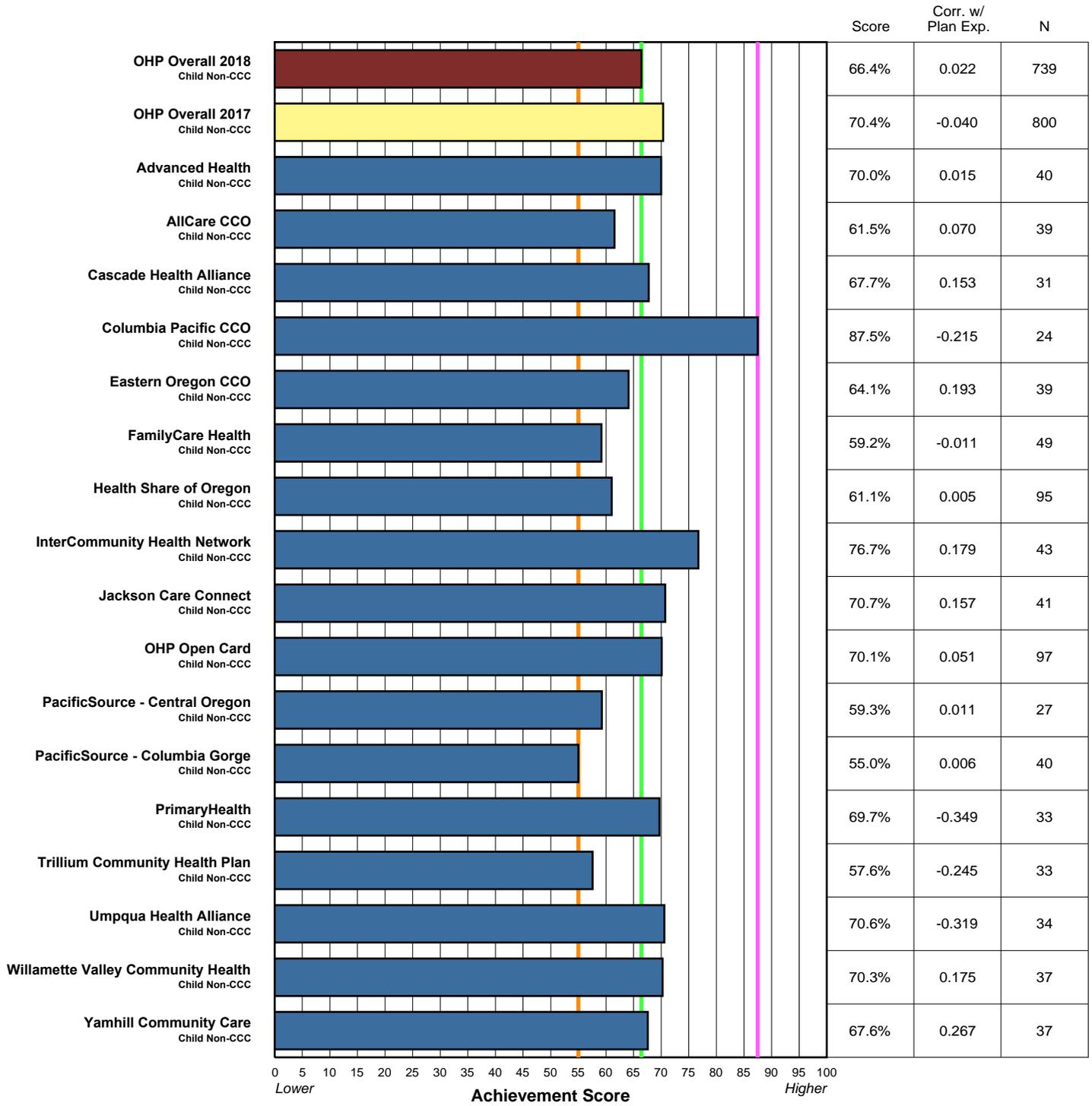
Shared Decision Making

Q10. Doctor talked about reasons you might want child to take a medicine



Shared Decision Making

Q11. Doctor talked about reasons you might not want child to take a medicine

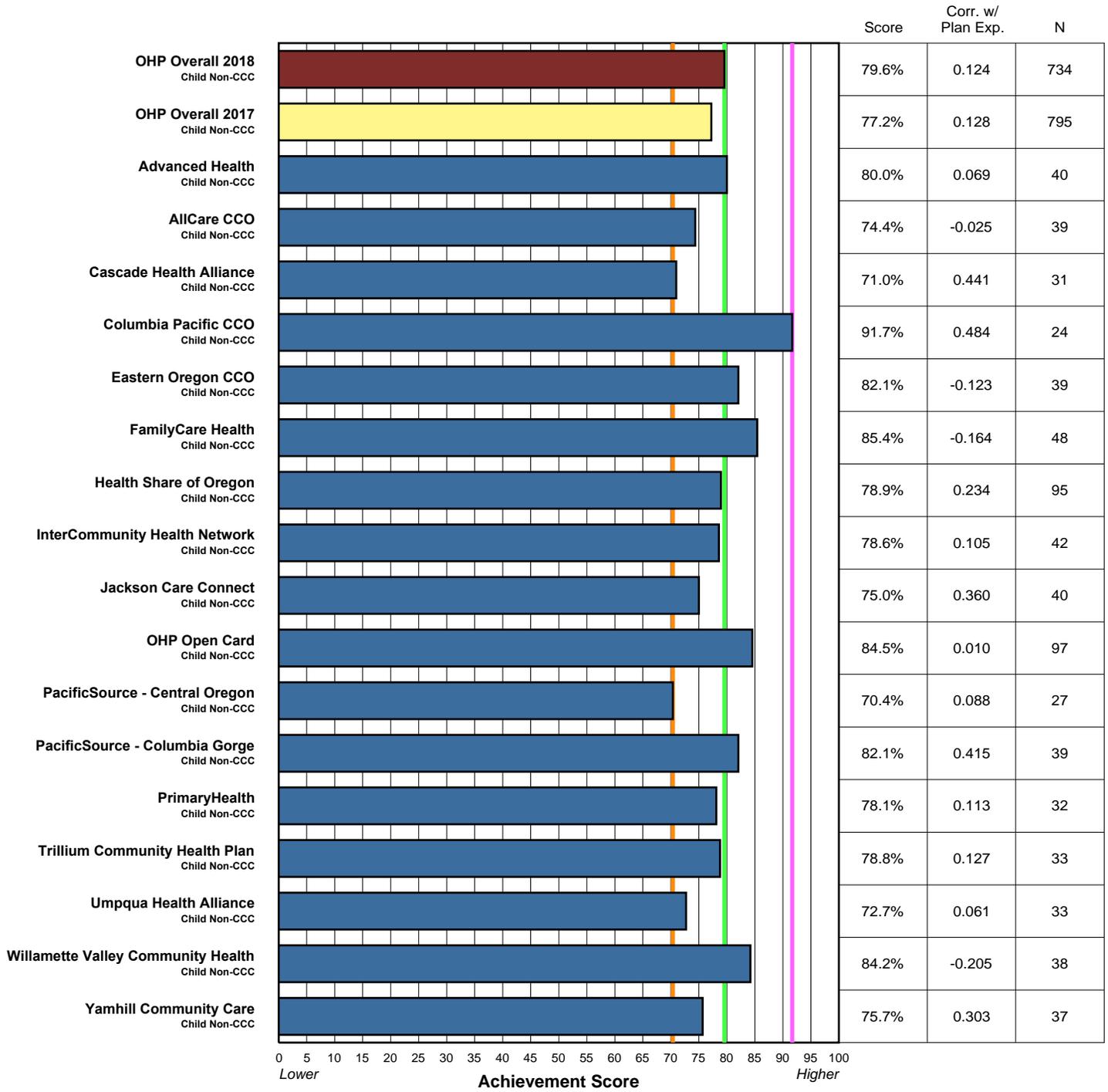


↕ Score statistically significantly higher/lower than 2018 OHP Overall Score

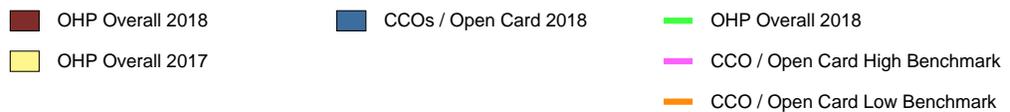
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Shared Decision Making

Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child



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



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 Q36, 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."

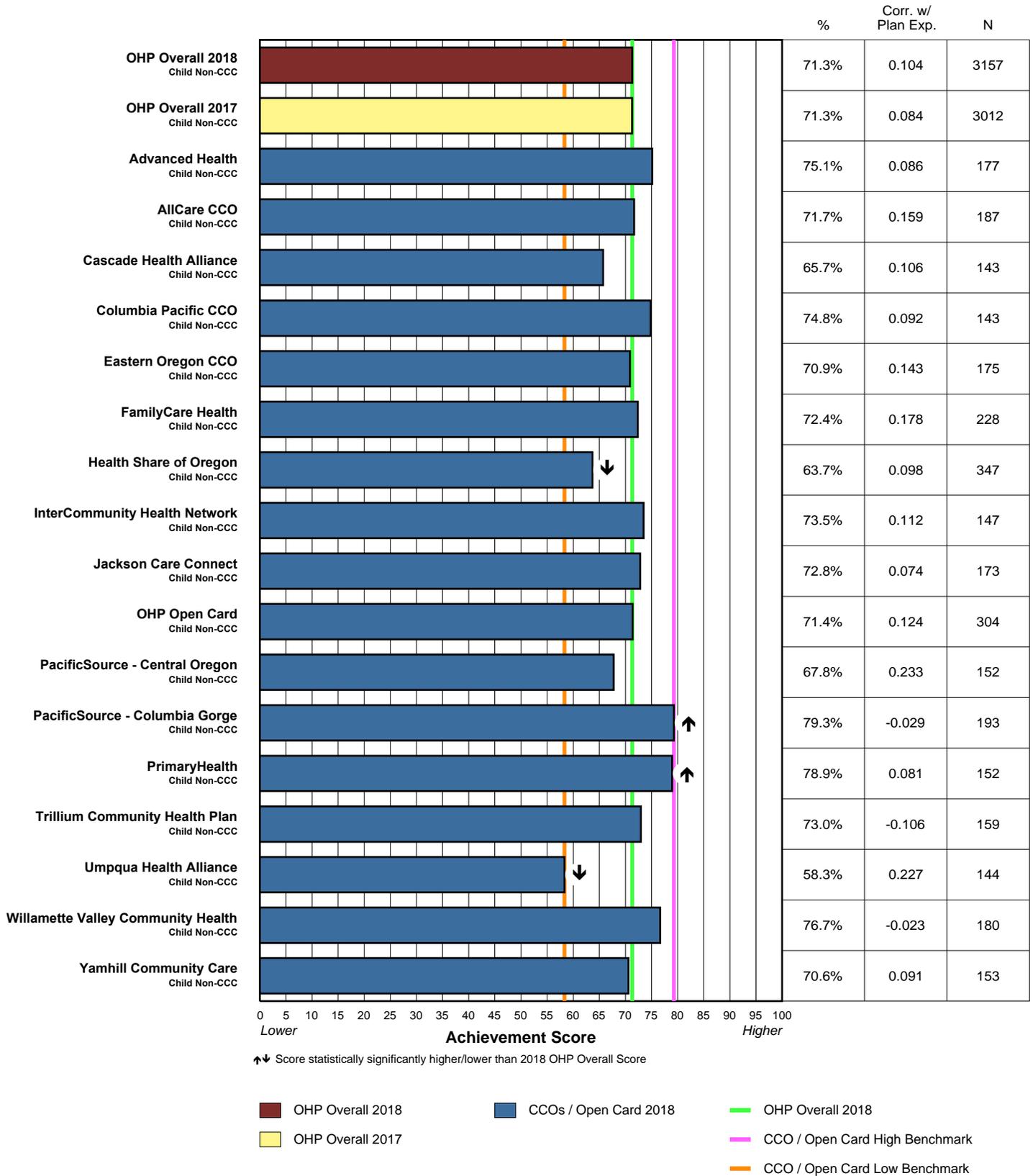
Depending on the response option set, the achievement scores presented on the following pages may reflect responses of "Usually" or "Always"; "Yes"; or "Excellent" or "Very good". For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses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

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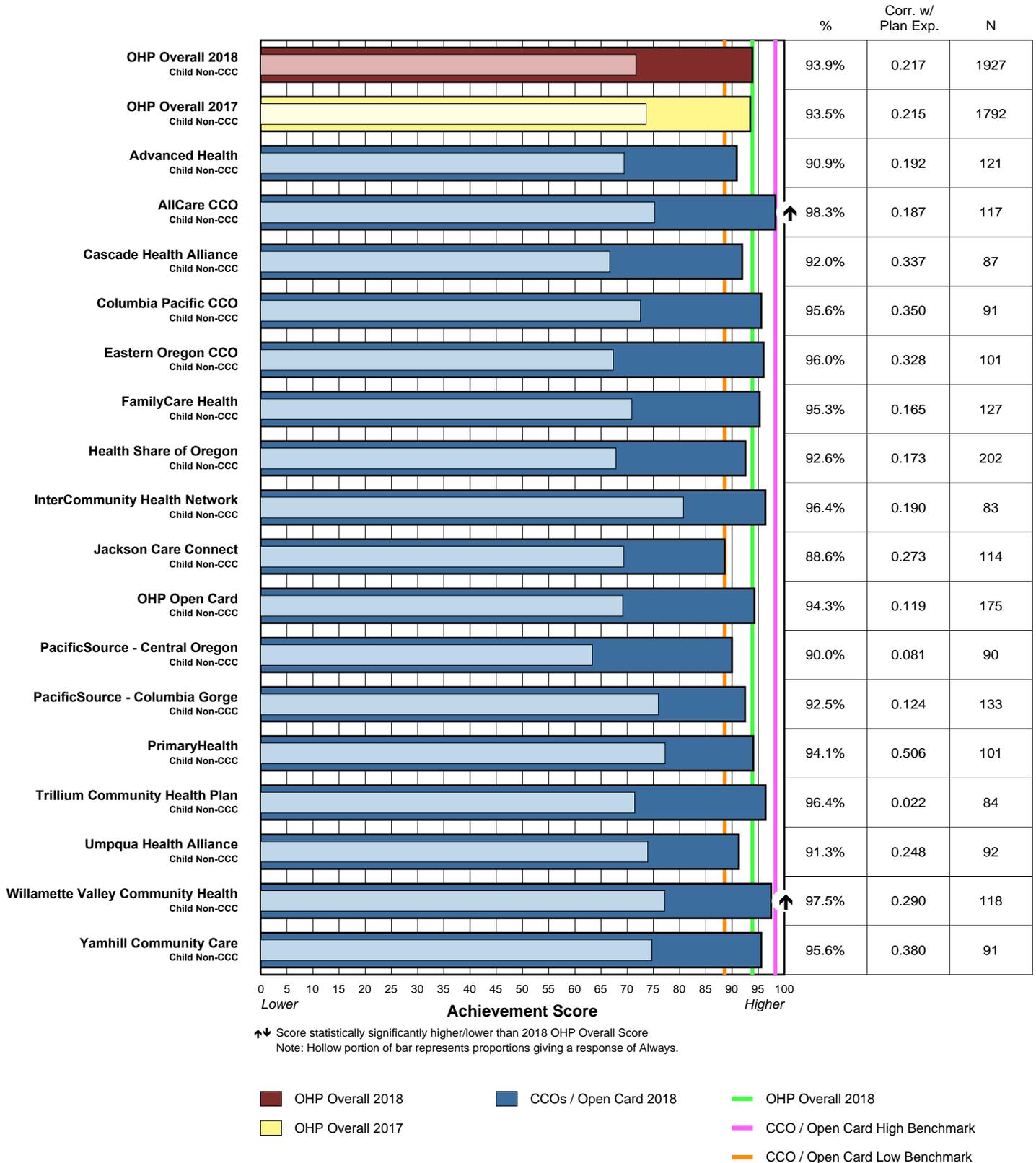
Single Items

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



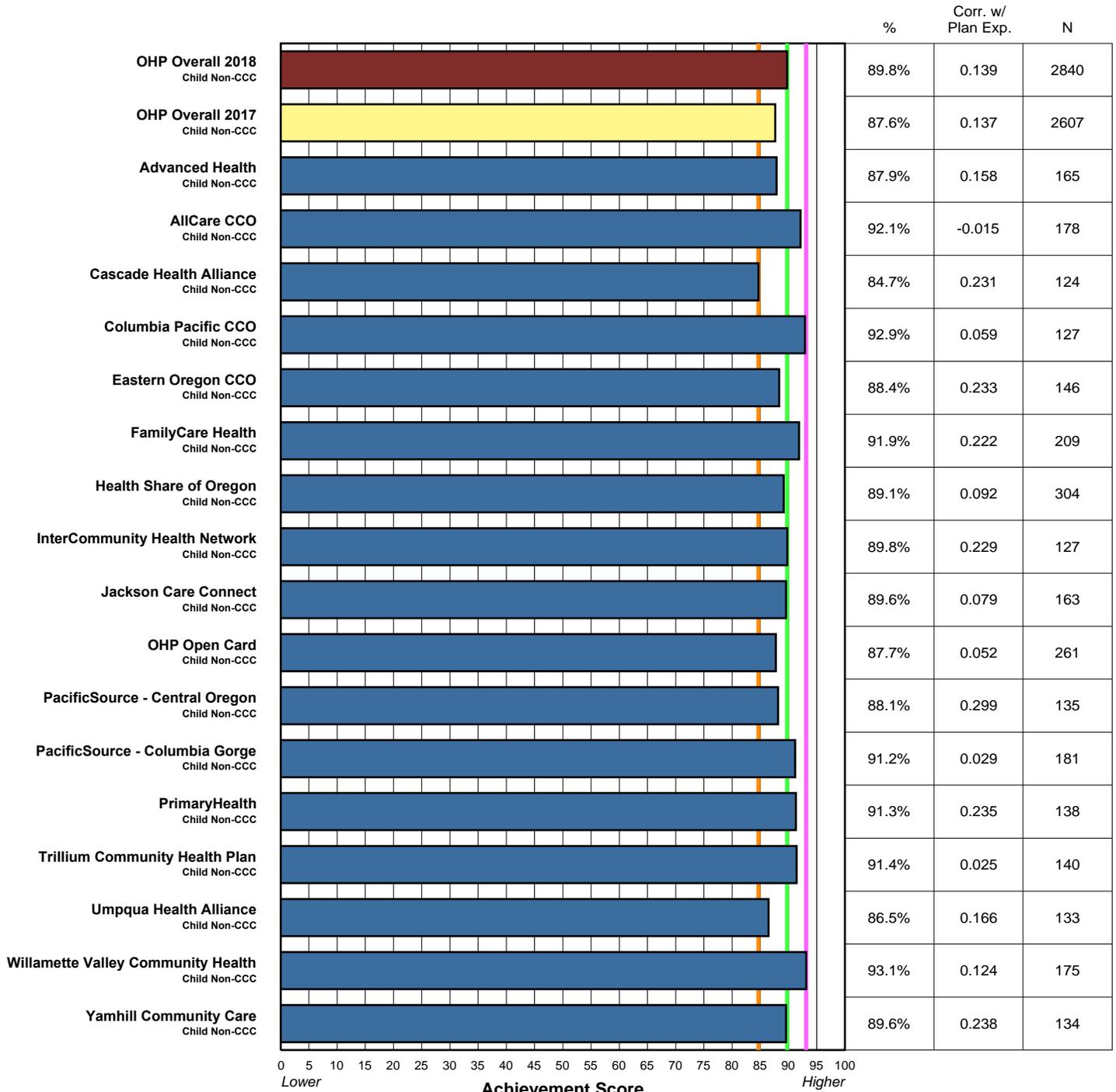
Single Items

Q21. Doctor usually or always explained things in a way that was easy for child to understand



Single Items

Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving

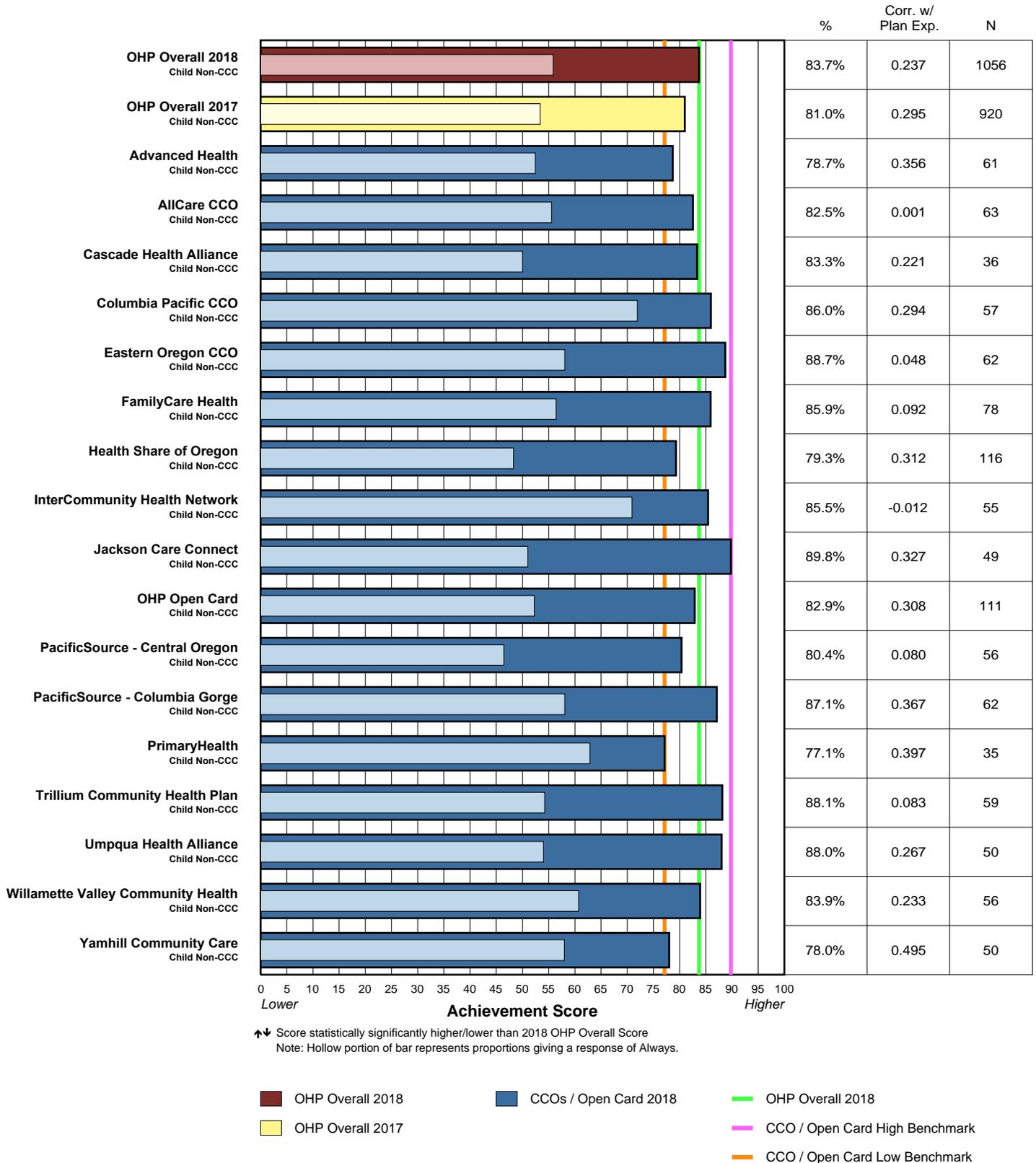


↕ Score statistically significantly higher/lower than 2018 OHP Overall Score

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

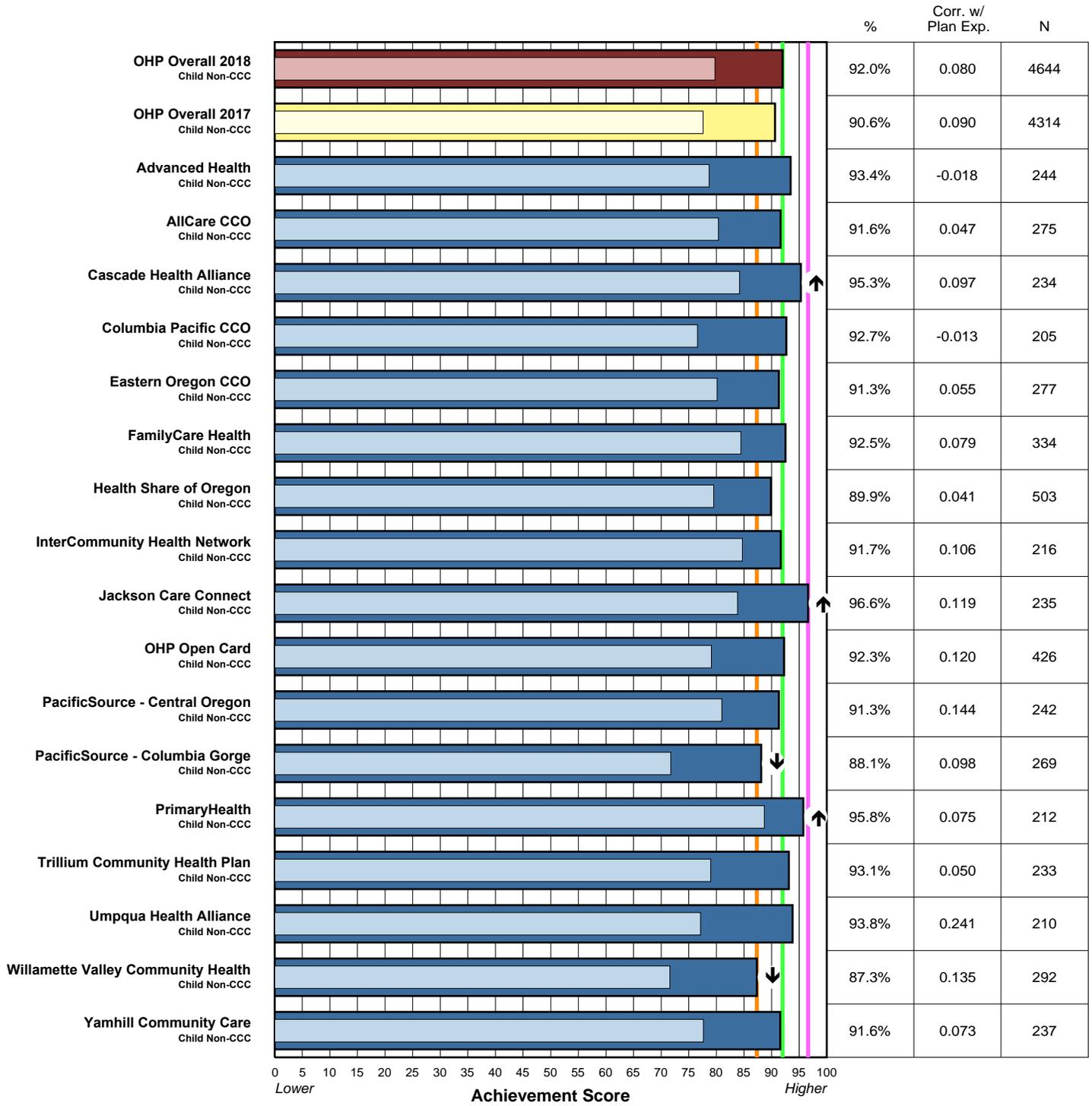
Single Items

Q25. Personal doctor usually or always seemed informed about care child got from other providers

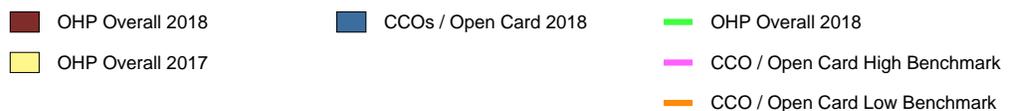


Single Items

PQ35. Forms from child's health plan were usually or always easy to fill out

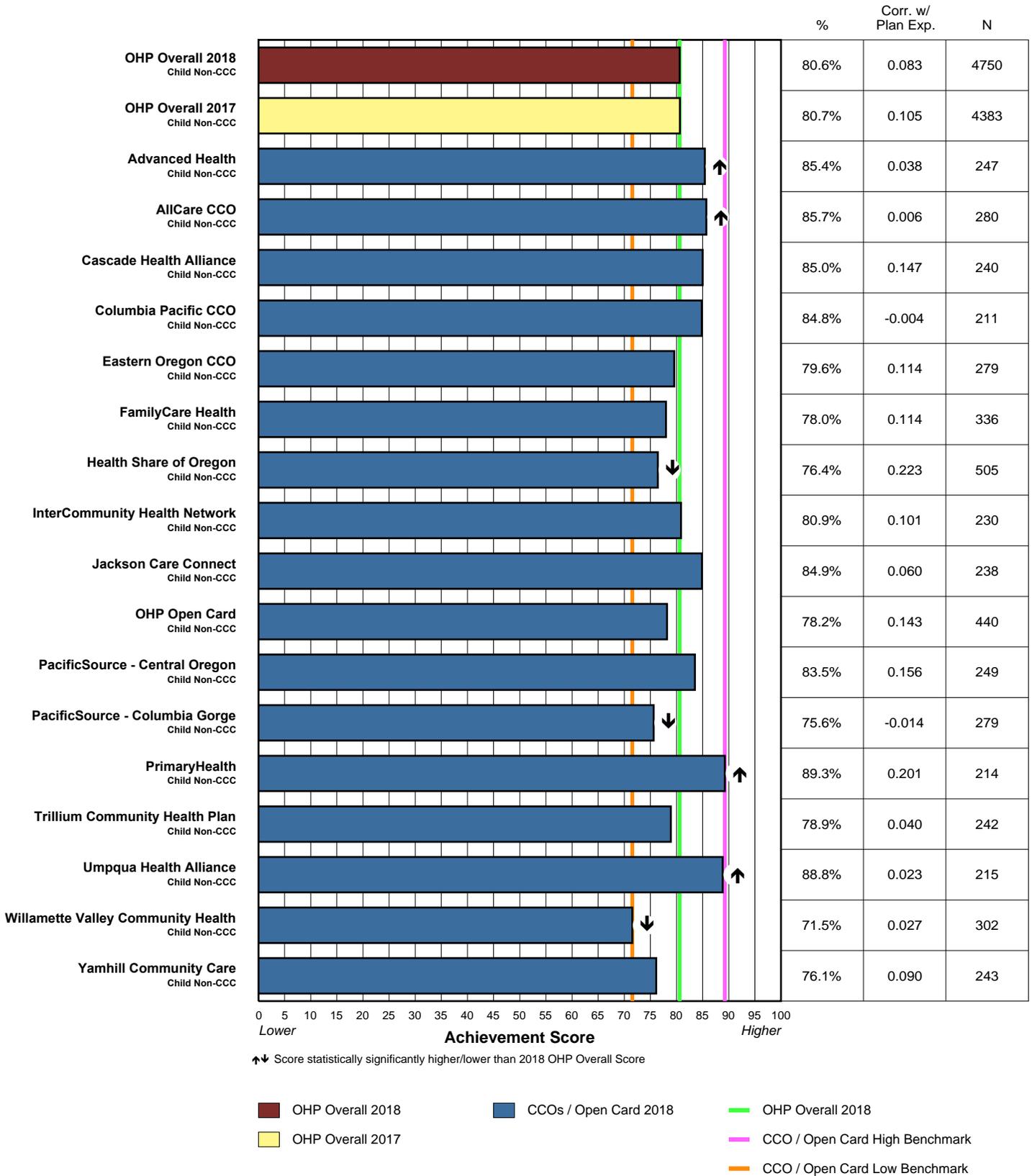


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



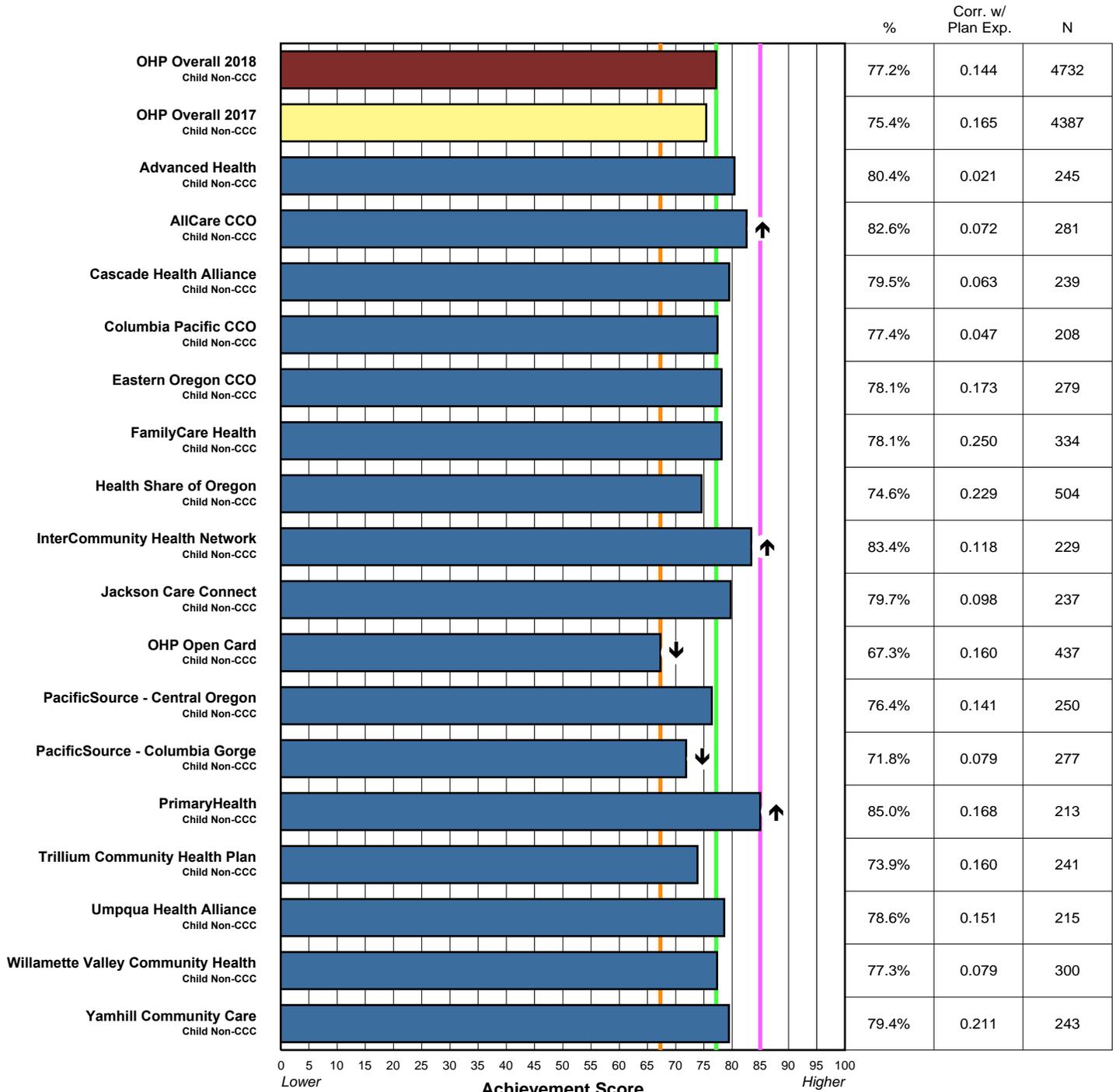
Single Items

Q37. Excellent or very good rating of child's overall health

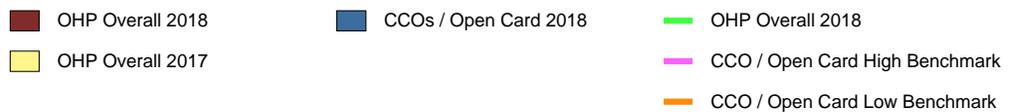


Single Items

Q38. Excellent or very good rating of child's overall mental or emotional health



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



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 Q36, 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."

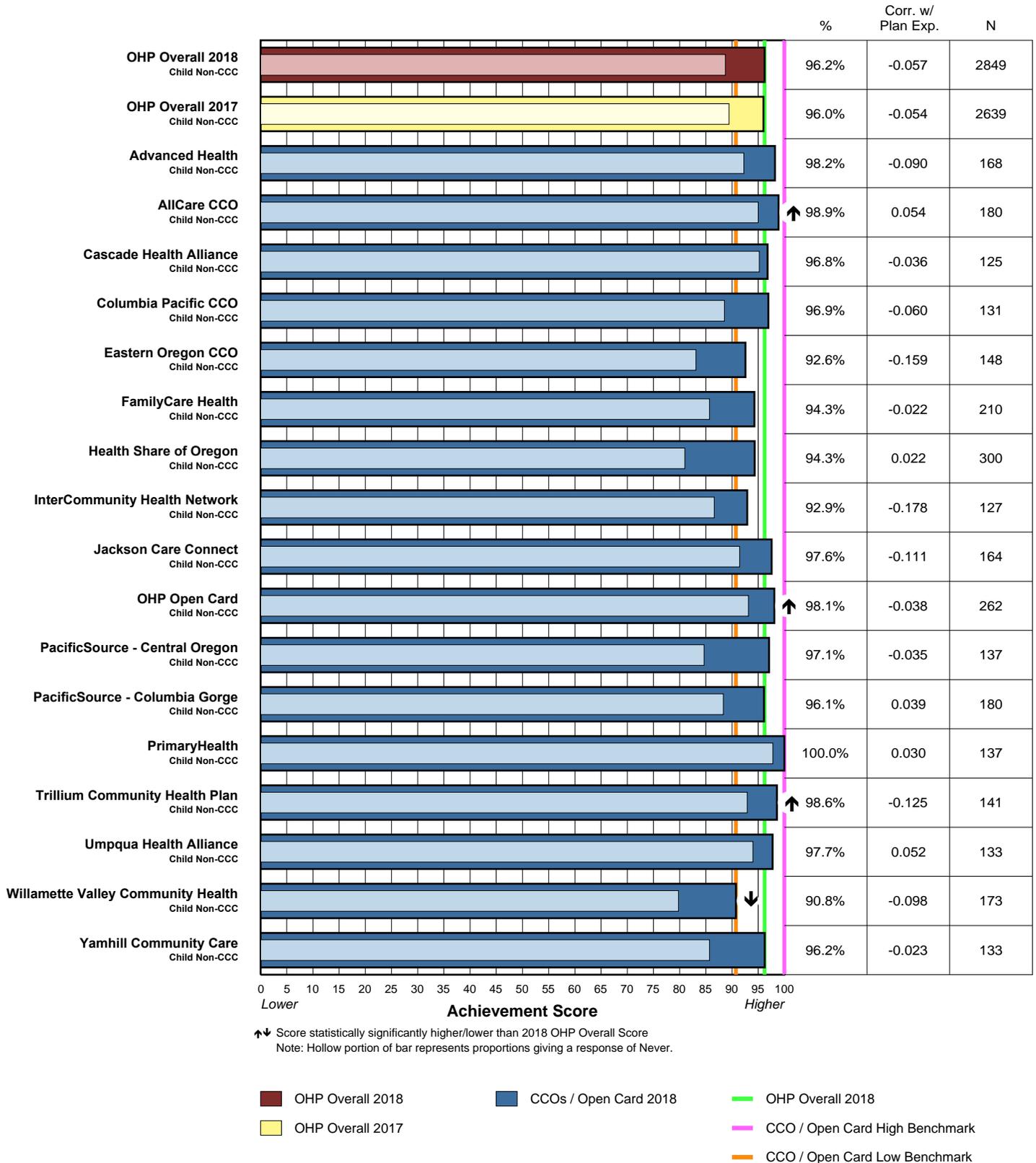
Depending on the response option set, the achievement scores presented on the following pages may reflect responses of "Usually" or "Always"; "Never" or "Sometimes"; or "8", "9", or "10". For full detail of response options for each question and which responses qualify as achievements, please refer to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

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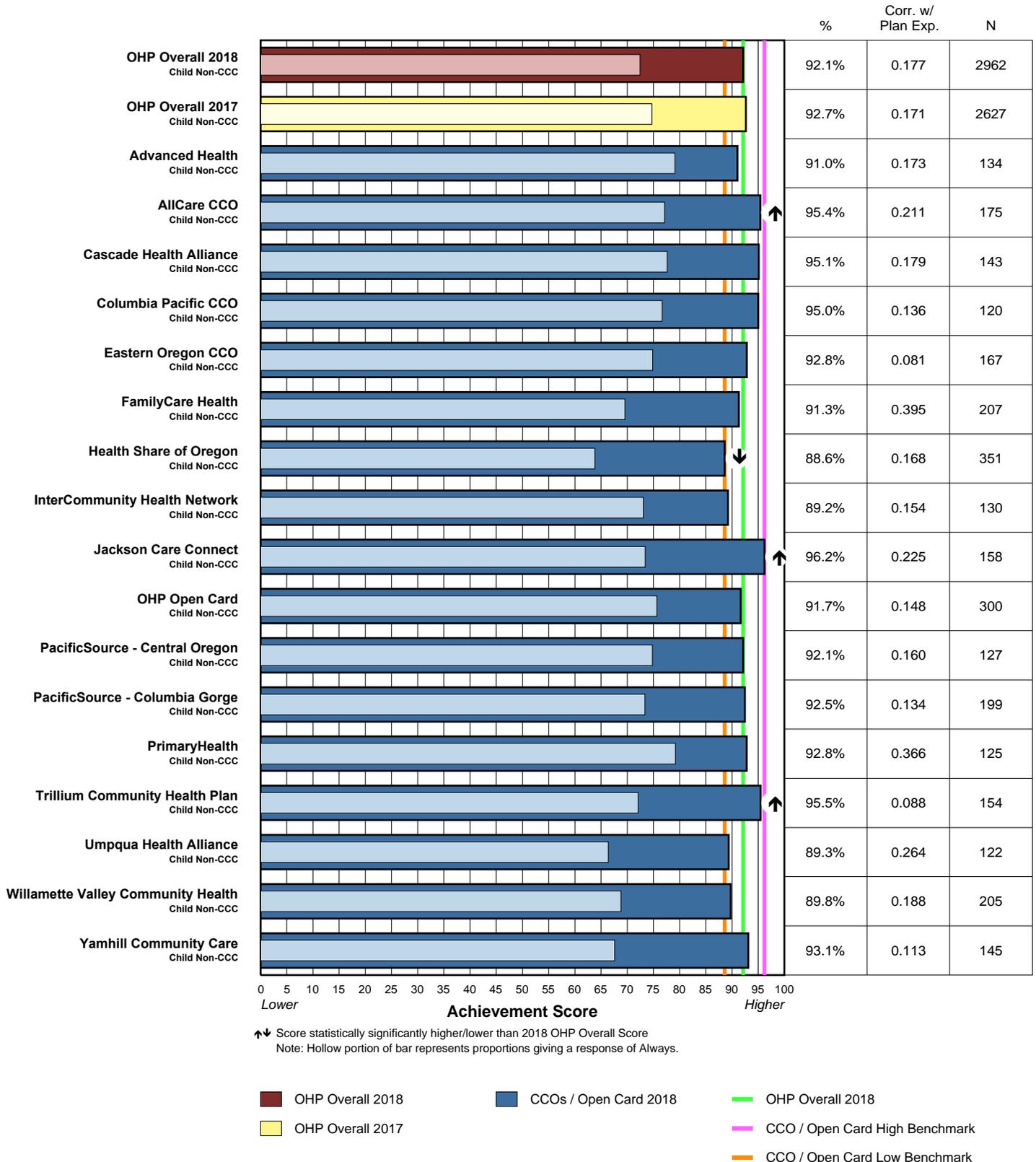
Supplemental Items

Q16a. Never or sometimes had a hard time speaking with doctor because you spoke different languages



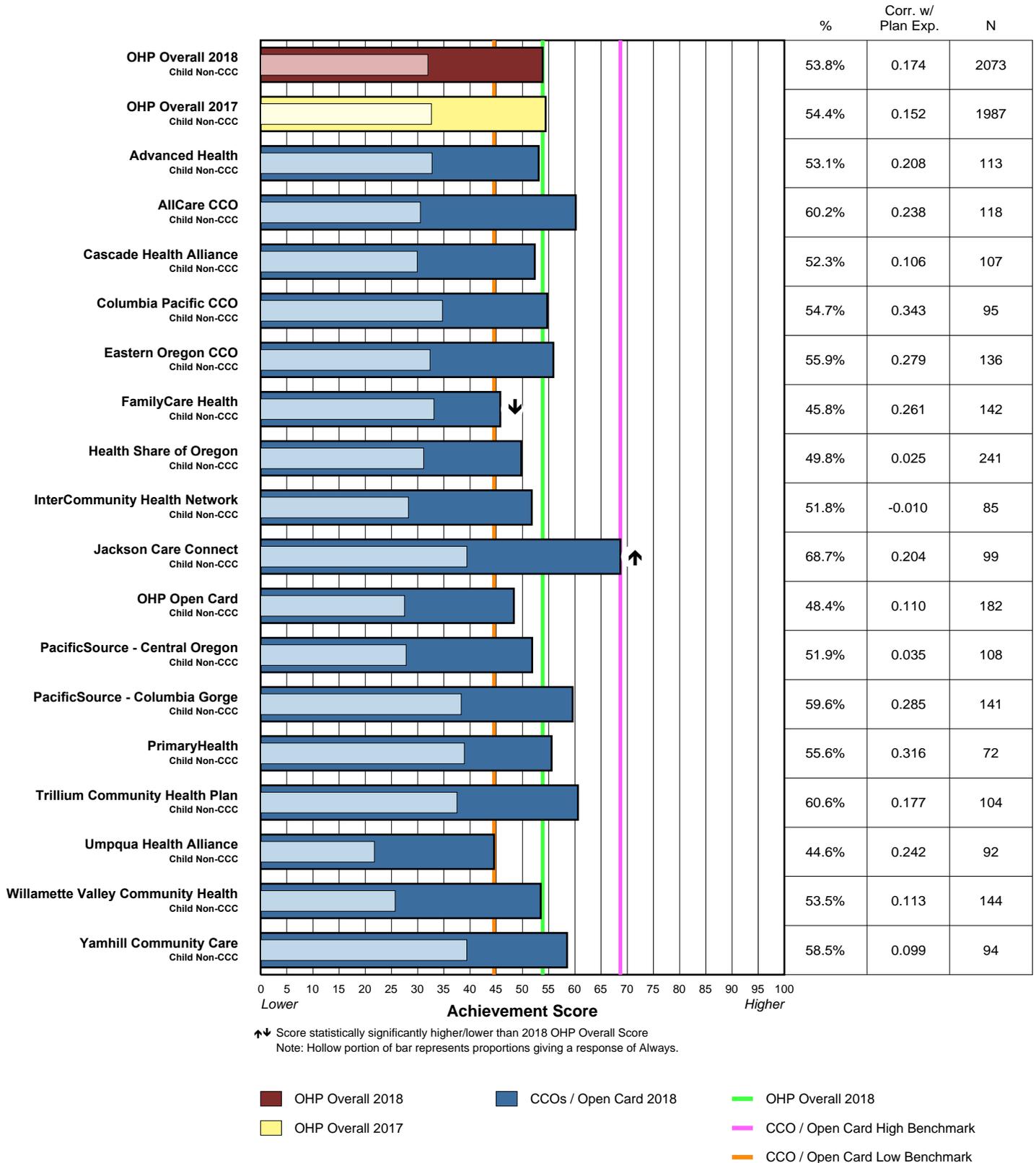
Supplemental Items

Q36c. Dentists or dental staff always or usually explained what they were doing while treating your child



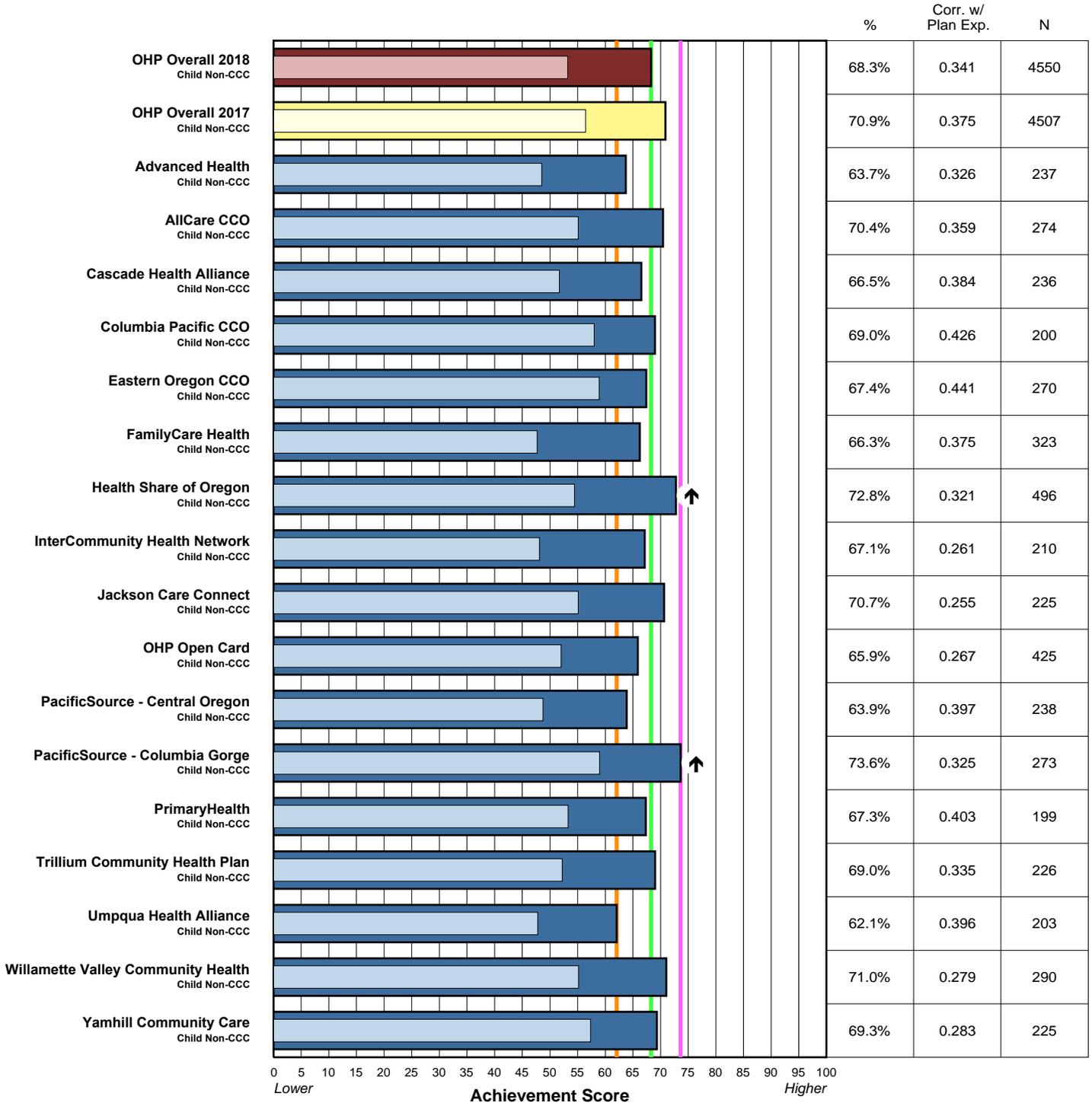
Supplemental Items

Q36d. Child always or usually saw a dentist as soon as you wanted for emergency care

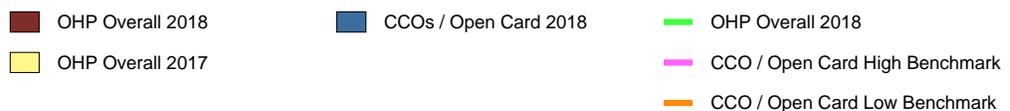


Supplemental Items

Q36e. 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 Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	4772	100.0%	4715	100.0%
No	0	0.0%	0	0.0%
Total	4772	100.0%	4715	100.0%
Not Answered	50		31	

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 Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	1393	29.1%	1359	29.3%
No	3395	70.9%	3284	70.7%
Total	4788	100.0%	4643	100.0%
Not Answered	34		103	

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 Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	20	1.5%	19	1.5%
<input checked="" type="radio"/> Sometimes	104	8.0%	92	7.1%
<input checked="" type="radio"/> Usually	224	17.3%	214	16.6%
<input checked="" type="radio"/> Always	946	73.1%	965	74.8%
Total	1294	100.0%	1290	100.0%
Not Answered	99		69	
Reporting Category	Getting Care Quickly			
Achievement Score	90.4%		91.4%	
Correlation with Satisfaction	0.206		0.236	
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 Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	3128	65.8%	3008	65.6%
No	1624	34.2%	1578	34.4%
Total	4752	100.0%	4586	100.0%
Not Answered	70		160	

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 Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	37	1.3%	54	1.9%
<input checked="" type="radio"/> Sometimes	364	12.5%	357	12.6%
<input checked="" type="radio"/> Usually	820	28.1%	732	25.8%
<input checked="" type="radio"/> Always	1702	58.2%	1692	59.7%
Total	2923	100.0%	2835	100.0%
Not Answered	205		173	
Reporting Category	Getting Care Quickly			
Achievement Score	86.3%		85.5%	
Correlation with Satisfaction	0.182		0.263	
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 Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
None	1493	31.6%	1424	31.7%
1 time	1556	33.0%	1315	29.2%
2	898	19.0%	932	20.7%
3	415	8.8%	426	9.5%
4	180	3.8%	184	4.1%
5 to 9	153	3.2%	166	3.7%
10 or more times	27	0.6%	50	1.1%
Total	4722	100.0%	4497	100.0%
Not Answered	100		249	

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 Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	2251	71.3%	2147	71.3%
<input type="radio"/> No	906	28.7%	865	28.7%
Total	3157	100.0%	3012	100.0%
Not Answered	72		61	
Reporting Category	Single Items			
Achievement Score	71.3%		71.3%	
Correlation with Satisfaction	0.104		0.084	
Priority Rating	Medium		Medium	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	748	23.7%	819	27.4%
No	2410	76.3%	2174	72.6%
Total	3158	100.0%	2993	100.0%
Not Answered	71		80	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	684	92.6%	748	93.4%
<input type="radio"/> No	55	7.4%	53	6.6%
Total	739	100.0%	801	100.0%
Not Answered	9		18	
Reporting Category	Shared Decision Making			
Achievement Score	92.6%		93.4%	
Correlation with Satisfaction	-0.082		-0.003	
Priority Rating	Low		Low	

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 not want your child to take a medicine?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	491	66.4%	563	70.4%
<input type="radio"/> No	248	33.6%	237	29.6%
Total	739	100.0%	800	100.0%
Not Answered	9		19	
Reporting Category	Shared Decision Making			
Achievement Score	66.4%		70.4%	
Correlation with Satisfaction	0.022		-0.040	
Priority Rating	Medium		Medium	

Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	584	79.6%	614	77.2%
<input type="radio"/> No	150	20.4%	181	22.8%
Total	734	100.0%	795	100.0%
Not Answered	14		24	
Reporting Category	Shared Decision Making			
Achievement Score	79.6%		77.2%	
Correlation with Satisfaction	0.124		0.128	
Priority Rating	Medium		Medium	

Response scored as: Room for Improvement Achievement

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

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Worst health care possible	5	0.2%	11	0.4%
● 1	0	0.0%	7	0.2%
● 2	13	0.4%	10	0.3%
● 3	10	0.3%	12	0.4%
● 4	24	0.8%	23	0.8%
● 5	103	3.3%	97	3.2%
● 6	125	4.0%	86	2.9%
● 7	254	8.0%	218	7.3%
● 8	657	20.8%	623	20.7%
● 9	716	22.7%	636	21.2%
● Best health care possible	1254	39.7%	1280	42.6%
Total	3161	100.0%	3003	100.0%
Not Answered	68		70	
Reporting Category	Ratings			
Achievement Score	83.1%		84.5%	
Correlation with Satisfaction	0.546		0.565	
Priority Rating	High		High	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Never	48	1.5%	56	1.9%
● Sometimes	283	9.0%	264	8.8%
● Usually	985	31.3%	867	28.9%
● Always	1828	58.1%	1811	60.4%
Total	3144	100.0%	2998	100.0%
Not Answered	85		75	
Reporting Category	Getting Needed Care			
Achievement Score	89.5%		89.3%	
Correlation with Satisfaction	0.305		0.356	
Priority Rating	Low		Low	

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

Your Child's Personal Doctor

Q15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	4213	88.0%	3872	87.1%
No	575	12.0%	572	12.9%
Total	4788	100.0%	4444	100.0%
Not Answered	34		302	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
None	1165	28.9%	1055	28.4%
1 time	1599	39.6%	1330	35.8%
2	719	17.8%	765	20.6%
3	310	7.7%	321	8.6%
4	131	3.2%	120	3.2%
5 to 9	96	2.4%	103	2.8%
10 or more times	13	0.3%	23	0.6%
Total	4033	100.0%	3717	100.0%
Not Answered	180		155	

Q16a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Never	2528	88.7%	2360	89.4%
● Sometimes	213	7.5%	174	6.6%
● Usually	41	1.4%	44	1.7%
● Always	67	2.4%	61	2.3%
Total	2849	100.0%	2639	100.0%
Not Answered	19		23	
Reporting Category	Supplemental Items			
Achievement Score	96.2%		96.0%	
Correlation with Satisfaction	-0.057		-0.054	
Priority Rating	Low		Low	

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

Your Child's Personal Doctor (continued)

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Never	41	1.4%	54	2.0%
<input type="radio"/> Sometimes	111	3.9%	92	3.5%
<input checked="" type="radio"/> Usually	412	14.4%	362	13.7%
<input checked="" type="radio"/> Always	2293	80.3%	2131	80.8%
Total	2857	100.0%	2639	100.0%
Not Answered	11		23	
Reporting Category	Communication			
Achievement Score	94.7%		94.5%	
Correlation with Satisfaction	0.124		0.161	
Priority Rating	Low		Low	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Never	15	0.5%	25	0.9%
<input type="radio"/> Sometimes	104	3.6%	101	3.8%
<input checked="" type="radio"/> Usually	453	15.8%	360	13.7%
<input checked="" type="radio"/> Always	2288	80.0%	2148	81.5%
Total	2860	100.0%	2634	100.0%
Not Answered	8		28	
Reporting Category	Communication			
Achievement Score	95.8%		95.2%	
Correlation with Satisfaction	0.265		0.230	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Never	22	0.8%	27	1.0%
<input type="radio"/> Sometimes	71	2.5%	80	3.0%
<input type="radio"/> Usually	353	12.4%	314	11.9%
<input type="radio"/> Always	2411	84.4%	2208	84.0%
Total	2857	100.0%	2629	100.0%
Not Answered	11		33	
Reporting Category	Communication			
Achievement Score	96.7%		95.9%	
Correlation with Satisfaction	0.247		0.226	
Priority Rating	Low		Low	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	1965	69.2%	1813	69.4%
No	875	30.8%	801	30.6%
Total	2840	100.0%	2614	100.0%
Not Answered	28		48	

Q21. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Never	20	1.0%	21	1.2%
<input type="radio"/> Sometimes	98	5.1%	96	5.4%
<input type="radio"/> Usually	428	22.2%	356	19.9%
<input type="radio"/> Always	1381	71.7%	1319	73.6%
Total	1927	100.0%	1792	100.0%
Not Answered	38		21	
Reporting Category	Single Items			
Achievement Score	93.9%		93.5%	
Correlation with Satisfaction	0.217		0.215	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Never	55	1.9%	65	2.5%
<input type="radio"/> Sometimes	221	7.8%	208	8.0%
<input type="radio"/> Usually	688	24.2%	601	23.1%
<input checked="" type="radio"/> Always	1881	66.1%	1726	66.4%
Total	2845	100.0%	2600	100.0%
Not Answered	23		62	
Reporting Category	Communication			
Achievement Score	90.3%		89.5%	
Correlation with Satisfaction	0.167		0.188	
Priority Rating	Low		Low	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	2549	89.8%	2285	87.6%
<input type="radio"/> No	291	10.2%	322	12.4%
Total	2840	100.0%	2607	100.0%
Not Answered	28		55	
Reporting Category	Single Items			
Achievement Score	89.8%		87.6%	
Correlation with Satisfaction	0.139		0.137	
Priority Rating	Low		Low	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	1087	38.2%	948	36.6%
No	1758	61.8%	1644	63.4%
Total	2845	100.0%	2592	100.0%
Not Answered	23		70	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q25. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Never	39	3.7%	64	7.0%
<input type="radio"/> Sometimes	133	12.6%	111	12.1%
<input type="radio"/> Usually	294	27.8%	254	27.6%
<input type="radio"/> Always	590	55.9%	491	53.4%
Total	1056	100.0%	920	100.0%
Not Answered	31		28	
Reporting Category	Single Items			
Achievement Score	83.7%		81.0%	
Correlation with Satisfaction	0.237		0.295	
Priority Rating	Low		Low	

Q26. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Worst personal doctor possible	8	0.2%	6	0.2%
<input type="radio"/> 1	4	0.1%	2	0.1%
<input type="radio"/> 2	10	0.2%	9	0.2%
<input type="radio"/> 3	14	0.3%	22	0.6%
<input type="radio"/> 4	20	0.5%	18	0.5%
<input type="radio"/> 5	111	2.8%	88	2.4%
<input type="radio"/> 6	82	2.0%	78	2.1%
<input type="radio"/> 7	236	5.9%	232	6.3%
<input type="radio"/> 8	650	16.2%	605	16.4%
<input type="radio"/> 9	807	20.1%	725	19.6%
<input type="radio"/> Best personal doctor possible	2078	51.7%	1914	51.7%
Total	4020	100.0%	3699	100.0%
Not Answered	193		173	
Reporting Category	Ratings			
Achievement Score	87.9%		87.7%	
Correlation with Satisfaction	0.414		0.420	
Priority Rating	High		High	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists

Q27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	592	12.3%	601	13.5%
No	4202	87.7%	3853	86.5%
Total	4794	100.0%	4454	100.0%
Not Answered	28		292	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	40	6.9%	47	8.0%
<input checked="" type="radio"/> Sometimes	115	19.9%	89	15.2%
<input checked="" type="radio"/> Usually	179	31.0%	174	29.7%
<input checked="" type="radio"/> Always	244	42.2%	275	47.0%
Total	578	100.0%	585	100.0%
Not Answered	14		16	
Reporting Category	Getting Needed Care			
Achievement Score	73.2%		76.8%	
Correlation with Satisfaction	0.324		0.281	
Priority Rating	Medium		Medium	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
None	53	9.2%	44	7.5%
1 specialist	412	71.7%	384	65.8%
2	84	14.6%	107	18.3%
3	16	2.8%	24	4.1%
4	7	1.2%	14	2.4%
5 or more specialists	3	0.5%	11	1.9%
Total	575	100.0%	584	100.0%
Not Answered	17		17	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

- Q30.** We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Worst specialist possible	1	0.2%	5	0.9%
● 1	2	0.4%	1	0.2%
● 2	2	0.4%	4	0.7%
● 3	6	1.2%	5	0.9%
● 4	3	0.6%	2	0.4%
● 5	20	3.9%	13	2.4%
● 6	24	4.7%	17	3.2%
● 7	41	8.0%	42	7.8%
● 8	91	17.8%	103	19.2%
● 9	109	21.3%	114	21.3%
● Best specialist possible	213	41.6%	230	42.9%
Total	512	100.0%	536	100.0%
Not Answered	10		4	
Reporting Category	Ratings			
Achievement Score	80.7%		83.4%	
Correlation with Satisfaction	0.387		0.477	
Priority Rating	Low		High	

Your Child's Health Plan

- Q31.** In the last 6 months, did you get information or help from customer service at your child's health plan?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	1245	26.2%	1105	25.1%
No	3511	73.8%	3306	74.9%
Total	4756	100.0%	4411	100.0%
Not Answered	66		335	

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

Your Child's Health Plan (continued)

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Never	26	2.1%	29	2.7%
<input type="radio"/> Sometimes	193	15.9%	206	19.1%
<input type="radio"/> Usually	330	27.2%	313	29.0%
<input type="radio"/> Always	665	54.8%	532	49.3%
Total	1214	100.0%	1080	100.0%
Not Answered	31		25	
Reporting Category	Customer Service			
Achievement Score	82.0%		78.2%	
Correlation with Satisfaction	0.333		0.381	
Priority Rating	Low		Medium	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input type="radio"/> Never	15	1.2%	12	1.1%
<input type="radio"/> Sometimes	59	4.9%	77	7.1%
<input type="radio"/> Usually	242	20.0%	249	23.1%
<input type="radio"/> Always	897	73.9%	739	68.6%
Total	1213	100.0%	1077	100.0%
Not Answered	32		28	
Reporting Category	Customer Service			
Achievement Score	93.9%		91.7%	
Correlation with Satisfaction	0.286		0.328	
Priority Rating	Low		Low	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	1676	35.6%	1603	36.6%
No	3032	64.4%	2777	63.4%
Total	4708	100.0%	4380	100.0%
Not Answered	114		366	

Response scored as: Room for Improvement Achievement

Your Child's Health Plan (continued)

Q35. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q34='No', based on NCQA scoring guidelines.]

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Never	59	1.3%	73	1.7%
● Sometimes	313	6.7%	331	7.7%
● Usually	568	12.2%	562	13.0%
● Always	3704	79.8%	3348	77.6%
Total	4644	100.0%	4314	100.0%
Not Answered	64		66	
Reporting Category	Single Items			
Achievement Score	92.0%		90.6%	
Correlation with Satisfaction	0.080		0.090	
Priority Rating	Low		Low	

Q36. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Worst health plan possible	12	0.3%	13	0.3%
● 1	4	0.1%	9	0.2%
● 2	15	0.3%	16	0.4%
● 3	42	0.9%	31	0.7%
● 4	39	0.8%	51	1.2%
● 5	200	4.3%	241	5.5%
● 6	177	3.8%	205	4.7%
● 7	424	9.1%	403	9.2%
● 8	883	19.0%	818	18.8%
● 9	879	18.9%	767	17.6%
● Best health plan possible	1980	42.5%	1807	41.4%
Total	4655	100.0%	4361	100.0%
Not Answered	167		385	
Reporting Category	Ratings			
Achievement Score	80.4%		77.8%	

○ Response scored as: ● Room for Improvement ● Achievement

Access to Dental Care

Q36a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	3840	81.6%	3534	81.6%
No	868	18.4%	797	18.4%
Total	4708	100.0%	4331	100.0%
Not Answered	114		415	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	3008	63.8%	2671	61.2%
No	1710	36.2%	1692	38.8%
Total	4718	100.0%	4363	100.0%
Not Answered	104		383	

Q36c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	41	1.4%	39	1.5%
<input checked="" type="radio"/> Sometimes	192	6.5%	154	5.9%
<input checked="" type="radio"/> Usually	583	19.7%	471	17.9%
<input checked="" type="radio"/> Always	2146	72.5%	1963	74.7%
Total	2962	100.0%	2627	100.0%
Not Answered	46		44	
Reporting Category	Supplemental Items			
Achievement Score	92.1%		92.7%	
Correlation with Satisfaction	0.177		0.171	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Access to Dental Care (continued)

Q36d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Never	620	29.9%	555	27.9%
● Sometimes	337	16.3%	351	17.7%
● Usually	454	21.9%	433	21.8%
● Always	662	31.9%	648	32.6%
Did not have a dental emergency	2557		2326	
Total	2073	100.0%	1987	100.0%
Not Answered	192		433	
Reporting Category	Supplemental Items			
Achievement Score	53.8%		54.4%	
Correlation with Satisfaction	0.174		0.152	
Priority Rating	Medium		Medium	

Q36e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Extremely difficult	152	3.3%	136	3.0%
● 1	57	1.3%	75	1.7%
● 2	92	2.0%	66	1.5%
● 3	101	2.2%	116	2.6%
● 4	101	2.2%	81	1.8%
● 5	368	8.1%	319	7.1%
● 6	216	4.7%	181	4.0%
● 7	356	7.8%	338	7.5%
● 8	687	15.1%	651	14.4%
● 9	586	12.9%	838	18.6%
● Extremely easy	1834	40.3%	1706	37.9%
Total	4550	100.0%	4507	100.0%
Not Answered	272		239	
Reporting Category	Supplemental Items			
Achievement Score	68.3%		70.9%	
Correlation with Satisfaction	0.341		0.375	
Priority Rating	Medium		Medium	

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

About Your Child and You

Q37. In general, how would you rate your child's overall health?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Excellent	2101	44.2%	1995	45.5%
● Very good	1728	36.4%	1540	35.1%
● Good	769	16.2%	714	16.3%
● Fair	144	3.0%	129	2.9%
● Poor	8	0.2%	5	0.1%
Total	4750	100.0%	4383	100.0%
Not Answered	72		363	
Reporting Category	Single Items			
Achievement Score	80.6%		80.7%	
Correlation with Satisfaction	0.083		0.105	
Priority Rating	Low		Low	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
● Excellent	2224	47.0%	2046	46.6%
● Very good	1428	30.2%	1263	28.8%
● Good	830	17.5%	774	17.6%
● Fair	222	4.7%	255	5.8%
● Poor	28	0.6%	49	1.1%
Total	4732	100.0%	4387	100.0%
Not Answered	90		359	
Reporting Category	Single Items			
Achievement Score	77.2%		75.4%	
Correlation with Satisfaction	0.144		0.165	
Priority Rating	Medium		Medium	

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

About Your Child and You (continued)**NQ39. What is your child's age?**

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Less than 1 year old	26	0.5%	17	0.4%
1 to 2 years old	475	10.0%	465	10.6%
3 to 4 years old	543	11.5%	511	11.7%
5 to 7 years old	884	18.7%	751	17.2%
8 to 10 years old	909	19.2%	916	21.0%
11 to 13 years old	894	18.9%	750	17.2%
14 to 18 years old	999	21.1%	962	22.0%
Total	4730	100.0%	4372	100.0%
Not Answered	92		374	

Q40. Is your child male or female?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Male	2363	49.9%	2223	50.8%
Female	2372	50.1%	2157	49.2%
Total	4735	100.0%	4380	100.0%
Not Answered	87		366	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes, Hispanic or Latino	1703	36.2%	1542	35.5%
No, Not Hispanic or Latino	3004	63.8%	2798	64.5%
Total	4707	100.0%	4340	100.0%
Not Answered	115		406	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	3271	100.0%	3230	100.0%
Total	3271	100.0%	3230	100.0%
Not Answered	1551		1516	

About Your Child and You (continued)**Q42.2. What is your child's race? Response: Black or African-American.**

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	271	100.0%	218	100.0%
Total	271	100.0%	218	100.0%
Not Answered	4551		4528	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	481	100.0%	262	100.0%
Total	481	100.0%	262	100.0%
Not Answered	4341		4484	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	94	100.0%	80	100.0%
Total	94	100.0%	80	100.0%
Not Answered	4728		4666	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	405	100.0%	320	100.0%
Total	405	100.0%	320	100.0%
Not Answered	4417		4426	

About Your Child and You (continued)**Q42.6. What is your child's race? Response: Other.**

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	337	100.0%	344	100.0%
Total	337	100.0%	344	100.0%
Not Answered	4485		4402	

Q43. What is your age?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Under 18	216	4.6%	116	2.7%
18 to 24	134	2.9%	146	3.3%
25 to 34	1372	29.2%	1412	32.4%
35 to 44	1781	37.9%	1625	37.3%
45 to 54	808	17.2%	714	16.4%
55 to 64	271	5.8%	234	5.4%
65 to 74	91	1.9%	98	2.2%
75 or older	25	0.5%	15	0.3%
Total	4698	100.0%	4360	100.0%
Not Answered	124		386	

Q44. Are you male or female?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Male	735	15.5%	657	15.0%
Female	3996	84.5%	3709	85.0%
Total	4731	100.0%	4366	100.0%
Not Answered	91		380	

About Your Child and You (continued)**Q45. What is the highest grade or level of school that you have completed?**

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
8th grade or less	522	11.2%	451	10.4%
Some high school but did not graduate	499	10.7%	435	10.1%
High school graduate or GED	1315	28.2%	1294	29.9%
Some college or 2-year degree	1577	33.8%	1515	35.0%
4-year college graduate	462	9.9%	414	9.6%
More than 4-year college degree	294	6.3%	214	5.0%
Total	4669	100.0%	4323	100.0%
Not Answered	153		423	

Q46. How are you related to the child?

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Mother or father	4366	93.5%	4019	93.4%
Grandparent	164	3.5%	157	3.6%
Aunt or uncle	28	0.6%	30	0.7%
Older brother or sister	7	0.1%	10	0.2%
Other relative	7	0.1%	5	0.1%
Legal guardian	71	1.5%	55	1.3%
Someone else	25	0.5%	27	0.6%
Total	4668	100.0%	4303	100.0%
Not Answered	154		443	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	138	4.6%	100	2.3%
No	2863	95.4%	4256	97.7%
Total	3001	100.0%	4356	100.0%
Not Answered	1821		390	

About Your Child and You (continued)**Q48.1. How did that person help you? Response: Read the questions to me.**

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	69	100.0%	51	100.0%
Total	69	100.0%	51	100.0%
Not Answered	69		49	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	40	100.0%	32	100.0%
Total	40	100.0%	32	100.0%
Not Answered	98		68	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	20	100.0%	16	100.0%
Total	20	100.0%	16	100.0%
Not Answered	118		84	

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

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	52	100.0%	44	100.0%
Total	52	100.0%	44	100.0%
Not Answered	86		56	

About Your Child and You (continued)**Q48.5.** How did that person help you? Response: Helped in some other way.

	OHP Non-CCC 2018		OHP Non-CCC 2017	
	N	%	N	%
Yes	5	100.0%	5	100.0%
Total	5	100.0%	5	100.0%
Not Answered	133		95	

Kindergarten Readiness Question Set

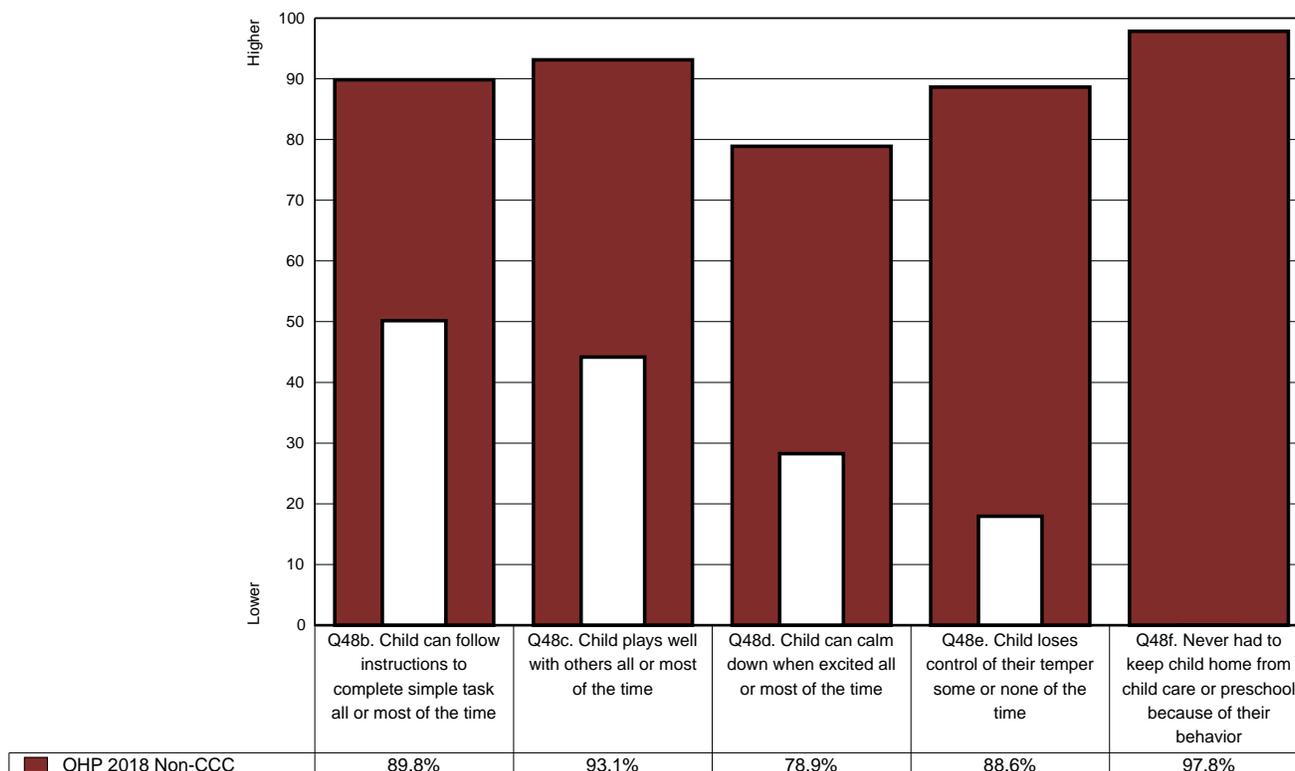
Child Non-CCC Population

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 Q48e, 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 Q48b, Q48c, and Q48d, this response is "All of the time," for Q48e it is "None of the time." No top response bar is displayed for Q48f because only one response, "No," was scored as positive.

Kindergarten Readiness Question Set - Non-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 Non-CCC Population

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

	OHP Non-CCC 2018	
	N	%
Yes	866	18.7%
No	3768	81.3%
Total	4634	100.0%
Not Answered	188	

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

	OHP Non-CCC 2018	
	N	%
<input checked="" type="radio"/> All of the time	430	50.2%
<input checked="" type="radio"/> Most of the time	340	39.7%
Some of the time	84	9.8%
None of the time	3	0.4%
Total	857	100.0%
Not Answered	9	
Reporting Category	Kindergarten Readiness	
Readiness Score	89.8%	

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

	OHP Non-CCC 2018	
	N	%
<input checked="" type="radio"/> All of the time	379	44.2%
<input checked="" type="radio"/> Most of the time	420	49.0%
Some of the time	57	6.6%
None of the time	2	0.2%
Total	858	100.0%
Not Answered	8	
Reporting Category	Kindergarten Readiness	
Readiness Score	93.1%	

Response scored as: Kindergarten Ready

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

	OHP Non-CCC 2018	
	N	%
<input checked="" type="radio"/> All of the time	241	28.3%
<input checked="" type="radio"/> Most of the time	432	50.6%
Some of the time	174	20.4%
None of the time	6	0.7%
Total	853	100.0%
Not Answered	13	
Reporting Category	Kindergarten Readiness	
Readiness Score	78.9%	

Q48e. How often does this child lose control of his or her temper when things do not go his or her way?

	OHP Non-CCC 2018	
	N	%
All of the time	25	2.9%
Most of the time	72	8.4%
<input checked="" type="radio"/> Some of the time	603	70.7%
<input checked="" type="radio"/> None of the time	153	17.9%
Total	853	100.0%
Not Answered	13	
Reporting Category	Kindergarten Readiness	
Readiness Score	88.6%	

Q48f. In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

	OHP Non-CCC 2018	
	N	%
This child did not attend childcare or preschool	191	
<input checked="" type="radio"/> No	635	97.8%
Yes - picked my child up early on one or more days	9	1.4%
Yes - kept my child home for one full day or more	3	0.5%
Yes - permanently was told my child could no longer attend	2	0.3%
Total	649	100.0%
Not Answered	26	
Reporting Category	Kindergarten Readiness	
Readiness Score	97.8%	

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 15*
 - 1 time
 - 2
 - 3
 - 4
 - 5 to 9
 - 10 or more times

- 8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 - Yes
 - No

- 9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 - Yes
 - No → *Go to Question 13*

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

- 11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
 - Yes
 - No

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 27*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Yes
- No → **Go to Question 22**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 26**

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

- Never
- Sometimes
- Usually
- Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 31**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → **Go to Question 34**



ACCESS TO DENTAL CARE

36a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- Yes
- No

36b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 36d*

36c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- Never
- Sometimes
- Usually
- Always

36d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

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

36e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Extremely Difficult Extremely Easy

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

39. What is your child's age?

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

40. Is your child male or female?

- Male
- Female

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

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



42. What is your child's race? Mark one or more.

- White
 - Black or African-American
 - Asian
 - Native Hawaiian or other Pacific Islander
 - American Indian or Alaska Native
 - Other (Please print)
-

43. What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

44. Are you male or female?

- Male
- Female

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

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

46. How are you related to the child?

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

47. Did someone help you complete this survey?

- Yes → *Go to Question 48*
- No → *Go to Question 48a*

48. How did that person help you? Mark one or more.

- Read the questions to me
 - Wrote down the answers I gave
 - Answered the questions for me
 - Translated the questions into my language
 - Helped in some other way (Please print)
-

KINDERGARTEN READINESS

48a. Is your child between the ages of 3 and 5 years old?

- Yes → *Go to Question 48b*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

48b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

- All of the time
- Most of the time
- Some of the time
- None of the time

48c. How often does this child play well with others?

- All of the time
- Most of the time
- Some of the time
- None of the time



48d. How often can this child calm down when excited or all wound up?

- All of the time
- Most of the time
- Some of the time
- None of the time

48e. How often does this child lose control of his or her temper when things do not go his or her way?

- All of the time
- Most of the time
- Some of the time
- None of the time

48f. In the past 6 months, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

- This child did not attend childcare or preschool
- No
- Yes, I was told to pick up my child early on 1 or more days
- Yes, I had to keep my child home for 1 full day or more
- Yes permanently, I was told my child could no longer attend this childcare center or preschool

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108