



Trillium Community Health Plan

CAHPS® 5.0 Adult Medicaid Summary Report

June 2018



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Introduction. Results from fielding the CAHPS® 5.0 Survey for Trillium Community Health Plan (TCHP) provide a comprehensive tool for assessing consumers' experiences with the Coordinated Care Organization (CCO). This report is designed to allow the CCO to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology; a graphic presentation of key results for rating questions, composites, and Effectiveness of Care Measures; and a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. Appendices at the end of the report include a copy of the questionnaire and member responses to custom questions.

Assessing consumers' experience in this report is accomplished with the use of achievement scores and composite scores. Member responses to survey questions are summarized as achievement scores. Responses indicating a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. The lower the achievement score, the greater the need for the CCO to improve. Composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making.

Results. This report summarizes the findings of the adult Medicaid 5.0 CAHPS survey conducted for TCHP. Attempts were made to survey 1,000 member households by mail and telephone during the period January 9, 2018 through April 9, 2018, using a mixed-mode procedure and standard questionnaire with custom questions. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the adult members (aged 18 and over) of TCHP who were continuously enrolled in the CCO for at least 6 months as of November 30, 2017, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1,000 cases was drawn. The survey was offered in English and Spanish.

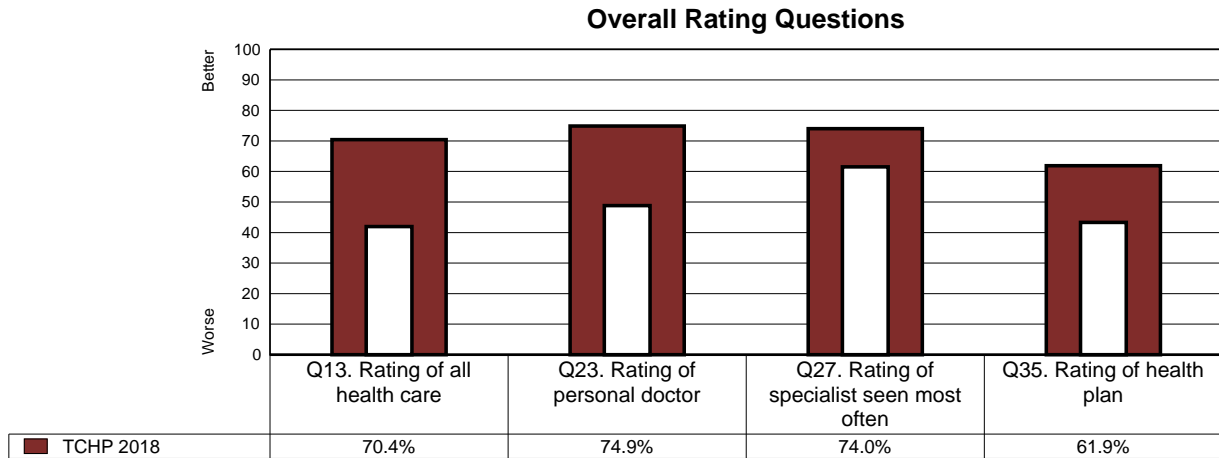
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 275 TCHP members, and the response rate was 28.4%.

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SUMMARY OF OVERALL RATING QUESTIONS

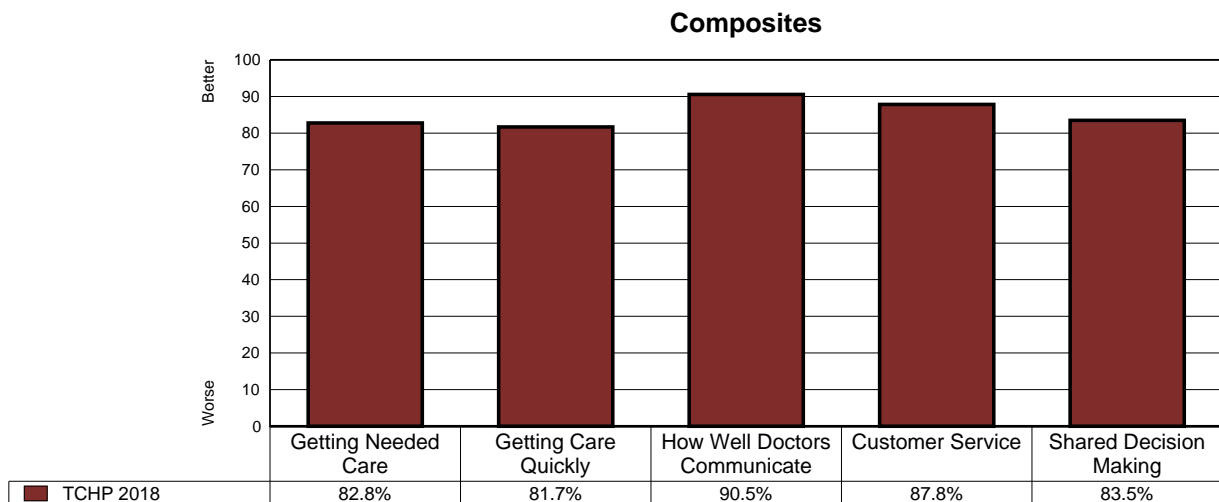
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



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

SUMMARY OF COMPOSITES

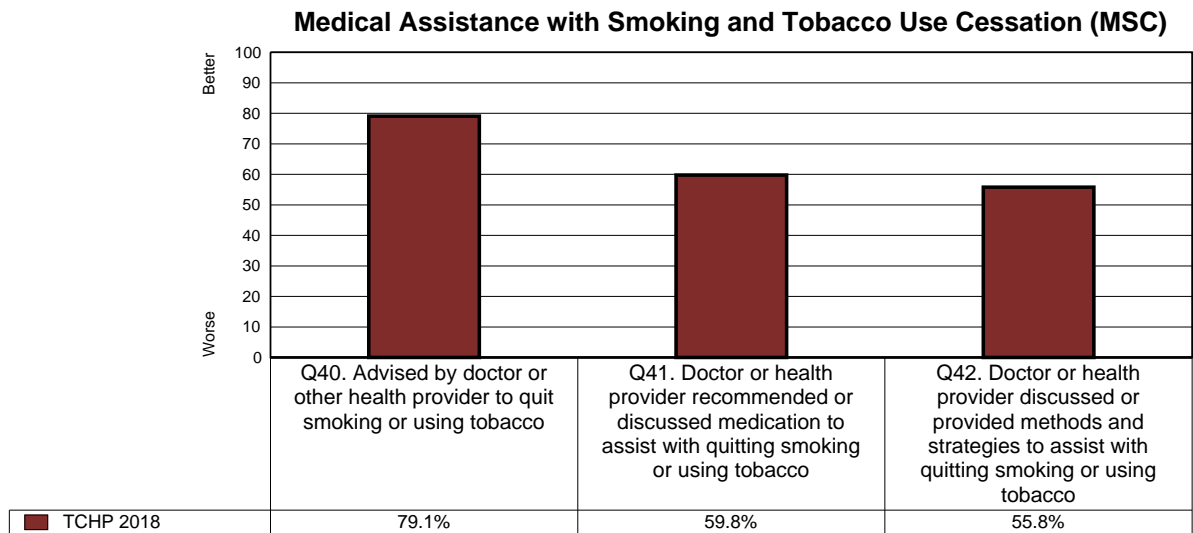
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



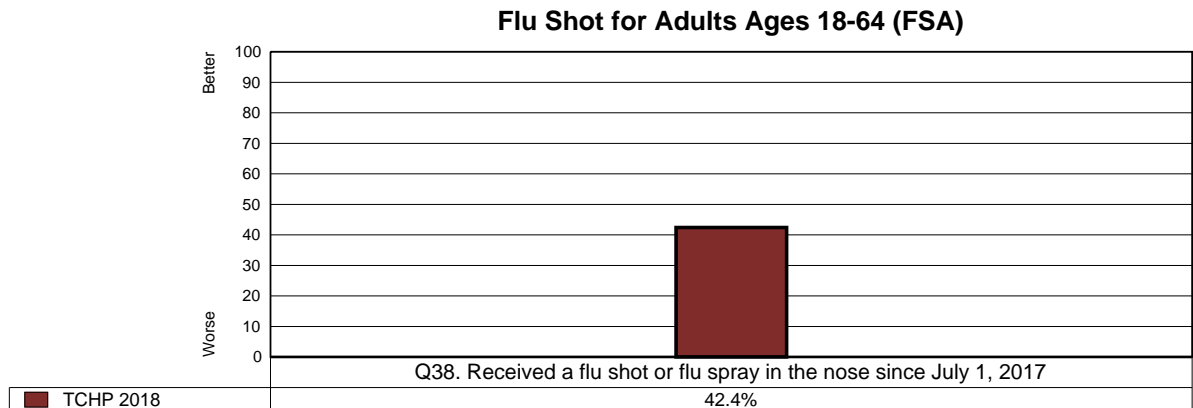
SUMMARY OF EFFECTIVENESS OF CARE MEASURES

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

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



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



Sample Disposition

	TCHP 2018
First mailing - sent	1000
*First mailing - usable survey returned	154
Second mailing - sent	822
*Second mailing - usable survey returned	68
*Phone - usable surveys	53
Total - usable surveys	275
†Ineligible: According to population criteria‡	16
†Ineligible: Language barrier	6
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	10
Bad address and bad phone number	34
Refusal	29
Incomplete survey - mail or phone	8
Nonresponse - Unavailable by mail AND phone	621
Adjusted Response Rate	28.4%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

Q1. Our records show that you are now in the Oregon Health Plan. Is that right?

	TCHP 2018	
	N	%
Yes	273	100.0%
No	0	0.0%
Total	273	100.0%
Not Answered	2	

Your Health Care in the Last 6 Months

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

	TCHP 2018	
	N	%
Yes	114	42.1%
No	157	57.9%
Total	271	100.0%
Not Answered	4	

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

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	2	2.0%
<input checked="" type="radio"/> Sometimes	15	14.7%
<input checked="" type="radio"/> Usually	27	26.5%
<input checked="" type="radio"/> Always	58	56.9%
Total	102	100.0%
Not Answered	12	
Reporting Category	Getting Care Quickly	
Achievement Score	83.3%	

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	TCHP 2018	
	N	%
Yes	196	72.3%
No	75	27.7%
Total	271	100.0%
Not Answered	4	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

- Q6.** In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	TCHP 2018	
	N	%
<input type="radio"/> Never	7	4.1%
<input type="radio"/> Sometimes	23	13.5%
<input type="radio"/> Usually	60	35.3%
<input type="radio"/> Always	80	47.1%
Total	170	100.0%
Not Answered	26	
Reporting Category	Getting Care Quickly	
Achievement Score	82.4%	

- Q7.** In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	TCHP 2018	
	N	%
None	76	28.3%
1 time	40	14.9%
2	51	19.0%
3	36	13.4%
4	24	8.9%
5 to 9	26	9.7%
10 or more times	16	5.9%
Total	269	100.0%
Not Answered	6	

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

	TCHP 2018	
	N	%
<input type="radio"/> Yes	150	80.6%
<input type="radio"/> No	36	19.4%
Total	186	100.0%
Not Answered	7	
Reporting Category	Single Items	
Achievement Score	80.6%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

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

	TCHP 2018	
	N	%
Yes	107	57.8%
No	78	42.2%
Total	185	100.0%
Not Answered	8	

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

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Yes	100	94.3%
<input type="radio"/> No	6	5.7%
Total	106	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	94.3%	

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

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Yes	82	77.4%
<input type="radio"/> No	24	22.6%
Total	106	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	77.4%	

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

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Yes	84	78.5%
<input type="radio"/> No	23	21.5%
Total	107	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	78.5%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

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

	TCHP 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	1	0.5%
● 2	3	1.6%
● 3	1	0.5%
● 4	3	1.6%
● 5	11	5.9%
● 6	12	6.5%
● 7	24	12.9%
● 8	53	28.5%
● 9	29	15.6%
● Best health care possible	49	26.3%
Total	186	100.0%
Not Answered	7	
Reporting Category	Ratings	
Rating (8, 9 and 10)	70.4%	

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

	TCHP 2018	
	N	%
● Never	0	0.0%
● Sometimes	27	14.7%
● Usually	76	41.3%
● Always	81	44.0%
Total	184	100.0%
Not Answered	9	
Reporting Category	Getting Needed Care	
Achievement Score	85.3%	

Your Personal Doctor

Q15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	TCHP 2018	
	N	%
Yes	239	87.5%
No	34	12.5%
Total	273	100.0%
Not Answered	2	

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

Responses by Question

Your Personal Doctor (continued)

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

	TCHP 2018	
	N	%
None	50	22.6%
1 time	65	29.4%
2	47	21.3%
3	27	12.2%
4	14	6.3%
5 to 9	14	6.3%
10 or more times	4	1.8%
Total	221	100.0%
Not Answered	18	

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

	TCHP 2018	
	N	%
<input type="radio"/> Never	2	1.2%
<input type="radio"/> Sometimes	10	5.9%
<input checked="" type="radio"/> Usually	40	23.7%
<input checked="" type="radio"/> Always	117	69.2%
Total	169	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	92.9%	

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

	TCHP 2018	
	N	%
<input type="radio"/> Never	5	3.0%
<input type="radio"/> Sometimes	12	7.1%
<input checked="" type="radio"/> Usually	44	26.0%
<input checked="" type="radio"/> Always	108	63.9%
Total	169	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	89.9%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

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

	TCHP 2018	
	N	%
<input type="radio"/> Never	4	2.4%
<input type="radio"/> Sometimes	9	5.3%
<input type="radio"/> Usually	34	20.0%
<input type="radio"/> Always	123	72.4%
Total	170	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	92.4%	

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

	TCHP 2018	
	N	%
<input type="radio"/> Never	6	3.5%
<input type="radio"/> Sometimes	16	9.4%
<input type="radio"/> Usually	52	30.6%
<input type="radio"/> Always	96	56.5%
Total	170	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	87.1%	

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

	TCHP 2018	
	N	%
Yes	110	64.7%
No	60	35.3%
Total	170	100.0%
Not Answered	1	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

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

	TCHP 2018	
	N	%
● Never	8	7.3%
● Sometimes	17	15.6%
● Usually	24	22.0%
● Always	60	55.0%
Total	109	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	77.1%	

Q23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	TCHP 2018	
	N	%
● Worst personal doctor possible	4	1.9%
● 1	2	0.9%
● 2	2	0.9%
● 3	2	0.9%
● 4	3	1.4%
● 5	11	5.1%
● 6	10	4.7%
● 7	20	9.3%
● 8	56	26.0%
● 9	37	17.2%
● Best personal doctor possible	68	31.6%
Total	215	100.0%
Not Answered	24	
Reporting Category	Ratings	
Rating (8, 9 and 10)	74.9%	

Getting Health Care From Specialists

Q24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	TCHP 2018	
	N	%
Yes	118	43.2%
No	155	56.8%
Total	273	100.0%
Not Answered	2	

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

Responses by Question

Getting Health Care From Specialists (continued)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	TCHP 2018	
	N	%
<input type="radio"/> Never	12	10.4%
<input type="radio"/> Sometimes	16	13.9%
<input type="radio"/> Usually	31	27.0%
<input type="radio"/> Always	56	48.7%
Total	115	100.0%
Not Answered	3	
Reporting Category	Getting Needed Care	
Achievement Score	75.7%	

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

	TCHP 2018	
	N	%
None	6	5.3%
1 specialist	55	48.2%
2	29	25.4%
3	16	14.0%
4	6	5.3%
5 or more specialists	2	1.8%
Total	114	100.0%
Not Answered	4	

Q27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	TCHP 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	1	1.0%
<input type="radio"/> 2	2	1.9%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	5	4.8%
<input type="radio"/> 5	4	3.8%
<input type="radio"/> 6	1	1.0%
<input type="radio"/> 7	14	13.5%
<input type="radio"/> 8	13	12.5%
<input type="radio"/> 9	16	15.4%
<input type="radio"/> Best specialist possible	48	46.2%
Total	104	100.0%
Not Answered	4	
Reporting Category	Ratings	
Rating (8, 9 and 10)	74.0%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	TCHP 2018	
	N	%
Yes	57	20.8%
No	217	79.2%
Total	274	100.0%
Not Answered	1	

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

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	6	11.1%
<input checked="" type="radio"/> Sometimes	15	27.8%
<input checked="" type="radio"/> Usually	22	40.7%
<input checked="" type="radio"/> Always	11	20.4%
Total	54	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	61.1%	

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

	TCHP 2018	
	N	%
Yes	85	31.1%
No	188	68.9%
Total	273	100.0%
Not Answered	2	

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

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	4	5.0%
<input checked="" type="radio"/> Sometimes	11	13.8%
<input checked="" type="radio"/> Usually	20	25.0%
<input checked="" type="radio"/> Always	45	56.3%
Total	80	100.0%
Not Answered	5	
Reporting Category	Customer Service	
Achievement Score	81.3%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan (continued)

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

	TCHP 2018	
	N	%
● Never	1	1.2%
● Sometimes	4	4.9%
● Usually	15	18.3%
● Always	62	75.6%
Total	82	100.0%
Not Answered	3	
Reporting Category	Customer Service	
Achievement Score	93.9%	

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

	TCHP 2018	
	N	%
Yes	87	32.5%
No	181	67.5%
Total	268	100.0%
Not Answered	7	

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

	TCHP 2018	
	N	%
● Never	3	1.1%
● Sometimes	13	4.9%
● Usually	31	11.7%
● Always	219	82.3%
Total	266	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	94.0%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Health Plan (continued)

Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	TCHP 2018	
	N	%
● Worst health plan possible	1	0.4%
● 1	0	0.0%
● 2	3	1.3%
● 3	2	0.9%
● 4	4	1.7%
● 5	22	9.5%
● 6	11	4.8%
● 7	45	19.5%
● 8	43	18.6%
● 9	32	13.9%
● Best health plan possible	68	29.4%
Total	231	100.0%
Not Answered	44	
Reporting Category	Ratings	
Rating (8, 9 and 10)	61.9%	

About You

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

	TCHP 2018	
	N	%
● Excellent	26	9.8%
● Very good	54	20.3%
● Good	100	37.6%
● Fair	65	24.4%
● Poor	21	7.9%
Total	266	100.0%
Not Answered	9	
Reporting Category	Single Items	
Achievement Score	30.1%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

About You (continued)

Q37. In general, how would you rate your overall mental or emotional health?

	TCHP 2018	
	N	%
● Excellent	45	16.9%
● Very good	63	23.6%
● Good	70	26.2%
● Fair	66	24.7%
● Poor	23	8.6%
Total	267	100.0%
Not Answered	8	
Reporting Category	Single Items	
Achievement Score	40.4%	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2017? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]

	TCHP 2018	
	N	%
● Yes	106	42.4%
● No	144	57.6%
Don't know	5	
Total	250	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	42.4%	

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

	TCHP 2018	
	N	%
Every day	61	23.0%
Some days	28	10.6%
Not at all	176	66.4%
Don't know	4	
Total	265	100.0%
Not Answered	6	

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

Responses by Question

About You (continued)

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	18	20.9%
<input checked="" type="radio"/> Sometimes	17	19.8%
<input checked="" type="radio"/> Usually	17	19.8%
<input checked="" type="radio"/> Always	34	39.5%
Total	86	100.0%
Not Answered	3	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	79.1%	

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	35	40.2%
<input checked="" type="radio"/> Sometimes	23	26.4%
<input checked="" type="radio"/> Usually	18	20.7%
<input checked="" type="radio"/> Always	11	12.6%
Total	87	100.0%
Not Answered	2	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	59.8%	

Q42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	38	44.2%
<input checked="" type="radio"/> Sometimes	21	24.4%
<input checked="" type="radio"/> Usually	17	19.8%
<input checked="" type="radio"/> Always	10	11.6%
Total	86	100.0%
Not Answered	3	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	55.8%	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

Q43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	TCHP 2018	
	N	%
Yes	88	33.0%
No	179	67.0%
Total	267	100.0%
Not Answered	8	

Q44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	TCHP 2018	
	N	%
Yes	79	92.9%
No	6	7.1%
Total	85	100.0%
Not Answered	3	

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

	TCHP 2018	
	N	%
Yes	178	66.2%
No	91	33.8%
Total	269	100.0%
Not Answered	6	

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

	TCHP 2018	
	N	%
Yes	165	97.1%
No	5	2.9%
Total	170	100.0%
Not Answered	8	

Responses by Question

About You (continued)

Q47. What is your age?

	TCHP 2018	
	N	%
18 to 24	17	6.3%
25 to 34	40	14.8%
35 to 44	43	15.9%
45 to 54	58	21.4%
55 to 64	93	34.3%
65 to 74	16	5.9%
75 or older	4	1.5%
Total	271	100.0%
Not Answered	4	

Q48. Are you male or female?

	TCHP 2018	
	N	%
Male	112	41.5%
Female	158	58.5%
Total	270	100.0%
Not Answered	5	

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

	TCHP 2018	
	N	%
8th grade or less	5	1.9%
Some high school but did not graduate	26	9.7%
High school graduate or GED	74	27.6%
Some college or 2-year degree	132	49.3%
4-year college graduate	21	7.8%
More than 4-year college degree	10	3.7%
Total	268	100.0%
Not Answered	7	

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

	TCHP 2018	
	N	%
Yes, Hispanic or Latino	17	6.4%
No, Not Hispanic or Latino	249	93.6%
Total	266	100.0%
Not Answered	9	

Responses by Question

About You (continued)

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

	TCHP 2018	
	N	%
Yes	246	100.0%
Total	246	100.0%
Not Answered	29	

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

	TCHP 2018	
	N	%
Yes	7	100.0%
Total	7	100.0%
Not Answered	268	

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

	TCHP 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	269	

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

	TCHP 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	272	

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

	TCHP 2018	
	N	%
Yes	19	100.0%
Total	19	100.0%
Not Answered	256	

Responses by Question

About You (continued)

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

	TCHP 2018	
	N	%
Yes	13	100.0%
Total	13	100.0%
Not Answered	262	

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

	TCHP 2018	
	N	%
Yes	18	8.2%
No	202	91.8%
Total	220	100.0%
Not Answered	55	

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

	TCHP 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	13	

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

	TCHP 2018	
	N	%
Yes	8	100.0%
Total	8	100.0%
Not Answered	10	

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

	TCHP 2018	
	N	%
Yes	5	100.0%
Total	5	100.0%
Not Answered	13	

Responses by Question

About You (continued)

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

	TCHP 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	18	

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

	TCHP 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	16	

Custom Questions

Q35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

	TCHP 2018	
	N	%
Yes	35	13.6%
No	223	86.4%
Total	258	100.0%
Not Answered	17	

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

	TCHP 2018	
	N	%
<input type="radio"/> Never	3	9.4%
<input type="radio"/> Sometimes	5	15.6%
<input type="radio"/> Usually	10	31.3%
<input type="radio"/> Always	14	43.8%
Total	32	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	75.0%	

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

	TCHP 2018	
	N	%
Yes	51	18.8%
No	220	81.2%
Total	271	100.0%
Not Answered	4	

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

	TCHP 2018	
	N	%
<input type="radio"/> Never	12	25.0%
<input type="radio"/> Sometimes	5	10.4%
<input type="radio"/> Usually	14	29.2%
<input type="radio"/> Always	17	35.4%
Total	48	100.0%
Not Answered	3	
Reporting Category	Supplemental Items	
Achievement Score	64.6%	

Response scored as: Achievement Room for improvement

Custom Questions

Additional Questions

Q35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

	TCHP 2018	
	N	%
<input type="radio"/> Never	191	71.8%
<input type="radio"/> Sometimes	58	21.8%
<input type="radio"/> Usually	10	3.8%
<input type="radio"/> Always	7	2.6%
Total	266	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	93.6%	

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

	TCHP 2018	
	N	%
<input type="radio"/> Never	214	79.9%
<input type="radio"/> Sometimes	40	14.9%
<input type="radio"/> Usually	10	3.7%
<input type="radio"/> Always	4	1.5%
Total	268	100.0%
Not Answered	7	
Reporting Category	Supplemental Items	
Achievement Score	94.8%	

Q35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

	TCHP 2018	
	N	%
<input type="radio"/> Never	216	81.2%
<input type="radio"/> Sometimes	41	15.4%
<input type="radio"/> Usually	6	2.3%
<input type="radio"/> Always	3	1.1%
Total	266	100.0%
Not Answered	9	
Reporting Category	Supplemental Items	
Achievement Score	96.6%	

Response scored as: Achievement Room for improvement

Custom Questions

Additional Questions (continued)

Q35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	175	67.0%
<input checked="" type="radio"/> Yes - somewhat	70	26.8%
<input checked="" type="radio"/> No	16	6.1%
Total	261	100.0%
Not Answered	14	
Reporting Category	Supplemental Items	
Achievement Score	67.0%	

Access to Dental Care

Q35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

	TCHP 2018	
	N	%
Yes	175	66.3%
No	89	33.7%
Total	264	100.0%
Not Answered	11	

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

	TCHP 2018	
	N	%
Yes	112	42.6%
No	151	57.4%
Total	263	100.0%
Not Answered	12	

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

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	3	2.8%
<input checked="" type="radio"/> Sometimes	8	7.4%
<input checked="" type="radio"/> Usually	21	19.4%
<input checked="" type="radio"/> Always	76	70.4%
Total	108	100.0%
Not Answered	4	
Reporting Category	Supplemental Items	
Achievement Score	89.8%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

- Q35l.** If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	33	36.3%
<input checked="" type="radio"/> Sometimes	22	24.2%
<input checked="" type="radio"/> Usually	13	14.3%
<input checked="" type="radio"/> Always	23	25.3%
Did not try to get an appointment with a specialist dentist	170	
Total	91	100.0%
Not Answered	14	
Reporting Category	Supplemental Items	
Achievement Score	39.6%	

- Q35m.** In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

	TCHP 2018	
	N	%
<input checked="" type="radio"/> Never	35	32.4%
<input checked="" type="radio"/> Sometimes	21	19.4%
<input checked="" type="radio"/> Usually	21	19.4%
<input checked="" type="radio"/> Always	31	28.7%
Did not have a dental emergency	154	
Total	108	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	48.1%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

Q35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

	TCHP 2018	
	N	%
<input type="radio"/> Extremely difficult	9	3.7%
<input type="radio"/> 1	7	2.9%
<input type="radio"/> 2	9	3.7%
<input type="radio"/> 3	10	4.1%
<input type="radio"/> 4	6	2.5%
<input type="radio"/> 5	43	17.6%
<input type="radio"/> 6	6	2.5%
<input type="radio"/> 7	20	8.2%
<input checked="" type="radio"/> 8	31	12.7%
<input checked="" type="radio"/> 9	21	8.6%
<input checked="" type="radio"/> Extremely easy	82	33.6%
Total	244	100.0%
Not Answered	31	
Reporting Category	Supplemental Items	
Achievement Score	54.9%	

Response scored as: Achievement Room for improvement

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks   

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

Yes ➔ *Go to Question 1*
 No

↓ **START HERE** ↓

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

Yes ➔ *Go to Question 3*
 No

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

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

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

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

- Yes
- No → *Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

- Yes
- No → *Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- None → *Go to Question 15*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Yes
- No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Yes
- No → *Go to Question 13*

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

- Yes
- No

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

- Yes
- No

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

- 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 health care in the last 6 months?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | 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 you needed?

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → *Go to Question 24*

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

- None → *Go to Question 23*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Yes
 No -> Go to Question 23

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

- Never
 Sometimes
 Usually
 Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No -> Go to Question 28

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

- Never
 Sometimes
 Usually
 Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- Yes
 No -> Go to Question 30

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → **Go to Question 35c**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35e**

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

- Never
- Sometimes
- Usually
- Always

ADDITIONAL QUESTIONS

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

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

- Yes
- No → *Go to Question 35l*

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

- Never
- Sometimes
- Usually
- Always

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

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

35m. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

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

35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

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

ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → **Go to Question 45**

44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

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

- Yes
- No → **Go to Question 47**

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

- Yes
- No

47. What is your age?

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

48. Are you male or female?

- Male
- Female

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

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

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

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

51. What is your race? Mark one or more.

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

◆ **52. Did someone help you complete this survey?**

- Yes → **Go to Question 53**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

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

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

THANK YOU

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

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

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





