



## Umpqua Health Alliance

# CAHPS® 5.0 Adult Medicaid Summary Report

June 2018



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**Introduction.** Results from fielding the CAHPS® 5.0 Survey for Umpqua Health Alliance (UHA) 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 UHA. 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 UHA 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 341 UHA members, and the response rate was 35.0%.

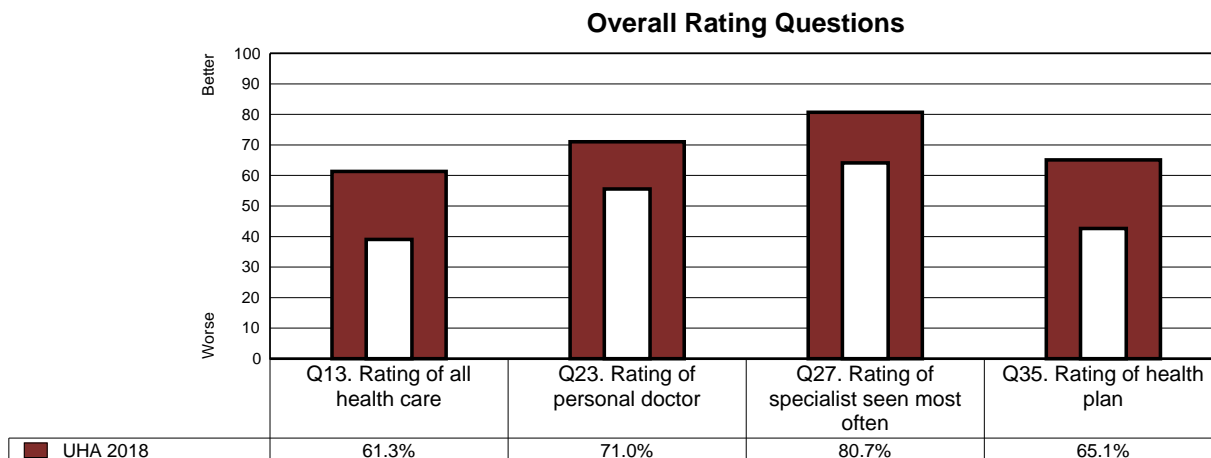
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### SUMMARY OF OVERALL RATING QUESTIONS

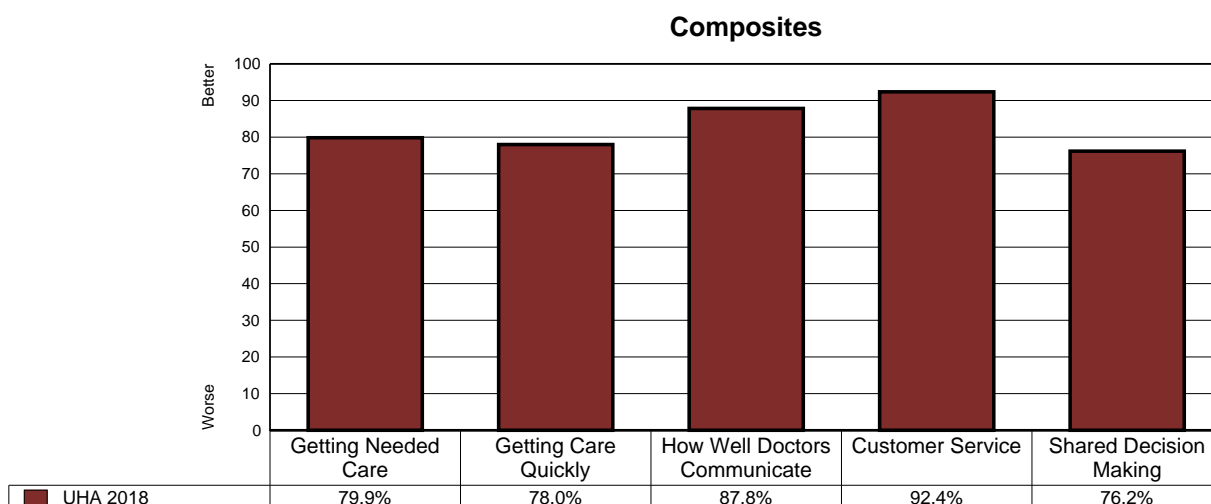
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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

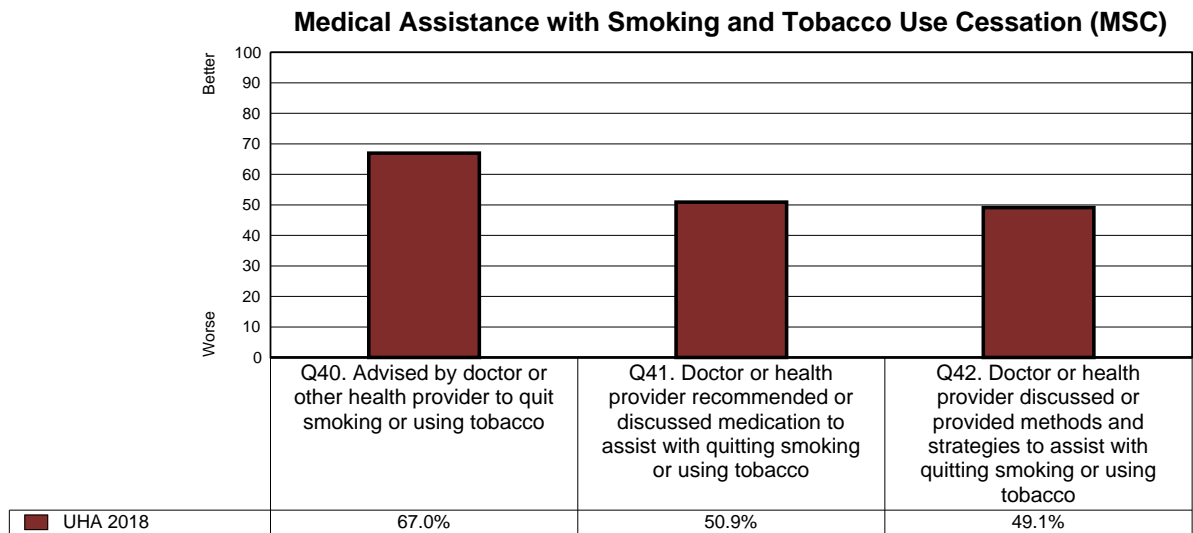
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



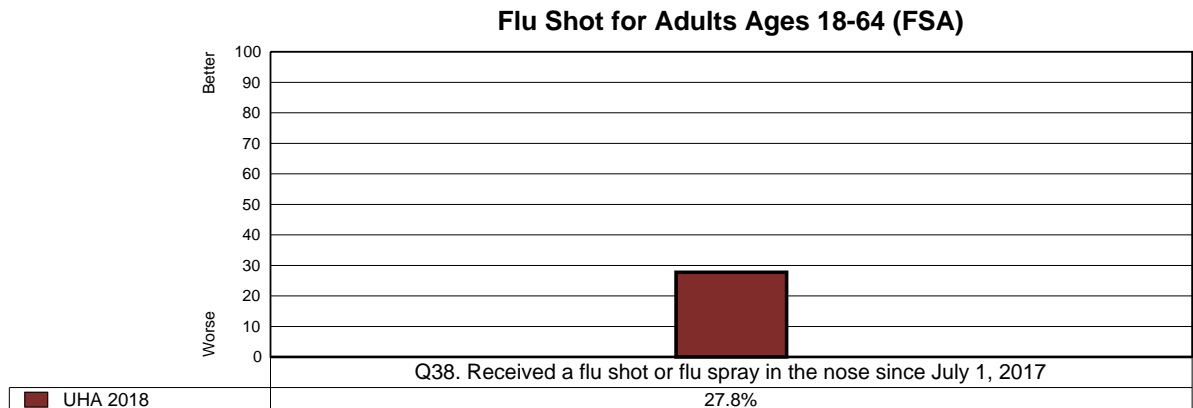
**SUMMARY OF EFFECTIVENESS OF CARE MEASURES**

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

	UHA 2018
First mailing - sent	1000
*First mailing - usable survey returned	206
Second mailing - sent	786
*Second mailing - usable survey returned	74
*Phone - usable surveys	61
Total - usable surveys	341
†Ineligible: According to population criteria‡	17
†Ineligible: Language barrier	2
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	6
Bad address and bad phone number	30
Refusal	41
Incomplete survey - mail or phone	12
Nonresponse - Unavailable by mail AND phone	551
<b>Adjusted Response Rate</b>	<b>35.0%</b>

\*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?**

	UHA 2018	
	N	%
Yes	336	100.0%
No	0	0.0%
<b>Total</b>	336	100.0%
Not Answered	5	

## 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?**

	UHA 2018	
	N	%
Yes	144	43.4%
No	188	56.6%
<b>Total</b>	332	100.0%
Not Answered	9	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	5	3.9%
<input checked="" type="radio"/> Sometimes	21	16.5%
<input checked="" type="radio"/> Usually	33	26.0%
<input checked="" type="radio"/> Always	68	53.5%
<b>Total</b>	127	100.0%
Not Answered	17	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	79.5%	

**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?**

	UHA 2018	
	N	%
Yes	249	74.6%
No	85	25.4%
<b>Total</b>	334	100.0%
Not Answered	7	

**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?

	UHA 2018	
	N	%
● Never	9	4.1%
● Sometimes	43	19.5%
● Usually	64	29.1%
● Always	104	47.3%
<b>Total</b>	220	100.0%
Not Answered	29	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	76.4%	

- 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?

	UHA 2018	
	N	%
None	64	19.3%
1 time	67	20.2%
2	66	19.9%
3	37	11.2%
4	28	8.5%
5 to 9	47	14.2%
10 or more times	22	6.6%
<b>Total</b>	331	100.0%
Not Answered	10	

- 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?

	UHA 2018	
	N	%
● Yes	178	69.5%
● No	78	30.5%
<b>Total</b>	256	100.0%
Not Answered	11	
<b>Reporting Category</b>	Single Items	
Achievement Score	69.5%	

○ **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?**

	UHA 2018	
	N	%
Yes	138	53.5%
No	120	46.5%
<b>Total</b>	258	100.0%
Not Answered	9	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Yes	122	90.4%
<input type="radio"/> No	13	9.6%
<b>Total</b>	135	100.0%
Not Answered	3	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	90.4%	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Yes	93	68.9%
<input type="radio"/> No	42	31.1%
<b>Total</b>	135	100.0%
Not Answered	3	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	68.9%	

**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?**

	UHA 2018	
	N	%
<input checked="" type="radio"/> Yes	93	69.4%
<input type="radio"/> No	41	30.6%
<b>Total</b>	134	100.0%
Not Answered	4	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	69.4%	

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?

	UHA 2018	
	N	%
● Worst health care possible	2	0.8%
● 1	0	0.0%
● 2	6	2.3%
● 3	9	3.5%
● 4	5	2.0%
● 5	24	9.4%
● 6	16	6.3%
● 7	37	14.5%
● 8	57	22.3%
● 9	33	12.9%
● Best health care possible	67	26.2%
<b>Total</b>	256	100.0%
Not Answered	11	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	61.3%	

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

	UHA 2018	
	N	%
● Never	11	4.3%
● Sometimes	43	16.8%
● Usually	89	34.8%
● Always	113	44.1%
<b>Total</b>	256	100.0%
Not Answered	11	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	78.9%	

## 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?

	UHA 2018	
	N	%
Yes	276	83.4%
No	55	16.6%
<b>Total</b>	331	100.0%
Not Answered	10	

○ **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?**

	UHA 2018	
	N	%
None	40	15.4%
1 time	74	28.5%
2	65	25.0%
3	33	12.7%
4	22	8.5%
5 to 9	21	8.1%
10 or more times	5	1.9%
<b>Total</b>	260	100.0%
Not Answered	16	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	2	0.9%
<input type="radio"/> Sometimes	21	9.6%
<input checked="" type="radio"/> Usually	51	23.3%
<input checked="" type="radio"/> Always	145	66.2%
<b>Total</b>	219	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	89.5%	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	5	2.3%
<input type="radio"/> Sometimes	23	10.5%
<input checked="" type="radio"/> Usually	45	20.5%
<input checked="" type="radio"/> Always	147	66.8%
<b>Total</b>	220	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	87.3%	

**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?

	UHA 2018	
	N	%
<input type="radio"/> Never	5	2.3%
<input type="radio"/> Sometimes	23	10.5%
<input type="radio"/> Usually	36	16.4%
<input type="radio"/> Always	156	70.9%
<b>Total</b>	220	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	87.3%	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	7	3.2%
<input type="radio"/> Sometimes	21	9.5%
<input type="radio"/> Usually	54	24.5%
<input type="radio"/> Always	138	62.7%
<b>Total</b>	220	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	87.3%	

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

	UHA 2018	
	N	%
Yes	140	64.5%
No	77	35.5%
<b>Total</b>	217	100.0%
Not Answered	3	

**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?

	UHA 2018	
	N	%
● Never	8	6.0%
● Sometimes	20	14.9%
● Usually	47	35.1%
● Always	59	44.0%
<b>Total</b>	134	100.0%
Not Answered	6	
<b>Reporting Category</b>	Single Items	
Achievement Score	79.1%	

**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?

	UHA 2018	
	N	%
● Worst personal doctor possible	3	1.2%
● 1	4	1.5%
● 2	5	1.9%
● 3	6	2.3%
● 4	3	1.2%
● 5	23	8.9%
● 6	11	4.2%
● 7	20	7.7%
● 8	40	15.4%
● 9	41	15.8%
● Best personal doctor possible	103	39.8%
<b>Total</b>	259	100.0%
Not Answered	17	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	71.0%	

## 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?

	UHA 2018	
	N	%
Yes	158	46.9%
No	179	53.1%
<b>Total</b>	337	100.0%
Not Answered	4	

○ 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?

	UHA 2018	
	N	%
<input type="radio"/> Never	6	3.9%
<input type="radio"/> Sometimes	23	15.1%
<input type="radio"/> Usually	46	30.3%
<input type="radio"/> Always	77	50.7%
<b>Total</b>	152	100.0%
Not Answered	6	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	80.9%	

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

	UHA 2018	
	N	%
None	7	4.6%
1 specialist	79	51.6%
2	49	32.0%
3	12	7.8%
4	5	3.3%
5 or more specialists	1	0.7%
<b>Total</b>	153	100.0%
Not Answered	5	

**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?

	UHA 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	1	0.7%
<input type="radio"/> 2	1	0.7%
<input type="radio"/> 3	3	2.1%
<input type="radio"/> 4	1	0.7%
<input type="radio"/> 5	6	4.1%
<input type="radio"/> 6	3	2.1%
<input type="radio"/> 7	13	9.0%
<input type="radio"/> 8	24	16.6%
<input type="radio"/> 9	30	20.7%
<input type="radio"/> Best specialist possible	63	43.4%
<b>Total</b>	145	100.0%
Not Answered	1	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	80.7%	

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?

	UHA 2018	
	N	%
Yes	45	13.3%
No	293	86.7%
<b>Total</b>	338	100.0%
Not Answered	3	

**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?

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	1	2.4%
<input checked="" type="radio"/> Sometimes	16	38.1%
<input checked="" type="radio"/> Usually	11	26.2%
<input checked="" type="radio"/> Always	14	33.3%
<b>Total</b>	42	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	59.5%	

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

	UHA 2018	
	N	%
Yes	74	22.2%
No	260	77.8%
<b>Total</b>	334	100.0%
Not Answered	7	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	3	4.2%
<input checked="" type="radio"/> Sometimes	3	4.2%
<input checked="" type="radio"/> Usually	26	36.1%
<input checked="" type="radio"/> Always	40	55.6%
<b>Total</b>	72	100.0%
Not Answered	2	
<b>Reporting Category</b>	Customer Service	
Achievement Score	91.7%	

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?**

	UHA 2018	
	N	%
● Never	2	2.8%
● Sometimes	3	4.2%
● Usually	17	23.9%
● Always	49	69.0%
<b>Total</b>	71	100.0%
Not Answered	3	
<b>Reporting Category</b>	Customer Service	
Achievement Score	93.0%	

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

	UHA 2018	
	N	%
Yes	119	36.0%
No	212	64.0%
<b>Total</b>	331	100.0%
Not Answered	10	

**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.]**

	UHA 2018	
	N	%
● Never	2	0.6%
● Sometimes	15	4.6%
● Usually	41	12.5%
● Always	270	82.3%
<b>Total</b>	328	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	94.8%	

○ **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?

	UHA 2018	
	N	%
● Worst health plan possible	2	0.7%
● 1	1	0.3%
● 2	5	1.7%
● 3	6	2.0%
● 4	5	1.7%
● 5	31	10.4%
● 6	16	5.4%
● 7	38	12.8%
● 8	67	22.5%
● 9	39	13.1%
● Best health plan possible	88	29.5%
<b>Total</b>	298	100.0%
Not Answered	43	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	65.1%	

## About You

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

	UHA 2018	
	N	%
● Excellent	23	6.9%
● Very good	70	21.0%
● Good	134	40.2%
● Fair	69	20.7%
● Poor	37	11.1%
<b>Total</b>	333	100.0%
Not Answered	8	
<b>Reporting Category</b>	Single Items	
Achievement Score	27.9%	

○ **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?**

	UHA 2018	
	N	%
● Excellent	58	17.4%
● Very good	63	18.9%
● Good	112	33.6%
● Fair	75	22.5%
● Poor	25	7.5%
<b>Total</b>	333	100.0%
Not Answered	8	
<b>Reporting Category</b>	Single Items	
Achievement Score	36.3%	

**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.]**

	UHA 2018	
	N	%
● Yes	83	27.8%
● No	216	72.2%
Don't know	8	
<b>Total</b>	299	100.0%
Not Answered	8	
<b>Reporting Category</b>	Single Items	
Achievement Score	27.8%	

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

	UHA 2018	
	N	%
Every day	78	23.6%
Some days	34	10.3%
Not at all	218	66.1%
Don't know	3	
<b>Total</b>	330	100.0%
Not Answered	8	

○ **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?

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	37	33.0%
<input checked="" type="radio"/> Sometimes	14	12.5%
<input checked="" type="radio"/> Usually	23	20.5%
<input checked="" type="radio"/> Always	38	33.9%
<b>Total</b>	112	100.0%
Not Answered	0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	67.0%	

**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.

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	55	49.1%
<input checked="" type="radio"/> Sometimes	21	18.8%
<input checked="" type="radio"/> Usually	17	15.2%
<input checked="" type="radio"/> Always	19	17.0%
<b>Total</b>	112	100.0%
Not Answered	0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	50.9%	

**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.

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	55	50.9%
<input checked="" type="radio"/> Sometimes	23	21.3%
<input checked="" type="radio"/> Usually	14	13.0%
<input checked="" type="radio"/> Always	16	14.8%
<b>Total</b>	108	100.0%
Not Answered	4	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	49.1%	

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?**

	UHA 2018	
	N	%
Yes	127	37.9%
No	208	62.1%
<b>Total</b>	<b>335</b>	<b>100.0%</b>
Not Answered	6	

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

	UHA 2018	
	N	%
Yes	101	85.6%
No	17	14.4%
<b>Total</b>	<b>118</b>	<b>100.0%</b>
Not Answered	9	

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

	UHA 2018	
	N	%
Yes	241	71.7%
No	95	28.3%
<b>Total</b>	<b>336</b>	<b>100.0%</b>
Not Answered	5	

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

	UHA 2018	
	N	%
Yes	219	95.2%
No	11	4.8%
<b>Total</b>	<b>230</b>	<b>100.0%</b>
Not Answered	11	

## Responses by Question

### *About You* (continued)

**Q47. What is your age?**

	UHA 2018	
	N	%
18 to 24	35	10.4%
25 to 34	37	11.0%
35 to 44	49	14.5%
45 to 54	79	23.4%
55 to 64	114	33.8%
65 to 74	17	5.0%
75 or older	6	1.8%
<b>Total</b>	337	100.0%
Not Answered	4	

**Q48. Are you male or female?**

	UHA 2018	
	N	%
Male	134	39.9%
Female	202	60.1%
<b>Total</b>	336	100.0%
Not Answered	5	

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

	UHA 2018	
	N	%
8th grade or less	6	1.8%
Some high school but did not graduate	49	14.6%
High school graduate or GED	139	41.4%
Some college or 2-year degree	117	34.8%
4-year college graduate	16	4.8%
More than 4-year college degree	9	2.7%
<b>Total</b>	336	100.0%
Not Answered	5	

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

	UHA 2018	
	N	%
Yes, Hispanic or Latino	17	5.1%
No, Not Hispanic or Latino	315	94.9%
<b>Total</b>	332	100.0%
Not Answered	9	

# Responses by Question

## About You (continued)

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

	UHA 2018	
	N	%
Yes	317	100.0%
<b>Total</b>	317	100.0%
Not Answered	24	

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

	UHA 2018	
	N	%
Yes	0	0.0%
<b>Total</b>	0	100.0%
Not Answered	341	

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

	UHA 2018	
	N	%
Yes	6	100.0%
<b>Total</b>	6	100.0%
Not Answered	335	

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

	UHA 2018	
	N	%
Yes	5	100.0%
<b>Total</b>	5	100.0%
Not Answered	336	

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

	UHA 2018	
	N	%
Yes	21	100.0%
<b>Total</b>	21	100.0%
Not Answered	320	

# Responses by Question

## About You (continued)

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

	UHA 2018	
	N	%
Yes	9	100.0%
<b>Total</b>	9	100.0%
Not Answered	332	

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

	UHA 2018	
	N	%
Yes	36	13.1%
No	238	86.9%
<b>Total</b>	274	100.0%
Not Answered	67	

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

	UHA 2018	
	N	%
Yes	19	100.0%
<b>Total</b>	19	100.0%
Not Answered	17	

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

	UHA 2018	
	N	%
Yes	15	100.0%
<b>Total</b>	15	100.0%
Not Answered	21	

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

	UHA 2018	
	N	%
Yes	10	100.0%
<b>Total</b>	10	100.0%
Not Answered	26	

# Responses by Question

## *About You* (continued)

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

	UHA 2018	
	N	%
Yes	1	100.0%
<b>Total</b>	1	100.0%
Not Answered	35	

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

	UHA 2018	
	N	%
Yes	5	100.0%
<b>Total</b>	5	100.0%
Not Answered	31	

## 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?

	UHA 2018	
	N	%
Yes	49	15.1%
No	276	84.9%
<b>Total</b>	325	100.0%
Not Answered	16	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	8	17.4%
<input type="radio"/> Sometimes	7	15.2%
<input type="radio"/> Usually	12	26.1%
<input type="radio"/> Always	19	41.3%
<b>Total</b>	46	100.0%
Not Answered	3	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	67.4%	

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

	UHA 2018	
	N	%
Yes	57	16.9%
No	280	83.1%
<b>Total</b>	337	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?

	UHA 2018	
	N	%
<input type="radio"/> Never	7	14.3%
<input type="radio"/> Sometimes	4	8.2%
<input type="radio"/> Usually	16	32.7%
<input type="radio"/> Always	22	44.9%
<b>Total</b>	49	100.0%
Not Answered	8	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	77.6%	

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?

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	234	71.1%
<input checked="" type="radio"/> Sometimes	65	19.8%
<input type="radio"/> Usually	17	5.2%
<input type="radio"/> Always	13	4.0%
<b>Total</b>	329	100.0%
Not Answered	12	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	90.9%	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	258	79.1%
<input checked="" type="radio"/> Sometimes	55	16.9%
<input type="radio"/> Usually	8	2.5%
<input type="radio"/> Always	5	1.5%
<b>Total</b>	326	100.0%
Not Answered	15	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	96.0%	

**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?

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	270	82.6%
<input checked="" type="radio"/> Sometimes	34	10.4%
<input type="radio"/> Usually	16	4.9%
<input type="radio"/> Always	7	2.1%
<b>Total</b>	327	100.0%
Not Answered	14	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	93.0%	

**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?

	UHA 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	205	62.7%
<input checked="" type="radio"/> Yes - somewhat	92	28.1%
<input checked="" type="radio"/> No	30	9.2%
<b>Total</b>	327	100.0%
Not Answered	14	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	62.7%	

## 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?

	UHA 2018	
	N	%
Yes	192	58.4%
No	137	41.6%
<b>Total</b>	329	100.0%
Not Answered	12	

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

	UHA 2018	
	N	%
Yes	135	41.0%
No	194	59.0%
<b>Total</b>	329	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?

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	8	6.1%
<input checked="" type="radio"/> Sometimes	14	10.6%
<input checked="" type="radio"/> Usually	22	16.7%
<input checked="" type="radio"/> Always	88	66.7%
<b>Total</b>	132	100.0%
Not Answered	3	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	83.3%	

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?

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	54	40.6%
<input checked="" type="radio"/> Sometimes	33	24.8%
<input checked="" type="radio"/> Usually	24	18.0%
<input checked="" type="radio"/> Always	22	16.5%
Did not try to get an appointment with a specialist dentist	195	
<b>Total</b>	133	100.0%
Not Answered	13	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	34.6%	

**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?

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	53	37.9%
<input checked="" type="radio"/> Sometimes	33	23.6%
<input checked="" type="radio"/> Usually	32	22.9%
<input checked="" type="radio"/> Always	22	15.7%
Did not have a dental emergency	189	
<b>Total</b>	140	100.0%
Not Answered	12	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	38.6%	

**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?

	UHA 2018	
	N	%
● Extremely difficult	25	8.4%
● 1	9	3.0%
● 2	7	2.3%
● 3	13	4.4%
● 4	8	2.7%
● 5	50	16.8%
● 6	17	5.7%
● 7	16	5.4%
● 8	30	10.1%
● 9	31	10.4%
● Extremely easy	92	30.9%
<b>Total</b>	298	100.0%
Not Answered	43	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	51.3%	

○ **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 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 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 Best
Specialist Specialist
Possible 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)
- \_\_\_\_\_



◆

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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**





