



Umpqua Health Alliance

CAHPS® 5.0

Child Medicaid without Chronic Condition Summary Report

June 2018



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Summary Report

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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 and composites, 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 child Medicaid 5.0 CAHPS survey conducted for UHA. Attempts were made to survey 800 member households from a population not likely to have a child with a chronic condition. Member households were contacted 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 parents or caretakers of children under the age of 18 who were continuously enrolled in UHA 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 800 cases was drawn from a population not likely to have a child with a chronic condition, based on claims or care encounters that met specific diagnostic or service criteria. The survey was offered in English and Spanish.

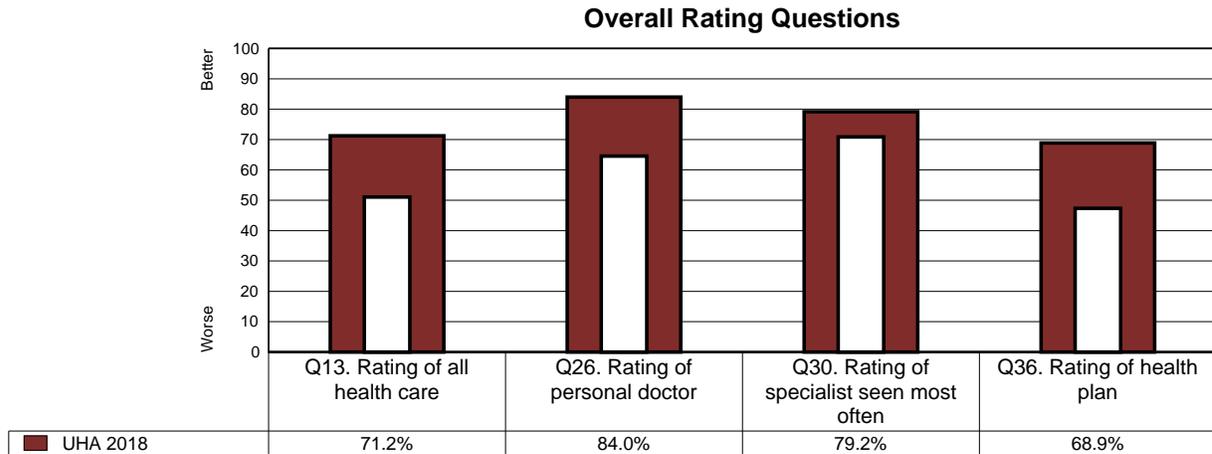
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q27, Q31, and Q36. Complete interviews were obtained from 212 UHA members, and the response rate was 26.7%.

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SUMMARY OF OVERALL RATING QUESTIONS

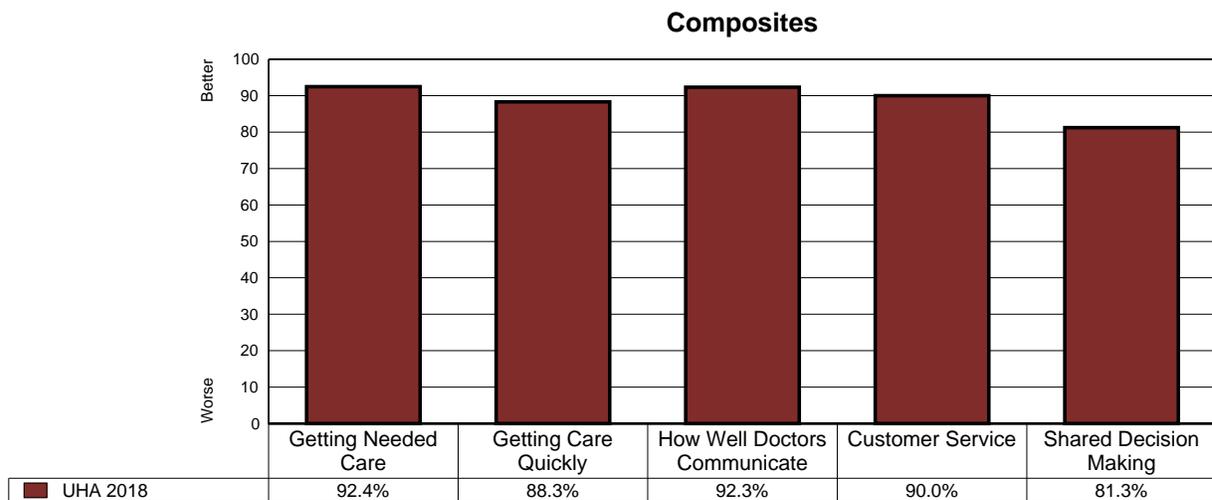
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



Sample Disposition

	UHA 2018
First mailing - sent	800
*First mailing - usable survey returned	89
Second mailing - sent	674
*Second mailing - usable survey returned	42
*Phone - usable surveys	81
Total - usable surveys	212
†Ineligible: According to population criteria‡	6
†Ineligible: Language barrier	1
†Ineligible: Deceased	0
Bad address and bad phone number	20
Refusal	35
Incomplete survey - mail or phone	7
Nonresponse - Unavailable by mail AND phone	519
Adjusted Response Rate	26.7%

*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 your child is now in the Oregon Health Plan. Is that right?

	UHA 2018	
	N	%
Yes	210	100.0%
No	0	0.0%
Total	210	100.0%
Not Answered	2	

Your Child's Health Care in the Last 6 Months

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

	UHA 2018	
	N	%
Yes	75	35.4%
No	137	64.6%
Total	212	100.0%
Not Answered	0	

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

	UHA 2018	
	N	%
● Never	0	0.0%
● Sometimes	2	2.9%
● Usually	14	20.6%
● Always	52	76.5%
Total	68	100.0%
Not Answered	7	
Reporting Category	Getting Care Quickly	
Achievement Score	97.1%	

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

	UHA 2018	
	N	%
Yes	126	60.0%
No	84	40.0%
Total	210	100.0%
Not Answered	2	

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

Responses by Question

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

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

	UHA 2018	
	N	%
<input type="radio"/> Never	2	1.7%
<input type="radio"/> Sometimes	17	14.0%
<input type="radio"/> Usually	28	23.1%
<input checked="" type="radio"/> Always	74	61.2%
Total	121	100.0%
Not Answered	5	
Reporting Category	Getting Care Quickly	
Achievement Score	84.3%	

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

	UHA 2018	
	N	%
None	69	32.7%
1 time	67	31.8%
2	40	19.0%
3	21	10.0%
4	7	3.3%
5 to 9	6	2.8%
10 or more times	1	0.5%
Total	211	100.0%
Not Answered	1	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Yes	79	56.8%
<input type="radio"/> No	60	43.2%
Total	139	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	56.8%	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	UHA 2018	
	N	%
Yes	32	23.0%
No	107	77.0%
Total	139	100.0%
Not Answered	3	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Yes	31	96.9%
<input type="radio"/> No	1	3.1%
Total	32	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	96.9%	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Yes	24	75.0%
<input type="radio"/> No	8	25.0%
Total	32	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	75.0%	

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Yes	23	74.2%
<input type="radio"/> No	8	25.8%
Total	31	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	74.2%	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	UHA 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	1	0.7%
● 3	1	0.7%
● 4	2	1.4%
● 5	6	4.3%
● 6	10	7.2%
● 7	20	14.4%
● 8	28	20.1%
● 9	32	23.0%
● Best health care possible	39	28.1%
Total	139	100.0%
Not Answered	3	
Reporting Category	Ratings	
Rating (8, 9 and 10)	71.2%	

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

	UHA 2018	
	N	%
● Never	1	0.7%
● Sometimes	9	6.6%
● Usually	45	33.1%
● Always	81	59.6%
Total	136	100.0%
Not Answered	6	
Reporting Category	Getting Needed Care	
Achievement Score	92.6%	

Your Child's Personal Doctor

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

	UHA 2018	
	N	%
Yes	190	90.5%
No	20	9.5%
Total	210	100.0%
Not Answered	2	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	UHA 2018	
	N	%
None	47	26.9%
1 time	72	41.1%
2	32	18.3%
3	12	6.9%
4	5	2.9%
5 to 9	6	3.4%
10 or more times	1	0.6%
Total	175	100.0%
Not Answered	15	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	3	2.4%
<input type="radio"/> Sometimes	3	2.4%
<input type="radio"/> Usually	18	14.3%
<input type="radio"/> Always	102	81.0%
Total	126	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	95.2%	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	1	0.8%
<input type="radio"/> Sometimes	10	7.8%
<input type="radio"/> Usually	27	21.1%
<input type="radio"/> Always	90	70.3%
Total	128	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	91.4%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	UHA 2018	
	N	%
<input type="radio"/> Never	2	1.6%
<input type="radio"/> Sometimes	8	6.3%
<input type="radio"/> Usually	21	16.4%
<input type="radio"/> Always	97	75.8%
Total	128	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	92.2%	

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

	UHA 2018	
	N	%
Yes	88	69.3%
No	39	30.7%
Total	127	100.0%
Not Answered	1	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	7	8.0%
<input type="radio"/> Usually	15	17.2%
<input type="radio"/> Always	65	74.7%
Total	87	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	92.0%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	UHA 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	11	8.7%
<input type="radio"/> Usually	25	19.7%
<input type="radio"/> Always	91	71.7%
Total	127	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	91.3%	

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

	UHA 2018	
	N	%
<input type="radio"/> Yes	111	86.7%
<input type="radio"/> No	17	13.3%
Total	128	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	86.7%	

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

	UHA 2018	
	N	%
Yes	50	39.1%
No	78	60.9%
Total	128	100.0%
Not Answered	0	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	UHA 2018	
	N	%
<input type="radio"/> Never	1	2.1%
<input type="radio"/> Sometimes	5	10.4%
<input type="radio"/> Usually	15	31.3%
<input type="radio"/> Always	27	56.3%
Total	48	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	87.5%	

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

	UHA 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	1	0.6%
<input type="radio"/> 1	1	0.6%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	1	0.6%
<input type="radio"/> 4	3	1.7%
<input type="radio"/> 5	6	3.4%
<input type="radio"/> 6	5	2.9%
<input type="radio"/> 7	11	6.3%
<input type="radio"/> 8	34	19.4%
<input type="radio"/> 9	33	18.9%
<input type="radio"/> Best personal doctor possible	80	45.7%
Total	175	100.0%
Not Answered	15	
Reporting Category	Ratings	
Rating (8, 9 and 10)	84.0%	

Getting Health Care From Specialists

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

	UHA 2018	
	N	%
Yes	28	13.4%
No	181	86.6%
Total	209	100.0%
Not Answered	3	

Response scored as: Achievement Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

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

	UHA 2018	
	N	%
<input type="radio"/> Never	1	3.6%
<input type="radio"/> Sometimes	5	17.9%
<input type="radio"/> Usually	4	14.3%
<input type="radio"/> Always	18	64.3%
Total	28	100.0%
Not Answered	0	
Reporting Category	Getting Needed Care	
Achievement Score	78.6%	

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

	UHA 2018	
	N	%
None	4	14.3%
1 specialist	18	64.3%
2	3	10.7%
3	2	7.1%
4	1	3.6%
5 or more specialists	0	0.0%
Total	28	100.0%
Not Answered	0	

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

	UHA 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	1	4.2%
<input type="radio"/> 5	2	8.3%
<input type="radio"/> 6	0	0.0%
<input type="radio"/> 7	2	8.3%
<input type="radio"/> 8	2	8.3%
<input type="radio"/> 9	4	16.7%
<input type="radio"/> Best specialist possible	13	54.2%
Total	24	100.0%
Not Answered	0	
Reporting Category	Ratings	
Rating (8, 9 and 10)	79.2%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan

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

	UHA 2018	
	N	%
Yes	36	17.2%
No	173	82.8%
Total	209	100.0%
Not Answered	3	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	1	2.9%
<input type="radio"/> Sometimes	3	8.6%
<input checked="" type="radio"/> Usually	7	20.0%
<input checked="" type="radio"/> Always	24	68.6%
Total	35	100.0%
Not Answered	1	
Reporting Category	Customer Service	
Achievement Score	88.6%	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	1	2.9%
<input type="radio"/> Sometimes	2	5.7%
<input checked="" type="radio"/> Usually	5	14.3%
<input checked="" type="radio"/> Always	27	77.1%
Total	35	100.0%
Not Answered	1	
Reporting Category	Customer Service	
Achievement Score	91.4%	

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

	UHA 2018	
	N	%
Yes	70	34.1%
No	135	65.9%
Total	205	100.0%
Not Answered	7	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan (continued)

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

	UHA 2018	
	N	%
● Never	1	0.5%
● Sometimes	10	5.0%
● Usually	34	16.8%
● Always	157	77.7%
Total	202	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	94.6%	

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

	UHA 2018	
	N	%
● Worst health plan possible	1	0.5%
● 1	0	0.0%
● 2	1	0.5%
● 3	5	2.4%
● 4	1	0.5%
● 5	17	8.1%
● 6	13	6.2%
● 7	27	12.9%
● 8	45	21.5%
● 9	41	19.6%
● Best health plan possible	58	27.8%
Total	209	100.0%
Not Answered	3	
Reporting Category	Ratings	
Rating (8, 9 and 10)	68.9%	

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

Responses by Question

About Your Child and You

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

	UHA 2018	
	N	%
● Excellent	99	47.8%
● Very good	85	41.1%
● Good	19	9.2%
● Fair	4	1.9%
● Poor	0	0.0%
Total	207	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	88.9%	

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

	UHA 2018	
	N	%
● Excellent	102	49.3%
● Very good	60	29.0%
● Good	29	14.0%
● Fair	12	5.8%
● Poor	4	1.9%
Total	207	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	78.3%	

NQ39. What is your child's age?

	UHA 2018	
	N	%
Less than 1 year old	1	0.5%
1 to 2 years old	23	11.0%
3 to 4 years old	18	8.6%
5 to 7 years old	41	19.6%
8 to 10 years old	43	20.6%
11 to 13 years old	39	18.7%
14 to 18 years old	44	21.1%
Total	209	100.0%
Not Answered	3	

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

Responses by Question

About Your Child and You (continued)

Q40. Is your child male or female?

	UHA 2018	
	N	%
Male	117	56.3%
Female	91	43.8%
Total	208	100.0%
Not Answered	4	

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

	UHA 2018	
	N	%
Yes, Hispanic or Latino	35	16.7%
No, Not Hispanic or Latino	174	83.3%
Total	209	100.0%
Not Answered	3	

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

	UHA 2018	
	N	%
Yes	192	100.0%
Total	192	100.0%
Not Answered	20	

Q42.2. What is your child's race? Response: Black or African-American.

	UHA 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	206	

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

	UHA 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	206	

Responses by Question

About Your Child and You (continued)

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

	UHA 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	208	

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

	UHA 2018	
	N	%
Yes	22	100.0%
Total	22	100.0%
Not Answered	190	

Q42.6. What is your child's race? Response: Other.

	UHA 2018	
	N	%
Yes	12	100.0%
Total	12	100.0%
Not Answered	200	

Q43. What is your age?

	UHA 2018	
	N	%
Under 18	8	3.8%
18 to 24	5	2.4%
25 to 34	57	27.3%
35 to 44	76	36.4%
45 to 54	34	16.3%
55 to 64	18	8.6%
65 to 74	8	3.8%
75 or older	3	1.4%
Total	209	100.0%
Not Answered	3	

Q44. Are you male or female?

	UHA 2018	
	N	%
Male	30	14.3%
Female	180	85.7%
Total	210	100.0%
Not Answered	2	

Responses by Question

About Your Child and You (continued)

Q45. What is the highest grade or level of school that you have completed?

	UHA 2018	
	N	%
8th grade or less	5	2.4%
Some high school but did not graduate	21	10.2%
High school graduate or GED	61	29.8%
Some college or 2-year degree	86	42.0%
4-year college graduate	22	10.7%
More than 4-year college degree	10	4.9%
Total	205	100.0%
Not Answered	7	

Q46. How are you related to the child?

	UHA 2018	
	N	%
Mother or father	173	84.8%
Grandparent	24	11.8%
Aunt or uncle	2	1.0%
Older brother or sister	0	0.0%
Other relative	1	0.5%
Legal guardian	2	1.0%
Someone else	2	1.0%
Total	204	100.0%
Not Answered	8	

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

	UHA 2018	
	N	%
Yes	3	2.3%
No	127	97.7%
Total	130	100.0%
Not Answered	82	

Q48.1. How did that person help you? Response: Read the questions to me.

	UHA 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	2	

Responses by Question

About Your Child and You (continued)

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

	UHA 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	1	

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

	UHA 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	2	

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

	UHA 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	3	

Q48.5. How did that person help you? Response: Helped in some other way.

	UHA 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	3	

Custom Questions

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

	UHA 2018	
	N	%
<input checked="" type="radio"/> Never	120	93.8%
<input checked="" type="radio"/> Sometimes	5	3.9%
<input checked="" type="radio"/> Usually	2	1.6%
<input checked="" type="radio"/> Always	1	0.8%
Total	128	100.0%
Not Answered	0	
Reporting Category	Supplemental Items	
Achievement Score	97.7%	

Access to Dental Care

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

	UHA 2018	
	N	%
Yes	162	78.6%
No	44	21.4%
Total	206	100.0%
Not Answered	6	

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

	UHA 2018	
	N	%
Yes	118	56.5%
No	91	43.5%
Total	209	100.0%
Not Answered	3	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

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

	UHA 2018	
	N	%
<input type="radio"/> Never	2	1.7%
<input type="radio"/> Sometimes	10	8.5%
<input type="radio"/> Usually	28	23.9%
<input type="radio"/> Always	77	65.8%
Total	117	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	89.7%	

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

	UHA 2018	
	N	%
<input type="radio"/> Never	30	33.3%
<input type="radio"/> Sometimes	20	22.2%
<input type="radio"/> Usually	20	22.2%
<input type="radio"/> Always	20	22.2%
Did not have a dental emergency	110	
Total	90	100.0%
Not Answered	12	
Reporting Category	Supplemental Items	
Achievement Score	44.4%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

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

	UHA 2018	
	N	%
● Extremely difficult	7	3.6%
● 1	2	1.0%
● 2	7	3.6%
● 3	7	3.6%
● 4	12	6.2%
● 5	18	9.2%
● 6	5	2.6%
● 7	17	8.7%
● 8	28	14.4%
● 9	16	8.2%
● Extremely easy	76	39.0%
Total	195	100.0%
Not Answered	17	
Reporting Category	Supplemental Items	
Achievement Score	61.5%	

Kindergarten Readiness

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

	UHA 2018	
	N	%
Yes	33	15.7%
No	177	84.3%
Total	210	100.0%
Not Answered	2	

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

	UHA 2018	
	N	%
All of the time	17	51.5%
Most of the time	13	39.4%
Some of the time	3	9.1%
None of the time	0	0.0%
Total	33	100.0%
Not Answered	0	

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

Custom Questions

Kindergarten Readiness (continued)

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

	UHA 2018	
	N	%
All of the time	11	33.3%
Most of the time	21	63.6%
Some of the time	1	3.0%
None of the time	0	0.0%
Total	33	100.0%
Not Answered	0	

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

	UHA 2018	
	N	%
All of the time	6	18.2%
Most of the time	21	63.6%
Some of the time	6	18.2%
None of the time	0	0.0%
Total	33	100.0%
Not Answered	0	

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

	UHA 2018	
	N	%
All of the time	0	0.0%
Most of the time	1	3.1%
Some of the time	24	75.0%
None of the time	7	21.9%
Total	32	100.0%
Not Answered	1	

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

	UHA 2018	
	N	%
This child did not attend childcare or preschool	5	
No	28	100.0%
Yes - picked my child up early on one or more days	0	0.0%
Yes - kept my child home for one full day or more	0	0.0%
Yes - permanently was told my child could no longer attend	0	0.0%
Total	28	100.0%
Not Answered	0	

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

Yes → *Go to Question 1*
 No

↓ **START HERE** ↓

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

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

Yes → *Go to Question 3*
 No

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

**YOUR CHILD'S HEALTH CARE
IN THE LAST 6 MONTHS**

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 - Yes
 - No → *Go to Question 5*

- 4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 - Never
 - Sometimes
 - Usually
 - Always

- 5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 - Yes
 - No → *Go to Question 7*

- 6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 - Never
 - Sometimes
 - Usually
 - Always

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 - None → *Go to Question 15*
 - 1 time
 - 2
 - 3
 - 4
 - 5 to 9
 - 10 or more times

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

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

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

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



ACCESS TO DENTAL CARE

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

- Yes
- No

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

- Yes
- No → *Go to Question 36d*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

39. What is your child's age?

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

40. Is your child male or female?

- Male
- Female

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

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



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

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

43. What is your age?

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

44. Are you male or female?

- Male
- Female

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

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

46. How are you related to the child?

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

47. Did someone help you complete this survey?

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

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

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

KINDERGARTEN READINESS

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

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

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

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

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

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



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

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

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

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

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

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

THANK YOU

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

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

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