



Advanced Health

CAHPS® 5.0  
Adult Medicaid  
Summary Report

June 2018



# Advanced Health

## CAHPS® 5.0 Adult Medicaid Summary Report

### June 2018

**Introduction.** Results from fielding the CAHPS® 5.0 Survey for Advanced Health (AH) 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 AH. 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 AH 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 328 AH members, and the response rate was 33.7%.

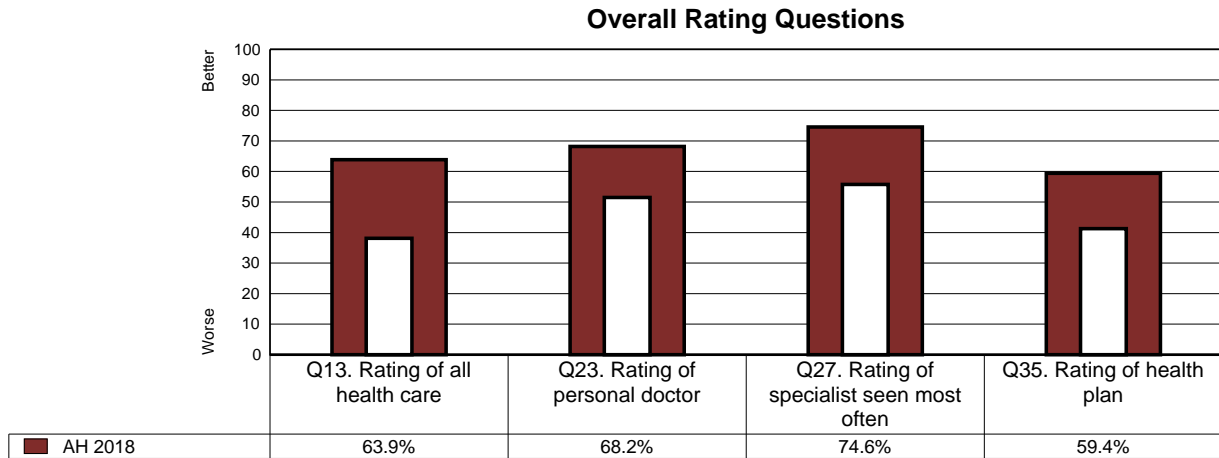
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**SUMMARY OF OVERALL RATING QUESTIONS**

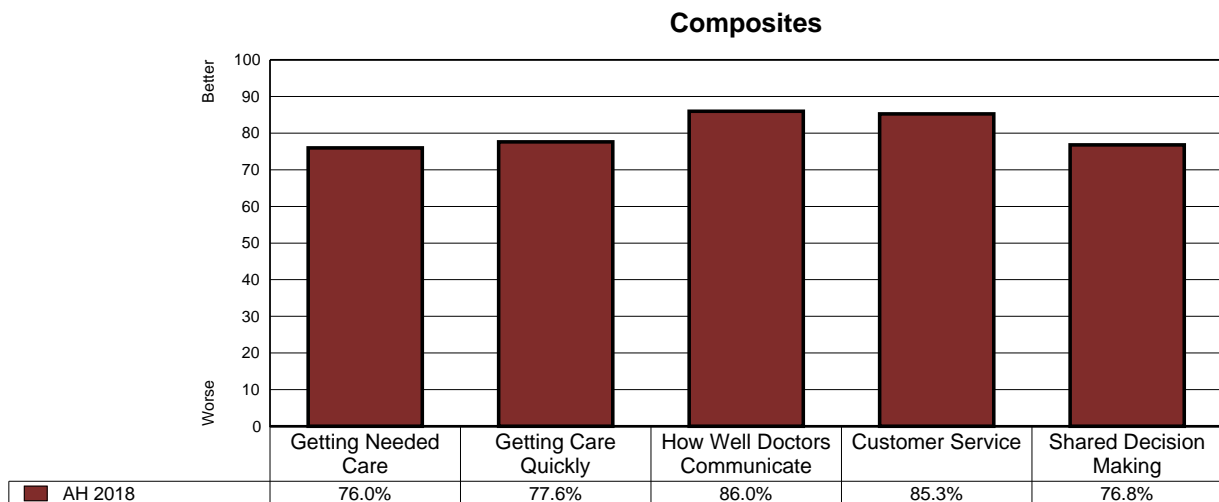
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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

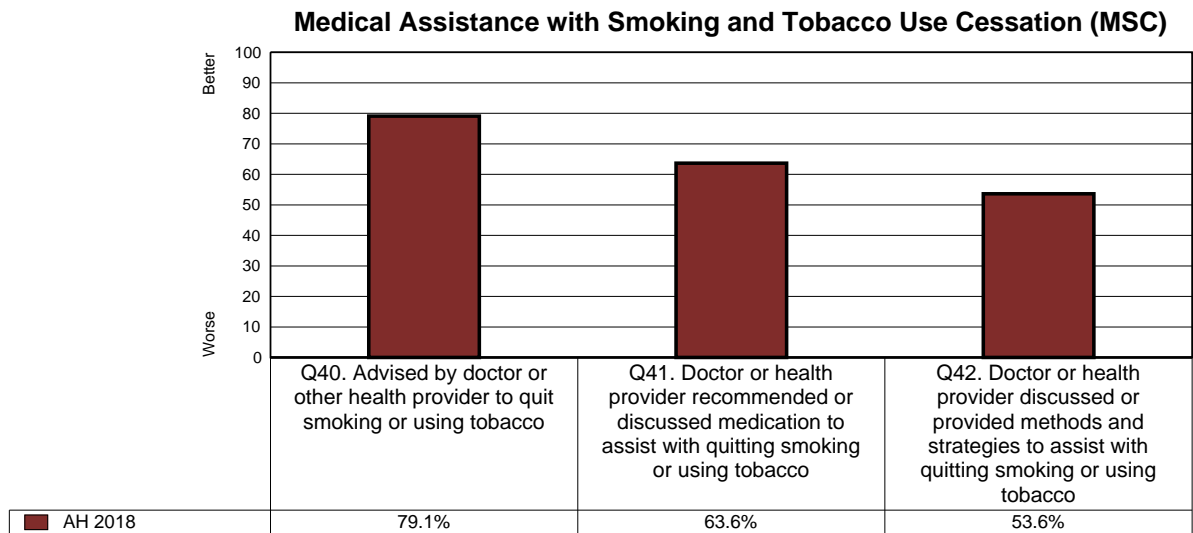
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



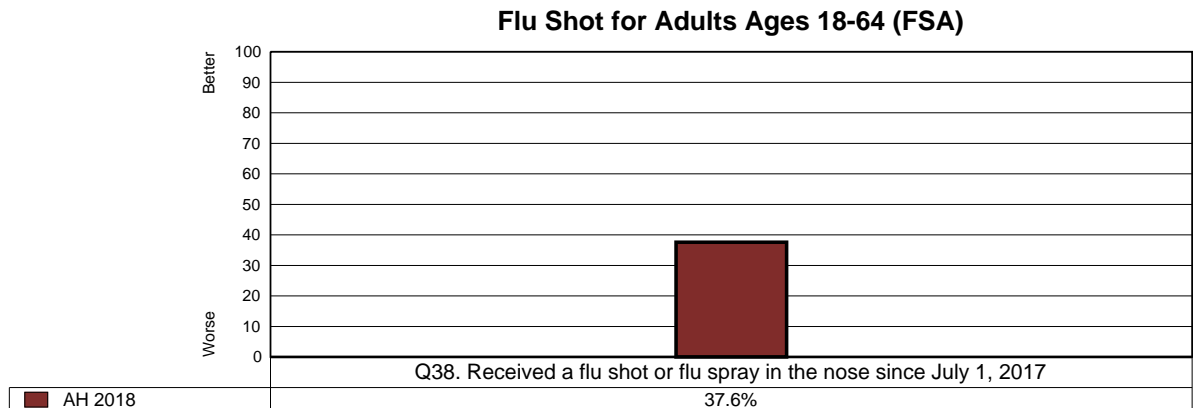
**SUMMARY OF EFFECTIVENESS OF CARE MEASURES**

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

	AH 2018
First mailing - sent	1000
*First mailing - usable survey returned	191
Second mailing - sent	796
*Second mailing - usable survey returned	69
*Phone - usable surveys	68
Total - usable surveys	328
†Ineligible: According to population criteria‡	15
†Ineligible: Language barrier	0
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	13
Bad address and bad phone number	33
Refusal	39
Incomplete survey - mail or phone	18
Nonresponse - Unavailable by mail AND phone	554
<b>Adjusted Response Rate</b>	<b>33.7%</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?**

	AH 2018	
	N	%
Yes	324	100.0%
No	0	0.0%
<b>Total</b>	324	100.0%
Not Answered	4	

### *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?**

	AH 2018	
	N	%
Yes	152	46.5%
No	175	53.5%
<b>Total</b>	327	100.0%
Not Answered	1	

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

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	7	5.1%
<input checked="" type="radio"/> Sometimes	24	17.4%
<input checked="" type="radio"/> Usually	33	23.9%
<input checked="" type="radio"/> Always	74	53.6%
<b>Total</b>	138	100.0%
Not Answered	14	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	77.5%	

**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?**

	AH 2018	
	N	%
Yes	240	73.8%
No	85	26.2%
<b>Total</b>	325	100.0%
Not Answered	3	

**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?

	AH 2018	
	N	%
● Never	11	5.2%
● Sometimes	31	14.8%
● Usually	58	27.6%
● Always	110	52.4%
<b>Total</b>	210	100.0%
Not Answered	30	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	80.0%	

- 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?

	AH 2018	
	N	%
None	68	20.8%
1 time	63	19.3%
2	66	20.2%
3	45	13.8%
4	34	10.4%
5 to 9	36	11.0%
10 or more times	15	4.6%
<b>Total</b>	327	100.0%
Not Answered	1	

- 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?

	AH 2018	
	N	%
● Yes	195	77.1%
● No	58	22.9%
<b>Total</b>	253	100.0%
Not Answered	6	
<b>Reporting Category</b>	Single Items	
Achievement Score	77.1%	

○ **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?**

	AH 2018	
	N	%
Yes	150	59.1%
No	104	40.9%
<b>Total</b>	254	100.0%
Not Answered	5	

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

	AH 2018	
	N	%
<input checked="" type="radio"/> Yes	131	89.1%
<input type="radio"/> No	16	10.9%
<b>Total</b>	147	100.0%
Not Answered	3	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	89.1%	

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

	AH 2018	
	N	%
<input checked="" type="radio"/> Yes	113	76.9%
<input type="radio"/> No	34	23.1%
<b>Total</b>	147	100.0%
Not Answered	3	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	76.9%	

- 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?**

	AH 2018	
	N	%
<input checked="" type="radio"/> Yes	94	63.9%
<input type="radio"/> No	53	36.1%
<b>Total</b>	147	100.0%
Not Answered	3	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	63.9%	

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?

	AH 2018	
	N	%
● Worst health care possible	2	0.8%
● 1	0	0.0%
● 2	2	0.8%
● 3	7	2.8%
● 4	9	3.6%
● 5	17	6.7%
● 6	23	9.1%
● 7	31	12.3%
● 8	65	25.8%
● 9	37	14.7%
● Best health care possible	59	23.4%
<b>Total</b>	252	100.0%
Not Answered	7	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	63.9%	

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

	AH 2018	
	N	%
● Never	9	3.6%
● Sometimes	51	20.2%
● Usually	78	31.0%
● Always	114	45.2%
<b>Total</b>	252	100.0%
Not Answered	7	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	76.2%	

### *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?

	AH 2018	
	N	%
Yes	282	86.2%
No	45	13.8%
<b>Total</b>	327	100.0%
Not Answered	1	

○ **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?**

	AH 2018	
	N	%
None	48	17.8%
1 time	73	27.0%
2	66	24.4%
3	39	14.4%
4	14	5.2%
5 to 9	24	8.9%
10 or more times	6	2.2%
<b>Total</b>	270	100.0%
Not Answered	12	

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

	AH 2018	
	N	%
<input type="radio"/> Never	6	2.7%
<input type="radio"/> Sometimes	22	9.9%
<input type="radio"/> Usually	47	21.2%
<input type="radio"/> Always	147	66.2%
<b>Total</b>	222	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	87.4%	

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

	AH 2018	
	N	%
<input type="radio"/> Never	11	5.0%
<input type="radio"/> Sometimes	22	10.1%
<input type="radio"/> Usually	51	23.4%
<input type="radio"/> Always	134	61.5%
<b>Total</b>	218	100.0%
Not Answered	4	
<b>Reporting Category</b>	Communication	
Achievement Score	84.9%	

**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?

	AH 2018	
	N	%
<input type="radio"/> Never	7	3.2%
<input type="radio"/> Sometimes	20	9.0%
<input type="radio"/> Usually	49	22.2%
<input type="radio"/> Always	145	65.6%
<b>Total</b>	221	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	87.8%	

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

	AH 2018	
	N	%
<input type="radio"/> Never	12	5.4%
<input type="radio"/> Sometimes	23	10.4%
<input type="radio"/> Usually	56	25.2%
<input type="radio"/> Always	131	59.0%
<b>Total</b>	222	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	84.2%	

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

	AH 2018	
	N	%
Yes	137	62.3%
No	83	37.7%
<b>Total</b>	220	100.0%
Not Answered	2	

**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?

	AH 2018	
	N	%
<input type="radio"/> Never	15	11.6%
<input type="radio"/> Sometimes	17	13.2%
<input type="radio"/> Usually	31	24.0%
<input type="radio"/> Always	66	51.2%
<b>Total</b>	129	100.0%
Not Answered	8	
<b>Reporting Category</b>	Single Items	
Achievement Score	75.2%	

**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?

	AH 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	4	1.5%
<input type="radio"/> 1	6	2.3%
<input type="radio"/> 2	7	2.7%
<input type="radio"/> 3	5	1.9%
<input type="radio"/> 4	5	1.9%
<input type="radio"/> 5	18	6.8%
<input type="radio"/> 6	11	4.2%
<input type="radio"/> 7	28	10.6%
<input type="radio"/> 8	44	16.7%
<input type="radio"/> 9	40	15.2%
<input type="radio"/> Best personal doctor possible	96	36.4%
<b>Total</b>	264	100.0%
Not Answered	18	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	68.2%	

### *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?

	AH 2018	
	N	%
Yes	137	42.4%
No	186	57.6%
<b>Total</b>	323	100.0%
Not Answered	5	

**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?

	AH 2018	
	N	%
<input type="radio"/> Never	9	6.7%
<input type="radio"/> Sometimes	26	19.3%
<input type="radio"/> Usually	41	30.4%
<input type="radio"/> Always	59	43.7%
<b>Total</b>	135	100.0%
Not Answered	2	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	74.1%	

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

	AH 2018	
	N	%
None	9	6.7%
1 specialist	73	54.5%
2	32	23.9%
3	12	9.0%
4	5	3.7%
5 or more specialists	3	2.2%
<b>Total</b>	134	100.0%
Not Answered	3	

**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?

	AH 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	2	1.6%
<input type="radio"/> 3	3	2.5%
<input type="radio"/> 4	3	2.5%
<input type="radio"/> 5	10	8.2%
<input type="radio"/> 6	5	4.1%
<input type="radio"/> 7	8	6.6%
<input type="radio"/> 8	23	18.9%
<input type="radio"/> 9	23	18.9%
<input type="radio"/> Best specialist possible	45	36.9%
<b>Total</b>	122	100.0%
Not Answered	3	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	74.6%	

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?

	AH 2018	
	N	%
Yes	51	15.8%
No	271	84.2%
<b>Total</b>	322	100.0%
Not Answered	6	

**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?

	AH 2018	
	N	%
<input type="radio"/> Never	7	14.0%
<input type="radio"/> Sometimes	16	32.0%
<input type="radio"/> Usually	17	34.0%
<input type="radio"/> Always	10	20.0%
<b>Total</b>	50	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	54.0%	

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

	AH 2018	
	N	%
Yes	80	24.7%
No	244	75.3%
<b>Total</b>	324	100.0%
Not Answered	4	

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

	AH 2018	
	N	%
<input type="radio"/> Never	4	5.3%
<input type="radio"/> Sometimes	11	14.5%
<input type="radio"/> Usually	24	31.6%
<input type="radio"/> Always	37	48.7%
<b>Total</b>	76	100.0%
Not Answered	4	
<b>Reporting Category</b>	Customer Service	
Achievement Score	80.3%	

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?

	AH 2018	
	N	%
● Never	3	3.9%
● Sometimes	5	6.6%
● Usually	21	27.6%
● Always	47	61.8%
<b>Total</b>	76	100.0%
Not Answered	4	
<b>Reporting Category</b>	Customer Service	
Achievement Score	89.5%	

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

	AH 2018	
	N	%
Yes	107	33.4%
No	213	66.6%
<b>Total</b>	320	100.0%
Not Answered	8	

**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.]

	AH 2018	
	N	%
● Never	9	2.8%
● Sometimes	16	5.0%
● Usually	44	13.8%
● Always	250	78.4%
<b>Total</b>	319	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	92.2%	

○ 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?

	AH 2018	
	N	%
● Worst health plan possible	0	0.0%
● 1	0	0.0%
● 2	2	0.7%
● 3	9	3.2%
● 4	6	2.1%
● 5	31	11.0%
● 6	19	6.8%
● 7	47	16.7%
● 8	51	18.1%
● 9	51	18.1%
● Best health plan possible	65	23.1%
<b>Total</b>	281	100.0%
Not Answered	47	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	59.4%	

### *About You*

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

	AH 2018	
	N	%
● Excellent	15	4.7%
● Very good	60	18.9%
● Good	108	34.1%
● Fair	98	30.9%
● Poor	36	11.4%
<b>Total</b>	317	100.0%
Not Answered	11	
<b>Reporting Category</b>	Single Items	
Achievement Score	23.7%	

○ **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?

	AH 2018	
	N	%
● Excellent	46	14.4%
● Very good	76	23.8%
● Good	104	32.5%
● Fair	65	20.3%
● Poor	29	9.1%
<b>Total</b>	320	100.0%
Not Answered	8	
<b>Reporting Category</b>	Single Items	
Achievement Score	38.1%	

**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.]

	AH 2018	
	N	%
● Yes	106	37.6%
● No	176	62.4%
Don't know	7	
<b>Total</b>	282	100.0%
Not Answered	7	
<b>Reporting Category</b>	Single Items	
Achievement Score	37.6%	

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

	AH 2018	
	N	%
Every day	77	24.3%
Some days	33	10.4%
Not at all	207	65.3%
Don't know	0	
<b>Total</b>	317	100.0%
Not Answered	11	

○ **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?

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	23	20.9%
<input checked="" type="radio"/> Sometimes	24	21.8%
<input checked="" type="radio"/> Usually	20	18.2%
<input checked="" type="radio"/> Always	43	39.1%
<b>Total</b>	110	100.0%
Not Answered	0	
<b>Reporting Category</b>	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.

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	40	36.4%
<input checked="" type="radio"/> Sometimes	29	26.4%
<input checked="" type="radio"/> Usually	13	11.8%
<input checked="" type="radio"/> Always	28	25.5%
<b>Total</b>	110	100.0%
Not Answered	0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	63.6%	

**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.

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	51	46.4%
<input checked="" type="radio"/> Sometimes	22	20.0%
<input checked="" type="radio"/> Usually	15	13.6%
<input checked="" type="radio"/> Always	22	20.0%
<b>Total</b>	110	100.0%
Not Answered	0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	53.6%	

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?**

	AH 2018	
	N	%
Yes	114	36.0%
No	203	64.0%
<b>Total</b>	317	100.0%
Not Answered	11	

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

	AH 2018	
	N	%
Yes	94	87.0%
No	14	13.0%
<b>Total</b>	108	100.0%
Not Answered	6	

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

	AH 2018	
	N	%
Yes	220	68.5%
No	101	31.5%
<b>Total</b>	321	100.0%
Not Answered	7	

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

	AH 2018	
	N	%
Yes	206	95.8%
No	9	4.2%
<b>Total</b>	215	100.0%
Not Answered	5	

## Responses by Question

### *About You* (continued)

**Q47. What is your age?**

	AH 2018	
	N	%
18 to 24	22	6.9%
25 to 34	49	15.3%
35 to 44	33	10.3%
45 to 54	66	20.6%
55 to 64	116	36.1%
65 to 74	20	6.2%
75 or older	15	4.7%
<b>Total</b>	321	100.0%
Not Answered	7	

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

	AH 2018	
	N	%
Male	122	38.0%
Female	199	62.0%
<b>Total</b>	321	100.0%
Not Answered	7	

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

	AH 2018	
	N	%
8th grade or less	9	2.8%
Some high school but did not graduate	48	15.0%
High school graduate or GED	108	33.9%
Some college or 2-year degree	121	37.9%
4-year college graduate	24	7.5%
More than 4-year college degree	9	2.8%
<b>Total</b>	319	100.0%
Not Answered	9	

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

	AH 2018	
	N	%
Yes, Hispanic or Latino	10	3.2%
No, Not Hispanic or Latino	307	96.8%
<b>Total</b>	317	100.0%
Not Answered	11	

## Responses by Question

### ***About You*** (continued)

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

	AH 2018	
	N	%
Yes	302	100.0%
<b>Total</b>	302	100.0%
Not Answered	26	

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

	AH 2018	
	N	%
Yes	4	100.0%
<b>Total</b>	4	100.0%
Not Answered	324	

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

	AH 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	326	

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

	AH 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	326	

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

	AH 2018	
	N	%
Yes	19	100.0%
<b>Total</b>	19	100.0%
Not Answered	309	

## Responses by Question

### *About You* (continued)

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

	AH 2018	
	N	%
Yes	17	100.0%
<b>Total</b>	17	100.0%
Not Answered	311	

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

	AH 2018	
	N	%
Yes	25	9.7%
No	233	90.3%
<b>Total</b>	258	100.0%
Not Answered	70	

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

	AH 2018	
	N	%
Yes	12	100.0%
<b>Total</b>	12	100.0%
Not Answered	13	

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

	AH 2018	
	N	%
Yes	9	100.0%
<b>Total</b>	9	100.0%
Not Answered	16	

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

	AH 2018	
	N	%
Yes	7	100.0%
<b>Total</b>	7	100.0%
Not Answered	18	

## Responses by Question

### ***About You*** (continued)

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

	AH 2018	
	N	%
Yes	1	100.0%
<b>Total</b>	1	100.0%
Not Answered	24	

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

	AH 2018	
	N	%
Yes	5	100.0%
<b>Total</b>	5	100.0%
Not Answered	20	

## 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?

	AH 2018	
	N	%
Yes	52	16.5%
No	264	83.5%
<b>Total</b>	316	100.0%
Not Answered	12	

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

	AH 2018	
	N	%
<input type="radio"/> Never	11	21.2%
<input type="radio"/> Sometimes	11	21.2%
<input type="radio"/> Usually	9	17.3%
<input type="radio"/> Always	21	40.4%
<b>Total</b>	52	100.0%
Not Answered	0	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	57.7%	

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

	AH 2018	
	N	%
Yes	54	16.6%
No	271	83.4%
<b>Total</b>	325	100.0%
Not Answered	3	

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

	AH 2018	
	N	%
<input type="radio"/> Never	13	25.0%
<input type="radio"/> Sometimes	5	9.6%
<input type="radio"/> Usually	11	21.2%
<input type="radio"/> Always	23	44.2%
<b>Total</b>	52	100.0%
Not Answered	2	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	65.4%	

**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?

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	232	73.2%
<input checked="" type="radio"/> Sometimes	62	19.6%
<input checked="" type="radio"/> Usually	12	3.8%
<input checked="" type="radio"/> Always	11	3.5%
<b>Total</b>	317	100.0%
Not Answered	11	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	92.7%	

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

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	249	78.3%
<input checked="" type="radio"/> Sometimes	52	16.4%
<input checked="" type="radio"/> Usually	12	3.8%
<input checked="" type="radio"/> Always	5	1.6%
<b>Total</b>	318	100.0%
Not Answered	10	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	94.7%	

**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?

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	261	82.3%
<input checked="" type="radio"/> Sometimes	41	12.9%
<input checked="" type="radio"/> Usually	11	3.5%
<input checked="" type="radio"/> Always	4	1.3%
<b>Total</b>	317	100.0%
Not Answered	11	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	95.3%	

**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?

	AH 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	201	64.2%
<input checked="" type="radio"/> Yes - somewhat	85	27.2%
<input checked="" type="radio"/> No	27	8.6%
<b>Total</b>	313	100.0%
Not Answered	15	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	64.2%	

### 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?

	AH 2018	
	N	%
Yes	178	56.0%
No	140	44.0%
<b>Total</b>	318	100.0%
Not Answered	10	

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

	AH 2018	
	N	%
Yes	115	35.9%
No	205	64.1%
<b>Total</b>	320	100.0%
Not Answered	8	

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

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	3	2.7%
<input checked="" type="radio"/> Sometimes	12	10.6%
<input checked="" type="radio"/> Usually	23	20.4%
<input checked="" type="radio"/> Always	75	66.4%
<b>Total</b>	113	100.0%
Not Answered	2	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	86.7%	

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?

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	45	38.5%
<input checked="" type="radio"/> Sometimes	19	16.2%
<input checked="" type="radio"/> Usually	17	14.5%
<input checked="" type="radio"/> Always	36	30.8%
Did not try to get an appointment with a specialist dentist	197	
<b>Total</b>	117	100.0%
Not Answered	14	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	45.3%	

- 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?

	AH 2018	
	N	%
<input checked="" type="radio"/> Never	44	36.4%
<input checked="" type="radio"/> Sometimes	16	13.2%
<input checked="" type="radio"/> Usually	25	20.7%
<input checked="" type="radio"/> Always	36	29.8%
Did not have a dental emergency	195	
<b>Total</b>	121	100.0%
Not Answered	12	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	50.4%	

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?

	AH 2018	
	N	%
● Extremely difficult	25	9.0%
● 1	11	3.9%
● 2	8	2.9%
● 3	12	4.3%
● 4	7	2.5%
● 5	31	11.1%
● 6	12	4.3%
● 7	19	6.8%
● 8	36	12.9%
● 9	21	7.5%
● Extremely easy	97	34.8%
<b>Total</b>	279	100.0%
Not Answered	49	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	55.2%	

○ **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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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                    |
| Extremely             |                       |                       |                       |                       |                       | Extremely             |                       |                       |                       |                       |
| Difficult             |                       |                       |                       |                       |                       | 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**





