



# Willamette Valley Community Health

## CAHPS® 5.0 Adult Medicaid Summary Report

June 2018



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**Introduction.** Results from fielding the CAHPS® 5.0 Survey for Willamette Valley Community Health (WVCH) 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 WVCH. 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 WVCH 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 282 WVCH members, and the response rate was 29.1%.

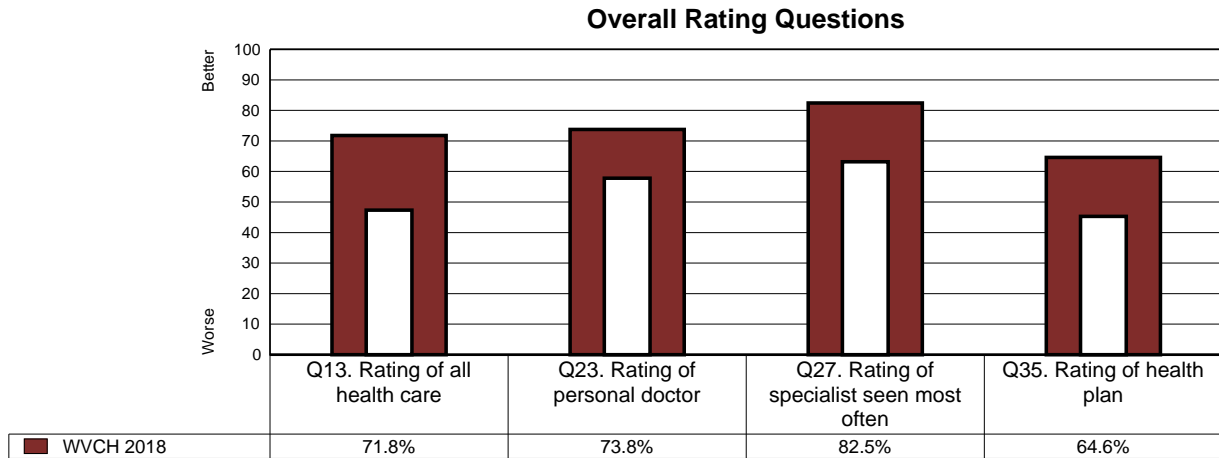
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**SUMMARY OF OVERALL RATING QUESTIONS**

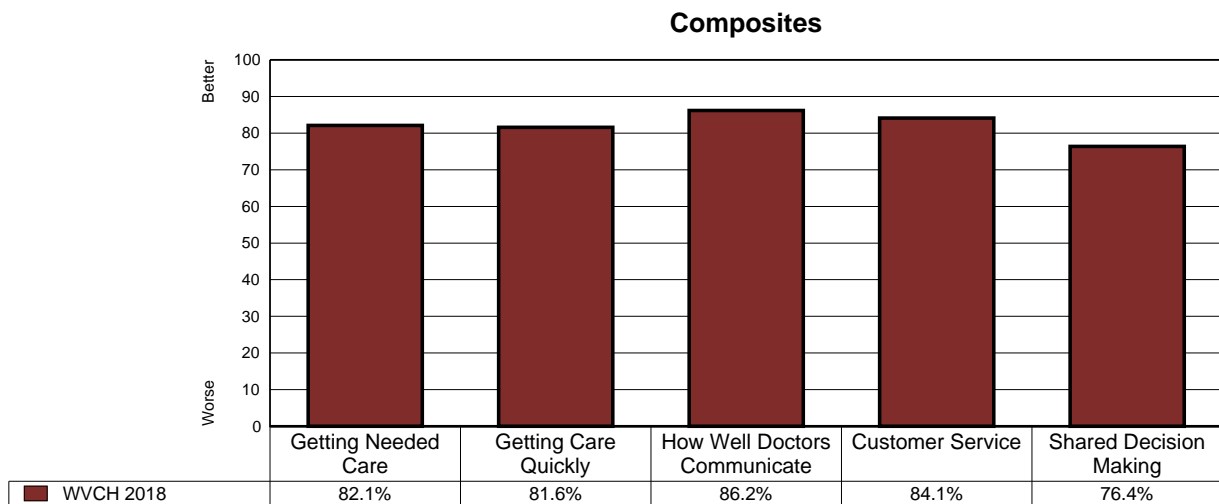
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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

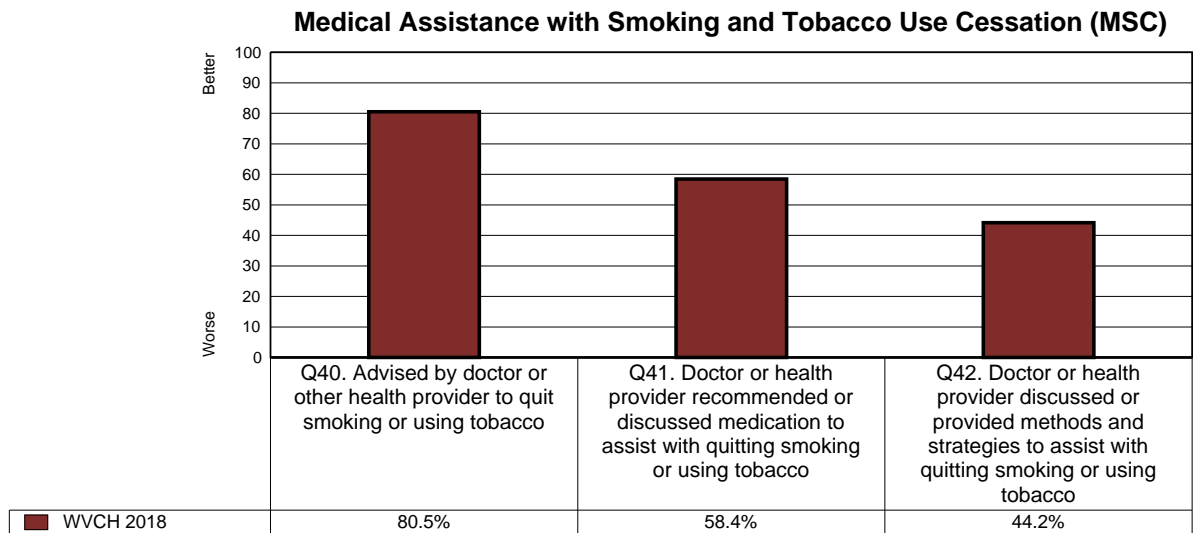
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table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



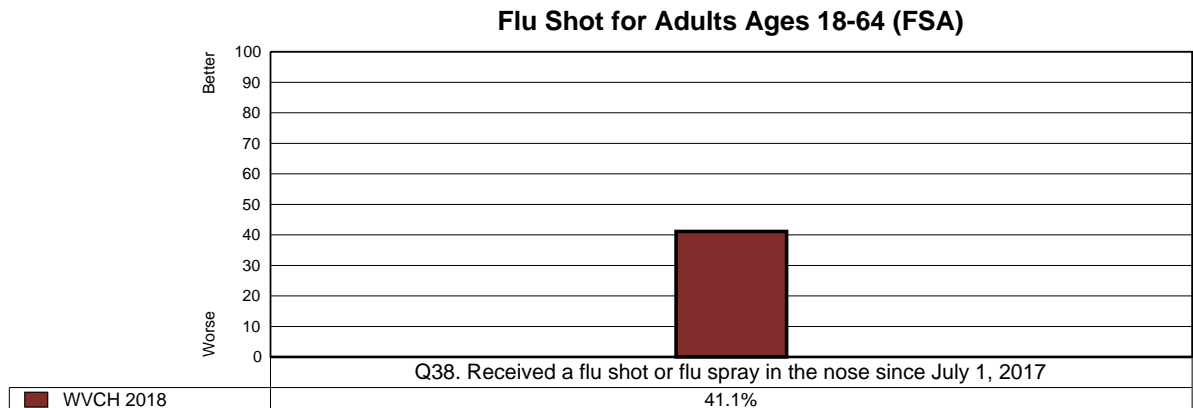
**SUMMARY OF EFFECTIVENESS OF CARE MEASURES**

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

	WVCH 2018
First mailing - sent	1000
*First mailing - usable survey returned	164
Second mailing - sent	826
*Second mailing - usable survey returned	60
*Phone - usable surveys	58
Total - usable surveys	282
†Ineligible: According to population criteria‡	12
†Ineligible: Language barrier	7
†Ineligible: Deceased	4
†Ineligible: Mentally or physically unable to complete survey	9
Bad address and bad phone number	36
Refusal	30
Incomplete survey - mail or phone	11
Nonresponse - Unavailable by mail AND phone	609
<b>Adjusted Response Rate</b>	<b>29.1%</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?**

	WVCH 2018	
	N	%
Yes	275	100.0%
No	0	0.0%
<b>Total</b>	275	100.0%
Not Answered	7	

## 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?**

	WVCH 2018	
	N	%
Yes	124	44.6%
No	154	55.4%
<b>Total</b>	278	100.0%
Not Answered	4	

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

	WVCH 2018	
	N	%
<input type="radio"/> Never	4	3.5%
<input type="radio"/> Sometimes	16	14.0%
<input checked="" type="radio"/> Usually	33	28.9%
<input checked="" type="radio"/> Always	61	53.5%
<b>Total</b>	114	100.0%
Not Answered	10	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	82.5%	

**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?**

	WVCH 2018	
	N	%
Yes	204	73.4%
No	74	26.6%
<b>Total</b>	278	100.0%
Not Answered	4	

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

## Responses by Question

### Your Health Care in the Last 6 Months *(continued)*

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

	WVCH 2018	
	N	%
<input type="radio"/> Never	8	4.4%
<input type="radio"/> Sometimes	23	12.8%
<input type="radio"/> Usually	56	31.1%
<input type="radio"/> Always	93	51.7%
<b>Total</b>	180	100.0%
Not Answered	24	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	82.8%	

**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?**

	WVCH 2018	
	N	%
None	64	23.2%
1 time	57	20.7%
2	45	16.3%
3	39	14.1%
4	20	7.2%
5 to 9	34	12.3%
10 or more times	17	6.2%
<b>Total</b>	276	100.0%
Not Answered	6	

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

	WVCH 2018	
	N	%
<input type="radio"/> Yes	146	69.9%
<input type="radio"/> No	63	30.1%
<b>Total</b>	209	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	69.9%	

**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?**

	WVCH 2018	
	N	%
Yes	126	60.6%
No	82	39.4%
<b>Total</b>	208	100.0%
Not Answered	4	

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

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Yes	109	87.9%
<input type="radio"/> No	15	12.1%
<b>Total</b>	124	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	87.9%	

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

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Yes	83	66.4%
<input type="radio"/> No	42	33.6%
<b>Total</b>	125	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	66.4%	

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

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Yes	94	75.2%
<input type="radio"/> No	31	24.8%
<b>Total</b>	125	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	75.2%	

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?

	WVCH 2018	
	N	%
● Worst health care possible	1	0.5%
● 1	4	1.9%
● 2	1	0.5%
● 3	1	0.5%
● 4	4	1.9%
● 5	11	5.3%
● 6	15	7.2%
● 7	22	10.5%
● 8	51	24.4%
● 9	32	15.3%
● Best health care possible	67	32.1%
<b>Total</b>	209	100.0%
Not Answered	3	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	71.8%	

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

	WVCH 2018	
	N	%
● Never	4	1.9%
● Sometimes	32	15.3%
● Usually	72	34.4%
● Always	101	48.3%
<b>Total</b>	209	100.0%
Not Answered	3	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	82.8%	

### 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?

	WVCH 2018	
	N	%
Yes	239	85.7%
No	40	14.3%
<b>Total</b>	279	100.0%
Not Answered	3	

○ **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?**

	WVCH 2018	
	N	%
None	48	21.3%
1 time	63	28.0%
2	43	19.1%
3	27	12.0%
4	16	7.1%
5 to 9	24	10.7%
10 or more times	4	1.8%
<b>Total</b>	225	100.0%
Not Answered	14	

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

	WVCH 2018	
	N	%
<input type="radio"/> Never	2	1.1%
<input type="radio"/> Sometimes	19	10.8%
<input type="radio"/> Usually	33	18.8%
<input type="radio"/> Always	122	69.3%
<b>Total</b>	176	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	88.1%	

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

	WVCH 2018	
	N	%
<input type="radio"/> Never	6	3.4%
<input type="radio"/> Sometimes	16	9.0%
<input type="radio"/> Usually	32	18.1%
<input type="radio"/> Always	123	69.5%
<b>Total</b>	177	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	87.6%	

**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?**

	WVCH 2018	
	N	%
<input type="radio"/> Never	7	4.0%
<input type="radio"/> Sometimes	15	8.5%
<input type="radio"/> Usually	20	11.3%
<input type="radio"/> Always	135	76.3%
<b>Total</b>	177	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	87.6%	

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

	WVCH 2018	
	N	%
<input type="radio"/> Never	6	3.4%
<input type="radio"/> Sometimes	27	15.3%
<input type="radio"/> Usually	34	19.3%
<input type="radio"/> Always	109	61.9%
<b>Total</b>	176	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	81.3%	

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

	WVCH 2018	
	N	%
Yes	118	66.7%
No	59	33.3%
<b>Total</b>	177	100.0%
Not Answered	0	

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?

	WVCH 2018	
	N	%
● Never	8	7.0%
● Sometimes	22	19.1%
● Usually	29	25.2%
● Always	56	48.7%
<b>Total</b>	115	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	73.9%	

**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?

	WVCH 2018	
	N	%
● Worst personal doctor possible	1	0.4%
● 1	2	0.9%
● 2	3	1.3%
● 3	4	1.8%
● 4	8	3.6%
● 5	7	3.1%
● 6	12	5.3%
● 7	22	9.8%
● 8	36	16.0%
● 9	28	12.4%
● Best personal doctor possible	102	45.3%
<b>Total</b>	225	100.0%
Not Answered	14	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	73.8%	

## 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?

	WVCH 2018	
	N	%
Yes	123	44.2%
No	155	55.8%
<b>Total</b>	278	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?**

	WVCH 2018	
	N	%
<input type="radio"/> Never	5	4.2%
<input type="radio"/> Sometimes	13	11.0%
<input type="radio"/> Usually	32	27.1%
<input type="radio"/> Always	68	57.6%
<b>Total</b>	118	100.0%
Not Answered	5	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	84.7%	

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

	WVCH 2018	
	N	%
None	4	3.4%
1 specialist	55	46.6%
2	36	30.5%
3	13	11.0%
4	6	5.1%
5 or more specialists	4	3.4%
<b>Total</b>	118	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?**

	WVCH 2018	
	N	%
<input type="radio"/> Worst specialist possible	1	0.9%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	0.9%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	1	0.9%
<input type="radio"/> 5	6	5.3%
<input type="radio"/> 6	4	3.5%
<input type="radio"/> 7	7	6.1%
<input type="radio"/> 8	22	19.3%
<input type="radio"/> 9	14	12.3%
<input type="radio"/> Best specialist possible	58	50.9%
<b>Total</b>	114	100.0%
Not Answered	0	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	82.5%	

**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?

	WVCH 2018	
	N	%
Yes	49	17.4%
No	233	82.6%
<b>Total</b>	282	100.0%
Not Answered	0	

**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?

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Never	2	4.1%
<input checked="" type="radio"/> Sometimes	17	34.7%
<input checked="" type="radio"/> Usually	23	46.9%
<input checked="" type="radio"/> Always	7	14.3%
<b>Total</b>	49	100.0%
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	61.2%	

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

	WVCH 2018	
	N	%
Yes	68	24.3%
No	212	75.7%
<b>Total</b>	280	100.0%
Not Answered	2	

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

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Never	0	0.0%
<input checked="" type="radio"/> Sometimes	17	25.8%
<input checked="" type="radio"/> Usually	19	28.8%
<input checked="" type="radio"/> Always	30	45.5%
<b>Total</b>	66	100.0%
Not Answered	2	
<b>Reporting Category</b>	Customer Service	
Achievement Score	74.2%	

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?**

	WVCH 2018	
	N	%
● Never	0	0.0%
● Sometimes	4	6.1%
● Usually	13	19.7%
● Always	49	74.2%
<b>Total</b>	66	100.0%
Not Answered	2	
<b>Reporting Category</b>	Customer Service	
Achievement Score	93.9%	

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

	WVCH 2018	
	N	%
Yes	102	36.3%
No	179	63.7%
<b>Total</b>	281	100.0%
Not Answered	1	

**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.]**

	WVCH 2018	
	N	%
● Never	1	0.4%
● Sometimes	17	6.3%
● Usually	44	16.2%
● Always	209	77.1%
<b>Total</b>	271	100.0%
Not Answered	10	
<b>Reporting Category</b>	Single Items	
Achievement Score	93.4%	

○ 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?

	WVCH 2018	
	N	%
● Worst health plan possible	1	0.4%
● 1	0	0.0%
● 2	3	1.2%
● 3	2	0.8%
● 4	8	3.3%
● 5	25	10.3%
● 6	15	6.2%
● 7	32	13.2%
● 8	47	19.3%
● 9	34	14.0%
● Best health plan possible	76	31.3%
<b>Total</b>	243	100.0%
Not Answered	39	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	64.6%	

## About You

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

	WVCH 2018	
	N	%
● Excellent	16	5.8%
● Very good	58	21.0%
● Good	103	37.3%
● Fair	66	23.9%
● Poor	33	12.0%
<b>Total</b>	276	100.0%
Not Answered	6	
<b>Reporting Category</b>	Single Items	
Achievement Score	26.8%	

○ **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?

	WVCH 2018	
	N	%
● Excellent	43	15.6%
● Very good	70	25.4%
● Good	73	26.4%
● Fair	65	23.6%
● Poor	25	9.1%
<b>Total</b>	276	100.0%
Not Answered	6	
<b>Reporting Category</b>	Single Items	
Achievement Score	40.9%	

**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.]

	WVCH 2018	
	N	%
● Yes	102	41.1%
● No	146	58.9%
Don't know	8	
<b>Total</b>	248	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	41.1%	

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

	WVCH 2018	
	N	%
Every day	56	20.4%
Some days	21	7.6%
Not at all	198	72.0%
Don't know	2	
<b>Total</b>	275	100.0%
Not Answered	5	

○ 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?

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Never	15	19.5%
<input checked="" type="radio"/> Sometimes	18	23.4%
<input checked="" type="radio"/> Usually	9	11.7%
<input checked="" type="radio"/> Always	35	45.5%
<b>Total</b>	77	100.0%
Not Answered	0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	80.5%	

**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.

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Never	32	41.6%
<input checked="" type="radio"/> Sometimes	18	23.4%
<input checked="" type="radio"/> Usually	8	10.4%
<input checked="" type="radio"/> Always	19	24.7%
<b>Total</b>	77	100.0%
Not Answered	0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	58.4%	

**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.

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Never	43	55.8%
<input checked="" type="radio"/> Sometimes	9	11.7%
<input checked="" type="radio"/> Usually	9	11.7%
<input checked="" type="radio"/> Always	16	20.8%
<b>Total</b>	77	100.0%
Not Answered	0	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	44.2%	

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?**

	WVCH 2018	
	N	%
Yes	114	41.5%
No	161	58.5%
<b>Total</b>	275	100.0%
Not Answered	7	

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

	WVCH 2018	
	N	%
Yes	102	91.9%
No	9	8.1%
<b>Total</b>	111	100.0%
Not Answered	3	

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

	WVCH 2018	
	N	%
Yes	186	67.1%
No	91	32.9%
<b>Total</b>	277	100.0%
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.**

	WVCH 2018	
	N	%
Yes	167	92.3%
No	14	7.7%
<b>Total</b>	181	100.0%
Not Answered	5	

## Responses by Question

### *About You* (continued)

**Q47. What is your age?**

	WVCH 2018	
	N	%
18 to 24	29	10.5%
25 to 34	43	15.6%
35 to 44	42	15.2%
45 to 54	65	23.6%
55 to 64	76	27.5%
65 to 74	11	4.0%
75 or older	10	3.6%
<b>Total</b>	276	100.0%
Not Answered	6	

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

	WVCH 2018	
	N	%
Male	106	38.1%
Female	172	61.9%
<b>Total</b>	278	100.0%
Not Answered	4	

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

	WVCH 2018	
	N	%
8th grade or less	21	7.6%
Some high school but did not graduate	45	16.4%
High school graduate or GED	91	33.1%
Some college or 2-year degree	94	34.2%
4-year college graduate	15	5.5%
More than 4-year college degree	9	3.3%
<b>Total</b>	275	100.0%
Not Answered	7	

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

	WVCH 2018	
	N	%
Yes, Hispanic or Latino	61	22.2%
No, Not Hispanic or Latino	214	77.8%
<b>Total</b>	275	100.0%
Not Answered	7	

# Responses by Question

## About You (continued)

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

	WVCH 2018	
	N	%
Yes	219	100.0%
<b>Total</b>	219	100.0%
Not Answered	63	

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

	WVCH 2018	
	N	%
Yes	3	100.0%
<b>Total</b>	3	100.0%
Not Answered	279	

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

	WVCH 2018	
	N	%
Yes	9	100.0%
<b>Total</b>	9	100.0%
Not Answered	273	

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

	WVCH 2018	
	N	%
Yes	4	100.0%
<b>Total</b>	4	100.0%
Not Answered	278	

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

	WVCH 2018	
	N	%
Yes	15	100.0%
<b>Total</b>	15	100.0%
Not Answered	267	

## Responses by Question

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

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

	WVCH 2018	
	N	%
Yes	23	100.0%
<b>Total</b>	23	100.0%
Not Answered	259	

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

	WVCH 2018	
	N	%
Yes	35	15.7%
No	188	84.3%
<b>Total</b>	223	100.0%
Not Answered	59	

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

	WVCH 2018	
	N	%
Yes	16	100.0%
<b>Total</b>	16	100.0%
Not Answered	19	

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

	WVCH 2018	
	N	%
Yes	11	100.0%
<b>Total</b>	11	100.0%
Not Answered	24	

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

	WVCH 2018	
	N	%
Yes	12	100.0%
<b>Total</b>	12	100.0%
Not Answered	23	

# Responses by Question

## *About You (continued)*

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

	WVCH 2018	
	N	%
Yes	5	100.0%
<b>Total</b>	5	100.0%
Not Answered	30	

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

	WVCH 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	33	

## 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?**

	WVCH 2018	
	N	%
Yes	43	16.0%
No	226	84.0%
<b>Total</b>	269	100.0%
Not Answered	13	

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

	WVCH 2018	
	N	%
<input type="radio"/> Never	6	14.3%
<input type="radio"/> Sometimes	9	21.4%
<input type="radio"/> Usually	8	19.0%
<input type="radio"/> Always	19	45.2%
<b>Total</b>	42	100.0%
Not Answered	1	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	64.3%	

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

	WVCH 2018	
	N	%
Yes	49	17.6%
No	230	82.4%
<b>Total</b>	279	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?**

	WVCH 2018	
	N	%
<input type="radio"/> Never	6	12.8%
<input type="radio"/> Sometimes	13	27.7%
<input type="radio"/> Usually	11	23.4%
<input type="radio"/> Always	17	36.2%
<b>Total</b>	47	100.0%
Not Answered	2	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	59.6%	

**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?

	WVCH 2018	
	N	%
<input type="radio"/> Never	214	77.8%
<input type="radio"/> Sometimes	36	13.1%
<input type="radio"/> Usually	16	5.8%
<input type="radio"/> Always	9	3.3%
<b>Total</b>	275	100.0%
Not Answered	7	
<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?

	WVCH 2018	
	N	%
<input type="radio"/> Never	224	81.8%
<input type="radio"/> Sometimes	43	15.7%
<input type="radio"/> Usually	3	1.1%
<input type="radio"/> Always	4	1.5%
<b>Total</b>	274	100.0%
Not Answered	8	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	97.4%	

**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?

	WVCH 2018	
	N	%
<input type="radio"/> Never	241	87.6%
<input type="radio"/> Sometimes	28	10.2%
<input type="radio"/> Usually	3	1.1%
<input type="radio"/> Always	3	1.1%
<b>Total</b>	275	100.0%
Not Answered	7	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	97.8%	

**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?

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	197	72.2%
<input checked="" type="radio"/> Yes - somewhat	56	20.5%
<input checked="" type="radio"/> No	20	7.3%
<b>Total</b>	273	100.0%
Not Answered	9	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	72.2%	

## 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?

	WVCH 2018	
	N	%
Yes	172	62.1%
No	105	37.9%
<b>Total</b>	277	100.0%
Not Answered	5	

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

	WVCH 2018	
	N	%
Yes	113	40.8%
No	164	59.2%
<b>Total</b>	277	100.0%
Not Answered	5	

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

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Never	1	0.9%
<input checked="" type="radio"/> Sometimes	6	5.5%
<input checked="" type="radio"/> Usually	21	19.3%
<input checked="" type="radio"/> Always	81	74.3%
<b>Total</b>	109	100.0%
Not Answered	4	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	93.6%	

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?

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Never	44	40.0%
<input checked="" type="radio"/> Sometimes	22	20.0%
<input checked="" type="radio"/> Usually	16	14.5%
<input checked="" type="radio"/> Always	28	25.5%
Did not try to get an appointment with a specialist dentist	165	
<b>Total</b>	110	100.0%
Not Answered	7	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	40.0%	

**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?

	WVCH 2018	
	N	%
<input checked="" type="radio"/> Never	47	40.5%
<input checked="" type="radio"/> Sometimes	25	21.6%
<input checked="" type="radio"/> Usually	21	18.1%
<input checked="" type="radio"/> Always	23	19.8%
Did not have a dental emergency	157	
<b>Total</b>	116	100.0%
Not Answered	9	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	37.9%	

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?

	WVCH 2018	
	N	%
● Extremely difficult	17	6.7%
● 1	3	1.2%
● 2	6	2.4%
● 3	11	4.3%
● 4	11	4.3%
● 5	37	14.6%
● 6	20	7.9%
● 7	14	5.5%
● 8	30	11.8%
● 9	25	9.8%
● Extremely easy	80	31.5%
<b>Total</b>	254	100.0%
Not Answered	28	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	53.1%	

○ **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?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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"/> | <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)
- \_\_\_\_\_









