



Yamhill Community Care

CAHPS® 5.0

Child Medicaid without Chronic Condition Summary Report

June 2018



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Summary Report

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

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

Results. This report summarizes the findings of the child Medicaid 5.0 CAHPS survey conducted for YCCO. Attempts were made to survey 800 member households from a population not likely to have a child with a chronic condition. Member households were contacted by mail and telephone during the period January 9, 2018 through April 9, 2018, using a mixed-mode procedure and standard questionnaire with custom questions. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the parents or caretakers of children under the age of 18 who were continuously enrolled in YCCO for at least 6 months as of November 30, 2017, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 800 cases was drawn from a population not likely to have a child with a chronic condition, based on claims or care encounters that met specific diagnostic or service criteria. The survey was offered in English and Spanish.

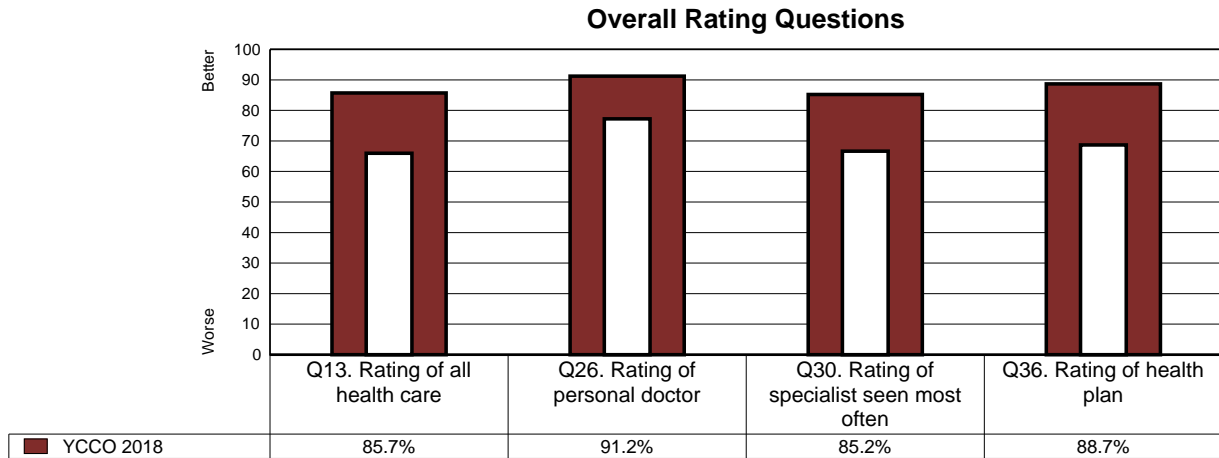
Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q27, Q31, and Q36. Complete interviews were obtained from 238 YCCO members, and the response rate was 30.0%.

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SUMMARY OF OVERALL RATING QUESTIONS

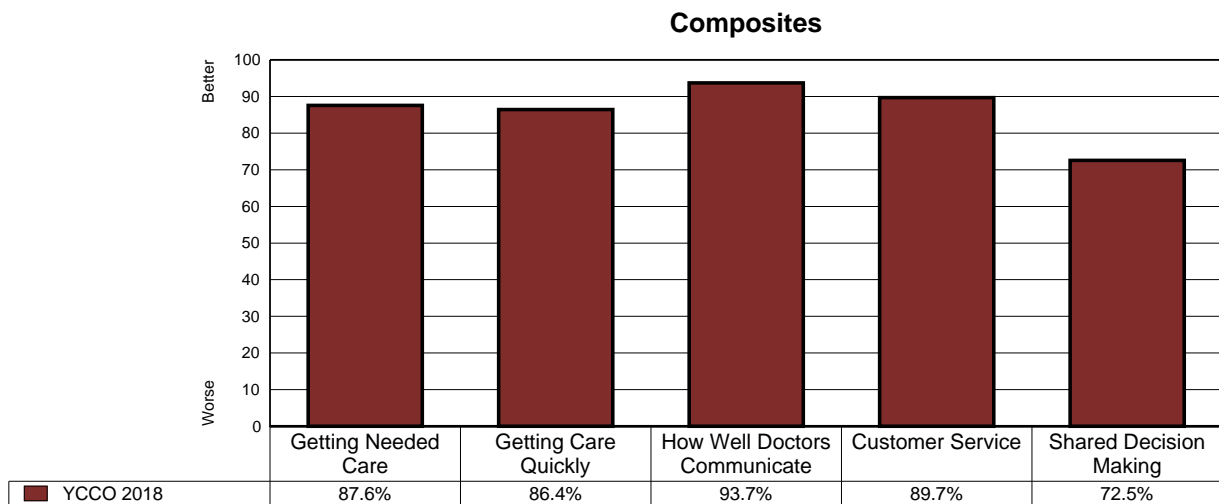
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



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

SUMMARY OF COMPOSITES

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



Sample Disposition

	YCCO 2018
First mailing - sent	800
*First mailing - usable survey returned	97
Second mailing - sent	697
*Second mailing - usable survey returned	44
*Phone - usable surveys	97
Total - usable surveys	238
†Ineligible: According to population criteria‡	7
†Ineligible: Language barrier	0
†Ineligible: Deceased	0
Bad address and bad phone number	17
Refusal	23
Incomplete survey - mail or phone	9
Nonresponse - Unavailable by mail AND phone	506
Adjusted Response Rate	30.0%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

Q1. Our records show that your child is now in the Oregon Health Plan. Is that right?

	YCCO 2018	
	N	%
Yes	235	100.0%
No	0	0.0%
Total	235	100.0%
Not Answered	3	

Your Child's Health Care in the Last 6 Months

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

	YCCO 2018	
	N	%
Yes	64	27.1%
No	172	72.9%
Total	236	100.0%
Not Answered	2	

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

	YCCO 2018	
	N	%
● Never	5	8.1%
● Sometimes	0	0.0%
● Usually	13	21.0%
● Always	44	71.0%
Total	62	100.0%
Not Answered	2	
Reporting Category	Getting Care Quickly	
Achievement Score	91.9%	

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

	YCCO 2018	
	N	%
Yes	144	62.1%
No	88	37.9%
Total	232	100.0%
Not Answered	6	

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

Responses by Question

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

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

	YCCO 2018	
	N	%
● Never	2	1.5%
● Sometimes	18	13.4%
● Usually	41	30.6%
● Always	73	54.5%
Total	134	100.0%
Not Answered	10	
Reporting Category	Getting Care Quickly	
Achievement Score	85.1%	

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

	YCCO 2018	
	N	%
None	79	34.5%
1 time	69	30.1%
2	47	20.5%
3	18	7.9%
4	9	3.9%
5 to 9	7	3.1%
10 or more times	0	0.0%
Total	229	100.0%
Not Answered	9	

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

	YCCO 2018	
	N	%
● Yes	105	71.4%
● No	42	28.6%
Total	147	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	71.4%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

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

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

	YCCO 2018	
	N	%
Yes	34	23.0%
No	114	77.0%
Total	148	100.0%
Not Answered	2	

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

	YCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	27	79.4%
<input type="radio"/> No	7	20.6%
Total	34	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	79.4%	

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

	YCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	22	64.7%
<input type="radio"/> No	12	35.3%
Total	34	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	64.7%	

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

	YCCO 2018	
	N	%
<input checked="" type="radio"/> Yes	25	73.5%
<input type="radio"/> No	9	26.5%
Total	34	100.0%
Not Answered	0	
Reporting Category	Shared Decision Making	
Achievement Score	73.5%	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	YCCO 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	1	0.7%
● 3	0	0.0%
● 4	0	0.0%
● 5	6	4.1%
● 6	7	4.8%
● 7	7	4.8%
● 8	29	19.7%
● 9	28	19.0%
● Best health care possible	69	46.9%
Total	147	100.0%
Not Answered	3	
Reporting Category	Ratings	
Rating (8, 9 and 10)	85.7%	

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

	YCCO 2018	
	N	%
● Never	3	2.0%
● Sometimes	15	10.1%
● Usually	48	32.4%
● Always	82	55.4%
Total	148	100.0%
Not Answered	2	
Reporting Category	Getting Needed Care	
Achievement Score	87.8%	

Your Child's Personal Doctor

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

	YCCO 2018	
	N	%
Yes	204	86.4%
No	32	13.6%
Total	236	100.0%
Not Answered	2	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	YCCO 2018	
	N	%
None	65	33.9%
1 time	70	36.5%
2	32	16.7%
3	11	5.7%
4	8	4.2%
5 to 9	6	3.1%
10 or more times	0	0.0%
Total	192	100.0%
Not Answered	12	

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	3	2.4%
<input type="radio"/> Sometimes	5	3.9%
<input checked="" type="radio"/> Usually	20	15.7%
<input checked="" type="radio"/> Always	99	78.0%
Total	127	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	93.7%	

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	2	1.6%
<input type="radio"/> Sometimes	3	2.4%
<input checked="" type="radio"/> Usually	20	15.7%
<input checked="" type="radio"/> Always	102	80.3%
Total	127	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	96.1%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	2	1.6%
<input type="radio"/> Sometimes	5	3.9%
<input type="radio"/> Usually	22	17.3%
<input type="radio"/> Always	98	77.2%
Total	127	100.0%
Not Answered	0	
Reporting Category	Communication	
Achievement Score	94.5%	

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

	YCCO 2018	
	N	%
Yes	88	69.3%
No	39	30.7%
Total	127	100.0%
Not Answered	0	

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	4	4.6%
<input type="radio"/> Usually	19	21.8%
<input type="radio"/> Always	64	73.6%
Total	87	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	95.4%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	4	3.2%
<input type="radio"/> Sometimes	8	6.3%
<input type="radio"/> Usually	34	27.0%
<input type="radio"/> Always	80	63.5%
Total	126	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	90.5%	

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

	YCCO 2018	
	N	%
<input type="radio"/> Yes	113	89.0%
<input type="radio"/> No	14	11.0%
Total	127	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	89.0%	

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

	YCCO 2018	
	N	%
Yes	49	38.6%
No	78	61.4%
Total	127	100.0%
Not Answered	0	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	YCCO 2018	
	N	%
● Never	2	4.2%
● Sometimes	9	18.8%
● Usually	10	20.8%
● Always	27	56.3%
Total	48	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	77.1%	

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

	YCCO 2018	
	N	%
● Worst personal doctor possible	0	0.0%
● 1	1	0.5%
● 2	0	0.0%
● 3	0	0.0%
● 4	1	0.5%
● 5	6	3.1%
● 6	3	1.6%
● 7	6	3.1%
● 8	27	14.0%
● 9	36	18.7%
● Best personal doctor possible	113	58.5%
Total	193	100.0%
Not Answered	11	
Reporting Category	Ratings	
Rating (8, 9 and 10)	91.2%	

Getting Health Care From Specialists

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

	YCCO 2018	
	N	%
Yes	32	13.4%
No	206	86.6%
Total	238	100.0%
Not Answered	0	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

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

	YCCO 2018	
	N	%
● Never	0	0.0%
● Sometimes	7	22.6%
● Usually	12	38.7%
● Always	12	38.7%
Total	31	100.0%
Not Answered	1	
Reporting Category	Getting Needed Care	
Achievement Score	77.4%	

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

	YCCO 2018	
	N	%
None	5	15.6%
1 specialist	24	75.0%
2	2	6.3%
3	1	3.1%
4	0	0.0%
5 or more specialists	0	0.0%
Total	32	100.0%
Not Answered	0	

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

	YCCO 2018	
	N	%
● Worst specialist possible	0	0.0%
● 1	1	3.7%
● 2	0	0.0%
● 3	0	0.0%
● 4	0	0.0%
● 5	0	0.0%
● 6	1	3.7%
● 7	2	7.4%
● 8	5	18.5%
● 9	6	22.2%
● Best specialist possible	12	44.4%
Total	27	100.0%
Not Answered	0	
Reporting Category	Ratings	
Rating (8, 9 and 10)	85.2%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Child's Health Plan

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

	YCCO 2018	
	N	%
Yes	64	27.4%
No	170	72.6%
Total	234	100.0%
Not Answered	4	

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	1	1.6%
<input type="radio"/> Sometimes	8	12.7%
<input checked="" type="radio"/> Usually	10	15.9%
<input checked="" type="radio"/> Always	44	69.8%
Total	63	100.0%
Not Answered	1	
Reporting Category	Customer Service	
Achievement Score	85.7%	

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	4	6.3%
<input checked="" type="radio"/> Usually	10	15.9%
<input checked="" type="radio"/> Always	49	77.8%
Total	63	100.0%
Not Answered	1	
Reporting Category	Customer Service	
Achievement Score	93.7%	

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

	YCCO 2018	
	N	%
Yes	88	38.1%
No	143	61.9%
Total	231	100.0%
Not Answered	7	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan (continued)

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

	YCCO 2018	
	N	%
● Never	2	0.9%
● Sometimes	17	7.5%
● Usually	33	14.5%
● Always	176	77.2%
Total	228	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	91.7%	

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

	YCCO 2018	
	N	%
● Worst health plan possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	1	0.4%
● 4	1	0.4%
● 5	10	4.3%
● 6	4	1.7%
● 7	10	4.3%
● 8	46	20.0%
● 9	39	17.0%
● Best health plan possible	119	51.7%
Total	230	100.0%
Not Answered	8	
Reporting Category	Ratings	
Rating (8, 9 and 10)	88.7%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

About Your Child and You

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

	YCCO 2018	
	N	%
● Excellent	105	44.7%
● Very good	75	31.9%
● Good	46	19.6%
● Fair	9	3.8%
● Poor	0	0.0%
Total	235	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	76.6%	

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

	YCCO 2018	
	N	%
● Excellent	112	47.7%
● Very good	75	31.9%
● Good	41	17.4%
● Fair	7	3.0%
● Poor	0	0.0%
Total	235	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	79.6%	

NQ39. What is your child's age?

	YCCO 2018	
	N	%
Less than 1 year old	0	0.0%
1 to 2 years old	29	12.4%
3 to 4 years old	23	9.8%
5 to 7 years old	40	17.1%
8 to 10 years old	52	22.2%
11 to 13 years old	47	20.1%
14 to 18 years old	43	18.4%
Total	234	100.0%
Not Answered	4	

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

Responses by Question

About Your Child and You (continued)

Q40. Is your child male or female?

	YCCO 2018	
	N	%
Male	122	52.1%
Female	112	47.9%
Total	234	100.0%
Not Answered	4	

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

	YCCO 2018	
	N	%
Yes, Hispanic or Latino	123	52.8%
No, Not Hispanic or Latino	110	47.2%
Total	233	100.0%
Not Answered	5	

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

	YCCO 2018	
	N	%
Yes	160	100.0%
Total	160	100.0%
Not Answered	78	

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

	YCCO 2018	
	N	%
Yes	6	100.0%
Total	6	100.0%
Not Answered	232	

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

	YCCO 2018	
	N	%
Yes	4	100.0%
Total	4	100.0%
Not Answered	234	

Responses by Question

About Your Child and You (continued)

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

	YCCO 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	237	

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

	YCCO 2018	
	N	%
Yes	10	100.0%
Total	10	100.0%
Not Answered	228	

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

	YCCO 2018	
	N	%
Yes	20	100.0%
Total	20	100.0%
Not Answered	218	

Q43. What is your age?

	YCCO 2018	
	N	%
Under 18	8	3.4%
18 to 24	7	3.0%
25 to 34	72	31.0%
35 to 44	104	44.8%
45 to 54	30	12.9%
55 to 64	6	2.6%
65 to 74	4	1.7%
75 or older	1	0.4%
Total	232	100.0%
Not Answered	6	

Q44. Are you male or female?

	YCCO 2018	
	N	%
Male	35	15.0%
Female	198	85.0%
Total	233	100.0%
Not Answered	5	

Responses by Question

About Your Child and You (continued)

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

	YCCO 2018	
	N	%
8th grade or less	33	14.3%
Some high school but did not graduate	33	14.3%
High school graduate or GED	75	32.5%
Some college or 2-year degree	64	27.7%
4-year college graduate	14	6.1%
More than 4-year college degree	12	5.2%
Total	231	100.0%
Not Answered	7	

Q46. How are you related to the child?

	YCCO 2018	
	N	%
Mother or father	217	94.8%
Grandparent	4	1.7%
Aunt or uncle	2	0.9%
Older brother or sister	1	0.4%
Other relative	0	0.0%
Legal guardian	4	1.7%
Someone else	1	0.4%
Total	229	100.0%
Not Answered	9	

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

	YCCO 2018	
	N	%
Yes	6	4.3%
No	133	95.7%
Total	139	100.0%
Not Answered	99	

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

	YCCO 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	3	

Responses by Question

About Your Child and You (continued)

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

	YCCO 2018	
	N	%
Yes	3	100.0%
Total	3	100.0%
Not Answered	3	

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

	YCCO 2018	
	N	%
Yes	1	100.0%
Total	1	100.0%
Not Answered	5	

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

	YCCO 2018	
	N	%
Yes	2	100.0%
Total	2	100.0%
Not Answered	4	

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

	YCCO 2018	
	N	%
Yes	0	0.0%
Total	0	100.0%
Not Answered	6	

Custom Questions

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

	YCCO 2018	
	N	%
<input checked="" type="radio"/> Never	109	86.5%
<input checked="" type="radio"/> Sometimes	12	9.5%
<input checked="" type="radio"/> Usually	0	0.0%
<input checked="" type="radio"/> Always	5	4.0%
Total	126	100.0%
Not Answered	1	
Reporting Category	Supplemental Items	
Achievement Score	96.0%	

Access to Dental Care

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

	YCCO 2018	
	N	%
Yes	183	79.6%
No	47	20.4%
Total	230	100.0%
Not Answered	8	

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

	YCCO 2018	
	N	%
Yes	142	60.7%
No	92	39.3%
Total	234	100.0%
Not Answered	4	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	1	0.7%
<input type="radio"/> Sometimes	8	5.8%
<input type="radio"/> Usually	35	25.4%
<input type="radio"/> Always	94	68.1%
Total	138	100.0%
Not Answered	4	
Reporting Category	Supplemental Items	
Achievement Score	93.5%	

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

	YCCO 2018	
	N	%
<input type="radio"/> Never	19	20.9%
<input type="radio"/> Sometimes	17	18.7%
<input type="radio"/> Usually	18	19.8%
<input type="radio"/> Always	37	40.7%
Did not have a dental emergency	134	
Total	91	100.0%
Not Answered	13	
Reporting Category	Supplemental Items	
Achievement Score	60.4%	

Response scored as: Achievement Room for improvement

Custom Questions

Access to Dental Care (continued)

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

	YCCO 2018	
	N	%
● Extremely difficult	7	3.2%
● 1	3	1.4%
● 2	4	1.8%
● 3	3	1.4%
● 4	7	3.2%
● 5	21	9.7%
● 6	9	4.1%
● 7	13	6.0%
● 8	27	12.4%
● 9	40	18.4%
● Extremely easy	83	38.2%
Total	217	100.0%
Not Answered	21	
Reporting Category	Supplemental Items	
Achievement Score	69.1%	

Kindergarten Readiness

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

	YCCO 2018	
	N	%
Yes	42	18.4%
No	186	81.6%
Total	228	100.0%
Not Answered	10	

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

	YCCO 2018	
	N	%
All of the time	21	50.0%
Most of the time	17	40.5%
Some of the time	4	9.5%
None of the time	0	0.0%
Total	42	100.0%
Not Answered	0	

○ Response scored as: ● Achievement ● Room for improvement

Custom Questions

Kindergarten Readiness (continued)

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

	YCCO 2018	
	N	%
All of the time	19	45.2%
Most of the time	19	45.2%
Some of the time	4	9.5%
None of the time	0	0.0%
Total	42	100.0%
Not Answered	0	

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

	YCCO 2018	
	N	%
All of the time	13	31.0%
Most of the time	18	42.9%
Some of the time	11	26.2%
None of the time	0	0.0%
Total	42	100.0%
Not Answered	0	

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

	YCCO 2018	
	N	%
All of the time	1	2.4%
Most of the time	2	4.8%
Some of the time	30	71.4%
None of the time	9	21.4%
Total	42	100.0%
Not Answered	0	

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

	YCCO 2018	
	N	%
This child did not attend childcare or preschool	9	
No	32	100.0%
Yes - picked my child up early on one or more days	0	0.0%
Yes - kept my child home for one full day or more	0	0.0%
Yes - permanently was told my child could no longer attend	0	0.0%
Total	32	100.0%
Not Answered	1	

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

- Yes → *Go to Question 3*
- No

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

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

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

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

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

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

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

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

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

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

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

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



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

- 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 child's 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 your child needed?

- Never
- Sometimes
- Usually
- Always

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 27*

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

- None → *Go to Question 26*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

16a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

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

43. What is your age?

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

44. Are you male or female?

- Male
- Female

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

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

46. How are you related to the child?

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

47. Did someone help you complete this survey?

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

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

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

KINDERGARTEN READINESS

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

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

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

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

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

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



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

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

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

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

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

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

THANK YOU

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

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

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