Oregon Health Plan Report of Results for

Yamhill Community Care (Child Population)

2021 CAHPS® 5.1H Medicaid with CCC Measure Member Experience Survey

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INTRODUCTION

The Oregon Health Authority (OHA) contracts with managed care organizations, also known as Coordinated Care Organizations (CCOs), to provide health care services. Understanding the experience of people who are Oregon Health Plan (OHP) members is important to clinicians, policy makers, patients and consumers, quality monitors and regulators, provider organizations, health plans, community collaboratives, and those who are responsible for monitoring and evaluating the quality of and access to health care services.

Introduced by the Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program encompasses the full range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers, such as accessibility of services and communication skills of providers.

OHA conducts annual CAHPS surveys asking consumers and patients to report on and evaluate their experiences with health care. These surveys cover topics that are important to consumers and focus on aspects of quality that consumers are best qualified to assess, such as the communication skills of providers and ease of access to health care services. The survey results help inform decisions for those involved with providing care to OHP members and to improve the quality of health care services.

The survey measures member satisfaction with the experience of care and gives a general indication of how well the health plan meets members' expectations. Parents or caretakers of surveyed members are asked to rate various aspects of the health plan based on their experience with the plan during the previous 6 months.

WHAT'S NEW IN 2021

2021 SURVEY FIELDING UPDATES

SURVEY INSTRUMENTS

In response to significant changes in consumer behavior during the past year and the accompanying shift in care delivery toward telemedicine, NCQA updated the CAHPS Health Plan Survey to version 5.1H. Several questions were reworded to include any care received "in person, by phone, or by video" during the past six months. References to "seeing a provider" or "visiting a doctor's office or clinic" were removed or replaced with more inclusive language to reflect this expanded array of care settings. To date, NCQA has not issued trending guidelines for the revised questionnaires. OHA adopted these changes for the surveys administered to OHP members.

OHA also implemented additional survey items for the Adult Medicaid version of the survey instrument only to further understand the care experience with telemedicine and the impact of the COVID-19 pandemic.

The race/ethnicity survey items were also relocated to the end of both survey instrument versions and an additional survey item was introduced to identify a member's primary racial or ethnic identity.

CHILDREN WITH CHRONIC CONDITIONS REPORTING

In order to align with NCQA reporting of CCC results, all children identified as having a chronic condition, as defined by the member's responses to the CCC survey-based screening tool (i.e., Questions Q55 – Q68 in the child survey instrument). A child member is identified as having a chronic condition if all questions for at least one specific health consequence are answered "Yes."

The general population data set and CCC population data set are not mutually exclusive groups. For example, if a child member is selected for the CAHPS child survey sample and is identified as having a chronic condition based on responses to the CCC survey-screening tool, the member is included in general population and CCC population results.

IMPACT OF COVID-19 ON OHA REPORTING

Citing concerns about the impact of COVID-19 on CAHPS data collection and response rates, as well as the potential for response bias because members were asked to reflect on their health care experiences over the past year while simultaneously living through a pandemic, **NCQA issued a general recommendation against using the 2020 benchmarks for improvement scoring and year-over-year trending. In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

UPDATES TO THE 2021 OHA CAHPS SURVEY RESULTS REPORT

CSS has made several updates to the 2021 CAHPS Results Reports:

- The *Member Profile and Analysis of Plan Ratings by Member Segment* section has been updated for revised primary race survey item.
- The CSS *Key Driver Model* has been updated using CSS's Book-of-Business data collected over the past two years.
- An updated *Health Plan Quality Improvement Resource Guide* is included.

EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of Yamhill Community Care, hereafter referred to as YCCO between January 7 and April 7, 2021.

The final survey sample for YCCO included 1,525 members (950 from the general population and 575 from the CCC population). During the survey fielding period, 301 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 31.92 percent.

This was the second survey administration cycle taking place during the COVID-19 pandemic. In response to significant changes in consumer behavior during the pandemic and the accompanying shift in care delivery toward telemedicine, NCQA expanded the CAHPS questionnaires to include any care received "in person, by phone, or by video." While NCQA has not provided trending guidelines for the revised questionnaires, in June of 2020 NCQA recommended against using its 2020 CAHPS national benchmarks for improvement scoring and year-over-year trending[1]. **In this context, your organization's 2021 survey results and any comparisons to prior-year performance benchmarks should be interpreted with caution.**

This Executive Summary focuses on key CAHPS performance metrics, including year-over-year changes in results and comparisons to relevant state Oregon Health Plan benchmarks. Also identified are top organizational priorities for quality improvement based on CSS's *Key Driver Analysis*.

The measures highlighted in this section are limited to the general child Medicaid population only. CCC measure results are reported in the sections that follow. They are based on 151 completed surveys from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set, based on survey responses.

[1] For more information, see www.ncqa.org/covid/

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2020

Reportable Rate IMPROVED	Reportable Rate DECLINED
No statistically significant improvements	Rating of Specialist Seen Most Often (by 14.41 points) Rating of All Health Care (by 7.36 points) Rating of Health Plan (by 8.01 points)

STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE Benchmark	Reportable Rate BELOW Benchmark
2021 State OHP	
None	None

TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these specific areas or experiences can be improved, the overall rating of the plan should reflect these gains. Up to five quality improvement opportunities with the highest return on investment for YCCO are identified below. Effective interventions in these areas have the greatest potential impact on the *Rating of Health Plan* score.

Top Priorities for Quality Improvement
1. Improving health plan provider network (highly-rated personal doctors)
2. Improving health plan provider network (highly-rated specialists)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving the ability of the health plan customer service to provide necessary information or help

All results reported in this section are based on the rates of members answering *8*, *9* or *10* for the overall rating questions and *Usually* or *Always* for all other CAHPS measures.

The remainder of this report examines these and other findings in greater detail.

SURVEY RESULTS AT A GLANCE

An overview of summary measures is presented in Exhibit 1. This includes CAHPS ratings and composites and comparisons to the state Oregon Health Plan results, and prior year data (where available).

EXHIBIT 1. 2021 YCCO CHILD MEDICAID OHA CAHPS SURVEY: RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates			Valid Responses			2021 State OHP
		2019	2020	2021	2019	2020	2021	
Overall Ratings (% 8, 9, or 10)	Q9. Rating of All Health Care	86.25%	91.88% ▼	**84.52%**	240	271	**168**	85.96%
	Q36. Rating of Personal Doctor	94.66%	92.33%	**91.27%**	262	339	**252**	88.86%
	Q43. Rating of Specialist Seen Most Often	85.71%	92.98% ▼	**78.57%**	70	57	**42**	84.75%
	Q49. Rating of Health Plan	87.72% ▼	87.11% ▼	**79.09%**	342	380	**287**	81.66%
Getting Needed Care (% Always or Usually)	***Getting Needed Care Composite***	79.19%	87.84%	**82.32%**	156	166	**108**	82.68%
	Q10. Easy to get needed care	85.77% ▲	93.70%	**92.90%**	239	270	**169**	90.60%
	Q41. Easy to see specialists	72.60%	81.97%	**71.74%**	73	61	**46**	74.76%
Getting Care Quickly (% Always or Usually)	***Getting Care Quickly Composite***	84.46%	92.90%	**88.90%**	168	178	**105**	88.53%
	Q4. Got urgent care as soon as needed	85.00%	95.96%	**92.50%**	80	99	**40**	92.61%
	Q6. Got routine care as soon as needed	83.92%	89.84%	**85.29%**	255	256	**170**	84.44%
How Well Doctors Communicate* (% Always or Usually)	***How Well Doctors Communicate Composite***	95.71%	94.88%	**94.32%**	216	249	**154**	94.58%
	Q27. Doctor explained things	95.83%	94.38%	**93.51%**	216	249	**154**	94.14%
	Q28. Doctor listened carefully	97.22%	97.20%	**97.40%**	216	250	**154**	96.24%
	Q29. Doctor showed respect	97.21%	97.20%	**98.05%**	215	250	**154**	97.25%
	Q32. Doctor spent enough time	92.56%	90.73%	**88.31%**	215	248	**154**	90.68%
Customer Service (% Always or Usually)	***Customer Service Composite***	90.21%	89.06%	**89.19%**	113	96	**55**	87.83%
	Q45. Provided needed information/help	86.61%	84.38%	**83.93%**	112	96	**56**	82.11%
	Q46. Treated with courtesy/respect	93.81%	93.75%	**94.44%**	113	96	**54**	93.56%
	Q35. Coordination of Care (% Always or Usually)	88.30%	90.91%	**84.62%**	94	99	**52**	87.00%
Children with Chronic Conditions Measures	. Access to Prescription Medicines	94.74%	87.23%	**88.17%**	38	47	**93**	89.51%
	. Access to Specialized Services	72.58% (Low n)	71.32% (Low n)	**68.10%**	20	22	**44**	68.21%
	. Getting Needed Information	91.49%	95.31%	**93.20%**	47	64	**103**	90.91%
	. Personal Doctor Who Knows Child	91.19%	91.61%	**88.25%**	38	46	**94**	89.62%
	. Coordination of Care for Children With Chronic Conditions	86.21% (Low n)	74.44% (Low n)	**80.47%**	20	26	**41**	75.90%

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If n is less than 30, "Low n" is displayed next to score.

Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the denominator threshold (n=30). All statistical tests are conducted at the 95% confidence level prior to rounding. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your rate is higher or ▼ when it is lower.

ABOUT THIS REPORT

The key features of this 2021 CAHPS report, prepared by CSS for YCCO, are highlighted below.

- Except for the five measures designed for the population of children with chronic conditions (CCC), the results presented in this report pertain to the general Child Medicaid population only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set.

- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS* 2021*, Volume 3: Specifications for Survey Measures* unless otherwise noted. Summary Results are reported regardless of whether the denominator threshold is met, however, any summary measure where the denominator is less than 30 is marked as "Low n".

- Throughout the report, the 2021 YCCO survey results are compared to the 2021 State OHP. The 2021 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.

- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where YCCO performs significantly above or below the state Oregon Health Plan benchmarks. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Top organizational priorities for quality improvement based on CSS's *Key Driver Analysis* are identified.

- *Summary of Survey Results* presents the 2021 YCCO survey scores on key measures, including question summary rates, global proportions, and changes in rates and global proportion scores from the previous year (if applicable); and comparisons to relevant state Oregon Health Plan benchmarks. Statistically significant differences in scores are noted.

- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2021 YCCO QSRs and global proportions are compared to the 2021 State OHP on all measures. Where available, a three-year trend in scores is also shown.

- *Member Profile and Analysis of Ratings by Member Segment* compares the 2021 YCCO respondent profile to the relevant state Oregon Health Plan distribution(s) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies key member experience touch points that appear to drive the overall *Rating of Health Plan*. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall member assessment of the plan. The 2021 YCCO results on each key driver are compared to the highest score among all the Child CCOs contributing to the 2021 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the YCCO *Rating of Health Plan* score due to improved performance on the key driver measure. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

  - Score calculation guidelines and methodology

  - A glossary of terms

  - A copy of the survey instrument

  - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid with CCC Measure version of the 2021 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of YCCO using a mixed methodology of internet, mail, and telephone. The Oregon Health Authority's mixed methodology consisted of the following milestones:

- A prenotification letter with an invitation to complete the survey online, which was mailed on January 7;
- An initial questionnaire with cover letter, which was mailed on January 13;
- A replacement questionnaire with cover letter, which was mailed on February 11;
- A telephone follow-up phase targeting non-respondents, with up to four telephone follow-up attempts spaced at different times of the day and on different days of the week, which started on March 8; and
- Close of data collection on April 7, 2021.

SURVEY MATERIALS

The survey instruments (both English and Spanish) used for YCCO are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2021, Volume 3: Specifications for Survey Measures* and *Quality Assurance Plan for HEDIS 2021 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all the mailing materials.

Each survey package included a postage-paid business reply envelope. Besides the core CAHPS questions, the survey included 26 additional questions added by OHA. These included questions on cultural competency, access to dental care, and REALD demographics. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

The website URL and a personal web ID was listed in the prenotification letter and second survey package cover letter to complete the survey online.

SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for YCCO. For the Child Medicaid with CCC Measure survey (general population), sample-eligible members were defined as plan members who were 17 years old or younger as of December 31, 2020; were currently enrolled; Sample-eligible members were defined as plan members who were 17 years old or younger as of November 30, 2020; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. Eligibility for the Children with Chronic Conditions (CCC population) sample was determined using a pre-screen status code, which identified children likely to have a chronic condition based on claim and encounter records.

Prior to sampling, CSS carefully inspected the member file(s) and noted any errors or irregularities found (such as incomplete contact information or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up to date. The final sample was generated following the NCQA systematic sampling methodology, with no more than one member per household selected to receive the survey. The exception to this rule was any CCO that failed to meet the desired sample size in which case more than one member per household could be selected. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. Therefore, the final combined survey sample for YCCO included 1,525 members (950 from the general population and 575 from the CCC population).

DATA CAPTURE

Returned mail questionnaires were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty. Responses from online questionnaires were stored on CSS internal servers.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the survey in either English or Spanish. CATI supervisors maintained quality control by monitoring the telephone interviews and response capture by interviewers in real time and auditing recorded interviews. At least 10 percent of the interviews were monitored by supervisors.

Due to the multiple outreach attempts, multiple survey responses could be received from the same sample member. In those cases, only one survey response (the most complete survey) was included in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

During the survey fielding period, 301 general population sample members completed the survey. After final survey eligibility criteria were applied, the resulting NCQA response rate was 31.92 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2021 YCCO CHILD MEDICAID OHA CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2021 State OHP
	Number	% Initial Sample	
Initial Sample	950	100.00%	---
Disposition			
Complete and Eligible - Mail	157	16.53%	11.60%
Complete and Eligible - Phone	117	12.32%	10.44%
Complete and Eligible - Internet	27	2.84%	1.95%
Complete and Eligible - Total	301	31.68%	23.98%
Does not meet Eligible Population criteria	6	0.63%	1.05%
Incomplete (but Eligible)	25	2.63%	2.70%
Ineligible	1	0.11%	0.22%
- Language barrier	1	0.11%	0.07%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.01%
Refusal	55	5.79%	6.75%
Nonresponse after maximum attempts	558	58.74%	65.04%
Added to Do Not Call (DNC) list	4	0.42%	0.41%
Response Rate*		**31.92%**	**24.25%**

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*Response rate = Complete and Eligible Surveys/[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]

SATISFACTION WITH THE EXPERIENCE OF CARE

PATIENT EXPERIENCE OF CARE MEASURES

GLOBAL RATINGS

CAHPS Health Plan Survey (version 5.1H) includes four global rating questions that utilize the scale of *0* to *10*, representing the lowest and highest possible rating. Results are reported as the proportion of members selecting one of the top three ratings (*8*, *9*, or *10*).

- ***Rating of Personal Doctor*** (*0* = worst personal doctor possible; *10* = best personal doctor possible)
- ***Rating of Specialist Seen Most Often*** (*0* = worst specialist possible; *10* = best specialist possible)
- ***Rating of All Health Care*** (*0* = worst health care possible; *10* = best health care possible)
- ***Rating of Health Plan*** (*0* = worst health plan possible; *10* = best health plan possible)

CAHPS COMPOSITES

NCQA calculates results for several CAHPS composite measures. CAHPS composites combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below. The following composites are reported for the general child Medicaid population:

- ***Getting Needed Care*** combines two survey questions that address member access to care. Both questions use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable response. Results are based on the proportion of members answering the following questions as *Usually* or *Always*.
  - *In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?*
  - *In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?*

- ***Getting Care Quickly*** combines responses to two survey questions that address timely availability of both urgent and check-up/routine care. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are based on the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *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?*
  - *In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?*
- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *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?*
  - *In the last 6 months, how often did your child's personal doctor listen carefully to you?*
  - *In the last 6 months, how often did your child's personal doctor show respect for what you had to say?*
  - *In the last 6 months, how often did your child's personal doctor spend enough time with your child?*
- ***Customer Service*** combines responses to two survey questions that ask about member experience with the health plan's customer service. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always* in response to the following questions:
  - *In the last 6 months, how often did customer service staff at your child's health plan give you the information or help you needed?*
  - *In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?*
- ***Coordination of Care*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *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?*

Additionally, NCQA calculates and reports the following measures for the CCC population:

- ***Access to Specialized Services*** combines responses to three survey questions addressing the child's access to special equipment or devices, therapies, treatments, or counseling. The questions use a *Never*, *Sometimes*, *Usually*, or *Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members answering the following questions as *Usually* or *Always*:
  - *In the last 6 months, how often was it easy to get special medical equipment or devices for your child?*
  - *In the last 6 months, how often was it easy to get this therapy for your child?*
  - *In the last 6 months, how often was it easy to get this treatment or counseling for your child?*
- ***Personal Doctor Who Knows Child*** combines responses to three survey questions addressing the doctor's understanding of the child's health issues. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
  - *In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?*
  - *Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?*
  - *Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?*
- ***Coordination of Care for Children with Chronic Conditions*** combines responses to two survey items addressing care coordination needs related to the child's chronic condition. The questions use a *Yes* or *No* scale. Results are reported as the proportion of members answering *Yes* to the following questions:
  - *In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?*
  - *In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?*
- ***Getting Needed Information*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?*

- ***Access to Prescription Medicines*** is based on a single survey question, which uses a *Never*, *Sometimes*, *Usually*, or *Always* scale (with *Always* being the most favorable response). Results are based on the proportion of members selecting *Usually* or *Always* in response to the question below:
  - *In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?*

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates express the proportion of respondents selecting the desired response option(s) on a survey question. Examples include percent selecting *Usually* or *Always* or percent rating *9* or *10*.

Composite Global Proportions express the proportion of respondents selecting the desired response option(s) from a predefined set of two or more related questions on the survey. The proportions are calculated by first determining the relevant proportion on each survey question contributing to the composite and then averaging these proportions across all questions in the composite.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2021, Volume 3: Specifications for Survey Measures* or consult Appendix A.

DENOMINATOR THRESHOLD

The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite (note: composite denominators are rounded for display purposes). If the rate denominator is less than 30, a measure result of “Low n” was assigned. This report presents results for all measures, regardless of denominator size. Any result that does not meet the denominator threshold of 30 valid responses is denoted with “Low n” to inform interpretations of results.

COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2021 YCCO results are compared to the 2021 State OHP as well as to the highest and lowest performing CCO. The 2021 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.

If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

CHILDREN WITH CHRONIC CONDITION (CCC) MEASURE RESULTS

The results for the CCC population presented in this report are based on survey responses. A response was included in the CCC results if the child's parent or caretaker responded "Yes" to all of the screener questions for any one of the following summary measures:

- *Use of or Need of Prescription Medicines*
- *Above-Average Use or Need for Medical, Mental Health, or Education Services*
- *Functional Limitations Compared with Others of Same Age*
- *Use of or Need for Specialized Therapies*
- *Treatment or Counseling for Emotional or Developmental Problems*

All state Oregon Health Plan benchmarks reported for these measures are limited to the CCC population.

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level YCCO performance overview on key survey measures. These include overall ratings, composite global proportions, and summary rates for additional measures. Where applicable, changes in scores over time and comparisons to benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2021 YCCO CHILD MEDICAID OHA CAHPS SURVEY: PATIENT EXPERIENCE MEASURES

CAHPS 5.0H Survey Measures*	2021 Rate	Difference** between 2021 Rate and...		
		2020 Rate	2019 Rate	2021 State OHP
Ratings				
Rating of Personal Doctor	91.27%	-1.06%	-3.39%	2.41%
Rating of Specialist Seen Most Often	78.57%	-14.41% ▼	-7.14%	-6.18%
Rating of All Health Care	84.52%	-7.36% ▼	-1.73%	-1.43%
Rating of Health Plan	79.09%	-8.01% ▼	-8.63% ▼	-2.57%
Composite Measures				
Getting Needed Care	82.32%	-5.52%	3.13%	-0.36%
Getting Care Quickly	88.90%	-4.00%	4.44%	0.37%
How Well Doctors Communicate	94.32%	-0.56%	-1.39%	-0.26%
Customer Service	89.19%	0.12%	-1.02%	1.35%
Additional Content Areas				
Coordination of Care	84.62%	-6.29%	-3.68%	-2.38%
Children with Chronic Conditions Measures				
Access to Prescription Medicines	88.17%	0.94%	-6.56%	-1.34%
Access to Specialized Services	68.10%	-3.22%	-4.47%	-0.11%
Getting Needed Information	93.20%	-2.11%	1.71%	2.29%
Personal Doctor Who Knows Child	88.25%	-3.36%	-2.93%	-1.37%
Coordination of Care for Children With Chronic Conditions	80.47%	6.02%	-5.74%	4.57%

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* Results were calculated following NCQA specifications and prior year results may differ from those previously reported.

** Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the small denominator threshold (n=30). All differences in rates are calculated prior to rounding and are rounded for display purposes only. All statistical tests are conducted at the 95% confidence level. Statistically significant differences between your organization's current-year rate and the comparison rate are marked as ▲ when your current-year rate is higher or ▼ when it is lower.

DETAILED PERFORMANCE CHARTS

Detailed charts are provided for CAHPS composite global proportions and question summary rates. Except for the five CCC measures, the results displayed are for the general member sample only. CCC measure results are based on responses collected from both the general and supplemental CCC samples that met NCQA's criteria for inclusion in the CCC measure set. The charts have the following features:

TREND IN RESULTS

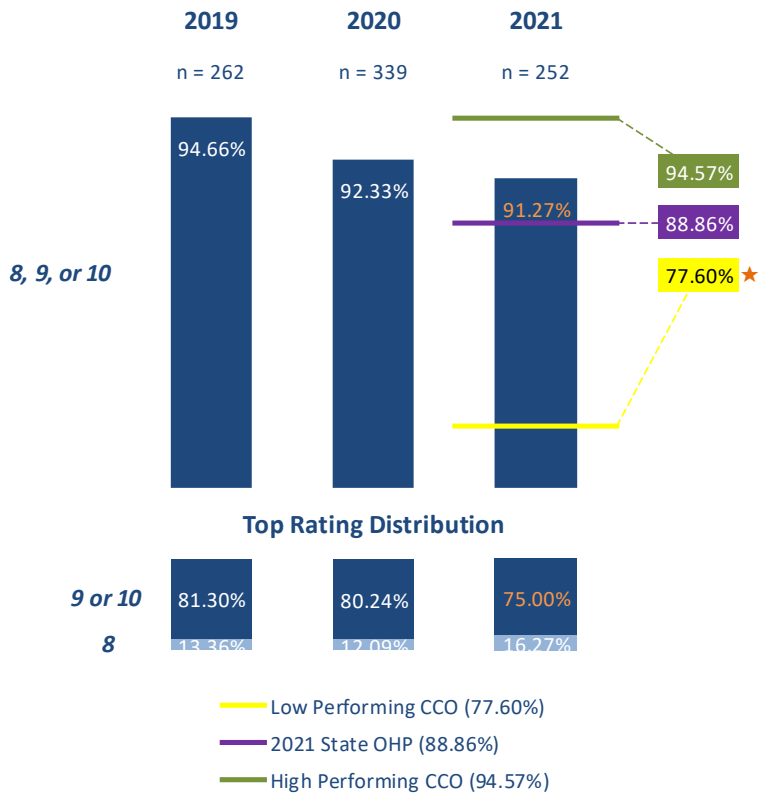
- Survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year, if the measure is new, or if the measure is not deemed appropriate for trending. In such cases, "no data" appears in place of the score.
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding *8* vs. percent responding *9* or *10*, or percent responding *Usually* vs. percent responding *Always*).
- The number of valid responses (*n*) appears above each bar. If the number of responses is less than 30, "Low n" appears next to the value of *n*, indicating that the result does not meet the denominator threshold. CSS calculates all rates regardless of this threshold.
- Statistical comparisons are conducted between the current-year and each of the prior-year rates, if available. Differences in rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2020 rate denotes a statistically significant difference between the 2021 and 2020 rates.

COMPARISONS TO BENCHMARKS

- The horizontal lines displayed on the charts correspond to the 2021 State OHP as well as to the highest and lowest performing CCO. If the 2021 score is significantly different from any of these benchmark scores at the 95% confidence level, ★ appears next to the relevant score.

Rating of Personal Doctor

Percent Responding 8, 9, or 10



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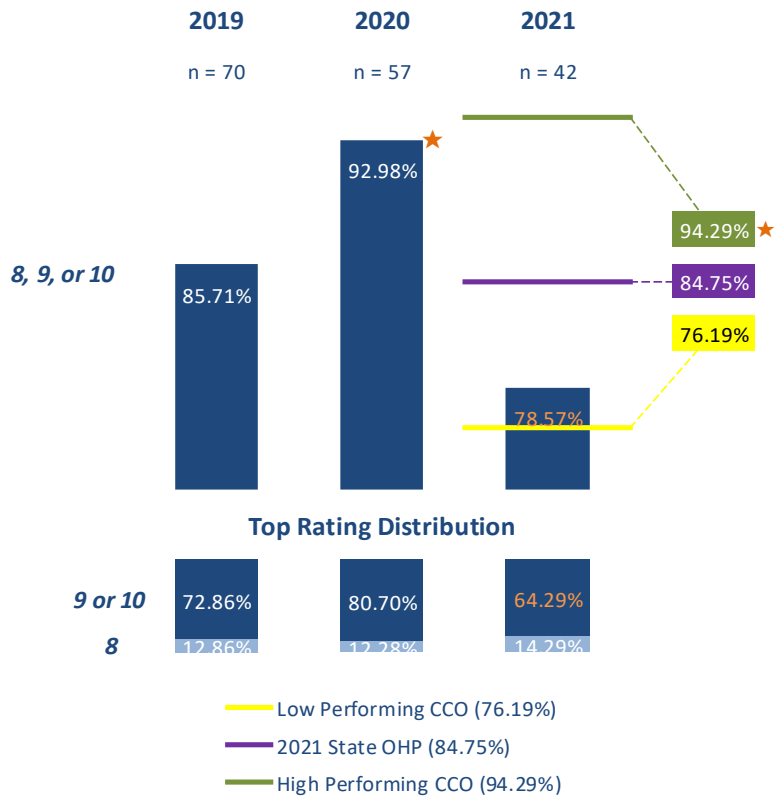
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



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Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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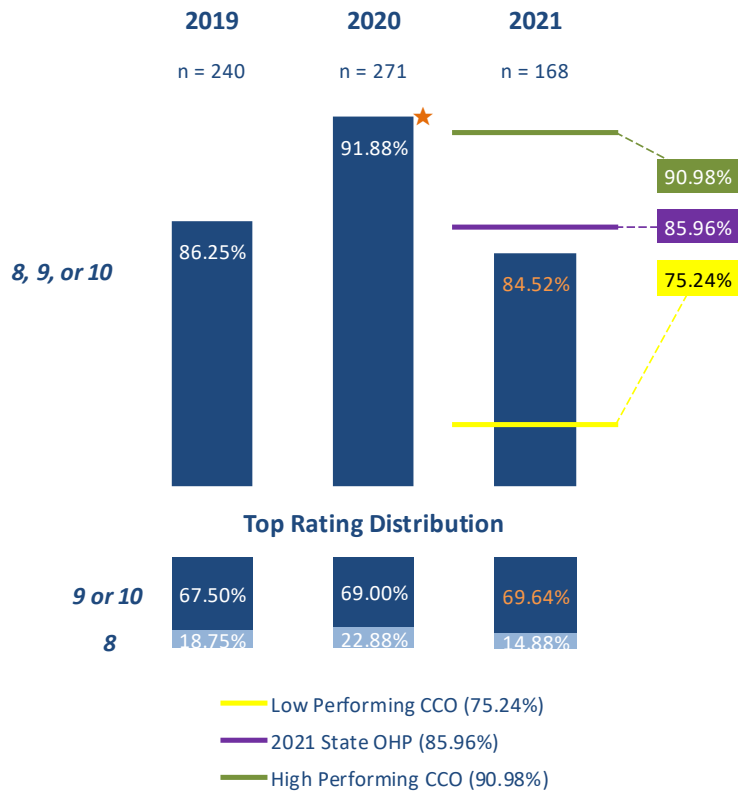
Rating of All Health Care

Percent Responding 8, 9, or 10



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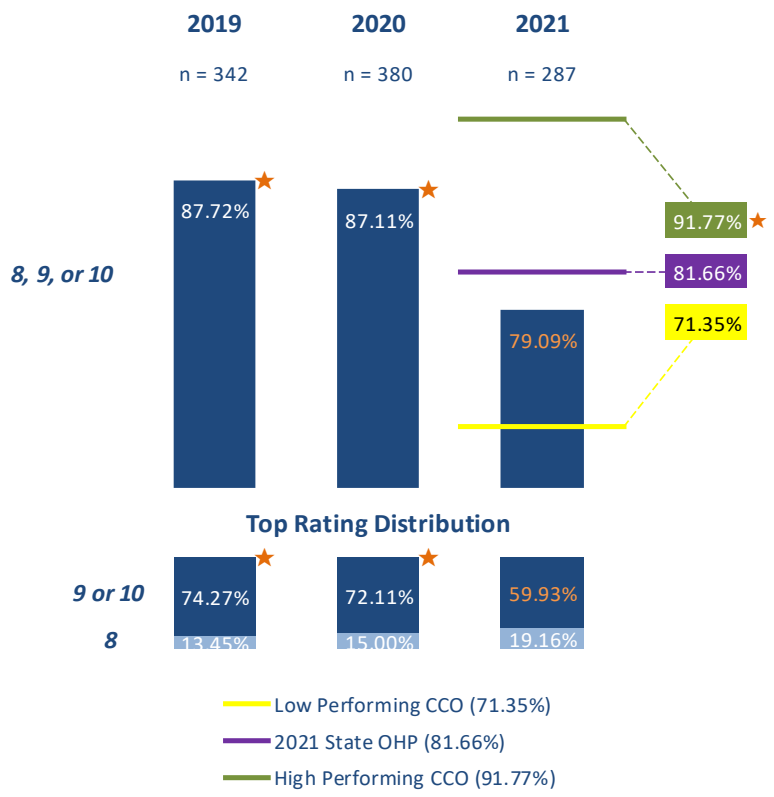
Rating of Health Plan

Percent Responding 8, 9, or 10



72170

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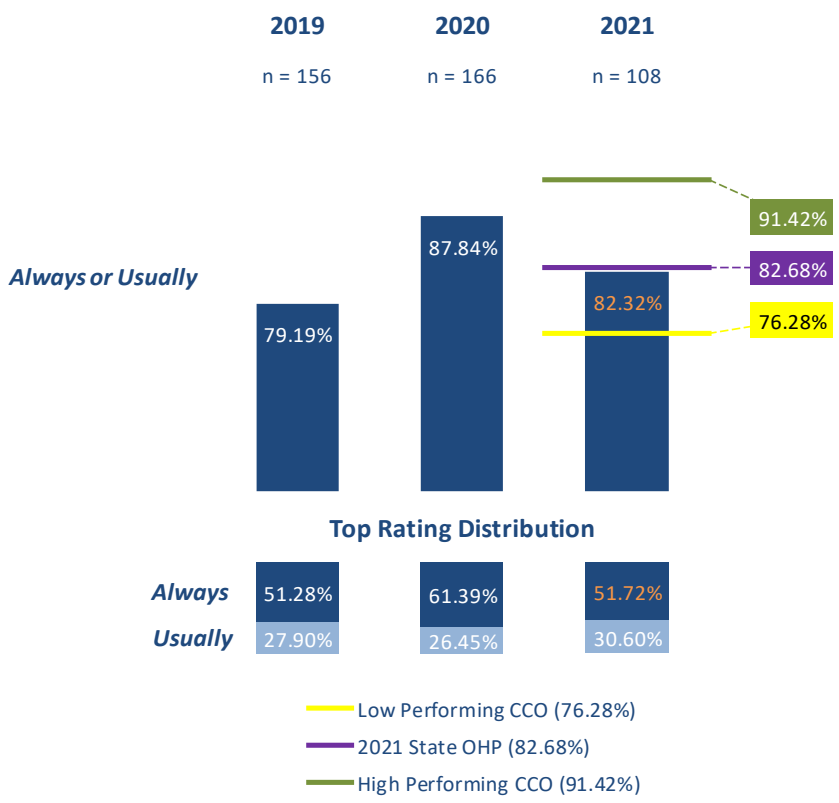
Getting Needed Care (Composite)

Percent Responding Always or Usually



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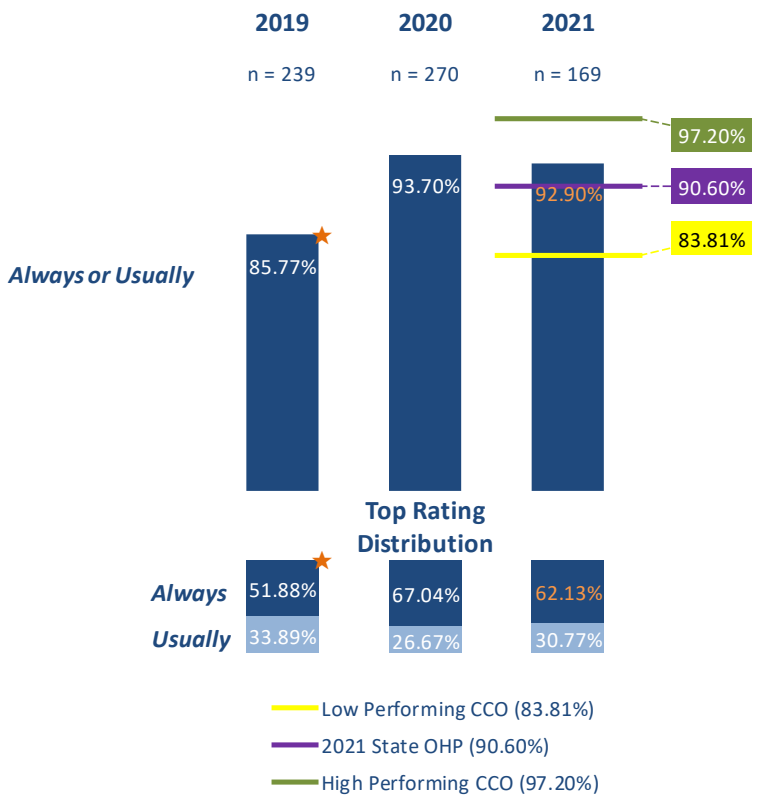
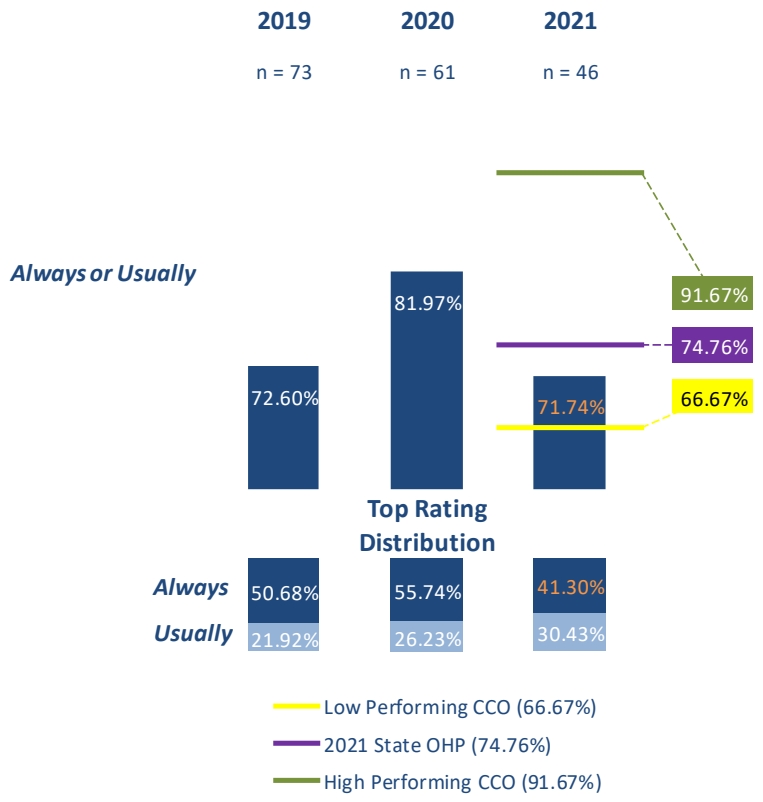
Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

Q10. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?



Q41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?



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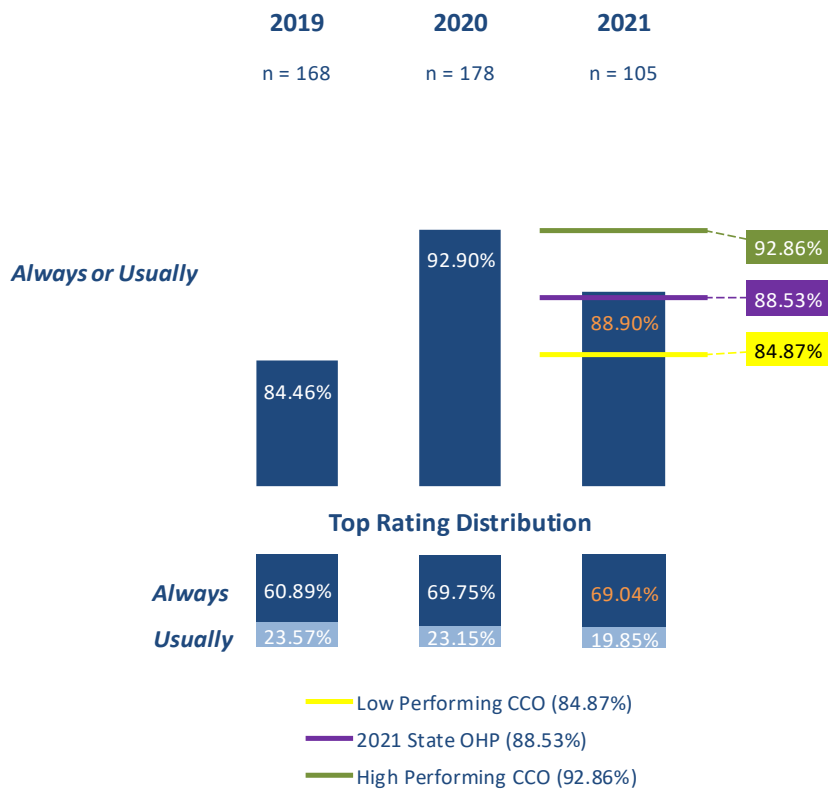
Getting Care Quickly (Composite)

Percent Responding Always or Usually



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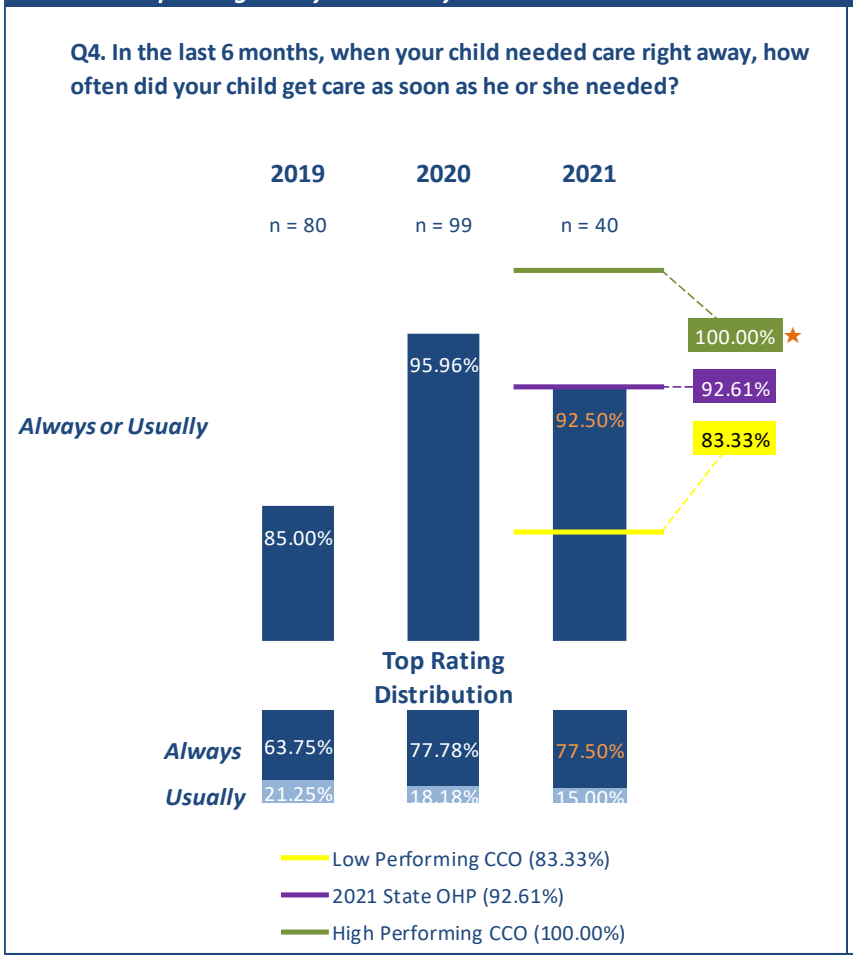
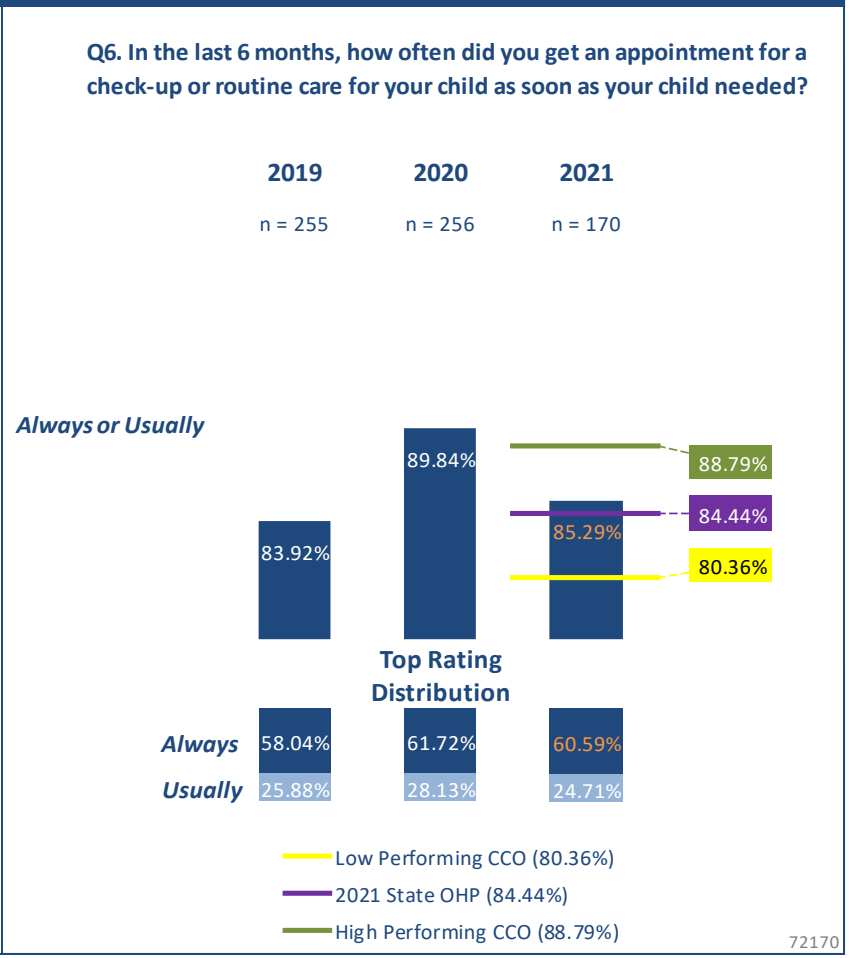
Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually





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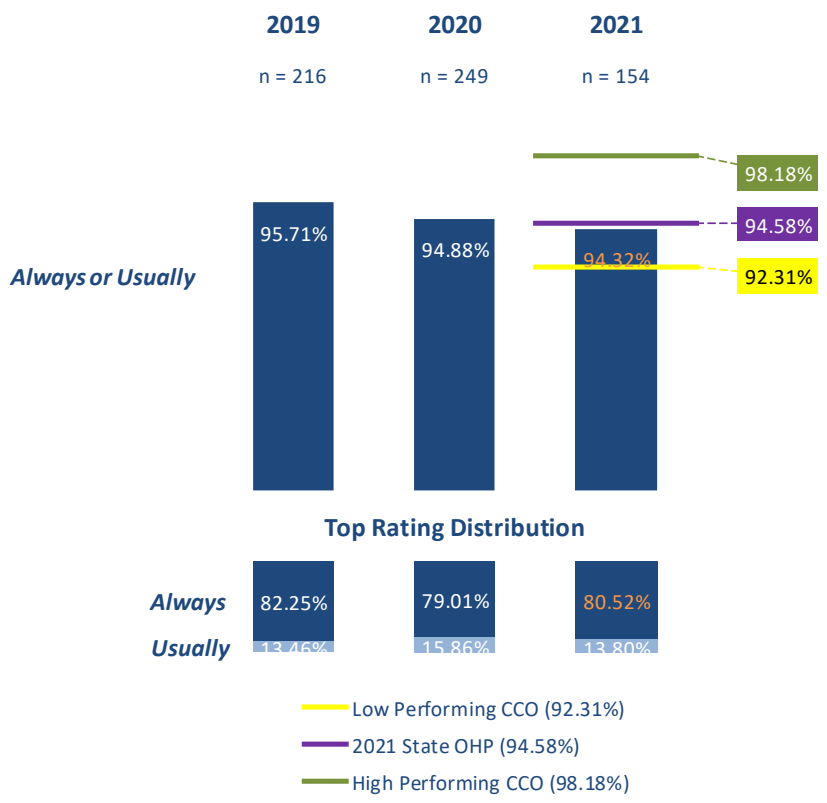
How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



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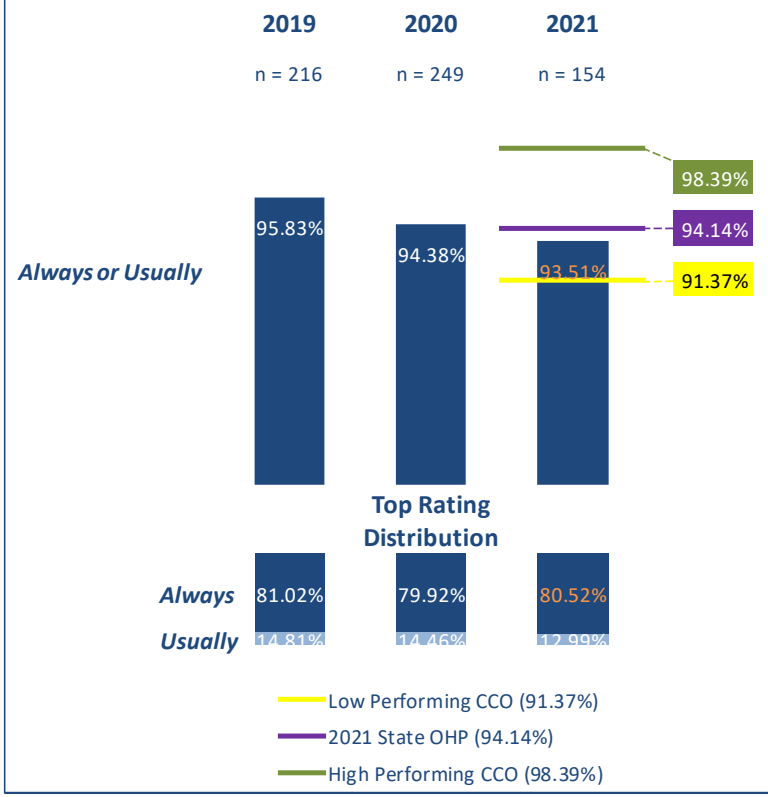
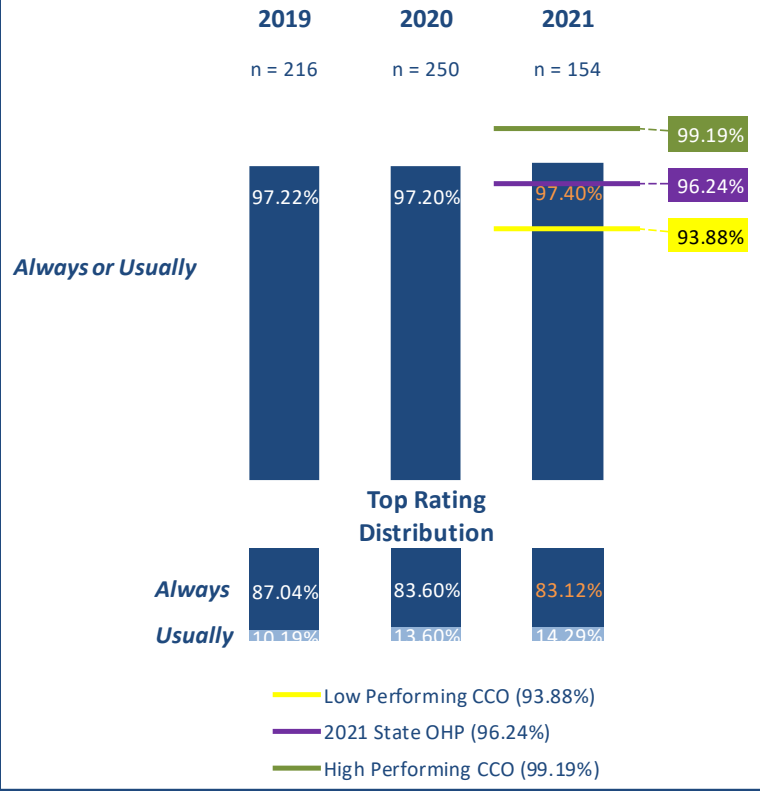
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q27. 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?



Q28. In the last 6 months, how often did your child's personal doctor listen carefully to you?



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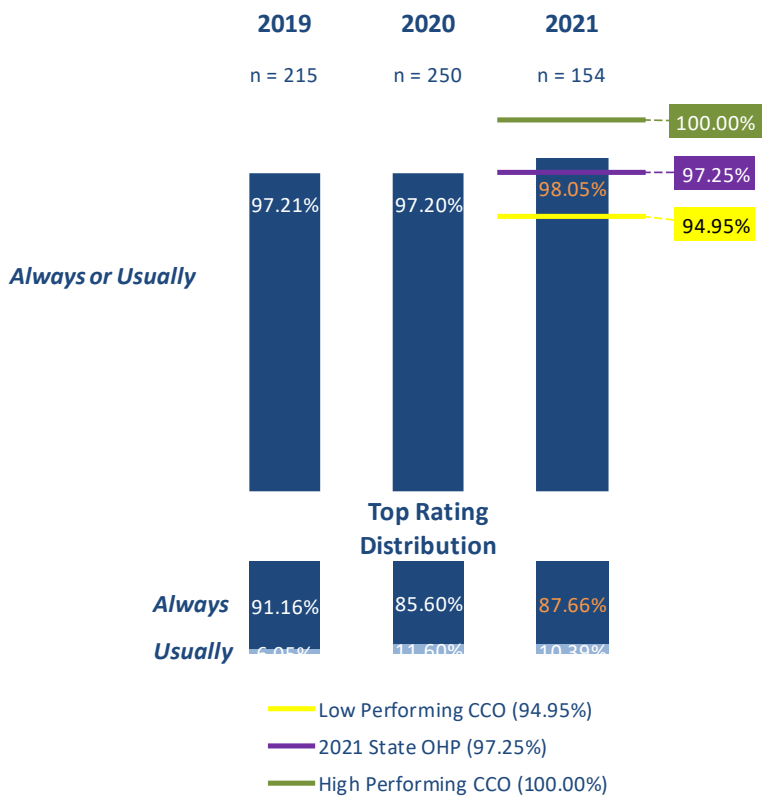
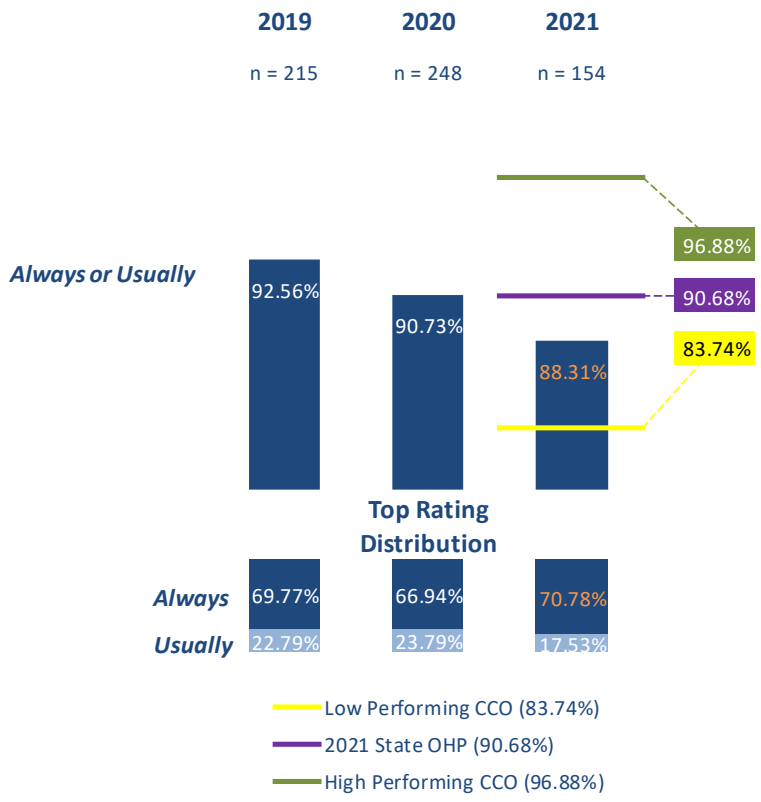
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q29. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?



Q32. In the last 6 months, how often did your child's personal doctor spend enough time with your child?



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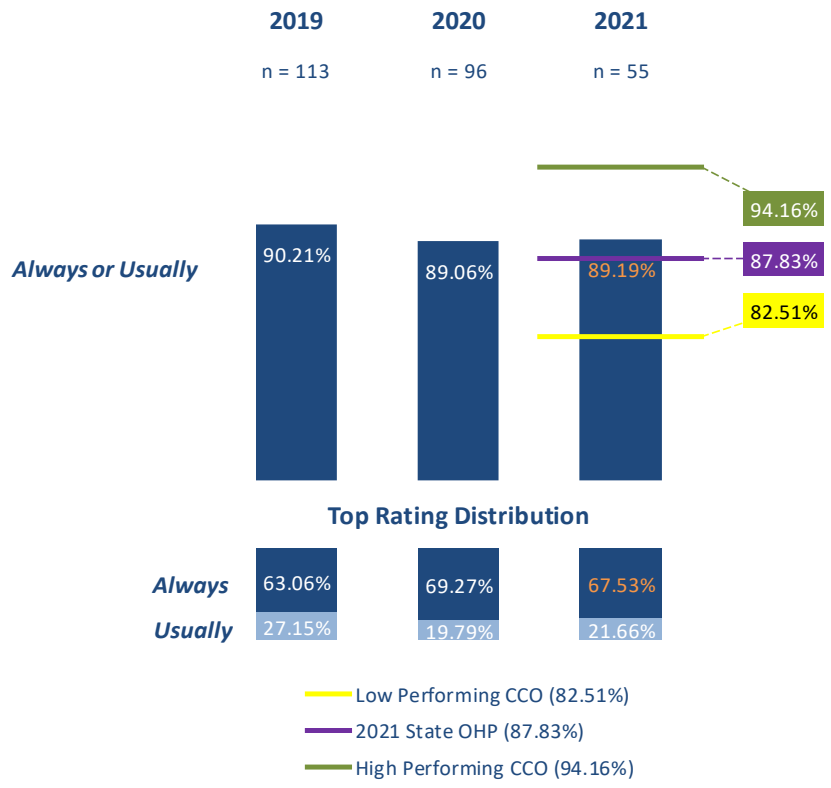
Customer Service (Composite)

Percent Responding Always or Usually



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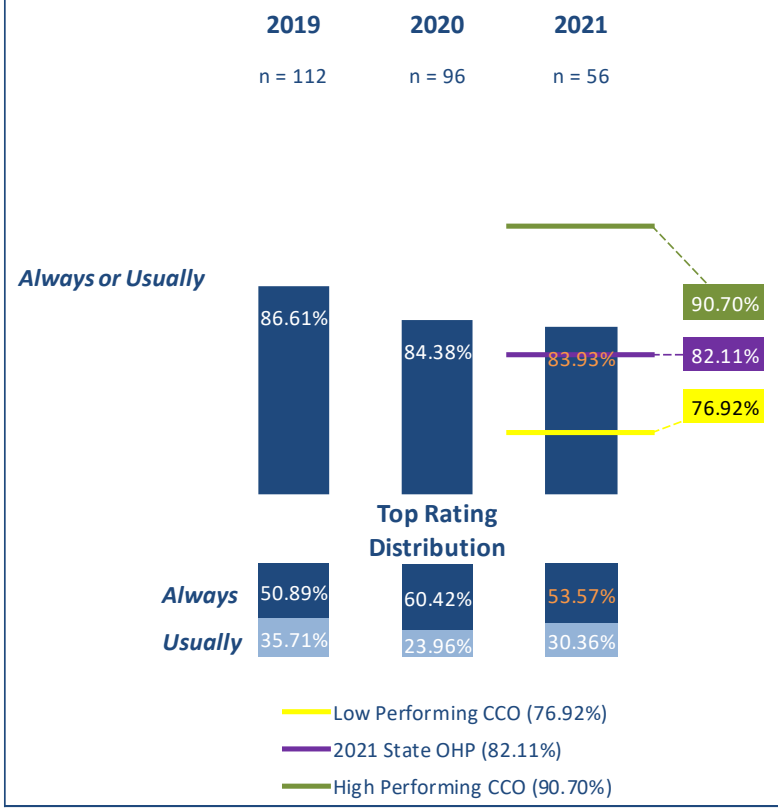
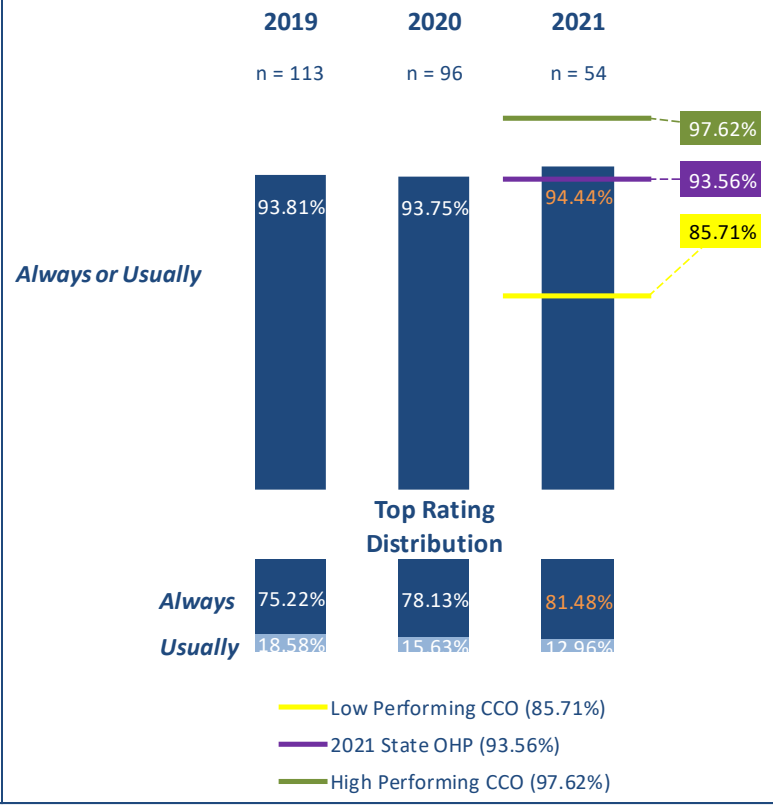
Customer Service (Contributing Items)

Percent Responding Always or Usually

Q45. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?



Q46. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?



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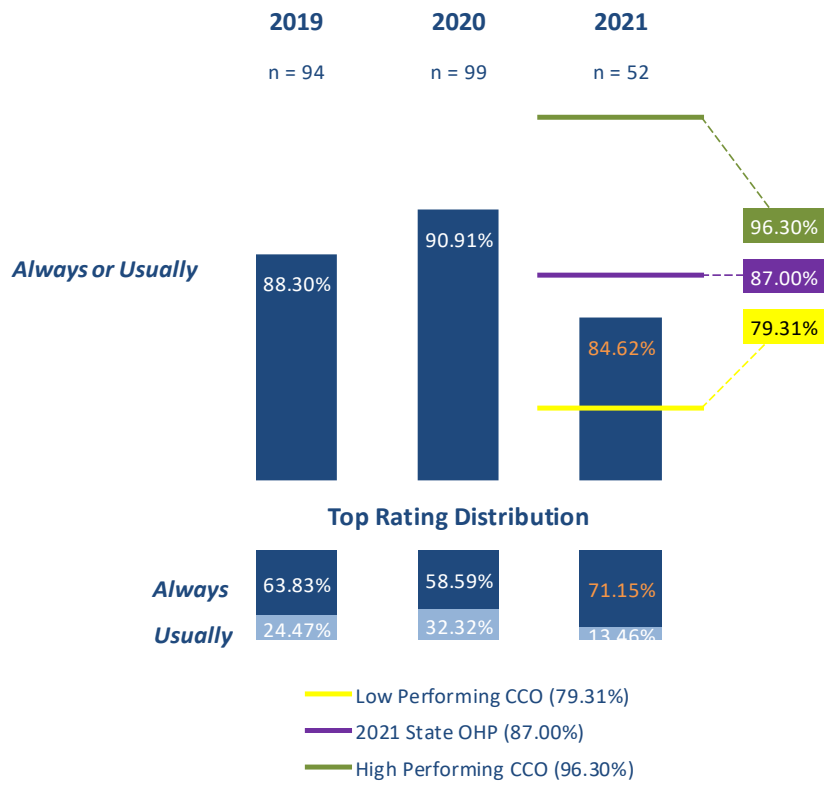
Coordination of Care (Single Item)

Percent Responding Always or Usually



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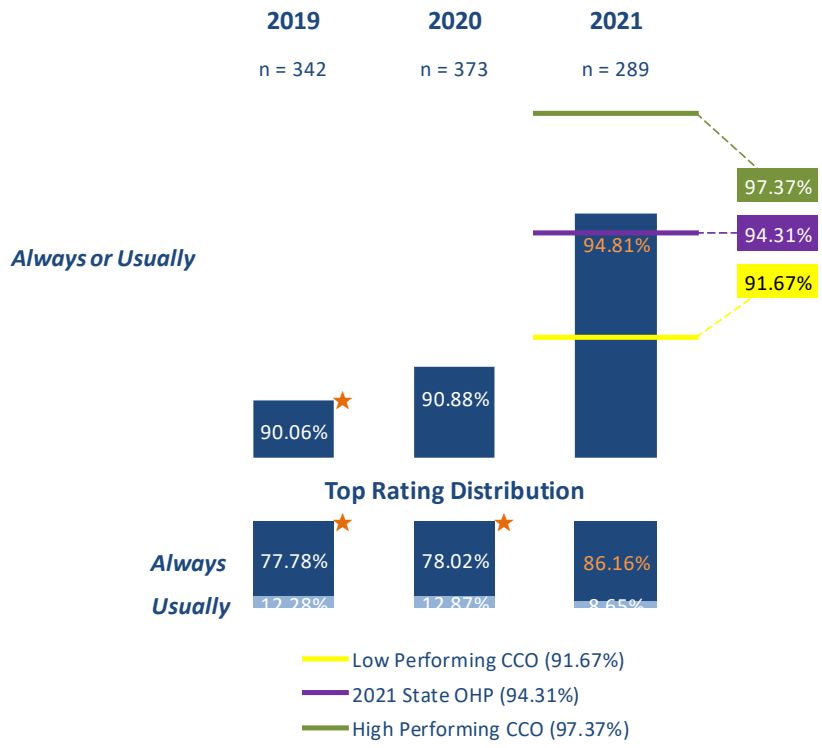
Forms from Plan Were Easy to Fill Out (Single Item)

Percent Responding Always or Usually

Q48. In the last 6 months, how often were the forms from your child's health plan easy to fill out? (Note: Respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)



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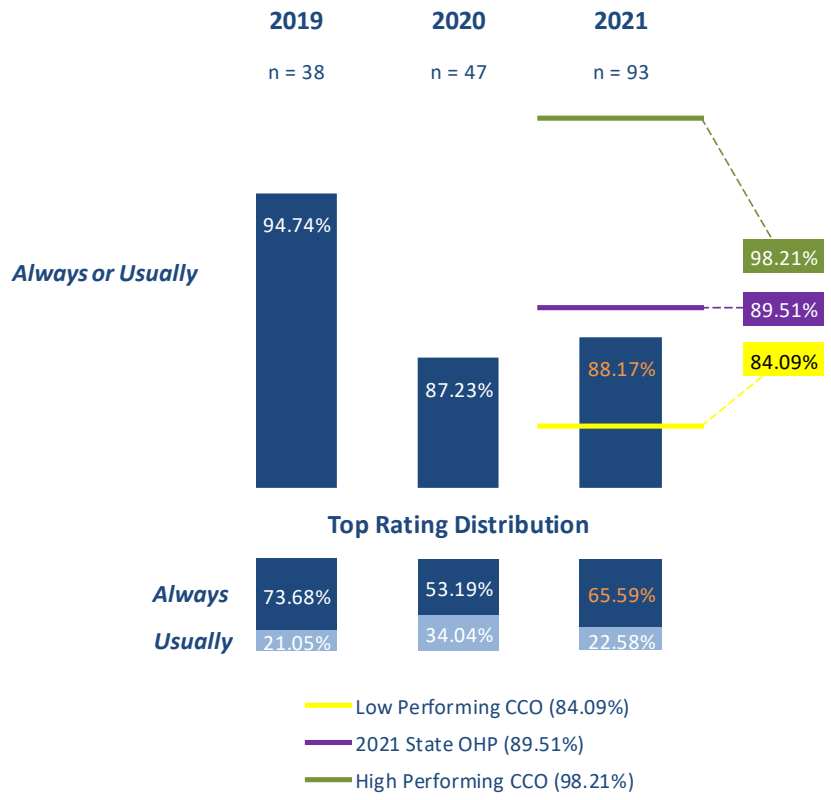
Access to Prescription Medicines (Single Item)

Percent Responding Always or Usually



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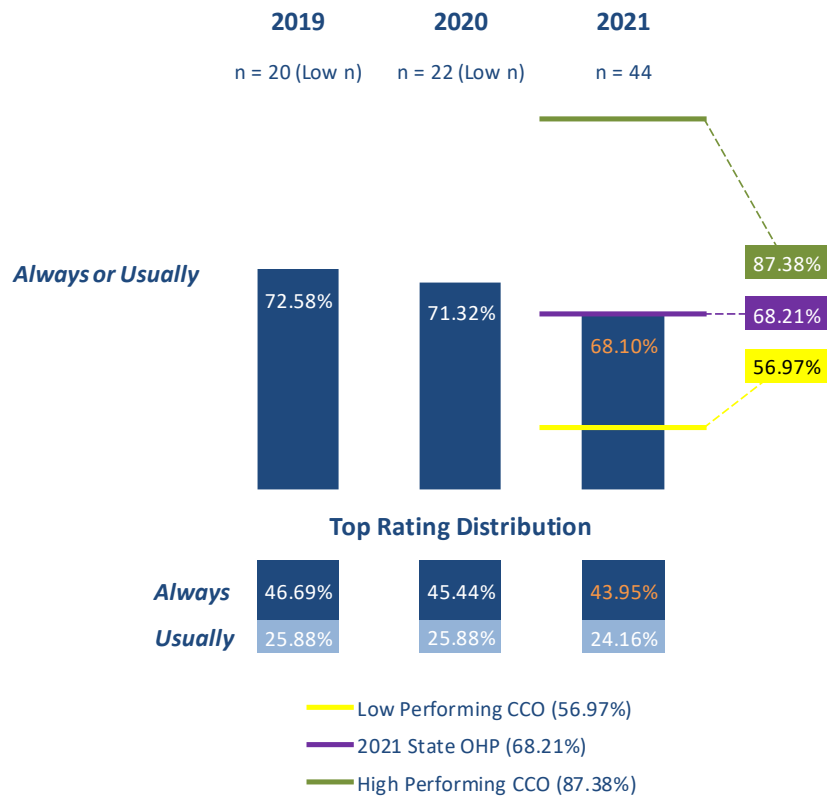
Access to Specialized Services (Composite)

Percent Responding Always or Usually



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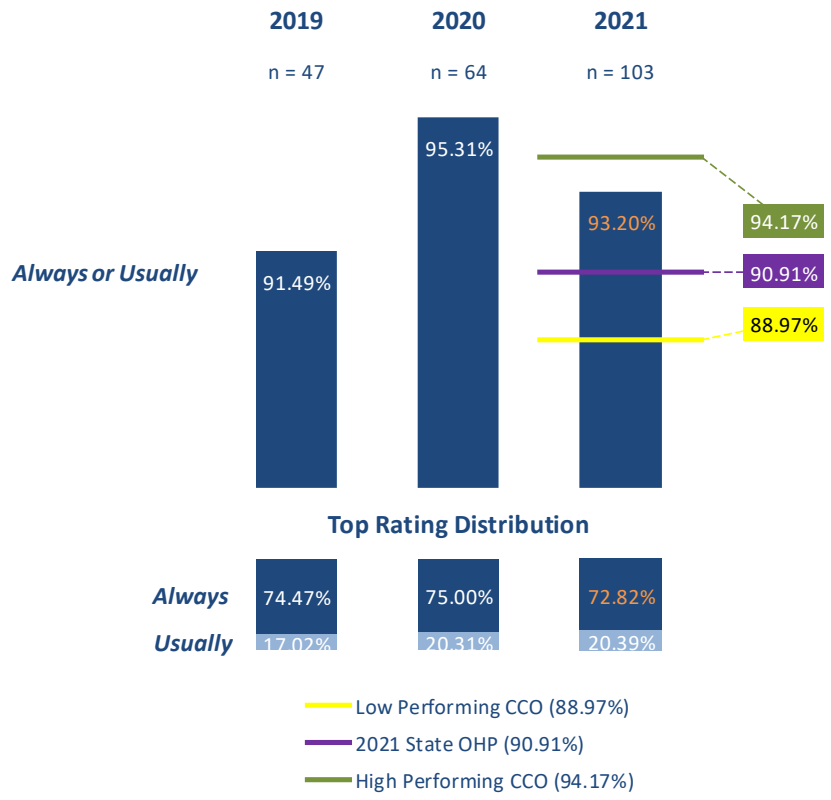
Getting Needed Information (Single Item)

Percent Responding Always or Usually



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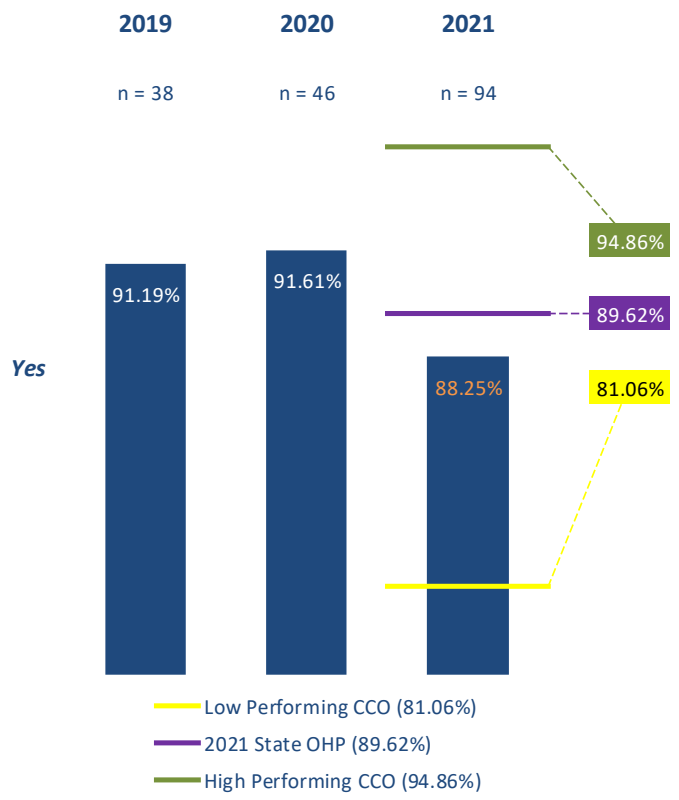
Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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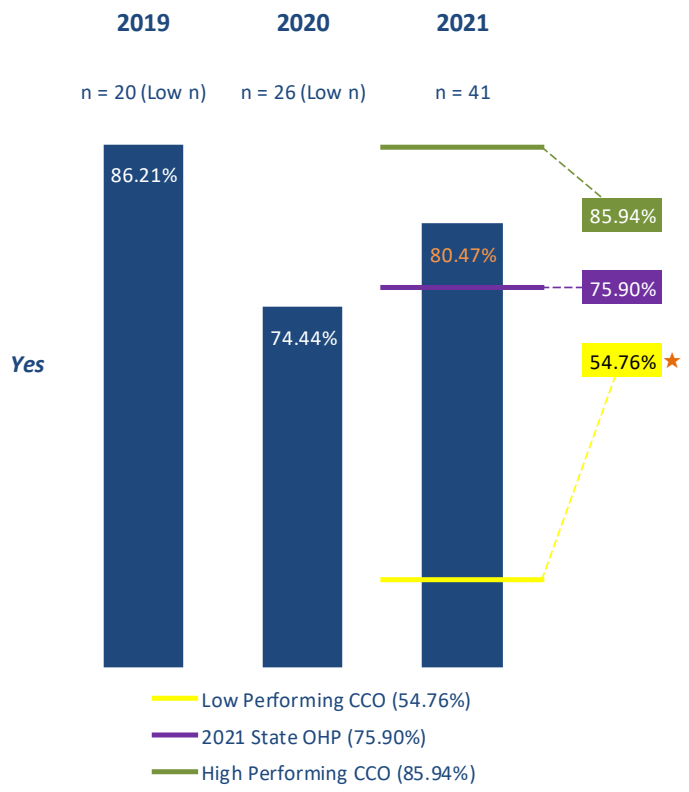
Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



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MEMBER PROFILE AND ANALYSIS OF RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the YCCO membership. In addition to member demographics and health status, responses to survey items that assess utilization of healthcare services are included.

A CCO's membership mix is shaped by multiple factors, most of which are beyond the scope of this survey. These include benefit design, geography, availability of health plan choices, and member self-selection into products that best meet their needs. CSS's analysis of industry data suggests that there is considerable variation in member demographic makeup and utilization patterns across plans. To the extent that various member segments have distinct healthcare needs, utilization patterns, expectations, experiences, as well as attitudes and perceptions, their assessments of the *same* health plan will likely differ.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. For example, some plans have predominantly healthy members, whose interactions with care providers and the plan tend to be limited. By contrast, other plans serve populations with higher rates of illness. These members tend to have more frequent encounters with the healthcare system and as a result may become more experienced users of health plans. The ways in which members use the plan, the frequency of their interactions with providers and staff, and their overall level of familiarity with how the plan works may affect ratings.

In addition to health care needs and utilization patterns, demographic characteristics have been shown to influence survey responses. For example, all else being equal, older respondents and members of certain ethnic groups (e.g., Hispanic or Latino respondents) tend to rate their health care providers and plans more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan's "case mix") and health plan ratings is complex, health plan ratings clearly vary across demographic groups and user segments. Understanding the plan's case mix can help managers to gain insight into possible sources of this variation.

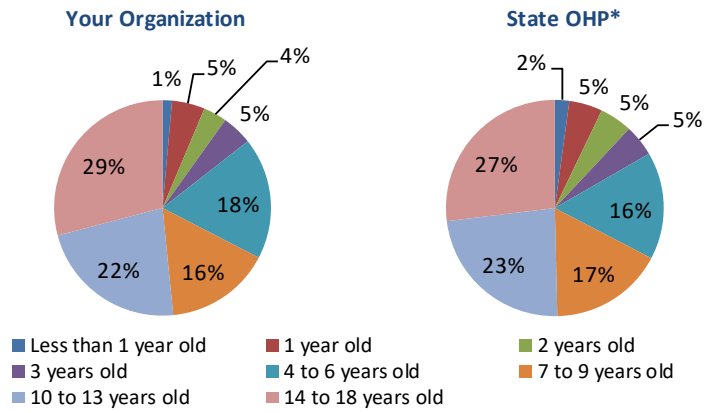
The charts on the following pages compare the YCCO membership profile to the relevant state Oregon Health Plan benchmark distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the YCCO membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the 2021 state Oregon Health Plan distribution on the same attribute. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

HEALTH STATUS AND DEMOGRAPHICS

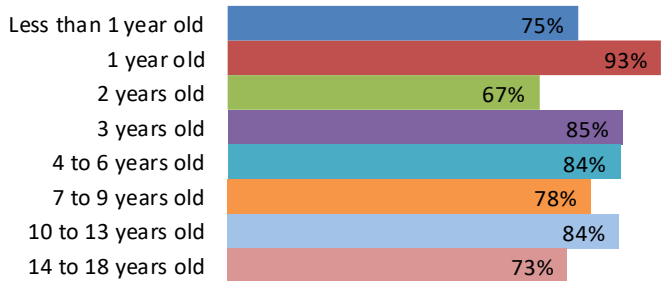
The following characteristics are profiled in this section:

- Child's age
- Child's current gender identity
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's current gender identity
- Respondent's education level
- Respondent's relationship to the child
- Child's primary racial or ethnic identity

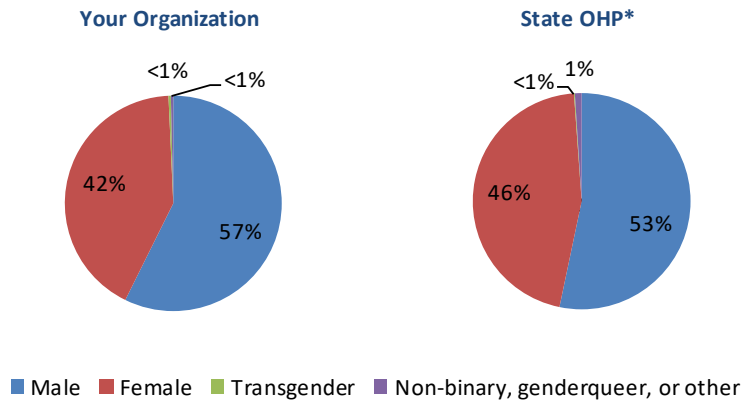
Q69. What is your child's age?



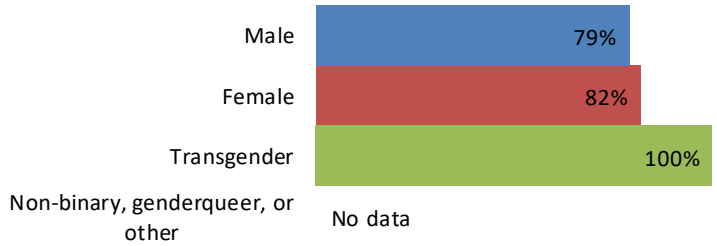
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q69**



Q71. What is your child's current gender identity?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q71**

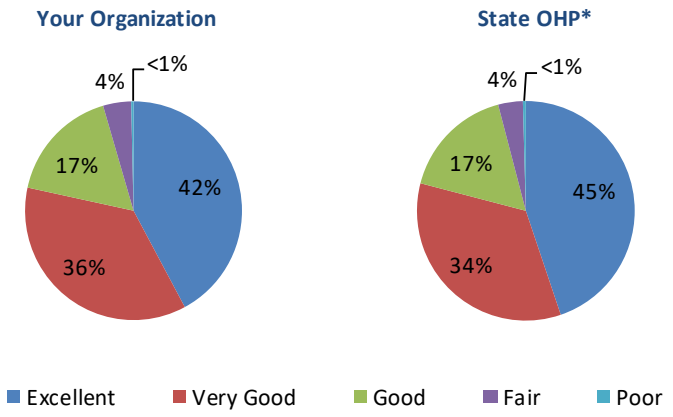


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 72170

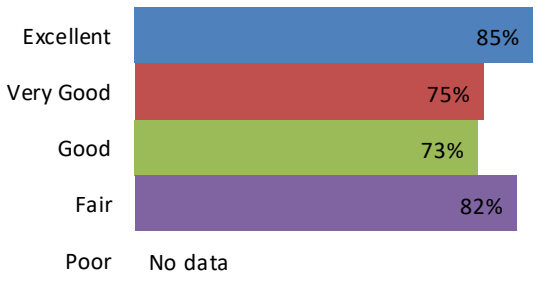
* Represents the combined distribution of responses to this question for all plans included in the 2021 State OHP.

** Includes members who answered the question and provided a valid response to Q49 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q49 or if no one rated the plan as 8, 9, or 10.

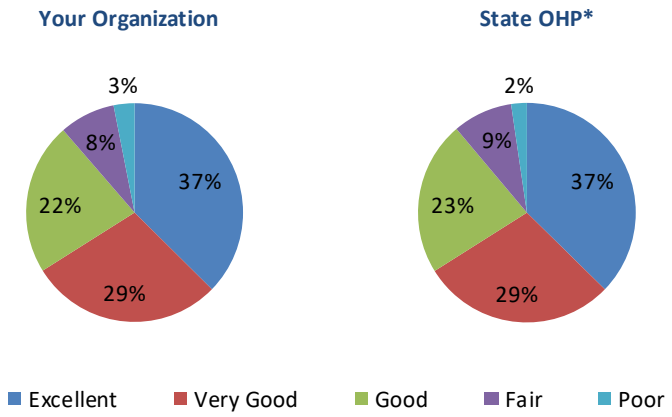
Q53. In general, how would you rate your child's overall health?



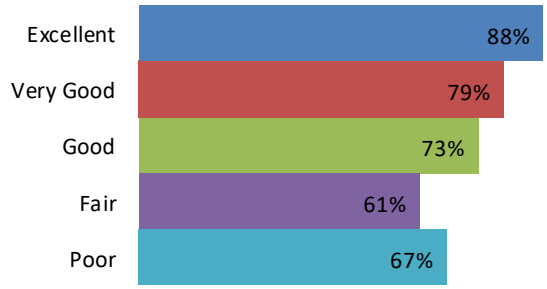
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q53**



Q54. In general, how would you rate your child's overall mental or emotional health?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q54**



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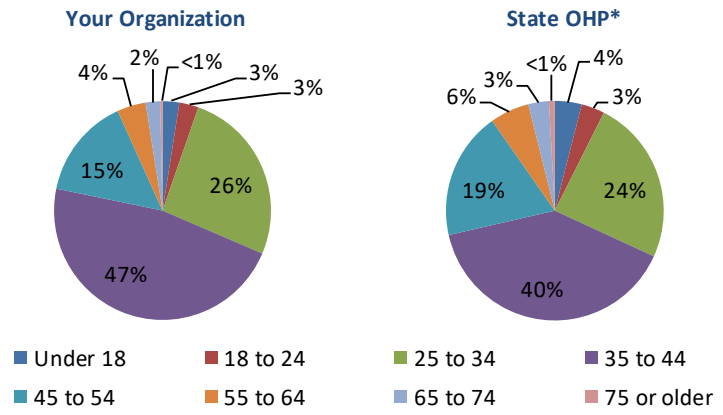
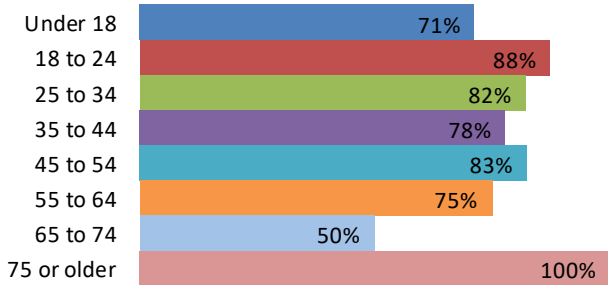
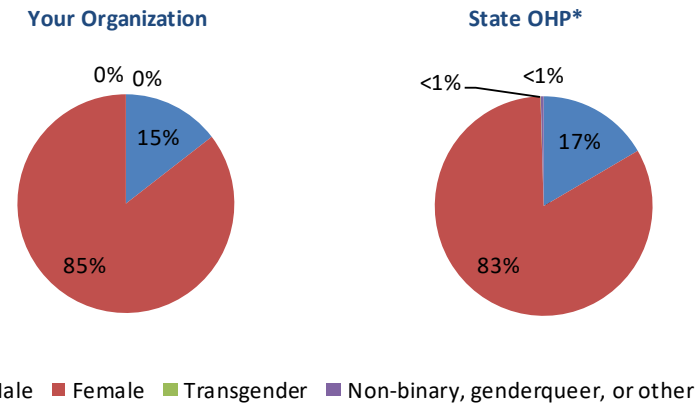
Q72. What is your age?



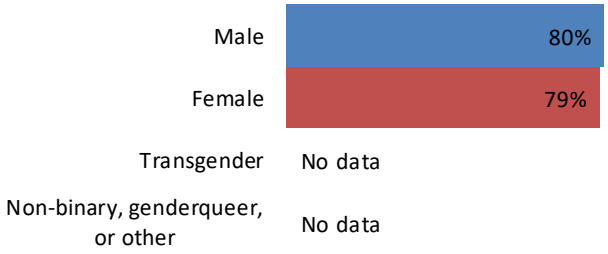
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q72**



Q73. What is your current gender identity?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q73**



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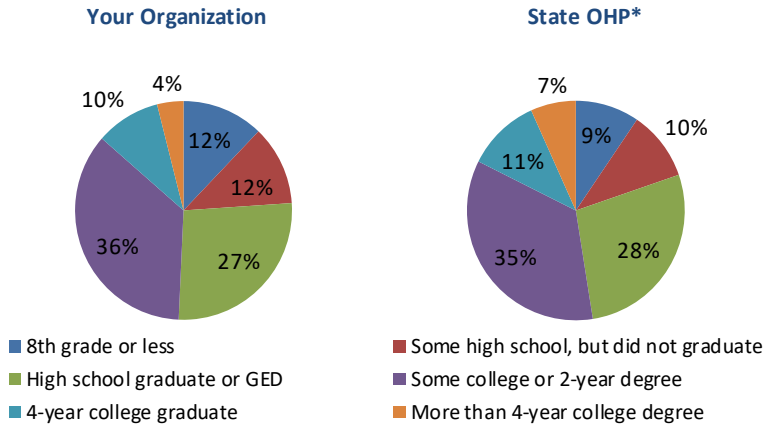
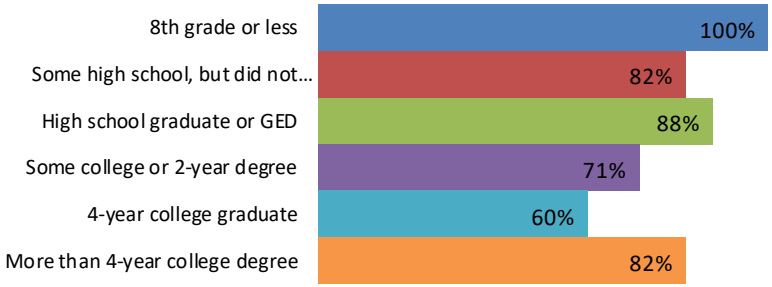
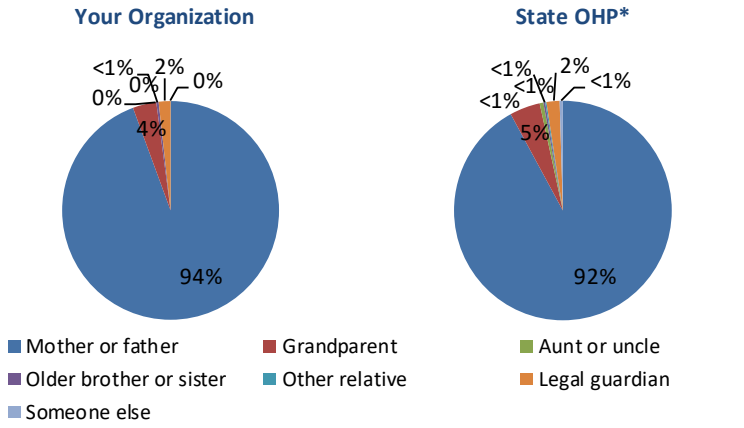
Q74. What is the highest grade or level of school that you have completed?



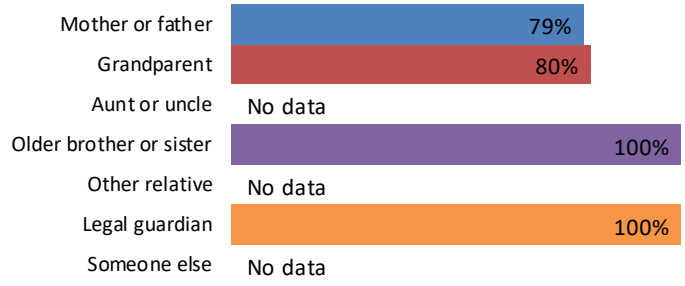
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q74**



Q75. How are you related to the child?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q75**



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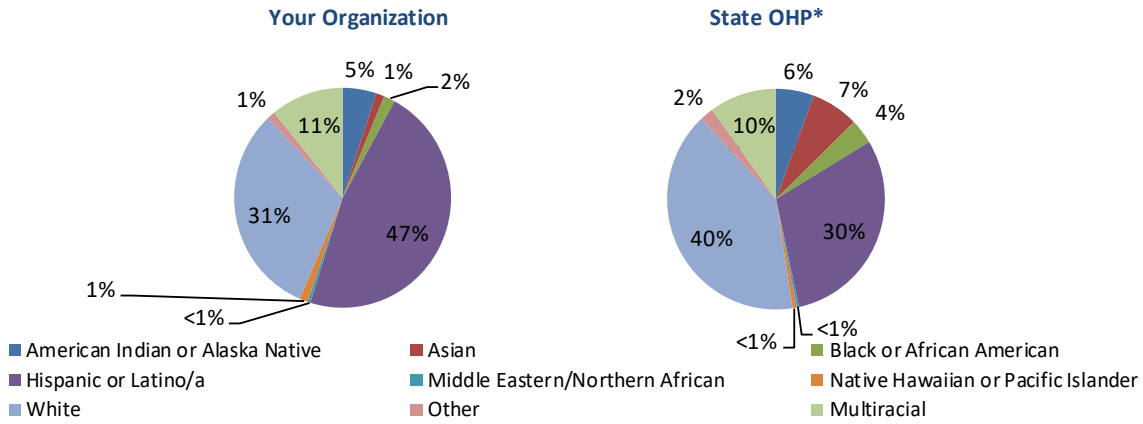
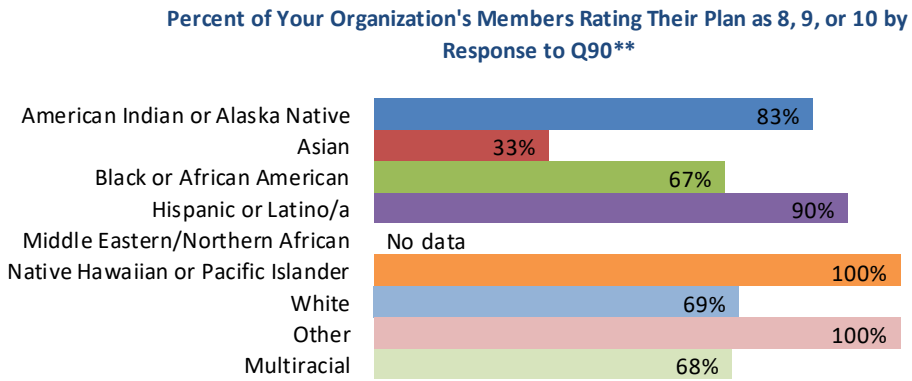
Q90. If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child have more than one primary racial or ethnic identity, please check here.





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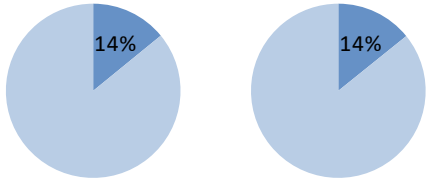
USE OF SERVICES

The following utilization measures are included in this section:

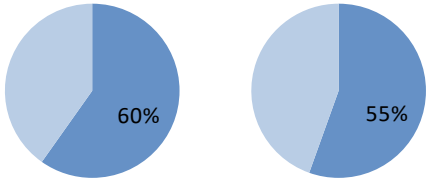
- Seeking urgent care
- Making appointments for routine care
- Having a personal doctor
- Receiving care from a provider other than personal doctor
- Making an appointment to see a specialist
- Having a regular dentist
- Number of visits to a doctor's office or clinic
- Number of specialists seen

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away? (% Yes)



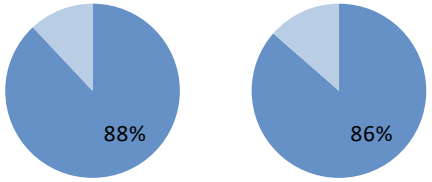
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**

Q5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child? (% Yes)



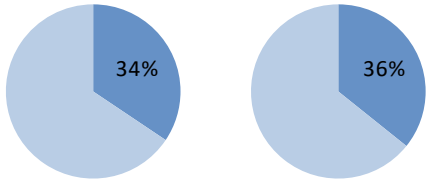
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**

Q25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor? (% Yes)

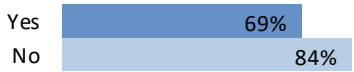


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q25 (Yes/No)**

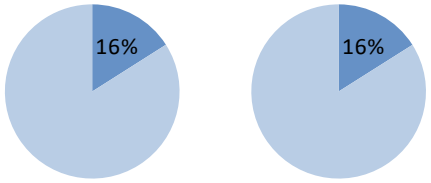
Q34. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor? (% Yes)



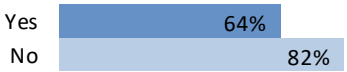
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q34 (Yes/No)**



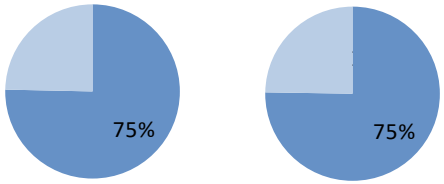
Q40. In the last 6 months, did you make any appointments for your child with a specialist? (% Yes)



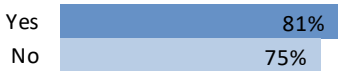
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q40 (Yes/No)**



Q52a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist? (% Yes)



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q52a (Yes/No)**



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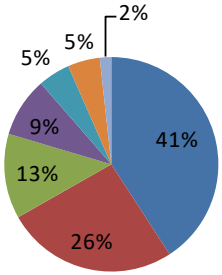
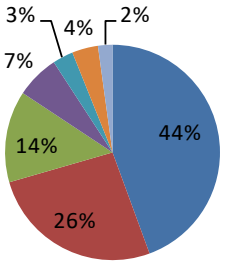
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

Your Organization

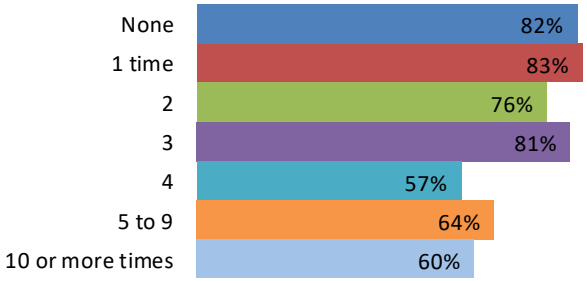


State OHP*



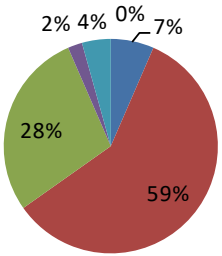
None | 1 time | 2 | 3 | 4 | 5 to 9 | 10 or more times

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**

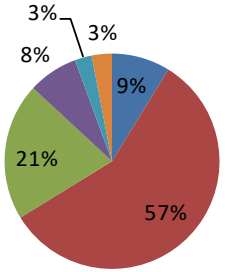


Q42. How many specialists has your child talked to in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

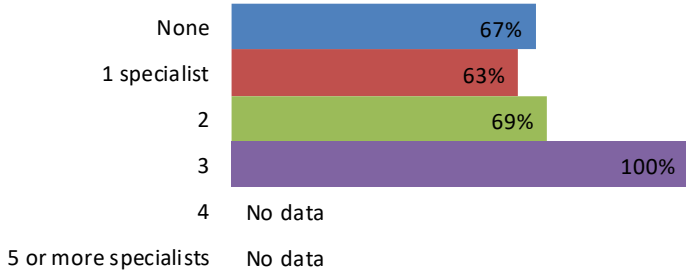


State OHP*



None | 1 specialist | 2 | 3 | 4 | 5 or more specialists

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q42**



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KEY DRIVER ANALYSIS

OBJECTIVES

CSS's *Key Driver Analysis (KDA)* highlights some of the key differences between high- and low-rated health plans at the industry level. The principal objectives of the KDA are:

- To isolate a set of plan attributes, or key drivers, that distinguish high-rated plans from low-rated plans
- To highlight industry best practices on the key driver measures
- To compare the current performance of YCCO to industry best practices in these areas
- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure

TECHNICAL APPROACH

INDUSTRY VIEW

Industry-level analysis, which uses health plans as units of analysis, has several important advantages compared to the alternative approach, which focuses on member experiences *within* a single plan. Certain plan attributes are strongly related to member satisfaction *at the industry level*. However, these relationships may be missed if we focus on only one plan at a time. For example, it has been shown that plans that are rated highly on measures of access and availability of care tend to have high overall ratings. Conversely, poor access scores are associated with low overall plan scores. This relationship is clear when ratings are compared *across* plans. However, *within* a specific plan, member experiences may not be sufficiently varied to reveal the underlying relationship. That is, if all members are equally dissatisfied with access to care, this measure will show a misleadingly low correlation with the overall rating of the plan. As a result, the plan may underestimate the key role of access to care as a driver of member satisfaction and miss a critical opportunity for improvement.

In addition, expressing every CAHPS survey variable as a plan-level rate yields a complete and rich information set on each plan. This effectively eliminates any "gaps" in respondent-level data from a single plan caused by survey skip patterns and allows every response to be used in the analysis.

Finally, in addition to the standard CAHPS performance measures, other sources of differences between health plans can be explored, increasing the explanatory power of the model and allowing for more precise estimation of the individual key driver effects. These include experience rates, which are based on responses to the CAHPS screener questions. Screeners establish whether a member had a particular type of experience or interaction with the plan (e.g.,

contacted customer service, submitted a claim, etc.). CSS's analysis shows that these experience indicators explain a significant portion of the plan's overall satisfaction score. Additional components of the overall score include utilization rates and demographic characteristics of the plan's membership, addressed in more detail in the *Member Profile and Analysis of Plan Ratings by Member Segment* section of this report. Clearly, from the plan's perspective, some of these factors are more actionable than others. However, to yield an accurate model of key drivers of member satisfaction, the analysis must consider all measurable influences on the overall rating of the plan.

IMPACT OF COVID-19 ON KEY DRIVER MODEL DEVELOPMENT AND RESULTS

Historically, CSS has relied on publicly available CAHPS survey data for insight into sources of variation in consumer ratings of health plans. Because NCQA did not release CAHPS results on individual health plans last year, CSS used its own Book-of-Business data collected during the past two survey cycles (2020 and 2021) as a substitute for the industry-wide dataset. Since the onset of the COVID-19 pandemic, countless factors have contributed to the evolution of the U.S. healthcare system, drastically influencing member experience and reshaping the performance measurement environment. The past two years have seen wide regional variation in infection rates, stay-at-home orders, mask mandates, and vaccine availably; systemic shifts in consumer and provider behavior; and changes in member interactions and experiences with the healthcare system. Variation in survey vendor practices in response to the pandemic as well as health plan decisions regarding survey protocols have further complicated the task of performance measurement. Importantly, the CAHPS survey instrument itself has been modified between 2020 and 2021 to account for the increased adoption of telemedicine tools during the pandemic. Since we do not have a way of quantifying these factors at the member or health plan level, our analysis of the key drivers of member experience is inherently limited.

The 2021 CSS *Key Driver Model* was developed using our 2020–2021 Book-of-Business plan-level dataset of Medicaid CAHPS survey results. The dataset comprised all Medicaid plans surveyed by CSS in 2020 and 2021, for a total of 277 observations. CSS performed regression analysis of health plan ratings to identify sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.). Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan's point of view.

All of the plan variables, including potential drivers of member experience (i.e., variables that the plan may consider actionable) and control variables (member demographics, health status, utilization rates, product type, and year of data collection) were entered into the regression model, and the independent contribution of each variable was estimated. As in the past, CSS excluded *Rating of All Health Care* from the list of predictors, both because of its high correlation with *Rating of Health Plan* and the presence of other survey items that measure more specific aspects of member experience. If included, *Rating of all Health Care* would account for a large portion of the variance and confound coefficient estimates for the remaining variables in the model.

INDUSTRY KEY DRIVER MODEL

The table below lists four key drivers of Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p-value < 0.05). Performance on these variables, together with the control variables, explains 72 percent of the industry variation in Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not consider how YCCO is currently performing on these measures. Improvement targets identified specifically for YCCO, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

Medicaid member ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q10). Being able to obtain needed information from customer service (Q45) and access to highly rated providers (Q36 and Q43) are all significant drivers of member experience.

Key Driver	Interpretation
Q36. Rating of Personal Doctor (percent *9* or *10*)	The higher the proportion of members rating their personal doctor as *9* or *10*, the higher the overall plan score
Q10. Ease of getting needed care, tests, or treatment (percent *Usually or Always*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q43. Rating of Specialist Seen Most Often (percent *9* or *10*)	The higher the proportion of members rating their specialist as *9* or *10*, the higher the overall plan score
Q45. Health plan customer service provided needed information or help (percent *Usually or Always*)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for YCCO are presented in Exhibit 4. The ordering reflects both the strength of each key driver in the broad industry context and how YCCO is currently performing on the measure.

The middle panel of the chart compares how YCCO is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among all the Child CCOs contributing to the 2021 State OHP. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of YCCO performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score YCCO could achieve if it performed on par with the best practice plan on each of the key driver measures. Each bar represents room for improvement on the key driver weighted by its contribution to the *Rating of Health Plan* score.

EXHIBIT 4. 2021 YCCO CHILD MEDICAID OHA CAHPS SURVEY : KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver			Overall Improvement Opportunity
2021 Rate		Percentage Point Difference Between Current Key Driver Score and the **Best Practice Score***			Expected Percentage Point **Improvement** in **Rating of Health Plan** score (percent *9* or *10*) if Key Driver Performs at Best Practice Level
Q36. Rating of Personal Doctor (percent *9* or *10*)	**75.00%**	+6.03%	→	**81.03%**	**+2.50%**
Q43. Rating of Specialist Seen Most Often (percent *9* or *10*)	**64.29%**	+12.86%	→	**77.14%**	**+1.69%**
Q10. Ease of getting needed care, tests, or treatment (percent *Usually* or *Always*)	**92.90%**	+4.30%	→	**97.20%**	**+1.08%**
Q45. Customer service provided information or help (percent *Usually* or *Always*)	**83.93%**	+6.77%	→	**90.70%**	**+0.80%**

*Best score on the key driver measure among all plans included in the 2021 State OHP.

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for YCCO. The following is a list of possible interventions and resources related to each of the key drivers. This section is included as a guide to assist plan managers in their quality improvement efforts. Some of these resources may be more applicable to your organization than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to the Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf).

IMPROVING MEMBER ACCESS TO CARE

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment.

- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html.

- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See www.ahrq.gov/research/findings/final-reports/ptflow/index.html for AHRQ's guide to plan and implement patient flow improvement strategies.

- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians, reducing barriers to receiving care (www.ncbi.nlm.nih.gov/pmc/articles/PMC2869425/). There are many valuable sources of information on the medical home model of care and health equity. To start, see this Institute of Medicine report: nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf. Family Medicine for America's Health is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care, particularly through the use of patient-centered medical homes. For AHRQ's resources detailing transitioning a practice to a patient-centered medical home model, see www.pcmh.ahrq.gov/.

- *Alternative Access Centers* – This brief (www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care (www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/).

- *Telehealth Solutions to Pandemic-Related Issues* – The COVID-19 Pandemic has accelerated the usage and acceptance of telehealth by providers and patients alike. This article (www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30362-4/fulltext) details opportunities to expand telehealth beyond the pandemic. Telehealth can also be implemented to solve deferral of care issues brought about by the pandemic (publichealth.jmir.org/2020/3/e21607?utm_source=TrendMD&utm_medium=cpc&utm_campaign=JMIR_TrendMD_1).

IMPROVING HEALTH PLAN PROVIDER NETWORK

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in patients' increased rating of doctors.

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (www.ncbi.nlm.nih.gov/pmc/articles/PMC3096184/). Seminars and workshops for physicians serve as a resource for physicians to learn and practice patient-centered communication techniques. For example, The California Quality Collaborative has identified nine effective strategies for improving patient experience with health care providers in their *Improving the Patient Experience Change Package* (see www.calquality.org/storage/Improving_Pt_Experience_Spread_Change_Pkg_UpdatedMay2011.pdf). For general recommendations related to physician communication, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for- improving/communication/strategy6gtraining.html.

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. See www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and www.ahrq.gov/cahps/quality-improvement/improvement-guide/6- strategies-for-improving/communication/strategy6htools.html. For a sample communication document that providers can distribute to patients before or during visits, see www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. A study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (www.ncbi.nlm.nih.gov/pubmed/18416910/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/).

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase patient satisfaction with their specialist. For examples of interventions that improve care coordination efficiency and quality, see www.ahrq.gov/innovations/index.html.

IMPROVING CUSTOMER SERVICE AND HEALTH PLAN-RELATED INFORMATION

It is important that health plan information be provided to members and that the information addresses member concerns. As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html.

- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See www.rand.org/pubs/working_papers/WR517.html.

- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

- *Make Plan Information Accessible to All Members* – A Health Research and Educational Trust study found that demographic characteristics, including education, age, gender, and income, significantly impacted use of an Internet-based decision tool. The tool provided cost information as well as a health and wellness assessment. The study suggests that effort beyond Internet-based tools is necessary to reach certain demographics. For further information, see www.ncbi.nlm.nih.gov/pmc/articles/PMC3447236/.

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/). The ONC Patient Engagement (PE) Playbook was created by the Office of the National Coordinator for Health Information Technology (ONC) to help healthcare professionals use health information technology (health IT) to provide better care to patients. The PE Playbook focuses specifically on electronic health record (EHR) patient portals, which allow both patients and healthcare teams, concurrent with patients' privacy preferences, to easily access patient health information — which may lead to increased benefits for healthcare, such as improved health outcomes and lower costs (www.healthit.gov/playbook/pe/).

- *Evaluate the Organization's Health Literacy Programs* – The CDC has developed guidance on evaluating an organization's health literacy program, including recommended sources of communication and health literacy measures. See www.cdc.gov/healthliteracy/researchevaluate/program-evaluation.html. The CDC's National Prevention Information Network also offers tools to create health materials in plain language to reduce health disparities (npin.cdc.gov/pages/health-communication-language-and-literacy).

- *Improve Patient Health Literacy* – This guide by the Office of Disease Prevention and Health Promotion outlines steps to improve health literacy, which may help patients to better absorb the information they obtain from written materials or the Internet. For detailed steps, see health.gov/our-work/health-literacy/resources. AHRQ has also developed its own health literacy toolkit to support physicians: www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html.

APPENDIX

CALCULATION GUIDELINES FOR RATING AND COMPOSITE GLOBAL PROPORTIONS

NCQA's *HEDIS 2021, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculating survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Denominator reporting thresholds. Health plans must achieve a denominator of at least 100 responses to obtain a reportable result. If the denominator for a particular survey result calculation is less than 100, NCQA assigns a measure result of "NA".
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. The steps involved in calculating the composite global proportion are:

Step 1

For each question in a composite, determine the proportion of respondents selecting the reported response option(s).

Step 2

Calculate the average proportion across all the questions in the composite. These are the composite global proportions. Note: all questions in a composite are weighted equally, regardless of how many members respond.

Example:

Response option	Q4	Q6	Global Proportion
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Usually or Always	4 / 5 = 0.80	3 / 4 = 0.75	(0.80 + 0.75) / 2 = 0.7750

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the CSS Average, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See *Comparisons to Benchmarks and Prior-Year Results*.
CAHPS Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.1H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous twelve months, whereas the Medicaid version refers to the previous six months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results to create national benchmarks for care and to report health plan performance to consumers. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.
Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.)

Eligible Population	Members who are eligible to participate in the survey based on the following NCQA criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (twelve months for Commercial and six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of December 31 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Usually or Always*) averaged across the questions that make up the composite.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly performing plans.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.
Question Summary Rate	Question Summary Rates express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*.

Response Rate	Survey response rate is calculated by NCQA using the following formula: $$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]}}$$
Sample size	OHA's methodology used a sample size of 1,125 for Adult Medicaid samples, 925 for Child Medicaid samples, and 575 for Child Medicaid with Chronic Conditions samples.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., the NCQA National Average rate, the CSS Book-of-Business average, or the plan's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (*n*)	See *Denominator*
Valid Response	Any acceptable response to a survey question (i.e., falling within a predefined set) that follows the NCQA skip pattern rules and data cleaning guidelines.

SURVEY INSTRUMENT

Oregon Health Authority

2021

OHP7E

Survey Instructions

Answer each question by marking the box to the left of your answer.

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

☑ 1 Yes → ***If Yes, Go to Question 1***
☐ 2 No

Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

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 your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-833-257-1377. For the hearing or speech impaired, call 711 to use the Telecommunications Relay Service (TRS).

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 Oregon Health Plan. Is that right?
   ☐ 1 Yes → ***If Yes, Go to Question 3***
   ☐ 2 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 from a clinic, emergency room, or doctor's office. This includes care your child got in person, by phone, or by video. 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?
   ☐ 1 Yes
   ☐ 2 No → ***If 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?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

5. In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

- ☐ 1 Yes
- ☐ 2 No → ***If 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 for your child as soon as your child needed?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 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 get health care in person, by phone, or by video?

- ☐ 0 None → ***If None, Go to Question 11***
- ☐ 1 1 time
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 to 9
- ☐ 6 10 or more times

8. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

9. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst health care possible										Best health care possible

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

11. Is your child now enrolled in any kind of school or daycare?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 14***

12. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 14***

13. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?
    - ☐ 1 Yes
    - ☐ 2 No

Specialized Services

14. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 17***

15. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

16. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?
    - ☐ 1 Yes
    - ☐ 2 No

17. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 20***

18. In the last 6 months, how often was it easy to get this therapy for your child?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

19. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?
    - ☐ 1 Yes
    - ☐ 2 No

20. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 23***

21. In the last 6 months, how often was it easy to get this treatment or counseling for your child?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

22. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?
    - ☐ 1 Yes
    - ☐ 2 No

23. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 25***

24. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- ☐ 1 Yes
- ☐ 2 No

Your Child's Personal Doctor

25. A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 40***

26. In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

- ☐ 0 None → ***If None, Go to Question 36***
- ☐ 1 1 time
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 to 9
- ☐ 6 10 or more times

26a. 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?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

27. 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?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

30. Is <u>your child</u> able to talk with doctors about his or her health care?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 32***

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 36***

35. 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?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

36. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Worst personal doctor possible										Best personal doctor possible

37. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 40***

38. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- ☐ 1 Yes
- ☐ 2 No

39. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- ☐ 1 Yes
- ☐ 2 No

Getting Health Care from Specialists

When you answer the next questions, include the care your child got in person, by phone, or by video. Do not include dental visits or care your child got when he or she stayed overnight in a hospital.

40. 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 with a specialist?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 44***

41. In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

42. How many specialists has your child talked to in the last 6 months?

- ☐ 0 None → ***If None, Go to Question 44***
- ☐ 1 1 specialist
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 or more specialists

43. We want to know your rating of the specialist your child talked to 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 Child's Health Plan

The next questions ask about your experience with your child's health plan.

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 47***

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 49***

48. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always

49. 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?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Worst health plan possible — Best health plan possible

Prescription Medicines

50. In the last 6 months, did you get or refill any prescription medicines for your child?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 52a***

51. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

52. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
    - ☐ 1 Yes
    - ☐ 2 No

Access to Dental Care

52a. 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?
    - ☐ 1 Yes
    - ☐ 2 No

52b. In the last 6 months, did your child go to a dentist's office or clinic for care?
    - ☐ 1 Yes
    - ☐ 2 No → ***If No, Go to Question 52d***

52c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always

52d. 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?
    - ☐ 1 Never
    - ☐ 2 Sometimes
    - ☐ 3 Usually
    - ☐ 4 Always
    - ☐ 5 My child did not have a dental emergency in the last 6 months

52e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Extremely difficult										Extremely easy

About Your Child and You

53. In general, how would you rate your child's overall health?
    - ☐ 1 Excellent
    - ☐ 2 Very Good
    - ☐ 3 Good
    - ☐ 4 Fair
    - ☐ 5 Poor

54. In general, how would you rate your child's overall mental or emotional health?
    - ☐1 Excellent
    - ☐2 Very Good
    - ☐3 Good
    - ☐4 Fair
    - ☐5 Poor

55. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 58***

56. Is this because of any medical, behavioral, or other health condition?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 58***

57. Is this a condition that has lasted or is expected to last for at least 12 months?
    - ☐1 Yes
    - ☐2 No

58. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 61***

59. Is this because of any medical, behavioral, or other health condition?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 61***

60. Is this a condition that has lasted or is expected to last for at least 12 months?
    - ☐1 Yes
    - ☐2 No

61. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 64***

62. Is this because of any medical, behavioral, or other health condition?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 64***

63. Is this a condition that has lasted or is expected to last for at least 12 months?
    - ☐1 Yes
    - ☐2 No

64. Does your child need or get special therapy such as physical, occupational, or speech therapy?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 67***

65. Is this because of any medical, behavioral, or other health condition?
    - ☐1 Yes
    - ☐2 No → ***If No, Go to Question 67***

66. Is this a condition that has lasted or is expected to last for at least 12 months?

- ☐ 1 Yes
- ☐ 2 No

67. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 69***

68. Has this problem lasted or is it expected to last for at least 12 months?

- ☐ 1 Yes
- ☐ 2 No

69. What is your child's age?

- ☐ 00 Less than 1 year old

_____ YEARS OLD *(write in)*

70. What was your child's biological sex at birth?

- ☐ 1 Male
- ☐ 2 Female

71. What is your child's current gender identity?

- ☐ 1 Male
- ☐ 2 Female
- ☐ 3 Transgender
- ☐ 4 Non-binary, genderqueer, or other

72. What is your age?

- ☐ 0 Under 18
- ☐ 1 18 to 24
- ☐ 2 25 to 34
- ☐ 3 35 to 44
- ☐ 4 45 to 54
- ☐ 5 55 to 64
- ☐ 6 65 to 74
- ☐ 7 75 or older

73. What is your current gender identity?

- ☐ 1 Male
- ☐ 2 Female
- ☐ 3 Transgender
- ☐ 4 Non-binary, genderqueer, or other

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

- ☐ 1 8th grade or less
- ☐ 2 Some high school, but did not graduate
- ☐ 3 High school graduate or GED
- ☐ 4 Some college or 2-year degree
- ☐ 5 4-year college graduate
- ☐ 6 More than 4-year college degree

75. How are you related to the child?

- ☐ 1 Mother or father
- ☐ 2 Grandparent
- ☐ 3 Aunt or uncle
- ☐ 4 Older brother or sister
- ☐ 5 Other relative
- ☐ 6 Legal guardian
- ☐ 7 Someone else

76. How well does your child speak English?

- ☐ 1 Very well
- ☐ 2 Well
- ☐ 3 Not well
- ☐ 4 Not at all

77. What language does your child mainly speak at home?

- ☐ 1 English
- ☐ 2 Spanish
- ☐ 3 Other *(Please print)*

_____

78. Does your child need an interpreter for us to communicate with them?

- ☐ 1 Yes
- ☐ 2 No

79. Does your child need a sign language interpreter for us to communicate with them?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 80***

79a. Which type of sign language interpreter does your child need us to communicate with them? (ASL, PSE, tactile interpreting, etc.) *(Please print)*

_____

80. Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 81***

80a. Which alternate format does your child need? *(Please print)*

_____

81. Is your child deaf or does your child have serious difficulty hearing?

- ☐ 1 Yes
- ☐ 2 No

82. Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

- ☐ 1 Yes
- ☐ 2 No

83. Does a physical, mental, or emotional condition limit your child's activities in any way?

- ☐ 1 Yes
- ☐ 2 No

If your child is under age 5, go to Question 88.

84. Does your child have serious difficulty walking or climbing stairs?
    - ☐ 1 Yes
    - ☐ 2 No

85. Does your child have difficulty dressing or bathing?
    - ☐ 1 Yes
    - ☐ 2 No

86. Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?
    - ☐ 1 Yes
    - ☐ 2 No

If your child is under age 15, go to Question 88.

87. Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?
    - ☐ 1 Yes
    - ☐ 2 No

Race and Ethnicity

88. How do you identify your child's race, ethnicity, tribal affiliation, country of origin, or ancestry? *(Please print)*

_____

89. Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

American Indian or Alaska Native

- ☐ A American Indian
- ☐ B Alaska Native
- ☐ C Canadian Inuit, Metis, or First Nation
- ☐ D Indigenous Mexican, Central American, or South American

Asian

- ☐ E Asian Indian
- ☐ F Chinese
- ☐ G Filipino/a
- ☐ H Hmong
- ☐ I Japanese
- ☐ J Korean
- ☐ K Laotian
- ☐ L South Asian
- ☐ M Vietnamese
- ☐ N Other Asian

Black or African American

- ☐ O African American
- ☐ P African (Black)
- ☐ Q Caribbean (Black)
- ☐ R Other Black

Hispanic or Latino/a

- ☐ S Hispanic or Latino/a Central American
- ☐ T Hispanic or Latino/a Mexican
- ☐ U Hispanic or Latino/a South American
- ☐ V Other Hispanic or Latino/a

Middle Eastern/Northern African

- ☐ W Middle Eastern
- ☐ X Northern African

Native Hawaiian or Pacific Islander

- ☐ Y Guamanian or Chamorro
- ☐ Z Micronesian
- ☐ AA Native Hawaiian
- ☐ AB Samoan
- ☐ AC Tongan
- ☐ AD Other Pacific Islander

White

- ☐ AE Eastern European
- ☐ AF Slavic
- ☐ AG Western European
- ☐ AH Other White

Other Categories

- ☐ AI Other

90. If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child has more than one primary racial or ethnic identity please check here: ☐

Thank You

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 10820
Herndon, VA 20172

Please do not include any other correspondence.

CROSS-TABULATIONS OF SURVEY RESPONSES

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	88.86%	**91.27%**	92.33%	94.66%
Rating of Specialist	84.75%	**78.57%**	92.98%	85.71%
Rating of All Health Care	85.96%	**84.52%**	91.88%	86.25%
Rating of Health Plan	81.66%	**79.09%**	87.11%	87.72%
Composites				
Getting Needed Care	82.68%	**82.32%**	87.84%	79.19%
Getting Care Quickly	88.53%	**88.90%**	92.90%	84.46%
How Well Doctors Communicate	94.58%	**94.32%**	94.88%	95.71%
Customer Service	87.83%	**89.19%**	89.06%	90.21%
Additional Content Areas				
Coordination of Care	87.00%	**84.62%**	90.91%	88.30%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	90.09%	**84.88%**	94.92%	94.23%
Access to Specialized Services	70.42%	**72.06%**	76.18%	74.15%
Getting Needed Information	90.42%	**91.72%**	95.91%	91.01%
Personal Doctor or Nurse Who Knows Child	89.52%	**84.39%**	92.10%	90.95%
Coordination of Care w/CCC (Q16 & Q27)	74.59%	**77.78%**	76.37%	80.45%

* Results were calculated by CSS following NCQA specifications. A lighter display is used to indicate that the measure does not meet the denominator threshold (n=30).

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 3

In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	67	**6**	8	3	1	5	0	1	3	2	1	2	2	4	1	0	0	0	0	4	0	0	2	0	0	2	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,903	**291**	385	350	40	236	0	71	127	81	66	73	136	221	48	13	12	3	4	108	1	3	73	3	26	116	148	19
	98.3%	**98.0%**	98.0%	99.2%	97.6%	97.9%	---	98.6%	97.7%	97.6%	98.5%	97.3%	98.6%	98.2%	98.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	97.3%	---	100.0%	98.3%	97.4%	100.0%
Yes	554	**41**	101	82	6	32	0	17	13	10	5	9	25	29	8	3	2	0	0	8	0	1	18	1	3	2	31	6
	14.2%	**14.1%**	26.2%	23.4%	15.0%	13.6%	---	23.9%	10.2%	12.3%	7.6%	12.3%	18.4%	13.1%	16.7%	23.1%	16.7%	0.0%	0.0%	7.4%	0.0%	33.3%	24.7%	33.3%	11.5%	1.7%	20.9%	31.6%
No	3,349	**250**	284	268	34	204	0	54	114	71	61	64	111	192	40	10	10	3	4	100	1	2	55	2	23	114	117	13
	85.8%	**85.9%**	73.8%	76.6%	85.0%	86.4%	---	76.1%	89.8%	87.7%	92.4%	87.7%	81.6%	86.9%	83.3%	76.9%	83.3%	100.0%	100.0%	92.6%	100.0%	66.7%	75.3%	66.7%	88.5%	98.3%	79.1%	68.4%
Significantly different from column:*		**C,D**						I	H		M		K							W			T			AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 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?

Base: All respondents whose child need care right away (Q3)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	554	**41**	101	82	6	32	0	17	13	10	5	9	25	29	8	3	2	0	0	8	0	1	18	1	3	2	31	6
Number missing or multiple answer	13	**1**	2	2	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	541	**40**	99	80	6	31	0	16	13	10	5	8	25	28	8	3	2	0	0	8	0	1	18	1	2	2	30	6
	97.7%	**97.6%**	98.0%	97.6%	100.0%	96.9%	---	94.1%	100.0%	100.0%	100.0%	88.9%	100.0%	96.6%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	---	66.7%	100.0%	96.8%	100.0%
Never	4	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	1.0%	3.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	36	**3**	3	9	0	3	0	1	1	1	0	1	2	1	2	0	0	0	0	0	0	0	3	0	0	0	3	0
	6.7%	**7.5%**	3.0%	11.3%	0.0%	9.7%	---	6.3%	7.7%	10.0%	0.0%	12.5%	8.0%	3.6%	25.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	16.7%	0.0%	0.0%	0.0%	10.0%	0.0%
Usually	76	**6**	18	17	1	4	0	1	2	3	1	0	4	4	1	1	0	0	0	1	0	0	2	0	0	0	3	3
	14.0%	**15.0%**	18.2%	21.3%	16.7%	12.9%	---	6.3%	15.4%	30.0%	20.0%	0.0%	16.0%	14.3%	12.5%	33.3%	0.0%	---	---	12.5%	---	0.0%	11.1%	0.0%	0.0%	0.0%	10.0%	50.0%
Always	425	**31**	77	51	5	24	0	14	10	6	4	7	19	23	5	2	2	0	0	7	0	1	13	1	2	2	24	3
	78.6%	**77.5%**	77.8%	63.8%	83.3%	77.4%	---	87.5%	76.9%	60.0%	80.0%	87.5%	76.0%	82.1%	62.5%	66.7%	100.0%	---	---	87.5%	---	100.0%	72.2%	100.0%	100.0%	100.0%	80.0%	50.0%
Significantly different from column:*																												
Usually or Always	501	**37**	95	68	6	28	0	15	12	9	5	7	23	27	6	3	2	0	0	8	0	1	15	1	2	2	27	6
	92.6%	**92.5%**	96.0%	85.0%	100.0%	90.3%	---	93.8%	92.3%	90.0%	100.0%	87.5%	92.0%	96.4%	75.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	83.3%	100.0%	100.0%	100.0%	90.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	62	**6**	5	3	2	4	0	2	3	1	2	2	1	4	2	0	1	0	0	3	0	0	1	0	1	1	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,908	**291**	388	350	39	237	0	70	127	82	65	73	137	221	47	13	11	3	4	109	1	3	74	3	25	117	149	19
	98.4%	**98.0%**	98.7%	99.2%	95.1%	98.3%	---	97.2%	97.7%	98.8%	97.0%	97.3%	99.3%	98.2%	95.9%	100.0%	91.7%	100.0%	100.0%	97.3%	100.0%	100.0%	98.7%	---	96.2%	99.2%	98.0%	100.0%
Yes	2,168	**174**	263	261	22	144	0	54	76	38	30	45	90	128	32	9	2	2	3	58	0	2	59	3	14	17	136	19
	55.5%	**59.8%**	67.8%	74.6%	56.4%	60.8%	---	77.1%	59.8%	46.3%	46.2%	61.6%	65.7%	57.9%	68.1%	69.2%	18.2%	66.7%	75.0%	53.2%	0.0%	66.7%	79.7%	100.0%	56.0%	14.5%	91.3%	100.0%
No	1,740	**117**	125	89	17	93	0	16	51	44	35	28	47	93	15	4	9	1	1	51	1	1	15	0	11	100	13	0
	44.5%	**40.2%**	32.2%	25.4%	43.6%	39.2%	---	22.9%	40.2%	53.7%	53.8%	38.4%	34.3%	42.1%	31.9%	30.8%	81.8%	33.3%	25.0%	46.8%	100.0%	33.3%	20.3%	0.0%	44.0%	85.5%	8.7%	0.0%
Significantly different from column:*		**C,D**						I,J	H	H	M		K				T			Q,W			T,Y		W	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

Base: All respondents who made an appointment for their child for health care (Q5)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,168	**174**	263	261	22	144	0	54	76	38	30	45	90	128	32	9	2	2	3	58	0	2	59	3	14	17	136	19
Number missing or multiple answer	53	**4**	7	6	1	2	0	0	3	1	2	1	1	4	0	0	0	0	0	2	0	0	1	0	1	0	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115	**170**	256	255	21	142	0	54	73	37	28	44	89	124	32	9	2	2	3	56	0	2	58	3	13	17	132	19
	97.6%	**97.7%**	97.3%	97.7%	95.5%	98.6%	---	100.0%	96.1%	97.4%	93.3%	97.8%	98.9%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	---	100.0%	98.3%	---	92.9%	100.0%	97.1%	100.0%
Never	39	**5**	0	3	1	4	0	2	1	2	0	4	1	4	1	0	0	0	0	3	0	0	0	0	1	3	2	0
	1.8%	**2.9%**	0.0%	1.2%	4.8%	2.8%	---	3.7%	1.4%	5.4%	0.0%	9.1%	1.1%	3.2%	3.1%	0.0%	0.0%	0.0%	0.0%	5.4%	---	0.0%	0.0%	0.0%	7.7%	17.6%	1.5%	0.0%
Sometimes	290	**20**	26	38	5	12	0	6	8	5	4	7	6	15	3	2	0	0	0	8	0	0	5	1	1	4	16	0
	13.7%	**11.8%**	10.2%	14.9%	23.8%	8.5%	---	11.1%	11.0%	13.5%	14.3%	15.9%	6.7%	12.1%	9.4%	22.2%	0.0%	0.0%	0.0%	14.3%	---	0.0%	8.6%	33.3%	7.7%	23.5%	12.1%	0.0%
Usually	456	**42**	72	66	5	36	0	11	18	13	7	9	23	26	9	6	0	0	1	12	0	1	13	0	4	2	32	7
	21.6%	**24.7%**	28.1%	25.9%	23.8%	25.4%	---	20.4%	24.7%	35.1%	25.0%	20.5%	25.8%	21.0%	28.1%	66.7%	0.0%	0.0%	33.3%	21.4%	---	50.0%	22.4%	0.0%	30.8%	11.8%	24.2%	36.8%
Always	1,330	**103**	158	148	10	90	0	35	46	17	17	24	59	79	19	1	2	2	2	33	0	1	40	2	7	8	82	12
	62.9%	**60.6%**	61.7%	58.0%	47.6%	63.4%	---	64.8%	63.0%	45.9%	60.7%	54.5%	66.3%	63.7%	59.4%	11.1%	100.0%	100.0%	66.7%	58.9%	---	50.0%	69.0%	66.7%	53.8%	47.1%	62.1%	63.2%
Significantly different from column:*																												
Usually or Always	1,786	**145**	230	214	15	126	0	46	64	30	24	33	82	105	28	7	2	2	3	45	0	2	53	2	11	10	114	19
	84.4%	**85.3%**	89.8%	83.9%	71.4%	88.7%	---	85.2%	87.7%	81.1%	85.7%	75.0%	92.1%	84.7%	87.5%	77.8%	100.0%	100.0%	100.0%	80.4%	---	100.0%	91.4%	66.7%	84.6%	58.8%	86.4%	100.0%
Significantly different from column:*												M	L															

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 7

In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	112	**8**	14	4	1	6	0	1	5	2	5	1	2	4	3	1	1	0	0	4	0	0	2	0	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,858	**289**	379	349	40	235	0	71	125	81	62	74	136	221	46	12	11	3	4	108	1	3	73	3	25	118	152	19
	97.2%	**97.3%**	96.4%	98.9%	97.6%	97.5%	---	98.6%	96.2%	97.6%	92.5%	98.7%	98.6%	98.2%	93.9%	92.3%	91.7%	100.0%	100.0%	96.4%	100.0%	100.0%	97.3%	---	96.2%	100.0%	100.0%	100.0%
None	1,713	**118**	107	106	14	95	0	22	48	40	32	29	46	94	15	3	8	2	1	52	1	1	16	0	11	118	0	0
	44.4%	**40.8%**	28.2%	30.4%	35.0%	40.4%	---	31.0%	38.4%	49.4%	51.6%	39.2%	33.8%	42.5%	32.6%	25.0%	72.7%	66.7%	25.0%	48.1%	100.0%	33.3%	21.9%	0.0%	44.0%	100.0%	0.0%	0.0%
1 time	1,008	**75**	135	114	11	62	0	22	36	16	14	23	37	58	14	2	2	0	0	30	0	0	24	1	5	0	75	0
	26.1%	**26.0%**	35.6%	32.7%	27.5%	26.4%	---	31.0%	28.8%	19.8%	22.6%	31.1%	27.2%	26.2%	30.4%	16.7%	18.2%	0.0%	0.0%	27.8%	0.0%	0.0%	32.9%	33.3%	20.0%	0.0%	49.3%	0.0%
2	531	**37**	68	65	7	30	0	9	17	10	10	7	19	31	5	1	0	1	1	12	0	1	14	0	2	0	37	0
	13.8%	**12.8%**	17.9%	18.6%	17.5%	12.8%	---	12.7%	13.6%	12.3%	16.1%	9.5%	14.0%	14.0%	10.9%	8.3%	0.0%	33.3%	25.0%	11.1%	0.0%	33.3%	19.2%	0.0%	8.0%	0.0%	24.3%	0.0%
3	251	**26**	34	31	3	23	0	10	8	8	4	7	15	18	5	2	0	0	1	7	0	1	10	1	2	0	26	0
	6.5%	**9.0%**	9.0%	8.9%	7.5%	9.8%	---	14.1%	6.4%	9.9%	6.5%	9.5%	11.0%	8.1%	10.9%	16.7%	0.0%	0.0%	25.0%	6.5%	0.0%	33.3%	13.7%	33.3%	8.0%	0.0%	17.1%	0.0%
4	120	**14**	16	12	2	11	0	5	4	5	1	4	8	8	3	2	0	0	0	5	0	0	2	0	3	0	14	0
	3.1%	**4.8%**	4.2%	3.4%	5.0%	4.7%	---	7.0%	3.2%	6.2%	1.6%	5.4%	5.9%	3.6%	6.5%	16.7%	0.0%	0.0%	0.0%	4.6%	0.0%	0.0%	2.7%	0.0%	12.0%	0.0%	9.2%	0.0%
5 to 9	151	**14**	8	18	3	10	0	3	8	1	0	2	10	9	3	1	1	0	1	1	0	0	5	0	2	0	0	14
	3.9%	**4.8%**	2.1%	5.2%	7.5%	4.3%	---	4.2%	6.4%	1.2%	0.0%	2.7%	7.4%	4.1%	6.5%	8.3%	9.1%	0.0%	25.0%	0.9%	0.0%	0.0%	6.8%	0.0%	8.0%	0.0%	0.0%	73.7%
10 or more times	84	**5**	11	3	0	4	0	0	4	1	1	2	1	3	1	1	0	0	0	1	0	0	2	1	0	0	0	5
	2.2%	**1.7%**	2.9%	0.9%	0.0%	1.7%	---	0.0%	3.2%	1.2%	1.6%	2.7%	0.7%	1.4%	2.2%	8.3%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	2.7%	33.3%	0.0%	0.0%	0.0%	26.3%
5 or more times	235	**19**	19	21	3	14	0	3	12	2	1	4	11	12	4	2	1	0	1	2	0	0	7	1	2	0	0	19
	6.1%	**6.6%**	5.0%	6.0%	7.5%	6.0%	---	4.2%	9.6%	2.5%	1.6%	5.4%	8.1%	5.4%	8.7%	16.7%	9.1%	0.0%	25.0%	1.9%	0.0%	0.0%	9.6%	33.3%	8.0%	0.0%	0.0%	100.0%
Significantly different from column:*									J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 8

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,145	**171**	272	90	26	140	0	49	77	41	30	45	90	127	31	9	3	1	3	56	0	2	57	3	14	0	152	19
Number missing or multiple answer	27	**2**	3	1	0	2	0	0	2	0	0	2	0	2	0	0	0	0	0	2	0	0	0	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,118	**169**	269	89	26	138	0	49	75	41	30	43	90	125	31	9	3	1	3	54	0	2	57	3	14	0	150	19
	98.7%	**98.8%**	98.9%	98.9%	100.0%	98.6%	---	100.0%	97.4%	100.0%	100.0%	95.6%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	---	100.0%	100.0%	---	100.0%	---	98.7%	100.0%
Never	47	**3**	0	2	1	2	0	0	3	0	0	0	3	3	0	0	0	0	0	1	0	0	2	0	0	0	3	0
	2.2%	**1.8%**	0.0%	2.2%	3.8%	1.4%	---	0.0%	4.0%	0.0%	0.0%	0.0%	3.3%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	---	0.0%	3.5%	0.0%	0.0%	---	2.0%	0.0%
Sometimes	156	**11**	11	6	3	8	0	3	5	3	2	2	7	10	1	0	0	0	0	2	0	0	6	0	0	0	10	1
	7.4%	**6.5%**	4.1%	6.7%	11.5%	5.8%	---	6.1%	6.7%	7.3%	6.7%	4.7%	7.8%	8.0%	3.2%	0.0%	0.0%	0.0%	0.0%	3.7%	---	0.0%	10.5%	0.0%	0.0%	---	6.7%	5.3%
Usually	370	**27**	51	17	5	19	0	6	13	7	2	5	17	15	5	5	0	0	1	7	0	1	7	0	1	0	21	6
	17.5%	**16.0%**	19.0%	19.1%	19.2%	13.8%	---	12.2%	17.3%	17.1%	6.7%	11.6%	18.9%	12.0%	16.1%	55.6%	0.0%	0.0%	33.3%	13.0%	---	50.0%	12.3%	0.0%	7.1%	---	14.0%	31.6%
Always	1,545	**128**	207	64	17	109	0	40	54	31	26	36	63	97	25	4	3	1	2	44	0	1	42	3	13	0	116	12
	72.9%	**75.7%**	77.0%	71.9%	65.4%	79.0%	---	81.6%	72.0%	75.6%	86.7%	83.7%	70.0%	77.6%	80.6%	44.4%	100.0%	100.0%	66.7%	81.5%	---	50.0%	73.7%	100.0%	92.9%	---	77.3%	63.2%
Significantly different from column:*																												
Usually or Always	1,915	**155**	258	81	22	128	0	46	67	38	28	41	80	112	30	9	3	1	3	51	0	2	49	3	14	0	137	18
	90.4%	**91.7%**	95.9%	91.0%	84.6%	92.8%	---	93.9%	89.3%	92.7%	93.3%	95.3%	88.9%	89.6%	96.8%	100.0%	100.0%	100.0%	100.0%	94.4%	---	100.0%	86.0%	100.0%	100.0%	---	91.3%	94.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

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Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,145	**171**	272	243	26	140	0	49	77	41	30	45	90	127	31	9	3	1	3	56	0	2	57	3	14	0	152	19
Number missing or multiple answer	30	**3**	1	3	0	3	0	0	3	0	0	2	1	2	0	0	0	0	0	3	0	0	0	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115	**168**	271	240	26	137	0	49	74	41	30	43	89	125	31	9	3	1	3	53	0	2	57	3	14	0	149	19
	98.6%	**98.2%**	99.6%	98.8%	100.0%	97.9%	---	100.0%	96.1%	100.0%	100.0%	95.6%	98.9%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	94.6%	---	100.0%	100.0%	---	100.0%	---	98.0%	100.0%
0 Worst health care possible	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	2	**0**	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	1.3%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
3	6	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.4%	0.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	8	**1**	1	3	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.4%	**0.6%**	0.4%	1.3%	0.0%	0.7%	---	0.0%	1.4%	0.0%	0.0%	0.0%	1.1%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	---	0.7%	0.0%
5	51	**6**	3	4	0	6	0	2	1	3	0	0	5	5	0	1	0	0	0	2	0	0	3	0	0	0	5	1
	2.4%	**3.6%**	1.1%	1.7%	0.0%	4.4%	---	4.1%	1.4%	7.3%	0.0%	0.0%	5.6%	4.0%	0.0%	11.1%	0.0%	0.0%	0.0%	3.8%	---	0.0%	5.3%	0.0%	0.0%	---	3.4%	5.3%
6	71	**6**	7	5	2	4	0	2	2	1	0	0	6	3	3	0	0	0	1	0	0	0	2	0	1	0	4	2
	3.4%	**3.6%**	2.6%	2.1%	7.7%	2.9%	---	4.1%	2.7%	2.4%	0.0%	0.0%	6.7%	2.4%	9.7%	0.0%	0.0%	0.0%	33.3%	0.0%	---	0.0%	3.5%	0.0%	7.1%	---	2.7%	10.5%
7	152	**13**	10	16	3	9	0	2	7	4	1	4	7	8	4	1	0	0	0	3	0	0	7	0	1	0	9	4
	7.2%	**7.7%**	3.7%	6.7%	11.5%	6.6%	---	4.1%	9.5%	9.8%	3.3%	9.3%	7.9%	6.4%	12.9%	11.1%	0.0%	0.0%	0.0%	5.7%	---	0.0%	12.3%	0.0%	7.1%	---	6.0%	21.1%
8	388	**25**	62	45	3	21	0	6	12	7	5	5	13	19	3	3	0	1	1	3	0	1	5	1	2	0	22	3
	18.3%	**14.9%**	22.9%	18.8%	11.5%	15.3%	---	12.2%	16.2%	17.1%	16.7%	11.6%	14.6%	15.2%	9.7%	33.3%	0.0%	100.0%	33.3%	5.7%	---	50.0%	8.8%	33.3%	14.3%	---	14.8%	15.8%
9	405	**26**	60	54	4	21	0	10	6	9	5	6	14	20	5	0	0	0	1	6	0	1	13	0	2	0	21	5
	19.1%	**15.5%**	22.1%	22.5%	15.4%	15.3%	---	20.4%	8.1%	22.0%	16.7%	14.0%	15.7%	16.0%	16.1%	0.0%	0.0%	0.0%	33.3%	11.3%	---	50.0%	22.8%	0.0%	14.3%	---	14.1%	26.3%
10 Best health care possible	1,025	**91**	127	108	14	75	0	27	45	17	19	28	43	69	16	4	3	0	0	39	0	0	26	2	8	0	87	4
	48.5%	**54.2%**	46.9%	45.0%	53.8%	54.7%	---	55.1%	60.8%	41.5%	63.3%	65.1%	48.3%	55.2%	51.6%	44.4%	100.0%	0.0%	0.0%	73.6%	---	0.0%	45.6%	66.7%	57.1%	---	58.4%	21.1%

NA - There is no "no experience" category for this question.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,145	**171**	272	243	26	140	0	49	77	41	30	45	90	127	31	9	3	1	3	56	0	2	57	3	14	0	152	19
Number missing or multiple answer	30	**3**	1	3	0	3	0	0	3	0	0	2	1	2	0	0	0	0	0	3	0	0	0	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,115	**168**	271	240	26	137	0	49	74	41	30	43	89	125	31	9	3	1	3	53	0	2	57	3	14	0	149	19
	98.6%	**98.2%**	99.6%	98.8%	100.0%	97.9%	---	100.0%	96.1%	100.0%	100.0%	95.6%	98.9%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	94.6%	---	100.0%	100.0%	---	100.0%	---	98.0%	100.0%
0 to 4	23	**1**	2	8	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.1%	**0.6%**	0.7%	3.3%	0.0%	0.7%	---	0.0%	1.4%	0.0%	0.0%	0.0%	1.1%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	---	0.7%	0.0%
5	51	**6**	3	4	0	6	0	2	1	3	0	0	5	5	0	1	0	0	0	2	0	0	3	0	0	0	5	1
	2.4%	**3.6%**	1.1%	1.7%	0.0%	4.4%	---	4.1%	1.4%	7.3%	0.0%	0.0%	5.6%	4.0%	0.0%	11.1%	0.0%	0.0%	0.0%	3.8%	---	0.0%	5.3%	0.0%	0.0%	---	3.4%	5.3%
6 or 7	223	**19**	17	21	5	13	0	4	9	5	1	4	13	11	7	1	0	0	1	3	0	0	9	0	2	0	13	6
	10.5%	**11.3%**	6.3%	8.8%	19.2%	9.5%	---	8.2%	12.2%	12.2%	3.3%	9.3%	14.6%	8.8%	22.6%	11.1%	0.0%	0.0%	33.3%	5.7%	---	0.0%	15.8%	0.0%	14.3%	---	8.7%	31.6%
8 to 10	1,818	**142**	249	207	21	117	0	43	63	33	29	39	70	108	24	7	3	1	2	48	0	2	44	3	12	0	130	12
	86.0%	**84.5%**	91.9%	86.3%	80.8%	85.4%	---	87.8%	85.1%	80.5%	96.7%	90.7%	78.7%	86.4%	77.4%	77.8%	100.0%	100.0%	66.7%	90.6%	---	100.0%	77.2%	100.0%	85.7%	---	87.2%	63.2%
Significantly different from column:*		**C**									M		K															
0 to 6	145	**13**	12	17	2	11	0	4	4	4	0	0	12	9	3	1	0	0	1	2	0	0	6	0	1	0	10	3
	6.9%	**7.7%**	4.4%	7.1%	7.7%	8.0%	---	8.2%	5.4%	9.8%	0.0%	0.0%	13.5%	7.2%	9.7%	11.1%	0.0%	0.0%	33.3%	3.8%	---	0.0%	10.5%	0.0%	7.1%	---	6.7%	15.8%
7 to 8	540	**38**	72	61	6	30	0	8	19	11	6	9	20	27	7	4	0	1	1	6	0	1	12	1	3	0	31	7
	25.5%	**22.6%**	26.6%	25.4%	23.1%	21.9%	---	16.3%	25.7%	26.8%	20.0%	20.9%	22.5%	21.6%	22.6%	44.4%	0.0%	100.0%	33.3%	11.3%	---	50.0%	21.1%	33.3%	21.4%	---	20.8%	36.8%
9 to 10	1,430	**117**	187	162	18	96	0	37	51	26	24	34	57	89	21	4	3	0	1	45	0	1	39	2	10	0	108	9
	67.6%	**69.6%**	69.0%	67.5%	69.2%	70.1%	---	75.5%	68.9%	63.4%	80.0%	79.1%	64.0%	71.2%	67.7%	44.4%	100.0%	0.0%	33.3%	84.9%	---	50.0%	68.4%	66.7%	71.4%	---	72.5%	47.4%
Significantly different from column:*																				W			T				AB	AA

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,145	**171**	272	243	26	140	0	49	77	41	30	45	90	127	31	9	3	1	3	56	0	2	57	3	14	0	152	19
Number missing or multiple answer	28	**2**	2	4	0	2	0	0	2	0	0	2	0	2	0	0	0	0	0	2	0	0	0	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,117	**169**	270	239	26	138	0	49	75	41	30	43	90	125	31	9	3	1	3	54	0	2	57	3	14	0	150	19
	98.7%	**98.8%**	99.3%	98.4%	100.0%	98.6%	---	100.0%	97.4%	100.0%	100.0%	95.6%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	---	100.0%	100.0%	---	100.0%	---	98.7%	100.0%
Never	21	**1**	0	7	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.0%	**0.6%**	0.0%	2.9%	0.0%	0.7%	---	0.0%	1.3%	0.0%	0.0%	0.0%	1.1%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	---	0.7%	0.0%
Sometimes	178	**11**	17	27	1	9	0	3	7	1	1	1	7	5	4	2	0	0	0	1	0	0	6	0	1	0	7	4
	8.4%	**6.5%**	6.3%	11.3%	3.8%	6.5%	---	6.1%	9.3%	2.4%	3.3%	2.3%	7.8%	4.0%	12.9%	22.2%	0.0%	0.0%	0.0%	1.9%	---	0.0%	10.5%	0.0%	7.1%	---	4.7%	21.1%
Usually	566	**52**	72	81	9	42	0	10	22	18	5	11	34	36	10	4	0	1	2	14	0	1	19	1	5	0	46	6
	26.7%	**30.8%**	26.7%	33.9%	34.6%	30.4%	---	20.4%	29.3%	43.9%	16.7%	25.6%	37.8%	28.8%	32.3%	44.4%	0.0%	100.0%	66.7%	25.9%	---	50.0%	33.3%	33.3%	35.7%	---	30.7%	31.6%
Always	1,352	**105**	181	124	16	86	0	36	45	22	24	31	48	83	17	3	3	0	1	39	0	1	31	2	8	0	96	9
	63.9%	**62.1%**	67.0%	51.9%	61.5%	62.3%	---	73.5%	60.0%	53.7%	80.0%	72.1%	53.3%	66.4%	54.8%	33.3%	100.0%	0.0%	33.3%	72.2%	---	50.0%	54.4%	66.7%	57.1%	---	64.0%	47.4%
Significantly different from column:*		**D**									M	M	K,L															
Usually or Always	1,918	**157**	253	205	25	128	0	46	67	40	29	42	82	119	27	7	3	1	3	53	0	2	50	3	13	0	142	15
	90.6%	**92.9%**	93.7%	85.8%	96.2%	92.8%	---	93.9%	89.3%	97.6%	96.7%	97.7%	91.1%	95.2%	87.1%	77.8%	100.0%	100.0%	100.0%	98.1%	---	100.0%	87.7%	100.0%	92.9%	---	94.7%	78.9%
Significantly different from column:*		**D**																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 11

Is your child now enrolled in any kind of school or daycare?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	42	**2**	10	1	1	1	0	0	1	1	2	0	0	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,928	**295**	383	120	40	240	0	72	129	82	65	75	138	223	49	13	11	3	4	111	1	3	75	3	26	118	152	19
	98.9%	**99.3%**	97.5%	99.2%	97.6%	99.6%	---	100.0%	99.2%	98.8%	97.0%	100.0%	100.0%	99.1%	100.0%	100.0%	91.7%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	2,739	**195**	295	86	27	158	0	20	102	67	47	46	92	142	37	10	9	3	4	68	1	2	50	3	17	80	96	14
	69.7%	**66.1%**	77.0%	71.7%	67.5%	65.8%	---	27.8%	79.1%	81.7%	72.3%	61.3%	66.7%	63.7%	75.5%	76.9%	81.8%	100.0%	100.0%	61.3%	100.0%	66.7%	66.7%	100.0%	65.4%	67.8%	63.2%	73.7%
No	1,189	**100**	88	34	13	82	0	52	27	15	18	29	46	81	12	3	2	0	0	43	0	1	25	0	9	38	56	5
	30.3%	**33.9%**	23.0%	28.3%	32.5%	34.2%	---	72.2%	20.9%	18.3%	27.7%	38.7%	33.3%	36.3%	24.5%	23.1%	18.2%	0.0%	0.0%	38.7%	0.0%	33.3%	33.3%	0.0%	34.6%	32.2%	36.8%	26.3%
Significantly different from column:*		**C**						I,J	H	H																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 12

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,739	**195**	295	86	27	158	0	20	102	67	47	46	92	142	37	10	9	3	4	68	1	2	50	3	17	80	96	14
Number missing or multiple answer	63	**3**	7	1	0	3	0	0	0	3	0	0	3	2	1	0	1	0	0	2	0	0	0	0	0	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,676	**192**	288	85	27	155	0	20	102	64	47	46	89	140	36	10	8	3	4	66	1	2	50	3	17	78	95	14
	97.7%	**98.5%**	97.6%	98.8%	100.0%	98.1%	---	100.0%	100.0%	95.5%	100.0%	100.0%	96.7%	98.6%	97.3%	100.0%	88.9%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	---	100.0%	97.5%	99.0%	100.0%
Yes	193	**16**	41	15	1	13	0	3	10	2	4	3	7	11	1	3	0	0	0	6	0	0	5	1	0	3	8	5
	7.2%	**8.3%**	14.2%	17.6%	3.7%	8.4%	---	15.0%	9.8%	3.1%	8.5%	6.5%	7.9%	7.9%	2.8%	30.0%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	10.0%	33.3%	0.0%	3.8%	8.4%	35.7%
No	2,483	**176**	247	70	26	142	0	17	92	62	43	43	82	129	35	7	8	3	4	60	1	2	45	2	17	75	87	9
	92.8%	**91.7%**	85.8%	82.4%	96.3%	91.6%	---	85.0%	90.2%	96.9%	91.5%	93.5%	92.1%	92.1%	97.2%	70.0%	100.0%	100.0%	100.0%	90.9%	100.0%	100.0%	90.0%	66.7%	100.0%	96.2%	91.6%	64.3%
Significantly different from column:*		**D**																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 13

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	193	**16**	41	15	1	13	0	3	10	2	4	3	7	11	1	3	0	0	0	6	0	0	5	1	0	3	8	5
Number missing or multiple answer	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	192	**16**	41	15	1	13	0	3	10	2	4	3	7	11	1	3	0	0	0	6	0	0	5	1	0	3	8	5
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	---	100.0%	100.0%	100.0%
Yes	169	**15**	37	14	1	13	0	3	10	2	4	3	7	11	1	3	0	0	0	6	0	0	5	1	0	3	8	4
	88.0%	**93.8%**	90.2%	93.3%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	100.0%	---	100.0%	100.0%	80.0%
No	23	**1**	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	12.0%	**6.3%**	9.8%	6.7%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	0.0%	---	0.0%	0.0%	20.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 14

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	19	**2**	4	0	1	1	0	0	1	1	2	0	0	2	0	0	1	0	0	1	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,951	**295**	389	121	40	240	0	72	129	82	65	75	138	223	49	13	11	3	4	111	1	3	75	3	26	118	152	19
	99.5%	**99.3%**	99.0%	100.0%	97.6%	99.6%	---	100.0%	99.2%	98.8%	97.0%	100.0%	100.0%	99.1%	100.0%	100.0%	91.7%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	117	**12**	15	9	2	10	0	2	8	2	1	4	6	5	4	1	0	0	0	5	0	1	6	0	0	0	8	2
	3.0%	**4.1%**	3.9%	7.4%	5.0%	4.2%	---	2.8%	6.2%	2.4%	1.5%	5.3%	4.3%	2.2%	8.2%	7.7%	0.0%	0.0%	0.0%	4.5%	0.0%	33.3%	8.0%	0.0%	0.0%	0.0%	5.3%	10.5%
No	3,834	**283**	374	112	38	230	0	70	121	80	64	71	132	218	45	12	11	3	4	106	1	2	69	3	26	118	144	17
	97.0%	**95.9%**	96.1%	92.6%	95.0%	95.8%	---	97.2%	93.8%	97.6%	98.5%	94.7%	95.7%	97.8%	91.8%	92.3%	100.0%	100.0%	100.0%	95.5%	100.0%	66.7%	92.0%	100.0%	100.0%	100.0%	94.7%	89.5%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 15

In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	117	**12**	15	9	2	10	0	2	8	2	1	4	6	5	4	1	0	0	0	5	0	1	6	0	0	0	8	2
Number missing or multiple answer	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	115	**12**	15	9	2	10	0	2	8	2	1	4	6	5	4	1	0	0	0	5	0	1	6	0	0	0	8	2
	98.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	100.0%	100.0%	---	---	---	100.0%	100.0%
Never	10	**1**	0	0	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	8.7%	**8.3%**	0.0%	0.0%	0.0%	10.0%	---	0.0%	12.5%	0.0%	0.0%	0.0%	16.7%	0.0%	25.0%	0.0%	---	---	---	0.0%	---	0.0%	16.7%	---	---	---	12.5%	0.0%
Sometimes	24	**2**	4	2	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	2	0	0	0	1	1
	20.9%	**16.7%**	26.7%	22.2%	0.0%	20.0%	---	0.0%	12.5%	50.0%	0.0%	25.0%	16.7%	40.0%	0.0%	0.0%	---	---	---	0.0%	---	0.0%	33.3%	---	---	---	12.5%	50.0%
Usually	25	**1**	4	1	0	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1
	21.7%	**8.3%**	26.7%	11.1%	0.0%	10.0%	---	0.0%	12.5%	0.0%	0.0%	0.0%	16.7%	0.0%	25.0%	0.0%	---	---	---	0.0%	---	0.0%	16.7%	---	---	---	0.0%	50.0%
Always	56	**8**	7	6	2	6	0	2	5	1	1	3	3	3	2	1	0	0	0	5	0	1	2	0	0	0	6	0
	48.7%	**66.7%**	46.7%	66.7%	100.0%	60.0%	---	100.0%	62.5%	50.0%	100.0%	75.0%	50.0%	60.0%	50.0%	100.0%	---	---	---	100.0%	---	100.0%	33.3%	---	---	---	75.0%	0.0%
Significantly different from column:*																												
Usually or Always	81	**9**	11	7	2	7	0	2	6	1	1	3	4	3	3	1	0	0	0	5	0	1	3	0	0	0	6	1
	70.4%	**75.0%**	73.3%	77.8%	100.0%	70.0%	---	100.0%	75.0%	50.0%	100.0%	75.0%	66.7%	60.0%	75.0%	100.0%	---	---	---	100.0%	---	100.0%	50.0%	---	---	---	75.0%	50.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 16

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	117	**12**	15	9	2	10	0	2	8	2	1	4	6	5	4	1	0	0	0	5	0	1	6	0	0	0	8	2
Number missing or multiple answer	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	116	**12**	15	9	2	10	0	2	8	2	1	4	6	5	4	1	0	0	0	5	0	1	6	0	0	0	8	2
	99.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	100.0%	100.0%	---	---	---	100.0%	100.0%
Yes	89	**10**	13	9	2	8	0	2	7	1	1	4	4	4	3	1	0	0	0	5	0	1	4	0	0	0	6	2
	76.7%	**83.3%**	86.7%	100.0%	100.0%	80.0%	---	100.0%	87.5%	50.0%	100.0%	100.0%	66.7%	80.0%	75.0%	100.0%	---	---	---	100.0%	---	100.0%	66.7%	---	---	---	75.0%	100.0%
No	27	**2**	2	0	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	0	0	0	2	0	0	0	2	0
	23.3%	**16.7%**	13.3%	0.0%	0.0%	20.0%	---	0.0%	12.5%	50.0%	0.0%	0.0%	33.3%	20.0%	25.0%	0.0%	---	---	---	0.0%	---	0.0%	33.3%	---	---	---	25.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 17

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	25	**3**	7	0	1	2	0	0	2	1	2	0	1	3	0	0	1	0	0	2	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,945	**294**	386	121	40	239	0	72	128	82	65	75	137	222	49	13	11	3	4	110	1	3	75	3	26	118	151	19
	99.4%	**99.0%**	98.2%	100.0%	97.6%	99.2%	---	100.0%	98.5%	98.8%	97.0%	100.0%	99.3%	98.7%	100.0%	100.0%	91.7%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	---	100.0%	100.0%	99.3%	100.0%
Yes	419	**34**	33	27	4	27	0	10	15	8	6	8	17	19	9	4	0	0	1	10	0	0	10	1	5	2	19	10
	10.6%	**11.6%**	8.5%	22.3%	10.0%	11.3%	---	13.9%	11.7%	9.8%	9.2%	10.7%	12.4%	8.6%	18.4%	30.8%	0.0%	0.0%	25.0%	9.1%	0.0%	0.0%	13.3%	33.3%	19.2%	1.7%	12.6%	52.6%
No	3,526	**260**	353	94	36	212	0	62	113	74	59	67	120	203	40	9	11	3	3	100	1	3	65	2	21	116	132	9
	89.4%	**88.4%**	91.5%	77.7%	90.0%	88.7%	---	86.1%	88.3%	90.2%	90.8%	89.3%	87.6%	91.4%	81.6%	69.2%	100.0%	100.0%	75.0%	90.9%	100.0%	100.0%	86.7%	66.7%	80.8%	98.3%	87.4%	47.4%
Significantly different from column:*		D												O	N											AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 18

In the last 6 months, how often was it easy to get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	419	**34**	33	27	4	27	0	10	15	8	6	8	17	19	9	4	0	0	1	10	0	0	10	1	5	2	19	10
Number missing or multiple answer	5	**2**	2	0	0	1	0	1	0	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	414	**32**	31	27	4	26	0	9	15	7	6	8	16	19	9	2	0	0	1	10	0	0	10	1	5	2	17	10
	98.8%	**94.1%**	93.9%	100.0%	100.0%	96.3%	---	90.0%	100.0%	87.5%	100.0%	100.0%	94.1%	100.0%	100.0%	50.0%	---	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	89.5%	100.0%
Never	45	**2**	1	3	0	2	0	2	0	0	0	1	1	2	0	0	0	0	0	1	0	0	0	0	1	1	0	1
	10.9%	**6.3%**	3.2%	11.1%	0.0%	7.7%	---	22.2%	0.0%	0.0%	0.0%	12.5%	6.3%	10.5%	0.0%	0.0%	---	---	0.0%	10.0%	---	---	0.0%	0.0%	20.0%	50.0%	0.0%	10.0%
Sometimes	62	**5**	6	4	0	5	0	2	3	0	1	1	3	3	2	0	0	0	0	1	0	0	3	0	1	0	2	3
	15.0%	**15.6%**	19.4%	14.8%	0.0%	19.2%	---	22.2%	20.0%	0.0%	16.7%	12.5%	18.8%	15.8%	22.2%	0.0%	---	---	0.0%	10.0%	---	---	30.0%	0.0%	20.0%	0.0%	11.8%	30.0%
Usually	107	**10**	10	8	1	8	0	2	5	3	1	1	7	7	2	1	0	0	1	3	0	0	3	0	0	0	6	3
	25.8%	**31.3%**	32.3%	29.6%	25.0%	30.8%	---	22.2%	33.3%	42.9%	16.7%	12.5%	43.8%	36.8%	22.2%	50.0%	---	---	100.0%	30.0%	---	---	30.0%	0.0%	0.0%	0.0%	35.3%	30.0%
Always	200	**15**	14	12	3	11	0	3	7	4	4	5	5	7	5	1	0	0	0	5	0	0	4	1	3	1	9	3
	48.3%	**46.9%**	45.2%	44.4%	75.0%	42.3%	---	33.3%	46.7%	57.1%	66.7%	62.5%	31.3%	36.8%	55.6%	50.0%	---	---	0.0%	50.0%	---	---	40.0%	100.0%	60.0%	50.0%	52.9%	30.0%
Significantly different from column:*																												
Usually or Always	307	**25**	24	20	4	19	0	5	12	7	5	6	12	14	7	2	0	0	1	8	0	0	7	1	3	1	15	6
	74.2%	**78.1%**	77.4%	74.1%	100.0%	73.1%	---	55.6%	80.0%	100.0%	83.3%	75.0%	75.0%	73.7%	77.8%	100.0%	---	---	100.0%	80.0%	---	---	70.0%	100.0%	60.0%	50.0%	88.2%	60.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 19

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	419	**34**	33	27	4	27	0	10	15	8	6	8	17	19	9	4	0	0	1	10	0	0	10	1	5	2	19	10
Number missing or multiple answer	9	**2**	0	0	0	2	0	0	0	2	1	0	1	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	410	**32**	33	27	4	25	0	10	15	6	5	8	16	19	8	3	0	0	1	10	0	0	10	1	4	2	18	10
	97.9%	**94.1%**	100.0%	100.0%	100.0%	92.6%	---	100.0%	100.0%	75.0%	83.3%	100.0%	94.1%	100.0%	88.9%	75.0%	---	---	100.0%	100.0%	---	---	100.0%	---	80.0%	100.0%	94.7%	100.0%
Yes	287	**23**	25	22	3	17	0	9	10	3	4	6	10	14	5	2	0	0	0	8	0	0	8	1	2	2	12	8
	70.0%	**71.9%**	75.8%	81.5%	75.0%	68.0%	---	90.0%	66.7%	50.0%	80.0%	75.0%	62.5%	73.7%	62.5%	66.7%	---	---	0.0%	80.0%	---	---	80.0%	100.0%	50.0%	100.0%	66.7%	80.0%
No	123	**9**	8	5	1	8	0	1	5	3	1	2	6	5	3	1	0	0	1	2	0	0	2	0	2	0	6	2
	30.0%	**28.1%**	24.2%	18.5%	25.0%	32.0%	---	10.0%	33.3%	50.0%	20.0%	25.0%	37.5%	26.3%	37.5%	33.3%	---	---	100.0%	20.0%	---	---	20.0%	0.0%	50.0%	0.0%	33.3%	20.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 20

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	23	**3**	3	1	1	1	0	0	1	1	2	0	0	2	0	0	1	0	0	1	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,947	**294**	390	120	40	240	0	72	129	82	65	75	138	223	49	13	11	3	4	111	1	3	75	3	26	117	152	19
	99.4%	**99.0%**	99.2%	99.2%	97.6%	99.6%	---	100.0%	99.2%	98.8%	97.0%	100.0%	100.0%	99.1%	100.0%	100.0%	91.7%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---	100.0%	99.2%	100.0%	100.0%
Yes	614	**48**	65	34	4	41	0	4	25	18	5	15	25	28	16	3	0	0	1	14	0	0	16	1	7	10	27	10
	15.6%	**16.3%**	16.7%	28.3%	10.0%	17.1%	---	5.6%	19.4%	22.0%	7.7%	20.0%	18.1%	12.6%	32.7%	23.1%	0.0%	0.0%	25.0%	12.6%	0.0%	0.0%	21.3%	33.3%	26.9%	8.5%	17.8%	52.6%
No	3,333	**246**	325	86	36	199	0	68	104	64	60	60	113	195	33	10	11	3	3	97	1	3	59	2	19	107	125	9
	84.4%	**83.7%**	83.3%	71.7%	90.0%	82.9%	---	94.4%	80.6%	78.0%	92.3%	80.0%	81.9%	87.4%	67.3%	76.9%	100.0%	100.0%	75.0%	87.4%	100.0%	100.0%	78.7%	66.7%	73.1%	91.5%	82.2%	47.4%
Significantly different from column:*		**D**						I,J	H	H	L	K		O	N											AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 21

In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	614	**48**	65	34	4	41	0	4	25	18	5	15	25	28	16	3	0	0	1	14	0	0	16	1	7	10	27	10
Number missing or multiple answer	8	**2**	2	0	0	1	0	2	0	0	0	1	0	1	0	1	0	0	0	1	0	0	0	0	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	606	**46**	63	34	4	40	0	2	25	18	5	14	25	27	16	2	0	0	1	13	0	0	16	1	7	9	26	10
	98.7%	**95.8%**	96.9%	100.0%	100.0%	97.6%	---	50.0%	100.0%	100.0%	100.0%	93.3%	100.0%	96.4%	100.0%	66.7%	---	---	100.0%	92.9%	---	---	100.0%	---	100.0%	90.0%	96.3%	100.0%
Never	90	**8**	5	3	1	6	0	0	2	5	0	3	4	4	3	0	0	0	0	3	0	0	1	0	1	3	5	0
	14.9%	**17.4%**	7.9%	8.8%	25.0%	15.0%	---	0.0%	8.0%	27.8%	0.0%	21.4%	16.0%	14.8%	18.8%	0.0%	---	---	0.0%	23.1%	---	---	6.3%	0.0%	14.3%	33.3%	19.2%	0.0%
Sometimes	112	**9**	9	7	0	9	0	1	5	3	3	1	5	3	6	0	0	0	0	4	0	0	2	0	3	5	1	2
	18.5%	**19.6%**	14.3%	20.6%	0.0%	22.5%	---	50.0%	20.0%	16.7%	60.0%	7.1%	20.0%	11.1%	37.5%	0.0%	---	---	0.0%	30.8%	---	---	12.5%	0.0%	42.9%	55.6%	3.8%	20.0%
Usually	139	**14**	17	10	1	12	0	1	7	6	0	3	10	11	2	1	0	0	1	2	0	0	7	0	1	1	9	4
	22.9%	**30.4%**	27.0%	29.4%	25.0%	30.0%	---	50.0%	28.0%	33.3%	0.0%	21.4%	40.0%	40.7%	12.5%	50.0%	---	---	100.0%	15.4%	---	---	43.8%	0.0%	14.3%	11.1%	34.6%	40.0%
Always	265	**15**	32	14	2	13	0	0	11	4	2	7	6	9	5	1	0	0	0	4	0	0	6	1	2	0	11	4
	43.7%	**32.6%**	50.8%	41.2%	50.0%	32.5%	---	0.0%	44.0%	22.2%	40.0%	50.0%	24.0%	33.3%	31.3%	50.0%	---	---	0.0%	30.8%	---	---	37.5%	100.0%	28.6%	0.0%	42.3%	40.0%
Significantly different from column:*																												
Usually or Always	404	**29**	49	24	3	25	0	1	18	10	2	10	16	20	7	2	0	0	1	6	0	0	13	1	3	1	20	8
	66.7%	**63.0%**	77.8%	70.6%	75.0%	62.5%	---	50.0%	72.0%	55.6%	40.0%	71.4%	64.0%	74.1%	43.8%	100.0%	---	---	100.0%	46.2%	---	---	81.3%	100.0%	42.9%	11.1%	76.9%	80.0%
Significantly different from column:*														O	N													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 22

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	614	**48**	65	34	4	41	0	4	25	18	5	15	25	28	16	3	0	0	1	14	0	0	16	1	7	10	27	10
Number missing or multiple answer	7	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	607	**48**	64	34	4	41	0	4	25	18	5	15	25	28	16	3	0	0	1	14	0	0	16	1	7	10	27	10
	98.9%	**100.0%**	98.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	342	**22**	34	15	3	17	0	2	12	7	2	7	11	11	9	1	0	0	1	5	0	0	10	1	1	3	11	7
	56.3%	**45.8%**	53.1%	44.1%	75.0%	41.5%	---	50.0%	48.0%	38.9%	40.0%	46.7%	44.0%	39.3%	56.3%	33.3%	---	---	100.0%	35.7%	---	---	62.5%	100.0%	14.3%	30.0%	40.7%	70.0%
No	265	**26**	30	19	1	24	0	2	13	11	3	8	14	17	7	2	0	0	0	9	0	0	6	0	6	7	16	3
	43.7%	**54.2%**	46.9%	55.9%	25.0%	58.5%	---	50.0%	52.0%	61.1%	60.0%	53.3%	56.0%	60.7%	43.8%	66.7%	---	---	0.0%	64.3%	---	---	37.5%	0.0%	85.7%	70.0%	59.3%	30.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 23

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	40	**6**	9	1	1	5	0	3	1	2	3	1	2	5	1	0	1	0	0	4	0	0	0	0	0	1	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,930	**291**	384	120	40	236	0	69	129	81	64	74	136	220	48	13	11	3	4	108	1	3	75	3	26	117	149	19
	99.0%	**98.0%**	97.7%	99.2%	97.6%	97.9%	---	95.8%	99.2%	97.6%	95.5%	98.7%	98.6%	97.8%	98.0%	100.0%	91.7%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	---	100.0%	99.2%	98.0%	100.0%
Yes	753	**57**	72	38	6	47	0	14	26	16	9	11	34	41	12	3	1	0	1	11	0	0	22	1	8	4	38	13
	19.2%	**19.6%**	18.8%	31.7%	15.0%	19.9%	---	20.3%	20.2%	19.8%	14.1%	14.9%	25.0%	18.6%	25.0%	23.1%	9.1%	0.0%	25.0%	10.2%	0.0%	0.0%	29.3%	33.3%	30.8%	3.4%	25.5%	68.4%
No	3,177	**234**	312	82	34	189	0	55	103	65	55	63	102	179	36	10	10	3	3	97	1	3	53	2	18	113	111	6
	80.8%	**80.4%**	81.3%	68.3%	85.0%	80.1%	---	79.7%	79.8%	80.2%	85.9%	85.1%	75.0%	81.4%	75.0%	76.9%	90.9%	100.0%	75.0%	89.8%	100.0%	100.0%	70.7%	66.7%	69.2%	96.6%	74.5%	31.6%
Significantly different from column:*		**D**																		W			T			AA	AB,Z	AA

NA - There is no "no experience" category for this question.

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Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 24

In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	753	**57**	72	38	6	47	0	14	26	16	9	11	34	41	12	3	1	0	1	11	0	0	22	1	8	4	38	13
Number missing or multiple answer	9	**2**	0	1	0	2	0	2	0	0	1	1	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	744	**55**	72	37	6	45	0	12	26	16	8	10	34	39	12	3	1	0	1	11	0	0	21	1	8	4	37	12
	98.8%	**96.5%**	100.0%	97.4%	100.0%	95.7%	---	85.7%	100.0%	100.0%	88.9%	90.9%	100.0%	95.1%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	95.5%	---	100.0%	100.0%	97.4%	92.3%
Yes	455	**34**	45	25	4	29	0	9	15	10	7	8	18	21	10	2	0	0	1	8	0	0	13	1	6	2	23	7
	61.2%	**61.8%**	62.5%	67.6%	66.7%	64.4%	---	75.0%	57.7%	62.5%	87.5%	80.0%	52.9%	53.8%	83.3%	66.7%	0.0%	---	100.0%	72.7%	---	---	61.9%	100.0%	75.0%	50.0%	62.2%	58.3%
No	289	**21**	27	12	2	16	0	3	11	6	1	2	16	18	2	1	1	0	0	3	0	0	8	0	2	2	14	5
	38.8%	**38.2%**	37.5%	32.4%	33.3%	35.6%	---	25.0%	42.3%	37.5%	12.5%	20.0%	47.1%	46.2%	16.7%	33.3%	100.0%	---	0.0%	27.3%	---	---	38.1%	0.0%	25.0%	50.0%	37.8%	41.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 25

A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	39	**5**	8	44	1	4	0	1	3	1	2	1	2	5	0	0	1	0	0	2	0	0	1	0	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,931	**292**	385	309	40	237	0	71	127	82	65	74	136	220	49	13	11	3	4	110	1	3	74	3	26	118	151	18
	99.0%	**98.3%**	98.0%	87.5%	97.6%	98.3%	---	98.6%	97.7%	98.8%	97.0%	98.7%	98.6%	97.8%	100.0%	100.0%	91.7%	100.0%	100.0%	98.2%	100.0%	100.0%	98.7%	---	100.0%	100.0%	99.3%	94.7%
Yes	3,398	**257**	341	270	35	211	0	65	114	69	56	62	125	193	45	12	9	2	4	93	1	3	71	3	24	92	142	18
	86.4%	**88.0%**	88.6%	87.4%	87.5%	89.0%	---	91.5%	89.8%	84.1%	86.2%	83.8%	91.9%	87.7%	91.8%	92.3%	81.8%	66.7%	100.0%	84.5%	100.0%	100.0%	95.9%	100.0%	92.3%	78.0%	94.0%	100.0%
No	533	**35**	44	39	5	26	0	6	13	13	9	12	11	27	4	1	2	1	0	17	0	0	3	0	2	26	9	0
	13.6%	**12.0%**	11.4%	12.6%	12.5%	11.0%	---	8.5%	10.2%	15.9%	13.8%	16.2%	8.1%	12.3%	8.2%	7.7%	18.2%	33.3%	0.0%	15.5%	0.0%	0.0%	4.1%	0.0%	7.7%	22.0%	6.0%	0.0%
Significantly different from column:*																				W			T			AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 26

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q25)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,398	**257**	341	270	35	211	0	65	114	69	56	62	125	193	45	12	9	2	4	93	1	3	71	3	24	92	142	18
Number missing or multiple answer	76	**8**	7	6	1	6	0	1	3	3	2	2	3	4	1	2	1	0	0	3	0	0	1	0	0	4	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,322	**249**	334	264	34	205	0	64	111	66	54	60	122	189	44	10	8	2	4	90	1	3	70	3	24	88	140	18
	97.8%	**96.9%**	97.9%	97.8%	97.1%	97.2%	---	98.5%	97.4%	95.7%	96.4%	96.8%	97.6%	97.9%	97.8%	83.3%	88.9%	100.0%	100.0%	96.8%	100.0%	100.0%	98.6%	---	100.0%	95.7%	98.6%	100.0%
None	1,315	**95**	82	48	13	79	0	15	45	31	26	20	44	80	10	1	4	1	1	36	1	1	19	0	12	73	18	2
	39.6%	**38.2%**	24.6%	18.2%	38.2%	38.5%	---	23.4%	40.5%	47.0%	48.1%	33.3%	36.1%	42.3%	22.7%	10.0%	50.0%	50.0%	25.0%	40.0%	100.0%	33.3%	27.1%	0.0%	50.0%	83.0%	12.9%	11.1%
1 time	1,193	**87**	132	108	12	71	0	29	36	20	17	26	40	67	16	3	3	1	0	34	0	1	31	1	2	14	68	4
	35.9%	**34.9%**	39.5%	40.9%	35.3%	34.6%	---	45.3%	32.4%	30.3%	31.5%	43.3%	32.8%	35.4%	36.4%	30.0%	37.5%	50.0%	0.0%	37.8%	0.0%	33.3%	44.3%	33.3%	8.3%	15.9%	48.6%	22.2%
2	439	**35**	65	62	4	30	0	8	16	10	10	7	17	20	12	2	0	0	1	15	0	1	9	0	4	1	30	4
	13.2%	**14.1%**	19.5%	23.5%	11.8%	14.6%	---	12.5%	14.4%	15.2%	18.5%	11.7%	13.9%	10.6%	27.3%	20.0%	0.0%	0.0%	25.0%	16.7%	0.0%	33.3%	12.9%	0.0%	16.7%	1.1%	21.4%	22.2%
3	209	**18**	39	25	2	15	0	9	6	3	0	4	13	13	3	2	0	0	0	3	0	0	8	1	4	0	16	2
	6.3%	**7.2%**	11.7%	9.5%	5.9%	7.3%	---	14.1%	5.4%	4.5%	0.0%	6.7%	10.7%	6.9%	6.8%	20.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	11.4%	33.3%	16.7%	0.0%	11.4%	11.1%
4	82	**11**	6	10	2	8	0	3	6	2	1	3	6	7	2	2	0	0	2	2	0	0	2	1	2	0	8	3
	2.5%	**4.4%**	1.8%	3.8%	5.9%	3.9%	---	4.7%	5.4%	3.0%	1.9%	5.0%	4.9%	3.7%	4.5%	20.0%	0.0%	0.0%	50.0%	2.2%	0.0%	0.0%	2.9%	33.3%	8.3%	0.0%	5.7%	16.7%
5 to 9	71	**3**	8	11	1	2	0	0	2	0	0	0	2	2	1	0	1	0	0	0	0	0	1	0	0	0	0	3
	2.1%	**1.2%**	2.4%	4.2%	2.9%	1.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.6%	1.1%	2.3%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	16.7%
10 or more times	13	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.6%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2 or more times	814	**67**	120	108	9	55	0	20	30	15	11	14	38	42	18	6	1	0	3	20	0	1	20	2	10	1	54	12
	24.5%	**26.9%**	35.9%	40.9%	26.5%	26.8%	---	31.3%	27.0%	22.7%	20.4%	23.3%	31.1%	22.2%	40.9%	60.0%	12.5%	0.0%	75.0%	22.2%	0.0%	33.3%	28.6%	66.7%	41.7%	1.1%	38.6%	66.7%
Significantly different from column:*		**C,D**												O	N											AA	AB,Z	AA

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 26a

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	**154**	252	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
Number missing or multiple answer	9	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,998	**154**	250	215	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
	99.6%	**100.0%**	99.2%	99.5%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	1,825	**137**	213	179	16	115	0	45	60	30	18	37	74	98	29	8	4	1	3	41	0	2	49	2	12	14	108	15
	91.3%	**89.0%**	85.2%	83.3%	76.2%	91.3%	---	91.8%	90.9%	85.7%	64.3%	92.5%	94.9%	89.9%	85.3%	88.9%	100.0%	100.0%	100.0%	75.9%	---	100.0%	96.1%	66.7%	100.0%	93.3%	88.5%	93.8%
Sometimes	103	**11**	17	22	4	7	0	3	2	4	6	2	3	7	4	0	0	0	0	7	0	0	2	1	0	0	11	0
	5.2%	**7.1%**	6.8%	10.2%	19.0%	5.6%	---	6.1%	3.0%	11.4%	21.4%	5.0%	3.8%	6.4%	11.8%	0.0%	0.0%	0.0%	0.0%	13.0%	---	0.0%	3.9%	33.3%	0.0%	0.0%	9.0%	0.0%
Usually	27	**1**	12	3	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
	1.4%	**0.6%**	4.8%	1.4%	4.8%	0.0%	---	0.0%	1.5%	0.0%	3.6%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
Always	43	**5**	8	11	0	4	0	1	3	1	3	1	1	3	1	1	0	0	0	5	0	0	0	0	0	1	2	1
	2.2%	**3.2%**	3.2%	5.1%	0.0%	3.2%	---	2.0%	4.5%	2.9%	10.7%	2.5%	1.3%	2.8%	2.9%	11.1%	0.0%	0.0%	0.0%	9.3%	---	0.0%	0.0%	0.0%	0.0%	6.7%	1.6%	6.3%
Significantly different from column:*																												
Usually or Always	70	**6**	20	14	1	4	0	1	4	1	4	1	1	4	1	1	0	0	0	6	0	0	0	0	0	1	3	1
	3.5%	**3.9%**	8.0%	6.5%	4.8%	3.2%	---	2.0%	6.1%	2.9%	14.3%	2.5%	1.3%	3.7%	2.9%	11.1%	0.0%	0.0%	0.0%	11.1%	---	0.0%	0.0%	0.0%	0.0%	6.7%	2.5%	6.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 27

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	**154**	252	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
Number missing or multiple answer	9	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,998	**154**	249	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
	99.6%	**100.0%**	98.8%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	65	**5**	3	3	1	3	0	2	2	1	0	1	2	2	1	2	0	0	0	2	0	0	1	0	1	1	4	0
	3.3%	**3.2%**	1.2%	1.4%	4.8%	2.4%	---	4.1%	3.0%	2.9%	0.0%	2.5%	2.6%	1.8%	2.9%	22.2%	0.0%	0.0%	0.0%	3.7%	---	0.0%	2.0%	0.0%	8.3%	6.7%	3.3%	0.0%
Sometimes	52	**5**	11	6	2	3	0	1	0	3	1	1	3	3	2	0	0	0	0	2	0	0	2	0	0	0	5	0
	2.6%	**3.2%**	4.4%	2.8%	9.5%	2.4%	---	2.0%	0.0%	8.6%	3.6%	2.5%	3.8%	2.8%	5.9%	0.0%	0.0%	0.0%	0.0%	3.7%	---	0.0%	3.9%	0.0%	0.0%	0.0%	4.1%	0.0%
Usually	255	**20**	36	32	5	13	0	3	10	5	5	3	10	10	9	1	0	0	1	9	0	0	3	0	2	2	14	4
	12.8%	**13.0%**	14.5%	14.8%	23.8%	10.3%	---	6.1%	15.2%	14.3%	17.9%	7.5%	12.8%	9.2%	26.5%	11.1%	0.0%	0.0%	33.3%	16.7%	---	0.0%	5.9%	0.0%	16.7%	13.3%	11.5%	25.0%
Always	1,626	**124**	199	175	13	107	0	43	54	26	22	35	63	94	22	6	4	1	2	41	0	2	45	3	9	12	99	12
	81.4%	**80.5%**	79.9%	81.0%	61.9%	84.9%	---	87.8%	81.8%	74.3%	78.6%	87.5%	80.8%	86.2%	64.7%	66.7%	100.0%	100.0%	66.7%	75.9%	---	100.0%	88.2%	100.0%	75.0%	80.0%	81.1%	75.0%
Significantly different from column:*														O	N													
Usually or Always	1,881	**144**	235	207	18	120	0	46	64	31	27	38	73	104	31	7	4	1	3	50	0	2	48	3	11	14	113	16
	94.1%	**93.5%**	94.4%	95.8%	85.7%	95.2%	---	93.9%	97.0%	88.6%	96.4%	95.0%	93.6%	95.4%	91.2%	77.8%	100.0%	100.0%	100.0%	92.6%	---	100.0%	94.1%	100.0%	91.7%	93.3%	92.6%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	**154**	252	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
Number missing or multiple answer	14	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,993	**154**	250	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
	99.3%	**100.0%**	99.2%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	26	**1**	0	1	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0
	1.3%	**0.6%**	0.0%	0.5%	0.0%	0.8%	---	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	1.9%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%
Sometimes	49	**3**	7	5	0	3	0	1	0	2	0	0	3	1	2	0	0	0	1	0	0	0	2	0	0	0	3	0
	2.5%	**1.9%**	2.8%	2.3%	0.0%	2.4%	---	2.0%	0.0%	5.7%	0.0%	0.0%	3.8%	0.9%	5.9%	0.0%	0.0%	0.0%	33.3%	0.0%	---	0.0%	3.9%	0.0%	0.0%	0.0%	2.5%	0.0%
Usually	279	**22**	34	22	5	16	0	6	7	8	4	2	15	15	6	1	0	0	0	5	0	0	8	1	3	0	17	5
	14.0%	**14.3%**	13.6%	10.2%	23.8%	12.7%	---	12.2%	10.6%	22.9%	14.3%	5.0%	19.2%	13.8%	17.6%	11.1%	0.0%	0.0%	0.0%	9.3%	---	0.0%	15.7%	33.3%	25.0%	0.0%	13.9%	31.3%
Always	1,639	**128**	209	188	16	106	0	42	58	25	24	38	60	93	26	7	4	1	2	48	0	2	41	2	9	15	101	11
	82.2%	**83.1%**	83.6%	87.0%	76.2%	84.1%	---	85.7%	87.9%	71.4%	85.7%	95.0%	76.9%	85.3%	76.5%	77.8%	100.0%	100.0%	66.7%	88.9%	---	100.0%	80.4%	66.7%	75.0%	100.0%	82.8%	68.8%
Significantly different from column:*									J	I		M	L															
Usually or Always	1,918	**150**	243	210	21	122	0	48	65	33	28	40	75	108	32	8	4	1	2	53	0	2	49	3	12	15	118	16
	96.2%	**97.4%**	97.2%	97.2%	100.0%	96.8%	---	98.0%	98.5%	94.3%	100.0%	100.0%	96.2%	99.1%	94.1%	88.9%	100.0%	100.0%	66.7%	98.1%	---	100.0%	96.1%	100.0%	100.0%	100.0%	96.7%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	**154**	252	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
Number missing or multiple answer	7	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,000	**154**	250	215	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
	99.7%	**100.0%**	99.2%	99.5%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	19	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	**0.0%**	0.4%	1.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	36	**3**	6	3	1	2	0	1	1	1	0	0	3	0	3	0	1	0	1	0	0	0	1	0	0	0	3	0
	1.8%	**1.9%**	2.4%	1.4%	4.8%	1.6%	---	2.0%	1.5%	2.9%	0.0%	0.0%	3.8%	0.0%	8.8%	0.0%	25.0%	0.0%	33.3%	0.0%	---	0.0%	2.0%	0.0%	0.0%	0.0%	2.5%	0.0%
Usually	198	**16**	29	13	3	12	0	6	3	6	3	2	10	11	4	1	0	0	0	3	0	0	6	0	3	0	12	4
	9.9%	**10.4%**	11.6%	6.0%	14.3%	9.5%	---	12.2%	4.5%	17.1%	10.7%	5.0%	12.8%	10.1%	11.8%	11.1%	0.0%	0.0%	0.0%	5.6%	---	0.0%	11.8%	0.0%	25.0%	0.0%	9.8%	25.0%
Always	1,747	**135**	214	196	17	112	0	42	62	28	25	38	65	98	27	8	3	1	2	51	0	2	44	3	9	15	107	12
	87.4%	**87.7%**	85.6%	91.2%	81.0%	88.9%	---	85.7%	93.9%	80.0%	89.3%	95.0%	83.3%	89.9%	79.4%	88.9%	75.0%	100.0%	66.7%	94.4%	---	100.0%	86.3%	100.0%	75.0%	100.0%	87.7%	75.0%
Significantly different from column:*																												
Usually or Always	1,945	**151**	243	209	20	124	0	48	65	34	28	40	75	109	31	9	3	1	2	54	0	2	50	3	12	15	119	16
	97.3%	**98.1%**	97.2%	97.2%	95.2%	98.4%	---	98.0%	98.5%	97.1%	100.0%	100.0%	96.2%	100.0%	91.2%	100.0%	75.0%	100.0%	66.7%	100.0%	---	100.0%	98.0%	100.0%	100.0%	100.0%	97.5%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	**154**	252	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
Number missing or multiple answer	13	**0**	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,994	**154**	247	214	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
	99.4%	**100.0%**	98.0%	99.1%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,349	**103**	176	145	13	85	0	14	53	34	19	24	53	68	26	8	3	1	3	35	0	1	32	3	6	12	81	10
	67.7%	**66.9%**	71.3%	67.8%	61.9%	67.5%	---	28.6%	80.3%	97.1%	67.9%	60.0%	67.9%	62.4%	76.5%	88.9%	75.0%	100.0%	100.0%	64.8%	---	50.0%	62.7%	100.0%	50.0%	80.0%	66.4%	62.5%
No	645	**51**	71	69	8	41	0	35	13	1	9	16	25	41	8	1	1	0	0	19	0	1	19	0	6	3	41	6
	32.3%	**33.1%**	28.7%	32.2%	38.1%	32.5%	---	71.4%	19.7%	2.9%	32.1%	40.0%	32.1%	37.6%	23.5%	11.1%	25.0%	0.0%	0.0%	35.2%	---	50.0%	37.3%	0.0%	50.0%	20.0%	33.6%	37.5%
Significantly different from column:*								I,J	H	H																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 31

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,349	**103**	176	145	13	85	0	14	53	34	19	24	53	68	26	8	3	1	3	35	0	1	32	3	6	12	81	10
Number missing or multiple answer	13	**3**	0	1	0	3	0	0	0	3	1	0	2	2	0	1	0	0	0	1	0	0	2	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,336	**100**	176	144	13	82	0	14	53	31	18	24	51	66	26	7	3	1	3	34	0	1	30	3	6	12	78	10
	99.0%	**97.1%**	100.0%	99.3%	100.0%	96.5%	---	100.0%	100.0%	91.2%	94.7%	100.0%	96.2%	97.1%	100.0%	87.5%	100.0%	100.0%	100.0%	97.1%	---	100.0%	93.8%	---	100.0%	100.0%	96.3%	100.0%
Never	11	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	0.0%	0.7%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	53	**6**	6	3	2	3	0	1	1	4	0	3	2	2	3	1	0	0	1	3	0	0	1	0	0	1	5	0
	4.0%	**6.0%**	3.4%	2.1%	15.4%	3.7%	---	7.1%	1.9%	12.9%	0.0%	12.5%	3.9%	3.0%	11.5%	14.3%	0.0%	0.0%	33.3%	8.8%	---	0.0%	3.3%	0.0%	0.0%	8.3%	6.4%	0.0%
Usually	258	**14**	40	28	3	11	0	1	8	5	1	1	12	7	6	1	1	0	0	2	0	0	6	0	1	0	13	1
	19.3%	**14.0%**	22.7%	19.4%	23.1%	13.4%	---	7.1%	15.1%	16.1%	5.6%	4.2%	23.5%	10.6%	23.1%	14.3%	33.3%	0.0%	0.0%	5.9%	---	0.0%	20.0%	0.0%	16.7%	0.0%	16.7%	10.0%
Always	1,014	**80**	130	112	8	68	0	12	44	22	17	20	37	57	17	5	2	1	2	29	0	1	23	3	5	11	60	9
	75.9%	**80.0%**	73.9%	77.8%	61.5%	82.9%	---	85.7%	83.0%	71.0%	94.4%	83.3%	72.5%	86.4%	65.4%	71.4%	66.7%	100.0%	66.7%	85.3%	---	100.0%	76.7%	100.0%	83.3%	91.7%	76.9%	90.0%
Significantly different from column:*														O	N													
Usually or Always	1,272	**94**	170	140	11	79	0	13	52	27	18	21	49	64	23	6	3	1	2	31	0	1	29	3	6	11	73	10
	95.2%	**94.0%**	96.6%	97.2%	84.6%	96.3%	---	92.9%	98.1%	87.1%	100.0%	87.5%	96.1%	97.0%	88.5%	85.7%	100.0%	100.0%	66.7%	91.2%	---	100.0%	96.7%	100.0%	100.0%	91.7%	93.6%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	**154**	252	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
Number missing or multiple answer	21	**0**	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,986	**154**	248	215	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
	99.0%	**100.0%**	98.4%	99.5%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	47	**1**	4	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
	2.4%	**0.6%**	1.6%	0.5%	0.0%	0.0%	---	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Sometimes	138	**17**	19	15	4	12	0	5	6	5	1	6	6	11	4	1	0	0	0	11	0	0	3	0	1	6	10	1
	6.9%	**11.0%**	7.7%	7.0%	19.0%	9.5%	---	10.2%	9.1%	14.3%	3.6%	15.0%	7.7%	10.1%	11.8%	11.1%	0.0%	0.0%	0.0%	20.4%	---	0.0%	5.9%	0.0%	8.3%	40.0%	8.2%	6.3%
Usually	387	**27**	59	49	4	23	0	8	13	5	8	8	11	18	6	2	1	0	1	12	0	0	7	1	2	2	22	3
	19.5%	**17.5%**	23.8%	22.8%	19.0%	18.3%	---	16.3%	19.7%	14.3%	28.6%	20.0%	14.1%	16.5%	17.6%	22.2%	25.0%	0.0%	33.3%	22.2%	---	0.0%	13.7%	33.3%	16.7%	13.3%	18.0%	18.8%
Always	1,414	**109**	166	150	13	91	0	36	47	24	19	26	61	80	24	5	3	1	2	31	0	2	41	2	9	6	90	12
	71.2%	**70.8%**	66.9%	69.8%	61.9%	72.2%	---	73.5%	71.2%	68.6%	67.9%	65.0%	78.2%	73.4%	70.6%	55.6%	75.0%	100.0%	66.7%	57.4%	---	100.0%	80.4%	66.7%	75.0%	40.0%	73.8%	75.0%
Significantly different from column:*																				W			T			AB		Z
Usually or Always	1,801	**136**	225	199	17	114	0	44	60	29	27	34	72	98	30	7	4	1	3	43	0	2	48	3	11	8	112	15
	90.7%	**88.3%**	90.7%	92.6%	81.0%	90.5%	---	89.8%	90.9%	82.9%	96.4%	85.0%	92.3%	89.9%	88.2%	77.8%	100.0%	100.0%	100.0%	79.6%	---	100.0%	94.1%	100.0%	91.7%	53.3%	91.8%	93.8%
Significantly different from column:*																				W			T					

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	**154**	252	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
Number missing or multiple answer	16	**1**	3	2	0	1	0	0	1	0	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,991	**153**	249	214	21	125	0	49	65	35	27	40	78	109	33	9	4	1	3	53	0	2	51	3	12	14	122	16
	99.2%	**99.4%**	98.8%	99.1%	100.0%	99.2%	---	100.0%	98.5%	100.0%	96.4%	100.0%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	98.1%	---	100.0%	100.0%	---	100.0%	93.3%	100.0%	100.0%
Yes	1,749	**130**	225	204	16	109	0	41	56	30	25	29	72	97	25	6	2	1	2	41	0	2	47	2	12	7	107	15
	87.8%	**85.0%**	90.4%	95.3%	76.2%	87.2%	---	83.7%	86.2%	85.7%	92.6%	72.5%	92.3%	89.0%	75.8%	66.7%	50.0%	100.0%	66.7%	77.4%	---	100.0%	92.2%	66.7%	100.0%	50.0%	87.7%	93.8%
No	242	**23**	24	10	5	16	0	8	9	5	2	11	6	12	8	3	2	0	1	12	0	0	4	1	0	7	15	1
	12.2%	**15.0%**	9.6%	4.7%	23.8%	12.8%	---	16.3%	13.8%	14.3%	7.4%	27.5%	7.7%	11.0%	24.2%	33.3%	50.0%	0.0%	33.3%	22.6%	---	0.0%	7.8%	33.3%	0.0%	50.0%	12.3%	6.3%
Significantly different from column:*		**D**									L	K,M	L							W			T					

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,007	**154**	252	216	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
Number missing or multiple answer	8	**0**	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,999	**154**	248	214	21	126	0	49	66	35	28	40	78	109	34	9	4	1	3	54	0	2	51	3	12	15	122	16
	99.6%	**100.0%**	98.4%	99.1%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	715	**53**	101	94	7	44	0	20	21	12	9	11	32	38	12	2	1	1	0	15	0	0	23	1	3	3	39	11
	35.8%	**34.4%**	40.7%	43.9%	33.3%	34.9%	---	40.8%	31.8%	34.3%	32.1%	27.5%	41.0%	34.9%	35.3%	22.2%	25.0%	100.0%	0.0%	27.8%	---	0.0%	45.1%	33.3%	25.0%	20.0%	32.0%	68.8%
No	1,284	**101**	147	120	14	82	0	29	45	23	19	29	46	71	22	7	3	0	3	39	0	2	28	2	9	12	83	5
	64.2%	**65.6%**	59.3%	56.1%	66.7%	65.1%	---	59.2%	68.2%	65.7%	67.9%	72.5%	59.0%	65.1%	64.7%	77.8%	75.0%	0.0%	100.0%	72.2%	---	100.0%	54.9%	66.7%	75.0%	80.0%	68.0%	31.3%
Significantly different from column:*																										AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 35

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	715	**53**	101	94	7	44	0	20	21	12	9	11	32	38	12	2	1	1	0	15	0	0	23	1	3	3	39	11
Number missing or multiple answer	15	**1**	2	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	700	**52**	99	94	7	43	0	20	21	11	9	11	31	38	11	2	1	1	0	14	0	0	23	1	3	3	38	11
	97.9%	**98.1%**	98.0%	100.0%	100.0%	97.7%	---	100.0%	100.0%	91.7%	100.0%	100.0%	96.9%	100.0%	91.7%	100.0%	100.0%	100.0%	---	93.3%	---	---	100.0%	---	100.0%	100.0%	97.4%	100.0%
Never	29	**3**	3	4	1	2	0	0	2	1	0	1	2	2	0	0	0	0	0	0	0	0	2	0	0	0	2	1
	4.1%	**5.8%**	3.0%	4.3%	14.3%	4.7%	---	0.0%	9.5%	9.1%	0.0%	9.1%	6.5%	5.3%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	8.7%	0.0%	0.0%	0.0%	5.3%	9.1%
Sometimes	62	**5**	6	7	0	4	0	1	1	3	0	1	3	3	1	1	0	0	0	1	0	0	2	0	0	0	4	1
	8.9%	**9.6%**	6.1%	7.4%	0.0%	9.3%	---	5.0%	4.8%	27.3%	0.0%	9.1%	9.7%	7.9%	9.1%	50.0%	0.0%	0.0%	---	7.1%	---	---	8.7%	0.0%	0.0%	0.0%	10.5%	9.1%
Usually	192	**7**	32	23	2	5	0	3	2	2	1	0	6	7	0	0	0	0	0	0	0	0	5	0	1	0	3	4
	27.4%	**13.5%**	32.3%	24.5%	28.6%	11.6%	---	15.0%	9.5%	18.2%	11.1%	0.0%	19.4%	18.4%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	21.7%	0.0%	33.3%	0.0%	7.9%	36.4%
Always	417	**37**	58	60	4	32	0	16	16	5	8	9	20	26	10	1	1	1	0	13	0	0	14	1	2	3	29	5
	59.6%	**71.2%**	58.6%	63.8%	57.1%	74.4%	---	80.0%	76.2%	45.5%	88.9%	81.8%	64.5%	68.4%	90.9%	50.0%	100.0%	100.0%	---	92.9%	---	---	60.9%	100.0%	66.7%	100.0%	76.3%	45.5%
Significantly different from column:*																												
Usually or Always	609	**44**	90	83	6	37	0	19	18	7	9	9	26	33	10	1	1	1	0	13	0	0	19	1	3	3	32	9
	87.0%	**84.6%**	90.9%	88.3%	85.7%	86.0%	---	95.0%	85.7%	63.6%	100.0%	81.8%	83.9%	86.8%	90.9%	50.0%	100.0%	100.0%	---	92.9%	---	---	82.6%	100.0%	100.0%	100.0%	84.2%	81.8%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,398	**257**	341	270	35	211	0	65	114	69	56	62	125	193	45	12	9	2	4	93	1	3	71	3	24	92	142	18
Number missing or multiple answer	87	**5**	2	8	0	5	0	0	2	3	2	1	2	3	1	1	1	0	0	2	0	0	0	0	0	3	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,311	**252**	339	262	35	206	0	65	112	66	54	61	123	190	44	11	8	2	4	91	1	3	71	3	24	89	140	18
	97.4%	**98.1%**	99.4%	97.0%	100.0%	97.6%	---	100.0%	98.2%	95.7%	96.4%	98.4%	98.4%	98.4%	97.8%	91.7%	88.9%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	---	100.0%	96.7%	98.6%	100.0%
0 Worst personal doctor possible	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	3	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	3	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	14	**0**	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.9%	0.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	18	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.0%	0.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	87	**5**	6	2	0	5	0	0	1	4	0	2	2	2	2	1	0	0	1	2	0	0	1	0	0	1	4	0
	2.6%	**2.0%**	1.8%	0.8%	0.0%	2.4%	---	0.0%	0.9%	6.1%	0.0%	3.3%	1.6%	1.1%	4.5%	9.1%	0.0%	0.0%	25.0%	2.2%	0.0%	0.0%	1.4%	0.0%	0.0%	1.1%	2.9%	0.0%
6	56	**5**	7	2	1	4	0	1	1	2	0	1	4	4	1	0	0	0	0	0	0	0	3	0	1	2	3	0
	1.7%	**2.0%**	2.1%	0.8%	2.9%	1.9%	---	1.5%	0.9%	3.0%	0.0%	1.6%	3.3%	2.1%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	4.2%	2.2%	2.1%	0.0%
7	183	**12**	9	5	2	9	0	2	4	5	1	2	8	11	1	0	0	0	0	3	0	0	5	0	1	4	7	1
	5.5%	**4.8%**	2.7%	1.9%	5.7%	4.4%	---	3.1%	3.6%	7.6%	1.9%	3.3%	6.5%	5.8%	2.3%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	7.0%	0.0%	4.2%	4.5%	5.0%	5.6%
8	492	**41**	41	35	8	32	0	7	21	13	14	6	18	30	9	2	0	0	2	14	1	0	8	0	9	21	16	3
	14.9%	**16.3%**	12.1%	13.4%	22.9%	15.5%	---	10.8%	18.8%	19.7%	25.9%	9.8%	14.6%	15.8%	20.5%	18.2%	0.0%	0.0%	50.0%	15.4%	100.0%	0.0%	11.3%	0.0%	37.5%	23.6%	11.4%	16.7%
9	595	**43**	77	48	8	33	0	14	17	10	8	8	25	35	5	0	4	1	0	14	0	0	14	0	1	17	19	7
	18.0%	**17.1%**	22.7%	18.3%	22.9%	16.0%	---	21.5%	15.2%	15.2%	14.8%	13.1%	20.3%	18.4%	11.4%	0.0%	50.0%	50.0%	0.0%	15.4%	0.0%	0.0%	19.7%	0.0%	4.2%	19.1%	13.6%	38.9%
10 Best personal doctor possible	1,855	**146**	195	165	16	123	0	41	68	32	31	42	66	108	26	8	4	1	1	58	0	3	40	3	12	44	91	7
	56.0%	**57.9%**	57.5%	63.0%	45.7%	59.7%	---	63.1%	60.7%	48.5%	57.4%	68.9%	53.7%	56.8%	59.1%	72.7%	50.0%	50.0%	25.0%	63.7%	0.0%	100.0%	56.3%	100.0%	50.0%	49.4%	65.0%	38.9%

NA - There is no "no experience" category for this question.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,398	**257**	341	270	35	211	0	65	114	69	56	62	125	193	45	12	9	2	4	93	1	3	71	3	24	92	142	18
Number missing or multiple answer	87	**5**	2	8	0	5	0	0	2	3	2	1	2	3	1	1	1	0	0	2	0	0	0	0	0	3	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,311	**252**	339	262	35	206	0	65	112	66	54	61	123	190	44	11	8	2	4	91	1	3	71	3	24	89	140	18
	97.4%	**98.1%**	99.4%	97.0%	100.0%	97.6%	---	100.0%	98.2%	95.7%	96.4%	98.4%	98.4%	98.4%	97.8%	91.7%	88.9%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	---	100.0%	96.7%	98.6%	100.0%
0 to 4	43	**0**	4	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	**0.0%**	1.2%	1.9%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	87	**5**	6	2	0	5	0	0	1	4	0	2	2	2	2	1	0	0	1	2	0	0	1	0	0	1	4	0
	2.6%	**2.0%**	1.8%	0.8%	0.0%	2.4%	---	0.0%	0.9%	6.1%	0.0%	3.3%	1.6%	1.1%	4.5%	9.1%	0.0%	0.0%	25.0%	2.2%	0.0%	0.0%	1.4%	0.0%	0.0%	1.1%	2.9%	0.0%
6 or 7	239	**17**	16	7	3	13	0	3	5	7	1	3	12	15	2	0	0	0	0	3	0	0	8	0	2	6	10	1
	7.2%	**6.7%**	4.7%	2.7%	8.6%	6.3%	---	4.6%	4.5%	10.6%	1.9%	4.9%	9.8%	7.9%	4.5%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	11.3%	0.0%	8.3%	6.7%	7.1%	5.6%
8 to 10	2,942	**230**	313	248	32	188	0	62	106	55	53	56	109	173	40	10	8	2	3	86	1	3	62	3	22	82	126	17
	88.9%	**91.3%**	92.3%	94.7%	91.4%	91.3%	---	95.4%	94.6%	83.3%	98.1%	91.8%	88.6%	91.1%	90.9%	90.9%	100.0%	100.0%	75.0%	94.5%	100.0%	100.0%	87.3%	100.0%	91.7%	92.1%	90.0%	94.4%
Significantly different from column:*								J	J	H,I																		
0 to 6	186	**10**	17	9	1	9	0	1	2	6	0	3	6	6	3	1	0	0	1	2	0	0	4	0	1	3	7	0
	5.6%	**4.0%**	5.0%	3.4%	2.9%	4.4%	---	1.5%	1.8%	9.1%	0.0%	4.9%	4.9%	3.2%	6.8%	9.1%	0.0%	0.0%	25.0%	2.2%	0.0%	0.0%	5.6%	0.0%	4.2%	3.4%	5.0%	0.0%
7 to 8	675	**53**	50	40	10	41	0	9	25	18	15	8	26	41	10	2	0	0	2	17	1	0	13	0	10	25	23	4
	20.4%	**21.0%**	14.7%	15.3%	28.6%	19.9%	---	13.8%	22.3%	27.3%	27.8%	13.1%	21.1%	21.6%	22.7%	18.2%	0.0%	0.0%	50.0%	18.7%	100.0%	0.0%	18.3%	0.0%	41.7%	28.1%	16.4%	22.2%
9 to 10	2,450	**189**	272	213	24	156	0	55	85	42	39	50	91	143	31	8	8	2	1	72	0	3	54	3	13	61	110	14
	74.0%	**75.0%**	80.2%	81.3%	68.6%	75.7%	---	84.6%	75.9%	63.6%	72.2%	82.0%	74.0%	75.3%	70.5%	72.7%	100.0%	100.0%	25.0%	79.1%	0.0%	100.0%	76.1%	100.0%	54.2%	68.5%	78.6%	77.8%
Significantly different from column:*								J		H										Y			Y		T,W			

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 37

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Base: All respondents whose child has a personal doctor (Q25)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,398	**257**	341	104	35	211	0	65	114	69	56	62	125	193	45	12	9	2	4	93	1	3	71	3	24	92	142	18
Number missing or multiple answer	55	**4**	2	2	1	3	0	0	1	3	0	0	4	3	0	1	1	0	0	1	0	0	1	0	0	2	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,343	**253**	339	102	34	208	0	65	113	66	56	62	121	190	45	11	8	2	4	92	1	3	70	3	24	90	140	18
	98.4%	**98.4%**	99.4%	98.1%	97.1%	98.6%	---	100.0%	99.1%	95.7%	100.0%	100.0%	96.8%	98.4%	100.0%	91.7%	88.9%	100.0%	100.0%	98.9%	100.0%	100.0%	98.6%	---	100.0%	97.8%	98.6%	100.0%
Yes	859	**56**	66	45	4	50	0	8	27	21	8	12	35	30	19	5	0	0	3	9	0	1	27	1	7	9	33	12
	25.7%	**22.1%**	19.5%	44.1%	11.8%	24.0%	---	12.3%	23.9%	31.8%	14.3%	19.4%	28.9%	15.8%	42.2%	45.5%	0.0%	0.0%	75.0%	9.8%	0.0%	33.3%	38.6%	33.3%	29.2%	10.0%	23.6%	66.7%
No	2,484	**197**	273	57	30	158	0	57	86	45	48	50	86	160	26	6	8	2	1	83	1	2	43	2	17	81	107	6
	74.3%	**77.9%**	80.5%	55.9%	88.2%	76.0%	---	87.7%	76.1%	68.2%	85.7%	80.6%	71.1%	84.2%	57.8%	54.5%	100.0%	100.0%	25.0%	90.2%	100.0%	66.7%	61.4%	66.7%	70.8%	90.0%	76.4%	33.3%
Significantly different from column:*		**D**						J		H	M		K	O	N					W			T			AA	AB,Z	AA

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 38

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	859	**56**	66	45	4	50	0	8	27	21	8	12	35	30	19	5	0	0	3	9	0	1	27	1	7	9	33	12
Number missing or multiple answer	23	**2**	2	0	1	1	0	0	0	2	0	0	2	1	1	0	0	0	0	1	0	0	1	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	836	**54**	64	45	3	49	0	8	27	19	8	12	33	29	18	5	0	0	3	8	0	1	26	1	7	9	31	12
	97.3%	**96.4%**	97.0%	100.0%	75.0%	98.0%	---	100.0%	100.0%	90.5%	100.0%	100.0%	94.3%	96.7%	94.7%	100.0%	---	---	100.0%	88.9%	---	100.0%	96.3%	---	100.0%	100.0%	93.9%	100.0%
Yes	771	**46**	60	40	3	42	0	8	24	14	7	11	28	26	14	4	0	0	2	8	0	1	23	1	5	7	27	11
	92.2%	**85.2%**	93.8%	88.9%	100.0%	85.7%	---	100.0%	88.9%	73.7%	87.5%	91.7%	84.8%	89.7%	77.8%	80.0%	---	---	66.7%	100.0%	---	100.0%	88.5%	100.0%	71.4%	77.8%	87.1%	91.7%
No	65	**8**	4	5	0	7	0	0	3	5	1	1	5	3	4	1	0	0	1	0	0	0	3	0	2	2	4	1
	7.8%	**14.8%**	6.3%	11.1%	0.0%	14.3%	---	0.0%	11.1%	26.3%	12.5%	8.3%	15.2%	10.3%	22.2%	20.0%	---	---	33.3%	0.0%	---	0.0%	11.5%	0.0%	28.6%	22.2%	12.9%	8.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 39

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	859	**56**	66	45	4	50	0	8	27	21	8	12	35	30	19	5	0	0	3	9	0	1	27	1	7	9	33	12
Number missing or multiple answer	24	**3**	2	1	1	2	0	0	1	2	0	1	2	2	1	0	0	0	0	2	0	0	1	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	835	**53**	64	44	3	48	0	8	26	19	8	11	33	28	18	5	0	0	3	7	0	1	26	1	7	9	30	12
	97.2%	**94.6%**	97.0%	97.8%	75.0%	96.0%	---	100.0%	96.3%	90.5%	100.0%	91.7%	94.3%	93.3%	94.7%	100.0%	---	---	100.0%	77.8%	---	100.0%	96.3%	---	100.0%	100.0%	90.9%	100.0%
Yes	739	**44**	59	39	3	40	0	8	21	15	7	10	27	25	13	4	0	0	2	7	0	1	22	1	4	8	26	9
	88.5%	**83.0%**	92.2%	88.6%	100.0%	83.3%	---	100.0%	80.8%	78.9%	87.5%	90.9%	81.8%	89.3%	72.2%	80.0%	---	---	66.7%	100.0%	---	100.0%	84.6%	100.0%	57.1%	88.9%	86.7%	75.0%
No	96	**9**	5	5	0	8	0	0	5	4	1	1	6	3	5	1	0	0	1	0	0	0	4	0	3	1	4	3
	11.5%	**17.0%**	7.8%	11.4%	0.0%	16.7%	---	0.0%	19.2%	21.1%	12.5%	9.1%	18.2%	10.7%	27.8%	20.0%	---	---	33.3%	0.0%	---	0.0%	15.4%	0.0%	42.9%	11.1%	13.3%	25.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 40

In the last 6 months, did you make any appointments for your child with a specialist?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	17	**3**	2	2	0	3	0	1	2	0	1	1	1	2	0	1	0	0	0	2	0	0	0	0	0	1	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,953	**294**	391	351	41	238	0	71	128	83	66	74	137	223	49	12	12	3	4	110	1	3	75	3	26	117	151	18
	99.6%	**99.0%**	99.5%	99.4%	100.0%	98.8%	---	98.6%	98.5%	100.0%	98.5%	98.7%	99.3%	99.1%	100.0%	92.3%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	---	100.0%	99.2%	99.3%	94.7%
Yes	633	**47**	61	73	4	42	0	13	22	12	5	12	29	34	10	1	0	1	0	10	0	0	24	0	3	5	34	7
	16.0%	**16.0%**	15.6%	20.8%	9.8%	17.6%	---	18.3%	17.2%	14.5%	7.6%	16.2%	21.2%	15.2%	20.4%	8.3%	0.0%	33.3%	0.0%	9.1%	0.0%	0.0%	32.0%	0.0%	11.5%	4.3%	22.5%	38.9%
No	3,320	**247**	330	278	37	196	0	58	106	71	61	62	108	189	39	11	12	2	4	100	1	3	51	3	23	112	117	11
	84.0%	**84.0%**	84.4%	79.2%	90.2%	82.4%	---	81.7%	82.8%	85.5%	92.4%	83.8%	78.8%	84.8%	79.6%	91.7%	100.0%	66.7%	100.0%	90.9%	100.0%	100.0%	68.0%	100.0%	88.5%	95.7%	77.5%	61.1%
Significantly different from column:*											M		K							W			T,Y		W	AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 41

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	633	**47**	61	73	4	42	0	13	22	12	5	12	29	34	10	1	0	1	0	10	0	0	24	0	3	5	34	7
Number missing or multiple answer	3	**1**	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	630	**46**	61	73	4	41	0	13	21	12	5	11	29	33	10	1	0	1	0	9	0	0	24	0	3	5	33	7
	99.5%	**97.9%**	100.0%	100.0%	100.0%	97.6%	---	100.0%	95.5%	100.0%	100.0%	91.7%	100.0%	97.1%	100.0%	100.0%	---	100.0%	---	90.0%	---	---	100.0%	---	100.0%	100.0%	97.1%	100.0%
Never	33	**4**	2	8	0	4	0	2	0	2	0	1	3	4	0	0	0	0	0	0	0	0	2	0	1	0	4	0
	5.2%	**8.7%**	3.3%	11.0%	0.0%	9.8%	---	15.4%	0.0%	16.7%	0.0%	9.1%	10.3%	12.1%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	8.3%	---	33.3%	0.0%	12.1%	0.0%
Sometimes	126	**9**	9	12	1	8	0	1	4	4	1	5	3	5	4	0	0	1	0	0	0	0	5	0	1	2	5	2
	20.0%	**19.6%**	14.8%	16.4%	25.0%	19.5%	---	7.7%	19.0%	33.3%	20.0%	45.5%	10.3%	15.2%	40.0%	0.0%	---	100.0%	---	0.0%	---	---	20.8%	---	33.3%	40.0%	15.2%	28.6%
Usually	170	**14**	16	16	2	11	0	3	7	4	0	3	10	9	3	1	0	0	0	4	0	0	6	0	0	1	8	4
	27.0%	**30.4%**	26.2%	21.9%	50.0%	26.8%	---	23.1%	33.3%	33.3%	0.0%	27.3%	34.5%	27.3%	30.0%	100.0%	---	0.0%	---	44.4%	---	---	25.0%	---	0.0%	20.0%	24.2%	57.1%
Always	301	**19**	34	37	1	18	0	7	10	2	4	2	13	15	3	0	0	0	0	5	0	0	11	0	1	2	16	1
	47.8%	**41.3%**	55.7%	50.7%	25.0%	43.9%	---	53.8%	47.6%	16.7%	80.0%	18.2%	44.8%	45.5%	30.0%	0.0%	---	0.0%	---	55.6%	---	---	45.8%	---	33.3%	40.0%	48.5%	14.3%
Significantly different from column:*																												
Usually or Always	471	**33**	50	53	3	29	0	10	17	6	4	5	23	24	6	1	0	0	0	9	0	0	17	0	1	3	24	5
	74.8%	**71.7%**	82.0%	72.6%	75.0%	70.7%	---	76.9%	81.0%	50.0%	80.0%	45.5%	79.3%	72.7%	60.0%	100.0%	---	0.0%	---	100.0%	---	---	70.8%	---	33.3%	60.0%	72.7%	71.4%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 42

How many specialists has your child talked to in the last 6 months?

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	633	**47**	61	73	4	42	0	13	22	12	5	12	29	34	10	1	0	1	0	10	0	0	24	0	3	5	34	7
Number missing or multiple answer	8	**1**	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	625	**46**	61	73	4	41	0	13	21	12	5	11	29	33	10	1	0	1	0	9	0	0	24	0	3	5	33	7
	98.7%	**97.9%**	100.0%	100.0%	100.0%	97.6%	---	100.0%	95.5%	100.0%	100.0%	91.7%	100.0%	97.1%	100.0%	100.0%	---	100.0%	---	90.0%	---	---	100.0%	---	100.0%	100.0%	97.1%	100.0%
None	55	**3**	4	3	1	2	0	1	1	1	0	1	2	3	0	0	0	0	0	0	0	0	1	0	1	1	2	0
	8.8%	**6.5%**	6.6%	4.1%	25.0%	4.9%	---	7.7%	4.8%	8.3%	0.0%	9.1%	6.9%	9.1%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	4.2%	---	33.3%	20.0%	6.1%	0.0%
1 specialist	359	**27**	42	44	1	26	0	9	12	6	1	6	20	21	5	0	0	0	0	4	0	0	16	0	2	3	22	1
	57.4%	**58.7%**	68.9%	60.3%	25.0%	63.4%	---	69.2%	57.1%	50.0%	20.0%	54.5%	69.0%	63.6%	50.0%	0.0%	---	0.0%	---	44.4%	---	---	66.7%	---	66.7%	60.0%	66.7%	14.3%
2	129	**13**	10	18	1	12	0	3	5	5	3	3	7	7	5	0	0	1	0	5	0	0	6	0	0	1	8	4
	20.6%	**28.3%**	16.4%	24.7%	25.0%	29.3%	---	23.1%	23.8%	41.7%	60.0%	27.3%	24.1%	21.2%	50.0%	0.0%	---	100.0%	---	55.6%	---	---	25.0%	---	0.0%	20.0%	24.2%	57.1%
3	47	**1**	3	3	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	7.5%	**2.2%**	4.9%	4.1%	25.0%	0.0%	---	0.0%	4.8%	0.0%	20.0%	0.0%	0.0%	3.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	3.0%	0.0%
4	16	**2**	1	3	0	1	0	0	2	0	0	1	0	1	0	1	0	0	0	0	0	0	1	0	0	0	0	2
	2.6%	**4.3%**	1.6%	4.1%	0.0%	2.4%	---	0.0%	9.5%	0.0%	0.0%	9.1%	0.0%	3.0%	0.0%	100.0%	---	0.0%	---	0.0%	---	---	4.2%	---	0.0%	0.0%	0.0%	28.6%
5 or more specialists	19	**0**	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.0%	**0.0%**	1.6%	2.7%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
3 or more specialists	82	**3**	5	8	1	1	0	0	3	0	1	1	0	2	0	1	0	0	0	0	0	0	1	0	0	0	1	2
	13.1%	**6.5%**	8.2%	11.0%	25.0%	2.4%	---	0.0%	14.3%	0.0%	20.0%	9.1%	0.0%	6.1%	0.0%	100.0%	---	0.0%	---	0.0%	---	---	4.2%	---	0.0%	0.0%	3.0%	28.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	570	**43**	57	70	3	39	0	12	20	11	5	10	27	30	10	1	0	1	0	9	0	0	23	0	2	4	31	7
Number missing or multiple answer	6	**1**	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	564	**42**	57	70	3	38	0	12	20	10	5	9	27	30	9	1	0	1	0	9	0	0	23	0	2	4	30	7
	98.9%	**97.7%**	100.0%	100.0%	100.0%	97.4%	---	100.0%	100.0%	90.9%	100.0%	90.0%	100.0%	100.0%	90.0%	100.0%	---	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	96.8%	100.0%
0 Worst specialist possible	0	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	2.9%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
1	2	**1**	0	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	0.4%	**2.4%**	0.0%	1.4%	0.0%	2.6%	---	8.3%	0.0%	0.0%	0.0%	0.0%	3.7%	3.3%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	4.3%	---	0.0%	0.0%	0.0%	14.3%
2	1	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	1.8%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
3	7	**1**	0	1	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.2%	**2.4%**	0.0%	1.4%	0.0%	2.6%	---	0.0%	0.0%	10.0%	0.0%	0.0%	3.7%	3.3%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	4.3%	---	0.0%	0.0%	3.3%	0.0%
4	4	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	0.0%	1.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
5	18	**2**	1	1	0	2	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	0	1	0	1	1	1	0
	3.2%	**4.8%**	1.8%	1.4%	0.0%	5.3%	---	0.0%	5.0%	10.0%	0.0%	11.1%	3.7%	3.3%	11.1%	0.0%	---	0.0%	---	0.0%	---	---	4.3%	---	50.0%	25.0%	3.3%	0.0%
6	13	**1**	0	2	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
	2.3%	**2.4%**	0.0%	2.9%	0.0%	2.6%	---	0.0%	0.0%	10.0%	20.0%	0.0%	0.0%	3.3%	0.0%	0.0%	---	0.0%	---	11.1%	---	---	0.0%	---	0.0%	0.0%	3.3%	0.0%
7	41	**4**	2	2	0	4	0	2	1	1	0	1	3	3	1	0	0	0	0	0	0	0	4	0	0	0	3	1
	7.3%	**9.5%**	3.5%	2.9%	0.0%	10.5%	---	16.7%	5.0%	10.0%	0.0%	11.1%	11.1%	10.0%	11.1%	0.0%	---	0.0%	---	0.0%	---	---	17.4%	---	0.0%	0.0%	10.0%	14.3%
8	92	**6**	7	9	0	5	0	4	1	1	0	0	5	3	2	1	0	0	0	2	0	0	2	0	1	0	5	1
	16.3%	**14.3%**	12.3%	12.9%	0.0%	13.2%	---	33.3%	5.0%	10.0%	0.0%	0.0%	18.5%	10.0%	22.2%	100.0%	---	0.0%	---	22.2%	---	---	8.7%	---	50.0%	0.0%	16.7%	14.3%
9	124	**10**	16	16	2	8	0	2	6	2	1	4	5	7	2	0	0	0	0	2	0	0	5	0	0	1	7	2
	22.0%	**23.8%**	28.1%	22.9%	66.7%	21.1%	---	16.7%	30.0%	20.0%	20.0%	44.4%	18.5%	23.3%	22.2%	0.0%	---	0.0%	---	22.2%	---	---	21.7%	---	0.0%	25.0%	23.3%	28.6%
10 Best specialist possible	262	**17**	30	35	1	16	0	3	11	3	3	3	11	13	3	0	0	1	0	4	0	0	9	0	0	2	12	2
	46.5%	**40.5%**	52.6%	50.0%	33.3%	42.1%	---	25.0%	55.0%	30.0%	60.0%	33.3%	40.7%	43.3%	33.3%	0.0%	---	100.0%	---	44.4%	---	---	39.1%	---	0.0%	50.0%	40.0%	28.6%

NA - There is no "no experience" category for this question.

Yamhill Community Care

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	570	**43**	57	70	3	39	0	12	20	11	5	10	27	30	10	1	0	1	0	9	0	0	23	0	2	4	31	7
Number missing or multiple answer	6	**1**	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	564	**42**	57	70	3	38	0	12	20	10	5	9	27	30	9	1	0	1	0	9	0	0	23	0	2	4	30	7
	98.9%	**97.7%**	100.0%	100.0%	100.0%	97.4%	---	100.0%	100.0%	90.9%	100.0%	90.0%	100.0%	100.0%	90.0%	100.0%	---	100.0%	---	100.0%	---	---	100.0%	---	100.0%	100.0%	96.8%	100.0%
0 to 4	14	**2**	1	5	0	2	0	1	0	1	0	0	2	2	0	0	0	0	0	0	0	0	2	0	0	0	1	1
	2.5%	**4.8%**	1.8%	7.1%	0.0%	5.3%	---	8.3%	0.0%	10.0%	0.0%	0.0%	7.4%	6.7%	0.0%	0.0%	---	0.0%	---	0.0%	---	---	8.7%	---	0.0%	0.0%	3.3%	14.3%
5	18	**2**	1	1	0	2	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	0	1	0	1	1	1	0
	3.2%	**4.8%**	1.8%	1.4%	0.0%	5.3%	---	0.0%	5.0%	10.0%	0.0%	11.1%	3.7%	3.3%	11.1%	0.0%	---	0.0%	---	0.0%	---	---	4.3%	---	50.0%	25.0%	3.3%	0.0%
6 or 7	54	**5**	2	4	0	5	0	2	1	2	1	1	3	4	1	0	0	0	0	1	0	0	4	0	0	0	4	1
	9.6%	**11.9%**	3.5%	5.7%	0.0%	13.2%	---	16.7%	5.0%	20.0%	20.0%	11.1%	11.1%	13.3%	11.1%	0.0%	---	0.0%	---	11.1%	---	---	17.4%	---	0.0%	0.0%	13.3%	14.3%
8 to 10	478	**33**	53	60	3	29	0	9	18	6	4	7	21	23	7	1	0	1	0	8	0	0	16	0	1	3	24	5
	84.8%	**78.6%**	93.0%	85.7%	100.0%	76.3%	---	75.0%	90.0%	60.0%	80.0%	77.8%	77.8%	76.7%	77.8%	100.0%	---	100.0%	---	88.9%	---	---	69.6%	---	50.0%	75.0%	80.0%	71.4%
Significantly different from column:*		**C**																										
0 to 6	45	**5**	2	8	0	5	0	1	1	3	1	1	3	4	1	0	0	0	0	1	0	0	3	0	1	1	3	1
	8.0%	**11.9%**	3.5%	11.4%	0.0%	13.2%	---	8.3%	5.0%	30.0%	20.0%	11.1%	11.1%	13.3%	11.1%	0.0%	---	0.0%	---	11.1%	---	---	13.0%	---	50.0%	25.0%	10.0%	14.3%
7 to 8	133	**10**	9	11	0	9	0	6	2	2	0	1	8	6	3	1	0	0	0	2	0	0	6	0	1	0	8	2
	23.6%	**23.8%**	15.8%	15.7%	0.0%	23.7%	---	50.0%	10.0%	20.0%	0.0%	11.1%	29.6%	20.0%	33.3%	100.0%	---	0.0%	---	22.2%	---	---	26.1%	---	50.0%	0.0%	26.7%	28.6%
9 to 10	386	**27**	46	51	3	24	0	5	17	5	4	7	16	20	5	0	0	1	0	6	0	0	14	0	0	3	19	4
	68.4%	**64.3%**	80.7%	72.9%	100.0%	63.2%	---	41.7%	85.0%	50.0%	80.0%	77.8%	59.3%	66.7%	55.6%	0.0%	---	100.0%	---	66.7%	---	---	60.9%	---	0.0%	75.0%	63.3%	57.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 44

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	62	**3**	5	9	0	2	0	1	1	0	0	1	1	1	1	0	0	0	0	1	0	0	1	0	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,908	**294**	388	344	41	239	0	71	129	83	67	74	137	224	48	13	12	3	4	111	1	3	74	3	26	117	151	19
	98.4%	**99.0%**	98.7%	97.5%	100.0%	99.2%	---	98.6%	99.2%	100.0%	100.0%	98.7%	99.3%	99.6%	98.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	98.7%	---	100.0%	99.2%	99.3%	100.0%
Yes	761	**58**	98	115	8	47	0	16	26	13	15	9	31	45	7	5	1	0	2	22	1	2	18	1	1	14	35	8
	19.5%	**19.7%**	25.3%	33.4%	19.5%	19.7%	---	22.5%	20.2%	15.7%	22.4%	12.2%	22.6%	20.1%	14.6%	38.5%	8.3%	0.0%	50.0%	19.8%	100.0%	66.7%	24.3%	33.3%	3.8%	12.0%	23.2%	42.1%
No	3,147	**236**	290	229	33	192	0	55	103	70	52	65	106	179	41	8	11	3	2	89	0	1	56	2	25	103	116	11
	80.5%	**80.3%**	74.7%	66.6%	80.5%	80.3%	---	77.5%	79.8%	84.3%	77.6%	87.8%	77.4%	79.9%	85.4%	61.5%	91.7%	100.0%	50.0%	80.2%	0.0%	33.3%	75.7%	66.7%	96.2%	88.0%	76.8%	57.9%
Significantly different from column:*		**D**																								AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	761	**58**	98	115	8	47	0	16	26	13	15	9	31	45	7	5	1	0	2	22	1	2	18	1	1	14	35	8
Number missing or multiple answer	12	**2**	2	3	1	1	0	0	1	1	0	0	2	1	0	1	0	0	0	0	0	0	1	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	749	**56**	96	112	7	46	0	16	25	12	15	9	29	44	7	4	1	0	2	22	1	2	17	1	1	14	33	8
	98.4%	**96.6%**	98.0%	97.4%	87.5%	97.9%	---	100.0%	96.2%	92.3%	100.0%	100.0%	93.5%	97.8%	100.0%	80.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	94.4%	---	100.0%	100.0%	94.3%	100.0%
Never	33	**1**	2	2	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0
	4.4%	**1.8%**	2.1%	1.8%	0.0%	2.2%	---	0.0%	0.0%	8.3%	6.7%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	---	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%
Sometimes	101	**8**	13	13	2	6	0	1	4	3	2	0	6	4	4	0	0	0	1	3	1	0	1	0	0	4	4	0
	13.5%	**14.3%**	13.5%	11.6%	28.6%	13.0%	---	6.3%	16.0%	25.0%	13.3%	0.0%	20.7%	9.1%	57.1%	0.0%	0.0%	---	50.0%	13.6%	100.0%	0.0%	5.9%	0.0%	0.0%	28.6%	12.1%	0.0%
Usually	194	**17**	23	40	1	15	0	5	9	2	3	4	9	12	2	3	0	0	0	9	0	2	3	0	0	4	10	3
	25.9%	**30.4%**	24.0%	35.7%	14.3%	32.6%	---	31.3%	36.0%	16.7%	20.0%	44.4%	31.0%	27.3%	28.6%	75.0%	0.0%	---	0.0%	40.9%	0.0%	100.0%	17.6%	0.0%	0.0%	28.6%	30.3%	37.5%
Always	421	**30**	58	57	4	24	0	10	12	6	9	5	14	27	1	1	1	0	0	10	0	0	13	1	1	6	18	5
	56.2%	**53.6%**	60.4%	50.9%	57.1%	52.2%	---	62.5%	48.0%	50.0%	60.0%	55.6%	48.3%	61.4%	14.3%	25.0%	100.0%	---	0.0%	45.5%	0.0%	0.0%	76.5%	100.0%	100.0%	42.9%	54.5%	62.5%
Significantly different from column:*																												
Usually or Always	615	**47**	81	97	5	39	0	15	21	8	12	9	23	39	3	4	1	0	0	19	0	2	16	1	1	10	28	8
	82.1%	**83.9%**	84.4%	86.6%	71.4%	84.8%	---	93.8%	84.0%	66.7%	80.0%	100.0%	79.3%	88.6%	42.9%	100.0%	100.0%	---	0.0%	86.4%	0.0%	100.0%	94.1%	100.0%	100.0%	71.4%	84.8%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	761	**58**	98	115	8	47	0	16	26	13	15	9	31	45	7	5	1	0	2	22	1	2	18	1	1	14	35	8
Number missing or multiple answer	16	**4**	2	2	1	3	0	1	2	1	0	0	4	2	1	1	0	0	0	0	0	1	1	0	0	2	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	745	**54**	96	113	7	44	0	15	24	12	15	9	27	43	6	4	1	0	2	22	1	1	17	1	1	12	33	8
	97.9%	**93.1%**	98.0%	98.3%	87.5%	93.6%	---	93.8%	92.3%	92.3%	100.0%	100.0%	87.1%	95.6%	85.7%	80.0%	100.0%	---	100.0%	100.0%	100.0%	50.0%	94.4%	---	100.0%	85.7%	94.3%	100.0%
Never	19	**1**	2	1	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0
	2.6%	**1.9%**	2.1%	0.9%	0.0%	2.3%	---	0.0%	0.0%	8.3%	6.7%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	---	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%
Sometimes	29	**2**	4	6	0	2	0	0	2	0	1	0	1	1	1	0	0	0	0	1	0	0	1	0	0	1	1	0
	3.9%	**3.7%**	4.2%	5.3%	0.0%	4.5%	---	0.0%	8.3%	0.0%	6.7%	0.0%	3.7%	2.3%	16.7%	0.0%	0.0%	---	0.0%	4.5%	0.0%	0.0%	5.9%	0.0%	0.0%	8.3%	3.0%	0.0%
Usually	129	**7**	15	21	1	6	0	1	4	2	2	1	4	3	3	1	0	0	0	4	0	0	1	0	0	1	6	0
	17.3%	**13.0%**	15.6%	18.6%	14.3%	13.6%	---	6.7%	16.7%	16.7%	13.3%	11.1%	14.8%	7.0%	50.0%	25.0%	0.0%	---	0.0%	18.2%	0.0%	0.0%	5.9%	0.0%	0.0%	8.3%	18.2%	0.0%
Always	568	**44**	75	85	6	35	0	14	18	9	11	8	22	38	2	3	1	0	1	17	1	1	15	1	1	10	25	8
	76.2%	**81.5%**	78.1%	75.2%	85.7%	79.5%	---	93.3%	75.0%	75.0%	73.3%	88.9%	81.5%	88.4%	33.3%	75.0%	100.0%	---	50.0%	77.3%	100.0%	100.0%	88.2%	100.0%	100.0%	83.3%	75.8%	100.0%
Significantly different from column:*																												
Usually or Always	697	**51**	90	106	7	41	0	15	22	11	13	9	26	41	5	4	1	0	1	21	1	1	16	1	1	11	31	8
	93.6%	**94.4%**	93.8%	93.8%	100.0%	93.2%	---	100.0%	91.7%	91.7%	86.7%	100.0%	96.3%	95.3%	83.3%	100.0%	100.0%	---	50.0%	95.5%	100.0%	100.0%	94.1%	100.0%	100.0%	91.7%	93.9%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 47

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	125	**7**	13	11	0	5	0	2	2	1	1	2	2	4	1	0	0	0	0	4	0	0	1	0	0	3	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,845	**290**	380	342	41	236	0	70	128	82	66	73	136	221	48	13	12	3	4	108	1	3	74	3	26	115	150	18
	96.9%	**97.6%**	96.7%	96.9%	100.0%	97.9%	---	97.2%	98.5%	98.8%	98.5%	97.3%	98.6%	98.2%	98.0%	100.0%	100.0%	100.0%	100.0%	96.4%	100.0%	100.0%	98.7%	---	100.0%	97.5%	98.7%	94.7%
Yes	1,015	**74**	147	152	11	62	0	16	30	26	22	20	32	59	10	4	1	0	1	30	0	2	19	2	8	18	48	3
	26.4%	**25.5%**	38.7%	44.4%	26.8%	26.3%	---	22.9%	23.4%	31.7%	33.3%	27.4%	23.5%	26.7%	20.8%	30.8%	8.3%	0.0%	25.0%	27.8%	0.0%	66.7%	25.7%	66.7%	30.8%	15.7%	32.0%	16.7%
No	2,830	**216**	233	190	30	174	0	54	98	56	44	53	104	162	38	9	11	3	3	78	1	1	55	1	18	97	102	15
	73.6%	**74.5%**	61.3%	55.6%	73.2%	73.7%	---	77.1%	76.6%	68.3%	66.7%	72.6%	76.5%	73.3%	79.2%	69.2%	91.7%	100.0%	75.0%	72.2%	100.0%	33.3%	74.3%	33.3%	69.2%	84.3%	68.0%	83.3%
Significantly different from column:*		**C,D**																								AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 48

In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Base: All respondents who received forms to fill out from child's health plan (Q47)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,845	**290**	380	342	41	236	0	70	128	82	66	73	136	221	48	13	12	3	4	108	1	3	74	3	26	115	150	18
Number missing or multiple answer	30	**1**	7	0	0	1	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,815	**289**	373	342	41	235	0	70	128	81	65	73	136	221	47	13	12	3	4	108	1	3	74	3	25	115	150	18
	99.2%	**99.7%**	98.2%	100.0%	100.0%	99.6%	---	100.0%	100.0%	98.8%	98.5%	100.0%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	96.2%	100.0%	100.0%	100.0%
Never	49	**3**	10	2	0	3	0	0	2	0	2	1	0	2	0	1	0	0	0	2	0	0	0	0	0	3	0	0
	1.3%	**1.0%**	2.7%	0.6%	0.0%	1.3%	---	0.0%	1.6%	0.0%	3.1%	1.4%	0.0%	0.9%	0.0%	7.7%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%
Sometimes	168	**12**	24	32	2	10	0	2	5	5	5	3	4	10	2	0	0	0	0	6	0	1	1	1	1	4	6	2
	4.4%	**4.2%**	6.4%	9.4%	4.9%	4.3%	---	2.9%	3.9%	6.2%	7.7%	4.1%	2.9%	4.5%	4.3%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	33.3%	1.4%	33.3%	4.0%	3.5%	4.0%	11.1%
Usually	315	**25**	48	42	3	21	0	7	9	9	5	5	15	19	4	2	0	0	0	8	0	1	10	0	2	6	17	0
	8.3%	**8.7%**	12.9%	12.3%	7.3%	8.9%	---	10.0%	7.0%	11.1%	7.7%	6.8%	11.0%	8.6%	8.5%	15.4%	0.0%	0.0%	0.0%	7.4%	0.0%	33.3%	13.5%	0.0%	8.0%	5.2%	11.3%	0.0%
Always	3,283	**249**	291	266	36	201	0	61	112	67	53	64	117	190	41	10	12	3	4	92	1	1	63	2	22	102	127	16
	86.1%	**86.2%**	78.0%	77.8%	87.8%	85.5%	---	87.1%	87.5%	82.7%	81.5%	87.7%	86.0%	86.0%	87.2%	76.9%	100.0%	100.0%	100.0%	85.2%	100.0%	33.3%	85.1%	66.7%	88.0%	88.7%	84.7%	88.9%
Significantly different from column:*		**C,D**																										
Usually or Always	3,598	**274**	339	308	39	222	0	68	121	76	58	69	132	209	45	12	12	3	4	100	1	2	73	2	24	108	144	16
	94.3%	**94.8%**	90.9%	90.1%	95.1%	94.5%	---	97.1%	94.5%	93.8%	89.2%	94.5%	97.1%	94.6%	95.7%	92.3%	100.0%	100.0%	100.0%	92.6%	100.0%	66.7%	98.6%	66.7%	96.0%	93.9%	96.0%	88.9%
Significantly different from column:*		**D**																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 43, and are used in calculating the Customer Service composite score.

Yamhill Community Care

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 49

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?

Base: All respondents

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	98	**10**	13	11	0	4	0	1	4	2	2	1	4	6	0	1	0	0	1	3	0	0	0	0	1	6	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,872	**287**	380	342	41	237	0	71	126	81	65	74	134	219	49	12	12	3	3	109	1	3	75	3	25	112	149	19
	97.5%	**96.6%**	96.7%	96.9%	100.0%	98.3%	---	98.6%	96.9%	97.6%	97.0%	98.7%	97.1%	97.3%	100.0%	92.3%	100.0%	100.0%	75.0%	97.3%	100.0%	100.0%	100.0%	---	96.2%	94.9%	98.0%	100.0%
0 Worst health plan possible	11	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	6	**1**	0	0	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0
	0.2%	**0.3%**	0.0%	0.0%	0.0%	0.4%	---	1.4%	0.0%	0.0%	0.0%	0.0%	0.7%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%
2	6	**0**	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	1.2%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	22	**5**	2	1	0	5	0	1	3	1	0	2	3	4	1	0	0	0	0	1	0	0	3	0	1	1	4	0
	0.6%	**1.7%**	0.5%	0.3%	0.0%	2.1%	---	1.4%	2.4%	1.2%	0.0%	2.7%	2.2%	1.8%	2.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	4.0%	0.0%	4.0%	0.9%	2.7%	0.0%
4	28	**2**	3	1	1	1	0	0	0	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	1	1	0
	0.7%	**0.7%**	0.8%	0.3%	2.4%	0.4%	---	0.0%	0.0%	1.2%	0.0%	0.0%	1.5%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.9%	0.7%	0.0%
5	171	**15**	9	9	2	11	0	5	4	5	2	1	10	12	2	0	0	1	0	4	1	0	4	0	1	8	5	2
	4.4%	**5.2%**	2.4%	2.6%	4.9%	4.6%	---	7.0%	3.2%	6.2%	3.1%	1.4%	7.5%	5.5%	4.1%	0.0%	0.0%	33.3%	0.0%	3.7%	100.0%	0.0%	5.3%	0.0%	4.0%	7.1%	3.4%	10.5%
6	137	**10**	3	11	0	10	0	0	3	7	2	1	7	8	2	0	0	1	0	2	0	0	4	0	2	2	7	0
	3.5%	**3.5%**	0.8%	3.2%	0.0%	4.2%	---	0.0%	2.4%	8.6%	3.1%	1.4%	5.2%	3.7%	4.1%	0.0%	0.0%	33.3%	0.0%	1.8%	0.0%	0.0%	5.3%	0.0%	8.0%	1.8%	4.7%	0.0%
7	329	**27**	31	16	5	21	0	5	13	8	2	5	17	16	8	3	2	0	1	3	0	0	11	0	4	7	15	5
	8.5%	**9.4%**	8.2%	4.7%	12.2%	8.9%	---	7.0%	10.3%	9.9%	3.1%	6.8%	12.7%	7.3%	16.3%	25.0%	16.7%	0.0%	33.3%	2.8%	0.0%	0.0%	14.7%	0.0%	16.0%	6.3%	10.1%	26.3%
8	710	**55**	57	46	10	43	0	12	20	21	14	12	27	41	8	4	4	0	1	16	0	3	14	0	4	23	24	6
	18.3%	**19.2%**	15.0%	13.5%	24.4%	18.1%	---	16.9%	15.9%	25.9%	21.5%	16.2%	20.1%	18.7%	16.3%	33.3%	33.3%	0.0%	33.3%	14.7%	0.0%	100.0%	18.7%	0.0%	16.0%	20.5%	16.1%	31.6%
9	662	**33**	69	67	7	26	0	5	19	9	10	10	12	25	6	2	1	0	1	16	0	0	3	1	4	16	16	1
	17.1%	**11.5%**	18.2%	19.6%	17.1%	11.0%	---	7.0%	15.1%	11.1%	15.4%	13.5%	9.0%	11.4%	12.2%	16.7%	8.3%	0.0%	33.3%	14.7%	0.0%	0.0%	4.0%	33.3%	16.0%	14.3%	10.7%	5.3%
10 Best health plan possible	1,790	**139**	205	187	16	119	0	42	64	29	35	43	55	110	22	3	5	1	0	66	0	0	35	2	9	53	77	5
	46.2%	**48.4%**	53.9%	54.7%	39.0%	50.2%	---	59.2%	50.8%	35.8%	53.8%	58.1%	41.0%	50.2%	44.9%	25.0%	41.7%	33.3%	0.0%	60.6%	0.0%	0.0%	46.7%	66.7%	36.0%	47.3%	51.7%	26.3%

NA - There is no "no experience" category for this question.

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 49

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?

Base: All respondents

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	98	**10**	13	11	0	4	0	1	4	2	2	1	4	6	0	1	0	0	1	3	0	0	0	0	1	6	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,872	**287**	380	342	41	237	0	71	126	81	65	74	134	219	49	12	12	3	3	109	1	3	75	3	25	112	149	19
	97.5%	**96.6%**	96.7%	96.9%	100.0%	98.3%	---	98.6%	96.9%	97.6%	97.0%	98.7%	97.1%	97.3%	100.0%	92.3%	100.0%	100.0%	75.0%	97.3%	100.0%	100.0%	100.0%	---	96.2%	94.9%	98.0%	100.0%
0 to 4	73	**8**	6	6	1	7	0	2	3	2	0	2	6	7	1	0	0	0	0	2	0	0	4	0	1	3	5	0
	1.9%	**2.8%**	1.6%	1.8%	2.4%	3.0%	---	2.8%	2.4%	2.5%	0.0%	2.7%	4.5%	3.2%	2.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	5.3%	0.0%	4.0%	2.7%	3.4%	0.0%
5	171	**15**	9	9	2	11	0	5	4	5	2	1	10	12	2	0	0	1	0	4	1	0	4	0	1	8	5	2
	4.4%	**5.2%**	2.4%	2.6%	4.9%	4.6%	---	7.0%	3.2%	6.2%	3.1%	1.4%	7.5%	5.5%	4.1%	0.0%	0.0%	33.3%	0.0%	3.7%	100.0%	0.0%	5.3%	0.0%	4.0%	7.1%	3.4%	10.5%
6 or 7	466	**37**	34	27	5	31	0	5	16	15	4	6	24	24	10	3	2	1	1	5	0	0	15	0	6	9	22	5
	12.0%	**12.9%**	8.9%	7.9%	12.2%	13.1%	---	7.0%	12.7%	18.5%	6.2%	8.1%	17.9%	11.0%	20.4%	25.0%	16.7%	33.3%	33.3%	4.6%	0.0%	0.0%	20.0%	0.0%	24.0%	8.0%	14.8%	26.3%
8 to 10	3,162	**227**	331	300	33	188	0	59	103	59	59	65	94	176	36	9	10	1	2	98	0	3	52	3	17	92	117	12
	81.7%	**79.1%**	87.1%	87.7%	80.5%	79.3%	---	83.1%	81.7%	72.8%	90.8%	87.8%	70.1%	80.4%	73.5%	75.0%	83.3%	33.3%	66.7%	89.9%	0.0%	100.0%	69.3%	100.0%	68.0%	82.1%	78.5%	63.2%
Significantly different from column:*		**C,D**									M	M	K,L							W			T					
0 to 6	381	**33**	18	26	3	28	0	7	10	14	4	4	23	27	5	0	0	2	0	8	1	0	12	0	4	13	17	2
	9.8%	**11.5%**	4.7%	7.6%	7.3%	11.8%	---	9.9%	7.9%	17.3%	6.2%	5.4%	17.2%	12.3%	10.2%	0.0%	0.0%	66.7%	0.0%	7.3%	100.0%	0.0%	16.0%	0.0%	16.0%	11.6%	11.4%	10.5%
7 to 8	1,039	**82**	88	62	15	64	0	17	33	29	16	17	44	57	16	7	6	0	2	19	0	3	25	0	8	30	39	11
	26.8%	**28.6%**	23.2%	18.1%	36.6%	27.0%	---	23.9%	26.2%	35.8%	24.6%	23.0%	32.8%	26.0%	32.7%	58.3%	50.0%	0.0%	66.7%	17.4%	0.0%	100.0%	33.3%	0.0%	32.0%	26.8%	26.2%	57.9%
9 to 10	2,452	**172**	274	254	23	145	0	47	83	38	45	53	67	135	28	5	6	1	1	82	0	0	38	3	13	69	93	6
	63.3%	**59.9%**	72.1%	74.3%	56.1%	61.2%	---	66.2%	65.9%	46.9%	69.2%	71.6%	50.0%	61.6%	57.1%	41.7%	50.0%	33.3%	33.3%	75.2%	0.0%	0.0%	50.7%	100.0%	52.0%	61.6%	62.4%	31.6%
Significantly different from column:*		**C,D**						J	J	H,I	M	M	K,L							W,Y			T		T	AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 50

In the last 6 months, did you get or refill any prescription medicines for your child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	36	**4**	4	2	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	3	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,934	**293**	389	119	41	240	0	71	130	83	67	75	137	224	49	13	12	3	4	112	1	3	75	3	25	115	151	19
	99.1%	**98.7%**	99.0%	98.3%	100.0%	99.6%	---	98.6%	100.0%	100.0%	100.0%	100.0%	99.3%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	96.2%	97.5%	99.3%	100.0%
Yes	1,115	**88**	118	52	14	70	0	20	39	25	14	20	49	60	19	6	2	0	3	21	0	1	33	2	9	8	64	15
	28.3%	**30.0%**	30.3%	43.7%	34.1%	29.2%	---	28.2%	30.0%	30.1%	20.9%	26.7%	35.8%	26.8%	38.8%	46.2%	16.7%	0.0%	75.0%	18.8%	0.0%	33.3%	44.0%	66.7%	36.0%	7.0%	42.4%	78.9%
No	2,819	**205**	271	67	27	170	0	51	91	58	53	55	88	164	30	7	10	3	1	91	1	2	42	1	16	107	87	4
	71.7%	**70.0%**	69.7%	56.3%	65.9%	70.8%	---	71.8%	70.0%	69.9%	79.1%	73.3%	64.2%	73.2%	61.2%	53.8%	83.3%	100.0%	25.0%	81.3%	100.0%	66.7%	56.0%	33.3%	64.0%	93.0%	57.6%	21.1%
Significantly different from column:*		**D**									M		K							W			T			AA	AB,Z	AA

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 51

In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,115	**88**	118	52	14	70	0	20	39	25	14	20	49	60	19	6	2	0	3	21	0	1	33	2	9	8	64	15
Number missing or multiple answer	5	**2**	0	0	0	2	0	0	1	1	0	0	2	1	0	1	0	0	0	0	0	0	1	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,110	**86**	118	52	14	68	0	20	38	24	14	20	47	59	19	5	2	0	3	21	0	1	32	2	9	8	62	15
	99.6%	**97.7%**	100.0%	100.0%	100.0%	97.1%	---	100.0%	97.4%	96.0%	100.0%	100.0%	95.9%	98.3%	100.0%	83.3%	100.0%	---	100.0%	100.0%	---	100.0%	97.0%	---	100.0%	100.0%	96.9%	100.0%
Never	27	**6**	0	1	0	4	0	0	3	2	1	1	3	4	1	1	0	0	0	1	0	0	3	0	1	2	4	0
	2.4%	**7.0%**	0.0%	1.9%	0.0%	5.9%	---	0.0%	7.9%	8.3%	7.1%	5.0%	6.4%	6.8%	5.3%	20.0%	0.0%	---	0.0%	4.8%	---	0.0%	9.4%	0.0%	11.1%	25.0%	6.5%	0.0%
Sometimes	83	**7**	6	2	1	6	0	3	4	0	0	0	6	4	2	1	1	0	0	2	0	0	3	0	1	0	5	2
	7.5%	**8.1%**	5.1%	3.8%	7.1%	8.8%	---	15.0%	10.5%	0.0%	0.0%	0.0%	12.8%	6.8%	10.5%	20.0%	50.0%	---	0.0%	9.5%	---	0.0%	9.4%	0.0%	11.1%	0.0%	8.1%	13.3%
Usually	237	**20**	30	9	1	18	0	3	10	6	3	4	12	16	2	2	0	0	1	5	0	0	7	0	3	3	11	5
	21.4%	**23.3%**	25.4%	17.3%	7.1%	26.5%	---	15.0%	26.3%	25.0%	21.4%	20.0%	25.5%	27.1%	10.5%	40.0%	0.0%	---	33.3%	23.8%	---	0.0%	21.9%	0.0%	33.3%	37.5%	17.7%	33.3%
Always	763	**53**	82	40	12	40	0	14	21	16	10	15	26	35	14	1	1	0	2	13	0	1	19	2	4	3	42	8
	68.7%	**61.6%**	69.5%	76.9%	85.7%	58.8%	---	70.0%	55.3%	66.7%	71.4%	75.0%	55.3%	59.3%	73.7%	20.0%	50.0%	---	66.7%	61.9%	---	100.0%	59.4%	100.0%	44.4%	37.5%	67.7%	53.3%
Significantly different from column:*																												
Usually or Always	1,000	**73**	112	49	13	58	0	17	31	22	13	19	38	51	16	3	1	0	3	18	0	1	26	2	7	6	53	13
	90.1%	**84.9%**	94.9%	94.2%	92.9%	85.3%	---	85.0%	81.6%	91.7%	92.9%	95.0%	80.9%	86.4%	84.2%	60.0%	50.0%	---	100.0%	85.7%	---	100.0%	81.3%	100.0%	77.8%	75.0%	85.5%	86.7%
Significantly different from column:*		**C**																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,115	**88**	118	52	14	70	0	20	39	25	14	20	49	60	19	6	2	0	3	21	0	1	33	2	9	8	64	15
Number missing or multiple answer	24	**3**	4	0	0	3	0	0	1	2	0	1	2	2	0	1	0	0	0	0	0	0	1	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,091	**85**	114	52	14	67	0	20	38	23	14	19	47	58	19	5	2	0	3	21	0	1	32	2	9	8	61	15
	97.8%	**96.6%**	96.6%	100.0%	100.0%	95.7%	---	100.0%	97.4%	92.0%	100.0%	95.0%	95.9%	96.7%	100.0%	83.3%	100.0%	---	100.0%	100.0%	---	100.0%	97.0%	---	100.0%	100.0%	95.3%	100.0%
Yes	691	**53**	72	38	10	42	0	13	22	16	10	15	25	35	11	4	1	0	3	16	0	1	17	1	7	4	38	10
	63.3%	**62.4%**	63.2%	73.1%	71.4%	62.7%	---	65.0%	57.9%	69.6%	71.4%	78.9%	53.2%	60.3%	57.9%	80.0%	50.0%	---	100.0%	76.2%	---	100.0%	53.1%	50.0%	77.8%	50.0%	62.3%	66.7%
No	400	**32**	42	14	4	25	0	7	16	7	4	4	22	23	8	1	1	0	0	5	0	0	15	1	2	4	23	5
	36.7%	**37.6%**	36.8%	26.9%	28.6%	37.3%	---	35.0%	42.1%	30.4%	28.6%	21.1%	46.8%	39.7%	42.1%	20.0%	50.0%	---	0.0%	23.8%	---	0.0%	46.9%	50.0%	22.2%	50.0%	37.7%	33.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52a

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	87	**5**	8	14	0	2	0	2	0	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	0	4	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,883	**292**	385	339	41	239	0	70	130	83	67	74	138	224	48	13	12	3	4	111	1	3	75	3	26	114	152	18
	97.8%	**98.3%**	98.0%	96.0%	100.0%	99.2%	---	97.2%	100.0%	100.0%	100.0%	98.7%	100.0%	99.6%	98.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---	100.0%	96.6%	100.0%	94.7%
Yes	2,922	**220**	316	284	29	184	0	46	111	58	47	59	106	164	41	9	7	3	4	89	0	2	57	3	22	85	117	12
	75.3%	**75.3%**	82.1%	83.8%	70.7%	77.0%	---	65.7%	85.4%	69.9%	70.1%	79.7%	76.8%	73.2%	85.4%	69.2%	58.3%	100.0%	100.0%	80.2%	0.0%	66.7%	76.0%	100.0%	84.6%	74.6%	77.0%	66.7%
No	961	**72**	69	55	12	55	0	24	19	25	20	15	32	60	7	4	5	0	0	22	1	1	18	0	4	29	35	6
	24.7%	**24.7%**	17.9%	16.2%	29.3%	23.0%	---	34.3%	14.6%	30.1%	29.9%	20.3%	23.2%	26.8%	14.6%	30.8%	41.7%	0.0%	0.0%	19.8%	100.0%	33.3%	24.0%	0.0%	15.4%	25.4%	23.0%	33.3%
Significantly different from column:*		**C,D**						I	H,J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52b

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	76	**5**	8	11	0	2	0	0	1	1	1	1	0	1	1	0	0	0	0	2	0	0	0	0	0	4	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,894	**292**	385	342	41	239	0	72	129	82	66	74	138	224	48	13	12	3	4	110	1	3	75	3	26	114	152	19
	98.1%	**98.3%**	98.0%	96.9%	100.0%	99.2%	---	100.0%	99.2%	98.8%	98.5%	98.7%	100.0%	99.6%	98.0%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	---	100.0%	96.6%	100.0%	100.0%
Yes	1,934	**153**	256	228	19	130	0	29	87	33	31	43	73	117	25	6	5	3	2	63	0	0	38	3	13	59	86	7
	49.7%	**52.4%**	66.5%	66.7%	46.3%	54.4%	---	40.3%	67.4%	40.2%	47.0%	58.1%	52.9%	52.2%	52.1%	46.2%	41.7%	100.0%	50.0%	57.3%	0.0%	0.0%	50.7%	100.0%	50.0%	51.8%	56.6%	36.8%
No	1,960	**139**	129	114	22	109	0	43	42	49	35	31	65	107	23	7	7	0	2	47	1	3	37	0	13	55	66	12
	50.3%	**47.6%**	33.5%	33.3%	53.7%	45.6%	---	59.7%	32.6%	59.8%	53.0%	41.9%	47.1%	47.8%	47.9%	53.8%	58.3%	0.0%	50.0%	42.7%	100.0%	100.0%	49.3%	0.0%	50.0%	48.2%	43.4%	63.2%
Significantly different from column:*		**C,D**						I	H,J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52c

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

Base: All respondents whose child visited their dentist's office or clinic for care (Q52b)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,934	**153**	256	228	19	130	0	29	87	33	31	43	73	117	25	6	5	3	2	63	0	0	38	3	13	59	86	7
Number missing or multiple answer	32	**2**	1	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,902	**151**	255	227	19	129	0	29	87	32	31	43	72	117	25	5	5	3	2	63	0	0	38	3	13	59	85	6
	98.3%	**98.7%**	99.6%	99.6%	100.0%	99.2%	---	100.0%	100.0%	97.0%	100.0%	100.0%	98.6%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	98.8%	85.7%
Never	33	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.7%	**0.0%**	0.4%	0.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	107	**9**	18	16	0	9	0	0	5	4	2	1	6	5	2	1	0	0	0	5	0	0	1	0	1	6	3	0
	5.6%	**6.0%**	7.1%	7.0%	0.0%	7.0%	---	0.0%	5.7%	12.5%	6.5%	2.3%	8.3%	4.3%	8.0%	20.0%	0.0%	0.0%	0.0%	7.9%	---	---	2.6%	0.0%	7.7%	10.2%	3.5%	0.0%
Usually	322	**25**	51	36	4	20	0	7	10	8	7	4	13	20	3	1	0	0	0	15	0	0	4	0	0	12	13	0
	16.9%	**16.6%**	20.0%	15.9%	21.1%	15.5%	---	24.1%	11.5%	25.0%	22.6%	9.3%	18.1%	17.1%	12.0%	20.0%	0.0%	0.0%	0.0%	23.8%	---	---	10.5%	0.0%	0.0%	20.3%	15.3%	0.0%
Always	1,440	**117**	185	174	15	100	0	22	72	20	22	38	53	92	20	3	5	3	2	43	0	0	33	3	12	41	69	6
	75.7%	**77.5%**	72.5%	76.7%	78.9%	77.5%	---	75.9%	82.8%	62.5%	71.0%	88.4%	73.6%	78.6%	80.0%	60.0%	100.0%	100.0%	100.0%	68.3%	---	---	86.8%	100.0%	92.3%	69.5%	81.2%	100.0%
Significantly different from column:*									J	I										W			T					
Usually or Always	1,762	**142**	236	210	19	120	0	29	82	28	29	42	66	112	23	4	5	3	2	58	0	0	37	3	12	53	82	6
	92.6%	**94.0%**	92.5%	92.5%	100.0%	93.0%	---	100.0%	94.3%	87.5%	93.5%	97.7%	91.7%	95.7%	92.0%	80.0%	100.0%	100.0%	100.0%	92.1%	---	---	97.4%	100.0%	92.3%	89.8%	96.5%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52d

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	209	**19**	14	10	1	13	0	2	6	6	1	6	7	10	3	0	0	0	0	8	0	0	5	0	0	10	6	2
Number no experience	2950	**222**	280	276	33	181	0	59	93	63	49	50	114	176	36	7	10	3	4	82	0	2	55	2	17	87	117	13
Usable responses	811	**56**	99	67	7	47	0	11	31	14	17	19	17	39	10	6	2	0	0	22	1	1	15	1	9	21	29	4
	20.4%	**18.9%**	25.2%	19.0%	17.1%	19.5%	---	15.3%	23.8%	16.9%	25.4%	25.3%	12.3%	17.3%	20.4%	46.2%	16.7%	0.0%	0.0%	19.6%	100.0%	33.3%	20.0%	---	34.6%	17.8%	19.1%	21.1%
Never	372	**29**	36	25	5	24	0	7	14	8	11	7	10	23	5	1	2	0	0	13	1	1	7	0	4	15	12	2
	45.9%	**51.8%**	36.4%	37.3%	71.4%	51.1%	---	63.6%	45.2%	57.1%	64.7%	36.8%	58.8%	59.0%	50.0%	16.7%	100.0%	---	---	59.1%	100.0%	100.0%	46.7%	0.0%	44.4%	71.4%	41.4%	50.0%
Sometimes	115	**8**	23	11	1	7	0	0	5	3	1	4	2	5	0	3	0	0	0	3	0	0	3	0	1	1	6	1
	14.2%	**14.3%**	23.2%	16.4%	14.3%	14.9%	---	0.0%	16.1%	21.4%	5.9%	21.1%	11.8%	12.8%	0.0%	50.0%	0.0%	---	---	13.6%	0.0%	0.0%	20.0%	0.0%	11.1%	4.8%	20.7%	25.0%
Usually	136	**4**	17	9	0	4	0	0	3	1	0	3	1	2	2	0	0	0	0	1	0	0	2	0	1	2	2	0
	16.8%	**7.1%**	17.2%	13.4%	0.0%	8.5%	---	0.0%	9.7%	7.1%	0.0%	15.8%	5.9%	5.1%	20.0%	0.0%	0.0%	---	---	4.5%	0.0%	0.0%	13.3%	0.0%	11.1%	9.5%	6.9%	0.0%
Always	188	**15**	23	22	1	12	0	4	9	2	5	5	4	9	3	2	0	0	0	5	0	0	3	1	3	3	9	1
	23.2%	**26.8%**	23.2%	32.8%	14.3%	25.5%	---	36.4%	29.0%	14.3%	29.4%	26.3%	23.5%	23.1%	30.0%	33.3%	0.0%	---	---	22.7%	0.0%	0.0%	20.0%	100.0%	33.3%	14.3%	31.0%	25.0%
Significantly different from column:*																												
Usually or Always	324	**19**	40	31	1	16	0	4	12	3	5	8	5	11	5	2	0	0	0	6	0	0	5	1	4	5	11	1
	40.0%	**33.9%**	40.4%	46.3%	14.3%	34.0%	---	36.4%	38.7%	21.4%	29.4%	42.1%	29.4%	28.2%	50.0%	33.3%	0.0%	---	---	27.3%	0.0%	0.0%	33.3%	100.0%	44.4%	23.8%	37.9%	25.0%
Significantly different from column:*																												

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52e

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	304	**21**	31	12	1	11	0	6	4	5	3	3	7	12	1	2	0	0	0	6	0	0	3	0	2	10	9	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,666	**276**	362	341	40	230	0	66	126	78	64	72	131	213	48	11	12	3	4	106	1	3	72	3	24	108	143	18
	92.3%	**92.9%**	92.1%	96.6%	97.6%	95.4%	---	91.7%	96.9%	94.0%	95.5%	96.0%	94.9%	94.7%	98.0%	84.6%	100.0%	100.0%	100.0%	94.6%	100.0%	100.0%	96.0%	---	92.3%	91.5%	94.1%	94.7%
0 Extremely Difficult	152	**12**	18	14	2	9	0	6	3	2	1	3	7	12	0	0	0	0	0	3	0	1	4	0	1	4	6	2
	4.1%	**4.3%**	5.0%	4.1%	5.0%	3.9%	---	9.1%	2.4%	2.6%	1.6%	4.2%	5.3%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	33.3%	5.6%	0.0%	4.2%	3.7%	4.2%	11.1%
1	71	**4**	2	1	1	3	0	0	2	2	1	1	2	4	0	0	0	0	0	0	1	0	2	0	0	1	2	1
	1.9%	**1.4%**	0.6%	0.3%	2.5%	1.3%	---	0.0%	1.6%	2.6%	1.6%	1.4%	1.5%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	2.8%	0.0%	0.0%	0.9%	1.4%	5.6%
2	69	**5**	2	4	2	3	0	1	2	1	0	0	5	4	1	0	2	0	0	0	0	1	0	0	0	1	4	0
	1.9%	**1.8%**	0.6%	1.2%	5.0%	1.3%	---	1.5%	1.6%	1.3%	0.0%	0.0%	3.8%	1.9%	2.1%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.9%	2.8%	0.0%
3	93	**8**	10	5	2	6	0	1	2	4	1	2	4	6	2	0	1	0	0	3	0	0	2	0	0	2	5	1
	2.5%	**2.9%**	2.8%	1.5%	5.0%	2.6%	---	1.5%	1.6%	5.1%	1.6%	2.8%	3.1%	2.8%	4.2%	0.0%	8.3%	0.0%	0.0%	2.8%	0.0%	0.0%	2.8%	0.0%	0.0%	1.9%	3.5%	5.6%
4	89	**5**	6	5	2	3	0	0	2	3	1	1	2	3	1	1	2	0	0	2	0	0	1	0	0	2	3	0
	2.4%	**1.8%**	1.7%	1.5%	5.0%	1.3%	---	0.0%	1.6%	3.8%	1.6%	1.4%	1.5%	1.4%	2.1%	9.1%	16.7%	0.0%	0.0%	1.9%	0.0%	0.0%	1.4%	0.0%	0.0%	1.9%	2.1%	0.0%
5	321	**21**	17	24	2	19	0	4	8	9	1	3	16	17	4	0	0	1	0	2	0	0	6	1	5	5	14	2
	8.8%	**7.6%**	4.7%	7.0%	5.0%	8.3%	---	6.1%	6.3%	11.5%	1.6%	4.2%	12.2%	8.0%	8.3%	0.0%	0.0%	33.3%	0.0%	1.9%	0.0%	0.0%	8.3%	33.3%	20.8%	4.6%	9.8%	11.1%
6	161	**15**	15	8	0	14	0	1	9	5	1	5	8	9	4	1	0	0	1	6	0	0	4	0	1	5	8	2
	4.4%	**5.4%**	4.1%	2.3%	0.0%	6.1%	---	1.5%	7.1%	6.4%	1.6%	6.9%	6.1%	4.2%	8.3%	9.1%	0.0%	0.0%	25.0%	5.7%	0.0%	0.0%	5.6%	0.0%	4.2%	4.6%	5.6%	11.1%
7	264	**16**	27	18	4	12	0	4	6	6	2	7	7	11	5	0	0	0	0	7	0	0	6	0	0	5	11	0
	7.2%	**5.8%**	7.5%	5.3%	10.0%	5.2%	---	6.1%	4.8%	7.7%	3.1%	9.7%	5.3%	5.2%	10.4%	0.0%	0.0%	0.0%	0.0%	6.6%	0.0%	0.0%	8.3%	0.0%	0.0%	4.6%	7.7%	0.0%
8	494	**34**	49	43	9	24	0	5	19	10	12	10	12	20	9	4	0	0	0	23	0	0	5	0	2	13	18	1
	13.5%	**12.3%**	13.5%	12.6%	22.5%	10.4%	---	7.6%	15.1%	12.8%	18.8%	13.9%	9.2%	9.4%	18.8%	36.4%	0.0%	0.0%	0.0%	21.7%	0.0%	0.0%	6.9%	0.0%	8.3%	12.0%	12.6%	5.6%
9	460	**35**	49	46	7	28	0	8	21	6	15	4	16	27	6	2	2	1	0	16	0	1	6	1	4	17	14	3
	12.5%	**12.7%**	13.5%	13.5%	17.5%	12.2%	---	12.1%	16.7%	7.7%	23.4%	5.6%	12.2%	12.7%	12.5%	18.2%	16.7%	33.3%	0.0%	15.1%	0.0%	33.3%	8.3%	33.3%	16.7%	15.7%	9.8%	16.7%
10 Extremely Easy	1,492	**121**	167	173	9	109	0	36	52	30	29	36	52	100	16	3	5	1	3	44	0	0	36	1	11	53	58	6
	40.7%	**43.8%**	46.1%	50.7%	22.5%	47.4%	---	54.5%	41.3%	38.5%	45.3%	50.0%	39.7%	46.9%	33.3%	27.3%	41.7%	33.3%	75.0%	41.5%	0.0%	0.0%	50.0%	33.3%	45.8%	49.1%	40.6%	33.3%

NA - There is no "no experience" category for this question.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 52e

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	304	**21**	31	12	1	11	0	6	4	5	3	3	7	12	1	2	0	0	0	6	0	0	3	0	2	10	9	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,666	**276**	362	341	40	230	0	66	126	78	64	72	131	213	48	11	12	3	4	106	1	3	72	3	24	108	143	18
	92.3%	**92.9%**	92.1%	96.6%	97.6%	95.4%	---	91.7%	96.9%	94.0%	95.5%	96.0%	94.9%	94.7%	98.0%	84.6%	100.0%	100.0%	100.0%	94.6%	100.0%	100.0%	96.0%	---	92.3%	91.5%	94.1%	94.7%
0 to 4	474	**34**	38	29	9	24	0	8	11	12	4	7	20	29	4	1	5	0	0	8	1	2	9	0	1	10	20	4
	12.9%	**12.3%**	10.5%	8.5%	22.5%	10.4%	---	12.1%	8.7%	15.4%	6.3%	9.7%	15.3%	13.6%	8.3%	9.1%	41.7%	0.0%	0.0%	7.5%	100.0%	66.7%	12.5%	0.0%	4.2%	9.3%	14.0%	22.2%
5	321	**21**	17	24	2	19	0	4	8	9	1	3	16	17	4	0	0	1	0	2	0	0	6	1	5	5	14	2
	8.8%	**7.6%**	4.7%	7.0%	5.0%	8.3%	---	6.1%	6.3%	11.5%	1.6%	4.2%	12.2%	8.0%	8.3%	0.0%	0.0%	33.3%	0.0%	1.9%	0.0%	0.0%	8.3%	33.3%	20.8%	4.6%	9.8%	11.1%
6 or 7	425	**31**	42	26	4	26	0	5	15	11	3	12	15	20	9	1	0	0	1	13	0	0	10	0	1	10	19	2
	11.6%	**11.2%**	11.6%	7.6%	10.0%	11.3%	---	7.6%	11.9%	14.1%	4.7%	16.7%	11.5%	9.4%	18.8%	9.1%	0.0%	0.0%	25.0%	12.3%	0.0%	0.0%	13.9%	0.0%	4.2%	9.3%	13.3%	11.1%
8 to 10	2,446	**190**	265	262	25	161	0	49	92	46	56	50	80	147	31	9	7	2	3	83	0	1	47	2	17	83	90	10
	66.7%	**68.8%**	73.2%	76.8%	62.5%	70.0%	---	74.2%	73.0%	59.0%	87.5%	69.4%	61.1%	69.0%	64.6%	81.8%	58.3%	66.7%	75.0%	78.3%	0.0%	33.3%	65.3%	66.7%	70.8%	76.9%	62.9%	55.6%
Significantly different from column:*		**D**							J	I	L,M	K	K													AA	Z	
0 to 6	956	**70**	70	61	11	57	0	13	28	26	6	15	44	55	12	2	5	1	1	16	1	2	19	1	7	20	42	8
	26.1%	**25.4%**	19.3%	17.9%	27.5%	24.8%	---	19.7%	22.2%	33.3%	9.4%	20.8%	33.6%	25.8%	25.0%	18.2%	41.7%	33.3%	25.0%	15.1%	100.0%	66.7%	26.4%	33.3%	29.2%	18.5%	29.4%	44.4%
7 to 8	758	**50**	76	61	13	36	0	9	25	16	14	17	19	31	14	4	0	0	0	30	0	0	11	0	2	18	29	1
	20.7%	**18.1%**	21.0%	17.9%	32.5%	15.7%	---	13.6%	19.8%	20.5%	21.9%	23.6%	14.5%	14.6%	29.2%	36.4%	0.0%	0.0%	0.0%	28.3%	0.0%	0.0%	15.3%	0.0%	8.3%	16.7%	20.3%	5.6%
9 to 10	1,952	**156**	216	219	16	137	0	44	73	36	44	40	68	127	22	5	7	2	3	60	0	1	42	2	15	70	72	9
	53.2%	**56.5%**	59.7%	64.2%	40.0%	59.6%	---	66.7%	57.9%	46.2%	68.8%	55.6%	51.9%	59.6%	45.8%	45.5%	58.3%	66.7%	75.0%	56.6%	0.0%	33.3%	58.3%	66.7%	62.5%	64.8%	50.3%	50.0%
Significantly different from column:*					F	E		J		H	M		K													AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 53

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	91	**10**	9	1	1	3	0	0	3	1	0	1	3	0	0	0	0	0	0	2	0	0	0	0	0	6	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,879	**287**	384	352	40	238	0	72	127	82	67	74	135	225	49	13	12	3	4	110	1	3	75	3	26	112	149	18
	97.7%	**96.6%**	97.7%	99.7%	97.6%	98.8%	---	100.0%	97.7%	98.8%	100.0%	98.7%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	---	100.0%	94.9%	98.0%	94.7%
Poor	17	**1**	0	1	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0
	0.4%	**0.3%**	0.0%	0.3%	0.0%	0.4%	---	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%
Fair	142	**12**	20	24	1	7	0	1	5	6	4	2	3	0	0	12	0	0	0	4	0	0	0	0	2	3	6	2
	3.7%	**4.2%**	5.2%	6.8%	2.5%	2.9%	---	1.4%	3.9%	7.3%	6.0%	2.7%	2.2%	0.0%	0.0%	92.3%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	7.7%	2.7%	4.0%	11.1%
Good	654	**49**	89	92	5	44	0	9	24	16	16	15	17	0	49	0	2	0	1	26	0	0	12	0	4	15	27	4
	16.9%	**17.1%**	23.2%	26.1%	12.5%	18.5%	---	12.5%	18.9%	19.5%	23.9%	20.3%	12.6%	0.0%	100.0%	0.0%	16.7%	0.0%	25.0%	23.6%	0.0%	0.0%	16.0%	0.0%	15.4%	13.4%	18.1%	22.2%
Very Good	1,328	**104**	141	93	16	85	0	22	49	31	21	25	56	104	0	0	4	2	0	37	0	2	29	1	7	41	56	5
	34.2%	**36.2%**	36.7%	26.4%	40.0%	35.7%	---	30.6%	38.6%	37.8%	31.3%	33.8%	41.5%	46.2%	0.0%	0.0%	33.3%	66.7%	0.0%	33.6%	0.0%	66.7%	38.7%	33.3%	26.9%	36.6%	37.6%	27.8%
Excellent	1,738	**121**	134	142	18	101	0	40	48	29	26	32	59	121	0	0	6	1	3	42	1	1	34	2	13	53	59	7
	44.8%	**42.2%**	34.9%	40.3%	45.0%	42.4%	---	55.6%	37.8%	35.4%	38.8%	43.2%	43.7%	53.8%	0.0%	0.0%	50.0%	33.3%	75.0%	38.2%	100.0%	33.3%	45.3%	66.7%	50.0%	47.3%	39.6%	38.9%
Significantly different from column:*								I,J	H	H				O,P	N	N												
Excellent, Very Good, or Good	3,720	**274**	364	327	39	230	0	71	121	76	63	72	132	225	49	0	12	3	4	105	1	3	75	3	24	109	142	16
	95.9%	**95.5%**	94.8%	92.9%	97.5%	96.6%	---	98.6%	95.3%	92.7%	94.0%	97.3%	97.8%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	92.3%	97.3%	95.3%	88.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 54

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	101	**8**	7	3	0	2	0	0	1	1	1	0	1	1	0	0	0	0	0	1	0	0	0	0	0	6	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,869	**289**	386	350	41	239	0	72	129	82	66	75	137	224	49	13	12	3	4	111	1	3	75	3	26	112	151	18
	97.5%	**97.3%**	98.2%	99.2%	100.0%	99.2%	---	100.0%	99.2%	98.8%	98.5%	100.0%	99.3%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---	100.0%	94.9%	99.3%	94.7%
Poor	90	**9**	3	7	1	8	0	0	5	4	1	4	4	5	2	2	0	0	0	1	0	0	3	0	2	3	5	1
	2.3%	**3.1%**	0.8%	2.0%	2.4%	3.3%	---	0.0%	3.9%	4.9%	1.5%	5.3%	2.9%	2.2%	4.1%	15.4%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	4.0%	0.0%	7.7%	2.7%	3.3%	5.6%
Fair	343	**24**	25	25	2	19	0	3	8	13	5	4	12	6	10	8	0	0	1	5	0	1	6	0	5	7	12	4
	8.9%	**8.3%**	6.5%	7.1%	4.9%	7.9%	---	4.2%	6.2%	15.9%	7.6%	5.3%	8.8%	2.7%	20.4%	61.5%	0.0%	0.0%	25.0%	4.5%	0.0%	33.3%	8.0%	0.0%	19.2%	6.3%	7.9%	22.2%
Good	879	**65**	91	72	7	57	0	6	30	28	15	20	29	39	24	2	4	0	0	31	0	0	15	1	4	25	35	3
	22.7%	**22.5%**	23.6%	20.6%	17.1%	23.8%	---	8.3%	23.3%	34.1%	22.7%	26.7%	21.2%	17.4%	49.0%	15.4%	33.3%	0.0%	0.0%	27.9%	0.0%	0.0%	20.0%	33.3%	15.4%	22.3%	23.2%	16.7%
Very Good	1,114	**83**	124	89	12	68	0	23	41	19	21	16	44	73	6	1	2	2	2	29	0	1	24	0	7	27	49	3
	28.8%	**28.7%**	32.1%	25.4%	29.3%	28.5%	---	31.9%	31.8%	23.2%	31.8%	21.3%	32.1%	32.6%	12.2%	7.7%	16.7%	66.7%	50.0%	26.1%	0.0%	33.3%	32.0%	0.0%	26.9%	24.1%	32.5%	16.7%
Excellent	1,443	**108**	143	157	19	87	0	40	45	18	24	31	48	101	7	0	6	1	1	45	1	1	27	2	8	50	50	7
	37.3%	**37.4%**	37.0%	44.9%	46.3%	36.4%	---	55.6%	34.9%	22.0%	36.4%	41.3%	35.0%	45.1%	14.3%	0.0%	50.0%	33.3%	25.0%	40.5%	100.0%	33.3%	36.0%	66.7%	30.8%	44.6%	33.1%	38.9%
Significantly different from column:*								I,J	H,J	H,I				O,P	N	N												
Excellent, Very Good, or Good	3,436	**256**	358	318	38	212	0	69	116	65	60	67	121	213	37	3	12	3	3	105	1	2	66	3	19	102	134	13
	88.8%	**88.6%**	92.7%	90.9%	92.7%	88.7%	---	95.8%	89.9%	79.3%	90.9%	89.3%	88.3%	95.1%	75.5%	23.1%	100.0%	100.0%	75.0%	94.6%	100.0%	66.7%	88.0%	100.0%	73.1%	91.1%	88.7%	72.2%
Significantly different from column:*								J	J	H,I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 55

Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	97	**7**	9	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	5	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,873	**290**	384	120	41	240	0	71	130	83	67	75	137	224	49	13	12	3	4	112	1	3	74	3	26	113	152	18
	97.6%	**97.6%**	97.7%	99.2%	100.0%	99.6%	---	98.6%	100.0%	100.0%	100.0%	100.0%	99.3%	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	---	100.0%	95.8%	100.0%	94.7%
Yes	743	**61**	67	39	8	51	0	9	27	24	7	17	34	39	15	6	0	0	3	14	0	1	23	2	8	9	39	11
	19.2%	**21.0%**	17.4%	32.5%	19.5%	21.3%	---	12.7%	20.8%	28.9%	10.4%	22.7%	24.8%	17.4%	30.6%	46.2%	0.0%	0.0%	75.0%	12.5%	0.0%	33.3%	31.1%	66.7%	30.8%	8.0%	25.7%	61.1%
No	3,130	**229**	317	81	33	189	0	62	103	59	60	58	103	185	34	7	12	3	1	98	1	2	51	1	18	104	113	7
	80.8%	**79.0%**	82.6%	67.5%	80.5%	78.8%	---	87.3%	79.2%	71.1%	89.6%	77.3%	75.2%	82.6%	69.4%	53.8%	100.0%	100.0%	25.0%	87.5%	100.0%	66.7%	68.9%	33.3%	69.2%	92.0%	74.3%	38.9%
Significantly different from column:*		**D**						J		H	M		K	O	N					W			T			AA	AB,Z	AA

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 56

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	743	**61**	67	39	8	51	0	9	27	24	7	17	34	39	15	6	0	0	3	14	0	1	23	2	8	9	39	11
Number missing or multiple answer	9	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	734	**61**	65	39	8	51	0	9	27	24	7	17	34	39	15	6	0	0	3	14	0	1	23	2	8	9	39	11
	98.8%	**100.0%**	97.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	624	**56**	54	39	7	47	0	8	24	23	5	17	32	37	14	4	0	0	3	11	0	1	22	2	7	8	36	11
	85.0%	**91.8%**	83.1%	100.0%	87.5%	92.2%	---	88.9%	88.9%	95.8%	71.4%	100.0%	94.1%	94.9%	93.3%	66.7%	---	---	100.0%	78.6%	---	100.0%	95.7%	100.0%	87.5%	88.9%	92.3%	100.0%
No	110	**5**	11	0	1	4	0	1	3	1	2	0	2	2	1	2	0	0	0	3	0	0	1	0	1	1	3	0
	15.0%	**8.2%**	16.9%	0.0%	12.5%	7.8%	---	11.1%	11.1%	4.2%	28.6%	0.0%	5.9%	5.1%	6.7%	33.3%	---	---	0.0%	21.4%	---	0.0%	4.3%	0.0%	12.5%	11.1%	7.7%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 57

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	624	**56**	54	39	7	47	0	8	24	23	5	17	32	37	14	4	0	0	3	11	0	1	22	2	7	8	36	11
Number missing or multiple answer	10	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	614	**56**	51	39	7	47	0	8	24	23	5	17	32	37	14	4	0	0	3	11	0	1	22	2	7	8	36	11
	98.4%	**100.0%**	94.4%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	577	**53**	43	36	5	46	0	6	24	22	5	17	29	34	14	4	0	0	3	11	0	1	21	1	6	8	34	10
	94.0%	**94.6%**	84.3%	92.3%	71.4%	97.9%	---	75.0%	100.0%	95.7%	100.0%	100.0%	90.6%	91.9%	100.0%	100.0%	---	---	100.0%	100.0%	---	100.0%	95.5%	50.0%	85.7%	100.0%	94.4%	90.9%
No	37	**3**	8	3	2	1	0	2	0	1	0	0	3	3	0	0	0	0	0	0	0	0	1	1	1	0	2	1
	6.0%	**5.4%**	15.7%	7.7%	28.6%	2.1%	---	25.0%	0.0%	4.3%	0.0%	0.0%	9.4%	8.1%	0.0%	0.0%	---	---	0.0%	0.0%	---	0.0%	4.5%	50.0%	14.3%	0.0%	5.6%	9.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 58

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	125	**11**	14	0	0	5	0	2	2	1	0	1	4	4	1	0	0	0	0	1	0	0	2	0	0	5	3	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,845	**286**	379	121	41	236	0	70	128	82	67	74	134	221	48	13	12	3	4	111	1	3	73	3	26	113	149	17
	96.9%	**96.3%**	96.4%	100.0%	100.0%	97.9%	---	97.2%	98.5%	98.8%	100.0%	98.7%	97.1%	98.2%	98.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	97.3%	---	100.0%	95.8%	98.0%	89.5%
Yes	682	**53**	43	42	6	44	0	10	23	18	7	14	26	31	13	8	1	0	3	12	0	2	18	1	7	11	31	9
	17.7%	**18.5%**	11.3%	34.7%	14.6%	18.6%	---	14.3%	18.0%	22.0%	10.4%	18.9%	19.4%	14.0%	27.1%	61.5%	8.3%	0.0%	75.0%	10.8%	0.0%	66.7%	24.7%	33.3%	26.9%	9.7%	20.8%	52.9%
No	3,163	**233**	336	79	35	192	0	60	105	64	60	60	108	190	35	5	11	3	1	99	1	1	55	2	19	102	118	8
	82.3%	**81.5%**	88.7%	65.3%	85.4%	81.4%	---	85.7%	82.0%	78.0%	89.6%	81.1%	80.6%	86.0%	72.9%	38.5%	91.7%	100.0%	25.0%	89.2%	100.0%	33.3%	75.3%	66.7%	73.1%	90.3%	79.2%	47.1%
Significantly different from column:*		**C,D**												O	N					W			T			AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 59

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	682	**53**	43	42	6	44	0	10	23	18	7	14	26	31	13	8	1	0	3	12	0	2	18	1	7	11	31	9
Number missing or multiple answer	9	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	673	**53**	43	41	6	44	0	10	23	18	7	14	26	31	13	8	1	0	3	12	0	2	18	1	7	11	31	9
	98.7%	**100.0%**	100.0%	97.6%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	583	**44**	40	40	6	35	0	5	19	18	7	11	22	24	12	7	1	0	3	8	0	1	16	1	6	7	26	9
	86.6%	**83.0%**	93.0%	97.6%	100.0%	79.5%	---	50.0%	82.6%	100.0%	100.0%	78.6%	84.6%	77.4%	92.3%	87.5%	100.0%	---	100.0%	66.7%	---	50.0%	88.9%	100.0%	85.7%	63.6%	83.9%	100.0%
No	90	**9**	3	1	0	9	0	5	4	0	0	3	4	7	1	1	0	0	0	4	0	1	2	0	1	4	5	0
	13.4%	**17.0%**	7.0%	2.4%	0.0%	20.5%	---	50.0%	17.4%	0.0%	0.0%	21.4%	15.4%	22.6%	7.7%	12.5%	0.0%	---	0.0%	33.3%	---	50.0%	11.1%	0.0%	14.3%	36.4%	16.1%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 60

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	583	**44**	40	40	6	35	0	5	19	18	7	11	22	24	12	7	1	0	3	8	0	1	16	1	6	7	26	9
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	576	**44**	40	40	6	35	0	5	19	18	7	11	22	24	12	7	1	0	3	8	0	1	16	1	6	7	26	9
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	549	**41**	40	36	6	33	0	5	18	17	7	10	21	22	11	7	1	0	3	6	0	1	16	1	6	4	26	9
	95.3%	**93.2%**	100.0%	90.0%	100.0%	94.3%	---	100.0%	94.7%	94.4%	100.0%	90.9%	95.5%	91.7%	91.7%	100.0%	100.0%	---	100.0%	75.0%	---	100.0%	100.0%	100.0%	100.0%	57.1%	100.0%	100.0%
No	27	**3**	0	4	0	2	0	0	1	1	0	1	1	2	1	0	0	0	0	2	0	0	0	0	0	3	0	0
	4.7%	**6.8%**	0.0%	10.0%	0.0%	5.7%	---	0.0%	5.3%	5.6%	0.0%	9.1%	4.5%	8.3%	8.3%	0.0%	0.0%	---	0.0%	25.0%	---	0.0%	0.0%	0.0%	0.0%	42.9%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 61

Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	119	**8**	9	4	0	2	0	0	1	1	0	0	2	2	0	0	0	0	0	0	0	0	1	0	0	5	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,851	**289**	384	117	41	239	0	72	129	82	67	75	136	223	49	13	12	3	4	112	1	3	74	3	26	113	151	18
	97.0%	**97.3%**	97.7%	96.7%	100.0%	99.2%	---	100.0%	99.2%	98.8%	100.0%	100.0%	98.6%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	---	100.0%	95.8%	99.3%	94.7%
Yes	542	**36**	42	34	6	27	0	5	17	12	9	8	16	20	7	8	2	0	0	9	0	0	11	0	4	11	18	5
	14.1%	**12.5%**	10.9%	29.1%	14.6%	11.3%	---	6.9%	13.2%	14.6%	13.4%	10.7%	11.8%	9.0%	14.3%	61.5%	16.7%	0.0%	0.0%	8.0%	0.0%	0.0%	14.9%	0.0%	15.4%	9.7%	11.9%	27.8%
No	3,309	**253**	342	83	35	212	0	67	112	70	58	67	120	203	42	5	10	3	4	103	1	3	63	3	22	102	133	13
	85.9%	**87.5%**	89.1%	70.9%	85.4%	88.7%	---	93.1%	86.8%	85.4%	86.6%	89.3%	88.2%	91.0%	85.7%	38.5%	83.3%	100.0%	100.0%	92.0%	100.0%	100.0%	85.1%	100.0%	84.6%	90.3%	88.1%	72.2%
Significantly different from column:*		**D**																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 62

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	542	**36**	42	34	6	27	0	5	17	12	9	8	16	20	7	8	2	0	0	9	0	0	11	0	4	11	18	5
Number missing or multiple answer	10	**1**	4	2	1	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	532	**35**	38	32	5	27	0	5	17	11	9	7	16	20	7	7	2	0	0	9	0	0	11	0	4	11	17	5
	98.2%	**97.2%**	90.5%	94.1%	83.3%	100.0%	---	100.0%	100.0%	91.7%	100.0%	87.5%	100.0%	100.0%	100.0%	87.5%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	94.4%	100.0%
Yes	394	**26**	25	28	3	21	0	1	14	9	4	5	14	14	6	5	1	0	0	4	0	0	10	0	3	7	13	5
	74.1%	**74.3%**	65.8%	87.5%	60.0%	77.8%	---	20.0%	82.4%	81.8%	44.4%	71.4%	87.5%	70.0%	85.7%	71.4%	50.0%	---	---	44.4%	---	---	90.9%	---	75.0%	63.6%	76.5%	100.0%
No	138	**9**	13	4	2	6	0	4	3	2	5	2	2	6	1	2	1	0	0	5	0	0	1	0	1	4	4	0
	25.9%	**25.7%**	34.2%	12.5%	40.0%	22.2%	---	80.0%	17.6%	18.2%	55.6%	28.6%	12.5%	30.0%	14.3%	28.6%	50.0%	---	---	55.6%	---	---	9.1%	---	25.0%	36.4%	23.5%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 63

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	394	**26**	25	28	3	21	0	1	14	9	4	5	14	14	6	5	1	0	0	4	0	0	10	0	3	7	13	5
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	387	**26**	25	28	3	21	0	1	14	9	4	5	14	14	6	5	1	0	0	4	0	0	10	0	3	7	13	5
	98.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	377	**26**	24	27	3	21	0	1	14	9	4	5	14	14	6	5	1	0	0	4	0	0	10	0	3	7	13	5
	97.4%	**100.0%**	96.0%	96.4%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
No	10	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.6%	**0.0%**	4.0%	3.6%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 64

Does your child need or get special therapy such as physical, occupational, or speech therapy?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	111	**8**	14	0	0	1	0	0	0	1	0	0	1	1	0	1	0	0	0	0	0	0	0	0	1	6	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,859	**289**	379	121	41	240	0	72	130	82	67	75	137	224	49	12	12	3	4	112	1	3	75	3	25	112	151	18
	97.2%	**97.3%**	96.4%	100.0%	100.0%	99.6%	---	100.0%	100.0%	98.8%	100.0%	100.0%	99.3%	99.6%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	96.2%	94.9%	99.3%	94.7%
Yes	493	**37**	42	26	4	32	0	11	17	8	7	8	20	24	9	3	1	0	1	14	0	1	12	1	4	9	19	6
	12.8%	**12.8%**	11.1%	21.5%	9.8%	13.3%	---	15.3%	13.1%	9.8%	10.4%	10.7%	14.6%	10.7%	18.4%	25.0%	8.3%	0.0%	25.0%	12.5%	0.0%	33.3%	16.0%	33.3%	16.0%	8.0%	12.6%	33.3%
No	3,366	**252**	337	95	37	208	0	61	113	74	60	67	117	200	40	9	11	3	3	98	1	2	63	2	21	103	132	12
	87.2%	**87.2%**	88.9%	78.5%	90.2%	86.7%	---	84.7%	86.9%	90.2%	89.6%	89.3%	85.4%	89.3%	81.6%	75.0%	91.7%	100.0%	75.0%	87.5%	100.0%	66.7%	84.0%	66.7%	84.0%	92.0%	87.4%	66.7%
Significantly different from column:*		**D**																										

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 65

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/gets special therapy (Q64)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	493	**37**	42	26	4	32	0	11	17	8	7	8	20	24	9	3	1	0	1	14	0	1	12	1	4	9	19	6
Number missing or multiple answer	9	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	484	**37**	42	26	4	32	0	11	17	8	7	8	20	24	9	3	1	0	1	14	0	1	12	1	4	9	19	6
	98.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	347	**26**	26	20	1	24	0	5	12	8	4	5	15	15	7	3	1	0	1	7	0	0	10	1	3	4	13	6
	71.7%	**70.3%**	61.9%	76.9%	25.0%	75.0%	---	45.5%	70.6%	100.0%	57.1%	62.5%	75.0%	62.5%	77.8%	100.0%	100.0%	---	100.0%	50.0%	---	0.0%	83.3%	100.0%	75.0%	44.4%	68.4%	100.0%
No	137	**11**	16	6	3	8	0	6	5	0	3	3	5	9	2	0	0	0	0	7	0	1	2	0	1	5	6	0
	28.3%	**29.7%**	38.1%	23.1%	75.0%	25.0%	---	54.5%	29.4%	0.0%	42.9%	37.5%	25.0%	37.5%	22.2%	0.0%	0.0%	---	0.0%	50.0%	---	100.0%	16.7%	0.0%	25.0%	55.6%	31.6%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 66

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	347	**26**	26	20	1	24	0	5	12	8	4	5	15	15	7	3	1	0	1	7	0	0	10	1	3	4	13	6
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	340	**26**	26	20	1	24	0	5	12	8	4	5	15	15	7	3	1	0	1	7	0	0	10	1	3	4	13	6
	98.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	318	**22**	22	18	1	20	0	3	11	7	4	4	12	12	6	3	1	0	1	5	0	0	8	1	3	4	10	5
	93.5%	**84.6%**	84.6%	90.0%	100.0%	83.3%	---	60.0%	91.7%	87.5%	100.0%	80.0%	80.0%	80.0%	85.7%	100.0%	100.0%	---	100.0%	71.4%	---	---	80.0%	100.0%	100.0%	100.0%	76.9%	83.3%
No	22	**4**	4	2	0	4	0	2	1	1	0	1	3	3	1	0	0	0	0	2	0	0	2	0	0	0	3	1
	6.5%	**15.4%**	15.4%	10.0%	0.0%	16.7%	---	40.0%	8.3%	12.5%	0.0%	20.0%	20.0%	20.0%	14.3%	0.0%	0.0%	---	0.0%	28.6%	---	---	20.0%	0.0%	0.0%	0.0%	23.1%	16.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 67

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	121	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	120	**9**	14	0	0	2	0	0	0	2	0	0	2	3	0	0	0	0	0	1	0	0	0	0	0	7	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,850	**288**	379	121	41	239	0	72	130	81	67	75	136	222	49	13	12	3	4	111	1	3	75	3	26	111	151	18
	97.0%	**97.0%**	96.4%	100.0%	100.0%	99.2%	---	100.0%	100.0%	97.6%	100.0%	100.0%	98.6%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---	100.0%	94.1%	99.3%	94.7%
Yes	715	**48**	55	38	3	43	0	3	26	19	6	14	26	27	15	5	0	0	3	11	0	1	16	1	7	11	23	12
	18.6%	**16.7%**	14.5%	31.4%	7.3%	18.0%	---	4.2%	20.0%	23.5%	9.0%	18.7%	19.1%	12.2%	30.6%	38.5%	0.0%	0.0%	75.0%	9.9%	0.0%	33.3%	21.3%	33.3%	26.9%	9.9%	15.2%	66.7%
No	3,135	**240**	324	83	38	196	0	69	104	62	61	61	110	195	34	8	12	3	1	100	1	2	59	2	19	100	128	6
	81.4%	**83.3%**	85.5%	68.6%	92.7%	82.0%	---	95.8%	80.0%	76.5%	91.0%	81.3%	80.9%	87.8%	69.4%	61.5%	100.0%	100.0%	25.0%	90.1%	100.0%	66.7%	78.7%	66.7%	73.1%	90.1%	84.8%	33.3%
Significantly different from column:*		**D**						I,J	H	H				O	N					W			T					

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 68

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	715	**48**	55	38	3	43	0	3	26	19	6	14	26	27	15	5	0	0	3	11	0	1	16	1	7	11	23	12
Number missing or multiple answer	28	**1**	2	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	687	**47**	53	38	3	42	0	3	25	19	6	14	25	26	15	5	0	0	3	10	0	1	16	1	7	11	22	12
	96.1%	**97.9%**	96.4%	100.0%	100.0%	97.7%	---	100.0%	96.2%	100.0%	100.0%	100.0%	96.2%	96.3%	100.0%	100.0%	---	---	100.0%	90.9%	---	100.0%	100.0%	---	100.0%	100.0%	95.7%	100.0%
Yes	632	**42**	47	36	3	37	0	2	23	17	6	11	23	23	13	5	0	0	3	9	0	0	15	1	6	8	20	12
	92.0%	**89.4%**	88.7%	94.7%	100.0%	88.1%	---	66.7%	92.0%	89.5%	100.0%	78.6%	92.0%	88.5%	86.7%	100.0%	---	---	100.0%	90.0%	---	0.0%	93.8%	100.0%	85.7%	72.7%	90.9%	100.0%
No	55	**5**	6	2	0	5	0	1	2	2	0	3	2	3	2	0	0	0	0	1	0	1	1	0	1	3	2	0
	8.0%	**10.6%**	11.3%	5.3%	0.0%	11.9%	---	33.3%	8.0%	10.5%	0.0%	21.4%	8.0%	11.5%	13.3%	0.0%	---	---	0.0%	10.0%	---	100.0%	6.3%	0.0%	14.3%	27.3%	9.1%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 69

What is your child's age?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	132	**12**	10	5	3	2	0	0	0	0	1	1	1	6	0	0	2	0	0	1	0	0	0	0	0	8	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,838	**285**	383	348	38	239	0	72	130	83	66	74	137	219	49	13	10	3	4	111	1	3	75	3	26	110	150	17
	96.7%	**96.0%**	97.5%	98.6%	92.7%	99.2%	---	100.0%	100.0%	100.0%	98.5%	98.7%	99.3%	97.3%	100.0%	100.0%	83.3%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	---	100.0%	93.2%	98.7%	89.5%
Less than 1 year old	82	**4**	1	1	0	4	0	4	0	0	0	1	3	4	0	0	0	0	0	0	0	0	3	0	0	1	2	1
	2.1%	**1.4%**	0.3%	0.3%	0.0%	1.7%	---	5.6%	0.0%	0.0%	0.0%	1.4%	2.2%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.9%	1.3%	5.9%
1 year old	190	**14**	13	18	1	13	0	14	0	0	2	4	8	13	1	0	0	0	0	5	0	1	6	0	1	1	11	2
	5.0%	**4.9%**	3.4%	5.2%	2.6%	5.4%	---	19.4%	0.0%	0.0%	3.0%	5.4%	5.8%	5.9%	2.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	33.3%	8.0%	0.0%	3.8%	0.9%	7.3%	11.8%
2 years old	186	**10**	23	20	2	8	0	10	0	0	2	0	8	9	1	0	0	0	0	4	0	0	3	0	3	2	7	0
	4.8%	**3.5%**	6.0%	5.7%	5.3%	3.3%	---	13.9%	0.0%	0.0%	3.0%	0.0%	5.8%	4.1%	2.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	4.0%	0.0%	11.5%	1.8%	4.7%	0.0%
3 years old	180	**13**	16	22	0	13	0	13	0	0	3	3	6	11	2	0	1	0	0	5	0	0	3	0	1	4	9	0
	4.7%	**4.6%**	4.2%	6.3%	0.0%	5.4%	---	18.1%	0.0%	0.0%	4.5%	4.1%	4.4%	5.0%	4.1%	0.0%	10.0%	0.0%	0.0%	4.5%	0.0%	0.0%	4.0%	0.0%	3.8%	3.6%	6.0%	0.0%
4 to 6 years old	616	**52**	74	57	5	44	0	31	21	0	6	16	28	43	7	2	0	1	0	23	0	1	17	0	5	19	29	0
	16.1%	**18.2%**	19.3%	16.4%	13.2%	18.4%	---	43.1%	16.2%	0.0%	9.1%	21.6%	20.4%	19.6%	14.3%	15.4%	0.0%	33.3%	0.0%	20.7%	0.0%	33.3%	22.7%	0.0%	19.2%	17.3%	19.3%	0.0%
7 to 9 years old	651	**45**	63	58	5	39	0	0	45	0	9	14	21	35	7	2	0	2	0	17	0	1	14	0	5	21	16	7
	17.0%	**15.8%**	16.4%	16.7%	13.2%	16.3%	---	0.0%	34.6%	0.0%	13.6%	18.9%	15.3%	16.0%	14.3%	15.4%	0.0%	66.7%	0.0%	15.3%	0.0%	33.3%	18.7%	0.0%	19.2%	19.1%	10.7%	41.2%
10 to 13 years old	899	**64**	76	86	13	49	0	0	64	0	16	17	28	44	15	3	4	0	1	30	0	0	12	1	4	22	37	5
	23.4%	**22.5%**	19.8%	24.7%	34.2%	20.5%	---	0.0%	49.2%	0.0%	24.2%	23.0%	20.4%	20.1%	30.6%	23.1%	40.0%	0.0%	25.0%	27.0%	0.0%	0.0%	16.0%	33.3%	15.4%	20.0%	24.7%	29.4%
14 to 18 years old	1,034	**83**	117	86	12	69	0	0	0	83	28	19	35	60	16	6	5	0	3	27	1	0	17	2	7	40	39	2
	26.9%	**29.1%**	30.5%	24.7%	31.6%	28.9%	---	0.0%	0.0%	100.0%	42.4%	25.7%	25.5%	27.4%	32.7%	46.2%	50.0%	0.0%	75.0%	24.3%	100.0%	0.0%	22.7%	66.7%	26.9%	36.4%	26.0%	11.8%
3 years old or younger	638	**41**	53	61	3	38	0	41	0	0	7	8	25	37	4	0	1	0	0	14	0	1	15	0	5	8	29	3
	16.6%	**14.4%**	13.8%	17.5%	7.9%	15.9%	---	56.9%	0.0%	0.0%	10.6%	10.8%	18.2%	16.9%	8.2%	0.0%	10.0%	0.0%	0.0%	12.6%	0.0%	33.3%	20.0%	0.0%	19.2%	7.3%	19.3%	17.6%
Significantly different from column:*								I,J	H	H																AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 70

What was your child's biological sex at birth?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	140	**10**	13	3	0	2	0	0	2	0	3	0	0	2	0	2	0	0	0	3	0	0	0	0	0	7	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,830	**287**	380	350	41	239	0	72	128	83	64	75	138	223	49	11	12	3	4	109	1	3	75	3	26	111	151	18
	96.5%	**96.6%**	96.7%	99.2%	100.0%	99.2%	---	100.0%	98.5%	100.0%	95.5%	100.0%	100.0%	99.1%	100.0%	84.6%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	---	100.0%	94.1%	99.3%	94.7%
Male	2,047	**167**	199	190	29	133	0	46	72	48	44	43	76	130	26	9	7	1	3	61	1	2	44	2	16	68	86	8
	53.4%	**58.2%**	52.4%	54.3%	70.7%	55.6%	---	63.9%	56.3%	57.8%	68.8%	57.3%	55.1%	58.3%	53.1%	81.8%	58.3%	33.3%	75.0%	56.0%	100.0%	66.7%	58.7%	66.7%	61.5%	61.3%	57.0%	44.4%
Female	1,783	**120**	181	160	12	106	0	26	56	35	20	32	62	93	23	2	5	2	1	48	0	1	31	1	10	43	65	10
	46.6%	**41.8%**	47.6%	45.7%	29.3%	44.4%	---	36.1%	43.8%	42.2%	31.3%	42.7%	44.9%	41.7%	46.9%	18.2%	41.7%	66.7%	25.0%	44.0%	0.0%	33.3%	41.3%	33.3%	38.5%	38.7%	43.0%	55.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 71

What is your child's current gender identity?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	184	**16**	16	---	0	4	0	2	4	2	3	1	3	7	0	3	0	0	0	3	0	0	2	0	1	8	6	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,786	**281**	377	---	41	237	0	70	126	81	64	74	135	218	49	10	12	3	4	109	1	3	73	3	25	110	146	18
	95.4%	**94.6%**	95.9%	---	100.0%	98.3%	---	97.2%	96.9%	97.6%	95.5%	98.7%	97.8%	96.9%	100.0%	76.9%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	97.3%	---	96.2%	93.2%	96.1%	94.7%
Male	2,017	**161**	197	---	28	131	0	45	72	43	42	43	73	125	25	9	7	1	3	61	1	2	41	2	16	66	82	8
	53.3%	**57.3%**	52.3%	---	68.3%	55.3%	---	64.3%	57.1%	53.1%	65.6%	58.1%	54.1%	57.3%	51.0%	90.0%	58.3%	33.3%	75.0%	56.0%	100.0%	66.7%	56.2%	66.7%	64.0%	60.0%	56.2%	44.4%
Female	1,726	**118**	179	---	11	106	0	25	53	37	21	31	61	92	23	1	5	2	1	47	0	1	32	1	9	44	63	9
	45.6%	**42.0%**	47.5%	---	26.8%	44.7%	---	35.7%	42.1%	45.7%	32.8%	41.9%	45.2%	42.2%	46.9%	10.0%	41.7%	66.7%	25.0%	43.1%	0.0%	33.3%	43.8%	33.3%	36.0%	40.0%	43.2%	50.0%
Transgender	5	**1**	1	---	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
	0.1%	**0.4%**	0.3%	---	2.4%	0.0%	---	0.0%	0.0%	1.2%	1.6%	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%
Non-binary, genderqueer, or other	38	**1**	0	---	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	1.0%	**0.4%**	0.0%	---	2.4%	0.0%	---	0.0%	0.8%	0.0%	0.0%	0.0%	0.7%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Transgender, Non-binary, genderqueer, or other	43	**2**	1	---	2	0	0	0	1	1	1	0	1	1	1	0	0	0	0	1	0	0	0	0	0	0	1	1
	1.1%	**0.7%**	0.3%	---	4.9%	0.0%	---	0.0%	0.8%	1.2%	1.6%	0.0%	0.7%	0.5%	2.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	5.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 72

What is your age?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	154	**17**	14	6	2	4	0	2	3	3	0	0	5	7	2	2	1	0	0	2	0	0	0	0	1	13	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,816	**280**	379	347	39	237	0	70	127	80	67	75	133	218	47	11	11	3	4	110	1	3	75	3	25	105	149	18
	96.1%	**94.3%**	96.4%	98.3%	95.1%	98.3%	---	97.2%	97.7%	96.4%	100.0%	100.0%	96.4%	96.9%	95.9%	84.6%	91.7%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	---	96.2%	89.0%	98.0%	94.7%
Under 18	152	**7**	8	8	3	3	0	0	7	0	3	1	2	3	2	1	0	0	0	2	0	0	3	0	0	1	5	1
	4.0%	**2.5%**	2.1%	2.3%	7.7%	1.3%	---	0.0%	5.5%	0.0%	4.5%	1.3%	1.5%	1.4%	4.3%	9.1%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	4.0%	0.0%	0.0%	1.0%	3.4%	5.6%
18 to 24	132	**8**	10	19	2	6	0	4	3	1	0	6	2	8	0	0	1	0	0	2	0	1	2	0	0	2	5	1
	3.5%	**2.9%**	2.6%	5.5%	5.1%	2.5%	---	5.7%	2.4%	1.3%	0.0%	8.0%	1.5%	3.7%	0.0%	0.0%	9.1%	0.0%	0.0%	1.8%	0.0%	33.3%	2.7%	0.0%	0.0%	1.9%	3.4%	5.6%
25 to 34	931	**73**	102	91	4	69	0	37	31	4	9	26	37	66	6	1	2	0	0	28	0	0	24	0	8	28	41	4
	24.4%	**26.1%**	26.9%	26.2%	10.3%	29.1%	---	52.9%	24.4%	5.0%	13.4%	34.7%	27.8%	30.3%	12.8%	9.1%	18.2%	0.0%	0.0%	25.5%	0.0%	0.0%	32.0%	0.0%	32.0%	26.7%	27.5%	22.2%
35 to 44	1,511	**131**	147	122	16	113	0	25	60	44	37	30	61	95	29	5	5	2	2	54	0	1	30	2	11	45	70	9
	39.6%	**46.8%**	38.8%	35.2%	41.0%	47.7%	---	35.7%	47.2%	55.0%	55.2%	40.0%	45.9%	43.6%	61.7%	45.5%	45.5%	66.7%	50.0%	49.1%	0.0%	33.3%	40.0%	66.7%	44.0%	42.9%	47.0%	50.0%
45 to 54	718	**42**	89	86	7	35	0	4	17	21	13	8	21	31	9	1	3	0	2	22	1	1	8	0	3	22	18	2
	18.8%	**15.0%**	23.5%	24.8%	17.9%	14.8%	---	5.7%	13.4%	26.3%	19.4%	10.7%	15.8%	14.2%	19.1%	9.1%	27.3%	0.0%	50.0%	20.0%	100.0%	33.3%	10.7%	0.0%	12.0%	21.0%	12.1%	11.1%
55 to 64	222	**12**	16	17	4	8	0	0	3	9	3	2	7	8	1	3	0	1	0	1	0	0	4	1	3	5	6	0
	5.8%	**4.3%**	4.2%	4.9%	10.3%	3.4%	---	0.0%	2.4%	11.3%	4.5%	2.7%	5.3%	3.7%	2.1%	27.3%	0.0%	33.3%	0.0%	0.9%	0.0%	0.0%	5.3%	33.3%	12.0%	4.8%	4.0%	0.0%
65 to 74	117	**6**	7	4	2	3	0	0	5	1	2	2	2	6	0	0	0	0	0	1	0	0	3	0	0	2	3	1
	3.1%	**2.1%**	1.8%	1.2%	5.1%	1.3%	---	0.0%	3.9%	1.3%	3.0%	2.7%	1.5%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	4.0%	0.0%	0.0%	1.9%	2.0%	5.6%
75 or older	33	**1**	0	0	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.9%	**0.4%**	0.0%	0.0%	2.6%	0.0%	---	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.7%	0.0%
35 or older	2,601	**192**	259	229	30	159	0	29	86	75	55	42	92	141	39	9	8	3	4	78	1	2	46	3	17	74	98	12
	68.2%	**68.6%**	68.3%	66.0%	76.9%	67.1%	---	41.4%	67.7%	93.8%	82.1%	56.0%	69.2%	64.7%	83.0%	81.8%	72.7%	100.0%	100.0%	70.9%	100.0%	66.7%	61.3%	100.0%	68.0%	70.5%	65.8%	66.7%
Significantly different from column:*								I,J	H,J	H,I	L	K		O	N													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 73

What is your current gender identity?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	170	**15**	16	---	0	0	0	1	5	2	2	1	1	5	0	4	0	0	0	1	0	0	1	0	0	9	3	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,800	**282**	377	---	41	241	0	71	125	81	65	74	137	220	49	9	12	3	4	111	1	3	74	3	26	109	149	17
	95.7%	**94.9%**	95.9%	---	100.0%	100.0%	---	98.6%	96.2%	97.6%	97.0%	98.7%	99.3%	97.8%	100.0%	69.2%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	98.7%	---	100.0%	92.4%	98.0%	89.5%
Male	631	**41**	58	---	41	0	0	4	22	12	11	10	18	34	5	1	5	1	0	14	1	1	7	1	4	14	23	3
	16.6%	**14.5%**	15.4%	---	100.0%	0.0%	---	5.6%	17.6%	14.8%	16.9%	13.5%	13.1%	15.5%	10.2%	11.1%	41.7%	33.3%	0.0%	12.6%	100.0%	33.3%	9.5%	33.3%	15.4%	12.8%	15.4%	17.6%
Female	3,151	**241**	318	---	0	241	0	67	103	69	54	64	119	186	44	8	7	2	4	97	0	2	67	2	22	95	126	14
	82.9%	**85.5%**	84.4%	---	0.0%	100.0%	---	94.4%	82.4%	85.2%	83.1%	86.5%	86.9%	84.5%	89.8%	88.9%	58.3%	66.7%	100.0%	87.4%	0.0%	66.7%	90.5%	66.7%	84.6%	87.2%	84.6%	82.4%
Transgender	2	**0**	0	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non-binary, genderqueer, or other	16	**0**	1	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.3%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transgender, Non-binary, genderqueer, or other	18	**0**	1	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.3%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 74

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	208	**17**	17	7	2	4	0	3	4	1	0	0	0	6	1	4	2	0	0	3	0	0	0	0	0	11	3	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,762	**280**	376	346	39	237	0	69	126	82	67	75	138	219	48	9	10	3	4	109	1	3	75	3	26	107	149	16
	94.8%	**94.3%**	95.7%	98.0%	95.1%	98.3%	---	95.8%	96.9%	98.8%	100.0%	100.0%	100.0%	97.3%	98.0%	69.2%	83.3%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	---	100.0%	90.7%	98.0%	84.2%
8th grade or less	357	**34**	76	72	7	26	0	5	17	12	34	0	0	19	12	3	1	0	0	26	0	0	1	1	0	17	15	0
	9.5%	**12.1%**	20.2%	20.8%	17.9%	11.0%	---	7.2%	13.5%	14.6%	50.7%	0.0%	0.0%	8.7%	25.0%	33.3%	10.0%	0.0%	0.0%	23.9%	0.0%	0.0%	1.3%	33.3%	0.0%	15.9%	10.1%	0.0%
Some high school, but did not graduate	385	**33**	39	48	4	28	0	4	12	16	33	0	0	28	4	1	2	0	1	20	1	0	4	0	3	15	14	1
	10.2%	**11.8%**	10.4%	13.9%	10.3%	11.8%	---	5.8%	9.5%	19.5%	49.3%	0.0%	0.0%	12.8%	8.3%	11.1%	20.0%	0.0%	25.0%	18.3%	100.0%	0.0%	5.3%	0.0%	11.5%	14.0%	9.4%	6.3%
High school graduate or GED	1,045	**75**	117	110	10	64	0	17	38	19	0	75	0	57	15	2	3	0	0	37	0	1	13	1	7	29	41	4
	27.8%	**26.8%**	31.1%	31.8%	25.6%	27.0%	---	24.6%	30.2%	23.2%	0.0%	100.0%	0.0%	26.0%	31.3%	22.2%	30.0%	0.0%	0.0%	33.9%	0.0%	33.3%	17.3%	33.3%	26.9%	27.1%	27.5%	25.0%
Some college or 2-year degree	1,312	**100**	101	78	12	87	0	33	37	29	0	0	100	84	10	3	4	1	1	20	0	2	42	0	9	39	54	5
	34.9%	**35.7%**	26.9%	22.5%	30.8%	36.7%	---	47.8%	29.4%	35.4%	0.0%	0.0%	72.5%	38.4%	20.8%	33.3%	40.0%	33.3%	25.0%	18.3%	0.0%	66.7%	56.0%	0.0%	34.6%	36.4%	36.2%	31.3%
4-year college graduate	410	**27**	27	27	4	23	0	8	14	5	0	0	27	25	2	0	0	2	1	4	0	0	9	1	6	6	18	3
	10.9%	**9.6%**	7.2%	7.8%	10.3%	9.7%	---	11.6%	11.1%	6.1%	0.0%	0.0%	19.6%	11.4%	4.2%	0.0%	0.0%	66.7%	25.0%	3.7%	0.0%	0.0%	12.0%	33.3%	23.1%	5.6%	12.1%	18.8%
More than 4-year college degree	253	**11**	16	11	2	9	0	2	8	1	0	0	11	6	5	0	0	0	1	2	0	0	6	0	1	1	7	3
	6.7%	**3.9%**	4.3%	3.2%	5.1%	3.8%	---	2.9%	6.3%	1.2%	0.0%	0.0%	8.0%	2.7%	10.4%	0.0%	0.0%	0.0%	25.0%	1.8%	0.0%	0.0%	8.0%	0.0%	3.8%	0.9%	4.7%	18.8%
4-year college graduate or more	663	**38**	43	38	6	32	0	10	22	6	0	0	38	31	7	0	0	2	2	6	0	0	15	1	7	7	25	6
	17.6%	**13.6%**	11.4%	11.0%	15.4%	13.5%	---	14.5%	17.5%	7.3%	0.0%	0.0%	27.5%	14.2%	14.6%	0.0%	0.0%	66.7%	50.0%	5.5%	0.0%	0.0%	20.0%	33.3%	26.9%	6.5%	16.8%	37.5%
Significantly different from column:*									J	I	M	M	K,L							W			T			AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 75

How are you related to the child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	353	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	210	**13**	16	6	0	3	0	3	1	2	0	0	2	4	1	2	0	0	0	1	0	0	2	0	0	10	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,760	**284**	377	347	41	238	0	69	129	81	67	75	136	221	48	11	12	3	4	111	1	3	73	3	26	108	150	18
	94.7%	**95.6%**	95.9%	98.3%	100.0%	98.8%	---	95.8%	99.2%	97.6%	100.0%	100.0%	98.6%	98.2%	98.0%	84.6%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	97.3%	---	100.0%	91.5%	98.7%	94.7%
Mother or father	3,461	**268**	358	330	37	226	0	69	122	72	62	70	130	207	47	10	11	3	4	106	1	3	70	2	23	100	143	17
	92.0%	**94.4%**	95.0%	95.1%	90.2%	95.0%	---	100.0%	94.6%	88.9%	92.5%	93.3%	95.6%	93.7%	97.9%	90.9%	91.7%	100.0%	100.0%	95.5%	100.0%	100.0%	95.9%	66.7%	88.5%	92.6%	95.3%	94.4%
Grandparent	170	**10**	10	10	3	7	0	0	4	6	4	2	4	8	1	1	0	0	0	2	0	0	2	1	2	6	3	1
	4.5%	**3.5%**	2.7%	2.9%	7.3%	2.9%	---	0.0%	3.1%	7.4%	6.0%	2.7%	2.9%	3.6%	2.1%	9.1%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	2.7%	33.3%	7.7%	5.6%	2.0%	5.6%
Aunt or uncle	21	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.5%	0.3%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Older brother or sister	10	**1**	2	0	1	0	0	0	0	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0
	0.3%	**0.4%**	0.5%	0.0%	2.4%	0.0%	---	0.0%	0.0%	1.2%	0.0%	1.3%	0.0%	0.5%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%
Other relative	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	73	**5**	3	5	0	5	0	0	3	2	1	2	2	5	0	0	0	0	0	3	0	0	1	0	1	1	4	0
	1.9%	**1.8%**	0.8%	1.4%	0.0%	2.1%	---	0.0%	2.3%	2.5%	1.5%	2.7%	1.5%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	1.4%	0.0%	3.8%	0.9%	2.7%	0.0%
Someone else	18	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.5%	0.3%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

NA - There is no "no experience" category for this question.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 76

How well does your child speak English?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	217	**19**	23	---	2	7	0	5	5	2	1	4	3	8	2	2	1	0	0	3	0	0	2	0	1	9	8	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,753	**278**	370	---	39	234	0	67	125	81	66	71	135	217	47	11	11	3	4	109	1	3	73	3	25	109	144	17
	94.5%	**93.6%**	94.1%	---	95.1%	97.1%	---	93.1%	96.2%	97.6%	98.5%	94.7%	97.8%	96.4%	95.9%	84.6%	91.7%	100.0%	100.0%	97.3%	100.0%	100.0%	97.3%	---	96.2%	92.4%	94.7%	89.5%
Very well	2,715	**188**	230	---	21	164	0	29	92	66	35	47	104	150	30	5	7	1	4	58	1	1	58	3	15	67	106	12
	72.3%	**67.6%**	62.2%	---	53.8%	70.1%	---	43.3%	73.6%	81.5%	53.0%	66.2%	77.0%	69.1%	63.8%	45.5%	63.6%	33.3%	100.0%	53.2%	100.0%	33.3%	79.5%	100.0%	60.0%	61.5%	73.6%	70.6%
Well	665	**57**	101	---	12	44	0	22	24	9	18	15	22	43	11	3	2	1	0	29	0	2	10	0	9	29	22	2
	17.7%	**20.5%**	27.3%	---	30.8%	18.8%	---	32.8%	19.2%	11.1%	27.3%	21.1%	16.3%	19.8%	23.4%	27.3%	18.2%	33.3%	0.0%	26.6%	0.0%	66.7%	13.7%	0.0%	36.0%	26.6%	15.3%	11.8%
Not well	221	**16**	28	---	4	11	0	5	6	5	7	5	4	11	4	1	1	1	0	10	0	0	3	0	1	7	7	1
	5.9%	**5.8%**	7.6%	---	10.3%	4.7%	---	7.5%	4.8%	6.2%	10.6%	7.0%	3.0%	5.1%	8.5%	9.1%	9.1%	33.3%	0.0%	9.2%	0.0%	0.0%	4.1%	0.0%	4.0%	6.4%	4.9%	5.9%
Not at all	152	**17**	11	---	2	15	0	11	3	1	6	4	5	13	2	2	1	0	0	12	0	0	2	0	0	6	9	2
	4.1%	**6.1%**	3.0%	---	5.1%	6.4%	---	16.4%	2.4%	1.2%	9.1%	5.6%	3.7%	6.0%	4.3%	18.2%	9.1%	0.0%	0.0%	11.0%	0.0%	0.0%	2.7%	0.0%	0.0%	5.5%	6.3%	11.8%
Very well or Well	3,380	**245**	331	---	33	208	0	51	116	75	53	62	126	193	41	8	9	2	4	87	1	3	68	3	24	96	128	14
	90.1%	**88.1%**	89.5%	---	84.6%	88.9%	---	76.1%	92.8%	92.6%	80.3%	87.3%	93.3%	88.9%	87.2%	72.7%	81.8%	66.7%	100.0%	79.8%	100.0%	100.0%	93.2%	100.0%	96.0%	88.1%	88.9%	82.4%
Significantly different from column:*								I,J	H	H	M		K							W			T					

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 77

What language does your child mainly speak at home?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	267	**23**	42	---	1	12	0	6	8	2	0	5	7	12	3	2	2	0	0	8	0	0	2	0	1	11	11	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,703	**274**	351	---	40	229	0	66	122	81	67	70	131	213	46	11	10	3	4	104	1	3	73	3	25	107	141	18
	93.3%	**92.3%**	89.3%	---	97.6%	95.0%	---	91.7%	93.8%	97.6%	100.0%	93.3%	94.9%	94.7%	93.9%	84.6%	83.3%	100.0%	100.0%	92.9%	100.0%	100.0%	97.3%	---	96.2%	90.7%	92.8%	94.7%
English	2,731	**170**	178	---	23	143	0	45	77	46	13	37	117	137	24	6	6	1	4	22	0	3	69	2	23	57	95	15
	73.8%	**62.0%**	50.7%	---	57.5%	62.4%	---	68.2%	63.1%	56.8%	19.4%	52.9%	89.3%	64.3%	52.2%	54.5%	60.0%	33.3%	100.0%	21.2%	0.0%	100.0%	94.5%	66.7%	92.0%	53.3%	67.4%	83.3%
Spanish	736	**89**	165	---	13	75	0	18	40	28	51	27	9	64	21	3	4	0	0	74	0	0	2	1	2	43	39	2
	19.9%	**32.5%**	47.0%	---	32.5%	32.8%	---	27.3%	32.8%	34.6%	76.1%	38.6%	6.9%	30.0%	45.7%	27.3%	40.0%	0.0%	0.0%	71.2%	0.0%	0.0%	2.7%	33.3%	8.0%	40.2%	27.7%	11.1%
Other	215	**13**	8	---	2	11	0	3	5	5	2	5	5	12	0	1	0	2	0	7	1	0	2	0	0	7	5	1
	5.8%	**4.7%**	2.3%	---	5.0%	4.8%	---	4.5%	4.1%	6.2%	3.0%	7.1%	3.8%	5.6%	0.0%	9.1%	0.0%	66.7%	0.0%	6.7%	100.0%	0.0%	2.7%	0.0%	0.0%	6.5%	3.5%	5.6%

NA - There is no "no experience" category for this question.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 78

Does your child need an interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	192	**17**	21	---	1	6	0	4	4	2	1	3	2	5	3	2	1	0	0	4	0	0	1	0	1	9	7	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,778	**280**	372	---	40	235	0	68	126	81	66	72	136	220	46	11	11	3	4	108	1	3	74	3	25	109	145	18
	95.2%	**94.3%**	94.7%	---	97.6%	97.5%	---	94.4%	96.9%	97.6%	98.5%	96.0%	98.6%	97.8%	93.9%	84.6%	91.7%	100.0%	100.0%	96.4%	100.0%	100.0%	98.7%	---	96.2%	92.4%	95.4%	94.7%
Yes	215	**24**	39	---	4	19	0	9	12	2	12	8	3	16	6	2	0	0	0	20	0	0	0	0	1	13	10	0
	5.7%	**8.6%**	10.5%	---	10.0%	8.1%	---	13.2%	9.5%	2.5%	18.2%	11.1%	2.2%	7.3%	13.0%	18.2%	0.0%	0.0%	0.0%	18.5%	0.0%	0.0%	0.0%	0.0%	4.0%	11.9%	6.9%	0.0%
No	3,563	**256**	333	---	36	216	0	59	114	79	54	64	133	204	40	9	11	3	4	88	1	3	74	3	24	96	135	18
	94.3%	**91.4%**	89.5%	---	90.0%	91.9%	---	86.8%	90.5%	97.5%	81.8%	88.9%	97.8%	92.7%	87.0%	81.8%	100.0%	100.0%	100.0%	81.5%	100.0%	100.0%	100.0%	100.0%	96.0%	88.1%	93.1%	100.0%
Significantly different from column:*		**A**						J	J	H,I										W			T					

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 79

Does your child need a sign language interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	173	**15**	20	---	1	4	0	2	4	2	0	3	2	4	2	2	1	0	0	2	0	0	1	0	1	8	6	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,797	**282**	373	---	40	237	0	70	126	81	67	72	136	221	47	11	11	3	4	110	1	3	74	3	25	110	146	18
	95.6%	**94.9%**	94.9%	---	97.6%	98.3%	---	97.2%	96.9%	97.6%	100.0%	96.0%	98.6%	98.2%	95.9%	84.6%	91.7%	100.0%	100.0%	98.2%	100.0%	100.0%	98.7%	---	96.2%	93.2%	96.1%	94.7%
Yes	39	**4**	9	---	1	3	0	1	1	2	1	3	0	3	0	1	0	0	0	3	0	0	0	0	0	3	1	0
	1.0%	**1.4%**	2.4%	---	2.5%	1.3%	---	1.4%	0.8%	2.5%	1.5%	4.2%	0.0%	1.4%	0.0%	9.1%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.7%	0.0%
No	3,758	**278**	364	---	39	234	0	69	125	79	66	69	136	218	47	10	11	3	4	107	1	3	74	3	25	107	145	18
	99.0%	**98.6%**	97.6%	---	97.5%	98.7%	---	98.6%	99.2%	97.5%	98.5%	95.8%	100.0%	98.6%	100.0%	90.9%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	97.3%	99.3%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 80

Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	644	**67**	32	---	12	45	0	14	27	18	23	19	13	46	12	3	6	0	0	35	0	1	11	0	3	31	31	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,326	**230**	361	---	29	196	0	58	103	65	44	56	125	179	37	10	6	3	4	77	1	2	64	3	23	87	121	16
	83.8%	**77.4%**	91.9%	---	70.7%	81.3%	---	80.6%	79.2%	78.3%	65.7%	74.7%	90.6%	79.6%	75.5%	76.9%	50.0%	100.0%	100.0%	68.8%	100.0%	66.7%	85.3%	---	88.5%	73.7%	79.6%	84.2%
Yes	48	**4**	6	---	1	2	0	1	2	1	1	2	1	2	0	2	0	0	0	2	0	0	1	0	0	1	2	0
	1.4%	**1.7%**	1.7%	---	3.4%	1.0%	---	1.7%	1.9%	1.5%	2.3%	3.6%	0.8%	1.1%	0.0%	20.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	1.6%	0.0%	0.0%	1.1%	1.7%	0.0%
No	3,278	**226**	355	---	28	194	0	57	101	64	43	54	124	177	37	8	6	3	4	75	1	2	63	3	23	86	119	16
	98.6%	**98.3%**	98.3%	---	96.6%	99.0%	---	98.3%	98.1%	98.5%	97.7%	96.4%	99.2%	98.9%	100.0%	80.0%	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	98.4%	100.0%	100.0%	98.9%	98.3%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 81

Is your child deaf or does your child have serious difficulty hearing?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	410	**55**	16	---	11	34	0	8	24	14	22	15	5	35	10	3	7	0	0	34	0	0	2	0	2	30	20	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,560	**242**	377	---	30	207	0	64	106	69	45	60	133	190	39	10	5	3	4	78	1	3	73	3	24	88	132	16
	89.7%	**81.5%**	95.9%	---	73.2%	85.9%	---	88.9%	81.5%	83.1%	67.2%	80.0%	96.4%	84.4%	79.6%	76.9%	41.7%	100.0%	100.0%	69.6%	100.0%	100.0%	97.3%	---	92.3%	74.6%	86.8%	84.2%
Yes	45	**2**	4	---	0	2	0	0	0	2	0	1	1	2	0	0	0	0	0	0	0	0	1	0	1	0	2	0
	1.3%	**0.8%**	1.1%	---	0.0%	1.0%	---	0.0%	0.0%	2.9%	0.0%	1.7%	0.8%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	4.2%	0.0%	1.5%	0.0%
No	3,515	**240**	373	---	30	205	0	64	106	67	45	59	132	188	39	10	5	3	4	78	1	3	72	3	23	88	130	16
	98.7%	**99.2%**	98.9%	---	100.0%	99.0%	---	100.0%	100.0%	97.1%	100.0%	98.3%	99.2%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	95.8%	100.0%	98.5%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 82

Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	185	**17**	16	---	2	5	0	2	4	3	2	2	2	7	2	2	2	0	0	3	0	0	1	0	1	10	5	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,785	**280**	377	---	39	236	0	70	126	80	65	73	136	218	47	11	10	3	4	109	1	3	74	3	25	108	147	17
	95.3%	**94.3%**	95.9%	---	95.1%	97.9%	---	97.2%	96.9%	96.4%	97.0%	97.3%	98.6%	96.9%	95.9%	84.6%	83.3%	100.0%	100.0%	97.3%	100.0%	100.0%	98.7%	---	96.2%	91.5%	96.7%	89.5%
Yes	73	**4**	13	---	1	3	0	0	3	1	2	2	0	3	1	0	0	0	0	2	0	0	1	0	1	2	1	1
	1.9%	**1.4%**	3.4%	---	2.6%	1.3%	---	0.0%	2.4%	1.3%	3.1%	2.7%	0.0%	1.4%	2.1%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	1.4%	0.0%	4.0%	1.9%	0.7%	5.9%
No	3,712	**276**	364	---	38	233	0	70	123	79	63	71	136	215	46	11	10	3	4	107	1	3	73	3	24	106	146	16
	98.1%	**98.6%**	96.6%	---	97.4%	98.7%	---	100.0%	97.6%	98.8%	96.9%	97.3%	100.0%	98.6%	97.9%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.6%	100.0%	96.0%	98.1%	99.3%	94.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 83

Does a physical, mental, or emotional condition limit your child's activities in any way?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	393	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	177	**15**	16	---	1	4	0	2	3	3	0	2	3	5	2	2	1	0	0	1	0	0	1	0	1	8	6	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,793	**282**	377	---	40	237	0	70	127	80	67	73	135	220	47	11	11	3	4	111	1	3	74	3	25	110	146	18
	95.5%	**94.9%**	95.9%	---	97.6%	98.3%	---	97.2%	97.7%	96.4%	100.0%	97.3%	97.8%	97.8%	95.9%	84.6%	91.7%	100.0%	100.0%	99.1%	100.0%	100.0%	98.7%	---	96.2%	93.2%	96.1%	94.7%
Yes	428	**30**	29	---	4	25	0	2	15	12	3	11	14	14	10	5	1	0	2	7	0	0	10	0	5	11	14	5
	11.3%	**10.6%**	7.7%	---	10.0%	10.5%	---	2.9%	11.8%	15.0%	4.5%	15.1%	10.4%	6.4%	21.3%	45.5%	9.1%	0.0%	50.0%	6.3%	0.0%	0.0%	13.5%	0.0%	20.0%	10.0%	9.6%	27.8%
No	3,365	**252**	348	---	36	212	0	68	112	68	64	62	121	206	37	6	10	3	2	104	1	3	64	3	20	99	132	13
	88.7%	**89.4%**	92.3%	---	90.0%	89.5%	---	97.1%	88.2%	85.0%	95.5%	84.9%	89.6%	93.6%	78.7%	54.5%	90.9%	100.0%	50.0%	93.7%	100.0%	100.0%	86.5%	100.0%	80.0%	90.0%	90.4%	72.2%
Significantly different from column:*								I,J	H	H	L	K																

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 84

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,030	**229**	302	---	35	186	0	16	130	83	59	64	100	169	43	13	9	3	4	89	1	2	55	3	20	95	113	14
Number missing or multiple answer	151	**17**	27	---	4	10	0	3	8	6	2	5	7	9	4	3	4	1	0	4	0	0	2	0	2	8	8	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,879	**212**	275	---	31	176	0	13	122	77	57	59	93	160	39	10	5	2	4	85	1	2	53	3	18	87	105	14
	95.0%	**92.6%**	91.1%	---	88.6%	94.6%	---	81.3%	93.8%	92.8%	96.6%	92.2%	93.0%	94.7%	90.7%	76.9%	55.6%	66.7%	100.0%	95.5%	100.0%	100.0%	96.4%	---	90.0%	91.6%	92.9%	100.0%
Yes	54	**2**	2	---	0	2	0	0	2	0	0	2	0	1	0	0	0	0	0	1	0	0	1	0	0	0	1	1
	1.9%	**0.9%**	0.7%	---	0.0%	1.1%	---	0.0%	1.6%	0.0%	0.0%	3.4%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	1.0%	7.1%
No	2,825	**210**	273	---	31	174	0	13	120	77	57	57	93	159	39	10	5	2	4	84	1	2	52	3	18	87	104	13
	98.1%	**99.1%**	99.3%	---	100.0%	98.9%	---	100.0%	98.4%	100.0%	100.0%	96.6%	100.0%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	99.0%	92.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 85

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,030	**229**	302	---	35	186	0	16	130	83	59	64	100	169	43	13	9	3	4	89	1	2	55	3	20	95	113	14
Number missing or multiple answer	160	**16**	28	---	4	9	0	3	7	6	1	5	7	9	4	2	4	1	0	3	0	0	2	0	2	7	8	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,870	**213**	274	---	31	177	0	13	123	77	58	59	93	160	39	11	5	2	4	86	1	2	53	3	18	88	105	14
	94.7%	**93.0%**	90.7%	---	88.6%	95.2%	---	81.3%	94.6%	92.8%	98.3%	92.2%	93.0%	94.7%	90.7%	84.6%	55.6%	66.7%	100.0%	96.6%	100.0%	100.0%	96.4%	---	90.0%	92.6%	92.9%	100.0%
Yes	112	**8**	8	---	1	6	0	1	6	1	2	3	2	1	3	3	0	0	0	3	0	0	3	0	1	2	3	3
	3.9%	**3.8%**	2.9%	---	3.2%	3.4%	---	7.7%	4.9%	1.3%	3.4%	5.1%	2.2%	0.6%	7.7%	27.3%	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	5.7%	0.0%	5.6%	2.3%	2.9%	21.4%
No	2,758	**205**	266	---	30	171	0	12	117	76	56	56	91	159	36	8	5	2	4	83	1	2	50	3	17	86	102	11
	96.1%	**96.2%**	97.1%	---	96.8%	96.6%	---	92.3%	95.1%	98.7%	96.6%	94.9%	97.8%	99.4%	92.3%	72.7%	100.0%	100.0%	100.0%	96.5%	100.0%	100.0%	94.3%	100.0%	94.4%	97.7%	97.1%	78.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 86

Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?

Base: All respondents with children 5 or older

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,030	**229**	302	---	35	186	0	16	130	83	59	64	100	169	43	13	9	3	4	89	1	2	55	3	20	95	113	14
Number missing or multiple answer	172	**16**	27	---	4	9	0	3	7	6	1	5	7	9	4	2	4	1	0	3	0	0	2	0	2	7	8	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,858	**213**	275	---	31	177	0	13	123	77	58	59	93	160	39	11	5	2	4	86	1	2	53	3	18	88	105	14
	94.3%	**93.0%**	91.1%	---	88.6%	95.2%	---	81.3%	94.6%	92.8%	98.3%	92.2%	93.0%	94.7%	90.7%	84.6%	55.6%	66.7%	100.0%	96.6%	100.0%	100.0%	96.4%	---	90.0%	92.6%	92.9%	100.0%
Yes	535	**41**	36	---	3	37	0	3	20	18	6	13	21	23	11	6	0	0	3	9	0	1	12	1	7	11	21	8
	18.7%	**19.2%**	13.1%	---	9.7%	20.9%	---	23.1%	16.3%	23.4%	10.3%	22.0%	22.6%	14.4%	28.2%	54.5%	0.0%	0.0%	75.0%	10.5%	0.0%	50.0%	22.6%	33.3%	38.9%	12.5%	20.0%	57.1%
No	2,323	**172**	239	---	28	140	0	10	103	59	52	46	72	137	28	5	5	2	1	77	1	1	41	2	11	77	84	6
	81.3%	**80.8%**	86.9%	---	90.3%	79.1%	---	76.9%	83.7%	76.6%	89.7%	78.0%	77.4%	85.6%	71.8%	45.5%	100.0%	100.0%	25.0%	89.5%	100.0%	50.0%	77.4%	66.7%	61.1%	87.5%	80.0%	42.9%
Significantly different from column:*														O	N													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 87

Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

Base: All respondents with children 15 or older

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	765	**58**	83	---	7	50	0	0	0	58	16	14	28	43	11	3	4	0	2	19	1	0	13	2	3	25	30	2
Number missing or multiple answer	92	**8**	9	---	0	8	0	0	0	8	2	1	5	6	1	1	2	0	0	2	0	0	2	0	0	3	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	673	**50**	74	---	7	42	0	0	0	50	14	13	23	37	10	2	2	0	2	17	1	0	11	2	3	22	26	2
	88.0%	**86.2%**	89.2%	---	100.0%	84.0%	---	---	---	86.2%	87.5%	92.9%	82.1%	86.0%	90.9%	66.7%	50.0%	---	100.0%	89.5%	100.0%	---	84.6%	---	100.0%	88.0%	86.7%	100.0%
Yes	91	**7**	8	---	2	5	0	0	0	7	1	5	1	4	2	1	0	0	0	3	0	0	2	0	1	1	6	0
	13.5%	**14.0%**	10.8%	---	28.6%	11.9%	---	---	---	14.0%	7.1%	38.5%	4.3%	10.8%	20.0%	50.0%	0.0%	---	0.0%	17.6%	0.0%	---	18.2%	0.0%	33.3%	4.5%	23.1%	0.0%
No	582	**43**	66	---	5	37	0	0	0	43	13	8	22	33	8	1	2	0	2	14	1	0	9	2	2	21	20	2
	86.5%	**86.0%**	89.2%	---	71.4%	88.1%	---	---	---	86.0%	92.9%	61.5%	95.7%	89.2%	80.0%	50.0%	100.0%	---	100.0%	82.4%	100.0%	---	81.8%	100.0%	66.7%	95.5%	76.9%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 89

Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	---	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	766	**58**	---	---	7	38	0	8	20	21	7	13	26	40	4	6	0	0	0	0	0	0	0	0	0	26	27	5
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,204	**239**	---	---	34	203	0	64	110	62	60	62	112	185	45	7	12	3	4	112	1	3	75	3	26	92	125	14
	80.7%	**80.5%**	---	---	82.9%	84.2%	---	88.9%	84.6%	74.7%	89.6%	82.7%	81.2%	82.2%	91.8%	53.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	78.0%	82.2%	73.7%
American Indian or Alaska Native	392	**26**	---	---	7	19	0	5	8	11	6	5	13	20	3	2	12	0	0	3	0	0	6	0	5	14	9	2
	12.2%	**10.9%**	---	---	20.6%	9.4%	---	7.8%	7.3%	17.7%	10.0%	8.1%	11.6%	10.8%	6.7%	28.6%	100.0%	0.0%	0.0%	2.7%	0.0%	0.0%	8.0%	0.0%	19.2%	15.2%	7.2%	14.3%
Asian	314	**11**	---	---	4	7	0	1	10	0	1	0	10	11	0	0	0	3	0	1	0	0	3	0	4	6	5	0
	9.8%	**4.6%**	---	---	11.8%	3.4%	---	1.6%	9.1%	0.0%	1.7%	0.0%	8.9%	5.9%	0.0%	0.0%	0.0%	100.0%	0.0%	0.9%	0.0%	0.0%	4.0%	0.0%	15.4%	6.5%	4.0%	0.0%
Black or African American	206	**7**	---	---	1	6	0	2	2	3	1	0	6	5	2	0	0	0	4	0	0	0	0	0	3	2	4	1
	6.4%	**2.9%**	---	---	2.9%	3.0%	---	3.1%	1.8%	4.8%	1.7%	0.0%	5.4%	2.7%	4.4%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.5%	2.2%	3.2%	7.1%
Hispanic or Latino/a	1,259	**144**	---	---	17	126	0	39	68	35	51	46	43	104	31	7	6	0	0	112	0	1	8	1	16	64	68	7
	39.3%	**60.3%**	---	---	50.0%	62.1%	---	60.9%	61.8%	56.5%	85.0%	74.2%	38.4%	56.2%	68.9%	100.0%	50.0%	0.0%	0.0%	100.0%	0.0%	33.3%	10.7%	33.3%	61.5%	69.6%	54.4%	50.0%
Middle Eastern/Northern African	31	**2**	---	---	1	1	0	0	0	2	1	1	0	2	0	0	0	0	0	0	1	0	0	0	1	1	1	0
	1.0%	**0.8%**	---	---	2.9%	0.5%	---	0.0%	0.0%	3.2%	1.7%	1.6%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3.8%	1.1%	0.8%	0.0%
Native Hawaiian or Pacific Islander	47	**5**	---	---	1	4	0	3	1	1	0	3	2	4	1	0	0	0	0	0	0	3	1	0	1	1	4	0
	1.5%	**2.1%**	---	---	2.9%	2.0%	---	4.7%	0.9%	1.6%	0.0%	4.8%	1.8%	2.2%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	1.3%	0.0%	3.8%	1.1%	3.2%	0.0%
White	1,762	**115**	---	---	17	97	0	34	50	29	11	20	82	94	19	2	5	1	1	8	0	0	75	1	24	33	68	10
	55.0%	**48.1%**	---	---	50.0%	47.8%	---	53.1%	45.5%	46.8%	18.3%	32.3%	73.2%	50.8%	42.2%	28.6%	41.7%	33.3%	25.0%	7.1%	0.0%	0.0%	100.0%	33.3%	92.3%	35.9%	54.4%	71.4%
Other	177	**10**	---	---	1	9	0	0	3	7	5	2	3	7	3	0	0	0	1	2	0	0	0	3	4	4	4	1
	5.5%	**4.2%**	---	---	2.9%	4.4%	---	0.0%	2.7%	11.3%	8.3%	3.2%	2.7%	3.8%	6.7%	0.0%	0.0%	0.0%	25.0%	1.8%	0.0%	0.0%	0.0%	100.0%	15.4%	4.3%	3.2%	7.1%

NA - There is no "no experience" category for this question.

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- General Population

Question 90

If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child have more than one primary racial or ethnic identity, please check here.

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	3,970	**297**	---	---	41	241	0	72	130	83	67	75	138	225	49	13	12	3	4	112	1	3	75	3	26	118	152	19
Number missing or multiple answer	0	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	766	**58**	---	---	7	38	0	8	20	21	7	13	26	40	4	6	0	0	0	0	0	0	0	0	0	26	27	5
Usable responses	3,204	**239**	---	---	34	203	0	64	110	62	60	62	112	185	45	7	12	3	4	112	1	3	75	3	26	92	125	14
	80.7%	**80.5%**	---	---	82.9%	84.2%	---	88.9%	84.6%	74.7%	89.6%	82.7%	81.2%	82.2%	91.8%	53.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	78.0%	82.2%	73.7%
American Indian or Alaska Native	181	**12**	---	---	5	7	0	1	4	5	3	3	4	10	2	0	12	0	0	0	0	0	0	0	0	8	2	1
	5.6%	**5.0%**	---	---	14.7%	3.4%	---	1.6%	3.6%	8.1%	5.0%	4.8%	3.6%	5.4%	4.4%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	1.6%	7.1%
Asian	226	**3**	---	---	1	2	0	0	3	0	0	0	3	3	0	0	0	3	0	0	0	0	0	0	0	2	1	0
	7.1%	**1.3%**	---	---	2.9%	1.0%	---	0.0%	2.7%	0.0%	0.0%	0.0%	2.7%	1.6%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.8%	0.0%
Black or African American	116	**4**	---	---	0	4	0	0	1	3	1	0	3	3	1	0	0	0	4	0	0	0	0	0	0	1	2	1
	3.6%	**1.7%**	---	---	0.0%	2.0%	---	0.0%	0.9%	4.8%	1.7%	0.0%	2.7%	1.6%	2.2%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	1.6%	7.1%
Hispanic or Latino/a	970	**112**	---	---	14	97	0	30	54	27	46	37	26	79	26	5	0	0	0	112	0	0	0	0	0	52	54	2
	30.3%	**46.9%**	---	---	41.2%	47.8%	---	46.9%	49.1%	43.5%	76.7%	59.7%	23.2%	42.7%	57.8%	71.4%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	56.5%	43.2%	14.3%
Middle Eastern/Northern African	11	**1**	---	---	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0
	0.3%	**0.4%**	---	---	2.9%	0.0%	---	0.0%	0.0%	1.6%	1.7%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%
Native Hawaiian or Pacific Islander	20	**3**	---	---	1	2	0	2	1	0	0	1	2	3	0	0	0	0	0	0	0	3	0	0	0	1	2	0
	0.6%	**1.3%**	---	---	2.9%	1.0%	---	3.1%	0.9%	0.0%	0.0%	1.6%	1.8%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	1.1%	1.6%	0.0%
White	1,295	**75**	---	---	7	67	0	24	34	17	5	13	57	63	12	0	0	0	0	0	0	0	75	0	0	16	50	7
	40.4%	**31.4%**	---	---	20.6%	33.0%	---	37.5%	30.9%	27.4%	8.3%	21.0%	50.9%	34.1%	26.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	17.4%	40.0%	50.0%
Other	65	**3**	---	---	1	2	0	0	1	2	1	1	1	3	0	0	0	0	0	0	0	0	0	3	0	0	2	1
	2.0%	**1.3%**	---	---	2.9%	1.0%	---	0.0%	0.9%	3.2%	1.7%	1.6%	0.9%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1.6%	7.1%
Multiracial	320	**26**	---	---	4	22	0	7	12	7	3	7	16	20	4	2	0	0	0	0	0	0	0	0	26	11	12	2
	10.0%	**10.9%**	---	---	11.8%	10.8%	---	10.9%	10.9%	11.3%	5.0%	11.3%	14.3%	10.8%	8.9%	28.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	12.0%	9.6%	14.3%
Significantly different from column:*																							Y		W			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions			
	2021 State OHP	Plan Rate		
		2021	2020	2019
Ratings				
Rating of Personal Doctor	86.86%	**88.15%**	88.41%	91.84%
Rating of Specialist	81.96%	**73.68%**	91.30%	61.54%
Rating of All Health Care	81.77%	**80.39%**	86.15%	80.85%
Rating of Health Plan	73.74%	**65.10%**	85.14%	79.31%
Composites				
Getting Needed Care	81.22%	**73.65%**	91.67%	70.34%
Getting Care Quickly	88.78%	**89.17%**	89.17%	83.88%
How Well Doctors Communicate	94.92%	**95.02%**	94.74%	90.85%
Customer Service	87.69%	**86.76%**	80.00%	100.00%
Additional Content Areas				
Coordination of Care	82.39%	**82.61%**	91.18%	82.61%
Children with Chronic Conditions Composites				
Access to Prescription Medicine	89.51%	**88.17%**	87.23%	94.74%
Access to Specialized Services	68.21%	**68.10%**	71.32%	72.58%
Getting Needed Information	90.91%	**93.20%**	95.31%	91.49%
Personal Doctor or Nurse Who Knows Child	89.62%	**88.25%**	91.61%	91.19%
Coordination of Care w/CCC (Q16 & Q27)	75.90%	**80.47%**	74.44%	86.21%

* Results were calculated by CSS following NCQA specifications. A lighter display is used to indicate that the measure does not meet the denominator threshold (n=30).

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 3

In the last 6 months, did your child have an illness, injury, or condition that needed care right away?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	49	**2**	3	0	0	2	0	0	2	0	0	1	1	1	0	0	0	0	0	1	0	0	1	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,232	**148**	76	58	13	128	1	24	62	59	25	43	73	93	37	17	3	0	3	36	0	1	56	1	14	39	81	22
	97.9%	**98.7%**	96.2%	100.0%	100.0%	98.5%	100.0%	100.0%	96.9%	100.0%	100.0%	97.7%	98.6%	98.9%	100.0%	100.0%	100.0%	---	100.0%	97.3%	---	100.0%	98.2%	---	100.0%	100.0%	97.6%	100.0%
Yes	562	**30**	30	34	2	26	0	8	10	11	3	8	17	12	12	5	0	0	0	4	0	1	15	0	3	1	22	7
	25.2%	**20.3%**	39.5%	58.6%	15.4%	20.3%	0.0%	33.3%	16.1%	18.6%	12.0%	18.6%	23.3%	12.9%	32.4%	29.4%	0.0%	---	0.0%	11.1%	---	100.0%	26.8%	0.0%	21.4%	2.6%	27.2%	31.8%
No	1,670	**118**	46	24	11	102	1	16	52	48	22	35	56	81	25	12	3	0	3	32	0	0	41	1	11	38	59	15
	74.8%	**79.7%**	60.5%	41.4%	84.6%	79.7%	100.0%	66.7%	83.9%	81.4%	88.0%	81.4%	76.7%	87.1%	67.6%	70.6%	100.0%	---	100.0%	88.9%	---	0.0%	73.2%	100.0%	78.6%	97.4%	72.8%	68.2%
Significantly different from column:*		**C,D**												O	N											AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 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?

Base: All respondents whose child need care right away (Q3)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	562	**30**	30	34	2	26	0	8	10	11	3	8	17	12	12	5	0	0	0	4	0	1	15	0	3	1	22	7
Number missing or multiple answer	8	**1**	1	0	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	554	**29**	29	34	2	25	0	7	10	11	3	7	17	11	12	5	0	0	0	4	0	1	15	0	2	1	21	7
	98.6%	**96.7%**	96.7%	100.0%	100.0%	96.2%	---	87.5%	100.0%	100.0%	100.0%	87.5%	100.0%	91.7%	100.0%	100.0%	---	---	---	100.0%	---	100.0%	100.0%	---	66.7%	100.0%	95.5%	100.0%
Never	6	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	0.0%	2.9%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%
Sometimes	43	**3**	2	5	0	2	0	0	1	1	0	1	1	0	3	0	0	0	0	0	0	0	2	0	0	0	3	0
	7.8%	**10.3%**	6.9%	14.7%	0.0%	8.0%	---	0.0%	10.0%	9.1%	0.0%	14.3%	5.9%	0.0%	25.0%	0.0%	---	---	---	0.0%	---	0.0%	13.3%	---	0.0%	0.0%	14.3%	0.0%
Usually	93	**6**	6	7	1	4	0	2	2	2	1	0	4	2	3	1	0	0	0	1	0	0	2	0	1	0	3	3
	16.8%	**20.7%**	20.7%	20.6%	50.0%	16.0%	---	28.6%	20.0%	18.2%	33.3%	0.0%	23.5%	18.2%	25.0%	20.0%	---	---	---	25.0%	---	0.0%	13.3%	---	50.0%	0.0%	14.3%	42.9%
Always	412	**20**	21	21	1	19	0	5	7	8	2	6	12	9	6	4	0	0	0	3	0	1	11	0	1	1	15	4
	74.4%	**69.0%**	72.4%	61.8%	50.0%	76.0%	---	71.4%	70.0%	72.7%	66.7%	85.7%	70.6%	81.8%	50.0%	80.0%	---	---	---	75.0%	---	100.0%	73.3%	---	50.0%	100.0%	71.4%	57.1%
Significantly different from column:*																												
Usually or Always	505	**26**	27	28	2	23	0	7	9	10	3	6	16	11	9	5	0	0	0	4	0	1	13	0	2	1	18	7
	91.2%	**89.7%**	93.1%	82.4%	100.0%	92.0%	---	100.0%	90.0%	90.9%	100.0%	85.7%	94.1%	100.0%	75.0%	100.0%	---	---	---	100.0%	---	100.0%	86.7%	---	100.0%	100.0%	85.7%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 5

In the last 6 months, did you make any in person, phone, or video appointments for a check-up or routine care for your child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	31	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,250	**150**	78	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
	98.6%	**100.0%**	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,630	**110**	62	48	9	97	0	19	48	42	19	34	53	69	26	13	1	0	3	27	0	1	44	1	11	13	73	20
	72.4%	**73.3%**	79.5%	82.8%	69.2%	74.6%	0.0%	79.2%	75.0%	71.2%	76.0%	77.3%	71.6%	73.4%	70.3%	76.5%	33.3%	---	100.0%	73.0%	---	100.0%	77.2%	100.0%	78.6%	33.3%	88.0%	90.9%
No	620	**40**	16	10	4	33	1	5	16	17	6	10	21	25	11	4	2	0	0	10	0	0	13	0	3	26	10	2
	27.6%	**26.7%**	20.5%	17.2%	30.8%	25.4%	100.0%	20.8%	25.0%	28.8%	24.0%	22.7%	28.4%	26.6%	29.7%	23.5%	66.7%	---	0.0%	27.0%	---	0.0%	22.8%	0.0%	21.4%	66.7%	12.0%	9.1%
Significantly different from column:*																										AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 6

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child as soon as your child needed?

Base: All respondents who made an appointment for their child for health care (Q5)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,630	**110**	62	48	9	97	0	19	48	42	19	34	53	69	26	13	1	0	3	27	0	1	44	1	11	13	73	20
Number missing or multiple answer	27	**4**	1	0	0	4	0	0	2	2	1	1	2	4	0	0	0	0	0	2	0	0	0	0	1	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,603	**106**	61	48	9	93	0	19	46	40	18	33	51	65	26	13	1	0	3	25	0	1	44	1	10	12	71	20
	98.3%	**96.4%**	98.4%	100.0%	100.0%	95.9%	---	100.0%	95.8%	95.2%	94.7%	97.1%	96.2%	94.2%	100.0%	100.0%	100.0%	---	100.0%	92.6%	---	100.0%	100.0%	---	90.9%	92.3%	97.3%	100.0%
Never	25	**2**	0	1	0	2	0	0	0	2	0	2	0	1	1	0	0	0	0	0	0	0	0	0	1	1	1	0
	1.6%	**1.9%**	0.0%	2.1%	0.0%	2.2%	---	0.0%	0.0%	5.0%	0.0%	6.1%	0.0%	1.5%	3.8%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	10.0%	8.3%	1.4%	0.0%
Sometimes	193	**10**	9	6	2	6	0	2	2	5	2	4	2	6	3	1	0	0	0	2	0	0	4	0	2	2	8	0
	12.0%	**9.4%**	14.8%	12.5%	22.2%	6.5%	---	10.5%	4.3%	12.5%	11.1%	12.1%	3.9%	9.2%	11.5%	7.7%	0.0%	---	0.0%	8.0%	---	0.0%	9.1%	0.0%	20.0%	16.7%	11.3%	0.0%
Usually	398	**24**	18	14	3	19	0	3	10	11	3	7	12	12	8	4	0	0	1	9	0	0	6	0	2	3	14	6
	24.8%	**22.6%**	29.5%	29.2%	33.3%	20.4%	---	15.8%	21.7%	27.5%	16.7%	21.2%	23.5%	18.5%	30.8%	30.8%	0.0%	---	33.3%	36.0%	---	0.0%	13.6%	0.0%	20.0%	25.0%	19.7%	30.0%
Always	987	**70**	34	27	4	66	0	14	34	22	13	20	37	46	14	8	1	0	2	14	0	1	34	1	5	6	48	14
	61.6%	**66.0%**	55.7%	56.3%	44.4%	71.0%	---	73.7%	73.9%	55.0%	72.2%	60.6%	72.5%	70.8%	53.8%	61.5%	100.0%	---	66.7%	56.0%	---	100.0%	77.3%	100.0%	50.0%	50.0%	67.6%	70.0%
Significantly different from column:*																												
Usually or Always	1,385	**94**	52	41	7	85	0	17	44	33	16	27	49	58	22	12	1	0	3	23	0	1	40	1	7	9	62	20
	86.4%	**88.7%**	85.2%	85.4%	77.8%	91.4%	---	89.5%	95.7%	82.5%	88.9%	81.8%	96.1%	89.2%	84.6%	92.3%	100.0%	---	100.0%	92.0%	---	100.0%	90.9%	100.0%	70.0%	75.0%	87.3%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

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Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 7

In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she get health care in person, by phone, or by video?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	67	**6**	4	1	0	6	0	0	4	2	4	1	1	4	2	0	0	0	0	3	0	0	2	0	1	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,214	**144**	75	57	13	124	1	24	60	57	21	43	73	90	35	17	3	0	3	34	0	1	55	1	13	39	83	22
	97.1%	**96.0%**	94.9%	98.3%	100.0%	95.4%	100.0%	100.0%	93.8%	96.6%	84.0%	97.7%	98.6%	95.7%	94.6%	100.0%	100.0%	---	100.0%	91.9%	---	100.0%	96.5%	---	92.9%	100.0%	100.0%	100.0%
None	562	**39**	10	10	5	32	0	5	18	14	10	10	16	28	7	4	2	0	0	12	0	0	13	0	2	39	0	0
	25.4%	**27.1%**	13.3%	17.5%	38.5%	25.8%	0.0%	20.8%	30.0%	24.6%	47.6%	23.3%	21.9%	31.1%	20.0%	23.5%	66.7%	---	0.0%	35.3%	---	0.0%	23.6%	0.0%	15.4%	100.0%	0.0%	0.0%
1 time	479	**26**	24	10	1	23	1	4	8	14	2	9	15	17	6	3	0	0	0	8	0	0	9	0	2	0	26	0
	21.6%	**18.1%**	32.0%	17.5%	7.7%	18.5%	100.0%	16.7%	13.3%	24.6%	9.5%	20.9%	20.5%	18.9%	17.1%	17.6%	0.0%	---	0.0%	23.5%	---	0.0%	16.4%	0.0%	15.4%	0.0%	31.3%	0.0%
2	399	**27**	16	11	1	26	0	5	8	14	5	10	11	19	7	1	0	0	1	6	0	0	12	0	3	0	27	0
	18.0%	**18.8%**	21.3%	19.3%	7.7%	21.0%	0.0%	20.8%	13.3%	24.6%	23.8%	23.3%	15.1%	21.1%	20.0%	5.9%	0.0%	---	33.3%	17.6%	---	0.0%	21.8%	0.0%	23.1%	0.0%	32.5%	0.0%
3	265	**17**	10	10	1	15	0	5	8	3	2	5	9	9	5	2	0	0	1	3	0	1	7	0	1	0	17	0
	12.0%	**11.8%**	13.3%	17.5%	7.7%	12.1%	0.0%	20.8%	13.3%	5.3%	9.5%	11.6%	12.3%	10.0%	14.3%	11.8%	0.0%	---	33.3%	8.8%	---	100.0%	12.7%	0.0%	7.7%	0.0%	20.5%	0.0%
4	141	**13**	5	4	2	10	0	2	3	8	1	5	6	5	4	3	1	0	0	4	0	0	3	0	2	0	13	0
	6.4%	**9.0%**	6.7%	7.0%	15.4%	8.1%	0.0%	8.3%	5.0%	14.0%	4.8%	11.6%	8.2%	5.6%	11.4%	17.6%	33.3%	---	0.0%	11.8%	---	0.0%	5.5%	0.0%	15.4%	0.0%	15.7%	0.0%
5 to 9	206	**14**	2	11	2	12	0	2	9	3	0	2	12	6	5	3	0	0	1	0	0	0	8	0	2	0	0	14
	9.3%	**9.7%**	2.7%	19.3%	15.4%	9.7%	0.0%	8.3%	15.0%	5.3%	0.0%	4.7%	16.4%	6.7%	14.3%	17.6%	0.0%	---	33.3%	0.0%	---	0.0%	14.5%	0.0%	15.4%	0.0%	0.0%	63.6%
10 or more times	162	**8**	8	1	1	6	0	1	6	1	1	2	4	6	1	1	0	0	0	1	0	0	3	1	1	0	0	8
	7.3%	**5.6%**	10.7%	1.8%	7.7%	4.8%	0.0%	4.2%	10.0%	1.8%	4.8%	4.7%	5.5%	6.7%	2.9%	5.9%	0.0%	---	0.0%	2.9%	---	0.0%	5.5%	100.0%	7.7%	0.0%	0.0%	36.4%
5 or more times	368	**22**	10	12	3	18	0	3	15	4	1	4	16	12	6	4	0	0	1	1	0	0	11	1	3	0	0	22
	16.6%	**15.3%**	13.3%	21.1%	23.1%	14.5%	0.0%	12.5%	25.0%	7.0%	4.8%	9.3%	21.9%	13.3%	17.1%	23.5%	0.0%	---	33.3%	2.9%	---	0.0%	20.0%	100.0%	23.1%	0.0%	0.0%	100.0%
Significantly different from column:*									J	I																AB		Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 8

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,652	**105**	65	47	8	92	1	19	42	43	11	33	57	62	28	13	1	0	3	22	0	1	42	1	11	0	83	22
Number missing or multiple answer	13	**2**	1	0	0	2	0	0	2	0	0	1	1	2	0	0	0	0	0	1	0	0	1	0	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,639	**103**	64	47	8	90	1	19	40	43	11	32	56	60	28	13	1	0	3	21	0	1	41	1	11	0	82	21
	99.2%	**98.1%**	98.5%	100.0%	100.0%	97.8%	100.0%	100.0%	95.2%	100.0%	100.0%	97.0%	98.2%	96.8%	100.0%	100.0%	100.0%	---	100.0%	95.5%	---	100.0%	97.6%	---	100.0%	---	98.8%	95.5%
Never	23	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	**0.0%**	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
Sometimes	126	**7**	3	3	2	5	0	3	2	2	0	2	5	6	1	0	0	0	0	0	0	0	2	0	2	0	4	3
	7.7%	**6.8%**	4.7%	6.4%	25.0%	5.6%	0.0%	15.8%	5.0%	4.7%	0.0%	6.3%	8.9%	10.0%	3.6%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	4.9%	0.0%	18.2%	---	4.9%	14.3%
Usually	323	**21**	13	8	2	16	0	1	12	7	0	4	14	8	8	5	0	0	1	1	0	0	11	0	1	0	14	7
	19.7%	**20.4%**	20.3%	17.0%	25.0%	17.8%	0.0%	5.3%	30.0%	16.3%	0.0%	12.5%	25.0%	13.3%	28.6%	38.5%	0.0%	---	33.3%	4.8%	---	0.0%	26.8%	0.0%	9.1%	---	17.1%	33.3%
Always	1,167	**75**	48	35	4	69	1	15	26	34	11	26	37	46	19	8	1	0	2	20	0	1	28	1	8	0	64	11
	71.2%	**72.8%**	75.0%	74.5%	50.0%	76.7%	100.0%	78.9%	65.0%	79.1%	100.0%	81.3%	66.1%	76.7%	67.9%	61.5%	100.0%	---	66.7%	95.2%	---	100.0%	68.3%	100.0%	72.7%	---	78.0%	52.4%
Significantly different from column:*																											AB	AA
Usually or Always	1,490	**96**	61	43	6	85	1	16	38	41	11	30	51	54	27	13	1	0	3	21	0	1	39	1	9	0	78	18
	90.9%	**93.2%**	95.3%	91.5%	75.0%	94.4%	100.0%	84.2%	95.0%	95.3%	100.0%	93.8%	91.1%	90.0%	96.4%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	95.1%	100.0%	81.8%	---	95.1%	85.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

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Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,652	**105**	65	47	8	92	1	19	42	43	11	33	57	62	28	13	1	0	3	22	0	1	42	1	11	0	83	22
Number missing or multiple answer	17	**3**	0	0	0	3	0	0	3	0	0	1	2	1	0	1	0	0	0	2	0	0	1	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,635	**102**	65	47	8	89	1	19	39	43	11	32	55	61	28	12	1	0	3	20	0	1	41	1	11	0	80	22
	99.0%	**97.1%**	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	92.9%	100.0%	100.0%	97.0%	96.5%	98.4%	100.0%	92.3%	100.0%	---	100.0%	90.9%	---	100.0%	97.6%	---	100.0%	---	96.4%	100.0%
0 Worst health care possible	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	2	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
2	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
3	11	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
4	6	**1**	1	1	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
	0.4%	**1.0%**	1.5%	2.1%	0.0%	1.1%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	1.8%	0.0%	3.6%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	9.1%	---	1.3%	0.0%
5	39	**2**	1	0	0	2	0	1	0	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	0	2	0
	2.4%	**2.0%**	1.5%	0.0%	0.0%	2.2%	0.0%	5.3%	0.0%	2.3%	0.0%	3.1%	1.8%	3.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	2.4%	0.0%	0.0%	---	2.5%	0.0%
6	76	**5**	2	4	1	3	0	1	2	1	0	0	4	1	4	0	0	0	1	0	0	0	1	0	1	0	3	2
	4.6%	**4.9%**	3.1%	8.5%	12.5%	3.4%	0.0%	5.3%	5.1%	2.3%	0.0%	0.0%	7.3%	1.6%	14.3%	0.0%	0.0%	---	33.3%	0.0%	---	0.0%	2.4%	0.0%	9.1%	---	3.8%	9.1%
7	157	**12**	5	2	2	9	0	1	6	5	1	4	6	7	3	2	0	0	0	3	0	0	7	0	0	0	8	4
	9.6%	**11.8%**	7.7%	4.3%	25.0%	10.1%	0.0%	5.3%	15.4%	11.6%	9.1%	12.5%	10.9%	11.5%	10.7%	16.7%	0.0%	---	0.0%	15.0%	---	0.0%	17.1%	0.0%	0.0%	---	10.0%	18.2%
8	347	**13**	15	12	0	12	0	2	7	4	0	3	9	4	5	4	0	0	1	1	0	0	4	0	1	0	7	6
	21.2%	**12.7%**	23.1%	25.5%	0.0%	13.5%	0.0%	10.5%	17.9%	9.3%	0.0%	9.4%	16.4%	6.6%	17.9%	33.3%	0.0%	---	33.3%	5.0%	---	0.0%	9.8%	0.0%	9.1%	---	8.8%	27.3%
9	342	**21**	12	10	3	18	0	5	5	11	5	8	8	14	6	1	0	0	1	6	0	1	8	0	2	0	17	4
	20.9%	**20.6%**	18.5%	21.3%	37.5%	20.2%	0.0%	26.3%	12.8%	25.6%	45.5%	25.0%	14.5%	23.0%	21.4%	8.3%	0.0%	---	33.3%	30.0%	---	100.0%	19.5%	0.0%	18.2%	---	21.3%	18.2%
10 Best health care possible	648	**48**	29	16	2	44	1	9	19	20	5	16	26	33	9	5	1	0	0	10	0	0	20	1	6	0	42	6
	39.6%	**47.1%**	44.6%	34.0%	25.0%	49.4%	100.0%	47.4%	48.7%	46.5%	45.5%	50.0%	47.3%	54.1%	32.1%	41.7%	100.0%	---	0.0%	50.0%	---	0.0%	48.8%	100.0%	54.5%	---	52.5%	27.3%

NA - There is no "no experience" category for this question.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 9

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?

Base: All respondents whose child went to a doctor's office/clinic (Q7)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,652	**105**	65	47	8	92	1	19	42	43	11	33	57	62	28	13	1	0	3	22	0	1	42	1	11	0	83	22
Number missing or multiple answer	17	**3**	0	0	0	3	0	0	3	0	0	1	2	1	0	1	0	0	0	2	0	0	1	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,635	**102**	65	47	8	89	1	19	39	43	11	32	55	61	28	12	1	0	3	20	0	1	41	1	11	0	80	22
	99.0%	**97.1%**	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	92.9%	100.0%	100.0%	97.0%	96.5%	98.4%	100.0%	92.3%	100.0%	---	100.0%	90.9%	---	100.0%	97.6%	---	100.0%	---	96.4%	100.0%
0 to 4	26	**1**	1	3	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
	1.6%	**1.0%**	1.5%	6.4%	0.0%	1.1%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	1.8%	0.0%	3.6%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	9.1%	---	1.3%	0.0%
5	39	**2**	1	0	0	2	0	1	0	1	0	1	1	2	0	0	0	0	0	0	0	0	1	0	0	0	2	0
	2.4%	**2.0%**	1.5%	0.0%	0.0%	2.2%	0.0%	5.3%	0.0%	2.3%	0.0%	3.1%	1.8%	3.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	2.4%	0.0%	0.0%	---	2.5%	0.0%
6 or 7	233	**17**	7	6	3	12	0	2	8	6	1	4	10	8	7	2	0	0	1	3	0	0	8	0	1	0	11	6
	14.3%	**16.7%**	10.8%	12.8%	37.5%	13.5%	0.0%	10.5%	20.5%	14.0%	9.1%	12.5%	18.2%	13.1%	25.0%	16.7%	0.0%	---	33.3%	15.0%	---	0.0%	19.5%	0.0%	9.1%	---	13.8%	27.3%
8 to 10	1,337	**82**	56	38	5	74	1	16	31	35	10	27	43	51	20	10	1	0	2	17	0	1	32	1	9	0	66	16
	81.8%	**80.4%**	86.2%	80.9%	62.5%	83.1%	100.0%	84.2%	79.5%	81.4%	90.9%	84.4%	78.2%	83.6%	71.4%	83.3%	100.0%	---	66.7%	85.0%	---	100.0%	78.0%	100.0%	81.8%	---	82.5%	72.7%
Significantly different from column:*																												
0 to 6	141	**8**	4	7	1	6	0	2	2	3	0	1	6	3	5	0	0	0	1	0	0	0	2	0	2	0	6	2
	8.6%	**7.8%**	6.2%	14.9%	12.5%	6.7%	0.0%	10.5%	5.1%	7.0%	0.0%	3.1%	10.9%	4.9%	17.9%	0.0%	0.0%	---	33.3%	0.0%	---	0.0%	4.9%	0.0%	18.2%	---	7.5%	9.1%
7 to 8	504	**25**	20	14	2	21	0	3	13	9	1	7	15	11	8	6	0	0	1	4	0	0	11	0	1	0	15	10
	30.8%	**24.5%**	30.8%	29.8%	25.0%	23.6%	0.0%	15.8%	33.3%	20.9%	9.1%	21.9%	27.3%	18.0%	28.6%	50.0%	0.0%	---	33.3%	20.0%	---	0.0%	26.8%	0.0%	9.1%	---	18.8%	45.5%
9 to 10	990	**69**	41	26	5	62	1	14	24	31	10	24	34	47	15	6	1	0	1	16	0	1	28	1	8	0	59	10
	60.6%	**67.6%**	63.1%	55.3%	62.5%	69.7%	100.0%	73.7%	61.5%	72.1%	90.9%	75.0%	61.8%	77.0%	53.6%	50.0%	100.0%	---	33.3%	80.0%	---	100.0%	68.3%	100.0%	72.7%	---	73.8%	45.5%
Significantly different from column:*														O	N												AB	AA

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 10

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

Base: All respondents whose child went to a doctor's office/clinic (Q7)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,652	**105**	65	47	8	92	1	19	42	43	11	33	57	62	28	13	1	0	3	22	0	1	42	1	11	0	83	22
Number missing or multiple answer	10	**1**	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,642	**104**	65	47	8	91	1	19	41	43	11	32	57	61	28	13	1	0	3	21	0	1	42	1	11	0	82	22
	99.4%	**99.0%**	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	97.6%	100.0%	100.0%	97.0%	100.0%	98.4%	100.0%	100.0%	100.0%	---	100.0%	95.5%	---	100.0%	100.0%	---	100.0%	---	98.8%	100.0%
Never	19	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	**0.0%**	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
Sometimes	191	**17**	8	6	2	13	0	6	8	2	1	3	11	7	7	3	0	0	0	0	0	0	8	0	3	0	11	6
	11.6%	**16.3%**	12.3%	12.8%	25.0%	14.3%	0.0%	31.6%	19.5%	4.7%	9.1%	9.4%	19.3%	11.5%	25.0%	23.1%	0.0%	---	0.0%	0.0%	---	0.0%	19.0%	0.0%	27.3%	---	13.4%	27.3%
Usually	523	**26**	12	16	1	24	1	4	7	15	1	7	17	15	8	3	0	0	2	4	0	0	10	0	2	0	21	5
	31.9%	**25.0%**	18.5%	34.0%	12.5%	26.4%	100.0%	21.1%	17.1%	34.9%	9.1%	21.9%	29.8%	24.6%	28.6%	23.1%	0.0%	---	66.7%	19.0%	---	0.0%	23.8%	0.0%	18.2%	---	25.6%	22.7%
Always	909	**61**	45	23	5	54	0	9	26	26	9	22	29	39	13	7	1	0	1	17	0	1	24	1	6	0	50	11
	55.4%	**58.7%**	69.2%	48.9%	62.5%	59.3%	0.0%	47.4%	63.4%	60.5%	81.8%	68.8%	50.9%	63.9%	46.4%	53.8%	100.0%	---	33.3%	81.0%	---	100.0%	57.1%	100.0%	54.5%	---	61.0%	50.0%
Significantly different from column:*																												
Usually or Always	1,432	**87**	57	39	6	78	1	13	33	41	10	29	46	54	21	10	1	0	3	21	0	1	34	1	8	0	71	16
	87.2%	**83.7%**	87.7%	83.0%	75.0%	85.7%	100.0%	68.4%	80.5%	95.3%	90.9%	90.6%	80.7%	88.5%	75.0%	76.9%	100.0%	---	100.0%	100.0%	---	100.0%	81.0%	100.0%	72.7%	---	86.6%	72.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 11

Is your child now enrolled in any kind of school or daycare?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	19	**0**	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	**150**	76	57	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
	99.2%	**100.0%**	96.2%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,887	**118**	61	46	11	102	0	11	55	50	24	33	55	71	32	14	2	0	3	26	0	0	47	1	8	33	61	18
	83.4%	**78.7%**	80.3%	80.7%	84.6%	78.5%	0.0%	45.8%	85.9%	84.7%	96.0%	75.0%	74.3%	75.5%	86.5%	82.4%	66.7%	---	100.0%	70.3%	---	0.0%	82.5%	100.0%	57.1%	84.6%	73.5%	81.8%
No	375	**32**	15	11	2	28	1	13	9	9	1	11	19	23	5	3	1	0	0	11	0	1	10	0	6	6	22	4
	16.6%	**21.3%**	19.7%	19.3%	15.4%	21.5%	100.0%	54.2%	14.1%	15.3%	4.0%	25.0%	25.7%	24.5%	13.5%	17.6%	33.3%	---	0.0%	29.7%	---	100.0%	17.5%	0.0%	42.9%	15.4%	26.5%	18.2%
Significantly different from column:*								I,J	H	H	M		K															

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 12

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

Base: All respondents whose child is enrolled in school or daycare (Q11)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,887	**118**	61	46	11	102	0	11	55	50	24	33	55	71	32	14	2	0	3	26	0	0	47	1	8	33	61	18
Number missing or multiple answer	38	**2**	1	0	0	2	0	0	1	1	0	0	2	1	1	0	0	0	0	1	0	0	0	0	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,849	**116**	60	46	11	100	0	11	54	49	24	33	53	70	31	14	2	0	3	25	0	0	47	1	8	32	60	18
	98.0%	**98.3%**	98.4%	100.0%	100.0%	98.0%	---	100.0%	98.2%	98.0%	100.0%	100.0%	96.4%	98.6%	96.9%	100.0%	100.0%	---	100.0%	96.2%	---	---	100.0%	---	100.0%	97.0%	98.4%	100.0%
Yes	258	**18**	15	11	1	15	0	0	14	4	3	6	8	8	5	5	0	0	0	7	0	0	5	1	0	2	10	6
	14.0%	**15.5%**	25.0%	23.9%	9.1%	15.0%	---	0.0%	25.9%	8.2%	12.5%	18.2%	15.1%	11.4%	16.1%	35.7%	0.0%	---	0.0%	28.0%	---	---	10.6%	100.0%	0.0%	6.3%	16.7%	33.3%
No	1,591	**98**	45	35	10	85	0	11	40	45	21	27	45	62	26	9	2	0	3	18	0	0	42	0	8	30	50	12
	86.0%	**84.5%**	75.0%	76.1%	90.9%	85.0%	---	100.0%	74.1%	91.8%	87.5%	81.8%	84.9%	88.6%	83.9%	64.3%	100.0%	---	100.0%	72.0%	---	---	89.4%	0.0%	100.0%	93.8%	83.3%	66.7%
Significantly different from column:*									J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 13

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q11 & Q12)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	258	**18**	15	11	1	15	0	0	14	4	3	6	8	8	5	5	0	0	0	7	0	0	5	1	0	2	10	6
Number missing or multiple answer	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	254	**18**	15	11	1	15	0	0	14	4	3	6	8	8	5	5	0	0	0	7	0	0	5	1	0	2	10	6
	98.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	---	---	100.0%	100.0%	100.0%
Yes	236	**18**	14	11	1	15	0	0	14	4	3	6	8	8	5	5	0	0	0	7	0	0	5	1	0	2	10	6
	92.9%	**100.0%**	93.3%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%
No	18	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	7.1%	**0.0%**	6.7%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	---	0.0%	---	---	0.0%	0.0%	---	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 14

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	9	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,272	**150**	78	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
	99.6%	**100.0%**	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	188	**15**	8	8	2	13	0	2	11	2	1	5	9	6	5	2	0	0	0	4	0	1	10	0	0	0	9	5
	8.3%	**10.0%**	10.3%	13.8%	15.4%	10.0%	0.0%	8.3%	17.2%	3.4%	4.0%	11.4%	12.2%	6.4%	13.5%	11.8%	0.0%	---	0.0%	10.8%	---	100.0%	17.5%	0.0%	0.0%	0.0%	10.8%	22.7%
No	2,084	**135**	70	50	11	117	1	22	53	57	24	39	65	88	32	15	3	0	3	33	0	0	47	1	14	39	74	17
	91.7%	**90.0%**	89.7%	86.2%	84.6%	90.0%	100.0%	91.7%	82.8%	96.6%	96.0%	88.6%	87.8%	93.6%	86.5%	88.2%	100.0%	---	100.0%	89.2%	---	0.0%	82.5%	100.0%	100.0%	100.0%	89.2%	77.3%
Significantly different from column:*									J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 15

In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	188	**15**	8	8	2	13	0	2	11	2	1	5	9	6	5	2	0	0	0	4	0	1	10	0	0	0	9	5
Number missing or multiple answer	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	184	**15**	8	8	2	13	0	2	11	2	1	5	9	6	5	2	0	0	0	4	0	1	10	0	0	0	9	5
	97.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	100.0%	100.0%	---	---	---	100.0%	100.0%
Never	21	**3**	0	0	0	3	0	0	3	0	0	0	3	0	2	1	0	0	0	0	0	0	3	0	0	0	2	1
	11.4%	**20.0%**	0.0%	0.0%	0.0%	23.1%	---	0.0%	27.3%	0.0%	0.0%	0.0%	33.3%	0.0%	40.0%	50.0%	---	---	---	0.0%	---	0.0%	30.0%	---	---	---	22.2%	20.0%
Sometimes	42	**2**	3	2	0	2	0	0	1	1	0	1	1	2	0	0	0	0	0	0	0	0	2	0	0	0	1	1
	22.8%	**13.3%**	37.5%	25.0%	0.0%	15.4%	---	0.0%	9.1%	50.0%	0.0%	20.0%	11.1%	33.3%	0.0%	0.0%	---	---	---	0.0%	---	0.0%	20.0%	---	---	---	11.1%	20.0%
Usually	45	**3**	3	1	0	3	0	1	2	0	0	1	2	1	1	1	0	0	0	0	0	0	3	0	0	0	0	3
	24.5%	**20.0%**	37.5%	12.5%	0.0%	23.1%	---	50.0%	18.2%	0.0%	0.0%	20.0%	22.2%	16.7%	20.0%	50.0%	---	---	---	0.0%	---	0.0%	30.0%	---	---	---	0.0%	60.0%
Always	76	**7**	2	5	2	5	0	1	5	1	1	3	3	3	2	0	0	0	0	4	0	1	2	0	0	0	6	0
	41.3%	**46.7%**	25.0%	62.5%	100.0%	38.5%	---	50.0%	45.5%	50.0%	100.0%	60.0%	33.3%	50.0%	40.0%	0.0%	---	---	---	100.0%	---	100.0%	20.0%	---	---	---	66.7%	0.0%
Significantly different from column:*																												
Usually or Always	121	**10**	5	6	2	8	0	2	7	1	1	4	5	4	3	1	0	0	0	4	0	1	5	0	0	0	6	3
	65.8%	**66.7%**	62.5%	75.0%	100.0%	61.5%	---	100.0%	63.6%	50.0%	100.0%	80.0%	55.6%	66.7%	60.0%	50.0%	---	---	---	100.0%	---	100.0%	50.0%	---	---	---	66.7%	60.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 16

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

Base: All respondents who got or tried to get special medical equipment or device for their child (Q14)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	188	**15**	8	8	2	13	0	2	11	2	1	5	9	6	5	2	0	0	0	4	0	1	10	0	0	0	9	5
Number missing or multiple answer	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	186	**15**	8	8	2	13	0	2	11	2	1	5	9	6	5	2	0	0	0	4	0	1	10	0	0	0	9	5
	98.9%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	---	100.0%	---	100.0%	100.0%	---	---	---	100.0%	100.0%
Yes	144	**12**	6	8	2	10	0	2	9	1	1	5	6	5	4	1	0	0	0	4	0	1	7	0	0	0	6	5
	77.4%	**80.0%**	75.0%	100.0%	100.0%	76.9%	---	100.0%	81.8%	50.0%	100.0%	100.0%	66.7%	83.3%	80.0%	50.0%	---	---	---	100.0%	---	100.0%	70.0%	---	---	---	66.7%	100.0%
No	42	**3**	2	0	0	3	0	0	2	1	0	0	3	1	1	1	0	0	0	0	0	0	3	0	0	0	3	0
	22.6%	**20.0%**	25.0%	0.0%	0.0%	23.1%	---	0.0%	18.2%	50.0%	0.0%	0.0%	33.3%	16.7%	20.0%	50.0%	---	---	---	0.0%	---	0.0%	30.0%	---	---	---	33.3%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 17

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	14	**1**	2	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	**149**	77	58	13	129	1	24	63	59	24	44	74	93	37	17	3	0	3	36	0	1	57	1	14	38	83	22
	99.4%	**99.3%**	97.5%	100.0%	100.0%	99.2%	100.0%	100.0%	98.4%	100.0%	96.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	---	100.0%	97.3%	---	100.0%	100.0%	---	100.0%	97.4%	100.0%	100.0%
Yes	638	**52**	18	22	3	46	1	15	26	11	7	13	29	27	16	8	2	0	1	9	0	0	20	1	8	5	28	15
	28.1%	**34.9%**	23.4%	37.9%	23.1%	35.7%	100.0%	62.5%	41.3%	18.6%	29.2%	29.5%	39.2%	29.0%	43.2%	47.1%	66.7%	---	33.3%	25.0%	---	0.0%	35.1%	100.0%	57.1%	13.2%	33.7%	68.2%
No	1,629	**97**	59	36	10	83	0	9	37	48	17	31	45	66	21	9	1	0	2	27	0	1	37	0	6	33	55	7
	71.9%	**65.1%**	76.6%	62.1%	76.9%	64.3%	0.0%	37.5%	58.7%	81.4%	70.8%	70.5%	60.8%	71.0%	56.8%	52.9%	33.3%	---	66.7%	75.0%	---	100.0%	64.9%	0.0%	42.9%	86.8%	66.3%	31.8%
Significantly different from column:*								J	J	H,I																AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 18

In the last 6 months, how often was it easy to get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	638	**52**	18	22	3	46	1	15	26	11	7	13	29	27	16	8	2	0	1	9	0	0	20	1	8	5	28	15
Number missing or multiple answer	8	**2**	1	0	0	1	0	1	0	1	0	0	1	0	0	2	0	0	0	0	0	0	0	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	630	**50**	17	22	3	45	1	14	26	10	7	13	28	27	16	6	2	0	1	9	0	0	20	1	8	5	26	15
	98.7%	**96.2%**	94.4%	100.0%	100.0%	97.8%	100.0%	93.3%	100.0%	90.9%	100.0%	100.0%	96.6%	100.0%	100.0%	75.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	92.9%	100.0%
Never	79	**6**	1	3	0	6	0	2	3	1	1	0	5	2	2	2	0	0	0	0	0	0	3	0	2	0	4	2
	12.5%	**12.0%**	5.9%	13.6%	0.0%	13.3%	0.0%	14.3%	11.5%	10.0%	14.3%	0.0%	17.9%	7.4%	12.5%	33.3%	0.0%	---	0.0%	0.0%	---	---	15.0%	0.0%	25.0%	0.0%	15.4%	13.3%
Sometimes	118	**9**	3	3	0	9	0	5	4	0	1	3	5	5	4	0	1	0	0	0	0	0	6	0	2	1	4	4
	18.7%	**18.0%**	17.6%	13.6%	0.0%	20.0%	0.0%	35.7%	15.4%	0.0%	14.3%	23.1%	17.9%	18.5%	25.0%	0.0%	50.0%	---	0.0%	0.0%	---	---	30.0%	0.0%	25.0%	20.0%	15.4%	26.7%
Usually	156	**13**	3	7	2	10	0	1	7	5	1	2	8	7	4	2	0	0	1	3	0	0	3	0	0	2	5	5
	24.8%	**26.0%**	17.6%	31.8%	66.7%	22.2%	0.0%	7.1%	26.9%	50.0%	14.3%	15.4%	28.6%	25.9%	25.0%	33.3%	0.0%	---	100.0%	33.3%	---	---	15.0%	0.0%	0.0%	40.0%	19.2%	33.3%
Always	277	**22**	10	9	1	20	1	6	12	4	4	8	10	13	6	2	1	0	0	6	0	0	8	1	4	2	13	4
	44.0%	**44.0%**	58.8%	40.9%	33.3%	44.4%	100.0%	42.9%	46.2%	40.0%	57.1%	61.5%	35.7%	48.1%	37.5%	33.3%	50.0%	---	0.0%	66.7%	---	---	40.0%	100.0%	50.0%	40.0%	50.0%	26.7%
Significantly different from column:*																												
Usually or Always	433	**35**	13	16	3	30	1	7	19	9	5	10	18	20	10	4	1	0	1	9	0	0	11	1	4	4	18	9
	68.7%	**70.0%**	76.5%	72.7%	100.0%	66.7%	100.0%	50.0%	73.1%	90.0%	71.4%	76.9%	64.3%	74.1%	62.5%	66.7%	50.0%	---	100.0%	100.0%	---	---	55.0%	100.0%	50.0%	80.0%	69.2%	60.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 19

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

Base: All respondents who got or tried to get special therapy for their child (Q17)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	638	**52**	18	22	3	46	1	15	26	11	7	13	29	27	16	8	2	0	1	9	0	0	20	1	8	5	28	15
Number missing or multiple answer	11	**2**	0	0	0	2	0	0	0	2	1	0	1	0	1	1	0	0	0	0	0	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	627	**50**	18	22	3	44	1	15	26	9	6	13	28	27	15	7	2	0	1	9	0	0	20	1	7	5	27	15
	98.3%	**96.2%**	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	81.8%	85.7%	100.0%	96.6%	100.0%	93.8%	87.5%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	87.5%	100.0%	96.4%	100.0%
Yes	441	**37**	13	17	2	32	1	13	19	5	3	10	21	21	10	5	1	0	0	8	0	0	15	1	4	4	18	13
	70.3%	**74.0%**	72.2%	77.3%	66.7%	72.7%	100.0%	86.7%	73.1%	55.6%	50.0%	76.9%	75.0%	77.8%	66.7%	71.4%	50.0%	---	0.0%	88.9%	---	---	75.0%	100.0%	57.1%	80.0%	66.7%	86.7%
No	186	**13**	5	5	1	12	0	2	7	4	3	3	7	6	5	2	1	0	1	1	0	0	5	0	3	1	9	2
	29.7%	**26.0%**	27.8%	22.7%	33.3%	27.3%	0.0%	13.3%	26.9%	44.4%	50.0%	23.1%	25.0%	22.2%	33.3%	28.6%	50.0%	---	100.0%	11.1%	---	---	25.0%	0.0%	42.9%	20.0%	33.3%	13.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 20

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	14	**2**	0	1	0	2	0	0	2	0	1	1	0	1	0	1	0	0	0	2	0	0	0	0	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,267	**148**	79	57	13	128	1	24	62	59	24	43	74	93	37	16	3	0	3	35	0	1	57	1	14	38	82	22
	99.4%	**98.7%**	100.0%	98.3%	100.0%	98.5%	100.0%	100.0%	96.9%	100.0%	96.0%	97.7%	100.0%	98.9%	100.0%	94.1%	100.0%	---	100.0%	94.6%	---	100.0%	100.0%	---	100.0%	97.4%	98.8%	100.0%
Yes	1,155	**71**	41	30	5	62	0	10	34	25	11	15	40	40	22	8	2	0	1	13	0	0	27	1	10	16	36	17
	50.9%	**48.0%**	51.9%	52.6%	38.5%	48.4%	0.0%	41.7%	54.8%	42.4%	45.8%	34.9%	54.1%	43.0%	59.5%	50.0%	66.7%	---	33.3%	37.1%	---	0.0%	47.4%	100.0%	71.4%	42.1%	43.9%	77.3%
No	1,112	**77**	38	27	8	66	1	14	28	34	13	28	34	53	15	8	1	0	2	22	0	1	30	0	4	22	46	5
	49.1%	**52.0%**	48.1%	47.4%	61.5%	51.6%	100.0%	58.3%	45.2%	57.6%	54.2%	65.1%	45.9%	57.0%	40.5%	50.0%	33.3%	---	66.7%	62.9%	---	100.0%	52.6%	0.0%	28.6%	57.9%	56.1%	22.7%
Significantly different from column:*												M	L							Y					T	AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 21

In the last 6 months, how often was it easy to get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,155	**71**	41	30	5	62	0	10	34	25	11	15	40	40	22	8	2	0	1	13	0	0	27	1	10	16	36	17
Number missing or multiple answer	13	**3**	1	0	0	2	0	2	1	0	1	0	1	2	0	1	1	0	0	0	0	0	0	0	0	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,142	**68**	40	30	5	60	0	8	33	25	10	15	39	38	22	7	1	0	1	13	0	0	27	1	10	14	35	17
	98.9%	**95.8%**	97.6%	100.0%	100.0%	96.8%	---	80.0%	97.1%	100.0%	90.9%	100.0%	97.5%	95.0%	100.0%	87.5%	50.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	87.5%	97.2%	100.0%
Never	151	**10**	4	3	1	8	0	2	3	4	2	2	5	4	4	1	0	0	0	2	0	0	3	0	3	3	7	0
	13.2%	**14.7%**	10.0%	10.0%	20.0%	13.3%	---	25.0%	9.1%	16.0%	20.0%	13.3%	12.8%	10.5%	18.2%	14.3%	0.0%	---	0.0%	15.4%	---	---	11.1%	0.0%	30.0%	21.4%	20.0%	0.0%
Sometimes	190	**12**	6	6	0	11	0	3	4	4	3	1	6	3	7	2	0	0	0	4	0	0	4	0	2	5	3	3
	16.6%	**17.6%**	15.0%	20.0%	0.0%	18.3%	---	37.5%	12.1%	16.0%	30.0%	6.7%	15.4%	7.9%	31.8%	28.6%	0.0%	---	0.0%	30.8%	---	---	14.8%	0.0%	20.0%	35.7%	8.6%	17.6%
Usually	289	**18**	9	10	2	15	0	2	11	5	1	3	13	13	3	2	0	0	1	2	0	0	7	0	2	2	9	7
	25.3%	**26.5%**	22.5%	33.3%	40.0%	25.0%	---	25.0%	33.3%	20.0%	10.0%	20.0%	33.3%	34.2%	13.6%	28.6%	0.0%	---	100.0%	15.4%	---	---	25.9%	0.0%	20.0%	14.3%	25.7%	41.2%
Always	512	**28**	21	11	2	26	0	1	15	12	4	9	15	18	8	2	1	0	0	5	0	0	13	1	3	4	16	7
	44.8%	**41.2%**	52.5%	36.7%	40.0%	43.3%	---	12.5%	45.5%	48.0%	40.0%	60.0%	38.5%	47.4%	36.4%	28.6%	100.0%	---	0.0%	38.5%	---	---	48.1%	100.0%	30.0%	28.6%	45.7%	41.2%
Significantly different from column:*																												
Usually or Always	801	**46**	30	21	4	41	0	3	26	17	5	12	28	31	11	4	1	0	1	7	0	0	20	1	5	6	25	14
	70.1%	**67.6%**	75.0%	70.0%	80.0%	68.3%	---	37.5%	78.8%	68.0%	50.0%	80.0%	71.8%	81.6%	50.0%	57.1%	100.0%	---	100.0%	53.8%	---	---	74.1%	100.0%	50.0%	42.9%	71.4%	82.4%
Significantly different from column:*														O	N													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 22

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q20)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,155	**71**	41	30	5	62	0	10	34	25	11	15	40	40	22	8	2	0	1	13	0	0	27	1	10	16	36	17
Number missing or multiple answer	15	**1**	1	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,140	**70**	40	30	5	61	0	10	33	25	11	15	39	39	22	8	2	0	1	13	0	0	27	1	10	15	36	17
	98.7%	**98.6%**	97.6%	100.0%	100.0%	98.4%	---	100.0%	97.1%	100.0%	100.0%	100.0%	97.5%	97.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	93.8%	100.0%	100.0%
Yes	606	**36**	20	14	3	31	0	7	16	12	3	11	20	20	13	2	1	0	1	7	0	0	14	1	3	5	18	11
	53.2%	**51.4%**	50.0%	46.7%	60.0%	50.8%	---	70.0%	48.5%	48.0%	27.3%	73.3%	51.3%	51.3%	59.1%	25.0%	50.0%	---	100.0%	53.8%	---	---	51.9%	100.0%	30.0%	33.3%	50.0%	64.7%
No	534	**34**	20	16	2	30	0	3	17	13	8	4	19	19	9	6	1	0	0	6	0	0	13	0	7	10	18	6
	46.8%	**48.6%**	50.0%	53.3%	40.0%	49.2%	---	30.0%	51.5%	52.0%	72.7%	26.7%	48.7%	48.7%	40.9%	75.0%	50.0%	---	0.0%	46.2%	---	---	48.1%	0.0%	70.0%	66.7%	50.0%	35.3%
Significantly different from column:*											L	K																

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 23

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	21	**3**	5	0	0	3	0	0	2	1	2	1	0	1	1	1	0	0	0	3	0	0	0	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,260	**147**	74	58	13	127	1	24	62	58	23	43	74	93	36	16	3	0	3	34	0	1	57	1	14	39	81	22
	99.1%	**98.0%**	93.7%	100.0%	100.0%	97.7%	100.0%	100.0%	96.9%	98.3%	92.0%	97.7%	100.0%	98.9%	97.3%	94.1%	100.0%	---	100.0%	91.9%	---	100.0%	100.0%	---	100.0%	100.0%	97.6%	100.0%
Yes	1,050	**64**	36	30	4	55	1	10	29	23	8	15	38	37	18	8	1	0	1	9	0	0	28	1	7	6	38	18
	46.5%	**43.5%**	48.6%	51.7%	30.8%	43.3%	100.0%	41.7%	46.8%	39.7%	34.8%	34.9%	51.4%	39.8%	50.0%	50.0%	33.3%	---	33.3%	26.5%	---	0.0%	49.1%	100.0%	50.0%	15.4%	46.9%	81.8%
No	1,210	**83**	38	28	9	72	0	14	33	35	15	28	36	56	18	8	2	0	2	25	0	1	29	0	7	33	43	4
	53.5%	**56.5%**	51.4%	48.3%	69.2%	56.7%	0.0%	58.3%	53.2%	60.3%	65.2%	65.1%	48.6%	60.2%	50.0%	50.0%	66.7%	---	66.7%	73.5%	---	100.0%	50.9%	0.0%	50.0%	84.6%	53.1%	18.2%
Significantly different from column:*																				W			T			AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 24

In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

Base: All respondents whose child got care from more than one kind of health care provider or service (Q23)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,050	**64**	36	30	4	55	1	10	29	23	8	15	38	37	18	8	1	0	1	9	0	0	28	1	7	6	38	18
Number missing or multiple answer	14	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,036	**64**	36	29	4	55	1	10	29	23	8	15	38	37	18	8	1	0	1	9	0	0	28	1	7	6	38	18
	98.7%	**100.0%**	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	610	**39**	20	21	1	37	1	8	18	13	8	10	21	20	13	5	1	0	1	8	0	0	15	1	5	3	24	10
	58.9%	**60.9%**	55.6%	72.4%	25.0%	67.3%	100.0%	80.0%	62.1%	56.5%	100.0%	66.7%	55.3%	54.1%	72.2%	62.5%	100.0%	---	100.0%	88.9%	---	---	53.6%	100.0%	71.4%	50.0%	63.2%	55.6%
No	426	**25**	16	8	3	18	0	2	11	10	0	5	17	17	5	3	0	0	0	1	0	0	13	0	2	3	14	8
	41.1%	**39.1%**	44.4%	27.6%	75.0%	32.7%	0.0%	20.0%	37.9%	43.5%	0.0%	33.3%	44.7%	45.9%	27.8%	37.5%	0.0%	---	0.0%	11.1%	---	---	46.4%	0.0%	28.6%	50.0%	36.8%	44.4%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 25

A personal doctor is the one your child would talk to if he or she needs a check-up, has a health problem or gets sick or hurt. Does your child have a personal doctor?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	18	**1**	2	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,263	**149**	77	57	13	129	1	24	63	59	25	44	73	93	37	17	3	0	3	37	0	1	56	1	14	39	83	22
	99.2%	**99.3%**	97.5%	98.3%	100.0%	99.2%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.6%	98.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	100.0%	100.0%	100.0%
Yes	2,130	**140**	69	50	11	122	1	23	60	54	25	38	70	88	35	15	3	0	3	32	0	1	54	1	13	33	80	22
	94.1%	**94.0%**	89.6%	87.7%	84.6%	94.6%	100.0%	95.8%	95.2%	91.5%	100.0%	86.4%	95.9%	94.6%	94.6%	88.2%	100.0%	---	100.0%	86.5%	---	100.0%	96.4%	100.0%	92.9%	84.6%	96.4%	100.0%
No	133	**9**	8	7	2	7	0	1	3	5	0	6	3	5	2	2	0	0	0	5	0	0	2	0	1	6	3	0
	5.9%	**6.0%**	10.4%	12.3%	15.4%	5.4%	0.0%	4.2%	4.8%	8.5%	0.0%	13.6%	4.1%	5.4%	5.4%	11.8%	0.0%	---	0.0%	13.5%	---	0.0%	3.6%	0.0%	7.1%	15.4%	3.6%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 26

In the last 6 months, how many times did your child have an in person, phone, or video visit with his or her personal doctor?

Base: All respondents whose child has a personal doctor (Q25)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,130	**140**	69	50	11	122	1	23	60	54	25	38	70	88	35	15	3	0	3	32	0	1	54	1	13	33	80	22
Number missing or multiple answer	43	**6**	1	3	1	5	0	1	2	3	3	1	1	4	0	2	1	0	0	1	0	0	2	0	0	3	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,087	**134**	68	47	10	117	1	22	58	51	22	37	69	84	35	13	2	0	3	31	0	1	52	1	13	30	78	22
	98.0%	**95.7%**	98.6%	94.0%	90.9%	95.9%	100.0%	95.7%	96.7%	94.4%	88.0%	97.4%	98.6%	95.5%	100.0%	86.7%	66.7%	---	100.0%	96.9%	---	100.0%	96.3%	---	100.0%	90.9%	97.5%	100.0%
None	539	**33**	11	6	2	30	1	4	16	12	7	8	17	22	8	2	1	0	0	8	0	0	12	0	4	21	7	2
	25.8%	**24.6%**	16.2%	12.8%	20.0%	25.6%	100.0%	18.2%	27.6%	23.5%	31.8%	21.6%	24.6%	26.2%	22.9%	15.4%	50.0%	---	0.0%	25.8%	---	0.0%	23.1%	0.0%	30.8%	70.0%	9.0%	9.1%
1 time	726	**42**	24	9	3	35	0	5	18	17	6	14	19	30	9	3	0	0	0	14	0	1	16	0	0	7	30	5
	34.8%	**31.3%**	35.3%	19.1%	30.0%	29.9%	0.0%	22.7%	31.0%	33.3%	27.3%	37.8%	27.5%	35.7%	25.7%	23.1%	0.0%	---	0.0%	45.2%	---	100.0%	30.8%	0.0%	0.0%	23.3%	38.5%	22.7%
2	406	**27**	13	15	2	25	0	6	9	12	6	6	15	16	9	1	1	0	1	6	0	0	10	0	6	0	23	3
	19.5%	**20.1%**	19.1%	31.9%	20.0%	21.4%	0.0%	27.3%	15.5%	23.5%	27.3%	16.2%	21.7%	19.0%	25.7%	7.7%	50.0%	---	33.3%	19.4%	---	0.0%	19.2%	0.0%	46.2%	0.0%	29.5%	13.6%
3	215	**16**	15	6	1	14	0	5	6	5	2	5	8	8	3	5	0	0	0	3	0	0	8	0	1	1	10	5
	10.3%	**11.9%**	22.1%	12.8%	10.0%	12.0%	0.0%	22.7%	10.3%	9.8%	9.1%	13.5%	11.6%	9.5%	8.6%	38.5%	0.0%	---	0.0%	9.7%	---	0.0%	15.4%	0.0%	7.7%	3.3%	12.8%	22.7%
4	96	**11**	1	6	2	8	0	2	5	4	1	3	6	7	3	1	0	0	2	0	0	0	4	1	2	1	7	3
	4.6%	**8.2%**	1.5%	12.8%	20.0%	6.8%	0.0%	9.1%	8.6%	7.8%	4.5%	8.1%	8.7%	8.3%	8.6%	7.7%	0.0%	---	66.7%	0.0%	---	0.0%	7.7%	100.0%	15.4%	3.3%	9.0%	13.6%
5 to 9	83	**5**	3	5	0	5	0	0	4	1	0	1	4	1	3	1	0	0	0	0	0	0	2	0	0	0	1	4
	4.0%	**3.7%**	4.4%	10.6%	0.0%	4.3%	0.0%	0.0%	6.9%	2.0%	0.0%	2.7%	5.8%	1.2%	8.6%	7.7%	0.0%	---	0.0%	0.0%	---	0.0%	3.8%	0.0%	0.0%	0.0%	1.3%	18.2%
10 or more times	22	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2 or more times	822	**59**	33	32	5	52	0	13	24	22	9	15	33	32	18	8	1	0	3	9	0	0	24	1	9	2	41	15
	39.4%	**44.0%**	48.5%	68.1%	50.0%	44.4%	0.0%	59.1%	41.4%	43.1%	40.9%	40.5%	47.8%	38.1%	51.4%	61.5%	50.0%	---	100.0%	29.0%	---	0.0%	46.2%	100.0%	69.2%	6.7%	52.6%	68.2%
Significantly different from column:*		**D**																		Y					T	AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 26a

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,548	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
Number missing or multiple answer	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,542	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	1,441	**91**	49	37	7	78	0	17	40	32	7	27	52	57	24	9	1	0	3	15	0	1	40	1	9	7	65	19
	93.5%	**90.1%**	86.0%	90.2%	87.5%	89.7%	---	94.4%	95.2%	82.1%	46.7%	93.1%	100.0%	91.9%	88.9%	81.8%	100.0%	---	100.0%	65.2%	---	100.0%	100.0%	100.0%	100.0%	77.8%	91.5%	95.0%
Sometimes	56	**5**	5	2	1	4	0	1	2	2	5	0	0	2	2	1	0	0	0	4	0	0	0	0	0	2	2	0
	3.6%	**5.0%**	8.8%	4.9%	12.5%	4.6%	---	5.6%	4.8%	5.1%	33.3%	0.0%	0.0%	3.2%	7.4%	9.1%	0.0%	---	0.0%	17.4%	---	0.0%	0.0%	0.0%	0.0%	22.2%	2.8%	0.0%
Usually	17	**0**	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	3.5%	2.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Always	28	**5**	1	1	0	5	0	0	0	5	3	2	0	3	1	1	0	0	0	4	0	0	0	0	0	0	4	1
	1.8%	**5.0%**	1.8%	2.4%	0.0%	5.7%	---	0.0%	0.0%	12.8%	20.0%	6.9%	0.0%	4.8%	3.7%	9.1%	0.0%	---	0.0%	17.4%	---	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	5.0%
Significantly different from column:*																												
Usually or Always	45	**5**	3	2	0	5	0	0	0	5	3	2	0	3	1	1	0	0	0	4	0	0	0	0	0	0	4	1
	2.9%	**5.0%**	5.3%	4.9%	0.0%	5.7%	---	0.0%	0.0%	12.8%	20.0%	6.9%	0.0%	4.8%	3.7%	9.1%	0.0%	---	0.0%	17.4%	---	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	5.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 27

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?

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,548	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
Number missing or multiple answer	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,545	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
	99.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	30	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.9%	**0.0%**	0.0%	4.9%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	42	**3**	2	2	0	3	0	1	2	0	0	1	1	1	1	1	0	0	0	1	0	0	2	0	0	1	2	0
	2.7%	**3.0%**	3.5%	4.9%	0.0%	3.4%	---	5.6%	4.8%	0.0%	0.0%	3.4%	1.9%	1.6%	3.7%	9.1%	0.0%	---	0.0%	4.3%	---	0.0%	5.0%	0.0%	0.0%	11.1%	2.8%	0.0%
Usually	220	**23**	11	2	2	18	0	1	11	10	5	4	12	10	10	3	0	0	1	6	0	0	7	0	1	6	12	5
	14.2%	**22.8%**	19.3%	4.9%	25.0%	20.7%	---	5.6%	26.2%	25.6%	33.3%	13.8%	23.1%	16.1%	37.0%	27.3%	0.0%	---	33.3%	26.1%	---	0.0%	17.5%	0.0%	11.1%	66.7%	16.9%	25.0%
Always	1,253	**75**	44	35	6	66	0	16	29	29	10	24	39	51	16	7	1	0	2	16	0	1	31	1	8	2	57	15
	81.1%	**74.3%**	77.2%	85.4%	75.0%	75.9%	---	88.9%	69.0%	74.4%	66.7%	82.8%	75.0%	82.3%	59.3%	63.6%	100.0%	---	66.7%	69.6%	---	100.0%	77.5%	100.0%	88.9%	22.2%	80.3%	75.0%
Significantly different from column:*														O	N													
Usually or Always	1,473	**98**	55	37	8	84	0	17	40	39	15	28	51	61	26	10	1	0	3	22	0	1	38	1	9	8	69	20
	95.3%	**97.0%**	96.5%	90.2%	100.0%	96.6%	---	94.4%	95.2%	100.0%	100.0%	96.6%	98.1%	98.4%	96.3%	90.9%	100.0%	---	100.0%	95.7%	---	100.0%	95.0%	100.0%	100.0%	88.9%	97.2%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 28

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,548	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
Number missing or multiple answer	8	**1**	0	0	0	1	0	0	1	0	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,540	**100**	57	41	8	86	0	18	41	39	14	29	52	61	27	11	1	0	3	22	0	1	40	1	9	8	71	20
	99.5%	**99.0%**	100.0%	100.0%	100.0%	98.9%	---	100.0%	97.6%	100.0%	93.3%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	---	100.0%	95.7%	---	100.0%	100.0%	---	100.0%	88.9%	100.0%	100.0%
Never	12	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	0.0%	2.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	47	**3**	3	2	0	3	0	1	1	1	0	1	2	1	1	1	0	0	1	0	0	0	2	0	0	0	3	0
	3.1%	**3.0%**	5.3%	4.9%	0.0%	3.5%	---	5.6%	2.4%	2.6%	0.0%	3.4%	3.8%	1.6%	3.7%	9.1%	0.0%	---	33.3%	0.0%	---	0.0%	5.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Usually	257	**19**	11	3	2	15	0	1	9	9	2	4	12	11	6	2	0	0	0	4	0	0	9	0	2	3	10	6
	16.7%	**19.0%**	19.3%	7.3%	25.0%	17.4%	---	5.6%	22.0%	23.1%	14.3%	13.8%	23.1%	18.0%	22.2%	18.2%	0.0%	---	0.0%	18.2%	---	0.0%	22.5%	0.0%	22.2%	37.5%	14.1%	30.0%
Always	1,224	**78**	43	35	6	68	0	16	31	29	12	24	38	49	20	8	1	0	2	18	0	1	29	1	7	5	58	14
	79.5%	**78.0%**	75.4%	85.4%	75.0%	79.1%	---	88.9%	75.6%	74.4%	85.7%	82.8%	73.1%	80.3%	74.1%	72.7%	100.0%	---	66.7%	81.8%	---	100.0%	72.5%	100.0%	77.8%	62.5%	81.7%	70.0%
Significantly different from column:*																												
Usually or Always	1,481	**97**	54	38	8	83	0	17	40	38	14	28	50	60	26	10	1	0	2	22	0	1	38	1	9	8	68	20
	96.2%	**97.0%**	94.7%	92.7%	100.0%	96.5%	---	94.4%	97.6%	97.4%	100.0%	96.6%	96.2%	98.4%	96.3%	90.9%	100.0%	---	66.7%	100.0%	---	100.0%	95.0%	100.0%	100.0%	100.0%	95.8%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 29

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,548	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
Number missing or multiple answer	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,545	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
	99.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Never	13	**2**	0	2	0	2	0	0	1	1	1	0	1	1	0	1	0	0	0	1	0	0	1	0	0	0	2	0
	0.8%	**2.0%**	0.0%	4.9%	0.0%	2.3%	---	0.0%	2.4%	2.6%	6.7%	0.0%	1.9%	1.6%	0.0%	9.1%	0.0%	---	0.0%	4.3%	---	0.0%	2.5%	0.0%	0.0%	0.0%	2.8%	0.0%
Sometimes	39	**2**	2	1	0	2	0	1	0	1	0	1	1	1	1	0	0	0	1	0	0	0	1	0	0	0	2	0
	2.5%	**2.0%**	3.5%	2.4%	0.0%	2.3%	---	5.6%	0.0%	2.6%	0.0%	3.4%	1.9%	1.6%	3.7%	0.0%	0.0%	---	33.3%	0.0%	---	0.0%	2.5%	0.0%	0.0%	0.0%	2.8%	0.0%
Usually	182	**14**	8	1	1	11	0	1	6	7	3	4	6	9	3	2	0	0	0	5	0	0	4	0	2	3	6	4
	11.8%	**13.9%**	14.0%	2.4%	12.5%	12.6%	---	5.6%	14.3%	17.9%	20.0%	13.8%	11.5%	14.5%	11.1%	18.2%	0.0%	---	0.0%	21.7%	---	0.0%	10.0%	0.0%	22.2%	33.3%	8.5%	20.0%
Always	1,311	**83**	47	37	7	72	0	16	35	30	11	24	44	51	23	8	1	0	2	17	0	1	34	1	7	6	61	16
	84.9%	**82.2%**	82.5%	90.2%	87.5%	82.8%	---	88.9%	83.3%	76.9%	73.3%	82.8%	84.6%	82.3%	85.2%	72.7%	100.0%	---	66.7%	73.9%	---	100.0%	85.0%	100.0%	77.8%	66.7%	85.9%	80.0%
Significantly different from column:*																												
Usually or Always	1,493	**97**	55	38	8	83	0	17	41	37	14	28	50	60	26	10	1	0	2	22	0	1	38	1	9	9	67	20
	96.6%	**96.0%**	96.5%	92.7%	100.0%	95.4%	---	94.4%	97.6%	94.9%	93.3%	96.6%	96.2%	96.8%	96.3%	90.9%	100.0%	---	66.7%	95.7%	---	100.0%	95.0%	100.0%	100.0%	100.0%	94.4%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 30

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,548	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
Number missing or multiple answer	11	**1**	2	0	0	1	0	0	1	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,537	**100**	55	41	8	86	0	18	41	39	15	28	52	62	26	11	1	0	3	22	0	1	40	1	9	9	70	20
	99.3%	**99.0%**	96.5%	100.0%	100.0%	98.9%	---	100.0%	97.6%	100.0%	100.0%	96.6%	100.0%	100.0%	96.3%	100.0%	100.0%	---	100.0%	95.7%	---	100.0%	100.0%	---	100.0%	100.0%	98.6%	100.0%
Yes	1,105	**69**	47	30	6	58	0	2	30	35	11	16	37	42	17	9	0	0	3	16	0	0	25	1	6	5	51	12
	71.9%	**69.0%**	85.5%	73.2%	75.0%	67.4%	---	11.1%	73.2%	89.7%	73.3%	57.1%	71.2%	67.7%	65.4%	81.8%	0.0%	---	100.0%	72.7%	---	0.0%	62.5%	100.0%	66.7%	55.6%	72.9%	60.0%
No	432	**31**	8	11	2	28	0	16	11	4	4	12	15	20	9	2	1	0	0	6	0	1	15	0	3	4	19	8
	28.1%	**31.0%**	14.5%	26.8%	25.0%	32.6%	---	88.9%	26.8%	10.3%	26.7%	42.9%	28.8%	32.3%	34.6%	18.2%	100.0%	---	0.0%	27.3%	---	100.0%	37.5%	0.0%	33.3%	44.4%	27.1%	40.0%
Significantly different from column:*		**C**						I,J	H	H																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 31

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q25, Q26, & Q30)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,105	**69**	47	30	6	58	0	2	30	35	11	16	37	42	17	9	0	0	3	16	0	0	25	1	6	5	51	12
Number missing or multiple answer	5	**2**	0	0	0	2	0	0	0	2	0	0	2	1	0	1	0	0	0	0	0	0	2	0	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,100	**67**	47	30	6	56	0	2	30	33	11	16	35	41	17	8	0	0	3	16	0	0	23	1	6	5	50	11
	99.5%	**97.1%**	100.0%	100.0%	100.0%	96.6%	---	100.0%	100.0%	94.3%	100.0%	100.0%	94.6%	97.6%	100.0%	88.9%	---	---	100.0%	100.0%	---	---	92.0%	---	100.0%	100.0%	98.0%	91.7%
Never	6	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.0%	3.3%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	50	**2**	3	2	0	2	0	0	0	2	0	1	1	0	2	0	0	0	1	0	0	0	1	0	0	0	2	0
	4.5%	**3.0%**	6.4%	6.7%	0.0%	3.6%	---	0.0%	0.0%	6.1%	0.0%	6.3%	2.9%	0.0%	11.8%	0.0%	---	---	33.3%	0.0%	---	---	4.3%	0.0%	0.0%	0.0%	4.0%	0.0%
Usually	245	**16**	13	5	2	13	0	1	6	9	2	6	8	9	5	2	0	0	0	5	0	0	5	0	2	3	12	1
	22.3%	**23.9%**	27.7%	16.7%	33.3%	23.2%	---	50.0%	20.0%	27.3%	18.2%	37.5%	22.9%	22.0%	29.4%	25.0%	---	---	0.0%	31.3%	---	---	21.7%	0.0%	33.3%	60.0%	24.0%	9.1%
Always	799	**49**	31	22	4	41	0	1	24	22	9	9	26	32	10	6	0	0	2	11	0	0	17	1	4	2	36	10
	72.6%	**73.1%**	66.0%	73.3%	66.7%	73.2%	---	50.0%	80.0%	66.7%	81.8%	56.3%	74.3%	78.0%	58.8%	75.0%	---	---	66.7%	68.8%	---	---	73.9%	100.0%	66.7%	40.0%	72.0%	90.9%
Significantly different from column:*																												
Usually or Always	1,044	**65**	44	27	6	54	0	2	30	31	11	15	34	41	15	8	0	0	2	16	0	0	22	1	6	5	48	11
	94.9%	**97.0%**	93.6%	90.0%	100.0%	96.4%	---	100.0%	100.0%	93.9%	100.0%	93.8%	97.1%	100.0%	88.2%	100.0%	---	---	66.7%	100.0%	---	---	95.7%	100.0%	100.0%	100.0%	96.0%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,548	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
Number missing or multiple answer	10	**1**	0	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,538	**100**	57	41	8	86	0	18	41	39	14	29	52	62	27	10	1	0	3	23	0	1	40	1	9	8	71	20
	99.4%	**99.0%**	100.0%	100.0%	100.0%	98.9%	---	100.0%	97.6%	100.0%	93.3%	100.0%	100.0%	100.0%	100.0%	90.9%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	88.9%	100.0%	100.0%
Never	23	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.5%	**0.0%**	0.0%	2.4%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	107	**10**	5	4	0	9	0	0	6	3	0	3	5	4	4	1	0	0	0	4	0	0	4	0	0	3	5	2
	7.0%	**10.0%**	8.8%	9.8%	0.0%	10.5%	---	0.0%	14.6%	7.7%	0.0%	10.3%	9.6%	6.5%	14.8%	10.0%	0.0%	---	0.0%	17.4%	---	0.0%	10.0%	0.0%	0.0%	37.5%	7.0%	10.0%
Usually	315	**18**	16	7	2	15	0	2	9	7	4	7	7	15	2	1	0	0	1	8	0	0	7	0	1	3	11	3
	20.5%	**18.0%**	28.1%	17.1%	25.0%	17.4%	---	11.1%	22.0%	17.9%	28.6%	24.1%	13.5%	24.2%	7.4%	10.0%	0.0%	---	33.3%	34.8%	---	0.0%	17.5%	0.0%	11.1%	37.5%	15.5%	15.0%
Always	1,093	**72**	36	29	6	62	0	16	26	29	10	19	40	43	21	8	1	0	2	11	0	1	29	1	8	2	55	15
	71.1%	**72.0%**	63.2%	70.7%	75.0%	72.1%	---	88.9%	63.4%	74.4%	71.4%	65.5%	76.9%	69.4%	77.8%	80.0%	100.0%	---	66.7%	47.8%	---	100.0%	72.5%	100.0%	88.9%	25.0%	77.5%	75.0%
Significantly different from column:*								I	H																			
Usually or Always	1,408	**90**	52	36	8	77	0	18	35	36	14	26	47	58	23	9	1	0	3	19	0	1	36	1	9	5	66	18
	91.5%	**90.0%**	91.2%	87.8%	100.0%	89.5%	---	100.0%	85.4%	92.3%	100.0%	89.7%	90.4%	93.5%	85.2%	90.0%	100.0%	---	100.0%	82.6%	---	100.0%	90.0%	100.0%	100.0%	62.5%	93.0%	90.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,548	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
Number missing or multiple answer	12	**2**	0	1	0	2	0	0	1	1	1	0	1	1	0	1	0	0	0	0	0	0	1	0	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,536	**99**	57	40	8	85	0	18	41	38	14	29	51	61	27	10	1	0	3	23	0	1	39	1	9	8	70	20
	99.2%	**98.0%**	100.0%	97.6%	100.0%	97.7%	---	100.0%	97.6%	97.4%	93.3%	100.0%	98.1%	98.4%	100.0%	90.9%	100.0%	---	100.0%	100.0%	---	100.0%	97.5%	---	100.0%	88.9%	98.6%	100.0%
Yes	1,363	**87**	51	36	7	77	0	15	37	34	12	25	48	57	21	8	1	0	2	20	0	1	34	1	9	4	63	19
	88.7%	**87.9%**	89.5%	90.0%	87.5%	90.6%	---	83.3%	90.2%	89.5%	85.7%	86.2%	94.1%	93.4%	77.8%	80.0%	100.0%	---	66.7%	87.0%	---	100.0%	87.2%	100.0%	100.0%	50.0%	90.0%	95.0%
No	173	**12**	6	4	1	8	0	3	4	4	2	4	3	4	6	2	0	0	1	3	0	0	5	0	0	4	7	1
	11.3%	**12.1%**	10.5%	10.0%	12.5%	9.4%	---	16.7%	9.8%	10.5%	14.3%	13.8%	5.9%	6.6%	22.2%	20.0%	0.0%	---	33.3%	13.0%	---	0.0%	12.8%	0.0%	0.0%	50.0%	10.0%	5.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q25 & Q26)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,548	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
Number missing or multiple answer	7	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,541	**101**	57	41	8	87	0	18	42	39	15	29	52	62	27	11	1	0	3	23	0	1	40	1	9	9	71	20
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	867	**47**	36	23	5	39	0	8	19	19	6	13	26	27	14	6	1	0	0	8	0	0	25	1	2	1	32	14
	56.3%	**46.5%**	63.2%	56.1%	62.5%	44.8%	---	44.4%	45.2%	48.7%	40.0%	44.8%	50.0%	43.5%	51.9%	54.5%	100.0%	---	0.0%	34.8%	---	0.0%	62.5%	100.0%	22.2%	11.1%	45.1%	70.0%
No	674	**54**	21	18	3	48	0	10	23	20	9	16	26	35	13	5	0	0	3	15	0	1	15	0	7	8	39	6
	43.7%	**53.5%**	36.8%	43.9%	37.5%	55.2%	---	55.6%	54.8%	51.3%	60.0%	55.2%	50.0%	56.5%	48.1%	45.5%	0.0%	---	100.0%	65.2%	---	100.0%	37.5%	0.0%	77.8%	88.9%	54.9%	30.0%
Significantly different from column:*		**C**																		W			T				AB	AA

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 35

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?

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q25, Q26, & Q34)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	867	**47**	36	23	5	39	0	8	19	19	6	13	26	27	14	6	1	0	0	8	0	0	25	1	2	1	32	14
Number missing or multiple answer	21	**1**	2	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	846	**46**	34	23	5	38	0	8	19	18	6	13	25	27	13	6	1	0	0	7	0	0	25	1	2	1	31	14
	97.6%	**97.9%**	94.4%	100.0%	100.0%	97.4%	---	100.0%	100.0%	94.7%	100.0%	100.0%	96.2%	100.0%	92.9%	100.0%	100.0%	---	---	87.5%	---	---	100.0%	---	100.0%	100.0%	96.9%	100.0%
Never	47	**2**	1	2	0	2	0	1	1	0	0	2	0	2	0	0	0	0	0	0	0	0	2	0	0	0	1	1
	5.6%	**4.3%**	2.9%	8.7%	0.0%	5.3%	---	12.5%	5.3%	0.0%	0.0%	15.4%	0.0%	7.4%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	8.0%	0.0%	0.0%	0.0%	3.2%	7.1%
Sometimes	102	**6**	2	2	0	5	0	0	2	4	0	1	4	2	1	3	0	0	0	0	0	0	4	0	0	0	4	2
	12.1%	**13.0%**	5.9%	8.7%	0.0%	13.2%	---	0.0%	10.5%	22.2%	0.0%	7.7%	16.0%	7.4%	7.7%	50.0%	0.0%	---	---	0.0%	---	---	16.0%	0.0%	0.0%	0.0%	12.9%	14.3%
Usually	250	**12**	17	4	2	9	0	2	7	2	1	2	8	8	2	2	0	0	0	1	0	0	6	0	2	1	7	4
	29.6%	**26.1%**	50.0%	17.4%	40.0%	23.7%	---	25.0%	36.8%	11.1%	16.7%	15.4%	32.0%	29.6%	15.4%	33.3%	0.0%	---	---	14.3%	---	---	24.0%	0.0%	100.0%	100.0%	22.6%	28.6%
Always	447	**26**	14	15	3	22	0	5	9	12	5	8	13	15	10	1	1	0	0	6	0	0	13	1	0	0	19	7
	52.8%	**56.5%**	41.2%	65.2%	60.0%	57.9%	---	62.5%	47.4%	66.7%	83.3%	61.5%	52.0%	55.6%	76.9%	16.7%	100.0%	---	---	85.7%	---	---	52.0%	100.0%	0.0%	0.0%	61.3%	50.0%
Significantly different from column:*																												
Usually or Always	697	**38**	31	19	5	31	0	7	16	14	6	10	21	23	12	3	1	0	0	7	0	0	19	1	2	1	26	11
	82.4%	**82.6%**	91.2%	82.6%	100.0%	81.6%	---	87.5%	84.2%	77.8%	100.0%	76.9%	84.0%	85.2%	92.3%	50.0%	100.0%	---	---	100.0%	---	---	76.0%	100.0%	100.0%	100.0%	83.9%	78.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,130	**140**	69	50	11	122	1	23	60	54	25	38	70	88	35	15	3	0	3	32	0	1	54	1	13	33	80	22
Number missing or multiple answer	44	**5**	0	1	1	4	0	0	3	2	3	1	1	3	0	2	0	0	0	2	0	0	1	0	0	4	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,086	**135**	69	49	10	118	1	23	57	52	22	37	69	85	35	13	3	0	3	30	0	1	53	1	13	29	79	22
	97.9%	**96.4%**	100.0%	98.0%	90.9%	96.7%	100.0%	100.0%	95.0%	96.3%	88.0%	97.4%	98.6%	96.6%	100.0%	86.7%	100.0%	---	100.0%	93.8%	---	100.0%	98.1%	---	100.0%	87.9%	98.8%	100.0%
0 Worst personal doctor possible	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	5	**0**	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	2	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	13	**1**	1	0	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0
	0.6%	**0.7%**	1.4%	0.0%	0.0%	0.8%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	7.7%	0.0%	---	0.0%	0.0%	---	0.0%	1.9%	0.0%	0.0%	0.0%	1.3%	0.0%
4	14	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	59	**4**	1	0	0	4	0	1	0	3	0	3	1	2	2	0	0	0	1	1	0	0	1	0	0	1	3	0
	2.8%	**3.0%**	1.4%	0.0%	0.0%	3.4%	0.0%	4.3%	0.0%	5.8%	0.0%	8.1%	1.4%	2.4%	5.7%	0.0%	0.0%	---	33.3%	3.3%	---	0.0%	1.9%	0.0%	0.0%	3.4%	3.8%	0.0%
6	52	**2**	3	0	0	1	0	0	0	2	0	2	0	1	1	0	0	0	0	1	0	0	1	0	0	1	1	0
	2.5%	**1.5%**	4.3%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	3.8%	0.0%	5.4%	0.0%	1.2%	2.9%	0.0%	0.0%	---	0.0%	3.3%	---	0.0%	1.9%	0.0%	0.0%	3.4%	1.3%	0.0%
7	126	**9**	2	1	1	7	0	1	3	4	3	2	3	6	3	0	0	0	0	1	0	0	5	0	1	4	4	1
	6.0%	**6.7%**	2.9%	2.0%	10.0%	5.9%	0.0%	4.3%	5.3%	7.7%	13.6%	5.4%	4.3%	7.1%	8.6%	0.0%	0.0%	---	0.0%	3.3%	---	0.0%	9.4%	0.0%	7.7%	13.8%	5.1%	4.5%
8	293	**14**	10	6	0	14	0	0	8	6	2	1	11	8	5	1	0	0	1	1	0	0	5	0	3	4	5	4
	14.0%	**10.4%**	14.5%	12.2%	0.0%	11.9%	0.0%	0.0%	14.0%	11.5%	9.1%	2.7%	15.9%	9.4%	14.3%	7.7%	0.0%	---	33.3%	3.3%	---	0.0%	9.4%	0.0%	23.1%	13.8%	6.3%	18.2%
9	420	**23**	16	9	2	20	0	5	10	7	2	6	12	14	8	1	0	0	0	9	0	0	7	0	2	5	12	6
	20.1%	**17.0%**	23.2%	18.4%	20.0%	16.9%	0.0%	21.7%	17.5%	13.5%	9.1%	16.2%	17.4%	16.5%	22.9%	7.7%	0.0%	---	0.0%	30.0%	---	0.0%	13.2%	0.0%	15.4%	17.2%	15.2%	27.3%
10 Best personal doctor possible	1,099	**82**	35	30	7	71	1	16	35	30	15	23	41	54	16	10	3	0	1	17	0	1	33	1	7	14	53	11
	52.7%	**60.7%**	50.7%	61.2%	70.0%	60.2%	100.0%	69.6%	61.4%	57.7%	68.2%	62.2%	59.4%	63.5%	45.7%	76.9%	100.0%	---	33.3%	56.7%	---	100.0%	62.3%	100.0%	53.8%	48.3%	67.1%	50.0%

NA - There is no "no experience" category for this question.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 36

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?

Base: All respondents whose child has a personal doctor (Q25)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,130	**140**	69	50	11	122	1	23	60	54	25	38	70	88	35	15	3	0	3	32	0	1	54	1	13	33	80	22
Number missing or multiple answer	44	**5**	0	1	1	4	0	0	3	2	3	1	1	3	0	2	0	0	0	2	0	0	1	0	0	4	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,086	**135**	69	49	10	118	1	23	57	52	22	37	69	85	35	13	3	0	3	30	0	1	53	1	13	29	79	22
	97.9%	**96.4%**	100.0%	98.0%	90.9%	96.7%	100.0%	100.0%	95.0%	96.3%	88.0%	97.4%	98.6%	96.6%	100.0%	86.7%	100.0%	---	100.0%	93.8%	---	100.0%	98.1%	---	100.0%	87.9%	98.8%	100.0%
0 to 4	37	**1**	2	3	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	0
	1.8%	**0.7%**	2.9%	6.1%	0.0%	0.8%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	7.7%	0.0%	---	0.0%	0.0%	---	0.0%	1.9%	0.0%	0.0%	0.0%	1.3%	0.0%
5	59	**4**	1	0	0	4	0	1	0	3	0	3	1	2	2	0	0	0	1	1	0	0	1	0	0	1	3	0
	2.8%	**3.0%**	1.4%	0.0%	0.0%	3.4%	0.0%	4.3%	0.0%	5.8%	0.0%	8.1%	1.4%	2.4%	5.7%	0.0%	0.0%	---	33.3%	3.3%	---	0.0%	1.9%	0.0%	0.0%	3.4%	3.8%	0.0%
6 or 7	178	**11**	5	1	1	8	0	1	3	6	3	4	3	7	4	0	0	0	0	2	0	0	6	0	1	5	5	1
	8.5%	**8.1%**	7.2%	2.0%	10.0%	6.8%	0.0%	4.3%	5.3%	11.5%	13.6%	10.8%	4.3%	8.2%	11.4%	0.0%	0.0%	---	0.0%	6.7%	---	0.0%	11.3%	0.0%	7.7%	17.2%	6.3%	4.5%
8 to 10	1,812	**119**	61	45	9	105	1	21	53	43	19	30	64	76	29	12	3	0	2	27	0	1	45	1	12	23	70	21
	86.9%	**88.1%**	88.4%	91.8%	90.0%	89.0%	100.0%	91.3%	93.0%	82.7%	86.4%	81.1%	92.8%	89.4%	82.9%	92.3%	100.0%	---	66.7%	90.0%	---	100.0%	84.9%	100.0%	92.3%	79.3%	88.6%	95.5%
Significantly different from column:*																												
0 to 6	148	**7**	6	3	0	6	0	1	1	5	0	5	2	3	3	1	0	0	1	2	0	0	3	0	0	2	5	0
	7.1%	**5.2%**	8.7%	6.1%	0.0%	5.1%	0.0%	4.3%	1.8%	9.6%	0.0%	13.5%	2.9%	3.5%	8.6%	7.7%	0.0%	---	33.3%	6.7%	---	0.0%	5.7%	0.0%	0.0%	6.9%	6.3%	0.0%
7 to 8	419	**23**	12	7	1	21	0	1	11	10	5	3	14	14	8	1	0	0	1	2	0	0	10	0	4	8	9	5
	20.1%	**17.0%**	17.4%	14.3%	10.0%	17.8%	0.0%	4.3%	19.3%	19.2%	22.7%	8.1%	20.3%	16.5%	22.9%	7.7%	0.0%	---	33.3%	6.7%	---	0.0%	18.9%	0.0%	30.8%	27.6%	11.4%	22.7%
9 to 10	1,519	**105**	51	39	9	91	1	21	45	37	17	29	53	68	24	11	3	0	1	26	0	1	40	1	9	19	65	17
	72.8%	**77.8%**	73.9%	79.6%	90.0%	77.1%	100.0%	91.3%	78.9%	71.2%	77.3%	78.4%	76.8%	80.0%	68.6%	84.6%	100.0%	---	33.3%	86.7%	---	100.0%	75.5%	100.0%	69.2%	65.5%	82.3%	77.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 37

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

Base: All respondents whose child has a personal doctor (Q25)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,130	**140**	69	50	11	122	1	23	60	54	25	38	70	88	35	15	3	0	3	32	0	1	54	1	13	33	80	22
Number missing or multiple answer	29	**2**	1	1	1	1	0	0	0	2	1	0	1	1	0	1	0	0	0	0	0	0	1	0	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,101	**138**	68	49	10	121	1	23	60	52	24	38	69	87	35	14	3	0	3	32	0	1	53	1	13	32	79	22
	98.6%	**98.6%**	98.6%	98.0%	90.9%	99.2%	100.0%	100.0%	100.0%	96.3%	96.0%	100.0%	98.6%	98.9%	100.0%	93.3%	100.0%	---	100.0%	100.0%	---	100.0%	98.1%	---	100.0%	97.0%	98.8%	100.0%
Yes	1,627	**95**	43	37	5	86	0	12	47	35	13	24	55	53	28	12	1	0	3	16	0	0	44	1	9	20	54	19
	77.4%	**68.8%**	63.2%	75.5%	50.0%	71.1%	0.0%	52.2%	78.3%	67.3%	54.2%	63.2%	79.7%	60.9%	80.0%	85.7%	33.3%	---	100.0%	50.0%	---	0.0%	83.0%	100.0%	69.2%	62.5%	68.4%	86.4%
No	474	**43**	25	12	5	35	1	11	13	17	11	14	14	34	7	2	2	0	0	16	0	1	9	0	4	12	25	3
	22.6%	**31.2%**	36.8%	24.5%	50.0%	28.9%	100.0%	47.8%	21.7%	32.7%	45.8%	36.8%	20.3%	39.1%	20.0%	14.3%	66.7%	---	0.0%	50.0%	---	100.0%	17.0%	0.0%	30.8%	37.5%	31.6%	13.6%
Significantly different from column:*		**A**						I	H		M		K	O	N					W			T					

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 38

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,627	**95**	43	37	5	86	0	12	47	35	13	24	55	53	28	12	1	0	3	16	0	0	44	1	9	20	54	19
Number missing or multiple answer	43	**3**	2	0	1	2	0	0	0	3	0	0	3	2	1	0	0	0	0	1	0	0	2	0	0	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,584	**92**	41	37	4	84	0	12	47	32	13	24	52	51	27	12	1	0	3	15	0	0	42	1	9	19	52	19
	97.4%	**96.8%**	95.3%	100.0%	80.0%	97.7%	---	100.0%	100.0%	91.4%	100.0%	100.0%	94.5%	96.2%	96.4%	100.0%	100.0%	---	100.0%	93.8%	---	---	95.5%	---	100.0%	95.0%	96.3%	100.0%
Yes	1,453	**83**	38	34	4	76	0	11	43	28	11	23	47	48	23	10	1	0	2	15	0	0	38	1	7	18	47	17
	91.7%	**90.2%**	92.7%	91.9%	100.0%	90.5%	---	91.7%	91.5%	87.5%	84.6%	95.8%	90.4%	94.1%	85.2%	83.3%	100.0%	---	66.7%	100.0%	---	---	90.5%	100.0%	77.8%	94.7%	90.4%	89.5%
No	131	**9**	3	3	0	8	0	1	4	4	2	1	5	3	4	2	0	0	1	0	0	0	4	0	2	1	5	2
	8.3%	**9.8%**	7.3%	8.1%	0.0%	9.5%	---	8.3%	8.5%	12.5%	15.4%	4.2%	9.6%	5.9%	14.8%	16.7%	0.0%	---	33.3%	0.0%	---	---	9.5%	0.0%	22.2%	5.3%	9.6%	10.5%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 39

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q25 & Q37)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,627	**95**	43	37	5	86	0	12	47	35	13	24	55	53	28	12	1	0	3	16	0	0	44	1	9	20	54	19
Number missing or multiple answer	40	**5**	2	1	1	4	0	0	2	3	0	2	3	3	1	1	0	0	0	3	0	0	2	0	0	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,587	**90**	41	36	4	82	0	12	45	32	13	22	52	50	27	11	1	0	3	13	0	0	42	1	9	19	50	19
	97.5%	**94.7%**	95.3%	97.3%	80.0%	95.3%	---	100.0%	95.7%	91.4%	100.0%	91.7%	94.5%	94.3%	96.4%	91.7%	100.0%	---	100.0%	81.3%	---	---	95.5%	---	100.0%	95.0%	92.6%	100.0%
Yes	1,403	**78**	38	33	3	72	0	11	38	28	10	21	45	45	22	9	1	0	2	13	0	0	35	1	6	17	45	15
	88.4%	**86.7%**	92.7%	91.7%	75.0%	87.8%	---	91.7%	84.4%	87.5%	76.9%	95.5%	86.5%	90.0%	81.5%	81.8%	100.0%	---	66.7%	100.0%	---	---	83.3%	100.0%	66.7%	89.5%	90.0%	78.9%
No	184	**12**	3	3	1	10	0	1	7	4	3	1	7	5	5	2	0	0	1	0	0	0	7	0	3	2	5	4
	11.6%	**13.3%**	7.3%	8.3%	25.0%	12.2%	---	8.3%	15.6%	12.5%	23.1%	4.5%	13.5%	10.0%	18.5%	18.2%	0.0%	---	33.3%	0.0%	---	---	16.7%	0.0%	33.3%	10.5%	10.0%	21.1%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 40

In the last 6 months, did you make any appointments for your child with a specialist?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	13	**2**	1	0	0	2	0	0	2	0	2	0	0	1	0	1	0	0	0	2	0	0	0	0	0	2	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	**148**	78	58	13	128	1	24	62	59	23	44	74	93	37	16	3	0	3	35	0	1	57	1	14	37	83	22
	99.4%	**98.7%**	98.7%	100.0%	100.0%	98.5%	100.0%	100.0%	96.9%	100.0%	92.0%	100.0%	100.0%	98.9%	100.0%	94.1%	100.0%	---	100.0%	94.6%	---	100.0%	100.0%	---	100.0%	94.9%	100.0%	100.0%
Yes	840	**45**	23	26	3	40	0	9	21	14	4	13	25	25	15	4	1	0	0	6	0	0	25	0	3	4	29	11
	37.0%	**30.4%**	29.5%	44.8%	23.1%	31.3%	0.0%	37.5%	33.9%	23.7%	17.4%	29.5%	33.8%	26.9%	40.5%	25.0%	33.3%	---	0.0%	17.1%	---	0.0%	43.9%	0.0%	21.4%	10.8%	34.9%	50.0%
No	1,428	**103**	55	32	10	88	1	15	41	45	19	31	49	68	22	12	2	0	3	29	0	1	32	1	11	33	54	11
	63.0%	**69.6%**	70.5%	55.2%	76.9%	68.8%	100.0%	62.5%	66.1%	76.3%	82.6%	70.5%	66.2%	73.1%	59.5%	75.0%	66.7%	---	100.0%	82.9%	---	100.0%	56.1%	100.0%	78.6%	89.2%	65.1%	50.0%
Significantly different from column:*																				W			T			AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

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CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 41

In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	840	**45**	23	26	3	40	0	9	21	14	4	13	25	25	15	4	1	0	0	6	0	0	25	0	3	4	29	11
Number missing or multiple answer	4	**1**	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	836	**44**	23	26	3	39	0	9	20	14	4	12	25	24	15	4	1	0	0	5	0	0	25	0	3	4	28	11
	99.5%	**97.8%**	100.0%	100.0%	100.0%	97.5%	---	100.0%	95.2%	100.0%	100.0%	92.3%	100.0%	96.0%	100.0%	100.0%	100.0%	---	---	83.3%	---	---	100.0%	---	100.0%	100.0%	96.6%	100.0%
Never	44	**4**	0	5	0	4	0	1	0	3	0	2	2	3	1	0	0	0	0	0	0	0	2	0	2	0	4	0
	5.3%	**9.1%**	0.0%	19.2%	0.0%	10.3%	---	11.1%	0.0%	21.4%	0.0%	16.7%	8.0%	12.5%	6.7%	0.0%	0.0%	---	---	0.0%	---	---	8.0%	---	66.7%	0.0%	14.3%	0.0%
Sometimes	163	**12**	1	6	1	10	0	3	5	3	0	6	5	3	8	1	0	0	0	1	0	0	7	0	1	1	7	4
	19.5%	**27.3%**	4.3%	23.1%	33.3%	25.6%	---	33.3%	25.0%	21.4%	0.0%	50.0%	20.0%	12.5%	53.3%	25.0%	0.0%	---	---	20.0%	---	---	28.0%	---	33.3%	25.0%	25.0%	36.4%
Usually	251	**12**	9	6	1	10	0	0	7	5	1	1	8	6	3	3	0	0	0	1	0	0	8	0	0	2	4	5
	30.0%	**27.3%**	39.1%	23.1%	33.3%	25.6%	---	0.0%	35.0%	35.7%	25.0%	8.3%	32.0%	25.0%	20.0%	75.0%	0.0%	---	---	20.0%	---	---	32.0%	---	0.0%	50.0%	14.3%	45.5%
Always	378	**16**	13	9	1	15	0	5	8	3	3	3	10	12	3	0	1	0	0	3	0	0	8	0	0	1	13	2
	45.2%	**36.4%**	56.5%	34.6%	33.3%	38.5%	---	55.6%	40.0%	21.4%	75.0%	25.0%	40.0%	50.0%	20.0%	0.0%	100.0%	---	---	60.0%	---	---	32.0%	---	0.0%	25.0%	46.4%	18.2%
Significantly different from column:*																												
Usually or Always	629	**28**	22	15	2	25	0	5	15	8	4	4	18	18	6	3	1	0	0	4	0	0	16	0	0	3	17	7
	75.2%	**63.6%**	95.7%	57.7%	66.7%	64.1%	---	55.6%	75.0%	57.1%	100.0%	33.3%	72.0%	75.0%	40.0%	75.0%	100.0%	---	---	80.0%	---	---	64.0%	---	0.0%	75.0%	60.7%	63.6%
Significantly different from column:*		**C**												O	N													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 42

How many specialists has your child talked to in the last 6 months?

Base: All respondents who made an appointment for their child to see a specialist (Q40)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	840	**45**	23	26	3	40	0	9	21	14	4	13	25	25	15	4	1	0	0	6	0	0	25	0	3	4	29	11
Number missing or multiple answer	13	**2**	0	0	0	2	0	0	2	0	0	1	1	1	0	1	0	0	0	1	0	0	1	0	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	827	**43**	23	26	3	38	0	9	19	14	4	12	24	24	15	3	1	0	0	5	0	0	24	0	3	4	28	10
	98.5%	**95.6%**	100.0%	100.0%	100.0%	95.0%	---	100.0%	90.5%	100.0%	100.0%	92.3%	96.0%	96.0%	100.0%	75.0%	100.0%	---	---	83.3%	---	---	96.0%	---	100.0%	100.0%	96.6%	90.9%
None	45	**4**	0	0	1	3	0	2	1	1	0	2	2	4	0	0	0	0	0	0	0	0	3	0	1	2	1	1
	5.4%	**9.3%**	0.0%	0.0%	33.3%	7.9%	---	22.2%	5.3%	7.1%	0.0%	16.7%	8.3%	16.7%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	12.5%	---	33.3%	50.0%	3.6%	10.0%
1 specialist	428	**20**	13	12	0	19	0	3	10	6	1	5	13	14	5	1	1	0	0	1	0	0	12	0	1	1	17	1
	51.8%	**46.5%**	56.5%	46.2%	0.0%	50.0%	---	33.3%	52.6%	42.9%	25.0%	41.7%	54.2%	58.3%	33.3%	33.3%	100.0%	---	---	20.0%	---	---	50.0%	---	33.3%	25.0%	60.7%	10.0%
2	194	**12**	6	8	1	11	0	3	5	4	3	3	6	3	7	1	0	0	0	4	0	0	6	0	0	1	8	3
	23.5%	**27.9%**	26.1%	30.8%	33.3%	28.9%	---	33.3%	26.3%	28.6%	75.0%	25.0%	25.0%	12.5%	46.7%	33.3%	0.0%	---	---	80.0%	---	---	25.0%	---	0.0%	25.0%	28.6%	30.0%
3	85	**2**	3	2	1	1	0	1	0	1	0	0	2	1	1	0	0	0	0	0	0	0	0	0	1	0	1	1
	10.3%	**4.7%**	13.0%	7.7%	33.3%	2.6%	---	11.1%	0.0%	7.1%	0.0%	0.0%	8.3%	4.2%	6.7%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	33.3%	0.0%	3.6%	10.0%
4	36	**4**	0	2	0	3	0	0	3	1	0	2	1	1	2	1	0	0	0	0	0	0	3	0	0	0	0	4
	4.4%	**9.3%**	0.0%	7.7%	0.0%	7.9%	---	0.0%	15.8%	7.1%	0.0%	16.7%	4.2%	4.2%	13.3%	33.3%	0.0%	---	---	0.0%	---	---	12.5%	---	0.0%	0.0%	0.0%	40.0%
5 or more specialists	39	**1**	1	2	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	4.7%	**2.3%**	4.3%	7.7%	0.0%	2.6%	---	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	3.6%	0.0%
3 or more specialists	160	**7**	4	6	1	5	0	1	3	3	0	2	3	3	3	1	0	0	0	0	0	0	3	0	1	0	2	5
	19.3%	**16.3%**	17.4%	23.1%	33.3%	13.2%	---	11.1%	15.8%	21.4%	0.0%	16.7%	12.5%	12.5%	20.0%	33.3%	0.0%	---	---	0.0%	---	---	12.5%	---	33.3%	0.0%	7.1%	50.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	782	**39**	23	26	2	35	0	7	18	13	4	10	22	20	15	3	1	0	0	5	0	0	21	0	2	2	27	9
Number missing or multiple answer	6	**1**	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	776	**38**	23	26	2	34	0	7	18	12	4	9	22	20	14	3	1	0	0	5	0	0	21	0	2	2	26	9
	99.2%	**97.4%**	100.0%	100.0%	100.0%	97.1%	---	100.0%	100.0%	92.3%	100.0%	90.0%	100.0%	100.0%	93.3%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	96.3%	100.0%
0 Worst specialist possible	4	**1**	0	2	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.5%	**2.6%**	0.0%	7.7%	0.0%	2.9%	---	14.3%	0.0%	0.0%	0.0%	11.1%	0.0%	5.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	4.8%	---	0.0%	0.0%	3.8%	0.0%
1	3	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	**0.0%**	0.0%	3.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
2	2	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	4.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
3	10	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	**0.0%**	0.0%	3.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
4	4	**0**	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.0%	3.8%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
5	32	**4**	0	1	1	3	0	2	0	2	0	1	3	1	3	0	0	0	0	0	0	0	1	0	2	1	2	1
	4.1%	**10.5%**	0.0%	3.8%	50.0%	8.8%	---	28.6%	0.0%	16.7%	0.0%	11.1%	13.6%	5.0%	21.4%	0.0%	0.0%	---	---	0.0%	---	---	4.8%	---	100.0%	50.0%	7.7%	11.1%
6	26	**1**	0	2	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0
	3.4%	**2.6%**	0.0%	7.7%	0.0%	2.9%	---	0.0%	0.0%	8.3%	25.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	---	---	20.0%	---	---	0.0%	---	0.0%	0.0%	3.8%	0.0%
7	59	**4**	1	2	0	4	0	1	1	2	0	2	2	2	2	0	0	0	0	0	0	0	4	0	0	0	2	2
	7.6%	**10.5%**	4.3%	7.7%	0.0%	11.8%	---	14.3%	5.6%	16.7%	0.0%	22.2%	9.1%	10.0%	14.3%	0.0%	0.0%	---	---	0.0%	---	---	19.0%	---	0.0%	0.0%	7.7%	22.2%
8	149	**8**	3	3	0	6	0	2	3	2	1	0	4	1	5	2	0	0	0	1	0	0	3	0	0	1	5	2
	19.2%	**21.1%**	13.0%	11.5%	0.0%	17.6%	---	28.6%	16.7%	16.7%	25.0%	0.0%	18.2%	5.0%	35.7%	66.7%	0.0%	---	---	20.0%	---	---	14.3%	---	0.0%	50.0%	19.2%	22.2%
9	159	**7**	3	6	1	6	0	0	5	2	1	1	5	5	1	1	0	0	0	1	0	0	5	0	0	0	6	1
	20.5%	**18.4%**	13.0%	23.1%	50.0%	17.6%	---	0.0%	27.8%	16.7%	25.0%	11.1%	22.7%	25.0%	7.1%	33.3%	0.0%	---	---	20.0%	---	---	23.8%	---	0.0%	0.0%	23.1%	11.1%
10 Best specialist possible	328	**13**	15	7	0	13	0	1	9	3	1	4	8	9	3	0	1	0	0	2	0	0	7	0	0	0	9	3
	42.3%	**34.2%**	65.2%	26.9%	0.0%	38.2%	---	14.3%	50.0%	25.0%	25.0%	44.4%	36.4%	45.0%	21.4%	0.0%	100.0%	---	---	40.0%	---	---	33.3%	---	0.0%	0.0%	34.6%	33.3%

NA - There is no "no experience" category for this question.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 43

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?

Base: All respondents whose child saw a specialist (Q40 & Q42)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	782	**39**	23	26	2	35	0	7	18	13	4	10	22	20	15	3	1	0	0	5	0	0	21	0	2	2	27	9
Number missing or multiple answer	6	**1**	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	776	**38**	23	26	2	34	0	7	18	12	4	9	22	20	14	3	1	0	0	5	0	0	21	0	2	2	26	9
	99.2%	**97.4%**	100.0%	100.0%	100.0%	97.1%	---	100.0%	100.0%	92.3%	100.0%	90.0%	100.0%	100.0%	93.3%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	96.3%	100.0%
0 to 4	23	**1**	1	5	0	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	3.0%	**2.6%**	4.3%	19.2%	0.0%	2.9%	---	14.3%	0.0%	0.0%	0.0%	11.1%	0.0%	5.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	4.8%	---	0.0%	0.0%	3.8%	0.0%
5	32	**4**	0	1	1	3	0	2	0	2	0	1	3	1	3	0	0	0	0	0	0	0	1	0	2	1	2	1
	4.1%	**10.5%**	0.0%	3.8%	50.0%	8.8%	---	28.6%	0.0%	16.7%	0.0%	11.1%	13.6%	5.0%	21.4%	0.0%	0.0%	---	---	0.0%	---	---	4.8%	---	100.0%	50.0%	7.7%	11.1%
6 or 7	85	**5**	1	4	0	5	0	1	1	3	1	2	2	3	2	0	0	0	0	1	0	0	4	0	0	0	3	2
	11.0%	**13.2%**	4.3%	15.4%	0.0%	14.7%	---	14.3%	5.6%	25.0%	25.0%	22.2%	9.1%	15.0%	14.3%	0.0%	0.0%	---	---	20.0%	---	---	19.0%	---	0.0%	0.0%	11.5%	22.2%
8 to 10	636	**28**	21	16	1	25	0	3	17	7	3	5	17	15	9	3	1	0	0	4	0	0	15	0	0	1	20	6
	82.0%	**73.7%**	91.3%	61.5%	50.0%	73.5%	---	42.9%	94.4%	58.3%	75.0%	55.6%	77.3%	75.0%	64.3%	100.0%	100.0%	---	---	80.0%	---	---	71.4%	---	0.0%	50.0%	76.9%	66.7%
Significantly different from column:*																												
0 to 6	81	**6**	1	8	1	5	0	3	0	3	1	2	3	3	3	0	0	0	0	1	0	0	2	0	2	1	4	1
	10.4%	**15.8%**	4.3%	30.8%	50.0%	14.7%	---	42.9%	0.0%	25.0%	25.0%	22.2%	13.6%	15.0%	21.4%	0.0%	0.0%	---	---	20.0%	---	---	9.5%	---	100.0%	50.0%	15.4%	11.1%
7 to 8	208	**12**	4	5	0	10	0	3	4	4	1	2	6	3	7	2	0	0	0	1	0	0	7	0	0	1	7	4
	26.8%	**31.6%**	17.4%	19.2%	0.0%	29.4%	---	42.9%	22.2%	33.3%	25.0%	22.2%	27.3%	15.0%	50.0%	66.7%	0.0%	---	---	20.0%	---	---	33.3%	---	0.0%	50.0%	26.9%	44.4%
9 to 10	487	**20**	18	13	1	19	0	1	14	5	2	5	13	14	4	1	1	0	0	3	0	0	12	0	0	0	15	4
	62.8%	**52.6%**	78.3%	50.0%	50.0%	55.9%	---	14.3%	77.8%	41.7%	50.0%	55.6%	59.1%	70.0%	28.6%	33.3%	100.0%	---	---	60.0%	---	---	57.1%	---	0.0%	0.0%	57.7%	44.4%
Significantly different from column:*		**C**												O	N													

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 44

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	27	**2**	1	2	0	2	0	0	2	0	1	0	1	1	0	1	0	0	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,254	**148**	78	56	13	128	1	24	62	59	24	44	73	93	37	16	3	0	3	37	0	1	56	1	14	38	83	22
	98.8%	**98.7%**	98.7%	96.6%	100.0%	98.5%	100.0%	100.0%	96.9%	100.0%	96.0%	100.0%	98.6%	98.9%	100.0%	94.1%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	100.0%	97.4%	100.0%	100.0%
Yes	483	**35**	20	16	2	32	0	7	16	12	10	8	16	20	9	6	2	0	2	9	0	1	11	1	2	6	20	7
	21.4%	**23.6%**	25.6%	28.6%	15.4%	25.0%	0.0%	29.2%	25.8%	20.3%	41.7%	18.2%	21.9%	21.5%	24.3%	37.5%	66.7%	---	66.7%	24.3%	---	100.0%	19.6%	100.0%	14.3%	15.8%	24.1%	31.8%
No	1,771	**113**	58	40	11	96	1	17	46	47	14	36	57	73	28	10	1	0	1	28	0	0	45	0	12	32	63	15
	78.6%	**76.4%**	74.4%	71.4%	84.6%	75.0%	100.0%	70.8%	74.2%	79.7%	58.3%	81.8%	78.1%	78.5%	75.7%	62.5%	33.3%	---	33.3%	75.7%	---	0.0%	80.4%	0.0%	85.7%	84.2%	75.9%	68.2%
Significantly different from column:*											L	K																

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 45

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	483	**35**	20	16	2	32	0	7	16	12	10	8	16	20	9	6	2	0	2	9	0	1	11	1	2	6	20	7
Number missing or multiple answer	7	**1**	0	1	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	476	**34**	20	15	2	31	0	7	16	11	10	8	15	20	9	5	2	0	2	9	0	1	11	1	2	6	19	7
	98.6%	**97.1%**	100.0%	93.8%	100.0%	96.9%	---	100.0%	100.0%	91.7%	100.0%	100.0%	93.8%	100.0%	100.0%	83.3%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	95.0%	100.0%
Never	16	**2**	1	0	0	2	0	1	0	1	1	0	1	1	1	0	0	0	1	0	0	0	1	0	0	0	2	0
	3.4%	**5.9%**	5.0%	0.0%	0.0%	6.5%	---	14.3%	0.0%	9.1%	10.0%	0.0%	6.7%	5.0%	11.1%	0.0%	0.0%	---	50.0%	0.0%	---	0.0%	9.1%	0.0%	0.0%	0.0%	10.5%	0.0%
Sometimes	73	**5**	4	0	0	5	0	2	1	2	2	0	3	2	3	0	1	0	1	1	0	0	1	0	0	1	4	0
	15.3%	**14.7%**	20.0%	0.0%	0.0%	16.1%	---	28.6%	6.3%	18.2%	20.0%	0.0%	20.0%	10.0%	33.3%	0.0%	50.0%	---	50.0%	11.1%	---	0.0%	9.1%	0.0%	0.0%	16.7%	21.1%	0.0%
Usually	123	**11**	3	5	1	9	0	1	7	3	3	4	3	5	2	4	0	0	0	3	0	1	2	0	0	3	4	3
	25.8%	**32.4%**	15.0%	33.3%	50.0%	29.0%	---	14.3%	43.8%	27.3%	30.0%	50.0%	20.0%	25.0%	22.2%	80.0%	0.0%	---	0.0%	33.3%	---	100.0%	18.2%	0.0%	0.0%	50.0%	21.1%	42.9%
Always	264	**16**	12	10	1	15	0	3	8	5	4	4	8	12	3	1	1	0	0	5	0	0	7	1	2	2	9	4
	55.5%	**47.1%**	60.0%	66.7%	50.0%	48.4%	---	42.9%	50.0%	45.5%	40.0%	50.0%	53.3%	60.0%	33.3%	20.0%	50.0%	---	0.0%	55.6%	---	0.0%	63.6%	100.0%	100.0%	33.3%	47.4%	57.1%
Significantly different from column:*																												
Usually or Always	387	**27**	15	15	2	24	0	4	15	8	7	8	11	17	5	5	1	0	0	8	0	1	9	1	2	5	13	7
	81.3%	**79.4%**	75.0%	100.0%	100.0%	77.4%	---	57.1%	93.8%	72.7%	70.0%	100.0%	73.3%	85.0%	55.6%	100.0%	50.0%	---	0.0%	88.9%	---	100.0%	81.8%	100.0%	100.0%	83.3%	68.4%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 46

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

Base: All respondents who got information from child's health plan customer service (Q44)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	483	**35**	20	16	2	32	0	7	16	12	10	8	16	20	9	6	2	0	2	9	0	1	11	1	2	6	20	7
Number missing or multiple answer	10	**1**	0	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	473	**34**	20	16	2	31	0	7	16	11	10	8	15	20	9	5	2	0	2	9	0	1	11	1	2	6	19	7
	97.9%	**97.1%**	100.0%	100.0%	100.0%	96.9%	---	100.0%	100.0%	91.7%	100.0%	100.0%	93.8%	100.0%	100.0%	83.3%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	95.0%	100.0%
Never	7	**1**	2	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0
	1.5%	**2.9%**	10.0%	0.0%	0.0%	3.2%	---	0.0%	0.0%	9.1%	10.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	---	50.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Sometimes	21	**1**	1	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	1	0
	4.4%	**2.9%**	5.0%	0.0%	0.0%	3.2%	---	14.3%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	11.1%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	9.1%	0.0%	0.0%	0.0%	5.3%	0.0%
Usually	77	**4**	1	2	0	4	0	0	3	1	2	0	2	1	1	2	0	0	0	1	0	0	0	0	0	1	3	0
	16.3%	**11.8%**	5.0%	12.5%	0.0%	12.9%	---	0.0%	18.8%	9.1%	20.0%	0.0%	13.3%	5.0%	11.1%	40.0%	0.0%	---	0.0%	11.1%	---	0.0%	0.0%	0.0%	0.0%	16.7%	15.8%	0.0%
Always	368	**28**	16	14	2	25	0	6	13	9	7	8	12	18	7	3	2	0	1	8	0	1	10	1	2	5	14	7
	77.8%	**82.4%**	80.0%	87.5%	100.0%	80.6%	---	85.7%	81.3%	81.8%	70.0%	100.0%	80.0%	90.0%	77.8%	60.0%	100.0%	---	50.0%	88.9%	---	100.0%	90.9%	100.0%	100.0%	83.3%	73.7%	100.0%
Significantly different from column:*																												
Usually or Always	445	**32**	17	16	2	29	0	6	16	10	9	8	14	19	8	5	2	0	1	9	0	1	10	1	2	6	17	7
	94.1%	**94.1%**	85.0%	100.0%	100.0%	93.5%	---	85.7%	100.0%	90.9%	90.0%	100.0%	93.3%	95.0%	88.9%	100.0%	100.0%	---	50.0%	100.0%	---	100.0%	90.9%	100.0%	100.0%	100.0%	89.5%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 47

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	50	**5**	1	1	1	4	0	1	3	1	3	1	1	5	0	0	0	0	0	3	0	0	2	0	0	2	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,231	**145**	78	57	12	126	1	23	61	58	22	43	73	89	37	17	3	0	3	34	0	1	55	1	14	37	82	21
	97.8%	**96.7%**	98.7%	98.3%	92.3%	96.9%	100.0%	95.8%	95.3%	98.3%	88.0%	97.7%	98.6%	94.7%	100.0%	100.0%	100.0%	---	100.0%	91.9%	---	100.0%	96.5%	---	100.0%	94.9%	98.8%	95.5%
Yes	595	**44**	24	20	5	38	0	6	17	20	9	19	15	26	10	7	1	0	1	12	0	1	12	1	7	9	26	6
	26.7%	**30.3%**	30.8%	35.1%	41.7%	30.2%	0.0%	26.1%	27.9%	34.5%	40.9%	44.2%	20.5%	29.2%	27.0%	41.2%	33.3%	---	33.3%	35.3%	---	100.0%	21.8%	100.0%	50.0%	24.3%	31.7%	28.6%
No	1,636	**101**	54	37	7	88	1	17	44	38	13	24	58	63	27	10	2	0	2	22	0	0	43	0	7	28	56	15
	73.3%	**69.7%**	69.2%	64.9%	58.3%	69.8%	100.0%	73.9%	72.1%	65.5%	59.1%	55.8%	79.5%	70.8%	73.0%	58.8%	66.7%	---	66.7%	64.7%	---	0.0%	78.2%	0.0%	50.0%	75.7%	68.3%	71.4%
Significantly different from column:*												M	L															

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 48

In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Base: All respondents who received forms to fill out from child's health plan (Q47)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,231	**145**	78	57	12	126	1	23	61	58	22	43	73	89	37	17	3	0	3	34	0	1	55	1	14	37	82	21
Number missing or multiple answer	22	**2**	0	0	0	2	0	0	0	2	2	0	0	0	2	0	0	0	0	0	0	0	1	0	1	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,209	**143**	78	57	12	124	1	23	61	56	20	43	73	89	35	17	3	0	3	34	0	1	54	1	13	36	82	21
	99.0%	**98.6%**	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	96.6%	90.9%	100.0%	100.0%	100.0%	94.6%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	---	92.9%	97.3%	100.0%	100.0%
Never	28	**3**	1	0	0	3	0	1	2	0	2	0	1	1	1	1	1	0	0	1	0	0	1	0	0	2	0	1
	1.3%	**2.1%**	1.3%	0.0%	0.0%	2.4%	0.0%	4.3%	3.3%	0.0%	10.0%	0.0%	1.4%	1.1%	2.9%	5.9%	33.3%	---	0.0%	2.9%	---	0.0%	1.9%	0.0%	0.0%	5.6%	0.0%	4.8%
Sometimes	99	**7**	3	4	1	5	0	1	3	2	0	4	2	4	2	1	0	0	0	3	0	0	1	0	1	2	3	2
	4.5%	**4.9%**	3.8%	7.0%	8.3%	4.0%	0.0%	4.3%	4.9%	3.6%	0.0%	9.3%	2.7%	4.5%	5.7%	5.9%	0.0%	---	0.0%	8.8%	---	0.0%	1.9%	0.0%	7.7%	5.6%	3.7%	9.5%
Usually	203	**13**	13	8	3	10	0	2	4	7	2	3	8	8	1	4	0	0	0	1	0	1	5	0	2	2	9	1
	9.2%	**9.1%**	16.7%	14.0%	25.0%	8.1%	0.0%	8.7%	6.6%	12.5%	10.0%	7.0%	11.0%	9.0%	2.9%	23.5%	0.0%	---	0.0%	2.9%	---	100.0%	9.3%	0.0%	15.4%	5.6%	11.0%	4.8%
Always	1,879	**120**	61	45	8	106	1	19	52	47	16	36	62	76	31	11	2	0	3	29	0	0	47	1	10	30	70	17
	85.1%	**83.9%**	78.2%	78.9%	66.7%	85.5%	100.0%	82.6%	85.2%	83.9%	80.0%	83.7%	84.9%	85.4%	88.6%	64.7%	66.7%	---	100.0%	85.3%	---	0.0%	87.0%	100.0%	76.9%	83.3%	85.4%	81.0%
Significantly different from column:*																												
Usually or Always	2,082	**133**	74	53	11	116	1	21	56	54	18	39	70	84	32	15	2	0	3	30	0	1	52	1	12	32	79	18
	94.3%	**93.0%**	94.9%	93.0%	91.7%	93.5%	100.0%	91.3%	91.8%	96.4%	90.0%	90.7%	95.9%	94.4%	91.4%	88.2%	66.7%	---	100.0%	88.2%	---	100.0%	96.3%	100.0%	92.3%	88.9%	96.3%	85.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

**Respondents answering "No" to question 47 are reported to NCQA as "Always" in question 43, and are used in calculating the Customer Service composite score.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 49

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	42	**1**	5	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,239	**149**	74	58	13	129	1	24	63	59	24	44	74	94	37	16	3	0	3	37	0	1	57	1	14	38	83	22
	98.2%	**99.3%**	93.7%	100.0%	100.0%	99.2%	100.0%	100.0%	98.4%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.4%	100.0%	100.0%
0 Worst health plan possible	11	**1**	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	0.5%	**0.7%**	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.2%	0.0%
1	2	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	11	**2**	0	1	1	1	0	1	0	1	1	1	0	2	0	0	0	0	0	0	0	0	2	0	0	1	1	0
	0.5%	**1.3%**	0.0%	1.7%	7.7%	0.8%	0.0%	4.2%	0.0%	1.7%	4.2%	2.3%	0.0%	2.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	3.5%	0.0%	0.0%	2.6%	1.2%	0.0%
3	19	**2**	1	1	0	2	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	0	1	0	1	1	1	0
	0.8%	**1.3%**	1.4%	1.7%	0.0%	1.6%	0.0%	0.0%	1.6%	1.7%	0.0%	2.3%	1.4%	1.1%	2.7%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	7.1%	2.6%	1.2%	0.0%
4	32	**2**	2	1	0	2	0	1	0	1	0	0	2	1	1	0	0	0	0	0	0	0	2	0	0	1	1	0
	1.4%	**1.3%**	2.7%	1.7%	0.0%	1.6%	0.0%	4.2%	0.0%	1.7%	0.0%	0.0%	2.7%	1.1%	2.7%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	3.5%	0.0%	0.0%	2.6%	1.2%	0.0%
5	119	**10**	4	3	1	8	0	1	4	5	0	4	6	6	3	1	0	0	0	4	0	0	2	0	1	3	5	2
	5.3%	**6.7%**	5.4%	5.2%	7.7%	6.2%	0.0%	4.2%	6.3%	8.5%	0.0%	9.1%	8.1%	6.4%	8.1%	6.3%	0.0%	---	0.0%	10.8%	---	0.0%	3.5%	0.0%	7.1%	7.9%	6.0%	9.1%
6	112	**7**	0	5	0	7	0	1	1	5	2	1	4	6	1	0	0	0	0	2	0	0	2	0	3	0	6	0
	5.0%	**4.7%**	0.0%	8.6%	0.0%	5.4%	0.0%	4.2%	1.6%	8.5%	8.3%	2.3%	5.4%	6.4%	2.7%	0.0%	0.0%	---	0.0%	5.4%	---	0.0%	3.5%	0.0%	21.4%	0.0%	7.2%	0.0%
7	282	**28**	4	1	4	20	1	3	13	10	1	4	19	13	10	5	1	0	1	2	0	0	12	0	1	6	16	6
	12.6%	**18.8%**	5.4%	1.7%	30.8%	15.5%	100.0%	12.5%	20.6%	16.9%	4.2%	9.1%	25.7%	13.8%	27.0%	31.3%	33.3%	---	33.3%	5.4%	---	0.0%	21.1%	0.0%	7.1%	15.8%	19.3%	27.3%
8	423	**21**	17	9	4	17	0	2	10	9	2	6	13	14	5	2	0	0	1	2	0	1	8	0	2	4	10	6
	18.9%	**14.1%**	23.0%	15.5%	30.8%	13.2%	0.0%	8.3%	15.9%	15.3%	8.3%	13.6%	17.6%	14.9%	13.5%	12.5%	0.0%	---	33.3%	5.4%	---	100.0%	14.0%	0.0%	14.3%	10.5%	12.0%	27.3%
9	410	**16**	18	14	1	15	0	2	7	7	6	5	5	9	3	4	0	0	1	7	0	0	5	0	0	7	7	2
	18.3%	**10.7%**	24.3%	24.1%	7.7%	11.6%	0.0%	8.3%	11.1%	11.9%	25.0%	11.4%	6.8%	9.6%	8.1%	25.0%	0.0%	---	33.3%	18.9%	---	0.0%	8.8%	0.0%	0.0%	18.4%	8.4%	9.1%
10 Best health plan possible	818	**60**	28	23	2	56	0	13	26	20	12	22	23	41	13	4	2	0	0	20	0	0	22	1	6	15	35	6
	36.5%	**40.3%**	37.8%	39.7%	15.4%	43.4%	0.0%	54.2%	41.3%	33.9%	50.0%	50.0%	31.1%	43.6%	35.1%	25.0%	66.7%	---	0.0%	54.1%	---	0.0%	38.6%	100.0%	42.9%	39.5%	42.2%	27.3%

NA - There is no "no experience" category for this question.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 49

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?

Base: All respondents

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	42	**1**	5	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,239	**149**	74	58	13	129	1	24	63	59	24	44	74	94	37	16	3	0	3	37	0	1	57	1	14	38	83	22
	98.2%	**99.3%**	93.7%	100.0%	100.0%	99.2%	100.0%	100.0%	98.4%	100.0%	96.0%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.4%	100.0%	100.0%
0 to 4	75	**7**	3	3	1	6	0	2	2	3	1	2	4	5	2	0	0	0	0	0	0	0	6	0	1	3	4	0
	3.3%	**4.7%**	4.1%	5.2%	7.7%	4.7%	0.0%	8.3%	3.2%	5.1%	4.2%	4.5%	5.4%	5.3%	5.4%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	10.5%	0.0%	7.1%	7.9%	4.8%	0.0%
5	119	**10**	4	3	1	8	0	1	4	5	0	4	6	6	3	1	0	0	0	4	0	0	2	0	1	3	5	2
	5.3%	**6.7%**	5.4%	5.2%	7.7%	6.2%	0.0%	4.2%	6.3%	8.5%	0.0%	9.1%	8.1%	6.4%	8.1%	6.3%	0.0%	---	0.0%	10.8%	---	0.0%	3.5%	0.0%	7.1%	7.9%	6.0%	9.1%
6 or 7	394	**35**	4	6	4	27	1	4	14	15	3	5	23	19	11	5	1	0	1	4	0	0	14	0	4	6	22	6
	17.6%	**23.5%**	5.4%	10.3%	30.8%	20.9%	100.0%	16.7%	22.2%	25.4%	12.5%	11.4%	31.1%	20.2%	29.7%	31.3%	33.3%	---	33.3%	10.8%	---	0.0%	24.6%	0.0%	28.6%	15.8%	26.5%	27.3%
8 to 10	1,651	**97**	63	46	7	88	0	17	43	36	20	33	41	64	21	10	2	0	2	29	0	1	35	1	8	26	52	14
	73.7%	**65.1%**	85.1%	79.3%	53.8%	68.2%	0.0%	70.8%	68.3%	61.0%	83.3%	75.0%	55.4%	68.1%	56.8%	62.5%	66.7%	---	66.7%	78.4%	---	100.0%	61.4%	100.0%	57.1%	68.4%	62.7%	63.6%
Significantly different from column:*		**A,C,D**									M	M	K,L															
0 to 6	306	**24**	7	11	2	21	0	4	7	13	3	7	14	17	6	1	0	0	0	6	0	0	10	0	5	6	15	2
	13.7%	**16.1%**	9.5%	19.0%	15.4%	16.3%	0.0%	16.7%	11.1%	22.0%	12.5%	15.9%	18.9%	18.1%	16.2%	6.3%	0.0%	---	0.0%	16.2%	---	0.0%	17.5%	0.0%	35.7%	15.8%	18.1%	9.1%
7 to 8	705	**49**	21	10	8	37	1	5	23	19	3	10	32	27	15	7	1	0	2	4	0	1	20	0	3	10	26	12
	31.5%	**32.9%**	28.4%	17.2%	61.5%	28.7%	100.0%	20.8%	36.5%	32.2%	12.5%	22.7%	43.2%	28.7%	40.5%	43.8%	33.3%	---	66.7%	10.8%	---	100.0%	35.1%	0.0%	21.4%	26.3%	31.3%	54.5%
9 to 10	1,228	**76**	46	37	3	71	0	15	33	27	18	27	28	50	16	8	2	0	1	27	0	0	27	1	6	22	42	8
	54.8%	**51.0%**	62.2%	63.8%	23.1%	55.0%	0.0%	62.5%	52.4%	45.8%	75.0%	61.4%	37.8%	53.2%	43.2%	50.0%	66.7%	---	33.3%	73.0%	---	0.0%	47.4%	100.0%	42.9%	57.9%	50.6%	36.4%
Significantly different from column:*					F	E					M	M	K,L							W			T					

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 50

In the last 6 months, did you get or refill any prescription medicines for your child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	12	**0**	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,269	**150**	78	57	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
	99.5%	**100.0%**	98.7%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,447	**95**	47	38	9	81	1	13	40	40	12	28	51	60	22	11	0	0	3	16	0	1	42	1	10	15	58	18
	63.8%	**63.3%**	60.3%	66.7%	69.2%	62.3%	100.0%	54.2%	62.5%	67.8%	48.0%	63.6%	68.9%	63.8%	59.5%	64.7%	0.0%	---	100.0%	43.2%	---	100.0%	73.7%	100.0%	71.4%	38.5%	69.9%	81.8%
No	822	**55**	31	19	4	49	0	11	24	19	13	16	23	34	15	6	3	0	0	21	0	0	15	0	4	24	25	4
	36.2%	**36.7%**	39.7%	33.3%	30.8%	37.7%	0.0%	45.8%	37.5%	32.2%	52.0%	36.4%	31.1%	36.2%	40.5%	35.3%	100.0%	---	0.0%	56.8%	---	0.0%	26.3%	0.0%	28.6%	61.5%	30.1%	18.2%
Significantly different from column:*																				W			T			AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 51

In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,447	**95**	47	38	9	81	1	13	40	40	12	28	51	60	22	11	0	0	3	16	0	1	42	1	10	15	58	18
Number missing or multiple answer	7	**2**	0	0	0	2	0	0	1	1	0	0	2	1	0	1	0	0	0	0	0	0	1	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,440	**93**	47	38	9	79	1	13	39	39	12	28	49	59	22	10	0	0	3	16	0	1	41	1	10	15	56	18
	99.5%	**97.9%**	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	97.5%	97.5%	100.0%	100.0%	96.1%	98.3%	100.0%	90.9%	---	---	100.0%	100.0%	---	100.0%	97.6%	---	100.0%	100.0%	96.6%	100.0%
Never	41	**6**	0	0	0	5	0	1	2	2	0	2	3	3	2	1	0	0	0	2	0	0	1	0	2	3	3	0
	2.8%	**6.5%**	0.0%	0.0%	0.0%	6.3%	0.0%	7.7%	5.1%	5.1%	0.0%	7.1%	6.1%	5.1%	9.1%	10.0%	---	---	0.0%	12.5%	---	0.0%	2.4%	0.0%	20.0%	20.0%	5.4%	0.0%
Sometimes	110	**5**	6	2	1	4	0	1	2	2	1	0	4	4	1	0	0	0	0	0	0	0	3	0	2	1	2	2
	7.6%	**5.4%**	12.8%	5.3%	11.1%	5.1%	0.0%	7.7%	5.1%	5.1%	8.3%	0.0%	8.2%	6.8%	4.5%	0.0%	---	---	0.0%	0.0%	---	0.0%	7.3%	0.0%	20.0%	6.7%	3.6%	11.1%
Usually	345	**21**	16	8	0	19	0	0	13	7	2	5	11	13	4	4	0	0	1	2	0	0	8	0	3	4	10	6
	24.0%	**22.6%**	34.0%	21.1%	0.0%	24.1%	0.0%	0.0%	33.3%	17.9%	16.7%	17.9%	22.4%	22.0%	18.2%	40.0%	---	---	33.3%	12.5%	---	0.0%	19.5%	0.0%	30.0%	26.7%	17.9%	33.3%
Always	944	**61**	25	28	8	51	1	11	22	28	9	21	31	39	15	5	0	0	2	12	0	1	29	1	3	7	41	10
	65.6%	**65.6%**	53.2%	73.7%	88.9%	64.6%	100.0%	84.6%	56.4%	71.8%	75.0%	75.0%	63.3%	66.1%	68.2%	50.0%	---	---	66.7%	75.0%	---	100.0%	70.7%	100.0%	30.0%	46.7%	73.2%	55.6%
Significantly different from column:*																												
Usually or Always	1,289	**82**	41	36	8	70	1	11	35	35	11	26	42	52	19	9	0	0	3	14	0	1	37	1	6	11	51	16
	89.5%	**88.2%**	87.2%	94.7%	88.9%	88.6%	100.0%	84.6%	89.7%	89.7%	91.7%	92.9%	85.7%	88.1%	86.4%	90.0%	---	---	100.0%	87.5%	---	100.0%	90.2%	100.0%	60.0%	73.3%	91.1%	88.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q50)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,447	**95**	47	38	9	81	1	13	40	40	12	28	51	60	22	11	0	0	3	16	0	1	42	1	10	15	58	18
Number missing or multiple answer	28	**3**	1	0	0	3	0	0	1	2	0	1	2	2	0	1	0	0	0	0	0	0	1	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,419	**92**	46	38	9	78	1	13	39	38	12	27	49	58	22	10	0	0	3	16	0	1	41	1	10	15	55	18
	98.1%	**96.8%**	97.9%	100.0%	100.0%	96.3%	100.0%	100.0%	97.5%	95.0%	100.0%	96.4%	96.1%	96.7%	100.0%	90.9%	---	---	100.0%	100.0%	---	100.0%	97.6%	---	100.0%	100.0%	94.8%	100.0%
Yes	888	**61**	31	28	6	55	0	6	28	27	10	21	29	41	11	7	0	0	3	13	0	1	26	1	6	7	38	12
	62.6%	**66.3%**	67.4%	73.7%	66.7%	70.5%	0.0%	46.2%	71.8%	71.1%	83.3%	77.8%	59.2%	70.7%	50.0%	70.0%	---	---	100.0%	81.3%	---	100.0%	63.4%	100.0%	60.0%	46.7%	69.1%	66.7%
No	531	**31**	15	10	3	23	1	7	11	11	2	6	20	17	11	3	0	0	0	3	0	0	15	0	4	8	17	6
	37.4%	**33.7%**	32.6%	26.3%	33.3%	29.5%	100.0%	53.8%	28.2%	28.9%	16.7%	22.2%	40.8%	29.3%	50.0%	30.0%	---	---	0.0%	18.8%	---	0.0%	36.6%	0.0%	40.0%	53.3%	30.9%	33.3%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52a

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	20	**0**	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	**150**	78	55	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
	99.1%	**100.0%**	98.7%	94.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,824	**127**	66	42	6	116	1	20	58	47	23	35	65	78	34	13	1	0	3	37	0	0	45	1	12	33	71	17
	80.7%	**84.7%**	84.6%	76.4%	46.2%	89.2%	100.0%	83.3%	90.6%	79.7%	92.0%	79.5%	87.8%	83.0%	91.9%	76.5%	33.3%	---	100.0%	100.0%	---	0.0%	78.9%	100.0%	85.7%	84.6%	85.5%	77.3%
No	437	**23**	12	13	7	14	0	4	6	12	2	9	9	16	3	4	2	0	0	0	0	1	12	0	2	6	12	5
	19.3%	**15.3%**	15.4%	23.6%	53.8%	10.8%	0.0%	16.7%	9.4%	20.3%	8.0%	20.5%	12.2%	17.0%	8.1%	23.5%	66.7%	---	0.0%	0.0%	---	100.0%	21.1%	0.0%	14.3%	15.4%	14.5%	22.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52b

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	19	**1**	0	3	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	**149**	79	55	13	129	1	24	64	58	24	44	74	93	37	17	3	0	3	36	0	1	57	1	14	38	83	22
	99.2%	**99.3%**	100.0%	94.8%	100.0%	99.2%	100.0%	100.0%	100.0%	98.3%	96.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	---	100.0%	97.3%	---	100.0%	100.0%	---	100.0%	97.4%	100.0%	100.0%
Yes	1,225	**85**	57	34	4	79	0	15	43	26	14	25	44	56	17	10	1	0	1	24	0	0	31	1	9	23	49	11
	54.2%	**57.0%**	72.2%	61.8%	30.8%	61.2%	0.0%	62.5%	67.2%	44.8%	58.3%	56.8%	59.5%	60.2%	45.9%	58.8%	33.3%	---	33.3%	66.7%	---	0.0%	54.4%	100.0%	64.3%	60.5%	59.0%	50.0%
No	1,037	**64**	22	21	9	50	1	9	21	32	10	19	30	37	20	7	2	0	2	12	0	1	26	0	5	15	34	11
	45.8%	**43.0%**	27.8%	38.2%	69.2%	38.8%	100.0%	37.5%	32.8%	55.2%	41.7%	43.2%	40.5%	39.8%	54.1%	41.2%	66.7%	---	66.7%	33.3%	---	100.0%	45.6%	0.0%	35.7%	39.5%	41.0%	50.0%
Significantly different from column:*		**C**			F	E			J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52c

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

Base: All respondents whose child visited their dentist's office or clinic for care (Q52b)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,225	**85**	57	34	4	79	0	15	43	26	14	25	44	56	17	10	1	0	1	24	0	0	31	1	9	23	49	11
Number missing or multiple answer	11	**1**	1	0	0	1	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,214	**84**	56	34	4	78	0	15	43	25	14	25	43	56	17	9	1	0	1	24	0	0	31	1	9	23	48	11
	99.1%	**98.8%**	98.2%	100.0%	100.0%	98.7%	---	100.0%	100.0%	96.2%	100.0%	100.0%	97.7%	100.0%	100.0%	90.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	98.0%	100.0%
Never	28	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.3%	**0.0%**	1.8%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	69	**5**	5	4	0	5	0	0	4	1	1	1	3	4	0	1	0	0	0	3	0	0	1	0	1	3	2	0
	5.7%	**6.0%**	8.9%	11.8%	0.0%	6.4%	---	0.0%	9.3%	4.0%	7.1%	4.0%	7.0%	7.1%	0.0%	11.1%	0.0%	---	0.0%	12.5%	---	---	3.2%	0.0%	11.1%	13.0%	4.2%	0.0%
Usually	215	**10**	10	6	0	9	0	2	5	3	2	4	3	8	0	2	0	0	0	4	0	0	0	0	2	6	3	1
	17.7%	**11.9%**	17.9%	17.6%	0.0%	11.5%	---	13.3%	11.6%	12.0%	14.3%	16.0%	7.0%	14.3%	0.0%	22.2%	0.0%	---	0.0%	16.7%	---	---	0.0%	0.0%	22.2%	26.1%	6.3%	9.1%
Always	902	**69**	40	24	4	64	0	13	34	21	11	20	37	44	17	6	1	0	1	17	0	0	30	1	6	14	43	10
	74.3%	**82.1%**	71.4%	70.6%	100.0%	82.1%	---	86.7%	79.1%	84.0%	78.6%	80.0%	86.0%	78.6%	100.0%	66.7%	100.0%	---	100.0%	70.8%	---	---	96.8%	100.0%	66.7%	60.9%	89.6%	90.9%
Significantly different from column:*																												
Usually or Always	1,117	**79**	50	30	4	73	0	15	39	24	13	24	40	52	17	8	1	0	1	21	0	0	30	1	8	20	46	11
	92.0%	**94.0%**	89.3%	88.2%	100.0%	93.6%	---	100.0%	90.7%	96.0%	92.9%	96.0%	93.0%	92.9%	100.0%	88.9%	100.0%	---	100.0%	87.5%	---	---	96.8%	100.0%	88.9%	87.0%	95.8%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52d

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	98	**8**	2	2	0	8	0	0	3	5	0	3	5	6	1	0	0	0	0	4	0	0	4	0	0	3	4	1
Number no experience	1693	**108**	54	46	12	90	1	22	41	42	18	26	57	69	28	11	3	0	3	22	0	1	46	0	7	24	62	17
Usable responses	490	**34**	23	10	1	32	0	2	20	12	7	15	12	19	8	6	0	0	0	11	0	0	7	1	7	12	17	4
	21.5%	**22.7%**	29.1%	17.2%	7.7%	24.6%	0.0%	8.3%	31.3%	20.3%	28.0%	34.1%	16.2%	20.2%	21.6%	35.3%	0.0%	---	0.0%	29.7%	---	0.0%	12.3%	---	50.0%	30.8%	20.5%	18.2%
Never	215	**17**	4	2	1	15	0	1	10	6	2	8	7	11	4	2	0	0	0	6	0	0	5	0	4	7	7	3
	43.9%	**50.0%**	17.4%	20.0%	100.0%	46.9%	---	50.0%	50.0%	50.0%	28.6%	53.3%	58.3%	57.9%	50.0%	33.3%	---	---	---	54.5%	---	---	71.4%	0.0%	57.1%	58.3%	41.2%	75.0%
Sometimes	61	**4**	8	3	0	4	0	0	2	2	2	0	2	2	0	2	0	0	0	1	0	0	1	0	0	1	3	0
	12.4%	**11.8%**	34.8%	30.0%	0.0%	12.5%	---	0.0%	10.0%	16.7%	28.6%	0.0%	16.7%	10.5%	0.0%	33.3%	---	---	---	9.1%	---	---	14.3%	0.0%	0.0%	8.3%	17.6%	0.0%
Usually	86	**4**	4	3	0	4	0	0	2	2	2	2	0	1	2	1	0	0	0	1	0	0	1	0	0	2	2	0
	17.6%	**11.8%**	17.4%	30.0%	0.0%	12.5%	---	0.0%	10.0%	16.7%	28.6%	13.3%	0.0%	5.3%	25.0%	16.7%	---	---	---	9.1%	---	---	14.3%	0.0%	0.0%	16.7%	11.8%	0.0%
Always	128	**9**	7	2	0	9	0	1	6	2	1	5	3	5	2	1	0	0	0	3	0	0	0	1	3	2	5	1
	26.1%	**26.5%**	30.4%	20.0%	0.0%	28.1%	---	50.0%	30.0%	16.7%	14.3%	33.3%	25.0%	26.3%	25.0%	16.7%	---	---	---	27.3%	---	---	0.0%	100.0%	42.9%	16.7%	29.4%	25.0%
Significantly different from column:*																												
Usually or Always	214	**13**	11	5	0	13	0	1	8	4	3	7	3	6	4	2	0	0	0	4	0	0	1	1	3	4	7	1
	43.7%	**38.2%**	47.8%	50.0%	0.0%	40.6%	---	50.0%	40.0%	33.3%	42.9%	46.7%	25.0%	31.6%	50.0%	33.3%	---	---	---	36.4%	---	---	14.3%	100.0%	42.9%	33.3%	41.2%	25.0%
Significantly different from column:*																												

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52e

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	105	**6**	4	3	0	5	0	2	0	4	1	0	4	2	1	3	1	0	0	0	0	0	3	0	1	2	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,176	**144**	75	55	13	125	1	22	64	55	24	44	70	92	36	14	2	0	3	37	0	1	54	1	13	37	79	22
	95.4%	**96.0%**	94.9%	94.8%	100.0%	96.2%	100.0%	91.7%	100.0%	93.2%	96.0%	100.0%	94.6%	97.9%	97.3%	82.4%	66.7%	---	100.0%	100.0%	---	100.0%	94.7%	---	92.9%	94.9%	95.2%	100.0%
0 Extremely Difficult	128	**13**	2	5	3	8	0	2	6	4	1	5	6	9	2	2	0	0	0	1	0	1	7	0	1	3	6	4
	5.9%	**9.0%**	2.7%	9.1%	23.1%	6.4%	0.0%	9.1%	9.4%	7.3%	4.2%	11.4%	8.6%	9.8%	5.6%	14.3%	0.0%	---	0.0%	2.7%	---	100.0%	13.0%	0.0%	7.7%	8.1%	7.6%	18.2%
1	54	**1**	2	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	2.5%	**0.7%**	2.7%	0.0%	0.0%	0.8%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	4.5%
2	53	**1**	0	0	0	1	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0
	2.4%	**0.7%**	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	1.4%	0.0%	2.8%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	7.7%	0.0%	1.3%	0.0%
3	70	**4**	3	2	2	2	0	0	0	3	1	1	1	3	1	0	1	0	0	1	0	0	1	0	0	3	1	0
	3.2%	**2.8%**	4.0%	3.6%	15.4%	1.6%	0.0%	0.0%	0.0%	5.5%	4.2%	2.3%	1.4%	3.3%	2.8%	0.0%	50.0%	---	0.0%	2.7%	---	0.0%	1.9%	0.0%	0.0%	8.1%	1.3%	0.0%
4	71	**4**	4	2	0	4	0	1	2	1	0	1	3	1	2	1	0	0	0	1	0	0	2	0	0	1	3	0
	3.3%	**2.8%**	5.3%	3.6%	0.0%	3.2%	0.0%	4.5%	3.1%	1.8%	0.0%	2.3%	4.3%	1.1%	5.6%	7.1%	0.0%	---	0.0%	2.7%	---	0.0%	3.7%	0.0%	0.0%	2.7%	3.8%	0.0%
5	185	**17**	4	7	1	15	1	3	5	9	1	3	13	12	4	1	0	0	0	2	0	0	7	0	3	2	12	2
	8.5%	**11.8%**	5.3%	12.7%	7.7%	12.0%	100.0%	13.6%	7.8%	16.4%	4.2%	6.8%	18.6%	13.0%	11.1%	7.1%	0.0%	---	0.0%	5.4%	---	0.0%	13.0%	0.0%	23.1%	5.4%	15.2%	9.1%
6	106	**10**	7	3	0	9	0	0	7	3	3	2	4	4	4	1	0	0	0	4	0	0	3	0	0	2	6	2
	4.9%	**6.9%**	9.3%	5.5%	0.0%	7.2%	0.0%	0.0%	10.9%	5.5%	12.5%	4.5%	5.7%	4.3%	11.1%	7.1%	0.0%	---	0.0%	10.8%	---	0.0%	5.6%	0.0%	0.0%	5.4%	7.6%	9.1%
7	172	**6**	6	3	0	6	0	0	3	3	0	3	3	5	1	0	0	0	0	1	0	0	4	0	1	1	4	1
	7.9%	**4.2%**	8.0%	5.5%	0.0%	4.8%	0.0%	0.0%	4.7%	5.5%	0.0%	6.8%	4.3%	5.4%	2.8%	0.0%	0.0%	---	0.0%	2.7%	---	0.0%	7.4%	0.0%	7.7%	2.7%	5.1%	4.5%
8	256	**13**	12	9	2	11	0	0	6	7	2	6	4	6	4	3	0	0	0	5	0	0	2	0	0	4	7	1
	11.8%	**9.0%**	16.0%	16.4%	15.4%	8.8%	0.0%	0.0%	9.4%	12.7%	8.3%	13.6%	5.7%	6.5%	11.1%	21.4%	0.0%	---	0.0%	13.5%	---	0.0%	3.7%	0.0%	0.0%	10.8%	8.9%	4.5%
9	280	**12**	9	3	3	9	0	1	8	3	4	2	6	8	3	1	0	0	0	5	0	0	6	0	1	4	5	2
	12.9%	**8.3%**	12.0%	5.5%	23.1%	7.2%	0.0%	4.5%	12.5%	5.5%	16.7%	4.5%	8.6%	8.7%	8.3%	7.1%	0.0%	---	0.0%	13.5%	---	0.0%	11.1%	0.0%	7.7%	10.8%	6.3%	9.1%
10 Extremely Easy	801	**63**	26	21	2	59	0	15	26	21	12	21	28	43	14	5	1	0	3	17	0	0	21	1	6	17	34	9
	36.8%	**43.8%**	34.7%	38.2%	15.4%	47.2%	0.0%	68.2%	40.6%	38.2%	50.0%	47.7%	40.0%	46.7%	38.9%	35.7%	50.0%	---	100.0%	45.9%	---	0.0%	38.9%	100.0%	46.2%	45.9%	43.0%	40.9%

NA - There is no "no experience" category for this question.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 52e

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?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	105	**6**	4	3	0	5	0	2	0	4	1	0	4	2	1	3	1	0	0	0	0	0	3	0	1	2	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,176	**144**	75	55	13	125	1	22	64	55	24	44	70	92	36	14	2	0	3	37	0	1	54	1	13	37	79	22
	95.4%	**96.0%**	94.9%	94.8%	100.0%	96.2%	100.0%	91.7%	100.0%	93.2%	96.0%	100.0%	94.6%	97.9%	97.3%	82.4%	66.7%	---	100.0%	100.0%	---	100.0%	94.7%	---	92.9%	94.9%	95.2%	100.0%
0 to 4	376	**23**	11	9	5	16	0	3	9	9	2	7	12	14	6	3	1	0	0	3	0	1	11	0	2	7	11	5
	17.3%	**16.0%**	14.7%	16.4%	38.5%	12.8%	0.0%	13.6%	14.1%	16.4%	8.3%	15.9%	17.1%	15.2%	16.7%	21.4%	50.0%	---	0.0%	8.1%	---	100.0%	20.4%	0.0%	15.4%	18.9%	13.9%	22.7%
5	185	**17**	4	7	1	15	1	3	5	9	1	3	13	12	4	1	0	0	0	2	0	0	7	0	3	2	12	2
	8.5%	**11.8%**	5.3%	12.7%	7.7%	12.0%	100.0%	13.6%	7.8%	16.4%	4.2%	6.8%	18.6%	13.0%	11.1%	7.1%	0.0%	---	0.0%	5.4%	---	0.0%	13.0%	0.0%	23.1%	5.4%	15.2%	9.1%
6 or 7	278	**16**	13	6	0	15	0	0	10	6	3	5	7	9	5	1	0	0	0	5	0	0	7	0	1	3	10	3
	12.8%	**11.1%**	17.3%	10.9%	0.0%	12.0%	0.0%	0.0%	15.6%	10.9%	12.5%	11.4%	10.0%	9.8%	13.9%	7.1%	0.0%	---	0.0%	13.5%	---	0.0%	13.0%	0.0%	7.7%	8.1%	12.7%	13.6%
8 to 10	1,337	**88**	47	33	7	79	0	16	40	31	18	29	38	57	21	9	1	0	3	27	0	0	29	1	7	25	46	12
	61.4%	**61.1%**	62.7%	60.0%	53.8%	63.2%	0.0%	72.7%	62.5%	56.4%	75.0%	65.9%	54.3%	62.0%	58.3%	64.3%	50.0%	---	100.0%	73.0%	---	0.0%	53.7%	100.0%	53.8%	67.6%	58.2%	54.5%
Significantly different from column:*																												
0 to 6	667	**50**	22	19	6	40	1	6	21	21	6	12	29	30	14	5	1	0	0	9	0	1	21	0	5	11	29	9
	30.7%	**34.7%**	29.3%	34.5%	46.2%	32.0%	100.0%	27.3%	32.8%	38.2%	25.0%	27.3%	41.4%	32.6%	38.9%	35.7%	50.0%	---	0.0%	24.3%	---	100.0%	38.9%	0.0%	38.5%	29.7%	36.7%	40.9%
7 to 8	428	**19**	18	12	2	17	0	0	9	10	2	9	7	11	5	3	0	0	0	6	0	0	6	0	1	5	11	2
	19.7%	**13.2%**	24.0%	21.8%	15.4%	13.6%	0.0%	0.0%	14.1%	18.2%	8.3%	20.5%	10.0%	12.0%	13.9%	21.4%	0.0%	---	0.0%	16.2%	---	0.0%	11.1%	0.0%	7.7%	13.5%	13.9%	9.1%
9 to 10	1,081	**75**	35	24	5	68	0	16	34	24	16	23	34	51	17	6	1	0	3	22	0	0	27	1	7	21	39	11
	49.7%	**52.1%**	46.7%	43.6%	38.5%	54.4%	0.0%	72.7%	53.1%	43.6%	66.7%	52.3%	48.6%	55.4%	47.2%	42.9%	50.0%	---	100.0%	59.5%	---	0.0%	50.0%	100.0%	53.8%	56.8%	49.4%	50.0%
Significantly different from column:*								J		H																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 53

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	19	**2**	1	0	0	2	0	0	2	0	0	1	1	0	0	0	0	0	0	2	0	0	0	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,262	**148**	78	58	13	128	1	24	62	59	25	43	73	94	37	17	3	0	3	35	0	1	57	1	14	39	81	22
	99.2%	**98.7%**	98.7%	100.0%	100.0%	98.5%	100.0%	100.0%	96.9%	100.0%	100.0%	97.7%	98.6%	100.0%	100.0%	100.0%	100.0%	---	100.0%	94.6%	---	100.0%	100.0%	---	100.0%	100.0%	97.6%	100.0%
Poor	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fair	207	**17**	7	7	1	14	0	1	10	6	4	2	9	0	0	17	0	0	0	3	0	0	5	0	1	4	9	4
	9.2%	**11.5%**	9.0%	12.1%	7.7%	10.9%	0.0%	4.2%	16.1%	10.2%	16.0%	4.7%	12.3%	0.0%	0.0%	100.0%	0.0%	---	0.0%	8.6%	---	0.0%	8.8%	0.0%	7.1%	10.3%	11.1%	18.2%
Good	640	**37**	20	21	2	33	0	7	13	16	9	10	16	0	37	0	0	0	1	11	0	0	15	0	4	7	22	6
	28.3%	**25.0%**	25.6%	36.2%	15.4%	25.8%	0.0%	29.2%	21.0%	27.1%	36.0%	23.3%	21.9%	0.0%	100.0%	0.0%	0.0%	---	33.3%	31.4%	---	0.0%	26.3%	0.0%	28.6%	17.9%	27.2%	27.3%
Very Good	883	**60**	37	20	5	53	1	10	28	21	6	19	34	60	0	0	2	0	0	14	0	0	26	0	7	19	32	7
	39.0%	**40.5%**	47.4%	34.5%	38.5%	41.4%	100.0%	41.7%	45.2%	35.6%	24.0%	44.2%	46.6%	63.8%	0.0%	0.0%	66.7%	---	0.0%	40.0%	---	0.0%	45.6%	0.0%	50.0%	48.7%	39.5%	31.8%
Excellent	509	**34**	14	10	5	28	0	6	11	16	6	12	14	34	0	0	1	0	2	7	0	1	11	1	2	9	18	5
	22.5%	**23.0%**	17.9%	17.2%	38.5%	21.9%	0.0%	25.0%	17.7%	27.1%	24.0%	27.9%	19.2%	36.2%	0.0%	0.0%	33.3%	---	66.7%	20.0%	---	100.0%	19.3%	100.0%	14.3%	23.1%	22.2%	22.7%
Significantly different from column:*														O,P	N	N												
Excellent, Very Good, or Good	2,032	**131**	71	51	12	114	1	23	52	53	21	41	64	94	37	0	3	0	3	32	0	1	52	1	13	35	72	18
	89.8%	**88.5%**	91.0%	87.9%	92.3%	89.1%	100.0%	95.8%	83.9%	89.8%	84.0%	95.3%	87.7%	100.0%	100.0%	0.0%	100.0%	---	100.0%	91.4%	---	100.0%	91.2%	100.0%	92.9%	89.7%	88.9%	81.8%
Significantly different from column:*															P	O												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 54

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	20	**1**	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	**149**	79	58	13	129	1	24	63	59	25	44	73	94	37	17	3	0	3	36	0	1	57	1	14	39	82	22
	99.1%	**99.3%**	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	---	100.0%	97.3%	---	100.0%	100.0%	---	100.0%	100.0%	98.8%	100.0%
Poor	171	**12**	3	6	1	10	0	0	6	5	1	4	6	5	3	4	0	0	0	1	0	0	4	0	2	3	6	3
	7.6%	**8.1%**	3.8%	10.3%	7.7%	7.8%	0.0%	0.0%	9.5%	8.5%	4.0%	9.1%	8.2%	5.3%	8.1%	23.5%	0.0%	---	0.0%	2.8%	---	0.0%	7.0%	0.0%	14.3%	7.7%	7.3%	13.6%
Fair	564	**37**	15	12	4	30	0	4	19	14	9	5	21	12	14	11	0	0	1	6	0	0	14	0	5	10	19	7
	24.9%	**24.8%**	19.0%	20.7%	30.8%	23.3%	0.0%	16.7%	30.2%	23.7%	36.0%	11.4%	28.8%	12.8%	37.8%	64.7%	0.0%	---	33.3%	16.7%	---	0.0%	24.6%	0.0%	35.7%	25.6%	23.2%	31.8%
Good	777	**42**	30	19	3	39	0	4	16	22	3	14	24	28	12	2	0	0	0	10	0	0	21	0	4	12	27	3
	34.4%	**28.2%**	38.0%	32.8%	23.1%	30.2%	0.0%	16.7%	25.4%	37.3%	12.0%	31.8%	32.9%	29.8%	32.4%	11.8%	0.0%	---	0.0%	27.8%	---	0.0%	36.8%	0.0%	28.6%	30.8%	32.9%	13.6%
Very Good	496	**35**	18	11	1	33	0	8	15	12	10	12	13	29	5	0	2	0	2	14	0	0	12	0	2	10	18	3
	21.9%	**23.5%**	22.8%	19.0%	7.7%	25.6%	0.0%	33.3%	23.8%	20.3%	40.0%	27.3%	17.8%	30.9%	13.5%	0.0%	66.7%	---	66.7%	38.9%	---	0.0%	21.1%	0.0%	14.3%	25.6%	22.0%	13.6%
Excellent	253	**23**	13	10	4	17	1	8	7	6	2	9	9	20	3	0	1	0	0	5	0	1	6	1	1	4	12	6
	11.2%	**15.4%**	16.5%	17.2%	30.8%	13.2%	100.0%	33.3%	11.1%	10.2%	8.0%	20.5%	12.3%	21.3%	8.1%	0.0%	33.3%	---	0.0%	13.9%	---	100.0%	10.5%	100.0%	7.1%	10.3%	14.6%	27.3%
Significantly different from column:*																												
Excellent, Very Good, or Good	1,526	**100**	61	40	8	89	1	20	38	40	15	35	46	77	20	2	3	0	2	29	0	1	39	1	7	26	57	12
	67.5%	**67.1%**	77.2%	69.0%	61.5%	69.0%	100.0%	83.3%	60.3%	67.8%	60.0%	79.5%	63.0%	81.9%	54.1%	11.8%	100.0%	---	66.7%	80.6%	---	100.0%	68.4%	100.0%	50.0%	66.7%	69.5%	54.5%
Significantly different from column:*								I	H					O	N,P	O												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 55

Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,273	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,384	**92**	47	37	7	80	1	10	38	42	13	29	46	59	21	11	0	0	3	21	0	1	35	1	8	15	59	14
	60.9%	**61.3%**	59.5%	63.8%	53.8%	61.5%	100.0%	41.7%	59.4%	71.2%	52.0%	65.9%	62.2%	62.8%	56.8%	64.7%	0.0%	---	100.0%	56.8%	---	100.0%	61.4%	100.0%	57.1%	38.5%	71.1%	63.6%
No	889	**58**	32	21	6	50	0	14	26	17	12	15	28	35	16	6	3	0	0	16	0	0	22	0	6	24	24	8
	39.1%	**38.7%**	40.5%	36.2%	46.2%	38.5%	0.0%	58.3%	40.6%	28.8%	48.0%	34.1%	37.8%	37.2%	43.2%	35.3%	100.0%	---	0.0%	43.2%	---	0.0%	38.6%	0.0%	42.9%	61.5%	28.9%	36.4%
Significantly different from column:*								J		H																AA	Z	

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 56

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q55)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,384	**92**	47	37	7	80	1	10	38	42	13	29	46	59	21	11	0	0	3	21	0	1	35	1	8	15	59	14
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,379	**92**	47	37	7	80	1	10	38	42	13	29	46	59	21	11	0	0	3	21	0	1	35	1	8	15	59	14
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	1,330	**90**	46	37	7	78	1	9	37	42	13	27	46	58	20	11	0	0	3	20	0	1	35	1	7	15	57	14
	96.4%	**97.8%**	97.9%	100.0%	100.0%	97.5%	100.0%	90.0%	97.4%	100.0%	100.0%	93.1%	100.0%	98.3%	95.2%	100.0%	---	---	100.0%	95.2%	---	100.0%	100.0%	100.0%	87.5%	100.0%	96.6%	100.0%
No	49	**2**	1	0	0	2	0	1	1	0	0	2	0	1	1	0	0	0	0	1	0	0	0	0	1	0	2	0
	3.6%	**2.2%**	2.1%	0.0%	0.0%	2.5%	0.0%	10.0%	2.6%	0.0%	0.0%	6.9%	0.0%	1.7%	4.8%	0.0%	---	---	0.0%	4.8%	---	0.0%	0.0%	0.0%	12.5%	0.0%	3.4%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 57

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q55 & Q56)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,330	**90**	46	37	7	78	1	9	37	42	13	27	46	58	20	11	0	0	3	20	0	1	35	1	7	15	57	14
Number missing or multiple answer	8	**1**	1	0	0	1	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,322	**89**	45	37	7	77	1	9	36	42	12	27	46	58	20	10	0	0	3	20	0	1	35	1	7	14	57	14
	99.4%	**98.9%**	97.8%	100.0%	100.0%	98.7%	100.0%	100.0%	97.3%	100.0%	92.3%	100.0%	100.0%	100.0%	100.0%	90.9%	---	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	93.3%	100.0%	100.0%
Yes	1,295	**88**	43	36	7	76	1	8	36	42	12	27	45	57	20	10	0	0	3	20	0	1	35	1	6	13	57	14
	98.0%	**98.9%**	95.6%	97.3%	100.0%	98.7%	100.0%	88.9%	100.0%	100.0%	100.0%	100.0%	97.8%	98.3%	100.0%	100.0%	---	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	85.7%	92.9%	100.0%	100.0%
No	27	**1**	2	1	0	1	0	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0
	2.0%	**1.1%**	4.4%	2.7%	0.0%	1.3%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	2.2%	1.7%	0.0%	0.0%	---	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	14.3%	7.1%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 58

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	37	**4**	2	0	0	4	0	1	2	1	0	1	3	3	1	0	0	0	0	1	0	0	1	0	0	0	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,244	**146**	77	58	13	126	1	23	62	58	25	43	71	91	36	17	3	0	3	36	0	1	56	1	14	39	80	21
	98.4%	**97.3%**	97.5%	100.0%	100.0%	96.9%	100.0%	95.8%	96.9%	98.3%	100.0%	97.7%	95.9%	96.8%	97.3%	100.0%	100.0%	---	100.0%	97.3%	---	100.0%	98.2%	---	100.0%	100.0%	96.4%	95.5%
Yes	1,426	**87**	40	39	8	73	0	13	43	28	12	23	46	50	21	15	1	0	3	16	0	1	36	1	10	21	46	17
	63.5%	**59.6%**	51.9%	67.2%	61.5%	57.9%	0.0%	56.5%	69.4%	48.3%	48.0%	53.5%	64.8%	54.9%	58.3%	88.2%	33.3%	---	100.0%	44.4%	---	100.0%	64.3%	100.0%	71.4%	53.8%	57.5%	81.0%
No	818	**59**	37	19	5	53	1	10	19	30	13	20	25	41	15	2	2	0	0	20	0	0	20	0	4	18	34	4
	36.5%	**40.4%**	48.1%	32.8%	38.5%	42.1%	100.0%	43.5%	30.6%	51.7%	52.0%	46.5%	35.2%	45.1%	41.7%	11.8%	66.7%	---	0.0%	55.6%	---	0.0%	35.7%	0.0%	28.6%	46.2%	42.5%	19.0%
Significantly different from column:*									J	I				P	P	N,O										AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 59

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q58)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,426	**87**	40	39	8	73	0	13	43	28	12	23	46	50	21	15	1	0	3	16	0	1	36	1	10	21	46	17
Number missing or multiple answer	10	**1**	0	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,416	**86**	40	38	8	72	0	13	42	28	12	23	45	49	21	15	1	0	3	16	0	1	36	1	10	20	46	17
	99.3%	**98.9%**	100.0%	97.4%	100.0%	98.6%	---	100.0%	97.7%	100.0%	100.0%	100.0%	97.8%	98.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	95.2%	100.0%	100.0%
Yes	1,351	**76**	40	37	8	64	0	9	38	27	12	18	41	41	19	15	1	0	3	12	0	1	33	1	9	14	42	17
	95.4%	**88.4%**	100.0%	97.4%	100.0%	88.9%	---	69.2%	90.5%	96.4%	100.0%	78.3%	91.1%	83.7%	90.5%	100.0%	100.0%	---	100.0%	75.0%	---	100.0%	91.7%	100.0%	90.0%	70.0%	91.3%	100.0%
No	65	**10**	0	1	0	8	0	4	4	1	0	5	4	8	2	0	0	0	0	4	0	0	3	0	1	6	4	0
	4.6%	**11.6%**	0.0%	2.6%	0.0%	11.1%	---	30.8%	9.5%	3.6%	0.0%	21.7%	8.9%	16.3%	9.5%	0.0%	0.0%	---	0.0%	25.0%	---	0.0%	8.3%	0.0%	10.0%	30.0%	8.7%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 60

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q58 & Q59)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,351	**76**	40	37	8	64	0	9	38	27	12	18	41	41	19	15	1	0	3	12	0	1	33	1	9	14	42	17
Number missing or multiple answer	10	**1**	0	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,341	**75**	40	37	8	63	0	9	37	27	12	18	40	40	19	15	1	0	3	12	0	1	33	1	8	14	42	16
	99.3%	**98.7%**	100.0%	100.0%	100.0%	98.4%	---	100.0%	97.4%	100.0%	100.0%	100.0%	97.6%	97.6%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	88.9%	100.0%	100.0%	94.1%
Yes	1,323	**74**	40	36	8	63	0	9	37	27	12	18	40	39	19	15	1	0	3	12	0	1	33	1	8	13	42	16
	98.7%	**98.7%**	100.0%	97.3%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%
No	18	**1**	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
	1.3%	**1.3%**	0.0%	2.7%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 61

Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	32	**4**	1	3	0	4	0	0	3	1	1	1	2	3	0	1	0	0	0	2	0	0	1	0	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,249	**146**	78	55	13	126	1	24	61	58	24	43	72	91	37	16	3	0	3	35	0	1	56	1	14	39	81	22
	98.6%	**97.3%**	98.7%	94.8%	100.0%	96.9%	100.0%	100.0%	95.3%	98.3%	96.0%	97.7%	97.3%	96.8%	100.0%	94.1%	100.0%	---	100.0%	94.6%	---	100.0%	98.2%	---	100.0%	100.0%	97.6%	100.0%
Yes	1,029	**65**	25	29	5	56	0	8	31	24	10	18	33	36	16	12	1	0	0	13	0	0	26	0	6	17	34	12
	45.8%	**44.5%**	32.1%	52.7%	38.5%	44.4%	0.0%	33.3%	50.8%	41.4%	41.7%	41.9%	45.8%	39.6%	43.2%	75.0%	33.3%	---	0.0%	37.1%	---	0.0%	46.4%	0.0%	42.9%	43.6%	42.0%	54.5%
No	1,220	**81**	53	26	8	70	1	16	30	34	14	25	39	55	21	4	2	0	3	22	0	1	30	1	8	22	47	10
	54.2%	**55.5%**	67.9%	47.3%	61.5%	55.6%	100.0%	66.7%	49.2%	58.6%	58.3%	58.1%	54.2%	60.4%	56.8%	25.0%	66.7%	---	100.0%	62.9%	---	100.0%	53.6%	100.0%	57.1%	56.4%	58.0%	45.5%
Significantly different from column:*														P	P	N,O												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 62

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q61)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,029	**65**	25	29	5	56	0	8	31	24	10	18	33	36	16	12	1	0	0	13	0	0	26	0	6	17	34	12
Number missing or multiple answer	11	**3**	1	1	1	2	0	0	2	1	0	3	0	2	0	1	0	0	0	1	0	0	0	0	0	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,018	**62**	24	28	4	54	0	8	29	23	10	15	33	34	16	11	1	0	0	12	0	0	26	0	6	16	32	12
	98.9%	**95.4%**	96.0%	96.6%	80.0%	96.4%	---	100.0%	93.5%	95.8%	100.0%	83.3%	100.0%	94.4%	100.0%	91.7%	100.0%	---	---	92.3%	---	---	100.0%	---	100.0%	94.1%	94.1%	100.0%
Yes	967	**57**	24	27	4	49	0	5	29	21	9	11	33	30	15	11	1	0	0	10	0	0	24	0	5	16	27	12
	95.0%	**91.9%**	100.0%	96.4%	100.0%	90.7%	---	62.5%	100.0%	91.3%	90.0%	73.3%	100.0%	88.2%	93.8%	100.0%	100.0%	---	---	83.3%	---	---	92.3%	---	83.3%	100.0%	84.4%	100.0%
No	51	**5**	0	1	0	5	0	3	0	2	1	4	0	4	1	0	0	0	0	2	0	0	2	0	1	0	5	0
	5.0%	**8.1%**	0.0%	3.6%	0.0%	9.3%	---	37.5%	0.0%	8.7%	10.0%	26.7%	0.0%	11.8%	6.3%	0.0%	0.0%	---	---	16.7%	---	---	7.7%	---	16.7%	0.0%	15.6%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 63

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q61 & Q62)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	967	**57**	24	27	4	49	0	5	29	21	9	11	33	30	15	11	1	0	0	10	0	0	24	0	5	16	27	12
Number missing or multiple answer	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	959	**57**	24	27	4	49	0	5	29	21	9	11	33	30	15	11	1	0	0	10	0	0	24	0	5	16	27	12
	99.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	953	**57**	24	27	4	49	0	5	29	21	9	11	33	30	15	11	1	0	0	10	0	0	24	0	5	16	27	12
	99.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	---	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
No	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	---	---	0.0%	---	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 64

Does your child need or get special therapy such as physical, occupational, or speech therapy?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	20	**4**	3	0	0	3	0	0	2	1	0	2	1	1	1	2	0	0	0	2	0	0	0	0	1	1	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	**146**	76	58	13	127	1	24	62	58	25	42	73	93	36	15	3	0	3	35	0	1	57	1	13	38	80	22
	99.1%	**97.3%**	96.2%	100.0%	100.0%	97.7%	100.0%	100.0%	96.9%	98.3%	100.0%	95.5%	98.6%	98.9%	97.3%	88.2%	100.0%	---	100.0%	94.6%	---	100.0%	100.0%	---	92.9%	97.4%	96.4%	100.0%
Yes	869	**57**	23	20	2	52	1	14	27	15	8	15	31	33	14	9	3	0	1	13	0	0	23	1	6	12	28	13
	38.4%	**39.0%**	30.3%	34.5%	15.4%	40.9%	100.0%	58.3%	43.5%	25.9%	32.0%	35.7%	42.5%	35.5%	38.9%	60.0%	100.0%	---	33.3%	37.1%	---	0.0%	40.4%	100.0%	46.2%	31.6%	35.0%	59.1%
No	1,392	**89**	53	38	11	75	0	10	35	43	17	27	42	60	22	6	0	0	2	22	0	1	34	0	7	26	52	9
	61.6%	**61.0%**	69.7%	65.5%	84.6%	59.1%	0.0%	41.7%	56.5%	74.1%	68.0%	64.3%	57.5%	64.5%	61.1%	40.0%	0.0%	---	66.7%	62.9%	---	100.0%	59.6%	0.0%	53.8%	68.4%	65.0%	40.9%
Significantly different from column:*								J	J	H,I																AB	AB	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 65

Is this because of any medical, behavioral, or other health condition?

Base: All respondents whose child needs/gets special therapy (Q64)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	869	**57**	23	20	2	52	1	14	27	15	8	15	31	33	14	9	3	0	1	13	0	0	23	1	6	12	28	13
Number missing or multiple answer	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	863	**57**	23	20	2	52	1	14	27	15	8	15	31	33	14	9	3	0	1	13	0	0	23	1	6	12	28	13
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	800	**53**	23	18	2	48	1	11	26	15	7	12	31	30	13	9	2	0	1	12	0	0	21	1	6	11	25	13
	92.7%	**93.0%**	100.0%	90.0%	100.0%	92.3%	100.0%	78.6%	96.3%	100.0%	87.5%	80.0%	100.0%	90.9%	92.9%	100.0%	66.7%	---	100.0%	92.3%	---	---	91.3%	100.0%	100.0%	91.7%	89.3%	100.0%
No	63	**4**	0	2	0	4	0	3	1	0	1	3	0	3	1	0	1	0	0	1	0	0	2	0	0	1	3	0
	7.3%	**7.0%**	0.0%	10.0%	0.0%	7.7%	0.0%	21.4%	3.7%	0.0%	12.5%	20.0%	0.0%	9.1%	7.1%	0.0%	33.3%	---	0.0%	7.7%	---	---	8.7%	0.0%	0.0%	8.3%	10.7%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 66

Is this a condition that has lasted or is expected to last for at least 12 months?

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q64 & Q65)

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	800	**53**	23	18	2	48	1	11	26	15	7	12	31	30	13	9	2	0	1	12	0	0	21	1	6	11	25	13
Number missing or multiple answer	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	797	**53**	23	18	2	48	1	11	26	15	7	12	31	30	13	9	2	0	1	12	0	0	21	1	6	11	25	13
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	100.0%	---	100.0%	100.0%	100.0%	100.0%
Yes	782	**50**	22	18	2	45	1	11	24	14	7	11	29	29	12	8	2	0	1	11	0	0	19	1	6	11	23	12
	98.1%	**94.3%**	95.7%	100.0%	100.0%	93.8%	100.0%	100.0%	92.3%	93.3%	100.0%	91.7%	93.5%	96.7%	92.3%	88.9%	100.0%	---	100.0%	91.7%	---	---	90.5%	100.0%	100.0%	100.0%	92.0%	92.3%
No	15	**3**	1	0	0	3	0	0	2	1	0	1	2	1	1	1	0	0	0	1	0	0	2	0	0	0	2	1
	1.9%	**5.7%**	4.3%	0.0%	0.0%	6.3%	0.0%	0.0%	7.7%	6.7%	0.0%	8.3%	6.5%	3.3%	7.7%	11.1%	0.0%	---	0.0%	8.3%	---	---	9.5%	0.0%	0.0%	0.0%	8.0%	7.7%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 67

Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	20	**2**	3	0	0	1	0	0	0	1	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,261	**148**	76	58	13	129	1	24	64	58	25	44	73	92	37	17	3	0	3	37	0	1	57	1	14	38	82	22
	99.1%	**98.7%**	96.2%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	98.3%	100.0%	100.0%	98.6%	97.9%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	97.4%	98.8%	100.0%
Yes	1,515	**89**	49	37	6	78	0	10	45	33	16	21	48	52	23	13	1	0	3	20	0	0	36	1	11	26	40	20
	67.0%	**60.1%**	64.5%	63.8%	46.2%	60.5%	0.0%	41.7%	70.3%	56.9%	64.0%	47.7%	65.8%	56.5%	62.2%	76.5%	33.3%	---	100.0%	54.1%	---	0.0%	63.2%	100.0%	78.6%	68.4%	48.8%	90.9%
No	746	**59**	27	21	7	51	1	14	19	25	9	23	25	40	14	4	2	0	0	17	0	1	21	0	3	12	42	2
	33.0%	**39.9%**	35.5%	36.2%	53.8%	39.5%	100.0%	58.3%	29.7%	43.1%	36.0%	52.3%	34.2%	43.5%	37.8%	23.5%	66.7%	---	0.0%	45.9%	---	100.0%	36.8%	0.0%	21.4%	31.6%	51.2%	9.1%
Significantly different from column:*								I	H																	AA,AB	AB,Z	AA,Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 68

Has this problem lasted or is it expected to last for at least 12 months?

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q67)

					Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
	2021 State OHP	**2021**	2020	2019	Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	1,515	**89**	49	37	6	78	0	10	45	33	16	21	48	52	23	13	1	0	3	20	0	0	36	1	11	26	40	20
Number missing or multiple answer	18	**1**	0	0	0	1	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,497	**88**	49	37	6	77	0	10	45	32	16	21	47	51	23	13	1	0	3	20	0	0	35	1	11	25	40	20
	98.8%	**98.9%**	100.0%	100.0%	100.0%	98.7%	---	100.0%	100.0%	97.0%	100.0%	100.0%	97.9%	98.1%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	---	97.2%	---	100.0%	96.2%	100.0%	100.0%
Yes	1,482	**87**	47	36	6	76	0	10	45	31	16	20	47	51	22	13	1	0	3	19	0	0	35	1	11	25	39	20
	99.0%	**98.9%**	95.9%	97.3%	100.0%	98.7%	---	100.0%	100.0%	96.9%	100.0%	95.2%	100.0%	100.0%	95.7%	100.0%	100.0%	---	100.0%	95.0%	---	---	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%
No	15	**1**	2	1	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
	1.0%	**1.1%**	4.1%	2.7%	0.0%	1.3%	---	0.0%	0.0%	3.1%	0.0%	4.8%	0.0%	0.0%	4.3%	0.0%	0.0%	---	0.0%	5.0%	---	---	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 69

What is your child's age?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	13	**3**	1	2	1	0	0	0	0	0	0	0	0	2	1	0	1	0	0	0	0	0	0	0	0	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	**147**	78	56	12	130	1	24	64	59	25	44	74	92	36	17	2	0	3	37	0	1	57	1	14	37	82	22
	99.4%	**98.0%**	98.7%	96.6%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	97.3%	100.0%	66.7%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	94.9%	98.8%	100.0%
Less than 1 year old	11	**1**	0	0	0	1	0	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0
	0.5%	**0.7%**	0.0%	0.0%	0.0%	0.8%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	50.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%
1 year old	33	**3**	2	3	1	2	0	3	0	0	0	2	1	3	0	0	0	0	0	0	0	1	1	0	1	0	1	2
	1.5%	**2.0%**	2.6%	5.4%	8.3%	1.5%	0.0%	12.5%	0.0%	0.0%	0.0%	4.5%	1.4%	3.3%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	1.8%	0.0%	7.1%	0.0%	1.2%	9.1%
2 years old	46	**3**	1	1	0	3	0	3	0	0	0	1	2	2	1	0	0	0	0	0	0	0	3	0	0	0	3	0
	2.0%	**2.0%**	1.3%	1.8%	0.0%	2.3%	0.0%	12.5%	0.0%	0.0%	0.0%	2.3%	2.7%	2.2%	2.8%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	5.3%	0.0%	0.0%	0.0%	3.7%	0.0%
3 years old	64	**5**	1	0	1	3	1	5	0	0	2	0	3	2	3	0	0	0	0	1	0	0	2	0	0	0	4	1
	2.8%	**3.4%**	1.3%	0.0%	8.3%	2.3%	100.0%	20.8%	0.0%	0.0%	8.0%	0.0%	4.1%	2.2%	8.3%	0.0%	0.0%	---	0.0%	2.7%	---	0.0%	3.5%	0.0%	0.0%	0.0%	4.9%	4.5%
4 to 6 years old	272	**20**	10	6	1	18	0	12	8	0	3	6	10	13	5	2	1	0	0	4	0	0	10	0	3	7	10	1
	12.0%	**13.6%**	12.8%	10.7%	8.3%	13.8%	0.0%	50.0%	12.5%	0.0%	12.0%	13.6%	13.5%	14.1%	13.9%	11.8%	50.0%	---	0.0%	10.8%	---	0.0%	17.5%	0.0%	21.4%	18.9%	12.2%	4.5%
7 to 9 years old	392	**21**	14	8	2	19	0	0	21	0	3	6	12	15	4	1	0	0	0	5	0	0	10	0	3	8	6	7
	17.3%	**14.3%**	17.9%	14.3%	16.7%	14.6%	0.0%	0.0%	32.8%	0.0%	12.0%	13.6%	16.2%	16.3%	11.1%	5.9%	0.0%	---	0.0%	13.5%	---	0.0%	17.5%	0.0%	21.4%	21.6%	7.3%	31.8%
10 to 13 years old	630	**35**	14	20	2	32	0	0	35	0	3	12	18	19	7	8	0	0	1	11	0	0	10	1	1	8	18	7
	27.8%	**23.8%**	17.9%	35.7%	16.7%	24.6%	0.0%	0.0%	54.7%	0.0%	12.0%	27.3%	24.3%	20.7%	19.4%	47.1%	0.0%	---	33.3%	29.7%	---	0.0%	17.5%	100.0%	7.1%	21.6%	22.0%	31.8%
14 to 18 years old	820	**59**	36	18	5	52	0	0	0	59	14	17	27	37	16	6	0	0	2	16	0	0	21	0	6	14	39	4
	36.2%	**40.1%**	46.2%	32.1%	41.7%	40.0%	0.0%	0.0%	0.0%	100.0%	56.0%	38.6%	36.5%	40.2%	44.4%	35.3%	0.0%	---	66.7%	43.2%	---	0.0%	36.8%	0.0%	42.9%	37.8%	47.6%	18.2%
3 years old or younger	154	**12**	4	4	2	9	1	12	0	0	2	3	7	8	4	0	1	0	0	1	0	1	6	0	1	0	9	3
	6.8%	**8.2%**	5.1%	7.1%	16.7%	6.9%	100.0%	50.0%	0.0%	0.0%	8.0%	6.8%	9.5%	8.7%	11.1%	0.0%	50.0%	---	0.0%	2.7%	---	100.0%	10.5%	0.0%	7.1%	0.0%	11.0%	13.6%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 70

What was your child's biological sex at birth?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	13	**2**	1	1	0	1	0	0	1	0	1	0	0	1	0	1	0	0	0	1	0	0	0	0	0	2	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,268	**148**	78	57	13	129	1	24	63	59	24	44	74	93	37	16	3	0	3	36	0	1	57	1	14	37	83	22
	99.4%	**98.7%**	98.7%	98.3%	100.0%	99.2%	100.0%	100.0%	98.4%	100.0%	96.0%	100.0%	100.0%	98.9%	100.0%	94.1%	100.0%	---	100.0%	97.3%	---	100.0%	100.0%	---	100.0%	94.9%	100.0%	100.0%
Male	1,296	**84**	39	32	9	72	0	15	38	31	17	24	39	54	19	10	2	0	2	18	0	1	33	1	7	27	43	8
	57.1%	**56.8%**	50.0%	56.1%	69.2%	55.8%	0.0%	62.5%	60.3%	52.5%	70.8%	54.5%	52.7%	58.1%	51.4%	62.5%	66.7%	---	66.7%	50.0%	---	100.0%	57.9%	100.0%	50.0%	73.0%	51.8%	36.4%
Female	972	**64**	39	25	4	57	1	9	25	28	7	20	35	39	18	6	1	0	1	18	0	0	24	0	7	10	40	14
	42.9%	**43.2%**	50.0%	43.9%	30.8%	44.2%	100.0%	37.5%	39.7%	47.5%	29.2%	45.5%	47.3%	41.9%	48.6%	37.5%	33.3%	---	33.3%	50.0%	---	0.0%	42.1%	0.0%	50.0%	27.0%	48.2%	63.6%
Significantly different from column:*																										AA,AB	Z	Z

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 71

What is your child's current gender identity?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	28	**3**	2	---	0	1	0	1	0	1	0	1	1	3	0	0	0	0	0	1	0	0	1	0	0	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,253	**147**	77	---	13	129	1	23	64	58	25	43	73	91	37	17	3	0	3	36	0	1	56	1	14	37	82	22
	98.8%	**98.0%**	97.5%	---	100.0%	99.2%	100.0%	95.8%	100.0%	98.3%	100.0%	97.7%	98.6%	96.8%	100.0%	100.0%	100.0%	---	100.0%	97.3%	---	100.0%	98.2%	---	100.0%	94.9%	98.8%	100.0%
Male	1,283	**83**	37	---	8	72	0	14	39	30	17	25	37	53	18	11	2	0	2	19	0	1	31	1	7	28	41	8
	56.9%	**56.5%**	48.1%	---	61.5%	55.8%	0.0%	60.9%	60.9%	51.7%	68.0%	58.1%	50.7%	58.2%	48.6%	64.7%	66.7%	---	66.7%	52.8%	---	100.0%	55.4%	100.0%	50.0%	75.7%	50.0%	36.4%
Female	919	**62**	39	---	3	57	1	9	24	27	7	18	35	37	18	6	1	0	1	16	0	0	25	0	7	9	40	13
	40.8%	**42.2%**	50.6%	---	23.1%	44.2%	100.0%	39.1%	37.5%	46.6%	28.0%	41.9%	47.9%	40.7%	48.6%	35.3%	33.3%	---	33.3%	44.4%	---	0.0%	44.6%	0.0%	50.0%	24.3%	48.8%	59.1%
Transgender	12	**1**	1	---	1	0	0	0	0	1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
	0.5%	**0.7%**	1.3%	---	7.7%	0.0%	0.0%	0.0%	0.0%	1.7%	4.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	---	0.0%	2.8%	---	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%
Non-binary, genderqueer, or other	39	**1**	0	---	1	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	1.7%	**0.7%**	0.0%	---	7.7%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%
Transgender, Non-binary, genderqueer, or other	51	**2**	1	---	2	0	0	0	1	1	1	0	1	1	1	0	0	0	0	1	0	0	0	0	0	0	1	1
	2.3%	**1.4%**	1.3%	---	15.4%	0.0%	0.0%	0.0%	1.6%	1.7%	4.0%	0.0%	1.4%	1.1%	2.7%	0.0%	0.0%	---	0.0%	2.8%	---	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	4.5%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 72

What is your age?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	29	**6**	2	2	1	1	0	1	0	2	0	0	1	3	2	1	1	0	0	0	0	0	0	0	0	2	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,252	**144**	77	56	12	129	1	23	64	57	25	44	73	91	35	16	2	0	3	37	0	1	57	1	14	37	79	22
	98.7%	**96.0%**	97.5%	96.6%	92.3%	99.2%	100.0%	95.8%	100.0%	96.6%	100.0%	100.0%	98.6%	96.8%	94.6%	94.1%	66.7%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	94.9%	95.2%	100.0%
Under 18	116	**6**	3	0	2	3	0	0	4	2	3	0	2	2	1	2	0	0	0	1	0	0	4	0	0	2	2	2
	5.2%	**4.2%**	3.9%	0.0%	16.7%	2.3%	0.0%	0.0%	6.3%	3.5%	12.0%	0.0%	2.7%	2.2%	2.9%	12.5%	0.0%	---	0.0%	2.7%	---	0.0%	7.0%	0.0%	0.0%	5.4%	2.5%	9.1%
18 to 24	39	**4**	0	2	2	2	0	3	1	0	0	3	1	4	0	0	0	0	0	0	0	1	1	0	0	1	2	1
	1.7%	**2.8%**	0.0%	3.6%	16.7%	1.6%	0.0%	13.0%	1.6%	0.0%	0.0%	6.8%	1.4%	4.4%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	1.8%	0.0%	0.0%	2.7%	2.5%	4.5%
25 to 34	395	**26**	13	15	0	26	0	9	14	3	6	12	8	17	7	2	0	0	0	8	0	0	10	0	3	7	15	4
	17.5%	**18.1%**	16.9%	26.8%	0.0%	20.2%	0.0%	39.1%	21.9%	5.3%	24.0%	27.3%	11.0%	18.7%	20.0%	12.5%	0.0%	---	0.0%	21.6%	---	0.0%	17.5%	0.0%	21.4%	18.9%	19.0%	18.2%
35 to 44	789	**62**	32	21	4	56	1	8	30	24	9	18	34	37	19	5	0	0	2	20	0	0	21	1	7	17	31	10
	35.0%	**43.1%**	41.6%	37.5%	33.3%	43.4%	100.0%	34.8%	46.9%	42.1%	36.0%	40.9%	46.6%	40.7%	54.3%	31.3%	0.0%	---	66.7%	54.1%	---	0.0%	36.8%	100.0%	50.0%	45.9%	39.2%	45.5%
45 to 54	505	**26**	20	15	1	25	0	1	9	16	5	5	16	15	7	4	0	0	1	7	0	0	11	0	2	5	16	4
	22.4%	**18.1%**	26.0%	26.8%	8.3%	19.4%	0.0%	4.3%	14.1%	28.1%	20.0%	11.4%	21.9%	16.5%	20.0%	25.0%	0.0%	---	33.3%	18.9%	---	0.0%	19.3%	0.0%	14.3%	13.5%	20.3%	18.2%
55 to 64	233	**10**	4	3	1	9	0	1	1	8	2	2	6	7	1	2	1	0	0	1	0	0	4	0	2	2	7	0
	10.3%	**6.9%**	5.2%	5.4%	8.3%	7.0%	0.0%	4.3%	1.6%	14.0%	8.0%	4.5%	8.2%	7.7%	2.9%	12.5%	50.0%	---	0.0%	2.7%	---	0.0%	7.0%	0.0%	14.3%	5.4%	8.9%	0.0%
65 to 74	146	**9**	5	0	2	7	0	1	4	4	0	3	6	8	0	1	1	0	0	0	0	0	5	0	0	3	5	1
	6.5%	**6.3%**	6.5%	0.0%	16.7%	5.4%	0.0%	4.3%	6.3%	7.0%	0.0%	6.8%	8.2%	8.8%	0.0%	6.3%	50.0%	---	0.0%	0.0%	---	0.0%	8.8%	0.0%	0.0%	8.1%	6.3%	4.5%
75 or older	29	**1**	0	0	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0
	1.3%	**0.7%**	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	1.6%	0.0%	0.0%	2.3%	0.0%	1.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.3%	0.0%
35 or older	1,702	**108**	61	39	8	98	1	11	45	52	16	29	62	68	27	12	2	0	3	28	0	0	42	1	11	27	60	15
	75.6%	**75.0%**	79.2%	69.6%	66.7%	76.0%	100.0%	47.8%	70.3%	91.2%	64.0%	65.9%	84.9%	74.7%	77.1%	75.0%	100.0%	---	100.0%	75.7%	---	0.0%	73.7%	100.0%	78.6%	73.0%	75.9%	68.2%
Significantly different from column:*									J	I	M	M	K,L															

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 73

What is your current gender identity?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	29	**6**	2	---	0	0	0	1	1	2	0	1	1	2	2	2	0	0	0	1	0	0	0	0	0	2	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,252	**144**	77	---	13	130	1	23	63	57	25	43	73	92	35	15	3	0	3	36	0	1	57	1	14	37	80	21
	98.7%	**96.0%**	97.5%	---	100.0%	100.0%	100.0%	95.8%	98.4%	96.6%	100.0%	97.7%	98.6%	97.9%	94.6%	88.2%	100.0%	---	100.0%	97.3%	---	100.0%	100.0%	---	100.0%	94.9%	96.4%	95.5%
Male	304	**13**	7	---	13	0	0	2	5	5	3	4	5	10	2	1	1	0	0	1	0	1	7	0	0	5	5	3
	13.5%	**9.0%**	9.1%	---	100.0%	0.0%	0.0%	8.7%	7.9%	8.8%	12.0%	9.3%	6.8%	10.9%	5.7%	6.7%	33.3%	---	0.0%	2.8%	---	100.0%	12.3%	0.0%	0.0%	13.5%	6.3%	14.3%
Female	1,937	**130**	70	---	0	130	0	20	58	52	22	39	67	81	33	14	2	0	3	35	0	0	50	1	14	32	74	18
	86.0%	**90.3%**	90.9%	---	0.0%	100.0%	0.0%	87.0%	92.1%	91.2%	88.0%	90.7%	91.8%	88.0%	94.3%	93.3%	66.7%	---	100.0%	97.2%	---	0.0%	87.7%	100.0%	100.0%	86.5%	92.5%	85.7%
Transgender	1	**0**	0	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Non-binary, genderqueer, or other	10	**1**	0	---	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	0.4%	**0.7%**	0.0%	---	0.0%	0.0%	100.0%	4.3%	0.0%	0.0%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%
Transgender, Non-binary, genderqueer, or other	11	**1**	0	---	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	0.5%	**0.7%**	0.0%	---	0.0%	0.0%	100.0%	4.3%	0.0%	0.0%	0.0%	0.0%	1.4%	1.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 74

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

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	46	**7**	4	2	1	2	0	1	2	1	0	0	0	3	2	2	1	0	0	1	0	0	0	0	0	3	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,235	**143**	75	56	12	128	1	23	62	58	25	44	74	91	35	15	2	0	3	36	0	1	57	1	14	36	80	21
	98.0%	**95.3%**	94.9%	96.6%	92.3%	98.5%	100.0%	95.8%	96.9%	98.3%	100.0%	100.0%	100.0%	96.8%	94.6%	88.2%	66.7%	---	100.0%	97.3%	---	100.0%	100.0%	---	100.0%	92.3%	96.4%	95.5%
8th grade or less	89	**11**	9	3	1	10	0	3	3	5	11	0	0	5	3	3	1	0	0	8	0	0	1	0	0	4	5	0
	4.0%	**7.7%**	12.0%	5.4%	8.3%	7.8%	0.0%	13.0%	4.8%	8.6%	44.0%	0.0%	0.0%	5.5%	8.6%	20.0%	50.0%	---	0.0%	22.2%	---	0.0%	1.8%	0.0%	0.0%	11.1%	6.3%	0.0%
Some high school, but did not graduate	150	**14**	6	3	2	12	0	0	5	9	14	0	0	7	6	1	0	0	1	5	0	0	4	0	1	6	5	1
	6.7%	**9.8%**	8.0%	5.4%	16.7%	9.4%	0.0%	0.0%	8.1%	15.5%	56.0%	0.0%	0.0%	7.7%	17.1%	6.7%	0.0%	---	33.3%	13.9%	---	0.0%	7.0%	0.0%	7.1%	16.7%	6.3%	4.8%
High school graduate or GED	549	**44**	21	17	4	39	0	8	19	17	0	44	0	31	10	2	0	0	0	16	0	1	14	1	4	10	29	4
	24.6%	**30.8%**	28.0%	30.4%	33.3%	30.5%	0.0%	34.8%	30.6%	29.3%	0.0%	100.0%	0.0%	34.1%	28.6%	13.3%	0.0%	---	0.0%	44.4%	---	100.0%	24.6%	100.0%	28.6%	27.8%	36.3%	19.0%
Some college or 2-year degree	912	**47**	27	27	4	42	1	11	20	16	0	0	47	33	8	5	1	0	1	5	0	0	20	0	7	11	26	9
	40.8%	**32.9%**	36.0%	48.2%	33.3%	32.8%	100.0%	47.8%	32.3%	27.6%	0.0%	0.0%	63.5%	36.3%	22.9%	33.3%	50.0%	---	33.3%	13.9%	---	0.0%	35.1%	0.0%	50.0%	30.6%	32.5%	42.9%
4-year college graduate	304	**15**	5	3	0	14	0	1	7	7	0	0	15	9	4	2	0	0	0	2	0	0	10	0	0	3	10	2
	13.6%	**10.5%**	6.7%	5.4%	0.0%	10.9%	0.0%	4.3%	11.3%	12.1%	0.0%	0.0%	20.3%	9.9%	11.4%	13.3%	0.0%	---	0.0%	5.6%	---	0.0%	17.5%	0.0%	0.0%	8.3%	12.5%	9.5%
More than 4-year college degree	231	**12**	7	3	1	11	0	0	8	4	0	0	12	6	4	2	0	0	1	0	0	0	8	0	2	2	5	5
	10.3%	**8.4%**	9.3%	5.4%	8.3%	8.6%	0.0%	0.0%	12.9%	6.9%	0.0%	0.0%	16.2%	6.6%	11.4%	13.3%	0.0%	---	33.3%	0.0%	---	0.0%	14.0%	0.0%	14.3%	5.6%	6.3%	23.8%
4-year college graduate or more	535	**27**	12	6	1	25	0	1	15	11	0	0	27	15	8	4	0	0	1	2	0	0	18	0	2	5	15	7
	23.9%	**18.9%**	16.0%	10.7%	8.3%	19.5%	0.0%	4.3%	24.2%	19.0%	0.0%	0.0%	36.5%	16.5%	22.9%	26.7%	0.0%	---	33.3%	5.6%	---	0.0%	31.6%	0.0%	14.3%	13.9%	18.8%	33.3%
Significantly different from column:*											M	M	K,L							W			T					

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 75

How are you related to the child?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	58	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	109	**11**	4	3	1	7	0	2	2	5	1	1	6	7	2	2	0	0	0	1	0	0	6	0	1	3	7	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,172	**139**	75	55	12	123	1	22	62	54	24	43	68	87	35	15	3	0	3	36	0	1	51	1	13	36	76	21
	95.2%	**92.7%**	94.9%	94.8%	92.3%	94.6%	100.0%	91.7%	96.9%	91.5%	96.0%	97.7%	91.9%	92.6%	94.6%	88.2%	100.0%	---	100.0%	97.3%	---	100.0%	89.5%	---	92.9%	92.3%	91.6%	95.5%
Mother or father	1,842	**124**	67	48	10	111	1	20	57	46	21	38	61	76	32	14	1	0	3	36	0	1	42	1	12	31	68	19
	84.8%	**89.2%**	89.3%	87.3%	83.3%	90.2%	100.0%	90.9%	91.9%	85.2%	87.5%	88.4%	89.7%	87.4%	91.4%	93.3%	33.3%	---	100.0%	100.0%	---	100.0%	82.4%	100.0%	92.3%	86.1%	89.5%	90.5%
Grandparent	167	**9**	5	4	1	8	0	2	3	4	2	2	5	7	1	1	2	0	0	0	0	0	5	0	0	4	4	1
	7.7%	**6.5%**	6.7%	7.3%	8.3%	6.5%	0.0%	9.1%	4.8%	7.4%	8.3%	4.7%	7.4%	8.0%	2.9%	6.7%	66.7%	---	0.0%	0.0%	---	0.0%	9.8%	0.0%	0.0%	11.1%	5.3%	4.8%
Aunt or uncle	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Older brother or sister	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	98	**5**	2	2	0	4	0	0	2	3	0	3	2	3	2	0	0	0	0	0	0	0	3	0	1	0	4	1
	4.5%	**3.6%**	2.7%	3.6%	0.0%	3.3%	0.0%	0.0%	3.2%	5.6%	0.0%	7.0%	2.9%	3.4%	5.7%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	5.9%	0.0%	7.7%	0.0%	5.3%	4.8%
Someone else	33	**1**	1	1	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	1	0	0	1	0	0
	1.5%	**0.7%**	1.3%	1.8%	8.3%	0.0%	0.0%	0.0%	0.0%	1.9%	4.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	2.0%	0.0%	0.0%	2.8%	0.0%	0.0%

NA - There is no "no experience" category for this question.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 76

How well does your child speak English?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	61	**6**	4	---	0	4	0	2	2	1	1	2	1	3	1	1	0	0	0	2	0	0	0	0	1	1	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,220	**144**	75	---	13	126	1	22	62	58	24	42	73	91	36	16	3	0	3	35	0	1	57	1	13	38	78	22
	97.3%	**96.0%**	94.9%	---	100.0%	96.9%	100.0%	91.7%	96.9%	98.3%	96.0%	95.5%	98.6%	96.8%	97.3%	94.1%	100.0%	---	100.0%	94.6%	---	100.0%	100.0%	---	92.9%	97.4%	94.0%	100.0%
Very well	1,659	**104**	59	---	9	93	0	9	48	46	12	28	61	71	24	8	1	0	3	21	0	0	45	1	10	26	57	17
	74.7%	**72.2%**	78.7%	---	69.2%	73.8%	0.0%	40.9%	77.4%	79.3%	50.0%	66.7%	83.6%	78.0%	66.7%	50.0%	33.3%	---	100.0%	60.0%	---	0.0%	78.9%	100.0%	76.9%	68.4%	73.1%	77.3%
Well	331	**20**	12	---	3	15	1	5	7	7	6	6	6	12	4	4	1	0	0	7	0	1	3	0	3	7	10	1
	14.9%	**13.9%**	16.0%	---	23.1%	11.9%	100.0%	22.7%	11.3%	12.1%	25.0%	14.3%	8.2%	13.2%	11.1%	25.0%	33.3%	---	0.0%	20.0%	---	100.0%	5.3%	0.0%	23.1%	18.4%	12.8%	4.5%
Not well	129	**11**	3	---	0	11	0	5	4	2	3	4	4	5	5	1	0	0	0	5	0	0	6	0	0	3	7	1
	5.8%	**7.6%**	4.0%	---	0.0%	8.7%	0.0%	22.7%	6.5%	3.4%	12.5%	9.5%	5.5%	5.5%	13.9%	6.3%	0.0%	---	0.0%	14.3%	---	0.0%	10.5%	0.0%	0.0%	7.9%	9.0%	4.5%
Not at all	101	**9**	1	---	1	7	0	3	3	3	3	4	2	3	3	3	1	0	0	2	0	0	3	0	0	2	4	3
	4.5%	**6.3%**	1.3%	---	7.7%	5.6%	0.0%	13.6%	4.8%	5.2%	12.5%	9.5%	2.7%	3.3%	8.3%	18.8%	33.3%	---	0.0%	5.7%	---	0.0%	5.3%	0.0%	0.0%	5.3%	5.1%	13.6%
Very well or Well	1,990	**124**	71	---	12	108	1	14	55	53	18	34	67	83	28	12	2	0	3	28	0	1	48	1	13	33	67	18
	89.6%	**86.1%**	94.7%	---	92.3%	85.7%	100.0%	63.6%	88.7%	91.4%	75.0%	81.0%	91.8%	91.2%	77.8%	75.0%	66.7%	---	100.0%	80.0%	---	100.0%	84.2%	100.0%	100.0%	86.8%	85.9%	81.8%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 77

What language does your child mainly speak at home?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	79	**8**	7	---	0	5	0	2	2	3	1	3	2	5	1	2	0	0	0	4	0	0	0	0	1	3	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,202	**142**	72	---	13	125	1	22	62	56	24	41	72	89	36	15	3	0	3	33	0	1	57	1	13	36	78	22
	96.5%	**94.7%**	91.1%	---	100.0%	96.2%	100.0%	91.7%	96.9%	94.9%	96.0%	93.2%	97.3%	94.7%	97.3%	88.2%	100.0%	---	100.0%	89.2%	---	100.0%	100.0%	---	92.9%	92.3%	94.0%	100.0%
English	1,937	**113**	49	---	11	99	1	19	50	42	11	28	70	75	26	11	2	0	3	11	0	1	55	1	13	26	64	19
	88.0%	**79.6%**	68.1%	---	84.6%	79.2%	100.0%	86.4%	80.6%	75.0%	45.8%	68.3%	97.2%	84.3%	72.2%	73.3%	66.7%	---	100.0%	33.3%	---	100.0%	96.5%	100.0%	100.0%	72.2%	82.1%	86.4%
Spanish	180	**24**	23	---	0	24	0	3	11	10	12	10	1	13	7	3	1	0	0	21	0	0	0	0	0	10	11	1
	8.2%	**16.9%**	31.9%	---	0.0%	19.2%	0.0%	13.6%	17.7%	17.9%	50.0%	24.4%	1.4%	14.6%	19.4%	20.0%	33.3%	---	0.0%	63.6%	---	0.0%	0.0%	0.0%	0.0%	27.8%	14.1%	4.5%
Other	68	**3**	0	---	0	2	0	0	1	2	0	2	1	1	2	0	0	0	0	0	0	0	2	0	0	0	1	2
	3.1%	**2.1%**	0.0%	---	0.0%	1.6%	0.0%	0.0%	1.6%	3.6%	0.0%	4.9%	1.4%	1.1%	5.6%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	3.5%	0.0%	0.0%	0.0%	1.3%	9.1%

NA - There is no "no experience" category for this question.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 78

Does your child need an interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	46	**5**	3	---	0	3	0	2	1	1	0	2	1	2	1	1	0	0	0	2	0	0	0	0	1	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,235	**145**	76	---	13	127	1	22	63	58	25	42	73	92	36	16	3	0	3	35	0	1	57	1	13	38	79	22
	98.0%	**96.7%**	96.2%	---	100.0%	97.7%	100.0%	91.7%	98.4%	98.3%	100.0%	95.5%	98.6%	97.9%	97.3%	94.1%	100.0%	---	100.0%	94.6%	---	100.0%	100.0%	---	92.9%	97.4%	95.2%	100.0%
Yes	105	**9**	6	---	0	9	0	1	7	1	3	3	2	2	4	3	0	0	0	8	0	0	1	0	0	4	5	0
	4.7%	**6.2%**	7.9%	---	0.0%	7.1%	0.0%	4.5%	11.1%	1.7%	12.0%	7.1%	2.7%	2.2%	11.1%	18.8%	0.0%	---	0.0%	22.9%	---	0.0%	1.8%	0.0%	0.0%	10.5%	6.3%	0.0%
No	2,130	**136**	70	---	13	118	1	21	56	57	22	39	71	90	32	13	3	0	3	27	0	1	56	1	13	34	74	22
	95.3%	**93.8%**	92.1%	---	100.0%	92.9%	100.0%	95.5%	88.9%	98.3%	88.0%	92.9%	97.3%	97.8%	88.9%	81.3%	100.0%	---	100.0%	77.1%	---	100.0%	98.2%	100.0%	100.0%	89.5%	93.7%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 79

Does your child need a sign language interpreter for us to communicate with them?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	45	**6**	4	---	0	4	0	2	2	1	0	3	1	2	2	1	0	0	0	3	0	0	0	0	1	1	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,236	**144**	75	---	13	126	1	22	62	58	25	41	73	92	35	16	3	0	3	34	0	1	57	1	13	38	78	22
	98.0%	**96.0%**	94.9%	---	100.0%	96.9%	100.0%	91.7%	96.9%	98.3%	100.0%	93.2%	98.6%	97.9%	94.6%	94.1%	100.0%	---	100.0%	91.9%	---	100.0%	100.0%	---	92.9%	97.4%	94.0%	100.0%
Yes	43	**3**	1	---	1	2	0	0	1	2	1	2	0	2	0	1	0	0	0	2	0	0	0	0	0	2	1	0
	1.9%	**2.1%**	1.3%	---	7.7%	1.6%	0.0%	0.0%	1.6%	3.4%	4.0%	4.9%	0.0%	2.2%	0.0%	6.3%	0.0%	---	0.0%	5.9%	---	0.0%	0.0%	0.0%	0.0%	5.3%	1.3%	0.0%
No	2,193	**141**	74	---	12	124	1	22	61	56	24	39	73	90	35	15	3	0	3	32	0	1	57	1	13	36	77	22
	98.1%	**97.9%**	98.7%	---	92.3%	98.4%	100.0%	100.0%	98.4%	96.6%	96.0%	95.1%	100.0%	97.8%	100.0%	93.8%	100.0%	---	100.0%	94.1%	---	100.0%	100.0%	100.0%	100.0%	94.7%	98.7%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 80

Does your child need written materials in an alternate format (Braille, large print, audio recordings, etc.)?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	249	**22**	8	---	0	20	0	5	9	7	6	6	8	13	6	3	0	0	0	11	0	0	5	0	2	7	13	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,032	**128**	71	---	13	110	1	19	55	52	19	38	66	81	31	14	3	0	3	26	0	1	52	1	12	32	70	20
	89.1%	**85.3%**	89.9%	---	100.0%	84.6%	100.0%	79.2%	85.9%	88.1%	76.0%	86.4%	89.2%	86.2%	83.8%	82.4%	100.0%	---	100.0%	70.3%	---	100.0%	91.2%	---	85.7%	82.1%	84.3%	90.9%
Yes	78	**7**	4	---	1	6	0	2	3	2	1	4	2	4	1	2	1	0	0	2	0	0	2	0	0	2	5	0
	3.8%	**5.5%**	5.6%	---	7.7%	5.5%	0.0%	10.5%	5.5%	3.8%	5.3%	10.5%	3.0%	4.9%	3.2%	14.3%	33.3%	---	0.0%	7.7%	---	0.0%	3.8%	0.0%	0.0%	6.3%	7.1%	0.0%
No	1,954	**121**	67	---	12	104	1	17	52	50	18	34	64	77	30	12	2	0	3	24	0	1	50	1	12	30	65	20
	96.2%	**94.5%**	94.4%	---	92.3%	94.5%	100.0%	89.5%	94.5%	96.2%	94.7%	89.5%	97.0%	95.1%	96.8%	85.7%	66.7%	---	100.0%	92.3%	---	100.0%	96.2%	100.0%	100.0%	93.8%	92.9%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 81

Is your child deaf or does your child have serious difficulty hearing?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	104	**15**	2	---	0	12	0	3	7	4	4	6	3	8	3	3	0	0	0	11	0	0	1	0	1	6	8	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,177	**135**	77	---	13	118	1	21	57	55	21	38	71	86	34	14	3	0	3	26	0	1	56	1	13	33	75	21
	95.4%	**90.0%**	97.5%	---	100.0%	90.8%	100.0%	87.5%	89.1%	93.2%	84.0%	86.4%	95.9%	91.5%	91.9%	82.4%	100.0%	---	100.0%	70.3%	---	100.0%	98.2%	---	92.9%	84.6%	90.4%	95.5%
Yes	73	**3**	2	---	0	3	0	0	1	2	0	2	1	3	0	0	0	0	0	0	0	0	1	0	1	1	2	0
	3.4%	**2.2%**	2.6%	---	0.0%	2.5%	0.0%	0.0%	1.8%	3.6%	0.0%	5.3%	1.4%	3.5%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	7.7%	3.0%	2.7%	0.0%
No	2,104	**132**	75	---	13	115	1	21	56	53	21	36	70	83	34	14	3	0	3	26	0	1	55	1	12	32	73	21
	96.6%	**97.8%**	97.4%	---	100.0%	97.5%	100.0%	100.0%	98.2%	96.4%	100.0%	94.7%	98.6%	96.5%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	100.0%	92.3%	97.0%	97.3%	100.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 82

Is your child blind or does your child have serious difficulty seeing, even when wearing glasses?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	52	**6**	2	---	0	3	0	2	1	2	0	2	2	3	1	2	0	0	0	2	0	0	1	0	1	2	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,229	**144**	77	---	13	127	1	22	63	57	25	42	72	91	36	15	3	0	3	35	0	1	56	1	13	37	79	22
	97.7%	**96.0%**	97.5%	---	100.0%	97.7%	100.0%	91.7%	98.4%	96.6%	100.0%	95.5%	97.3%	96.8%	97.3%	88.2%	100.0%	---	100.0%	94.6%	---	100.0%	98.2%	---	92.9%	94.9%	95.2%	100.0%
Yes	82	**2**	3	---	0	2	0	0	1	1	0	2	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	1
	3.7%	**1.4%**	3.9%	---	0.0%	1.6%	0.0%	0.0%	1.6%	1.8%	0.0%	4.8%	0.0%	2.2%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	1.8%	0.0%	0.0%	0.0%	1.3%	4.5%
No	2,147	**142**	74	---	13	125	1	22	62	56	25	40	72	89	36	15	3	0	3	35	0	1	55	1	13	37	78	21
	96.3%	**98.6%**	96.1%	---	100.0%	98.4%	100.0%	100.0%	98.4%	98.2%	100.0%	95.2%	100.0%	97.8%	100.0%	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	98.2%	100.0%	100.0%	100.0%	98.7%	95.5%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 83

Does a physical, mental, or emotional condition limit your child's activities in any way?

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	79	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	62	**8**	3	---	0	6	0	2	3	2	2	2	2	5	1	2	0	0	0	3	0	0	0	0	1	2	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,219	**142**	76	---	13	124	1	22	61	57	23	42	72	89	36	15	3	0	3	34	0	1	57	1	13	37	78	22
	97.3%	**94.7%**	96.2%	---	100.0%	95.4%	100.0%	91.7%	95.3%	96.6%	92.0%	95.5%	97.3%	94.7%	97.3%	88.2%	100.0%	---	100.0%	91.9%	---	100.0%	100.0%	---	92.9%	94.9%	94.0%	100.0%
Yes	961	**61**	23	---	5	53	0	8	29	23	8	18	32	28	20	12	1	0	2	12	0	0	27	0	7	17	32	12
	43.3%	**43.0%**	30.3%	---	38.5%	42.7%	0.0%	36.4%	47.5%	40.4%	34.8%	42.9%	44.4%	31.5%	55.6%	80.0%	33.3%	---	66.7%	35.3%	---	0.0%	47.4%	0.0%	53.8%	45.9%	41.0%	54.5%
No	1,258	**81**	53	---	8	71	1	14	32	34	15	24	40	61	16	3	2	0	1	22	0	1	30	1	6	20	46	10
	56.7%	**57.0%**	69.7%	---	61.5%	57.3%	100.0%	63.6%	52.5%	59.6%	65.2%	57.1%	55.6%	68.5%	44.4%	20.0%	66.7%	---	33.3%	64.7%	---	100.0%	52.6%	100.0%	46.2%	54.1%	59.0%	45.5%
Significantly different from column:*														O,P	N	N												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 84

Does your child have serious difficulty walking or climbing stairs?

Base: All respondents with children 5 or older

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,038	**131**	70	---	10	117	0	8	64	59	23	39	65	81	31	17	1	0	3	34	0	0	50	1	12	36	70	19
Number missing or multiple answer	78	**6**	5	---	0	5	0	2	3	1	1	1	3	2	1	3	0	0	0	2	0	0	1	0	1	1	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,960	**125**	65	---	10	112	0	6	61	58	22	38	62	79	30	14	1	0	3	32	0	0	49	1	11	35	66	18
	96.2%	**95.4%**	92.9%	---	100.0%	95.7%	---	75.0%	95.3%	98.3%	95.7%	97.4%	95.4%	97.5%	96.8%	82.4%	100.0%	---	100.0%	94.1%	---	---	98.0%	---	91.7%	97.2%	94.3%	94.7%
Yes	109	**5**	2	---	0	5	0	0	4	1	0	3	1	1	2	1	0	0	0	2	0	0	3	0	0	1	2	2
	5.6%	**4.0%**	3.1%	---	0.0%	4.5%	---	0.0%	6.6%	1.7%	0.0%	7.9%	1.6%	1.3%	6.7%	7.1%	0.0%	---	0.0%	6.3%	---	---	6.1%	0.0%	0.0%	2.9%	3.0%	11.1%
No	1,851	**120**	63	---	10	107	0	6	57	57	22	35	61	78	28	13	1	0	3	30	0	0	46	1	11	34	64	16
	94.4%	**96.0%**	96.9%	---	100.0%	95.5%	---	100.0%	93.4%	98.3%	100.0%	92.1%	98.4%	98.7%	93.3%	92.9%	100.0%	---	100.0%	93.8%	---	---	93.9%	100.0%	100.0%	97.1%	97.0%	88.9%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 85

Does your child have difficulty dressing or bathing?

Base: All respondents with children 5 or older

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,038	**131**	70	---	10	117	0	8	64	59	23	39	65	81	31	17	1	0	3	34	0	0	50	1	12	36	70	19
Number missing or multiple answer	80	**4**	6	---	0	3	0	2	1	1	0	1	2	2	1	1	0	0	0	1	0	0	0	0	1	0	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,958	**127**	64	---	10	114	0	6	63	58	23	38	63	79	30	16	1	0	3	33	0	0	50	1	11	36	66	19
	96.1%	**96.9%**	91.4%	---	100.0%	97.4%	---	75.0%	98.4%	98.3%	100.0%	97.4%	96.9%	97.5%	96.8%	94.1%	100.0%	---	100.0%	97.1%	---	---	100.0%	---	91.7%	100.0%	94.3%	100.0%
Yes	270	**15**	8	---	0	13	0	1	11	3	2	5	7	3	6	5	0	0	0	3	0	0	7	0	1	2	7	6
	13.8%	**11.8%**	12.5%	---	0.0%	11.4%	---	16.7%	17.5%	5.2%	8.7%	13.2%	11.1%	3.8%	20.0%	31.3%	0.0%	---	0.0%	9.1%	---	---	14.0%	0.0%	9.1%	5.6%	10.6%	31.6%
No	1,688	**112**	56	---	10	101	0	5	52	55	21	33	56	76	24	11	1	0	3	30	0	0	43	1	10	34	59	13
	86.2%	**88.2%**	87.5%	---	100.0%	88.6%	---	83.3%	82.5%	94.8%	91.3%	86.8%	88.9%	96.2%	80.0%	68.8%	100.0%	---	100.0%	90.9%	---	---	86.0%	100.0%	90.9%	94.4%	89.4%	68.4%
Significantly different from column:*									J	I																		

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 86

Because of a physical, mental, or emotional condition, does your child have serious difficulty concentrating, remembering or making decisions?

Base: All respondents with children 5 or older

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,038	**131**	70	---	10	117	0	8	64	59	23	39	65	81	31	17	1	0	3	34	0	0	50	1	12	36	70	19
Number missing or multiple answer	86	**4**	6	---	0	3	0	2	1	1	0	1	2	2	1	1	0	0	0	1	0	0	0	0	1	0	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,952	**127**	64	---	10	114	0	6	63	58	23	38	63	79	30	16	1	0	3	33	0	0	50	1	11	36	66	19
	95.8%	**96.9%**	91.4%	---	100.0%	97.4%	---	75.0%	98.4%	98.3%	100.0%	97.4%	96.9%	97.5%	96.8%	94.1%	100.0%	---	100.0%	97.1%	---	---	100.0%	---	91.7%	100.0%	94.3%	100.0%
Yes	1,086	**73**	30	---	5	65	0	3	39	31	12	22	37	41	18	13	0	0	3	18	0	0	29	1	8	22	34	14
	55.6%	**57.5%**	46.9%	---	50.0%	57.0%	---	50.0%	61.9%	53.4%	52.2%	57.9%	58.7%	51.9%	60.0%	81.3%	0.0%	---	100.0%	54.5%	---	---	58.0%	100.0%	72.7%	61.1%	51.5%	73.7%
No	866	**54**	34	---	5	49	0	3	24	27	11	16	26	38	12	3	1	0	0	15	0	0	21	0	3	14	32	5
	44.4%	**42.5%**	53.1%	---	50.0%	43.0%	---	50.0%	38.1%	46.6%	47.8%	42.1%	41.3%	48.1%	40.0%	18.8%	100.0%	---	0.0%	45.5%	---	---	42.0%	0.0%	27.3%	38.9%	48.5%	26.3%
Significantly different from column:*														P		N												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 87

Because of a physical, mental, or emotional condition, does your child have serious difficulty doing errands alone such as visiting a doctor's office or shopping?

Base: All respondents with children 15 or older

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	638	**42**	27	---	3	38	0	0	0	42	9	15	17	27	10	5	0	0	1	12	0	0	16	0	3	7	30	4
Number missing or multiple answer	57	**5**	3	---	0	5	0	0	0	5	0	1	4	3	1	1	0	0	0	1	0	0	2	0	0	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	581	**37**	24	---	3	33	0	0	0	37	9	14	13	24	9	4	0	0	1	11	0	0	14	0	3	6	26	4
	91.1%	**88.1%**	88.9%	---	100.0%	86.8%	---	---	---	88.1%	100.0%	93.3%	76.5%	88.9%	90.0%	80.0%	---	---	100.0%	91.7%	---	---	87.5%	---	100.0%	85.7%	86.7%	100.0%
Yes	207	**11**	6	---	2	8	0	0	0	11	2	6	3	7	3	1	0	0	0	3	0	0	6	0	1	3	7	1
	35.6%	**29.7%**	25.0%	---	66.7%	24.2%	---	---	---	29.7%	22.2%	42.9%	23.1%	29.2%	33.3%	25.0%	---	---	0.0%	27.3%	---	---	42.9%	---	33.3%	50.0%	26.9%	25.0%
No	374	**26**	18	---	1	25	0	0	0	26	7	8	10	17	6	3	0	0	1	8	0	0	8	0	2	3	19	3
	64.4%	**70.3%**	75.0%	---	33.3%	75.8%	---	---	---	70.3%	77.8%	57.1%	76.9%	70.8%	66.7%	75.0%	---	---	100.0%	72.7%	---	---	57.1%	---	66.7%	50.0%	73.1%	75.0%
Significantly different from column:*																												

NA - There is no "no experience" category for this question.

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 89

Which of the following describes your child's racial or ethnic identity? Please check ALL that apply.

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	---	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	435	**34**	---	---	3	25	1	3	15	14	4	8	17	20	6	8	0	0	0	0	0	0	0	0	0	10	19	5
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,846	**116**	---	---	10	105	0	21	49	45	21	36	57	74	31	9	3	0	3	37	0	1	57	1	14	29	64	17
	80.9%	**77.3%**	---	---	76.9%	80.8%	0.0%	87.5%	76.6%	76.3%	84.0%	81.8%	77.0%	78.7%	83.8%	52.9%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	74.4%	77.1%	77.3%
American Indian or Alaska Native	242	**12**	---	---	2	10	0	3	4	4	1	3	7	8	0	3	3	0	0	1	0	0	6	0	2	5	5	2
	13.1%	**10.3%**	---	---	20.0%	9.5%	---	14.3%	8.2%	8.9%	4.8%	8.3%	12.3%	10.8%	0.0%	33.3%	100.0%	---	0.0%	2.7%	---	0.0%	10.5%	0.0%	14.3%	17.2%	7.8%	11.8%
Asian	152	**3**	---	---	0	3	0	1	2	0	0	1	2	3	0	0	0	0	0	0	0	0	2	0	1	1	2	0
	8.2%	**2.6%**	---	---	0.0%	2.9%	---	4.8%	4.1%	0.0%	0.0%	2.8%	3.5%	4.1%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	3.5%	0.0%	7.1%	3.4%	3.1%	0.0%
Black or African American	160	**5**	---	---	0	5	0	1	1	3	1	1	3	4	1	0	0	0	3	0	0	0	1	0	1	1	3	1
	8.7%	**4.3%**	---	---	0.0%	4.8%	---	4.8%	2.0%	6.7%	4.8%	2.8%	5.3%	5.4%	3.2%	0.0%	0.0%	---	100.0%	0.0%	---	0.0%	1.8%	0.0%	7.1%	3.4%	4.7%	5.9%
Hispanic or Latino/a	492	**50**	---	---	1	48	0	7	24	19	14	19	16	29	14	5	1	0	0	37	0	0	4	0	8	15	27	5
	26.7%	**43.1%**	---	---	10.0%	45.7%	---	33.3%	49.0%	42.2%	66.7%	52.8%	28.1%	39.2%	45.2%	55.6%	33.3%	---	0.0%	100.0%	---	0.0%	7.0%	0.0%	57.1%	51.7%	42.2%	29.4%
Middle Eastern/Northern African	20	**1**	---	---	0	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0
	1.1%	**0.9%**	---	---	0.0%	1.0%	---	0.0%	0.0%	2.2%	0.0%	2.8%	0.0%	1.4%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	7.1%	0.0%	1.6%	0.0%
Native Hawaiian or Pacific Islander	34	**3**	---	---	1	2	0	2	0	1	0	3	0	2	1	0	0	0	0	0	0	1	1	0	1	0	3	0
	1.8%	**2.6%**	---	---	10.0%	1.9%	---	9.5%	0.0%	2.2%	0.0%	8.3%	0.0%	2.7%	3.2%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	1.8%	0.0%	7.1%	0.0%	4.7%	0.0%
White	1,288	**73**	---	---	8	65	0	15	30	27	8	17	47	47	20	6	1	0	1	1	0	0	57	0	13	16	39	14
	69.8%	**62.9%**	---	---	80.0%	61.9%	---	71.4%	61.2%	60.0%	38.1%	47.2%	82.5%	63.5%	64.5%	66.7%	33.3%	---	33.3%	2.7%	---	0.0%	100.0%	0.0%	92.9%	55.2%	60.9%	82.4%
Other	129	**9**	---	---	1	8	0	1	2	6	3	5	1	5	4	0	0	0	1	2	0	0	1	1	4	2	5	1
	7.0%	**7.8%**	---	---	10.0%	7.6%	---	4.8%	4.1%	13.3%	14.3%	13.9%	1.8%	6.8%	12.9%	0.0%	0.0%	---	33.3%	5.4%	---	0.0%	1.8%	100.0%	28.6%	6.9%	7.8%	5.9%

NA - There is no "no experience" category for this question.

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Yamhill Community Care

72170

CAHPS® 5.1H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2020 (Fielded January - April 2021) --- CCC Population

Question 90

If you selected more than one racial or ethnic identity above, please CIRCLE the ONE that best represents your child's racial or ethnic identity. If your child have more than one primary racial or ethnic identity, please check here.

Base: All respondents

	2021 State OHP	**2021**	2020	2019	Respondent's Gender Identity (Q73)			Child's Age (Q69)			Respondent's Education (Q74)			Child's Health Status (Q53)			Primary Race (Q90RC)									Child's Doctor Visits in Last 6 Months (Q7)		
					Male	Female	Non-binary, genderqueer, or other	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	American Indian or Alaska Native	Asian	Black or African American	Hispanic or Latino/a	Middle Eastern/Northern African	Native Hawaiian or Pacific Islander	White	Other	Multiracial	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Number in sample	2,281	**150**	---	---	13	130	1	24	64	59	25	44	74	94	37	17	3	0	3	37	0	1	57	1	14	39	83	22
Number missing or multiple answer	0	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	435	**34**	---	---	3	25	1	3	15	14	4	8	17	20	6	8	0	0	0	0	0	0	0	0	0	10	19	5
Usable responses	1,846	**116**	---	---	10	105	0	21	49	45	21	36	57	74	31	9	3	0	3	37	0	1	57	1	14	29	64	17
	80.9%	**77.3%**	---	---	76.9%	80.8%	0.0%	87.5%	76.6%	76.3%	84.0%	81.8%	77.0%	78.7%	83.8%	52.9%	100.0%	---	100.0%	100.0%	---	100.0%	100.0%	---	100.0%	74.4%	77.1%	77.3%
American Indian or Alaska Native	98	**3**	---	---	1	2	0	2	0	0	1	0	1	3	0	0	3	0	0	0	0	0	0	0	0	2	1	0
	5.3%	**2.6%**	---	---	10.0%	1.9%	---	9.5%	0.0%	0.0%	4.8%	0.0%	1.8%	4.1%	0.0%	0.0%	100.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	6.9%	1.6%	0.0%
Asian	79	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.3%	**0.0%**	---	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Black or African American	94	**3**	---	---	0	3	0	0	1	2	1	0	2	2	1	0	0	0	3	0	0	0	0	0	0	0	2	1
	5.1%	**2.6%**	---	---	0.0%	2.9%	---	0.0%	2.0%	4.4%	4.8%	0.0%	3.5%	2.7%	3.2%	0.0%	0.0%	---	100.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	5.9%
Hispanic or Latino/a	303	**37**	---	---	1	35	0	3	18	16	13	16	7	21	11	3	0	0	0	37	0	0	0	0	0	12	21	1
	16.4%	**31.9%**	---	---	10.0%	33.3%	---	14.3%	36.7%	35.6%	61.9%	44.4%	12.3%	28.4%	35.5%	33.3%	0.0%	---	0.0%	100.0%	---	0.0%	0.0%	0.0%	0.0%	41.4%	32.8%	5.9%
Middle Eastern/Northern African	6	**0**	---	---	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	**0.0%**	---	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Native Hawaiian or Pacific Islander	12	**1**	---	---	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0
	0.7%	**0.9%**	---	---	10.0%	0.0%	---	4.8%	0.0%	0.0%	0.0%	2.8%	0.0%	1.4%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	100.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%
White	960	**57**	---	---	7	50	0	11	25	21	5	14	38	37	15	5	0	0	0	0	0	0	57	0	0	13	31	11
	52.0%	**49.1%**	---	---	70.0%	47.6%	---	52.4%	51.0%	46.7%	23.8%	38.9%	66.7%	50.0%	48.4%	55.6%	0.0%	---	0.0%	0.0%	---	0.0%	100.0%	0.0%	0.0%	44.8%	48.4%	64.7%
Other	38	**1**	---	---	0	1	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
	2.1%	**0.9%**	---	---	0.0%	1.0%	---	0.0%	2.0%	0.0%	0.0%	2.8%	0.0%	1.4%	0.0%	0.0%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	5.9%
Multiracial	256	**14**	---	---	0	14	0	4	4	6	1	4	9	9	4	1	0	0	0	0	0	0	0	0	14	2	8	3
	13.9%	**12.1%**	---	---	0.0%	13.3%	---	19.0%	8.2%	13.3%	4.8%	11.1%	15.8%	12.2%	12.9%	11.1%	0.0%	---	0.0%	0.0%	---	0.0%	0.0%	0.0%	100.0%	6.9%	12.5%	17.6%
Significantly different from column:*																												

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.