



Oregon Health Plan

CAHPS® 5.0 Adult Medicaid Survey

Aggregate Report

June 2018



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Results from the CAHPS® 5.0 Survey for adults enrolled in the Oregon Health Plan (OHP) provide a comprehensive tool for assessing consumers' experiences with their health plan. DataStat, Inc. conducted the survey on behalf of the Oregon Health Authority (OHA). The instrument selected for the survey was the CAHPS® 5.0H Adult Medicaid Survey. This survey instrument consists of fifty-three questions addressing areas such as getting care quickly, how well doctors communicate, customer service, and global ratings of health care. A set of questions collecting demographic data completes the core survey. For this project, fourteen supplemental items were added to investigate access to medical equipment and special therapy, respect shown by doctors, and member experience of dental care.

This report is designed to allow OHA to identify key opportunities for improving members' experiences with their care. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always." Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experiences: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist OHA in identifying strengths and weaknesses in their quality of care and services.
2. Provide OHA with a way to assess where resources can best be allocated to improve weaknesses.
3. Show OHA the effects of their improvement efforts over time.

In the *Graphs* section of the report, rating question achievement scores, composite scores and the achievement scores for their component questionnaire items, single item achievement scores, and supplemental item achievement scores are displayed in the form of bar charts to facilitate comparison. Presented in this section are the 2018 and 2017 OHP overall scores, followed by the 2018 individual Coordinated Care Organization (CCO)/OHP Open Card scores.

Correlations with overall OHP and CCO/Open Card satisfaction are computed for each composite score and achievement score. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite items correlate to all general rating questions, and where improvements could help increase not only overall satisfaction with the plan, but member satisfaction with doctors, specialists and care.

Statistical significance tests were run between two sets of scores and are presented throughout this report. In the *Executive Summary*, *Trend Analysis*, and *Responses by Question* sections of the report,

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significance testing is between the overall OHP 2018 and the OHP 2017 scores. In the *Graphs* section, the comparison is between the CCO/Open Card and OHP overall scores for 2018.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS® 5.0H) is the most comprehensive tool available for assessing consumers' experiences with the care provided by their health plans. The CAHPS® survey provides consumers, purchasers, and health plans with information about a broad range of key consumer issues.

This report summarizes the findings of an adult Medicaid survey conducted for the OHP. Attempts were made to survey 20,700 member households by mail and telephone during the period from January 16, 2018 through April 9, 2018, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 30.9%.

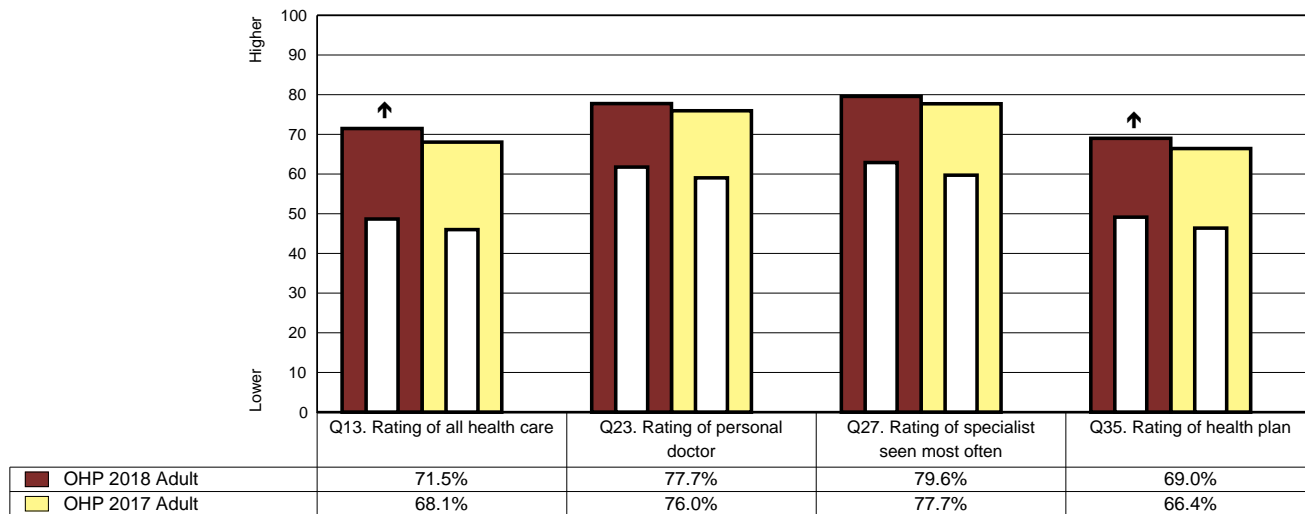
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. Alternate achievement scores are presented as hollow bars, showing only the response options "9" and "10" as achievements.

The OHP 2018 ratings are presented and compared, with significance testing, to the OHP ratings from 2017. When there is a statistically significant difference between the ratings, an arrow is placed above the current year bar. If there are no arrows, there are no statistically significant differences between the ratings.

Overall Rating Questions



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

↑↓ Statistically significantly higher/lower than OHP 2017 Adult

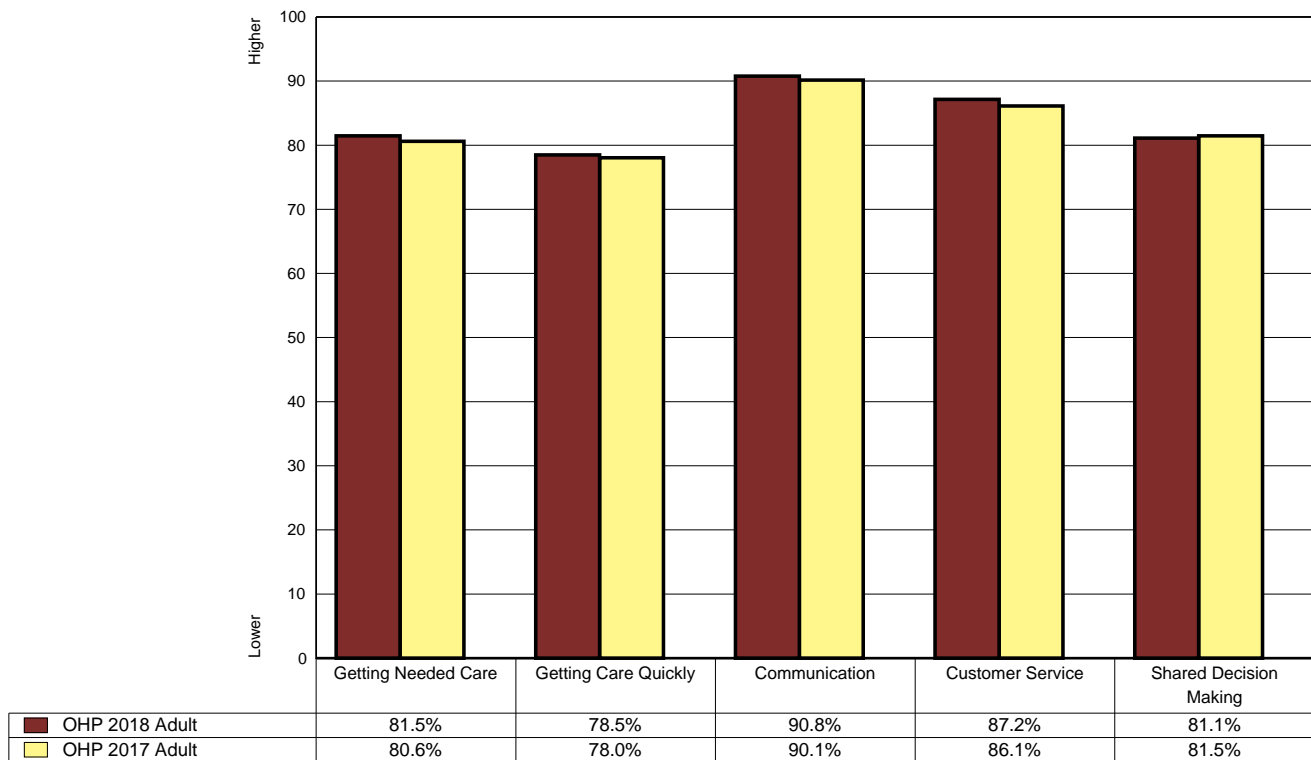
SUMMARY OF COMPOSITES

For each of the five domains of member experience (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making), a composite score is calculated. The composite scores are intended to give a summary assessment of how the services provided by the OHP met or did not meet the needs of the adults enrolled in the plan.

In this table, proportions of positive responses are reported as achievement scores (see the *Methodology* section for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "Yes" are considered achievements for the Shared Decision Making composite.

The OHP 2018 composite scores are presented and compared, with significance testing, to the OHP scores from 2017. When there is a statistically significant difference between the scores, an arrow is placed above the current year bar. If there are no arrows, there are no statistically significant differences between the scores.

Composites



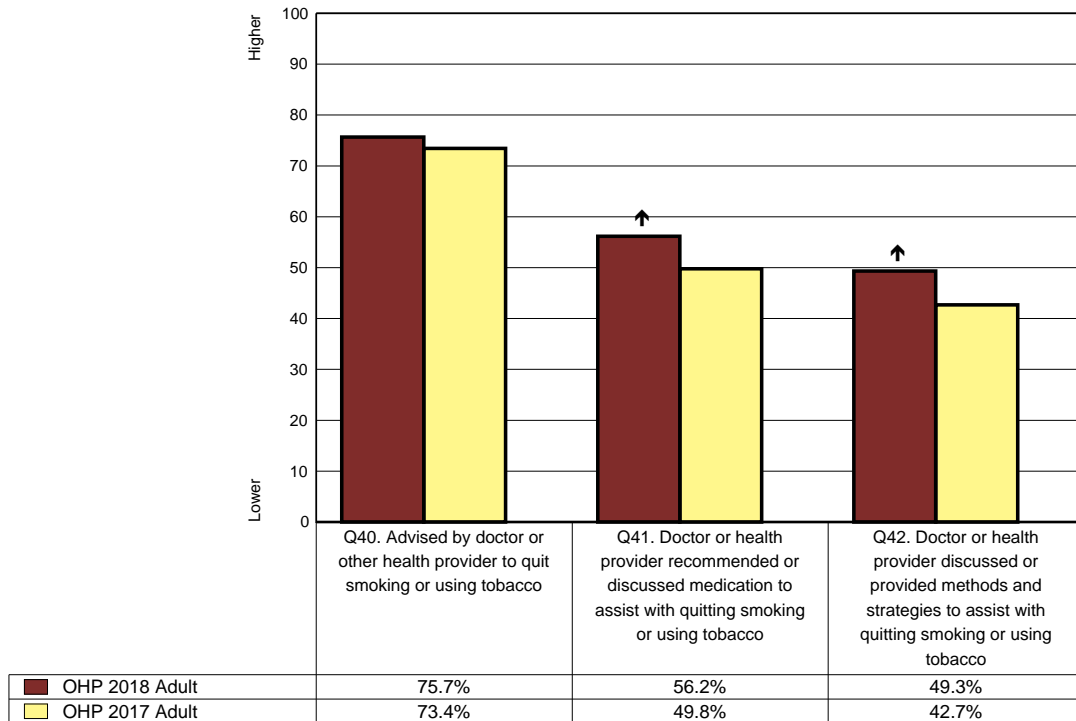
↕ Statistically significantly higher/lower than OHP 2017 Adult

SUMMARY OF EFFECTIVENESS OF CARE MEASURES

The Medical Assistance with Smoking Cessation measure represents the proportion of adult members who were continuously enrolled during the measurement year, and whose provider advised them to quit smoking or using tobacco (Q40); recommended or discussed medication to assist with quitting smoking or using tobacco (Q41); or recommended or discussed methods and strategies other than medication to assist with quitting smoking or using tobacco (Q42). For these questions, responses of "Sometimes", "Usually", or "Always" are considered achievements. This measure is only reported for those respondents that answered "Every day" or "Some days" to Q39 "Do you now smoke cigarettes or use tobacco every day, some days, or not at all?".

The OHP 2018 scores are presented and compared, with significance testing, to the OHP scores from 2017. When there is a statistically significant difference between the scores, an arrow is placed above the current year bar. If there are no arrows, there are no statistically significant differences between the scores.

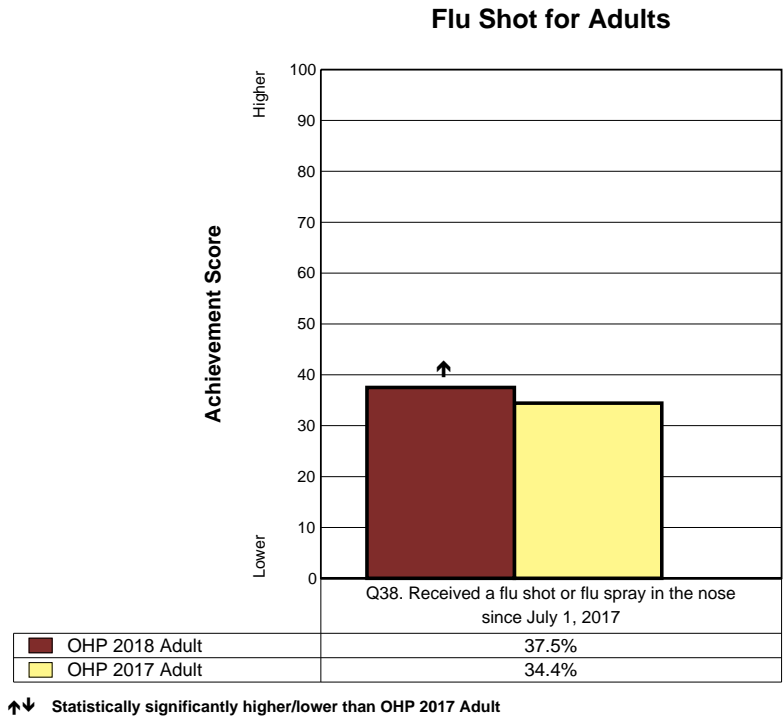
Medical Assistance with Smoking Cessation



↑↓ Statistically significantly higher/lower than OHP 2017 Adult

The Flu Shot for Adults Ages 18-64 measure is based on a single question (Q38) about getting a flu shot. The score represents the proportion of members age 18-64 who were continuously enrolled during the measurement year, and who received an influenza vaccination between July of the measurement year and the date the survey was completed.

The OHP 2018 scores are presented and compared, with significance testing, to the OHP scores from 2017. When there is a statistically significant difference between the scores, an arrow is placed above the current year bar. If there are no arrows, there are no statistically significant differences between the scores.



Methodology

The survey drew as potential respondents adult members (aged 18 and over) who were covered by OHP.

The survey was administered over a 13-week period using a mixed-mode (mail and telephone) protocol. The five-wave mail protocol consisted of a prenotification letter, an initial survey mailing, and a reminder postcard to all selected members. A second survey mailing and second reminder postcard were mailed to the members who did not respond to the first mailing. Finally, a telephone follow-up survey was administered to non-respondents with a valid telephone number. Respondents were surveyed in English or Spanish.

Survey Milestones

1	Prenotification letter mailing:	January 9, 2018
2	1st mailing of survey packets:	January 16, 2018
3	1st mailing of reminder postcards:	January 23, 2018
4	2nd mailing of survey packets:	February 13, 2018
5	2nd mailing of reminder postcards:	February 20, 2018
6	Phone field:	March 12, 2018
7	Mail and phone field terminated:	April 9, 2018

Sampling Frame

A random sample of 20,700 cases was drawn of adults enrolled in the OHP. The sampling goals included 1,000 cases from each of the 16 CCOs, 2,000 cases from OHP Open Card, and an additional oversample of 2,700 members identified as African American, Asian, or Native American. For the oversample, 800 cases from each of these racial groups were selected proportionately based on the member size of the CCO across all CCOs, and 100 cases from each racial group in OHP Open Card.

To be eligible, members had to be 18 or older and had to be continuously enrolled for at least 6 months as of November 30, 2017, with no more than one enrollment gap of up to 45 days.

Selection of Cases for Analysis

The CAHPS®/NCQA protocol was used to define complete surveys. Surveys were considered complete if the survey response did not indicate the member was ineligible and if a valid response was provided to at least three out of five questions designated as required for completeness. The questions required for completeness are listed below, with their locations in the questionnaire, as well as the topics addressed by each question.

- Q03. Did you have an injury, illness, or condition that needed care right away?
- Q15. Do you have a personal doctor?
- Q24. Did you make an appointment to see a specialist?
- Q28. Did you look for information in written materials or on the Internet about how your health plan works?
- Q35. What number would you use to rate your health plan?

Complete interviews were obtained from 6,161 adults enrolled in the OHP. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 30.9%.

Questionnaire

The survey instrument selected for the project was the CAHPS® 5.0H Adult Medicaid Survey. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS® 5.0 Adult Survey for use in assessing the performance of health plans. The questionnaire consisted of fifty-three

core questions and fourteen supplemental questions. The majority of items addressed domains of members' experiences such as getting care quickly, communicating with doctors, making decisions about health care, overall satisfaction with health care, and overall satisfaction with health plan. The supplemental items investigated access to medical equipment and special therapy, respect shown by doctors, and member experience of dental care.

Definition of Achievement Scores

Members' responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8," "9," or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the OHP to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

For some survey items, small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are also presented using only the response option "Always" (instead of both "Usually" and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options "9" and "10" as achievements. The alternate scores are displayed in the *Graphs* section and the *Executive Summary* section of the report where applicable.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. The following is a list of the questions that comprise each composite:

Getting Needed Care

- Q14. Usually or always got care, tests or treatment you thought you needed
- Q25. Usually or always got an appointment to see a specialist as soon as you needed

Getting Care Quickly

- Q4. Usually or always got urgent care as soon as you needed
- Q6. Usually or always got an appointment for routine care as soon as you needed

How Well Doctors Communicate

- Q17. Personal doctor usually or always explained things in way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q20. Personal doctor usually or always spent enough time with you

Customer Service

- Q31. Health plan's customer service usually or always gave needed information or help
- Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

Shared Decision Making

- Q10. Doctor talked about reasons you might want to take a medicine
- Q11. Doctor talked about reasons you might not want to take a medicine
- Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for you

Comparisons: Current Year and Trending

Two types of comparisons are presented in this report. The OHP overall score includes the survey results from all CCOs and OHP Open Card, all of which participated in the 2017 survey. For each performance measure, the 2018 OHP overall score is compared to the 2017 OHP score to show overall trends across time. Alternately, results from the individual CCOs/Open Card are compared to the 2018 OHP overall score to indicate differences across the CCOs and Open Card.

The overall 2018 data and 2017 trend data are presented in the *Executive Summary*, *Trend Analysis*, and *Responses by Question* sections of the report. For these sections, statistical testing is between the 2018 and 2017 OHP overall scores. Comparisons between CCOs/Open Card and the overall OHP score are the focus of the *Graphs* section. In this section, statistical testing is conducted between 2018 CCO/Open Card and OHP overall scores.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS® survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other increases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of member experience and overall satisfaction with the OHP, correlations are computed between responses to specific performance-related items and Q35, which is the rating question in the survey instrument measuring overall satisfaction with the OHP. In the context of this report, coefficients greater than or equal to 0.4 are considered more highly correlated with satisfaction (medium to high); coefficients less than 0.4 represent lower correlations with satisfaction (medium to low).

Sample Disposition

Adult Population

	Oregon Health Plan Overall 2018
First mailing - sent	20700
*First mailing - usable survey returned	3644
Second mailing - sent	16838
*Second mailing - usable survey returned	1278
*Phone - usable surveys	1239
Total - usable surveys	6161
†Ineligible: According to population criteria‡	353
†Ineligible: Language barrier	163
†Ineligible: Deceased	42
†Ineligible: Mentally or physically unable to complete survey	175
Bad address and bad phone number	589
Refusal	705
Incomplete survey - mail or phone	289
Nonresponse - Unavailable by mail or phone	12223
Response Rate	30.86%

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$

Respondent Profile

In the *Respondent Profile*, additional analyses of the results are presented by member demographics, taken from questionnaire responses. This section includes the achievement scores for the rating questions, composites, and the questions that comprise the composites.

Scores are broken out by gender, age range, race, and education level. The age ranges are eighteen to forty-four years old and forty-five years or older. The race categories presented are White, Black or African American, Asian, American Indian or Alaska Native, or some other race. The "Low Ed." education category includes responses to Q49 of "8th grade or less," "Some high school, but did not graduate," and "High school graduate or GED." The "High Ed." category includes responses of "Some college or 2-year degree," "4-year college graduate," and "More than a 4-year college degree."

In order to present the most complete demographic data, missing responses for age, gender, and race have been padded with data from the sample frame when available.

Adult Respondent Profile Scores by Demographics

Ratings	OHP	Male	Female	Age 18-44	Age 45+	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Rating of all health care	71.5%	71.3%	71.3%	66.4%	73.6%	71.3%	70.4%	77.0%	64.3%	66.8%	72.4%	70.2%
Rating of personal doctor	77.7%	77.5%	77.6%	72.2%	80.1%	77.0%	83.4%	83.6%	70.3%	77.1%	78.5%	76.8%
Rating of specialist seen most often	79.6%	79.0%	79.3%	75.1%	80.7%	79.4%	72.2%	83.6%	75.2%	74.5%	80.1%	78.1%
Rating of health plan	69.0%	69.7%	68.6%	65.2%	71.1%	67.7%	71.6%	77.6%	56.2%	68.0%	71.9%	65.8%

Composites	OHP	Male	Female	Age 18-44	Age 45+	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Getting Needed Care	81.5%	84.2%	81.4%	78.7%	84.1%	83.7%	81.4%	73.4%	75.5%	79.0%	84.3%	80.3%
Getting Care Quickly	78.5%	79.3%	79.5%	75.3%	81.4%	82.1%	77.9%	54.6%	76.5%	75.5%	79.7%	79.3%
How Well Doctors Communicate	90.8%	89.5%	91.7%	89.0%	91.7%	91.1%	93.4%	90.8%	89.1%	89.1%	90.5%	91.4%
Customer Service	87.2%	87.9%	86.7%	87.2%	87.1%	87.9%	82.5%	85.1%	81.9%	85.5%	87.2%	87.1%
Shared Decision Making	81.1%	79.1%	82.2%	83.4%	80.3%	81.6%	78.9%	81.9%	80.7%	80.3%	80.9%	81.4%

Getting Needed Care	OHP	Male	Female	Age 18-44	Age 45+	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q14. Usually or always got care, tests or treatment you thought you needed	82.9%	85.4%	82.9%	80.5%	85.4%	84.6%	86.1%	78.5%	77.2%	79.9%	85.9%	81.5%
Q25. Usually or always got an appointment to see a specialist as soon as you needed	78.2%	81.9%	77.8%	71.1%	82.1%	80.5%	75.8%	63.8%	76.2%	75.8%	81.1%	77.5%

Getting Care Quickly	OHP	Male	Female	Age 18-44	Age 45+	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q4. Usually or always got care right away as soon as you needed	83.2%	85.0%	83.5%	80.5%	85.7%	85.9%	82.7%	70.0%	79.7%	77.1%	84.6%	83.4%
Q6. Usually or always got an appointment for routine care as soon as you needed	77.9%	78.7%	79.2%	74.9%	80.9%	81.8%	77.0%	53.1%	75.7%	76.6%	79.5%	78.6%

How Well Doctors Communicate	OHP	Male	Female	Age 18-44	Age 45+	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q17. Personal doctor usually or always explained things in way that was easy to understand	92.4%	90.6%	93.6%	91.3%	93.0%	93.4%	91.7%	88.1%	90.4%	90.1%	91.3%	94.1%
Q18. Personal doctor usually or always listened carefully to you	90.5%	89.4%	91.2%	88.3%	91.5%	90.4%	95.1%	92.2%	88.1%	89.5%	90.0%	91.1%
Q19. Personal doctor usually or always showed respect for what you had to say	92.0%	91.7%	92.6%	91.3%	92.7%	92.1%	95.2%	93.5%	88.9%	91.8%	92.2%	92.2%
Q20. Personal doctor usually or always spent enough time with you	88.3%	86.2%	89.7%	85.4%	89.7%	88.6%	91.7%	89.4%	89.0%	85.1%	88.3%	88.6%

Customer Service	OHP	Male	Female	Age 18-44	Age 45+	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q31. Health plan's customer service usually or always gave needed information or help	81.2%	82.0%	80.4%	81.4%	80.7%	82.0%	74.4%	75.7%	75.9%	78.9%	81.5%	80.5%
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	93.1%	93.8%	93.1%	92.8%	93.6%	93.8%	91.5%	94.6%	87.8%	92.0%	92.8%	93.7%

Shared Decision Making	OHP	Male	Female	Age 18-44	Age 45+	White	Black	Asian	Nat. Amer	Other Race	Low Ed	High Ed
Q10. Doctor/provider talked about reasons you might want to take a medicine	93.1%	93.6%	93.7%	95.8%	92.8%	93.8%	94.4%	98.8%	93.6%	92.3%	93.0%	94.3%
Q11. Doctor/provider talked about reasons you might not want to take a medicine	73.6%	69.6%	73.5%	74.9%	71.0%	73.4%	67.0%	66.3%	72.0%	70.9%	70.2%	74.1%
Q12. Doctor/provider asked what you thought was best for you	76.6%	74.2%	79.6%	79.6%	77.0%	77.6%	74.2%	80.0%	76.8%	77.2%	79.4%	76.1%

Trend Analysis - Higher Scores - 2018 vs. 2017

Adult Population

Improvements in the OHP scores are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

In 2018, these questions had **higher scores that were statistically significant** when compared to 2017 scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	OHP Adult 2018 Score	OHP Adult 2017 Score	% Point Change	Composite Group
Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	49.3%	42.7%	+6.6	Medical Assistance with Smoking Cessation
Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco	56.2%	49.8%	+6.4	Medical Assistance with Smoking Cessation
Q13. Rating of all health care	71.5%	68.1%	+3.4	Ratings
Q8. Doctor talked about specific things to do to prevent illness	75.2%	72.1%	+3.1	Single Items
Q38. Received a flu shot or flu spray in the nose since July 1, 2017	37.5%	34.4%	+3.1	Single Items
Q35. Rating of health plan	69.0%	66.4%	+2.6	Ratings
PQ34. Forms from your health plan usually or always easy to fill out	93.5%	91.5%	+2.0	Single Items

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the OHP follow. Achievement scores for these questions were higher than 2017, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	OHP Adult 2018 Score	OHP Adult 2017 Score	% Point Change	Composite Group
Q29. Written materials/Internet usually or always provided needed information about how health plan works	60.6%	57.6%	+2.9	Single Items
Q31. Health plan's customer service usually or always gave needed information or help	81.2%	78.8%	+2.4	Customer Service
Q40. Advised by doctor or other health provider to quit smoking or using tobacco	75.7%	73.4%	+2.2	Medical Assistance with Smoking Cessation

Trend Analysis - Higher Scores - 2018 vs. 2017

Adult Population

(continued)

Question	OHP Adult 2018 Score	OHP Adult 2017 Score	% Point Change	Composite Group
Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers	81.1%	79.0%	+2.2	Single Items
Q35l. Always or usually easy to get an appointment as soon as you wanted with dental specialist	43.6%	41.7%	+1.9	Supplemental Items
Q27. Rating of specialist seen most often	79.6%	77.7%	+1.9	Ratings
Q23. Rating of personal doctor	77.7%	76.0%	+1.8	Ratings
Q25. Usually or always got an appointment to see a specialist as soon as you needed	78.2%	76.5%	+1.7	Getting Needed Care
Q19. Personal doctor usually or always showed respect for what you had to say	92.0%	90.7%	+1.3	Communication
Q6. Usually or always got an appointment for routine care as soon as you needed	77.9%	77.0%	+1.0	Getting Care Quickly
Q35e. Doctor or health provider never or sometimes talked too fast	92.9%	92.0%	+0.9	Supplemental Items
Q14. Usually or always got care, tests or treatment you thought you needed	82.9%	81.9%	+0.9	Getting Needed Care
Q17. Personal doctor usually or always explained things in way that was easy to understand	92.4%	91.8%	+0.7	Communication
Q35k. Dentists or dental staff always or usually explained what they were doing while treating you	89.9%	89.5%	+0.4	Supplemental Items
Q4. Usually or always got urgent care as soon as you needed	83.2%	82.8%	+0.4	Getting Care Quickly
Q18. Personal doctor usually or always listened carefully to you	90.5%	90.2%	+0.3	Communication
Q20. Personal doctor usually or always spent enough time with you	88.3%	88.0%	+0.3	Communication
Q35d. Always or usually easy to get needed physical, occupational, or speech therapy through health plan	66.6%	66.4%	+0.3	Supplemental Items
Q35f. Doctor or health provider never or sometimes interrupted	96.6%	96.4%	+0.2	Supplemental Items
Q37. Excellent or very good rating of your overall mental or emotional health	43.2%	43.0%	+0.1	Single Items

Trend Analysis - Lower Scores - 2018 vs. 2017

Adult Population

Scores for the OHP that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

In 2018, these questions had lower scores that **were statistically significant** when compared to 2017. Significance tests were run when the number of cases used to compute each score was 30 or greater.

LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the OHP had lower scores in 2018 that were statistically significant compared to 2017 scores.

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the OHP follow. Scores for these questions were lower than last period, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	OHP Adult 2018 Score	OHP Adult 2017 Score	% Point Change	Composite Group
Q35b. Always or usually easy to get needed medical equipment through health plan	66.4%	69.7%	-3.3	Supplemental Items
Q35n. Rating of how easy it was to find a dentist	53.9%	55.8%	-1.9	Supplemental Items
Q35m. Always or usually saw a dentist as soon as you wanted for emergency care	43.6%	44.8%	-1.1	Supplemental Items
Q35g. Doctor or health provider never or sometimes was condescending, rude, or sarcastic	96.9%	97.5%	-0.6	Supplemental Items
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff	93.1%	93.7%	-0.6	Customer Service
Q11. Doctor talked about reasons you might not want to take a medicine	73.6%	74.1%	-0.5	Shared Decision Making
Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for you	76.6%	76.9%	-0.4	Shared Decision Making
Q35h. Definitely felt you could trust a doctor or health provider with medical care	69.7%	70.1%	-0.3	Supplemental Items
Q10. Doctor talked about reasons you might want to take a medicine	93.1%	93.4%	-0.3	Shared Decision Making

Trend Analysis - Lower Scores - 2018 vs. 2017

Adult Population

(continued)

Question	OHP Adult 2018 Score	OHP Adult 2017 Score	% Point Change	Composite Group
Q36. Excellent or very good rating of your overall health	33.1%	33.3%	-0.2	Single Items

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS® surveys used to assess plan performance. They provide an overall picture of what members think of the plan, their doctors, their care, and how well they are being served by the plan and its providers. A correlation analysis allows the plan to delve into the relationship between the ratings and composite items. (See the *Methodology* section for definitions of correlation and achievement scores.)

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, OHA can see how the rank order of each item changes from one rating to another. For example, factors most important to members when rating their personal doctor may be different than for the specialist. OHA can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a plan's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, achievement scores, and the distribution of members' responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are "Always", "Usually", or "Yes." Negative responses are "Sometimes", "Never", or "No." For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-Making composite items, the achievement score is based only on the "Yes" response options.

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how members' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help plans make informed choices about quality improvement efforts.

Correlation Summary

Adult Population

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of health plan		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q14 Getting Needed Care	83%	0.59	Q19 Communication	92%	0.72	Q25 Getting Needed Care	78%	0.43	Q14 Getting Needed Care	83%	0.47
2	Q19 Communication	92%	0.51	Q18 Communication	90%	0.70	Q14 Getting Needed Care	83%	0.36	Q31 Customer Service	81%	0.43
3	Q18 Communication	90%	0.51	Q20 Communication	88%	0.65	Q4 Getting Care Quickly	83%	0.30	Q32 Customer Service	93%	0.42
4	Q4 Getting Care Quickly	83%	0.50	Q17 Communication	92%	0.63	Q32 Customer Service	93%	0.27	Q4 Getting Care Quickly	83%	0.40
5	Q20 Communication	88%	0.49	Q14 Getting Needed Care	83%	0.42	Q17 Communication	92%	0.27	Q25 Getting Needed Care	78%	0.34
6	Q17 Communication	92%	0.48	Q4 Getting Care Quickly	83%	0.34	Q20 Communication	88%	0.26	Q19 Communication	92%	0.31
7	Q6 Getting Care Quickly	78%	0.36	Q12 Shared Decision Making	77%	0.29	Q18 Communication	90%	0.25	Q18 Communication	90%	0.31
8	Q25 Getting Needed Care	78%	0.36	Q6 Getting Care Quickly	78%	0.27	Q19 Communication	92%	0.25	Q20 Communication	88%	0.30
9	Q12 Shared Decision Making	77%	0.34	Q25 Getting Needed Care	78%	0.23	Q6 Getting Care Quickly	78%	0.24	Q17 Communication	92%	0.29
10	Q32 Customer Service	93%	0.30	Q32 Customer Service	93%	0.21	Q31 Customer Service	81%	0.23	Q6 Getting Care Quickly	78%	0.25

Rating of all health care Adult Population

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.59	83%	51%	32%	15%	2%
2	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.51	92%	76%	16%	6%	2%
3	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.51	90%	71%	20%	8%	2%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.50	83%	57%	26%	14%	3%
5	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.49	88%	64%	24%	9%	3%
6	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.48	92%	72%	21%	6%	1%
7	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.36	78%	50%	28%	19%	3%
8	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.36	78%	50%	28%	16%	6%
9	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.34	77%	77%	(na)	(na)	23%
10	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.30	93%	73%	20%	5%	2%

Rating of personal doctor

Adult Population

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.72	92%	76%	16%	6%	2%
2	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.70	90%	71%	20%	8%	2%
3	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.65	88%	64%	24%	9%	3%
4	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.63	92%	72%	21%	6%	1%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.42	83%	51%	32%	15%	2%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.34	83%	57%	26%	14%	3%
7	Q12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?	0.29	77%	77%	(na)	(na)	23%
8	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.27	78%	50%	28%	19%	3%
9	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.23	78%	50%	28%	16%	6%
10	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.21	93%	73%	20%	5%	2%

Rating of specialist seen most often

Adult Population

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.43	78%	50%	28%	16%	6%
2	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.36	83%	51%	32%	15%	2%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.30	83%	57%	26%	14%	3%
4	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	93%	73%	20%	5%	2%
5	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.27	92%	72%	21%	6%	1%
6	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.26	88%	64%	24%	9%	3%
7	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.25	90%	71%	20%	8%	2%
8	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.25	92%	76%	16%	6%	2%
9	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.24	78%	50%	28%	19%	3%
10	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.23	81%	53%	29%	16%	3%

Rating of health plan Adult Population

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	0.47	83%	51%	32%	15%	2%
2	Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.43	81%	53%	29%	16%	3%
3	Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.42	93%	73%	20%	5%	2%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.40	83%	57%	26%	14%	3%
5	Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	0.34	78%	50%	28%	16%	6%
6	Q19. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.31	92%	76%	16%	6%	2%
7	Q18. In the last 6 months, how often did your personal doctor listen carefully to you?	0.31	90%	71%	20%	8%	2%
8	Q20. In the last 6 months, how often did your personal doctor spend enough time with you?	0.30	88%	64%	24%	9%	3%
9	Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.29	92%	72%	21%	6%	1%
10	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	0.25	78%	50%	28%	19%	3%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the OHP achievement scores and their correlation with overall plan satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall OHP satisfaction. (See the *Methodology* section of the report for definition of correlation and achievement scores.)

With respect to achievement scores, higher scores are obviously better. However, in regards to correlations, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall OHP satisfaction. For example, if one composite is more highly correlated with overall OHP satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall plan satisfaction over time. Conversely, if an item is weakly correlated with overall plan satisfaction, altering services in that domain won't significantly alter ratings of the OHP.

Overall satisfaction with the OHP is based on Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to 0.4 are considered "highly correlated" with OHP satisfaction; coefficients less than 0.4 are considered lower correlations with plan satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a 0.4 correlation horizontal axis.

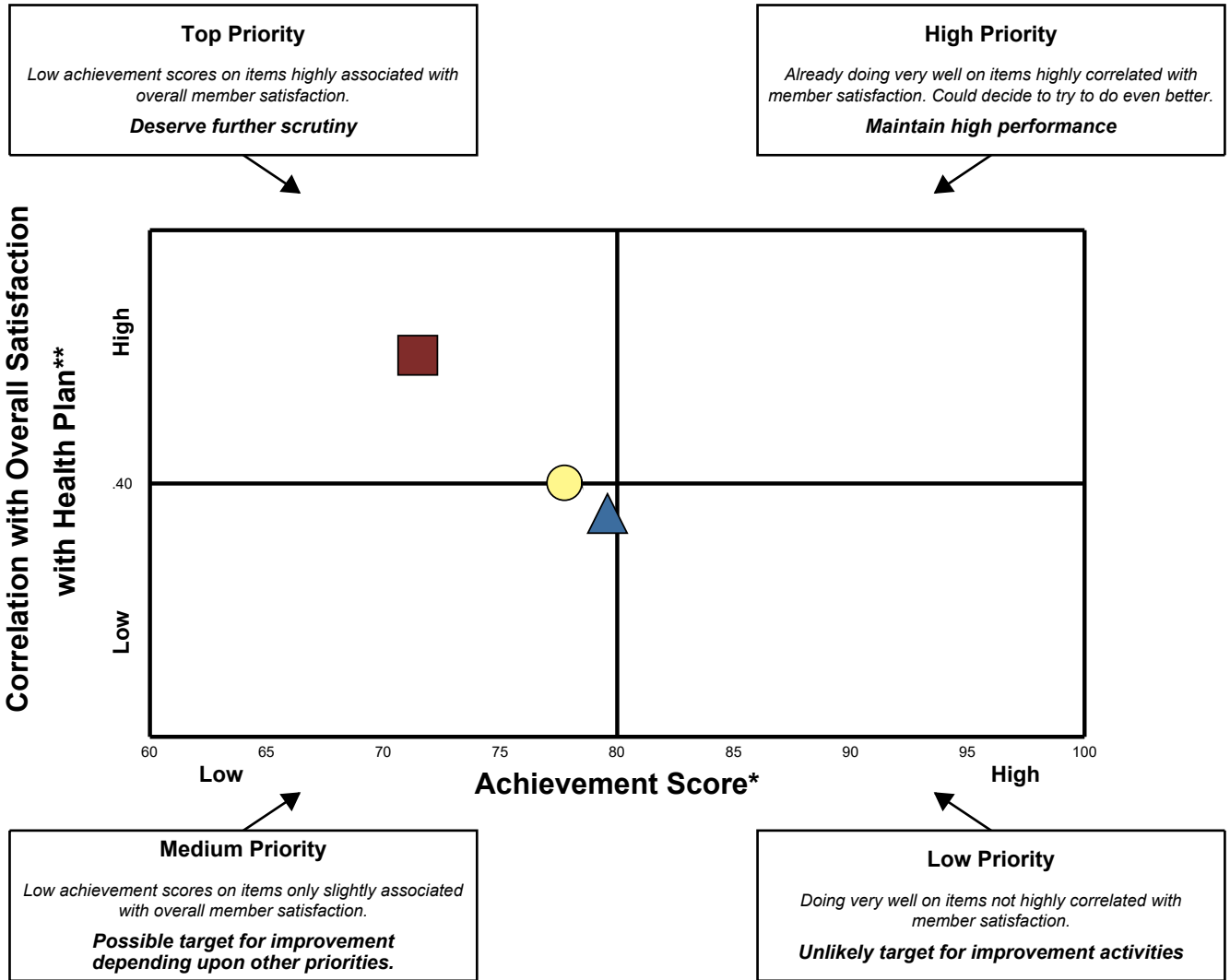
Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix Overall Rating Questions

Adult Population



- Q13. Rating of all health care
- Q23. Rating of personal doctor

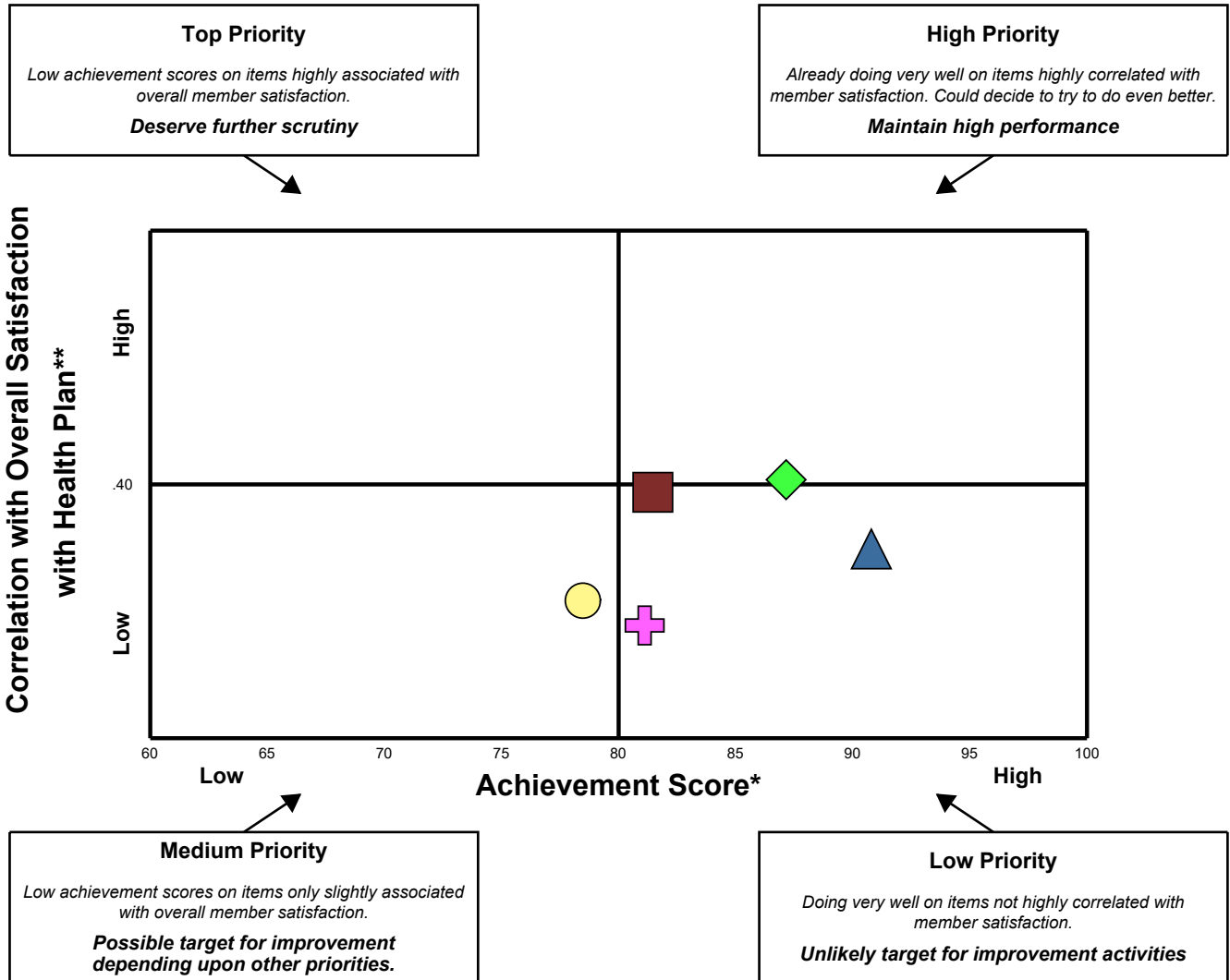
- Q27. Rating of specialist seen most often

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix Composites

Adult Population



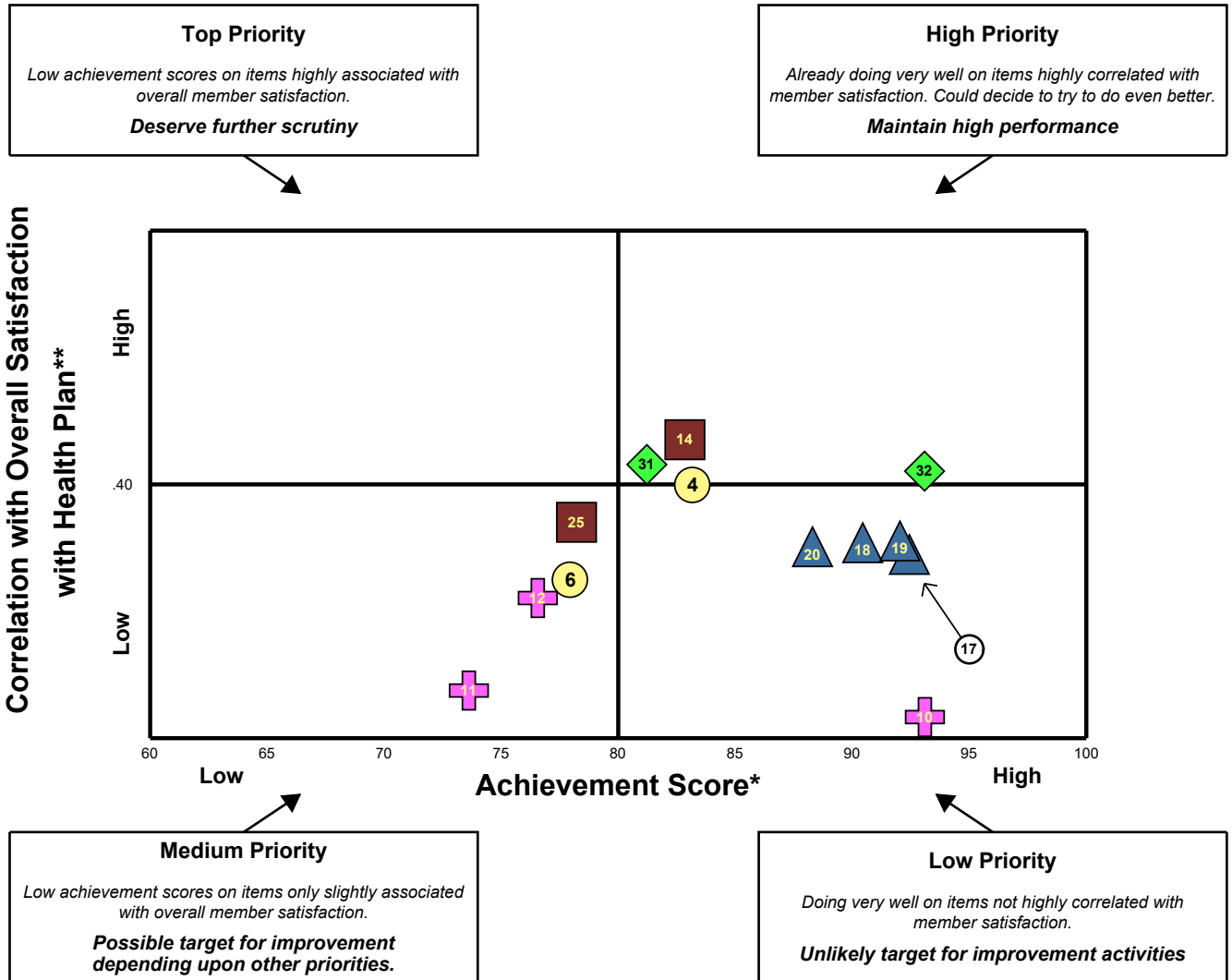
- Getting Needed Care
- Customer Service
- Getting Care Quickly
- Shared Decision Making
- How Well Doctors Communicate

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix Composite Items

Adult Population



- **Getting Needed Care**
Q14. Usually or always got care, tests or treatment you thought you needed
Q25. Usually or always got an appointment to see a specialist as soon as you needed
- **Getting Care Quickly**
Q4. Usually or always got urgent care as soon as you needed
Q6. Usually or always got an appointment for routine care as soon as you needed
- ▲ **How Well Doctors Communicate**
Q17. Personal doctor usually or always explained things in way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q20. Personal doctor usually or always spent enough time with you

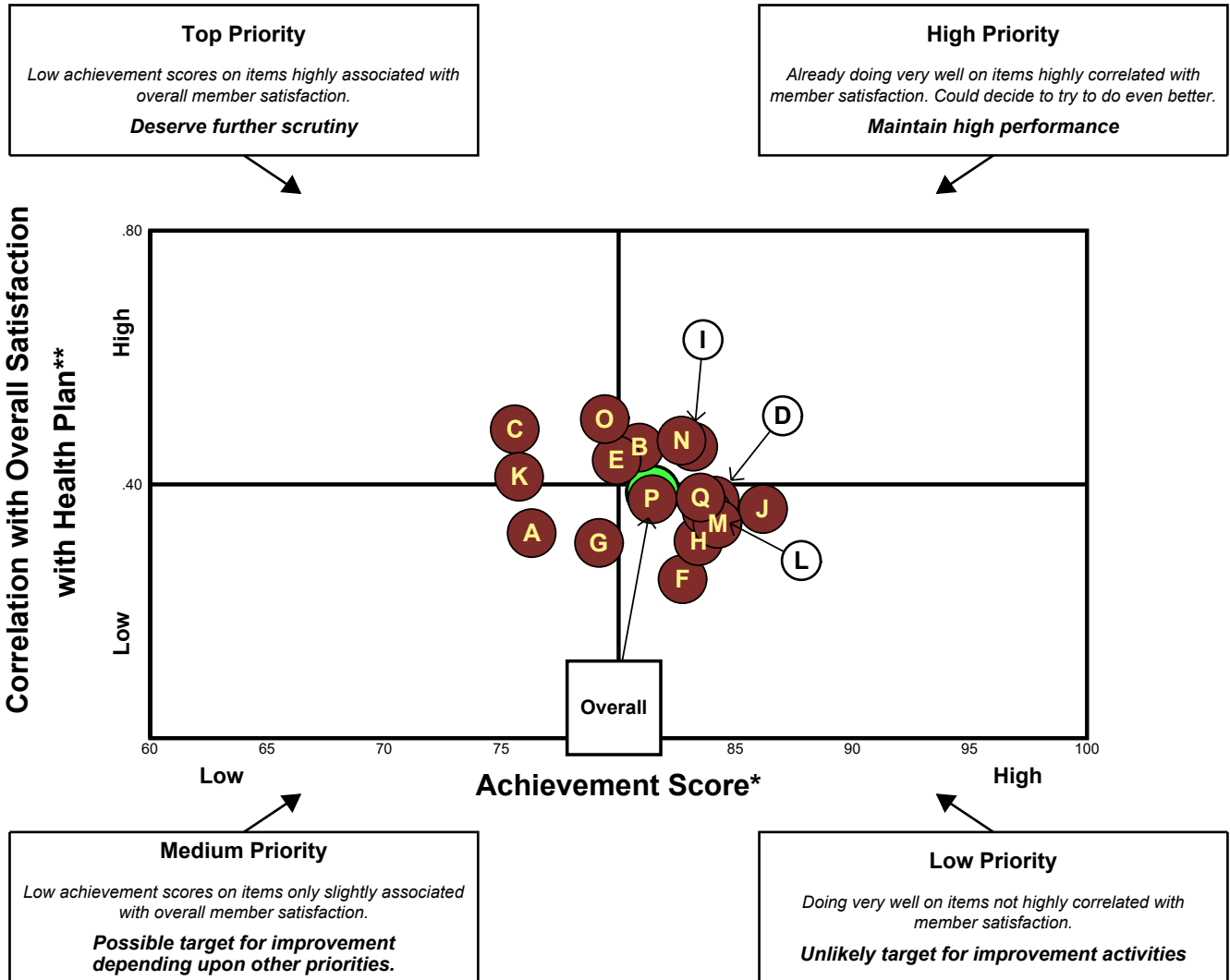
- ◆ **Customer Service**
Q31. Health plan's customer service usually or always gave needed information or help
Q32. Usually or always treated with courtesy and respect by health plan's customer service staff
- + **Shared Decision Making**
Q10. Doctor talked about reasons you might want to take a medicine
Q11. Doctor talked about reasons you might not want to take a medicine
Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for you

* An achievement score is ranked "high" when score is 80% or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Getting Needed Care

Adult Population



- | | | |
|---|---|---|
| <ul style="list-style-type: none"> A Advanced Health B AllCare C Cascade D Columbia E Eastern OR F FamilyCare | <ul style="list-style-type: none"> G Health Share H InterComm. I Jackson Care J Open Card K PS-Central L PS-Gorge | <ul style="list-style-type: none"> M PrimaryHealth N Trillium O Umpqua P Willamette Q Yamhill |
|---|---|---|

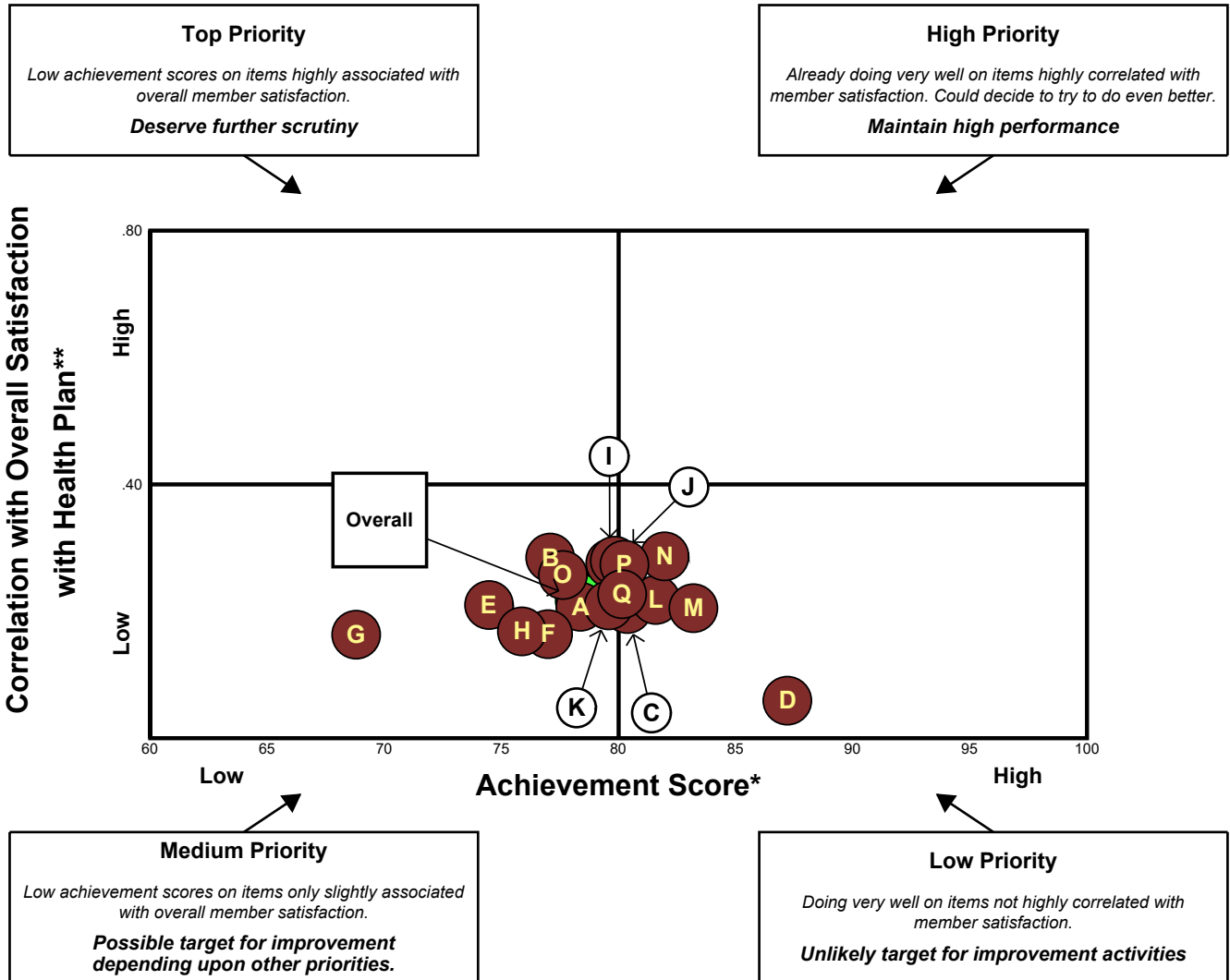
* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Getting Care Quickly

Adult Population



- | | | |
|--------------------------|-----------------------|------------------------|
| A Advanced Health | G Health Share | M PrimaryHealth |
| B AllCare | H InterComm. | N Trillium |
| C Cascade | I Jackson Care | O Umpqua |
| D Columbia | J Open Card | P Willamette |
| E Eastern OR | K PS-Central | Q Yamhill |
| F FamilyCare | L PS-Gorge | |

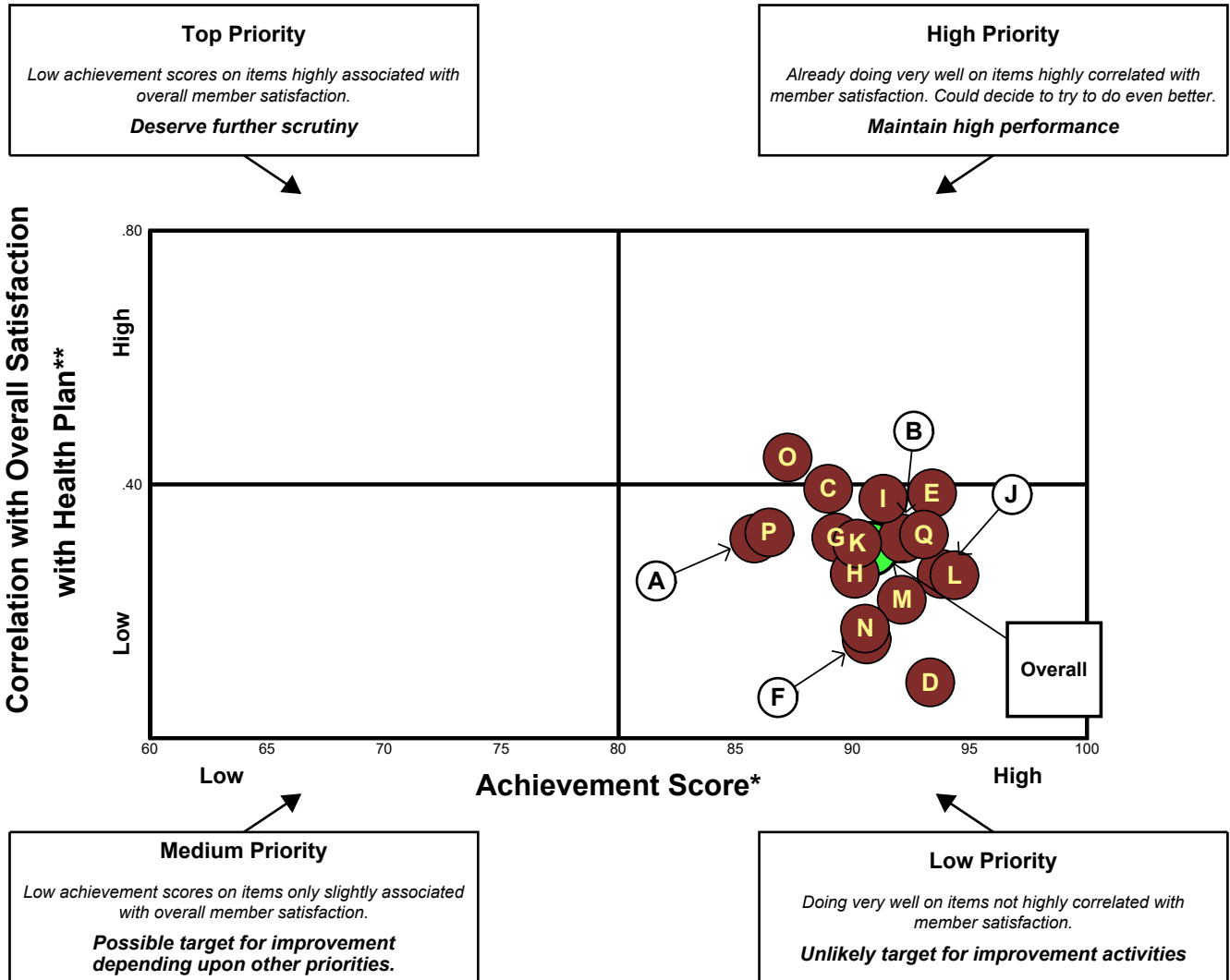
* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

How Well Doctors Communicate

Adult Population



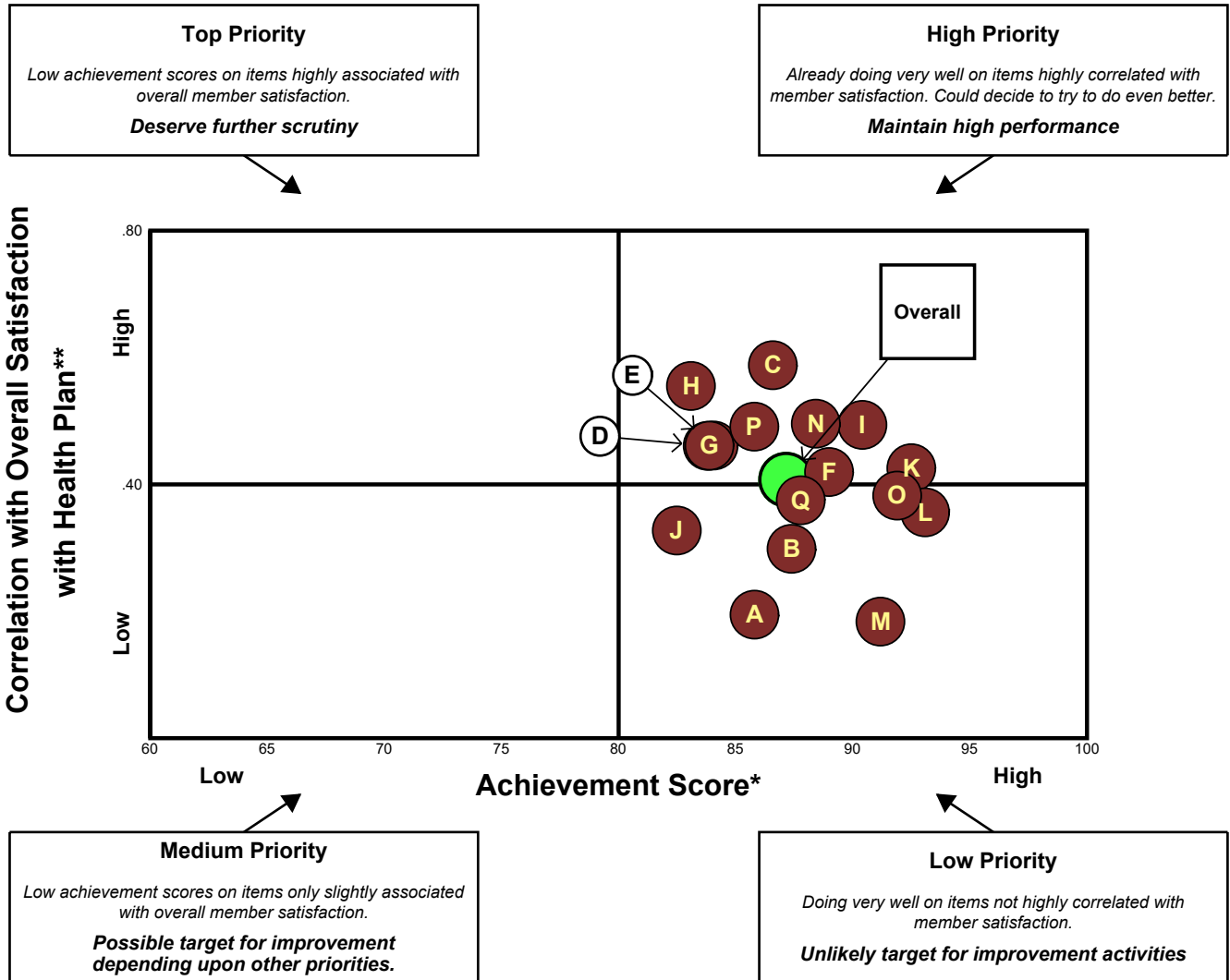
- | | | |
|--------------------------|-----------------------|------------------------|
| A Advanced Health | G Health Share | M PrimaryHealth |
| B AllCare | H InterComm. | N Trillium |
| C Cascade | I Jackson Care | O Umpqua |
| D Columbia | J Open Card | P Willamette |
| E Eastern OR | K PS-Central | Q Yamhill |
| F FamilyCare | L PS-Gorge | |

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Customer Service Adult Population



- | | | |
|--------------------------|-----------------------|------------------------|
| A Advanced Health | G Health Share | M PrimaryHealth |
| B AllCare | H InterComm. | N Trillium |
| C Cascade | I Jackson Care | O Umpqua |
| D Columbia | J Open Card | P Willamette |
| E Eastern OR | K PS-Central | Q Yamhill |
| F FamilyCare | L PS-Gorge | |

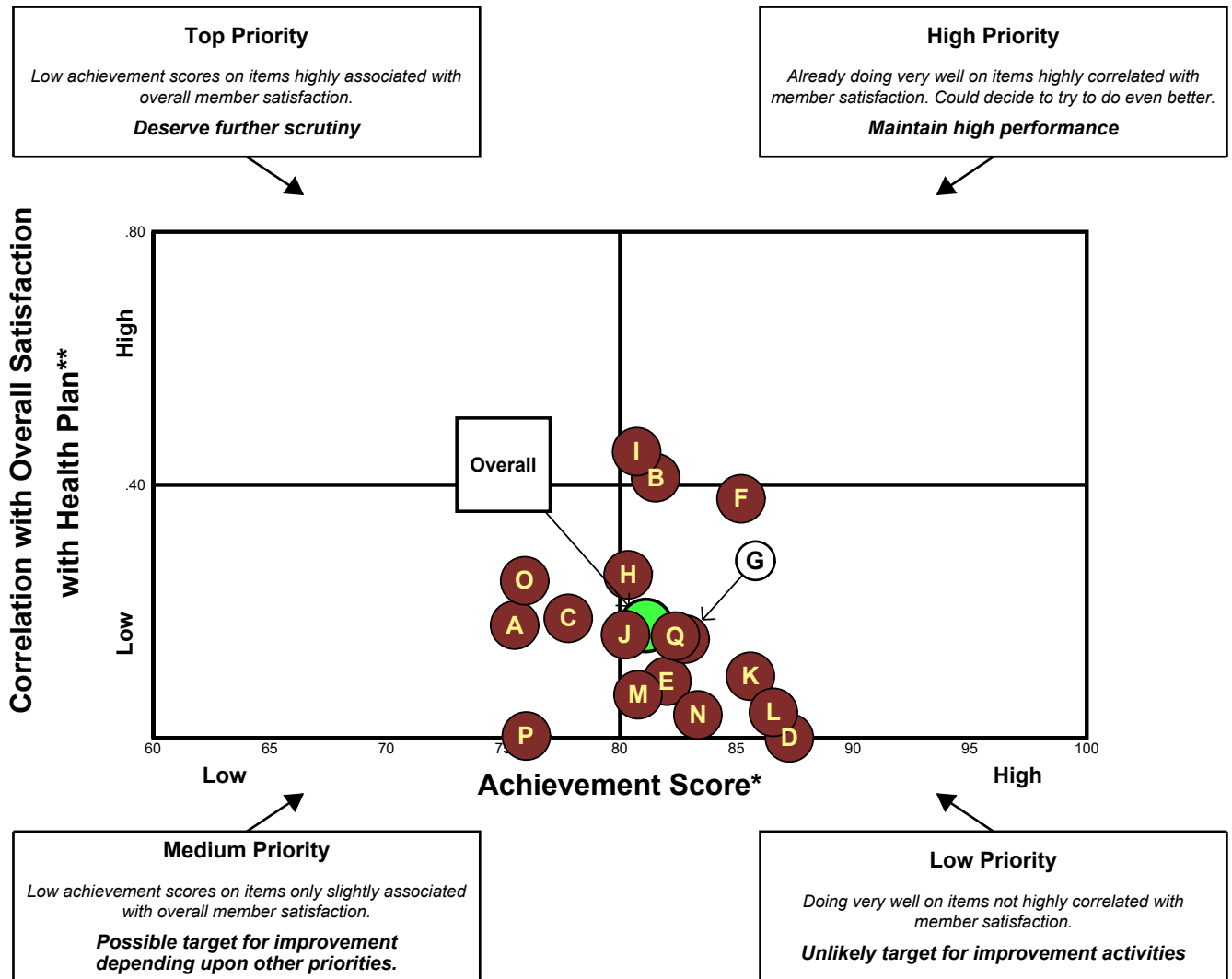
* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - Composites

Shared Decision Making

Adult Population



- | | | |
|---|---|---|
| <ul style="list-style-type: none"> A Advanced Health B AllCare C Cascade D Columbia E Eastern OR F FamilyCare | <ul style="list-style-type: none"> G Health Share H InterComm. I Jackson Care J Open Card K PS-Central L PS-Gorge | <ul style="list-style-type: none"> M PrimaryHealth N Trillium O Umpqua P Willamette Q Yamhill |
|---|---|---|

* An achievement score is ranked "high" when score is 80% or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Overall Ratings

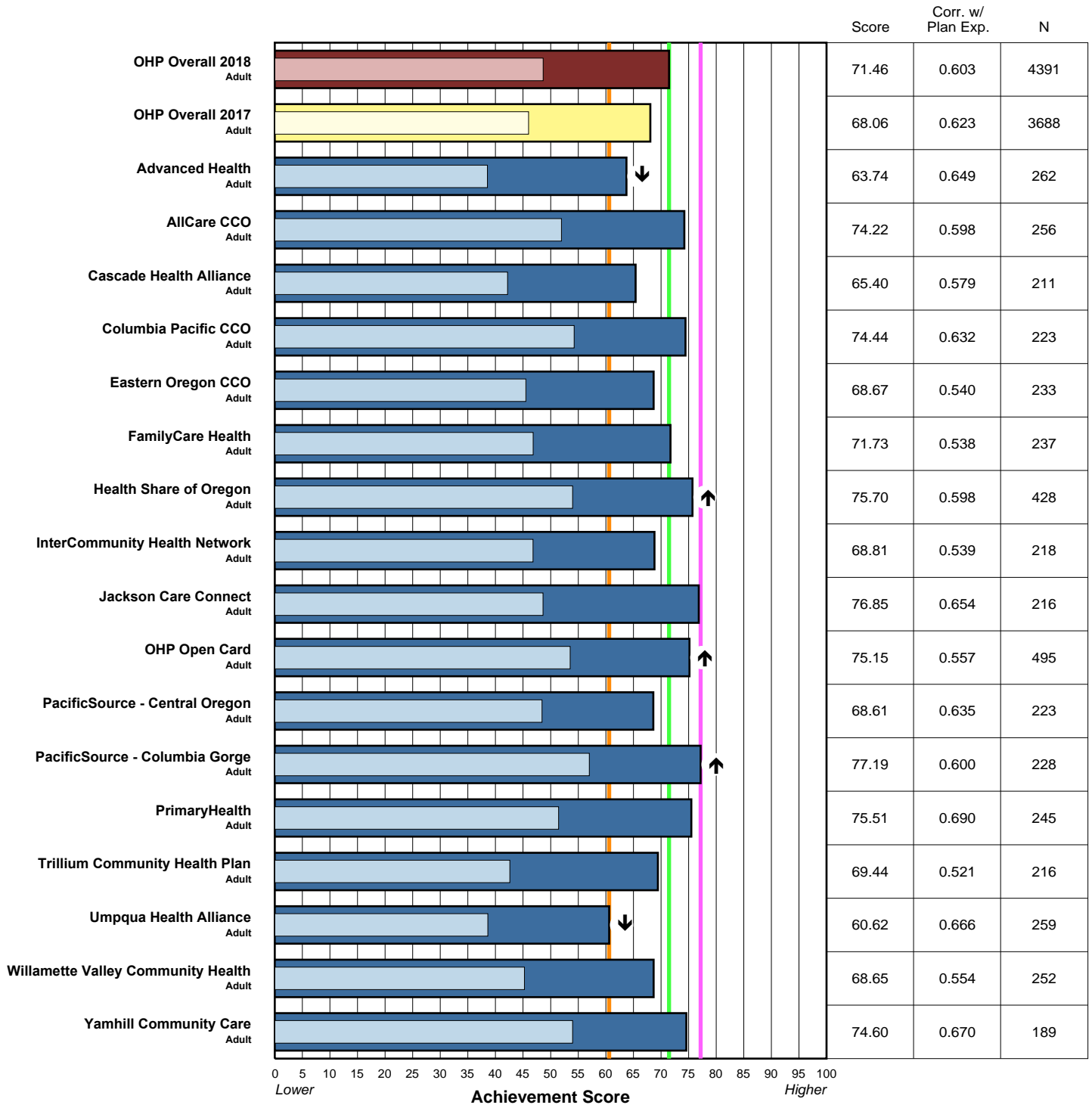
The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists and health care. In the following tables, proportions of respondents assigning ratings of "8," "9," or "10" are reported as achievement scores. The "N" is the total number of respondents that provided a valid answer to the rating question. Correlation with health plan experience is calculated with respect to Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

Alternate achievement scores are presented as hollow bars, showing only the response options "9" and "10" as achievements.

OHP overall ratings for 2018 and 2017 are presented first, followed by the individual CCO/Open Card ratings for 2018. The 2017 overall OHP rating is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 ratings and the OHP overall 2018 rating. When there is a statistically significant difference between the ratings, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the ratings.

Overall Ratings

Q13. Rating of all health care

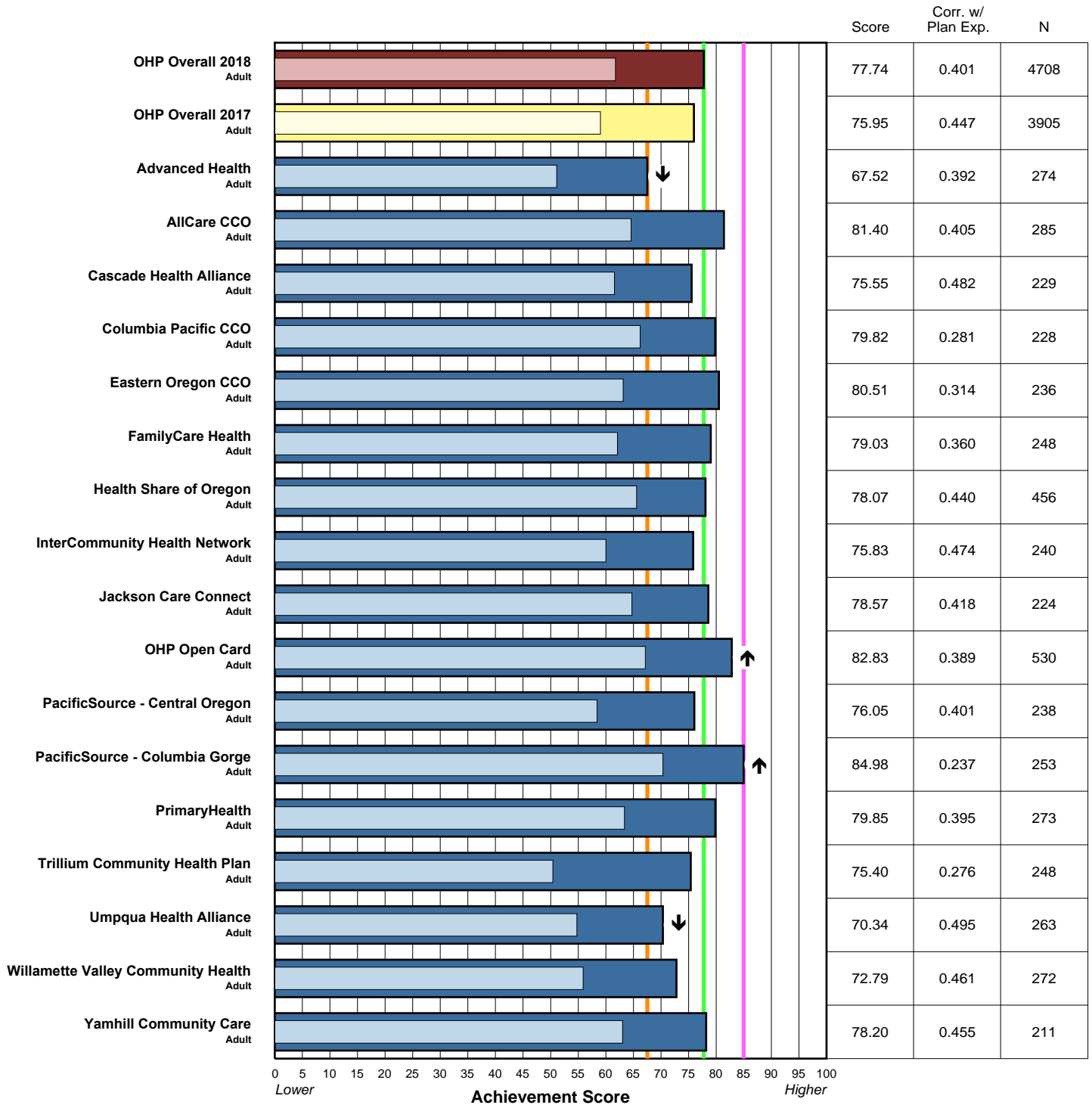


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Overall Ratings

Q23. Rating of personal doctor

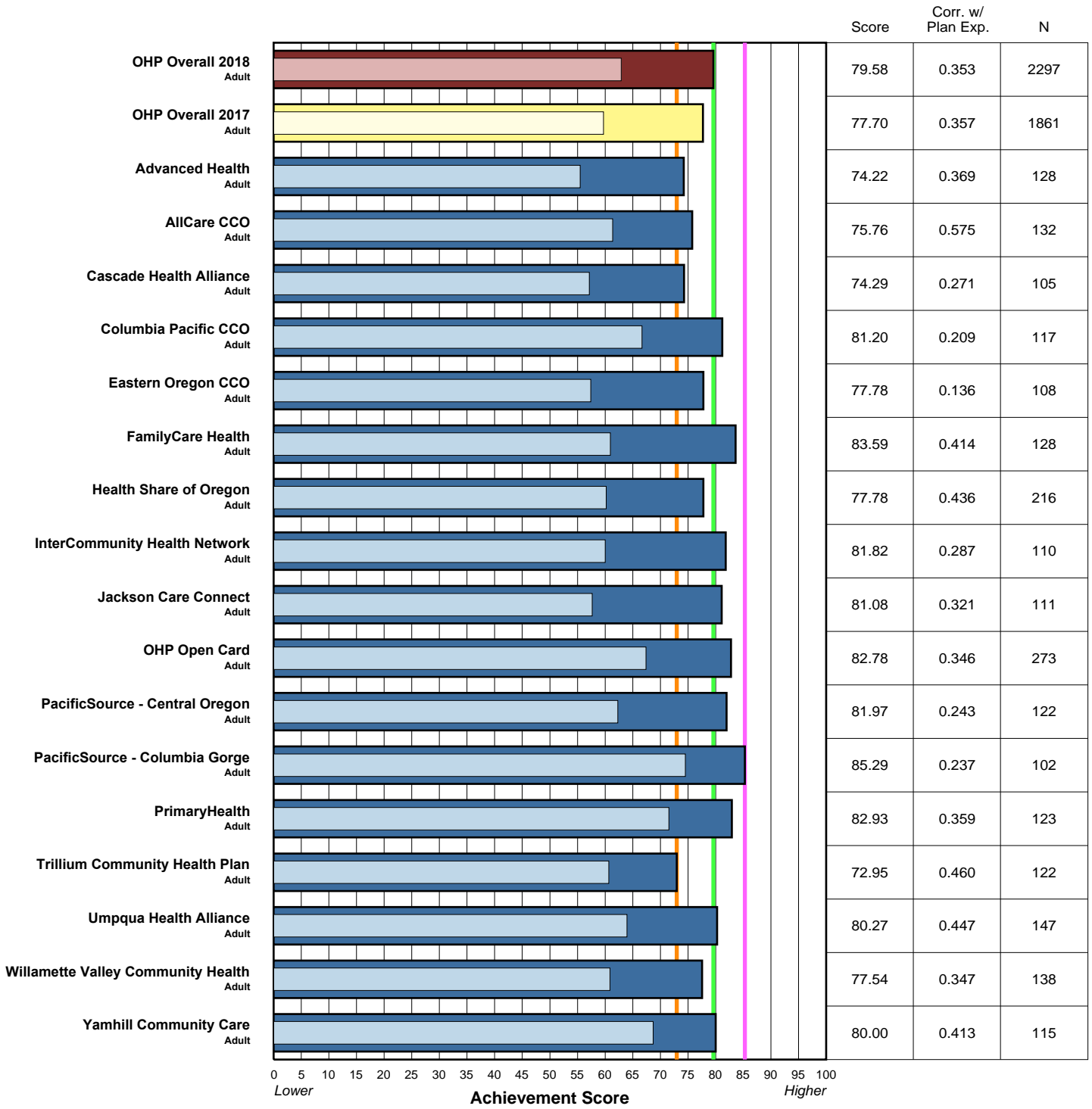


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Overall Ratings

Q27. Rating of specialist seen most often

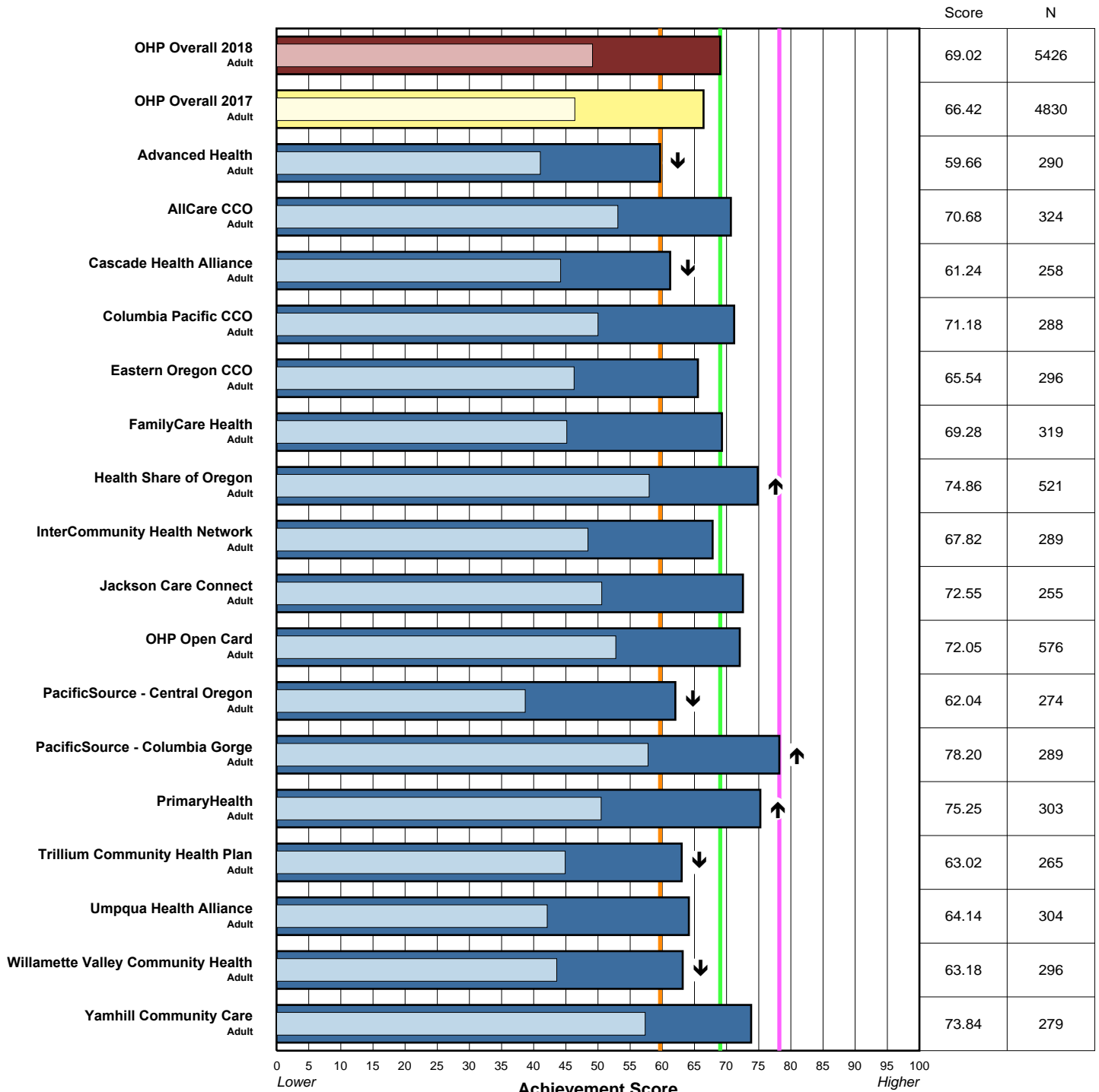


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Overall Ratings

Q35. Rating of health plan



↕ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Composites

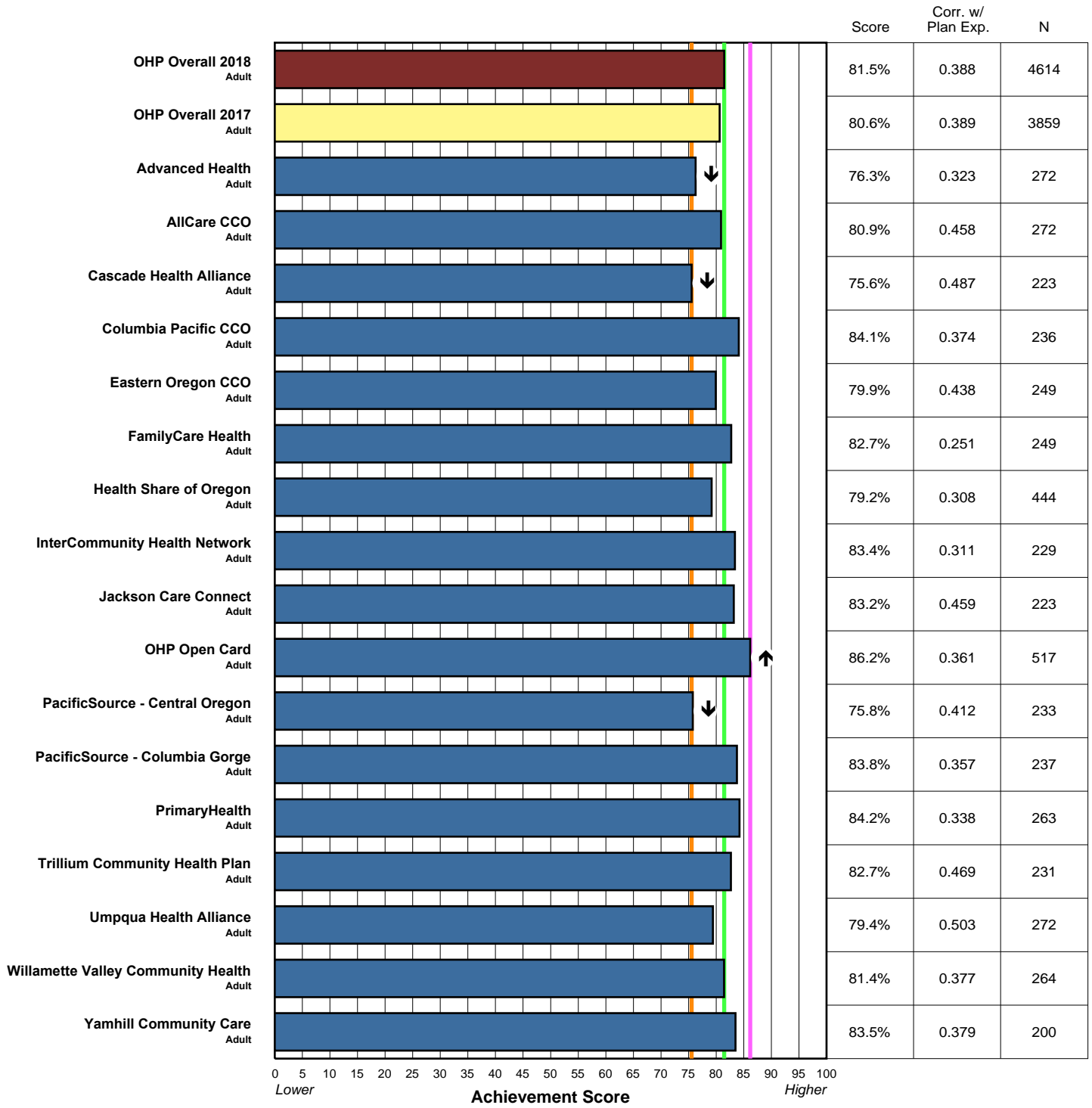
The CAHPS® 5.0H survey has five composites, each representing a domain of member experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the composite score is the number of members who appropriately answered at least one question within that composite. Correlation with health plan experience is calculated with respect to Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "Yes" for the Shared Decision Making composite. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are presented as hollow bars showing only the response option "Always" as an achievement.

OHP overall scores for 2018 and 2017 are presented first, followed by the individual CCO/Open Card scores for 2018. The 2017 overall OHP score is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 scores and the OHP overall 2018 score. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the scores.

Composites Getting Needed Care

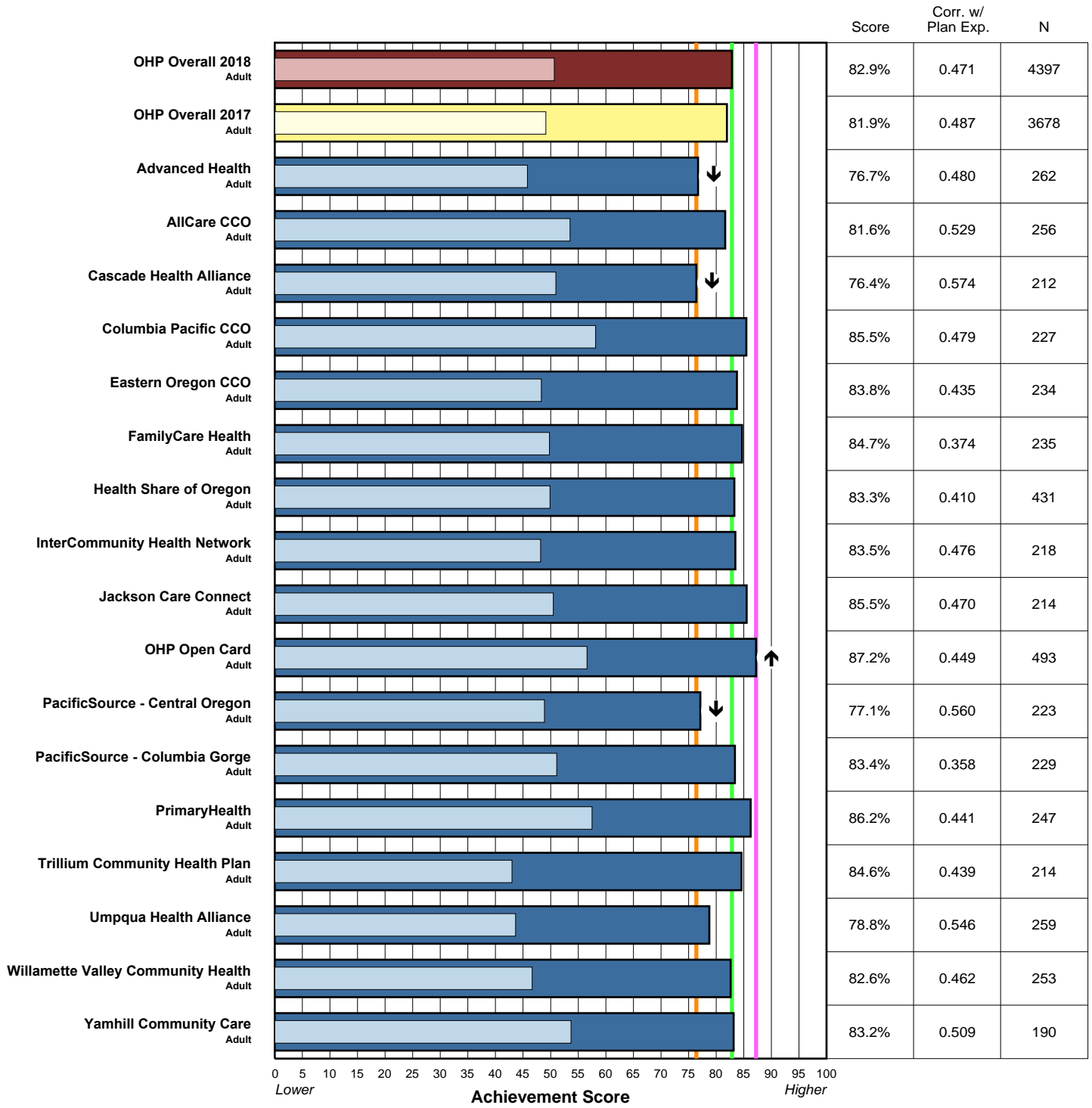


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Getting Needed Care

Q14. Usually or always got care, tests or treatment you thought you needed

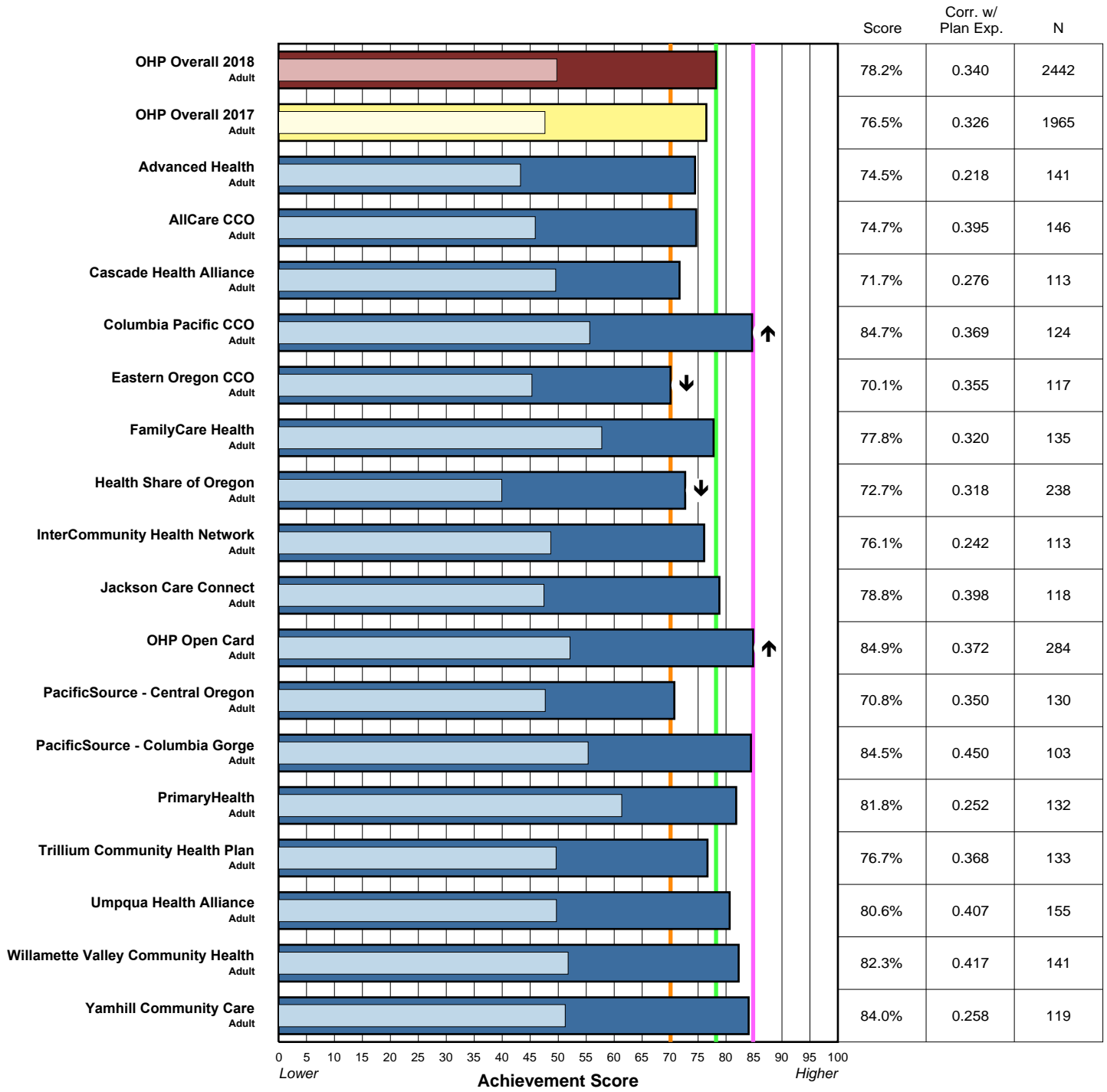


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Getting Needed Care

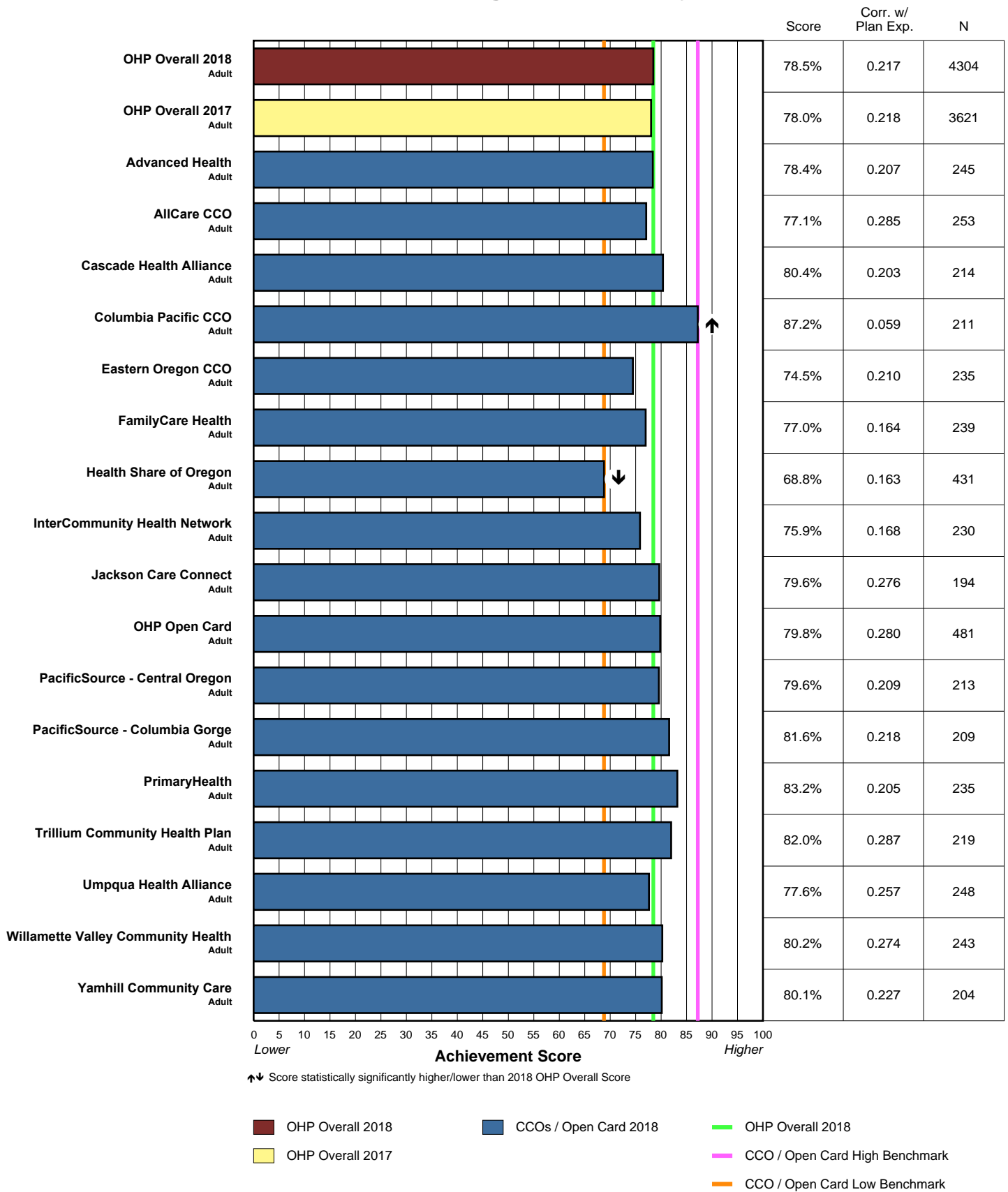
Q25. Usually or always got an appointment to see a specialist as soon as you needed



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

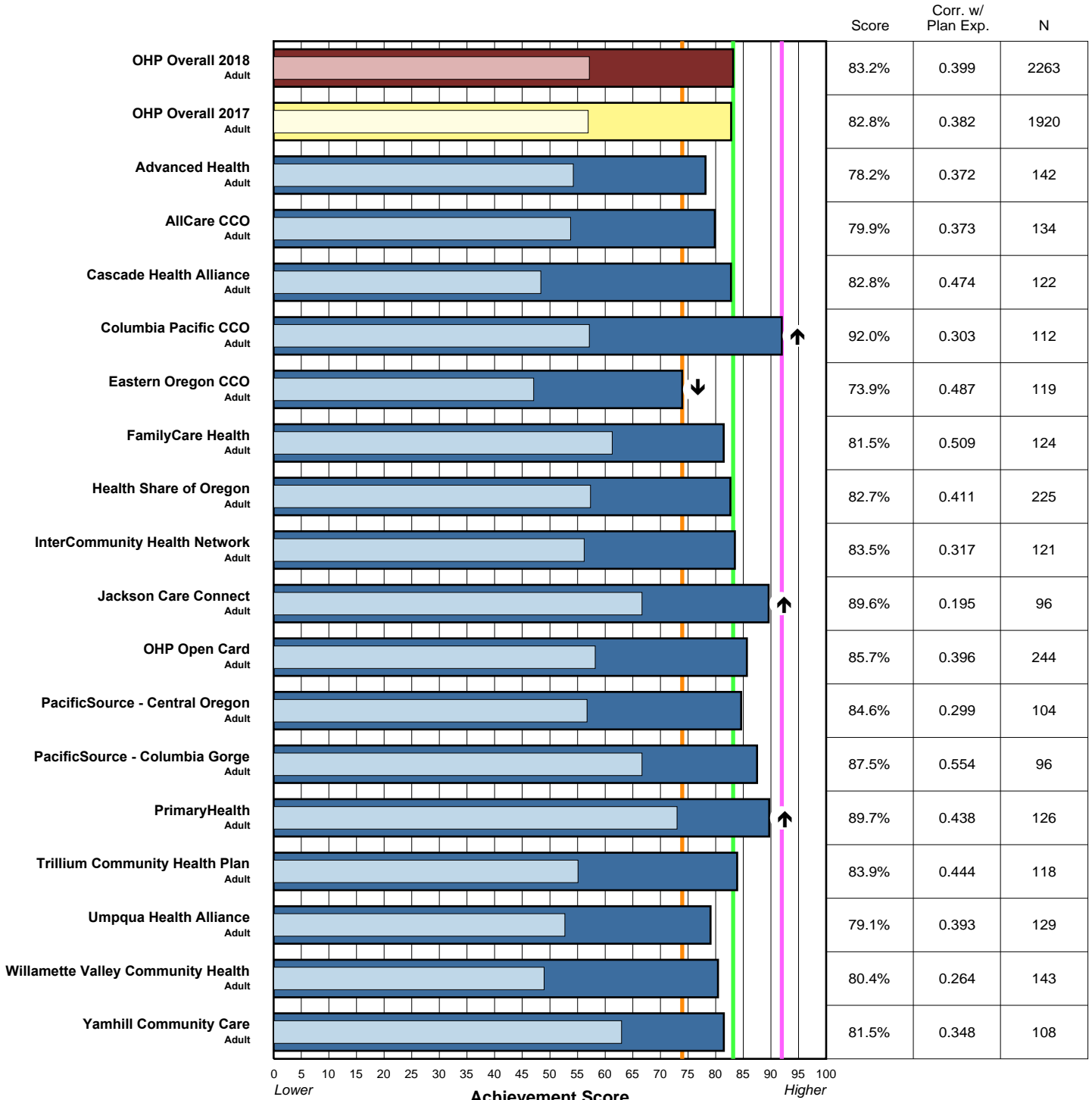
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Getting Care Quickly



Getting Care Quickly

Q4. Usually or always got urgent care as soon as you needed

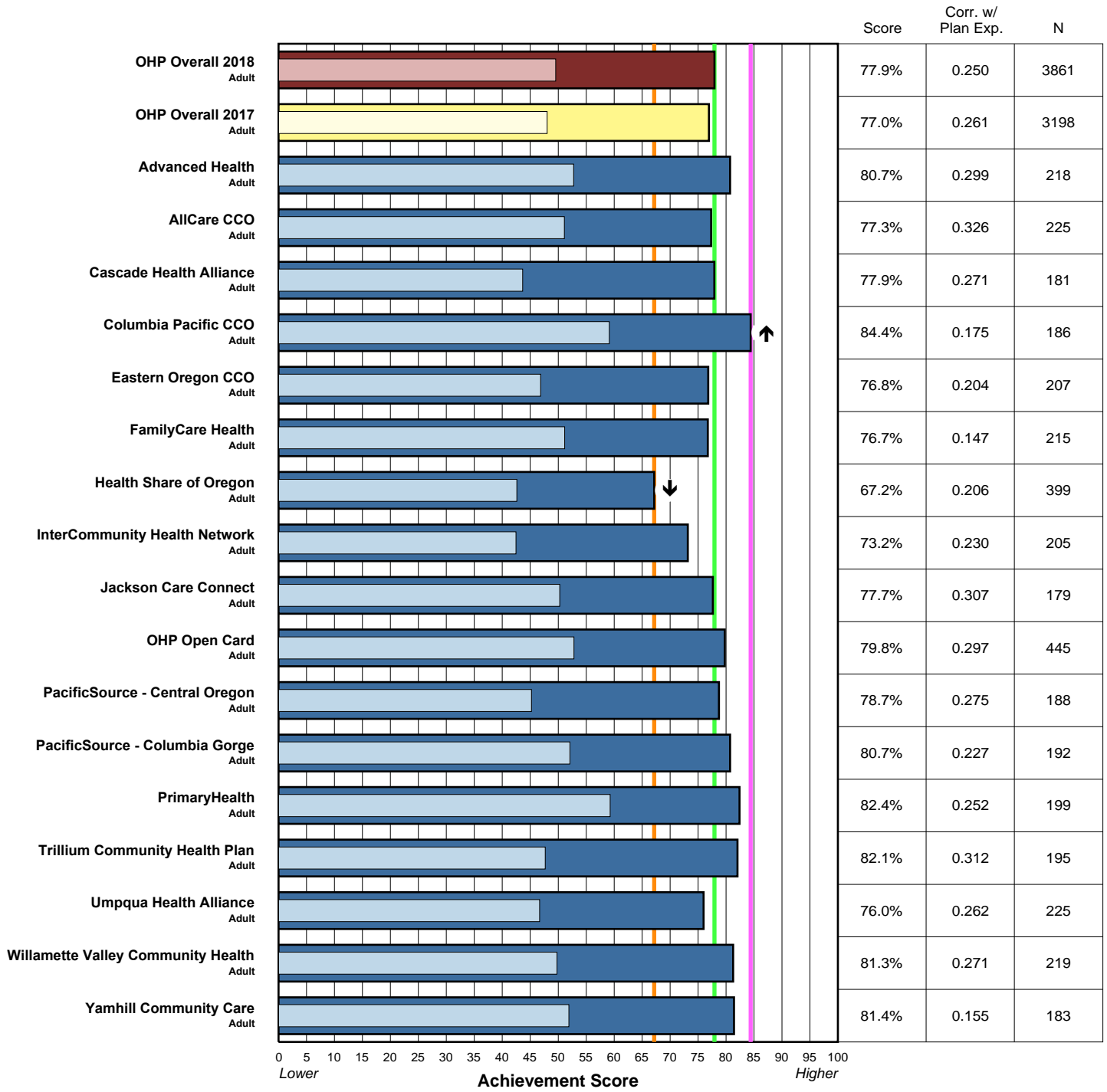


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Getting Care Quickly

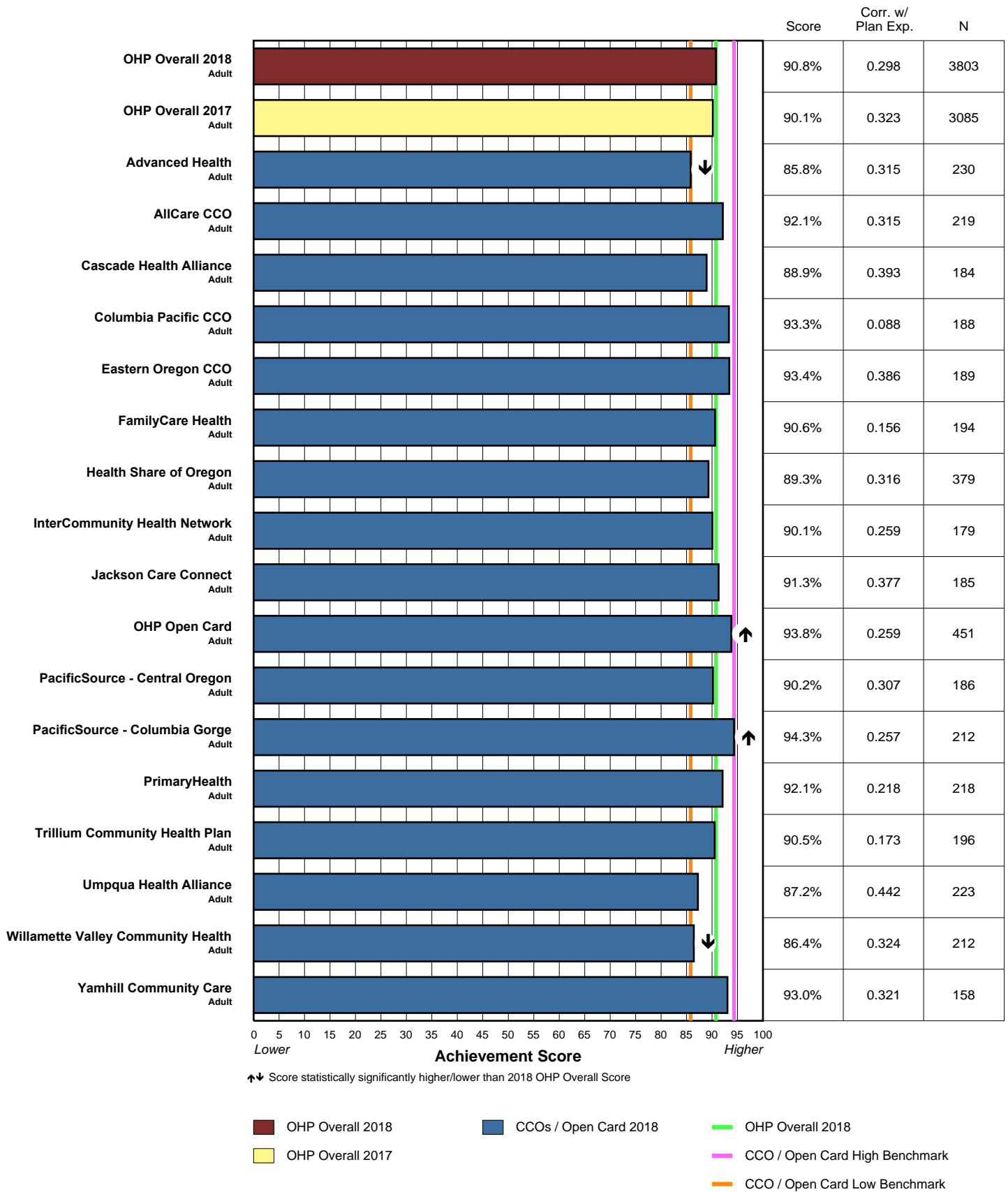
Q6. Usually or always got an appointment for routine care as soon as you needed



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

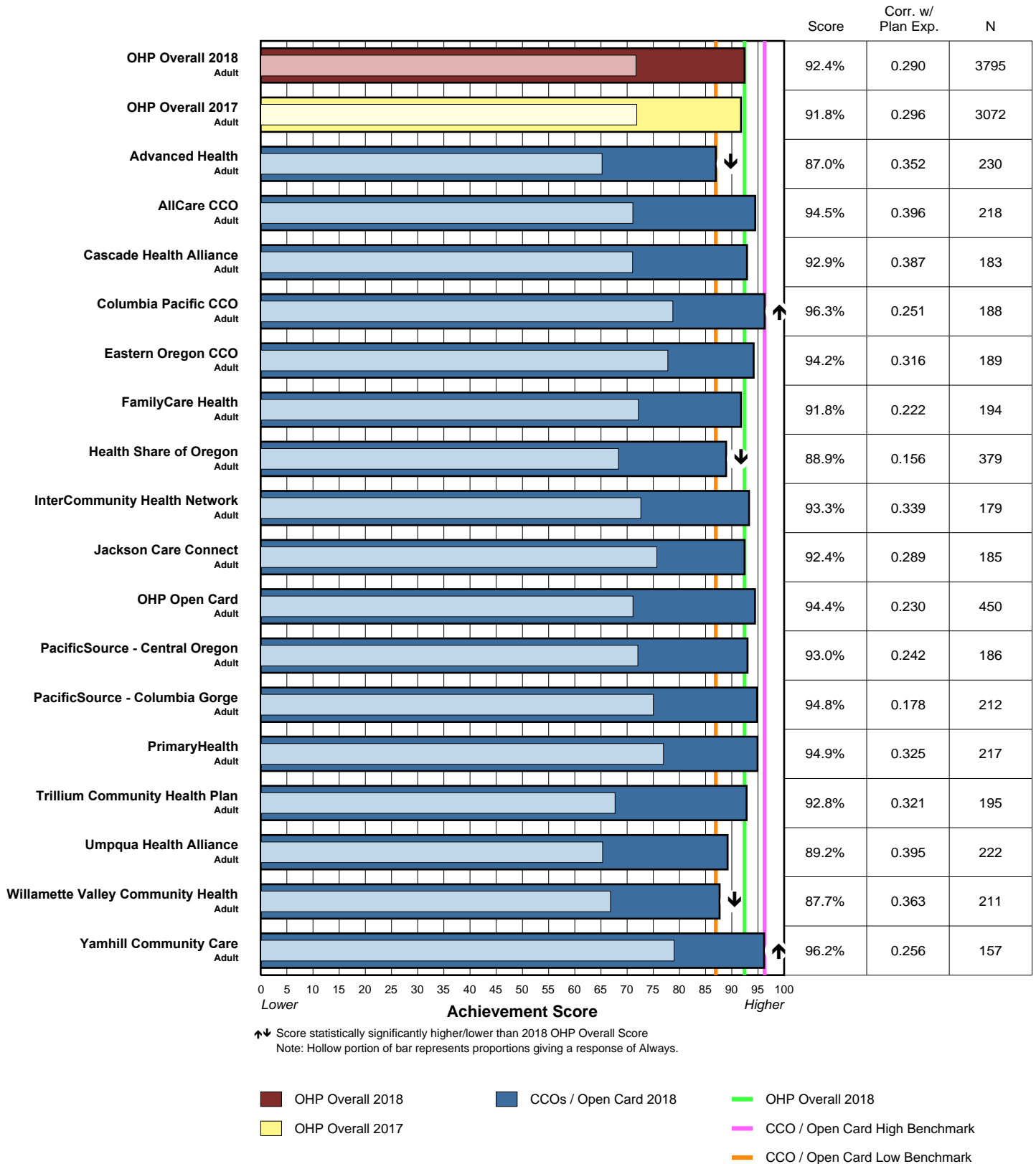
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

How Well Doctors Communicate



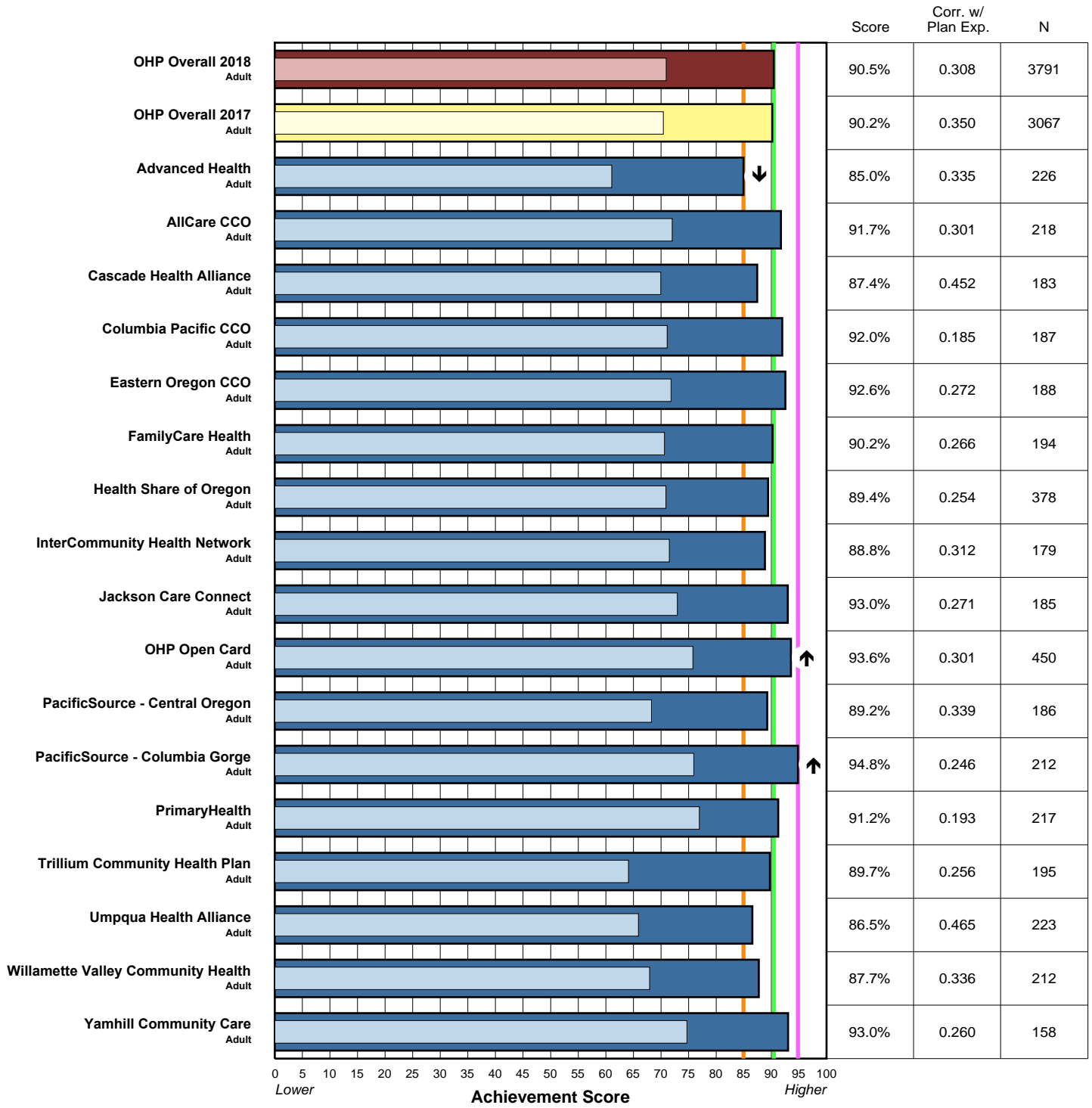
How Well Doctors Communicate

Q17. Personal doctor usually or always explained things in way that was easy to understand



How Well Doctors Communicate

Q18. Personal doctor usually or always listened carefully to you

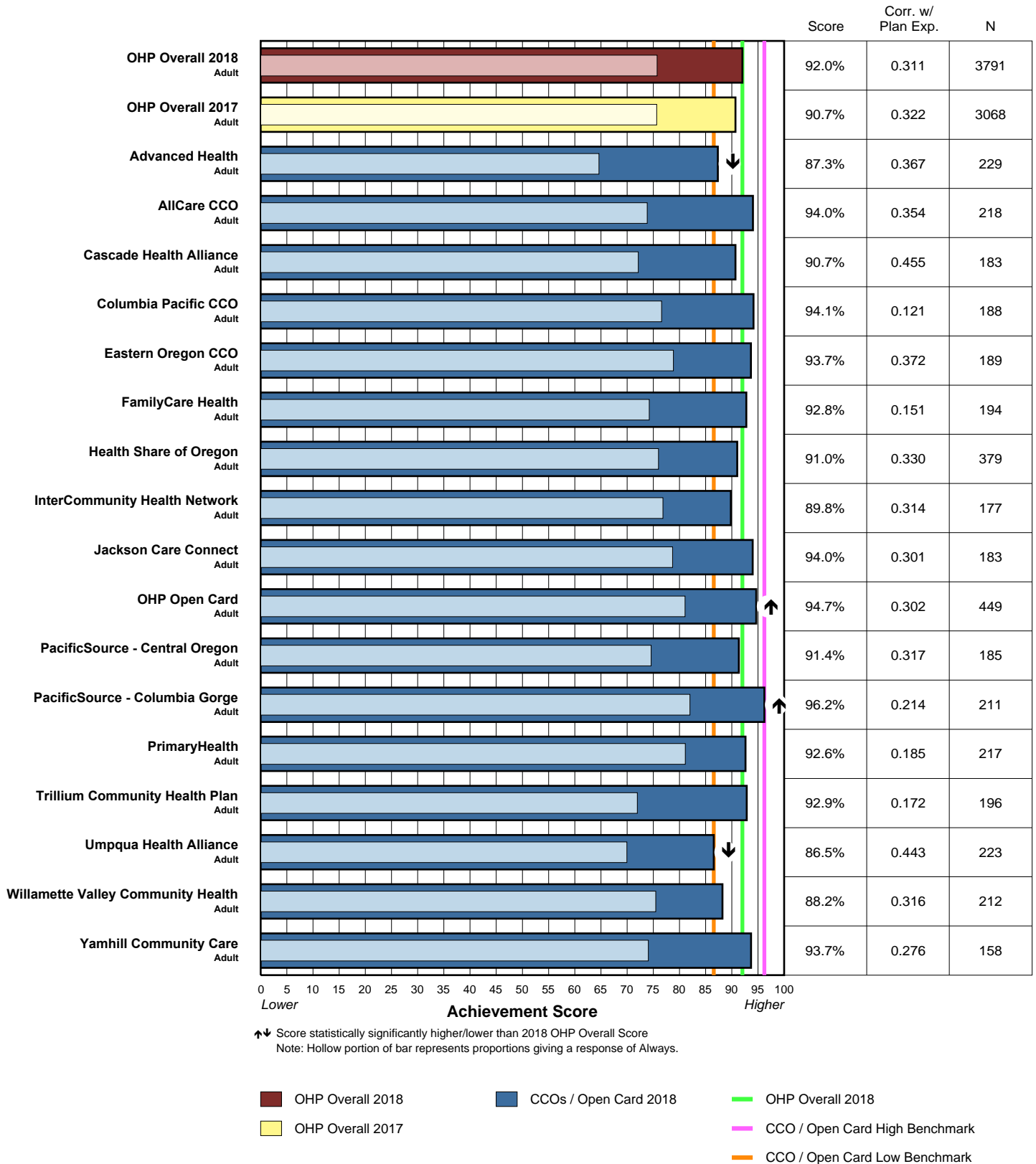


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

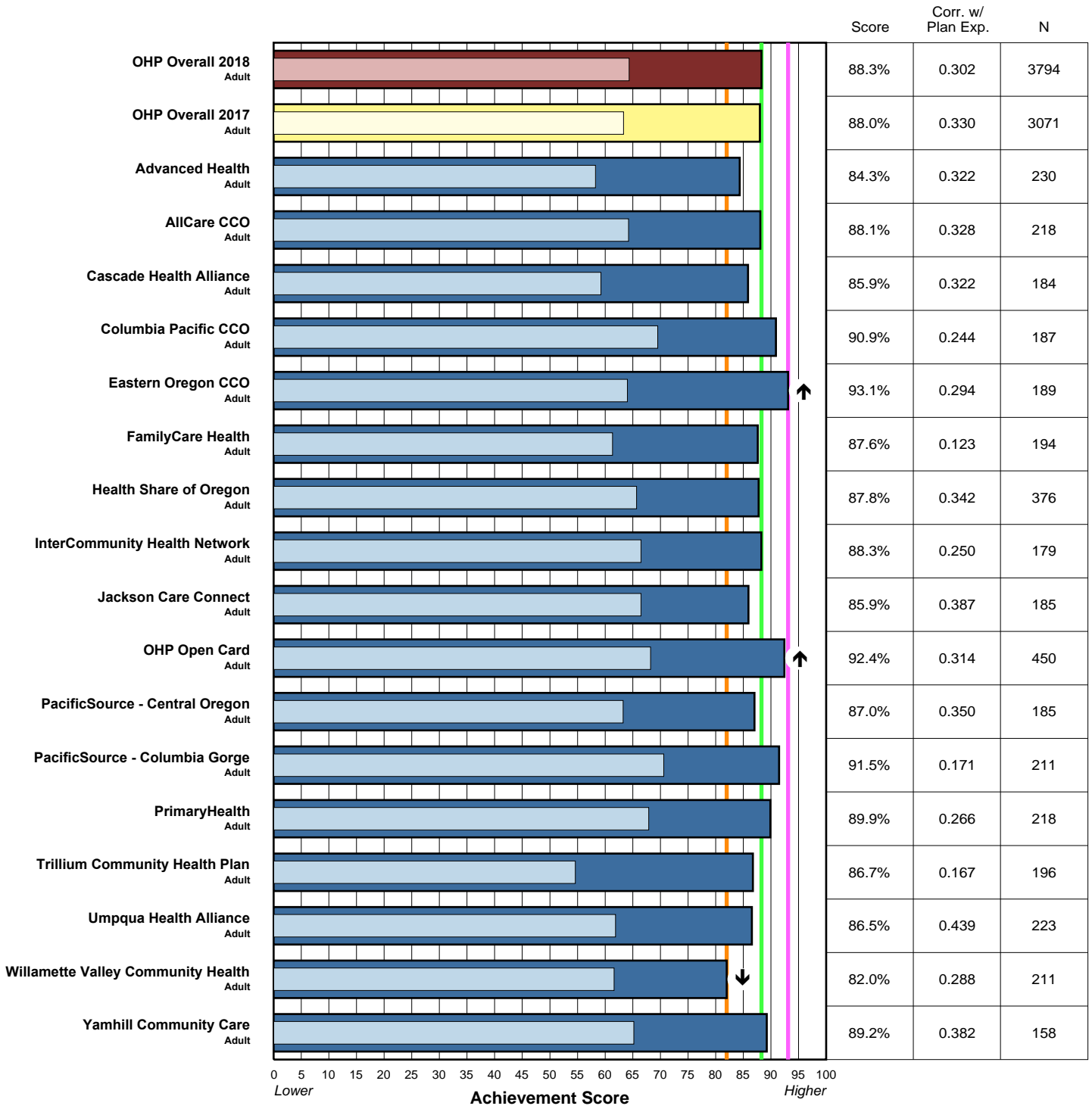
How Well Doctors Communicate

Q19. Personal doctor usually or always showed respect for what you had to say



How Well Doctors Communicate

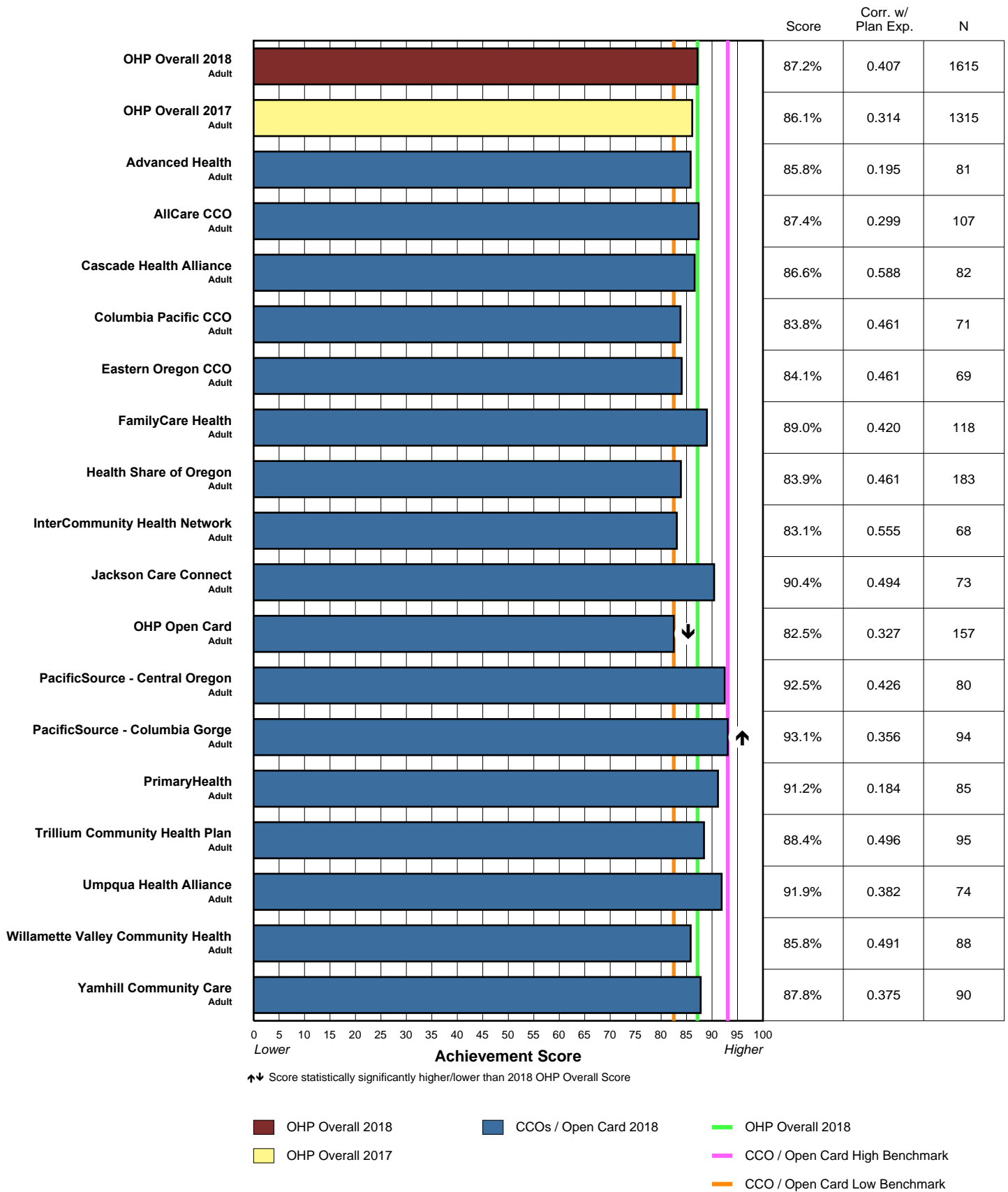
Q20. Personal doctor usually or always spent enough time with you



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

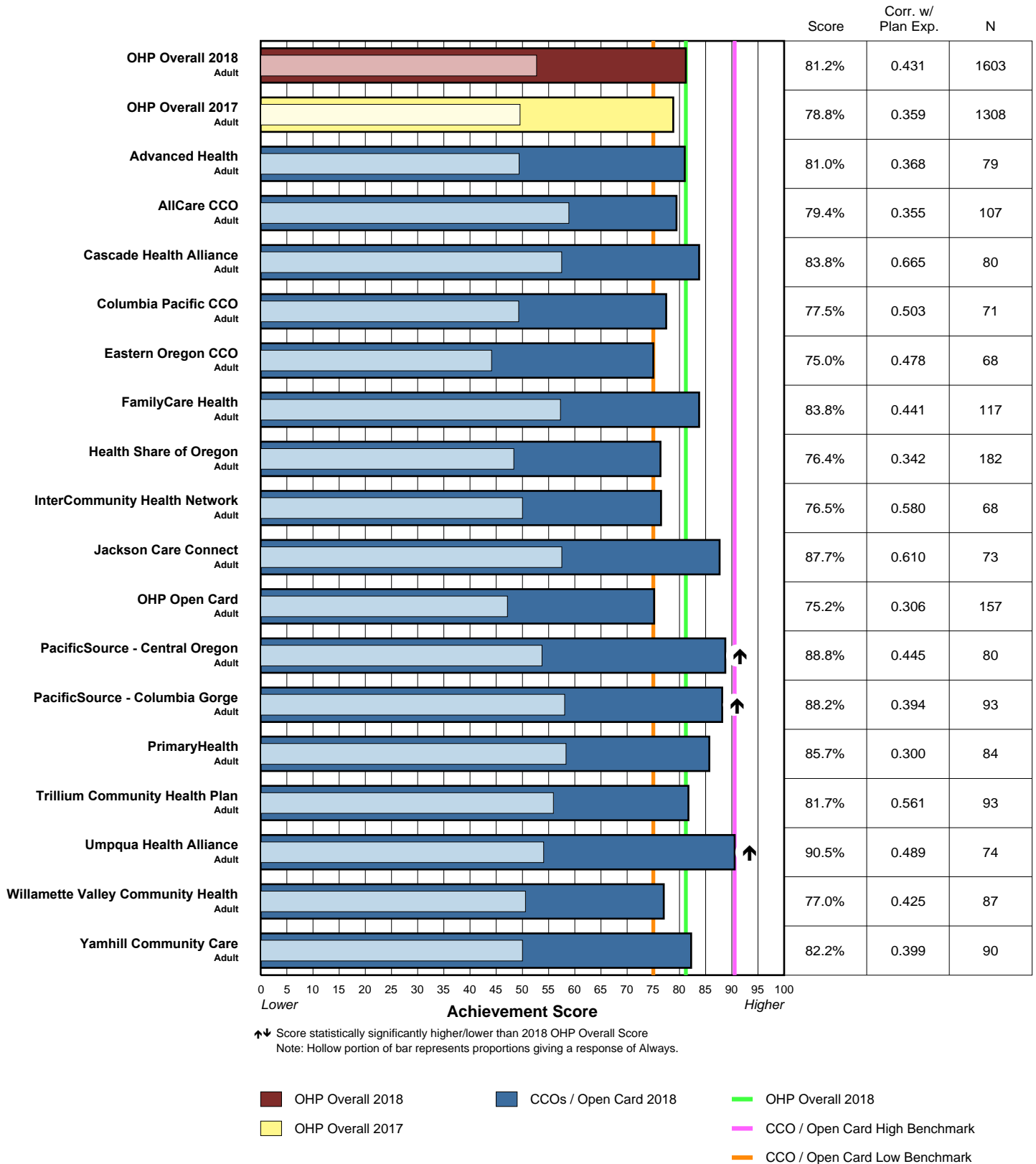
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Customer Service



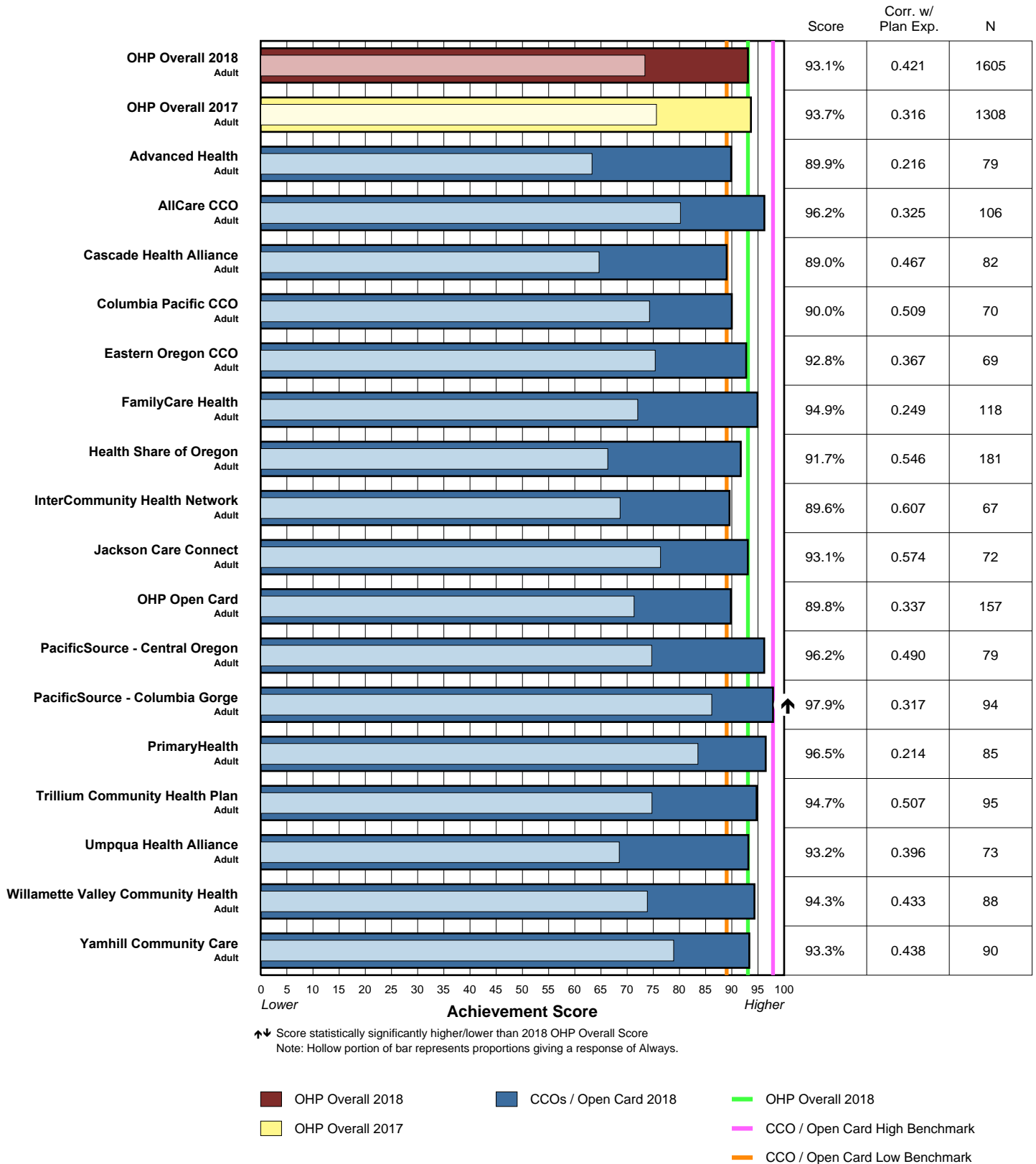
Customer Service

Q31. Health plan's customer service usually or always gave needed information or help

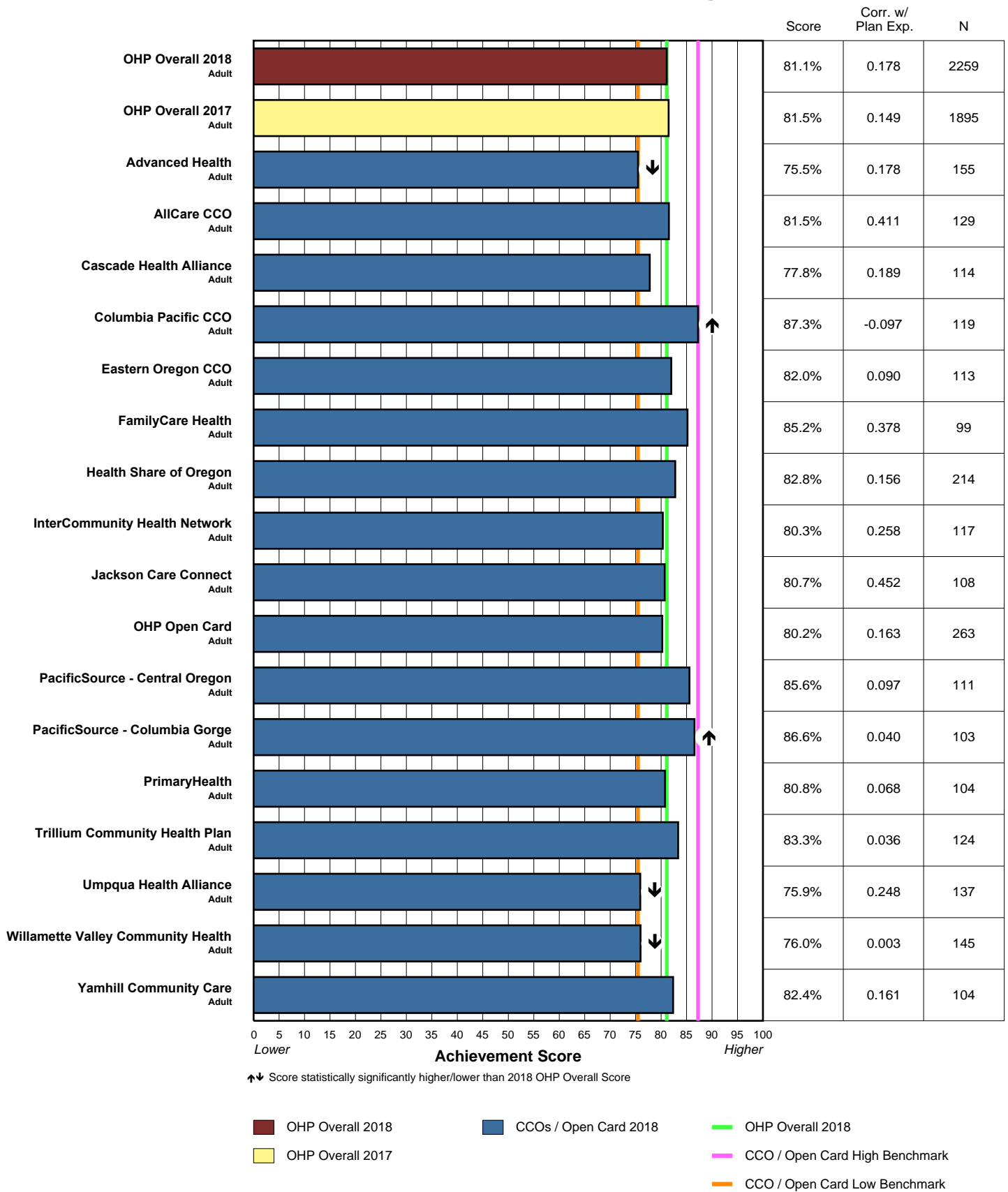


Customer Service

Q32. Usually or always treated with courtesy and respect by health plan's customer service staff

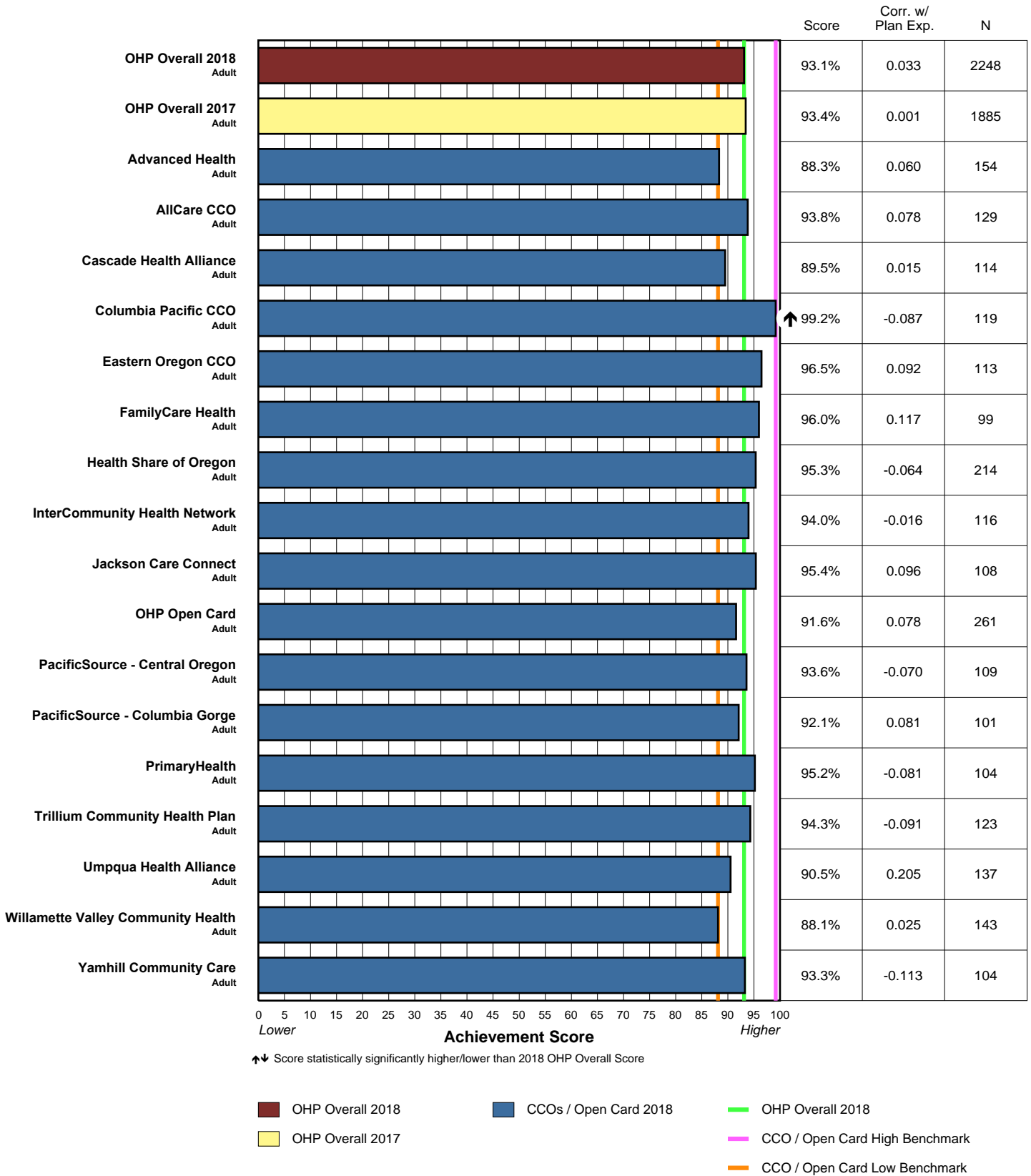


Shared Decision Making



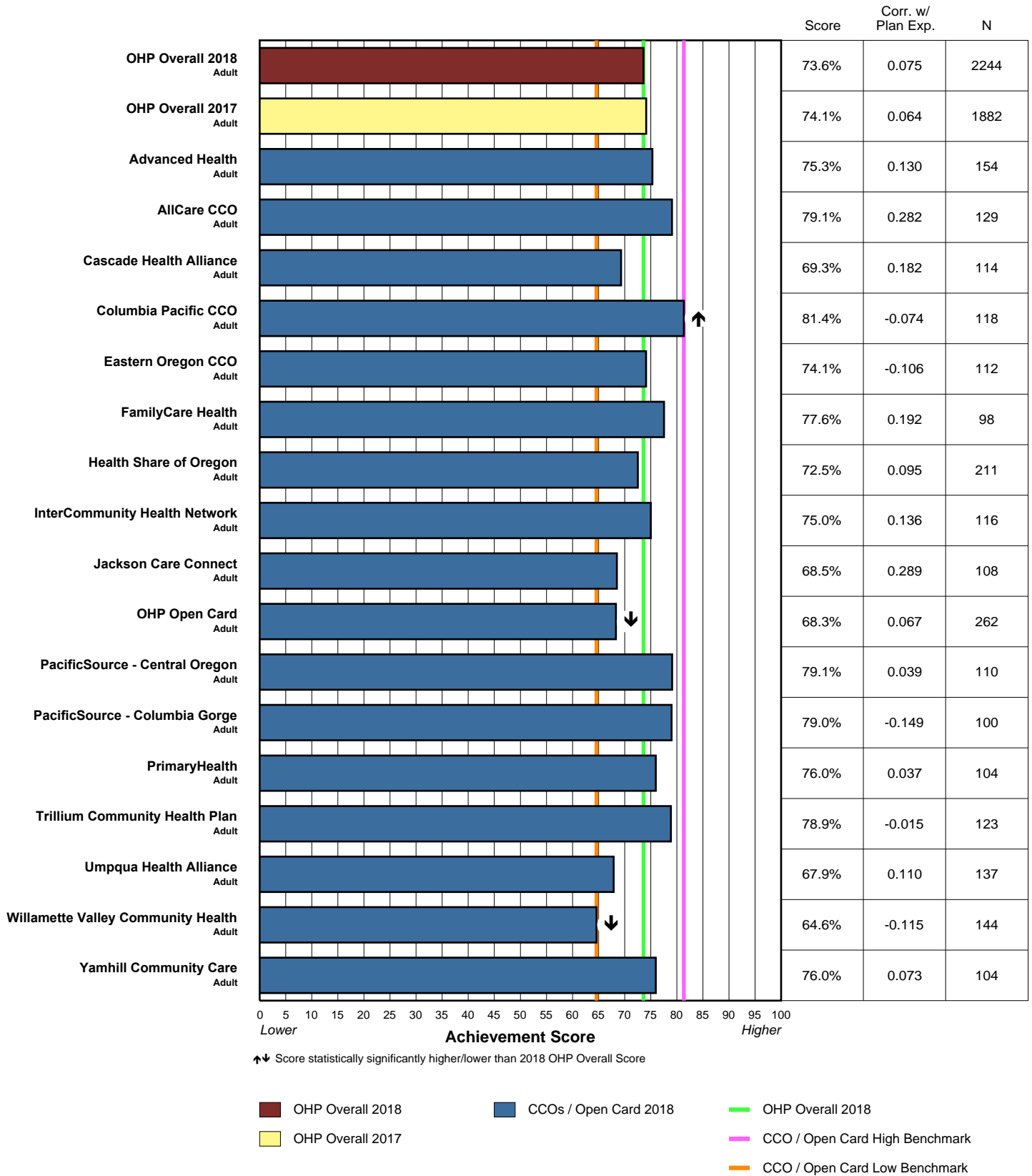
Shared Decision Making

Q10. Doctor talked about reasons you might want to take a medicine



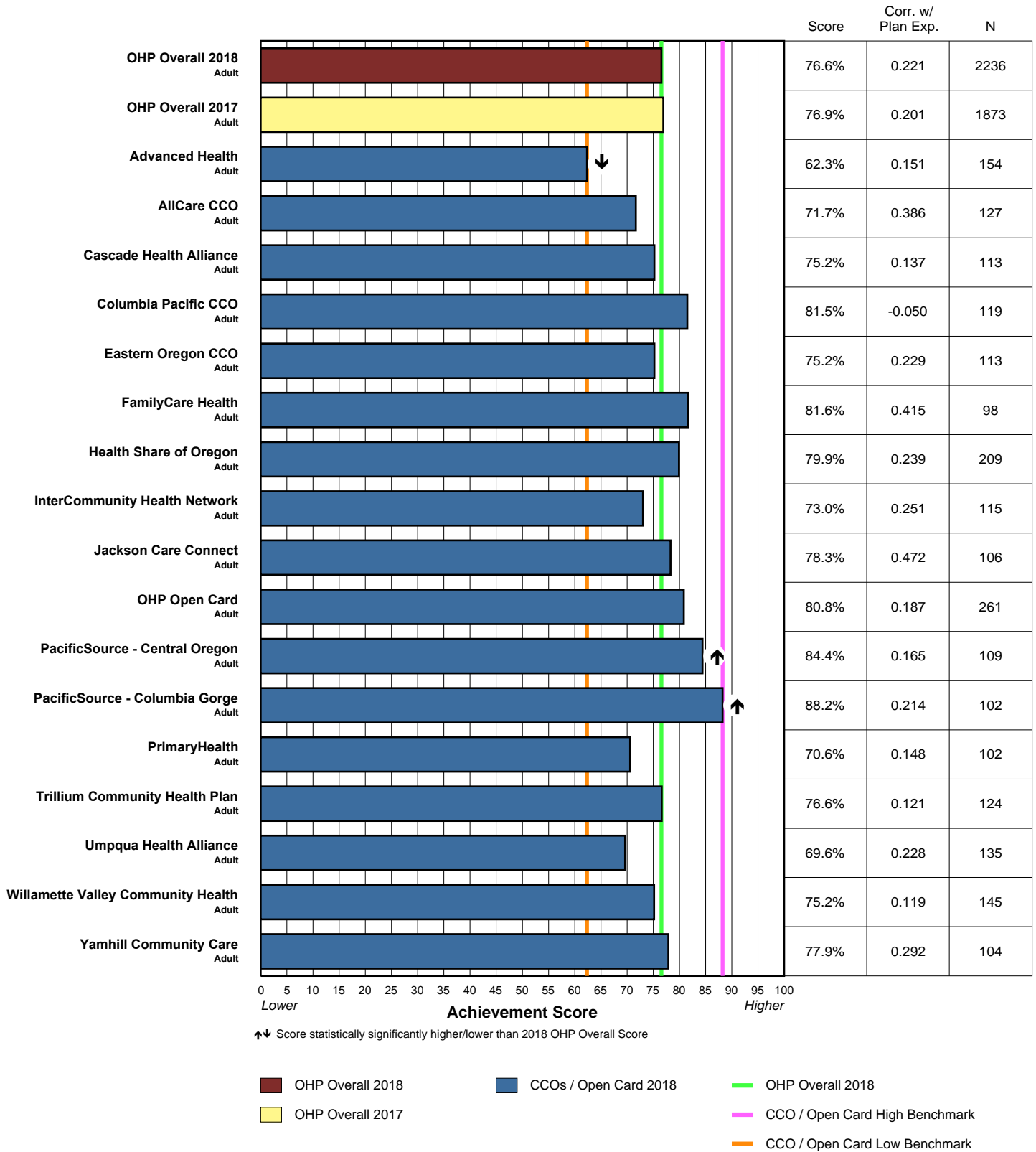
Shared Decision Making

Q11. Doctor talked about reasons you might not want to take a medicine



Shared Decision Making

Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for you



Medical Assistance with Smoking Cessation

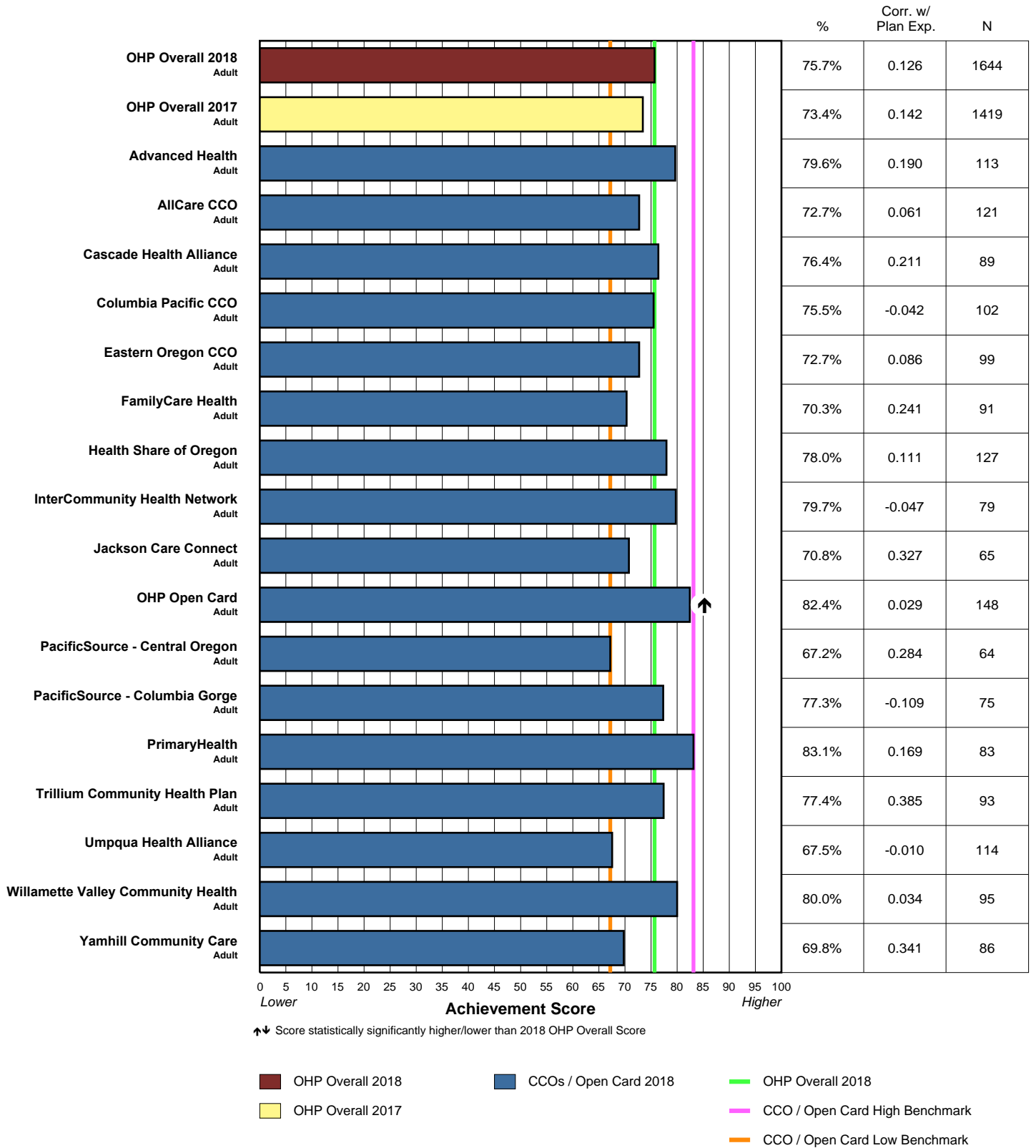
The CAHPS® Medical Assistance with Smoking Cessation measure is presented separately here. An achievement score is calculated for each question for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the score is the number of members who appropriately answered each question. Correlation with health plan experience is calculated with respect to Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

For these questions, responses of "Sometimes", "Usually", or "Always" are considered achievements. This measure is only reported for those respondents that answered "Every day" or "Some days" to Q40 "Do you now smoke cigarettes or use tobacco every day, some days, or not at all?".

OHP overall scores for 2018 and 2017 are presented first, followed by the individual CCO/Open Card scores for 2018. The 2017 overall OHP score is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 scores and the OHP overall 2018 score. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the scores.

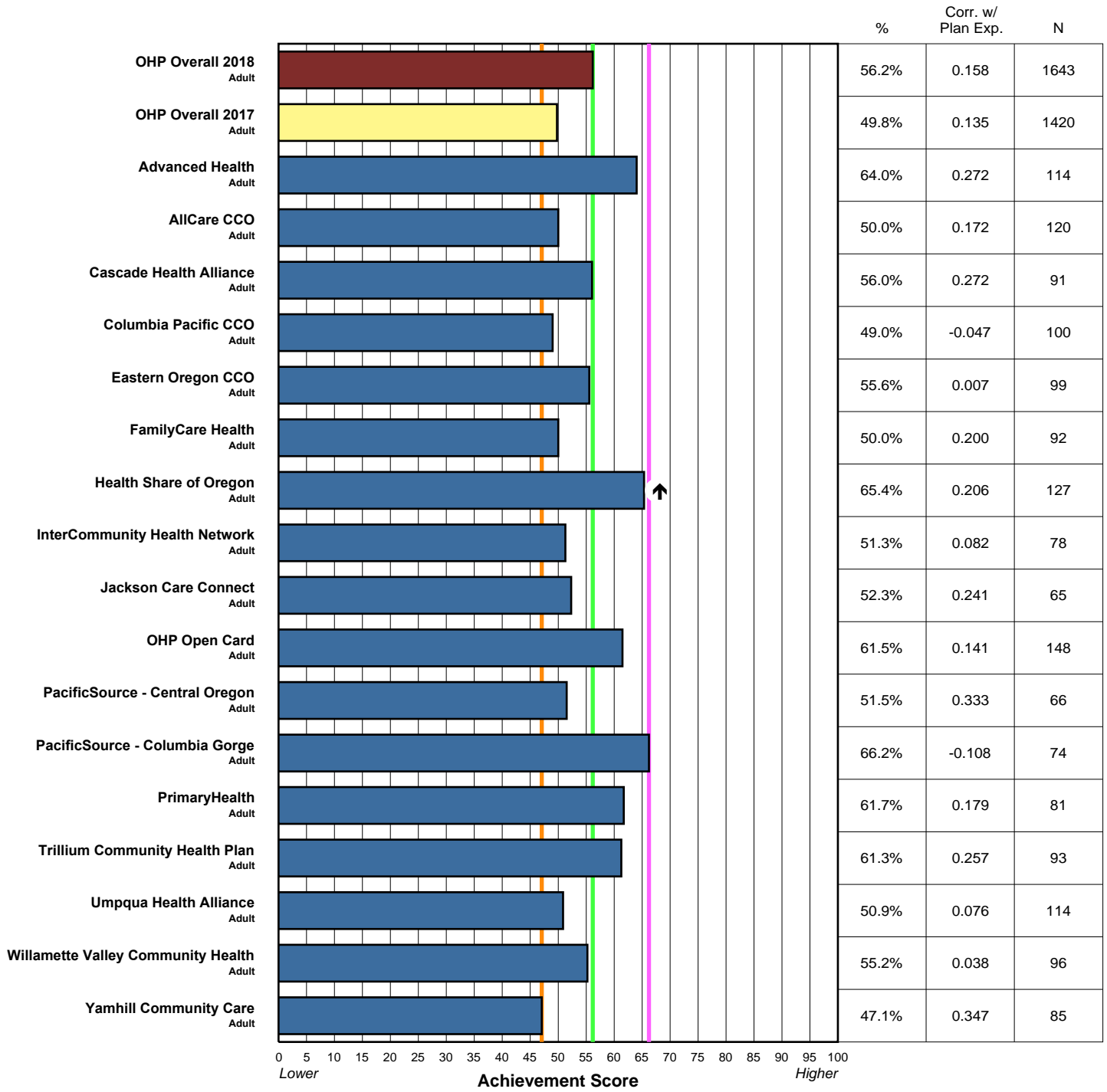
Medical Assistance with Smoking Cessation

Q40. Advised by doctor or other health provider to quit smoking or using tobacco



Medical Assistance with Smoking Cessation

Q41. Doctor or health provider recommended or discussed medication to assist with quitting smoking or using tobacco

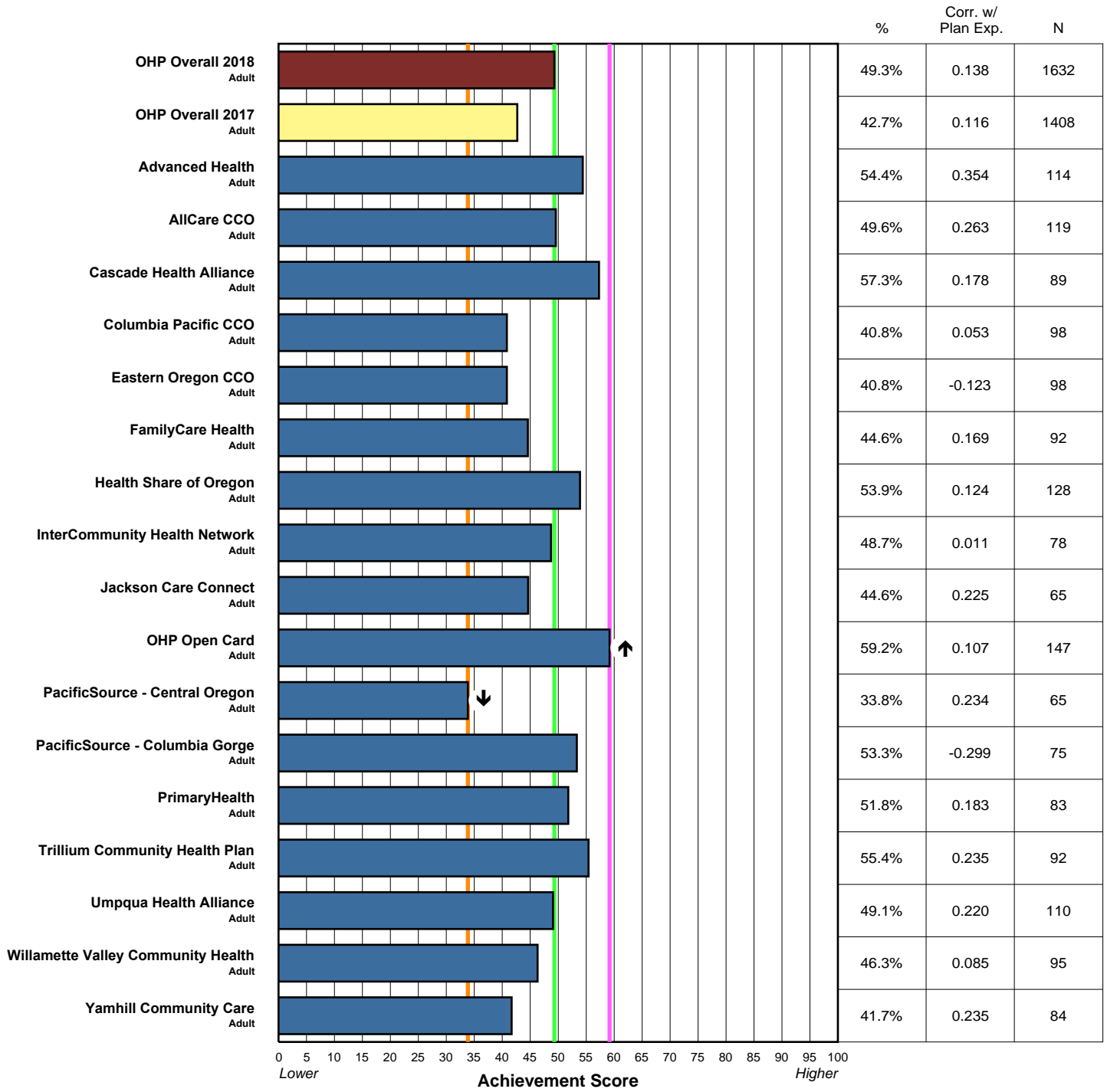


↕ Score statistically significantly higher/lower than 2018 OHP Overall Score

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Medical Assistance with Smoking Cessation

Q42. Doctor or health provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Single Items

Single items are questions that reflect plan performance but do not belong to any of the composites. An achievement score is calculated for each question for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the score is the number of members who appropriately answered the single item question. Correlation with health plan experience is calculated with respect to Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

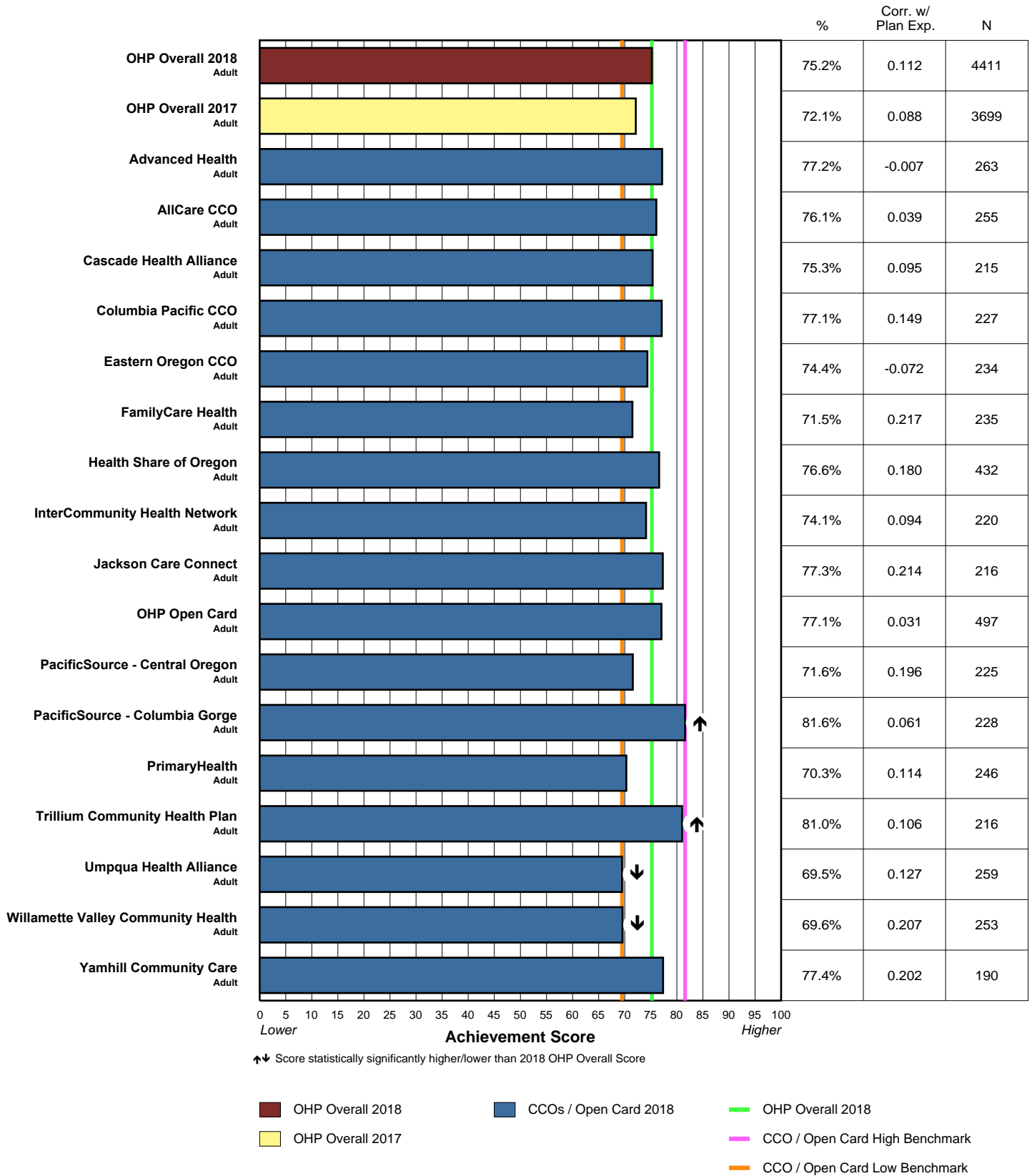
Depending on the response option set, the achievement scores presented on the following pages may reflect responses of "Usually" or "Always"; "Yes"; or "Excellent" or "Very good". For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are presented as hollow bars showing only the response option "Always" as an achievement.

OHP overall scores for 2018 and 2017 are presented first, followed by the individual CCO/Open Card scores for 2018. The 2017 overall OHP score is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 scores and the OHP overall 2018 score. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the scores.

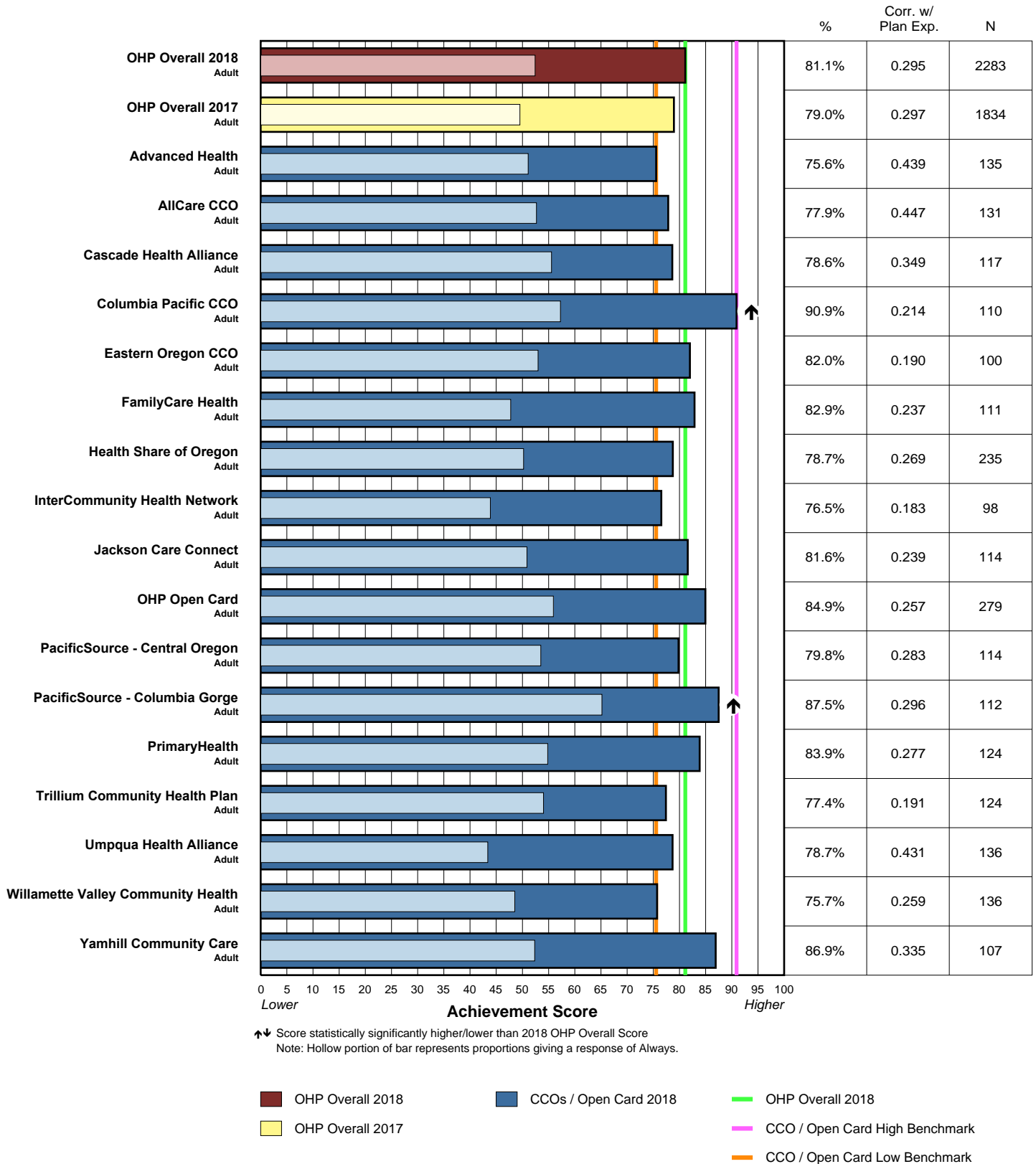
Single Items

Q8. Doctor talked about specific things to do to prevent illness



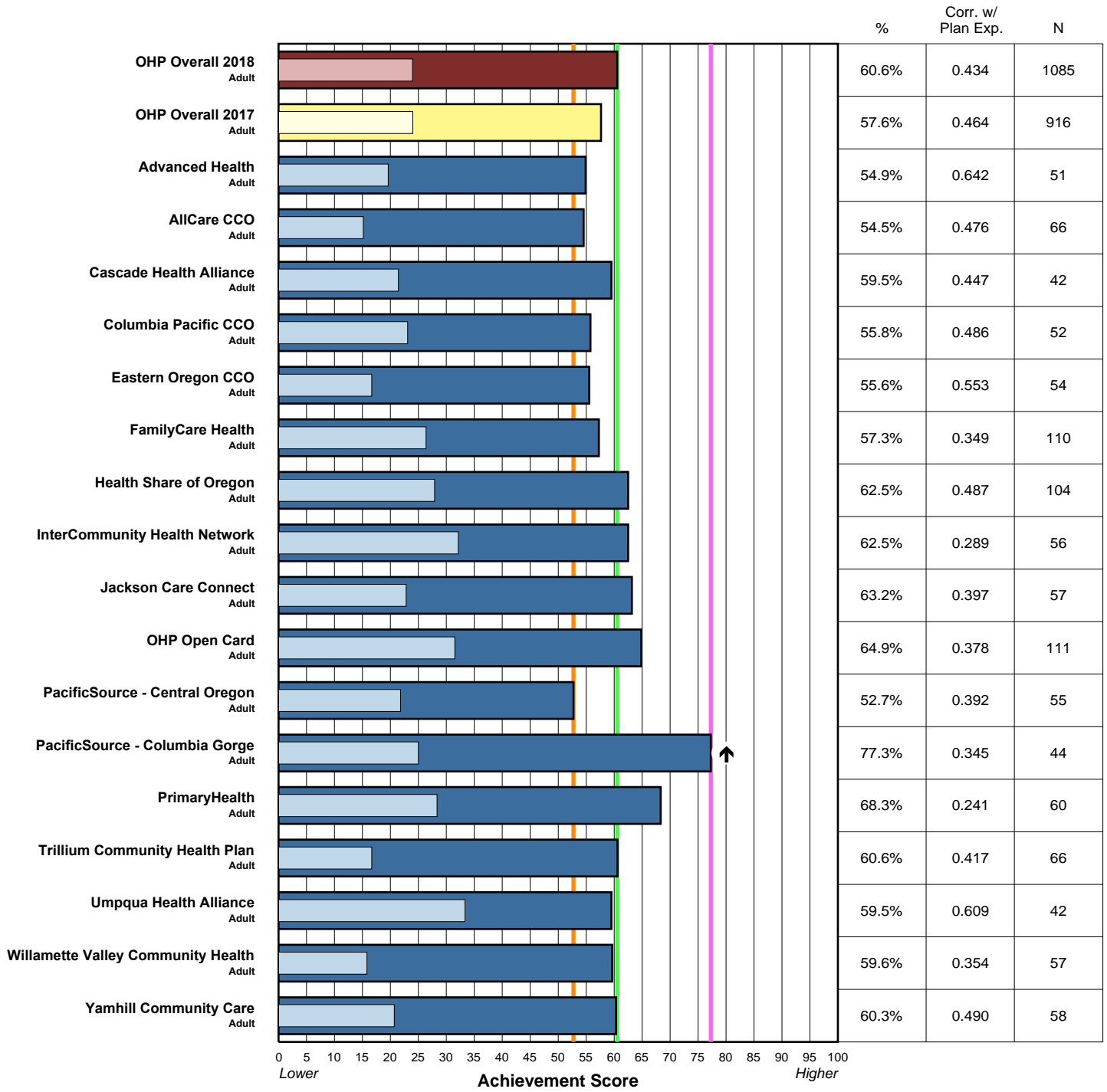
Single Items

Q22. Personal doctor usually or always seemed informed about care received from other doctors or providers



Single Items

Q29. Written materials/Internet usually or always provided needed information about how health plan works

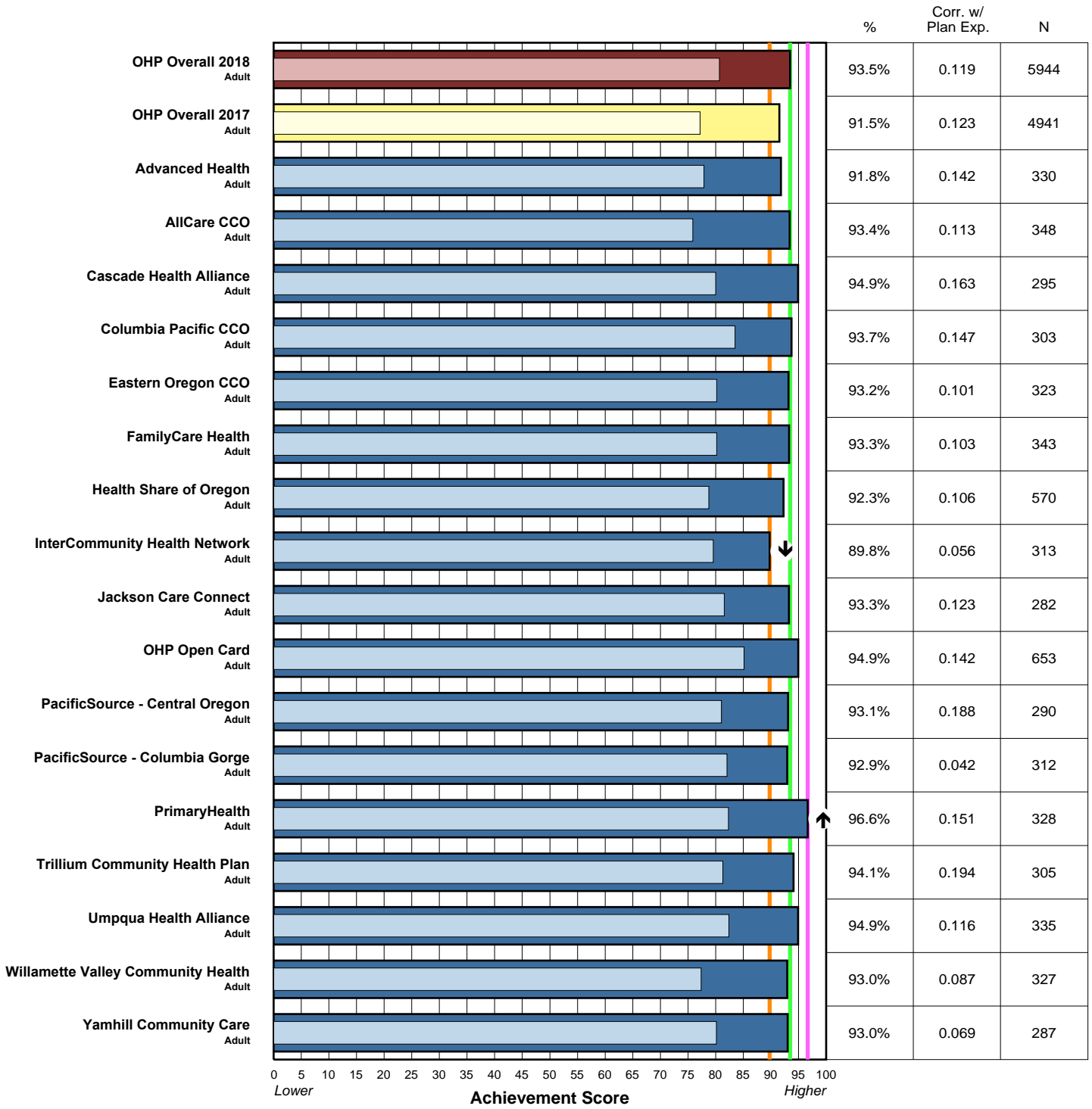


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

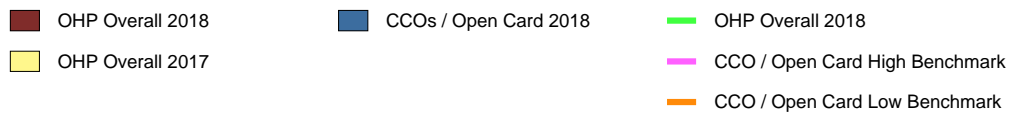
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Single Items

PQ34. Forms from your health plan usually or always easy to fill out

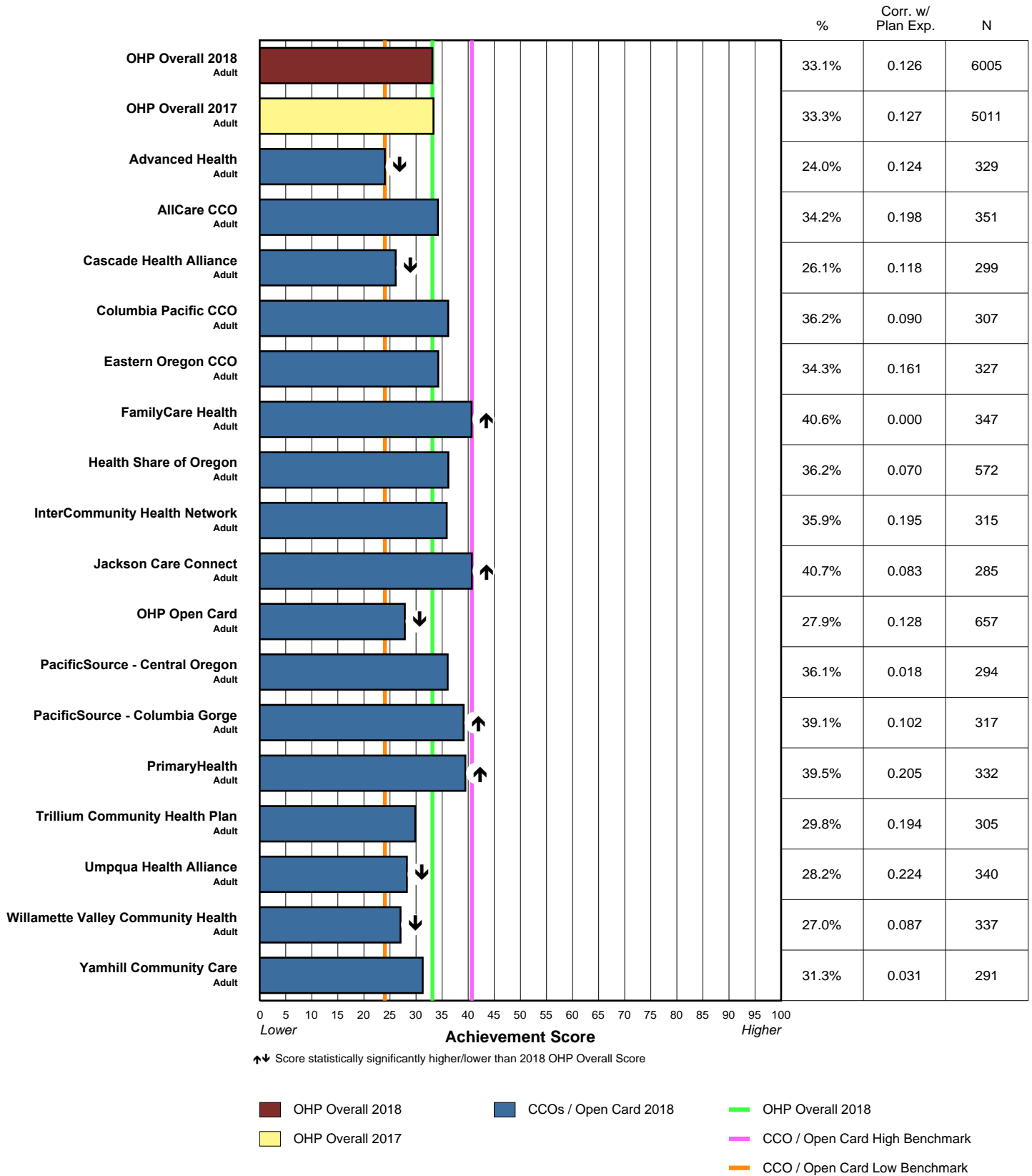


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.



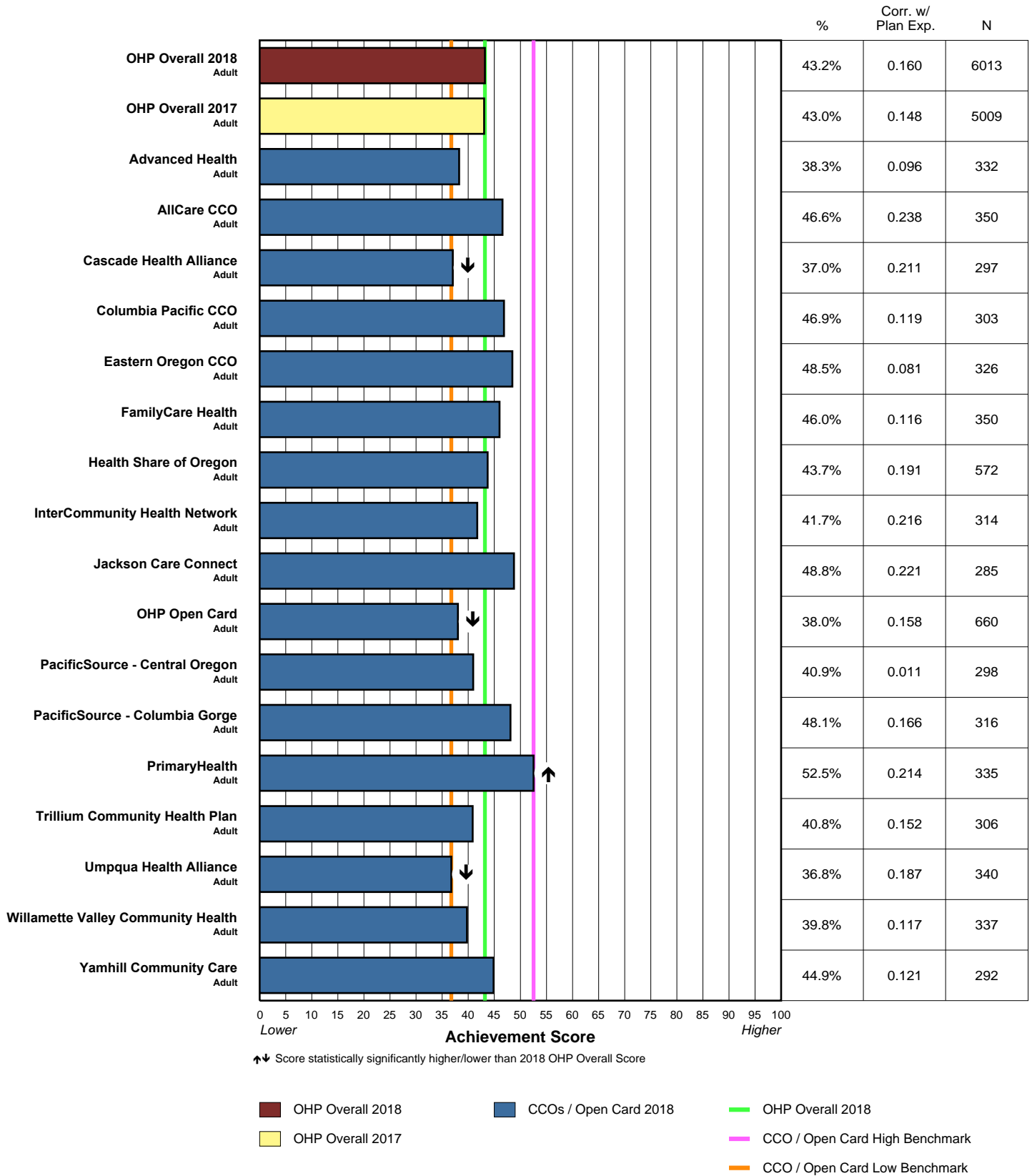
Single Items

Q36. Excellent or very good rating of your overall health



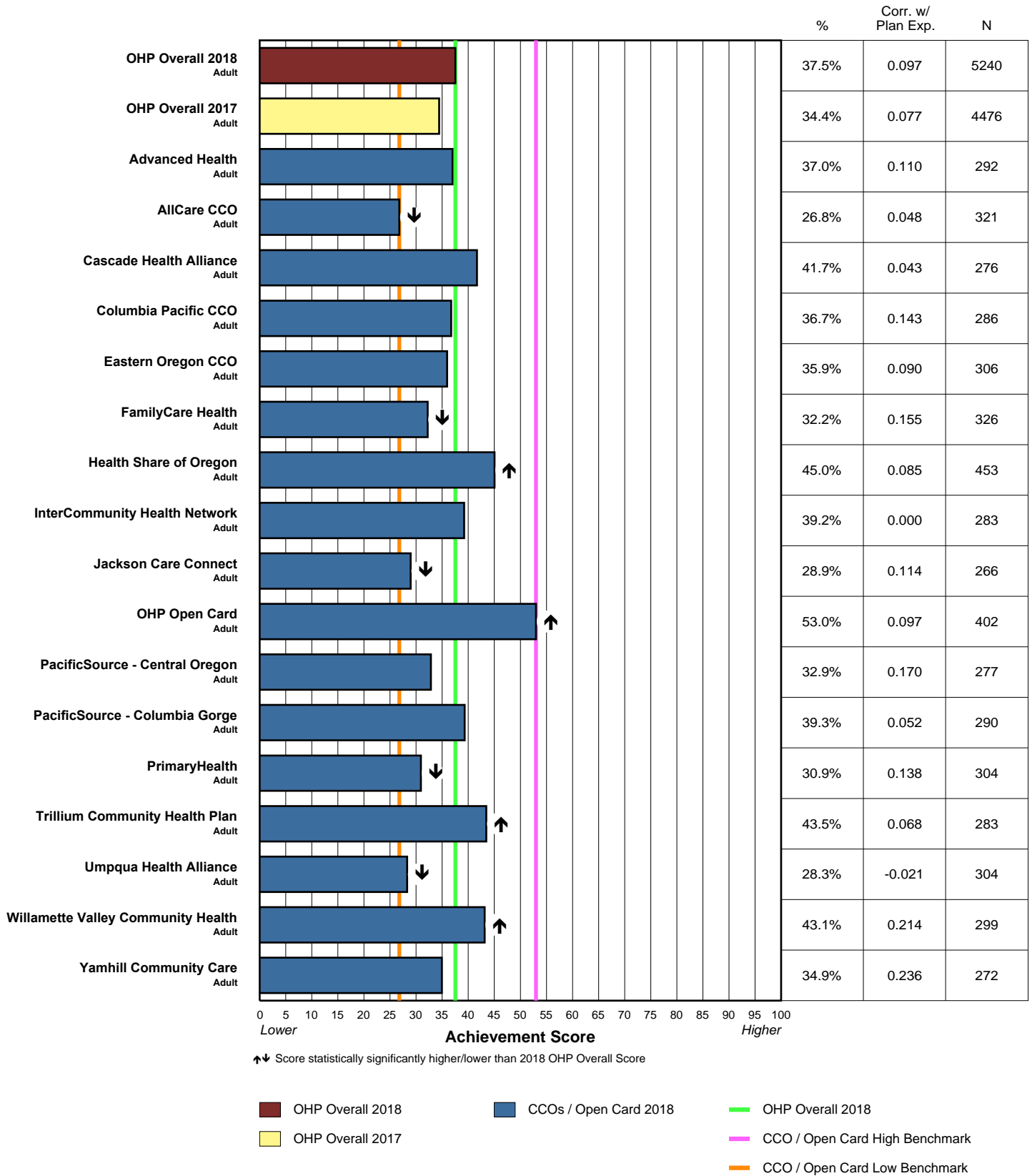
Single Items

Q37. Excellent or very good rating of your overall mental or emotional health



Single Items

Q38. Received a flu shot or flu spray in the nose since July 1, 2017



Supplemental Items

Any supplemental items that reflect plan performance are presented on the following pages. An achievement score is calculated for each question for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the score is the number of members who appropriately answered each question. Correlation with health plan experience is calculated with respect to Q35, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

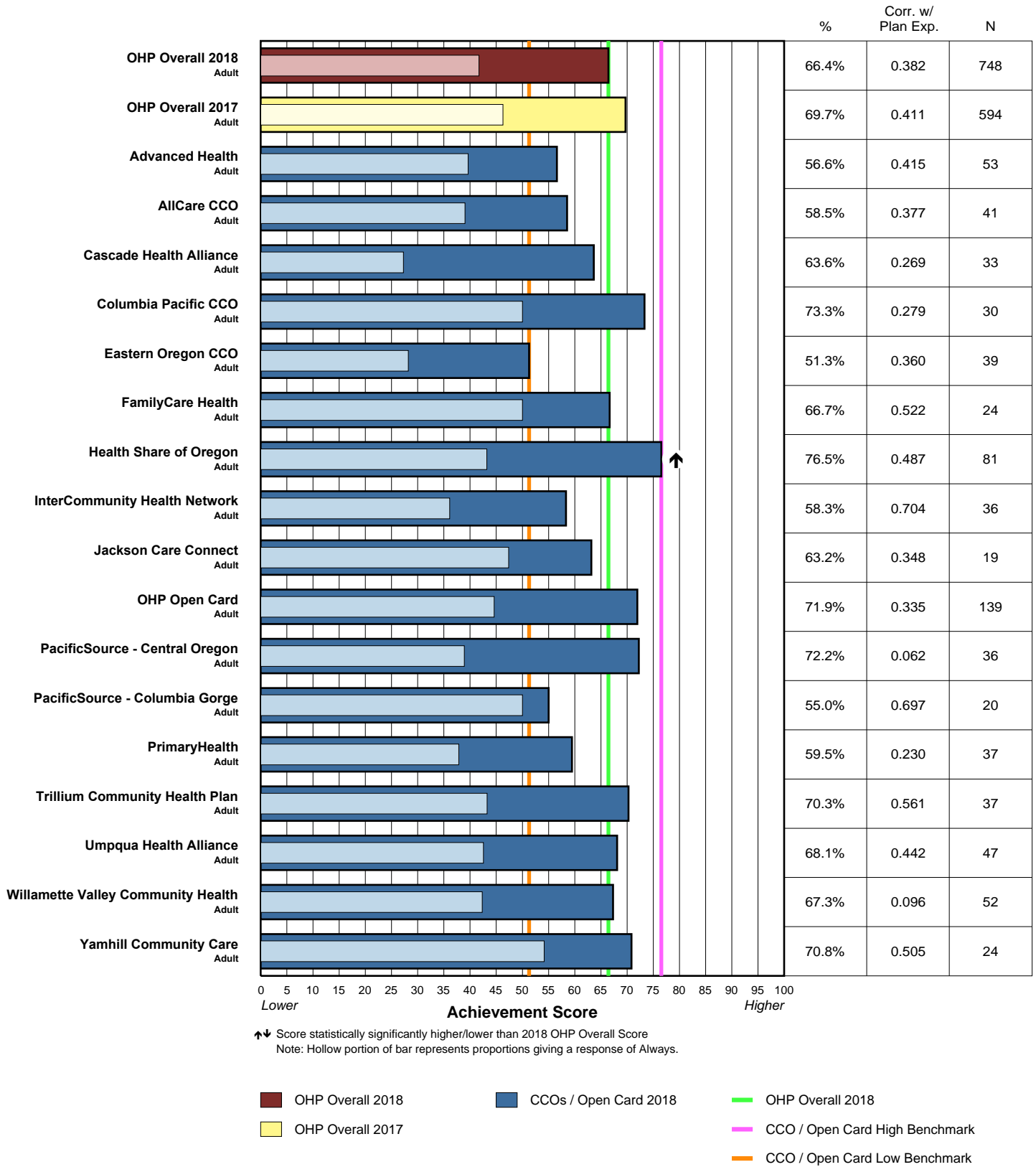
Depending on the response option set, the achievement scores presented on the following pages may reflect responses of "Usually" or "Always"; "Never" or "Sometimes"; "Yes - definitely"; or "8", "9", or "10". For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are presented as hollow bars showing either the response option "Always" or the response option "Never" as an achievement, as appropriate to the item. For the rating question, the hollow bar represents only the response options "9" and "10" as an alternate achievement score.

OHP overall scores for 2018 and 2017 are presented first, followed by the individual CCO/Open Card scores for 2018. The 2017 overall OHP score is presented for visual reference only. Statistical testing is between the CCO/Open Card 2018 scores and the OHP overall 2018 score. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are no statistically significant differences between the scores.

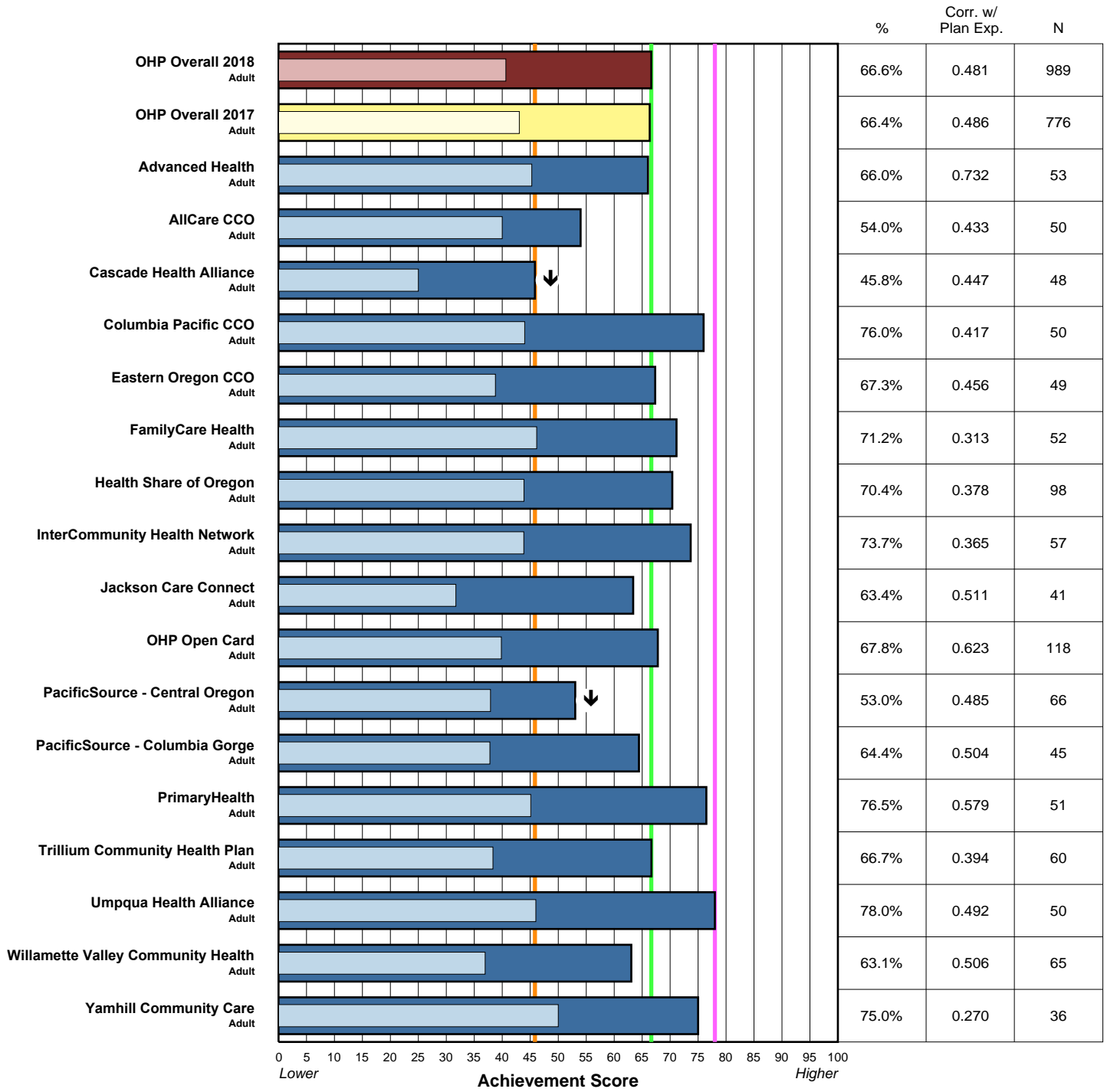
Supplemental Items

Q35b. Always or usually easy to get needed medical equipment through health plan



Supplemental Items

Q35d. Always or usually easy to get needed physical, occupational, or speech therapy through health plan

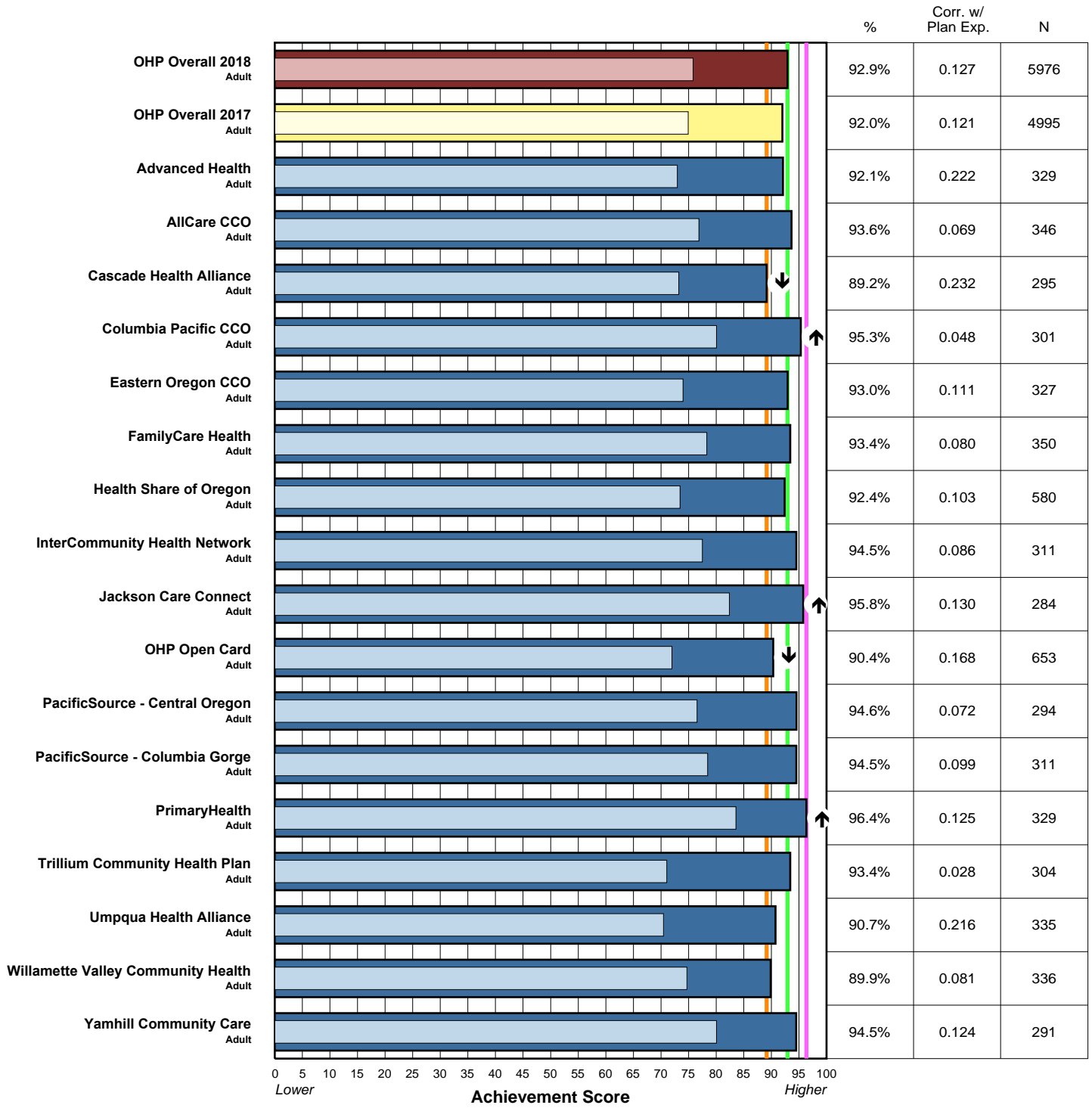


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

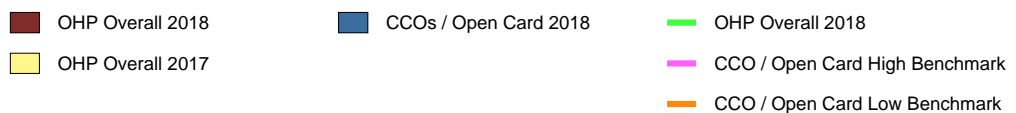
- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Supplemental Items

Q35e. Doctor or health provider never or sometimes talked too fast

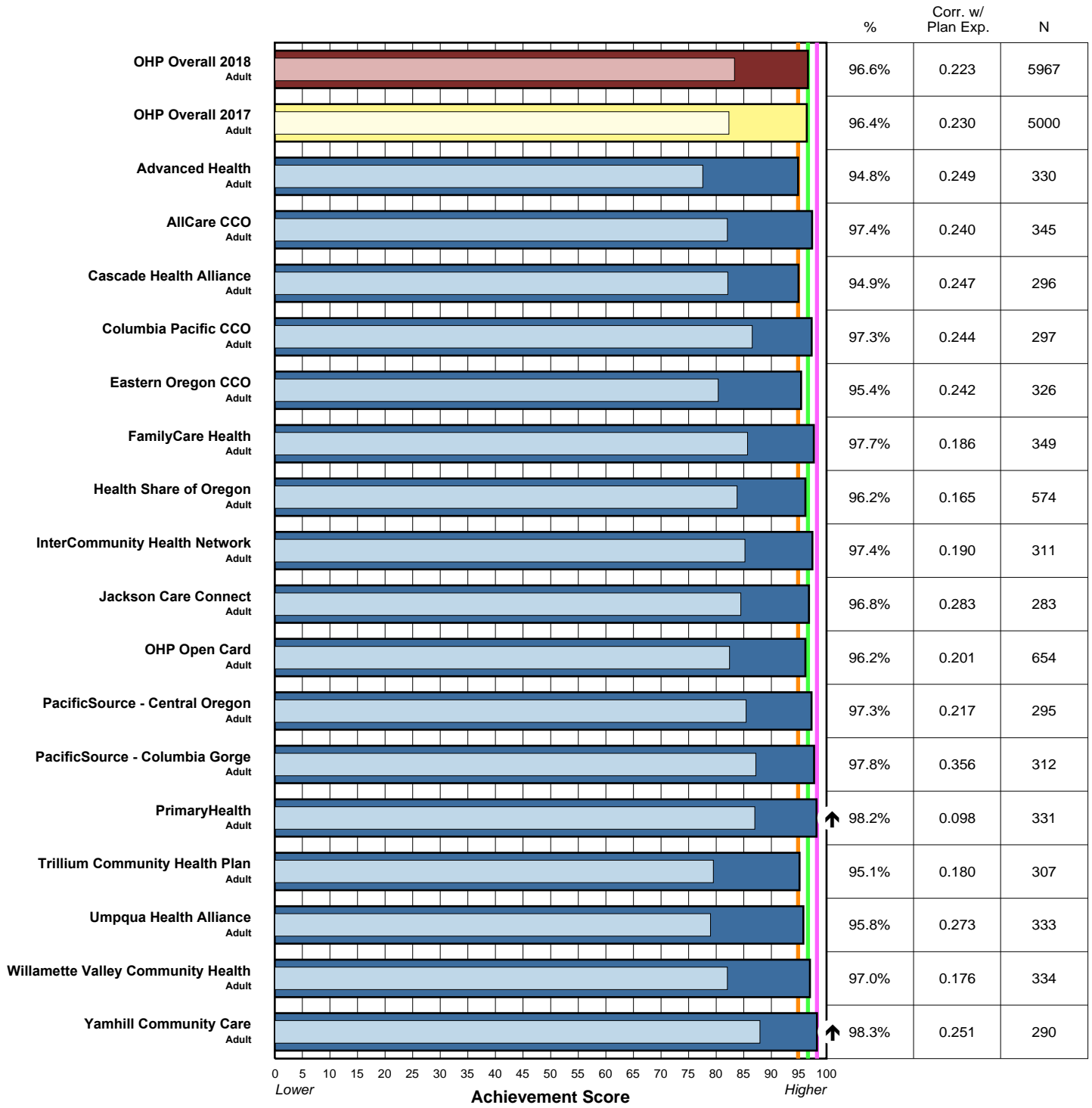


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Never.

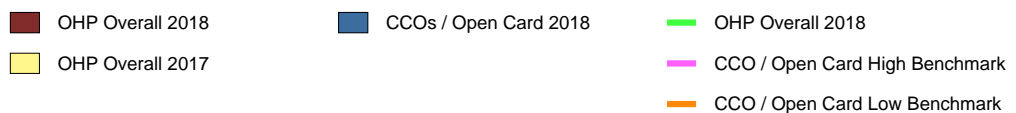


Supplemental Items

Q35f. Doctor or health provider never or sometimes interrupted

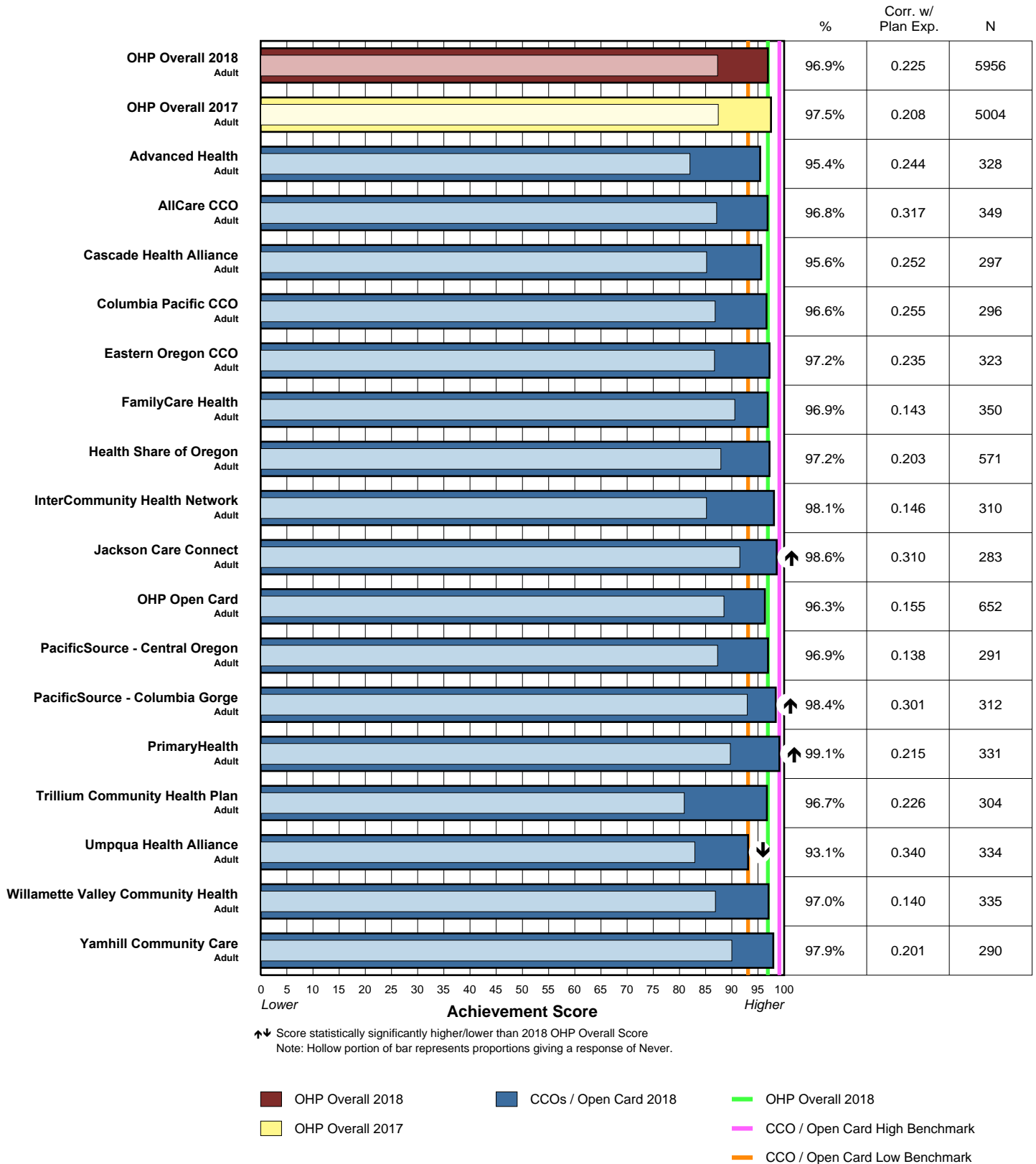


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Never.



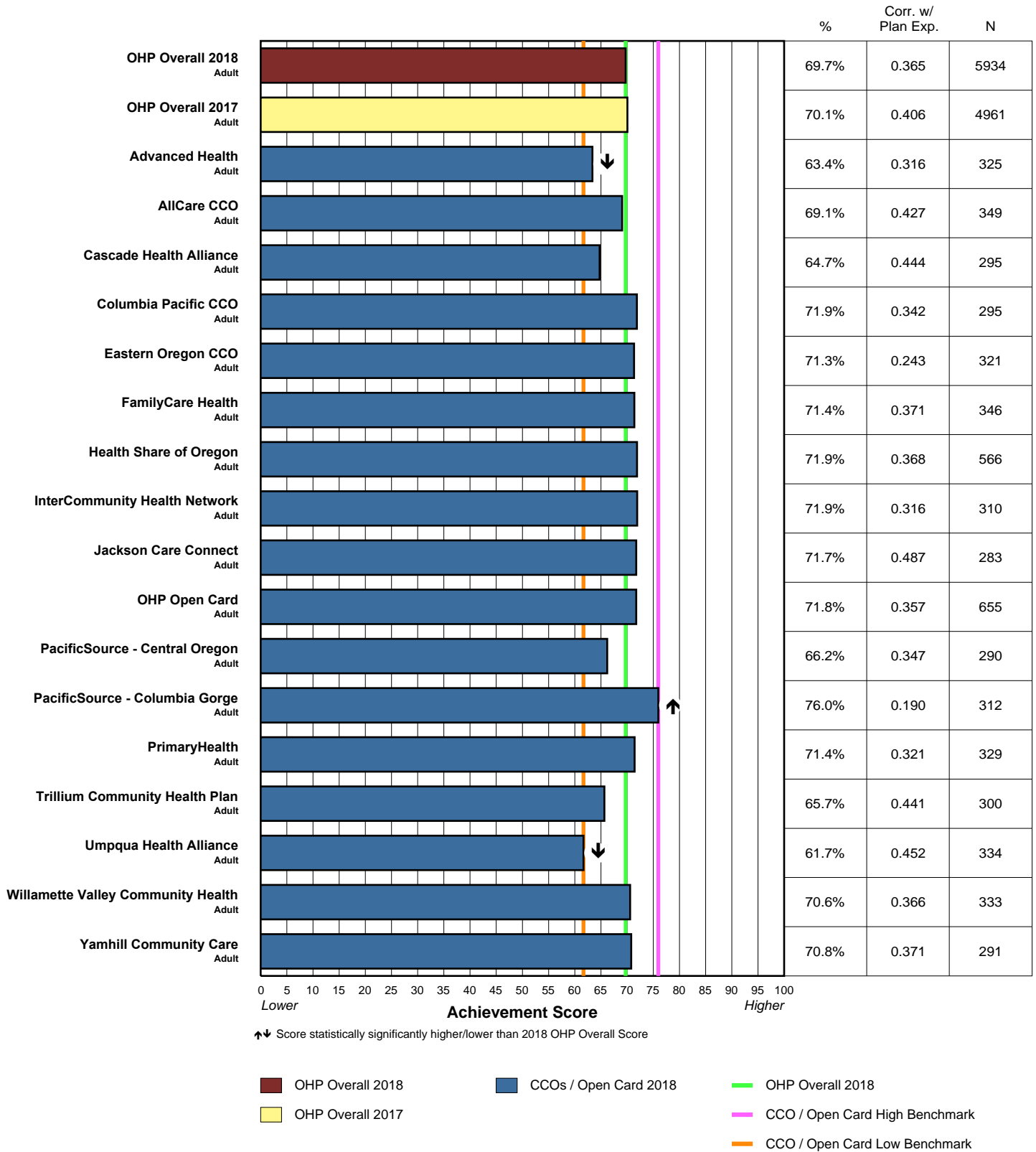
Supplemental Items

Q35g. Doctor or health provider never or sometimes was condescending, rude, or sarcastic



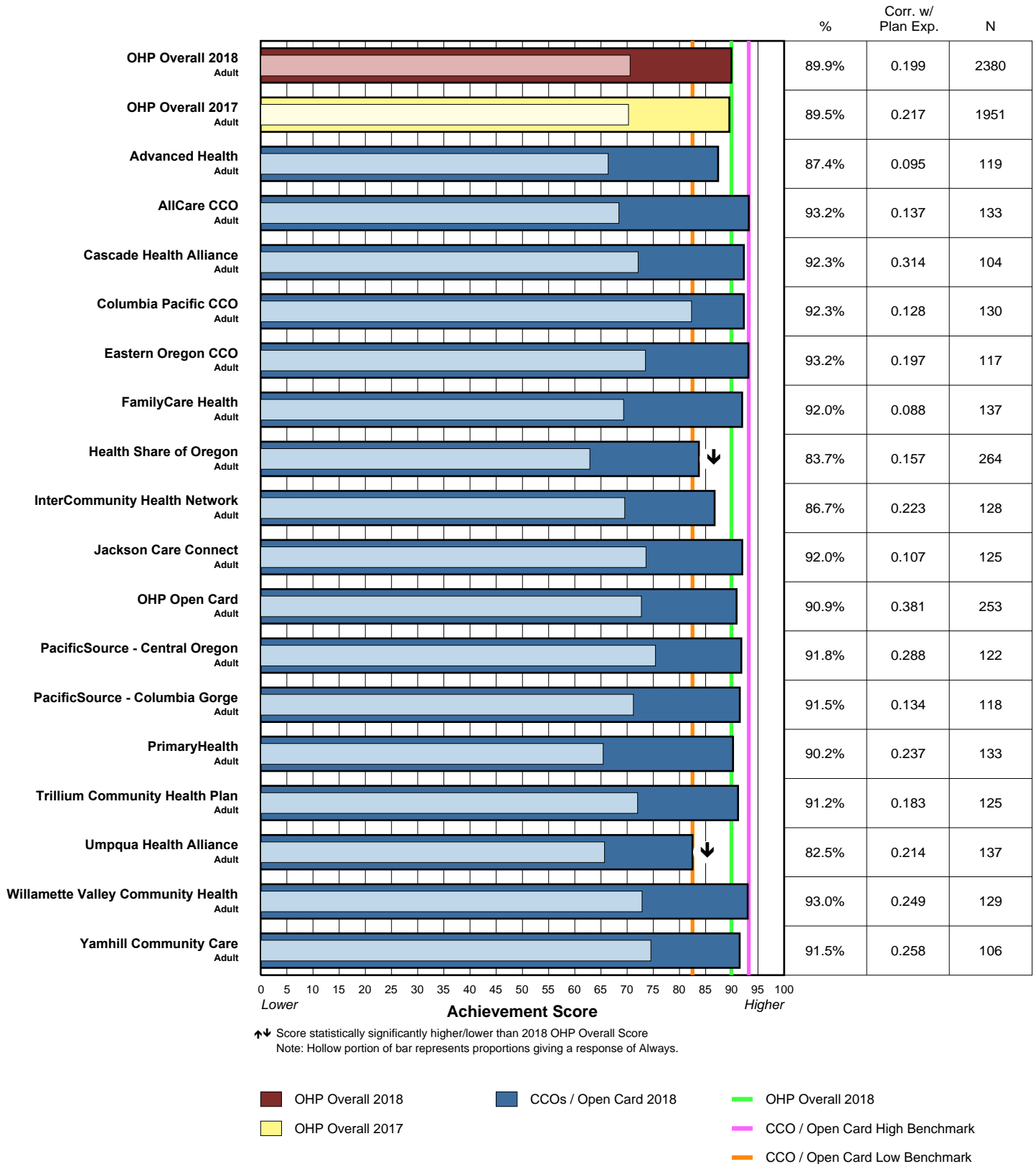
Supplemental Items

Q35h. Definitely felt you could trust a doctor or health provider with medical care



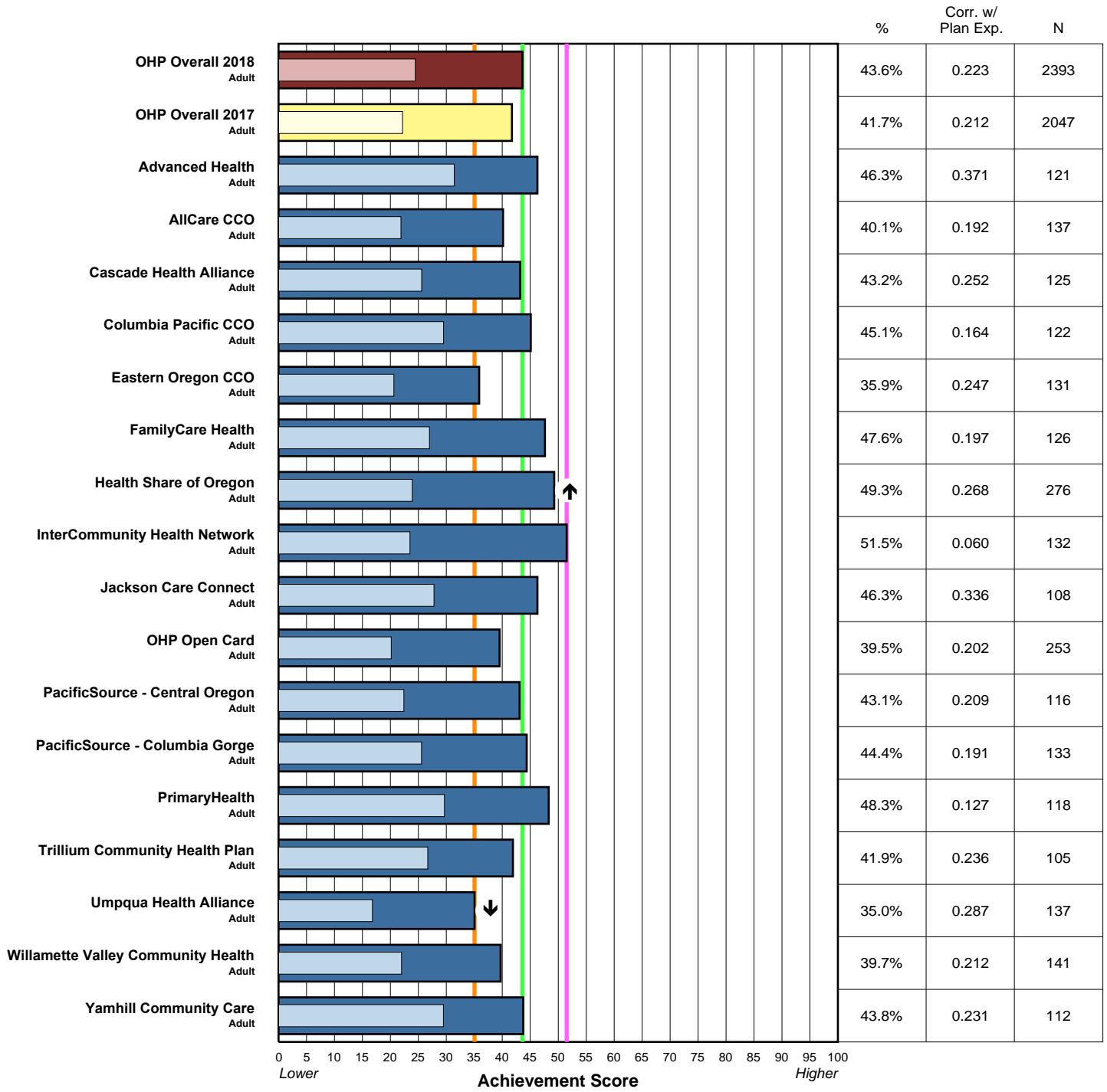
Supplemental Items

Q35k. Dentists or dental staff always or usually explained what they were doing while treating you



Supplemental Items

Q35I. Always or usually easy to get an appointment as soon as you wanted with dental specialist

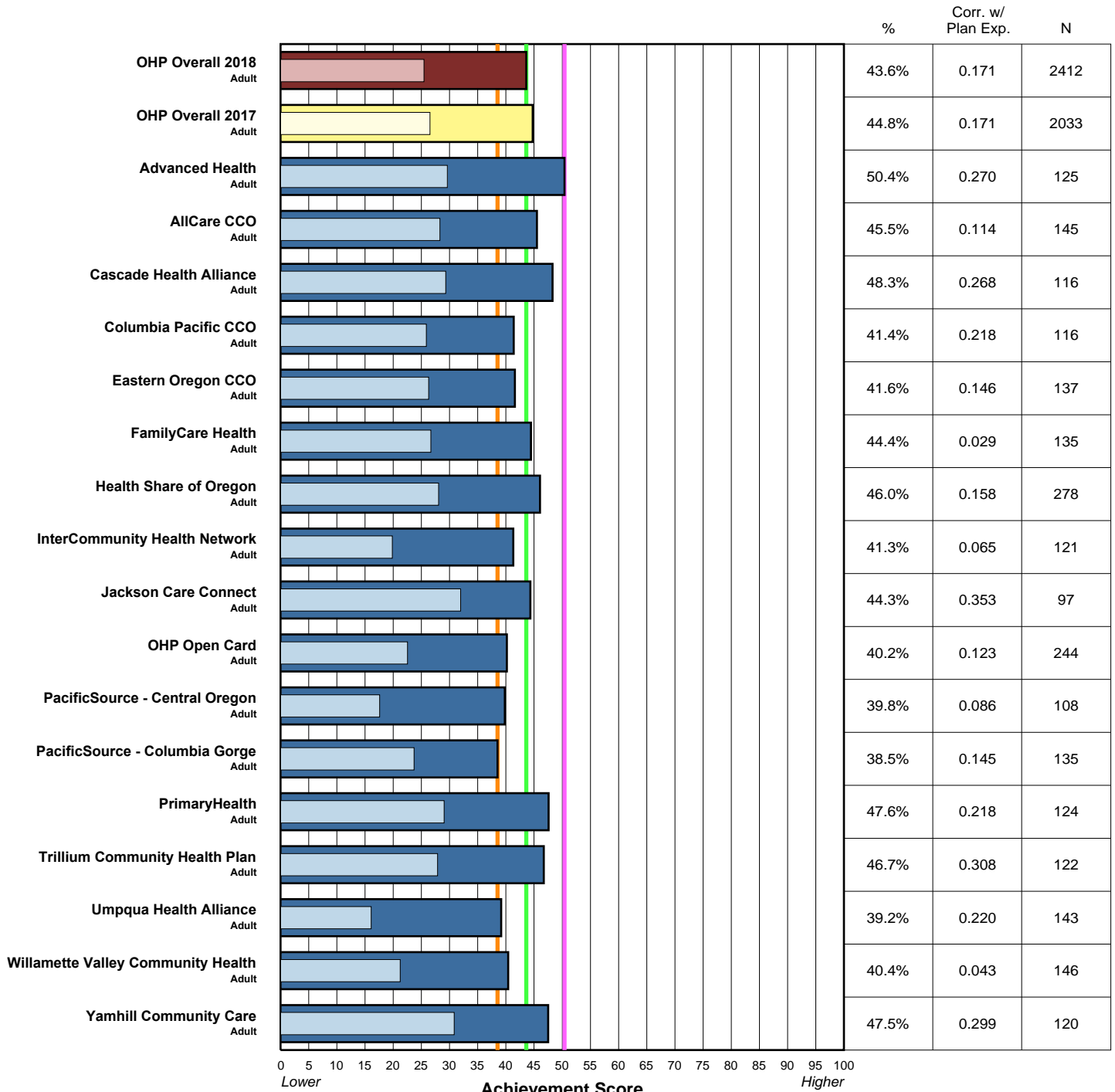


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Supplemental Items

Q35m. Always or usually saw a dentist as soon as you wanted for emergency care

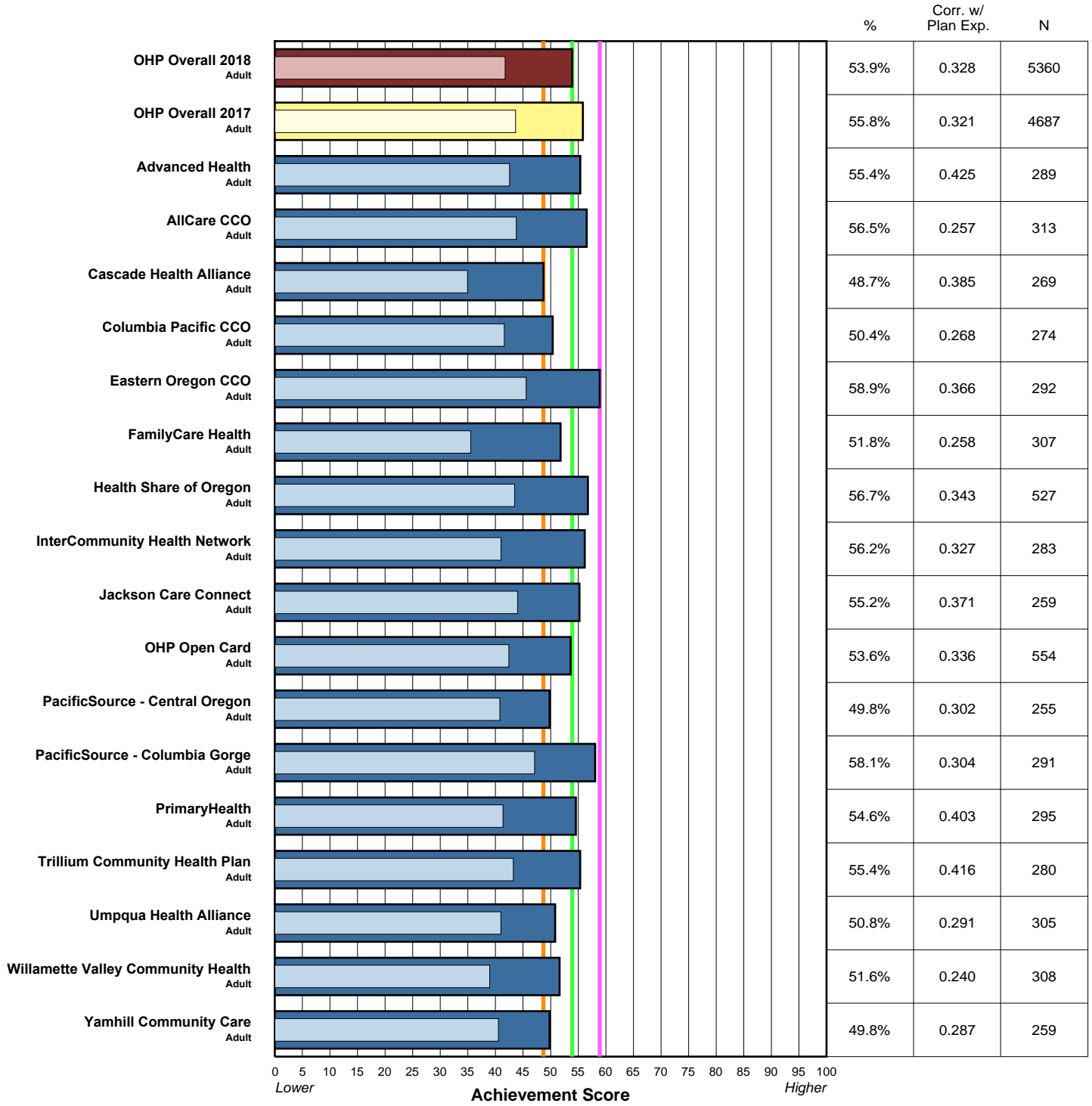


↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a response of Always.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Supplemental Items

Q35n. Rating of how easy it was to find a dentist



↑↓ Score statistically significantly higher/lower than 2018 OHP Overall Score
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

- OHP Overall 2018
- CCOs / Open Card 2018
- OHP Overall 2018
- OHP Overall 2017
- CCO / Open Card High Benchmark
- CCO / Open Card Low Benchmark

Responses by Question

Q1. Our records show that you are now in the Oregon Health Plan. Is that right?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	6068	100.0%	5324	100.0%
No	0	0.0%	0	0.0%
Total	6068	100.0%	5324	100.0%
Not Answered	93		24	

Your Health Care in the Last 6 Months

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	2525	41.5%	2125	40.9%
No	3565	58.5%	3067	59.1%
Total	6090	100.0%	5192	100.0%
Not Answered	71		156	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Never	60	2.7%	45	2.3%
● Sometimes	321	14.2%	285	14.8%
● Usually	589	26.0%	497	25.9%
● Always	1293	57.1%	1093	56.9%
Total	2263	100.0%	1920	100.0%
Not Answered	262		205	
Reporting Category	Getting Care Quickly			
Achievement Score	83.2%		82.8%	
Correlation with Satisfaction	0.399		0.382	
Priority Rating	Low		Low	

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

Your Health Care in the Last 6 Months (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	4307	70.7%	3548	68.5%
No	1783	29.3%	1629	31.5%
Total	6090	100.0%	5177	100.0%
Not Answered	71		171	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input type="radio"/> Never	123	3.2%	88	2.8%
<input type="radio"/> Sometimes	729	18.9%	649	20.3%
<input checked="" type="radio"/> Usually	1096	28.4%	925	28.9%
<input checked="" type="radio"/> Always	1913	49.5%	1536	48.0%
Total	3861	100.0%	3198	100.0%
Not Answered	446		350	
Reporting Category	Getting Care Quickly			
Achievement Score	77.9%		77.0%	
Correlation with Satisfaction	0.250		0.261	
Priority Rating	Medium		Medium	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
None	1505	24.9%	1306	25.6%
1 time	1188	19.6%	970	19.0%
2	1078	17.8%	924	18.1%
3	739	12.2%	612	12.0%
4	527	8.7%	432	8.5%
5 to 9	678	11.2%	599	11.8%
10 or more times	335	5.5%	252	4.9%
Total	6050	100.0%	5095	100.0%
Not Answered	111		253	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Yes	3318	75.2%	2668	72.1%
● No	1093	24.8%	1031	27.9%
Total	4411	100.0%	3699	100.0%
Not Answered	134		90	
Reporting Category	Single Items			
Achievement Score	75.2%		72.1%	
Correlation with Satisfaction	0.112		0.088	
Priority Rating	Medium		Medium	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	2309	52.5%	1935	52.4%
No	2091	47.5%	1756	47.6%
Total	4400	100.0%	3691	100.0%
Not Answered	145		98	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Yes	2093	93.1%	1761	93.4%
● No	155	6.9%	124	6.6%
Total	2248	100.0%	1885	100.0%
Not Answered	61		50	
Reporting Category	Shared Decision Making			
Achievement Score	93.1%		93.4%	
Correlation with Satisfaction	0.033		0.001	
Priority Rating	Low		Low	

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

Your Health Care in the Last 6 Months (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	1652	73.6%	1395	74.1%
<input checked="" type="radio"/> No	592	26.4%	487	25.9%
Total	2244	100.0%	1882	100.0%
Not Answered	65		53	
Reporting Category	Shared Decision Making			
Achievement Score	73.6%		74.1%	
Correlation with Satisfaction	0.075		0.064	
Priority Rating	Medium		Medium	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Yes	1712	76.6%	1441	76.9%
<input checked="" type="radio"/> No	524	23.4%	432	23.1%
Total	2236	100.0%	1873	100.0%
Not Answered	73		62	
Reporting Category	Shared Decision Making			
Achievement Score	76.6%		76.9%	
Correlation with Satisfaction	0.221		0.201	
Priority Rating	Medium		Medium	

Response scored as: Room for Improvement Achievement

Your Health Care in the Last 6 Months (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input type="radio"/> Worst health care possible	21	0.5%	20	0.5%
<input type="radio"/> 1	16	0.4%	22	0.6%
<input type="radio"/> 2	40	0.9%	41	1.1%
<input type="radio"/> 3	69	1.6%	63	1.7%
<input type="radio"/> 4	96	2.2%	97	2.6%
<input type="radio"/> 5	240	5.5%	251	6.8%
<input type="radio"/> 6	256	5.8%	223	6.0%
<input type="radio"/> 7	515	11.7%	461	12.5%
<input checked="" type="radio"/> 8	1002	22.8%	814	22.1%
<input checked="" type="radio"/> 9	743	16.9%	622	16.9%
<input checked="" type="radio"/> Best health care possible	1393	31.7%	1074	29.1%
Total	4391	100.0%	3688	100.0%
Not Answered	154		101	
Reporting Category	Ratings			
Achievement Score	71.5%		68.1%	
Correlation with Satisfaction	0.603		0.623	
Priority Rating	Top		Top	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input type="radio"/> Never	93	2.1%	93	2.5%
<input type="radio"/> Sometimes	661	15.0%	571	15.5%
<input checked="" type="radio"/> Usually	1416	32.2%	1207	32.8%
<input checked="" type="radio"/> Always	2227	50.6%	1807	49.1%
Total	4397	100.0%	3678	100.0%
Not Answered	148		111	
Reporting Category	Getting Needed Care			
Achievement Score	82.9%		81.9%	
Correlation with Satisfaction	0.471		0.487	
Priority Rating	High		High	

Response scored as: Room for Improvement Achievement

Your Personal Doctor

Q15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	5037	82.8%	4187	81.3%
No	1050	17.2%	960	18.7%
Total	6087	100.0%	5147	100.0%
Not Answered	74		201	

Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
None	954	20.0%	823	21.0%
1 time	1325	27.8%	1042	26.6%
2	1026	21.5%	829	21.2%
3	573	12.0%	512	13.1%
4	388	8.1%	292	7.5%
5 to 9	397	8.3%	329	8.4%
10 or more times	100	2.1%	89	2.3%
Total	4763	100.0%	3916	100.0%
Not Answered	274		271	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input type="radio"/> Never	41	1.1%	53	1.7%
<input type="radio"/> Sometimes	246	6.5%	200	6.5%
<input type="radio"/> Usually	787	20.7%	612	19.9%
<input type="radio"/> Always	2721	71.7%	2207	71.8%
Total	3795	100.0%	3072	100.0%
Not Answered	14		21	
Reporting Category	Communication			
Achievement Score	92.4%		91.8%	
Correlation with Satisfaction	0.290		0.296	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Your Personal Doctor (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Never	69	1.8%	64	2.1%
● Sometimes	293	7.7%	238	7.8%
● Usually	740	19.5%	605	19.7%
● Always	2689	70.9%	2160	70.4%
Total	3791	100.0%	3067	100.0%
Not Answered	18		26	
Reporting Category	Communication			
Achievement Score	90.5%		90.2%	
Correlation with Satisfaction	0.308		0.350	
Priority Rating	Low		Low	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Never	71	1.9%	56	1.8%
● Sometimes	231	6.1%	229	7.5%
● Usually	618	16.3%	462	15.1%
● Always	2871	75.7%	2321	75.7%
Total	3791	100.0%	3068	100.0%
Not Answered	18		25	
Reporting Category	Communication			
Achievement Score	92.0%		90.7%	
Correlation with Satisfaction	0.311		0.322	
Priority Rating	Low		Low	

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

Your Personal Doctor (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Never	99	2.6%	89	2.9%
● Sometimes	345	9.1%	279	9.1%
● Usually	909	24.0%	758	24.7%
● Always	2441	64.3%	1945	63.3%
Total	3794	100.0%	3071	100.0%
Not Answered	15		22	
Reporting Category	Communication			
Achievement Score	88.3%		88.0%	
Correlation with Satisfaction	0.302		0.330	
Priority Rating	Low		Low	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	2359	62.7%	1886	61.9%
No	1405	37.3%	1162	38.1%
Total	3764	100.0%	3048	100.0%
Not Answered	45		45	

Q22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Never	131	5.7%	110	6.0%
● Sometimes	300	13.1%	276	15.0%
● Usually	655	28.7%	540	29.4%
● Always	1197	52.4%	908	49.5%
Total	2283	100.0%	1834	100.0%
Not Answered	76		52	
Reporting Category	Single Items			
Achievement Score	81.1%		79.0%	
Correlation with Satisfaction	0.295		0.297	
Priority Rating	Low		Medium	

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

Your Personal Doctor (continued)

Q23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Worst personal doctor possible	41	0.9%	23	0.6%
● 1	32	0.7%	33	0.8%
● 2	40	0.8%	41	1.0%
● 3	63	1.3%	60	1.5%
● 4	86	1.8%	75	1.9%
● 5	226	4.8%	199	5.1%
● 6	179	3.8%	164	4.2%
● 7	381	8.1%	344	8.8%
● 8	753	16.0%	661	16.9%
● 9	883	18.8%	719	18.4%
● Best personal doctor possible	2024	43.0%	1586	40.6%
Total	4708	100.0%	3905	100.0%
Not Answered	329		282	
Reporting Category	Ratings			
Achievement Score	77.7%		76.0%	
Correlation with Satisfaction	0.401		0.447	
Priority Rating	Top		Top	

Getting Health Care From Specialists

Q24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments to see a specialist?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	2525	41.5%	2032	39.8%
No	3562	58.5%	3078	60.2%
Total	6087	100.0%	5110	100.0%
Not Answered	74		238	

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

Getting Health Care From Specialists (continued)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	143	5.9%	113	5.8%
<input checked="" type="radio"/> Sometimes	389	15.9%	349	17.8%
<input checked="" type="radio"/> Usually	695	28.5%	567	28.9%
<input checked="" type="radio"/> Always	1215	49.8%	936	47.6%
Total	2442	100.0%	1965	100.0%
Not Answered	83		67	
Reporting Category	Getting Needed Care			
Achievement Score	78.2%		76.5%	
Correlation with Satisfaction	0.340		0.326	
Priority Rating	Medium		Medium	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
None	117	4.8%	82	4.2%
1 specialist	1246	51.0%	1041	53.1%
2	642	26.3%	522	26.6%
3	268	11.0%	202	10.3%
4	102	4.2%	66	3.4%
5 or more specialists	66	2.7%	49	2.5%
Total	2441	100.0%	1962	100.0%
Not Answered	84		70	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

Q27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Worst specialist possible	17	0.7%	14	0.8%
● 1	10	0.4%	14	0.8%
● 2	19	0.8%	14	0.8%
● 3	26	1.1%	30	1.6%
● 4	42	1.8%	22	1.2%
● 5	97	4.2%	84	4.5%
● 6	90	3.9%	69	3.7%
● 7	168	7.3%	168	9.0%
● 8	383	16.7%	335	18.0%
● 9	416	18.1%	332	17.8%
● Best specialist possible	1029	44.8%	779	41.9%
Total	2297	100.0%	1861	100.0%
Not Answered	27		19	
Reporting Category	Ratings			
Achievement Score	79.6%		77.7%	
Correlation with Satisfaction	0.353		0.357	
Priority Rating	Medium		Medium	

Your Health Plan

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	1117	18.3%	937	18.5%
No	4981	81.7%	4137	81.5%
Total	6098	100.0%	5074	100.0%
Not Answered	63		274	

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

Your Health Plan (continued)

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	82	7.6%	81	8.8%
<input checked="" type="radio"/> Sometimes	346	31.9%	307	33.5%
<input checked="" type="radio"/> Usually	397	36.6%	308	33.6%
<input checked="" type="radio"/> Always	260	24.0%	220	24.0%
Total	1085	100.0%	916	100.0%
Not Answered	32		21	
Reporting Category	Single Items			
Achievement Score	60.6%		57.6%	
Correlation with Satisfaction	0.434		0.464	
Priority Rating	Top		Top	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	1683	27.8%	1353	26.9%
No	4369	72.2%	3683	73.1%
Total	6052	100.0%	5036	100.0%
Not Answered	109		312	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	51	3.2%	39	3.0%
<input checked="" type="radio"/> Sometimes	250	15.6%	238	18.2%
<input checked="" type="radio"/> Usually	457	28.5%	383	29.3%
<input checked="" type="radio"/> Always	845	52.7%	648	49.5%
Total	1603	100.0%	1308	100.0%
Not Answered	80		45	
Reporting Category	Customer Service			
Achievement Score	81.2%		78.8%	
Correlation with Satisfaction	0.431		0.359	
Priority Rating	High		Medium	

Response scored as: Room for Improvement Achievement

Your Health Plan (continued)

Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input type="radio"/> Never	26	1.6%	17	1.3%
<input type="radio"/> Sometimes	85	5.3%	66	5.0%
<input type="radio"/> Usually	316	19.7%	236	18.0%
<input type="radio"/> Always	1178	73.4%	989	75.6%
Total	1605	100.0%	1308	100.0%
Not Answered	78		45	
Reporting Category	Customer Service			
Achievement Score	93.1%		93.7%	
Correlation with Satisfaction	0.421		0.316	
Priority Rating	High		Low	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	2058	34.1%	1884	37.6%
No	3969	65.9%	3129	62.4%
Total	6027	100.0%	5013	100.0%
Not Answered	134		335	

PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input type="radio"/> Never	75	1.3%	101	2.0%
<input type="radio"/> Sometimes	313	5.3%	318	6.4%
<input type="radio"/> Usually	760	12.8%	709	14.3%
<input type="radio"/> Always	4796	80.7%	3813	77.2%
Total	5944	100.0%	4941	100.0%
Not Answered	83		72	
Reporting Category	Single Items			
Achievement Score	93.5%		91.5%	
Correlation with Satisfaction	0.119		0.123	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Your Health Plan (continued)

Q35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Worst health plan possible	29	0.5%	35	0.7%
● 1	21	0.4%	34	0.7%
● 2	41	0.8%	53	1.1%
● 3	90	1.7%	65	1.3%
● 4	99	1.8%	109	2.3%
● 5	422	7.8%	390	8.1%
● 6	291	5.4%	308	6.4%
● 7	688	12.7%	628	13.0%
● 8	1078	19.9%	967	20.0%
● 9	885	16.3%	776	16.1%
● Best health plan possible	1782	32.8%	1465	30.3%
Total	5426	100.0%	4830	100.0%
Not Answered	735		518	
Reporting Category	Ratings			
Achievement Score	69.0%		66.4%	

Q35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	793	13.4%	630	12.5%
No	5106	86.6%	4427	87.5%
Total	5899	100.0%	5057	100.0%
Not Answered	262		291	

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

Your Health Plan (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	127	17.0%	94	15.8%
<input checked="" type="radio"/> Sometimes	124	16.6%	86	14.5%
<input checked="" type="radio"/> Usually	185	24.7%	139	23.4%
<input checked="" type="radio"/> Always	312	41.7%	275	46.3%
Total	748	100.0%	594	100.0%
Not Answered	45		36	
Reporting Category	Supplemental Items			
Achievement Score	66.4%		69.7%	
Correlation with Satisfaction	0.382		0.411	
Priority Rating	Medium		Top	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	1044	17.2%	808	16.2%
No	5014	82.8%	4180	83.8%
Total	6058	100.0%	4988	100.0%
Not Answered	103		360	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	165	16.7%	126	16.2%
<input checked="" type="radio"/> Sometimes	165	16.7%	135	17.4%
<input checked="" type="radio"/> Usually	257	26.0%	181	23.3%
<input checked="" type="radio"/> Always	402	40.6%	334	43.0%
Total	989	100.0%	776	100.0%
Not Answered	55		32	
Reporting Category	Supplemental Items			
Achievement Score	66.6%		66.4%	
Correlation with Satisfaction	0.481		0.486	
Priority Rating	Top		Top	

Response scored as: Room for Improvement Achievement

Additional Questions

Q35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	4530	75.8%	3743	74.9%
<input checked="" type="radio"/> Sometimes	1024	17.1%	852	17.1%
<input checked="" type="radio"/> Usually	230	3.8%	211	4.2%
<input checked="" type="radio"/> Always	192	3.2%	189	3.8%
Total	5976	100.0%	4995	100.0%
Not Answered	185		353	
Reporting Category	Supplemental Items			
Achievement Score	92.9%		92.0%	
Correlation with Satisfaction	0.127		0.121	
Priority Rating	Low		Low	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	4972	83.3%	4115	82.3%
<input checked="" type="radio"/> Sometimes	794	13.3%	706	14.1%
<input checked="" type="radio"/> Usually	120	2.0%	110	2.2%
<input checked="" type="radio"/> Always	81	1.4%	69	1.4%
Total	5967	100.0%	5000	100.0%
Not Answered	194		348	
Reporting Category	Supplemental Items			
Achievement Score	96.6%		96.4%	
Correlation with Satisfaction	0.223		0.230	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Additional Questions (continued)

Q35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Never	5198	87.3%	4374	87.4%
● Sometimes	573	9.6%	504	10.1%
● Usually	120	2.0%	69	1.4%
● Always	65	1.1%	57	1.1%
Total	5956	100.0%	5004	100.0%
Not Answered	205		344	
Reporting Category	Supplemental Items			
Achievement Score	96.9%		97.5%	
Correlation with Satisfaction	0.225		0.208	
Priority Rating	Low		Low	

Q35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Yes - definitely	4137	69.7%	3476	70.1%
● Yes - somewhat	1406	23.7%	1164	23.5%
● No	391	6.6%	321	6.5%
Total	5934	100.0%	4961	100.0%
Not Answered	227		387	
Reporting Category	Supplemental Items			
Achievement Score	69.7%		70.1%	
Correlation with Satisfaction	0.365		0.406	
Priority Rating	Medium		Top	

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

Access to Dental Care

Q35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	3441	57.3%	2932	58.4%
No	2560	42.7%	2091	41.6%
Total	6001	100.0%	5023	100.0%
Not Answered	160		325	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	2446	40.8%	2016	40.0%
No	3544	59.2%	3028	60.0%
Total	5990	100.0%	5044	100.0%
Not Answered	171		304	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	65	2.7%	43	2.2%
<input checked="" type="radio"/> Sometimes	175	7.4%	161	8.3%
<input checked="" type="radio"/> Usually	460	19.3%	376	19.3%
<input checked="" type="radio"/> Always	1680	70.6%	1371	70.3%
Total	2380	100.0%	1951	100.0%
Not Answered	66		65	
Reporting Category	Supplemental Items			
Achievement Score	89.9%		89.5%	
Correlation with Satisfaction	0.199		0.217	
Priority Rating	Low		Low	

Response scored as: Room for Improvement Achievement

Access to Dental Care (continued)

Q35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	932	38.9%	790	38.6%
<input checked="" type="radio"/> Sometimes	417	17.4%	403	19.7%
<input checked="" type="radio"/> Usually	459	19.2%	400	19.5%
<input checked="" type="radio"/> Always	585	24.4%	454	22.2%
Did not try to get an appointment with a specialist dentist	3506		2850	
Total	2393	100.0%	2047	100.0%
Not Answered	262		451	
Reporting Category	Supplemental Items			
Achievement Score	43.6%		41.7%	
Correlation with Satisfaction	0.223		0.212	
Priority Rating	Medium		Medium	

Q35m. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	918	38.1%	746	36.7%
<input checked="" type="radio"/> Sometimes	442	18.3%	377	18.5%
<input checked="" type="radio"/> Usually	438	18.2%	371	18.2%
<input checked="" type="radio"/> Always	614	25.5%	539	26.5%
Did not have a dental emergency	3495		2874	
Total	2412	100.0%	2033	100.0%
Not Answered	254		441	
Reporting Category	Supplemental Items			
Achievement Score	43.6%		44.8%	
Correlation with Satisfaction	0.171		0.171	
Priority Rating	Medium		Medium	

Response scored as: Room for Improvement Achievement

Access to Dental Care (continued)

Q35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Extremely difficult	431	8.0%	297	6.3%
● 1	152	2.8%	121	2.6%
● 2	136	2.5%	133	2.8%
● 3	192	3.6%	169	3.6%
● 4	174	3.2%	143	3.1%
● 5	695	13.0%	575	12.3%
● 6	283	5.3%	236	5.0%
● 7	407	7.6%	396	8.4%
● 8	652	12.2%	571	12.2%
● 9	578	10.8%	662	14.1%
● Extremely easy	1660	31.0%	1384	29.5%
Total	5360	100.0%	4687	100.0%
Not Answered	801		661	
Reporting Category	Supplemental Items			
Achievement Score	53.9%		55.8%	
Correlation with Satisfaction	0.328		0.321	
Priority Rating	Medium		Medium	

About You

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Excellent	532	8.9%	474	9.5%
● Very good	1458	24.3%	1196	23.9%
● Good	2137	35.6%	1767	35.3%
● Fair	1366	22.7%	1158	23.1%
● Poor	512	8.5%	416	8.3%
Total	6005	100.0%	5011	100.0%
Not Answered	156		337	
Reporting Category	Single Items			
Achievement Score	33.1%		33.3%	
Correlation with Satisfaction	0.126		0.127	
Priority Rating	Medium		Medium	

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

About You (continued)**Q37. In general, how would you rate your overall mental or emotional health?**

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Excellent	1082	18.0%	906	18.1%
● Very good	1515	25.2%	1250	25.0%
● Good	1792	29.8%	1550	30.9%
● Fair	1220	20.3%	992	19.8%
● Poor	404	6.7%	311	6.2%
Total	6013	100.0%	5009	100.0%
Not Answered	148		339	
Reporting Category	Single Items			
Achievement Score	43.2%		43.0%	
Correlation with Satisfaction	0.160		0.148	
Priority Rating	Medium		Medium	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, 2017? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
● Yes	1966	37.5%	1541	34.4%
● No	3274	62.5%	2935	65.6%
Don't know	110		98	
Total	5240	100.0%	4476	100.0%
Not Answered	83		276	
Reporting Category	Single Items			
Achievement Score	37.5%		34.4%	
Correlation with Satisfaction	0.097		0.077	
Priority Rating	Medium		Medium	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Every day	1128	18.8%	978	19.5%
Some days	544	9.1%	463	9.2%
Not at all	4316	72.1%	3567	71.2%
Don't know	42		35	
Total	5988	100.0%	5008	100.0%
Not Answered	131		305	

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

About You (continued)

Q40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	400	24.3%	377	26.6%
<input checked="" type="radio"/> Sometimes	327	19.9%	348	24.5%
<input checked="" type="radio"/> Usually	308	18.7%	218	15.4%
<input checked="" type="radio"/> Always	609	37.0%	476	33.5%
Total	1644	100.0%	1419	100.0%
Not Answered	28		22	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	75.7%		73.4%	
Correlation with Satisfaction	0.126		0.142	
Priority Rating	Medium		Medium	

Q41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	720	43.8%	713	50.2%
<input checked="" type="radio"/> Sometimes	360	21.9%	319	22.5%
<input checked="" type="radio"/> Usually	240	14.6%	155	10.9%
<input checked="" type="radio"/> Always	323	19.7%	233	16.4%
Total	1643	100.0%	1420	100.0%
Not Answered	29		21	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	56.2%		49.8%	
Correlation with Satisfaction	0.158		0.135	
Priority Rating	Medium		Medium	

Response scored as: Room for Improvement Achievement

About You (continued)

- Q42.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
<input checked="" type="radio"/> Never	827	50.7%	807	57.3%
<input checked="" type="radio"/> Sometimes	332	20.3%	273	19.4%
<input checked="" type="radio"/> Usually	218	13.4%	146	10.4%
<input checked="" type="radio"/> Always	255	15.6%	182	12.9%
Total	1632	100.0%	1408	100.0%
Not Answered	40		33	
Reporting Category	Medical Assistance with Smoking Cessation			
Achievement Score	49.3%		42.7%	
Correlation with Satisfaction	0.138		0.116	
Priority Rating	Medium		Medium	

- Q43.** In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	2042	34.0%	1477	29.7%
No	3969	66.0%	3502	70.3%
Total	6011	100.0%	4979	100.0%
Not Answered	150		369	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	1684	85.9%	1237	87.0%
No	277	14.1%	185	13.0%
Total	1961	100.0%	1422	100.0%
Not Answered	81		55	

Response scored as: Room for Improvement Achievement

About You (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	3851	64.0%	3130	62.7%
No	2168	36.0%	1860	37.3%
Total	6019	100.0%	4990	100.0%
Not Answered	142		358	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	3478	93.8%	2849	94.5%
No	231	6.2%	167	5.5%
Total	3709	100.0%	3016	100.0%
Not Answered	142		114	

Q47. What is your age?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
18 to 24	553	9.1%	467	9.3%
25 to 34	881	14.6%	816	16.3%
35 to 44	894	14.8%	767	15.3%
45 to 54	1203	19.9%	1032	20.6%
55 to 64	1805	29.8%	1443	28.8%
65 to 74	427	7.1%	311	6.2%
75 or older	285	4.7%	172	3.4%
Total	6048	100.0%	5008	100.0%
Not Answered	113		340	

Q48. Are you male or female?

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Male	2423	40.1%	2028	40.2%
Female	3619	59.9%	3021	59.8%
Total	6042	100.0%	5049	100.0%
Not Answered	119		299	

About You (continued)**Q49. What is the highest grade or level of school that you have completed?**

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
8th grade or less	386	6.4%	301	6.0%
Some high school but did not graduate	777	13.0%	637	12.8%
High school graduate or GED	2070	34.6%	1724	34.6%
Some college or 2-year degree	2064	34.5%	1739	34.9%
4-year college graduate	454	7.6%	366	7.3%
More than 4-year college degree	240	4.0%	218	4.4%
Total	5991	100.0%	4985	100.0%
Not Answered	170		363	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes, Hispanic or Latino	719	12.1%	588	11.9%
No, Not Hispanic or Latino	5228	87.9%	4364	88.1%
Total	5947	100.0%	4952	100.0%
Not Answered	214		396	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	4713	100.0%	4148	100.0%
Total	4713	100.0%	4148	100.0%
Not Answered	1448		1200	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	301	100.0%	146	100.0%
Total	301	100.0%	146	100.0%
Not Answered	5860		5202	

About You (continued)**Q51.3. What is your race? Response: Asian.**

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	430	100.0%	234	100.0%
Total	430	100.0%	234	100.0%
Not Answered	5731		5114	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	75	100.0%	52	100.0%
Total	75	100.0%	52	100.0%
Not Answered	6086		5296	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	520	100.0%	378	100.0%
Total	520	100.0%	378	100.0%
Not Answered	5641		4970	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	372	100.0%	290	100.0%
Total	372	100.0%	290	100.0%
Not Answered	5789		5058	

About You (continued)**Q52. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	734	15.1%	516	10.3%
No	4128	84.9%	4508	89.7%
Total	4862	100.0%	5024	100.0%
Not Answered	1299		324	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	347	100.0%	260	100.0%
Total	347	100.0%	260	100.0%
Not Answered	387		256	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	281	100.0%	202	100.0%
Total	281	100.0%	202	100.0%
Not Answered	453		314	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	207	100.0%	167	100.0%
Total	207	100.0%	167	100.0%
Not Answered	527		349	

About You (continued)

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	121	100.0%	78	100.0%
Total	121	100.0%	78	100.0%
Not Answered	613		438	

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

	OHP Adult 2018		OHP Adult 2017	
	N	%	N	%
Yes	63	100.0%	41	100.0%
Total	63	100.0%	41	100.0%
Not Answered	671		475	

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks   

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

Yes ➔ *Go to Question 1*
 No

↓ **START HERE** ↓

1. Our records show that you are now in the Oregon Health Plan. Is that right?

Yes ➔ *Go to Question 3*
 No

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

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

Yes
 No → *Go to Question 5*

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *Go to Question 7*

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

Never
 Sometimes
 Usually
 Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

None → *Go to Question 15*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

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

Yes
 No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

Yes
 No → *Go to Question 13*

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

Yes
 No

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

Yes
 No

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

- Yes
 No -> Go to Question 23

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

- Never
 Sometimes
 Usually
 Always

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

- 0 1 2 3 4 5 6 7 8 9 10
Worst Personal Doctor Possible Personal Doctor Possible Best

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

- Never
 Sometimes
 Usually
 Always

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

- None -> Go to Question 28
 1 specialist
 2
 3
 4
 5 or more specialists

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

- 0 1 2 3 4 5 6 7 8 9 10
Worst Specialist Possible Best Specialist Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- Yes
 No -> Go to Question 28

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
 No -> Go to Question 30

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

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

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible

35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- Yes
- No → **Go to Question 35c**

35b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

35c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

- Yes
- No → **Go to Question 35e**

35d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

ADDITIONAL QUESTIONS

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

- Never
- Sometimes
- Usually
- Always

35f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

- Never
- Sometimes
- Usually
- Always

35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

- Never
- Sometimes
- Usually
- Always

35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

- Yes, definitely
- Yes, somewhat
- No

ACCESS TO DENTAL CARE

35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

- Yes
- No

35j. In the last 6 months, did you go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 35l*

35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

- Never
- Sometimes
- Usually
- Always

35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not try to get an appointment with a specialist dentist for myself in the last 6 months.

35m. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

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

35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

- | | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| Extremely Difficult | | | | | | Extremely Easy | | | | | |

ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2017?

- Yes
- No
- Don't know

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

- Every day
- Some days
- Not at all → *Go to Question 43*
- Don't know → *Go to Question 43*

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always



42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No → **Go to Question 47**

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

- Yes
- No

47. What is your age?

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

48. Are you male or female?

- Male
- Female

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

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

50. Are you of Hispanic or Latino origin or descent?

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

51. What is your race? Mark one or more.

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

◆

52. Did someone help you complete this survey?

- Yes → **Go to Question 53**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

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

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

THANK YOU

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

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

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





