



PrimaryHealth

CAHPS® 5.0

Child Medicaid without Chronic Condition  
Summary Report

June 2018



# PrimaryHealth

## CAHPS® 5.0 Child Medicaid without Chronic Condition Summary Report June 2018

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

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

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

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

Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q27, Q31, and Q36. Complete interviews were obtained from 215 PH members, and the response rate was 27.0%.

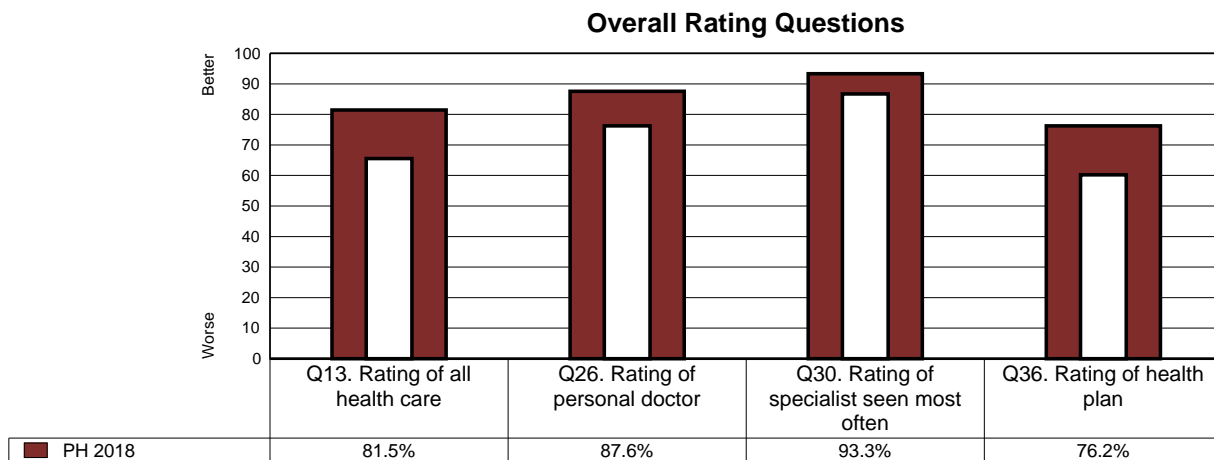
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### SUMMARY OF OVERALL RATING QUESTIONS

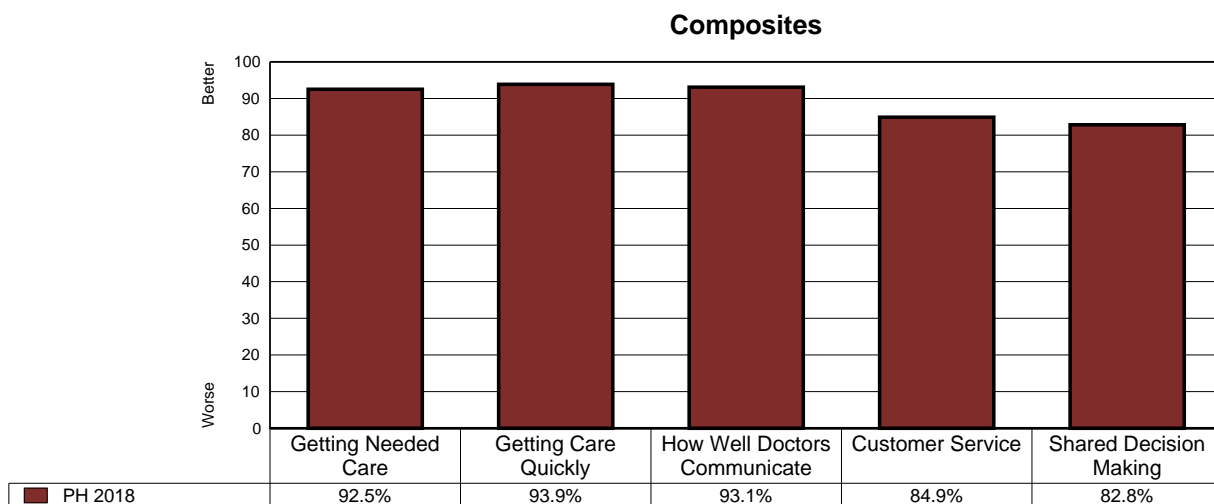
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and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



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

### SUMMARY OF COMPOSITES

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



## Sample Disposition

	PH 2018
First mailing - sent	800
*First mailing - usable survey returned	107
Second mailing - sent	690
*Second mailing - usable survey returned	46
*Phone - usable surveys	62
Total - usable surveys	215
†Ineligible: According to population criteria‡	5
†Ineligible: Language barrier	0
†Ineligible: Deceased	0
Bad address and bad phone number	23
Refusal	30
Incomplete survey - mail or phone	8
Nonresponse - Unavailable by mail AND phone	519
<b>Adjusted Response Rate</b>	<b>27.0%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

# Responses by Question

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

	PH 2018	
	N	%
Yes	214	100.0%
No	0	0.0%
<b>Total</b>	214	100.0%
Not Answered	1	

## *Your Child's Health Care in the Last 6 Months*

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

	PH 2018	
	N	%
Yes	59	27.6%
No	155	72.4%
<b>Total</b>	214	100.0%
Not Answered	1	

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

	PH 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	1	1.9%
<input type="radio"/> Usually	6	11.3%
<input type="radio"/> Always	46	86.8%
<b>Total</b>	53	100.0%
Not Answered	6	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	98.1%	

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

	PH 2018	
	N	%
Yes	147	69.0%
No	66	31.0%
<b>Total</b>	213	100.0%
Not Answered	2	

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

## Responses by Question

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

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

	PH 2018	
	N	%
<input type="radio"/> Never	2	1.5%
<input type="radio"/> Sometimes	8	6.0%
<input type="radio"/> Usually	25	18.8%
<input checked="" type="radio"/> Always	98	73.7%
<b>Total</b>	133	100.0%
Not Answered	14	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	92.5%	

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

	PH 2018	
	N	%
None	61	28.6%
1 time	76	35.7%
2	40	18.8%
3	21	9.9%
4	10	4.7%
5 to 9	3	1.4%
10 or more times	2	0.9%
<b>Total</b>	213	100.0%
Not Answered	2	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Yes	120	79.5%
<input type="radio"/> No	31	20.5%
<b>Total</b>	151	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	79.5%	

Response scored as:  Achievement  Room for improvement

# Responses by Question

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

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

	PH 2018	
	N	%
Yes	33	21.9%
No	118	78.1%
<b>Total</b>	151	100.0%
Not Answered	1	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Yes	33	100.0%
<input type="radio"/> No	0	0.0%
<b>Total</b>	33	100.0%
Not Answered	0	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	100.0%	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Yes	23	69.7%
<input type="radio"/> No	10	30.3%
<b>Total</b>	33	100.0%
Not Answered	0	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	69.7%	

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Yes	25	78.1%
<input type="radio"/> No	7	21.9%
<b>Total</b>	32	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	78.1%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

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

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

	PH 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	0	0.0%
● 4	0	0.0%
● 5	4	2.6%
● 6	10	6.6%
● 7	14	9.3%
● 8	24	15.9%
● 9	30	19.9%
● Best health care possible	69	45.7%
<b>Total</b>	151	100.0%
Not Answered	1	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	81.5%	

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

	PH 2018	
	N	%
● Never	0	0.0%
● Sometimes	11	7.3%
● Usually	35	23.3%
● Always	104	69.3%
<b>Total</b>	150	100.0%
Not Answered	2	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	92.7%	

### Your Child's Personal Doctor

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

	PH 2018	
	N	%
Yes	190	89.2%
No	23	10.8%
<b>Total</b>	213	100.0%
Not Answered	2	

○ Response scored as: ● Achievement ● Room for improvement



# Responses by Question

## Your Child's Personal Doctor (continued)

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

	PH 2018	
	N	%
None	47	25.5%
1 time	77	41.8%
2	33	17.9%
3	16	8.7%
4	8	4.3%
5 to 9	2	1.1%
10 or more times	1	0.5%
<b>Total</b>	184	100.0%
Not Answered	6	

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

	PH 2018	
	N	%
<input type="radio"/> Never	1	0.7%
<input type="radio"/> Sometimes	3	2.2%
<input checked="" type="radio"/> Usually	17	12.5%
<input checked="" type="radio"/> Always	115	84.6%
<b>Total</b>	136	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	97.1%	

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

	PH 2018	
	N	%
<input type="radio"/> Never	1	0.7%
<input type="radio"/> Sometimes	10	7.3%
<input checked="" type="radio"/> Usually	20	14.6%
<input checked="" type="radio"/> Always	106	77.4%
<b>Total</b>	137	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	92.0%	

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

## Responses by Question

### *Your Child's Personal Doctor* (continued)

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

	PH 2018	
	N	%
<input type="radio"/> Never	2	1.5%
<input type="radio"/> Sometimes	6	4.4%
<input type="radio"/> Usually	17	12.4%
<input type="radio"/> Always	112	81.8%
<b>Total</b>	137	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	94.2%	

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

	PH 2018	
	N	%
Yes	103	75.7%
No	33	24.3%
<b>Total</b>	136	100.0%
Not Answered	1	

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

	PH 2018	
	N	%
<input type="radio"/> Never	1	1.0%
<input type="radio"/> Sometimes	5	5.0%
<input type="radio"/> Usually	17	16.8%
<input type="radio"/> Always	78	77.2%
<b>Total</b>	101	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	94.1%	

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

# Responses by Question

## Your Child's Personal Doctor (continued)

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

	PH 2018	
	N	%
<input type="radio"/> Never	1	0.7%
<input type="radio"/> Sometimes	14	10.2%
<input type="radio"/> Usually	22	16.1%
<input type="radio"/> Always	100	73.0%
<b>Total</b>	137	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	89.1%	

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

	PH 2018	
	N	%
<input type="radio"/> Yes	125	91.2%
<input type="radio"/> No	12	8.8%
<b>Total</b>	137	100.0%
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	91.2%	

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

	PH 2018	
	N	%
Yes	34	25.0%
No	102	75.0%
<b>Total</b>	136	100.0%
Not Answered	1	

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

# Responses by Question

## Your Child's Personal Doctor (continued)

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

	PH 2018	
	N	%
● Never	4	11.8%
● Sometimes	4	11.8%
● Usually	5	14.7%
● Always	21	61.8%
<b>Total</b>	34	100.0%
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	76.5%	

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

	PH 2018	
	N	%
● Worst personal doctor possible	0	0.0%
● 1	0	0.0%
● 2	1	0.5%
● 3	2	1.1%
● 4	0	0.0%
● 5	6	3.2%
● 6	3	1.6%
● 7	11	5.9%
● 8	21	11.4%
● 9	37	20.0%
● Best personal doctor possible	104	56.2%
<b>Total</b>	185	100.0%
Not Answered	5	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	87.6%	

## Getting Health Care From Specialists

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

	PH 2018	
	N	%
Yes	19	8.9%
No	195	91.1%
<b>Total</b>	214	100.0%
Not Answered	1	

○ Response scored as: ● Achievement ● Room for improvement

# Responses by Question

## Getting Health Care From Specialists (continued)

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

	PH 2018	
	N	%
● Never	2	10.5%
● Sometimes	3	15.8%
● Usually	5	26.3%
● Always	9	47.4%
<b>Total</b>	19	100.0%
Not Answered	0	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	73.7%	

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

	PH 2018	
	N	%
None	4	21.1%
1 specialist	13	68.4%
2	1	5.3%
3	1	5.3%
4	0	0.0%
5 or more specialists	0	0.0%
<b>Total</b>	19	100.0%
Not Answered	0	

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

	PH 2018	
	N	%
● Worst specialist possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	0	0.0%
● 4	0	0.0%
● 5	1	6.7%
● 6	0	0.0%
● 7	0	0.0%
● 8	1	6.7%
● 9	7	46.7%
● Best specialist possible	6	40.0%
<b>Total</b>	15	100.0%
Not Answered	0	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	93.3%	

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

## Responses by Question

### Your Child's Health Plan

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

	PH 2018	
	N	%
Yes	44	20.6%
No	170	79.4%
<b>Total</b>	214	100.0%
Not Answered	1	

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

	PH 2018	
	N	%
<input type="radio"/> Never	1	2.3%
<input type="radio"/> Sometimes	9	20.9%
<input type="radio"/> Usually	4	9.3%
<input checked="" type="radio"/> Always	29	67.4%
<b>Total</b>	43	100.0%
Not Answered	1	
<b>Reporting Category</b>	Customer Service	
Achievement Score	76.7%	

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

	PH 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	3	7.0%
<input type="radio"/> Usually	4	9.3%
<input checked="" type="radio"/> Always	36	83.7%
<b>Total</b>	43	100.0%
Not Answered	1	
<b>Reporting Category</b>	Customer Service	
Achievement Score	93.0%	

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

	PH 2018	
	N	%
Yes	63	29.9%
No	148	70.1%
<b>Total</b>	211	100.0%
Not Answered	4	

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

# Responses by Question

## Your Child's Health Plan (continued)

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

	PH 2018	
	N	%
● Never	1	0.5%
● Sometimes	8	3.8%
● Usually	15	7.1%
● Always	187	88.6%
<b>Total</b>	211	100.0%
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	95.7%	

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

	PH 2018	
	N	%
● Worst health plan possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	1	0.5%
● 4	1	0.5%
● 5	10	4.9%
● 6	6	2.9%
● 7	31	15.0%
● 8	33	16.0%
● 9	36	17.5%
● Best health plan possible	88	42.7%
<b>Total</b>	206	100.0%
Not Answered	9	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	76.2%	

○ Response scored as: ● Achievement ● Room for improvement

## Responses by Question

### About Your Child and You

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

	PH 2018	
	N	%
● Excellent	119	55.9%
● Very good	71	33.3%
● Good	21	9.9%
● Fair	2	0.9%
● Poor	0	0.0%
<b>Total</b>	213	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	89.2%	

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

	PH 2018	
	N	%
● Excellent	114	53.8%
● Very good	66	31.1%
● Good	22	10.4%
● Fair	8	3.8%
● Poor	2	0.9%
<b>Total</b>	212	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	84.9%	

**NQ39.** What is your child's age?

	PH 2018	
	N	%
Less than 1 year old	0	0.0%
1 to 2 years old	27	12.7%
3 to 4 years old	26	12.3%
5 to 7 years old	29	13.7%
8 to 10 years old	42	19.8%
11 to 13 years old	35	16.5%
14 to 18 years old	53	25.0%
<b>Total</b>	212	100.0%
Not Answered	3	

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



## Responses by Question

### *About Your Child and You* (continued)

**Q40. Is your child male or female?**

	PH 2018	
	N	%
Male	97	46.0%
Female	114	54.0%
<b>Total</b>	211	100.0%
Not Answered	4	

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

	PH 2018	
	N	%
Yes, Hispanic or Latino	40	18.9%
No, Not Hispanic or Latino	172	81.1%
<b>Total</b>	212	100.0%
Not Answered	3	

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

	PH 2018	
	N	%
Yes	182	100.0%
<b>Total</b>	182	100.0%
Not Answered	33	

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

	PH 2018	
	N	%
Yes	6	100.0%
<b>Total</b>	6	100.0%
Not Answered	209	

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

	PH 2018	
	N	%
Yes	9	100.0%
<b>Total</b>	9	100.0%
Not Answered	206	

## Responses by Question

### *About Your Child and You (continued)*

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

	PH 2018	
	N	%
Yes	8	100.0%
<b>Total</b>	8	100.0%
Not Answered	207	

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

	PH 2018	
	N	%
Yes	20	100.0%
<b>Total</b>	20	100.0%
Not Answered	195	

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

	PH 2018	
	N	%
Yes	12	100.0%
<b>Total</b>	12	100.0%
Not Answered	203	

**Q43. What is your age?**

	PH 2018	
	N	%
Under 18	9	4.3%
18 to 24	9	4.3%
25 to 34	66	31.6%
35 to 44	67	32.1%
45 to 54	36	17.2%
55 to 64	11	5.3%
65 to 74	7	3.3%
75 or older	4	1.9%
<b>Total</b>	209	100.0%
Not Answered	6	

**Q44. Are you male or female?**

	PH 2018	
	N	%
Male	32	15.1%
Female	180	84.9%
<b>Total</b>	212	100.0%
Not Answered	3	

## Responses by Question

### *About Your Child and You (continued)*

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

	PH 2018	
	N	%
8th grade or less	8	3.8%
Some high school but did not graduate	16	7.6%
High school graduate or GED	55	26.1%
Some college or 2-year degree	103	48.8%
4-year college graduate	22	10.4%
More than 4-year college degree	7	3.3%
<b>Total</b>	211	100.0%
Not Answered	4	

**Q46. How are you related to the child?**

	PH 2018	
	N	%
Mother or father	195	92.4%
Grandparent	7	3.3%
Aunt or uncle	1	0.5%
Older brother or sister	0	0.0%
Other relative	0	0.0%
Legal guardian	7	3.3%
Someone else	1	0.5%
<b>Total</b>	211	100.0%
Not Answered	4	

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

	PH 2018	
	N	%
Yes	3	2.0%
No	147	98.0%
<b>Total</b>	150	100.0%
Not Answered	65	

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

	PH 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	1	

## Responses by Question

### *About Your Child and You (continued)*

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

	PH 2018	
	N	%
Yes	1	100.0%
<b>Total</b>	1	100.0%
Not Answered	2	

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

	PH 2018	
	N	%
Yes	0	0.0%
<b>Total</b>	0	100.0%
Not Answered	3	

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

	PH 2018	
	N	%
Yes	0	0.0%
<b>Total</b>	0	100.0%
Not Answered	3	

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

	PH 2018	
	N	%
Yes	0	0.0%
<b>Total</b>	0	100.0%
Not Answered	3	

## Custom Questions

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

	PH 2018	
	N	%
<input checked="" type="radio"/> Never	133	97.8%
<input checked="" type="radio"/> Sometimes	3	2.2%
<input checked="" type="radio"/> Usually	0	0.0%
<input checked="" type="radio"/> Always	0	0.0%
<b>Total</b>	136	100.0%
Not Answered	1	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	100.0%	

### Access to Dental Care

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

	PH 2018	
	N	%
Yes	168	79.2%
No	44	20.8%
<b>Total</b>	212	100.0%
Not Answered	3	

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

	PH 2018	
	N	%
Yes	125	58.7%
No	88	41.3%
<b>Total</b>	213	100.0%
Not Answered	2	

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

## Custom Questions

### Access to Dental Care (continued)

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

	PH 2018	
	N	%
<input type="radio"/> Never	1	0.8%
<input type="radio"/> Sometimes	8	6.5%
<input type="radio"/> Usually	17	13.7%
<input type="radio"/> Always	98	79.0%
<b>Total</b>	124	100.0%
Not Answered	1	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	92.7%	

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

	PH 2018	
	N	%
<input type="radio"/> Never	24	33.8%
<input type="radio"/> Sometimes	8	11.3%
<input type="radio"/> Usually	12	16.9%
<input type="radio"/> Always	27	38.0%
Did not have a dental emergency	137	
<b>Total</b>	71	100.0%
Not Answered	7	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	54.9%	

Response scored as:  Achievement  Room for improvement

# Custom Questions

## Access to Dental Care (continued)

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

	PH 2018	
	N	%
● Extremely difficult	5	2.5%
● 1	2	1.0%
● 2	2	1.0%
● 3	2	1.0%
● 4	5	2.5%
● 5	14	7.1%
● 6	11	5.6%
● 7	24	12.1%
● 8	28	14.1%
● 9	25	12.6%
● Extremely easy	80	40.4%
<b>Total</b>	198	100.0%
Not Answered	17	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	67.2%	

## Kindergarten Readiness

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

	PH 2018	
	N	%
Yes	37	17.8%
No	171	82.2%
<b>Total</b>	208	100.0%
Not Answered	7	

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

	PH 2018	
	N	%
All of the time	20	54.1%
Most of the time	15	40.5%
Some of the time	2	5.4%
None of the time	0	0.0%
<b>Total</b>	37	100.0%
Not Answered	0	

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

## Custom Questions

### *Kindergarten Readiness (continued)*

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

	PH 2018	
	N	%
All of the time	14	37.8%
Most of the time	21	56.8%
Some of the time	2	5.4%
None of the time	0	0.0%
<b>Total</b>	37	100.0%
Not Answered	0	

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

	PH 2018	
	N	%
All of the time	10	27.0%
Most of the time	23	62.2%
Some of the time	4	10.8%
None of the time	0	0.0%
<b>Total</b>	37	100.0%
Not Answered	0	

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

	PH 2018	
	N	%
All of the time	1	2.7%
Most of the time	3	8.1%
Some of the time	27	73.0%
None of the time	6	16.2%
<b>Total</b>	37	100.0%
Not Answered	0	

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

	PH 2018	
	N	%
This child did not attend childcare or preschool	12	
No	24	100.0%
Yes - picked my child up early on one or more days	0	0.0%
Yes - kept my child home for one full day or more	0	0.0%
Yes - permanently was told my child could no longer attend	0	0.0%
<b>Total</b>	24	100.0%
Not Answered	1	



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

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

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

**SURVEY INSTRUCTIONS**

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

Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

- Yes → *Go to Question 3*
- No

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

\_\_\_\_\_

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

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

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
  - Yes
  - No → *Go to Question 5*
  
- 4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
  - Never
  - Sometimes
  - Usually
  - Always
  
- 5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
  - Yes
  - No → *Go to Question 7*
  
- 6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
  - Never
  - Sometimes
  - Usually
  - Always

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
  - None → *Go to Question 15*
  - 1 time
  - 2
  - 3
  - 4
  - 5 to 9
  - 10 or more times
  
- 8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
  - Yes
  - No
  
- 9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
  - Yes
  - No → *Go to Question 13*
  
- 10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
  - Yes
  - No
  
- 11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
  - Yes
  - No

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

- Yes
- No

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

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Worst                 |                       |                       |                       |                       | Best                  |                       |                       |                       |                       |                       |
| Health Care           |                       |                       |                       |                       | Health Care           |                       |                       |                       |                       |                       |
| Possible              |                       |                       |                       |                       | Possible              |                       |                       |                       |                       |                       |

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

- Never
- Sometimes
- Usually
- Always

**YOUR CHILD'S PERSONAL DOCTOR**

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

- Yes
- No → *Go to Question 27*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always







**ACCESS TO DENTAL CARE**

36a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- Yes
- No

36b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 36d*

36c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- Never
- Sometimes
- Usually
- Always

36d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

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

36e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

- 
- 0 1 2 3 4 5 6 7 8 9 10
- Extremely Difficult Extremely Easy

**ABOUT YOUR CHILD AND YOU**

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

39. What is your child's age?

- Less than 1 year old
- YEARS OLD (write in)

40. Is your child male or female?

- Male
- Female

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

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



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

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

43. What is your age?

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

44. Are you male or female?

- Male
- Female

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

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

46. How are you related to the child?

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

47. Did someone help you complete this survey?

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

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

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

### KINDERGARTEN READINESS

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

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

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

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

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

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



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

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

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

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

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

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

## THANK YOU

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

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

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