



**Oregon Health Plan Report of Results for
State Oregon Health Plan Child Population
2019 CAHPS® 5.0H Medicaid with CCC Measure Member Experience Survey**

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INTRODUCTION

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

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

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

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

EXECUTIVE SUMMARY

CSS administered the Child Medicaid with CCC Measure version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority between January 9 and April 9, 2019. The following CCOs were included in survey administration: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, Inter-Community Health Network, Jackson Care Connect, Pacific Source – Columbia Gorge, Pacific Source – Central Oregon, Primary Health, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. This report focuses on **statewide** State OHP hereafter referred to as State OHP results, which were calculated by pooling survey responses across these plans including additional oversample for race and ethnicity. The final Child Medicaid with CCC Measure aggregated survey sample for the State OHP included 9,050 members. 2,219 members completed the survey, resulting in a response rate of 24.87 percent.

This section highlights some of the key survey findings for the State OHP, including trends in CAHPS ratings and composites and comparisons to the State Oregon Health Plan results. Results are based on the rates of members answering *8, 9, or 10* for the ratings questions; *Yes* for the *Shared Decision Making* composite; and *Usually* or *Always* for all other measures. Statistical significance tests were conducted at the 95% confidence level. Up to five organizational priorities for quality improvement are also identified based on CSS's *Key Driver Analysis*.

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2018

Reportable Rate IMPROVED	Reportable Rate DECLINED
Rating of Personal Doctor (by 2.36 points)	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARK

Reportable Rate ABOVE State OHP	Reportable Rate BELOW State OHP
2018 CSS Child Medicaid Average	
Shared Decision Making (by 3.74 points)	Rating of Personal Doctor (by 2.1 points) Rating of All Health Care (by 5.53 points) Rating of Health Plan (by 7.5 points) Getting Needed Care (by 2.6 points)

TOP PRIORITIES FOR QUALITY IMPROVEMENT

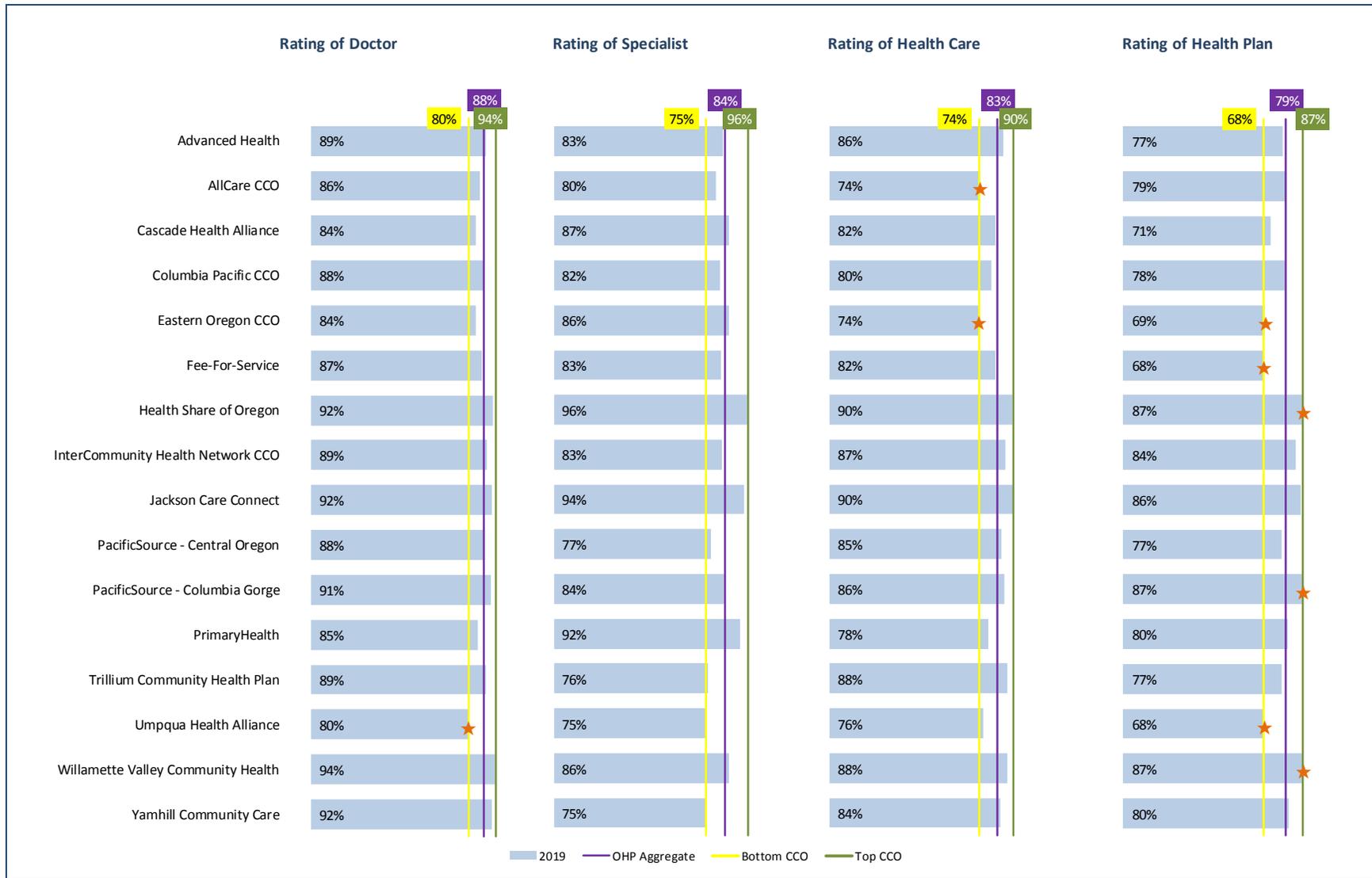
CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these specific areas or experiences can be improved, the overall rating of the plan should reflect these gains.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

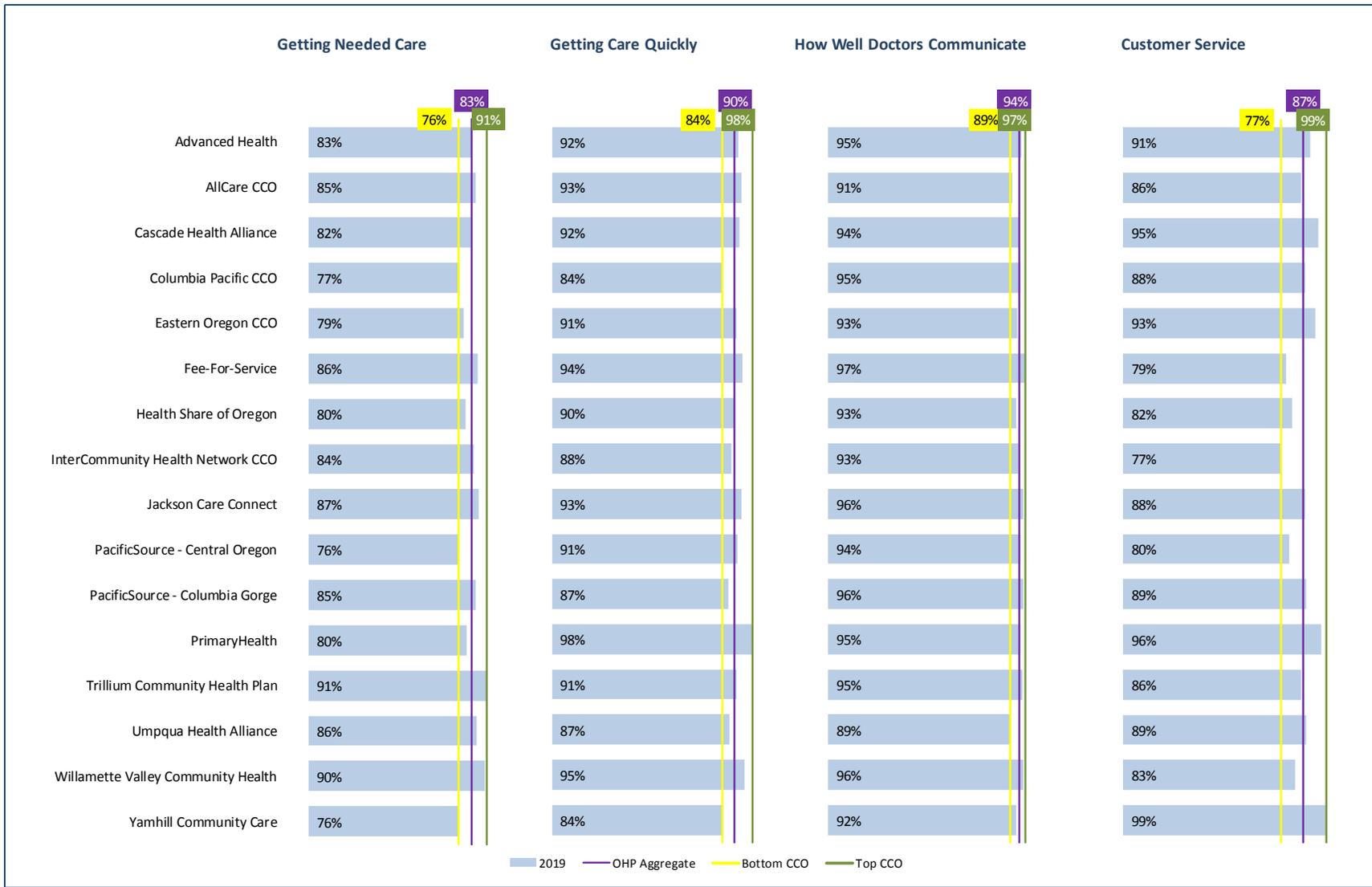
Top Priorities for Quality Improvement
1. Improving the ability of the health plan customer service to treat members with courtesy and respect
2. Improving the quality of physicians in the plan's network (personal doctors)
3. Improving member access to care (ease of getting needed care, tests, or treatment)
4. Improving member access to care (getting an appointment to see a specialist)
5. Improving member access to care (having a personal doctor)

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

OREGON HEALTH PLAN CCO PERFORMANCE ON KEY SURVEY MEASURES

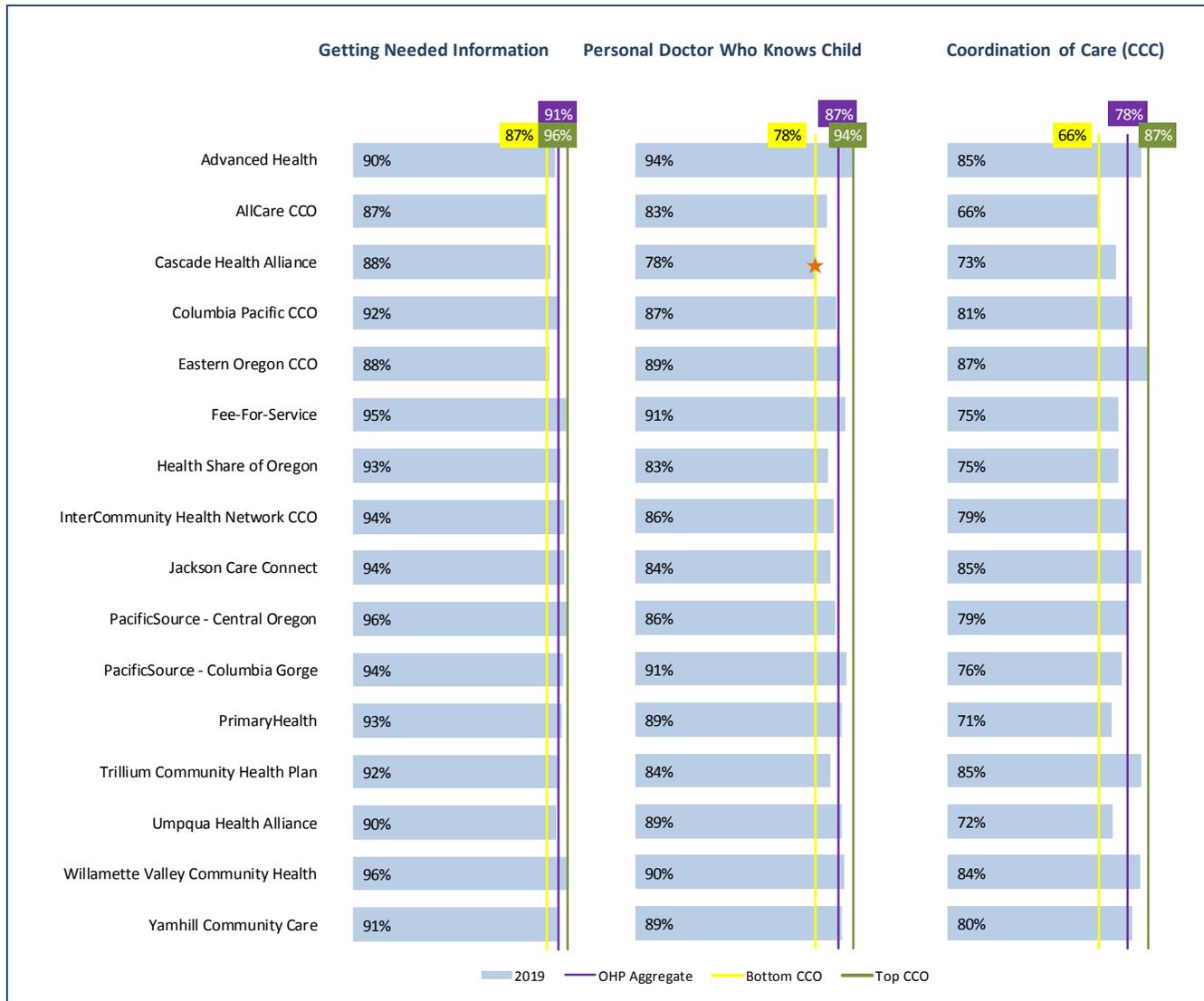
The charts on the following pages show how the State OHP and each of the CCOs performed in 2019. Statistically significant differences from the State OHP are flagged at the 95% confidence level. For each measure, the top and bottom performing CCOs rates provide additional benchmarks.











SURVEY RESULTS AT A GLANCE

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

EXHIBIT 1. 2019 STATE OHP CHILD MEDICAID WITH CCC MEASURE SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates		Valid Responses		2018 CSS Child Medicaid Average
		2018	2019	2018	2019	
Overall Ratings (% 8, 9, or 10)	Q14. Rating of All Health Care	81.70%	82.91%	2,087	1,726	88.44% ▼
	Q41. Rating of Personal Doctor	85.96% ▲	88.32%	2,379	1,978	90.42% ▼
	Q48. Rating of Specialist Seen Most Often	84.70%	84.25%	791	597	87.19%
	Q54. Rating of Health Plan	77.74%	78.94%	2,641	2,194	86.45% ▼
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	82.55%	82.67%	1,465	1,181	85.27% ▼
	Q15. Easy to get needed care	87.73%	88.30%	2,095	1,726	90.72% ▼
	Q46. Easy to see specialists	77.37%	77.04%	835	636	79.12%
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	88.53%	89.95%	1,445	1,214	90.15%
	Q4. Got urgent care as soon as needed	91.56%	92.02%	972	777	90.83%
	Q6. Got routine care as soon as needed	85.51% ▲	87.89%	1,918	1,651	88.41%
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	93.19%	93.91%	1,905	1,588	94.60%
	Q32. Doctor explained things	93.76%	94.39%	1,907	1,587	94.33%
	Q33. Doctor listened carefully	94.18%	95.03%	1,906	1,589	95.48%
	Q34. Doctor showed respect	95.70%	95.66%	1,907	1,590	96.54%
Customer Service (% Always or Usually)	Q37. Doctor spent enough time	89.11%	90.54%	1,900	1,586	89.72%
	Customer Service Composite	87.54%	87.47%	693	538	89.25%
	Q50. Provided needed information/help	82.47%	81.08%	696	539	83.03%
Shared Decision Making** (% Yes)	Q51. Treated with courtesy/respect	92.61%	93.85%	690	537	93.26%
	Shared Decision Making Composite	83.16%	83.16%	787	732	79.42% ▲
	Q11. Discussed reasons to take a medicine	95.33%	94.30%	792	737	93.12%
	Q12. Discussed reasons not to take a medicine	74.05%	74.32%	786	732	70.24% ▲
Other Areas	Q13. Discussed what was best for you	80.10%	80.85%	784	726	82.15%
	Q8. Health Promotion and Education (% Yes)	72.51%	75.28%	2,099	1,719	74.79%
Children with Chronic Conditions Measures	Q40. Coordination of Care (% Always or Usually)	80.74%	82.37%	1,002	845	82.21%
	. Access to Prescription Medicines	90.28%	88.93%	1,440	1,120	90.45%
	. Access to Specialized Services	67.82%	68.66%	509	447	76.76% ▼
	. Getting Needed Information	89.14% ▲	91.48%	2,099	1,726	88.49% ▲
	. Personal Doctor Who Knows Child	87.82%	87.43%	1,418	1,173	92.02% ▼
	. Coordination of Care for Children With Chronic Conditions	77.32%	78.49%	643	546	73.20%

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

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

ABOUT THIS REPORT

The key features of this 2019 CAHPS report, prepared by CSS for State OHP, are highlighted below.

- State OHP results were calculated by pooling member responses from the following Child Medicaid CCOs: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, InterCommunity Health Network CCO, Jackson Care Connect, PacificSource - Central Oregon, PacificSource - Columbia Gorge, PrimaryHealth, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. The aggregate results also include additional oversamples of African American, Asian, Hispanic/Latino, and Native American members. The oversamples were drawn from Oregon Health Plan membership as a whole proportionally based on the member size of the CCO across all CCOs.
- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS 2019, Volume 3: Specifications for Survey Measures* unless otherwise noted. Summary Results are reported regardless of whether the denominator threshold is met, however, any summary measure where the denominator is less than 30 is marked as “Low n”.
- Throughout the report, the 2019 State OHP survey results are compared to the 2018 CSS Child Medicaid Average, the 2018 CSS Child Medicaid Average. The is calculated by pooling survey responses across representative Child Medicaid plans surveyed by CSS.
- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where State OHP performs significantly above or below the State Oregon Health Plan performance. If prior-year survey results are available, any statistically significant improvements or declines on key survey measures are also noted. Up to five top organizational priorities for quality improvement based on CSS’s *Key Driver Analysis* are identified.
- *Summary of Survey Results* presents the 2019 State OHP survey scores on key measures, including question summary rates (QSRs), global proportions, and changes in QSR and global proportion scores from the previous year (if applicable); and comparisons to relevant Oregon Health Plan benchmarks. Statistically significant differences in scores are noted.
- *Detailed Performance Charts* are provided for the rating questions, composite measures, and individual survey items representing the various CAHPS domains of care. The 2019 State OHP QSRs and global proportions are compared to the on all measures. Where available, a three-year trend in scores is also shown.
- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2019 State OHP respondent profile to the appropriate reference distribution (i.e., all plans included in the 2018 CSS Child Medicaid Average, the 2018 CSS Child Medicaid Average) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall rating of the plan. The *CSS Key Driver Model* quantifies the contribution of each key driver to the overall evaluation of the plan. The 2019 State OHP results on each key driver are compared to the highest score among the 15 Child Medicaid plans contributing to the 2018 CSS Child Medicaid Average, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the State OHP *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.
- The *Appendix* includes:
 - Detailed cross-tabulations of survey responses for every survey question, with additional tables summarizing performance on key survey measures;
 - A copy of the survey instrument;
 - Step-by-step guidelines for calculating composite global proportions; and
 - A glossary of terms.

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

CSS administered the Child Medicaid with CCC Measure version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of the State OHP using a mixed methodology of internet, mail, and telephone. The Oregon Health Authority's mixed methodology consisted of the following milestones:

- A prenotification letter with an invitation to complete the survey online, which was mailed on January 9;
- An initial questionnaire with cover letter, which was mailed on January 16;
- A replacement questionnaire with cover letter, which was mailed on February 13;
- A telephone follow-up phase targeting non-respondents, with up to four telephone follow-up attempts spaced at different times of the day and on different days of the week, which started on March 6; and
- Close of data collection on April 9, 2019.

SURVEY MATERIALS

The survey instruments (both English and Spanish) used for State OHP are provided in the Appendix. CSS designed the survey following instructions from OHA and the NCQA specifications detailed in *HEDIS 2019, Volume 3: Specifications for Survey Measures and Quality Assurance Plan for HEDIS 2019 Survey Measures*. The materials referred to Oregon Health Plan and included the Oregon Health Authority logo on all of the mailing materials. Each survey package included a postage-paid return envelope. Besides the core CAHPS questions, the survey included 12 additional questions added by OHA. These included questions on cultural competency, access to dental care, and kindergarten readiness. All mailings included a duplex English and Spanish cover letter. Members received either an English or Spanish survey based on language information provided by Oregon Health Authority. Members had the option to request the survey in the other language using a telephone request line.

SAMPLE SELECTION

CSS followed Oregon Health Authority's instructions to generate the survey sample for the State OHP. Sample-eligible members were defined as plan members who were 17 years old or younger as of November 30, 2018; were currently enrolled; had been continuously enrolled for six months (with no more than one enrollment break of 45 days or less); and whose primary coverage was through Medicaid. The sample frame included a pre-screen status code to identify

children that were likely to have a chronic condition (CCC) based on claim and encounter records. Using this code, a sample was drawn from the child Medicaid population to receive the CCC instrument. The results for the CCC population presented in this report are based the pre-screen status code rather than responses to the survey in the NCQA methodology.

Prior to sampling, CSS carefully inspected the member file(s) and informed the Oregon Health Authority of any errors or irregularities found (such as missing address elements or subscriber numbers). Once the quality assurance process had been completed, CSS processed member addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up-to-date.

The final sample was generated using a random selection methodology, with no more than one member per household selected to receive the survey. The exception to this rule was any CCO that failed to meet the desired sample size in which case more than one member per household could be selected. CSS assigned each sampled member a unique identification number, which was used to track their progress throughout the data collection process.

The Oregon Health Authority chose to oversample for targeted race and ethnicity groups to ensure these groups were appropriately represented in the state sample. Data for those sample members only appear in the State OHP results and not the individual CCO results. The final survey sample for the State OHP included 9,050 members.

DATA CAPTURE

Questionnaires returned by mail were recorded using either manual data entry or optical scanning. Responses recorded via manual data entry were keyed by two independent data entry operators, and any discrepancies between the two response records were flagged and reconciled by a supervisor. Individual responses on surveys recorded via optical scanning were sent to data entry operators if the scanning technology was unable to identify the specific response option selected with a pre-defined degree of certainty.

Computer Assisted Telephone Interviewing (CATI) technology was used to electronically capture survey responses obtained during telephone interviews. Members were able to complete the survey in either English or Spanish. On-site CATI supervisors maintained quality control by monitoring the telephone interviews and keyboard entry of interviewers in real time. In addition, CSS research staff remotely monitored interviews on a regular basis. Due to the multiple mailings and varied modes of data collection, multiple survey responses could be received from the same sample member. In those cases, CSS included only one survey response (the most complete survey) in the final analysis dataset.

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the State OHP sample members who met final eligibility criteria, 2,219 completed the survey, resulting in a response rate of 24.87 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2019 STATE OHP CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total	
	Number	% Initial Sample
Initial Sample	9,050	100.00%
Disposition		
Complete and Eligible - Mail	1,181	13.05%
Complete and Eligible - Phone	956	10.56%
Complete and Eligible - Internet	82	0.91%
Complete and Eligible - Total	2,219	24.52%
Does not meet Eligible Population criteria	71	0.78%
Incomplete (but Eligible)	74	0.82%
Ineligible	56	0.62%
- Language barrier	55	0.61%
- Mentally or physically incapacitated	0	0.00%
- Deceased	1	0.01%
Refusal	143	1.58%
Nonresponse after maximum attempts	6,442	71.18%
Added to Do Not Call (DNC) list	45	0.50%
Response Rate*		24.87%

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

A detailed comparison of individual CCO response rates is presented in Exhibit 3A.

EXHIBIT 3A. 2019 STATE OHP CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: RESPONSE RATES BY CCO

CCOs	Sample Size	Completes	Ineligibles	Response Rate
State OHP	9,050	2,219	127	24.87%
Advanced Health	450	107	6	24.10%
AllCare CCO	450	111	3	24.83%
Cascade Health Alliance	450	113	2	25.22%
Columbia Pacific CCO	450	106	4	23.77%
Eastern Oregon CCO	450	115	3	25.73%
Fee-For-Service	900	217	14	24.49%
Health Share of Oregon	450	109	6	24.55%
InterCommunity Health Network CCO	450	123	7	27.77%
Jackson Care Connect	450	113	3	25.28%
PacificSource - Central Oregon	450	96	6	21.62%
PacificSource - Columbia Gorge	450	124	4	27.80%
PrimaryHealth	450	99	4	22.20%
Trillium Community Health Plan	450	87	6	19.59%
Umpqua Health Alliance	450	108	1	24.05%
Willamette Valley Community Health	450	117	2	26.12%
Yamhill Community Care	450	121	4	27.13%
Oversample	1,400	353	52	26.19%

SATISFACTION WITH THE EXPERIENCE OF CARE

EXPERIENCE OF CARE MEASURES

CAHPS Health Plan Survey 5.0H, Child Medicaid with CCC Measure version includes four global **rating questions** that ask respondents to rate the following items on a 0 to 10 scale:

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

The results for eight **composite measures** are also reported. Composite measures combine results from related survey questions into a single measure to summarize health plan performance in the areas listed below.

- **Getting Needed Care** combines responses to two survey questions that address member access to care:
 - *In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?*
 - *In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?*
- **Getting Care Quickly** combines responses to two survey questions that address timely availability of both urgent and routine care:
 - *In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?*
 - *In the last 6 months, 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?*
- **How Well Doctors Communicate** combines responses to four survey questions that address physician communication:
 - *In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?*

- *In the last 6 months, how often did your child’s personal doctor listen carefully to you?*
- *In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?*
- *In the last 6 months, how often did your child’s personal doctor spend enough time with your child?*
- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan’s customer service:
 - *In the last 6 months, how often did customer service staff at your child’s health plan give you the information or help you needed?*
 - *In the last 6 months, how often did customer service staff at your child’s health plan treat you with courtesy and respect?*
- **Shared Decision Making** combines responses to three survey questions that focus on decisions about taking prescription medicines:
 - *Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?*
 - *Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?*
 - *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?*

The following composite measures are calculated and reported for the CCC survey:

- **Access to Specialized Services** combines responses to three survey questions addressing the child’s access to special equipment or devices, therapies, treatments, or counseling:
 - *In the last 6 months, how often was it easy to get special medical equipment or devices for your child?*
 - *In the last 6 months, how often was it easy to get this therapy for your child?*
 - *In the last 6 months, how often was it easy to get this treatment or counseling for your child?*
- **Personal Doctor Who Knows Child** combines responses to three survey questions addressing the doctor’s understanding of the child’s health issues:
 - *In the last 6 months, did your child’s personal doctor talk with you about how your child is feeling, growing, or behaving?*

- *Does your child’s personal doctor understand how these medical, behavioral, or other health conditions affect your child’s day-to-day life?*
- *Does your child’s personal doctor understand how your child’s medical, behavioral, or other health conditions affect your family’s day-to-day life?*
- **Coordination of Care for Children with Chronic Conditions** combines responses to two survey items addressing care coordination needs related to the child’s chronic condition:
 - *In the last 6 months, did you get the help you needed from your child’s doctors or other health providers in contacting your child’s school or daycare?*
 - *In the last 6 months, did anyone from your child’s health plan, doctor’s office, or clinic help coordinate your child’s care among these different providers or services?*

In addition to the eight composite measures listed above, question summary rates are also reported for two survey items summarizing the following concepts:

- **Health Promotion and Education**

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?

- **Coordination of Care**

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?

The results for *Health Promotion and Education* and *Coordination of Care* are reported for the child Medicaid survey. Additional question summary rates calculated and reported for the CCC instrument include:

- **Getting Needed Information**

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

- **Access to Prescription Medicines**

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

CALCULATION AND REPORTING OF RESULTS

QUESTION SUMMARY RATES AND COMPOSITE GLOBAL PROPORTIONS

Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest from a given question on the survey.

- Rating questions use a 0 to 10 scale with 10 being the most favorable response. Results are reported as the proportion of members selecting one of the top three responses (8, 9, or 10).
- Most survey items use a *Never, Sometimes, Usually, or Always* scale, with *Always* being the most favorable response. Results are reported as the proportion of members selecting *Usually* or *Always*.
- *Shared Decision Making* and *Health Promotion and Education* use a *Yes* or *No* scale, with *Yes* being the desired response. Results are reported as the proportion of members selecting *Yes*.
- Items contributing to CCC composites *Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions* use a *Yes* or *No* scale, with *Yes* being the most favorable response. Results are reported as the proportion of members selecting *Yes*.

Composite Global Proportions express the proportion of respondents selecting the response option(s) of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported response(s) on each survey question contributing to the composite and subsequently averaging these proportions across all items in the composite.

- For composite measures except *Shared Decision Making*, results are reported as *Usually* or *Always* global proportions.
- For the *Shared Decision Making* composite, the proportion of *Yes* is reported.
- For two of the three CCC composites (*Personal Doctor Who Knows Child* and *Coordination of Care for Children with Chronic Conditions*), the proportion of *Yes* is reported.

Throughout the report, all question summary rates and composite global proportions are rounded to two decimal places for display purposes (e.g., 0.23456 is displayed as 23.46%). However, all calculations involving rates and proportions, including statistical significance testing, are carried out prior to rounding. For more details on the calculations please refer to *HEDIS 2019, Volume 3: Specifications for Survey Measures* or consult the Appendix.

DENOMINATOR THRESHOLD

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

COMPARISONS TO BENCHMARKS AND PRIOR-YEAR RESULTS

Throughout the report, the 2019 State OHP results are compared to the 2018 CSS Child Medicaid Average, the 2018 CSS Child Medicaid Average as well as to the highest and lowest performing CCO. The is calculated by pooling survey responses across representative Child Medicaid plans surveyed by CSS. If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All of the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 4 provides a high-level State OHP performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional content areas. Where applicable, changes in scores over time and comparisons to benchmarks are reported and tested for statistical significance.

EXHIBIT 4. 2019 STATE OHP CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2019 Rate	Difference** between 2019 Rate and...	
		2018 Rate	2018 CSS Child Medicaid Average
Ratings			
Rating of Personal Doctor	88.32%	2.36% ▲	-2.10% ▼
Rating of Specialist Seen Most Often	84.25%	-0.45%	-2.93%
Rating of All Health Care	82.91%	1.21%	-5.53% ▼
Rating of Health Plan	78.94%	1.21%	-7.50% ▼
Composite Measures			
Getting Needed Care	82.67%	0.12%	-2.60% ▼
Getting Care Quickly	89.95%	1.42%	-0.20%
How Well Doctors Communicate	93.91%	0.72%	-0.70%
Customer Service	87.47%	-0.07%	-1.78%
Shared Decision Making	83.16%	0.00%	3.74% ▲
Additional Content Areas			
Health Promotion and Education	75.28%	2.77%	0.48%
Coordination of Care	82.37%	1.63%	0.16%
Children with Chronic Conditions Measures			
Access to Prescription Medicines	88.93%	-1.35%	-1.52%
Access to Specialized Services	68.66%	0.85%	-8.10% ▼
Getting Needed Information	91.48%	2.35% ▲	2.99% ▲
Personal Doctor Who Knows Child	87.43%	-0.39%	-4.59% ▼
Coordination of Care for Children With Chronic Conditions	78.49%	1.17%	5.29%

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

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

DETAILED PERFORMANCE CHARTS

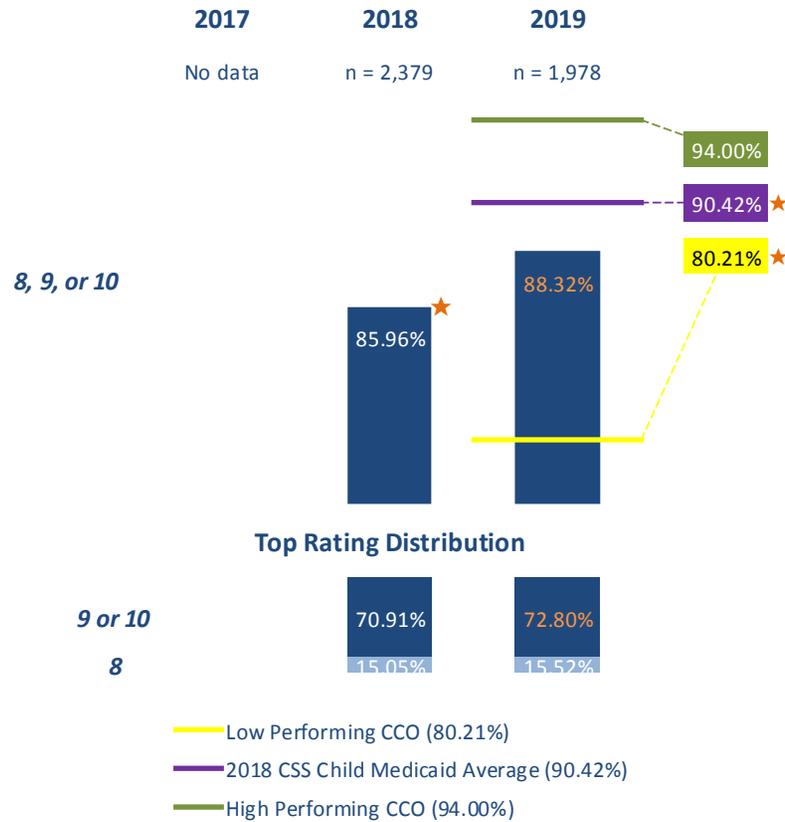
This section of the report includes detailed charts for composite global proportions, rating question summary rates (QSRs), as well as additional QSRs for individual survey items. The charts have the following features:

TREND IN RESULTS

- State OHP survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year or if the measure is new or is not deemed appropriate for trending. In such cases, “No data” appears in place of the score.
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding 8 vs. percent responding 9 or 10, or percent responding *Usually* vs. percent responding *Always*).
- The number of valid responses (*n*) appears above each bar. If the number of responses is less than 30, “Low *n*” appears next to the value of *n*, indicating that the result does not meet the denominator threshold. CSS calculates all rates regardless of this threshold.
- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in both standard (e.g., 8 + 9 + 10 or *Usually* + *Always*) as well as top-box (e.g., 9 + 10 or *Always*) rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2018 rate denotes a statistically significant difference between the 2019 and 2018 rates.

Rating of Personal Doctor

Percent Responding 8, 9, or 10



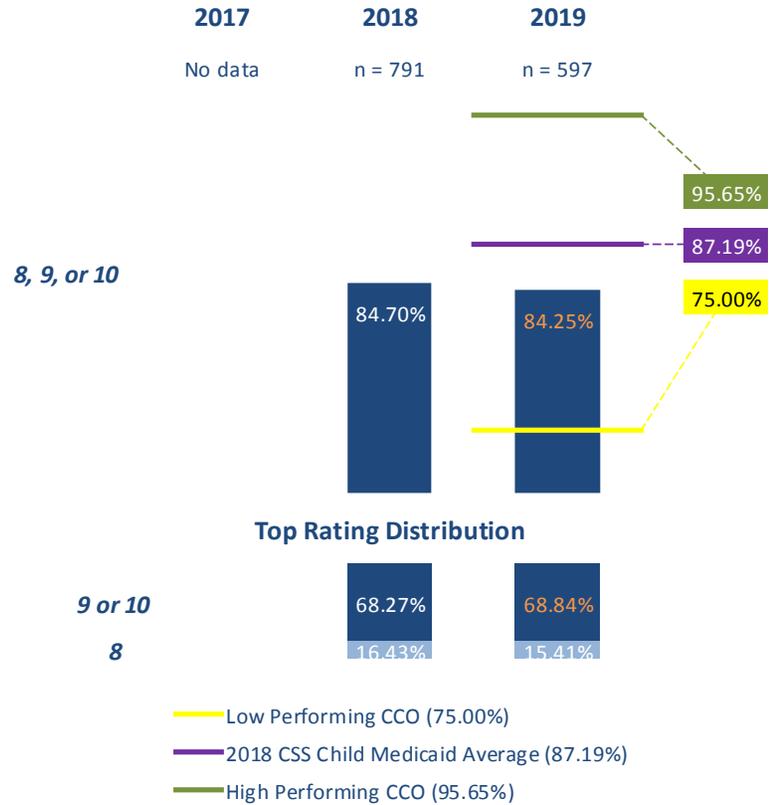
19970

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

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

Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



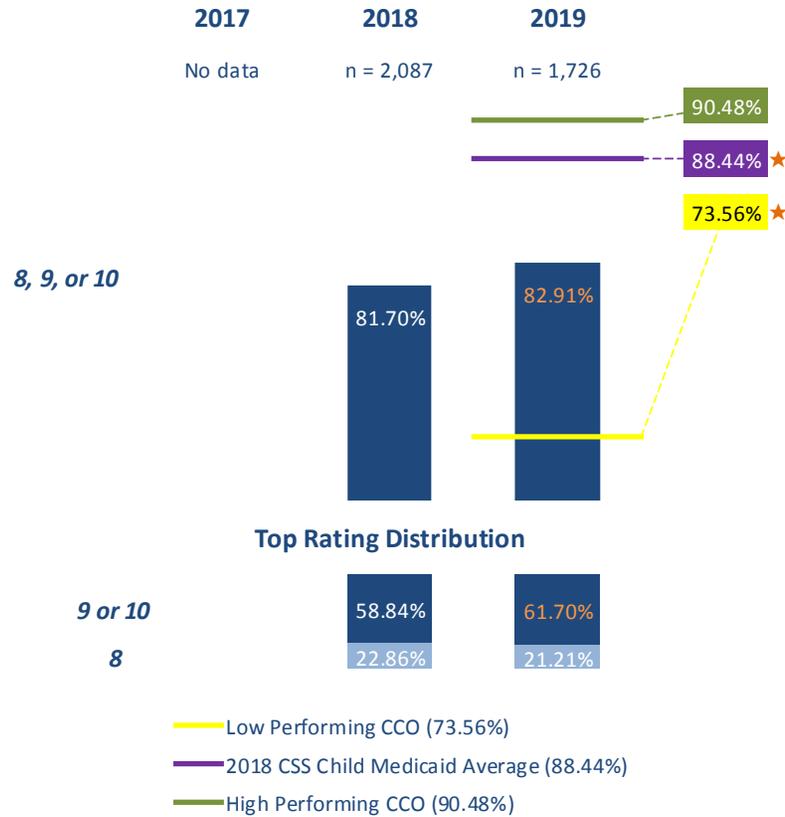
19970

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

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

Rating of All Health Care

Percent Responding 8, 9, or 10



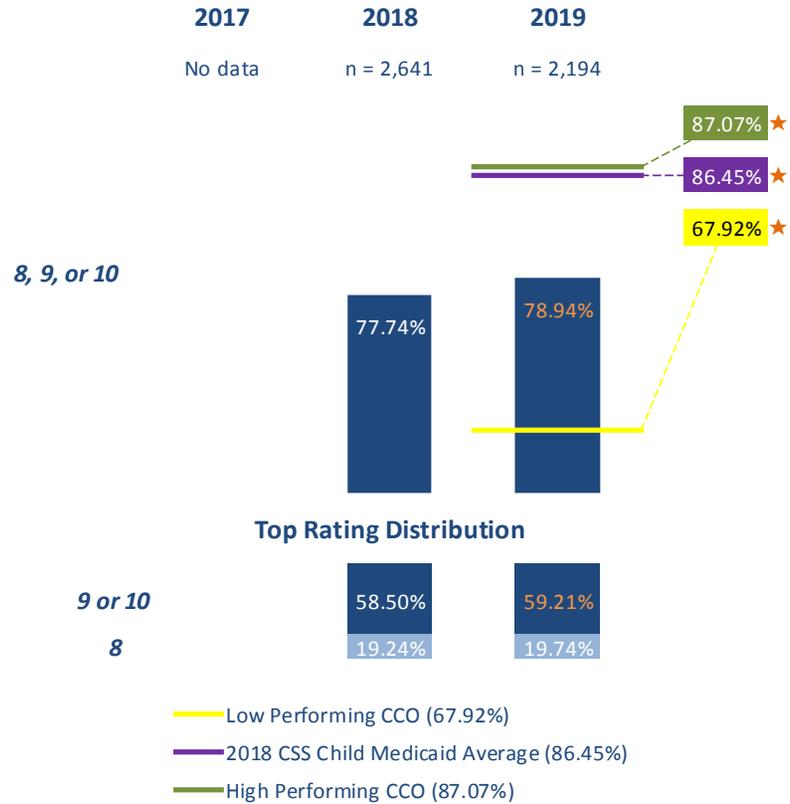
19970

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

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

Rating of Health Plan

Percent Responding 8, 9, or 10



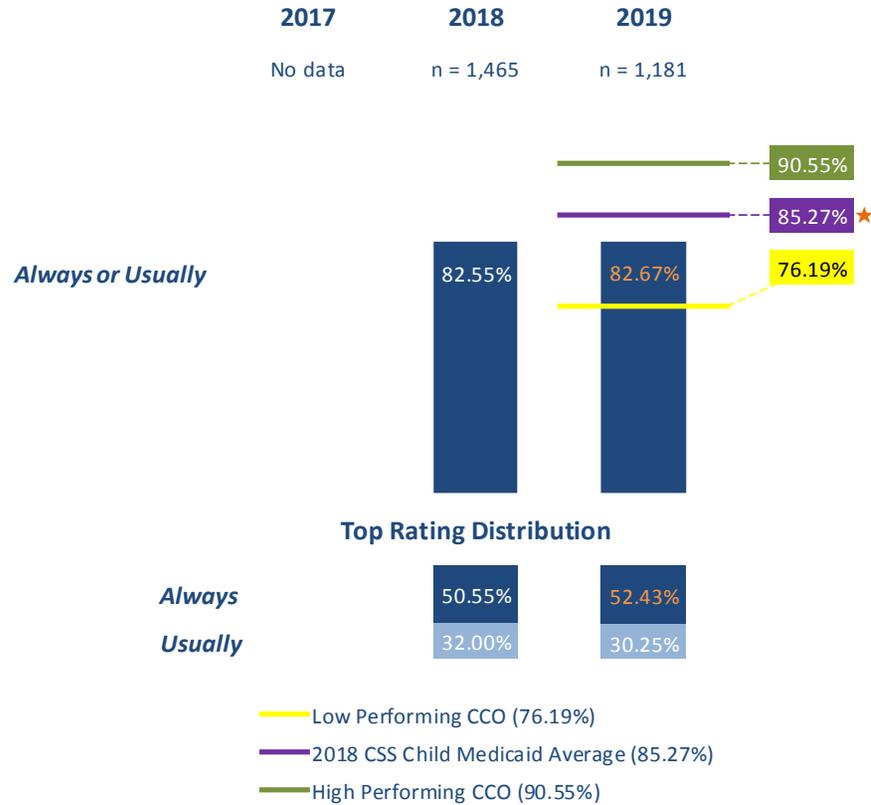
19970

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

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

Getting Needed Care (Composite)

Percent Responding Always or Usually



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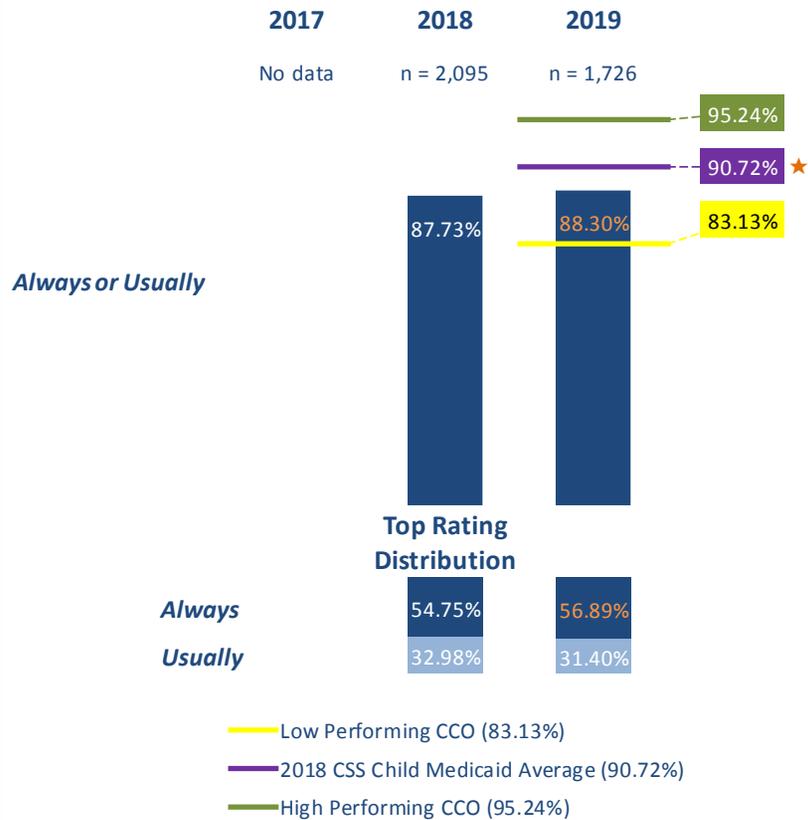
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?



Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?



19970

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

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

Getting Care Quickly (Composite)

Percent Responding Always or Usually



19970

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

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

Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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?



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?



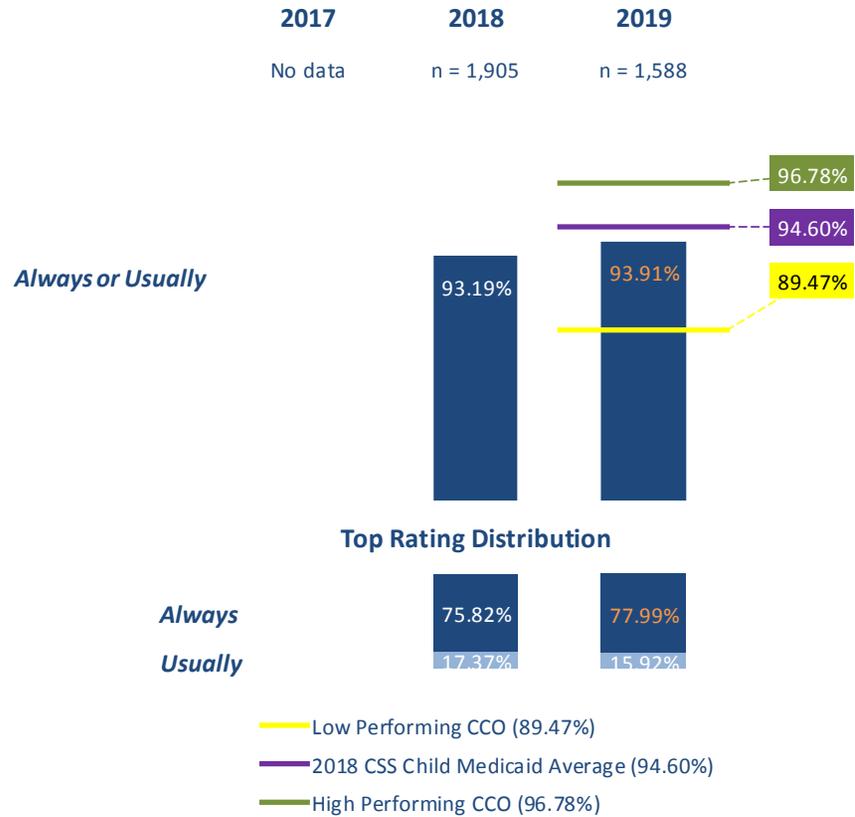
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



19970

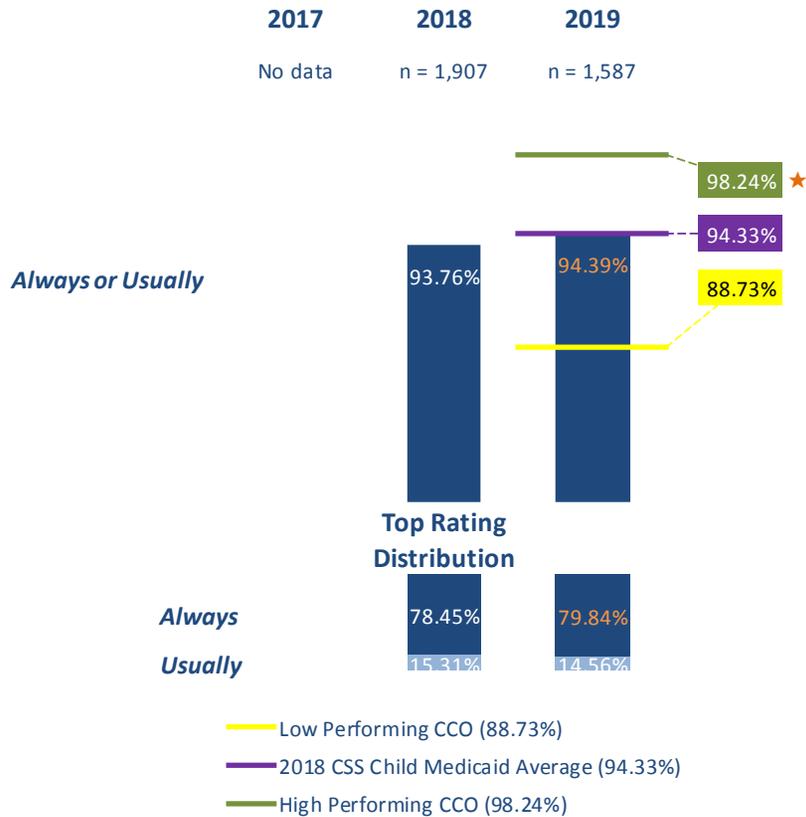
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q32. 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?



Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?



19970

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

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

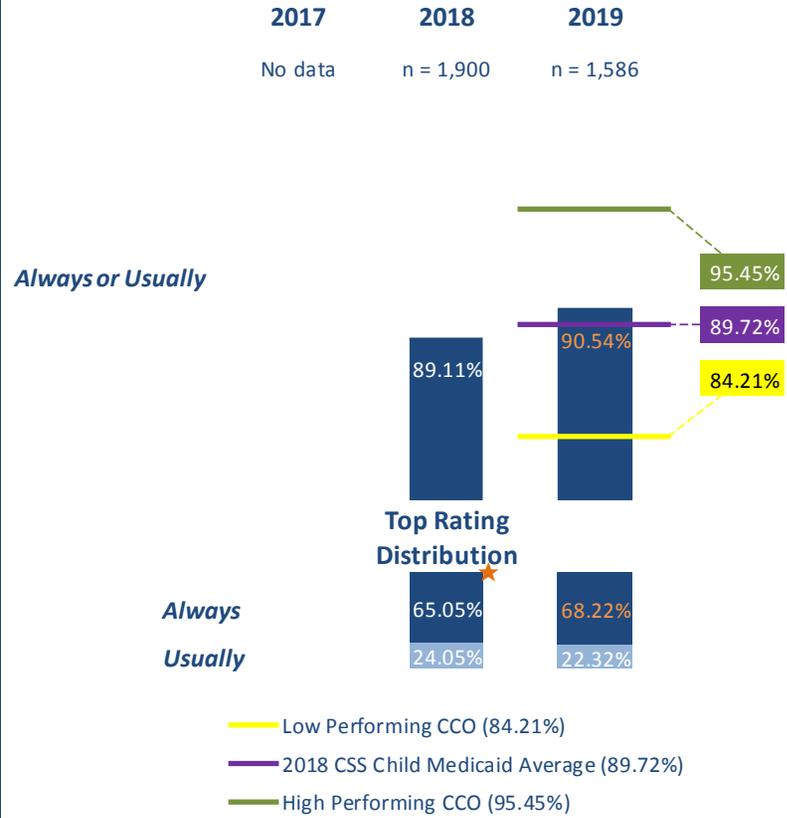
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?



Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?



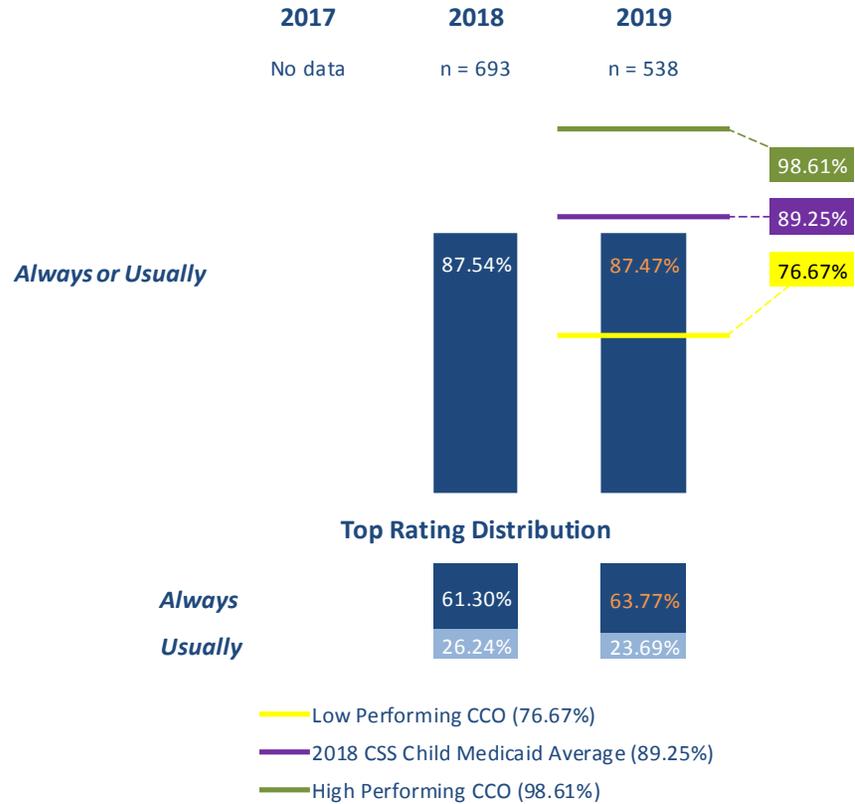
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Customer Service (Composite)

Percent Responding Always or Usually



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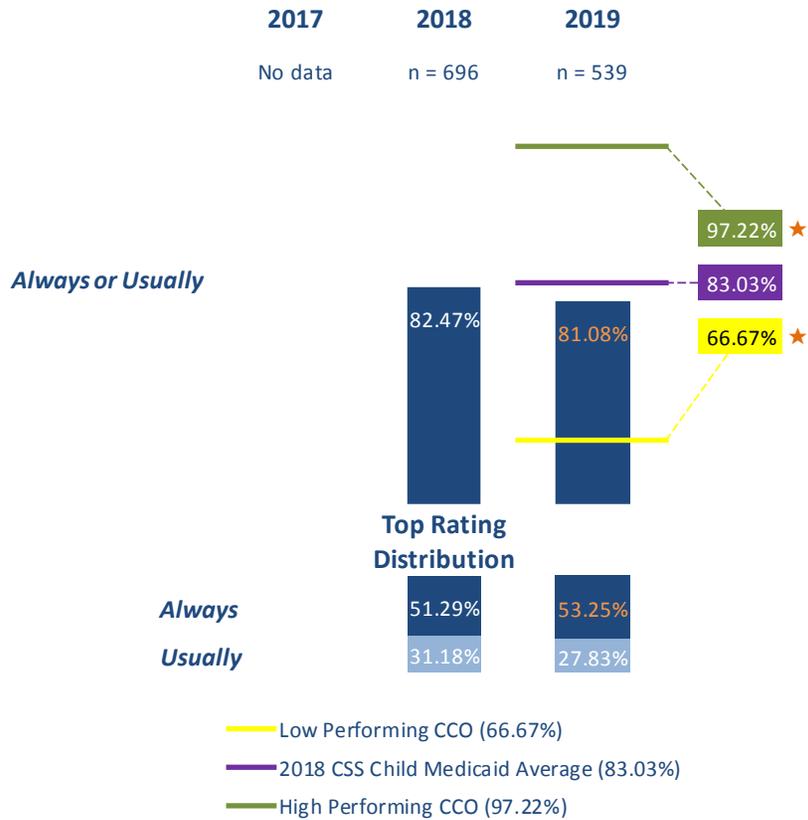
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Customer Service (Contributing Items)

Percent Responding Always or Usually

Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?



Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?



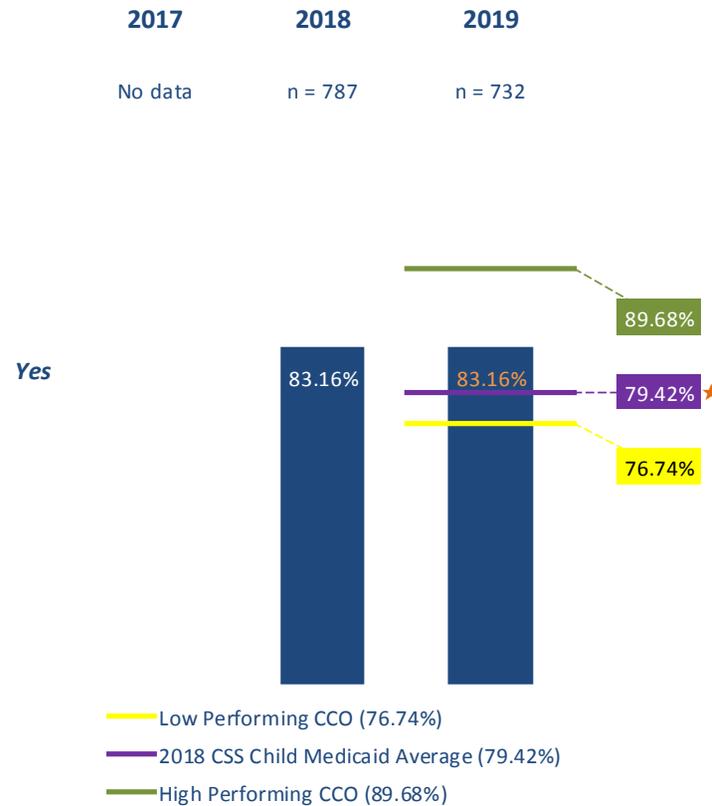
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Shared Decision Making (Composite)

Percent Responding Yes



19970

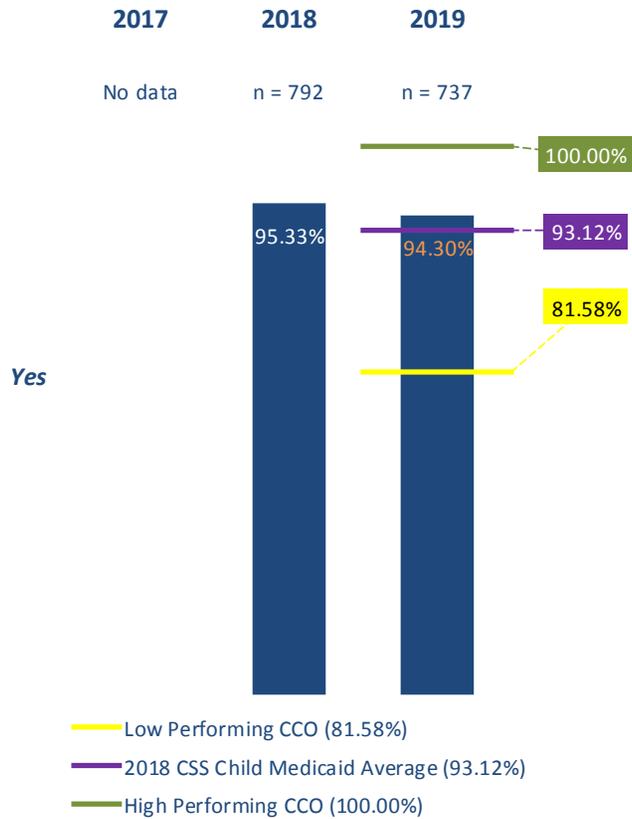
Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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

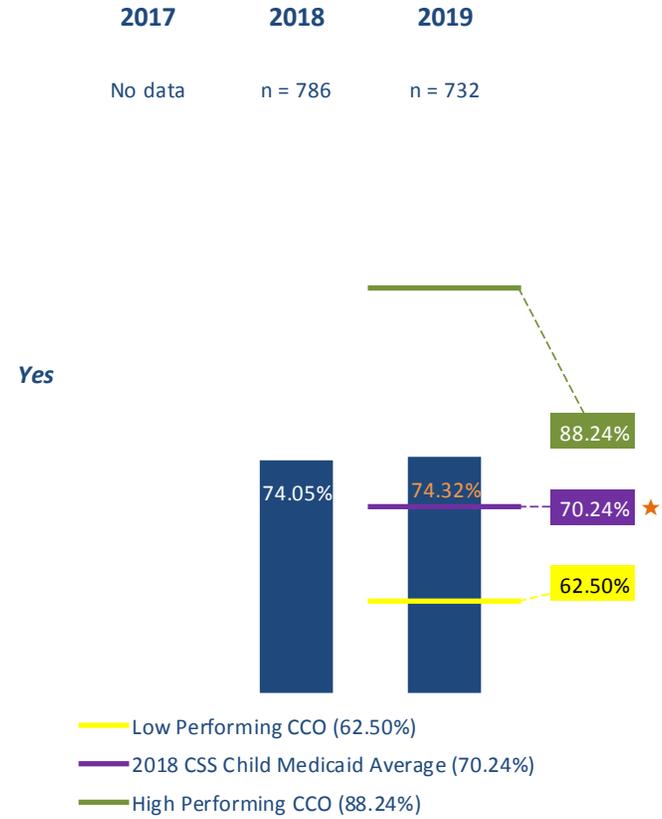
Shared Decision Making (Contributing Items)

Percent Responding Yes

Q11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?



Q12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?



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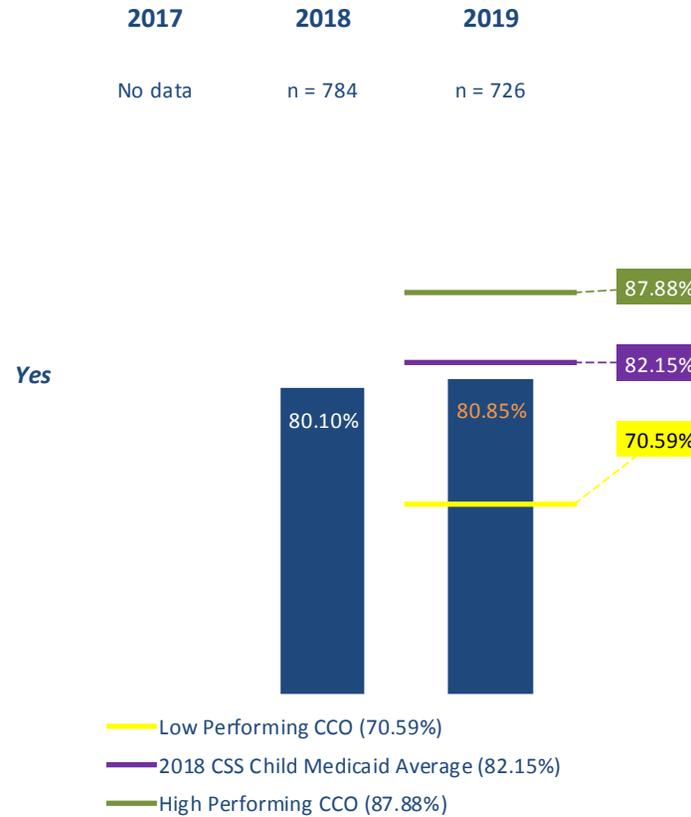
Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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

Shared Decision Making (Contributing Items)

Percent Responding Yes

Q13. 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?



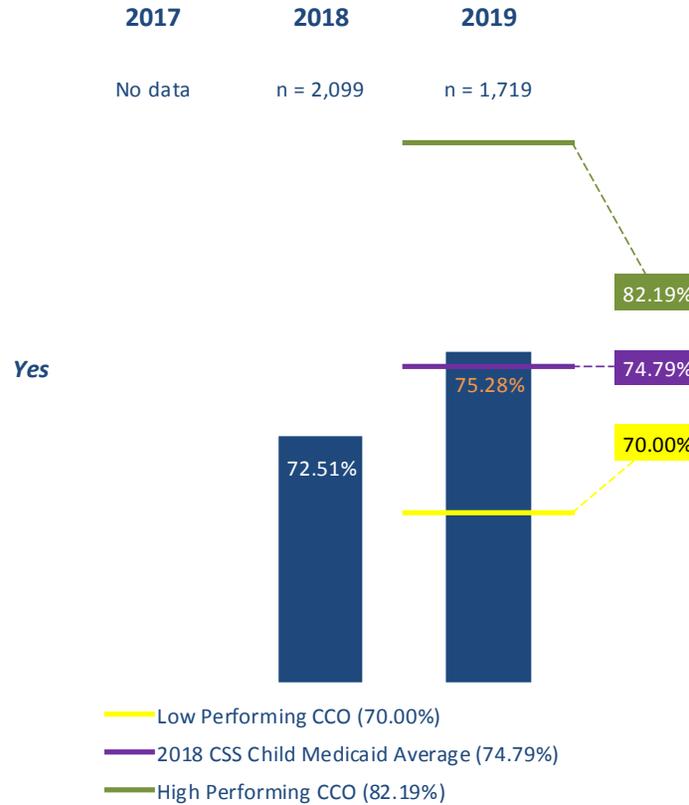
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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Health Promotion and Education (Single Item)

Percent Responding Yes



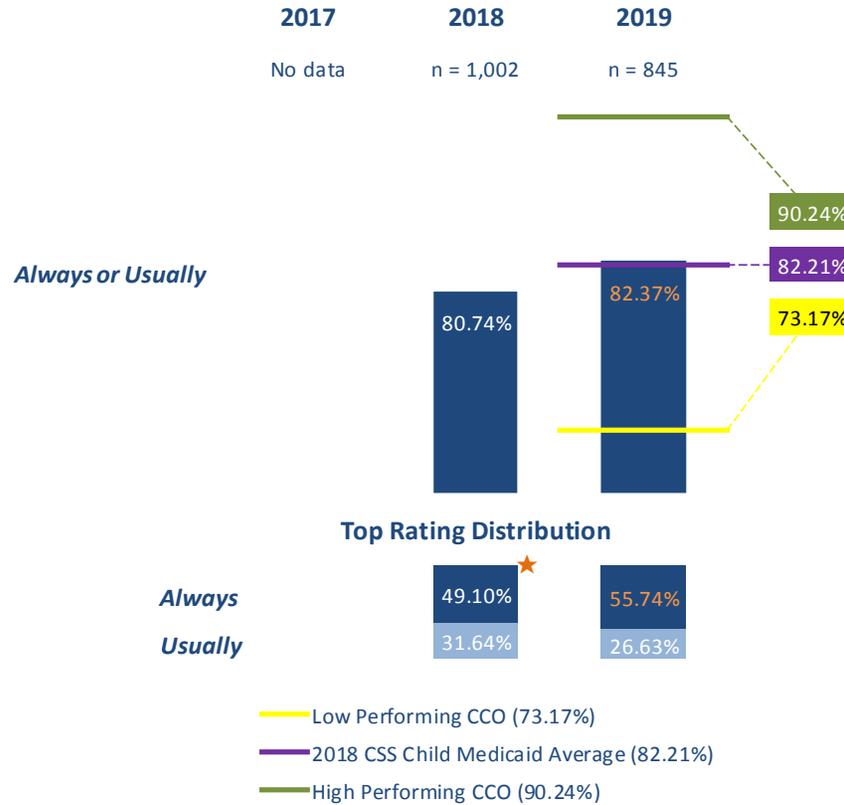
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Coordination of Care (Single Item)

Percent Responding Always or Usually



19970

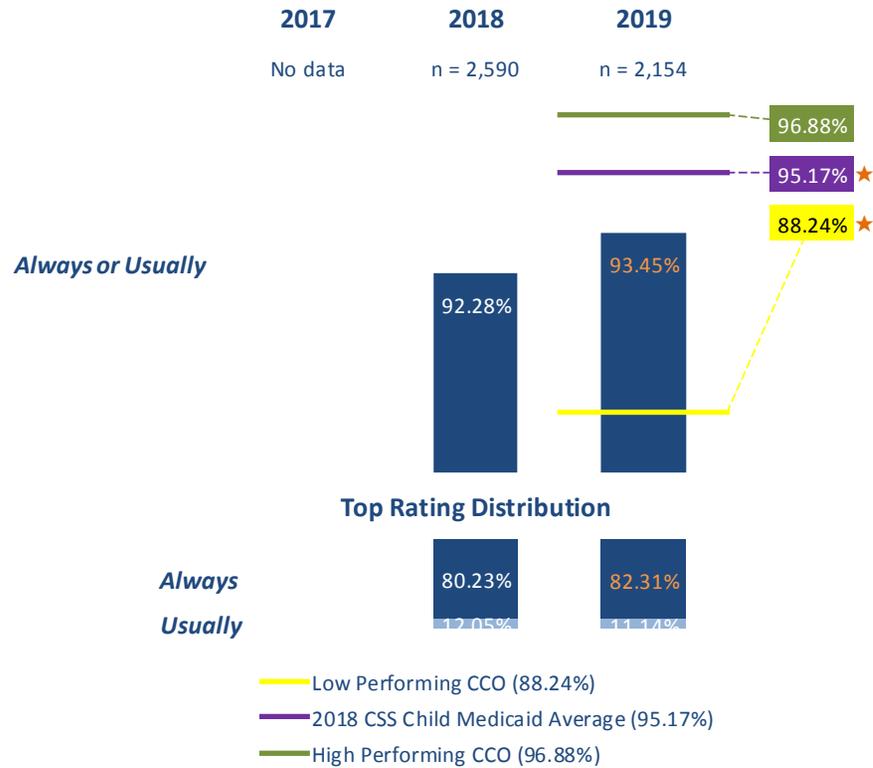
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

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

Percent Responding Always or Usually

Q53. In the last 6 months, how often were the forms from your child's health plan easy to fill out? (Note: Respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)



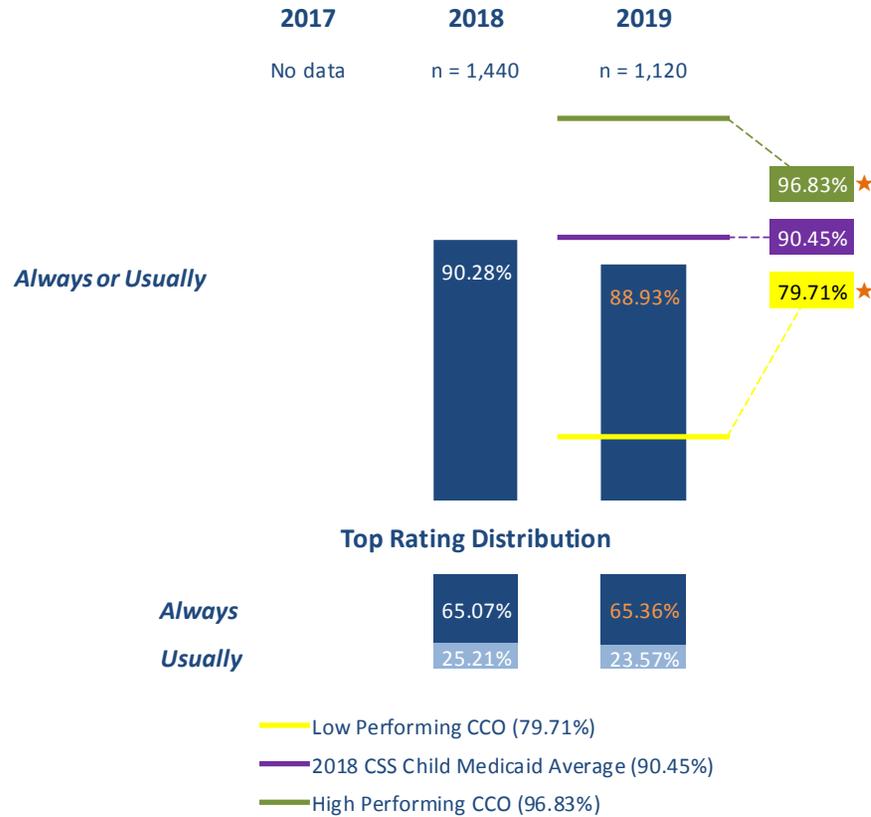
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Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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Access to Prescription Medicines (Single Item)

Percent Responding Always or Usually



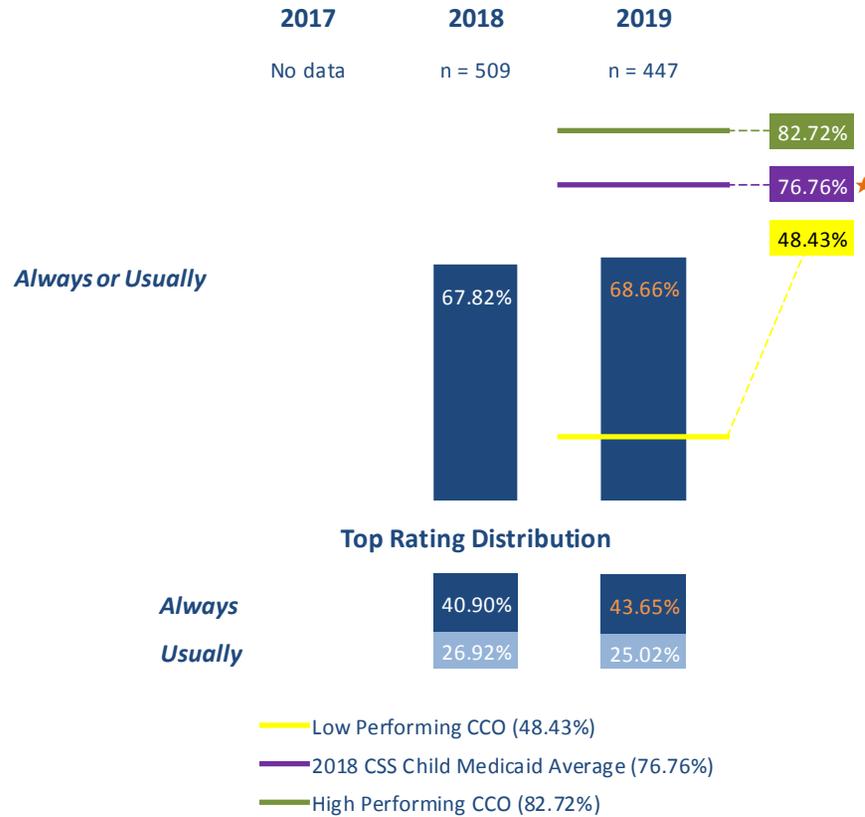
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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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Access to Specialized Services (Composite)

Percent Responding Always or Usually



19970

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

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Getting Needed Information (Single Item)

Percent Responding Always or Usually



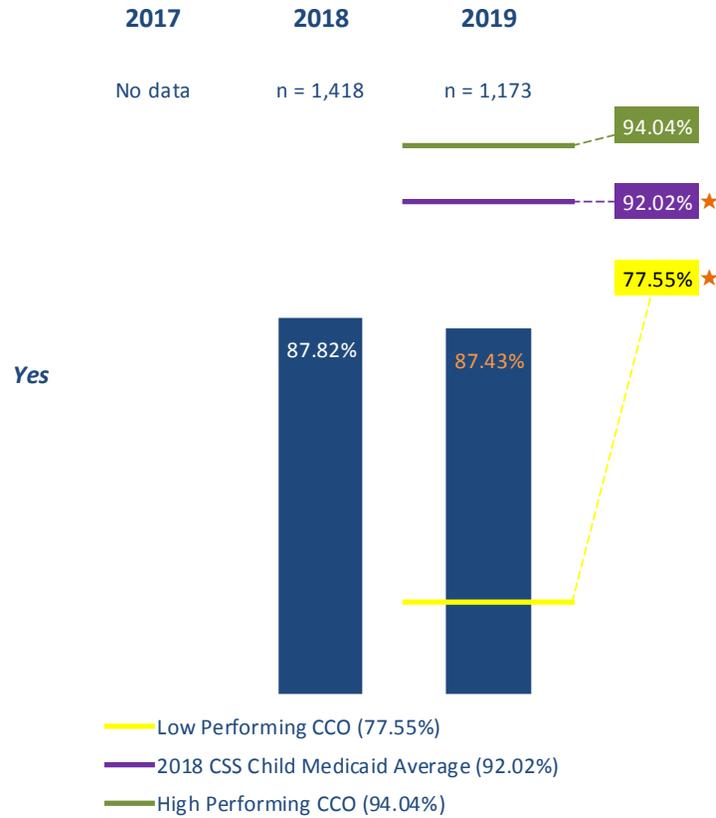
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Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and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

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Personal Doctor Who Knows Child (Composite)

Percent Responding Yes



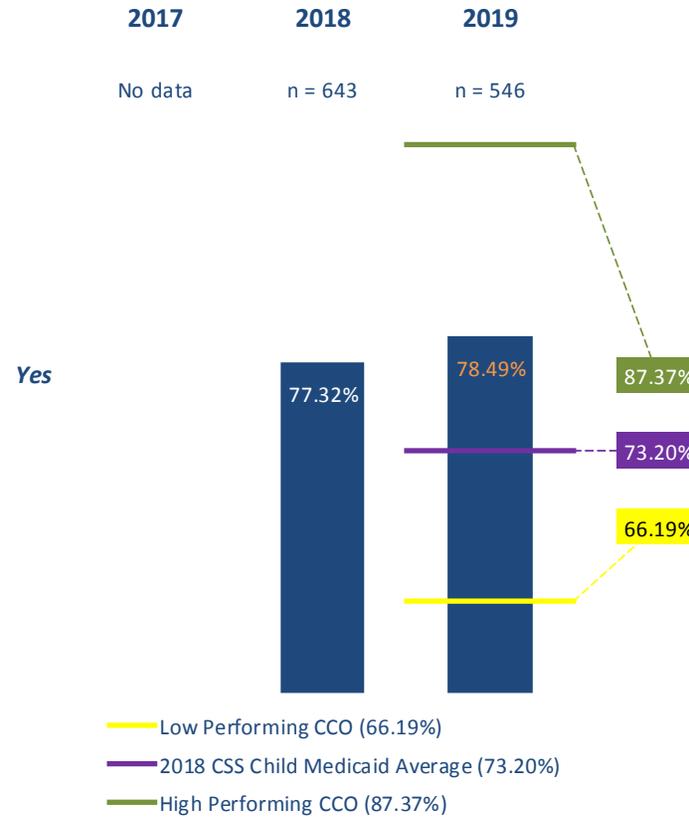
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Coordination of Care for Children With Chronic Conditions (Composite)

Percent Responding Yes



19970

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

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

MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

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

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

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

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

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

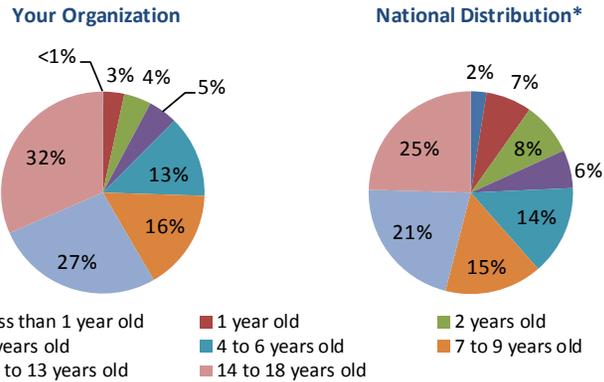
The charts on the following pages compare the State OHP membership profile to the relevant Oregon Health Plan distributions on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the State OHP membership on a given member attribute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

HEALTH STATUS AND DEMOGRAPHICS

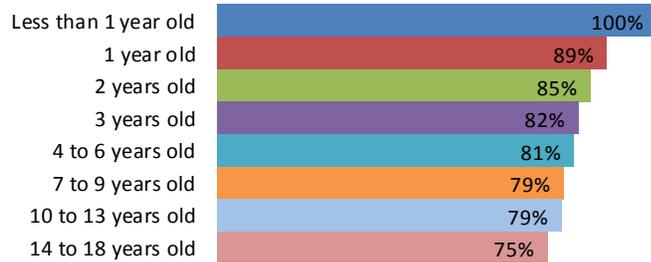
The following characteristics are profiled in this section:

- Child's age
- Child's gender
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's gender
- Respondent's education level
- Respondent's relationship to the child
- Child's race
- Child's ethnicity (Hispanic or Latino)

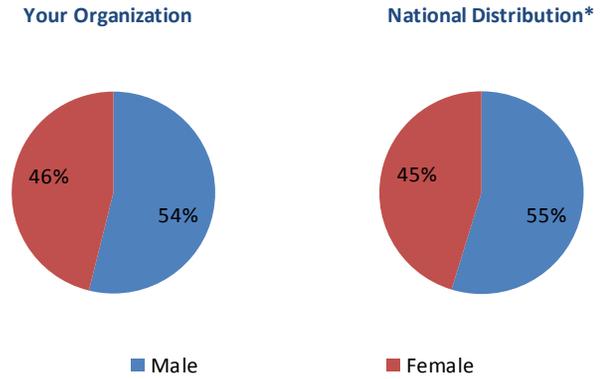
Q74. What is your child's age?



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



Q75. Is your child male or female?



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



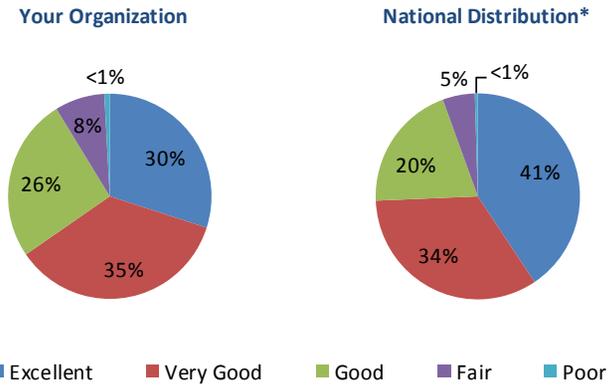
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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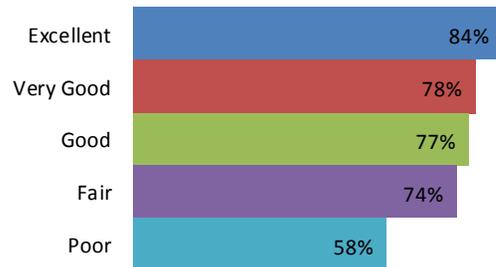
* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

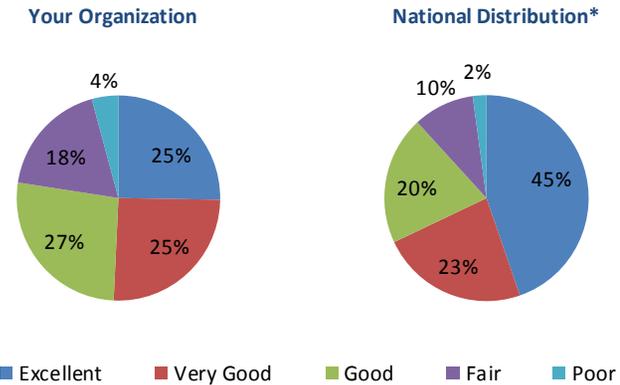
Q58. In general, how would you rate your child's overall health?



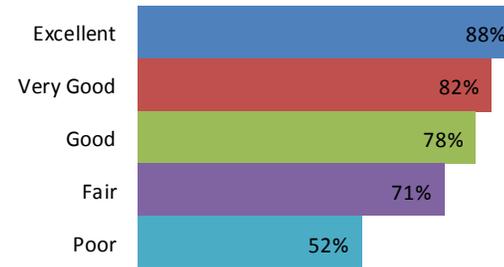
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q58**



Q59. In general, how would you rate your child's overall mental or emotional health?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q59**



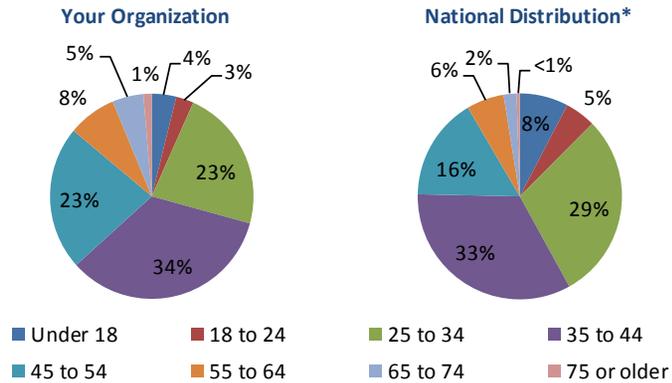
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

19970

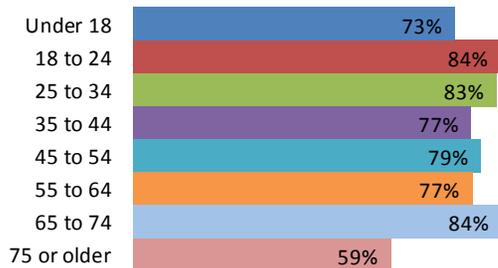
* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

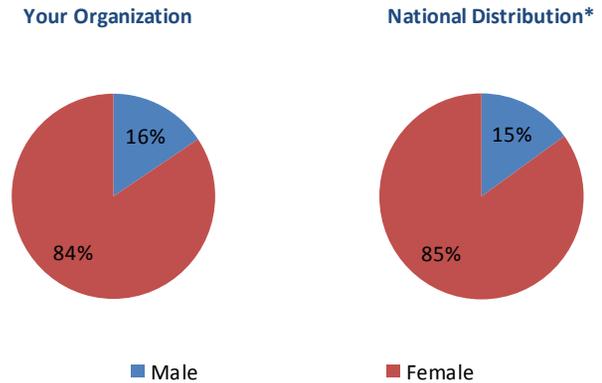
Q78. What is your age?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q78**



Q79. Are you male or female?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q79**



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

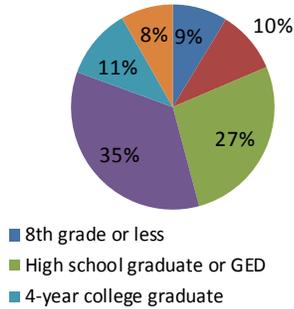
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* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

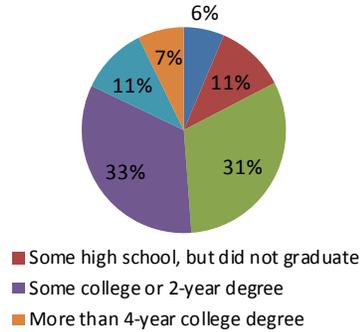
** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

Q80. What is the highest grade or level of school that you have completed?

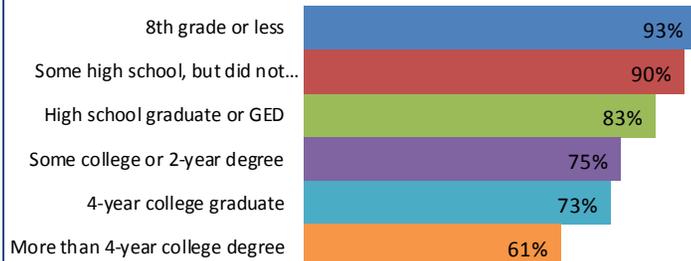
Your Organization



National Distribution*

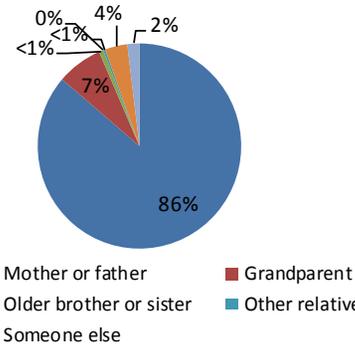


Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q80**

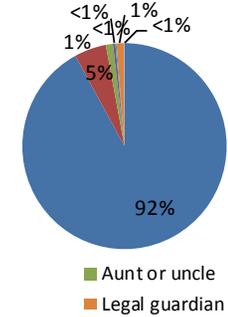


Q81. How are you related to the child?

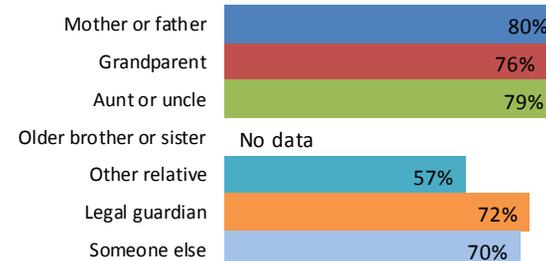
Your Organization



National Distribution*



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q81**

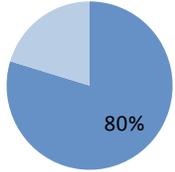
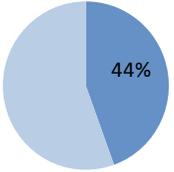
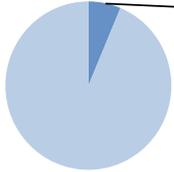
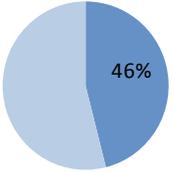
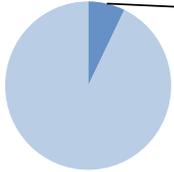
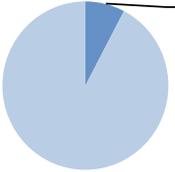
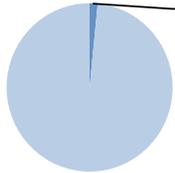
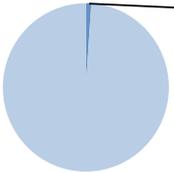
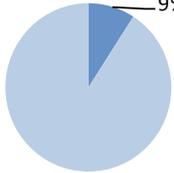
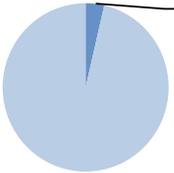
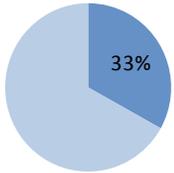
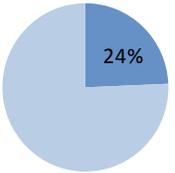


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

Q77. What is your child's race? Mark one or more. % White		Q77. What is your child's race? Mark one or more. % Black or African-American		Q77. What is your child's race? Mark one or more. % Asian	
Your Organization  80% Percent of White Members Rating Their Plan as 8, 9, or 10**	National Distribution*  44% 77%	Your Organization  6% Percent of Black or African-American Members Rating Their Plan as 8, 9, or 10**	National Distribution*  46% 79%	Your Organization  7% Percent of Asian Members Rating Their Plan as 8, 9, or 10**	National Distribution*  8% 73%
Q77. What is your child's race? Mark one or more. % Native Hawaiian or other Pacific Islander		Q77. What is your child's race? Mark one or more. % American Indian or Alaska Native		Q76. Is your child of Hispanic or Latino origin or descent? % Yes, Hispanic or Latino	
Your Organization  2% Percent of Native Hawaiian or other Pacific Islander Members Rating Their Plan as 8, 9, or 10**	National Distribution*  1% 71%	Your Organization  9% Percent of American Indian or Alaska Native Members Rating Their Plan as 8, 9, or 10**	National Distribution*  4% 74%	Your Organization  33% Percent of Yes, Hispanic or Latino Members Rating Their Plan as 8, 9, or 10**	National Distribution*  24% 88%

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

19970

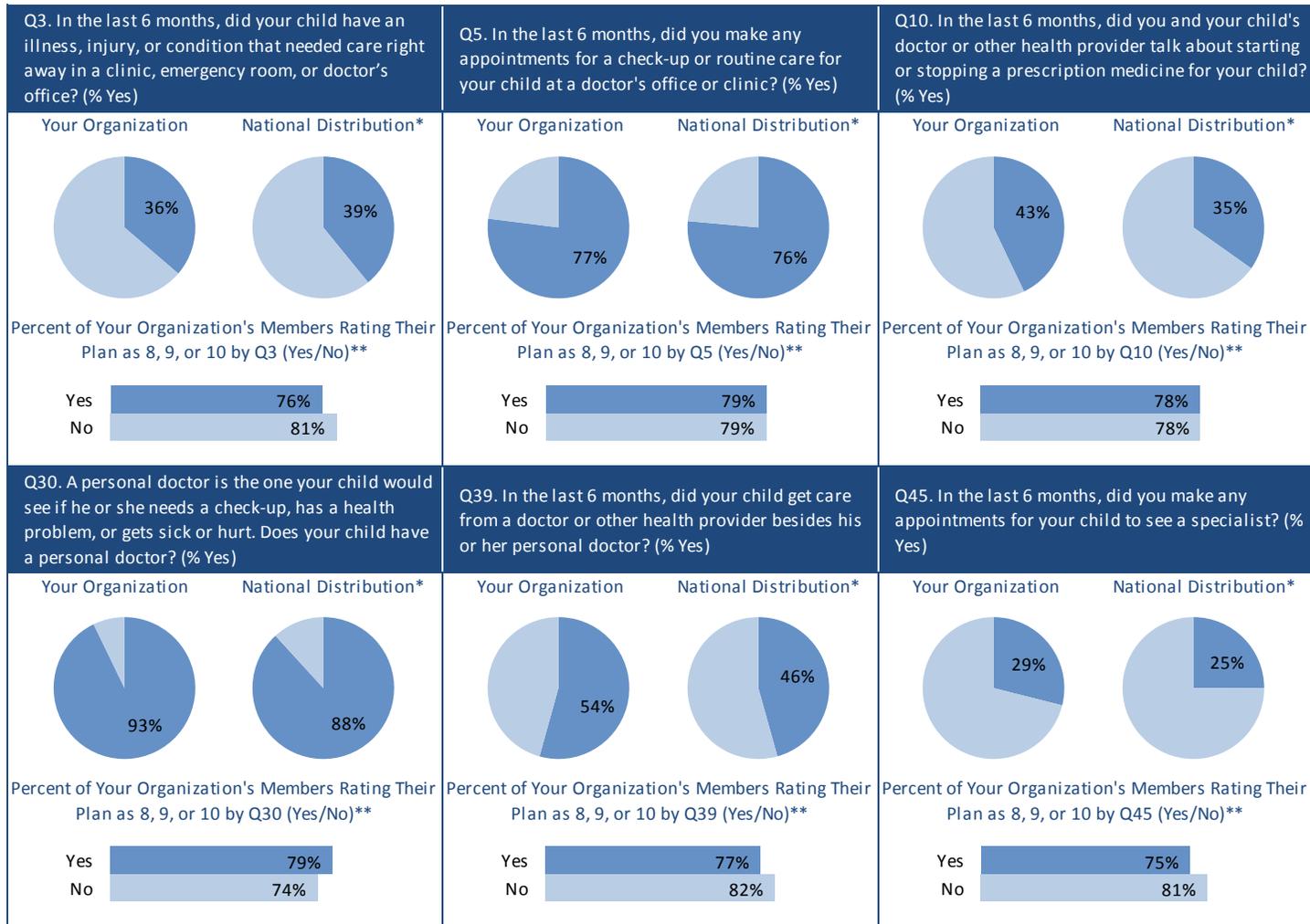
* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

USE OF SERVICES

The following utilization measures are included in this section:

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



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

19970

* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

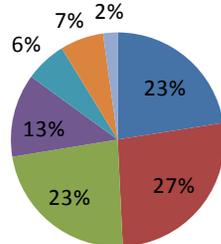
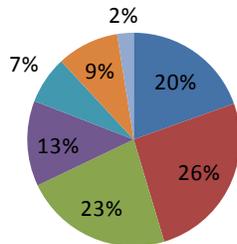
** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

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?

Q47. How many specialists has your child seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

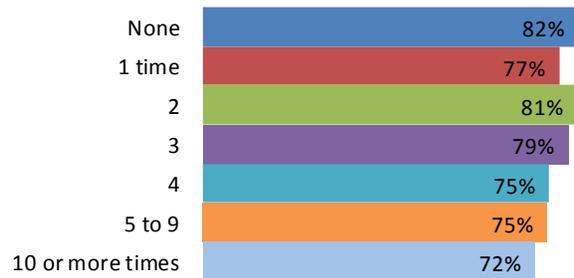
Your Organization

National Distribution*



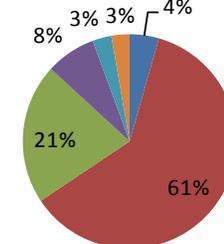
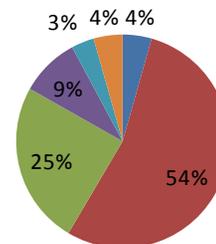
■ None ■ 1 time ■ 2 ■ 3 ■ 4 ■ 5 to 9 ■ 10 or more times

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



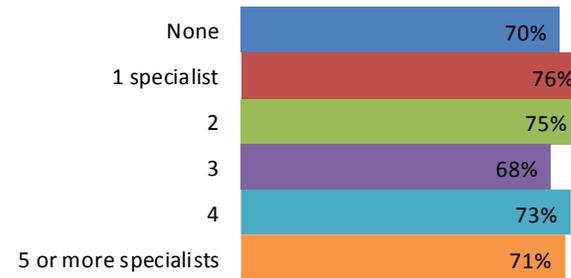
Your Organization

National Distribution*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q47**



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

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* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to Q54 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q54 or if no one rated the plan as 8, 9, or 10.

KEY DRIVER ANALYSIS

OBJECTIVES

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

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

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

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

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

KEY DRIVER MODEL DEVELOPMENT

The CSS *Key Driver Model* was developed based on a dataset of CAHPS survey results of 619 Child Medicaid plans included in the National CAHPS Benchmarking Database (NCBD) in 2015 and 2014. CSS performed regression analysis of health plan ratings to identify the sources of variation in overall scores across the industry spectrum, using individual health plans as units of analysis. Regression analysis expresses mathematically the relationship between plan attributes (predictors) and the global *Rating of Health Plan* score, controlling for interdependencies among the predictors and other factors that may influence ratings (e.g., member demographics, utilization patterns, etc.) Predictors were chosen carefully to yield a model that is both meaningful and actionable from the health plan’s point of view.

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

INDUSTRY KEY DRIVER MODEL

The table below lists five key drivers of Child Medicaid member experience in order of importance, from highest to lowest, based on their relative contribution to the *Rating of Health Plan* score. These variables have statistically significant coefficients in the regression model (p -value < 0.05). Performance on these variables, together with the control variables, explains 63 percent of the industry variation in Child Medicaid health plan ratings. Note that this ordering reflects *only* the strength of the overall relationship between each key driver and the health plan score at the industry level. It does not take into account how State OHP is currently performing on these measures. Improvement targets identified specifically for State OHP, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

The quality of interactions with the health plan’s customer service is a strong predictor of the overall rating of the plan. Plan rating are also strongly related to members’ ability to get the care their children need as soon as they need it (Q15 and Q46) and access to a personal doctor (Q30). *Rating of Personal Doctor* (Q41) may reflect the quality of the health plan’s network and its ability to contract with better providers.

Key Driver	Interpretation
Q51. Customer service treated member with courtesy and respect (percent <i>Always</i> or <i>Usually</i>)	The higher the proportion of respondents reporting that they were treated with courtesy and respect by customer service, the higher the overall plan score
Q41. Rating of Personal Doctor (percent 8, 9, or 10)	The higher the proportion of members rating their child's personal doctor as 8, 9, or 10, the higher the overall plan score
Q15. Ease of getting needed care, tests, or treatment (percent <i>Always</i> or <i>Usually</i>)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q46. Got specialist appointment as soon as needed (percent <i>Always</i> or <i>Usually</i>)	The higher the proportion of respondents who were able to get a specialist appointment when they needed it, the higher the overall plan score
Q30. Child has a personal doctor (percent <i>Yes</i>)	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

Specific improvement opportunities for State OHP are presented in Exhibit 5. The ordering reflects both the strength of each key driver in the broad industry context and how State OHP is currently performing on the measure.

The middle panel of the chart compares how State OHP is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the 15 Child Medicaid plans contributing to the 2018 CSS Child Medicaid Average. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of State OHP performance and the best practice score.

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

EXHIBIT 5. 2019 STATE OHP CHILD MEDICAID WITH CCC MEASURE CAHPS SURVEY: KEY AREAS AND PRIORITIES FOR IMPROVEMENT

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2019 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*	Expected Percentage Point Improvement in Rating of Health Plan score (percent 8, 9, or 10) if Key Driver Performs at Best Practice Level
Q51. Customer service treated member with courtesy and respect (percent <i>Always</i> or <i>Usually</i>)	93.85%	+6.15%  100.00%	 +2.96%
Q41. Rating of Personal Doctor (percent 8, 9, or 10)	88.32%	+5.68%  94.00%	 +2.69%
Q15. Ease of getting needed care, tests, or treatment (percent <i>Always</i> or <i>Usually</i>)	88.30%	+6.94%  95.24%	 +2.47%
Q46. Got specialist appointment as soon as needed (percent <i>Always</i> or <i>Usually</i>)	77.04%	+13.28%  90.32%	 +1.13%
Q30. Child has personal doctor (percent <i>Yes</i>)	92.82%	+5.27%  98.10%	 +0.48%

* Best score on the key driver measure among all plans included in the 2018 CSS Child Medicaid Average

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

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

IMPROVING ACCESS TO CARE: EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT; SCHEDULING SPECIALIST APPOINTMENTS; HAVING A PERSONAL DOCTOR (Q15, Q46, Q30)

Removing barriers to care is central to improving the health care experience of plan members. The following resources suggest ways to improve patient access to care, tests, and treatment. For child Medicaid members, two key drivers tap into this concept. The first key driver is whether members scheduled an appointment for routine care. The second is ease of getting care, tests, and treatment. Because the two are so closely linked, resources related to both key drivers are presented together.

- *Alternative Access Centers* – This brief (http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2015/rwjf419415) from the Robert Wood Johnson Foundation highlights the growing capacity of retail clinics and telemedicine to meet patient medical needs, particularly in rural and underserved communities and for patients with acute but non-serious conditions who need care quickly. Providing patients with alternative venues to access health care, rather than the traditional doctor's office or hospital, lowers barriers to care (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4795318/>).
- *Same-Day Appointment Scheduling* – The Agency for Healthcare Research and Quality (AHRQ) recommends a method of scheduling that leaves part of each physician's day open for same-day appointments, rather than a traditional scheduling model that books appointments weeks or months in advance. Because the method does not differentiate between urgent and routine care, patients with non-urgent concerns are able to schedule appointments sooner than under traditional scheduling methods. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/access/strategy6a-openaccess.html>.
- *Implement Process Improvements to Streamline Patient Flow* – Delays experienced by patients while waiting for care, tests, or treatment can be minimized through a variety of mechanisms. For example, reallocating tasks such as physical exams and ordering x-rays to physician's assistants and nurse practitioners frees up physicians' time to attend to more pressing patient concerns. The exact form of these improvements will vary widely by practice. See <http://www.ahrq.gov/research/findings/final-reports/ptflow/index.html> for examples of interventions provided by AHRQ.

- *Importance of Usual Source of Care* – A usual source of care is important not only for satisfaction purposes, but also because usual sources of care are related to health outcomes. These papers, funded by AHRQ, explore the role of a usual source of care in ensuring that children receive proper care. See <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3512198/> and <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3262919/>.
- *Patient-Centered Medical Homes (PCMH)* – This model increases patient access to physicians. There are many resources available that provide information on the medical home model of care and health equity. To start, see this Institute of Medicine report: <https://nam.edu/wp-content/uploads/2015/06/PatientCenteredMedicalHome.pdf>. There is also Family Medicine for America’s Health, which is a collaboration of family medicine organizations dedicated to improving health care by expanding and emphasizing primary care through the use of patient-centered medical homes. For AHRQ’s resources on transitioning a practice to a patient-centered medical home model, see <http://www.pcmh.ahrq.gov/>.
- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase satisfaction with specialists. For examples of interventions that improve care coordination efficiency and quality, see <https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and> as well as <https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency>.

IMPROVING QUALITY OF DOCTORS IN HEALTH PLAN NETWORK (Q41)

These resources concentrate on improving the physician-patient relationship, with a focus on communication. Implementing the solutions proposed here may result in improved doctor ratings.

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

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and “coached care” programs. Many of these recommendations could be adapted for parents or guardians of younger patients. See <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html> and <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html>. For a sample communication template that providers can distribute to patients before or during visits, see <http://www.rwif.org/content/dam/farm/toolkits/toolkits/2013/rwif404048>.
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. Prioritizing continuity of care by honoring patients’ physician preferences may increase patient satisfaction (<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1326072/>). Additionally, a study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (<http://www.ncbi.nlm.nih.gov/pubmed/18416910/>), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/>).

IMPROVING QUALITY OF INTERACTIONS WITH CUSTOMER SERVICE (Q51)

As representatives of the plan, customer service personnel must ensure that those adults responsible for the enrollee’s care have confidence and trust in customer service staff and the information they provide. The following sources make recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, AHRQ suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6q-custservice-standards.html>.
- *Iterative Improvement for Member Services* – This RAND paper details a case study in which a health plan used additional surveys to supplement CAHPS results and more thoroughly assess member satisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See http://www.rand.org/pubs/working_papers/WR517.html.
- *Implement Service Recovery Procedures* – When customers have a complaint, service recovery programs support customer service personnel in identifying and remedying the problem. While complaints may be inevitable, their proper handling can reassure members and restore loyalty to the health plan. See <http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html>.

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions		
	2018 CSS Average	Plan Rate	
		2019	2018
Ratings			
Rating of Personal Doctor	90.42%	88.32%	85.96%
Rating of Specialist	87.19%	84.25%	84.70%
Rating of All Health Care	88.44%	82.91%	81.70%
Rating of Health Plan	86.45%	78.94%	77.74%
Composites			
Getting Needed Care	85.27%	82.67%	82.55%
Getting Care Quickly	90.15%	89.95%	88.53%
How Well Doctors Communicate	94.60%	93.91%	93.19%
Customer Service	89.25%	87.47%	87.54%
Shared Decision Making	79.42%	83.16%	83.16%
Additional Content Areas			
Health Promotion and Education	74.79%	75.28%	72.51%
Coordination of Care	82.21%	82.37%	80.74%
Children with Chronic Conditions Composites			
Access to Prescription Medicine	90.45%	88.93%	90.28%
Access to Specialized Services	76.76%	68.66%	67.82%
Getting Needed Information	88.49%	91.48%	89.14%
Personal Doctor or Nurse Who Knows Child	92.02%	87.43%	87.82%
Coordination of Care w/CCC (Q16 & Q27)	73.20%	78.49%	77.32%

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 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?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,676	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	53	30	0	6	22	8	10	11	8	8	13	16	10	3	6	17	4	0	9	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,949	2,189	2,676	337	1,832	454	1,028	681	398	584	1,167	1,421	557	190	417	1,465	254	28	571	28
	99.1%	98.6%	100.0%	98.3%	98.8%	98.3%	99.0%	98.4%	98.0%	98.6%	98.9%	98.9%	98.2%	98.4%	98.6%	98.9%	98.4%	100.0%	98.4%	100.0%
Yes	2,270	794	1,040	110	676	177	336	270	110	185	483	455	228	102	38	584	160	15	312	16
	38.2%	36.3%	38.9%	32.6%	36.9%	39.0%	32.7%	39.6%	27.6%	31.7%	41.4%	32.0%	40.9%	53.7%	9.1%	39.9%	63.0%	53.6%	54.6%	57.1%
No	3,679	1,395	1,636	227	1,156	277	692	411	288	399	684	966	329	88	379	881	94	13	259	12
	61.8%	63.7%	61.1%	67.4%	63.1%	61.0%	67.3%	60.4%	72.4%	68.3%	58.6%	68.0%	59.1%	46.3%	90.9%	60.1%	37.0%	46.4%	45.4%	42.9%
Significantly different from column:*						G	FH	G	K	K	IJ	MN	LN	LM	PQ	OQ	OP			

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 4

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

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

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,270	794	972	110	676	177	336	270	110	185	483	455	228	102	38	584	160	15	312	16
Number missing or multiple answer	45	17	0	3	14	2	10	5	2	3	12	8	6	3	0	14	1	2	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,225 98.0%	777 97.9%	972 100.0%	107 97.3%	662 97.9%	175 98.9%	326 97.0%	265 98.1%	108 98.2%	182 98.4%	471 97.5%	447 98.2%	222 97.4%	99 97.1%	38 100.0%	570 97.6%	159 99.4%	13 86.7%	305 97.8%	16 100.0%
Never	22 1.0%	13 1.7%	7 0.7%	1 0.9%	12 1.8%	0 0.0%	3 0.9%	10 3.8%	1 0.9%	1 0.5%	8 1.7%	8 1.8%	2 0.9%	3 3.0%	2 5.3%	7 1.2%	4 2.5%	2 15.4%	1 0.3%	0 0.0%
Sometimes	173 7.8%	49 6.3%	75 7.7%	9 8.4%	39 5.9%	12 6.9%	18 5.5%	18 6.8%	9 8.3%	15 8.2%	24 5.1%	20 4.5%	15 6.8%	13 13.1%	1 2.6%	39 6.8%	8 5.0%	0 0.0%	21 6.9%	0 0.0%
Usually	209 9.4%	156 20.1%	170 17.5%	25 23.4%	131 19.8%	31 17.7%	62 19.0%	61 23.0%	24 22.2%	30 16.5%	101 21.4%	72 16.1%	49 22.1%	32 32.3%	8 21.1%	103 18.1%	45 28.3%	2 15.4%	62 20.3%	3 18.8%
Always	1,821 81.8%	559 71.9%	720 74.1%	72 67.3%	480 72.5%	132 75.4%	243 74.5%	176 66.4%	74 68.5%	136 74.7%	338 71.8%	347 77.6%	156 70.3%	51 51.5%	27 71.1%	421 73.9%	102 64.2%	9 69.2%	221 72.5%	13 81.3%
Significantly different from column:*		A				H	H	FG				MN	LN	LM		Q	P			
Usually or Always	2,030 91.2%	715 92.0%	890 91.6%	97 90.7%	611 92.3%	163 93.1%	305 93.6%	237 89.4%	98 90.7%	166 91.2%	439 93.2%	419 93.7%	205 92.3%	83 83.8%	35 92.1%	524 91.9%	147 92.5%	11 84.6%	283 92.8%	16 100.0%
Significantly different from column:*												N	N	LM						

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 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?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,661	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	83	33	0	5	27	2	15	15	4	11	16	23	9	1	3	15	1	0	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,919	2,186	2,661	338	1,827	460	1,023	677	402	581	1,164	1,414	558	192	420	1,467	257	28	576	28
	98.6%	98.5%	100.0%	98.5%	98.5%	99.6%	98.6%	97.8%	99.0%	98.1%	98.6%	98.4%	98.4%	99.5%	99.3%	99.0%	99.6%	100.0%	99.3%	100.0%
Yes	4,350	1,683	2,048	254	1,414	388	761	514	291	445	920	1,060	441	163	120	1,289	243	27	511	27
	73.5%	77.0%	77.0%	75.1%	77.4%	84.3%	74.4%	75.9%	72.4%	76.6%	79.0%	75.0%	79.0%	84.9%	28.6%	87.9%	94.6%	96.4%	88.7%	96.4%
No	1,569	503	613	84	413	72	262	163	111	136	244	354	117	29	300	178	14	1	65	1
	26.5%	23.0%	23.0%	24.9%	22.6%	15.7%	25.6%	24.1%	27.6%	23.4%	21.0%	25.0%	21.0%	15.1%	71.4%	12.1%	5.4%	3.6%	11.3%	3.6%
Significantly different from column:*		A				GH	F	F	K		I	N		L	PQ	OQ	OP			

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 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?

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

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,350	1,683	1,918	254	1,414	388	761	514	291	445	920	1,060	441	163	120	1,289	243	27	511	27
Number missing or multiple answer	104	32	0	7	25	3	15	14	3	10	17	17	12	3	2	25	5	2	7	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,246	1,651	1,918	247	1,389	385	746	500	288	435	903	1,043	429	160	118	1,264	238	25	504	26
	97.6%	98.1%	100.0%	97.2%	98.2%	99.2%	98.0%	97.3%	99.0%	97.8%	98.2%	98.4%	97.3%	98.2%	98.3%	98.1%	97.9%	92.6%	98.6%	96.3%
Never	58	17	19	2	15	1	10	6	3	2	12	6	6	4	3	11	3	0	8	0
	1.4%	1.0%	1.0%	0.8%	1.1%	0.3%	1.3%	1.2%	1.0%	0.5%	1.3%	0.6%	1.4%	2.5%	2.5%	0.9%	1.3%	0.0%	1.6%	0.0%
Sometimes	406	183	259	26	157	34	87	62	51	40	89	101	58	23	25	134	20	2	57	0
	9.6%	11.1%	13.5%	10.5%	11.3%	8.8%	11.7%	12.4%	17.7%	9.2%	9.9%	9.7%	13.5%	14.4%	21.2%	10.6%	8.4%	8.0%	11.3%	0.0%
Usually	755	474	549	79	390	98	217	154	79	126	262	269	143	57	34	358	79	11	159	7
	17.8%	28.7%	28.6%	32.0%	28.1%	25.5%	29.1%	30.8%	27.4%	29.0%	29.0%	25.8%	33.3%	35.6%	28.8%	28.3%	33.2%	44.0%	31.5%	26.9%
Always	3,027	977	1,091	140	827	252	432	278	155	267	540	667	222	76	56	761	136	12	280	19
	71.3%	59.2%	56.9%	56.7%	59.5%	65.5%	57.9%	55.6%	53.8%	61.4%	59.8%	64.0%	51.7%	47.5%	47.5%	60.2%	57.1%	48.0%	55.6%	73.1%
Significantly different from column:*		A				GH	F	F	J	I		MN	L	L	P	O				
Usually or Always	3,782	1,451	1,640	219	1,217	350	649	432	234	393	802	936	365	133	90	1,119	215	23	439	26
	89.1%	87.9%	85.5%	88.7%	87.6%	90.9%	87.0%	86.4%	81.3%	90.3%	88.8%	89.7%	85.1%	83.1%	76.3%	88.5%	90.3%	92.0%	87.1%	100.0%
Significantly different from column:*		C				H	F	F	JK	I	I	MN	L	L	PQ	O	O			

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 7

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,637	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	157	56	0	14	40	14	23	18	14	15	25	32	16	7	0	0	0	0	10	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,845	2,163	2,637	329	1,814	448	1,015	674	392	577	1,155	1,405	551	186	423	1,482	258	28	570	28
	97.4%	97.5%	100.0%	95.9%	97.8%	97.0%	97.8%	97.4%	96.6%	97.5%	97.9%	97.8%	97.2%	96.4%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%
None	1,310	423	504	78	340	61	218	137	121	118	176	297	105	16	423	0	0	4	30	2
	22.4%	19.6%	19.1%	23.7%	18.7%	13.6%	21.5%	20.3%	30.9%	20.5%	15.2%	21.1%	19.1%	8.6%	100.0%	0.0%	0.0%	14.3%	5.3%	7.1%
1 time	1,604	558	638	97	454	118	265	166	102	146	294	417	111	24	0	558	0	4	105	1
	27.4%	25.8%	24.2%	29.5%	25.0%	26.3%	26.1%	24.6%	26.0%	25.3%	25.5%	29.7%	20.1%	12.9%	0.0%	37.7%	0.0%	14.3%	18.4%	3.6%
2	1,324	488	615	62	422	117	222	145	79	147	254	323	120	42	0	488	0	8	116	1
	22.7%	22.6%	23.3%	18.8%	23.3%	26.1%	21.9%	21.5%	20.2%	25.5%	22.0%	23.0%	21.8%	22.6%	0.0%	32.9%	0.0%	28.6%	20.4%	3.6%
3	727	280	349	35	243	65	125	87	40	68	168	161	88	25	0	280	0	8	106	2
	12.4%	12.9%	13.2%	10.6%	13.4%	14.5%	12.3%	12.9%	10.2%	11.8%	14.5%	11.5%	16.0%	13.4%	0.0%	18.9%	0.0%	28.6%	18.6%	7.1%
4	366	156	197	23	133	31	76	47	16	34	106	95	37	24	0	156	0	1	74	3
	6.3%	7.2%	7.5%	7.0%	7.3%	6.9%	7.5%	7.0%	4.1%	5.9%	9.2%	6.8%	6.7%	12.9%	0.0%	10.5%	0.0%	3.6%	13.0%	10.7%
5 to 9	388	204	235	29	173	42	90	71	29	52	120	89	74	40	0	0	204	3	108	11
	6.6%	9.4%	8.9%	8.8%	9.5%	9.4%	8.9%	10.5%	7.4%	9.0%	10.4%	6.3%	13.4%	21.5%	0.0%	0.0%	79.1%	10.7%	18.9%	39.3%
10 or more times	126	54	99	5	49	14	19	21	5	12	37	23	16	15	0	0	54	0	31	8
	2.2%	2.5%	3.8%	1.5%	2.7%	3.1%	1.9%	3.1%	1.3%	2.1%	3.2%	1.6%	2.9%	8.1%	0.0%	0.0%	20.9%	0.0%	5.4%	28.6%
5 or more times	514	258	334	34	222	56	109	92	34	64	157	112	90	55	0	0	258	3	139	19
	8.8%	11.9%	12.7%	10.3%	12.2%	12.5%	10.7%	13.6%	8.7%	11.1%	13.6%	8.0%	16.3%	29.6%	0.0%	0.0%	100.0%	10.7%	24.4%	67.9%
Significantly different from column:*		A							K		I	MN	LN	LM	Q	Q	OP	T	T	RS

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 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?

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

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,535	1,740	2,099	251	1,474	387	797	537	271	459	979	1,108	446	170	0	1,482	258	24	540	26
Number missing or multiple answer	48	21	0	9	12	4	9	8	3	4	14	13	7	1	0	20	1	1	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,487	1,719	2,099	242	1,462	383	788	529	268	455	965	1,095	439	169	0	1,462	257	23	532	26
	98.9%	98.8%	100.0%	96.4%	99.2%	99.0%	98.9%	98.5%	98.9%	99.1%	98.6%	98.8%	98.4%	99.4%	---	98.7%	99.6%	95.8%	98.5%	100.0%
Yes	3,356	1,294	1,522	174	1,111	296	583	401	210	327	738	808	344	129	0	1,093	201	21	400	22
	74.8%	75.3%	72.5%	71.9%	76.0%	77.3%	74.0%	75.8%	78.4%	71.9%	76.5%	73.8%	78.4%	76.3%	---	74.8%	78.2%	91.3%	75.2%	84.6%
No	1,131	425	577	68	351	87	205	128	58	128	227	287	95	40	0	369	56	2	132	4
	25.2%	24.7%	27.5%	28.1%	24.0%	22.7%	26.0%	24.2%	21.6%	28.1%	23.5%	26.2%	21.6%	23.7%	---	25.2%	21.8%	8.7%	24.8%	15.4%
Significantly different from column:*																				

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

19970

Question 9

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

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

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,173	1,740	2,099	251	1,474	387	797	537	271	459	979	1,108	446	170	0	1,482	258	24	540	26
Number missing or multiple answer	18	14	0	5	9	2	7	5	4	3	7	8	2	3	0	14	0	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,155 99.2%	1,726 99.2%	2,099 100.0%	246 98.0%	1,465 99.4%	385 99.5%	790 99.1%	532 99.1%	267 98.5%	456 99.3%	972 99.3%	1,100 99.3%	444 99.6%	167 98.2%	0 ---	1,468 99.1%	258 100.0%	23 95.8%	537 99.4%	26 100.0%
Never	68 3.2%	32 1.9%	41 2.0%	6 2.4%	26 1.8%	5 1.3%	10 1.3%	17 3.2%	4 1.5%	6 1.3%	21 2.2%	24 2.2%	6 1.4%	2 1.2%	0 ---	29 2.0%	3 1.2%	1 4.3%	4 0.7%	0 0.0%
Sometimes	180 8.4%	115 6.7%	187 8.9%	20 8.1%	91 6.2%	20 5.2%	54 6.8%	38 7.1%	21 7.9%	29 6.4%	56 5.8%	54 4.9%	31 7.0%	26 15.6%	0 ---	98 6.7%	17 6.6%	1 4.3%	43 8.0%	1 3.8%
Usually	310 14.4%	371 21.5%	510 24.3%	56 22.8%	314 21.4%	78 20.3%	171 21.6%	121 22.7%	57 21.3%	101 22.1%	210 21.6%	200 18.2%	118 26.6%	50 29.9%	0 ---	298 20.3%	73 28.3%	7 30.4%	131 24.4%	3 11.5%
Always	1,597 74.1%	1,208 70.0%	1,361 64.8%	164 66.7%	1,034 70.6%	282 73.2%	555 70.3%	356 66.9%	185 69.3%	320 70.2%	685 70.5%	822 74.7%	289 65.1%	89 53.3%	0 ---	1,043 71.0%	165 64.0%	14 60.9%	359 66.9%	22 84.6%
Significantly different from column:*		AC				H		F				MN	LN	LM		Q	P			
Usually or Always	1,907 88.5%	1,579 91.5%	1,871 89.1%	220 89.4%	1,348 92.0%	360 93.5%	726 91.9%	477 89.7%	242 90.6%	421 92.3%	895 92.1%	1,022 92.9%	407 91.7%	139 83.2%	0 ---	1,341 91.3%	238 92.2%	21 91.3%	490 91.2%	25 96.2%
Significantly different from column:*		AC				H		F				N	N	LM						

NA - Not Applicable

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Question 10

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?

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

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,535	1,740	2,092	251	1,474	387	797	537	271	459	979	1,108	446	170	0	1,482	258	24	540	26
Number missing or multiple answer	61	13	0	3	10	2	7	4	1	5	7	11	2	0	0	11	2	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,474	1,727	2,092	248	1,464	385	790	533	270	454	972	1,097	444	170	0	1,471	256	23	537	26
	98.7%	99.3%	100.0%	98.8%	99.3%	99.5%	99.1%	99.3%	99.6%	98.9%	99.3%	99.0%	99.6%	100.0%	---	99.3%	99.2%	95.8%	99.4%	100.0%
Yes	1,380	741	803	105	630	138	330	266	106	190	435	409	225	100	0	575	166	15	290	14
	30.8%	42.9%	38.4%	42.3%	43.0%	35.8%	41.8%	49.9%	39.3%	41.9%	44.8%	37.3%	50.7%	58.8%	---	39.1%	64.8%	65.2%	54.0%	53.8%
No	3,094	986	1,289	143	834	247	460	267	164	264	537	688	219	70	0	896	90	8	247	12
	69.2%	57.1%	61.6%	57.7%	57.0%	64.2%	58.2%	50.1%	60.7%	58.1%	55.2%	62.7%	49.3%	41.2%	---	60.9%	35.2%	34.8%	46.0%	46.2%
Significantly different from column:*		AC				H	H	FG				MN	L	L		Q	P			

NA - Not Applicable

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Question 11

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

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,380	741	792	105	630	138	330	266	106	190	435	409	225	100	0	575	166	15	290	14
Number missing or multiple answer	6	4	0	2	2	1	1	2	0	3	1	2	1	0	0	3	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,374	737	792	103	628	137	329	264	106	187	434	407	224	100	0	572	165	15	288	14
	99.6%	99.5%	100.0%	98.1%	99.7%	99.3%	99.7%	99.2%	100.0%	98.4%	99.8%	99.5%	99.6%	100.0%	---	99.5%	99.4%	100.0%	99.3%	100.0%
Yes	1,257	695	755	101	590	126	311	252	93	170	424	385	210	94	0	538	157	15	275	14
	91.5%	94.3%	95.3%	98.1%	93.9%	92.0%	94.5%	95.5%	87.7%	90.9%	97.7%	94.6%	93.8%	94.0%	---	94.1%	95.2%	100.0%	95.5%	100.0%
No	117	42	37	2	38	11	18	12	13	17	10	22	14	6	0	34	8	0	13	0
	8.5%	5.7%	4.7%	1.9%	6.1%	8.0%	5.5%	4.5%	12.3%	9.1%	2.3%	5.4%	6.3%	6.0%	---	5.9%	4.8%	0.0%	4.5%	0.0%
Significantly different from column:*		A								K	J									

NA - Not Applicable

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Question 12

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

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,380	741	786	105	630	138	330	266	106	190	435	409	225	100	0	575	166	15	290	14
Number missing or multiple answer	16	9	0	1	8	2	4	2	0	4	5	6	1	2	0	8	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,364	732	786	104	622	136	326	264	106	186	430	403	224	98	0	567	165	15	288	14
	98.8%	98.8%	100.0%	99.0%	98.7%	98.6%	98.8%	99.2%	100.0%	97.9%	98.9%	98.5%	99.6%	98.0%	---	98.6%	99.4%	100.0%	99.3%	100.0%
Yes	909	544	582	78	462	89	243	208	73	124	340	300	167	73	0	410	134	13	230	11
	66.6%	74.3%	74.0%	75.0%	74.3%	65.4%	74.5%	78.8%	68.9%	66.7%	79.1%	74.4%	74.6%	74.5%	---	72.3%	81.2%	86.7%	79.9%	78.6%
No	455	188	204	26	160	47	83	56	33	62	90	103	57	25	0	157	31	2	58	3
	33.4%	25.7%	26.0%	25.0%	25.7%	34.6%	25.5%	21.2%	31.1%	33.3%	20.9%	25.6%	25.4%	25.5%	---	27.7%	18.8%	13.3%	20.1%	21.4%
Significantly different from column:*		A				GH	F	F	K	K	IJ					Q	P			

NA - Not Applicable

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Question 13

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?

Base: All respondents whose child went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q10)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,380	741	784	105	630	138	330	266	106	190	435	409	225	100	0	575	166	15	290	14
Number missing or multiple answer	21	15	0	8	7	2	7	6	0	5	10	11	2	2	0	13	2	1	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,359	726	784	97	623	136	323	260	106	185	425	398	223	98	0	562	164	14	285	13
	98.5%	98.0%	100.0%	92.4%	98.9%	98.6%	97.9%	97.7%	100.0%	97.4%	97.7%	97.3%	99.1%	98.0%	---	97.7%	98.8%	93.3%	98.3%	92.9%
Yes	1,089	587	628	81	501	102	267	212	90	155	333	334	171	78	0	454	133	11	230	12
	80.1%	80.9%	80.1%	83.5%	80.4%	75.0%	82.7%	81.5%	84.9%	83.8%	78.4%	83.9%	76.7%	79.6%	---	80.8%	81.1%	78.6%	80.7%	92.3%
No	270	139	156	16	122	34	56	48	16	30	92	64	52	20	0	108	31	3	55	1
	19.9%	19.1%	19.9%	16.5%	19.6%	25.0%	17.3%	18.5%	15.1%	16.2%	21.6%	16.1%	23.3%	20.4%	---	19.2%	18.9%	21.4%	19.3%	7.7%
Significantly different from column:*												M	L							

NA - Not Applicable

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Question 14

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

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

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,535	1,740	2,087	251	1,474	387	797	537	271	459	979	1,108	446	170	0	1,482	258	24	540	26
Number missing or multiple answer	53	14	0	2	12	4	8	2	2	5	7	7	4	1	0	13	1	1	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,482 98.8%	1,726 99.2%	2,087 100.0%	249 99.2%	1,462 99.2%	383 99.0%	789 99.0%	535 99.6%	269 99.3%	454 98.9%	972 99.3%	1,101 99.4%	442 99.1%	169 99.4%	---	1,469 99.1%	257 99.6%	23 95.8%	538 99.6%	25 96.2%
0 Worst health care possible	15 0.3%	3 0.2%	6 0.3%	0 0.0%	3 0.2%	0 0.0%	2 0.3%	1 0.2%	0 0.0%	0 0.0%	3 0.3%	2 0.2%	0 0.0%	1 0.6%	---	3 0.2%	0 0.0%	0 0.0%	1 0.2%	0 0.0%
1	15 0.3%	2 0.1%	4 0.2%	2 0.8%	0 0.0%	0 0.0%	1 0.1%	1 0.2%	1 0.4%	0 0.0%	1 0.1%	0 0.0%	2 0.5%	0 0.0%	---	1 0.1%	1 0.4%	0 0.0%	1 0.2%	0 0.0%
2	15 0.3%	7 0.4%	7 0.3%	1 0.4%	6 0.4%	0 0.0%	3 0.4%	4 0.7%	0 0.0%	2 0.4%	4 0.4%	0 0.0%	3 0.7%	4 2.4%	---	6 0.4%	1 0.4%	0 0.0%	2 0.4%	0 0.0%
3	14 0.3%	11 0.6%	15 0.7%	1 0.4%	10 0.7%	0 0.0%	7 0.9%	4 0.7%	2 0.7%	1 0.2%	7 0.7%	6 0.5%	3 0.7%	2 1.2%	---	9 0.6%	2 0.8%	1 4.3%	4 0.7%	0 0.0%
4	20 0.4%	9 0.5%	27 1.3%	0 0.0%	9 0.6%	2 0.5%	1 0.1%	6 1.1%	1 0.4%	2 0.4%	5 0.5%	4 0.4%	3 0.7%	2 1.2%	---	7 0.5%	2 0.8%	0 0.0%	6 1.1%	0 0.0%
5	87 1.9%	39 2.3%	59 2.8%	4 1.6%	34 2.3%	7 1.8%	18 2.3%	14 2.6%	5 1.9%	11 2.4%	22 2.3%	21 1.9%	8 1.8%	9 5.3%	---	29 2.0%	10 3.9%	1 4.3%	13 2.4%	0 0.0%
6	97 2.2%	76 4.4%	62 3.0%	13 5.2%	63 4.3%	12 3.1%	35 4.4%	29 5.4%	8 3.0%	24 5.3%	44 4.5%	34 3.1%	26 5.9%	15 8.9%	---	60 4.1%	16 6.2%	0 0.0%	29 5.4%	3 12.0%
7	255 5.7%	148 8.6%	202 9.7%	30 12.0%	117 8.0%	20 5.2%	80 10.1%	47 8.8%	16 5.9%	33 7.3%	97 10.0%	73 6.6%	48 10.9%	23 13.6%	---	121 8.2%	27 10.5%	3 13.0%	58 10.8%	0 0.0%
8	761 17.0%	366 21.2%	477 22.9%	54 21.7%	309 21.1%	80 20.9%	151 19.1%	131 24.5%	49 18.2%	87 19.2%	225 23.1%	205 18.6%	122 27.6%	38 22.5%	---	305 20.8%	61 23.7%	7 30.4%	117 21.7%	7 28.0%
9	797 17.8%	355 20.6%	445 21.3%	48 19.3%	304 20.8%	87 22.7%	159 20.2%	107 20.0%	46 17.1%	86 18.9%	217 22.3%	247 22.4%	80 18.1%	24 14.2%	---	306 20.8%	49 19.1%	4 17.4%	114 21.2%	2 8.0%
10 Best health care possible	2,406 53.7%	710 41.1%	783 37.5%	96 38.6%	607 41.5%	175 45.7%	332 42.1%	191 35.7%	141 52.4%	208 45.8%	347 35.7%	509 46.2%	147 33.3%	51 30.2%	---	622 42.3%	88 34.2%	7 30.4%	193 35.9%	13 52.0%

NA - Not Applicable

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19970

Question 14

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

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

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,535	1,740	2,087	251	1,474	387	797	537	271	459	979	1,108	446	170	0	1,482	258	24	540	26
Number missing or multiple answer	53	14	0	2	12	4	8	2	2	5	7	7	4	1	0	13	1	1	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,482 98.8%	1,726 99.2%	2,087 100.0%	249 99.2%	1,462 99.2%	383 99.0%	789 99.0%	535 99.6%	269 99.3%	454 98.9%	972 99.3%	1,101 99.4%	442 99.1%	169 99.4%	0 ---	1,469 99.1%	257 99.6%	23 95.8%	538 99.6%	25 96.2%
0 to 4	79 1.8%	32 1.9%	59 2.8%	4 1.6%	28 1.9%	2 0.5%	14 1.8%	16 3.0%	4 1.5%	5 1.1%	20 2.1%	12 1.1%	11 2.5%	9 5.3%	0 ---	26 1.8%	6 2.3%	1 4.3%	14 2.6%	0 0.0%
5	87 1.9%	39 2.3%	59 2.8%	4 1.6%	34 2.3%	7 1.8%	18 2.3%	14 2.6%	5 1.9%	11 2.4%	22 2.3%	21 1.9%	8 1.8%	9 5.3%	0 ---	29 2.0%	10 3.9%	1 4.3%	13 2.4%	0 0.0%
6 or 7	352 7.9%	224 13.0%	264 12.6%	43 17.3%	180 12.3%	32 8.4%	115 14.6%	76 14.2%	24 8.9%	57 12.6%	141 14.5%	107 9.7%	74 16.7%	38 22.5%	0 ---	181 12.3%	43 16.7%	3 13.0%	87 16.2%	3 12.0%
8 to 10	3,964 88.4%	1,431 82.9%	1,705 81.7%	198 79.5%	1,220 83.4%	342 89.3%	642 81.4%	429 80.2%	236 87.7%	381 83.9%	789 81.2%	961 87.3%	349 79.0%	113 66.9%	0 ---	1,233 83.9%	198 77.0%	18 78.3%	424 78.8%	22 88.0%
Significantly different from column:*		A				GH	F	F	K		I	MN	LN	LM		Q	P			
0 to 6	263 5.9%	147 8.5%	180 8.6%	21 8.4%	125 8.5%	21 5.5%	67 8.5%	59 11.0%	17 6.3%	40 8.8%	86 8.8%	67 6.1%	45 10.2%	33 19.5%	0 ---	115 7.8%	32 12.5%	2 8.7%	56 10.4%	3 12.0%
7 to 8	1,016 22.7%	514 29.8%	679 32.5%	84 33.7%	426 29.1%	100 26.1%	231 29.3%	178 33.3%	65 24.2%	120 26.4%	322 33.1%	278 25.2%	170 38.5%	61 36.1%	0 ---	426 29.0%	88 34.2%	10 43.5%	175 32.5%	7 28.0%
9 to 10	3,203 71.5%	1,065 61.7%	1,228 58.8%	144 57.8%	911 62.3%	262 68.4%	491 62.2%	298 55.7%	187 69.5%	294 64.8%	564 58.0%	756 68.7%	227 51.4%	75 44.4%	0 ---	928 63.2%	137 53.3%	11 47.8%	307 57.1%	15 60.0%
Significantly different from column:*		A				GH	FH	FG	K	K	IJ	MN	L	L		Q	P			

NA - Not Applicable

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Question 15

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

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

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,535	1,740	2,095	251	1,474	387	797	537	271	459	979	1,108	446	170	0	1,482	258	24	540	26
Number missing or multiple answer	51	14	0	3	11	2	8	4	4	5	5	9	4	0	0	14	0	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,484	1,726	2,095	248	1,463	385	789	533	267	454	974	1,099	442	170	0	1,468	258	23	537	26
	98.9%	99.2%	100.0%	98.8%	99.3%	99.5%	99.0%	99.3%	98.5%	98.9%	99.5%	99.2%	99.1%	100.0%	---	99.1%	100.0%	95.8%	99.4%	100.0%
Never	74	30	32	4	26	3	18	9	2	6	20	15	7	8	0	25	5	1	10	0
	1.7%	1.7%	1.5%	1.6%	1.8%	0.8%	2.3%	1.7%	0.7%	1.3%	2.1%	1.4%	1.6%	4.7%	---	1.7%	1.9%	4.3%	1.9%	0.0%
Sometimes	362	172	225	21	148	32	81	57	37	34	96	82	52	33	0	133	39	5	76	5
	8.1%	10.0%	10.7%	8.5%	10.1%	8.3%	10.3%	10.7%	13.9%	7.5%	9.9%	7.5%	11.8%	19.4%	---	9.1%	15.1%	21.7%	14.2%	19.2%
Usually	904	542	691	80	459	114	247	179	77	143	316	296	166	75	0	447	95	8	182	5
	20.2%	31.4%	33.0%	32.3%	31.4%	29.6%	31.3%	33.6%	28.8%	31.5%	32.4%	26.9%	37.6%	44.1%	---	30.4%	36.8%	34.8%	33.9%	19.2%
Always	3,144	982	1,147	143	830	236	443	288	151	271	542	706	217	54	0	863	119	9	269	16
	70.1%	56.9%	54.7%	57.7%	56.7%	61.3%	56.1%	54.0%	56.6%	59.7%	55.6%	64.2%	49.1%	31.8%	---	58.8%	46.1%	39.1%	50.1%	61.5%
Significantly different from column:*		A				H		F				MN	LN	LM		Q	P			
Usually or Always	4,048	1,524	1,838	223	1,289	350	690	467	228	414	858	1,002	383	129	0	1,310	214	17	451	21
	90.3%	88.3%	87.7%	89.9%	88.1%	90.9%	87.5%	87.6%	85.4%	91.2%	88.1%	91.2%	86.7%	75.9%	---	89.2%	82.9%	73.9%	84.0%	80.8%
Significantly different from column:*		A							J	I		MN	LN	LM		Q	P			

NA - Not Applicable

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Question 16

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,680	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	17	12	0	4	7	0	7	4	3	2	6	5	3	2	2	4	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,964	2,207	2,680	339	1,847	462	1,031	688	403	590	1,174	1,432	564	191	421	1,478	258	28	578	28
	99.4%	99.5%	100.0%	98.8%	99.6%	100.0%	99.3%	99.4%	99.3%	99.7%	99.5%	99.7%	99.5%	99.0%	99.5%	99.7%	100.0%	100.0%	99.7%	100.0%
Yes	2,091	1,717	2,077	257	1,441	247	912	538	268	449	966	1,091	459	148	316	1,152	215	21	479	22
	70.5%	77.8%	77.5%	75.8%	78.0%	53.5%	88.5%	78.2%	66.5%	76.1%	82.3%	76.2%	81.4%	77.5%	75.1%	77.9%	83.3%	75.0%	82.9%	78.6%
No	873	490	603	82	406	215	119	150	135	141	208	341	105	43	105	326	43	7	99	6
	29.5%	22.2%	22.5%	24.2%	22.0%	46.5%	11.5%	21.8%	33.5%	23.9%	17.7%	23.8%	18.6%	22.5%	24.9%	22.1%	16.7%	25.0%	17.1%	21.4%
Significantly different from column:*		A				GH	FH	FG	JK	IK	IJ	M	L		Q		O			

NA - Not Applicable

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Question 17

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

Base: All respondents whose child is enrolled in school or daycare (Q16)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,091	1,717	1,977	257	1,441	247	912	538	268	449	966	1,091	459	148	316	1,152	215	21	479	22
Number missing or multiple answer	47	30	0	6	24	1	20	9	0	8	21	21	6	3	11	16	1	0	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,044	1,687	1,977	251	1,417	246	892	529	268	441	945	1,070	453	145	305	1,136	214	21	473	22
	97.8%	98.3%	100.0%	97.7%	98.3%	99.6%	97.8%	98.3%	100.0%	98.2%	97.8%	98.1%	98.7%	98.0%	96.5%	98.6%	99.5%	100.0%	98.7%	100.0%
Yes	239	275	317	36	238	45	145	83	69	60	140	132	90	51	24	171	76	6	127	11
	11.7%	16.3%	16.0%	14.3%	16.8%	18.3%	16.3%	15.7%	25.7%	13.6%	14.8%	12.3%	19.9%	35.2%	7.9%	15.1%	35.5%	28.6%	26.8%	50.0%
No	1,805	1,412	1,660	215	1,179	201	747	446	199	381	805	938	363	94	281	965	138	15	346	11
	88.3%	83.7%	84.0%	85.7%	83.2%	81.7%	83.7%	84.3%	74.3%	86.4%	85.2%	87.7%	80.1%	64.8%	92.1%	84.9%	64.5%	71.4%	73.2%	50.0%
Significantly different from column:*		A							JK	I	I	MN	LN	LM	PQ	OQ	OP		T	S

NA - Not Applicable

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Question 18

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

Base: All respondents whose child is enrolled in school or daycare and needed their child's doctor/health provider to contact school/daycare center about their child's health (Q16 & Q17)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	239	275	312	36	238	45	145	83	69	60	140	132	90	51	24	171	76	6	127	11
Number missing or multiple answer	5	2	0	1	1	0	1	1	0	1	1	0	1	1	0	1	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	234	273	312	35	237	45	144	82	69	59	139	132	89	50	24	170	75	6	125	11
	97.9%	99.3%	100.0%	97.2%	99.6%	100.0%	99.3%	98.8%	100.0%	98.3%	99.3%	100.0%	98.9%	98.0%	100.0%	99.4%	98.7%	100.0%	98.4%	100.0%
Yes	211	252	283	35	216	39	136	75	63	54	130	122	82	46	19	160	69	5	120	11
	90.2%	92.3%	90.7%	100.0%	91.1%	86.7%	94.4%	91.5%	91.3%	91.5%	93.5%	92.4%	92.1%	92.0%	79.2%	94.1%	92.0%	83.3%	96.0%	100.0%
No	23	21	29	0	21	6	8	7	6	5	9	10	7	4	5	10	6	1	5	0
	9.8%	7.7%	9.3%	0.0%	8.9%	13.3%	5.6%	8.5%	8.7%	8.5%	6.5%	7.6%	7.9%	8.0%	20.8%	5.9%	8.0%	16.7%	4.0%	0.0%
Significantly different from column:*																				

NA - Not Applicable

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Question 19

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,675	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	23	20	0	5	15	5	8	7	5	2	12	12	3	5	1	13	1	0	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,958	2,199	2,675	338	1,839	457	1,030	685	401	590	1,168	1,425	564	188	422	1,469	257	28	573	28
	99.2%	99.1%	100.0%	98.5%	99.2%	98.9%	99.2%	99.0%	98.8%	99.7%	99.0%	99.2%	99.5%	97.4%	99.8%	99.1%	99.6%	100.0%	98.8%	100.0%
Yes	184	151	177	21	129	44	72	33	26	29	93	57	59	34	11	95	43	6	76	12
	6.2%	6.9%	6.6%	6.2%	7.0%	9.6%	7.0%	4.8%	6.5%	4.9%	8.0%	4.0%	10.5%	18.1%	2.6%	6.5%	16.7%	21.4%	13.3%	42.9%
No	2,774	2,048	2,498	317	1,710	413	958	652	375	561	1,075	1,368	505	154	411	1,374	214	22	497	16
	93.8%	93.1%	93.4%	93.8%	93.0%	90.4%	93.0%	95.2%	93.5%	95.1%	92.0%	96.0%	89.5%	81.9%	97.4%	93.5%	83.3%	78.6%	86.7%	57.1%
Significantly different from column:*						H		F		K	J	MN	LN	LM	PQ	OQ	OP			

NA - Not Applicable

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Question 20

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	184	151	173	21	129	44	72	33	26	29	93	57	59	34	11	95	43	6	76	12
Number missing or multiple answer	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	182	151	173	21	129	44	72	33	26	29	93	57	59	34	11	95	43	6	76	12
	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	11	21	32	3	18	6	10	5	0	4	17	5	9	7	2	15	4	2	10	2
	6.0%	13.9%	18.5%	14.3%	14.0%	13.6%	13.9%	15.2%	0.0%	13.8%	18.3%	8.8%	15.3%	20.6%	18.2%	15.8%	9.3%	33.3%	13.2%	16.7%
Sometimes	24	25	31	2	23	7	13	5	6	1	18	8	12	5	4	14	7	0	14	3
	13.2%	16.6%	17.9%	9.5%	17.8%	15.9%	18.1%	15.2%	23.1%	3.4%	19.4%	14.0%	20.3%	14.7%	36.4%	14.7%	16.3%	0.0%	18.4%	25.0%
Usually	30	32	43	3	29	9	15	8	6	6	20	9	14	9	2	18	12	0	20	1
	16.5%	21.2%	24.9%	14.3%	22.5%	20.5%	20.8%	24.2%	23.1%	20.7%	21.5%	15.8%	23.7%	26.5%	18.2%	18.9%	27.9%	0.0%	26.3%	8.3%
Always	117	73	67	13	59	22	34	15	14	18	38	35	24	13	3	48	20	4	32	6
	64.3%	48.3%	38.7%	61.9%	45.7%	50.0%	47.2%	45.5%	53.8%	62.1%	40.9%	61.4%	40.7%	38.2%	27.3%	50.5%	46.5%	66.7%	42.1%	50.0%
Significantly different from column:*		A								K	J	MN	L	L						
Usually or Always	147	105	110	16	88	31	49	23	20	24	58	44	38	22	5	66	32	4	52	7
	80.8%	69.5%	63.6%	76.2%	68.2%	70.5%	68.1%	69.7%	76.9%	82.8%	62.4%	77.2%	64.4%	64.7%	45.5%	69.5%	74.4%	66.7%	68.4%	58.3%
Significantly different from column:*		A								K	J									

NA - Not Applicable

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Question 21

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

Base: All respondents who got or tried to get special medical equipment or device for their child (Q19)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	184	151	170	21	129	44	72	33	26	29	93	57	59	34	11	95	43	6	76	12
Number missing or multiple answer	1	1	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	183	150	170	21	128	44	71	33	25	29	93	56	59	34	10	95	43	6	76	12
	99.5%	99.3%	100.0%	100.0%	99.2%	100.0%	98.6%	100.0%	96.2%	100.0%	100.0%	98.2%	100.0%	100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	152	121	140	17	104	40	56	24	24	25	71	43	48	29	8	77	34	5	62	12
	83.1%	80.7%	82.4%	81.0%	81.3%	90.9%	78.9%	72.7%	96.0%	86.2%	76.3%	76.8%	81.4%	85.3%	80.0%	81.1%	79.1%	83.3%	81.6%	100.0%
No	31	29	30	4	24	4	15	9	1	4	22	13	11	5	2	18	9	1	14	0
	16.9%	19.3%	17.6%	19.0%	18.8%	9.1%	21.1%	27.3%	4.0%	13.8%	23.7%	23.2%	18.6%	14.7%	20.0%	18.9%	20.9%	16.7%	18.4%	0.0%
Significantly different from column:*						H		F												

NA - Not Applicable

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Question 22

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,662	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	29	22	0	5	17	5	8	9	4	5	11	15	6	1	3	9	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,952	2,197	2,662	338	1,837	457	1,030	683	402	587	1,169	1,422	561	192	420	1,473	257	28	577	28
	99.0%	99.0%	100.0%	98.5%	99.1%	98.9%	99.2%	98.7%	99.0%	99.2%	99.1%	99.0%	98.9%	99.5%	99.3%	99.4%	99.6%	100.0%	99.5%	100.0%
Yes	336	457	608	66	387	129	227	95	76	105	267	234	156	60	53	295	99	10	184	23
	11.4%	20.8%	22.8%	19.5%	21.1%	28.2%	22.0%	13.9%	18.9%	17.9%	22.8%	16.5%	27.8%	31.3%	12.6%	20.0%	38.5%	35.7%	31.9%	82.1%
No	2,616	1,740	2,054	272	1,450	328	803	588	326	482	902	1,188	405	132	367	1,178	158	18	393	5
	88.6%	79.2%	77.2%	80.5%	78.9%	71.8%	78.0%	86.1%	81.1%	82.1%	77.2%	83.5%	72.2%	68.8%	87.4%	80.0%	61.5%	64.3%	68.1%	17.9%
Significantly different from column:*		A				GH	FH	FG		K	J	MN	L	L	PQ	OQ	OP	T	T	RS

NA - Not Applicable

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

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Question 23

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

Base: All respondents who got or tried to get special therapy for their child (Q22)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	336	457	587	66	387	129	227	95	76	105	267	234	156	60	53	295	99	10	184	23
Number missing or multiple answer	15	6	0	0	6	2	4	0	2	0	4	5	1	0	1	4	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	321	451	587	66	381	127	223	95	74	105	263	229	155	60	52	291	98	10	182	23
	95.5%	98.7%	100.0%	100.0%	98.4%	98.4%	98.2%	100.0%	97.4%	100.0%	98.5%	97.9%	99.4%	100.0%	98.1%	98.6%	99.0%	100.0%	98.9%	100.0%
Never	40	65	77	9	56	9	36	20	3	12	48	30	19	14	8	41	15	2	32	2
	12.5%	14.4%	13.1%	13.6%	14.7%	7.1%	16.1%	21.1%	4.1%	11.4%	18.3%	13.1%	12.3%	23.3%	15.4%	14.1%	15.3%	20.0%	17.6%	8.7%
Sometimes	51	89	112	17	70	25	45	17	21	19	47	40	31	16	9	55	22	3	41	5
	15.9%	19.7%	19.1%	25.8%	18.4%	19.7%	20.2%	17.9%	28.4%	18.1%	17.9%	17.5%	20.0%	26.7%	17.3%	18.9%	22.4%	30.0%	22.5%	21.7%
Usually	55	117	171	19	97	27	62	26	16	22	76	52	52	11	14	72	29	5	44	6
	17.1%	25.9%	29.1%	28.8%	25.5%	21.3%	27.8%	27.4%	21.6%	21.0%	28.9%	22.7%	33.5%	18.3%	26.9%	24.7%	29.6%	50.0%	24.2%	26.1%
Always	175	180	227	21	158	66	80	32	34	52	92	107	53	19	21	123	32	0	65	10
	54.5%	39.9%	38.7%	31.8%	41.5%	52.0%	35.9%	33.7%	45.9%	49.5%	35.0%	46.7%	34.2%	31.7%	40.4%	42.3%	32.7%	0.0%	35.7%	43.5%
Significantly different from column:*		A				GH	F	F		K	J	MN	L	L						
Usually or Always	230	297	398	40	255	93	142	58	50	74	168	159	105	30	35	195	61	5	109	16
	71.7%	65.9%	67.8%	60.6%	66.9%	73.2%	63.7%	61.1%	67.6%	70.5%	63.9%	69.4%	67.7%	50.0%	67.3%	67.0%	62.2%	50.0%	59.9%	69.6%
Significantly different from column:*												N	N	LM						

NA - Not Applicable

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Question 24

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

Base: All respondents who got or tried to get special therapy for their child (Q22)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	336	457	593	66	387	129	227	95	76	105	267	234	156	60	53	295	99	10	184	23
Number missing or multiple answer	10	7	0	0	7	1	6	0	2	1	4	5	2	0	2	3	2	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	326	450	593	66	380	128	221	95	74	104	263	229	154	60	51	292	97	10	182	23
	97.0%	98.5%	100.0%	100.0%	98.2%	99.2%	97.4%	100.0%	97.4%	99.0%	98.5%	97.9%	98.7%	100.0%	96.2%	99.0%	98.0%	100.0%	98.9%	100.0%
Yes	199	315	464	46	265	95	155	59	63	77	166	163	108	40	29	206	74	6	130	19
	61.0%	70.0%	78.2%	69.7%	69.7%	74.2%	70.1%	62.1%	85.1%	74.0%	63.1%	71.2%	70.1%	66.7%	56.9%	70.5%	76.3%	60.0%	71.4%	82.6%
No	127	135	129	20	115	33	66	36	11	27	97	66	46	20	22	86	23	4	52	4
	39.0%	30.0%	21.8%	30.3%	30.3%	25.8%	29.9%	37.9%	14.9%	26.0%	36.9%	28.8%	29.9%	33.3%	43.1%	29.5%	23.7%	40.0%	28.6%	17.4%
Significantly different from column:*		AC							K	K	IJ				Q		O			

NA - Not Applicable

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Question 25

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,671	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	24	26	0	6	20	4	10	10	7	4	14	20	5	1	7	11	1	0	9	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,957	2,193	2,671	337	1,834	458	1,028	682	399	588	1,166	1,417	562	192	416	1,471	257	28	571	28
	99.2%	98.8%	100.0%	98.3%	98.9%	99.1%	99.0%	98.6%	98.3%	99.3%	98.8%	98.6%	99.1%	99.5%	98.3%	99.3%	99.6%	100.0%	98.4%	100.0%
Yes	417	747	781	102	635	69	401	266	99	174	457	412	236	87	90	516	126	10	237	15
	14.1%	34.1%	29.2%	30.3%	34.6%	15.1%	39.0%	39.0%	24.8%	29.6%	39.2%	29.1%	42.0%	45.3%	21.6%	35.1%	49.0%	35.7%	41.5%	53.6%
No	2,540	1,446	1,890	235	1,199	389	627	416	300	414	709	1,005	326	105	326	955	131	18	334	13
	85.9%	65.9%	70.8%	69.7%	65.4%	84.9%	61.0%	61.0%	75.2%	70.4%	60.8%	70.9%	58.0%	54.7%	78.4%	64.9%	51.0%	64.3%	58.5%	46.4%
Significantly different from column:*		AC				GH	F	F	K	K	IJ	MN	L	L	PQ	OQ	OP			

NA - Not Applicable

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Question 26

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q25)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	417	747	766	102	635	69	401	266	99	174	457	412	236	87	90	516	126	10	237	15
Number missing or multiple answer	6	9	0	3	6	2	2	5	1	2	6	3	3	1	2	3	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	411	738	766	99	629	67	399	261	98	172	451	409	233	86	88	513	125	10	236	15
	98.6%	98.8%	100.0%	97.1%	99.1%	97.1%	99.5%	98.1%	99.0%	98.9%	98.7%	99.3%	98.7%	98.9%	97.8%	99.4%	99.2%	100.0%	99.6%	100.0%
Never	39	73	85	12	61	7	44	22	2	8	62	33	26	13	6	54	13	1	24	0
	9.5%	9.9%	11.1%	12.1%	9.7%	10.4%	11.0%	8.4%	2.0%	4.7%	13.7%	8.1%	11.2%	15.1%	6.8%	10.5%	10.4%	10.0%	10.2%	0.0%
Sometimes	52	144	129	20	118	11	78	50	20	28	88	61	58	22	19	95	27	3	57	3
	12.7%	19.5%	16.8%	20.2%	18.8%	16.4%	19.5%	19.2%	20.4%	16.3%	19.5%	14.9%	24.9%	25.6%	21.6%	18.5%	21.6%	30.0%	24.2%	20.0%
Usually	87	206	205	23	182	20	112	72	26	46	131	108	71	23	22	140	42	3	74	4
	21.2%	27.9%	26.8%	23.2%	28.9%	29.9%	28.1%	27.6%	26.5%	26.7%	29.0%	26.4%	30.5%	26.7%	25.0%	27.3%	33.6%	30.0%	31.4%	26.7%
Always	233	315	347	44	268	29	165	117	50	90	170	207	78	28	41	224	43	3	81	8
	56.7%	42.7%	45.3%	44.4%	42.6%	43.3%	41.4%	44.8%	51.0%	52.3%	37.7%	50.6%	33.5%	32.6%	46.6%	43.7%	34.4%	30.0%	34.3%	53.3%
Significantly different from column:*		A							K	K	IJ	MN	L	L						
Usually or Always	320	521	552	67	450	49	277	189	76	136	301	315	149	51	63	364	85	6	155	12
	77.9%	70.6%	72.1%	67.7%	71.5%	73.1%	69.4%	72.4%	77.6%	79.1%	66.7%	77.0%	63.9%	59.3%	71.6%	71.0%	68.0%	60.0%	65.7%	80.0%
Significantly different from column:*		A							K	K	IJ	MN	L	L						

NA - Not Applicable

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Question 27

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

Base: All respondents who got or tried to get treatment for their child's emotional, developmental, or behavioral problem (Q25)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	417	747	764	102	635	69	401	266	99	174	457	412	236	87	90	516	126	10	237	15
Number missing or multiple answer	11	8	0	2	6	1	3	4	0	1	7	4	3	1	1	4	1	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	406	739	764	100	629	68	398	262	99	173	450	408	233	86	89	512	125	10	235	15
	97.4%	98.9%	100.0%	98.0%	99.1%	98.6%	99.3%	98.5%	100.0%	99.4%	98.5%	99.0%	98.7%	98.9%	98.9%	99.2%	99.2%	100.0%	99.2%	100.0%
Yes	228	410	465	58	345	46	212	144	70	108	223	221	126	58	37	285	82	8	144	12
	56.2%	55.5%	60.9%	58.0%	54.8%	67.6%	53.3%	55.0%	70.7%	62.4%	49.6%	54.2%	54.1%	67.4%	41.6%	55.7%	65.6%	80.0%	61.3%	80.0%
No	178	329	299	42	284	22	186	118	29	65	227	187	107	28	52	227	43	2	91	3
	43.8%	44.5%	39.1%	42.0%	45.2%	32.4%	46.7%	45.0%	29.3%	37.6%	50.4%	45.8%	45.9%	32.6%	58.4%	44.3%	34.4%	20.0%	38.7%	20.0%
Significantly different from column:*		C				G	F		K	K	IJ	N	N	LM	PQ	OQ	OP			

NA - Not Applicable

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Question 28

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,652	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	49	34	0	5	29	6	16	12	9	7	18	27	5	2	6	19	3	1	9	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,932	2,185	2,652	338	1,825	456	1,022	680	397	585	1,162	1,410	562	191	417	1,463	255	27	571	28
	98.4%	98.5%	100.0%	98.5%	98.4%	98.7%	98.5%	98.3%	97.8%	98.8%	98.5%	98.1%	99.1%	99.0%	98.6%	98.7%	98.8%	96.4%	98.4%	100.0%
Yes	605	840	1,006	103	729	154	410	267	88	190	548	467	255	109	50	580	196	11	402	26
	20.6%	38.4%	37.9%	30.5%	39.9%	33.8%	40.1%	39.3%	22.2%	32.5%	47.2%	33.1%	45.4%	57.1%	12.0%	39.6%	76.9%	40.7%	70.4%	92.9%
No	2,327	1,345	1,646	235	1,096	302	612	413	309	395	614	943	307	82	367	883	59	16	169	2
	79.4%	61.6%	62.1%	69.5%	60.1%	66.2%	59.9%	60.7%	77.8%	67.5%	52.8%	66.9%	54.6%	42.9%	88.0%	60.4%	23.1%	59.3%	29.6%	7.1%
Significantly different from column:*		A		E	D	G	F		JK	IK	IJ	MN	LN	LM	PQ	OQ	OP	ST	RT	RS

NA - Not Applicable

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Question 29

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

Base: All respondents whose child got care from more than one kind of health care provider or service (Q28)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	605	840	973	103	729	154	410	267	88	190	548	467	255	109	50	580	196	11	402	26
Number missing or multiple answer	11	22	0	5	17	4	10	8	2	11	8	10	10	1	3	14	2	0	9	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	594	818	973	98	712	150	400	259	86	179	540	457	245	108	47	566	194	11	393	25
	98.2%	97.4%	100.0%	95.1%	97.7%	97.4%	97.6%	97.0%	97.7%	94.2%	98.5%	97.9%	96.1%	99.1%	94.0%	97.6%	99.0%	100.0%	97.8%	96.2%
Yes	334	529	622	65	459	109	251	162	71	138	312	290	155	78	22	362	139	8	273	24
	56.2%	64.7%	63.9%	66.3%	64.5%	72.7%	62.8%	62.5%	82.6%	77.1%	57.8%	63.5%	63.3%	72.2%	46.8%	64.0%	71.6%	72.7%	69.5%	96.0%
No	260	289	351	33	253	41	149	97	15	41	228	167	90	30	25	204	55	3	120	1
	43.8%	35.3%	36.1%	33.7%	35.5%	27.3%	37.3%	37.5%	17.4%	22.9%	42.2%	36.5%	36.7%	27.8%	53.2%	36.0%	28.4%	27.3%	30.5%	4.0%
Significantly different from column:*		A				GH	F	F	K	K	IJ				PQ	O	O		T	S

NA - Not Applicable

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Question 30

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,671	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	36	46	0	9	36	6	29	10	16	12	17	31	12	2	14	28	0	0	9	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,966	2,173	2,671	334	1,818	456	1,009	682	390	580	1,163	1,406	555	191	409	1,454	258	28	571	28
	99.4%	97.9%	100.0%	97.4%	98.1%	98.7%	97.2%	98.6%	96.1%	98.0%	98.6%	97.8%	97.9%	99.0%	96.7%	98.1%	100.0%	100.0%	98.4%	100.0%
Yes	5,292	2,017	2,451	294	1,706	432	943	622	355	532	1,098	1,302	521	178	350	1,373	246	28	544	27
	88.7%	92.8%	91.8%	88.0%	93.8%	94.7%	93.5%	91.2%	91.0%	91.7%	94.4%	92.6%	93.9%	93.2%	85.6%	94.4%	95.3%	100.0%	95.3%	96.4%
No	674	156	220	40	112	24	66	60	35	48	65	104	34	13	59	81	12	0	27	1
	11.3%	7.2%	8.2%	12.0%	6.2%	5.3%	6.5%	8.8%	9.0%	8.3%	5.6%	7.4%	6.1%	6.8%	14.4%	5.6%	4.7%	0.0%	4.7%	3.6%
Significantly different from column:*		A		E	D	H		F	K	K	IJ				PQ	O	O			

NA - Not Applicable

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Question 31

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

Base: All respondents whose child has a personal doctor (Q30)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	5,292	2,017	2,367	294	1,706	432	943	622	355	532	1,098	1,302	521	178	350	1,373	246	28	544	27
Number missing or multiple answer	123	42	0	7	35	7	21	13	7	16	19	21	14	7	5	18	3	1	8	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,169	1,975	2,367	287	1,671	425	922	609	348	516	1,079	1,281	507	171	345	1,355	243	27	536	26
	97.7%	97.9%	100.0%	97.6%	97.9%	98.4%	97.8%	97.9%	98.0%	97.0%	98.3%	98.4%	97.3%	96.1%	98.6%	98.7%	98.8%	96.4%	98.5%	96.3%
None	998	381	452	59	321	59	199	120	81	105	191	275	85	19	249	110	15	1	58	0
	19.3%	19.3%	19.1%	20.6%	19.2%	13.9%	21.6%	19.7%	23.3%	20.3%	17.7%	21.5%	16.8%	11.1%	72.2%	8.1%	6.2%	3.7%	10.8%	0.0%
1 time	1,755	678	793	104	567	143	333	196	102	168	397	465	166	41	69	552	49	7	158	6
	34.0%	34.3%	33.5%	36.2%	33.9%	33.6%	36.1%	32.2%	29.3%	32.6%	36.8%	36.3%	32.7%	24.0%	20.0%	40.7%	20.2%	25.9%	29.5%	23.1%
2	1,142	465	553	59	400	107	214	137	74	121	258	304	118	37	17	409	30	11	154	1
	22.1%	23.5%	23.4%	20.6%	23.9%	25.2%	23.2%	22.5%	21.3%	23.4%	23.9%	23.7%	23.3%	21.6%	4.9%	30.2%	12.3%	40.7%	28.7%	3.8%
3	619	232	275	31	199	63	87	80	47	61	121	127	79	25	5	183	40	4	83	2
	12.0%	11.7%	11.6%	10.8%	11.9%	14.8%	9.4%	13.1%	13.5%	11.8%	11.2%	9.9%	15.6%	14.6%	1.4%	13.5%	16.5%	14.8%	15.5%	7.7%
4	309	113	147	18	95	25	51	36	15	36	62	65	29	19	3	80	28	2	35	5
	6.0%	5.7%	6.2%	6.3%	5.7%	5.9%	5.5%	5.9%	4.3%	7.0%	5.7%	5.1%	5.7%	11.1%	0.9%	5.9%	11.5%	7.4%	6.5%	19.2%
5 to 9	282	91	114	14	76	23	36	32	24	21	44	40	27	23	2	18	69	2	41	8
	5.5%	4.6%	4.8%	4.9%	4.5%	5.4%	3.9%	5.3%	6.9%	4.1%	4.1%	3.1%	5.3%	13.5%	0.6%	1.3%	28.4%	7.4%	7.6%	30.8%
10 or more times	64	15	33	2	13	5	2	8	5	4	6	5	3	7	0	3	12	0	7	4
	1.2%	0.8%	1.4%	0.7%	0.8%	1.2%	0.2%	1.3%	1.4%	0.8%	0.6%	0.4%	0.6%	4.1%	0.0%	0.2%	4.9%	0.0%	1.3%	15.4%
2 or more times	2,416	916	1,122	124	783	223	390	293	165	243	491	541	256	111	27	693	179	19	320	20
	46.7%	46.4%	47.4%	43.2%	46.9%	52.5%	42.3%	48.1%	47.4%	47.1%	45.5%	42.2%	50.5%	64.9%	7.8%	51.1%	73.7%	70.4%	59.7%	76.9%
Significantly different from column:*						G	FH	G				MN	LN	LM	PQ	OQ	OP			

NA - Not Applicable

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Question 31a

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	1,594	1,905	228	1,350	366	723	489	267	411	888	1,006	422	152	96	1,245	228	26	478	26
Number missing or multiple answer	---	6	0	1	4	0	3	2	3	1	1	2	2	2	1	4	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,588	1,905	227	1,346	366	720	487	264	410	887	1,004	420	150	95	1,241	228	26	476	26
	---	99.6%	100.0%	99.6%	99.7%	100.0%	99.6%	99.6%	98.9%	99.8%	99.9%	99.8%	99.5%	98.7%	99.0%	99.7%	100.0%	100.0%	99.6%	100.0%
Never	---	1,447	1,728	206	1,226	333	649	450	186	374	861	944	366	123	83	1,133	208	24	446	20
	---	91.1%	90.7%	90.7%	91.1%	91.0%	90.1%	92.4%	70.5%	91.2%	97.1%	94.0%	87.1%	82.0%	87.4%	91.3%	91.2%	92.3%	93.7%	76.9%
Sometimes	---	78	125	11	67	16	44	18	39	19	19	35	28	15	7	61	10	1	18	4
	---	4.9%	6.6%	4.8%	5.0%	4.4%	6.1%	3.7%	14.8%	4.6%	2.1%	3.5%	6.7%	10.0%	7.4%	4.9%	4.4%	3.8%	3.8%	15.4%
Usually	---	22	28	4	18	4	11	7	15	5	2	8	9	5	1	15	5	1	5	1
	---	1.4%	1.5%	1.8%	1.3%	1.1%	1.5%	1.4%	5.7%	1.2%	0.2%	0.8%	2.1%	3.3%	1.1%	1.2%	2.2%	3.8%	1.1%	3.8%
Always	---	41	24	6	35	13	16	12	24	12	5	17	17	7	4	32	5	0	7	1
	---	2.6%	1.3%	2.6%	2.6%	3.6%	2.2%	2.5%	9.1%	2.9%	0.6%	1.7%	4.0%	4.7%	4.2%	2.6%	2.2%	0.0%	1.5%	3.8%
Significantly different from column:*		C							JK	IK	IJ	M	L							
Usually or Always	---	63	52	10	53	17	27	19	39	17	7	25	26	12	5	47	10	1	12	2
	---	4.0%	2.7%	4.4%	3.9%	4.6%	3.8%	3.9%	14.8%	4.1%	0.8%	2.5%	6.2%	8.0%	5.3%	3.8%	4.4%	3.8%	2.5%	7.7%
Significantly different from column:*		C							JK	IK	IJ	M	L							

NA - Not Applicable

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Question 32

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,171	1,594	1,907	228	1,350	366	723	489	267	411	888	1,006	422	152	96	1,245	228	26	478	26
Number missing or multiple answer	14	7	0	1	6	0	4	3	2	1	4	4	1	2	1	4	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,157 99.7%	1,587 99.6%	1,907 100.0%	227 99.6%	1,344 99.6%	366 100.0%	719 99.4%	486 99.4%	265 99.3%	410 99.8%	884 99.5%	1,002 99.6%	421 99.8%	150 98.7%	95 99.0%	1,241 99.7%	228 100.0%	26 100.0%	475 99.4%	26 100.0%
Never	45 1.1%	28 1.8%	35 1.8%	3 1.3%	25 1.9%	5 1.4%	8 1.1%	15 3.1%	7 2.6%	5 1.2%	16 1.8%	17 1.7%	6 1.4%	5 3.3%	5 5.3%	17 1.4%	6 2.6%	0 0.0%	3 0.6%	1 3.8%
Sometimes	163 3.9%	61 3.8%	84 4.4%	13 5.7%	47 3.5%	10 2.7%	29 4.0%	22 4.5%	24 9.1%	12 2.9%	24 2.7%	24 2.4%	19 4.5%	17 11.3%	5 5.3%	39 3.1%	16 7.0%	1 3.8%	23 4.8%	0 0.0%
Usually	500 12.0%	231 14.6%	292 15.3%	43 18.9%	185 13.8%	42 11.5%	98 13.6%	88 18.1%	49 18.5%	62 15.1%	114 12.9%	113 11.3%	86 20.4%	29 19.3%	15 15.8%	174 14.0%	39 17.1%	5 19.2%	75 15.8%	5 19.2%
Always	3,449 83.0%	1,267 79.8%	1,496 78.4%	168 74.0%	1,087 80.9%	309 84.4%	584 81.2%	361 74.3%	185 69.8%	331 80.7%	730 82.6%	848 84.6%	310 73.6%	99 66.0%	70 73.7%	1,011 81.5%	167 73.2%	20 76.9%	374 78.7%	20 76.9%
Significantly different from column:*		A		E	D	H	H	FG	JK	I	I	MN	L	L		Q	P			
Usually or Always	3,949 95.0%	1,498 94.4%	1,788 93.8%	211 93.0%	1,272 94.6%	351 95.9%	682 94.9%	449 92.4%	234 88.3%	393 95.9%	844 95.5%	961 95.9%	396 94.1%	128 85.3%	85 89.5%	1,185 95.5%	206 90.4%	25 96.2%	449 94.5%	25 96.2%
Significantly different from column:*						H	F		JK	I	I	N	N	LM		Q	P			

NA - Not Applicable

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Question 33

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,171	1,594	1,906	228	1,350	366	723	489	267	411	888	1,006	422	152	96	1,245	228	26	478	26
Number missing or multiple answer	13	5	0	2	3	0	3	2	0	0	4	4	1	0	1	2	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,158	1,589	1,906	226	1,347	366	720	487	267	411	884	1,002	421	152	95	1,243	228	26	476	26
	99.7%	99.7%	100.0%	99.1%	99.8%	100.0%	99.6%	99.6%	100.0%	100.0%	99.5%	99.6%	99.8%	100.0%	99.0%	99.8%	100.0%	100.0%	99.6%	100.0%
Never	30	20	21	3	17	3	6	11	2	2	16	13	5	2	4	14	2	1	7	1
	0.7%	1.3%	1.1%	1.3%	1.3%	0.8%	0.8%	2.3%	0.7%	0.5%	1.8%	1.3%	1.2%	1.3%	4.2%	1.1%	0.9%	3.8%	1.5%	3.8%
Sometimes	143	59	90	5	54	10	24	25	11	14	33	26	18	14	4	36	18	2	27	1
	3.4%	3.7%	4.7%	2.2%	4.0%	2.7%	3.3%	5.1%	4.1%	3.4%	3.7%	2.6%	4.3%	9.2%	4.2%	2.9%	7.9%	7.7%	5.7%	3.8%
Usually	420	245	329	42	201	43	115	85	44	61	136	120	86	36	11	190	41	7	85	4
	10.1%	15.4%	17.3%	18.6%	14.9%	11.7%	16.0%	17.5%	16.5%	14.8%	15.4%	12.0%	20.4%	23.7%	11.6%	15.3%	18.0%	26.9%	17.9%	15.4%
Always	3,565	1,265	1,466	176	1,075	310	575	366	210	334	699	843	312	100	76	1,003	167	16	357	20
	85.7%	79.6%	76.9%	77.9%	79.8%	84.7%	79.9%	75.2%	78.7%	81.3%	79.1%	84.1%	74.1%	65.8%	80.0%	80.7%	73.2%	61.5%	75.0%	76.9%
Significantly different from column:*		A				H		F				MN	L	L		Q	P			
Usually or Always	3,985	1,510	1,795	218	1,276	353	690	451	254	395	835	963	398	136	87	1,193	208	23	442	24
	95.8%	95.0%	94.2%	96.5%	94.7%	96.4%	95.8%	92.6%	95.1%	96.1%	94.5%	96.1%	94.5%	89.5%	91.6%	96.0%	91.2%	88.5%	92.9%	92.3%
Significantly different from column:*						H	H	FG				N	N	LM		Q	P			

NA - Not Applicable

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Question 34

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,171	1,594	1,907	228	1,350	366	723	489	267	411	888	1,006	422	152	96	1,245	228	26	478	26
Number missing or multiple answer	7	4	0	2	2	0	2	2	0	0	3	2	1	1	0	2	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,164	1,590	1,907	226	1,348	366	721	487	267	411	885	1,004	421	151	96	1,243	228	26	475	26
	99.8%	99.7%	100.0%	99.1%	99.9%	100.0%	99.7%	99.6%	100.0%	100.0%	99.7%	99.8%	99.8%	99.3%	100.0%	99.8%	100.0%	100.0%	99.4%	100.0%
Never	33	16	19	2	14	3	5	8	3	2	11	7	6	3	3	10	3	1	5	0
	0.8%	1.0%	1.0%	0.9%	1.0%	0.8%	0.7%	1.6%	1.1%	0.5%	1.2%	0.7%	1.4%	2.0%	3.1%	0.8%	1.3%	3.8%	1.1%	0.0%
Sometimes	83	53	63	7	46	10	19	24	11	14	28	25	15	12	4	34	15	0	23	1
	2.0%	3.3%	3.3%	3.1%	3.4%	2.7%	2.6%	4.9%	4.1%	3.4%	3.2%	2.5%	3.6%	7.9%	4.2%	2.7%	6.6%	0.0%	4.8%	3.8%
Usually	344	181	245	33	146	26	92	61	24	48	105	93	66	19	12	132	36	6	66	2
	8.3%	11.4%	12.8%	14.6%	10.8%	7.1%	12.8%	12.5%	9.0%	11.7%	11.9%	9.3%	15.7%	12.6%	12.5%	10.6%	15.8%	23.1%	13.9%	7.7%
Always	3,704	1,340	1,580	184	1,142	327	605	394	229	347	741	879	334	117	77	1,067	174	19	381	23
	89.0%	84.3%	82.9%	81.4%	84.7%	89.3%	83.9%	80.9%	85.8%	84.4%	83.7%	87.5%	79.3%	77.5%	80.2%	85.8%	76.3%	73.1%	80.2%	88.5%
Significantly different from column:*		A				GH	F	F				MN	L	L		Q	P			
Usually or Always	4,048	1,521	1,825	217	1,288	353	697	455	253	395	846	972	400	136	89	1,199	210	25	447	25
	97.2%	95.7%	95.7%	96.0%	95.5%	96.4%	96.7%	93.4%	94.8%	96.1%	95.6%	96.8%	95.0%	90.1%	92.7%	96.5%	92.1%	96.2%	94.1%	96.2%
Significantly different from column:*		A					H	G				N	N	LM		Q	P			

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 35

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,171	1,594	1,893	228	1,350	366	723	489	267	411	888	1,006	422	152	96	1,245	228	26	478	26
Number missing or multiple answer	45	10	0	1	9	3	6	0	2	3	5	6	2	2	0	8	1	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,126	1,584	1,893	227	1,341	363	717	489	265	408	883	1,000	420	150	96	1,237	227	26	473	26
	98.9%	99.4%	100.0%	99.6%	99.3%	99.2%	99.2%	100.0%	99.3%	99.3%	99.4%	99.4%	99.5%	98.7%	100.0%	99.4%	99.6%	100.0%	99.0%	100.0%
Yes	2,716	1,121	1,267	155	953	102	560	445	191	284	626	725	291	97	65	889	152	16	328	8
	65.8%	70.8%	66.9%	68.3%	71.1%	28.1%	78.1%	91.0%	72.1%	69.6%	70.9%	72.5%	69.3%	64.7%	67.7%	71.9%	67.0%	61.5%	69.3%	30.8%
No	1,410	463	626	72	388	261	157	44	74	124	257	275	129	53	31	348	75	10	145	18
	34.2%	29.2%	33.1%	31.7%	28.9%	71.9%	21.9%	9.0%	27.9%	30.4%	29.1%	27.5%	30.7%	35.3%	32.3%	28.1%	33.0%	38.5%	30.7%	69.2%
Significantly different from column:*		AC				GH	FH	FG				N		L				T	T	RS

NA - Not Applicable

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Question 36

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

Base: All respondents whose child has a personal doctor, visited their personal doctor to get care, and is able to talk with his/her doctors (Q30, Q31, & Q35)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,716	1,121	1,240	155	953	102	560	445	191	284	626	725	291	97	65	889	152	16	328	8
Number missing or multiple answer	24	16	0	2	14	2	9	5	2	0	14	12	2	1	1	12	2	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,692	1,105	1,240	153	939	100	551	440	189	284	612	713	289	96	64	877	150	16	323	8
	99.1%	98.6%	100.0%	98.7%	98.5%	98.0%	98.4%	98.9%	99.0%	100.0%	97.8%	98.3%	99.3%	99.0%	98.5%	98.7%	98.7%	100.0%	98.5%	100.0%
Never	28	12	13	1	11	1	7	4	2	2	8	8	3	1	3	8	1	1	2	0
	1.0%	1.1%	1.0%	0.7%	1.2%	1.0%	1.3%	0.9%	1.1%	0.7%	1.3%	1.1%	1.0%	1.0%	4.7%	0.9%	0.7%	6.3%	0.6%	0.0%
Sometimes	122	61	73	8	52	7	32	22	12	13	35	25	23	12	4	47	9	1	24	0
	4.5%	5.5%	5.9%	5.2%	5.5%	7.0%	5.8%	5.0%	6.3%	4.6%	5.7%	3.5%	8.0%	12.5%	6.3%	5.4%	6.0%	6.3%	7.4%	0.0%
Usually	418	242	270	41	199	19	122	98	33	60	144	138	79	23	11	180	49	10	92	3
	15.5%	21.9%	21.8%	26.8%	21.2%	19.0%	22.1%	22.3%	17.5%	21.1%	23.5%	19.4%	27.3%	24.0%	17.2%	20.5%	32.7%	62.5%	28.5%	37.5%
Always	2,124	790	884	103	677	73	390	316	142	209	425	542	184	60	46	642	91	4	205	5
	78.9%	71.5%	71.3%	67.3%	72.1%	73.0%	70.8%	71.8%	75.1%	73.6%	69.4%	76.0%	63.7%	62.5%	71.9%	73.2%	60.7%	25.0%	63.5%	62.5%
Significantly different from column:*		A										MN	L	L		Q	P	S	R	
Usually or Always	2,542	1,032	1,154	144	876	92	512	414	175	269	569	680	263	83	57	822	140	14	297	8
	94.4%	93.4%	93.1%	94.1%	93.3%	92.0%	92.9%	94.1%	92.6%	94.7%	93.0%	95.4%	91.0%	86.5%	89.1%	93.7%	93.3%	87.5%	92.0%	100.0%
Significantly different from column:*												MN	L	L						

NA - Not Applicable

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Question 37

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,171	1,594	1,900	228	1,350	366	723	489	267	411	888	1,006	422	152	96	1,245	228	26	478	26
Number missing or multiple answer	39	8	0	3	5	1	4	3	1	2	5	5	1	2	1	5	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,132	1,586	1,900	225	1,345	365	719	486	266	409	883	1,001	421	150	95	1,240	227	26	475	26
	99.1%	99.5%	100.0%	98.7%	99.6%	99.7%	99.4%	99.4%	99.6%	99.5%	99.4%	99.5%	99.8%	98.7%	99.0%	99.6%	99.6%	100.0%	99.4%	100.0%
Never	91	32	43	4	28	6	14	12	7	14	10	19	10	3	6	20	4	1	6	0
	2.2%	2.0%	2.3%	1.8%	2.1%	1.6%	1.9%	2.5%	2.6%	3.4%	1.1%	1.9%	2.4%	2.0%	6.3%	1.6%	1.8%	3.8%	1.3%	0.0%
Sometimes	307	118	164	18	100	30	50	38	35	28	52	49	41	26	14	85	18	2	38	4
	7.4%	7.4%	8.6%	8.0%	7.4%	8.2%	7.0%	7.8%	13.2%	6.8%	5.9%	4.9%	9.7%	17.3%	14.7%	6.9%	7.9%	7.7%	8.0%	15.4%
Usually	809	354	457	55	296	79	169	103	77	89	183	194	119	38	21	267	61	11	106	6
	19.6%	22.3%	24.1%	24.4%	22.0%	21.6%	23.5%	21.2%	28.9%	21.8%	20.7%	19.4%	28.3%	25.3%	22.1%	21.5%	26.9%	42.3%	22.3%	23.1%
Always	2,925	1,082	1,236	148	921	250	486	333	147	278	638	739	251	83	54	868	144	12	325	16
	70.8%	68.2%	65.1%	65.8%	68.5%	68.5%	67.6%	68.5%	55.3%	68.0%	72.3%	73.8%	59.6%	55.3%	56.8%	70.0%	63.4%	46.2%	68.4%	61.5%
Significantly different from column:*		C							JK	I	I	MN	L	L	P	OQ	P	S	R	
Usually or Always	3,734	1,436	1,693	203	1,217	329	655	436	224	367	821	933	370	121	75	1,135	205	23	431	22
	90.4%	90.5%	89.1%	90.2%	90.5%	90.1%	91.1%	89.7%	84.2%	89.7%	93.0%	93.2%	87.9%	80.7%	78.9%	91.5%	90.3%	88.5%	90.7%	84.6%
Significantly different from column:*									JK	IK	IJ	MN	LN	LM	PQ	O	O			

NA - Not Applicable

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Question 38

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,171	1,594	1,900	228	1,350	366	723	489	267	411	888	1,006	422	152	96	1,245	228	26	478	26
Number missing or multiple answer	38	18	0	6	12	1	8	8	2	3	12	14	4	0	0	13	2	1	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,133	1,576	1,900	222	1,338	365	715	481	265	408	876	992	418	152	96	1,232	226	25	470	26
	99.1%	98.9%	100.0%	97.4%	99.1%	99.7%	98.9%	98.4%	99.3%	99.3%	98.6%	98.6%	99.1%	100.0%	100.0%	99.0%	99.1%	96.2%	98.3%	100.0%
Yes	3,726	1,392	1,656	185	1,194	341	635	404	235	358	780	884	365	129	79	1,089	204	24	412	25
	90.2%	88.3%	87.2%	83.3%	89.2%	93.4%	88.8%	84.0%	88.7%	87.7%	89.0%	89.1%	87.3%	84.9%	82.3%	88.4%	90.3%	96.0%	87.7%	96.2%
No	407	184	244	37	144	24	80	77	30	50	96	108	53	23	17	143	22	1	58	1
	9.8%	11.7%	12.8%	16.7%	10.8%	6.6%	11.2%	16.0%	11.3%	12.3%	11.0%	10.9%	12.7%	15.1%	17.7%	11.6%	9.7%	4.0%	12.3%	3.8%
Significantly different from column:*		A		E	D	GH	FH	FG							Q		O			

NA - Not Applicable

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Question 39

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q30 & Q31)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	4,171	1,594	1,904	228	1,350	366	723	489	267	411	888	1,006	422	152	96	1,245	228	26	478	26
Number missing or multiple answer	42	7	0	2	5	1	2	4	1	2	3	3	3	1	1	4	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,129	1,587	1,904	226	1,345	365	721	485	266	409	885	1,003	419	151	95	1,241	228	25	476	26
	99.0%	99.6%	100.0%	99.1%	99.6%	99.7%	99.7%	99.2%	99.6%	99.5%	99.7%	99.7%	99.3%	99.3%	99.0%	99.7%	100.0%	96.2%	99.6%	100.0%
Yes	1,870	862	1,022	114	737	181	396	274	116	212	518	468	271	116	31	633	189	12	387	25
	45.3%	54.3%	53.7%	50.4%	54.8%	49.6%	54.9%	56.5%	43.6%	51.8%	58.5%	46.7%	64.7%	76.8%	32.6%	51.0%	82.9%	48.0%	81.3%	96.2%
No	2,259	725	882	112	608	184	325	211	150	197	367	535	148	35	64	608	39	13	89	1
	54.7%	45.7%	46.3%	49.6%	45.2%	50.4%	45.1%	43.5%	56.4%	48.2%	41.5%	53.3%	35.3%	23.2%	67.4%	49.0%	17.1%	52.0%	18.7%	3.8%
Significantly different from column:*		A				H		F	JK	IK	IJ	MN	LN	LM	PQ	OQ	OP	ST	R	R

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 40

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

Base: All respondents whose child has a personal doctor, visited their personal doctor, and got care from a doctor/health care provider besides his/her personal doctor (Q30, Q31, & Q39)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,870	862	1,002	114	737	181	396	274	116	212	518	468	271	116	31	633	189	12	387	25
Number missing or multiple answer	32	17	0	4	13	3	7	7	1	3	13	8	5	3	1	12	4	0	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,838	845	1,002	110	724	178	389	267	115	209	505	460	266	113	30	621	185	12	380	25
	98.3%	98.0%	100.0%	96.5%	98.2%	98.3%	98.2%	97.4%	99.1%	98.6%	97.5%	98.3%	98.2%	97.4%	96.8%	98.1%	97.9%	100.0%	98.2%	100.0%
Never	119	50	55	5	45	11	25	14	1	10	38	24	16	10	1	37	11	0	20	0
	6.5%	5.9%	5.5%	4.5%	6.2%	6.2%	6.4%	5.2%	0.9%	4.8%	7.5%	5.2%	6.0%	8.8%	3.3%	6.0%	5.9%	0.0%	5.3%	0.0%
Sometimes	208	99	138	13	85	21	48	29	12	13	73	45	39	13	3	67	28	1	52	1
	11.3%	11.7%	13.8%	11.8%	11.7%	11.8%	12.3%	10.9%	10.4%	6.2%	14.5%	9.8%	14.7%	11.5%	10.0%	10.8%	15.1%	8.3%	13.7%	4.0%
Usually	399	225	317	32	191	42	102	79	30	49	143	113	81	31	7	156	60	5	103	10
	21.7%	26.6%	31.6%	29.1%	26.4%	23.6%	26.2%	29.6%	26.1%	23.4%	28.3%	24.6%	30.5%	27.4%	23.3%	25.1%	32.4%	41.7%	27.1%	40.0%
Always	1,112	471	492	60	403	104	214	145	72	137	251	278	130	59	19	361	86	6	205	14
	60.5%	55.7%	49.1%	54.5%	55.7%	58.4%	55.0%	54.3%	62.6%	65.6%	49.7%	60.4%	48.9%	52.2%	63.3%	58.1%	46.5%	50.0%	53.9%	56.0%
Significantly different from column:*		AC							K	K	IJ	M	L			Q	P			
Usually or Always	1,511	696	809	92	594	146	316	224	102	186	394	391	211	90	26	517	146	11	308	24
	82.2%	82.4%	80.7%	83.6%	82.0%	82.0%	81.2%	83.9%	88.7%	89.0%	78.0%	85.0%	79.3%	79.6%	86.7%	83.3%	78.9%	91.7%	81.1%	96.0%
Significantly different from column:*									K	K	IJ									

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 41

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

Base: All respondents whose child has a personal doctor (Q30)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	5,292	2,017	2,379	294	1,706	432	943	622	355	532	1,098	1,302	521	178	350	1,373	246	28	544	27
Number missing or multiple answer	104	39	0	5	34	6	23	9	6	11	20	23	16	0	10	21	2	1	9	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,188 98.0%	1,978 98.1%	2,379 100.0%	289 98.3%	1,672 98.0%	426 98.6%	920 97.6%	613 98.6%	349 98.3%	521 97.9%	1,078 98.2%	1,279 98.2%	505 96.9%	178 100.0%	340 97.1%	1,352 98.5%	244 99.2%	27 96.4%	535 98.3%	26 96.3%
0 Worst personal doctor possible	14 0.3%	5 0.3%	2 0.1%	0 0.0%	5 0.3%	1 0.2%	2 0.2%	2 0.3%	0 0.0%	0 0.0%	5 0.5%	3 0.2%	1 0.2%	1 0.6%	1 0.3%	4 0.3%	0 0.0%	0 0.0%	1 0.2%	0 0.0%
1	9 0.2%	5 0.3%	7 0.3%	1 0.3%	4 0.2%	0 0.0%	3 0.3%	2 0.3%	0 0.0%	0 0.0%	5 0.5%	3 0.2%	2 0.4%	0 0.0%	1 0.3%	3 0.2%	1 0.4%	1 3.7%	3 0.6%	0 0.0%
2	6 0.1%	4 0.2%	13 0.5%	0 0.0%	4 0.2%	0 0.0%	1 0.1%	3 0.5%	0 0.0%	0 0.0%	4 0.4%	1 0.1%	2 0.4%	1 0.6%	0 0.0%	2 0.1%	1 0.4%	0 0.0%	2 0.4%	0 0.0%
3	16 0.3%	10 0.5%	17 0.7%	3 1.0%	7 0.4%	1 0.2%	7 0.8%	2 0.3%	1 0.3%	4 0.8%	5 0.5%	4 0.3%	3 0.6%	3 1.7%	2 0.6%	6 0.4%	2 0.8%	0 0.0%	4 0.7%	0 0.0%
4	28 0.5%	10 0.5%	21 0.9%	1 0.3%	9 0.5%	1 0.2%	3 0.3%	6 1.0%	2 0.6%	1 0.2%	7 0.6%	4 0.3%	3 0.6%	3 1.7%	2 0.6%	5 0.4%	2 0.8%	0 0.0%	5 0.9%	0 0.0%
5	87 1.7%	42 2.1%	54 2.3%	3 1.0%	39 2.3%	7 1.6%	18 2.0%	17 2.8%	6 1.7%	17 3.3%	18 1.7%	25 2.0%	10 2.0%	5 2.8%	13 3.8%	19 1.4%	10 4.1%	0 0.0%	15 2.8%	0 0.0%
6	100 1.9%	45 2.3%	61 2.6%	6 2.1%	39 2.3%	6 1.4%	27 2.9%	11 1.8%	5 1.4%	9 1.7%	30 2.8%	26 2.0%	11 2.2%	8 4.5%	13 3.8%	26 1.9%	5 2.0%	0 0.0%	17 3.2%	0 0.0%
7	237 4.6%	110 5.6%	159 6.7%	26 9.0%	83 5.0%	21 4.9%	49 5.3%	39 6.4%	9 2.6%	28 5.4%	69 6.4%	70 5.5%	28 5.5%	11 6.2%	24 7.1%	66 4.9%	18 7.4%	2 7.4%	26 4.9%	1 3.8%
8	642 12.4%	307 15.5%	358 15.0%	57 19.7%	245 14.7%	55 12.9%	141 15.3%	107 17.5%	58 16.6%	74 14.2%	171 15.9%	169 13.2%	100 19.8%	34 19.1%	66 19.4%	202 14.9%	32 13.1%	4 14.8%	84 15.7%	4 15.4%
9	877 16.9%	399 20.2%	465 19.5%	69 23.9%	328 19.6%	97 22.8%	169 18.4%	130 21.2%	58 16.6%	107 20.5%	229 21.2%	256 20.0%	110 21.8%	31 17.4%	67 19.7%	277 20.5%	49 20.1%	10 37.0%	117 21.9%	6 23.1%
10 Best personal doctor possible	3,172 61.1%	1,041 52.6%	1,222 51.4%	123 42.6%	909 54.4%	237 55.6%	500 54.3%	294 48.0%	210 60.2%	281 53.9%	535 49.6%	718 56.1%	235 46.5%	81 45.5%	151 44.4%	742 54.9%	124 50.8%	10 37.0%	261 48.8%	15 57.7%

NA - Not Applicable

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Question 41

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

Base: All respondents whose child has a personal doctor (Q30)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	5,292	2,017	2,379	294	1,706	432	943	622	355	532	1,098	1,302	521	178	350	1,373	246	28	544	27
Number missing or multiple answer	104	39	0	5	34	6	23	9	6	11	20	23	16	0	10	21	2	1	9	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,188 98.0%	1,978 98.1%	2,379 100.0%	289 98.3%	1,672 98.0%	426 98.6%	920 97.6%	613 98.6%	349 98.3%	521 97.9%	1,078 98.2%	1,279 98.2%	505 96.9%	178 100.0%	340 97.1%	1,352 98.5%	244 99.2%	27 96.4%	535 98.3%	26 96.3%
0 to 4	73 1.4%	34 1.7%	60 2.5%	5 1.7%	29 1.7%	3 0.7%	16 1.7%	15 2.4%	3 0.9%	5 1.0%	26 2.4%	15 1.2%	11 2.2%	8 4.5%	6 1.8%	20 1.5%	6 2.5%	1 3.7%	15 2.8%	0 0.0%
5	87 1.7%	42 2.1%	54 2.3%	3 1.0%	39 2.3%	7 1.6%	18 2.0%	17 2.8%	6 1.7%	17 3.3%	18 1.7%	25 2.0%	10 2.0%	5 2.8%	13 3.8%	19 1.4%	10 4.1%	0 0.0%	15 2.8%	0 0.0%
6 or 7	337 6.5%	155 7.8%	220 9.2%	32 11.1%	122 7.3%	27 6.3%	76 8.3%	50 8.2%	14 4.0%	37 7.1%	99 9.2%	96 7.5%	39 7.7%	19 10.7%	37 10.9%	92 6.8%	23 9.4%	2 7.4%	43 8.0%	1 3.8%
8 to 10	4,691 90.4%	1,747 88.3%	2,045 86.0%	249 86.2%	1,482 88.6%	389 91.3%	810 88.0%	531 86.6%	326 93.4%	462 88.7%	935 86.7%	1,143 89.4%	445 88.1%	146 82.0%	284 83.5%	1,221 90.3%	205 84.0%	24 88.9%	462 86.4%	25 96.2%
Significantly different from column:*		AC				H		F	JK	I	I	N	N	LM	P	OQ	P			
0 to 6	260 5.0%	121 6.1%	175 7.4%	14 4.8%	107 6.4%	16 3.8%	61 6.6%	43 7.0%	14 4.0%	31 6.0%	74 6.9%	66 5.2%	32 6.3%	21 11.8%	32 9.4%	65 4.8%	21 8.6%	1 3.7%	47 8.8%	0 0.0%
7 to 8	879 16.9%	417 21.1%	517 21.7%	83 28.7%	328 19.6%	76 17.8%	190 20.7%	146 23.8%	67 19.2%	102 19.6%	240 22.3%	239 18.7%	128 25.3%	45 25.3%	90 26.5%	268 19.8%	50 20.5%	6 22.2%	110 20.6%	5 19.2%
9 to 10	4,049 78.0%	1,440 72.8%	1,687 70.9%	192 66.4%	1,237 74.0%	334 78.4%	669 72.7%	424 69.2%	268 76.8%	388 74.5%	764 70.9%	974 76.2%	345 68.3%	112 62.9%	218 64.1%	1,019 75.4%	173 70.9%	20 74.1%	378 70.7%	21 80.8%
Significantly different from column:*		A		E	D	GH	F	F	K		I	MN	L	L	P	O				

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 42

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

Base: All respondents whose child has a personal doctor (Q30)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,578	2,017	2,389	294	1,706	432	943	622	355	532	1,098	1,302	521	178	350	1,373	246	28	544	27
Number missing or multiple answer	53	29	0	7	22	6	13	10	2	9	17	17	7	5	4	21	1	2	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,525	1,988	2,389	287	1,684	426	930	612	353	523	1,081	1,285	514	173	346	1,352	245	26	536	27
	97.9%	98.6%	100.0%	97.6%	98.7%	98.6%	98.6%	98.4%	99.4%	98.3%	98.5%	98.7%	98.7%	97.2%	98.9%	98.5%	99.6%	92.9%	98.5%	100.0%
Yes	714	992	1,206	128	857	137	515	334	108	228	641	529	320	135	100	679	193	18	409	25
	28.3%	49.9%	50.5%	44.6%	50.9%	32.2%	55.4%	54.6%	30.6%	43.6%	59.3%	41.2%	62.3%	78.0%	28.9%	50.2%	78.8%	69.2%	76.3%	92.6%
No	1,811	996	1,183	159	827	289	415	278	245	295	440	756	194	38	246	673	52	8	127	2
	71.7%	50.1%	49.5%	55.4%	49.1%	67.8%	44.6%	45.4%	69.4%	56.4%	40.7%	58.8%	37.7%	22.0%	71.1%	49.8%	21.2%	30.8%	23.7%	7.4%
Significantly different from column:*		A		E	D	GH	F	F	JK	IK	IJ	MN	LN	LM	PQ	OQ	OP		T	S

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 43

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	714	992	1,178	128	857	137	515	334	108	228	641	529	320	135	100	679	193	18	409	25
Number missing or multiple answer	20	18	0	0	18	1	14	3	1	5	11	9	6	3	1	9	5	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	694	974	1,178	128	839	136	501	331	107	223	630	520	314	132	99	670	188	18	404	25
	97.2%	98.2%	100.0%	100.0%	97.9%	99.3%	97.3%	99.1%	99.1%	97.8%	98.3%	98.3%	98.1%	97.8%	99.0%	98.7%	97.4%	100.0%	98.8%	100.0%
Yes	654	868	1,069	120	742	125	448	290	96	206	554	475	278	109	84	604	165	16	365	24
	94.2%	89.1%	90.7%	93.8%	88.4%	91.9%	89.4%	87.6%	89.7%	92.4%	87.9%	91.3%	88.5%	82.6%	84.8%	90.1%	87.8%	88.9%	90.3%	96.0%
No	40	106	109	8	97	11	53	41	11	17	76	45	36	23	15	66	23	2	39	1
	5.8%	10.9%	9.3%	6.3%	11.6%	8.1%	10.6%	12.4%	10.3%	7.6%	12.1%	8.7%	11.5%	17.4%	15.2%	9.9%	12.2%	11.1%	9.7%	4.0%
Significantly different from column:*		A										N		L						

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 44

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

Base: All respondents whose child has a personal doctor and has medical, behavioral, other health conditions that has lasted for more than 3 months (Q30 & Q42)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	714	992	1,176	128	857	137	515	334	108	228	641	529	320	135	100	679	193	18	409	25
Number missing or multiple answer	17	22	0	2	18	1	14	7	1	4	14	11	9	2	2	14	3	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	697	970	1,176	126	839	136	501	327	107	224	627	518	311	133	98	665	190	18	404	25
	97.6%	97.8%	100.0%	98.4%	97.9%	99.3%	97.3%	97.9%	99.1%	98.2%	97.8%	97.9%	97.2%	98.5%	98.0%	97.9%	98.4%	100.0%	98.8%	100.0%
Yes	639	823	1,006	111	708	121	431	266	91	196	526	452	260	105	83	570	156	14	347	21
	91.7%	84.8%	85.5%	88.1%	84.4%	89.0%	86.0%	81.3%	85.0%	87.5%	83.9%	87.3%	83.6%	78.9%	84.7%	85.7%	82.1%	77.8%	85.9%	84.0%
No	58	147	170	15	131	15	70	61	16	28	101	66	51	28	15	95	34	4	57	4
	8.3%	15.2%	14.5%	11.9%	15.6%	11.0%	14.0%	18.7%	15.0%	12.5%	16.1%	12.7%	16.4%	21.1%	15.3%	14.3%	17.9%	22.2%	14.1%	16.0%
Significantly different from column:*		A				H		F				N		L						

NA - Not Applicable

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Question 45

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,675	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	51	10	0	1	9	0	5	5	3	3	4	4	6	0	0	6	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,951	2,209	2,675	342	1,845	462	1,033	687	403	589	1,176	1,433	561	193	423	1,476	258	28	580	28
	99.2%	99.5%	100.0%	99.7%	99.5%	100.0%	99.5%	99.3%	99.3%	99.5%	99.7%	99.7%	98.9%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%
Yes	1,344	639	852	86	546	126	299	208	79	161	386	329	206	99	36	431	161	28	580	28
	22.6%	28.9%	31.9%	25.1%	29.6%	27.3%	28.9%	30.3%	19.6%	27.3%	32.8%	23.0%	36.7%	51.3%	8.5%	29.2%	62.4%	100.0%	100.0%	100.0%
No	4,607	1,570	1,823	256	1,299	336	734	479	324	428	790	1,104	355	94	387	1,045	97	0	0	0
	77.4%	71.1%	68.1%	74.9%	70.4%	72.7%	71.1%	69.7%	80.4%	72.7%	67.2%	77.0%	63.3%	48.7%	91.5%	70.8%	37.6%	0.0%	0.0%	0.0%
Significantly different from column:*		AC							JK	IK	IJ	MN	LN	LM	PQ	OQ	OP			

NA - Not Applicable

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

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Question 46

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

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,344	639	835	86	546	126	299	208	79	161	386	329	206	99	36	431	161	28	580	28
Number missing or multiple answer	21	3	0	1	2	0	1	2	0	0	2	1	1	1	0	1	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,323	636	835	85	544	126	298	206	79	161	384	328	205	98	36	430	161	27	578	28
	98.4%	99.5%	100.0%	98.8%	99.6%	100.0%	99.7%	99.0%	100.0%	100.0%	99.5%	99.7%	99.5%	99.0%	100.0%	99.8%	100.0%	96.4%	99.7%	100.0%
Never	48	34	50	5	29	12	10	12	0	5	28	12	14	8	4	24	6	12	22	0
	3.6%	5.3%	6.0%	5.9%	5.3%	9.5%	3.4%	5.8%	0.0%	3.1%	7.3%	3.7%	6.8%	8.2%	11.1%	5.6%	3.7%	44.4%	3.8%	0.0%
Sometimes	213	112	139	14	94	17	51	42	17	30	61	41	44	26	8	71	30	3	105	4
	16.1%	17.6%	16.6%	16.5%	17.3%	13.5%	17.1%	20.4%	21.5%	18.6%	15.9%	12.5%	21.5%	26.5%	22.2%	16.5%	18.6%	11.1%	18.2%	14.3%
Usually	303	185	259	27	157	34	88	62	19	38	124	89	62	31	9	119	54	10	166	8
	22.9%	29.1%	31.0%	31.8%	28.9%	27.0%	29.5%	30.1%	24.1%	23.6%	32.3%	27.1%	30.2%	31.6%	25.0%	27.7%	33.5%	37.0%	28.7%	28.6%
Always	759	305	387	39	264	63	149	90	43	88	171	186	85	33	15	216	71	2	285	16
	57.4%	48.0%	46.3%	45.9%	48.5%	50.0%	50.0%	43.7%	54.4%	54.7%	44.5%	56.7%	41.5%	33.7%	41.7%	50.2%	44.1%	7.4%	49.3%	57.1%
Significantly different from column:*		A								K	J	MN	L	L				ST	R	R
Usually or Always	1,062	490	646	66	421	97	237	152	62	126	295	275	147	64	24	335	125	12	451	24
	80.3%	77.0%	77.4%	77.6%	77.4%	77.0%	79.5%	73.8%	78.5%	78.3%	76.8%	83.8%	71.7%	65.3%	66.7%	77.9%	77.6%	44.4%	78.0%	85.7%
Significantly different from column:*												MN	L	L				ST	R	R

NA - Not Applicable

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

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Question 47

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

Base: All respondents who made an appointment for their child to see a specialist (Q45)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,344	639	831	86	546	126	299	208	79	161	386	329	206	99	36	431	161	28	580	28
Number missing or multiple answer	26	3	0	0	3	0	0	3	0	1	2	3	0	0	0	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,318	636	831	86	543	126	299	205	79	160	384	326	206	99	36	429	161	28	580	28
	98.1%	99.5%	100.0%	100.0%	99.5%	100.0%	100.0%	98.6%	100.0%	99.4%	99.5%	99.1%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%
None	79	28	37	3	24	9	11	7	1	4	20	16	7	3	4	21	3	28	0	0
	6.0%	4.4%	4.5%	3.5%	4.4%	7.1%	3.7%	3.4%	1.3%	2.5%	5.2%	4.9%	3.4%	3.0%	11.1%	4.9%	1.9%	100.0%	0.0%	0.0%
1 specialist	823	344	484	46	293	64	154	123	41	100	196	212	93	38	21	264	51	0	344	0
	62.4%	54.1%	58.2%	53.5%	54.0%	50.8%	51.5%	60.0%	51.9%	62.5%	51.0%	65.0%	45.1%	38.4%	58.3%	61.5%	31.7%	0.0%	59.3%	0.0%
2	240	157	177	22	135	32	75	48	22	37	97	66	69	21	8	96	52	0	157	0
	18.2%	24.7%	21.3%	25.6%	24.9%	25.4%	25.1%	23.4%	27.8%	23.1%	25.3%	20.2%	33.5%	21.2%	22.2%	22.4%	32.3%	0.0%	27.1%	0.0%
3	116	57	69	8	49	8	32	17	6	9	41	23	20	14	1	32	23	0	57	0
	8.8%	9.0%	8.3%	9.3%	9.0%	6.3%	10.7%	8.3%	7.6%	5.6%	10.7%	7.1%	9.7%	14.1%	2.8%	7.5%	14.3%	0.0%	9.8%	0.0%
4	37	22	32	2	20	5	12	5	4	3	15	1	8	12	0	9	13	0	22	0
	2.8%	3.5%	3.9%	2.3%	3.7%	4.0%	4.0%	2.4%	5.1%	1.9%	3.9%	0.3%	3.9%	12.1%	0.0%	2.1%	8.1%	0.0%	3.8%	0.0%
5 or more specialists	23	28	32	5	22	8	15	5	5	7	15	8	9	11	2	7	19	0	0	28
	1.7%	4.4%	3.9%	5.8%	4.1%	6.3%	5.0%	2.4%	6.3%	4.4%	3.9%	2.5%	4.4%	11.1%	5.6%	1.6%	11.8%	0.0%	0.0%	100.0%
3 or more specialists	176	107	133	15	91	21	59	27	15	19	71	32	37	37	3	48	55	0	79	28
	13.4%	16.8%	16.0%	17.4%	16.8%	16.7%	19.7%	13.2%	19.0%	11.9%	18.5%	9.8%	18.0%	37.4%	8.3%	11.2%	34.2%	0.0%	13.6%	100.0%
Significantly different from column:*		A										MN	LN	LM	Q	Q	OP	T		R

NA - Not Applicable

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Question 48

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q45 & Q47)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,239	608	791	83	519	117	288	198	78	156	364	310	199	96	32	408	158	0	580	28
Number missing or multiple answer	6	11	0	3	8	2	4	5	0	4	6	8	1	2	0	7	3	0	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,233 99.5%	597 98.2%	791 100.0%	80 96.4%	511 98.5%	115 98.3%	284 98.6%	193 97.5%	78 100.0%	152 97.4%	358 98.4%	302 97.4%	198 99.5%	94 97.9%	32 100.0%	401 98.3%	155 98.1%	0 ---	569 98.1%	28 100.0%
0 Worst specialist possible	4 0.3%	5 0.8%	5 0.6%	0 0.0%	5 1.0%	2 1.7%	0 0.0%	3 1.6%	0 0.0%	1 0.7%	3 0.8%	2 0.7%	1 0.5%	2 2.1%	0 0.0%	4 1.0%	0 0.0%	0 ---	5 0.9%	0 0.0%
1	5 0.4%	2 0.3%	2 0.3%	1 1.3%	1 0.2%	0 0.0%	1 0.4%	1 0.5%	0 0.0%	0 0.0%	2 0.6%	1 0.3%	1 0.5%	0 0.0%	0 0.0%	0 0.0%	2 1.3%	0 ---	2 0.4%	0 0.0%
2	1 0.1%	2 0.3%	4 0.5%	0 0.0%	2 0.4%	0 0.0%	0 0.0%	2 1.0%	0 0.0%	0 0.0%	2 0.6%	0 0.0%	0 0.0%	2 2.1%	0 0.0%	2 0.5%	0 0.0%	0 ---	2 0.4%	0 0.0%
3	6 0.5%	1 0.2%	8 1.0%	0 0.0%	1 0.2%	0 0.0%	1 0.4%	0 0.0%	0 0.0%	0 0.0%	1 0.3%	0 0.0%	0 0.0%	1 1.1%	0 0.0%	0 0.0%	1 0.6%	0 ---	1 0.2%	0 0.0%
4	9 0.7%	8 1.3%	7 0.9%	0 0.0%	8 1.6%	0 0.0%	6 2.1%	2 1.0%	0 0.0%	0 0.0%	8 2.2%	4 1.3%	2 1.0%	2 2.1%	1 3.1%	6 1.5%	1 0.6%	0 ---	8 1.4%	0 0.0%
5	22 1.8%	15 2.5%	19 2.4%	2 2.5%	13 2.5%	1 0.9%	8 2.8%	6 3.1%	2 2.6%	6 3.9%	7 2.0%	5 1.7%	7 3.5%	3 3.2%	1 3.1%	9 2.2%	4 2.6%	0 ---	14 2.5%	1 3.6%
6	32 2.6%	18 3.0%	29 3.7%	1 1.3%	16 3.1%	1 0.9%	11 3.9%	6 3.1%	2 2.6%	5 3.3%	10 2.8%	7 2.3%	7 3.5%	4 4.3%	0 0.0%	12 3.0%	6 3.9%	0 ---	17 3.0%	1 3.6%
7	79 6.4%	43 7.2%	47 5.9%	5 6.3%	37 7.2%	8 7.0%	16 5.6%	18 9.3%	5 6.4%	7 4.6%	30 8.4%	18 6.0%	17 8.6%	8 8.5%	1 3.1%	28 7.0%	13 8.4%	0 ---	42 7.4%	1 3.6%
8	172 13.9%	92 15.4%	130 16.4%	15 18.8%	77 15.1%	19 16.5%	45 15.8%	28 14.5%	7 9.0%	19 12.5%	66 18.4%	49 16.2%	27 13.6%	15 16.0%	5 15.6%	63 15.7%	24 15.5%	0 ---	89 15.6%	3 10.7%
9	196 15.9%	126 21.1%	165 20.9%	22 27.5%	101 19.8%	16 13.9%	62 21.8%	47 24.4%	17 21.8%	29 19.1%	77 21.5%	56 18.5%	45 22.7%	24 25.5%	9 28.1%	85 21.2%	31 20.0%	0 ---	120 21.1%	6 21.4%
10 Best specialist possible	707 57.3%	285 47.7%	375 47.4%	34 42.5%	250 48.9%	68 59.1%	134 47.2%	80 41.5%	45 57.7%	85 55.9%	152 42.5%	160 53.0%	91 46.0%	33 35.1%	15 46.9%	192 47.9%	73 47.1%	0 ---	269 47.3%	16 57.1%

NA - Not Applicable

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Question 48

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Base: All respondents whose child saw a specialist (Q45 & Q47)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,239	608	791	83	519	117	288	198	78	156	364	310	199	96	32	408	158	0	580	28
Number missing or multiple answer	6	11	0	3	8	2	4	5	0	4	6	8	1	2	0	7	3	0	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,233 99.5%	597 98.2%	791 100.0%	80 96.4%	511 98.5%	115 98.3%	284 98.6%	193 97.5%	78 100.0%	152 97.4%	358 98.4%	302 97.4%	198 99.5%	94 97.9%	32 100.0%	401 98.3%	155 98.1%	0 ---	569 98.1%	28 100.0%
0 to 4	25 2.0%	18 3.0%	26 3.3%	1 1.3%	17 3.3%	2 1.7%	8 2.8%	8 4.1%	0 0.0%	1 0.7%	16 4.5%	7 2.3%	4 2.0%	7 7.4%	1 3.1%	12 3.0%	4 2.6%	0 ---	18 3.2%	0 0.0%
5	22 1.8%	15 2.5%	19 2.4%	2 2.5%	13 2.5%	1 0.9%	8 2.8%	6 3.1%	2 2.6%	6 3.9%	7 2.0%	5 1.7%	7 3.5%	3 3.2%	1 3.1%	9 2.2%	4 2.6%	0 ---	14 2.5%	1 3.6%
6 or 7	111 9.0%	61 10.2%	76 9.6%	6 7.5%	53 10.4%	9 7.8%	27 9.5%	24 12.4%	7 9.0%	12 7.9%	40 11.2%	25 8.3%	24 12.1%	12 12.8%	1 3.1%	40 10.0%	19 12.3%	0 ---	59 10.4%	2 7.1%
8 to 10	1,075 87.2%	503 84.3%	670 84.7%	71 88.8%	428 83.8%	103 89.6%	241 84.9%	155 80.3%	69 88.5%	133 87.5%	295 82.4%	265 87.7%	163 82.3%	72 76.6%	29 90.6%	340 84.8%	128 82.6%	0 ---	478 84.0%	25 89.3%
Significantly different from column:*						H		F				N		L						
0 to 6	79 6.4%	51 8.5%	74 9.4%	4 5.0%	46 9.0%	4 3.5%	27 9.5%	20 10.4%	4 5.1%	12 7.9%	33 9.2%	19 6.3%	18 9.1%	14 14.9%	2 6.3%	33 8.2%	14 9.0%	0 ---	49 8.6%	2 7.1%
7 to 8	251 20.4%	135 22.6%	177 22.4%	20 25.0%	114 22.3%	27 23.5%	61 21.5%	46 23.8%	12 15.4%	26 17.1%	96 26.8%	67 22.2%	44 22.2%	23 24.5%	6 18.8%	91 22.7%	37 23.9%	0 ---	131 23.0%	4 14.3%
9 to 10	903 73.2%	411 68.8%	540 68.3%	56 70.0%	351 68.7%	84 73.0%	196 69.0%	127 65.8%	62 79.5%	114 75.0%	229 64.0%	216 71.5%	136 68.7%	57 60.6%	24 75.0%	277 69.1%	104 67.1%	0 ---	389 68.4%	22 78.6%
Significantly different from column:*									K	K	IJ	N		L						

NA - Not Applicable

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

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Question 49

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,665	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	111	28	0	4	22	7	12	8	8	11	8	16	9	2	3	17	2	0	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,891	2,191	2,665	339	1,832	455	1,026	684	398	581	1,172	1,421	558	191	420	1,465	256	28	573	28
	98.2%	98.7%	100.0%	98.8%	98.8%	98.5%	98.8%	98.8%	98.0%	98.1%	99.3%	98.9%	98.4%	99.0%	99.3%	98.9%	99.2%	100.0%	98.8%	100.0%
Yes	1,900	553	706	97	452	132	247	170	131	157	258	335	157	58	59	389	89	7	188	18
	32.3%	25.2%	26.5%	28.6%	24.7%	29.0%	24.1%	24.9%	32.9%	27.0%	22.0%	23.6%	28.1%	30.4%	14.0%	26.6%	34.8%	25.0%	32.8%	64.3%
No	3,991	1,638	1,959	242	1,380	323	779	514	267	424	914	1,086	401	133	361	1,076	167	21	385	10
	67.7%	74.8%	73.5%	71.4%	75.3%	71.0%	75.9%	75.1%	67.1%	73.0%	78.0%	76.4%	71.9%	69.6%	86.0%	73.4%	65.2%	75.0%	67.2%	35.7%
Significantly different from column:*		A				G	F		JK	IK	IJ	MN	L	L	PQ	OQ	OP	T	T	RS

NA - Not Applicable

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

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Question 50

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

Base: All respondents who got information from child's health plan customer service (Q49)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,900	553	696	97	452	132	247	170	131	157	258	335	157	58	59	389	89	7	188	18
Number missing or multiple answer	31	14	0	1	13	3	8	3	2	4	8	9	5	0	2	9	1	0	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,869	539	696	96	439	129	239	167	129	153	250	326	152	58	57	380	88	7	184	18
	98.4%	97.5%	100.0%	99.0%	97.1%	97.7%	96.8%	98.2%	98.5%	97.5%	96.9%	97.3%	96.8%	100.0%	96.6%	97.7%	98.9%	100.0%	97.9%	100.0%
Never	44	22	15	5	17	4	14	4	3	2	17	12	7	3	3	17	2	0	7	0
	2.4%	4.1%	2.2%	5.2%	3.9%	3.1%	5.9%	2.4%	2.3%	1.3%	6.8%	3.7%	4.6%	5.2%	5.3%	4.5%	2.3%	0.0%	3.8%	0.0%
Sometimes	246	80	107	13	67	18	38	24	20	24	36	39	29	11	11	54	15	1	23	4
	13.2%	14.8%	15.4%	13.5%	15.3%	14.0%	15.9%	14.4%	15.5%	15.7%	14.4%	12.0%	19.1%	19.0%	19.3%	14.2%	17.0%	14.3%	12.5%	22.2%
Usually	419	150	217	26	122	34	65	50	40	39	68	85	47	17	15	102	27	1	52	5
	22.4%	27.8%	31.2%	27.1%	27.8%	26.4%	27.2%	29.9%	31.0%	25.5%	27.2%	26.1%	30.9%	29.3%	26.3%	26.8%	30.7%	14.3%	28.3%	27.8%
Always	1,160	287	357	52	233	73	122	89	66	88	129	190	69	27	28	207	44	5	102	9
	62.1%	53.2%	51.3%	54.2%	53.1%	56.6%	51.0%	53.3%	51.2%	57.5%	51.6%	58.3%	45.4%	46.6%	49.1%	54.5%	50.0%	71.4%	55.4%	50.0%
Significantly different from column:*		A										M	L							
Usually or Always	1,579	437	574	78	355	107	187	139	106	127	197	275	116	44	43	309	71	6	154	14
	84.5%	81.1%	82.5%	81.3%	80.9%	82.9%	78.2%	83.2%	82.2%	83.0%	78.8%	84.4%	76.3%	75.9%	75.4%	81.3%	80.7%	85.7%	83.7%	77.8%
Significantly different from column:*												M	L							

NA - Not Applicable

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

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Question 51

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

Base: All respondents who got information from child's health plan customer service (Q49)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,900	553	690	97	452	132	247	170	131	157	258	335	157	58	59	389	89	7	188	18
Number missing or multiple answer	31	16	0	1	15	3	10	3	3	4	9	10	6	0	4	9	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,869	537	690	96	437	129	237	167	128	153	249	325	151	58	55	380	88	7	185	18
	98.4%	97.1%	100.0%	99.0%	96.7%	97.7%	96.0%	98.2%	97.7%	97.5%	96.5%	97.0%	96.2%	100.0%	93.2%	97.7%	98.9%	100.0%	98.4%	100.0%
Never	26	6	4	0	6	0	4	2	0	1	5	4	1	1	1	5	0	0	1	0
	1.4%	1.1%	0.6%	0.0%	1.4%	0.0%	1.7%	1.2%	0.0%	0.7%	2.0%	1.2%	0.7%	1.7%	1.8%	1.3%	0.0%	0.0%	0.5%	0.0%
Sometimes	86	27	47	6	20	5	18	4	7	8	11	12	8	7	2	21	4	0	12	1
	4.6%	5.0%	6.8%	6.3%	4.6%	3.9%	7.6%	2.4%	5.5%	5.2%	4.4%	3.7%	5.3%	12.1%	3.6%	5.5%	4.5%	0.0%	6.5%	5.6%
Usually	227	105	147	19	85	20	45	40	30	24	49	47	44	14	8	75	17	0	35	5
	12.1%	19.6%	21.3%	19.8%	19.5%	15.5%	19.0%	24.0%	23.4%	15.7%	19.7%	14.5%	29.1%	24.1%	14.5%	19.7%	19.3%	0.0%	18.9%	27.8%
Always	1,530	399	492	71	326	104	170	121	91	120	184	262	98	36	44	279	67	7	137	12
	81.9%	74.3%	71.3%	74.0%	74.6%	80.6%	71.7%	72.5%	71.1%	78.4%	73.9%	80.6%	64.9%	62.1%	80.0%	73.4%	76.1%	100.0%	74.1%	66.7%
Significantly different from column:*		A										MN	L	L						
Usually or Always	1,757	504	639	90	411	124	215	161	121	144	233	309	142	50	52	354	84	7	172	17
	94.0%	93.9%	92.6%	93.8%	94.1%	96.1%	90.7%	96.4%	94.5%	94.1%	93.6%	95.1%	94.0%	86.2%	94.5%	93.2%	95.5%	100.0%	93.0%	94.4%
Significantly different from column:*							H	G												

NA - Not Applicable

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

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Question 52

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,621	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	183	52	0	9	40	9	22	20	6	21	22	26	14	11	5	37	5	3	11	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,819	2,167	2,621	334	1,814	453	1,016	672	400	571	1,158	1,411	553	182	418	1,445	253	25	569	28
	97.0%	97.7%	100.0%	97.4%	97.8%	98.1%	97.9%	97.1%	98.5%	96.5%	98.1%	98.2%	97.5%	94.3%	98.8%	97.5%	98.1%	89.3%	98.1%	100.0%
Yes	1,604	686	876	137	544	159	296	222	172	187	318	416	193	71	117	464	89	9	205	16
	27.6%	31.7%	33.4%	41.0%	30.0%	35.1%	29.1%	33.0%	43.0%	32.7%	27.5%	29.5%	34.9%	39.0%	28.0%	32.1%	35.2%	36.0%	36.0%	57.1%
No	4,215	1,481	1,745	197	1,270	294	720	450	228	384	840	995	360	111	301	981	164	16	364	12
	72.4%	68.3%	66.6%	59.0%	70.0%	64.9%	70.9%	67.0%	57.0%	67.3%	72.5%	70.5%	65.1%	61.0%	72.0%	67.9%	64.8%	64.0%	64.0%	42.9%
Significantly different from column:*		A		E	D	G	F		JK	IK	IJ	MN	L	L					T	S

NA - Not Applicable

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

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Question 53

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

Base: All respondents who answered Q52

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	5,819	2,167	2,590	334	1,814	453	1,016	672	400	571	1,158	1,411	553	182	418	1,445	253	25	569	28
Number missing or multiple answer	53	13	0	2	11	3	5	5	1	3	9	8	5	0	3	8	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,766	2,154	2,590	332	1,803	450	1,011	667	399	568	1,149	1,403	548	182	415	1,437	253	25	566	28
	99.1%	99.4%	100.0%	99.4%	99.4%	99.3%	99.5%	99.3%	99.8%	99.5%	99.2%	99.4%	99.1%	100.0%	99.3%	99.4%	100.0%	100.0%	99.5%	100.0%
Never	54	28	33	7	21	1	18	9	8	8	11	15	6	7	7	15	5	0	5	0
	0.9%	1.3%	1.3%	2.1%	1.2%	0.2%	1.8%	1.3%	2.0%	1.4%	1.0%	1.1%	1.1%	3.8%	1.7%	1.0%	2.0%	0.0%	0.9%	0.0%
Sometimes	213	113	167	30	83	29	41	43	33	31	47	59	30	19	23	72	14	2	39	2
	3.7%	5.2%	6.4%	9.0%	4.6%	6.4%	4.1%	6.4%	8.3%	5.5%	4.1%	4.2%	5.5%	10.4%	5.5%	5.0%	5.5%	8.0%	6.9%	7.1%
Usually	378	240	312	46	191	51	106	80	51	61	125	145	70	25	41	161	35	5	72	4
	6.6%	11.1%	12.0%	13.9%	10.6%	11.3%	10.5%	12.0%	12.8%	10.7%	10.9%	10.3%	12.8%	13.7%	9.9%	11.2%	13.8%	20.0%	12.7%	14.3%
Always	5,121	1,773	2,078	249	1,508	369	846	535	307	468	966	1,184	442	131	344	1,189	199	18	450	22
	88.8%	82.3%	80.2%	75.0%	83.6%	82.0%	83.7%	80.2%	76.9%	82.4%	84.1%	84.4%	80.7%	72.0%	82.9%	82.7%	78.7%	72.0%	79.5%	78.6%
Significantly different from column:*		A		E	D				JK	I	I	MN	LN	LM						
Usually or Always	5,499	2,013	2,390	295	1,699	420	952	615	358	529	1,091	1,329	512	156	385	1,350	234	23	522	26
	95.4%	93.5%	92.3%	88.9%	94.2%	93.3%	94.2%	92.2%	89.7%	93.1%	95.0%	94.7%	93.4%	85.7%	92.8%	93.9%	92.5%	92.0%	92.2%	92.9%
Significantly different from column:*		A		E	D				K	I	I	N	N	LM						

NA - Not Applicable

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

**Respondents answering "No" to question 52 are reported to NCQA as "Always" in question 53, and are used in calculating the Customer Service composite score.

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Question 54

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,641	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	144	25	0	5	18	3	12	7	5	7	9	14	6	2	5	15	1	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,858	2,194	2,641	338	1,836	459	1,026	685	401	585	1,171	1,423	561	191	418	1,467	257	27	577	28
	97.6%	98.9%	100.0%	98.5%	99.0%	99.4%	98.8%	99.0%	98.8%	98.8%	99.2%	99.0%	98.9%	99.0%	98.8%	99.0%	99.6%	96.4%	99.5%	100.0%
0 Worst health plan possible	27	3	6	0	3	0	2	1	0	0	3	2	0	1	1	1	1	0	1	0
	0.5%	0.1%	0.2%	0.0%	0.2%	0.0%	0.2%	0.1%	0.0%	0.0%	0.3%	0.1%	0.0%	0.5%	0.2%	0.1%	0.4%	0.0%	0.2%	0.0%
1	12	6	7	1	4	0	5	0	0	0	5	3	1	1	3	2	1	0	2	1
	0.2%	0.3%	0.3%	0.3%	0.2%	0.0%	0.5%	0.0%	0.0%	0.0%	0.4%	0.2%	0.2%	0.5%	0.7%	0.1%	0.4%	0.0%	0.3%	3.6%
2	17	7	5	3	4	1	3	3	1	2	4	2	3	2	0	5	2	0	2	0
	0.3%	0.3%	0.2%	0.9%	0.2%	0.2%	0.3%	0.4%	0.2%	0.3%	0.3%	0.1%	0.5%	1.0%	0.0%	0.3%	0.8%	0.0%	0.3%	0.0%
3	22	16	23	1	15	1	6	9	2	1	11	7	6	2	3	9	3	1	8	0
	0.4%	0.7%	0.9%	0.3%	0.8%	0.2%	0.6%	1.3%	0.5%	0.2%	0.9%	0.5%	1.1%	1.0%	0.7%	0.6%	1.2%	3.7%	1.4%	0.0%
4	29	24	34	3	21	5	10	9	3	2	19	13	9	2	4	18	2	0	12	1
	0.5%	1.1%	1.3%	0.9%	1.1%	1.1%	1.0%	1.3%	0.7%	0.3%	1.6%	0.9%	1.6%	1.0%	1.0%	1.2%	0.8%	0.0%	2.1%	3.6%
5	154	90	125	15	73	15	44	31	7	15	66	46	26	15	19	58	13	1	24	1
	2.6%	4.1%	4.7%	4.4%	4.0%	3.3%	4.3%	4.5%	1.7%	2.6%	5.6%	3.2%	4.6%	7.9%	4.5%	4.0%	5.1%	3.7%	4.2%	3.6%
6	154	102	139	16	86	16	51	35	5	28	69	64	28	10	16	66	17	1	32	0
	2.6%	4.6%	5.3%	4.7%	4.7%	3.5%	5.0%	5.1%	1.2%	4.8%	5.9%	4.5%	5.0%	5.2%	3.8%	4.5%	6.6%	3.7%	5.5%	0.0%
7	379	214	249	30	184	38	94	81	16	49	145	135	58	20	31	151	27	5	63	5
	6.5%	9.8%	9.4%	8.9%	10.0%	8.3%	9.2%	11.8%	4.0%	8.4%	12.4%	9.5%	10.3%	10.5%	7.4%	10.3%	10.5%	18.5%	10.9%	17.9%
8	915	433	508	74	354	87	202	137	54	106	266	267	131	31	81	294	50	7	113	4
	15.6%	19.7%	19.2%	21.9%	19.3%	19.0%	19.7%	20.0%	13.5%	18.1%	22.7%	18.8%	23.4%	16.2%	19.4%	20.0%	19.5%	25.9%	19.6%	14.3%
9	966	409	505	69	335	81	208	115	75	114	213	278	92	36	83	275	43	6	110	1
	16.5%	18.6%	19.1%	20.4%	18.2%	17.6%	20.3%	16.8%	18.7%	19.5%	18.2%	19.5%	16.4%	18.8%	19.9%	18.7%	16.7%	22.2%	19.1%	3.6%
10 Best health plan possible	3,183	890	1,040	126	757	215	401	264	238	268	370	606	207	71	177	588	98	6	210	15
	54.3%	40.6%	39.4%	37.3%	41.2%	46.8%	39.1%	38.5%	59.4%	45.8%	31.6%	42.6%	36.9%	37.2%	42.3%	40.1%	38.1%	22.2%	36.4%	53.6%

NA - Not Applicable

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Question 54

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,641	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	144	25	0	5	18	3	12	7	5	7	9	14	6	2	5	15	1	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,858	2,194	2,641	338	1,836	459	1,026	685	401	585	1,171	1,423	561	191	418	1,467	257	27	577	28
	97.6%	98.9%	100.0%	98.5%	99.0%	99.4%	98.8%	99.0%	98.8%	98.8%	99.2%	99.0%	98.9%	99.0%	98.8%	99.0%	99.6%	96.4%	99.5%	100.0%
0 to 4	107	56	75	8	47	7	26	22	6	5	42	27	19	8	11	35	9	1	25	2
	1.8%	2.6%	2.8%	2.4%	2.6%	1.5%	2.5%	3.2%	1.5%	0.9%	3.6%	1.9%	3.4%	4.2%	2.6%	2.4%	3.5%	3.7%	4.3%	7.1%
5	154	90	125	15	73	15	44	31	7	15	66	46	26	15	19	58	13	1	24	1
	2.6%	4.1%	4.7%	4.4%	4.0%	3.3%	4.3%	4.5%	1.7%	2.6%	5.6%	3.2%	4.6%	7.9%	4.5%	4.0%	5.1%	3.7%	4.2%	3.6%
6 or 7	533	316	388	46	270	54	145	116	21	77	214	199	86	30	47	217	44	6	95	5
	9.1%	14.4%	14.7%	13.6%	14.7%	11.8%	14.1%	16.9%	5.2%	13.2%	18.3%	14.0%	15.3%	15.7%	11.2%	14.8%	17.1%	22.2%	16.5%	17.9%
8 to 10	5,064	1,732	2,053	269	1,446	383	811	516	367	488	849	1,151	430	138	341	1,157	191	19	433	20
	86.4%	78.9%	77.7%	79.6%	78.8%	83.4%	79.0%	75.3%	91.5%	83.4%	72.5%	80.9%	76.6%	72.3%	81.6%	78.9%	74.3%	70.4%	75.0%	71.4%
Significantly different from column:*		A				GH	F	F	JK	IK	IJ	MN	L	L	Q		O			
0 to 6	415	248	339	39	206	38	121	88	18	48	177	137	73	33	46	159	39	3	81	3
	7.1%	11.3%	12.8%	11.5%	11.2%	8.3%	11.8%	12.8%	4.5%	8.2%	15.1%	9.6%	13.0%	17.3%	11.0%	10.8%	15.2%	11.1%	14.0%	10.7%
7 to 8	1,294	647	757	104	538	125	296	218	70	155	411	402	189	51	112	445	77	12	176	9
	22.1%	29.5%	28.7%	30.8%	29.3%	27.2%	28.8%	31.8%	17.5%	26.5%	35.1%	28.3%	33.7%	26.7%	26.8%	30.3%	30.0%	44.4%	30.5%	32.1%
9 to 10	4,149	1,299	1,545	195	1,092	296	609	379	313	382	583	884	299	107	260	863	141	12	320	16
	70.8%	59.2%	58.5%	57.7%	59.5%	64.5%	59.4%	55.3%	78.1%	65.3%	49.8%	62.1%	53.3%	56.0%	62.2%	58.8%	54.9%	44.4%	55.5%	57.1%
Significantly different from column:*		A				H		F	JK	IK	IJ	M	L							

NA - Not Applicable

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

State Oregon Health Plan

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Question 55

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,661	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	51	28	0	4	23	5	14	7	6	11	9	16	8	1	4	19	0	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,930	2,191	2,661	339	1,831	457	1,024	685	400	581	1,171	1,421	559	192	419	1,463	258	28	575	28
	98.3%	98.7%	100.0%	98.8%	98.8%	98.9%	98.7%	99.0%	98.5%	98.1%	99.2%	98.9%	98.6%	99.5%	99.1%	98.7%	100.0%	100.0%	99.1%	100.0%
Yes	1,428	1,135	1,464	170	952	202	512	408	170	283	663	655	332	136	93	812	203	18	420	24
	48.7%	51.8%	55.0%	50.1%	52.0%	44.2%	50.0%	59.6%	42.5%	48.7%	56.6%	46.1%	59.4%	70.8%	22.2%	55.5%	78.7%	64.3%	73.0%	85.7%
No	1,502	1,056	1,197	169	879	255	512	277	230	298	508	766	227	56	326	651	55	10	155	4
	51.3%	48.2%	45.0%	49.9%	48.0%	55.8%	50.0%	40.4%	57.5%	51.3%	43.4%	53.9%	40.6%	29.2%	77.8%	44.5%	21.3%	35.7%	27.0%	14.3%
Significantly different from column:*		AC				GH	FH	FG	K	K	IJ	MN	LN	LM	PQ	OQ	OP			

NA - Not Applicable

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Question 56

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q55)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,428	1,135	1,440	170	952	202	512	408	170	283	663	655	332	136	93	812	203	18	420	24
Number missing or multiple answer	14	15	0	3	10	1	6	6	1	3	9	7	2	1	2	12	1	1	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,414	1,120	1,440	167	942	201	506	402	169	280	654	648	330	135	91	800	202	17	414	24
	99.0%	98.7%	100.0%	98.2%	98.9%	99.5%	98.8%	98.5%	99.4%	98.9%	98.6%	98.9%	99.4%	99.3%	97.8%	98.5%	99.5%	94.4%	98.6%	100.0%
Never	19	13	19	1	12	2	10	1	1	1	11	7	4	2	0	12	0	0	4	0
	1.3%	1.2%	1.3%	0.6%	1.3%	1.0%	2.0%	0.2%	0.6%	0.4%	1.7%	1.1%	1.2%	1.5%	0.0%	1.5%	0.0%	0.0%	1.0%	0.0%
Sometimes	116	111	121	19	92	17	56	37	18	23	69	55	36	19	12	74	24	1	55	3
	8.2%	9.9%	8.4%	11.4%	9.8%	8.5%	11.1%	9.2%	10.7%	8.2%	10.6%	8.5%	10.9%	14.1%	13.2%	9.3%	11.9%	5.9%	13.3%	12.5%
Usually	253	264	363	39	220	46	109	106	30	54	171	129	94	41	18	176	63	6	124	4
	17.9%	23.6%	25.2%	23.4%	23.4%	22.9%	21.5%	26.4%	17.8%	19.3%	26.1%	19.9%	28.5%	30.4%	19.8%	22.0%	31.2%	35.3%	30.0%	16.7%
Always	1,026	732	937	108	618	136	331	258	120	202	403	457	196	73	61	538	115	10	231	17
	72.6%	65.4%	65.1%	64.7%	65.6%	67.7%	65.4%	64.2%	71.0%	72.1%	61.6%	70.5%	59.4%	54.1%	67.0%	67.3%	56.9%	58.8%	55.8%	70.8%
Significantly different from column:*		A							K	K	IJ	MN	L	L		Q	P			
Usually or Always	1,279	996	1,300	147	838	182	440	364	150	256	574	586	290	114	79	714	178	16	355	21
	90.5%	88.9%	90.3%	88.0%	89.0%	90.5%	87.0%	90.5%	88.8%	91.4%	87.8%	90.4%	87.9%	84.4%	86.8%	89.3%	88.1%	94.1%	85.7%	87.5%
Significantly different from column:*												N	L							

NA - Not Applicable

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Question 57

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

Base: All respondents whose child got a prescription for medicine or refilled a prescription (Q55)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	1,428	1,135	1,440	170	952	202	512	408	170	283	663	655	332	136	93	812	203	18	420	24
Number missing or multiple answer	35	24	0	3	19	4	7	12	4	5	12	14	4	3	2	17	2	0	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,393	1,111	1,440	167	933	198	505	396	166	278	651	641	328	133	91	795	201	18	414	24
	97.5%	97.9%	100.0%	98.2%	98.0%	98.0%	98.6%	97.1%	97.6%	98.2%	98.2%	97.9%	98.8%	97.8%	97.8%	97.9%	99.0%	100.0%	98.6%	100.0%
Yes	833	721	919	112	603	140	322	251	134	194	382	405	218	92	57	522	128	15	271	21
	59.8%	64.9%	63.8%	67.1%	64.6%	70.7%	63.8%	63.4%	80.7%	69.8%	58.7%	63.2%	66.5%	69.2%	62.6%	65.7%	63.7%	83.3%	65.5%	87.5%
No	560	390	521	55	330	58	183	145	32	84	269	236	110	41	34	273	73	3	143	3
	40.2%	35.1%	36.2%	32.9%	35.4%	29.3%	36.2%	36.6%	19.3%	30.2%	41.3%	36.8%	33.5%	30.8%	37.4%	34.3%	36.3%	16.7%	34.5%	12.5%
Significantly different from column:*		A							JK	IK	IJ								T	S

NA - Not Applicable

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Question 57a

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	2,219	2,656	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	---	84	0	23	57	23	34	23	20	28	30	60	13	4	22	50	8	1	11	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,135	2,656	320	1,797	439	1,004	669	386	564	1,150	1,377	554	189	401	1,432	250	27	569	26
	---	96.2%	100.0%	93.3%	96.9%	95.0%	96.7%	96.7%	95.1%	95.3%	97.5%	95.8%	97.7%	97.9%	94.8%	96.6%	96.9%	96.4%	98.1%	92.9%
Yes	---	1,815	2,190	255	1,544	318	913	568	322	476	989	1,172	476	157	339	1,223	210	20	492	20
	---	85.0%	82.5%	79.7%	85.9%	72.4%	90.9%	84.9%	83.4%	84.4%	86.0%	85.1%	85.9%	83.1%	84.5%	85.4%	84.0%	74.1%	86.5%	76.9%
No	---	320	466	65	253	121	91	101	64	88	161	205	78	32	62	209	40	7	77	6
	---	15.0%	17.5%	20.3%	14.1%	27.6%	9.1%	15.1%	16.6%	15.6%	14.0%	14.9%	14.1%	16.9%	15.5%	14.6%	16.0%	25.9%	13.5%	23.1%
Significantly different from column:*		C		E	D	GH	FH	FG												

NA - Not Applicable

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Question 57b

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	2,219	2,657	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	---	72	0	15	53	17	30	21	15	24	27	55	9	3	20	44	4	0	7	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,147	2,657	328	1,801	445	1,008	671	391	568	1,153	1,382	558	190	403	1,438	254	28	573	27
	---	96.8%	100.0%	95.6%	97.1%	96.3%	97.1%	97.0%	96.3%	95.9%	97.7%	96.2%	98.4%	98.4%	95.3%	97.0%	98.4%	100.0%	98.8%	96.4%
Yes	---	1,435	1,705	209	1,212	236	745	437	263	368	781	920	382	126	243	982	174	17	404	17
	---	66.8%	64.2%	63.7%	67.3%	53.0%	73.9%	65.1%	67.3%	64.8%	67.7%	66.6%	68.5%	66.3%	60.3%	68.3%	68.5%	60.7%	70.5%	63.0%
No	---	712	952	119	589	209	263	234	128	200	372	462	176	64	160	456	80	11	169	10
	---	33.2%	35.8%	36.3%	32.7%	47.0%	26.1%	34.9%	32.7%	35.2%	32.3%	33.4%	31.5%	33.7%	39.7%	31.7%	31.5%	39.3%	29.5%	37.0%
Significantly different from column:*						GH	FH	FG							PQ	O	O			

NA - Not Applicable

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Question 57c

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

Base: All respondents whose child visited their dentist's office or clinic for care (Q57b)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	1,435	1,663	209	1,212	236	745	437	263	368	781	920	382	126	243	982	174	17	404	17
Number missing or multiple answer	---	16	0	3	10	3	6	4	1	3	8	7	7	1	3	9	3	2	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	1,419	1,663	206	1,202	233	739	433	262	365	773	913	375	125	240	973	171	15	398	17
	---	98.9%	100.0%	98.6%	99.2%	98.7%	99.2%	99.1%	99.6%	99.2%	99.0%	99.2%	98.2%	99.2%	98.8%	99.1%	98.3%	88.2%	98.5%	100.0%
Never	---	26	39	2	23	2	13	10	1	7	16	19	4	2	7	14	5	0	4	0
	---	1.8%	2.3%	1.0%	1.9%	0.9%	1.8%	2.3%	0.4%	1.9%	2.1%	2.1%	1.1%	1.6%	2.9%	1.4%	2.9%	0.0%	1.0%	0.0%
Sometimes	---	86	120	9	77	12	46	27	24	19	43	60	17	8	15	61	8	1	16	1
	---	6.1%	7.2%	4.4%	6.4%	5.2%	6.2%	6.2%	9.2%	5.2%	5.6%	6.6%	4.5%	6.4%	6.3%	6.3%	4.7%	6.7%	4.0%	5.9%
Usually	---	253	296	34	216	40	122	89	46	70	133	132	82	37	43	170	35	4	75	2
	---	17.8%	17.8%	16.5%	18.0%	17.2%	16.5%	20.6%	17.6%	19.2%	17.2%	14.5%	21.9%	29.6%	17.9%	17.5%	20.5%	26.7%	18.8%	11.8%
Always	---	1,054	1,208	161	886	179	558	307	191	269	581	702	272	78	175	728	123	10	303	14
	---	74.3%	72.6%	78.2%	73.7%	76.8%	75.5%	70.9%	72.9%	73.7%	75.2%	76.9%	72.5%	62.4%	72.9%	74.8%	71.9%	66.7%	76.1%	82.4%
Significantly different from column:*												N	N	LM						
Usually or Always	---	1,307	1,504	195	1,102	219	680	396	237	339	714	834	354	115	218	898	158	14	378	16
	---	92.1%	90.4%	94.7%	91.7%	94.0%	92.0%	91.5%	90.5%	92.9%	92.4%	91.3%	94.4%	92.0%	90.8%	92.3%	92.4%	93.3%	95.0%	94.1%
Significantly different from column:*																				

NA - Not Applicable

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Question 57d

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	2,219	2,597	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	---	131	0	22	102	28	56	40	29	37	53	85	28	8	33	83	7	1	24	1
Number no experience	---	1615	1472	231	1373	362	741	496	278	433	882	1076	398	131	311	1074	195	21	422	20
Usable responses	---	473	1,125	90	379	72	241	156	99	122	245	276	141	54	79	325	56	6	134	7
	---	21.3%	43.3%	26.2%	20.4%	15.6%	23.2%	22.5%	24.4%	20.6%	20.8%	19.2%	24.9%	28.0%	18.7%	21.9%	21.7%	21.4%	23.1%	25.0%
Never	---	185	329	42	142	37	88	59	38	42	102	111	50	22	37	123	20	2	46	3
	---	39.1%	29.2%	46.7%	37.5%	51.4%	36.5%	37.8%	38.4%	34.4%	41.6%	40.2%	35.5%	40.7%	46.8%	37.8%	35.7%	33.3%	34.3%	42.9%
Sometimes	---	80	195	11	69	7	37	34	17	25	37	43	29	8	18	49	11	0	23	1
	---	16.9%	17.3%	12.2%	18.2%	9.7%	15.4%	21.8%	17.2%	20.5%	15.1%	15.6%	20.6%	14.8%	22.8%	15.1%	19.6%	0.0%	17.2%	14.3%
Usually	---	82	251	11	69	13	42	26	13	21	46	42	30	10	7	69	5	2	27	0
	---	17.3%	22.3%	12.2%	18.2%	18.1%	17.4%	16.7%	13.1%	17.2%	18.8%	15.2%	21.3%	18.5%	8.9%	21.2%	8.9%	33.3%	20.1%	0.0%
Always	---	126	350	26	99	15	74	37	31	34	60	80	32	14	17	84	20	2	38	3
	---	26.6%	31.1%	28.9%	26.1%	20.8%	30.7%	23.7%	31.3%	27.9%	24.5%	29.0%	22.7%	25.9%	21.5%	25.8%	35.7%	33.3%	28.4%	42.9%
Significantly different from column:*																				
Usually or Always	---	208	601	37	168	28	116	63	44	55	106	122	62	24	24	153	25	4	65	3
	---	44.0%	53.4%	41.1%	44.3%	38.9%	48.1%	40.4%	44.4%	45.1%	43.3%	44.2%	44.0%	44.4%	30.4%	47.1%	44.6%	66.7%	48.5%	42.9%
Significantly different from column:*		C													P	O				

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

19970

Question 57e

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	2,219	2,550	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	---	144	0	24	114	50	49	34	23	43	68	95	25	13	28	96	14	3	35	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,075	2,550	319	1,740	412	989	658	383	549	1,112	1,342	542	180	395	1,386	244	25	545	27
	---	93.5%	100.0%	93.0%	93.9%	89.2%	95.3%	95.1%	94.3%	92.7%	94.2%	93.4%	95.6%	93.3%	93.4%	93.5%	94.6%	89.3%	94.0%	96.4%
0 Extremely Difficult	---	92	103	11	79	19	44	27	14	23	52	48	29	11	15	65	10	1	19	5
	---	4.4%	4.0%	3.4%	4.5%	4.6%	4.4%	4.1%	3.7%	4.2%	4.7%	3.6%	5.4%	6.1%	3.8%	4.7%	4.1%	4.0%	3.5%	18.5%
1	---	25	49	3	22	3	13	9	2	6	17	12	7	6	3	19	2	0	12	0
	---	1.2%	1.9%	0.9%	1.3%	0.7%	1.3%	1.4%	0.5%	1.1%	1.5%	0.9%	1.3%	3.3%	0.8%	1.4%	0.8%	0.0%	2.2%	0.0%
2	---	51	48	5	45	10	19	21	3	17	30	26	18	6	10	36	5	4	9	2
	---	2.5%	1.9%	1.6%	2.6%	2.4%	1.9%	3.2%	0.8%	3.1%	2.7%	1.9%	3.3%	3.3%	2.5%	2.6%	2.0%	16.0%	1.7%	7.4%
3	---	47	76	3	44	6	22	18	3	7	37	27	15	5	7	33	7	0	19	0
	---	2.3%	3.0%	0.9%	2.5%	1.5%	2.2%	2.7%	0.8%	1.3%	3.3%	2.0%	2.8%	2.8%	1.8%	2.4%	2.9%	0.0%	3.5%	0.0%
4	---	56	57	5	51	14	25	17	11	13	31	37	15	4	9	40	5	1	15	2
	---	2.7%	2.2%	1.6%	2.9%	3.4%	2.5%	2.6%	2.9%	2.4%	2.8%	2.8%	2.8%	2.2%	2.3%	2.9%	2.0%	4.0%	2.8%	7.4%
5	---	166	179	29	137	34	77	55	22	37	105	105	44	16	30	107	25	1	39	2
	---	8.0%	7.0%	9.1%	7.9%	8.3%	7.8%	8.4%	5.7%	6.7%	9.4%	7.8%	8.1%	8.9%	7.6%	7.7%	10.2%	4.0%	7.2%	7.4%
6	---	76	116	8	68	19	30	27	6	17	53	48	23	4	12	52	12	2	20	0
	---	3.7%	4.5%	2.5%	3.9%	4.6%	3.0%	4.1%	1.6%	3.1%	4.8%	3.6%	4.2%	2.2%	3.0%	3.8%	4.9%	8.0%	3.7%	0.0%
7	---	145	194	35	109	36	58	51	21	33	86	87	40	18	25	99	19	1	39	1
	---	7.0%	7.6%	11.0%	6.3%	8.7%	5.9%	7.8%	5.5%	6.0%	7.7%	6.5%	7.4%	10.0%	6.3%	7.1%	7.8%	4.0%	7.2%	3.7%
8	---	269	360	43	223	56	134	76	54	84	128	166	73	29	54	180	30	2	73	1
	---	13.0%	14.1%	13.5%	12.8%	13.6%	13.5%	11.6%	14.1%	15.3%	11.5%	12.4%	13.5%	16.1%	13.7%	13.0%	12.3%	8.0%	13.4%	3.7%
9	---	256	367	45	209	42	125	87	64	66	123	162	68	25	51	165	30	4	72	0
	---	12.3%	14.4%	14.1%	12.0%	10.2%	12.6%	13.2%	16.7%	12.0%	11.1%	12.1%	12.5%	13.9%	12.9%	11.9%	12.3%	16.0%	13.2%	0.0%
10 Extremely Easy	---	892	1,001	132	753	173	442	270	183	246	450	624	210	56	179	590	99	9	228	14
	---	43.0%	39.3%	41.4%	43.3%	42.0%	44.7%	41.0%	47.8%	44.8%	40.5%	46.5%	38.7%	31.1%	45.3%	42.6%	40.6%	36.0%	41.8%	51.9%

NA - Not Applicable

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 57e

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	2,219	2,550	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	---	144	0	24	114	50	49	34	23	43	68	95	25	13	28	96	14	3	35	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,075	2,550	319	1,740	412	989	658	383	549	1,112	1,342	542	180	395	1,386	244	25	545	27
	---	93.5%	100.0%	93.0%	93.9%	89.2%	95.3%	95.1%	94.3%	92.7%	94.2%	93.4%	95.6%	93.3%	93.4%	93.5%	94.6%	89.3%	94.0%	96.4%
0 to 4	---	271	333	27	241	52	123	92	33	66	167	150	84	32	44	193	29	6	74	9
	---	13.1%	13.1%	8.5%	13.9%	12.6%	12.4%	14.0%	8.6%	12.0%	15.0%	11.2%	15.5%	17.8%	11.1%	13.9%	11.9%	24.0%	13.6%	33.3%
5	---	166	179	29	137	34	77	55	22	37	105	105	44	16	30	107	25	1	39	2
	---	8.0%	7.0%	9.1%	7.9%	8.3%	7.8%	8.4%	5.7%	6.7%	9.4%	7.8%	8.1%	8.9%	7.6%	7.7%	10.2%	4.0%	7.2%	7.4%
6 or 7	---	221	310	43	177	55	88	78	27	50	139	135	63	22	37	151	31	3	59	1
	---	10.7%	12.2%	13.5%	10.2%	13.3%	8.9%	11.9%	7.0%	9.1%	12.5%	10.1%	11.6%	12.2%	9.4%	10.9%	12.7%	12.0%	10.8%	3.7%
8 to 10	---	1,417	1,728	220	1,185	271	701	433	301	396	701	952	351	110	284	935	159	15	373	15
	---	68.3%	67.8%	69.0%	68.1%	65.8%	70.9%	65.8%	78.6%	72.1%	63.0%	70.9%	64.8%	61.1%	71.9%	67.5%	65.2%	60.0%	68.4%	55.6%
Significantly different from column:*							H	G	JK	IK	IJ	MN	L	L						
0 to 6	---	513	628	64	446	105	230	174	61	120	325	303	151	52	86	352	66	9	133	11
	---	24.7%	24.6%	20.1%	25.6%	25.5%	23.3%	26.4%	15.9%	21.9%	29.2%	22.6%	27.9%	28.9%	21.8%	25.4%	27.0%	36.0%	24.4%	40.7%
7 to 8	---	414	554	78	332	92	192	127	75	117	214	253	113	47	79	279	49	3	112	2
	---	20.0%	21.7%	24.5%	19.1%	22.3%	19.4%	19.3%	19.6%	21.3%	19.2%	18.9%	20.8%	26.1%	20.0%	20.1%	20.1%	12.0%	20.6%	7.4%
9 to 10	---	1,148	1,368	177	962	215	567	357	247	312	573	786	278	81	230	755	129	13	300	14
	---	55.3%	53.6%	55.5%	55.3%	52.2%	57.3%	54.3%	64.5%	56.8%	51.5%	58.6%	51.3%	45.0%	58.2%	54.5%	52.9%	52.0%	55.0%	51.9%
Significantly different from column:*									JK	IK	IJ	MN	L	L						

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 58

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,650	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	71	22	0	3	13	3	8	5	2	3	10	0	0	0	5	15	1	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,931	2,197	2,650	340	1,841	459	1,030	687	404	589	1,170	1,437	567	193	418	1,467	257	26	577	28
	98.8%	99.0%	100.0%	99.1%	99.3%	99.4%	99.2%	99.3%	99.5%	99.5%	99.2%	100.0%	100.0%	100.0%	98.8%	99.0%	99.6%	92.9%	99.5%	100.0%
Poor	26	19	33	4	15	1	9	9	2	5	12	0	0	19	1	8	9	0	12	2
	0.4%	0.9%	1.2%	1.2%	0.8%	0.2%	0.9%	1.3%	0.5%	0.8%	1.0%	0.0%	0.0%	9.8%	0.2%	0.5%	3.5%	0.0%	2.1%	7.1%
Fair	276	174	178	28	143	30	73	69	53	45	72	0	0	174	15	107	46	3	73	9
	4.7%	7.9%	6.7%	8.2%	7.8%	6.5%	7.1%	10.0%	13.1%	7.6%	6.2%	0.0%	0.0%	90.2%	3.6%	7.3%	17.9%	11.5%	12.7%	32.1%
Good	1,108	567	702	82	480	87	271	204	121	154	283	0	567	0	105	356	90	7	190	9
	18.7%	25.8%	26.5%	24.1%	26.1%	19.0%	26.3%	29.7%	30.0%	26.1%	24.2%	0.0%	100.0%	0.0%	25.1%	24.3%	35.0%	26.9%	32.9%	32.1%
Very Good	1,949	779	969	97	675	152	377	240	107	213	445	779	0	0	150	536	77	10	199	5
	32.9%	35.5%	36.6%	28.5%	36.7%	33.1%	36.6%	34.9%	26.5%	36.2%	38.0%	54.2%	0.0%	0.0%	35.9%	36.5%	30.0%	38.5%	34.5%	17.9%
Excellent	2,572	658	768	129	528	189	300	165	121	172	358	658	0	0	147	460	35	6	103	3
	43.4%	29.9%	29.0%	37.9%	28.7%	41.2%	29.1%	24.0%	30.0%	29.2%	30.6%	45.8%	0.0%	0.0%	35.2%	31.4%	13.6%	23.1%	17.9%	10.7%
Significantly different from column:*		A		E	D	GH	FH	FG				MN	L	L	Q	Q	OP			
Excellent or Very Good	4,521	1,437	1,737	226	1,203	341	677	405	228	385	803	1,437	0	0	297	996	112	16	302	8
	76.2%	65.4%	65.5%	66.5%	65.3%	74.3%	65.7%	59.0%	56.4%	65.4%	68.6%	100.0%	0.0%	0.0%	71.1%	67.9%	43.6%	61.5%	52.3%	28.6%
Significantly different from column:*		A				GH	FH	FG	JK	I	I	MN	L	L	Q	Q	OP	T	T	RS

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 59

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,650	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	87	22	0	3	13	2	9	5	4	3	9	10	4	0	5	11	3	0	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,915	2,197	2,650	340	1,841	460	1,029	687	402	589	1,171	1,427	563	193	418	1,471	255	28	574	28
	98.6%	99.0%	100.0%	99.1%	99.3%	99.6%	99.1%	99.3%	99.0%	99.5%	99.2%	99.3%	99.3%	100.0%	98.8%	99.3%	98.8%	100.0%	99.0%	100.0%
Poor	91	93	103	17	76	6	48	39	4	26	62	25	37	29	11	57	23	1	35	2
	1.5%	4.2%	3.9%	5.0%	4.1%	1.3%	4.7%	5.7%	1.0%	4.4%	5.3%	1.8%	6.6%	15.0%	2.6%	3.9%	9.0%	3.6%	6.1%	7.1%
Fair	397	403	456	51	346	28	193	174	76	80	238	168	146	86	64	268	59	5	129	5
	6.7%	18.3%	17.2%	15.0%	18.8%	6.1%	18.8%	25.3%	18.9%	13.6%	20.3%	11.8%	25.9%	44.6%	15.3%	18.2%	23.1%	17.9%	22.5%	17.9%
Good	1,007	586	706	76	506	83	297	200	111	146	317	297	239	45	110	397	68	6	165	4
	17.0%	26.7%	26.6%	22.4%	27.5%	18.0%	28.9%	29.1%	27.6%	24.8%	27.1%	20.8%	42.5%	23.3%	26.3%	27.0%	26.7%	21.4%	28.7%	14.3%
Very Good	1,444	560	688	98	459	132	260	166	81	176	296	459	81	17	104	387	56	9	135	8
	24.4%	25.5%	26.0%	28.8%	24.9%	28.7%	25.3%	24.2%	20.1%	29.9%	25.3%	32.2%	14.4%	8.8%	24.9%	26.3%	22.0%	32.1%	23.5%	28.6%
Excellent	2,976	555	697	98	454	211	231	108	130	161	258	478	60	16	129	362	49	7	110	9
	50.3%	25.3%	26.3%	28.8%	24.7%	45.9%	22.4%	15.7%	32.3%	27.3%	22.0%	33.5%	10.7%	8.3%	30.9%	24.6%	19.2%	25.0%	19.2%	32.1%
Significantly different from column:*		A				GH	FH	FG	K	K	IJ	MN	L	L	PQ	O	O			
Excellent or Very Good	4,420	1,115	1,385	196	913	343	491	274	211	337	554	937	141	33	233	749	105	16	245	17
	74.7%	50.8%	52.3%	57.6%	49.6%	74.6%	47.7%	39.9%	52.5%	57.2%	47.3%	65.7%	25.0%	17.1%	55.7%	50.9%	41.2%	57.1%	42.7%	60.7%
Significantly different from column:*		A		E	D	GH	FH	FG		K	J	MN	LN	LM	Q	Q	OP			

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 60

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,655	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	62	13	0	1	6	1	3	3	1	2	4	1	3	2	3	8	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,919	2,206	2,655	342	1,848	461	1,035	689	405	590	1,176	1,436	564	191	420	1,474	258	28	577	28
	97.9%	99.4%	100.0%	99.7%	99.7%	99.8%	99.7%	99.6%	99.8%	99.7%	99.7%	99.9%	99.5%	99.0%	99.3%	99.5%	100.0%	100.0%	99.5%	100.0%
Yes	896	832	1,056	116	708	94	402	330	122	197	500	422	279	124	68	567	175	13	330	22
	30.7%	37.7%	39.8%	33.9%	38.3%	20.4%	38.8%	47.9%	30.1%	33.4%	42.5%	29.4%	49.5%	64.9%	16.2%	38.5%	67.8%	46.4%	57.2%	78.6%
No	2,023	1,374	1,599	226	1,140	367	633	359	283	393	676	1,014	285	67	352	907	83	15	247	6
	69.3%	62.3%	60.2%	66.1%	61.7%	79.6%	61.2%	52.1%	69.9%	66.6%	57.5%	70.6%	50.5%	35.1%	83.8%	61.5%	32.2%	53.6%	42.8%	21.4%
Significantly different from column:*		A				GH	FH	FG	K	K	IJ	MN	LN	LM	PQ	OQ	OP	T	T	RS

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 61

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor (Q60)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	896	832	1,034	116	708	94	402	330	122	197	500	422	279	124	68	567	175	13	330	22
Number missing or multiple answer	10	8	0	4	3	2	2	3	2	3	2	5	2	1	0	5	0	1	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	886	824	1,034	112	705	92	400	327	120	194	498	417	277	123	68	562	175	12	329	22
	98.9%	99.0%	100.0%	96.6%	99.6%	97.9%	99.5%	99.1%	98.4%	98.5%	99.6%	98.8%	99.3%	99.2%	100.0%	99.1%	100.0%	92.3%	99.7%	100.0%
Yes	707	738	931	99	634	75	363	296	95	171	464	364	253	115	56	499	166	11	308	21
	79.8%	89.6%	90.0%	88.4%	89.9%	81.5%	90.8%	90.5%	79.2%	88.1%	93.2%	87.3%	91.3%	93.5%	82.4%	88.8%	94.9%	91.7%	93.6%	95.5%
No	179	86	103	13	71	17	37	31	25	23	34	53	24	8	12	63	9	1	21	1
	20.2%	10.4%	10.0%	11.6%	10.1%	18.5%	9.3%	9.5%	20.8%	11.9%	6.8%	12.7%	8.7%	6.5%	17.6%	11.2%	5.1%	8.3%	6.4%	4.5%
Significantly different from column:*		A				GH	F	F	JK	IK	IJ				Q	Q	OP			

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 62

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

Base: All respondents whose child needs/uses medicine prescribed by a doctor for medical/behavioral/other health condition (Q60 & Q61)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	707	738	911	99	634	75	363	296	95	171	464	364	253	115	56	499	166	11	308	21
Number missing or multiple answer	15	5	0	2	3	0	2	3	0	2	3	4	0	1	0	3	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	692	733	911	97	631	75	361	293	95	169	461	360	253	114	56	496	165	11	307	21
	97.9%	99.3%	100.0%	98.0%	99.5%	100.0%	99.4%	99.0%	100.0%	98.8%	99.4%	98.9%	100.0%	99.1%	100.0%	99.4%	99.4%	100.0%	99.7%	100.0%
Yes	605	692	860	90	597	64	346	278	85	155	444	333	244	109	50	470	156	10	293	19
	87.4%	94.4%	94.4%	92.8%	94.6%	85.3%	95.8%	94.9%	89.5%	91.7%	96.3%	92.5%	96.4%	95.6%	89.3%	94.8%	94.5%	90.9%	95.4%	90.5%
No	87	41	51	7	34	11	15	15	10	14	17	27	9	5	6	26	9	1	14	2
	12.6%	5.6%	5.6%	7.2%	5.4%	14.7%	4.2%	5.1%	10.5%	8.3%	3.7%	7.5%	3.6%	4.4%	10.7%	5.2%	5.5%	9.1%	4.6%	9.5%
Significantly different from column:*		A				H		F		K	J	M	L							

NA - Not Applicable

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

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Question 63

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,638	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	95	41	0	9	24	5	17	11	4	8	19	18	8	7	9	27	3	1	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,886	2,178	2,638	334	1,830	457	1,021	681	402	584	1,161	1,419	559	186	414	1,455	255	27	572	28
	96.8%	98.2%	100.0%	97.4%	98.7%	98.9%	98.4%	98.4%	99.0%	98.6%	98.4%	98.7%	98.6%	96.4%	97.9%	98.2%	98.8%	96.4%	98.6%	100.0%
Yes	569	830	1,032	113	710	126	432	265	95	186	536	418	285	120	93	559	164	13	339	26
	19.7%	38.1%	39.1%	33.8%	38.8%	27.6%	42.3%	38.9%	23.6%	31.8%	46.2%	29.5%	51.0%	64.5%	22.5%	38.4%	64.3%	48.1%	59.3%	92.9%
No	2,317	1,348	1,606	221	1,120	331	589	416	307	398	625	1,001	274	66	321	896	91	14	233	2
	80.3%	61.9%	60.9%	66.2%	61.2%	72.4%	57.7%	61.1%	76.4%	68.2%	53.8%	70.5%	49.0%	35.5%	77.5%	61.6%	35.7%	51.9%	40.7%	7.1%
Significantly different from column:*		A				GH	F	F	JK	IK	IJ	MN	LN	LM	PQ	OQ	OP	T	T	RS

NA - Not Applicable

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

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 64

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age (Q63)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	569	830	1,009	113	710	126	432	265	95	186	536	418	285	120	93	559	164	13	339	26
Number missing or multiple answer	3	8	0	1	7	1	6	1	2	3	3	3	4	1	2	4	1	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	566	822	1,009	112	703	125	426	264	93	183	533	415	281	119	91	555	163	13	336	26
	99.5%	99.0%	100.0%	99.1%	99.0%	99.2%	98.6%	99.6%	97.9%	98.4%	99.4%	99.3%	98.6%	99.2%	97.8%	99.3%	99.4%	100.0%	99.1%	100.0%
Yes	501	750	919	100	643	111	389	243	80	163	495	370	261	113	74	508	156	12	325	26
	88.5%	91.2%	91.1%	89.3%	91.5%	88.8%	91.3%	92.0%	86.0%	89.1%	92.9%	89.2%	92.9%	95.0%	81.3%	91.5%	95.7%	92.3%	96.7%	100.0%
No	65	72	90	12	60	14	37	21	13	20	38	45	20	6	17	47	7	1	11	0
	11.5%	8.8%	8.9%	10.7%	8.5%	11.2%	8.7%	8.0%	14.0%	10.9%	7.1%	10.8%	7.1%	5.0%	18.7%	8.5%	4.3%	7.7%	3.3%	0.0%
Significantly different from column:*									K		I				PQ	O	O			

NA - Not Applicable

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

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CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 65

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

Base: All respondents whose child needs/uses more medical care/mental health/educational services than usual for children of same age for medical/behavioral/other health condition (Q63 & Q64)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	501	750	906	100	643	111	389	243	80	163	495	370	261	113	74	508	156	12	325	26
Number missing or multiple answer	13	3	0	1	2	1	1	1	0	1	1	2	0	1	1	2	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	488	747	906	99	641	110	388	242	80	162	494	368	261	112	73	506	156	12	323	26
	97.4%	99.6%	100.0%	99.0%	99.7%	99.1%	99.7%	99.6%	100.0%	99.4%	99.8%	99.5%	100.0%	99.1%	98.6%	99.6%	100.0%	100.0%	99.4%	100.0%
Yes	464	733	883	96	630	104	383	239	77	156	489	358	258	111	71	498	153	12	317	25
	95.1%	98.1%	97.5%	97.0%	98.3%	94.5%	98.7%	98.8%	96.3%	96.3%	99.0%	97.3%	98.9%	99.1%	97.3%	98.4%	98.1%	100.0%	98.1%	96.2%
No	24	14	23	3	11	6	5	3	3	6	5	10	3	1	2	8	3	0	6	1
	4.9%	1.9%	2.5%	3.0%	1.7%	5.5%	1.3%	1.2%	3.8%	3.7%	1.0%	2.7%	1.1%	0.9%	2.7%	1.6%	1.9%	0.0%	1.9%	3.8%
Significantly different from column:*		A																		

NA - Not Applicable

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State Oregon Health Plan

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Question 66

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,637	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	78	29	0	3	17	4	10	6	5	6	9	12	7	3	8	16	3	0	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,903	2,190	2,637	340	1,837	458	1,028	686	401	586	1,171	1,425	560	190	415	1,466	255	28	575	27
	97.4%	98.7%	100.0%	99.1%	99.1%	99.1%	99.0%	99.1%	98.8%	99.0%	99.2%	99.2%	98.8%	98.4%	98.1%	98.9%	98.8%	100.0%	99.1%	96.4%
Yes	482	604	765	98	500	98	315	186	86	125	379	272	225	101	67	397	126	11	241	21
	16.6%	27.6%	29.0%	28.8%	27.2%	21.4%	30.6%	27.1%	21.4%	21.3%	32.4%	19.1%	40.2%	53.2%	16.1%	27.1%	49.4%	39.3%	41.9%	77.8%
No	2,421	1,586	1,872	242	1,337	360	713	500	315	461	792	1,153	335	89	348	1,069	129	17	334	6
	83.4%	72.4%	71.0%	71.2%	72.8%	78.6%	69.4%	72.9%	78.6%	78.7%	67.6%	80.9%	59.8%	46.8%	83.9%	72.9%	50.6%	60.7%	58.1%	22.2%
Significantly different from column:*		A				GH	F	F	K	K	IJ	MN	LN	LM	PQ	OQ	OP	T	T	RS

NA - Not Applicable

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Question 67

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

Base: All respondents whose child is limited/prevented in ability to do things children of the same age can do (Q66)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	482	604	752	98	500	98	315	186	86	125	379	272	225	101	67	397	126	11	241	21
Number missing or multiple answer	15	8	0	2	6	3	2	3	4	0	4	6	1	1	3	3	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	467	596	752	96	494	95	313	183	82	125	375	266	224	100	64	394	126	11	240	21
	96.9%	98.7%	100.0%	98.0%	98.8%	96.9%	99.4%	98.4%	95.3%	100.0%	98.9%	97.8%	99.6%	99.0%	95.5%	99.2%	100.0%	100.0%	99.6%	100.0%
Yes	344	541	673	88	448	78	291	168	62	112	356	229	209	97	54	358	119	10	234	21
	73.7%	90.8%	89.5%	91.7%	90.7%	82.1%	93.0%	91.8%	75.6%	89.6%	94.9%	86.1%	93.3%	97.0%	84.4%	90.9%	94.4%	90.9%	97.5%	100.0%
No	123	55	79	8	46	17	22	15	20	13	19	37	15	3	10	36	7	1	6	0
	26.3%	9.2%	10.5%	8.3%	9.3%	17.9%	7.0%	8.2%	24.4%	10.4%	5.1%	13.9%	6.7%	3.0%	15.6%	9.1%	5.6%	9.1%	2.5%	0.0%
Significantly different from column:*		A				GH	F	F	JK	IK	IJ	MN	L	L	Q		O			

NA - Not Applicable

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Question 68

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

Base: All respondents whose child is limited/prevented in ability to do things because of medical/behavioral/other health condition (Q66 & Q67)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	344	541	662	88	448	78	291	168	62	112	356	229	209	97	54	358	119	10	234	21
Number missing or multiple answer	4	3	0	1	2	1	2	0	2	0	0	1	2	0	0	1	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	340	538	662	87	446	77	289	168	60	112	356	228	207	97	54	357	118	10	233	21
	98.8%	99.4%	100.0%	98.9%	99.6%	98.7%	99.3%	100.0%	96.8%	100.0%	100.0%	99.6%	99.0%	100.0%	100.0%	99.7%	99.2%	100.0%	99.6%	100.0%
Yes	325	533	651	86	442	75	286	168	59	109	355	226	204	97	52	354	118	10	233	21
	95.6%	99.1%	98.3%	98.9%	99.1%	97.4%	99.0%	100.0%	98.3%	97.3%	99.7%	99.1%	98.6%	100.0%	96.3%	99.2%	100.0%	100.0%	100.0%	100.0%
No	15	5	11	1	4	2	3	0	1	3	1	2	3	0	2	3	0	0	0	0
	4.4%	0.9%	1.7%	1.1%	0.9%	2.6%	1.0%	0.0%	1.7%	2.7%	0.3%	0.9%	1.4%	0.0%	3.7%	0.8%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*		A																		

NA - Not Applicable

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Question 69

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,641	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	73	23	0	4	10	1	5	8	3	4	7	6	6	4	3	15	2	1	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,908	2,196	2,641	339	1,844	461	1,033	684	403	588	1,173	1,431	561	189	420	1,467	256	27	577	28
	97.6%	99.0%	100.0%	98.8%	99.5%	99.8%	99.5%	98.8%	99.3%	99.3%	99.4%	99.6%	98.9%	97.9%	99.3%	99.0%	99.2%	96.4%	99.5%	100.0%
Yes	401	550	702	89	455	149	292	102	76	131	332	277	193	74	73	361	109	11	221	22
	13.8%	25.0%	26.6%	26.3%	24.7%	32.3%	28.3%	14.9%	18.9%	22.3%	28.3%	19.4%	34.4%	39.2%	17.4%	24.6%	42.6%	40.7%	38.3%	78.6%
No	2,507	1,646	1,939	250	1,389	312	741	582	327	457	841	1,154	368	115	347	1,106	147	16	356	6
	86.2%	75.0%	73.4%	73.7%	75.3%	67.7%	71.7%	85.1%	81.1%	77.7%	71.7%	80.6%	65.6%	60.8%	82.6%	75.4%	57.4%	59.3%	61.7%	21.4%
Significantly different from column:*		A				H	H	FG	K	K	IJ	MN	L	L	PQ	OQ	OP	T	T	RS

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

19970

Question 70

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

Base: All respondents whose child needs/gets special therapy (Q69)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	401	550	677	89	455	149	292	102	76	131	332	277	193	74	73	361	109	11	221	22
Number missing or multiple answer	18	8	0	1	7	2	4	2	3	2	3	5	3	0	2	3	2	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	383	542	677	88	448	147	288	100	73	129	329	272	190	74	71	358	107	11	221	21
	95.5%	98.5%	100.0%	98.9%	98.5%	98.7%	98.6%	98.0%	96.1%	98.5%	99.1%	98.2%	98.4%	100.0%	97.3%	99.2%	98.2%	100.0%	100.0%	95.5%
Yes	298	439	533	80	353	94	246	93	57	95	277	196	168	70	48	286	99	9	207	21
	77.8%	81.0%	78.7%	90.9%	78.8%	63.9%	85.4%	93.0%	78.1%	73.6%	84.2%	72.1%	88.4%	94.6%	67.6%	79.9%	92.5%	81.8%	93.7%	100.0%
No	85	103	144	8	95	53	42	7	16	34	52	76	22	4	23	72	8	2	14	0
	22.2%	19.0%	21.3%	9.1%	21.2%	36.1%	14.6%	7.0%	21.9%	26.4%	15.8%	27.9%	11.6%	5.4%	32.4%	20.1%	7.5%	18.2%	6.3%	0.0%
Significantly different from column:*				E	D	GH	FH	FG		K	J	MN	L	L	PQ	OQ	OP			

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

19970

Question 71

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

Base: All respondents whose child needs/gets special therapy for medical/behavioral/other health condition (Q69 & Q70)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	298	439	522	80	353	94	246	93	57	95	277	196	168	70	48	286	99	9	207	21
Number missing or multiple answer	5	7	0	2	5	3	4	0	1	3	3	4	2	1	0	5	2	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	293	432	522	78	348	91	242	93	56	92	274	192	166	69	48	281	97	9	205	21
	98.3%	98.4%	100.0%	97.5%	98.6%	96.8%	98.4%	100.0%	98.2%	96.8%	98.9%	98.0%	98.8%	98.6%	100.0%	98.3%	98.0%	100.0%	99.0%	100.0%
Yes	271	419	497	73	340	86	239	88	51	89	269	187	158	69	47	275	93	8	199	20
	92.5%	97.0%	95.2%	93.6%	97.7%	94.5%	98.8%	94.6%	91.1%	96.7%	98.2%	97.4%	95.2%	100.0%	97.9%	97.9%	95.9%	88.9%	97.1%	95.2%
No	22	13	25	5	8	5	3	5	5	3	5	5	8	0	1	6	4	1	6	1
	7.5%	3.0%	4.8%	6.4%	2.3%	5.5%	1.2%	5.4%	8.9%	3.3%	1.8%	2.6%	4.8%	0.0%	2.1%	2.1%	4.1%	11.1%	2.9%	4.8%
Significantly different from column:*		A																		

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 72

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	2,981	2,219	2,633	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	80	32	0	7	16	3	13	7	5	7	10	18	6	1	9	19	3	2	3	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,901	2,187	2,633	336	1,838	459	1,025	685	401	585	1,170	1,419	561	192	414	1,463	255	26	577	26
	97.3%	98.6%	100.0%	98.0%	99.1%	99.4%	98.7%	99.0%	98.8%	98.8%	99.2%	98.7%	98.9%	99.5%	97.9%	98.7%	98.8%	92.9%	99.5%	92.9%
Yes	543	841	975	114	721	92	443	297	93	199	537	454	275	105	104	579	139	12	288	19
	18.7%	38.5%	37.0%	33.9%	39.2%	20.0%	43.2%	43.4%	23.2%	34.0%	45.9%	32.0%	49.0%	54.7%	25.1%	39.6%	54.5%	46.2%	49.9%	73.1%
No	2,358	1,346	1,658	222	1,117	367	582	388	308	386	633	965	286	87	310	884	116	14	289	7
	81.3%	61.5%	63.0%	66.1%	60.8%	80.0%	56.8%	56.6%	76.8%	66.0%	54.1%	68.0%	51.0%	45.3%	74.9%	60.4%	45.5%	53.8%	50.1%	26.9%
Significantly different from column:*		A				GH	F	F	JK	IK	IJ	MN	L	L	PQ	OQ	OP	T	T	RS

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 73

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

Base: All respondents whose child has emotional, developmental or behavioral problem for which s/he gets treatment (Q72)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	543	841	944	114	721	92	443	297	93	199	537	454	275	105	104	579	139	12	288	19
Number missing or multiple answer	17	24	0	3	17	4	8	8	5	8	6	8	9	5	5	13	3	1	8	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	526	817	944	111	704	88	435	289	88	191	531	446	266	100	99	566	136	11	280	19
	96.9%	97.1%	100.0%	97.4%	97.6%	95.7%	98.2%	97.3%	94.6%	96.0%	98.9%	98.2%	96.7%	95.2%	95.2%	97.8%	97.8%	91.7%	97.2%	100.0%
Yes	488	783	887	101	680	80	422	276	83	181	512	424	257	97	98	535	135	11	271	19
	92.8%	95.8%	94.0%	91.0%	96.6%	90.9%	97.0%	95.5%	94.3%	94.8%	96.4%	95.1%	96.6%	97.0%	99.0%	94.5%	99.3%	100.0%	96.8%	100.0%
No	38	34	57	10	24	8	13	13	5	10	19	22	9	3	1	31	1	0	9	0
	7.2%	4.2%	6.0%	9.0%	3.4%	9.1%	3.0%	4.5%	5.7%	5.2%	3.6%	4.9%	3.4%	3.0%	1.0%	5.5%	0.7%	0.0%	3.2%	0.0%
Significantly different from column:*		A														Q	P			

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

19970

Question 74

What is your child's age?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,642	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	140	27	0	3	8	0	0	0	3	3	5	14	5	2	7	18	1	1	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,862 97.7%	2,192 98.8%	2,642 100.0%	340 99.1%	1,846 99.6%	462 100.0%	1,038 100.0%	692 100.0%	403 99.3%	589 99.5%	1,175 99.6%	1,423 99.0%	562 99.1%	191 99.0%	416 98.3%	1,464 98.8%	257 99.6%	27 96.4%	575 99.1%	28 100.0%
Less than 1 year old	146 2.5%	2 0.1%	4 0.2%	1 0.3%	1 0.1%	2 0.4%	0 0.0%	0 0.0%	0 0.0%	1 0.2%	1 0.1%	2 0.1%	0 0.0%	0 0.0%	0 0.0%	1 0.1%	1 0.4%	0 0.0%	0 0.0%	0 0.0%
1 year old	396 6.8%	73 3.3%	139 5.3%	9 2.6%	64 3.5%	73 15.8%	0 0.0%	0 0.0%	17 4.2%	26 4.4%	30 2.6%	57 4.0%	12 2.1%	4 2.1%	4 1.0%	52 3.6%	13 5.1%	2 7.4%	16 2.8%	0 0.0%
2 years old	459 7.8%	95 4.3%	125 4.7%	9 2.6%	86 4.7%	95 20.6%	0 0.0%	0 0.0%	12 3.0%	27 4.6%	54 4.6%	67 4.7%	22 3.9%	5 2.6%	9 2.2%	70 4.8%	13 5.1%	1 3.7%	22 3.8%	3 10.7%
3 years old	343 5.9%	102 4.7%	132 5.0%	9 2.6%	93 5.0%	102 22.1%	0 0.0%	0 0.0%	20 5.0%	24 4.1%	58 4.9%	77 5.4%	17 3.0%	8 4.2%	16 3.8%	77 5.3%	7 2.7%	2 7.4%	23 4.0%	2 7.1%
4 to 6 years old	987 16.8%	287 13.1%	401 15.2%	50 14.7%	236 12.8%	190 41.1%	97 9.3%	0 0.0%	41 10.2%	96 16.3%	149 12.7%	205 14.4%	62 11.0%	18 9.4%	52 12.5%	193 13.2%	35 13.6%	4 14.8%	73 12.7%	3 10.7%
7 to 9 years old	982 16.8%	354 16.1%	373 14.1%	47 13.8%	306 16.6%	0 0.0%	354 34.1%	0 0.0%	60 14.9%	101 17.1%	191 16.3%	231 16.2%	87 15.5%	31 16.2%	79 19.0%	229 15.6%	36 14.0%	6 22.2%	98 17.0%	8 28.6%
10 to 13 years old	1,212 20.7%	587 26.8%	641 24.3%	89 26.2%	498 27.0%	0 0.0%	587 56.6%	0 0.0%	120 29.8%	136 23.1%	327 27.8%	379 26.6%	158 28.1%	47 24.6%	119 28.6%	397 27.1%	60 23.3%	5 18.5%	150 26.1%	7 25.0%
14 to 18 years old	1,337 22.8%	692 31.6%	827 31.3%	126 37.1%	562 30.4%	0 0.0%	0 0.0%	692 100.0%	133 33.0%	178 30.2%	365 31.1%	405 28.5%	204 36.3%	78 40.8%	137 32.9%	445 30.4%	92 35.8%	7 25.9%	193 33.6%	5 17.9%
3 years old or younger	1,344 22.9%	272 12.4%	400 15.1%	28 8.2%	244 13.2%	272 58.9%	0 0.0%	0 0.0%	49 12.2%	78 13.2%	143 12.2%	203 14.3%	51 9.1%	17 8.9%	29 7.0%	200 13.7%	34 13.2%	5 18.5%	61 10.6%	5 17.9%
Significantly different from column:*		AC		E	D	GH	F	F				MN	L	L	PQ	O	O			

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 75

Is your child male or female?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,644	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	111	27	0	2	8	2	4	3	3	1	6	14	3	4	5	16	5	1	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,891	2,192	2,644	341	1,846	460	1,034	689	403	591	1,174	1,423	564	189	418	1,466	253	27	574	28
	98.2%	98.8%	100.0%	99.4%	99.6%	99.6%	99.6%	99.6%	99.3%	99.8%	99.5%	99.0%	99.5%	97.9%	98.8%	98.9%	98.1%	96.4%	99.0%	100.0%
Male	3,093	1,181	1,429	197	982	265	596	318	207	333	623	771	293	107	232	781	133	16	322	15
	52.5%	53.9%	54.0%	57.8%	53.2%	57.6%	57.6%	46.2%	51.4%	56.3%	53.1%	54.2%	52.0%	56.6%	55.5%	53.3%	52.6%	59.3%	56.1%	53.6%
Female	2,798	1,011	1,215	144	864	195	438	371	196	258	551	652	271	82	186	685	120	11	252	13
	47.5%	46.1%	46.0%	42.2%	46.8%	42.4%	42.4%	53.8%	48.6%	43.7%	46.9%	45.8%	48.0%	43.4%	44.5%	46.7%	47.4%	40.7%	43.9%	46.4%
Significantly different from column:*						H	H	FG												

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 76

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,629	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	171	45	0	4	25	4	13	13	9	6	9	22	7	7	8	32	1	2	10	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,831	2,174	2,629	339	1,829	458	1,025	679	397	586	1,171	1,415	560	186	415	1,450	257	26	570	28
	97.2%	98.0%	100.0%	98.8%	98.7%	99.1%	98.7%	98.1%	97.8%	99.0%	99.2%	98.5%	98.8%	96.4%	98.1%	97.8%	99.6%	92.9%	98.3%	100.0%
Yes, Hispanic or Latino	2,045	719	817	103	613	152	336	225	296	216	200	423	208	85	177	455	65	8	140	9
	35.1%	33.1%	31.1%	30.4%	33.5%	33.2%	32.8%	33.1%	74.6%	36.9%	17.1%	29.9%	37.1%	45.7%	42.7%	31.4%	25.3%	30.8%	24.6%	32.1%
No, not Hispanic or Latino	3,786	1,455	1,812	236	1,216	306	689	454	101	370	971	992	352	101	238	995	192	18	430	19
	64.9%	66.9%	68.9%	69.6%	66.5%	66.8%	67.2%	66.9%	25.4%	63.1%	82.9%	70.1%	62.9%	54.3%	57.3%	68.6%	74.7%	69.2%	75.4%	67.9%
Significantly different from column:*									JK	IK	IJ	MN	LN	LM	PQ	O	O			

NA - Not Applicable

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State Oregon Health Plan

CAHPS® 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

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Question 77

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,699	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	452	177	309	16	142	33	84	43	82	40	27	94	50	24	51	106	9	3	34	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,550	2,042	2,390	327	1,712	429	954	649	324	552	1,153	1,343	517	169	372	1,376	249	25	546	27
	92.5%	92.0%	88.6%	95.3%	92.3%	92.9%	91.9%	93.8%	79.8%	93.2%	97.7%	93.5%	91.2%	87.6%	87.9%	92.8%	96.5%	89.3%	94.1%	96.4%
White	3,273	1,627	1,957	226	1,398	340	756	522	217	454	947	1,094	399	123	282	1,099	213	20	458	22
	59.0%	79.7%	81.9%	69.1%	81.7%	79.3%	79.2%	80.4%	67.0%	82.2%	82.1%	81.5%	77.2%	72.8%	75.8%	79.9%	85.5%	80.0%	83.9%	81.5%
Black or African-American	1,746	129	153	23	106	31	66	32	10	27	89	94	27	8	20	95	13	4	32	2
	31.5%	6.3%	6.4%	7.0%	6.2%	7.2%	6.9%	4.9%	3.1%	4.9%	7.7%	7.0%	5.2%	4.7%	5.4%	6.9%	5.2%	16.0%	5.9%	7.4%
Asian	329	147	221	55	92	30	70	46	19	25	102	88	43	14	29	98	18	3	38	3
	5.9%	7.2%	9.2%	16.8%	5.4%	7.0%	7.3%	7.1%	5.9%	4.5%	8.8%	6.6%	8.3%	8.3%	7.8%	7.1%	7.2%	12.0%	7.0%	11.1%
Native Hawaiian or other Pacific Islander	49	32	49	5	27	5	14	13	5	11	16	21	8	3	5	24	3	0	9	0
	0.9%	1.6%	2.1%	1.5%	1.6%	1.2%	1.5%	2.0%	1.5%	2.0%	1.4%	1.6%	1.5%	1.8%	1.3%	1.7%	1.2%	0.0%	1.6%	0.0%
American Indian or Alaska Native	193	186	228	27	159	34	92	60	21	48	115	131	42	13	31	134	18	3	46	3
	3.5%	9.1%	9.5%	8.3%	9.3%	7.9%	9.6%	9.2%	6.5%	8.7%	10.0%	9.8%	8.1%	7.7%	8.3%	9.7%	7.2%	12.0%	8.4%	11.1%
Other	773	295	170	53	242	76	133	85	110	79	105	179	79	37	64	184	40	1	64	5
	13.9%	14.4%	7.1%	16.2%	14.1%	17.7%	13.9%	13.1%	34.0%	14.3%	9.1%	13.3%	15.3%	21.9%	17.2%	13.4%	16.1%	4.0%	11.7%	18.5%

NA - Not Applicable

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

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Question 78

What is your age?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,635	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	163	35	0	4	11	3	8	8	5	3	5	13	10	6	8	21	4	1	6	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,839	2,184	2,635	339	1,843	459	1,030	684	401	589	1,175	1,424	557	187	415	1,461	254	27	574	27
	97.3%	98.4%	100.0%	98.8%	99.4%	99.4%	99.2%	98.8%	98.8%	99.5%	99.6%	99.1%	98.2%	96.9%	98.1%	98.6%	98.4%	96.4%	99.0%	96.4%
Under 18	396	85	125	19	66	14	29	41	21	18	46	52	26	6	10	68	6	1	22	1
	6.8%	3.9%	4.7%	5.6%	3.6%	3.1%	2.8%	6.0%	5.2%	3.1%	3.9%	3.7%	4.7%	3.2%	2.4%	4.7%	2.4%	3.7%	3.8%	3.7%
18 to 24	346	61	90	3	58	50	3	7	12	30	18	47	10	4	10	43	8	2	12	0
	5.9%	2.8%	3.4%	0.9%	3.1%	10.9%	0.3%	1.0%	3.0%	5.1%	1.5%	3.3%	1.8%	2.1%	2.4%	2.9%	3.1%	7.4%	2.1%	0.0%
25 to 34	1,856	493	637	40	453	217	251	22	85	171	236	341	107	39	89	322	65	8	118	10
	31.8%	22.6%	24.2%	11.8%	24.6%	47.3%	24.4%	3.2%	21.2%	29.0%	20.1%	23.9%	19.2%	20.9%	21.4%	22.0%	25.6%	29.6%	20.6%	37.0%
35 to 44	1,862	744	907	111	631	123	386	232	165	180	392	476	207	60	153	492	84	6	198	10
	31.9%	34.1%	34.4%	32.7%	34.2%	26.8%	37.5%	33.9%	41.1%	30.6%	33.4%	33.4%	37.2%	32.1%	36.9%	33.7%	33.1%	22.2%	34.5%	37.0%
45 to 54	871	496	529	103	393	32	225	236	92	98	298	301	137	56	101	315	62	7	140	3
	14.9%	22.7%	20.1%	30.4%	21.3%	7.0%	21.8%	34.5%	22.9%	16.6%	25.4%	21.1%	24.6%	29.9%	24.3%	21.6%	24.4%	25.9%	24.4%	11.1%
55 to 64	349	168	226	38	130	13	73	82	19	47	101	108	46	12	26	122	19	1	54	3
	6.0%	7.7%	8.6%	11.2%	7.1%	2.8%	7.1%	12.0%	4.7%	8.0%	8.6%	7.6%	8.3%	6.4%	6.3%	8.4%	7.5%	3.7%	9.4%	11.1%
65 to 74	129	108	101	19	89	8	54	46	5	30	72	77	20	8	21	78	7	2	22	0
	2.2%	4.9%	3.8%	5.6%	4.8%	1.7%	5.2%	6.7%	1.2%	5.1%	6.1%	5.4%	3.6%	4.3%	5.1%	5.3%	2.8%	7.4%	3.8%	0.0%
75 or older	30	29	20	6	23	2	9	18	2	15	12	22	4	2	5	21	3	0	8	0
	0.5%	1.3%	0.8%	1.8%	1.2%	0.4%	0.9%	2.6%	0.5%	2.5%	1.0%	1.5%	0.7%	1.1%	1.2%	1.4%	1.2%	0.0%	1.4%	0.0%
35 or older	3,241	1,545	1,783	277	1,266	178	747	614	283	370	875	984	414	138	306	1,028	175	16	422	16
	55.5%	70.7%	67.7%	81.7%	68.7%	38.8%	72.5%	89.8%	70.6%	62.8%	74.5%	69.1%	74.3%	73.8%	73.7%	70.4%	68.9%	59.3%	73.5%	59.3%
Significantly different from column:*		AC		E	D	GH	FH	FG	J	IK	J	M	L							

NA - Not Applicable

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

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Question 79

Are you male or female?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,646	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	130	22	0	0	0	1	1	4	2	0	0	8	5	3	5	13	2	1	5	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,872	2,197	2,646	343	1,854	461	1,037	688	404	592	1,180	1,429	562	190	418	1,469	256	27	575	27
	97.8%	99.0%	100.0%	100.0%	100.0%	99.8%	99.9%	99.4%	99.5%	100.0%	100.0%	99.4%	99.1%	98.4%	98.8%	99.1%	99.2%	96.4%	99.1%	96.4%
Male	754	343	381	343	0	66	148	126	68	98	172	226	82	32	78	217	34	3	78	5
	12.8%	15.6%	14.4%	100.0%	0.0%	14.3%	14.3%	18.3%	16.8%	16.6%	14.6%	15.8%	14.6%	16.8%	18.7%	14.8%	13.3%	11.1%	13.6%	18.5%
Female	5,118	1,854	2,265	0	1,854	395	889	562	336	494	1,008	1,203	480	158	340	1,252	222	24	497	22
	87.2%	84.4%	85.6%	0.0%	100.0%	85.7%	85.7%	81.7%	83.2%	83.4%	85.4%	84.2%	85.4%	83.2%	81.3%	85.2%	86.7%	88.9%	86.4%	81.5%
Significantly different from column:*		A		E	D		H	G												

NA - Not Applicable

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

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Question 80

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,622	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	185	41	0	5	16	3	6	16	0	0	0	21	9	4	8	28	3	3	9	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,817	2,178	2,622	338	1,838	459	1,032	676	406	592	1,180	1,416	558	189	415	1,454	255	25	571	27
	96.9%	98.2%	100.0%	98.5%	99.1%	99.4%	99.4%	97.7%	100.0%	100.0%	100.0%	98.5%	98.4%	97.9%	98.1%	98.1%	98.8%	89.3%	98.4%	96.4%
8th grade or less	427	190	222	37	151	30	94	63	190	0	0	97	56	37	58	107	18	0	39	3
	7.3%	8.7%	8.5%	10.9%	8.2%	6.5%	9.1%	9.3%	46.8%	0.0%	0.0%	6.9%	10.0%	19.6%	14.0%	7.4%	7.1%	0.0%	6.8%	11.1%
Some high school, but did not graduate	740	216	276	31	185	45	101	70	216	0	0	131	65	18	63	130	16	1	34	2
	12.7%	9.9%	10.5%	9.2%	10.1%	9.8%	9.8%	10.4%	53.2%	0.0%	0.0%	9.3%	11.6%	9.5%	15.2%	8.9%	6.3%	4.0%	6.0%	7.4%
High school graduate or GED	1,966	592	753	98	494	147	264	178	0	592	0	385	154	50	118	395	64	4	149	7
	33.8%	27.2%	28.7%	29.0%	26.9%	32.0%	25.6%	26.3%	0.0%	100.0%	0.0%	27.2%	27.6%	26.5%	28.4%	27.2%	25.1%	16.0%	26.1%	25.9%
Some college or 2-year degree	1,774	756	938	86	670	161	348	245	0	0	756	524	173	51	116	528	95	12	201	10
	30.5%	34.7%	35.8%	25.4%	36.5%	35.1%	33.7%	36.2%	0.0%	0.0%	64.1%	37.0%	31.0%	27.0%	28.0%	36.3%	37.3%	48.0%	35.2%	37.0%
4-year college graduate	543	243	258	43	200	40	130	70	0	0	243	158	67	18	34	171	31	3	77	4
	9.3%	11.2%	9.8%	12.7%	10.9%	8.7%	12.6%	10.4%	0.0%	0.0%	20.6%	11.2%	12.0%	9.5%	8.2%	11.8%	12.2%	12.0%	13.5%	14.8%
More than 4-year college degree	367	181	175	43	138	36	95	50	0	0	181	121	43	15	26	123	31	5	71	1
	6.3%	8.3%	6.7%	12.7%	7.5%	7.8%	9.2%	7.4%	0.0%	0.0%	15.3%	8.5%	7.7%	7.9%	6.3%	8.5%	12.2%	20.0%	12.4%	3.7%
4-year college graduate or more	910	424	433	86	338	76	225	120	0	0	424	279	110	33	60	294	62	8	148	5
	15.6%	19.5%	16.5%	25.4%	18.4%	16.6%	21.8%	17.8%	0.0%	0.0%	35.9%	19.7%	19.7%	17.5%	14.5%	20.2%	24.3%	32.0%	25.9%	18.5%
Significantly different from column:*		AC		E	D	G	FH	G	K	K	IJ				PQ	O	O			

NA - Not Applicable

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

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Question 81

How are you related to the child?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	6,002	2,219	2,582	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	233	79	0	12	49	5	33	24	7	10	43	49	18	4	17	53	7	3	25	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	5,769	2,140	2,582	331	1,805	457	1,005	668	399	582	1,137	1,388	549	189	406	1,429	251	25	555	26
	96.1%	96.4%	100.0%	96.5%	97.4%	98.9%	96.8%	96.5%	98.3%	98.3%	96.4%	96.6%	96.8%	97.9%	96.0%	96.4%	97.3%	89.3%	95.7%	92.9%
Mother or father	5,259	1,846	2,269	293	1,550	409	864	564	380	499	948	1,183	484	167	362	1,205	227	23	478	23
	91.2%	86.3%	87.9%	88.5%	85.9%	89.5%	86.0%	84.4%	95.2%	85.7%	83.4%	85.2%	88.2%	88.4%	89.2%	84.3%	90.4%	92.0%	86.1%	88.5%
Grandparent	343	155	168	19	135	19	75	60	10	51	92	116	28	10	25	118	11	1	37	2
	5.9%	7.2%	6.5%	5.7%	7.5%	4.2%	7.5%	9.0%	2.5%	8.8%	8.1%	8.4%	5.1%	5.3%	6.2%	8.3%	4.4%	4.0%	6.7%	7.7%
Aunt or uncle	51	15	18	3	12	4	8	3	2	4	9	9	5	1	2	11	1	0	3	0
	0.9%	0.7%	0.7%	0.9%	0.7%	0.9%	0.8%	0.4%	0.5%	0.7%	0.8%	0.6%	0.9%	0.5%	0.5%	0.8%	0.4%	0.0%	0.5%	0.0%
Older brother or sister	20	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	12	7	5	2	5	0	3	4	0	3	4	4	2	1	1	5	1	0	3	0
	0.2%	0.3%	0.2%	0.6%	0.3%	0.0%	0.3%	0.6%	0.0%	0.5%	0.4%	0.3%	0.4%	0.5%	0.2%	0.3%	0.4%	0.0%	0.5%	0.0%
Legal guardian	74	76	79	6	70	14	35	27	6	19	50	53	15	7	13	55	8	0	21	0
	1.3%	3.6%	3.1%	1.8%	3.9%	3.1%	3.5%	4.0%	1.5%	3.3%	4.4%	3.8%	2.7%	3.7%	3.2%	3.8%	3.2%	0.0%	3.8%	0.0%
Someone else	10	41	40	8	33	11	20	10	1	6	34	23	15	3	3	35	3	1	13	1
	0.2%	1.9%	1.5%	2.4%	1.8%	2.4%	2.0%	1.5%	0.3%	1.0%	3.0%	1.7%	2.7%	1.6%	0.7%	2.4%	1.2%	4.0%	2.3%	3.8%

NA - Not Applicable

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Question 82

Did someone help you complete this survey?

Base: All respondents (Please note that members who responded on the phone were not asked this question.)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	3,106	2,219	1,783	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	45	973	0	158	797	222	455	279	240	285	423	613	246	104	208	594	141	14	218	16
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,061	1,246	1,783	185	1,057	240	583	413	166	307	757	824	321	89	215	888	117	14	362	12
	98.6%	56.2%	100.0%	53.9%	57.0%	51.9%	56.2%	59.7%	40.9%	51.9%	64.2%	57.3%	56.6%	46.1%	50.8%	59.9%	45.3%	50.0%	62.4%	42.9%
Yes	154	42	68	15	27	8	13	20	23	7	11	21	13	8	10	25	7	0	10	0
	5.0%	3.4%	3.8%	8.1%	2.6%	3.3%	2.2%	4.8%	13.9%	2.3%	1.5%	2.5%	4.0%	9.0%	4.7%	2.8%	6.0%	0.0%	2.8%	0.0%
No	2,907	1,204	1,715	170	1,030	232	570	393	143	300	746	803	308	81	205	863	110	14	352	12
	95.0%	96.6%	96.2%	91.9%	97.4%	96.7%	97.8%	95.2%	86.1%	97.7%	98.5%	97.5%	96.0%	91.0%	95.3%	97.2%	94.0%	100.0%	97.2%	100.0%
Significantly different from column:*		A		E	D		H	G	JK	I	I									

NA - Not Applicable

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

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Question 83

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

Base: All respondents who received help completing this survey (Q82) (Please note that members who responded on the phone were not asked this question.)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	154	42	2,699	15	27	8	13	20	23	7	11	21	13	8	10	25	7	0	10	0
Number missing or multiple answer	7	1	2,636	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	1	0
Number no experience	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	147	41	63	15	26	8	12	20	23	7	10	20	13	8	10	24	7	0	9	0
	95.5%	97.6%	2.3%	100.0%	96.3%	100.0%	92.3%	100.0%	100.0%	100.0%	90.9%	95.2%	100.0%	100.0%	100.0%	96.0%	100.0%	---	90.0%	---
Read the questions to me	63	21	24	6	15	6	7	8	14	3	3	11	6	4	6	12	3	0	4	0
	42.9%	51.2%	38.1%	40.0%	57.7%	75.0%	58.3%	40.0%	60.9%	42.9%	30.0%	55.0%	46.2%	50.0%	60.0%	50.0%	42.9%	---	44.4%	---
Wrote down the answers I gave	43	16	14	4	12	5	5	5	9	3	4	8	5	3	5	8	3	0	3	0
	29.3%	39.0%	22.2%	26.7%	46.2%	62.5%	41.7%	25.0%	39.1%	42.9%	40.0%	40.0%	38.5%	37.5%	50.0%	33.3%	42.9%	---	33.3%	---
Answered the questions for me	24	8	11	6	2	0	2	5	5	2	1	4	3	1	3	5	0	0	1	0
	16.3%	19.5%	17.5%	40.0%	7.7%	0.0%	16.7%	25.0%	21.7%	28.6%	10.0%	20.0%	23.1%	12.5%	30.0%	20.8%	0.0%	---	11.1%	---
Translated the questions into my language	66	12	33	5	7	3	5	4	7	3	2	6	3	3	3	8	1	0	3	0
	44.9%	29.3%	52.4%	33.3%	26.9%	37.5%	41.7%	20.0%	30.4%	42.9%	20.0%	30.0%	23.1%	37.5%	30.0%	33.3%	14.3%	---	33.3%	---
Helped in some other way	18	8	5	2	6	2	4	2	2	2	4	6	1	1	1	4	3	0	1	0
	12.2%	19.5%	7.9%	13.3%	23.1%	25.0%	33.3%	10.0%	8.7%	28.6%	40.0%	30.0%	7.7%	12.5%	10.0%	16.7%	42.9%	---	11.1%	---

Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

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Question 83a

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	2,219	2,577	343	1,854	462	1,038	692	406	592	1,180	1,437	567	193	423	1,482	258	28	580	28
Number missing or multiple answer	---	59	0	5	38	3	14	24	9	14	16	35	14	3	16	36	4	1	11	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	2,160	2,577	338	1,816	459	1,024	668	397	578	1,164	1,402	553	190	407	1,446	254	27	569	26
	---	97.3%	100.0%	98.5%	98.0%	99.4%	98.7%	96.5%	97.8%	97.6%	98.6%	97.6%	97.5%	98.4%	96.2%	97.6%	98.4%	96.4%	98.1%	92.9%
Yes	---	294	411	51	242	281	10	1	51	92	150	215	55	22	54	203	30	6	68	5
	---	13.6%	15.9%	15.1%	13.3%	61.2%	1.0%	0.1%	12.8%	15.9%	12.9%	15.3%	9.9%	11.6%	13.3%	14.0%	11.8%	22.2%	12.0%	19.2%
No	---	1,866	2,166	287	1,574	178	1,014	667	346	486	1,014	1,187	498	168	353	1,243	224	21	501	21
	---	86.4%	84.1%	84.9%	86.7%	38.8%	99.0%	99.9%	87.2%	84.1%	87.1%	84.7%	90.1%	88.4%	86.7%	86.0%	88.2%	77.8%	88.0%	80.8%
Significantly different from column:*		C				GH	F	F				M	L							

NA - Not Applicable

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

State Oregon Health Plan

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Question 83b

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

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	294	405	51	242	281	10	1	51	92	150	215	55	22	54	203	30	6	68	5
Number missing or multiple answer	---	4	0	1	3	3	1	0	2	1	1	3	1	0	1	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	290	405	50	239	278	9	1	49	91	149	212	54	22	53	202	30	6	67	5
	---	98.6%	100.0%	98.0%	98.8%	98.9%	90.0%	100.0%	96.1%	98.9%	99.3%	98.6%	98.2%	100.0%	98.1%	99.5%	100.0%	100.0%	98.5%	100.0%
None of the time	---	16	11	2	14	13	2	1	5	3	8	5	7	4	4	8	4	0	6	2
	---	5.5%	2.7%	4.0%	5.9%	4.7%	22.2%	100.0%	10.2%	3.3%	5.4%	2.4%	13.0%	18.2%	7.5%	4.0%	13.3%	0.0%	9.0%	40.0%
Some of the time	---	58	92	11	46	56	2	0	8	22	27	33	17	6	8	42	8	2	13	3
	---	20.0%	22.7%	22.0%	19.2%	20.1%	22.2%	0.0%	16.3%	24.2%	18.1%	15.6%	31.5%	27.3%	15.1%	20.8%	26.7%	33.3%	19.4%	60.0%
Most of the time	---	109	178	17	92	105	4	0	15	37	57	88	13	8	20	75	11	1	24	0
	---	37.6%	44.0%	34.0%	38.5%	37.8%	44.4%	0.0%	30.6%	40.7%	38.3%	41.5%	24.1%	36.4%	37.7%	37.1%	36.7%	16.7%	35.8%	0.0%
All of the time	---	107	124	20	87	104	1	0	21	29	57	86	17	4	21	77	7	3	24	0
	---	36.9%	30.6%	40.0%	36.4%	37.4%	11.1%	0.0%	42.9%	31.9%	38.3%	40.6%	31.5%	18.2%	39.6%	38.1%	23.3%	50.0%	35.8%	0.0%
Significantly different from column:*												N		L						
All of the time or Most of the time	---	216	302	37	179	209	5	0	36	66	114	174	30	12	41	152	18	4	48	0
	---	74.5%	74.6%	74.0%	74.9%	75.2%	55.6%	0.0%	73.5%	72.5%	76.5%	82.1%	55.6%	54.5%	77.4%	75.2%	60.0%	66.7%	71.6%	0.0%
Significantly different from column:*												M	L							

NA - Not Applicable

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Question 83c

How often does this child play well with others?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	294	405	51	242	281	10	1	51	92	150	215	55	22	54	203	30	6	68	5
Number missing or multiple answer	---	3	0	1	2	3	0	0	2	0	1	2	1	0	1	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	291	405	50	240	278	10	1	49	92	149	213	54	22	53	202	30	6	68	5
	---	99.0%	100.0%	98.0%	99.2%	98.9%	100.0%	100.0%	96.1%	100.0%	99.3%	99.1%	98.2%	100.0%	98.1%	99.5%	100.0%	100.0%	100.0%	100.0%
None of the time	---	7	13	1	6	7	0	0	1	2	4	1	4	2	2	4	1	0	2	1
	---	2.4%	3.2%	2.0%	2.5%	2.5%	0.0%	0.0%	2.0%	2.2%	2.7%	0.5%	7.4%	9.1%	3.8%	2.0%	3.3%	0.0%	2.9%	20.0%
Some of the time	---	52	67	11	41	50	1	1	5	21	26	31	15	5	5	40	7	2	15	0
	---	17.9%	16.5%	22.0%	17.1%	18.0%	10.0%	100.0%	10.2%	22.8%	17.4%	14.6%	27.8%	22.7%	9.4%	19.8%	23.3%	33.3%	22.1%	0.0%
Most of the time	---	136	174	20	115	130	5	0	18	41	76	105	19	11	21	94	17	2	35	3
	---	46.7%	43.0%	40.0%	47.9%	46.8%	50.0%	0.0%	36.7%	44.6%	51.0%	49.3%	35.2%	50.0%	39.6%	46.5%	56.7%	33.3%	51.5%	60.0%
All of the time	---	96	151	18	78	91	4	0	25	28	43	76	16	4	25	64	5	2	16	1
	---	33.0%	37.3%	36.0%	32.5%	32.7%	40.0%	0.0%	51.0%	30.4%	28.9%	35.7%	29.6%	18.2%	47.2%	31.7%	16.7%	33.3%	23.5%	20.0%
Significantly different from column:*									JK	I	I				PQ	O	O			
All of the time or Most of the time	---	232	325	38	193	221	9	0	43	69	119	181	35	15	46	158	22	4	51	4
	---	79.7%	80.2%	76.0%	80.4%	79.5%	90.0%	0.0%	87.8%	75.0%	79.9%	85.0%	64.8%	68.2%	86.8%	78.2%	73.3%	66.7%	75.0%	80.0%
Significantly different from column:*												M	L							

NA - Not Applicable

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Question 83d

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

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	294	406	51	242	281	10	1	51	92	150	215	55	22	54	203	30	6	68	5
Number missing or multiple answer	---	1	0	0	1	1	0	0	1	0	0	0	1	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	293	406	51	241	280	10	1	50	92	150	215	54	22	53	203	30	6	68	5
	---	99.7%	100.0%	100.0%	99.6%	99.6%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.2%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%
None of the time	---	5	17	0	5	4	1	0	0	2	3	2	3	0	0	5	0	0	3	0
	---	1.7%	4.2%	0.0%	2.1%	1.4%	10.0%	0.0%	0.0%	2.2%	2.0%	0.9%	5.6%	0.0%	0.0%	2.5%	0.0%	0.0%	4.4%	0.0%
Some of the time	---	84	118	13	70	82	2	0	8	32	43	58	16	9	12	61	8	4	17	3
	---	28.7%	29.1%	25.5%	29.0%	29.3%	20.0%	0.0%	16.0%	34.8%	28.7%	27.0%	29.6%	40.9%	22.6%	30.0%	26.7%	66.7%	25.0%	60.0%
Most of the time	---	143	181	26	117	135	6	1	20	39	84	110	22	10	27	97	16	2	35	2
	---	48.8%	44.6%	51.0%	48.5%	48.2%	60.0%	100.0%	40.0%	42.4%	56.0%	51.2%	40.7%	45.5%	50.9%	47.8%	53.3%	33.3%	51.5%	40.0%
All of the time	---	61	90	12	49	59	1	0	22	19	20	45	13	3	14	40	6	0	13	0
	---	20.8%	22.2%	23.5%	20.3%	21.1%	10.0%	0.0%	44.0%	20.7%	13.3%	20.9%	24.1%	13.6%	26.4%	19.7%	20.0%	0.0%	19.1%	0.0%
Significantly different from column:*									JK	I	I									
All of the time or Most of the time	---	204	271	38	166	194	7	1	42	58	104	155	35	13	41	137	22	2	48	2
	---	69.6%	66.7%	74.5%	68.9%	69.3%	70.0%	100.0%	84.0%	63.0%	69.3%	72.1%	64.8%	59.1%	77.4%	67.5%	73.3%	33.3%	70.6%	40.0%
Significantly different from column:*									JK	I	I									

NA - Not Applicable

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

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Question 83e

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

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	294	403	51	242	281	10	1	51	92	150	215	55	22	54	203	30	6	68	5
Number missing or multiple answer	---	2	0	0	2	2	0	0	1	0	1	0	2	0	1	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	292	403	51	240	279	10	1	50	92	149	215	53	22	53	202	30	6	68	5
	---	99.3%	100.0%	100.0%	99.2%	99.3%	100.0%	100.0%	98.0%	100.0%	99.3%	100.0%	96.4%	100.0%	98.1%	99.5%	100.0%	100.0%	100.0%	100.0%
None of the time	---	49	57	9	40	47	2	0	7	9	33	35	10	4	10	30	7	1	14	1
	---	16.8%	14.1%	17.6%	16.7%	16.8%	20.0%	0.0%	14.0%	9.8%	22.1%	16.3%	18.9%	18.2%	18.9%	14.9%	23.3%	16.7%	20.6%	20.0%
Some of the time	---	186	265	31	154	178	5	1	32	66	87	139	29	16	38	127	18	4	41	4
	---	63.7%	65.8%	60.8%	64.2%	63.8%	50.0%	100.0%	64.0%	71.7%	58.4%	64.7%	54.7%	72.7%	71.7%	62.9%	60.0%	66.7%	60.3%	80.0%
Most of the time	---	41	52	7	34	38	3	0	6	11	24	30	9	2	4	31	5	1	8	0
	---	14.0%	12.9%	13.7%	14.2%	13.6%	30.0%	0.0%	12.0%	12.0%	16.1%	14.0%	17.0%	9.1%	7.5%	15.3%	16.7%	16.7%	11.8%	0.0%
All of the time	---	16	29	4	12	16	0	0	5	6	5	11	5	0	1	14	0	0	5	0
	---	5.5%	7.2%	7.8%	5.0%	5.7%	0.0%	0.0%	10.0%	6.5%	3.4%	5.1%	9.4%	0.0%	1.9%	6.9%	0.0%	0.0%	7.4%	0.0%
Significantly different from column:*																				
All of the time or Most of the time	---	57	81	11	46	54	3	0	11	17	29	41	14	2	5	45	5	1	13	0
	---	19.5%	20.1%	21.6%	19.2%	19.4%	30.0%	0.0%	22.0%	18.5%	19.5%	19.1%	26.4%	9.1%	9.4%	22.3%	16.7%	16.7%	19.1%	0.0%
Significantly different from column:*															P	O				

NA - Not Applicable

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

State Oregon Health Plan

CAHPS@ 5.0H Child Medicaid with CCC Measures Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

19970

Question 83f

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)?

Base: All respondents whose child is between ages 3 and 5 years old (Q83b)

	2018 CSS Average	2019	2018	Respondent's Gender (Q79)		Child's Age (Q74)			Respondent's Education (Q80)			Child's Health Status (Q58)			Child's Doctor Visits in Last 6 Months (Q7)			Child's Specialist Visits in Last 6 Months (Q47)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some College or more	Excellent or Very Good	Good	Fair or Poor	None	1 to 4	5 or more	None	1 to 4	5 or more
				A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Number in sample	---	294	395	51	242	281	10	1	51	92	150	215	55	22	54	203	30	6	68	5
Number missing or multiple answer	---	5	0	0	5	3	2	0	2	2	1	3	2	0	2	3	0	0	1	0
Number no experience	---	36	80	6	30	35	1	0	9	11	16	27	7	2	11	23	1	0	9	1
Usable responses	---	253	315	45	207	243	7	1	40	79	133	185	46	20	41	177	29	6	58	4
	---	86.1%	79.7%	88.2%	85.5%	86.5%	70.0%	100.0%	78.4%	85.9%	88.7%	86.0%	83.6%	90.9%	75.9%	87.2%	96.7%	100.0%	85.3%	80.0%
No	---	234	301	40	193	225	6	1	39	74	120	172	40	20	39	162	28	6	49	4
	---	92.5%	95.6%	88.9%	93.2%	92.6%	85.7%	100.0%	97.5%	93.7%	90.2%	93.0%	87.0%	100.0%	95.1%	91.5%	96.6%	100.0%	84.5%	100.0%
Yes, I was told to pick up my child early on 1 or more days	---	12	13	5	7	11	1	0	1	2	9	9	3	0	2	9	0	0	4	0
	---	4.7%	4.1%	11.1%	3.4%	4.5%	14.3%	0.0%	2.5%	2.5%	6.8%	4.9%	6.5%	0.0%	4.9%	5.1%	0.0%	0.0%	6.9%	0.0%
Yes, I had to keep my child home for 1 full day or more	---	4	0	0	4	4	0	0	0	2	2	2	2	0	0	3	1	0	3	0
	---	1.6%	0.0%	0.0%	1.9%	1.6%	0.0%	0.0%	0.0%	2.5%	1.5%	1.1%	4.3%	0.0%	0.0%	1.7%	3.4%	0.0%	5.2%	0.0%
Yes permanently, I was told my child could no longer attend this childcare center or	---	3	1	0	3	3	0	0	0	1	2	2	1	0	0	3	0	0	2	0
	---	1.2%	0.3%	0.0%	1.4%	1.2%	0.0%	0.0%	0.0%	1.3%	1.5%	1.1%	2.2%	0.0%	0.0%	1.7%	0.0%	0.0%	3.4%	0.0%
Significantly different from column:*																				
No	---	234	301	40	193	225	6	1	39	74	120	172	40	20	39	162	28	6	49	4
	---	92.5%	95.6%	88.9%	93.2%	92.6%	85.7%	100.0%	97.5%	93.7%	90.2%	93.0%	87.0%	100.0%	95.1%	91.5%	96.6%	100.0%	84.5%	100.0%
Significantly different from column:*																				

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

SURVEY INSTRUMENT

Survey Instructions

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

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

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

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

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

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

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

1. Our records show that your child is now in Oregon Health Plan. Is that right?
- ₁ Yes → **If Yes, Go to Question 3**
₂ No

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

Your Child's Health Care in the Last 6 Months

These questions ask about your child's health care. 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?
- ₁ Yes
₂ No → **If No, Go to Question 5**

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

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

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

- ₁ Yes
- ₂ No → **If 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?

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

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

- ₀ None → **If None, Go to Question 16**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 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?

- ₁ Yes
- ₂ No

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

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

10. 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?

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

13. 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?

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 19***

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 19***

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

- ₁ Yes
- ₂ No

Specialized Services

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 22***

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 25***

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → **If No, Go to Question 28**

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → **If No, Go to Question 30**

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

- ₁ Yes
- ₂ No

Your Child's Personal Doctor

30. 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?

- ₁ Yes
- ₂ No → **If No, Go to Question 45**

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

- ₀ None → **If None, Go to Question 41**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

31a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

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

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

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

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

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

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

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

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 37***

36. 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?

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 41***

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

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

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

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

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 45***

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

Getting Health Care from Specialists

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

45. 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?

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

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

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

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

- ₀ None → ***If None, Go to Question 49***
- ₁ 1 specialist
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 or more specialists

48. 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?

- ₀ 0 Worst specialist possible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 Best specialist possible

Your Child's Health Plan

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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 52**

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

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

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

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

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

- ₁ Yes
- ₂ No → **If No, Go to Question 54**

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

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

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

- ₀ 0 Worst health plan possible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 Best health plan possible

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

- ₁ Yes
- ₂ No → **If No, Go to Question 57a**

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

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

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

- ₁ Yes
- ₂ No

Access to Dental Care

57a. A regular dentist is one your child would go to for check-ups and cleanings or when he or she has a cavity or tooth pain. Does your child have a regular dentist?

- ₁ Yes
- ₂ No

57b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- ₁ Yes
- ₂ No → *If No, Go to Question 57d*

57c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

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

57d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he or she get to see a dentist as soon as you wanted?

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

57e. 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 0 Extremely difficult
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 Extremely easy

About Your Child and You

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

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

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

- ₁ Excellent
- ₂ Very good
- ₃ Good
- ₄ Fair
- ₅ Poor

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 63***

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 63***

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 66***

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 66***

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

- ₁ Yes
- ₂ No

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

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

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 72***

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 72***

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No → ***If No, Go to Question 74***

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

- ₁ Yes
₂ No

74. What is your child's age?

- ₀₀ Less than 1 year old
_____ YEARS OLD (*write in*)

75. Is your child male or female?

- ₁ Male
₂ Female

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

- ₁ Yes, Hispanic or Latino
₂ No, not Hispanic or Latino

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

- _a White
_b Black or African-American
_c Asian
_d Native Hawaiian or other Pacific Islander
_e American Indian or Alaska Native
_f Other

78. What is your age?

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

79. Are you male or female?

- ₁ Male
₂ Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- ₁ Yes → ***If Yes, Go to Question 83***
₂ No → ***If No, Go to Question 83a***

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

- _a Read the questions to me
_b Wrote down the answers I gave
_c Answered the questions for me
_d Translated the questions into my language
_e Helped in some other way

Kindergarten Readiness

83a. Is your child between the ages of 3 and 5 years old?

- ₁ Yes → ***If Yes, Go to Question 83b***
- ₂ No → ***Thank you. Please return the survey in the postage-paid envelope.***

83b. When he or she is paying attention, how often can this child follow instructions to complete a simple task?

- ₁ All of the time
- ₂ Most of the time
- ₃ Some of the time
- ₄ None of the time

83c. How often does this child play well with others?

- ₁ All of the time
- ₂ Most of the time
- ₃ Some of the time
- ₄ None of the time

83d. How often can this child calm down when excited or all wound up?

- ₁ All of the time
- ₂ Most of the time
- ₃ Some of the time
- ₄ None of the time

83e. How often does this child lose control of his or her temper when things do not go his or her way?

- ₁ All of the time
- ₂ Most of the time
- ₃ Some of the time
- ₄ None of the time

83f. 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)?

- ₁ This child did not attend childcare or preschool
- ₂ No
- ₃ Yes, I was told to pick up my child early on 1 or more days
- ₄ Yes, I had to keep my child home for 1 full day or more
- ₅ Yes permanently, I was told my child could no longer attend this childcare center or preschool

Thank You

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

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

Please do not include any other correspondence.

Instrucciones para el cuestionario

Conteste cada pregunta marcando el cuadrado que aparece a la izquierda de la respuesta que usted elija.

A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

- ₁ Sí → ***Si contestó "Sí", pase a la pregunta 1***
₂ No

La información personal identificable no se hará pública y solo se dará a conocer de conformidad con las leyes y reglamentos federales.

Usted puede optar por responder a esta encuesta o no. Si decide no participar, esto no afectará los beneficios que obtenga. Usted notará un número en la portada de esta encuesta. Este número se utiliza SOLO para hacernos saber si usted ya envió su encuesta para que no tengamos que enviarle recordatorios.

Si quiere informarse más sobre este estudio, llame al 1-833-257-1377. Las personas con problemas de audición o del habla pueden llamar al 711 para usar el Servicio de Retransmisión de Telecomunicaciones (TRS).

Por favor conteste las preguntas para el niño cuyo nombre está anotado en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño está ahora con Oregon Health Plan. ¿Es correcta esta información?
₁ Sí → ***Si contestó "Sí", pase a la pregunta 3***
₂ No
2. ¿Cómo se llama el plan de salud de su niño?
(Por favor escriba en letra de molde)

La atención médica que recibió su niño en los últimos 6 meses

Estas preguntas son acerca de la atención médica que ha recibido su niño. No incluya la atención que recibió su niño cuando pasó la noche hospitalizado. No incluya las consultas de su niño con el dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?
₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 5***

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 7***

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

- ₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 16***
- ₁ 1 vez
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 a 9
- ₆ 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?

- ₁ Sí
- ₂ No

9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 14***

11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

- ₁ Sí
- ₂ No

12. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted no quiera que su niño tome una medicina?

- ₁ Sí
- ₂ No

13. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para su niño?

- ₁ Sí
- ₂ No

14. Usando un número del 0 al 10, el 0 siendo la peor atención médica posible y el 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

- ₀ 0 La peor atención médica posible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 La mejor atención médica posible

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, las pruebas o el tratamiento que su niño necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

16. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería/cuidado infantil?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 19***

17. En los últimos 6 meses, ¿necesitó que los doctores o los otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 19***

18. En los últimos 6 meses, ¿consiguió la ayuda de los doctores o los otros profesionales médicos de su niño que necesitaba para ponerse en contacto con la escuela o guardería de su niño?

- ₁ Sí
- ₂ No

Servicios especializados

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 22***

20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir equipo o dispositivos médicos especiales para su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

21. ¿Alguien del plan de salud, del consultorio médico o clínica de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

- ₁ Sí
- ₂ No

22. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño tal como terapia física, ocupacional o del habla?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 25***

23. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir esta terapia para su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

24. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir esta terapia para su niño?

- ₁ Sí
- ₂ No

25. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 28***

26. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

27. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

- ₁ Sí
- ₂ No

28. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 30***

29. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a coordinar la atención médica de su niño entre estos profesionales o servicios diferentes?

- ₁ Sí
- ₂ No

El doctor personal de su niño

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿Tiene su niño un doctor personal?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 45***

31. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?

- ₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 41***

- ₁ 1 vez
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 a 9
- ₆ 10 veces o más

31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar con el doctor personal de su niño o entenderlo porque hablaban idiomas diferentes?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

34. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

35. ¿Su niño puede hablar con los doctores sobre su atención médica?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 37***

36. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- ₁ Sí
- ₂ No

39. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 41***

40. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

41. Usando un número del 0 al 10, el 0 siendo el peor doctor personal posible y el 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

- ₀ 0 El peor doctor personal posible
- ₁ 1
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5
- ₆ 6
- ₇ 7
- ₈ 8
- ₉ 9
- ₁₀ 10 El mejor doctor personal posible

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 45***

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- ₁ Sí
- ₂ No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- ₁ Sí
- ₂ No

La atención médica que recibió de especialistas

Al contestar las siguientes preguntas no incluya las veces que su niño fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

45. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita para su niño con un especialista?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 49***

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- ₄ Siempre

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- ₀ Ninguno → ***Si contestó "Ninguno", pase a la pregunta 49***
- ₁ 1 especialista
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 especialistas o más

48. Queremos saber cómo califica al especialista al que su niño fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

- ₀ 0 El peor especialista posible
₁ 1
₂ 2
₃ 3
₄ 4
₅ 5
₆ 6
₇ 7
₈ 8
₉ 9
₁₀ 10 El mejor especialista posible

El plan de salud de su niño

Las siguientes preguntas se refieren a su experiencia con el plan de salud de su niño.

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?

- ₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 52**

50. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre

51. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- ₁ Sí
₂ No → **Si contestó "No", pase a la pregunta 54**

53. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre

54. Usando un número del 0 al 10, el 0 siendo el peor plan de salud posible y el 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

- ₀ 0 El peor plan de salud posible
₁ 1
₂ 2
₃ 3
₄ 4
₅ 5
₆ 6
₇ 7
₈ 8
₉ 9
₁₀ 10 El mejor plan de salud posible

Medicinas recetadas

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?
- ₁ Sí
₂ No → ***Si contestó “No”, pase a la pregunta 57a***
56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?
- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre
57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?
- ₁ Sí
₂ No

Acceso a atención dental

- 57a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?
- ₁ Sí
₂ No
- 57b. En los últimos 6 meses, ¿fue su niño al consultorio de un dentista o a una clínica dental para recibir atención?
- ₁ Sí
₂ No → ***Si contestó “No”, pase a la pregunta 57d***

57c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre

57d. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una emergencia dental, ¿con qué frecuencia él o ella pudo ver a un dentista tan pronto como usted quería?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
₄ Siempre
₅ Mi niño no tuvo una emergencia dental en los últimos 6 meses

57e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para su niño?

- ₀ 0 Extremadamente difícil
₁ 1
₂ 2
₃ 3
₄ 4
₅ 5
₆ 6
₇ 7
₈ 8
₉ 9
₁₀ 10 Extremadamente fácil

Acerca de usted y de su niño

58. En general, ¿cómo calificaría toda la salud de su niño?

- ₁ Excelente
- ₂ Muy buena
- ₃ Buena
- ₄ Regular
- ₅ Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- ₁ Excelente
- ₂ Muy buena
- ₃ Buena
- ₄ Regular
- ₅ Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 63***

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 63***

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- ₁ Sí
- ₂ No

63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 66***

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 66***

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- ₁ Sí
- ₂ No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 69***

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 69***

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- ₁ Sí
- ₂ No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 72***

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 72***

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- ₁ Sí
₂ No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- ₁ Sí
₂ No → ***Si contestó "No", pase a la pregunta 74***

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- ₁ Sí
₂ No

74. ¿Qué edad tiene su niño?

- ₀₀ Menos de un año
_____ AÑOS (*escriba la respuesta*)

75. ¿Es su niño de sexo masculino o femenino?

- ₁ Masculino
₂ Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

- ₁ Sí, hispano o latino
₂ No, ni hispano ni latino

77. ¿A qué raza pertenece su niño? Por favor marque una o más.

- _a Blanca
_b Negra o afroamericana
_c Asiática
_d Nativo de Hawái o de otras islas del Pacífico
_e Indígena americano o nativo de Alaska
_f Otra

78. ¿Qué edad tiene usted?

- ₀ Menos de 18 años
₁ 18 a 24
₂ 25 a 34
₃ 35 a 44
₄ 45 a 54
₅ 55 a 64
₆ 65 a 74
₇ 75 años o más

79. ¿Es usted hombre o mujer?

- ₁ Hombre
₂ Mujer

80. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- ₁ 8 años de escuela o menos
₂ 9 a 12 años de escuela, pero sin graduarse
₃ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria o su equivalente (o GED)
₄ Algunos cursos universitarios o un título universitario de un programa de 2 años
₅ Título universitario de 4 años
₆ Título universitario de más de 4 años

81. ¿Qué relación tiene con el niño?

- ₁ Madre o padre
- ₂ Abuelo o abuela
- ₃ Tía o tío
- ₄ Hermano o hermana mayor
- ₅ Otro familiar
- ₆ Tutor legal del niño
- ₇ Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

- ₁ Sí → ***Si contestó "Sí", pase a la pregunta 83***
- ₂ No → ***Si contestó "No", pase a la pregunta 83a***

83. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- _a Me leyó las preguntas
- _b Anotó las respuestas que le di
- _c Contestó las preguntas por mí
- _d Tradujo las preguntas a mi idioma
- _e Me ayudó de otra forma

Preparación para el kindergarten

83a. ¿Su niño tiene entre 3 y 5 años de edad?

- ₁ Sí → ***Si contestó "Sí", pase a la pregunta 83b***
- ₂ No → ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

83b. Cuando el niño está prestando atención, ¿con qué frecuencia puede seguir instrucciones para completar una tarea simple?

- ₁ Siempre
- ₂ Casi siempre
- ₃ Algunas veces
- ₄ Nunca

83c. ¿Con qué frecuencia el niño juega bien con los demás?

- ₁ Siempre
- ₂ Casi siempre
- ₃ Algunas veces
- ₄ Nunca

83d. ¿Con qué frecuencia puede calmarse el niño cuando está excitado?

- ₁ Siempre
- ₂ Casi siempre
- ₃ Algunas veces
- ₄ Nunca

83e. ¿Con qué frecuencia pierde el niño el control de su temperamento cuando las cosas no salen a su manera?

- ₁ Siempre
- ₂ Casi siempre
- ₃ Algunas veces
- ₄ Nunca

83f. En los últimos 6 meses, ¿alguna vez le pidieron que el niño se quedara en casa y no fuera a la guardería o preescolar debido a su comportamiento (por golpear, patear, morder, hacer rabietas o desobedecer)?

- ₁ El niño no asistió a la guardería ni al preescolar
- ₂ No
- ₃ Sí, me dijeron que recogiera al niño temprano 1 o más días
- ₄ Sí, tuve que mantener al niño en casa por 1 día completo o más
- ₅ Sí, me dijeron que el niño ya no podría asistir a la guardería preescolar

Gracias

Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado a:

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

Por favor no incluya cualquier otra correspondencia.

CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

NCQA's *HEDIS 2019, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculation of survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for calculating rolling average composites and question summary rates. *For OHA analysis, rolling average measures were calculated using single year rates.*
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. There are three steps needed to calculate the composite global proportion:

Step 1

For each question in a composite, count the number of members who selected a favorable response option:

- For all composite questions except those in the *Shared Decision Making* composite, the favorable responses are Usually and Always.
- For the *Shared Decision Making* questions, the favorable response is Yes.

Step 2

For each question, determine the proportion of respondents rating favorably (i.e., *Usually/Always* or *Yes*).

Step 3

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

Using the example above, here is an illustration of the step-by-step calculation of the *Getting Care Quickly* composite global proportion. Missing responses are not included in the denominator.

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

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

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See <i>Comparisons to Benchmarks and Prior-Year Results</i> .
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous 12 months, whereas the Medicaid version refers to the previous six (6) months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version. See <i>Experience of Care Measures</i> .
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See <i>Member Dispositions and Response Rate</i> .
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: <ul style="list-style-type: none"> - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of November 30 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Always</i> or <i>Usually</i>) averaged across the questions that make up the composite. See <i>Question Summary Rates and Composite Global Proportions</i> .
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> . See <i>Question Summary Rates and Composite Global Proportions</i> .
Response Rate	<p>Survey response rate is calculated using the following formula:</p> $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Sample size	OHA’s methodology used a sample size of 1,000 for Adult Medicaid samples, 800 for Child Medicaid samples, and 450 for Child Medicaid with Chronic Conditions samples.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., State Oregon Health Plan, the highest or lowest performing CCO, or the CCO’s own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (<i>n</i>)	See <i>Denominator</i>
Valid Response	Any acceptable (falling within a pre-defined set) response to a survey question that follows the NCQA skip pattern rules and data cleaning guidelines.