Oregon Health Plan Report of Results for

PacificSource - Central Oregon Adult Population

2019 CAHPS® 5.0H Medicaid Member Experience Survey

Prepared for:

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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. In addition, the survey is used to collect data on several measures from the *Effectiveness of Care* domain.

EXECUTIVE SUMMARY

CSS administered the Adult Medicaid version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of PacificSource - Central Oregon between January 9 and April 9, 2019. The final Adult Medicaid survey sample for PacificSource - Central Oregon included 1,000 members. 230 members completed the survey, resulting in a response rate of 23.61 percent.

This section highlights some of the key survey findings for PacificSource - Central Oregon, 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 9.1 points) Rating of Health Plan (by 10.42 points)	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE State OHP	Reportable Rate BELOW State OHP
2019 State OHP	
None	None

TOP PRIORITIES FOR QUALITY IMPROVEMENT

CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these specific areas or experiences can be improved, the overall rating of the plan should reflect these gains. Up to five quality improvement opportunities with the highest return on investment for PacificSource - Central Oregon 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 saliency, availability, and clarity of information about how the health plan works in written materials or on the Internet
2. Improving member access to care (ease of getting needed care, tests, or treatment)
3. Improving member access to care (scheduling appointments for routine care)
4. Improving the quality of physicians in health plan network (personal doctors)
5. Improving the ability of the health plan customer service to provide members with necessary information or help

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

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 PACIFICSOURCE - CENTRAL OREGON ADULT MEDICAID SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates		Valid Responses		2019 State OHP
		2018	2019	2018	2019	
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	68.08%	**70.59%**	213	**170**	70.83%
	Q23. Rating of Personal Doctor	75.22% ▲	**84.32%**	226	**185**	80.14%
	Q27. Rating of Specialist Seen Most Often	81.20%	**85.39%**	117	**89**	79.45%
	Q35. Rating of Health Plan	62.31% ▲	**72.73%**	260	**209**	70.39%
Getting Needed Care (% Always or Usually)	***Getting Needed Care Composite***	73.06%	**81.17%**	169	**135**	81.41%
	Q14. Easy to get needed care	76.53% ▲	**84.80%**	213	**171**	85.15%
	Q25. Easy to see specialists	69.60%	**77.55%**	125	**98**	77.68%
Getting Care Quickly (% Always or Usually)	***Getting Care Quickly Composite***	81.16%	**82.42%**	138	**119**	82.65%
	Q4. Got urgent care as soon as needed	83.67%	**82.95%**	98	**88**	85.22%
	Q6. Got routine care as soon as needed	78.65%	**81.88%**	178	**149**	80.09%
How Well Doctors Communicate* (% Always or Usually)	***How Well Doctors Communicate Composite***	90.03%	**90.97%**	176	**144**	92.08%
	Q17. Doctor explained things	93.18%	**94.44%**	176	**144**	93.27%
	Q18. Doctor listened carefully	89.20%	**89.58%**	176	**144**	92.15%
	Q19. Doctor showed respect	90.86%	**89.58%**	175	**144**	92.82%
	Q20. Doctor spent enough time	86.86%	**90.28%**	175	**144**	90.07%
Customer Service (% Always or Usually)	***Customer Service Composite***	92.54%	**89.09%**	74	**55**	87.24%
	Q31. Provided needed information/help	89.19%	**87.27%**	74	**55**	81.43%
	Q32. Treated with courtesy/respect	95.89%	**90.91%**	73	**55**	93.05%
Shared Decision Making** (% Yes)	***Shared Decision Making Composite***	84.86%	**87.65%**	103	**81**	83.28%
	Q10. Discussed reasons to take a medicine	93.20%	**93.83%**	103	**81**	94.49%
	Q11. Discussed reasons not to take a medicine	77.88%	**85.19%**	104	**81**	77.41%
	Q12. Discussed what was best for you	83.50%	**83.95%**	103	**81**	77.94%
Other Areas	Q8. Health Promotion and Education (% Yes)	70.70%	**72.78%**	215	**169**	74.83%
	Q22. Coordination of Care (% Always or Usually)	81.31%	**86.73%**	107	**98**	82.51%
Effectiveness of Care Measures	Advising Smokers and Tobacco Users to Quit	67.80%	**67.21%**	59	**61**	73.41%
	Discussing Cessation Medications	52.46% ▼	**34.43%**	61	**61**	52.91% ▼
	Discussing Cessation Strategies	33.33%	**36.07%**	60	**61**	46.43%
	Flu Vaccinations for Adults	33.97% ▲	**45.97%**	262	**211**	39.20% ▲

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 PacificSource - Central Oregon, are highlighted below.

- 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 PacificSource - Central Oregon survey results are compared to the 2019 State OHP. The 2019 State OHP is calculated by pooling Adult Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.

- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where PacificSource - Central Oregon 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 PacificSource - Central Oregon 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 PacificSource - Central Oregon QSRs and global proportions are compared to the 2019 State OHP 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 PacificSource - Central Oregon respondent profile to the appropriate reference distribution (i.e., all plans included in the 2019 State OHP) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- A one-page summary of the *Effectiveness of Care* measures includes comparisons to prior-year results (if available) as well as to the 2019 State OHP rates. All rates are calculated according to the NCQA guidelines, but are presented regardless of their eligibility for NCQA reporting.

- *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 PacificSource - Central Oregon results on each key driver are compared to the highest score among the one Adult Medicaid plans contributing to the 2019 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the PacificSource - Central Oregon *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 Adult Medicaid version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of PacificSource - Central Oregon 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 PacificSource - Central Oregon 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 14 additional questions added by OHA. These included questions on mobility impairment, cultural competency, and access to dental care. 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 PacificSource - Central Oregon. Sample-eligible members were defined as plan members who were 18 years old or older 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. 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 PacificSource - Central Oregon included 1,000 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 PacificSource - Central Oregon sample members who met final eligibility criteria, 230 completed the survey, resulting in a response rate of 23.61 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2019 PACIFICSOURCE - CENTRAL OREGON ADULT MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2019 State OHP
	Number	% Initial Sample	
Initial Sample	1,000	100.00%	---
Disposition			
Complete and Eligible - Mail	160	16.00%	16.85%
Complete and Eligible - Phone	64	6.40%	6.74%
Complete and Eligible - Internet	6	0.60%	0.75%
Complete and Eligible - Total	230	23.00%	24.34%
Does not meet Eligible Population criteria	22	2.20%	1.66%
Incomplete (but Eligible)	26	2.60%	2.83%
Ineligible	4	0.40%	1.17%
- Language barrier	0	0.00%	0.39%
- Mentally or physically incapacitated	3	0.30%	0.81%
- Deceased	1	0.10%	0.14%
Refusal	77	7.70%	6.41%
Nonresponse after maximum attempts	634	63.40%	62.66%
Added to Do Not Call (DNC) list	7	0.70%	0.77%
Response Rate*		**23.61%**	**25.09%**

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

SATISFACTION WITH THE EXPERIENCE OF CARE

EXPERIENCE OF CARE MEASURES

CAHPS Health Plan Survey 5.0H, Adult Medicaid 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 five ***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 you needed?*
  - *In the last 6 months, how often did you get an appointment 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 you needed care right away, how often did you get care as soon as you needed?*
  - *In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?*
- ***How Well Doctors Communicate*** combines responses to four survey questions that address physician communication:
  - *In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?*

- *In the last 6 months, how often did your personal doctor listen carefully to you?*
- *In the last 6 months, how often did your personal doctor show respect for what you had to say?*
- *In the last 6 months, how often did your personal doctor spend enough time with you?*

- ***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 your health plan's customer service staff give you the information or help you needed?*
  - *In the last 6 months, how often did your health plan's customer service staff 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 to take a medicine?*
  - *Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?*
  - *When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?*

In addition to the five 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 a doctor or other health provider talk about specific things you could do to prevent illness?

- ***Coordination of Care***

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

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*.

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.

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 PacificSource - Central Oregon results are compared to the 2019 State OHP as well as to the highest and lowest performing CCO. The 2019 State OHP is calculated by pooling Adult Medicaid survey responses across CCOs surveyed by the Oregon Health Authority. If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All 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 3 provides a high-level PacificSource - Central Oregon 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 3. 2019 PACIFICSOURCE - CENTRAL OREGON ADULT MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*	2019 Rate	Difference** between 2019 Rate and...	
		2018 Rate	2019 State OHP
Ratings			
Rating of Personal Doctor	84.32%	9.10% ▲	4.19%
Rating of Specialist Seen Most Often	85.39%	4.20%	5.94%
Rating of All Health Care	70.59%	2.51%	-0.24%
Rating of Health Plan	72.73%	10.42% ▲	2.34%
Composite Measures			
Getting Needed Care	81.17%	8.11%	-0.24%
Getting Care Quickly	82.42%	1.25%	-0.23%
How Well Doctors Communicate	90.97%	0.95%	-1.10%
Customer Service	89.09%	-3.45%	1.85%
Shared Decision Making	87.65%	2.79%	4.37%
Additional Content Areas			
Health Promotion and Education	72.78%	2.08%	-2.05%
Coordination of Care	86.73%	5.43%	4.23%

* 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

- PacificSource - Central Oregon 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.

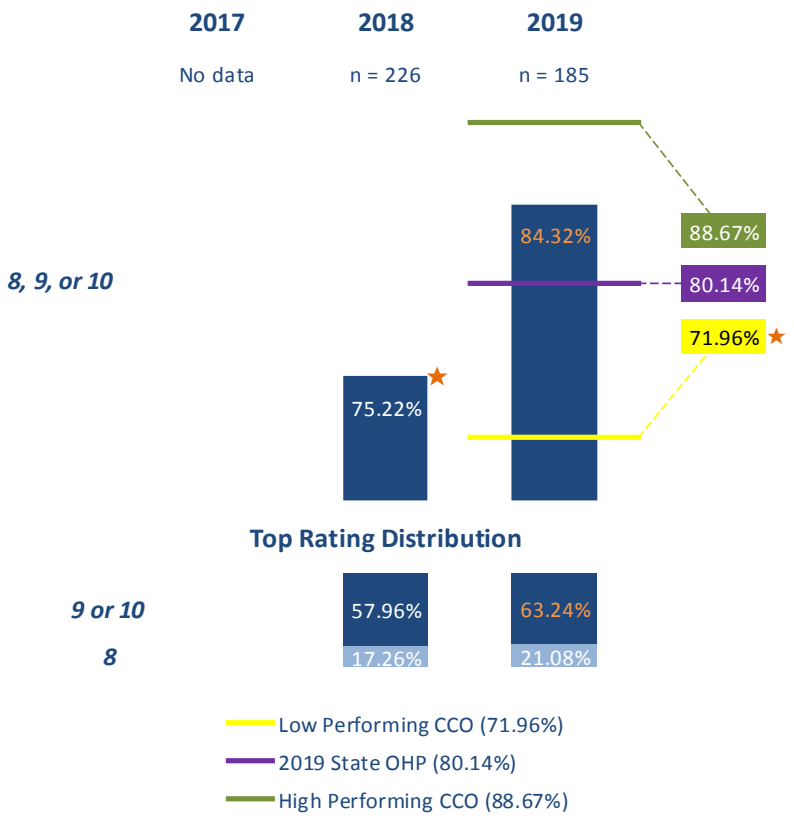
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding *8* vs. percent responding *9* or *10*, or percent responding *Usually* vs. percent responding *Always*).

- 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



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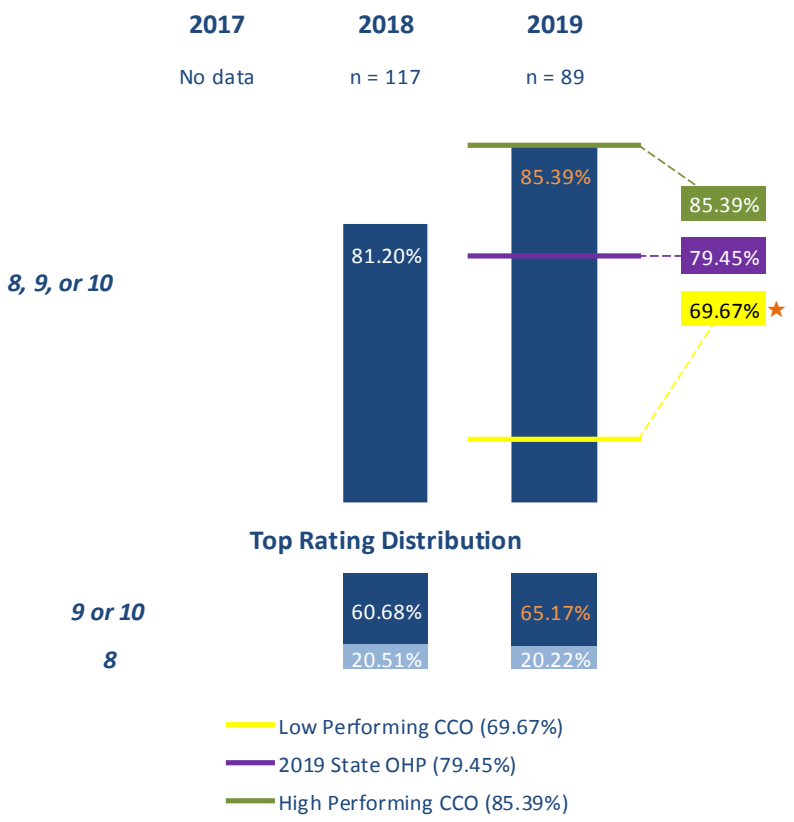
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



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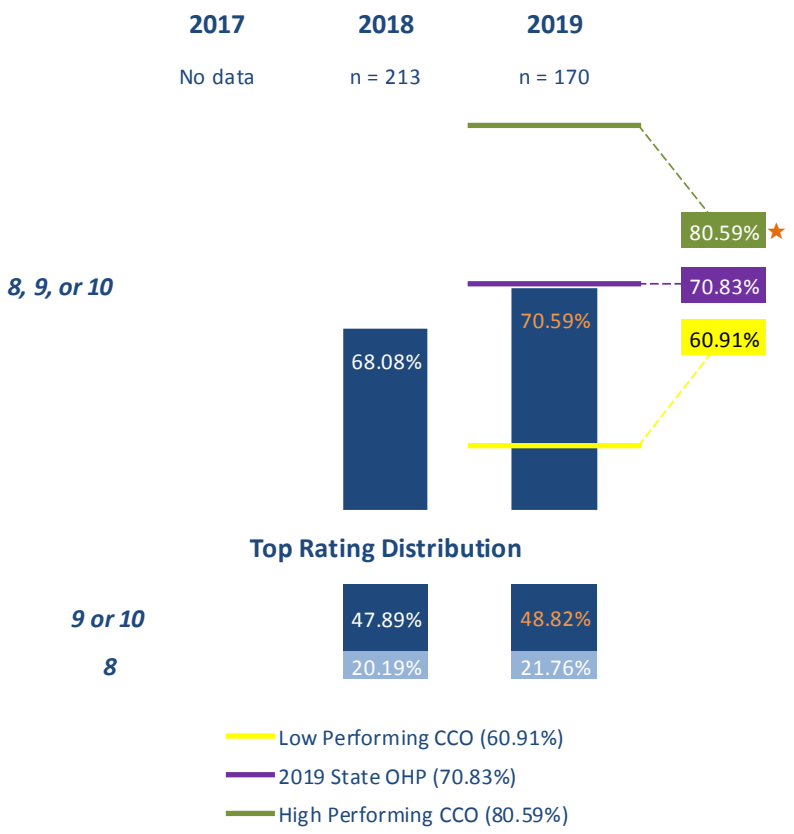
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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



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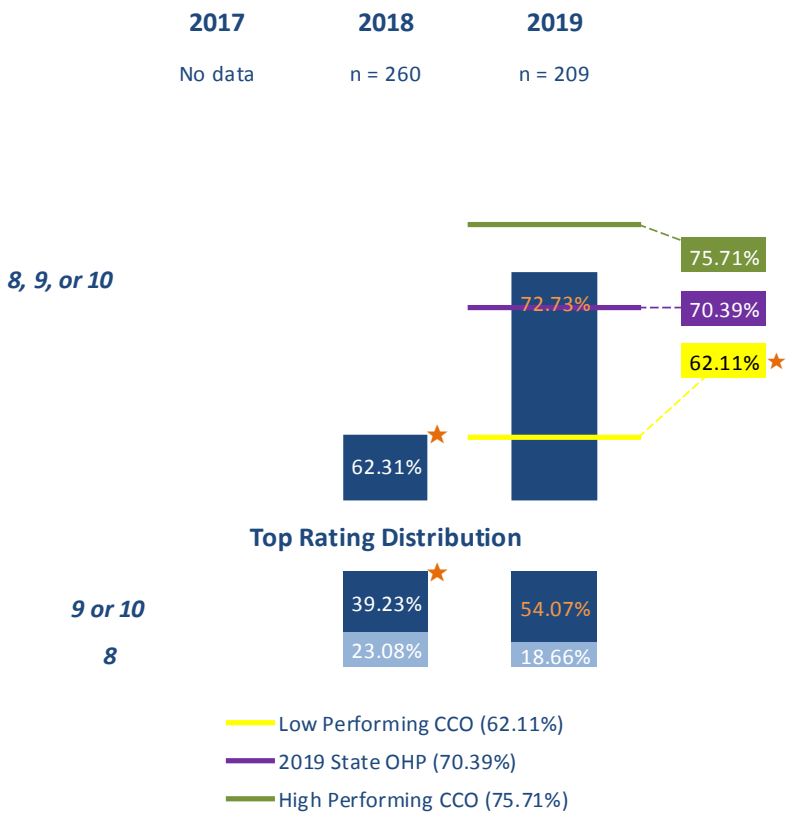
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

Rating of Health Plan

Percent Responding 8, 9, or 10



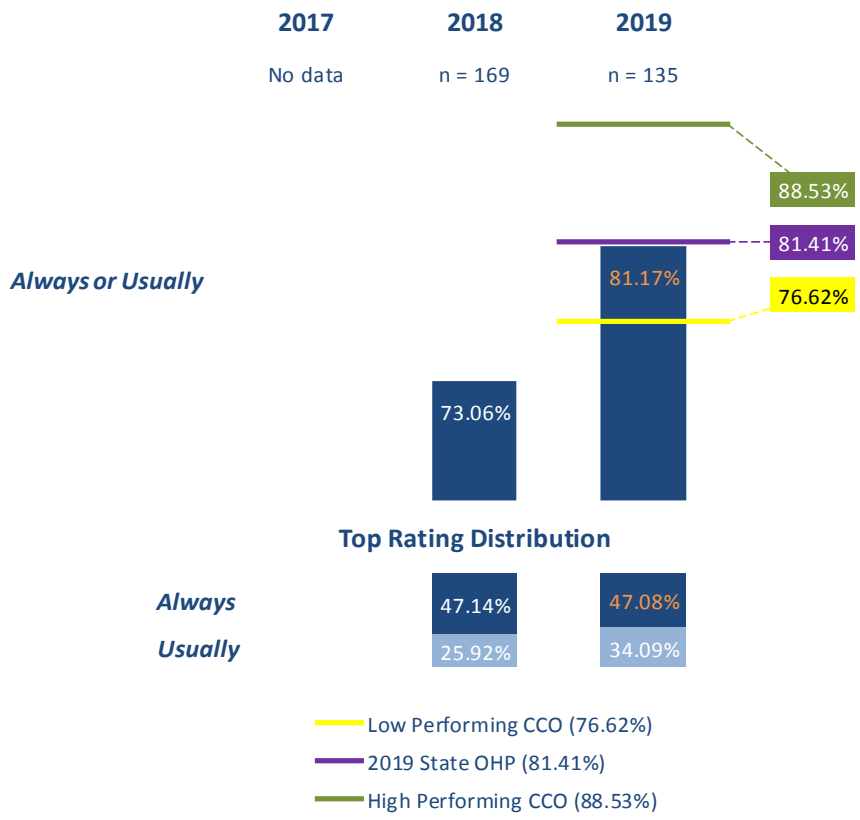
11530

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



11530

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.

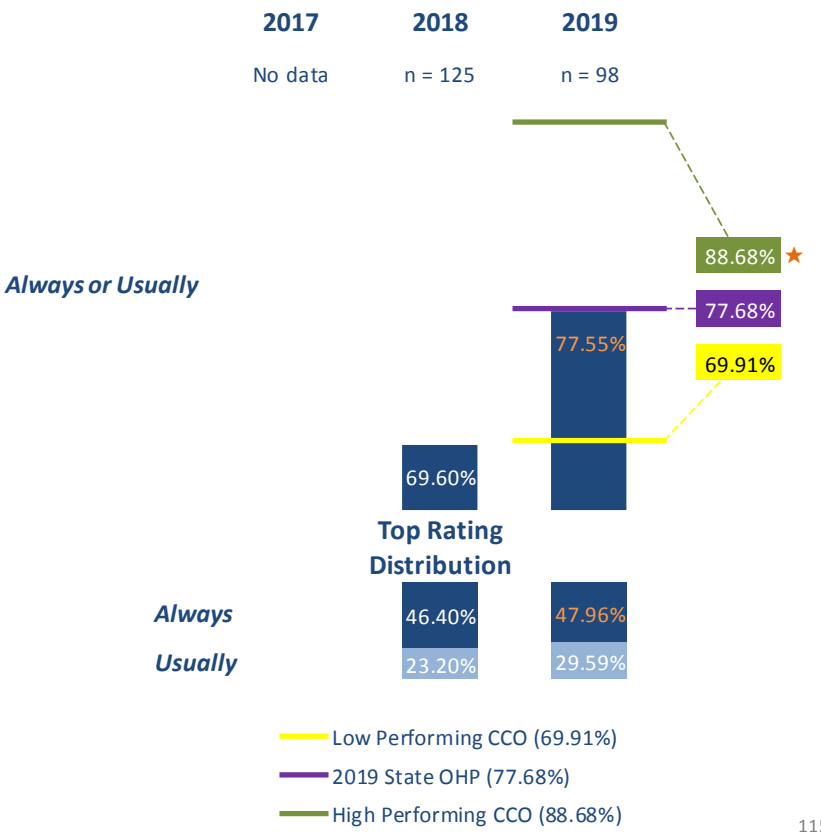
The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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

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



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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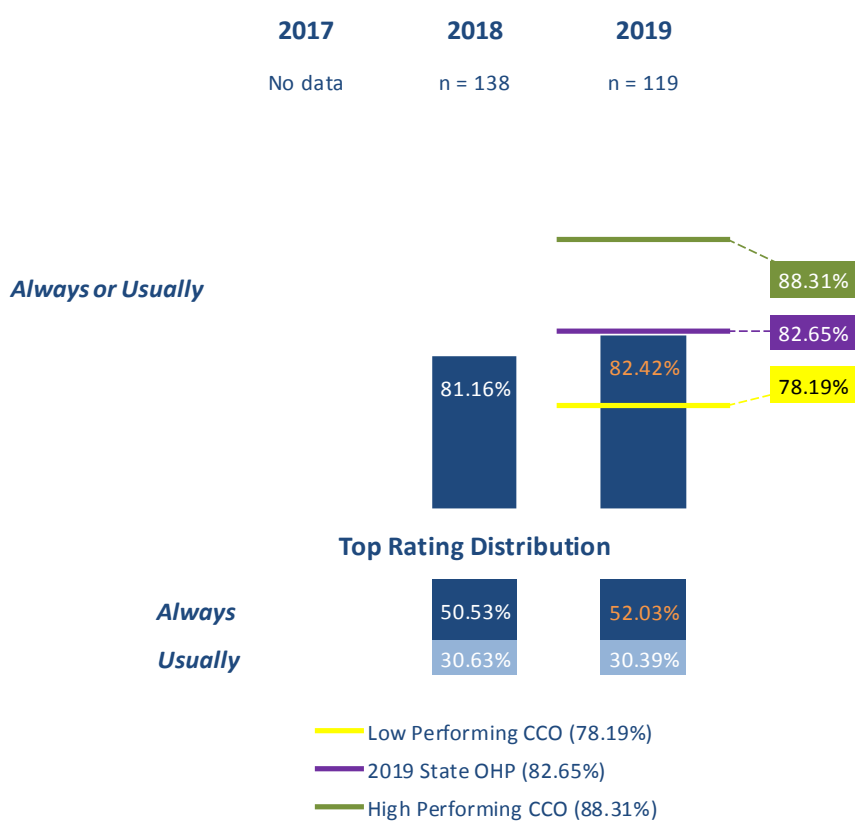
Getting Care Quickly (Composite)

Percent Responding Always or Usually



11530

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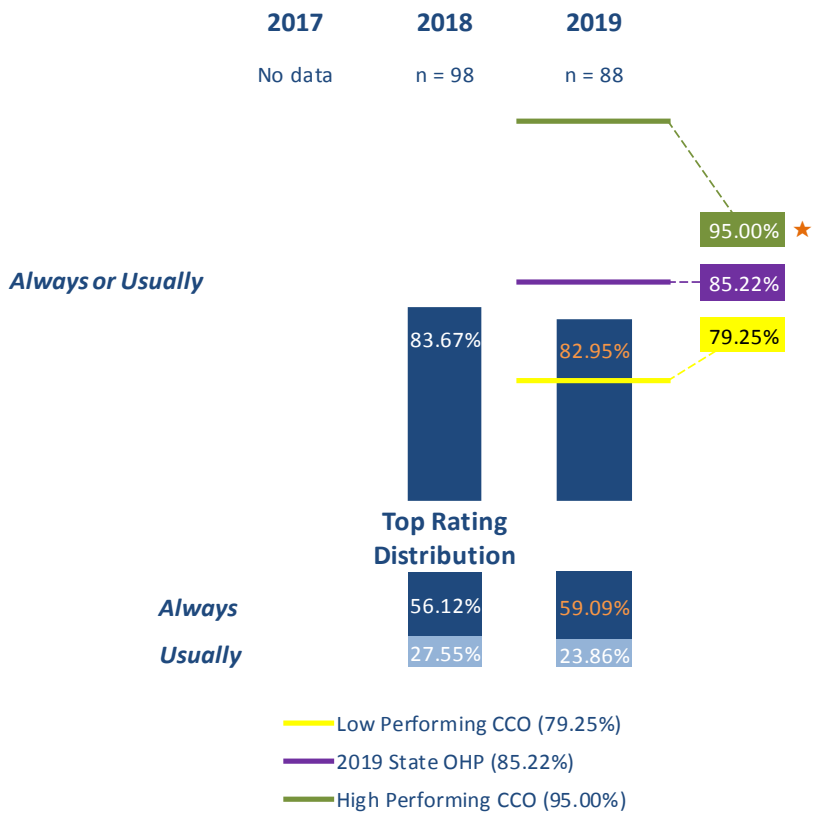
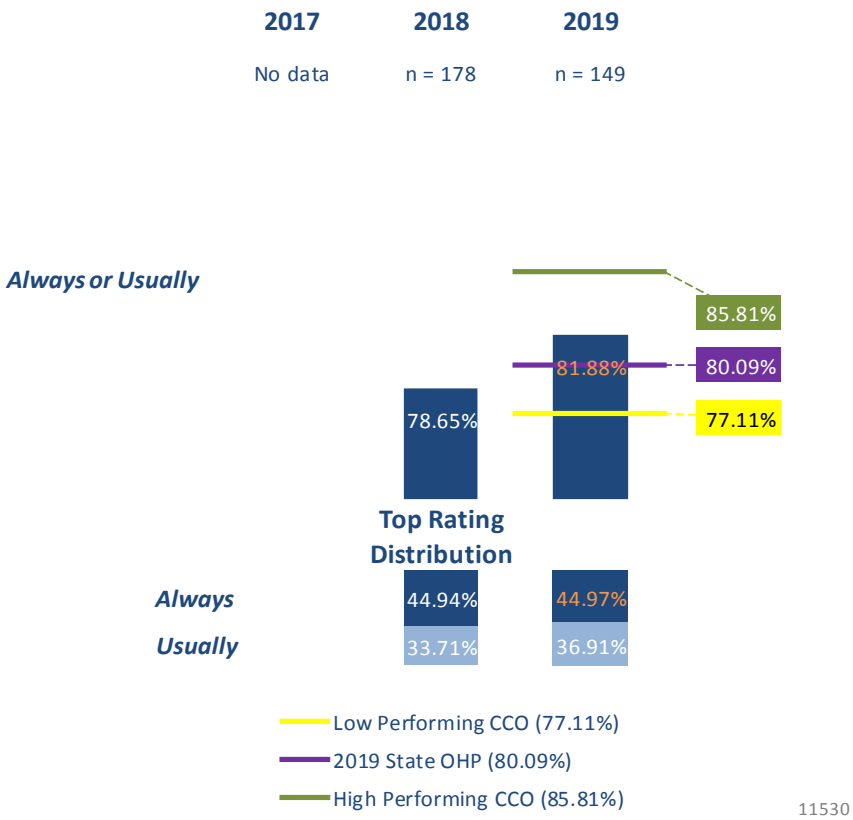
Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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



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



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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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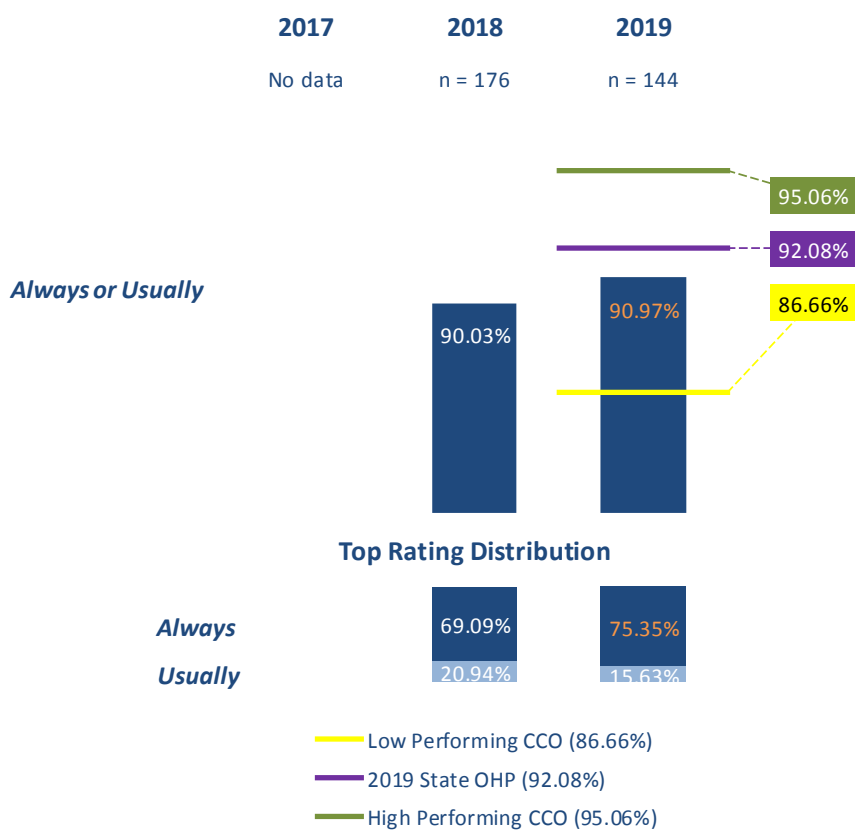
How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



11530

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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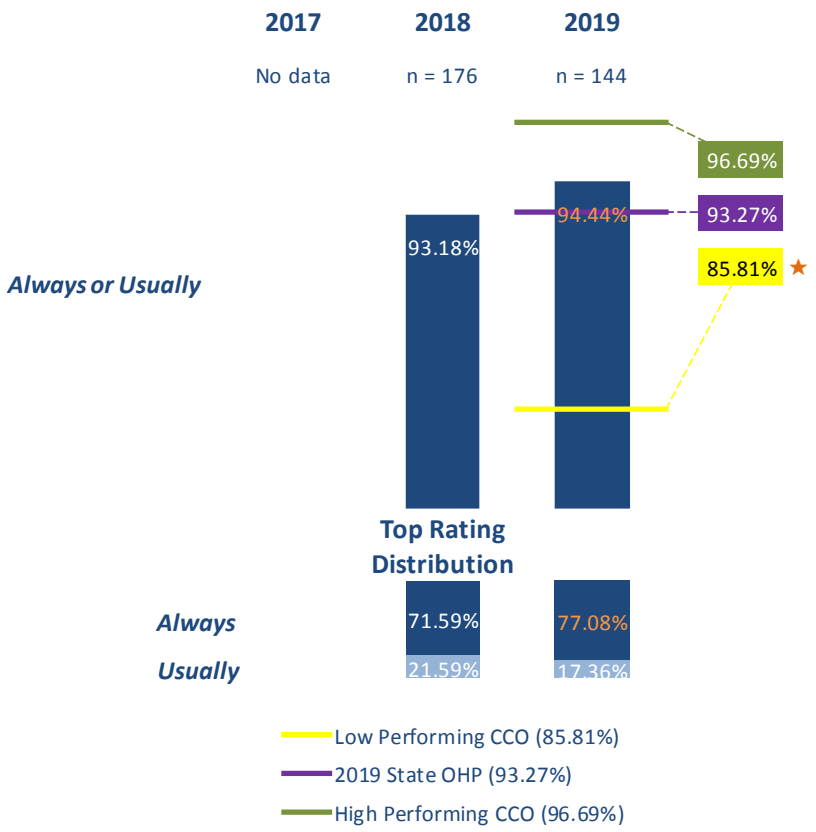
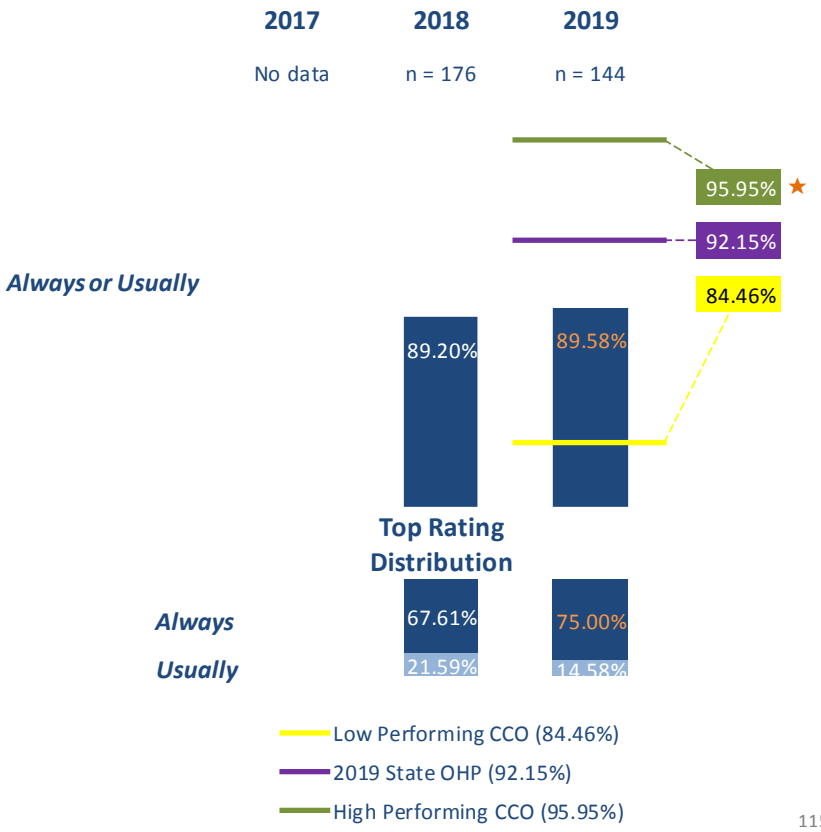
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



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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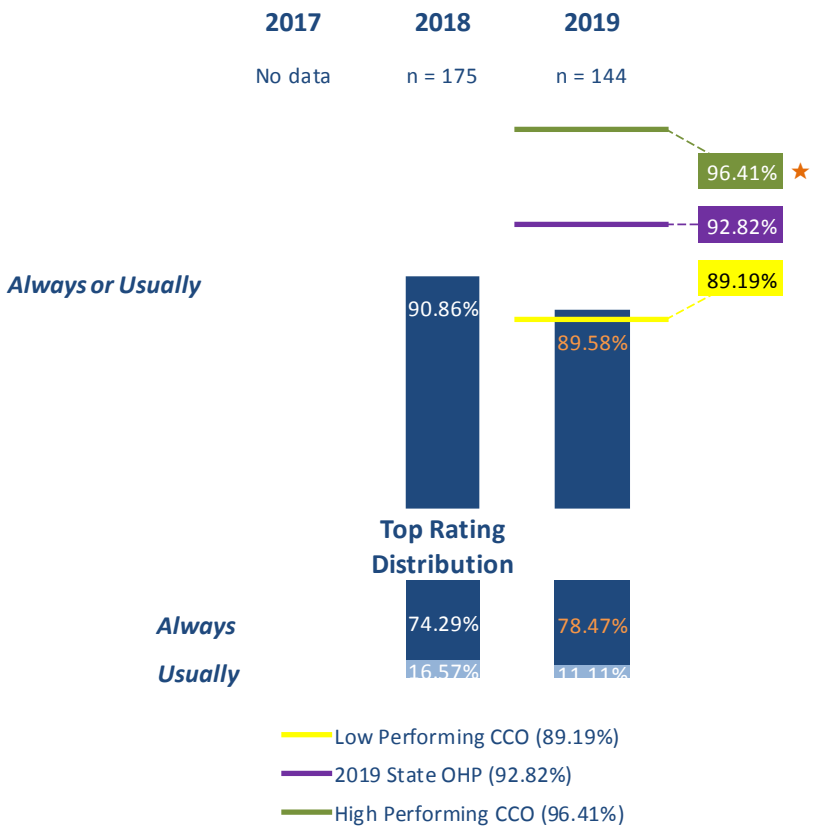
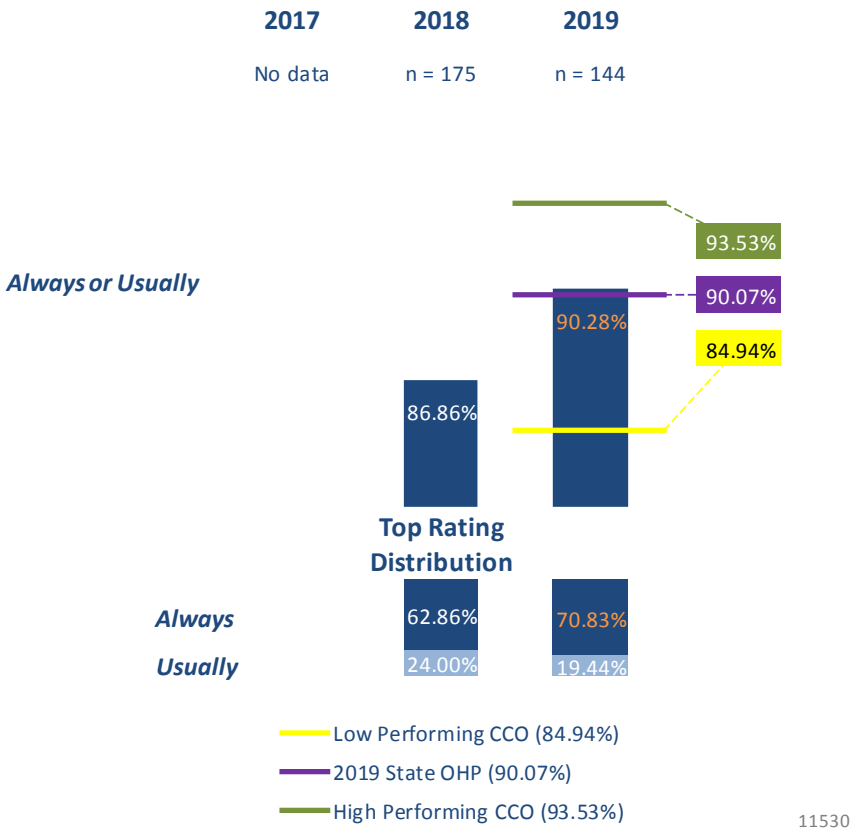
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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



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



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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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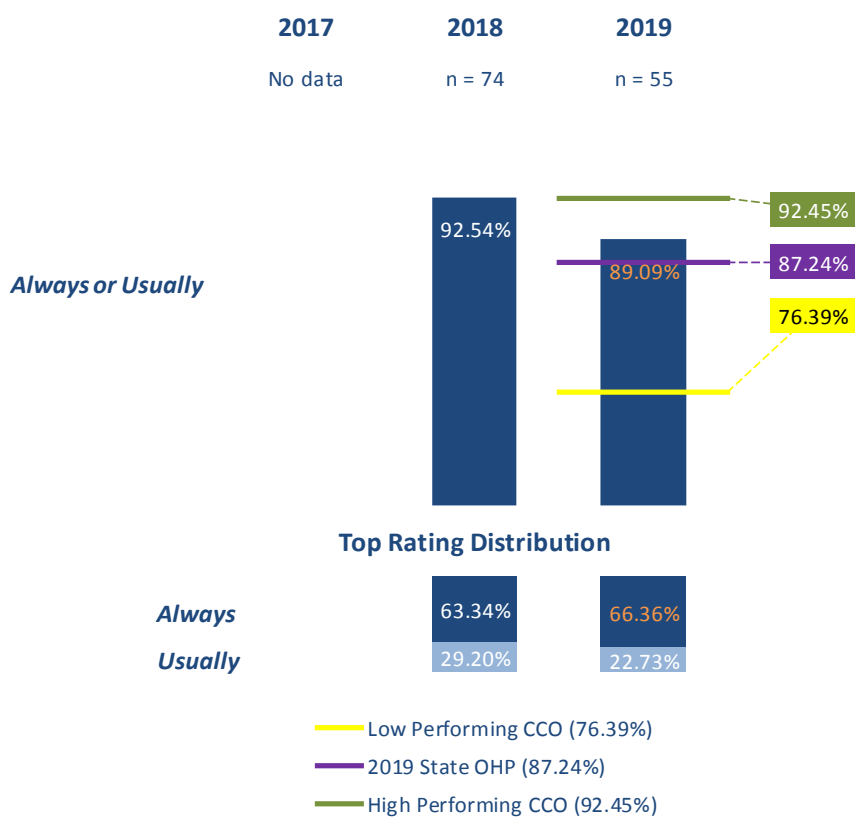
Customer Service (Composite)

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.

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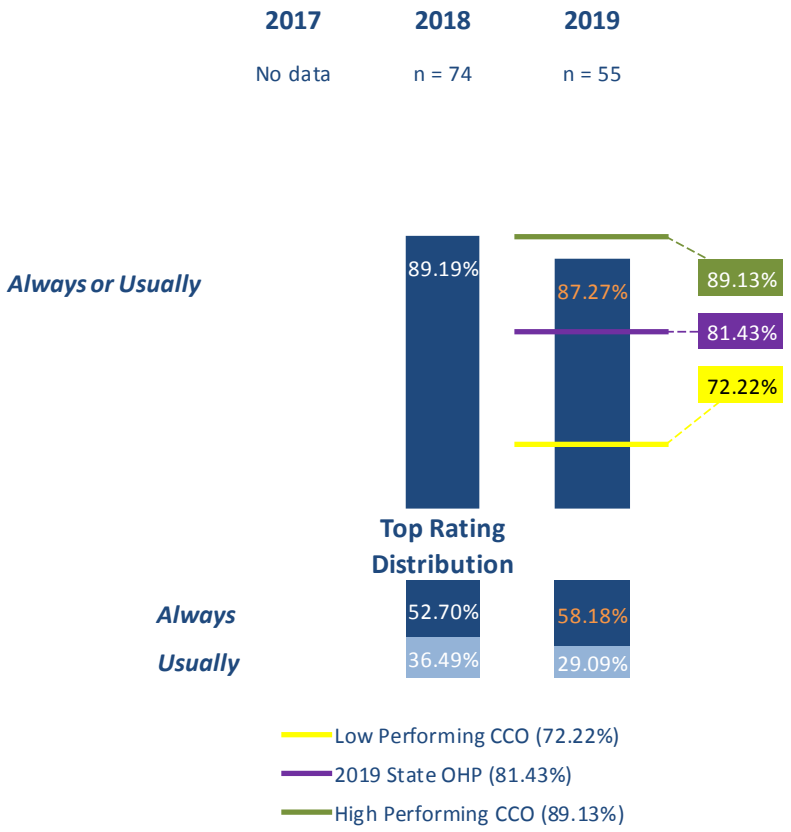
Customer Service (Contributing Items)

Percent Responding Always or Usually

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



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

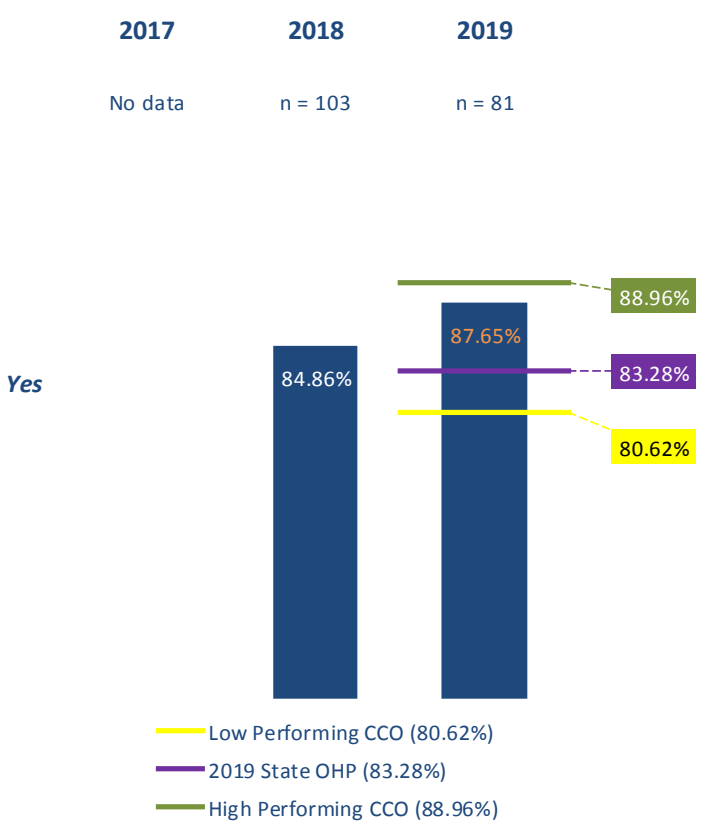
11530

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



11530

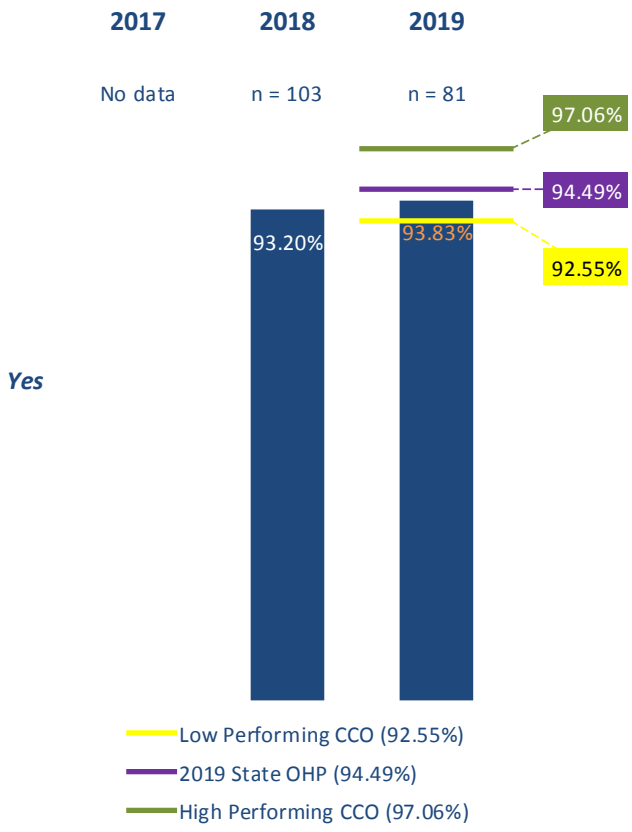
Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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.

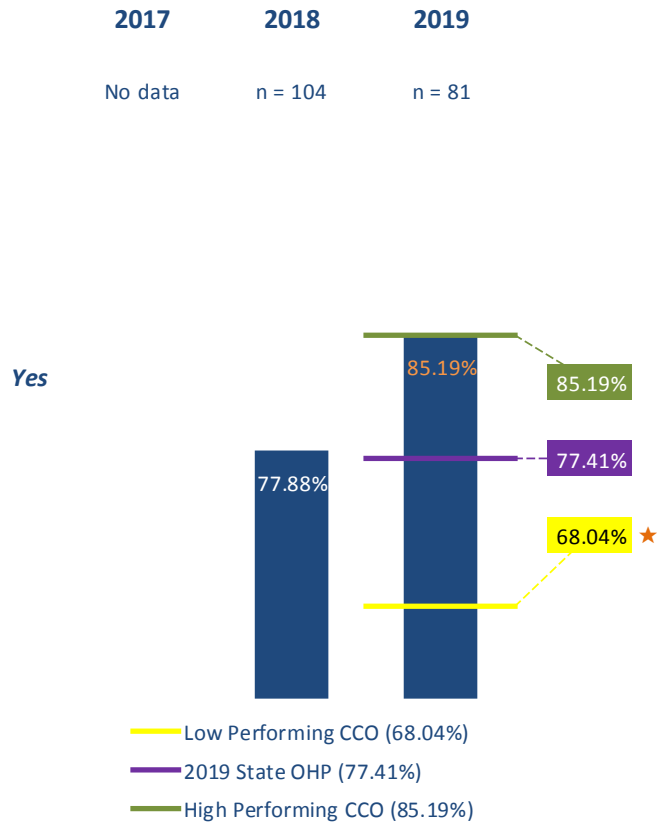
Shared Decision Making (Contributing Items)

Percent Responding Yes

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



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



11530

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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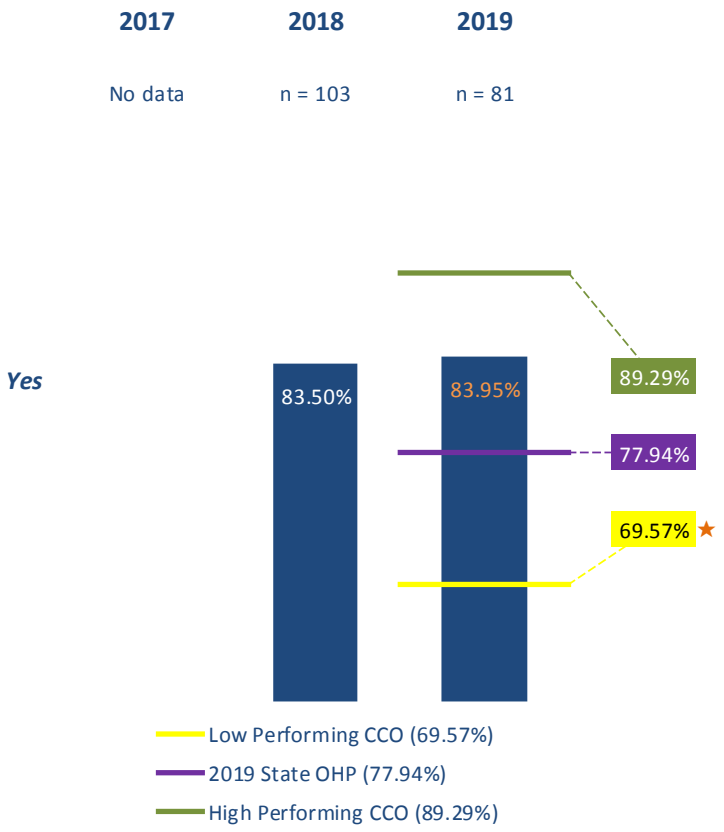
Shared Decision Making (Contributing Items)

Percent Responding Yes

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



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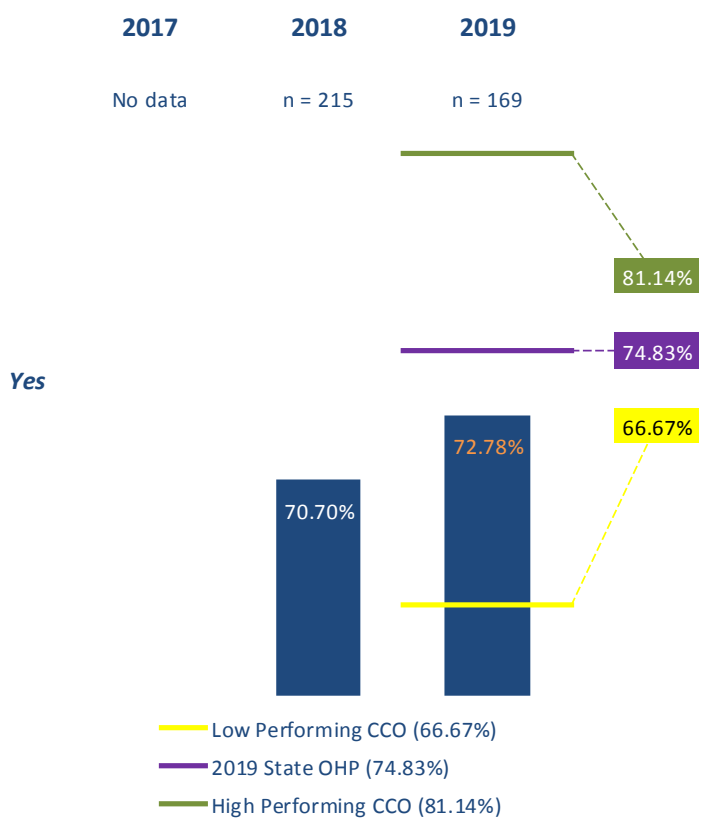
The denominator (n) represents the number of valid responses collected for the measure. If n is less than 30, "Low n" is displayed next to the value of n. If survey data are not available or the measure is not trendable, "No data" appears in place of n.

Health Promotion and Education (Single Item)

Percent Responding Yes



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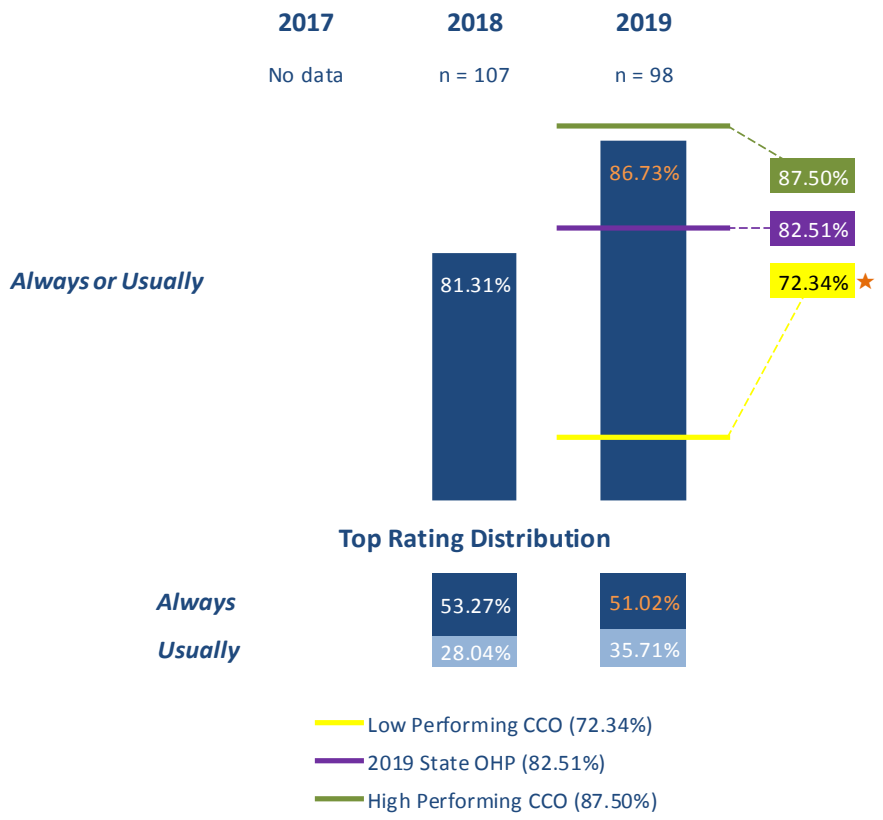
Coordination of Care (Single Item)

Percent Responding Always or Usually



11530

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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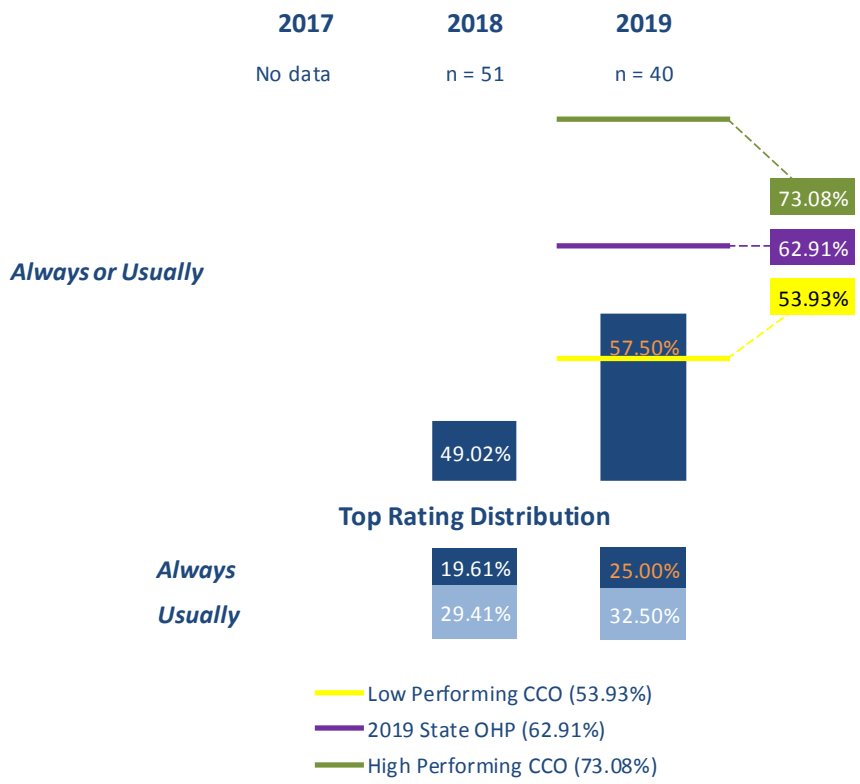
Written Materials and the Internet Provided Needed Information (Single Item)

Percent Responding Always or Usually

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



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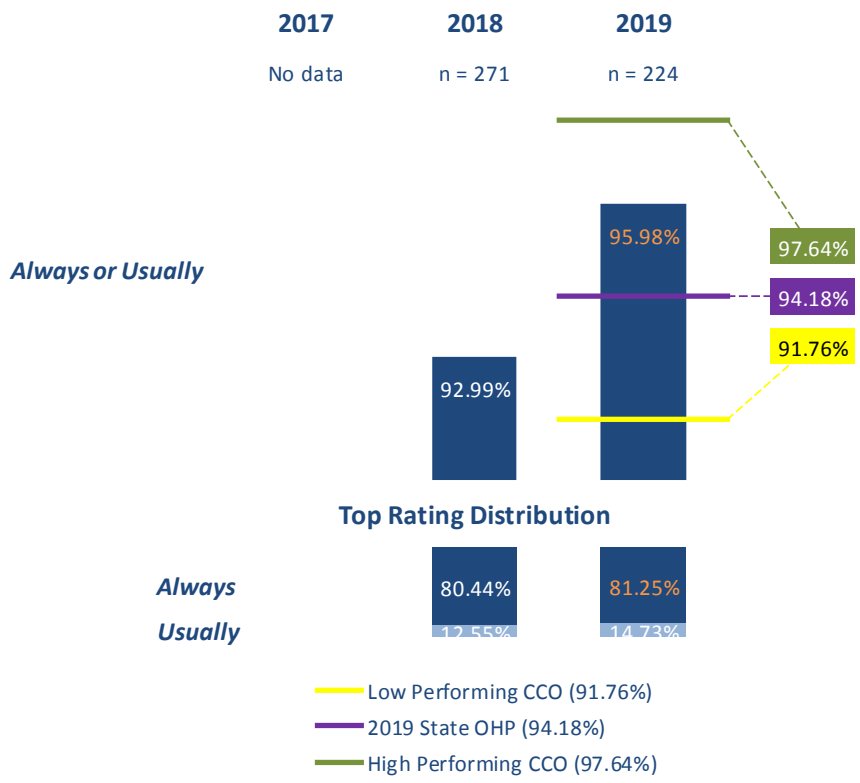
Forms from Plan Were Easy to Fill Out (Single Item)

Percent Responding Always or Usually

Q34. In the last 6 months, how often were the forms from your 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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EFFECTIVENESS OF CARE

The *Effectiveness of Care* domain for the Medicaid product line includes the following measures: *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*. The *FVA* measure is a single-year rate. The *MSC* measure is typically based on two years of data collection and is calculated using the NCQA rolling average methodology. For OHP, the *MSC* measure is calculated using a single-year rate. A brief description of each measure, as it appears in *HEDIS 2019, Volume 3: Specifications for Survey Measures, Section 2: Effectiveness of Care*, is reproduced below. Please refer to *Volume 3* for additional information on the measures, including rolling average calculation methodology and NCQA reporting rules.

EFFECTIVENESS OF CARE MEASURES

FLU VACCINATIONS FOR ADULTS AGES 18–64 (FVA)

This measure represents the percentage of members 18–64 years of age who received a flu vaccination between July 1 of the measurement year and the date when the survey was completed.

MEDICAL ASSISTANCE WITH SMOKING AND TOBACCO USE CESSATION (MSC)

The following components of the *MSC* measure assess different facets of providing medical assistance with smoking and tobacco use cessation:

- *Advising Smokers and Tobacco Users to Quit* –the percentage of current smokers or tobacco users who received advice to quit during the measurement year.
- *Discussing Cessation Medications* –the percentage of current smokers or tobacco users who discussed or were recommended cessation medications during the measurement year.
- *Discussing Cessation Strategies* –the percentage of current smokers or tobacco users who discussed or were provided cessation methods or strategies during the measurement year.

EFFECTIVENESS OF CARE RESULTS

Exhibit 4 provides a summary of PacificSource - Central Oregon results on HEDIS *Effectiveness of Care* measures. Comparisons to prior-year rates (if available) as well as to the 2019 State OHP rates with statistical significance tests are included.

EXHIBIT 4. 2019 PACIFICSOURCE - CENTRAL OREGON ADULT MEDICAID CAHPS SURVEY: EFFECTIVENESS OF CARE RESULTS

Effectiveness of Care Measures*	2019 Rate	Difference** between 2019 Rate and...	
		2018 Rate	2019 State OHP
Flu Vaccinations for Adults (FVA)			
Flu Vaccinations for Adults	45.97%	12.00% ▲	6.78% ▲
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Advising Smokers and Tobacco Users to Quit	67.21%	-0.58%	-6.19%
Discussing Cessation Medications	34.43%	-18.03% ▼	-18.49% ▼
Discussing Cessation Strategies	36.07%	2.73%	-10.37%

11530

* *Effectiveness of Care* results were calculated by CSS following NCQA specifications with the exception that rates for the MSC measure were calculated using a single year rate methodology.

** Comparisons to prior-year and benchmark rates are reported regardless of whether the rate meets the 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 rate is higher or ▼ when it is lower.

MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the PacificSource - Central Oregon 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 PacificSource - Central Oregon membership profile to the relevant Oregon Health Plan distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the PacificSource - Central Oregon membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the Oregon Health Plan distribution on the same attribute. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

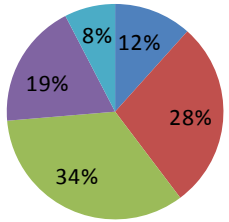
HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

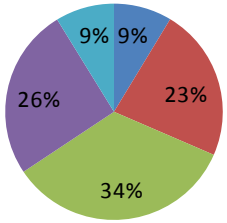
- Respondent's self-reported health status
- Respondent's self-reported mental or emotional health status
- Respondent's age
- Respondent's gender
- Respondent's education level
- Respondent's race
- Respondent's ethnicity (Hispanic or Latino)

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

Your Organization



State OHP*

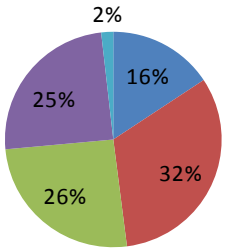


Excellent | Very good | Good | Fair | Poor

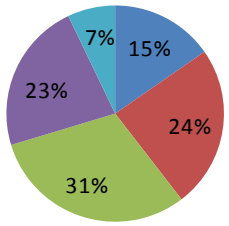
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q36**

Q37. In general, how would you rate your overall mental or emotional health?

Your Organization

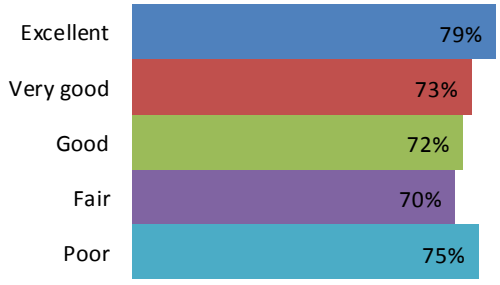


State OHP*



Excellent | Very good | Good | Fair | Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q37**



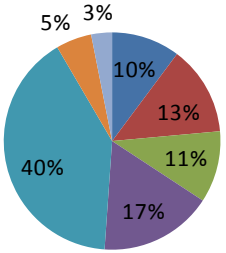
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11530

* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

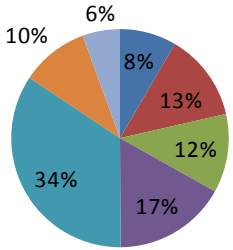
** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q47. What is your age?

Your Organization

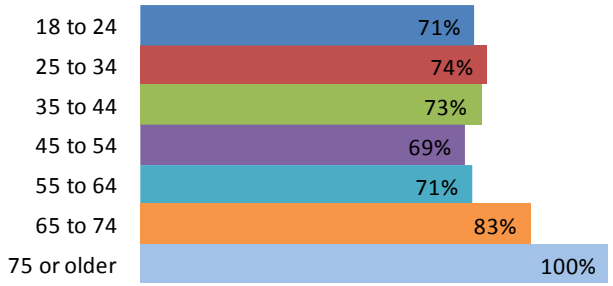


State OHP*



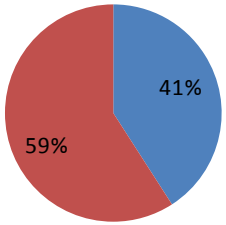
18 to 24 | 25 to 34 | 35 to 44 | 45 to 54 | 55 to 64 | 65 to 74 | 75 or older

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

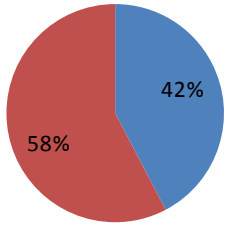


Q48. Are you male or female?

Your Organization



State OHP*



Male | Female

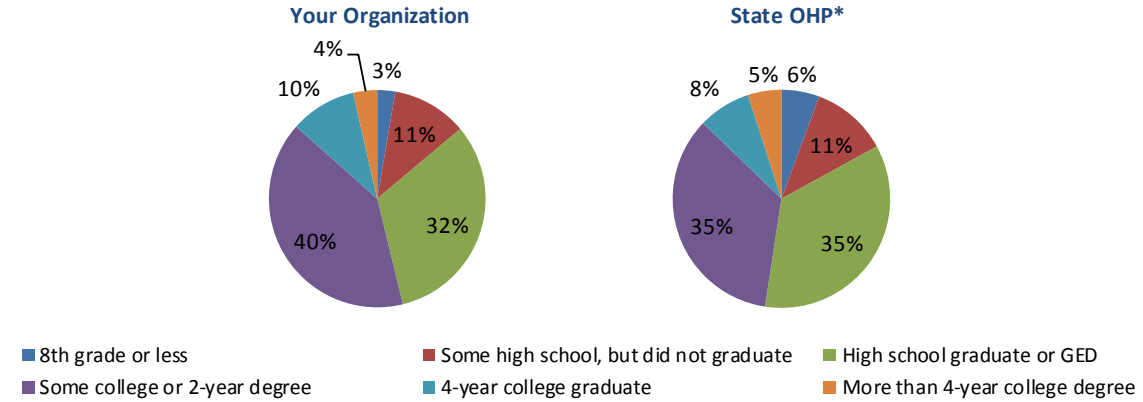
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q48**

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. 11530

* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q49. What is the highest grade or level of school that you have completed?



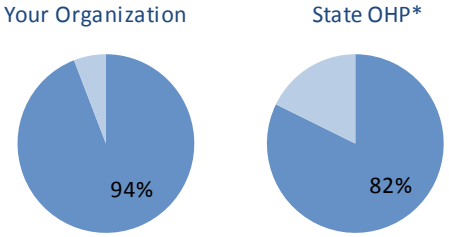
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11530

* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q51. What is your race? Mark one or more.

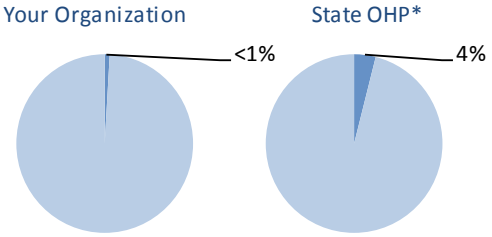
% White



Percent of White Members Rating Their Plan as 8, 9, or 10** 73%

Q51. What is your race? Mark one or more.

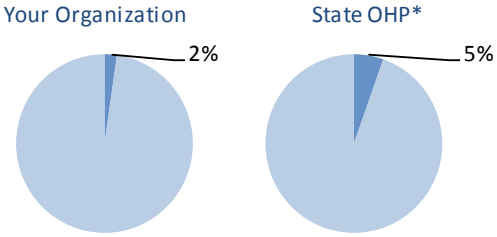
% Black or African-American



Percent of Black or African-American Members Rating Their Plan as 8, 9, or 10** 100%

Q51. What is your race? Mark one or more.

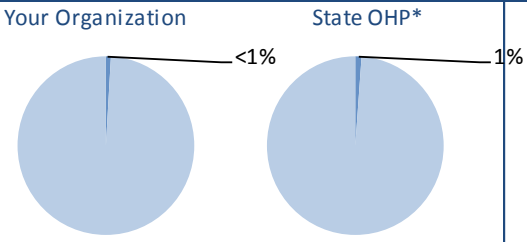
% Asian



Percent of Asian Members Rating Their Plan as 8, 9, or 10** 40%

Q51. What is your race? Mark one or more.

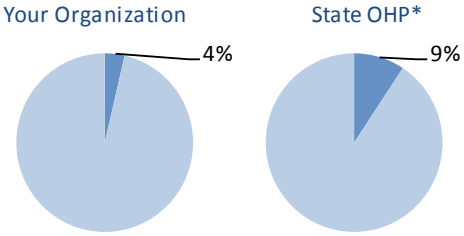
% Native Hawaiian or other Pacific Islander



Percent of Native Hawaiian or other Pacific Islander Members Rating Their Plan as 8, 9, or 10** 100%

Q51. What is your race? Mark one or more.

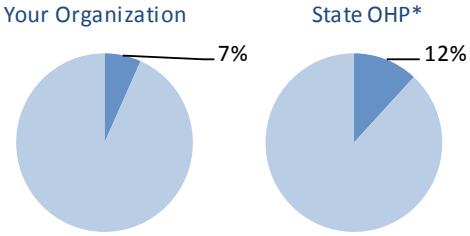
% American Indian or Alaska Native



Percent of American Indian or Alaska Native Members Rating Their Plan as 8, 9, or 10** 38%

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

% Yes, Hispanic or Latino



Percent of Yes, Hispanic or Latino Members Rating Their Plan as 8, 9, or 10** 93%

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. 11530

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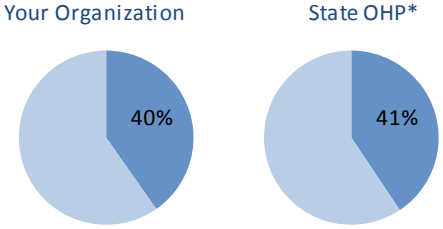
USE OF SERVICES

The following utilization measures are included in this section:

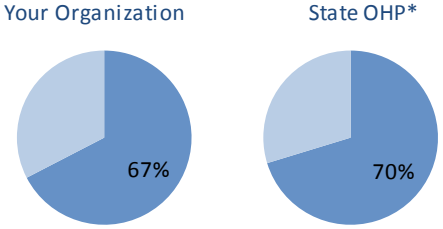
- Seeking urgent care
- Making appointments for routine care
- Discussing prescription medications with doctor
- Having a personal doctor
- Receiving care from a provider other than personal doctor
- Making an appointment to see a specialist
- Number of visits to a doctor's office or clinic
- Number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

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



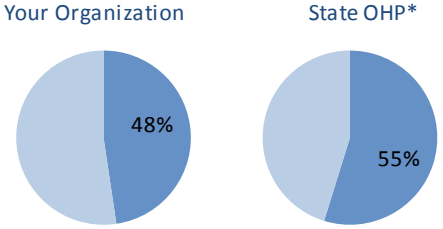
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q3 (Yes/No)**

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



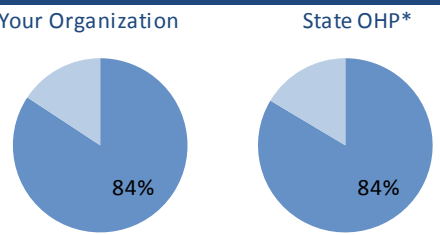
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q5 (Yes/No)**

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



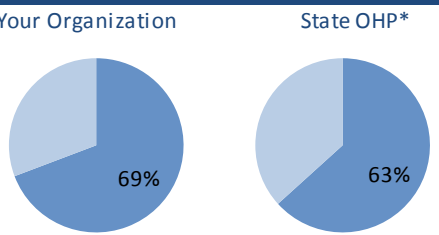
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q9 (Yes/No)**

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



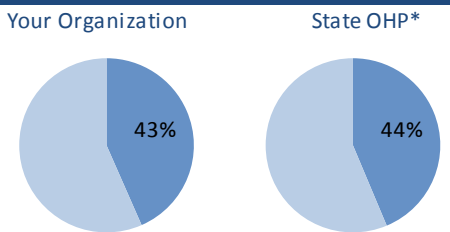
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q15 (Yes/No)**

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



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q21 (Yes/No)**

Q24. In the last 6 months, did you make any appointments to see a specialist? (% Yes)



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q24 (Yes/No)**

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. 11530

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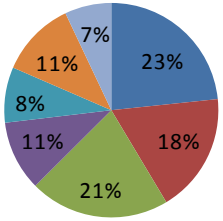
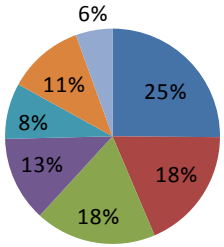
** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

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

Your Organization

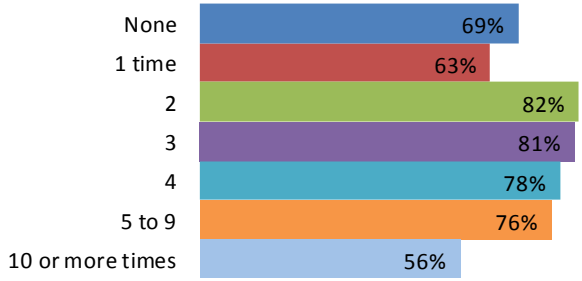


State OHP*



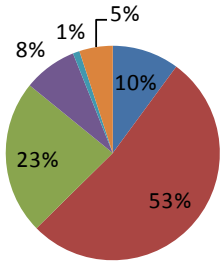
None | 1 time | 2 | 3 | 4 | 5 to 9 | 10 or more times

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

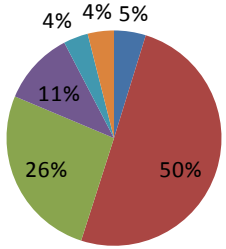


Q26. How many specialists have you seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

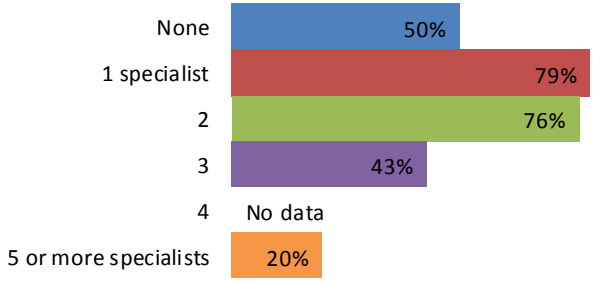


State OHP*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q26**



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. 11530

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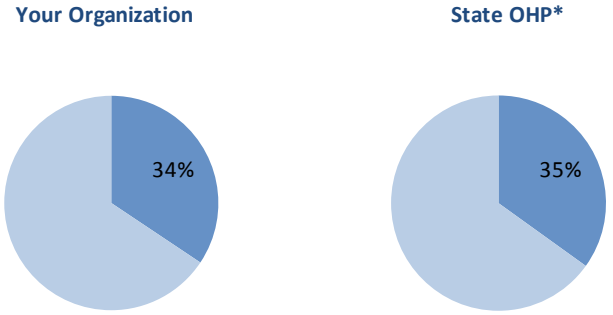
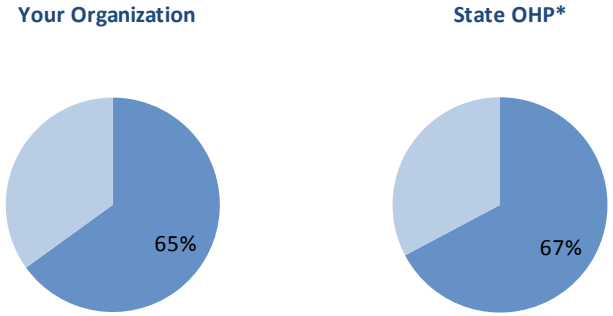
** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 or if no one rated the plan as 8, 9, or 10.

Q43. In the last 6 months, did you get health care 3 or more times for the same condition or problem? (% Yes)



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q43 (Yes/No)**

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



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q45 (Yes/No)**

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. 11530

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** Includes members who answered the question and provided a valid response to Q35 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q35 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 PacificSource - Central Oregon 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 311 Adult Medicaid plans included in NCQA's Quality Compass database in 2018 and 2017. 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 six key drivers of Adult 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 60 percent of the industry variation in Adult 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 PacificSource - Central Oregon is currently performing on these measures. Improvement targets identified specifically for PacificSource - Central Oregon, 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.

Ratings of the plan are strongly related to members' ability to get the care they need when they need it (Q14). Making appointments for routine care at a doctor's office or clinic (Q5) may also be viewed as an indirect measure of access and availability of care. *Rating of Personal Doctor* and *Rating of Specialist Seen Most Often* may reflect the quality of the health plan's network and its ability to contract with better providers.

Key Driver	Interpretation
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	The higher the proportion of plan members reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q5. Made appointments for routine care at a doctor's office or clinic (percent *Yes*)	The higher the proportion of members who made appointments for check-up or routine care at a doctor's office or clinic during the past 6 months, the higher the overall plan score
Q23. Rating of Personal Doctor (percent *8*, *9*, or *10*)	The higher the proportion of members rating their personal doctor as *8*, 9, or *10*, the higher the overall plan score
Q29. Written materials or the Internet provided needed information (percent *Always* or *Usually*)	The higher the proportion of members reporting that they found the information they needed in the plan's written materials or the Internet, the higher the overall plan score
Q27. Rating of Specialist Seen Most Often (percent *8*, *9*, or *10*)	The higher the proportion of members rating their specialist as *8*, *9*, or *10*, the higher the overall plan score
Q31. Health plan customer service provided needed information or help (percent *Always* or *Usually*)	The higher the proportion of members who were able to get the information or help they needed from customer service, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

The middle panel of the chart compares how PacificSource - Central Oregon is performing compared to the *best practice* score on each key driver. CSS defined the best practice score as the highest score among the one Adult Medicaid plans contributing to the 2019 State OHP. Room for improvement, represented by the green arrows on the chart, is the difference between the current level of PacificSource - Central Oregon performance and the best practice score.

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score PacificSource - Central Oregon 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 PACIFICSOURCE - CENTRAL OREGON ADULT MEDICAID 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
Q29. Plan's written materials/Internet provided needed information (percent *Always* or *Usually*)	**57.50%**	+15.58% → **73.08%**	**+1.91%**
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	**84.80%**	+3.59% → **88.38%**	**+1.56%**
Q5. Made appointments for routine care at a doctor's office or clinic (percent *Yes*)	**67.39%**	+6.94% → **74.33%**	**+1.25%**
Q23. Rating of Personal Doctor (percent *8, 9,* or *10*)	**84.32%**	+4.35% → **88.67%**	**+1.08%**
Q31. Customer service provided needed information or help (percent *Always* or *Usually*)	**87.27%**	+1.86% → **89.13%**	**+0.21%**

* Best score on the key driver measure among all plans included in the 2019 State OHP

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HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

CSS's Industry *Key Driver Analysis* lists improvement opportunities and priorities for PacificSource - Central Oregon. 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 PacificSource - Central Oregon 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: SCHEDULING APPOINTMENTS FOR ROUTINE CARE AND THE EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT (Q5 & Q14)

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

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

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

- *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/).

IMPROVING SALIENCY, AVAILABILITY, AND CLARITY OF HEALTH PLAN INFORMATION IN WRITTEN MATERIALS OR INTERNET (Q29)

It is important that health plan information be provided to members and that the information addresses member concerns. The first resource highlights the importance of making plan information available in a variety of formats for different member audiences. The remaining resources focus on helping members get the most out of the information provided by the plan.

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

- *Increase Access to Trusted Health Information* – Many people look to their health plan for information not only on how the health plan works, but also on resources to help them improve their health, particularly when dealing with chronic illnesses. The National Institute of Diabetes and Digestive and Kidney Diseases offers an online resource (https://www.niddk.nih.gov/health-information/communication-programs/ndep/health-professionals/practice-transformation-physicians-health-care-teams/information-systems) that describes how information systems can be used to encourage better outcomes for chronic conditions, specifically diabetes. A recent meta-analysis confirmed that improved access to trusted health information leads to improved outcomes (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5818676/).

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

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

IMPROVING ABILITY OF CUSTOMER SERVICE TO PROVIDE MEMBERS WITH INFORMATION OR HELP (Q31)

As representatives of the plan, customer service staff must ensure that members have confidence and trust in their ability to address their concerns. The following resources contain recommendations for improving customer service.

- *Develop Customer Service Standards* – To improve customer service, the Agency for Healthcare Research and Quality suggests first articulating which aspects of customer service are most important to your organization. After developing these standards, monitor performance and promote accountability among staff. For more information, see 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 thoroughly assess member dissatisfaction with customer service. Throughout the process, plan leadership continually examined and adjusted improvement goals. The intervention resulted in a reduction of wait time for customer service calls and increased member satisfaction with customer service, as measured on the CAHPS survey. See 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, proper handling of complaints can reassure patients and restore loyalty to the health plan. For more information, see http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html.

IMPROVING QUALITY OF PHYSICIANS IN HEALTH PLAN NETWORK (Q23 & Q27)

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

- *Improve Physician Communication* – Much of patient dissatisfaction stems from a failure of effective physician communication (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. 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 document that providers can distribute to patients before or during visits, see http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. 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/).

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

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Satisfaction With the Experience of Care

Survey Measures*	Global Proportions		
	2019 State OHP	Plan Rate	
		2019	2018
Ratings			
Rating of Personal Doctor	80.14%	**84.32%**	75.22%
Rating of Specialist	79.45%	**85.39%**	81.20%
Rating of All Health Care	70.83%	**70.59%**	68.08%
Rating of Health Plan	70.39%	**72.73%**	62.31%
Composites			
Getting Needed Care	81.41%	**81.17%**	73.06%
Getting Care Quickly	82.65%	**82.42%**	81.16%
How Well Doctors Communicate	92.08%	**90.97%**	90.03%
Customer Service	87.24%	**89.09%**	92.54%
Shared Decision Making	83.28%	**87.65%**	84.86%
Additional Content Areas			
Health Promotion and Education	74.83%	**72.78%**	70.70%
Coordination of Care	82.51%	**86.73%**	81.31%

* 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).

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Effectiveness of Care

		2019 Rate (Single Year)	2018 Rate (Single Year)
Flu Vaccinations for Adults Ages 18-64 (FVA)			
Base: All eligible respondents flagged by the plan as being age 18 to 64 as of July 1 of the measurement year			
Flu Vaccinations for Adults	Received a flu vaccination	97	89
	Usable responses	211	262
	FVA Rate	46.0%	34.0%
Medical Assistance with Smoking and Tobacco Use Cessation (MSC)			
Base: All eligible respondents who smoke or use tobacco			
Advising Smokers and Tobacco Users to Quit	Advised to quit	41	40
	Usable responses	61	59
	MSC Rate	67.2%	67.8%
Discussing Cessation Medications	Discussed medications	21	32
	Usable responses	61	61
	MSC Rate	34.4%	52.5%
Discussing Cessation Strategies	Discussed strategies	22	20
	Usable responses	61	60
	MSC Rate	36.1%	33.3%

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Note: Results are presented regardless of whether the plan meets the denominator threshold of 30 valid responses. A lighter display is used to indicate that the measure does not meet the denominator threshold (n=30).

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 3

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	282	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	107	**9**	0	3	6	1	2	6	2	5	1	0	9	8	0	1	3	2	3	2	5	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,687	**221**	282	89	127	52	60	104	101	85	29	15	200	188	1	23	86	74	56	51	127	40
	97.8%	**96.1%**	100.0%	96.7%	95.5%	98.1%	96.8%	94.5%	98.1%	94.4%	96.7%	100.0%	95.7%	95.9%	100.0%	95.8%	96.6%	97.4%	94.9%	96.2%	96.2%	95.2%
Yes	1,904	**89**	114	30	57	20	23	45	45	30	12	7	80	74	0	12	29	30	29	4	54	31
	40.6%	**40.3%**	40.4%	33.7%	44.9%	38.5%	38.3%	43.3%	44.6%	35.3%	41.4%	46.7%	40.0%	39.4%	0.0%	52.2%	33.7%	40.5%	51.8%	7.8%	42.5%	77.5%
No	2,783	**132**	168	59	70	32	37	59	56	55	17	8	120	114	1	11	57	44	27	47	73	9
	59.4%	**59.7%**	59.6%	66.3%	55.1%	61.5%	61.7%	56.7%	55.4%	64.7%	58.6%	53.3%	60.0%	60.6%	100.0%	47.8%	66.3%	59.5%	48.2%	92.2%	57.5%	22.5%
Significantly different from column:*																	S		Q	UV	TV	TU

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.

PacificSource - Central Oregon

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 4

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

Base: All respondents who needed care right away (Q3)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,904	**89**	98	30	57	20	23	45	45	30	12	7	80	74	0	12	29	30	29	4	54	31
Number missing or multiple answer	71	**1**	0	0	1	0	1	0	0	0	1	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,833	**88**	98	30	56	20	22	45	45	30	11	7	79	73	0	12	28	30	29	3	54	31
	96.3%	**98.9%**	100.0%	100.0%	98.2%	100.0%	95.7%	100.0%	100.0%	100.0%	91.7%	100.0%	98.8%	98.6%	---	100.0%	96.6%	100.0%	100.0%	75.0%	100.0%	100.0%
Never	45	**1**	2	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	1
	2.5%	**1.1%**	2.0%	0.0%	1.8%	0.0%	4.5%	0.0%	0.0%	3.3%	0.0%	0.0%	1.3%	1.4%	---	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	3.2%
Sometimes	226	**14**	14	4	9	3	6	4	7	5	1	1	12	11	0	1	3	4	6	0	9	5
	12.3%	**15.9%**	14.3%	13.3%	16.1%	15.0%	27.3%	8.9%	15.6%	16.7%	9.1%	14.3%	15.2%	15.1%	---	8.3%	10.7%	13.3%	20.7%	0.0%	16.7%	16.1%
Usually	469	**21**	27	7	14	3	5	13	9	4	7	1	20	20	0	1	6	7	8	0	15	6
	25.6%	**23.9%**	27.6%	23.3%	25.0%	15.0%	22.7%	28.9%	20.0%	13.3%	63.6%	14.3%	25.3%	27.4%	---	8.3%	21.4%	23.3%	27.6%	0.0%	27.8%	19.4%
Always	1,093	**52**	55	19	32	14	10	28	29	20	3	5	46	41	0	10	19	18	15	3	30	19
	59.6%	**59.1%**	56.1%	63.3%	57.1%	70.0%	45.5%	62.2%	64.4%	66.7%	27.3%	71.4%	58.2%	56.2%	---	83.3%	67.9%	60.0%	51.7%	100.0%	55.6%	61.3%
Significantly different from column:*																						
Usually or Always	1,562	**73**	82	26	46	17	15	41	38	24	10	6	66	61	0	11	25	25	23	3	45	25
	85.2%	**83.0%**	83.7%	86.7%	82.1%	85.0%	68.2%	91.1%	84.4%	80.0%	90.9%	85.7%	83.5%	83.6%	---	91.7%	89.3%	83.3%	79.3%	100.0%	83.3%	80.6%
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.

PacificSource - Central Oregon

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 5

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	285	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	61	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,733	**230**	285	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	3,326	**155**	195	57	94	32	44	75	67	62	20	11	138	132	0	16	54	51	44	7	111	35
	70.3%	**67.4%**	68.4%	62.0%	70.7%	60.4%	71.0%	68.2%	65.0%	68.9%	66.7%	73.3%	66.0%	67.3%	0.0%	66.7%	60.7%	67.1%	74.6%	13.2%	84.1%	83.3%
No	1,407	**75**	90	35	39	21	18	35	36	28	10	4	71	64	1	8	35	25	15	46	21	7
	29.7%	**32.6%**	31.6%	38.0%	29.3%	39.6%	29.0%	31.8%	35.0%	31.1%	33.3%	26.7%	34.0%	32.7%	100.0%	33.3%	39.3%	32.9%	25.4%	86.8%	15.9%	16.7%
Significantly different from column:*																				UV	T	T

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.

PacificSource - Central Oregon

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CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 6

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

Base: All respondents who made an appointment for a check-up or routine care (Q5)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,326	**155**	178	57	94	32	44	75	67	62	20	11	138	132	0	16	54	51	44	7	111	35
Number missing or multiple answer	102	**6**	0	2	3	2	0	3	3	1	1	0	5	5	0	0	4	1	0	1	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,224	**149**	178	55	91	30	44	72	64	61	19	11	133	127	0	16	50	50	44	6	106	35
	96.9%	**96.1%**	100.0%	96.5%	96.8%	93.8%	100.0%	96.0%	95.5%	98.4%	95.0%	100.0%	96.4%	96.2%	---	100.0%	92.6%	98.0%	100.0%	85.7%	95.5%	100.0%
Never	102	**6**	4	3	2	2	2	1	2	2	1	0	5	5	0	0	2	2	1	2	4	0
	3.2%	**4.0%**	2.2%	5.5%	2.2%	6.7%	4.5%	1.4%	3.1%	3.3%	5.3%	0.0%	3.8%	3.9%	---	0.0%	4.0%	4.0%	2.3%	33.3%	3.8%	0.0%
Sometimes	540	**21**	34	10	11	7	9	5	12	6	3	1	19	17	0	4	7	6	8	1	17	3
	16.7%	**14.1%**	19.1%	18.2%	12.1%	23.3%	20.5%	6.9%	18.8%	9.8%	15.8%	9.1%	14.3%	13.4%	---	25.0%	14.0%	12.0%	18.2%	16.7%	16.0%	8.6%
Usually	909	**55**	60	18	35	11	12	30	25	19	8	4	49	48	0	4	16	22	14	1	37	15
	28.2%	**36.9%**	33.7%	32.7%	38.5%	36.7%	27.3%	41.7%	39.1%	31.1%	42.1%	36.4%	36.8%	37.8%	---	25.0%	32.0%	44.0%	31.8%	16.7%	34.9%	42.9%
Always	1,673	**67**	80	24	43	10	21	36	25	34	7	6	60	57	0	8	25	20	21	2	48	17
	51.9%	**45.0%**	44.9%	43.6%	47.3%	33.3%	47.7%	50.0%	39.1%	55.7%	36.8%	54.5%	45.1%	44.9%	---	50.0%	50.0%	40.0%	47.7%	33.3%	45.3%	48.6%
Significantly different from column:*																						
Usually or Always	2,582	**122**	140	42	78	21	33	66	50	53	15	10	109	105	0	12	41	42	35	3	85	32
	80.1%	**81.9%**	78.7%	76.4%	85.7%	70.0%	75.0%	91.7%	78.1%	86.9%	78.9%	90.9%	82.0%	82.7%	---	75.0%	82.0%	84.0%	79.5%	50.0%	80.2%	91.4%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 7

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	281	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	118	**3**	0	1	2	0	1	2	0	2	1	0	3	3	0	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	NA	NA
Usable responses	4,676	**227**	281	91	131	53	61	108	103	88	29	15	206	193	1	24	88	75	59	53	132	42
	97.5%	**98.7%**	100.0%	98.9%	98.5%	100.0%	98.4%	98.2%	100.0%	97.8%	96.7%	100.0%	98.6%	98.5%	100.0%	100.0%	98.9%	98.7%	100.0%	100.0%	100.0%	100.0%
None	1,175	**53**	64	28	23	15	14	22	23	21	8	2	50	46	1	4	25	17	10	53	0	0
	25.1%	**23.3%**	22.8%	30.8%	17.6%	28.3%	23.0%	20.4%	22.3%	23.9%	27.6%	13.3%	24.3%	23.8%	100.0%	16.7%	28.4%	22.7%	16.9%	100.0%	0.0%	0.0%
1 time	864	**41**	57	16	25	10	14	17	20	18	3	3	38	35	0	6	22	9	10	0	41	0
	18.5%	**18.1%**	20.3%	17.6%	19.1%	18.9%	23.0%	15.7%	19.4%	20.5%	10.3%	20.0%	18.4%	18.1%	0.0%	25.0%	25.0%	12.0%	16.9%	0.0%	31.1%	0.0%
2	852	**48**	47	19	29	11	18	19	22	18	7	5	41	45	0	1	20	17	10	0	48	0
	18.2%	**21.1%**	16.7%	20.9%	22.1%	20.8%	29.5%	17.6%	21.4%	20.5%	24.1%	33.3%	19.9%	23.3%	0.0%	4.2%	22.7%	22.7%	16.9%	0.0%	36.4%	0.0%
3	598	**24**	45	8	15	5	5	13	10	10	3	0	23	21	0	2	9	10	4	0	24	0
	12.8%	**10.6%**	16.0%	8.8%	11.5%	9.4%	8.2%	12.0%	9.7%	11.4%	10.3%	0.0%	11.2%	10.9%	0.0%	8.3%	10.2%	13.3%	6.8%	0.0%	18.2%	0.0%
4	392	**19**	24	7	11	3	4	11	9	5	3	1	17	15	0	2	5	6	6	0	19	0
	8.4%	**8.4%**	8.5%	7.7%	8.4%	5.7%	6.6%	10.2%	8.7%	5.7%	10.3%	6.7%	8.3%	7.8%	0.0%	8.3%	5.7%	8.0%	10.2%	0.0%	14.4%	0.0%
5 to 9	536	**26**	28	11	15	6	5	15	13	10	2	3	23	18	0	7	6	8	12	0	0	26
	11.5%	**11.5%**	10.0%	12.1%	11.5%	11.3%	8.2%	13.9%	12.6%	11.4%	6.9%	20.0%	11.2%	9.3%	0.0%	29.2%	6.8%	10.7%	20.3%	0.0%	0.0%	61.9%
10 or more times	259	**16**	16	2	13	3	1	11	6	6	3	1	14	13	0	2	1	8	7	0	0	16
	5.5%	**7.0%**	5.7%	2.2%	9.9%	5.7%	1.6%	10.2%	5.8%	6.8%	10.3%	6.7%	6.8%	6.7%	0.0%	8.3%	1.1%	10.7%	11.9%	0.0%	0.0%	38.1%
5 or more times	795	**42**	44	13	28	9	6	26	19	16	5	4	37	31	0	9	7	16	19	0	0	42
	17.0%	**18.5%**	15.7%	14.3%	21.4%	17.0%	9.8%	24.1%	18.4%	18.2%	17.2%	26.7%	18.0%	16.1%	0.0%	37.5%	8.0%	21.3%	32.2%	0.0%	0.0%	100.0%
Significantly different from column:*							H	G									RS	Q	Q	V	V	TU

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 8

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,501	**174**	215	63	108	38	47	86	80	67	21	13	156	147	0	20	63	58	49	0	132	42
Number missing or multiple answer	40	**5**	0	1	4	1	1	3	5	0	0	0	5	5	0	0	2	1	2	0	3	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,461	**169**	215	62	104	37	46	83	75	67	21	13	151	142	0	20	61	57	47	0	129	40
	98.9%	**97.1%**	100.0%	98.4%	96.3%	97.4%	97.9%	96.5%	93.8%	100.0%	100.0%	100.0%	96.8%	96.6%	---	100.0%	96.8%	98.3%	95.9%	---	97.7%	95.2%
Yes	2,590	**123**	152	49	73	24	31	67	56	48	17	9	111	106	0	14	44	43	36	0	94	29
	74.8%	**72.8%**	70.7%	79.0%	70.2%	64.9%	67.4%	80.7%	74.7%	71.6%	81.0%	69.2%	73.5%	74.6%	---	70.0%	72.1%	75.4%	76.6%	---	72.9%	72.5%
No	871	**46**	63	13	31	13	15	16	19	19	4	4	40	36	0	6	17	14	11	0	35	11
	25.2%	**27.2%**	29.3%	21.0%	29.8%	35.1%	32.6%	19.3%	25.3%	28.4%	19.0%	30.8%	26.5%	25.4%	---	30.0%	27.9%	24.6%	23.4%	---	27.1%	27.5%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 9

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,501	**174**	212	63	108	38	47	86	80	67	21	13	156	147	0	20	63	58	49	0	132	42
Number missing or multiple answer	33	**4**	0	1	3	1	0	3	4	0	0	0	4	4	0	0	2	0	2	0	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,468	**170**	212	62	105	37	47	83	76	67	21	13	152	143	0	20	61	58	47	0	130	40
	99.1%	**97.7%**	100.0%	98.4%	97.2%	97.4%	100.0%	96.5%	95.0%	100.0%	100.0%	100.0%	97.4%	97.3%	---	100.0%	96.8%	100.0%	95.9%	---	98.5%	95.2%
Yes	1,900	**81**	111	23	57	15	18	47	36	35	8	7	72	68	0	10	22	28	30	0	53	28
	54.8%	**47.6%**	52.4%	37.1%	54.3%	40.5%	38.3%	56.6%	47.4%	52.2%	38.1%	53.8%	47.4%	47.6%	---	50.0%	36.1%	48.3%	63.8%	---	40.8%	70.0%
No	1,568	**89**	101	39	48	22	29	36	40	32	13	6	80	75	0	10	39	30	17	0	77	12
	45.2%	**52.4%**	47.6%	62.9%	45.7%	59.5%	61.7%	43.4%	52.6%	47.8%	61.9%	46.2%	52.6%	52.4%	---	50.0%	63.9%	51.7%	36.2%	---	59.2%	30.0%
Significantly different from column:*				E	D		H	G									S		Q		V	U

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 10

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

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,900	**81**	103	23	57	15	18	47	36	35	8	7	72	68	0	10	22	28	30	0	53	28
Number missing or multiple answer	13	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,887	**81**	103	23	57	15	18	47	36	35	8	7	72	68	0	10	22	28	30	0	53	28
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	1,783	**76**	96	22	53	15	17	43	34	32	8	7	67	63	0	10	21	26	28	0	50	26
	94.5%	**93.8%**	93.2%	95.7%	93.0%	100.0%	94.4%	91.5%	94.4%	91.4%	100.0%	100.0%	93.1%	92.6%	---	100.0%	95.5%	92.9%	93.3%	---	94.3%	92.9%
No	104	**5**	7	1	4	0	1	4	2	3	0	0	5	5	0	0	1	2	2	0	3	2
	5.5%	**6.2%**	6.8%	4.3%	7.0%	0.0%	5.6%	8.5%	5.6%	8.6%	0.0%	0.0%	6.9%	7.4%	---	0.0%	4.5%	7.1%	6.7%	---	5.7%	7.1%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 11

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

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,900	**81**	104	23	57	15	18	47	36	35	8	7	72	68	0	10	22	28	30	0	53	28
Number missing or multiple answer	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,877	**81**	104	23	57	15	18	47	36	35	8	7	72	68	0	10	22	28	30	0	53	28
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	1,453	**69**	81	17	51	14	14	40	29	31	7	6	61	60	0	7	20	22	26	0	44	25
	77.4%	**85.2%**	77.9%	73.9%	89.5%	93.3%	77.8%	85.1%	80.6%	88.6%	87.5%	85.7%	84.7%	88.2%	---	70.0%	90.9%	78.6%	86.7%	---	83.0%	89.3%
No	424	**12**	23	6	6	1	4	7	7	4	1	1	11	8	0	3	2	6	4	0	9	3
	22.6%	**14.8%**	22.1%	26.1%	10.5%	6.7%	22.2%	14.9%	19.4%	11.4%	12.5%	14.3%	15.3%	11.8%	---	30.0%	9.1%	21.4%	13.3%	---	17.0%	10.7%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 12

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

Base: All respondents who went to a doctor's office/clinic to get care and whose doctor talked about starting/stopping medication (Q7 & Q9)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,900	**81**	103	23	57	15	18	47	36	35	8	7	72	68	0	10	22	28	30	0	53	28
Number missing or multiple answer	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,877	**81**	103	23	57	15	18	47	36	35	8	7	72	68	0	10	22	28	30	0	53	28
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	1,463	**68**	86	17	50	14	17	36	29	30	7	6	60	57	0	8	21	25	22	0	47	21
	77.9%	**84.0%**	83.5%	73.9%	87.7%	93.3%	94.4%	76.6%	80.6%	85.7%	87.5%	85.7%	83.3%	83.8%	---	80.0%	95.5%	89.3%	73.3%	---	88.7%	75.0%
No	414	**13**	17	6	7	1	1	11	7	5	1	1	12	11	0	2	1	3	8	0	6	7
	22.1%	**16.0%**	16.5%	26.1%	12.3%	6.7%	5.6%	23.4%	19.4%	14.3%	12.5%	14.3%	16.7%	16.2%	---	20.0%	4.5%	10.7%	26.7%	---	11.3%	25.0%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 13

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,501	**174**	213	63	108	38	47	86	80	67	21	13	156	147	0	20	63	58	49	0	132	42
Number missing or multiple answer	39	**4**	0	1	3	2	0	2	3	1	0	0	4	4	0	0	3	0	1	0	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,462	**170**	213	62	105	36	47	84	77	66	21	13	152	143	0	20	60	58	48	0	129	41
	98.9%	**97.7%**	100.0%	98.4%	97.2%	94.7%	100.0%	97.7%	96.3%	98.5%	100.0%	100.0%	97.4%	97.3%	---	100.0%	95.2%	100.0%	98.0%	---	97.7%	97.6%
0 Worst health care possible	22	**1**	2	1	0	0	1	0	0	1	0	0	1	1	0	0	0	0	1	0	1	0
	0.6%	**0.6%**	0.9%	1.6%	0.0%	0.0%	2.1%	0.0%	0.0%	1.5%	0.0%	0.0%	0.7%	0.7%	---	0.0%	0.0%	0.0%	2.1%	---	0.8%	0.0%
1	17	**2**	1	0	2	0	2	0	1	1	0	0	2	2	0	0	0	1	1	0	2	0
	0.5%	**1.2%**	0.5%	0.0%	1.9%	0.0%	4.3%	0.0%	1.3%	1.5%	0.0%	0.0%	1.3%	1.4%	---	0.0%	0.0%	1.7%	2.1%	---	1.6%	0.0%
2	34	**3**	1	0	2	0	1	1	0	2	0	0	2	1	0	1	0	0	2	0	1	2
	1.0%	**1.8%**	0.5%	0.0%	1.9%	0.0%	2.1%	1.2%	0.0%	3.0%	0.0%	0.0%	1.3%	0.7%	---	5.0%	0.0%	0.0%	4.2%	---	0.8%	4.9%
3	59	**1**	5	0	1	0	1	0	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	1.7%	**0.6%**	2.3%	0.0%	1.0%	0.0%	2.1%	0.0%	1.3%	0.0%	0.0%	0.0%	0.7%	0.7%	---	0.0%	0.0%	0.0%	2.1%	---	0.8%	0.0%
4	66	**4**	2	3	1	1	1	2	3	1	0	0	4	4	0	0	0	2	2	0	4	0
	1.9%	**2.4%**	0.9%	4.8%	1.0%	2.8%	2.1%	2.4%	3.9%	1.5%	0.0%	0.0%	2.6%	2.8%	---	0.0%	0.0%	3.4%	4.2%	---	3.1%	0.0%
5	217	**9**	10	3	6	1	4	4	4	3	2	1	8	7	0	2	5	2	1	0	7	2
	6.3%	**5.3%**	4.7%	4.8%	5.7%	2.8%	8.5%	4.8%	5.2%	4.5%	9.5%	7.7%	5.3%	4.9%	---	10.0%	8.3%	3.4%	2.1%	---	5.4%	4.9%
6	199	**12**	15	5	7	3	2	7	6	4	2	1	11	10	0	2	3	2	7	0	8	4
	5.7%	**7.1%**	7.0%	8.1%	6.7%	8.3%	4.3%	8.3%	7.8%	6.1%	9.5%	7.7%	7.2%	7.0%	---	10.0%	5.0%	3.4%	14.6%	---	6.2%	9.8%
7	396	**18**	32	7	11	5	5	8	9	8	1	0	18	13	0	5	4	7	7	0	14	4
	11.4%	**10.6%**	15.0%	11.3%	10.5%	13.9%	10.6%	9.5%	11.7%	12.1%	4.8%	0.0%	11.8%	9.1%	---	25.0%	6.7%	12.1%	14.6%	---	10.9%	9.8%
8	706	**37**	43	9	27	11	5	20	13	17	6	3	32	31	0	3	15	14	8	0	30	7
	20.4%	**21.8%**	20.2%	14.5%	25.7%	30.6%	10.6%	23.8%	16.9%	25.8%	28.6%	23.1%	21.1%	21.7%	---	15.0%	25.0%	24.1%	16.7%	---	23.3%	17.1%
9	557	**34**	34	13	21	8	13	13	14	11	7	4	30	32	0	1	13	14	7	0	23	11
	16.1%	**20.0%**	16.0%	21.0%	20.0%	22.2%	27.7%	15.5%	18.2%	16.7%	33.3%	30.8%	19.7%	22.4%	---	5.0%	21.7%	24.1%	14.6%	---	17.8%	26.8%
10 Best health care possible	1,189	**49**	68	21	27	7	12	29	26	18	3	4	43	41	0	6	20	16	11	0	38	11
	34.3%	**28.8%**	31.9%	33.9%	25.7%	19.4%	25.5%	34.5%	33.8%	27.3%	14.3%	30.8%	28.3%	28.7%	---	30.0%	33.3%	27.6%	22.9%	---	29.5%	26.8%

NA - Not Applicable

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 13

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,501	**174**	213	63	108	38	47	86	80	67	21	13	156	147	0	20	63	58	49	0	132	42
Number missing or multiple answer	39	**4**	0	1	3	2	0	2	3	1	0	0	4	4	0	0	3	0	1	0	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,462	**170**	213	62	105	36	47	84	77	66	21	13	152	143	0	20	60	58	48	0	129	41
	98.9%	**97.7%**	100.0%	98.4%	97.2%	94.7%	100.0%	97.7%	96.3%	98.5%	100.0%	100.0%	97.4%	97.3%	---	100.0%	95.2%	100.0%	98.0%	---	97.7%	97.6%
0 to 4	198	**11**	11	4	6	1	6	3	5	5	0	0	10	9	0	1	0	3	7	0	9	2
	5.7%	**6.5%**	5.2%	6.5%	5.7%	2.8%	12.8%	3.6%	6.5%	7.6%	0.0%	0.0%	6.6%	6.3%	---	5.0%	0.0%	5.2%	14.6%	---	7.0%	4.9%
5	217	**9**	10	3	6	1	4	4	4	3	2	1	8	7	0	2	5	2	1	0	7	2
	6.3%	**5.3%**	4.7%	4.8%	5.7%	2.8%	8.5%	4.8%	5.2%	4.5%	9.5%	7.7%	5.3%	4.9%	---	10.0%	8.3%	3.4%	2.1%	---	5.4%	4.9%
6 or 7	595	**30**	47	12	18	8	7	15	15	12	3	1	29	23	0	7	7	9	14	0	22	8
	17.2%	**17.6%**	22.1%	19.4%	17.1%	22.2%	14.9%	17.9%	19.5%	18.2%	14.3%	7.7%	19.1%	16.1%	---	35.0%	11.7%	15.5%	29.2%	---	17.1%	19.5%
8 to 10	2,452	**120**	145	43	75	26	30	62	53	46	16	11	105	104	0	10	48	44	26	0	91	29
	70.8%	**70.6%**	68.1%	69.4%	71.4%	72.2%	63.8%	73.8%	68.8%	69.7%	76.2%	84.6%	69.1%	72.7%	---	50.0%	80.0%	75.9%	54.2%	---	70.5%	70.7%
Significantly different from column:*														P		N	S	S	QR			
0 to 6	614	**32**	36	12	19	5	12	14	15	12	4	2	29	26	0	5	8	7	15	0	24	8
	17.7%	**18.8%**	16.9%	19.4%	18.1%	13.9%	25.5%	16.7%	19.5%	18.2%	19.0%	15.4%	19.1%	18.2%	---	25.0%	13.3%	12.1%	31.3%	---	18.6%	19.5%
7 to 8	1,102	**55**	75	16	38	16	10	28	22	25	7	3	50	44	0	8	19	21	15	0	44	11
	31.8%	**32.4%**	35.2%	25.8%	36.2%	44.4%	21.3%	33.3%	28.6%	37.9%	33.3%	23.1%	32.9%	30.8%	---	40.0%	31.7%	36.2%	31.3%	---	34.1%	26.8%
9 to 10	1,746	**83**	102	34	48	15	25	42	40	29	10	8	73	73	0	7	33	30	18	0	61	22
	50.4%	**48.8%**	47.9%	54.8%	45.7%	41.7%	53.2%	50.0%	51.9%	43.9%	47.6%	61.5%	48.0%	51.0%	---	35.0%	55.0%	51.7%	37.5%	---	47.3%	53.7%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 14

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

Base: All respondents who went to a doctor's office/clinic to get care (Q7)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,501	**174**	213	63	108	38	47	86	80	67	21	13	156	147	0	20	63	58	49	0	132	42
Number missing or multiple answer	32	**3**	0	1	2	1	0	2	3	0	0	0	3	3	0	0	2	0	1	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,469	**171**	213	62	106	37	47	84	77	67	21	13	153	144	0	20	61	58	48	0	130	41
	99.1%	**98.3%**	100.0%	98.4%	98.1%	97.4%	100.0%	97.7%	96.3%	100.0%	100.0%	100.0%	98.1%	98.0%	---	100.0%	96.8%	100.0%	98.0%	---	98.5%	97.6%
Never	80	**5**	8	2	2	0	2	2	0	2	2	0	4	3	0	1	1	0	3	0	3	2
	2.3%	**2.9%**	3.8%	3.2%	1.9%	0.0%	4.3%	2.4%	0.0%	3.0%	9.5%	0.0%	2.6%	2.1%	---	5.0%	1.6%	0.0%	6.3%	---	2.3%	4.9%
Sometimes	435	**21**	42	8	13	4	8	9	11	9	1	0	21	19	0	2	4	9	8	0	13	8
	12.5%	**12.3%**	19.7%	12.9%	12.3%	10.8%	17.0%	10.7%	14.3%	13.4%	4.8%	0.0%	13.7%	13.2%	---	10.0%	6.6%	15.5%	16.7%	---	10.0%	19.5%
Usually	1,137	**66**	61	24	40	15	17	32	29	23	11	7	56	56	0	6	23	25	16	0	53	13
	32.8%	**38.6%**	28.6%	38.7%	37.7%	40.5%	36.2%	38.1%	37.7%	34.3%	52.4%	53.8%	36.6%	38.9%	---	30.0%	37.7%	43.1%	33.3%	---	40.8%	31.7%
Always	1,817	**79**	102	28	51	18	20	41	37	33	7	6	72	66	0	11	33	24	21	0	61	18
	52.4%	**46.2%**	47.9%	45.2%	48.1%	48.6%	42.6%	48.8%	48.1%	49.3%	33.3%	46.2%	47.1%	45.8%	---	55.0%	54.1%	41.4%	43.8%	---	46.9%	43.9%
Significantly different from column:*																						
Usually or Always	2,954	**145**	163	52	91	33	37	73	66	56	18	13	128	122	0	17	56	49	37	0	114	31
	85.2%	**84.8%**	76.5%	83.9%	85.8%	89.2%	78.7%	86.9%	85.7%	83.6%	85.7%	100.0%	83.7%	84.7%	---	85.0%	91.8%	84.5%	77.1%	---	87.7%	75.6%
Significantly different from column:*		C															S		Q			

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 15

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

Base: All respondents

				Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2019 State OHP	**2019**	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	281	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	56	**1**	0	1	0	0	0	1	0	0	1	0	1	1	0	0	0	0	1	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,738	**229**	281	91	133	53	62	109	103	90	29	15	208	195	1	24	89	76	58	52	132	42
	98.8%	**99.6%**	100.0%	98.9%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	96.7%	100.0%	99.5%	99.5%	100.0%	100.0%	100.0%	100.0%	98.3%	98.1%	100.0%	100.0%
Yes	3,960	**193**	239	71	118	45	50	93	88	74	25	13	174	164	1	20	72	63	52	33	122	37
	83.6%	**84.3%**	85.1%	78.0%	88.7%	84.9%	80.6%	85.3%	85.4%	82.2%	86.2%	86.7%	83.7%	84.1%	100.0%	83.3%	80.9%	82.9%	89.7%	63.5%	92.4%	88.1%
No	778	**36**	42	20	15	8	12	16	15	16	4	2	34	31	0	4	17	13	6	19	10	5
	16.4%	**15.7%**	14.9%	22.0%	11.3%	15.1%	19.4%	14.7%	14.6%	17.8%	13.8%	13.3%	16.3%	15.9%	0.0%	16.7%	19.1%	17.1%	10.3%	36.5%	7.6%	11.9%
Significantly different from column:*				E	D															UV	T	T

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 16

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

Base: All respondents who have a personal doctor (Q15)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,960	**193**	230	71	118	45	50	93	88	74	25	13	174	164	1	20	72	63	52	33	122	37
Number missing or multiple answer	107	**4**	0	1	3	1	1	2	3	1	0	0	4	4	0	0	2	1	1	0	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,853	**189**	230	70	115	44	49	91	85	73	25	13	170	160	1	20	70	62	51	33	119	36
	97.3%	**97.9%**	100.0%	98.6%	97.5%	97.8%	98.0%	97.8%	96.6%	98.6%	100.0%	100.0%	97.7%	97.6%	100.0%	100.0%	97.2%	98.4%	98.1%	100.0%	97.5%	97.3%
None	789	**45**	54	21	23	16	13	14	22	16	6	1	43	41	1	1	22	11	11	29	13	3
	20.5%	**23.8%**	23.5%	30.0%	20.0%	36.4%	26.5%	15.4%	25.9%	21.9%	24.0%	7.7%	25.3%	25.6%	100.0%	5.0%	31.4%	17.7%	21.6%	87.9%	10.9%	8.3%
1 time	1,037	**59**	63	22	35	13	19	25	29	23	5	7	48	47	0	8	24	21	13	3	54	2
	26.9%	**31.2%**	27.4%	31.4%	30.4%	29.5%	38.8%	27.5%	34.1%	31.5%	20.0%	53.8%	28.2%	29.4%	0.0%	40.0%	34.3%	33.9%	25.5%	9.1%	45.4%	5.6%
2	832	**36**	52	11	25	5	9	22	11	18	7	1	35	32	0	4	14	10	10	0	31	4
	21.6%	**19.0%**	22.6%	15.7%	21.7%	11.4%	18.4%	24.2%	12.9%	24.7%	28.0%	7.7%	20.6%	20.0%	0.0%	20.0%	20.0%	16.1%	19.6%	0.0%	26.1%	11.1%
3	482	**15**	26	5	10	4	2	9	8	3	4	1	14	13	0	2	4	7	4	0	9	6
	12.5%	**7.9%**	11.3%	7.1%	8.7%	9.1%	4.1%	9.9%	9.4%	4.1%	16.0%	7.7%	8.2%	8.1%	0.0%	10.0%	5.7%	11.3%	7.8%	0.0%	7.6%	16.7%
4	306	**15**	12	6	8	2	3	9	11	3	0	2	12	11	0	2	1	5	8	1	9	5
	7.9%	**7.9%**	5.2%	8.6%	7.0%	4.5%	6.1%	9.9%	12.9%	4.1%	0.0%	15.4%	7.1%	6.9%	0.0%	10.0%	1.4%	8.1%	15.7%	3.0%	7.6%	13.9%
5 to 9	315	**13**	18	5	8	3	3	7	3	7	2	0	13	10	0	3	4	6	3	0	2	11
	8.2%	**6.9%**	7.8%	7.1%	7.0%	6.8%	6.1%	7.7%	3.5%	9.6%	8.0%	0.0%	7.6%	6.3%	0.0%	15.0%	5.7%	9.7%	5.9%	0.0%	1.7%	30.6%
10 or more times	92	**6**	5	0	6	1	0	5	1	3	1	1	5	6	0	0	1	2	2	0	1	5
	2.4%	**3.2%**	2.2%	0.0%	5.2%	2.3%	0.0%	5.5%	1.2%	4.1%	4.0%	7.7%	2.9%	3.8%	0.0%	0.0%	1.4%	3.2%	3.9%	0.0%	0.8%	13.9%
5 or more times	407	**19**	23	5	14	4	3	12	4	10	3	1	18	16	0	3	5	8	5	0	3	16
	10.6%	**10.1%**	10.0%	7.1%	12.2%	9.1%	6.1%	13.2%	4.7%	13.7%	12.0%	7.7%	10.6%	10.0%	0.0%	15.0%	7.1%	12.9%	9.8%	0.0%	2.5%	44.4%
Significantly different from column:*									J	I										V		T

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 17

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,064	**144**	176	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
Number missing or multiple answer	20	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,044	**144**	176	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	34	**2**	5	1	1	0	1	1	0	2	0	0	2	2	0	0	0	1	1	0	1	1
	1.1%	**1.4%**	2.8%	2.0%	1.1%	0.0%	2.8%	1.3%	0.0%	3.5%	0.0%	0.0%	1.6%	1.7%	---	0.0%	0.0%	2.0%	2.5%	0.0%	0.9%	3.0%
Sometimes	171	**6**	7	3	3	2	3	1	3	3	0	0	6	5	0	1	1	3	2	0	5	1
	5.6%	**4.2%**	4.0%	6.1%	3.3%	7.1%	8.3%	1.3%	4.8%	5.3%	0.0%	0.0%	4.7%	4.2%	---	5.3%	2.1%	5.9%	5.0%	0.0%	4.7%	3.0%
Usually	619	**25**	38	9	15	4	4	16	12	6	5	4	20	22	0	1	5	7	10	0	16	8
	20.3%	**17.4%**	21.6%	18.4%	16.3%	14.3%	11.1%	20.8%	19.0%	10.5%	26.3%	33.3%	15.7%	18.5%	---	5.3%	10.4%	13.7%	25.0%	0.0%	15.1%	24.2%
Always	2,220	**111**	126	36	73	22	28	59	48	46	14	8	99	90	0	17	42	40	27	4	84	23
	72.9%	**77.1%**	71.6%	73.5%	79.3%	78.6%	77.8%	76.6%	76.2%	80.7%	73.7%	66.7%	78.0%	75.6%	---	89.5%	87.5%	78.4%	67.5%	100.0%	79.2%	69.7%
Significantly different from column:*																	S		Q			
Usually or Always	2,839	**136**	164	45	88	26	32	75	60	52	19	12	119	112	0	18	47	47	37	4	100	31
	93.3%	**94.4%**	93.2%	91.8%	95.7%	92.9%	88.9%	97.4%	95.2%	91.2%	100.0%	100.0%	93.7%	94.1%	---	94.7%	97.9%	92.2%	92.5%	100.0%	94.3%	93.9%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 18

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,064	**144**	176	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
Number missing or multiple answer	19	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,045	**144**	176	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
	99.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	43	**5**	6	2	3	1	3	1	3	2	0	0	5	4	0	1	0	3	2	0	4	1
	1.4%	**3.5%**	3.4%	4.1%	3.3%	3.6%	8.3%	1.3%	4.8%	3.5%	0.0%	0.0%	3.9%	3.4%	---	5.3%	0.0%	5.9%	5.0%	0.0%	3.8%	3.0%
Sometimes	196	**10**	13	4	5	1	2	6	1	6	2	1	8	9	0	0	2	3	3	0	8	2
	6.4%	**6.9%**	7.4%	8.2%	5.4%	3.6%	5.6%	7.8%	1.6%	10.5%	10.5%	8.3%	6.3%	7.6%	---	0.0%	4.2%	5.9%	7.5%	0.0%	7.5%	6.1%
Usually	608	**21**	38	5	16	4	6	11	11	5	4	4	17	17	0	3	3	6	11	1	12	7
	20.0%	**14.6%**	21.6%	10.2%	17.4%	14.3%	16.7%	14.3%	17.5%	8.8%	21.1%	33.3%	13.4%	14.3%	---	15.8%	6.3%	11.8%	27.5%	25.0%	11.3%	21.2%
Always	2,198	**108**	119	38	68	22	25	59	48	44	13	7	97	89	0	15	43	39	24	3	82	23
	72.2%	**75.0%**	67.6%	77.6%	73.9%	78.6%	69.4%	76.6%	76.2%	77.2%	68.4%	58.3%	76.4%	74.8%	---	78.9%	89.6%	76.5%	60.0%	75.0%	77.4%	69.7%
Significantly different from column:*																	S		Q			
Usually or Always	2,806	**129**	157	43	84	26	31	70	59	49	17	11	114	106	0	18	46	45	35	4	94	30
	92.2%	**89.6%**	89.2%	87.8%	91.3%	92.9%	86.1%	90.9%	93.7%	86.0%	89.5%	91.7%	89.8%	89.1%	---	94.7%	95.8%	88.2%	87.5%	100.0%	88.7%	90.9%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 19

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,064	**144**	175	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
Number missing or multiple answer	13	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,051	**144**	175	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
	99.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	48	**5**	5	1	3	1	2	1	2	2	0	0	4	3	0	1	1	1	2	0	3	2
	1.6%	**3.5%**	2.9%	2.0%	3.3%	3.6%	5.6%	1.3%	3.2%	3.5%	0.0%	0.0%	3.1%	2.5%	---	5.3%	2.1%	2.0%	5.0%	0.0%	2.8%	6.1%
Sometimes	171	**10**	11	5	5	1	4	5	3	5	2	0	10	10	0	0	1	4	5	0	9	1
	5.6%	**6.9%**	6.3%	10.2%	5.4%	3.6%	11.1%	6.5%	4.8%	8.8%	10.5%	0.0%	7.9%	8.4%	---	0.0%	2.1%	7.8%	12.5%	0.0%	8.5%	3.0%
Usually	472	**16**	29	7	8	1	3	11	6	6	2	3	12	14	0	0	2	6	6	0	10	5
	15.5%	**11.1%**	16.6%	14.3%	8.7%	3.6%	8.3%	14.3%	9.5%	10.5%	10.5%	25.0%	9.4%	11.8%	---	0.0%	4.2%	11.8%	15.0%	0.0%	9.4%	15.2%
Always	2,360	**113**	130	36	76	25	27	60	52	44	15	9	101	92	0	18	44	40	27	4	84	25
	77.4%	**78.5%**	74.3%	73.5%	82.6%	89.3%	75.0%	77.9%	82.5%	77.2%	78.9%	75.0%	79.5%	77.3%	---	94.7%	91.7%	78.4%	67.5%	100.0%	79.2%	75.8%
Significantly different from column:*																	S		Q			
Usually or Always	2,832	**129**	159	43	84	26	30	71	58	50	17	12	113	106	0	18	46	46	33	4	94	30
	92.8%	**89.6%**	90.9%	87.8%	91.3%	92.9%	83.3%	92.2%	92.1%	87.7%	89.5%	100.0%	89.0%	89.1%	---	94.7%	95.8%	90.2%	82.5%	100.0%	88.7%	90.9%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 20

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,064	**144**	175	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
Number missing or multiple answer	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,041	**144**	175	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
	99.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	57	**5**	8	2	3	1	2	2	2	3	0	0	5	5	0	0	0	4	1	0	4	1
	1.9%	**3.5%**	4.6%	4.1%	3.3%	3.6%	5.6%	2.6%	3.2%	5.3%	0.0%	0.0%	3.9%	4.2%	---	0.0%	0.0%	7.8%	2.5%	0.0%	3.8%	3.0%
Sometimes	245	**9**	15	4	4	2	5	1	3	5	0	1	7	7	0	1	2	2	3	1	7	1
	8.1%	**6.3%**	8.6%	8.2%	4.3%	7.1%	13.9%	1.3%	4.8%	8.8%	0.0%	8.3%	5.5%	5.9%	---	5.3%	4.2%	3.9%	7.5%	25.0%	6.6%	3.0%
Usually	702	**28**	42	9	19	5	4	19	14	8	5	4	24	22	0	5	7	8	12	0	20	7
	23.1%	**19.4%**	24.0%	18.4%	20.7%	17.9%	11.1%	24.7%	22.2%	14.0%	26.3%	33.3%	18.9%	18.5%	---	26.3%	14.6%	15.7%	30.0%	0.0%	18.9%	21.2%
Always	2,037	**102**	110	34	66	20	25	55	44	41	14	7	91	85	0	13	39	37	24	3	75	24
	67.0%	**70.8%**	62.9%	69.4%	71.7%	71.4%	69.4%	71.4%	69.8%	71.9%	73.7%	58.3%	71.7%	71.4%	---	68.4%	81.3%	72.5%	60.0%	75.0%	70.8%	72.7%
Significantly different from column:*																	S		Q			
Usually or Always	2,739	**130**	152	43	85	25	29	74	58	49	19	11	115	107	0	18	46	45	36	3	95	31
	90.1%	**90.3%**	86.9%	87.8%	92.4%	89.3%	80.6%	96.1%	92.1%	86.0%	100.0%	91.7%	90.6%	89.9%	---	94.7%	95.8%	88.2%	90.0%	75.0%	89.6%	93.9%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 21

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

Base: All respondents who have a personal doctor and who visited their personal doctor to get care (Q15 & Q16)

				Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2019 State OHP	**2019**	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,064	**144**	175	49	92	28	36	77	63	57	19	12	127	119	0	19	48	51	40	4	106	33
Number missing or multiple answer	28	**1**	0	0	1	0	1	0	1	0	0	1	0	0	0	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,036	**143**	175	49	91	28	35	77	62	57	19	11	127	119	0	19	48	51	39	4	105	33
	99.1%	**99.3%**	100.0%	100.0%	98.9%	100.0%	97.2%	100.0%	98.4%	100.0%	100.0%	91.7%	100.0%	100.0%	---	100.0%	100.0%	100.0%	97.5%	100.0%	99.1%	100.0%
Yes	1,921	**99**	112	30	66	15	19	62	41	39	15	7	87	80	0	14	30	34	31	1	67	30
	63.3%	**69.2%**	64.0%	61.2%	72.5%	53.6%	54.3%	80.5%	66.1%	68.4%	78.9%	63.6%	68.5%	67.2%	---	73.7%	62.5%	66.7%	79.5%	25.0%	63.8%	90.9%
No	1,115	**44**	63	19	25	13	16	15	21	18	4	4	40	39	0	5	18	17	8	3	38	3
	36.7%	**30.8%**	36.0%	38.8%	27.5%	46.4%	45.7%	19.5%	33.9%	31.6%	21.1%	36.4%	31.5%	32.8%	---	26.3%	37.5%	33.3%	20.5%	75.0%	36.2%	9.1%
Significantly different from column:*						H	H	FG													V	U

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 22

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

Base: All respondents who have a personal doctor, visited their personal doctor, and got care from another health provider besides their personal doctor (Q15, Q16, & Q21)

				Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2019 State OHP	**2019**	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,921	**99**	107	30	66	15	19	62	41	39	15	7	87	80	0	14	30	34	31	1	67	30
Number missing or multiple answer	46	**1**	0	0	1	0	0	1	0	0	1	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,875	**98**	107	30	65	15	19	61	41	39	14	7	86	79	0	14	29	34	31	1	66	30
	97.6%	**99.0%**	100.0%	100.0%	98.5%	100.0%	100.0%	98.4%	100.0%	100.0%	93.3%	100.0%	98.9%	98.8%	---	100.0%	96.7%	100.0%	100.0%	100.0%	98.5%	100.0%
Never	88	**3**	5	2	1	1	1	1	0	3	0	0	3	3	0	0	1	0	2	0	1	2
	4.7%	**3.1%**	4.7%	6.7%	1.5%	6.7%	5.3%	1.6%	0.0%	7.7%	0.0%	0.0%	3.5%	3.8%	---	0.0%	3.4%	0.0%	6.5%	0.0%	1.5%	6.7%
Sometimes	240	**10**	15	4	5	3	4	2	3	5	1	0	9	8	0	1	0	6	3	0	9	1
	12.8%	**10.2%**	14.0%	13.3%	7.7%	20.0%	21.1%	3.3%	7.3%	12.8%	7.1%	0.0%	10.5%	10.1%	---	7.1%	0.0%	17.6%	9.7%	0.0%	13.6%	3.3%
Usually	539	**35**	30	10	25	7	9	19	18	9	8	3	30	30	0	3	10	16	9	0	22	13
	28.7%	**35.7%**	28.0%	33.3%	38.5%	46.7%	47.4%	31.1%	43.9%	23.1%	57.1%	42.9%	34.9%	38.0%	---	21.4%	34.5%	47.1%	29.0%	0.0%	33.3%	43.3%
Always	1,008	**50**	57	14	34	4	5	39	20	22	5	4	44	38	0	10	18	12	17	1	34	14
	53.8%	**51.0%**	53.3%	46.7%	52.3%	26.7%	26.3%	63.9%	48.8%	56.4%	35.7%	57.1%	51.2%	48.1%	---	71.4%	62.1%	35.3%	54.8%	100.0%	51.5%	46.7%
Significantly different from column:*						H	H	FG									R	Q				
Usually or Always	1,547	**85**	87	24	59	11	14	58	38	31	13	7	74	68	0	13	28	28	26	1	56	27
	82.5%	**86.7%**	81.3%	80.0%	90.8%	73.3%	73.7%	95.1%	92.7%	79.5%	92.9%	100.0%	86.0%	86.1%	---	92.9%	96.6%	82.4%	83.9%	100.0%	84.8%	90.0%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 23

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

Base: All respondents who have a personal doctor (Q15)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,960	**193**	226	71	118	45	50	93	88	74	25	13	174	164	1	20	72	63	52	33	122	37
Number missing or multiple answer	129	**8**	0	4	4	2	4	2	5	2	1	0	8	8	0	0	5	2	1	3	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,831	**185**	226	67	114	43	46	91	83	72	24	13	166	156	1	20	67	61	51	30	118	36
	96.7%	**95.9%**	100.0%	94.4%	96.6%	95.6%	92.0%	97.8%	94.3%	97.3%	96.0%	100.0%	95.4%	95.1%	100.0%	100.0%	93.1%	96.8%	98.1%	90.9%	96.7%	97.3%
0 Worst personal doctor possible	27	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	21	**6**	2	2	4	1	4	1	2	4	0	0	6	5	0	1	0	2	4	0	5	1
	0.5%	**3.2%**	0.9%	3.0%	3.5%	2.3%	8.7%	1.1%	2.4%	5.6%	0.0%	0.0%	3.6%	3.2%	0.0%	5.0%	0.0%	3.3%	7.8%	0.0%	4.2%	2.8%
2	30	**2**	1	1	0	0	1	0	0	0	1	0	1	1	0	0	1	0	0	0	2	0
	0.8%	**1.1%**	0.4%	1.5%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	4.2%	0.0%	0.6%	0.6%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	1.7%	0.0%
3	37	**2**	0	1	1	1	0	1	0	2	0	1	1	2	0	0	1	0	0	0	1	1
	1.0%	**1.1%**	0.0%	1.5%	0.9%	2.3%	0.0%	1.1%	0.0%	2.8%	0.0%	7.7%	0.6%	1.3%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.8%	2.8%
4	67	**2**	6	1	1	1	1	0	1	1	0	0	2	2	0	0	0	1	1	0	2	0
	1.7%	**1.1%**	2.7%	1.5%	0.9%	2.3%	2.2%	0.0%	1.2%	1.4%	0.0%	0.0%	1.2%	1.3%	0.0%	0.0%	0.0%	1.6%	2.0%	0.0%	1.7%	0.0%
5	156	**0**	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.1%	**0.0%**	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6	124	**4**	10	2	2	1	2	1	3	1	0	0	4	4	0	0	1	2	1	2	2	0
	3.2%	**2.2%**	4.4%	3.0%	1.8%	2.3%	4.3%	1.1%	3.6%	1.4%	0.0%	0.0%	2.4%	2.6%	0.0%	0.0%	1.5%	3.3%	2.0%	6.7%	1.7%	0.0%
7	299	**13**	23	2	11	5	3	5	4	5	4	0	13	12	0	1	2	4	6	3	5	4
	7.8%	**7.0%**	10.2%	3.0%	9.6%	11.6%	6.5%	5.5%	4.8%	6.9%	16.7%	0.0%	7.8%	7.7%	0.0%	5.0%	3.0%	6.6%	11.8%	10.0%	4.2%	11.1%
8	662	**39**	39	10	28	10	8	20	15	17	6	4	33	32	0	3	14	15	10	6	25	8
	17.3%	**21.1%**	17.3%	14.9%	24.6%	23.3%	17.4%	22.0%	18.1%	23.6%	25.0%	30.8%	19.9%	20.5%	0.0%	15.0%	20.9%	24.6%	19.6%	20.0%	21.2%	22.2%
9	687	**35**	41	15	20	12	10	13	20	9	6	4	31	31	0	3	15	10	10	6	25	4
	17.9%	**18.9%**	18.1%	22.4%	17.5%	27.9%	21.7%	14.3%	24.1%	12.5%	25.0%	30.8%	18.7%	19.9%	0.0%	15.0%	22.4%	16.4%	19.6%	20.0%	21.2%	11.1%
10 Best personal doctor possible	1,721	**82**	90	33	47	12	17	50	38	33	7	4	75	67	1	12	33	27	19	13	51	18
	44.9%	**44.3%**	39.8%	49.3%	41.2%	27.9%	37.0%	54.9%	45.8%	45.8%	29.2%	30.8%	45.2%	42.9%	100.0%	60.0%	49.3%	44.3%	37.3%	43.3%	43.2%	50.0%

NA - Not Applicable

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 23

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

Base: All respondents who have a personal doctor (Q15)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,960	**193**	226	71	118	45	50	93	88	74	25	13	174	164	1	20	72	63	52	33	122	37
Number missing or multiple answer	129	**8**	0	4	4	2	4	2	5	2	1	0	8	8	0	0	5	2	1	3	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,831	**185**	226	67	114	43	46	91	83	72	24	13	166	156	1	20	67	61	51	30	118	36
	96.7%	**95.9%**	100.0%	94.4%	96.6%	95.6%	92.0%	97.8%	94.3%	97.3%	96.0%	100.0%	95.4%	95.1%	100.0%	100.0%	93.1%	96.8%	98.1%	90.9%	96.7%	97.3%
0 to 4	182	**12**	12	5	6	3	6	2	3	7	1	1	10	10	0	1	2	3	5	0	10	2
	4.8%	**6.5%**	5.3%	7.5%	5.3%	7.0%	13.0%	2.2%	3.6%	9.7%	4.2%	7.7%	6.0%	6.4%	0.0%	5.0%	3.0%	4.9%	9.8%	0.0%	8.5%	5.6%
5	156	**0**	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.1%	**0.0%**	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	423	**17**	33	4	13	6	5	6	7	6	4	0	17	16	0	1	3	6	7	5	7	4
	11.0%	**9.2%**	14.6%	6.0%	11.4%	14.0%	10.9%	6.6%	8.4%	8.3%	16.7%	0.0%	10.2%	10.3%	0.0%	5.0%	4.5%	9.8%	13.7%	16.7%	5.9%	11.1%
8 to 10	3,070	**156**	170	58	95	34	35	83	73	59	19	12	139	130	1	18	62	52	39	25	101	30
	80.1%	**84.3%**	75.2%	86.6%	83.3%	79.1%	76.1%	91.2%	88.0%	81.9%	79.2%	92.3%	83.7%	83.3%	100.0%	90.0%	92.5%	85.2%	76.5%	83.3%	85.6%	83.3%
Significantly different from column:*		C				H	H	FG									S		Q			
0 to 6	462	**16**	33	7	8	4	8	3	6	8	1	1	14	14	0	1	3	5	6	2	12	2
	12.1%	**8.6%**	14.6%	10.4%	7.0%	9.3%	17.4%	3.3%	7.2%	11.1%	4.2%	7.7%	8.4%	9.0%	0.0%	5.0%	4.5%	8.2%	11.8%	6.7%	10.2%	5.6%
7 to 8	961	**52**	62	12	39	15	11	25	19	22	10	4	46	44	0	4	16	19	16	9	30	12
	25.1%	**28.1%**	27.4%	17.9%	34.2%	34.9%	23.9%	27.5%	22.9%	30.6%	41.7%	30.8%	27.7%	28.2%	0.0%	20.0%	23.9%	31.1%	31.4%	30.0%	25.4%	33.3%
9 to 10	2,408	**117**	131	48	67	24	27	63	58	42	13	8	106	98	1	15	48	37	29	19	76	22
	62.9%	**63.2%**	58.0%	71.6%	58.8%	55.8%	58.7%	69.2%	69.9%	58.3%	54.2%	61.5%	63.9%	62.8%	100.0%	75.0%	71.6%	60.7%	56.9%	63.3%	64.4%	61.1%
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.

PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 24

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

Base: All respondents

				Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2019 State OHP	**2019**	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	281	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	34	**2**	0	1	1	0	0	2	0	0	1	0	2	2	0	0	0	1	1	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,760	**228**	281	91	132	53	62	108	103	90	29	15	207	194	1	24	89	75	58	53	131	41
	99.3%	**99.1%**	100.0%	98.9%	99.2%	100.0%	100.0%	98.2%	100.0%	100.0%	96.7%	100.0%	99.0%	99.0%	100.0%	100.0%	100.0%	98.7%	98.3%	100.0%	99.2%	97.6%
Yes	2,079	**99**	128	30	66	13	23	60	40	38	17	8	88	81	0	13	29	28	36	6	64	26
	43.7%	**43.4%**	45.6%	33.0%	50.0%	24.5%	37.1%	55.6%	38.8%	42.2%	58.6%	53.3%	42.5%	41.8%	0.0%	54.2%	32.6%	37.3%	62.1%	11.3%	48.9%	63.4%
No	2,681	**129**	153	61	66	40	39	48	63	52	12	7	119	113	1	11	60	47	22	47	67	15
	56.3%	**56.6%**	54.4%	67.0%	50.0%	75.5%	62.9%	44.4%	61.2%	57.8%	41.4%	46.7%	57.5%	58.2%	100.0%	45.8%	67.4%	62.7%	37.9%	88.7%	51.1%	36.6%
Significantly different from column:*				E	D	H	H	FG									S	S	QR	UV	T	T

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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 25

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

Base: All respondents who made an appointment to see a specialist (Q24)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,079	**99**	125	30	66	13	23	60	40	38	17	8	88	81	0	13	29	28	36	6	64	26
Number missing or multiple answer	23	**1**	0	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,056	**98**	125	29	66	13	23	59	39	38	17	8	87	80	0	13	29	28	35	6	63	26
	98.9%	**99.0%**	100.0%	96.7%	100.0%	100.0%	100.0%	98.3%	97.5%	100.0%	100.0%	100.0%	98.9%	98.8%	---	100.0%	100.0%	100.0%	97.2%	100.0%	98.4%	100.0%
Never	114	**4**	10	2	2	0	1	3	3	0	1	0	4	4	0	0	1	1	2	0	4	0
	5.5%	**4.1%**	8.0%	6.9%	3.0%	0.0%	4.3%	5.1%	7.7%	0.0%	5.9%	0.0%	4.6%	5.0%	---	0.0%	3.4%	3.6%	5.7%	0.0%	6.3%	0.0%
Sometimes	345	**18**	28	5	12	3	4	10	8	6	3	1	16	14	0	2	3	3	11	0	10	8
	16.8%	**18.4%**	22.4%	17.2%	18.2%	23.1%	17.4%	16.9%	20.5%	15.8%	17.6%	12.5%	18.4%	17.5%	---	15.4%	10.3%	10.7%	31.4%	0.0%	15.9%	30.8%
Usually	603	**29**	29	10	17	3	9	15	11	10	6	3	24	23	0	3	10	11	5	3	16	9
	29.3%	**29.6%**	23.2%	34.5%	25.8%	23.1%	39.1%	25.4%	28.2%	26.3%	35.3%	37.5%	27.6%	28.8%	---	23.1%	34.5%	39.3%	14.3%	50.0%	25.4%	34.6%
Always	994	**47**	58	12	35	7	9	31	17	22	7	4	43	39	0	8	15	13	17	3	33	9
	48.3%	**48.0%**	46.4%	41.4%	53.0%	53.8%	39.1%	52.5%	43.6%	57.9%	41.2%	50.0%	49.4%	48.8%	---	61.5%	51.7%	46.4%	48.6%	50.0%	52.4%	34.6%
Significantly different from column:*																						
Usually or Always	1,597	**76**	87	22	52	10	18	46	28	32	13	7	67	62	0	11	25	24	22	6	49	18
	77.7%	**77.6%**	69.6%	75.9%	78.8%	76.9%	78.3%	78.0%	71.8%	84.2%	76.5%	87.5%	77.0%	77.5%	---	84.6%	86.2%	85.7%	62.9%	100.0%	77.8%	69.2%
Significantly different from column:*																	S	S	QR			

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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 26

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

Base: All respondents who made an appointment to see a specialist (Q24)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,079	**99**	124	30	66	13	23	60	40	38	17	8	88	81	0	13	29	28	36	6	64	26
Number missing or multiple answer	28	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,051	**99**	124	30	66	13	23	60	40	38	17	8	88	81	0	13	29	28	36	6	64	26
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	98	**10**	6	4	5	0	3	6	6	1	2	1	8	8	0	0	3	1	5	0	8	2
	4.8%	**10.1%**	4.8%	13.3%	7.6%	0.0%	13.0%	10.0%	15.0%	2.6%	11.8%	12.5%	9.1%	9.9%	---	0.0%	10.3%	3.6%	13.9%	0.0%	12.5%	7.7%
1 specialist	1,029	**52**	65	14	38	8	13	31	21	23	8	4	48	43	0	8	18	14	18	5	38	7
	50.2%	**52.5%**	52.4%	46.7%	57.6%	61.5%	56.5%	51.7%	52.5%	60.5%	47.1%	50.0%	54.5%	53.1%	---	61.5%	62.1%	50.0%	50.0%	83.3%	59.4%	26.9%
2	541	**23**	33	8	14	3	5	14	6	11	5	2	20	20	0	2	8	7	7	0	13	9
	26.4%	**23.2%**	26.6%	26.7%	21.2%	23.1%	21.7%	23.3%	15.0%	28.9%	29.4%	25.0%	22.7%	24.7%	---	15.4%	27.6%	25.0%	19.4%	0.0%	20.3%	34.6%
3	226	**8**	9	3	5	1	2	5	5	2	1	1	7	6	0	2	0	5	3	0	3	5
	11.0%	**8.1%**	7.3%	10.0%	7.6%	7.7%	8.7%	8.3%	12.5%	5.3%	5.9%	12.5%	8.0%	7.4%	---	15.4%	0.0%	17.9%	8.3%	0.0%	4.7%	19.2%
4	76	**1**	8	0	1	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	3.7%	**1.0%**	6.5%	0.0%	1.5%	0.0%	0.0%	1.7%	2.5%	0.0%	0.0%	0.0%	1.1%	1.2%	---	0.0%	0.0%	0.0%	2.8%	0.0%	1.6%	0.0%
5 or more specialists	81	**5**	3	1	3	1	0	3	1	1	1	0	4	3	0	1	0	1	2	1	1	3
	3.9%	**5.1%**	2.4%	3.3%	4.5%	7.7%	0.0%	5.0%	2.5%	2.6%	5.9%	0.0%	4.5%	3.7%	---	7.7%	0.0%	3.6%	5.6%	16.7%	1.6%	11.5%
3 or more specialists	383	**14**	20	4	9	2	2	9	7	3	2	1	12	10	0	3	0	6	6	1	5	8
	18.7%	**14.1%**	16.1%	13.3%	13.6%	15.4%	8.7%	15.0%	17.5%	7.9%	11.8%	12.5%	13.6%	12.3%	---	23.1%	0.0%	21.4%	16.7%	16.7%	7.8%	30.8%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 27

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 who saw a specialist (Q24 & Q26)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,953	**89**	117	26	61	13	20	54	34	37	15	7	80	73	0	13	26	27	31	6	56	24
Number missing or multiple answer	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,942	**89**	117	26	61	13	20	54	34	37	15	7	80	73	0	13	26	27	31	6	56	24
	99.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 Worst specialist possible	22	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	15	**1**	0	0	1	0	1	0	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	0.8%	**1.1%**	0.0%	0.0%	1.6%	0.0%	5.0%	0.0%	0.0%	2.7%	0.0%	0.0%	1.3%	1.4%	---	0.0%	3.8%	0.0%	0.0%	0.0%	1.8%	0.0%
2	12	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	26	**2**	1	1	1	0	1	1	0	1	1	0	2	2	0	0	0	0	2	0	1	1
	1.3%	**2.2%**	0.9%	3.8%	1.6%	0.0%	5.0%	1.9%	0.0%	2.7%	6.7%	0.0%	2.5%	2.7%	---	0.0%	0.0%	0.0%	6.5%	0.0%	1.8%	4.2%
4	24	**3**	0	1	2	0	1	2	1	1	1	0	3	2	0	1	1	0	2	0	3	0
	1.2%	**3.4%**	0.0%	3.8%	3.3%	0.0%	5.0%	3.7%	2.9%	2.7%	6.7%	0.0%	3.8%	2.7%	---	7.7%	3.8%	0.0%	6.5%	0.0%	5.4%	0.0%
5	85	**0**	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.4%	**0.0%**	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6	74	**1**	5	1	0	0	0	1	0	1	0	0	1	0	0	1	0	0	1	0	0	1
	3.8%	**1.1%**	4.3%	3.8%	0.0%	0.0%	0.0%	1.9%	0.0%	2.7%	0.0%	0.0%	1.3%	0.0%	---	7.7%	0.0%	0.0%	3.2%	0.0%	0.0%	4.2%
7	141	**6**	9	2	4	1	1	4	3	3	0	1	5	4	0	2	0	3	3	0	2	4
	7.3%	**6.7%**	7.7%	7.7%	6.6%	7.7%	5.0%	7.4%	8.8%	8.1%	0.0%	14.3%	6.3%	5.5%	---	15.4%	0.0%	11.1%	9.7%	0.0%	3.6%	16.7%
8	314	**18**	24	8	9	4	3	10	10	3	4	2	15	14	0	3	2	6	9	3	5	9
	16.2%	**20.2%**	20.5%	30.8%	14.8%	30.8%	15.0%	18.5%	29.4%	8.1%	26.7%	28.6%	18.8%	19.2%	---	23.1%	7.7%	22.2%	29.0%	50.0%	8.9%	37.5%
9	403	**17**	17	4	13	2	5	10	6	8	3	1	16	16	0	0	7	6	4	0	12	4
	20.8%	**19.1%**	14.5%	15.4%	21.3%	15.4%	25.0%	18.5%	17.6%	21.6%	20.0%	14.3%	20.0%	21.9%	---	0.0%	26.9%	22.2%	12.9%	0.0%	21.4%	16.7%
10 Best specialist possible	826	**41**	54	9	31	6	8	26	14	19	6	3	37	34	0	6	15	12	10	3	32	5
	42.5%	**46.1%**	46.2%	34.6%	50.8%	46.2%	40.0%	48.1%	41.2%	51.4%	40.0%	42.9%	46.3%	46.6%	---	46.2%	57.7%	44.4%	32.3%	50.0%	57.1%	20.8%

NA - Not Applicable

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 27

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 who saw a specialist (Q24 & Q26)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,953	**89**	117	26	61	13	20	54	34	37	15	7	80	73	0	13	26	27	31	6	56	24
Number missing or multiple answer	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,942	**89**	117	26	61	13	20	54	34	37	15	7	80	73	0	13	26	27	31	6	56	24
	99.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
0 to 4	99	**6**	3	2	4	0	3	3	1	3	2	0	6	5	0	1	2	0	4	0	5	1
	5.1%	**6.7%**	2.6%	7.7%	6.6%	0.0%	15.0%	5.6%	2.9%	8.1%	13.3%	0.0%	7.5%	6.8%	---	7.7%	7.7%	0.0%	12.9%	0.0%	8.9%	4.2%
5	85	**0**	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	4.4%	**0.0%**	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	215	**7**	14	3	4	1	1	5	3	4	0	1	6	4	0	3	0	3	4	0	2	5
	11.1%	**7.9%**	12.0%	11.5%	6.6%	7.7%	5.0%	9.3%	8.8%	10.8%	0.0%	14.3%	7.5%	5.5%	---	23.1%	0.0%	11.1%	12.9%	0.0%	3.6%	20.8%
8 to 10	1,543	**76**	95	21	53	12	16	46	30	30	13	6	68	64	0	9	24	24	23	6	49	18
	79.5%	**85.4%**	81.2%	80.8%	86.9%	92.3%	80.0%	85.2%	88.2%	81.1%	86.7%	85.7%	85.0%	87.7%	---	69.2%	92.3%	88.9%	74.2%	100.0%	87.5%	75.0%
Significantly different from column:*																						
0 to 6	258	**7**	13	3	4	0	3	4	1	4	2	0	7	5	0	2	2	0	5	0	5	2
	13.3%	**7.9%**	11.1%	11.5%	6.6%	0.0%	15.0%	7.4%	2.9%	10.8%	13.3%	0.0%	8.8%	6.8%	---	15.4%	7.7%	0.0%	16.1%	0.0%	8.9%	8.3%
7 to 8	455	**24**	33	10	13	5	4	14	13	6	4	3	20	18	0	5	2	9	12	3	7	13
	23.4%	**27.0%**	28.2%	38.5%	21.3%	38.5%	20.0%	25.9%	38.2%	16.2%	26.7%	42.9%	25.0%	24.7%	---	38.5%	7.7%	33.3%	38.7%	50.0%	12.5%	54.2%
9 to 10	1,229	**58**	71	13	44	8	13	36	20	27	9	4	53	50	0	6	22	18	14	3	44	9
	63.3%	**65.2%**	60.7%	50.0%	72.1%	61.5%	65.0%	66.7%	58.8%	73.0%	60.0%	57.1%	66.3%	68.5%	---	46.2%	84.6%	66.7%	45.2%	50.0%	78.6%	37.5%
Significantly different from column:*				E	D												S		Q		V	U

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.

PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 28

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

Base: All respondents

				Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2019 State OHP	**2019**	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	284	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	37	**1**	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	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	NA	NA
Usable responses	4,757	**229**	284	91	133	53	62	109	102	90	30	15	209	196	1	24	89	75	59	53	131	42
	99.2%	**99.6%**	100.0%	98.9%	100.0%	100.0%	100.0%	99.1%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	99.2%	100.0%
Yes	889	**40**	52	14	26	12	6	22	15	20	4	3	37	32	0	8	13	13	12	3	28	9
	18.7%	**17.5%**	18.3%	15.4%	19.5%	22.6%	9.7%	20.2%	14.7%	22.2%	13.3%	20.0%	17.7%	16.3%	0.0%	33.3%	14.6%	17.3%	20.3%	5.7%	21.4%	21.4%
No	3,868	**189**	232	77	107	41	56	87	87	70	26	12	172	164	1	16	76	62	47	50	103	33
	81.3%	**82.5%**	81.7%	84.6%	80.5%	77.4%	90.3%	79.8%	85.3%	77.8%	86.7%	80.0%	82.3%	83.7%	100.0%	66.7%	85.4%	82.7%	79.7%	94.3%	78.6%	78.6%
Significantly different from column:*																				UV	T	T

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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 29

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

Base: All respondents who looked for information in written materials or on the Internet about how their health plan works (Q28)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	889	**40**	51	14	26	12	6	22	15	20	4	3	37	32	0	8	13	13	12	3	28	9
Number missing or multiple answer	10	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	879	**40**	51	14	26	12	6	22	15	20	4	3	37	32	0	8	13	13	12	3	28	9
	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%	100.0%
Never	63	**3**	5	1	2	1	2	0	1	2	0	0	3	2	0	1	0	1	2	0	2	1
	7.2%	**7.5%**	9.8%	7.1%	7.7%	8.3%	33.3%	0.0%	6.7%	10.0%	0.0%	0.0%	8.1%	6.3%	---	12.5%	0.0%	7.7%	16.7%	0.0%	7.1%	11.1%
Sometimes	263	**14**	21	5	9	4	1	9	6	6	2	1	13	10	0	4	6	5	3	1	12	1
	29.9%	**35.0%**	41.2%	35.7%	34.6%	33.3%	16.7%	40.9%	40.0%	30.0%	50.0%	33.3%	35.1%	31.3%	---	50.0%	46.2%	38.5%	25.0%	33.3%	42.9%	11.1%
Usually	335	**13**	15	5	8	3	2	8	3	9	1	1	12	11	0	2	4	3	5	0	8	5
	38.1%	**32.5%**	29.4%	35.7%	30.8%	25.0%	33.3%	36.4%	20.0%	45.0%	25.0%	33.3%	32.4%	34.4%	---	25.0%	30.8%	23.1%	41.7%	0.0%	28.6%	55.6%
Always	218	**10**	10	3	7	4	1	5	5	3	1	1	9	9	0	1	3	4	2	2	6	2
	24.8%	**25.0%**	19.6%	21.4%	26.9%	33.3%	16.7%	22.7%	33.3%	15.0%	25.0%	33.3%	24.3%	28.1%	---	12.5%	23.1%	30.8%	16.7%	66.7%	21.4%	22.2%
Significantly different from column:*																						
Usually or Always	553	**23**	25	8	15	7	3	13	8	12	2	2	21	20	0	3	7	7	7	2	14	7
	62.9%	**57.5%**	49.0%	57.1%	57.7%	58.3%	50.0%	59.1%	53.3%	60.0%	50.0%	66.7%	56.8%	62.5%	---	37.5%	53.8%	53.8%	58.3%	66.7%	50.0%	77.8%
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.

PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 30

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	282	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	80	**2**	0	1	1	0	0	2	2	0	0	0	2	2	0	0	0	0	2	0	0	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,714	**228**	282	91	132	53	62	108	101	90	30	15	207	194	1	24	89	76	57	53	132	40
	98.3%	**99.1%**	100.0%	98.9%	99.2%	100.0%	100.0%	98.2%	98.1%	100.0%	100.0%	100.0%	99.0%	99.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	100.0%	95.2%
Yes	1,159	**55**	78	22	30	11	13	28	21	19	11	7	43	42	1	7	23	13	15	9	34	11
	24.6%	**24.1%**	27.7%	24.2%	22.7%	20.8%	21.0%	25.9%	20.8%	21.1%	36.7%	46.7%	20.8%	21.6%	100.0%	29.2%	25.8%	17.1%	26.3%	17.0%	25.8%	27.5%
No	3,555	**173**	204	69	102	42	49	80	80	71	19	8	164	152	0	17	66	63	42	44	98	29
	75.4%	**75.9%**	72.3%	75.8%	77.3%	79.2%	79.0%	74.1%	79.2%	78.9%	63.3%	53.3%	79.2%	78.4%	0.0%	70.8%	74.2%	82.9%	73.7%	83.0%	74.2%	72.5%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 31

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

Base: All respondents who tried to get information from the health plan's customer service (Q30)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,159	**55**	74	22	30	11	13	28	21	19	11	7	43	42	1	7	23	13	15	9	34	11
Number missing or multiple answer	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,136	**55**	74	22	30	11	13	28	21	19	11	7	43	42	1	7	23	13	15	9	34	11
	98.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	28	**1**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	2.5%	**1.8%**	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%
Sometimes	183	**6**	7	4	2	3	2	1	3	2	1	0	6	6	0	0	3	1	2	1	5	0
	16.1%	**10.9%**	9.5%	18.2%	6.7%	27.3%	15.4%	3.6%	14.3%	10.5%	9.1%	0.0%	14.0%	14.3%	0.0%	0.0%	13.0%	7.7%	13.3%	11.1%	14.7%	0.0%
Usually	323	**16**	27	7	8	2	3	10	6	5	4	0	15	13	0	2	4	6	5	2	9	5
	28.4%	**29.1%**	36.5%	31.8%	26.7%	18.2%	23.1%	35.7%	28.6%	26.3%	36.4%	0.0%	34.9%	31.0%	0.0%	28.6%	17.4%	46.2%	33.3%	22.2%	26.5%	45.5%
Always	602	**32**	39	11	20	6	8	17	12	12	6	7	22	23	1	5	16	6	8	6	19	6
	53.0%	**58.2%**	52.7%	50.0%	66.7%	54.5%	61.5%	60.7%	57.1%	63.2%	54.5%	100.0%	51.2%	54.8%	100.0%	71.4%	69.6%	46.2%	53.3%	66.7%	55.9%	54.5%
Significantly different from column:*																						
Usually or Always	925	**48**	66	18	28	8	11	27	18	17	10	7	37	36	1	7	20	12	13	8	28	11
	81.4%	**87.3%**	89.2%	81.8%	93.3%	72.7%	84.6%	96.4%	85.7%	89.5%	90.9%	100.0%	86.0%	85.7%	100.0%	100.0%	87.0%	92.3%	86.7%	88.9%	82.4%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 32

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

Base: All respondents who tried to get information from the health plan's customer service (Q30)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,159	**55**	73	22	30	11	13	28	21	19	11	7	43	42	1	7	23	13	15	9	34	11
Number missing or multiple answer	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,136	**55**	73	22	30	11	13	28	21	19	11	7	43	42	1	7	23	13	15	9	34	11
	98.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	17	**2**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0
	1.5%	**3.6%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	2.9%	0.0%
Sometimes	62	**3**	3	2	1	0	1	2	1	1	1	0	3	2	0	1	1	0	2	0	2	1
	5.5%	**5.5%**	4.1%	9.1%	3.3%	0.0%	7.7%	7.1%	4.8%	5.3%	9.1%	0.0%	7.0%	4.8%	0.0%	14.3%	4.3%	0.0%	13.3%	0.0%	5.9%	9.1%
Usually	224	**9**	16	2	6	2	3	3	4	4	0	1	7	7	0	1	3	2	3	0	7	2
	19.7%	**16.4%**	21.9%	9.1%	20.0%	18.2%	23.1%	10.7%	19.0%	21.1%	0.0%	14.3%	16.3%	16.7%	0.0%	14.3%	13.0%	15.4%	20.0%	0.0%	20.6%	18.2%
Always	833	**41**	54	18	23	9	9	23	16	14	10	6	33	33	1	5	19	11	10	8	24	8
	73.3%	**74.5%**	74.0%	81.8%	76.7%	81.8%	69.2%	82.1%	76.2%	73.7%	90.9%	85.7%	76.7%	78.6%	100.0%	71.4%	82.6%	84.6%	66.7%	88.9%	70.6%	72.7%
Significantly different from column:*																						
Usually or Always	1,057	**50**	70	20	29	11	12	26	20	18	10	7	40	40	1	6	22	13	13	8	31	10
	93.0%	**90.9%**	95.9%	90.9%	96.7%	100.0%	92.3%	92.9%	95.2%	94.7%	90.9%	100.0%	93.0%	95.2%	100.0%	85.7%	95.7%	100.0%	86.7%	88.9%	91.2%	90.9%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 33

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	278	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	124	**5**	0	3	2	0	1	4	4	0	0	0	5	4	0	1	0	1	4	1	0	4
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,670	**225**	278	89	131	53	61	106	99	90	30	15	204	192	1	23	89	75	55	52	132	38
	97.4%	**97.8%**	100.0%	96.7%	98.5%	100.0%	98.4%	96.4%	96.1%	100.0%	100.0%	100.0%	97.6%	98.0%	100.0%	95.8%	100.0%	98.7%	93.2%	98.1%	100.0%	90.5%
Yes	1,422	**70**	94	33	35	13	17	39	28	26	14	6	63	56	1	10	27	22	19	10	43	16
	30.4%	**31.1%**	33.8%	37.1%	26.7%	24.5%	27.9%	36.8%	28.3%	28.9%	46.7%	40.0%	30.9%	29.2%	100.0%	43.5%	30.3%	29.3%	34.5%	19.2%	32.6%	42.1%
No	3,248	**155**	184	56	96	40	44	67	71	64	16	9	141	136	0	13	62	53	36	42	89	22
	69.6%	**68.9%**	66.2%	62.9%	73.3%	75.5%	72.1%	63.2%	71.7%	71.1%	53.3%	60.0%	69.1%	70.8%	0.0%	56.5%	69.7%	70.7%	65.5%	80.8%	67.4%	57.9%
Significantly different from column:*																				V		T

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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 34

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

Base: All respondents who received forms to fill out from the health plan (Q33)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,670	**225**	271	89	131	53	61	106	99	90	30	15	204	192	1	23	89	75	55	52	132	38
Number missing or multiple answer	29	**1**	0	0	0	0	0	1	0	1	0	0	1	1	0	0	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,641	**224**	271	89	131	53	61	105	99	89	30	15	203	191	1	23	88	75	55	51	132	38
	99.4%	**99.6%**	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	98.9%	100.0%	100.0%	99.5%	99.5%	100.0%	100.0%	98.9%	100.0%	100.0%	98.1%	100.0%	100.0%
Never	54	**3**	3	3	0	0	1	2	2	0	1	1	2	2	0	1	0	1	2	0	2	1
	1.2%	**1.3%**	1.1%	3.4%	0.0%	0.0%	1.6%	1.9%	2.0%	0.0%	3.3%	6.7%	1.0%	1.0%	0.0%	4.3%	0.0%	1.3%	3.6%	0.0%	1.5%	2.6%
Sometimes	216	**6**	16	4	2	0	0	6	3	3	0	0	6	6	0	0	2	2	2	1	4	1
	4.7%	**2.7%**	5.9%	4.5%	1.5%	0.0%	0.0%	5.7%	3.0%	3.4%	0.0%	0.0%	3.0%	3.1%	0.0%	0.0%	2.3%	2.7%	3.6%	2.0%	3.0%	2.6%
Usually	508	**33**	34	15	18	8	12	13	17	10	6	4	29	26	0	5	12	12	9	4	22	7
	10.9%	**14.7%**	12.5%	16.9%	13.7%	15.1%	19.7%	12.4%	17.2%	11.2%	20.0%	26.7%	14.3%	13.6%	0.0%	21.7%	13.6%	16.0%	16.4%	7.8%	16.7%	18.4%
Always	3,863	**182**	218	67	111	45	48	84	77	76	23	10	166	157	1	17	74	60	42	46	104	29
	83.2%	**81.3%**	80.4%	75.3%	84.7%	84.9%	78.7%	80.0%	77.8%	85.4%	76.7%	66.7%	81.8%	82.2%	100.0%	73.9%	84.1%	80.0%	76.4%	90.2%	78.8%	76.3%
Significantly different from column:*																						
Usually or Always	4,371	**215**	252	82	129	53	60	97	94	86	29	14	195	183	1	22	86	72	51	50	126	36
	94.2%	**96.0%**	93.0%	92.1%	98.5%	100.0%	98.4%	92.4%	94.9%	96.6%	96.7%	93.3%	96.1%	95.8%	100.0%	95.7%	97.7%	96.0%	92.7%	98.0%	95.5%	94.7%
Significantly different from column:*																						

NA - Not Applicable

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**Respondents answering "No" to question 33 are reported to NCQA as "Always" in question 34, and are used in calculating the Question Summary Rate.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	260	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	657	**21**	0	10	11	5	4	12	10	11	0	0	21	21	0	0	6	7	7	5	14	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,137	**209**	260	82	122	48	58	98	93	79	30	15	188	175	1	24	83	69	52	48	118	41
	86.3%	**90.9%**	100.0%	89.1%	91.7%	90.6%	93.5%	89.1%	90.3%	87.8%	100.0%	100.0%	90.0%	89.3%	100.0%	100.0%	93.3%	90.8%	88.1%	90.6%	89.4%	97.6%
0 Worst health plan possible	38	**3**	1	0	2	0	1	1	0	2	0	0	2	1	0	1	1	0	1	1	1	1
	0.9%	**1.4%**	0.4%	0.0%	1.6%	0.0%	1.7%	1.0%	0.0%	2.5%	0.0%	0.0%	1.1%	0.6%	0.0%	4.2%	1.2%	0.0%	1.9%	2.1%	0.8%	2.4%
1	24	**2**	0	0	1	0	1	0	1	0	0	0	1	1	0	0	0	1	0	0	2	0
	0.6%	**1.0%**	0.0%	0.0%	0.8%	0.0%	1.7%	0.0%	1.1%	0.0%	0.0%	0.0%	0.5%	0.6%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	1.7%	0.0%
2	27	**1**	1	1	0	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	0.7%	**0.5%**	0.4%	1.2%	0.0%	0.0%	0.0%	1.0%	1.1%	0.0%	0.0%	0.0%	0.5%	0.6%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.8%	0.0%
3	44	**0**	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.1%	**0.0%**	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	75	**5**	6	1	4	0	3	2	1	2	2	0	5	4	0	1	3	0	2	2	3	0
	1.8%	**2.4%**	2.3%	1.2%	3.3%	0.0%	5.2%	2.0%	1.1%	2.5%	6.7%	0.0%	2.7%	2.3%	0.0%	4.2%	3.6%	0.0%	3.8%	4.2%	2.5%	0.0%
5	299	**15**	19	5	10	5	5	5	9	5	1	0	15	13	0	2	5	5	5	7	5	3
	7.2%	**7.2%**	7.3%	6.1%	8.2%	10.4%	8.6%	5.1%	9.7%	6.3%	3.3%	0.0%	8.0%	7.4%	0.0%	8.3%	6.0%	7.2%	9.6%	14.6%	4.2%	7.3%
6	226	**8**	19	5	3	1	2	5	2	5	1	0	8	7	0	1	4	3	1	3	2	3
	5.5%	**3.8%**	7.3%	6.1%	2.5%	2.1%	3.4%	5.1%	2.2%	6.3%	3.3%	0.0%	4.3%	4.0%	0.0%	4.2%	4.8%	4.3%	1.9%	6.3%	1.7%	7.3%
7	492	**23**	47	6	17	7	5	11	9	7	7	1	22	18	0	5	11	5	6	2	15	6
	11.9%	**11.0%**	18.1%	7.3%	13.9%	14.6%	8.6%	11.2%	9.7%	8.9%	23.3%	6.7%	11.7%	10.3%	0.0%	20.8%	13.3%	7.2%	11.5%	4.2%	12.7%	14.6%
8	790	**39**	60	13	25	9	10	20	16	14	8	4	35	34	0	4	15	12	12	11	18	9
	19.1%	**18.7%**	23.1%	15.9%	20.5%	18.8%	17.2%	20.4%	17.2%	17.7%	26.7%	26.7%	18.6%	19.4%	0.0%	16.7%	18.1%	17.4%	23.1%	22.9%	15.3%	22.0%
9	704	**45**	33	21	23	9	16	19	19	18	6	4	39	37	1	3	19	22	4	10	24	10
	17.0%	**21.5%**	12.7%	25.6%	18.9%	18.8%	27.6%	19.4%	20.4%	22.8%	20.0%	26.7%	20.7%	21.1%	100.0%	12.5%	22.9%	31.9%	7.7%	20.8%	20.3%	24.4%
10 Best health plan possible	1,418	**68**	69	30	37	17	15	34	35	26	5	6	60	59	0	7	25	21	20	12	47	9
	34.3%	**32.5%**	26.5%	36.6%	30.3%	35.4%	25.9%	34.7%	37.6%	32.9%	16.7%	40.0%	31.9%	33.7%	0.0%	29.2%	30.1%	30.4%	38.5%	25.0%	39.8%	22.0%

NA - Not Applicable

PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	260	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	657	**21**	0	10	11	5	4	12	10	11	0	0	21	21	0	0	6	7	7	5	14	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,137	**209**	260	82	122	48	58	98	93	79	30	15	188	175	1	24	83	69	52	48	118	41
	86.3%	**90.9%**	100.0%	89.1%	91.7%	90.6%	93.5%	89.1%	90.3%	87.8%	100.0%	100.0%	90.0%	89.3%	100.0%	100.0%	93.3%	90.8%	88.1%	90.6%	89.4%	97.6%
0 to 4	208	**11**	13	2	7	0	5	4	3	4	2	0	9	7	0	2	4	1	4	3	7	1
	5.0%	**5.3%**	5.0%	2.4%	5.7%	0.0%	8.6%	4.1%	3.2%	5.1%	6.7%	0.0%	4.8%	4.0%	0.0%	8.3%	4.8%	1.4%	7.7%	6.3%	5.9%	2.4%
5	299	**15**	19	5	10	5	5	5	9	5	1	0	15	13	0	2	5	5	5	7	5	3
	7.2%	**7.2%**	7.3%	6.1%	8.2%	10.4%	8.6%	5.1%	9.7%	6.3%	3.3%	0.0%	8.0%	7.4%	0.0%	8.3%	6.0%	7.2%	9.6%	14.6%	4.2%	7.3%
6 or 7	718	**31**	66	11	20	8	7	16	11	12	8	1	30	25	0	6	15	8	7	5	17	9
	17.4%	**14.8%**	25.4%	13.4%	16.4%	16.7%	12.1%	16.3%	11.8%	15.2%	26.7%	6.7%	16.0%	14.3%	0.0%	25.0%	18.1%	11.6%	13.5%	10.4%	14.4%	22.0%
8 to 10	2,912	**152**	162	64	85	35	41	73	70	58	19	14	134	130	1	14	59	55	36	33	89	28
	70.4%	**72.7%**	62.3%	78.0%	69.7%	72.9%	70.7%	74.5%	75.3%	73.4%	63.3%	93.3%	71.3%	74.3%	100.0%	58.3%	71.1%	79.7%	69.2%	68.8%	75.4%	68.3%
Significantly different from column:*		C																				
0 to 6	733	**34**	51	12	20	6	12	14	14	14	4	0	32	27	0	5	13	9	10	13	14	7
	17.7%	**16.3%**	19.6%	14.6%	16.4%	12.5%	20.7%	14.3%	15.1%	17.7%	13.3%	0.0%	17.0%	15.4%	0.0%	20.8%	15.7%	13.0%	19.2%	27.1%	11.9%	17.1%
7 to 8	1,282	**62**	107	19	42	16	15	31	25	21	15	5	57	52	0	9	26	17	18	13	33	15
	31.0%	**29.7%**	41.2%	23.2%	34.4%	33.3%	25.9%	31.6%	26.9%	26.6%	50.0%	33.3%	30.3%	29.7%	0.0%	37.5%	31.3%	24.6%	34.6%	27.1%	28.0%	36.6%
9 to 10	2,122	**113**	102	51	60	26	31	53	54	44	11	10	99	96	1	10	44	43	24	22	71	19
	51.3%	**54.1%**	39.2%	62.2%	49.2%	54.2%	53.4%	54.1%	58.1%	55.7%	36.7%	66.7%	52.7%	54.9%	100.0%	41.7%	53.0%	62.3%	46.2%	45.8%	60.2%	46.3%
Significantly different from column:*		C							K		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.

PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35a

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	274	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	249	**4**	0	4	0	1	1	2	2	2	0	0	4	4	0	0	1	1	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	NA	NA
Usable responses	4,545	**226**	274	88	133	52	61	108	101	88	30	15	205	192	1	24	88	75	57	52	129	42
	94.8%	**98.3%**	100.0%	95.7%	100.0%	98.1%	98.4%	98.2%	98.1%	97.8%	100.0%	100.0%	98.1%	98.0%	100.0%	100.0%	98.9%	98.7%	96.6%	98.1%	97.7%	100.0%
Yes	755	**30**	37	8	21	2	6	21	14	11	3	1	28	24	0	5	4	5	18	1	14	15
	16.6%	**13.3%**	13.5%	9.1%	15.8%	3.8%	9.8%	19.4%	13.9%	12.5%	10.0%	6.7%	13.7%	12.5%	0.0%	20.8%	4.5%	6.7%	31.6%	1.9%	10.9%	35.7%
No	3,790	**196**	237	80	112	50	55	87	87	77	27	14	177	168	1	19	84	70	39	51	115	27
	83.4%	**86.7%**	86.5%	90.9%	84.2%	96.2%	90.2%	80.6%	86.1%	87.5%	90.0%	93.3%	86.3%	87.5%	100.0%	79.2%	95.5%	93.3%	68.4%	98.1%	89.1%	64.3%
Significantly different from column:*						H		F									S	S	QR	V	V	TU

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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35b

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

Base: All respondents who needed special equipment (Q35a)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	755	**30**	35	8	21	2	6	21	14	11	3	1	28	24	0	5	4	5	18	1	14	15
Number missing or multiple answer	27	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	728	**30**	35	8	21	2	6	21	14	11	3	1	28	24	0	5	4	5	18	1	14	15
	96.4%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	143	**5**	6	1	3	0	1	3	3	1	0	0	4	3	0	1	1	0	3	1	2	2
	19.6%	**16.7%**	17.1%	12.5%	14.3%	0.0%	16.7%	14.3%	21.4%	9.1%	0.0%	0.0%	14.3%	12.5%	---	20.0%	25.0%	0.0%	16.7%	100.0%	14.3%	13.3%
Sometimes	105	**5**	4	2	3	1	1	3	4	1	0	0	5	4	0	1	1	1	3	0	3	2
	14.4%	**16.7%**	11.4%	25.0%	14.3%	50.0%	16.7%	14.3%	28.6%	9.1%	0.0%	0.0%	17.9%	16.7%	---	20.0%	25.0%	20.0%	16.7%	0.0%	21.4%	13.3%
Usually	168	**6**	12	2	4	0	1	5	3	2	1	0	6	5	0	1	0	2	4	0	2	4
	23.1%	**20.0%**	34.3%	25.0%	19.0%	0.0%	16.7%	23.8%	21.4%	18.2%	33.3%	0.0%	21.4%	20.8%	---	20.0%	0.0%	40.0%	22.2%	0.0%	14.3%	26.7%
Always	312	**14**	13	3	11	1	3	10	4	7	2	1	13	12	0	2	2	2	8	0	7	7
	42.9%	**46.7%**	37.1%	37.5%	52.4%	50.0%	50.0%	47.6%	28.6%	63.6%	66.7%	100.0%	46.4%	50.0%	---	40.0%	50.0%	40.0%	44.4%	0.0%	50.0%	46.7%
Significantly different from column:*																						
Usually or Always	480	**20**	25	5	15	1	4	15	7	9	3	1	19	17	0	3	2	4	12	0	9	11
	65.9%	**66.7%**	71.4%	62.5%	71.4%	50.0%	66.7%	71.4%	50.0%	81.8%	100.0%	100.0%	67.9%	70.8%	---	60.0%	50.0%	80.0%	66.7%	0.0%	64.3%	73.3%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35c

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	277	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	97	**4**	0	0	4	1	1	2	2	2	0	0	4	3	0	1	1	1	2	0	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,697	**226**	277	92	129	52	61	108	101	88	30	15	205	193	1	23	88	75	57	53	130	40
	98.0%	**98.3%**	100.0%	100.0%	97.0%	98.1%	98.4%	98.2%	98.1%	97.8%	100.0%	100.0%	98.1%	98.5%	100.0%	95.8%	98.9%	98.7%	96.6%	100.0%	98.5%	95.2%
Yes	920	**32**	65	12	19	1	8	22	15	7	8	0	31	26	0	5	7	8	15	2	16	13
	19.6%	**14.2%**	23.5%	13.0%	14.7%	1.9%	13.1%	20.4%	14.9%	8.0%	26.7%	0.0%	15.1%	13.5%	0.0%	21.7%	8.0%	10.7%	26.3%	3.8%	12.3%	32.5%
No	3,777	**194**	212	80	110	51	53	86	86	81	22	15	174	167	1	18	81	67	42	51	114	27
	80.4%	**85.8%**	76.5%	87.0%	85.3%	98.1%	86.9%	79.6%	85.1%	92.0%	73.3%	100.0%	84.9%	86.5%	100.0%	78.3%	92.0%	89.3%	73.7%	96.2%	87.7%	67.5%
Significantly different from column:*		AC				H		F									S	S	QR	V	V	TU

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35d

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

Base: All respondents who needed special therapy (Q35c)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	920	**32**	64	12	19	1	8	22	15	7	8	0	31	26	0	5	7	8	15	2	16	13
Number missing or multiple answer	34	**5**	0	1	3	0	0	4	0	2	1	0	4	4	0	0	1	1	1	1	2	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	886	**27**	64	11	16	1	8	18	15	5	7	0	27	22	0	5	6	7	14	1	14	11
	96.3%	**84.4%**	100.0%	91.7%	84.2%	100.0%	100.0%	81.8%	100.0%	71.4%	87.5%	---	87.1%	84.6%	---	100.0%	85.7%	87.5%	93.3%	50.0%	87.5%	84.6%
Never	134	**1**	13	0	1	0	1	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0
	15.1%	**3.7%**	20.3%	0.0%	6.3%	0.0%	12.5%	0.0%	6.7%	0.0%	0.0%	---	3.7%	0.0%	---	20.0%	0.0%	0.0%	7.1%	0.0%	7.1%	0.0%
Sometimes	156	**6**	18	1	5	0	2	4	5	1	0	0	6	6	0	0	0	2	4	0	4	2
	17.6%	**22.2%**	28.1%	9.1%	31.3%	0.0%	25.0%	22.2%	33.3%	20.0%	0.0%	---	22.2%	27.3%	---	0.0%	0.0%	28.6%	28.6%	0.0%	28.6%	18.2%
Usually	212	**9**	10	4	5	0	4	5	2	2	5	0	9	8	0	1	3	1	5	0	4	4
	23.9%	**33.3%**	15.6%	36.4%	31.3%	0.0%	50.0%	27.8%	13.3%	40.0%	71.4%	---	33.3%	36.4%	---	20.0%	50.0%	14.3%	35.7%	0.0%	28.6%	36.4%
Always	384	**11**	23	6	5	1	1	9	7	2	2	0	11	8	0	3	3	4	4	1	5	5
	43.3%	**40.7%**	35.9%	54.5%	31.3%	100.0%	12.5%	50.0%	46.7%	40.0%	28.6%	---	40.7%	36.4%	---	60.0%	50.0%	57.1%	28.6%	100.0%	35.7%	45.5%
Significantly different from column:*																						
Usually or Always	596	**20**	33	10	10	1	5	14	9	4	7	0	20	16	0	4	6	5	9	1	9	9
	67.3%	**74.1%**	51.6%	90.9%	62.5%	100.0%	62.5%	77.8%	60.0%	80.0%	100.0%	---	74.1%	72.7%	---	80.0%	100.0%	71.4%	64.3%	100.0%	64.3%	81.8%
Significantly different from column:*		C																				

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35e

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	277	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	177	**7**	0	0	5	0	1	4	1	2	1	0	5	5	0	0	1	1	2	3	3	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,617	**223**	277	92	128	53	61	106	102	88	29	15	204	191	1	24	88	75	57	50	129	41
	96.3%	**97.0%**	100.0%	100.0%	96.2%	100.0%	98.4%	96.4%	99.0%	97.8%	96.7%	100.0%	97.6%	97.4%	100.0%	100.0%	98.9%	98.7%	96.6%	94.3%	97.7%	97.6%
Never	3,559	**174**	212	70	102	44	47	81	80	68	24	12	159	149	1	18	75	57	41	43	101	28
	77.1%	**78.0%**	76.5%	76.1%	79.7%	83.0%	77.0%	76.4%	78.4%	77.3%	82.8%	80.0%	77.9%	78.0%	100.0%	75.0%	85.2%	76.0%	71.9%	86.0%	78.3%	68.3%
Sometimes	764	**37**	51	15	21	8	10	18	15	17	3	2	34	32	0	4	9	15	11	5	21	10
	16.5%	**16.6%**	18.4%	16.3%	16.4%	15.1%	16.4%	17.0%	14.7%	19.3%	10.3%	13.3%	16.7%	16.8%	0.0%	16.7%	10.2%	20.0%	19.3%	10.0%	16.3%	24.4%
Usually	144	**5**	9	4	1	1	2	2	3	1	1	1	4	4	0	1	2	2	1	0	3	2
	3.1%	**2.2%**	3.2%	4.3%	0.8%	1.9%	3.3%	1.9%	2.9%	1.1%	3.4%	6.7%	2.0%	2.1%	0.0%	4.2%	2.3%	2.7%	1.8%	0.0%	2.3%	4.9%
Always	150	**7**	5	3	4	0	2	5	4	2	1	0	7	6	0	1	2	1	4	2	4	1
	3.2%	**3.1%**	1.8%	3.3%	3.1%	0.0%	3.3%	4.7%	3.9%	2.3%	3.4%	0.0%	3.4%	3.1%	0.0%	4.2%	2.3%	1.3%	7.0%	4.0%	3.1%	2.4%
Significantly different from column:*																						
Never or Sometimes	4,323	**211**	263	85	123	52	57	99	95	85	27	14	193	181	1	22	84	72	52	48	122	38
	93.6%	**94.6%**	94.9%	92.4%	96.1%	98.1%	93.4%	93.4%	93.1%	96.6%	93.1%	93.3%	94.6%	94.8%	100.0%	91.7%	95.5%	96.0%	91.2%	96.0%	94.6%	92.7%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35f

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	278	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	177	**9**	0	1	6	1	1	4	2	3	1	0	7	7	0	0	1	3	2	4	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,617	**221**	278	91	127	52	61	106	101	87	29	15	202	189	1	24	88	73	57	49	128	41
	96.3%	**96.1%**	100.0%	98.9%	95.5%	98.1%	98.4%	96.4%	98.1%	96.7%	96.7%	100.0%	96.7%	96.4%	100.0%	100.0%	98.9%	96.1%	96.6%	92.5%	97.0%	97.6%
Never	3,830	**182**	237	77	103	40	53	88	84	71	25	12	167	156	1	19	81	62	38	42	108	29
	83.0%	**82.4%**	85.3%	84.6%	81.1%	76.9%	86.9%	83.0%	83.2%	81.6%	86.2%	80.0%	82.7%	82.5%	100.0%	79.2%	92.0%	84.9%	66.7%	85.7%	84.4%	70.7%
Sometimes	645	**29**	34	10	19	11	6	12	12	13	3	2	27	25	0	4	5	7	16	5	14	10
	14.0%	**13.1%**	12.2%	11.0%	15.0%	21.2%	9.8%	11.3%	11.9%	14.9%	10.3%	13.3%	13.4%	13.2%	0.0%	16.7%	5.7%	9.6%	28.1%	10.2%	10.9%	24.4%
Usually	67	**4**	4	1	3	1	1	2	4	0	0	1	3	3	0	1	0	2	2	0	2	2
	1.5%	**1.8%**	1.4%	1.1%	2.4%	1.9%	1.6%	1.9%	4.0%	0.0%	0.0%	6.7%	1.5%	1.6%	0.0%	4.2%	0.0%	2.7%	3.5%	0.0%	1.6%	4.9%
Always	75	**6**	3	3	2	0	1	4	1	3	1	0	5	5	0	0	2	2	1	2	4	0
	1.6%	**2.7%**	1.1%	3.3%	1.6%	0.0%	1.6%	3.8%	1.0%	3.4%	3.4%	0.0%	2.5%	2.6%	0.0%	0.0%	2.3%	2.7%	1.8%	4.1%	3.1%	0.0%
Significantly different from column:*																						
Never or Sometimes	4,475	**211**	271	87	122	51	59	100	96	84	28	14	194	181	1	23	86	69	54	47	122	39
	96.9%	**95.5%**	97.5%	95.6%	96.1%	98.1%	96.7%	94.3%	95.0%	96.6%	96.6%	93.3%	96.0%	95.8%	100.0%	95.8%	97.7%	94.5%	94.7%	95.9%	95.3%	95.1%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35g

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	276	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	184	**10**	0	1	7	1	1	5	2	4	1	0	8	8	0	0	1	4	2	4	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	NA	NA
Usable responses	4,610	**220**	276	91	126	52	61	105	101	86	29	15	201	188	1	24	88	72	57	49	127	41
	96.2%	**95.7%**	100.0%	98.9%	94.7%	98.1%	98.4%	95.5%	98.1%	95.6%	96.7%	100.0%	96.2%	95.9%	100.0%	100.0%	98.9%	94.7%	96.6%	92.5%	96.2%	97.6%
Never	4,092	**198**	240	83	113	48	55	94	95	75	25	15	180	172	1	19	85	66	45	47	113	35
	88.8%	**90.0%**	87.0%	91.2%	89.7%	92.3%	90.2%	89.5%	94.1%	87.2%	86.2%	100.0%	89.6%	91.5%	100.0%	79.2%	96.6%	91.7%	78.9%	95.9%	89.0%	85.4%
Sometimes	418	**15**	27	7	8	4	3	8	4	8	3	0	15	11	0	4	2	4	9	1	9	5
	9.1%	**6.8%**	9.8%	7.7%	6.3%	7.7%	4.9%	7.6%	4.0%	9.3%	10.3%	0.0%	7.5%	5.9%	0.0%	16.7%	2.3%	5.6%	15.8%	2.0%	7.1%	12.2%
Usually	56	**5**	7	1	3	0	2	2	1	3	0	0	4	3	0	1	0	1	3	1	3	1
	1.2%	**2.3%**	2.5%	1.1%	2.4%	0.0%	3.3%	1.9%	1.0%	3.5%	0.0%	0.0%	2.0%	1.6%	0.0%	4.2%	0.0%	1.4%	5.3%	2.0%	2.4%	2.4%
Always	44	**2**	2	0	2	0	1	1	1	0	1	0	2	2	0	0	1	1	0	0	2	0
	1.0%	**0.9%**	0.7%	0.0%	1.6%	0.0%	1.6%	1.0%	1.0%	0.0%	3.4%	0.0%	1.0%	1.1%	0.0%	0.0%	1.1%	1.4%	0.0%	0.0%	1.6%	0.0%
Significantly different from column:*																						
Never or Sometimes	4,510	**213**	267	90	121	52	58	102	99	83	28	15	195	183	1	23	87	70	54	48	122	40
	97.8%	**96.8%**	96.7%	98.9%	96.0%	100.0%	95.1%	97.1%	98.0%	96.5%	96.6%	100.0%	97.0%	97.3%	100.0%	95.8%	98.9%	97.2%	94.7%	98.0%	96.1%	97.6%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35h

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	274	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	228	**13**	0	3	8	3	1	6	4	5	1	0	11	11	0	0	3	3	4	5	5	3
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,566	**217**	274	89	125	50	61	104	99	85	29	15	198	185	1	24	86	73	55	48	127	39
	95.2%	**94.3%**	100.0%	96.7%	94.0%	94.3%	98.4%	94.5%	96.1%	94.4%	96.7%	100.0%	94.7%	94.4%	100.0%	100.0%	96.6%	96.1%	93.2%	90.6%	96.2%	92.9%
Yes, definitely	3,229	**152**	179	60	91	37	38	77	74	54	23	14	136	130	1	16	67	49	35	30	93	27
	70.7%	**70.0%**	65.3%	67.4%	72.8%	74.0%	62.3%	74.0%	74.7%	63.5%	79.3%	93.3%	68.7%	70.3%	100.0%	66.7%	77.9%	67.1%	63.6%	62.5%	73.2%	69.2%
Yes, somewhat	1,084	**55**	83	25	28	13	19	21	19	27	6	1	52	46	0	7	18	20	15	13	30	11
	23.7%	**25.3%**	30.3%	28.1%	22.4%	26.0%	31.1%	20.2%	19.2%	31.8%	20.7%	6.7%	26.3%	24.9%	0.0%	29.2%	20.9%	27.4%	27.3%	27.1%	23.6%	28.2%
No	253	**10**	12	4	6	0	4	6	6	4	0	0	10	9	0	1	1	4	5	5	4	1
	5.5%	**4.6%**	4.4%	4.5%	4.8%	0.0%	6.6%	5.8%	6.1%	4.7%	0.0%	0.0%	5.1%	4.9%	0.0%	4.2%	1.2%	5.5%	9.1%	10.4%	3.1%	2.6%
Yes, definitely or Yes, somewhat	4,313	**207**	262	85	119	50	57	98	93	81	29	15	188	176	1	23	85	69	50	43	123	38
	94.5%	**95.4%**	95.6%	95.5%	95.2%	100.0%	93.4%	94.2%	93.9%	95.3%	100.0%	100.0%	94.9%	95.1%	100.0%	95.8%	98.8%	94.5%	90.9%	89.6%	96.9%	97.4%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35i

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	279	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	200	**10**	0	1	7	1	2	5	3	3	1	0	8	8	0	0	2	2	3	2	6	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,594	**220**	279	91	126	52	60	105	100	87	29	15	201	188	1	24	87	74	56	51	126	41
	95.8%	**95.7%**	100.0%	98.9%	94.7%	98.1%	96.8%	95.5%	97.1%	96.7%	96.7%	100.0%	96.2%	95.9%	100.0%	100.0%	97.8%	97.4%	94.9%	96.2%	95.5%	97.6%
Yes	2,570	**133**	167	48	84	30	42	60	60	48	23	9	121	113	1	14	60	40	33	23	83	26
	55.9%	**60.5%**	59.9%	52.7%	66.7%	57.7%	70.0%	57.1%	60.0%	55.2%	79.3%	60.0%	60.2%	60.1%	100.0%	58.3%	69.0%	54.1%	58.9%	45.1%	65.9%	63.4%
No	2,024	**87**	112	43	42	22	18	45	40	39	6	6	80	75	0	10	27	34	23	28	43	15
	44.1%	**39.5%**	40.1%	47.3%	33.3%	42.3%	30.0%	42.9%	40.0%	44.8%	20.7%	40.0%	39.8%	39.9%	0.0%	41.7%	31.0%	45.9%	41.1%	54.9%	34.1%	36.6%
Significantly different from column:*				E	D					K	J									U	T	

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35j

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	277	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	191	**7**	0	0	5	0	1	4	2	1	1	0	5	5	0	0	2	0	2	2	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,603	**223**	277	92	128	53	61	106	101	89	29	15	204	191	1	24	87	76	57	51	128	41
	96.0%	**97.0%**	100.0%	100.0%	96.2%	100.0%	98.4%	96.4%	98.1%	98.9%	96.7%	100.0%	97.6%	97.4%	100.0%	100.0%	97.8%	100.0%	96.6%	96.2%	97.0%	97.6%
Yes	1,877	**99**	119	30	67	27	29	41	42	36	18	7	89	88	0	8	48	30	20	15	71	12
	40.8%	**44.4%**	43.0%	32.6%	52.3%	50.9%	47.5%	38.7%	41.6%	40.4%	62.1%	46.7%	43.6%	46.1%	0.0%	33.3%	55.2%	39.5%	35.1%	29.4%	55.5%	29.3%
No	2,726	**124**	158	62	61	26	32	65	59	53	11	8	115	103	1	16	39	46	37	36	57	29
	59.2%	**55.6%**	57.0%	67.4%	47.7%	49.1%	52.5%	61.3%	58.4%	59.6%	37.9%	53.3%	56.4%	53.9%	100.0%	66.7%	44.8%	60.5%	64.9%	70.6%	44.5%	70.7%
Significantly different from column:*				E	D					K	J						RS	Q	Q	U	TV	U

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35k

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

Base: All respondents who went to a dentist's office/clinic to get care (Q35j)

				Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2019 State OHP	**2019**	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,877	**99**	116	30	67	27	29	41	42	36	18	7	89	88	0	8	48	30	20	15	71	12
Number missing or multiple answer	25	**2**	0	0	1	0	0	1	0	1	0	1	0	0	0	1	0	1	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,852	**97**	116	30	66	27	29	40	42	35	18	6	89	88	0	7	48	29	20	15	69	12
	98.7%	**98.0%**	100.0%	100.0%	98.5%	100.0%	100.0%	97.6%	100.0%	97.2%	100.0%	85.7%	100.0%	100.0%	---	87.5%	100.0%	96.7%	100.0%	100.0%	97.2%	100.0%
Never	26	**2**	3	0	2	0	0	2	1	1	0	0	2	2	0	0	0	1	1	0	2	0
	1.4%	**2.1%**	2.6%	0.0%	3.0%	0.0%	0.0%	5.0%	2.4%	2.9%	0.0%	0.0%	2.2%	2.3%	---	0.0%	0.0%	3.4%	5.0%	0.0%	2.9%	0.0%
Sometimes	149	**10**	7	5	5	6	1	3	6	4	0	0	10	10	0	0	1	5	4	2	7	1
	8.0%	**10.3%**	6.0%	16.7%	7.6%	22.2%	3.4%	7.5%	14.3%	11.4%	0.0%	0.0%	11.2%	11.4%	---	0.0%	2.1%	17.2%	20.0%	13.3%	10.1%	8.3%
Usually	359	**16**	19	4	12	3	7	6	6	6	4	3	13	14	0	1	10	4	2	3	10	3
	19.4%	**16.5%**	16.4%	13.3%	18.2%	11.1%	24.1%	15.0%	14.3%	17.1%	22.2%	50.0%	14.6%	15.9%	---	14.3%	20.8%	13.8%	10.0%	20.0%	14.5%	25.0%
Always	1,318	**69**	87	21	47	18	21	29	29	24	14	3	64	62	0	6	37	19	13	10	50	8
	71.2%	**71.1%**	75.0%	70.0%	71.2%	66.7%	72.4%	72.5%	69.0%	68.6%	77.8%	50.0%	71.9%	70.5%	---	85.7%	77.1%	65.5%	65.0%	66.7%	72.5%	66.7%
Significantly different from column:*																						
Usually or Always	1,677	**85**	106	25	59	21	28	35	35	30	18	6	77	76	0	7	47	23	15	13	60	11
	90.6%	**87.6%**	91.4%	83.3%	89.4%	77.8%	96.6%	87.5%	83.3%	85.7%	100.0%	100.0%	86.5%	86.4%	---	100.0%	97.9%	79.3%	75.0%	86.7%	87.0%	91.7%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35l

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

Base: All respondents

				Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2019 State OHP	**2019**	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	275	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	317	**16**	0	4	9	2	3	8	4	5	3	0	13	13	0	0	7	1	4	5	9	2
Number no experience	3,087	**154**	168	61	91	34	43	75	72	58	21	11	141	129	1	18	58	53	41	36	85	30
Usable responses	1,390	**60**	107	27	33	17	16	27	27	27	6	4	55	54	0	6	24	22	14	12	38	10
	29.0%	**26.1%**	38.9%	29.3%	24.8%	32.1%	25.8%	24.5%	26.2%	30.0%	20.0%	26.7%	26.3%	27.6%	0.0%	25.0%	27.0%	28.9%	23.7%	22.6%	28.8%	23.8%
Never	499	**21**	43	6	15	5	6	10	12	9	0	1	20	18	0	3	6	9	6	3	14	4
	35.9%	**35.0%**	40.2%	22.2%	45.5%	29.4%	37.5%	37.0%	44.4%	33.3%	0.0%	25.0%	36.4%	33.3%	---	50.0%	25.0%	40.9%	42.9%	25.0%	36.8%	40.0%
Sometimes	235	**14**	16	11	3	5	5	4	6	5	3	1	13	14	0	0	7	2	5	5	6	3
	16.9%	**23.3%**	15.0%	40.7%	9.1%	29.4%	31.3%	14.8%	22.2%	18.5%	50.0%	25.0%	23.6%	25.9%	---	0.0%	29.2%	9.1%	35.7%	41.7%	15.8%	30.0%
Usually	264	**11**	23	7	4	3	2	6	4	6	1	1	10	10	0	1	8	3	0	2	7	2
	19.0%	**18.3%**	21.5%	25.9%	12.1%	17.6%	12.5%	22.2%	14.8%	22.2%	16.7%	25.0%	18.2%	18.5%	---	16.7%	33.3%	13.6%	0.0%	16.7%	18.4%	20.0%
Always	392	**14**	25	3	11	4	3	7	5	7	2	1	12	12	0	2	3	8	3	2	11	1
	28.2%	**23.3%**	23.4%	11.1%	33.3%	23.5%	18.8%	25.9%	18.5%	25.9%	33.3%	25.0%	21.8%	22.2%	---	33.3%	12.5%	36.4%	21.4%	16.7%	28.9%	10.0%
Significantly different from column:*				E	D																	
Usually or Always	656	**25**	48	10	15	7	5	13	9	13	3	2	22	22	0	3	11	11	3	4	18	3
	47.2%	**41.7%**	44.9%	37.0%	45.5%	41.2%	31.3%	48.1%	33.3%	48.1%	50.0%	50.0%	40.0%	40.7%	---	50.0%	45.8%	50.0%	21.4%	33.3%	47.4%	30.0%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35m

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	269	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	290	**14**	0	4	7	2	4	5	2	5	3	0	11	11	0	0	5	3	2	5	8	1
Number no experience	3,241	**154**	171	63	89	37	37	78	72	59	20	11	141	128	1	20	60	51	41	37	84	30
Usable responses	1,263	**62**	98	25	37	14	21	27	29	26	7	4	57	57	0	4	24	22	16	11	40	11
	26.3%	**27.0%**	36.4%	27.2%	27.8%	26.4%	33.9%	24.5%	28.2%	28.9%	23.3%	26.7%	27.3%	29.1%	0.0%	16.7%	27.0%	28.9%	27.1%	20.8%	30.3%	26.2%
Never	457	**18**	35	5	13	5	6	7	5	12	1	0	18	18	0	0	6	6	6	5	11	2
	36.2%	**29.0%**	35.7%	20.0%	35.1%	35.7%	28.6%	25.9%	17.2%	46.2%	14.3%	0.0%	31.6%	31.6%	---	0.0%	25.0%	27.3%	37.5%	45.5%	27.5%	18.2%
Sometimes	191	**12**	23	6	6	2	7	3	7	4	1	2	10	9	0	2	5	3	4	1	9	2
	15.1%	**19.4%**	23.5%	24.0%	16.2%	14.3%	33.3%	11.1%	24.1%	15.4%	14.3%	50.0%	17.5%	15.8%	---	50.0%	20.8%	13.6%	25.0%	9.1%	22.5%	18.2%
Usually	218	**12**	22	8	4	2	1	9	6	5	1	0	12	12	0	0	4	5	3	3	4	5
	17.3%	**19.4%**	22.4%	32.0%	10.8%	14.3%	4.8%	33.3%	20.7%	19.2%	14.3%	0.0%	21.1%	21.1%	---	0.0%	16.7%	22.7%	18.8%	27.3%	10.0%	45.5%
Always	397	**20**	18	6	14	5	7	8	11	5	4	2	17	18	0	2	9	8	3	2	16	2
	31.4%	**32.3%**	18.4%	24.0%	37.8%	35.7%	33.3%	29.6%	37.9%	19.2%	57.1%	50.0%	29.8%	31.6%	---	50.0%	37.5%	36.4%	18.8%	18.2%	40.0%	18.2%
Significantly different from column:*		C																				
Usually or Always	615	**32**	40	14	18	7	8	17	17	10	5	2	29	30	0	2	13	13	6	5	20	7
	48.7%	**51.6%**	40.8%	56.0%	48.6%	50.0%	38.1%	63.0%	58.6%	38.5%	71.4%	50.0%	50.9%	52.6%	---	50.0%	54.2%	59.1%	37.5%	45.5%	50.0%	63.6%
Significantly different from column:*																						

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35n

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	241	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	824	**42**	0	18	21	5	5	28	18	16	3	3	36	34	0	4	10	14	12	10	21	10
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,970	**188**	241	74	112	48	57	82	85	74	27	12	173	162	1	20	79	62	47	43	111	32
	82.8%	**81.7%**	100.0%	80.4%	84.2%	90.6%	91.9%	74.5%	82.5%	82.2%	90.0%	80.0%	82.8%	82.7%	100.0%	83.3%	88.8%	81.6%	79.7%	81.1%	84.1%	76.2%
0 Extremely difficult	347	**16**	17	6	9	4	6	6	7	8	1	0	16	15	0	1	4	6	6	5	9	2
	8.7%	**8.5%**	7.1%	8.1%	8.0%	8.3%	10.5%	7.3%	8.2%	10.8%	3.7%	0.0%	9.2%	9.3%	0.0%	5.0%	5.1%	9.7%	12.8%	11.6%	8.1%	6.3%
1	89	**7**	10	3	4	2	3	2	2	5	0	0	7	6	0	1	1	5	1	1	3	2
	2.2%	**3.7%**	4.1%	4.1%	3.6%	4.2%	5.3%	2.4%	2.4%	6.8%	0.0%	0.0%	4.0%	3.7%	0.0%	5.0%	1.3%	8.1%	2.1%	2.3%	2.7%	6.3%
2	106	**5**	11	3	2	1	2	2	1	2	2	0	5	5	0	0	3	0	2	2	3	0
	2.7%	**2.7%**	4.6%	4.1%	1.8%	2.1%	3.5%	2.4%	1.2%	2.7%	7.4%	0.0%	2.9%	3.1%	0.0%	0.0%	3.8%	0.0%	4.3%	4.7%	2.7%	0.0%
3	130	**6**	11	3	3	2	1	3	2	3	1	0	6	6	0	0	2	2	2	2	4	0
	3.3%	**3.2%**	4.6%	4.1%	2.7%	4.2%	1.8%	3.7%	2.4%	4.1%	3.7%	0.0%	3.5%	3.7%	0.0%	0.0%	2.5%	3.2%	4.3%	4.7%	3.6%	0.0%
4	134	**5**	7	4	1	2	0	3	3	2	0	0	4	3	0	1	1	2	2	1	2	2
	3.4%	**2.7%**	2.9%	5.4%	0.9%	4.2%	0.0%	3.7%	3.5%	2.7%	0.0%	0.0%	2.3%	1.9%	0.0%	5.0%	1.3%	3.2%	4.3%	2.3%	1.8%	6.3%
5	470	**20**	28	6	14	5	6	9	10	10	0	3	17	15	0	5	8	10	2	6	12	2
	11.8%	**10.6%**	11.6%	8.1%	12.5%	10.4%	10.5%	11.0%	11.8%	13.5%	0.0%	25.0%	9.8%	9.3%	0.0%	25.0%	10.1%	16.1%	4.3%	14.0%	10.8%	6.3%
6	164	**7**	11	5	2	2	4	1	4	3	0	0	7	6	0	1	2	2	3	3	4	0
	4.1%	**3.7%**	4.6%	6.8%	1.8%	4.2%	7.0%	1.2%	4.7%	4.1%	0.0%	0.0%	4.0%	3.7%	0.0%	5.0%	2.5%	3.2%	6.4%	7.0%	3.6%	0.0%
7	310	**14**	22	3	11	3	6	5	6	5	3	2	12	10	1	2	8	4	2	2	9	3
	7.8%	**7.4%**	9.1%	4.1%	9.8%	6.3%	10.5%	6.1%	7.1%	6.8%	11.1%	16.7%	6.9%	6.2%	100.0%	10.0%	10.1%	6.5%	4.3%	4.7%	8.1%	9.4%
8	444	**22**	22	11	10	4	6	11	9	5	6	2	19	19	0	1	10	6	6	6	9	6
	11.2%	**11.7%**	9.1%	14.9%	8.9%	8.3%	10.5%	13.4%	10.6%	6.8%	22.2%	16.7%	11.0%	11.7%	0.0%	5.0%	12.7%	9.7%	12.8%	14.0%	8.1%	18.8%
9	367	**16**	23	4	12	5	5	6	8	6	2	1	15	15	0	0	10	6	0	2	10	4
	9.2%	**8.5%**	9.5%	5.4%	10.7%	10.4%	8.8%	7.3%	9.4%	8.1%	7.4%	8.3%	8.7%	9.3%	0.0%	0.0%	12.7%	9.7%	0.0%	4.7%	9.0%	12.5%
10 Extremely easy	1,409	**70**	79	26	44	18	18	34	33	25	12	4	65	62	0	8	30	19	21	13	46	11
	35.5%	**37.2%**	32.8%	35.1%	39.3%	37.5%	31.6%	41.5%	38.8%	33.8%	44.4%	33.3%	37.6%	38.3%	0.0%	40.0%	38.0%	30.6%	44.7%	30.2%	41.4%	34.4%

NA - Not Applicable

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35n

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	241	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	824	**42**	0	18	21	5	5	28	18	16	3	3	36	34	0	4	10	14	12	10	21	10
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,970	**188**	241	74	112	48	57	82	85	74	27	12	173	162	1	20	79	62	47	43	111	32
	82.8%	**81.7%**	100.0%	80.4%	84.2%	90.6%	91.9%	74.5%	82.5%	82.2%	90.0%	80.0%	82.8%	82.7%	100.0%	83.3%	88.8%	81.6%	79.7%	81.1%	84.1%	76.2%
0 to 4	806	**39**	56	19	19	11	12	16	15	20	4	0	38	35	0	3	11	15	13	11	21	6
	20.3%	**20.7%**	23.2%	25.7%	17.0%	22.9%	21.1%	19.5%	17.6%	27.0%	14.8%	0.0%	22.0%	21.6%	0.0%	15.0%	13.9%	24.2%	27.7%	25.6%	18.9%	18.8%
5	470	**20**	28	6	14	5	6	9	10	10	0	3	17	15	0	5	8	10	2	6	12	2
	11.8%	**10.6%**	11.6%	8.1%	12.5%	10.4%	10.5%	11.0%	11.8%	13.5%	0.0%	25.0%	9.8%	9.3%	0.0%	25.0%	10.1%	16.1%	4.3%	14.0%	10.8%	6.3%
6 or 7	474	**21**	33	8	13	5	10	6	10	8	3	2	19	16	1	3	10	6	5	5	13	3
	11.9%	**11.2%**	13.7%	10.8%	11.6%	10.4%	17.5%	7.3%	11.8%	10.8%	11.1%	16.7%	11.0%	9.9%	100.0%	15.0%	12.7%	9.7%	10.6%	11.6%	11.7%	9.4%
8 to 10	2,220	**108**	124	41	66	27	29	51	50	36	20	7	99	96	0	9	50	31	27	21	65	21
	55.9%	**57.4%**	51.5%	55.4%	58.9%	56.3%	50.9%	62.2%	58.8%	48.6%	74.1%	58.3%	57.2%	59.3%	0.0%	45.0%	63.3%	50.0%	57.4%	48.8%	58.6%	65.6%
Significantly different from column:*										K	J											
0 to 6	1,440	**66**	95	30	35	18	22	26	29	33	4	3	62	56	0	9	21	27	18	20	37	8
	36.3%	**35.1%**	39.4%	40.5%	31.3%	37.5%	38.6%	31.7%	34.1%	44.6%	14.8%	25.0%	35.8%	34.6%	0.0%	45.0%	26.6%	43.5%	38.3%	46.5%	33.3%	25.0%
7 to 8	754	**36**	44	14	21	7	12	16	15	10	9	4	31	29	1	3	18	10	8	8	18	9
	19.0%	**19.1%**	18.3%	18.9%	18.8%	14.6%	21.1%	19.5%	17.6%	13.5%	33.3%	33.3%	17.9%	17.9%	100.0%	15.0%	22.8%	16.1%	17.0%	18.6%	16.2%	28.1%
9 to 10	1,776	**86**	102	30	56	23	23	40	41	31	14	5	80	77	0	8	40	25	21	15	56	15
	44.7%	**45.7%**	42.3%	40.5%	50.0%	47.9%	40.4%	48.8%	48.2%	41.9%	51.9%	41.7%	46.2%	47.5%	0.0%	40.0%	50.6%	40.3%	44.7%	34.9%	50.5%	46.9%
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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36

In general, how would you rate your overall health?

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	276	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	190	**6**	0	0	3	0	0	3	0	2	0	1	2	3	0	0	0	0	0	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,604	**224**	276	92	130	53	62	107	103	88	30	14	207	193	1	24	89	76	59	52	128	42
	96.0%	**97.4%**	100.0%	100.0%	97.7%	100.0%	100.0%	97.3%	100.0%	97.8%	100.0%	93.3%	99.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	97.0%	100.0%
Poor	403	**17**	26	8	9	1	4	12	10	6	1	1	16	14	0	3	0	0	17	3	4	10
	8.8%	**7.6%**	9.4%	8.7%	6.9%	1.9%	6.5%	11.2%	9.7%	6.8%	3.3%	7.1%	7.7%	7.3%	0.0%	12.5%	0.0%	0.0%	28.8%	5.8%	3.1%	23.8%
Fair	1,179	**42**	48	17	25	7	9	26	25	12	5	2	39	35	0	5	0	0	42	7	26	9
	25.6%	**18.8%**	17.4%	18.5%	19.2%	13.2%	14.5%	24.3%	24.3%	13.6%	16.7%	14.3%	18.8%	18.1%	0.0%	20.8%	0.0%	0.0%	71.2%	13.5%	20.3%	21.4%
Good	1,571	**76**	102	30	45	19	17	38	36	33	4	7	67	63	0	10	0	76	0	17	42	16
	34.1%	**33.9%**	37.0%	32.6%	34.6%	35.8%	27.4%	35.5%	35.0%	37.5%	13.3%	50.0%	32.4%	32.6%	0.0%	41.7%	0.0%	100.0%	0.0%	32.7%	32.8%	38.1%
Very good	1,053	**63**	79	25	37	13	23	27	23	28	12	1	62	58	0	4	63	0	0	13	44	5
	22.9%	**28.1%**	28.6%	27.2%	28.5%	24.5%	37.1%	25.2%	22.3%	31.8%	40.0%	7.1%	30.0%	30.1%	0.0%	16.7%	70.8%	0.0%	0.0%	25.0%	34.4%	11.9%
Excellent	398	**26**	21	12	14	13	9	4	9	9	8	3	23	23	1	2	26	0	0	12	12	2
	8.6%	**11.6%**	7.6%	13.0%	10.8%	24.5%	14.5%	3.7%	8.7%	10.2%	26.7%	21.4%	11.1%	11.9%	100.0%	8.3%	29.2%	0.0%	0.0%	23.1%	9.4%	4.8%
Excellent or Very good	1,451	**89**	100	37	51	26	32	31	32	37	20	4	85	81	1	6	89	0	0	25	56	7
	31.5%	**39.7%**	36.2%	40.2%	39.2%	49.1%	51.6%	29.0%	31.1%	42.0%	66.7%	28.6%	41.1%	42.0%	100.0%	25.0%	100.0%	0.0%	0.0%	48.1%	43.8%	16.7%
Significantly different from column:*		A				H	H	FG	K	K	IJ						RS	Q	Q	V	V	TU

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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 37

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	280	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	171	**7**	0	1	3	1	0	3	1	1	1	0	4	4	0	0	0	1	2	2	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,623	**223**	280	91	130	52	62	107	102	89	29	15	205	192	1	24	89	75	57	51	128	41
	96.4%	**97.0%**	100.0%	98.9%	97.7%	98.1%	100.0%	97.3%	99.0%	98.9%	96.7%	100.0%	98.1%	98.0%	100.0%	100.0%	100.0%	98.7%	96.6%	96.2%	97.0%	97.6%
Poor	328	**4**	13	0	4	3	0	1	1	3	0	0	4	4	0	0	0	2	2	1	2	1
	7.1%	**1.8%**	4.6%	0.0%	3.1%	5.8%	0.0%	0.9%	1.0%	3.4%	0.0%	0.0%	2.0%	2.1%	0.0%	0.0%	0.0%	2.7%	3.5%	2.0%	1.6%	2.4%
Fair	1,044	**55**	55	18	36	10	14	30	31	20	3	5	48	44	0	7	9	16	29	11	29	15
	22.6%	**24.7%**	19.6%	19.8%	27.7%	19.2%	22.6%	28.0%	30.4%	22.5%	10.3%	33.3%	23.4%	22.9%	0.0%	29.2%	10.1%	21.3%	50.9%	21.6%	22.7%	36.6%
Good	1,422	**57**	97	22	35	16	14	27	27	21	8	2	54	51	0	6	12	29	16	6	39	11
	30.8%	**25.6%**	34.6%	24.2%	26.9%	30.8%	22.6%	25.2%	26.5%	23.6%	27.6%	13.3%	26.3%	26.6%	0.0%	25.0%	13.5%	38.7%	28.1%	11.8%	30.5%	26.8%
Very good	1,121	**72**	68	34	38	15	22	35	31	30	11	5	67	64	0	7	42	21	8	20	38	12
	24.2%	**32.3%**	24.3%	37.4%	29.2%	28.8%	35.5%	32.7%	30.4%	33.7%	37.9%	33.3%	32.7%	33.3%	0.0%	29.2%	47.2%	28.0%	14.0%	39.2%	29.7%	29.3%
Excellent	708	**35**	47	17	17	8	12	14	12	15	7	3	32	29	1	4	26	7	2	13	20	2
	15.3%	**15.7%**	16.8%	18.7%	13.1%	15.4%	19.4%	13.1%	11.8%	16.9%	24.1%	20.0%	15.6%	15.1%	100.0%	16.7%	29.2%	9.3%	3.5%	25.5%	15.6%	4.9%
Excellent or Very good	1,829	**107**	115	51	55	23	34	49	43	45	18	8	99	93	1	11	68	28	10	33	58	14
	39.6%	**48.0%**	41.1%	56.0%	42.3%	44.2%	54.8%	45.8%	42.2%	50.6%	62.1%	53.3%	48.3%	48.4%	100.0%	45.8%	76.4%	37.3%	17.5%	64.7%	45.3%	34.1%
Significantly different from column:*		A		E	D												RS	QS	QR	UV	T	T

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.

PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 38

Have you had either a flu shot or flu spray in the nose since July 1, 2018?**

Base: All respondents who were flagged as being 18 to 64 as of July 1 of the measurement year

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,092	**214**	263	83	126	51	62	96	93	88	28	14	195	183	1	22	82	71	56	47	123	41
Number missing or multiple answer	122	**3**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0
Number no experience	64	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	3,906	**211**	262	83	126	51	62	96	93	88	28	14	195	183	1	22	82	71	56	46	121	41
	95.5%	**98.6%**	99.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	98.4%	100.0%
Yes	1,531	**97**	89	44	51	9	30	56	48	32	15	7	89	86	0	9	31	36	30	17	54	25
	39.2%	**46.0%**	34.0%	53.0%	40.5%	17.6%	48.4%	58.3%	51.6%	36.4%	53.6%	50.0%	45.6%	47.0%	0.0%	40.9%	37.8%	50.7%	53.6%	37.0%	44.6%	61.0%
No	2,375	**114**	173	39	75	42	32	40	45	56	13	7	106	97	1	13	51	35	26	29	67	16
	60.8%	**54.0%**	66.0%	47.0%	59.5%	82.4%	51.6%	41.7%	48.4%	63.6%	46.4%	50.0%	54.4%	53.0%	100.0%	59.1%	62.2%	49.3%	46.4%	63.0%	55.4%	39.0%
Significantly different from column:*		AC				GH	F	F	J	I										V		T

*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.

**A plan's score for the HEDIS Flu Vaccinations for Adults measure will include only those members flagged as being age 18 to 64 as of July 1 of the measurement year.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 39

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	279	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	153	**5**	0	1	1	1	0	1	1	0	0	0	2	2	0	0	0	1	0	1	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,641	**225**	279	91	132	52	62	109	102	90	30	15	207	194	1	24	89	75	59	52	128	42
	96.8%	**97.8%**	100.0%	98.9%	99.2%	98.1%	100.0%	99.1%	99.0%	100.0%	100.0%	100.0%	99.0%	99.0%	100.0%	100.0%	100.0%	98.7%	100.0%	98.1%	97.0%	100.0%
Every day	858	**43**	37	16	27	6	15	22	31	9	2	0	42	39	0	4	7	18	17	9	27	6
	18.5%	**19.1%**	13.3%	17.6%	20.5%	11.5%	24.2%	20.2%	30.4%	10.0%	6.7%	0.0%	20.3%	20.1%	0.0%	16.7%	7.9%	24.0%	28.8%	17.3%	21.1%	14.3%
Some days	436	**19**	24	12	7	6	5	8	9	9	1	2	17	11	1	7	7	7	5	5	9	5
	9.4%	**8.4%**	8.6%	13.2%	5.3%	11.5%	8.1%	7.3%	8.8%	10.0%	3.3%	13.3%	8.2%	5.7%	100.0%	29.2%	7.9%	9.3%	8.5%	9.6%	7.0%	11.9%
Not at all	3,324	**163**	218	63	98	40	42	79	62	72	27	13	148	144	0	13	75	50	37	38	92	31
	71.6%	**72.4%**	78.1%	69.2%	74.2%	76.9%	67.7%	72.5%	60.8%	80.0%	90.0%	86.7%	71.5%	74.2%	0.0%	54.2%	84.3%	66.7%	62.7%	73.1%	71.9%	73.8%
Don't know	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Every day or Some days	1,294	**62**	61	28	34	12	20	30	40	18	3	2	59	50	1	11	14	25	22	14	36	11
	27.9%	**27.6%**	21.9%	30.8%	25.8%	23.1%	32.3%	27.5%	39.2%	20.0%	10.0%	13.3%	28.5%	25.8%	100.0%	45.8%	15.7%	33.3%	37.3%	26.9%	28.1%	26.2%
Significantly different from column:*									JK	I	I			P		N	RS	Q	Q			

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 40

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

Base: All respondents who smoke cigarettes or use tobacco (Q39)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,294	**62**	59	28	34	12	20	30	40	18	3	2	59	50	1	11	14	25	22	14	36	11
Number missing or multiple answer	23	**1**	0	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,271	**61**	59	28	33	12	20	29	40	17	3	2	58	49	1	11	14	24	22	14	36	10
	98.2%	**98.4%**	100.0%	100.0%	97.1%	100.0%	100.0%	96.7%	100.0%	94.4%	100.0%	100.0%	98.3%	98.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	90.9%
Never	338	**20**	19	10	10	1	10	9	11	7	1	0	20	17	1	2	6	7	6	10	7	2
	26.6%	**32.8%**	32.2%	35.7%	30.3%	8.3%	50.0%	31.0%	27.5%	41.2%	33.3%	0.0%	34.5%	34.7%	100.0%	18.2%	42.9%	29.2%	27.3%	71.4%	19.4%	20.0%
Sometimes	263	**10**	10	4	6	3	2	5	8	2	0	0	10	9	0	1	2	4	4	1	7	2
	20.7%	**16.4%**	16.9%	14.3%	18.2%	25.0%	10.0%	17.2%	20.0%	11.8%	0.0%	0.0%	17.2%	18.4%	0.0%	9.1%	14.3%	16.7%	18.2%	7.1%	19.4%	20.0%
Usually	223	**10**	11	4	6	3	0	7	4	4	2	0	10	7	0	3	1	5	4	2	5	3
	17.5%	**16.4%**	18.6%	14.3%	18.2%	25.0%	0.0%	24.1%	10.0%	23.5%	66.7%	0.0%	17.2%	14.3%	0.0%	27.3%	7.1%	20.8%	18.2%	14.3%	13.9%	30.0%
Always	447	**21**	19	10	11	5	8	8	17	4	0	2	18	16	0	5	5	8	8	1	17	3
	35.2%	**34.4%**	32.2%	35.7%	33.3%	41.7%	40.0%	27.6%	42.5%	23.5%	0.0%	100.0%	31.0%	32.7%	0.0%	45.5%	35.7%	33.3%	36.4%	7.1%	47.2%	30.0%
Significantly different from column:*																				U	T	
Sometimes, Usually, or Always	933	**41**	40	18	23	11	10	20	29	10	2	2	38	32	0	9	8	17	16	4	29	8
	73.4%	**67.2%**	67.8%	64.3%	69.7%	91.7%	50.0%	69.0%	72.5%	58.8%	66.7%	100.0%	65.5%	65.3%	0.0%	81.8%	57.1%	70.8%	72.7%	28.6%	80.6%	80.0%
Significantly different from column:*																				V		T

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 41

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

Base: All respondents who smoke cigarettes or use tobacco (Q39)

				Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
	2019 State OHP	**2019**	2018	Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,294	**62**	61	28	34	12	20	30	40	18	3	2	59	50	1	11	14	25	22	14	36	11
Number missing or multiple answer	24	**1**	0	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,270	**61**	61	28	33	12	20	29	40	17	3	2	58	49	1	11	14	24	22	14	36	10
	98.1%	**98.4%**	100.0%	100.0%	97.1%	100.0%	100.0%	96.7%	100.0%	94.4%	100.0%	100.0%	98.3%	98.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	90.9%
Never	598	**40**	29	21	19	9	15	16	26	11	2	1	38	31	1	8	8	15	16	10	23	6
	47.1%	**65.6%**	47.5%	75.0%	57.6%	75.0%	75.0%	55.2%	65.0%	64.7%	66.7%	50.0%	65.5%	63.3%	100.0%	72.7%	57.1%	62.5%	72.7%	71.4%	63.9%	60.0%
Sometimes	256	**10**	12	3	7	3	2	5	5	4	1	0	10	9	0	1	3	4	3	3	6	1
	20.2%	**16.4%**	19.7%	10.7%	21.2%	25.0%	10.0%	17.2%	12.5%	23.5%	33.3%	0.0%	17.2%	18.4%	0.0%	9.1%	21.4%	16.7%	13.6%	21.4%	16.7%	10.0%
Usually	181	**5**	6	1	4	0	1	4	5	0	0	0	5	5	0	0	2	3	0	1	3	1
	14.3%	**8.2%**	9.8%	3.6%	12.1%	0.0%	5.0%	13.8%	12.5%	0.0%	0.0%	0.0%	8.6%	10.2%	0.0%	0.0%	14.3%	12.5%	0.0%	7.1%	8.3%	10.0%
Always	235	**6**	14	3	3	0	2	4	4	2	0	1	5	4	0	2	1	2	3	0	4	2
	18.5%	**9.8%**	23.0%	10.7%	9.1%	0.0%	10.0%	13.8%	10.0%	11.8%	0.0%	50.0%	8.6%	8.2%	0.0%	18.2%	7.1%	8.3%	13.6%	0.0%	11.1%	20.0%
Significantly different from column:*																						
Sometimes, Usually, or Always	672	**21**	32	7	14	3	5	13	14	6	1	1	20	18	0	3	6	9	6	4	13	4
	52.9%	**34.4%**	52.5%	25.0%	42.4%	25.0%	25.0%	44.8%	35.0%	35.3%	33.3%	50.0%	34.5%	36.7%	0.0%	27.3%	42.9%	37.5%	27.3%	28.6%	36.1%	40.0%
Significantly different from column:*		AC																				

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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 42

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

Base: All respondents who smoke cigarettes or use tobacco (Q39)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,294	**62**	60	28	34	12	20	30	40	18	3	2	59	50	1	11	14	25	22	14	36	11
Number missing or multiple answer	32	**1**	0	0	1	0	0	1	0	1	0	0	1	1	0	0	0	1	0	0	0	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,262	**61**	60	28	33	12	20	29	40	17	3	2	58	49	1	11	14	24	22	14	36	10
	97.5%	**98.4%**	100.0%	100.0%	97.1%	100.0%	100.0%	96.7%	100.0%	94.4%	100.0%	100.0%	98.3%	98.0%	100.0%	100.0%	100.0%	96.0%	100.0%	100.0%	100.0%	90.9%
Never	676	**39**	40	19	20	7	15	17	25	11	2	1	37	30	1	8	9	14	15	12	20	6
	53.6%	**63.9%**	66.7%	67.9%	60.6%	58.3%	75.0%	58.6%	62.5%	64.7%	66.7%	50.0%	63.8%	61.2%	100.0%	72.7%	64.3%	58.3%	68.2%	85.7%	55.6%	60.0%
Sometimes	241	**9**	6	3	6	3	3	3	6	3	0	0	9	8	0	1	4	2	3	0	8	1
	19.1%	**14.8%**	10.0%	10.7%	18.2%	25.0%	15.0%	10.3%	15.0%	17.6%	0.0%	0.0%	15.5%	16.3%	0.0%	9.1%	28.6%	8.3%	13.6%	0.0%	22.2%	10.0%
Usually	157	**8**	4	4	4	2	1	5	6	2	0	0	8	8	0	0	0	7	1	2	4	2
	12.4%	**13.1%**	6.7%	14.3%	12.1%	16.7%	5.0%	17.2%	15.0%	11.8%	0.0%	0.0%	13.8%	16.3%	0.0%	0.0%	0.0%	29.2%	4.5%	14.3%	11.1%	20.0%
Always	188	**5**	10	2	3	0	1	4	3	1	1	1	4	3	0	2	1	1	3	0	4	1
	14.9%	**8.2%**	16.7%	7.1%	9.1%	0.0%	5.0%	13.8%	7.5%	5.9%	33.3%	50.0%	6.9%	6.1%	0.0%	18.2%	7.1%	4.2%	13.6%	0.0%	11.1%	10.0%
Significantly different from column:*																						
Sometimes, Usually, or Always	586	**22**	20	9	13	5	5	12	15	6	1	1	21	19	0	3	5	10	7	2	16	4
	46.4%	**36.1%**	33.3%	32.1%	39.4%	41.7%	25.0%	41.4%	37.5%	35.3%	33.3%	50.0%	36.2%	38.8%	0.0%	27.3%	35.7%	41.7%	31.8%	14.3%	44.4%	40.0%
Significantly different from column:*																				U	T	

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 43

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	279	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	174	**3**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,620	**227**	279	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	52	130	42
	96.4%	**98.7%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	98.5%	100.0%
Yes	1,613	**78**	98	30	47	15	19	43	34	29	13	5	70	62	0	13	22	27	28	0	43	34
	34.9%	**34.4%**	35.1%	32.6%	35.3%	28.3%	30.6%	39.1%	33.0%	32.2%	43.3%	33.3%	33.5%	31.6%	0.0%	54.2%	24.7%	35.5%	47.5%	0.0%	33.1%	81.0%
No	3,007	**149**	181	62	86	38	43	67	69	61	17	10	139	134	1	11	67	49	31	52	87	8
	65.1%	**65.6%**	64.9%	67.4%	64.7%	71.7%	69.4%	60.9%	67.0%	67.8%	56.7%	66.7%	66.5%	68.4%	100.0%	45.8%	75.3%	64.5%	52.5%	100.0%	66.9%	19.0%
Significantly different from column:*														P		N	S		Q	UV	TV	TU

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 44

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

Base: All respondents who saw a doctor 3 or more times for the same condition or problem (Q43)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,613	**78**	97	30	47	15	19	43	34	29	13	5	70	62	0	13	22	27	28	0	43	34
Number missing or multiple answer	23	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,590	**78**	97	30	47	15	19	43	34	29	13	5	70	62	0	13	22	27	28	0	43	34
	98.6%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	1,401	**69**	86	29	39	14	17	37	31	27	9	5	61	53	0	13	17	26	25	0	39	29
	88.1%	**88.5%**	88.7%	96.7%	83.0%	93.3%	89.5%	86.0%	91.2%	93.1%	69.2%	100.0%	87.1%	85.5%	---	100.0%	77.3%	96.3%	89.3%	---	90.7%	85.3%
No	189	**9**	11	1	8	1	2	6	3	2	4	0	9	9	0	0	5	1	3	0	4	5
	11.9%	**11.5%**	11.3%	3.3%	17.0%	6.7%	10.5%	14.0%	8.8%	6.9%	30.8%	0.0%	12.9%	14.5%	---	0.0%	22.7%	3.7%	10.7%	---	9.3%	14.7%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 45

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	278	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	169	**4**	0	1	0	1	0	0	1	0	0	0	1	1	0	0	0	1	0	1	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,625	**226**	278	91	133	52	62	110	102	90	30	15	208	195	1	24	89	75	59	52	129	42
	96.5%	**98.3%**	100.0%	98.9%	100.0%	98.1%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	99.5%	99.5%	100.0%	100.0%	100.0%	98.7%	100.0%	98.1%	97.7%	100.0%
Yes	3,110	**147**	173	57	89	23	35	88	76	53	15	12	133	123	0	19	38	57	49	16	91	37
	67.2%	**65.0%**	62.2%	62.6%	66.9%	44.2%	56.5%	80.0%	74.5%	58.9%	50.0%	80.0%	63.9%	63.1%	0.0%	79.2%	42.7%	76.0%	83.1%	30.8%	70.5%	88.1%
No	1,515	**79**	105	34	44	29	27	22	26	37	15	3	75	72	1	5	51	18	10	36	38	5
	32.8%	**35.0%**	37.8%	37.4%	33.1%	55.8%	43.5%	20.0%	25.5%	41.1%	50.0%	20.0%	36.1%	36.9%	100.0%	20.8%	57.3%	24.0%	16.9%	69.2%	29.5%	11.9%
Significantly different from column:*						H	H	FG	JK	I	I						RS	Q	Q	UV	TV	TU

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 46

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

Base: All respondents who need or take medicine prescribed by a doctor (Q45)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,110	**147**	171	57	89	23	35	88	76	53	15	12	133	123	0	19	38	57	49	16	91	37
Number missing or multiple answer	38	**2**	0	1	1	0	0	2	0	1	0	0	2	2	0	0	1	1	0	0	1	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,072	**145**	171	56	88	23	35	86	76	52	15	12	131	121	0	19	37	56	49	16	90	36
	98.8%	**98.6%**	100.0%	98.2%	98.9%	100.0%	100.0%	97.7%	100.0%	98.1%	100.0%	100.0%	98.5%	98.4%	---	100.0%	97.4%	98.2%	100.0%	100.0%	98.9%	97.3%
Yes	2,911	**139**	163	56	82	22	34	82	72	51	14	12	125	116	0	18	35	54	47	16	85	35
	94.8%	**95.9%**	95.3%	100.0%	93.2%	95.7%	97.1%	95.3%	94.7%	98.1%	93.3%	100.0%	95.4%	95.9%	---	94.7%	94.6%	96.4%	95.9%	100.0%	94.4%	97.2%
No	161	**6**	8	0	6	1	1	4	4	1	1	0	6	5	0	1	2	2	2	0	5	1
	5.2%	**4.1%**	4.7%	0.0%	6.8%	4.3%	2.9%	4.7%	5.3%	1.9%	6.7%	0.0%	4.6%	4.1%	---	5.3%	5.4%	3.6%	4.1%	0.0%	5.6%	2.8%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 47

What is your age?

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	281	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	156	**5**	0	0	1	0	0	0	0	1	0	0	1	1	0	0	0	2	0	2	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,638	**225**	281	92	132	53	62	110	103	89	30	15	208	195	1	24	89	74	59	51	130	41
	96.7%	**97.8%**	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	99.5%	99.5%	100.0%	100.0%	100.0%	97.4%	100.0%	96.2%	98.5%	97.6%
18 to 24	390	**23**	21	12	11	23	0	0	15	8	0	3	19	18	0	4	11	10	2	9	10	4
	8.4%	**10.2%**	7.5%	13.0%	8.3%	43.4%	0.0%	0.0%	14.6%	9.0%	0.0%	20.0%	9.1%	9.2%	0.0%	16.7%	12.4%	13.5%	3.4%	17.6%	7.7%	9.8%
25 to 34	604	**30**	50	12	18	30	0	0	10	17	3	1	29	28	0	2	15	9	6	6	19	5
	13.0%	**13.3%**	17.8%	13.0%	13.6%	56.6%	0.0%	0.0%	9.7%	19.1%	10.0%	6.7%	13.9%	14.4%	0.0%	8.3%	16.9%	12.2%	10.2%	11.8%	14.6%	12.2%
35 to 44	542	**24**	44	8	16	0	24	0	12	8	4	0	24	23	0	1	13	8	3	6	16	2
	11.7%	**10.7%**	15.7%	8.7%	12.1%	0.0%	38.7%	0.0%	11.7%	9.0%	13.3%	0.0%	11.5%	11.8%	0.0%	4.2%	14.6%	10.8%	5.1%	11.8%	12.3%	4.9%
45 to 54	779	**38**	63	15	23	0	38	0	14	16	7	4	34	32	1	4	19	9	10	8	25	4
	16.8%	**16.9%**	22.4%	16.3%	17.4%	0.0%	61.3%	0.0%	13.6%	18.0%	23.3%	26.7%	16.3%	16.4%	100.0%	16.7%	21.3%	12.2%	16.9%	15.7%	19.2%	9.8%
55 to 64	1,597	**91**	83	34	57	0	0	91	43	35	13	6	85	78	0	11	22	34	33	16	48	25
	34.4%	**40.4%**	29.5%	37.0%	43.2%	0.0%	0.0%	82.7%	41.7%	39.3%	43.3%	40.0%	40.9%	40.0%	0.0%	45.8%	24.7%	45.9%	55.9%	31.4%	36.9%	61.0%
65 to 74	468	**12**	14	7	4	0	0	12	6	3	1	0	11	10	0	1	6	3	2	3	8	1
	10.1%	**5.3%**	5.0%	7.6%	3.0%	0.0%	0.0%	10.9%	5.8%	3.4%	3.3%	0.0%	5.3%	5.1%	0.0%	4.2%	6.7%	4.1%	3.4%	5.9%	6.2%	2.4%
75 or older	258	**7**	6	4	3	0	0	7	3	2	2	1	6	6	0	1	3	1	3	3	4	0
	5.6%	**3.1%**	2.1%	4.3%	2.3%	0.0%	0.0%	6.4%	2.9%	2.2%	6.7%	6.7%	2.9%	3.1%	0.0%	4.2%	3.4%	1.4%	5.1%	5.9%	3.1%	0.0%
55 or older	2,323	**110**	103	45	64	0	0	110	52	40	16	7	102	94	0	13	31	38	38	22	60	26
	50.1%	**48.9%**	36.7%	48.9%	48.5%	0.0%	0.0%	100.0%	50.5%	44.9%	53.3%	46.7%	49.0%	48.2%	0.0%	54.2%	34.8%	51.4%	64.4%	43.1%	46.2%	63.4%
Significantly different from column:*		C				H	H	FG									RS	Q	Q			

NA - Not Applicable

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PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48

Are you male or female?

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	280	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	141	**5**	0	0	0	0	0	1	0	1	0	0	1	1	0	0	1	1	0	2	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,653	**225**	280	92	133	53	62	109	103	89	30	15	208	195	1	24	88	75	59	51	130	41
	97.1%	**97.8%**	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	98.9%	100.0%	100.0%	99.5%	99.5%	100.0%	100.0%	98.9%	98.7%	100.0%	96.2%	98.5%	97.6%
Male	1,969	**92**	113	92	0	24	23	45	52	29	9	6	84	77	0	12	37	30	25	28	50	13
	42.3%	**40.9%**	40.4%	100.0%	0.0%	45.3%	37.1%	41.3%	50.5%	32.6%	30.0%	40.0%	40.4%	39.5%	0.0%	50.0%	42.0%	40.0%	42.4%	54.9%	38.5%	31.7%
Female	2,684	**133**	167	0	133	29	39	64	51	60	21	9	124	118	1	12	51	45	34	23	80	28
	57.7%	**59.1%**	59.6%	0.0%	100.0%	54.7%	62.9%	58.7%	49.5%	67.4%	70.0%	60.0%	59.6%	60.5%	100.0%	50.0%	58.0%	60.5%	57.6%	45.1%	61.5%	68.3%
Significantly different from column:*				E	D				JK	I	I									UV	T	T

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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 49

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

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	276	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	212	**7**	0	2	1	0	1	2	0	0	0	0	3	3	0	0	0	3	0	1	4	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,582	**223**	276	90	132	53	61	108	103	90	30	15	206	193	1	24	89	73	59	52	128	40
	95.6%	**97.0%**	100.0%	97.8%	99.2%	100.0%	98.4%	98.2%	100.0%	100.0%	100.0%	100.0%	98.6%	98.5%	100.0%	100.0%	100.0%	96.1%	100.0%	98.1%	97.0%	95.2%
8th grade or less	259	**6**	6	2	4	1	1	4	6	0	0	2	4	5	0	0	3	2	1	1	5	0
	5.7%	**2.7%**	2.2%	2.2%	3.0%	1.9%	1.6%	3.7%	5.8%	0.0%	0.0%	13.3%	1.9%	2.6%	0.0%	0.0%	3.4%	2.7%	1.7%	1.9%	3.9%	0.0%
Some high school, but did not graduate	521	**25**	25	14	11	6	6	13	25	0	0	4	21	20	0	4	6	9	10	6	14	5
	11.4%	**11.2%**	9.1%	15.6%	8.3%	11.3%	9.8%	12.0%	24.3%	0.0%	0.0%	26.7%	10.2%	10.4%	0.0%	16.7%	6.7%	12.3%	16.9%	11.5%	10.9%	12.5%
High school graduate or GED	1,622	**72**	91	36	36	18	19	35	72	0	0	5	65	63	0	7	23	25	24	16	42	14
	35.4%	**32.3%**	33.0%	40.0%	27.3%	34.0%	31.1%	32.4%	69.9%	0.0%	0.0%	33.3%	31.6%	32.6%	0.0%	29.2%	25.8%	34.2%	40.7%	30.8%	32.8%	35.0%
Some college or 2-year degree	1,594	**90**	108	29	60	25	24	40	0	90	0	3	87	78	0	11	37	33	18	21	51	16
	34.8%	**40.4%**	39.1%	32.2%	45.5%	47.2%	39.3%	37.0%	0.0%	100.0%	0.0%	20.0%	42.2%	40.4%	0.0%	45.8%	41.6%	45.2%	30.5%	40.4%	39.8%	40.0%
4-year college graduate	358	**22**	35	7	15	3	6	13	0	0	22	0	22	20	0	2	14	2	6	5	12	4
	7.8%	**9.9%**	12.7%	7.8%	11.4%	5.7%	9.8%	12.0%	0.0%	0.0%	73.3%	0.0%	10.7%	10.4%	0.0%	8.3%	15.7%	2.7%	10.2%	9.6%	9.4%	10.0%
More than 4-year college degree	228	**8**	11	2	6	0	5	3	0	0	8	1	7	7	1	0	6	2	0	3	4	1
	5.0%	**3.6%**	4.0%	2.2%	4.5%	0.0%	8.2%	2.8%	0.0%	0.0%	26.7%	6.7%	3.4%	3.6%	100.0%	0.0%	6.7%	2.7%	0.0%	5.8%	3.1%	2.5%
4-year college graduate or more	586	**30**	46	9	21	3	11	16	0	0	30	1	29	27	1	2	20	4	6	8	16	5
	12.8%	**13.5%**	16.7%	10.0%	15.9%	5.7%	18.0%	14.8%	0.0%	0.0%	100.0%	6.7%	14.1%	14.0%	100.0%	8.3%	22.5%	5.5%	10.2%	15.4%	12.5%	12.5%
Significantly different from column:*						G	F		K	K	IJ						R	Q				

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.

PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 50

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	275	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	241	**6**	0	2	0	1	0	1	2	0	0	0	0	1	0	0	0	2	1	1	4	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,553	**224**	275	90	133	52	62	109	101	90	30	15	209	195	1	24	89	74	58	52	128	41
	95.0%	**97.4%**	100.0%	97.8%	100.0%	98.1%	100.0%	99.1%	98.1%	100.0%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	97.4%	98.3%	98.1%	97.0%	97.6%
Yes, Hispanic or Latino	541	**15**	27	6	9	4	4	7	11	3	1	15	0	6	0	6	4	7	3	2	9	4
	11.9%	**6.7%**	9.8%	6.7%	6.8%	7.7%	6.5%	6.4%	10.9%	3.3%	3.3%	100.0%	0.0%	3.1%	0.0%	25.0%	4.5%	9.5%	5.2%	3.8%	7.0%	9.8%
No, not Hispanic or Latino	4,012	**209**	248	84	124	48	58	102	90	87	29	0	209	189	1	18	85	67	55	50	119	37
	88.1%	**93.3%**	90.2%	93.3%	93.2%	92.3%	93.5%	93.6%	89.1%	96.7%	96.7%	0.0%	100.0%	96.9%	100.0%	75.0%	95.5%	90.5%	94.8%	96.2%	93.0%	90.2%
Significantly different from column:*		A							J	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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 51

What is your race? Mark one or more.

Base: All respondents

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	285	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	295	**9**	20	3	2	1	1	3	4	1	0	3	1	0	0	0	1	3	2	2	5	2
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,499	**221**	265	89	131	52	61	107	99	89	30	12	208	196	1	24	88	73	57	51	127	40
	93.8%	**96.1%**	93.0%	96.7%	98.5%	98.1%	98.4%	97.3%	96.1%	98.9%	100.0%	80.0%	99.5%	100.0%	100.0%	100.0%	98.9%	96.1%	96.6%	96.2%	96.2%	95.2%
White	3,700	**208**	245	84	123	49	58	100	94	83	28	6	201	196	0	12	84	67	54	49	120	36
	82.2%	**94.1%**	92.5%	94.4%	93.9%	94.2%	95.1%	93.5%	94.9%	93.3%	93.3%	50.0%	96.6%	100.0%	0.0%	50.0%	95.5%	91.8%	94.7%	96.1%	94.5%	90.0%
Black or African-American	177	**2**	5	1	1	0	1	1	1	0	1	0	2	0	1	1	1	0	1	1	0	1
	3.9%	**0.9%**	1.9%	1.1%	0.8%	0.0%	1.6%	0.9%	1.0%	0.0%	3.3%	0.0%	1.0%	0.0%	100.0%	4.2%	1.1%	0.0%	1.8%	2.0%	0.0%	2.5%
Asian	243	**5**	3	2	3	2	1	2	1	3	1	1	4	0	0	5	1	4	0	2	2	1
	5.4%	**2.3%**	1.1%	2.2%	2.3%	3.8%	1.6%	1.9%	1.0%	3.4%	3.3%	8.3%	1.9%	0.0%	0.0%	20.8%	1.1%	5.5%	0.0%	3.9%	1.6%	2.5%
Native Hawaiian or other Pacific Islander	51	**2**	2	2	0	1	0	1	1	1	0	0	2	0	0	2	1	1	0	1	1	0
	1.1%	**0.9%**	0.8%	2.2%	0.0%	1.9%	0.0%	0.9%	1.0%	1.1%	0.0%	0.0%	1.0%	0.0%	0.0%	8.3%	1.1%	1.4%	0.0%	2.0%	0.8%	0.0%
American Indian or Alaska Native	418	**8**	16	4	4	1	3	4	5	2	1	0	8	0	0	8	2	1	5	1	3	4
	9.3%	**3.6%**	6.0%	4.5%	3.1%	1.9%	4.9%	3.7%	5.1%	2.2%	3.3%	0.0%	3.8%	0.0%	0.0%	33.3%	2.3%	1.4%	8.8%	2.0%	2.4%	10.0%
Other	454	**14**	13	8	6	4	1	9	7	6	1	6	8	0	0	14	4	6	4	1	7	6
	10.1%	**6.3%**	4.9%	9.0%	4.6%	7.7%	1.6%	8.4%	7.1%	6.7%	3.3%	50.0%	3.8%	0.0%	0.0%	58.3%	4.5%	8.2%	7.0%	2.0%	5.5%	15.0%

NA - Not Applicable

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

PacificSource - Central Oregon

11530

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 52

Did someone help you complete this survey?

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

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,794	**230**	216	92	133	53	62	110	103	90	30	15	209	196	1	24	89	76	59	53	132	42
Number missing or multiple answer	1,361	**65**	0	26	35	10	21	29	32	24	4	7	54	46	0	12	23	20	19	13	36	16
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,433	**165**	216	66	98	43	41	81	71	66	26	8	155	150	1	12	66	56	40	40	96	26
	71.6%	**71.7%**	100.0%	71.7%	73.7%	81.1%	66.1%	73.6%	68.9%	73.3%	86.7%	53.3%	74.2%	76.5%	100.0%	50.0%	74.2%	73.7%	67.8%	75.5%	72.7%	61.9%
Yes	566	**16**	22	9	7	10	3	3	14	1	1	1	13	14	0	1	8	6	2	2	13	1
	16.5%	**9.7%**	10.2%	13.6%	7.1%	23.3%	7.3%	3.7%	19.7%	1.5%	3.8%	12.5%	8.4%	9.3%	0.0%	8.3%	12.1%	10.7%	5.0%	5.0%	13.5%	3.8%
No	2,867	**149**	194	57	91	33	38	78	57	65	25	7	142	136	1	11	58	50	38	38	83	25
	83.5%	**90.3%**	89.8%	86.4%	92.9%	76.7%	92.7%	96.3%	80.3%	98.5%	96.2%	87.5%	91.6%	90.7%	100.0%	91.7%	87.9%	89.3%	95.0%	95.0%	86.5%	96.2%
Significantly different from column:*		A				G	F		J	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.

PacificSource - Central Oregon

CAHPS® 5.0H Adult Medicaid Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 53

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

Base: All respondents who had help completing the survey (Q52) (Please note that members who responded on the phone were not asked this question.)

	2019 State OHP	**2019**	2018	Gender (Q48)		Age (Q47)			Education (Q49)			Hispanic (Q50)		Race (Q51)			Health Status (Q36)			Doctor Visits in Last 6 Months (Q7)		
				Male	Female	18 to 34	35 to 54	55 or more	HS grad or less	Some college	College grad or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	566	**16**	285	9	7	10	3	3	14	1	1	1	13	14	0	1	8	6	2	2	13	1
Number missing or multiple answer	3	**0**	263	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	563	**16**	22	9	7	10	3	3	14	1	1	1	13	14	0	1	8	6	2	2	13	1
	99.5%	**100.0%**	7.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Read the questions to me	270	**10**	12	4	6	5	3	2	9	0	1	1	9	10	0	0	7	3	0	1	9	0
	48.0%	**62.5%**	54.5%	44.4%	85.7%	50.0%	100.0%	66.7%	64.3%	0.0%	100.0%	100.0%	69.2%	71.4%	---	0.0%	87.5%	50.0%	0.0%	50.0%	69.2%	0.0%
Wrote down the answers I gave	245	**7**	11	2	5	4	1	2	6	1	0	1	5	6	0	1	4	2	1	1	6	0
	43.5%	**43.8%**	50.0%	22.2%	71.4%	40.0%	33.3%	66.7%	42.9%	100.0%	0.0%	100.0%	38.5%	42.9%	---	100.0%	50.0%	33.3%	50.0%	50.0%	46.2%	0.0%
Answered the questions for me	186	**3**	6	3	0	2	0	1	3	0	0	0	2	2	0	0	1	1	1	1	1	1
	33.0%	**18.8%**	27.3%	33.3%	0.0%	20.0%	0.0%	33.3%	21.4%	0.0%	0.0%	0.0%	15.4%	14.3%	---	0.0%	12.5%	16.7%	50.0%	50.0%	7.7%	100.0%
Translated the questions into my language	73	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	13.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Helped in some other way	58	**2**	3	1	1	1	0	1	2	0	0	0	2	2	0	0	0	2	0	0	2	0
	10.3%	**12.5%**	13.6%	11.1%	14.3%	10.0%	0.0%	33.3%	14.3%	0.0%	0.0%	0.0%	15.4%	14.3%	---	0.0%	0.0%	33.3%	0.0%	0.0%	15.4%	0.0%

NA - Not Applicable

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

SURVEY INSTRUMENT

Oregon Health Authority

2019

ОНРЭЕ

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).

1. Our records show that you are 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 health plan?
(Please print)

_____

Your Health Care in the Last 6 Months

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

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

☐ 1 Yes
☐ 2 No → ***If No, Go to Question 5***

Please continue inside →

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you 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 at a doctor's office or clinic?

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 7***

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

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

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

- ☐ 0 None → ***If None, Go to Question 15***
- ☐ 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 a doctor or other health provider talk about specific things you could do to prevent illness?

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 13***

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your 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

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

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

Your Personal Doctor

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 24***

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

- ☐ 0 None → ***If None, Go to Question 23***
- ☐ 1 1 time
- ☐ 2 2
- ☐ 3 3
- ☐ 4 4
- ☐ 5 5 to 9
- ☐ 6 10 or more times

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

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

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

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

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

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

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

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

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 23***

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

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

Please continue on next page →

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

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

Getting Health Care From Specialists

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

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

- ☐ Yes
- ☐ No → ***If No, Go to Question 28***

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

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

- ☐ None → ***If None, Go to Question 28***
- ☐ 1 specialist
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more specialists

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

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

Your Health Plan

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

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

- ☐ Yes
- ☐ No → ***If No, Go to Question 30***

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

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

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 33***

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

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

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

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

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 35***

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

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

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

- ☐ 0 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

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 35c***

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

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

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 35e***

Please continue on next page →

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

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

Additional Questions

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

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

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

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

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

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

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

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

- ☐ 1 Yes, definitely
- ☐ 2 Yes, somewhat
- ☐ 3 No

Access to Dental Care

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

- ☐ 1 Yes
- ☐ 2 No

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

- ☐ 1 Yes
- ☐ 2 No → ***If No, Go to Question 35l***

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

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

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

- ☐ 1 Never
- ☐ 2 Sometimes
- ☐ 3 Usually
- ☐ 4 Always
- ☐ 5 I did not try to get an appointment with a specialist dentist for myself in the last 6 months

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

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

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

- ☐ 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 You

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

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

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

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

38. Have you had either a flu shot or flu spray in the nose since July 1, 2018?

- ☐ 1 Yes
- ☐ 2 No
- ☐ 3 Don't know

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

- ☐ 1 Every day
- ☐ 2 Some days
- ☐ 3 Not at all → ***If Not at All, Go to Question 43***
- ☐ 4 Don't know → ***If Don't know, Go to Question 43***

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

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

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

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

Please continue on next page →

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

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

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

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

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

- ☐ 1 Yes
- ☐ 2 No

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

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

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

- ☐ 1 Yes
- ☐ 2 No

47. What is your age?

- ☐ 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

48. Are you male or female?

- ☐ 1 Male
- ☐ 2 Female

49. 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

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

- ☐ 1 Yes, Hispanic or Latino
- ☐ 2 No, Not Hispanic or Latino

51. What is your 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

52. Did someone help you complete this survey?

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

53. 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

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.

Oregon Health Authority

2019

ΩHP3Σ

Instrucciones para el cuestionario

Conteste cada pregunta marcando el cuadrito 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).

1. Nuestros registros muestran que usted 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 su plan de salud? *(Por favor escriba en letra de molde)*

   _____

La atención médica que usted recibió en los últimos 6 meses

Estas preguntas son acerca de la atención médica que usted ha recibido. No incluya la atención que recibió cuando pasó la noche hospitalizado. No incluya las consultas al dentista.

3. En los últimos 6 meses, ¿tuvo usted 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***

Por favor continuar en la parte interior →

4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron tan pronto como 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 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 en un consultorio médico o en una clínica tan pronto como 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 fue a una sala de emergencia, ¿cuántas veces fue a un consultorio médico o a una clínica para recibir atención médica para usted mismo?
   - ☐ 0 Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 15***
   - ☐ 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 un doctor u otro profesional médico sobre cosas específicas que usted podría hacer para prevenir enfermedades?
   - ☐ 1 Sí
   - ☐ 2 No

9. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre comenzar o suspender una medicina recetada?
   - ☐ 1 Sí
   - ☐ 2 No → ***Si contestó "No", pase a la pregunta 13***

10. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?
    - ☐ 1 Sí
    - ☐ 2 No

11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez no quiera tomar una medicina?
    - ☐ 1 Sí
    - ☐ 2 No

12. Cuando hablaron de comenzar o suspender una medicina recetada, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para usted?
    - ☐ 1 Sí
    - ☐ 2 No

13. 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 a toda la atención médica que ha recibido en los últimos 6 meses?

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

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

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

Su doctor personal

15. El doctor personal es aquel a quien usted va si necesita un chequeo, quiere pedir consejo sobre un problema de salud o si se enferma o lastima. ¿Tiene usted un doctor personal?

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 24***

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

- ☐ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 23***
- ☐ 1 vez
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 a 9
- ☐ 10 veces o más

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

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

18. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

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

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

Por favor continuar en la página siguiente →

20. En los últimos 6 meses, ¿con qué frecuencia su doctor personal pasó suficiente tiempo con usted?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

21. En los últimos 6 meses, ¿lo atendió algún doctor u otro profesional médico además de su doctor personal?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 23***

22. En los últimos 6 meses, ¿con qué frecuencia parecía su doctor personal estar informado y al día acerca de la atención que usted había recibido de estos doctores u otros profesionales médicos?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

23. 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 a su doctor personal?
    - ☐ 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

La atención médica que recibió de especialistas

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

24. 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 con un especialista?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 28***

25. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como usted la necesitaba?
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

26. ¿Cuántos especialistas ha visto en los últimos 6 meses?
    - ☐ 0 Ninguno → ***Si contestó "Ninguno", pase a la pregunta 28***
    - ☐ 1 1 especialista
    - ☐ 2 2
    - ☐ 3 3
    - ☐ 4 4
    - ☐ 5 5 especialistas o más

27. Queremos saber cómo califica al especialista al que 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 al especialista?

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

Su plan de salud

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

28. En los últimos 6 meses, ¿buscó alguna información en materiales escritos o en la Internet sobre cómo funciona su plan de salud?

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

29. En los últimos 6 meses, ¿con qué frecuencia encontró la información que usted necesitaba sobre cómo funciona su plan de salud en materiales escritos o en la Internet?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

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

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 33***

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

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

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

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

33. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para que lo llenara?

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 35***

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

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

Por favor continuar en la página siguiente →

35. 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 su plan de salud?

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

35a. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cual necesitó equipo especial, tal como un bastón, silla de rueda, o equipo de óxigeno?

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 35c***

35b. En los últimos 6 meses, ¿con qué frecuencia fue fácil para usted conseguir el equipo médico que usted necesitaba a través de su plan de salud?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

35c. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cual necesitó terapia especial, tal como terapia física, ocupacional o terapia del habla?

- ☐ Sí
- ☐ No → ***Si contestó "No", pase a la pregunta 35e***

35d. En los últimos 6 meses, ¿con qué frecuencia fue fácil para usted conseguir la terapia especial que usted necesitaba a través de su plan de salud?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

Preguntas adicionales

Las siguientes preguntas son sobre cuánto usted piensa que su doctor u otro proveedor de salud respeta sus creencias, actitudes, lenguaje y comportamiento.

35e. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le habló muy rápido?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

35f. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le interumpió cuando usted estaba hablando?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

35g. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud uso un tono condescendiente, sarcástico o grosero con usted?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

35h. En los últimos 6 meses, ¿sintió usted que podía confiarle su atención médica al doctor u otro proveedor de salud?

- ☐ 1 Sí, definitivamente
- ☐ 2 Sí, algo
- ☐ 3 No

Acceso a atención dental

35i. Un dentista regular es a quien usted va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Usted tiene un dentista regular?

- ☐ 1 Sí
- ☐ 2 No

35j. En los últimos 6 meses, ¿fue usted al consultorio de un dentista o a una clínica dental para recibir atención?

- ☐ 1 Sí
- ☐ 2 No → ***Si contestó "No", pase a la pregunta 35l***

35k. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacian durante el tratamiento?

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

35l. Si usted trató de conseguir una cita para usted con un dentista que se especializaba en un tipo de atención dental en particular (como una endodoncia (root canal) o enfermedad de las encias) en los últimos 6 meses, ¿con qué frecuencia le dieron una cita tan pronto como la quería?

- ☐ 1 Nunca
- ☐ 2 A veces
- ☐ 3 La mayoría de las veces
- ☐ 4 Siempre
- ☐ 5 No traté de conseguir una cita con un especialista dental para mí en los últimos 6 meses

35m. En los últimos 6 meses, si usted necesitó ver a un dentista de inmediato por una emergencia dental, ¿con qué frecuencia pudo ver usted a un dentista tan pronto como quería?

- ☐ 1 Nunca
- ☐ 2 A veces
- ☐ 3 La mayoría de las veces
- ☐ 4 Siempre
- ☐ 5 No tuve una emergencia dental en los últimos 6 meses

Por favor continuar en la página siguiente →

35n. 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?

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

Acerca de usted

36. En general, ¿cómo calificaría toda su salud?

- ☐ Excelente
- ☐ Muy buena
- ☐ Buena
- ☐ Regular
- ☐ Mala

37. En general, ¿cómo calificaría toda su salud mental o emocional?

- ☐ Excelente
- ☐ Muy buena
- ☐ Buena
- ☐ Regular
- ☐ Mala

38. Desde el 1 de julio del 2018, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o espray nasal?

- ☐ Sí
- ☐ No
- ☐ No sé

39. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- ☐ Todos los días
- ☐ Algunos días
- ☐ No fumo en absoluto → ***Si contestó "No fumo en absoluto", pase a la pregunta 43***
- ☐ No sé → ***Si contestó "No sé", pase a la pregunta 43***

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un doctor u otro profesional médico de su seguro que dejara de fumar o usar tabaco?

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

41. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló un doctor o profesional médico sobre medicamentos para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

- ☐ Nunca
- ☐ A veces
- ☐ La mayoría de las veces
- ☐ Siempre

42. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló con su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.
    - ☐ 1 Nunca
    - ☐ 2 A veces
    - ☐ 3 La mayoría de las veces
    - ☐ 4 Siempre

43. En los últimos 6 meses, ¿recibió usted atención médica 3 veces o más para la misma enfermedad o problema?
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 45***

44. ¿Se trata de una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.
    - ☐ 1 Sí
    - ☐ 2 No

45. ¿Necesita o toma ahora alguna medicina recetada por un doctor? No incluya anticonceptivos.
    - ☐ 1 Sí
    - ☐ 2 No → ***Si contestó "No", pase a la pregunta 47***

46. ¿Es esta medicina para tratar una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.
    - ☐ 1 Sí
    - ☐ 2 No

47. ¿Qué edad tiene?
    - ☐ 1 18 a 24 años
    - ☐ 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

48. ¿Es usted hombre o mujer?
    - ☐ 1 Hombre
    - ☐ 2 Mujer

49. ¿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

50. ¿Es usted de origen o ascendencia hispana o latina?
    - ☐ 1 Sí, hispano o latino
    - ☐ 2 No, ni hispano ni latino

Por favor continuar en la página siguiente →

51. ¿A qué raza pertenece? Marque una o más.

- ☐ a Blanca
- ☐ b Negra o afroamericana
- ☐ c Asiática
- ☐ d Nativa de Hawái o de otras islas del Pacífico
- ☐ e Indígena americana o nativa de Alaska
- ☐ f Otra

52. ¿Le ayudó alguien a completar esta encuesta?

- ☐ 1 Sí → ***Si contestó "Sí", pase a la pregunta 53***
- ☐ 2 No → ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

53. ¿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

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
Never or *Sometimes*	1 / 5 = 0.20	1 / 4 = 0.25	(0.20 + 0.25) / 2 = 0.2250
Usually	2 / 5 = 0.40	1 / 4 = 0.25	(0.40 + 0.25) / 2 = 0.3250
Always	2 / 5 = 0.40	2 / 4 = 0.50	(0.40 + 0.50) / 2 = 0.4500
Always or *Usually*	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 *Comparisons to Benchmarks and Prior-Year Results*.
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 *Experience of Care Measures*.
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the *Pearson correlation coefficient*. The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (*n*, or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See *Member Dispositions and Response Rate*.
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*.
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (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., *Always* or *Usually*) averaged across the questions that make up the composite. See *Question Summary Rates and Composite Global Proportions*.
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 *your organization* 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 *Never*, *Sometimes*, *Usually*, or *Always* response scale, with *Always* being the most favorable outcome. Results are typically reported as the proportion of members selecting *Usually* or *Always*. See *Question Summary Rates and Composite Global Proportions*.
Response Rate	Survey response rate is calculated using the following formula: $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{\text{[Complete and Eligible + Incomplete (but Eligible) + Refusal + Nonresponse after maximum attempts + Added to Do Not Call (DNC) List]}}$
Sample size	OHA's methodology used a sample size of 1,000 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 (*n*)	See *Denominator*
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.