Oregon Health Authority

Oregon Health Plan Report of Results for

PacificSource - Columbia Gorge Child Population

2019 CAHPS® 5.0H Medicaid Member Experience Survey

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INTRODUCTION

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

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

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

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

EXECUTIVE SUMMARY

CSS administered the Child Medicaid version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority on behalf of PacificSource - Columbia Gorge between January 9 and April 9, 2019. The final Child Medicaid survey sample for PacificSource - Columbia Gorge included 800 members. 232 members completed the survey, resulting in a response rate of 29.22 percent.

This section highlights some of the key survey findings for PacificSource - Columbia Gorge, 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 Health Plan (by 7.59 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	
Rating of Personal Doctor (by 7.01 points) Rating of Health Plan (by 8.46 points)	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 - Columbia Gorge 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 member access to care (ease of getting needed care, tests, or treatment)
2. Improving the ability of the health plan customer service to treat members with courtesy and respect
3. Improving member access to care (getting an appointment to see a specialist)
4. Improving member access to care (having a personal doctor)

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 - COLUMBIA GORGE CHILD 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	84.02%	**87.33%**	194	**150**	85.19%
	Q26. Rating of Personal Doctor	91.74%	**96.27%**	242	**161**	89.26% ▲
	Q30. Rating of Specialist Seen Most Often	72.41% (Low n)	**100.00%**	29	**30**	84.51%
	Q36. Rating of Health Plan	84.31% ▲	**91.89%**	274	**222**	83.43% ▲
Getting Needed Care **(% Always or Usually)**	*Getting Needed Care Composite*	85.44%	**83.29%**	114	**91**	84.77%
	Q14. Easy to get needed care	88.02%	**85.33%**	192	**150**	89.35%
	Q28. Easy to see specialists	82.86%	**81.25%**	35	**32**	80.18%
Getting Care Quickly **(% Always or Usually)**	*Getting Care Quickly Composite*	87.96%	**84.96%**	130	**100**	88.90%
	Q4. Got urgent care as soon as needed	89.39%	**86.49%**	66	**37**	91.76%
	Q6. Got routine care as soon as needed	86.53%	**83.44%**	193	**163**	86.03%
How Well Doctors Communicate* **(% Always or Usually)**	*How Well Doctors Communicate Composite*	95.66%	**97.62%**	179	**137**	95.22%
	Q17. Doctor explained things	96.09%	**97.81%**	179	**137**	95.89%
	Q18. Doctor listened carefully	95.53%	**98.54%**	179	**137**	96.02%
	Q19. Doctor showed respect	97.77%	**99.26%**	179	**136**	97.53%
	Q22. Doctor spent enough time	93.26%	**94.85%**	178	**136**	91.42%
Customer Service **(% Always or Usually)**	*Customer Service Composite*	90.74%	**86.24%**	92	**77**	87.52%
	Q32. Provided needed information/help	84.78%	**81.58%**	92	**76**	81.83%
	Q33. Treated with courtesy/respect	96.70%	**90.91%**	91	**77**	93.22%
Shared Decision Making** **(% Yes)**	*Shared Decision Making Composite*	73.35%	**88.14%**	39	**37**	79.08%
	Q10. Discussed reasons to take a medicine	84.62%	**94.59%**	39	**37**	90.12%
	Q11. Discussed reasons not to take a medicine	53.85% ▲	**83.33%**	39	**36**	69.46%
	Q12. Discussed what was best for you	81.58%	**86.49%**	38	**37**	77.66%
Other Areas	Q8. Health Promotion and Education (% Yes)	79.58%	**71.05%**	191	**152**	71.69%
	Q25. Coordination of Care (% Always or Usually)	87.10%	**90.00%**	62	**60**	83.95%

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 - Columbia Gorge, 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 - Columbia Gorge survey results are compared to the 2019 State OHP. The 2019 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.

- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where PacificSource - Columbia Gorge 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 - Columbia Gorge 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 - Columbia Gorge 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 - Columbia Gorge 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.

- *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 - Columbia Gorge results on each key driver are compared to the highest score among the one Child 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 - Columbia Gorge *Rating of Health Plan* score due to improved performance on the key driver. A separate section of the report provides some helpful resources for health plan quality improvement.

- The *Appendix* includes:

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

  - A copy of the survey instrument;

  - Step-by-step guidelines for calculating composite global proportions; and

  - A glossary of terms.

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

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

SAMPLE SELECTION

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

to identify children that were likely to have a chronic condition (CCC) based on claim and encounter records. Using this code, a sample was drawn from the child Medicaid population for members <u>not</u> likely to have a chronic condition to receive the standard Child Medicaid (w/o CCC measures).

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 - Columbia Gorge included 800 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 - Columbia Gorge sample members who met final eligibility criteria, 232 completed the survey, resulting in a response rate of 29.22 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2019 PACIFICSOURCE - COLUMBIA GORGE CHILD MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2019 State OHP
	Number	% Initial Sample	
Initial Sample	800	100.00%	---
Disposition			
Complete and Eligible - Mail	109	13.63%	12.65%
Complete and Eligible - Phone	119	14.88%	11.88%
Complete and Eligible - Internet	4	0.50%	0.61%
Complete and Eligible - Total	232	29.00%	25.15%
Does not meet Eligible Population criteria	6	0.75%	0.95%
Incomplete (but Eligible)	5	0.63%	0.72%
Ineligible	0	0.00%	2.13%
- Language barrier	0	0.00%	0.71%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.00%
Refusal	12	1.50%	1.46%
Nonresponse after maximum attempts	542	67.75%	70.50%
Added to Do Not Call (DNC) list	3	0.38%	0.51%
Response Rate*		29.22%	25.57%

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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, Child 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 your child needed?*

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

- *Getting Care Quickly* combines responses to two survey questions that address timely availability of both urgent and routine care:

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

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

- *How Well Doctors Communicate* combines responses to four survey questions that address physician communication:

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

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

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

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

- **Customer Service** combines responses to two survey questions that ask about member experience with the health plan's customer service:

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

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

- **Shared Decision Making** combines responses to three survey questions that focus on decisions about taking prescription medicines:

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

  - *Did you and a doctor or other health provider talk about the reasons you might <u>not</u> want your child to take a medicine?*

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

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 your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- **Coordination of Care**

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

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 - Columbia Gorge 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 Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority.   If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All 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 - Columbia Gorge 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.

CAHPS 5.0H Survey Measures*	2019 Rate	Difference** between 2019 Rate and…	
		2018 Rate	2019 State OHP
Ratings			
Rating of Personal Doctor	96.27%	4.54%	7.01% ▲
Rating of Specialist Seen Most Often	100.00%	27.59%	15.49%
Rating of All Health Care	87.33%	3.31%	2.15%
Rating of Health Plan	91.89%	7.59% ▲	8.46% ▲
Composite Measures			
Getting Needed Care	83.29%	-2.15%	-1.47%
Getting Care Quickly	84.96%	-3.00%	-3.93%
How Well Doctors Communicate	97.62%	1.96%	2.40%
Customer Service	86.24%	-4.50%	-1.28%
Shared Decision Making	88.14%	14.79%	9.06%
Additional Content Areas			
Health Promotion and Education	71.05%	-8.53%	-0.64%
Coordination of Care	90.00%	2.90%	6.05%

* 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 - Columbia Gorge 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
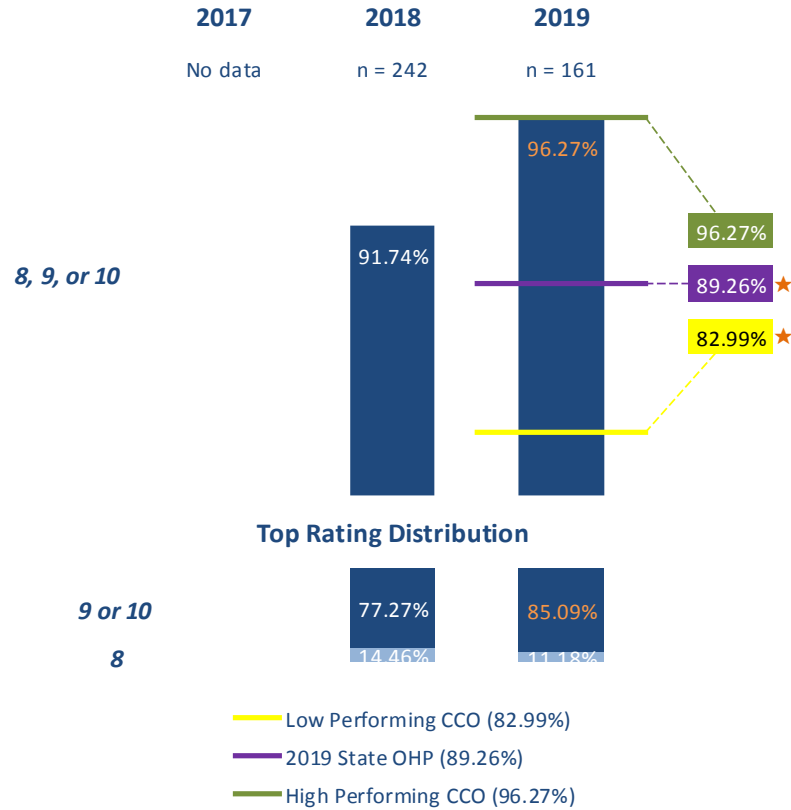
2017	2018	2019
No data	n = 242	n = 161

8, 9, or 10

96.27%

91.74%

96.27%

89.26% ★

82.99% ★

Top Rating Distribution

9 or 10

8

77.27%

85.09%

14.46%

11.18%

— Low Performing CCO (82.99%)
— 2019 State OHP (89.26%)
— High Performing CCO (96.27%)

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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
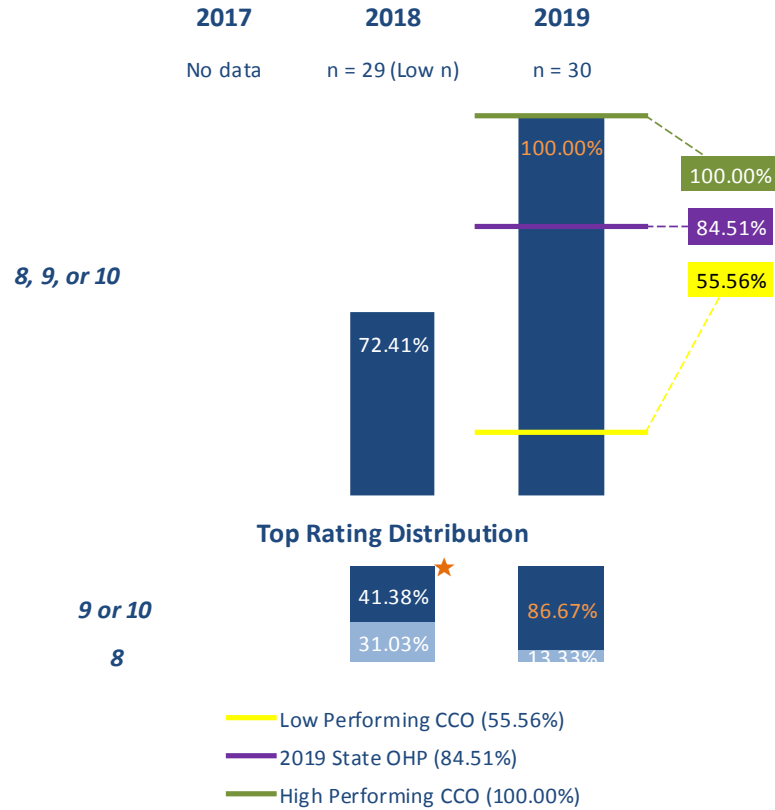
	2017	2018	2019
	No data	n = 29 (Low n)	n = 30

8, 9, or 10

2019:
- 100.00%
- High Performing CCO: 100.00%
- 2019 State OHP: 84.51%
- Low Performing CCO: 55.56%

2018: 72.41%

Top Rating Distribution

9 or 10

8

	2018	2019
9 or 10	41.38%	86.67%
8	31.03%	13.33%

Low Performing CCO (55.56%)
2019 State OHP (84.51%)
High Performing CCO (100.00%)

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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
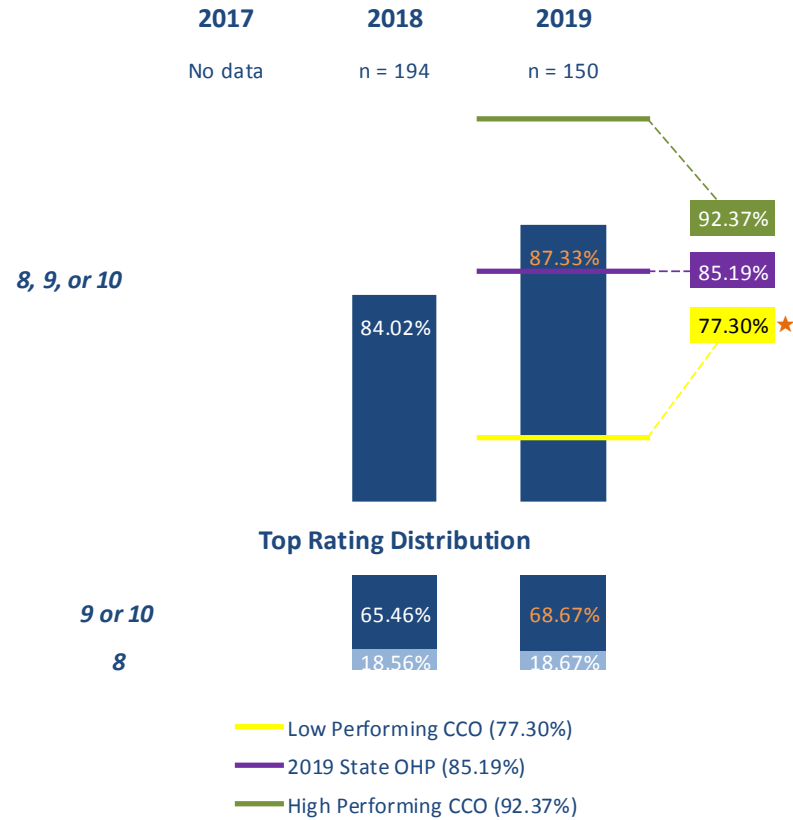
	2017	**2018**	**2019**
	No data	n = 194	n = 150

92.37%

87.33%   85.19%

8, 9, or 10   84.02%

77.30% ★

Top Rating Distribution

9 or 10   65.46%   68.67%

8   18.56%   18.67%

— Low Performing CCO (77.30%)
— 2019 State OHP (85.19%)
— High Performing CCO (92.37%)

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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

2017

No data

2018

n = 274

2019

n = 222

8, 9, or 10

91.89%

91.89%

83.43% ★

73.66% ★

84.31%

Top Rating Distribution

9 or 10

8

68.98%

15.33%

79.28%

12.61%

— Low Performing CCO (73.66%)

— 2019 State OHP (83.43%)

— High Performing CCO (91.89%)

12240

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

	2017	2018	2019
	No data	n = 114	n = 91

Always or Usually

85.44%

83.29%

95.28% ★

84.77%

77.29%

Top Rating Distribution

Always 50.46%   57.92%

Usually 34.98%   25.38%

— Low Performing CCO (77.29%)
— 2019 State OHP (84.77%)
— High Performing CCO (95.28%)

12240

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 your child needed?

2017	2018	2019
No data	n = 192	n = 150

98.25% ★
89.35%
81.89%

Always or Usually
88.02%   85.33%

Top Rating Distribution

Always   55.21%   53.33%

Usually   32.81%   32.00%

— Low Performing CCO (81.89%)
— 2019 State OHP (89.35%)
— High Performing CCO (98.25%)

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

2017	2018	2019
No data	n = 35	n = 32

92.31%
80.18%
65.52%

Always or Usually
82.86%   81.25%

Top Rating Distribution

Always   45.71%   62.50%

Usually   37.14%   18.75%

— Low Performing CCO (65.52%)
— 2019 State OHP (80.18%)
— High Performing CCO (92.31%)

12240

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

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

Getting Care Quickly (Composite)

Percent Responding Always or Usually

	2017	**2018**	**2019**
	No data	n = 130	n = 100

Always or Usually

97.81% ★

88.90%

87.96%

83.78%

84.96%

Top Rating Distribution

Always   60.00%   61.88%

Usually   27.96%   23.08%

— Low Performing CCO (83.78%)
— 2019 State OHP (88.90%)
— High Performing CCO (97.81%)

12240

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

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

Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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

2017	2018	2019
No data	n = 66	n = 37

Always or Usually

100.00%
91.76%
86.49%

89.39%
86.49%

Top Rating Distribution

Always
68.18%
64.86%

Usually
21.21%
21.62%

— Low Performing CCO (86.49%)
— 2019 State OHP (91.76%)
— High Performing CCO (100.00%)

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

2017	2018	2019
No data	n = 193	n = 163

Always or Usually

95.61% ★
86.03%
80.60%

86.53%
83.44%

Top Rating Distribution

Always
51.81%
58.90%

Usually
34.72%
24.54%

— Low Performing CCO (80.60%)
— 2019 State OHP (86.03%)
— High Performing CCO (95.61%)

12240

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

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

How Well Doctors Communicate (Composite)

Percent Responding Always or Usually

2017	2018	2019
No data	n = 179	n = 137

Always or Usually

2018: 95.66%
2019: 97.62%

97.90%
95.22%
92.70%

Top Rating Distribution

Always
2018: 79.28%
2019: 82.96%

Usually
2018: 16.38%
2019: 14.66%

— Low Performing CCO (92.70%)
— 2019 State OHP (95.22%)
— High Performing CCO (97.90%)

12240

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

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

How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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

	2017	2018	2019
	No data	n = 179	n = 137

Always or Usually

99.15%
97.81%
95.89%
96.09%
91.60% ★

Top Rating Distribution

Always
82.68%   81.02%

Usually
13.41%   16.79%

— Low Performing CCO (91.60%)
— 2019 State OHP (95.89%)
— High Performing CCO (99.15%)

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

	2017	2018	2019
	No data	n = 179	n = 137

Always or Usually

99.15%
98.54%
96.02%
95.53%
91.15% ★

Top Rating Distribution

Always
82.12%   88.32%

Usually
13.41%   10.22%

— Low Performing CCO (91.15%)
— 2019 State OHP (96.02%)
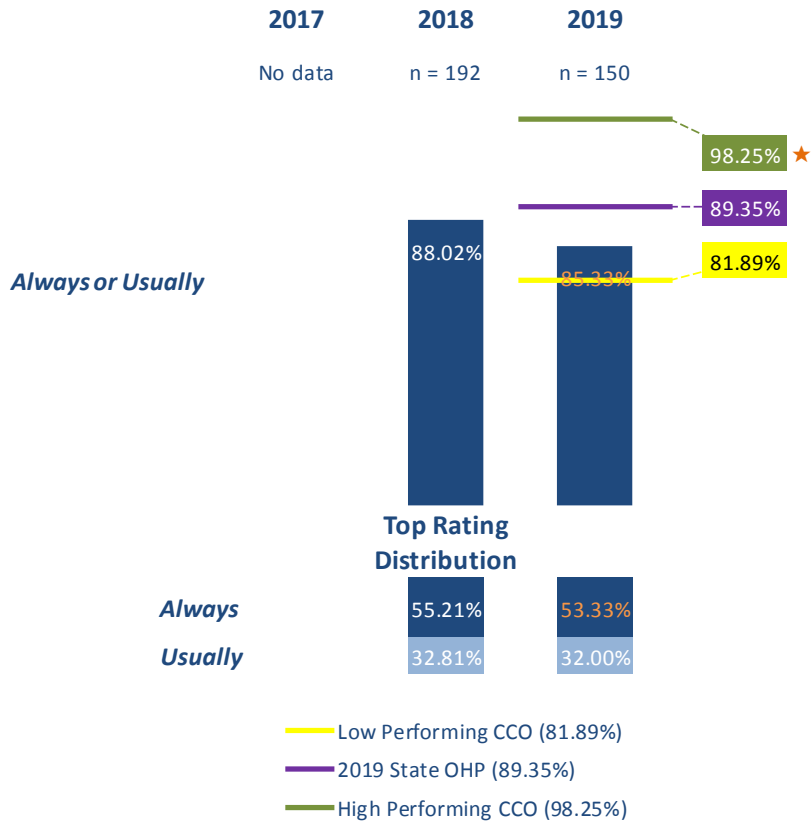— High Performing CCO (99.15%)

12240

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

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

How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

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

2017	2018	2019
No data	n = 179	n = 136

Always or Usually

97.77% (2018)
99.26% (2019) / 97.53%
100.00%
95.40%

Top Rating Distribution

Always
84.36% (2018) / 91.18% (2019)

Usually
13.41% (2018) / 8.09% (2019)

- Low Performing CCO (95.40%)
- 2019 State OHP (97.53%)
- High Performing CCO (100.00%)

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

2017	2018	2019
No data	n = 178	n = 136

Always or Usually

93.26% (2018)
94.85% (2019)
97.20%
91.42%
85.84% ★

Top Rating Distribution

Always
67.98% (2018) / 71.32% (2019)

Usually
25.28% (2018) / 23.53% (2019)

- Low Performing CCO (85.84%)
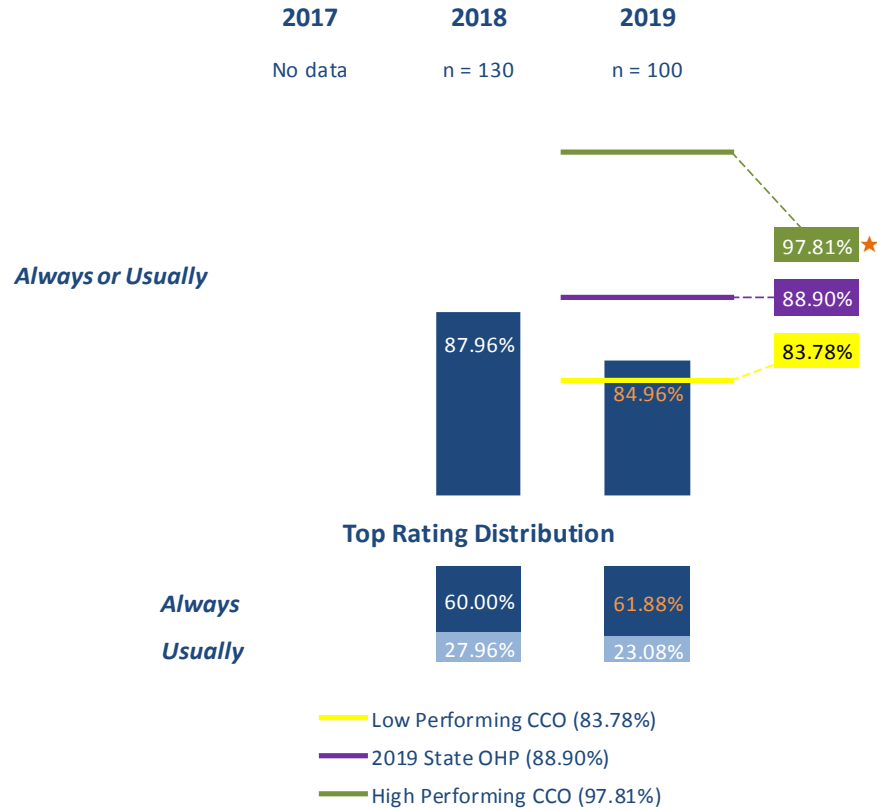- 2019 State OHP (91.42%)
- High Performing CCO (97.20%)

12240

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

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

Customer Service (Composite)

Percent Responding Always or Usually

2017	2018	2019
No data	n = 92	n = 77

Always or Usually

- 90.74% (2018)
- 86.24% (2019)
- 93.42% — High Performing CCO
- 87.52% — 2019 State OHP
- 79.46% — Low Performing CCO

Top Rating Distribution

	2018	2019
Always	59.60%	57.44%
Usually	31.15%	28.80%

— Low Performing CCO (79.46%)
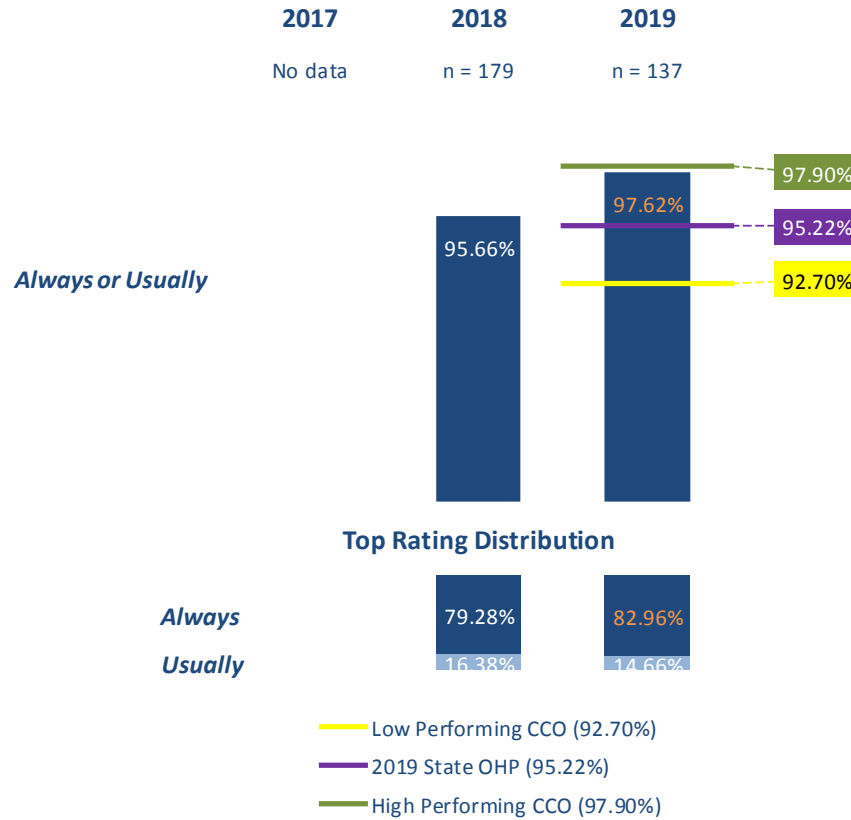— 2019 State OHP (87.52%)
— High Performing CCO (93.42%)

12240

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

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

Customer Service (Contributing Items)

Percent Responding Always or Usually

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

2017	2018	2019
No data	n = 92	n = 76

Always or Usually

- 84.78%
- 89.47%
- 81.83%
- 81.58%
- 69.57%

Top Rating Distribution

Always	53.26%	46.05%
Usually	31.52%	35.53%

— Low Performing CCO (69.57%)
— 2019 State OHP (81.83%)
— High Performing CCO (89.47%)

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

2017	2018	2019
No data	n = 91	n = 77

Always or Usually

- 98.08%
- 96.70%
- 93.22%
- 90.91%
- 89.13%

Top Rating Distribution

Always	65.93%	68.83%
Usually	30.77%	22.08%

— Low Performing CCO (89.13%)
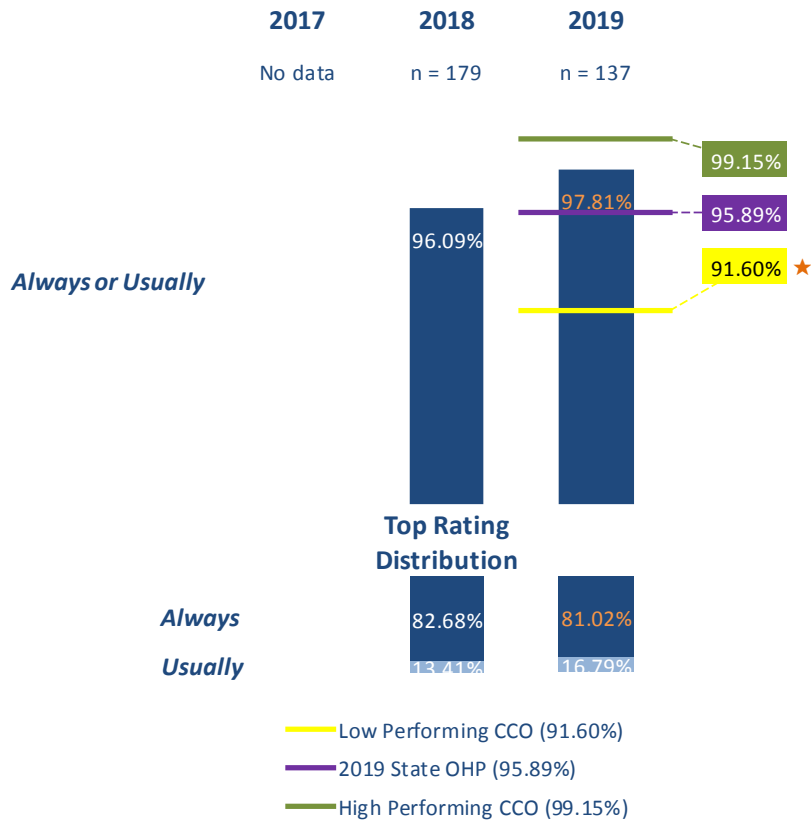— 2019 State OHP (93.22%)
— High Performing CCO (98.08%)

12240

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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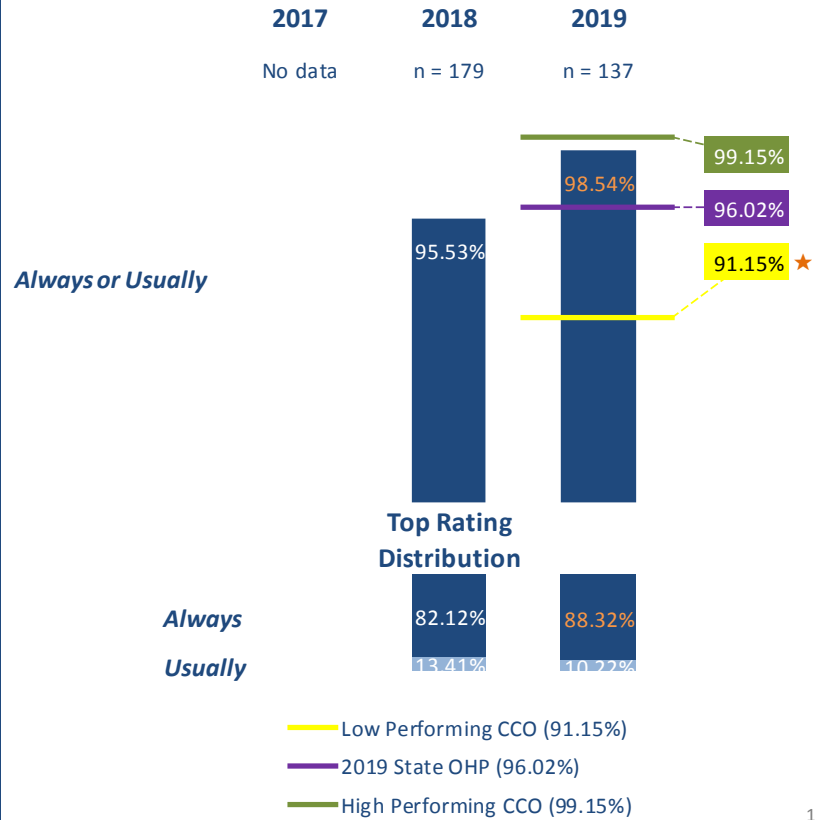
Shared Decision Making (Composite)

Percent Responding Yes

	2017	2018	2019
	No data	n = 39	n = 37

Yes

88.14%

88.14%

79.08%

70.65%

73.35%

88.14%

— Low Performing CCO (70.65%)

— 2019 State OHP (79.08%)

— High Performing CCO (88.14%)

12240

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 your child to take a medicine?

2017	2018	2019
No data	n = 39	n = 37

Yes

100.00%
94.59%
90.12%
84.62%
84.62%

— Low Performing CCO (84.62%)
— 2019 State OHP (90.12%)
— High Performing CCO (100.00%)

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

2017	2018	2019
No data	n = 39	n = 36

Yes

86.96%
83.33%
69.46%
53.57% ★
53.85% ★

— Low Performing CCO (53.57%)
— 2019 State OHP (69.46%)
— High Performing CCO (86.96%)

12240

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

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

2017	2018	2019
No data	n = 38	n = 37

Yes

2018: 81.58%

2019: 86.49%

90.91%

77.66%

58.62% ★

Low Performing CCO (58.62%)

2019 State OHP (77.66%)

High Performing CCO (90.91%)

12240

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.

Health Promotion and Education (Single Item)

Percent Responding Yes
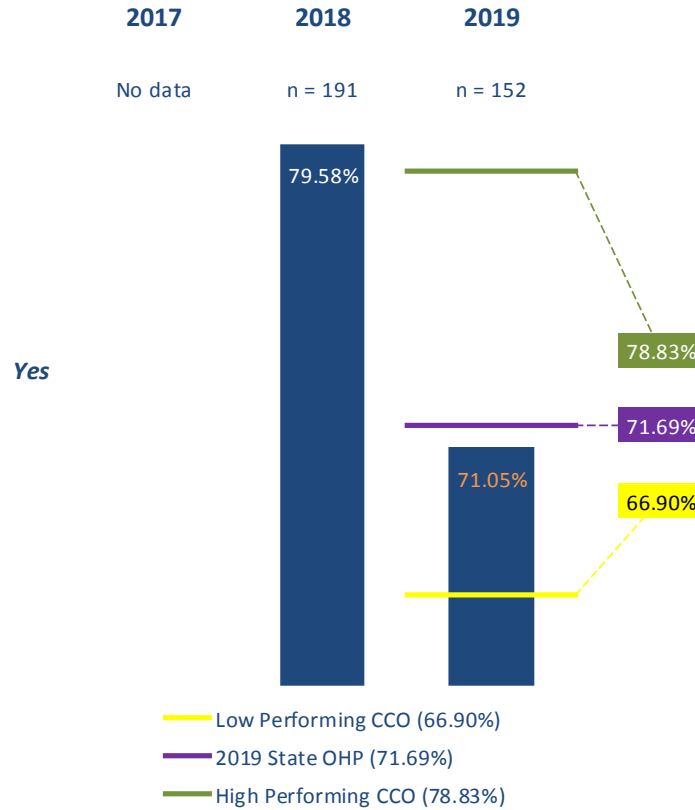
	2017	**2018**	**2019**
	No data	n = 191	n = 152

79.58%

78.83%

71.69%

71.05%

66.90%

Yes

— Low Performing CCO (66.90%)
— 2019 State OHP (71.69%)
— High Performing CCO (78.83%)

12240

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

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

Coordination of Care (Single Item)

Percent Responding Always or Usually
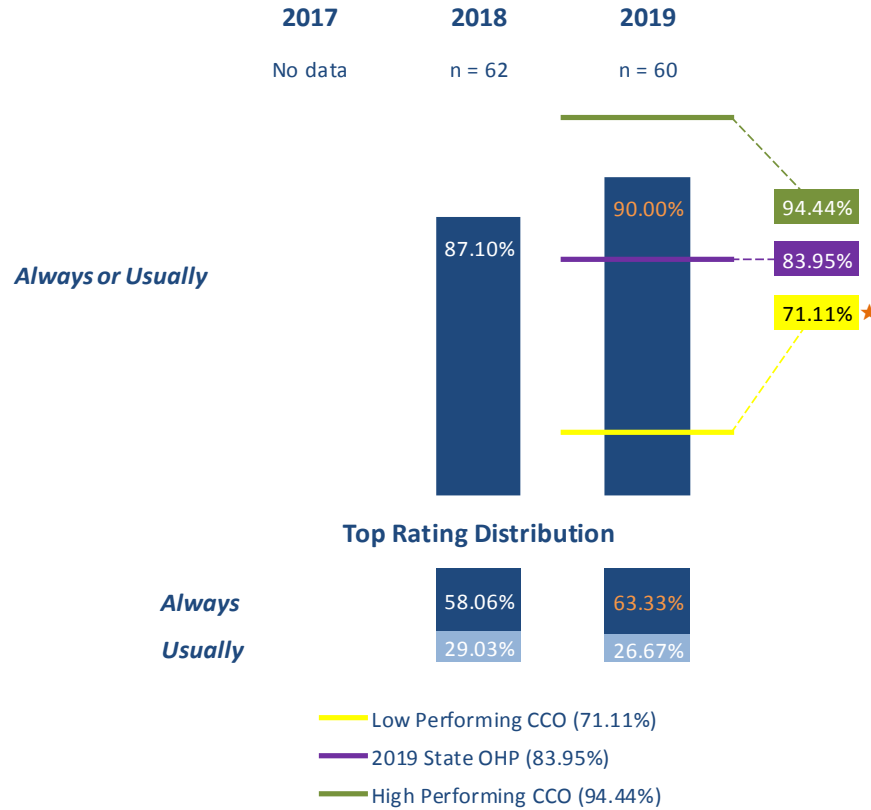
2017	2018	2019
No data	n = 62	n = 60

Always or Usually

- 2018: 87.10%
- 2019: 90.00%
- 94.44%
- 83.95%
- 71.11% ★

Top Rating Distribution

	2018	2019
Always	58.06%	63.33%
Usually	29.03%	26.67%

— Low Performing CCO (71.11%)
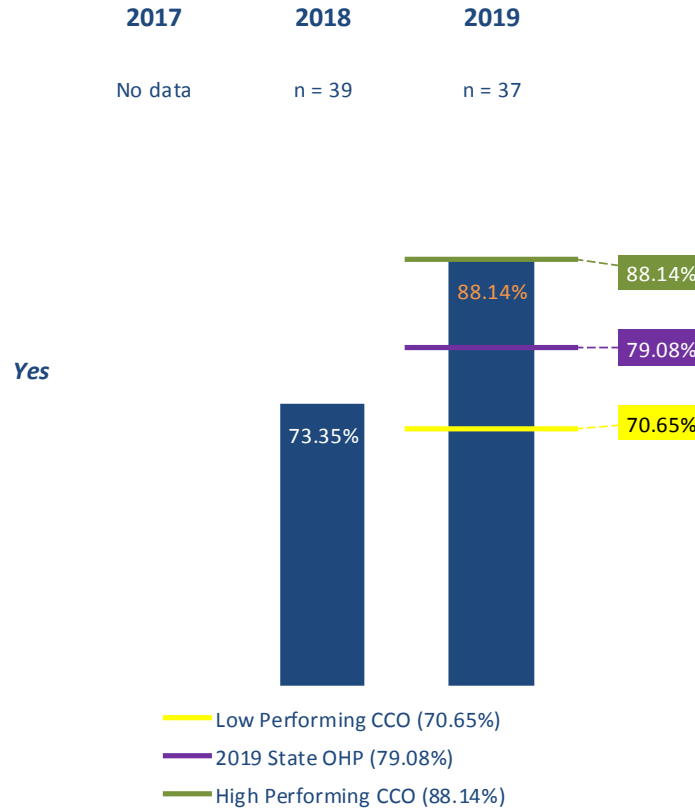— 2019 State OHP (83.95%)
— High Performing CCO (94.44%)

12240

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

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

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

Percent Responding Always or Usually

Q35. In the last 6 months, how often were the forms from your child's health plan easy to fill out? (Note: Respondents who did not have to fill out any forms from the health plan are counted as answering "Always".)

2017	2018	2019
No data	n = 265	n = 223

Always or Usually

97.65% ★
92.51%
89.47%

91.03%

87.92%

Top Rating Distribution

Always 71.32% 77.58%

Usually 16.60% 13.45%

— Low Performing CCO (89.47%)
— 2019 State OHP (92.51%)
— High Performing CCO (97.65%)

12240

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.
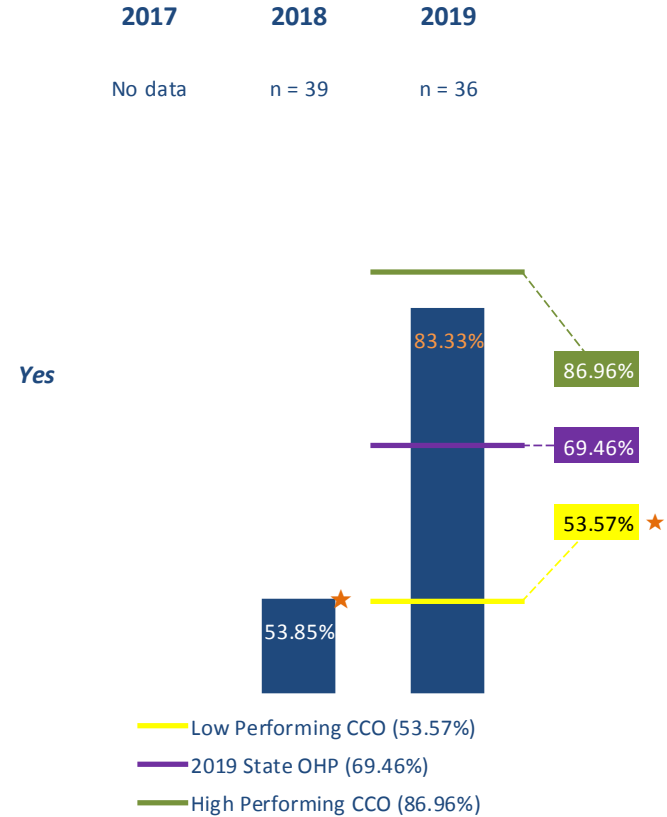
MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the PacificSource - Columbia Gorge 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 - Columbia Gorge 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 - Columbia Gorge 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:

- Child's age

- Child's gender

- Child's health status

- Child's mental or emotional health status

- Respondent's age

- Respondent's gender

- Respondent's education level

- Respondent's relationship to the child

- Child's race

- Child's ethnicity (Hispanic or Latino)

Q39. What is your child's age?

Your Organization

State OHP*

- ■ Less than 1 year old
- ■ 1 year old
- ■ 2 years old
- ■ 3 years old
- ■ 4 to 6 years old
- ■ 7 to 9 years old
- ■ 10 to 13 years old
- ■ 14 to 18 years old

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q39**

Age	Percent
Less than 1 year old	No data
1 year old	100%
2 years old	94%
3 years old	91%
4 to 6 years old	86%
7 to 9 years old	100%
10 to 13 years old	94%
14 to 18 years old	87%

Q40. Is your child 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 Q40**

Sex	Percent
Male	92%
Female	92%

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.

* 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 Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.

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

Your Organization

- 48% Excellent
- 25% Very good
- 22% Good
- 6% Fair
- <1% Poor

State OHP*

- 48% Excellent
- 34% Very good
- 14% Good
- 3% Fair
- <1% Poor

Legend: ■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

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

Response	Percent
Excellent	91%
Very good	92%
Good	94%
Fair	85%
Poor	100%

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

Your Organization

- 52% Excellent
- 29% Very good
- 16% Good
- 3% Fair
- <1% Poor

State OHP*

- 51% Excellent
- 29% Very good
- 16% Good
- 4% Fair
- <1% Poor

Legend: ■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q38**

Response	Percent
Excellent	93%
Very good	92%
Good	92%
Fair	100%
Poor	No data

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

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

** Includes members who answered the question and provided a valid response to Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.

Q43. What is your age?

Your Organization

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

State OHP*

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q43**

Age	Percent
Under 18	100%
18 to 24	91%
25 to 34	93%
35 to 44	92%
45 to 54	93%
55 to 64	83%
65 to 74	100%
75 or older	No data

Q44. Are you male or female?

Your Organization

- Male
- Female

State OHP*

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q44**

Gender	Percent
Male	95%
Female	92%

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.

* 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 Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.

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

Your Organization
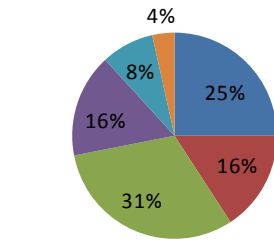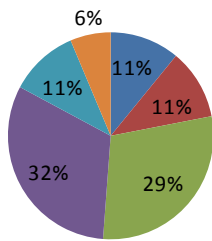
- 25% 8th grade or less
- 16% Some high school, but did not graduate
- 31% High school graduate or GED
- 16% Some college or 2-year degree
- 8% 4-year college graduate
- 4% More than 4-year college degree

State OHP*

- 11% 8th grade or less
- 11% Some high school, but did not graduate
- 29% High school graduate or GED
- 32% Some college or 2-year degree
- 11% 4-year college graduate
- 6% More than 4-year college degree

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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q45**

8th grade or less	96%
Some high school, but did not...	94%
High school graduate or GED	93%
Some college or 2-year degree	94%
4-year college graduate	78%
More than 4-year college degree	63%
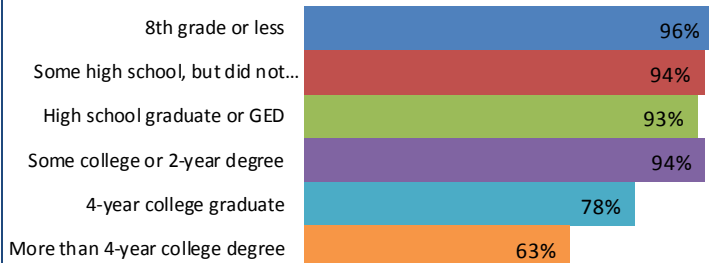
Q46. How are you related to the child?

Your Organization

- 97% Mother or father
- 2%
- <1% 0% <1% 0% 0%

State OHP*

- 94% Mother or father
- 4%
- <1% <1% 1% <1% <1%
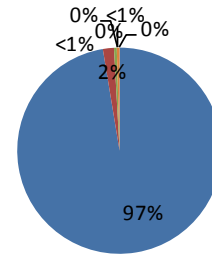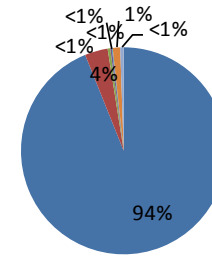
Legend:
- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q46**
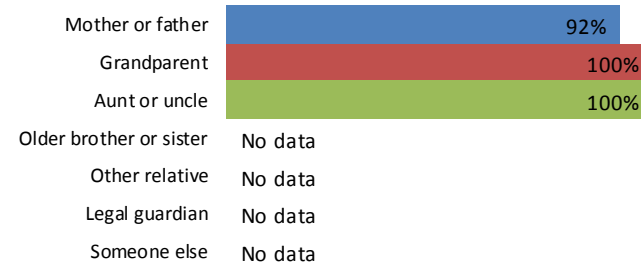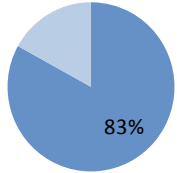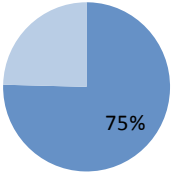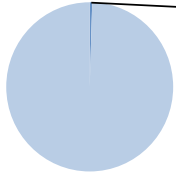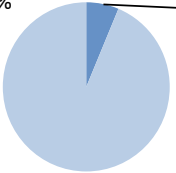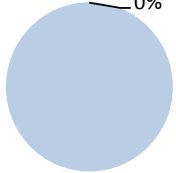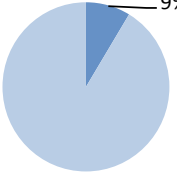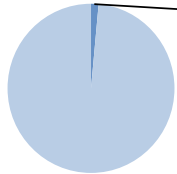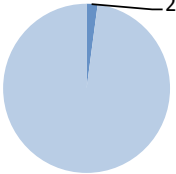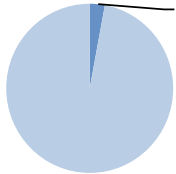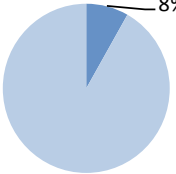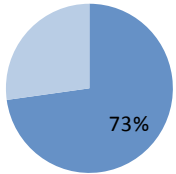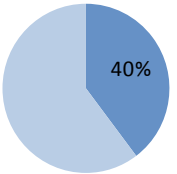
Mother or father	92%
Grandparent	100%
Aunt or uncle	100%
Older brother or sister	No data
Other relative	No data
Legal guardian	No data
Someone else	No data

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.

12240

* 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 Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.

Q42. What is your child's race? Mark one or more. % White	Q42. What is your child's race? Mark one or more. % Black or African-American	Q42. What is your child's race? Mark one or more. % Asian
Your Organization 83% State OHP* 75%	Your Organization <1% State OHP* 6%	Your Organization 0% State OHP* 9%
Percent of White Members Rating Their Plan as 8, 9, or 10** — 92%	Percent of Black or African-American Members Rating Their Plan as 8, 9, or 10** — 100%	Percent of Asian Members Rating Their Plan as 8, 9, or 10** — No data

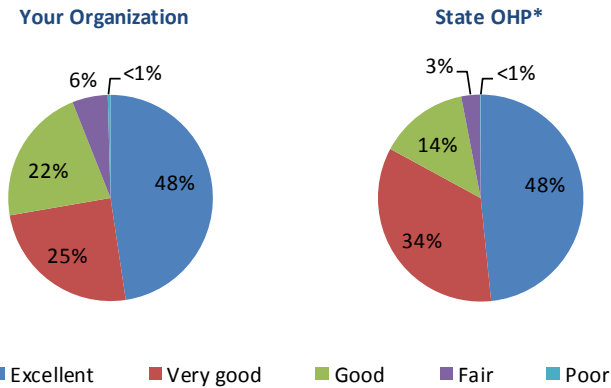| Q42. What is your child's race? Mark one or more. % Native Hawaiian or other Pacific Islander	Q42. What is your child's race? Mark one or more. % American Indian or Alaska Native	Q41. Is your child of Hispanic or Latino origin or descent? % Yes, Hispanic or Latino
Your Organization 1% State OHP* 2%	Your Organization 3% State OHP* 8%	Your Organization 73% State OHP* 40%
Percent of Native Hawaiian or other Pacific Islander Members Rating Their Plan as 8, 9, or 10** — 67%	Percent of American Indian or Alaska Native Members Rating Their Plan as 8, 9, or 10** — 83%	Percent of Yes, Hispanic or Latino Members Rating Their Plan as 8, 9, or 10** — 96%

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.

12240

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** Includes members who answered the question and provided a valid response to Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.
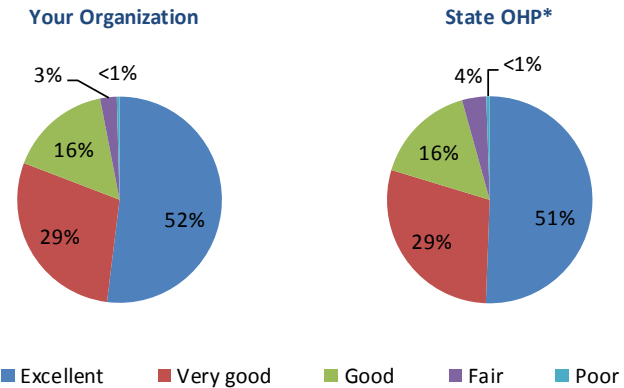
USE OF SERVICES

The following utilization measures are included in this section:

- Seeking urgent care

- Making appointments for routine care

- Discussing prescription medications with doctor

- Having a personal doctor

- Receiving care from a provider other than personal doctor

- Making an appointment to see a specialist

- Number of visits to a doctor's office or clinic

- Number of specialists seen

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

Your Organization: 17%
State OHP*: 27%

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

Yes	87%
No	93%

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

Your Organization: 74%
State OHP*: 66%

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

Yes	91%
No	95%

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

Your Organization: 24%
State OHP*: 23%

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

Yes	95%
No	88%

Q15. A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor? (% Yes)

Your Organization: 87%
State OHP*: 90%

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

Yes	93%
No	75%

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

Your Organization: 44%
State OHP*: 41%

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

Yes	97%
No	89%

Q27. In the last 6 months, did you make any appointments for your child to see a specialist? (% Yes)

Your Organization: 14%
State OHP*: 14%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Q27 (Yes/No)**

Yes	97%
No	91%

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.

12240

* 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 Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.

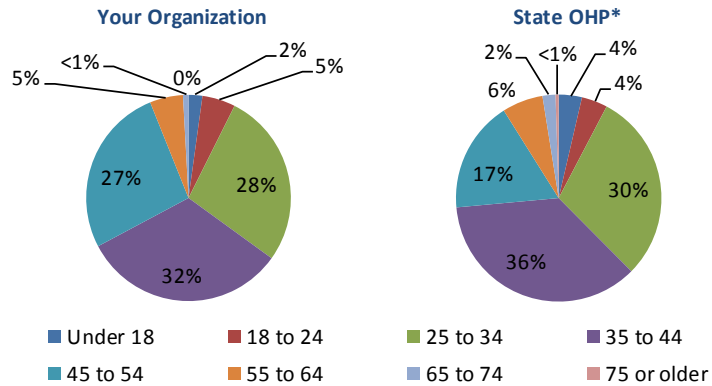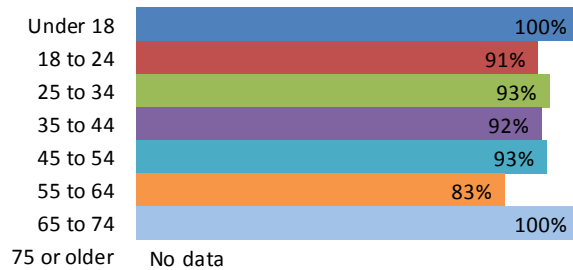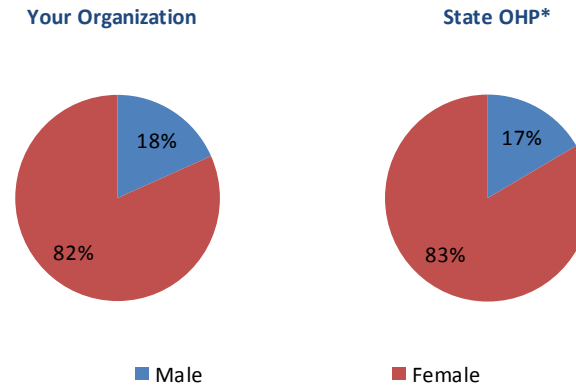**Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?**
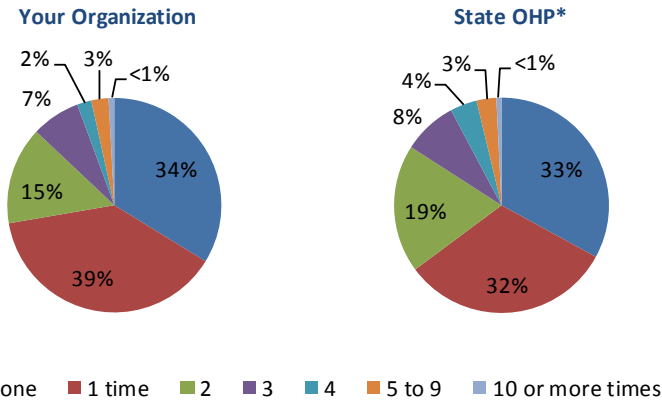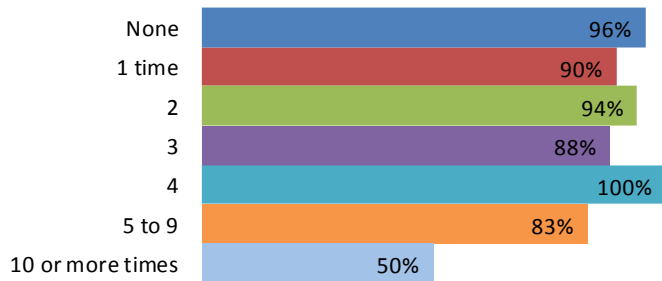
Q29. How many specialists has your child seen in the last 6 months?
(Note: the question applies only to those respondents who had appointments with specialists.)
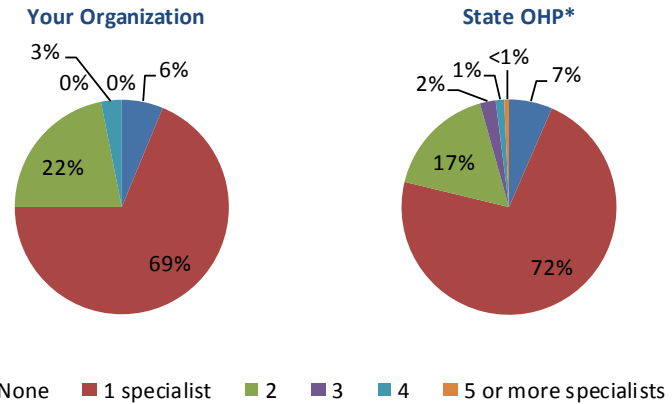
Your Organization

- None: 34%
- 1 time: 39%
- 2: 15%
- 3: 7%
- 4: 2%
- 5 to 9: 3%
- 10 or more times: <1%

State OHP*

- None: 33%
- 1 time: 32%
- 2: 19%
- 3: 8%
- 4: 4%
- 5 to 9: 3%
- 10 or more times: <1%

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

Your Organization

- None: 6%
- 1 specialist: 69%
- 2: 22%
- 3: 0%
- 4: 0%
- 5 or more specialists: 3%

State OHP*

- None: 7%
- 1 specialist: 72%
- 2: 17%
- 3: 1%
- 4: 2%
- 5 or more specialists: <1%

Legend: ■ 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 Q7**
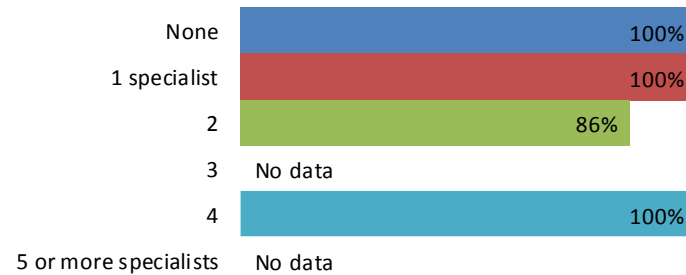
- None: 96%
- 1 time: 90%
- 2: 94%
- 3: 88%
- 4: 100%
- 5 to 9: 83%
- 10 or more times: 50%

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q29**

- None: 100%
- 1 specialist: 100%
- 2: 86%
- 3: No data
- 4: 100%
- 5 or more specialists: No data

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.

12240

* 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 Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 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 - Columbia Gorge to industry best practices in these areas; and

- To estimate the impact of improving performance on these measures on the *Rating of Health Plan* measure.

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

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

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

KEY DRIVER MODEL DEVELOPMENT

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

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

INDUSTRY KEY DRIVER MODEL

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

The quality of interactions with the health plan's customer service is a strong predictor of the overall rating of the plan. Plan rating are also strongly related to members' ability to get the care their children need as soon as they need it (Q14 and Q28) and access to a personal doctor (Q15). *Rating of Personal Doctor* (Q26) may reflect the quality of the health plan's network and its ability to contract with better providers.

Key Driver	Interpretation
Q33. Customer service treated member with courtesy and respect (percent *Always* or *Usually*)	The higher the proportion of respondents reporting that they were treated with courtesy and respect by customer service, the higher the overall plan score
Q26. Rating of Personal Doctor (percent *8*, *9*, or *10*)	The higher the proportion of members rating their child's personal doctor as *8*, *9*, or *10*, the higher the overall plan score
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q28. Got specialist appointment as soon as needed (percent *Always* or *Usually*)	The higher the proportion of respondents who were able to get a specialist appointment when they needed it, the higher the overall plan score
Q15. Child has a personal doctor (percent *Yes*)	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

The middle panel of the chart compares how PacificSource - Columbia Gorge 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 Child 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 - Columbia Gorge 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 - Columbia Gorge 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.

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
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	**85.33%**	+12.91%	**98.25%**	**+4.59%**
Q33. Customer service treated member with courtesy and respect (percent *Always* or *Usually*)	**90.91%**	+7.17%	**98.08%**	**+3.46%**
Q28. Got specialist appointment as soon as needed (percent *Always* or *Usually*)	**81.25%**	+11.06%	**92.31%**	**+0.94%**
Q15. Child has personal doctor (percent *Yes*)	**87.37%**	+8.20%	**95.57%**	**+0.74%**
Q26. Rating of Personal Doctor (percent *8, 9,* or *10*)	**96.27%**	Current Key Driver performance is at or above the Best Practice level	**96.27%**	**None**

* 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 - Columbia Gorge. 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 - Columbia Gorge than others, especially because many of the cited interventions are intended to be implemented at the practice or provider level. For a useful introduction to quality improvement (QI), refer to The Agency for Health Care Research and Quality's (AHRQ) reference guide that includes descriptions of QI strategies in health delivery systems (https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/quality-improvement/improvement-guide/4-approach-qi-process/cahps-section-4-ways-to-approach-qi-process.pdf).

IMPROVING ACCESS TO CARE: EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT; SCHEDULING SPECIALIST APPOINTMENTS; HAVING A PERSONAL DOCTOR (Q14, Q28, Q15)

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

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

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

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

- *Importance of Usual Source of Care* – A usual source of care is important not only for satisfaction purposes, but also because usual sources of care are related to health outcomes. These papers, funded by AHRQ, explore the role of a usual source of care in ensuring that children receive proper care. See http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3512198/ and http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3262919/.

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

- *Improve Referral Communication* – The coordination of care between primary and specialist providers can be a challenge and may affect patient perceptions of their specialist care. Improving the coordination of care and case management can increase satisfaction with specialists. For examples of interventions that improve care coordination efficiency and quality, see https://innovations.ahrq.gov/profiles/electronic-referrals-and-communications-reduce-wait-times-specialty-appointments-and as well as https://innovations.ahrq.gov/profiles/referring-physicians-send-electronic-handoff-note-pertinent-patient-information-emergency.

IMPROVING QUALITY OF DOCTORS IN HEALTH PLAN NETWORK (Q26)

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

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

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. Many of these recommendations could be adapted for parents or guardians of younger patients. See http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html. For a sample communication template that providers can distribute to patients before or during visits, see http://www.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/).

IMPROVING QUALITY OF INTERACTIONS WITH CUSTOMER SERVICE (Q33)

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

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

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

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

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Satisfaction With the Experience of Care

Survey Measures*	2019 State OHP	Plan Rate 2019	Plan Rate 2018
Ratings			
Rating of Personal Doctor	89.26%	**96.27%**	91.74%
Rating of Specialist	84.51%	**100.00%**	72.41%
Rating of All Health Care	85.19%	**87.33%**	84.02%
Rating of Health Plan	83.43%	**91.89%**	84.31%
Composites			
Getting Needed Care	84.77%	**83.29%**	85.44%
Getting Care Quickly	88.90%	**84.96%**	87.96%
How Well Doctors Communicate	95.22%	**97.62%**	95.66%
Customer Service	87.52%	**86.24%**	90.74%
Shared Decision Making	79.08%	**88.14%**	73.35%
Additional Content Areas			
Health Promotion and Education	71.69%	**71.05%**	79.58%
Coordination of Care	83.95%	**90.00%**	87.10%

* 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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 3

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

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	4,099	232	278	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	43	2	0	0	2	0	2	0	2	0	0	2	0	1	0	1	2	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	4,056	230	278	42	185	70	109	49	91	71	64	164	62	151	0	53	165	50	14	78	144	8
	99.0%	99.1%	100.0%	100.0%	98.9%	100.0%	98.2%	100.0%	97.8%	100.0%	100.0%	98.8%	100.0%	99.3%	---	98.1%	98.8%	100.0%	100.0%	100.0%	99.3%	100.0%
Yes	1,078	39	70	10	28	16	17	6	13	12	14	26	13	23	0	11	27	8	4	2	33	4
	26.6%	17.0%	25.2%	23.8%	15.1%	22.9%	15.6%	12.2%	14.3%	16.9%	21.9%	15.9%	21.0%	15.2%	---	20.8%	16.4%	16.0%	28.6%	2.6%	22.9%	50.0%
No	2,978	191	208	32	157	54	92	43	78	59	50	138	49	128	0	42	138	42	10	76	111	4
	73.4%	83.0%	74.8%	76.2%	84.9%	77.1%	84.4%	87.8%	85.7%	83.1%	78.1%	84.1%	79.0%	84.8%	---	79.2%	83.6%	84.0%	71.4%	97.4%	77.1%	50.0%
Significantly different from column:*		AC																		U	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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 4

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

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

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	1,078	39	66	10	28	16	17	6	13	12	14	26	13	23	0	11	27	8	4	2	33	4
Number missing or multiple answer	22	2	0	0	2	0	0	2	1	0	1	1	1	2	0	0	2	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,056	37	66	10	26	16	17	4	12	12	13	25	12	21	0	11	25	8	4	2	31	4
	98.0%	94.9%	100.0%	100.0%	92.9%	100.0%	100.0%	66.7%	92.3%	100.0%	92.9%	96.2%	92.3%	91.3%	---	100.0%	92.6%	100.0%	100.0%	100.0%	93.9%	100.0%
Never	8	2	1	0	1	1	1	0	0	0	2	0	2	1	0	0	2	0	0	0	0	2
	0.8%	5.4%	1.5%	0.0%	3.8%	6.3%	5.9%	0.0%	0.0%	0.0%	15.4%	0.0%	16.7%	4.8%	---	0.0%	8.0%	0.0%	0.0%	0.0%	0.0%	50.0%
Sometimes	79	3	6	1	2	1	2	0	3	0	0	2	1	1	0	1	1	2	0	1	2	0
	7.5%	8.1%	9.1%	10.0%	7.7%	6.3%	11.8%	0.0%	25.0%	0.0%	0.0%	8.0%	8.3%	4.8%	---	9.1%	4.0%	25.0%	0.0%	50.0%	6.5%	0.0%
Usually	160	8	14	3	5	2	5	1	2	5	1	8	0	5	0	3	5	2	1	1	5	2
	15.2%	21.6%	21.2%	30.0%	19.2%	12.5%	29.4%	25.0%	16.7%	41.7%	7.7%	32.0%	0.0%	23.8%	---	27.3%	20.0%	25.0%	25.0%	50.0%	16.1%	50.0%
Always	809	24	45	6	18	12	9	3	7	7	10	15	9	14	0	7	17	4	3	0	24	0
	76.6%	64.9%	68.2%	60.0%	69.2%	75.0%	52.9%	75.0%	58.3%	58.3%	76.9%	60.0%	75.0%	66.7%	---	63.6%	68.0%	50.0%	75.0%	0.0%	77.4%	0.0%
Significantly different from column:*	■		■																			
Usually or Always	969	32	59	9	23	14	14	4	9	12	11	23	9	19	0	10	22	6	4	1	29	2
	91.8%	86.5%	89.4%	90.0%	88.5%	87.5%	82.4%	100.0%	75.0%	100.0%	84.6%	92.0%	75.0%	90.5%	---	90.9%	88.0%	75.0%	100.0%	50.0%	93.5%	50.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions 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 for your child at a doctor's office or clinic?

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	274	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	56	3	0	2	1	1	0	2	1	0	1	3	0	2	0	0	2	1	0	2	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,043	229	274	40	186	69	111	47	92	71	63	163	62	150	0	54	165	49	14	76	144	8
	98.6%	98.7%	100.0%	95.2%	99.5%	98.6%	100.0%	95.9%	98.9%	100.0%	98.4%	98.2%	100.0%	98.7%	---	100.0%	98.8%	98.0%	100.0%	97.4%	99.3%	100.0%
Yes	2,674	169	206	31	136	54	78	37	73	45	49	119	47	111	0	39	122	35	12	28	132	8
	66.1%	73.8%	75.2%	77.5%	73.1%	78.3%	70.3%	78.7%	79.3%	63.4%	77.8%	73.0%	75.8%	74.0%	---	72.2%	73.9%	71.4%	85.7%	36.8%	91.7%	100.0%
No	1,369	60	68	9	50	15	33	10	19	26	14	44	15	39	0	15	43	14	2	48	12	0
	33.9%	26.2%	24.8%	22.5%	26.9%	21.7%	29.7%	21.3%	20.7%	36.6%	22.2%	27.0%	24.2%	26.0%	---	27.8%	26.1%	28.6%	14.3%	63.2%	8.3%	0.0%
Significantly different from column:*		A							J	I										U	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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 6

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

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

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,674	169	193	31	136	54	78	37	73	45	49	119	47	111	0	39	122	35	12	28	132	8
Number missing or multiple answer	40	6	0	1	4	0	3	3	4	0	2	4	2	4	0	2	6	0	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	2,634	163	193	30	132	54	75	34	69	45	47	115	45	107	0	37	116	35	12	27	127	8
	98.5%	96.4%	100.0%	96.8%	97.1%	100.0%	96.2%	91.9%	94.5%	100.0%	95.9%	96.6%	95.7%	96.4%	---	94.9%	95.1%	100.0%	100.0%	96.4%	96.2%	100.0%
Never	46	1	2	0	1	1	0	0	0	1	0	1	0	0	0	1	1	0	0	0	1	0
	1.7%	0.6%	1.0%	0.0%	0.8%	1.9%	0.0%	0.0%	0.0%	2.2%	0.0%	0.9%	0.0%	0.0%	---	2.7%	0.9%	0.0%	0.0%	0.0%	0.8%	0.0%
Sometimes	322	26	24	4	22	8	9	9	15	3	7	18	7	17	0	5	10	12	4	6	19	1
	12.2%	16.0%	12.4%	13.3%	16.7%	14.8%	12.0%	26.5%	21.7%	6.7%	14.9%	15.7%	15.6%	15.9%	---	13.5%	8.6%	34.3%	33.3%	22.2%	15.0%	12.5%
Usually	640	40	67	11	29	11	20	9	14	16	10	30	10	25	0	11	32	4	4	8	31	1
	24.3%	24.5%	34.7%	36.7%	22.0%	20.4%	26.7%	26.5%	20.3%	35.6%	21.3%	26.1%	22.2%	23.4%	---	29.7%	27.6%	11.4%	33.3%	29.6%	24.4%	12.5%
Always	1,626	96	100	15	80	34	46	16	40	25	30	66	28	65	0	20	73	19	4	13	76	6
	61.7%	58.9%	51.8%	50.0%	60.6%	63.0%	61.3%	47.1%	58.0%	55.6%	63.8%	57.4%	62.2%	60.7%	---	54.1%	62.9%	54.3%	33.3%	48.1%	59.8%	75.0%
Significantly different from column:*																						
Usually or Always	2,266	136	167	26	109	45	66	25	54	41	40	96	38	90	0	31	105	23	8	21	107	7
	86.0%	83.4%	86.5%	86.7%	82.6%	83.3%	88.0%	73.5%	78.3%	91.1%	85.1%	83.5%	84.4%	84.1%	---	83.8%	90.5%	65.7%	66.7%	77.8%	84.3%	87.5%
Significantly different from column:*																		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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 7

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

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	276	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	90	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,009	231	276	42	186	70	110	49	92	71	64	165	62	152	0	53	166	50	14	78	145	8
	97.8%	99.6%	100.0%	100.0%	99.5%	100.0%	99.1%	100.0%	98.9%	100.0%	100.0%	99.4%	100.0%	100.0%	---	98.1%	99.4%	100.0%	100.0%	100.0%	100.0%	100.0%
None	1,321	78	79	12	64	14	42	20	28	27	20	58	19	51	0	18	55	18	4	78	0	0
	33.0%	33.8%	28.6%	28.6%	34.4%	20.0%	38.2%	40.8%	30.4%	38.0%	31.3%	35.2%	30.6%	33.6%	---	34.0%	33.1%	36.0%	28.6%	100.0%	0.0%	0.0%
1 time	1,278	89	97	17	72	26	44	19	44	21	23	64	23	60	0	19	66	16	7	0	89	0
	31.9%	38.5%	35.1%	40.5%	38.7%	37.1%	40.0%	38.8%	47.8%	29.6%	35.9%	38.8%	37.1%	39.5%	---	35.8%	39.8%	32.0%	50.0%	0.0%	61.4%	0.0%
2	772	34	54	8	26	16	13	5	12	12	10	22	11	22	0	10	24	9	1	0	34	0
	19.3%	14.7%	19.6%	19.0%	14.0%	22.9%	11.8%	10.2%	13.0%	16.9%	15.6%	13.3%	17.7%	14.5%	---	18.9%	14.5%	18.0%	7.1%	0.0%	23.4%	0.0%
3	326	17	22	3	14	8	6	3	6	5	6	13	4	12	0	3	11	5	1	0	17	0
	8.1%	7.4%	8.0%	7.1%	7.5%	11.4%	5.5%	6.1%	6.5%	7.0%	9.4%	7.9%	6.5%	7.9%	---	5.7%	6.6%	10.0%	7.1%	0.0%	11.7%	0.0%
4	162	5	11	1	4	2	2	1	1	2	2	3	2	2	0	2	4	0	1	0	5	0
	4.0%	2.2%	4.0%	2.4%	2.2%	2.9%	1.8%	2.0%	1.1%	2.8%	3.1%	1.8%	3.2%	1.3%	---	3.8%	2.4%	0.0%	7.1%	0.0%	3.4%	0.0%
5 to 9	119	6	12	1	5	3	2	1	1	3	2	4	2	4	0	1	4	2	0	0	0	6
	3.0%	2.6%	4.3%	2.4%	2.7%	4.3%	1.8%	2.0%	1.1%	4.2%	3.1%	2.4%	3.2%	2.6%	---	1.9%	2.4%	4.0%	0.0%	0.0%	0.0%	75.0%
10 or more times	31	2	1	0	1	1	1	0	0	1	1	1	1	1	0	0	2	0	0	0	0	2
	0.8%	0.9%	0.4%	0.0%	0.5%	1.4%	0.9%	0.0%	0.0%	1.4%	1.6%	0.6%	1.6%	0.7%	---	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	25.0%
5 or more times	150	8	13	1	6	4	3	1	1	4	3	5	3	5	0	1	6	2	0	0	0	8
	3.7%	3.5%	4.7%	2.4%	3.2%	5.7%	2.7%	2.0%	1.1%	5.6%	4.7%	3.0%	4.8%	3.3%	---	1.9%	3.6%	4.0%	0.0%	0.0%	0.0%	100.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 8

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

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

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	2,688	153	191	30	122	56	68	29	64	44	44	107	43	101	0	35	111	32	10	0	145	8
Number missing or multiple answer	35	1	0	1	0	1	0	0	1	0	0	1	0	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	2,653	152	191	29	122	55	68	29	63	44	44	106	43	100	0	35	110	32	10	0	144	8
	98.7%	99.3%	100.0%	96.7%	100.0%	98.2%	100.0%	100.0%	98.4%	100.0%	100.0%	99.1%	100.0%	99.0%	---	100.0%	99.1%	100.0%	100.0%	---	99.3%	100.0%
Yes	1,902	108	152	24	83	42	46	20	41	34	32	76	30	73	0	23	80	21	7	0	102	6
	71.7%	71.1%	79.6%	82.8%	68.0%	76.4%	67.6%	69.0%	65.1%	77.3%	72.7%	71.7%	69.8%	73.0%	---	65.7%	72.7%	65.6%	70.0%	---	70.8%	75.0%
No	751	44	39	5	39	13	22	9	22	10	12	30	13	27	0	12	30	11	3	0	42	2
	28.3%	28.9%	20.4%	17.2%	32.0%	23.6%	32.4%	31.0%	34.9%	22.7%	27.3%	28.3%	30.2%	27.0%	---	34.3%	27.3%	34.4%	30.0%	---	29.2%	25.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 9

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

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

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	2,688	153	194	30	122	56	68	29	64	44	44	107	43	101	0	35	111	32	10	0	145	8
Number missing or multiple answer	20	1	0	1	0	1	0	0	1	0	0	1	0	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	2,668	152	194	29	122	55	68	29	63	44	44	106	43	100	0	35	110	32	10	0	144	8
	99.3%	99.3%	100.0%	96.7%	100.0%	98.2%	100.0%	100.0%	98.4%	100.0%	100.0%	99.1%	100.0%	99.0%	---	100.0%	99.1%	100.0%	100.0%	---	99.3%	100.0%
Yes	602	37	39	5	31	16	12	9	19	7	11	30	7	20	0	7	24	9	4	0	32	5
	22.6%	24.3%	20.1%	17.2%	25.4%	29.1%	17.6%	31.0%	30.2%	15.9%	25.0%	28.3%	16.3%	20.0%	---	20.0%	21.8%	28.1%	40.0%	---	22.2%	62.5%
No	2,066	115	155	24	91	39	56	20	44	37	33	76	36	80	0	28	86	23	6	0	112	3
	77.4%	75.7%	79.9%	82.8%	74.6%	70.9%	82.4%	69.0%	69.8%	84.1%	75.0%	71.7%	83.7%	80.0%	---	80.0%	78.2%	71.9%	60.0%	---	77.8%	37.5%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions 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 your child to take a medicine?

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

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	602	37	39	5	31	16	12	9	19	7	11	30	7	20	0	7	24	9	4	0	32	5
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	597	37	39	5	31	16	12	9	19	7	11	30	7	20	0	7	24	9	4	0	32	5
	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%
Yes	538	35	33	5	29	14	12	9	19	6	10	28	7	20	0	6	22	9	4	0	31	4
	90.1%	94.6%	84.6%	100.0%	93.5%	87.5%	100.0%	100.0%	100.0%	85.7%	90.9%	93.3%	100.0%	100.0%	---	85.7%	91.7%	100.0%	100.0%	---	96.9%	80.0%
No	59	2	6	0	2	2	0	0	0	1	1	2	0	0	0	1	2	0	0	0	1	1
	9.9%	5.4%	15.4%	0.0%	6.5%	12.5%	0.0%	0.0%	0.0%	14.3%	9.1%	6.7%	0.0%	0.0%	---	14.3%	8.3%	0.0%	0.0%	---	3.1%	20.0%
Significantly different from column:*																						

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid Without Chronic Conditions 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 <u>not</u> want your child to take a medicine?

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

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	602	37	39	5	31	16	12	9	19	7	11	30	7	20	0	7	24	9	4	0	32	5
Number missing or multiple answer	6	1	0	0	1	0	0	1	1	0	0	1	0	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	596	36	39	5	30	16	12	8	18	7	11	29	7	19	0	7	23	9	4	0	31	5
	99.0%	97.3%	100.0%	100.0%	96.8%	100.0%	100.0%	88.9%	94.7%	100.0%	100.0%	96.7%	100.0%	95.0%	---	100.0%	95.8%	100.0%	100.0%	---	96.9%	100.0%
Yes	414	30	21	5	24	12	10	8	16	5	9	23	7	17	0	5	18	8	4	0	26	4
	69.5%	83.3%	53.8%	100.0%	80.0%	75.0%	83.3%	100.0%	88.9%	71.4%	81.8%	79.3%	100.0%	89.5%	---	71.4%	78.3%	88.9%	100.0%	---	83.9%	80.0%
No	182	6	18	0	6	4	2	0	2	2	2	6	0	2	0	2	5	1	0	0	5	1
	30.5%	16.7%	46.2%	0.0%	20.0%	25.0%	16.7%	0.0%	11.1%	28.6%	18.2%	20.7%	0.0%	10.5%	---	28.6%	21.7%	11.1%	0.0%	---	16.1%	20.0%
Significantly different from column:*		C																				

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 12

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

Base: All respondents whose child 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	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	602	37	38	5	31	16	12	9	19	7	11	30	7	20	0	7	24	9	4	0	32	5
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	591	37	38	5	31	16	12	9	19	7	11	30	7	20	0	7	24	9	4	0	32	5
	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%
Yes	459	32	31	4	27	14	11	7	15	7	10	27	5	16	0	6	21	7	4	0	27	5
	77.7%	86.5%	81.6%	80.0%	87.1%	87.5%	91.7%	77.8%	78.9%	100.0%	90.9%	90.0%	71.4%	80.0%	---	85.7%	87.5%	77.8%	100.0%	---	84.4%	100.0%
No	132	5	7	1	4	2	1	2	4	0	1	3	2	4	0	1	3	2	0	0	5	0
	22.3%	13.5%	18.4%	20.0%	12.9%	12.5%	8.3%	22.2%	21.1%	0.0%	9.1%	10.0%	28.6%	20.0%	---	14.3%	12.5%	22.2%	0.0%	---	15.6%	0.0%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions 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 child's health care in the last 6 months?

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

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	2,688	153	194	30	122	56	68	29	64	44	44	107	43	101	0	35	111	32	10	0	145	8
Number missing or multiple answer	28	3	0	1	2	1	0	2	2	0	1	2	1	3	0	0	3	0	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,660	150	194	29	120	55	68	27	62	44	43	105	42	98	0	35	108	32	10	0	142	8
	99.0%	98.0%	100.0%	96.7%	98.4%	98.2%	100.0%	93.1%	96.9%	100.0%	97.7%	98.1%	97.7%	97.0%	---	100.0%	97.3%	100.0%	100.0%	---	97.9%	100.0%
0 Worst health care possible	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	2	1	0	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1	0
	0.1%	0.7%	0.0%	0.0%	0.8%	0.0%	1.5%	0.0%	0.0%	2.3%	0.0%	1.0%	0.0%	1.0%	---	0.0%	0.9%	0.0%	0.0%	---	0.7%	0.0%
2	10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
3	13	1	1	0	1	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0
	0.5%	0.7%	0.5%	0.0%	0.8%	0.0%	1.5%	0.0%	1.6%	0.0%	0.0%	1.0%	0.0%	1.0%	---	0.0%	0.9%	0.0%	0.0%	---	0.7%	0.0%
4	20	1	1	0	1	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	0	1
	0.8%	0.7%	0.5%	0.0%	0.8%	1.8%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	2.4%	1.0%	---	0.0%	0.9%	0.0%	0.0%	---	0.0%	12.5%
5	62	3	9	1	2	2	0	1	1	0	2	2	1	2	0	0	0	3	0	0	3	0
	2.3%	2.0%	4.6%	3.4%	1.7%	3.6%	0.0%	3.7%	1.6%	0.0%	4.7%	1.9%	2.4%	2.0%	---	0.0%	0.0%	9.4%	0.0%	---	2.1%	0.0%
6	66	1	3	0	1	1	0	0	0	0	1	0	1	0	0	1	1	0	0	0	1	0
	2.5%	0.7%	1.5%	0.0%	0.8%	1.8%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	2.4%	0.0%	---	2.9%	0.9%	0.0%	0.0%	---	0.7%	0.0%
7	220	12	17	2	10	3	4	5	5	5	3	9	3	9	0	0	8	2	2	0	12	0
	8.3%	8.0%	8.8%	6.9%	8.3%	5.5%	5.9%	18.5%	8.1%	11.4%	4.7%	8.6%	7.1%	9.2%	---	0.0%	7.4%	6.3%	20.0%	---	8.5%	0.0%
8	537	28	36	7	21	10	15	3	13	7	8	19	8	18	0	9	20	6	2	0	27	1
	20.2%	18.7%	18.6%	24.1%	17.5%	18.2%	22.1%	11.1%	21.0%	15.9%	18.6%	18.1%	19.0%	18.4%	---	25.7%	18.5%	18.8%	20.0%	---	19.0%	12.5%
9	542	31	49	4	26	10	12	9	10	11	10	22	9	22	0	8	19	9	3	0	29	2
	20.4%	20.7%	25.3%	13.8%	21.7%	18.2%	17.6%	33.3%	16.1%	25.0%	23.3%	21.0%	21.4%	22.4%	---	22.9%	17.6%	28.1%	30.0%	---	20.4%	25.0%
10 Best health care possible	1,187	72	78	15	57	28	35	9	32	20	19	51	19	44	0	17	57	12	3	0	68	4
	44.6%	48.0%	40.2%	51.7%	47.5%	50.9%	51.5%	33.3%	51.6%	45.5%	44.2%	48.6%	45.2%	44.9%	---	48.6%	52.8%	37.5%	30.0%	---	47.9%	50.0%

NA - Not Applicable

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions 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 child's health care in the last 6 months?

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

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,688	153	194	30	122	56	68	29	64	44	44	107	43	101	0	35	111	32	10	0	145	8
Number missing or multiple answer	28	3	0	1	2	1	0	2	2	0	1	2	1	3	0	0	3	0	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,660	150	194	29	120	55	68	27	62	44	43	105	42	98	0	35	108	32	10	0	142	8
	99.0%	98.0%	100.0%	96.7%	98.4%	98.2%	100.0%	93.1%	96.9%	100.0%	97.7%	98.1%	97.7%	97.0%	---	100.0%	97.3%	100.0%	100.0%	---	97.9%	100.0%
0 to 4	46	3	2	0	3	1	2	0	1	1	1	2	1	3	0	0	3	0	0	0	2	1
	1.7%	2.0%	1.0%	0.0%	2.5%	1.8%	2.9%	0.0%	1.6%	2.3%	2.3%	1.9%	2.4%	3.1%	---	0.0%	2.8%	0.0%	0.0%	---	1.4%	12.5%
5	62	3	9	1	2	2	0	1	1	0	2	2	1	2	0	0	0	3	0	0	3	0
	2.3%	2.0%	4.6%	3.4%	1.7%	3.6%	0.0%	3.7%	1.6%	0.0%	4.7%	1.9%	2.4%	2.0%	---	0.0%	0.0%	9.4%	0.0%	---	2.1%	0.0%
6 or 7	286	13	20	2	11	4	4	5	5	5	3	9	4	9	0	1	9	2	2	0	13	0
	10.8%	8.7%	10.3%	6.9%	9.2%	7.3%	5.9%	18.5%	8.1%	11.4%	7.0%	8.6%	9.5%	9.2%	---	2.9%	8.3%	6.3%	20.0%	---	9.2%	0.0%
8 to 10	2,266	131	163	26	104	48	62	21	55	38	37	92	36	84	0	34	96	27	8	0	124	7
	85.2%	87.3%	84.0%	89.7%	86.7%	87.3%	91.2%	77.8%	88.7%	86.4%	86.0%	87.6%	85.7%	85.7%	---	97.1%	88.9%	84.4%	80.0%	---	87.3%	87.5%
Significantly different from column:*	■		■																			
0 to 6	174	7	14	1	6	4	2	1	2	1	4	4	3	5	0	1	4	3	0	0	6	1
	6.5%	4.7%	7.2%	3.4%	5.0%	7.3%	2.9%	3.7%	3.2%	2.3%	9.3%	3.8%	7.1%	5.1%	---	2.9%	3.7%	9.4%	0.0%	---	4.2%	12.5%
7 to 8	757	40	53	9	31	13	19	8	18	12	10	28	11	27	0	9	28	8	4	0	39	1
	28.5%	26.7%	27.3%	31.0%	25.8%	23.6%	27.9%	29.6%	29.0%	27.3%	23.3%	26.7%	26.2%	27.6%	---	25.7%	25.9%	25.0%	40.0%	---	27.5%	12.5%
9 to 10	1,729	103	127	19	83	38	47	18	42	31	29	73	28	66	0	25	76	21	6	0	97	6
	65.0%	68.7%	65.5%	65.5%	69.2%	69.1%	69.1%	66.7%	67.7%	70.5%	67.4%	69.5%	66.7%	67.3%	---	71.4%	70.4%	65.6%	60.0%	---	68.3%	75.0%
Significantly different from column:*	■		■																			

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions 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 your child needed?

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

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,688	153	192	30	122	56	68	29	64	44	44	107	43	101	0	35	111	32	10	0	145	8
Number missing or multiple answer	31	3	0	1	2	1	1	1	1	1	1	2	1	3	0	0	3	0	0	0	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,657	150	192	29	120	55	67	28	63	43	43	105	42	98	0	35	108	32	10	0	142	8
	98.8%	98.0%	100.0%	96.7%	98.4%	98.2%	98.5%	96.6%	98.4%	97.7%	97.7%	98.1%	97.7%	97.0%	---	100.0%	97.3%	100.0%	100.0%	---	97.9%	100.0%
Never	36	2	5	0	2	1	1	0	0	1	1	1	0	1	0	1	2	0	0	0	2	0
	1.4%	1.3%	2.6%	0.0%	1.7%	1.8%	1.5%	0.0%	0.0%	2.3%	2.3%	1.0%	0.0%	1.0%	---	2.9%	1.9%	0.0%	0.0%	---	1.4%	0.0%
Sometimes	247	20	18	4	15	5	7	8	11	4	5	15	5	10	0	5	12	4	4	0	18	2
	9.3%	13.3%	9.4%	13.8%	12.5%	9.1%	10.4%	28.6%	17.5%	9.3%	11.6%	14.3%	11.9%	10.2%	---	14.3%	11.1%	12.5%	40.0%	---	12.7%	25.0%
Usually	744	48	63	13	35	14	24	10	24	16	8	40	7	33	0	11	29	16	3	0	47	1
	28.0%	32.0%	32.8%	44.8%	29.2%	25.5%	35.8%	35.7%	38.1%	37.2%	18.6%	38.1%	16.7%	33.7%	---	31.4%	26.9%	50.0%	30.0%	---	33.1%	12.5%
Always	1,630	80	106	12	68	35	35	10	28	22	29	49	30	54	0	18	65	12	3	0	75	5
	61.3%	53.3%	55.2%	41.4%	56.7%	63.6%	52.2%	35.7%	44.4%	51.2%	67.4%	46.7%	71.4%	55.1%	---	51.4%	60.2%	37.5%	30.0%	---	52.8%	62.5%
Significantly different from column:*						H		F	K		I	M	L				R	Q				
Usually or Always	2,374	128	169	25	103	49	59	20	52	38	37	89	37	87	0	29	94	28	6	0	122	6
	89.3%	85.3%	88.0%	86.2%	85.8%	89.1%	88.1%	71.4%	82.5%	88.4%	86.0%	84.8%	88.1%	88.8%	---	82.9%	87.0%	87.5%	60.0%	---	85.9%	75.0%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 15

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

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	278	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	701	42	0	9	32	10	22	8	22	12	6	38	3	18	0	17	23	14	4	40	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	3,398	190	278	33	155	60	89	41	71	59	58	128	59	134	0	37	144	36	10	38	144	8
	82.9%	81.9%	100.0%	78.6%	82.9%	85.7%	80.2%	83.7%	76.3%	83.1%	90.6%	77.1%	95.2%	88.2%	---	68.5%	86.2%	72.0%	71.4%	48.7%	99.3%	100.0%
Yes	3,049	166	248	30	134	55	79	32	62	52	52	112	52	118	0	33	129	30	7	32	128	6
	89.7%	87.4%	89.2%	90.9%	86.5%	91.7%	88.8%	78.0%	87.3%	88.1%	89.7%	87.5%	88.1%	88.1%	---	89.2%	89.6%	83.3%	70.0%	84.2%	88.9%	75.0%
No	349	24	30	3	21	5	10	9	9	7	6	16	7	16	0	4	15	6	3	6	16	2
	10.3%	12.6%	10.8%	9.1%	13.5%	8.3%	11.2%	22.0%	12.7%	11.9%	10.3%	12.5%	11.9%	11.9%	---	10.8%	10.4%	16.7%	30.0%	15.8%	11.1%	25.0%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 16

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

Base: All respondents whose child has a personal doctor (Q15)

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	3,049	166	239	30	134	55	79	32	62	52	52	112	52	118	0	33	129	30	7	32	128	6
Number missing or multiple answer	56	1	0	0	1	1	0	0	1	0	0	1	0	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	2,993	165	239	30	133	54	79	32	61	52	52	111	52	117	0	33	128	30	7	32	127	6
	98.2%	99.4%	100.0%	100.0%	99.3%	98.2%	100.0%	100.0%	98.4%	100.0%	100.0%	99.1%	100.0%	99.2%	---	100.0%	99.2%	100.0%	100.0%	100.0%	99.2%	100.0%
None	671	28	59	2	25	3	19	6	6	12	10	15	13	25	0	2	26	2	0	25	3	0
	22.4%	17.0%	24.7%	6.7%	18.8%	5.6%	24.1%	18.8%	9.8%	23.1%	19.2%	13.5%	25.0%	21.4%	---	6.1%	20.3%	6.7%	0.0%	78.1%	2.4%	0.0%
1 time	1,293	82	98	15	67	26	39	17	35	20	27	56	25	60	0	14	65	13	4	6	76	0
	43.2%	49.7%	41.0%	50.0%	50.4%	48.1%	49.4%	53.1%	57.4%	38.5%	51.9%	50.5%	48.1%	51.3%	---	42.4%	50.8%	43.3%	57.1%	18.8%	59.8%	0.0%
2	589	34	42	9	24	15	13	6	12	15	7	24	9	18	0	12	22	10	2	1	30	3
	19.7%	20.6%	17.6%	30.0%	18.0%	27.8%	16.5%	18.8%	19.7%	28.8%	13.5%	21.6%	17.3%	15.4%	---	36.4%	17.2%	33.3%	28.6%	3.1%	23.6%	50.0%
3	249	15	19	2	13	7	5	3	6	4	5	11	4	11	0	2	9	5	1	0	15	0
	8.3%	9.1%	7.9%	6.7%	9.8%	13.0%	6.3%	9.4%	9.8%	7.7%	9.6%	9.9%	7.7%	9.4%	---	6.1%	7.0%	16.7%	14.3%	0.0%	11.8%	0.0%
4	103	2	12	1	1	0	2	0	1	0	1	1	1	1	0	1	2	0	0	0	2	0
	3.4%	1.2%	5.0%	3.3%	0.8%	0.0%	2.5%	0.0%	1.6%	0.0%	1.9%	0.9%	1.9%	0.9%	---	3.0%	1.6%	0.0%	0.0%	0.0%	1.6%	0.0%
5 to 9	80	4	8	1	3	3	1	0	1	1	2	4	0	2	0	2	4	0	0	0	1	3
	2.7%	2.4%	3.3%	3.3%	2.3%	5.6%	1.3%	0.0%	1.6%	1.9%	3.8%	3.6%	0.0%	1.7%	---	6.1%	3.1%	0.0%	0.0%	0.0%	0.8%	50.0%
10 or more times	8	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.3%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2 or more times	1,029	55	82	13	41	25	21	9	20	20	15	40	14	32	0	17	37	15	3	1	48	6
	34.4%	33.3%	34.3%	43.3%	30.8%	46.3%	26.6%	28.1%	32.8%	38.5%	28.8%	36.0%	26.9%	27.4%	---	51.5%	28.9%	50.0%	42.9%	3.1%	37.8%	100.0%
Significantly different from column:*						G	F							P		N	R	Q		U	T	

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 16a

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

Base: All respondents whose child has a personal doctor and visited their personal doctor to get care (Q15 & Q16)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,322	137	178	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
Number missing or multiple answer	17	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	2,305	137	178	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
	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	2,055	110	157	17	92	46	42	22	35	34	41	69	39	75	0	25	84	22	4	7	98	5
	89.2%	80.3%	88.2%	60.7%	85.2%	90.2%	70.0%	84.6%	63.6%	85.0%	97.6%	71.9%	100.0%	81.5%	---	80.6%	82.4%	78.6%	57.1%	100.0%	79.0%	83.3%
Sometimes	153	17	14	8	9	3	11	3	12	4	1	17	0	10	0	6	10	5	2	0	17	0
	6.6%	12.4%	7.9%	28.6%	8.3%	5.9%	18.3%	11.5%	21.8%	10.0%	2.4%	17.7%	0.0%	10.9%	---	19.4%	9.8%	17.9%	28.6%	0.0%	13.7%	0.0%
Usually	40	2	2	0	2	0	2	0	2	0	0	2	0	1	0	0	2	0	0	0	2	0
	1.7%	1.5%	1.1%	0.0%	1.9%	0.0%	3.3%	0.0%	3.6%	0.0%	0.0%	2.1%	0.0%	1.1%	---	0.0%	2.0%	0.0%	0.0%	0.0%	1.6%	0.0%
Always	57	8	5	3	5	2	5	1	6	2	0	8	0	6	0	0	6	1	1	0	7	1
	2.5%	5.8%	2.8%	10.7%	4.6%	3.9%	8.3%	3.8%	10.9%	5.0%	0.0%	8.3%	0.0%	6.5%	---	0.0%	5.9%	3.6%	14.3%	0.0%	5.6%	16.7%
Significantly different from column:*	■		■																			
Never or Sometimes	2,208	127	171	25	101	49	53	25	47	38	42	86	39	85	0	31	94	27	6	7	115	5
	95.8%	92.7%	96.1%	89.3%	93.5%	96.1%	88.3%	96.2%	85.5%	95.0%	100.0%	89.6%	100.0%	92.4%	---	100.0%	92.2%	96.4%	85.7%	100.0%	92.7%	83.3%
Significantly different from column:*	■		■																			

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 17

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

Base: All respondents whose child has a personal doctor and visited his/her personal doctor (Q15 & Q16)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,322	137	179	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
Number missing or multiple answer	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	2,314	137	179	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
	99.7%	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%
Never	28	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	67	3	6	3	0	0	2	1	2	1	0	3	0	2	0	1	3	0	0	0	3	0
	2.9%	2.2%	3.4%	10.7%	0.0%	0.0%	3.3%	3.8%	3.6%	2.5%	0.0%	3.1%	0.0%	2.2%	---	3.2%	2.9%	0.0%	0.0%	0.0%	2.4%	0.0%
Usually	292	23	24	9	14	5	14	4	16	5	2	19	4	13	0	9	13	8	2	0	23	0
	12.6%	16.8%	13.4%	32.1%	13.0%	9.8%	23.3%	15.4%	29.1%	12.5%	4.8%	19.8%	10.3%	14.1%	---	29.0%	12.7%	28.6%	28.6%	0.0%	18.5%	0.0%
Always	1,927	111	148	16	94	46	44	21	37	34	40	74	35	77	0	21	86	20	5	7	98	6
	83.3%	81.0%	82.7%	57.1%	87.0%	90.2%	73.3%	80.8%	67.3%	85.0%	95.2%	77.1%	89.7%	83.7%	---	67.7%	84.3%	71.4%	71.4%	100.0%	79.0%	100.0%
Significantly different from column:*				E	D	G	F		JK	I	I											
Usually or Always	2,219	134	172	25	108	51	58	25	53	39	42	93	39	90	0	30	99	28	7	7	121	6
	95.9%	97.8%	96.1%	89.3%	100.0%	100.0%	96.7%	96.2%	96.4%	97.5%	100.0%	96.9%	100.0%	97.8%	---	96.8%	97.1%	100.0%	100.0%	100.0%	97.6%	100.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 18

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

Base: All respondents whose child has a personal doctor and visited his/her personal doctor (Q15 & Q16)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,322	137	179	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
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	2,312	137	179	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	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%	100.0%	100.0%	100.0%	100.0%
Never	9	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	83	2	6	1	1	0	1	1	1	1	0	2	0	2	0	0	1	1	0	0	2	0
	3.6%	1.5%	3.4%	3.6%	0.9%	0.0%	1.7%	3.8%	1.8%	2.5%	0.0%	2.1%	0.0%	2.2%	---	0.0%	1.0%	3.6%	0.0%	0.0%	1.6%	0.0%
Usually	337	14	24	5	9	6	6	2	3	7	4	9	5	9	0	4	9	5	0	0	14	0
	14.6%	10.2%	13.4%	17.9%	8.3%	11.8%	10.0%	7.7%	5.5%	17.5%	9.5%	9.4%	12.8%	9.8%	---	12.9%	8.8%	17.9%	0.0%	0.0%	11.3%	0.0%
Always	1,883	121	147	22	98	45	53	23	51	32	38	85	34	81	0	27	92	22	7	7	108	6
	81.4%	88.3%	82.1%	78.6%	90.7%	88.2%	88.3%	88.5%	92.7%	80.0%	90.5%	88.5%	87.2%	88.0%	---	87.1%	90.2%	78.6%	100.0%	100.0%	87.1%	100.0%
Significantly different from column:*	▮▮	A	▮▮																			
Usually or Always	2,220	135	171	27	107	51	59	25	54	39	42	94	39	90	0	31	101	27	7	7	122	6
	96.0%	98.5%	95.5%	96.4%	99.1%	100.0%	98.3%	96.2%	98.2%	97.5%	100.0%	97.9%	100.0%	97.8%	---	100.0%	99.0%	96.4%	100.0%	100.0%	98.4%	100.0%
Significantly different from column:*	▮▮		▮▮																			

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 19

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

Base: All respondents whose child has a personal doctor and visited his/her personal doctor (Q15 & Q16)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,322	137	179	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
Number missing or multiple answer	11	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1	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	2,311	136	179	28	107	51	59	26	54	40	42	95	39	92	0	30	101	28	7	7	123	6
	99.5%	99.3%	100.0%	100.0%	99.1%	100.0%	98.3%	100.0%	98.2%	100.0%	100.0%	99.0%	100.0%	100.0%	---	96.8%	99.0%	100.0%	100.0%	100.0%	99.2%	100.0%
Never	9	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	48	1	3	1	0	0	0	1	1	0	0	1	0	1	0	0	0	1	0	0	1	0
	2.1%	0.7%	1.7%	3.6%	0.0%	0.0%	0.0%	3.8%	1.9%	0.0%	0.0%	1.1%	0.0%	1.1%	---	0.0%	0.0%	3.6%	0.0%	0.0%	0.8%	0.0%
Usually	287	11	24	4	7	3	6	2	6	4	1	9	2	7	0	3	7	4	0	0	11	0
	12.4%	8.1%	13.4%	14.3%	6.5%	5.9%	10.2%	7.7%	11.1%	10.0%	2.4%	9.5%	5.1%	7.6%	---	10.0%	6.9%	14.3%	0.0%	0.0%	8.9%	0.0%
Always	1,967	124	151	23	100	48	53	23	47	36	41	85	37	84	0	27	94	23	7	7	111	6
	85.1%	91.2%	84.4%	82.1%	93.5%	94.1%	89.8%	88.5%	87.0%	90.0%	97.6%	89.5%	94.9%	91.3%	---	90.0%	93.1%	82.1%	100.0%	100.0%	90.2%	100.0%
Significantly different from column:*	■		■																			
Usually or Always	2,254	135	175	27	107	51	59	25	53	40	42	94	39	91	0	30	101	27	7	7	122	6
	97.5%	99.3%	97.8%	96.4%	100.0%	100.0%	100.0%	96.2%	98.1%	100.0%	100.0%	98.9%	100.0%	98.9%	---	100.0%	100.0%	96.4%	100.0%	100.0%	99.2%	100.0%
Significantly different from column:*	■		■																			

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 20

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

Base: All respondents whose child has a personal doctor and visited his/her personal doctor (Q15 & Q16)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	2,322	137	178	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
Number missing or multiple answer	21	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1	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	2,301	136	178	28	107	51	59	26	54	40	42	95	39	92	0	30	101	28	7	7	123	6
	99.1%	99.3%	100.0%	100.0%	99.1%	100.0%	98.3%	100.0%	98.2%	100.0%	100.0%	99.0%	100.0%	100.0%	---	96.8%	99.0%	100.0%	100.0%	100.0%	99.2%	100.0%
Yes	1,601	91	134	21	69	16	50	25	44	18	29	62	27	60	0	21	65	20	6	5	83	3
	69.6%	66.9%	75.3%	75.0%	64.5%	31.4%	84.7%	96.2%	81.5%	45.0%	69.0%	65.3%	69.2%	65.2%	---	70.0%	64.4%	71.4%	85.7%	71.4%	67.5%	50.0%
No	700	45	44	7	38	35	9	1	10	22	13	33	12	32	0	9	36	8	1	2	40	3
	30.4%	33.1%	24.7%	25.0%	35.5%	68.6%	15.3%	3.8%	18.5%	55.0%	31.0%	34.7%	30.8%	34.8%	---	30.0%	35.6%	28.6%	14.3%	28.6%	32.5%	50.0%
Significantly different from column:*						GH	F	F		J	IK	J										

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 21

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

Base: All respondents whose child has a personal doctor, visited his/her personal doctor, and is able to talk with his/her doctors (Q15, Q16, & Q20)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	1,601	91	132	21	69	16	50	25	44	18	29	62	27	60	0	21	65	20	6	5	83	3
Number missing or multiple answer	11	1	0	0	1	1	0	0	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	1,590	90	132	21	68	15	50	25	44	18	28	62	26	59	0	21	64	20	6	5	82	3
	99.3%	98.9%	100.0%	100.0%	98.6%	93.8%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	96.3%	98.3%	---	100.0%	98.5%	100.0%	100.0%	100.0%	98.8%	100.0%
Never	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	82	1	10	1	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0
	5.2%	1.1%	7.6%	4.8%	0.0%	0.0%	2.0%	0.0%	2.3%	0.0%	0.0%	1.6%	0.0%	1.7%	---	0.0%	1.6%	0.0%	0.0%	0.0%	1.2%	0.0%
Usually	339	19	21	8	11	3	11	5	13	4	2	16	3	15	0	4	13	6	0	0	18	1
	21.3%	21.1%	15.9%	38.1%	16.2%	20.0%	22.0%	20.0%	29.5%	22.2%	7.1%	25.8%	11.5%	25.4%	---	19.0%	20.3%	30.0%	0.0%	0.0%	22.0%	33.3%
Always	1,160	70	101	12	57	12	38	20	30	14	26	45	23	43	0	17	50	14	6	5	63	2
	73.0%	77.8%	76.5%	57.1%	83.8%	80.0%	76.0%	80.0%	68.2%	77.8%	92.9%	72.6%	88.5%	72.9%	---	81.0%	78.1%	70.0%	100.0%	100.0%	76.8%	66.7%
Significantly different from column:*									K		I											
Usually or Always	1,499	89	122	20	68	15	49	25	43	18	28	61	26	58	0	21	63	20	6	5	81	3
	94.3%	98.9%	92.4%	95.2%	100.0%	100.0%	98.0%	100.0%	97.7%	100.0%	100.0%	98.4%	100.0%	98.3%	---	100.0%	98.4%	100.0%	100.0%	100.0%	98.8%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 22

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

Base: All respondents whose child has a personal doctor and visited his/her personal doctor (Q15 & Q16)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,322	137	178	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
Number missing or multiple answer	25	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1	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	2,297	136	178	28	107	51	59	26	54	40	42	95	39	92	0	30	101	28	7	7	123	6
	98.9%	99.3%	100.0%	100.0%	99.1%	100.0%	98.3%	100.0%	98.2%	100.0%	100.0%	99.0%	100.0%	100.0%	---	96.8%	99.0%	100.0%	100.0%	100.0%	99.2%	100.0%
Never	36	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.6%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	161	7	9	4	3	2	4	1	5	2	0	7	0	2	0	4	4	1	2	0	7	0
	7.0%	5.1%	5.1%	14.3%	2.8%	3.9%	6.8%	3.8%	9.3%	5.0%	0.0%	7.4%	0.0%	2.2%	---	13.3%	4.0%	3.6%	28.6%	0.0%	5.7%	0.0%
Usually	537	32	45	10	22	9	16	7	13	7	12	23	8	21	0	9	24	7	1	1	30	1
	23.4%	23.5%	25.3%	35.7%	20.6%	17.6%	27.1%	26.9%	24.1%	17.5%	28.6%	24.2%	20.5%	22.8%	---	30.0%	23.8%	25.0%	14.3%	14.3%	24.4%	16.7%
Always	1,563	97	121	14	82	40	39	18	36	31	30	65	31	69	0	17	73	20	4	6	86	5
	68.0%	71.3%	68.0%	50.0%	76.6%	78.4%	66.1%	69.2%	66.7%	77.5%	71.4%	68.4%	79.5%	75.0%	---	56.7%	72.3%	71.4%	57.1%	85.7%	69.9%	83.3%
Significantly different from column:*				E	D																	
Usually or Always	2,100	129	166	24	104	49	55	25	49	38	42	88	39	90	0	26	97	27	5	7	116	6
	91.4%	94.9%	93.3%	85.7%	97.2%	96.1%	93.2%	96.2%	90.7%	95.0%	100.0%	92.6%	100.0%	97.8%	---	86.7%	96.0%	96.4%	71.4%	100.0%	94.3%	100.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 23

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

Base: All respondents whose child has a personal doctor and visited his/her personal doctor (Q15 & Q16)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,322	137	179	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
Number missing or multiple answer	27	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1	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	2,295	136	179	28	107	51	59	26	54	40	42	95	39	92	0	30	101	28	7	7	123	6
	98.8%	99.3%	100.0%	100.0%	99.1%	100.0%	98.3%	100.0%	98.2%	100.0%	100.0%	99.0%	100.0%	100.0%	---	96.8%	99.0%	100.0%	100.0%	100.0%	99.2%	100.0%
Yes	2,082	134	164	28	105	51	58	25	53	40	41	93	39	90	0	30	100	27	7	7	121	6
	90.7%	98.5%	91.6%	100.0%	98.1%	100.0%	98.3%	96.2%	98.1%	100.0%	97.6%	97.9%	100.0%	97.8%	---	100.0%	99.0%	96.4%	100.0%	100.0%	98.4%	100.0%
No	213	2	15	0	2	0	1	1	1	0	1	2	0	2	0	0	1	1	0	0	2	0
	9.3%	1.5%	8.4%	0.0%	1.9%	0.0%	1.7%	3.8%	1.9%	0.0%	2.4%	2.1%	0.0%	2.2%	---	0.0%	1.0%	3.6%	0.0%	0.0%	1.6%	0.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 24

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

Base: All respondents whose child has a personal doctor and visited his/her personal doctor (Q15 & Q16)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,322	137	177	28	108	51	60	26	55	40	42	96	39	92	0	31	102	28	7	7	124	6
Number missing or multiple answer	25	1	0	0	1	0	1	0	1	0	0	1	0	0	0	1	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	2,297	136	177	28	107	51	59	26	54	40	42	95	39	92	0	30	101	28	7	7	123	6
	98.9%	99.3%	100.0%	100.0%	99.1%	100.0%	98.3%	100.0%	98.2%	100.0%	100.0%	99.0%	100.0%	100.0%	---	96.8%	99.0%	100.0%	100.0%	100.0%	99.2%	100.0%
Yes	948	60	64	18	41	21	26	13	26	17	17	45	14	37	0	14	46	12	2	1	55	4
	41.3%	44.1%	36.2%	64.3%	38.3%	41.2%	44.1%	50.0%	48.1%	42.5%	40.5%	47.4%	35.9%	40.2%	---	46.7%	45.5%	42.9%	28.6%	14.3%	44.7%	66.7%
No	1,349	76	113	10	66	30	33	13	28	23	25	50	25	55	0	16	55	16	5	6	68	2
	58.7%	55.9%	63.8%	35.7%	61.7%	58.8%	55.9%	50.0%	51.9%	57.5%	59.5%	52.6%	64.1%	59.8%	---	53.3%	54.5%	57.1%	71.4%	85.7%	55.3%	33.3%
Significantly different from column:*				E	D																	

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 25

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

Base: All respondents whose child has a personal doctor, visited his/her personal doctor, and got care from a doctor besides his/her personal doctor (Q15, Q16, & Q24)

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	948	60	62	18	41	21	26	13	26	17	17	45	14	37	0	14	46	12	2	1	55	4
Number missing or multiple answer	32	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	916	60	62	18	41	21	26	13	26	17	17	45	14	37	0	14	46	12	2	1	55	4
	96.6%	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	46	2	2	0	2	2	0	0	0	0	2	1	1	1	0	0	1	1	0	0	2	0
	5.0%	3.3%	3.2%	0.0%	4.9%	9.5%	0.0%	0.0%	0.0%	0.0%	11.8%	2.2%	7.1%	2.7%	---	0.0%	2.2%	8.3%	0.0%	0.0%	3.6%	0.0%
Sometimes	101	4	6	1	3	2	2	0	1	2	1	3	1	3	0	1	3	1	0	0	4	0
	11.0%	6.7%	9.7%	5.6%	7.3%	9.5%	7.7%	0.0%	3.8%	11.8%	5.9%	6.7%	7.1%	8.1%	---	7.1%	6.5%	8.3%	0.0%	0.0%	7.3%	0.0%
Usually	238	16	18	9	6	5	9	2	5	5	6	11	5	10	0	4	14	2	0	0	15	1
	26.0%	26.7%	29.0%	50.0%	14.6%	23.8%	34.6%	15.4%	19.2%	29.4%	35.3%	24.4%	35.7%	27.0%	---	28.6%	30.4%	16.7%	0.0%	0.0%	27.3%	25.0%
Always	531	38	36	8	30	12	15	11	20	10	8	30	7	23	0	9	28	8	2	1	34	3
	58.0%	63.3%	58.1%	44.4%	73.2%	57.1%	57.7%	84.6%	76.9%	58.8%	47.1%	66.7%	50.0%	62.2%	---	64.3%	60.9%	66.7%	100.0%	100.0%	61.8%	75.0%
Significantly different from column:*	■		■	E	D				K		I											
Usually or Always	769	54	54	17	36	17	24	13	25	15	14	41	12	33	0	13	42	10	2	1	49	4
	84.0%	90.0%	87.1%	94.4%	87.8%	81.0%	92.3%	100.0%	96.2%	88.2%	82.4%	91.1%	85.7%	89.2%	---	92.9%	91.3%	83.3%	100.0%	100.0%	89.1%	100.0%
Significantly different from column:*	■		■																			

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 26

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

Base: All respondents whose child has a personal doctor (Q15)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	3,049	166	242	30	134	55	79	32	62	52	52	112	52	118	0	33	129	30	7	32	128	6
Number missing or multiple answer	87	5	0	0	5	0	3	2	1	0	4	1	4	4	0	1	5	0	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,962	161	242	30	129	55	76	30	61	52	48	111	48	114	0	32	124	30	7	28	127	6
	97.1%	97.0%	100.0%	100.0%	96.3%	100.0%	96.2%	93.8%	98.4%	100.0%	92.3%	99.1%	92.3%	96.6%	---	97.0%	96.1%	100.0%	100.0%	87.5%	99.2%	100.0%
0 Worst personal doctor possible	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	6	1	0	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0
	0.2%	0.6%	0.0%	0.0%	0.8%	0.0%	1.3%	0.0%	0.0%	1.9%	0.0%	0.9%	0.0%	0.9%	---	0.0%	0.8%	0.0%	0.0%	3.6%	0.0%	0.0%
4	18	1	0	1	0	0	0	1	1	0	0	1	0	1	0	0	0	1	0	0	1	0
	0.6%	0.6%	0.0%	3.3%	0.0%	0.0%	0.0%	3.3%	1.6%	0.0%	0.0%	0.9%	0.0%	0.9%	---	0.0%	0.0%	3.3%	0.0%	0.0%	0.8%	0.0%
5	62	1	5	0	1	0	1	0	0	0	1	0	1	1	0	0	1	0	0	1	0	0
	2.1%	0.6%	2.1%	0.0%	0.8%	0.0%	1.3%	0.0%	0.0%	0.0%	2.1%	0.0%	2.1%	0.9%	---	0.0%	0.8%	0.0%	0.0%	3.6%	0.0%	0.0%
6	57	1	4	0	1	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	1.9%	0.6%	1.7%	0.0%	0.8%	1.8%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	2.1%	0.9%	---	0.0%	0.8%	0.0%	0.0%	0.0%	0.8%	0.0%
7	161	2	11	1	1	1	1	0	0	2	0	1	2	2	0	0	1	1	0	0	2	0
	5.4%	1.2%	4.5%	3.3%	0.8%	1.8%	1.3%	0.0%	0.0%	3.8%	0.0%	0.9%	2.1%	1.8%	---	0.0%	0.8%	3.3%	0.0%	0.0%	1.6%	0.0%
8	438	18	35	2	16	5	9	4	5	6	7	11	6	12	0	5	13	4	1	2	16	0
	14.8%	11.2%	14.5%	6.7%	12.4%	9.1%	11.8%	13.3%	8.2%	11.5%	14.6%	9.9%	12.5%	10.5%	---	15.6%	10.5%	13.3%	14.3%	7.1%	12.6%	0.0%
9	592	30	57	6	22	10	14	6	10	5	15	17	13	22	0	6	22	7	1	6	23	1
	20.0%	18.6%	23.6%	20.0%	17.1%	18.2%	18.4%	20.0%	16.4%	9.6%	31.3%	15.3%	27.1%	19.3%	---	18.8%	17.7%	23.3%	14.3%	21.4%	18.1%	16.7%
10 Best personal doctor possible	1,614	107	130	20	87	38	50	19	45	38	24	80	26	74	0	21	85	17	5	18	84	5
	54.5%	66.5%	53.7%	66.7%	67.4%	69.1%	65.8%	63.3%	73.8%	73.1%	50.0%	72.1%	54.2%	64.9%	---	65.6%	68.5%	56.7%	71.4%	64.3%	66.1%	83.3%

NA - Not Applicable

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 26

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

Base: All respondents whose child has a personal doctor (Q15)

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	3,049	166	242	30	134	55	79	32	62	52	52	112	52	118	0	33	129	30	7	32	128	6
Number missing or multiple answer	87	5	0	0	5	0	3	2	1	0	4	1	4	4	0	1	5	0	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,962	161	242	30	129	55	76	30	61	52	48	111	48	114	0	32	124	30	7	28	127	6
	97.1%	97.0%	100.0%	100.0%	96.3%	100.0%	96.2%	93.8%	98.4%	100.0%	92.3%	99.1%	92.3%	96.6%	---	97.0%	96.1%	100.0%	100.0%	87.5%	99.2%	100.0%
0 to 4	38	2	0	1	1	0	1	1	1	1	0	2	0	2	0	0	1	1	0	1	1	0
	1.3%	1.2%	0.0%	3.3%	0.8%	0.0%	1.3%	3.3%	1.6%	1.9%	0.0%	1.8%	0.0%	1.8%	---	0.0%	0.8%	3.3%	0.0%	3.6%	0.8%	0.0%
5	62	1	5	0	1	0	1	0	0	0	1	0	1	1	0	0	1	0	0	1	0	0
	2.1%	0.6%	2.1%	0.0%	0.8%	0.0%	1.3%	0.0%	0.0%	0.0%	2.1%	0.0%	2.1%	0.9%	---	0.0%	0.8%	0.0%	0.0%	3.6%	0.0%	0.0%
6 or 7	218	3	15	1	2	2	1	0	0	2	1	1	2	3	0	0	2	1	0	0	3	0
	7.4%	1.9%	6.2%	3.3%	1.6%	3.6%	1.3%	0.0%	0.0%	3.8%	2.1%	0.9%	4.2%	2.6%	---	0.0%	1.6%	3.3%	0.0%	0.0%	2.4%	0.0%
8 to 10	2,644	155	222	28	125	53	73	29	60	49	46	108	45	108	0	32	120	28	7	26	123	6
	89.3%	96.3%	91.7%	93.3%	96.9%	96.4%	96.1%	96.7%	98.4%	94.2%	95.8%	97.3%	93.8%	94.7%	---	100.0%	96.8%	93.3%	100.0%	92.9%	96.9%	100.0%
Significantly different from column:*		A																				
0 to 6	157	4	9	1	3	1	2	1	1	1	2	2	2	4	0	0	3	1	0	2	2	0
	5.3%	2.5%	3.7%	3.3%	2.3%	1.8%	2.6%	3.3%	1.6%	1.9%	4.2%	1.8%	4.2%	3.5%	---	0.0%	2.4%	3.3%	0.0%	7.1%	1.6%	0.0%
7 to 8	599	20	46	3	17	6	10	4	5	8	7	12	7	14	0	5	14	5	1	2	18	0
	20.2%	12.4%	19.0%	10.0%	13.2%	10.9%	13.2%	13.3%	8.2%	15.4%	14.6%	10.8%	14.6%	12.3%	---	15.6%	11.3%	16.7%	14.3%	7.1%	14.2%	0.0%
9 to 10	2,206	137	187	26	109	48	64	25	55	43	39	97	39	96	0	27	107	24	6	24	107	6
	74.5%	85.1%	77.3%	86.7%	84.5%	87.3%	84.2%	83.3%	90.2%	82.7%	81.3%	87.4%	81.3%	84.2%	---	84.4%	86.3%	80.0%	85.7%	85.7%	84.3%	100.0%
Significantly different from column:*		A																				

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 - Columbia Gorge

12240

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 27

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	4,099	232	277	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	23	2	0	0	2	0	2	0	1	0	1	1	0	0	0	2	2	0	0	0	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,076	230	277	42	185	70	109	49	92	71	63	165	62	152	0	52	165	50	14	78	143	8
	99.4%	99.1%	100.0%	100.0%	98.9%	100.0%	98.2%	100.0%	98.9%	100.0%	98.4%	99.4%	100.0%	100.0%	---	96.3%	98.8%	100.0%	100.0%	100.0%	98.6%	100.0%
Yes	557	32	35	9	22	9	14	9	19	8	4	25	7	22	0	6	20	9	3	6	23	3
	13.7%	13.9%	12.6%	21.4%	11.9%	12.9%	12.8%	18.4%	20.7%	11.3%	6.3%	15.2%	11.3%	14.5%	---	11.5%	12.1%	18.0%	21.4%	7.7%	16.1%	37.5%
No	3,519	198	242	33	163	61	95	40	73	63	59	140	55	130	0	46	145	41	11	72	120	5
	86.3%	86.1%	87.4%	78.6%	88.1%	87.1%	87.2%	81.6%	79.3%	88.7%	93.7%	84.8%	88.7%	85.5%	---	88.5%	87.9%	82.0%	78.6%	92.3%	83.9%	62.5%
Significantly different from column:*									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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 28

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

Base: All respondents who made an appointment for their child to see a specialist (Q27)

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	557	32	35	9	22	9	14	9	19	8	4	25	7	22	0	6	20	9	3	6	23	3
Number missing or multiple answer	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	550	32	35	9	22	9	14	9	19	8	4	25	7	22	0	6	20	9	3	6	23	3
	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%
Never	31	2	2	0	1	0	1	1	1	0	1	1	1	0	0	1	1	0	1	0	1	1
	5.6%	6.3%	5.7%	0.0%	4.5%	0.0%	7.1%	11.1%	5.3%	0.0%	25.0%	4.0%	14.3%	0.0%	---	16.7%	5.0%	0.0%	33.3%	0.0%	4.3%	33.3%
Sometimes	78	4	4	2	2	1	1	2	2	1	0	4	0	1	0	2	1	3	0	2	2	0
	14.2%	12.5%	11.4%	22.2%	9.1%	11.1%	7.1%	22.2%	10.5%	12.5%	0.0%	16.0%	0.0%	4.5%	---	33.3%	5.0%	33.3%	0.0%	33.3%	8.7%	0.0%
Usually	131	6	13	2	4	0	6	0	3	1	2	5	1	5	0	1	4	1	1	0	6	0
	23.8%	18.8%	37.1%	22.2%	18.2%	0.0%	42.9%	0.0%	15.8%	12.5%	50.0%	20.0%	14.3%	22.7%	---	16.7%	20.0%	11.1%	33.3%	0.0%	26.1%	0.0%
Always	310	20	16	5	15	8	6	6	13	6	1	15	5	16	0	2	14	5	1	4	14	2
	56.4%	62.5%	45.7%	55.6%	68.2%	88.9%	42.9%	66.7%	68.4%	75.0%	25.0%	60.0%	71.4%	72.7%	---	33.3%	70.0%	55.6%	33.3%	66.7%	60.9%	66.7%
Significantly different from column:*	███		███																			
Usually or Always	441	26	29	7	19	8	12	6	16	7	3	20	6	21	0	3	18	6	2	4	20	2
	80.2%	81.3%	82.9%	77.8%	86.4%	88.9%	85.7%	66.7%	84.2%	87.5%	75.0%	80.0%	85.7%	95.5%	---	50.0%	90.0%	66.7%	66.7%	66.7%	87.0%	66.7%
Significantly different from column:*	███		███																			

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 29

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

Base: All respondents who made an appointment for their child to see a specialist (Q27)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	557	32	34	9	22	9	14	9	19	8	4	25	7	22	0	6	20	9	3	6	23	3
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	551	32	34	9	22	9	14	9	19	8	4	25	7	22	0	6	20	9	3	6	23	3
	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%
None	36	2	4	1	1	0	2	0	2	0	0	2	0	2	0	0	1	1	0	1	1	0
	6.5%	6.3%	11.8%	11.1%	4.5%	0.0%	14.3%	0.0%	10.5%	0.0%	0.0%	8.0%	0.0%	9.1%	---	0.0%	5.0%	11.1%	0.0%	16.7%	4.3%	0.0%
1 specialist	398	22	25	4	18	7	8	7	12	7	2	17	5	14	0	6	13	6	3	4	17	1
	72.2%	68.8%	73.5%	44.4%	81.8%	77.8%	57.1%	77.8%	63.2%	87.5%	50.0%	68.0%	71.4%	63.6%	---	100.0%	65.0%	66.7%	100.0%	66.7%	73.9%	33.3%
2	93	7	5	4	2	1	4	2	5	0	2	5	2	5	0	0	5	2	0	1	4	2
	16.9%	21.9%	14.7%	44.4%	9.1%	11.1%	28.6%	22.2%	26.3%	0.0%	50.0%	20.0%	28.6%	22.7%	---	0.0%	25.0%	22.2%	0.0%	16.7%	17.4%	66.7%
3	13	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	7	1	0	0	1	1	0	0	0	1	0	1	0	1	0	0	1	0	0	0	1	0
	1.3%	3.1%	0.0%	0.0%	4.5%	11.1%	0.0%	0.0%	0.0%	12.5%	0.0%	4.0%	0.0%	4.5%	---	0.0%	5.0%	0.0%	0.0%	0.0%	4.3%	0.0%
5 or more specialists	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3 or more specialists	24	1	0	0	1	1	0	0	0	1	0	1	0	1	0	0	1	0	0	0	1	0
	4.4%	3.1%	0.0%	0.0%	4.5%	11.1%	0.0%	0.0%	0.0%	12.5%	0.0%	4.0%	0.0%	4.5%	---	0.0%	5.0%	0.0%	0.0%	0.0%	4.3%	0.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 30

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 made an appointment for their child to see a specialist and their child saw a specialist (Q27 & Q29)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	515	30	29	8	21	9	12	9	17	8	4	23	7	20	0	6	19	8	3	5	22	3
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	510	30	29	8	21	9	12	9	17	8	4	23	7	20	0	6	19	8	3	5	22	3
	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	12	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6	15	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
7	34	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	6.7%	0.0%	17.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
8	87	4	9	0	4	2	0	2	2	2	0	2	2	3	0	1	1	2	1	1	3	0
	17.1%	13.3%	31.0%	0.0%	19.0%	22.2%	0.0%	22.2%	11.8%	25.0%	0.0%	8.7%	28.6%	15.0%	---	16.7%	5.3%	25.0%	33.3%	20.0%	13.6%	0.0%
9	97	7	5	2	5	3	3	1	4	2	0	7	0	3	0	2	4	2	1	1	6	0
	19.0%	23.3%	17.2%	25.0%	23.8%	33.3%	25.0%	11.1%	23.5%	25.0%	0.0%	30.4%	0.0%	15.0%	---	33.3%	21.1%	25.0%	33.3%	20.0%	27.3%	0.0%
10 Best specialist possible	247	19	7	6	12	4	9	6	11	4	4	14	5	14	0	3	14	4	1	3	13	3
	48.4%	63.3%	24.1%	75.0%	57.1%	44.4%	75.0%	66.7%	64.7%	50.0%	100.0%	60.9%	71.4%	70.0%	---	50.0%	73.7%	50.0%	33.3%	60.0%	59.1%	100.0%

NA - Not Applicable

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 30

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 made an appointment for their child to see a specialist and their child saw a specialist (Q27 & Q29)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	515	30	29	8	21	9	12	9	17	8	4	23	7	20	0	6	19	8	3	5	22	3
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	510	30	29	8	21	9	12	9	17	8	4	23	7	20	0	6	19	8	3	5	22	3
	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	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	18	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.5%	0.0%	6.9%	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%
5	12	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.4%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6 or 7	49	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	9.6%	0.0%	17.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
8 to 10	431	30	21	8	21	9	12	9	17	8	4	23	7	20	0	6	19	8	3	5	22	3
	84.5%	100.0%	72.4%	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%
Significantly different from column:*	■		■																			
0 to 6	45	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	8.8%	0.0%	10.3%	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%
7 to 8	121	4	14	0	4	2	0	2	2	2	0	2	2	3	0	1	1	2	1	1	3	0
	23.7%	13.3%	48.3%	0.0%	19.0%	22.2%	0.0%	22.2%	11.8%	25.0%	0.0%	8.7%	28.6%	15.0%	---	16.7%	5.3%	25.0%	33.3%	20.0%	13.6%	0.0%
9 to 10	344	26	12	8	17	7	12	7	15	6	4	21	5	17	0	5	18	6	2	4	19	3
	67.5%	86.7%	41.4%	100.0%	81.0%	77.8%	100.0%	77.8%	88.2%	75.0%	100.0%	91.3%	71.4%	85.0%	---	83.3%	94.7%	75.0%	66.7%	80.0%	86.4%	100.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 31

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	273	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	70	6	0	0	6	2	4	0	3	2	1	4	1	3	0	2	5	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	4,029	226	273	42	181	68	107	49	90	69	63	162	61	149	0	52	162	49	14	77	140	8
	98.3%	97.4%	100.0%	100.0%	96.8%	97.1%	96.4%	100.0%	96.8%	97.2%	98.4%	97.6%	98.4%	98.0%	---	96.3%	97.0%	98.0%	100.0%	98.7%	96.6%	100.0%
Yes	1,105	77	96	15	60	23	37	17	33	26	17	60	16	45	0	20	51	17	9	22	51	4
	27.4%	34.1%	35.2%	35.7%	33.1%	33.8%	34.6%	34.7%	36.7%	37.7%	27.0%	37.0%	26.2%	30.2%	---	38.5%	31.5%	34.7%	64.3%	28.6%	36.4%	50.0%
No	2,924	149	177	27	121	45	70	32	57	43	46	102	45	104	0	32	111	32	5	55	89	4
	72.6%	65.9%	64.8%	64.3%	66.9%	66.2%	65.4%	65.3%	63.3%	62.3%	73.0%	63.0%	73.8%	69.8%	---	61.5%	68.5%	65.3%	35.7%	71.4%	63.6%	50.0%
Significantly different from column:*	■	A	■															S	R			

NA - Not Applicable

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

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 32

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

Base: All respondents who got information or help from child's health plan's customer service (Q31)

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	1,105	77	92	15	60	23	37	17	33	26	17	60	16	45	0	20	51	17	9	22	51	4
Number missing or multiple answer	10	1	0	1	0	1	0	0	1	0	0	0	1	0	0	1	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	1,095	76	92	14	60	22	37	17	32	26	17	60	15	45	0	19	50	17	9	22	50	4
	99.1%	98.7%	100.0%	93.3%	100.0%	95.7%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	93.8%	100.0%	---	95.0%	98.0%	100.0%	100.0%	100.0%	98.0%	100.0%
Never	27	2	0	0	1	0	2	0	0	1	1	1	1	1	0	0	2	0	0	1	0	1
	2.5%	2.6%	0.0%	0.0%	1.7%	0.0%	5.4%	0.0%	0.0%	3.8%	5.9%	1.7%	6.7%	2.2%	---	0.0%	4.0%	0.0%	0.0%	4.5%	0.0%	25.0%
Sometimes	172	12	14	2	10	4	4	4	4	3	5	7	5	7	0	3	10	0	2	2	10	0
	15.7%	15.8%	15.2%	14.3%	16.7%	18.2%	10.8%	23.5%	12.5%	11.5%	29.4%	11.7%	33.3%	15.6%	---	15.8%	20.0%	0.0%	22.2%	9.1%	20.0%	0.0%
Usually	316	27	29	4	22	6	16	5	12	8	7	22	5	17	0	8	16	10	1	7	20	0
	28.9%	35.5%	31.5%	28.6%	36.7%	27.3%	43.2%	29.4%	37.5%	30.8%	41.2%	36.7%	33.3%	37.8%	---	42.1%	32.0%	58.8%	11.1%	31.8%	40.0%	0.0%
Always	580	35	49	8	27	12	15	8	16	14	4	30	4	20	0	8	22	7	6	12	20	3
	53.0%	46.1%	53.3%	57.1%	45.0%	54.5%	40.5%	47.1%	50.0%	53.8%	23.5%	50.0%	26.7%	44.4%	---	42.1%	44.0%	41.2%	66.7%	54.5%	40.0%	75.0%
Significantly different from column:*	■		■							K	J											
Usually or Always	896	62	78	12	49	18	31	13	28	22	11	52	9	37	0	16	38	17	7	19	40	3
	81.8%	81.6%	84.8%	85.7%	81.7%	81.8%	83.8%	76.5%	87.5%	84.6%	64.7%	86.7%	60.0%	82.2%	---	84.2%	76.0%	100.0%	77.8%	86.4%	80.0%	75.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 33

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

Base: All respondents who got information or help from child's health plan's customer service (Q31)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	1,105	77	91	15	60	23	37	17	33	26	17	60	16	45	0	20	51	17	9	22	51	4
Number missing or multiple answer	14	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	1,091	77	91	15	60	23	37	17	33	26	17	60	16	45	0	20	51	17	9	22	51	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%	100.0%	100.0%	100.0%
Never	9	1	0	0	1	0	1	0	0	1	0	1	0	1	0	0	1	0	0	1	0	0
	0.8%	1.3%	0.0%	0.0%	1.7%	0.0%	2.7%	0.0%	0.0%	3.8%	0.0%	1.7%	0.0%	2.2%	---	0.0%	2.0%	0.0%	0.0%	4.5%	0.0%	0.0%
Sometimes	65	6	3	1	4	3	3	0	2	2	2	3	3	2	0	3	5	0	1	2	3	1
	6.0%	7.8%	3.3%	6.7%	6.7%	13.0%	8.1%	0.0%	6.1%	7.7%	11.8%	5.0%	18.8%	4.4%	---	15.0%	9.8%	0.0%	11.1%	9.1%	5.9%	25.0%
Usually	199	17	28	3	13	2	8	7	10	4	3	16	1	10	0	4	11	4	2	5	12	0
	18.2%	22.1%	30.8%	20.0%	21.7%	8.7%	21.6%	41.2%	30.3%	15.4%	17.6%	26.7%	6.3%	22.2%	---	20.0%	21.6%	23.5%	22.2%	22.7%	23.5%	0.0%
Always	818	53	60	11	42	18	25	10	21	19	12	40	12	32	0	13	34	13	6	14	36	3
	75.0%	68.8%	65.9%	73.3%	70.0%	78.3%	67.6%	58.8%	63.6%	73.1%	70.6%	66.7%	75.0%	71.1%	---	65.0%	66.7%	76.5%	66.7%	63.6%	70.6%	75.0%
Significantly different from column:*	■		■																			
Usually or Always	1,017	70	88	14	55	20	33	17	31	23	15	56	13	42	0	17	45	17	8	19	48	3
	93.2%	90.9%	96.7%	93.3%	91.7%	87.0%	89.2%	100.0%	93.9%	88.5%	88.2%	93.3%	81.3%	93.3%	---	85.0%	88.2%	100.0%	88.9%	86.4%	94.1%	75.0%
Significantly different from column:*	■		■																			

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 34

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

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	271	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	124	9	0	2	7	3	4	2	4	2	3	8	1	4	0	4	7	2	0	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	3,975	223	271	40	180	67	107	47	89	69	61	158	61	148	0	50	160	48	14	76	139	7
	97.0%	96.1%	100.0%	95.2%	96.3%	95.7%	96.4%	95.9%	95.7%	97.2%	95.3%	95.2%	98.4%	97.4%	---	92.6%	95.8%	96.0%	100.0%	97.4%	95.9%	87.5%
Yes	1,412	99	121	19	79	28	47	23	46	28	24	79	20	63	0	24	68	22	9	29	66	4
	35.5%	44.4%	44.6%	47.5%	43.9%	41.8%	43.9%	48.9%	51.7%	40.6%	39.3%	50.0%	32.8%	42.6%	---	48.0%	42.5%	45.8%	64.3%	38.2%	47.5%	57.1%
No	2,563	124	150	21	101	39	60	24	43	41	37	79	41	85	0	26	92	26	5	47	73	3
	64.5%	55.6%	55.4%	52.5%	56.1%	58.2%	56.1%	51.1%	48.3%	59.4%	60.7%	50.0%	67.2%	57.4%	---	52.0%	57.5%	54.2%	35.7%	61.8%	52.5%	42.9%
Significantly different from column:*		A										M	L									

NA - Not Applicable

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

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 35

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

Base: All respondents who answered Q34

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	3,975	**223**	265	40	180	67	107	47	89	69	61	158	61	148	0	50	160	48	14	76	139	7
Number missing or multiple answer	22	**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	3,953	**223**	265	40	180	67	107	47	89	69	61	158	61	148	0	50	160	48	14	76	139	7
	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	41	**2**	5	0	2	0	1	1	1	0	1	1	1	1	0	0	1	0	1	0	2	0
	1.0%	**0.9%**	1.9%	0.0%	1.1%	0.0%	0.9%	2.1%	1.1%	0.0%	1.6%	0.6%	1.6%	0.7%	---	0.0%	0.6%	0.0%	7.1%	0.0%	1.4%	0.0%
Sometimes	255	**18**	27	3	15	6	5	6	8	7	3	14	4	9	0	6	12	3	3	4	14	0
	6.5%	**8.1%**	10.2%	7.5%	8.3%	9.0%	4.7%	12.8%	9.0%	10.1%	4.9%	8.9%	6.6%	6.1%	---	12.0%	7.5%	6.3%	21.4%	5.3%	10.1%	0.0%
Usually	444	**30**	44	5	24	3	21	6	13	6	11	22	8	19	0	9	19	7	4	8	21	1
	11.2%	**13.5%**	16.6%	12.5%	13.3%	4.5%	19.6%	12.8%	14.6%	8.7%	18.0%	13.9%	13.1%	12.8%	---	18.0%	11.9%	14.6%	28.6%	10.5%	15.1%	14.3%
Always	3,213	**173**	189	32	139	58	80	34	67	56	46	121	48	119	0	35	128	38	6	64	102	6
	81.3%	**77.6%**	71.3%	80.0%	77.2%	86.6%	74.8%	72.3%	75.3%	81.2%	75.4%	76.6%	78.7%	80.4%	---	70.0%	80.0%	79.2%	42.9%	84.2%	73.4%	85.7%
Significantly different from column:*	■		■																			
Usually or Always	3,657	**203**	233	37	163	61	101	40	80	62	57	143	56	138	0	44	147	45	10	72	123	7
	92.5%	**91.0%**	87.9%	92.5%	90.6%	91.0%	94.4%	85.1%	89.9%	89.9%	93.4%	90.5%	91.8%	93.2%	---	88.0%	91.9%	93.8%	71.4%	94.7%	88.5%	100.0%
Significantly different from column:*	■		■																			

NA - Not Applicable

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**Respondents answering "No" to question 34 are reported to NCQA as "Always" in question 35, and are used in calculating the Customer Service composite score.

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	274	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	230	10	0	2	7	2	6	2	4	4	2	8	2	8	0	1	9	1	0	7	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	3,869	222	274	40	180	68	105	47	89	67	62	158	60	144	0	53	158	49	14	71	142	8
	94.4%	95.7%	100.0%	95.2%	96.3%	97.1%	94.6%	95.9%	95.7%	94.4%	96.9%	95.2%	96.8%	94.7%	---	98.1%	94.6%	98.0%	100.0%	91.0%	97.9%	100.0%
0 Worst health plan possible	6	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	18	2	1	0	1	1	1	0	0	0	2	0	2	0	0	1	2	0	0	0	1	1
	0.5%	0.9%	0.4%	0.0%	0.6%	1.5%	1.0%	0.0%	0.0%	0.0%	3.2%	0.0%	3.3%	0.0%	---	1.9%	1.3%	0.0%	0.0%	0.0%	0.7%	12.5%
3	17	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.4%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
4	35	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.9%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	161	2	7	1	1	1	0	1	1	0	1	1	1	1	0	1	2	0	0	0	1	1
	4.2%	0.9%	2.6%	2.5%	0.6%	1.5%	0.0%	2.1%	1.1%	0.0%	1.6%	0.6%	1.7%	0.7%	---	1.9%	1.3%	0.0%	0.0%	0.0%	0.7%	12.5%
6	112	5	12	0	5	1	3	1	0	4	1	1	4	4	0	1	3	2	0	1	4	0
	2.9%	2.3%	4.4%	0.0%	2.8%	1.5%	2.9%	2.1%	0.0%	6.0%	1.6%	0.6%	6.7%	2.8%	---	1.9%	1.9%	4.1%	0.0%	1.4%	2.8%	0.0%
7	288	9	18	1	8	4	1	4	3	1	5	5	4	6	0	2	6	1	2	2	7	0
	7.4%	4.1%	6.6%	2.5%	4.4%	5.9%	1.0%	8.5%	3.4%	1.5%	8.1%	3.2%	6.7%	4.2%	---	3.8%	3.8%	2.0%	14.3%	2.8%	4.9%	0.0%
8	681	28	42	7	21	8	12	8	7	10	11	16	11	17	0	8	22	4	2	9	19	0
	17.6%	12.6%	15.3%	17.5%	11.7%	11.8%	11.4%	17.0%	7.9%	14.9%	17.7%	10.1%	18.3%	11.8%	---	15.1%	13.9%	8.2%	14.3%	12.7%	13.4%	0.0%
9	678	42	62	7	35	9	24	9	20	11	10	31	10	30	0	9	23	16	3	15	27	0
	17.5%	18.9%	22.6%	17.5%	19.4%	13.2%	22.9%	19.1%	22.5%	16.4%	16.1%	19.6%	16.7%	20.8%	---	17.0%	14.6%	32.7%	21.4%	21.1%	19.0%	0.0%
10 Best health plan possible	1,869	134	127	24	109	44	64	24	58	41	32	104	28	86	0	31	100	26	7	44	83	6
	48.3%	60.4%	46.4%	60.0%	60.6%	64.7%	61.0%	51.1%	65.2%	61.2%	51.6%	65.8%	46.7%	59.7%	---	58.5%	63.3%	53.1%	50.0%	62.0%	58.5%	75.0%

NA - Not Applicable

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	4,099	232	274	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	230	10	0	2	7	2	6	2	4	4	2	8	2	8	0	1	9	1	0	7	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	3,869	222	274	40	180	68	105	47	89	67	62	158	60	144	0	53	158	49	14	71	142	8
	94.4%	95.7%	100.0%	95.2%	96.3%	97.1%	94.6%	95.9%	95.7%	94.4%	96.9%	95.2%	96.8%	94.7%	---	98.1%	94.6%	98.0%	100.0%	91.0%	97.9%	100.0%
0 to 4	80	2	6	0	1	1	1	0	0	0	2	0	2	0	0	1	2	0	0	0	1	1
	2.1%	0.9%	2.2%	0.0%	0.6%	1.5%	1.0%	0.0%	0.0%	0.0%	3.2%	0.0%	3.3%	0.0%	---	1.9%	1.3%	0.0%	0.0%	0.0%	0.7%	12.5%
5	161	2	7	1	1	1	0	1	1	0	1	1	1	1	0	1	2	0	0	0	1	1
	4.2%	0.9%	2.6%	2.5%	0.6%	1.5%	0.0%	2.1%	1.1%	0.0%	1.6%	0.6%	1.7%	0.7%	---	1.9%	1.3%	0.0%	0.0%	0.0%	0.7%	12.5%
6 or 7	400	14	30	1	13	5	4	5	3	5	6	6	8	10	0	3	9	3	2	3	11	0
	10.3%	6.3%	10.9%	2.5%	7.2%	7.4%	3.8%	10.6%	3.4%	7.5%	9.7%	3.8%	13.3%	6.9%	---	5.7%	5.7%	6.1%	14.3%	4.2%	7.7%	0.0%
8 to 10	3,228	204	231	38	165	61	100	41	85	62	53	151	49	133	0	48	145	46	12	68	129	6
	83.4%	91.9%	84.3%	95.0%	91.7%	89.7%	95.2%	87.2%	95.5%	92.5%	85.5%	95.6%	81.7%	92.4%	---	90.6%	91.8%	93.9%	85.7%	95.8%	90.8%	75.0%
Significantly different from column:*		AC							K	I												
0 to 6	353	9	25	1	7	3	4	2	1	4	4	2	7	5	0	3	7	2	0	1	6	2
	9.1%	4.1%	9.1%	2.5%	3.9%	4.4%	3.8%	4.3%	1.1%	6.0%	6.5%	1.3%	11.7%	3.5%	---	5.7%	4.4%	4.1%	0.0%	1.4%	4.2%	25.0%
7 to 8	969	37	60	8	29	12	13	12	10	11	16	21	15	23	0	10	28	5	4	11	26	0
	25.0%	16.7%	21.9%	20.0%	16.1%	17.6%	12.4%	25.5%	11.2%	16.4%	25.8%	13.3%	25.0%	16.0%	---	18.9%	17.7%	10.2%	28.6%	15.5%	18.3%	0.0%
9 to 10	2,547	176	189	31	144	53	88	33	78	52	42	135	38	116	0	40	123	42	10	59	110	6
	65.8%	79.3%	69.0%	77.5%	80.0%	77.9%	83.8%	70.2%	87.6%	77.6%	67.7%	85.4%	63.3%	80.6%	---	75.5%	77.8%	85.7%	71.4%	83.1%	77.5%	75.0%
Significantly different from column:*		AC							K	I		M	L									

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36a

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	4,099	232	268	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	73	7	0	2	3	2	4	0	3	3	0	6	0	3	0	2	5	0	1	4	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	4,026	225	268	40	184	68	107	49	90	68	64	160	62	149	0	52	162	50	13	74	142	8
	98.2%	97.0%	100.0%	95.2%	98.4%	97.1%	96.4%	100.0%	96.8%	95.8%	100.0%	96.4%	100.0%	98.0%	---	96.3%	97.0%	100.0%	92.9%	94.9%	97.9%	100.0%
Yes	3,247	193	234	34	158	55	100	37	77	57	56	141	50	128	0	45	141	42	10	65	120	7
	80.7%	85.8%	87.3%	85.0%	85.9%	80.9%	93.5%	75.5%	85.6%	83.8%	87.5%	88.1%	80.6%	85.9%	---	86.5%	87.0%	84.0%	76.9%	87.8%	84.5%	87.5%
No	779	32	34	6	26	13	7	12	13	11	8	19	12	21	0	7	21	8	3	9	22	1
	19.3%	14.2%	12.7%	15.0%	14.1%	19.1%	6.5%	24.5%	14.4%	16.2%	12.5%	11.9%	19.4%	14.1%	---	13.5%	13.0%	16.0%	23.1%	12.2%	15.5%	12.5%
Significantly different from column:*						G	FH	G														

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36b

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	273	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	59	5	0	2	2	2	2	0	0	3	0	4	0	2	0	1	4	0	0	4	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,040	227	273	40	185	68	109	49	93	68	64	162	62	150	0	53	163	50	14	74	144	8
	98.6%	97.8%	100.0%	95.2%	98.9%	97.1%	98.2%	100.0%	100.0%	95.8%	100.0%	97.6%	100.0%	98.7%	---	98.1%	97.6%	100.0%	100.0%	94.9%	99.3%	100.0%
Yes	2,574	151	201	28	122	41	81	29	65	39	45	109	40	103	0	35	117	26	8	44	101	5
	63.7%	66.5%	73.6%	70.0%	65.9%	60.3%	74.3%	59.2%	69.9%	57.4%	70.3%	67.3%	64.5%	68.7%	---	66.0%	71.8%	52.0%	57.1%	59.5%	70.1%	62.5%
No	1,466	76	72	12	63	27	28	20	28	29	19	53	22	47	0	18	46	24	6	30	43	3
	36.3%	33.5%	26.4%	30.0%	34.1%	39.7%	25.7%	40.8%	30.1%	42.6%	29.7%	32.7%	35.5%	31.3%	---	34.0%	28.2%	48.0%	42.9%	40.5%	29.9%	37.5%
Significantly different from column:*						G	F										R	Q				

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36c

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

Base: All respondents whose child visited their dentist's office or clinic for care (Q36b)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	2,574	151	198	28	122	41	81	29	65	39	45	109	40	103	0	35	117	26	8	44	101	5
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	2,555	151	198	28	122	41	81	29	65	39	45	109	40	103	0	35	117	26	8	44	101	5
	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	26	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	168	10	11	3	7	4	2	4	7	0	3	8	2	7	0	1	5	4	1	3	7	0
	6.6%	6.6%	5.6%	10.7%	5.7%	9.8%	2.5%	13.8%	10.8%	0.0%	6.7%	7.3%	5.0%	6.8%	---	2.9%	4.3%	15.4%	12.5%	6.8%	6.9%	0.0%
Usually	431	25	38	5	20	6	12	7	12	8	5	20	5	20	0	4	19	5	1	8	17	0
	16.9%	16.6%	19.2%	17.9%	16.4%	14.6%	14.8%	24.1%	18.5%	20.5%	11.1%	18.3%	12.5%	19.4%	---	11.4%	16.2%	19.2%	12.5%	18.2%	16.8%	0.0%
Always	1,930	116	145	20	95	31	67	18	46	31	37	81	33	76	0	30	93	17	6	33	77	5
	75.5%	76.8%	73.2%	71.4%	77.9%	75.6%	82.7%	62.1%	70.8%	79.5%	82.2%	74.3%	82.5%	73.8%	---	85.7%	79.5%	65.4%	75.0%	75.0%	76.2%	100.0%
Significantly different from column:*	■		■				H	G														
Usually or Always	2,361	141	183	25	115	37	79	25	58	39	42	101	38	96	0	34	112	22	7	41	94	5
	92.4%	93.4%	92.4%	89.3%	94.3%	90.2%	97.5%	86.2%	89.2%	100.0%	93.3%	92.7%	95.0%	93.2%	---	97.1%	95.7%	84.6%	87.5%	93.2%	93.1%	100.0%
Significantly different from column:*	■		■																			

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36d

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

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	4,099	232	267	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	137	4	0	1	2	0	0	3	1	1	1	1	2	2	0	0	3	0	0	4	0	0
Number no experience	3,124	182	127	29	152	58	89	34	67	62	52	132	47	117	0	44	129	41	12	64	112	6
Usable responses	838	46	140	12	33	12	22	12	25	8	11	33	13	33	0	10	35	9	2	10	33	2
	20.4%	19.8%	52.4%	28.6%	17.6%	17.1%	19.8%	24.5%	26.9%	11.3%	17.2%	19.9%	21.0%	21.7%	---	18.5%	21.0%	18.0%	14.3%	12.8%	22.8%	25.0%
Never	326	19	32	5	13	5	7	7	11	1	5	12	7	13	0	4	13	5	1	6	11	1
	38.9%	41.3%	22.9%	41.7%	39.4%	41.7%	31.8%	58.3%	44.0%	12.5%	45.5%	36.4%	53.8%	39.4%	---	40.0%	37.1%	55.6%	50.0%	60.0%	33.3%	50.0%
Sometimes	134	7	25	2	5	0	5	2	4	2	1	6	1	5	0	1	4	2	1	0	7	0
	16.0%	15.2%	17.9%	16.7%	15.2%	0.0%	22.7%	16.7%	16.0%	25.0%	9.1%	18.2%	7.7%	15.2%	---	10.0%	11.4%	22.2%	50.0%	0.0%	21.2%	0.0%
Usually	127	4	29	0	4	2	2	0	1	1	2	3	1	3	0	1	3	1	0	2	2	0
	15.2%	8.7%	20.7%	0.0%	12.1%	16.7%	9.1%	0.0%	4.0%	12.5%	18.2%	9.1%	7.7%	9.1%	---	10.0%	8.6%	11.1%	0.0%	20.0%	6.1%	0.0%
Always	251	16	54	5	11	5	8	3	9	4	3	12	4	12	0	4	15	1	0	2	13	1
	30.0%	34.8%	38.6%	41.7%	33.3%	41.7%	36.4%	25.0%	36.0%	50.0%	27.3%	36.4%	30.8%	36.4%	---	40.0%	42.9%	11.1%	0.0%	20.0%	39.4%	50.0%
Significantly different from column:*																						
Usually or Always	378	20	83	5	15	7	10	3	10	5	5	15	5	15	0	5	18	2	0	4	15	1
	45.1%	43.5%	59.3%	41.7%	45.5%	58.3%	45.5%	25.0%	40.0%	62.5%	45.5%	45.5%	38.5%	45.5%	---	50.0%	51.4%	22.2%	0.0%	40.0%	45.5%	50.0%
Significantly different from column:*																						

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36e

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	269	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	245	5	0	1	3	0	2	2	3	0	1	3	0	2	0	0	3	1	0	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,854	227	269	41	184	70	109	47	90	71	63	163	62	150	0	54	164	49	14	76	142	8
	94.0%	97.8%	100.0%	97.6%	98.4%	100.0%	98.2%	95.9%	96.8%	100.0%	98.4%	98.2%	100.0%	98.7%	---	100.0%	98.2%	98.0%	100.0%	97.4%	97.9%	100.0%
0 Extremely Difficult	146	5	8	1	4	1	2	2	2	2	1	3	1	4	0	1	3	2	0	3	2	0
	3.8%	2.2%	3.0%	2.4%	2.2%	1.4%	1.8%	4.3%	2.2%	2.8%	1.6%	1.8%	1.6%	2.7%	---	1.9%	1.8%	4.1%	0.0%	3.9%	1.4%	0.0%
1	53	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
2	74	3	3	0	3	2	1	0	1	0	2	2	1	1	0	1	1	1	1	1	2	0
	1.9%	1.3%	1.1%	0.0%	1.6%	2.9%	0.9%	0.0%	1.1%	0.0%	3.2%	1.2%	1.6%	0.7%	---	1.9%	0.6%	2.0%	7.1%	1.3%	1.4%	0.0%
3	84	3	3	0	3	0	2	1	0	1	2	3	0	3	0	0	3	0	0	3	0	0
	2.2%	1.3%	1.1%	0.0%	1.6%	0.0%	1.8%	2.1%	0.0%	1.4%	3.2%	0.0%	4.8%	2.0%	---	0.0%	1.8%	0.0%	0.0%	3.9%	0.0%	0.0%
4	82	2	3	0	2	1	1	0	0	1	1	1	1	2	0	0	2	0	0	1	1	0
	2.1%	0.9%	1.1%	0.0%	1.1%	1.4%	0.9%	0.0%	0.0%	1.4%	1.6%	0.6%	1.6%	1.3%	---	0.0%	1.2%	0.0%	0.0%	1.3%	0.7%	0.0%
5	308	12	18	4	8	3	5	4	5	5	2	9	3	8	0	3	7	3	2	2	10	0
	8.0%	5.3%	6.7%	9.8%	4.3%	4.3%	4.6%	8.5%	5.6%	7.0%	3.2%	5.5%	4.8%	5.3%	---	5.6%	4.3%	6.1%	14.3%	2.6%	7.0%	0.0%
6	153	4	8	1	3	1	0	3	2	2	0	4	0	3	0	1	2	1	1	1	3	0
	4.0%	1.8%	3.0%	2.4%	1.6%	1.4%	0.0%	6.4%	2.2%	2.8%	0.0%	2.5%	0.0%	2.0%	---	1.9%	1.2%	2.0%	7.1%	1.3%	2.1%	0.0%
7	258	13	27	2	10	2	8	3	7	5	1	8	5	9	0	3	8	5	0	3	10	0
	6.7%	5.7%	10.0%	4.9%	5.4%	2.9%	7.3%	6.4%	7.8%	7.0%	1.6%	4.9%	8.1%	6.0%	---	5.6%	4.9%	10.2%	0.0%	3.9%	7.0%	0.0%
8	490	27	39	5	22	7	13	7	7	11	9	17	10	18	0	7	18	7	2	8	18	1
	12.7%	11.9%	14.5%	12.2%	12.0%	10.0%	11.9%	14.9%	7.8%	15.5%	14.3%	10.4%	16.1%	12.0%	---	13.0%	11.0%	14.3%	14.3%	10.5%	12.7%	12.5%
9	436	37	38	3	34	8	18	11	14	13	10	27	9	27	0	7	25	9	3	13	23	0
	11.3%	16.3%	14.1%	7.3%	18.5%	11.4%	16.5%	23.4%	15.6%	18.3%	15.9%	16.6%	14.5%	18.0%	---	13.0%	15.2%	18.4%	21.4%	17.1%	16.2%	0.0%
10 Extremely Easy	1,770	121	121	25	95	45	59	16	52	31	35	92	29	75	0	31	95	21	5	41	73	7
	45.9%	53.3%	45.0%	61.0%	51.6%	64.3%	54.1%	34.0%	57.8%	43.7%	55.6%	56.4%	46.8%	50.0%	---	57.4%	57.9%	42.9%	35.7%	53.9%	51.4%	87.5%

NA - Not Applicable

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 36e

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	4,099	232	269	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	245	5	0	1	3	0	2	2	3	0	1	3	0	2	0	0	3	1	0	2	3	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,854	227	269	41	184	70	109	47	90	71	63	163	62	150	0	54	164	49	14	76	142	8
	94.0%	97.8%	100.0%	97.6%	98.4%	100.0%	98.2%	95.9%	96.8%	100.0%	98.4%	98.2%	100.0%	98.7%	---	100.0%	98.2%	98.0%	100.0%	97.4%	97.9%	100.0%
0 to 4	439	13	18	1	12	4	6	3	3	4	6	6	6	10	0	2	9	3	1	8	5	0
	11.4%	5.7%	6.7%	2.4%	6.5%	5.7%	5.5%	6.4%	3.3%	5.6%	9.5%	3.7%	9.7%	6.7%	---	3.7%	5.5%	6.1%	7.1%	10.5%	3.5%	0.0%
5	308	12	18	4	8	3	5	4	5	5	2	9	3	8	0	3	7	3	2	2	10	0
	8.0%	5.3%	6.7%	9.8%	4.3%	4.3%	4.6%	8.5%	5.6%	7.0%	3.2%	5.5%	4.8%	5.3%	---	5.6%	4.3%	6.1%	14.3%	2.6%	7.0%	0.0%
6 or 7	411	17	35	3	13	3	8	6	9	7	1	12	5	12	0	4	10	6	1	4	13	0
	10.7%	7.5%	13.0%	7.3%	7.1%	4.3%	7.3%	12.8%	10.0%	9.9%	1.6%	7.4%	8.1%	8.0%	---	7.4%	6.1%	12.2%	7.1%	5.3%	9.2%	0.0%
8 to 10	2,696	185	198	33	151	60	90	34	73	55	54	136	48	120	0	45	138	37	10	62	114	8
	70.0%	81.5%	73.6%	80.5%	82.1%	85.7%	82.6%	72.3%	81.1%	77.5%	85.7%	83.4%	77.4%	80.0%	---	83.3%	84.1%	75.5%	71.4%	81.6%	80.3%	100.0%
Significantly different from column:*		AC																				
0 to 6	900	29	44	6	23	8	11	10	10	11	8	19	9	21	0	6	18	7	4	11	18	0
	23.4%	12.8%	16.4%	14.6%	12.5%	11.4%	10.1%	21.3%	11.1%	15.5%	12.7%	11.7%	14.5%	14.0%	---	11.1%	11.0%	14.3%	28.6%	14.5%	12.7%	0.0%
7 to 8	748	40	66	7	32	9	21	10	14	16	10	25	15	27	0	10	26	12	2	11	28	1
	19.4%	17.6%	24.5%	17.1%	17.4%	12.9%	19.3%	21.3%	15.6%	22.5%	15.9%	15.3%	24.2%	18.0%	---	18.5%	15.9%	24.5%	14.3%	14.5%	19.7%	12.5%
9 to 10	2,206	158	159	28	129	53	77	27	66	44	45	119	38	102	0	38	120	30	8	54	96	7
	57.2%	69.6%	59.1%	68.3%	70.1%	75.7%	70.6%	57.4%	73.3%	62.0%	71.4%	73.0%	61.3%	68.0%	---	70.4%	73.2%	61.2%	57.1%	71.1%	67.6%	87.5%
Significantly different from column:*		AC				H		F														

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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 37

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	275	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	29	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,070	231	275	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	77	145	8
	99.3%	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%	98.7%	100.0%	100.0%
Poor	4	1	0	0	1	0	0	1	0	1	0	1	0	0	0	0	0	0	1	0	1	0
	0.1%	0.4%	0.0%	0.0%	0.5%	0.0%	0.0%	2.0%	0.0%	1.4%	0.0%	0.6%	0.0%	0.0%	---	0.0%	0.0%	0.0%	7.1%	0.0%	0.7%	0.0%
Fair	120	13	10	2	11	1	9	3	12	1	0	13	0	5	0	6	0	0	13	4	9	0
	2.9%	5.6%	3.6%	4.8%	5.9%	1.4%	8.1%	6.1%	12.9%	1.4%	0.0%	7.8%	0.0%	3.3%	---	11.1%	0.0%	0.0%	92.9%	5.2%	6.2%	0.0%
Good	573	50	57	6	44	12	24	13	25	17	7	43	6	28	0	12	0	50	0	18	30	2
	14.1%	21.6%	20.7%	14.3%	23.5%	17.1%	21.6%	26.5%	26.9%	23.9%	10.9%	25.9%	9.7%	18.4%	---	22.2%	0.0%	100.0%	0.0%	23.4%	20.7%	25.0%
Very good	1,404	57	111	11	45	17	30	10	23	17	17	44	12	40	0	11	57	0	0	17	35	4
	34.5%	24.7%	40.4%	26.2%	24.1%	24.3%	27.0%	20.4%	24.7%	23.9%	26.6%	26.5%	19.4%	26.3%	---	20.4%	34.1%	0.0%	0.0%	22.1%	24.1%	50.0%
Excellent	1,969	110	97	23	86	40	48	22	33	35	40	65	44	79	0	25	110	0	0	38	70	2
	48.4%	47.6%	35.3%	54.8%	46.0%	57.1%	43.2%	44.9%	35.5%	49.3%	62.5%	39.2%	71.0%	52.0%	---	46.3%	65.9%	0.0%	0.0%	49.4%	48.3%	25.0%
Significantly different from column:*	■	C	■						K	I		M	L				RS	Q	Q			
Excellent or Very good	3,373	167	208	34	131	57	78	32	56	52	57	109	56	119	0	36	167	0	0	55	105	6
	82.9%	72.3%	75.6%	81.0%	70.1%	81.4%	70.3%	65.3%	60.2%	73.2%	89.1%	65.7%	90.3%	78.3%	---	66.7%	100.0%	0.0%	0.0%	71.4%	72.4%	75.0%
Significantly different from column:*	■	A	■			H		F	K	K	IJ	M	L				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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

12240

Question 38

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

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	4,099	232	273	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	34	3	0	0	2	1	1	0	1	0	1	2	0	1	0	0	1	1	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,065	229	273	42	185	69	110	49	92	71	63	164	62	151	0	54	166	49	14	77	143	8
	99.2%	98.7%	100.0%	100.0%	98.9%	98.6%	99.1%	100.0%	98.9%	100.0%	98.4%	98.8%	100.0%	99.3%	---	100.0%	99.4%	98.0%	100.0%	98.7%	98.6%	100.0%
Poor	22	1	0	1	0	0	0	1	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	0.5%	0.4%	0.0%	2.4%	0.0%	0.0%	0.0%	2.0%	1.1%	0.0%	0.0%	0.6%	0.0%	0.0%	---	1.9%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%
Fair	155	6	13	2	4	0	3	3	3	2	1	5	1	3	0	1	3	1	2	4	2	0
	3.8%	2.6%	4.8%	4.8%	2.2%	0.0%	2.7%	6.1%	3.3%	2.8%	1.6%	3.0%	1.6%	2.0%	---	1.9%	1.8%	2.0%	14.3%	5.2%	1.4%	0.0%
Good	650	37	63	5	32	9	18	10	22	14	1	32	5	20	0	12	9	22	6	12	23	2
	16.0%	16.2%	23.1%	11.9%	17.3%	13.0%	16.4%	20.4%	23.9%	19.7%	1.6%	19.5%	8.1%	13.2%	---	22.2%	5.4%	44.9%	42.9%	15.6%	16.1%	25.0%
Very good	1,181	66	92	10	55	20	32	13	22	25	18	50	16	50	0	11	53	13	0	26	40	0
	29.1%	28.8%	33.7%	23.8%	29.7%	29.0%	29.1%	26.5%	23.9%	35.2%	28.6%	30.5%	25.8%	33.1%	---	20.4%	31.9%	26.5%	0.0%	33.8%	28.0%	0.0%
Excellent	2,057	119	105	24	94	40	57	22	44	30	43	76	40	78	0	29	100	13	6	35	77	6
	50.6%	52.0%	38.5%	57.1%	50.8%	58.0%	51.8%	44.9%	47.8%	42.3%	68.3%	46.3%	64.5%	51.7%	---	53.7%	60.2%	26.5%	42.9%	45.5%	53.8%	75.0%
Significantly different from column:*		C							K	K	IJ	M	L				R	Q				
Excellent or Very good	3,238	185	197	34	149	60	89	35	66	55	61	126	56	128	0	40	153	26	6	61	117	6
	79.7%	80.8%	72.2%	81.0%	80.5%	87.0%	80.9%	71.4%	71.7%	77.5%	96.8%	76.8%	90.3%	84.8%	---	74.1%	92.2%	53.1%	42.9%	79.2%	81.8%	75.0%
Significantly different from column:*		C				H		F	K	K	IJ	M	L				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 - Columbia Gorge

12240

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 39

What is your child's age?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	273	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	57	2	0	0	1	0	0	0	0	1	0	1	0	0	0	1	0	1	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,042	230	273	42	186	70	111	49	93	70	64	165	62	152	0	53	167	49	14	76	145	8
	98.6%	99.1%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	99.4%	100.0%	100.0%	---	98.1%	100.0%	98.0%	100.0%	97.4%	100.0%	100.0%
Less than 1 year old	11	1	1	0	1	1	0	0	0	0	1	0	1	0	0	1	1	0	0	0	1	0
	0.3%	0.4%	0.4%	0.0%	0.5%	1.4%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	1.6%	0.0%	---	1.9%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%
1 year old	229	12	7	3	9	12	0	0	2	7	2	9	3	7	0	4	9	2	1	1	9	2
	5.7%	5.2%	2.6%	7.1%	4.8%	17.1%	0.0%	0.0%	2.2%	10.0%	3.1%	5.5%	4.8%	4.6%	---	7.5%	5.4%	4.1%	7.1%	1.3%	6.2%	25.0%
2 years old	256	16	15	0	16	16	0	0	2	7	7	8	8	13	0	3	15	1	0	4	11	1
	6.3%	7.0%	5.5%	0.0%	8.6%	22.9%	0.0%	0.0%	2.2%	10.0%	10.9%	4.8%	12.9%	8.6%	---	5.7%	9.0%	2.0%	0.0%	5.3%	7.6%	12.5%
3 years old	226	13	11	1	12	13	0	0	3	6	4	10	3	9	0	2	12	1	0	3	9	1
	5.6%	5.7%	4.0%	2.4%	6.5%	18.6%	0.0%	0.0%	3.2%	8.6%	6.3%	6.1%	4.8%	5.9%	---	3.8%	7.2%	2.0%	0.0%	3.9%	6.2%	12.5%
4 to 6 years old	714	44	55	6	38	28	16	0	18	11	15	31	13	26	0	13	31	12	1	10	33	1
	17.7%	19.1%	20.1%	14.3%	20.4%	40.0%	14.4%	0.0%	19.4%	15.7%	23.4%	18.8%	21.0%	17.1%	---	24.5%	18.6%	24.5%	7.1%	13.2%	22.8%	12.5%
7 to 9 years old	712	38	53	5	32	0	38	0	14	8	15	30	6	27	0	8	29	8	1	14	23	0
	17.6%	16.5%	19.4%	11.9%	17.2%	0.0%	34.2%	0.0%	15.1%	11.4%	23.4%	18.2%	9.7%	17.8%	---	15.1%	17.4%	16.3%	7.1%	18.4%	15.9%	0.0%
10 to 13 years old	993	57	68	18	38	0	57	0	32	19	6	47	10	37	0	15	38	12	7	24	31	2
	24.6%	24.8%	24.9%	42.9%	20.4%	0.0%	51.4%	0.0%	34.4%	27.1%	9.4%	28.5%	16.1%	24.3%	---	28.3%	22.8%	24.5%	50.0%	31.6%	21.4%	25.0%
14 to 18 years old	901	49	63	9	40	0	0	49	22	12	14	30	18	33	0	7	32	13	4	20	28	1
	22.3%	21.3%	23.1%	21.4%	21.5%	0.0%	0.0%	100.0%	23.7%	17.1%	21.9%	18.2%	29.0%	21.7%	---	13.2%	19.2%	26.5%	28.6%	26.3%	19.3%	12.5%
3 years old or younger	722	42	34	4	38	42	0	0	7	20	14	27	15	29	0	10	37	4	1	8	30	4
	17.9%	18.3%	12.5%	9.5%	20.4%	60.0%	0.0%	0.0%	7.5%	28.6%	21.9%	16.4%	24.2%	19.1%	---	18.9%	22.2%	8.2%	7.1%	10.5%	20.7%	50.0%
Significantly different from column:*	■		■			GH	F	F	JK	I	I						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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 40

Is your child male or female?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	275	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	39	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,060	231	275	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	77	145	8
	99.0%	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%	98.7%	100.0%	100.0%
Male	2,027	126	123	26	98	31	64	31	50	37	36	90	34	81	0	30	89	31	6	45	75	5
	49.9%	54.5%	44.7%	61.9%	52.4%	44.3%	57.7%	63.3%	53.8%	52.1%	56.3%	54.2%	54.8%	53.3%	---	55.6%	53.3%	62.0%	42.9%	58.4%	51.7%	62.5%
Female	2,033	105	152	16	89	39	47	18	43	34	28	76	28	71	0	24	78	19	8	32	70	3
	50.1%	45.5%	55.3%	38.1%	47.6%	55.7%	42.3%	36.7%	46.2%	47.9%	43.8%	45.8%	45.2%	46.7%	---	44.4%	46.7%	38.0%	57.1%	41.6%	48.3%	37.5%
Significantly different from column:*		C				H		F														

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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 41

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	4,099	232	271	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	85	4	0	1	2	0	2	1	0	1	2	0	0	0	0	2	2	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	4,014	228	271	41	185	70	109	48	93	70	62	166	62	152	0	52	165	49	14	77	142	8
	97.9%	98.3%	100.0%	97.6%	98.9%	100.0%	98.2%	98.0%	100.0%	98.6%	96.9%	100.0%	100.0%	100.0%	---	96.3%	98.8%	98.0%	100.0%	98.7%	97.9%	100.0%
Yes, Hispanic or Latino	1,594	166	184	38	127	46	89	30	88	57	18	166	0	99	0	45	109	43	14	58	102	5
	39.7%	72.8%	67.9%	92.7%	68.6%	65.7%	81.7%	62.5%	94.6%	81.4%	29.0%	100.0%	0.0%	65.1%	---	86.5%	66.1%	87.8%	100.0%	75.3%	71.8%	62.5%
No, not Hispanic or Latino	2,420	62	87	3	58	24	20	18	5	13	44	0	62	53	0	7	56	6	0	19	40	3
	60.3%	27.2%	32.1%	7.3%	31.4%	34.3%	18.3%	37.5%	5.4%	18.6%	71.0%	0.0%	100.0%	34.9%	---	13.5%	33.9%	12.2%	0.0%	24.7%	28.2%	37.5%
Significantly different from column:*		A		E	D	G	FH	G	JK	IK	IJ	M	L	P		N	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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 42

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

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	4,099	232	280	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	383	26	39	2	22	8	8	9	9	8	7	22	2	0	0	0	12	10	3	9	15	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	3,716	206	241	40	165	62	103	40	84	63	57	144	60	152	0	54	155	40	11	69	130	6
	90.7%	88.8%	86.1%	95.2%	88.2%	88.6%	92.8%	81.6%	90.3%	88.7%	89.1%	86.7%	96.8%	100.0%	---	100.0%	92.8%	80.0%	78.6%	88.5%	89.7%	75.0%
White	2,802	171	232	31	139	51	85	35	65	53	51	114	56	152	0	19	134	31	6	57	109	5
	75.4%	83.0%	96.3%	77.5%	84.2%	82.3%	82.5%	87.5%	77.4%	84.1%	89.5%	79.2%	93.3%	100.0%	---	35.2%	86.5%	77.5%	54.5%	82.6%	83.8%	83.3%
Black or African-American	234	1	7	0	1	0	1	0	1	0	0	1	0	0	0	1	0	0	1	0	1	0
	6.3%	0.5%	2.9%	0.0%	0.6%	0.0%	1.0%	0.0%	1.2%	0.0%	0.0%	0.7%	0.0%	0.0%	---	1.9%	0.0%	0.0%	9.1%	0.0%	0.8%	0.0%
Asian	321	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	8.6%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Native Hawaiian or other Pacific Islander	79	3	1	1	2	1	1	1	1	1	1	2	1	0	0	3	3	0	0	0	3	0
	2.1%	1.5%	0.4%	2.5%	1.2%	1.6%	1.0%	2.5%	1.2%	1.6%	1.8%	1.4%	1.7%	0.0%	---	5.6%	1.9%	0.0%	0.0%	0.0%	2.3%	0.0%
American Indian or Alaska Native	305	6	6	1	5	3	3	0	3	2	1	2	4	0	0	6	5	1	0	2	4	0
	8.2%	2.9%	2.5%	2.5%	3.0%	4.8%	2.9%	0.0%	3.6%	3.2%	1.8%	1.4%	6.7%	0.0%	---	11.1%	3.2%	2.5%	0.0%	2.9%	3.1%	0.0%
Other	621	46	9	17	29	15	24	6	24	14	8	40	4	0	0	46	30	11	5	16	28	1
	16.7%	22.3%	3.7%	42.5%	17.6%	24.2%	23.3%	15.0%	28.6%	22.2%	14.0%	27.8%	6.7%	0.0%	---	85.2%	19.4%	27.5%	45.5%	23.2%	21.5%	16.7%

NA - Not Applicable

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

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 43

What is your age?

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	271	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	75	3	0	0	1	0	2	0	0	0	2	0	1	0	0	0	2	0	0	1	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,024	229	271	42	186	70	109	49	93	71	62	166	61	152	0	54	165	50	14	77	144	7
	98.2%	98.7%	100.0%	100.0%	99.5%	100.0%	98.2%	100.0%	100.0%	100.0%	96.9%	100.0%	98.4%	100.0%	---	100.0%	98.8%	100.0%	100.0%	98.7%	99.3%	87.5%
Under 18	147	5	9	0	5	1	1	3	2	2	1	3	1	3	0	2	4	0	1	1	4	0
	3.7%	2.2%	3.3%	0.0%	2.7%	1.4%	0.9%	6.1%	2.2%	2.8%	1.6%	1.8%	1.6%	2.0%	---	3.7%	2.4%	0.0%	7.1%	1.3%	2.8%	0.0%
18 to 24	164	12	8	0	12	9	3	0	1	8	3	9	3	6	0	4	11	1	0	6	5	1
	4.1%	5.2%	3.0%	0.0%	6.5%	12.9%	2.8%	0.0%	1.1%	11.3%	4.8%	5.4%	4.9%	3.9%	---	7.4%	6.7%	2.0%	0.0%	7.8%	3.5%	14.3%
25 to 34	1,198	63	81	6	56	37	24	1	20	19	24	46	17	39	0	16	44	15	4	17	43	3
	29.8%	27.5%	29.9%	14.3%	30.1%	52.9%	22.0%	2.0%	21.5%	26.8%	38.7%	27.7%	27.9%	25.7%	---	29.6%	26.7%	30.0%	28.6%	22.1%	29.9%	42.9%
35 to 44	1,451	74	122	15	59	16	44	14	37	19	16	56	18	54	0	12	50	19	5	21	51	2
	36.1%	32.3%	45.0%	35.7%	31.7%	22.9%	40.4%	28.6%	39.8%	26.8%	25.8%	33.7%	29.5%	35.5%	---	22.2%	30.3%	38.0%	35.7%	27.3%	35.4%	28.6%
45 to 54	703	61	37	17	44	6	30	25	27	17	16	43	17	39	0	18	45	13	3	23	36	1
	17.5%	26.6%	13.7%	40.5%	23.7%	8.6%	27.5%	51.0%	29.0%	23.9%	25.8%	25.9%	27.9%	25.7%	---	33.3%	27.3%	26.0%	21.4%	29.9%	25.0%	14.3%
55 to 64	259	12	12	4	8	1	6	5	6	6	0	9	3	9	0	2	9	2	1	8	4	0
	6.4%	5.2%	4.4%	9.5%	4.3%	1.4%	5.5%	10.2%	6.5%	8.5%	0.0%	5.4%	4.9%	5.9%	---	3.7%	5.5%	4.0%	7.1%	10.4%	2.8%	0.0%
65 to 74	82	2	1	0	2	0	1	1	0	0	2	0	2	2	0	0	2	0	0	1	1	0
	2.0%	0.9%	0.4%	0.0%	1.1%	0.0%	0.9%	2.0%	0.0%	0.0%	3.2%	0.0%	3.3%	1.3%	---	0.0%	1.2%	0.0%	0.0%	1.3%	0.7%	0.0%
75 or older	20	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
35 or older	2,515	149	173	36	113	23	81	45	70	42	34	108	40	104	0	32	106	34	9	53	92	3
	62.5%	65.1%	63.8%	85.7%	60.8%	32.9%	74.3%	91.8%	75.3%	59.2%	54.8%	65.1%	65.6%	68.4%	---	59.3%	64.2%	68.0%	64.3%	68.8%	63.9%	42.9%
Significantly different from column:*				E	D	GH	FH	FG	JK	I	I											

NA - Not Applicable

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

PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 44

Are you male or female?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	272	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	34	3	0	0	0	0	2	0	1	0	1	1	1	1	0	0	2	0	0	2	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	4,065	229	272	42	187	70	109	49	92	71	63	165	61	151	0	54	165	50	14	76	145	7
	99.2%	98.7%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	98.9%	100.0%	98.4%	99.4%	98.4%	99.3%	---	100.0%	98.8%	100.0%	100.0%	97.4%	100.0%	87.5%
Male	673	42	36	42	0	7	26	9	28	9	4	38	3	22	0	18	34	6	2	12	29	1
	16.6%	18.3%	13.2%	100.0%	0.0%	10.0%	23.9%	18.4%	30.4%	12.7%	6.3%	23.0%	4.9%	14.6%	---	33.3%	20.6%	12.0%	14.3%	15.8%	20.0%	14.3%
Female	3,392	187	236	0	187	63	83	40	64	62	59	127	58	129	0	36	131	44	12	64	116	6
	83.4%	81.7%	86.8%	0.0%	100.0%	90.0%	76.1%	81.6%	69.6%	87.3%	93.7%	77.0%	95.1%	85.4%	---	66.7%	79.4%	88.0%	85.7%	84.2%	80.0%	85.7%
Significantly different from column:*				E	D	G	F		JK	I	I	M	L	P		N						

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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 45

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

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	267	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	83	4	0	1	2	1	1	1	0	0	0	3	0	2	0	0	2	1	0	3	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,016	228	267	41	185	69	110	48	93	71	64	163	62	150	0	54	165	49	14	75	144	8
	98.0%	98.3%	100.0%	97.6%	98.9%	98.6%	99.1%	98.0%	100.0%	100.0%	100.0%	98.2%	100.0%	98.7%	---	100.0%	98.8%	98.0%	100.0%	96.2%	99.3%	100.0%
8th grade or less	440	57	67	17	39	9	31	17	57	0	0	56	1	37	0	15	33	16	8	17	38	1
	11.0%	25.0%	25.1%	41.5%	21.1%	13.0%	28.2%	35.4%	61.3%	0.0%	0.0%	34.4%	1.6%	24.7%	---	27.8%	20.0%	32.7%	57.1%	22.7%	26.4%	12.5%
Some high school, but did not graduate	442	36	39	11	25	9	22	5	36	0	0	32	4	19	0	13	23	9	4	11	25	0
	11.0%	15.8%	14.6%	26.8%	13.5%	13.0%	20.0%	10.4%	38.7%	0.0%	0.0%	19.6%	6.5%	12.7%	---	24.1%	13.9%	18.4%	28.6%	14.7%	17.4%	0.0%
High school graduate or GED	1,174	71	74	9	62	24	34	12	0	71	0	57	13	47	0	16	52	17	2	27	40	4
	29.2%	31.1%	27.7%	22.0%	33.5%	34.8%	30.9%	25.0%	0.0%	100.0%	0.0%	35.0%	21.0%	31.3%	---	29.6%	31.5%	34.7%	14.3%	36.0%	27.8%	50.0%
Some college or 2-year degree	1,269	37	62	3	34	17	13	7	0	0	37	13	23	25	0	8	32	5	0	12	24	1
	31.6%	16.2%	23.2%	7.3%	18.4%	24.6%	11.8%	14.6%	0.0%	0.0%	57.8%	8.0%	37.1%	16.7%	---	14.8%	19.4%	10.2%	0.0%	16.0%	16.7%	12.5%
4-year college graduate	435	19	14	1	18	9	5	5	0	0	19	4	15	16	0	2	18	1	0	6	12	1
	10.8%	8.3%	5.2%	2.4%	9.7%	13.0%	4.5%	10.4%	0.0%	0.0%	29.7%	2.5%	24.2%	10.7%	---	3.7%	10.9%	2.0%	0.0%	8.0%	8.3%	12.5%
More than 4-year college degree	256	8	11	0	7	1	5	2	0	0	8	1	6	6	0	0	7	1	0	2	5	1
	6.4%	3.5%	4.1%	0.0%	3.8%	1.4%	4.5%	4.2%	0.0%	0.0%	12.5%	0.6%	9.7%	4.0%	---	0.0%	4.2%	2.0%	0.0%	2.7%	3.5%	12.5%
4-year college graduate or more	691	27	25	1	25	10	10	7	0	0	27	5	21	22	0	2	25	2	0	8	17	2
	17.2%	11.8%	9.4%	2.4%	13.5%	14.5%	9.1%	14.6%	0.0%	0.0%	42.2%	3.1%	33.9%	14.7%	---	3.7%	15.2%	4.1%	0.0%	10.7%	11.8%	25.0%
Significantly different from column:*		A							K	K	IJ	M	L	P		N	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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 46

How are you related to the child?

Base: All respondents

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	272	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	84	3	0	0	2	1	1	0	0	1	0	1	1	2	0	0	1	1	0	1	2	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,015	229	272	42	185	69	110	49	93	70	64	165	61	150	0	54	166	49	14	77	143	8
	98.0%	98.7%	100.0%	100.0%	98.9%	98.6%	99.1%	100.0%	100.0%	98.6%	100.0%	99.4%	98.4%	98.7%	---	100.0%	99.4%	98.0%	100.0%	98.7%	98.6%	100.0%
Mother or father	3,769	223	265	42	179	69	106	47	93	67	61	165	55	145	0	53	160	49	14	74	140	8
	93.9%	97.4%	97.4%	100.0%	96.8%	100.0%	96.4%	95.9%	100.0%	95.7%	95.3%	100.0%	90.2%	96.7%	---	98.1%	96.4%	100.0%	100.0%	96.1%	97.9%	100.0%
Grandparent	145	4	3	0	4	0	3	1	0	1	3	0	4	4	0	0	4	0	0	2	2	0
	3.6%	1.7%	1.1%	0.0%	2.2%	0.0%	2.7%	2.0%	0.0%	1.4%	4.7%	0.0%	6.6%	2.7%	---	0.0%	2.4%	0.0%	0.0%	2.6%	1.4%	0.0%
Aunt or uncle	17	1	0	0	1	0	0	1	0	1	0	0	1	1	0	0	1	0	0	1	0	0
	0.4%	0.4%	0.0%	0.0%	0.5%	0.0%	0.0%	2.0%	0.0%	1.4%	0.0%	0.0%	1.6%	0.7%	---	0.0%	0.6%	0.0%	0.0%	1.3%	0.0%	0.0%
Older brother or sister	10	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	47	1	1	0	1	0	1	0	0	1	0	0	1	0	0	1	1	0	0	0	1	0
	1.2%	0.4%	0.4%	0.0%	0.5%	0.0%	0.9%	0.0%	0.0%	1.4%	0.0%	0.0%	1.6%	0.0%	---	1.9%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%
Someone else	22	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

NA - Not Applicable

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CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 47

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	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	4,099	232	157	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	1,949	120	0	25	94	41	56	21	58	39	20	100	17	62	0	37	72	35	12	40	76	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	2,150	112	157	17	93	29	55	28	35	32	44	66	45	90	0	17	95	15	2	38	69	4
	52.5%	48.3%	100.0%	40.5%	49.7%	41.4%	49.5%	57.1%	37.6%	45.1%	68.8%	39.8%	72.6%	59.2%	---	31.5%	56.9%	30.0%	14.3%	48.7%	47.6%	50.0%
Yes	79	3	3	1	2	0	2	1	3	0	0	3	0	2	0	1	1	1	1	0	3	0
	3.7%	2.7%	1.9%	5.9%	2.2%	0.0%	3.6%	3.6%	8.6%	0.0%	0.0%	4.5%	0.0%	2.2%	---	5.9%	1.1%	6.7%	50.0%	0.0%	4.3%	0.0%
No	2,071	109	154	16	91	29	53	27	32	32	44	63	45	88	0	16	94	14	1	38	66	4
	96.3%	97.3%	98.1%	94.1%	97.8%	100.0%	96.4%	96.4%	91.4%	100.0%	100.0%	95.5%	100.0%	97.8%	---	94.1%	98.9%	93.3%	50.0%	100.0%	95.7%	100.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48

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

Base: All mail survey respondents who received help completing this survey (Q47) (Please note that members who responded on the phone were not asked this question.)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	79	3	280	1	2	0	2	1	3	0	0	3	0	2	0	1	1	1	1	0	3	0
Number missing or multiple answer	0	0	278	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	79	3	2	1	2	0	2	1	3	0	0	3	0	2	0	1	1	1	1	0	3	0
	100.0%	100.0%	0.7%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	100.0%	---	100.0%	---	100.0%	100.0%	100.0%	100.0%	---	100.0%	---
Read the questions to me	38	2	2	1	1	0	1	1	2	0	0	2	0	1	0	1	1	0	1	0	2	0
	48.1%	66.7%	100.0%	100.0%	50.0%	---	50.0%	100.0%	66.7%	---	---	66.7%	---	50.0%	---	100.0%	100.0%	0.0%	100.0%	---	66.7%	---
Wrote down the answers I gave	28	1	2	1	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0
	35.4%	33.3%	100.0%	100.0%	0.0%	---	50.0%	0.0%	33.3%	---	---	33.3%	---	50.0%	---	0.0%	100.0%	0.0%	0.0%	---	33.3%	---
Answered the questions for me	18	1	1	1	0	0	1	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0
	22.8%	33.3%	50.0%	100.0%	0.0%	---	50.0%	0.0%	33.3%	---	---	33.3%	---	50.0%	---	0.0%	100.0%	0.0%	0.0%	---	33.3%	---
Translated the questions into my language	43	2	1	1	1	0	2	0	2	0	0	2	0	2	0	0	1	1	0	0	2	0
	54.4%	66.7%	50.0%	100.0%	50.0%	---	100.0%	0.0%	66.7%	---	---	66.7%	---	100.0%	---	0.0%	100.0%	100.0%	0.0%	---	66.7%	---
Helped in some other way	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	10.1%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	---	0.0%	---	0.0%	0.0%	0.0%	0.0%	---	0.0%	---

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

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CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48a

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

Base: All respondents

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	4,099	232	256	42	187	70	111	49	93	71	64	166	62	152	0	54	167	50	14	78	145	8
Number missing or multiple answer	111	11	0	0	9	0	6	3	4	4	1	9	1	8	0	2	8	1	1	6	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	3,988	221	256	42	178	70	105	46	89	67	63	157	61	144	0	52	159	49	13	72	140	8
	97.3%	95.3%	100.0%	100.0%	95.2%	100.0%	94.6%	93.9%	95.7%	94.4%	98.4%	94.6%	98.4%	94.7%	---	96.3%	95.2%	98.0%	92.9%	92.3%	96.6%	100.0%
Yes	720	41	48	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
	18.1%	18.6%	18.8%	9.5%	20.8%	58.6%	0.0%	0.0%	15.7%	14.9%	27.0%	18.5%	19.7%	16.7%	---	19.2%	20.1%	18.4%	0.0%	12.5%	22.1%	12.5%
No	3,268	180	208	38	141	29	105	46	75	57	46	128	49	120	0	42	127	40	13	63	109	7
	81.9%	81.4%	81.3%	90.5%	79.2%	41.4%	100.0%	100.0%	84.3%	85.1%	73.0%	81.5%	80.3%	83.3%	---	80.8%	79.9%	81.6%	100.0%	87.5%	77.9%	87.5%
Significantly different from column:*						GH	F	F														

NA - Not Applicable

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

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CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48b

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

Base: All respondents whose child is between ages 3 and 5 years old (Q48b)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
| | | | | Male | Female | 0 to 5 | 6 to 13 | 14 to 18 | Less than HS grad | HS grad | Some college 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	720	41	48	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
Number missing or multiple answer	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	714	41	48	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
	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%
None of the time	4	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%	2.1%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Some of the time	58	6	6	0	6	6	0	0	2	2	2	3	3	5	0	0	4	2	0	2	4	0
	8.1%	14.6%	12.5%	0.0%	16.2%	14.6%	---	---	14.3%	20.0%	11.8%	10.3%	25.0%	20.8%	---	0.0%	12.5%	22.2%	---	22.2%	12.9%	0.0%
Most of the time	279	10	16	2	8	10	0	0	3	2	5	6	4	7	0	2	9	1	0	1	9	0
	39.1%	24.4%	33.3%	50.0%	21.6%	24.4%	---	---	21.4%	20.0%	29.4%	20.7%	33.3%	29.2%	---	20.0%	28.1%	11.1%	---	11.1%	29.0%	0.0%
All of the time	373	25	25	2	23	25	0	0	9	6	10	20	5	12	0	8	19	6	0	6	18	1
	52.2%	61.0%	52.1%	50.0%	62.2%	61.0%	---	---	64.3%	60.0%	58.8%	69.0%	41.7%	50.0%	---	80.0%	59.4%	66.7%	---	66.7%	58.1%	100.0%
Significantly different from column:*	■		■																			
All of the time or Most of the time	652	35	41	4	31	35	0	0	12	8	15	26	9	19	0	10	28	7	0	7	27	1
	91.3%	85.4%	85.4%	100.0%	83.8%	85.4%	---	---	85.7%	80.0%	88.2%	89.7%	75.0%	79.2%	---	100.0%	87.5%	77.8%	---	77.8%	87.1%	100.0%
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.

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CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48c

How often does this child play well with others?

Base: All respondents whose child is between ages 3 and 5 years old (Q48b)

	2019 State OHP	2019	2018	Respondent's Gender (Q44) Male	Female	Child's Age (Q39) 0 to 5	6 to 13	14 to 18	Respondent's Education (Q45) Less than HS grad	HS grad	Some college or more	Hispanic (Child) (Q41) Hispanic	Not Hispanic	Child's Race (Q42) White	African-American	Other	Child's Health Status (Q37) Excellent or Very good	Good	Fair or Poor	Child's Doctor Visits in Last 6 Months (Q7) None	1 to 4	5 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	720	41	48	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	715	41	48	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
	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%
None of the time	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Some of the time	64	4	4	0	4	4	0	0	2	1	1	4	0	3	0	1	3	1	0	2	1	1
	9.0%	9.8%	8.3%	0.0%	10.8%	9.8%	---	---	14.3%	10.0%	5.9%	13.8%	0.0%	12.5%	---	10.0%	9.4%	11.1%	---	22.2%	3.2%	100.0%
Most of the time	305	12	16	2	10	12	0	0	4	1	7	6	6	11	0	1	9	3	0	2	10	0
	42.7%	29.3%	33.3%	50.0%	27.0%	29.3%	---	---	28.6%	10.0%	41.2%	20.7%	50.0%	45.8%	---	10.0%	28.1%	33.3%	---	22.2%	32.3%	0.0%
All of the time	345	25	28	2	23	25	0	0	8	8	9	19	6	10	0	8	20	5	0	5	20	0
	48.3%	61.0%	58.3%	50.0%	62.2%	61.0%	---	---	57.1%	80.0%	52.9%	65.5%	50.0%	41.7%	---	80.0%	62.5%	55.6%	---	55.6%	64.5%	0.0%
Significantly different from column:*	■■■		■■■																			
All of the time or Most of the time	650	37	44	4	33	37	0	0	12	9	16	25	12	21	0	9	29	8	0	7	30	0
	90.9%	90.2%	91.7%	100.0%	89.2%	90.2%	---	---	85.7%	90.0%	94.1%	86.2%	100.0%	87.5%	---	90.0%	90.6%	88.9%	---	77.8%	96.8%	0.0%
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 - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48d

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

Base: All respondents whose child is between ages 3 and 5 years old (Q48b)

| | 2019 State OHP | 2019 | 2018 | Respondent's Gender (Q44) | | Child's Age (Q39) | | | Respondent's Education (Q45) | | | Hispanic (Child) (Q41) | | Child's Race (Q42) | | | Child's Health Status (Q37) | | | Child's Doctor Visits in Last 6 Months (Q7) | | |
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	720	41	48	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
Number missing or multiple answer	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	715	41	48	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
	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%
None of the time	4	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%	2.1%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Some of the time	118	4	7	0	4	4	0	0	1	1	3	1	3	4	0	0	2	2	0	2	2	0
	16.5%	9.8%	14.6%	0.0%	10.8%	9.8%	---	---	7.1%	10.0%	11.8%	3.4%	25.0%	16.7%	---	0.0%	6.3%	22.2%	---	22.2%	6.5%	0.0%
Most of the time	384	19	20	3	16	19	0	0	4	3	12	12	7	11	0	6	15	4	0	2	16	1
	53.7%	46.3%	41.7%	75.0%	43.2%	46.3%	---	---	28.6%	30.0%	70.6%	41.4%	58.3%	45.8%	---	60.0%	46.9%	44.4%	---	22.2%	51.6%	100.0%
All of the time	209	18	20	1	17	18	0	0	9	6	3	16	2	9	0	4	15	3	0	5	13	0
	29.2%	43.9%	41.7%	25.0%	45.9%	43.9%	---	---	64.3%	60.0%	17.6%	55.2%	16.7%	37.5%	---	40.0%	46.9%	33.3%	---	55.6%	41.9%	0.0%
Significantly different from column:*		A							K		I	M	L									
All of the time or Most of the time	593	37	40	4	33	37	0	0	13	9	15	28	9	20	0	10	30	7	0	7	29	1
	82.9%	90.2%	83.3%	100.0%	89.2%	90.2%	---	---	92.9%	90.0%	88.2%	96.6%	75.0%	83.3%	---	100.0%	93.8%	77.8%	---	77.8%	93.5%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48e

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

Base: All respondents whose child is between ages 3 and 5 years old (Q48b)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	720	41	46	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
Number missing or multiple answer	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number 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	711	41	46	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
	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%
None of the time	136	5	8	0	5	5	0	0	1	1	3	4	1	2	0	2	3	2	0	1	3	1
	19.1%	12.2%	17.4%	0.0%	13.5%	12.2%	---	---	7.1%	10.0%	17.6%	13.8%	8.3%	8.3%	---	20.0%	9.4%	22.2%	---	11.1%	9.7%	100.0%
Some of the time	498	30	36	4	26	30	0	0	11	8	11	21	9	18	0	8	23	7	0	6	24	0
	70.0%	73.2%	78.3%	100.0%	70.3%	73.2%	---	---	78.6%	80.0%	64.7%	72.4%	75.0%	75.0%	---	80.0%	71.9%	77.8%	---	66.7%	77.4%	0.0%
Most of the time	53	5	2	0	5	5	0	0	1	1	3	3	2	3	0	0	5	0	0	2	3	0
	7.5%	12.2%	4.3%	0.0%	13.5%	12.2%	---	---	7.1%	10.0%	17.6%	10.3%	16.7%	12.5%	---	0.0%	15.6%	0.0%	---	22.2%	9.7%	0.0%
All of the time	24	1	0	0	1	1	0	0	1	0	0	1	0	1	0	0	1	0	0	0	1	0
	3.4%	2.4%	0.0%	0.0%	2.7%	2.4%	---	---	7.1%	0.0%	0.0%	3.4%	0.0%	4.2%	---	0.0%	3.1%	0.0%	---	0.0%	3.2%	0.0%
Significantly different from column:*																						
All of the time or Most of the time	77	6	2	0	6	6	0	0	2	1	3	4	2	4	0	0	6	0	0	2	4	0
	10.8%	14.6%	4.3%	0.0%	16.2%	14.6%	---	---	14.3%	10.0%	17.6%	13.8%	16.7%	16.7%	---	0.0%	18.8%	0.0%	---	22.2%	12.9%	0.0%
Significantly different from column:*																						

NA - Not Applicable

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PacificSource - Columbia Gorge

CAHPS® 5.0H Child Medicaid Without Chronic Conditions Member Satisfaction Survey for Measurement Year 2018 (Fielded January - April 2019)

Question 48f

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

Base: All respondents whose child is between ages 3 and 5 years old (Q48b)

	2019 State OHP	2019	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college 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	720	41	47	4	37	41	0	0	14	10	17	29	12	24	0	10	32	9	0	9	31	1
Number missing or multiple answer	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	129	5	9	0	5	5	0	0	2	0	3	3	2	3	0	1	4	1	0	0	4	1
Usable responses	573	36	38	4	32	36	0	0	12	10	14	26	10	21	0	9	28	8	0	9	27	0
	79.6%	87.8%	80.9%	100.0%	86.5%	87.8%	---	---	85.7%	100.0%	82.4%	89.7%	83.3%	87.5%	---	90.0%	87.5%	88.9%	---	100.0%	87.1%	0.0%
No	562	36	37	4	32	36	0	0	12	10	14	26	10	21	0	9	28	8	0	9	27	0
	98.1%	100.0%	97.4%	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%	---
Yes, I was told to pick up my child early on 1 or more days	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
Yes, I had to keep my child home for 1 full day or more	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	0.0%	2.6%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
Yes permanently, I was told my child could no longer attend this childcare center or	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	
Significantly different from column:*	■		■																			
No	562	36	37	4	32	36	0	0	12	10	14	26	10	21	0	9	28	8	0	9	27	0
	98.1%	100.0%	97.4%	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%	---
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.

Oregon Health Authority

Survey Instructions

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

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

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

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

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

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

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

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

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

   _____

Your Child's Health Care in the Last 6 Months

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

3. In the last 6 months, did your child have an illness, injury, or condition that <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**

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
   - $\square_1$ Never
   - $\square_2$ Sometimes
   - $\square_3$ Usually
   - $\square_4$ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
   - $\square_1$ Yes
   - $\square_2$ No → *If No, Go to Question 7*

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
   - $\square_1$ Never
   - $\square_2$ Sometimes
   - $\square_3$ Usually
   - $\square_4$ Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
   - $\square_0$ None → *If None, Go to Question 15*
   - $\square_1$ 1 time
   - $\square_2$ 2
   - $\square_3$ 3
   - $\square_4$ 4
   - $\square_5$ 5 to 9
   - $\square_6$ 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
   - $\square_1$ Yes
   - $\square_2$ No

9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
   - $\square_1$ Yes
   - $\square_2$ No → *If No, Go to Question 13*

10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
    - $\square_1$ Yes
    - $\square_2$ No

11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
    - $\square_1$ Yes
    - $\square_2$ No

12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
    - $\square_1$ Yes
    - $\square_2$ 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 child's health care in the last 6 months?
    - $\square_0$ 0 Worst health care possible
    - $\square_1$ 1
    - $\square_2$ 2
    - $\square_3$ 3
    - $\square_4$ 4
    - $\square_5$ 5
    - $\square_6$ 6
    - $\square_7$ 7
    - $\square_8$ 8
    - $\square_9$ 9
    - $\square_{10}$ 10 Best health care possible

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

$\square_1$ Never
$\square_2$ Sometimes
$\square_3$ Usually
$\square_4$ Always

Your Child's Personal Doctor

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

$\square_1$ Yes
$\square_2$ No → *If No, Go to Question 27*

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

$\square_0$ None → *If None, Go to Question 26*
$\square_1$ 1 time
$\square_2$ 2
$\square_3$ 3
$\square_4$ 4
$\square_5$ 5 to 9
$\square_6$ 10 or more times

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

$\square_1$ Never
$\square_2$ Sometimes
$\square_3$ Usually
$\square_4$ Always

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

$\square_1$ Never
$\square_2$ Sometimes
$\square_3$ Usually
$\square_4$ Always

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

$\square_1$ Never
$\square_2$ Sometimes
$\square_3$ Usually
$\square_4$ Always

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

$\square_1$ Never
$\square_2$ Sometimes
$\square_3$ Usually
$\square_4$ Always

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

$\square_1$ Yes
$\square_2$ No → *If No, Go to Question 22*

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

$\square_1$ Never
$\square_2$ Sometimes
$\square_3$ Usually
$\square_4$ Always

Please continue on next page →

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

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

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

☐₁ Yes
☐₂ No

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

☐₁ Yes
☐₂ No → *If No, Go to Question 26*

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

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

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

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

Getting Health Care from Specialists

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

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

☐₁ Yes
☐₂ No → *If No, Go to Question 31*

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

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

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

☐ₒ None → *If None, Go to Question 31*
☐₁ 1 specialist
☐₂ 2
☐₃ 3
☐₄ 4
☐₅ 5 or more specialists

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

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

Your Child's Health Plan

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

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

☐₁ Yes
☐₂ No → *If No, Go to Question 34*

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

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

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

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

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

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

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

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

Please continue on next page →

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

- $\square_0$ 0 Worst health plan possible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 Best health plan possible

Access to Dental Care

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

- $\square_1$ Yes
- $\square_2$ No

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

- $\square_1$ Yes
- $\square_2$ No → **If No, Go to Question 36d**

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always

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

- $\square_1$ Never
- $\square_2$ Sometimes
- $\square_3$ Usually
- $\square_4$ Always
- $\square_5$ My child did not have a dental emergency in the last 6 months

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

- $\square_0$ 0 Extremely difficult
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 Extremely easy

About Your Child and You

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

- $\square_1$ Excellent
- $\square_2$ Very good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

38. In general, how would you rate your child's overall <u>mental or emotional</u> health?
- $\square_1$ Excellent
- $\square_2$ Very good
- $\square_3$ Good
- $\square_4$ Fair
- $\square_5$ Poor

39. What is <u>your child's</u> age?
- $\square_{00}$ Less than 1 year old

_____ YEARS OLD *(write in)*

40. Is your child male or female?
- $\square_1$ Male
- $\square_2$ Female

41. Is your child of Hispanic or Latino origin or descent?
- $\square_1$ Yes, Hispanic or Latino
- $\square_2$ No, not Hispanic or Latino

42. What is your child's race? Mark one or more.
- $\square_a$ White
- $\square_b$ Black or African-American
- $\square_c$ Asian
- $\square_d$ Native Hawaiian or other Pacific Islander
- $\square_e$ American Indian or Alaska Native
- $\square_f$ Other

43. What is <u>your</u> age?
- $\square_0$ Under 18
- $\square_1$ 18 to 24
- $\square_2$ 25 to 34
- $\square_3$ 35 to 44
- $\square_4$ 45 to 54
- $\square_5$ 55 to 64
- $\square_6$ 65 to 74
- $\square_7$ 75 or older

44. Are you male or female?
- $\square_1$ Male
- $\square_2$ Female

45. What is the highest grade or level of school that you have completed?
- $\square_1$ 8th grade or less
- $\square_2$ Some high school, but did not graduate
- $\square_3$ High school graduate or GED
- $\square_4$ Some college or 2-year degree
- $\square_5$ 4-year college graduate
- $\square_6$ More than 4-year college degree

46. How are you related to the child?
- $\square_1$ Mother or father
- $\square_2$ Grandparent
- $\square_3$ Aunt or uncle
- $\square_4$ Older brother or sister
- $\square_5$ Other relative
- $\square_6$ Legal guardian
- $\square_7$ Someone else

47. Did someone help you complete this survey?
- $\square_1$ Yes → *If Yes, Go to Question 48*
- $\square_2$ No → *If No, Go to Question 48a*

48. How did that person help you? Mark one or more.
- $\square_a$ Read the questions to me
- $\square_b$ Wrote down the answers I gave
- $\square_c$ Answered the questions for me
- $\square_d$ Translated the questions into my language
- $\square_e$ Helped in some other way

Please continue on next page →

Kindergarten Readiness

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

$\square_1$ Yes → *If Yes, Go to Question 48b*
$\square_2$ No → *Thank you. Please return the survey in the postage-paid envelope.*

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

$\square_1$ All of the time
$\square_2$ Most of the time
$\square_3$ Some of the time
$\square_4$ None of the time

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

$\square_1$ All of the time
$\square_2$ Most of the time
$\square_3$ Some of the time
$\square_4$ None of the time

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

$\square_1$ All of the time
$\square_2$ Most of the time
$\square_3$ Some of the time
$\square_4$ None of the time

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

$\square_1$ All of the time
$\square_2$ Most of the time
$\square_3$ Some of the time
$\square_4$ None of the time

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

$\square_1$ This child did not attend childcare or preschool
$\square_2$ No
$\square_3$ Yes, I was told to pick up my child early on 1 or more days
$\square_4$ Yes, I had to keep my child home for 1 full day or more
$\square_5$ Yes permanently, I was told my child could no longer attend this childcare center or preschool

Thank You

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

Center for the Study of Services
PO Box 10820
Herndon, VA 20172-9904

Please do not include any other correspondence.

Oregon Health Authority

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).

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

1. Nuestros registros muestran que su niño está ahora con Oregon Health Plan. ¿Es correcta esta información?

   ☐₁ Sí → *Si contestó "Sí", pase a la pregunta 3*

   ☐₂ No

2. ¿Cómo se llama el plan de salud de su niño? *(Por favor escriba en letra de molde)*

   _____

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

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

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?

   ☐₁ Sí

   ☐₂ No → *Si contestó "No", pase a la pregunta 5*

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

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

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

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

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

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

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

    ☐₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 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 el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?

    ☐₁ Sí
    ☐₂ No

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

    ☐₁ Sí
    ☐₂ No → ***Si contestó "No", pase a la pregunta 13***

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

    ☐₁ Sí
    ☐₂ No

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

    ☐₁ Sí
    ☐₂ No

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

    ☐₁ Sí
    ☐₂ No

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 toda la atención médica que su niño ha recibido en los últimos 6 meses?

- $\square_0$ 0 La peor atención médica posible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 La mejor atención médica posible

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

El doctor personal de su niño

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

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 27*

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

- $\square_0$ Ninguna vez → *Si contestó "Ninguna vez", pase a la pregunta 26*
- $\square_1$ 1 vez
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5 a 9
- $\square_6$ 10 veces o más

16a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar con el doctor personal de su niño o entenderlo porque hablaban idiomas diferentes?

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 22*

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_1$ Sí
- $\square_2$ No

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

- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 26*

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

- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

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

- $\square_0$ 0 El peor doctor personal posible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 El mejor doctor personal posible

La atención médica que recibió de especialistas

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

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

    $\square_1$ Sí
    $\square_2$ No → *Si contestó "No", pase a la pregunta 31*

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

    $\square_1$ Nunca
    $\square_2$ A veces
    $\square_3$ La mayoría de las veces
    $\square_4$ Siempre

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

    $\square_0$ Ninguno → *Si contestó "Ninguno", pase a la pregunta 31*
    $\square_1$ 1 especialista
    $\square_2$ 2
    $\square_3$ 3
    $\square_4$ 4
    $\square_5$ 5 especialistas o más

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

    $\square_0$ 0 El peor especialista posible
    $\square_1$ 1
    $\square_2$ 2
    $\square_3$ 3
    $\square_4$ 4
    $\square_5$ 5
    $\square_6$ 6
    $\square_7$ 7
    $\square_8$ 8
    $\square_9$ 9
    $\square_{10}$ 10 El mejor especialista posible

El plan de salud de su niño

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

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

    $\square_1$ Sí
    $\square_2$ No → *Si contestó "No", pase a la pregunta 34*

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

    $\square_1$ Nunca
    $\square_2$ A veces
    $\square_3$ La mayoría de las veces
    $\square_4$ Siempre

33. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?
- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

34. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?
- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 36*

35. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?
- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

36. Usando un número del 0 al 10, el 0 siendo el peor plan de salud posible y el 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?
- $\square_0$ 0 El peor plan de salud posible
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 El mejor plan de salud posible

Acceso a atención dental

36a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?
- $\square_1$ Sí
- $\square_2$ No

36b. En los últimos 6 meses, ¿fue su niño al consultorio de un dentista o a una clínica dental para recibir atención?
- $\square_1$ Sí
- $\square_2$ No → *Si contestó "No", pase a la pregunta 36d*

36c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?
- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre

36d. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una <u>emergencia dental</u>, ¿con qué frecuencia él o ella pudo ver a un dentista tan pronto como usted quería?
- $\square_1$ Nunca
- $\square_2$ A veces
- $\square_3$ La mayoría de las veces
- $\square_4$ Siempre
- $\square_5$ Mi niño no tuvo una emergencia dental en los últimos 6 meses

36e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para su niño?

- $\square_0$ 0 Extremadamente difícil
- $\square_1$ 1
- $\square_2$ 2
- $\square_3$ 3
- $\square_4$ 4
- $\square_5$ 5
- $\square_6$ 6
- $\square_7$ 7
- $\square_8$ 8
- $\square_9$ 9
- $\square_{10}$ 10 Extremadamente fácil

Acerca de usted y de su niño

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

- $\square_1$ Excelente
- $\square_2$ Muy buena
- $\square_3$ Buena
- $\square_4$ Regular
- $\square_5$ Mala

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

- $\square_1$ Excelente
- $\square_2$ Muy buena
- $\square_3$ Buena
- $\square_4$ Regular
- $\square_5$ Mala

39. ¿Qué edad tiene su niño?

- $\square_{00}$ Menos de un año
- _____ AÑOS (escriba la respuesta)

40. ¿Es su niño de sexo masculino o femenino?

- $\square_1$ Masculino
- $\square_2$ Femenino

41. ¿Es su niño de origen o ascendencia hispana o latina?

- $\square_1$ Sí, hispano o latino
- $\square_2$ No, ni hispano ni latino

42. ¿A qué raza pertenece su niño? Por favor marque una o más.

- $\square_a$ Blanca
- $\square_b$ Negra o afroamericana
- $\square_c$ Asiática
- $\square_d$ Nativo de Hawái o de otras islas del Pacífico
- $\square_e$ Indígena americano o nativo de Alaska
- $\square_f$ Otra

43. ¿Qué edad tiene usted?

- $\square_0$ Menos de 18 años
- $\square_1$ 18 a 24
- $\square_2$ 25 a 34
- $\square_3$ 35 a 44
- $\square_4$ 45 a 54
- $\square_5$ 55 a 64
- $\square_6$ 65 a 74
- $\square_7$ 75 años o más

44. ¿Es usted hombre o mujer?

- $\square_1$ Hombre
- $\square_2$ Mujer

45. ¿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

46. ¿Qué relación tiene con el niño?
- ☐₁ Madre o padre
- ☐₂ Abuelo o abuela
- ☐₃ Tía o tío
- ☐₄ Hermano o hermana mayor
- ☐₅ Otro familiar
- ☐₆ Tutor legal del niño
- ☐₇ Otra persona

47. ¿Le ayudó alguien a completar esta encuesta?
- ☐₁ Sí → *Si contestó "Sí", pase a la pregunta 48*
- ☐₂ No → *Si contestó "No", pase a la pregunta 48a*

48. ¿Cómo le ayudó a usted esta persona? Marque una o más.
- ☐ₐ Me leyó las preguntas
- ☐ᵦ Anotó las respuestas que le di
- ☐ᵨ Contestó las preguntas por mí
- ☐ᵨ Tradujo las preguntas a mi idioma
- ☐ₑ Me ayudó de otra forma

Preparación para el kindergarten

48a. ¿Su niño tiene entre 3 y 5 años de edad?
- ☐₁ Sí → *Si contestó "Sí", pase a la pregunta 48b*
- ☐₂ No → *Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.*

48b. Cuando el niño está prestando atención, ¿con qué frecuencia puede seguir instrucciones para completar una tarea simple?
- ☐₁ Siempre
- ☐₂ Casi siempre
- ☐₃ Algunas veces
- ☐₄ Nunca

48c. ¿Con qué frecuencia el niño juega bien con los demás?
- ☐₁ Siempre
- ☐₂ Casi siempre
- ☐₃ Algunas veces
- ☐₄ Nunca

48d. ¿Con qué frecuencia puede calmarse el niño cuando está excitado?
- ☐₁ Siempre
- ☐₂ Casi siempre
- ☐₃ Algunas veces
- ☐₄ Nunca

48e. ¿Con qué frecuencia pierde el niño el control de su temperamento cuando las cosas no salen a su manera?
- ☐₁ Siempre
- ☐₂ Casi siempre
- ☐₃ Algunas veces
- ☐₄ Nunca

48f. <u>En los ultimos 6 meses</u>, ¿alguna vez le pidieron que el niño se quedara en casa y no fuera a la guardería o preescolar debido a su comportamiento (por golpear, patear, morder, hacer rabietas o desobedecer)?

- $\square_1$ El niño no asistió a la guardería ni al preescolar
- $\square_2$ No
- $\square_3$ Sí, me dijeron que recogiera al niño temprano 1 o más días
- $\square_4$ Sí, tuve que mantener al niño en casa por 1 día completo o más
- $\square_5$ Sí, me dijeron que el niño ya no podría asistir a la guardería preescolar

Gracias

Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado a:

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

Por favor no incluya cualquier otra correspondencia.

CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

NCQA's *HEDIS 2019, Volume 3: Specifications for Survey Measures* contains detailed guidelines for calculation of survey results. These guidelines include:

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.

- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).

- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).

- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.

- Rules for calculating rolling average composites and question summary rates. *For OHA analysis, rolling average measures were calculated using single year rates.*

- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

Global Proportions are *average* proportions of respondents who gave the plan a favorable rating on each question in a composite. There are three steps needed to calculate the composite global proportion:

Step 1

For each question in a composite, count the number of members who selected a favorable response option:

- For all composite questions except those in the *Shared Decision Making* composite, the favorable responses are Usually and Always.

- For the *Shared Decision Making* questions, the favorable response is *Yes*.

Step 2

For each question, determine the proportion of respondents rating favorably (i.e., *Usually/Always* or *Yes*).

Step 3

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

Using the example above, here is an illustration of the step-by-step calculation of the *Getting Care Quickly* composite global proportion. Missing responses are not included in the denominator.

Response option	Q4	Q6	Global Proportion
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:

Eligible Population 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:

$$\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$$

Sample size	OHA's methodology used a sample size of 1,000 for Adult Medicaid samples, 800 for Child Medicaid samples, and 450 for Child Medicaid with Chronic Conditions samples.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., State Oregon Health Plan, the highest or lowest performing CCO, or the CCO's own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (*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.