



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

Prepared for:

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INTRODUCTION

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

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

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

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

EXECUTIVE SUMMARY

CSS administered the Child Medicaid version of the 2019 CAHPS Health Plan Survey for the Oregon Health Authority between January 9 and April 9, 2019. The following CCOs were included in survey administration: Advanced Health, AllCare CCO, Cascade Health Alliance, Columbia Pacific CCO, Eastern Oregon CCO, Fee-For-Service, Health Share of Oregon, Inter-Community Health Network, Jackson Care Connect, Pacific Source – Columbia Gorge, Pacific Source – Central Oregon, Primary Health, Trillium Community Health Plan, Umpqua Health Alliance, Willamette Valley Community Health, and Yamhill Community Care. This report focuses on **statewide** State OHP hereafter referred to as State OHP results, which were calculated by pooling survey responses across these plans including additional oversample for race and ethnicity. The final Child Medicaid aggregated survey sample for the State OHP included 16,300 members. 4,099 members completed the survey, resulting in a response rate of 25.57 percent.

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

RESULTS ON KEY SURVEY MEASURES

STATISTICALLY SIGNIFICANT IMPROVEMENTS OR DECLINES COMPARED TO 2018

Reportable Rate IMPROVED	Reportable Rate DECLINED
Rating of All Health Care (by 2.08 points) Rating of Health Plan (by 3.05 points) Getting Needed Care (by 3.44 points)	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM NATIONAL BENCHMARK

Reportable Rate ABOVE State OHP	Reportable Rate BELOW State OHP
2018 CSS Child Medicaid Average	
None	Rating of All Health Care (by 2.88 points) Rating of Health Plan (by 3.1 points) Health Promotion and Education (by 4.53 points)

TOP PRIORITIES FOR QUALITY IMPROVEMENT

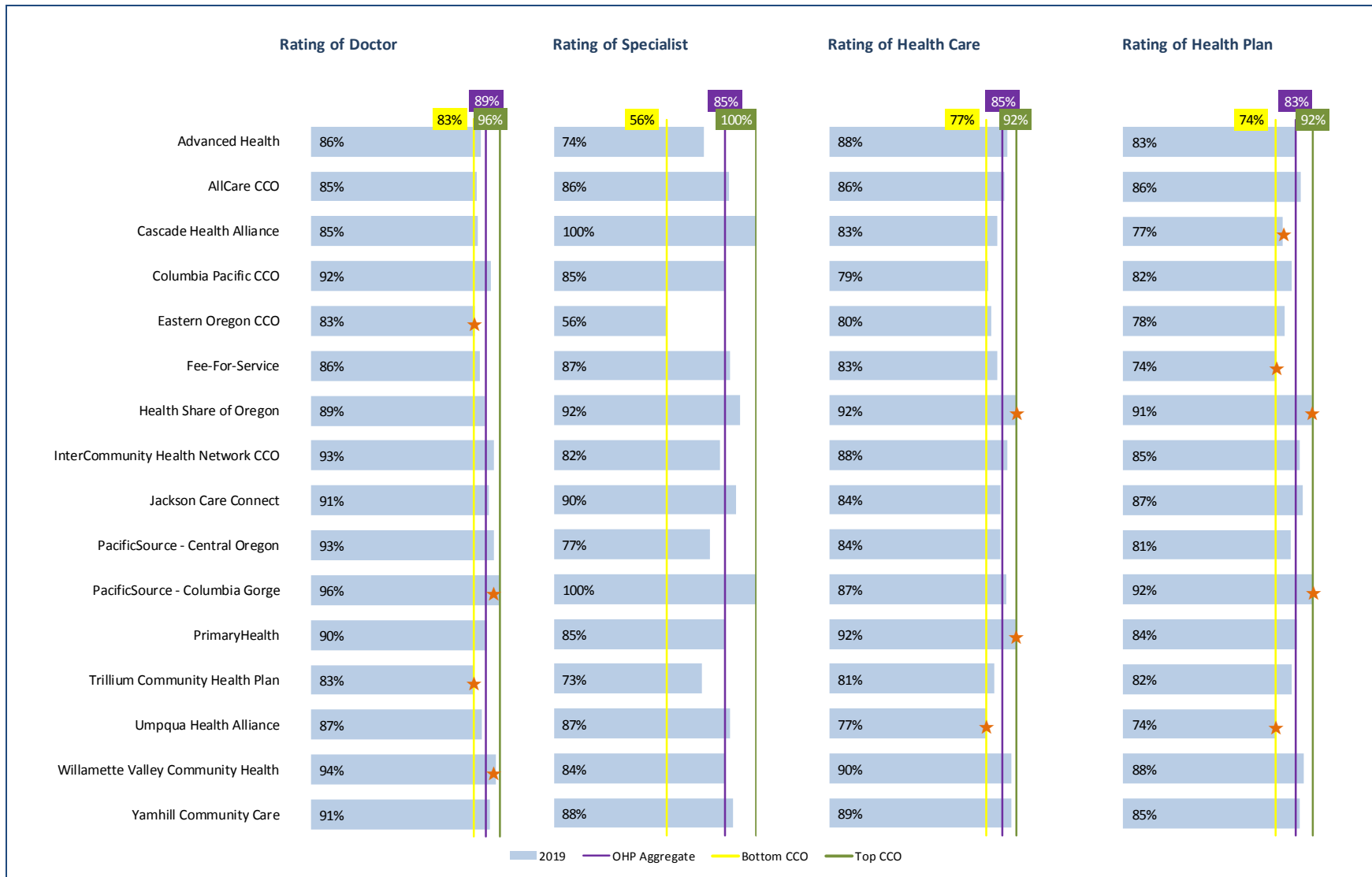
CSS's *Key Driver Analysis* identifies the areas of health plan performance and aspects of member experience that shape members' overall assessment of their health plan. To the extent that these specific areas or experiences can be improved, the overall rating of the plan should reflect these gains.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

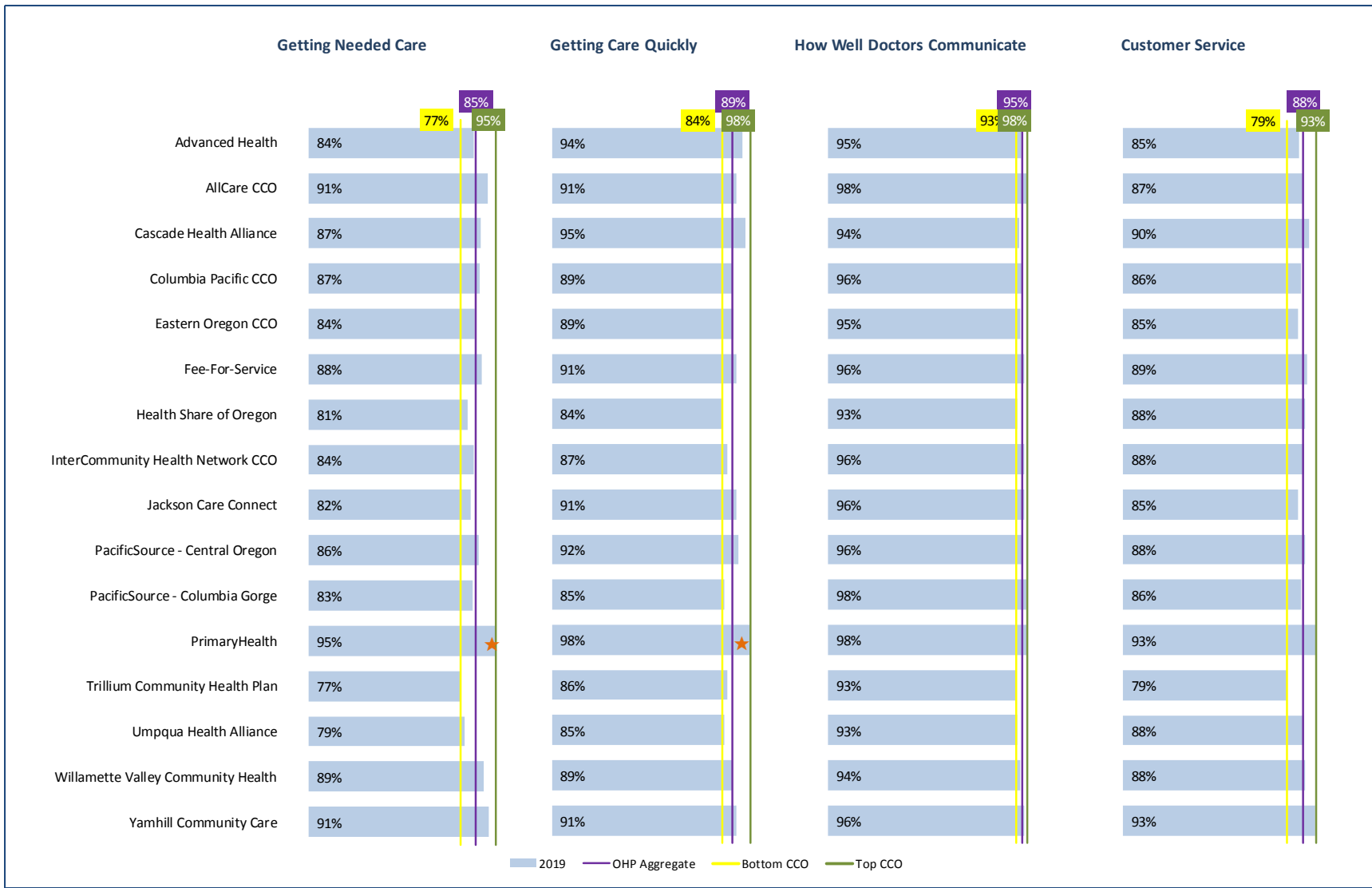
Top Priorities for Quality Improvement
1. Improving the quality of physicians in the plan's network (personal doctors)
2. Improving member access to care (ease of getting needed care, tests, or treatment)
3. Improving the ability of the health plan customer service to treat members with courtesy and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

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

OREGON HEALTH PLAN CCO PERFORMANCE ON KEY SURVEY MEASURES

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







SURVEY RESULTS AT A GLANCE

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

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

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates		Valid Responses		2018 CSS Child Medicaid Average
		2018	2019	2018	2019	
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	83.11%	▲ 85.19%	3,161	2,660	88.07% ▼
	Q26. Rating of Personal Doctor	87.94%	89.26%	4,020	2,962	90.15%
	Q30. Rating of Specialist Seen Most Often	80.66%	84.51%	512	510	86.40%
	Q36. Rating of Health Plan	80.39%	▲ 83.43%	4,655	3,869	86.53% ▼
Getting Needed Care (% Always or Usually)	Getting Needed Care Composite	81.33%	▲ 84.77%	1,861	1,604	85.35%
	Q14. Easy to get needed care	89.47%	89.35%	3,144	2,657	90.74% ▼
	Q28. Easy to see specialists	73.18%	▲ 80.18%	578	550	79.95%
Getting Care Quickly (% Always or Usually)	Getting Care Quickly Composite	88.35%	88.90%	2,109	1,845	90.12%
	Q4. Got urgent care as soon as needed	90.42%	91.76%	1,294	1,056	91.35%
	Q6. Got routine care as soon as needed	86.28%	86.03%	2,923	2,634	88.89% ▼
How Well Doctors Communicate* (% Always or Usually)	How Well Doctors Communicate Composite	94.39%	95.22%	2,855	2,309	94.49%
	Q17. Doctor explained things	94.68%	▲ 95.89%	2,857	2,314	94.85% ▲
	Q18. Doctor listened carefully	95.84%	96.02%	2,860	2,312	95.82%
	Q19. Doctor showed respect	96.74%	97.53%	2,857	2,311	96.95%
	Q22. Doctor spent enough time	90.30%	91.42%	2,845	2,297	90.34%
Customer Service (% Always or Usually)	Customer Service Composite	87.93%	87.52%	1,214	1,093	88.87%
	Q32. Provided needed information/help	81.96%	81.83%	1,214	1,095	83.85%
	Q33. Treated with courtesy/respect	93.90%	93.22%	1,213	1,091	93.89%
Shared Decision Making** (% Yes)	Shared Decision Making Composite	79.52%	79.08%	737	595	80.56%
	Q10. Discussed reasons to take a medicine	92.56%	90.12%	739	597	92.23%
	Q11. Discussed reasons not to take a medicine	66.44%	69.46%	739	596	68.22%
	Q12. Discussed what was best for you	79.56%	77.66%	734	591	81.24%
Other Areas	Q8. Health Promotion and Education (% Yes)	71.30%	71.69%	3,157	2,653	76.22% ▼
	Q25. Coordination of Care (% Always or Usually)	83.71%	83.95%	1,056	916	82.90%

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

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

ABOUT THIS REPORT

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

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

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

SURVEY METHODOLOGY

SURVEY PROTOCOL AND TIMELINE

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

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

SURVEY MATERIALS

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

SAMPLE SELECTION

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

children that were likely to have a chronic condition (CCC) based on claim and encounter records. Using this code, a sample was drawn from the child Medicaid population for members not 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 the State OHP included 16,300 members.

DATA CAPTURE

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

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

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the State OHP sample members who met final eligibility criteria, 4,099 completed the survey, resulting in a response rate of 25.57 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

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

Disposition	Total	
	Number	% Initial Sample
Initial Sample	16,300	100.00%
Disposition		
Complete and Eligible - Mail	2,062	12.65%
Complete and Eligible - Phone	1,937	11.88%
Complete and Eligible - Internet	100	0.61%
Complete and Eligible - Total	4,099	25.15%
Does not meet Eligible Population criteria	155	0.95%
Incomplete (but Eligible)	118	0.72%
Ineligible	116	0.71%
- Language barrier	116	0.71%
- Mentally or physically incapacitated	0	0.00%
- Deceased	0	0.00%
Refusal	238	1.46%
Nonresponse after maximum attempts	11,491	70.50%
Added to Do Not Call (DNC) list	83	0.51%
Response Rate*		25.57%

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

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

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

CCOs	Sample Size	Completes	Ineligibles	Response Rate
State OHP	16,300	4,099	271	25.57%
Advanced Health	800	217	7	27.36%
AllCare CCO	800	197	9	24.91%
Cascade Health Alliance	800	199	7	25.09%
Columbia Pacific CCO	800	157	8	19.82%
Eastern Oregon CCO	800	221	13	28.08%
Fee-For-Service	1,600	327	37	20.92%
Health Share of Oregon	800	201	20	25.77%
InterCommunity Health Network CCO	800	187	12	23.73%
Jackson Care Connect	800	201	7	25.35%
PacificSource - Central Oregon	800	189	5	23.77%
PacificSource - Columbia Gorge	800	232	6	29.22%
PrimaryHealth	800	180	6	22.67%
Trillium Community Health Plan	800	196	10	24.81%
Umpqua Health Alliance	800	215	6	27.08%
Willamette Valley Community Health	800	241	4	30.28%
Yamhill Community Care	800	209	9	26.42%
Oversample	2,700	730	105	28.13%

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 not want your child to take a medicine?*
 - *When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?*

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

SUMMARY OF SURVEY RESULTS

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

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

CAHPS 5.0H Survey Measures*	2019 Rate	Difference** between 2019 Rate and...	
		2018 Rate	2018 CSS Child Medicaid Average
Ratings			
Rating of Personal Doctor	89.26%	1.33%	-0.89%
Rating of Specialist Seen Most Often	84.51%	3.85%	-1.89%
Rating of All Health Care	85.19%	2.08% ▲	-2.88% ▼
Rating of Health Plan	83.43%	3.05% ▲	-3.10% ▼
Composite Measures			
Getting Needed Care	84.77%	3.44% ▲	-0.58%
Getting Care Quickly	88.90%	0.55%	-1.23%
How Well Doctors Communicate	95.22%	0.83%	0.73%
Customer Service	87.52%	-0.41%	-1.35%
Shared Decision Making	79.08%	-0.44%	-1.48%
Additional Content Areas			
Health Promotion and Education	71.69%	0.39%	-4.53% ▼
Coordination of Care	83.95%	0.24%	1.05%

* 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

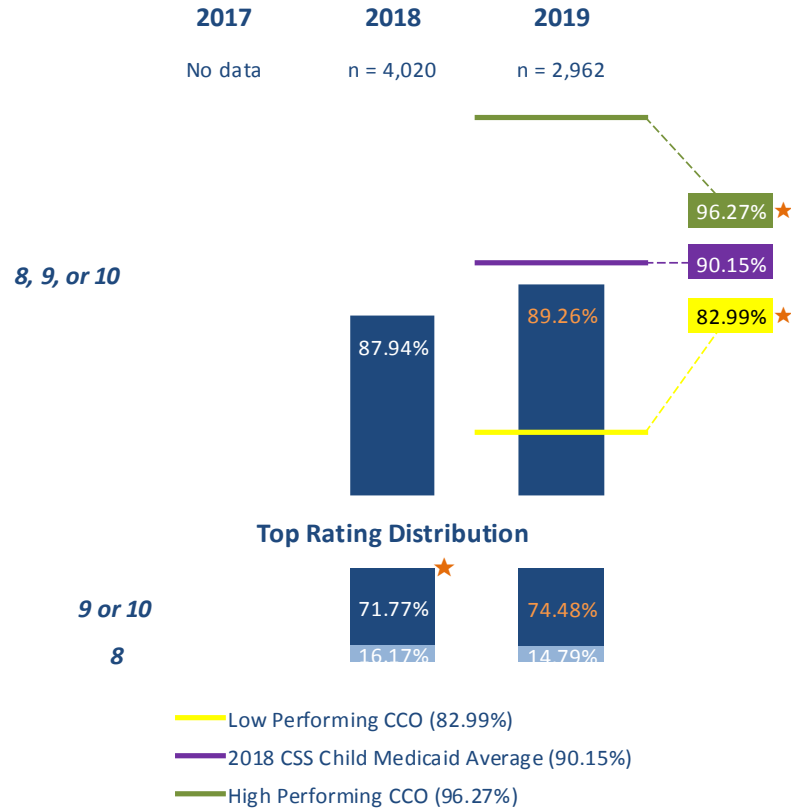
This section of the report includes detailed charts for composite global proportions, rating question summary rates (QSRs), as well as additional QSRs for individual survey items. The charts have the following features:

TREND IN RESULTS

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

Rating of Personal Doctor

Percent Responding 8, 9, or 10



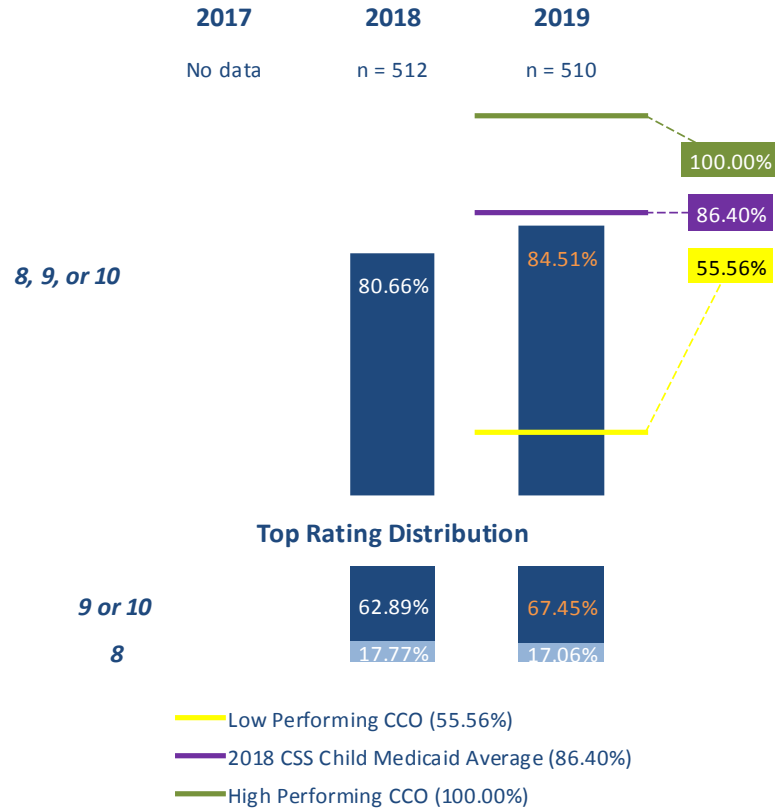
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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



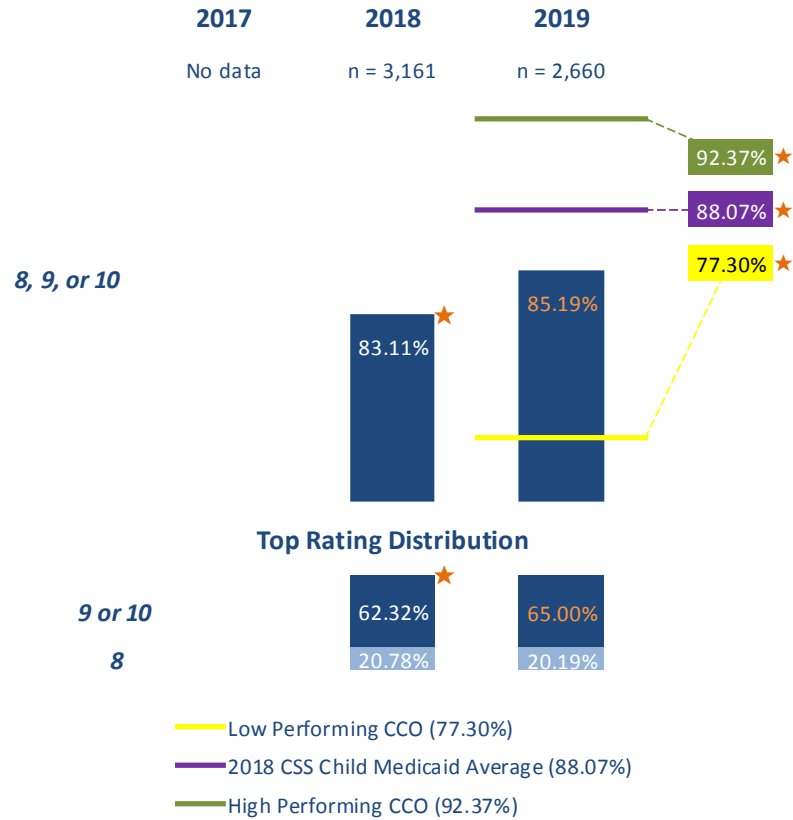
19940

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

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

Rating of All Health Care

Percent Responding 8, 9, or 10



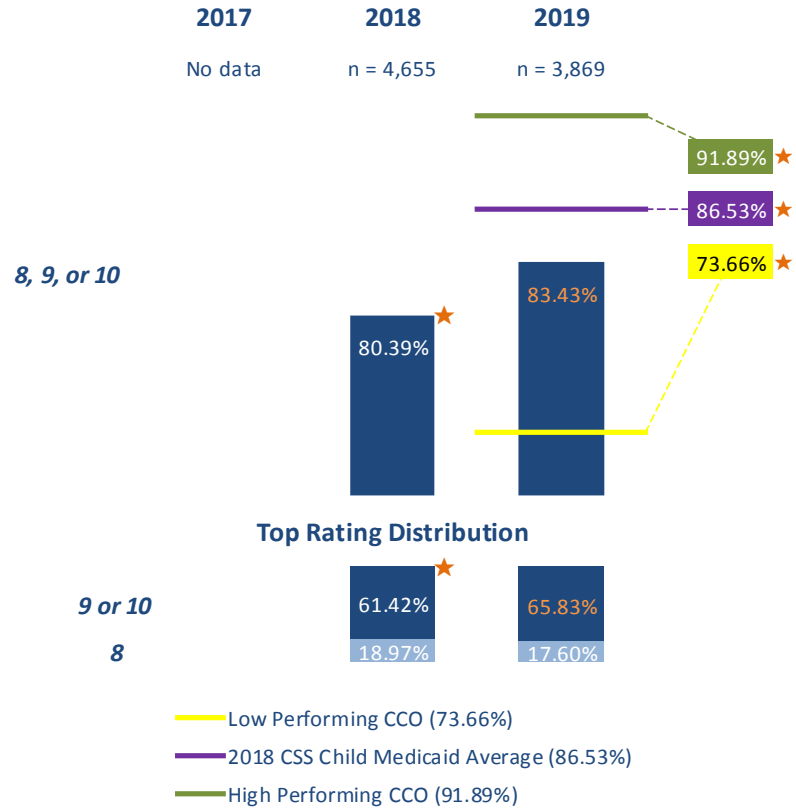
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Tests of statistical significance were conducted for the following reportable rates: (8 + 9 + 10) and (9 + 10). Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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Rating of Health Plan

Percent Responding 8, 9, or 10



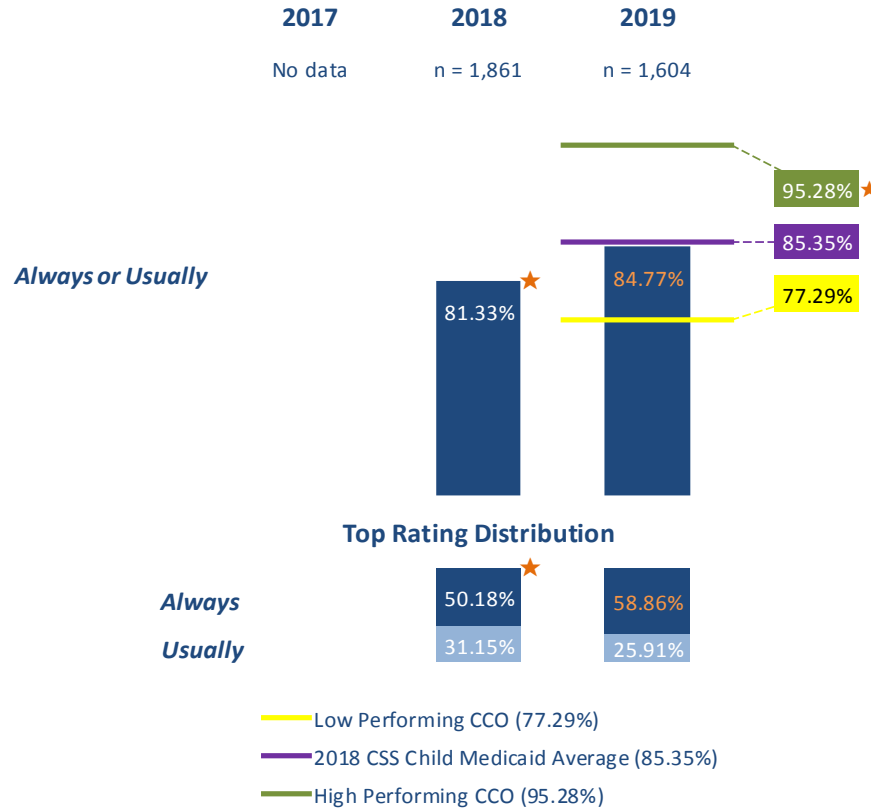
19940

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

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

Getting Needed Care (Composite)

Percent Responding Always or Usually



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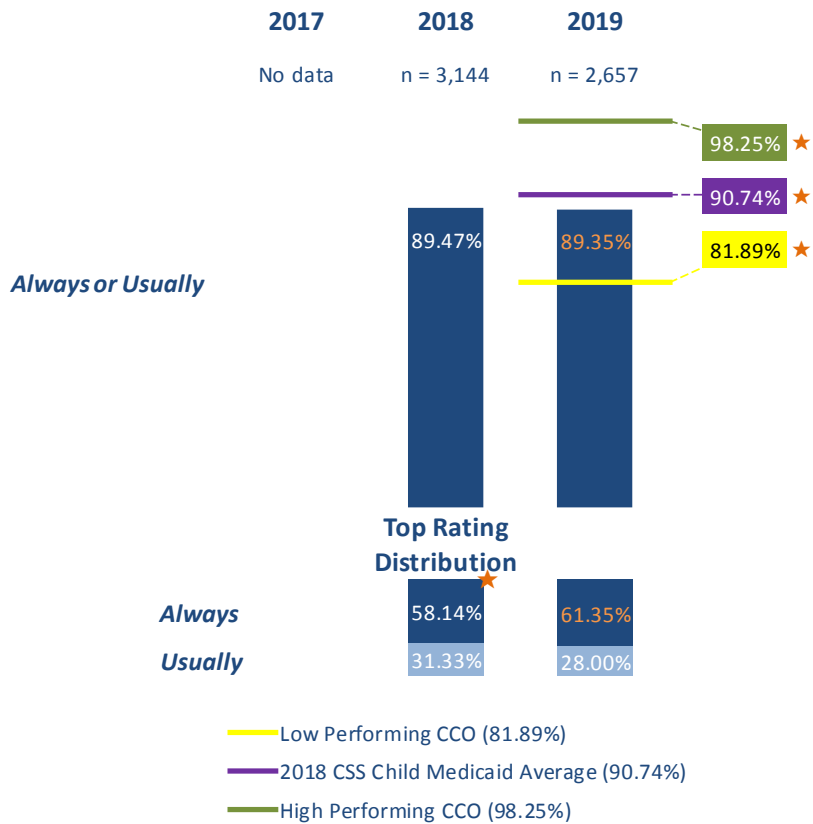
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

Getting Needed Care (Contributing Items)

Percent Responding Always or Usually

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



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?



19940

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



19940

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

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

Getting Care Quickly (Contributing Items)

Percent Responding Always or Usually

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



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



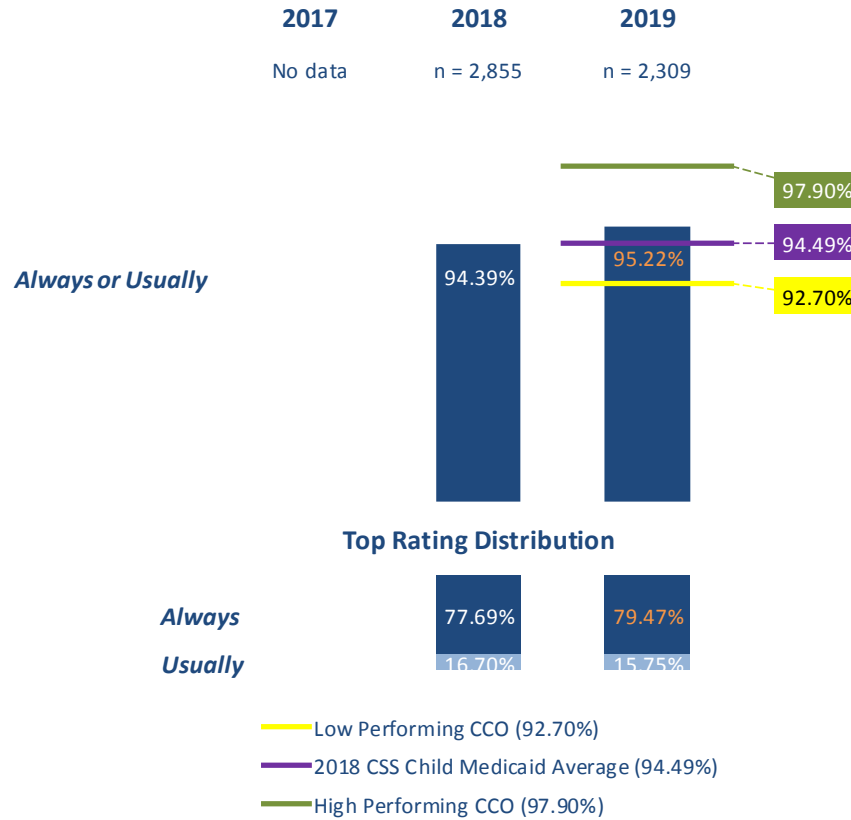
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison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

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

How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



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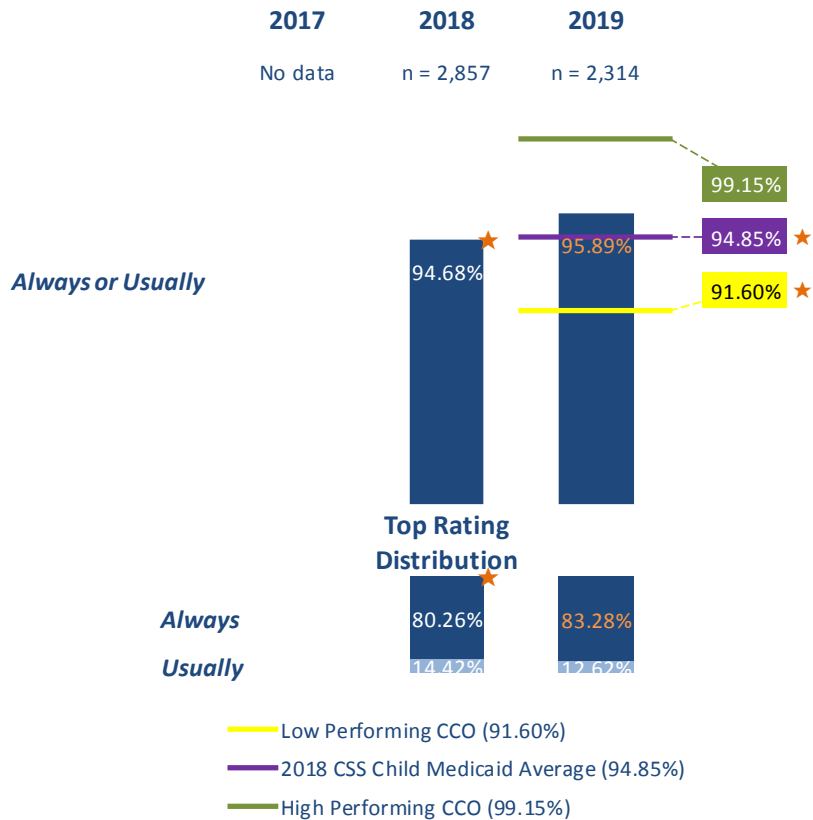
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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

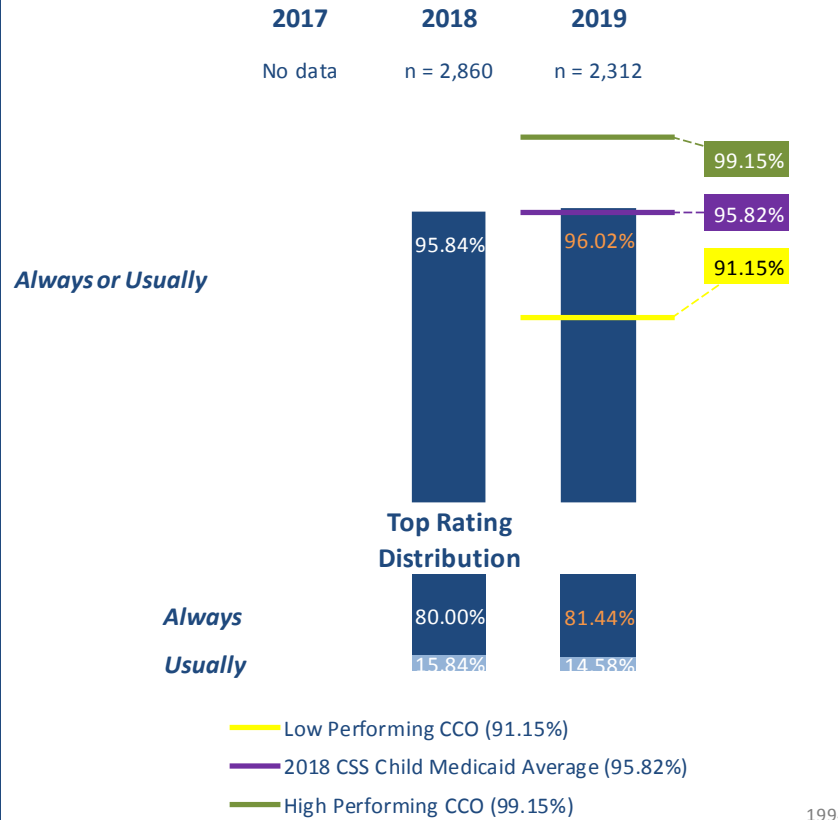
How Well Doctors Communicate (Contributing Items)

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?



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



19940

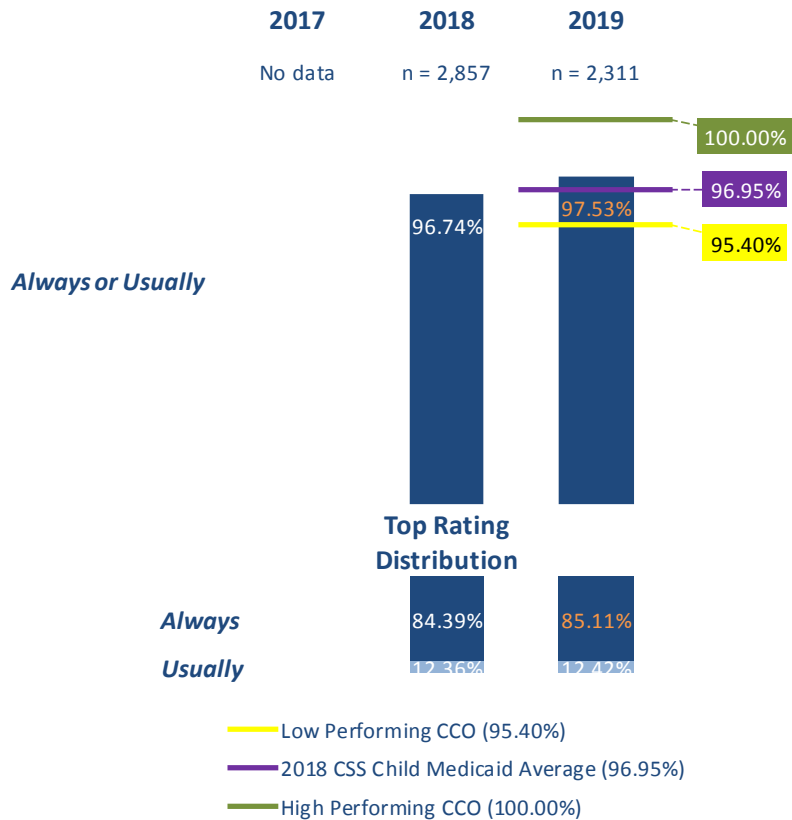
Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison rate (prior-year, or national rate) are marked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



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



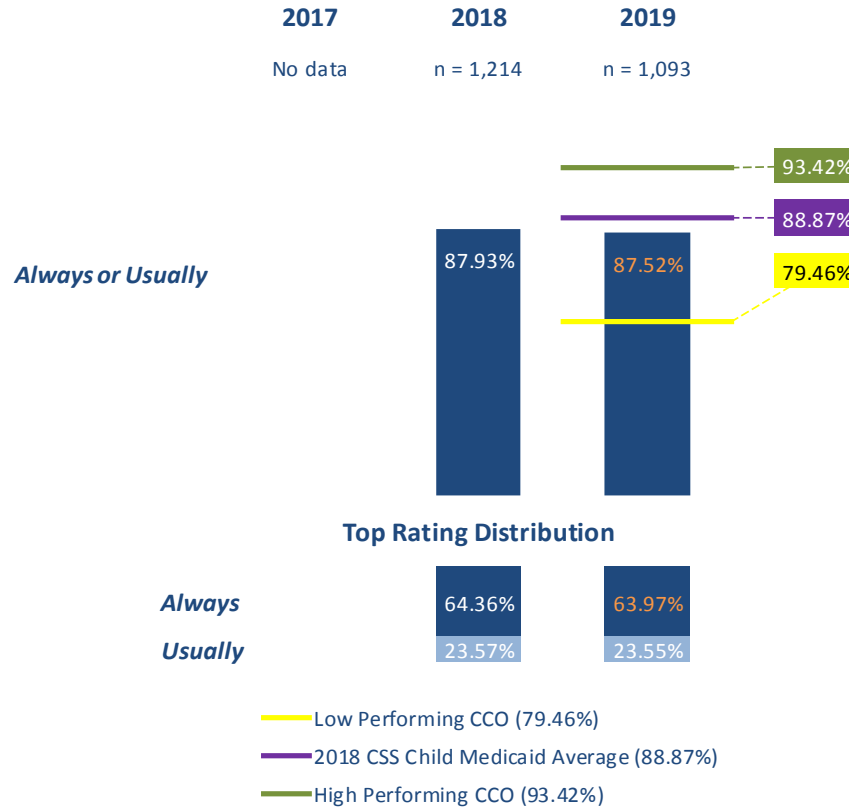
19940

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



19940

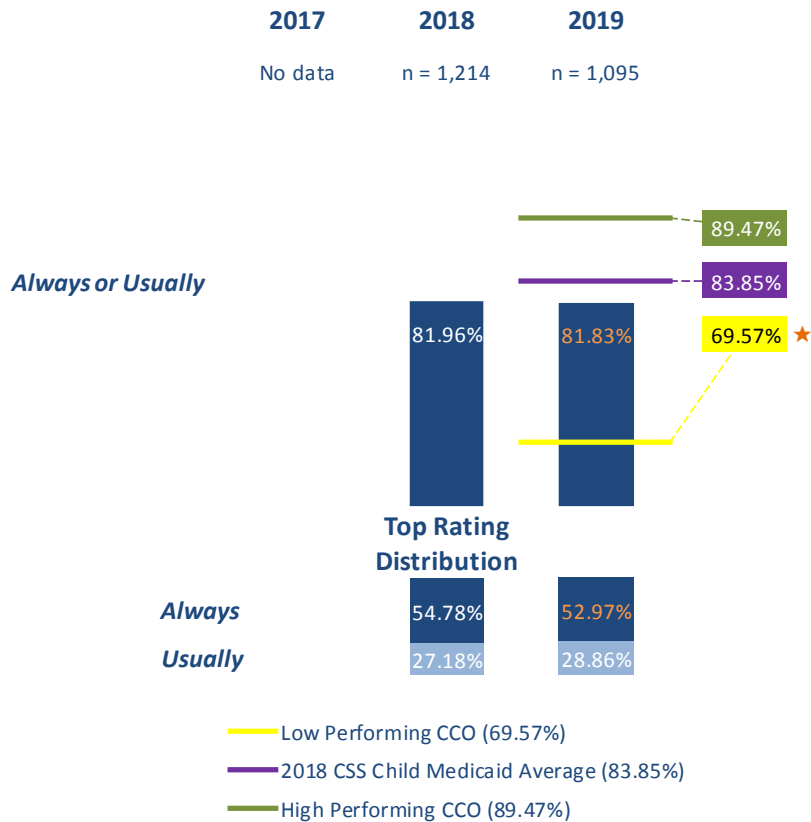
Tests of statistical significance were conducted for the following reportable rates: *(Always + Usually)* and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

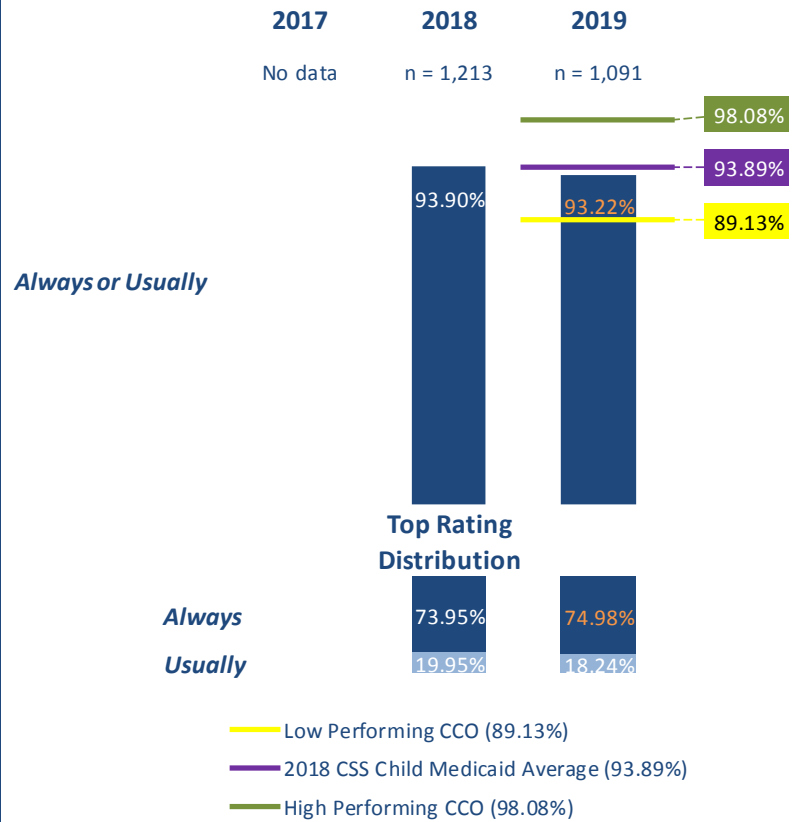
Customer Service (Contributing Items)

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?



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



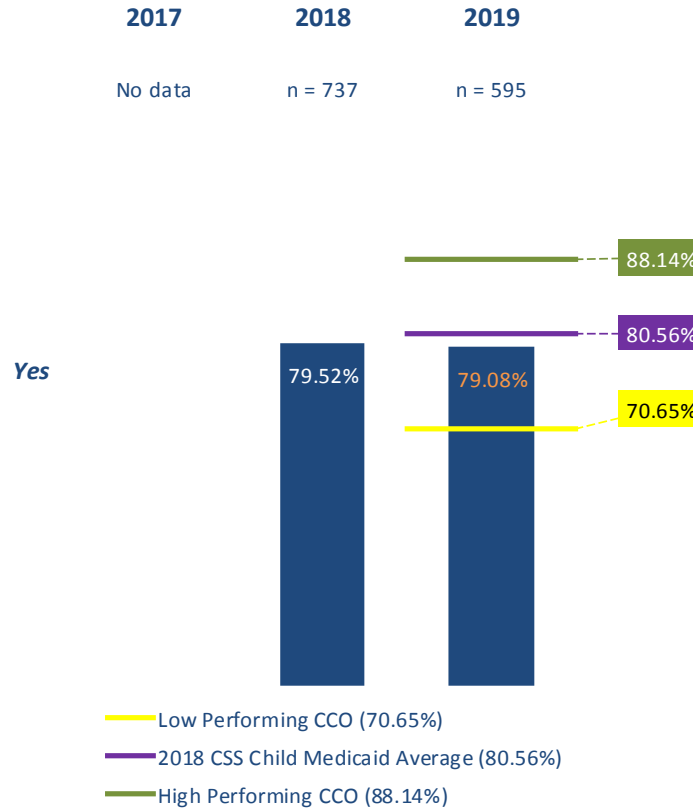
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Tests of statistical significance were conducted for the following reportable rates: (Always + Usually) and Always. Statistically significant differences, tested at the 95% confidence level, between your organization's current-year rate and a comparison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

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

Shared Decision Making (Composite)

Percent Responding Yes



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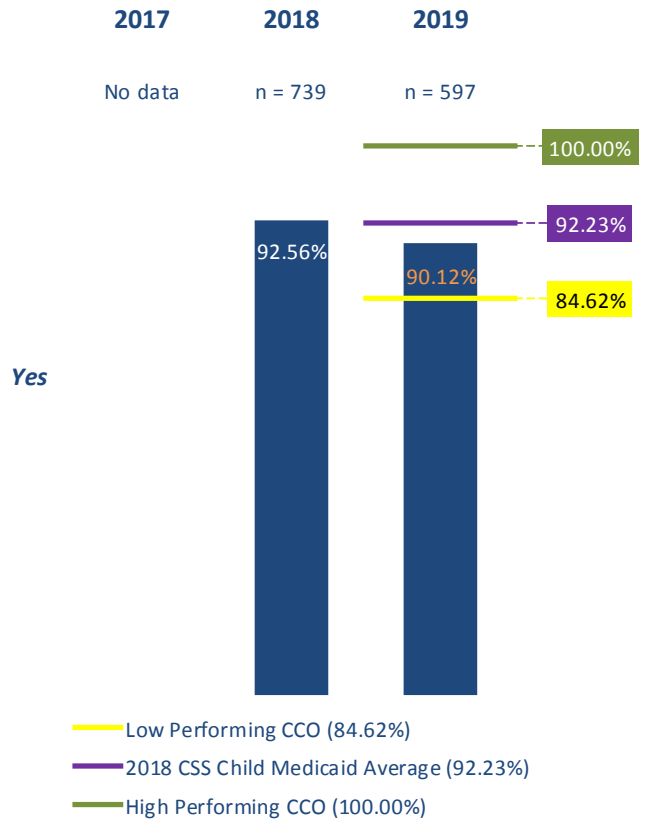
Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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

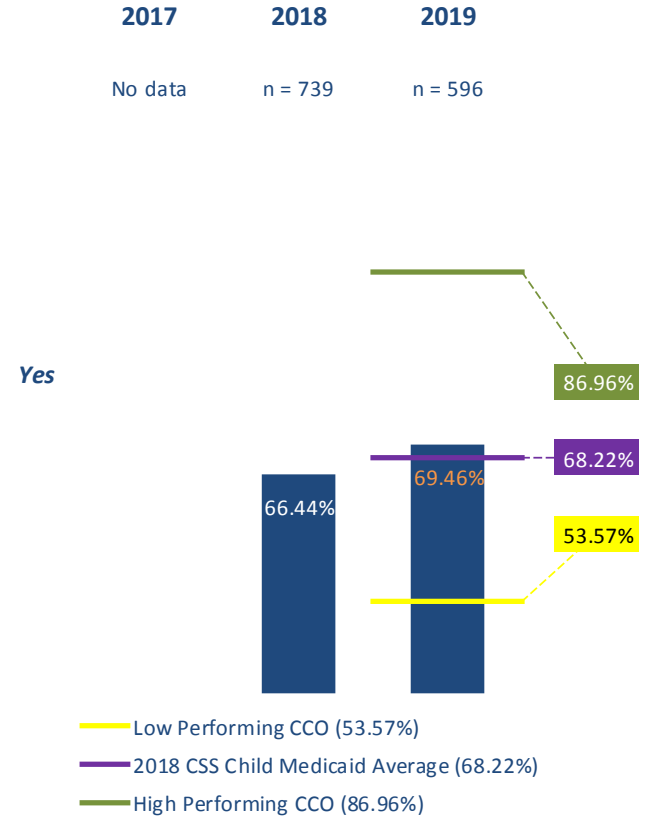
Shared Decision Making (Contributing Items)

Percent Responding Yes

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



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



19940

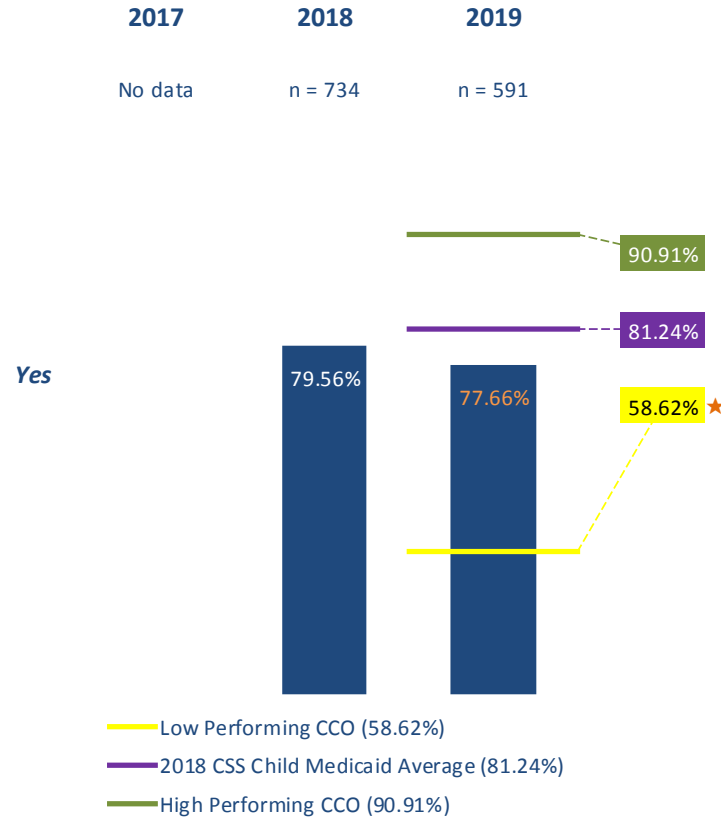
Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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?



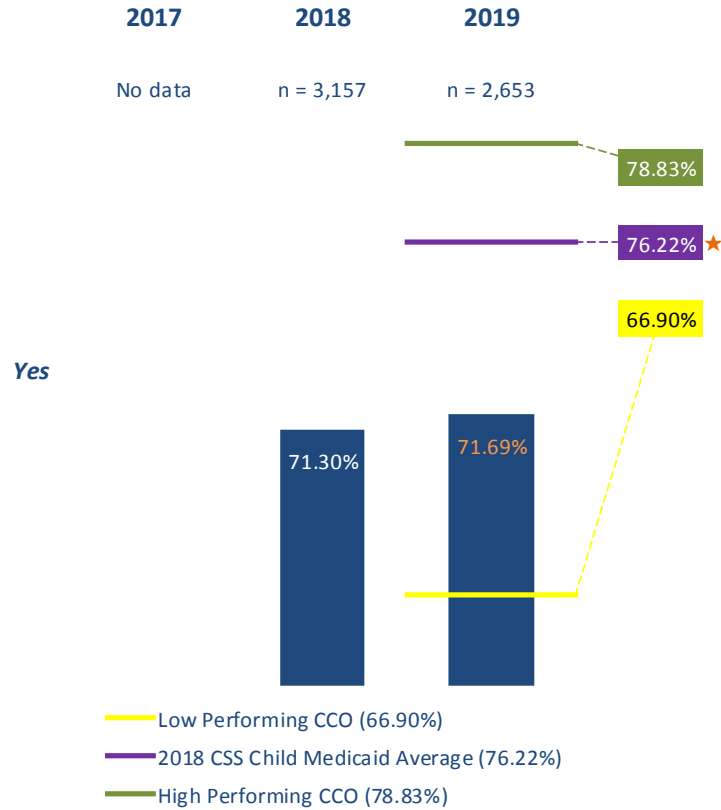
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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Health Promotion and Education (Single Item)

Percent Responding Yes



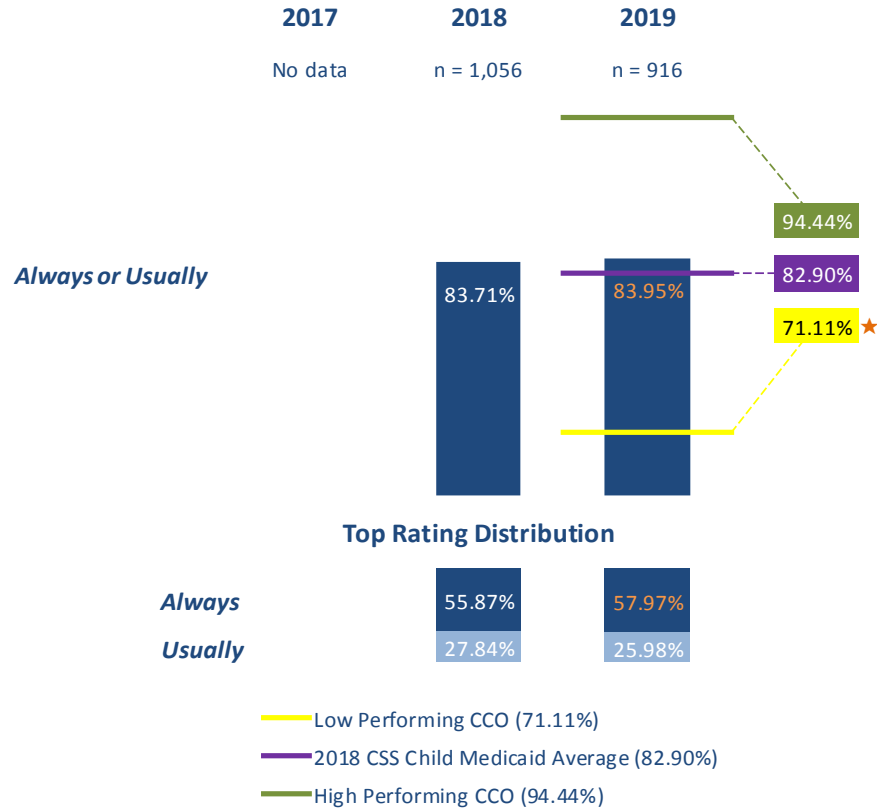
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Tests of statistical significance were conducted for the Yes rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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

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Coordination of Care (Single Item)

Percent Responding Always or Usually



19940

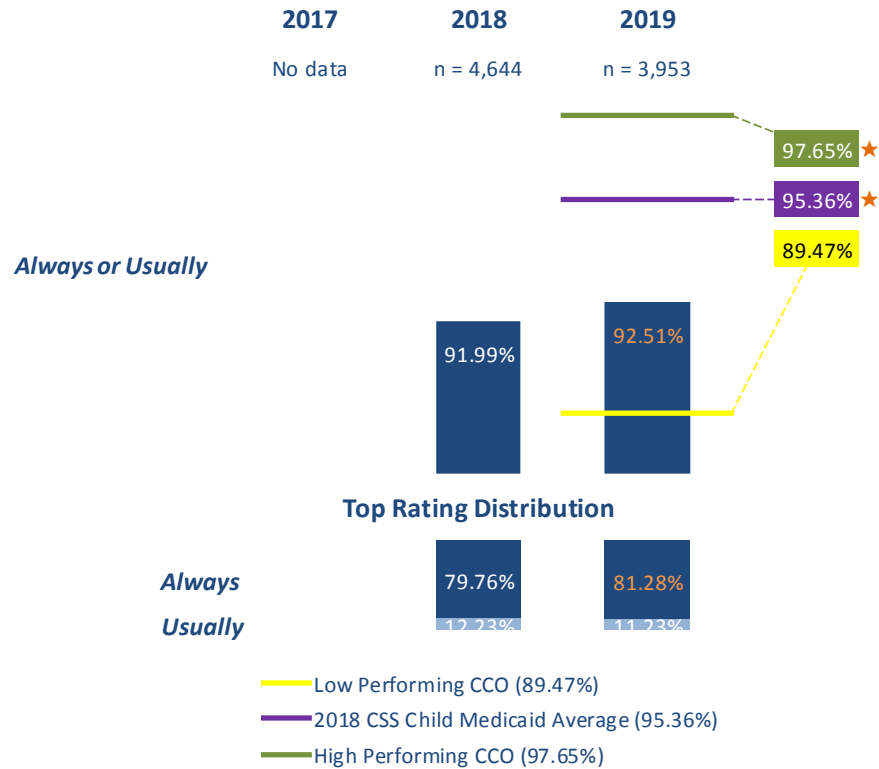
Tests of statistical significance were conducted for the following reportable rates: (*Always + Usually*) and *Always*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are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



19940

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 State OHP membership. In addition to member demographics and health status, responses to survey items that assess utilization of healthcare services are included.

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

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

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

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

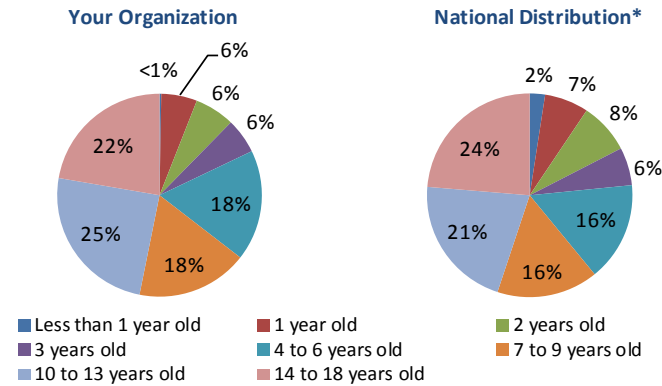
The charts on the following pages compare the State OHP membership profile to the relevant Oregon Health Plan distribution on demographic characteristics and utilization patterns. The pie chart in the upper half of each panel contrasts the distribution of the State OHP membership on a given member attribute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

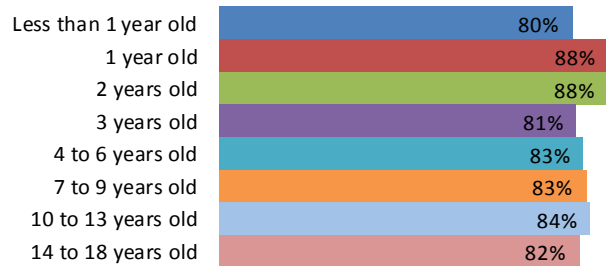
The following characteristics are profiled in this section:

- 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)

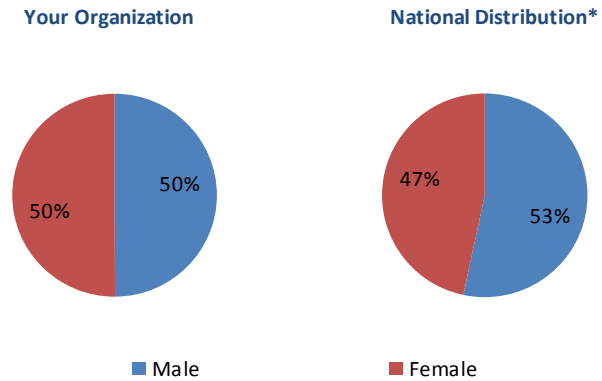
Q39. What is your child's age?



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



Q40. Is your child male or female?



Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q40**



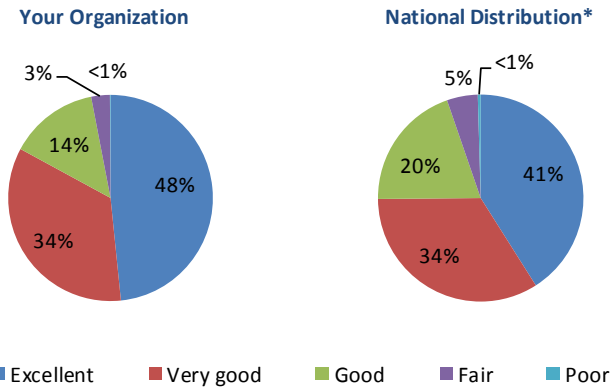
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

19940

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

** Includes members who answered the question and provided a valid response to 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.

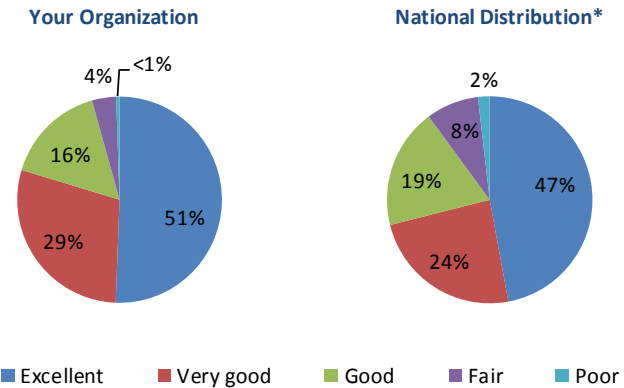
Q37. In general, how would you rate your child's overall health?



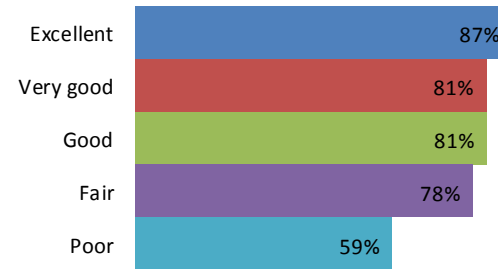
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q37**



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



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



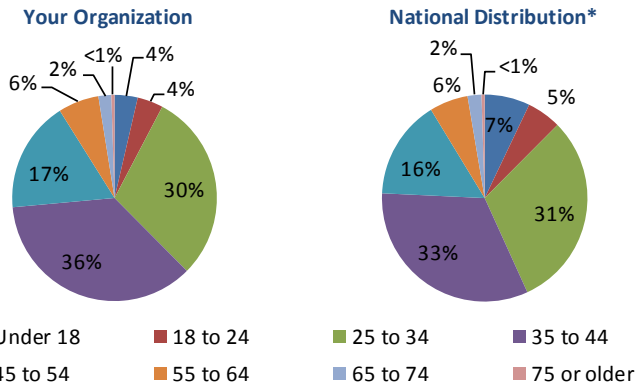
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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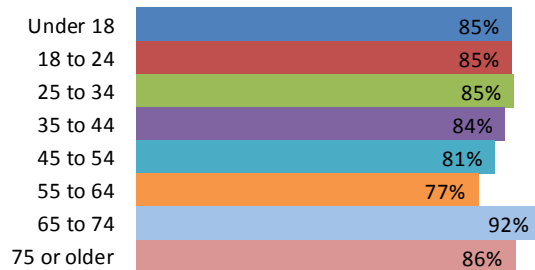
* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

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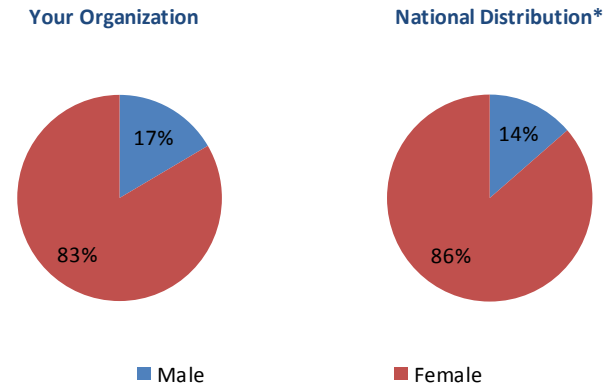
Q43. What is your age?



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



Q44. Are you male or female?



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



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

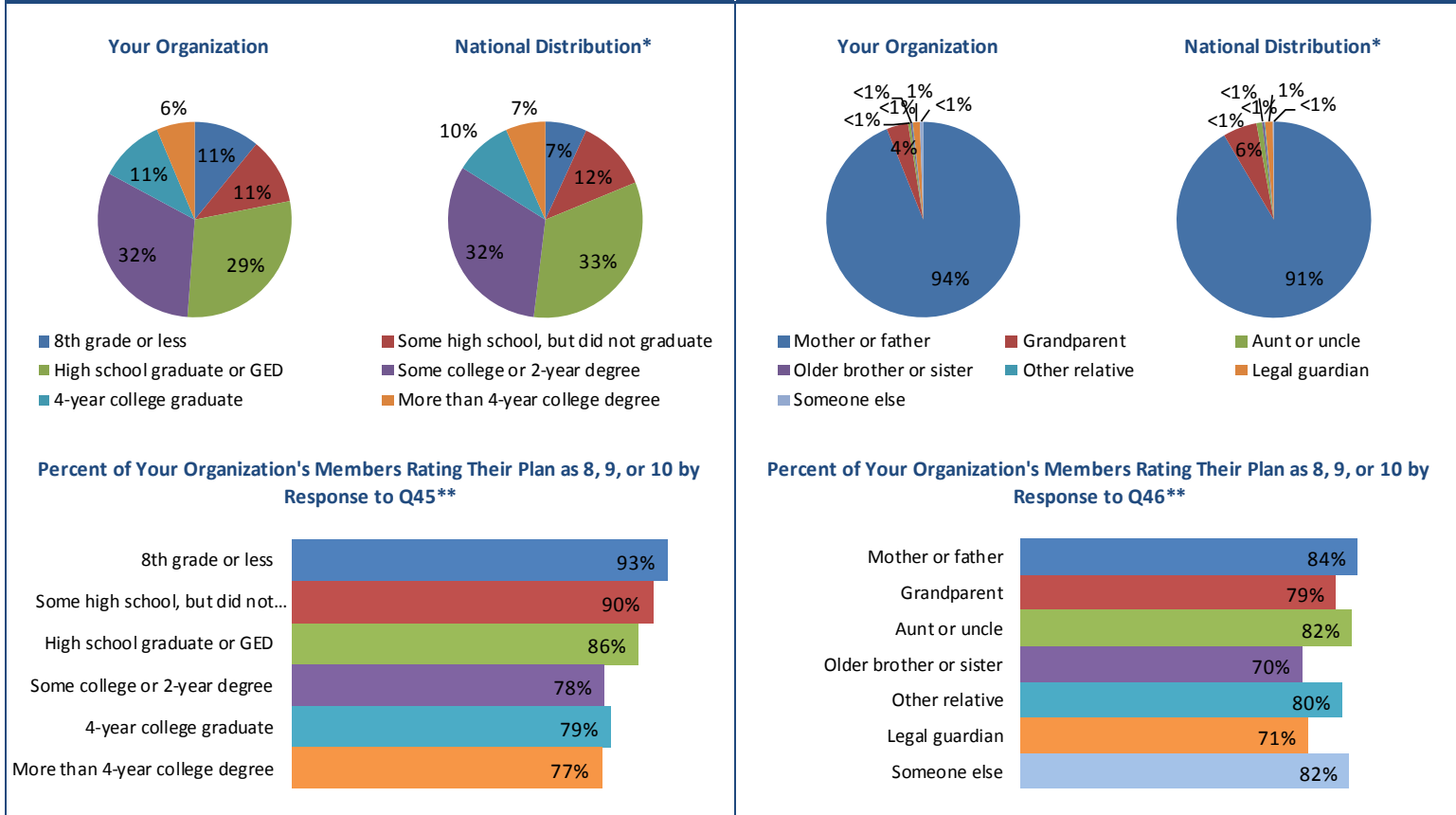
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* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

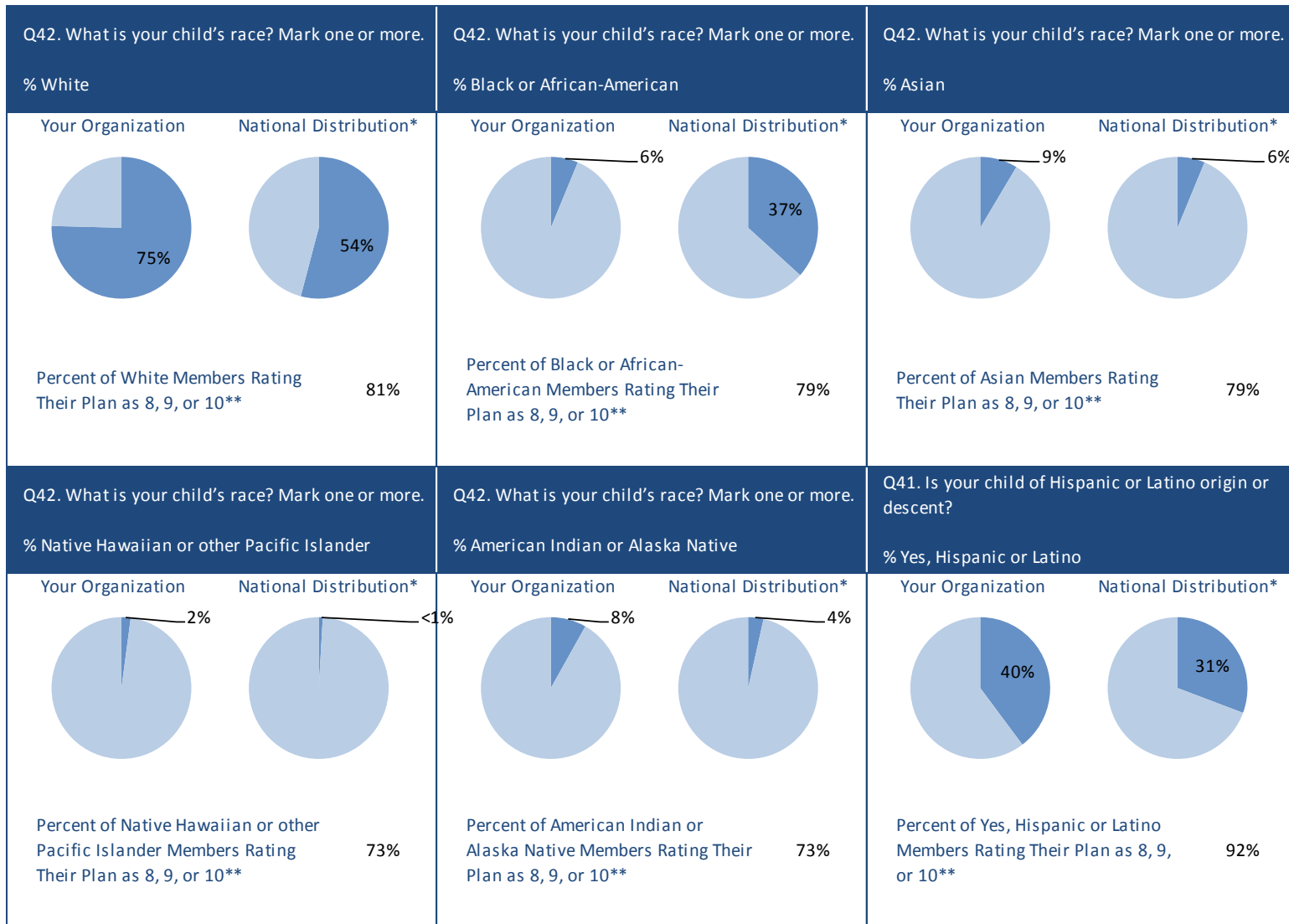
** Includes members who answered the question and provided a valid response to Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.

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

Q46. How are you related to the child?



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. 19940
 * Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.
 ** Includes members who answered the question and provided a valid response to 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.



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

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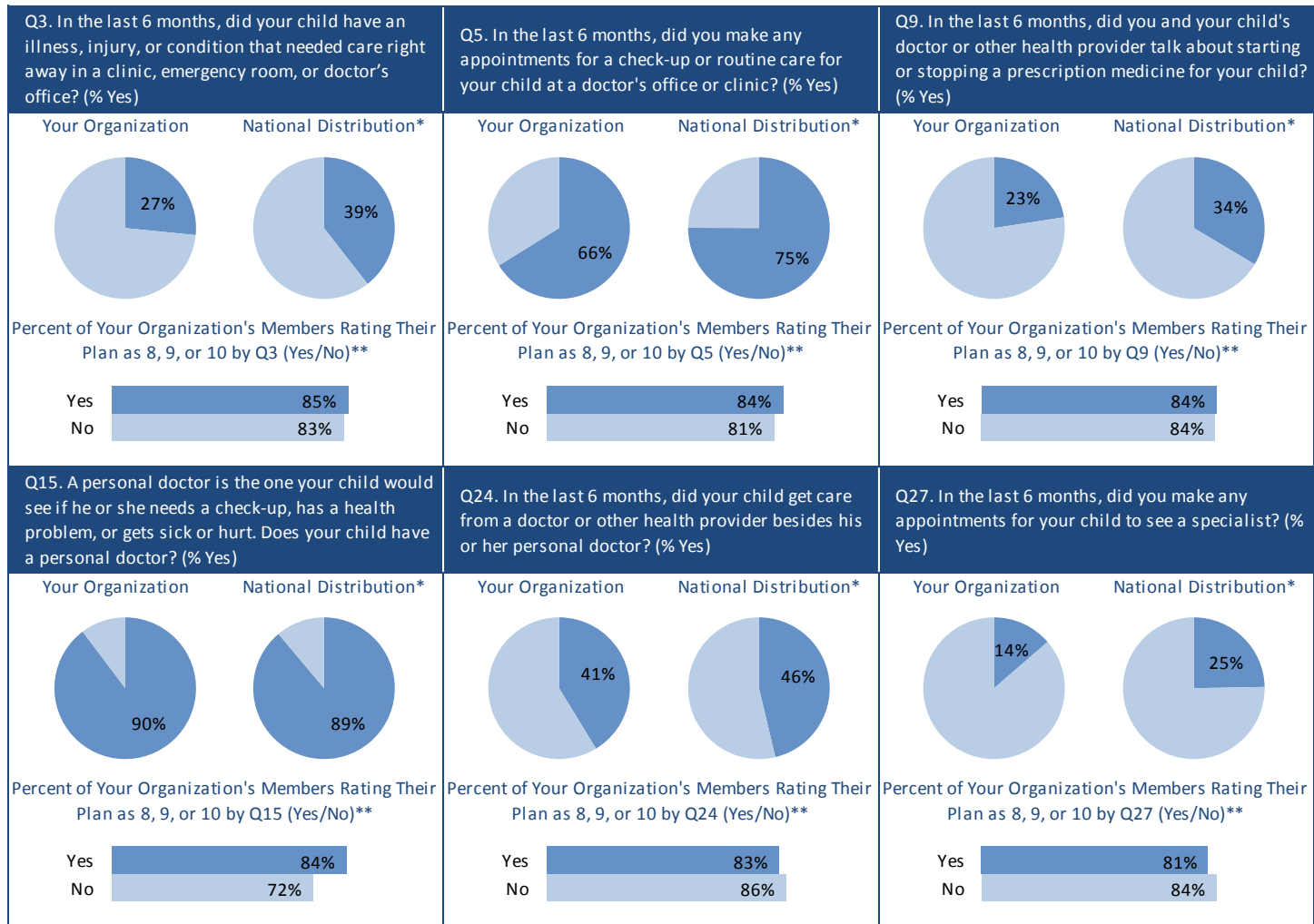
* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to 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



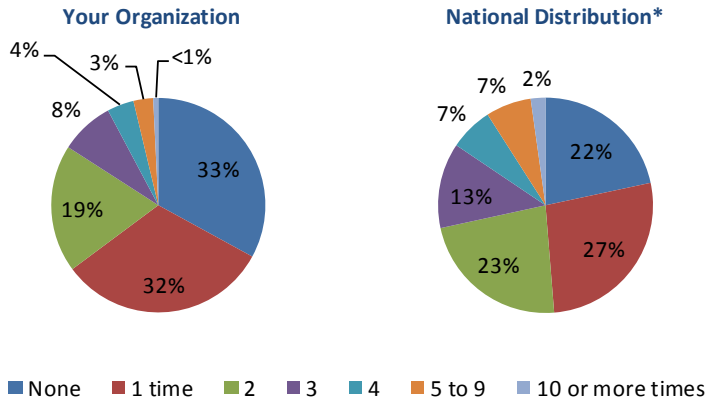
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small.

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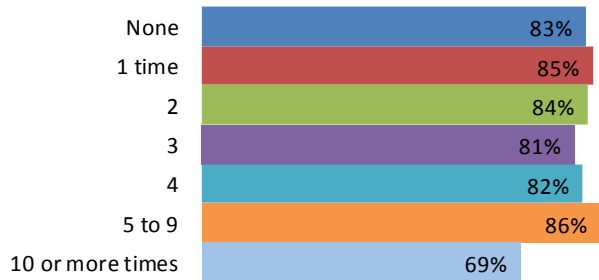
* Represents the combined distribution of responses to this question for all plans included in the 2018 CSS Child Medicaid Average.

** Includes members who answered the question and provided a valid response to 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.

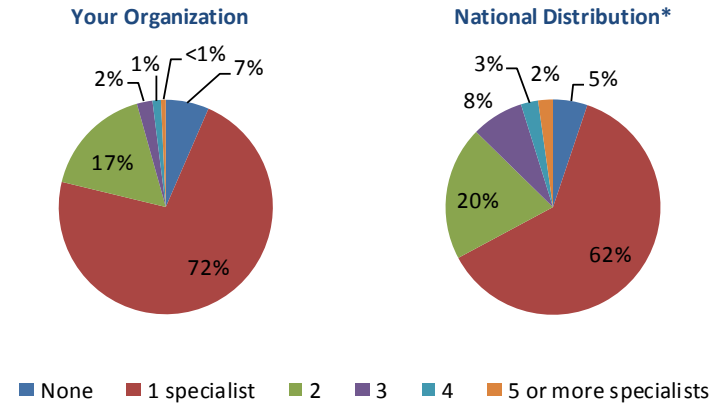
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?



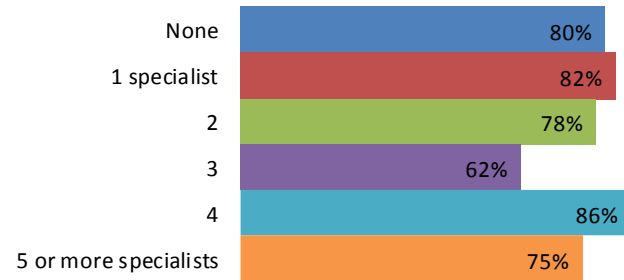
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q7**



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.)



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



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.

19940

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KEY DRIVER ANALYSIS

OBJECTIVES

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

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

TECHNICAL APPROACH

INDUSTRY VIEW

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

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

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

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

KEY DRIVER MODEL DEVELOPMENT

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

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

INDUSTRY KEY DRIVER MODEL

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

The quality of interactions with the health plan’s customer service is a strong predictor of the overall rating of the plan. Plan rating are also strongly related to members’ ability to get the care their children need as soon as they need it (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 <i>Always</i> or <i>Usually</i>)	The higher the proportion of respondents reporting that they were treated with courtesy and respect by customer service, the higher the overall plan score
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 <i>Always</i> or <i>Usually</i>)	The higher the proportion of respondents reporting that the necessary care, tests, or treatment were easy to get, the higher the overall plan score
Q28. Got specialist appointment as soon as needed (percent <i>Always</i> or <i>Usually</i>)	The higher the proportion of respondents who were able to get a specialist appointment when they needed it, the higher the overall plan score
Q15. Child has a personal doctor (percent <i>Yes</i>)	The higher the proportion of respondents who report that their child has a personal doctor, the higher the overall plan score











OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

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

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

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

Current Key Driver Performance		Room for Improvement on Key Driver	Overall Improvement Opportunity
2019 Rate		Percentage Point Difference Between Current Key Driver Score and the Best Practice Score*	Expected Percentage Point Improvement in Rating of Health Plan score (percent 8, 9, or 10) if Key Driver Performs at Best Practice Level
Q26. Rating of Personal Doctor (percent 8, 9, or 10)	89.26%	+7.01%  96.27%	 +3.31%
Q14. Ease of getting needed care, tests, or treatment (percent Always or Usually)	89.35%	+8.90%  98.25%	 +3.17%
Q33. Customer service treated member with courtesy and respect (percent Always or Usually)	93.22%	+4.86%  98.08%	 +2.34%
Q28. Got specialist appointment as soon as needed (percent Always or Usually)	80.18%	+12.13%  92.31%	 +1.03%
Q15. Child has personal doctor (percent Yes)	89.73%	+5.84%  95.57%	 +0.53%

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

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

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

IMPROVING ACCESS TO CARE: EASE OF GETTING NEEDED CARE, TESTS, OR TREATMENT; SCHEDULING SPECIALIST APPOINTMENTS; HAVING A PERSONAL DOCTOR (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.rwif.org/content/dam/farm/toolkits/toolkits/2013/rwif404048>.
- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. Prioritizing continuity of care by honoring patients’ physician preferences may increase patient satisfaction (<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1326072/>). Additionally, a study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (<http://www.ncbi.nlm.nih.gov/pubmed/18416910/>), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/>).

IMPROVING QUALITY OF INTERACTIONS WITH CUSTOMER SERVICE (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

State Oregon Health Plan

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*	Global Proportions		
	2018 CSS Average	Plan Rate	
		2019	2018
Ratings			
Rating of Personal Doctor	90.15%	89.26%	87.94%
Rating of Specialist	86.40%	84.51%	80.66%
Rating of All Health Care	88.07%	85.19%	83.11%
Rating of Health Plan	86.53%	83.43%	80.39%
Composites			
Getting Needed Care	85.35%	84.77%	81.33%
Getting Care Quickly	90.12%	88.90%	88.35%
How Well Doctors Communicate	94.49%	95.22%	94.39%
Customer Service	88.87%	87.52%	87.93%
Shared Decision Making	80.56%	79.08%	79.52%
Additional Content Areas			
Health Promotion and Education	76.22%	71.69%	71.30%
Coordination of Care	82.90%	83.95%	83.71%

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid 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 needed care right away in a clinic, emergency room, or doctor's office?

Base: All respondents

	2018 CSS Average	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
Number in sample	9,132	4,099	4,788	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	85	43	0	4	39	12	21	9	7	17	18	15	28	23	2	15	35	7	0	11	27	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	9,047	4,056	4,788	669	3,353	1,204	1,904	892	875	1,157	1,942	1,579	2,392	2,292	112	1,272	3,338	566	124	1,310	2,511	150
	99.1%	99.0%	100.0%	99.4%	98.9%	99.0%	98.9%	99.0%	99.2%	98.6%	99.1%	99.1%	98.8%	99.0%	98.2%	98.8%	99.0%	98.8%	100.0%	99.2%	98.9%	100.0%
Yes	3,569	1,078	1,393	146	923	382	474	208	165	313	584	364	691	635	28	335	849	162	55	109	847	97
	39.4%	26.6%	29.1%	21.8%	27.5%	31.7%	24.9%	23.3%	18.9%	27.1%	30.1%	23.1%	28.9%	27.7%	25.0%	26.3%	25.4%	28.6%	44.4%	8.3%	33.7%	64.7%
No	5,478	2,978	3,395	523	2,430	822	1,430	684	710	844	1,358	1,215	1,701	1,657	84	937	2,489	404	69	1,201	1,664	53
	60.6%	73.4%	70.9%	78.2%	72.5%	68.3%	75.1%	76.7%	81.1%	72.9%	69.9%	76.9%	71.1%	72.3%	75.0%	73.7%	74.6%	71.4%	55.6%	91.7%	66.3%	35.3%
Significantly different from column:*		AC		E	D	GH	F	F	JK	I	I	M	L				S	S	QR	UV	TV	TU

NA - Not Applicable

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

State Oregon Health Plan

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 needed care right away, how often did your child get care as soon as he or she needed?

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

	2018 CSS Average	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
Number in sample	3,569	1,078	1,294	146	923	382	474	208	165	313	584	364	691	635	28	335	849	162	55	109	847	97
Number missing or multiple answer	77	22	0	3	19	4	10	8	5	8	8	10	11	14	0	7	20	1	1	4	16	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	3,492	1,056	1,294	143	904	378	464	200	160	305	576	354	680	621	28	328	829	161	54	105	831	96
	97.8%	98.0%	100.0%	97.9%	97.9%	99.0%	97.9%	96.2%	97.0%	97.4%	98.6%	97.3%	98.4%	97.8%	100.0%	97.9%	97.6%	99.4%	98.2%	96.3%	98.1%	99.0%
Never	29	8	20	2	5	2	4	1	1	1	6	1	6	3	0	3	8	0	0	3	2	3
	0.8%	0.8%	1.5%	1.4%	0.6%	0.5%	0.9%	0.5%	0.6%	0.3%	1.0%	0.3%	0.9%	0.5%	0.0%	0.9%	1.0%	0.0%	0.0%	2.9%	0.2%	3.1%
Sometimes	273	79	104	22	55	23	37	16	26	19	31	38	37	30	3	36	47	16	14	11	58	7
	7.8%	7.5%	8.0%	15.4%	6.1%	6.1%	8.0%	8.0%	16.3%	6.2%	5.4%	10.7%	5.4%	4.8%	10.7%	11.0%	5.7%	9.9%	25.9%	10.5%	7.0%	7.3%
Usually	337	160	224	20	140	48	66	44	29	53	75	74	84	90	2	52	113	35	10	20	116	20
	9.7%	15.2%	17.3%	14.0%	15.5%	12.7%	14.2%	22.0%	18.1%	17.4%	13.0%	20.9%	12.4%	14.5%	7.1%	15.9%	13.6%	21.7%	18.5%	19.0%	14.0%	20.8%
Always	2,853	809	946	99	704	305	357	139	104	232	464	241	553	498	23	237	661	110	30	71	655	66
	81.7%	76.6%	73.1%	69.2%	77.9%	80.7%	76.9%	69.5%	65.0%	76.1%	80.6%	68.1%	81.3%	80.2%	82.1%	72.3%	79.7%	68.3%	55.6%	67.6%	78.8%	68.8%
Significantly different from column:*		A		E	D	H	H	FG	JK	I	I	M	L	P		N	RS	Q	Q	U	TV	U
Usually or Always	3,190	969	1,170	119	844	353	423	183	133	285	539	315	637	588	25	289	774	145	40	91	771	86
	91.4%	91.8%	90.4%	83.2%	93.4%	93.4%	91.2%	91.5%	83.1%	93.4%	93.6%	89.0%	93.7%	94.7%	89.3%	88.1%	93.4%	90.1%	74.1%	86.7%	92.8%	89.6%
Significantly different from column:*				E	D				JK	I	I	M	L	P		N		S	R	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.

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,752	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	112	56	0	20	35	15	26	15	16	15	22	26	30	33	0	17	45	10	0	16	21	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	9,020	4,043	4,752	653	3,357	1,201	1,899	886	866	1,159	1,938	1,568	2,390	2,282	114	1,270	3,328	563	124	1,305	2,517	149
	98.8%	98.6%	100.0%	97.0%	99.0%	98.8%	98.6%	98.3%	98.2%	98.7%	98.9%	98.4%	98.8%	98.6%	100.0%	98.7%	98.7%	98.3%	100.0%	98.8%	99.2%	99.3%
Yes	6,770	2,674	3,128	404	2,252	922	1,168	544	544	748	1,338	1,029	1,592	1,547	73	818	2,172	389	94	282	2,192	142
	75.1%	66.1%	65.8%	61.9%	67.1%	76.8%	61.5%	61.4%	62.8%	64.5%	69.0%	65.6%	66.6%	67.8%	64.0%	64.4%	65.3%	69.1%	75.8%	21.6%	87.1%	95.3%
No	2,250	1,369	1,624	249	1,105	279	731	342	322	411	600	539	798	735	41	452	1,156	174	30	1,023	325	7
	24.9%	33.9%	34.2%	38.1%	32.9%	23.2%	38.5%	38.6%	37.2%	35.5%	31.0%	34.4%	33.4%	32.2%	36.0%	35.6%	34.7%	30.9%	24.2%	78.4%	12.9%	4.7%
Significantly different from column:*		A		E	D	GH	F	F	K	K	IJ			P		N	S		Q	UV	TV	TU

NA - Not Applicable

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

State Oregon Health Plan

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 check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

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

	2018 CSS Average	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
Number in sample	6,770	2,674	2,923	404	2,252	922	1,168	544	544	748	1,338	1,029	1,592	1,547	73	818	2,172	389	94	282	2,192	142
Number missing or multiple answer	161	40	0	7	32	7	21	12	11	9	18	15	24	24	0	13	32	8	0	7	32	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	6,609	2,634	2,923	397	2,220	915	1,147	532	533	739	1,320	1,014	1,568	1,523	73	805	2,140	381	94	275	2,160	142
	97.6%	98.5%	100.0%	98.3%	98.6%	99.2%	98.2%	97.8%	98.0%	98.8%	98.7%	98.5%	98.5%	98.4%	100.0%	98.4%	98.5%	97.9%	100.0%	97.5%	98.5%	100.0%
Never	86	46	37	6	40	15	18	11	11	10	24	17	28	27	2	15	40	5	1	14	30	1
	1.3%	1.7%	1.3%	1.5%	1.8%	1.6%	1.6%	2.1%	2.1%	1.4%	1.8%	1.7%	1.8%	1.8%	2.7%	1.9%	1.9%	1.3%	1.1%	5.1%	1.4%	0.7%
Sometimes	648	322	364	63	258	83	152	81	101	95	121	159	153	147	9	126	223	74	21	45	256	14
	9.8%	12.2%	12.5%	15.9%	11.6%	9.1%	13.3%	15.2%	18.9%	12.9%	9.2%	15.7%	9.8%	9.7%	12.3%	15.7%	10.4%	19.4%	22.3%	16.4%	11.9%	9.9%
Usually	1,188	640	820	98	539	205	269	155	125	168	337	254	377	350	19	207	497	112	27	67	525	36
	18.0%	24.3%	28.1%	24.7%	24.3%	22.4%	23.5%	29.1%	23.5%	22.7%	25.5%	25.0%	24.0%	23.0%	26.0%	25.7%	23.2%	29.4%	28.7%	24.4%	24.3%	25.4%
Always	4,687	1,626	1,702	230	1,383	612	708	285	296	466	838	584	1,010	999	43	457	1,380	190	45	149	1,349	91
	70.9%	61.7%	58.2%	57.9%	62.3%	66.9%	61.7%	53.6%	55.5%	63.1%	63.5%	57.6%	64.4%	65.6%	58.9%	56.8%	64.5%	49.9%	47.9%	54.2%	62.5%	64.1%
Significantly different from column:*		AC				GH	FH	FG	JK	I	I	M	L	P		N	RS	Q	Q	U	T	
Usually or Always	5,875	2,266	2,522	328	1,922	817	977	440	421	634	1,175	838	1,387	1,349	62	664	1,877	302	72	216	1,874	127
	88.9%	86.0%	86.3%	82.6%	86.6%	89.3%	85.2%	82.7%	79.0%	85.8%	89.0%	82.6%	88.5%	88.6%	84.9%	82.5%	87.7%	79.3%	76.6%	78.5%	86.8%	89.4%
Significantly different from column:*		A		E	D	GH	F	F	JK	IK	IJ	M	L	P		N	RS	Q	Q	UV	T	T

NA - Not Applicable

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State Oregon Health Plan

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (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
Number in sample	9,132	4,099	4,722	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	246	90	0	11	78	23	44	23	29	24	35	45	43	43	2	31	74	10	4	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	8,886	4,009	4,722	662	3,314	1,193	1,881	878	853	1,150	1,925	1,549	2,377	2,272	112	1,256	3,299	563	120	1,321	2,538	150
	97.3%	97.8%	100.0%	98.4%	97.7%	98.1%	97.7%	97.4%	96.7%	98.0%	98.2%	97.2%	98.2%	98.1%	98.2%	97.6%	97.8%	98.3%	96.8%	100.0%	100.0%	100.0%
None	1,924	1,321	1,493	245	1,066	268	694	340	350	384	554	559	735	710	39	428	1,113	172	30	1,321	0	0
	21.7%	33.0%	31.6%	37.0%	32.2%	22.5%	36.9%	38.7%	41.0%	33.4%	28.8%	36.1%	30.9%	31.3%	34.8%	34.1%	33.7%	30.6%	25.0%	100.0%	0.0%	0.0%
1 time	2,405	1,278	1,556	188	1,082	380	620	264	265	359	635	503	745	741	34	386	1,078	155	35	0	1,278	0
	27.1%	31.9%	33.0%	28.4%	32.6%	31.9%	33.0%	30.1%	31.1%	31.2%	33.0%	32.5%	31.3%	32.6%	30.4%	30.7%	32.7%	27.5%	29.2%	0.0%	50.4%	0.0%
2	2,033	772	898	132	635	265	348	150	135	225	398	275	488	455	23	236	621	128	20	0	772	0
	22.9%	19.3%	19.0%	19.9%	19.2%	22.2%	18.5%	17.1%	15.8%	19.6%	20.7%	17.8%	20.5%	20.0%	20.5%	18.8%	18.8%	22.7%	16.7%	0.0%	30.4%	0.0%
3	1,139	326	415	50	270	142	112	61	54	100	164	115	200	184	10	105	260	50	10	0	326	0
	12.8%	8.1%	8.8%	7.6%	8.1%	11.9%	6.0%	6.9%	6.3%	8.7%	8.5%	7.4%	8.4%	8.1%	8.9%	8.4%	7.9%	8.9%	8.3%	0.0%	12.8%	0.0%
4	580	162	180	25	135	72	61	27	23	45	91	50	107	91	4	55	123	31	7	0	162	0
	6.5%	4.0%	3.8%	3.8%	4.1%	6.0%	3.2%	3.1%	2.7%	3.9%	4.7%	3.2%	4.5%	4.0%	3.6%	4.4%	3.7%	5.5%	5.8%	0.0%	6.4%	0.0%
5 to 9	608	119	153	16	102	53	37	27	23	29	64	40	78	70	1	38	80	23	15	0	0	119
	6.8%	3.0%	3.2%	2.4%	3.1%	4.4%	2.0%	3.1%	2.7%	2.5%	3.3%	2.6%	3.3%	3.1%	0.9%	3.0%	2.4%	4.1%	12.5%	0.0%	0.0%	79.3%
10 or more times	197	31	27	6	24	13	9	9	3	8	19	7	24	21	1	8	24	4	3	0	0	31
	2.2%	0.8%	0.6%	0.9%	0.7%	1.1%	0.5%	1.0%	0.4%	0.7%	1.0%	0.5%	1.0%	0.9%	0.9%	0.6%	0.7%	0.7%	2.5%	0.0%	0.0%	20.7%
5 or more times	805	150	180	22	126	66	46	36	26	37	83	47	102	91	2	46	104	27	18	0	0	150
	9.1%	3.7%	3.8%	3.3%	3.8%	5.5%	2.4%	4.1%	3.0%	3.2%	4.3%	3.0%	4.3%	4.0%	1.8%	3.7%	3.2%	4.8%	15.0%	0.0%	0.0%	100.0%
Significantly different from column:*		A				G	FH	G				M	L				R	QS	R	V	V	TU

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,962	2,688	3,157	417	2,248	925	1,187	538	503	766	1,371	990	1,642	1,562	73	828	2,186	391	90	0	2,538	150
Number missing or multiple answer	74	35	0	7	28	7	15	13	7	7	20	11	23	23	1	9	27	6	2	0	33	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	6,888	2,653	3,157	410	2,220	918	1,172	525	496	759	1,351	979	1,619	1,539	72	819	2,159	385	88	0	2,505	148
	98.9%	98.7%	100.0%	98.3%	98.8%	99.2%	98.7%	97.6%	98.6%	99.1%	98.5%	98.9%	98.6%	98.5%	98.6%	98.9%	98.8%	98.5%	97.8%	---	98.7%	98.7%
Yes	5,250	1,902	2,251	286	1,602	696	839	342	333	535	1,007	684	1,179	1,144	49	561	1,567	265	56	0	1,781	121
	76.2%	71.7%	71.3%	69.8%	72.2%	75.8%	71.6%	65.1%	67.1%	70.5%	74.5%	69.9%	72.8%	74.3%	68.1%	68.5%	72.6%	68.8%	63.6%	---	71.1%	81.8%
No	1,638	751	906	124	618	222	333	183	163	224	344	295	440	395	23	258	592	120	32	0	724	27
	23.8%	28.3%	28.7%	30.2%	27.8%	24.2%	28.4%	34.9%	32.9%	29.5%	25.5%	30.1%	27.2%	25.7%	31.9%	31.5%	27.4%	31.2%	36.4%	---	28.9%	18.2%
Significantly different from column:*		A				GH	FH	FG	K	K	IJ			P		N					V	U

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,962	2,688	3,158	417	2,248	925	1,187	538	503	766	1,371	990	1,642	1,562	73	828	2,186	391	90	0	2,538	150
Number missing or multiple answer	93	20	0	5	15	6	7	7	2	7	10	8	12	13	1	5	18	2	0	0	20	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	6,869	2,668	3,158	412	2,233	919	1,180	531	501	759	1,361	982	1,630	1,549	72	823	2,168	389	90	0	2,518	150
	98.7%	99.3%	100.0%	98.8%	99.3%	99.4%	99.4%	98.7%	99.6%	99.1%	99.3%	99.2%	99.3%	99.2%	98.6%	99.4%	99.2%	99.5%	100.0%	---	99.2%	100.0%
Yes	2,305	602	748	88	507	210	257	123	125	165	302	237	351	346	15	176	450	110	35	0	520	82
	33.6%	22.6%	23.7%	21.4%	22.7%	22.9%	21.8%	23.2%	25.0%	21.7%	22.2%	24.1%	21.5%	22.3%	20.8%	21.4%	20.8%	28.3%	38.9%	---	20.7%	54.7%
No	4,564	2,066	2,410	324	1,726	709	923	408	376	594	1,059	745	1,279	1,203	57	647	1,718	279	55	0	1,998	68
	66.4%	77.4%	76.3%	78.6%	77.3%	77.1%	78.2%	76.8%	75.0%	78.3%	77.8%	75.9%	78.5%	77.7%	79.2%	78.6%	79.2%	71.7%	61.1%	---	79.3%	45.3%
Significantly different from column:*		A															RS	QS	QR		V	U

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	2,305	602	739	88	507	210	257	123	125	165	302	237	351	346	15	176	450	110	35	0	520	82
Number missing or multiple answer	13	5	0	1	4	2	3	0	1	1	3	2	3	1	0	4	5	0	0	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,292	597	739	87	503	208	254	123	124	164	299	235	348	345	15	172	445	110	35	0	515	82
	99.4%	99.2%	100.0%	98.9%	99.2%	99.0%	98.8%	100.0%	99.2%	99.4%	99.0%	99.2%	99.1%	99.7%	100.0%	97.7%	98.9%	100.0%	100.0%	---	99.0%	100.0%
Yes	2,114	538	684	82	450	190	232	104	110	139	280	197	327	316	15	152	404	95	32	0	462	76
	92.2%	90.1%	92.6%	94.3%	89.5%	91.3%	91.3%	84.6%	88.7%	84.8%	93.6%	83.8%	94.0%	91.6%	100.0%	88.4%	90.8%	86.4%	91.4%	---	89.7%	92.7%
No	178	59	55	5	53	18	22	19	14	25	19	38	21	29	0	20	41	15	3	0	53	6
	7.8%	9.9%	7.4%	5.7%	10.5%	8.7%	8.7%	15.4%	11.3%	15.2%	6.4%	16.2%	6.0%	8.4%	0.0%	11.6%	9.2%	13.6%	8.6%	---	10.3%	7.3%
Significantly different from column:*							H	G			K	J	M	L								

NA - Not Applicable

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State Oregon Health Plan

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 not want your child to take a medicine?

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

	2018 CSS Average	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
Number in sample	2,305	602	739	88	507	210	257	123	125	165	302	237	351	346	15	176	450	110	35	0	520	82
Number missing or multiple answer	27	6	0	0	6	2	2	2	2	1	3	3	3	3	0	3	6	0	0	0	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,278	596	739	88	501	208	255	121	123	164	299	234	348	343	15	173	444	110	35	0	514	82
	98.8%	99.0%	100.0%	100.0%	98.8%	99.0%	99.2%	98.4%	98.4%	99.4%	99.0%	98.7%	99.1%	99.1%	100.0%	98.3%	98.7%	100.0%	100.0%	---	98.8%	100.0%
Yes	1,554	414	491	68	340	142	180	83	88	101	217	154	249	237	6	125	309	72	28	0	357	57
	68.2%	69.5%	66.4%	77.3%	67.9%	68.3%	70.6%	68.6%	71.5%	61.6%	72.6%	65.8%	71.6%	69.1%	40.0%	72.3%	69.6%	65.5%	80.0%	---	69.5%	69.5%
No	724	182	248	20	161	66	75	38	35	63	82	80	99	106	9	48	135	38	7	0	157	25
	31.8%	30.5%	33.6%	22.7%	32.1%	31.7%	29.4%	31.4%	28.5%	38.4%	27.4%	34.2%	28.4%	30.9%	60.0%	27.7%	30.4%	34.5%	20.0%	---	30.5%	30.5%
Significantly different from column:*										K	J											

NA - Not Applicable

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

State Oregon Health Plan

CAHPS® 5.0H Child Medicaid 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)

	2018 CSS Average	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
Number in sample	2,305	602	734	88	507	210	257	123	125	165	302	237	351	346	15	176	450	110	35	0	520	82
Number missing or multiple answer	34	11	0	2	9	3	5	3	2	3	6	3	8	6	0	5	8	3	0	0	10	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	2,271	591	734	86	498	207	252	120	123	162	296	234	343	340	15	171	442	107	35	0	510	81
	98.5%	98.2%	100.0%	97.7%	98.2%	98.6%	98.1%	97.6%	98.4%	98.2%	98.0%	98.7%	97.7%	98.3%	100.0%	97.2%	98.2%	97.3%	100.0%	---	98.1%	98.8%
Yes	1,845	459	584	67	385	155	201	92	107	124	218	193	253	255	11	137	338	87	27	0	397	62
	81.2%	77.7%	79.6%	77.9%	77.3%	74.9%	79.8%	76.7%	87.0%	76.5%	73.6%	82.5%	73.8%	75.0%	73.3%	80.1%	76.5%	81.3%	77.1%	---	77.8%	76.5%
No	426	132	150	19	113	52	51	28	16	38	78	41	90	85	4	34	104	20	8	0	113	19
	18.8%	22.3%	20.4%	22.1%	22.7%	25.1%	20.2%	23.3%	13.0%	23.5%	26.4%	17.5%	26.2%	25.0%	26.7%	19.9%	23.5%	18.7%	22.9%	---	22.2%	23.5%
Significantly different from column:*									JK	I	I	M	L									

NA - Not Applicable

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

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,962	2,688	3,161	417	2,248	925	1,187	538	503	766	1,371	990	1,642	1,562	73	828	2,186	391	90	0	2,538	150
Number missing or multiple answer	74	28	0	5	21	7	11	8	4	6	14	11	17	19	0	7	23	5	0	0	26	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	6,888	2,660	3,161	412	2,227	918	1,176	530	499	760	1,357	979	1,625	1,543	73	821	2,163	386	90	0	2,512	148
	98.9%	99.0%	100.0%	98.8%	99.1%	99.2%	99.1%	98.5%	99.2%	99.2%	99.0%	98.9%	99.0%	98.8%	100.0%	99.2%	98.9%	98.7%	100.0%	---	99.0%	98.7%
0 Worst health care possible	19	1	5	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	1	0	1	0
	0.3%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	1.1%	---	0.0%	0.0%
1	21	2	0	0	2	0	1	0	0	1	1	1	1	2	0	0	2	0	0	0	2	0
	0.3%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	---	0.1%	0.0%
2	23	10	13	2	8	1	6	3	1	4	5	3	7	3	0	6	7	2	1	0	9	1
	0.3%	0.4%	0.4%	0.5%	0.4%	0.1%	0.5%	0.6%	0.2%	0.5%	0.4%	0.3%	0.4%	0.2%	0.0%	0.7%	0.3%	0.5%	1.1%	---	0.4%	0.7%
3	23	13	10	2	11	1	8	4	4	4	5	7	5	7	0	5	9	2	2	0	13	0
	0.3%	0.5%	0.3%	0.5%	0.5%	0.1%	0.7%	0.8%	0.8%	0.5%	0.4%	0.7%	0.3%	0.5%	0.0%	0.6%	0.4%	0.5%	2.2%	---	0.5%	0.0%
4	28	20	24	5	14	8	8	4	2	4	13	4	15	12	0	7	14	3	3	0	19	1
	0.4%	0.8%	0.8%	1.2%	0.6%	0.9%	0.7%	0.8%	0.4%	0.5%	1.0%	0.4%	0.9%	0.8%	0.0%	0.9%	0.6%	0.8%	3.3%	---	0.8%	0.7%
5	133	62	103	17	44	21	20	19	13	22	26	18	40	31	1	25	36	22	4	0	58	4
	1.9%	2.3%	3.3%	4.1%	2.0%	2.3%	1.7%	3.6%	2.6%	2.9%	1.9%	1.8%	2.5%	2.0%	1.4%	3.0%	1.7%	5.7%	4.4%	---	2.3%	2.7%
6	154	66	125	11	55	22	24	19	9	18	37	21	43	37	5	20	40	22	3	0	63	3
	2.2%	2.5%	4.0%	2.7%	2.5%	2.4%	2.0%	3.6%	1.8%	2.4%	2.7%	2.1%	2.6%	2.4%	6.8%	2.4%	1.8%	5.7%	3.3%	---	2.5%	2.0%
7	421	220	254	39	181	70	92	55	28	66	124	58	156	136	5	66	169	40	8	0	204	16
	6.1%	8.3%	8.0%	9.5%	8.1%	7.6%	7.8%	10.4%	5.6%	8.7%	9.1%	5.9%	9.6%	8.8%	6.8%	8.0%	7.8%	10.4%	8.9%	---	8.1%	10.8%
8	1,207	537	657	97	437	189	238	103	92	148	292	166	360	310	11	173	426	94	13	0	505	32
	17.5%	20.2%	20.8%	23.5%	19.6%	20.6%	20.2%	19.4%	18.4%	19.5%	21.5%	17.0%	22.2%	20.1%	15.1%	21.1%	19.7%	24.4%	14.4%	---	20.1%	21.6%
9	1,250	542	716	95	446	190	242	108	91	161	286	224	313	318	17	169	450	71	21	0	513	29
	18.1%	20.4%	22.7%	23.1%	20.0%	20.7%	20.6%	20.4%	18.2%	21.2%	21.1%	22.9%	19.3%	20.6%	23.3%	20.6%	20.8%	18.4%	23.3%	---	20.4%	19.6%
10 Best health care possible	3,609	1,187	1,254	144	1,028	416	537	214	259	332	567	476	685	687	34	349	1,010	130	34	0	1,125	62
	52.4%	44.6%	39.7%	35.0%	46.2%	45.3%	45.7%	40.4%	51.9%	43.7%	41.8%	48.6%	42.2%	44.5%	46.6%	42.5%	46.7%	33.7%	37.8%	---	44.8%	41.9%

NA - Not Applicable

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,962	2,688	3,161	417	2,248	925	1,187	538	503	766	1,371	990	1,642	1,562	73	828	2,186	391	90	0	2,538	150
Number missing or multiple answer	74	28	0	5	21	7	11	8	4	6	14	11	17	19	0	7	23	5	0	0	26	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	6,888	2,660	3,161	412	2,227	918	1,176	530	499	760	1,357	979	1,625	1,543	73	821	2,163	386	90	0	2,512	148
	98.9%	99.0%	100.0%	98.8%	99.1%	99.2%	99.1%	98.5%	99.2%	99.2%	99.0%	98.9%	99.0%	98.8%	100.0%	99.2%	98.9%	98.7%	100.0%	---	99.0%	98.7%
0 to 4	114	46	52	9	36	10	23	12	7	13	25	16	28	24	0	19	32	7	7	0	44	2
	1.7%	1.7%	1.6%	2.2%	1.6%	1.1%	2.0%	2.3%	1.4%	1.7%	1.8%	1.6%	1.7%	1.6%	0.0%	2.3%	1.5%	1.8%	7.8%	---	1.8%	1.4%
5	133	62	103	17	44	21	20	19	13	22	26	18	40	31	1	25	36	22	4	0	58	4
	1.9%	2.3%	3.3%	4.1%	2.0%	2.3%	1.7%	3.6%	2.6%	2.9%	1.9%	1.8%	2.5%	2.0%	1.4%	3.0%	1.7%	5.7%	4.4%	---	2.3%	2.7%
6 or 7	575	286	379	50	236	92	116	74	37	84	161	79	199	173	10	86	209	62	11	0	267	19
	8.3%	10.8%	12.0%	12.1%	10.6%	10.0%	9.9%	14.0%	7.4%	11.1%	11.9%	8.1%	12.2%	11.2%	13.7%	10.5%	9.7%	16.1%	12.2%	---	10.6%	12.8%
8 to 10	6,066	2,266	2,627	336	1,911	795	1,017	425	442	641	1,145	866	1,358	1,315	62	691	1,886	295	68	0	2,143	123
	88.1%	85.2%	83.1%	81.6%	85.8%	86.6%	86.5%	80.2%	88.6%	84.3%	84.4%	88.5%	83.6%	85.2%	84.9%	84.2%	87.2%	76.4%	75.6%	---	85.3%	83.1%
Significantly different from column:*		AC		E	D	H	H	FG	JK	I	I	M	L				RS	Q	Q			
0 to 6	401	174	280	37	135	53	67	50	29	53	88	55	111	92	6	64	108	51	14	0	165	9
	5.8%	6.5%	8.9%	9.0%	6.1%	5.8%	5.7%	9.4%	5.8%	7.0%	6.5%	5.6%	6.8%	6.0%	8.2%	7.8%	5.0%	13.2%	15.6%	---	6.6%	6.1%
7 to 8	1,628	757	911	136	618	259	330	158	120	214	416	224	516	446	16	239	595	134	21	0	709	48
	23.6%	28.5%	28.8%	33.0%	27.8%	28.2%	28.1%	29.8%	24.0%	28.2%	30.7%	22.9%	31.8%	28.9%	21.9%	29.1%	27.5%	34.7%	23.3%	---	28.2%	32.4%
9 to 10	4,859	1,729	1,970	239	1,474	606	779	322	350	493	853	700	998	1,005	51	518	1,460	201	55	0	1,638	91
	70.5%	65.0%	62.3%	58.0%	66.2%	66.0%	66.2%	60.8%	70.1%	64.9%	62.9%	71.5%	61.4%	65.1%	69.9%	63.1%	67.5%	52.1%	61.1%	---	65.2%	61.5%
Significantly different from column:*		AC		E	D	H	H	FG	K		I	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.

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,962	2,688	3,144	417	2,248	925	1,187	538	503	766	1,371	990	1,642	1,562	73	828	2,186	391	90	0	2,538	150
Number missing or multiple answer	75	31	0	5	26	9	13	8	8	9	13	13	17	17	0	12	27	3	1	0	31	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	6,887	2,657	3,144	412	2,222	916	1,174	530	495	757	1,358	977	1,625	1,545	73	816	2,159	388	89	0	2,507	150
	98.9%	98.8%	100.0%	98.8%	98.8%	99.0%	98.9%	98.5%	98.4%	98.8%	99.1%	98.7%	99.0%	98.9%	100.0%	98.6%	98.8%	99.2%	98.9%	---	98.8%	100.0%
Never	118	36	48	3	33	10	19	6	12	12	11	21	13	13	1	17	27	7	2	0	36	0
	1.7%	1.4%	1.5%	0.7%	1.5%	1.1%	1.6%	1.1%	2.4%	1.6%	0.8%	2.1%	0.8%	0.8%	1.4%	2.1%	1.3%	1.8%	2.2%	---	1.4%	0.0%
Sometimes	520	247	283	48	195	65	113	64	73	61	105	106	133	112	8	97	161	61	23	0	227	20
	7.6%	9.3%	9.0%	11.7%	8.8%	7.1%	9.6%	12.1%	14.7%	8.1%	7.7%	10.8%	8.2%	7.2%	11.0%	11.9%	7.5%	15.7%	25.8%	---	9.1%	13.3%
Usually	1,428	744	985	116	625	233	328	173	145	213	378	291	441	437	16	224	563	147	28	0	703	41
	20.7%	28.0%	31.3%	28.2%	28.1%	25.4%	27.9%	32.6%	29.3%	28.1%	27.8%	29.8%	27.1%	28.3%	21.9%	27.5%	26.1%	37.9%	31.5%	---	28.0%	27.3%
Always	4,821	1,630	1,828	245	1,369	608	714	287	265	471	864	559	1,038	983	48	478	1,408	173	36	0	1,541	89
	70.0%	61.3%	58.1%	59.5%	61.6%	66.4%	60.8%	54.2%	53.5%	62.2%	63.6%	57.2%	63.9%	63.6%	65.8%	58.6%	65.2%	44.6%	40.4%	---	61.5%	59.3%
Significantly different from column:*		AC				GH	FH	FG	JK	I	I	M	L	P		N	RS	Q	Q			
Usually or Always	6,249	2,374	2,813	361	1,994	841	1,042	460	410	684	1,242	850	1,479	1,420	64	702	1,971	320	64	0	2,244	130
	90.7%	89.3%	89.5%	87.6%	89.7%	91.8%	88.8%	86.8%	82.8%	90.4%	91.5%	87.0%	91.0%	91.9%	87.7%	86.0%	91.3%	82.5%	71.9%	---	89.5%	86.7%
Significantly different from column:*		A				GH	F	F	JK	I	I	M	L	P		N	RS	QS	QR			

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,788	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	65	701	0	124	569	150	370	174	218	210	250	354	327	332	16	250	564	112	23	634	15	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	9,067	3,398	4,788	549	2,823	1,066	1,555	727	664	964	1,710	1,240	2,093	1,983	98	1,037	2,809	461	101	687	2,523	150
	99.3%	82.9%	100.0%	81.6%	83.2%	87.7%	80.8%	80.7%	75.3%	82.1%	87.2%	77.8%	86.5%	85.7%	86.0%	80.6%	83.3%	80.5%	81.5%	52.0%	99.4%	100.0%
Yes	8,060	3,049	4,213	462	2,564	997	1,404	604	568	856	1,574	1,094	1,896	1,825	85	895	2,536	404	85	568	2,304	143
	88.9%	89.7%	88.0%	84.2%	90.8%	93.5%	90.3%	83.1%	85.5%	88.8%	92.0%	88.2%	90.6%	92.0%	86.7%	86.3%	90.3%	87.6%	84.2%	82.7%	91.3%	95.3%
No	1,007	349	575	87	259	69	151	123	96	108	136	146	197	158	13	142	273	57	16	119	219	7
	11.1%	10.3%	12.0%	15.8%	9.2%	6.5%	9.7%	16.9%	14.5%	11.2%	8.0%	11.8%	9.4%	8.0%	13.3%	13.7%	9.7%	12.4%	15.8%	17.3%	8.7%	4.7%
Significantly different from column:*		C		E	D	GH	FH	FG	K	K	IJ	M	L	P		N	S		Q	UV	T	T

NA - Not Applicable

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

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	8,060	3,049	4,033	462	2,564	997	1,404	604	568	856	1,574	1,094	1,896	1,825	85	895	2,536	404	85	568	2,304	143
Number missing or multiple answer	199	56	0	12	43	11	29	16	12	15	26	21	31	27	3	18	47	7	2	23	27	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	7,861	2,993	4,033	450	2,521	986	1,375	588	556	841	1,548	1,073	1,865	1,798	82	877	2,489	397	83	545	2,277	140
	97.5%	98.2%	100.0%	97.4%	98.3%	98.9%	97.9%	97.4%	97.9%	98.2%	98.3%	98.1%	98.4%	98.5%	96.5%	98.0%	98.1%	98.3%	97.6%	96.0%	98.8%	97.9%
None	1,445	671	1,165	104	564	153	368	145	131	187	348	235	430	408	23	198	593	68	6	449	208	7
	18.4%	22.4%	28.9%	23.1%	22.4%	15.5%	26.8%	24.7%	23.6%	22.2%	22.5%	21.9%	23.1%	22.7%	28.0%	22.6%	23.8%	17.1%	7.2%	82.4%	9.1%	5.0%
1 time	2,656	1,293	1,599	182	1,105	399	619	263	240	346	687	465	801	783	35	372	1,092	156	36	83	1,182	16
	33.8%	43.2%	39.6%	40.4%	43.8%	40.5%	45.0%	44.7%	43.2%	41.1%	44.4%	43.3%	42.9%	43.5%	42.7%	42.4%	43.9%	39.3%	43.4%	15.2%	51.9%	11.4%
2	1,786	589	719	97	485	229	236	107	100	175	299	211	366	352	12	173	473	94	16	9	556	18
	22.7%	19.7%	17.8%	21.6%	19.2%	23.2%	17.2%	18.2%	18.0%	20.8%	19.3%	19.7%	19.6%	19.6%	14.6%	19.7%	19.0%	23.7%	19.3%	1.7%	24.4%	12.9%
3	949	249	310	39	206	115	88	40	40	83	121	94	149	145	8	71	193	44	8	4	228	14
	12.1%	8.3%	7.7%	8.7%	8.2%	11.7%	6.4%	6.8%	7.2%	9.9%	7.8%	8.8%	8.0%	8.1%	9.8%	8.1%	7.8%	11.1%	9.6%	0.7%	10.0%	10.0%
4	493	103	131	14	88	46	37	18	26	28	48	31	69	59	3	34	80	15	7	0	87	14
	6.3%	3.4%	3.2%	3.1%	3.5%	4.7%	2.7%	3.1%	4.7%	3.3%	3.1%	2.9%	3.7%	3.3%	3.7%	3.9%	3.2%	3.8%	8.4%	0.0%	3.8%	10.0%
5 to 9	432	80	96	13	66	40	24	14	19	15	44	32	47	47	1	26	52	18	10	0	15	64
	5.5%	2.7%	2.4%	2.9%	2.6%	4.1%	1.7%	2.4%	3.4%	1.8%	2.8%	3.0%	2.5%	2.6%	1.2%	3.0%	2.1%	4.5%	12.0%	0.0%	0.7%	45.7%
10 or more times	100	8	13	1	7	4	3	1	0	7	1	5	3	4	0	3	6	2	0	0	1	7
	1.3%	0.3%	0.3%	0.2%	0.3%	0.4%	0.2%	0.2%	0.0%	0.8%	0.1%	0.5%	0.2%	0.2%	0.0%	0.3%	0.2%	0.5%	0.0%	0.0%	0.0%	5.0%
2 or more times	3,760	1,029	1,269	164	852	434	388	180	185	308	513	373	634	607	24	307	804	173	41	13	887	117
	47.8%	34.4%	31.5%	36.4%	33.8%	44.0%	28.2%	30.6%	33.3%	36.6%	33.1%	34.8%	34.0%	33.8%	29.3%	35.0%	32.3%	43.6%	49.4%	2.4%	39.0%	83.6%
Significantly different from column:*		AC				GH	F	F									RS	Q	Q	UV	TV	TU

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	---	2,322	2,849	346	1,957	833	1,007	443	425	654	1,200	838	1,435	1,390	59	679	1,896	329	77	96	2,069	133
Number missing or multiple answer	---	17	0	5	12	4	8	5	6	5	5	10	5	7	0	6	15	2	0	2	14	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	2,849	341	1,945	829	999	438	419	649	1,195	828	1,430	1,383	59	673	1,881	327	77	94	2,055	133
	---	99.3%	100.0%	98.6%	99.4%	99.5%	99.2%	98.9%	98.6%	99.2%	99.6%	98.8%	99.7%	99.5%	100.0%	99.1%	99.2%	99.4%	100.0%	97.9%	99.3%	100.0%
Never	---	2,055	2,528	292	1,746	765	884	374	296	572	1,153	649	1,364	1,289	51	573	1,726	254	58	80	1,838	115
	---	89.2%	88.7%	85.6%	89.8%	92.3%	88.5%	85.4%	70.6%	88.1%	96.5%	78.4%	95.4%	93.2%	86.4%	85.1%	91.8%	77.7%	75.3%	85.1%	89.4%	86.5%
Sometimes	---	153	213	35	116	35	77	36	66	55	30	100	49	59	5	67	96	46	8	6	136	10
	---	6.6%	7.5%	10.3%	6.0%	4.2%	7.7%	8.2%	15.8%	8.5%	2.5%	12.1%	3.4%	4.3%	8.5%	10.0%	5.1%	14.1%	10.4%	6.4%	6.6%	7.5%
Usually	---	40	41	7	33	12	15	12	25	9	5	32	8	13	2	14	24	12	4	5	32	3
	---	1.7%	1.4%	2.1%	1.7%	1.4%	1.5%	2.7%	6.0%	1.4%	0.4%	3.9%	0.6%	0.9%	3.4%	2.1%	1.3%	3.7%	5.2%	5.3%	1.6%	2.3%
Always	---	57	67	7	50	17	23	16	32	13	7	47	9	22	1	19	35	15	7	3	49	5
	---	2.5%	2.4%	2.1%	2.6%	2.1%	2.3%	3.7%	7.6%	2.0%	0.6%	5.7%	0.6%	1.6%	1.7%	2.8%	1.9%	4.6%	9.1%	3.2%	2.4%	3.8%
Significantly different from column:*									JK	IK	IJ	M	L				R	Q				
Never or Sometimes	---	2,208	2,741	327	1,862	800	961	410	362	627	1,183	749	1,413	1,348	56	640	1,822	300	66	86	1,974	125
	---	95.8%	96.2%	95.9%	95.7%	96.5%	96.2%	93.6%	86.4%	96.6%	99.0%	90.5%	98.8%	97.5%	94.9%	95.1%	96.9%	91.7%	85.7%	91.5%	96.1%	94.0%
Significantly different from column:*						H	H	FG	JK	IK	IJ	M	L	P		N	R	Q				

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,416	2,322	2,857	346	1,957	833	1,007	443	425	654	1,200	838	1,435	1,390	59	679	1,896	329	77	96	2,069	133
Number missing or multiple answer	28	8	0	3	5	3	1	4	2	3	3	2	6	4	0	3	6	1	1	1	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,388	2,314	2,857	343	1,952	830	1,006	439	423	651	1,197	836	1,429	1,386	59	676	1,890	328	76	95	2,062	133
	99.6%	99.7%	100.0%	99.1%	99.7%	99.6%	99.9%	99.1%	99.5%	99.5%	99.8%	99.8%	99.6%	99.7%	100.0%	99.6%	99.7%	99.7%	99.7%	99.0%	99.7%	100.0%
Never	72	28	41	4	23	8	6	12	5	10	11	12	15	16	2	6	21	6	0	2	25	1
	1.1%	1.2%	1.4%	1.2%	1.2%	1.0%	0.6%	2.7%	1.2%	1.5%	0.9%	1.4%	1.0%	1.2%	3.4%	0.9%	1.1%	1.8%	0.0%	2.1%	1.2%	0.8%
Sometimes	257	67	111	22	44	21	28	14	21	25	20	32	31	25	1	32	45	17	4	3	60	4
	4.0%	2.9%	3.9%	6.4%	2.3%	2.5%	2.8%	3.2%	5.0%	3.8%	1.7%	3.8%	2.2%	1.8%	1.7%	4.7%	2.4%	5.2%	5.3%	3.2%	2.9%	3.0%
Usually	814	292	412	57	234	87	124	74	88	91	109	129	153	149	7	103	196	76	18	17	256	17
	12.7%	12.6%	14.4%	16.6%	12.0%	10.5%	12.3%	16.9%	20.8%	14.0%	9.1%	15.4%	10.7%	10.8%	11.9%	15.2%	10.4%	23.2%	23.7%	17.9%	12.4%	12.8%
Always	5,245	1,927	2,293	260	1,651	714	848	339	309	525	1,057	663	1,230	1,196	49	535	1,628	229	54	73	1,721	111
	82.1%	83.3%	80.3%	75.8%	84.6%	86.0%	84.3%	77.2%	73.0%	80.6%	88.3%	79.3%	86.1%	86.3%	83.1%	79.1%	86.1%	69.8%	71.1%	76.8%	83.5%	83.5%
Significantly different from column:*		C		E	D	H	H	FG	JK	IK	IJ	M	L	P		N	RS	Q	Q			
Usually or Always	6,059	2,219	2,705	317	1,885	801	972	413	397	616	1,166	792	1,383	1,345	56	638	1,824	305	72	90	1,977	128
	94.8%	95.9%	94.7%	92.4%	96.6%	96.5%	96.6%	94.1%	93.9%	94.6%	97.4%	94.7%	96.8%	97.0%	94.9%	94.4%	96.5%	93.0%	94.7%	94.7%	95.9%	96.2%
Significantly different from column:*		AC		E	D	H	H	FG	K	K	IJ	M	L	P		N	R	Q				

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,416	2,322	2,860	346	1,957	833	1,007	443	425	654	1,200	838	1,435	1,390	59	679	1,896	329	77	96	2,069	133
Number missing or multiple answer	22	10	0	5	5	4	2	4	0	6	4	0	9	6	0	4	9	0	1	1	9	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,394	2,312	2,860	341	1,952	829	1,005	439	425	648	1,196	838	1,426	1,384	59	675	1,887	329	76	95	2,060	133
	99.7%	99.6%	100.0%	98.6%	99.7%	99.5%	99.8%	99.1%	100.0%	99.1%	99.7%	100.0%	99.4%	99.6%	100.0%	99.4%	99.5%	100.0%	98.7%	99.0%	99.6%	100.0%
Never	49	9	15	0	9	3	3	2	1	3	5	1	8	4	0	4	6	3	0	0	9	0
	0.8%	0.4%	0.5%	0.0%	0.5%	0.4%	0.3%	0.5%	0.2%	0.5%	0.4%	0.1%	0.6%	0.3%	0.0%	0.6%	0.3%	0.9%	0.0%	0.0%	0.4%	0.0%
Sometimes	218	83	104	21	62	30	32	19	22	23	37	32	48	50	2	26	54	22	7	2	74	7
	3.4%	3.6%	3.6%	6.2%	3.2%	3.6%	3.2%	4.3%	5.2%	3.5%	3.1%	3.8%	3.4%	3.6%	3.4%	3.9%	2.9%	6.7%	9.2%	2.1%	3.6%	5.3%
Usually	703	337	453	64	271	120	140	70	67	99	167	117	212	190	6	111	250	74	10	12	307	16
	11.0%	14.6%	15.8%	18.8%	13.9%	14.5%	13.9%	15.9%	15.8%	15.3%	14.0%	14.0%	14.9%	13.7%	10.2%	16.4%	13.2%	22.5%	13.2%	12.6%	14.9%	12.0%
Always	5,424	1,883	2,288	256	1,610	676	830	348	335	523	987	688	1,158	1,140	51	534	1,577	230	59	81	1,670	110
	84.8%	81.4%	80.0%	75.1%	82.5%	81.5%	82.6%	79.3%	78.8%	80.7%	82.5%	82.1%	81.2%	82.4%	86.4%	79.1%	83.6%	69.9%	77.6%	85.3%	81.1%	82.7%
Significantly different from column:*		A		E	D												R	Q				
Usually or Always	6,127	2,220	2,741	320	1,881	796	970	418	402	622	1,154	805	1,370	1,330	57	645	1,827	304	69	93	1,977	126
	95.8%	96.0%	95.8%	93.8%	96.4%	96.0%	96.5%	95.2%	94.6%	96.0%	96.5%	96.1%	96.1%	96.1%	96.6%	95.6%	96.8%	92.4%	90.8%	97.9%	96.0%	94.7%
Significantly different from column:*				E	D												R	Q				

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,416	2,322	2,857	346	1,957	833	1,007	443	425	654	1,200	838	1,435	1,390	59	679	1,896	329	77	96	2,069	133
Number missing or multiple answer	18	11	0	3	8	2	4	4	3	4	4	2	9	4	0	6	8	2	1	2	9	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	6,398	2,311	2,857	343	1,949	831	1,003	439	422	650	1,196	836	1,426	1,386	59	673	1,888	327	76	94	2,060	133
	99.7%	99.5%	100.0%	99.1%	99.6%	99.8%	99.6%	99.1%	99.3%	99.4%	99.7%	99.8%	99.4%	99.7%	100.0%	99.1%	99.6%	99.4%	98.7%	97.9%	99.6%	100.0%
Never	52	9	22	2	7	1	3	4	2	5	2	4	5	4	0	5	7	2	0	0	8	1
	0.8%	0.4%	0.8%	0.6%	0.4%	0.1%	0.3%	0.9%	0.5%	0.8%	0.2%	0.5%	0.4%	0.3%	0.0%	0.7%	0.4%	0.6%	0.0%	0.0%	0.4%	0.8%
Sometimes	143	48	71	12	36	17	20	11	13	13	21	19	28	22	2	21	31	11	6	2	41	4
	2.2%	2.1%	2.5%	3.5%	1.8%	2.0%	2.0%	2.5%	3.1%	2.0%	1.8%	2.3%	2.0%	1.6%	3.4%	3.1%	1.6%	3.4%	7.9%	2.1%	2.0%	3.0%
Usually	547	287	353	58	227	92	129	59	60	79	141	90	187	174	4	83	214	59	13	12	260	14
	8.5%	12.4%	12.4%	16.9%	11.6%	11.1%	12.9%	13.4%	14.2%	12.2%	11.8%	10.8%	13.1%	12.6%	6.8%	12.3%	11.3%	18.0%	17.1%	12.8%	12.6%	10.5%
Always	5,656	1,967	2,411	271	1,679	721	851	365	347	553	1,032	723	1,206	1,186	53	564	1,636	255	57	80	1,751	114
	88.4%	85.1%	84.4%	79.0%	86.1%	86.8%	84.8%	83.1%	82.2%	85.1%	86.3%	86.5%	84.6%	85.6%	89.8%	83.8%	86.7%	78.0%	75.0%	85.1%	85.0%	85.7%
Significantly different from column:*		A		E	D				K	I							RS	Q	Q			
Usually or Always	6,203	2,254	2,764	329	1,906	813	980	424	407	632	1,173	813	1,393	1,360	57	647	1,850	314	70	92	2,011	128
	97.0%	97.5%	96.7%	95.9%	97.8%	97.8%	97.7%	96.6%	96.4%	97.2%	98.1%	97.2%	97.7%	98.1%	96.6%	96.1%	98.0%	96.0%	92.1%	97.9%	97.6%	96.2%
Significantly different from column:*				E	D									P	N	R	Q					

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,416	2,322	2,840	346	1,957	833	1,007	443	425	654	1,200	838	1,435	1,390	59	679	1,896	329	77	96	2,069	133
Number missing or multiple answer	73	21	0	5	16	7	10	4	4	5	12	7	14	12	0	6	19	2	0	3	17	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	6,343	2,301	2,840	341	1,941	826	997	439	421	649	1,188	831	1,421	1,378	59	673	1,877	327	77	93	2,052	132
	98.9%	99.1%	100.0%	98.6%	99.2%	99.2%	99.0%	99.1%	99.1%	99.2%	99.0%	99.2%	99.0%	99.1%	100.0%	99.1%	99.0%	99.4%	100.0%	96.9%	99.2%	99.2%
Yes	4,184	1,601	1,965	245	1,341	258	894	420	321	430	817	590	975	950	42	467	1,292	236	57	67	1,437	80
	66.0%	69.6%	69.2%	71.8%	69.1%	31.2%	89.7%	95.7%	76.2%	66.3%	68.8%	71.0%	68.6%	68.9%	71.2%	69.4%	68.8%	72.2%	74.0%	72.0%	70.0%	60.6%
No	2,159	700	875	96	600	568	103	19	100	219	371	241	446	428	17	206	585	91	20	26	615	52
	34.0%	30.4%	30.8%	28.2%	30.9%	68.8%	10.3%	4.3%	23.8%	33.7%	31.2%	29.0%	31.4%	31.1%	28.8%	30.6%	31.2%	27.8%	26.0%	28.0%	30.0%	39.4%
Significantly different from column:*		A				GH	FH	FG	JK	I	I										V	U

NA - Not Applicable

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State Oregon Health Plan

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 your child 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)

	2018 CSS Average	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
Number in sample	4,184	1,601	1,927	245	1,341	258	894	420	321	430	817	590	975	950	42	467	1,292	236	57	67	1,437	80
Number missing or multiple answer	35	11	0	0	11	4	3	4	1	3	7	2	9	8	0	3	11	0	0	1	9	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,149	1,590	1,927	245	1,330	254	891	416	320	427	810	588	966	942	42	464	1,281	236	57	66	1,428	79
	99.2%	99.3%	100.0%	100.0%	99.2%	98.4%	99.7%	99.0%	99.7%	99.3%	99.1%	99.7%	99.1%	99.2%	100.0%	99.4%	99.1%	100.0%	100.0%	98.5%	99.4%	98.8%
Never	37	9	20	2	7	5	1	1	0	2	7	2	7	6	0	3	8	1	0	0	7	1
	0.9%	0.6%	1.0%	0.8%	0.5%	2.0%	0.1%	0.2%	0.0%	0.5%	0.9%	0.3%	0.7%	0.6%	0.0%	0.6%	0.6%	0.4%	0.0%	0.0%	0.5%	1.3%
Sometimes	192	82	98	15	65	15	51	14	17	28	36	28	50	40	2	29	56	19	6	2	71	9
	4.6%	5.2%	5.1%	6.1%	4.9%	5.9%	5.7%	3.4%	5.3%	6.6%	4.4%	4.8%	5.2%	4.2%	4.8%	6.3%	4.4%	8.1%	10.5%	3.0%	5.0%	11.4%
Usually	665	339	428	56	283	57	195	81	75	92	170	136	199	205	4	101	261	62	15	13	311	13
	16.0%	21.3%	22.2%	22.9%	21.3%	22.4%	21.9%	19.5%	23.4%	21.5%	21.0%	23.1%	20.6%	21.8%	9.5%	21.8%	20.4%	26.3%	26.3%	19.7%	21.8%	16.5%
Always	3,255	1,160	1,381	172	975	177	644	320	228	305	597	422	710	691	36	331	956	154	36	51	1,039	56
	78.5%	73.0%	71.7%	70.2%	73.3%	69.7%	72.3%	76.9%	71.3%	71.4%	73.7%	71.8%	73.5%	73.4%	85.7%	71.3%	74.6%	65.3%	63.2%	77.3%	72.8%	70.9%
Significantly different from column:*		A				H		F							P	O	R	Q				
Usually or Always	3,920	1,499	1,809	228	1,258	234	839	401	303	397	767	558	909	896	40	432	1,217	216	51	64	1,350	69
	94.5%	94.3%	93.9%	93.1%	94.6%	92.1%	94.2%	96.4%	94.7%	93.0%	94.7%	94.9%	94.1%	95.1%	95.2%	93.1%	95.0%	91.5%	89.5%	97.0%	94.5%	87.3%
Significantly different from column:*						H		F									R	Q		V		T

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,416	2,322	2,845	346	1,957	833	1,007	443	425	654	1,200	838	1,435	1,390	59	679	1,896	329	77	96	2,069	133
Number missing or multiple answer	59	25	0	4	20	8	10	4	6	8	9	9	15	14	1	6	20	2	1	4	19	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	6,357	2,297	2,845	342	1,937	825	997	439	419	646	1,191	829	1,420	1,376	58	673	1,876	327	76	92	2,050	133
	99.1%	98.9%	100.0%	98.8%	99.0%	99.0%	99.0%	99.1%	98.6%	98.8%	99.3%	98.9%	99.0%	99.0%	98.3%	99.1%	98.9%	99.4%	98.7%	95.8%	99.1%	100.0%
Never	138	36	55	5	31	10	18	8	12	14	10	23	13	16	0	13	27	7	2	3	32	1
	2.2%	1.6%	1.9%	1.5%	1.6%	1.2%	1.8%	1.8%	2.9%	2.2%	0.8%	2.8%	0.9%	1.2%	0.0%	1.9%	1.4%	2.1%	2.6%	3.3%	1.6%	0.8%
Sometimes	476	161	221	32	129	55	77	25	48	54	57	76	78	68	2	74	116	32	12	7	143	10
	7.5%	7.0%	7.8%	9.4%	6.7%	6.7%	7.7%	5.7%	11.5%	8.4%	4.8%	9.2%	5.5%	4.9%	3.4%	11.0%	6.2%	9.8%	15.8%	7.6%	7.0%	7.5%
Usually	1,245	537	688	89	444	190	229	112	120	155	254	238	287	283	10	180	410	105	20	24	480	30
	19.6%	23.4%	24.2%	26.0%	22.9%	23.0%	23.0%	25.5%	28.6%	24.0%	21.3%	28.7%	20.2%	20.6%	17.2%	26.7%	21.9%	32.1%	26.3%	26.1%	23.4%	22.6%
Always	4,498	1,563	1,881	216	1,333	570	673	294	239	423	870	492	1,042	1,009	46	406	1,323	183	42	58	1,395	92
	70.8%	68.0%	66.1%	63.2%	68.8%	69.1%	67.5%	67.0%	57.0%	65.5%	73.0%	59.3%	73.4%	73.3%	79.3%	60.3%	70.5%	56.0%	55.3%	63.0%	68.0%	69.2%
Significantly different from column:*		A		E	D				JK	IK	IJ	M	L	P	P	NO	RS	Q	Q			
Usually or Always	5,743	2,100	2,569	305	1,777	760	902	406	359	578	1,124	730	1,329	1,292	56	586	1,733	288	62	82	1,875	122
	90.3%	91.4%	90.3%	89.2%	91.7%	92.1%	90.5%	92.5%	85.7%	89.5%	94.4%	88.1%	93.6%	93.9%	96.6%	87.1%	92.4%	88.1%	81.6%	89.1%	91.5%	91.7%
Significantly different from column:*									K	K	IJ	M	L	P	P	NO	RS	Q	Q			

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,416	2,322	2,840	346	1,957	833	1,007	443	425	654	1,200	838	1,435	1,390	59	679	1,896	329	77	96	2,069	133
Number missing or multiple answer	67	27	0	6	21	6	12	9	6	10	11	10	16	12	1	9	21	5	1	3	23	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	6,349	2,295	2,840	340	1,936	827	995	434	419	644	1,189	828	1,419	1,378	58	670	1,875	324	76	93	2,046	133
	99.0%	98.8%	100.0%	98.3%	98.9%	99.3%	98.8%	98.0%	98.6%	98.5%	99.1%	98.8%	98.9%	99.1%	98.3%	98.7%	98.9%	98.5%	98.7%	96.9%	98.9%	100.0%
Yes	5,743	2,082	2,549	301	1,765	796	895	355	385	587	1,074	763	1,281	1,261	52	599	1,709	292	64	83	1,860	118
	90.5%	90.7%	89.8%	88.5%	91.2%	96.3%	89.9%	81.8%	91.9%	91.1%	90.3%	92.1%	90.3%	91.5%	89.7%	89.4%	91.1%	90.1%	84.2%	89.2%	90.9%	88.7%
No	606	213	291	39	171	31	100	79	34	57	115	65	138	117	6	71	166	32	12	10	186	15
	9.5%	9.3%	10.2%	11.5%	8.8%	3.7%	10.1%	18.2%	8.1%	8.9%	9.7%	7.9%	9.7%	8.5%	10.3%	10.6%	8.9%	9.9%	15.8%	10.8%	9.1%	11.3%
Significantly different from column:*						GH	FH	FG									S		Q			

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	6,416	2,322	2,845	346	1,957	833	1,007	443	425	654	1,200	838	1,435	1,390	59	679	1,896	329	77	96	2,069	133
Number missing or multiple answer	67	25	0	6	19	7	11	7	5	9	11	7	17	11	1	10	16	7	2	4	20	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	6,349	2,297	2,845	340	1,938	826	996	436	420	645	1,189	831	1,418	1,379	58	669	1,880	322	75	92	2,049	133
	99.0%	98.9%	100.0%	98.3%	99.0%	99.2%	98.9%	98.4%	98.8%	98.6%	99.1%	99.2%	98.8%	99.2%	98.3%	98.5%	99.2%	97.9%	97.4%	95.8%	99.0%	100.0%
Yes	2,937	948	1,087	141	799	357	387	189	178	251	501	338	594	561	28	289	743	156	41	20	810	106
	46.3%	41.3%	38.2%	41.5%	41.2%	43.2%	38.9%	43.3%	42.4%	38.9%	42.1%	40.7%	41.9%	40.7%	48.3%	43.2%	39.5%	48.4%	54.7%	21.7%	39.5%	79.7%
No	3,412	1,349	1,758	199	1,139	469	609	247	242	394	688	493	824	818	30	380	1,137	166	34	72	1,239	27
	53.7%	58.7%	61.8%	58.5%	58.8%	56.8%	61.1%	56.7%	57.6%	61.1%	57.9%	59.3%	58.1%	59.3%	51.7%	56.8%	60.5%	51.6%	45.3%	78.3%	60.5%	20.3%
Significantly different from column:*		AC															RS	Q	Q	UV	TV	TU

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	2,937	948	1,056	141	799	357	387	189	178	251	501	338	594	561	28	289	743	156	41	20	810	106
Number missing or multiple answer	59	32	0	6	26	12	12	8	6	4	21	10	22	20	2	8	24	8	0	0	28	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	2,878	916	1,056	135	773	345	375	181	172	247	480	328	572	541	26	281	719	148	41	20	782	102
	98.0%	96.6%	100.0%	95.7%	96.7%	96.6%	96.9%	95.8%	96.6%	98.4%	95.8%	97.0%	96.3%	96.4%	92.9%	97.2%	96.8%	94.9%	100.0%	100.0%	96.5%	96.2%
Never	180	46	39	6	40	13	19	14	10	10	25	13	32	26	1	14	37	6	3	0	43	2
	6.3%	5.0%	3.7%	4.4%	5.2%	3.8%	5.1%	7.7%	5.8%	4.0%	5.2%	4.0%	5.6%	4.8%	3.8%	5.0%	5.1%	4.1%	7.3%	0.0%	5.5%	2.0%
Sometimes	312	101	133	21	79	30	46	20	22	27	50	36	62	48	3	44	68	24	8	3	85	13
	10.8%	11.0%	12.6%	15.6%	10.2%	8.7%	12.3%	11.0%	12.8%	10.9%	10.4%	11.0%	10.8%	8.9%	11.5%	15.7%	9.5%	16.2%	19.5%	15.0%	10.9%	12.7%
Usually	637	238	294	44	191	85	107	43	41	64	128	96	140	132	7	78	177	50	9	5	209	24
	22.1%	26.0%	27.8%	32.6%	24.7%	24.6%	28.5%	23.8%	23.8%	25.9%	26.7%	29.3%	24.5%	24.4%	26.9%	27.8%	24.6%	33.8%	22.0%	25.0%	26.7%	23.5%
Always	1,749	531	590	64	463	217	203	104	99	146	277	183	338	335	15	145	437	68	21	12	445	63
	60.8%	58.0%	55.9%	47.4%	59.9%	62.9%	54.1%	57.5%	57.6%	59.1%	57.7%	55.8%	59.1%	61.9%	57.7%	51.6%	60.8%	45.9%	51.2%	60.0%	56.9%	61.8%
Significantly different from column:*				E	D	G	F							P		N	R	Q				
Usually or Always	2,386	769	884	108	654	302	310	147	140	210	405	279	478	467	22	223	614	118	30	17	654	87
	82.9%	84.0%	83.7%	80.0%	84.6%	87.5%	82.7%	81.2%	81.4%	85.0%	84.4%	85.1%	83.6%	86.3%	84.6%	79.4%	85.4%	79.7%	73.2%	85.0%	83.6%	85.3%
Significantly different from column:*														P		N	S	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.

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	8,060	3,049	4,020	462	2,564	997	1,404	604	568	856	1,574	1,094	1,896	1,825	85	895	2,536	404	85	568	2,304	143
Number missing or multiple answer	161	87	0	15	72	11	46	30	11	21	53	20	64	51	3	24	77	7	2	47	37	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	7,899	2,962	4,020	447	2,492	986	1,358	574	557	835	1,521	1,074	1,832	1,774	82	871	2,459	397	83	521	2,267	141
	98.0%	97.1%	100.0%	96.8%	97.2%	98.9%	96.7%	95.0%	98.1%	97.5%	96.6%	98.2%	96.6%	97.2%	96.5%	97.3%	97.0%	98.3%	97.6%	91.7%	98.4%	98.6%
0 Worst personal doctor possible	20	5	8	0	5	0	3	2	1	1	3	0	4	1	0	4	5	0	0	2	3	0
	0.3%	0.2%	0.2%	0.0%	0.2%	0.0%	0.2%	0.3%	0.2%	0.1%	0.2%	0.0%	0.2%	0.1%	0.0%	0.5%	0.2%	0.0%	0.0%	0.4%	0.1%	0.0%
1	12	5	4	0	5	0	1	3	2	0	3	1	4	3	0	1	2	0	3	1	4	0
	0.2%	0.2%	0.1%	0.0%	0.2%	0.0%	0.1%	0.5%	0.4%	0.0%	0.2%	0.1%	0.2%	0.2%	0.0%	0.1%	0.1%	0.0%	3.6%	0.2%	0.2%	0.0%
2	14	4	10	1	3	1	0	3	0	3	1	1	3	1	0	3	4	0	0	2	2	0
	0.2%	0.1%	0.2%	0.2%	0.1%	0.1%	0.0%	0.5%	0.0%	0.4%	0.1%	0.1%	0.2%	0.1%	0.0%	0.3%	0.2%	0.0%	0.0%	0.4%	0.1%	0.0%
3	30	6	14	2	4	1	3	2	1	2	3	3	3	4	0	2	5	1	0	3	3	0
	0.4%	0.2%	0.3%	0.4%	0.2%	0.1%	0.2%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.0%	0.2%	0.2%	0.3%	0.0%	0.6%	0.1%	0.0%
4	43	18	20	6	12	5	8	4	6	4	7	5	12	10	2	5	14	3	1	3	13	2
	0.5%	0.6%	0.5%	1.3%	0.5%	0.5%	0.6%	0.7%	1.1%	0.5%	0.5%	0.5%	0.7%	0.6%	2.4%	0.6%	0.6%	0.8%	1.2%	0.6%	0.6%	1.4%
5	136	62	111	14	48	18	28	16	13	20	28	26	36	31	0	28	47	12	3	18	40	4
	1.7%	2.1%	2.8%	3.1%	1.9%	1.8%	2.1%	2.8%	2.3%	2.4%	1.8%	2.4%	2.0%	1.7%	0.0%	3.2%	1.9%	3.0%	3.6%	3.5%	1.8%	2.8%
6	148	57	82	10	47	16	28	11	10	17	30	12	42	35	0	18	42	11	3	14	41	2
	1.9%	1.9%	2.0%	2.2%	1.9%	1.6%	2.1%	1.9%	1.8%	2.0%	2.0%	1.1%	2.3%	2.0%	0.0%	2.1%	1.7%	2.8%	3.6%	2.7%	1.8%	1.4%
7	375	161	236	29	130	44	74	40	26	45	88	42	115	102	4	48	129	26	6	45	103	8
	4.7%	5.4%	5.9%	6.5%	5.2%	4.5%	5.4%	7.0%	4.7%	5.4%	5.8%	3.9%	6.3%	5.7%	4.9%	5.5%	5.2%	6.5%	7.2%	8.6%	4.5%	5.7%
8	1,012	438	650	90	345	150	201	81	67	119	244	129	298	257	13	143	353	68	14	102	312	22
	12.8%	14.8%	16.2%	20.1%	13.8%	15.2%	14.8%	14.1%	12.0%	14.3%	16.0%	12.0%	16.3%	14.5%	15.9%	16.4%	14.4%	17.1%	16.9%	19.6%	13.8%	15.6%
9	1,323	592	807	94	496	204	279	103	104	152	333	208	378	365	11	171	491	88	12	86	477	20
	16.7%	20.0%	20.1%	21.0%	19.9%	20.7%	20.5%	17.9%	18.7%	18.2%	21.9%	19.4%	20.6%	20.6%	13.4%	19.6%	20.0%	22.2%	14.5%	16.5%	21.0%	14.2%
10 Best personal doctor possible	4,786	1,614	2,078	201	1,397	547	733	309	327	472	781	647	937	965	52	448	1,367	188	41	245	1,269	83
	60.6%	54.5%	51.7%	45.0%	56.1%	55.5%	54.0%	53.8%	58.7%	56.5%	51.3%	60.2%	51.1%	54.4%	63.4%	51.4%	55.6%	47.4%	49.4%	47.0%	56.0%	58.9%

NA - Not Applicable

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	8,060	3,049	4,020	462	2,564	997	1,404	604	568	856	1,574	1,094	1,896	1,825	85	895	2,536	404	85	568	2,304	143
Number missing or multiple answer	161	87	0	15	72	11	46	30	11	21	53	20	64	51	3	24	77	7	2	47	37	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	7,899	2,962	4,020	447	2,492	986	1,358	574	557	835	1,521	1,074	1,832	1,774	82	871	2,459	397	83	521	2,267	141
	98.0%	97.1%	100.0%	96.8%	97.2%	98.9%	96.7%	95.0%	98.1%	97.5%	96.6%	98.2%	96.6%	97.2%	96.5%	97.3%	97.0%	98.3%	97.6%	91.7%	98.4%	98.6%
0 to 4	119	38	56	9	29	7	15	14	10	10	17	10	26	19	2	15	30	4	4	11	25	2
	1.5%	1.3%	1.4%	2.0%	1.2%	0.7%	1.1%	2.4%	1.8%	1.2%	1.1%	0.9%	1.4%	1.1%	2.4%	1.7%	1.2%	1.0%	4.8%	2.1%	1.1%	1.4%
5	136	62	111	14	48	18	28	16	13	20	28	26	36	31	0	28	47	12	3	18	40	4
	1.7%	2.1%	2.8%	3.1%	1.9%	1.8%	2.1%	2.8%	2.3%	2.4%	1.8%	2.4%	2.0%	1.7%	0.0%	3.2%	1.9%	3.0%	3.6%	3.5%	1.8%	2.8%
6 or 7	523	218	318	39	177	60	102	51	36	62	118	54	157	137	4	66	171	37	9	59	144	10
	6.6%	7.4%	7.9%	8.7%	7.1%	6.1%	7.5%	8.9%	6.5%	7.4%	7.8%	5.0%	8.6%	7.7%	4.9%	7.6%	7.0%	9.3%	10.8%	11.3%	6.4%	7.1%
8 to 10	7,121	2,644	3,535	385	2,238	901	1,213	493	498	743	1,358	984	1,613	1,587	76	762	2,211	344	67	433	2,058	125
	90.2%	89.3%	87.9%	86.1%	89.8%	91.4%	89.3%	85.9%	89.4%	89.0%	89.3%	91.6%	88.0%	89.5%	92.7%	87.5%	89.9%	86.6%	80.7%	83.1%	90.8%	88.7%
Significantly different from column:*				E	D	H	H	FG				M	L				RS	Q	Q	U	T	
0 to 6	403	157	249	33	124	41	71	41	33	47	75	48	104	85	2	61	119	27	10	43	106	8
	5.1%	5.3%	6.2%	7.4%	5.0%	4.2%	5.2%	7.1%	5.9%	5.6%	4.9%	4.5%	5.7%	4.8%	2.4%	7.0%	4.8%	6.8%	12.0%	8.3%	4.7%	5.7%
7 to 8	1,387	599	886	119	475	194	275	121	93	164	332	171	413	359	17	191	482	94	20	147	415	30
	17.6%	20.2%	22.0%	26.6%	19.1%	19.7%	20.3%	21.1%	16.7%	19.6%	21.8%	15.9%	22.5%	20.2%	20.7%	21.9%	19.6%	23.7%	24.1%	28.2%	18.3%	21.3%
9 to 10	6,109	2,206	2,885	295	1,893	751	1,012	412	431	624	1,114	855	1,315	1,330	63	619	1,858	276	53	331	1,746	103
	77.3%	74.5%	71.8%	66.0%	76.0%	76.2%	74.5%	71.8%	77.4%	74.7%	73.2%	79.6%	71.8%	75.0%	76.8%	71.1%	75.6%	69.5%	63.9%	63.5%	77.0%	73.0%
Significantly different from column:*		AC		E	D							M	L	P		N	RS	Q	Q	UV	T	T

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,794	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	71	23	0	1	21	8	8	6	5	6	11	8	12	11	0	8	20	3	0	4	16	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	9,061	4,076	4,794	672	3,371	1,208	1,917	895	877	1,168	1,949	1,586	2,408	2,304	114	1,279	3,353	570	124	1,317	2,522	149
	99.2%	99.4%	100.0%	99.9%	99.4%	99.3%	99.6%	99.3%	99.4%	99.5%	99.4%	99.5%	99.5%	99.5%	100.0%	99.4%	99.4%	99.5%	100.0%	99.7%	99.4%	99.3%
Yes	2,239	557	592	94	456	147	240	157	109	147	290	199	342	331	16	166	416	97	39	66	402	69
	24.7%	13.7%	12.3%	14.0%	13.5%	12.2%	12.5%	17.5%	12.4%	12.6%	14.9%	12.5%	14.2%	14.4%	14.0%	13.0%	12.4%	17.0%	31.5%	5.0%	15.9%	46.3%
No	6,822	3,519	4,202	578	2,915	1,061	1,677	738	768	1,021	1,659	1,387	2,066	1,973	98	1,113	2,937	473	85	1,251	2,120	80
	75.3%	86.3%	87.7%	86.0%	86.5%	87.8%	87.5%	82.5%	87.6%	87.4%	85.1%	87.5%	85.8%	85.6%	86.0%	87.0%	87.6%	83.0%	68.5%	95.0%	84.1%	53.7%
Significantly different from column:*		A				H	H	FG									RS	QS	QR	UV	TV	TU

NA - Not Applicable

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

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	2,239	557	578	94	456	147	240	157	109	147	290	199	342	331	16	166	416	97	39	66	402	69
Number missing or multiple answer	29	7	0	0	6	0	3	3	2	1	2	3	3	3	0	1	5	1	0	2	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,210	550	578	94	450	147	237	154	107	146	288	196	339	328	16	165	411	96	39	64	398	68
	98.7%	98.7%	100.0%	100.0%	98.7%	100.0%	98.8%	98.1%	98.2%	99.3%	99.3%	98.5%	99.1%	99.1%	100.0%	99.4%	98.8%	99.0%	100.0%	97.0%	99.0%	98.6%
Never	79	31	40	5	25	5	15	9	4	6	19	7	22	18	0	11	23	5	3	7	21	2
	3.6%	5.6%	6.9%	5.3%	5.6%	3.4%	6.3%	5.8%	3.7%	4.1%	6.6%	3.6%	6.5%	5.5%	0.0%	6.7%	5.6%	5.2%	7.7%	10.9%	5.3%	2.9%
Sometimes	364	78	115	13	64	14	36	25	15	19	41	29	46	36	3	31	48	19	9	11	59	6
	16.5%	14.2%	19.9%	13.8%	14.2%	9.5%	15.2%	16.2%	14.0%	13.0%	14.2%	14.8%	13.6%	11.0%	18.8%	18.8%	11.7%	19.8%	23.1%	17.2%	14.8%	8.8%
Usually	493	131	179	20	111	34	64	31	31	31	68	50	78	76	3	44	93	26	12	14	92	19
	22.3%	23.8%	31.0%	21.3%	24.7%	23.1%	27.0%	20.1%	29.0%	21.2%	23.6%	25.5%	23.0%	23.2%	18.8%	26.7%	22.6%	27.1%	30.8%	21.9%	23.1%	27.9%
Always	1,274	310	244	56	250	94	122	89	57	90	160	110	193	198	10	79	247	46	15	32	226	41
	57.6%	56.4%	42.2%	59.6%	55.6%	63.9%	51.5%	57.8%	53.3%	61.6%	55.6%	56.1%	56.9%	60.4%	62.5%	47.9%	60.1%	47.9%	38.5%	50.0%	56.8%	60.3%
Significantly different from column:*		C				G	F							P		N	RS	Q	Q			
Usually or Always	1,767	441	423	76	361	128	186	120	88	121	228	160	271	274	13	123	340	72	27	46	318	60
	80.0%	80.2%	73.2%	80.9%	80.2%	87.1%	78.5%	77.9%	82.2%	82.9%	79.2%	81.6%	79.9%	83.5%	81.3%	74.5%	82.7%	75.0%	69.2%	71.9%	79.9%	88.2%
Significantly different from column:*		C				GH	F	F						P		N	S	Q	Q	V		T

NA - Not Applicable

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

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	2,239	557	575	94	456	147	240	157	109	147	290	199	342	331	16	166	416	97	39	66	402	69
Number missing or multiple answer	39	6	0	1	4	2	2	1	2	2	1	2	2	2	0	1	4	1	0	1	2	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,200	551	575	93	452	145	238	156	107	145	289	197	340	329	16	165	412	96	39	65	400	68
	98.3%	98.9%	100.0%	98.9%	99.1%	98.6%	99.2%	99.4%	98.2%	98.6%	99.7%	99.0%	99.4%	99.4%	100.0%	99.4%	99.0%	99.0%	100.0%	98.5%	99.5%	98.6%
None	114	36	53	9	27	9	17	8	9	11	16	13	22	21	2	13	26	8	1	7	28	1
	5.2%	6.5%	9.2%	9.7%	6.0%	6.2%	7.1%	5.1%	8.4%	7.6%	5.5%	6.6%	6.5%	6.4%	12.5%	7.9%	6.3%	8.3%	2.6%	10.8%	7.0%	1.5%
1 specialist	1,364	398	412	61	335	109	175	106	69	116	206	144	245	246	8	114	312	63	23	51	300	34
	62.0%	72.2%	71.7%	65.6%	74.1%	75.2%	73.5%	67.9%	64.5%	80.0%	71.3%	73.1%	72.1%	74.8%	50.0%	69.1%	75.7%	65.6%	59.0%	78.5%	75.0%	50.0%
2	443	93	84	20	69	20	37	34	22	12	56	33	56	52	4	27	61	20	9	7	62	22
	20.1%	16.9%	14.6%	21.5%	15.3%	13.8%	15.5%	21.8%	20.6%	8.3%	19.4%	16.8%	16.5%	15.8%	25.0%	16.4%	14.8%	20.8%	23.1%	10.8%	15.5%	32.4%
3	173	13	16	2	11	3	5	5	4	2	7	4	9	4	1	7	6	4	3	0	4	7
	7.9%	2.4%	2.8%	2.2%	2.4%	2.1%	2.1%	3.2%	3.7%	1.4%	2.4%	2.0%	2.6%	1.2%	6.3%	4.2%	1.5%	4.2%	7.7%	0.0%	1.0%	10.3%
4	57	7	7	1	6	3	2	2	2	2	3	2	5	4	1	2	4	1	2	0	3	3
	2.6%	1.3%	1.2%	1.1%	1.3%	2.1%	0.8%	1.3%	1.9%	1.4%	1.0%	1.0%	1.5%	1.2%	6.3%	1.2%	1.0%	1.0%	5.1%	0.0%	0.8%	4.4%
5 or more specialists	49	4	3	0	4	1	2	1	1	2	1	1	3	2	0	2	3	0	1	0	3	1
	2.2%	0.7%	0.5%	0.0%	0.9%	0.7%	0.8%	0.6%	0.9%	1.4%	0.3%	0.5%	0.9%	0.6%	0.0%	1.2%	0.7%	0.0%	2.6%	0.0%	0.8%	1.5%
3 or more specialists	279	24	26	3	21	7	9	8	7	6	11	7	17	10	2	11	13	5	6	0	10	11
	12.7%	4.4%	4.5%	3.2%	4.6%	4.8%	3.8%	5.1%	6.5%	4.1%	3.8%	3.6%	5.0%	3.0%	12.5%	6.7%	3.2%	5.2%	15.4%	0.0%	2.5%	16.2%
Significantly different from column:*		A																		V		T

NA - Not Applicable

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

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	2,086	515	512	84	425	136	221	148	98	134	273	184	318	308	14	152	386	88	38	58	372	67
Number missing or multiple answer	12	5	0	2	3	1	1	3	1	0	4	3	2	4	0	1	2	1	2	0	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,074	510	512	82	422	135	220	145	97	134	269	181	316	304	14	151	384	87	36	58	368	66
	99.4%	99.0%	100.0%	97.6%	99.3%	99.3%	99.5%	98.0%	99.0%	100.0%	98.5%	98.4%	99.4%	98.7%	100.0%	99.3%	99.5%	98.9%	94.7%	100.0%	98.9%	98.5%
0 Worst specialist possible	8	3	1	0	3	0	1	2	1	1	0	2	1	1	0	0	2	1	0	0	3	0
	0.4%	0.6%	0.2%	0.0%	0.7%	0.0%	0.5%	1.4%	1.0%	0.7%	0.0%	1.1%	0.3%	0.3%	0.0%	0.0%	0.5%	1.1%	0.0%	0.0%	0.8%	0.0%
1	8	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%	0.4%	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%
2	6	2	2	0	2	0	1	0	0	0	2	0	2	2	0	0	1	1	0	0	2	0
	0.3%	0.4%	0.4%	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%	0.0%	0.7%	0.0%	0.6%	0.7%	0.0%	0.0%	0.3%	1.1%	0.0%	0.0%	0.5%	0.0%
3	10	6	6	1	4	2	1	3	1	1	3	1	4	3	0	1	3	2	1	0	6	0
	0.5%	1.2%	1.2%	1.2%	0.9%	1.5%	0.5%	2.1%	1.0%	0.7%	1.1%	0.6%	1.3%	1.0%	0.7%	0.7%	0.8%	2.3%	2.8%	0.0%	1.6%	0.0%
4	16	7	3	2	5	1	1	5	1	1	5	2	5	4	0	3	4	1	2	0	5	1
	0.8%	1.4%	0.6%	2.4%	1.2%	0.7%	0.5%	3.4%	1.0%	0.7%	1.9%	1.1%	1.6%	1.3%	0.0%	2.0%	1.0%	1.1%	5.6%	0.0%	1.4%	1.5%
5	45	12	20	3	9	2	6	3	1	6	3	5	6	5	0	5	8	3	1	3	7	1
	2.2%	2.4%	3.9%	3.7%	2.1%	1.5%	2.7%	2.1%	1.0%	4.5%	1.1%	2.8%	1.9%	1.6%	0.0%	3.3%	2.1%	3.4%	2.8%	5.2%	1.9%	1.5%
6	58	15	24	1	14	4	5	5	1	3	11	4	10	10	0	5	10	3	2	1	11	3
	2.8%	2.9%	4.7%	1.2%	3.3%	3.0%	2.3%	3.4%	1.0%	2.2%	4.1%	2.2%	3.2%	3.3%	0.0%	3.3%	2.6%	3.4%	5.6%	1.7%	3.0%	4.5%
7	131	34	41	11	23	6	17	10	6	8	20	11	22	20	2	8	26	6	2	6	24	3
	6.3%	6.7%	8.0%	13.4%	5.5%	4.4%	7.7%	6.9%	6.2%	6.0%	7.4%	6.1%	7.0%	6.6%	14.3%	5.3%	6.8%	6.9%	5.6%	10.3%	6.5%	4.5%
8	293	87	91	11	76	22	38	24	21	20	45	25	60	53	0	31	55	22	9	11	62	13
	14.1%	17.1%	17.8%	13.4%	18.0%	16.3%	17.3%	16.6%	21.6%	14.9%	16.7%	13.8%	19.0%	17.4%	0.0%	20.5%	14.3%	25.3%	25.0%	19.0%	16.8%	19.7%
9	339	97	109	18	79	22	47	28	14	28	54	31	65	61	1	26	76	15	6	10	74	11
	16.3%	19.0%	21.3%	22.0%	18.7%	16.3%	21.4%	19.3%	14.4%	20.9%	20.1%	17.1%	20.6%	20.1%	7.1%	17.2%	19.8%	17.2%	16.7%	17.2%	20.1%	16.7%
10 Best specialist possible	1,160	247	213	35	207	76	103	65	51	66	126	100	141	145	11	72	199	33	13	27	174	34
	55.9%	48.4%	41.6%	42.7%	49.1%	56.3%	46.8%	44.8%	52.6%	49.3%	46.8%	55.2%	44.6%	47.7%	78.6%	47.7%	51.8%	37.9%	36.1%	46.6%	47.3%	51.5%

NA - Not Applicable

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	2,086	515	512	84	425	136	221	148	98	134	273	184	318	308	14	152	386	88	38	58	372	67
Number missing or multiple answer	12	5	0	2	3	1	1	3	1	0	4	3	2	4	0	1	2	1	2	0	4	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,074	510	512	82	422	135	220	145	97	134	269	181	316	304	14	151	384	87	36	58	368	66
	99.4%	99.0%	100.0%	97.6%	99.3%	99.3%	99.5%	98.0%	99.0%	100.0%	98.5%	98.4%	99.4%	98.7%	100.0%	99.3%	99.5%	98.9%	94.7%	100.0%	98.9%	98.5%
0 to 4	48	18	14	3	14	3	4	10	3	3	10	5	12	10	0	4	10	5	3	0	16	1
	2.3%	3.5%	2.7%	3.7%	3.3%	2.2%	1.8%	6.9%	3.1%	2.2%	3.7%	2.8%	3.8%	3.3%	0.0%	2.6%	2.6%	5.7%	8.3%	0.0%	4.3%	1.5%
5	45	12	20	3	9	2	6	3	1	6	3	5	6	5	0	5	8	3	1	3	7	1
	2.2%	2.4%	3.9%	3.7%	2.1%	1.5%	2.7%	2.1%	1.0%	4.5%	1.1%	2.8%	1.9%	1.6%	0.0%	3.3%	2.1%	3.4%	2.8%	5.2%	1.9%	1.5%
6 or 7	189	49	65	12	37	10	22	15	7	11	31	15	32	30	2	13	36	9	4	7	35	6
	9.1%	9.6%	12.7%	14.6%	8.8%	7.4%	10.0%	10.3%	7.2%	8.2%	11.5%	8.3%	10.1%	9.9%	14.3%	8.6%	9.4%	10.3%	11.1%	12.1%	9.5%	9.1%
8 to 10	1,792	431	413	64	362	120	188	117	86	114	225	156	266	259	12	129	330	70	28	48	310	58
	86.4%	84.5%	80.7%	78.0%	85.8%	88.9%	85.5%	80.7%	88.7%	85.1%	83.6%	86.2%	84.2%	85.2%	85.7%	85.4%	85.9%	80.5%	77.8%	82.8%	84.2%	87.9%
Significantly different from column:*																						
0 to 6	151	45	58	7	37	9	15	18	5	12	24	14	28	25	0	14	28	11	6	4	34	5
	7.3%	8.8%	11.3%	8.5%	8.8%	6.7%	6.8%	12.4%	5.2%	9.0%	8.9%	7.7%	8.9%	8.2%	0.0%	9.3%	7.3%	12.6%	16.7%	6.9%	9.2%	7.6%
7 to 8	424	121	132	22	99	28	55	34	27	28	65	36	82	73	2	39	81	28	11	17	86	16
	20.4%	23.7%	25.8%	26.8%	23.5%	20.7%	25.0%	23.4%	27.8%	20.9%	24.2%	19.9%	25.9%	24.0%	14.3%	25.8%	21.1%	32.2%	30.6%	29.3%	23.4%	24.2%
9 to 10	1,499	344	322	53	286	98	150	93	65	94	180	131	206	206	12	98	275	48	19	37	248	45
	72.3%	67.5%	62.9%	64.6%	67.8%	72.6%	68.2%	64.1%	67.0%	70.1%	66.9%	72.4%	65.2%	67.8%	85.7%	64.9%	71.6%	55.2%	52.8%	63.8%	67.4%	68.2%
Significantly different from column:*		A															RS	Q	Q			

NA - Not Applicable

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State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,756	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	163	70	0	14	52	18	30	19	23	16	26	26	36	31	0	25	52	13	3	13	49	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,969	4,029	4,756	659	3,340	1,198	1,895	882	859	1,158	1,934	1,568	2,384	2,284	114	1,262	3,321	560	121	1,308	2,489	147
	98.2%	98.3%	100.0%	97.9%	98.5%	98.5%	98.4%	97.9%	97.4%	98.6%	98.7%	98.4%	98.5%	98.7%	100.0%	98.1%	98.5%	97.7%	97.6%	99.0%	98.1%	98.0%
Yes	2,759	1,105	1,245	179	917	325	514	253	298	323	463	537	550	578	30	359	872	175	49	254	764	62
	30.8%	27.4%	26.2%	27.2%	27.5%	27.1%	27.1%	28.7%	34.7%	27.9%	23.9%	34.2%	23.1%	25.3%	26.3%	28.4%	26.3%	31.3%	40.5%	19.4%	30.7%	42.2%
No	6,210	2,924	3,511	480	2,423	873	1,381	629	561	835	1,471	1,031	1,834	1,706	84	903	2,449	385	72	1,054	1,725	85
	69.2%	72.6%	73.8%	72.8%	72.5%	72.9%	72.9%	71.3%	65.3%	72.1%	76.1%	65.8%	76.9%	74.7%	73.7%	71.6%	73.7%	68.8%	59.5%	80.6%	69.3%	57.8%
Significantly different from column:*		A							JK	IK	IJ	M	L	P		N	RS	QS	QR	UV	TV	TU

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	2,759	1,105	1,214	179	917	325	514	253	298	323	463	537	550	578	30	359	872	175	49	254	764	62
Number missing or multiple answer	40	10	0	3	7	1	5	4	2	1	6	4	6	4	1	5	7	2	1	3	7	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,719	1,095	1,214	176	910	324	509	249	296	322	457	533	544	574	29	354	865	173	48	251	757	62
	98.6%	99.1%	100.0%	98.3%	99.2%	99.7%	99.0%	98.4%	99.3%	99.7%	98.7%	99.3%	98.9%	99.3%	96.7%	98.6%	99.2%	98.9%	98.0%	98.8%	99.1%	100.0%
Never	68	27	26	4	22	4	15	6	4	7	14	11	14	14	1	5	23	4	0	10	13	3
	2.5%	2.5%	2.1%	2.3%	2.4%	1.2%	2.9%	2.4%	1.4%	2.2%	3.1%	2.1%	2.6%	2.4%	3.4%	1.4%	2.7%	2.3%	0.0%	4.0%	1.7%	4.8%
Sometimes	371	172	193	34	137	51	68	52	44	48	79	68	102	85	5	64	144	19	9	48	113	8
	13.6%	15.7%	15.9%	19.3%	15.1%	15.7%	13.4%	20.9%	14.9%	14.9%	17.3%	12.8%	18.8%	14.8%	17.2%	18.1%	16.6%	11.0%	18.8%	19.1%	14.9%	12.9%
Usually	605	316	330	53	261	92	150	72	88	85	139	157	157	172	9	94	237	67	9	63	230	13
	22.3%	28.9%	27.2%	30.1%	28.7%	28.4%	29.5%	28.9%	29.7%	26.4%	30.4%	29.5%	28.9%	30.0%	31.0%	26.6%	27.4%	38.7%	18.8%	25.1%	30.4%	21.0%
Always	1,675	580	665	85	490	177	276	119	160	182	225	297	271	303	14	191	461	83	30	130	401	38
	61.6%	53.0%	54.8%	48.3%	53.8%	54.6%	54.2%	47.8%	54.1%	56.5%	49.2%	55.7%	49.8%	52.8%	48.3%	54.0%	53.3%	48.0%	62.5%	51.8%	53.0%	61.3%
Significantly different from column:*		A								K	J											
Usually or Always	2,280	896	995	138	751	269	426	191	248	267	364	454	428	475	23	285	698	150	39	193	631	51
	83.9%	81.8%	82.0%	78.4%	82.5%	83.0%	83.7%	76.7%	83.8%	82.9%	79.6%	85.2%	78.7%	82.8%	79.3%	80.5%	80.7%	86.7%	81.3%	76.9%	83.4%	82.3%
Significantly different from column:*							H	G				M	L							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.

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	2,759	1,105	1,213	179	917	325	514	253	298	323	463	537	550	578	30	359	872	175	49	254	764	62
Number missing or multiple answer	41	14	0	2	12	0	9	5	2	4	6	5	9	6	1	4	11	3	0	5	8	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,718	1,091	1,213	177	905	325	505	248	296	319	457	532	541	572	29	355	861	172	49	249	756	61
	98.5%	98.7%	100.0%	98.9%	98.7%	100.0%	98.2%	98.0%	99.3%	98.8%	98.7%	99.1%	98.4%	99.0%	96.7%	98.9%	98.7%	98.3%	100.0%	98.0%	99.0%	98.4%
Never	37	9	15	3	6	1	3	4	1	3	5	6	2	6	0	1	8	1	0	3	4	1
	1.4%	0.8%	1.2%	1.7%	0.7%	0.3%	0.6%	1.6%	0.3%	0.9%	1.1%	1.1%	0.4%	1.0%	0.0%	0.3%	0.9%	0.6%	0.0%	1.2%	0.5%	1.6%
Sometimes	129	65	59	16	47	16	33	14	23	17	24	27	36	28	2	28	48	11	5	18	45	2
	4.7%	6.0%	4.9%	9.0%	5.2%	4.9%	6.5%	5.6%	7.8%	5.3%	5.3%	5.1%	6.7%	4.9%	6.9%	7.9%	5.6%	6.4%	10.2%	7.2%	6.0%	3.3%
Usually	340	199	242	38	160	52	93	53	55	52	91	82	116	111	7	61	157	34	7	44	142	7
	12.5%	18.2%	20.0%	21.5%	17.7%	16.0%	18.4%	21.4%	18.6%	16.3%	19.9%	15.4%	21.4%	19.4%	24.1%	17.2%	18.2%	19.8%	14.3%	17.7%	18.8%	11.5%
Always	2,212	818	897	120	692	256	376	177	217	247	337	417	387	427	20	265	648	126	37	184	565	51
	81.4%	75.0%	73.9%	67.8%	76.5%	78.8%	74.5%	71.4%	73.3%	77.4%	73.7%	78.4%	71.5%	74.7%	69.0%	74.6%	75.3%	73.3%	75.5%	73.9%	74.7%	83.6%
Significantly different from column:*		A		E	D	H		F				M	L									
Usually or Always	2,552	1,017	1,139	158	852	308	469	230	272	299	428	499	503	538	27	326	805	160	44	228	707	58
	93.9%	93.2%	93.9%	89.3%	94.1%	94.8%	92.9%	92.7%	91.9%	93.7%	93.7%	93.8%	93.0%	94.1%	93.1%	91.8%	93.5%	93.0%	89.8%	91.6%	93.5%	95.1%
Significantly different from column:*				E	D																	

NA - Not Applicable

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State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,708	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	265	124	0	20	101	43	54	24	24	38	55	48	72	68	3	36	103	18	1	41	70	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,867	3,975	4,708	653	3,291	1,173	1,871	877	858	1,136	1,905	1,546	2,348	2,247	111	1,251	3,270	555	123	1,280	2,468	147
	97.1%	97.0%	100.0%	97.0%	97.0%	96.5%	97.2%	97.3%	97.3%	96.8%	97.2%	97.0%	97.0%	97.1%	97.4%	97.2%	96.9%	96.9%	99.2%	96.9%	97.2%	98.0%
Yes	2,416	1,412	1,676	248	1,153	424	667	299	379	406	600	682	700	760	33	455	1,103	239	58	346	970	62
	27.2%	35.5%	35.6%	38.0%	35.0%	36.1%	35.6%	34.1%	44.2%	35.7%	31.5%	44.1%	29.8%	33.8%	29.7%	36.4%	33.7%	43.1%	47.2%	27.0%	39.3%	42.2%
No	6,451	2,563	3,032	405	2,138	749	1,204	578	479	730	1,305	864	1,648	1,487	78	796	2,167	316	65	934	1,498	85
	72.8%	64.5%	64.4%	62.0%	65.0%	63.9%	64.4%	65.9%	55.8%	64.3%	68.5%	55.9%	70.2%	66.2%	70.3%	63.6%	66.3%	56.9%	52.8%	73.0%	60.7%	57.8%
Significantly different from column:*		A							JK	IK	IJ	M	L				RS	Q	Q	UV	T	T

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	8,867	3,975	4,644	653	3,291	1,173	1,871	877	858	1,136	1,905	1,546	2,348	2,247	111	1,251	3,270	555	123	1,280	2,468	147
Number missing or multiple answer	77	22	0	1	20	4	12	5	7	8	5	16	5	8	1	7	14	7	0	8	11	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	8,790	3,953	4,644	652	3,271	1,169	1,859	872	851	1,128	1,900	1,530	2,343	2,239	110	1,244	3,256	548	123	1,272	2,457	145
	99.1%	99.4%	100.0%	99.8%	99.4%	99.7%	99.4%	99.4%	99.2%	99.3%	99.7%	99.0%	99.8%	99.6%	99.1%	99.4%	99.6%	98.7%	100.0%	99.4%	99.6%	98.6%
Never	84	41	59	6	34	10	21	9	10	10	18	18	22	23	0	12	29	10	2	15	23	1
	1.0%	1.0%	1.3%	0.9%	1.0%	0.9%	1.1%	1.0%	1.2%	0.9%	0.9%	1.2%	0.9%	1.0%	0.0%	1.0%	0.9%	1.8%	1.6%	1.2%	0.9%	0.7%
Sometimes	324	255	313	57	195	70	126	54	86	76	88	129	117	121	7	93	185	49	19	74	165	10
	3.7%	6.5%	6.7%	8.7%	6.0%	6.0%	6.8%	6.2%	10.1%	6.7%	4.6%	8.4%	5.0%	5.4%	6.4%	7.5%	5.7%	8.9%	15.4%	5.8%	6.7%	6.9%
Usually	588	444	568	76	365	132	206	102	103	123	209	202	237	251	12	135	347	75	15	105	309	18
	6.7%	11.2%	12.2%	11.7%	11.2%	11.3%	11.1%	11.7%	12.1%	10.9%	11.0%	13.2%	10.1%	11.2%	10.9%	10.9%	10.7%	13.7%	12.2%	8.3%	12.6%	12.4%
Always	7,794	3,213	3,704	513	2,677	957	1,506	707	652	919	1,585	1,181	1,967	1,844	91	1,004	2,695	414	87	1,078	1,960	116
	88.7%	81.3%	79.8%	78.7%	81.8%	81.9%	81.0%	81.1%	76.6%	81.5%	83.4%	77.2%	84.0%	82.4%	82.7%	80.7%	82.8%	75.5%	70.7%	84.7%	79.8%	80.0%
Significantly different from column:*		A							JK	I	I	M	L				RS	Q	Q	U	T	
Usually or Always	8,382	3,657	4,272	589	3,042	1,089	1,712	809	755	1,042	1,794	1,383	2,204	2,095	103	1,139	3,042	489	102	1,183	2,269	134
	95.4%	92.5%	92.0%	90.3%	93.0%	93.2%	92.1%	92.8%	88.7%	92.4%	94.4%	90.4%	94.1%	93.6%	93.6%	91.6%	93.4%	89.2%	82.9%	93.0%	92.3%	92.4%
Significantly different from column:*		A		E	D				JK	IK	IJ	M	L	P		N	RS	Q	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.

**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.

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,655	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	243	230	0	36	184	45	113	61	37	63	118	77	144	141	6	65	202	17	4	107	117	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	8,889	3,869	4,655	637	3,208	1,171	1,812	840	845	1,111	1,842	1,517	2,276	2,174	108	1,222	3,171	556	120	1,214	2,421	146
	97.3%	94.4%	100.0%	94.7%	94.6%	96.3%	94.1%	93.2%	95.8%	94.6%	94.0%	95.2%	94.0%	93.9%	94.7%	94.9%	94.0%	97.0%	96.8%	91.9%	95.4%	97.3%
0 Worst health plan possible	39 0.4%	6 0.2%	12 0.3%	2 0.3%	4 0.1%	1 0.1%	1 0.1%	3 0.4%	2 0.2%	1 0.1%	3 0.2%	2 0.1%	3 0.1%	3 0.1%	0 0.0%	1 0.1%	5 0.2%	0 0.0%	1 0.8%	5 0.4%	1 0.0%	0 0.0%
1	13 0.1%	4 0.1%	4 0.1%	0 0.0%	4 0.1%	0 0.0%	4 0.2%	0 0.0%	2 0.2%	0 0.0%	2 0.1%	0 0.0%	4 0.2%	1 0.0%	0 0.0%	3 0.2%	3 0.1%	1 0.2%	0 0.0%	2 0.2%	2 0.1%	0 0.0%
2	21 0.2%	18 0.5%	15 0.3%	2 0.3%	14 0.4%	3 0.3%	9 0.5%	5 0.6%	1 0.1%	5 0.5%	10 0.5%	3 0.2%	15 0.7%	9 0.4%	1 0.9%	6 0.5%	17 0.5%	1 0.2%	0 0.0%	9 0.7%	8 0.3%	1 0.7%
3	32 0.4%	17 0.4%	42 0.9%	4 0.6%	12 0.4%	1 0.1%	10 0.6%	6 0.7%	1 0.1%	4 0.4%	11 0.6%	4 0.3%	11 0.5%	10 0.5%	0 0.0%	6 0.5%	13 0.4%	2 0.4%	2 1.7%	5 0.4%	10 0.4%	0 0.0%
4	54 0.6%	35 0.9%	39 0.8%	9 1.4%	25 0.8%	6 0.5%	17 0.9%	11 1.3%	3 0.4%	8 0.7%	22 1.2%	2 0.1%	33 1.4%	20 0.9%	0 0.0%	12 1.0%	26 0.8%	8 1.4%	1 0.8%	15 1.2%	19 0.8%	1 0.7%
5	215 2.4%	161 4.2%	200 4.3%	38 6.0%	122 3.8%	45 3.8%	66 3.6%	48 5.7%	20 2.4%	35 3.2%	102 5.5%	31 2.0%	126 5.5%	95 4.4%	5 4.6%	52 4.3%	128 4.0%	30 5.4%	3 2.5%	63 5.2%	86 3.6%	8 5.5%
6	241 2.7%	112 2.9%	177 3.8%	17 2.7%	95 3.0%	27 2.3%	61 3.4%	23 2.7%	12 1.4%	29 2.6%	71 3.9%	24 1.6%	85 3.7%	72 3.3%	0 0.0%	35 2.9%	92 2.9%	17 3.1%	3 2.5%	33 2.7%	73 3.0%	5 3.4%
7	582 6.5%	288 7.4%	424 9.1%	49 7.7%	239 7.5%	85 7.3%	141 7.8%	59 7.0%	30 3.6%	71 6.4%	185 10.0%	61 4.0%	222 9.8%	175 8.0%	8 7.4%	95 7.8%	233 7.3%	42 7.6%	10 8.3%	74 6.1%	198 8.2%	10 6.8%
8	1,456 16.4%	681 17.6%	883 19.0%	124 19.5%	555 17.3%	228 19.5%	289 15.9%	159 18.9%	93 11.0%	197 17.7%	386 21.0%	190 12.5%	478 21.0%	408 18.8%	21 19.4%	214 17.5%	563 17.8%	99 17.8%	17 14.2%	205 16.9%	427 17.6%	32 21.9%
9	1,480 16.6%	678 17.5%	879 18.9%	117 18.4%	558 17.4%	213 18.2%	322 17.8%	133 15.8%	140 16.6%	192 17.3%	333 18.1%	278 18.3%	386 17.0%	396 18.2%	13 12.0%	206 16.9%	549 17.3%	102 18.3%	23 19.2%	205 16.9%	433 17.9%	22 15.1%
10 Best health plan possible	4,756 53.5%	1,869 48.3%	1,980 42.5%	275 43.2%	1,580 49.3%	562 48.0%	892 49.2%	393 46.8%	541 64.0%	569 51.2%	717 38.9%	922 60.8%	913 40.1%	985 45.3%	60 55.6%	592 48.4%	1,542 48.6%	254 45.7%	60 50.0%	598 49.3%	1,164 48.1%	67 45.9%

NA - Not Applicable

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,655	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	243	230	0	36	184	45	113	61	37	63	118	77	144	141	6	65	202	17	4	107	117	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	8,889	3,869	4,655	637	3,208	1,171	1,812	840	845	1,111	1,842	1,517	2,276	2,174	108	1,222	3,171	556	120	1,214	2,421	146
	97.3%	94.4%	100.0%	94.7%	94.6%	96.3%	94.1%	93.2%	95.8%	94.6%	94.0%	95.2%	94.0%	93.9%	94.7%	94.9%	94.0%	97.0%	96.8%	91.9%	95.4%	97.3%
0 to 4	159	80	112	17	59	11	41	25	9	18	48	11	66	43	1	28	64	12	4	36	40	2
	1.8%	2.1%	2.4%	2.7%	1.8%	0.9%	2.3%	3.0%	1.1%	1.6%	2.6%	0.7%	2.9%	2.0%	0.9%	2.3%	2.0%	2.2%	3.3%	3.0%	1.7%	1.4%
5	215	161	200	38	122	45	66	48	20	35	102	31	126	95	5	52	128	30	3	63	86	8
	2.4%	4.2%	4.3%	6.0%	3.8%	3.8%	3.6%	5.7%	2.4%	3.2%	5.5%	2.0%	5.5%	4.4%	4.6%	4.3%	4.0%	5.4%	2.5%	5.2%	3.6%	5.5%
6 or 7	823	400	601	66	334	112	202	82	42	100	256	85	307	247	8	130	325	59	13	107	271	15
	9.3%	10.3%	12.9%	10.4%	10.4%	9.6%	11.1%	9.8%	5.0%	9.0%	13.9%	5.6%	13.5%	11.4%	7.4%	10.6%	10.2%	10.6%	10.8%	8.8%	11.2%	10.3%
8 to 10	7,692	3,228	3,742	516	2,693	1,003	1,503	685	774	958	1,436	1,390	1,777	1,789	94	1,012	2,654	455	100	1,008	2,024	121
	86.5%	83.4%	80.4%	81.0%	83.9%	85.7%	82.9%	81.5%	91.6%	86.2%	78.0%	91.6%	78.1%	82.3%	87.0%	82.8%	83.7%	81.8%	83.3%	83.0%	83.6%	82.9%
Significantly different from column:*		AC				GH	F	F	JK	IK	IJ	M	L									
0 to 6	615	353	489	72	276	83	168	96	41	82	221	66	277	210	6	115	284	59	10	132	199	15
	6.9%	9.1%	10.5%	11.3%	8.6%	7.1%	9.3%	11.4%	4.9%	7.4%	12.0%	4.4%	12.2%	9.7%	5.6%	9.4%	9.0%	10.6%	8.3%	10.9%	8.2%	10.3%
7 to 8	2,038	969	1,307	173	794	313	430	218	123	268	571	251	700	583	29	309	796	141	27	279	625	42
	22.9%	25.0%	28.1%	27.2%	24.8%	26.7%	23.7%	26.0%	14.6%	24.1%	31.0%	16.5%	30.8%	26.8%	26.9%	25.3%	25.1%	25.4%	22.5%	23.0%	25.8%	28.8%
9 to 10	6,236	2,547	2,859	392	2,138	775	1,214	526	681	761	1,050	1,200	1,299	1,381	73	798	2,091	356	83	803	1,597	89
	70.2%	65.8%	61.4%	61.5%	66.6%	66.2%	67.0%	62.6%	80.6%	68.5%	57.0%	79.1%	57.1%	63.5%	67.6%	65.3%	65.9%	64.0%	69.2%	66.1%	66.0%	61.0%
Significantly different from column:*		AC		E	D		H	G	JK	IK	IJ	M	L									

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	---	4,099	4,708	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	---	73	0	20	40	17	28	16	20	20	18	37	23	33	2	21	47	12	3	34	37	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	4,708	653	3,352	1,199	1,897	885	862	1,154	1,942	1,557	2,397	2,282	112	1,266	3,326	561	121	1,287	2,501	150
	---	98.2%	100.0%	97.0%	98.8%	98.6%	98.5%	98.2%	97.7%	98.3%	99.1%	97.7%	99.0%	98.6%	98.2%	98.4%	98.6%	97.9%	97.6%	97.4%	98.5%	100.0%
Yes	---	3,247	3,840	494	2,735	777	1,698	733	719	898	1,569	1,318	1,873	1,851	88	1,001	2,696	440	98	1,055	2,016	107
	---	80.7%	81.6%	75.7%	81.6%	64.8%	89.5%	82.8%	83.4%	77.8%	80.8%	84.6%	78.1%	81.1%	78.6%	79.1%	81.1%	78.4%	81.0%	82.0%	80.6%	71.3%
No	---	779	868	159	617	422	199	152	143	256	373	239	524	431	24	265	630	121	23	232	485	43
	---	19.3%	18.4%	24.3%	18.4%	35.2%	10.5%	17.2%	16.6%	22.2%	19.2%	15.4%	21.9%	18.9%	21.4%	20.9%	18.9%	21.6%	19.0%	18.0%	19.4%	28.7%
Significantly different from column:*				E	D	GH	FH	FG	J	IK	J	M	L							V	V	TU

NA - Not Applicable

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State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	---	4,099	4,718	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	---	59	0	10	37	9	23	16	15	19	12	26	21	28	2	12	39	7	2	26	25	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	4,040	4,718	663	3,355	1,207	1,902	885	867	1,155	1,948	1,568	2,399	2,287	112	1,275	3,334	566	122	1,295	2,513	148
	---	98.6%	100.0%	98.5%	98.9%	99.3%	98.8%	98.2%	98.3%	98.4%	99.4%	98.4%	99.1%	98.8%	98.2%	99.1%	98.8%	98.8%	98.4%	98.0%	99.0%	98.7%
Yes	---	2,574	3,008	414	2,145	594	1,379	572	552	727	1,245	1,051	1,484	1,456	70	812	2,136	358	71	773	1,655	92
	---	63.7%	63.8%	62.4%	63.9%	49.2%	72.5%	64.6%	63.7%	62.9%	63.9%	67.0%	61.9%	63.7%	62.5%	63.7%	64.1%	63.3%	58.2%	59.7%	65.9%	62.2%
No	---	1,466	1,710	249	1,210	613	523	313	315	428	703	517	915	831	42	463	1,198	208	51	522	858	56
	---	36.3%	36.2%	37.6%	36.1%	50.8%	27.5%	35.4%	36.3%	37.1%	36.1%	33.0%	38.1%	36.3%	37.5%	36.3%	35.9%	36.7%	41.8%	40.3%	34.1%	37.8%
Significantly different from column:*						GH	FH	FG				M	L							U	T	

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	---	2,574	2,962	414	2,145	594	1,379	572	552	727	1,245	1,051	1,484	1,456	70	812	2,136	358	71	773	1,655	92
Number missing or multiple answer	---	19	0	4	14	4	8	7	3	3	12	4	14	8	0	8	16	3	0	4	14	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	2,962	410	2,131	590	1,371	565	549	724	1,233	1,047	1,470	1,448	70	804	2,120	355	71	769	1,641	92
	---	99.3%	100.0%	99.0%	99.3%	99.3%	99.4%	98.8%	99.5%	99.6%	99.0%	99.6%	99.1%	99.5%	100.0%	99.0%	99.3%	99.2%	100.0%	99.5%	99.2%	100.0%
Never	---	26	41	6	20	4	13	9	7	4	14	13	13	12	2	10	20	5	1	9	14	1
	---	1.0%	1.4%	1.5%	0.9%	0.7%	0.9%	1.6%	1.3%	0.6%	1.1%	1.2%	0.9%	0.8%	2.9%	1.2%	0.9%	1.4%	1.4%	1.2%	0.9%	1.1%
Sometimes	---	168	192	32	135	28	87	53	41	41	82	70	96	77	7	63	136	26	6	53	106	7
	---	6.6%	6.5%	7.8%	6.3%	4.7%	6.3%	9.4%	7.5%	5.7%	6.7%	6.7%	6.5%	5.3%	10.0%	7.8%	6.4%	7.3%	8.5%	6.9%	6.5%	7.6%
Usually	---	431	583	78	352	83	222	121	101	126	194	201	226	215	9	167	320	93	17	123	289	12
	---	16.9%	19.7%	19.0%	16.5%	14.1%	16.2%	21.4%	18.4%	17.4%	15.7%	19.2%	15.4%	14.8%	12.9%	20.8%	15.1%	26.2%	23.9%	16.0%	17.6%	13.0%
Always	---	1,930	2,146	294	1,624	475	1,049	382	400	553	943	763	1,135	1,144	52	564	1,644	231	47	584	1,232	72
	---	75.5%	72.5%	71.7%	76.2%	80.5%	76.5%	67.6%	72.9%	76.4%	76.5%	72.9%	77.2%	79.0%	74.3%	70.1%	77.5%	65.1%	66.2%	75.9%	75.1%	78.3%
Significantly different from column:*		C				H	H	FG				M	L	P		N	RS	Q	Q			
Usually or Always	---	2,361	2,729	372	1,976	558	1,271	503	501	679	1,137	964	1,361	1,359	61	731	1,964	324	64	707	1,521	84
	---	92.4%	92.1%	90.7%	92.7%	94.6%	92.7%	89.0%	91.3%	93.8%	92.2%	92.1%	92.6%	93.9%	87.1%	90.9%	92.6%	91.3%	90.1%	91.9%	92.7%	91.3%
Significantly different from column:*						H	H	FG						P		N						

NA - Not Applicable

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State Oregon Health Plan

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 dental emergency, how often did he or she get to see a dentist as soon as you wanted?

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (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
Number in sample	---	4,099	4,630	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	---	137	0	21	101	49	40	31	26	33	62	40	82	69	7	38	102	13	8	42	84	4
Number no experience	---	3124	2557	499	2616	978	1459	661	658	903	1519	1203	1870	1819	76	954	2607	420	89	1002	1940	114
Usable responses	---	838	2,073	153	675	189	426	209	198	238	379	351	468	427	31	295	664	140	27	277	514	32
	---	20.4%	44.8%	22.7%	19.9%	15.5%	22.1%	23.2%	22.4%	20.3%	19.3%	22.0%	19.3%	18.4%	27.2%	22.9%	19.7%	24.4%	21.8%	21.0%	20.3%	21.3%
Never	---	326	620	65	258	94	138	90	74	86	156	128	190	175	10	108	261	53	10	127	179	15
	---	38.9%	29.9%	42.5%	38.2%	49.7%	32.4%	43.1%	37.4%	36.1%	41.2%	36.5%	40.6%	41.0%	32.3%	36.6%	39.3%	37.9%	37.0%	45.8%	34.8%	46.9%
Sometimes	---	134	337	23	110	22	85	26	34	38	59	66	64	50	6	57	98	28	7	40	87	4
	---	16.0%	16.3%	15.0%	16.3%	11.6%	20.0%	12.4%	17.2%	16.0%	15.6%	18.8%	13.7%	11.7%	19.4%	19.3%	14.8%	20.0%	25.9%	14.4%	16.9%	12.5%
Usually	---	127	454	24	102	22	67	37	29	39	55	53	72	68	4	44	89	31	6	39	74	10
	---	15.2%	21.9%	15.7%	15.1%	11.6%	15.7%	17.7%	14.6%	16.4%	14.5%	15.1%	15.4%	15.9%	12.9%	14.9%	13.4%	22.1%	22.2%	14.1%	14.4%	31.3%
Always	---	251	662	41	205	51	136	56	61	75	109	104	142	134	11	86	216	28	4	71	174	3
	---	30.0%	31.9%	26.8%	30.4%	27.0%	31.9%	26.8%	30.8%	31.5%	28.8%	29.6%	30.3%	31.4%	35.5%	29.2%	32.5%	20.0%	14.8%	25.6%	33.9%	9.4%
Significantly different from column:*																	R	Q		UV	TV	TU
Usually or Always	---	378	1,116	65	307	73	203	93	90	114	164	157	214	202	15	130	305	59	10	110	248	13
	---	45.1%	53.8%	42.5%	45.5%	38.6%	47.7%	44.5%	45.5%	47.9%	43.3%	44.7%	45.7%	47.3%	48.4%	44.1%	45.9%	42.1%	37.0%	39.7%	48.2%	40.6%
Significantly different from column:*		C				G	F													U	T	

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State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	---	4,099	4,550	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	---	245	0	41	189	131	63	37	38	69	119	76	149	128	12	73	192	33	7	72	151	12
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	4,550	632	3,203	1,085	1,862	864	844	1,105	1,841	1,518	2,271	2,187	102	1,214	3,181	540	117	1,249	2,387	138
	---	94.0%	100.0%	93.9%	94.4%	89.2%	96.7%	95.9%	95.7%	94.1%	93.9%	95.2%	93.8%	94.5%	89.5%	94.3%	94.3%	94.2%	94.4%	94.5%	94.1%	92.0%
0 Extremely Difficult	---	146	152	14	131	37	68	39	21	36	86	35	106	86	2	49	116	23	7	43	90	10
	---	3.8%	3.3%	2.2%	4.1%	3.4%	3.7%	4.5%	2.5%	3.3%	4.7%	2.3%	4.7%	3.9%	2.0%	4.0%	3.6%	4.3%	6.0%	3.4%	3.8%	7.2%
1	---	53	57	12	41	17	20	13	7	9	35	14	37	35	2	14	48	3	2	17	32	3
	---	1.4%	1.3%	1.9%	1.3%	1.6%	1.1%	1.5%	0.8%	0.8%	1.9%	0.9%	1.6%	1.6%	2.0%	1.2%	1.5%	0.6%	1.7%	1.4%	1.3%	2.2%
2	---	74	92	10	62	16	41	14	6	15	51	19	52	47	2	17	59	14	1	19	50	5
	---	1.9%	2.0%	1.6%	1.9%	1.5%	2.2%	1.6%	0.7%	1.4%	2.8%	1.3%	2.3%	2.1%	2.0%	1.4%	1.9%	2.6%	0.9%	1.5%	2.1%	3.6%
3	---	84	101	16	68	27	39	18	6	24	54	22	59	48	2	30	69	12	3	31	48	3
	---	2.2%	2.2%	2.5%	2.1%	2.5%	2.1%	2.1%	0.7%	2.2%	2.9%	1.4%	2.6%	2.2%	2.5%	2.2%	2.2%	2.2%	2.6%	2.5%	2.0%	2.2%
4	---	82	101	13	68	25	36	21	8	25	47	11	69	50	2	27	61	17	2	23	53	3
	---	2.1%	2.2%	2.1%	2.1%	2.3%	1.9%	2.4%	0.9%	2.3%	2.6%	0.7%	3.0%	2.3%	2.0%	2.2%	1.9%	3.1%	1.7%	1.8%	2.2%	2.2%
5	---	308	368	69	239	98	128	77	57	79	169	91	214	182	10	97	250	42	15	112	185	6
	---	8.0%	8.1%	10.9%	7.5%	9.0%	6.9%	8.9%	6.8%	7.1%	9.2%	6.0%	9.4%	8.3%	9.8%	8.0%	7.9%	7.8%	12.8%	9.0%	7.8%	4.3%
6	---	153	216	27	126	43	66	42	31	49	71	46	101	75	5	61	120	32	1	43	105	5
	---	4.0%	4.7%	4.3%	3.9%	4.0%	3.5%	4.9%	3.7%	4.4%	3.9%	3.0%	4.4%	3.4%	4.9%	5.0%	3.8%	5.9%	0.9%	3.4%	4.4%	3.6%
7	---	258	356	51	205	71	131	55	46	72	138	94	161	155	6	83	207	38	11	85	160	10
	---	6.7%	7.8%	8.1%	6.4%	6.5%	7.0%	6.4%	5.5%	6.5%	7.5%	6.2%	7.1%	7.1%	5.9%	6.8%	6.5%	7.0%	9.4%	6.8%	6.7%	7.2%
8	---	490	687	98	389	133	244	106	116	141	225	195	286	276	12	162	398	73	16	156	298	21
	---	12.7%	15.1%	15.5%	12.1%	12.3%	13.1%	12.3%	13.7%	12.8%	12.2%	12.8%	12.6%	12.6%	11.8%	13.3%	12.5%	13.5%	13.7%	12.5%	12.5%	15.2%
9	---	436	586	60	375	108	230	95	114	153	167	228	203	217	7	153	350	72	14	145	270	8
	---	11.3%	12.9%	9.5%	11.7%	10.0%	12.4%	11.0%	13.5%	13.8%	9.1%	15.0%	8.9%	9.9%	6.9%	12.6%	11.0%	13.3%	12.0%	11.6%	11.3%	5.8%
10 Extremely Easy	---	1,770	1,834	262	1,499	510	859	384	432	502	798	763	983	1,016	52	521	1,503	214	45	575	1,096	64
	---	45.9%	40.3%	41.5%	46.8%	47.0%	46.1%	44.4%	51.2%	45.4%	43.3%	50.3%	43.3%	46.5%	51.0%	42.9%	47.2%	39.6%	38.5%	46.0%	45.9%	46.4%

NA - Not Applicable

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	---	4,099	4,550	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	---	245	0	41	189	131	63	37	38	69	119	76	149	128	12	73	192	33	7	72	151	12
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	4,550	632	3,203	1,085	1,862	864	844	1,105	1,841	1,518	2,271	2,187	102	1,214	3,181	540	117	1,249	2,387	138
	---	94.0%	100.0%	93.9%	94.4%	89.2%	96.7%	95.9%	95.7%	94.1%	93.9%	95.2%	93.8%	94.5%	89.5%	94.3%	94.3%	94.2%	94.4%	94.5%	94.1%	92.0%
0 to 4	---	439	503	65	370	122	204	105	48	109	273	101	323	266	10	137	353	69	15	133	273	24
	---	11.4%	11.1%	10.3%	11.6%	11.2%	11.0%	12.2%	5.7%	9.9%	14.8%	6.7%	14.2%	12.2%	9.8%	11.3%	11.1%	12.8%	12.8%	10.6%	11.4%	17.4%
5	---	308	368	69	239	98	128	77	57	79	169	91	214	182	10	97	250	42	15	112	185	6
	---	8.0%	8.1%	10.9%	7.5%	9.0%	6.9%	8.9%	6.8%	7.1%	9.2%	6.0%	9.4%	8.3%	9.8%	8.0%	7.9%	7.8%	12.8%	9.0%	7.8%	4.3%
6 or 7	---	411	572	78	331	114	197	97	77	121	209	140	262	230	11	144	327	70	12	128	265	15
	---	10.7%	12.6%	12.3%	10.3%	10.5%	10.6%	11.2%	9.1%	11.0%	11.4%	9.2%	11.5%	10.5%	10.8%	11.9%	10.3%	13.0%	10.3%	10.2%	11.1%	10.9%
8 to 10	---	2,696	3,107	420	2,263	751	1,333	585	662	796	1,190	1,186	1,472	1,509	71	836	2,251	359	75	876	1,664	93
	---	70.0%	68.3%	66.5%	70.7%	69.2%	71.6%	67.7%	78.4%	72.0%	64.6%	78.1%	64.8%	69.0%	69.6%	68.9%	70.8%	66.5%	64.1%	70.1%	69.7%	67.4%
Significantly different from column:*				E	D		H	G	JK	IK	IJ	M	L				R	Q				
0 to 6	---	900	1,087	161	735	263	398	224	136	237	513	238	638	523	25	295	723	143	31	288	563	35
	---	23.4%	23.9%	25.5%	22.9%	24.2%	21.4%	25.9%	16.1%	21.4%	27.9%	15.7%	28.1%	23.9%	24.5%	24.3%	22.7%	26.5%	26.5%	23.1%	23.6%	25.4%
7 to 8	---	748	1,043	149	594	204	375	161	162	213	363	289	447	431	18	245	605	111	27	241	458	31
	---	19.4%	22.9%	23.6%	18.5%	18.8%	20.1%	18.6%	19.2%	19.3%	19.7%	19.0%	19.7%	19.7%	17.6%	20.2%	19.0%	20.6%	23.1%	19.3%	19.2%	22.5%
9 to 10	---	2,206	2,420	322	1,874	618	1,089	479	546	655	965	991	1,186	1,233	59	674	1,853	286	59	720	1,366	72
	---	57.2%	53.2%	50.9%	58.5%	57.0%	58.5%	55.4%	64.7%	59.3%	52.4%	65.3%	52.2%	56.4%	57.8%	55.5%	58.3%	53.0%	50.4%	57.6%	57.2%	52.2%
Significantly different from column:*		C		E	D				JK	IK	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.

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,750	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	119	29	0	3	13	2	10	4	6	4	6	4	11	10	0	6	0	0	0	6	20	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	9,013	4,070	4,750	670	3,379	1,214	1,915	897	876	1,170	1,954	1,590	2,409	2,305	114	1,281	3,373	573	124	1,315	2,518	149
	98.7%	99.3%	100.0%	99.6%	99.6%	99.8%	99.5%	99.6%	99.3%	99.7%	99.7%	99.7%	99.5%	99.6%	100.0%	99.5%	100.0%	100.0%	100.0%	99.5%	99.2%	99.3%
Poor	41	4	8	0	4	0	1	3	2	2	0	2	2	1	0	2	0	0	4	0	2	2
	0.5%	0.1%	0.2%	0.0%	0.1%	0.0%	0.1%	0.3%	0.2%	0.2%	0.0%	0.1%	0.1%	0.0%	0.0%	0.2%	0.0%	0.0%	3.2%	0.0%	0.1%	1.3%
Fair	438	120	144	12	107	19	56	42	62	23	31	81	37	53	0	44	0	0	120	30	70	16
	4.9%	2.9%	3.0%	1.8%	3.2%	1.6%	2.9%	4.7%	7.1%	2.0%	1.6%	5.1%	1.5%	2.3%	0.0%	3.4%	0.0%	0.0%	96.8%	2.3%	2.8%	10.7%
Good	1,786	573	769	83	488	120	295	149	212	180	167	335	226	243	11	234	0	573	0	172	364	27
	19.8%	14.1%	16.2%	12.4%	14.4%	9.9%	15.4%	16.6%	24.2%	15.4%	8.5%	21.1%	9.4%	10.5%	9.6%	18.3%	0.0%	100.0%	0.0%	13.1%	14.5%	18.1%
Very good	3,054	1,404	1,728	239	1,158	412	650	329	256	417	717	503	878	802	44	450	1,404	0	0	408	892	63
	33.9%	34.5%	36.4%	35.7%	34.3%	33.9%	33.9%	36.7%	29.2%	35.6%	36.7%	31.6%	36.4%	34.8%	38.6%	35.1%	41.6%	0.0%	0.0%	31.0%	35.4%	42.3%
Excellent	3,694	1,969	2,101	336	1,622	663	913	374	344	548	1,039	669	1,266	1,206	59	551	1,969	0	0	705	1,190	41
	41.0%	48.4%	44.2%	50.1%	48.0%	54.6%	47.7%	41.7%	39.3%	46.8%	53.2%	42.1%	52.6%	52.3%	51.8%	43.0%	58.4%	0.0%	0.0%	53.6%	47.3%	27.5%
Significantly different from column:*		AC				GH	FH	FG	JK	IK	IJ	M	L	P		N	RS	Q	Q	UV	TV	TU
Excellent or Very good	6,748	3,373	3,829	575	2,780	1,075	1,563	703	600	965	1,756	1,172	2,144	2,008	103	1,001	3,373	0	0	1,113	2,082	104
	74.9%	82.9%	80.6%	85.8%	82.3%	88.6%	81.6%	78.4%	68.5%	82.5%	89.9%	73.7%	89.0%	87.1%	90.4%	78.1%	100.0%	0.0%	0.0%	84.6%	82.7%	69.8%
Significantly different from column:*		AC		E	D	GH	FH	FG	JK	IK	IJ	M	L	P	P	NO	R	Q		V	V	TU

NA - Not Applicable

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

State Oregon Health Plan

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

Question 38

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

Base: All respondents

	2018 CSS Average	2019	2018	Respondent's Gender (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
Number in sample	9,132	4,099	4,732	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	146	34	0	6	14	3	14	2	9	5	5	11	9	10	2	5	11	4	1	12	21	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	8,986	4,065	4,732	667	3,378	1,213	1,911	899	873	1,169	1,955	1,583	2,411	2,305	112	1,282	3,362	569	123	1,309	2,517	149
	98.4%	99.2%	100.0%	99.1%	99.6%	99.8%	99.3%	99.8%	99.0%	99.6%	99.7%	99.3%	99.6%	99.6%	98.2%	99.6%	99.7%	99.3%	99.2%	99.1%	99.2%	99.3%
Poor	165	22	28	4	18	3	11	8	3	4	15	5	17	10	1	11	9	7	5	4	12	4
	1.8%	0.5%	0.6%	0.6%	0.5%	0.2%	0.6%	0.9%	0.3%	0.3%	0.8%	0.3%	0.7%	0.4%	0.9%	0.9%	0.3%	1.2%	4.1%	0.3%	0.5%	2.7%
Fair	744	155	222	22	132	22	81	49	51	31	68	67	85	83	2	51	83	40	30	47	96	11
	8.3%	3.8%	4.7%	3.3%	3.9%	1.8%	4.2%	5.5%	5.8%	2.7%	3.5%	4.2%	3.5%	3.6%	1.8%	4.0%	2.5%	7.0%	24.4%	3.6%	3.8%	7.4%
Good	1,689	650	830	108	540	123	329	191	186	192	261	283	355	344	21	222	344	258	46	194	406	35
	18.8%	16.0%	17.5%	16.2%	16.0%	10.1%	17.2%	21.2%	21.3%	16.4%	13.4%	17.9%	14.7%	14.9%	18.8%	17.3%	10.2%	45.3%	37.4%	14.8%	16.1%	23.5%
Very good	2,156	1,181	1,428	186	987	299	587	283	225	357	582	431	732	661	26	397	1,017	141	20	379	741	37
	24.0%	29.1%	30.2%	27.9%	29.2%	24.6%	30.7%	31.5%	25.8%	30.5%	29.8%	27.2%	30.4%	28.7%	23.2%	31.0%	30.2%	24.8%	16.3%	29.0%	29.4%	24.8%
Excellent	4,232	2,057	2,224	347	1,701	766	903	368	408	585	1,029	797	1,222	1,207	62	601	1,909	123	22	685	1,262	62
	47.1%	50.6%	47.0%	52.0%	50.4%	63.1%	47.3%	40.9%	46.7%	50.0%	52.6%	50.3%	50.7%	52.4%	55.4%	46.9%	56.8%	21.6%	17.9%	52.3%	50.1%	41.6%
Significantly different from column:*		AC				GH	FH	FG	K		I			P		N	RS	Q	Q	V	V	TU
Excellent or Very good	6,388	3,238	3,652	533	2,688	1,065	1,490	651	633	942	1,611	1,228	1,954	1,868	88	998	2,926	264	42	1,064	2,003	99
	71.1%	79.7%	77.2%	79.9%	79.6%	87.8%	78.0%	72.4%	72.5%	80.6%	82.4%	77.6%	81.0%	81.0%	78.6%	77.8%	87.0%	46.4%	34.1%	81.3%	79.6%	66.4%
Significantly different from column:*		AC				GH	FH	FG	JK	I	I	M	L	P		N	RS	QS	QR	V	V	TU

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,730	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	225	57	0	9	32	0	0	0	8	12	18	13	24	22	0	13	32	9	3	19	36	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	8,907	4,042	4,730	664	3,360	1,216	1,925	901	874	1,162	1,942	1,581	2,396	2,293	114	1,274	3,341	564	121	1,302	2,502	148
	97.5%	98.6%	100.0%	98.7%	99.1%	100.0%	100.0%	100.0%	99.1%	99.0%	99.1%	99.2%	99.0%	99.0%	100.0%	99.0%	99.1%	98.4%	97.6%	98.6%	98.6%	98.7%
Less than 1 year old	215	11	26	2	9	11	0	0	1	5	5	6	5	5	0	5	10	1	0	1	6	3
	2.4%	0.3%	0.5%	0.3%	0.3%	0.9%	0.0%	0.0%	0.1%	0.4%	0.3%	0.4%	0.2%	0.2%	0.0%	0.4%	0.3%	0.2%	0.0%	0.1%	0.2%	2.0%
1 year old	618	229	207	30	199	229	0	0	34	81	109	80	146	129	10	73	204	21	4	18	180	25
	6.9%	5.7%	4.4%	4.5%	5.9%	18.8%	0.0%	0.0%	3.9%	7.0%	5.6%	5.1%	6.1%	5.6%	8.8%	5.7%	6.1%	3.7%	3.3%	1.4%	7.2%	16.9%
2 years old	716	256	268	30	225	256	0	0	26	79	148	76	176	174	3	65	227	25	4	56	179	13
	8.0%	6.3%	5.7%	4.5%	6.7%	21.1%	0.0%	0.0%	3.0%	6.8%	7.6%	4.8%	7.3%	7.6%	2.6%	5.1%	6.8%	4.4%	3.3%	4.3%	7.2%	8.8%
3 years old	536	226	250	39	187	226	0	0	39	70	116	84	140	133	11	66	204	18	3	59	159	7
	6.0%	5.6%	5.3%	5.9%	5.6%	18.6%	0.0%	0.0%	4.5%	6.0%	6.0%	5.3%	5.8%	5.8%	9.6%	5.2%	6.1%	3.2%	2.5%	4.5%	6.4%	4.7%
4 to 6 years old	1,398	714	905	103	609	494	220	0	114	214	382	269	437	429	18	216	623	78	12	188	488	25
	15.7%	17.7%	19.1%	15.5%	18.1%	40.6%	11.4%	0.0%	13.0%	18.4%	19.7%	17.0%	18.2%	18.7%	15.8%	17.0%	18.6%	13.8%	9.9%	14.4%	19.5%	16.9%
7 to 9 years old	1,423	712	894	108	600	0	712	0	159	202	342	279	415	408	18	233	581	109	17	266	421	13
	16.0%	17.6%	18.9%	16.3%	17.9%	0.0%	37.0%	0.0%	18.2%	17.4%	17.6%	17.6%	17.3%	17.8%	15.8%	18.3%	17.4%	19.3%	14.0%	20.4%	16.8%	8.8%
10 to 13 years old	1,892	993	1,181	161	825	0	993	0	262	257	451	419	562	543	27	322	789	163	36	374	567	26
	21.2%	24.6%	25.0%	24.2%	24.6%	0.0%	51.6%	0.0%	30.0%	22.1%	23.2%	26.5%	23.5%	23.7%	23.7%	25.3%	23.6%	28.9%	29.8%	28.7%	22.7%	17.6%
14 to 18 years old	2,109	901	999	191	706	0	0	901	239	254	389	368	515	472	27	294	703	149	45	340	502	36
	23.7%	22.3%	21.1%	28.8%	21.0%	0.0%	0.0%	100.0%	27.3%	21.9%	20.0%	23.3%	21.5%	20.6%	23.7%	23.1%	21.0%	26.4%	37.2%	26.1%	20.1%	24.3%
3 years old or younger	2,085	722	751	101	620	722	0	0	100	235	378	246	467	441	24	209	645	65	11	134	524	48
	23.4%	17.9%	15.9%	15.2%	18.5%	59.4%	0.0%	0.0%	11.4%	20.2%	19.5%	15.6%	19.5%	19.2%	21.1%	16.4%	19.3%	11.5%	9.1%	10.3%	20.9%	32.4%
Significantly different from column:*		AC		E	D	GH	F	F	JK	I	I	M	L	P		N	RS	Q	Q	UV	TV	TU

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,735	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	183	39	0	6	16	1	10	3	7	9	6	12	9	11	1	7	20	6	1	15	23	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	8,949	4,060	4,735	667	3,376	1,215	1,915	898	875	1,165	1,954	1,582	2,411	2,304	113	1,280	3,353	567	123	1,306	2,515	149
	98.0%	99.0%	100.0%	99.1%	99.5%	99.9%	99.5%	99.7%	99.2%	99.2%	99.7%	99.2%	99.6%	99.5%	99.1%	99.5%	99.4%	99.0%	99.2%	98.9%	99.1%	99.3%
Male	4,774	2,027	2,363	379	1,641	590	944	478	431	597	965	789	1,205	1,161	50	629	1,675	280	64	670	1,239	70
	53.3%	49.9%	49.9%	56.8%	48.6%	48.6%	49.3%	53.2%	49.3%	51.2%	49.4%	49.9%	50.0%	50.4%	44.2%	49.1%	50.0%	49.4%	52.0%	51.3%	49.3%	47.0%
Female	4,175	2,033	2,372	288	1,735	625	971	420	444	568	989	793	1,206	1,143	63	651	1,678	287	59	636	1,276	79
	46.7%	50.1%	50.1%	43.2%	51.4%	51.4%	50.7%	46.8%	50.7%	48.8%	50.6%	50.1%	50.0%	49.6%	55.8%	50.9%	50.0%	50.6%	48.0%	48.7%	50.7%	53.0%
Significantly different from column:*		A		E	D	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.

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,707	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	286	85	0	19	47	14	33	18	11	24	24	0	0	17	2	29	57	12	2	27	55	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	8,846	4,014	4,707	654	3,345	1,202	1,892	883	871	1,150	1,936	1,594	2,420	2,298	112	1,258	3,316	561	122	1,294	2,483	149
	96.9%	97.9%	100.0%	97.2%	98.6%	98.8%	98.3%	98.0%	98.8%	98.0%	98.8%	100.0%	100.0%	99.3%	98.2%	97.7%	98.3%	97.9%	98.4%	98.0%	97.8%	99.3%
Yes, Hispanic or Latino	2,715	1,594	1,703	209	1,377	426	787	368	687	525	350	1,594	0	665	8	600	1,172	335	83	559	943	47
	30.7%	39.7%	36.2%	32.0%	41.2%	35.4%	41.6%	41.7%	78.9%	45.7%	18.1%	100.0%	0.0%	28.9%	7.1%	47.7%	35.3%	59.7%	68.0%	43.2%	38.0%	31.5%
No, not Hispanic or Latino	6,131	2,420	3,004	445	1,968	776	1,105	515	184	625	1,586	0	2,420	1,633	104	658	2,144	226	39	735	1,540	102
	69.3%	60.3%	63.8%	68.0%	58.8%	64.6%	58.4%	58.3%	21.1%	54.3%	81.9%	0.0%	100.0%	71.1%	92.9%	52.3%	64.7%	40.3%	32.0%	56.8%	62.0%	68.5%
Significantly different from column:*		AC		E	D	GH	F	F	JK	IK	IJ	M	L	OP	NP	NO	RS	Q	Q	UV	T	T

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,822	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	643	383	673	39	316	83	170	108	179	111	53	321	25	0	0	0	261	85	24	144	214	11
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	8,489	3,716	4,149	634	3,076	1,133	1,755	793	703	1,063	1,907	1,273	2,395	2,315	114	1,287	3,112	488	100	1,177	2,324	139
	93.0%	90.7%	86.0%	94.2%	90.7%	93.2%	91.2%	88.0%	79.7%	90.5%	97.3%	79.9%	99.0%	100.0%	100.0%	100.0%	92.3%	85.2%	80.6%	89.1%	91.6%	92.7%
White	4,596	2,802	3,271	409	2,388	892	1,316	569	439	794	1,542	828	1,947	2,315	0	487	2,428	297	67	873	1,763	112
	54.1%	75.4%	78.8%	64.5%	77.6%	78.7%	75.0%	71.8%	62.4%	74.7%	80.9%	65.0%	81.3%	100.0%	0.0%	37.8%	78.0%	60.9%	67.0%	74.2%	75.9%	80.6%
Black or African-American	3,112	234	271	45	189	67	114	53	19	41	172	32	196	0	114	120	204	26	4	73	147	10
	36.7%	6.3%	6.5%	7.1%	6.1%	5.9%	6.5%	6.7%	2.7%	3.9%	9.0%	2.5%	8.2%	0.0%	100.0%	9.3%	6.6%	5.3%	4.0%	6.2%	6.3%	7.2%
Asian	535	321	481	126	195	83	157	78	53	75	189	17	293	0	0	321	247	64	8	107	199	9
	6.3%	8.6%	11.6%	19.9%	6.3%	7.3%	8.9%	9.8%	7.5%	7.1%	9.9%	1.3%	12.2%	0.0%	0.0%	24.9%	7.9%	13.1%	8.0%	9.1%	8.6%	6.5%
Native Hawaiian or other Pacific Islander	79	79	94	18	61	23	37	17	10	17	52	23	53	0	0	79	63	12	3	21	53	5
	0.9%	2.1%	2.3%	2.8%	2.0%	2.0%	2.1%	2.1%	1.4%	1.6%	2.7%	1.8%	2.2%	0.0%	0.0%	6.1%	2.0%	2.5%	3.0%	1.8%	2.3%	3.6%
American Indian or Alaska Native	301	305	405	52	253	89	143	70	29	101	171	72	226	0	0	305	261	32	10	93	192	14
	3.5%	8.2%	9.8%	8.2%	8.2%	7.9%	8.1%	8.8%	4.1%	9.5%	9.0%	5.7%	9.4%	0.0%	0.0%	23.7%	8.4%	6.6%	10.0%	7.9%	8.3%	10.1%
Other	1,162	621	337	120	500	175	299	142	236	206	166	517	90	0	0	621	455	137	27	214	369	19
	13.7%	16.7%	8.1%	18.9%	16.3%	15.4%	17.0%	17.9%	33.6%	19.4%	8.7%	40.6%	3.8%	0.0%	0.0%	48.3%	14.6%	28.1%	27.0%	18.2%	15.9%	13.7%

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,698	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	267	75	0	8	41	8	28	18	3	11	22	14	36	28	1	9	51	6	5	23	42	7
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	8,865 97.1%	4,024 98.2%	4,698 100.0%	665 98.8%	3,351 98.8%	1,208 99.3%	1,897 98.5%	883 98.0%	879 99.7%	1,163 99.1%	1,938 98.9%	1,580 99.1%	2,384 98.5%	2,287 98.8%	113 99.1%	1,278 99.3%	3,322 98.5%	567 99.0%	119 96.0%	1,298 98.3%	2,496 98.3%	143 95.3%
Under 18	632 7.1%	147 3.7%	216 4.6%	32 4.8%	114 3.4%	31 2.6%	69 3.6%	45 5.1%	26 3.0%	37 3.2%	78 4.0%	27 1.7%	117 4.9%	100 4.4%	10 8.8%	35 2.7%	130 3.9%	12 2.1%	4 3.4%	47 3.6%	93 3.7%	3 2.1%
18 to 24	478 5.4%	164 4.1%	134 2.9%	9 1.4%	155 4.6%	138 11.4%	11 0.6%	12 1.4%	26 3.0%	80 6.9%	55 2.8%	63 4.0%	99 4.2%	104 4.5%	0 0.0%	49 3.8%	145 4.4%	18 3.2%	1 0.8%	38 2.9%	110 4.4%	12 8.4%
25 to 34	2,718 30.7%	1,198 29.8%	1,372 29.2%	119 17.9%	1,076 32.1%	626 51.8%	524 27.6%	40 4.5%	219 24.9%	406 34.9%	567 29.3%	505 32.0%	676 28.4%	730 31.9%	25 22.1%	339 26.5%	1,026 30.9%	143 25.2%	26 21.8%	332 25.6%	797 31.9%	46 32.2%
35 to 44	2,886 32.6%	1,451 36.1%	1,781 37.9%	229 34.4%	1,220 36.4%	321 26.6%	798 42.1%	318 36.0%	382 43.5%	365 31.4%	691 35.7%	634 40.1%	799 33.5%	778 34.0%	43 38.1%	468 36.6%	1,145 34.5%	248 43.7%	52 43.7%	496 38.2%	874 35.0%	55 38.5%
45 to 54	1,375 15.5%	703 17.5%	808 17.2%	164 24.7%	537 16.0%	53 4.4%	350 18.5%	292 33.1%	180 20.5%	181 15.6%	328 16.9%	287 18.2%	407 17.1%	369 16.1%	14 12.4%	260 20.3%	563 16.9%	106 18.7%	28 23.5%	253 19.5%	409 16.4%	21 14.7%
55 to 64	538 6.1%	259 6.4%	271 5.8%	80 12.0%	179 5.3%	32 2.6%	95 5.0%	131 14.8%	33 3.8%	68 5.8%	156 8.0%	56 3.5%	196 8.2%	145 6.3%	12 10.6%	96 7.5%	220 6.6%	31 5.5%	8 6.7%	86 6.6%	160 6.4%	5 3.5%
65 to 74	194 2.2%	82 2.0%	91 1.9%	26 3.9%	56 1.7%	6 0.5%	41 2.2%	35 4.0%	9 1.0%	21 1.8%	52 2.7%	7 0.4%	72 3.0%	50 2.2%	7 6.2%	24 1.9%	73 2.2%	9 1.6%	0 0.0%	35 2.7%	46 1.8%	1 0.7%
75 or older	44 0.5%	20 0.5%	25 0.5%	6 0.9%	14 0.4%	1 0.1%	9 0.5%	10 1.1%	4 0.5%	5 0.4%	11 0.6%	1 0.1%	18 0.8%	11 0.5%	2 1.8%	7 0.5%	20 0.6%	0 0.0%	0 0.0%	11 0.8%	7 0.3%	0 0.0%
35 or older	5,037 56.8%	2,515 62.5%	2,976 63.3%	505 75.9%	2,006 59.9%	413 34.2%	1,293 68.2%	786 89.0%	608 69.2%	640 55.0%	1,238 63.9%	985 62.3%	1,492 62.6%	1,353 59.2%	78 69.0%	855 66.9%	2,021 60.8%	394 69.5%	88 73.9%	881 67.9%	1,496 59.9%	82 57.3%
Significantly different from column:*		A		E	D	GH	FH	FG	JK	IK	IJ			OP	N	N	RS	Q	Q	UV	T	T

NA - Not Applicable

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

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,731	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	202	34	0	0	0	2	12	4	4	1	4	8	7	5	0	1	18	2	1	10	21	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	8,930	4,065	4,731	673	3,392	1,214	1,913	897	878	1,173	1,956	1,586	2,413	2,310	114	1,286	3,355	571	123	1,311	2,517	148
	97.8%	99.2%	100.0%	100.0%	100.0%	99.8%	99.4%	99.6%	99.5%	99.9%	99.8%	99.5%	99.7%	99.8%	100.0%	99.9%	99.5%	99.7%	99.2%	99.2%	99.2%	98.7%
Male	1,217	673	735	673	0	169	304	191	143	192	323	209	445	314	27	293	575	83	12	245	395	22
	13.6%	16.6%	15.5%	100.0%	0.0%	13.9%	15.9%	21.3%	16.3%	16.4%	16.5%	13.2%	18.4%	13.6%	23.7%	22.8%	17.1%	14.5%	9.8%	18.7%	15.7%	14.9%
Female	7,713	3,392	3,996	0	3,392	1,045	1,609	706	735	981	1,633	1,377	1,968	1,996	87	993	2,780	488	111	1,066	2,122	126
	86.4%	83.4%	84.5%	0.0%	100.0%	86.1%	84.1%	78.7%	83.7%	83.6%	83.5%	86.8%	81.6%	86.4%	76.3%	77.2%	82.9%	85.5%	90.2%	81.3%	84.3%	85.1%
Significantly different from column:*		A		E	D	H	H	FG				M	L	OP	N	N	S		Q	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.

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,669	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	298	83	0	15	43	13	32	19	0	0	0	32	25	21	1	21	52	14	4	33	44	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	8,834 96.7%	4,016 98.0%	4,669 100.0%	658 97.8%	3,349 98.7%	1,203 98.9%	1,893 98.3%	882 97.9%	882 100.0%	1,174 100.0%	1,960 100.0%	1,562 98.0%	2,395 99.0%	2,294 99.1%	113 99.1%	1,266 98.4%	3,321 98.5%	559 97.6%	120 96.8%	1,288 97.5%	2,494 98.3%	146 97.3%
8th grade or less	609 6.9%	440 11.0%	522 11.2%	65 9.9%	374 11.2%	70 5.8%	236 12.5%	130 14.7%	440 49.9%	0 0.0%	0 0.0%	395 25.3%	40 1.7%	170 7.4%	4 3.5%	159 12.6%	276 8.3%	119 21.3%	42 35.0%	176 13.7%	233 9.3%	14 9.6%
Some high school, but did not graduate	1,053 11.9%	442 11.0%	499 10.7%	78 11.9%	361 10.8%	111 9.2%	218 11.5%	109 12.4%	442 50.1%	0 0.0%	0 0.0%	292 18.7%	144 6.0%	206 9.0%	4 3.5%	160 12.6%	324 9.8%	93 16.6%	22 18.3%	174 13.5%	244 9.8%	12 8.2%
High school graduate or GED	2,924 33.1%	1,174 29.2%	1,315 28.2%	192 29.2%	981 29.3%	381 31.7%	527 27.8%	254 28.8%	0 0.0%	1,174 100.0%	0 0.0%	525 33.6%	625 26.1%	661 28.8%	24 21.2%	378 29.9%	965 29.1%	180 32.2%	25 20.8%	384 29.8%	729 29.2%	37 25.3%
Some college or 2-year degree	2,820 31.9%	1,269 31.6%	1,577 33.8%	176 26.7%	1,092 32.6%	423 35.2%	589 31.1%	245 27.8%	0 0.0%	0 0.0%	1,269 64.7%	247 15.8%	1,011 42.2%	852 37.1%	47 41.6%	338 26.7%	1,136 34.2%	109 19.5%	19 15.8%	360 28.0%	831 33.3%	52 35.6%
4-year college graduate	845 9.6%	435 10.8%	462 9.9%	82 12.5%	351 10.5%	147 12.2%	198 10.5%	88 10.0%	0 0.0%	0 0.0%	435 22.2%	70 4.5%	357 14.9%	265 11.6%	19 16.8%	138 10.9%	391 11.8%	33 5.9%	10 8.3%	120 9.3%	289 11.6%	19 13.0%
More than 4-year college degree	583 6.6%	256 6.4%	294 6.3%	65 9.9%	190 5.7%	71 5.9%	125 6.6%	56 6.3%	0 0.0%	0 0.0%	256 13.1%	33 2.1%	218 9.1%	140 6.1%	15 13.3%	93 7.3%	229 6.9%	25 4.5%	2 1.7%	74 5.7%	168 6.7%	12 8.2%
4-year college graduate or more	1,428 16.2%	691 17.2%	756 16.2%	147 22.3%	541 16.2%	218 18.1%	323 17.1%	144 16.3%	0 0.0%	0 0.0%	691 35.3%	103 6.6%	575 24.0%	405 17.7%	34 30.1%	231 18.2%	620 18.7%	58 10.4%	12 10.0%	194 15.1%	457 18.3%	31 21.2%
Significantly different from column:*				E	D				K	K	IJ	M	L	O	NP	O	RS	Q	Q	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.

State Oregon Health Plan

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

	2018 CSS Average	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
Number in sample	9,132	4,099	4,668	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	374	84	0	8	54	15	36	17	6	16	34	21	45	42	0	19	63	7	2	21	61	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	8,758	4,015	4,668	665	3,338	1,201	1,889	884	876	1,158	1,926	1,573	2,375	2,273	114	1,268	3,310	566	122	1,300	2,477	148
	95.9%	98.0%	100.0%	98.8%	98.4%	98.8%	98.1%	98.1%	99.3%	98.6%	98.3%	98.7%	98.1%	98.2%	100.0%	98.5%	98.1%	98.8%	98.4%	98.4%	97.6%	98.7%
Mother or father	8,011	3,769	4,366	612	3,145	1,147	1,785	800	840	1,084	1,794	1,533	2,176	2,134	101	1,178	3,101	535	117	1,208	2,336	142
	91.5%	93.9%	93.5%	92.0%	94.2%	95.5%	94.5%	90.5%	95.9%	93.6%	93.1%	97.5%	91.6%	93.9%	88.6%	92.9%	93.7%	94.5%	95.9%	92.9%	94.3%	95.9%
Grandparent	495	145	164	27	118	31	67	45	23	40	80	21	121	87	8	48	129	12	3	63	76	2
	5.7%	3.6%	3.5%	4.1%	3.5%	2.6%	3.5%	5.1%	2.6%	3.5%	4.2%	1.3%	5.1%	3.8%	7.0%	3.8%	3.9%	2.1%	2.5%	4.8%	3.1%	1.4%
Aunt or uncle	84	17	28	3	14	1	6	9	2	8	5	3	14	7	0	9	14	3	0	7	9	0
	1.0%	0.4%	0.6%	0.5%	0.4%	0.1%	0.3%	1.0%	0.2%	0.7%	0.3%	0.2%	0.6%	0.3%	0.0%	0.7%	0.4%	0.5%	0.0%	0.5%	0.4%	0.0%
Older brother or sister	27	10	7	3	7	1	4	5	6	4	0	5	5	6	0	4	9	1	0	4	5	0
	0.3%	0.2%	0.1%	0.5%	0.2%	0.1%	0.2%	0.6%	0.7%	0.3%	0.0%	0.3%	0.2%	0.3%	0.0%	0.3%	0.3%	0.2%	0.0%	0.3%	0.2%	0.0%
Other relative	14	5	7	3	2	1	2	2	0	1	4	0	5	3	0	2	4	1	0	1	3	1
	0.2%	0.1%	0.1%	0.5%	0.1%	0.1%	0.1%	0.2%	0.0%	0.1%	0.2%	0.0%	0.2%	0.1%	0.0%	0.2%	0.1%	0.2%	0.0%	0.1%	0.1%	0.7%
Legal guardian	112	47	71	10	37	10	21	15	2	14	31	6	38	26	3	18	35	10	2	11	33	3
	1.3%	1.2%	1.5%	1.5%	1.1%	0.8%	1.1%	1.7%	0.2%	1.2%	1.6%	0.4%	1.6%	1.1%	2.6%	1.4%	1.1%	1.8%	1.6%	0.8%	1.3%	2.0%
Someone else	15	22	25	7	15	10	4	8	3	7	12	5	16	10	2	9	18	4	0	6	15	0
	0.2%	0.5%	0.5%	1.1%	0.4%	0.8%	0.2%	0.9%	0.3%	0.6%	0.6%	0.3%	0.7%	0.4%	1.8%	0.7%	0.5%	0.7%	0.0%	0.5%	0.6%	0.0%

NA - Not Applicable

State Oregon Health Plan

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.)

	2018 CSS Average	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
Number in sample	4,868	4,099	3,001	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	58	1,949	0	326	1,597	591	949	385	529	596	765	933	961	992	45	649	1,515	342	79	634	1,189	83
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	4,810	2,150	3,001	347	1,795	625	976	516	353	578	1,195	661	1,459	1,323	69	638	1,858	231	45	687	1,349	67
	98.8%	52.5%	100.0%	51.6%	52.9%	51.4%	50.7%	57.3%	40.0%	49.2%	61.0%	41.5%	60.3%	57.1%	60.5%	49.6%	55.1%	40.3%	36.3%	52.0%	53.2%	44.7%
Yes	242	79	138	15	64	17	32	30	48	20	6	40	37	25	5	46	56	20	3	25	49	4
	5.0%	3.7%	4.6%	4.3%	3.6%	2.7%	3.3%	5.8%	13.6%	3.5%	0.5%	6.1%	2.5%	1.9%	7.2%	7.2%	3.0%	8.7%	6.7%	3.6%	3.6%	6.0%
No	4,568	2,071	2,863	332	1,731	608	944	486	305	558	1,189	621	1,422	1,298	64	592	1,802	211	42	662	1,300	63
	95.0%	96.3%	95.4%	95.7%	96.4%	97.3%	96.7%	94.2%	86.4%	96.5%	99.5%	93.9%	97.5%	98.1%	92.8%	92.8%	97.0%	91.3%	93.3%	96.4%	96.4%	94.0%
Significantly different from column:*		A				H	H	FG	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.

State Oregon Health Plan

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.)

	2018 CSS Average	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
Number in sample	242	79	4,822	15	64	17	32	30	48	20	6	40	37	25	5	46	56	20	3	25	49	4
Number missing or multiple answer	9	0	4,695	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	233	79	127	15	64	17	32	30	48	20	6	40	37	25	5	46	56	20	3	25	49	4
	96.3%	100.0%	2.6%	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%
Read the questions to me	102	38	69	10	28	8	15	15	23	10	1	27	11	16	1	20	27	9	2	16	19	3
	43.8%	48.1%	54.3%	66.7%	43.8%	47.1%	46.9%	50.0%	47.9%	50.0%	16.7%	67.5%	29.7%	64.0%	20.0%	43.5%	48.2%	45.0%	66.7%	64.0%	38.8%	75.0%
Wrote down the answers I gave	64	28	40	7	21	2	12	14	21	6	1	14	14	8	2	17	20	6	2	10	15	3
	27.5%	35.4%	31.5%	46.7%	32.8%	11.8%	37.5%	46.7%	43.8%	30.0%	16.7%	35.0%	37.8%	32.0%	40.0%	37.0%	35.7%	30.0%	66.7%	40.0%	30.6%	75.0%
Answered the questions for me	43	18	20	6	12	3	10	5	11	3	2	8	10	6	2	10	12	6	0	4	13	1
	18.5%	22.8%	15.7%	40.0%	18.8%	17.6%	31.3%	16.7%	22.9%	15.0%	33.3%	20.0%	27.0%	24.0%	40.0%	21.7%	21.4%	30.0%	0.0%	16.0%	26.5%	25.0%
Translated the questions into my language	113	43	52	7	36	7	24	12	32	8	2	22	19	8	0	32	30	12	1	9	30	3
	48.5%	54.4%	40.9%	46.7%	56.3%	41.2%	75.0%	40.0%	66.7%	40.0%	33.3%	55.0%	51.4%	32.0%	0.0%	69.6%	53.6%	60.0%	33.3%	36.0%	61.2%	75.0%
Helped in some other way	26	8	5	2	6	2	5	1	3	3	2	1	7	2	1	5	5	3	0	1	7	0
	11.2%	10.1%	3.9%	13.3%	9.4%	11.8%	15.6%	3.3%	6.3%	15.0%	33.3%	2.5%	18.9%	8.0%	20.0%	10.9%	8.9%	15.0%	0.0%	4.0%	14.3%	0.0%

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

State Oregon Health Plan

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Question 48a

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

Base: All respondents

	2018 CSS Average	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
Number in sample	---	4,099	4,634	673	3,392	1,216	1,925	901	882	1,174	1,960	1,594	2,420	2,315	114	1,287	3,373	573	124	1,321	2,538	150
Number missing or multiple answer	---	111	0	12	75	9	43	34	33	26	19	63	26	50	0	26	74	17	9	40	60	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	---	3,988	4,634	661	3,317	1,207	1,882	867	849	1,148	1,941	1,531	2,394	2,265	114	1,261	3,299	556	115	1,281	2,478	146
	---	97.3%	100.0%	98.2%	97.8%	99.3%	97.8%	96.2%	96.3%	97.8%	99.0%	96.0%	98.9%	97.8%	100.0%	98.0%	97.8%	97.0%	92.7%	97.0%	97.6%	97.3%
Yes	---	720	866	107	611	699	12	2	120	217	377	267	444	436	19	212	631	77	9	198	489	24
	---	18.1%	18.7%	16.2%	18.4%	57.9%	0.6%	0.2%	14.1%	18.9%	19.4%	17.4%	18.5%	19.2%	16.7%	16.8%	19.1%	13.8%	7.8%	15.5%	19.7%	16.4%
No	---	3,268	3,768	554	2,706	508	1,870	865	729	931	1,564	1,264	1,950	1,829	95	1,049	2,668	479	106	1,083	1,989	122
	---	81.9%	81.3%	83.8%	81.6%	42.1%	99.4%	99.8%	85.9%	81.1%	80.6%	82.6%	81.5%	80.8%	83.3%	83.2%	80.9%	86.2%	92.2%	84.5%	80.3%	83.6%
Significantly different from column:*						GH	F	F	JK	I	I						RS	Q	Q	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.

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	---	720	857	107	611	699	12	2	120	217	377	267	444	436	19	212	631	77	9	198	489	24
Number missing or multiple answer	---	6	0	2	4	6	0	0	1	2	3	2	4	4	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	---	714	857	105	607	693	12	2	119	215	374	265	440	432	19	210	626	76	9	197	484	24
	---	99.2%	100.0%	98.1%	99.3%	99.1%	100.0%	100.0%	99.2%	99.1%	99.2%	99.3%	99.1%	99.1%	99.1%	100.0%	99.2%	98.7%	100.0%	99.5%	99.0%	100.0%
None of the time	---	4	3	0	4	4	0	0	0	3	1	2	2	1	0	3	1	2	1	2	2	0
	---	0.6%	0.4%	0.0%	0.7%	0.6%	0.0%	0.0%	0.0%	1.4%	0.3%	0.8%	0.5%	0.2%	0.0%	1.4%	0.2%	2.6%	11.1%	1.0%	0.4%	0.0%
Some of the time	---	58	84	11	46	56	0	0	16	22	19	26	29	31	0	22	43	13	1	15	39	2
	---	8.1%	9.8%	10.5%	7.6%	8.1%	0.0%	0.0%	13.4%	10.2%	5.1%	9.8%	6.6%	7.2%	0.0%	10.5%	6.9%	17.1%	11.1%	7.6%	8.1%	8.3%
Most of the time	---	279	340	48	230	272	5	1	39	84	154	90	188	167	10	87	245	29	4	68	197	9
	---	39.1%	39.7%	45.7%	37.9%	39.2%	41.7%	50.0%	32.8%	39.1%	41.2%	34.0%	42.7%	38.7%	52.6%	41.4%	39.1%	38.2%	44.4%	34.5%	40.7%	37.5%
All of the time	---	373	430	46	327	361	7	1	64	106	200	147	221	233	9	98	337	32	3	112	246	13
	---	52.2%	50.2%	43.8%	53.9%	52.1%	58.3%	50.0%	53.8%	49.3%	53.5%	55.5%	50.2%	53.9%	47.4%	46.7%	53.8%	42.1%	33.3%	56.9%	50.8%	54.2%
Significantly different from column:*																						
All of the time or Most of the time	---	652	770	94	557	633	12	2	103	190	354	237	409	400	19	185	582	61	7	180	443	22
	---	91.3%	89.8%	89.5%	91.8%	91.3%	100.0%	100.0%	86.6%	88.4%	94.7%	89.4%	93.0%	92.6%	100.0%	88.1%	93.0%	80.3%	77.8%	91.4%	91.5%	91.7%
Significantly different from column:*									K	K	IJ						R	Q				

NA - Not Applicable

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

State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	---	720	858	107	611	699	12	2	120	217	377	267	444	436	19	212	631	77	9	198	489	24
Number missing or multiple answer	---	5	0	2	3	5	0	0	2	1	2	1	4	4	0	1	5	0	0	1	4	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	715	858	105	608	694	12	2	118	216	375	266	440	432	19	211	626	77	9	197	485	24
	---	99.3%	100.0%	98.1%	99.5%	99.3%	100.0%	100.0%	98.3%	99.5%	99.5%	99.6%	99.1%	99.1%	100.0%	99.5%	99.2%	100.0%	100.0%	99.5%	99.2%	100.0%
None of the time	---	1	2	0	1	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	---	0.1%	0.2%	0.0%	0.2%	0.1%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.2%	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%
Some of the time	---	64	57	12	52	62	0	1	11	28	24	25	37	38	0	21	50	9	4	16	44	3
	---	9.0%	6.6%	11.4%	8.6%	8.9%	0.0%	50.0%	9.3%	13.0%	6.4%	9.4%	8.4%	8.8%	0.0%	10.0%	8.0%	11.7%	44.4%	8.1%	9.1%	12.5%
Most of the time	---	305	420	43	261	299	3	1	46	72	185	91	213	198	5	87	269	32	3	80	209	12
	---	42.7%	49.0%	41.0%	42.9%	43.1%	25.0%	50.0%	39.0%	33.3%	49.3%	34.2%	48.4%	45.8%	26.3%	41.2%	43.0%	41.6%	33.3%	40.6%	43.1%	50.0%
All of the time	---	345	379	50	294	332	9	0	61	116	165	150	189	195	14	103	306	36	2	101	231	9
	---	48.3%	44.2%	47.6%	48.4%	47.8%	75.0%	0.0%	51.7%	53.7%	44.0%	56.4%	43.0%	45.1%	73.7%	48.8%	48.9%	46.8%	22.2%	51.3%	47.6%	37.5%
Significantly different from column:*										K	J	M	L	O	NP	O						
All of the time or Most of the time	---	650	799	93	555	631	12	1	107	188	350	241	402	393	19	190	575	68	5	181	440	21
	---	90.9%	93.1%	88.6%	91.3%	90.9%	100.0%	50.0%	90.7%	87.0%	93.3%	90.6%	91.4%	91.0%	100.0%	90.0%	91.9%	88.3%	55.6%	91.9%	90.7%	87.5%
Significantly different from column:*										K	J											

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	---	720	853	107	611	699	12	2	120	217	377	267	444	436	19	212	631	77	9	198	489	24
Number missing or multiple answer	---	5	0	2	3	5	0	0	1	2	2	1	4	2	0	3	4	1	0	0	5	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	715	853	105	608	694	12	2	119	215	375	266	440	434	19	209	627	76	9	198	484	24
	---	99.3%	100.0%	98.1%	99.5%	99.3%	100.0%	100.0%	99.2%	99.1%	99.5%	99.6%	99.1%	99.5%	100.0%	98.6%	99.4%	98.7%	100.0%	100.0%	99.0%	100.0%
None of the time	---	4	6	0	4	4	0	0	2	1	1	1	3	4	0	0	2	2	0	1	2	1
	---	0.6%	0.7%	0.0%	0.7%	0.6%	0.0%	0.0%	1.7%	0.5%	0.3%	0.4%	0.7%	0.9%	0.0%	0.0%	0.3%	2.6%	0.0%	0.5%	0.4%	4.2%
Some of the time	---	118	174	20	97	115	0	1	20	46	49	34	80	69	1	40	88	26	3	26	84	6
	---	16.5%	20.4%	19.0%	16.0%	16.6%	0.0%	50.0%	16.8%	21.4%	13.1%	12.8%	18.2%	15.9%	5.3%	19.1%	14.0%	34.2%	33.3%	13.1%	17.4%	25.0%
Most of the time	---	384	432	58	325	376	6	0	42	107	234	124	258	245	9	113	349	28	5	96	272	12
	---	53.7%	50.6%	55.2%	53.5%	54.2%	50.0%	0.0%	35.3%	49.8%	62.4%	46.6%	58.6%	56.5%	47.4%	54.1%	55.7%	36.8%	55.6%	48.5%	56.2%	50.0%
All of the time	---	209	241	27	182	199	6	1	55	61	91	107	99	116	9	56	188	20	1	75	126	5
	---	29.2%	28.3%	25.7%	29.9%	28.7%	50.0%	50.0%	46.2%	28.4%	24.3%	40.2%	22.5%	26.7%	47.4%	26.8%	30.0%	26.3%	11.1%	37.9%	26.0%	20.8%
Significantly different from column:*									JK	I	I	M	L	O	N					U	T	
All of the time or Most of the time	---	593	673	85	507	575	12	1	97	168	325	231	357	361	18	169	537	48	6	171	398	17
	---	82.9%	78.9%	81.0%	83.4%	82.9%	100.0%	50.0%	81.5%	78.1%	86.7%	86.8%	81.1%	83.2%	94.7%	80.9%	85.6%	63.2%	66.7%	86.4%	82.2%	70.8%
Significantly different from column:*		C								K	J	M	L				R	Q				

NA - Not Applicable

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State Oregon Health Plan

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)

	2018 CSS Average	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
Number in sample	---	720	853	107	611	699	12	2	120	217	377	267	444	436	19	212	631	77	9	198	489	24
Number missing or multiple answer	---	9	0	4	5	8	0	1	3	1	5	1	8	7	0	2	7	1	0	3	6	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	---	711	853	103	606	691	12	1	117	216	372	266	436	429	19	210	624	76	9	195	483	24
	---	98.8%	100.0%	96.3%	99.2%	98.9%	100.0%	50.0%	97.5%	99.5%	98.7%	99.6%	98.2%	98.4%	100.0%	99.1%	98.9%	98.7%	100.0%	98.5%	98.8%	100.0%
None of the time	---	136	153	26	110	130	5	0	21	38	75	58	75	72	6	46	124	11	1	39	89	7
	---	19.1%	17.9%	25.2%	18.2%	18.8%	41.7%	0.0%	17.9%	17.6%	20.2%	21.8%	17.2%	16.8%	31.6%	21.9%	19.9%	14.5%	11.1%	20.0%	18.4%	29.2%
Some of the time	---	498	603	68	428	484	7	1	84	150	261	175	318	315	9	141	441	49	6	134	341	15
	---	70.0%	70.7%	66.0%	70.6%	70.0%	58.3%	100.0%	71.8%	69.4%	70.2%	65.8%	72.9%	73.4%	47.4%	67.1%	70.7%	64.5%	66.7%	68.7%	70.6%	62.5%
Most of the time	---	53	72	7	46	53	0	0	3	21	28	23	30	28	2	18	43	9	1	17	34	2
	---	7.5%	8.4%	6.8%	7.6%	7.7%	0.0%	0.0%	2.6%	9.7%	7.5%	8.6%	6.9%	6.5%	10.5%	8.6%	6.9%	11.8%	11.1%	8.7%	7.0%	8.3%
All of the time	---	24	25	2	22	24	0	0	9	7	8	10	13	14	2	5	16	7	1	5	19	0
	---	3.4%	2.9%	1.9%	3.6%	3.5%	0.0%	0.0%	7.7%	3.2%	2.2%	3.8%	3.0%	3.3%	10.5%	2.4%	2.6%	9.2%	11.1%	2.6%	3.9%	0.0%
Significantly different from column:*																						
All of the time or Most of the time	---	77	97	9	68	77	0	0	12	28	36	33	43	42	4	23	59	16	2	22	53	2
	---	10.8%	11.4%	8.7%	11.2%	11.1%	0.0%	0.0%	10.3%	13.0%	9.7%	12.4%	9.9%	9.8%	21.1%	11.0%	9.5%	21.1%	22.2%	11.3%	11.0%	8.3%
Significantly different from column:*																	R	Q				

NA - Not Applicable

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State Oregon Health Plan

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

Question 48f

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

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

	2018 CSS Average	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
Number in sample	---	720	840	107	611	699	12	2	120	217	377	267	444	436	19	212	631	77	9	198	489	24
Number missing or multiple answer	---	18	0	5	13	17	0	0	6	4	8	6	11	10	0	5	15	2	0	9	8	0
Number no experience	---	129	191	17	112	126	2	1	27	46	56	45	84	81	3	33	114	12	2	41	83	3
Usable responses	---	573	649	85	486	556	10	1	87	167	313	216	349	345	16	174	502	63	7	148	398	21
	---	79.6%	77.3%	79.4%	79.5%	79.5%	83.3%	50.0%	72.5%	77.0%	83.0%	80.9%	78.6%	79.1%	84.2%	82.1%	79.6%	81.8%	77.8%	74.7%	81.4%	87.5%
No	---	562	635	79	481	546	9	1	87	161	308	212	342	339	16	169	494	60	7	145	391	20
	---	98.1%	97.8%	92.9%	99.0%	98.2%	90.0%	100.0%	100.0%	96.4%	98.4%	98.1%	98.0%	98.3%	100.0%	97.1%	98.4%	95.2%	100.0%	98.0%	98.2%	95.2%
Yes, I was told to pick up my child early on 1 or more days	---	8	9	4	4	7	1	0	0	4	4	3	5	4	0	4	5	3	0	3	4	1
	---	1.4%	1.4%	4.7%	0.8%	1.3%	10.0%	0.0%	0.0%	2.4%	1.3%	1.4%	1.4%	1.2%	0.0%	2.3%	1.0%	4.8%	0.0%	2.0%	1.0%	4.8%
Yes, I had to keep my child home for 1 full day or more	---	3	3	2	1	3	0	0	0	2	1	1	2	2	0	1	3	0	0	0	3	0
	---	0.5%	0.5%	2.4%	0.2%	0.5%	0.0%	0.0%	0.0%	1.2%	0.3%	0.5%	0.6%	0.6%	0.0%	0.6%	0.6%	0.0%	0.0%	0.0%	0.8%	0.0%
Yes permanently, I was told my child could no longer attend this childcare center or	---	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	---	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Significantly different from column:*																						
No	---	562	635	79	481	546	9	1	87	161	308	212	342	339	16	169	494	60	7	145	391	20
	---	98.1%	97.8%	92.9%	99.0%	98.2%	90.0%	100.0%	100.0%	96.4%	98.4%	98.1%	98.0%	98.3%	100.0%	97.1%	98.4%	95.2%	100.0%	98.0%	98.2%	95.2%
Significantly different from column:*																						

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

SURVEY INSTRUMENT

Survey Instructions

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

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

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

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

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

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

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

1. Our records show that your child is now in Oregon Health Plan. Is that right?
₁ Yes → **If Yes, Go to Question 3**
₂ No
2. What is the name of your child's health plan?
(Please print)

Your Child's Health Care in the Last 6 Months

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

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
₁ Yes
₂ No → **If No, Go to Question 5**

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

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

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

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

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

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

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

- ₀ None → **If None, Go to Question 15**
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- ₆ 10 or more times

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

- ₁ Yes
- ₂ No

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

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

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

- ₁ Yes
- ₂ No

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

- ₁ Yes
- ₂ No

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?

- ₁ Yes
- ₂ No

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

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

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

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

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?

- ₁ Yes
- 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?

- ₀ None → ***If None, Go to Question 26***
- ₁ 1 time
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 to 9
- 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?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- 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?

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

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

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

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

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

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

- ₁ Yes
- 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?

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

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?

- ₀ 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?

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

Your Child's Health Plan

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

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

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?

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

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?

- ₁ Yes
- ₂ No

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

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

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

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

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

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

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

About Your Child and You

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

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

38. In general, how would you rate your child's overall mental or emotional health?
- ₁ Excellent
 - ₂ Very good
 - ₃ Good
 - ₄ Fair
 - ₅ Poor
39. What is your child's age?
- ₀₀ Less than 1 year old
- _____ YEARS OLD (*write in*)
40. Is your child male or female?
- ₁ Male
 - ₂ Female
41. Is your child of Hispanic or Latino origin or descent?
- ₁ Yes, Hispanic or Latino
 - ₂ No, not Hispanic or Latino
42. What is your child's race? Mark one or more.
- _a White
 - _b Black or African-American
 - _c Asian
 - _d Native Hawaiian or other Pacific Islander
 - _e American Indian or Alaska Native
 - _f Other
43. What is your age?
- ₀ Under 18
 - ₁ 18 to 24
 - ₂ 25 to 34
 - ₃ 35 to 44
 - ₄ 45 to 54
 - ₅ 55 to 64
 - ₆ 65 to 74
 - ₇ 75 or older

44. Are you male or female?
- ₁ Male
 - ₂ Female
45. What is the highest grade or level of school that you have completed?
- ₁ 8th grade or less
 - ₂ Some high school, but did not graduate
 - ₃ High school graduate or GED
 - ₄ Some college or 2-year degree
 - ₅ 4-year college graduate
 - ₆ More than 4-year college degree
46. How are you related to the child?
- ₁ Mother or father
 - ₂ Grandparent
 - ₃ Aunt or uncle
 - ₄ Older brother or sister
 - ₅ Other relative
 - ₆ Legal guardian
 - ₇ Someone else
47. Did someone help you complete this survey?
- ₁ Yes → ***If Yes, Go to Question 48***
 - ₂ No → ***If No, Go to Question 48a***
48. How did that person help you? Mark one or more.
- _a Read the questions to me
 - _b Wrote down the answers I gave
 - _c Answered the questions for me
 - _d Translated the questions into my language
 - _e Helped in some other way

Kindergarten Readiness

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

- ₁ Yes → ***If Yes, Go to Question 48b***
- 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?

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

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

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

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

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

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

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

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

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

Thank You

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

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

Please do not include any other correspondence.

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 necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

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

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

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

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

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

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

- ₀ Ninguna vez → ***Si contestó "Ninguna vez", pase a la pregunta 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 no 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?

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

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

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

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?

- ₁ Sí
- 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?

₀ Ninguna vez → ***Si contestó “Ninguna vez”, pase a la pregunta 26***

- ₁ 1 vez
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 a 9
- 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?

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- 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?

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

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

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

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

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

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

- ₁ Sí
- 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?

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

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

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

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?

- ₁ Sí
- ₂ No

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

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

- ₁ Nunca
- ₂ A veces
- ₃ La mayoría de las veces
- 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?

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

La atención médica que recibió de especialistas

Al contestar las siguientes preguntas no incluya las veces que 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?

- ₁ Sí
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?

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

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

- ₀ Ninguno → **Si contestó “Ninguno”, pase a la pregunta 31**
₁ 1 especialista
₂ 2
₃ 3
₄ 4
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?

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

El plan de salud de su niño

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

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

- ₁ Sí
₂ No → **Si contestó “No”, pase a la pregunta 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?

- ₁ Nunca
₂ A veces
₃ La mayoría de las veces
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?

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

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

- ₁ Sí
- ₂ No → ***Si contestó "No", pase a la pregunta 36***

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

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

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?

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

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?

- ₁ Sí
- ₂ No

36b. En los últimos 6 meses, ¿fue su niño al consultorio de un dentista o a una clínica dental para recibir atención?

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

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

36d. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una emergencia dental, ¿con qué frecuencia él o ella pudo ver a un dentista tan pronto como usted quería?

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

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?

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

Acerca de usted y de su niño

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

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

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

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

39. ¿Qué edad tiene su niño?

- ₀₀ Menos de un año
_____ AÑOS (*escriba la respuesta*)

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

- ₁ Masculino
- ₂ Femenino

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

- ₁ Sí, hispano o latino
- ₂ No, ni hispano ni latino

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

- _a Blanca
- _b Negra o afroamericana
- _c Asiática
- _d Nativo de Hawái o de otras islas del Pacífico
- _e Indígena americano o nativo de Alaska
- _f Otra

43. ¿Qué edad tiene usted?

- ₀ Menos de 18 años
- ₁ 18 a 24
- ₂ 25 a 34
- ₃ 35 a 44
- ₄ 45 a 54
- ₅ 55 a 64
- ₆ 65 a 74
- ₇ 75 años o más

44. ¿Es usted hombre o mujer?

- ₁ Hombre
- 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
- _b Anotó las respuestas que le di
- _c Contestó las preguntas por mí
- _d Tradujo las preguntas a mi idioma
- _e Me ayudó de otra forma

Preparación para el kindergarten

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. En los últimos 6 meses, ¿alguna vez le pidieron que el niño se quedara en casa y no fuera a la guardería o preescolar debido a su comportamiento (por golpear, patear, morder, hacer rabieta o desobedecer)?

- ₁ El niño no asistió a la guardería ni al preescolar
- ₂ No
- ₃ Sí, me dijeron que recogiera al niño temprano 1 o más días
- ₄ Sí, tuve que mantener al niño en casa por 1 día completo o más
- ₅ Sí, me dijeron que el niño ya no podría asistir a la guardería preescolar

Gracias

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

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

Por favor no incluya cualquier otra correspondencia.

CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

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

- Criteria for including a survey in the results calculation. A questionnaire must have the final disposition code of *Complete and Valid Survey* to be included in the calculation of plan-level scores.
- Rules for handling appropriately answered questions (i.e., questions that comply with survey skip-pattern instructions).
- Rules for handling inappropriately answered questions (e.g., unanswered questions, multiple-mark questions, questions that should have been skipped, and questions within a skip pattern of an inappropriately answered or skipped gate item).
- Rules for calculating denominators for questions and composites. The denominator for a question is equal to the total number of responses to that question. The denominator for a composite is the average number of responses across all questions in the composite.
- Rules for calculating rolling average composites and question summary rates. *For OHA analysis, rolling average measures were calculated using single year rates.*
- Rules for handling changes in submission entity (i.e., if a health plan changes how it reports CAHPS results from one year to the next.)

COMPOSITE GLOBAL PROPORTIONS

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

Step 1

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

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

Step 2

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

Step 3

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

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

Response option	Q4	Q6	Global Proportion
<i>Never or Sometimes</i>	$1 / 5 = 0.20$	$1 / 4 = 0.25$	$(0.20 + 0.25) / 2 = 0.2250$
<i>Usually</i>	$2 / 5 = 0.40$	$1 / 4 = 0.25$	$(0.40 + 0.25) / 2 = 0.3250$
<i>Always</i>	$2 / 5 = 0.40$	$2 / 4 = 0.50$	$(0.40 + 0.50) / 2 = 0.4500$
<i>Always or Usually</i>	$4 / 5 = 0.80$	$3 / 4 = 0.75$	$(0.80 + 0.75) / 2 = 0.7750$

Therefore, 80.00 percent and 75.00 percent of members respectively provided favorable responses to the *Getting Care Quickly* questions Q4 and Q6. Averaging these two proportions yields the global proportion score of 77.50 percent for the *Getting Care Quickly* composite.

GLOSSARY OF TERMS

Attributes	Areas of health plan performance and member experience assessed with the CAHPS survey
Benchmark	A reference score (e.g., the State Oregon Health Plan, the highest or lowest performing CCO, or the CCO's own prior-year rate) against which performance on the measure is assessed. See <i>Comparisons to Benchmarks and Prior-Year Results</i> .
CAHPS 5.0H Surveys	Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a series of surveys designed to collect consumer feedback on their health care experiences. The CAHPS 5.0H Health Plan Survey asks members to report on their experiences with access to appointments and care through their health plan, communication with doctors available through the plan, and customer service. The Commercial plan version asks about member experiences in the previous 12 months, whereas the Medicaid version refers to the previous six (6) months. The Medicaid version is available for adults and children; the Commercial version is for adults only. The Adult survey is intended for respondents who are 18 and older; the Child survey asks parents or guardians about the experiences of children 17 and younger. Health plans report survey results as part of HEDIS data collection. NCQA uses survey results in health plan performance reports, to inform accreditation decisions, and to create national benchmarks for care. Health plans might also collect CAHPS survey data for internal quality improvement purposes.
Composite Measures	Composite measures combine results from related survey questions into a single score to summarize health plan performance in a specific area of care or service. The set of applicable composites varies slightly by survey version. See <i>Experience of Care Measures</i> .
Confidence Level	A confidence level is associated with tests of statistical significance of observed differences in survey scores. It is expressed as a percentage and represents how often the observed difference (e.g., between the plan's current-year rate and the relevant benchmark rate) is real and not simply due to chance. A 95% confidence level associated with a statistical test means that if repeated samples were surveyed, in 95 out of 100 samples the observed measure score would be truly different from the comparison score.
Correlation	A degree of association between two variables, or attributes, typically measured by the <i>Pearson correlation coefficient</i> . The coefficient value of 1 indicates a strong positive relationship; -1 indicates a strong negative relationship; zero indicates no relationship at all.
Denominator (<i>n</i> , or Usable Responses)	Number of valid (appropriately answered) responses available to calculate a measure result. Examples of inappropriately answered questions include ambiguously marked answers, multiple marks when a single answer choice is expected, and responses that violate survey skip patterns. The denominator for an individual question is the total number of valid responses to that question. The denominator for a composite is the average number of responses across all questions in the composite. If the denominator is less than 30 responses, a measure result of "Low n" was assigned.

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See <i>Member Dispositions and Response Rate</i> .
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include <i>Flu Vaccinations for Adults Ages 18–64 (FVA)</i> and <i>Medical Assistance with Smoking and Tobacco Use Cessation (MSC)</i> .
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: <ul style="list-style-type: none"> - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of November 30 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., <i>Always</i> or <i>Usually</i>) averaged across the questions that make up the composite. See <i>Question Summary Rates and Composite Global Proportions</i> .
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for <i>your organization</i> are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Question Summary Rate	Question Summary Rates (QSRs) express the proportion of respondents selecting the response option(s) of interest (typically representing the most favorable outcome(s) from a given question on the survey). Many survey items use a <i>Never, Sometimes, Usually, or Always</i> response scale, with <i>Always</i> being the most favorable outcome. Results are typically reported as the proportion of members selecting <i>Usually</i> or <i>Always</i> . See <i>Question Summary Rates and Composite Global Proportions</i> .
Response Rate	<p>Survey response rate is calculated using the following formula:</p> $\text{Response Rate} = \frac{\text{Complete and Eligible Surveys}}{[\text{Complete and Eligible} + \text{Incomplete (but Eligible)} + \text{Refusal} + \text{Nonresponse after maximum attempts} + \text{Added to Do Not Call (DNC) List}]}$
Sample size	OHA’s methodology used a sample size of 1,000 for Adult Medicaid samples, 800 for Child Medicaid samples, and 450 for Child Medicaid with Chronic Conditions samples.
Statistically Significant Difference	When survey results are calculated based on sample data and compared to a benchmark score (e.g., State Oregon Health Plan, the highest or lowest performing CCO, or the CCO’s own prior-year rate), the question is whether the observed difference is real or due to chance. A difference is said to be statistically significant at a given confidence level (e.g., 95%) if it has a 95% chance of being true.
Trending	Comparison of survey results over time
Usable Responses (<i>n</i>)	See <i>Denominator</i>
Valid Response	Any acceptable (falling within a pre-defined set) response to a survey question that follows the NCQA skip pattern rules and data cleaning guidelines.