Oregon Health Plan Report of Results for

Umpqua Health Alliance 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 on behalf of Umpqua Health Alliance between January 9 and April 9, 2019. The final Child Medicaid survey sample for Umpqua Health Alliance included 800 members. 215 members completed the survey, resulting in a response rate of 27.08 percent.

This section highlights some of the key survey findings for Umpqua Health Alliance, 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
Health Promotion and Education (by 12.67 points)	No statistically significant declines

STATISTICALLY SIGNIFICANT DIFFERENCES FROM STATE OREGON HEALTH PLAN

Reportable Rate ABOVE State OHP	Reportable Rate BELOW State OHP
2019 State OHP	
None	Rating of All Health Care (by 7.88 points) Rating of Health Plan (by 9.77 points) Coordination of Care (by 12.21 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 Umpqua Health Alliance 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.

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 UMPQUA HEALTH ALLIANCE CHILD MEDICAID SURVEY RESULTS AT A GLANCE

CAHPS 5.0H Survey Measures		Global Proportions and Question Summary Rates		Valid Responses		2019 State OHP
		2018	2019	2018	2019	
Overall Ratings (% 8, 9, or 10)	Q13. Rating of All Health Care	71.22%	**77.30%**	139	**141**	85.19% ▼
	Q26. Rating of Personal Doctor	84.00%	**86.79%**	175	**159**	89.26%
	Q30. Rating of Specialist Seen Most Often	79.17% (Low n)	**86.96% (Low n)**	24	**23**	84.51%
	Q36. Rating of Health Plan	68.90%	**73.66%**	209	**205**	83.43% ▼
Getting Needed Care (% Always or Usually)	***Getting Needed Care Composite***	85.61%	**79.39%**	82	**83**	84.77%
	Q14. Easy to get needed care	92.65%	**87.94%**	136	**141**	89.35%
	Q28. Easy to see specialists	78.57% (Low n)	**70.83% (Low n)**	28	**24**	80.18%
Getting Care Quickly (% Always or Usually)	***Getting Care Quickly Composite***	90.68%	**84.80%**	95	**98**	88.90%
	Q4. Got urgent care as soon as needed	97.06%	**87.72%**	68	**57**	91.76%
	Q6. Got routine care as soon as needed	84.30%	**81.88%**	121	**138**	86.03%
How Well Doctors Communicate* (% Always or Usually)	***How Well Doctors Communicate Composite***	92.54%	**93.17%**	127	**117**	95.22%
	Q17. Doctor explained things	95.24%	**95.73%**	126	**117**	95.89%
	Q18. Doctor listened carefully	91.41%	**92.31%**	128	**117**	96.02%
	Q19. Doctor showed respect	92.19%	**97.46%**	128	**118**	97.53%
	Q22. Doctor spent enough time	91.34%	**87.18%**	127	**117**	91.42%
Customer Service (% Always or Usually)	***Customer Service Composite***	90.00%	**87.76%**	35	**49**	87.52%
	Q32. Provided needed information/help	88.57%	**81.63%**	35	**49**	81.83%
	Q33. Treated with courtesy/respect	91.43%	**93.88%**	35	**49**	93.22%
Shared Decision Making** (% Yes)	***Shared Decision Making Composite***	82.02%	**86.90% (Low n)**	32	**28**	79.08%
	Q10. Discussed reasons to take a medicine	96.88%	**100.00% (Low n)**	32	**28**	90.12%
	Q11. Discussed reasons not to take a medicine	75.00%	**78.57% (Low n)**	32	**28**	69.46%
	Q12. Discussed what was best for you	74.19%	**82.14% (Low n)**	31	**28**	77.66%
Other Areas	Q8. Health Promotion and Education (% Yes)	56.83% ▲	**69.50%**	139	**141**	71.69%
	Q25. Coordination of Care (% Always or Usually)	87.50%	**71.74%**	48	**46**	83.95% ▼

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

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

ABOUT THIS REPORT

The key features of this 2019 CAHPS report, prepared by CSS for Umpqua Health Alliance, are highlighted below.

- Survey results presented in this report were calculated following the NCQA guidelines published in *HEDIS* 2019*, Volume 3: Specifications for Survey Measures* unless otherwise noted. Summary Results are reported regardless of whether the denominator threshold is met, however, any summary measure where the denominator is less than 30 is marked as "Low n".

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

- *Executive Summary* provides a high-level overview of survey findings. This section highlights the areas where Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance QSRs and global proportions are compared to the 2019 State OHP on all measures. Where available, a three-year trend in scores is also shown.

- *Member Profile and Analysis of Plan Ratings by Member Segment* compares the 2019 Umpqua Health Alliance respondent profile to the appropriate reference distribution (i.e., all plans included in the 2019 State OHP) of demographic characteristics and utilization variables. Variation in *Rating of Health Plan* measure by member segment is examined.

- *Key Driver Analysis* identifies those aspects of member experience (key drivers) that are closely related to the overall rating of the plan. The CSS *Key Driver Model* quantifies the contribution of each key driver to the overall evaluation of the plan. The 2019 Umpqua Health Alliance results on each key driver are compared to the highest score among the one Child Medicaid plans contributing to the 2019 State OHP, yielding a measure of available room for improvement in each area. The result is then weighted by the key driver's contribution to the overall *Rating of Health Plan* score. Opportunities for improvement are prioritized based on the expected improvement in the Umpqua Health Alliance *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 Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance. 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 Umpqua Health Alliance included 800 members.

DATA CAPTURE

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

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

MEMBER DISPOSITIONS AND RESPONSE RATE

Among the Umpqua Health Alliance sample members who met final eligibility criteria, 215 completed the survey, resulting in a response rate of 27.08 percent. Additional detail on sample member status at the end of data collection (dispositions) is provided in Exhibit 2.

EXHIBIT 2. 2019 UMPQUA HEALTH ALLIANCE CHILD MEDICAID CAHPS SURVEY: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

Disposition	Total		2019 State OHP
	Number	% Initial Sample	
Initial Sample	800	100.00%	---
Disposition			
Complete and Eligible - Mail	107	13.38%	12.65%
Complete and Eligible - Phone	106	13.25%	11.88%
Complete and Eligible - Internet	2	0.25%	0.61%
Complete and Eligible - Total	215	26.88%	25.15%
Does not meet Eligible Population criteria	6	0.75%	0.95%
Incomplete (but Eligible)	5	0.63%	0.72%
Ineligible	0	0.00%	2.13%
- Language barrier	0	0.00%	0.71%
- Mentally or physically incapacitated	0	0.00%	0.00%
- Deceased	0	0.00%	0.00%
Refusal	10	1.25%	1.46%
Nonresponse after maximum attempts	562	70.25%	70.50%
Added to Do Not Call (DNC) list	2	0.25%	0.51%
Response Rate*		**27.08%**	**25.57%**

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

SATISFACTION WITH THE EXPERIENCE OF CARE

EXPERIENCE OF CARE MEASURES

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

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

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

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

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

- ***Customer Service*** combines responses to two survey questions that ask about member experience with the health plan's customer service:
  - *In the last 6 months, how often did customer service staff at your child's health plan give you the information or help you needed?*
  - *In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?*
- ***Shared Decision Making*** combines responses to three survey questions that focus on decisions about taking prescription medicines:
  - *Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?*
  - *Did you and a doctor or other health provider talk about the reasons you might 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 Umpqua Health Alliance results are compared to the 2019 State OHP as well as to the highest and lowest performing CCO. The 2019 State OHP is calculated by pooling Child Medicaid survey responses across CCOs surveyed by the Oregon Health Authority. If available, prior-year survey results are provided for comparison and year-to-year changes in results are tested for statistical significance. All of the statistical tests are carried out at the 95% confidence level (i.e., there is a 95% probability that the observed difference is not due to chance).

SUMMARY OF SURVEY RESULTS

Exhibit 3 provides a high-level Umpqua Health Alliance performance overview on key survey measures. These include overall ratings, composite global proportions, and QSRs for additional content areas. Where applicable, changes in scores over time and comparisons to benchmarks are reported and tested for statistical significance.

EXHIBIT 3. 2019 UMPQUA HEALTH ALLIANCE CHILD MEDICAID CAHPS SURVEY: SUMMARY OF RESULTS ON KEY MEASURES

CAHPS 5.0H Survey Measures*		2019 Rate	Difference** between 2019 Rate and...	
			2018 Rate	2019 State OHP
Ratings				
Rating of Personal Doctor		86.79%	2.79%	-2.47%
Rating of Specialist Seen Most Often	Low n	86.96%	7.79%	2.45%
Rating of All Health Care		77.30%	6.08%	-7.88% ▼
Rating of Health Plan		73.66%	4.76%	-9.77% ▼
Composite Measures				
Getting Needed Care		79.39%	-6.22%	-5.38%
Getting Care Quickly		84.80%	-5.88%	-4.09%
How Well Doctors Communicate		93.17%	0.63%	-2.05%
Customer Service		87.76%	-2.24%	0.23%
Shared Decision Making	Low n	86.90%	4.88%	7.82%
Additional Content Areas				
Health Promotion and Education		69.50%	12.67% ▲	-2.19%
Coordination of Care		71.74%	-15.76%	-12.21% ▼

* 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

- Umpqua Health Alliance survey scores are trended over three consecutive years of data collection, if available. A result may not be available if the survey was not administered in a given year or if the measure is new or is not deemed appropriate for trending. In such cases, "No data" appears in place of the score.

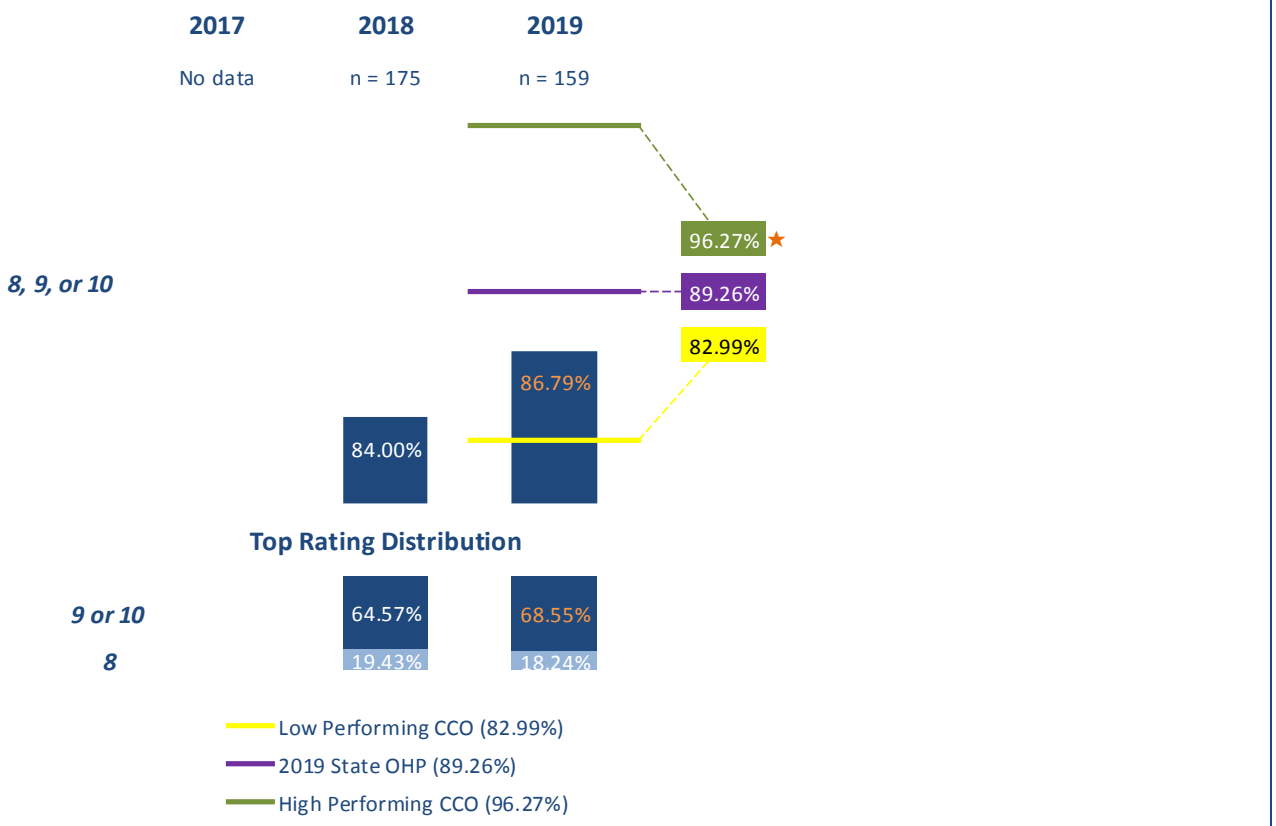
- Where appropriate, changes in the distribution of favorable ratings over time are shown in the *Top Rating Distribution* panel of the chart (i.e., percent responding *8* vs. percent responding *9* or *10*, or percent responding *Usually* vs. percent responding *Always*).

- The number of valid responses (*n*) appears above each bar. If the number of responses is less than 30, "Low n" appears next to the value of *n*, indicating that the result does not meet the denominator threshold. CSS calculates all rates regardless of this threshold.

- Statistical comparisons are conducted between the current-year rate and each of the prior-year rates, if available. Where appropriate, differences in both standard (e.g., *8* + *9* + *10* or *Usually* + *Always*) as well as top-box (e.g., *9* + *10* or *Always*) rates are tested for statistical significance at the 95% confidence level. Statistically significant differences are indicated with a ★ symbol next to the comparison score. For example, ★ appearing next to the 2018 rate denotes a statistically significant difference between the 2019 and 2018 rates.

Rating of Personal Doctor

Percent Responding 8, 9, or 10



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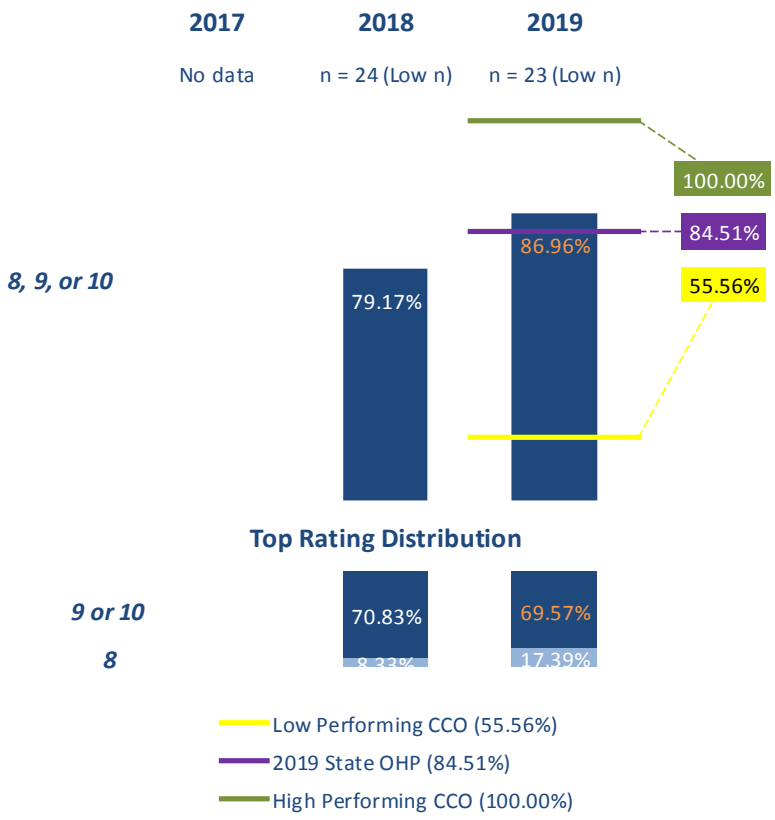
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

Rating of Specialist Seen Most Often

Percent Responding 8, 9, or 10



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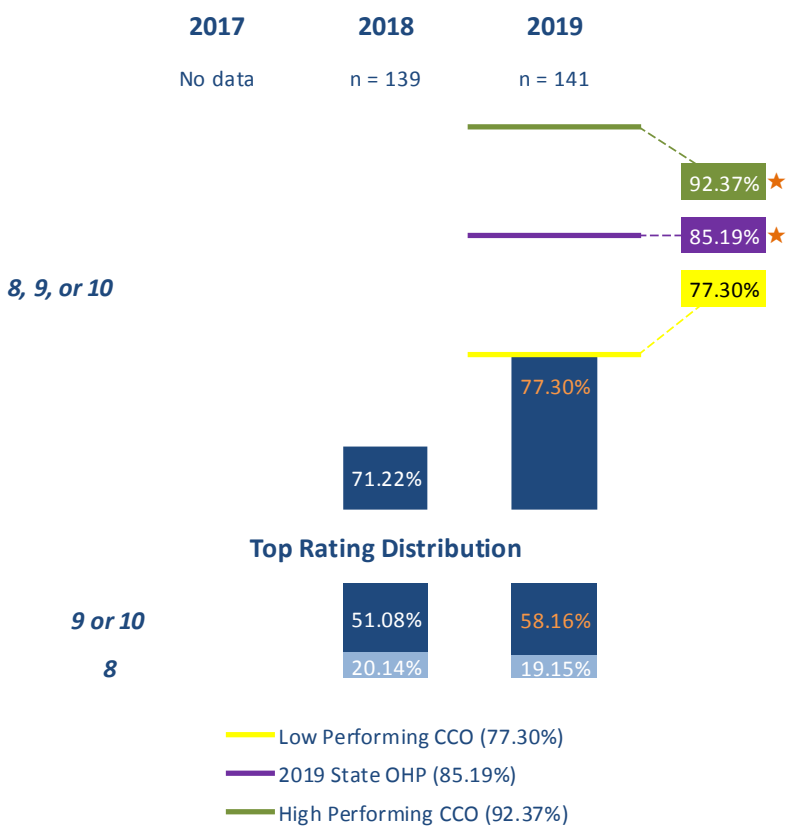
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

Rating of All Health Care

Percent Responding 8, 9, or 10



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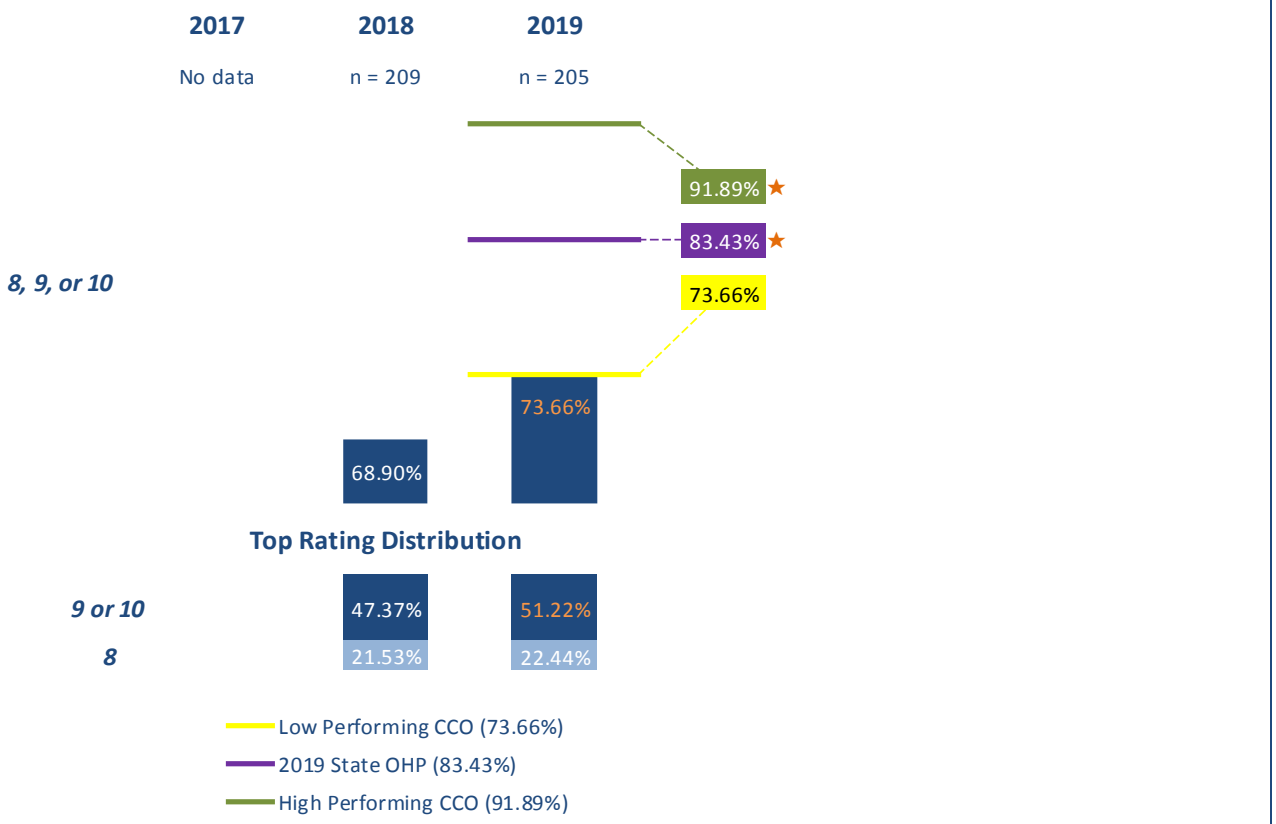
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

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

Rating of Health Plan

Percent Responding 8, 9, or 10



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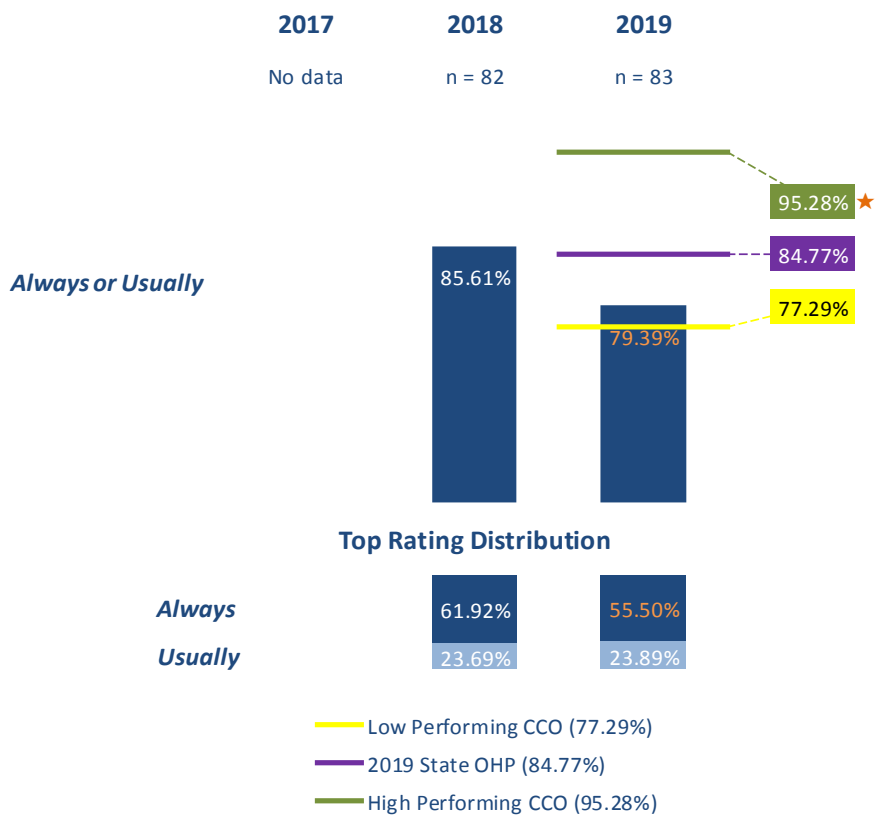
Tests of statistical significance were conducted for the following reportable rates: *(8 + 9 + 10)* and *(9 + 10)*. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked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

Getting Needed Care (Composite)

Percent Responding Always or Usually



11840

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

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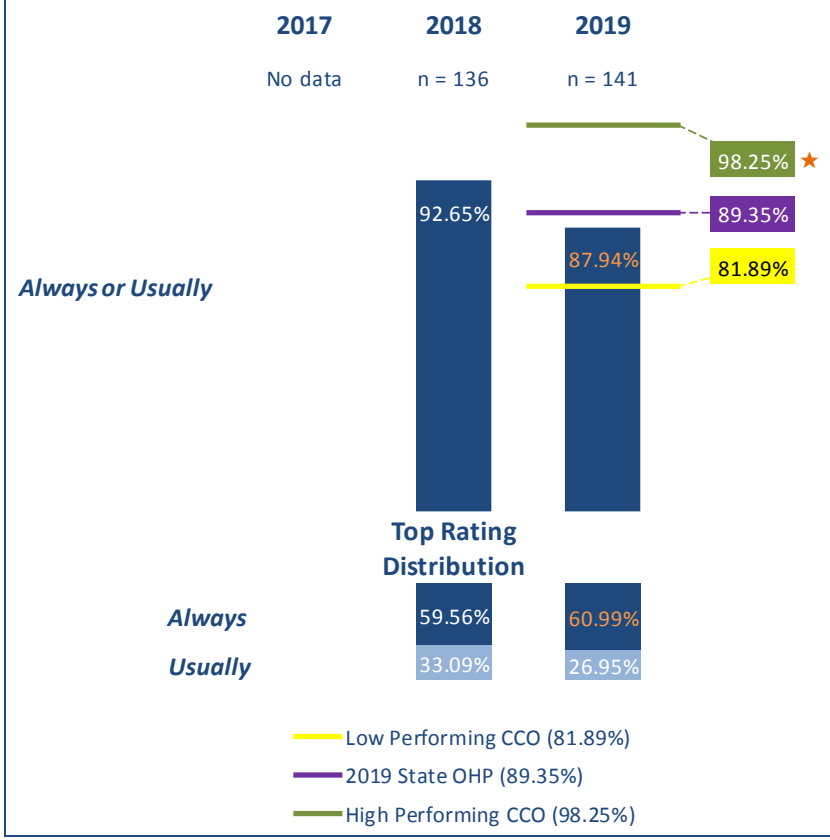
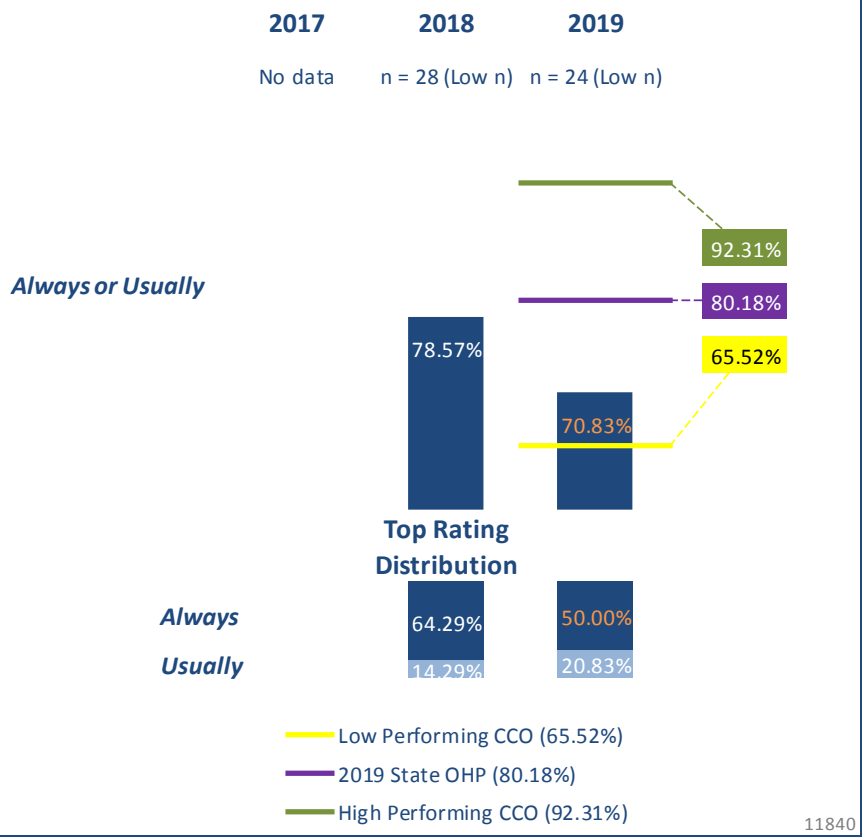
Getting Needed Care (Contributing Items)

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?



11840

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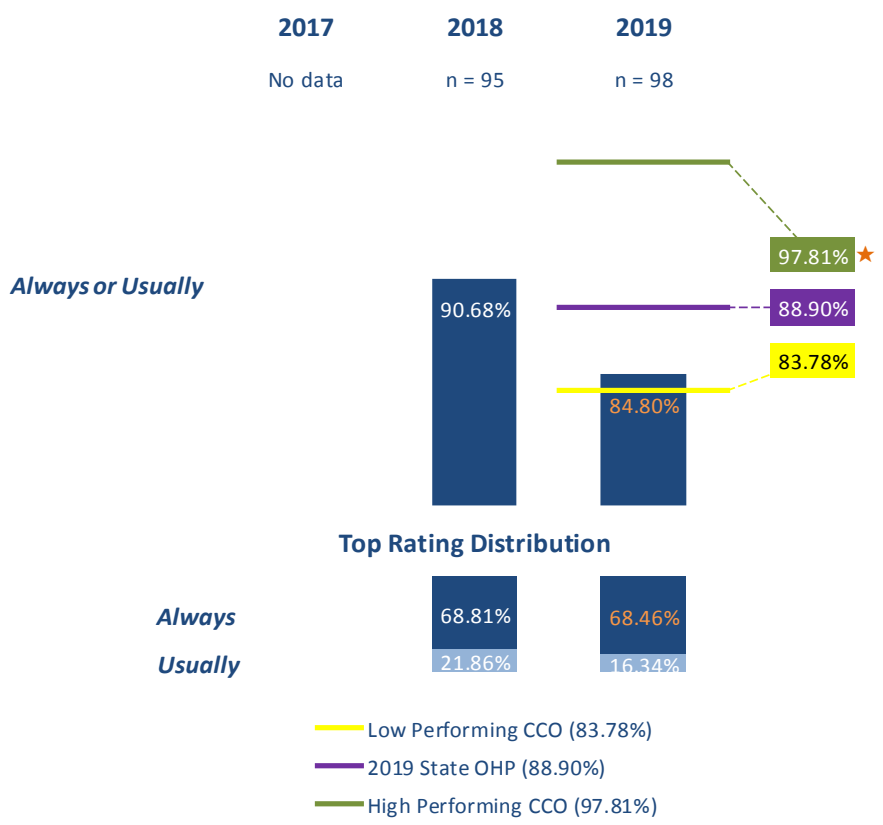
Getting Care Quickly (Composite)

Percent Responding Always or Usually



11840

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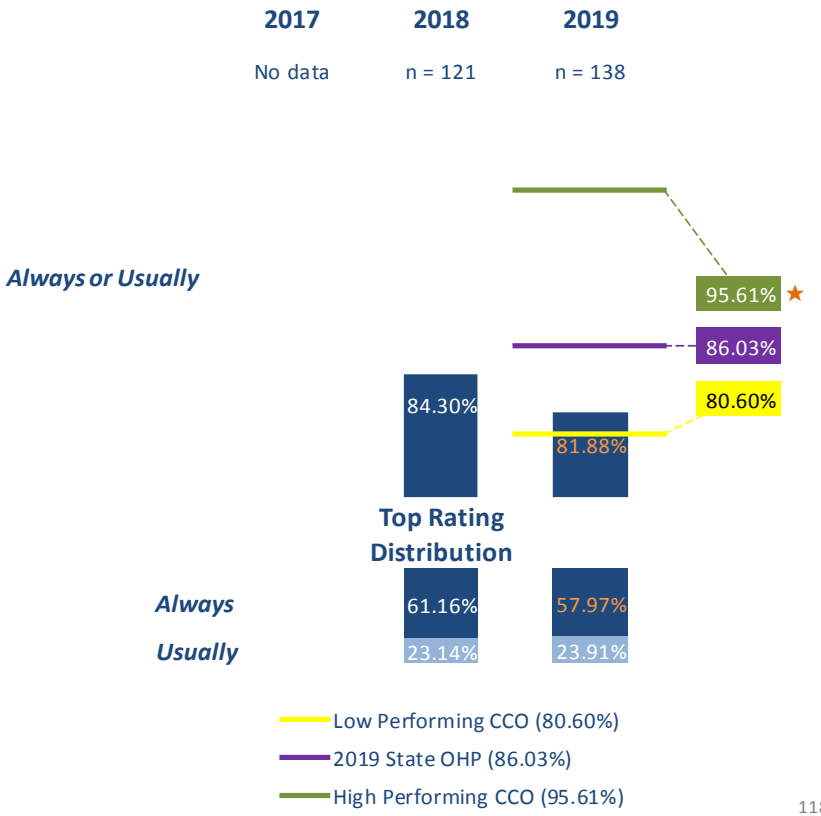
Getting Care Quickly (Contributing Items)

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?



11840

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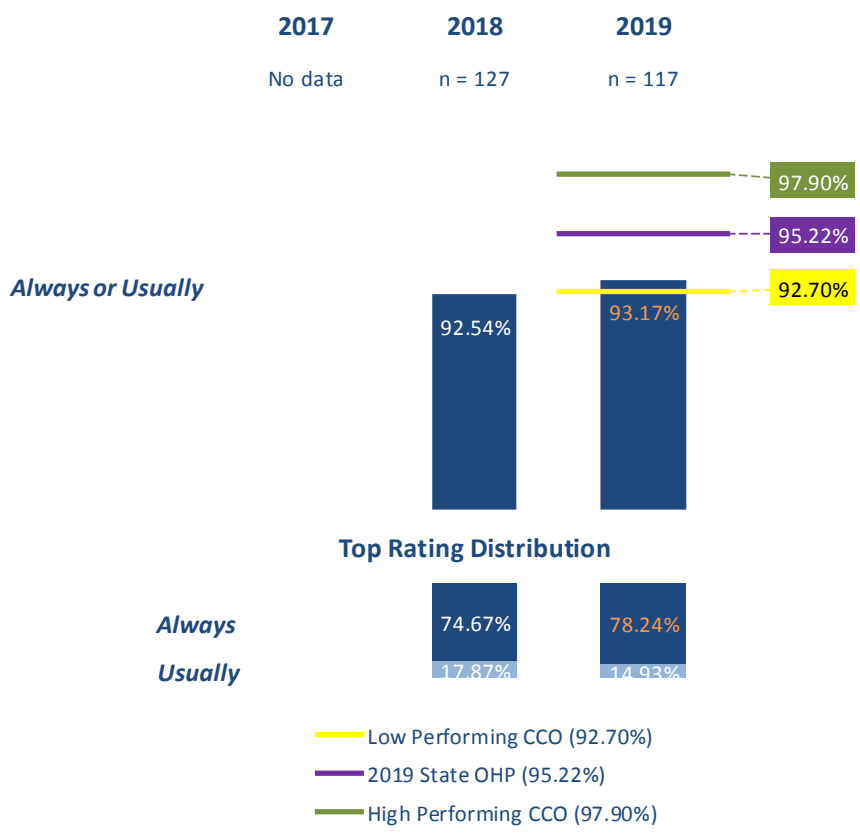
How Well Doctors Communicate (Composite)

Percent Responding Always or Usually



11840

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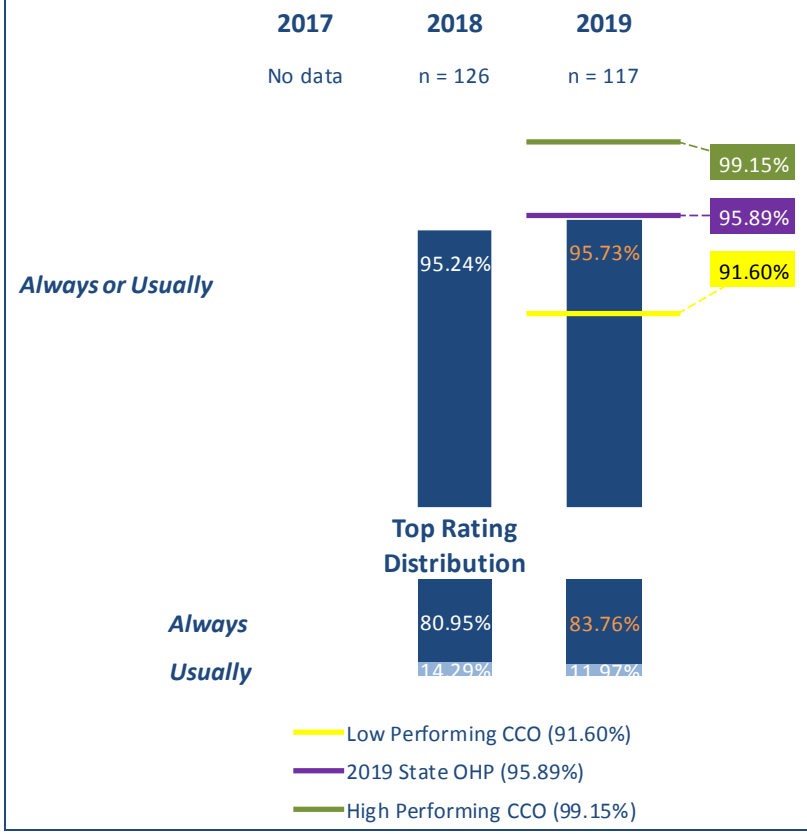
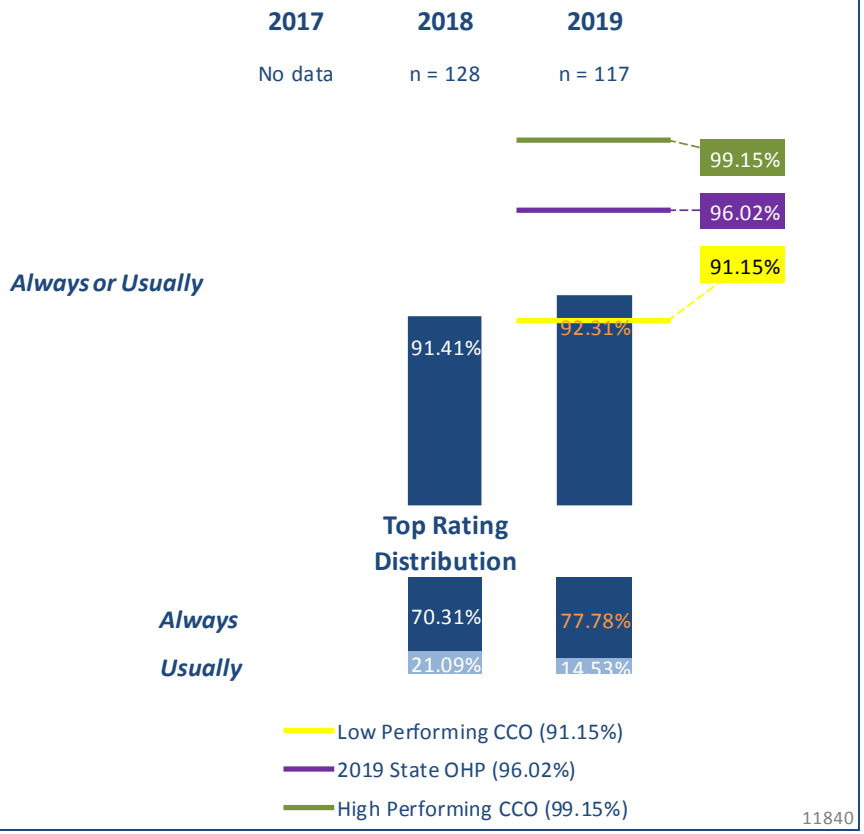
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q17. In the last 6 months, how often did your 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?



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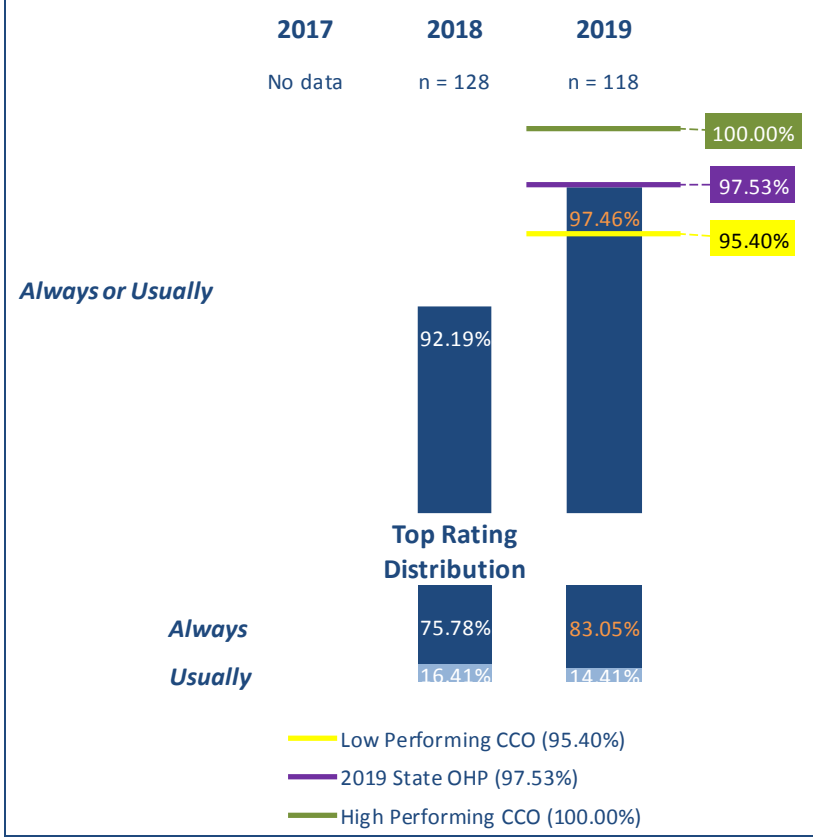
How Well Doctors Communicate (Contributing Items)

Percent Responding Always or Usually

Q19. In the last 6 months, how often did your 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?

11840

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

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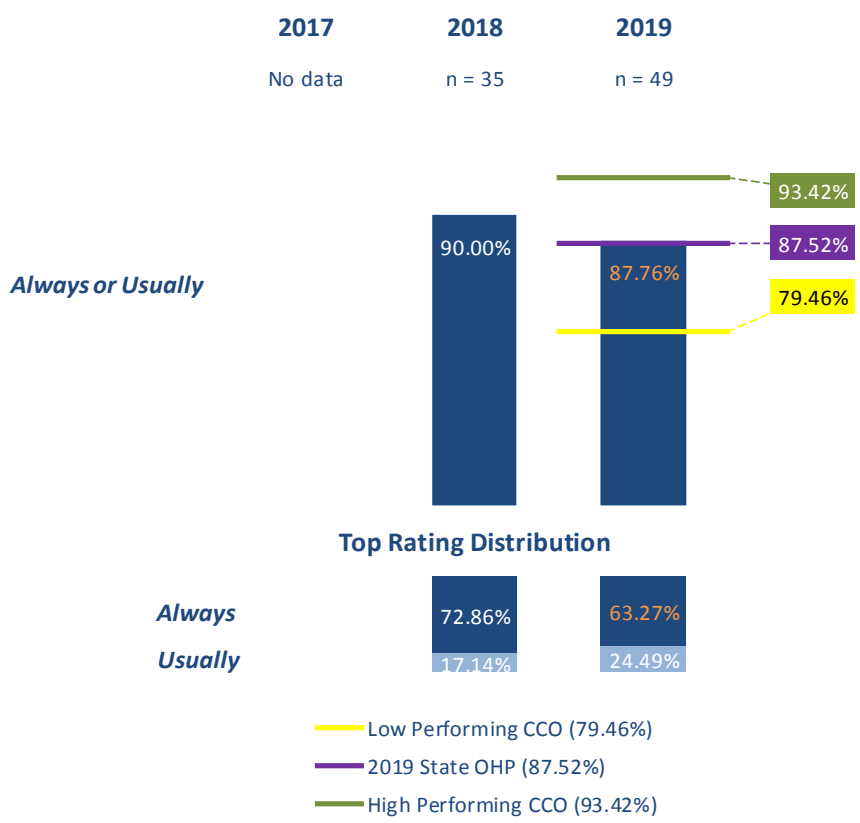
Customer Service (Composite)

Percent Responding Always or Usually



11840

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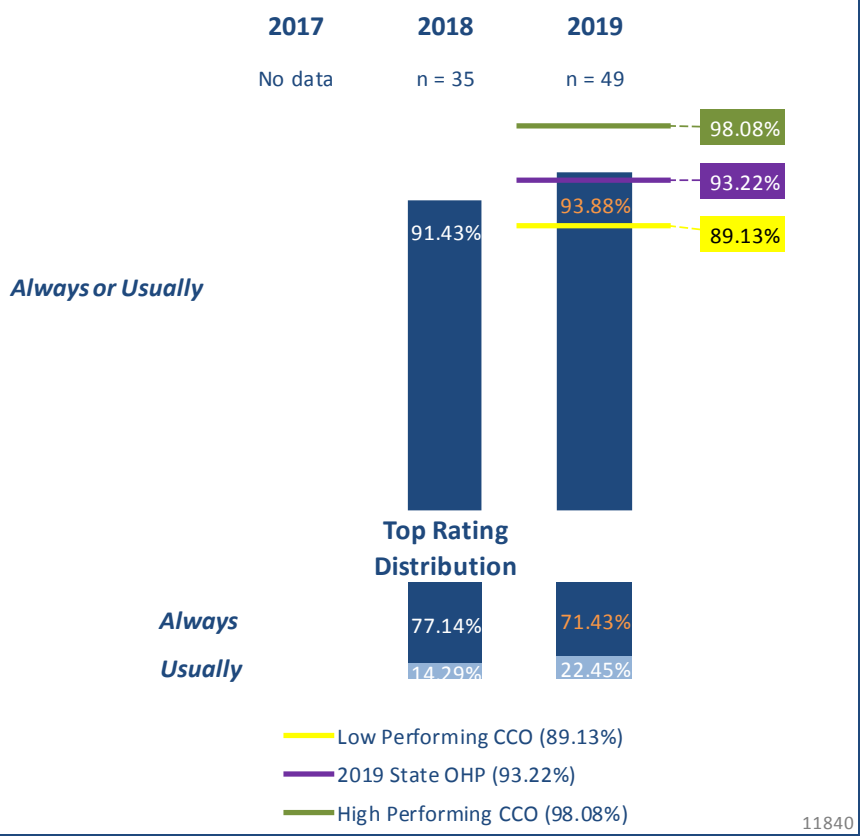
Customer Service (Contributing Items)

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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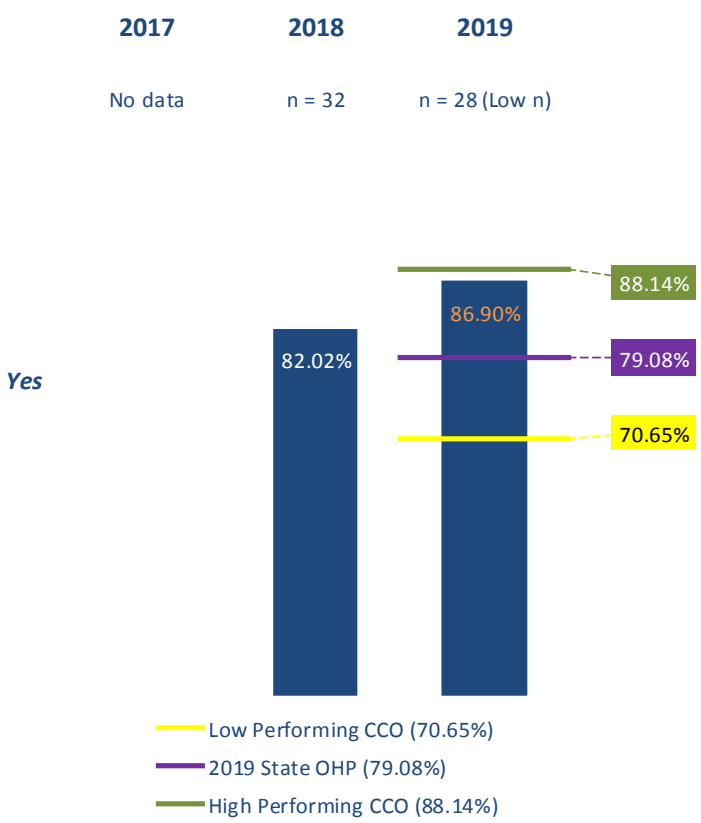
Shared Decision Making (Composite)

Percent Responding Yes



11840

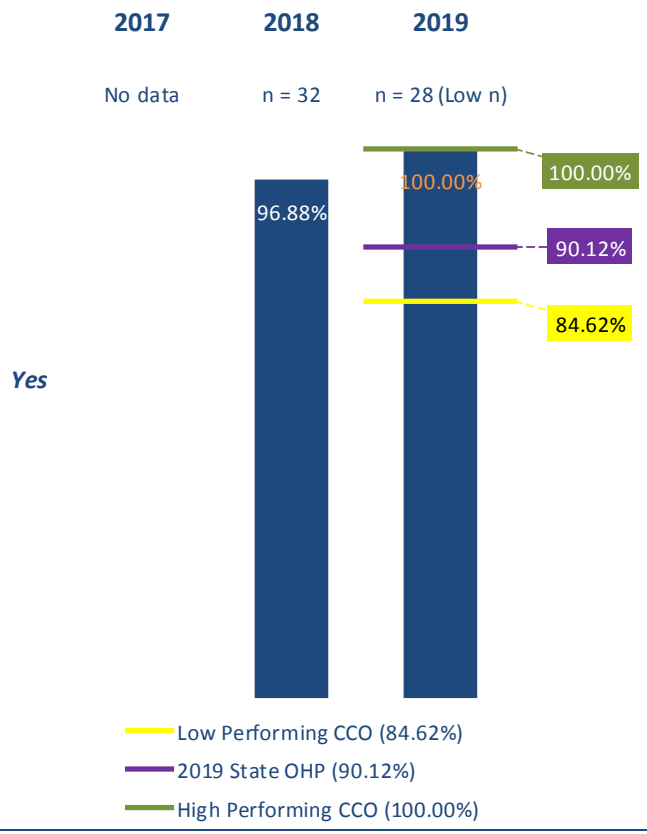
Tests of statistical significance were conducted for the *Yes* rate. Statistically significant differences, tested at the 95% confidence level, between your organization's **current-year rate** and a comparison rate (prior-year, or national rate) are marked with a ★ symbol next to the comparison rate.

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.

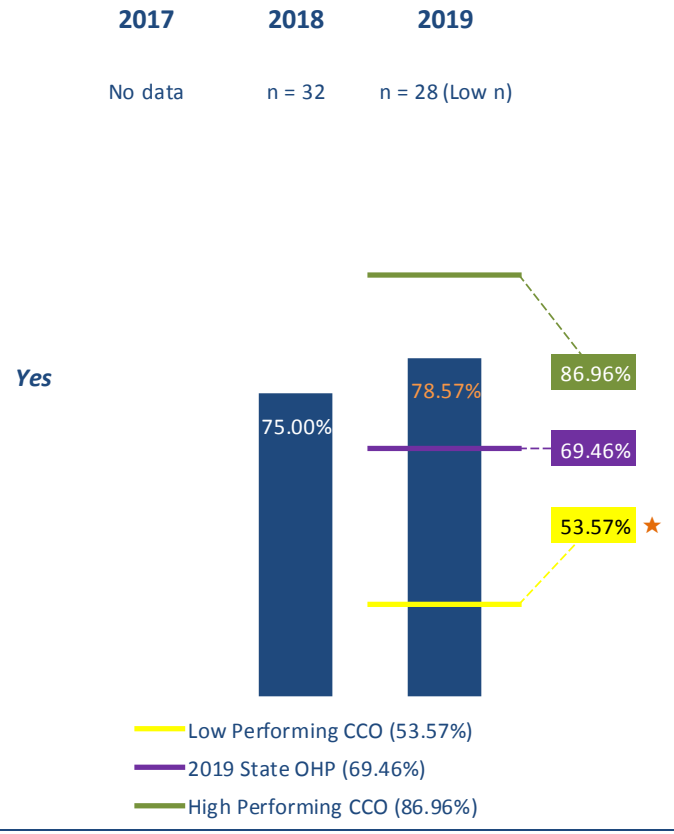
Shared Decision Making (Contributing Items)

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?



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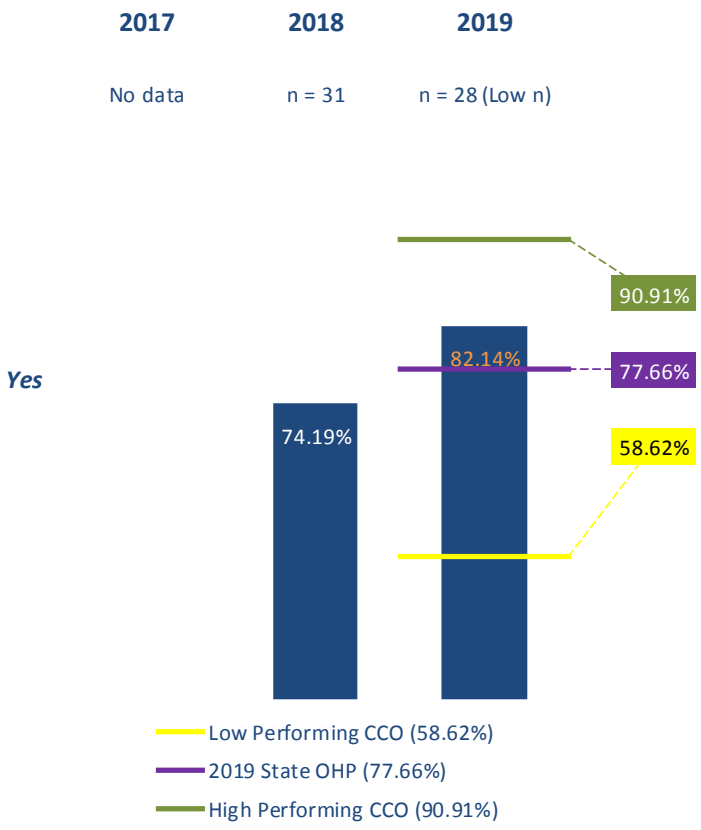
Shared Decision Making (Contributing Items)

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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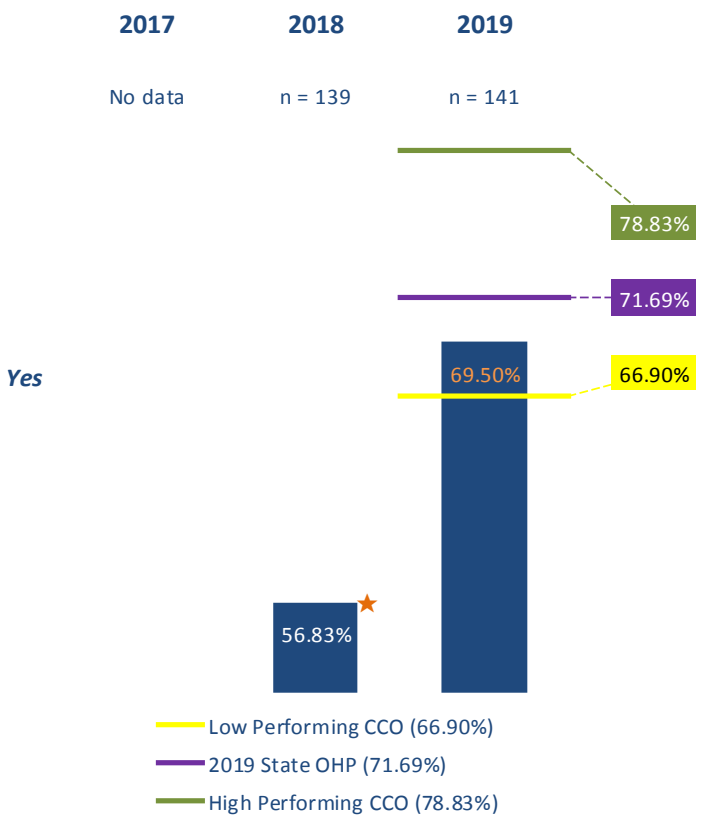
Health Promotion and Education (Single Item)

Percent Responding Yes



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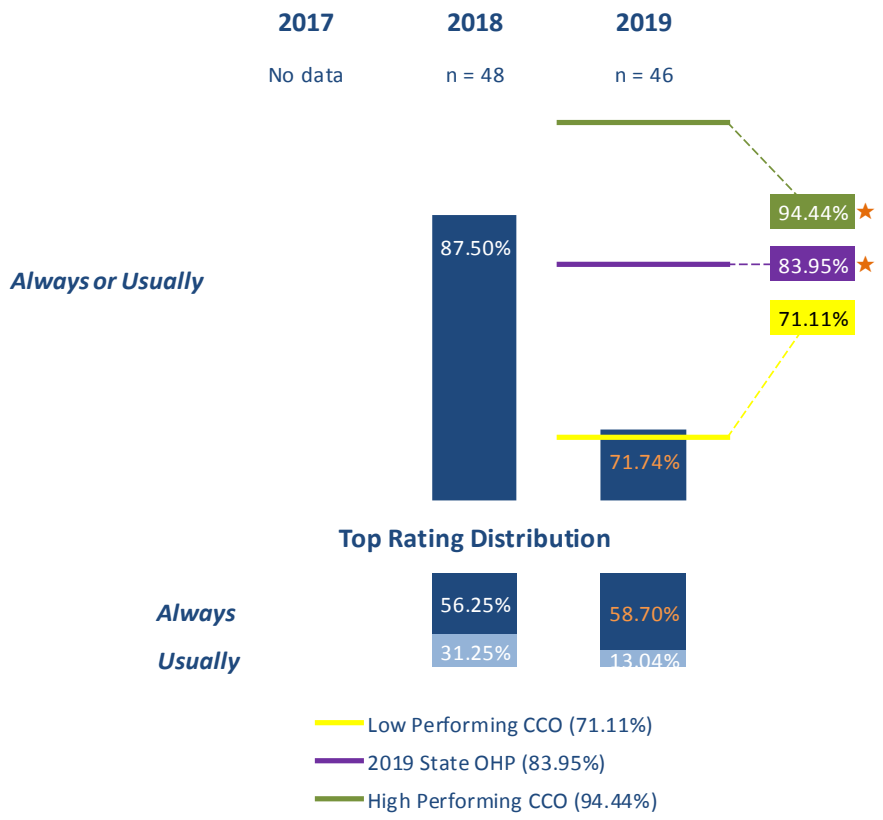
Coordination of Care (Single Item)

Percent Responding Always or Usually



11840

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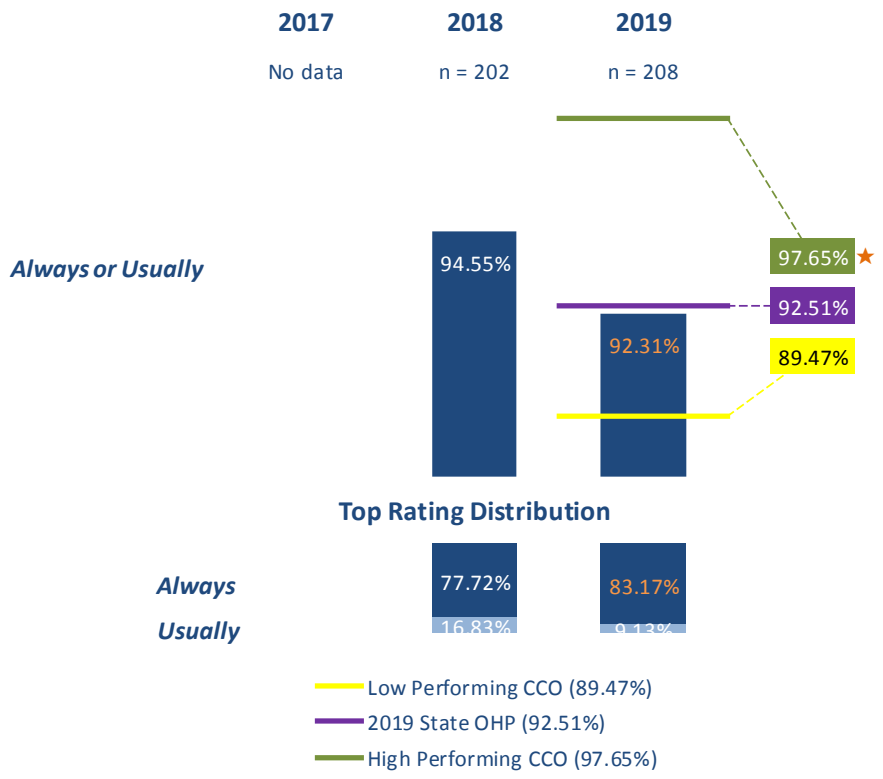
Forms from Plan Were Easy to Fill Out (Single Item)

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".)



11840

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MEMBER PROFILE AND ANALYSIS OF PLAN RATINGS BY MEMBER SEGMENT

This section of the report presents a detailed profile of the Umpqua Health Alliance 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 Umpqua Health Alliance 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 Umpqua Health Alliance membership on a given member attribute (e.g., gender, education level, number of doctor visits, etc.) with the Oregon Health Plan distribution on the same attribute. The bar chart in the lower half of each panel shows how the overall rating of the plan varies by member segment.

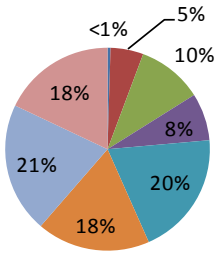
HEALTH STATUS AND DEMOGRAPHICS

The following characteristics are profiled in this section:

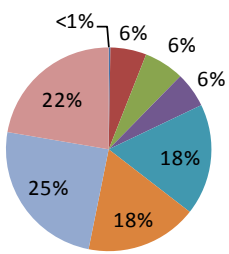
- Child's age
- Child's gender
- Child's health status
- Child's mental or emotional health status
- Respondent's age
- Respondent's gender
- Respondent's education level
- Respondent's relationship to the child
- Child's race
- Child's ethnicity (Hispanic or Latino)

Q39. What is your child's age?

Your Organization

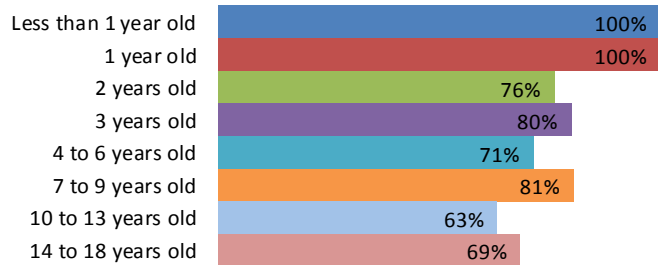


State OHP*



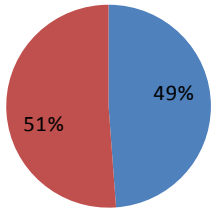
Less than 1 year old
1 year old
2 years old
3 years old
4 to 6 years old
7 to 9 years old
10 to 13 years old
14 to 18 years old

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

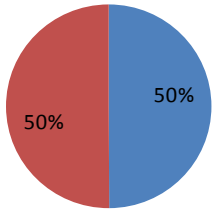


Q40. Is your child male or female?

Your Organization



State OHP*



Male
Female

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

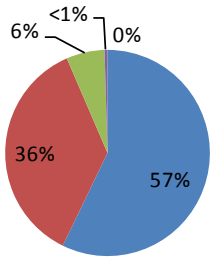
Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11840

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

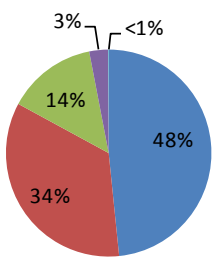
** Includes members who answered the question and provided a valid response to Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.

Q37. In general, how would you rate your child's overall health?	Q38. In general, how would you rate your child's overall mental or emotional health?

Your Organization

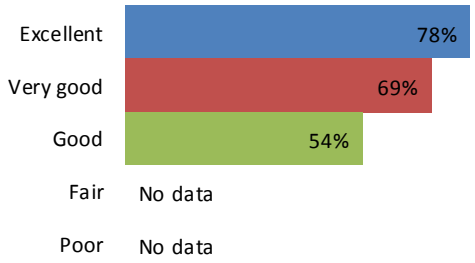


State OHP*

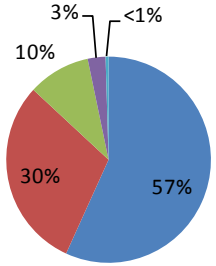


Excellent Very good Good Fair Poor

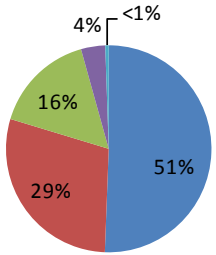
Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q37**



Your Organization

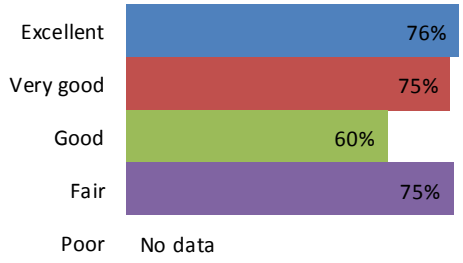


State OHP*



Excellent Very good Good Fair Poor

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

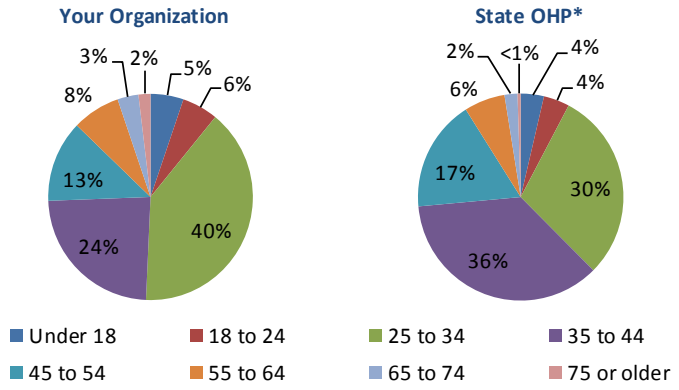


Note: all percentages are rounded for display. *Rating of Health Plan* score should be interpreted with caution if the size of the group (pie slice) is small. 11840

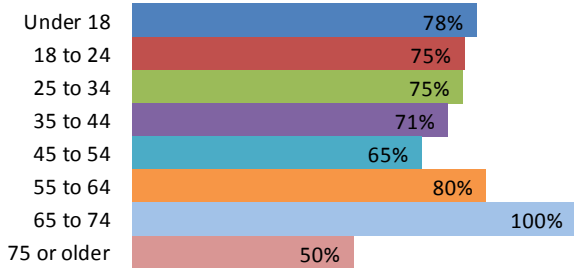
* Represents the combined distribution of responses to this question for all plans included in the 2019 State OHP.

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

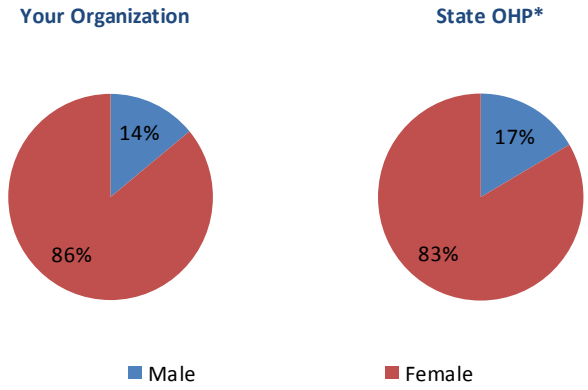
Q43. What is your age?



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. 11840

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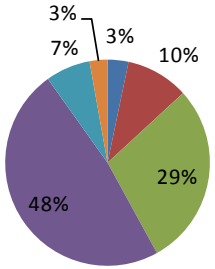
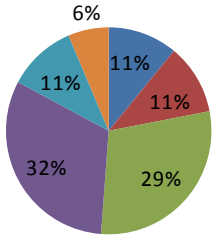
Q45. What is the highest grade or level of school that you have completed?

Your Organization

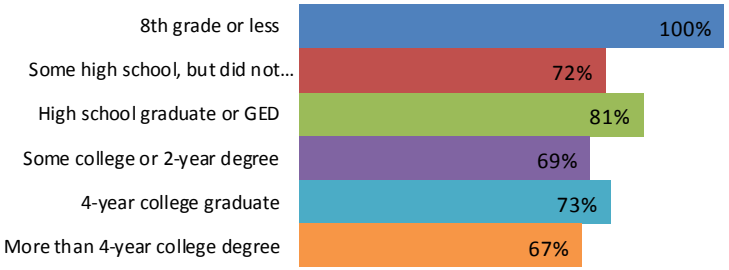


State OHP*



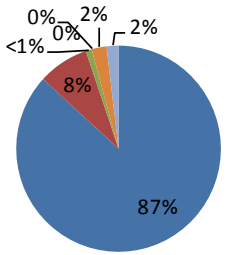
- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

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

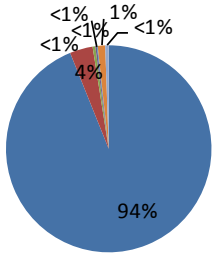


Q46. How are you related to the child?

Your Organization

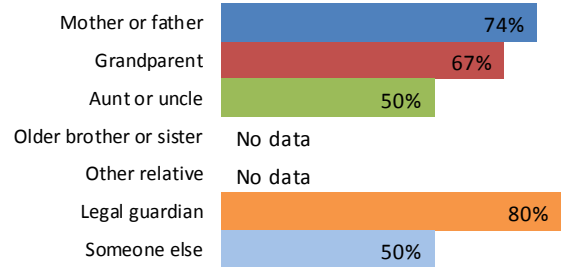


State OHP*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to Q46**



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. 11840

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

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Q42. What is your child's race? Mark one or more. % White	Q42. What is your child's race? Mark one or more. % Black or African-American	Q42. What is your child's race? Mark one or more. % Asian
Your Organization: 92% State OHP*: 75%	Your Organization: 4% State OHP*: 6%	Your Organization: 5% State OHP*: 9%
Percent of White Members Rating Their Plan as 8, 9, or 10** 75%	Percent of Black or African-American Members Rating Their Plan as 8, 9, or 10** 43%	Percent of Asian Members Rating Their Plan as 8, 9, or 10** 70%
Q42. What is your child's race? Mark one or more. **% Native Hawaiian or other Pacific Islander**	**Q42. What is your child's race? Mark one or more.** **% American Indian or Alaska Native**	**Q41. Is your child of Hispanic or Latino origin or descent?** **% Yes, Hispanic or Latino**
Your Organization: <1% State OHP*: 2%	Your Organization: 6% State OHP*: 8%	Your Organization: 14% State OHP*: 40%
Percent of Native Hawaiian or other Pacific Islander Members Rating Their Plan as 8, 9, or 10** 50%	Percent of American Indian or Alaska Native Members Rating Their Plan as 8, 9, or 10** 73%	Percent of Yes, Hispanic or Latino Members Rating Their Plan as 8, 9, or 10** 83%

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. 11840

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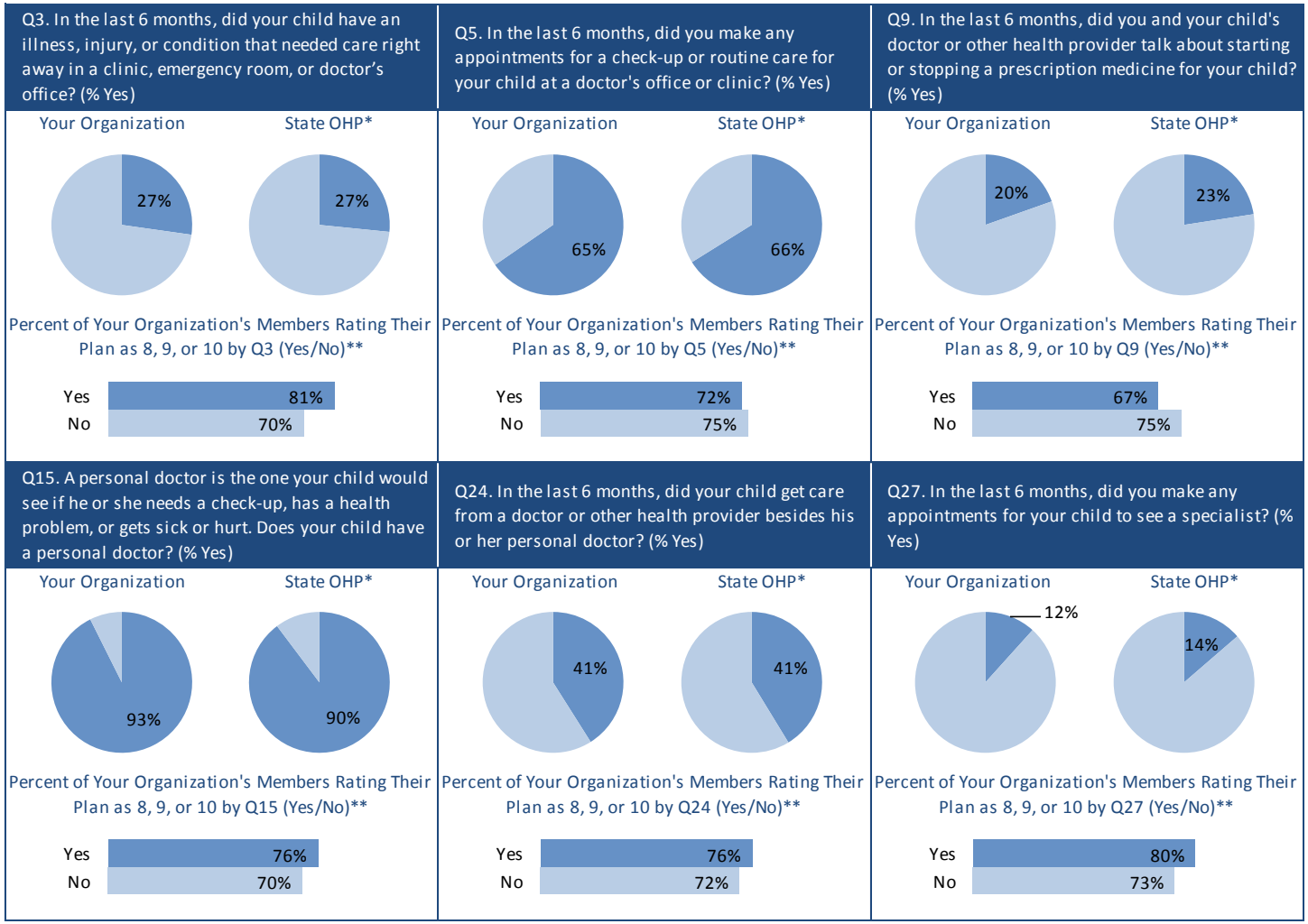
** Includes members who answered the question and provided a valid response to Q36 (Rating of Health Plan). "No data" appears in place of the score if none of the group respondents provided a valid response to Q36 or if no one rated the plan as 8, 9, or 10.

USE OF SERVICES

The following utilization measures are included in this section:

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



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. 11840

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

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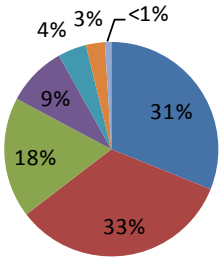
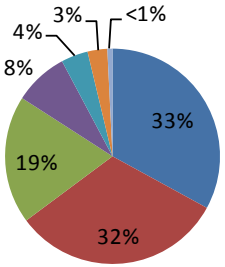
Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

Your Organization

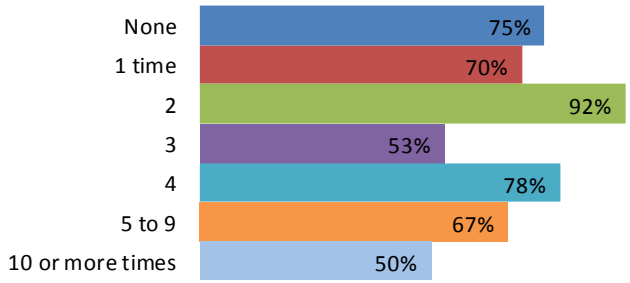


State OHP*



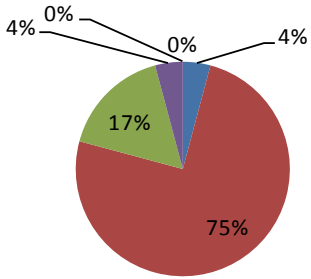
None | 1 time | 2 | 3 | 4 | 5 to 9 | 10 or more times

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

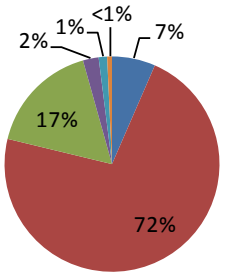


Q29. How many specialists has your child seen in the last 6 months? (Note: the question applies only to those respondents who had appointments with specialists.)

Your Organization

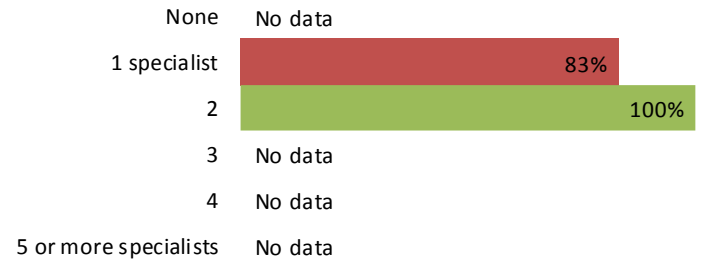


State OHP*



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

Percent of Your Organization's Members Rating Their Plan as 8, 9, or 10 by Response to 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. 11840

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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 Umpqua Health Alliance 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 Umpqua Health Alliance is currently performing on these measures. Improvement targets identified specifically for Umpqua Health Alliance, which consider both the strength of the key driver and the current level of performance in the area, are presented graphically in the next section.

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

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

OPPORTUNITIES FOR PLAN QUALITY IMPROVEMENT

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

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

The bar chart on the right displays the expected improvement in the overall *Rating of Health Plan* score Umpqua Health Alliance 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 4. 2019 UMPQUA HEALTH ALLIANCE 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*)	**86.79%**	+9.48% → **96.27%**	**+4.48%**
Q14. Ease of getting needed care, tests, or treatment (percent *Always* or *Usually*)	**87.94%**	+10.30% → **98.25%**	**+3.67%**
Q33. Customer service treated member with courtesy and respect (percent *Always* or *Usually*)	**93.88%**	+4.20% → **98.08%**	**+2.03%**
Q28. Got specialist appointment as soon as needed (percent *Always* or *Usually*)	**70.83%**	+21.47% → **92.31%**	**+1.82%**
Q15. Child has personal doctor (percent *Yes*)	**92.61%**	+2.96% → **95.57%**	**+0.27%**

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

11840

HEALTH PLAN QUALITY IMPROVEMENT RESOURCES FOR KEY DRIVERS

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

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

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

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

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

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

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

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

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

IMPROVING QUALITY OF DOCTORS IN HEALTH PLAN NETWORK (Q26)

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

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

- *Help Patients Communicate* – Patients who can effectively communicate their needs tend to have higher satisfaction with their care. AHRQ recommends four interventions that prepare patients to better communicate with their providers, including record sharing, writing down talking points prior to visits, and "coached care" programs. Many of these recommendations could be adapted for parents or guardians of younger patients. See http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6i-shared-decisionmaking.html and http://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving/communication/strategy6htools.html. For a sample communication template that providers can distribute to patients before or during visits, see http://www.rwjf.org/content/dam/farm/toolkits/toolkits/2013/rwjf404048.

- *Build Physician-Patient Relationships* – An article published in the British Journal of General Practice found that patients seeing their preferred doctor rated their satisfaction with visits significantly higher than patients who did not have a doctor preference or those who would have preferred to see a different doctor. Prioritizing continuity of care by honoring patients' physician preferences may increase patient satisfaction (http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1326072/). Additionally, a study of English National Health Service data found that confidence and trust in a doctor is an important predictor of overall patient satisfaction (http://www.ncbi.nlm.nih.gov/pubmed/18416910/), while a Harvard study found that a positive physician-patient relationship correlates with better healthcare outcomes (https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3981763/).

IMPROVING QUALITY OF INTERACTIONS WITH CUSTOMER SERVICE (Q33)

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

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

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

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

APPENDIX

CROSS-TABULATIONS OF SURVEY RESPONSES

Umpqua Health Alliance

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		
	2019 State OHP	Plan Rate	
		2019	2018
Ratings			
Rating of Personal Doctor	89.26%	**86.79%**	84.00%
Rating of Specialist	84.51%	**86.96%**	79.17%
Rating of All Health Care	85.19%	**77.30%**	71.22%
Rating of Health Plan	83.43%	**73.66%**	68.90%
Composites			
Getting Needed Care	84.77%	**79.39%**	85.61%
Getting Care Quickly	88.90%	**84.80%**	90.68%
How Well Doctors Communicate	95.22%	**93.17%**	92.54%
Customer Service	87.52%	**87.76%**	90.00%
Shared Decision Making	79.08%	**86.90%**	82.02%
Additional Content Areas			
Health Promotion and Education	71.69%	**69.50%**	56.83%
Coordination of Care	83.95%	**71.74%**	87.50%

* 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).

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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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	212	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	43	**2**	0	0	2	0	1	1	0	0	2	0	2	2	0	0	2	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,056	**213**	212	30	182	82	91	37	28	61	121	29	178	169	1	37	199	13	1	65	135	8
	99.0%	**99.1%**	100.0%	100.0%	98.9%	100.0%	98.9%	97.4%	100.0%	100.0%	98.4%	100.0%	98.9%	98.8%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	99.3%	100.0%
Yes	1,078	**58**	75	9	49	27	22	9	8	19	30	6	50	45	1	12	53	5	0	6	48	3
	26.6%	**27.2%**	35.4%	30.0%	26.9%	32.9%	24.2%	24.3%	28.6%	31.1%	24.8%	20.7%	28.1%	26.6%	100.0%	32.4%	26.6%	38.5%	0.0%	9.2%	35.6%	37.5%
No	2,978	**155**	137	21	133	55	69	28	20	42	91	23	128	124	0	25	146	8	1	59	87	5
	73.4%	**72.8%**	64.6%	70.0%	73.1%	67.1%	75.8%	75.7%	71.4%	68.9%	75.2%	79.3%	71.9%	73.4%	0.0%	67.6%	73.4%	61.5%	100.0%	90.8%	64.4%	62.5%
Significantly different from column:*																				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.

Umpqua Health Alliance

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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)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,078	**58**	68	9	49	27	22	9	8	19	30	6	50	45	1	12	53	5	0	6	48	3
Number missing or multiple answer	22	**1**	0	0	1	0	1	0	0	1	0	0	1	0	0	1	1	0	0	1	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,056	**57**	68	9	48	27	21	9	8	18	30	6	49	45	1	11	52	5	0	5	48	3
	98.0%	**98.3%**	100.0%	100.0%	98.0%	100.0%	95.5%	100.0%	100.0%	94.7%	100.0%	100.0%	98.0%	100.0%	100.0%	91.7%	98.1%	100.0%	---	83.3%	100.0%	100.0%
Never	8	**1**	0	0	1	0	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0
	0.8%	**1.8%**	0.0%	0.0%	2.1%	0.0%	0.0%	11.1%	0.0%	5.6%	0.0%	0.0%	2.0%	0.0%	0.0%	9.1%	1.9%	0.0%	---	0.0%	2.1%	0.0%
Sometimes	79	**6**	2	3	3	4	1	1	0	3	2	0	6	4	0	2	5	1	0	0	5	1
	7.5%	**10.5%**	2.9%	33.3%	6.3%	14.8%	4.8%	11.1%	0.0%	16.7%	6.7%	0.0%	12.2%	8.9%	0.0%	18.2%	9.6%	20.0%	---	0.0%	10.4%	33.3%
Usually	160	**5**	14	1	4	1	2	2	1	1	3	1	4	5	0	0	4	1	0	1	4	0
	15.2%	**8.8%**	20.6%	11.1%	8.3%	3.7%	9.5%	22.2%	12.5%	5.6%	10.0%	16.7%	8.2%	11.1%	0.0%	0.0%	7.7%	20.0%	---	20.0%	8.3%	0.0%
Always	809	**45**	52	5	40	22	18	5	7	13	25	5	38	36	1	8	42	3	0	4	38	2
	76.6%	**78.9%**	76.5%	55.6%	83.3%	81.5%	85.7%	55.6%	87.5%	72.2%	83.3%	83.3%	77.6%	80.0%	100.0%	72.7%	80.8%	60.0%	---	80.0%	79.2%	66.7%
Significantly different from column:*																						
Usually or Always	969	**50**	66	6	44	23	20	7	8	14	28	6	42	41	1	8	46	4	0	5	42	2
	91.8%	**87.7%**	97.1%	66.7%	91.7%	85.2%	95.2%	77.8%	100.0%	77.8%	93.3%	100.0%	85.7%	91.1%	100.0%	72.7%	88.5%	80.0%	---	100.0%	87.5%	66.7%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 5

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	210	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	56	**4**	0	2	2	1	1	2	2	0	2	2	2	3	0	1	4	0	0	2	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,043	**211**	210	28	182	81	91	36	26	61	121	27	178	168	1	36	197	13	1	63	134	8
	98.6%	**98.1%**	100.0%	93.3%	98.9%	98.8%	98.9%	94.7%	92.9%	100.0%	98.4%	93.1%	98.9%	98.2%	100.0%	97.3%	98.0%	100.0%	100.0%	96.9%	98.5%	100.0%
Yes	2,674	**138**	126	16	122	60	52	23	10	40	87	13	122	111	0	25	127	10	1	9	118	7
	66.1%	**65.4%**	60.0%	57.1%	67.0%	74.1%	57.1%	63.9%	38.5%	65.6%	71.9%	48.1%	68.5%	66.1%	0.0%	69.4%	64.5%	76.9%	100.0%	14.3%	88.1%	87.5%
No	1,369	**73**	84	12	60	21	39	13	16	21	34	14	56	57	1	11	70	3	0	54	16	1
	33.9%	**34.6%**	40.0%	42.9%	33.0%	25.9%	42.9%	36.1%	61.5%	34.4%	28.1%	51.9%	31.5%	33.9%	100.0%	30.6%	35.5%	23.1%	0.0%	85.7%	11.9%	12.5%
Significantly different from column:*						G	F		JK	I	I	M	L							U	T	

NA - Not Applicable

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Umpqua Health Alliance

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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)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,674	**138**	121	16	122	60	52	23	10	40	87	13	122	111	0	25	127	10	1	9	118	7
Number missing or multiple answer	40	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,634	**138**	121	16	122	60	52	23	10	40	87	13	122	111	0	25	127	10	1	9	118	7
	98.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	46	**5**	2	1	4	2	3	0	0	0	4	1	4	4	0	1	5	0	0	2	3	0
	1.7%	**3.6%**	1.7%	6.3%	3.3%	3.3%	5.8%	0.0%	0.0%	0.0%	4.6%	7.7%	3.3%	3.6%	---	4.0%	3.9%	0.0%	0.0%	22.2%	2.5%	0.0%
Sometimes	322	**20**	17	3	17	8	9	2	1	10	9	4	16	15	0	4	17	3	0	2	17	1
	12.2%	**14.5%**	14.0%	18.8%	13.9%	13.3%	17.3%	8.7%	10.0%	25.0%	10.3%	30.8%	13.1%	13.5%	---	16.0%	13.4%	30.0%	0.0%	22.2%	14.4%	14.3%
Usually	640	**33**	28	0	33	13	12	8	3	4	26	0	33	27	0	6	28	4	1	3	28	2
	24.3%	**23.9%**	23.1%	0.0%	27.0%	21.7%	23.1%	34.8%	30.0%	10.0%	29.9%	0.0%	27.0%	24.3%	---	24.0%	22.0%	40.0%	100.0%	33.3%	23.7%	28.6%
Always	1,626	**80**	74	12	68	37	28	13	6	26	48	8	69	65	0	14	77	3	0	2	70	4
	61.7%	**58.0%**	61.2%	75.0%	55.7%	61.7%	53.8%	56.5%	60.0%	65.0%	55.2%	61.5%	56.6%	58.6%	---	56.0%	60.6%	30.0%	0.0%	22.2%	59.3%	57.1%
Significantly different from column:*																						
Usually or Always	2,266	**113**	102	12	101	50	40	21	9	30	74	8	102	92	0	20	105	7	1	5	98	6
	86.0%	**81.9%**	84.3%	75.0%	82.8%	83.3%	76.9%	91.3%	90.0%	75.0%	85.1%	61.5%	83.6%	82.9%	---	80.0%	82.7%	70.0%	100.0%	55.6%	83.1%	85.7%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	211	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	90	**6**	0	1	5	2	2	2	0	3	3	1	4	5	0	0	6	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,009	**209**	211	29	179	80	90	36	28	58	120	28	176	166	1	37	195	13	1	65	136	8
	97.8%	**97.2%**	100.0%	96.7%	97.3%	97.6%	97.8%	94.7%	100.0%	95.1%	97.6%	96.6%	97.8%	97.1%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%
None	1,321	**65**	69	10	55	19	34	12	14	18	32	12	51	52	0	10	63	2	0	65	0	0
	33.0%	**31.1%**	32.7%	34.5%	30.7%	23.8%	37.8%	33.3%	50.0%	31.0%	26.7%	42.9%	29.0%	31.3%	0.0%	27.0%	32.3%	15.4%	0.0%	100.0%	0.0%	0.0%
1 time	1,278	**70**	67	9	60	25	28	15	8	19	42	13	55	53	1	14	66	3	1	0	70	0
	31.9%	**33.5%**	31.8%	31.0%	33.5%	31.3%	31.1%	41.7%	28.6%	32.8%	35.0%	46.4%	31.3%	31.9%	100.0%	37.8%	33.8%	23.1%	100.0%	0.0%	51.5%	0.0%
2	772	**38**	40	5	33	21	14	3	4	9	25	0	38	30	0	8	34	4	0	0	38	0
	19.3%	**18.2%**	19.0%	17.2%	18.4%	26.3%	15.6%	8.3%	14.3%	15.5%	20.8%	0.0%	21.6%	18.1%	0.0%	21.6%	17.4%	30.8%	0.0%	0.0%	27.9%	0.0%
3	326	**19**	21	3	16	8	9	2	0	5	13	2	17	16	0	3	16	3	0	0	19	0
	8.1%	**9.1%**	10.0%	10.3%	8.9%	10.0%	10.0%	5.6%	0.0%	8.6%	10.8%	7.1%	9.7%	9.6%	0.0%	8.1%	8.2%	23.1%	0.0%	0.0%	14.0%	0.0%
4	162	**9**	7	2	7	3	4	2	2	2	5	1	7	7	0	2	9	0	0	0	9	0
	4.0%	**4.3%**	3.3%	6.9%	3.9%	3.8%	4.4%	5.6%	7.1%	3.4%	4.2%	3.6%	4.0%	4.2%	0.0%	5.4%	4.6%	0.0%	0.0%	0.0%	6.6%	0.0%
5 to 9	119	**6**	6	0	6	4	0	1	0	3	3	0	6	6	0	0	6	0	0	0	0	6
	3.0%	**2.9%**	2.8%	0.0%	3.4%	5.0%	0.0%	2.8%	0.0%	5.2%	2.5%	0.0%	3.4%	3.6%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	0.0%	75.0%
10 or more times	31	**2**	1	0	2	0	1	1	0	2	0	0	2	2	0	0	1	1	0	0	0	2
	0.8%	**1.0%**	0.5%	0.0%	1.1%	0.0%	1.1%	2.8%	0.0%	3.4%	0.0%	0.0%	1.1%	1.2%	0.0%	0.0%	0.5%	7.7%	0.0%	0.0%	0.0%	25.0%
5 or more times	150	**8**	7	0	8	4	1	2	0	5	3	0	8	8	0	0	7	1	0	0	0	8
	3.7%	**3.8%**	3.3%	0.0%	4.5%	5.0%	1.1%	5.6%	0.0%	8.6%	2.5%	0.0%	4.5%	4.8%	0.0%	0.0%	3.6%	7.7%	0.0%	0.0%	0.0%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

11840

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

Question 8

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Child) (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,688	**144**	139	19	124	61	56	24	14	40	88	16	125	114	1	27	132	11	1	0	136	8
Number missing or multiple answer	35	**3**	0	2	1	2	1	0	0	0	3	0	3	3	0	0	3	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,653	**141**	139	17	123	59	55	24	14	40	85	16	122	111	1	27	129	11	1	0	133	8
	98.7%	**97.9%**	100.0%	89.5%	99.2%	96.7%	98.2%	100.0%	100.0%	100.0%	96.6%	100.0%	97.6%	97.4%	100.0%	100.0%	97.7%	100.0%	100.0%	---	97.8%	100.0%
Yes	1,902	**98**	79	11	87	43	37	16	10	26	62	8	88	78	1	19	92	6	0	0	92	6
	71.7%	**69.5%**	56.8%	64.7%	70.7%	72.9%	67.3%	66.7%	71.4%	65.0%	72.9%	50.0%	72.1%	70.3%	100.0%	70.4%	71.3%	54.5%	0.0%	---	69.2%	75.0%
No	751	**43**	60	6	36	16	18	8	4	14	23	8	34	33	0	8	37	5	1	0	41	2
	28.3%	**30.5%**	43.2%	35.3%	29.3%	27.1%	32.7%	33.3%	28.6%	35.0%	27.1%	50.0%	27.9%	29.7%	0.0%	29.6%	28.7%	45.5%	100.0%	---	30.8%	25.0%
Significantly different from column:*		C																				

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.

Umpqua Health Alliance

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

Question 9

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,688	**144**	139	19	124	61	56	24	14	40	88	16	125	114	1	27	132	11	1	0	136	8
Number missing or multiple answer	20	**1**	0	1	0	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,668	**143**	139	18	124	60	56	24	14	40	87	16	124	113	1	27	131	11	1	0	135	8
	99.3%	**99.3%**	100.0%	94.7%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	99.2%	99.1%	100.0%	100.0%	99.2%	100.0%	100.0%	---	99.3%	100.0%
Yes	602	**28**	32	2	26	11	14	2	3	8	17	3	25	24	0	4	24	4	0	0	23	5
	22.6%	**19.6%**	23.0%	11.1%	21.0%	18.3%	25.0%	8.3%	21.4%	20.0%	19.5%	18.8%	20.2%	21.2%	0.0%	14.8%	18.3%	36.4%	0.0%	---	17.0%	62.5%
No	2,066	**115**	107	16	98	49	42	22	11	32	70	13	99	89	1	23	107	7	1	0	112	3
	77.4%	**80.4%**	77.0%	88.9%	79.0%	81.7%	75.0%	91.7%	78.6%	80.0%	80.5%	81.3%	79.8%	78.8%	100.0%	85.2%	81.7%	63.6%	100.0%	---	83.0%	37.5%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 10

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	602	**28**	32	2	26	11	14	2	3	8	17	3	25	24	0	4	24	4	0	0	23	5
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	597	**28**	32	2	26	11	14	2	3	8	17	3	25	24	0	4	24	4	0	0	23	5
	99.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	100.0%	100.0%
Yes	538	**28**	31	2	26	11	14	2	3	8	17	3	25	24	0	4	24	4	0	0	23	5
	90.1%	**100.0%**	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	100.0%	100.0%
No	59	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	9.9%	**0.0%**	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	---	0.0%	0.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 11

Did you and a doctor or other health provider talk about the reasons you might 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)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	602	**28**	32	2	26	11	14	2	3	8	17	3	25	24	0	4	24	4	0	0	23	5
Number missing or multiple answer	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	596	**28**	32	2	26	11	14	2	3	8	17	3	25	24	0	4	24	4	0	0	23	5
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	100.0%	100.0%
Yes	414	**22**	24	2	20	9	11	1	3	6	13	2	20	19	0	3	20	2	0	0	19	3
	69.5%	**78.6%**	75.0%	100.0%	76.9%	81.8%	78.6%	50.0%	100.0%	75.0%	76.5%	66.7%	80.0%	79.2%	---	75.0%	83.3%	50.0%	---	---	82.6%	60.0%
No	182	**6**	8	0	6	2	3	1	0	2	4	1	5	5	0	1	4	2	0	0	4	2
	30.5%	**21.4%**	25.0%	0.0%	23.1%	18.2%	21.4%	50.0%	0.0%	25.0%	23.5%	33.3%	20.0%	20.8%	---	25.0%	16.7%	50.0%	---	---	17.4%	40.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 12

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	602	**28**	31	2	26	11	14	2	3	8	17	3	25	24	0	4	24	4	0	0	23	5
Number missing or multiple answer	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	591	**28**	31	2	26	11	14	2	3	8	17	3	25	24	0	4	24	4	0	0	23	5
	98.2%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	---	100.0%	100.0%
Yes	459	**23**	23	2	21	9	13	0	3	5	15	1	22	19	0	4	20	3	0	0	20	3
	77.7%	**82.1%**	74.2%	100.0%	80.8%	81.8%	92.9%	0.0%	100.0%	62.5%	88.2%	33.3%	88.0%	79.2%	---	100.0%	83.3%	75.0%	---	---	87.0%	60.0%
No	132	**5**	8	0	5	2	1	2	0	3	2	2	3	5	0	0	4	1	0	0	3	2
	22.3%	**17.9%**	25.8%	0.0%	19.2%	18.2%	7.1%	100.0%	0.0%	37.5%	11.8%	66.7%	12.0%	20.8%	---	0.0%	16.7%	25.0%	---	---	13.0%	40.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 13

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,688	**144**	139	19	124	61	56	24	14	40	88	16	125	114	1	27	132	11	1	0	136	8
Number missing or multiple answer	28	**3**	0	2	1	1	2	0	0	1	1	0	3	3	0	0	2	1	0	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,660	**141**	139	17	123	60	54	24	14	39	87	16	122	111	1	27	130	10	1	0	134	7
	99.0%	**97.9%**	100.0%	89.5%	99.2%	98.4%	96.4%	100.0%	100.0%	97.5%	98.9%	100.0%	97.6%	97.4%	100.0%	100.0%	98.5%	90.9%	100.0%	---	98.5%	87.5%
0 Worst health care possible	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
1	2	**1**	0	0	1	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.1%	**0.7%**	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.8%	0.9%	0.0%	0.0%	0.8%	0.0%	0.0%	---	0.7%	0.0%
2	10	**1**	1	0	1	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.4%	**0.7%**	0.7%	0.0%	0.8%	1.7%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.8%	0.9%	0.0%	0.0%	0.8%	0.0%	0.0%	---	0.7%	0.0%
3	13	**1**	1	0	1	0	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0
	0.5%	**0.7%**	0.7%	0.0%	0.8%	0.0%	0.0%	4.2%	0.0%	2.6%	0.0%	0.0%	0.8%	0.0%	0.0%	3.7%	0.8%	0.0%	0.0%	---	0.7%	0.0%
4	20	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%
5	62	**7**	6	0	7	2	4	1	1	2	4	1	5	5	0	1	6	1	0	0	7	0
	2.3%	**5.0%**	4.3%	0.0%	5.7%	3.3%	7.4%	4.2%	7.1%	5.1%	4.6%	6.3%	4.1%	4.5%	0.0%	3.7%	4.6%	10.0%	0.0%	---	5.2%	0.0%
6	66	**8**	10	2	6	5	2	1	1	1	6	1	7	7	1	0	5	3	0	0	7	1
	2.5%	**5.7%**	7.2%	11.8%	4.9%	8.3%	3.7%	4.2%	7.1%	2.6%	6.9%	6.3%	5.7%	6.3%	100.0%	0.0%	3.8%	30.0%	0.0%	---	5.2%	14.3%
7	220	**14**	20	1	13	5	6	3	0	5	9	1	13	12	0	2	11	3	0	0	12	2
	8.3%	**9.9%**	14.4%	5.9%	10.6%	8.3%	11.1%	12.5%	0.0%	12.8%	10.3%	6.3%	10.7%	10.8%	0.0%	7.4%	8.5%	30.0%	0.0%	---	9.0%	28.6%
8	537	**27**	28	7	20	14	10	3	2	8	17	3	24	21	0	6	24	3	0	0	26	1
	20.2%	**19.1%**	20.1%	41.2%	16.3%	23.3%	18.5%	12.5%	14.3%	20.5%	19.5%	18.8%	19.7%	18.9%	0.0%	22.2%	18.5%	30.0%	0.0%	---	19.4%	14.3%
9	542	**26**	32	4	22	13	8	5	3	10	13	4	22	21	0	5	26	0	0	0	26	0
	20.4%	**18.4%**	23.0%	23.5%	17.9%	21.7%	14.8%	20.8%	21.4%	25.6%	14.9%	25.0%	18.0%	18.9%	0.0%	18.5%	20.0%	0.0%	0.0%	---	19.4%	0.0%
10 Best health care possible	1,187	**56**	39	3	52	20	24	10	7	12	36	6	48	43	0	12	55	0	1	0	53	3
	44.6%	**39.7%**	28.1%	17.6%	42.3%	33.3%	44.4%	41.7%	50.0%	30.8%	41.4%	37.5%	39.3%	38.7%	0.0%	44.4%	42.3%	0.0%	100.0%	---	39.6%	42.9%

NA - Not Applicable

Umpqua Health Alliance

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

Question 13

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,688	**144**	139	19	124	61	56	24	14	40	88	16	125	114	1	27	132	11	1	0	136	8
Number missing or multiple answer	28	**3**	0	2	1	1	2	0	0	1	1	0	3	3	0	0	2	1	0	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,660	**141**	139	17	123	60	54	24	14	39	87	16	122	111	1	27	130	10	1	0	134	7
	99.0%	**97.9%**	100.0%	89.5%	99.2%	98.4%	96.4%	100.0%	100.0%	97.5%	98.9%	100.0%	97.6%	97.4%	100.0%	100.0%	98.5%	90.9%	100.0%	---	98.5%	87.5%
0 to 4	46	**3**	4	0	3	1	0	1	0	1	2	0	3	2	0	1	3	0	0	0	3	0
	1.7%	**2.1%**	2.9%	0.0%	2.4%	1.7%	0.0%	4.2%	0.0%	2.6%	2.3%	0.0%	2.5%	1.8%	0.0%	3.7%	2.3%	0.0%	0.0%	---	2.2%	0.0%
5	62	**7**	6	0	7	2	4	1	1	2	4	1	5	5	0	1	6	1	0	0	7	0
	2.3%	**5.0%**	4.3%	0.0%	5.7%	3.3%	7.4%	4.2%	7.1%	5.1%	4.6%	6.3%	4.1%	4.5%	0.0%	3.7%	4.6%	10.0%	0.0%	---	5.2%	0.0%
6 or 7	286	**22**	30	3	19	10	8	4	1	6	15	2	20	19	1	2	16	6	0	0	19	3
	10.8%	**15.6%**	21.6%	17.6%	15.4%	16.7%	14.8%	16.7%	7.1%	15.4%	17.2%	12.5%	16.4%	17.1%	100.0%	7.4%	12.3%	60.0%	0.0%	---	14.2%	42.9%
8 to 10	2,266	**109**	99	14	94	47	42	18	12	30	66	13	94	85	0	23	105	3	1	0	105	4
	85.2%	**77.3%**	71.2%	82.4%	76.4%	78.3%	77.8%	75.0%	85.7%	76.9%	75.9%	81.3%	77.0%	76.6%	0.0%	85.2%	80.8%	30.0%	100.0%	---	78.4%	57.1%
Significantly different from column:*		A																				
0 to 6	174	**18**	20	2	16	8	6	3	2	4	12	2	15	14	1	2	14	4	0	0	17	1
	6.5%	**12.8%**	14.4%	11.8%	13.0%	13.3%	11.1%	12.5%	14.3%	10.3%	13.8%	12.5%	12.3%	12.6%	100.0%	7.4%	10.8%	40.0%	0.0%	---	12.7%	14.3%
7 to 8	757	**41**	48	8	33	19	16	6	2	13	26	4	37	33	0	8	35	6	0	0	38	3
	28.5%	**29.1%**	34.5%	47.1%	26.8%	31.7%	29.6%	25.0%	14.3%	33.3%	29.9%	25.0%	30.3%	29.7%	0.0%	29.6%	26.9%	60.0%	0.0%	---	28.4%	42.9%
9 to 10	1,729	**82**	71	7	74	33	32	15	10	22	49	10	70	64	0	17	81	0	1	0	79	3
	65.0%	**58.2%**	51.1%	41.2%	60.2%	55.0%	59.3%	62.5%	71.4%	56.4%	56.3%	62.5%	57.4%	57.7%	0.0%	63.0%	62.3%	0.0%	100.0%	---	59.0%	42.9%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

11840

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

Question 14

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,688	**144**	136	19	124	61	56	24	14	40	88	16	125	114	1	27	132	11	1	0	136	8
Number missing or multiple answer	31	**3**	0	1	2	2	0	1	1	0	2	0	3	3	0	0	3	0	0	0	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,657	**141**	136	18	122	59	56	23	13	40	86	16	122	111	1	27	129	11	1	0	133	8
	98.8%	**97.9%**	100.0%	94.7%	98.4%	96.7%	100.0%	95.8%	92.9%	100.0%	97.7%	100.0%	97.6%	97.4%	100.0%	100.0%	97.7%	100.0%	100.0%	---	97.8%	100.0%
Never	36	**4**	1	1	3	1	2	0	1	0	3	1	3	2	0	2	4	0	0	0	4	0
	1.4%	**2.8%**	0.7%	5.6%	2.5%	1.7%	3.6%	0.0%	7.7%	0.0%	3.5%	6.3%	2.5%	1.8%	0.0%	7.4%	3.1%	0.0%	0.0%	---	3.0%	0.0%
Sometimes	247	**13**	9	2	11	5	6	2	1	6	5	2	11	11	0	1	10	3	0	0	11	2
	9.3%	**9.2%**	6.6%	11.1%	9.0%	8.5%	10.7%	8.7%	7.7%	15.0%	5.8%	12.5%	9.0%	9.9%	0.0%	3.7%	7.8%	27.3%	0.0%	---	8.3%	25.0%
Usually	744	**38**	45	3	35	17	14	7	6	9	23	5	33	32	0	6	32	5	1	0	37	1
	28.0%	**27.0%**	33.1%	16.7%	28.7%	28.8%	25.0%	30.4%	46.2%	22.5%	26.7%	31.3%	27.0%	28.8%	0.0%	22.2%	24.8%	45.5%	100.0%	---	27.8%	12.5%
Always	1,630	**86**	81	12	73	36	34	14	5	25	55	8	75	66	1	18	83	3	0	0	81	5
	61.3%	**61.0%**	59.6%	66.7%	59.8%	61.0%	60.7%	60.9%	38.5%	62.5%	64.0%	50.0%	61.5%	59.5%	100.0%	66.7%	64.3%	27.3%	0.0%	---	60.9%	62.5%
Significantly different from column:*																						
Usually or Always	2,374	**124**	126	15	108	53	48	21	11	34	78	13	108	98	1	24	115	8	1	0	118	6
	89.3%	**87.9%**	92.6%	83.3%	88.5%	89.8%	85.7%	91.3%	84.6%	85.0%	90.7%	81.3%	88.5%	88.3%	100.0%	88.9%	89.1%	72.7%	100.0%	---	88.7%	75.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 15

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	210	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	701	**39**	0	6	33	12	19	8	6	13	19	7	29	31	0	5	38	1	0	34	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,398	**176**	210	24	151	70	73	30	22	48	104	22	151	140	1	32	163	12	1	31	135	8
	82.9%	**81.9%**	100.0%	80.0%	82.1%	85.4%	79.3%	78.9%	78.6%	78.7%	84.6%	75.9%	83.9%	81.9%	100.0%	86.5%	81.1%	92.3%	100.0%	47.7%	99.3%	100.0%
Yes	3,049	**163**	190	22	140	67	66	27	19	46	96	18	142	130	1	29	150	12	1	21	133	7
	89.7%	**92.6%**	90.5%	91.7%	92.7%	95.7%	90.4%	90.0%	86.4%	95.8%	92.3%	81.8%	94.0%	92.9%	100.0%	90.6%	92.0%	100.0%	100.0%	67.7%	98.5%	87.5%
No	349	**13**	20	2	11	3	7	3	3	2	8	4	9	10	0	3	13	0	0	10	2	1
	10.3%	**7.4%**	9.5%	8.3%	7.3%	4.3%	9.6%	10.0%	13.6%	4.2%	7.7%	18.2%	6.0%	7.1%	0.0%	9.4%	8.0%	0.0%	0.0%	32.3%	1.5%	12.5%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 16

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,049	**163**	175	22	140	67	66	27	19	46	96	18	142	130	1	29	150	12	1	21	133	7
Number missing or multiple answer	56	**1**	0	0	1	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,993	**162**	175	22	139	67	65	27	19	45	96	18	142	129	1	29	149	12	1	21	132	7
	98.2%	**99.4%**	100.0%	100.0%	99.3%	100.0%	98.5%	100.0%	100.0%	97.8%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	99.3%	100.0%	100.0%	100.0%	99.2%	100.0%
None	671	**44**	47	7	37	17	20	7	9	12	23	9	34	35	0	8	40	4	0	20	24	0
	22.4%	**27.2%**	26.9%	31.8%	26.6%	25.4%	30.8%	25.9%	47.4%	26.7%	24.0%	50.0%	23.9%	27.1%	0.0%	27.6%	26.8%	33.3%	0.0%	95.2%	18.2%	0.0%
1 time	1,293	**69**	72	11	57	28	26	13	7	19	41	7	61	50	1	16	63	5	1	1	67	1
	43.2%	**42.6%**	41.1%	50.0%	41.0%	41.8%	40.0%	48.1%	36.8%	42.2%	42.7%	38.9%	43.0%	38.8%	100.0%	55.2%	42.3%	41.7%	100.0%	4.8%	50.8%	14.3%
2	589	**25**	32	2	23	14	9	2	2	5	18	1	24	22	0	3	25	0	0	0	23	2
	19.7%	**15.4%**	18.3%	9.1%	16.5%	20.9%	13.8%	7.4%	10.5%	11.1%	18.8%	5.6%	16.9%	17.1%	0.0%	10.3%	16.8%	0.0%	0.0%	0.0%	17.4%	28.6%
3	249	**10**	12	0	10	3	4	3	0	4	6	1	9	8	0	2	8	2	0	0	10	0
	8.3%	**6.2%**	6.9%	0.0%	7.2%	4.5%	6.2%	11.1%	0.0%	8.9%	6.3%	5.6%	6.3%	6.2%	0.0%	6.9%	5.4%	16.7%	0.0%	0.0%	7.6%	0.0%
4	103	**8**	5	2	6	3	4	1	0	2	6	0	8	8	0	0	8	0	0	0	7	0
	3.4%	**4.9%**	2.9%	9.1%	4.3%	4.5%	6.2%	3.7%	0.0%	4.4%	6.3%	0.0%	5.6%	6.2%	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	5.3%	0.0%
5 to 9	80	**5**	6	0	5	2	1	1	1	2	2	0	5	5	0	0	5	0	0	0	1	3
	2.7%	**3.1%**	3.4%	0.0%	3.6%	3.0%	1.5%	3.7%	5.3%	4.4%	2.1%	0.0%	3.5%	3.9%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.8%	42.9%
10 or more times	8	**1**	1	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	1
	0.3%	**0.6%**	0.6%	0.0%	0.7%	0.0%	1.5%	0.0%	0.0%	2.2%	0.0%	0.0%	0.7%	0.8%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	14.3%
2 or more times	1,029	**49**	56	4	45	22	19	7	3	14	32	2	47	44	0	5	46	3	0	0	41	6
	34.4%	**30.2%**	32.0%	18.2%	32.4%	32.8%	29.2%	25.9%	15.8%	31.1%	33.3%	11.1%	33.1%	34.1%	0.0%	17.2%	30.9%	25.0%	0.0%	0.0%	31.1%	85.7%
Significantly different from column:*																				U	T	

NA - Not Applicable

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Umpqua Health Alliance

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

Question 16a

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,322	**118**	128	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
Number missing or multiple answer	17	**1**	0	1	0	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,305	**117**	128	14	102	49	45	20	10	33	72	9	107	93	1	21	108	8	1	1	107	7
	99.3%	**99.2%**	100.0%	93.3%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	99.1%	98.9%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	99.1%	100.0%
Never	2,055	**109**	120	14	95	44	44	20	9	31	68	9	99	86	1	21	100	8	1	1	101	5
	89.2%	**93.2%**	93.8%	100.0%	93.1%	89.8%	97.8%	100.0%	90.0%	93.9%	94.4%	100.0%	92.5%	92.5%	100.0%	100.0%	92.6%	100.0%	100.0%	100.0%	94.4%	71.4%
Sometimes	153	**6**	5	0	5	3	1	0	0	1	4	0	6	5	0	0	6	0	0	0	5	1
	6.6%	**5.1%**	3.9%	0.0%	4.9%	6.1%	2.2%	0.0%	0.0%	3.0%	5.6%	0.0%	5.6%	5.4%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	4.7%	14.3%
Usually	40	**1**	2	0	1	1	0	0	0	1	0	0	1	1	0	0	1	0	0	0	0	1
	1.7%	**0.9%**	1.6%	0.0%	1.0%	2.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.9%	1.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	14.3%
Always	57	**1**	1	0	1	1	0	0	1	0	0	0	1	1	0	0	1	0	0	0	1	0
	2.5%	**0.9%**	0.8%	0.0%	1.0%	2.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.9%	1.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.9%	0.0%
Significantly different from column:*																						
Never or Sometimes	2,208	**115**	125	14	100	47	45	20	9	32	72	9	105	91	1	21	106	8	1	1	106	6
	95.8%	**98.3%**	97.7%	100.0%	98.0%	95.9%	100.0%	100.0%	90.0%	97.0%	100.0%	100.0%	98.1%	97.8%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	99.1%	85.7%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 17

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,322	**118**	126	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
Number missing or multiple answer	8	**1**	0	1	0	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,314	**117**	126	14	102	49	45	20	10	33	72	9	107	93	1	21	108	8	1	1	107	7
	99.7%	**99.2%**	100.0%	93.3%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	99.1%	98.9%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	99.1%	100.0%
Never	28	**1**	3	0	1	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	1.2%	**0.9%**	2.4%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.9%	1.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.9%	0.0%
Sometimes	67	**4**	3	1	3	3	0	0	1	0	3	0	4	3	0	1	4	0	0	0	4	0
	2.9%	**3.4%**	2.4%	7.1%	2.9%	6.1%	0.0%	0.0%	10.0%	0.0%	4.2%	0.0%	3.7%	3.2%	0.0%	4.8%	3.7%	0.0%	0.0%	0.0%	3.7%	0.0%
Usually	292	**14**	18	0	14	7	4	3	2	3	9	0	14	12	0	2	11	3	0	0	13	1
	12.6%	**12.0%**	14.3%	0.0%	13.7%	14.3%	8.9%	15.0%	20.0%	9.1%	12.5%	0.0%	13.1%	12.9%	0.0%	9.5%	10.2%	37.5%	0.0%	0.0%	12.1%	14.3%
Always	1,927	**98**	102	13	84	39	41	17	7	30	59	9	88	77	1	18	92	5	1	1	89	6
	83.3%	**83.8%**	81.0%	92.9%	82.4%	79.6%	91.1%	85.0%	70.0%	90.9%	81.9%	100.0%	82.2%	82.8%	100.0%	85.7%	85.2%	62.5%	100.0%	100.0%	83.2%	85.7%
Significantly different from column:*																						
Usually or Always	2,219	**112**	120	13	98	46	45	20	9	33	68	9	102	89	1	20	103	8	1	1	102	7
	95.9%	**95.7%**	95.2%	92.9%	96.1%	93.9%	100.0%	100.0%	90.0%	100.0%	94.4%	100.0%	95.3%	95.7%	100.0%	95.2%	95.4%	100.0%	100.0%	100.0%	95.3%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 18

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,322	**118**	128	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
Number missing or multiple answer	10	**1**	0	1	0	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,312	**117**	128	14	102	49	45	20	10	33	72	9	107	93	1	21	108	8	1	1	107	7
	99.6%	**99.2%**	100.0%	93.3%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	99.1%	98.9%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	99.1%	100.0%
Never	9	**1**	1	0	1	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.4%	**0.9%**	0.8%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.9%	1.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.9%	0.0%
Sometimes	83	**8**	10	2	6	5	2	1	0	2	6	1	7	7	0	1	7	1	0	0	8	0
	3.6%	**6.8%**	7.8%	14.3%	5.9%	10.2%	4.4%	5.0%	0.0%	6.1%	8.3%	11.1%	6.5%	7.5%	0.0%	4.8%	6.5%	12.5%	0.0%	0.0%	7.5%	0.0%
Usually	337	**17**	27	0	17	8	5	3	4	3	10	0	17	14	0	3	14	3	0	0	16	1
	14.6%	**14.5%**	21.1%	0.0%	16.7%	16.3%	11.1%	15.0%	40.0%	9.1%	13.9%	0.0%	15.9%	15.1%	0.0%	14.3%	13.0%	37.5%	0.0%	0.0%	15.0%	14.3%
Always	1,883	**91**	90	12	78	36	38	16	6	28	55	8	82	71	1	17	86	4	1	1	82	6
	81.4%	**77.8%**	70.3%	85.7%	76.5%	73.5%	84.4%	80.0%	60.0%	84.8%	76.4%	88.9%	76.6%	76.3%	100.0%	81.0%	79.6%	50.0%	100.0%	100.0%	76.6%	85.7%
Significantly different from column:*																						
Usually or Always	2,220	**108**	117	12	95	44	43	19	10	31	65	8	99	85	1	20	100	7	1	1	98	7
	96.0%	**92.3%**	91.4%	85.7%	93.1%	89.8%	95.6%	95.0%	100.0%	93.9%	90.3%	88.9%	92.5%	91.4%	100.0%	95.2%	92.6%	87.5%	100.0%	100.0%	91.6%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 19

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,322	**118**	128	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
Number missing or multiple answer	11	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,311	**118**	128	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
	99.5%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Never	9	**1**	2	0	1	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.4%	**0.8%**	1.6%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.9%	1.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.9%	0.0%
Sometimes	48	**2**	8	0	2	0	2	0	0	0	2	0	2	2	0	0	1	1	0	0	2	0
	2.1%	**1.7%**	6.3%	0.0%	2.0%	0.0%	4.4%	0.0%	0.0%	0.0%	2.7%	0.0%	1.9%	2.1%	0.0%	0.0%	0.9%	12.5%	0.0%	0.0%	1.9%	0.0%
Usually	287	**17**	21	2	15	8	6	2	2	4	11	1	16	16	0	1	14	2	1	0	15	2
	12.4%	**14.4%**	16.4%	13.3%	14.7%	16.0%	13.3%	10.0%	20.0%	12.1%	15.1%	11.1%	14.8%	17.0%	0.0%	4.8%	12.8%	25.0%	100.0%	0.0%	13.9%	28.6%
Always	1,967	**98**	97	13	84	42	37	18	8	29	59	8	89	75	1	20	93	5	0	1	90	5
	85.1%	**83.1%**	75.8%	86.7%	82.4%	84.0%	82.2%	90.0%	80.0%	87.9%	80.8%	88.9%	82.4%	79.8%	100.0%	95.2%	85.3%	62.5%	0.0%	100.0%	83.3%	71.4%
Significantly different from column:*																						
Usually or Always	2,254	**115**	118	15	99	50	43	20	10	33	70	9	105	91	1	21	107	7	1	1	105	7
	97.5%	**97.5%**	92.2%	100.0%	97.1%	100.0%	95.6%	100.0%	100.0%	100.0%	95.9%	100.0%	97.2%	96.8%	100.0%	100.0%	98.2%	87.5%	100.0%	100.0%	97.2%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 20

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,322	**118**	127	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
Number missing or multiple answer	21	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,301	**118**	127	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
	99.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	1,601	**79**	88	11	67	18	41	18	7	22	48	8	70	61	1	15	74	5	0	1	73	4
	69.6%	**66.9%**	69.3%	73.3%	65.7%	36.0%	91.1%	90.0%	70.0%	66.7%	65.8%	88.9%	64.8%	64.9%	100.0%	71.4%	67.9%	62.5%	0.0%	100.0%	67.6%	57.1%
No	700	**39**	39	4	35	32	4	2	3	11	25	1	38	33	0	6	35	3	1	0	35	3
	30.4%	**33.1%**	30.7%	26.7%	34.3%	64.0%	8.9%	10.0%	30.0%	33.3%	34.2%	11.1%	35.2%	35.1%	0.0%	28.6%	32.1%	37.5%	100.0%	0.0%	32.4%	42.9%
Significantly different from column:*						GH	F	F														

NA - Not Applicable

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Umpqua Health Alliance

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)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,601	**79**	87	11	67	18	41	18	7	22	48	8	70	61	1	15	74	5	0	1	73	4
Number missing or multiple answer	11	**1**	0	0	1	0	1	0	0	1	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,590	**78**	87	11	66	18	40	18	7	21	48	8	69	60	1	15	73	5	0	1	72	4
	99.3%	**98.7%**	100.0%	100.0%	98.5%	100.0%	97.6%	100.0%	100.0%	95.5%	100.0%	100.0%	98.6%	98.4%	100.0%	100.0%	98.6%	100.0%	---	100.0%	98.6%	100.0%
Never	9	**3**	0	1	2	1	0	0	0	0	3	0	3	2	0	1	3	0	0	0	3	0
	0.6%	**3.8%**	0.0%	9.1%	3.0%	5.6%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	4.3%	3.3%	0.0%	6.7%	4.1%	0.0%	---	0.0%	4.2%	0.0%
Sometimes	82	**5**	7	0	5	3	2	0	0	3	2	0	5	5	0	0	4	1	0	0	3	2
	5.2%	**6.4%**	8.0%	0.0%	7.6%	16.7%	5.0%	0.0%	0.0%	14.3%	4.2%	0.0%	7.2%	8.3%	0.0%	0.0%	5.5%	20.0%	---	0.0%	4.2%	50.0%
Usually	339	**15**	15	1	14	5	7	3	2	4	9	1	14	14	0	1	15	0	0	0	14	1
	21.3%	**19.2%**	17.2%	9.1%	21.2%	27.8%	17.5%	16.7%	28.6%	19.0%	18.8%	12.5%	20.3%	23.3%	0.0%	6.7%	20.5%	0.0%	---	0.0%	19.4%	25.0%
Always	1,160	**55**	65	9	45	9	31	15	5	14	34	7	47	39	1	13	51	4	0	1	52	1
	73.0%	**70.5%**	74.7%	81.8%	68.2%	50.0%	77.5%	83.3%	71.4%	66.7%	70.8%	87.5%	68.1%	65.0%	100.0%	86.7%	69.9%	80.0%	---	100.0%	72.2%	25.0%
Significantly different from column:*						GH	F	F														
Usually or Always	1,499	**70**	80	10	59	14	38	18	7	18	43	8	61	53	1	14	66	4	0	1	66	2
	94.3%	**89.7%**	92.0%	90.9%	89.4%	77.8%	95.0%	100.0%	100.0%	85.7%	89.6%	100.0%	88.4%	88.3%	100.0%	93.3%	90.4%	80.0%	---	100.0%	91.7%	50.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 22

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,322	**118**	127	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
Number missing or multiple answer	25	**1**	0	1	0	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,297	**117**	127	14	102	49	45	20	10	33	72	9	107	93	1	21	108	8	1	1	107	7
	98.9%	**99.2%**	100.0%	93.3%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	99.1%	98.9%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	99.1%	100.0%
Never	36	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.6%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Sometimes	161	**15**	11	2	13	9	5	0	1	3	10	1	14	12	0	3	14	1	0	0	15	0
	7.0%	**12.8%**	8.7%	14.3%	12.7%	18.4%	11.1%	0.0%	10.0%	9.1%	13.9%	11.1%	13.1%	12.9%	0.0%	14.3%	13.0%	12.5%	0.0%	0.0%	14.0%	0.0%
Usually	537	**22**	25	2	20	11	7	3	3	5	14	1	21	20	0	2	18	3	1	0	19	3
	23.4%	**18.8%**	19.7%	14.3%	19.6%	22.4%	15.6%	15.0%	30.0%	15.2%	19.4%	11.1%	19.6%	21.5%	0.0%	9.5%	16.7%	37.5%	100.0%	0.0%	17.8%	42.9%
Always	1,563	**80**	91	10	69	29	33	17	6	25	48	7	72	61	1	16	76	4	0	1	73	4
	68.0%	**68.4%**	71.7%	71.4%	67.6%	59.2%	73.3%	85.0%	60.0%	75.8%	66.7%	77.8%	67.3%	65.6%	100.0%	76.2%	70.4%	50.0%	0.0%	100.0%	68.2%	57.1%
Significantly different from column:*						H		F														
Usually or Always	2,100	**102**	116	12	89	40	40	20	9	30	62	8	93	81	1	18	94	7	1	1	92	7
	91.4%	**87.2%**	91.3%	85.7%	87.3%	81.6%	88.9%	100.0%	90.0%	90.9%	86.1%	88.9%	86.9%	87.1%	100.0%	85.7%	87.0%	87.5%	100.0%	100.0%	86.0%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

11840

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

Question 23

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,322	**118**	128	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
Number missing or multiple answer	27	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,295	**118**	128	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
	98.8%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	2,082	**105**	111	13	91	48	39	16	9	30	65	8	96	82	1	20	97	7	1	0	97	6
	90.7%	**89.0%**	86.7%	86.7%	89.2%	96.0%	86.7%	80.0%	90.0%	90.9%	89.0%	88.9%	88.9%	87.2%	100.0%	95.2%	89.0%	87.5%	100.0%	0.0%	89.8%	85.7%
No	213	**13**	17	2	11	2	6	4	1	3	8	1	12	12	0	1	12	1	0	1	11	1
	9.3%	**11.0%**	13.3%	13.3%	10.8%	4.0%	13.3%	20.0%	10.0%	9.1%	11.0%	11.1%	11.1%	12.8%	0.0%	4.8%	11.0%	12.5%	0.0%	100.0%	10.2%	14.3%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

11840

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

Question 24

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,322	**118**	128	15	102	50	45	20	10	33	73	9	108	94	1	21	109	8	1	1	108	7
Number missing or multiple answer	25	**1**	0	0	1	0	1	0	0	0	1	0	1	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,297	**117**	128	15	101	50	44	20	10	33	72	9	107	93	1	21	109	7	1	1	107	7
	98.9%	**99.2%**	100.0%	100.0%	99.0%	100.0%	97.8%	100.0%	100.0%	100.0%	98.6%	100.0%	99.1%	98.9%	100.0%	100.0%	100.0%	87.5%	100.0%	100.0%	99.1%	100.0%
Yes	948	**48**	50	9	39	24	18	6	5	16	26	5	42	37	1	10	44	4	0	0	42	4
	41.3%	**41.0%**	39.1%	60.0%	38.6%	48.0%	40.9%	30.0%	50.0%	48.5%	36.1%	55.6%	39.3%	39.8%	100.0%	47.6%	40.4%	57.1%	0.0%	0.0%	39.3%	57.1%
No	1,349	**69**	78	6	62	26	26	14	5	17	46	4	65	56	0	11	65	3	1	1	65	3
	58.7%	**59.0%**	60.9%	40.0%	61.4%	52.0%	59.1%	70.0%	50.0%	51.5%	63.9%	44.4%	60.7%	60.2%	0.0%	52.4%	59.6%	42.9%	100.0%	100.0%	60.7%	42.9%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

11840

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

Question 25

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	948	**48**	48	9	39	24	18	6	5	16	26	5	42	37	1	10	44	4	0	0	42	4
Number missing or multiple answer	32	**2**	0	1	1	2	0	0	0	0	2	0	2	2	0	0	1	1	0	0	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	916	**46**	48	8	38	22	18	6	5	16	24	5	40	35	1	10	43	3	0	0	40	4
	96.6%	**95.8%**	100.0%	88.9%	97.4%	91.7%	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	95.2%	94.6%	100.0%	100.0%	97.7%	75.0%	---	---	95.2%	100.0%
Never	46	**3**	1	0	3	1	1	1	0	2	1	2	1	2	0	1	2	1	0	0	3	0
	5.0%	**6.5%**	2.1%	0.0%	7.9%	4.5%	5.6%	16.7%	0.0%	12.5%	4.2%	40.0%	2.5%	5.7%	0.0%	10.0%	4.7%	33.3%	---	---	7.5%	0.0%
Sometimes	101	**10**	5	2	8	5	4	1	0	3	7	1	9	6	1	3	10	0	0	0	10	0
	11.0%	**21.7%**	10.4%	25.0%	21.1%	22.7%	22.2%	16.7%	0.0%	18.8%	29.2%	20.0%	22.5%	17.1%	100.0%	30.0%	23.3%	0.0%	---	---	25.0%	0.0%
Usually	238	**6**	15	2	4	3	2	1	2	4	0	0	6	5	0	1	5	1	0	0	4	2
	26.0%	**13.0%**	31.3%	25.0%	10.5%	13.6%	11.1%	16.7%	40.0%	25.0%	0.0%	0.0%	15.0%	14.3%	0.0%	10.0%	11.6%	33.3%	---	---	10.0%	50.0%
Always	531	**27**	27	4	23	13	11	3	3	7	16	2	24	22	0	5	26	1	0	0	23	2
	58.0%	**58.7%**	56.3%	50.0%	60.5%	59.1%	61.1%	50.0%	60.0%	43.8%	66.7%	40.0%	60.0%	62.9%	0.0%	50.0%	60.5%	33.3%	---	---	57.5%	50.0%
Significantly different from column:*																						
Usually or Always	769	**33**	42	6	27	16	13	4	5	11	16	2	30	27	0	6	31	2	0	0	27	4
	84.0%	**71.7%**	87.5%	75.0%	71.1%	72.7%	72.2%	66.7%	100.0%	68.8%	66.7%	40.0%	75.0%	77.1%	0.0%	60.0%	72.1%	66.7%	---	---	67.5%	100.0%
Significantly different from column:*		A																				

NA - Not Applicable

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Umpqua Health Alliance

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

Question 26

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,049	**163**	175	22	140	67	66	27	19	46	96	18	142	130	1	29	150	12	1	21	133	7
Number missing or multiple answer	87	**4**	0	2	2	0	1	3	1	1	2	0	4	4	0	0	4	0	0	3	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,962	**159**	175	20	138	67	65	24	18	45	94	18	138	126	1	29	146	12	1	18	132	7
	97.1%	**97.5%**	100.0%	90.9%	98.6%	100.0%	98.5%	88.9%	94.7%	97.8%	97.9%	100.0%	97.2%	96.9%	100.0%	100.0%	97.3%	100.0%	100.0%	85.7%	99.2%	100.0%
0 Worst personal doctor possible	5	**1**	1	0	1	0	0	1	0	0	1	0	0	0	0	1	1	0	0	0	1	0
	0.2%	**0.6%**	0.6%	0.0%	0.7%	0.0%	0.0%	4.2%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	3.4%	0.7%	0.0%	0.0%	0.0%	0.8%	0.0%
1	5	**2**	1	0	2	0	0	1	1	0	1	0	2	2	0	0	1	0	1	0	2	0
	0.2%	**1.3%**	0.6%	0.0%	1.4%	0.0%	0.0%	4.2%	5.6%	0.0%	1.1%	0.0%	1.4%	1.6%	0.0%	0.0%	0.7%	0.0%	100.0%	0.0%	1.5%	0.0%
2	4	**1**	0	0	1	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.1%	**0.6%**	0.0%	0.0%	0.7%	1.5%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.7%	0.8%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.8%	0.0%
3	6	**1**	1	0	1	1	0	0	0	0	1	0	1	1	0	0	1	0	0	1	0	0
	0.2%	**0.6%**	0.6%	0.0%	0.7%	1.5%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.7%	0.8%	0.0%	0.0%	0.7%	0.0%	0.0%	5.6%	0.0%	0.0%
4	18	**0**	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
5	62	**2**	6	1	1	1	1	0	1	0	1	0	2	2	0	0	2	0	0	2	0	0
	2.1%	**1.3%**	3.4%	5.0%	0.7%	1.5%	1.5%	0.0%	5.6%	0.0%	1.1%	0.0%	1.4%	1.6%	0.0%	0.0%	1.4%	0.0%	0.0%	11.1%	0.0%	0.0%
6	57	**6**	5	1	5	3	3	0	1	1	4	0	6	5	0	1	5	1	0	2	4	0
	1.9%	**3.8%**	2.9%	5.0%	3.6%	4.5%	4.6%	0.0%	5.6%	2.2%	4.3%	0.0%	4.3%	4.0%	0.0%	3.4%	3.4%	8.3%	0.0%	11.1%	3.0%	0.0%
7	161	**8**	11	0	8	3	3	2	0	2	6	1	7	8	0	0	6	2	0	0	5	2
	5.4%	**5.0%**	6.3%	0.0%	5.8%	4.5%	4.6%	8.3%	0.0%	4.4%	6.4%	5.6%	5.1%	6.3%	0.0%	0.0%	4.1%	16.7%	0.0%	0.0%	3.8%	28.6%
8	438	**29**	34	5	24	16	11	2	4	9	16	5	24	24	0	4	25	4	0	3	25	1
	14.8%	**18.2%**	19.4%	25.0%	17.4%	23.9%	16.9%	8.3%	22.2%	20.0%	17.0%	27.8%	17.4%	19.0%	0.0%	13.8%	17.1%	33.3%	0.0%	16.7%	18.9%	14.3%
9	592	**30**	33	6	24	15	11	4	1	10	18	2	28	24	0	6	27	3	0	3	25	2
	20.0%	**18.9%**	18.9%	30.0%	17.4%	22.4%	16.9%	16.7%	5.6%	22.2%	19.1%	11.1%	20.3%	19.0%	0.0%	20.7%	18.5%	25.0%	0.0%	16.7%	18.9%	28.6%
10 Best personal doctor possible	1,614	**79**	80	7	71	27	36	14	10	23	45	10	67	59	1	17	77	2	0	7	69	2
	54.5%	**49.7%**	45.7%	35.0%	51.4%	40.3%	55.4%	58.3%	55.6%	51.1%	47.9%	55.6%	48.6%	46.8%	100.0%	58.6%	52.7%	16.7%	0.0%	38.9%	52.3%	28.6%

NA - Not Applicable

Umpqua Health Alliance

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

Question 26

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,049	**163**	175	22	140	67	66	27	19	46	96	18	142	130	1	29	150	12	1	21	133	7
Number missing or multiple answer	87	**4**	0	2	2	0	1	3	1	1	2	0	4	4	0	0	4	0	0	3	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,962	**159**	175	20	138	67	65	24	18	45	94	18	138	126	1	29	146	12	1	18	132	7
	97.1%	**97.5%**	100.0%	90.9%	98.6%	100.0%	98.5%	88.9%	94.7%	97.8%	97.9%	100.0%	97.2%	96.9%	100.0%	100.0%	97.3%	100.0%	100.0%	85.7%	99.2%	100.0%
0 to 4	38	**5**	6	0	5	2	0	2	1	0	4	0	4	4	0	1	4	0	1	1	4	0
	1.3%	**3.1%**	3.4%	0.0%	3.6%	3.0%	0.0%	8.3%	5.6%	0.0%	4.3%	0.0%	2.9%	3.2%	0.0%	3.4%	2.7%	0.0%	100.0%	5.6%	3.0%	0.0%
5	62	**2**	6	1	1	1	1	0	1	0	1	0	2	2	0	0	2	0	0	2	0	0
	2.1%	**1.3%**	3.4%	5.0%	0.7%	1.5%	1.5%	0.0%	5.6%	0.0%	1.1%	0.0%	1.4%	1.6%	0.0%	0.0%	1.4%	0.0%	0.0%	11.1%	0.0%	0.0%
6 or 7	218	**14**	16	1	13	6	6	2	1	3	10	1	13	13	0	1	11	3	0	2	9	2
	7.4%	**8.8%**	9.1%	5.0%	9.4%	9.0%	9.2%	8.3%	5.6%	6.7%	10.6%	5.6%	9.4%	10.3%	0.0%	3.4%	7.5%	25.0%	0.0%	11.1%	6.8%	28.6%
8 to 10	2,644	**138**	147	18	119	58	58	20	15	42	79	17	119	107	1	27	129	9	0	13	119	5
	89.3%	**86.8%**	84.0%	90.0%	86.2%	86.6%	89.2%	83.3%	83.3%	93.3%	84.0%	94.4%	86.2%	84.9%	100.0%	93.1%	88.4%	75.0%	0.0%	72.2%	90.2%	71.4%
Significantly different from column:*																						
0 to 6	157	**13**	17	2	11	6	4	2	3	1	9	0	12	11	0	2	11	1	1	5	8	0
	5.3%	**8.2%**	9.7%	10.0%	8.0%	9.0%	6.2%	8.3%	16.7%	2.2%	9.6%	0.0%	8.7%	8.7%	0.0%	6.9%	7.5%	8.3%	100.0%	27.8%	6.1%	0.0%
7 to 8	599	**37**	45	5	32	19	14	4	4	11	22	6	31	32	0	4	31	6	0	3	30	3
	20.2%	**23.3%**	25.7%	25.0%	23.2%	28.4%	21.5%	16.7%	22.2%	24.4%	23.4%	33.3%	22.5%	25.4%	0.0%	13.8%	21.2%	50.0%	0.0%	16.7%	22.7%	42.9%
9 to 10	2,206	**109**	113	13	95	42	47	18	11	33	63	12	95	83	1	23	104	5	0	10	94	4
	74.5%	**68.6%**	64.6%	65.0%	68.8%	62.7%	72.3%	75.0%	61.1%	73.3%	67.0%	66.7%	68.8%	65.9%	100.0%	79.3%	71.2%	41.7%	0.0%	55.6%	71.2%	57.1%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 27

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	209	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	23	**1**	0	0	1	0	1	0	0	1	0	0	0	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,076	**214**	209	30	183	82	91	38	28	60	123	29	180	170	1	37	200	13	1	65	135	8
	99.4%	**99.5%**	100.0%	100.0%	99.5%	100.0%	98.9%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	99.3%	100.0%
Yes	557	**25**	28	3	22	7	10	6	0	10	15	3	22	20	0	5	20	5	0	2	18	4
	13.7%	**11.7%**	13.4%	10.0%	12.0%	8.5%	11.0%	15.8%	0.0%	16.7%	12.2%	10.3%	12.2%	11.8%	0.0%	13.5%	10.0%	38.5%	0.0%	3.1%	13.3%	50.0%
No	3,519	**189**	181	27	161	75	81	32	28	50	108	26	158	150	1	32	180	8	1	63	117	4
	86.3%	**88.3%**	86.6%	90.0%	88.0%	91.5%	89.0%	84.2%	100.0%	83.3%	87.8%	89.7%	87.8%	88.2%	100.0%	86.5%	90.0%	61.5%	100.0%	96.9%	86.7%	50.0%
Significantly different from column:*																				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.

Umpqua Health Alliance

11840

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

Question 28

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	557	**25**	28	3	22	7	10	6	0	10	15	3	22	20	0	5	20	5	0	2	18	4
Number missing or multiple answer	7	**1**	0	0	1	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	550	**24**	28	3	21	7	10	5	0	9	15	3	21	19	0	5	19	5	0	2	17	4
	98.7%	**96.0%**	100.0%	100.0%	95.5%	100.0%	100.0%	83.3%	---	90.0%	100.0%	100.0%	95.5%	95.0%	---	100.0%	95.0%	100.0%	---	100.0%	94.4%	100.0%
Never	31	**3**	1	1	2	0	2	1	0	0	3	0	3	2	0	1	3	0	0	1	2	0
	5.6%	**12.5%**	3.6%	33.3%	9.5%	0.0%	20.0%	20.0%	---	0.0%	20.0%	0.0%	14.3%	10.5%	---	20.0%	15.8%	0.0%	---	50.0%	11.8%	0.0%
Sometimes	78	**4**	5	0	4	1	3	0	0	2	2	0	4	4	0	0	4	0	0	0	4	0
	14.2%	**16.7%**	17.9%	0.0%	19.0%	14.3%	30.0%	0.0%	---	22.2%	13.3%	0.0%	19.0%	21.1%	---	0.0%	21.1%	0.0%	---	0.0%	23.5%	0.0%
Usually	131	**5**	4	0	5	1	2	1	0	2	3	0	5	4	0	1	2	3	0	0	3	2
	23.8%	**20.8%**	14.3%	0.0%	23.8%	14.3%	20.0%	20.0%	---	22.2%	20.0%	0.0%	23.8%	21.1%	---	20.0%	10.5%	60.0%	---	0.0%	17.6%	50.0%
Always	310	**12**	18	2	10	5	3	3	0	5	7	3	9	9	0	3	10	2	0	1	8	2
	56.4%	**50.0%**	64.3%	66.7%	47.6%	71.4%	30.0%	60.0%	---	55.6%	46.7%	100.0%	42.9%	47.4%	---	60.0%	52.6%	40.0%	---	50.0%	47.1%	50.0%
Significantly different from column:*																						
Usually or Always	441	**17**	22	2	15	6	5	4	0	7	10	3	14	13	0	4	12	5	0	1	11	4
	80.2%	**70.8%**	78.6%	66.7%	71.4%	85.7%	50.0%	80.0%	---	77.8%	66.7%	100.0%	66.7%	68.4%	---	80.0%	63.2%	100.0%	---	50.0%	64.7%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 29

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	557	**25**	28	3	22	7	10	6	0	10	15	3	22	20	0	5	20	5	0	2	18	4
Number missing or multiple answer	6	**1**	0	0	1	0	0	1	0	1	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	551	**24**	28	3	21	7	10	5	0	9	15	3	21	19	0	5	19	5	0	2	17	4
	98.9%	**96.0%**	100.0%	100.0%	95.5%	100.0%	100.0%	83.3%	---	90.0%	100.0%	100.0%	95.5%	95.0%	---	100.0%	95.0%	100.0%	---	100.0%	94.4%	100.0%
None	36	**1**	4	1	0	0	1	0	0	0	1	0	1	0	0	1	1	0	0	1	0	0
	6.5%	**4.2%**	14.3%	33.3%	0.0%	0.0%	10.0%	0.0%	---	0.0%	6.7%	0.0%	4.8%	0.0%	---	20.0%	5.3%	0.0%	---	50.0%	0.0%	0.0%
1 specialist	398	**18**	18	2	16	5	8	3	0	6	12	3	15	15	0	3	15	3	0	1	15	1
	72.2%	**75.0%**	64.3%	66.7%	76.2%	71.4%	80.0%	60.0%	---	66.7%	80.0%	100.0%	71.4%	78.9%	---	60.0%	78.9%	60.0%	---	50.0%	88.2%	25.0%
2	93	**4**	3	0	4	2	0	2	0	2	2	0	4	3	0	1	3	1	0	0	2	2
	16.9%	**16.7%**	10.7%	0.0%	19.0%	28.6%	0.0%	40.0%	---	22.2%	13.3%	0.0%	19.0%	15.8%	---	20.0%	15.8%	20.0%	---	0.0%	11.8%	50.0%
3	13	**1**	2	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	1
	2.4%	**4.2%**	7.1%	0.0%	4.8%	0.0%	10.0%	0.0%	---	11.1%	0.0%	0.0%	4.8%	5.3%	---	0.0%	0.0%	20.0%	---	0.0%	0.0%	25.0%
4	7	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.3%	**0.0%**	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
5 or more specialists	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.7%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
3 or more specialists	24	**1**	3	0	1	0	1	0	0	1	0	0	1	1	0	0	0	1	0	0	0	1
	4.4%	**4.2%**	10.7%	0.0%	4.8%	0.0%	10.0%	0.0%	---	11.1%	0.0%	0.0%	4.8%	5.3%	---	0.0%	0.0%	20.0%	---	0.0%	0.0%	25.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 30

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

Base: All respondents who made an appointment for their child to see a specialist and their child saw a specialist (Q27 & Q29)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	515	**23**	24	2	21	7	9	5	0	9	14	3	20	19	0	4	18	5	0	1	17	4
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	510	**23**	24	2	21	7	9	5	0	9	14	3	20	19	0	4	18	5	0	1	17	4
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%
0 Worst specialist possible	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
1	0	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
2	2	**1**	0	0	1	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.4%	**4.3%**	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	---	0.0%	7.1%	0.0%	5.0%	5.3%	---	0.0%	5.6%	0.0%	---	0.0%	5.9%	0.0%
3	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
4	7	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	**0.0%**	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
5	12	**1**	2	0	1	0	1	0	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	2.4%	**4.3%**	8.3%	0.0%	4.8%	0.0%	11.1%	0.0%	---	11.1%	0.0%	0.0%	5.0%	5.3%	---	0.0%	5.6%	0.0%	---	0.0%	5.9%	0.0%
6	15	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.9%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
7	34	**1**	2	0	1	0	1	0	0	0	1	0	1	1	0	0	0	1	0	0	1	0
	6.7%	**4.3%**	8.3%	0.0%	4.8%	0.0%	11.1%	0.0%	---	0.0%	7.1%	0.0%	5.0%	5.3%	---	0.0%	0.0%	20.0%	---	0.0%	5.9%	0.0%
8	87	**4**	2	0	4	1	2	1	0	1	3	0	4	4	0	0	2	2	0	0	3	1
	17.1%	**17.4%**	8.3%	0.0%	19.0%	14.3%	22.2%	20.0%	---	11.1%	21.4%	0.0%	20.0%	21.1%	---	0.0%	11.1%	40.0%	---	0.0%	17.6%	25.0%
9	97	**5**	4	2	3	2	1	2	0	3	2	0	5	4	0	1	4	1	0	0	5	0
	19.0%	**21.7%**	16.7%	100.0%	14.3%	28.6%	11.1%	40.0%	---	33.3%	14.3%	0.0%	25.0%	21.1%	---	25.0%	22.2%	20.0%	---	0.0%	29.4%	0.0%
10 Best specialist possible	247	**11**	13	0	11	4	4	2	0	4	7	3	8	8	0	3	10	1	0	1	6	3
	48.4%	**47.8%**	54.2%	0.0%	52.4%	57.1%	44.4%	40.0%	---	44.4%	50.0%	100.0%	40.0%	42.1%	---	75.0%	55.6%	20.0%	---	100.0%	35.3%	75.0%

NA - Not Applicable

Umpqua Health Alliance

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

Question 30

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

Base: All respondents who made an appointment for their child to see a specialist and their child saw a specialist (Q27 & Q29)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	515	**23**	24	2	21	7	9	5	0	9	14	3	20	19	0	4	18	5	0	1	17	4
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	510	**23**	24	2	21	7	9	5	0	9	14	3	20	19	0	4	18	5	0	1	17	4
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%
0 to 4	18	**1**	1	0	1	0	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	3.5%	**4.3%**	4.2%	0.0%	4.8%	0.0%	0.0%	0.0%	---	0.0%	7.1%	0.0%	5.0%	5.3%	---	0.0%	5.6%	0.0%	---	0.0%	5.9%	0.0%
5	12	**1**	2	0	1	0	1	0	0	1	0	0	1	1	0	0	1	0	0	0	1	0
	2.4%	**4.3%**	8.3%	0.0%	4.8%	0.0%	11.1%	0.0%	---	11.1%	0.0%	0.0%	5.0%	5.3%	---	0.0%	5.6%	0.0%	---	0.0%	5.9%	0.0%
6 or 7	49	**1**	2	0	1	0	1	0	0	0	1	0	1	1	0	0	0	1	0	0	1	0
	9.6%	**4.3%**	8.3%	0.0%	4.8%	0.0%	11.1%	0.0%	---	0.0%	7.1%	0.0%	5.0%	5.3%	---	0.0%	0.0%	20.0%	---	0.0%	5.9%	0.0%
8 to 10	431	**20**	19	2	18	7	7	5	0	8	12	3	17	16	0	4	16	4	0	1	14	4
	84.5%	**87.0%**	79.2%	100.0%	85.7%	100.0%	77.8%	100.0%	---	88.9%	85.7%	100.0%	85.0%	84.2%	---	100.0%	88.9%	80.0%	---	100.0%	82.4%	100.0%
Significantly different from column:*																						
0 to 6	45	**2**	3	0	2	0	1	0	0	1	1	0	2	2	0	0	2	0	0	0	2	0
	8.8%	**8.7%**	12.5%	0.0%	9.5%	0.0%	11.1%	0.0%	---	11.1%	7.1%	0.0%	10.0%	10.5%	---	0.0%	11.1%	0.0%	---	0.0%	11.8%	0.0%
7 to 8	121	**5**	4	0	5	1	3	1	0	1	4	0	5	5	0	0	2	3	0	0	4	1
	23.7%	**21.7%**	16.7%	0.0%	23.8%	14.3%	33.3%	20.0%	---	11.1%	28.6%	0.0%	25.0%	26.3%	---	0.0%	11.1%	60.0%	---	0.0%	23.5%	25.0%
9 to 10	344	**16**	17	2	14	6	5	4	0	7	9	3	13	12	0	4	14	2	0	1	11	3
	67.5%	**69.6%**	70.8%	100.0%	66.7%	85.7%	55.6%	80.0%	---	77.8%	64.3%	100.0%	65.0%	63.2%	---	100.0%	77.8%	40.0%	---	100.0%	64.7%	75.0%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

11840

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

Question 31

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	209	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	70	**4**	0	2	2	2	0	2	2	1	1	1	3	2	0	2	4	0	0	0	4	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,029	**211**	209	28	182	80	92	36	26	60	122	28	177	169	1	35	197	13	1	65	132	8
	98.3%	**98.1%**	100.0%	93.3%	98.9%	97.6%	100.0%	94.7%	92.9%	98.4%	99.2%	96.6%	98.3%	98.8%	100.0%	94.6%	98.0%	100.0%	100.0%	100.0%	97.1%	100.0%
Yes	1,105	**49**	36	3	46	20	22	6	8	15	26	6	42	38	1	9	47	2	0	11	33	4
	27.4%	**23.2%**	17.2%	10.7%	25.3%	25.0%	23.9%	16.7%	30.8%	25.0%	21.3%	21.4%	23.7%	22.5%	100.0%	25.7%	23.9%	15.4%	0.0%	16.9%	25.0%	50.0%
No	2,924	**162**	173	25	136	60	70	30	18	45	96	22	135	131	0	26	150	11	1	54	99	4
	72.6%	**76.8%**	82.8%	89.3%	74.7%	75.0%	76.1%	83.3%	69.2%	75.0%	78.7%	78.6%	76.3%	77.5%	0.0%	74.3%	76.1%	84.6%	100.0%	83.1%	75.0%	50.0%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 32

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,105	**49**	35	3	46	20	22	6	8	15	26	6	42	38	1	9	47	2	0	11	33	4
Number missing or multiple answer	10	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,095	**49**	35	3	46	20	22	6	8	15	26	6	42	38	1	9	47	2	0	11	33	4
	99.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%
Never	27	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	2.5%	**0.0%**	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Sometimes	172	**9**	3	0	9	5	2	2	1	5	3	0	9	8	0	1	9	0	0	2	6	1
	15.7%	**18.4%**	8.6%	0.0%	19.6%	25.0%	9.1%	33.3%	12.5%	33.3%	11.5%	0.0%	21.4%	21.1%	0.0%	11.1%	19.1%	0.0%	---	18.2%	18.2%	25.0%
Usually	316	**13**	7	1	12	2	8	2	2	4	7	4	9	10	0	2	12	1	0	3	7	2
	28.9%	**26.5%**	20.0%	33.3%	26.1%	10.0%	36.4%	33.3%	25.0%	26.7%	26.9%	66.7%	21.4%	26.3%	0.0%	22.2%	25.5%	50.0%	---	27.3%	21.2%	50.0%
Always	580	**27**	24	2	25	13	12	2	5	6	16	2	24	20	1	6	26	1	0	6	20	1
	53.0%	**55.1%**	68.6%	66.7%	54.3%	65.0%	54.5%	33.3%	62.5%	40.0%	61.5%	33.3%	57.1%	52.6%	100.0%	66.7%	55.3%	50.0%	---	54.5%	60.6%	25.0%
Significantly different from column:*																						
Usually or Always	896	**40**	31	3	37	15	20	4	7	10	23	6	33	30	1	8	38	2	0	9	27	3
	81.8%	**81.6%**	88.6%	100.0%	80.4%	75.0%	90.9%	66.7%	87.5%	66.7%	88.5%	100.0%	78.6%	78.9%	100.0%	88.9%	80.9%	100.0%	---	81.8%	81.8%	75.0%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 33

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	1,105	**49**	35	3	46	20	22	6	8	15	26	6	42	38	1	9	47	2	0	11	33	4
Number missing or multiple answer	14	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,091	**49**	35	3	46	20	22	6	8	15	26	6	42	38	1	9	47	2	0	11	33	4
	98.7%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%
Never	9	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.8%	**0.0%**	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Sometimes	65	**3**	2	0	3	1	1	1	0	3	0	0	3	2	0	1	3	0	0	0	2	1
	6.0%	**6.1%**	5.7%	0.0%	6.5%	5.0%	4.5%	16.7%	0.0%	20.0%	0.0%	0.0%	7.1%	5.3%	0.0%	11.1%	6.4%	0.0%	---	0.0%	6.1%	25.0%
Usually	199	**11**	5	0	11	3	4	3	2	2	7	1	10	10	0	1	11	0	0	3	7	1
	18.2%	**22.4%**	14.3%	0.0%	23.9%	15.0%	18.2%	50.0%	25.0%	13.3%	26.9%	16.7%	23.8%	26.3%	0.0%	11.1%	23.4%	0.0%	---	27.3%	21.2%	25.0%
Always	818	**35**	27	3	32	16	17	2	6	10	19	5	29	26	1	7	33	2	0	8	24	2
	75.0%	**71.4%**	77.1%	100.0%	69.6%	80.0%	77.3%	33.3%	75.0%	66.7%	73.1%	83.3%	69.0%	68.4%	100.0%	77.8%	70.2%	100.0%	---	72.7%	72.7%	50.0%
Significantly different from column:*																						
Usually or Always	1,017	**46**	32	3	43	19	21	5	8	12	26	6	39	36	1	8	44	2	0	11	31	3
	93.2%	**93.9%**	91.4%	100.0%	93.5%	95.0%	95.5%	83.3%	100.0%	80.0%	100.0%	100.0%	92.9%	94.7%	100.0%	88.9%	93.6%	100.0%	---	100.0%	93.9%	75.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 34

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	205	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	124	**6**	0	1	5	3	0	3	0	2	4	0	6	6	0	0	6	0	0	3	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,975	**209**	205	29	179	79	92	35	28	59	119	29	174	165	1	37	195	13	1	62	133	8
	97.0%	**97.2%**	100.0%	96.7%	97.3%	96.3%	100.0%	92.1%	100.0%	96.7%	96.7%	100.0%	96.7%	96.5%	100.0%	100.0%	97.0%	100.0%	100.0%	95.4%	97.8%	100.0%
Yes	1,412	**71**	70	8	62	24	35	10	7	17	45	12	59	57	0	11	64	7	0	15	50	3
	35.5%	**34.0%**	34.1%	27.6%	34.6%	30.4%	38.0%	28.6%	25.0%	28.8%	37.8%	41.4%	33.9%	34.5%	0.0%	29.7%	32.8%	53.8%	0.0%	24.2%	37.6%	37.5%
No	2,563	**138**	135	21	117	55	57	25	21	42	74	17	115	108	1	26	131	6	1	47	83	5
	64.5%	**66.0%**	65.9%	72.4%	65.4%	69.6%	62.0%	71.4%	75.0%	71.2%	62.2%	58.6%	66.1%	65.5%	100.0%	70.3%	67.2%	46.2%	100.0%	75.8%	62.4%	62.5%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 35

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

Base: All respondents who answered Q34

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	3,975	**209**	202	29	179	79	92	35	28	59	119	29	174	165	1	37	195	13	1	62	133	8
Number missing or multiple answer	22	**1**	0	0	1	0	1	0	0	0	1	1	0	1	0	0	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,953	**208**	202	29	178	79	91	35	28	59	118	28	174	164	1	37	195	12	1	62	132	8
	99.4%	**99.5%**	100.0%	100.0%	99.4%	100.0%	98.9%	100.0%	100.0%	100.0%	99.2%	96.6%	100.0%	99.4%	100.0%	100.0%	100.0%	92.3%	100.0%	100.0%	99.2%	100.0%
Never	41	**3**	1	1	2	0	1	2	0	2	0	1	2	1	0	2	3	0	0	1	2	0
	1.0%	**1.4%**	0.5%	3.4%	1.1%	0.0%	1.1%	5.7%	0.0%	3.4%	0.0%	3.6%	1.1%	0.6%	0.0%	5.4%	1.5%	0.0%	0.0%	1.6%	1.5%	0.0%
Sometimes	255	**13**	10	1	12	3	7	2	1	5	7	4	9	10	0	1	12	1	0	2	9	1
	6.5%	**6.3%**	5.0%	3.4%	6.7%	3.8%	7.7%	5.7%	3.6%	8.5%	5.9%	14.3%	5.2%	6.1%	0.0%	2.7%	6.2%	8.3%	0.0%	3.2%	6.8%	12.5%
Usually	444	**19**	34	1	17	7	9	2	0	2	16	0	19	17	0	1	17	2	0	4	14	0
	11.2%	**9.1%**	16.8%	3.4%	9.6%	8.9%	9.9%	5.7%	0.0%	3.4%	13.6%	0.0%	10.9%	10.4%	0.0%	2.7%	8.7%	16.7%	0.0%	6.5%	10.6%	0.0%
Always	3,213	**173**	157	26	147	69	74	29	27	50	95	23	144	136	1	33	163	9	1	55	107	7
	81.3%	**83.2%**	77.7%	89.7%	82.6%	87.3%	81.3%	82.9%	96.4%	84.7%	80.5%	82.1%	82.8%	82.9%	100.0%	89.2%	83.6%	75.0%	100.0%	88.7%	81.1%	87.5%
Significantly different from column:*																						
Usually or Always	3,657	**192**	191	27	164	76	83	31	27	52	111	23	163	153	1	34	180	11	1	59	121	7
	92.5%	**92.3%**	94.6%	93.1%	92.1%	96.2%	91.2%	88.6%	96.4%	88.1%	94.1%	82.1%	93.7%	93.3%	100.0%	91.9%	92.3%	91.7%	100.0%	95.2%	91.7%	87.5%
Significantly different from column:*																						

NA - Not Applicable

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

**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.

Umpqua Health Alliance

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

Question 36

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	209	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	230	**10**	0	2	8	2	5	3	3	3	3	0	10	8	0	2	9	0	1	6	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	3,869	**205**	209	28	176	80	87	35	25	58	120	29	170	163	1	35	192	13	0	59	132	8
	94.4%	**95.3%**	100.0%	93.3%	95.7%	97.6%	94.6%	92.1%	89.3%	95.1%	97.6%	100.0%	94.4%	95.3%	100.0%	94.6%	95.5%	100.0%	0.0%	90.8%	97.1%	100.0%
0 Worst health plan possible	6	**2**	1	0	2	1	1	0	0	1	1	0	2	2	0	0	2	0	0	1	1	0
	0.2%	**1.0%**	0.5%	0.0%	1.1%	1.3%	1.1%	0.0%	0.0%	1.7%	0.8%	0.0%	1.2%	1.2%	0.0%	0.0%	1.0%	0.0%	---	1.7%	0.8%	0.0%
1	4	**1**	0	0	1	0	1	0	1	0	0	0	1	1	0	0	1	0	0	1	0	0
	0.1%	**0.5%**	0.0%	0.0%	0.6%	0.0%	1.1%	0.0%	4.0%	0.0%	0.0%	0.0%	0.6%	0.6%	0.0%	0.0%	0.5%	0.0%	---	1.7%	0.0%	0.0%
2	18	**1**	1	0	1	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	1	0
	0.5%	**0.5%**	0.5%	0.0%	0.6%	1.3%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.6%	0.6%	0.0%	0.0%	0.5%	0.0%	---	0.0%	0.8%	0.0%
3	17	**1**	5	0	1	1	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	0
	0.4%	**0.5%**	2.4%	0.0%	0.6%	1.3%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.5%	0.0%	---	0.0%	0.0%	0.0%
4	35	**3**	1	2	1	0	2	1	1	0	2	1	2	1	0	1	3	0	0	3	0	0
	0.9%	**1.5%**	0.5%	7.1%	0.6%	0.0%	2.3%	2.9%	4.0%	0.0%	1.7%	3.4%	1.2%	0.6%	0.0%	2.9%	1.6%	0.0%	---	5.1%	0.0%	0.0%
5	161	**17**	17	2	15	5	6	6	2	4	10	2	13	12	0	4	15	2	0	6	10	1
	4.2%	**8.3%**	8.1%	7.1%	8.5%	6.3%	6.9%	17.1%	8.0%	6.9%	8.3%	6.9%	7.6%	7.4%	0.0%	11.4%	7.8%	15.4%	---	10.2%	7.6%	12.5%
6	112	**10**	13	1	9	5	5	0	1	3	6	1	9	8	0	1	7	3	0	1	8	1
	2.9%	**4.9%**	6.2%	3.6%	5.1%	6.3%	5.7%	0.0%	4.0%	5.2%	5.0%	3.4%	5.3%	4.9%	0.0%	2.9%	3.6%	23.1%	---	1.7%	6.1%	12.5%
7	288	**19**	27	2	17	3	11	4	0	2	17	1	18	16	0	3	18	1	0	3	14	1
	7.4%	**9.3%**	12.9%	7.1%	9.7%	3.8%	12.6%	11.4%	0.0%	3.4%	14.2%	3.4%	10.6%	9.8%	0.0%	8.6%	9.4%	7.7%	---	5.1%	10.6%	12.5%
8	681	**46**	45	9	37	21	16	8	2	14	30	6	39	38	0	7	42	4	0	13	28	3
	17.6%	**22.4%**	21.5%	32.1%	21.0%	26.3%	18.4%	22.9%	8.0%	24.1%	25.0%	20.7%	22.9%	23.3%	0.0%	20.0%	21.9%	30.8%	---	22.0%	21.2%	37.5%
9	678	**29**	41	5	24	16	10	3	3	9	17	4	24	24	0	5	28	1	0	5	21	2
	17.5%	**14.1%**	19.6%	17.9%	13.6%	20.0%	11.5%	8.6%	12.0%	15.5%	14.2%	13.8%	14.1%	14.7%	0.0%	14.3%	14.6%	7.7%	---	8.5%	15.9%	25.0%
10 Best health plan possible	1,869	**76**	58	7	68	27	35	13	15	24	36	14	61	59	1	14	74	2	0	26	49	0
	48.3%	**37.1%**	27.8%	25.0%	38.6%	33.8%	40.2%	37.1%	60.0%	41.4%	30.0%	48.3%	35.9%	36.2%	100.0%	40.0%	38.5%	15.4%	---	44.1%	37.1%	0.0%

NA - Not Applicable

Umpqua Health Alliance

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

Question 36

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	209	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	230	**10**	0	2	8	2	5	3	3	3	3	0	10	8	0	2	9	0	1	6	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	3,869	**205**	209	28	176	80	87	35	25	58	120	29	170	163	1	35	192	13	0	59	132	8
	94.4%	**95.3%**	100.0%	93.3%	95.7%	97.6%	94.6%	92.1%	89.3%	95.1%	97.6%	100.0%	94.4%	95.3%	100.0%	94.6%	95.5%	100.0%	0.0%	90.8%	97.1%	100.0%
0 to 4	80	**8**	8	2	6	3	4	1	2	2	4	1	6	6	0	1	8	0	0	5	2	0
	2.1%	**3.9%**	3.8%	7.1%	3.4%	3.8%	4.6%	2.9%	8.0%	3.4%	3.3%	3.4%	3.5%	3.7%	0.0%	2.9%	4.2%	0.0%	---	8.5%	1.5%	0.0%
5	161	**17**	17	2	15	5	6	6	2	4	10	2	13	12	0	4	15	2	0	6	10	1
	4.2%	**8.3%**	8.1%	7.1%	8.5%	6.3%	6.9%	17.1%	8.0%	6.9%	8.3%	6.9%	7.6%	7.4%	0.0%	11.4%	7.8%	15.4%	---	10.2%	7.6%	12.5%
6 or 7	400	**29**	40	3	26	8	16	4	1	5	23	2	27	24	0	4	25	4	0	4	22	2
	10.3%	**14.1%**	19.1%	10.7%	14.8%	10.0%	18.4%	11.4%	4.0%	8.6%	19.2%	6.9%	15.9%	14.7%	0.0%	11.4%	13.0%	30.8%	---	6.8%	16.7%	25.0%
8 to 10	3,228	**151**	144	21	129	64	61	24	20	47	83	24	124	121	1	26	144	7	0	44	98	5
	83.4%	**73.7%**	68.9%	75.0%	73.3%	80.0%	70.1%	68.6%	80.0%	81.0%	69.2%	82.8%	72.9%	74.2%	100.0%	74.3%	75.0%	53.8%	---	74.6%	74.2%	62.5%
Significantly different from column:*		A																				
0 to 6	353	**35**	38	5	30	13	15	7	5	9	20	4	28	26	0	6	30	5	0	12	20	2
	9.1%	**17.1%**	18.2%	17.9%	17.0%	16.3%	17.2%	20.0%	20.0%	15.5%	16.7%	13.8%	16.5%	16.0%	0.0%	17.1%	15.6%	38.5%	---	20.3%	15.2%	25.0%
7 to 8	969	**65**	72	11	54	24	27	12	2	16	47	7	57	54	0	10	60	5	0	16	42	4
	25.0%	**31.7%**	34.4%	39.3%	30.7%	30.0%	31.0%	34.3%	8.0%	27.6%	39.2%	24.1%	33.5%	33.1%	0.0%	28.6%	31.3%	38.5%	---	27.1%	31.8%	50.0%
9 to 10	2,547	**105**	99	12	92	43	45	16	18	33	53	18	85	83	1	19	102	3	0	31	70	2
	65.8%	**51.2%**	47.4%	42.9%	52.3%	53.8%	51.7%	45.7%	72.0%	56.9%	44.2%	62.1%	50.0%	50.9%	100.0%	54.3%	53.1%	23.1%	---	52.5%	53.0%	25.0%
Significantly different from column:*		A							K		I						R	Q				

NA - Not Applicable

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

Umpqua Health Alliance

11840

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

Question 36a

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	206	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	73	**8**	0	2	6	2	4	2	3	2	3	1	6	7	0	1	5	2	1	2	5	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,026	**207**	206	28	178	80	88	36	25	59	120	28	174	164	1	36	196	11	0	63	131	8
	98.2%	**96.3%**	100.0%	93.3%	96.7%	97.6%	95.7%	94.7%	89.3%	96.7%	97.6%	96.6%	96.7%	95.9%	100.0%	97.3%	97.5%	84.6%	0.0%	96.9%	96.3%	100.0%
Yes	3,247	**160**	162	21	138	49	78	31	20	43	94	24	131	126	1	28	151	9	0	48	104	5
	80.7%	**77.3%**	78.6%	75.0%	77.5%	61.3%	88.6%	86.1%	80.0%	72.9%	78.3%	85.7%	75.3%	76.8%	100.0%	77.8%	77.0%	81.8%	---	76.2%	79.4%	62.5%
No	779	**47**	44	7	40	31	10	5	5	16	26	4	43	38	0	8	45	2	0	15	27	3
	19.3%	**22.7%**	21.4%	25.0%	22.5%	38.8%	11.4%	13.9%	20.0%	27.1%	21.7%	14.3%	24.7%	23.2%	0.0%	22.2%	23.0%	18.2%	---	23.8%	20.6%	37.5%
Significantly different from column:*						GH	F	F														

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 36b

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	209	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	59	**3**	0	1	2	0	2	1	2	1	0	1	2	2	0	0	2	0	1	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,040	**212**	209	29	182	82	90	37	26	60	123	28	178	169	1	37	199	13	0	64	135	8
	98.6%	**98.6%**	100.0%	96.7%	98.9%	100.0%	97.8%	97.4%	92.9%	98.4%	100.0%	96.6%	98.9%	98.8%	100.0%	100.0%	99.0%	100.0%	0.0%	98.5%	99.3%	100.0%
Yes	2,574	**119**	118	19	100	35	63	20	12	32	73	16	100	95	1	21	109	10	0	29	82	6
	63.7%	**56.1%**	56.5%	65.5%	54.9%	42.7%	70.0%	54.1%	46.2%	53.3%	59.3%	57.1%	56.2%	56.2%	100.0%	56.8%	54.8%	76.9%	---	45.3%	60.7%	75.0%
No	1,466	**93**	91	10	82	47	27	17	14	28	50	12	78	74	0	16	90	3	0	35	53	2
	36.3%	**43.9%**	43.5%	34.5%	45.1%	57.3%	30.0%	45.9%	53.8%	46.7%	40.7%	42.9%	43.8%	43.8%	0.0%	43.2%	45.2%	23.1%	---	54.7%	39.3%	25.0%
Significantly different from column:*		A				G	F													U	T	

NA - Not Applicable

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Umpqua Health Alliance

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

Question 36c

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	2,574	**119**	117	19	100	35	63	20	12	32	73	16	100	95	1	21	109	10	0	29	82	6
Number missing or multiple answer	19	**1**	0	0	1	0	0	1	1	0	0	0	1	1	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,555	**118**	117	19	99	35	63	19	11	32	73	16	99	94	1	21	108	10	0	29	81	6
	99.3%	**99.2%**	100.0%	100.0%	99.0%	100.0%	100.0%	95.0%	91.7%	100.0%	100.0%	100.0%	99.0%	98.9%	100.0%	100.0%	99.1%	100.0%	---	100.0%	98.8%	100.0%
Never	26	**3**	2	1	2	1	1	1	0	1	2	0	3	1	0	2	3	0	0	1	2	0
	1.0%	**2.5%**	1.7%	5.3%	2.0%	2.9%	1.6%	5.3%	0.0%	3.1%	2.7%	0.0%	3.0%	1.1%	0.0%	9.5%	2.8%	0.0%	---	3.4%	2.5%	0.0%
Sometimes	168	**8**	10	1	7	0	6	2	1	1	5	0	7	7	0	0	5	3	0	2	5	1
	6.6%	**6.8%**	8.5%	5.3%	7.1%	0.0%	9.5%	10.5%	9.1%	3.1%	6.8%	0.0%	7.1%	7.4%	0.0%	0.0%	4.6%	30.0%	---	6.9%	6.2%	16.7%
Usually	431	**27**	28	5	22	7	15	4	3	9	15	7	20	19	0	7	24	3	0	8	19	0
	16.9%	**22.9%**	23.9%	26.3%	22.2%	20.0%	23.8%	21.1%	27.3%	28.1%	20.5%	43.8%	20.2%	20.2%	0.0%	33.3%	22.2%	30.0%	---	27.6%	23.5%	0.0%
Always	1,930	**80**	77	12	68	27	41	12	7	21	51	9	69	67	1	12	76	4	0	18	55	5
	75.5%	**67.8%**	65.8%	63.2%	68.7%	77.1%	65.1%	63.2%	63.6%	65.6%	69.9%	56.3%	69.7%	71.3%	100.0%	57.1%	70.4%	40.0%	---	62.1%	67.9%	83.3%
Significantly different from column:*																						
Usually or Always	2,361	**107**	105	17	90	34	56	16	10	30	66	16	89	86	1	19	100	7	0	26	74	5
	92.4%	**90.7%**	89.7%	89.5%	90.9%	97.1%	88.9%	84.2%	90.9%	93.8%	90.4%	100.0%	89.9%	91.5%	100.0%	90.5%	92.6%	70.0%	---	89.7%	91.4%	83.3%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	200	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	137	**8**	0	1	7	1	3	3	3	2	3	0	8	6	0	2	7	0	1	5	3	0
Number no experience	3,124	**161**	110	22	138	67	66	27	21	47	90	23	132	133	1	22	152	9	0	49	100	6
Usable responses	838	**46**	90	7	39	14	23	8	4	12	30	6	40	32	0	13	42	4	0	11	33	2
	20.4%	**21.4%**	45.0%	23.3%	21.2%	17.1%	25.0%	21.1%	14.3%	19.7%	24.4%	20.7%	22.2%	18.7%	0.0%	35.1%	20.9%	30.8%	0.0%	16.9%	24.3%	25.0%
Never	326	**24**	30	3	21	10	9	5	4	4	16	5	19	16	0	7	22	2	0	7	15	2
	38.9%	**52.2%**	33.3%	42.9%	53.8%	71.4%	39.1%	62.5%	100.0%	33.3%	53.3%	83.3%	47.5%	50.0%	---	53.8%	52.4%	50.0%	---	63.6%	45.5%	100.0%
Sometimes	134	**5**	20	1	4	1	4	0	0	2	3	0	5	3	0	2	4	1	0	0	5	0
	16.0%	**10.9%**	22.2%	14.3%	10.3%	7.1%	17.4%	0.0%	0.0%	16.7%	10.0%	0.0%	12.5%	9.4%	---	15.4%	9.5%	25.0%	---	0.0%	15.2%	0.0%
Usually	127	**8**	20	0	8	3	4	1	0	4	4	1	7	7	0	1	8	0	0	3	5	0
	15.2%	**17.4%**	22.2%	0.0%	20.5%	21.4%	17.4%	12.5%	0.0%	33.3%	13.3%	16.7%	17.5%	21.9%	---	7.7%	19.0%	0.0%	---	27.3%	15.2%	0.0%
Always	251	**9**	20	3	6	0	6	2	0	2	7	0	9	6	0	3	8	1	0	1	8	0
	30.0%	**19.6%**	22.2%	42.9%	15.4%	0.0%	26.1%	25.0%	0.0%	16.7%	23.3%	0.0%	22.5%	18.8%	---	23.1%	19.0%	25.0%	---	9.1%	24.2%	0.0%
Significantly different from column:*																						
Usually or Always	378	**17**	40	3	14	3	10	3	0	6	11	1	16	13	0	4	16	1	0	4	13	0
	45.1%	**37.0%**	44.4%	42.9%	35.9%	21.4%	43.5%	37.5%	0.0%	50.0%	36.7%	16.7%	40.0%	40.6%	---	30.8%	38.1%	25.0%	---	36.4%	39.4%	0.0%
Significantly different from column:*																						

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Umpqua Health Alliance

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

Question 36e

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	195	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	245	**12**	0	2	10	8	2	2	1	5	5	1	10	6	0	4	10	2	0	5	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	3,854	**203**	195	28	174	74	90	36	27	56	118	28	170	165	1	33	191	11	1	60	130	8
	94.0%	**94.4%**	100.0%	93.3%	94.6%	90.2%	97.8%	94.7%	96.4%	91.8%	95.9%	96.6%	94.4%	96.5%	100.0%	89.2%	95.0%	84.6%	100.0%	92.3%	95.6%	100.0%
0 Extremely Difficult	146	**13**	7	1	12	3	6	4	2	2	8	2	9	10	0	2	13	0	0	2	10	1
	3.8%	**6.4%**	3.6%	3.6%	6.9%	4.1%	6.7%	11.1%	7.4%	3.6%	6.8%	7.1%	5.3%	6.1%	0.0%	6.1%	6.8%	0.0%	0.0%	3.3%	7.7%	12.5%
1	53	**5**	2	2	3	2	2	1	1	1	3	0	5	4	0	1	5	0	0	4	1	0
	1.4%	**2.5%**	1.0%	7.1%	1.7%	2.7%	2.2%	2.8%	3.7%	1.8%	2.5%	0.0%	2.9%	2.4%	0.0%	3.0%	2.6%	0.0%	0.0%	6.7%	0.8%	0.0%
2	74	**3**	7	0	3	1	1	0	0	0	3	0	3	3	0	0	2	1	0	0	2	1
	1.9%	**1.5%**	3.6%	0.0%	1.7%	1.4%	1.1%	0.0%	0.0%	0.0%	2.5%	0.0%	1.8%	1.8%	0.0%	0.0%	1.0%	9.1%	0.0%	0.0%	1.5%	12.5%
3	84	**4**	7	0	4	3	0	1	0	1	3	1	3	1	0	3	4	0	0	0	4	0
	2.2%	**2.0%**	3.6%	0.0%	2.3%	4.1%	0.0%	2.8%	0.0%	1.8%	2.5%	3.6%	1.8%	0.6%	0.0%	9.1%	2.1%	0.0%	0.0%	0.0%	3.1%	0.0%
4	82	**8**	12	2	6	2	3	3	3	1	4	0	8	7	0	1	6	1	1	2	6	0
	2.1%	**3.9%**	6.2%	7.1%	3.4%	2.7%	3.3%	8.3%	11.1%	1.8%	3.4%	0.0%	4.7%	4.2%	0.0%	3.0%	3.1%	9.1%	100.0%	3.3%	4.6%	0.0%
5	308	**25**	18	2	23	13	9	3	5	8	12	3	22	21	0	2	25	0	0	6	16	1
	8.0%	**12.3%**	9.2%	7.1%	13.2%	17.6%	10.0%	8.3%	18.5%	14.3%	10.2%	10.7%	12.9%	12.7%	0.0%	6.1%	13.1%	0.0%	0.0%	10.0%	12.3%	12.5%
6	153	**9**	5	2	7	1	6	2	3	0	6	3	6	5	0	4	9	0	0	4	5	0
	4.0%	**4.4%**	2.6%	7.1%	4.0%	1.4%	6.7%	5.6%	11.1%	0.0%	5.1%	10.7%	3.5%	3.0%	0.0%	12.1%	4.7%	0.0%	0.0%	6.7%	3.8%	0.0%
7	258	**16**	17	4	11	5	5	5	0	3	12	2	14	10	0	5	16	0	0	5	9	2
	6.7%	**7.9%**	8.7%	14.3%	6.3%	6.8%	5.6%	13.9%	0.0%	5.4%	10.2%	7.1%	8.2%	6.1%	0.0%	15.2%	8.4%	0.0%	0.0%	8.3%	6.9%	25.0%
8	490	**18**	28	4	14	9	8	1	1	7	10	1	16	16	0	2	15	3	0	9	8	1
	12.7%	**8.9%**	14.4%	14.3%	8.0%	12.2%	8.9%	2.8%	3.7%	12.5%	8.5%	3.6%	9.4%	9.7%	0.0%	6.1%	7.9%	27.3%	0.0%	15.0%	6.2%	12.5%
9	436	**23**	16	2	21	9	10	4	1	9	13	3	20	21	0	2	21	2	0	3	19	1
	11.3%	**11.3%**	8.2%	7.1%	12.1%	12.2%	11.1%	11.1%	3.7%	16.1%	11.0%	10.7%	11.8%	12.7%	0.0%	6.1%	11.0%	18.2%	0.0%	5.0%	14.6%	12.5%
10 Extremely Easy	1,770	**79**	76	9	70	26	40	12	11	24	44	13	64	67	1	11	75	4	0	25	50	1
	45.9%	**38.9%**	39.0%	32.1%	40.2%	35.1%	44.4%	33.3%	40.7%	42.9%	37.3%	46.4%	37.6%	40.6%	100.0%	33.3%	39.3%	36.4%	0.0%	41.7%	38.5%	12.5%

NA - Not Applicable

Umpqua Health Alliance

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

Question 36e

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	195	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	245	**12**	0	2	10	8	2	2	1	5	5	1	10	6	0	4	10	2	0	5	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	3,854	**203**	195	28	174	74	90	36	27	56	118	28	170	165	1	33	191	11	1	60	130	8
	94.0%	**94.4%**	100.0%	93.3%	94.6%	90.2%	97.8%	94.7%	96.4%	91.8%	95.9%	96.6%	94.4%	96.5%	100.0%	89.2%	95.0%	84.6%	100.0%	92.3%	95.6%	100.0%
0 to 4	439	**33**	35	5	28	11	12	9	6	5	21	3	28	25	0	7	30	2	1	8	23	2
	11.4%	**16.3%**	17.9%	17.9%	16.1%	14.9%	13.3%	25.0%	22.2%	8.9%	17.8%	10.7%	16.5%	15.2%	0.0%	21.2%	15.7%	18.2%	100.0%	13.3%	17.7%	25.0%
5	308	**25**	18	2	23	13	9	3	5	8	12	3	22	21	0	2	25	0	0	6	16	1
	8.0%	**12.3%**	9.2%	7.1%	13.2%	17.6%	10.0%	8.3%	18.5%	14.3%	10.2%	10.7%	12.9%	12.7%	0.0%	6.1%	13.1%	0.0%	0.0%	10.0%	12.3%	12.5%
6 or 7	411	**25**	22	6	18	6	11	7	3	3	18	5	20	15	0	9	25	0	0	9	14	2
	10.7%	**12.3%**	11.3%	21.4%	10.3%	8.1%	12.2%	19.4%	11.1%	5.4%	15.3%	17.9%	11.8%	9.1%	0.0%	27.3%	13.1%	0.0%	0.0%	15.0%	10.8%	25.0%
8 to 10	2,696	**120**	120	15	105	44	58	17	13	40	67	17	100	104	1	15	111	9	0	37	77	3
	70.0%	**59.1%**	61.5%	53.6%	60.3%	59.5%	64.4%	47.2%	48.1%	71.4%	56.8%	60.7%	58.8%	63.0%	100.0%	45.5%	58.1%	81.8%	0.0%	61.7%	59.2%	37.5%
Significantly different from column:*		A							J	I												
0 to 6	900	**67**	58	9	58	25	27	14	14	13	39	9	56	51	0	13	64	2	1	18	44	3
	23.4%	**33.0%**	29.7%	32.1%	33.3%	33.8%	30.0%	38.9%	51.9%	23.2%	33.1%	32.1%	32.9%	30.9%	0.0%	39.4%	33.5%	18.2%	100.0%	30.0%	33.8%	37.5%
7 to 8	748	**34**	45	8	25	14	13	6	1	10	22	3	30	26	0	7	31	3	0	14	17	3
	19.4%	**16.7%**	23.1%	28.6%	14.4%	18.9%	14.4%	16.7%	3.7%	17.9%	18.6%	10.7%	17.6%	15.8%	0.0%	21.2%	16.2%	27.3%	0.0%	23.3%	13.1%	37.5%
9 to 10	2,206	**102**	92	11	91	35	50	16	12	33	57	16	84	88	1	13	96	6	0	28	69	2
	57.2%	**50.2%**	47.2%	39.3%	52.3%	47.3%	55.6%	44.4%	44.4%	58.9%	48.3%	57.1%	49.4%	53.3%	100.0%	39.4%	50.3%	54.5%	0.0%	46.7%	53.1%	25.0%
Significantly different from column:*		A																				

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 37

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	207	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	29	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,070	**215**	207	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Poor	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Fair	120	**1**	4	0	1	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0
	2.9%	**0.5%**	1.9%	0.0%	0.5%	0.0%	0.0%	2.6%	3.6%	0.0%	0.0%	0.0%	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.7%	0.0%
Good	573	**13**	19	2	11	4	7	2	2	3	7	1	11	9	0	3	0	13	0	2	10	1
	14.1%	**6.0%**	9.2%	6.7%	6.0%	4.9%	7.6%	5.3%	7.1%	4.9%	5.7%	3.4%	6.1%	5.3%	0.0%	8.1%	0.0%	100.0%	0.0%	3.1%	7.4%	12.5%
Very good	1,404	**78**	85	13	65	23	37	17	8	19	51	7	69	64	0	12	78	0	0	23	47	3
	34.5%	**36.3%**	41.1%	43.3%	35.3%	28.0%	40.2%	44.7%	28.6%	31.1%	41.5%	24.1%	38.3%	37.4%	0.0%	32.4%	38.8%	0.0%	0.0%	35.4%	34.6%	37.5%
Excellent	1,969	**123**	99	15	107	55	48	18	17	39	65	21	99	97	1	22	123	0	0	40	78	4
	48.4%	**57.2%**	47.8%	50.0%	58.2%	67.1%	52.2%	47.4%	60.7%	63.9%	52.8%	72.4%	55.0%	56.7%	100.0%	59.5%	61.2%	0.0%	0.0%	61.5%	57.4%	50.0%
Significantly different from column:*		A				GH	F	F									R	Q				
Excellent or Very good	3,373	**201**	184	28	172	78	85	35	25	58	116	28	168	161	1	34	201	0	0	63	125	7
	82.9%	**93.5%**	88.9%	93.3%	93.5%	95.1%	92.4%	92.1%	89.3%	95.1%	94.3%	96.6%	93.3%	94.2%	100.0%	91.9%	100.0%	0.0%	0.0%	96.9%	91.9%	87.5%
Significantly different from column:*		A																				

NA - Not Applicable

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Umpqua Health Alliance

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	207	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	34	**2**	0	1	1	0	2	0	1	0	1	1	1	2	0	0	2	0	0	1	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,065	**213**	207	29	183	82	90	38	27	61	122	28	179	169	1	37	199	13	1	64	135	8
	99.2%	**99.1%**	100.0%	96.7%	99.5%	100.0%	97.8%	100.0%	96.4%	100.0%	99.2%	96.6%	99.4%	98.8%	100.0%	100.0%	99.0%	100.0%	100.0%	98.5%	99.3%	100.0%
Poor	22	**1**	4	0	1	0	1	0	0	0	1	0	1	1	0	0	0	1	0	0	1	0
	0.5%	**0.5%**	1.9%	0.0%	0.5%	0.0%	1.1%	0.0%	0.0%	0.0%	0.8%	0.0%	0.6%	0.6%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.7%	0.0%
Fair	155	**6**	12	0	6	2	3	1	1	2	3	0	6	4	0	2	4	1	1	2	4	0
	3.8%	**2.8%**	5.8%	0.0%	3.3%	2.4%	3.3%	2.6%	3.7%	3.3%	2.5%	0.0%	3.4%	2.4%	0.0%	5.4%	2.0%	7.7%	100.0%	3.1%	3.0%	0.0%
Good	650	**21**	29	5	16	5	12	4	4	5	12	1	20	19	0	1	18	3	0	6	13	1
	16.0%	**9.9%**	14.0%	17.2%	8.7%	6.1%	13.3%	10.5%	14.8%	8.2%	9.8%	3.6%	11.2%	11.2%	0.0%	2.7%	9.0%	23.1%	0.0%	9.4%	9.6%	12.5%
Very good	1,181	**64**	60	9	55	14	33	14	7	14	43	7	54	51	1	11	58	6	0	22	39	2
	29.1%	**30.0%**	29.0%	31.0%	30.1%	17.1%	36.7%	36.8%	25.9%	23.0%	35.2%	25.0%	30.2%	30.2%	100.0%	29.7%	29.1%	46.2%	0.0%	34.4%	28.9%	25.0%
Excellent	2,057	**121**	102	15	105	61	41	19	15	40	63	20	98	94	0	23	119	2	0	34	78	5
	50.6%	**56.8%**	49.3%	51.7%	57.4%	74.4%	45.6%	50.0%	55.6%	65.6%	51.6%	71.4%	54.7%	55.6%	0.0%	62.2%	59.8%	15.4%	0.0%	53.1%	57.8%	62.5%
Significantly different from column:*						GH	F	F									R	Q				
Excellent or Very good	3,238	**185**	162	24	160	75	74	33	22	54	106	27	152	145	1	34	177	8	0	56	117	7
	79.7%	**86.9%**	78.3%	82.8%	87.4%	91.5%	82.2%	86.8%	81.5%	88.5%	86.9%	96.4%	84.9%	85.8%	100.0%	91.9%	88.9%	61.5%	0.0%	87.5%	86.7%	87.5%
Significantly different from column:*		AC																				

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 39

What is your child's age?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	209	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	57	**3**	0	0	3	0	0	0	0	0	3	0	3	3	0	0	3	0	0	0	2	1
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,042	**212**	209	30	181	82	92	38	28	61	120	29	177	168	1	37	198	13	1	65	134	7
	98.6%	**98.6%**	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%	100.0%	98.3%	98.2%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	98.5%	87.5%
Less than 1 year old	11	**1**	1	0	1	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	0	0
	0.3%	**0.5%**	0.5%	0.0%	0.6%	1.2%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.6%	0.6%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
1 year old	229	**11**	9	1	10	11	0	0	2	4	5	1	10	10	0	1	11	0	0	1	10	0
	5.7%	**5.2%**	4.3%	3.3%	5.5%	13.4%	0.0%	0.0%	7.1%	6.6%	4.2%	3.4%	5.6%	6.0%	0.0%	2.7%	5.6%	0.0%	0.0%	1.5%	7.5%	0.0%
2 years old	256	**22**	14	5	17	22	0	0	1	7	14	2	19	20	0	2	21	1	0	7	13	1
	6.3%	**10.4%**	6.7%	16.7%	9.4%	26.8%	0.0%	0.0%	3.6%	11.5%	11.7%	6.9%	10.7%	11.9%	0.0%	5.4%	10.6%	7.7%	0.0%	10.8%	9.7%	14.3%
3 years old	226	**16**	9	2	14	16	0	0	2	7	7	1	15	9	0	7	15	1	0	5	10	1
	5.6%	**7.5%**	4.3%	6.7%	7.7%	19.5%	0.0%	0.0%	7.1%	11.5%	5.8%	3.4%	8.5%	5.4%	0.0%	18.9%	7.6%	7.7%	0.0%	7.7%	7.5%	14.3%
4 to 6 years old	714	**42**	36	3	39	32	10	0	4	12	26	3	38	36	0	6	39	3	0	7	33	2
	17.7%	**19.8%**	17.2%	10.0%	21.5%	39.0%	10.9%	0.0%	14.3%	19.7%	21.7%	10.3%	21.5%	21.4%	0.0%	16.2%	19.7%	23.1%	0.0%	10.8%	24.6%	28.6%
7 to 9 years old	712	**38**	42	4	33	0	38	0	3	13	20	9	28	32	1	4	36	2	0	15	22	1
	17.6%	**17.9%**	20.1%	13.3%	18.2%	0.0%	41.3%	0.0%	10.7%	21.3%	16.7%	31.0%	15.8%	19.0%	100.0%	10.8%	18.2%	15.4%	0.0%	23.1%	16.4%	14.3%
10 to 13 years old	993	**44**	54	9	35	0	44	0	11	6	27	6	37	32	0	9	40	4	0	18	24	0
	24.6%	**20.8%**	25.8%	30.0%	19.3%	0.0%	47.8%	0.0%	39.3%	9.8%	22.5%	20.7%	20.9%	19.0%	0.0%	24.3%	20.2%	30.8%	0.0%	27.7%	17.9%	0.0%
14 to 18 years old	901	**38**	44	6	32	0	0	38	5	12	20	7	29	28	0	8	35	2	1	12	22	2
	22.3%	**17.9%**	21.1%	20.0%	17.7%	0.0%	0.0%	100.0%	17.9%	19.7%	16.7%	24.1%	16.4%	16.7%	0.0%	21.6%	17.7%	15.4%	100.0%	18.5%	16.4%	28.6%
3 years old or younger	722	**50**	33	8	42	50	0	0	5	18	27	4	45	40	0	10	48	2	0	13	33	2
	17.9%	**23.6%**	15.8%	26.7%	23.2%	61.0%	0.0%	0.0%	17.9%	29.5%	22.5%	13.8%	25.4%	23.8%	0.0%	27.0%	24.2%	15.4%	0.0%	20.0%	24.6%	28.6%
Significantly different from column:*		AC				GH	F	F														

NA - Not Applicable

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

Umpqua Health Alliance

11840

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

Question 40

Is your child male or female?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	208	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	39	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,060	**215**	208	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
	99.0%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Male	2,027	**105**	117	13	92	38	45	20	12	33	59	13	89	84	0	18	99	6	0	36	61	3
	49.9%	**48.8%**	56.3%	43.3%	50.0%	46.3%	48.9%	52.6%	42.9%	54.1%	48.0%	44.8%	49.4%	49.1%	0.0%	48.6%	49.3%	46.2%	0.0%	55.4%	44.9%	37.5%
Female	2,033	**110**	91	17	92	44	47	18	16	28	64	16	91	87	1	19	102	7	1	29	75	5
	50.1%	**51.2%**	43.8%	56.7%	50.0%	53.7%	51.1%	47.4%	57.1%	45.9%	52.0%	55.2%	50.6%	50.9%	100.0%	51.4%	50.7%	53.8%	100.0%	44.6%	55.1%	62.5%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

11840

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

Question 41

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	209	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	85	**6**	0	0	6	1	3	2	2	2	1	0	0	3	0	2	5	1	0	2	3	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,014	**209**	209	30	178	81	89	36	26	59	122	29	180	168	1	35	196	12	1	63	133	8
	97.9%	**97.2%**	100.0%	100.0%	96.7%	98.8%	96.7%	94.7%	92.9%	96.7%	99.2%	100.0%	100.0%	98.2%	100.0%	94.6%	97.5%	92.3%	100.0%	96.9%	97.8%	100.0%
Yes, Hispanic or Latino	1,594	**29**	35	3	26	5	17	7	5	15	9	29	0	15	0	11	28	1	0	12	16	0
	39.7%	**13.9%**	16.7%	10.0%	14.6%	6.2%	19.1%	19.4%	19.2%	25.4%	7.4%	100.0%	0.0%	8.9%	0.0%	31.4%	14.3%	8.3%	0.0%	19.0%	12.0%	0.0%
No, not Hispanic or Latino	2,420	**180**	174	27	152	76	72	29	21	44	113	0	180	153	1	24	168	11	1	51	117	8
	60.3%	**86.1%**	83.3%	90.0%	85.4%	93.8%	80.9%	80.6%	80.8%	74.6%	92.6%	0.0%	100.0%	91.1%	100.0%	68.6%	85.7%	91.7%	100.0%	81.0%	88.0%	100.0%
Significantly different from column:*		A				G	F			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.

Umpqua Health Alliance

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

Question 42

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	212	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	383	**6**	7	0	5	0	4	2	0	2	2	3	2	0	0	0	5	1	0	3	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,716	**209**	205	30	179	82	88	36	28	59	121	26	178	171	1	37	196	12	1	62	134	8
	90.7%	**97.2%**	96.7%	100.0%	97.3%	100.0%	95.7%	94.7%	100.0%	96.7%	98.4%	89.7%	98.9%	100.0%	100.0%	100.0%	97.5%	92.3%	100.0%	95.4%	98.5%	100.0%
White	2,802	**193**	192	22	171	77	81	32	25	56	111	21	167	171	0	22	182	10	1	58	122	8
	75.4%	**92.3%**	93.7%	73.3%	95.5%	93.9%	92.0%	88.9%	89.3%	94.9%	91.7%	80.8%	93.8%	100.0%	0.0%	59.5%	92.9%	83.3%	100.0%	93.5%	91.0%	100.0%
Black or African-American	234	**8**	6	1	7	2	4	2	1	1	6	2	4	0	1	7	8	0	0	2	6	0
	6.3%	**3.8%**	2.9%	3.3%	3.9%	2.4%	4.5%	5.6%	3.6%	1.7%	5.0%	7.7%	2.2%	0.0%	100.0%	18.9%	4.1%	0.0%	0.0%	3.2%	4.5%	0.0%
Asian	321	**10**	6	2	8	5	2	3	1	2	7	0	9	0	0	10	7	3	0	3	7	0
	8.6%	**4.8%**	2.9%	6.7%	4.5%	6.1%	2.3%	8.3%	3.6%	3.4%	5.8%	0.0%	5.1%	0.0%	0.0%	27.0%	3.6%	25.0%	0.0%	4.8%	5.2%	0.0%
Native Hawaiian or other Pacific Islander	79	**2**	4	0	2	0	2	0	0	0	2	0	2	0	0	2	2	0	0	0	2	0
	2.1%	**1.0%**	2.0%	0.0%	1.1%	0.0%	2.3%	0.0%	0.0%	0.0%	1.7%	0.0%	1.1%	0.0%	0.0%	5.4%	1.0%	0.0%	0.0%	0.0%	1.5%	0.0%
American Indian or Alaska Native	305	**12**	22	3	9	7	3	2	0	3	9	2	9	0	0	12	12	0	0	3	9	0
	8.2%	**5.7%**	10.7%	10.0%	5.0%	8.5%	3.4%	5.6%	0.0%	5.1%	7.4%	7.7%	5.1%	0.0%	0.0%	32.4%	6.1%	0.0%	0.0%	4.8%	6.7%	0.0%
Other	621	**15**	12	4	11	4	6	5	3	6	6	10	4	0	0	15	14	1	0	4	11	0
	16.7%	**7.2%**	5.9%	13.3%	6.1%	4.9%	6.8%	13.9%	10.7%	10.2%	5.0%	38.5%	2.2%	0.0%	0.0%	40.5%	7.1%	8.3%	0.0%	6.5%	8.2%	0.0%

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 43

What is your age?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	209	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	75	**4**	0	1	2	0	2	2	0	1	0	0	3	2	0	0	3	1	0	2	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,024	**211**	209	29	182	82	90	36	28	60	123	29	177	169	1	37	198	12	1	63	134	8
	98.2%	**98.1%**	100.0%	96.7%	98.9%	100.0%	97.8%	94.7%	100.0%	98.4%	100.0%	100.0%	98.3%	98.8%	100.0%	100.0%	98.5%	92.3%	100.0%	96.9%	98.5%	100.0%
Under 18	147	**11**	8	1	10	4	5	2	4	1	6	1	10	11	0	0	10	0	1	3	7	0
	3.7%	**5.2%**	3.8%	3.4%	5.5%	4.9%	5.6%	5.6%	14.3%	1.7%	4.9%	3.4%	5.6%	6.5%	0.0%	0.0%	5.1%	0.0%	100.0%	4.8%	5.2%	0.0%
18 to 24	164	**12**	5	0	12	10	0	1	2	6	4	1	10	7	0	5	11	1	0	1	8	2
	4.1%	**5.7%**	2.4%	0.0%	6.6%	12.2%	0.0%	2.8%	7.1%	10.0%	3.3%	3.4%	5.6%	4.1%	0.0%	13.5%	5.6%	8.3%	0.0%	1.6%	6.0%	25.0%
25 to 34	1,198	**84**	57	11	73	49	33	2	7	33	44	10	73	73	0	9	82	2	0	23	56	4
	29.8%	**39.8%**	27.3%	37.9%	40.1%	59.8%	36.7%	5.6%	25.0%	55.0%	35.8%	34.5%	41.2%	43.2%	0.0%	24.3%	41.4%	16.7%	0.0%	36.5%	41.8%	50.0%
35 to 44	1,451	**50**	76	4	46	13	26	11	4	5	41	9	41	39	1	9	43	7	0	18	30	1
	36.1%	**23.7%**	36.4%	13.8%	25.3%	15.9%	28.9%	30.6%	14.3%	8.3%	33.3%	31.0%	23.2%	23.1%	100.0%	24.3%	21.7%	58.3%	0.0%	28.6%	22.4%	12.5%
45 to 54	703	**27**	34	7	20	3	12	11	7	6	14	5	22	18	0	8	26	1	0	9	16	1
	17.5%	**12.8%**	16.3%	24.1%	11.0%	3.7%	13.3%	30.6%	25.0%	10.0%	11.4%	17.2%	12.4%	10.7%	0.0%	21.6%	13.1%	8.3%	0.0%	14.3%	11.9%	12.5%
55 to 64	259	**16**	18	3	13	2	6	7	2	6	8	3	11	11	0	5	15	1	0	4	12	0
	6.4%	**7.6%**	8.6%	10.3%	7.1%	2.4%	6.7%	19.4%	7.1%	10.0%	6.5%	10.3%	6.2%	6.5%	0.0%	13.5%	7.6%	8.3%	0.0%	6.3%	9.0%	0.0%
65 to 74	82	**7**	8	2	5	1	5	1	2	2	3	0	6	6	0	1	7	0	0	4	3	0
	2.0%	**3.3%**	3.8%	6.9%	2.7%	1.2%	5.6%	2.8%	7.1%	3.3%	2.4%	0.0%	3.4%	3.6%	0.0%	2.7%	3.5%	0.0%	0.0%	6.3%	2.2%	0.0%
75 or older	20	**4**	3	1	3	0	3	1	0	1	3	0	4	4	0	0	4	0	0	1	2	0
	0.5%	**1.9%**	1.4%	3.4%	1.6%	0.0%	3.3%	2.8%	0.0%	1.7%	2.4%	0.0%	2.3%	2.4%	0.0%	0.0%	2.0%	0.0%	0.0%	1.6%	1.5%	0.0%
35 or older	2,515	**104**	139	17	87	19	52	31	15	20	69	17	84	78	1	23	95	9	0	36	63	2
	62.5%	**49.3%**	66.5%	58.6%	47.8%	23.2%	57.8%	86.1%	53.6%	33.3%	56.1%	58.6%	47.5%	46.2%	100.0%	62.2%	48.0%	75.0%	0.0%	57.1%	47.0%	25.0%
Significantly different from column:*		AC				GH	FH	FG		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.

Umpqua Health Alliance

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

Question 44

Are you male or female?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	210	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	34	**1**	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,065	**214**	210	30	184	82	91	38	28	61	123	29	179	171	1	37	200	13	1	65	135	8
	99.2%	**99.5%**	100.0%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	99.3%	100.0%
Male	673	**30**	30	30	0	11	13	6	4	9	16	3	27	20	1	9	28	2	0	10	19	0
	16.6%	**14.0%**	14.3%	100.0%	0.0%	13.4%	14.3%	15.8%	14.3%	14.8%	13.0%	10.3%	15.1%	11.7%	100.0%	24.3%	14.0%	15.4%	0.0%	15.4%	14.1%	0.0%
Female	3,392	**184**	180	0	184	71	78	32	24	52	107	26	152	151	0	28	172	11	1	55	116	8
	83.4%	**86.0%**	85.7%	0.0%	100.0%	86.6%	85.7%	84.2%	85.7%	85.2%	87.0%	89.7%	84.9%	88.3%	0.0%	75.7%	86.0%	84.6%	100.0%	84.6%	85.9%	100.0%
Significantly different from column:*														P		N						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 45

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	205	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	83	**3**	0	1	1	0	2	1	0	0	0	0	2	1	0	0	2	1	0	1	2	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,016	**212**	205	29	183	82	90	37	28	61	123	29	178	170	1	37	199	12	1	64	134	8
	98.0%	**98.6%**	100.0%	96.7%	99.5%	100.0%	97.8%	97.4%	100.0%	100.0%	100.0%	100.0%	98.9%	99.4%	100.0%	100.0%	99.0%	92.3%	100.0%	98.5%	98.5%	100.0%
8th grade or less	440	**7**	5	1	6	1	4	2	7	0	0	4	3	4	0	3	6	1	0	4	3	0
	11.0%	**3.3%**	2.4%	3.4%	3.3%	1.2%	4.4%	5.4%	25.0%	0.0%	0.0%	13.8%	1.7%	2.4%	0.0%	8.1%	3.0%	8.3%	0.0%	6.3%	2.2%	0.0%
Some high school, but did not graduate	442	**21**	21	3	18	6	12	3	21	0	0	1	18	19	0	2	19	1	1	10	11	0
	11.0%	**9.9%**	10.2%	10.3%	9.8%	7.3%	13.3%	8.1%	75.0%	0.0%	0.0%	3.4%	10.1%	11.2%	0.0%	5.4%	9.5%	8.3%	100.0%	15.6%	8.2%	0.0%
High school graduate or GED	1,174	**61**	61	9	52	29	20	12	0	61	0	15	44	47	0	12	58	3	0	18	35	5
	29.2%	**28.8%**	29.8%	31.0%	28.4%	35.4%	22.2%	32.4%	0.0%	100.0%	0.0%	51.7%	24.7%	27.6%	0.0%	32.4%	29.1%	25.0%	0.0%	28.1%	26.1%	62.5%
Some college or 2-year degree	1,269	**102**	86	14	88	40	43	16	0	0	102	9	92	82	1	17	97	5	0	25	71	3
	31.6%	**48.1%**	42.0%	48.3%	48.1%	48.8%	47.8%	43.2%	0.0%	0.0%	82.9%	31.0%	51.7%	48.2%	100.0%	45.9%	48.7%	41.7%	0.0%	39.1%	53.0%	37.5%
4-year college graduate	435	**15**	22	0	15	3	9	3	0	0	15	0	15	13	0	2	14	1	0	5	10	0
	10.8%	**7.1%**	10.7%	0.0%	8.2%	3.7%	10.0%	8.1%	0.0%	0.0%	12.2%	0.0%	8.4%	7.6%	0.0%	5.4%	7.0%	8.3%	0.0%	7.8%	7.5%	0.0%
More than 4-year college degree	256	**6**	10	2	4	3	2	1	0	0	6	0	6	5	0	1	5	1	0	2	4	0
	6.4%	**2.8%**	4.9%	6.9%	2.2%	3.7%	2.2%	2.7%	0.0%	0.0%	4.9%	0.0%	3.4%	2.9%	0.0%	2.7%	2.5%	8.3%	0.0%	3.1%	3.0%	0.0%
4-year college graduate or more	691	**21**	32	2	19	6	11	4	0	0	21	0	21	18	0	3	19	2	0	7	14	0
	17.2%	**9.9%**	15.6%	6.9%	10.4%	7.3%	12.2%	10.8%	0.0%	0.0%	17.1%	0.0%	11.8%	10.6%	0.0%	8.1%	9.5%	16.7%	0.0%	10.9%	10.4%	0.0%
Significantly different from column:*		A								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.

Umpqua Health Alliance

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

Question 46

How are you related to the child?

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	204	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	84	**3**	0	1	2	0	3	0	1	0	2	1	2	3	0	0	3	0	0	2	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	4,015	**212**	204	29	182	82	89	38	27	61	121	28	178	168	1	37	198	13	1	63	135	8
	98.0%	**98.6%**	100.0%	96.7%	98.9%	100.0%	96.7%	100.0%	96.4%	100.0%	98.4%	96.6%	98.9%	98.2%	100.0%	100.0%	98.5%	100.0%	100.0%	96.9%	99.3%	100.0%
Mother or father	3,769	**184**	173	25	158	75	76	31	22	53	106	26	155	147	1	31	172	12	0	52	119	8
	93.9%	**86.8%**	84.8%	86.2%	86.8%	91.5%	85.4%	81.6%	81.5%	86.9%	87.6%	92.9%	87.1%	87.5%	100.0%	83.8%	86.9%	92.3%	0.0%	82.5%	88.1%	100.0%
Grandparent	145	**17**	24	3	14	4	9	3	4	4	9	0	15	15	0	2	16	0	1	8	8	0
	3.6%	**8.0%**	11.8%	10.3%	7.7%	4.9%	10.1%	7.9%	14.8%	6.6%	7.4%	0.0%	8.4%	8.9%	0.0%	5.4%	8.1%	0.0%	100.0%	12.7%	5.9%	0.0%
Aunt or uncle	17	**2**	2	0	2	1	1	0	0	0	2	0	2	0	0	2	1	1	0	0	2	0
	0.4%	**0.9%**	1.0%	0.0%	1.1%	1.2%	1.1%	0.0%	0.0%	0.0%	1.7%	0.0%	1.1%	0.0%	0.0%	5.4%	0.5%	7.7%	0.0%	0.0%	1.5%	0.0%
Older brother or sister	10	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.2%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other relative	5	**0**	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal guardian	47	**5**	2	1	4	0	2	3	0	2	3	1	3	4	0	1	5	0	0	2	3	0
	1.2%	**2.4%**	1.0%	3.4%	2.2%	0.0%	2.2%	7.9%	0.0%	3.3%	2.5%	3.6%	1.7%	2.4%	0.0%	2.7%	2.5%	0.0%	0.0%	3.2%	2.2%	0.0%
Someone else	22	**4**	2	0	4	2	1	1	1	2	1	1	3	2	0	1	4	0	0	1	3	0
	0.5%	**1.9%**	1.0%	0.0%	2.2%	2.4%	1.1%	2.6%	3.7%	3.3%	0.8%	3.6%	1.7%	1.2%	0.0%	2.7%	2.0%	0.0%	0.0%	1.6%	2.2%	0.0%

NA - Not Applicable

Umpqua Health Alliance

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

Question 47

Did someone help you complete this survey?

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	130	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	1,949	**106**	0	15	90	45	42	19	13	35	55	16	85	83	0	19	98	8	0	34	62	6
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,150	**109**	130	15	94	37	50	19	15	26	68	13	95	88	1	18	103	5	1	31	74	2
	52.5%	**50.7%**	100.0%	50.0%	51.1%	45.1%	54.3%	50.0%	53.6%	42.6%	55.3%	44.8%	52.8%	51.5%	100.0%	48.6%	51.2%	38.5%	100.0%	47.7%	54.4%	25.0%
Yes	79	**3**	3	1	2	1	2	0	3	0	0	1	2	1	0	2	2	1	0	2	1	0
	3.7%	**2.8%**	2.3%	6.7%	2.1%	2.7%	4.0%	0.0%	20.0%	0.0%	0.0%	7.7%	2.1%	1.1%	0.0%	11.1%	1.9%	20.0%	0.0%	6.5%	1.4%	0.0%
No	2,071	**106**	127	14	92	36	48	19	12	26	68	12	93	87	1	16	101	4	1	29	73	2
	96.3%	**97.2%**	97.7%	93.3%	97.9%	97.3%	96.0%	100.0%	80.0%	100.0%	100.0%	92.3%	97.9%	98.9%	100.0%	88.9%	98.1%	80.0%	100.0%	93.5%	98.6%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 48

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	79	**3**	212	1	2	1	2	0	3	0	0	1	2	1	0	2	2	1	0	2	1	0
Number missing or multiple answer	0	**0**	209	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	6	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Usable responses	79	**3**	3	1	2	1	2	0	3	0	0	1	2	1	0	2	2	1	0	2	1	0
	100.0%	**100.0%**	1.4%	100.0%	100.0%	100.0%	100.0%	---	100.0%	---	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	---
Read the questions to me	38	**1**	1	0	1	0	1	0	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	48.1%	**33.3%**	33.3%	0.0%	50.0%	0.0%	50.0%	---	33.3%	---	---	100.0%	0.0%	0.0%	---	50.0%	50.0%	0.0%	---	0.0%	100.0%	---
Wrote down the answers I gave	28	**0**	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	35.4%	**0.0%**	66.7%	0.0%	0.0%	0.0%	0.0%	---	0.0%	---	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	---
Answered the questions for me	18	**2**	1	1	1	0	2	0	2	0	0	1	1	1	0	1	2	0	0	1	1	0
	22.8%	**66.7%**	33.3%	100.0%	50.0%	0.0%	100.0%	---	66.7%	---	---	100.0%	50.0%	100.0%	---	50.0%	100.0%	0.0%	---	50.0%	100.0%	---
Translated the questions into my language	43	**2**	0	0	2	1	1	0	2	0	0	1	1	0	0	2	1	1	0	1	1	0
	54.4%	**66.7%**	0.0%	0.0%	100.0%	100.0%	50.0%	---	66.7%	---	---	100.0%	50.0%	0.0%	---	100.0%	50.0%	100.0%	---	50.0%	100.0%	---
Helped in some other way	8	**1**	0	0	1	0	1	0	1	0	0	1	0	0	0	1	1	0	0	0	1	0
	10.1%	**33.3%**	0.0%	0.0%	50.0%	0.0%	50.0%	---	33.3%	---	---	100.0%	0.0%	0.0%	---	50.0%	50.0%	0.0%	---	0.0%	100.0%	---

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

Umpqua Health Alliance

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

Question 48a

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

Base: All respondents

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	4,099	**215**	210	30	184	82	92	38	28	61	123	29	180	171	1	37	201	13	1	65	136	8
Number missing or multiple answer	111	**1**	0	0	1	0	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	3,988	**214**	210	30	183	82	92	37	27	61	123	29	179	170	1	37	201	13	0	65	135	8
	97.3%	**99.5%**	100.0%	100.0%	99.5%	100.0%	100.0%	97.4%	96.4%	100.0%	100.0%	100.0%	99.4%	99.4%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	99.3%	100.0%
Yes	720	**47**	33	5	42	46	1	0	5	18	24	3	44	35	0	12	44	3	0	11	33	3
	18.1%	**22.0%**	15.7%	16.7%	23.0%	56.1%	1.1%	0.0%	18.5%	29.5%	19.5%	10.3%	24.6%	20.6%	0.0%	32.4%	21.9%	23.1%	---	16.9%	24.4%	37.5%
No	3,268	**167**	177	25	141	36	91	37	22	43	99	26	135	135	1	25	157	10	0	54	102	5
	81.9%	**78.0%**	84.3%	83.3%	77.0%	43.9%	98.9%	100.0%	81.5%	70.5%	80.5%	89.7%	75.4%	79.4%	100.0%	67.6%	78.1%	76.9%	---	83.1%	75.6%	62.5%
Significantly different from column:*						GH	F	F														

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 48b

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	720	**47**	33	5	42	46	1	0	5	18	24	3	44	35	0	12	44	3	0	11	33	3
Number missing or multiple answer	6	**1**	0	1	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	714	**46**	33	4	42	45	1	0	5	17	24	3	43	35	0	11	44	2	0	11	32	3
	99.2%	**97.9%**	100.0%	80.0%	100.0%	97.8%	100.0%	---	100.0%	94.4%	100.0%	100.0%	97.7%	100.0%	---	91.7%	100.0%	66.7%	---	100.0%	97.0%	100.0%
None of the time	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Some of the time	58	**2**	3	0	2	2	0	0	0	1	1	0	2	2	0	0	2	0	0	0	1	1
	8.1%	**4.3%**	9.1%	0.0%	4.8%	4.4%	0.0%	---	0.0%	5.9%	4.2%	0.0%	4.7%	5.7%	---	0.0%	4.5%	0.0%	---	0.0%	3.1%	33.3%
Most of the time	279	**23**	13	1	22	23	0	0	1	10	12	2	21	15	0	8	22	1	0	4	17	2
	39.1%	**50.0%**	39.4%	25.0%	52.4%	51.1%	0.0%	---	20.0%	58.8%	50.0%	66.7%	48.8%	42.9%	---	72.7%	50.0%	50.0%	---	36.4%	53.1%	66.7%
All of the time	373	**21**	17	3	18	20	1	0	4	6	11	1	20	18	0	3	20	1	0	7	14	0
	52.2%	**45.7%**	51.5%	75.0%	42.9%	44.4%	100.0%	---	80.0%	35.3%	45.8%	33.3%	46.5%	51.4%	---	27.3%	45.5%	50.0%	---	63.6%	43.8%	0.0%
Significantly different from column:*																						
All of the time or Most of the time	652	**44**	30	4	40	43	1	0	5	16	23	3	41	33	0	11	42	2	0	11	31	2
	91.3%	**95.7%**	90.9%	100.0%	95.2%	95.6%	100.0%	---	100.0%	94.1%	95.8%	100.0%	95.3%	94.3%	---	100.0%	95.5%	100.0%	---	100.0%	96.9%	66.7%
Significantly different from column:*																						

NA - Not Applicable

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

Umpqua Health Alliance

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

Question 48c

How often does this child play well with others?

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	720	**47**	33	5	42	46	1	0	5	18	24	3	44	35	0	12	44	3	0	11	33	3
Number missing or multiple answer	5	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	715	**47**	33	5	42	46	1	0	5	18	24	3	44	35	0	12	44	3	0	11	33	3
	99.3%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%
None of the time	1	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.1%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Some of the time	64	**3**	1	0	3	3	0	0	1	2	0	0	3	3	0	0	3	0	0	2	0	1
	9.0%	**6.4%**	3.0%	0.0%	7.1%	6.5%	0.0%	---	20.0%	11.1%	0.0%	0.0%	6.8%	8.6%	---	0.0%	6.8%	0.0%	---	18.2%	0.0%	33.3%
Most of the time	305	**22**	21	2	20	22	0	0	0	7	15	0	22	17	0	5	20	2	0	4	17	1
	42.7%	**46.8%**	63.6%	40.0%	47.6%	47.8%	0.0%	---	0.0%	38.9%	62.5%	0.0%	50.0%	48.6%	---	41.7%	45.5%	66.7%	---	36.4%	51.5%	33.3%
All of the time	345	**22**	11	3	19	21	1	0	4	9	9	3	19	15	0	7	21	1	0	5	16	1
	48.3%	**46.8%**	33.3%	60.0%	45.2%	45.7%	100.0%	---	80.0%	50.0%	37.5%	100.0%	43.2%	42.9%	---	58.3%	47.7%	33.3%	---	45.5%	48.5%	33.3%
Significantly different from column:*																						
All of the time or Most of the time	650	**44**	32	5	39	43	1	0	4	16	24	3	41	32	0	12	41	3	0	9	33	2
	90.9%	**93.6%**	97.0%	100.0%	92.9%	93.5%	100.0%	---	80.0%	88.9%	100.0%	100.0%	93.2%	91.4%	---	100.0%	93.2%	100.0%	---	81.8%	100.0%	66.7%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 48d

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	720	**47**	33	5	42	46	1	0	5	18	24	3	44	35	0	12	44	3	0	11	33	3
Number missing or multiple answer	5	**1**	0	1	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	715	**46**	33	4	42	45	1	0	5	17	24	3	43	35	0	11	44	2	0	11	32	3
	99.3%	**97.9%**	100.0%	80.0%	100.0%	97.8%	100.0%	---	100.0%	94.4%	100.0%	100.0%	97.7%	100.0%	---	91.7%	100.0%	66.7%	---	100.0%	97.0%	100.0%
None of the time	4	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.6%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Some of the time	118	**7**	6	1	6	7	0	0	0	5	2	0	7	6	0	1	6	1	0	2	5	0
	16.5%	**15.2%**	18.2%	25.0%	14.3%	15.6%	0.0%	---	0.0%	29.4%	8.3%	0.0%	16.3%	17.1%	---	9.1%	13.6%	50.0%	---	18.2%	15.6%	0.0%
Most of the time	384	**31**	21	2	29	31	0	0	3	11	17	2	29	23	0	8	30	1	0	7	21	3
	53.7%	**67.4%**	63.6%	50.0%	69.0%	68.9%	0.0%	---	60.0%	64.7%	70.8%	66.7%	67.4%	65.7%	---	72.7%	68.2%	50.0%	---	63.6%	65.6%	100.0%
All of the time	209	**8**	6	1	7	7	1	0	2	1	5	1	7	6	0	2	8	0	0	2	6	0
	29.2%	**17.4%**	18.2%	25.0%	16.7%	15.6%	100.0%	---	40.0%	5.9%	20.8%	33.3%	16.3%	17.1%	---	18.2%	18.2%	0.0%	---	18.2%	18.8%	0.0%
Significantly different from column:*																						
All of the time or Most of the time	593	**39**	27	3	36	38	1	0	5	12	22	3	36	29	0	10	38	1	0	9	27	3
	82.9%	**84.8%**	81.8%	75.0%	85.7%	84.4%	100.0%	---	100.0%	70.6%	91.7%	100.0%	83.7%	82.9%	---	90.9%	86.4%	50.0%	---	81.8%	84.4%	100.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

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

Question 48e

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

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

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	720	**47**	32	5	42	46	1	0	5	18	24	3	44	35	0	12	44	3	0	11	33	3
Number missing or multiple answer	9	**1**	0	1	0	1	0	0	0	1	0	0	1	0	0	1	0	1	0	0	1	0
Number no experience	NA	**NA**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	711	**46**	32	4	42	45	1	0	5	17	24	3	43	35	0	11	44	2	0	11	32	3
	98.8%	**97.9%**	100.0%	80.0%	100.0%	97.8%	100.0%	---	100.0%	94.4%	100.0%	100.0%	97.7%	100.0%	---	91.7%	100.0%	66.7%	---	100.0%	97.0%	100.0%
None of the time	136	**11**	7	0	11	11	0	0	0	3	8	2	9	7	0	4	11	0	0	1	9	1
	19.1%	**23.9%**	21.9%	0.0%	26.2%	24.4%	0.0%	---	0.0%	17.6%	33.3%	66.7%	20.9%	20.0%	---	36.4%	25.0%	0.0%	---	9.1%	28.1%	33.3%
Some of the time	498	**34**	24	4	30	33	1	0	5	13	16	1	33	27	0	7	32	2	0	9	23	2
	70.0%	**73.9%**	75.0%	100.0%	71.4%	73.3%	100.0%	---	100.0%	76.5%	66.7%	33.3%	76.7%	77.1%	---	63.6%	72.7%	100.0%	---	81.8%	71.9%	66.7%
Most of the time	53	**1**	1	0	1	1	0	0	0	1	0	0	1	1	0	0	1	0	0	1	0	0
	7.5%	**2.2%**	3.1%	0.0%	2.4%	2.2%	0.0%	---	0.0%	5.9%	0.0%	0.0%	2.3%	2.9%	---	0.0%	2.3%	0.0%	---	9.1%	0.0%	0.0%
All of the time	24	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	3.4%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Significantly different from column:*																						
All of the time or Most of the time	77	**1**	1	0	1	1	0	0	0	1	0	0	1	1	0	0	1	0	0	1	0	0
	10.8%	**2.2%**	3.1%	0.0%	2.4%	2.2%	0.0%	---	0.0%	5.9%	0.0%	0.0%	2.3%	2.9%	---	0.0%	2.3%	0.0%	---	9.1%	0.0%	0.0%
Significantly different from column:*																						

NA - Not Applicable

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Umpqua Health Alliance

11840

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)

	2019 State OHP	**2019**	2018	Respondent's Gender (Q44)		Child's Age (Q39)			Respondent's Education (Q45)			Hispanic (Q41)		Child's Race (Q42)			Child's Health Status (Q37)			Child's Doctor Visits in Last 6 Months (Q7)		
				Male	Female	0 to 5	6 to 13	14 to 18	Less than HS grad	HS grad	Some college or more	Hispanic	Not Hispanic	White	African-American	Other	Excellent or Very good	Good	Fair or Poor	None	1 to 4	5 or more
	A	**B**	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
Number in sample	720	**47**	33	5	42	46	1	0	5	18	24	3	44	35	0	12	44	3	0	11	33	3
Number missing or multiple answer	18	**2**	0	1	1	2	0	0	0	2	0	0	2	1	0	1	1	1	0	0	2	0
Number no experience	129	**8**	5	1	7	8	0	0	1	3	4	0	8	6	0	2	8	0	0	2	5	1
Usable responses	573	**37**	28	3	34	36	1	0	4	13	20	3	34	28	0	9	35	2	0	9	26	2
	79.6%	**78.7%**	84.8%	60.0%	81.0%	78.3%	100.0%	---	80.0%	72.2%	83.3%	100.0%	77.3%	80.0%	---	75.0%	79.5%	66.7%	---	81.8%	78.8%	66.7%
No	562	**37**	28	3	34	36	1	0	4	13	20	3	34	28	0	9	35	2	0	9	26	2
	98.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%
Yes, I was told to pick up my child early on 1 or more days	8	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1.4%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Yes, I had to keep my child home for 1 full day or more	3	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.5%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Yes permanently, I was told my child could no longer attend this childcare center or	0	**0**	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.0%	**0.0%**	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%	---	0.0%	0.0%	0.0%
Significantly different from column:*																						
No	562	**37**	28	3	34	36	1	0	4	13	20	3	34	28	0	9	35	2	0	9	26	2
	98.1%	**100.0%**	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%	---	100.0%	100.0%	100.0%
Significantly different from column:*																						

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SURVEY INSTRUMENT

Oregon Health Authority

2019

OHP4E

Survey Instructions

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

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

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

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

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

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

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

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

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

   _____

Your Child's Health Care in the Last 6 Months

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

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

Please continue inside →

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 <u>your child</u> to understand?

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

Please continue on next page →

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

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

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

- ☐ 1 Yes
- ☐ 2 No

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

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

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

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

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

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

Getting Health Care from Specialists

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

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

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

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

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

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

- ☐ 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

Please continue on next page →

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

- ☐ 0 Worst health plan possible
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 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?

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ 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?

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

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

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

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

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

About Your Child and You

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

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

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

- ☐ 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

Please continue on next page →

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.

Oregon Health Authority

2019

OHP4S

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***

Por favor continuar en la parte interior →

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

Por favor continuar en la página siguiente →

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

Por favor continuar en la página siguiente →

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

Acerca de usted y de su niño

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

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

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

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

39. ¿Qué edad tiene su niño?

- ☐ Menos de un año

_____ AÑOS *(escriba la respuesta)*

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

- ☐ Masculino
- ☐ Femenino

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

- ☐ Sí, hispano o latino
- ☐ No, ni hispano ni latino

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

- ☐ Blanca
- ☐ Negra o afroamericana
- ☐ Asiática
- ☐ Nativo de Hawái o de otras islas del Pacífico
- ☐ Indígena americano o nativo de Alaska
- ☐ Otra

43. ¿Qué edad tiene usted?

- ☐ Menos de 18 años
- ☐ 18 a 24
- ☐ 25 a 34
- ☐ 35 a 44
- ☐ 45 a 54
- ☐ 55 a 64
- ☐ 65 a 74
- ☐ 75 años o más

44. ¿Es usted hombre o mujer?

- ☐ Hombre
- ☐ Mujer

Por favor continuar en la página siguiente →

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

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

Gracias

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

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

Por favor no incluya cualquier otra correspondencia.

CALCULATION GUIDELINES FOR GLOBAL PROPORTIONS

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

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

COMPOSITE GLOBAL PROPORTIONS

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

Step 1

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

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

Step 2

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

Step 3

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

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

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

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

GLOSSARY OF TERMS

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

Disposition	The final status given to a member record in the survey sample at the end of the study (e.g., completed survey, refusal, non-response, etc.) See *Member Dispositions and Response Rate*.
Effectiveness of Care	Effectiveness of Care measures are relevant to Adult surveys only and include *Flu Vaccinations for Adults Ages 18–64 (FVA)* and *Medical Assistance with Smoking and Tobacco Use Cessation (MSC)*.
Eligible Population	Members who are eligible to participate in the survey based on the following criteria: - Current enrollment (as of the date the sample frame is generated). Some members may no longer be enrolled by the time they complete the survey. They become ineligible and will be excluded from survey results based on their responses to the first two questions on the survey, which confirm membership. - Continuous enrollment (six months for Medicaid, with no more than one enrollment break of 45 days or less); - Member age (18 years old or older for the Adult survey and 17 years old or younger for the Child survey as of November 30 of the measurement year); - Primary coverage (through Medicaid or a commercial product line for Medicaid and Commercial surveys, respectively).
Global proportions	Applies to composite measures. The proportion of respondents selecting the favorable response(s) (e.g., *Always* or *Usually*) averaged across the questions that make up the composite. See *Question Summary Rates and Composite Global Proportions*.
HEDIS	The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures in the managed care industry, developed and maintained by NCQA. HEDIS was designed to allow consumers to compare health plan performance to other plans and to national or regional benchmarks as well as to track year-to-year performance. HEDIS is one component of NCQA's accreditation process, although some plans submit HEDIS data without seeking accreditation. CAHPS measures are a subset of HEDIS.
Key Drivers and Priorities for Improvement	Key Drivers are plan attributes that have been shown to be closely related to members' overall assessment of the plan. Performance on these attributes predicts how the plan is rated overall and, viewed from the industry perspective, helps to distinguish high-rated plans from poorly rated plans. Specific priorities for improvement for *your organization* are identified based on how it is currently performing on the key driver attributes compared to industry best practices.
NCQA	The National Committee for Quality Assurance (NCQA) is an independent non-profit organization that works to improve health care quality through the administration of evidence-based standards, measures, programs, and accreditation. NCQA manages voluntary accreditation programs for individual physicians, health plans, and medical groups. Health plans seek accreditation and measure performance through the administration and submission of the Healthcare Effectiveness Data and Information Set (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

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