



# Health Share of Oregon

CAHPS® 5.0

## Child Medicaid with Chronic Condition Summary Report

June 2018



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### Summary Report

#### June 2018

**Introduction.** Results from fielding the CAHPS® 5.0 Survey for Health Share of Oregon (HSO) provide a comprehensive tool for assessing consumers' experiences with the Coordinated Care Organization (CCO). This report is designed to allow the CCO to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology, a graphic presentation of key results for rating questions and composites, and a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. Appendices at the end of the report include a copy of the questionnaire and member responses to custom questions.

Assessing consumers' experience in this report is accomplished with the use of achievement scores and composite scores. Member responses to survey questions are summarized as achievement scores. Responses indicating a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. The lower the achievement score, the greater the need for the CCO to improve. Composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Shared Decision Making, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care.

**Results.** This report summarizes the findings of the child Medicaid with chronic conditions 5.0 CAHPS survey conducted for HSO. The survey instrument was comprised of the standard child Medicaid questions, with the addition of the Children with Chronic Conditions (CCC) measurement set and custom questions. Attempts were made to survey 450 member households from a population likely to have a child with a chronic condition. Member households were contacted by mail and telephone during the period January 9, 2018 through April 9, 2018, using a mixed-mode procedure. The survey procedure and standard questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the parents or caretakers of children under the age of 18 who were continuously enrolled in HSO for at least 6 months as of November 30, 2017, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 450 was drawn of children likely to have a chronic condition, based on claims or care encounters that met specific diagnostic or service criteria. The survey was offered in English and Spanish.

Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q30, Q45, Q49, and Q54. Complete interviews were obtained from 124 HSO members, and the response rate was 28.1%.

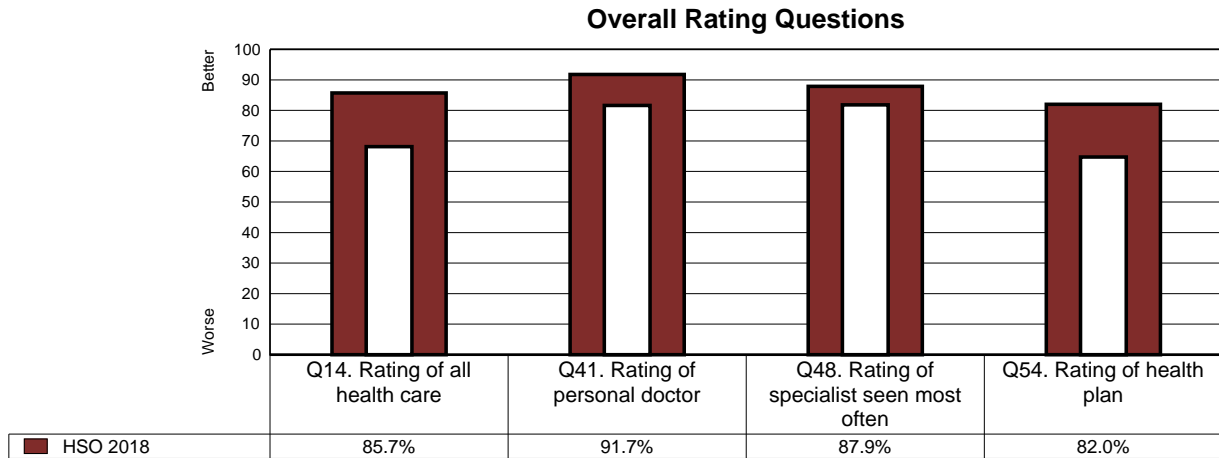
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**SUMMARY OF OVERALL RATING QUESTIONS**

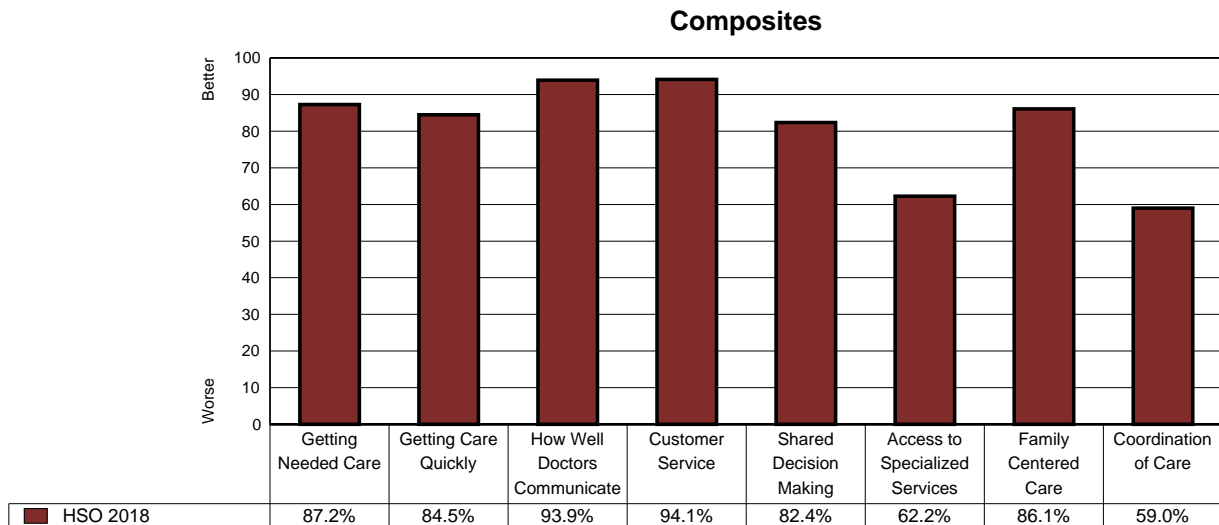
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and the achievement score is presented as the proportion of members whose response was an achievement. Alternate achievement scores are presented as hollow bars, showing only the response options "9" and "10" as achievements.



Note: Hollow portion of bar represents proportions giving a response of 9 or 10.

**SUMMARY OF COMPOSITES**

A composite score is calculated for each of eight domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, Shared Decision Making, Access to Specialized Services, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table below, proportions of positive responses are reported as achievement scores. A response of "Yes" is considered an achievement for the Shared Decision Making, Family-Centered Care: Personal Doctor Who Knows Child, and Coordination of Care composites. For all other composites, responses of "Usually" or "Always" are considered achievements.



## Sample Disposition

	HSO 2018
First mailing - sent	450
*First mailing - usable survey returned	51
Second mailing - sent	385
*Second mailing - usable survey returned	26
*Phone - usable surveys	47
Total - usable surveys	124
†Ineligible: According to population criteria‡	0
†Ineligible: Language barrier	9
†Ineligible: Deceased	0
Bad address and bad phone number	14
Refusal	19
Incomplete survey - mail or phone	10
Nonresponse - Unavailable by mail AND phone	274
<b>Adjusted Response Rate</b>	<b>28.1%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

‡Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

Note: *Adjusted Response Rate = Total Usable Surveys / Total Eligible Cases*

## Responses by Question

**Q1. Our records show that your child is now in the Oregon Health Plan. Is that right?**

	HSO 2018	
	N	%
Yes	124	100.0%
No	0	0.0%
<b>Total</b>	124	100.0%
Not Answered	0	

### *Your Child's Health Care in the Last 6 Months*

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

	HSO 2018	
	N	%
Yes	36	29.0%
No	88	71.0%
<b>Total</b>	124	100.0%
Not Answered	0	

**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?**

	HSO 2018	
	N	%
● Never	0	0.0%
● Sometimes	0	0.0%
● Usually	6	19.4%
● Always	25	80.6%
<b>Total</b>	31	100.0%
Not Answered	5	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	100.0%	

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

	HSO 2018	
	N	%
Yes	100	82.0%
No	22	18.0%
<b>Total</b>	122	100.0%
Not Answered	2	

○ **Response scored as:** ● Achievement ● Room for improvement

## Responses by Question

### Your Child's Health Care in the Last 6 Months (continued)

**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?

	HSO 2018	
	N	%
● Never	1	1.0%
● Sometimes	15	15.6%
● Usually	26	27.1%
● Always	54	56.3%
<b>Total</b>	96	100.0%
Not Answered	4	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	83.3%	

**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?

	HSO 2018	
	N	%
None	25	21.4%
1 time	35	29.9%
2	22	18.8%
3	16	13.7%
4	10	8.5%
5 to 9	7	6.0%
10 or more times	2	1.7%
<b>Total</b>	117	100.0%
Not Answered	7	

**Q8.** 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?

	HSO 2018	
	N	%
● Yes	66	72.5%
● No	25	27.5%
<b>Total</b>	91	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	72.5%	

○ **Response scored as:** ● Achievement ● Room for improvement

# Responses by Question

## Your Child's Health Care in the Last 6 Months (continued)

**Q9.** In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?

	HSO 2018	
	N	%
● Never	2	2.2%
● Sometimes	10	11.0%
● Usually	26	28.6%
● Always	53	58.2%
<b>Total</b>	91	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	86.8%	

**Q10.** 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?

	HSO 2018	
	N	%
Yes	35	38.9%
No	55	61.1%
<b>Total</b>	90	100.0%
Not Answered	2	

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

	HSO 2018	
	N	%
● Yes	31	93.9%
● No	2	6.1%
<b>Total</b>	33	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	93.9%	

○ **Response scored as:** ● Achievement ● Room for improvement

# Responses by Question

## Your Child's Health Care in the Last 6 Months (continued)

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

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	24	72.7%
<input type="radio"/> No	9	27.3%
<b>Total</b>	33	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	72.7%	

**Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?**

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	27	79.4%
<input type="radio"/> No	7	20.6%
<b>Total</b>	34	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	79.4%	

**Q14. 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?**

	HSO 2018	
	N	%
<input type="radio"/> Worst health care possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	2	2.2%
<input type="radio"/> 5	1	1.1%
<input type="radio"/> 6	2	2.2%
<input type="radio"/> 7	8	8.8%
<input checked="" type="radio"/> 8	16	17.6%
<input checked="" type="radio"/> 9	19	20.9%
<input checked="" type="radio"/> Best health care possible	43	47.3%
<b>Total</b>	91	100.0%
Not Answered	1	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	85.7%	

Response scored as:  Achievement  Room for improvement



## Responses by Question

### *Your Child's Health Care in the Last 6 Months* (continued)

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

	HSO 2018	
	N	%
<input type="radio"/> Never	2	2.2%
<input type="radio"/> Sometimes	8	8.8%
<input type="radio"/> Usually	28	30.8%
<input type="radio"/> Always	53	58.2%
<b>Total</b>	91	100.0%
Not Answered	1	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	89.0%	

**Q16. Is your child now enrolled in any kind of school or daycare?**

	HSO 2018	
	N	%
Yes	87	72.5%
No	33	27.5%
<b>Total</b>	120	100.0%
Not Answered	4	

**Q17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?**

	HSO 2018	
	N	%
Yes	9	10.8%
No	74	89.2%
<b>Total</b>	83	100.0%
Not Answered	4	

**Q18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?**

	HSO 2018	
	N	%
<input type="radio"/> Yes	7	77.8%
<input type="radio"/> No	2	22.2%
<b>Total</b>	9	100.0%
Not Answered	0	
<b>Reporting Category</b>	Coordination of Care	
Achievement Score	77.8%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Specialized Services

- Q19.** Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

	HSO 2018	
	N	%
Yes	8	6.5%
No	115	93.5%
<b>Total</b>	123	100.0%
Not Answered	1	

- Q20.** In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	HSO 2018	
	N	%
<input type="radio"/> Never	1	12.5%
<input type="radio"/> Sometimes	1	12.5%
<input checked="" type="radio"/> Usually	3	37.5%
<input checked="" type="radio"/> Always	3	37.5%
<b>Total</b>	8	100.0%
Not Answered	0	
<b>Reporting Category</b>	Access to Specialized Services	
Achievement Score	75.0%	

- Q21.** Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	8	100.0%
<input type="radio"/> No	0	0.0%
<b>Total</b>	8	100.0%
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	100.0%	

- Q22.** In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

	HSO 2018	
	N	%
Yes	35	29.2%
No	85	70.8%
<b>Total</b>	120	100.0%
Not Answered	4	

Response scored as:  Achievement  Room for improvement

# Responses by Question

## Specialized Services (continued)

**Q23. In the last 6 months, how often was it easy to get this therapy for your child?**

	HSO 2018	
	N	%
<input type="radio"/> Never	6	17.6%
<input type="radio"/> Sometimes	8	23.5%
<input type="radio"/> Usually	7	20.6%
<input type="radio"/> Always	13	38.2%
<b>Total</b>	34	100.0%
Not Answered	1	
<b>Reporting Category</b>	Access to Specialized Services	
Achievement Score	58.8%	

**Q24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?**

	HSO 2018	
	N	%
<input type="radio"/> Yes	27	79.4%
<input type="radio"/> No	7	20.6%
<b>Total</b>	34	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	79.4%	

**Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?**

	HSO 2018	
	N	%
Yes	28	23.1%
No	93	76.9%
<b>Total</b>	121	100.0%
Not Answered	3	

**Response scored as:**  Achievement  Room for improvement

# Responses by Question

## Specialized Services (continued)

**Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?**

	HSO 2018	
	N	%
<input type="radio"/> Never	2	7.1%
<input type="radio"/> Sometimes	9	32.1%
<input type="radio"/> Usually	6	21.4%
<input type="radio"/> Always	11	39.3%
<b>Total</b>	28	100.0%
Not Answered	0	
<b>Reporting Category</b>	Access to Specialized Services	
Achievement Score	60.7%	

**Q27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?**

	HSO 2018	
	N	%
<input type="radio"/> Yes	18	64.3%
<input type="radio"/> No	10	35.7%
<b>Total</b>	28	100.0%
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	64.3%	

**Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?**

	HSO 2018	
	N	%
Yes	36	29.5%
No	86	70.5%
<b>Total</b>	122	100.0%
Not Answered	2	

**Q29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?**

	HSO 2018	
	N	%
<input type="radio"/> Yes	20	57.1%
<input type="radio"/> No	15	42.9%
<b>Total</b>	35	100.0%
Not Answered	1	
<b>Reporting Category</b>	Coordination of Care	
Achievement Score	57.1%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Your Child's Personal Doctor

**Q30.** 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?

	HSO 2018	
	N	%
Yes	113	93.4%
No	8	6.6%
<b>Total</b>	121	100.0%
Not Answered	3	

**Q31.** In the last 6 months, how many times did your child visit his or her personal doctor for care?

	HSO 2018	
	N	%
None	16	15.1%
1 time	42	39.6%
2	24	22.6%
3	14	13.2%
4	4	3.8%
5 to 9	6	5.7%
10 or more times	0	0.0%
<b>Total</b>	106	100.0%
Not Answered	7	

**Q32.** In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

	HSO 2018	
	N	%
<input type="radio"/> Never	2	2.2%
<input type="radio"/> Sometimes	4	4.5%
<input checked="" type="radio"/> Usually	16	18.0%
<input checked="" type="radio"/> Always	67	75.3%
<b>Total</b>	89	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	93.3%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### *Your Child's Personal Doctor (continued)*

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

	HSO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	4	4.5%
<input type="radio"/> Usually	18	20.2%
<input type="radio"/> Always	67	75.3%
<b>Total</b>	89	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	95.5%	

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

	HSO 2018	
	N	%
<input type="radio"/> Never	2	2.2%
<input type="radio"/> Sometimes	1	1.1%
<input type="radio"/> Usually	8	8.9%
<input type="radio"/> Always	79	87.8%
<b>Total</b>	90	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	96.7%	

**Q35.** Is your child able to talk with doctors about his or her health care?

	HSO 2018	
	N	%
Yes	59	67.0%
No	29	33.0%
<b>Total</b>	88	100.0%
Not Answered	2	

**Response scored as:**  Achievement  Room for improvement

# Responses by Question

## Your Child's Personal Doctor (continued)

**Q36. 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?**

	HSO 2018	
	N	%
● Never	2	3.6%
● Sometimes	2	3.6%
● Usually	15	27.3%
● Always	36	65.5%
<b>Total</b>	55	100.0%
Not Answered	4	
<b>Reporting Category</b>	Single Items	
Achievement Score	92.7%	

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

	HSO 2018	
	N	%
● Never	3	3.4%
● Sometimes	6	6.7%
● Usually	27	30.3%
● Always	53	59.6%
<b>Total</b>	89	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	89.9%	

**Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?**

	HSO 2018	
	N	%
● Yes	79	87.8%
● No	11	12.2%
<b>Total</b>	90	100.0%
Not Answered	0	
<b>Reporting Category</b>	Family Centered Care	
Achievement Score	87.8%	

**Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?**

	HSO 2018	
	N	%
Yes	42	47.2%
No	47	52.8%
<b>Total</b>	89	100.0%
Not Answered	1	

○ **Response scored as:** ● Achievement ● Room for improvement

# Responses by Question

## Your Child's Personal Doctor (continued)

**Q40.** 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?

	HSO 2018	
	N	%
<input type="radio"/> Never	2	4.9%
<input type="radio"/> Sometimes	9	22.0%
<input type="radio"/> Usually	7	17.1%
<input type="radio"/> Always	23	56.1%
<b>Total</b>	41	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	73.2%	

**Q41.** 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?

	HSO 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	0	0.0%
<input type="radio"/> 5	1	0.9%
<input type="radio"/> 6	1	0.9%
<input type="radio"/> 7	7	6.4%
<input type="radio"/> 8	11	10.1%
<input type="radio"/> 9	18	16.5%
<input type="radio"/> Best personal doctor possible	71	65.1%
<b>Total</b>	109	100.0%
Not Answered	4	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	91.7%	

**Q42.** Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

	HSO 2018	
	N	%
Yes	48	44.0%
No	61	56.0%
<b>Total</b>	109	100.0%
Not Answered	4	

Response scored as:  Achievement  Room for improvement



## Responses by Question

### *Your Child's Personal Doctor (continued)*

- Q43.** Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	41	87.2%
<input type="radio"/> No	6	12.8%
<b>Total</b>	47	100.0%
Not Answered	1	
<b>Reporting Category</b>	Family Centered Care	
Achievement Score	87.2%	

- Q44.** Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Yes	39	83.0%
<input type="radio"/> No	8	17.0%
<b>Total</b>	47	100.0%
Not Answered	1	
<b>Reporting Category</b>	Family Centered Care	
Achievement Score	83.0%	

### *Getting Health Care From Specialists*

- Q45.** 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?

	HSO 2018	
	N	%
Yes	34	27.4%
No	90	72.6%
<b>Total</b>	124	100.0%
Not Answered	0	

**Response scored as:**  Achievement  Room for improvement

# Responses by Question

## Getting Health Care From Specialists (continued)

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

	HSO 2018	
	N	%
● Never	1	2.9%
● Sometimes	7	20.6%
● Usually	8	23.5%
● Always	18	52.9%
<b>Total</b>	34	100.0%
Not Answered	0	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	76.5%	

**Q47.** How many specialists has your child seen in the last 6 months?

	HSO 2018	
	N	%
None	0	0.0%
1 specialist	21	61.8%
2	5	14.7%
3	3	8.8%
4	2	5.9%
5 or more specialists	3	8.8%
<b>Total</b>	34	100.0%
Not Answered	0	

**Q48.** 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?

	HSO 2018	
	N	%
● Worst specialist possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	0	0.0%
● 4	0	0.0%
● 5	0	0.0%
● 6	0	0.0%
● 7	4	12.1%
● 8	2	6.1%
● 9	9	27.3%
● Best specialist possible	18	54.5%
<b>Total</b>	33	100.0%
Not Answered	1	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	87.9%	

○ **Response scored as:** ● Achievement ● Room for improvement

## Responses by Question

### Your Child's Health Plan

**Q49.** In the last 6 months, did you get information or help from customer service at your child's health plan?

	HSO 2018	
	N	%
Yes	34	28.1%
No	87	71.9%
<b>Total</b>	121	100.0%
Not Answered	3	

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

	HSO 2018	
	N	%
<input type="radio"/> Never	1	2.9%
<input type="radio"/> Sometimes	2	5.9%
<input checked="" type="radio"/> Usually	13	38.2%
<input checked="" type="radio"/> Always	18	52.9%
<b>Total</b>	34	100.0%
Not Answered	0	
<b>Reporting Category</b>	Customer Service	
Achievement Score	91.2%	

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

	HSO 2018	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	1	2.9%
<input checked="" type="radio"/> Usually	8	23.5%
<input checked="" type="radio"/> Always	25	73.5%
<b>Total</b>	34	100.0%
Not Answered	0	
<b>Reporting Category</b>	Customer Service	
Achievement Score	97.1%	

**Q52.** In the last 6 months, did your child's health plan give you any forms to fill out?

	HSO 2018	
	N	%
Yes	46	38.3%
No	74	61.7%
<b>Total</b>	120	100.0%
Not Answered	4	

**Response scored as:**  Achievement  Room for improvement

## Responses by Question

### *Your Child's Health Plan* (continued)

**PQ53.** In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q52 = 'No', based on NCQA scoring guidelines.]

	HSO 2018	
	N	%
● Never	3	2.5%
● Sometimes	12	10.2%
● Usually	14	11.9%
● Always	89	75.4%
<b>Total</b>	118	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	87.3%	

**Q54.** 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?

	HSO 2018	
	N	%
● Worst health plan possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	0	0.0%
● 4	0	0.0%
● 5	2	1.6%
● 6	9	7.4%
● 7	11	9.0%
● 8	21	17.2%
● 9	24	19.7%
● Best health plan possible	55	45.1%
<b>Total</b>	122	100.0%
Not Answered	2	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	82.0%	

### *Prescription Medicines*

**Q55.** In the last 6 months, did you get or refill any prescription medicines for your child?

	HSO 2018	
	N	%
Yes	63	52.1%
No	58	47.9%
<b>Total</b>	121	100.0%
Not Answered	3	

○ Response scored as: ● Achievement ● Room for improvement

## Responses by Question

### *Prescription Medicines (continued)*

**Q56.** In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

	HSO 2018	
	N	%
● Never	2	3.2%
● Sometimes	1	1.6%
● Usually	8	12.9%
● Always	51	82.3%
<b>Total</b>	62	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	95.2%	

**Q57.** Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

	HSO 2018	
	N	%
● Yes	44	71.0%
● No	18	29.0%
<b>Total</b>	62	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	71.0%	

### *About Your Child and You*

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

	HSO 2018	
	N	%
● Excellent	42	34.4%
● Very good	39	32.0%
● Good	27	22.1%
● Fair	12	9.8%
● Poor	2	1.6%
<b>Total</b>	122	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	66.4%	

○ **Response scored as:** ● Achievement ● Room for improvement

## Responses by Question

### *About Your Child and You (continued)*

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

	HSO 2018	
	N	%
● Excellent	46	37.1%
● Very good	32	25.8%
● Good	18	14.5%
● Fair	22	17.7%
● Poor	6	4.8%
<b>Total</b>	124	100.0%
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	62.9%	

**Q60.** Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

	HSO 2018	
	N	%
Yes	42	34.1%
No	81	65.9%
<b>Total</b>	123	100.0%
Not Answered	1	

**Q61.** Is this because of any medical, behavioral, or other health condition?

	HSO 2018	
	N	%
Yes	31	73.8%
No	11	26.2%
<b>Total</b>	42	100.0%
Not Answered	0	

**Q62.** Is this a condition that has lasted or is expected to last for at least 12 months?

	HSO 2018	
	N	%
Yes	27	96.4%
No	1	3.6%
<b>Total</b>	28	100.0%
Not Answered	3	

○ **Response scored as:** ● Achievement ● Room for improvement

## Responses by Question

### *About Your Child and You (continued)*

**Q63.** Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

	HSO 2018	
	N	%
Yes	39	32.5%
No	81	67.5%
<b>Total</b>	120	100.0%
Not Answered	4	

**Q64.** Is this because of any medical, behavioral, or other health condition?

	HSO 2018	
	N	%
Yes	34	89.5%
No	4	10.5%
<b>Total</b>	38	100.0%
Not Answered	1	

**Q65.** Is this a condition that has lasted or is expected to last for at least 12 months?

	HSO 2018	
	N	%
Yes	30	90.9%
No	3	9.1%
<b>Total</b>	33	100.0%
Not Answered	1	

**Q66.** Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

	HSO 2018	
	N	%
Yes	30	25.0%
No	90	75.0%
<b>Total</b>	120	100.0%
Not Answered	4	

**Q67.** Is this because of any medical, behavioral, or other health condition?

	HSO 2018	
	N	%
Yes	26	89.7%
No	3	10.3%
<b>Total</b>	29	100.0%
Not Answered	1	

## Responses by Question

### *About Your Child and You (continued)*

**Q68. Is this a condition that has lasted or is expected to last for at least 12 months?**

	HSO 2018	
	N	%
Yes	23	95.8%
No	1	4.2%
<b>Total</b>	24	100.0%
Not Answered	2	

**Q69. Does your child need or get special therapy such as physical, occupational, or speech therapy?**

	HSO 2018	
	N	%
Yes	32	26.2%
No	90	73.8%
<b>Total</b>	122	100.0%
Not Answered	2	

**Q70. Is this because of any medical, behavioral, or other health condition?**

	HSO 2018	
	N	%
Yes	27	84.4%
No	5	15.6%
<b>Total</b>	32	100.0%
Not Answered	0	

**Q71. Is this a condition that has lasted or is expected to last for at least 12 months?**

	HSO 2018	
	N	%
Yes	24	92.3%
No	2	7.7%
<b>Total</b>	26	100.0%
Not Answered	1	

**Q72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?**

	HSO 2018	
	N	%
Yes	33	27.5%
No	87	72.5%
<b>Total</b>	120	100.0%
Not Answered	4	



## Responses by Question

### *About Your Child and You* (continued)

**Q73. Has this problem lasted or is it expected to last for at least 12 months?**

	HSO 2018	
	N	%
Yes	29	90.6%
No	3	9.4%
<b>Total</b>	<b>32</b>	<b>100.0%</b>
Not Answered	1	

**NQ74. What is your child's age?**

	HSO 2018	
	N	%
Less than 1 year old	0	0.0%
1 to 2 years old	14	11.7%
3 to 4 years old	14	11.7%
5 to 7 years old	23	19.2%
8 to 10 years old	20	16.7%
11 to 13 years old	22	18.3%
14 to 18 years old	27	22.5%
<b>Total</b>	<b>120</b>	<b>100.0%</b>
Not Answered	4	

**Q75. Is your child male or female?**

	HSO 2018	
	N	%
Male	70	59.3%
Female	48	40.7%
<b>Total</b>	<b>118</b>	<b>100.0%</b>
Not Answered	6	

**Q76. Is your child of Hispanic or Latino origin or descent?**

	HSO 2018	
	N	%
Yes, Hispanic or Latino	64	52.5%
No, Not Hispanic or Latino	58	47.5%
<b>Total</b>	<b>122</b>	<b>100.0%</b>
Not Answered	2	

## Responses by Question

### ***About Your Child and You*** (continued)

**Q77.1. What is your child's race? Response: White.**

	HSO 2018	
	N	%
Yes	74	100.0%
<b>Total</b>	74	100.0%
Not Answered	50	

**Q77.2. What is your child's race? Response: Black or African-American.**

	HSO 2018	
	N	%
Yes	7	100.0%
<b>Total</b>	7	100.0%
Not Answered	117	

**Q77.3. What is your child's race? Response: Asian.**

	HSO 2018	
	N	%
Yes	13	100.0%
<b>Total</b>	13	100.0%
Not Answered	111	

**Q77.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.**

	HSO 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	122	

**Q77.5. What is your child's race? Response: American Indian or Alaska Native.**

	HSO 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	122	

## Responses by Question

### *About Your Child and You (continued)*

**Q77.6.** What is your child's race? Response: Other.

	HSO 2018	
	N	%
Yes	11	100.0%
<b>Total</b>	11	100.0%
Not Answered	113	

**Q78.** What is your age?

	HSO 2018	
	N	%
Under 18	5	4.1%
18 to 24	3	2.5%
25 to 34	33	27.3%
35 to 44	44	36.4%
45 to 54	29	24.0%
55 to 64	3	2.5%
65 to 74	3	2.5%
75 or older	1	0.8%
<b>Total</b>	121	100.0%
Not Answered	3	

**Q79.** Are you male or female?

	HSO 2018	
	N	%
Male	20	16.4%
Female	102	83.6%
<b>Total</b>	122	100.0%
Not Answered	2	

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

	HSO 2018	
	N	%
8th grade or less	21	17.4%
Some high school but did not graduate	15	12.4%
High school graduate or GED	35	28.9%
Some college or 2-year degree	25	20.7%
4-year college graduate	15	12.4%
More than 4-year college degree	10	8.3%
<b>Total</b>	121	100.0%
Not Answered	3	

## Responses by Question

### *About Your Child and You* (continued)

**Q81. How are you related to the child?**

	HSO 2018	
	N	%
Mother or father	112	93.3%
Grandparent	4	3.3%
Aunt or uncle	1	0.8%
Older brother or sister	0	0.0%
Other relative	0	0.0%
Legal guardian	3	2.5%
Someone else	0	0.0%
<b>Total</b>	120	100.0%
Not Answered	4	

**Q82. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

	HSO 2018	
	N	%
Yes	2	2.7%
No	73	97.3%
<b>Total</b>	75	100.0%
Not Answered	49	

**Q83.1. How did that person help you? Response: Read the questions to me.**

	HSO 2018	
	N	%
Yes	0	0.0%
<b>Total</b>	0	100.0%
Not Answered	2	

**Q83.2. How did that person help you? Response: Wrote down the answers I gave.**

	HSO 2018	
	N	%
Yes	1	100.0%
<b>Total</b>	1	100.0%
Not Answered	1	

**Q83.3. How did that person help you? Response: Answered the questions for me.**

	HSO 2018	
	N	%
Yes	0	0.0%
<b>Total</b>	0	100.0%
Not Answered	2	

## Responses by Question

### *About Your Child and You (continued)*

**Q83.4.** How did that person help you? Response: Translated the questions into my language.

	HSO 2018	
	N	%
Yes	1	100.0%
<b>Total</b>	1	100.0%
Not Answered	1	

**Q83.5.** How did that person help you? Response: Helped in some other way.

	HSO 2018	
	N	%
Yes	0	0.0%
<b>Total</b>	0	100.0%
Not Answered	2	

## Custom Questions

**Q31a.** 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?

	HSO 2018	
	N	%
<input checked="" type="radio"/> Never	77	85.6%
<input checked="" type="radio"/> Sometimes	8	8.9%
<input checked="" type="radio"/> Usually	1	1.1%
<input checked="" type="radio"/> Always	4	4.4%
<b>Total</b>	90	100.0%
Not Answered	0	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	94.4%	

### Access to Dental Care

**Q57a.** 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?

	HSO 2018	
	N	%
Yes	101	82.8%
No	21	17.2%
<b>Total</b>	122	100.0%
Not Answered	2	

**Q57b.** In the last 6 months, did your child go to a dentist's office or clinic for care?

	HSO 2018	
	N	%
Yes	84	68.9%
No	38	31.1%
<b>Total</b>	122	100.0%
Not Answered	2	

**Response scored as:**  Achievement  Room for improvement

## Custom Questions

### Access to Dental Care (continued)

**Q57c.** In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

	HSO 2018	
	N	%
<input type="radio"/> Never	4	4.9%
<input type="radio"/> Sometimes	5	6.1%
<input type="radio"/> Usually	15	18.3%
<input type="radio"/> Always	58	70.7%
<b>Total</b>	82	100.0%
Not Answered	2	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	89.0%	

**Q57d.** 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?

	HSO 2018	
	N	%
<input type="radio"/> Never	19	34.5%
<input type="radio"/> Sometimes	9	16.4%
<input type="radio"/> Usually	9	16.4%
<input type="radio"/> Always	18	32.7%
Did not have a dental emergency	62	
<b>Total</b>	55	100.0%
Not Answered	7	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	49.1%	

**Response scored as:**  Achievement  Room for improvement

## Custom Questions

### Access to Dental Care (continued)

**Q57e.** 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?

	HSO 2018	
	N	%
● Extremely difficult	4	3.3%
● 1	2	1.7%
● 2	3	2.5%
● 3	4	3.3%
● 4	2	1.7%
● 5	9	7.4%
● 6	3	2.5%
● 7	8	6.6%
● 8	16	13.2%
● 9	17	14.0%
● Extremely easy	53	43.8%
<b>Total</b>	121	100.0%
Not Answered	3	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	71.1%	

### Kindergarten Readiness

**Q83a.** Is your child between the ages of 3 and 5 years old?

	HSO 2018	
	N	%
Yes	20	16.9%
No	98	83.1%
<b>Total</b>	118	100.0%
Not Answered	6	

**Q83b.** When he or she is paying attention, how often can this child follow instructions to complete a simple task?

	HSO 2018	
	N	%
All of the time	6	30.0%
Most of the time	8	40.0%
Some of the time	5	25.0%
None of the time	1	5.0%
<b>Total</b>	20	100.0%
Not Answered	0	

○ **Response scored as:** ● Achievement ● Room for improvement



## Custom Questions

### *Kindergarten Readiness (continued)*

**Q83c. How often does this child play well with others?**

	HSO 2018	
	N	%
All of the time	9	45.0%
Most of the time	7	35.0%
Some of the time	3	15.0%
None of the time	1	5.0%
<b>Total</b>	20	100.0%
Not Answered	0	

**Q83d. How often can this child calm down when excited or all wound up?**

	HSO 2018	
	N	%
All of the time	4	20.0%
Most of the time	11	55.0%
Some of the time	4	20.0%
None of the time	1	5.0%
<b>Total</b>	20	100.0%
Not Answered	0	

**Q83e. How often does this child lose control of his or her temper when things do not go his or her way?**

	HSO 2018	
	N	%
All of the time	2	10.0%
Most of the time	4	20.0%
Some of the time	12	60.0%
None of the time	2	10.0%
<b>Total</b>	20	100.0%
Not Answered	0	

**Q83f. 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)?**

	HSO 2018	
	N	%
This child did not attend childcare or preschool	3	
No	14	93.3%
Yes - picked my child up early on one or more days	1	6.7%
Yes - kept my child home for one full day or more	0	0.0%
Yes - permanently was told my child could no longer attend	0	0.0%
<b>Total</b>	15	100.0%
Not Answered	2	

Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

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

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

**SURVEY INSTRUCTIONS**

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct  
Mark 

Incorrect  
Marks



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

Yes → *Go to Question 1*  
 No

↓ **START HERE** ↓

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 the Oregon Health Plan. Is that right?

Yes → *Go to Question 3*  
 No

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

\_\_\_\_\_

**YOUR CHILD'S HEALTH CARE  
IN THE LAST 6 MONTHS**

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

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?  
 Yes  
 No → *Go to Question 5*
  
- 4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?  
 Never  
 Sometimes  
 Usually  
 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?  
 Yes  
 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?  
 Never  
 Sometimes  
 Usually  
 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?  
 None → *Go to Question 16*  
 1 time  
 2  
 3  
 4  
 5 to 9  
 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?  
 Yes  
 No
  
- 9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?  
 Never  
 Sometimes  
 Usually  
 Always
  
- 10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?  
 Yes  
 No → *Go to Question 14*
  
- 11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?  
 Yes  
 No



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

- Yes
- No

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

- Yes
- No

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

- |                            |                       |                       |                       |                       |                       |                           |                       |                       |                       |                       |
|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/>      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                          | 1                     | 2                     | 3                     | 4                     | 5                     | 6                         | 7                     | 8                     | 9                     | 10                    |
| Worst Health Care Possible |                       |                       |                       |                       |                       | Best Health Care Possible |                       |                       |                       |                       |

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 19**

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

- Yes
- No → **Go to Question 19**

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

- Yes
- No

**SPECIALIZED SERVICES**

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

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

- Yes
- No → **Go to Question 22**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

### **YOUR CHILD'S PERSONAL DOCTOR**

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- Never
  - Sometimes
  - Usually
  - Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
  - Sometimes
  - Usually
  - Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
  - Sometimes
  - Usually
  - Always
35. Is your child able to talk with doctors about his or her health care?
- Yes
  - No → *Go to Question 37*
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
  - Sometimes
  - Usually
  - Always

37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
  - Sometimes
  - Usually
  - Always
38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
  - No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
  - No → *Go to Question 41*
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
  - Sometimes
  - Usually
  - Always
41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Personal Best Personal  
 Doctor Possible Doctor Possible



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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

**GETTING HEALTH CARE FROM SPECIALISTS**

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

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- 0
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10
- Worst Specialist Possible                      Best Specialist Possible

**YOUR CHILD'S HEALTH PLAN**

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

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

- Yes
- No → **Go to Question 52**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 54*

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

- Never
- Sometimes
- Usually
- Always

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

- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Health Best Health  
 Plan Possible Plan Possible

### PRESCRIPTION MEDICINES

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

- Yes
- No → *Go to Question 57a*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

### ACCESS TO DENTAL CARE

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

- Yes
- No

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

- Yes
- No → *Go to Question 57d*





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

- Never
- Sometimes
- Usually
- Always

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

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

57e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| Extremely Difficult   |                       |                       |                       |                       |                       | Extremely Easy        |                       |                       |                       |                       |

**ABOUT YOUR CHILD AND YOU**

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No



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

- Yes
- No → **Go to Question 69**

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

- Yes
- No → **Go to Question 69**

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

- Yes
- No

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

- Yes
- No → **Go to Question 72**

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

- Yes
- No → **Go to Question 72**

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

- Yes
- No

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

- Yes
- No → **Go to Question 74**

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

- Yes
- No

74. What is your child's age?

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

75. Is your child male or female?

- Male
- Female

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

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

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

- White
  - Black or African-American
  - Asian
  - Native Hawaiian or other Pacific Islander
  - American Indian or Alaska Native
  - Other (Please print)
- 

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

- 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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

- Yes → *Go to Question 83*
- No → *Go to Question 83a*

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

- Read the questions to me
  - Wrote down the answers I gave
  - Answered the questions for me
  - Translated the questions into my language
  - Helped in some other way (Please print)
- \_\_\_\_\_

**KINDERGARTEN READINESS**

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

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

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

- All of the time
- Most of the time
- Some of the time
- None of the time

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

- All of the time
- Most of the time
- Some of the time
- None of the time

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

- All of the time
- Most of the time
- Some of the time
- None of the time

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

- All of the time
- Most of the time
- Some of the time
- None of the time



83f. **In the past 6 months**, were you ever asked to keep your child home from any child care or preschool because of their behavior (things like hitting, kicking, biting, tantrums or disobeying)?

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

**THANK YOU**

**Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.**

**When you are done, please use the enclosed prepaid envelope to mail the survey to:**

**DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108**

