CAHPS® 3.0H (CHILDREN WITH CHRONIC CONDITIONS) QUESTIONNAIRE

RESULTS

From the six PA CHIP plans offered in Pennsylvania, 2,517 respondents completed the CAHPS 3.0H (Children With Chronic Conditions) Questionnaire. The respondents completed the questionnaire on behalf of a child enrolled in 1 of 6 Commercial HMO plans.

Note: *Data from AmeriChoice are based on the Child Survey; they were not included in the PA CHIP average and should not be compared with other data.*

Exhibit 60: Number of Respondents by Plan

Plan	Number of Respondents
Aetna	423
Keystone Central	604
Keystone West	480
Keystone East	289
First Priority	495
Unison	226
PA CHIP Average	420
Total: PA CHIP Plans	2517
AmeriChoice*	757

* Data from AmeriChoice are based on the Child Survey, should not be compared to other data and were not included in the PA CHIP average.

Respondent Characteristics—PA CHIP CAHPS 3.0H Children With Chronic Conditions survey respondents

For HEDIS 2006, more than half of the survey respondents were male, continuing the trend of past years. The majority of children enrolled in one of five CHIP plans were white (77.2 percent average) and were in "excellent" or "very good" health (76.2 percent). A high proportion of survey respondents had a high-school diploma or some college education. For HEDIS 2005, the majority of children enrolled in one of six CHIP plans were white (77.8 percent average), and were in "excellent" or "very good" health (63.4 percent).

[2]CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Exhibit 61: Respondent Characteristics by Plan

Respondent Characteristics	Aetna		Keystone Central		Keystone West		Keystone East		First Priority		Unison		PA CHIP Average		AmeriChoice	
Gender	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Male	230	55.0	341	56.6	255	53.5	153	53.9	255	51.7	113	50.5	224.5	53.5	355	47.8
Female	188	45	262	43.5	222	46.5	131	46.1	238	48.3	111	49.6	192	46.5	388	52.2
Race/Ethnicity																
White	315	71	534	83	439	88	147	49	472	89	195	83	350.3	77.2	237	29
Black or African American	94	21	47	7	30	6	112	37	15	3	21	9	53.2	13.8	343	42
Asian/Pacific Islander	13	3	5	1	10	2	14	5	9	2	3	1	9	2.3	114	14
American Indian	4	1	8	1	9	2	2	1	11	2	1	0	5.8	1.2	16	2
Hispanic	25	6	49	8	10	2	24	8	25	5	14	6	24.5	5.8	108	13.2
Health Status																
Excellent or Very Good Health	266	63	375	62	304	64	183	64	295	60	121	54	257.3	61.2	574	76.2
Good Health	119	28	176	29	132	28	84	29	148	30	81	36	123.3	30	149	19.8
Fair or Poor Health	38	9	51	8	41	9	21	7	50	10	24	11	37.5	9	30	4
Education																
Eighth Grade or Less	9	2	8	1	7	1	7	2	3	1	5	2	6.5	1.5	34	4.7
Some High School	19	5	3	5	14	3	14	5	23	5	17	8	19.7	5.2	78	10.8
High School Graduate	174	42	290	48	206	43	105	36	219	45	104	46	183	43.3	308	42.8
Some College	165	40	210	35	193	41	107	37	192	39	83	37	158.3	38.2	216	30
College Graduate	35	8	43	7	38	8	42	15	41	8	12	5	35.2	8.5	52	7.2
More Than College Graduate	15	4	20	3	16	3	14	5	13	3	3	1	13.5	3.2	32	4.4

Health Care Access Indicators

More than 91 percent of PA CHIP enrollees who responded to the 2006 CAHPS 3.0H (Children With Chronic Conditions) Questionnaire across all six PA CHIP participating plans had a personal doctor or nurse; however, only about 55.5 percent of respondents indicated that obtaining a specialist referral was "not a problem."

More than 85 percent of PA CHIP enrollees who responded to the 2005 CAHPS 3.0H (Children With Chronic Care Conditions) Questionnaire across all six PA CHIP participating plans had a personal doctor or nurse; however, only about 75 percent of respondents indicated that obtaining a specialist referral was "not a problem."

The results are shown below in Exhibit 62.

Exhibit 62: Health Care Access Indicators by Health Plan

	Aetna		Keystone Central		Keystone West		Keystone East		First Priority		Unison		PA CHIP Average		AmeriChoice	
Health Care Access Indicators	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Child has a personal doctor or nurse	382	92.5	459	94.6	546	91	259	91.2	436	91.4	199	90.5	380.2	91.9	355	47.8
Obtaining a new personal doctor or nurse was not a problem	128	85	150	78	198	82	85	NA	124	88	39	NA	120.7	55.5	388	52.2
Obtaining a specialist referral was not a problem	201	84.1	243	80.2	270	79.4	119	75.3	225	85.9	87	68.5	190.8	78.9	237	29
Obtaining needed care was not a problem	253	89.7	338	90.9	381	89.0	160	80.4	327	92.1	139	82.3	266.3	87.4	343	42
Impact of child's health from delays in obtaining care was not a problem	375	91.2	421	89.8	524	90.7	262	93.6	429	95.8	181	85	365.3	91.0	114	14

Timely Care

For HEDIS 2006, more than 89 percent of survey respondents indicated that they "usually or always" obtained routine or emergency care as soon as it was desired, but still experienced longer than 15-minute wait periods in the doctor's office for an appointment. Respondents "usually or always" received help from phoning the doctor during office hours more than 93 percent of the time.

For HEDIS 2005, a high majority (more than 85 percent) of survey respondents indicated that they "usually or always" obtained routine or emergency care as soon as it was desired, but still experienced longer than 15-minute wait periods in the doctor's office for an appointment.

The results are shown below in Exhibit 63.

Exhibit 63: Timely Care by Health Plan

	Aetna		Keystone Central		Keystone West		Keystone East		First Priority		Unison		PA CHIP Average		AmeriChoice	
Timely Care	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Usually/always obtains routine care appointment as soon as desired	327	91.3	395	91.9	469	92.3	215	83.7	354	91.2	173	89.2	380.2	89.9	344	78.2
Usually/always obtains urgent or emergency care as soon as desired	215	96.4	269	94.1	285	92.5	127	94.8	256	96.6	121	96.8	120.7	95.2	183	76.3
Usually/always had to wait less than 15 minutes in doctors office for appt	276	67.2	326	68.4	417	71.8	162	58.9	297	65.9	133	61.9	190.8	65.7	62	92.3
Usually/always receive help from phoning the doctor during office hours	304	95	382	95.3	434	93.3	192	92.8	366	94.6	168	91.3	266.3	93.7	257	46.3

Satisfaction with Health Care

For HEDIS 2006, more than 92 percent of respondents indicated that they were satisfied with their health care, as evidenced by their responses to questions on how they (and child) were treated and whether information was presented in a manner that was easy to understand.

For HEDIS 2005, more than 90 percent of respondents indicated that they were satisfied with their health care, as evidenced by their responses to questions on how they (and child) were treated and whether information was presented in a manner that was easy to understand. The results are shown below in Exhibit 64.

Exhibit 64: Satisfaction With Health Care by Health Plan

	Aetna		Keystone Central		Keystone West		Keystone East		First Priority		Unison		PA CHIP Average		AmeriChoice	
Satisfaction With Health Care	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Clinic staff usually/always treats child with courtesy and respect	398	96.6	463	97.1	561	96.1	271	97.1	432	96.2	207	95	388.7	96.4	514	91.5
Clinic staff usually/always is as helpful as you thought they would be	397	96.4	455	95.4	545	93.2	268	95.7	417	92.5	196	89.9	379.7	93.9	490	87
Doctor usually/always listens carefully to you	396	96.6	459	96.2	545	93	273	97.5	423	93.6	200	91.7	382.7	94.8	519	92.6
Doctor usually/always explains things in a way you can understand	402	98.1	461	96.7	566	97.1	271	97.1	433	95.8	205	94	390	96.5	509	90.7
Doctor usually/always shows respect for what you say	400	97.1	457	95.8	554	94.9	275	98.2	428	94.7	200	91.7	385.7	95.4	532	94.5
Providers usually/always explains things so child can understand	390	94.9	440	92.2	537	92.4	252	91	421	94.2	190	88.4	371.7	92.2	400	87.9
Providers usually/always spends enough time with the child	398	96.6	463	97.1	561	96.1	271	97.1	432	96.2	207	95	388.7	96.4	478	85.7