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# Oregon



2003 CAHPS<sup>®</sup> 3.0  
Adult Medicaid Member  
Satisfaction Survey

**AGGREGATE REPORT**

Oregon Health Plan  
Oregon Department of Human Services

May 2004



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# Executive Summary

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The Oregon Department of Human Services (DHS) requires annual administration of member satisfaction surveys for all health plans serving Oregon Health Plan (OHP) Members. The standardized survey instruments selected for the surveys were the CAHPS<sup>®</sup> 3.0 Adult and Child Medicaid Surveys.<sup>1</sup> This report focuses on the results of the **Adult Medicaid** Survey for plans serving OHP members. A separate report describes the results of the Child Medicaid Survey for plans serving OHP members.

A total of 15 Oregon health plans serving OHP members participated in the 2003 CAHPS<sup>®</sup> Adult Medicaid Survey. These health plans are listed below.

<b>Oregon Health Plan Participating Plans</b>	
<b>PLAN NAME</b>	<b>PLAN ABBREVIATION</b>
CareOregon	CareOregon
Cascade Comprehensive Care	Cascade
Central Oregon Independent Health	Central
Doctors of the Coast South	Doctors
Douglas County IPA	Douglas County
FamilyCare	FamilyCare
Intercommunity Health Network	Intercommunity
Kaiser Permanente	Kaiser
Lane County IPA	Lane County
Marion-Polk Community	Marion-Polk
Medicaid-Open Card	Medicaid-Open
Mid-Rogue Community Health Plan	Mid-Rogue
Oregon Health Management Services	Oregon HMS
Providence Health Plan	Providence
Tuality Health Alliance	Tuality

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<sup>1</sup> CAHPS<sup>®</sup> is a registered trademark of the Agency for Healthcare Research and Quality.

Overall, the OHP plan-level average for completed Adult Medicaid Surveys is 187, representing an average completion rate of 39.2 percent.<sup>2</sup> Plan-level completion rates range from 30.2 percent to 48.8 percent. The distribution of survey dispositions, response rates, and completion rates are presented in detail beginning on page B1.

## **SUMMARY RESULTS**

Table A1, on page A3, depicts the overall member satisfaction (star) ratings for the four CAHPS® global ratings for the 15 plans serving OHP members.<sup>3</sup> The star assignments are based on a statistical comparison of the plan-level case-mix adjusted results to the state's mean case-mix adjusted results. Plan-level results that are statistically better than the statewide mean are noted with three stars; results that are statistically worse than the statewide mean are noted with one star; and results that are statistically not different from the statewide mean are noted with two stars. A detailed description of the methodology used to derive the satisfaction ratings can be found beginning on page D16.

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<sup>2</sup> A completed survey is any eligible member's survey that has confirmed health plan enrollment (response of "Yes" to Question #1) and has a response to the Overall Rating of Health Plan Question (i.e., Question #57). OHP surveys are excluded (i.e., the member is not eligible) if the member is deceased; has a bad address and phone number; and/or does not meet the eligibility criteria of age, continuous enrollment, and current enrollment.

<sup>3</sup> Throughout this report, results are reported for only those respondents who completed a survey.

<b>Table A1</b>				
<b>Overall Member Satisfaction Ratings for the Global Ratings</b>				
	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
CareOregon	★★	★★	★★	★★
Cascade Comprehensive Care	★★	★★	★★	★★
Central Oregon Independent Health	★★	★★	★★★★	★★
Doctors of the Coast South	★★	★★	★★	★★
Douglas County IPA	★	★★	★	★★
FamilyCare	★	★★	★★	★★
Intercommunity Health Network	★★	★★	★★	★★
Kaiser Permanente	★★★★	★★	★★	★★
Lane County IPA	★★	★★	★★	★★
Marion-Polk Community	★	★★	★★	★★
Medicaid-Open Card	★★	★★	★★	★★
Mid-Rogue Community Health Plan	★★	★★	★★	★★
Oregon Health Management Services	★★	★★	★★	★★
Providence Health Plan	★★★★	★★	★★	★★
Tuality Health Alliance	★★★★	★★	★★	★★
<b>What do the stars represent?</b>				
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★		Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★		Statistically <b>Worse</b> than the OHP Average of 15 Plans ★

Table A2, on page A5, depicts the overall member satisfaction ratings for the five CAHPS® composite scores for the 15 plans serving OHP members. As is done with the global ratings, the star assignments for the composite scores are based on a statistical comparison of the plan-level case-mix adjusted results to the state's mean case-mix adjusted results. Plan-level results that are statistically better than the statewide mean are noted with three stars; results that are statistically worse than the statewide mean are noted with one star; and results that are statistically not different from the statewide mean are noted with two stars. A detailed description of the methodology used to derive the satisfaction ratings can be found beginning on page D16.

<b>Table A2</b>					
<b>Overall Member Satisfaction Ratings for the Composite Scores</b>					
	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
CareOregon	★★	★★	★★	★★	★★
Cascade Comprehensive Care	★★	★★	★★	★★	★★
Central Oregon Independent Health	★★	★★	★★	★★	★★
Doctors of the Coast South	★★	★★	★★	★★	★★
Douglas County IPA	★★	★★	★★	★★	★★
FamilyCare	★	★★	★★	★★	★★
Intercommunity Health Network	★★	★★	★★	★★	★★
Kaiser Permanente	★★	★★	★★	★★	★★
Lane County IPA	★★	★★	★★	★★	★★
Marion-Polk Community	★	★★	★★	★★	★★
Medicaid-Open Card	★★	★★	★★	★★	★★
Mid-Rogue Community Health Plan	★★	★★	★★	★★	★★
Oregon Health Management Services	★★	★★	★★	★★	★★
Providence Health Plan	★★★★	★★	★★	★★	★★
Tuality Health Alliance	★★	★★	★★	★★	★★
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★		Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★★		Statistically <b>Worse</b> than the OHP Average of 15 Plans ★	

Table A3 depicts the *Item-Level High Priorities* for OHP on the CAHPS® composite items (i.e., questions). The *Item-Level High Priorities* identified are based on the comparison of a question's problem score to OHP members' overall rating of their health plan. For information on the *Item-Level High Priorities* by plan, please see the accompanying CD. A detailed presentation of the Item-Level Priority Analysis and results can be found beginning on page B81.

<b>Table A3</b>	
<b>Oregon Health Plan Item-Level High Priorities</b>	
Q7.	Problem getting a satisfactory doctor or nurse
Q10.	Problem seeing a specialist
Q26.	Problem getting care believed necessary
Q28.	Problem with delays in care while waiting for health plan approval
Q51.	Problem finding or understanding information in written materials
Q53.	Problem getting help when calling health plan's customer service



## **SUMMARY PRIORITIES**

A series of recommendations for OHP can be found beginning on page C1. The results of the overall member satisfaction analysis and item-level priority analysis are utilized to generate a list of *High Priorities* for OHP. For the global ratings and composite scores, *High Priorities* are those ratings and composites where a plan scores significantly lower than the state's case-mix adjusted mean. For the composite items, *High Priorities* are based on the comparison of an item's problem score to OHP members' overall rating of their health plan. The *High Priorities* identified may make the best targets for quality improvement (QI) activities. A discussion of the action planning process can be found on page C21. The following is a list of the *High Priorities* for OHP.

### **High Priorities**

- Rating of Health Plan (3 plans)
- Rating of Personal Doctor (1 plan)
- Getting Needed Care (2 plans)
- Q7. Problem getting a satisfactory doctor or nurse
- Q10. Problem seeing a specialist
- Q26. Problem getting care believed necessary
- Q28. Problem with delays in care while waiting for health plan approval
- Q51. Problem finding or understanding information in written materials
- Q53. Problem getting help when calling health plan's customer service

# Results

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The Oregon DHS coordinated the administration of the Adult Medicaid CAHPS® Survey to OHP members in 15 health plans in the State of Oregon. A random sample of 625 OHP members was selected from each health plan.<sup>1</sup> The completed surveys from randomly sampled members are utilized to generate the results presented in this report.

## RESPONSE AND COMPLETION RATES

A member's survey is assigned a disposition of "**responded**" if the response to Question #1 is "Yes" (i.e., the member confirms enrollment in OHP), and if the member has not been excluded for other reasons (please refer to the definition of an "excluded survey" provided below). For the State of Oregon, 2,919 OHP members responded to the survey. For each "responded" survey, the survey is assigned a disposition of "**completed**" if the member has answered the Overall Rating of Health Plan Question (Question #57). Of the 2,919 responded surveys for OHP, 2,803 are completed surveys.<sup>2</sup>

A survey is considered an "**excluded survey**" if the member is deceased; has a bad address and phone number; and/or does not meet the eligibility criteria of age, continuous enrollment, and current enrollment. Please note, NCQA and NCBD classify non-responding members that have a language barrier and/or are mentally/physically incapacitated as ineligible, excluding these surveys from response rate calculations. In contrast, OMAP classifies these members as non-respondents and does **not** exclude them from response and completion rate calculations. Additional information can be found on page D6.

For the purposes of this Oregon CAHPS® report, **response** and **completion rates** are defined by the following formulas.

$$\text{Response Rate} = \frac{\text{Total Number of Survey Respondents}}{\text{Total Sample} - \text{Total Number of Excluded Surveys}}$$

$$\text{Completion Rate} = \frac{\text{Total Number of Completed Surveys}}{\text{Total Sample} - \text{Total Number of Excluded Surveys}}$$

Overall, for the State of Oregon, the Adult Medicaid OHP plan-level average response rate is 40.9 percent, and the OHP plan-level average completion rate is 39.2 percent.

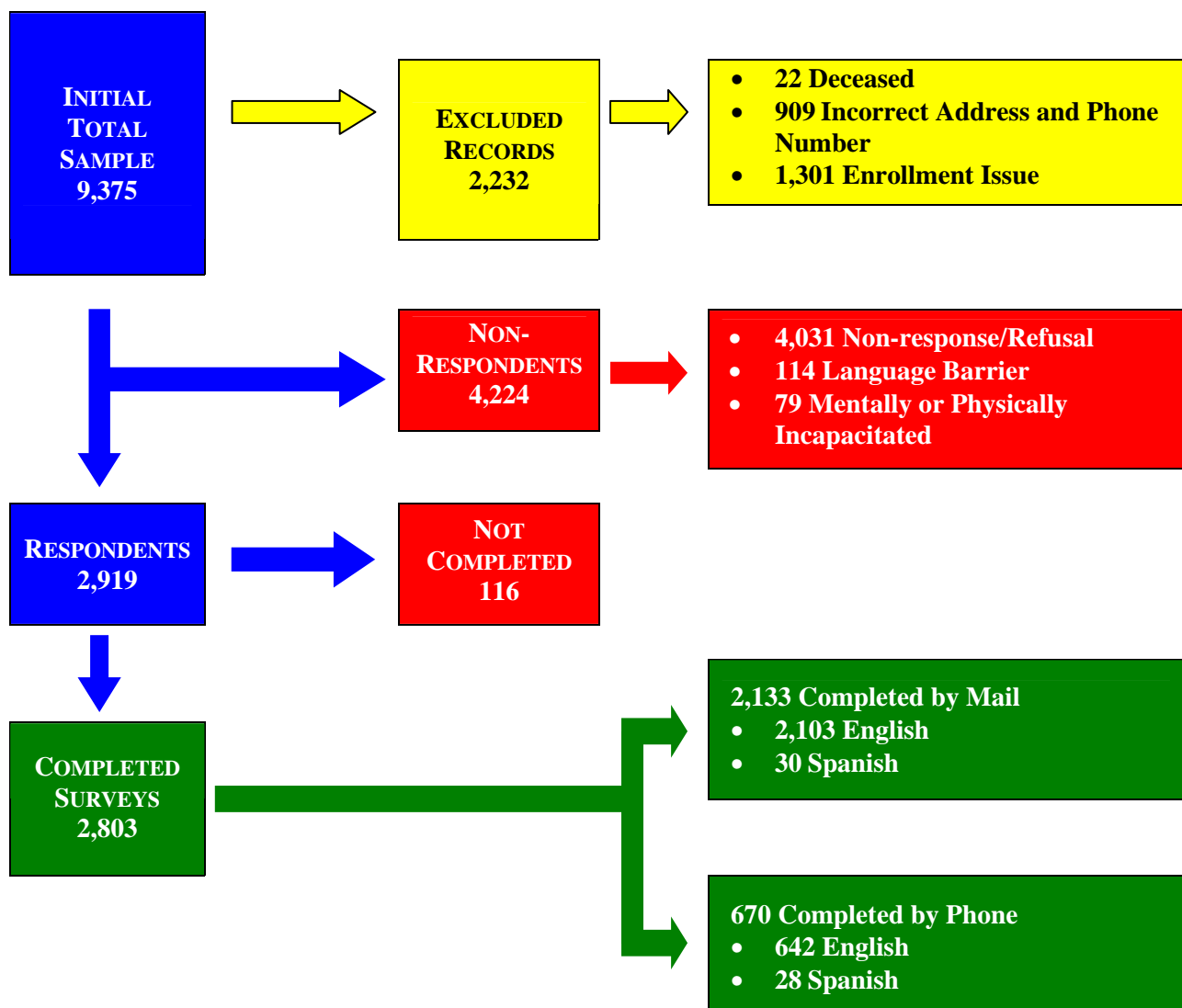
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<sup>1</sup> Oregon DHS also performed an oversample based on race and ethnicity variables. In order to perform valid plan-to-plan comparisons, the results of this oversample are part of a separate analysis that can be found beginning on page B90.

<sup>2</sup> Please note, the criteria utilized to define responded and completed surveys for Oregon CAHPS® differs from the criteria specified by the National Committee for Quality Assurance (NCQA) and the National CAHPS® Benchmarking Database (NCBD). Therefore, response and completion rates presented in this report should **not** be compared to response and completion rates calculated utilizing NCQA and NCBD methodologies. The Oregon DHS Office of Medical Assistance Programs (OMAP) redefined the criteria to meet the reporting needs of the State of Oregon.

Figure B1 depicts the distribution of survey dispositions, response rate, and completion rate for OHP. For additional information on the calculation of response and completion rates, please refer to the Data Analysis subsection on page D6.

**Figure B1**  
**Distribution of Survey Dispositions, Response Rate, and Completion Rate for Oregon Health Plan**



**COMPLETION RATE = 39.2%**  
**RESPONSE RATE = 40.9%**

Table B1 depicts the response and completion rates for OHP and the 15 plans serving OHP members. Plan-level response rates range from 32.2 percent to 49.8 percent. Plan-level completion rates range from 30.2 percent to 48.8 percent. Eligible members include the random sample minus excluded records. Excluded records meet one of the following criteria: the member is deceased; has a bad address and phone number; and/or does not meet the eligibility criteria of age, continuous enrollment, and current enrollment. For additional information on the calculation of response and completion rates, please refer to the Data Analysis subsection on page D6.

<b>Table B1</b>					
<b>Distribution of Sample, Response Rates, and Completion Rates</b>					
	TOTAL SAMPLE	EXCLUDED RECORDS	ELIGIBLE SAMPLE	RESPONDED SURVEYS (RESPONSE RATE)	COMPLETED SURVEYS (COMPLETION RATE)
<b>Oregon Health Plan</b>	9,375	2,232	7,143	2,919 (40.9%)	2,803 (39.2%)
CareOregon	625	163	462	187 (40.5%)	178 (38.5%)
Cascade Comprehensive Care	625	146	479	220 (45.9%)	214 (44.7%)
Central Oregon Independent Health	625	165	460	187 (40.7%)	182 (39.6%)
Doctors of the Coast South	625	150	475	226 (47.6%)	211 (44.4%)
Douglas County IPA	625	147	478	206 (43.1%)	200 (41.8%)
FamilyCare	625	171	454	147 (32.4%)	139 (30.6%)
Intercommunity Health Network	625	128	497	215 (43.3%)	213 (42.9%)
Kaiser Permanente	625	179	446	148 (33.2%)	137 (30.7%)
Lane County IPA	625	127	498	205 (41.2%)	198 (39.8%)
Marion-Polk Community	625	121	504	215 (42.7%)	206 (40.9%)
Medicaid-Open Card	625	178	447	144 (32.2%)	135 (30.2%)
Mid-Rogue Community Health Plan	625	137	488	243 (49.8%)	238 (48.8%)
Oregon Health Management Services	625	141	484	224 (46.3%)	219 (45.2%)
Providence Health Plan	625	116	509	187 (36.7%)	175 (34.4%)
Tuality Health Alliance	625	163	462	165 (35.7%)	158 (34.2%)

Table B2 depicts the number of respondents who completed a survey for each global rating for OHP and the 15 plans serving OHP members.

<b>Table B2</b>				
<b>Total Number of Respondents for the Global Ratings</b>				
	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>Oregon Health Plan</b>	2,803	1,957	2,210	954
CareOregon	178	124	138	55
Cascade Comprehensive Care	214	154	165	61
Central Oregon Independent Health	182	135	150	66
Doctors of the Coast South	211	157	178	83
Douglas County IPA	200	134	150	65
FamilyCare	139	83	86	36
Intercommunity Health Network	213	154	184	72
Kaiser Permanente	137	86	90	41
Lane County IPA	198	145	167	82
Marion-Polk Community	206	139	161	59
Medicaid-Open Card	135	91	91	48
Mid-Rogue Community Health Plan	238	172	204	100
Oregon Health Management Services	219	161	176	71
Providence Health Plan	175	117	145	68
Tuality Health Alliance	158	105	125	47

Table B3 depicts the number of respondents who completed a survey for each composite score for OHP and the 15 plans serving OHP members.

<b>Table B3</b>					
<b>Total Number of Respondents for the Composite Scores</b>					
	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
<b>Oregon Health Plan</b>	2,499	2,333	1,983	1,983	1,787
CareOregon	165	149	126	125	106
Cascade Comprehensive Care	187	177	155	155	144
Central Oregon Independent Health	157	156	136	137	116
Doctors of the Coast South	190	180	157	157	137
Douglas County IPA	181	161	136	136	138
FamilyCare	128	107	86	86	82
Intercommunity Health Network	179	179	155	155	124
Kaiser Permanente	132	113	91	91	86
Lane County IPA	176	174	147	148	120
Marion-Polk Community	173	174	142	142	129
Medicaid-Open Card	119	108	92	92	87
Mid-Rogue Community Health Plan	217	204	173	173	165
Oregon Health Management Services	199	183	163	163	146
Providence Health Plan	157	140	117	116	109
Tuality Health Alliance	139	128	107	107	98

## **ADJUSTED OVERALL MEMBER SATISFACTION RATINGS**

The State of Oregon OHP has a total of 2,803 completed adult surveys. These completed surveys (as opposed to responded surveys) are utilized to derive the overall member satisfaction (star) ratings for the participating plans in the State of Oregon. This section presents adjusted overall member satisfaction ratings for the OHP plan-level average and the 15 plans serving OHP members. State-level results are weighted based on overall enrollment data from the State of Oregon.

### **Three-Point Means and Overall Satisfaction Ratings**

A three-point mean is calculated for each global rating and composite score for the OHP plan-level average and the 15 plans serving OHP members. The overall member satisfaction ratings are based on a statistical comparison of the plan-level case-mix adjusted three-point mean scores to the state's mean case-mix adjusted three-point mean scores. Prior to performing the statistical comparisons, these scores are case-mix adjusted for member health status, educational level, and age. State-level results are weighted based on overall enrollment data from the State of Oregon. For additional information on the case-mix adjustment and weighting, please refer to the case-mix adjustment and weighting subsections on page D16.

After adjusting for case-mix, statistical comparisons are performed to determine overall member satisfaction ratings. Plan-level overall member satisfaction ratings that are statistically better than the statewide mean are noted with three stars; results that are statistically worse than the statewide mean are noted with one star; and results that are statistically not different from the statewide mean are noted with two stars.

Please note, three-point mean scores and their 95% confidence intervals are presented with the star ratings. Conclusions regarding overall plan performance should **not** be based on comparisons of the plan and state confidence intervals, rather the star ratings should be utilized for such purposes. The star ratings are derived from two types of hypothesis tests: (1) a global F test that determines whether the difference between plan means is significant, and (2) plan-level t tests that determine whether the **difference** of each adjusted plan mean from the overall mean is statistically significant. A detailed description of the methodology used to derive the adjusted three-point mean scores and the overall member satisfaction ratings can be found in the Methodology section.

### **Question Summary Rates**

A question summary rate is calculated for each global rating question for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>3</sup> Additional information on the calculation of question summary rates can be found beginning on page D12.

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<sup>3</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

## **Global Proportions**

A global proportion is calculated for each composite score for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composites, a “top box” response is defined as a response of “Always.” For the Getting Needed Care and Customer Service composites, a response of “Not a problem” is considered a “top box” response. Additional information on the calculation of global proportions can be found beginning on page D13.

## **Satisfaction Proportions**

For each global rating and composite score, OHP member responses are classified into “satisfied,” “neutral,” and “dissatisfied” categories. For the global ratings, responses of 9 or 10 are classified as “satisfied,” whereas responses of 7 or 8 are classified as “neutral,” and responses of 0 to 6 are classified as “dissatisfied.” For the composite scores, responses of “Not a problem” or “Always” are classified as “satisfied,” whereas responses of “A small problem” or “Usually” are classified as “neutral,” and responses of “A big problem” or “Sometimes/Never” are classified as “dissatisfied.” For additional information on the calculation of satisfaction proportions, please refer to page D15.



**Rating of Health Plan**

Table B4 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B4</b>		
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Rating of Health Plan</b>		
	<b>2003 RATING OF HEALTH PLAN ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>
<b>Oregon Health Plan</b>	1.923 (1.878 - 1.969)	
<b>CareOregon</b>	1.923 (1.805 - 2.041)	★★
<b>Cascade Comprehensive Care</b>	1.898 (1.792 - 2.004)	★★
<b>Central Oregon Independent Health</b>	1.912 (1.795 - 2.028)	★★
<b>Doctors of the Coast South</b>	1.932 (1.824 - 2.041)	★★
<b>Douglas County IPA</b>	1.776 (1.669 - 1.884)	★
<b>FamilyCare</b>	1.783 (1.650 - 1.915)	★
<b>Intercommunity Health Network</b>	1.986 (1.883 - 2.089)	★★
<b>Kaiser Permanente</b>	2.089 (1.957 - 2.221)	★★★★
<b>Lane County IPA</b>	1.881 (1.774 - 1.988)	★★
<b>Marion-Polk Community</b>	1.845 (1.739 - 1.951)	★
<b>Medicaid-Open Card</b>	1.937 (1.798 - 2.076)	★★
<b>Mid-Rogue Community Health Plan</b>	2.008 (1.904 - 2.111)	★★
<b>Oregon Health Management Services</b>	1.976 (1.872 - 2.079)	★★
<b>Providence Health Plan</b>	2.175 (2.060 - 2.289)	★★★★
<b>Tuality Health Alliance</b>	2.097 (1.977 - 2.217)	★★★★
<b>What do the stars represent?</b> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">             Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★         </div> <div style="text-align: center;">             Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★         </div> <div style="text-align: center;">             Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </div> </div>		

Table B5 presents the adjusted question summary rate and 95% confidence interval (95% CI) for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>4</sup>

<b>Table B5</b>	
<b>Adjusted Question Summary Rates for the Rating of Health Plan Using “9 or 10” Top Box Scoring</b>	
<b>2003</b>	
<b>RATING OF HEALTH PLAN ADJUSTED QUESTION SUMMARY RATE (95% CI)</b>	
<b>Oregon Health Plan</b>	30.3% (27.8% - 32.8%)
<b>CareOregon</b>	30.5% (24.0% - 37.1%)
<b>Cascade Comprehensive Care</b>	27.9% (22.0% - 33.8%)
<b>Central Oregon Independent Health</b>	30.8% (24.3% - 37.3%)
<b>Doctors of the Coast South</b>	31.2% (25.1% - 37.2%)
<b>Douglas County IPA</b>	23.5% (17.8% - 29.3%)
<b>FamilyCare</b>	25.6% (18.5% - 32.7%)
<b>Intercommunity Health Network</b>	31.3% (25.3% - 37.3%)
<b>Kaiser Permanente</b>	34.3% (26.3% - 42.3%)
<b>Lane County IPA</b>	27.7% (21.8% - 33.6%)
<b>Marion-Polk Community</b>	26.1% (20.3% - 32.0%)
<b>Medicaid-Open Card</b>	32.8% (25.0% - 40.5%)
<b>Mid-Rogue Community Health Plan</b>	34.8% (28.7% - 40.9%)
<b>Oregon Health Management Services</b>	30.6% (24.6% - 36.7%)
<b>Providence Health Plan</b>	40.8% (33.5% - 48.1%)
<b>Tuality Health Alliance</b>	35.8% (28.4% - 43.2%)

<sup>4</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

Figure B2 depicts the adjusted question summary rates for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B2**  
**Adjusted Question Summary Rates for the Rating of Health Plan**

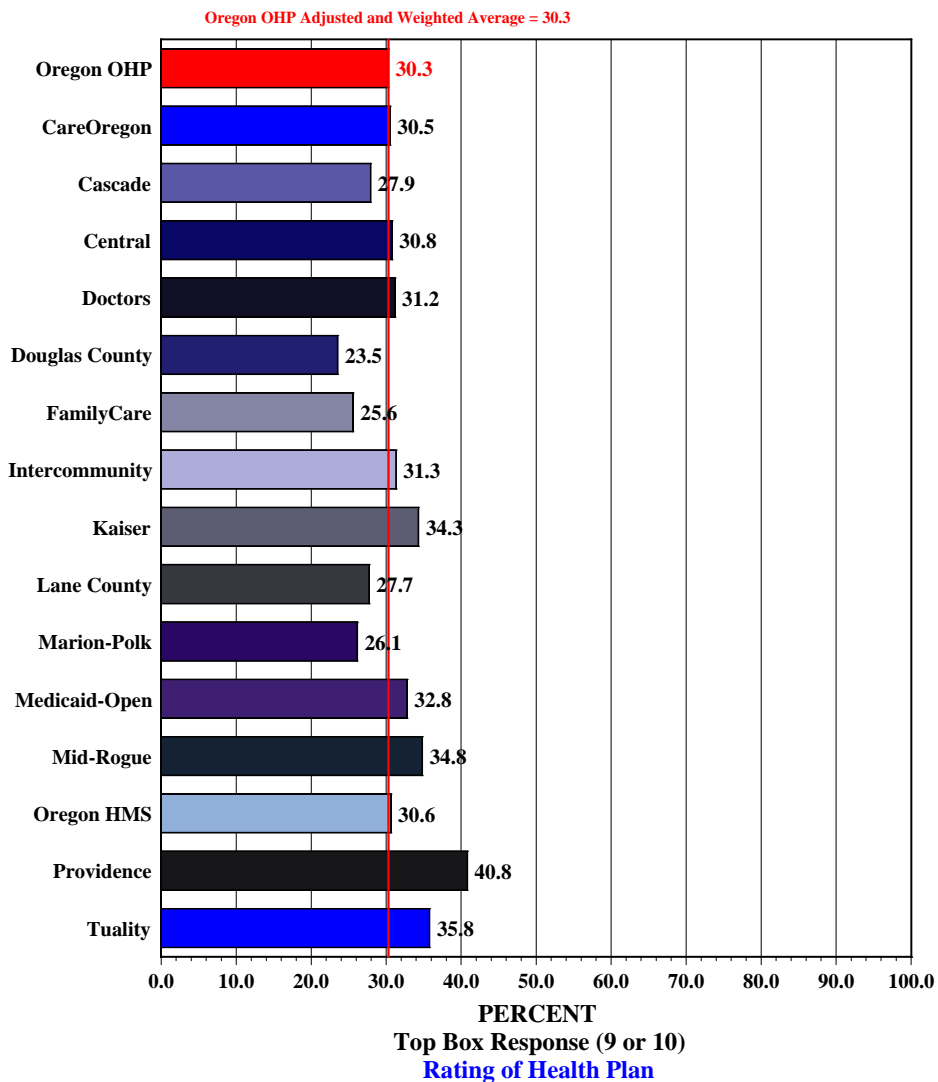
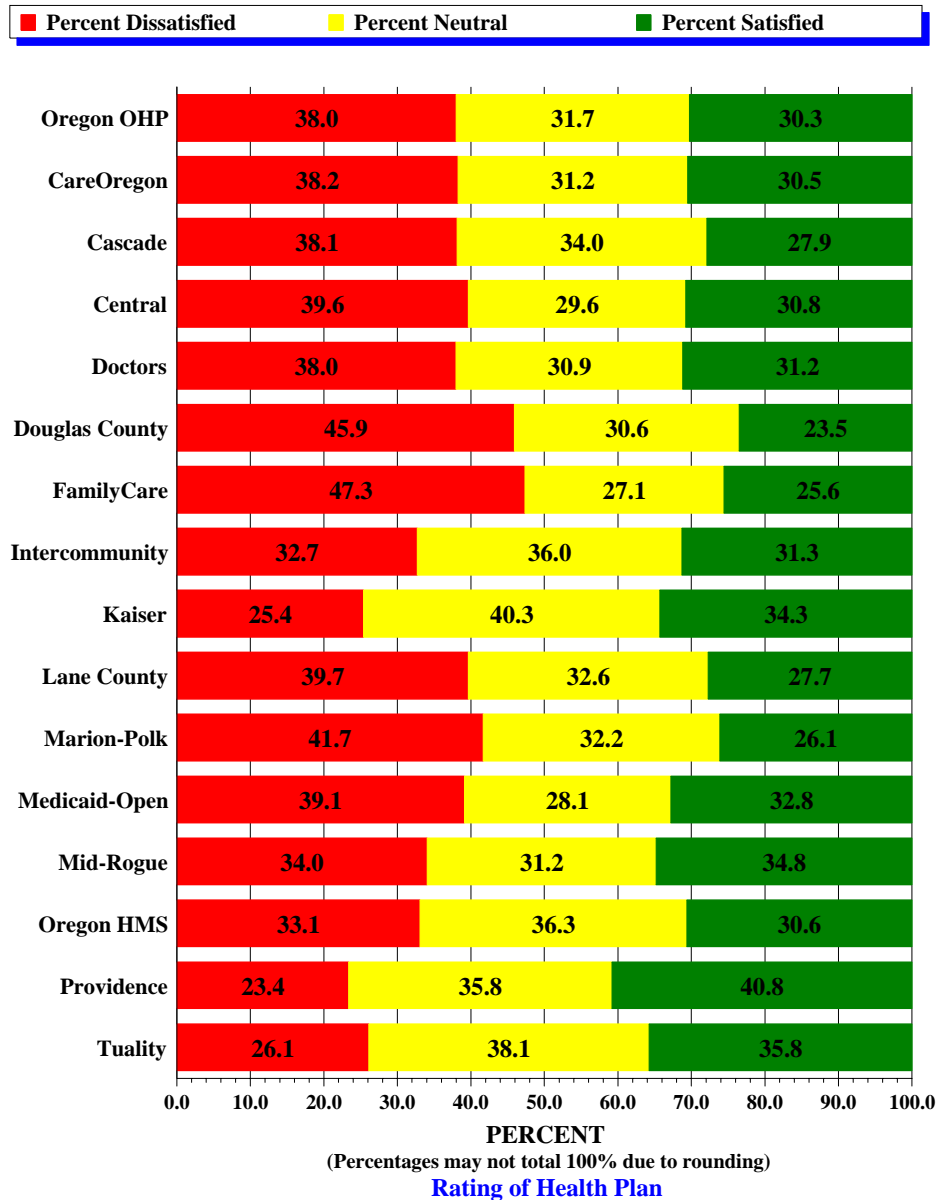


Figure B3 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B3**  
**Adjusted Satisfaction Proportions for the Rating of Health Plan**



**Rating of All Health Care**

Table B6 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B6</b>					
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Rating of All Health Care</b>					
	<b>2003 RATING OF ALL HEALTH CARE ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>			
<b>Oregon Health Plan</b>	2.256 (2.204 - 2.307)				
CareOregon	2.225 (2.090 - 2.359)	★★★			
Cascade Comprehensive Care	2.257 (2.135 - 2.379)	★★★			
Central Oregon Independent Health	2.382 (2.258 - 2.505)	★★★			
Doctors of the Coast South	2.207 (2.078 - 2.337)	★★★			
Douglas County IPA	2.149 (2.011 - 2.288)	★★★			
FamilyCare	2.162 (1.986 - 2.338)	★★★			
Intercommunity Health Network	2.188 (2.064 - 2.311)	★★★			
Kaiser Permanente	2.223 (2.061 - 2.385)	★★★			
Lane County IPA	2.276 (2.155 - 2.396)	★★★			
Marion-Polk Community	2.242 (2.120 - 2.364)	★★★			
Medicaid-Open Card	2.308 (2.154 - 2.461)	★★★			
Mid-Rogue Community Health Plan	2.195 (2.080 - 2.309)	★★★			
Oregon Health Management Services	2.182 (2.057 - 2.306)	★★★			
Providence Health Plan	2.317 (2.189 - 2.445)	★★★			
Tuality Health Alliance	2.387 (2.245 - 2.530)	★★★			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">           Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

Table B7 presents the adjusted question summary rate and 95% confidence interval (95% CI) for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>5</sup>

<b>Table B7</b>	
<b>Adjusted Question Summary Rates for the Rating of All Health Care Using “9 or 10” Top Box Scoring</b>	
<b>2003</b>	
<b>RATING OF ALL HEALTH CARE ADJUSTED QUESTION SUMMARY RATE (95% CI)</b>	
<b>Oregon Health Plan</b>	46.9% (43.6% - 50.2%)
<b>CareOregon</b>	44.7% (36.2% - 53.3%)
<b>Cascade Comprehensive Care</b>	47.5% (39.9% - 55.1%)
<b>Central Oregon Independent Health</b>	55.2% (47.2% - 63.3%)
<b>Doctors of the Coast South</b>	47.0% (39.2% - 54.8%)
<b>Douglas County IPA</b>	44.4% (36.1% - 52.7%)
<b>FamilyCare</b>	44.7% (34.1% - 55.4%)
<b>Intercommunity Health Network</b>	43.7% (36.1% - 51.4%)
<b>Kaiser Permanente</b>	42.7% (32.2% - 53.2%)
<b>Lane County IPA</b>	47.1% (39.2% - 55.1%)
<b>Marion-Polk Community</b>	45.4% (37.6% - 53.3%)
<b>Medicaid-Open Card</b>	50.0% (40.0% - 60.0%)
<b>Mid-Rogue Community Health Plan</b>	45.1% (38.0% - 52.2%)
<b>Oregon Health Management Services</b>	41.6% (33.7% - 49.5%)
<b>Providence Health Plan</b>	47.8% (38.7% - 56.8%)
<b>Tuality Health Alliance</b>	56.7% (47.6% - 65.8%)

<sup>5</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

Figure B4 depicts the adjusted question summary rates for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B4**  
**Adjusted Question Summary Rates for the Rating of All Health Care**

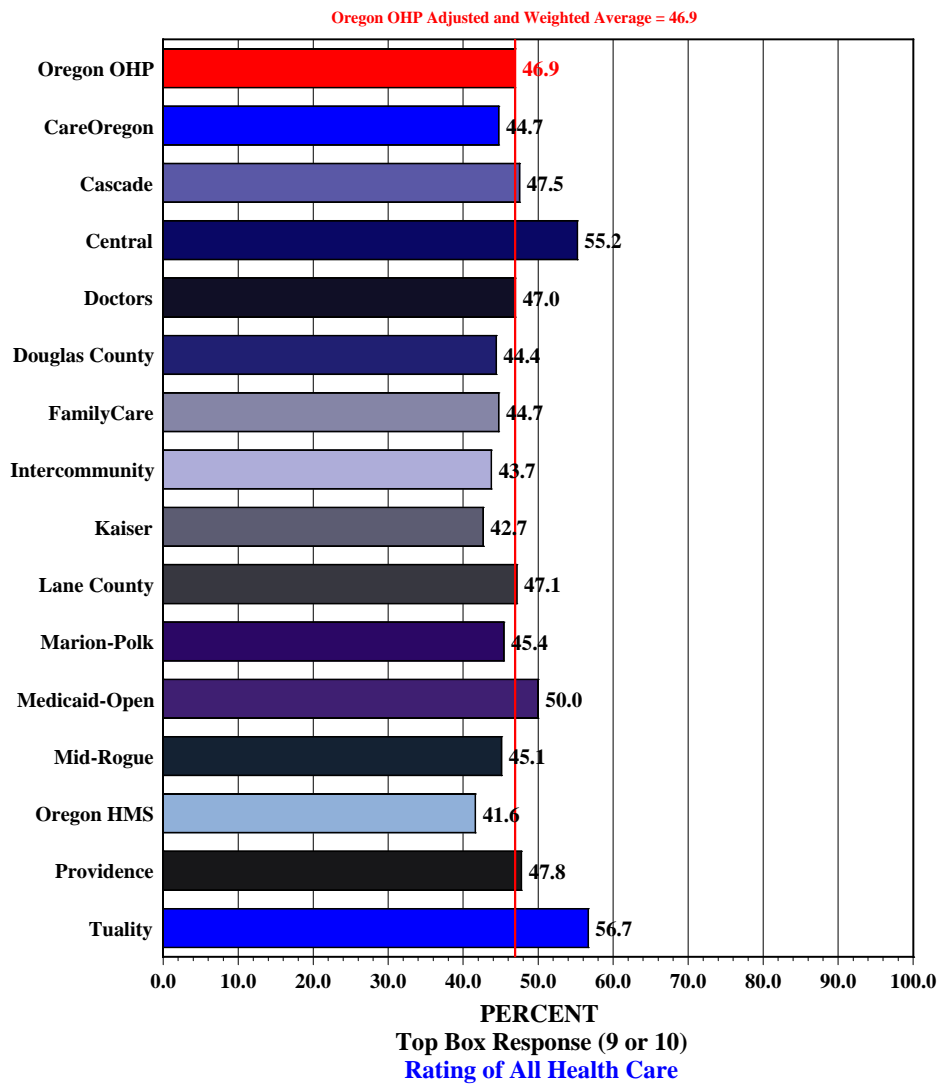
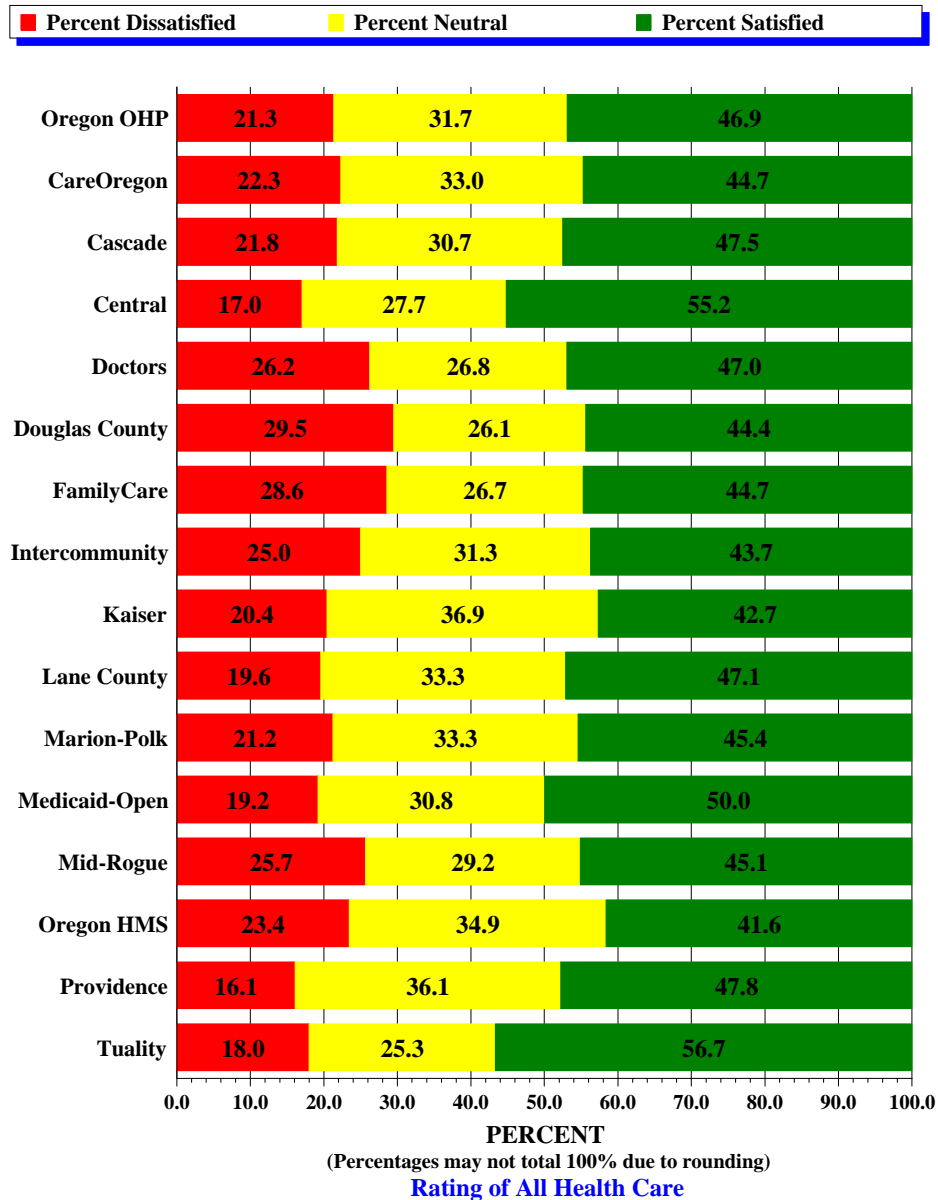


Figure B5 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B5**  
**Adjusted Satisfaction Proportions for the Rating of All Health Care**





**Rating of Personal Doctor**

Table B8 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B8</b>		
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Rating of Personal Doctor</b>		
<b>2003</b>		
	<b>RATING OF PERSONAL DOCTOR ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>
<b>Oregon Health Plan</b>	2.320 (2.271 - 2.368)	
<b>CareOregon</b>	2.316 (2.195 - 2.437)	★★★
<b>Cascade Comprehensive Care</b>	2.356 (2.243 - 2.470)	★★★
<b>Central Oregon Independent Health</b>	2.580 (2.470 - 2.689)	★★★★
<b>Doctors of the Coast South</b>	2.260 (2.141 - 2.380)	★★★
<b>Douglas County IPA</b>	2.099 (1.968 - 2.230)	★
<b>FamilyCare</b>	2.278 (2.110 - 2.446)	★★★
<b>Intercommunity Health Network</b>	2.310 (2.199 - 2.422)	★★★
<b>Kaiser Permanente</b>	2.395 (2.232 - 2.559)	★★★
<b>Lane County IPA</b>	2.226 (2.108 - 2.345)	★★★
<b>Marion-Polk Community</b>	2.272 (2.150 - 2.394)	★★★
<b>Medicaid-Open Card</b>	2.332 (2.177 - 2.488)	★★★
<b>Mid-Rogue Community Health Plan</b>	2.317 (2.215 - 2.419)	★★★
<b>Oregon Health Management Services</b>	2.293 (2.181 - 2.404)	★★★
<b>Providence Health Plan</b>	2.339 (2.219 - 2.458)	★★★
<b>Tuality Health Alliance</b>	2.377 (2.243 - 2.511)	★★★
<b>What do the stars represent?</b>		
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★

Table B9 presents the adjusted question summary rate and 95% confidence interval (95% CI) for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>6</sup>

<b>Table B9</b>	
<b>Adjusted Question Summary Rates for the Rating of Personal Doctor Using “9 or 10” Top Box Scoring</b>	
<b>2003</b>	
<b>RATING OF PERSONAL DOCTOR ADJUSTED QUESTION SUMMARY RATE (95% CI)</b>	
<b>Oregon Health Plan</b>	50.7% (47.5% - 53.9%)
<b>CareOregon</b>	49.2% (41.0% - 57.3%)
<b>Cascade Comprehensive Care</b>	51.8% (44.3% - 59.3%)
<b>Central Oregon Independent Health</b>	69.6% (62.3% - 77.0%)
<b>Doctors of the Coast South</b>	48.6% (41.2% - 56.1%)
<b>Douglas County IPA</b>	39.3% (31.5% - 47.1%)
<b>FamilyCare</b>	50.4% (39.9% - 61.0%)
<b>Intercommunity Health Network</b>	50.8% (43.7% - 58.0%)
<b>Kaiser Permanente</b>	55.7% (45.1% - 66.3%)
<b>Lane County IPA</b>	44.6% (37.1% - 52.2%)
<b>Marion-Polk Community</b>	48.9% (41.3% - 56.5%)
<b>Medicaid-Open Card</b>	51.4% (41.1% - 61.6%)
<b>Mid-Rogue Community Health Plan</b>	49.8% (43.0% - 56.5%)
<b>Oregon Health Management Services</b>	48.1% (40.7% - 55.5%)
<b>Providence Health Plan</b>	50.6% (42.5% - 58.7%)
<b>Tuality Health Alliance</b>	55.7% (47.0% - 64.3%)

<sup>6</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

Figure B6 depicts the adjusted question summary rates for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B6**  
**Adjusted Question Summary Rates for the Rating of Personal Doctor**

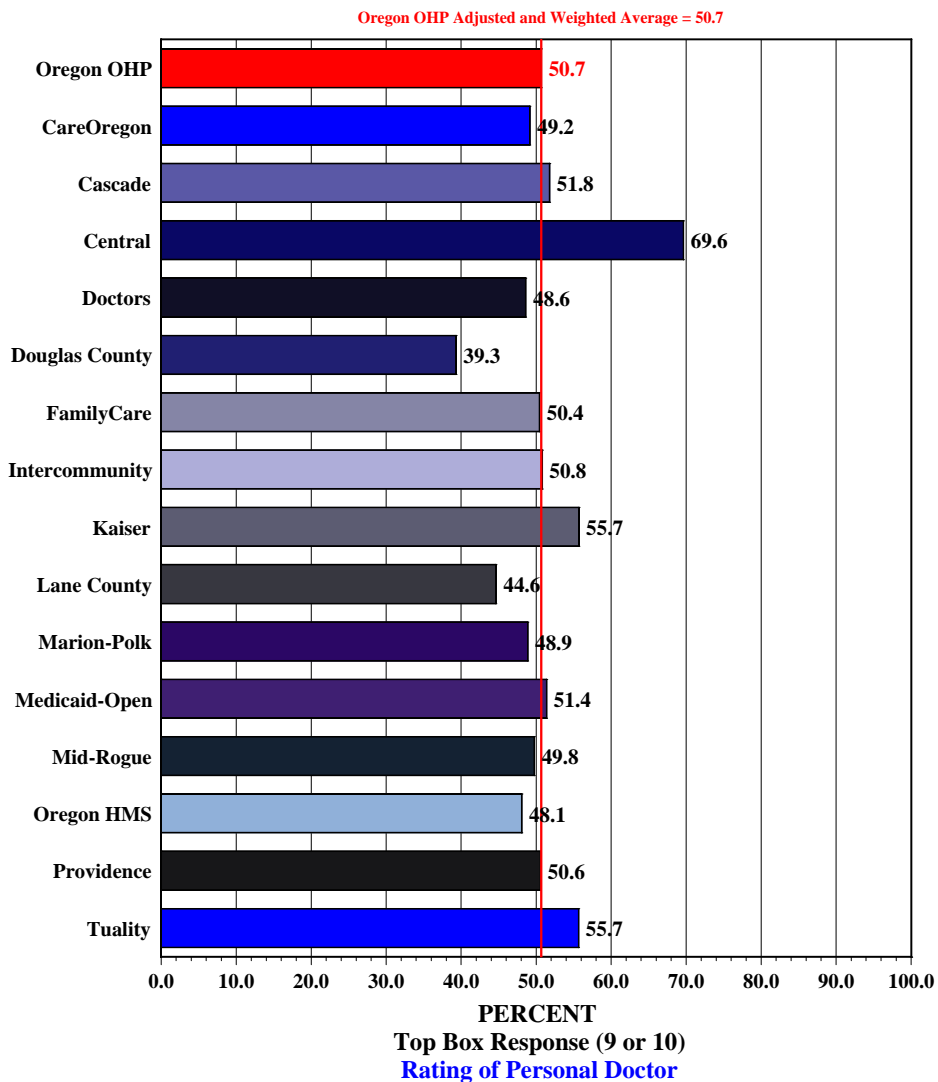
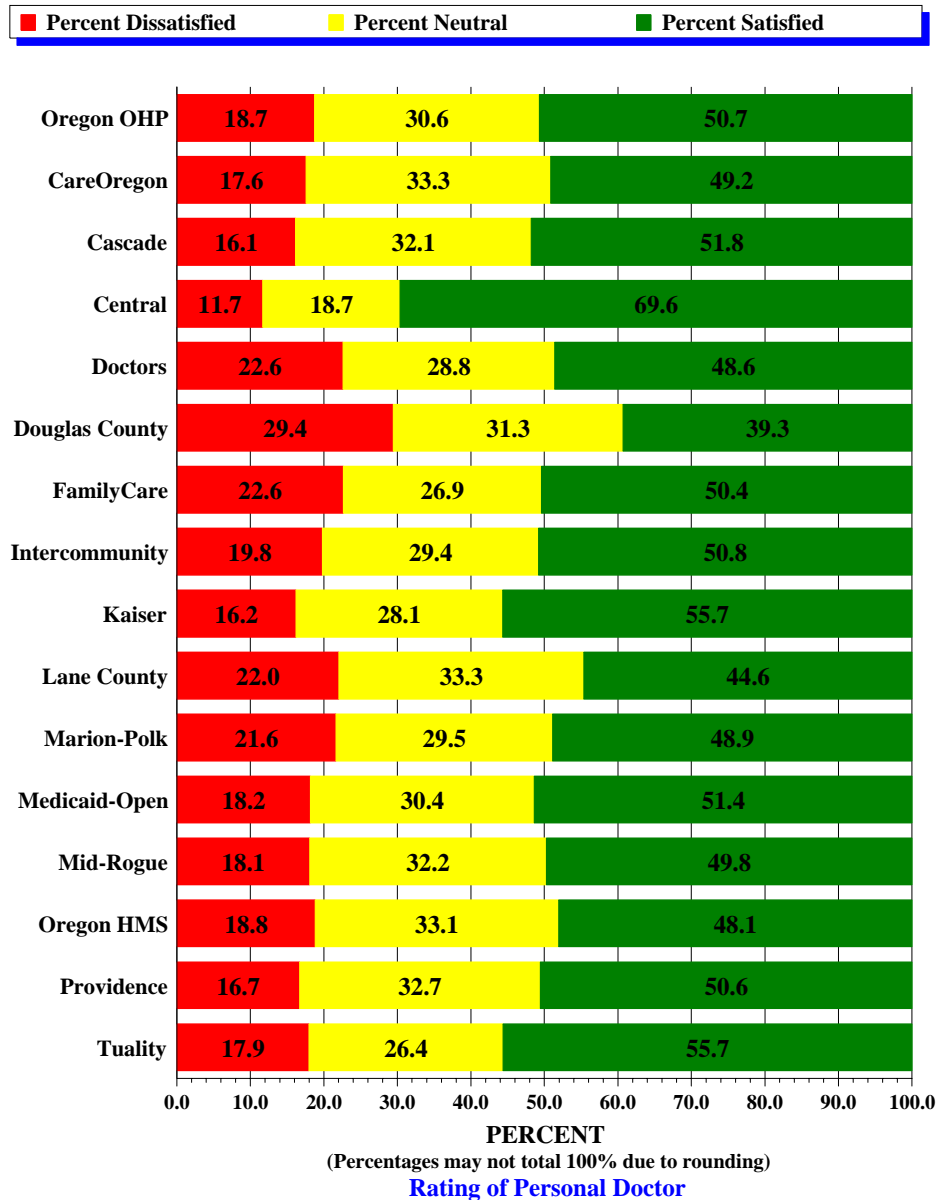


Figure B7 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B7**  
**Adjusted Satisfaction Proportions for the Rating of Personal Doctor**



**Rating of Specialist**

Table B10 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B10</b>					
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Rating of Specialist</b>					
	<b>2003 RATING OF SPECIALIST ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>			
<b>Oregon Health Plan</b>	2.352 (2.271 - 2.432)				
<b>CareOregon</b>	2.276 (2.056 - 2.497)	★★★			
<b>Cascade Comprehensive Care</b>	2.613 (2.455 - 2.772)	★★★			
<b>Central Oregon Independent Health</b>	2.504 (2.342 - 2.666)	★★★			
<b>Doctors of the Coast South</b>	2.389 (2.212 - 2.566)	★★★			
<b>Douglas County IPA</b>	2.429 (2.236 - 2.622)	★★★			
<b>FamilyCare</b>	2.205 (1.948 - 2.462)	★★★			
<b>Intercommunity Health Network</b>	2.328 (2.151 - 2.505)	★★★			
<b>Kaiser Permanente</b>	2.362 (2.124 - 2.601)	★★★			
<b>Lane County IPA</b>	2.412 (2.257 - 2.567)	★★★			
<b>Marion-Polk Community</b>	2.426 (2.219 - 2.633)	★★★			
<b>Medicaid-Open Card</b>	2.273 (2.042 - 2.505)	★★★			
<b>Mid-Rogue Community Health Plan</b>	2.476 (2.331 - 2.621)	★★★			
<b>Oregon Health Management Services</b>	2.457 (2.301 - 2.613)	★★★			
<b>Providence Health Plan</b>	2.238 (2.061 - 2.415)	★★★			
<b>Tuality Health Alliance</b>	2.498 (2.279 - 2.716)	★★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">           Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★         </td> <td style="text-align: center; width: 33%;">           Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★         </td> <td style="text-align: center; width: 33%;">           Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

Table B11 presents the adjusted question summary rate and 95% confidence interval (95% CI) for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>7</sup>

<b>Table B11</b>	
<b>Adjusted Question Summary Rates for the Rating of Specialist Using “9 or 10” Top Box Scoring</b>	
<b>2003</b>	
<b>RATING OF SPECIALIST ADJUSTED QUESTION SUMMARY RATE (95% CI)</b>	
<b>Oregon Health Plan</b>	55.3% (50.4% - 60.2%)
<b>CareOregon</b>	52.9% (39.8% - 66.1%)
<b>Cascade Comprehensive Care</b>	68.9% (57.2% - 80.5%)
<b>Central Oregon Independent Health</b>	60.9% (49.3% - 72.6%)
<b>Doctors of the Coast South</b>	60.0% (49.5% - 70.5%)
<b>Douglas County IPA</b>	60.5% (48.5% - 72.5%)
<b>FamilyCare</b>	43.0% (27.0% - 59.0%)
<b>Intercommunity Health Network</b>	50.5% (39.0% - 62.0%)
<b>Kaiser Permanente</b>	52.8% (37.2% - 68.4%)
<b>Lane County IPA</b>	56.0% (45.5% - 66.5%)
<b>Marion-Polk Community</b>	64.2% (52.2% - 76.3%)
<b>Medicaid-Open Card</b>	52.6% (38.6% - 66.6%)
<b>Mid-Rogue Community Health Plan</b>	62.0% (52.5% - 71.6%)
<b>Oregon Health Management Services</b>	57.1% (45.5% - 68.6%)
<b>Providence Health Plan</b>	43.7% (31.9% - 55.6%)
<b>Tuality Health Alliance</b>	66.6% (53.2% - 80.1%)

<sup>7</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

Figure B8 depicts the adjusted question summary rates for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B8**  
**Adjusted Question Summary Rates for the Rating of Specialist**

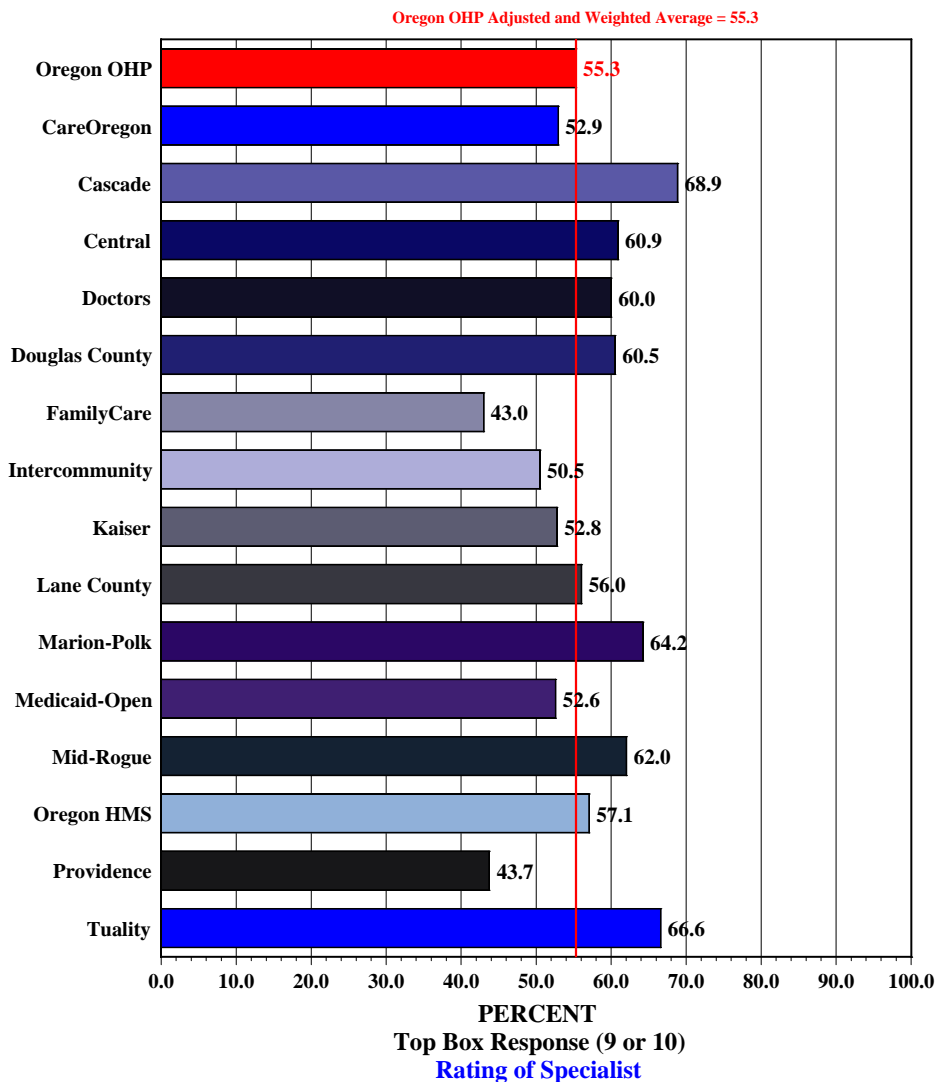
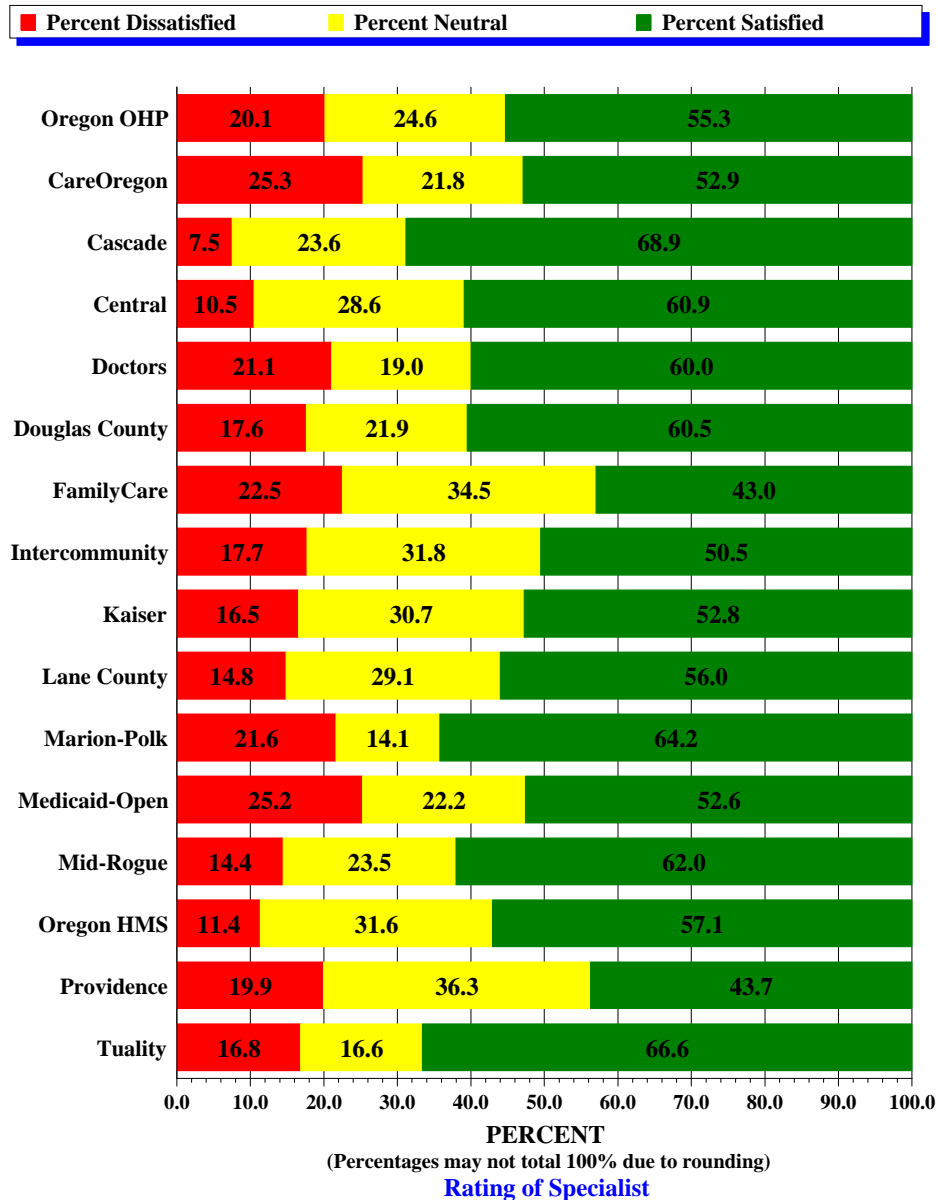


Figure B9 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B9**  
**Adjusted Satisfaction Proportions for the Rating of Specialist**





**Getting Needed Care**

Table B12 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B12</b>					
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Getting Needed Care Composite</b>					
	<b>2003 GETTING NEEDED CARE ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>			
<b>Oregon Health Plan</b>	2.389 (2.347 - 2.432)				
<b>CareOregon</b>	2.377 (2.267 - 2.488)	★★★			
<b>Cascade Comprehensive Care</b>	2.323 (2.217 - 2.428)	★★★			
<b>Central Oregon Independent Health</b>	2.400 (2.294 - 2.506)	★★★			
<b>Doctors of the Coast South</b>	2.341 (2.242 - 2.440)	★★★			
<b>Douglas County IPA</b>	2.367 (2.264 - 2.470)	★★★			
<b>FamilyCare</b>	2.141 (1.997 - 2.285)	★			
<b>Intercommunity Health Network</b>	2.465 (2.364 - 2.566)	★★★			
<b>Kaiser Permanente</b>	2.422 (2.270 - 2.575)	★★★			
<b>Lane County IPA</b>	2.398 (2.290 - 2.507)	★★★			
<b>Marion-Polk Community</b>	2.241 (2.124 - 2.358)	★			
<b>Medicaid-Open Card</b>	2.470 (2.345 - 2.596)	★★★			
<b>Mid-Rogue Community Health Plan</b>	2.407 (2.314 - 2.499)	★★★			
<b>Oregon Health Management Services</b>	2.407 (2.307 - 2.507)	★★★			
<b>Providence Health Plan</b>	2.474 (2.388 - 2.560)	★★★★			
<b>Tuality Health Alliance</b>	2.401 (2.263 - 2.538)	★★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">           Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★         </td> <td style="text-align: center; width: 33%;">           Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★★         </td> <td style="text-align: center; width: 33%;">           Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

Table B13 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Getting Needed Care composite, a response of “Not a problem” is considered a “top box” response.

<b>Table B13</b>	
<b>Adjusted Global Proportions for the Getting Needed Care Composite Using “Not a Problem” Top Box Scoring</b>	
<b>2003 GETTING NEEDED CARE ADJUSTED GLOBAL PROPORTION (95% CI)</b>	
<b>Oregon Health Plan</b>	58.7% (53.9% - 63.5%)
<b>CareOregon</b>	57.2% (45.5% - 69.0%)
<b>Cascade Comprehensive Care</b>	54.4% (41.1% - 67.7%)
<b>Central Oregon Independent Health</b>	59.8% (47.5% - 72.1%)
<b>Doctors of the Coast South</b>	56.2% (44.5% - 68.0%)
<b>Douglas County IPA</b>	55.9% (43.1% - 68.7%)
<b>FamilyCare</b>	44.1% (19.5% - 68.6%)
<b>Intercommunity Health Network</b>	61.4% (50.5% - 72.3%)
<b>Kaiser Permanente</b>	61.9% (47.1% - 76.7%)
<b>Lane County IPA</b>	60.4% (49.0% - 71.8%)
<b>Marion-Polk Community</b>	51.1% (34.1% - 68.2%)
<b>Medicaid-Open Card</b>	63.9% (50.0% - 77.9%)
<b>Mid-Rogue Community Health Plan</b>	59.6% (49.2% - 70.0%)
<b>Oregon Health Management Services</b>	60.1% (49.8% - 70.4%)
<b>Providence Health Plan</b>	61.2% (50.7% - 71.8%)
<b>Tuality Health Alliance</b>	58.9% (44.2% - 73.7%)

Figure B10 depicts the adjusted global proportions for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B10**  
**Adjusted Global Proportions for the Getting Needed Care Composite**

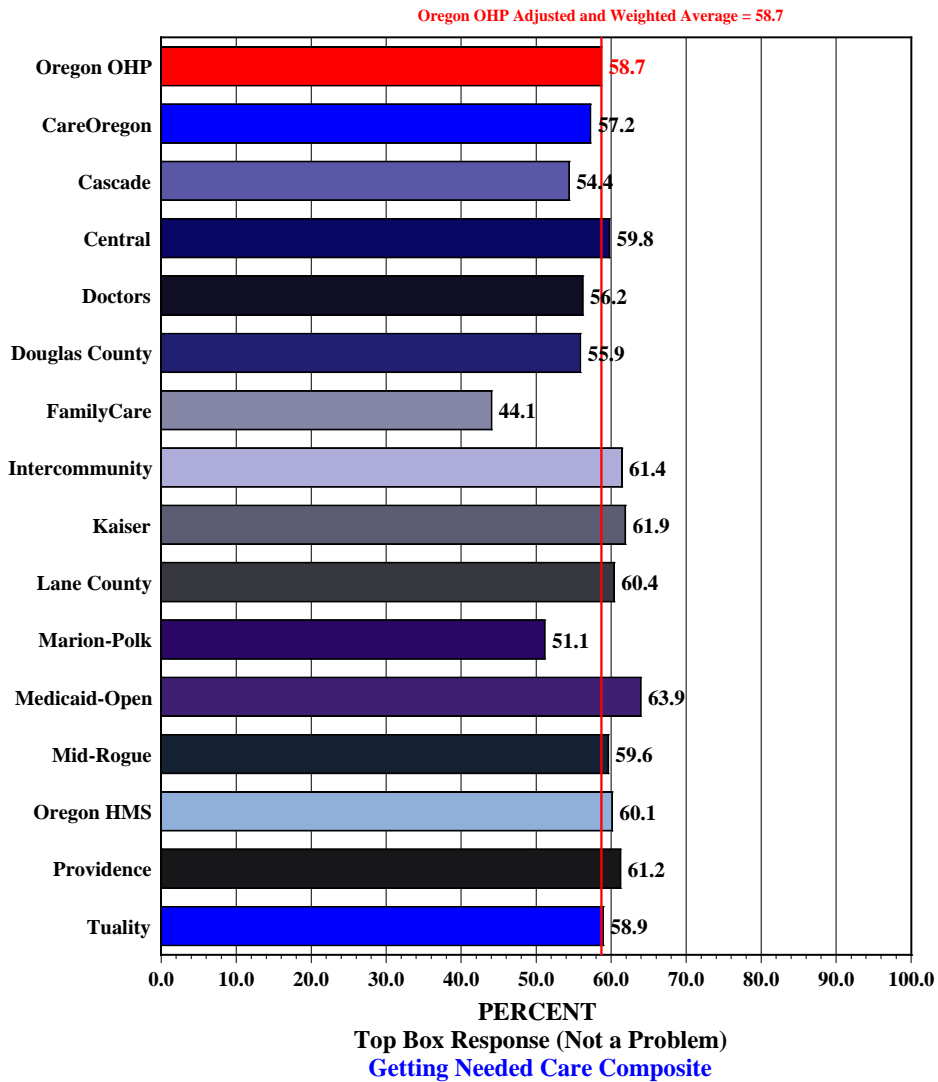
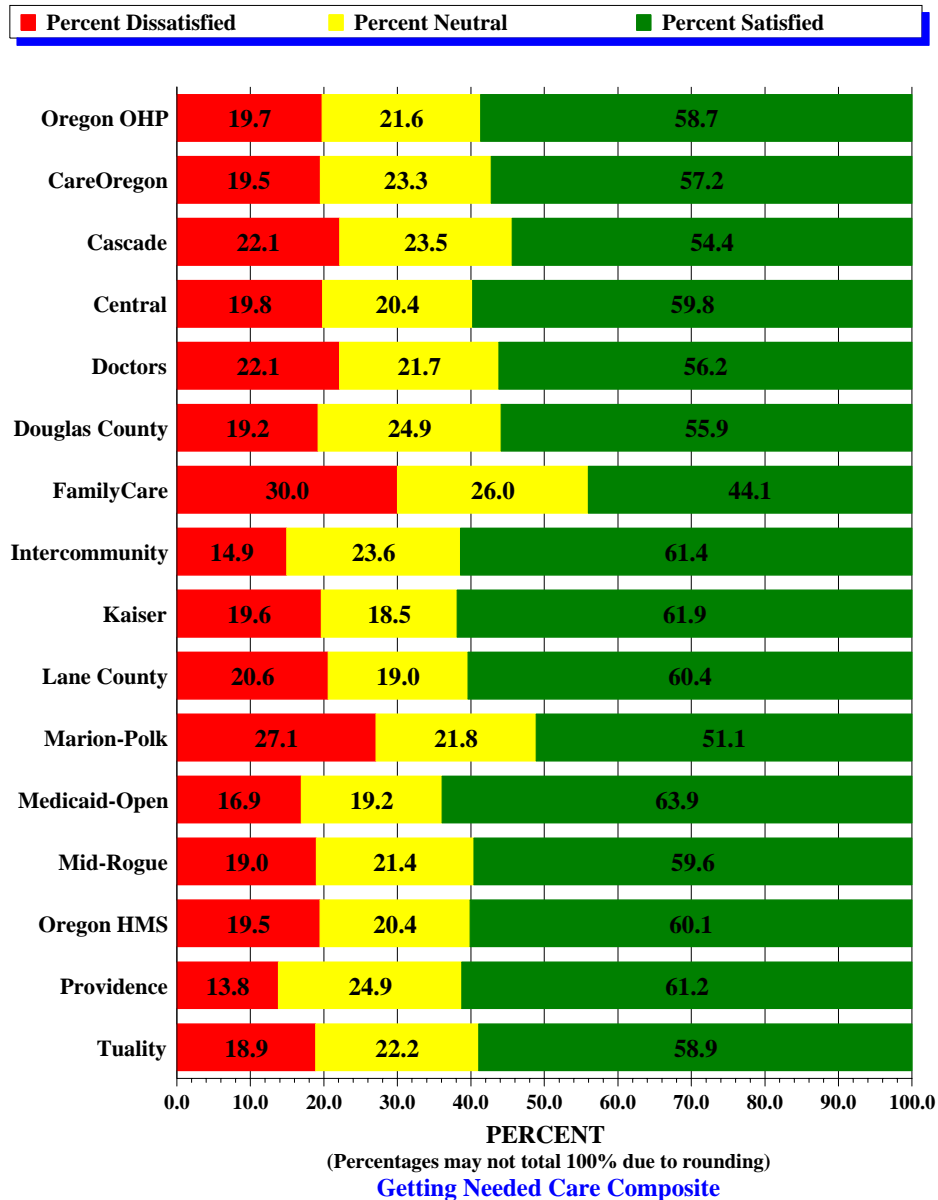


Figure B11 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B11**  
**Adjusted Satisfaction Proportions for the Getting Needed Care Composite**



**Getting Care Quickly**

Table B14 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B14</b>					
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Getting Care Quickly Composite</b>					
	<b>2003 GETTING CARE QUICKLY ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>			
<b>Oregon Health Plan</b>	2.148 (2.109 - 2.187)				
<b>CareOregon</b>	2.136 (2.039 - 2.233)	★★★			
<b>Cascade Comprehensive Care</b>	2.145 (2.057 - 2.233)	★★★			
<b>Central Oregon Independent Health</b>	2.160 (2.070 - 2.250)	★★★			
<b>Doctors of the Coast South</b>	2.137 (2.049 - 2.226)	★★★			
<b>Douglas County IPA</b>	1.996 (1.895 - 2.098)	★★★			
<b>FamilyCare</b>	2.034 (1.888 - 2.181)	★★★			
<b>Intercommunity Health Network</b>	2.161 (2.071 - 2.251)	★★★			
<b>Kaiser Permanente</b>	2.085 (1.959 - 2.211)	★★★			
<b>Lane County IPA</b>	2.212 (2.126 - 2.297)	★★★			
<b>Marion-Polk Community</b>	2.103 (2.001 - 2.205)	★★★			
<b>Medicaid-Open Card</b>	2.175 (2.048 - 2.301)	★★★			
<b>Mid-Rogue Community Health Plan</b>	2.206 (2.127 - 2.285)	★★★			
<b>Oregon Health Management Services</b>	2.163 (2.064 - 2.262)	★★★			
<b>Providence Health Plan</b>	2.242 (2.149 - 2.336)	★★★			
<b>Tuality Health Alliance</b>	2.231 (2.128 - 2.335)	★★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">           Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

Table B15 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Getting Care Quickly composite, a “top box” response is defined as a response of “Always.”

<b>Table B15</b>	
<b>Adjusted Global Proportions for the Getting Care Quickly Composite Using “Always” Top Box Scoring</b>	
<b>2003</b>	
<b>GETTING CARE QUICKLY ADJUSTED GLOBAL PROPORTION (95% CI)</b>	
<b>Oregon Health Plan</b>	41.9% (39.5% - 44.2%)
<b>CareOregon</b>	41.5% (35.5% - 47.5%)
<b>Cascade Comprehensive Care</b>	39.3% (34.0% - 44.6%)
<b>Central Oregon Independent Health</b>	40.4% (34.8% - 46.1%)
<b>Doctors of the Coast South</b>	40.6% (35.2% - 46.1%)
<b>Douglas County IPA</b>	35.7% (30.0% - 41.4%)
<b>FamilyCare</b>	39.6% (31.5% - 47.7%)
<b>Intercommunity Health Network</b>	39.7% (34.1% - 45.3%)
<b>Kaiser Permanente</b>	40.0% (32.9% - 47.1%)
<b>Lane County IPA</b>	42.4% (36.9% - 47.8%)
<b>Marion-Polk Community</b>	39.3% (33.6% - 45.1%)
<b>Medicaid-Open Card</b>	45.6% (38.3% - 52.9%)
<b>Mid-Rogue Community Health Plan</b>	43.5% (38.6% - 48.5%)
<b>Oregon Health Management Services</b>	42.9% (37.0% - 48.7%)
<b>Providence Health Plan</b>	43.2% (37.0% - 49.4%)
<b>Tuality Health Alliance</b>	45.6% (39.1% - 52.1%)

Figure B12 depicts the adjusted global proportions for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B12**  
**Adjusted Global Proportions for the Getting Care Quickly Composite**

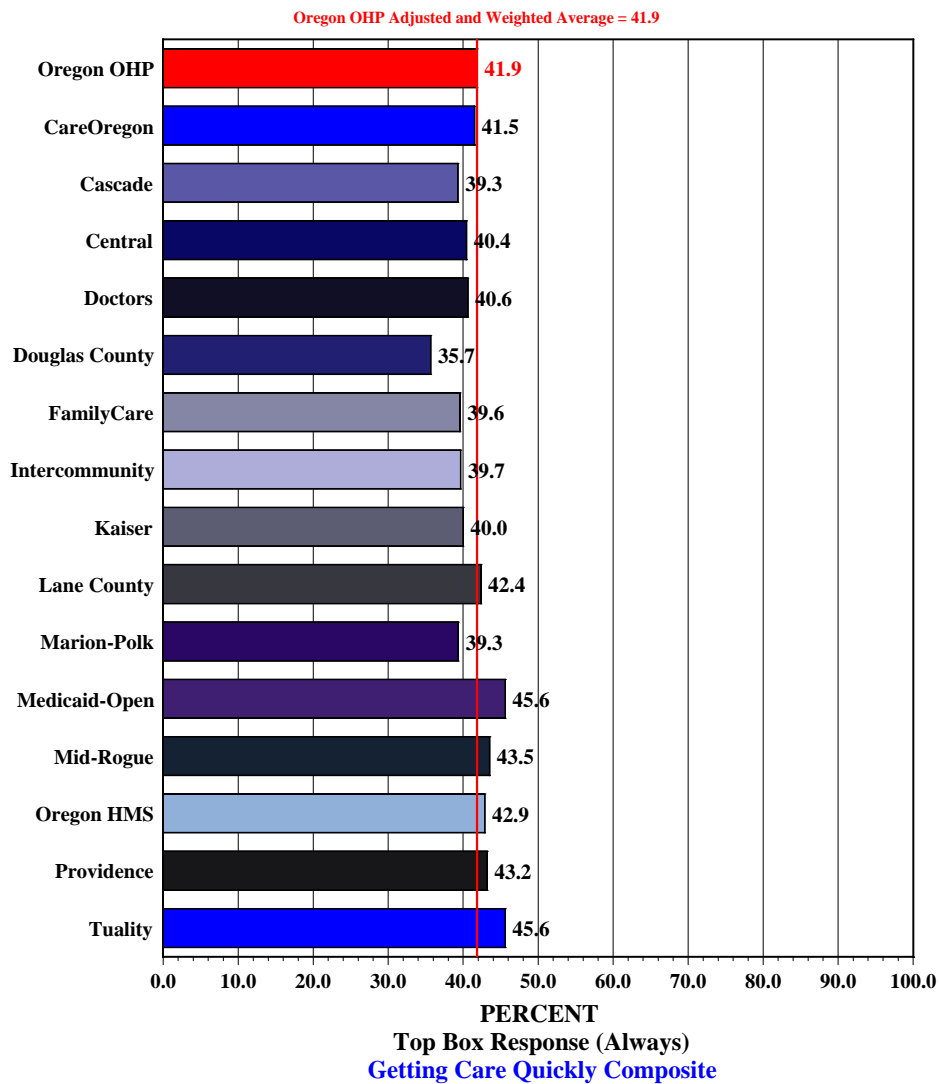
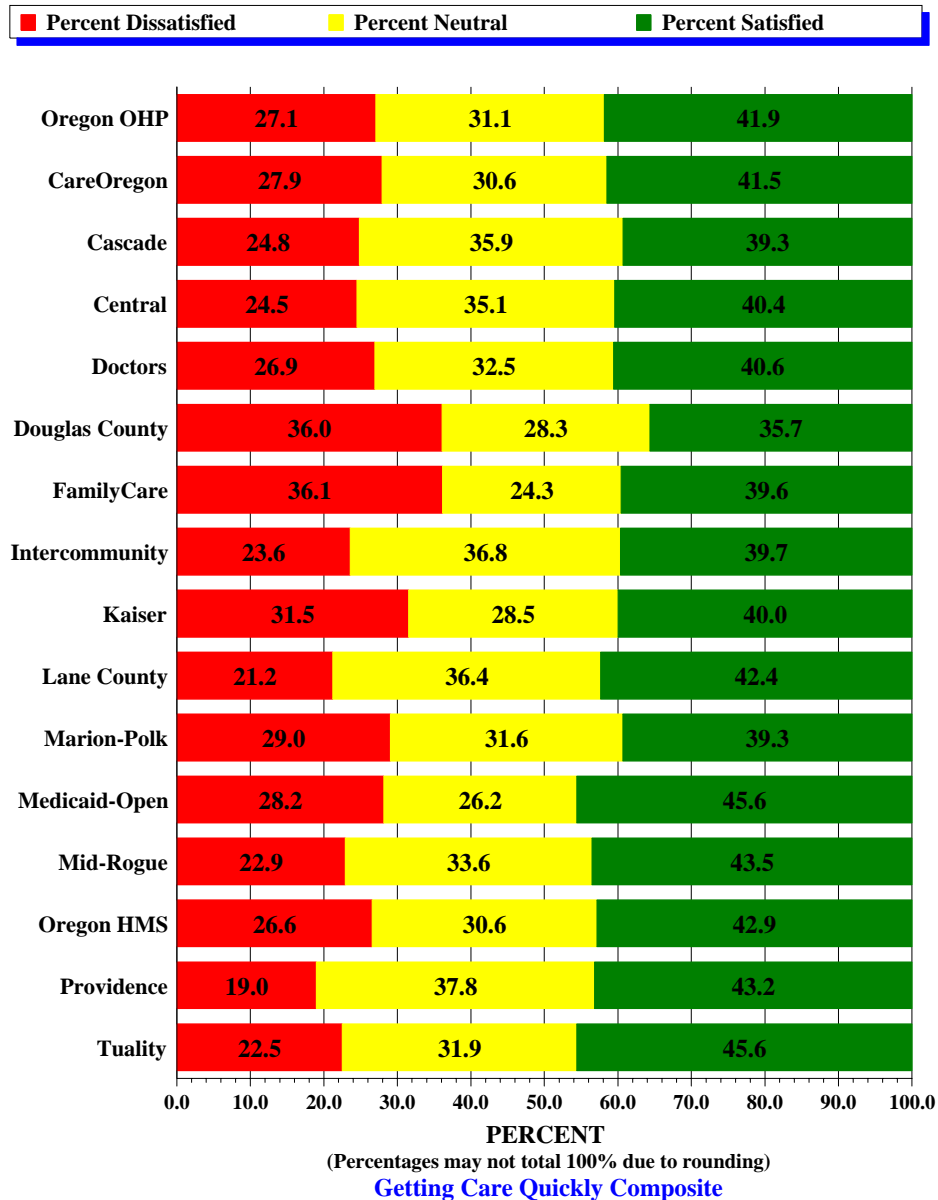


Figure B13 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B13**  
**Adjusted Satisfaction Proportions for the Getting Care Quickly Composite**





**How Well Doctors Communicate**

Table B16 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B16</b>					
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the How Well Doctors Communicate Composite</b>					
	<b>2003 HOW WELL DOCTORS COMMUNICATE ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>			
<b>Oregon Health Plan</b>	2.383 (2.342 - 2.425)				
CareOregon	2.380 (2.277 - 2.484)	★★★			
Cascade Comprehensive Care	2.357 (2.254 - 2.459)	★★★			
Central Oregon Independent Health	2.451 (2.350 - 2.553)	★★★			
Doctors of the Coast South	2.350 (2.251 - 2.450)	★★★			
Douglas County IPA	2.309 (2.197 - 2.421)	★★★			
FamilyCare	2.359 (2.231 - 2.488)	★★★			
Intercommunity Health Network	2.402 (2.310 - 2.495)	★★★			
Kaiser Permanente	2.297 (2.170 - 2.423)	★★★			
Lane County IPA	2.381 (2.283 - 2.479)	★★★			
Marion-Polk Community	2.379 (2.278 - 2.480)	★★★			
Medicaid-Open Card	2.376 (2.243 - 2.509)	★★★			
Mid-Rogue Community Health Plan	2.403 (2.317 - 2.489)	★★★			
Oregon Health Management Services	2.404 (2.308 - 2.500)	★★★			
Providence Health Plan	2.455 (2.353 - 2.558)	★★★			
Tuality Health Alliance	2.485 (2.375 - 2.595)	★★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">           Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

Table B17 presents the adjusted global proportion and 95% confidence interval (95% CI) for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the How Well Doctors Communicate composite, a “top box” response is defined as a response of “Always.”

<b>Table B17</b>	
<b>Adjusted Global Proportions for the How Well Doctors Communicate Composite Using “Always” Top Box Scoring</b>	
<b>2003</b>	
<b>HOW WELL DOCTORS COMMUNICATE</b>	
<b>ADJUSTED GLOBAL PROPORTION</b>	
<b>(95% CI)</b>	
<b>Oregon Health Plan</b>	53.7% (50.9% - 56.4%)
<b>CareOregon</b>	51.7% (44.5% - 58.9%)
<b>Cascade Comprehensive Care</b>	52.7% (46.0% - 59.4%)
<b>Central Oregon Independent Health</b>	59.3% (52.6% - 66.0%)
<b>Doctors of the Coast South</b>	53.4% (47.0% - 59.8%)
<b>Douglas County IPA</b>	51.1% (44.2% - 58.1%)
<b>FamilyCare</b>	51.5% (42.7% - 60.4%)
<b>Intercommunity Health Network</b>	54.4% (48.3% - 60.5%)
<b>Kaiser Permanente</b>	49.0% (40.8% - 57.2%)
<b>Lane County IPA</b>	54.1% (48.0% - 60.3%)
<b>Marion-Polk Community</b>	53.2% (46.5% - 60.0%)
<b>Medicaid-Open Card</b>	54.6% (46.3% - 63.0%)
<b>Mid-Rogue Community Health Plan</b>	53.8% (47.9% - 59.7%)
<b>Oregon Health Management Services</b>	56.5% (50.4% - 62.6%)
<b>Providence Health Plan</b>	57.8% (50.5% - 65.1%)
<b>Tuality Health Alliance</b>	61.0% (53.6% - 68.4%)

Figure B14 depicts the adjusted global proportions for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B14**  
**Adjusted Global Proportions for the**  
**How Well Doctors Communicate Composite**

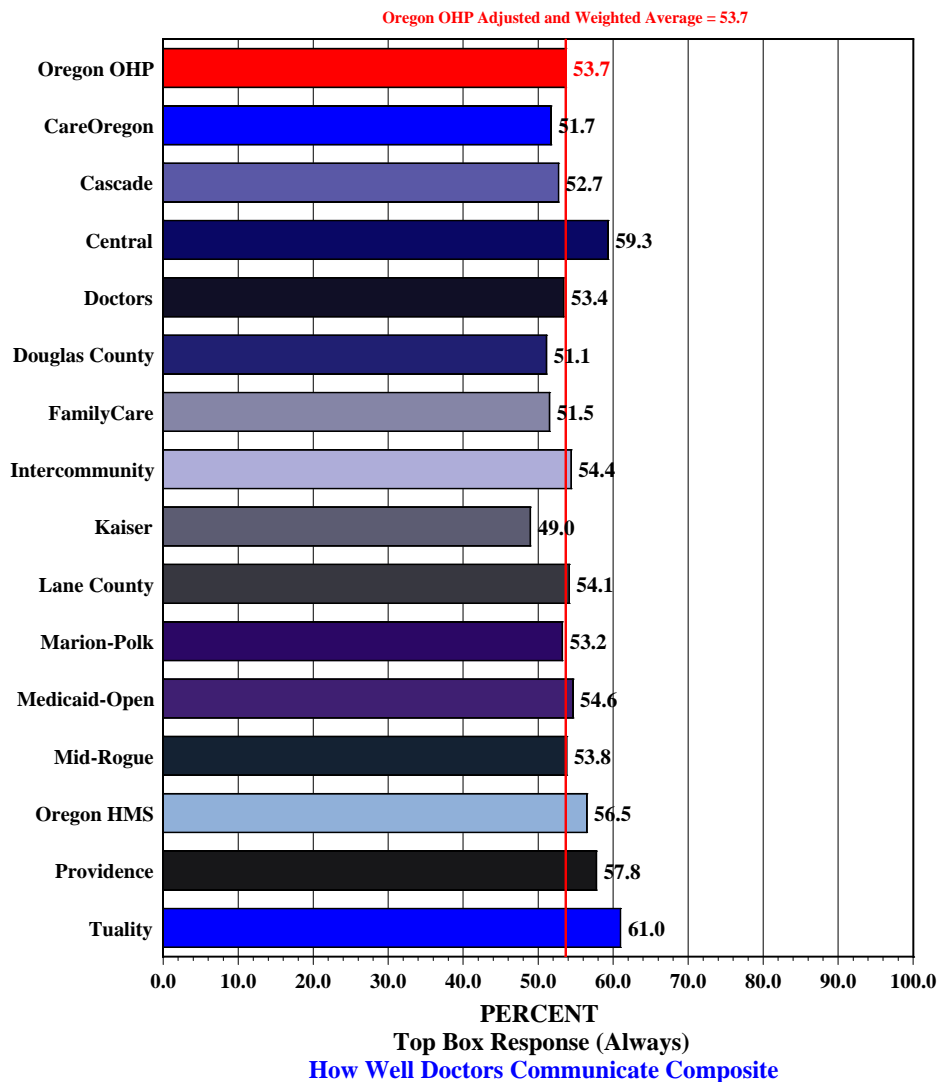
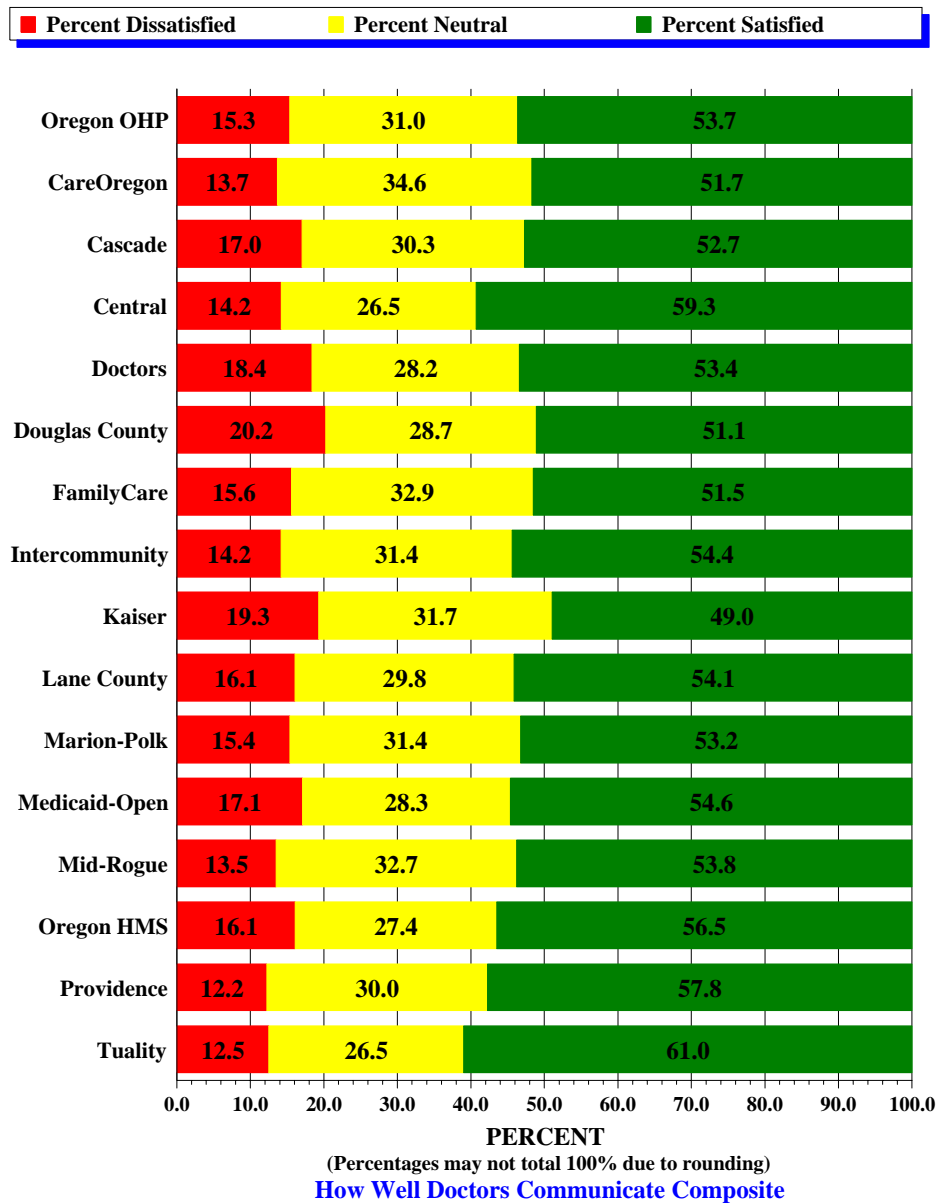


Figure B15 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B15**  
**Adjusted Satisfaction Proportions for the**  
**How Well Doctors Communicate Composite**



**Courteous and Helpful Office Staff**

Table B18 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B18</b>		
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Courteous and Helpful Office Staff Composite</b>		
	<b>2003 COURTEOUS AND HELPFUL OFFICE STAFF ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>
<b>Oregon Health Plan</b>	2.533 (2.493 - 2.572)	
CareOregon	2.518 (2.417 - 2.620)	★★★
Cascade Comprehensive Care	2.541 (2.446 - 2.635)	★★★
Central Oregon Independent Health	2.607 (2.521 - 2.692)	★★★
Doctors of the Coast South	2.535 (2.436 - 2.634)	★★★
Douglas County IPA	2.426 (2.316 - 2.535)	★★★
FamilyCare	2.455 (2.315 - 2.595)	★★★
Intercommunity Health Network	2.499 (2.401 - 2.596)	★★★
Kaiser Permanente	2.449 (2.309 - 2.589)	★★★
Lane County IPA	2.532 (2.435 - 2.629)	★★★
Marion-Polk Community	2.560 (2.466 - 2.653)	★★★
Medicaid-Open Card	2.569 (2.448 - 2.689)	★★★
Mid-Rogue Community Health Plan	2.527 (2.442 - 2.611)	★★★
Oregon Health Management Services	2.583 (2.501 - 2.666)	★★★
Providence Health Plan	2.606 (2.508 - 2.703)	★★★
Tuality Health Alliance	2.600 (2.491 - 2.710)	★★★
<b>What do the stars represent?</b>		
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★

Table B19 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Courteous and Helpful Office Staff composite, a “top box” response is defined as a response of “Always.”

<b>Table B19</b>	
<b>Adjusted Global Proportions for the Courteous and Helpful Office Staff Composite Using “Always” Top Box Scoring</b>	
<b>2003 COURTEOUS AND HELPFUL OFFICE STAFF ADJUSTED GLOBAL PROPORTION (95% CI)</b>	
<b>Oregon Health Plan</b>	63.3% (60.5% - 66.1%)
<b>CareOregon</b>	61.8% (54.5% - 69.0%)
<b>Cascade Comprehensive Care</b>	63.0% (56.2% - 69.8%)
<b>Central Oregon Independent Health</b>	67.4% (61.0% - 73.9%)
<b>Doctors of the Coast South</b>	66.2% (59.7% - 72.6%)
<b>Douglas County IPA</b>	57.7% (50.4% - 65.0%)
<b>FamilyCare</b>	60.0% (50.8% - 69.2%)
<b>Intercommunity Health Network</b>	62.0% (55.5% - 68.5%)
<b>Kaiser Permanente</b>	59.2% (49.8% - 68.6%)
<b>Lane County IPA</b>	62.6% (55.6% - 69.6%)
<b>Marion-Polk Community</b>	63.7% (56.8% - 70.5%)
<b>Medicaid-Open Card</b>	66.4% (57.7% - 75.0%)
<b>Mid-Rogue Community Health Plan</b>	61.5% (55.3% - 67.6%)
<b>Oregon Health Management Services</b>	65.7% (59.5% - 71.9%)
<b>Providence Health Plan</b>	69.8% (62.9% - 76.7%)
<b>Tuality Health Alliance</b>	67.1% (58.9% - 75.3%)

Figure B16 depicts the adjusted global proportions for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B16**  
**Adjusted Global Proportions for the**  
**Courteous and Helpful Office Staff Composite**

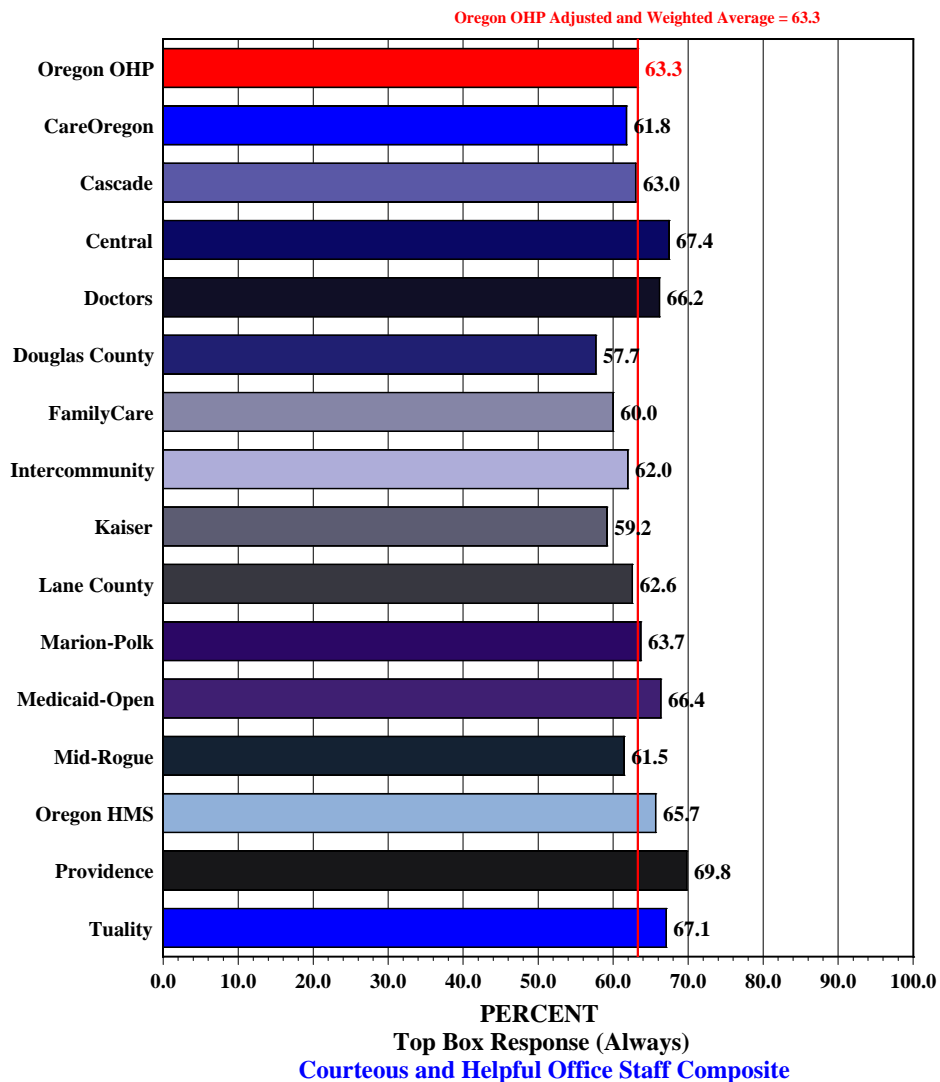
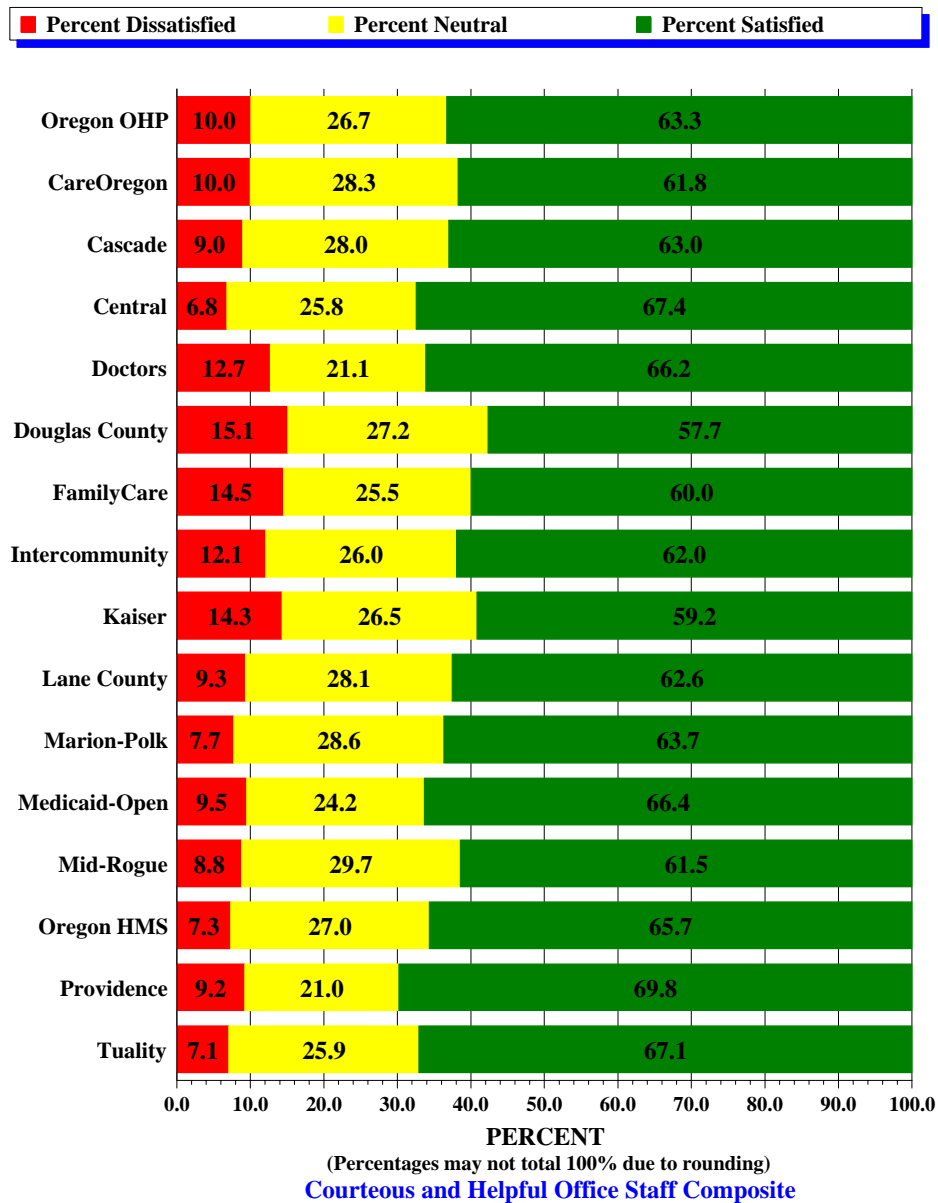


Figure B17 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B17**  
**Adjusted Satisfaction Proportions for the**  
**Courteous and Helpful Office Staff Composite**





**Customer Service**

Table B20 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members. Overall member satisfaction ratings are also presented for the 15 plans serving OHP members.

<b>Table B20</b>					
<b>Adjusted Adult Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Customer Service Composite</b>					
	<b>2003 CUSTOMER SERVICE ADJUSTED MEAN SCORE (95% CI)</b>	<b>2003 STAR RATING</b>			
<b>Oregon Health Plan</b>	2.315 (2.258 - 2.371)				
<b>CareOregon</b>	2.295 (2.151 - 2.439)	★★★			
<b>Cascade Comprehensive Care</b>	2.433 (2.324 - 2.542)	★★★			
<b>Central Oregon Independent Health</b>	2.225 (2.084 - 2.367)	★★★			
<b>Doctors of the Coast South</b>	2.384 (2.256 - 2.512)	★★★			
<b>Douglas County IPA</b>	2.400 (2.287 - 2.514)	★★★			
<b>FamilyCare</b>	2.245 (2.081 - 2.409)	★★★			
<b>Intercommunity Health Network</b>	2.338 (2.206 - 2.469)	★★★			
<b>Kaiser Permanente</b>	2.282 (2.108 - 2.455)	★★★			
<b>Lane County IPA</b>	2.387 (2.240 - 2.534)	★★★			
<b>Marion-Polk Community</b>	2.326 (2.202 - 2.451)	★★★			
<b>Medicaid-Open Card</b>	2.266 (2.087 - 2.445)	★★★			
<b>Mid-Rogue Community Health Plan</b>	2.485 (2.361 - 2.608)	★★★			
<b>Oregon Health Management Services</b>	2.429 (2.295 - 2.563)	★★★			
<b>Providence Health Plan</b>	2.390 (2.251 - 2.530)	★★★			
<b>Tuality Health Alliance</b>	2.385 (2.238 - 2.532)	★★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">           Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

Table B21 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Customer Service composite, a response of “Not a problem” is considered a “top box” response.

<b>Table B21</b>	
<b>Adjusted Global Proportions for the Customer Service Composite Using “Not a Problem” Top Box Scoring</b>	
<b>2003</b>	
<b>CUSTOMER SERVICE</b>	
<b>ADJUSTED GLOBAL PROPORTION</b>	
<b>(95% CI)</b>	
<b>Oregon Health Plan</b>	50.9% (43.1% - 58.7%)
<b>CareOregon</b>	51.4% (33.7% - 69.1%)
<b>Cascade Comprehensive Care</b>	56.6% (41.8% - 71.3%)
<b>Central Oregon Independent Health</b>	46.4% (27.4% - 65.4%)
<b>Doctors of the Coast South</b>	57.4% (42.1% - 72.7%)
<b>Douglas County IPA</b>	57.9% (46.0% - 69.9%)
<b>FamilyCare</b>	45.1% (21.7% - 68.4%)
<b>Intercommunity Health Network</b>	49.3% (31.4% - 67.3%)
<b>Kaiser Permanente</b>	55.2% (36.7% - 73.8%)
<b>Lane County IPA</b>	55.3% (37.9% - 72.8%)
<b>Marion-Polk Community</b>	48.7% (30.4% - 66.9%)
<b>Medicaid-Open Card</b>	45.3% (16.1% - 74.6%)
<b>Mid-Rogue Community Health Plan</b>	62.4% (49.3% - 75.6%)
<b>Oregon Health Management Services</b>	57.8% (43.2% - 72.5%)
<b>Providence Health Plan</b>	54.0% (36.6% - 71.5%)
<b>Tuality Health Alliance</b>	54.0% (35.6% - 72.4%)

Figure B18 depicts the adjusted global proportions for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B18**  
**Adjusted Global Proportions for the Customer Service Composite**

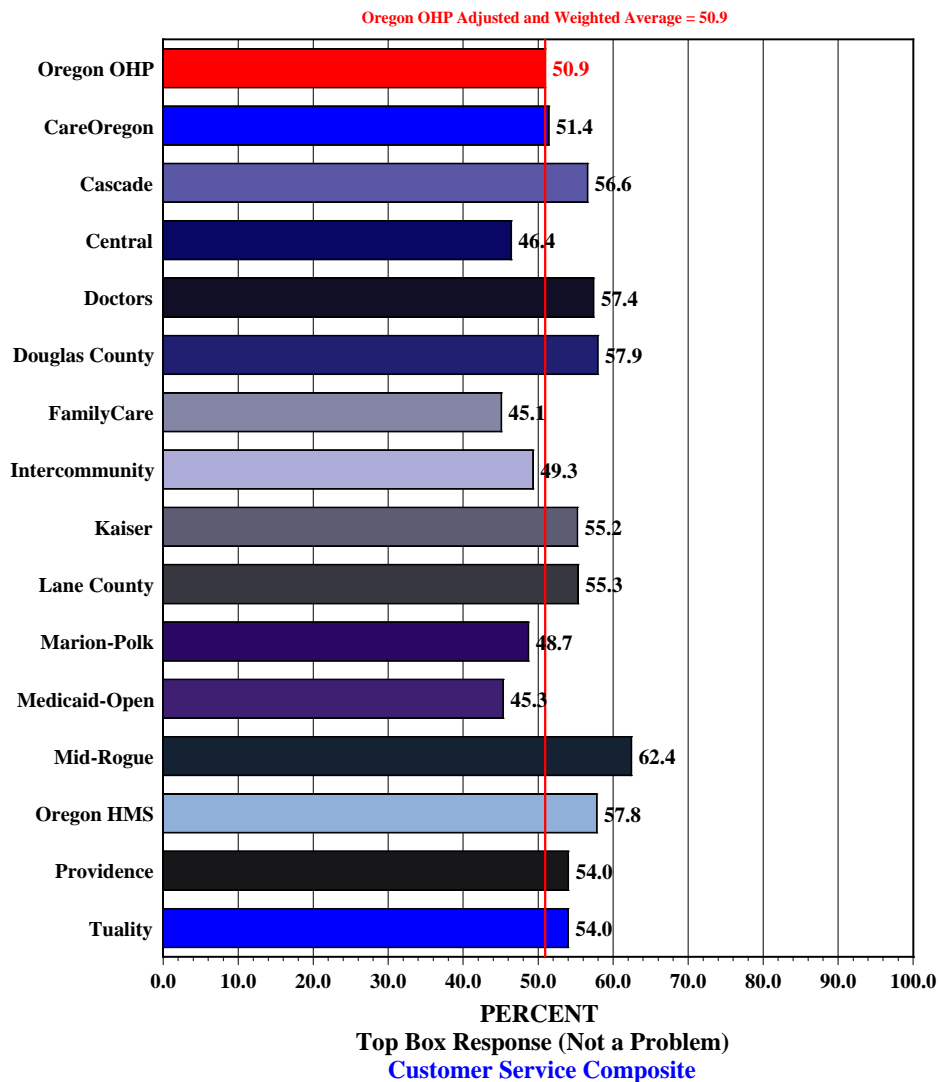
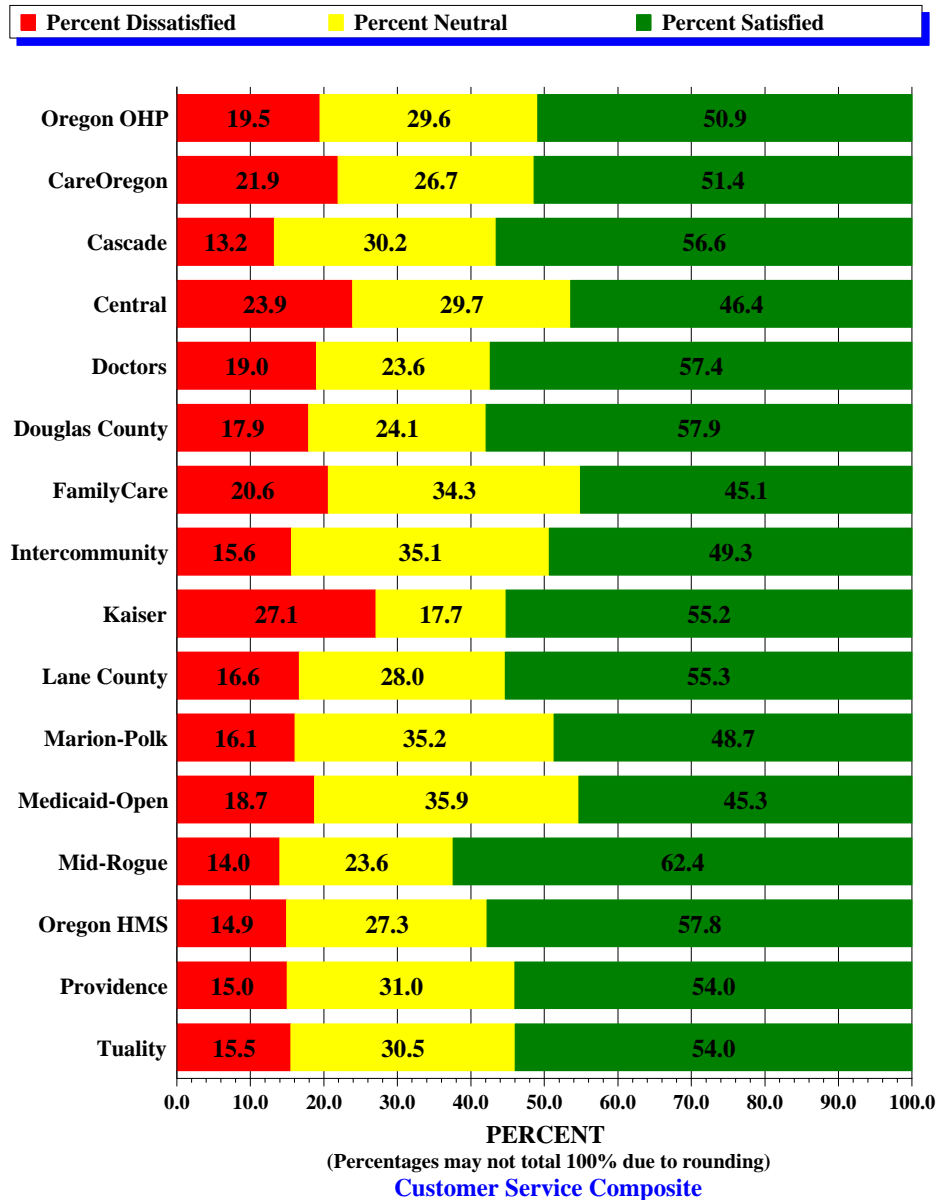


Figure B19 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B19**  
**Adjusted Satisfaction Proportions for the Customer Service Composite**



## **UNADJUSTED OVERALL MEMBER SATISFACTION RATINGS**

The following section presents unadjusted CAHPS® results for Oregon Health Plan and the 15 plans serving OHP members. The results in this section are not adjusted for plan-level differences in member health status, educational level, and age. This section presents unadjusted overall member satisfaction ratings for the OHP plan-level average and the 15 plans serving OHP members. State-level results are weighted based on overall enrollment data from the State of Oregon.

### **Three-Point Means**

A three-point mean is calculated for each global rating and composite score for the OHP plan-level average and the 15 plans serving OHP members. Additional information on the calculation of three-point means can be found beginning on page D9.

### **Question Summary Rates**

A question summary rate is calculated for each global rating question for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>8</sup> Additional information on the calculation of question summary rates can be found beginning on page D12.

### **Global Proportions**

A global proportion is calculated for each composite score for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composites, a “top box” response is defined as a response of “Always.” For the Getting Needed Care and Customer Service composites, a response of “Not a problem” is considered a “top box” response. Additional information on the calculation of global proportions can be found beginning on page D13.

### **Satisfaction Proportions**

For each global rating and composite score, OHP member responses are classified into “satisfied,” “neutral,” and “dissatisfied” categories. For the global ratings, responses of 9 or 10 are classified as “satisfied,” whereas responses of 7 or 8 are classified as “neutral,” and responses of 0 to 6 are classified as “dissatisfied.” For the composite scores, responses of “Not a problem” or “Always” are classified as “satisfied,” whereas responses of “A small problem” or “Usually” are classified as “neutral,” and responses of “A big problem” or “Sometimes/Never” are classified as “dissatisfied.” For additional information on the calculation of satisfaction proportions, please refer to page D15.

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<sup>8</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

**Rating of Health Plan**

Table B22 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B22</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the Rating of Health Plan</b>	
<b>2003 RATING OF HEALTH PLAN UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	1.923 (1.876 - 1.970)
<b>CareOregon</b>	1.933 (1.811 - 2.054)
<b>Cascade Comprehensive Care</b>	1.888 (1.779 - 1.996)
<b>Central Oregon Independent Health</b>	1.923 (1.801 - 2.045)
<b>Doctors of the Coast South</b>	1.900 (1.788 - 2.013)
<b>Douglas County IPA</b>	1.765 (1.654 - 1.876)
<b>FamilyCare</b>	1.806 (1.667 - 1.944)
<b>Intercommunity Health Network</b>	1.962 (1.855 - 2.070)
<b>Kaiser Permanente</b>	2.073 (1.944 - 2.202)
<b>Lane County IPA</b>	1.869 (1.756 - 1.981)
<b>Marion-Polk Community</b>	1.830 (1.719 - 1.941)
<b>Medicaid-Open Card</b>	1.919 (1.776 - 2.061)
<b>Mid-Rogue Community Health Plan</b>	2.025 (1.920 - 2.131)
<b>Oregon Health Management Services</b>	2.005 (1.899 - 2.110)
<b>Providence Health Plan</b>	2.206 (2.091 - 2.321)
<b>Tuality Health Alliance</b>	2.114 (1.992 - 2.236)

Table B23 presents the unadjusted question summary rate and 95% confidence interval (95% CI) for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>9</sup>

<b>Table B23</b>	
<b>Unadjusted Question Summary Rates for the Rating of Health Plan Using “9 or 10” Top Box Scoring</b>	
<b>2003</b>	
<b>RATING OF HEALTH PLAN UNADJUSTED QUESTION SUMMARY RATE (95% CI)</b>	
<b>Oregon Health Plan</b>	30.3% (27.7% - 32.9%)
<b>CareOregon</b>	30.9% (24.1% - 37.7%)
<b>Cascade Comprehensive Care</b>	27.6% (21.6% - 33.6%)
<b>Central Oregon Independent Health</b>	31.3% (24.6% - 38.1%)
<b>Doctors of the Coast South</b>	29.9% (23.7% - 36.0%)
<b>Douglas County IPA</b>	23.0% (17.2% - 28.8%)
<b>FamilyCare</b>	26.6% (19.2% - 34.0%)
<b>Intercommunity Health Network</b>	30.0% (23.9% - 36.2%)
<b>Kaiser Permanente</b>	33.6% (25.6% - 41.5%)
<b>Lane County IPA</b>	26.8% (20.6% - 33.0%)
<b>Marion-Polk Community</b>	25.7% (19.7% - 31.7%)
<b>Medicaid-Open Card</b>	31.9% (24.0% - 39.7%)
<b>Mid-Rogue Community Health Plan</b>	35.7% (29.6% - 41.8%)
<b>Oregon Health Management Services</b>	32.0% (25.8% - 38.2%)
<b>Providence Health Plan</b>	42.3% (34.9% - 49.6%)
<b>Tuality Health Alliance</b>	36.7% (29.2% - 44.2%)

<sup>9</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

Figure B20 depicts the unadjusted question summary rates for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B20**  
**Unadjusted Question Summary Rates for the Rating of Health Plan**

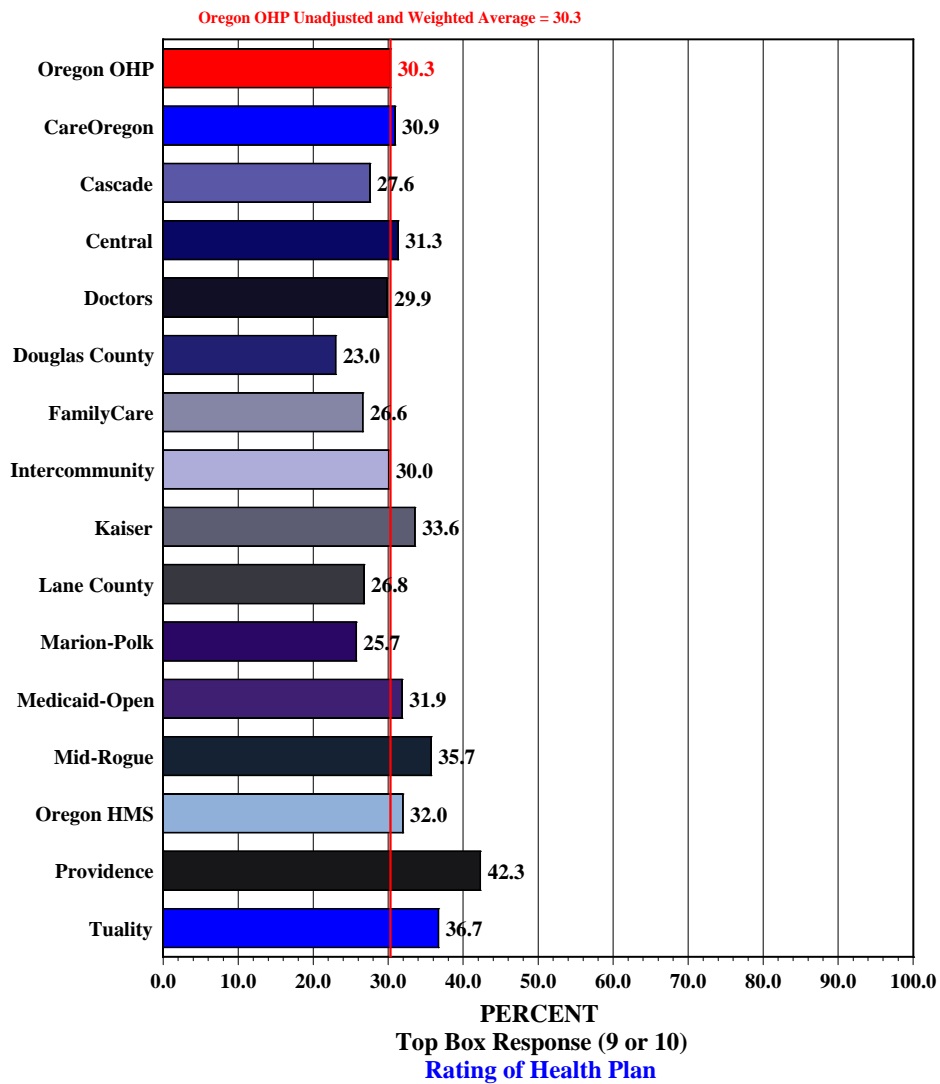
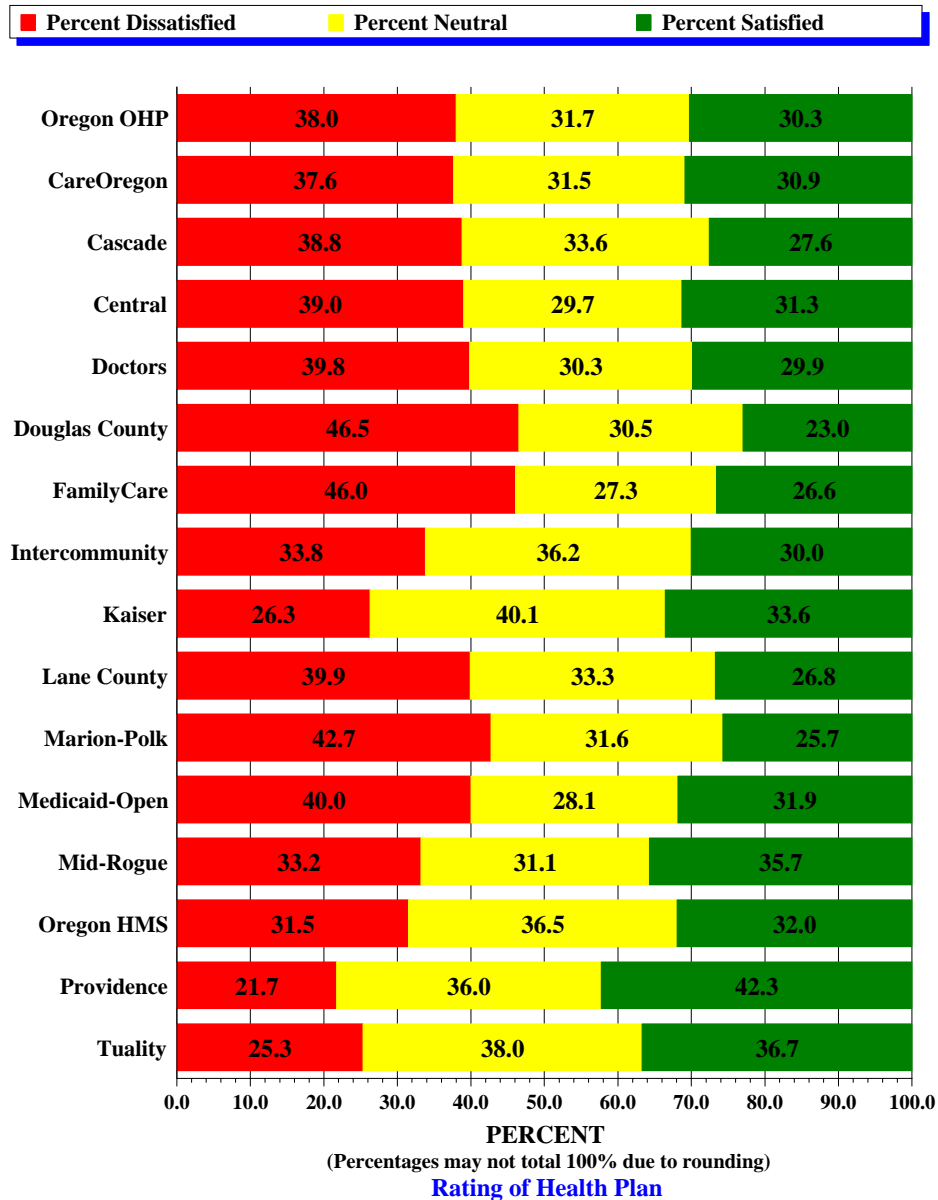




Figure B21 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B21**  
**Unadjusted Satisfaction Proportions for the Rating of Health Plan**



**Rating of All Health Care**

Table B24 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B24</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the Rating of All Health Care</b>	
<b>2003 RATING OF ALL HEALTH CARE UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	2.256 (2.203 - 2.309)
<b>CareOregon</b>	2.250 (2.112 - 2.388)
<b>Cascade Comprehensive Care</b>	2.227 (2.100 - 2.354)
<b>Central Oregon Independent Health</b>	2.400 (2.273 - 2.527)
<b>Doctors of the Coast South</b>	2.185 (2.054 - 2.316)
<b>Douglas County IPA</b>	2.127 (1.982 - 2.271)
<b>FamilyCare</b>	2.205 (2.025 - 2.385)
<b>Intercommunity Health Network</b>	2.175 (2.047 - 2.303)
<b>Kaiser Permanente</b>	2.186 (2.022 - 2.350)
<b>Lane County IPA</b>	2.283 (2.159 - 2.407)
<b>Marion-Polk Community</b>	2.209 (2.077 - 2.341)
<b>Medicaid-Open Card</b>	2.297 (2.136 - 2.457)
<b>Mid-Rogue Community Health Plan</b>	2.209 (2.087 - 2.332)
<b>Oregon Health Management Services</b>	2.205 (2.084 - 2.326)
<b>Providence Health Plan</b>	2.350 (2.219 - 2.481)
<b>Tuality Health Alliance</b>	2.390 (2.242 - 2.539)

Table B25 presents the unadjusted question summary rate and 95% confidence interval (95% CI) for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>10</sup>

<b>Table B25</b>	
<b>Unadjusted Question Summary Rates for the Rating of All Health Care Using “9 or 10” Top Box Scoring</b>	
<b>2003</b>	
<b>RATING OF ALL HEALTH CARE UNADJUSTED QUESTION SUMMARY RATE (95% CI)</b>	
<b>Oregon Health Plan</b>	46.9% (43.5% - 50.3%)
<b>CareOregon</b>	46.0% (37.2% - 54.8%)
<b>Cascade Comprehensive Care</b>	46.1% (38.2% - 54.0%)
<b>Central Oregon Independent Health</b>	56.3% (47.9% - 64.7%)
<b>Doctors of the Coast South</b>	45.9% (38.0% - 53.7%)
<b>Douglas County IPA</b>	43.3% (34.9% - 51.7%)
<b>FamilyCare</b>	47.0% (36.2% - 57.8%)
<b>Intercommunity Health Network</b>	42.9% (35.0% - 50.7%)
<b>Kaiser Permanente</b>	40.7% (30.3% - 51.1%)
<b>Lane County IPA</b>	46.9% (38.7% - 55.0%)
<b>Marion-Polk Community</b>	43.9% (35.6% - 52.2%)
<b>Medicaid-Open Card</b>	49.5% (39.1% - 59.8%)
<b>Mid-Rogue Community Health Plan</b>	45.9% (38.5% - 53.4%)
<b>Oregon Health Management Services</b>	42.9% (35.2% - 50.5%)
<b>Providence Health Plan</b>	49.6% (40.5% - 58.7%)
<b>Tuality Health Alliance</b>	57.1% (47.6% - 66.7%)

<sup>10</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

Figure B22 depicts the unadjusted question summary rates for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B22**  
**Unadjusted Question Summary Rates for the Rating of All Health Care**

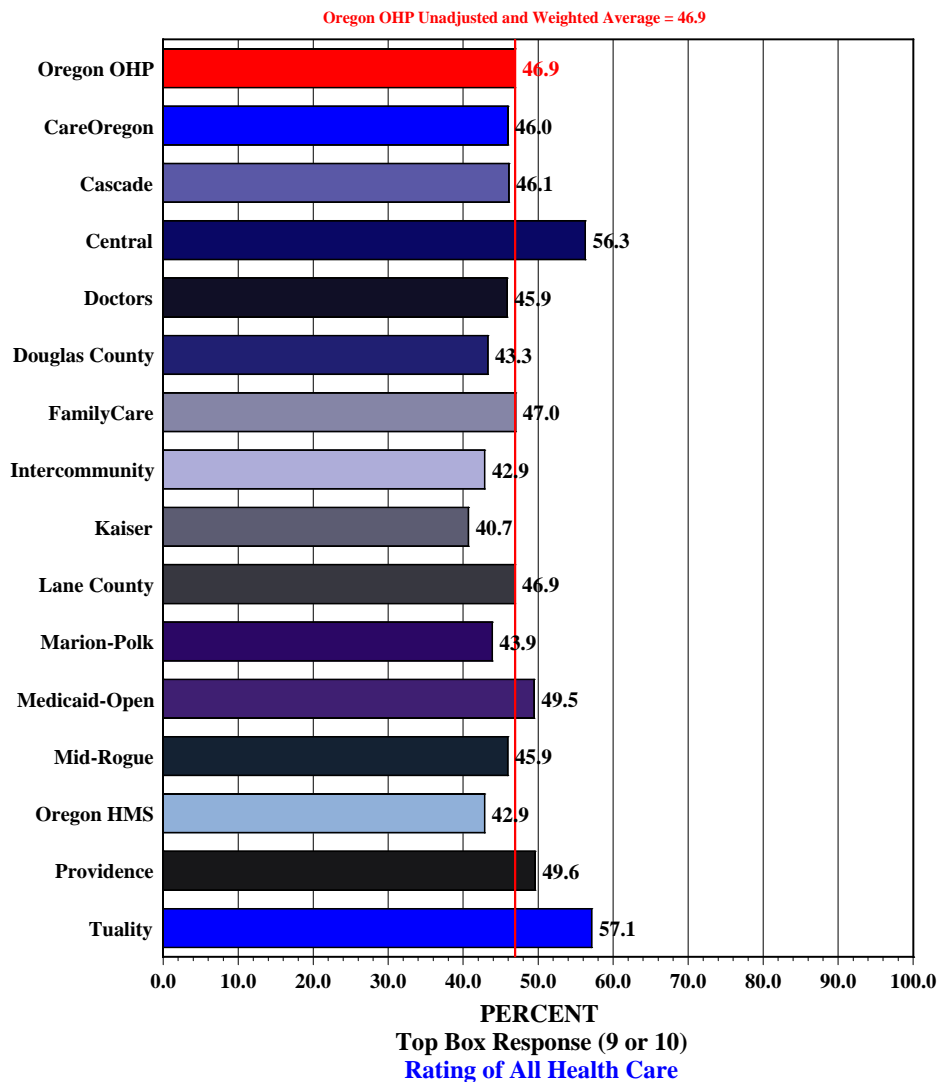
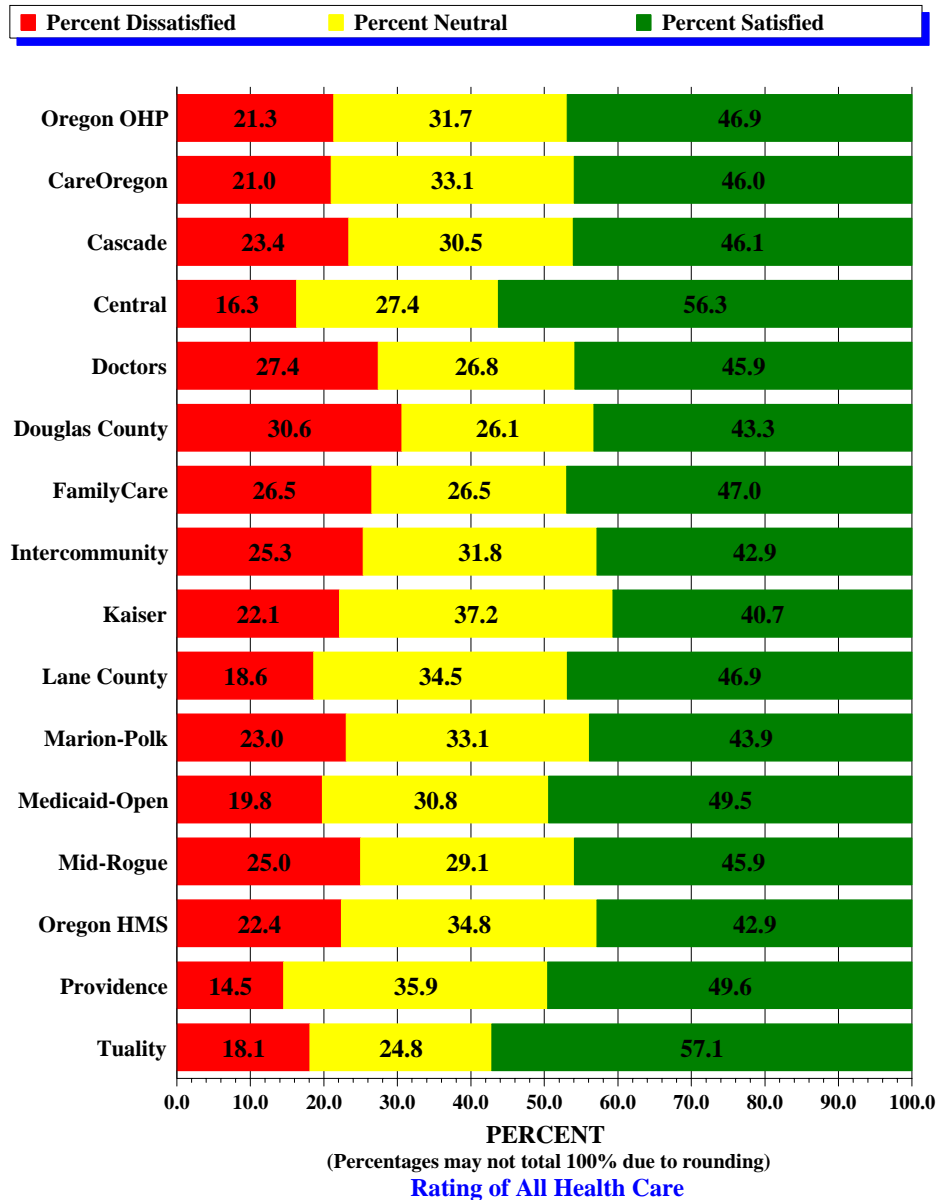


Figure B23 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B23**  
**Unadjusted Satisfaction Proportions for the Rating of All Health Care**



**Rating of Personal Doctor**

Table B26 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B26</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the Rating of Personal Doctor</b>	
<b>2003</b>	
<b>RATING OF PERSONAL DOCTOR UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	2.320 (2.270 - 2.369)
<b>CareOregon</b>	2.333 (2.209 - 2.458)
<b>Cascade Comprehensive Care</b>	2.339 (2.224 - 2.454)
<b>Central Oregon Independent Health</b>	2.587 (2.477 - 2.697)
<b>Doctors of the Coast South</b>	2.242 (2.122 - 2.361)
<b>Douglas County IPA</b>	2.087 (1.954 - 2.219)
<b>FamilyCare</b>	2.291 (2.120 - 2.462)
<b>Intercommunity Health Network</b>	2.299 (2.186 - 2.412)
<b>Kaiser Permanente</b>	2.389 (2.232 - 2.546)
<b>Lane County IPA</b>	2.228 (2.109 - 2.346)
<b>Marion-Polk Community</b>	2.261 (2.137 - 2.385)
<b>Medicaid-Open Card</b>	2.319 (2.160 - 2.477)
<b>Mid-Rogue Community Health Plan</b>	2.328 (2.224 - 2.433)
<b>Oregon Health Management Services</b>	2.307 (2.194 - 2.419)
<b>Providence Health Plan</b>	2.359 (2.238 - 2.479)
<b>Tuality Health Alliance</b>	2.384 (2.249 - 2.519)

Table B27 presents the unadjusted question summary rate and 95% confidence interval (95% CI) for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>11</sup>

<b>Table B27</b>	
<b>Unadjusted Question Summary Rates for the Rating of Personal Doctor Using “9 or 10” Top Box Scoring</b>	
<b>2003</b>	
<b>RATING OF PERSONAL DOCTOR UNADJUSTED QUESTION SUMMARY RATE (95% CI)</b>	
<b>Oregon Health Plan</b>	50.7% (47.4% - 54.0%)
<b>CareOregon</b>	50.0% (41.6% - 58.4%)
<b>Cascade Comprehensive Care</b>	50.9% (43.3% - 58.6%)
<b>Central Oregon Independent Health</b>	70.0% (62.6% - 77.4%)
<b>Doctors of the Coast South</b>	47.8% (40.4% - 55.1%)
<b>Douglas County IPA</b>	38.7% (30.8% - 46.5%)
<b>FamilyCare</b>	51.2% (40.5% - 61.8%)
<b>Intercommunity Health Network</b>	50.0% (42.8% - 57.2%)
<b>Kaiser Permanente</b>	55.6% (45.2% - 65.9%)
<b>Lane County IPA</b>	44.3% (36.8% - 51.9%)
<b>Marion-Polk Community</b>	48.4% (40.7% - 56.2%)
<b>Medicaid-Open Card</b>	50.5% (40.2% - 60.9%)
<b>Mid-Rogue Community Health Plan</b>	50.5% (43.6% - 57.4%)
<b>Oregon Health Management Services</b>	48.9% (41.5% - 56.3%)
<b>Providence Health Plan</b>	51.7% (43.6% - 59.9%)
<b>Tuality Health Alliance</b>	56.0% (47.3% - 64.7%)

<sup>11</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

Figure B24 depicts the unadjusted question summary rates for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B24**  
**Unadjusted Question Summary Rates for the Rating of Personal Doctor**

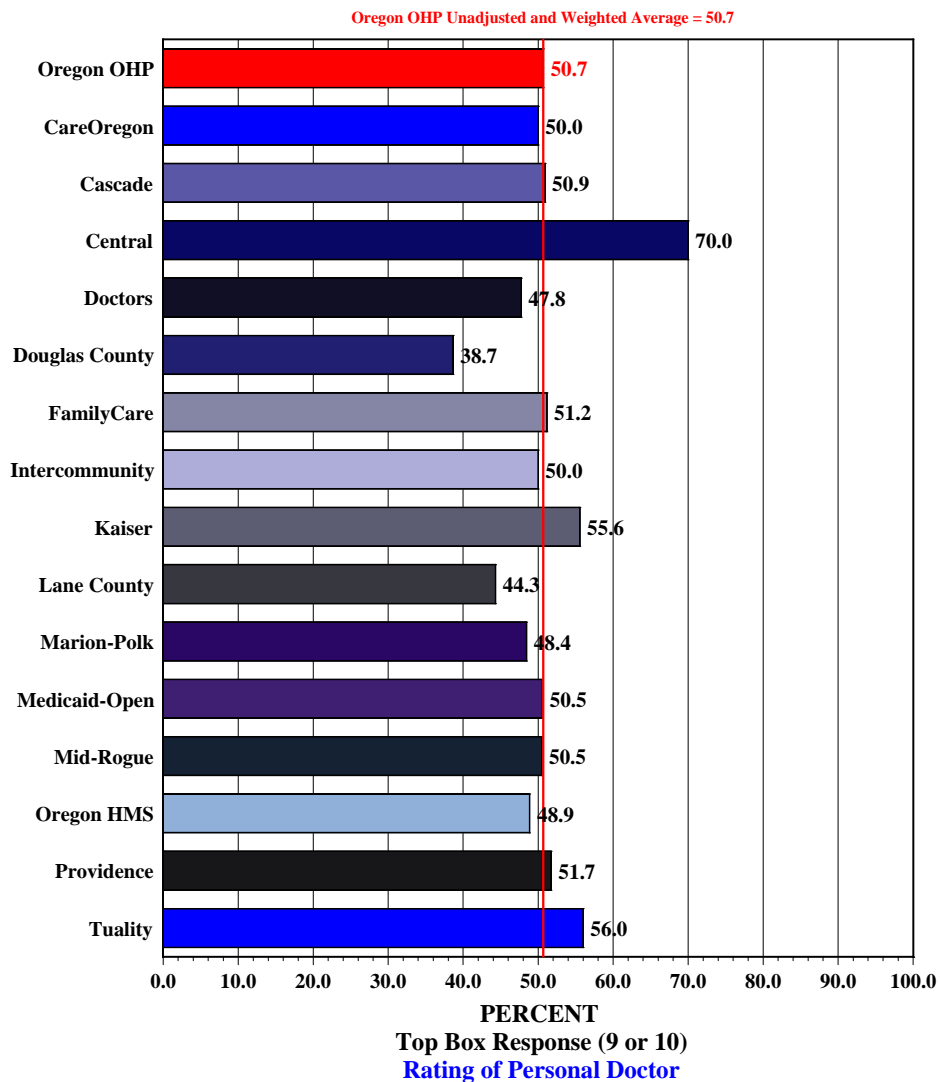
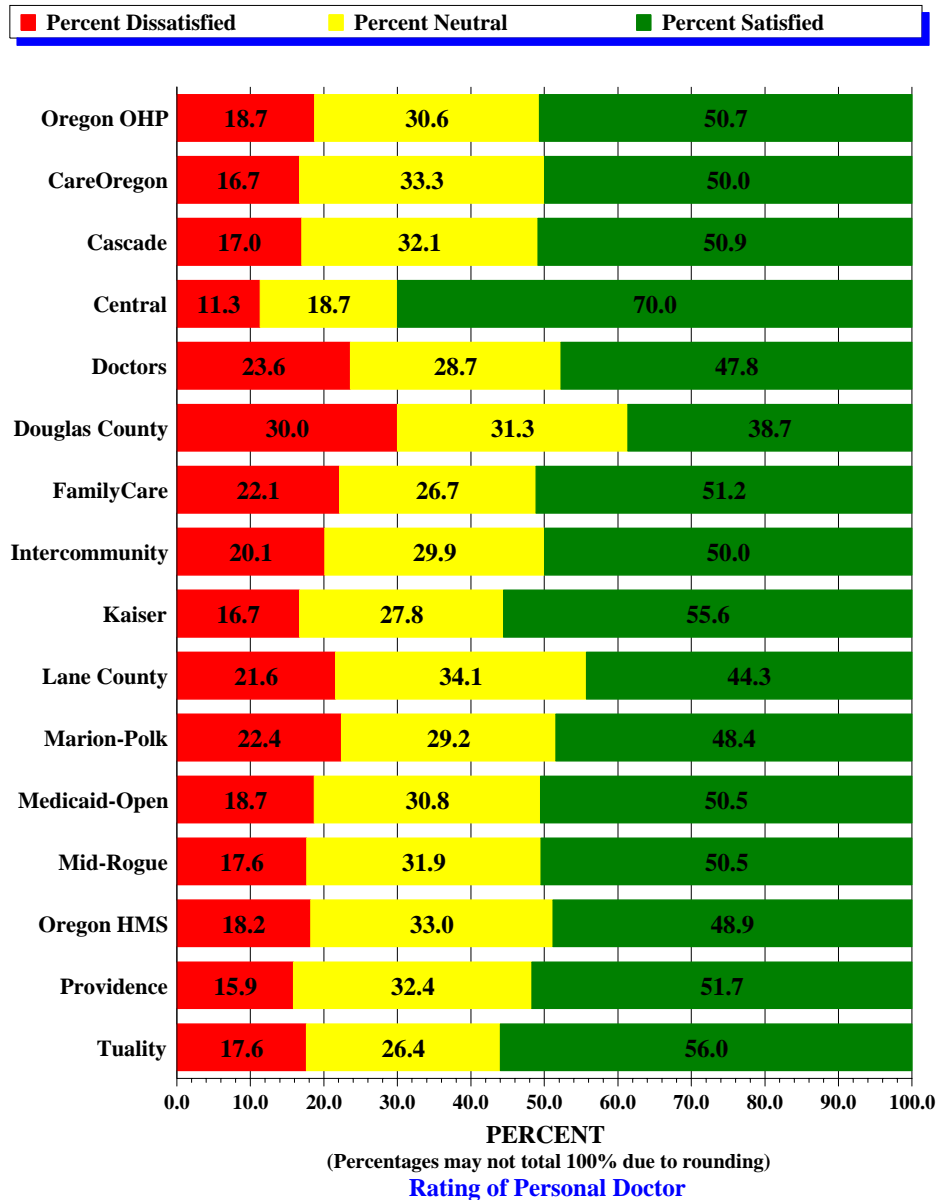




Figure B25 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B25**  
**Unadjusted Satisfaction Proportions for the Rating of Personal Doctor**



**Rating of Specialist**

Table B28 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B28</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the Rating of Specialist</b>	
<b>2003 RATING OF SPECIALIST UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	2.352 (2.270 - 2.433)
<b>CareOregon</b>	2.309 (2.088 - 2.530)
<b>Cascade Comprehensive Care</b>	2.607 (2.446 - 2.767)
<b>Central Oregon Independent Health</b>	2.500 (2.335 - 2.665)
<b>Doctors of the Coast South</b>	2.386 (2.208 - 2.563)
<b>Douglas County IPA</b>	2.415 (2.224 - 2.607)
<b>FamilyCare</b>	2.194 (1.938 - 2.451)
<b>Intercommunity Health Network</b>	2.319 (2.143 - 2.496)
<b>Kaiser Permanente</b>	2.366 (2.131 - 2.601)
<b>Lane County IPA</b>	2.402 (2.243 - 2.561)
<b>Marion-Polk Community</b>	2.424 (2.211 - 2.637)
<b>Medicaid-Open Card</b>	2.271 (2.032 - 2.510)
<b>Mid-Rogue Community Health Plan</b>	2.490 (2.347 - 2.633)
<b>Oregon Health Management Services</b>	2.451 (2.290 - 2.612)
<b>Providence Health Plan</b>	2.265 (2.083 - 2.447)
<b>Tuality Health Alliance</b>	2.489 (2.267 - 2.711)

Table B29 presents the unadjusted question summary rate and 95% confidence interval (95% CI) for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members. The question summary rates represent the percentage of respondents providing a “top box” response. A “top box” response for the global ratings questions is defined as a response value of “9 or 10.”<sup>12</sup>

<b>Table B29</b>	
<b>Unadjusted Question Summary Rates for the Rating of Specialist Using “9 or 10” Top Box Scoring</b>	
<b>2003</b>	
<b>RATING OF SPECIALIST UNADJUSTED QUESTION SUMMARY RATE (95% CI)</b>	
<b>Oregon Health Plan</b>	55.3% (50.4% - 60.3%)
<b>CareOregon</b>	54.5% (41.3% - 67.8%)
<b>Cascade Comprehensive Care</b>	68.9% (57.1% - 80.6%)
<b>Central Oregon Independent Health</b>	60.6% (48.7% - 72.5%)
<b>Doctors of the Coast South</b>	60.2% (49.6% - 70.8%)
<b>Douglas County IPA</b>	60.0% (48.0% - 72.0%)
<b>FamilyCare</b>	41.7% (25.3% - 58.0%)
<b>Intercommunity Health Network</b>	50.0% (38.4% - 61.6%)
<b>Kaiser Permanente</b>	53.7% (38.2% - 69.1%)
<b>Lane County IPA</b>	54.9% (44.0% - 65.7%)
<b>Marion-Polk Community</b>	64.4% (52.1% - 76.7%)
<b>Medicaid-Open Card</b>	52.1% (37.8% - 66.4%)
<b>Mid-Rogue Community Health Plan</b>	63.0% (53.5% - 72.5%)
<b>Oregon Health Management Services</b>	56.3% (44.7% - 68.0%)
<b>Providence Health Plan</b>	45.6% (33.7% - 57.5%)
<b>Tuality Health Alliance</b>	66.0% (52.3% - 79.7%)

<sup>12</sup> “Top box” responses receive a score of 1; all other responses receive a score of 0.

Figure B26 depicts the unadjusted question summary rates for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B26**  
**Unadjusted Question Summary Rates for the Rating of Specialist**

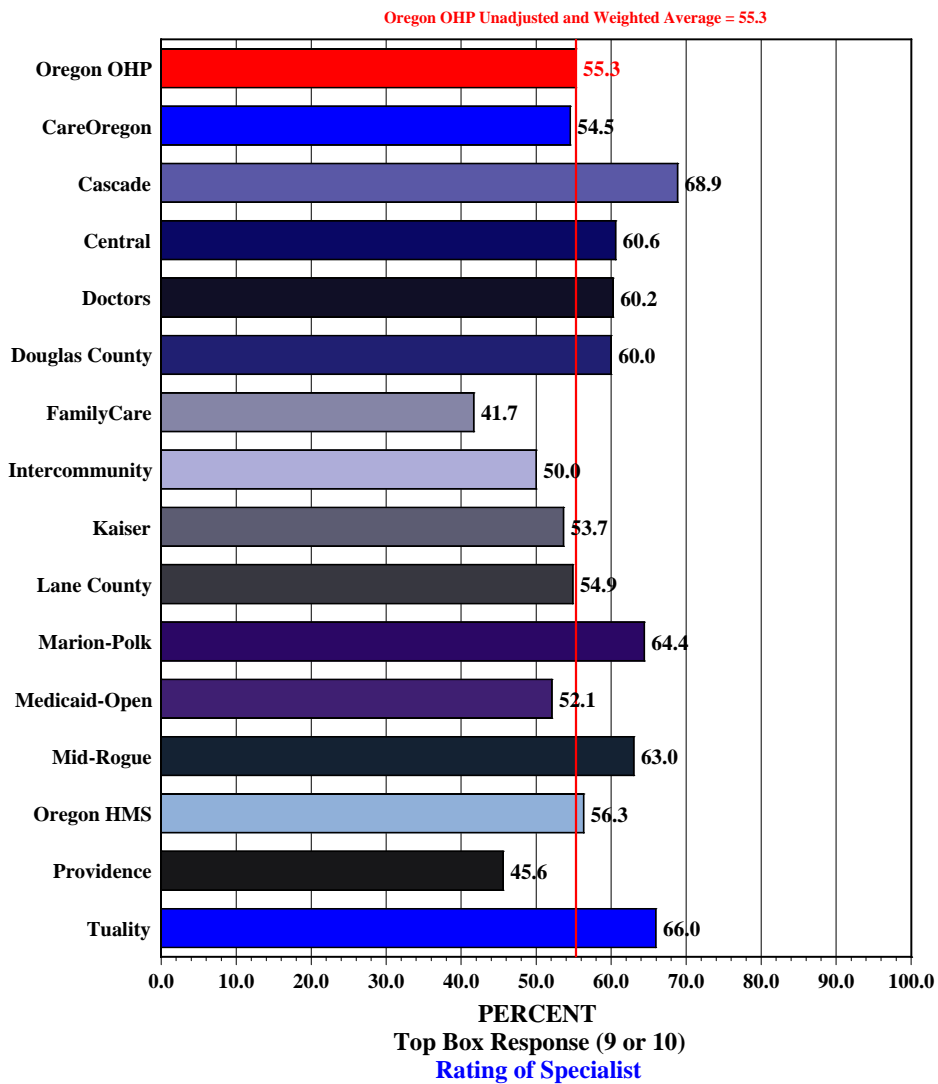
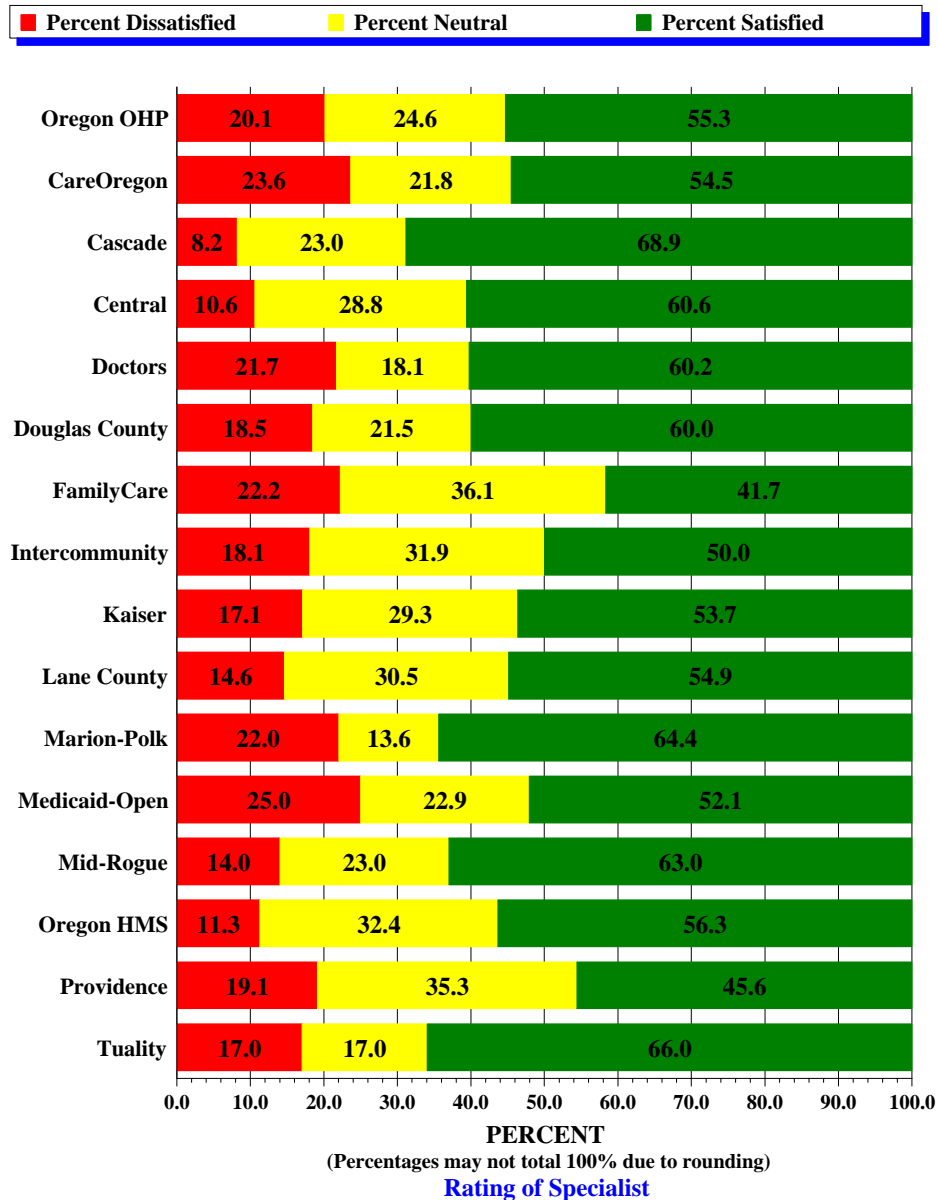


Figure B27 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B27**  
**Unadjusted Satisfaction Proportions for the Rating of Specialist**



**Getting Needed Care**

Table B30 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B30</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the Getting Needed Care Composite</b>	
<b>2003 GETTING NEEDED CARE UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	2.389 (2.344 - 2.435)
<b>CareOregon</b>	2.410 (2.293 - 2.527)
<b>Cascade Comprehensive Care</b>	2.302 (2.191 - 2.414)
<b>Central Oregon Independent Health</b>	2.406 (2.293 - 2.519)
<b>Doctors of the Coast South</b>	2.316 (2.210 - 2.422)
<b>Douglas County IPA</b>	2.336 (2.228 - 2.445)
<b>FamilyCare</b>	2.181 (2.039 - 2.324)
<b>Intercommunity Health Network</b>	2.456 (2.354 - 2.558)
<b>Kaiser Permanente</b>	2.404 (2.256 - 2.552)
<b>Lane County IPA</b>	2.397 (2.282 - 2.512)
<b>Marion-Polk Community</b>	2.206 (2.078 - 2.334)
<b>Medicaid-Open Card</b>	2.455 (2.320 - 2.590)
<b>Mid-Rogue Community Health Plan</b>	2.425 (2.329 - 2.521)
<b>Oregon Health Management Services</b>	2.424 (2.317 - 2.530)
<b>Providence Health Plan</b>	2.515 (2.422 - 2.608)
<b>Tuality Health Alliance</b>	2.400 (2.255 - 2.545)

Table B31 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Getting Needed Care composite, a response of “Not a problem” is considered a “top box” response.

<b>Table B31</b>	
<b>Unadjusted Global Proportions for the Getting Needed Care Composite Using “Not a Problem” Top Box Scoring</b>	
<b>2003 GETTING NEEDED CARE UNADJUSTED GLOBAL PROPORTION (95% CI)</b>	
<b>Oregon Health Plan</b>	58.7% (53.7% - 63.7%)
<b>CareOregon</b>	59.2% (46.8% - 71.5%)
<b>Cascade Comprehensive Care</b>	53.2% (39.3% - 67.2%)
<b>Central Oregon Independent Health</b>	60.2% (47.1% - 73.3%)
<b>Doctors of the Coast South</b>	54.7% (42.2% - 67.2%)
<b>Douglas County IPA</b>	54.3% (41.1% - 67.4%)
<b>FamilyCare</b>	46.4% (22.4% - 70.4%)
<b>Intercommunity Health Network</b>	60.8% (49.6% - 72.0%)
<b>Kaiser Permanente</b>	60.9% (46.6% - 75.1%)
<b>Lane County IPA</b>	60.2% (48.2% - 72.3%)
<b>Marion-Polk Community</b>	49.3% (31.2% - 67.3%)
<b>Medicaid-Open Card</b>	63.1% (48.3% - 77.8%)
<b>Mid-Rogue Community Health Plan</b>	60.6% (49.9% - 71.3%)
<b>Oregon Health Management Services</b>	61.0% (50.0% - 72.1%)
<b>Providence Health Plan</b>	63.5% (51.8% - 75.2%)
<b>Tuality Health Alliance</b>	59.0% (43.7% - 74.2%)

Figure B28 depicts the unadjusted global proportions for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B28**  
**Unadjusted Global Proportions for the Getting Needed Care Composite**

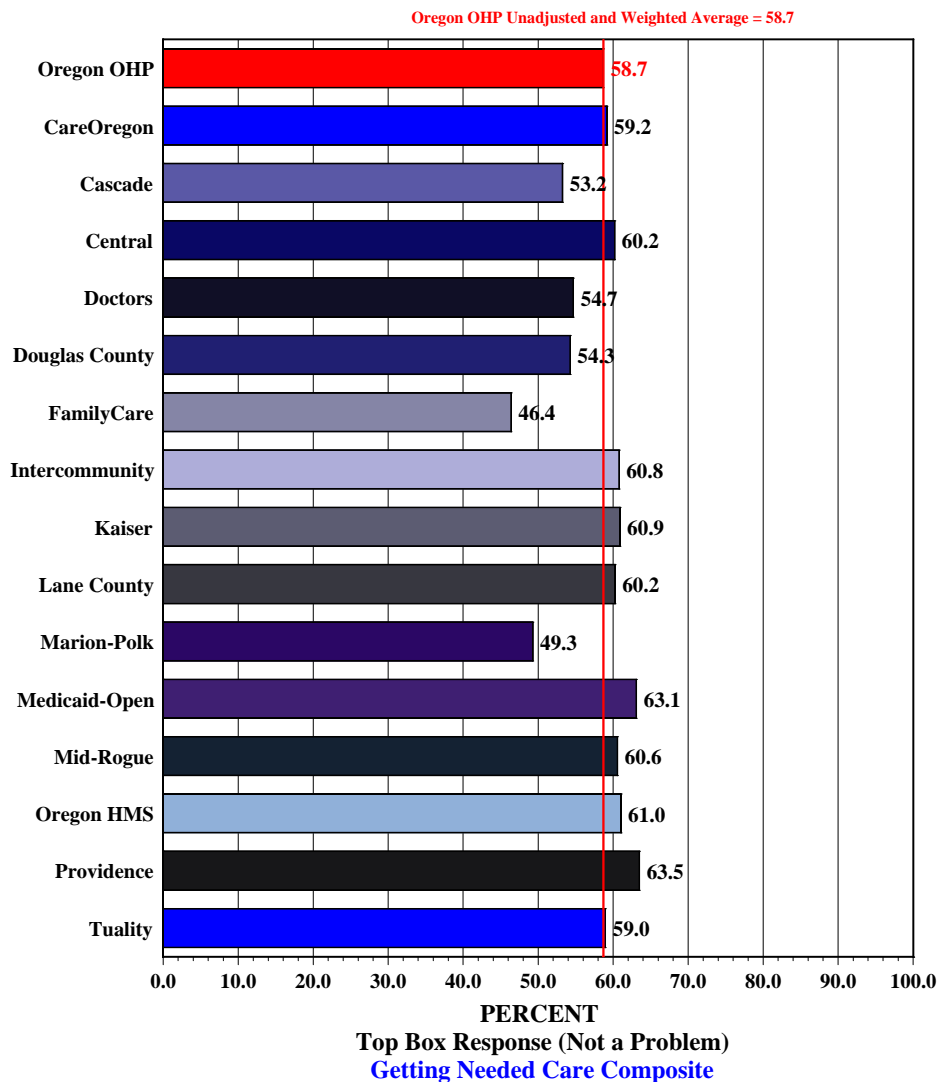
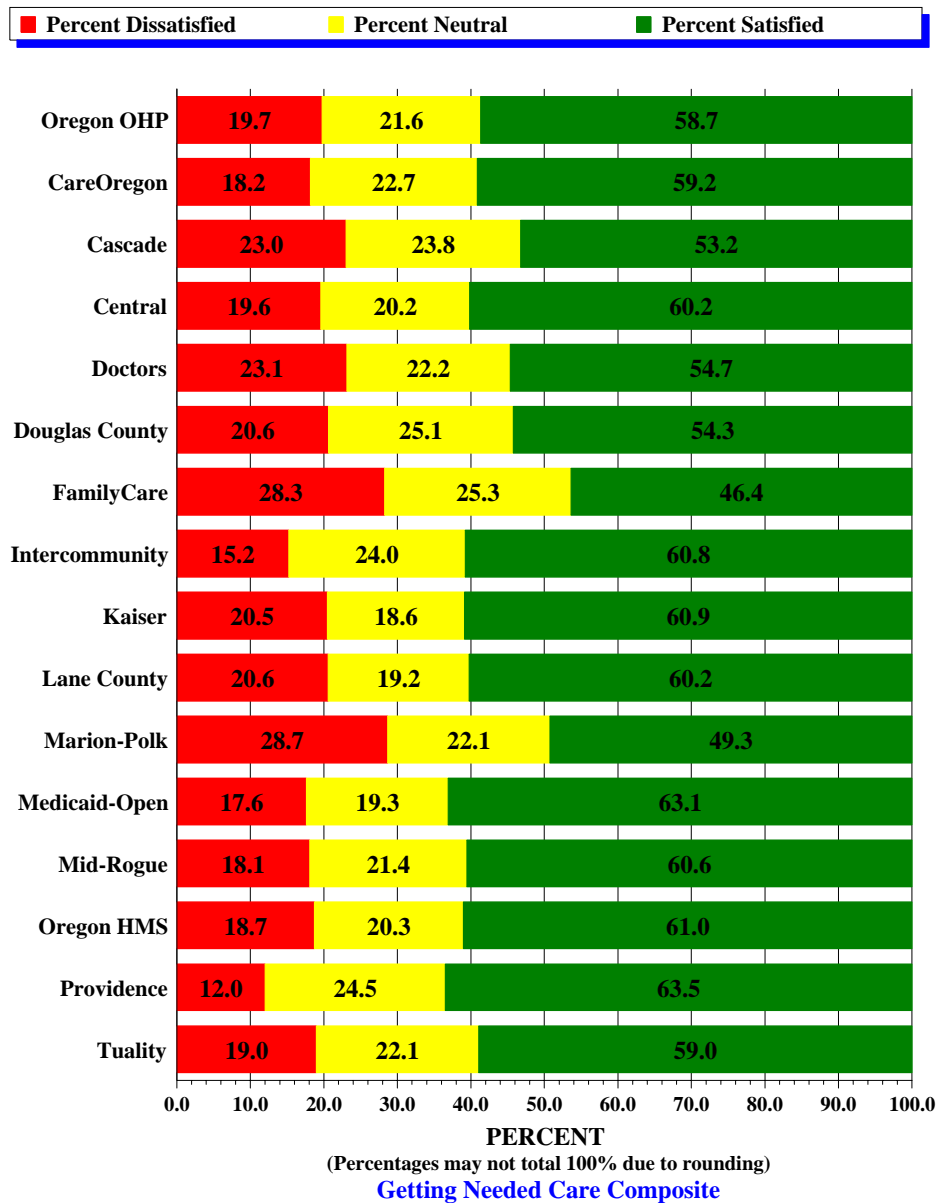




Figure B29 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B29**  
**Unadjusted Satisfaction Proportions for the Getting Needed Care Composite**



**Getting Care Quickly**

Table B32 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B32</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the Getting Care Quickly Composite</b>	
<b>2003 GETTING CARE QUICKLY UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	2.148 (2.107 - 2.189)
<b>CareOregon</b>	2.156 (2.053 - 2.259)
<b>Cascade Comprehensive Care</b>	2.111 (2.022 - 2.200)
<b>Central Oregon Independent Health</b>	2.169 (2.075 - 2.263)
<b>Doctors of the Coast South</b>	2.117 (2.023 - 2.212)
<b>Douglas County IPA</b>	1.976 (1.868 - 2.084)
<b>FamilyCare</b>	2.056 (1.908 - 2.204)
<b>Intercommunity Health Network</b>	2.155 (2.059 - 2.250)
<b>Kaiser Permanente</b>	2.061 (1.931 - 2.192)
<b>Lane County IPA</b>	2.224 (2.136 - 2.311)
<b>Marion-Polk Community</b>	2.079 (1.972 - 2.186)
<b>Medicaid-Open Card</b>	2.167 (2.035 - 2.299)
<b>Mid-Rogue Community Health Plan</b>	2.226 (2.145 - 2.308)
<b>Oregon Health Management Services</b>	2.183 (2.083 - 2.282)
<b>Providence Health Plan</b>	2.273 (2.178 - 2.368)
<b>Tuality Health Alliance</b>	2.233 (2.120 - 2.346)

Table B33 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Getting Care Quickly composite, a “top box” response is defined as a response of “Always.”

<b>Table B33</b>	
<b>Unadjusted Global Proportions for the Getting Care Quickly Composite Using “Always” Top Box Scoring</b>	
<b>2003</b>	
<b>GETTING CARE QUICKLY</b>	
<b>UNADJUSTED GLOBAL PROPORTION</b>	
<b>(95% CI)</b>	
<b>Oregon Health Plan</b>	41.9% (39.4% - 44.3%)
<b>CareOregon</b>	42.6% (36.3% - 48.9%)
<b>Cascade Comprehensive Care</b>	37.5% (32.1% - 42.8%)
<b>Central Oregon Independent Health</b>	41.0% (35.2% - 46.7%)
<b>Doctors of the Coast South</b>	39.6% (33.9% - 45.3%)
<b>Douglas County IPA</b>	34.5% (28.6% - 40.5%)
<b>FamilyCare</b>	40.7% (32.5% - 48.9%)
<b>Intercommunity Health Network</b>	39.3% (33.5% - 45.2%)
<b>Kaiser Permanente</b>	38.7% (31.4% - 46.0%)
<b>Lane County IPA</b>	43.0% (37.3% - 48.7%)
<b>Marion-Polk Community</b>	38.1% (32.2% - 44.0%)
<b>Medicaid-Open Card</b>	45.2% (37.6% - 52.7%)
<b>Mid-Rogue Community Health Plan</b>	44.7% (39.6% - 49.8%)
<b>Oregon Health Management Services</b>	44.0% (38.0% - 49.9%)
<b>Providence Health Plan</b>	44.9% (38.6% - 51.2%)
<b>Tuality Health Alliance</b>	45.7% (38.7% - 52.8%)

Figure B30 depicts the unadjusted global proportions for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B30**  
**Unadjusted Global Proportions for the Getting Care Quickly Composite**

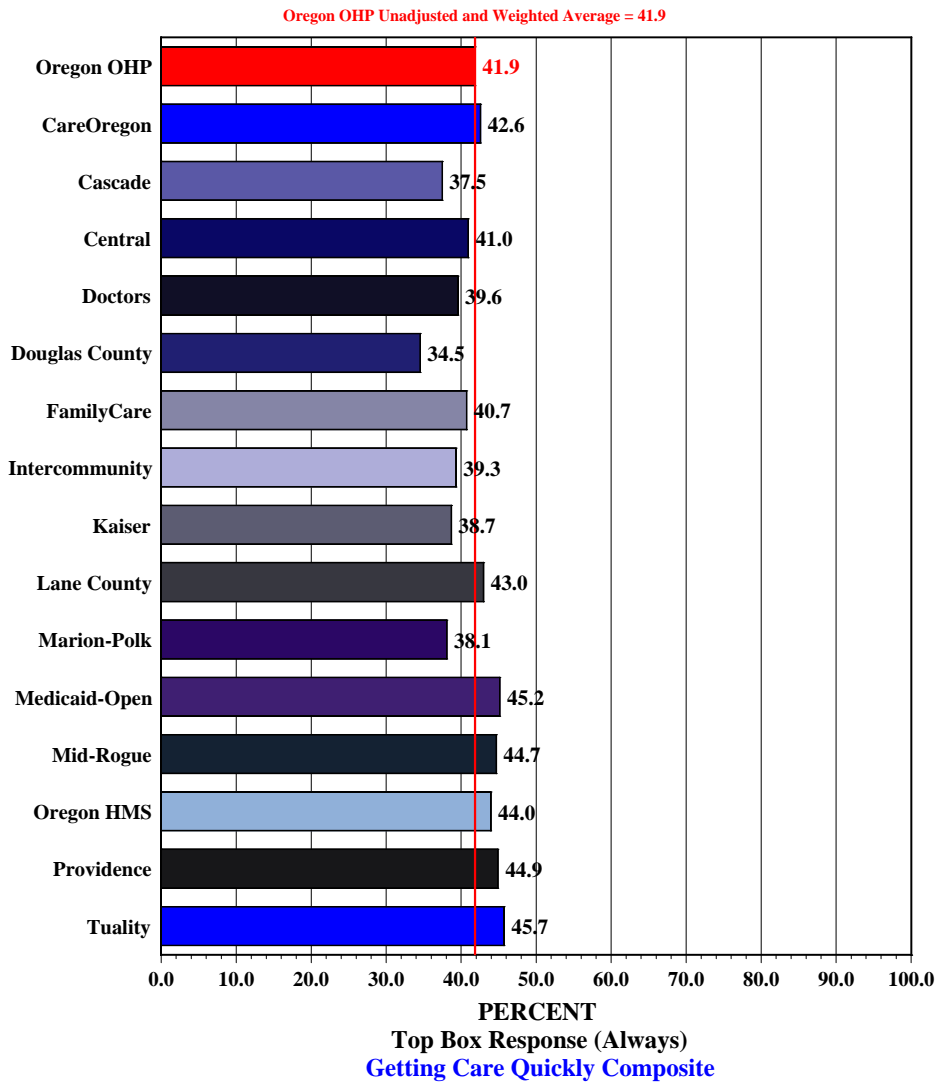
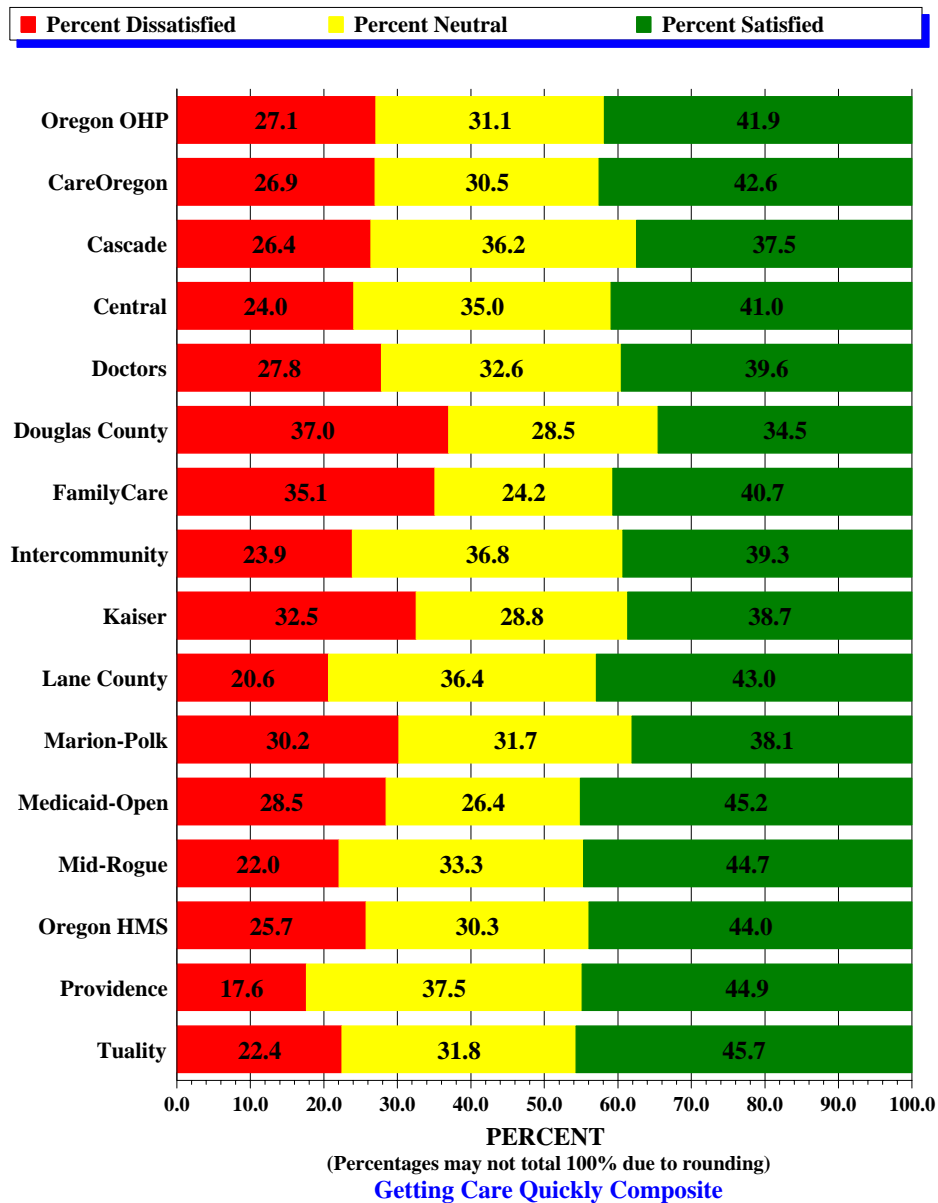


Figure B31 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B31  
Unadjusted Satisfaction Proportions for the Getting Care Quickly Composite**



**How Well Doctors Communicate**

Table B34 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B34</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the How Well Doctors Communicate Composite</b>	
<b>2003</b>	
<b>HOW WELL DOCTORS COMMUNICATE UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	2.383 (2.341 - 2.426)
<b>CareOregon</b>	2.400 (2.295 - 2.504)
<b>Cascade Comprehensive Care</b>	2.332 (2.226 - 2.437)
<b>Central Oregon Independent Health</b>	2.463 (2.359 - 2.566)
<b>Doctors of the Coast South</b>	2.336 (2.233 - 2.439)
<b>Douglas County IPA</b>	2.290 (2.171 - 2.409)
<b>FamilyCare</b>	2.390 (2.258 - 2.521)
<b>Intercommunity Health Network</b>	2.396 (2.301 - 2.491)
<b>Kaiser Permanente</b>	2.269 (2.137 - 2.400)
<b>Lane County IPA</b>	2.393 (2.293 - 2.493)
<b>Marion-Polk Community</b>	2.352 (2.245 - 2.460)
<b>Medicaid-Open Card</b>	2.366 (2.229 - 2.503)
<b>Mid-Rogue Community Health Plan</b>	2.416 (2.329 - 2.503)
<b>Oregon Health Management Services</b>	2.421 (2.323 - 2.518)
<b>Providence Health Plan</b>	2.482 (2.379 - 2.585)
<b>Tuality Health Alliance</b>	2.485 (2.372 - 2.599)

Table B35 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the How Well Doctors Communicate composite, a “top box” response is defined as a response of “Always.”

<b>Table B35</b>	
<b>Unadjusted Global Proportions for the How Well Doctors Communicate Composite Using “Always” Top Box Scoring</b>	
<b>2003</b>	
<b>HOW WELL DOCTORS COMMUNICATE</b>	
<b>UNADJUSTED GLOBAL PROPORTION</b>	
<b>(95% CI)</b>	
<b>Oregon Health Plan</b>	53.7% (50.9% - 56.5%)
<b>CareOregon</b>	52.8% (45.5% - 60.1%)
<b>Cascade Comprehensive Care</b>	51.3% (44.5% - 58.1%)
<b>Central Oregon Independent Health</b>	60.0% (53.2% - 66.7%)
<b>Doctors of the Coast South</b>	52.6% (46.0% - 59.2%)
<b>Douglas County IPA</b>	50.0% (42.7% - 57.3%)
<b>FamilyCare</b>	53.2% (44.1% - 62.3%)
<b>Intercommunity Health Network</b>	53.9% (47.7% - 60.2%)
<b>Kaiser Permanente</b>	47.4% (39.1% - 55.7%)
<b>Lane County IPA</b>	54.7% (48.4% - 61.0%)
<b>Marion-Polk Community</b>	51.8% (44.7% - 58.8%)
<b>Medicaid-Open Card</b>	54.1% (45.5% - 62.7%)
<b>Mid-Rogue Community Health Plan</b>	54.6% (48.6% - 60.6%)
<b>Oregon Health Management Services</b>	57.5% (51.3% - 63.7%)
<b>Providence Health Plan</b>	59.3% (52.0% - 66.7%)
<b>Tuality Health Alliance</b>	61.1% (53.5% - 68.6%)

Figure B32 depicts the unadjusted global proportions for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B32**  
**Unadjusted Global Proportions for the**  
**How Well Doctors Communicate Composite**

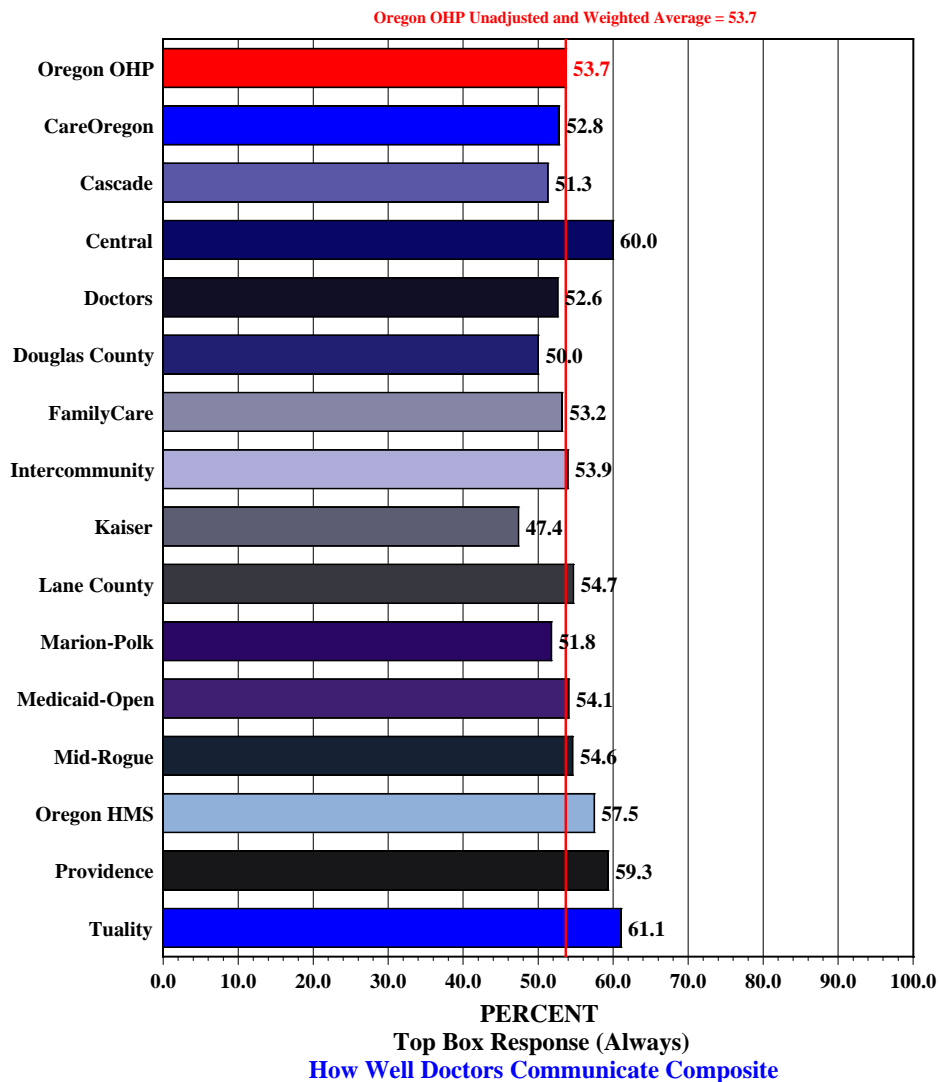
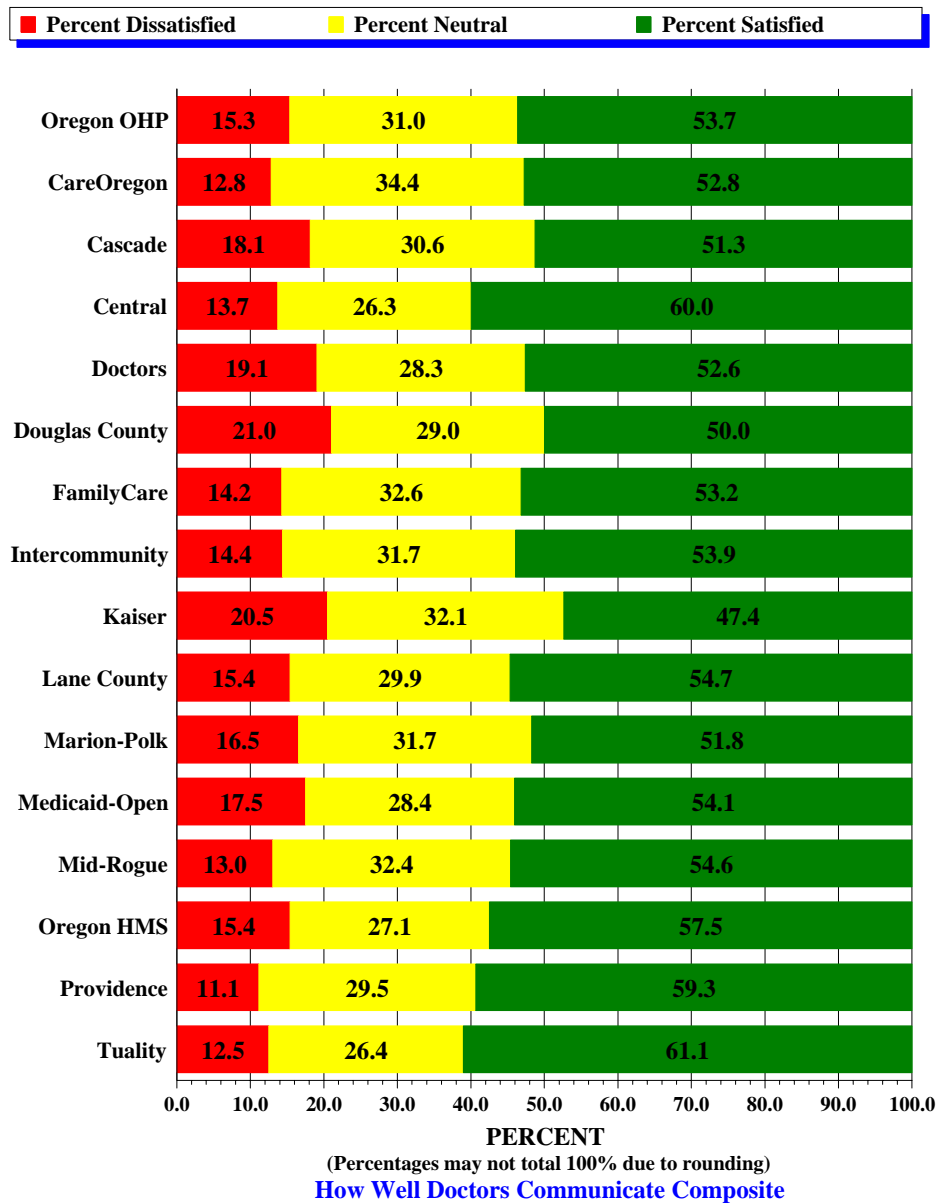




Figure B33 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B33**  
**Unadjusted Satisfaction Proportions for the**  
**How Well Doctors Communicate Composite**



***Courteous and Helpful Office Staff***

Table B36 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B36</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the Courteous and Helpful Office Staff Composite</b>	
<b>2003 COURTEOUS AND HELPFUL OFFICE STAFF UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	2.533 (2.492 - 2.573)
<b>CareOregon</b>	2.528 (2.423 - 2.633)
<b>Cascade Comprehensive Care</b>	2.519 (2.423 - 2.616)
<b>Central Oregon Independent Health</b>	2.613 (2.523 - 2.703)
<b>Doctors of the Coast South</b>	2.533 (2.432 - 2.634)
<b>Douglas County IPA</b>	2.404 (2.288 - 2.521)
<b>FamilyCare</b>	2.469 (2.328 - 2.609)
<b>Intercommunity Health Network</b>	2.489 (2.389 - 2.590)
<b>Kaiser Permanente</b>	2.430 (2.291 - 2.570)
<b>Lane County IPA</b>	2.535 (2.436 - 2.635)
<b>Marion-Polk Community</b>	2.539 (2.443 - 2.635)
<b>Medicaid-Open Card</b>	2.560 (2.435 - 2.685)
<b>Mid-Rogue Community Health Plan</b>	2.548 (2.461 - 2.634)
<b>Oregon Health Management Services</b>	2.601 (2.520 - 2.683)
<b>Providence Health Plan</b>	2.636 (2.536 - 2.736)
<b>Tuality Health Alliance</b>	2.601 (2.489 - 2.712)

Table B37 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Courteous and Helpful Office Staff composite, a “top box” response is defined as a response of “Always.”

<b>Table B37</b>	
<b>Unadjusted Global Proportions for the Courteous and Helpful Office Staff Composite Using “Always” Top Box Scoring</b>	
<b>2003</b>	
<b>COURTEOUS AND HELPFUL OFFICE STAFF</b>	
<b>UNADJUSTED GLOBAL PROPORTION</b>	
<b>(95% CI)</b>	
<b>Oregon Health Plan</b>	63.3% (60.4% - 66.2%)
<b>CareOregon</b>	62.4% (55.0% - 69.8%)
<b>Cascade Comprehensive Care</b>	61.6% (54.7% - 68.6%)
<b>Central Oregon Independent Health</b>	67.9% (61.2% - 74.6%)
<b>Doctors of the Coast South</b>	66.1% (59.5% - 72.7%)
<b>Douglas County IPA</b>	56.3% (48.6% - 63.9%)
<b>FamilyCare</b>	60.9% (51.6% - 70.2%)
<b>Intercommunity Health Network</b>	61.3% (54.5% - 68.1%)
<b>Kaiser Permanente</b>	58.0% (48.9% - 67.1%)
<b>Lane County IPA</b>	62.7% (55.5% - 69.9%)
<b>Marion-Polk Community</b>	62.3% (55.2% - 69.4%)
<b>Medicaid-Open Card</b>	65.8% (56.8% - 74.7%)
<b>Mid-Rogue Community Health Plan</b>	62.9% (56.5% - 69.2%)
<b>Oregon Health Management Services</b>	66.9% (60.8% - 73.0%)
<b>Providence Health Plan</b>	71.8% (64.8% - 78.9%)
<b>Tuality Health Alliance</b>	67.1% (58.8% - 75.4%)

Figure B34 depicts the unadjusted global proportions for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B34**  
**Unadjusted Global Proportions for the**  
**Courteous and Helpful Office Staff Composite**

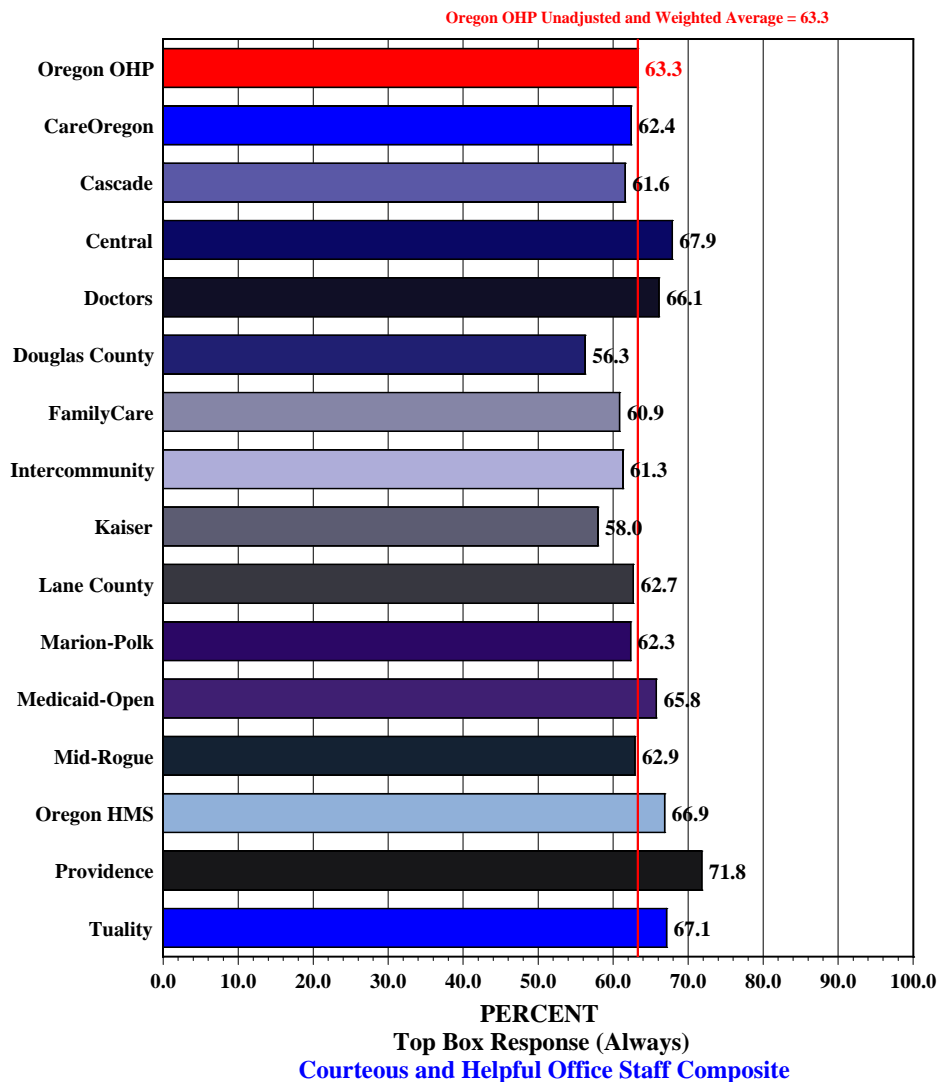
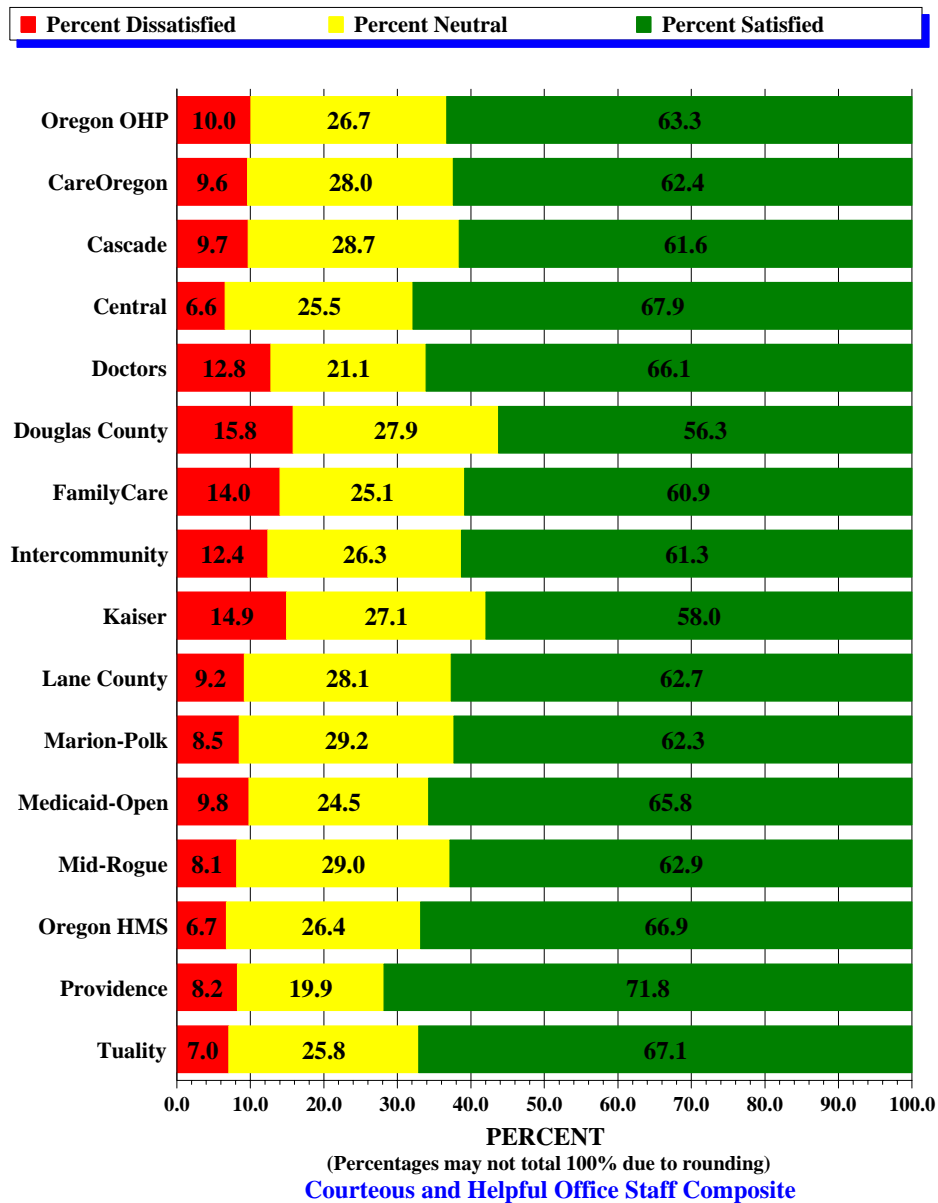


Figure B35 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B35**  
**Unadjusted Satisfaction Proportions for the**  
**Courteous and Helpful Office Staff Composite**



**Customer Service**

Table B38 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members.

<b>Table B38</b>	
<b>Unadjusted Adult Medicaid Three-Point Mean Scores for the Customer Service Composite</b>	
<b>2003 CUSTOMER SERVICE UNADJUSTED MEAN SCORE (95% CI)</b>	
<b>Oregon Health Plan</b>	2.315 (2.257 - 2.372)
<b>CareOregon</b>	2.307 (2.160 - 2.455)
<b>Cascade Comprehensive Care</b>	2.445 (2.338 - 2.553)
<b>Central Oregon Independent Health</b>	2.222 (2.075 - 2.369)
<b>Doctors of the Coast South</b>	2.357 (2.226 - 2.488)
<b>Douglas County IPA</b>	2.425 (2.303 - 2.547)
<b>FamilyCare</b>	2.301 (2.119 - 2.484)
<b>Intercommunity Health Network</b>	2.326 (2.195 - 2.457)
<b>Kaiser Permanente</b>	2.240 (2.058 - 2.422)
<b>Lane County IPA</b>	2.379 (2.233 - 2.525)
<b>Marion-Polk Community</b>	2.305 (2.178 - 2.432)
<b>Medicaid-Open Card</b>	2.257 (2.078 - 2.435)
<b>Mid-Rogue Community Health Plan</b>	2.483 (2.354 - 2.612)
<b>Oregon Health Management Services</b>	2.439 (2.305 - 2.574)
<b>Providence Health Plan</b>	2.375 (2.235 - 2.514)
<b>Tuality Health Alliance</b>	2.409 (2.259 - 2.558)

Table B39 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members. The proportions are based on the percentage of respondents providing a “top box” response. For the Customer Service composite, a response of “Not a problem” is considered a “top box” response.

<b>Table B39</b>	
<b>Unadjusted Global Proportions for the Customer Service Composite Using “Not a Problem” Top Box Scoring</b>	
<b>2003</b>	
<b>CUSTOMER SERVICE</b>	
<b>UNADJUSTED GLOBAL PROPORTION</b>	
<b>(95% CI)</b>	
<b>Oregon Health Plan</b>	50.9% (43.1% - 58.8%)
<b>CareOregon</b>	52.1% (33.9% - 70.3%)
<b>Cascade Comprehensive Care</b>	57.2% (42.6% - 71.8%)
<b>Central Oregon Independent Health</b>	46.3% (26.6% - 66.0%)
<b>Doctors of the Coast South</b>	55.8% (40.3% - 71.3%)
<b>Douglas County IPA</b>	59.6% (46.6% - 72.5%)
<b>FamilyCare</b>	48.4% (23.2% - 73.7%)
<b>Intercommunity Health Network</b>	48.9% (31.1% - 66.8%)
<b>Kaiser Permanente</b>	52.6% (33.2% - 72.0%)
<b>Lane County IPA</b>	54.8% (37.5% - 72.2%)
<b>Marion-Polk Community</b>	47.5% (28.9% - 66.0%)
<b>Medicaid-Open Card</b>	44.8% (16.2% - 73.5%)
<b>Mid-Rogue Community Health Plan</b>	62.4% (48.5% - 76.3%)
<b>Oregon Health Management Services</b>	58.4% (43.8% - 73.1%)
<b>Providence Health Plan</b>	52.9% (35.3% - 70.5%)
<b>Tuality Health Alliance</b>	55.3% (36.9% - 73.6%)

Figure B36 depicts the unadjusted global proportions for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B36**  
**Unadjusted Global Proportions for the Customer Service Composite**

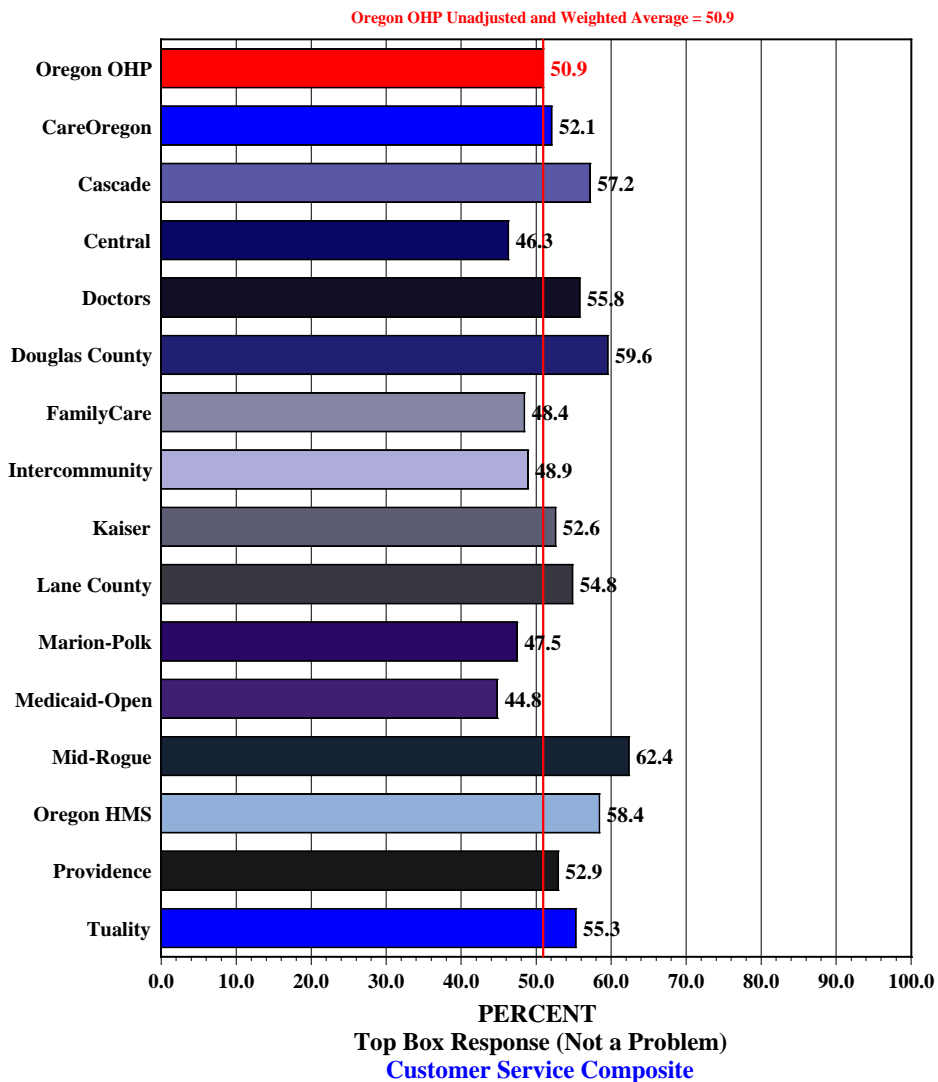
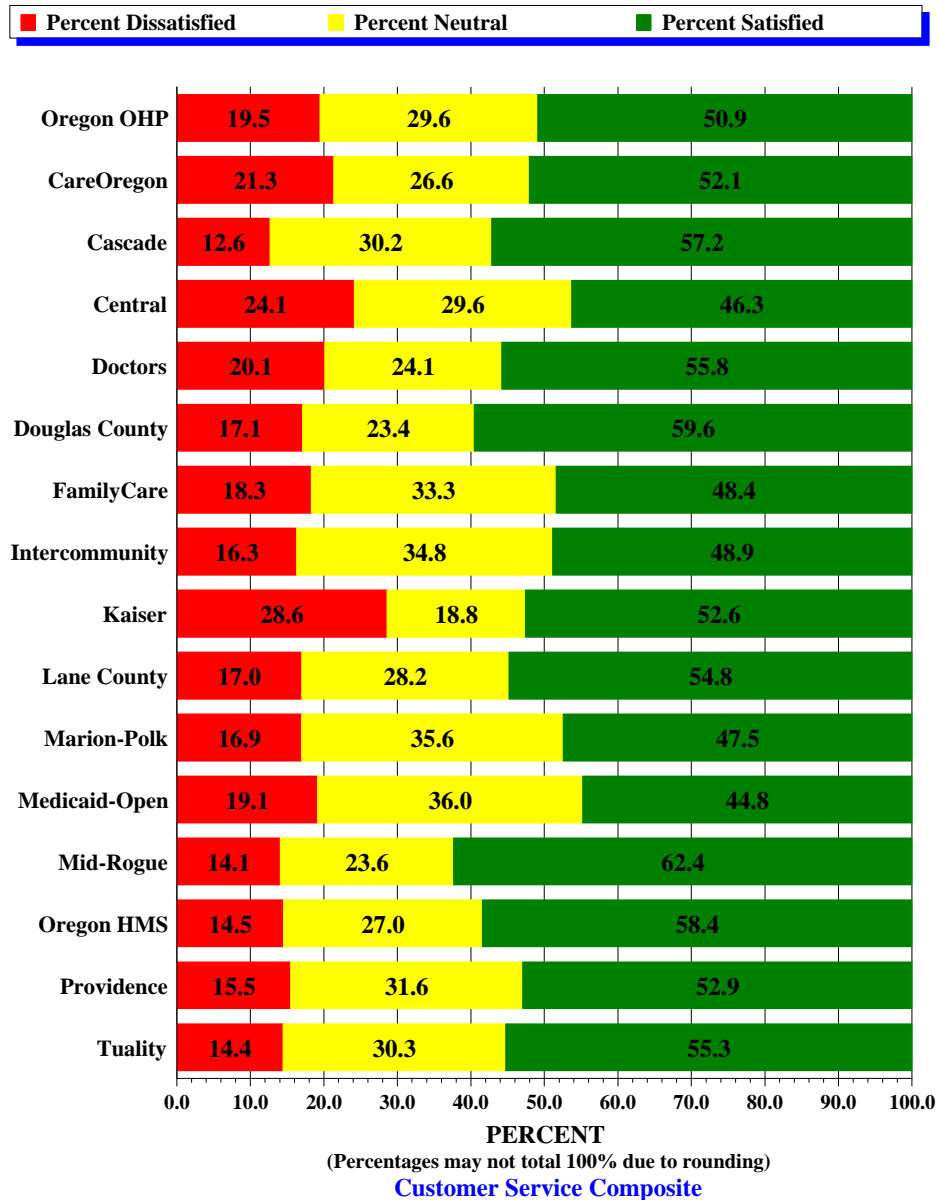




Figure B37 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B37**  
**Unadjusted Satisfaction Proportions for the Customer Service Composite**



## ITEM-LEVEL PRIORITY ANALYSIS

An Item-Level Priority Analysis was performed for OHP. The purpose of the Item-Level Priority Analysis is to help decision makers identify specific aspects of care that will most benefit from quality improvement activities. The analysis provides information on: (1) how well OHP is performing on the survey item (question), and (2) how important that item is to overall satisfaction with a member's health plan. The analysis focuses on the items used to generate the composite scores.

OHP's performance on a survey item is measured by calculating a *problem score*, in which a **negative experience** with care is defined as a problem and assigned a "1," and a **positive experience** (i.e., non-negative) is assigned a "0." The higher the problem score, the lower the member satisfaction with the aspect of service measured by that question. The problem score can range from 0 to 1. Additional information on the assignment of problem scores can be found beginning on page D21.

For each item evaluated, the relationship between the item's problem score and overall satisfaction with a member's health plan is calculated using a Pearson product moment correlation. Items are then prioritized based on their overall problem score and their correlation with overall satisfaction with a member's health plan. *Item-Level High Priorities* are defined as those items that (1) have a problem score that is greater than a plan's median problem score for all items examined, and (2) have a correlation that is greater than a plan's median correlation for all items examined. Table B40, on page B82, displays the *Item-Level High Priorities* identified for OHP.

**Table B40**  
**Oregon Health Plan Item-Level High Priorities**

Q7. Problem getting a satisfactory doctor or nurse
Q10. Problem seeing a specialist
Q26. Problem getting care believed necessary
Q28. Problem with delays in care while waiting for health plan approval
Q51. Problem finding or understanding information in written materials
Q53. Problem getting help when calling health plan's customer service

For OHP, the median problem score is 0.23 and the median correlation with the overall rating of health plan item is 0.33. Table B41, on page B83, depicts the problem scores and correlations for each of the items examined as part of the Item-Level Priority Analysis. The items are ordered by question number. *Item-Level High Priorities* are highlighted in **red**. Those items not highlighted in red are considered lesser priorities.

<b>Table B41</b>		
<b>Oregon Health Plan Item-Level Priority Analysis Results</b>		
COMPOSITE ITEM	PROBLEM SCORE	CORRELATION WITH RATING OF HEALTH PLAN
<b>Q7. Problem getting a satisfactory doctor or nurse</b>	<b>0.42</b>	<b>0.36</b>
<b>Q10. Problem seeing a specialist</b>	<b>0.35</b>	<b>0.39</b>
Q16. Never/sometimes got help when calling during regular office hours	0.18	0.33
Q18. Never/sometimes got needed care right away for illness/injury as soon as wanted	0.23	0.41
Q21. Not counting the times needed health care right away, never/sometimes got appointment as soon as wanted	0.20	0.31
<b>Q26. Problem getting care believed necessary</b>	<b>0.30</b>	<b>0.41</b>
<b>Q28. Problem with delays in care while waiting for health plan approval</b>	<b>0.63</b>	<b>0.38</b>
Q29. Never/sometimes taken to the exam room within 15 minutes of appointment	0.44	0.21
Q30. Office staff never/sometimes treated you with courtesy and respect	0.07	0.22
Q31. Office staff never/sometimes as helpful as they should be	0.13	0.29
Q32. Providers never/sometimes listened carefully to you	0.16	0.33
Q34. Providers never/sometimes explained things in an understandable way	0.12	0.23
Q35. Providers never/sometimes showed respect for what you had to say	0.14	0.32
Q36. Providers never/sometimes spent enough time with you	0.20	0.34
<b>Q51. Problem finding or understanding information in written materials</b>	<b>0.48</b>	<b>0.35</b>
<b>Q53. Problem getting help when calling health plan's customer service</b>	<b>0.54</b>	<b>0.39</b>
Q56. Problem with paperwork for your health plan	0.37	0.27

Additional information on the Item-Level Priority Analysis can be found beginning on page D21.

## MEMBER PROFILES

The following tables, B42 – B47, depict the demographic characteristics of the OHP members who **completed** the CAHPS® 3.0H Adult Medicaid Survey. Age, gender, and race/ethnicity information are derived from OMAP administrative data. Education, Hispanic ethnicity, and general health status information are derived from responses to the CAHPS® Survey. In general, the demographics of a response group influence the overall results.<sup>13, 14</sup> Healthier people typically report fewer problems and greater satisfaction with their health care. Older people also tend to be more satisfied with their care. In contrast, people with higher levels of education are more likely to report problems and lower satisfaction with their health care. Please note, question-specific responses are included on the CD-ROM broken out by major demographic categories.

<b>Table B42</b>						
<b>Distribution of Age in Years</b>						
	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 OR OLDER
<b>Oregon Health Plan (N = 2,803)</b>	16.6%	21.3%	23.4%	23.1%	15.2%	0.4%
<b>CareOregon (N = 178)</b>	19.1%	19.1%	23.0%	24.7%	13.5%	0.6%
<b>Cascade Comprehensive Care (N = 214)</b>	19.2%	19.6%	26.6%	19.6%	15.0%	0.0%
<b>Central Oregon Independent Health (N = 182)</b>	18.1%	22.5%	20.9%	23.6%	14.8%	0.0%
<b>Doctors of the Coast South (N = 211)</b>	16.6%	17.5%	22.3%	25.1%	18.5%	0.0%
<b>Douglas County IPA (N = 200)</b>	22.5%	19.5%	28.0%	19.5%	10.5%	0.0%
<b>FamilyCare (N = 139)</b>	19.4%	26.6%	22.3%	23.0%	8.6%	0.0%
<b>Intercommunity Health Network (N = 213)</b>	15.0%	26.8%	25.8%	19.2%	12.7%	0.5%
<b>Kaiser Permanente (N = 137)</b>	14.6%	24.1%	22.6%	19.0%	17.5%	2.2%
<b>Lane County IPA (N = 198)</b>	14.1%	27.3%	15.7%	27.3%	15.2%	0.5%
<b>Marion-Polk Community (N = 206)</b>	16.5%	25.7%	20.9%	22.3%	14.6%	0.0%
<b>Medicaid-Open Card (N = 135)</b>	23.0%	24.4%	19.3%	17.0%	14.8%	1.5%
<b>Mid-Rogue Community Health Plan (N = 238)</b>	11.8%	12.6%	25.2%	31.9%	18.5%	0.0%
<b>Oregon Health Management Services (N = 219)</b>	9.6%	17.8%	28.3%	29.7%	14.6%	0.0%
<b>Providence Health Plan (N = 175)</b>	14.3%	20.6%	19.4%	22.3%	21.1%	2.3%
<b>Tuality Health Alliance (N = 158)</b>	19.6%	20.9%	27.2%	15.8%	16.5%	0.0%

*Please note, percentages may not total 100% due to rounding.*

<sup>13</sup> Agency for Health Care Policy and Research. CAHPS Survey and Reporting Kit 2.0. Rockville, MD: US Department of Health and Human Services, October 1999.

<sup>14</sup> Agency for Health Care Policy and Research. “Article 3: NCQA’s Use of the CAHPS Survey.” CAHPS Survey and Reporting Kit 3.0. Rockville, MD: US Department of Health and Human Services, October 2002.

<b>Table B43 Distribution of Gender</b>		
	<b>MALE</b>	<b>FEMALE</b>
<b>Oregon Health Plan (N = 2,803)</b>	32.9%	67.1%
<b>CareOregon (N = 178)</b>	34.3%	65.7%
<b>Cascade Comprehensive Care (N = 214)</b>	36.0%	64.0%
<b>Central Oregon Independent Health (N = 182)</b>	29.1%	70.9%
<b>Doctors of the Coast South (N = 211)</b>	31.3%	68.7%
<b>Douglas County IPA (N = 200)</b>	28.5%	71.5%
<b>FamilyCare (N = 139)</b>	28.1%	71.9%
<b>Intercommunity Health Network (N = 213)</b>	30.5%	69.5%
<b>Kaiser Permanente (N = 137)</b>	35.0%	65.0%
<b>Lane County IPA (N = 198)</b>	31.3%	68.7%
<b>Marion-Polk Community (N = 206)</b>	33.5%	66.5%
<b>Medicaid-Open Card (N = 135)</b>	39.3%	60.7%
<b>Mid-Rogue Community Health Plan (N = 238)</b>	37.4%	62.6%
<b>Oregon Health Management Services (N = 219)</b>	38.8%	61.2%
<b>Providence Health Plan (N = 175)</b>	29.1%	70.9%
<b>Tuality Health Alliance (N = 158)</b>	29.1%	70.9%
<i>Please note, percentages may not total 100% due to rounding.</i>		

<b>Table B44 Distribution of Education</b>				
	<b>NOT A HIGH SCHOOL GRADUATE</b>	<b>HIGH SCHOOL GRADUATE</b>	<b>SOME COLLEGE</b>	<b>COLLEGE GRADUATE</b>
<b>Oregon Health Plan (N = 2,765)</b>	24.2%	39.7%	29.9%	6.2%
<b>CareOregon (N = 176)</b>	23.9%	39.8%	27.3%	9.1%
<b>Cascade Comprehensive Care (N = 213)</b>	23.0%	50.2%	22.5%	4.2%
<b>Central Oregon Independent Health (N = 181)</b>	26.5%	35.4%	34.3%	3.9%
<b>Doctors of the Coast South (N = 209)</b>	23.0%	39.7%	34.0%	3.3%
<b>Douglas County IPA (N = 199)</b>	23.6%	44.7%	29.1%	2.5%
<b>FamilyCare (N = 137)</b>	23.4%	47.4%	27.0%	2.2%
<b>Intercommunity Health Network (N = 208)</b>	20.7%	38.9%	31.7%	8.7%
<b>Kaiser Permanente (N = 134)</b>	23.9%	41.8%	25.4%	9.0%
<b>Lane County IPA (N = 195)</b>	20.0%	30.3%	37.4%	12.3%
<b>Marion-Polk Community (N = 201)</b>	33.3%	33.3%	27.9%	5.5%
<b>Medicaid-Open Card (N = 132)</b>	26.5%	33.3%	34.1%	6.1%
<b>Mid-Rogue Community Health Plan (N = 235)</b>	20.9%	43.4%	31.1%	4.7%
<b>Oregon Health Management Services (N = 218)</b>	21.6%	39.0%	35.3%	4.1%
<b>Providence Health Plan (N = 170)</b>	26.5%	34.1%	28.2%	11.2%
<b>Tuality Health Alliance (N = 157)</b>	29.9%	42.7%	19.7%	7.6%

*Please note, percentages may not total 100% due to rounding.*

**Table B45**  
**Distribution of Race/Ethnicity**

	WHITE	BLACK	HISPANIC	ASIAN	NATIVE AMERICAN	OTHER
<b>Oregon Health Plan (N = 2,803)</b>	88.2%	1.7%	5.4%	2.2%	1.7%	0.7%
<b>CareOregon (N = 178)</b>	79.2%	7.3%	7.3%	4.5%	1.1%	0.6%
<b>Cascade Comprehensive Care (N = 214)</b>	93.0%	0.0%	4.7%	0.5%	0.9%	0.9%
<b>Central Oregon Independent Health (N = 182)</b>	87.9%	0.0%	8.2%	0.5%	2.2%	1.1%
<b>Doctors of the Coast South (N = 211)</b>	95.7%	0.0%	0.9%	0.5%	2.4%	0.5%
<b>Douglas County IPA (N = 200)</b>	94.0%	0.5%	2.5%	0.5%	1.5%	1.0%
<b>FamilyCare (N = 139)</b>	86.3%	5.0%	4.3%	2.9%	0.7%	0.7%
<b>Intercommunity Health Network (N = 213)</b>	95.3%	0.5%	3.3%	0.5%	0.0%	0.5%
<b>Kaiser Permanente (N = 137)</b>	78.1%	6.6%	7.3%	5.1%	2.2%	0.7%
<b>Lane County IPA (N = 198)</b>	93.4%	0.5%	2.0%	2.0%	1.0%	1.0%
<b>Marion-Polk Community (N = 206)</b>	84.0%	0.0%	11.7%	2.4%	1.0%	1.0%
<b>Medicaid-Open Card (N = 135)</b>	80.0%	2.2%	5.2%	3.0%	8.1%	1.5%
<b>Mid-Rogue Community Health Plan (N = 238)</b>	94.5%	0.4%	2.1%	0.4%	2.5%	0.0%
<b>Oregon Health Management Services (N = 219)</b>	92.7%	0.0%	4.1%	0.9%	1.8%	0.5%
<b>Providence Health Plan (N = 175)</b>	80.6%	5.1%	4.0%	8.0%	1.7%	0.6%
<b>Tuality Health Alliance (N = 158)</b>	74.1%	1.9%	17.1%	5.7%	0.0%	1.3%

*Please note, percentages may not total 100% due to rounding. For the purposes of this report, Pacific Islanders are included in the Asian category and Alaskan Natives are included in the Native American category.*



<b>Table B46 Distribution of Hispanic Ethnicity</b>		
	<b>HISPANIC</b>	<b>NOT HISPANIC</b>
<b>Oregon Health Plan (N = 2,739)</b>	7.7%	92.3%
<b>CareOregon (N = 174)</b>	9.2%	90.8%
<b>Cascade Comprehensive Care (N = 210)</b>	7.6%	92.4%
<b>Central Oregon Independent Health (N = 178)</b>	10.7%	89.3%
<b>Doctors of the Coast South (N = 207)</b>	2.9%	97.1%
<b>Douglas County IPA (N = 196)</b>	4.6%	95.4%
<b>FamilyCare (N = 134)</b>	6.7%	93.3%
<b>Intercommunity Health Network (N = 208)</b>	5.8%	94.2%
<b>Kaiser Permanente (N = 133)</b>	11.3%	88.7%
<b>Lane County IPA (N = 194)</b>	3.1%	96.9%
<b>Marion-Polk Community (N = 199)</b>	15.1%	84.9%
<b>Medicaid-Open Card (N = 133)</b>	7.5%	92.5%
<b>Mid-Rogue Community Health Plan (N = 230)</b>	5.7%	94.3%
<b>Oregon Health Management Services (N = 216)</b>	5.1%	94.9%
<b>Providence Health Plan (N = 171)</b>	7.0%	93.0%
<b>Tuality Health Alliance (N = 156)</b>	17.9%	82.1%
<i>Please note, percentages may not total 100% due to rounding.</i>		

<b>Table B47</b>					
<b>Distribution of Reported Health Status</b>					
	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
<b>Oregon Health Plan (N = 2,778)</b>	7.9%	19.6%	33.6%	25.6%	13.3%
CareOregon (N = 177)	5.1%	27.7%	32.8%	24.3%	10.2%
Cascade Comprehensive Care (N = 213)	9.9%	18.3%	25.8%	29.6%	16.4%
Central Oregon Independent Health (N = 181)	9.4%	19.9%	35.9%	22.7%	12.2%
Doctors of the Coast South (N = 206)	3.9%	16.5%	29.1%	33.5%	17.0%
Douglas County IPA (N = 198)	9.6%	19.2%	31.3%	26.8%	13.1%
FamilyCare (N = 138)	9.4%	26.1%	34.1%	21.7%	8.7%
Intercommunity Health Network (N = 212)	7.5%	19.3%	35.4%	22.6%	15.1%
Kaiser Permanente (N = 136)	7.4%	13.2%	36.8%	28.7%	14.0%
Lane County IPA (N = 196)	10.7%	16.8%	37.2%	25.0%	10.2%
Marion-Polk Community (N = 205)	6.8%	15.6%	32.2%	28.3%	17.1%
Medicaid-Open Card (N = 132)	7.6%	23.5%	31.1%	20.5%	17.4%
Mid-Rogue Community Health Plan (N = 235)	8.1%	17.4%	35.3%	23.8%	15.3%
Oregon Health Management Services (N = 218)	6.9%	22.9%	37.2%	22.0%	11.0%
Providence Health Plan (N = 174)	8.0%	20.1%	37.4%	25.3%	9.2%
Tuality Health Alliance (N = 157)	8.9%	20.4%	33.1%	27.4%	10.2%

*Please note, percentages may not total 100% due to rounding.*

## **RACE/ETHNICITY ANALYSIS**

A race/ethnicity analysis was performed to identify how different racial/ethnic groups respond to the global ratings and composites.<sup>15</sup> In order to obtain a sufficient number of members within each racial/ethnic population to conduct this analysis, Oregon DHS performed an oversample based on race and ethnicity variables for each of the 15 plans serving OHP members. An additional 4,671 OHP members were sampled based on their race/ethnicity. This oversample included 1,414 blacks, 1,797 Hispanics, and 1,460 Native Americans. The race/ethnicity analysis for the four global ratings and five composite scores was performed utilizing the entire sample from each plan (including the oversample). A separate race/ethnicity analysis was performed for OHP and for each of the 15 plans serving OHP members.

For the OHP state-level analysis, the data contained six race/ethnicity categories: White (2,472 completed surveys); Black (280 completed surveys); Hispanic (586 completed surveys); Native American (433 completed surveys); Asian (63 completed surveys); and Other (21 completed surveys). Given the relatively low number of completed surveys in the Asian and Other categories, these two categories were collapsed into an “Other” category for the purposes of this analysis. Figure B38, on page B91, depicts the race/ethnicity categories for OHP, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

For the purposes of the plan-level analyses, some race/ethnicity categories with a low number of members were collapsed into one category. Categories were collapsed with the goal of achieving a minimum of approximately 20 completed surveys per category.<sup>16</sup> The impact of “sampling error” must be considered and caution should be exercised when examining plan-level race/ethnicity results with low numbers of respondents for some categories. Additional information on “sampling error” can be found beginning on page D23.

For the state and plan-level analyses, an overall member satisfaction (star) rating, three-point mean, and question summary rate/global proportion are calculated for each global rating and composite score. For OHP, the star assignments are based on a statistical comparison of the case-mix adjusted and weighted results for each collapsed race/ethnicity category to the state’s mean case-mix adjusted results for the five collapsed race/ethnicity categories. For each of the 15 plans, the star assignments are based on a statistical comparison of the case-mix adjusted results for each collapsed race/ethnicity category to the plan’s overall results for the collapsed race/ethnicity categories.

As described above, Figure B38, on page B91, depicts the race/ethnicity categories utilized for the OHP state-level race/ethnicity analysis.

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<sup>15</sup> Race/ethnicity information is derived from OMAP administrative data.

<sup>16</sup> In certain instances, insufficient respondents from particular race/ethnicity categories resulted in fewer than 20 completed surveys per collapsed category.

**Figure B38**  
**Race/Ethnicity Categories for Oregon Health Plan**

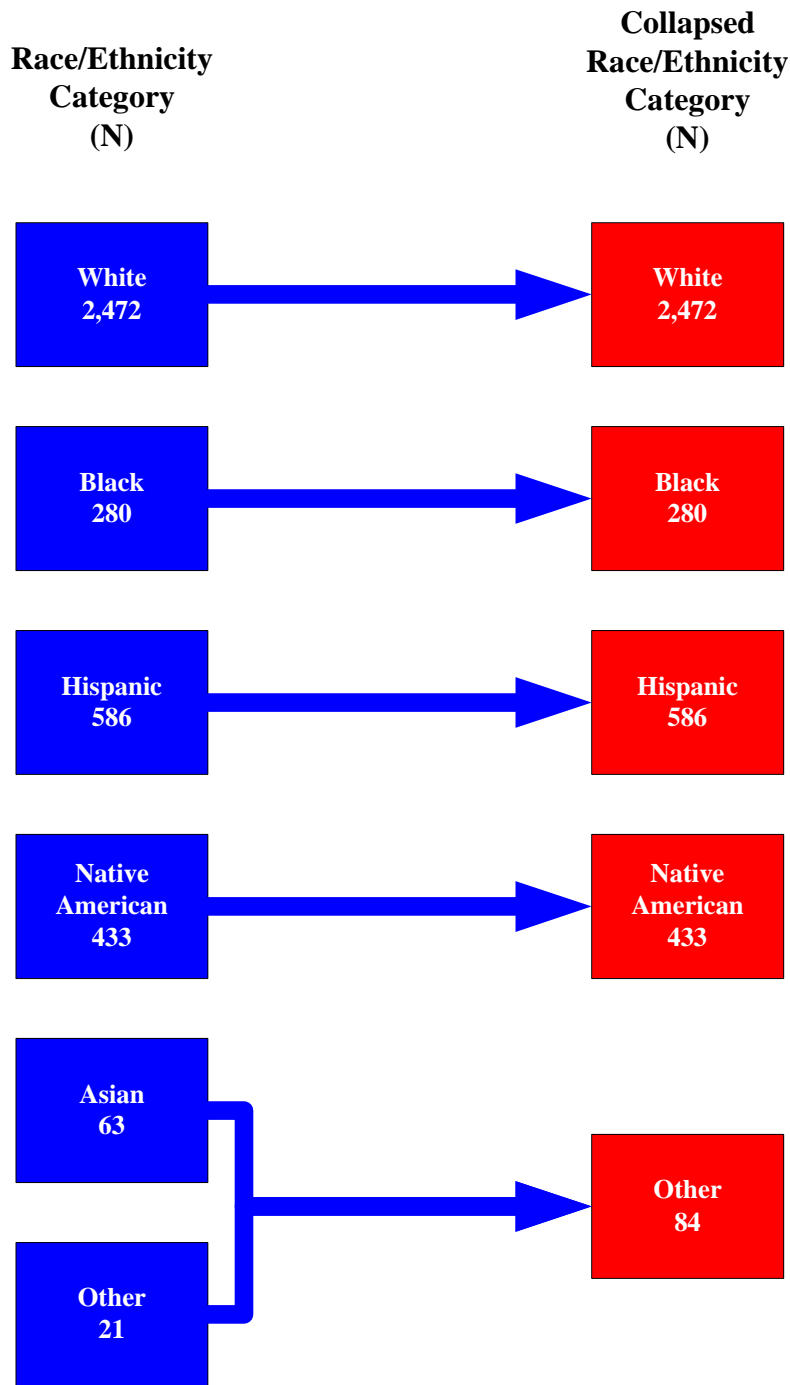


Table B48 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for OHP.

<b>Table B48</b>					
<b>Oregon Health Plan Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★	★★	★★	★★
	3pt Mean	1.938	2.248	2.306	2.396
	3pt CI	(1.907 - 1.970)	(2.212 - 2.284)	(2.272 - 2.340)	(2.346 - 2.447)
	Top Box %	30.7%	47.3%	50.4%	56.5%
	Top Box CI%	(29.0% - 32.5%)	(45.0% - 49.6%)	(48.2% - 52.5%)	(53.2% - 59.8%)
<b>Black</b>	Star	★★	★★	★★★	★★
	3pt Mean	2.042	2.301	2.463	2.445
	3pt CI	(1.948 - 2.136)	(2.186 - 2.415)	(2.355 - 2.571)	(2.305 - 2.586)
	Top Box %	37.1%	49.0%	61.4%	57.0%
	Top Box CI%	(31.7% - 42.4%)	(41.6% - 56.4%)	(54.4% - 68.4%)	(47.1% - 66.9%)
<b>Hispanic</b>	Star	★★★	★★	★★★	★★
	3pt Mean	2.136	2.294	2.451	2.449
	3pt CI	(2.073 - 2.199)	(2.218 - 2.371)	(2.383 - 2.519)	(2.328 - 2.570)
	Top Box %	41.8%	48.0%	58.2%	61.5%
	Top Box CI%	(38.0% - 45.6%)	(42.9% - 53.0%)	(53.5% - 62.8%)	(53.9% - 69.2%)
<b>Native American</b>	Star	★★	★★	★★	★★
	3pt Mean	1.994	2.199	2.374	2.511
	3pt CI	(1.917 - 2.071)	(2.110 - 2.288)	(2.287 - 2.461)	(2.398 - 2.625)
	Top Box %	34.2%	44.6%	55.3%	62.2%
	Top Box CI%	(29.9% - 38.6%)	(39.1% - 50.0%)	(49.8% - 60.93%)	(54.3% - 70.1%)
<b>Other</b>	Star	★★	★★	★★	★★
	3pt Mean	1.918	2.157	2.192	2.463
	3pt CI	(1.756 - 2.079)	(1.951 - 2.363)	(1.985 - 2.399)	(2.169 - 2.757)
	Top Box %	24.7%	37.5%	45.4%	58.2%
	Top Box CI%	(15.5% - 33.9%)	(23.9% - 51.0%)	(32.7% - 58.1%)	(37.6% - 78.8%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Five Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Five Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Five Race/Ethnicity Categories ★	

Table B49 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for OHP.

<b>Table B49</b>						
<b>Oregon Health Plan Race/Ethnicity Analysis for the Composite Scores</b>						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
<b>White</b>	Star	★★	★★★	★★	★★★	★★
	3pt Mean	2.389	2.161	2.390	2.548	2.372
	3pt CI	(2.359 - 2.419)	(2.134 - 2.187)	(2.361 - 2.419)	(2.521 - 2.575)	(2.334 - 2.410)
	Top Box %	58.6%	41.7%	54.6%	64.4%	54.3%
	Top Box CI%	(55.1% - 62.0%)	(40.1% - 43.3%)	(52.7% - 56.5%)	(62.5% - 66.3%)	(49.6% - 59.0%)
<b>Black</b>	Star	★★	★★★	★★★	★★	★★★
	3pt Mean	2.459	2.196	2.529	2.551	2.507
	3pt CI	(2.365 - 2.553)	(2.109 - 2.284)	(2.442 - 2.616)	(2.456 - 2.645)	(2.405 - 2.609)
	Top Box %	61.8%	46.7%	63.8%	66.3%	63.2%
	Top Box CI%	(51.3% - 72.3%)	(41.4% - 51.9%)	(57.9% - 69.6%)	(59.9% - 72.7%)	(51.6% - 74.8%)
<b>Hispanic</b>	Star	★★	★★	★★	★	★★
	3pt Mean	2.400	2.071	2.335	2.388	2.326
	3pt CI	(2.330 - 2.470)	(2.010 - 2.132)	(2.273 - 2.397)	(2.318 - 2.458)	(2.244 - 2.408)
	Top Box %	60.1%	36.4%	50.1%	54.0%	54.9%
	Top Box CI%	(52.8% - 67.5%)	(32.8% - 40.1%)	(45.9% - 54.2%)	(49.3% - 58.7%)	(45.5% - 64.4%)
<b>Native American</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.380	2.106	2.378	2.534	2.310
	3pt CI	(2.303 - 2.457)	(2.037 - 2.174)	(2.306 - 2.450)	(2.464 - 2.604)	(2.220 - 2.401)
	Top Box %	57.6%	38.7%	54.1%	64.4%	51.3%
	Top Box CI%	(48.5% - 66.8%)	(34.6% - 42.8%)	(49.4% - 58.7%)	(59.7% - 69.1%)	(39.6% - 63.1%)
<b>Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.363	1.983	2.310	2.313	2.319
	3pt CI	(2.167 - 2.558)	(1.798 - 2.168)	(2.151 - 2.470)	(2.121 - 2.505)	(2.139 - 2.499)
	Top Box %	56.3%	35.6%	48.0%	48.2%	49.9%
	Top Box CI%	(37.2% - 75.4%)	(25.4% - 45.8%)	(36.8% - 59.3%)	(35.4% - 60.9%)	(26.5% - 73.4%)
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Five Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Five Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Five Race/Ethnicity Categories ★	

**CareOregon**

Figure B39 depicts the race/ethnicity categories for CareOregon, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B39**  
**Race/Ethnicity Categories for CareOregon**

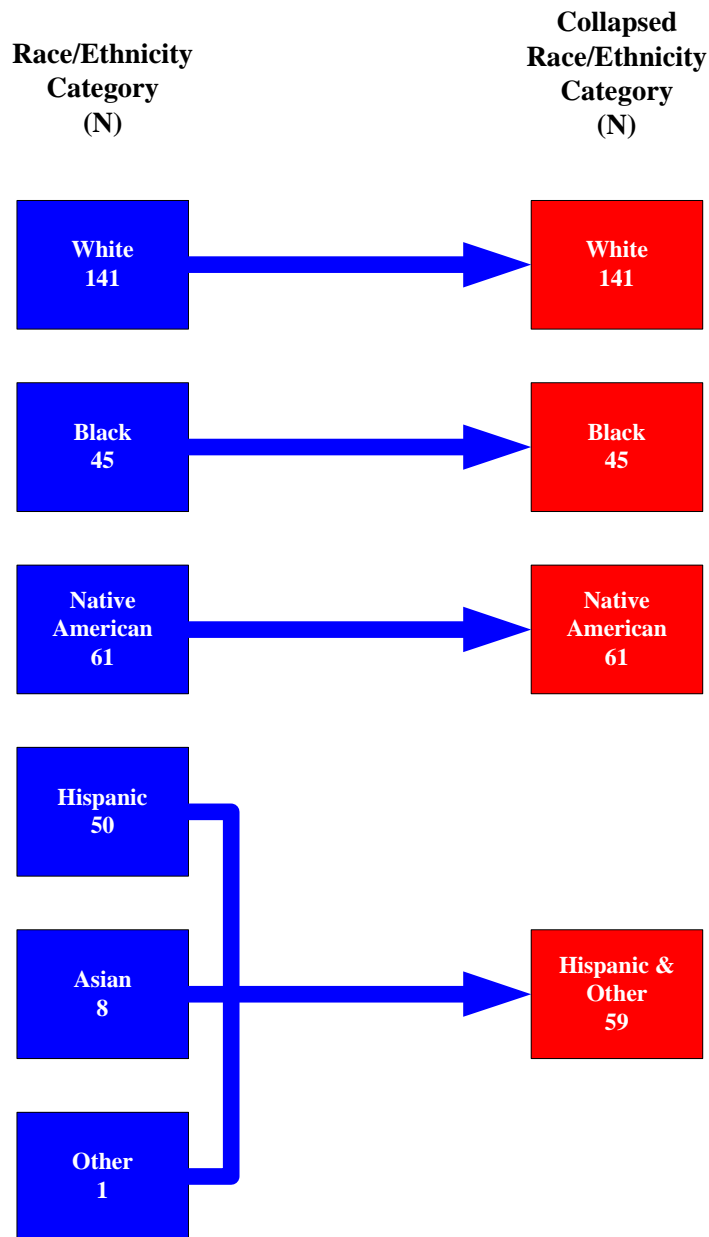


Table B50 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for CareOregon.

<b>Table B50</b>					
<b>CareOregon Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	1.914	2.268	2.260	2.194
	3pt CI	(1.782 - 2.046)	(2.119 - 2.418)	(2.125 - 2.395)	(1.944 - 2.445)
	Top Box %	31.6%	49.0%	45.9%	44.6%
	Top Box CI%	(24.3% - 38.9%)	(39.5% - 58.4%)	(37.0% - 54.9%)	(29.2% - 60.0%)
<b>Black</b>	Star	★★	★★	★★	★★
	3pt Mean	1.954	1.976	2.405	2.614
	3pt CI	(1.721 - 2.186)	(1.675 - 2.277)	(2.116 - 2.693)	(2.332 - 2.896)
	Top Box %	30.0%	34.2%	57.6%	67.8%
	Top Box CI%	(17.1% - 42.9%)	(17.7% - 50.6%)	(39.2% - 75.9%)	(45.5% - 90.1%)
<b>Native American</b>	Star	★★	★★	★★	★★
	3pt Mean	1.925	2.261	2.544	2.566
	3pt CI	(1.734 - 2.117)	(2.051 - 2.472)	(2.334 - 2.753)	(2.303 - 2.829)
	Top Box %	30.2%	43.8%	57.9%	63.9%
	Top Box CI%	(19.7% - 40.7%)	(29.4% - 58.2%)	(40.9% - 75.0%)	(44.1% - 83.8%)
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	2.178	2.271	2.470	2.370
	3pt CI	(1.973 - 2.383)	(2.065 - 2.478)	(2.253 - 2.688)	(1.876 - 2.865)
	Top Box %	44.0%	37.0%	61.0%	64.0%
	Top Box CI%	(32.3% - 55.6%)	(21.5% - 52.4%)	(46.1% - 75.9%)	(37.7% - 90.3%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	



Table B51 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for CareOregon.

<b>Table B51 CareOregon Race/Ethnicity Analysis for the Composite Scores</b>						
<b>RACE/ETHNICITY</b>	<b>ANALYSIS</b>	<b>GETTING NEEDED CARE</b>	<b>GETTING CARE QUICKLY</b>	<b>HOW WELL DOCTORS COMMUNICATE</b>	<b>COURTEOUS &amp; HELPFUL OFFICE STAFF</b>	<b>CUSTOMER SERVICE</b>
<b>White</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.361	2.128	2.345	2.524	2.231
	3pt CI	(2.234 - 2.488)	(2.019 - 2.237)	(2.229 - 2.461)	(2.419 - 2.629)	(2.069 - 2.393)
	Top Box %	57.5%	40.8%	49.7%	62.3%	48.2%
	Top Box CI%	(44.1% - 70.9%)	(34.2% - 47.5%)	(41.8% - 57.5%)	(54.5% - 70.0%)	(26.5% - 69.8%)
<b>Black</b>	Star	★★	★★	★★	★★	★★★
	3pt Mean	2.325	2.088	2.363	2.297	2.649
	3pt CI	(2.060 - 2.591)	(1.888 - 2.287)	(2.146 - 2.580)	(2.042 - 2.553)	(2.421 - 2.876)
	Top Box %	52.4%	41.0%	53.0%	51.7%	72.7%
	Top Box CI%	(16.8% - 88.1%)	(28.3% - 53.6%)	(39.1% - 66.9%)	(36.2% - 67.3%)	(46.8% - 98.7%)
<b>Native American</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.345	2.008	2.396	2.532	2.252
	3pt CI	(2.138 - 2.553)	(1.826 - 2.191)	(2.228 - 2.564)	(2.355 - 2.708)	(2.028 - 2.477)
	Top Box %	55.1%	34.1%	54.5%	63.4%	43.9%
	Top Box CI%	(28.6% - 81.7%)	(23.4% - 44.7%)	(43.5% - 65.6%)	(50.9% - 76.0%)	(5.6% - 82.2%)
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.385	2.047	2.354	2.308	2.369
	3pt CI	(2.168 - 2.601)	(1.858 - 2.235)	(2.164 - 2.543)	(2.066 - 2.550)	(2.168 - 2.570)
	Top Box %	60.1%	35.1%	48.9%	50.1%	58.0%
	Top Box CI%	(40.1% - 80.1%)	(23.1% - 47.1%)	(34.9% - 63.0%)	(34.7% - 65.6%)	(30.1% - 85.9%)
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	

### Cascade Comprehensive Care

Figure B40 depicts the race/ethnicity categories for Cascade Comprehensive Care, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B40**  
**Race/Ethnicity Categories for Cascade Comprehensive Care**

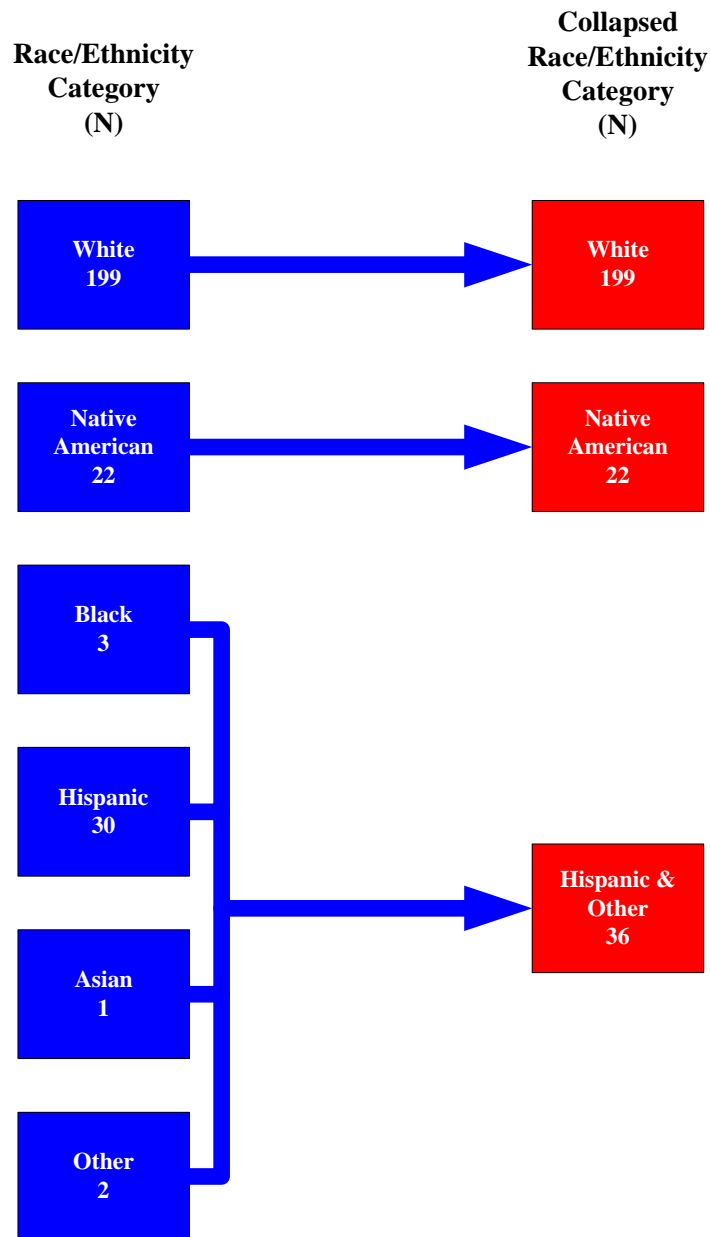


Table B52 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Cascade Comprehensive Care.

<b>Table B52</b>					
<b>Cascade Comprehensive Care Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★★
	3pt Mean	1.895	2.271	2.344	2.692
	3pt CI	(1.784 - 2.006)	(2.146 - 2.395)	(2.230 - 2.458)	(2.536 - 2.848)
	Top Box %	28.7%	49.3%	51.0%	75.1%
	Top Box CI%	(22.7% - 34.8%)	(41.4% - 57.1%)	(43.4% - 58.6%)	(63.7% - 86.5%)
<b>Native American</b>	Star	★★	★★	★★	★
	3pt Mean	1.964	2.394	2.318	1.918
	3pt CI	†	†	†	†
	Top Box %	32.6%	59.4%	59.1%	14.9%
	Top Box CI%	†	†	†	†
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	2.126	2.251	2.444	2.465
	3pt CI	(1.878 - 2.374)	(1.922 - 2.581)	(2.117 - 2.771)	(2.034 - 2.897)
	Top Box %	38.8%	46.8%	61.4%	50.9%
	Top Box CI%	(23.9% - 53.7%)	(26.4% - 67.2%)	(41.1% - 81.7%)	(7.8% - 93.9%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B53 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Cascade Comprehensive Care.

<b>Table B53</b>									
<b>Cascade Comprehensive Care Race/Ethnicity Analysis for the Composite Scores</b>									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
<b>White</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.304	2.137	2.366	2.554	2.409			
	3pt CI	(2.195 - 2.412)	(2.048 - 2.225)	(2.262 - 2.471)	(2.459 - 2.650)	(2.299 - 2.518)			
	Top Box %	54.8%	38.8%	53.3%	63.8%	54.7%			
	Top Box CI%	(41.2% - 68.4%)	(33.4% - 44.2%)	(46.4% - 60.1%)	(56.9% - 70.8%)	(39.7% - 69.6%)			
<b>Native American</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.410	2.132	2.544	2.752	2.636			
	3pt CI	†	†	†	†	†			
	Top Box %	55.8%	39.7%	60.3%	82.2%	67.9%			
	Top Box CI%	†	†	†	†	†			
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.363	2.156	2.237	2.543	2.410			
	3pt CI	(2.063 - 2.663)	(1.871 - 2.440)	(1.964 - 2.509)	(2.265 - 2.820)	(2.053 - 2.766)			
	Top Box %	56.6%	44.9%	46.2%	67.4%	67.1%			
	Top Box CI%	(24.0% - 89.2%)	(29.8% - 60.1%)	(28.3% - 64.2%)	(49.2% - 85.5%)	(35.4% - 98.9%)			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">                     Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★                 </td> </tr> </table>							Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★							
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.									

**Central Oregon Independent Health**

Figure B41 depicts the race/ethnicity categories for Central Oregon Independent Health, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B41**  
**Race/Ethnicity Categories for Central Oregon Independent Health**

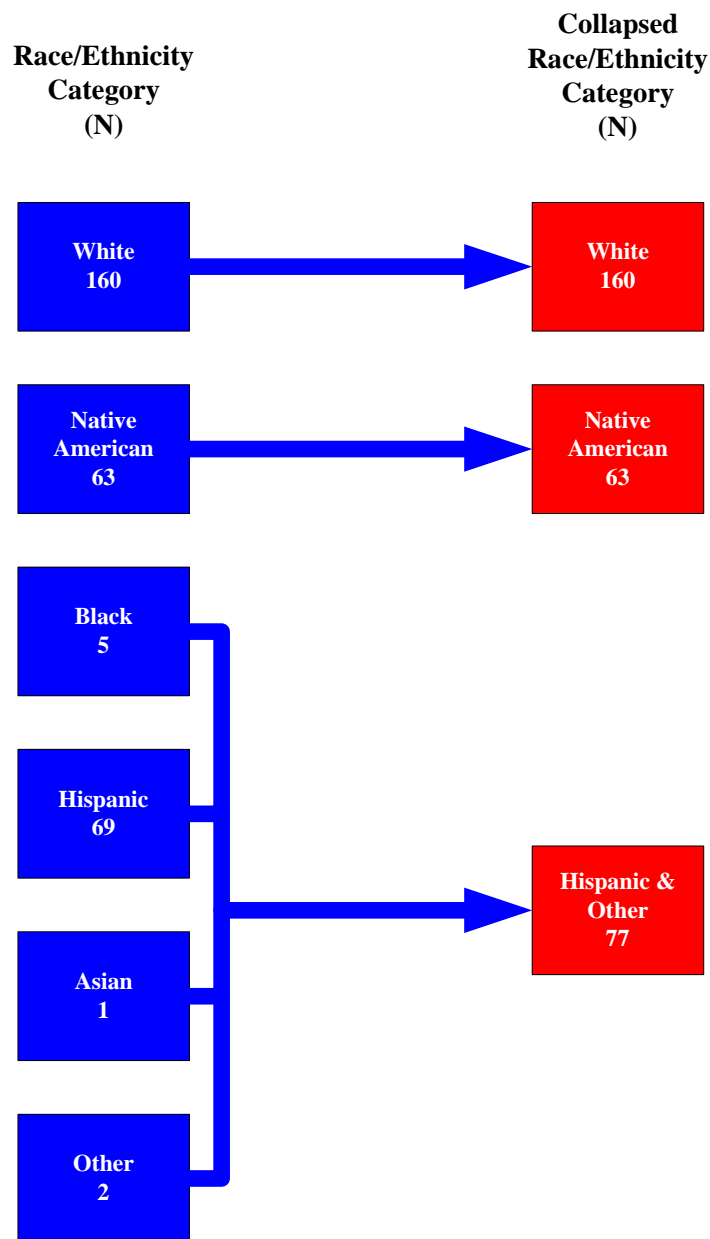


Table B54 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Central Oregon Independent Health.

<b>Table B54</b>					
<b>Central Oregon Independent Health Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★	★★	★★	★★
	3pt Mean	1.922	2.393	2.610	2.467
	3pt CI	(1.798 - 2.045)	(2.266 - 2.520)	(2.496 - 2.723)	(2.298 - 2.636)
	Top Box %	31.5%	55.0%	71.1%	58.5%
	Top Box CI%	(24.7% - 38.4%)	(46.6% - 63.4%)	(63.4% - 78.7%)	(46.3% - 70.7%)
<b>Native American</b>	Star	★★	★★	★★	★★
	3pt Mean	2.075	2.156	2.450	2.121
	3pt CI	(1.865 - 2.285)	(1.900 - 2.412)	(2.225 - 2.674)	(1.766 - 2.476)
	Top Box %	38.9%	38.6%	62.2%	34.2%
	Top Box CI%	(26.8% - 51.1%)	(22.5% - 54.8%)	(47.9% - 76.5%)	(12.4% - 56.1%)
<b>Hispanic &amp; Other</b>	Star	★★★	★★	★★	★★
	3pt Mean	2.221	2.334	2.443	2.564
	3pt CI	(2.054 - 2.388)	(2.136 - 2.531)	(2.263 - 2.624)	(2.293 - 2.835)
	Top Box %	44.8%	52.8%	58.1%	70.6%
	Top Box CI%	(34.2% - 55.4%)	(39.6% - 66.0%)	(45.7% - 70.4%)	(52.7% - 88.5%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★	

Table B55 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Central Oregon Independent Health.

<b>Table B55</b>						
<b>Central Oregon Independent Health Race/Ethnicity Analysis for the Composite Scores</b>						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
<b>White</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.370	2.156	2.451	2.608	2.295
	3pt CI	(2.261 - 2.479)	(2.064 - 2.248)	(2.342 - 2.561)	(2.523 - 2.692)	(2.149 - 2.441)
	Top Box %	58.3%	40.9%	61.1%	67.5%	50.6%
	Top Box CI%	(44.9% - 71.8%)	(35.3% - 46.6%)	(54.0% - 68.1%)	(60.9% - 74.1%)	(31.1% - 70.1%)
<b>Native American</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.206	2.032	2.372	2.450	2.310
	3pt CI	(1.961 - 2.451)	(1.846 - 2.219)	(2.161 - 2.584)	(2.225 - 2.675)	(2.054 - 2.565)
	Top Box %	49.7%	30.1%	51.9%	59.5%	52.7%
	Top Box CI%	(12.1% - 87.3%)	(19.0% - 41.1%)	(37.6% - 66.2%)	(44.9% - 74.1%)	(20.2% - 85.3%)
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.517	2.069	2.260	2.387	2.296
	3pt CI	(2.326 - 2.708)	(1.901 - 2.237)	(2.092 - 2.428)	(2.203 - 2.572)	(2.092 - 2.500)
	Top Box %	68.1%	34.3%	43.1%	53.8%	48.7%
	Top Box CI%	(50.4% - 85.9%)	(23.5% - 45.1%)	(32.3% - 53.8%)	(41.3% - 66.3%)	(16.8% - 80.6%)
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★	

**Doctors of the Coast South**

Figure B42 depicts the race/ethnicity categories for Doctors of the Coast South, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B42**  
**Race/Ethnicity Categories for Doctors of the Coast South**

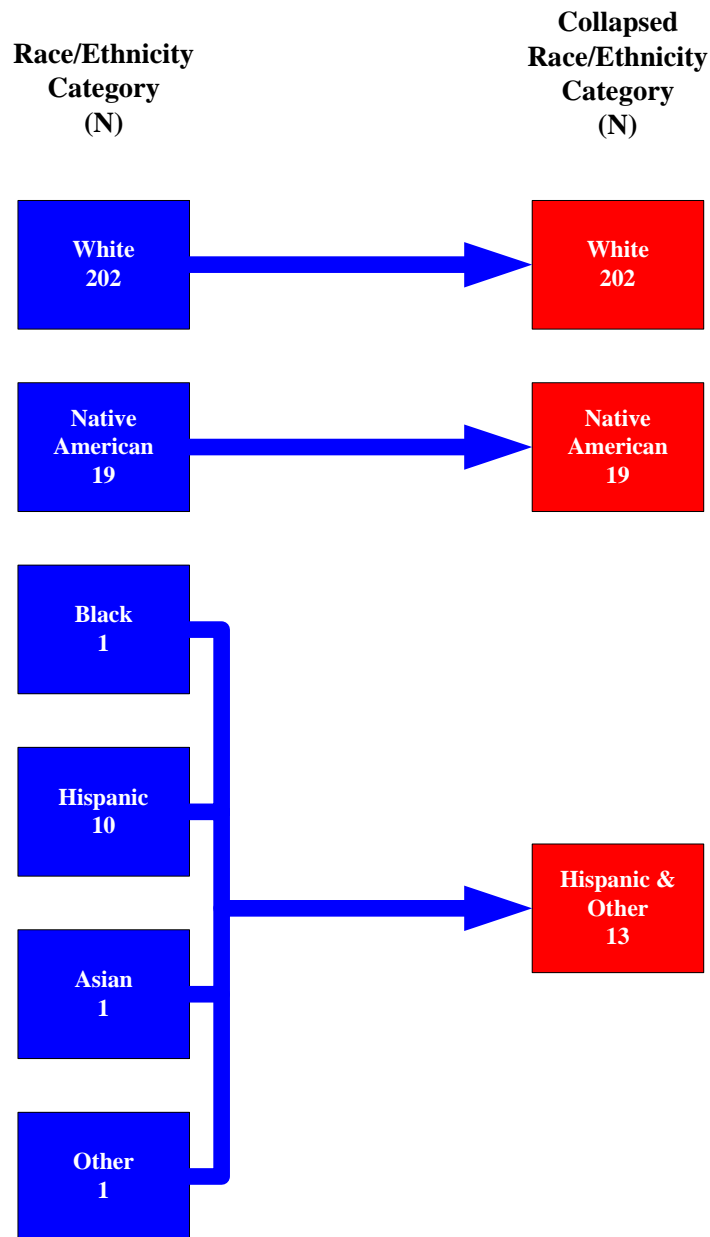




Table B56 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Doctors of the Coast South.

<b>Table B56</b>					
<b>Doctors of the Coast South Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	1.909	2.159	2.234	2.389
	3pt CI	(1.797 - 2.020)	(2.027 - 2.292)	(2.113 - 2.355)	(2.210 - 2.568)
	Top Box %	30.5%	45.6%	47.2%	61.1%
	Top Box CI%	(24.3% - 36.7%)	(37.6% - 53.5%)	(39.8% - 54.7%)	(50.6% - 71.7%)
<b>Native American</b>	Star	★★	★★	★★	★★
	3pt Mean	1.964	2.420	2.595	2.838
	3pt CI	†	†	†	†
	Top Box %	34.9%	43.9%	60.2%	85.0%
	Top Box CI%	†	†	†	†
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	1.951	2.060	2.254	2.486
	3pt CI	†	†	†	†
	Top Box %	32.3%	35.9%	49.7%	63.4%
	Top Box CI%	†	†	†	†
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B57 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Doctors of the Coast South.

<b>Table B57</b>									
<b>Doctors of the Coast South Race/Ethnicity Analysis for the Composite Scores</b>									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
<b>White</b>	Star	★★	★★	★★	★★	★★★			
	3pt Mean	2.310	2.105	2.300	2.503	2.393			
	3pt CI	(2.210 - 2.410)	(2.014 - 2.196)	(2.198 - 2.403)	(2.401 - 2.605)	(2.265 - 2.522)			
	Top Box %	54.6%	39.5%	50.4%	63.8%	58.5%			
	Top Box CI%	(42.7% - 66.5%)	(33.9% - 45.1%)	(43.8% - 56.9%)	(57.1% - 70.4%)	(43.2% - 73.7%)			
<b>Native American</b>	Star	★★	★★	★★★	★★	★			
	3pt Mean	2.241	2.177	2.621	2.713	1.768			
	3pt CI	†	†	†	†	†			
	Top Box %	42.5%	37.5%	71.2%	79.7%	46.7%			
	Top Box CI%	†	†	†	†	†			
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.418	2.037	2.265	2.675	1.974			
	3pt CI	†	†	†	†	†			
	Top Box %	57.6%	24.9%	42.5%	76.8%	24.9%			
	Top Box CI%	†	†	†	†	†			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">                     Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★                 </td> </tr> </table>							Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

**Douglas County IPA**

Figure B43 depicts the race/ethnicity categories for Douglas County IPA, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B43**  
**Race/Ethnicity Categories for Douglas County IPA**

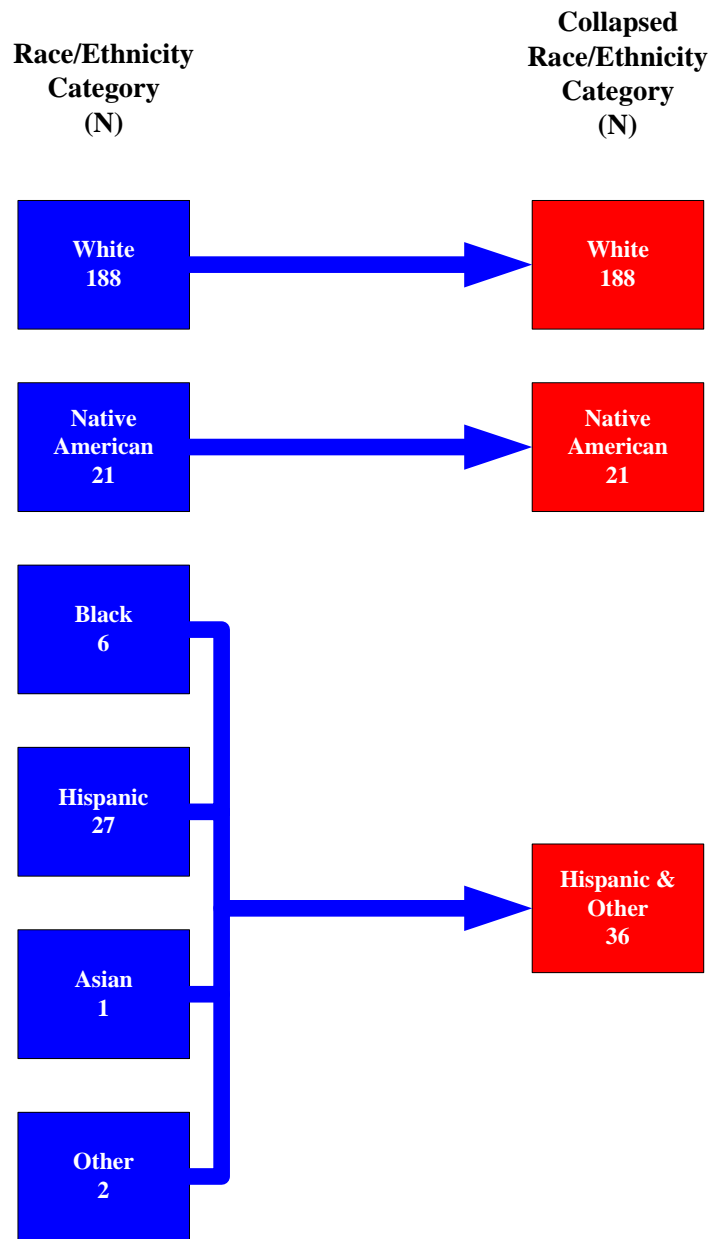


Table B58 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Douglas County IPA.

<b>Table B58</b>					
<b>Douglas County IPA Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★	★★
	3pt Mean	1.771	2.144	2.090	2.411
	3pt CI	(1.661 - 1.882)	(2.001 - 2.286)	(1.955 - 2.225)	(2.216 - 2.607)
	Top Box %	22.9%	43.5%	39.1%	59.1%
	Top Box CI%	(17.0% - 28.8%)	(35.0% - 52.0%)	(31.0% - 47.1%)	(46.7% - 71.4%)
<b>Native American</b>	Star	★★	★★	★★	★★
	3pt Mean	1.854	2.440	2.414	2.422
	3pt CI	†	†	†	†
	Top Box %	31.2%	68.2%	61.3%	70.8%
	Top Box CI%	†	†	†	†
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	1.946	2.199	2.486	2.630
	3pt CI	(1.685 - 2.207)	(1.881 - 2.517)	(2.201 - 2.771)	(2.289 - 2.972)
	Top Box %	37.2%	50.3%	66.7%	75.5%
	Top Box CI%	(23.2% - 51.2%)	(31.6% - 68.9%)	(50.2% - 83.2%)	(54.8% - 96.2%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B59 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Douglas County IPA.

<b>Table B59</b>						
<b>Douglas County IPA Race/Ethnicity Analysis for the Composite Scores</b>						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
<b>White</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.338	2.007	2.316	2.430	2.394
	3pt CI	(2.229 - 2.447)	(1.901 - 2.113)	(2.200 - 2.432)	(2.321 - 2.539)	(2.278 - 2.511)
	Top Box %	54.3%	35.5%	51.3%	58.0%	58.2%
	Top Box CI%	(41.1% - 67.5%)	(29.5% - 41.5%)	(44.0% - 58.6%)	(50.5% - 65.4%)	(45.7% - 70.6%)
<b>Native American</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.212	2.244	2.629	2.673	2.309
	3pt CI	†	†	†	†	†
	Top Box %	49.7%	52.9%	73.6%	75.8%	50.3%
	Top Box CI%	†	†	†	†	†
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.339	1.929	2.214	2.376	2.365
	3pt CI	(2.125 - 2.553)	(1.726 - 2.133)	(1.946 - 2.481)	(2.102 - 2.650)	(2.034 - 2.695)
	Top Box %	52.9%	35.2%	48.3%	59.0%	58.2%
	Top Box CI%	(22.7% - 83.0%)	(24.7% - 45.6%)	(33.1% - 63.4%)	(44.4% - 73.5%)	(25.4% - 91.0%)
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						

**FamilyCare**

Figure B44 depicts the race/ethnicity categories for FamilyCare, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B44**  
**Race/Ethnicity Categories for FamilyCare**

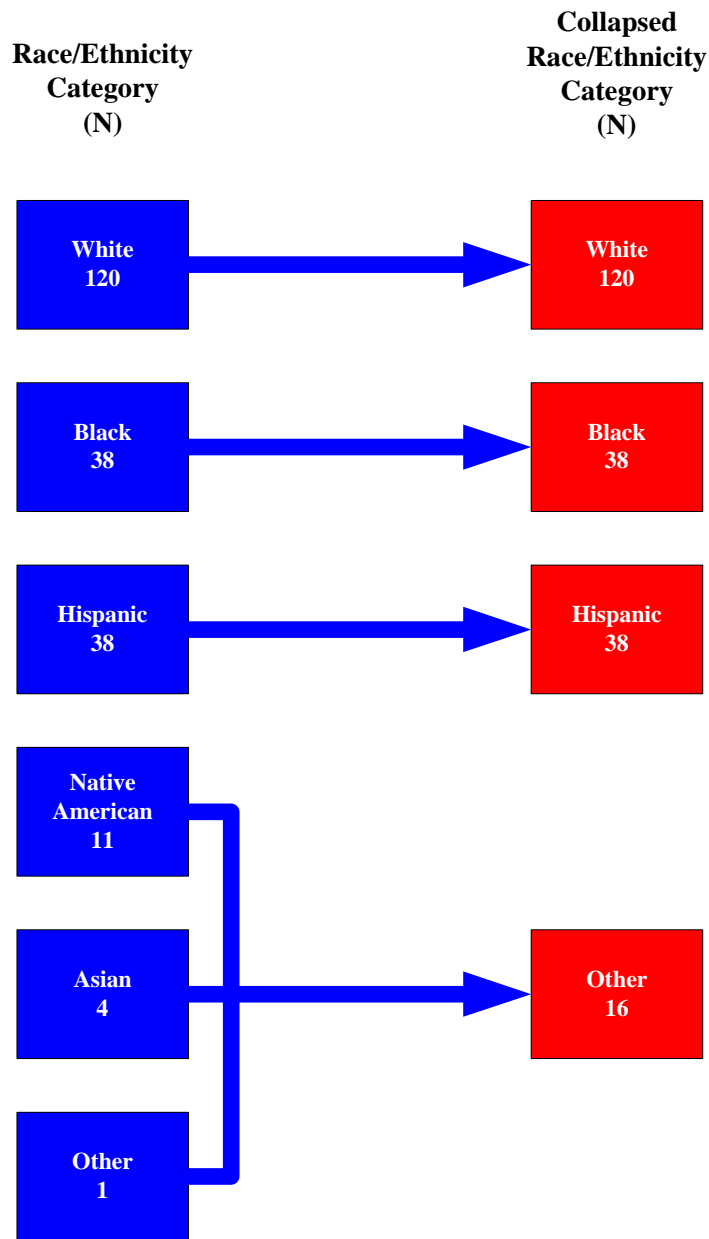


Table B60 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for FamilyCare.

<b>Table B60 FamilyCare Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	1.795	2.204	2.297	2.105
	3pt CI	(1.651 - 1.938)	(2.018 - 2.390)	(2.114 - 2.480)	(1.845 - 2.364)
	Top Box %	26.4%	46.7%	52.3%	33.0%
	Top Box CI%	(18.8% - 34.0%)	(35.5% - 57.9%)	(41.2% - 63.3%)	(16.3% - 49.7%)
<b>Black</b>	Star	★★	★★	★★	★★
	3pt Mean	1.754	1.907	2.306	2.404
	3pt CI	(1.500 - 2.009)	(1.487 - 2.326)	(1.865 - 2.747)	(1.866 - 2.941)
	Top Box %	26.0%	36.5%	50.9%	63.3%
	Top Box CI%	(12.9% - 39.1%)	(14.2% - 58.8%)	(23.5% - 78.3%)	(36.1% - 90.6%)
<b>Hispanic</b>	Star	★★	★★	★★	★★
	3pt Mean	2.050	2.363	2.457	2.651
	3pt CI	(1.787 - 2.314)	(2.106 - 2.619)	(2.253 - 2.661)	†
	Top Box %	35.4%	46.8%	47.4%	71.7%
	Top Box CI%	(19.7% - 51.1%)	(27.0% - 66.6%)	(27.2% - 67.6%)	†
<b>Other</b>	Star	★★	★★	★★	★★
	3pt Mean	2.082	1.760	2.185	2.358
	3pt CI	†	†	†	†
	Top Box %	35.2%	32.0%	42.6%	69.4%
	Top Box CI%	†	†	†	†
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B61 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for FamilyCare.

<b>Table B61 FamilyCare Race/Ethnicity Analysis for the Composite Scores</b>						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
<b>White</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.154	2.080	2.384	2.478	2.318
	3pt CI	(2.004 - 2.304)	(1.931 - 2.228)	(2.253 - 2.515)	(2.333 - 2.623)	(2.152 - 2.483)
	Top Box %	44.1%	41.4%	53.3%	62.2%	49.4%
	Top Box CI%	(13.9% - 74.2%)	(33.2% - 49.7%)	(44.4% - 62.3%)	(52.8% - 71.5%)	(24.5% - 74.4%)
<b>Black</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.432	2.170	2.650	2.542	2.467
	3pt CI	(2.208 - 2.657)	(1.891 - 2.449)	(2.398 - 2.901)	(2.191 - 2.892)	(2.192 - 2.742)
	Top Box %	57.1%	49.0%	74.1%	71.7%	57.6%
	Top Box CI%	(28.8% - 85.5%)	(33.2% - 64.9%)	(56.4% - 91.9%)	(51.6% - 91.9%)	†
<b>Hispanic</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.395	2.147	2.384	2.511	2.373
	3pt CI	(2.143 - 2.647)	(1.898 - 2.395)	(2.186 - 2.582)	(2.311 - 2.712)	(2.108 - 2.638)
	Top Box %	56.1%	36.0%	50.7%	58.9%	52.1%
	Top Box CI%	†	(20.8% - 51.1%)	(35.3% - 66.2%)	(42.8% - 74.9%)	(13.6% - 90.6%)
<b>Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.531	1.745	2.372	2.182	2.303
	3pt CI	†	†	†	†	†
	Top Box %	75.0%	22.7%	53.0%	38.9%	49.6%
	Top Box CI%	†	†	†	†	†
<b>What do the stars represent?</b> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">                     Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★                 </div> <div style="text-align: center;">                     Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★                 </div> <div style="text-align: center;">                     Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★                 </div> </div>						
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						



**Intercommunity Health Network**

Figure B45 depicts the race/ethnicity categories for Intercommunity Health Network, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B45**  
**Race/Ethnicity Categories for Intercommunity Health Network**

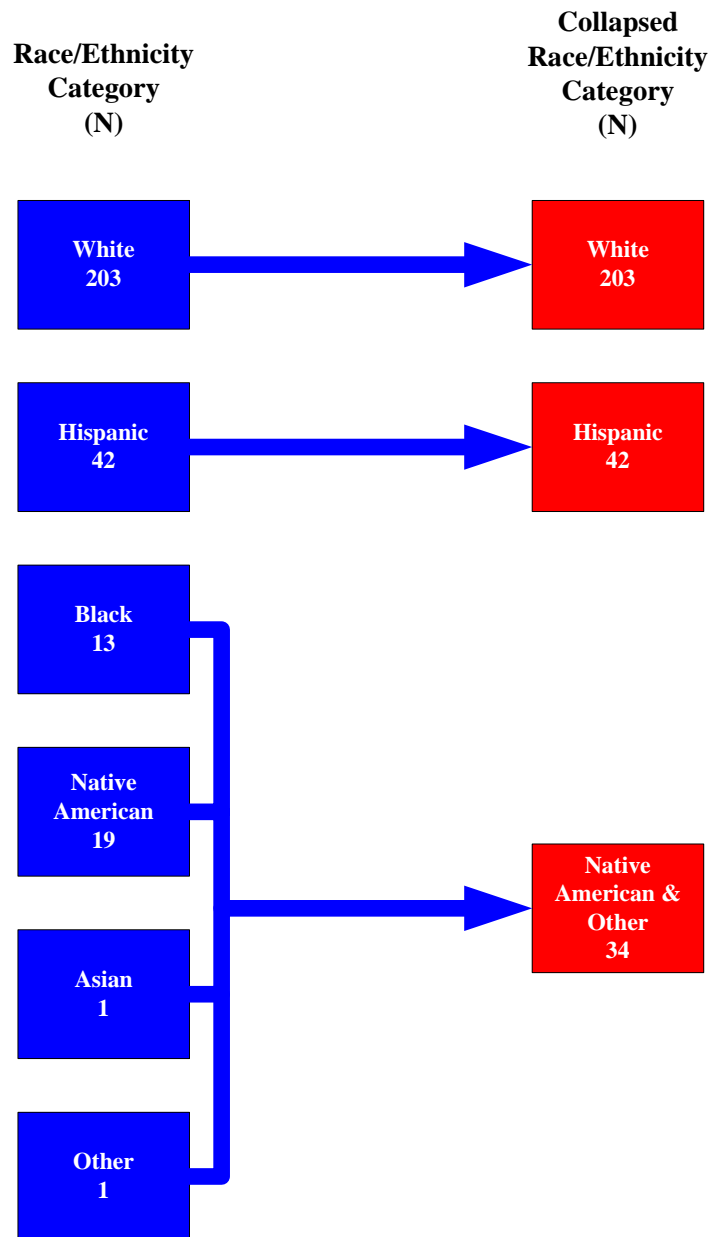


Table B62 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Intercommunity Health Network.

<b>Table B62</b>					
<b>Intercommunity Health Network Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	1.993	2.188	2.303	2.325
	3pt CI	(1.888 - 2.098)	(2.062 - 2.315)	(2.189 - 2.418)	(2.146 - 2.503)
	Top Box %	31.8%	43.9%	51.3%	49.3%
	Top Box CI%	(25.7% - 37.9%)	(36.1% - 51.7%)	(44.0% - 58.6%)	(37.6% - 60.9%)
<b>Hispanic</b>	Star	★★	★★	★★	★★
	3pt Mean	2.100	2.382	2.576	2.442
	3pt CI	(1.870 - 2.330)	(2.112 - 2.652)	(2.371 - 2.780)	†
	Top Box %	37.9%	53.5%	61.9%	59.1%
	Top Box CI%	(23.0% - 52.7%)	(35.0% - 72.0%)	(44.3% - 79.6%)	(20.1% - 98.2%)
<b>Native American &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	2.127	1.901	2.469	2.551
	3pt CI	(1.847 - 2.408)	(1.593 - 2.210)	(2.181 - 2.757)	†
	Top Box %	41.9%	34.1%	61.6%	66.1%
	Top Box CI%	(26.3% - 57.5%)	(17.0% - 51.3%)	(43.3% - 79.9%)	(34.9% - 97.4%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B63 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Intercommunity Health Network.

<b>Table B63</b>									
<b>Intercommunity Health Network Race/Ethnicity Analysis for the Composite Scores</b>									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
<b>White</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.478	2.165	2.386	2.508	2.352			
	3pt CI	(2.381 - 2.576)	(2.077 - 2.253)	(2.291 - 2.480)	(2.411 - 2.605)	(2.221 - 2.483)			
	Top Box %	61.7%	39.5%	53.2%	62.3%	51.7%			
	Top Box CI%	(51.0% - 72.5%)	(33.9% - 45.1%)	(46.9% - 59.5%)	(55.8% - 68.9%)	(35.0% - 68.4%)			
<b>Hispanic</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.454	2.161	2.443	2.394	2.314			
	3pt CI	(2.136 - 2.772)	(1.946 - 2.377)	(2.201 - 2.685)	(2.085 - 2.703)	(2.041 - 2.586)			
	Top Box %	64.4%	42.0%	60.8%	58.9%	43.1%			
	Top Box CI%	†	(27.3% - 56.7%)	(45.6% - 76.0%)	(40.4% - 77.4%)	†			
<b>Native American &amp; Other</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.310	2.295	2.340	2.521	2.137			
	3pt CI	(2.005 - 2.616)	(2.041 - 2.549)	(2.056 - 2.625)	(2.272 - 2.770)	(1.833 - 2.442)			
	Top Box %	57.5%	53.9%	57.0%	65.4%	48.2%			
	Top Box CI%	(28.8% - 86.2%)	(40.5% - 67.2%)	(40.8% - 73.1%)	(48.6% - 82.2%)	(9.7% - 86.7%)			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">                     Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★                 </td> </tr> </table>							Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★							
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.									

### Kaiser Permanente

Figure B46 depicts the race/ethnicity categories for Kaiser Permanente, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B46**  
**Race/Ethnicity Categories for Kaiser Permanente**

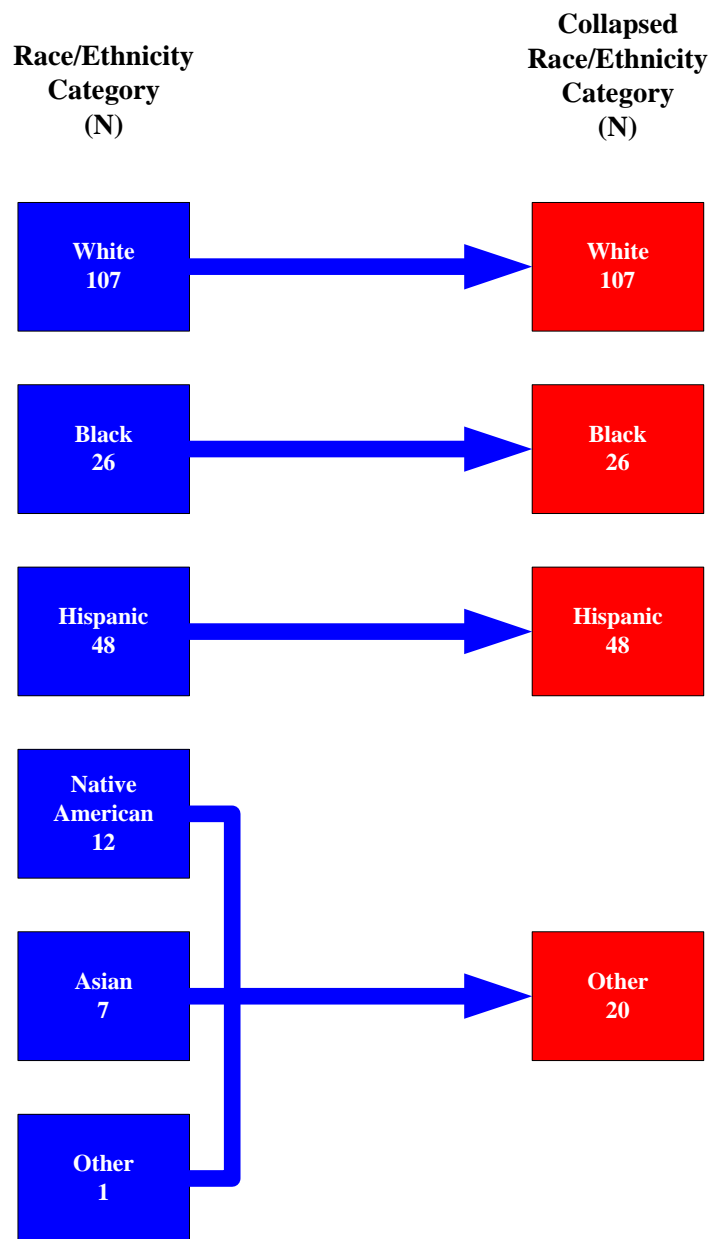


Table B64 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Kaiser Permanente.

<b>Table B64</b>					
<b>Kaiser Permanente Oregon Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★	★★	★★
	3pt Mean	2.096	2.129	2.338	2.384
	3pt CI	(1.949 - 2.243)	(1.946 - 2.312)	(2.169 - 2.508)	(2.128 - 2.639)
	Top Box %	33.1%	35.9%	51.4%	50.7%
	Top Box CI%	(24.1% - 42.2%)	(24.6% - 47.2%)	(40.3% - 62.5%)	(33.2% - 68.2%)
<b>Black</b>	Star	★★	★★★	★★	★★
	3pt Mean	2.165	2.787	2.771	2.414
	3pt CI	†	†	†	†
	Top Box %	51.9%	81.1%	87.1%	45.3%
	Top Box CI%	†	†	†	†
<b>Hispanic</b>	Star	★★	★★	★★	★★
	3pt Mean	2.204	2.247	2.498	2.726
	3pt CI	(1.966 - 2.443)	(1.985 - 2.509)	(2.245 - 2.751)	(2.543 - 2.910)
	Top Box %	48.2%	41.6%	63.2%	75.9%
	Top Box CI%	(34.6% - 61.7%)	(23.7% - 59.5%)	(46.7% - 79.8%)	(58.3% - 93.6%)
<b>Other</b>	Star	★★	★★	★★	★★
	3pt Mean	1.920	2.459	2.624	2.316
	3pt CI	†	†	†	†
	Top Box %	22.4%	51.9%	72.2%	55.2%
	Top Box CI%	†	†	†	†
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B65 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Kaiser Permanente.

<b>Table B65 Kaiser Permanente Race/Ethnicity Analysis for the Composite Scores</b>						
<b>RACE/ETHNICITY</b>	<b>ANALYSIS</b>	<b>GETTING NEEDED CARE</b>	<b>GETTING CARE QUICKLY</b>	<b>HOW WELL DOCTORS COMMUNICATE</b>	<b>COURTEOUS &amp; HELPFUL OFFICE STAFF</b>	<b>CUSTOMER SERVICE</b>
<b>White</b>	Star	★★	★★	★	★★	★★
	3pt Mean	2.503	2.053	2.263	2.473	2.319
	3pt CI	(2.347 - 2.659)	(1.917 - 2.189)	(2.120 - 2.406)	(2.322 - 2.625)	(2.128 - 2.509)
	Top Box %	67.2%	38.0%	46.9%	60.1%	54.9%
	Top Box CI%	(52.9% - 81.5%)	(30.4% - 45.6%)	(38.1% - 55.8%)	(50.0% - 70.2%)	(32.6% - 77.3%)
<b>Black</b>	Star	★★	★★	★★★	★★	★★
	3pt Mean	2.529	2.282	2.811	2.700	2.224
	3pt CI	†	†	†	†	†
	Top Box %	62.3%	55.3%	88.8%	80.0%	56.1%
	Top Box CI%	†	†	†	†	†
<b>Hispanic</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.494	2.032	2.280	2.305	2.329
	3pt CI	(2.302 - 2.687)	(1.842 - 2.223)	(2.060 - 2.500)	(2.097 - 2.514)	(2.114 - 2.545)
	Top Box %	70.2%	32.0%	43.6%	42.2%	59.0%
	Top Box CI%	(51.3% - 89.2%)	(21.8% - 42.2%)	(29.0% - 58.2%)	(26.2% - 58.2%)	(38.3% - 79.7%)
<b>Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.332	2.057	2.429	2.474	2.618
	3pt CI	†	†	†	†	†
	Top Box %	54.4%	35.5%	54.1%	57.2%	73.9%
	Top Box CI%	†	†	†	†	†
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						

**Lane County IPA**

Figure B47 depicts the race/ethnicity categories for Lane County IPA, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B47**  
**Race/Ethnicity Categories for Lane County IPA**

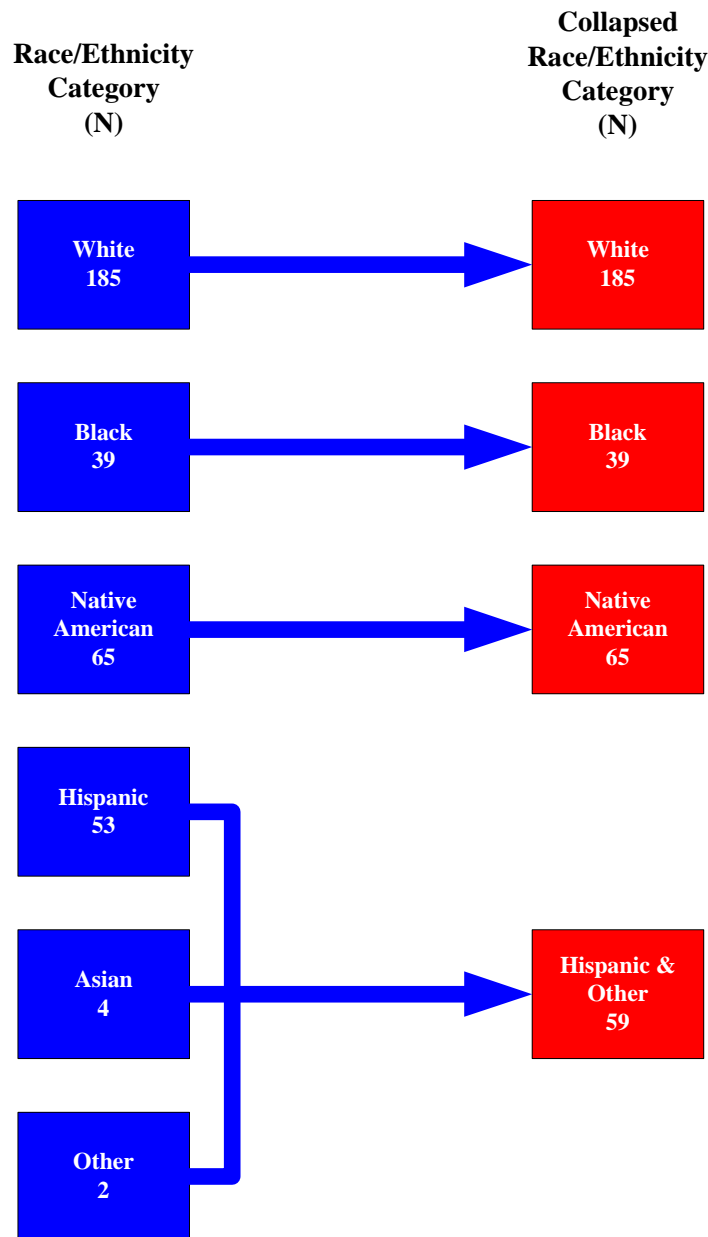


Table B66 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Lane County IPA.

<b>Table B66</b>					
<b>Lane County IPA Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	1.835	2.283	2.210	2.400
	3pt CI	(1.728 - 1.942)	(2.160 - 2.406)	(2.087 - 2.333)	(2.244 - 2.556)
	Top Box %	24.6%	46.8%	43.2%	54.3%
	Top Box CI%	(18.7% - 30.6%)	(38.7% - 55.0%)	(35.4% - 51.0%)	(43.6% - 64.9%)
<b>Black</b>	Star	★★	★★	★★	★★★
	3pt Mean	2.020	2.326	2.329	2.895
	3pt CI	(1.781 - 2.260)	(2.067 - 2.585)	(2.068 - 2.591)	†
	Top Box %	32.2%	44.4%	52.1%	87.9%
	Top Box CI%	(18.1% - 46.3%)	(25.5% - 63.3%)	(35.1% - 69.1%)	†
<b>Native American</b>	Star	★★	★★	★	★★
	3pt Mean	1.960	2.010	1.973	2.582
	3pt CI	(1.751 - 2.169)	(1.788 - 2.232)	(1.748 - 2.197)	(2.313 - 2.850)
	Top Box %	33.4%	34.4%	34.5%	65.2%
	Top Box CI%	(21.9% - 44.9%)	(21.7% - 47.1%)	(22.0% - 47.1%)	(45.5% - 84.8%)
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	2.047	2.177	2.409	2.279
	3pt CI	(1.855 - 2.238)	(1.955 - 2.400)	(2.196 - 2.621)	(1.848 - 2.709)
	Top Box %	35.9%	39.1%	56.8%	55.9%
	Top Box CI%	(24.4% - 47.4%)	(24.3% - 53.8%)	(42.6% - 71.0%)	(31.7% - 80.1%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					



Table B67 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Lane County IPA.

<b>Table B67</b>									
<b>Lane County IPA Race/Ethnicity Analysis for the Composite Scores</b>									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
<b>White</b>	Star	★★	★★	★★	★★★	★★			
	3pt Mean	2.408	2.211	2.374	2.539	2.414			
	3pt CI	(2.299 - 2.517)	(2.124 - 2.299)	(2.274 - 2.474)	(2.442 - 2.635)	(2.276 - 2.551)			
	Top Box %	60.6%	41.7%	53.4%	62.1%	56.5%			
	Top Box CI%	(49.4% - 71.9%)	(36.1% - 47.3%)	(47.1% - 59.7%)	(54.9% - 69.3%)	(39.9% - 73.0%)			
<b>Black</b>	Star	★★	★★	★★	★★	★★★			
	3pt Mean	2.444	2.216	2.592	2.549	2.488			
	3pt CI	(2.196 - 2.692)	(1.977 - 2.454)	(2.373 - 2.811)	(2.297 - 2.802)	(2.272 - 2.703)			
	Top Box %	61.5%	46.6%	65.7%	65.1%	57.4%			
	Top Box CI%	(31.3% - 91.6%)	(31.6% - 61.5%)	(49.3% - 82.0%)	(47.7% - 82.5%)	(26.0% - 88.9%)			
<b>Native American</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.438	2.107	2.241	2.324	2.300			
	3pt CI	(2.266 - 2.609)	(1.926 - 2.289)	(2.042 - 2.441)	(2.124 - 2.523)	(2.109 - 2.492)			
	Top Box %	61.2%	42.1%	46.8%	51.7%	49.1%			
	Top Box CI%	(40.6% - 81.7%)	(31.9% - 52.3%)	(35.1% - 58.6%)	(39.4% - 64.0%)	(21.6% - 76.7%)			
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★	★			
	3pt Mean	2.322	2.032	2.324	2.232	1.928			
	3pt CI	(2.067 - 2.577)	(1.862 - 2.203)	(2.145 - 2.502)	(2.001 - 2.462)	(1.637 - 2.218)			
	Top Box %	57.8%	32.3%	46.3%	43.5%	35.8%			
	Top Box CI%	(34.3% - 81.2%)	(22.2% - 42.4%)	(33.1% - 59.5%)	(28.4% - 58.7%)	†			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">                     Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories                      ★★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories                      ★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories                      ★                 </td> </tr> </table>							Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★							
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.									

### Marion-Polk Community

Figure B48 depicts the race/ethnicity categories for Marion-Polk Community, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B48**  
**Race/Ethnicity Categories for Marion-Polk Community**

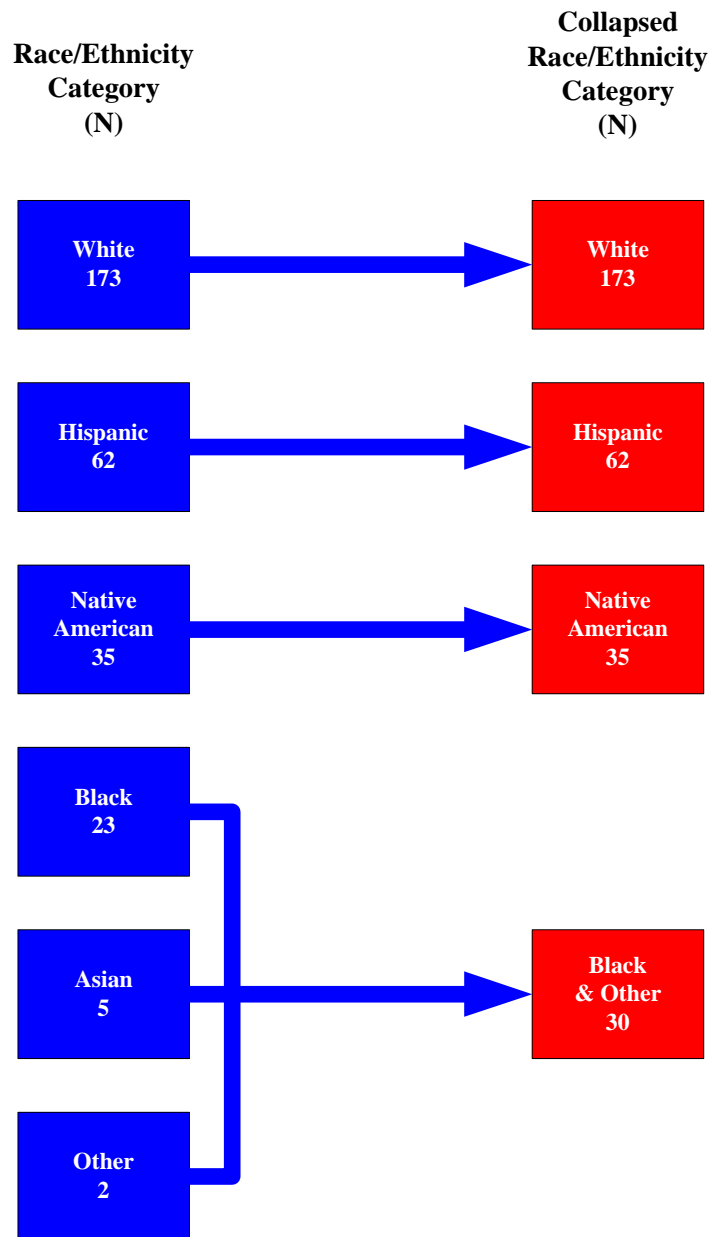


Table B68 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Marion-Polk Community.

<b>Table B68</b>					
<b>Marion-Polk Community Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	1.836	2.232	2.288	2.345
	3pt CI	(1.719 - 1.953)	(2.107 - 2.358)	(2.160 - 2.417)	(2.128 - 2.562)
	Top Box %	27.1%	45.3%	49.9%	59.9%
	Top Box CI%	(20.6% - 33.5%)	(37.0% - 53.6%)	(41.7% - 58.1%)	(47.3% - 72.6%)
<b>Hispanic</b>	Star	★★	★★	★★	★★
	3pt Mean	1.990	2.198	2.260	2.086
	3pt CI	(1.798 - 2.182)	(1.926 - 2.470)	(2.038 - 2.483)	(1.714 - 2.459)
	Top Box %	33.5%	46.1%	45.7%	32.2%
	Top Box CI%	(21.7% - 45.4%)	(29.9% - 62.3%)	(31.7% - 59.8%)	(7.4% - 57.1%)
<b>Native American</b>	Star	★★	★★	★★	★★
	3pt Mean	1.609	2.076	2.338	2.168
	3pt CI	(1.378 - 1.840)	(1.759 - 2.393)	(2.019 - 2.657)	(1.424 - 2.911)
	Top Box %	12.8%	27.2%	50.8%	43.3%
	Top Box CI%	(2.4% - 23.3%)	(7.4% - 47.0%)	(29.7% - 71.9%)	†
<b>Black &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	1.953	2.312	2.324	2.149
	3pt CI	(1.668 - 2.238)	(1.850 - 2.775)	(1.939 - 2.709)	(1.628 - 2.670)
	Top Box %	34.3%	59.9%	54.0%	40.4%
	Top Box CI%	(18.9% - 49.8%)	(33.4% - 86.3%)	(29.9% - 78.2%)	(6.8% - 74.0%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B69 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Marion-Polk Community.

<b>Table B69 Marion-Polk Community Race/Ethnicity Analysis for the Composite Scores</b>						
<b>RACE/ETHNICITY</b>	<b>ANALYSIS</b>	<b>GETTING NEEDED CARE</b>	<b>GETTING CARE QUICKLY</b>	<b>HOW WELL DOCTORS COMMUNICATE</b>	<b>COURTEOUS &amp; HELPFUL OFFICE STAFF</b>	<b>CUSTOMER SERVICE</b>
<b>White</b>	Star	★★	★★	★★	★★	★
	3pt Mean	2.188	2.087	2.362	2.577	2.164
	3pt CI	(2.065 - 2.311)	(1.981 - 2.194)	(2.255 - 2.468)	(2.484 - 2.670)	(2.037 - 2.290)
	Top Box %	48.6%	39.0%	51.9%	64.5%	37.6%
	Top Box CI%	(30.7% - 66.5%)	(33.0% - 45.0%)	(44.7% - 59.1%)	(57.5% - 71.6%)	(16.0% - 59.3%)
<b>Hispanic</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.374	1.898	2.287	2.284	2.486
	3pt CI	(2.139 - 2.608)	(1.699 - 2.097)	(2.095 - 2.478)	(2.067 - 2.502)	(2.307 - 2.665)
	Top Box %	60.5%	28.2%	47.5%	45.4%	65.3%
	Top Box CI%	(40.0% - 81.1%)	(16.1% - 40.4%)	(34.6% - 60.4%)	(30.5% - 60.3%)	(37.0% - 93.6%)
<b>Native American</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.247	2.044	2.374	2.445	2.268
	3pt CI	(1.953 - 2.541)	(1.824 - 2.264)	(2.113 - 2.635)	(2.224 - 2.666)	(1.850 - 2.687)
	Top Box %	50.5%	30.7%	49.8%	52.7%	48.6%
	Top Box CI%	(10.5% - 90.4%)	(16.9% - 44.5%)	(31.7% - 68.0%)	(34.8% - 70.6%)	†
<b>Black &amp; Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.461	1.850	2.382	2.311	2.432
	3pt CI	(2.175 - 2.747)	(1.575 - 2.126)	(2.036 - 2.728)	(1.981 - 2.642)	(2.209 - 2.655)
	Top Box %	58.6%	28.5%	55.6%	48.3%	61.4%
	Top Box CI%	(26.2% - 91.0%)	(15.6% - 41.4%)	(35.3% - 75.9%)	(28.2% - 68.4%)	(28.6% - 94.1%)
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						

**Medicaid-Open Card**

Figure B49 depicts the race/ethnicity categories for Medicaid-Open Card, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B49**  
**Race/Ethnicity Categories for Medicaid-Open Card**

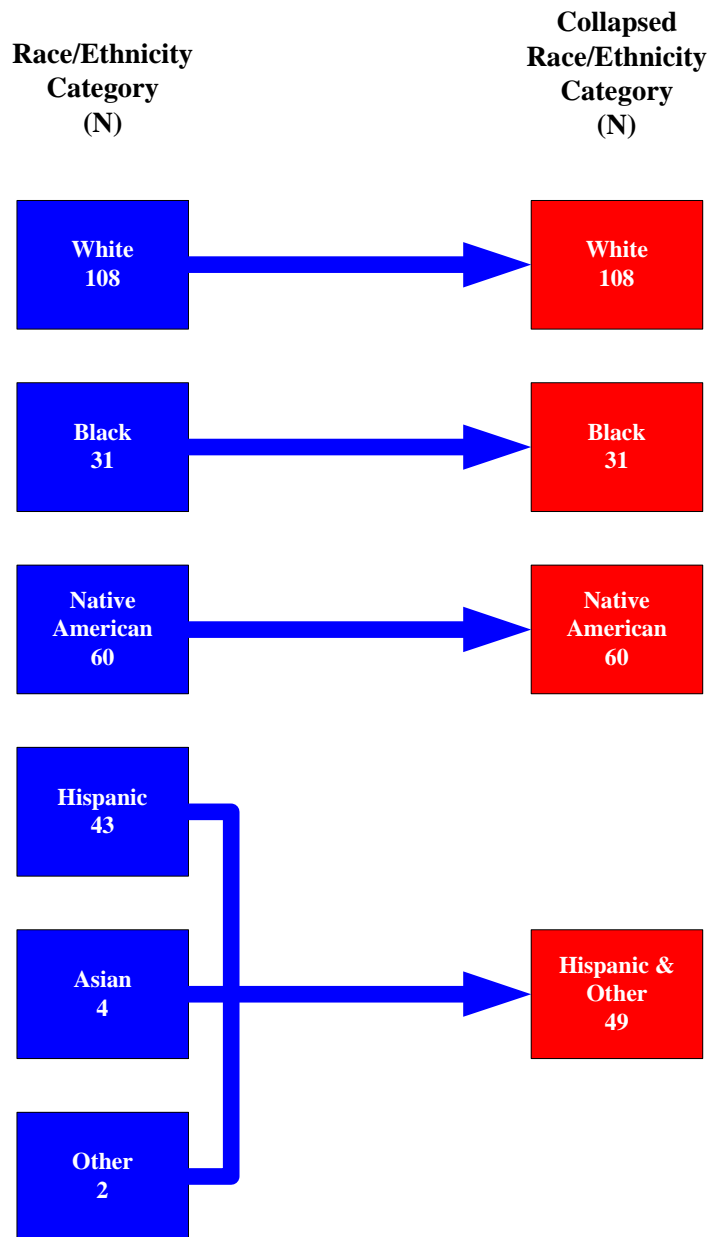


Table B70 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Medicaid-Open Card.

<b>Table B70</b>					
<b>Medicaid-Open Card Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★	★★	★★	★★
	3pt Mean	1.816	2.258	2.284	2.171
	3pt CI	(1.665 - 1.967)	(2.089 - 2.427)	(2.106 - 2.461)	(1.895 - 2.446)
	Top Box %	27.1%	46.7%	49.2%	45.2%
	Top Box CI%	(18.9% - 35.3%)	(35.7% - 57.7%)	(37.7% - 60.6%)	(28.9% - 61.5%)
<b>Black</b>	Star	★★	★★	★★	★★
	3pt Mean	1.936	2.207	2.487	1.963
	3pt CI	(1.662 - 2.211)	(1.858 - 2.556)	(2.180 - 2.795)	(1.464 - 2.462)
	Top Box %	29.4%	42.3%	57.7%	34.7%
	Top Box CI%	(14.3% - 44.5%)	(19.3% - 65.2%)	(34.7% - 80.7%)	(5.6% - 63.8%)
<b>Native American</b>	Star	★★	★★	★★	★★
	3pt Mean	2.181	2.270	2.419	2.617
	3pt CI	(1.977 - 2.386)	(2.061 - 2.478)	(2.225 - 2.614)	(2.346 - 2.887)
	Top Box %	45.1%	47.3%	53.0%	71.0%
	Top Box CI%	(32.6% - 57.6%)	(33.7% - 60.9%)	(38.2% - 67.8%)	(52.6% - 89.5%)
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	2.236	2.513	2.449	2.411
	3pt CI	(2.009 - 2.462)	(2.240 - 2.787)	(2.212 - 2.686)	(2.028 - 2.794)
	Top Box %	47.8%	58.9%	54.3%	61.3%
	Top Box CI%	(34.0% - 61.6%)	(38.9% - 78.9%)	(36.6% - 72.0%)	(37.6% - 85.0%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	

Table B71 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Medicaid-Open Card.

<b>Table B71 Medicaid-Open Card Race/Ethnicity Analysis for the Composite Scores</b>									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
<b>White</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.424	2.167	2.333	2.507	2.288			
	3pt CI	(2.286 - 2.562)	(2.020 - 2.313)	(2.185 - 2.480)	(2.369 - 2.645)	(2.085 - 2.491)			
	Top Box %	61.1%	45.8%	51.9%	62.7%	48.0%			
	Top Box CI%	(44.1% - 78.1%)	(37.4% - 54.1%)	(42.7% - 61.1%)	(53.1% - 72.3%)	(15.0% - 80.9%)			
<b>Black</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.326	2.080	2.356	2.531	2.259			
	3pt CI	(1.990 - 2.661)	(1.767 - 2.392)	(2.064 - 2.648)	(2.209 - 2.853)	(1.905 - 2.614)			
	Top Box %	59.8%	40.1%	53.0%	64.7%	42.6%			
	Top Box CI%	(27.0% - 92.6%)	(22.2% - 58.1%)	(35.2% - 70.9%)	(42.3% - 87.1%)	†			
<b>Native American</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.513	2.003	2.332	2.554	2.336			
	3pt CI	(2.333 - 2.693)	(1.842 - 2.165)	(2.152 - 2.512)	(2.385 - 2.723)	(2.118 - 2.554)			
	Top Box %	66.2%	31.5%	50.5%	65.5%	48.3%			
	Top Box CI%	(47.7% - 84.7%)	(22.1% - 40.8%)	(38.5% - 62.5%)	(54.3% - 76.6%)	(18.1% - 78.5%)			
<b>Hispanic &amp; Other</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.525	2.099	2.409	2.421	2.292			
	3pt CI	(2.347 - 2.703)	(1.875 - 2.324)	(2.180 - 2.637)	(2.171 - 2.671)	(1.989 - 2.594)			
	Top Box %	64.1%	40.6%	54.1%	50.6%	50.0%			
	Top Box CI%	(46.0% - 82.3%)	(26.8% - 54.4%)	(38.7% - 69.5%)	(32.0% - 69.2%)	(15.5% - 84.5%)			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">                     Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★                 </td> </tr> </table>							Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★							
<p>† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.</p>									

### Mid-Rogue Community Health Plan

Figure B50 depicts the race/ethnicity categories for Mid-Rogue Community Health Plan, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B50**  
**Race/Ethnicity Categories for Mid-Rogue Community Health Plan**

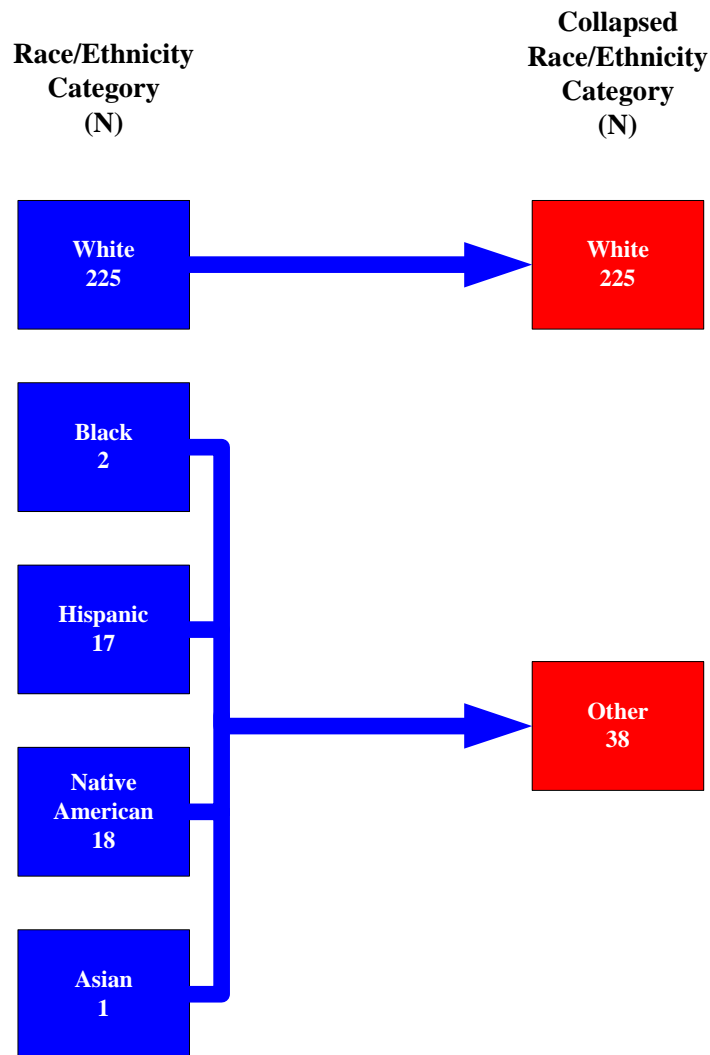




Table B72 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Mid-Rogue Community Health Plan.

<b>Table B72</b>					
<b>Mid-Rogue Community Health Plan Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★
	3pt Mean	2.048	2.198	2.309	2.473
	3pt CI	(1.942 - 2.154)	(2.083 - 2.314)	(2.207 - 2.411)	(2.324 - 2.621)
	Top Box %	36.9%	45.5%	49.6%	62.2%
	Top Box CI%	(30.6% - 43.1%)	(38.3% - 52.7%)	(42.9% - 56.4%)	(52.4% - 72.0%)
<b>Other</b>	Star	★★	★★	★★	★★★
	3pt Mean	2.018	2.538	2.480	2.930
	3pt CI	(1.750 - 2.286)	(2.217 - 2.860)	(2.191 - 2.770)	†
	Top Box %	36.4%	70.4%	63.9%	92.7%
	Top Box CI%	(21.0% - 51.8%)	(52.2% - 88.7%)	(46.1% - 81.8%)	†
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Two Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Two Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Two Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B73 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Mid-Rogue Community Health Plan.

<b>Table B73</b>						
<b>Mid-Rogue Community Health Plan Race/Ethnicity Analysis for the Composite Scores</b>						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
<b>White</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.434	2.216	2.412	2.534	2.478
	3pt CI	(2.339 - 2.529)	(2.138 - 2.295)	(2.325 - 2.499)	(2.447 - 2.621)	(2.353 - 2.603)
	Top Box %	61.2%	43.5%	54.3%	62.0%	61.2%
	Top Box CI%	(50.6% - 71.8%)	(38.5% - 48.5%)	(48.3% - 60.4%)	(55.7% - 68.3%)	(47.8% - 74.6%)
<b>Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.193	2.226	2.516	2.701	2.290
	3pt CI	(1.931 - 2.454)	(1.985 - 2.467)	(2.307 - 2.726)	(2.505 - 2.896)	(1.905 - 2.675)
	Top Box %	46.6%	52.2%	61.6%	78.0%	56.2%
	Top Box CI%	(10.9% - 82.4%)	(38.6% - 65.7%)	(47.1% - 76.1%)	(65.6% - 90.4%)	(15.3% - 97.1%)
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Two Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Two Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Two Race/Ethnicity Categories ★	

**Oregon Health Management Services**

Figure B51 depicts the race/ethnicity categories for Oregon Health Management Services, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B51**  
**Race/Ethnicity Categories for Oregon Health Management Services**

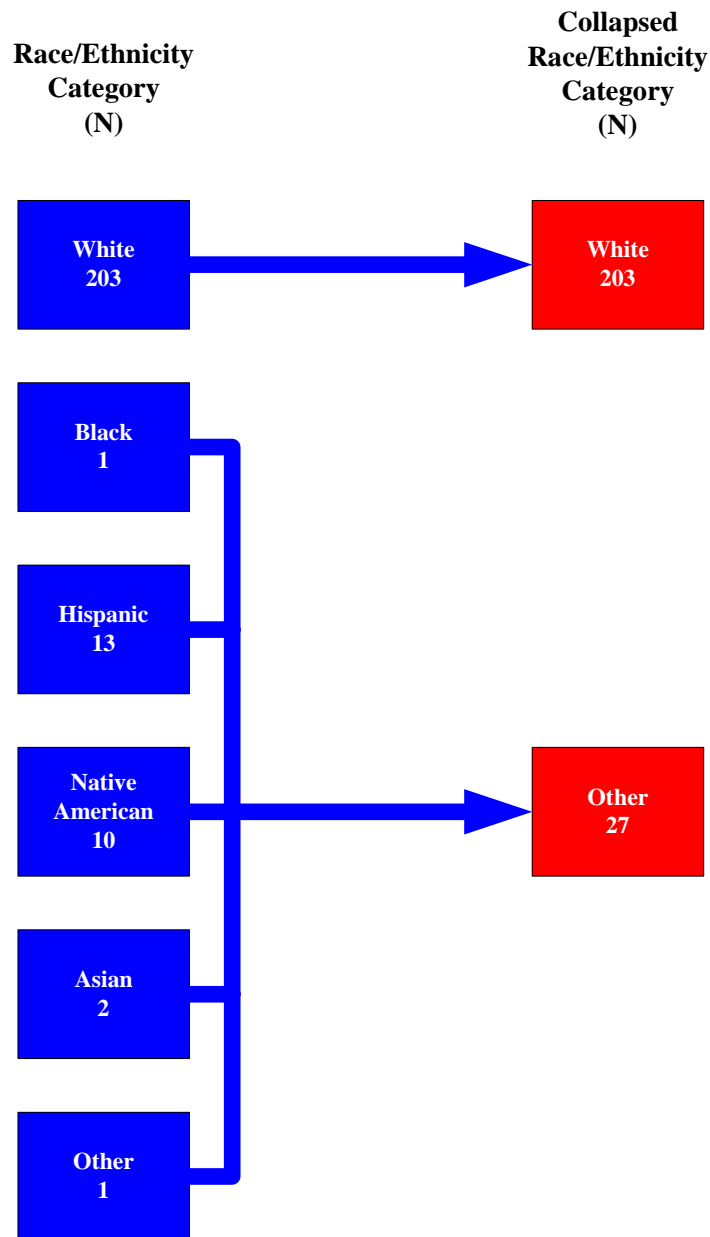


Table B74 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Oregon Health Management Services.

<b>Table B74</b>					
<b>Oregon Health Management Services Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	2.000	2.207	2.288	2.443
	3pt CI	(1.892 - 2.108)	(2.083 - 2.331)	(2.172 - 2.404)	(2.282 - 2.604)
	Top Box %	31.8%	44.1%	47.1%	55.4%
	Top Box CI%	(25.5% - 38.2%)	(36.3% - 51.9%)	(39.5% - 54.8%)	(43.5% - 67.4%)
<b>Other</b>	Star	★★	★★	★★	★★
	3pt Mean	1.825	2.012	2.526	2.696
	3pt CI	†	†	†	†
	Top Box %	19.2%	33.0%	64.9%	70.5%
	Top Box CI%	†	†	†	†
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Two Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Two Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Two Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B75 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Oregon Health Management Services.

<b>Table B75</b>						
<b>Oregon Health Management Services Race/Ethnicity Analysis for the Composite Scores</b>						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
<b>White</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.392	2.141	2.409	2.580	2.422
	3pt CI	(2.291 - 2.493)	(2.039 - 2.242)	(2.314 - 2.504)	(2.496 - 2.663)	(2.281 - 2.564)
	Top Box %	60.4%	41.7%	56.8%	66.3%	56.9%
	Top Box CI%	(50.0% - 70.9%)	(35.7% - 47.6%)	(50.6% - 62.9%)	(60.1% - 72.6%)	(41.3% - 72.6%)
<b>Other</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.417	2.194	2.168	2.361	2.338
	3pt CI	†	†	†	†	†
	Top Box %	59.2%	41.3%	45.2%	44.7%	50.2%
	Top Box CI%	†	†	†	†	†
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Two Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Two Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Two Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						

### Providence Health Plan

Figure B52 depicts the race/ethnicity categories for Providence Health Plan, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B52**  
**Race/Ethnicity Categories for Providence Health Plan**

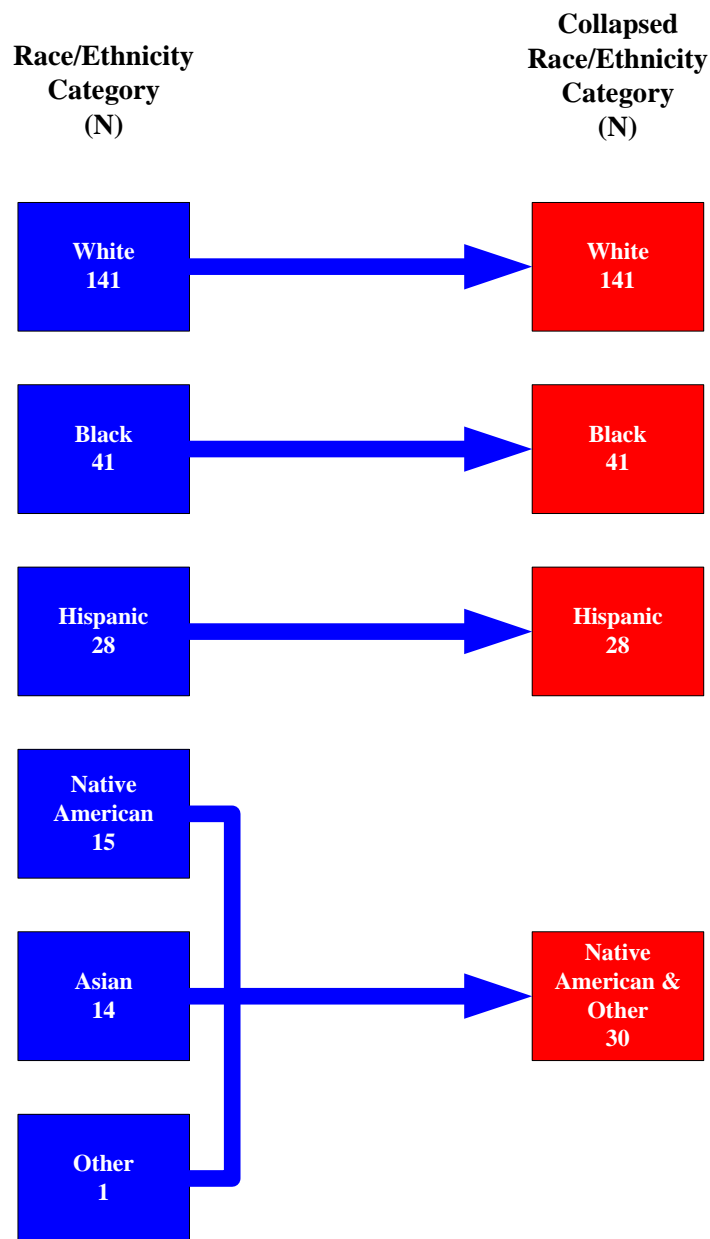


Table B76 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Providence Health Plan.

<b>Table B76</b>					
<b>Providence Health Plan Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	2.243	2.349	2.444	2.266
	3pt CI	(2.115 - 2.372)	(2.206 - 2.492)	(2.319 - 2.569)	(2.075 - 2.457)
	Top Box %	45.5%	51.2%	56.5%	49.4%
	Top Box CI%	(37.3% - 53.7%)	(41.4% - 61.1%)	(47.7% - 65.3%)	(36.9% - 61.9%)
<b>Black</b>	Star	★★	★★	★★	★★
	3pt Mean	2.296	2.558	2.453	2.419
	3pt CI	(2.064 - 2.528)	(2.333 - 2.782)	(2.179 - 2.727)	(2.129 - 2.709)
	Top Box %	47.7%	59.5%	62.2%	48.7%
	Top Box CI%	(32.8% - 62.5%)	(41.3% - 77.6%)	(45.3% - 79.2%)	(25.6% - 71.8%)
<b>Hispanic</b>	Star	★★	★★	★★	★★
	3pt Mean	2.196	2.073	2.421	2.045
	3pt CI	†	†	†	†
	Top Box %	42.3%	41.1%	58.4%	29.1%
	Top Box CI%	†	†	†	†
<b>Native American &amp; Other</b>	Star	★★	★★	★★	★★
	3pt Mean	1.936	2.210	2.113	2.417
	3pt CI	(1.635 - 2.236)	(1.853 - 2.566)	(1.764 - 2.462)	(2.087 - 2.747)
	Top Box %	30.6%	45.7%	45.3%	41.3%
	Top Box CI%	(13.7% - 47.5%)	(23.3% - 68.1%)	(25.2% - 65.3%)	(9.6% - 72.9%)
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B77 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Providence Health Plan.

<b>Table B77</b>						
<b>Providence Health Plan Race/Ethnicity Analysis for the Composite Scores</b>						
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
<b>White</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.497	2.277	2.499	2.624	2.419
	3pt CI	(2.402 - 2.592)	(2.173 - 2.381)	(2.391 - 2.607)	(2.519 - 2.729)	(2.276 - 2.562)
	Top Box %	62.9%	44.5%	60.3%	70.5%	53.8%
	Top Box CI%	(51.1% - 74.6%)	(37.4% - 51.6%)	(52.3% - 68.3%)	(62.9% - 78.0%)	(34.7% - 72.9%)
<b>Black</b>	Star	★★★	★★	★★	★★	★★
	3pt Mean	2.691	2.360	2.606	2.739	2.627
	3pt CI	(2.531 - 2.852)	(2.206 - 2.514)	(2.425 - 2.786)	(2.571 - 2.907)	(2.407 - 2.847)
	Top Box %	74.8%	50.2%	69.5%	77.9%	72.9%
	Top Box CI%	(56.6% - 93.0%)	(38.8% - 61.6%)	(57.9% - 81.1%)	(65.2% - 90.6%)	(55.5% - 90.3%)
<b>Hispanic</b>	Star	★★	★★	★★	★★	★★
	3pt Mean	2.345	2.438	2.385	2.661	2.642
	3pt CI	†	†	†	†	†
	Top Box %	53.1%	61.1%	58.2%	77.9%	76.0%
	Top Box CI%	†	†	†	†	†
<b>Native American &amp; Other</b>	Star	★★	★★	★★	★★	★
	3pt Mean	2.425	2.167	2.361	2.620	2.089
	3pt CI	(2.130 - 2.720)	(1.911 - 2.423)	(2.089 - 2.632)	(2.369 - 2.872)	(1.702 - 2.477)
	Top Box %	59.2%	41.2%	52.9%	70.0%	39.7%
	Top Box CI%	(31.5% - 86.8%)	(24.8% - 57.6%)	(34.4% - 71.3%)	(51.9% - 88.0%)	†
<b>What do the stars represent?</b>						
Statistically <b>Better</b> than the Plan Average of Four Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Four Race/Ethnicity Categories ★★			Statistically <b>Worse</b> than the Plan Average of Four Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.						



**Tuality Health Alliance**

Figure B53 depicts the race/ethnicity categories for Tuality Health Alliance, the number of members within each category, the collapsed categories that are used in the analysis, and the number of members within each collapsed category.

**Figure B53**  
**Race/Ethnicity Categories for Tuality Health Alliance**

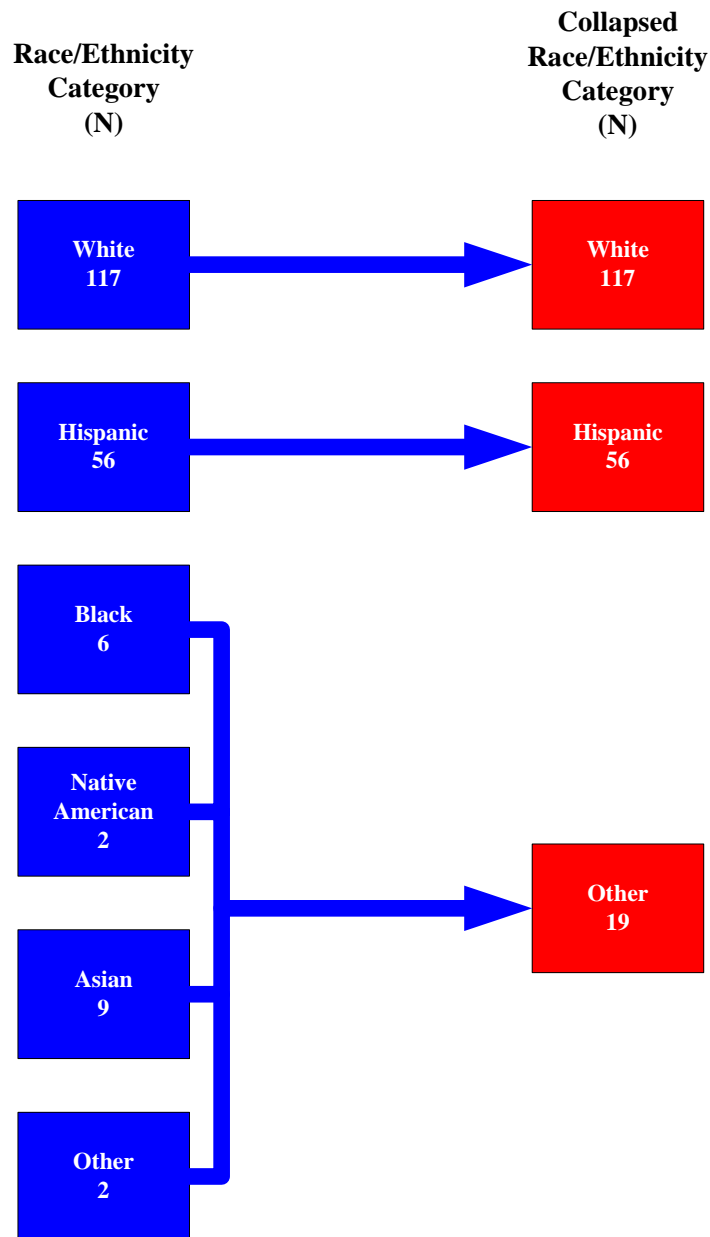


Table B78 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), question summary rates, and 95% confidence intervals (Top Box CI%) for each of the four CAHPS® global ratings for Tuality Health Alliance.

<b>Table B78</b>					
<b>Tuality Health Alliance Race/Ethnicity Analysis for the Global Ratings</b>					
RACE/ETHNICITY	ANALYSIS	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
<b>White</b>	Star	★★	★★	★★	★★
	3pt Mean	2.060	2.427	2.322	2.530
	3pt CI	(1.922 - 2.199)	(2.262 - 2.591)	(2.164 - 2.481)	(2.287 - 2.773)
	Top Box %	34.2%	62.4%	55.0%	68.7%
	Top Box CI%	(25.8% - 42.5%)	(52.3% - 72.4%)	(45.2% - 64.8%)	(53.8% - 83.5%)
<b>Hispanic</b>	Star	★★	★★	★★	★★
	3pt Mean	2.309	2.295	2.345	2.251
	3pt CI	(2.110 - 2.508)	(2.029 - 2.560)	(2.120 - 2.569)	(1.696 - 2.806)
	Top Box %	50.8%	50.5%	54.1%	60.8%
	Top Box CI%	(38.4% - 63.2%)	(33.6% - 67.5%)	(40.1% - 68.0%)	(30.4% - 91.3%)
<b>Other</b>	Star	★★	★★	★★	★★
	3pt Mean	2.135	2.205	2.616	2.411
	3pt CI	†	†	†	†
	Top Box %	36.1%	37.6%	66.3%	53.5%
	Top Box CI%	†	†	†	†
<b>What do the stars represent?</b>					
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★		Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★		Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★	
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.					

Table B79 depicts the overall member satisfaction ratings, adjusted three-point mean scores, 95% confidence intervals (3pt CI), global proportions, and 95% confidence intervals (Top Box CI%) for each of the five CAHPS® composite scores for Tuality Health Alliance.

<b>Table B79</b> <b>Tuality Health Alliance Race/Ethnicity Analysis</b> <b>for the Composite Scores</b>									
RACE/ETHNICITY	ANALYSIS	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE			
<b>White</b>	Star	★★	★★	★★	★★★	★★			
	3pt Mean	2.419	2.275	2.507	2.694	2.402			
	3pt CI	(2.267 - 2.571)	(2.175 - 2.376)	(2.384 - 2.631)	(2.584 - 2.805)	(2.230 - 2.574)			
	Top Box %	59.9%	47.5%	63.2%	74.0%	54.9%			
	Top Box CI%	(43.8% - 75.9%)	(40.9% - 54.1%)	(55.0% - 71.3%)	(65.4% - 82.5%)	(35.2% - 74.5%)			
<b>Hispanic</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.601	2.066	2.377	2.460	2.539			
	3pt CI	(2.338 - 2.864)	(1.887 - 2.245)	(2.126 - 2.628)	(2.240 - 2.680)	(2.278 - 2.800)			
	Top Box %	73.9%	33.2%	55.5%	55.1%	73.5%			
	Top Box CI%	(48.8% - 99.0%)	(21.3% - 45.1%)	(39.5% - 71.6%)	(37.8% - 72.4%)	(49.3% - 97.7%)			
<b>Other</b>	Star	★★	★★	★★	★★	★★			
	3pt Mean	2.244	2.011	2.252	2.218	2.182			
	3pt CI	†	†	†	†	†			
	Top Box %	45.5%	44.2%	40.8%	40.8%	29.5%			
	Top Box CI%	†	†	†	†	†			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">                     Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★                 </td> <td style="width: 33%; text-align: center;">                     Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★                 </td> </tr> </table>							Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★
Statistically <b>Better</b> than the Plan Average of Three Race/Ethnicity Categories ★★★	Statistically <b>Not Different</b> from the Plan Average of Three Race/Ethnicity Categories ★★	Statistically <b>Worse</b> than the Plan Average of Three Race/Ethnicity Categories ★							
† Please note, the race/ethnicity-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.									

# Recommendations

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## OVERALL RECOMMENDATIONS

A series of recommendations for OHP has been compiled based on the performance of all participating plans in OHP. First, recommendations for the global ratings and composite scores are presented. These recommendations are followed by recommendations based on the Item-Level Priority Analysis.

Global rating and composite score recommendations are grouped into three main categories for quality improvement: high, moderate, and low priority. The priority of the recommendations is based on the overall member satisfaction (star) ratings for the 15 plans serving OHP members. In addition to the priority assignments, general recommendations are provided for all global ratings and composite scores regardless of overall plan performance. These general recommendations provide plans that are already performing well on a measure (i.e., Low Priority) with actionable information that can be utilized to maintain their current high level of performance or to reach even higher levels of overall performance. The following is a list of priority assignments based on overall member satisfaction ratings.

- **High** Priority - overall member satisfaction of one (★) star
- **Moderate** Priority - overall member satisfaction of two (★★) stars
- **Low** Priority - overall member satisfaction of three (★★★) stars

The *High Priorities* for OHP on the global ratings and composites include: Rating of Health Plan, Rating of Personal Doctor, and Getting Needed Care. *Item-Level High Priorities* are presented on page C20.

### Rating of Health Plan

Table C1 depicts the priority assignments for the Rating of Health Plan global rating for the 15 plans serving OHP members.

Table C1 Overall Satisfaction Ratings and Priority Assignments Rating of Health Plan					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★	<b>High</b>			
FamilyCare	★	<b>High</b>			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★★★	Low			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★	<b>High</b>			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★★★	Low			
Tuality Health Alliance	★★★★	Low			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">                     Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Worse</b> than the OHP Average of 15 Plans ★                 </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, this overall rating is principally driven by member perception of both health plan and physician office operations.

Health plan operations include those services provided by the health plan directly:

- distribution of information about the plan
- customer service
- identification of a provider

Physician office operations cover all activities that take place in physician offices:

- scheduling of routine appointments
- obtaining interpreters
- member satisfaction with their physicians

In order to improve the overall health plan rating, quality improvement activities should target both health plan operations and physician office operations.

### Rating of All Health Care

Table C2 depicts the priority assignments for the Rating of All Health Care global rating for the 15 plans serving OHP members.

<b>Table C2</b> <b>Overall Satisfaction Ratings and Priority Assignments</b> <b>Rating of All Health Care</b>					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★★	Moderate			
FamilyCare	★★	Moderate			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★	Moderate			
Tuality Health Alliance	★★	Moderate			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">                     Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Worse</b> than the OHP Average of 15 Plans ★                 </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, rating of physicians, perception of access to care, experience with care, and experience with the health plan principally drive this overall rating. The rating of physicians includes the overall satisfaction with both personal doctors and specialists.

Access to care issues include:

- problems obtaining the care that the member and/or physician thought was necessary
- problems obtaining urgent care in a timely fashion
- problems finding a personal doctor
- difficulty receiving assistance when calling physician offices

Experience with care issues include:

- receiving ample time with the physician
- having questions and concerns addressed by the physician
- receiving understandable and useful information from the physician
- being provided care in a timely fashion

Experience with the health plan issues include:

- receiving accurate and understandable information from the plan
- receiving adequate customer service
- avoiding problems with health plan paperwork

In order to improve the overall health care rating, quality improvement activities should target member satisfaction with physicians, member perception of access to care, experience with care, and experience with the health plan.



**Rating of Personal Doctor**

Table C3 depicts the priority assignments for the Rating of Personal Doctor global rating for the 15 plans serving OHP members.

<b>Table C3</b> <b>Overall Satisfaction Ratings and Priority Assignments</b> <b>Rating of Personal Doctor</b>					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★★	Low			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★	High			
FamilyCare	★★	Moderate			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★	Moderate			
Tuality Health Alliance	★★	Moderate			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">                     Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Worse</b> than the OHP Average of 15 Plans ★                 </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, communication and waiting time issues principally drive this rating.

Communication issues include:

- being treated with courtesy and respect
- being listened to carefully
- receiving clear explanations

Waiting time issues include:

- getting needed care as soon as desired

In order to improve the rating of personal doctor, quality improvement activities should target being treated with courtesy and respect, being listened to carefully, receiving clear explanations, and getting needed care as soon as desired.

### Rating of Specialist

Table C4 depicts the priority assignments for the Rating of Specialist global rating for the 15 plans serving OHP members.

Table C4 Overall Satisfaction Ratings and Priority Assignments Rating of Specialist					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★★	Moderate			
FamilyCare	★★	Moderate			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★	Moderate			
Tuality Health Alliance	★★	Moderate			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">                     Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Worse</b> than the OHP Average of 15 Plans ★                 </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, “red tape” issues principally drive this rating and include:

- ease of obtaining health plan approval for the specialist visit
- ease of obtaining a referral to see the specialist

In order to improve the specialist rating, quality improvement activities should target the ease of obtaining health plan approval for the specialist visit and the ease of obtaining a referral to see the specialist.

**Getting Needed Care**

Table C5 depicts the priority assignments for the Getting Needed Care composite for the 15 plans serving OHP members.

Table C5 Overall Satisfaction Ratings and Priority Assignments Getting Needed Care					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★★	Moderate			
FamilyCare	★	<b>High</b>			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★	<b>High</b>			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★★★	Low			
Tuality Health Alliance	★★	Moderate			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">           Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, access to care issues principally drive this composite.

Access to care issues include:

- obtaining the care a doctor believed to be necessary
- helpfulness of office staff

Some potential sources of access to care issues are resource limitations, technical limits including telephone systems, and service expectations. In order to improve member satisfaction with getting needed care, quality improvement activities should target obtaining the care a doctor believed to be necessary and helpfulness of office staff. Other potential actions could include producing a flowchart of the process from the client's view from beginning to end, identifying barriers or unnecessary steps, and creating new avenues of information.

### Getting Care Quickly

Table C6 depicts the priority assignments for the Getting Care Quickly composite for the 15 plans serving OHP members.

Table C6 Overall Satisfaction Ratings and Priority Assignments Getting Care Quickly					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★★	Moderate			
FamilyCare	★★	Moderate			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★	Moderate			
Tuality Health Alliance	★★	Moderate			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">                     Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Worse</b> than the OHP Average of 15 Plans ★                 </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, waiting time issues principally drive this composite.

Waiting time issues include:

- waiting for an appointment for routine care
- waiting more than 15 minutes in the doctor's office

In order to improve member satisfaction with getting care quickly, quality improvement activities should target waiting for an appointment for routine care and waiting more than 15 minutes in the doctor's office.



### How Well Doctors Communicate

Table C7 depicts the priority assignments for the How Well Doctors Communicate composite for the 15 plans serving OHP members.

Table C7 Overall Satisfaction Ratings and Priority Assignments How Well Doctors Communicate					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★★	Moderate			
FamilyCare	★★	Moderate			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★	Moderate			
Tuality Health Alliance	★★	Moderate			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;">           Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★         </td> <td style="width: 33%; text-align: center;">           Statistically <b>Worse</b> than the OHP Average of 15 Plans ★         </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, issues involving both providing information to, and receiving information from, the provider principally drive this composite.

These issues include:

- careful listening by the providers
- clear explanations in response to questions
- spending a sufficient amount of time during the exchange of information

Other possible sources of provider communication issues are time constraints, perceptions of the clients, and differences in experience, education, culture, and expectations. In order to improve member satisfaction with how well doctors communicate, quality improvement activities should target careful listening by the providers, clear explanations in response to questions, and spending a sufficient amount of time during the exchange of information. Other potential actions could include staff training, mentoring or coaching, direct client feedback, and reviewing performance expectations and guidelines.

### Courteous and Helpful Office Staff

Table C8 depicts the priority assignments for the Courteous and Helpful Office Staff composite for the 15 plans serving OHP members.

Table C8 Overall Satisfaction Ratings and Priority Assignments Courteous and Helpful Office Staff					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★★	Moderate			
FamilyCare	★★	Moderate			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★	Moderate			
Tuality Health Alliance	★★	Moderate			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">                     Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Worse</b> than the OHP Average of 15 Plans ★                 </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, face-to-face interactions with the office staff principally drive this composite.

These issues include:

- perceptions of the courtesy and respect shown by the office staff
- helpfulness of the office staff

Some potential sources of office staff interaction issues are physical non-verbal barriers, greeting and departure rituals, and resources to assist with procedures. In order to improve member satisfaction with office staff courtesy and helpfulness, quality improvement activities should target perceptions of the courtesy and respect shown by the office staff and the helpfulness of the office staff. Some additional potential actions may include trouble shooting with clients, suggestion boxes, and a client initiated reward or recognition system.

**Customer Service**

Table C9 depicts the priority assignments for the Customer Service composite for the 15 plans serving OHP members.

Table C9 Overall Satisfaction Ratings and Priority Assignments Customer Service					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★	Moderate			
Douglas County IPA	★★	Moderate			
FamilyCare	★★	Moderate			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★★	Moderate			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★	Moderate			
Tuality Health Alliance	★★	Moderate			
<p><b>What do the stars represent?</b></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">                     Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★                 </td> <td style="text-align: center; width: 33%;">                     Statistically <b>Worse</b> than the OHP Average of 15 Plans ★                 </td> </tr> </table>			Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★
Statistically <b>Better</b> than the OHP Average of 15 Plans ★★★	Statistically <b>Not Different</b> from the OHP Average of 15 Plans ★★	Statistically <b>Worse</b> than the OHP Average of 15 Plans ★			

At the member level, issues involving both obtaining and understanding information from the health plan are the key drivers.

These issues include:

- difficulty getting help when calling customer service
- problems pertaining to filling out paperwork

In order to improve member satisfaction with customer service, quality improvement activities should target perceptions of the accessibility and usefulness of the information provided. Other potential actions could include customer service training, allowing members to voice concerns and questions via a technical support line, and updating information to account for differences in experience, education, culture, and expectations.

### **Item-Level Priorities**

In addition to the overall satisfaction analysis examining the global ratings and composite scores, an Item-Level Priority Analysis is performed on the composite items. As depicted in Table B40, on page B82, there are six *Item-Level High Priorities* identified for OHP. In addition to the global rating and composite score *High Priorities*, *Item-Level High Priorities* may make excellent targets for QI activities. The following is a list of the *Item-Level High Priorities* for OHP.

- Q7. Problem getting a satisfactory doctor or nurse
- Q10. Problem seeing a specialist
- Q26. Problem getting care believed necessary
- Q28. Problem with delays in care while waiting for health plan approval
- Q51. Problem finding or understanding information in written materials
- Q53. Problem getting help when calling health plan's customer service

## **ACTION PLANNING PROCESS**

In order to “fine-tune” quality improvement activities directed at the provided recommendations, the following four-step process is suggested:

- ① Convene a QI work group to determine which individual survey questions will make the best targets for QI activities. Ideally, each of the global ratings, composite scores, and composite items identified as *High Priorities* should be addressed. However, the number of items to be addressed, as well as which specific items should be addressed, will partly depend on the plan’s available resources. The work group may find it necessary to address only a subset of the *High Priorities*. Or, it may be the case that one or more of the lower priority items may require fewer resources to address. A work group decision to go for an “easy victory” to build support for more difficult initiatives later on may be the best strategy.
- ② Once the work group has identified its QI target questions, conduct interviews with small samples of Adult OHP members and OHP staff to probe further into the sources of dissatisfaction with the issues addressed by each of these questions, as well as member expectations regarding positive performance in these areas. The interviews should consist of these target questions, utilizing the exact wording from the CAHPS® questionnaire, as well as follow-up questions designed to probe further into the reasons for members’ responses. The purpose of the interviews is qualitative not quantitative; key barriers to satisfaction will usually emerge as common themes after only a small number of interviews.
- ③ Design and implement QI activities that address the underlying problems expressed during the interviews. The rapid cycle approach to quality improvement developed by the Institute for Healthcare Improvement (IHI) is strongly recommended as a model for the work group’s efforts. Details and examples of QI projects based on the IHI approach can be found at <http://www.ihl.org>.
- ④ Conduct periodic follow-up interviews with small samples of Adult OHP members to determine progress in improving member satisfaction. The results of these interviews will help to keep staff motivated between administrations of the formal CAHPS® Survey.



# Methodology

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## SURVEY OVERVIEW

In 2003, Oregon DHS Office of Medical Assistance Programs (OMAP) contracted with OMPRO to assist in administering the CAHPS<sup>®</sup> Survey to all health plans serving OHP Members. OMPRO contracted with Health Services Advisory Group (HSAG) to conduct the survey administration, data analysis, and reporting for the CAHPS<sup>®</sup> Surveys.

The goals of the CAHPS<sup>®</sup> project are to: (1) provide timely and comparative information to Oregon OHP Members that will assist them in choosing a health plan, and (2) provide performance feedback that will be used to improve overall OHP member satisfaction. The CAHPS<sup>®</sup> information was collected through mail and telephone surveys that assessed members' experiences with the health care system and the services they received through OHP. CAHPS<sup>®</sup> results are being provided to health plans with the expectation that they will be integrated into comprehensive quality improvement initiatives at the health plan, provider group, and individual provider levels of the health care delivery system.

The survey instrument selected to assess OHP adult member satisfaction was the CAHPS<sup>®</sup> 3.0 Adult Medicaid Survey. The CAHPS<sup>®</sup> 3.0 Surveys are a set of standardized surveys that assess patient perspectives on care. Originally, CAHPS<sup>®</sup> was a five year collaborative project sponsored by the United States Agency for Healthcare Research and Quality (AHRQ), formerly known as the Agency for Health Care Policy and Research (AHCPR). The CAHPS<sup>®</sup> questionnaires and consumer reports were developed under cooperative agreements among AHRQ, Harvard University, RAND, and the Research Triangle Institute (RTI). Additionally, AHRQ awarded the technical assistance contract for the project to Westat.

In 2002, AHRQ awarded a five-year cooperative agreement to a new group of organizations, which included Harvard Medical School, RAND, and the American Institute for Research (AIR).<sup>1</sup> This new group (the CAHPS<sup>®</sup> II Grantees) are charged with the continued evolution of CAHPS<sup>®</sup> products. AHRQ and the members of the new consortium formed the CAHPS<sup>®</sup> Instrument Panel to re-evaluate and update the CAHPS<sup>®</sup> Surveys and to improve the state-of-the-art methods for assessing members' experiences with care.<sup>2</sup> The result of this re-evaluation and update process was the development of the CAHPS<sup>®</sup> 3.0 Surveys. The overarching goal of the CAHPS<sup>®</sup> 3.0 Surveys is to effectively and efficiently obtain information from the person receiving care. AHRQ sponsors the National CAHPS<sup>®</sup> Benchmarking Database (NCBD), which is a national repository for data from the CAHPS<sup>®</sup> family of surveys.

The sampling and data collection procedures for the CAHPS<sup>®</sup> 3.0 Surveys are designed to capture accurate and complete information about consumer-reported experiences with health care. The sampling and data collection procedures promote both the standardized administration of survey

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<sup>1</sup> Agency for Health Care Policy and Research. "Article 3: NCQA's Use of the CAHPS Survey." *CAHPS Survey and Reporting Kit 3.0*. Rockville, MD: US Department of Health and Human Services, October 2002.

<sup>2</sup> National Committee for Quality Assurance. *HEDIS<sup>®</sup> 2003, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA Publication, 2002.

instruments and the comparability of the resulting health plan data. The administration of this survey was conducted with strict adherence to OMAP specifications.

The CAHPS® 3.0 Medicaid questionnaire set includes separate versions for adult and child populations in English and Spanish. The Adult Medicaid version is included on the CD-ROM accompanying this report. The survey assesses topics such as quality of care provided, access to care, the communication skills of providers and administrative staff, and overall satisfaction with health plans.

The CAHPS® 3.0 Adult Medicaid Survey was fielded September through November 2003 for OHP adult members who met the enrollment and age criteria during calendar year 2002. These results provide OHP and its health plans with comprehensive survey results to enhance the communication of this important health plan satisfaction information to consumers. While the primary purpose of the CAHPS® 3.0 Surveys is to facilitate plan to plan comparisons, the results are also valuable for identifying potential areas where consumer satisfaction can be improved and targeting intervention strategies within health plans to those areas.

The OHP Adult Medicaid CAHPS® Survey included 83 questions that can be summarized by nine measures of satisfaction. These measures included four global rating questions and five composite measures. The global ratings reflect overall satisfaction with the health plan, health care, personal physicians, and specialists. The composite measures are sets of questions grouped together to address different aspects of care (e.g., “getting needed care” or “getting care quickly”). Table D1 lists the four global ratings and five composite measures included in the OHP Adult Medicaid CAHPS® Survey.

<b>Table D1 Global and Composite Measures</b>	
<b>GLOBAL RATINGS</b>	<b>COMPOSITE SCORES</b>
Rating of Health Plan	Getting Needed Care
Rating of All Health Care	Getting Care Quickly
Rating of Personal Doctor	How Well Doctors Communicate
Rating of Specialist	Courteous and Helpful Office Staff
	Customer Service

## **SAMPLING PROCEDURES**

### **Sample Frame**

The OHP members eligible for sampling included those who were health plan members at the time the sample was drawn, who were age 18 years and older (as of December 31, 2002), and who were continuously enrolled in the health plan for at least five of the last six months (July through December) of 2002.

### **Sample Size**

A random sample of 625 members was selected from each participating plan, and a total of 9,375 adult surveys were mailed out for the 15 participating plans in the State of Oregon. For the State of Oregon, an additional 4,671 adult OHP members were sampled based on their race/ethnicity. In order to perform valid plan-to-plan comparisons, the results of this oversample are part of a separate analysis that can be found beginning on page B90.

## **SURVEY PROTOCOL**

The survey administration protocol was designed with the goal that a high response rate would be achieved from members, thus minimizing the potential effects of non-response bias. The survey process allows for two methods in which the member can complete the survey. The first “phase” consists of a mailed survey that is to be completed and mailed back by the member. All of the health plan members sampled received an English and/or Spanish version of the survey. The second “phase” of the survey is a Computer Assisted Telephone Interview (CATI) survey of members who have not mailed in their survey or who have mailed in an incomplete survey, which was available in both English and Spanish. Table D2, on page D5, depicts the survey administration timeframe.

Per Oregon DHS specifications, HSAG sampled members who met the following **eligibility criteria**:

- ① Were age 18 years or older as of December 31, 2002
- ② Were currently enrolled in the health plan
- ③ Had been continuously enrolled for at least five of the last six months of 2002
- ④ Had Medicaid as the primary payer

HSAG inspected a sample of the file records to check for any apparent problems with the files, such as missing address elements.

A random sample of records from each health plan was passed through the United States Postal Service’s National Change of Address (NCOA) process to obtain new addresses for members who had moved (if they had given the Postal Service a new address). From the resulting file, the *final sample* for the survey was drawn.

<b>Table D2 CAHPS® 3.0 Survey Timeframe</b>	
<b>Basic Tasks for Conducting the Survey</b>	<b>Date</b>
Send pre-notification post card	September 5, 2003
Send first questionnaire with cover letter to the respondent	September 11, 2003
Send a postcard reminder to non-respondents after mailing the first questionnaire	September 16, 2003
Send a second questionnaire (and letter) to non-respondents approximately 30 days after mailing the first questionnaire	October 10, 2003
Send a second postcard reminder to non-respondents after mailing the second questionnaire	October 15, 2003
Initiate CATI interviews for non-respondents such that at least nine telephone calls are attempted at different times of the day, on different days of the week, and in different weeks	October 21, 2003
Telephone follow-up sequence completed (i.e., completed interviews obtained or maximum calls reached for all non-respondents)	November 23, 2003

The administration of the CAHPS® 3.0 Survey is comprehensive and is designed to garner the highest possible response rate. A high response rate facilitates the generalization of the survey responses to the health plan's entire population.

## DATA ANALYSIS

### Response and Completion Rates

The criteria utilized to define responded and completed surveys for Oregon CAHPS<sup>®</sup> differs from the criteria specified by NCQA and NCBD. Therefore, response and completion rates presented in this report should **not** be compared to response and completion rates calculated utilizing NCQA and NCBD methodologies. The Oregon DHS OMAP redefined the criteria to meet the reporting needs of the State of Oregon.

Member surveys are assigned a disposition of “**responded**” if the response to Question #1 is “Yes” (i.e., members confirm that they are enrolled in OHP), and if members are not excluded for other reasons (please refer to the definition of an “excluded survey” provided below). For each “responded” survey, the survey is assigned a disposition of “**completed**” if the member answers the Overall Rating of Health Plan Question (Question #57).

A survey is considered an “**excluded survey**” if the member is deceased; has a bad address and phone number; and/or does not meet the eligibility criteria of age, continuous enrollment, and current enrollment. Additional information on the eligibility criteria is provided on page D4. Please note, the exclusion criteria utilized for Oregon CAHPS<sup>®</sup> differs from the criteria specified by NCQA and NCBD. OMAP redefined the criteria to meet the reporting needs of the State of Oregon. There are three major differences between OMAP, NCQA, and NCBD survey disposition and response rate criteria:

- ① NCQA and NCBD define a completed survey as a “Yes” response on Question #1 and responses to 80% of the core survey questions. However, OMAP defines a completed survey as one in which Question #1 is answered “Yes” and a **response** is given to **Question #57**.
- ② NCQA and NCBD classify members that have a language barrier and/or are mentally/physically incapacitated as “ineligible,” excluding these members from the denominator of response rate calculations. In contrast, OMAP classifies these members as “non-respondents” and **includes** them in the denominator of response rate calculations.
- ③ NCQA considers members with bad addresses and phone numbers as non-respondents and includes them in the response rate calculations. In contrast, OMAP **excludes** these surveys from the denominator of response rate calculations.

For the purposes of this Oregon CAHPS<sup>®</sup> report, **response** and **completion rates** are defined by the following formulas.

$$\text{Response Rate} = \frac{\text{Total Number of Survey Respondents}}{\text{Total Sample} - \text{Total Number of Excluded Surveys}}$$

$$\text{Completion Rate} = \frac{\text{Total Number of Completed Surveys}}{\text{Total Sample} - \text{Total Number of Excluded Surveys}}$$

## CAHPS® Measures

The OHP Adult Medicaid CAHPS® Survey included 83 questions that can be summarized by nine measures of satisfaction. These measures included four global rating questions and five composite measures. The following is a list of the survey questions that comprised each measure.

GLOBAL RATINGS	RESPONSE CATEGORIES
<b>Rating of Personal Doctor</b>	
Q5 Using any number from 0 to 10 where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?	0-10 Scale
<b>Rating of Specialist</b>	
Q13 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 the specialist?	0-10 Scale
<b>Rating of All Health Care</b>	
Q39 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 health care in the last 6 months?	0-10 Scale
<b>Rating of Health Plan</b>	
Q57 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 health plan?	0-10 Scale
<b>COMPOSITE SCORES</b>	
<b>Getting Needed Care</b>	
Q7 Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?	A big problem, A small problem, Not a problem
Q10 In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?	A big problem, A small problem, Not a problem
Q26 In the last 6 months, how much of a problem, if any, was it to get the care, tests or treatment you or a doctor believed necessary?	A big problem, A small problem, Not a problem
Q28 In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?	A big problem, A small problem, Not a problem
<b>Getting Care Quickly</b>	
Q16 In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?	Never, Sometimes, Usually, Always
Q18 In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?	Never, Sometimes, Usually, Always
Q21 In the last 6 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?	Never, Sometimes, Usually, Always
Q29 In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?	Never, Sometimes, Usually, Always

COMPOSITE SCORES (CONTINUED)		RESPONSE CATEGORIES
<b>How Well Doctors Communicate</b>		
Q32	In the last 6 months, how often did doctors or other health providers listen carefully to you?	Never, Sometimes, Usually, Always
Q34	In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?	Never, Sometimes, Usually, Always
Q35	In the last 6 months, how often did doctors or other health providers show respect for what you had to say?	Never, Sometimes, Usually, Always
Q36	In the last 6 months, how often did doctors or other health providers spend enough time with you?	Never, Sometimes, Usually, Always
<b>Courteous and Helpful Office Staff</b>		
Q30	In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?	Never, Sometimes, Usually, Always
Q31	In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?	Never, Sometimes, Usually, Always
<b>Customer Service</b>		
Q51	In the last 6 months, how much of a problem, if any, was it to find or understand this information (about how your health plan works in written material or on the Internet)?	A big problem, A small problem, Not a problem
Q53	In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?	A big problem, A small problem, Not a problem
Q56	In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?	A big problem, A small problem, Not a problem



### Three-Point Mean Calculations

Three-point means, variances, and 95% confidence intervals are calculated for each of the four global rating questions (Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialist). Scoring is based on a three-point scale: response values of 0 through 6 are given a score of 1; response values of 7 and 8 are given a score of 2; and response values of 9 and 10 are given a score of 3.

The three-point rating mean is the sum of the response scores (1, 2, or 3) divided by the total number of responses to the global rating question.

$$\text{Global Rating Mean (GRM)} = \sum_i^n \frac{x}{n}$$

*i = 1, ..., n members responding to question*  
*x = score of member on question (either 1, 2, or 3)*

An unbiased variance is calculated for each three-point global rating using a standard unbiased variance formula where *x* is the score value (1, 2, or 3).

$$\text{Global Rating Variance (GRV)} = \sum_i^n \frac{(x - \bar{x})^2}{n-1}$$

*i = 1, ..., n members responding to question*  
*x = score of member on question (either 1, 2, or 3)*  
 *$\bar{x}$  = mean global rating score*

The unbiased mean and variance are utilized to calculate a 95% confidence interval for each three-point global rating mean. The following formula is used to calculate the 95% confidence interval for the three-point global rating means.

$$\text{Global Rating 95\% Confidence Interval} = (\text{GRM}) \pm 1.96 \sqrt{\frac{\text{GRV}}{n}}$$

Three-point means and variances are calculated for each of the five composite scores (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Courteous and Helpful Office Staff, and Customer Service). In general, scoring is based on a three-point scale: responses of “Always” or “Not a problem” are given a score of 3; responses of “Usually” and “A small problem” are given a score of 2; all other responses are given a score of 1. Table D3, on page D11, illustrates how the three-point score values are determined.

The three-point composite mean is the average of the mean score for each question included in the composite.

$$\text{Composite Score Mean (CSM)} = \frac{1}{m} \sum_{i=1}^m \left( \sum_{j=1}^{n_i} \frac{x_{ij}}{n_i} \right)$$

*i = 1, ..., m questions in a composite*  
*j = 1, ..., n<sub>i</sub> members responding to question i*  
*x<sub>ij</sub> = score of member j on question i (either 1, 2, or 3)*

An unbiased variance is calculated for each three-point composite mean. The following formula is used to calculate the composite variance.

$$\text{Composite Score Variance (CSV)} = \frac{N}{N-1} \sum_{j=1}^N \left( \sum_{i=1}^m \frac{1}{m} * \frac{x_{ij} - \bar{x}_i}{n_i} \right)^2$$

*i = 1, ..., m questions in a composite*  
*j = 1, ..., n<sub>i</sub> members responding to question i*  
*x<sub>ij</sub> = score of member j on question i (either 1, 2, or 3)*  
 *$\bar{x}_i$  = average score for question i*  
*N = number of members responding to at least one question in the composite*

The unbiased mean and variance are utilized to calculate a 95% confidence interval for each three-point composite mean. The following formula is used to calculate the 95% confidence interval for the three-point composite means:

$$\text{Composite 95\% Confidence Interval} = (\text{CSM}) \pm 1.96\sqrt{\text{CSV}}$$

<b>Table D3 Determining Three-Point Score Values</b>	
<b>GLOBAL RATINGS: 0 - 10 FORMAT</b>	
<i>Response Category</i>	<i>Score Values</i>
0	1
1	1
2	1
3	1
4	1
5	1
6	1
7	2
8	2
9	3
10	3
<b>COMPOSITE SCORES: A BIG PROBLEM/A SMALL PROBLEM/NOT A PROBLEM FORMAT</b>	
<i>Response Category</i>	<i>Score Values</i>
A big problem	1
A small problem	2
Not a problem	3
<b>COMPOSITE SCORES: NEVER/SOMETIMES/USUALLY/ALWAYS FORMAT</b>	
<i>Response Category</i>	<i>Score Values</i>
Never	1
Sometimes	1
Usually	2
Always	3

### Question Summary Rate Calculations

In addition to the three-point mean score values, corresponding variances, and 95% confidence intervals, question summary rates, variances, and 95% confidence intervals are calculated for each global rating question. Response choices of 9 or 10 are assigned a score value of 1, and all other response choices are assigned a score value of 0. Table D4, on page D14, illustrates how the question summary rate score values are determined. The question summary rate is the sum of the score values (0 or 1) divided by the total number of responses to the rating question.

$$\text{Question Summary Rate (QSR)} = \sum_i^n \frac{x}{n}$$

*i = 1, ..., n members responding to question*  
*x = score of member on question (either 0 or 1)*

An unbiased variance is calculated for each question summary rate using a standard unbiased variance formula where *x* is the score value (0 or 1).

$$\text{Question Summary Rate Variance (QSRV)} = \sum_i^n \frac{(x - \bar{x})^2}{n-1}$$

*i = 1, ..., n members responding to question*  
*x = score of member on question (either 0 or 1)*  
 *$\bar{x}$  = mean question summary rate*

The unbiased mean and variance are utilized to calculate a 95% confidence interval for each question summary rate. The following formula is used to calculate the 95% confidence interval for each question summary rate.

$$\text{Question Summary Rate 95\% Confidence Interval} = (\text{QSR}) \pm 1.96 \sqrt{\frac{\text{QSRV}}{n}}$$

## Global Proportion Calculations

In addition to the three-point mean score values, corresponding variances, and confidence intervals, a global proportion is calculated for each composite score. For the Getting Care Quickly, How Well Doctors Communicate, and Courteous and Helpful Office Staff composites, responses of “Always” are assigned a score value of 1, and all other response choices are assigned a value of 0. For the Getting Needed Care and Customer Service composites, responses of “Not a problem” are assigned a score value of 1, and all other response choices are assigned a value of 0. Table D4, on page D14, illustrates how the global proportion score values are determined.

The composite global proportion is calculated by first determining the average score (i.e., proportion responding with a score of 1) for each question. This step is repeated for each of the questions in the composite. Finally, the average proportion responding with a score of 1 is determined across all of the questions in the composite. This average is the composite global proportion.

$$\text{Composite Global Proportion (GP)} = \frac{1}{m} \sum_{i=1}^m \left( \sum_{j=1}^{n_i} \frac{x_{ij}}{n_i} \right)$$

*i = 1, ..., m questions in a composite*  
*j = 1, ..., n<sub>i</sub> members responding to question i*  
*x<sub>ij</sub> = score of member j on question i (either 0 or 1)*

An unbiased variance is calculated for each composite global proportion. The following formula is used to calculate the composite global proportion variance.

$$\text{Composite GP Variance (GPV)} = \frac{N}{N-1} \sum_{j=1}^N \left( \sum_{i=1}^m \frac{1}{m} * \frac{x_{ij} - \bar{x}_i}{n_i} \right)^2$$

*i = 1, ..., m questions in a composite*  
*j = 1, ..., n<sub>i</sub> members responding to question i*  
*x<sub>ij</sub> = score of member j on question i (either 0 or 1)*  
 *$\bar{x}_i$  = average score for question i*  
*N = number of members responding to at least one question in the composite*

The unbiased mean and variance are utilized to calculate a 95% confidence interval for each composite global proportion. The following formula is used to calculate the 95% confidence interval for each composite global proportion.

$$\text{Composite GP 95\% Confidence Interval} = (GP) \pm 1.96\sqrt{GPV}$$

<b>Table D4 Determining Question Summary Rate and Global Proportion Score Values</b>	
<b>GLOBAL RATINGS: 0 - 10 FORMAT</b>	
<i>Response Category</i>	<i>Score Values</i>
0	0
1	0
2	0
3	0
4	0
5	0
6	0
7	0
8	0
9	1
10	1
<b>COMPOSITE SCORES: A BIG PROBLEM/A SMALL PROBLEM/NOT A PROBLEM FORMAT</b>	
<i>Response Category</i>	<i>Score Values</i>
A big problem	0
A small problem	0
Not a problem	1
<b>COMPOSITE SCORES: NEVER/SOMETIMES/USUALLY/ALWAYS FORMAT</b>	
<i>Response Category</i>	<i>Score Values</i>
Never	0
Sometimes	0
Usually	0
Always	1

## Satisfaction Proportions

Satisfaction proportions are calculated for each global rating and composite score. OHP member responses are classified into “satisfied,” “neutral,” and “dissatisfied” categories. For the global ratings, a response of 9 or 10 is classified as “satisfied,” whereas a response of 7 or 8 is classified as “neutral,” and a response of 0 to 6 is classified as “dissatisfied.” For the composite scores, a response of “Not a problem” or “Always” is classified as “satisfied,” whereas a response of “A small problem” or “Usually” is classified as “neutral,” and a response of “A big problem” or “Sometimes/Never” is classified as “dissatisfied.”

For the global ratings, each of the satisfaction proportions is calculated utilizing the standard question summary rate formula. In other words, separate satisfaction proportions (or question summary rates) are calculated for those reporting that they are “satisfied,” “neutral,” and “dissatisfied.” Therefore, the total of these satisfaction proportions is 100%.

$$\text{Question Summary Rate (QSR)} = \sum_i^n \frac{x}{n}$$

*i = 1, ..., n members responding to question*  
*x = score of member on question (either 0 or 1)*

For the composite scores, each of the satisfaction proportions is calculated utilizing the standard global proportion formula. In other words, separate satisfaction proportions (or global proportions) are calculated for those reporting that they are “satisfied,” “neutral,” and “dissatisfied.” Therefore, the total of these satisfaction proportions is 100%.

$$\text{Composite Global Proportion (GP)} = \frac{1}{m} \sum_{i=1}^m \left( \sum_{j=1}^{n_i} \frac{x_{ij}}{n_i} \right)$$

*i = 1, ..., m questions in a composite*  
*j = 1, ..., n<sub>i</sub> members responding to question i*  
*x<sub>ij</sub> = score of member j on question i (either 0 or 1)*

## **Case-Mix Adjustment and Star Ratings**

CAHPS® surveys can identify differences in the quality of care provided by health plans. However, the characteristics of respondents can influence CAHPS® results. Certain characteristics, such as general health status, age, and education, have been shown to impact members' responses to questions regarding the quality of their health care.<sup>3, 4</sup> Healthier people typically report fewer problems and greater satisfaction with their health care. Older people also tend to be more satisfied with their care. However, people with higher levels of education are more likely to report problems and lower satisfaction with their health care. Given that differences in health plan case-mix may lead to varied CAHPS® results among plans that are not due to differences in quality, the data are adjusted in order to minimize the effect of these respondent characteristics on the plan-level results. By accounting for differences in respondent characteristics, case-mix adjustment enhances the comparability of CAHPS® results among different plans.

Case-mix adjustment was performed on the OHP adult population utilizing member-reported overall health status, educational level, and age.<sup>5</sup> The case-mix adjustment was performed using standard regression techniques (i.e., covariance adjustment). If data were missing for any of the adjuster variables, rather than losing those observations, a plan mean for those adjuster variables was imputed. Typically, the overall impact of the case-mix adjustment and imputation of missing values is small.

The adjusted plan mean was then compared to the overall mean (the average response among all participating plans in the state) in order to determine the star rating. The star ratings indicate whether a plan's adjusted mean response is statistically better, worse, or no different than the overall mean response. Three stars indicate a plan mean that is statistically better than the overall mean. Two stars indicate a plan mean that is statistically not different from the overall mean. One star indicates a plan mean that is statistically worse than the overall mean. Two plans may have similar unadjusted scores, but different star ratings because 1) the star ratings are adjusted for case-mix, and 2) the number of responses per plan may vary and, therefore, each plan will comprise a different share of the overall mean.

## **Weighting**

The Oregon OHP-level results presented in this report are weighted to reflect the total eligible population size for each OHP plan participating in the Oregon Adult Medicaid Member Satisfaction Survey. The eligible population size of each plan is based on the total number of members included in the plan's sample frame (i.e., eligible population) at the time the CAHPS® sample was drawn. This is consistent with how weighting has been performed in previous Oregon Medicaid CAHPS® studies.

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<sup>3</sup> Agency for Health Care Policy and Research. *CAHPS Survey and Reporting Kit 2.0*. Rockville, MD: US Department of Health and Human Services, October 1999.

<sup>4</sup> Agency for Health Care Policy and Research. "Article 3: NCQA's Use of the CAHPS Survey." *CAHPS Survey and Reporting Kit 3.0*. Rockville, MD: US Department of Health and Human Services, October 2002.

<sup>5</sup> Overall health status is derived from member responses to question 62 on the survey. Educational level is derived from member responses to question 77 on the survey. Age is derived from information in the original sample file.



## Supplemental Detailed Analytic Discussion

This supplemental section provides additional detail on the approach utilized to analyze the CAHPS<sup>®</sup> Survey results. Please note that this approach is the standard analytic approach recommended by AHRQ, and it is discussed in greater detail in the CAHPS<sup>®</sup> Survey and Reporting Kit 3.0.<sup>6</sup>

### CASE-MIX ADJUSTMENT

The model below illustrates the adjustment of a response to a single item  $i$  in the CAHPS<sup>®</sup> Survey:

$$y_{ipj} = \beta'_i x_{ipj} + \mu_{ip} + \varepsilon_{ipj}$$

where  $y_{ipj}$  represents the response of respondent  $j$ , who is a member of plan  $p$ , to item  $i$ ;  $\beta_i$  is a regression coefficient vector;  $x_{ipj}$  is a covariate vector which consists of the three adjuster covariates of general health status, education, and age;  $\mu_{ip}$  is an intercept parameter for plan  $p$ ; and  $\varepsilon_{ipj}$  is the error term.

The equation below provides the estimates derived from the above model:

$$\left( \hat{\beta}'_i \hat{\mu}'_i \right) = (\mathbf{X}'\mathbf{X})^{-1} \mathbf{X}'\mathbf{y}_i$$

where  $\mu_i = (\mu_{i1}, \mu_{i2}, \dots, \mu_{ip})'$  is the vector of intercepts and  $\mathbf{y}_i$  is the vector of responses to survey item  $i$ .

The covariate matrix is represented by the equation below:

$$\mathbf{X} = \left( \mathbf{X}_a \ u_1 \ u_2 \ \dots \ u_p \right)$$

where the vectors of values for each of the adjuster covariates are represented by the columns of  $\mathbf{X}_a$ , and  $u_1 \ u_2 \ \dots \ u_p$  is a vector of indicators of membership in plan  $p$ ,  $p = 1, 2, \dots, P$ , with values equal to one for respondents in plan  $p$  and values of zero for respondents not in plan  $p$ .

The estimated intercepts are then shifted by a constant value in order to cause their means to equal the mean of the unadjusted plan means,  $\bar{y}_{ip}$ . This facilitates comparability between the adjusted and unadjusted plan means. The adjusted plan means,  $\hat{a}_{ip}$ , are computed using the equation below:

$$\hat{a}_{ip} = \hat{\mu}_{ip} + (1/P) \sum_p \bar{y}_{ip} - (1/P) \sum_p \hat{\mu}_{ip}$$

---

<sup>6</sup> Agency for Health Care Policy and Research. "Article 3: NCQA's Use of the CAHPS Survey." *CAHPS Survey and Reporting Kit 3.0*. Rockville, MD: US Department of Health and Human Services, October 2002.

For items which are not a composite of several items, the adjusted plan means are reported. For composite items, the adjusted plan means for the applicable individual items are combined using the weighted mean below:

$$\hat{a}_p = \sum_i w_i \hat{a}_{ip}$$

### VARIANCE ESTIMATION

In addition to calculating the mean for each plan, the variance is calculated as well. These variances are conditioned on the adjuster variables' coefficients. The same process described below is utilized for single-item measures as well as composites.

First, residuals for every survey item  $i$  are calculated from the regression model:

$$z_{ipj} = y_{ipj} - \beta_i x_{pj}$$

where  $y_{ipj}$  is the response to item  $i$  from respondent  $j$  who is a member of plan  $p$ , and  $\beta_i$  is the regression coefficient vector for item  $i$ .

The adjusted plan  $p$  mean,  $\mu_{ip}$ , is the mean of  $z_{ipj}$ . This is given by the following equation:

$$\mu_{ip} = \left( \sum_j z_{ipj} \right) / \left( \sum_j r_{ipj} \right)$$

where  $r_{ipj}$  is the number of non-missing responses to item  $i$ , which is not a composite. For a composite, the adjusted plan  $p$  mean,  $\mu_p$ , is given by

$$\mu_p = \sum_i w_i \left( \sum_j z_{ipj} \right) / \left( \sum_j r_{ipj} \right)$$

Derivatives are then taken with respect to each of the above sums,  $\sum_j z_{ipj}$  and  $\sum_j r_{ipj}$ , which results in the following approximation:

$$\mu_p \approx \sum_j \left( 1/n_{ip} \right) \sum_i w_i \left( z_{ipj} - r_{ipj} m_{ip} \right) = \sum_j d_{pj}$$

where  $n_{ip} = \sum_j r_{ipj}$  is the number of responses to item  $i$  from members of plan  $p$ , and  $m_{ip}$  is the mean of  $z_{ipj}$  for item  $i$  for plan  $p$ .

Finally, the formula to calculate the variance of an estimated sum is used:

$$\hat{V}_p = \text{Var}(\hat{\mu}_p) = \left( n_p / (n_p - 1) \right) \sum_j d_{pj}^2$$

where  $n_p$  is the number of respondents in plan  $p$ . This is the variance estimation for a composite score for plan  $p$ .

## HYPOTHESIS TESTS

Two types of hypothesis tests are applied to the CAHPS<sup>®</sup> Survey results. First, a global  $F$  test is calculated which determines whether the difference between plan means is significant.

The weighted mean is

$$\hat{\mu} = \left( \sum_p \hat{\mu}_p / \hat{V}_p \right) / \left( \sum_p 1 / \hat{V}_p \right)$$

The  $F$  statistic is determined using the formula below:

$$F = (1/(P-1)) \sum_p (\hat{\mu}_p - \hat{\mu})^2 / \hat{V}_p$$

The  $F$  statistic, as calculated above, has an  $F$  distribution with  $(P-1, q)$  degrees of freedom. It has also been found that  $q$  is equal to  $n/P$  (i.e., the average number of respondents in a plan). Due to these qualities, this  $F$  test produces  $p$  values that are slightly larger than they should be, and therefore, finding significant differences between plans is less likely. For OHP, an alpha-level of 0.05 is utilized. If the  $F$  test demonstrates plan-level differences (i.e.,  $p < 0.05$ ), then a  $t$  test is performed for each plan.

The  $t$  test determines whether each plan mean is significantly different from the overall mean of participating plans in the state. The equation is as follows:

$$\Delta_p = \hat{\mu}_p - (1/P) \sum_{p'} \hat{\mu}_{p'} = ((P-1)/P) \hat{\mu}_p - \sum_{p'}^* (1/P) \hat{\mu}_{p'}$$

where  $\sum^*$  is the sum of all plans except plan  $p$ .

The variance of  $\Delta_p$  is

$$\hat{V}(\Delta_p) = [(P-1)/P]^2 \hat{V}_p + 1/P^2 \sum_{p'} \hat{V}_{p'}$$

The  $t$  statistic is  $\Delta_p / \hat{V}(\Delta_p)^{1/2}$  and has a  $t$  distribution with  $(n_p-1)$  degrees of freedom. This statistic also produces  $p$  values that are slightly larger than they should be, and therefore, finding significant differences between a plan  $p$  and the combined results of all plans is less likely.

#### ASSIGNMENT OF OVERALL SATISFACTION (STAR) RATINGS

Stars are assigned to each health plan's case-mix adjusted mean to indicate whether the plan's performance is significantly better or worse than the overall mean of participating plans in the state. The difference in plan performance from the overall mean is considered significant if the two-sided  $p$  value of the  $t$  test is less than 0.05. Plans with means that are statistically better than the state average are noted with three stars. Plans with means that are statistically worse than the state average are noted with one star. Plans with means statistically not different from the state average are noted with two stars.

These star ratings are used as one of the bases for recommendations regarding the aspects of care that a health plan should prioritize for quality improvement activities. Survey items with star ratings of two or three indicate moderate or low priority areas. However, star ratings of one identify high priorities for a health plan's quality improvement efforts.

### Item-Level Priority Analysis

In order to determine potential items for QI efforts, an Item-Level Priority Analysis is performed. The purpose of the Item-Level Priority Analysis is to help decision makers identify specific aspects of care that will most benefit from QI activities. The analysis provides information on: (1) how well OHP is performing on the survey item, and (2) how important that item is to overall satisfaction the health plan. The items that are analyzed are those that are used to generate the composites.

OHP's perceived performance on a survey question is measured by calculating a *problem score*, in which a **negative experience** with care is defined as a problem and assigned a "1," and a **positive experience** is assigned a "0." The higher the problem score, the lower the member satisfaction with the aspect of service measured by that question. The problem score can range from 0 to 1. Table D5 depicts problem score assignments for the different response categories.

<b>Table D5 Assignment of Problem Scores</b>		
<b>A BIG PROBLEM/A SMALL PROBLEM/NOT A PROBLEM FORMAT</b>		
<i>Response Category</i>	<i>Classification</i>	<i>Code</i>
A big problem	Problem	1
A small problem	Problem	1
Not a problem	Not a problem	0
No answer	Not classified	Missing
<b>NEVER/SOMETIMES/USUALLY/ALWAYS FORMAT</b>		
<i>Response Category</i>	<i>Classification</i>	<i>Code</i>
Never	Problem	1
Sometimes	Problem	1
Usually	Not a problem	0
Always	Not a problem	0
I don't know	Not classified	Missing
No answer	Not classified	Missing

It should be noted that, since the Item-Level Priority analysis is based on data from individual plans, the problem scores and correlations are *not* case-mix adjusted for differences among the plans' populations.

A problem score above the median problem score is considered to be “high.” A correlation above the median correlation is considered to be “high.” *Item-Level High Priorities* are those items for which the problem score and correlation are both above their respective medians. The median, rather than the mean, is utilized to ensure that extreme problem scores and correlations do not have disproportionate influence in prioritizing individual questions.

## CORRELATION

The relationship between the problem score of a question and the overall satisfaction with the health plan is calculated using the Pearson product moment correlation, represented by  $r$ . The formula to compute this correlation is:

$$r = \frac{\sum(z_x z_y)}{N}$$

where  $z_x$  is the variable  $X$  converted into  $z$  scores,  $z_y$  is the variable  $Y$  converted into  $z$  scores, and  $N$  is the number of scores. This conversion modifies the distributions of both variables so that they conform to the standard normal distribution and can be compared. The formula for a  $z$  score is

$$z = \frac{X - \mu}{\sigma}$$

where the mean,  $\mu$ , is subtracted from each score,  $X$ , and then divided by the standard deviation,  $\sigma$ .

The correlation can range from -1 to 1, with negative values indicating a negative relationship between overall satisfaction and a particular survey item. However, the correlation analysis conducted for the OHP population is not focused on the direction of the correlation, but rather the degree of correlation. Therefore, the absolute value of  $r$  is utilized in the analysis, and the range for  $r$  is from 0 to 1. An  $r$  of zero indicates no relationship between the response to a question and a member’s overall satisfaction with the health plan. As  $r$  increases, the importance of the question to the respondent’s overall health plan satisfaction increases.

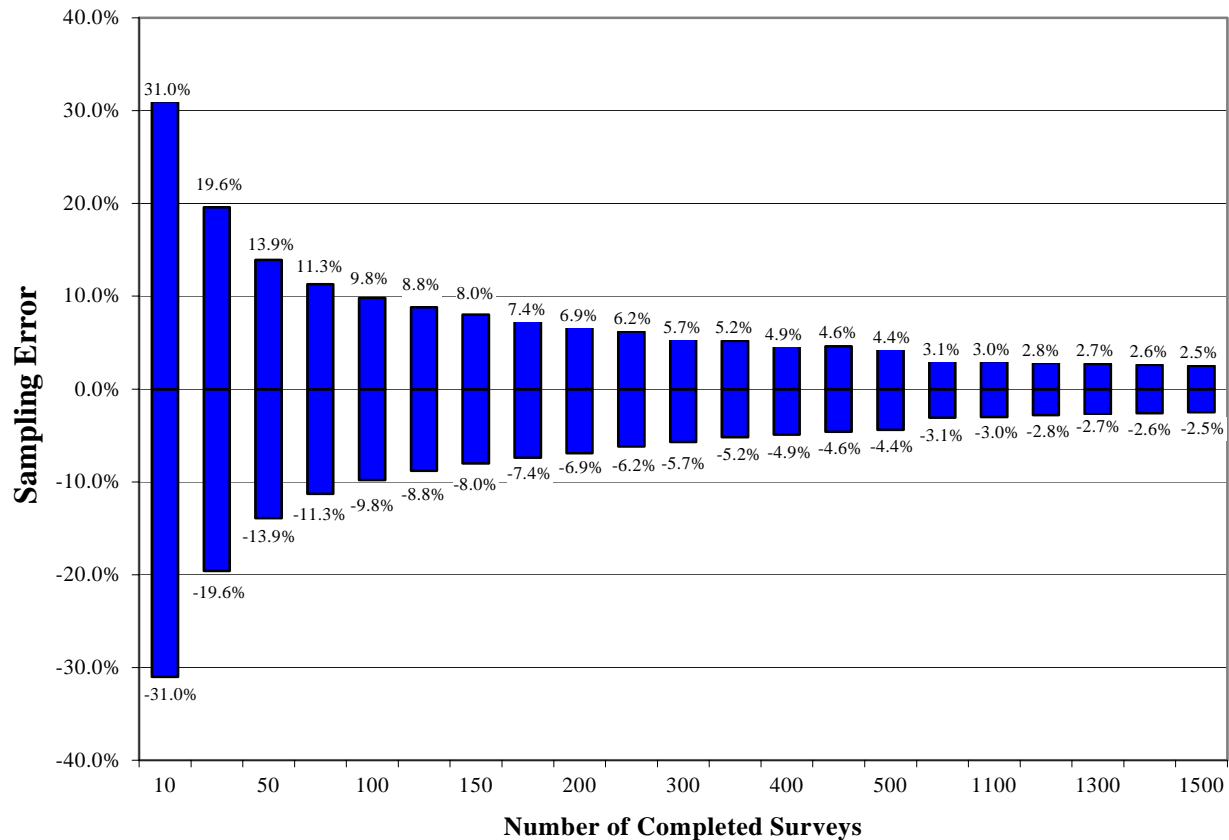
## **SAMPLING ERROR**

The interpretation of CAHPS<sup>®</sup> 3.0 results requires an understanding of sampling error, since it is generally not feasible to survey an entire health plan's population. For this reason, surveys include only a sample from the population and use statistical techniques to maximize the probability that the sample results apply to the entire population.

In order for results to be generalizable to the entire population, the sample selection process must give each person in the population an equal chance of being selected for inclusion in the study. In the CAHPS<sup>®</sup> 3.0 Survey, this is accomplished by drawing a sample that randomly selects members for inclusion from the entire health plan. This assures that no single group of members in the sample is over-represented relative to the entire population. For example, if there were a larger number of members surveyed between the ages of 45 to 54, it would indicate that their views had a disproportionate influence on the results over other age groups whose views were equally relevant and important.

Since every member in the health plan's total population is not surveyed, the actual percentage of satisfied members cannot be determined. Statistical techniques are utilized to ensure that the unknown actual percentage of satisfied members lies within a given interval, called the confidence interval, 95 percent of the time. The 95 percent confidence interval has a characteristic sampling error (sometimes called "margin of error"). For example, if the sample error of a survey is  $\pm 10$  percent with a confidence interval of 95 percent, this indicates that if 100 samples were selected from the population of the same health plan, the results of these samples would be within plus or minus 10 percentage points of the results from a single sample in 95 of the 100 samples. The size of the sample error shown in Figure D1, on page D24, is based on the number of members who complete a survey. Figure D1 indicates that if 200 plan members complete a survey, the margin of error is  $\pm 6.9$  percent. Note that the calculations used in the graph assume that the size of the eligible population is greater than 2,000, as is the case with most Medicaid health plans. The smaller the number of members completing the survey, then the larger the sampling error. Lower response rates may bias results because the proportion of members responding to the survey may not necessarily reflect the randomness of the entire sample.

**Figure D1**  
**Sample Error and the Number of Completed Surveys**



As Figure D1 demonstrates, sample error declines as the sample size increases. Consequently, when the sample size is very large and sampling error is very small, almost any difference is statistically significant; however, this does not indicate that such differences are important. Likewise, even if the difference between two measured rates is not statistically significant, it may be important from a health plan’s perspective. The context in which the health plan data are being reviewed will influence the interpretation of results.



## **LIMITATIONS AND CAUTIONS**

The findings presented in this report are subject to some limitations in the survey design, analysis, and interpretation. These limitations should be considered carefully when interpreting or generalizing the findings presented. These limitations are discussed below.

### **Case-Mix Adjustment**

While data have been adjusted for differences in member-reported overall health status, education, and sample-file derived age, it was not possible to adjust for differences in member characteristics that were not measured. These characteristics include income, employment, or any other characteristics that may not be under the plan's control for delivery of health services.

### **Non-Response Bias**

The experiences of the survey respondent population may be different than that of non-respondents with respect to their health care services and may vary by plan. The potential for non-response bias should be considered when interpreting the results.

### **Single Point in Time**

The results of this survey provide a snapshot comparison of health plans at a single point in time. These comparisons may not reflect stable patterns of consumer ratings over time.

### **Causal Inferences**

Although the report examines whether members of various plans report differences in satisfaction with various aspects of their health care experiences, these differences may not be attributed completely to the plan. The analyses described in this report identify whether members in different health plans give different ratings of satisfaction with their plans. The survey by itself does not reveal why the differences exist.

# CD-ROM

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The accompanying CD includes all of the information from the Executive Summary, Results, Recommendations, and Methodology sections of this report. Additionally, the CD contains an electronic copy of the survey instrument, state-level question-specific responses (cross-tabulations) depicting OHP member responses to the 2003 OHP CAHPS<sup>®</sup> Adult Medicaid Survey, and the plan-specific reports for the 15 plans serving OHP members. Please note, the contents are in the form of a single Adobe Acrobat portable document file (PDF). Internal PDF bookmarks can be used to navigate from section to section within the PDF file. A free Adobe Acrobat Reader can be downloaded from Adobe's website (<http://www.adobe.com>).

CD-ROM Contents
Executive Summary
Results
Recommendations
Methodology
Survey Instrument
State-Level Question-Specific Responses (Cross-tabulations)
Plan-Specific Reports (including Plan-Specific Question-Specific Responses)



All information that would let someone identify you or your family will be kept private. DataStat 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 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 send you reminders. If you want to know more about this study, please call 1-888-248-3344 (or for the hearing impaired, call 1-888-632-0066).

**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** ↓

1. Our records show that you are now in <<Health Plan Name>>. Is that right?
  - Yes → **Go to Question 3**
  - No → **Go to Question 2**
2. What is the name of your health plan? (please print)  
\_\_\_\_\_
3. How many months or years in a row have you been in this health plan?
  - Less than 6 months
  - At least 6 months but less than 1 year
  - At least 1 year but less than 2 years
  - At least 2 years but less than 5 years
  - 5 or more years

## YOUR PERSONAL DOCTOR OR NURSE

The next questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant. Do you have one person you think of as your personal doctor or nurse?
  - Yes → *Go to Question 5*
  - No → *Go to Question 7*
5. Using any number from 0 to 10 where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?  
            
0 1 2 3 4 5 6 7 8 9 10  
Worst Possible Best Possible
6. Did you have the same personal doctor or nurse before you joined this health plan?
  - Yes → *Go to Question 8*
  - No → *Go to Question 7*
7. Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?
  - A big problem
  - A small problem
  - Not a problem

## GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits.

8. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care.  
In the last 6 months, did you or a doctor think you needed to see a specialist?
  - Yes → *Go to Question 9*
  - No → *Go to Question 11*
9. In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?
  - A big problem
  - A small problem
  - Not a problem
10. In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?
  - A big problem
  - A small problem
  - Not a problem
11. In the last 6 months, did you see a specialist?
  - Yes → *Go to Question 12*
  - No → *Go to Question 15*

12. In the last 6 months, how many times did you go to specialists for care for yourself?

- 1
- 2
- 3
- 4
- 5 to 9
- 10 or more

13. We want to know your rating of the specialist you 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 the specialist?

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

14. In the last 6 months, was the specialist you saw most often the same doctor as your personal doctor?

- Yes
- No

### YOUR HEALTH CARE IN THE LAST 6 MONTHS

15. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?

- Yes → *Go to Question 16*
- No → *Go to Question 17*

16. In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?

- Never
- Sometimes
- Usually
- Always

17. In the last 6 months, did you have an illness, injury, or condition that needed care right away?

- Yes → *Go to Question 18*
- No → *Go to Question 20*

18. In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, when you needed care right away for an illness, injury or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?

- Same day
- 1 day
- 2 days
- 3 days
- 4-7 days
- 8-14 days
- 15 days or longer

◆

20. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care.

In the last 6 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health provider for health care?

- Yes → *Go to Question 21*
- No → *Go to Question 23*

21. In the last 6 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

22. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?

- Same day
- 1 day
- 2-3 days
- 4-7 days
- 8-14 days
- 15-30 days
- 31 days or longer

23. In the last 6 months, how many times did you go to an emergency room to get care for yourself?

- None
- 1
- 2
- 3
- 4
- 5 to 9
- 10 or more

24. In the last 6 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?

- None → *Go to Question 40*
- 1 → *Go to Question 25*
- 2 → *Go to Question 25*
- 3 → *Go to Question 25*
- 4 → *Go to Question 25*
- 5 to 9 → *Go to Question 25*
- 10 or more → *Go to Question 25*

25. In the last 6 months, did you or a doctor believe you needed any care, tests, or treatment?

- Yes → *Go to Question 26*
- No → *Go to Question 27*

26. In the last 6 months, how much of a problem, if any, was it to get the care, tests or treatment you or a doctor believed necessary?

- A big problem
- A small problem
- Not a problem

27. In the last 6 months, did you need approval from your health plan for any care, tests, or treatment?

- Yes → *Go to Question 28*
- No → *Go to Question 29*

◆

28. In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?

- A big problem
- A small problem
- Not a problem

29. In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?

- Never
- Sometimes
- Usually
- Always

30. In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

31. In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did doctors or other health providers listen carefully to you?

- Never
- Sometimes
- Usually
- Always

◆

33. In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages?

- Never
- Sometimes
- Usually
- Always

34. In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?

- Never
- Sometimes
- Usually
- Always

35. In the last 6 months, how often did doctors or other health providers show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

36. In the last 6 months, how often did doctors or other health providers spend enough time with you?

- Never
- Sometimes
- Usually
- Always

37. We want to know how you, your doctors, and other health providers make decisions about your health care.

In the last 6 months, were any decisions made about your health care?

- Yes → Go to Question 38
- No → Go to Question 39

38. In the last 6 months, how often were you involved as much as you wanted in these decisions about your health care?

- Never
- Sometimes
- Usually
- Always

39. 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 health care in the last 6 months?

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

40. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- Yes → Go to Question 41
- No → Go to Question 42

41. In the last 6 months, how much of a problem, if any, was it to get the special medical equipment you needed through your health plan?

- A big problem
- A small problem
- Not a problem

42. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

- Yes → Go to Question 43
- No → Go to Question 44

43. In the last 6 months, how much of a problem, if any, was it to get the special therapy you needed through your health plan?

- A big problem
- A small problem
- Not a problem

44. An interpreter is someone who repeats or signs what one person says in a language used by another person.

In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?

- Yes → Go to Question 45
- No → Go to Question 46

45. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?

- Never
- Sometimes
- Usually
- Always



## YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

46. Some states pay health plans to care for people covered by Medicaid. With these health plans, you may have to choose a doctor from the plan list or go to a clinic or health care center on the plan list.

Are you covered by a health plan like this?

- Yes → *Go to Question 47*
- No → *Go to Question 50*

47. Did you choose your health plan or were you told which plan you were in?

- I chose my plan.
- I was told which plan I was in.

48. You can get information about plan services in writing, by telephone, on the Internet, or in-person.

Did you get any information about your health plan before you signed up for it?

- Yes → *Go to Question 49*
- No → *Go to Question 50*

49. How much of the information you were given before you signed up for the plan was correct?

- All of it
- Most of it
- Some of it
- None of it

50. In the last 6 months, did you look for any information about how your health plan works in written material or on the Internet?

- Yes → *Go to Question 51*
- No → *Go to Question 52*

51. In the last 6 months, how much of a problem, if any, was it to find or understand this information?

- A big problem
- A small problem
- Not a problem

52. In the last 6 months, did you call your health plan's customer service to get information or help?

- Yes → *Go to Question 53*
- No → *Go to Question 54*

53. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

- A big problem
- A small problem
- Not a problem

54. In the last 6 months, have you called or written your health plan with a complaint or problem?

- Yes
- No

55. In the last 6 months, did you have to fill out any paperwork for your health plan?

- Yes → *Go to Question 56*
- No → *Go to Question 57*

56. In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?

- A big problem
- A small problem
- Not a problem

57. 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 health plan?

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

Worst Possible Best Possible

58. Exceptional Needs Care Coordination is a program to help people with complex or special health care needs. Does your plan have Exceptional Needs Care Coordination (ENCC)?

- Yes
- No
- Don't know

59. In the last 6 months, how much of a problem, if any, was it to get your prescription medicine from your health plan?

- A big problem
- A small problem
- Not a problem
- I did not get any new prescription medicine or refill a prescription in the last 6 months.

60. Sometimes people are asked to pay for part of the cost of their health care directly or out of pocket at the time of their visit. This is called a co-payment.

Were you asked to pay a co-payment when you went to see your health provider?

- Yes → Go to Question 61
- No → Go to Question 62
- I had no visits in the last 6 months → Go to Question 62

61. In the last 6 months, how often did the out of pocket costs stop you from getting the health care you needed?

- Never
- Sometimes
- Usually
- Always

## ABOUT YOU

62. In general, how would you rate your overall health now?

- Excellent
- Very good
- Good
- Fair
- Poor

63. Because of any impairment or health problem, do you need the help of other persons with your personal care needs, such as eating, dressing, or getting around the house?

- Yes
- No

64. Because of any impairment or health problem, do you need help with your routine needs, such as everyday household chores, doing necessary business, shopping, or getting around for other purposes?

- Yes
- No

65. Do you have a physical or medical condition that seriously interferes with your independence, participation in the community, or quality of life?

- Yes
- No

66. Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage your day-to-day activities?

- Yes
- No

67. We want to know your rating of how well your health plan has done in providing the equipment, services, and help you need.

Using any number from 0 to 10 where 0 is the worst your plan could do and 10 is the best your plan could do, what number would you use to rate your health plan now.

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

68. Have you had a flu shot since September 1, 2002?

- Yes
- No
- Don't know

69. Have you ever smoked at least 100 cigarettes in your entire life?

- Yes → *Go to Question 70*
- No → *Go to Question 75*
- Don't know → *Go to Question 75*

70. Do you now smoke every day, some days or not at all?

- Every day → *Go to Question 72*
- Some days → *Go to Question 72*
- Not at all → *Go to Question 71*
- Don't know → *Go to Question 75*

71. How long has it been since you quit smoking cigarettes?

- 6 months or less → *Go to Question 72*
- More than 6 months → *Go to Question 75*
- Don't know → *Go to Question 75*

72. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

- None
- 1 visit
- 2 to 4 visits
- 5 to 9 visits
- 10 or more visits
- I had no visits in the last 6 months.

73. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?
- None
  - 1 visit
  - 2 to 4 visits
  - 5 to 9 visits
  - 10 or more visits
  - I had no visits in the last 6 months
74. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?
- None
  - 1 visit
  - 2 to 4 visits
  - 5 to 9 visits
  - 10 or more visits
  - I had no visits in the last 6 months
75. What is your age now?
- 18 to 24
  - 25 to 34
  - 35 to 44
  - 45 to 54
  - 55 to 64
  - 65 to 74
  - 75 or older
76. Are you male or female?
- Male
  - Female

77. 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
78. Are you of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
  - No, not Hispanic or Latino
79. What is your race? Please mark one or more.
- White
  - Black or African-American
  - Asian
  - Native Hawaiian or other Pacific Islander
  - American Indian or Alaska Native
  - Other
80. What language do you mainly speak at home?
- English
  - Spanish
  - Some other language (Please print)
- 
81. Did someone help you complete this survey?
- Yes → **Go to Question 82**
  - No → **Go to Question 83**

◆ \_\_\_\_\_ ◆  
**82. How did that person help you?  
Check all that apply.**

- 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)

\_\_\_\_\_

**83. Is there anything else that you  
would like to say about the  
Oregon Health Plan?**

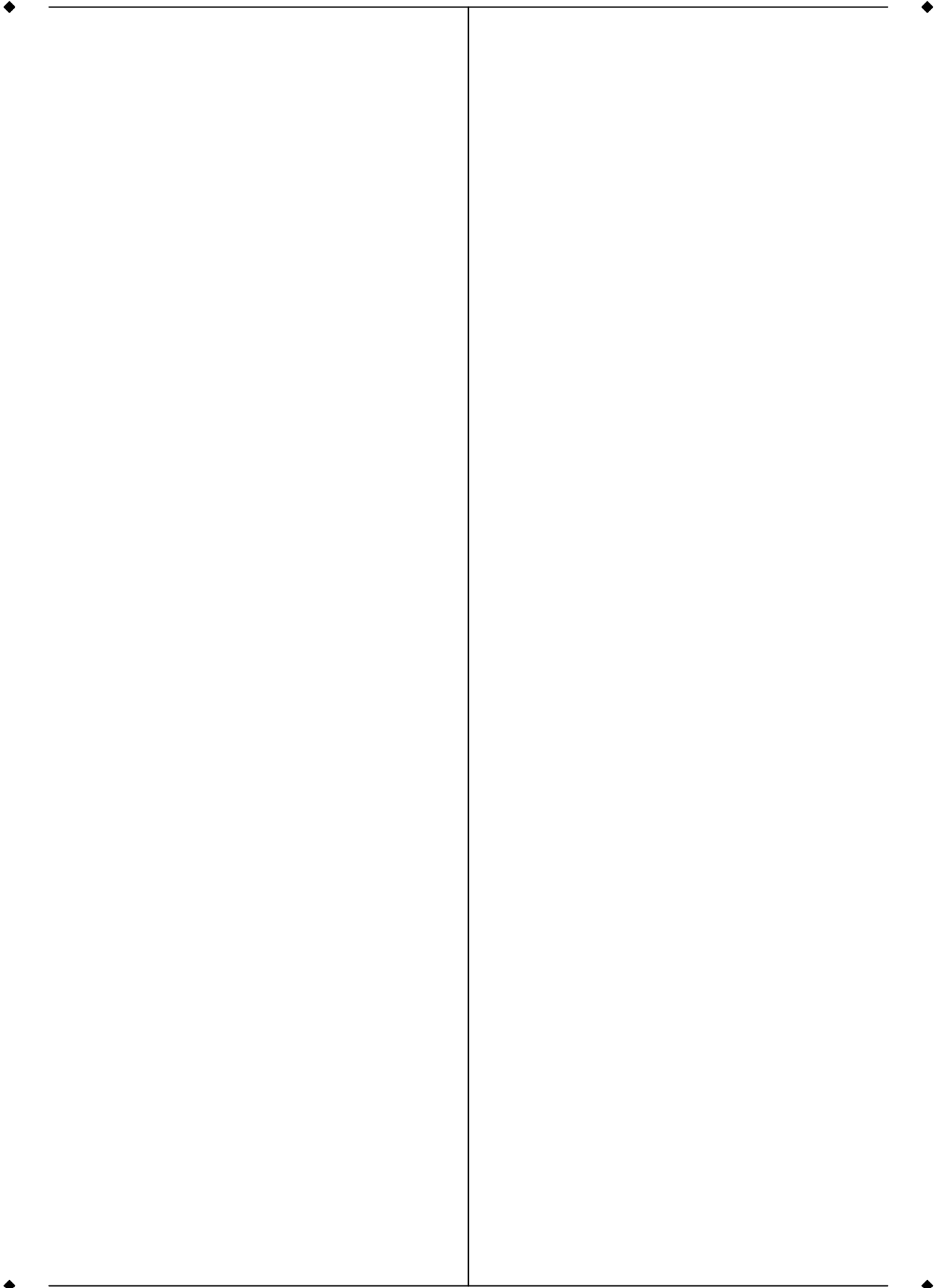
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

◆ \_\_\_\_\_ ◆  
**THANK YOU**

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

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

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





Toda información que permita que alguien le identifique a usted o a su familia se mantendrá privada. DataStat compartirá su información personal con nadie sin su permiso. Usted puede elegir si quiere contestar esta encuesta o no. Si usted decide no contestarla, esto no afectará los beneficios que usted y su familia recibe.

Quizás note un número que aparece en la encuesta. Ese número es SOLO para saber que usted ya nos regresó la encuesta y que no tenemos que enviarle más avisos. Si quiere saber más sobre esta encuesta, por favor llame al numero 1-888-248-3344 (ó para aquellos con impedimentos de audición, llame al 1-888-632-0066).

### INSTRUCCIONES DE LA ENCUESTA

- Por favor asegurese de llenar el óvalo de respuesta completamente. Sólo use tinta negra o azul o un lápiz oscuro para completar la encuesta.

Forma  
Correcta ●

Forma  
Incorrecta



- A veces, tiene que saltar algunas preguntas en la encuesta. Cuando ésto pase, va a ver una flecha con una nota que le dice a qué pregunta se tiene que saltar. Por ejemplo:
  - Sí → *Pase a la Pregunta 1*
  - No

↓ EMPIEZE AQUI ↓

1. Nuestros registros muestran que usted está ahora con <<Health Plan Name>>. ¿Es correcto esto?
  - Sí → *Pase a la Pregunta 3*
  - No → *Pase a la Pregunta 2*
2. ¿Cuál es el nombre de su plan de salud? (por favor use letras de imprenta)  

---
3. ¿Por cuántos meses o años seguidos ha estado inscrito/a usted en este plan de salud?
  - Menos de 6 meses
  - Por lo menos 6 meses pero menos de 1 año
  - Por lo menos 1 año pero menos de 2 años
  - Por lo menos 2 años pero menos de 5 años
  - 5 años o más

## SU DOCTOR O ENFERMERA PERSONAL

Las siguientes preguntas se refieren a sus servicios de salud. No incluya los servicios que usted recibió cuando estuvo internado/a en un hospital. No incluya las veces que usted recibió atención dental.

4. Un doctor o enfermera personal es el profesional de salud que mejor le conoce. Puede ser un médico general, un médico especialista, una enfermera practicante o un asistente médico. ¿Tiene usted una persona que considera su doctor o enfermera personal?

- Sí → *Pase a la Pregunta 5*  
 No → *Pase a la Pregunta 7a*

5. Usando cualquier número del 0 al 10 donde 0 es el peor doctor o enfermera personal posible, y 10 es el mejor doctor o enfermera personal posible, ¿qué número usaría para calificar a su doctor o enfermera personal?

- 0 1 2 3 4 5 6 7 8 9 10  
Peor Posible Mejor Posible

6. ¿Tenía usted el mismo doctor o enfermera personal antes de inscribirse en este plan de salud?

- Sí → *Pase a la Pregunta 8*  
 No → *Pase a la Pregunta 7a*

- 7a. Desde que se inscribió en su plan de salud, ¿ha tenido algún problema para conseguir un doctor o enfermera personal con el que está contento/a?

- Sí → *Pase a la Pregunta 7b*  
 No → *Pase a la Pregunta 8*

- 7b. ¿Qué tanto problema tuvo?

- Mucho problema  
 Poco problema  
 Ningún problema

## OBTENER ATENCIÓN MÉDICA DE UN ESPECIALISTA

Cuando conteste las siguientes preguntas, no incluya visitas al dentista.

8. Los especialistas son doctores como los cirujanos, los doctores del corazón, los doctores para las alergias, los dermatólogos (doctores de la piel), y otros doctores que se especializan en un área de atención médica.

En los últimos 6 meses, ¿pensó usted o un doctor que usted necesitaba ver a un especialista?

- Sí → *Pase a la Pregunta 9a*  
 No → *Pase a la Pregunta 11*

- 9a. En los últimos 6 meses, ¿tuvo algún problema para conseguir un referido o una referencia para un especialista que usted necesitaba ver?

- Sí → *Pase a la Pregunta 9b*  
 No → *Pase a la Pregunta 10a*

- 9b. ¿Qué tanto problema tuvo?

- Mucho problema  
 Poco problema  
 Ningún problema



10a. En los últimos 6 meses, ¿tuvo algún problema para ver un especialista que usted necesitaba ver?

- Sí → *Pase a la Pregunta 10b*
- No → *Pase a la Pregunta 11*

10b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

11. En los últimos 6 meses, ¿vio usted a un especialista?

- Sí → *Pase a la Pregunta 12*
- No → *Pase a la Pregunta 15*

12. En los últimos 6 meses, ¿cuántas veces fue usted a un especialista para recibir atención para usted mismo/a?

- 1
- 2
- 3
- 4
- 5 a 9
- 10 o más

13. Queremos saber cómo califica al especialista que usted vio más seguido en los últimos 6 meses.

Usando cualquier número del 0 al 10 donde 0 es el peor especialista posible, y 10 es el mejor especialista posible, ¿qué número usaría para calificar al especialista?

- 
- 0 1 2 3 4 5 6 7 8 9 10
- Peor Posible Mejor Posible

14. En los últimos 6 meses, ¿era el especialista que usted vio más seguido el mismo doctor que su doctor personal?

- Sí
- No

### SU ATENCIÓN MÉDICA EN LOS ÚLTIMOS 6 MESES

15. En los últimos 6 meses, ¿llamó a un consultorio médico o a una clínica durante horas normales de oficina para recibir ayuda o consejos para usted mismo/a?

- Sí → *Pase a la Pregunta 16*
- No → *Pase a la Pregunta 17*

16. En los últimos 6 meses, cuando llamó durante horas normales de oficina, ¿qué tan seguido recibió la ayuda o los consejos que usted necesitaba?

- Nunca
- A veces
- Normalmente
- Siempre

17. En los últimos 6 meses, ¿tuvo usted una enfermedad, herida, o condición que necesitó atención inmediata en una clínica, en una sala de urgencias o de emergencia, o en un consultorio médico?

- Sí → *Pase a la Pregunta 18*
- No → *Pase a la Pregunta 20*

18. En los últimos 6 meses, cuando usted necesitó atención inmediata para una enfermedad, herida, o condición, ¿qué tan seguido recibió usted atención tan pronto como quería?

- Nunca
- A veces
- Normalmente
- Siempre

19. En los últimos 6 meses, cuando usted necesitó atención inmediata para una enfermedad, herida, o condición, ¿cuánto tiempo tuvo que esperar normalmente entre el intentar recibir atención y el ver un profesional de salud en realidad?

- El mismo día
- 1 día
- 2 días
- 3 días
- 4-7 días
- 8-14 días
- 15 días o más

20. Un profesional de salud puede ser un médico general, un médico especialista, una enfermera practicante, un asistente médico, una enfermera, o cualquier otra persona que usted visitaría para su atención médica.

En los últimos 6 meses, sin contar las veces que usted necesitó atención médica inmediata, ¿hizo alguna cita con un doctor o con otro profesional de salud para recibir servicios de salud?

- Sí → *Pase a la Pregunta 21*
- No → *Pase a la Pregunta 23*

21. En los últimos 6 meses, sin contar las veces que usted necesitó atención médica inmediata, ¿qué tan seguido consiguió usted una cita para atención médica tan pronto como quería?

- Nunca
- A veces
- Normalmente
- Siempre

22. En los últimos 6 meses, sin contar las veces que usted necesitó atención médica inmediata, ¿cuántos días tuvo que esperar normalmente entre el hacer una cita y el ver un profesional de salud en realidad?

- El mismo día
- 1 día
- 2-3 días
- 4-7 días
- 8-14 días
- 15-30 días
- 31 días o más

23. En los últimos 6 meses, ¿cuántas veces fue usted a una sala de urgencias o de emergencia para recibir atención médica para usted mismo/a?

- Ninguna
- 1
- 2
- 3
- 4
- 5 a 9
- 10 o más

24. En los últimos 6 meses (sin contar las veces que usted fue a una sala de urgencias o de emergencia), ¿cuántas veces fue usted a un consultorio médico o a una clínica para recibir atención médica para usted mismo/a?

- Ninguna → *Pase a la Pregunta 40*
- 1 → *Pase a la Pregunta 25*
- 2 → *Pase a la Pregunta 25*
- 3 → *Pase a la Pregunta 25*
- 4 → *Pase a la Pregunta 25*
- 5 a 9 → *Pase a la Pregunta 25*
- 10 o más → *Pase a la Pregunta 25*

25. En los últimos 6 meses, ¿creía usted o un médico que usted necesitaba alguna atención médica, pruebas, o tratamiento?

- Sí → *Pase a la Pregunta 26a*
- No → *Pase a la Pregunta 27*

26a. En los últimos 6 meses, ¿tuvo algún problema para conseguir la atención médica, las pruebas, o el tratamiento que usted o su médico creía que era necesario?

- Sí → *Pase a la Pregunta 26b*
- No → *Pase a la Pregunta 27*

26b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

27. En los últimos 6 meses, ¿necesitó usted aprobación de su plan de salud para recibir atención médica, o para alguna prueba o tratamiento?

- Sí → *Pase a la Pregunta 28a*
- No → *Pase a la Pregunta 29*

28a. En los últimos 6 meses, ¿tuvo algún problema con demoras para recibir atención médica mientras usted esperaba aprobación de su plan de salud?

- Sí → *Pase a la Pregunta 28b*
- No → *Pase a la Pregunta 29*

28b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

29. En los últimos 6 meses, ¿qué tan seguido lo/la llevaron al cuarto de examen dentro de 15 minutos de la hora de su cita?

- Nunca
- A veces
- Normalmente
- Siempre

30. En los últimos 6 meses, ¿qué tan seguido lo/la trataron a usted con cortesía y respeto el personal de oficina de un consultorio médico o de una clínica?

- Nunca
- A veces
- Normalmente
- Siempre

31. En los últimos 6 meses, ¿qué tan seguido estuvieron tan dispuestos o interesados en ayudarle como usted pensaba que debían estar, el personal de un consultorio médico o de una clínica?

- Nunca
- A veces
- Normalmente
- Siempre

32. En los últimos 6 meses, ¿qué tan seguido lo/la escucharon con atención a usted los doctores o los otros profesionales de salud?

- Nunca
- A veces
- Normalmente
- Siempre

33. En los últimos 6 meses, ¿qué tan seguido fue difícil para usted entender o hablar con un doctor o con otros profesionales de salud debido a que hablaban idiomas diferentes?

- Nunca
- A veces
- Normalmente
- Siempre

34. En los últimos 6 meses, ¿qué tan seguido le explicaron las cosas los doctores o los otros profesionales de salud de forma que usted pudiera entender?

- Nunca
- A veces
- Normalmente
- Siempre

35. En los últimos 6 meses, ¿qué tan seguido mostraron los doctores o los otros profesionales de salud respeto por lo que usted tenía que decir?

- Nunca
- A veces
- Normalmente
- Siempre

36. En los últimos 6 meses, ¿qué tan seguido pasaron suficiente tiempo con usted los doctores o los otros profesionales de salud?

- Nunca
- A veces
- Normalmente
- Siempre

37. Queremos saber cómo usted, sus doctores y otros profesionales de salud toman decisiones sobre su atención médica.

En los últimos 6 meses, ¿se tomó alguna decisión sobre su atención médica?

- Sí → *Pase a la Pregunta 38*
- No → *Pase a la Pregunta 39*

38. En los últimos 6 meses, ¿qué tan seguido le involucraron tanto como quería en estas decisiones sobre su atención médica?

- Nunca
- A veces
- Normalmente
- Siempre

39. Usando cualquier número del 0 al 10 donde 0 es la peor atención médica posible, y 10 es la mejor atención médica posible, ¿qué número usaría para calificar a toda su atención médica en los últimos 6 meses?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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                    |
| Peor                  |                       |                       |                       |                       |                       |                       |                       | Mejor                 |                       |                       |
| Posible               |                       |                       |                       |                       |                       |                       |                       | Posible               |                       |                       |

40. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cual necesitaba equipo médico especial, tal como un bastón, una silla de ruedas, o equipo de oxígeno?

- Sí → *Pase a la Pregunta 41a*
- No → *Pase a la Pregunta 42*

41a. En los últimos 6 meses, ¿tuvo algún problema para conseguir el equipo médico especial que necesitaba a través de su plan de salud?

- Sí → *Pase a la Pregunta 41b*
- No → *Pase a la Pregunta 42*

41b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

42. En los últimos 6 meses, ¿tuvo usted algún problema de salud para el cual necesitaba terapia especial, tal como terapia física, ocupacional, o del habla?

- Sí → *Pase a la Pregunta 43a*
- No → *Pase a la Pregunta 44*

43a. En los últimos 6 meses, ¿tuvo algún problema para conseguir la terapia especial que necesitaba a través de su plan de salud?

- Sí → *Pase a la Pregunta 43b*
- No → *Pase a la Pregunta 44*

43b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

44. Un(a) intérprete es una persona que traduce con palabras o con señas lo que una persona dice en un idioma, al idioma que usa otra persona.

En los últimos 6 meses, ¿necesitó usted un(a) intérprete para ayudarle a hablar con los doctores o los otros profesionales de salud?

- Sí → *Pase a la Pregunta 45*
- No → *Pase a la Pregunta 46*

45. En los últimos 6 meses, cuando usted necesitaba un(a) intérprete para ayudarle a hablar con los doctores o los otros profesionales de salud, ¿qué tan seguido consiguió uno(a)?

- Nunca
- A veces
- Normalmente
- Siempre

## SU PLAN DE SALUD

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

46. Algunos estados pagan a planes de salud para que cuiden a las personas que están cubiertas por Medicaid. Con estos planes, es posible que tenga que escoger un doctor de una lista provista por el plan, o ir a una clínica o centro de atención médica que esté en la lista del plan.

¿Está usted cubierto/a por un plan como éste?

- Sí → *Pase a la Pregunta 47*
- No → *Pase a la Pregunta 50*

47. ¿Escogió usted su plan de salud, o le dijeron en cuál plan estaba inscrito/a?

- Escogí mi plan.
- Me dijeron en cuál plan estaba inscrito/a.

48. Se puede conseguir información sobre los servicios del plan de salud por escrito, por teléfono, en la Internet, o en persona.

¿Consiguió usted alguna información sobre su plan de salud antes de que se inscribió en el plan?

- Sí → *Pase a la Pregunta 49*
- No → *Pase a la Pregunta 50*

49. ¿Cuánta de la información que le dieron a usted antes de inscribirse en el plan era correcta?

- Toda
- La mayoría
- Alguna parte
- Ninguna

50. En los últimos 6 meses, ¿buscó alguna información en materiales escritos o en la Internet sobre cómo funciona su plan de salud?

- Sí → *Pase a la Pregunta 51a*
- No → *Pase a la Pregunta 52*

51a. En los últimos 6 meses, ¿tuvo algún problema para encontrar o comprender esa información?

- Sí → *Pase a la Pregunta 51b*
- No → *Pase a la Pregunta 52*

51b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

52. En los últimos 6 meses, ¿llamó al servicio al cliente de su plan de salud para conseguir información o ayuda?

- Sí → *Pase a la Pregunta 53a*
- No → *Pase a la Pregunta 54*

53a. En los últimos 6 meses, ¿tuvo algún problema para conseguir la ayuda que necesitaba cuando llamó al servicio al cliente de su plan de salud?

- Sí → *Pase a la Pregunta 53b*
- No → *Pase a la Pregunta 54*

53b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

54. En los últimos 6 meses, ¿ha llamado o escrito a su plan de salud con una queja o un problema?

- Sí
- No

55. En los últimos 6 meses, ¿tuvo que llenar algún papel para su plan de salud?

- Sí → *Pase a la Pregunta 56a*
- No → *Pase a la Pregunta 57*

56a. En los últimos 6 meses, ¿tuvo usted algún problema con llenar papeles para su plan de salud?

- Sí → *Pase a la Pregunta 56b*
- No → *Pase a la Pregunta 57*

56b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

57. Usando cualquier número del 0 al 10 donde 0 es el peor plan de salud posible, y 10 es el mejor plan de salud posible, ¿qué número usaría para calificar a su plan de salud?

- 
- 0 1 2 3 4 5 6 7 8 9 10
- Peor Mejor
- Posible Posible

58. **Exceptional Needs Care Coordination** es un programa para ayudar a las personas con necesidades complejas o especiales de cuidado de salud. ¿Su plan tiene Exceptional Needs Care Coordination (ENCC)?

- Sí
- No
- No sé

59a. En los últimos 6 meses, ¿tuvo algún problema para conseguir su medicina recetada de su plan de salud?

- Sí → *Pase a la Pregunta 59b*
- No → *Pase a la Pregunta 60*

59b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema
- No me dieron ninguna receta en los últimos 6 meses

60. A veces las personas tienen que pagar parte del costo de su cuidado médico directamente o de su bolsillo al momento de la visita. Esto es llamado un deducible. ¿A usted le pidieron que pagara un deducible cuando fue a ver a su profesional de salud?

- Sí → *Pase a Pregunta 61*
- No → *Pase a Pregunta 62*
- Yo no he tenido visitas en los últimos 6 meses → *Pase a Pregunta 62*

61. En los últimos 6 meses, ¿con qué frecuencia los pagos de deducible previnieron que obtuviera el cuidado médico que necesitaba?

- Nunca
- A veces
- Normalmente
- Siempre

### SOBRE USTED

62. En general, ¿cómo calificaría su salud general ahora?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

63. Debido a algún impedimento o problema de salud, ¿necesita usted la ayuda de otras personas con sus necesidades personales, tales como comer, vestirse, o desplazarse dentro de la casa?

- Sí
- No

64. Debido a algún impedimento o problema de salud, ¿necesita usted ayuda con sus necesidades generales, tales como tareas caseras normales, hacer negocios necesarios, ir de compras, o trasladarse por otras razones?

- Sí
- No

65. ¿Tiene usted alguna condición física o médica que seriamente impide su independencia, participación en la comunidad, o calidad de la vida?

- Sí
- No

66. ¿Tiene una condición física o médica que seriamente impide su habilidad para trabajar, asistir a la escuela, o manejar sus actividades de todos los días?

- Sí
- No

67. Queremos saber su evaluación de qué tan bien su plan de salud ha logrado proporcionarle el equipo, los servicios, y la ayuda que usted necesita.

Usando cualquier número del 0 al 10 donde 0 significa que su plan ha hecho lo peor posible, y 10 significa que ha hecho lo mejor posible, ¿qué número usaría para calificar a su plan de salud ahora?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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                    |
| Peor                  |                       |                       |                       |                       |                       | Mejor                 |                       |                       |                       |                       |
| Posible               |                       |                       |                       |                       |                       | Posible               |                       |                       |                       |                       |

68. ¿Le han puesto una vacuna contra la influenza (gripe) desde el 1 de septiembre de 2002?

- Sí
- No
- No sé

69. ¿Alguna vez ha fumado usted al menos 100 cigarrillos en toda su vida?

- Sí → *Pase a la Pregunta 70*
- No → *Pase a la Pregunta 75*
- No sé → *Pase a la Pregunta 75*

70. ¿Actualmente fuma usted todos los días, algunos días o no fuma en absoluto?

- Todos los días → *Pase a la Pregunta 72*
- Algunos días → *Pase a la Pregunta 72*
- No en absoluto → *Pase a la Pregunta 71*
- No sé → *Pase a la Pregunta 75*

71. ¿Cuánto tiempo hace desde que usted dejó de fumar cigarrillos?

- 6 meses o menos → *Pase a la Pregunta 72*
- Más de 6 meses → *Pase a la Pregunta 75*
- No sé → *Pase a la Pregunta 75*

72. En los últimos 6 meses, ¿en cuántas visitas con un médico u otro profesional de salud de su plan de salud le aconsejó que dejara de fumar?

- Ninguna
- 1 visita
- 2 a 4 visitas
- 5 a 9 visitas
- 10 o más visitas
- No tuve ninguna visita en los últimos 6 meses



73. ¿En cuántas visitas le recomendó o habló con usted sobre usar medicamentos para ayudarle a dejar de fumar (por ejemplo: chicle o goma de mascar de nicotina, un parche, un espray/atomizador nasal, un inhalador, o una medicina recetada)?

- Ninguna
- 1 visita
- 2 a 4 visitas
- 5 a 9 visitas
- 10 o más visitas
- No tuve ninguna visita en los últimos 6 meses

74. ¿En cuántas visitas su médico u otro profesional de salud le recomendó o le habló sobre métodos y estrategias (aparte de medicamentos) para ayudarle a dejar de fumar?

- Ninguna
- 1 visita
- 2 a 4 visitas
- 5 a 9 visitas
- 10 o más visitas
- No tuve ninguna visita en los últimos 6 meses

75. ¿Cuántos años tiene usted ahora?

- 18 a 24
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 a 74
- 75 o mayor

76. ¿Es usted hombre o mujer?

- Hombre
- Mujer

77. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- 8 años de escuela primaria o menos
- Algo de secundaria, pero no se graduó
- Graduado de la escuela secundaria o equivalente (GED)
- Un poco de universidad o un título de 2 años
- Graduado/a de una universidad de 4 años
- Estudios superiores a la universidad de 4 años

78. ¿Es usted de origen o ascendencia hispana o latina?

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

79. ¿De qué raza es usted? Por favor marque una o más.

- Blanco/a
- Negro/a o Afroamericano/a
- Asiático/a
- Nativo/a de Hawai o de otras islas del Pacífico
- Indígena Americano/a o Nativo/a de Alaska
- Otra

80. ¿Qué idioma habla usted principalmente en casa?

- Inglés
- Español
- Algún otro idioma

81. ¿Alguien le ayudó a completar esta encuesta?

- Sí → **Pase a la Pregunta 82**
- No → **Pase a la Pregunta 83**

82. ¿Cómo le ayudó a usted esta persona? Marque todo que aplica.

- Me leyó las preguntas.
- Escribió las respuestas que di.
- Contestó las preguntas para mí.
- Tradujo las preguntas a mi idioma.
- Me ayudó de otra manera.

83. ¿Hay algo más que le gustaría decir acerca del Oregon Health Plan?

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## GRACIAS

**¡Gracias nuevamente por sacar de su tiempo para completar este cuestionario! Sus respuestas son muy agradecidas.**

**Cuando acabe, por favor use el sobre que tiene el franqueo pagado para enviar el cuestionario a:**

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

# Question-Specific Responses

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The following section presents adult member-level response frequencies (cross-tabulations) on each survey question for those members completing an Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey. The total frequency distribution is displayed for each question, as well as the frequency distribution broken out by gender, age, race/ethnicity, education, and general health. Please note, the TOTAL columns include respondents that may be missing gender, age, race/ethnicity, education, or overall health status information; therefore, the TOTAL columns may not add up to the totals of the demographic category columns. Further, due to rounding some percentages may not add up to 100.00%. The following describes the source of each demographic category.

## **Gender**

Gender information is based on administrative data provided by OMAP. Members are categorized as *Male* or *Female*.

## **Age**

Age information is based on administrative data provided by OMAP. Members are categorized as *18-24*, *25-34*, *35-44*, *45-54*, or *55+* years old.

## **Race and Ethnicity**

Race and ethnicity information is based on administrative data provided by OMAP. Members are categorized as *White*, *Black*, *Hispanic*, *Asian*, *Native American*, and *Other*. For purposes of this document, Pacific Islanders are included in the *Asian* category and Alaskan Natives are included in the *Native American* category.

## **Education**

Education information is based on adult member responses to question 77 of the Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey. Members are categorized as *Not a High School Graduate*, *High School Graduate*, and *College Graduate*. The *Not a High School Graduate* category includes the survey response items “8<sup>th</sup> Grade or Less” and “Some High School but Did Not Graduate.” The *High School Graduate* category includes the “High School Graduate or GED” and the “Some College or Two-Year Degree” items. The *College Graduate* category includes the “Four-Year College Graduate” and the “More than Four-Year College Degree” items.

## **General Health**

General health information is based on adult member responses to question 62 of the Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey. Members are categorized as *Excellent or Very Good*, *Good*, and *Fair or Poor*. The *Excellent or Very Good* category includes the survey response items “Excellent” and “Very Good.” The *Good* category includes the survey response item “Good.” The *Fair or Poor* category includes the “Fair” and “Poor” items.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 1**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	2,803	921	1,882	465	598	655	648	437	2,445	47	144	61	47	21	670	1,924	171	765	933	1,080
1 (%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00
2 (N)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2 (%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total (N)	2,803	921	1,882	465	598	655	648	437	2,445	47	144	61	47	21	670	1,924	171	765	933	1,080
Total (%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**1. Our records show that you are now in [Health Plan Name]. Is that right? Please refer to the actual survey instrument for the exact wording utilized on this question.**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 3**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 234 (%) 8.59	84 9.39	150 8.20	62 13.75	60 10.27	50 7.84	39 6.18	23 5.48	199 8.36	5 10.64	15 10.95	5 8.47	5 10.87	2 10.00	49 7.57	158 8.42	24 14.37	77 10.34	80 8.78	76 7.28
2	(N) 213 (%) 7.82	81 9.05	132 7.22	56 12.42	54 9.25	40 6.27	42 6.66	21 5.00	174 7.31	3 6.38	17 12.41	10 16.95	5 10.87	1 5.00	42 6.49	151 8.05	17 10.18	71 9.53	81 8.89	59 5.65
3	(N) 448 (%) 16.45	158 17.65	290 15.86	89 19.73	119 20.38	108 16.93	82 13.00	50 11.90	384 16.13	8 17.02	29 21.17	15 25.42	4 8.70	4 20.00	92 14.22	327 17.43	25 14.97	150 20.13	162 17.78	133 12.74
4	(N) 1,074 (%) 39.43	357 39.89	717 39.20	178 39.47	222 38.01	248 38.87	257 40.73	169 40.24	964 40.49	17 36.17	36 26.28	18 30.51	19 41.30	11 55.00	231 35.70	763 40.67	71 42.51	296 39.73	362 39.74	412 39.46
5	(N) 755 (%) 27.72	215 24.02	540 29.52	66 14.63	129 22.09	192 30.09	211 33.44	157 37.38	660 27.72	14 29.79	40 29.20	11 18.64	13 28.26	2 10.00	233 36.01	477 25.43	30 17.96	151 20.27	226 24.81	364 34.87
Total	(N) 2,724 (%) 100.0	895 100.00	1,829 100.0	451 100.00	584 100.00	638 100.00	631 100.00	420 100.00	2,381 100.0	47 100.00	137 100.00	59 100.00	46 100.00	20 100.00	647 100.00	1,876 100.0	167 100.00	745 100.00	911 100.00	1,044 100.0

**3. How many months or years in a row have you been in this health plan?**

- 1 = Less than 6 months
- 2 = At least 6 months but less than 1 year
- 3 = At least 1 year but less than 2 years
- 4 = At least 2 years but less than 5 years
- 5 = 5 or more years

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 4**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 2,237 (%) 82.39	677 76.24	1,560 85.39	338 74.45	452 78.34	527 81.45	542 87.42	378 90.65	1,994 83.71	33 73.33	96 69.57	45 76.27	29 69.05	16 80.00	527 81.08	1,550 83.02	136 80.47	570 77.13	746 82.07	900 86.29
2	(N) 478 (%) 17.61	211 23.76	267 14.61	116 25.55	125 21.66	120 18.55	78 12.58	39 9.35	388 16.29	12 26.67	42 30.43	14 23.73	13 30.95	4 20.00	123 18.92	317 16.98	33 19.53	169 22.87	163 17.93	143 13.71
Total	(N) 2,715 (%) 100.0	888 100.00	1,827 100.0	454 100.00	577 100.00	647 100.00	620 100.00	417 100.00	2,382 100.0	45 100.00	138 100.00	59 100.00	42 100.00	20 100.00	650 100.00	1,867 100.0	169 100.00	739 100.00	909 100.00	1,043 100.0

**4. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant. Do you have one person you think of as your personal doctor or nurse?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 5**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0	(N) 10 (%) 0.45	2 0.30	8 0.52	0 0.00	2 0.44	4 0.76	2 0.38	2 0.54	8 0.41	0 0.00	0 0.00	1 2.27	0 0.00	0 0.00	2 0.39	6 0.39	1 0.74	0 0.00	2 0.27	8 0.91
1	(N) 14 (%) 0.63	5 0.75	9 0.58	1 0.30	4 0.89	1 0.19	4 0.75	4 1.08	13 0.66	0 0.00	0 0.00	0 0.00	1 3.45	0 0.00	4 0.77	10 0.65	0 0.00	1 0.18	4 0.54	9 1.02
2	(N) 20 (%) 0.90	8 1.20	12 0.78	2 0.60	5 1.11	4 0.76	6 1.13	3 0.81	19 0.96	0 0.00	1 1.08	0 0.00	0 0.00	0 0.00	5 0.96	13 0.85	2 1.48	2 0.35	6 0.81	12 1.36
3	(N) 42 (%) 1.90	18 2.71	24 1.55	7 2.10	7 1.56	9 1.72	17 3.19	2 0.54	40 2.03	0 0.00	0 0.00	1 2.27	1 3.45	0 0.00	12 2.31	27 1.76	3 2.22	6 1.06	13 1.76	23 2.61
4	(N) 50 (%) 2.26	12 1.81	38 2.46	5 1.50	15 3.33	10 1.91	14 2.63	6 1.62	46 2.33	1 3.03	2 2.15	0 0.00	1 3.45	0 0.00	10 1.93	36 2.35	4 2.96	9 1.59	20 2.70	20 2.27
5	(N) 163 (%) 7.38	49 7.38	114 7.37	26 7.78	28 6.22	46 8.80	37 6.94	26 7.03	151 7.65	2 6.06	4 4.30	3 6.82	2 6.90	1 6.25	39 7.51	114 7.43	10 7.41	24 4.23	56 7.57	82 9.30
6	(N) 129 (%) 5.84	36 5.42	93 6.02	22 6.59	33 7.33	30 5.74	26 4.88	18 4.86	114 5.78	0 0.00	4 4.30	6 13.64	0 0.00	3 18.75	28 5.39	94 6.13	5 3.70	22 3.88	54 7.30	52 5.90
7	(N) 220 (%) 9.95	76 11.45	144 9.31	32 9.58	43 9.56	64 12.24	43 8.07	38 10.27	196 9.93	6 18.18	8 8.60	5 11.36	3 10.34	2 12.50	41 7.90	167 10.89	12 8.89	55 9.70	71 9.59	92 10.43
8	(N) 443 (%) 20.05	142 21.39	301 19.47	74 22.16	97 21.56	105 20.08	100 18.76	67 18.11	403 20.43	4 12.12	20 21.51	8 18.18	3 10.34	2 12.50	98 18.88	307 20.01	35 25.93	126 22.22	151 20.41	161 18.25
9	(N) 324 (%) 14.66	105 15.81	219 14.17	56 16.77	78 17.33	73 13.96	81 15.20	36 9.73	281 14.24	4 12.12	17 18.28	7 15.91	7 24.14	4 25.00	68 13.10	226 14.73	26 19.26	92 16.23	124 16.76	107 12.13
10	(N) 795 (%) 35.97	211 31.78	584 37.77	109 32.63	138 30.67	177 33.84	203 38.09	168 45.41	702 35.58	16 48.48	37 39.78	13 29.55	11 37.93	4 25.00	212 40.85	534 34.81	37 27.41	230 40.56	329 32.30	316 35.83
Total	(N) 2,210 (%) 100.0	664 100.0	1,546 100.0	334 100.0	450 100.0	523 100.0	533 100.0	370 100.0	1,973 100.0	33 100.0	93 100.0	44 100.0	29 100.0	16 100.0	519 100.0	1,534 100.0	135 100.0	567 100.0	740 100.0	882 100.0

**5. Using any number from 0 to 10 where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?**

0 = Worst personal doctor or nurse possible — 10 = Best personal doctor or nurse possible

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 6**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	726	217	509	129	159	159	170	109	638	9	43	15	7	5	164	503	50	216	248	259
(%)	32.88	32.63	32.99	38.28	35.33	30.81	31.95	29.22	32.40	27.27	44.79	34.88	24.14	31.25	31.60	32.83	37.04	38.30	33.42	29.37
2 (N)	1,482	448	1,034	208	291	357	362	264	1,331	24	53	28	22	11	355	1,029	85	348	494	623
(%)	67.12	67.37	67.01	61.72	64.67	69.19	68.05	70.78	67.60	72.73	55.21	65.12	75.86	68.75	68.40	67.17	62.96	61.70	66.58	70.63
Total (N)	2,208	665	1,543	337	450	516	532	373	1,969	33	96	43	29	16	519	1,532	135	564	742	882
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

**6. Did you have the same personal doctor or nurse before you joined this health plan?**

- 1 = Yes
- 2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 7**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 346 (%) 18.01	109 16.98	237 18.53	53 16.61	75 18.52	93 19.91	84 19.44	41 13.76	309 18.36	8 22.22	13 13.83	5 11.90	5 14.29	2 14.29	84 17.80	239 18.13	19 16.67	58 11.49	89 13.78	198 26.40
2	(N) 458 (%) 23.84	136 21.18	322 25.18	75 23.51	89 21.98	114 24.41	107 24.77	73 24.50	406 24.12	6 16.67	15 15.96	11 26.19	13 37.14	5 35.71	106 22.46	319 24.20	31 27.19	99 19.60	155 23.99	194 25.87
3	(N) 1,117 (%) 58.15	397 61.84	720 56.29	191 59.87	241 59.51	260 55.67	241 55.79	184 61.74	968 57.52	22 61.11	66 70.21	26 61.90	17 48.57	7 50.00	282 59.75	760 57.66	64 56.14	348 68.91	402 62.23	358 47.73
Total	(N) 1,921 (%) 100.0	642 100.00	1,279 100.0	319 100.00	405 100.00	467 100.00	432 100.00	298 100.00	1,683 100.0	36 100.00	94 100.00	42 100.00	35 100.00	14 100.00	472 100.00	1,318 100.0	114 100.00	505 100.00	646 100.00	750 100.00

**7. Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 8**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 1,160 (%) 42.46	367 41.28	793 43.03	120 26.32	210 36.14	270 41.67	331 52.96	229 54.27	1,027 42.97	21 45.65	51 36.43	14 23.33	24 55.81	7 35.00	297 45.21	786 42.01	61 35.67	184 24.66	326 35.59	639 61.09
2	(N) 1,572 (%) 57.54	522 58.72	1,050 56.97	336 73.68	371 63.86	378 58.33	294 47.04	193 45.73	1,363 57.03	25 54.35	89 63.57	46 76.67	19 44.19	13 65.00	360 54.79	1,085 57.99	110 64.33	562 75.34	590 64.41	407 38.91
Total	(N) 2,732 (%) 100.0	889 100.00	1,843 100.0	456 100.00	581 100.00	648 100.00	625 100.00	422 100.00	2,390 100.0	46 100.00	140 100.00	60 100.00	43 100.00	20 100.00	657 100.00	1,871 100.0	171 100.00	746 100.00	916 100.00	1,046 100.0

**8. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care. In the last 6 months, did you or a doctor think you needed to see a specialist?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
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**Question 9**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	200	60	140	30	50	46	55	19	182	0	8	3	6	1	50	136	14	18	56	124
(%)	17.41	16.62	17.77	25.21	23.92	17.16	16.82	8.41	17.84	0.00	16.33	21.43	25.00	14.29	16.89	17.48	22.95	9.78	17.34	19.65
2 (N)	177	49	128	24	31	49	43	30	155	6	7	3	2	1	38	128	8	22	53	101
(%)	15.40	13.57	16.24	20.17	14.83	18.28	13.15	13.27	15.20	28.57	14.29	21.43	8.33	14.29	12.84	16.45	13.11	11.96	16.41	16.01
3 (N)	772	252	520	65	128	173	229	177	683	15	34	8	16	5	208	514	39	144	214	406
(%)	67.19	69.81	65.99	54.62	61.24	64.55	70.03	78.32	66.96	71.43	69.39	57.14	66.67	71.43	70.27	66.07	63.93	78.26	66.25	64.34
Total (N)	1,149	361	788	119	209	268	327	226	1,020	21	49	14	24	7	296	778	61	184	323	631
(%)	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

**9. In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 10**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 227 (%) 19.98	67 18.72	160 20.57	31 25.83	51 24.52	65 24.62	61 18.89	19 8.60	209 20.73	0 0.00	9 18.75	3 21.43	5 20.83	1 14.29	55 18.84	157 20.39	15 25.00	20 10.99	68 21.18	137 22.03
2	(N) 166 (%) 14.61	53 14.80	113 14.52	26 21.67	24 11.54	38 14.39	43 13.31	35 15.84	148 14.68	5 23.81	6 12.50	2 14.29	2 8.33	1 14.29	37 12.67	116 15.06	11 18.33	20 10.99	46 14.33	98 15.76
3	(N) 743 (%) 65.40	238 66.48	505 64.91	63 52.50	133 63.94	161 60.98	219 67.80	167 75.57	651 64.58	16 76.19	33 68.75	9 64.29	17 70.83	5 71.43	200 68.49	497 64.55	34 56.67	142 78.02	207 64.49	387 62.22
Total	(N) 1,136 (%) 100.0	358 100.00	778 100.00	120 100.00	208 100.00	264 100.00	323 100.00	221 100.00	1,008 100.0	21 100.00	48 100.00	14 100.00	24 100.00	7 100.00	292 100.00	770 100.00	60 100.00	182 100.00	321 100.00	622 100.00

**10. In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 11**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 962 (%) 35.26	303 34.04	659 35.85	90 19.65	162 27.84	222 34.47	280 44.87	208 49.52	858 35.96	19 41.30	39 27.46	13 21.67	15 34.88	7 33.33	229 34.96	669 35.66	53 31.74	167 22.45	281 30.68	504 48.28
2	(N) 1,766 (%) 64.74	587 65.96	1,179 64.15	368 80.35	420 72.16	422 65.53	344 55.13	212 50.48	1,528 64.04	27 58.70	103 72.54	47 78.33	28 65.12	14 66.67	426 65.04	1,207 64.34	114 68.26	577 77.55	635 69.32	540 51.72
Total	(N) 2,728 (%) 100.0	890 100.00	1,838 100.0	458 100.00	582 100.00	644 100.00	624 100.00	420 100.00	2,386 100.0	46 100.00	142 100.00	60 100.00	43 100.00	21 100.00	655 100.00	1,876 100.0	167 100.00	744 100.00	916 100.00	1,044 100.0

**11. In the last 6 months, did you see a specialist?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
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**Question 12**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 335 (%) 35.49	119 39.93	216 33.44	30 34.09	54 33.54	84 38.36	96 35.16	71 34.98	289 34.32	7 38.89	20 52.63	5 38.46	7 46.67	3 42.86	88 39.11	223 34.05	20 37.74	69 41.82	105 38.32	161 32.39
2	(N) 216 (%) 22.88	65 21.81	151 23.37	20 22.73	31 19.25	49 22.37	72 26.37	44 21.67	200 23.75	4 22.22	5 13.16	1 7.69	2 13.33	1 14.29	39 17.33	163 24.89	11 20.75	32 19.39	67 24.45	114 22.94
3	(N) 164 (%) 17.37	56 18.79	108 16.72	12 13.64	30 18.63	46 21.00	40 14.65	36 17.73	154 18.29	3 16.67	4 10.53	1 7.69	0 0.00	2 28.57	42 18.67	113 17.25	9 16.98	21 12.73	52 18.98	89 17.91
4	(N) 77 (%) 8.16	19 6.38	58 8.98	4 4.55	13 8.07	10 4.57	30 10.99	20 9.85	69 8.19	1 5.56	3 7.89	4 30.77	0 0.00	0 0.00	22 9.78	51 7.79	4 7.55	14 8.48	12 4.38	50 10.06
5	(N) 106 (%) 11.23	28 9.40	78 12.07	14 15.91	21 13.04	23 10.50	24 8.79	24 11.82	89 10.57	3 16.67	5 13.16	1 7.69	5 33.33	1 14.29	26 11.56	71 10.84	7 13.21	20 12.12	26 9.49	59 11.87
6	(N) 46 (%) 4.87	11 3.69	35 5.42	8 9.09	12 7.45	7 3.20	11 4.03	8 3.94	41 4.87	0 0.00	1 2.63	1 7.69	1 6.67	0 0.00	8 3.56	34 5.19	2 3.77	9 5.45	12 4.38	24 4.83
Total	(N) 944 (%) 100.00	298 100.00	646 100.00	88 100.00	161 100.00	219 100.00	273 100.00	203 100.00	842 100.00	18 100.00	38 100.00	13 100.00	15 100.00	7 100.00	225 100.00	655 100.00	53 100.00	165 100.00	274 100.00	497 100.00

**12. In the last 6 months, how many times did you go to specialists for care for yourself?**

- 1 = 1
- 2 = 2
- 3 = 3
- 4 = 4
- 5 = 5 to 9
- 6 = 10 or more

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 13**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0 (N) (%)	12 1.26	2 0.66	10 1.53	1 1.11	0 0.00	6 2.73	4 1.44	1 0.49	10 1.18	1 5.26	1 2.56	0 0.00	0 0.00	0 0.00	6 2.63	6 0.91	0 0.00	2 1.20	3 1.08	7 1.40
1 (N) (%)	9 0.94	4 1.33	5 0.77	0 0.00	4 2.48	1 0.45	3 1.08	1 0.49	8 0.94	0 0.00	1 2.56	0 0.00	0 0.00	6 2.63	3 0.45	0 0.00	0 0.00	3 1.08	6 1.20	
2 (N) (%)	14 1.47	1 0.33	13 1.99	2 2.22	4 2.48	4 1.82	2 0.72	2 0.98	13 1.53	0 0.00	0 0.00	0 0.00	1 6.67	0 0.00	1 0.44	13 1.96	0 0.00	2 1.20	6 2.15	6 1.20
3 (N) (%)	18 1.89	7 2.33	11 1.68	3 3.33	3 1.86	4 1.82	5 1.80	3 1.46	17 2.00	0 0.00	0 0.00	0 0.00	1 14.29	3 1.32	14 2.11	1 1.89	3 1.80	7 2.51	8 1.60	
4 (N) (%)	23 2.41	7 2.33	16 2.45	0 0.00	6 3.73	8 3.64	6 2.16	3 1.46	21 2.47	0 0.00	2 5.13	0 0.00	0 0.00	5 2.19	18 2.72	0 0.00	5 2.99	5 1.79	13 2.61	
5 (N) (%)	65 6.81	23 7.64	42 6.43	8 8.89	10 6.21	15 6.82	20 7.19	12 5.85	58 6.82	3 15.79	3 7.69	0 0.00	1 6.67	0 0.00	12 5.26	47 7.10	6 11.32	7 4.19	16 5.73	42 8.42
6 (N) (%)	22 2.31	8 2.66	14 2.14	2 2.22	2 1.24	7 3.18	8 2.88	3 1.46	20 2.35	0 0.00	1 2.56	1 7.69	0 0.00	4 1.75	18 2.72	0 0.00	2 1.20	8 2.87	12 2.40	
7 (N) (%)	79 8.28	23 7.64	56 8.58	10 11.11	21 13.04	20 9.09	19 6.83	9 4.39	69 8.12	3 15.79	1 2.56	2 15.38	2 13.33	1 14.29	15 6.58	59 8.91	4 7.55	18 10.78	25 8.96	36 7.21
8 (N) (%)	165 17.30	60 19.93	105 16.08	18 20.00	27 16.77	44 20.00	43 15.47	33 16.10	155 18.24	2 10.53	3 7.69	2 15.38	0 0.00	1 14.29	34 14.91	113 17.07	16 30.19	32 19.16	55 19.71	76 15.23
9 (N) (%)	138 14.47	51 16.94	87 13.32	12 13.33	21 13.04	38 17.27	38 13.67	29 14.15	123 14.47	2 10.53	5 12.82	4 30.77	2 13.33	1 14.29	33 14.47	97 14.65	7 13.21	25 14.97	50 17.92	63 12.63
10 (N) (%)	409 42.87	115 38.21	294 45.02	34 37.78	63 39.13	73 33.18	130 46.76	109 53.17	356 41.88	8 42.11	22 56.41	4 30.77	9 60.00	3 42.86	109 47.81	274 41.39	19 35.85	71 42.51	101 36.20	230 46.09
Total (N) (%)	954 100.00	301 100.00	653 100.00	90 100.00	161 100.00	220 100.00	278 100.00	205 100.00	850 100.00	19 100.00	39 100.00	13 100.00	15 100.00	7 100.00	228 100.00	662 100.00	53 100.00	167 100.00	279 100.00	499 100.00

**13. We want to know your rating of the specialist you 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 the specialist?**

0 = Worst specialist possible — 10 = Best specialist possible

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 14**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	108	32	76	20	12	25	34	17	84	4	8	7	1	2	33	68	5	28	35	45
(%)	11.44	10.63	11.82	22.22	7.45	11.47	12.55	8.33	9.98	22.22	20.51	53.85	6.67	33.33	14.67	10.38	9.43	16.87	12.68	9.09
2 (N)	836	269	567	70	149	193	237	187	758	14	31	6	14	4	192	587	48	138	241	450
(%)	88.56	89.37	88.18	77.78	92.55	88.53	87.45	91.67	90.02	77.78	79.49	46.15	93.33	66.67	85.33	89.62	90.57	83.13	87.32	90.91
Total (N)	944	301	643	90	161	218	271	204	842	18	39	13	15	6	225	655	53	166	276	495
(%)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

**14. In the last 6 months, was the specialist you saw most often the same doctor as your personal doctor?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



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**Question 15**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	1,796	498	1,298	291	358	407	448	292	1,618	30	62	25	27	12	415	1,249	110	410	574	795
(%)	65.67	55.70	70.51	63.68	61.30	63.00	71.45	69.36	67.61	65.22	44.29	41.67	62.79	57.14	62.97	66.61	65.09	55.03	62.53	75.79
2 (N)	939	396	543	166	226	239	179	129	775	16	78	35	16	9	244	626	59	335	344	254
(%)	34.33	44.30	29.49	36.32	38.70	37.00	28.55	30.64	32.39	34.78	55.71	58.33	37.21	42.86	37.03	33.39	34.91	44.97	37.47	24.21
Total (N)	2,735	894	1,841	457	584	646	627	421	2,393	46	140	60	43	21	659	1,875	169	745	918	1,049
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**15. In the last 6 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 16**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	45	14	31	8	7	13	12	5	41	0	2	0	1	0	14	26	4	7	10	28
(%)	2.52	2.83	2.40	2.75	1.98	3.22	2.70	1.72	2.55	0.00	3.23	0.00	3.85	0.00	3.39	2.10	3.70	1.72	1.75	3.55
2 (N)	279	80	199	47	64	75	62	31	240	6	15	6	8	2	66	192	19	48	69	161
(%)	15.64	16.16	15.44	16.15	18.08	18.56	13.93	10.69	14.93	20.69	24.19	24.00	30.77	16.67	15.98	15.47	17.59	11.82	12.06	20.41
3 (N)	545	145	400	110	121	119	118	77	502	3	19	6	8	3	114	387	40	94	206	242
(%)	30.55	29.29	31.03	37.80	34.18	29.46	26.52	26.55	31.22	10.34	30.65	24.00	30.77	25.00	27.60	31.18	37.04	23.15	36.01	30.67
4 (N)	915	256	659	126	162	197	253	177	825	20	26	13	9	7	219	636	45	257	287	358
(%)	51.29	51.72	51.12	43.30	45.76	48.76	56.85	61.03	51.31	68.97	41.94	52.00	34.62	58.33	53.03	51.25	41.67	63.30	50.17	45.37
Total (N)	1,784	495	1,289	291	354	404	445	290	1,608	29	62	25	26	12	413	1,241	108	406	572	789
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

**16. In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 17**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 1,357 (%) 49.82	392 44.09	965 52.59	197 43.11	278 47.52	306 47.96	353 56.66	223 52.97	1,218 51.03	23 51.11	47 34.06	20 33.90	25 58.14	10 47.62	321 49.08	949 50.75	73 43.20	259 34.91	403 44.04	679 65.04
2	(N) 1,367 (%) 50.18	497 55.91	870 47.41	260 56.89	307 52.48	332 52.04	270 43.34	198 47.03	1,169 48.97	22 48.89	91 65.94	39 66.10	18 41.86	11 52.38	333 50.92	921 49.25	96 56.80	483 65.09	512 55.96	365 34.96
Total	(N) 2,724 (%) 100.0	889 100.00	1,835 100.0	457 100.00	585 100.00	638 100.00	623 100.00	421 100.00	2,387 100.0	45 100.00	138 100.00	59 100.00	43 100.00	21 100.00	654 100.00	1,870 100.0	169 100.00	742 100.00	915 100.00	1,044 100.0

**17. In the last 6 months, did you have an illness, injury, or condition that needed care right away?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
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**Question 18**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N) (%)	102 7.58	33 8.46	69 7.22	11 5.61	26 9.42	31 10.23	23 6.59	11 4.95	92 7.61	0 0.00	6 12.77	1 5.00	1 4.35	0 0.00	18 5.63	76 8.09	6 8.22	12 4.67	23 5.75	65 9.66
2 (N) (%)	208 15.45	50 12.82	158 16.53	35 17.86	51 18.48	47 15.51	56 16.05	19 8.56	185 15.30	3 13.04	7 14.89	6 30.00	4 17.39	2 20.00	61 19.06	130 13.84	16 21.92	22 8.56	49 12.25	136 20.21
3 (N) (%)	363 26.97	110 28.21	253 26.46	59 30.10	76 27.54	90 29.70	85 24.36	53 23.87	328 27.13	4 17.39	14 29.79	3 15.00	8 34.78	2 20.00	70 21.88	271 28.86	18 24.66	51 19.84	123 30.75	186 27.64
4 (N) (%)	673 50.00	197 50.51	476 49.79	91 46.43	123 44.57	135 44.55	185 53.01	139 62.61	604 49.96	16 69.57	20 42.55	10 50.00	10 43.48	6 60.00	171 53.44	462 49.20	33 45.21	172 66.93	205 51.25	286 42.50
Total (N) (%)	1,346 100.0	390 100.00	956 100.00	196 100.00	276 100.00	303 100.00	349 100.00	222 100.00	1,209 100.0	23 100.00	47 100.00	20 100.00	23 100.00	10 100.00	320 100.00	939 100.00	73 100.00	257 100.00	400 100.00	673 100.00

**18. In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 19**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 518 (%) 39.91	149 39.63	369 40.02	86 46.24	105 38.89	98 33.79	137 40.29	92 43.40	454 38.90	13 59.09	21 50.00	7 35.00	11 45.83	3 33.33	116 38.41	366 40.13	27 38.57	126 50.40	169 42.89	218 33.96
2	(N) 221 (%) 17.03	59 15.69	162 17.57	31 16.67	43 15.93	57 19.66	57 16.76	33 15.57	202 17.31	2 9.09	4 9.52	6 30.00	2 8.33	2 22.22	53 17.55	155 17.00	10 14.29	45 18.00	73 18.53	101 15.73
3	(N) 141 (%) 10.86	40 10.64	101 10.95	16 8.60	34 12.59	42 14.48	35 10.29	14 6.60	127 10.88	5 22.73	5 11.90	1 5.00	2 8.33	1 11.11	33 10.93	100 10.96	8 11.43	26 10.40	50 12.69	65 10.12
4	(N) 95 (%) 7.32	31 8.24	64 6.94	14 7.53	21 7.78	24 8.28	22 6.47	14 6.60	88 7.54	1 4.55	2 4.76	0 0.00	2 8.33	1 11.11	19 6.29	70 7.68	5 7.14	13 5.20	27 6.85	54 8.41
5	(N) 156 (%) 12.02	51 13.56	105 11.39	23 12.37	28 10.37	33 11.38	45 13.24	27 12.74	143 12.25	1 4.55	3 7.14	5 25.00	3 12.50	0 0.00	39 12.91	104 11.40	12 17.14	22 8.80	42 10.66	91 14.17
6	(N) 75 (%) 5.78	18 4.79	57 6.18	8 4.30	17 6.30	14 4.83	20 5.88	16 7.55	70 6.00	0 0.00	2 4.76	1 5.00	0 0.00	2 22.22	19 6.29	53 5.81	3 4.29	10 4.00	19 4.82	46 7.17
7	(N) 92 (%) 7.09	28 7.45	64 6.94	8 4.30	22 8.15	22 7.59	24 7.06	16 7.55	83 7.11	0 0.00	5 11.90	0 0.00	4 16.67	0 0.00	23 7.62	64 7.02	5 7.14	8 3.20	14 3.55	67 10.44
Total	(N) 1,298 (%) 100.0	376 100.00	922 100.00	186 100.00	270 100.00	290 100.00	340 100.00	212 100.00	1,167 100.0	22 100.00	42 100.00	20 100.00	24 100.00	9 100.00	302 100.00	912 100.00	70 100.00	250 100.00	394 100.00	642 100.00

**19. In the last 6 months, when you needed care right away for an illness, injury or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?**

- 1 = Same day
- 2 = 1 day
- 3 = 2 days
- 4 = 3 days
- 5 = 4-7 days
- 6 = 8-14 days
- 7 = 15 days or longer

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 20**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	1,763	495	1,268	287	370	400	425	281	1,567	21	72	38	32	12	392	1,235	115	434	566	745
(%)	64.53	55.12	69.14	62.39	63.03	61.92	68.66	66.90	65.59	46.67	52.17	62.30	71.11	60.00	59.76	65.90	68.45	58.02	61.72	71.50
2 (N)	969	403	566	173	217	246	194	139	822	24	66	23	13	8	264	639	53	314	351	297
(%)	35.47	44.88	30.86	37.61	36.97	38.08	31.34	33.10	34.41	53.33	47.83	37.70	28.89	40.00	40.24	34.10	31.55	41.98	38.28	28.50
Total (N)	2,732	898	1,834	460	587	646	619	420	2,389	45	138	61	45	20	656	1,874	168	748	917	1,042
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**20. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care. In the last 6 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health provider for health care?**

1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 21**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	65	17	48	18	19	10	11	7	55	1	6	1	1	1	19	43	3	11	17	35
(%)	3.72	3.49	3.82	6.32	5.18	2.51	2.63	2.54	3.54	4.76	8.45	2.63	3.13	9.09	4.90	3.52	2.61	2.55	3.03	4.76
2 (N)	287	77	210	48	78	74	58	29	244	2	11	13	10	2	56	195	31	38	102	145
(%)	16.45	15.81	16.69	16.84	21.25	18.55	13.88	10.51	15.71	9.52	15.49	34.21	31.25	18.18	14.43	15.94	26.96	8.82	18.18	19.70
3 (N)	654	193	461	100	136	160	161	97	584	8	29	15	9	3	145	465	38	155	221	271
(%)	37.48	39.63	36.65	35.09	37.06	40.10	38.52	35.14	37.60	38.10	40.85	39.47	28.13	27.27	37.37	38.02	33.04	35.96	39.39	36.82
4 (N)	739	200	539	119	134	155	188	143	670	10	25	9	12	5	168	520	43	227	221	285
(%)	42.35	41.07	42.85	41.75	36.51	38.85	44.98	51.81	43.14	47.62	35.21	23.68	37.50	45.45	43.30	42.52	37.39	52.67	39.39	38.72
Total (N)	1,745	487	1,258	285	367	399	418	276	1,553	21	71	38	32	11	388	1,223	115	431	561	736
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**21. In the last 6 months, not counting times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 22**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N) (%)	161 9.42	39 8.14	122 9.92	21 7.58	32 8.84	45 11.57	39 9.49	24 8.89	133 8.74	4 19.05	14 20.59	2 5.41	6 19.35	0 0.00	47 12.60	105 8.74	7 6.09	60 14.29	43 7.79	57 7.91
2 (N) (%)	213 12.46	55 11.48	158 12.85	43 15.52	46 12.71	42 10.80	49 11.92	33 12.22	191 12.56	2 9.52	13 19.12	4 10.81	0 0.00	1 9.09	54 14.48	146 12.16	11 9.57	67 15.95	66 11.96	79 10.96
3 (N) (%)	434 25.39	126 26.30	308 25.04	68 24.55	106 29.28	108 27.76	99 24.09	53 19.63	384 25.25	7 33.33	16 23.53	10 27.03	8 25.81	3 27.27	102 27.35	303 25.23	23 20.00	96 22.86	161 29.17	173 23.99
4 (N) (%)	413 24.17	119 24.84	294 23.90	64 23.10	95 26.24	82 21.08	110 26.76	62 22.96	381 25.05	2 9.52	9 13.24	8 21.62	5 16.13	3 27.27	76 20.38	303 25.23	29 25.22	92 21.90	145 26.27	173 23.99
5 (N) (%)	248 14.51	63 13.15	185 15.04	52 18.77	44 12.15	42 10.80	63 15.33	47 17.41	220 14.46	3 14.29	5 7.35	10 27.03	7 22.58	2 18.18	47 12.60	178 14.82	22 19.13	60 14.29	72 13.04	111 15.40
6 (N) (%)	168 9.83	49 10.23	119 9.67	24 8.66	30 8.29	44 11.31	32 7.79	38 14.07	151 9.93	3 14.29	8 11.76	2 5.41	3 9.68	0 0.00	33 8.85	118 9.83	16 13.91	29 6.90	51 9.24	87 12.07
7 (N) (%)	72 4.21	28 5.85	44 3.58	5 1.81	9 2.49	26 6.68	19 4.62	13 4.81	61 4.01	0 0.00	3 4.41	1 2.70	2 6.45	2 18.18	14 3.75	48 4.00	7 6.09	16 3.81	14 2.54	41 5.69
Total (N) (%)	1,709 100.0	479 100.00	1,230 100.0	277 100.00	362 100.00	389 100.00	411 100.00	270 100.00	1,521 100.0	21 100.00	68 100.00	37 100.00	31 100.00	11 100.00	373 100.00	1,201 100.0	115 100.00	420 100.00	552 100.00	721 100.00

**22. In the last 6 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?**

- 1 = Same day
- 2 = 1 day
- 3 = 2-3 days
- 4 = 4-7 days
- 5 = 8-14 days
- 6 = 15-30 days
- 7 = 31 days or longer

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



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**Question 23**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0	(N) 1,999 (%) 72.80	708 77.97	1,291 70.24	312 67.83	433 73.64	463 71.78	461 73.76	330 77.10	1,739 72.49	34 73.91	104 74.29	48 84.21	28 59.57	16 80.00	456 69.09	1,372 72.94	141 83.93	599 79.87	696 75.73	686 65.15
1	(N) 427 (%) 15.55	117 12.89	310 16.87	75 16.30	90 15.31	103 15.97	100 16.00	59 13.79	377 15.71	5 10.87	22 15.71	6 10.53	11 23.40	3 15.00	113 17.12	300 15.95	11 6.55	88 11.73	143 15.56	195 18.52
2	(N) 166 (%) 6.05	49 5.40	117 6.37	41 8.91	32 5.44	34 5.27	35 5.60	24 5.61	146 6.09	4 8.70	7 5.00	1 1.75	6 12.77	0 0.00	46 6.97	109 5.79	9 5.36	39 5.20	40 4.35	84 7.98
3	(N) 73 (%) 2.66	21 2.31	52 2.83	11 2.39	17 2.89	21 3.26	17 2.72	7 1.64	65 2.71	2 4.35	2 1.43	2 3.51	1 2.13	0 0.00	16 2.42	53 2.82	3 1.79	13 1.73	19 2.07	41 3.89
4	(N) 29 (%) 1.06	5 0.55	24 1.31	8 1.74	5 0.85	8 1.24	7 1.12	1 0.23	27 1.13	0 0.00	1 0.71	0 0.00	1 2.13	0 0.00	11 1.67	16 0.85	2 1.19	3 0.40	12 1.31	13 1.23
5	(N) 37 (%) 1.35	6 0.66	31 1.69	11 2.39	8 1.36	11 1.71	2 0.32	5 1.17	33 1.38	1 2.17	2 1.43	0 0.00	0 0.00	1 5.00	16 2.42	20 1.06	1 0.60	6 0.80	8 0.87	22 2.09
6	(N) 15 (%) 0.55	2 0.22	13 0.71	2 0.43	3 0.51	5 0.78	3 0.48	2 0.47	12 0.50	0 0.00	2 1.43	0 0.00	0 0.00	0 0.00	2 0.30	11 0.58	1 0.60	2 0.27	1 0.11	12 1.14
Total	(N) 2,746 (%) 100.0	908 100.00	1,838 100.0	460 100.00	588 100.00	645 100.00	625 100.00	428 100.00	2,399 100.0	46 100.00	140 100.00	57 100.00	47 100.00	20 100.00	660 100.00	1,881 100.0	168 100.00	750 100.00	919 100.00	1,053 100.0

**23. In the last 6 months, how many times did you go to an emergency room to get care for yourself?**

- 0 = None
- 1 = 1
- 2 = 2
- 3 = 3
- 4 = 4
- 5 = 5 to 9
- 6 = 10 or more

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
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**Question 24**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0 (N) (%)	735 27.02	327 36.29	408 22.43	142 31.07	173 29.52	201 31.31	143 23.25	76 18.10	615 25.85	16 35.56	56 40.58	21 35.00	9 19.57	7 35.00	193 29.60	484 25.90	47 28.14	278 37.62	274 29.78	179 17.28
1 (N) (%)	510 18.75	172 19.09	338 18.58	83 18.16	117 19.97	114 17.76	110 17.89	86 20.48	450 18.92	8 17.78	24 17.39	10 16.67	10 21.74	2 10.00	112 17.18	356 19.05	36 21.56	161 21.79	191 20.76	154 14.86
2 (N) (%)	433 15.92	126 13.98	307 16.88	69 15.10	95 16.21	101 15.73	97 15.77	71 16.90	379 15.93	5 11.11	22 15.94	13 21.67	9 19.57	4 20.00	103 15.80	296 15.84	33 19.76	118 15.97	156 16.96	154 14.86
3 (N) (%)	298 10.96	88 9.77	210 11.54	50 10.94	53 9.04	60 9.35	78 12.68	57 13.57	265 11.14	6 13.33	13 9.42	3 5.00	7 15.22	1 5.00	74 11.35	206 11.02	15 8.98	55 7.44	97 10.54	143 13.80
4 (N) (%)	223 8.20	61 6.77	162 8.91	24 5.25	40 6.83	58 9.03	56 9.11	45 10.71	199 8.36	5 11.11	6 4.35	5 8.33	5 10.87	2 10.00	40 6.13	172 9.20	10 5.99	34 4.60	82 8.91	104 10.04
5 (N) (%)	346 12.72	93 10.32	253 13.91	37 8.10	72 12.29	80 12.46	97 15.77	60 14.29	318 13.37	4 8.89	6 4.35	6 10.00	4 8.70	4 20.00	86 13.19	237 12.68	19 11.38	60 8.12	87 9.46	194 18.73
6 (N) (%)	175 6.43	34 3.77	141 7.75	52 11.38	36 6.14	28 4.36	34 5.53	25 5.95	153 6.43	1 2.22	11 7.97	2 3.33	2 4.35	0 0.00	44 6.75	118 6.31	7 4.19	33 4.47	33 3.59	108 10.42
Total (N) (%)	2,720 100.0	901 100.00	1,819 100.0	457 100.00	586 100.00	642 100.00	615 100.00	420 100.00	2,379 100.0	45 100.00	138 100.00	60 100.00	46 100.00	20 100.00	652 100.00	1,869 100.0	167 100.00	739 100.00	920 100.00	1,036 100.0

**24. In the last 6 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?**

- 0 = None
- 1 = 1
- 2 = 2
- 3 = 3
- 4 = 4
- 5 = 5 to 9
- 6 = 10 or more

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 25**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 1,599 (%) 81.09	475 83.04	1,124 80.29	223 71.47	298 72.68	364 82.54	407 86.97	307 90.03	1,430 81.48	22 75.86	58 73.42	34 87.18	29 80.56	11 84.62	358 78.51	1,127 81.96	99 82.50	306 66.96	515 79.97	759 89.29
2	(N) 373 (%) 18.91	97 16.96	276 19.71	89 28.53	112 27.32	77 17.46	61 13.03	34 9.97	325 18.52	7 24.14	21 26.58	5 12.82	7 19.44	2 15.38	98 21.49	248 18.04	21 17.50	151 33.04	129 20.03	91 10.71
Total	(N) 1,972 (%) 100.0	572 100.00	1,400 100.0	312 100.00	410 100.00	441 100.00	468 100.00	341 100.00	1,755 100.0	29 100.00	79 100.00	39 100.00	36 100.00	13 100.00	456 100.00	1,375 100.0	120 100.00	457 100.00	644 100.00	850 100.00

**25. In the last 6 months, did you or a doctor believe you needed any care, tests, or treatment?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 26**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 214 (%) 13.51	61 12.92	153 13.76	28 12.61	43 14.53	59 16.43	64 15.88	20 6.58	191 13.48	1 4.55	8 14.04	6 17.65	4 13.79	0 0.00	52 14.61	151 13.51	7 7.29	19 6.25	44 8.63	148 19.71
2	(N) 257 (%) 16.22	79 16.74	178 16.01	43 19.37	48 16.22	63 17.55	58 14.39	45 14.80	220 15.53	7 31.82	10 17.54	9 26.47	6 20.69	2 18.18	50 14.04	185 16.55	19 19.79	31 10.20	79 15.49	146 19.44
3	(N) 1,113 (%) 70.27	332 70.34	781 70.23	151 68.02	205 69.26	237 66.02	281 69.73	239 78.62	1,006 71.00	14 63.64	39 68.42	19 55.88	19 65.52	9 81.82	254 71.35	782 69.95	70 72.92	254 83.55	387 75.88	457 60.85
Total	(N) 1,584 (%) 100.0	472 100.00	1,112 100.0	222 100.00	296 100.00	359 100.00	403 100.00	304 100.00	1,417 100.0	22 100.00	57 100.00	34 100.00	29 100.00	11 100.00	356 100.00	1,118 100.0	96 100.00	304 100.00	510 100.00	751 100.00

**26. In the last 6 months, how much of a problem, if any, was it to get the care, tests or treatment you or a doctor believed necessary?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 27**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 887 (%) 45.26	260 46.02	627 44.95	110 35.14	161 39.27	205 47.24	237 50.53	174 52.10	802 45.96	10 34.48	33 41.25	16 42.11	14 38.89	3 23.08	199 43.93	620 45.26	59 50.00	122 26.75	264 41.31	491 57.90
2	(N) 1,073 (%) 54.74	305 53.98	768 55.05	203 64.86	249 60.73	229 52.76	232 49.47	160 47.90	943 54.04	19 65.52	47 58.75	22 57.89	22 61.11	10 76.92	254 56.07	750 54.74	59 50.00	334 73.25	375 58.69	357 42.10
Total	(N) 1,960 (%) 100.0	565 100.00	1,395 100.0	313 100.00	410 100.00	434 100.00	469 100.00	334 100.00	1,745 100.0	29 100.00	80 100.00	38 100.00	36 100.00	13 100.00	453 100.00	1,370 100.0	118 100.00	456 100.00	639 100.00	848 100.00

**27. In the last 6 months, did you need approval from your health plan for any care, tests, or treatment?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 28**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 254 (%) 28.90	74 28.79	180 28.94	29 26.61	67 42.14	69 33.66	68 28.81	21 12.35	236 29.69	1 10.00	8 25.00	4 25.00	2 14.29	0 0.00	53 27.04	181 29.43	17 28.81	27 22.13	63 24.14	162 33.33
2	(N) 298 (%) 33.90	87 33.85	211 33.92	41 37.61	39 24.53	77 37.56	82 34.75	59 34.71	268 33.71	4 40.00	11 34.38	4 25.00	6 42.86	1 33.33	63 32.14	214 34.80	17 28.81	31 25.41	88 33.72	174 35.80
3	(N) 327 (%) 37.20	96 37.35	231 37.14	39 35.78	53 33.33	59 28.78	86 36.44	90 52.94	291 36.60	5 50.00	13 40.63	8 50.00	6 42.86	2 66.67	80 40.82	220 35.77	25 42.37	64 52.46	110 42.15	150 30.86
Total	(N) 879 (%) 100.00	257 100.00	622 100.00	109 100.00	159 100.00	205 100.00	236 100.00	170 100.00	795 100.00	10 100.00	32 100.00	16 100.00	14 100.00	3 100.00	196 100.00	615 100.00	59 100.00	122 100.00	261 100.00	486 100.00

**28. In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 29**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	362	105	257	83	89	73	66	51	321	5	19	3	7	4	104	242	13	91	116	153
(%)	18.40	18.49	18.37	26.60	21.65	16.78	14.13	14.91	18.36	17.24	23.75	7.69	18.92	30.77	22.96	17.60	11.02	19.87	18.10	18.06
2 (N)	502	139	363	71	118	123	118	72	441	9	18	20	8	1	108	351	38	97	165	233
(%)	25.52	24.47	25.95	22.76	28.71	28.28	25.27	21.05	25.23	31.03	22.50	51.28	21.62	7.69	23.84	25.53	32.20	21.18	25.74	27.51
3 (N)	684	194	490	108	123	142	178	133	619	8	23	12	14	2	140	498	40	150	226	303
(%)	34.77	34.15	35.03	34.62	29.93	32.64	38.12	38.89	35.41	27.59	28.75	30.77	37.84	15.38	30.91	36.22	33.90	32.75	35.26	35.77
4 (N)	419	130	289	50	81	97	105	86	367	7	20	4	8	6	101	284	27	120	134	158
(%)	21.30	22.89	20.66	16.03	19.71	22.30	22.48	25.15	21.00	24.14	25.00	10.26	21.62	46.15	22.30	20.65	22.88	26.20	20.90	18.65
Total (N)	1,967	568	1,399	312	411	435	467	342	1,748	29	80	39	37	13	453	1,375	118	458	641	847
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**29. In the last 6 months, how often were you taken to the exam room within 15 minutes of your appointment?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 30**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	18	6	12	4	7	4	2	1	12	1	3	1	1	0	5	12	1	5	7	6
(%)	0.91	1.05	0.85	1.27	1.70	0.91	0.43	0.29	0.68	3.45	3.66	2.63	2.70	0.00	1.09	0.87	0.84	1.08	1.09	0.70
2 (N)	122	29	93	21	37	34	19	11	102	2	10	5	0	1	29	81	10	19	31	69
(%)	6.16	5.06	6.60	6.67	8.98	7.71	4.04	3.20	5.79	6.90	12.20	13.16	0.00	7.69	6.32	5.86	8.40	4.12	4.81	8.07
3 (N)	423	119	304	85	96	95	96	51	372	6	21	14	4	2	93	298	28	83	156	181
(%)	21.34	20.77	21.58	26.98	23.30	21.54	20.43	14.83	21.11	20.69	25.61	36.84	10.81	15.38	20.26	21.55	23.53	18.00	24.19	21.17
4 (N)	1,419	419	1,000	205	272	308	353	281	1,276	20	48	18	32	10	332	992	80	354	451	599
(%)	71.59	73.12	70.97	65.08	66.02	69.84	75.11	81.69	72.42	68.97	58.54	47.37	86.49	76.92	72.33	71.73	67.23	76.79	69.92	70.06
Total (N)	1,982	573	1,409	315	412	441	470	344	1,762	29	82	38	37	13	459	1,383	119	461	645	855
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

**30. In the last 6 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



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**Question 31**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 31 (%) 1.57	12 2.11	19 1.35	6 1.92	12 2.92	6 1.36	3 0.64	4 1.17	24 1.37	0 0.00	3 3.70	2 5.26	1 2.70	0 0.00	10 2.19	18 1.31	2 1.68	7 1.52	4 0.62	20 2.35
2	(N) 226 (%) 11.44	56 9.82	170 12.10	49 15.65	64 15.57	56 12.73	38 8.12	19 5.54	200 11.39	4 13.79	13 16.05	6 15.79	1 2.70	1 7.69	46 10.09	163 11.82	16 13.45	39 8.46	83 12.93	102 11.99
3	(N) 619 (%) 31.34	174 30.53	445 31.67	124 39.62	134 32.60	131 29.77	141 30.13	89 25.95	549 31.26	6 20.69	28 34.57	14 36.84	12 32.43	5 38.46	142 31.14	434 31.47	38 31.93	131 28.42	199 31.00	282 33.14
4	(N) 1,099 (%) 55.65	328 57.54	771 54.88	134 42.81	201 48.91	247 56.14	286 61.11	231 67.35	983 55.98	19 65.52	37 45.68	16 42.11	23 62.16	7 53.85	258 56.58	764 55.40	63 52.94	284 61.61	356 55.45	447 52.53
Total	(N) 1,975 (%) 100.0	570 100.00	1,405 100.0	313 100.00	411 100.00	440 100.00	468 100.00	343 100.00	1,756 100.0	29 100.00	81 100.00	38 100.00	37 100.00	13 100.00	456 100.00	1,379 100.0	119 100.00	461 100.00	642 100.00	851 100.00

**31. In the last 6 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 32**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 45 (%) 2.28	12 2.11	33 2.35	10 3.18	16 3.89	11 2.51	4 0.85	4 1.17	40 2.28	0 0.00	3 3.75	1 2.56	1 2.70	0 0.00	13 2.86	31 2.25	1 0.84	6 1.30	13 2.02	26 3.06
2	(N) 277 (%) 14.04	69 12.13	208 14.81	44 14.01	64 15.57	66 15.07	73 15.57	30 8.80	249 14.20	2 6.90	9 11.25	5 12.82	4 10.81	4 30.77	57 12.53	202 14.66	14 11.76	34 7.39	78 12.13	162 19.06
3	(N) 576 (%) 29.19	176 30.93	400 28.49	99 31.53	130 31.63	124 28.31	134 28.57	89 26.10	528 30.10	5 17.24	15 18.75	12 30.77	13 35.14	2 15.38	127 27.91	407 29.54	41 34.45	121 26.30	193 30.02	256 30.12
4	(N) 1,075 (%) 54.49	312 54.83	763 54.34	161 51.27	201 48.91	237 54.11	258 55.01	218 63.93	937 53.42	22 75.86	53 66.25	21 53.85	19 51.35	7 53.85	258 56.70	738 53.56	63 52.94	299 65.00	359 55.83	406 47.76
Total	(N) 1,973 (%) 100.0	569 100.00	1,404 100.0	314 100.00	411 100.00	438 100.00	469 100.00	341 100.00	1,754 100.0	29 100.00	80 100.00	39 100.00	37 100.00	13 100.00	455 100.00	1,378 100.0	119 100.00	460 100.00	643 100.00	850 100.00

**32. In the last 6 months, how often did doctors or other health providers listen carefully to you?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 33**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N) (%)	1,756 88.82	501 87.89	1,255 89.20	285 91.05	368 89.32	383 87.24	418 89.13	302 87.79	1,592 90.51	23 82.14	63 77.78	15 38.46	32 86.49	12 100.00	390 85.34	1,242 90.00	105 88.24	410 89.32	579 90.05	750 87.82
2 (N) (%)	148 7.49	50 8.77	98 6.97	20 6.39	27 6.55	39 8.88	35 7.46	27 7.85	117 6.65	3 10.71	9 11.11	14 35.90	3 8.11	0 0.00	41 8.97	96 6.96	9 7.56	30 6.54	49 7.62	68 7.96
3 (N) (%)	39 1.97	9 1.58	30 2.13	6 1.92	6 1.46	11 2.51	7 1.49	9 2.62	25 1.42	2 7.14	6 7.41	5 12.82	1 2.70	0 0.00	15 3.28	21 1.52	3 2.52	9 1.96	11 1.71	18 2.11
4 (N) (%)	34 1.72	10 1.75	24 1.71	2 0.64	11 2.67	6 1.37	9 1.92	6 1.74	25 1.42	0 0.00	3 3.70	5 12.82	1 2.70	0 0.00	11 2.41	21 1.52	2 1.68	10 2.18	4 0.62	18 2.11
Total (N) (%)	1,977 100.0	570 100.00	1,407 100.0	313 100.00	412 100.00	439 100.00	469 100.00	344 100.00	1,759 100.0	28 100.00	81 100.00	39 100.00	37 100.00	12 100.00	457 100.00	1,380 100.0	119 100.00	459 100.00	643 100.00	854 100.00

**33. In the last 6 months, how often did you have a hard time speaking with or understanding a doctor or other health providers because you spoke different languages?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 34**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 50 (%) 2.53	12 2.10	38 2.71	5 1.60	9 2.19	18 4.10	11 2.34	7 2.04	43 2.45	1 3.57	3 3.75	1 2.56	2 5.41	0 0.00	18 3.93	32 2.33	0 0.00	13 2.83	10 1.56	25 2.93
2	(N) 193 (%) 9.77	55 9.63	138 9.83	36 11.54	39 9.49	48 10.93	40 8.51	30 8.75	170 9.68	3 10.71	10 12.50	4 10.26	2 5.41	0 0.00	45 9.83	133 9.67	11 9.17	26 5.65	46 7.17	118 13.85
3	(N) 541 (%) 27.39	146 25.57	395 28.13	99 31.73	123 29.93	108 24.60	131 27.87	80 23.32	475 27.03	8 28.57	24 30.00	18 46.15	11 29.73	3 23.08	126 27.51	381 27.69	32 26.67	103 22.39	189 29.44	244 28.64
4	(N) 1,191 (%) 60.30	358 62.70	833 59.33	172 55.13	240 58.39	265 60.36	288 61.28	226 65.89	1,069 60.84	16 57.14	43 53.75	16 41.03	22 59.46	10 76.92	269 58.73	830 60.32	77 64.17	318 69.13	397 61.84	465 54.58
Total	(N) 1,975 (%) 100.0	571 100.00	1,404 100.0	312 100.00	411 100.00	439 100.00	470 100.00	343 100.00	1,757 100.0	28 100.00	80 100.00	39 100.00	37 100.00	13 100.00	458 100.00	1,376 100.0	120 100.00	460 100.00	642 100.00	852 100.00

**34. In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 35**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	51	20	31	6	20	12	10	3	45	0	5	0	1	0	13	37	1	5	9	37
(%)	2.58	3.51	2.21	1.92	4.85	2.74	2.13	0.87	2.56	0.00	6.25	0.00	2.70	0.00	2.84	2.69	0.83	1.09	1.40	4.35
2 (N)	235	59	176	37	49	69	50	30	215	3	7	4	4	1	60	164	10	32	63	137
(%)	11.90	10.37	12.53	11.86	11.89	15.75	10.66	8.75	12.24	10.71	8.75	10.26	10.81	7.69	13.13	11.92	8.33	6.99	9.78	16.10
3 (N)	575	176	399	101	125	112	139	98	509	7	23	14	12	4	120	411	38	120	197	248
(%)	29.13	30.93	28.40	32.37	30.34	25.57	29.64	28.57	28.99	25.00	28.75	35.90	32.43	30.77	26.26	29.87	31.67	26.20	30.59	29.14
4 (N)	1,113	314	799	168	218	245	270	212	987	18	45	21	20	8	264	764	71	301	375	429
(%)	56.38	55.18	56.87	53.85	52.91	55.94	57.57	61.81	56.21	64.29	56.25	53.85	54.05	61.54	57.77	55.52	59.17	65.72	58.23	50.41
Total (N)	1,974	569	1,405	312	412	438	469	343	1,756	28	80	39	37	13	457	1,376	120	458	644	851
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

**35. In the last 6 months, how often did doctors or other health providers show respect for what you had to say?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 36**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 76 (%) 3.86	26 4.58	50 3.57	14 4.46	26 6.31	17 3.92	12 2.55	7 2.07	68 3.89	0 0.00	3 3.70	3 7.69	1 2.70	0 0.00	16 3.52	55 4.00	4 3.33	14 3.04	17 2.64	45 5.33
2	(N) 310 (%) 15.74	65 11.44	245 17.49	55 17.52	73 17.72	80 18.43	66 14.01	36 10.65	278 15.89	4 13.79	11 13.58	4 10.26	8 21.62	4 30.77	64 14.10	221 16.07	24 20.00	48 10.43	89 13.82	169 20.02
3	(N) 675 (%) 34.28	212 37.32	463 33.05	116 36.94	145 35.19	142 32.72	162 34.39	110 32.54	595 34.00	10 34.48	35 43.21	16 41.03	11 29.73	3 23.08	150 33.04	481 34.98	39 32.50	152 33.04	236 36.65	281 33.29
4	(N) 908 (%) 46.11	265 46.65	643 45.90	129 41.08	168 40.78	195 44.93	231 49.04	185 54.73	809 46.23	15 51.72	32 39.51	16 41.03	17 45.95	6 46.15	224 49.34	618 44.95	53 44.17	246 53.48	302 46.89	349 41.35
Total	(N) 1,969 (%) 100.0	568 100.00	1,401 100.0	314 100.00	412 100.00	434 100.00	471 100.00	338 100.00	1,750 100.0	29 100.00	81 100.00	39 100.00	37 100.00	13 100.00	454 100.00	1,375 100.0	120 100.00	460 100.00	644 100.00	844 100.00

**36. In the last 6 months, how often did doctors or other health providers spend enough time with you?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 37**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	1,276	367	909	167	227	291	348	243	1,142	21	40	24	28	9	291	886	87	231	398	633
(%)	66.15	65.89	66.25	54.05	56.75	68.47	75.00	73.41	66.43	75.00	51.95	63.16	77.78	75.00	65.10	65.78	75.00	51.56	63.17	76.08
2 (N)	653	190	463	142	173	134	116	88	577	7	37	14	8	3	156	461	29	217	232	199
(%)	33.85	34.11	33.75	45.95	43.25	31.53	25.00	26.59	33.57	25.00	48.05	36.84	22.22	25.00	34.90	34.22	25.00	48.44	36.83	23.92
Total (N)	1,929	557	1,372	309	400	425	464	331	1,719	28	77	38	36	12	447	1,347	116	448	630	832
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**37. We want to know how you, your doctors, and other health providers make decisions about your health care. In the last 6 months, were any decisions made about your health care?**

- 1 = Yes
- 2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 38**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N) (%)	48 3.80	16 4.38	32 3.56	9 5.39	14 6.19	8 2.77	12 3.49	5 2.10	43 3.81	0 0.00	2 5.00	1 4.17	2 7.14	0 0.00	14 4.88	30 3.41	4 4.65	8 3.49	13 3.29	27 4.31
2 (N) (%)	155 12.26	42 11.51	113 12.57	18 10.78	27 11.95	47 16.26	40 11.63	23 9.66	139 12.30	2 9.52	4 10.00	4 16.67	2 7.14	1 11.11	35 12.20	109 12.40	8 9.30	9 3.93	42 10.63	102 16.29
3 (N) (%)	309 24.45	100 27.40	209 23.25	37 22.16	63 27.88	65 22.49	86 25.00	58 24.37	277 24.51	6 28.57	10 25.00	6 25.00	7 25.00	2 22.22	73 25.44	211 24.00	24 27.91	45 19.65	96 24.30	166 26.52
4 (N) (%)	752 59.49	207 56.71	545 60.62	103 61.68	122 53.98	169 58.48	206 59.88	152 63.87	671 59.38	13 61.90	24 60.00	13 54.17	17 60.71	6 66.67	165 57.49	529 60.18	50 58.14	167 72.93	244 61.77	331 52.88
Total (N) (%)	1,264 100.0	365 100.00	899 100.00	167 100.00	226 100.00	289 100.00	344 100.00	238 100.00	1,130 100.0	21 100.00	40 100.00	24 100.00	28 100.00	9 100.00	287 100.00	879 100.00	86 100.00	229 100.00	395 100.00	626 100.00

**38. In the last 6 months, how often were you involved as much as you wanted in these decisions about your health care?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 39**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0	(N) 18 (%) 0.92	8 1.42	10 0.72	0 0.00	5 1.23	6 1.38	4 0.87	3 0.88	12 0.69	1 3.45	2 2.50	1 2.63	1 2.70	0 0.00	5 1.10	10 0.73	2 1.69	1 0.22	1 0.16	15 1.79
1	(N) 16 (%) 0.82	5 0.88	11 0.79	3 0.96	6 1.47	4 0.92	3 0.65	0 0.00	14 0.80	0 0.00	1 1.25	0 0.00	0 0.00	0 0.00	3 0.66	11 0.81	1 0.85	1 0.22	3 0.47	12 1.43
2	(N) 24 (%) 1.23	7 1.24	17 1.22	3 0.96	9 2.21	4 0.92	6 1.30	2 0.59	22 1.26	0 0.00	0 0.00	0 0.00	1 2.70	0 0.00	4 0.88	18 1.32	1 0.85	2 0.44	5 0.78	17 2.02
3	(N) 49 (%) 2.50	15 2.65	34 2.44	8 2.56	10 2.46	11 2.53	17 3.68	3 0.88	44 2.53	0 0.00	1 1.25	0 0.00	3 8.11	1 7.69	13 2.86	34 2.49	2 1.69	7 1.53	10 1.56	32 3.81
4	(N) 64 (%) 3.27	20 3.54	44 3.16	13 4.15	15 3.69	14 3.22	13 2.81	9 2.65	54 3.10	0 0.00	6 7.50	2 5.26	1 2.70	0 0.00	13 2.86	45 3.30	5 4.24	12 2.62	14 2.19	37 4.40
5	(N) 151 (%) 7.72	40 7.08	111 7.97	23 7.35	34 8.35	44 10.11	26 5.63	24 7.06	142 8.16	2 6.90	2 2.50	2 5.26	2 5.41	1 7.69	27 5.95	115 8.42	9 7.63	22 4.80	48 7.50	80 9.52
6	(N) 118 (%) 6.03	30 5.31	88 6.32	25 7.99	24 5.90	29 6.67	24 5.19	16 4.71	108 6.21	1 3.45	3 3.75	3 7.89	3 8.11	0 0.00	35 7.71	78 5.71	5 4.24	11 2.40	40 6.25	66 7.86
7	(N) 219 (%) 11.19	66 11.68	153 10.99	37 11.82	47 11.55	62 14.25	46 9.96	27 7.94	188 10.80	7 24.14	11 13.75	6 15.79	5 13.51	2 15.38	45 9.91	151 11.06	23 19.49	37 8.08	87 13.59	94 11.19
8	(N) 384 (%) 19.62	123 21.77	261 18.75	60 19.17	89 21.87	75 17.24	97 21.00	63 18.53	349 20.06	3 10.34	12 15.00	10 26.32	4 10.81	2 15.38	81 17.84	272 19.93	27 22.88	96 20.96	145 22.66	138 16.43
9	(N) 321 (%) 16.40	89 15.75	232 16.67	64 20.45	78 19.16	63 14.48	73 15.80	43 12.65	294 16.90	1 3.45	13 16.25	2 5.26	4 10.81	3 23.08	60 13.22	240 17.58	17 14.41	79 17.25	121 18.91	121 14.40
10	(N) 593 (%) 30.30	162 28.67	431 30.96	77 24.60	90 22.11	123 28.28	153 33.12	150 44.12	513 29.48	14 48.28	29 36.25	12 31.58	13 35.14	4 30.77	168 37.00	391 28.64	26 22.03	190 41.48	166 25.94	228 27.14
Total	(N) 1,957 (%) 100.0	565 100.0	1,392 100.0	313 100.0	407 100.0	435 100.0	462 100.0	340 100.0	1,740 100.0	29 100.0	80 100.0	38 100.0	37 100.0	13 100.0	454 100.0	1,365 100.0	118 100.0	458 100.0	640 100.0	840 100.0

**39. 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 health care in the last 6 months?**

0 = Worst health care possible — 10 = Best health care possible

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 40**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH			
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor	
1	(N) (%)	349 12.67	126 13.92	223 12.05	23 4.99	49 8.35	60 9.27	122 19.27	95 22.25	317 13.16	7 15.91	6 4.29	7 11.67	3 6.67	2 9.52	97 14.65	218 11.52	27 16.36	36 4.79	65 7.05	245 23.14
2	(N) (%)	2,406 87.33	779 86.08	1,627 87.95	438 95.01	538 91.65	587 90.73	511 80.73	332 77.75	2,092 86.84	37 84.09	134 95.71	53 88.33	42 93.33	19 90.48	565 85.35	1,674 88.48	138 83.64	715 95.21	857 92.95	814 76.86
Total	(N) (%)	2,755 100.0	905 100.00	1,850 100.0	461 100.00	587 100.00	647 100.00	633 100.00	427 100.00	2,409 100.0	44 100.00	140 100.00	60 100.00	45 100.00	21 100.00	662 100.00	1,892 100.0	165 100.00	751 100.00	922 100.00	1,059 100.0

**40. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 41**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 116 (%) 33.92	41 33.06	75 34.40	1 4.35	21 43.75	28 47.46	48 40.68	18 19.15	109 35.05	0 0.00	2 33.33	2 28.57	1 33.33	0 0.00	28 29.17	74 34.74	12 44.44	5 13.89	12 19.05	98 40.83
2	(N) 56 (%) 16.37	23 18.55	33 15.14	5 21.74	8 16.67	9 15.25	15 12.71	19 20.21	48 15.43	3 42.86	0 0.00	3 42.86	0 0.00	0 0.00	11 11.46	38 17.84	5 18.52	8 22.22	12 19.05	36 15.00
3	(N) 170 (%) 49.71	60 48.39	110 50.46	17 73.91	19 39.58	22 37.29	55 46.61	57 60.64	154 49.52	4 57.14	4 66.67	2 28.57	2 66.67	2 100.00	57 59.38	101 47.42	10 37.04	23 63.89	39 61.90	106 44.17
Total	(N) 342 (%) 100.00	124 100.00	218 100.00	23 100.00	48 100.00	59 100.00	118 100.00	94 100.00	311 100.00	7 100.00	6 100.00	7 100.00	3 100.00	2 100.00	96 100.00	213 100.00	27 100.00	36 100.00	63 100.00	240 100.00

**41. In the last 6 months, how much of a problem, if any, was it to get the special medical equipment you needed through your health plan?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 42**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 378 (%) 13.68	124 13.63	254 13.70	34 7.38	67 11.41	94 14.51	105 16.48	78 18.10	337 13.94	7 15.91	14 9.86	8 13.33	7 15.56	1 4.76	92 13.88	245 12.91	37 22.02	41 5.42	89 9.65	246 23.19
2	(N) 2,386 (%) 86.32	786 86.37	1,600 86.30	427 92.62	520 88.59	554 85.49	532 83.52	353 81.90	2,080 86.06	37 84.09	128 90.14	52 86.67	38 84.44	20 95.24	571 86.12	1,653 87.09	131 77.98	715 94.58	833 90.35	815 76.81
Total	(N) 2,764 (%) 100.0	910 100.00	1,854 100.0	461 100.00	587 100.00	648 100.00	637 100.00	431 100.00	2,417 100.0	44 100.00	142 100.00	60 100.00	45 100.00	21 100.00	663 100.00	1,898 100.0	168 100.00	756 100.00	922 100.00	1,061 100.0

**42. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 43**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 168 (%) 45.16	57 46.34	111 44.58	12 35.29	38 56.72	46 49.46	53 51.96	19 25.00	151 45.62	2 28.57	8 57.14	2 25.00	4 57.14	0 0.00	32 35.16	119 49.38	16 44.44	15 36.59	34 38.20	118 49.17
2	(N) 66 (%) 17.74	25 20.33	41 16.47	5 14.71	9 13.43	17 18.28	18 17.65	17 22.37	58 17.52	2 28.57	1 7.14	3 37.50	2 28.57	0 0.00	14 15.38	42 17.43	10 27.78	7 17.07	20 22.47	38 15.83
3	(N) 138 (%) 37.10	41 33.33	97 38.96	17 50.00	20 29.85	30 32.26	31 30.39	40 52.63	122 36.86	3 42.86	5 35.71	3 37.50	1 14.29	1 100.00	45 49.45	80 33.20	10 27.78	19 46.34	35 39.33	84 35.00
Total	(N) 372 (%) 100.00	123 100.00	249 100.00	34 100.00	67 100.00	93 100.00	102 100.00	76 100.00	331 100.00	7 100.00	14 100.00	8 100.00	7 100.00	1 100.00	91 100.00	241 100.00	36 100.00	41 100.00	89 100.00	240 100.00

**43. In the last 6 months, how much of a problem, if any, was it to get the special therapy you needed through your health plan?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 44**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	94	29	65	5	12	30	18	29	43	1	24	20	1	1	54	27	9	15	32	45
(%)	3.40	3.19	3.50	1.08	2.03	4.64	2.83	6.74	1.78	2.22	17.02	33.33	2.17	4.76	8.14	1.42	5.39	1.98	3.47	4.24
2 (N)	2,671	881	1,790	457	578	616	619	401	2,372	44	117	40	45	20	609	1,871	158	743	889	1,016
(%)	96.60	96.81	96.50	98.92	97.97	95.36	97.17	93.26	98.22	97.78	82.98	66.67	97.83	95.24	91.86	98.58	94.61	98.02	96.53	95.76
Total (N)	2,765	910	1,855	462	590	646	637	430	2,415	45	141	60	46	21	663	1,898	167	758	921	1,061
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**44. An interpreter is someone who repeats or signs what one person says in a language used by another person. In the last 6 months, did you need an interpreter to help you speak with doctors or other health providers?**

- 1 = Yes
- 2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 45**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N) (%)	7 7.61	1 3.57	6 9.38	1 20.00	0 0.00	2 6.90	1 5.88	3 10.34	4 9.52	0 0.00	1 4.35	2 10.00	0 0.00	0 0.00	2 3.77	3 11.54	2 22.22	0 0.00	4 12.50	2 4.65
2 (N) (%)	17 18.48	5 17.86	12 18.75	0 0.00	3 25.00	10 34.48	1 5.88	3 10.34	6 14.29	0 0.00	6 26.09	4 20.00	0 0.00	0 0.00	9 16.98	4 15.38	3 33.33	4 26.67	6 18.75	7 16.28
3 (N) (%)	15 16.30	5 17.86	10 15.63	1 20.00	3 25.00	5 17.24	2 11.76	4 13.79	6 14.29	1 100.00	1 4.35	5 25.00	0 0.00	0 0.00	7 13.21	6 23.08	0 0.00	4 26.67	5 15.63	6 13.95
4 (N) (%)	53 57.61	17 60.71	36 56.25	3 60.00	6 50.00	12 41.38	13 76.47	19 65.52	26 61.90	0 0.00	15 65.22	9 45.00	1 100.00	1 100.00	35 66.04	13 50.00	4 44.44	7 46.67	17 53.13	28 65.12
Total (N) (%)	92 100.00	28 100.00	64 100.00	5 100.00	12 100.00	29 100.00	17 100.00	29 100.00	42 100.00	1 100.00	23 100.00	20 100.00	1 100.00	1 100.00	53 100.00	26 100.00	9 100.00	15 100.00	32 100.00	43 100.00

**45. In the last 6 months, when you needed an interpreter to help you speak with doctors or other health providers, how often did you get one?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 46**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 1,572 (%) 59.34	486 55.99	1,086 60.98	270 59.08	344 60.99	368 59.07	360 59.70	230 57.21	1,372 59.24	36 81.82	71 53.38	33 55.00	27 61.36	11 55.00	363 57.62	1,093 60.05	94 56.29	408 55.43	540 60.67	609 60.96
2	(N) 1,077 (%) 40.66	382 44.01	695 39.02	187 40.92	220 39.01	255 40.93	243 40.30	172 42.79	944 40.76	8 18.18	62 46.62	27 45.00	17 38.64	9 45.00	267 42.38	727 39.95	73 43.71	328 44.57	350 39.33	390 39.04
Total	(N) 2,649 (%) 100.0	868 100.00	1,781 100.0	457 100.00	564 100.00	623 100.00	603 100.00	402 100.00	2,316 100.0	44 100.00	133 100.00	60 100.00	44 100.00	20 100.00	630 100.00	1,820 100.0	167 100.00	736 100.00	890 100.00	999 100.00

**46. Some states pay health plans to care for people covered by Medicaid. With these health plans, you may have to choose a doctor from the plan list or go to a clinic or health care center on the plan list. Are you covered by a health plan like this?**

- 1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 47**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	824	214	610	153	185	199	182	105	722	21	37	16	12	3	189	571	51	235	300	282
1 (%)	53.37	45.34	56.90	58.62	54.41	54.82	51.27	46.67	53.48	60.00	52.86	48.48	50.00	27.27	52.94	53.17	55.43	58.75	56.39	47.24
2 (N)	720	258	462	108	155	164	173	120	628	14	33	17	12	8	168	503	41	165	232	315
2 (%)	46.63	54.66	43.10	41.38	45.59	45.18	48.73	53.33	46.52	40.00	47.14	51.52	50.00	72.73	47.06	46.83	44.57	41.25	43.61	52.76
Total (N)	1,544	472	1,072	261	340	363	355	225	1,350	35	70	33	24	11	357	1,074	92	400	532	597
Total (%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

**47. Did you choose your health plan or were you told which plan you were in?**

- 1 = I chose my plan
- 2 = I was told which plan I was in

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 48**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	831	268	563	149	187	197	185	113	714	22	40	19	17	5	189	581	47	232	281	308
(%)	53.65	55.72	52.72	56.02	55.16	54.72	51.97	49.56	52.81	64.71	57.14	57.58	62.96	45.45	52.94	53.80	52.22	57.86	52.72	51.16
2 (N)	718	213	505	117	152	163	171	115	638	12	30	14	10	6	168	499	43	169	252	294
(%)	46.35	44.28	47.28	43.98	44.84	45.28	48.03	50.44	47.19	35.29	42.86	42.42	37.04	54.55	47.06	46.20	47.78	42.14	47.28	48.84
Total (N)	1,549	481	1,068	266	339	360	356	228	1,352	34	70	33	27	11	357	1,080	90	401	533	602
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**48. You can get information about plan services in writing, by telephone, on the Internet, or in-person. Did you get any information about your health plan before you signed up for it?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 49**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 426 (%) 52.27	137 52.29	289 52.26	76 51.70	94 51.37	89 46.60	97 53.30	70 62.50	357 50.93	18 81.82	23 58.97	11 57.89	7 41.18	3 75.00	99 53.23	298 52.28	22 47.83	136 60.44	129 46.91	154 50.49
2	(N) 292 (%) 35.83	97 37.02	195 35.26	50 34.01	68 37.16	78 40.84	60 32.97	36 32.14	258 36.80	2 9.09	10 25.64	6 31.58	10 58.82	1 25.00	69 37.10	196 34.39	22 47.83	72 32.00	110 40.00	108 35.41
3	(N) 94 (%) 11.53	26 9.92	68 12.30	19 12.93	20 10.93	24 12.57	25 13.74	6 5.36	83 11.84	2 9.09	6 15.38	2 10.53	0 0.00	0 0.00	17 9.14	74 12.98	2 4.35	15 6.67	35 12.73	43 14.10
4	(N) 3 (%) 0.37	2 0.76	1 0.18	2 1.36	1 0.55	0 0.00	0 0.00	0 0.00	3 0.43	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1 0.54	2 0.35	0 0.00	2 0.89	1 0.36	0 0.00
Total	(N) 815 (%) 100.00	262 100.00	553 100.00	147 100.00	183 100.00	191 100.00	182 100.00	112 100.00	701 100.00	22 100.00	39 100.00	19 100.00	17 100.00	4 100.00	186 100.00	570 100.00	46 100.00	225 100.00	275 100.00	305 100.00

**49. How much of the information you were given before you signed up for the plan was correct?**

- 1 = All of it
- 2 = Most of it
- 3 = Some of it
- 4 = None of it

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 50**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	514	156	358	86	98	124	112	94	459	7	18	16	6	3	100	365	44	136	152	219
(%)	18.56	17.14	19.26	18.61	16.61	18.99	17.61	21.96	18.97	16.28	12.68	26.23	13.04	14.29	15.06	19.22	26.04	17.92	16.43	20.66
2 (N)	2,255	754	1,501	376	492	529	524	334	1,960	36	124	45	40	18	564	1,534	125	623	773	841
(%)	81.44	82.86	80.74	81.39	83.39	81.01	82.39	78.04	81.03	83.72	87.32	73.77	86.96	85.71	84.94	80.78	73.96	82.08	83.57	79.34
Total (N)	2,769	910	1,859	462	590	653	636	428	2,419	43	142	61	46	21	664	1,899	169	759	925	1,060
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**50. In the last 6 months, did you look for any information about how your health plan works in written material or on the Internet?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 51**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 88 (%) 17.36	30 19.35	58 16.48	7 8.14	16 16.49	18 14.75	29 26.13	18 19.78	80 17.62	1 14.29	2 11.76	2 12.50	1 16.67	1 33.33	12 12.24	63 17.45	12 27.27	12 8.89	22 14.67	51 23.72
2	(N) 153 (%) 30.18	49 31.61	104 29.55	22 25.58	31 31.96	35 28.69	37 33.33	28 30.77	142 31.28	2 28.57	3 17.65	4 25.00	1 16.67	1 33.33	35 35.71	103 28.53	15 34.09	34 25.19	48 32.00	70 32.56
3	(N) 266 (%) 52.47	76 49.03	190 53.98	57 66.28	50 51.55	69 56.56	45 40.54	45 49.45	232 51.10	4 57.14	12 70.59	10 62.50	4 66.67	1 33.33	51 52.04	195 54.02	17 38.64	89 65.93	80 53.33	94 43.72
Total	(N) 507 (%) 100.00	155 100.00	352 100.00	86 100.00	97 100.00	122 100.00	111 100.00	91 100.00	454 100.00	7 100.00	17 100.00	16 100.00	6 100.00	3 100.00	98 100.00	361 100.00	44 100.00	135 100.00	150 100.00	215 100.00

**51. In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials? Please refer to the actual survey instrument for the exact wording utilized on this question.**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 52**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	866	234	632	157	201	202	188	118	768	15	35	21	15	5	166	634	59	205	275	380
(%)	31.35	25.71	34.13	34.06	34.07	31.03	29.79	27.51	31.83	34.09	24.82	34.43	32.61	23.81	25.11	33.44	34.91	27.15	29.70	35.92
2 (N)	1,896	676	1,220	304	389	449	443	311	1,645	29	106	40	31	16	495	1,262	110	550	651	678
(%)	68.65	74.29	65.87	65.94	65.93	68.97	70.21	72.49	68.17	65.91	75.18	65.57	67.39	76.19	74.89	66.56	65.09	72.85	70.30	64.08
Total (N)	2,762	910	1,852	461	590	651	631	429	2,413	44	141	61	46	21	661	1,896	169	755	926	1,058
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**52. In the last 6 months, did you call your health plan's customer service to get information or help?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 53**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 224 (%) 26.23	74 32.17	150 24.04	39 25.16	57 28.79	57 28.64	51 27.42	20 17.24	202 26.68	2 13.33	8 23.53	5 23.81	4 26.67	1 20.00	31 18.90	168 26.88	23 39.66	46 22.66	62 23.05	114 30.32
2	(N) 236 (%) 27.63	46 20.00	190 30.45	45 29.03	52 26.26	60 30.15	52 27.96	27 23.28	204 26.95	4 26.67	10 29.41	7 33.33	5 33.33	2 40.00	46 28.05	169 27.04	17 29.31	61 30.05	70 26.02	103 27.39
3	(N) 394 (%) 46.14	110 47.83	284 45.51	71 45.81	89 44.95	82 41.21	83 44.62	69 59.48	351 46.37	9 60.00	16 47.06	9 42.86	6 40.00	2 40.00	87 53.05	288 46.08	18 31.03	96 47.29	137 50.93	159 42.29
Total	(N) 854 (%) 100.00	230 100.00	624 100.00	155 100.00	198 100.00	199 100.00	186 100.00	116 100.00	757 100.00	15 100.00	34 100.00	21 100.00	15 100.00	5 100.00	164 100.00	625 100.00	58 100.00	203 100.00	269 100.00	376 100.00

**53. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 54**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 358 (%) 12.87	117 12.79	241 12.91	49 10.58	74 12.46	93 14.33	92 14.26	50 11.60	327 13.47	7 15.22	12 8.39	4 6.56	4 8.51	1 4.76	64 9.57	266 13.94	25 14.88	62 8.15	83 8.98	208 19.40
2	(N) 2,424 (%) 87.13	798 87.21	1,626 87.09	414 89.42	520 87.54	556 85.67	553 85.74	381 88.40	2,100 86.53	39 84.78	131 91.61	57 93.44	43 91.49	20 95.24	605 90.43	1,642 86.06	143 85.12	699 91.85	841 91.02	864 80.60
Total	(N) 2,782 (%) 100.0	915 100.00	1,867 100.0	463 100.00	594 100.00	649 100.00	645 100.00	431 100.00	2,427 100.0	46 100.00	143 100.00	61 100.00	47 100.00	21 100.00	669 100.00	1,908 100.0	168 100.00	761 100.00	924 100.00	1,072 100.0

**54. In the last 6 months, have you called or written your health plan with a complaint or problem?**

- 1 = Yes
- 2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 55**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 1,274 (%) 46.14	428 47.19	846 45.63	217 47.38	252 42.71	318 49.00	301 47.18	186 43.66	1,121 46.51	19 42.22	54 38.03	24 39.34	27 58.70	11 52.38	263 39.61	913 48.23	80 47.62	340 45.03	448 48.64	477 44.96
2	(N) 1,487 (%) 53.86	479 52.81	1,008 54.37	241 52.62	338 57.29	331 51.00	337 52.82	240 56.34	1,289 53.49	26 57.78	88 61.97	37 60.66	19 41.30	10 47.62	401 60.39	980 51.77	88 52.38	415 54.97	473 51.36	584 55.04
Total	(N) 2,761 (%) 100.0	907 100.00	1,854 100.0	458 100.00	590 100.00	649 100.00	638 100.00	426 100.00	2,410 100.0	45 100.00	142 100.00	61 100.00	46 100.00	21 100.00	664 100.00	1,893 100.0	168 100.00	755 100.00	921 100.00	1,061 100.0

**55. In the last 6 months, did you have to fill out any paperwork for your health plan?**

- 1 = Yes
- 2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 56**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 123 (%) 9.72	43 10.12	80 9.51	22 10.23	27 10.80	29 9.15	29 9.73	16 8.60	110 9.86	1 5.26	1 1.92	3 13.04	5 18.52	1 9.09	32 12.31	82 9.03	7 8.75	23 6.78	35 7.85	63 13.35
2	(N) 347 (%) 27.41	123 28.94	224 26.63	56 26.05	70 28.00	82 25.87	88 29.53	51 27.42	317 28.41	3 15.79	10 19.23	8 34.78	2 7.41	2 18.18	55 21.15	257 28.30	30 37.50	81 23.89	118 26.46	145 30.72
3	(N) 796 (%) 62.88	259 60.94	537 63.85	137 63.72	153 61.20	206 64.98	181 60.74	119 63.98	689 61.74	15 78.95	41 78.85	12 52.17	20 74.07	8 72.73	173 66.54	569 62.67	43 53.75	235 69.32	293 65.70	264 55.93
Total	(N) 1,266 (%) 100.0	425 100.00	841 100.00	215 100.00	250 100.00	317 100.00	298 100.00	186 100.00	1,116 100.0	19 100.00	52 100.00	23 100.00	27 100.00	11 100.00	260 100.00	908 100.00	80 100.00	339 100.00	446 100.00	472 100.00

**56. In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 57**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0	(N) 68 (%) 2.43	32 3.47	36 1.91	10 2.15	18 3.01	15 2.29	18 2.78	7 1.60	58 2.37	2 4.26	4 2.78	1 1.64	1 2.13	0 0.00	22 3.28	41 2.13	3 1.75	6 0.78	9 0.96	52 4.81
1	(N) 40 (%) 1.43	13 1.41	27 1.43	6 1.29	10 1.67	11 1.68	9 1.39	4 0.92	37 1.51	0 0.00	1 0.69	0 0.00	1 2.13	0 0.00	8 1.19	26 1.35	5 2.92	10 1.31	10 1.07	19 1.76
2	(N) 59 (%) 2.10	23 2.50	36 1.91	7 1.51	17 2.84	19 2.90	11 1.70	5 1.14	56 2.29	0 0.00	1 0.69	0 0.00	0 0.00	1 4.76	11 1.64	41 2.13	6 3.51	7 0.92	15 1.61	37 3.43
3	(N) 113 (%) 4.03	43 4.67	70 3.72	18 3.87	21 3.51	32 4.89	31 4.78	11 2.52	101 4.13	3 6.38	3 2.08	2 3.28	2 4.26	0 0.00	22 3.28	84 4.37	5 2.92	23 3.01	32 3.43	55 5.09
4	(N) 139 (%) 4.96	39 4.23	100 5.31	24 5.16	40 6.69	31 4.73	28 4.32	16 3.66	121 4.95	0 0.00	7 4.86	5 8.20	1 2.13	2 9.52	26 3.88	103 5.35	7 4.09	25 3.27	44 4.72	69 6.39
5	(N) 354 (%) 12.63	125 13.57	229 12.17	52 11.18	76 12.71	98 14.96	87 13.43	41 9.38	321 13.13	2 4.26	11 7.64	5 8.20	10 21.28	1 4.76	76 11.34	252 13.10	22 12.87	65 8.50	130 13.93	158 14.63
6	(N) 244 (%) 8.70	77 8.36	167 8.87	52 11.18	57 9.53	60 9.16	52 8.02	23 5.26	216 8.83	4 8.51	7 4.86	8 13.11	5 10.64	0 0.00	53 7.91	171 8.89	16 9.36	72 9.41	87 9.32	83 7.69
7	(N) 387 (%) 13.81	121 13.14	266 14.13	69 14.84	89 14.88	96 14.66	88 13.58	45 10.30	340 13.91	8 17.02	17 11.81	9 14.75	4 8.51	6 28.57	77 11.49	284 14.76	23 13.45	106 13.86	147 15.76	130 12.04
8	(N) 536 (%) 19.12	178 19.33	358 19.02	104 22.37	102 17.06	105 16.03	125 19.29	100 22.88	463 18.94	7 14.89	31 21.53	16 26.23	10 21.28	4 19.05	128 19.10	363 18.87	40 23.39	164 21.44	186 19.94	181 16.76
9	(N) 307 (%) 10.95	95 10.31	212 11.26	51 10.97	65 10.87	75 11.45	63 9.72	53 12.13	268 10.96	9 19.15	17 11.81	5 8.20	4 8.51	1 4.76	70 10.45	208 10.81	26 15.20	97 12.68	114 12.22	94 8.70
10	(N) 556 (%) 19.84	175 19.00	381 20.24	72 15.48	103 17.22	113 17.25	136 20.99	132 30.21	464 18.98	12 25.53	45 31.25	10 16.39	9 19.15	6 28.57	177 26.42	351 18.24	18 10.53	190 24.84	159 17.04	202 18.70
Total	(N) 2,803 (%) 100.0	921 100.0	1,882 100.0	465 100.0	598 100.0	655 100.0	648 100.0	437 100.0	2,445 100.0	47 100.0	144 100.0	61 100.0	47 100.0	21 100.0	670 100.0	1,924 100.0	171 100.0	765 100.0	933 100.0	1,080 100.0

**57. 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 health plan?**  
0 = Worst health plan possible —10 = Best health plan possible

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 58**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 237 (%) 8.60	96 10.67	141 7.59	28 6.07	48 8.12	57 8.81	56 8.86	48 11.27	199 8.27	10 21.74	11 7.80	5 8.20	6 12.77	3 15.00	74 11.25	145 7.64	15 8.98	59 7.77	64 6.98	114 10.80
2	(N) 508 (%) 18.43	175 19.44	333 17.93	94 20.39	128 21.66	114 17.62	124 19.62	48 11.27	445 18.49	9 19.57	20 14.18	15 24.59	9 19.15	4 20.00	92 13.98	380 20.03	30 17.96	155 20.42	161 17.56	187 17.71
3	(N) 2,012 (%) 72.98	629 69.89	1,383 74.47	339 73.54	415 70.22	476 73.57	452 71.52	330 77.46	1,763 73.24	27 58.70	110 78.01	41 67.21	32 68.09	13 65.00	492 74.77	1,372 72.32	122 73.05	545 71.81	692 75.46	755 71.50
Total	(N) 2,757 (%) 100.0	900 100.00	1,857 100.0	461 100.00	591 100.00	647 100.00	632 100.00	426 100.00	2,407 100.0	46 100.00	141 100.00	61 100.00	47 100.00	20 100.00	658 100.00	1,897 100.0	167 100.00	759 100.00	917 100.00	1,056 100.0

**58. Exceptional Needs Care Coordination is a program to help people with complex or special health care needs. Does your plan have Exceptional Needs Care Coordination (ENCC)?**

- 1 = Yes
- 2 = No
- 3 = Don't know

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 59**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 321 (%) 11.63	105 11.60	216 11.64	34 7.42	67 11.38	85 13.16	93 14.58	42 9.79	294 12.18	4 8.89	9 6.43	6 9.84	4 8.70	0 0.00	71 10.79	219 11.53	27 16.07	46 6.09	83 9.00	191 18.05
2	(N) 554 (%) 20.07	173 19.12	381 20.54	72 15.72	101 17.15	138 21.36	144 22.57	99 23.08	492 20.39	10 22.22	10 7.14	17 27.87	9 19.57	3 14.29	107 16.26	400 21.05	34 20.24	86 11.39	178 19.31	282 26.65
3	(N) 1,447 (%) 52.43	434 47.96	1,013 54.61	248 54.15	288 48.90	327 50.62	336 52.66	248 57.81	1,245 51.60	20 44.44	103 73.57	26 42.62	25 54.35	15 71.43	390 59.27	969 51.00	75 44.64	422 55.89	504 54.66	508 48.02
4	(N) 438 (%) 15.87	193 21.33	245 13.21	104 22.71	133 22.58	96 14.86	65 10.19	40 9.32	382 15.83	11 24.44	18 12.86	12 19.67	8 17.39	3 14.29	90 13.68	312 16.42	32 19.05	201 26.62	157 17.03	77 7.28
Total	(N) 2,760 (%) 100.0	905 100.00	1,855 100.0	458 100.00	589 100.00	646 100.00	638 100.00	429 100.00	2,413 100.0	45 100.00	140 100.00	61 100.00	46 100.00	21 100.00	658 100.00	1,900 100.0	168 100.00	755 100.00	922 100.00	1,058 100.0

**59. In the last 6 months, how much of a problem, if any, was it to get your prescription medicine from your health plan?**

- 1 = A big problem
- 2 = A small problem
- 3 = Not a problem
- 4 = I did not get any new prescription medicine or refill a prescription in the last 6 months

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
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**Question 60**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 1,196 (%) 43.36	398 44.12	798 43.00	143 31.15	234 39.73	289 45.16	320 49.92	210 48.95	1,077 44.69	16 36.36	50 34.97	24 40.00	14 30.43	5 23.81	236 35.76	863 45.59	87 50.88	277 36.93	410 44.37	499 47.03
2	(N) 1,280 (%) 46.41	379 42.02	901 48.55	261 56.86	280 47.54	271 42.34	275 42.90	193 44.99	1,095 45.44	22 50.00	75 52.45	25 41.67	29 63.04	12 57.14	356 53.94	833 44.00	69 40.35	364 48.53	403 43.61	502 47.31
3	(N) 282 (%) 10.22	125 13.86	157 8.46	55 11.98	75 12.73	80 12.50	46 7.18	26 6.06	238 9.88	6 13.64	18 12.59	11 18.33	3 6.52	4 19.05	68 10.30	197 10.41	15 8.77	109 14.53	111 12.01	60 5.66
Total	(N) 2,758 (%) 100.0	902 100.00	1,856 100.0	459 100.00	589 100.00	640 100.00	641 100.00	429 100.00	2,410 100.0	44 100.00	143 100.00	60 100.00	46 100.00	21 100.00	660 100.00	1,893 100.0	171 100.00	750 100.00	924 100.00	1,061 100.0

**60. Sometimes people are asked to pay for part of the cost of their health care directly or out of pocket at the time of their visit. This is called a co-payment. Were you asked to pay a copayment when you went to see your health provider?**

- 1 = Yes
- 2 = No
- 3 = I had no visits in the last 6 months

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 61**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	635	226	409	65	127	143	169	131	586	12	21	6	4	2	116	462	53	194	225	211
(%)	54.04	57.51	52.30	46.43	54.98	50.18	53.99	63.59	55.23	80.00	43.75	25.00	30.77	50.00	50.22	54.48	61.63	71.32	55.56	43.24
2 (N)	366	106	260	52	75	89	100	50	330	2	15	13	5	0	68	276	21	54	134	174
(%)	31.15	26.97	33.25	37.14	32.47	31.23	31.95	24.27	31.10	13.33	31.25	54.17	38.46	0.00	29.44	32.55	24.42	19.85	33.09	35.66
3 (N)	111	35	76	16	20	31	27	17	92	1	8	1	4	1	28	71	8	16	30	65
(%)	9.45	8.91	9.72	11.43	8.66	10.88	8.63	8.25	8.67	6.67	16.67	4.17	30.77	25.00	12.12	8.37	9.30	5.88	7.41	13.32
4 (N)	63	26	37	7	9	22	17	8	53	0	4	4	0	1	19	39	4	8	16	38
(%)	5.36	6.62	4.73	5.00	3.90	7.72	5.43	3.88	5.00	0.00	8.33	16.67	0.00	25.00	8.23	4.60	4.65	2.94	3.95	7.79
Total (N)	1,175	393	782	140	231	285	313	206	1,061	15	48	24	13	4	231	848	86	272	405	488
(%)	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

**61. In the last 6 months, how often did the out of pocket costs stop you from getting the health care you needed?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

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**Question 62**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N) (%)	220 7.92	80 8.76	140 7.51	56 12.07	76 12.75	42 6.47	24 3.75	22 5.13	184 7.58	6 13.04	12 8.45	4 6.67	3 6.38	3 15.00	37 5.59	154 8.06	21 12.43	220 28.76	0 0.00	0 0.00
2 (N) (%)	545 19.62	167 18.29	378 20.27	150 32.33	139 23.32	131 20.18	73 11.41	52 12.12	475 19.58	5 10.87	30 21.13	13 21.67	10 21.28	5 25.00	96 14.50	389 20.37	53 31.36	545 71.24	0 0.00	0 0.00
3 (N) (%)	933 33.59	294 32.20	639 34.26	170 36.64	241 40.44	229 35.29	188 29.38	105 24.48	812 33.47	16 34.78	50 35.21	30 50.00	15 31.91	4 20.00	194 29.31	693 36.28	40 23.67	0 0.00	933 100.00	0 0.00
4 (N) (%)	711 25.59	228 24.97	483 25.90	67 14.44	108 18.12	163 25.12	197 30.78	176 41.03	628 25.89	12 26.09	35 24.65	10 16.67	12 25.53	5 25.00	213 32.18	449 23.51	40 23.67	0 0.00	0 0.00	711 65.83
5 (N) (%)	369 13.28	144 15.77	225 12.06	21 4.53	32 5.37	84 12.94	158 24.69	74 17.25	327 13.48	7 15.22	15 10.56	3 5.00	7 14.89	3 15.00	122 18.43	225 11.78	15 8.88	0 0.00	0 0.00	369 34.17
Total (N) (%)	2,778 100.0	913 100.00	1,865 100.0	464 100.00	596 100.00	649 100.00	640 100.00	429 100.00	2,426 100.0	46 100.00	142 100.00	60 100.00	47 100.00	20 100.00	662 100.00	1,910 100.0	169 100.00	765 100.00	933 100.00	1,080 100.0

**62. In general, how would you rate your overall health now?**

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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



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**Question 63**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 332 (%) 11.94	113 12.35	219 11.74	22 4.73	43 7.21	65 10.00	121 18.94	81 18.84	287 11.83	10 21.74	12 8.39	9 14.75	3 6.38	2 9.52	107 16.07	203 10.63	13 7.69	29 3.81	50 5.36	249 23.40
2	(N) 2,448 (%) 88.06	802 87.65	1,646 88.26	443 95.27	553 92.79	585 90.00	518 81.06	349 81.16	2,140 88.17	36 78.26	131 91.61	52 85.25	44 93.62	19 90.48	559 83.93	1,707 89.37	156 92.31	733 96.19	882 94.64	815 76.60
Total	(N) 2,780 (%) 100.0	915 100.00	1,865 100.0	465 100.00	596 100.00	650 100.00	639 100.00	430 100.00	2,427 100.0	46 100.00	143 100.00	61 100.00	47 100.00	21 100.00	666 100.00	1,910 100.0	169 100.00	762 100.00	932 100.00	1,064 100.0

**63. Because of any impairment or health problem, do you need the help of other persons with your personal care needs, such as eating, dressing, or getting around the house?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 64**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	678	226	452	43	97	154	231	153	602	15	12	15	12	5	202	430	29	62	124	482
(%)	24.41	24.86	24.20	9.25	16.30	23.77	36.04	35.75	24.85	31.91	8.39	24.59	25.53	23.81	30.28	22.55	17.26	8.14	13.35	45.30
2 (N)	2,099	683	1,416	422	498	494	410	275	1,821	32	131	46	35	16	465	1,477	139	700	805	582
(%)	75.59	75.14	75.80	90.75	83.70	76.23	63.96	64.25	75.15	68.09	91.61	75.41	74.47	76.19	69.72	77.45	82.74	91.86	86.65	54.70
Total (N)	2,777	909	1,868	465	595	648	641	428	2,423	47	143	61	47	21	667	1,907	168	762	929	1,064
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**64. Because of any impairment or health problem, do you need help with your routine needs, such as everyday household chores, doing necessary business, shopping, or getting around for other purposes?**

- 1 = Yes
- 2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 65**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	937	351	586	71	132	223	321	190	850	17	20	13	19	6	255	622	48	73	190	660
(%)	33.91	38.57	31.62	15.33	22.26	34.52	50.63	44.50	35.20	36.96	13.99	21.31	41.30	28.57	38.52	32.72	28.40	9.58	20.65	62.38
2 (N)	1,826	559	1,267	392	461	423	313	237	1,565	29	123	48	27	15	407	1,279	121	689	730	398
(%)	66.09	61.43	68.38	84.67	77.74	65.48	49.37	55.50	64.80	63.04	86.01	78.69	58.70	71.43	61.48	67.28	71.60	90.42	79.35	37.62
Total (N)	2,763	910	1,853	463	593	646	634	427	2,415	46	143	61	46	21	662	1,901	169	762	920	1,058
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**65. Do you have a physical or medical condition that seriously interferes with your independence, participation in the community, or quality of life?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 66**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 1,166 (%) 42.14	437 47.97	729 39.28	84 18.10	147 24.83	271 41.95	398 62.19	266 62.59	1,062 43.94	21 46.67	24 16.67	16 26.67	21 44.68	7 33.33	329 49.40	767 40.41	55 32.35	102 13.42	260 28.26	792 74.37
2	(N) 1,601 (%) 57.86	474 52.03	1,127 60.72	380 81.90	445 75.17	375 58.05	242 37.81	159 37.41	1,355 56.06	24 53.33	120 83.33	44 73.33	26 55.32	14 66.67	337 50.60	1,131 59.59	115 67.65	658 86.58	660 71.74	273 25.63
Total	(N) 2,767 (%) 100.0	911 100.00	1,856 100.0	464 100.00	592 100.00	646 100.00	640 100.00	425 100.00	2,417 100.0	45 100.00	144 100.00	60 100.00	47 100.00	21 100.00	666 100.00	1,898 100.0	170 100.00	760 100.00	920 100.00	1,065 100.0

**66. Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage your day-to-day activities?**  
1 = Yes  
2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 67**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0	(N) 90 (%) 3.30	37 4.14	53 2.88	8 1.75	22 3.77	28 4.39	28 4.44	4 0.95	78 3.27	2 4.44	4 2.86	2 3.39	0 0.00	0 0.00	25 3.83	57 3.03	4 2.42	9 1.21	10 1.09	69 6.58
1	(N) 41 (%) 1.50	16 1.79	25 1.36	4 0.87	11 1.88	12 1.88	9 1.43	5 1.19	38 1.59	0 0.00	2 1.43	1 1.69	0 0.00	0 0.00	6 0.92	31 1.65	4 2.42	9 1.21	9 0.98	21 2.00
2	(N) 63 (%) 2.31	21 2.35	42 2.29	8 1.75	21 3.60	17 2.66	13 2.06	4 0.95	60 2.51	0 0.00	1 0.71	0 0.00	2 4.44	0 0.00	12 1.84	44 2.34	7 4.24	7 0.94	15 1.64	41 3.91
3	(N) 107 (%) 3.92	40 4.48	67 3.65	13 2.84	20 3.42	34 5.33	30 4.76	10 2.38	95 3.98	1 2.22	3 2.14	0 0.00	5 11.11	1 4.76	19 2.91	81 4.31	5 3.03	15 2.02	21 2.30	68 6.49
4	(N) 118 (%) 4.32	30 3.36	88 4.79	19 4.15	25 4.28	32 5.02	29 4.60	13 3.09	105 4.40	2 4.44	2 1.43	4 6.78	2 4.44	2 9.52	24 3.68	87 4.63	6 3.64	14 1.88	42 4.59	62 5.92
5	(N) 332 (%) 12.16	105 11.76	227 12.35	55 12.01	74 12.67	78 12.23	78 12.38	47 11.16	298 12.48	3 6.67	9 6.43	8 13.56	9 20.00	3 14.29	69 10.58	237 12.61	24 14.55	74 9.95	118 12.90	138 13.17
6	(N) 205 (%) 7.51	79 8.85	126 6.86	38 8.30	51 8.73	53 8.31	42 6.67	21 4.99	178 7.46	7 15.56	10 7.14	6 10.17	1 2.22	1 4.76	50 7.67	139 7.39	14 8.48	42 5.65	85 9.29	78 7.44
7	(N) 350 (%) 12.82	101 11.31	249 13.55	59 12.88	74 12.67	93 14.58	76 12.06	48 11.40	310 12.99	3 6.67	19 13.57	7 11.86	3 6.67	3 14.29	81 12.42	251 13.35	13 7.88	94 12.63	136 14.86	117 11.16
8	(N) 529 (%) 19.37	175 19.60	354 19.26	108 23.58	115 19.69	103 16.14	128 20.32	75 17.81	469 19.65	7 15.56	18 12.86	18 30.51	9 20.00	4 19.05	108 16.56	371 19.73	46 27.88	154 20.70	202 22.08	169 16.13
9	(N) 351 (%) 12.85	105 11.76	246 13.38	67 14.63	69 11.82	83 13.01	68 10.79	64 15.20	304 12.74	13 28.89	21 15.00	3 5.08	6 13.33	0 0.00	84 12.88	241 12.82	22 13.33	121 16.26	128 13.99	99 9.45
10	(N) 545 (%) 19.96	184 20.60	361 19.64	79 17.25	102 17.47	105 16.46	129 20.48	130 30.88	452 18.94	7 15.56	51 36.43	10 16.95	8 17.78	7 33.33	174 26.69	341 18.14	20 12.12	205 27.55	149 16.28	186 17.75
Total	(N) 2,731 (%) 100.0	893 100.0	1,838 100.0	458 100.0	584 100.0	638 100.0	630 100.0	421 100.0	2,387 100.0	45 100.0	140 100.0	59 100.0	45 100.0	21 100.0	652 100.0	1,880 100.0	165 100.0	744 100.0	915 100.0	1,048 100.0

**67. We want to know your rating of how well your health plan has done in providing the equipment, services, and help you need. Using any number from 0 to 10 where 0 is the worst your plan could do and 10 is the best your plan could do, what number would you use to rate your health plan now.**

0 = Worst health plan possible —10 = Best health plan possible

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 68**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 534 (%) 19.11	182 19.85	352 18.74	56 12.07	81 13.55	90 13.78	151 23.37	156 35.94	465 19.04	12 26.09	23 16.08	11 18.03	9 19.15	8 38.10	160 23.95	330 17.17	38 22.35	114 14.90	151 16.25	264 24.54
2	(N) 2,169 (%) 77.60	699 76.23	1,470 78.27	391 84.27	500 83.61	542 83.00	472 73.07	264 60.83	1,901 77.85	32 69.57	116 81.12	44 72.13	38 80.85	12 57.14	480 71.86	1,535 79.86	128 75.29	625 81.70	746 80.30	779 72.40
3	(N) 92 (%) 3.29	36 3.93	56 2.98	17 3.66	17 2.84	21 3.22	23 3.56	14 3.23	76 3.11	2 4.35	4 2.80	6 9.84	0 0.00	1 4.76	28 4.19	57 2.97	4 2.35	26 3.40	32 3.44	33 3.07
Total	(N) 2,795 (%) 100.0	917 100.00	1,878 100.0	464 100.00	598 100.00	653 100.00	646 100.00	434 100.00	2,442 100.0	46 100.00	143 100.00	61 100.00	47 100.00	21 100.00	668 100.00	1,922 100.00	170 100.00	765 100.00	929 100.00	1,076 100.0

**68. Have you had a flu shot since September 1, 2002?**

- 1 = Yes
- 2 = No
- 3 = Don't know

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 69**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 1,728 (%) 62.16	587 64.36	1,141 61.08	246 53.13	327 55.14	414 63.50	460 71.88	281 65.05	1,581 65.03	21 45.65	47 32.87	17 27.87	34 73.91	14 70.00	445 66.62	1,202 62.93	67 39.64	369 48.62	584 62.93	757 70.81
2	(N) 1,015 (%) 36.51	311 34.10	704 37.69	209 45.14	259 43.68	229 35.12	176 27.50	142 32.87	816 33.57	25 54.35	95 66.43	43 70.49	12 26.09	6 30.00	214 32.04	685 35.86	98 57.99	380 50.07	330 35.56	299 27.97
3	(N) 37 (%) 1.33	14 1.54	23 1.23	8 1.73	7 1.18	9 1.38	4 0.63	9 2.08	34 1.40	0 0.00	1 0.70	1 1.64	0 0.00	9 1.35	23 1.20	4 2.37	10 1.32	14 1.51	13 1.22	
Total	(N) 2,780 (%) 100.0	912 100.0	1,868 100.0	463 100.0	593 100.0	652 100.0	640 100.0	432 100.0	2,431 100.0	46 100.0	143 100.0	61 100.0	46 100.0	20 100.0	668 100.0	1,910 100.0	169 100.0	759 100.0	928 100.0	1,069 100.0

**69. Have you ever smoked at least 100 cigarettes in your entire life?**

- 1 = Yes
- 2 = No
- 3 = Don't know

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 70**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 891 (%) 51.86	295 50.60	596 52.51	132 53.88	189 57.80	236 57.70	222 48.47	112 40.14	835 53.08	7 33.33	9 20.00	9 52.94	18 52.94	5 35.71	250 56.69	603 50.38	30 45.45	171 46.47	325 56.03	386 51.33
2	(N) 256 (%) 14.90	86 14.75	170 14.98	42 17.14	53 16.21	62 15.16	68 14.85	31 11.11	227 14.43	4 19.05	10 22.22	3 17.65	8 23.53	2 14.29	56 12.70	189 15.79	9 13.64	60 16.30	67 11.55	125 16.62
3	(N) 569 (%) 33.12	201 34.48	368 32.42	71 28.98	85 25.99	110 26.89	168 36.68	135 48.39	509 32.36	10 47.62	26 57.78	5 29.41	8 23.53	7 50.00	134 30.39	404 33.75	27 40.91	137 37.23	187 32.24	240 31.91
4	(N) 2 (%) 0.12	1 0.17	1 0.09	0 0.00	0 0.00	1 0.24	0 0.00	1 0.36	2 0.13	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1 0.23	1 0.08	0 0.00	0 0.00	1 0.17	1 0.13
Total	(N) 1,718 (%) 100.0	583 100.00	1,135 100.0	245 100.00	327 100.00	409 100.00	458 100.00	279 100.00	1,573 100.0	21 100.00	45 100.00	17 100.00	34 100.00	14 100.00	441 100.00	1,197 100.0	66 100.00	368 100.00	580 100.00	752 100.00

**70. Do you now smoke every day, some days or not at all?**

- 1 = Every day
- 2 = Some days
- 3 = Not at all
- 4 = Don't know

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 71**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 56 (%) 9.91	16 8.00	40 10.96	18 25.35	9 10.59	7 6.42	18 10.71	4 3.03	52 10.28	2 22.22	1 3.85	0 0.00	0 0.00	1 14.29	10 7.52	43 10.72	3 11.11	16 11.68	14 7.53	26 10.97
2	(N) 492 (%) 87.08	176 88.00	316 86.58	53 74.65	74 87.06	99 90.83	144 85.71	122 92.42	441 87.15	6 66.67	23 88.46	5 100.00	8 100.00	5 71.43	118 88.72	347 86.53	23 85.19	117 85.40	167 89.78	205 86.50
3	(N) 17 (%) 3.01	8 4.00	9 2.47	0 0.00	2 2.35	3 2.75	6 3.57	6 4.55	13 2.57	1 11.11	2 7.69	0 0.00	0 0.00	1 14.29	5 3.76	11 2.74	1 3.70	4 2.92	5 2.69	6 2.53
Total	(N) 565 (%) 100.00	200 100.00	365 100.00	71 100.00	85 100.00	109 100.00	168 100.00	132 100.00	506 100.00	9 100.00	26 100.00	5 100.00	8 100.00	7 100.00	133 100.00	401 100.00	27 100.00	137 100.00	186 100.00	237 100.00

**71. How long has it been since you quit smoking cigarettes?**

- 1 = 6 months or less
- 2 = More than 6 months
- 3 = Don't know

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 72**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0	(N) 358 (%) 30.78	136 35.98	222 28.28	72 38.71	86 34.68	83 28.33	83 28.62	34 23.29	319 29.56	6 50.00	10 58.82	5 41.67	11 42.31	4 50.00	84 27.81	257 31.73	14 33.33	89 37.39	121 30.56	145 27.94
1	(N) 233 (%) 20.03	65 17.20	168 21.40	32 17.20	40 16.13	68 23.21	56 19.31	37 25.34	223 20.67	2 16.67	1 5.88	3 25.00	1 3.85	3 37.50	56 18.54	165 20.37	12 28.57	37 15.55	79 19.95	115 22.16
2	(N) 274 (%) 23.56	75 19.84	199 25.35	29 15.59	53 21.37	71 24.23	80 27.59	41 28.08	258 23.91	3 25.00	3 17.65	2 16.67	6 23.08	0 0.00	76 25.17	188 23.21	8 19.05	39 16.39	87 21.97	144 27.75
3	(N) 93 (%) 8.00	26 6.88	67 8.54	14 7.53	15 6.05	22 7.51	24 8.28	18 12.33	88 8.16	0 0.00	0 0.00	1 8.33	3 11.54	0 0.00	24 7.95	65 8.02	3 7.14	14 5.88	30 7.58	48 9.25
4	(N) 58 (%) 4.99	8 2.12	50 6.37	11 5.91	13 5.24	12 4.10	17 5.86	5 3.42	52 4.82	1 8.33	1 5.88	0 0.00	2 7.69	0 0.00	20 6.62	36 4.44	0 0.00	10 4.20	14 3.54	34 6.55
5	(N) 147 (%) 12.64	68 17.99	79 10.06	28 15.05	41 16.53	37 12.63	30 10.34	11 7.53	139 12.88	0 0.00	2 11.76	1 8.33	3 11.54	1 12.50	42 13.91	99 12.22	5 11.90	49 20.59	65 16.41	33 6.36
Total	(N) 1,163 (%) 100.0	378 100.00	785 100.00	186 100.00	248 100.00	293 100.00	290 100.00	146 100.00	1,079 100.0	12 100.00	17 100.00	12 100.00	26 100.00	8 100.00	302 100.00	810 100.00	42 100.00	238 100.00	396 100.00	519 100.00

**72. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?**

- 0 = None
- 1 = 1 visit
- 2 = 2 to 4 visits
- 3 = 5 to 9 visits
- 4 = 10 or more visits
- 5 = I had no visits in the last 6 months

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 73**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0	(N) 654 (%) 58.03	214 58.63	440 57.74	124 70.86	148 63.52	163 55.25	151 52.80	68 49.28	598 57.17	12 92.31	16 84.21	7 58.33	14 58.33	4 50.00	164 55.22	459 58.40	28 71.79	137 60.89	220 57.59	291 57.06
1	(N) 188 (%) 16.68	47 12.88	141 18.50	19 10.86	30 12.88	52 17.63	53 18.53	34 24.64	177 16.92	1 7.69	1 5.26	2 16.67	4 16.67	3 37.50	46 15.49	137 17.43	5 12.82	28 12.44	74 19.37	83 16.27
2	(N) 141 (%) 12.51	43 11.78	98 12.86	14 8.00	22 9.44	38 12.88	43 15.03	24 17.39	132 12.62	0 0.00	1 5.26	2 16.67	3 12.50	1 12.50	43 14.48	93 11.83	3 7.69	24 10.67	36 9.42	80 15.69
3	(N) 23 (%) 2.04	9 2.47	14 1.84	4 2.29	0 0.00	7 2.37	8 2.80	4 2.90	22 2.10	0 0.00	0 0.00	0 0.00	1 4.17	0 0.00	7 2.36	15 1.91	1 2.56	4 1.78	5 1.31	14 2.75
4	(N) 16 (%) 1.42	3 0.82	13 1.71	1 0.57	4 1.72	4 1.36	5 1.75	2 1.45	15 1.43	0 0.00	0 0.00	0 0.00	1 4.17	0 0.00	7 2.36	9 1.15	0 0.00	1 0.44	3 0.79	12 2.35
5	(N) 105 (%) 9.32	49 13.42	56 7.35	13 7.43	29 12.45	31 10.51	26 9.09	6 4.35	102 9.75	0 0.00	1 5.26	1 8.33	1 4.17	0 0.00	30 10.10	73 9.29	2 5.13	31 13.78	44 11.52	30 5.88
Total	(N) 1,127 (%) 100.0	365 100.00	762 100.00	175 100.00	233 100.00	295 100.00	286 100.00	138 100.00	1,046 100.0	13 100.00	19 100.00	12 100.00	24 100.00	8 100.00	297 100.00	786 100.00	39 100.00	225 100.00	382 100.00	510 100.00

**73. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?**

- 0 = None
- 1 = 1 visit
- 2 = 2 to 4 visits
- 3 = 5 to 9 visits
- 4 = 10 or more visits
- 5 = I had no visits in the last 6 months

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 74**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
0	(N) 683 (%) 60.93	225 61.98	458 60.42	122 68.93	144 62.07	172 58.70	164 58.78	81 57.86	625 60.04	11 84.62	15 78.95	7 58.33	16 66.67	6 75.00	175 59.32	480 61.30	25 64.10	137 61.16	221 58.31	319 62.67
1	(N) 164 (%) 14.63	37 10.19	127 16.75	19 10.73	32 13.79	38 12.97	48 17.20	27 19.29	158 15.18	1 7.69	1 5.26	2 16.67	2 8.33	0 0.00	37 12.54	119 15.20	8 20.51	29 12.95	62 16.36	71 13.95
2	(N) 130 (%) 11.60	42 11.57	88 11.61	15 8.47	22 9.48	41 13.99	32 11.47	20 14.29	121 11.62	1 7.69	1 5.26	2 16.67	3 12.50	2 25.00	33 11.19	93 11.88	4 10.26	24 10.71	39 10.29	66 12.97
3	(N) 26 (%) 2.32	7 1.93	19 2.51	3 1.69	2 0.86	8 2.73	10 3.58	3 2.14	24 2.31	0 0.00	0 0.00	0 0.00	1 4.17	0 0.00	10 3.39	15 1.92	0 0.00	3 1.34	5 1.32	18 3.54
4	(N) 15 (%) 1.34	3 0.83	12 1.58	2 1.13	3 1.29	4 1.37	2 0.72	4 2.86	13 1.25	0 0.00	1 5.26	0 0.00	1 4.17	0 0.00	8 2.71	7 0.89	0 0.00	1 0.45	4 1.06	10 1.96
5	(N) 103 (%) 9.19	49 13.50	54 7.12	16 9.04	29 12.50	30 10.24	23 8.24	5 3.57	100 9.61	0 0.00	1 5.26	1 8.33	1 4.17	0 0.00	32 10.85	69 8.81	2 5.13	30 13.39	48 12.66	25 4.91
Total	(N) 1,121 (%) 100.0	363 100.00	758 100.00	177 100.00	232 100.00	293 100.00	279 100.00	140 100.00	1,041 100.0	13 100.00	19 100.00	12 100.00	24 100.00	8 100.00	295 100.00	783 100.00	39 100.00	224 100.00	379 100.00	509 100.00

**74. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?**

- 0 = None
- 1 = 1 visit
- 2 = 2 to 4 visits
- 3 = 5 to 9 visits
- 4 = 10 or more visits
- 5 = I had no visits in the last 6 months

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 75**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N) (%)	411 14.84	87 9.62	324 17.37	400 86.21	5 0.85	3 0.46	2 0.32	1 0.23	354 14.57	9 19.15	25 17.48	9 14.75	9 19.57	3 14.29	101 15.26	303 15.81	5 2.94	183 24.34	154 16.59	73 6.85
2 (N) (%)	588 21.24	174 19.25	414 22.20	59 12.72	519 88.27	8 1.23	2 0.32	0 0.00	511 21.03	9 19.15	36 25.17	14 22.95	11 23.91	3 14.29	95 14.35	438 22.86	51 30.00	220 29.26	230 24.78	136 12.76
3 (N) (%)	647 23.37	212 23.45	435 23.32	1 0.22	63 10.71	571 87.98	11 1.74	1 0.23	564 23.21	12 25.53	39 27.27	12 19.67	9 19.57	4 19.05	158 23.87	447 23.33	35 20.59	174 23.14	233 25.11	234 21.95
4 (N) (%)	644 23.26	271 29.98	373 20.00	3 0.65	0 0.00	65 10.02	570 89.91	6 1.38	575 23.66	11 23.40	24 16.78	13 21.31	11 23.91	5 23.81	152 22.96	444 23.17	43 25.29	93 12.37	198 21.34	346 32.46
5 (N) (%)	438 15.82	146 16.15	292 15.66	0 0.00	1 0.17	1 0.15	48 7.57	388 89.40	394 16.21	6 12.77	15 10.49	11 18.03	5 10.87	5 23.81	133 20.09	269 14.04	34 20.00	77 10.24	104 11.21	251 23.55
6 (N) (%)	36 1.30	12 1.33	24 1.29	0 0.00	0 0.00	1 0.15	1 0.16	34 7.83	30 1.23	0 0.00	2 1.40	1 1.64	1 2.17	1 4.76	19 2.87	15 0.78	1 0.59	5 0.66	7 0.75	23 2.16
7 (N) (%)	5 0.18	2 0.22	3 0.16	1 0.22	0 0.00	0 0.00	0 0.00	4 0.92	2 0.08	0 0.00	2 1.40	1 1.64	0 0.00	0 0.00	4 0.60	0 0.00	1 0.59	0 0.00	2 0.22	3 0.28
Total (N) (%)	2,769 100.0	904 100.00	1,865 100.0	464 100.00	588 100.00	649 100.00	634 100.00	434 100.00	2,430 100.0	47 100.00	143 100.00	61 100.00	46 100.00	21 100.00	662 100.00	1,916 100.0	170 100.00	752 100.00	928 100.00	1,066 100.0

**75. What is your age now?**

- 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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 76**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	851	829	22	95	162	194	255	145	741	16	45	15	15	8	231	538	71	221	273	350
(%)	30.64	91.60	1.18	20.56	27.32	29.94	39.91	33.33	30.47	34.78	31.25	24.59	31.91	38.10	34.79	28.06	41.76	29.19	29.45	32.71
2 (N)	1,926	76	1,850	367	431	454	384	290	1,691	30	99	46	32	13	433	1,379	99	536	654	720
(%)	69.36	8.40	98.82	79.44	72.68	70.06	60.09	66.67	69.53	65.22	68.75	75.41	68.09	61.90	65.21	71.94	58.24	70.81	70.55	67.29
Total (N)	2,777	905	1,872	462	593	648	639	435	2,432	46	144	61	47	21	664	1,917	170	757	927	1,070
(%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.0

**76. Are you male or female?**  
1 = Male  
2 = Female

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 77**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 198 (%) 7.16	66 7.30	132 7.09	13 2.81	28 4.76	48 7.45	50 7.84	59 13.66	127 5.19	3 6.38	52 36.11	11 18.03	4 8.51	1 4.76	198 29.55	0 0.00	0 0.00	40 5.33	49 5.29	105 9.87
2	(N) 472 (%) 17.07	174 19.25	298 16.01	99 21.38	78 13.27	106 16.46	104 16.30	85 19.68	424 17.34	8 17.02	22 15.28	6 9.84	9 19.15	3 14.29	472 70.45	0 0.00	0 0.00	93 12.40	145 15.64	230 21.62
3	(N) 1,097 (%) 39.67	339 37.50	758 40.73	225 48.60	241 40.99	252 39.13	241 37.77	138 31.94	986 40.33	15 31.91	48 33.33	18 29.51	18 38.30	12 57.14	0 0.00	1,097 57.02	0 0.00	291 38.80	402 43.37	395 37.12
4	(N) 827 (%) 29.91	252 27.88	575 30.90	117 25.27	189 32.14	204 31.68	202 31.66	115 26.62	761 31.12	15 31.91	18 12.50	16 26.23	14 29.79	3 14.29	0 0.00	827 42.98	0 0.00	252 33.60	291 31.39	279 26.22
5	(N) 111 (%) 4.01	49 5.42	62 3.33	8 1.73	36 6.12	25 3.88	22 3.45	20 4.63	95 3.89	5 10.64	3 2.08	6 9.84	1 2.13	1 4.76	0 0.00	0 0.00	111 64.91	48 6.40	26 2.80	36 3.38
6	(N) 60 (%) 2.17	24 2.65	36 1.93	1 0.22	16 2.72	9 1.40	19 2.98	15 3.47	52 2.13	1 2.13	1 0.69	4 6.56	1 2.13	1 4.76	0 0.00	0 0.00	60 35.09	26 3.47	14 1.51	19 1.79
Total	(N) 2,765 (%) 100.0	904 100.00	1,861 100.0	463 100.00	588 100.00	644 100.00	638 100.00	432 100.00	2,445 100.0	47 100.00	144 100.00	61 100.00	47 100.00	21 100.00	670 100.00	1,924 100.0	171 100.00	750 100.00	927 100.00	1,064 100.0

**77. 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

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 78**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N)	212	74	138	52	46	49	40	25	66	3	131	2	2	1	92	107	6	74	69	68
1 (%)	7.74	8.27	7.48	11.28	7.74	7.67	6.41	5.94	2.75	6.52	92.91	3.39	4.26	5.00	14.09	5.65	3.53	9.85	7.52	6.48
2 (N)	2,527	821	1,706	409	548	590	584	396	2,337	43	10	57	45	19	561	1,786	164	677	848	981
2 (%)	92.26	91.73	92.52	88.72	92.26	92.33	93.59	94.06	97.25	93.48	7.09	96.61	95.74	95.00	85.91	94.35	96.47	90.15	92.48	93.52
Total (N)	2,739	895	1,844	461	594	639	624	421	2,403	46	141	59	47	20	653	1,893	170	751	917	1,049
Total (%)	100.0	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00	100.00	100.00	100.0	100.00	100.00	100.00	100.00

**78. Are you of Hispanic or Latino origin or descent?**  
1 = Yes, Hispanic or Latino  
2 = No, not Hispanic or Latino

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.



**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 79**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1 (N) (%)	120 4.38	36 4.01	84 4.56	23 5.03	20 3.42	29 4.52	35 5.57	13 3.04	105 4.33	1 2.13	2 1.80	4 6.56	7 14.89	1 4.76	26 4.03	88 4.63	6 3.57	25 3.33	38 4.17	57 5.41
2 (N) (%)	2,282 83.35	738 82.27	1,544 83.87	366 80.09	491 84.08	531 82.84	521 82.96	373 87.15	2,213 91.18	0 0.00	31 27.93	2 3.28	12 25.53	10 47.62	518 80.31	1,620 85.22	130 77.38	622 82.93	756 82.89	886 84.06
3 (N) (%)	49 1.79	18 2.01	31 1.68	10 2.19	7 1.20	11 1.72	14 2.23	7 1.64	5 0.21	42 89.36	1 0.90	0 0.00	0 0.00	1 4.76	14 2.17	30 1.58	5 2.98	12 1.60	19 2.08	17 1.61
4 (N) (%)	61 2.23	17 1.90	44 2.39	9 1.97	15 2.57	11 1.72	12 1.91	14 3.27	3 0.12	0 0.00	0 0.00	52 85.25	0 0.00	3 14.29	14 2.17	33 1.74	11 6.55	22 2.93	27 2.96	11 1.04
5 (N) (%)	14 0.51	5 0.56	9 0.49	6 1.31	4 0.68	1 0.16	1 0.16	2 0.47	5 0.21	0 0.00	2 1.80	3 4.92	1 2.13	3 14.29	3 0.47	10 0.53	1 0.60	4 0.53	6 0.66	4 0.38
6 (N) (%)	69 2.52	21 2.34	48 2.61	12 2.63	18 3.08	24 3.74	10 1.59	5 1.17	36 1.48	0 0.00	5 4.50	0 0.00	25 53.19	1 4.76	22 3.41	43 2.26	2 1.19	17 2.27	23 2.52	28 2.66
7 (N) (%)	143 5.22	62 6.91	81 4.40	31 6.78	29 4.97	34 5.30	35 5.57	14 3.27	60 2.47	4 8.51	70 63.06	0 0.00	2 4.26	2 9.52	48 7.44	77 4.05	13 7.74	48 6.40	43 4.71	51 4.84
Total (N) (%)	2,738 100.0	897 100.00	1,841 100.0	457 100.00	584 100.00	641 100.00	628 100.00	428 100.00	2,427 100.0	47 100.00	111 100.00	61 100.00	47 100.00	21 100.00	645 100.00	1,901 100.0	168 100.00	750 100.00	912 100.00	1,054 100.0

**79. What is your race? Please mark one or more.**

- 1 = Multi-Racial
- 2 = White
- 3 = Black or African-American
- 4 = Asian
- 5 = Native Hawaiian or other Pacific Islander
- 6 = American Indian or Alaska Native
- 7 = Other

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 80**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 2,567 (%) 93.72	846 93.79	1,721 93.69	431 94.93	559 94.91	599 93.01	592 93.97	386 91.47	2,370 97.97	44 93.62	53 40.15	20 37.04	45 100.00	16 84.21	564 85.98	1,830 96.57	154 93.33	705 94.25	846 92.86	993 94.03
2	(N) 83 (%) 3.03	34 3.77	49 2.67	12 2.64	15 2.55	26 4.04	18 2.86	12 2.84	4 0.17	0 0.00	76 57.58	0 0.00	0 0.00	0 0.00	56 8.54	22 1.16	2 1.21	21 2.81	26 2.85	35 3.31
3	(N) 89 (%) 3.25	22 2.44	67 3.65	11 2.42	15 2.55	19 2.95	20 3.17	24 5.69	45 1.86	3 6.38	3 2.27	34 62.96	0 0.00	3 15.79	36 5.49	43 2.27	9 5.45	22 2.94	39 4.28	28 2.65
Total	(N) 2,739 (%) 100.0	902 100.00	1,837 100.0	454 100.00	589 100.00	644 100.00	630 100.00	422 100.00	2,419 100.0	47 100.00	132 100.00	54 100.00	45 100.00	19 100.00	656 100.00	1,895 100.00	165 100.00	748 100.00	911 100.00	1,056 100.00

**80. What language do you mainly speak at home?**

- 1 = English
- 2 = Spanish
- 3 = Some other language

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 81**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 308 (%) 11.10	152 16.68	156 8.37	46 9.91	53 8.95	54 8.33	84 13.21	71 16.32	239 9.82	6 13.95	16 11.11	25 40.98	3 6.52	4 19.05	141 21.20	141 7.37	11 6.43	64 8.43	102 11.00	136 12.78
2	(N) 2,467 (%) 88.90	759 83.32	1,708 91.63	418 90.09	539 91.05	594 91.67	552 86.79	364 83.68	2,195 90.18	37 86.05	128 88.89	36 59.02	43 93.48	17 80.95	524 78.80	1,772 92.63	160 93.57	695 91.57	825 89.00	928 87.22
Total	(N) 2,775 (%) 100.0	911 100.00	1,864 100.0	464 100.00	592 100.00	648 100.00	636 100.00	435 100.00	2,434 100.0	43 100.00	144 100.00	61 100.00	46 100.00	21 100.00	665 100.00	1,913 100.0	171 100.00	759 100.00	927 100.00	1,064 100.0

**81. Did someone help you complete this survey?**

- 1 = Yes
- 2 = No

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.

**Oregon CAHPS® 3.0 Adult Medicaid Member Satisfaction Survey**  
**Oregon Health Plan Adult Population**  
**Oregon Health Plan State Total - 15 OHP Plans**  
**Question 82**

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						EDUCATION			GENERAL HEALTH		
		Male	Female	18-24	25-34	35-44	45-54	55+	White	Black	Hispanic	Asian	Native Amer.	Other	Not a HS Grad	HS Grad	College Grad	Excellent or Very Good	Good	Fair or Poor
1	(N) 128 (%) 42.52	66 44.30	62 40.79	14 31.82	16 31.37	20 37.74	44 53.66	34 47.89	94 40.34	4 80.00	11 68.75	11 44.00	1 33.33	0 0.00	64 46.38	52 37.96	5 45.45	17 27.87	41 41.41	68 50.37
2	(N) 44 (%) 14.62	20 13.42	24 15.79	7 15.91	5 9.80	10 18.87	12 14.63	10 14.08	37 15.88	1 20.00	3 18.75	1 4.00	1 33.33	0 0.00	24 17.39	17 12.41	2 18.18	8 13.11	16 16.16	18 13.33
3	(N) 25 (%) 8.31	13 8.72	12 7.89	7 15.91	1 1.96	6 11.32	7 8.54	4 5.63	21 9.01	0 0.00	0 0.00	2 8.00	0 0.00	1 25.00	11 7.97	12 8.76	1 9.09	9 14.75	5 5.05	11 8.15
4	(N) 54 (%) 17.94	31 20.81	23 15.13	10 22.73	21 41.18	7 13.21	7 8.54	9 12.68	43 18.45	0 0.00	1 6.25	3 12.00	1 33.33	1 25.00	20 14.49	29 21.17	0 0.00	17 27.87	19 19.19	18 13.33
5	(N) 27 (%) 8.97	6 4.03	21 13.82	1 2.27	0 0.00	8 15.09	6 7.32	12 16.90	17 7.30	0 0.00	0 0.00	7 28.00	0 0.00	2 50.00	12 8.70	11 8.03	3 27.27	6 9.84	9 9.09	11 8.15
6	(N) 23 (%) 7.64	13 8.72	10 6.58	5 11.36	8 15.69	2 3.77	6 7.32	2 2.82	21 9.01	0 0.00	1 6.25	1 4.00	0 0.00	0 0.00	7 5.07	16 11.68	0 0.00	4 6.56	9 9.09	9 6.67
Total	(N) 301 (%) 100.00	149 100.00	152 100.00	44 100.00	51 100.00	53 100.00	82 100.00	71 100.00	233 100.00	5 100.00	16 100.00	25 100.00	3 100.00	4 100.00	138 100.00	137 100.00	11 100.00	61 100.00	99 100.00	135 100.00

**82. How did that person help you? Check all that apply.**

- 1 = Multiple forms of help
- 2 = Read the questions to me
- 3 = Wrote down the answers I gave
- 4 = Answered the questions for me
- 5 = Translated the questions into my language
- 6 = Helped in some other way

Please note, the data utilized to derive the gender, age, and race columns were provided by OMAP with the sample frame. The data utilized to derive the education and general health columns are based on member responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, education, or general health status information; therefore, the TOTAL column may not add up to the totals of the demographic category columns. Please note, due to rounding some percentages may not add up to 100.00%.