



Oregon



2003 CAHPS[®] 3.0 Child Medicaid Member Satisfaction Survey

AGGREGATE REPORT

Oregon Health Plan
Oregon Department of Human Services

May 2004



Table of Contents

Executive Summary	A
Summary Results	
Summary Priorities	
Results	B
Response and Completion Rates	
Adjusted Overall Member Satisfaction Ratings	
Unadjusted Overall Member Satisfaction Ratings	
Item-Level Priority Analysis	
Child Profiles	
Respondent Profiles	
Recommendations	C
Overall Recommendations	
Action Planning Process	
Methodology	D
Survey Overview	
Sampling Procedures	
Survey Protocol	
Data Analysis	
Sampling Error	
Limitations and Cautions	
CD-ROM	E
PDF Version of Sections A through D	
Survey Instrument	
State-Level Question-Specific Responses (Cross-tabulations)	
Plan-Specific Reports	

Executive Summary

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[®] 3.0 Adult and Child Medicaid Surveys.¹ This report focuses on the results of the **Child Medicaid** Survey for plans serving OHP members. A separate report describes the results of the Adult Medicaid Survey for plans serving OHP members.

A total of 15 Oregon health plans serving OHP members participated in the 2003 CAHPS[®] Child Medicaid Survey. These health plans are listed below.

Oregon Health Plan Participating Plans	
PLAN NAME	PLAN ABBREVIATION
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

¹ CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality.

Overall, the OHP plan-level average for completed Child Medicaid Surveys is 215, representing an average completion rate of 44.2 percent.² Plan-level completion rates range from 31.6 percent to 50.8 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.³ 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 D17.

² 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 #71). 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.

³ Throughout this report, results are reported for only those respondents who completed a survey. References to member responses in this report refer to responses by parents or caretakers on behalf of a child member.

Table A1				
Overall Member Satisfaction Ratings for the Global Ratings				
	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	★★	★★	★★	★★
What do the stars represent?				
Statistically Better than the OHP Average of 15 Plans ★★★★		Statistically Not Different from the OHP Average of 15 Plans ★★		Statistically Worse 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 D17.

Table A2 Overall Member Satisfaction Ratings for the Composite Scores					
	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	★★	★★	★★	★★	★★
What do the stars represent?					
Statistically Better than the OHP Average of 15 Plans ★★★★		Statistically Not Different from the OHP Average of 15 Plans ★★★		Statistically Worse than the OHP Average of 15 Plans ★	

Table A3, on page A7, depicts the overall member satisfaction ratings for the five CAHPS® Children with Chronic Conditions (CCC) composite scores for the 15 plans serving OHP members. As is done with the global ratings, the star assignments for the CCC 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 D17.

Table A3 Overall Member Satisfaction Ratings for the CCC Composite Scores					
	ACCESS TO PRESCRIPTION MEDICINES	ACCESS TO SPECIALIZED SERVICES	PERSONAL DOCTOR WHO KNOWS CHILD	SHARED DECISION MAKING	COORDINATION OF CARE
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	★★	★★	★★	★★	★★
What do the stars represent?					
Statistically Better than the OHP Average of 15 Plans ★★★★		Statistically Not Different from the OHP Average of 15 Plans ★★		Statistically Worse than the OHP Average of 15 Plans ★	

Table A4 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 B123.

Table A4	
Oregon Health Plan Item-Level High Priorities	
Q7.	Problem getting a satisfactory doctor or nurse for your child
Q11.	Problem seeing a specialist for your child
Q28.	Problem with delays in child's care while waiting for health plan approval
Q56.	Problem getting special therapy for your child
Q58.	Problem getting treatment or counseling for your child
Q65.	Problem finding or understanding information in written materials
Q67.	Problem getting help when calling child's health plan's customer service
Q70.	Problem with paperwork for your child's health plan
Q76.	Problem getting your child's prescription medicine

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 C31. The following is a list of the *High Priorities* for OHP.

High Priorities

- Rating of Health Plan (3 plans)
- Rating of All Health Care (1 plan)
- Rating of Personal Doctor (2 plans)
- Getting Needed Care (2 plans)
- Courteous and Helpful Office Staff (1 plan)
- Access to Specialized Services (1 plan)
- Personal Doctor Who Knows Child (1 plan)
- Q7. Problem getting a satisfactory doctor or nurse for your child
- Q11. Problem seeing a specialist for your child
- Q28. Problem with delays in child's care while waiting for health plan approval
- Q56. Problem getting special therapy for your child
- Q58. Problem getting treatment or counseling for your child
- Q65. Problem finding or understanding information in written materials
- Q67. Problem getting help when calling child's health plan's customer service
- Q70. Problem with paperwork for your child's health plan
- Q76. Problem getting your child's prescription medicines

Results

The Oregon DHS coordinated the administration of the Child Medicaid CAHPS® Survey to OHP members in 15 health plans in the State of Oregon. A random sample of 625 OHP child members was selected from each health plan. The parents or caretakers of these child members completed the surveys. 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, 3,328 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 #71). Of the 3,328 responded surveys for OHP, 3,219 are completed surveys.¹

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 D5.

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

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

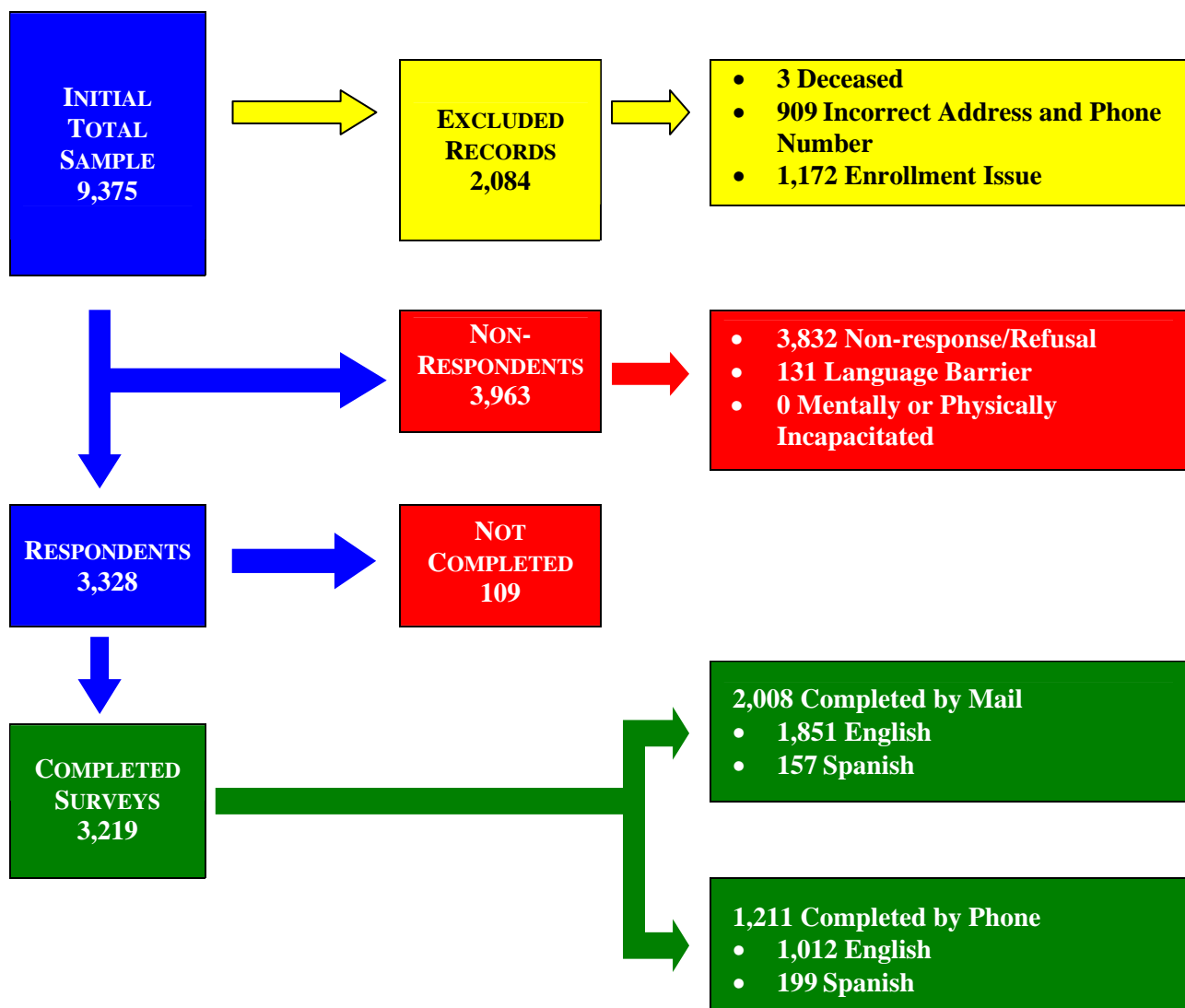
$$\text{Completion Rate} = \frac{\text{Total Number of Completed Surveys}}{\text{Total Sample} - \text{Total Number of Excluded Surveys}}$$

Overall, for the State of Oregon, the Child Medicaid OHP plan-level average response rate is 45.6 percent, and the OHP plan-level average completion rate is 44.2 percent.

¹ 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 D5.

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



COMPLETION RATE = 44.2%
RESPONSE RATE = 45.6%

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 52.9 percent. Plan-level completion rates range from 31.6 percent to 50.8 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 D5.

Table B1					
Distribution of Sample, Response Rates, and Completion Rates					
	TOTAL SAMPLE	EXCLUDED RECORDS	ELIGIBLE SAMPLE	RESPONDED SURVEYS (RESPONSE RATE)	COMPLETED SURVEYS (COMPLETION RATE)
Oregon Health Plan	9,375	2,084	7,291	3,328 (45.6%)	3,219 (44.2%)
CareOregon	625	135	490	253 (51.6%)	243 (49.6%)
Cascade Comprehensive Care	625	135	490	259 (52.9%)	249 (50.8%)
Central Oregon Independent Health	625	117	508	247 (48.6%)	232 (45.7%)
Doctors of the Coast South	625	142	483	242 (50.1%)	233 (48.2%)
Douglas County IPA	625	126	499	229 (45.9%)	223 (44.7%)
FamilyCare	625	159	466	193 (41.4%)	185 (39.7%)
Intercommunity Health Network	625	132	493	253 (51.3%)	248 (50.3%)
Kaiser Permanente	625	198	427	141 (33.0%)	135 (31.6%)
Lane County IPA	625	128	497	244 (49.1%)	238 (47.9%)
Marion-Polk Community	625	105	520	241 (46.3%)	227 (43.7%)
Medicaid-Open Card	625	164	461	190 (41.2%)	183 (39.7%)
Mid-Rogue Community Health Plan	625	128	497	236 (47.5%)	233 (46.9%)
Oregon Health Management Services	625	131	494	224 (45.3%)	222 (44.9%)
Providence Health Plan	625	147	478	154 (32.2%)	153 (32.0%)
Tuality Health Alliance	625	137	488	222 (45.5%)	215 (44.1%)

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

Table B2				
Total Number of Respondents for the Global Ratings				
	RATING OF HEALTH PLAN	RATING OF ALL HEALTH CARE	RATING OF PERSONAL DOCTOR	RATING OF SPECIALIST
Oregon Health Plan	3,219	2,121	2,586	481
CareOregon	243	148	172	35
Cascade Comprehensive Care	249	168	200	27
Central Oregon Independent Health	232	137	178	37
Doctors of the Coast South	233	164	207	40
Douglas County IPA	223	136	185	28
FamilyCare	185	134	133	24
Intercommunity Health Network	248	171	205	42
Kaiser Permanente	135	85	87	20
Lane County IPA	238	159	207	24
Marion-Polk Community	227	149	182	40
Medicaid-Open Card	183	115	140	30
Mid-Rogue Community Health Plan	233	154	199	37
Oregon Health Management Services	222	156	188	36
Providence Health Plan	153	110	128	28
Tuality Health Alliance	215	135	175	33

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

Table B3					
Total Number of Respondents for the Composite Scores					
	GETTING NEEDED CARE	GETTING CARE QUICKLY	HOW WELL DOCTORS COMMUNICATE	COURTEOUS & HELPFUL OFFICE STAFF	CUSTOMER SERVICE
Oregon Health Plan	2,394	2,465	2,131	2,129	1,778
CareOregon	185	181	150	150	136
Cascade Comprehensive Care	187	185	168	168	132
Central Oregon Independent Health	166	172	137	137	147
Doctors of the Coast South	184	190	166	166	121
Douglas County IPA	173	162	138	138	145
FamilyCare	148	145	134	134	93
Intercommunity Health Network	172	194	173	172	139
Kaiser Permanente	118	100	86	86	75
Lane County IPA	152	187	159	159	138
Marion-Polk Community	164	177	151	151	116
Medicaid-Open Card	137	132	115	115	103
Mid-Rogue Community Health Plan	167	181	153	153	112
Oregon Health Management Services	157	178	156	156	121
Providence Health Plan	127	124	110	109	89
Tuality Health Alliance	157	157	135	135	111

Table B4 depicts the number of respondents who completed a survey for each CCC composite score for OHP and the 15 plans serving OHP members.

Table B4					
Total Number of Respondents for the CCC Composite Scores					
	ACCESS TO PRESCRIPTION MEDICINES	ACCESS TO SPECIALIZED SERVICES	PERSONAL DOCTOR WHO KNOWS CHILD	SHARED DECISION MAKING	COORDINATION OF CARE
Oregon Health Plan	728	594	3,140	2,113	699
CareOregon	38	33	238	149	40
Cascade Comprehensive Care	65	50	245	168	52
Central Oregon Independent Health	38	42	224	135	57
Doctors of the Coast South	64	52	229	164	57
Douglas County IPA	66	41	219	137	62
FamilyCare	37	33	182	133	28
Intercommunity Health Network	59	49	241	171	50
Kaiser Permanente	35	25	128	86	31
Lane County IPA	50	43	233	158	53
Marion-Polk Community	52	42	219	148	35
Medicaid-Open Card	32	39	178	113	41
Mid-Rogue Community Health Plan	58	40	225	150	49
Oregon Health Management Services	57	49	218	156	67
Providence Health Plan	38	25	149	110	40
Tuality Health Alliance	39	31	212	135	37

ADJUSTED OVERALL MEMBER SATISFACTION RATINGS

The State of Oregon OHP has a total of 3,219 completed child 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 child health status, child age, respondent educational level, and respondent 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 D17.

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.”² Additional information on the calculation of question summary rates can be found beginning on page D12.

² “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. For the Access to Prescription Medicines and Access to Specialized Services CCC composites, a “top box” response is defined as a response of “Not a problem.” For the Personal Doctor Who Knows Child and Coordination of Care CCC composites, a response of “Yes” is considered a “top box” response. For the Shared Decision Making CCC composite, a response of “Always” 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,” “Yes,” or “Always” are classified as “satisfied,” whereas responses of “A small problem” or “Usually” are classified as “neutral,” and responses of “A big problem,” “No,” or “Sometimes/Never” are classified as “dissatisfied.” For additional information on the calculation of satisfaction proportions, please refer to page D16.

Rating of Health Plan

Table B5 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.

Table B5		
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Rating of Health Plan		
	2003 RATING OF HEALTH PLAN ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING
Oregon Health Plan	2.293 (2.255 - 2.331)	
CareOregon	2.282 (2.187 - 2.377)	★★
Cascade Comprehensive Care	2.253 (2.160 - 2.346)	★★
Central Oregon Independent Health	2.316 (2.217 - 2.415)	★★
Doctors of the Coast South	2.296 (2.200 - 2.392)	★★
Douglas County IPA	2.129 (2.026 - 2.233)	★
FamilyCare	2.050 (1.937 - 2.163)	★
Intercommunity Health Network	2.304 (2.211 - 2.396)	★★
Kaiser Permanente	2.245 (2.115 - 2.374)	★★
Lane County IPA	2.152 (2.056 - 2.247)	★
Marion-Polk Community	2.358 (2.263 - 2.453)	★★
Medicaid-Open Card	2.336 (2.226 - 2.445)	★★
Mid-Rogue Community Health Plan	2.323 (2.231 - 2.416)	★★
Oregon Health Management Services	2.293 (2.194 - 2.392)	★★
Providence Health Plan	2.497 (2.386 - 2.608)	★★★★
Tuality Health Alliance	2.358 (2.262 - 2.455)	★★
What do the stars represent?		
Statistically Better than the OHP Average of 15 Plans ★★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★

Table B6 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.”³

Table B6	
Adjusted Question Summary Rates for the Rating of Health Plan Using “9 or 10” Top Box Scoring	
2003	
RATING OF HEALTH PLAN	
ADJUSTED QUESTION SUMMARY RATE	
(95% CI)	
Oregon Health Plan	49.4% (47.0% - 51.8%)
CareOregon	49.0% (42.9% - 55.1%)
Cascade Comprehensive Care	47.0% (41.2% - 52.8%)
Central Oregon Independent Health	53.1% (47.0% - 59.3%)
Doctors of the Coast South	48.4% (42.1% - 54.6%)
Douglas County IPA	38.4% (32.0% - 44.7%)
FamilyCare	34.2% (27.6% - 40.9%)
Intercommunity Health Network	48.8% (42.8% - 54.8%)
Kaiser Permanente	46.5% (38.4% - 54.6%)
Lane County IPA	38.3% (32.3% - 44.4%)
Marion-Polk Community	53.0% (46.8% - 59.2%)
Medicaid-Open Card	52.6% (45.6% - 59.6%)
Mid-Rogue Community Health Plan	48.2% (41.9% - 54.6%)
Oregon Health Management Services	48.6% (42.1% - 55.1%)
Providence Health Plan	61.6% (53.8% - 69.3%)
Tuality Health Alliance	51.2% (44.7% - 57.8%)

³ “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

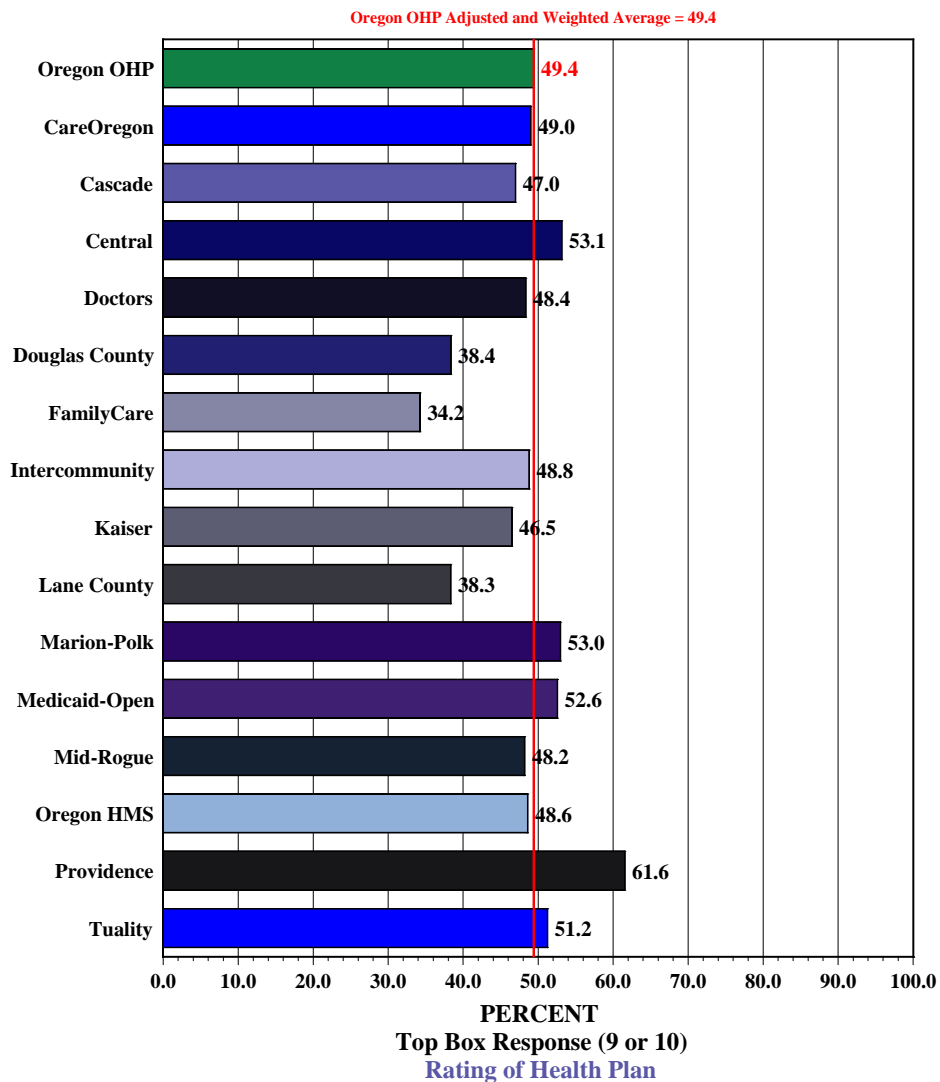
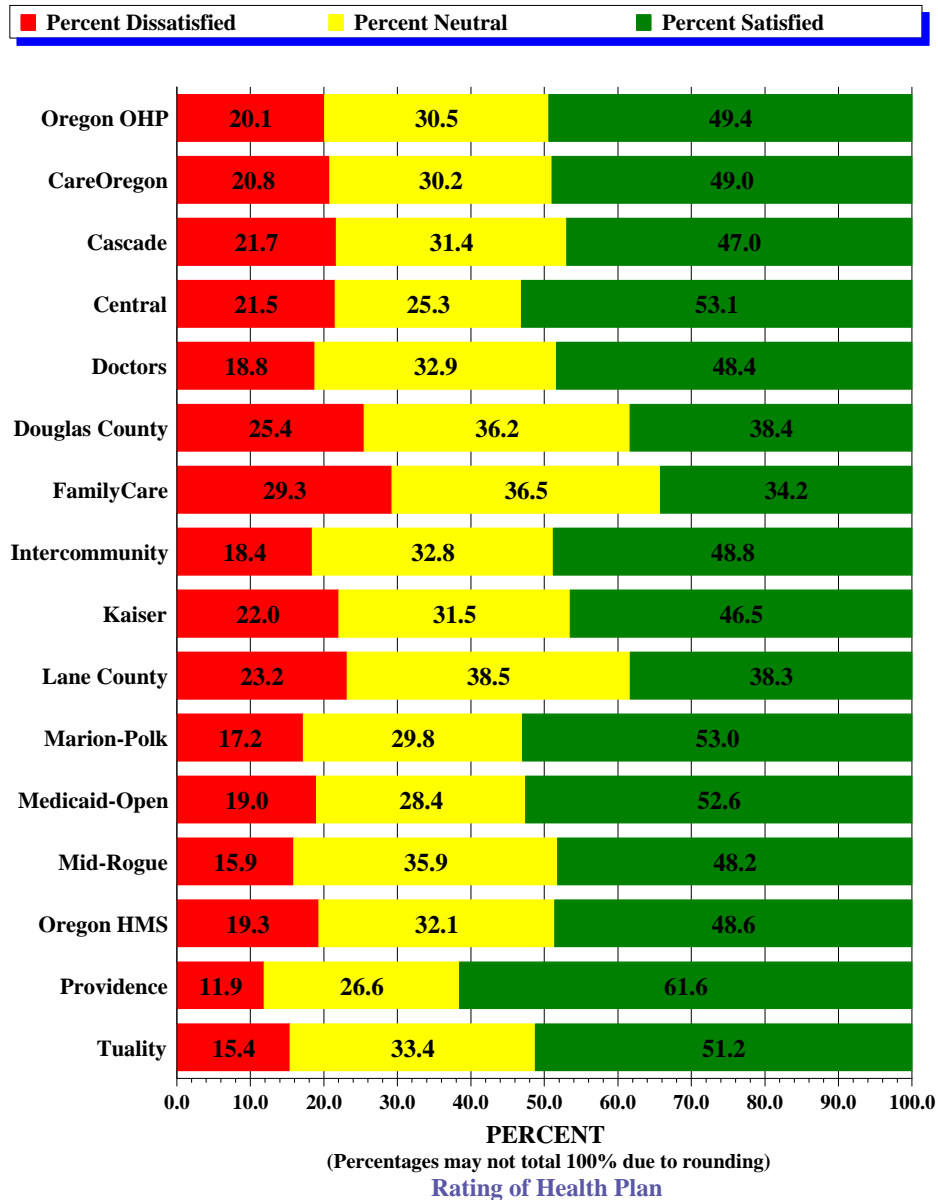


Figure B3 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members.

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



Rating of All Health Care

Table B7 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.

Table B7					
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Rating of All Health Care					
	2003 RATING OF ALL HEALTH CARE ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.519 (2.476 - 2.561)				
CareOregon	2.458 (2.348 - 2.569)	★★			
Cascade Comprehensive Care	2.590 (2.492 - 2.689)	★★			
Central Oregon Independent Health	2.498 (2.381 - 2.615)	★★			
Doctors of the Coast South	2.570 (2.475 - 2.665)	★★			
Douglas County IPA	2.419 (2.294 - 2.543)	★★			
FamilyCare	2.324 (2.191 - 2.457)	★			
Intercommunity Health Network	2.604 (2.507 - 2.700)	★★			
Kaiser Permanente	2.506 (2.364 - 2.647)	★★			
Lane County IPA	2.538 (2.439 - 2.638)	★★			
Marion-Polk Community	2.619 (2.520 - 2.719)	★★			
Medicaid-Open Card	2.554 (2.436 - 2.672)	★★			
Mid-Rogue Community Health Plan	2.566 (2.465 - 2.667)	★★			
Oregon Health Management Services	2.577 (2.477 - 2.676)	★★			
Providence Health Plan	2.641 (2.533 - 2.749)	★★★			
Tuality Health Alliance	2.555 (2.451 - 2.660)	★★			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B8 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.”⁴

Table B8	
Adjusted Question Summary Rates for the Rating of All Health Care Using “9 or 10” Top Box Scoring	
2003	
RATING OF ALL HEALTH CARE ADJUSTED QUESTION SUMMARY RATE (95% CI)	
Oregon Health Plan	63.0% (59.9% - 66.0%)
CareOregon	58.0% (50.2% - 65.7%)
Cascade Comprehensive Care	69.2% (62.4% - 76.0%)
Central Oregon Independent Health	62.3% (54.3% - 70.4%)
Doctors of the Coast South	64.9% (57.8% - 72.0%)
Douglas County IPA	58.8% (50.8% - 66.8%)
FamilyCare	53.4% (45.1% - 61.6%)
Intercommunity Health Network	70.8% (64.2% - 77.5%)
Kaiser Permanente	61.5% (51.3% - 71.8%)
Lane County IPA	64.6% (57.4% - 71.8%)
Marion-Polk Community	69.4% (62.1% - 76.7%)
Medicaid-Open Card	65.4% (56.8% - 74.0%)
Mid-Rogue Community Health Plan	66.0% (58.6% - 73.4%)
Oregon Health Management Services	67.6% (60.4% - 74.8%)
Providence Health Plan	68.6% (59.8% - 77.4%)
Tuality Health Alliance	63.7% (55.8% - 71.7%)

⁴ “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

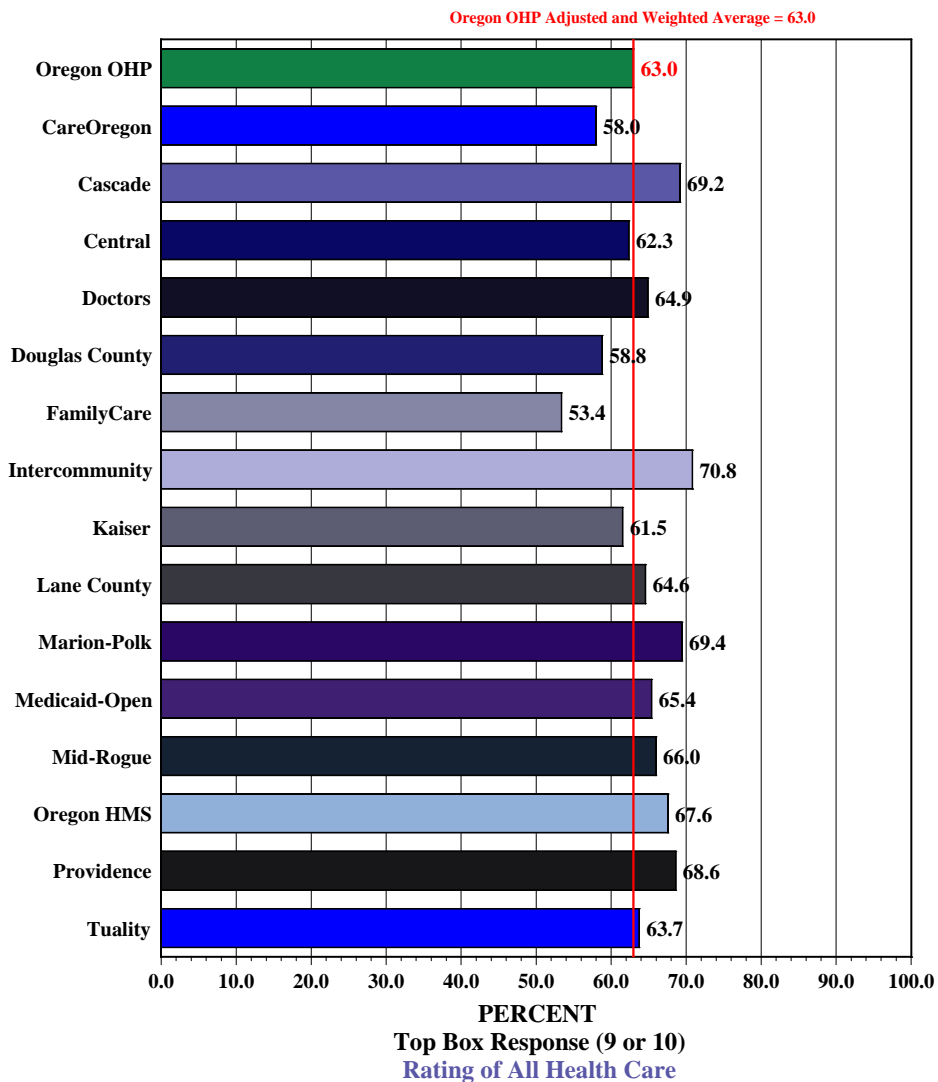
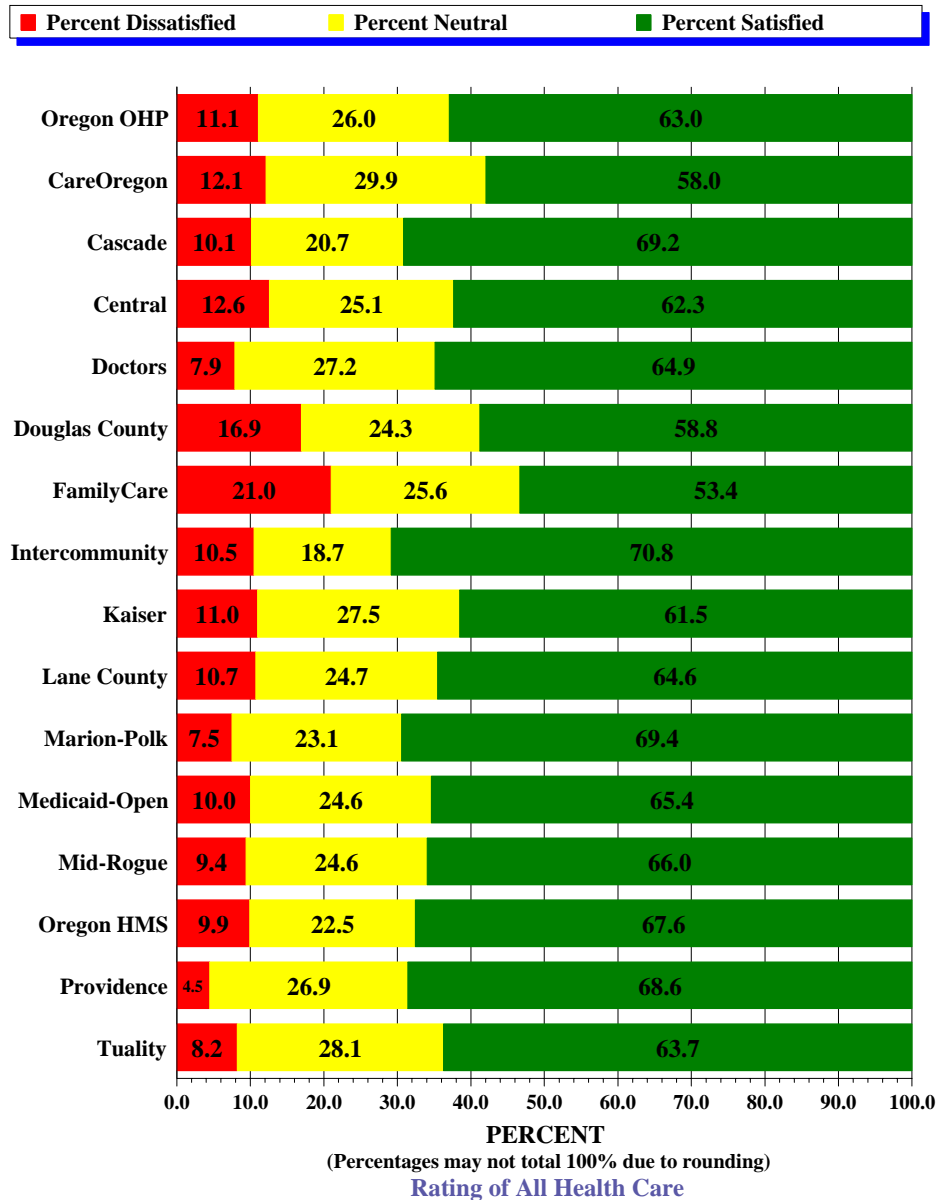


Figure B5 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members.

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



Rating of Personal Doctor

Table B9 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.

Table B9					
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Rating of Personal Doctor					
2003 RATING OF PERSONAL DOCTOR ADJUSTED MEAN SCORE (95% CI)		2003 STAR RATING			
Oregon Health Plan	2.505 (2.467 - 2.544)				
CareOregon	2.440 (2.340 - 2.540)	★★			
Cascade Comprehensive Care	2.617 (2.537 - 2.696)	★★★★			
Central Oregon Independent Health	2.538 (2.444 - 2.632)	★★			
Doctors of the Coast South	2.543 (2.453 - 2.633)	★★			
Douglas County IPA	2.389 (2.278 - 2.501)	★			
FamilyCare	2.352 (2.218 - 2.487)	★			
Intercommunity Health Network	2.502 (2.409 - 2.596)	★★			
Kaiser Permanente	2.557 (2.417 - 2.697)	★★			
Lane County IPA	2.502 (2.415 - 2.589)	★★			
Marion-Polk Community	2.617 (2.530 - 2.704)	★★★★			
Medicaid-Open Card	2.561 (2.455 - 2.666)	★★			
Mid-Rogue Community Health Plan	2.444 (2.350 - 2.538)	★★			
Oregon Health Management Services	2.499 (2.402 - 2.597)	★★			
Providence Health Plan	2.501 (2.379 - 2.624)	★★			
Tuality Health Alliance	2.413 (2.308 - 2.518)	★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;"> Statistically Better than the OHP Average of 15 Plans ★★★★ </td> <td style="text-align: center; width: 33%;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="text-align: center; width: 33%;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B10 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.”⁵

Table B10	
Adjusted Question Summary Rates for the Rating of Personal Doctor Using “9 or 10” Top Box Scoring	
2003	
RATING OF PERSONAL DOCTOR ADJUSTED QUESTION SUMMARY RATE (95% CI)	
Oregon Health Plan	60.5% (57.7% - 63.3%)
CareOregon	54.4% (47.1% - 61.7%)
Cascade Comprehensive Care	67.1% (60.7% - 73.5%)
Central Oregon Independent Health	61.5% (54.4% - 68.7%)
Doctors of the Coast South	64.2% (57.8% - 70.7%)
Douglas County IPA	56.7% (49.4% - 63.9%)
FamilyCare	54.3% (45.7% - 62.9%)
Intercommunity Health Network	61.6% (55.0% - 68.3%)
Kaiser Permanente	66.6% (56.8% - 76.4%)
Lane County IPA	59.5% (53.0% - 66.0%)
Marion-Polk Community	68.3% (61.7% - 74.9%)
Medicaid-Open Card	63.9% (55.9% - 71.9%)
Mid-Rogue Community Health Plan	55.6% (48.7% - 62.6%)
Oregon Health Management Services	61.6% (54.7% - 68.5%)
Providence Health Plan	62.3% (53.9% - 70.7%)
Tuality Health Alliance	54.7% (47.5% - 61.9%)

⁵ “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

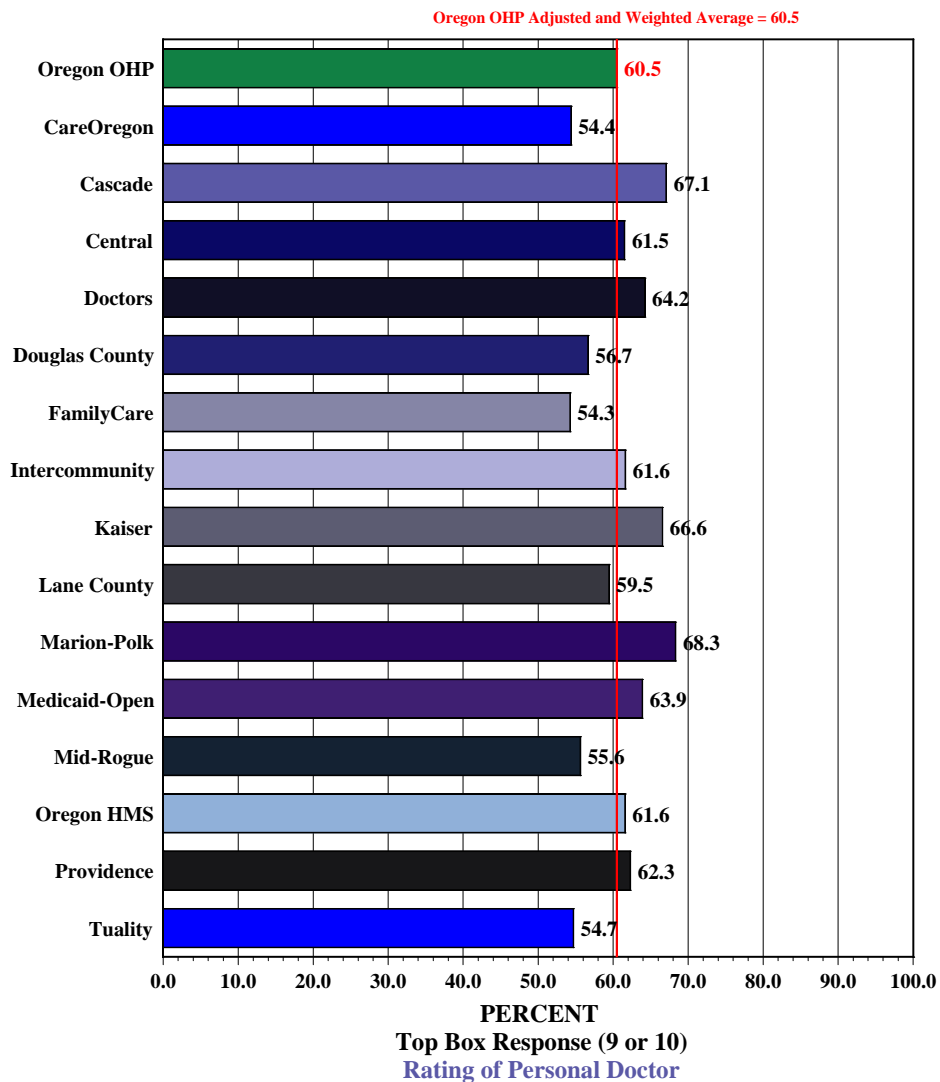
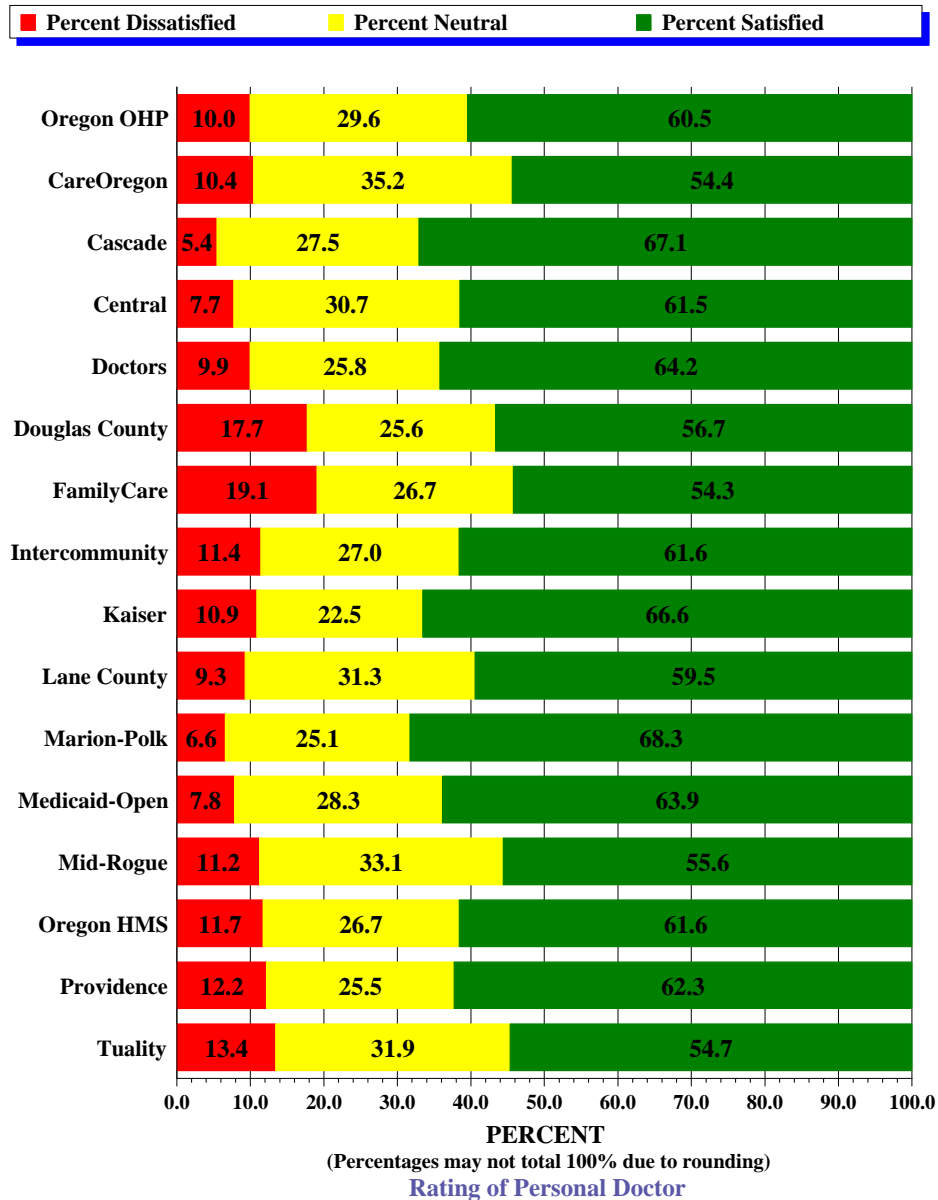


Figure B7 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members.

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



Rating of Specialist

Table B11 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.

Table B11					
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Rating of Specialist					
	2003 RATING OF SPECIALIST ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.509 (2.418 - 2.601)				
CareOregon	2.582 (2.352 - 2.812)	★★			
Cascade Comprehensive Care	2.511 (2.215 - 2.807)	★★			
Central Oregon Independent Health	2.539 (2.350 - 2.727)	★★			
Doctors of the Coast South	2.314 (2.077 - 2.551)	★★			
Douglas County IPA	2.722 (2.504 - 2.940)	★★			
FamilyCare	2.581 (2.316 - 2.846)	★★			
Intercommunity Health Network	2.399 (2.171 - 2.627)	★★			
Kaiser Permanente	2.454 (2.151 - 2.757)	★★			
Lane County IPA	2.437 (2.192 - 2.682)	★★			
Marion-Polk Community	2.542 (2.311 - 2.774)	★★			
Medicaid-Open Card	2.382 (2.113 - 2.651)	★★			
Mid-Rogue Community Health Plan	2.635 (2.445 - 2.826)	★★			
Oregon Health Management Services	2.495 (2.281 - 2.709)	★★			
Providence Health Plan	2.500 (2.280 - 2.721)	★★			
Tuality Health Alliance	2.371 (2.109 - 2.633)	★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B12 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.”⁶

Table B12	
Adjusted Question Summary Rates for the Rating of Specialist Using “9 or 10” Top Box Scoring	
2003	
RATING OF SPECIALIST ADJUSTED QUESTION SUMMARY RATE (95% CI)	
Oregon Health Plan	62.6% (56.4% - 68.8%)
CareOregon	69.4% (54.3% - 84.5%)
Cascade Comprehensive Care	70.4% (53.0% - 87.8%)
Central Oregon Independent Health	59.4% (43.7% - 75.2%)
Doctors of the Coast South	49.6% (33.8% - 65.4%)
Douglas County IPA	79.1% (63.9% - 94.4%)
FamilyCare	66.7% (47.4% - 86.1%)
Intercommunity Health Network	55.8% (40.9% - 70.6%)
Kaiser Permanente	56.2% (34.2% - 78.2%)
Lane County IPA	47.1% (26.0% - 68.3%)
Marion-Polk Community	69.2% (54.9% - 83.4%)
Medicaid-Open Card	56.2% (38.5% - 73.9%)
Mid-Rogue Community Health Plan	68.4% (53.2% - 83.6%)
Oregon Health Management Services	57.8% (41.5% - 74.0%)
Providence Health Plan	53.5% (34.5% - 72.5%)
Tuality Health Alliance	54.0% (37.1% - 70.8%)

⁶ “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

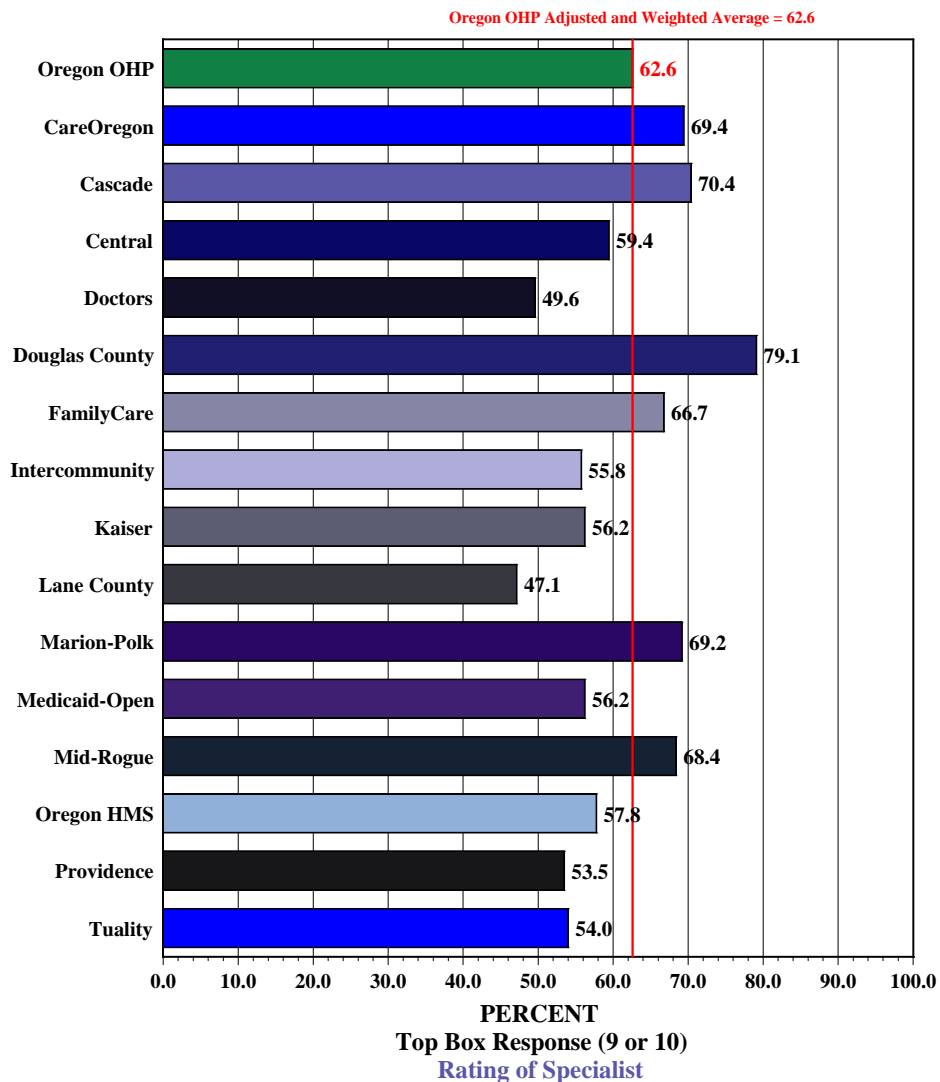
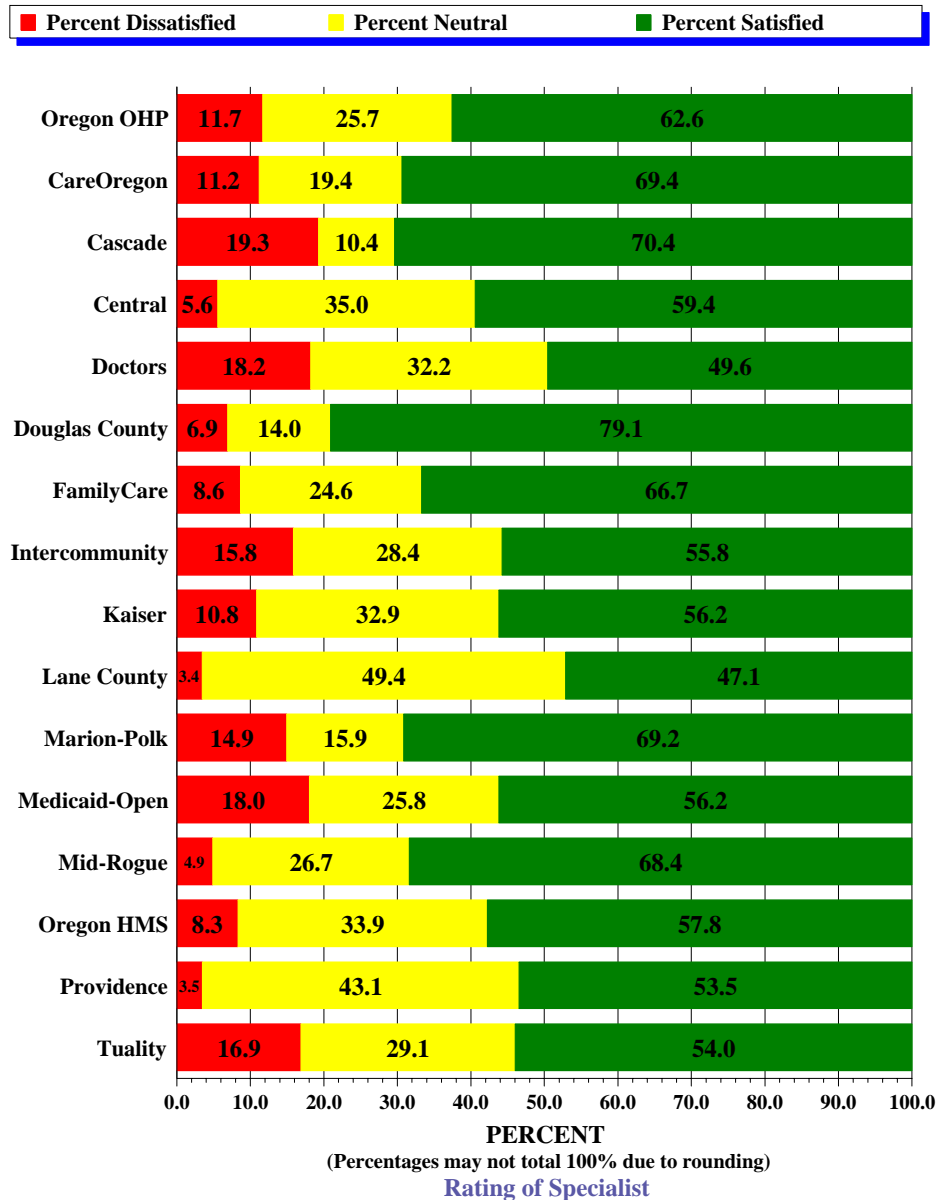


Figure B9 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members.

Figure B9
Adjusted Satisfaction Proportions for the Rating of Specialist



Getting Needed Care

Table B13 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.

Table B13					
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Getting Needed Care Composite					
	2003 GETTING NEEDED CARE ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.500 (2.453 - 2.546)				
CareOregon	2.532 (2.423 - 2.641)	★★			
Cascade Comprehensive Care	2.396 (2.263 - 2.529)	★★			
Central Oregon Independent Health	2.527 (2.392 - 2.661)	★★			
Doctors of the Coast South	2.595 (2.482 - 2.708)	★★			
Douglas County IPA	2.339 (2.207 - 2.472)	★			
FamilyCare	2.312 (2.179 - 2.445)	★			
Intercommunity Health Network	2.575 (2.446 - 2.705)	★★			
Kaiser Permanente	2.574 (2.441 - 2.707)	★★			
Lane County IPA	2.399 (2.231 - 2.568)	★★			
Marion-Polk Community	2.499 (2.385 - 2.612)	★★			
Medicaid-Open Card	2.394 (2.255 - 2.534)	★★			
Mid-Rogue Community Health Plan	2.528 (2.411 - 2.644)	★★			
Oregon Health Management Services	2.597 (2.475 - 2.719)	★★			
Providence Health Plan	2.634 (2.496 - 2.772)	★★★★			
Tuality Health Alliance	2.547 (2.421 - 2.674)	★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★★ </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B14 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.”

Table B14	
Adjusted Global Proportions for the Getting Needed Care Composite Using “Not a Problem” Top Box Scoring	
2003 GETTING NEEDED CARE ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	66.1% (61.4% - 70.9%)
CareOregon	68.8% (59.1% - 78.5%)
Cascade Comprehensive Care	60.1% (44.5% - 75.7%)
Central Oregon Independent Health	68.2% (55.4% - 81.0%)
Doctors of the Coast South	69.5% (57.3% - 81.8%)
Douglas County IPA	57.4% (40.5% - 74.3%)
FamilyCare	56.2% (40.7% - 71.7%)
Intercommunity Health Network	70.4% (58.5% - 82.2%)
Kaiser Permanente	67.6% (47.2% - 87.9%)
Lane County IPA	61.8% (44.1% - 79.6%)
Marion-Polk Community	66.7% (56.0% - 77.4%)
Medicaid-Open Card	59.4% (43.1% - 75.7%)
Mid-Rogue Community Health Plan	65.2% (52.3% - 78.1%)
Oregon Health Management Services	70.1% (57.5% - 82.8%)
Providence Health Plan	74.2% (60.7% - 87.7%)
Tuality Health Alliance	67.0% (53.3% - 80.6%)

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

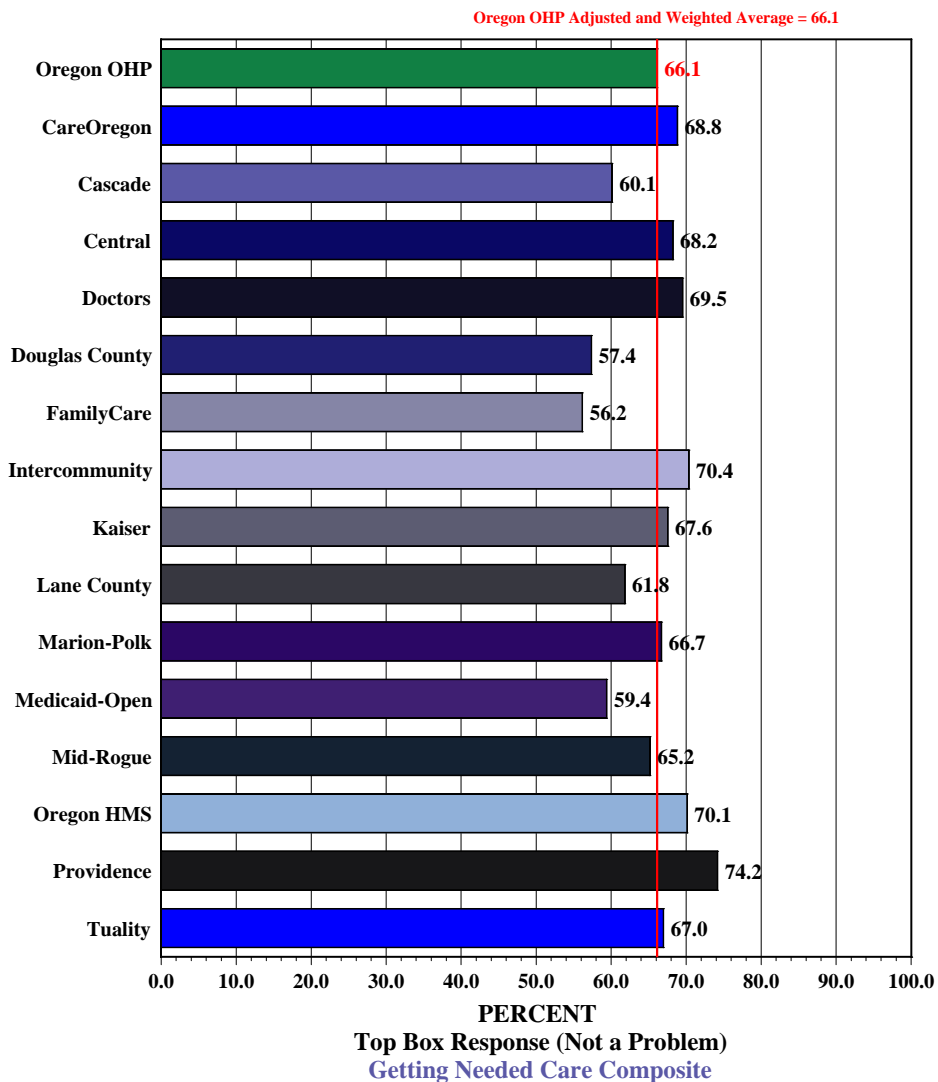
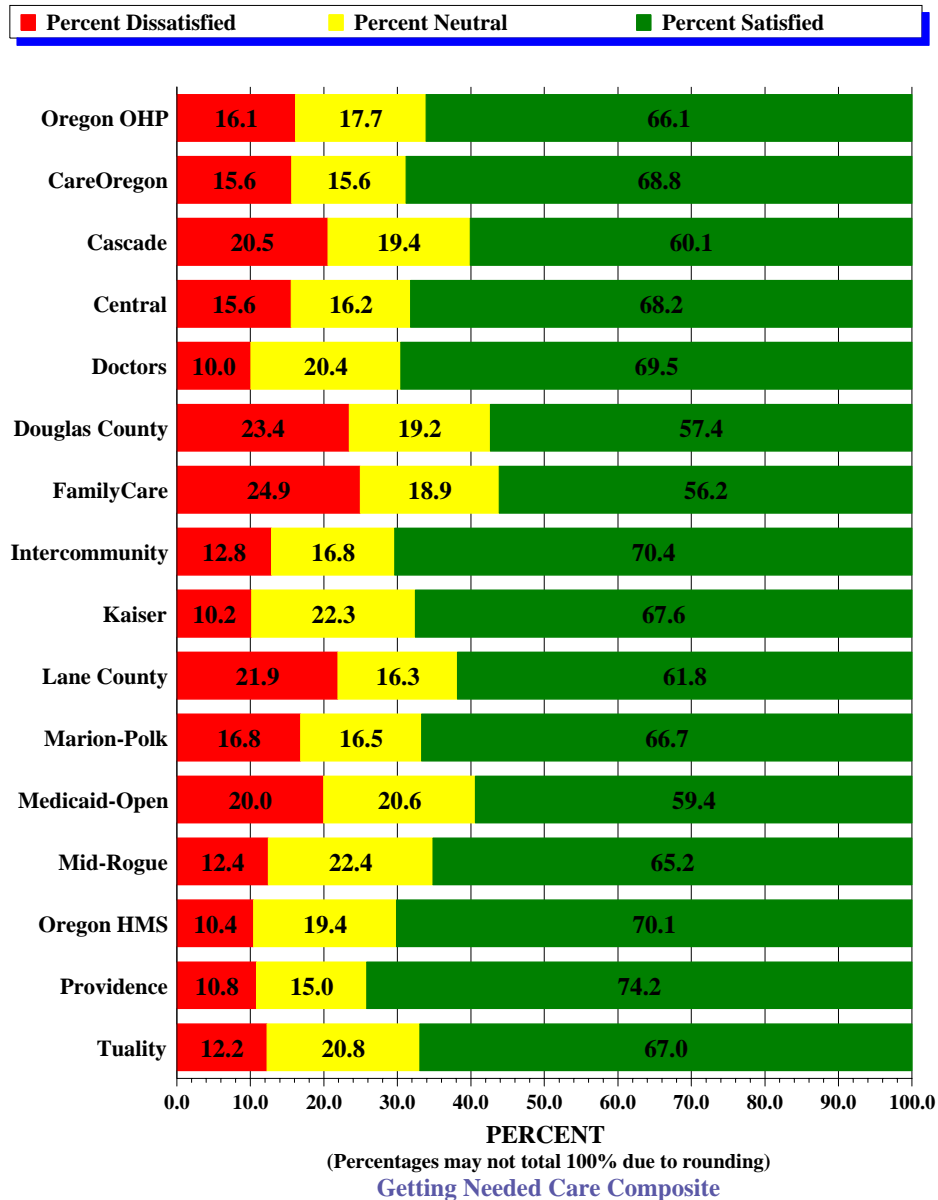


Figure B11 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B11
Adjusted Satisfaction Proportions for the Getting Needed Care Composite



Getting Care Quickly

Table B15 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.

Table B15					
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Getting Care Quickly Composite					
	2003 GETTING CARE QUICKLY ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.305 (2.268 - 2.341)				
CareOregon	2.280 (2.189 - 2.371)	★★			
Cascade Comprehensive Care	2.368 (2.281 - 2.455)	★★			
Central Oregon Independent Health	2.260 (2.160 - 2.361)	★★			
Doctors of the Coast South	2.358 (2.279 - 2.437)	★★			
Douglas County IPA	2.216 (2.118 - 2.314)	★★			
FamilyCare	2.231 (2.125 - 2.336)	★★			
Intercommunity Health Network	2.349 (2.270 - 2.427)	★★			
Kaiser Permanente	2.280 (2.163 - 2.398)	★★			
Lane County IPA	2.337 (2.253 - 2.422)	★★			
Marion-Polk Community	2.330 (2.233 - 2.428)	★★			
Medicaid-Open Card	2.320 (2.213 - 2.427)	★★			
Mid-Rogue Community Health Plan	2.339 (2.251 - 2.428)	★★			
Oregon Health Management Services	2.383 (2.298 - 2.469)	★★			
Providence Health Plan	2.423 (2.317 - 2.530)	★★			
Tuality Health Alliance	2.370 (2.283 - 2.456)	★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="text-align: center; width: 33%;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="text-align: center; width: 33%;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B16 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.”

Table B16	
Adjusted Global Proportions for the Getting Care Quickly Composite Using “Always” Top Box Scoring	
2003 GETTING CARE QUICKLY ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	50.8% (48.4% - 53.2%)
CareOregon	50.8% (44.8% - 56.7%)
Cascade Comprehensive Care	53.6% (47.9% - 59.2%)
Central Oregon Independent Health	49.6% (43.4% - 55.7%)
Doctors of the Coast South	53.2% (48.0% - 58.3%)
Douglas County IPA	46.9% (41.1% - 52.7%)
FamilyCare	47.4% (41.1% - 53.8%)
Intercommunity Health Network	50.9% (45.8% - 56.0%)
Kaiser Permanente	47.5% (39.7% - 55.3%)
Lane County IPA	50.3% (45.0% - 55.7%)
Marion-Polk Community	54.2% (48.5% - 60.0%)
Medicaid-Open Card	49.8% (42.6% - 57.0%)
Mid-Rogue Community Health Plan	53.9% (48.5% - 59.3%)
Oregon Health Management Services	54.2% (48.3% - 60.0%)
Providence Health Plan	58.4% (51.3% - 65.4%)
Tuality Health Alliance	53.3% (47.6% - 59.0%)

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

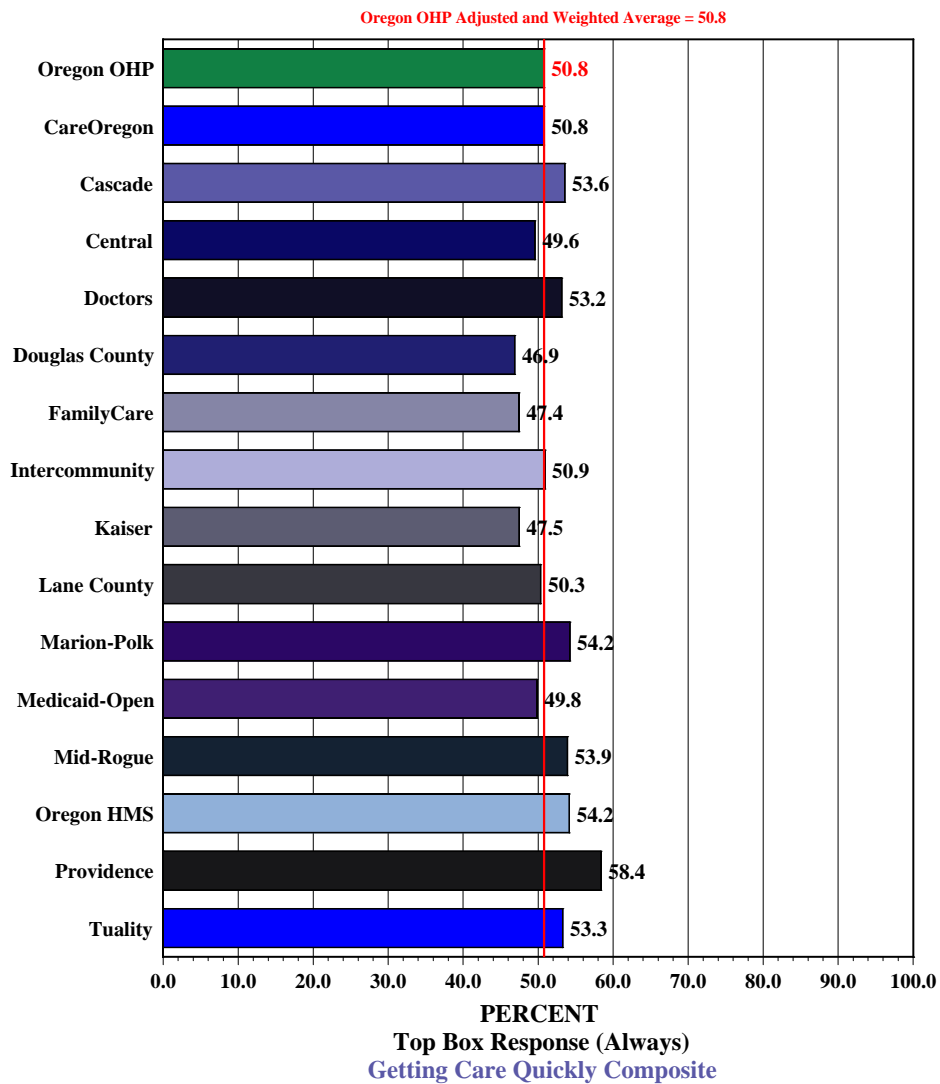
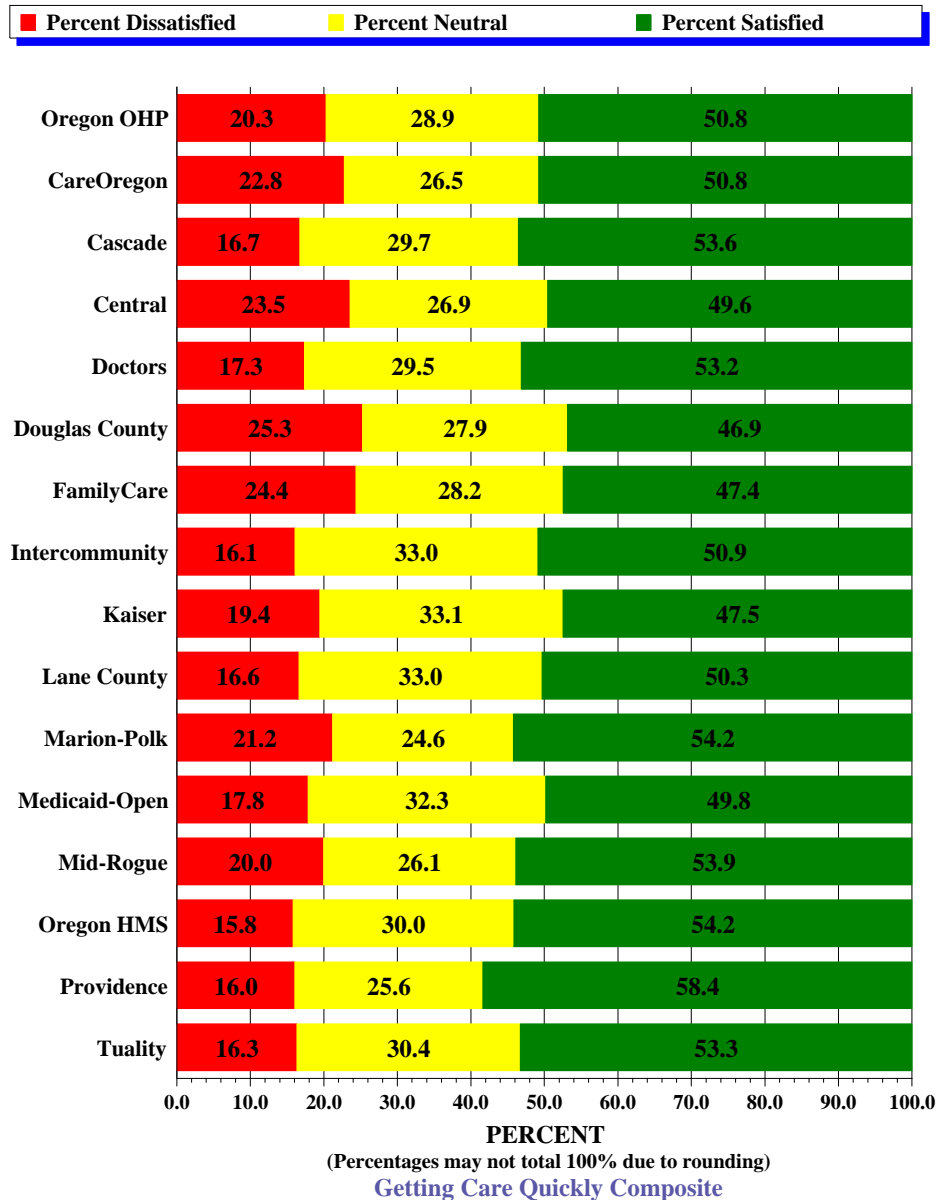


Figure B13 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B13
Adjusted Satisfaction Proportions for the Getting Care Quickly Composite



How Well Doctors Communicate

Table B17 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.

Table B17 Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the How Well Doctors Communicate Composite					
	2003 HOW WELL DOCTORS COMMUNICATE ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.543 (2.512 - 2.573)				
CareOregon	2.536 (2.459 - 2.614)	★★			
Cascade Comprehensive Care	2.564 (2.484 - 2.643)	★★			
Central Oregon Independent Health	2.542 (2.454 - 2.631)	★★			
Doctors of the Coast South	2.624 (2.549 - 2.699)	★★			
Douglas County IPA	2.428 (2.328 - 2.527)	★★			
FamilyCare	2.475 (2.383 - 2.566)	★★			
Intercommunity Health Network	2.555 (2.476 - 2.633)	★★			
Kaiser Permanente	2.484 (2.361 - 2.606)	★★			
Lane County IPA	2.562 (2.482 - 2.642)	★★			
Marion-Polk Community	2.570 (2.497 - 2.642)	★★			
Medicaid-Open Card	2.595 (2.512 - 2.677)	★★			
Mid-Rogue Community Health Plan	2.530 (2.449 - 2.611)	★★			
Oregon Health Management Services	2.601 (2.529 - 2.672)	★★			
Providence Health Plan	2.610 (2.518 - 2.701)	★★			
Tuality Health Alliance	2.520 (2.429 - 2.612)	★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center; vertical-align: top;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center; vertical-align: top;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center; vertical-align: top;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B18 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.”

Table B18	
Adjusted Global Proportions for the How Well Doctors Communicate Composite Using “Always” Top Box Scoring	
2003	
HOW WELL DOCTORS COMMUNICATE ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	64.0% (61.8% - 66.3%)
CareOregon	62.9% (57.3% - 68.5%)
Cascade Comprehensive Care	66.0% (60.6% - 71.4%)
Central Oregon Independent Health	65.3% (59.3% - 71.4%)
Doctors of the Coast South	70.3% (64.7% - 75.8%)
Douglas County IPA	58.6% (52.2% - 65.0%)
FamilyCare	59.9% (53.5% - 66.4%)
Intercommunity Health Network	66.8% (61.6% - 72.0%)
Kaiser Permanente	60.8% (52.4% - 69.1%)
Lane County IPA	66.6% (61.0% - 72.3%)
Marion-Polk Community	65.1% (59.6% - 70.5%)
Medicaid-Open Card	66.5% (60.1% - 73.0%)
Mid-Rogue Community Health Plan	61.7% (55.3% - 68.0%)
Oregon Health Management Services	66.8% (61.2% - 72.5%)
Providence Health Plan	69.0% (62.3% - 75.7%)
Tuality Health Alliance	63.8% (57.8% - 69.8%)

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

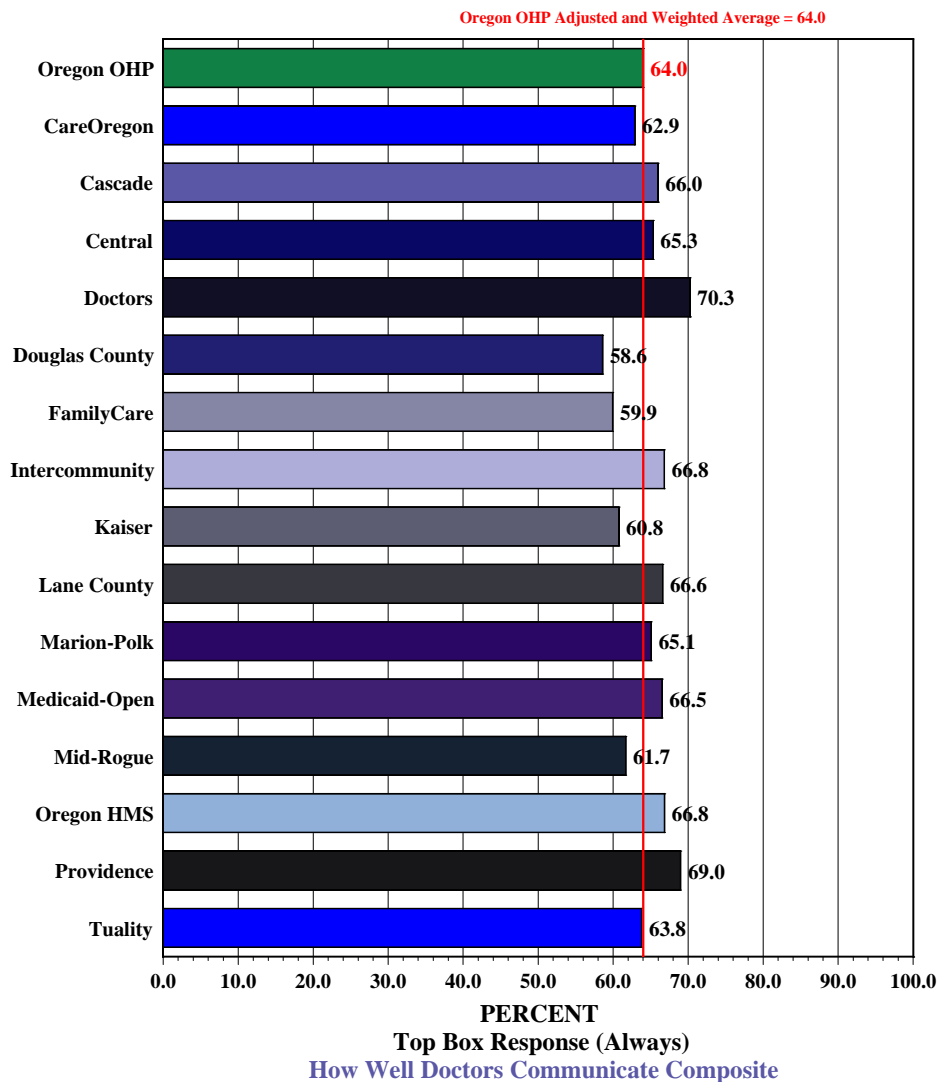
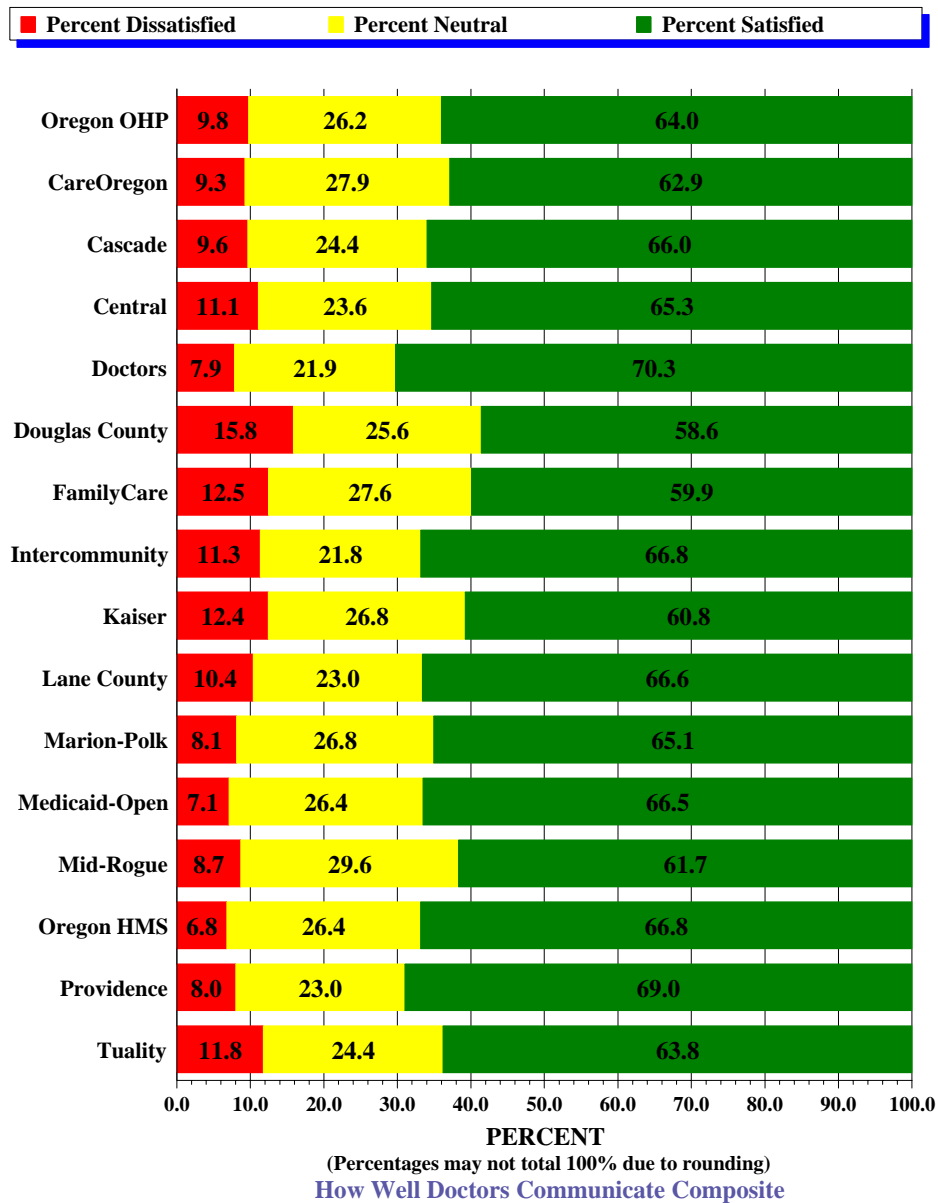


Figure B15 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members.

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



Courteous and Helpful Office Staff

Table B19 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.

Table B19		
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Courteous and Helpful Office Staff Composite		
	2003 COURTEOUS AND HELPFUL OFFICE STAFF ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING
Oregon Health Plan	2.581 (2.545 - 2.616)	
CareOregon	2.573 (2.485 - 2.662)	★★★
Cascade Comprehensive Care	2.677 (2.593 - 2.762)	★★★
Central Oregon Independent Health	2.508 (2.397 - 2.620)	★★★
Doctors of the Coast South	2.637 (2.555 - 2.719)	★★★
Douglas County IPA	2.489 (2.378 - 2.600)	★
FamilyCare	2.493 (2.378 - 2.608)	★★★
Intercommunity Health Network	2.634 (2.558 - 2.711)	★★★
Kaiser Permanente	2.483 (2.347 - 2.619)	★★★
Lane County IPA	2.619 (2.531 - 2.707)	★★★
Marion-Polk Community	2.601 (2.520 - 2.682)	★★★
Medicaid-Open Card	2.626 (2.525 - 2.728)	★★★
Mid-Rogue Community Health Plan	2.671 (2.587 - 2.755)	★★★
Oregon Health Management Services	2.727 (2.662 - 2.792)	★★★★
Providence Health Plan	2.693 (2.590 - 2.796)	★★★
Tuality Health Alliance	2.562 (2.467 - 2.656)	★★★
What do the stars represent?		
Statistically Better than the OHP Average of 15 Plans ★★★★	Statistically Not Different from the OHP Average of 15 Plans ★★★	Statistically Worse than the OHP Average of 15 Plans ★

Table B20 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.”

Table B20	
Adjusted Global Proportions for the Courteous and Helpful Office Staff Composite Using “Always” Top Box Scoring	
2003	
COURTEOUS AND HELPFUL OFFICE STAFF ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	66.9% (64.3% - 69.5%)
CareOregon	64.3% (57.5% - 71.0%)
Cascade Comprehensive Care	75.4% (69.6% - 81.2%)
Central Oregon Independent Health	64.4% (57.1% - 71.7%)
Doctors of the Coast South	70.6% (64.6% - 76.6%)
Douglas County IPA	62.9% (55.9% - 70.0%)
FamilyCare	64.8% (57.6% - 72.0%)
Intercommunity Health Network	71.6% (66.3% - 76.9%)
Kaiser Permanente	60.4% (51.2% - 69.6%)
Lane County IPA	70.4% (64.2% - 76.6%)
Marion-Polk Community	66.4% (60.0% - 72.8%)
Medicaid-Open Card	71.3% (64.1% - 78.5%)
Mid-Rogue Community Health Plan	74.5% (68.4% - 80.5%)
Oregon Health Management Services	77.3% (72.3% - 82.4%)
Providence Health Plan	76.3% (69.2% - 83.5%)
Tuality Health Alliance	65.4% (58.6% - 72.2%)

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

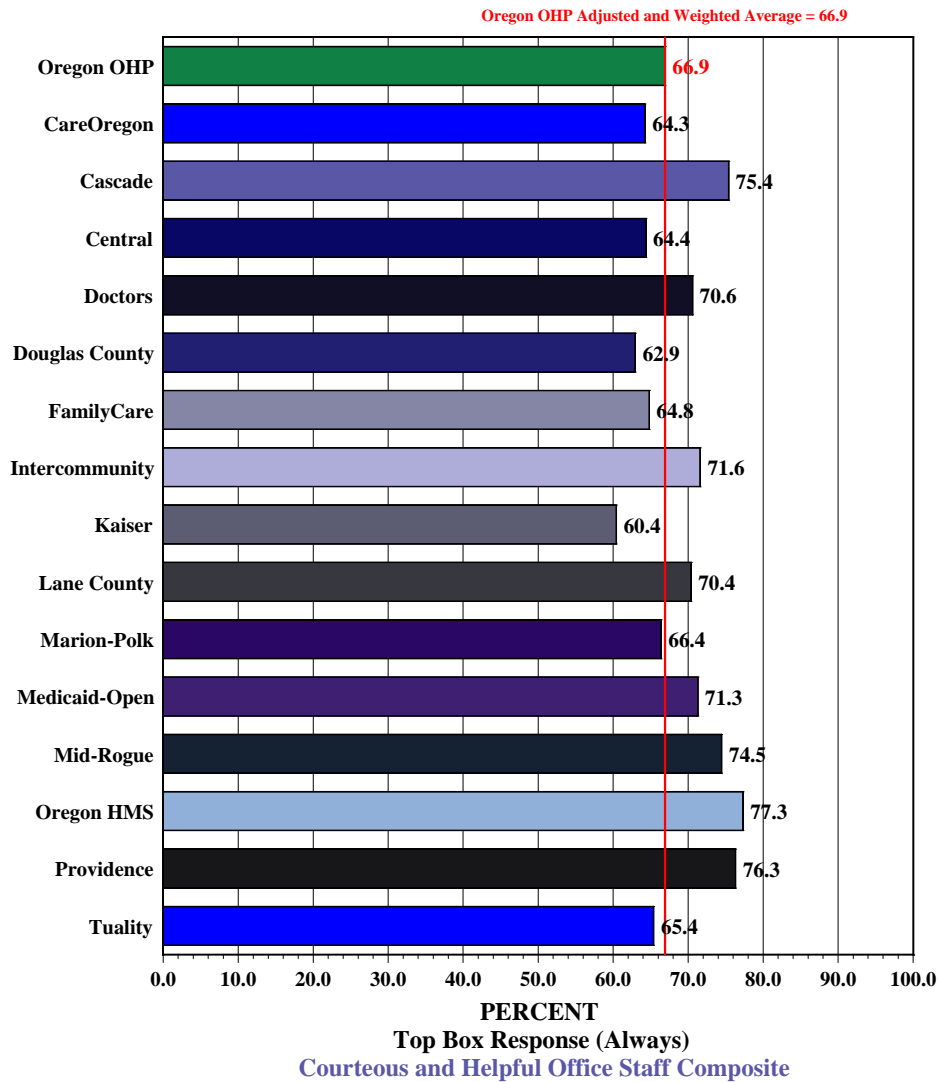
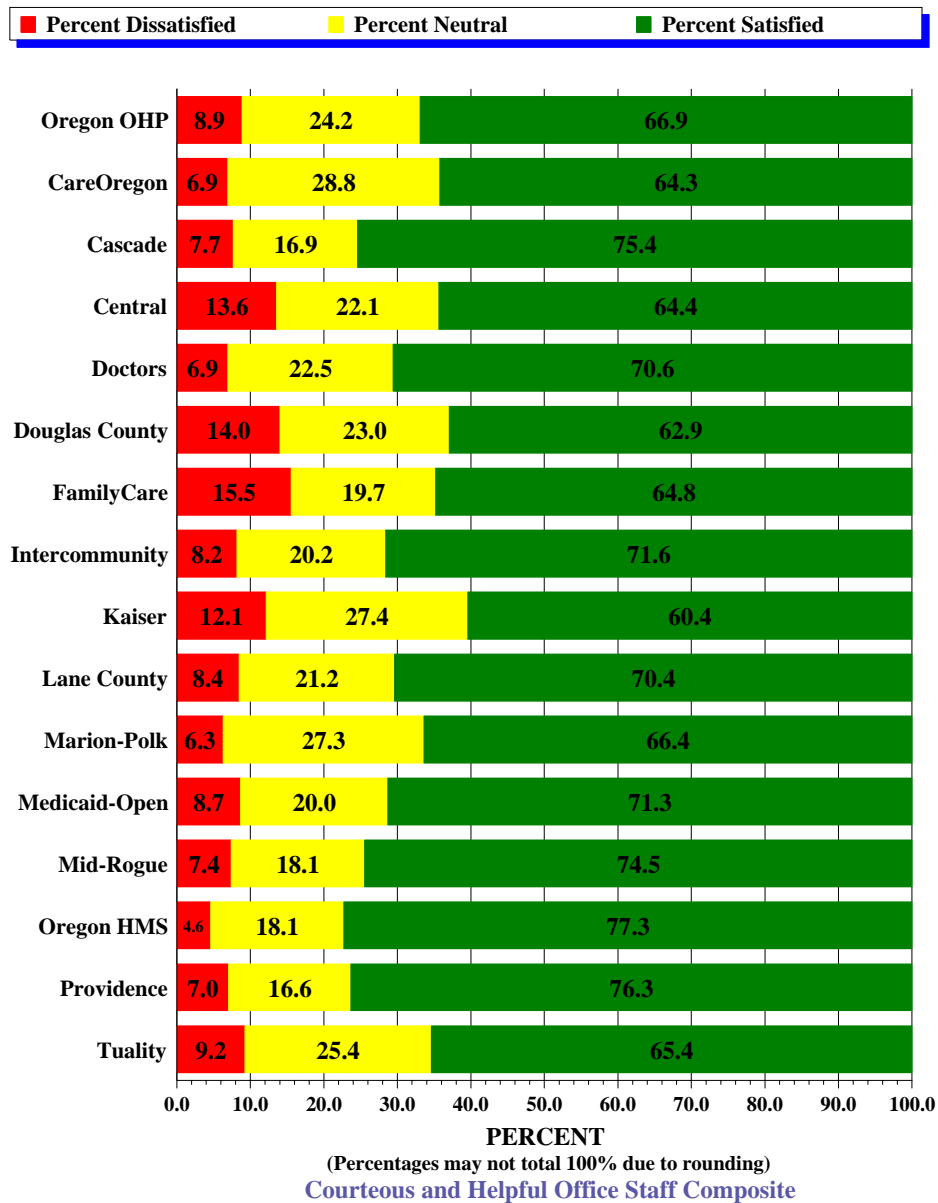


Figure B17 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members.

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



Customer Service

Table B21 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.

Table B21					
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Customer Service Composite					
	2003 CUSTOMER SERVICE ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.502 (2.453 - 2.550)				
CareOregon	2.546 (2.432 - 2.660)	★★★			
Cascade Comprehensive Care	2.508 (2.386 - 2.630)	★★★			
Central Oregon Independent Health	2.490 (2.365 - 2.614)	★★★			
Doctors of the Coast South	2.497 (2.378 - 2.615)	★★★			
Douglas County IPA	2.514 (2.395 - 2.634)	★★★			
FamilyCare	2.488 (2.350 - 2.625)	★★★			
Intercommunity Health Network	2.453 (2.328 - 2.577)	★★★			
Kaiser Permanente	2.492 (2.323 - 2.660)	★★★			
Lane County IPA	2.358 (2.223 - 2.492)	★★★			
Marion-Polk Community	2.581 (2.477 - 2.685)	★★★			
Medicaid-Open Card	2.444 (2.283 - 2.604)	★★★			
Mid-Rogue Community Health Plan	2.641 (2.491 - 2.791)	★★★			
Oregon Health Management Services	2.536 (2.411 - 2.660)	★★★			
Providence Health Plan	2.559 (2.417 - 2.700)	★★★			
Tuality Health Alliance	2.387 (2.229 - 2.545)	★★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B22 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.”

Table B22	
Adjusted Global Proportions for the Customer Service Composite Using “Not a Problem” Top Box Scoring	
2003 CUSTOMER SERVICE ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	62.9% (57.5% - 68.4%)
CareOregon	65.6% (53.8% - 77.4%)
Cascade Comprehensive Care	65.0% (51.6% - 78.4%)
Central Oregon Independent Health	60.3% (45.5% - 75.0%)
Doctors of the Coast South	61.0% (47.7% - 74.4%)
Douglas County IPA	62.6% (49.7% - 75.6%)
FamilyCare	61.0% (43.1% - 78.8%)
Intercommunity Health Network	61.3% (46.9% - 75.6%)
Kaiser Permanente	63.6% (45.3% - 81.8%)
Lane County IPA	53.5% (36.6% - 70.4%)
Marion-Polk Community	66.0% (53.8% - 78.2%)
Medicaid-Open Card	60.2% (41.3% - 79.1%)
Mid-Rogue Community Health Plan	72.6% (58.6% - 86.7%)
Oregon Health Management Services	64.1% (49.9% - 78.2%)
Providence Health Plan	66.0% (50.2% - 81.8%)
Tuality Health Alliance	60.4% (43.8% - 77.0%)

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**

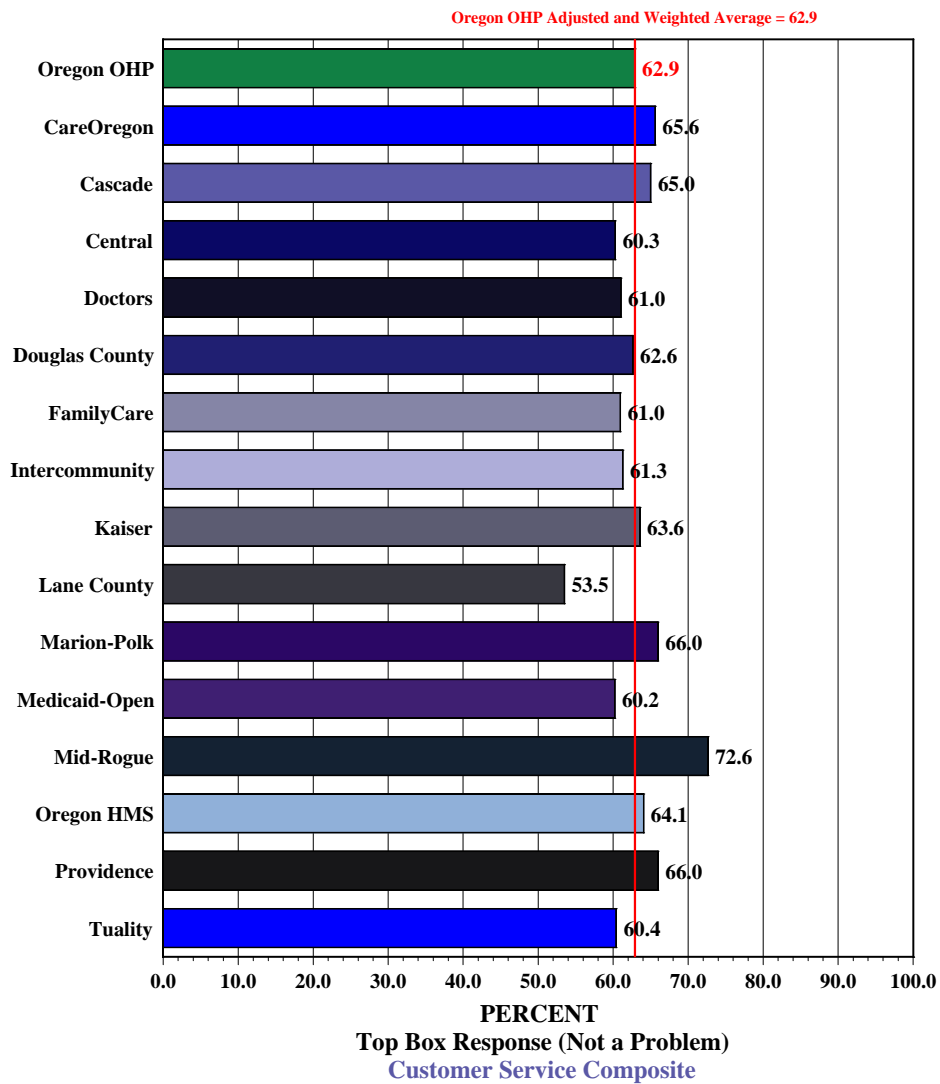
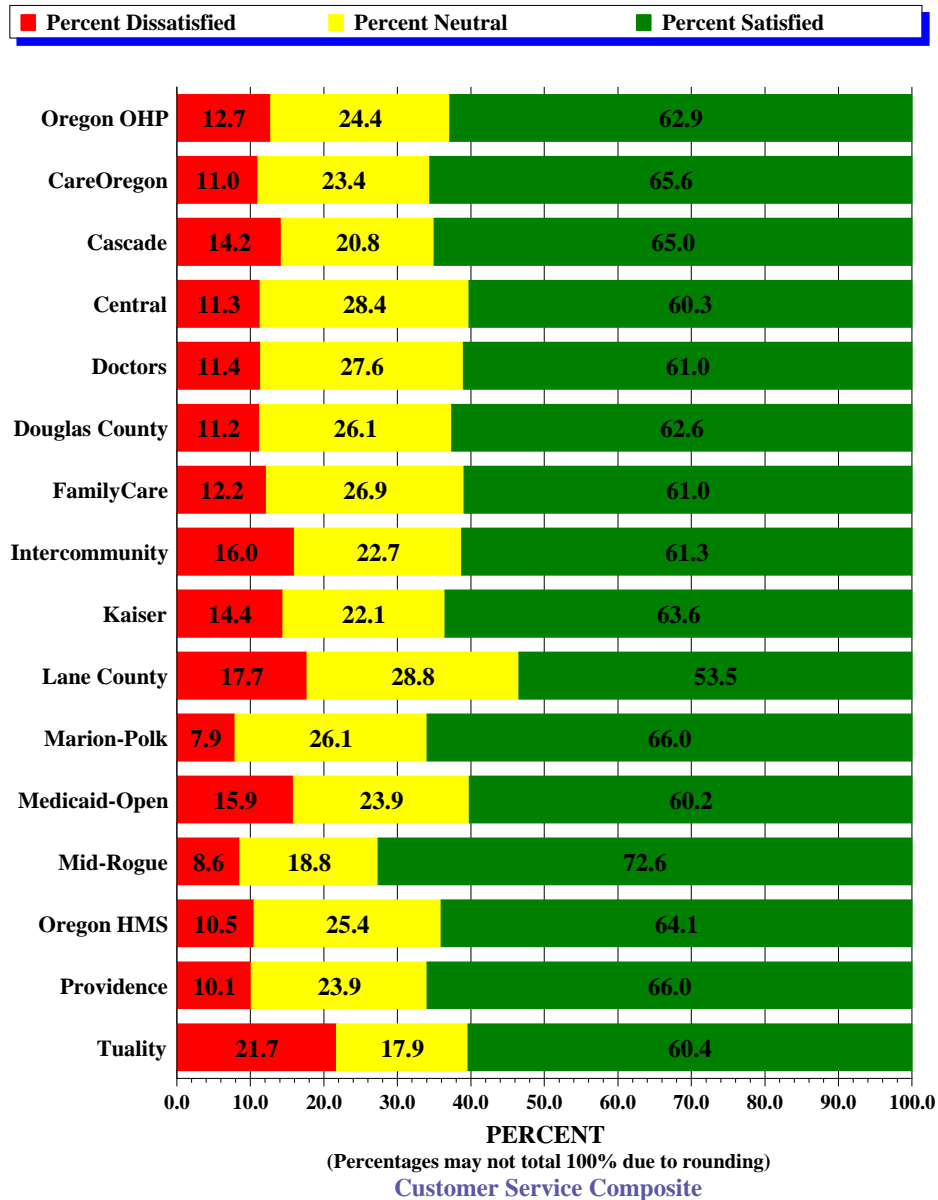


Figure B19 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members.

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



Access to Prescription Medicines

Table B23 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Access to Prescription Medicines CCC 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.

Table B23					
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Access to Prescription Medicines CCC Composite					
	2003 ACCESS TO PRESCRIPTION MEDICINES ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.632 (2.559 - 2.705)				
CareOregon	2.650 (2.475 - 2.825)	★★★			
Cascade Comprehensive Care	2.648 (2.478 - 2.819)	★★★			
Central Oregon Independent Health	2.670 (2.460 - 2.880)	★★★			
Doctors of the Coast South	2.503 (2.333 - 2.673)	★★★			
Douglas County IPA	2.664 (2.506 - 2.823)	★★★			
FamilyCare	2.611 (2.403 - 2.819)	★★★			
Intercommunity Health Network	2.658 (2.505 - 2.811)	★★★			
Kaiser Permanente	2.556 (2.352 - 2.760)	★★★			
Lane County IPA	2.711 (2.554 - 2.868)	★★★			
Marion-Polk Community	2.791 (2.641 - 2.941)	★★★			
Medicaid-Open Card	2.498 (2.251 - 2.745)	★★★			
Mid-Rogue Community Health Plan	2.583 (2.402 - 2.763)	★★★			
Oregon Health Management Services	2.791 (2.684 - 2.898)	★★★			
Providence Health Plan	2.603 (2.426 - 2.779)	★★★			
Tuality Health Alliance	2.786 (2.638 - 2.934)	★★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B24 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Access to Prescription Medicines CCC 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 Access to Prescription Medicines CCC composite, a response of “Not a problem” is considered a “top box” response.”

Table B24	
Adjusted Global Proportions for the Access to Prescription Medicines CCC Composite Using “Not a Problem” Top Box Scoring	
2003	
ACCESS TO PRESCRIPTION MEDICINES ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	71.7% (63.9% - 79.5%)
CareOregon	70.4% (51.0% - 89.8%)
Cascade Comprehensive Care	77.7% (64.1% - 91.2%)
Central Oregon Independent Health	76.4% (57.8% - 94.9%)
Doctors of the Coast South	62.7% (44.3% - 81.2%)
Douglas County IPA	77.5% (65.0% - 90.0%)
FamilyCare	68.7% (45.9% - 91.5%)
Intercommunity Health Network	74.4% (60.2% - 88.6%)
Kaiser Permanente	63.8% (39.1% - 88.6%)
Lane County IPA	76.8% (61.7% - 92.0%)
Marion-Polk Community	84.7% (72.6% - 96.8%)
Medicaid-Open Card	64.5% (38.4% - 90.7%)
Mid-Rogue Community Health Plan	71.5% (56.1% - 86.9%)
Oregon Health Management Services	79.6% (66.6% - 92.6%)
Providence Health Plan	66.4% (45.1% - 87.7%)
Tuality Health Alliance	82.2% (68.4% - 96.1%)

Figure B20 depicts the adjusted global proportions for the Access to Prescription Medicines CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B20
Adjusted Global Proportions for the
Access to Prescription Medicines CCC Composite

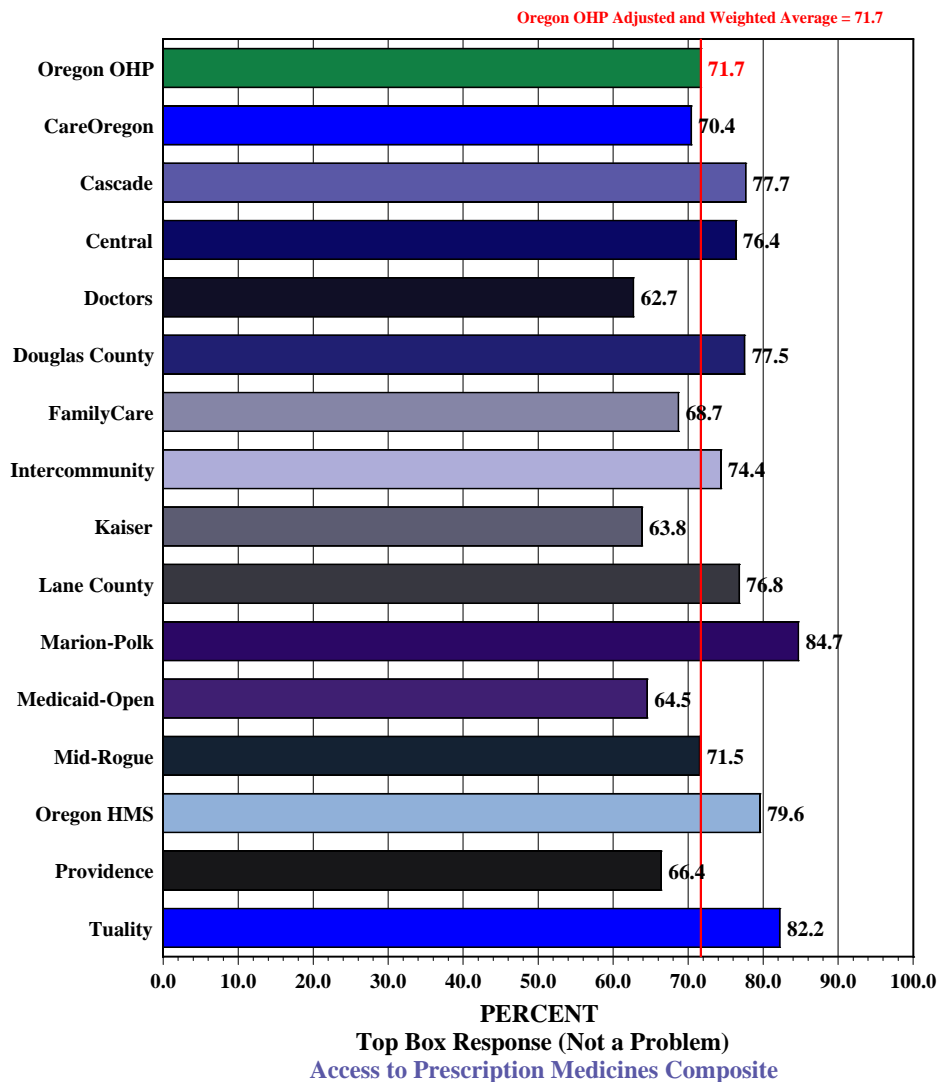
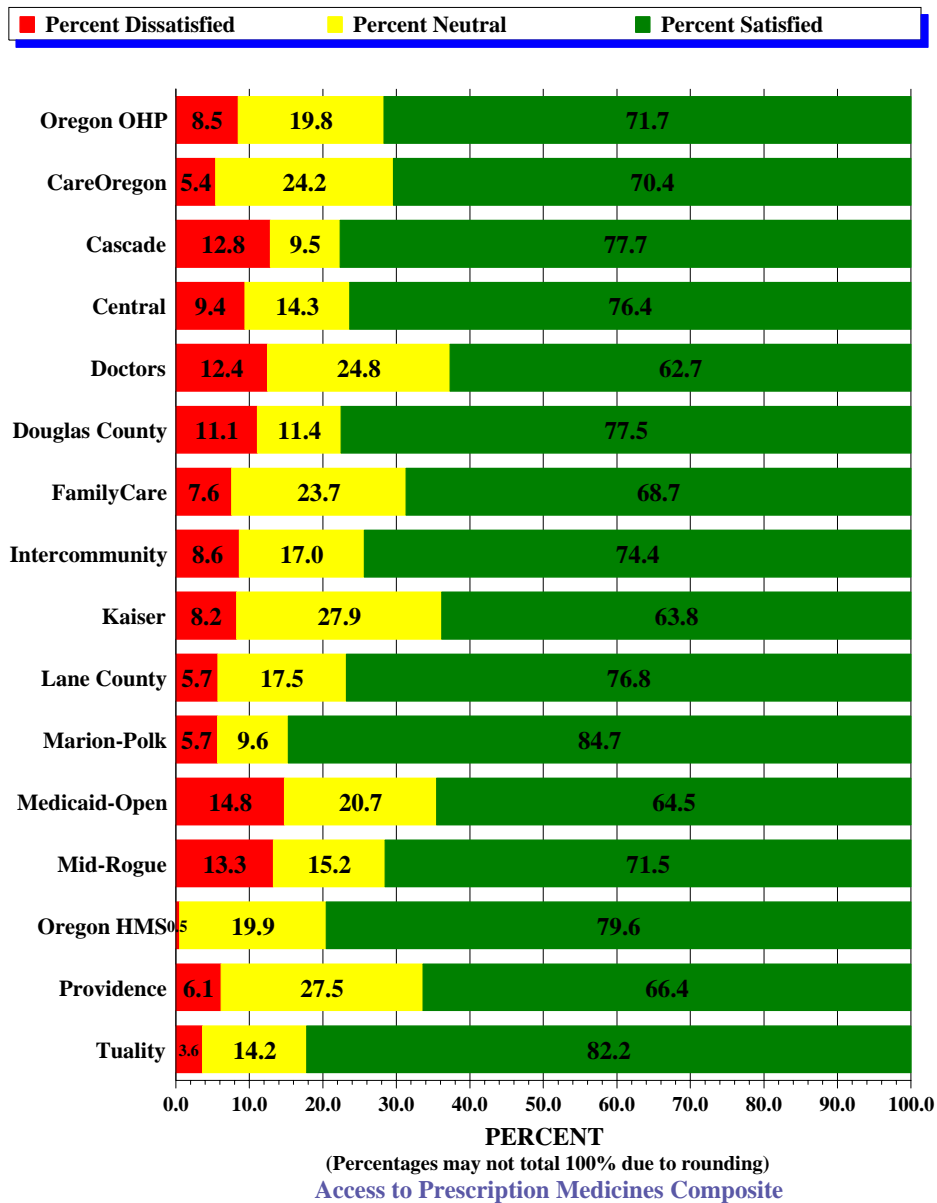


Figure B21 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Access to Prescription Medicines CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B21
Adjusted Satisfaction Proportions for the
Access to Prescription Medicines CCC Composite



Access to Specialized Services

Table B25 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Access to Specialized Services CCC 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.

Table B25 Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Access to Specialized Services CCC Composite					
	2003 ACCESS TO SPECIALIZED SERVICES ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.243 (2.147 - 2.340)				
CareOregon	2.270 (2.010 - 2.530)	★★			
Cascade Comprehensive Care	2.262 (2.043 - 2.480)	★★			
Central Oregon Independent Health	2.369 (2.121 - 2.618)	★★			
Doctors of the Coast South	2.545 (2.304 - 2.787)	★★★★			
Douglas County IPA	2.311 (2.053 - 2.568)	★★			
FamilyCare	2.053 (1.631 - 2.475)	★★			
Intercommunity Health Network	2.525 (2.347 - 2.702)	★★★★			
Kaiser Permanente	2.282 (1.985 - 2.579)	★★			
Lane County IPA	1.830 (1.593 - 2.066)	★			
Marion-Polk Community	2.114 (1.873 - 2.355)	★★			
Medicaid-Open Card	2.228 (1.995 - 2.462)	★★			
Mid-Rogue Community Health Plan	2.507 (2.270 - 2.743)	★★★★			
Oregon Health Management Services	2.294 (2.054 - 2.534)	★★			
Providence Health Plan	2.288 (1.884 - 2.692)	★★			
Tuality Health Alliance	2.045 (1.719 - 2.372)	★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B26 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Access to Specialized Services CCC 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 Access to Specialized Services CCC composite, a response of “Not a problem” is considered a “top box” response.”

Table B26	
Adjusted Global Proportions for the Access to Specialized Services CCC Composite Using “Not a Problem” Top Box Scoring	
2003	
ACCESS TO SPECIALIZED SERVICES ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	54.3% (42.7% - 65.8%)
CareOregon	57.4% (35.2% - 79.5%)
Cascade Comprehensive Care	52.7% (25.4% - 80.1%)
Central Oregon Independent Health	58.8% (28.9% - 88.7%)
Doctors of the Coast South	72.2% (52.2% - 92.2%)
Douglas County IPA	48.3% (13.7% - 82.8%)
FamilyCare	45.4% †
Intercommunity Health Network	67.0% (42.1% - 91.9%)
Kaiser Permanente	53.6% †
Lane County IPA	37.2% †
Marion-Polk Community	50.9% (24.1% - 77.8%)
Medicaid-Open Card	50.9% (24.6% - 77.2%)
Mid-Rogue Community Health Plan	65.2% (38.4% - 91.9%)
Oregon Health Management Services	54.8% (25.0% - 84.6%)
Providence Health Plan	56.1% (22.2% - 89.9%)
Tuality Health Alliance	39.6% †

† Please note, the plan-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.

Figure B22 depicts the adjusted global proportions for the Access to Specialized Services CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B22
Adjusted Global Proportions for the
Access to Specialized Services CCC Composite

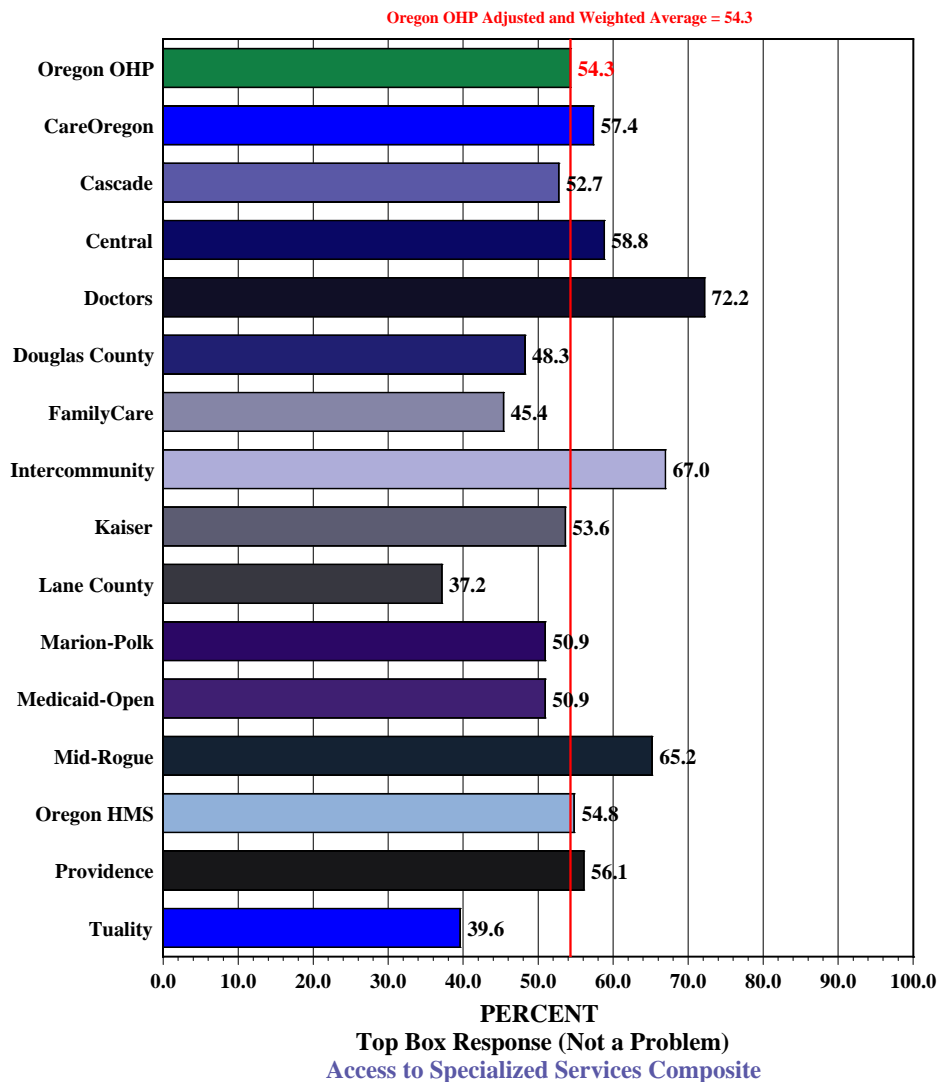
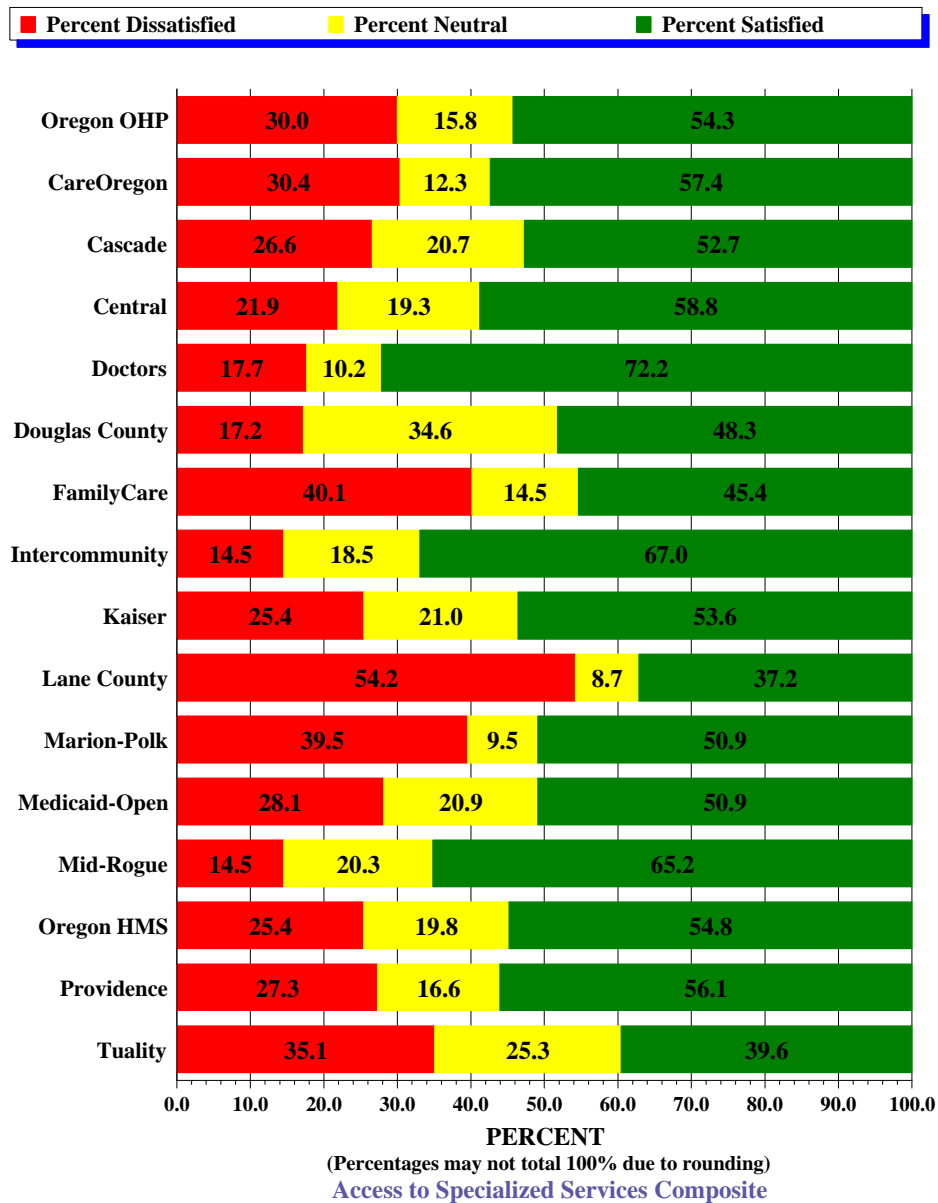


Figure B23 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Access to Specialized Services CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B23
Adjusted Satisfaction Proportions for the
Access to Specialized Services CCC Composite



Personal Doctor Who Knows Child

Table B27 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Personal Doctor Who Knows Child CCC 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. Please note, the Personal Doctor Who Knows Child CCC composite consists of a question with Yes/No response categories where a response of “Yes” is given a score of “1” and a response of “No” is given a score of “0.” Therefore, this composite has a maximum mean score of 1.0, and three-point means cannot be calculated for this composite.

Table B27 Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Personal Doctor Who Knows Child CCC Composite		
	2003 PERSONAL DOCTOR WHO KNOWS CHILD ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING
Oregon Health Plan	0.567 (0.543 - 0.592)	
CareOregon	0.540 (0.478 - 0.603)	★★
Cascade Comprehensive Care	0.623 (0.563 - 0.684)	★★
Central Oregon Independent Health	0.580 (0.518 - 0.642)	★★
Doctors of the Coast South	0.656 (0.596 - 0.716)	★★★★
Douglas County IPA	0.553 (0.489 - 0.617)	★★
FamilyCare	0.478 (0.407 - 0.549)	★
Intercommunity Health Network	0.602 (0.542 - 0.663)	★★
Kaiser Permanente	0.577 (0.494 - 0.661)	★★
Lane County IPA	0.567 (0.505 - 0.629)	★★
Marion-Polk Community	0.607 (0.544 - 0.671)	★★
Medicaid-Open Card	0.528 (0.456 - 0.599)	★★
Mid-Rogue Community Health Plan	0.597 (0.534 - 0.660)	★★
Oregon Health Management Services	0.651 (0.588 - 0.714)	★★★★
Providence Health Plan	0.663 (0.590 - 0.735)	★★★★
Tuality Health Alliance	0.606 (0.540 - 0.671)	★★
What do the stars represent? <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </div> <div style="text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </div> <div style="text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </div> </div>		

Table B28 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Personal Doctor Who Knows Child CCC 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 Personal Doctor Who Knows Child CCC composite, a response of “Yes” is considered a “top box” response.”

Table B28	
Adjusted Global Proportions for the Personal Doctor Who Knows Child CCC Composite Using “Yes” Top Box Scoring	
2003	
PERSONAL DOCTOR WHO KNOWS CHILD ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	56.7% (54.3% - 59.2%)
CareOregon	54.0% (47.8% - 60.3%)
Cascade Comprehensive Care	62.3% (56.3% - 68.4%)
Central Oregon Independent Health	58.0% (51.8% - 64.2%)
Doctors of the Coast South	65.6% (59.6% - 71.6%)
Douglas County IPA	55.3% (48.9% - 61.7%)
FamilyCare	47.8% (40.7% - 54.9%)
Intercommunity Health Network	60.2% (54.2% - 66.3%)
Kaiser Permanente	57.7% (49.4% - 66.1%)
Lane County IPA	56.7% (50.5% - 62.9%)
Marion-Polk Community	60.7% (54.4% - 67.1%)
Medicaid-Open Card	52.8% (45.6% - 59.9%)
Mid-Rogue Community Health Plan	59.7% (53.4% - 66.0%)
Oregon Health Management Services	65.1% (58.8% - 71.4%)
Providence Health Plan	66.3% (59.0% - 73.5%)
Tuality Health Alliance	60.6% (54.0% - 67.1%)

Figure B24 depicts the adjusted global proportions for the Personal Doctor Who Knows Child CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B24
Adjusted Global Proportions for the
Personal Doctor Who Knows Child CCC Composite

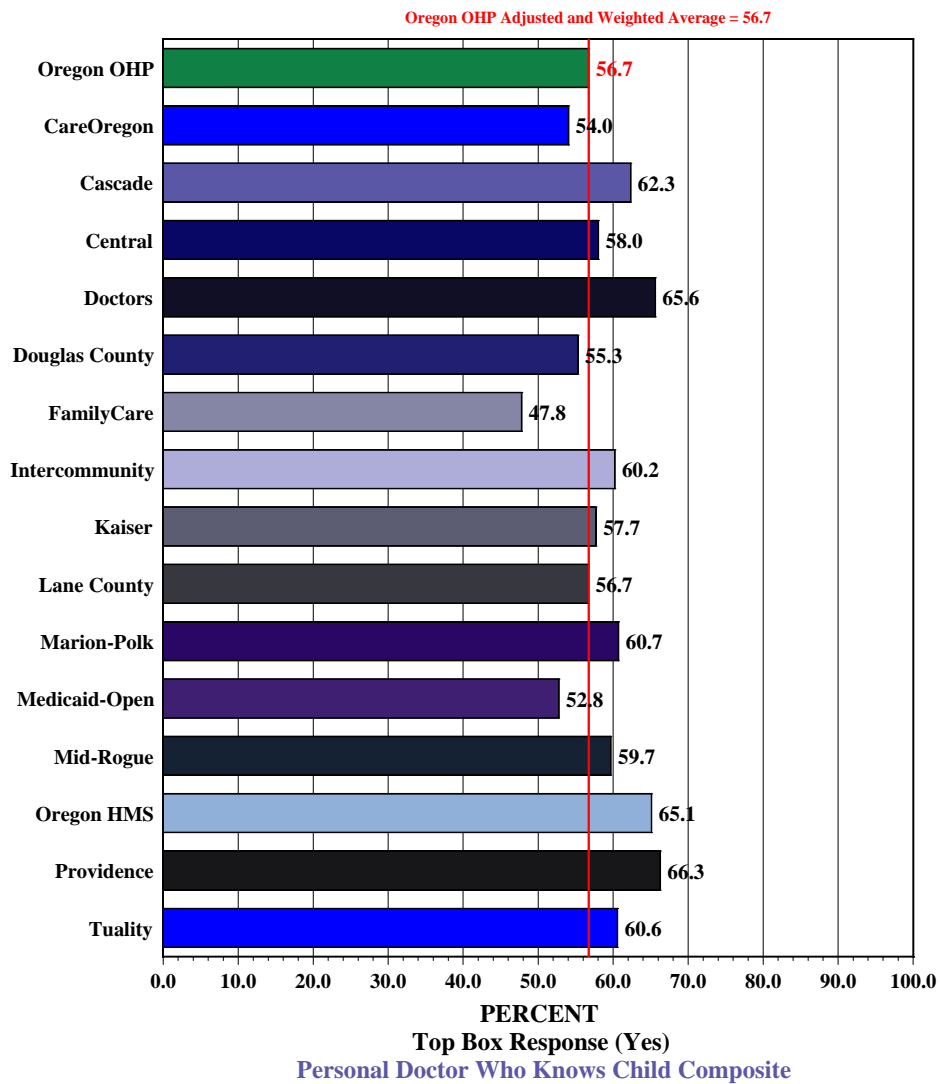
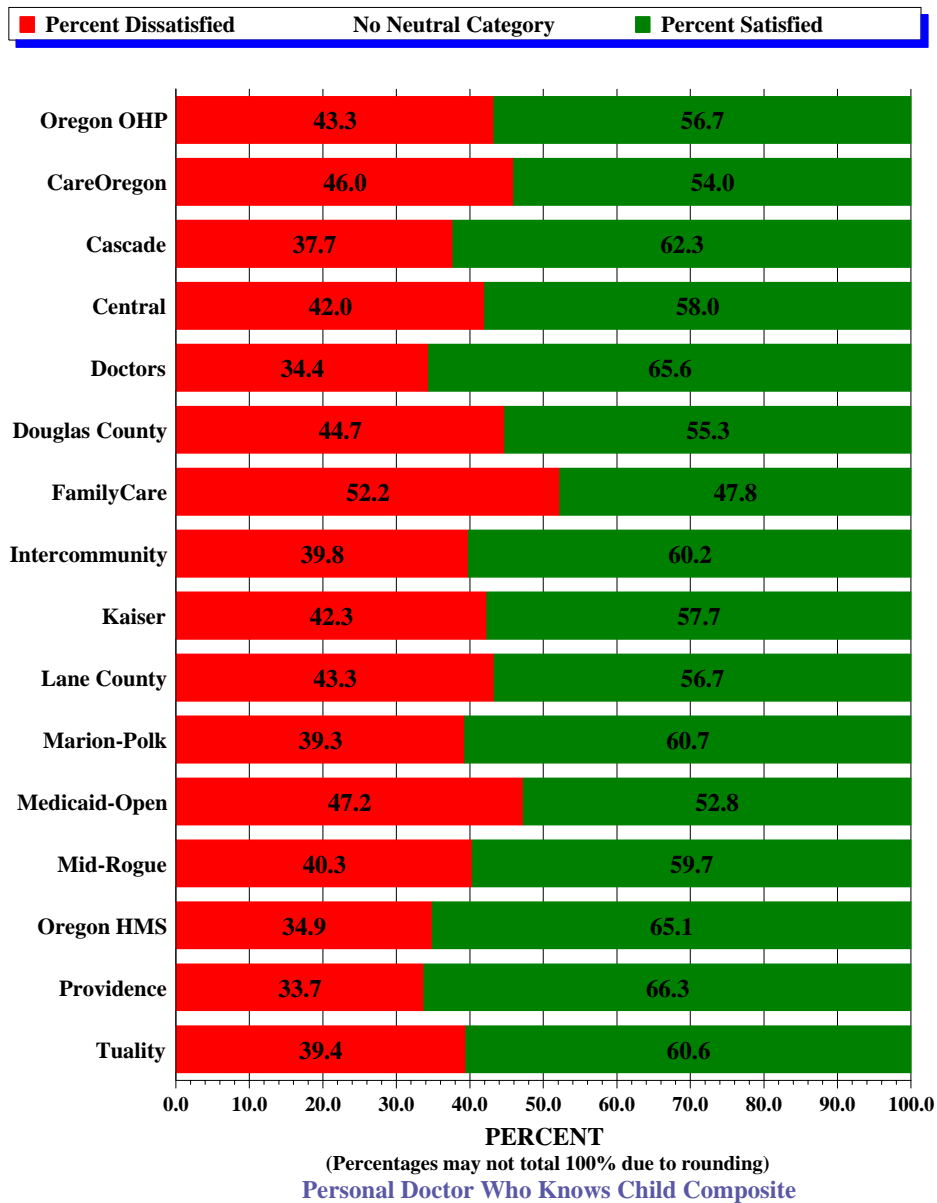


Figure B25 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Personal Doctor Who Knows Child CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B25
Adjusted Satisfaction Proportions for the
Personal Doctor Who Knows Child CCC Composite**



Shared Decision Making

Table B29 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Shared Decision Making CCC 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.

Table B29					
Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Shared Decision Making CCC Composite					
	2003 SHARED DECISION MAKING ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING			
Oregon Health Plan	2.573 (2.534 - 2.612)				
CareOregon	2.543 (2.444 - 2.642)	★★			
Cascade Comprehensive Care	2.557 (2.451 - 2.662)	★★			
Central Oregon Independent Health	2.618 (2.508 - 2.727)	★★			
Doctors of the Coast South	2.726 (2.644 - 2.809)	★★			
Douglas County IPA	2.543 (2.433 - 2.653)	★★			
FamilyCare	2.524 (2.409 - 2.638)	★★			
Intercommunity Health Network	2.575 (2.479 - 2.671)	★★			
Kaiser Permanente	2.462 (2.299 - 2.626)	★★			
Lane County IPA	2.600 (2.499 - 2.701)	★★			
Marion-Polk Community	2.588 (2.486 - 2.691)	★★			
Medicaid-Open Card	2.633 (2.528 - 2.737)	★★			
Mid-Rogue Community Health Plan	2.627 (2.528 - 2.726)	★★			
Oregon Health Management Services	2.700 (2.615 - 2.785)	★★			
Providence Health Plan	2.603 (2.487 - 2.718)	★★			
Tuality Health Alliance	2.549 (2.437 - 2.660)	★★			
<p><i>What do the stars represent?</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

Table B30 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Shared Decision Making CCC 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 Shared Decision Making CCC composite, a response of “Always” is considered a “top box” response.”

Table B30	
Adjusted Global Proportions for the Shared Decision Making CCC Composite Using “Always” Top Box Scoring	
2003	
SHARED DECISION MAKING ADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	66.3% (63.4% - 69.2%)
CareOregon	62.7% (55.4% - 70.1%)
Cascade Comprehensive Care	67.7% (60.6% - 74.7%)
Central Oregon Independent Health	70.3% (62.6% - 78.0%)
Doctors of the Coast South	77.9% (71.7% - 84.2%)
Douglas County IPA	64.4% (56.5% - 72.3%)
FamilyCare	63.8% (55.8% - 71.7%)
Intercommunity Health Network	68.6% (61.9% - 75.2%)
Kaiser Permanente	62.6% (52.2% - 73.1%)
Lane County IPA	71.5% (64.7% - 78.3%)
Marion-Polk Community	66.4% (58.8% - 74.0%)
Medicaid-Open Card	68.7% (60.3% - 77.1%)
Mid-Rogue Community Health Plan	70.9% (63.8% - 78.1%)
Oregon Health Management Services	76.2% (69.8% - 82.7%)
Providence Health Plan	68.3% (59.8% - 76.8%)
Tuality Health Alliance	64.9% (57.0% - 72.8%)

Figure B26 depicts the adjusted global proportions for the Shared Decision Making CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B26
Adjusted Global Proportions for the
Shared Decision Making CCC Composite

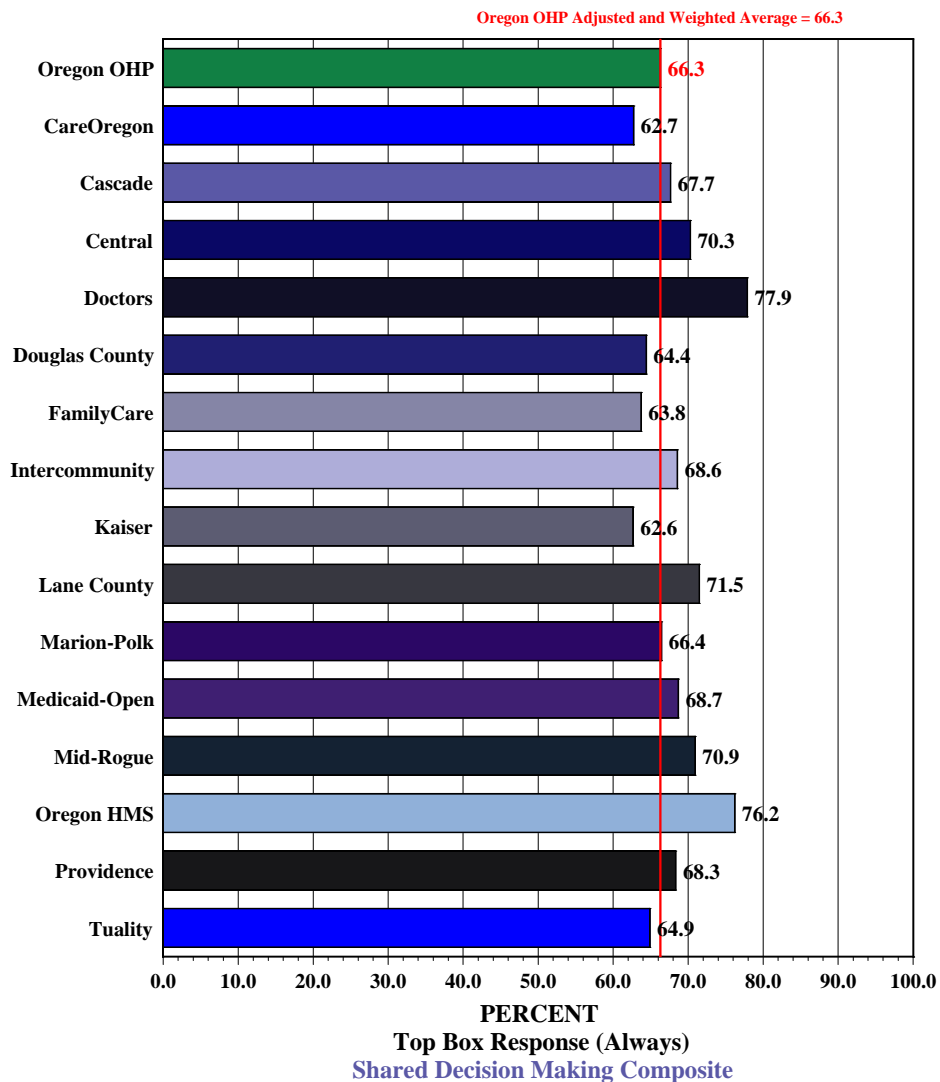
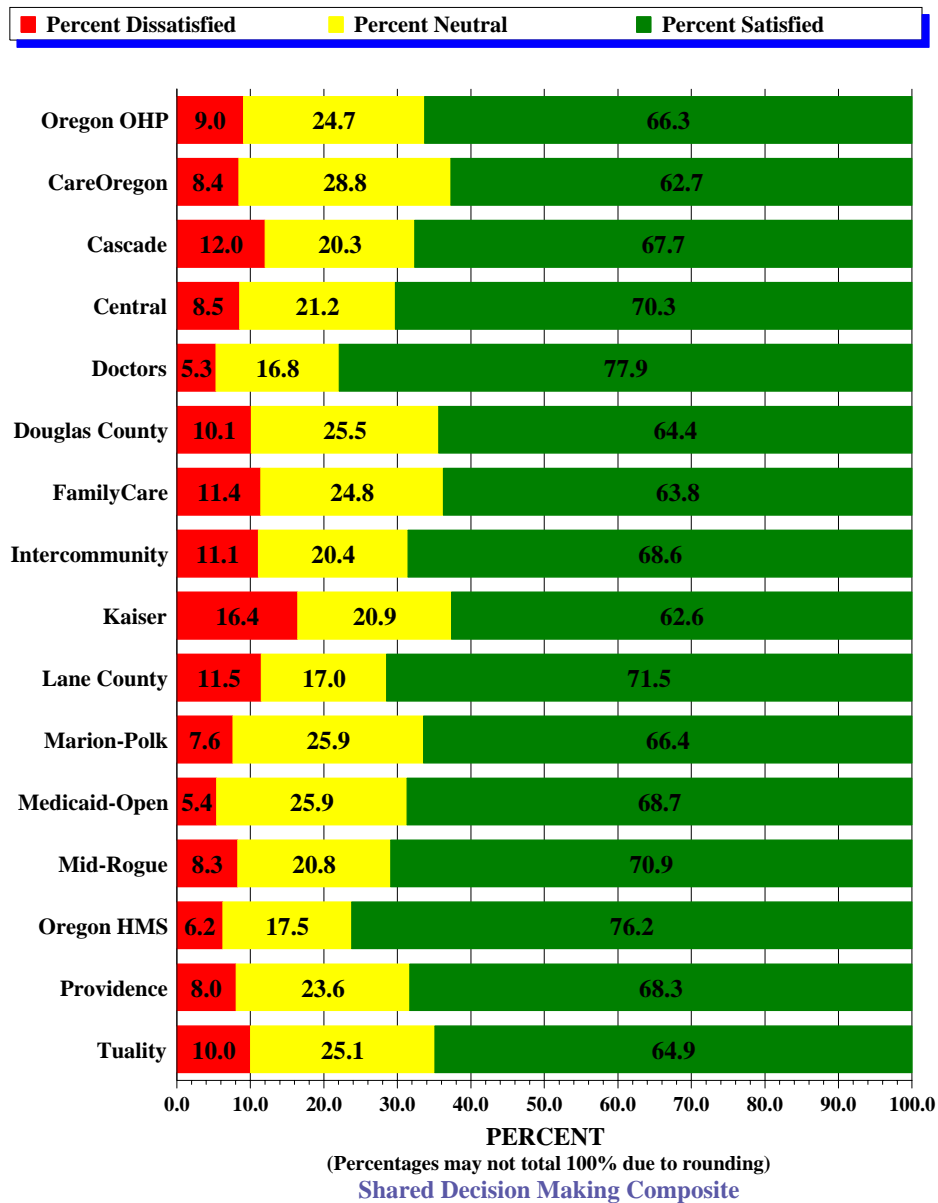


Figure B27 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Shared Decision Making CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B27
Adjusted Satisfaction Proportions for the Shared Decision Making CCC Composite



Coordination of Care

Table B31 depicts the adjusted three-point mean scores and 95% confidence intervals (95% CI) for the Coordination of Care CCC 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. Please note, the Coordination of Care CCC composite consists of questions with Yes/No response categories where a response of “Yes” is given a score of “1” and a response of “No” is given a score of “0.” Therefore, this composite has a maximum mean score of 1.0, and three-point means cannot be calculated for this composite.

Table B31 Adjusted Child Medicaid Three-Point Mean Scores and Overall Satisfaction Ratings for the Coordination of Care CCC Composite		
	2003 COORDINATION OF CARE ADJUSTED MEAN SCORE (95% CI)	2003 STAR RATING
Oregon Health Plan	0.680 (0.638 - 0.722)	
CareOregon	0.659 (0.562 - 0.756)	★★
Cascade Comprehensive Care	0.733 (0.623 - 0.843)	★★
Central Oregon Independent Health	0.750 (0.655 - 0.845)	★★
Doctors of the Coast South	0.816 (0.741 - 0.891)	★★★★
Douglas County IPA	0.784 (0.683 - 0.885)	★★
FamilyCare	0.568 (0.347 - 0.788)	★★
Intercommunity Health Network	0.771 (0.673 - 0.869)	★★
Kaiser Permanente	0.531 (0.325 - 0.738)	★★
Lane County IPA	0.698 (0.589 - 0.806)	★★
Marion-Polk Community	0.634 (0.508 - 0.760)	★★
Medicaid-Open Card	0.664 (0.542 - 0.785)	★★
Mid-Rogue Community Health Plan	0.624 (0.481 - 0.768)	★★
Oregon Health Management Services	0.721 (0.632 - 0.809)	★★
Providence Health Plan	0.815 (0.727 - 0.903)	★★★★
Tuality Health Alliance	0.780 (0.664 - 0.896)	★★
What do the stars represent? <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </div> <div style="text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </div> <div style="text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </div> </div>		

Table B32 presents the adjusted global proportion and 95% confidence interval (95% CI) for the Coordination of Care CCC 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 Coordination of Care CCC composite, a response of “Yes” is considered a “top box” response.”

Table B32	
Adjusted Global Proportions for the Coordination of Care CCC Composite Using “Yes” Top Box Scoring	
2003	
COORDINATION OF CARE	
ADJUSTED GLOBAL PROPORTION	
(95% CI)	
Oregon Health Plan	68.0% (63.8% - 72.2%)
CareOregon	65.9% (56.2% - 75.6%)
Cascade Comprehensive Care	73.3% (62.3% - 84.3%)
Central Oregon Independent Health	75.0% (65.5% - 84.5%)
Doctors of the Coast South	81.6% (74.1% - 89.1%)
Douglas County IPA	78.4% (68.3% - 88.5%)
FamilyCare	56.8% (34.7% - 78.8%)
Intercommunity Health Network	77.1% (67.3% - 86.9%)
Kaiser Permanente	53.1% (32.5% - 73.8%)
Lane County IPA	69.8% (58.9% - 80.6%)
Marion-Polk Community	63.4% (50.8% - 76.0%)
Medicaid-Open Card	66.4% (54.2% - 78.5%)
Mid-Rogue Community Health Plan	62.4% (48.1% - 76.8%)
Oregon Health Management Services	72.1% (63.2% - 80.9%)
Providence Health Plan	81.5% (72.7% - 90.3%)
Tuality Health Alliance	78.0% (66.4% - 89.6%)

Figure B28 depicts the adjusted global proportions for the Coordination of Care CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B28
Adjusted Global Proportions for the
Coordination of Care CCC Composite

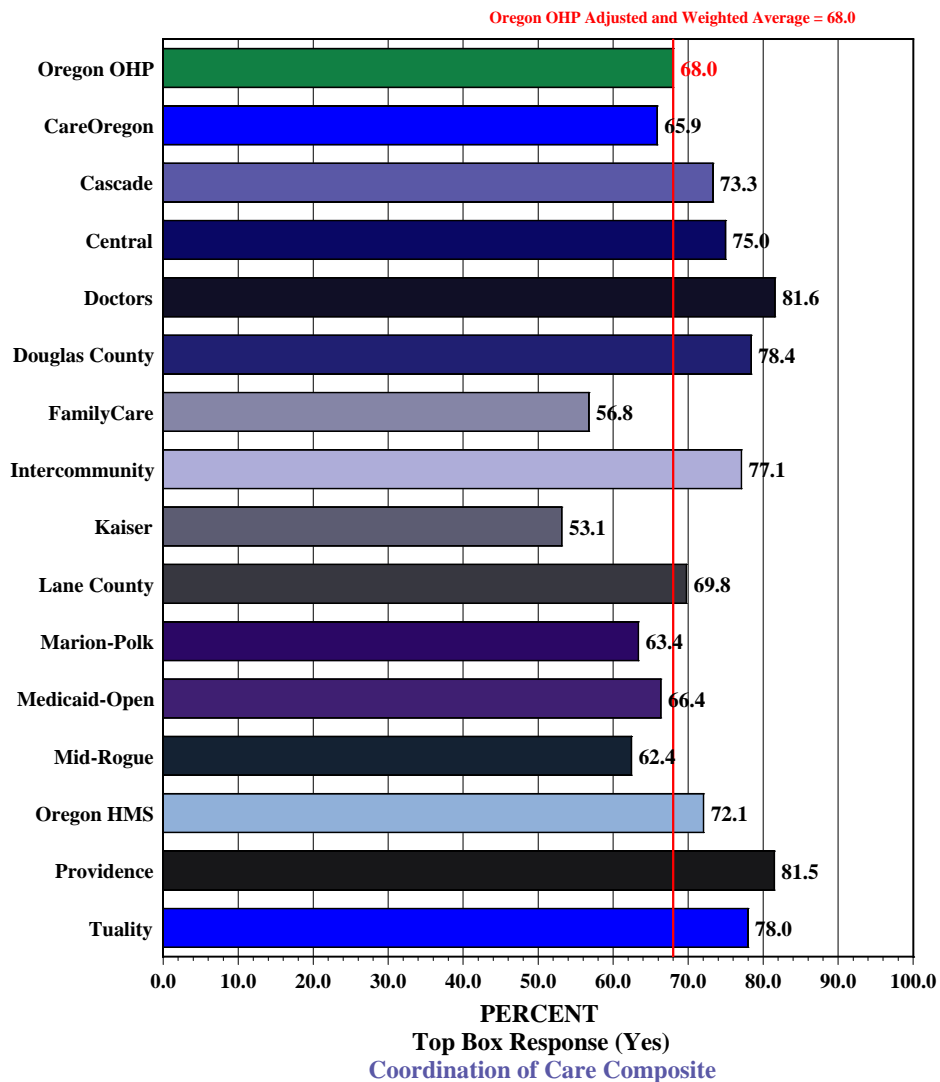
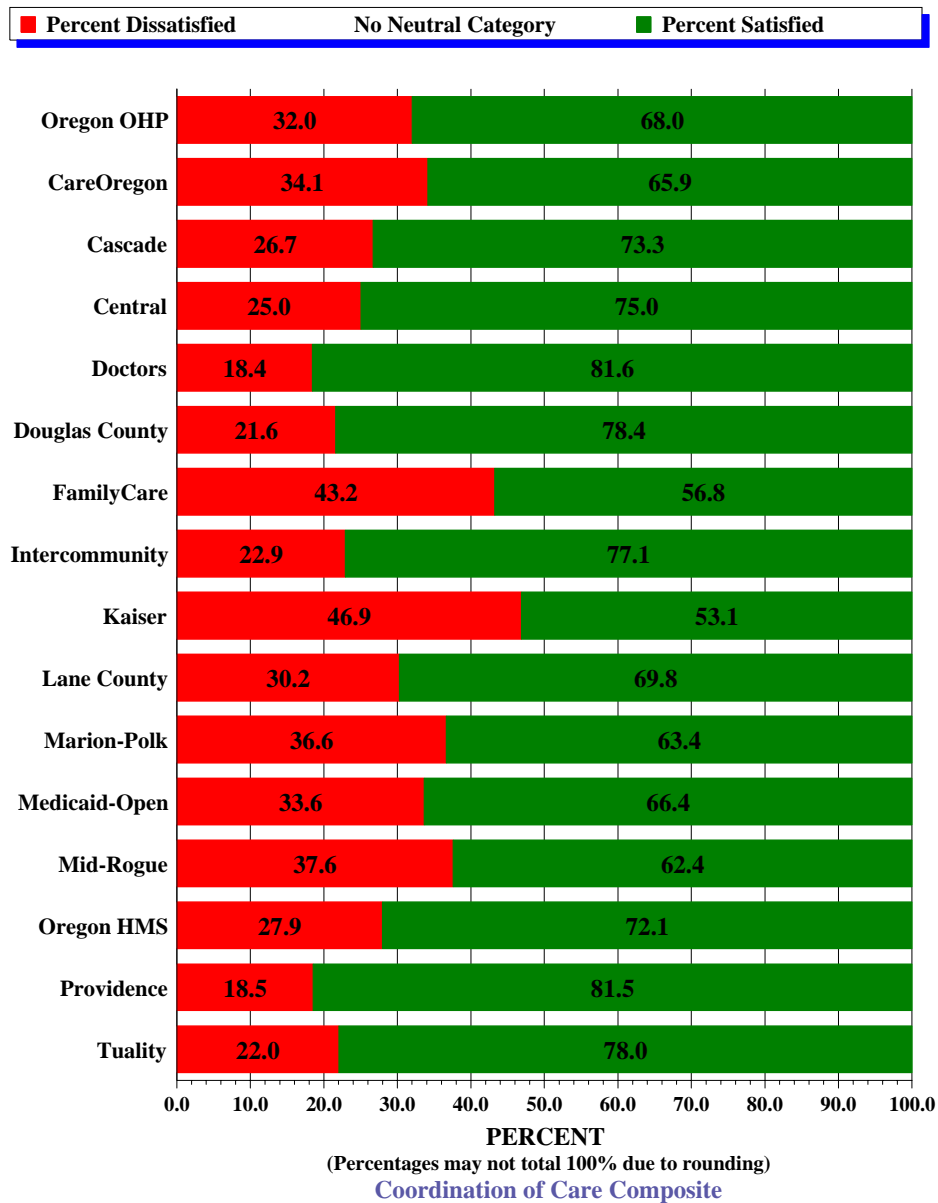


Figure B29 depicts the adjusted proportion of respondents satisfied, neutral, or dissatisfied for the Coordination of Care CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B29
Adjusted Satisfaction Proportions for the
Coordination of Care CCC 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 child health status, child age, respondent educational level, and respondent 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.”⁷ 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. For the Access to Prescription Medicines and Access to Specialized Services CCC composites, a “top box” response is defined as a response of “Not a problem.” For the Personal Doctor Who Knows Child and Coordination of Care CCC composites, a response of “Yes” is considered a “top box” response. For the Shared Decision Making CCC composite, a response of “Always” 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,” “Yes,” or

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

“Always” are classified as “satisfied,” whereas responses of “A small problem” or “Usually” are classified as “neutral,” and responses of “A big problem,” “No,” or “Sometimes/Never” are classified as “dissatisfied.” For additional information on the calculation of satisfaction proportions, please refer to page D16.

Rating of Health Plan

Table B33 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.

Table B33	
Unadjusted Child Medicaid Three-Point Mean Scores for the Rating of Health Plan	
2003 RATING OF HEALTH PLAN UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.293 (2.254 - 2.332)
CareOregon	2.321 (2.222 - 2.420)
Cascade Comprehensive Care	2.241 (2.143 - 2.339)
Central Oregon Independent Health	2.315 (2.211 - 2.418)
Doctors of the Coast South	2.279 (2.180 - 2.378)
Douglas County IPA	2.126 (2.022 - 2.229)
FamilyCare	2.054 (1.939 - 2.169)
Intercommunity Health Network	2.274 (2.179 - 2.370)
Kaiser Permanente	2.193 (2.058 - 2.327)
Lane County IPA	2.134 (2.037 - 2.232)
Marion-Polk Community	2.379 (2.280 - 2.477)
Medicaid-Open Card	2.350 (2.237 - 2.462)
Mid-Rogue Community Health Plan	2.343 (2.250 - 2.437)
Oregon Health Management Services	2.297 (2.196 - 2.398)
Providence Health Plan	2.477 (2.365 - 2.589)
Tuality Health Alliance	2.409 (2.313 - 2.506)

Table B34 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.”⁸

Table B34	
Unadjusted Question Summary Rates for the Rating of Health Plan Using “9 or 10” Top Box Scoring	
2003	
RATING OF HEALTH PLAN	
UNADJUSTED QUESTION SUMMARY RATE	
(95% CI)	
Oregon Health Plan	49.4% (46.9% - 51.9%)
CareOregon	51.9% (45.6% - 58.1%)
Cascade Comprehensive Care	46.2% (40.0% - 52.4%)
Central Oregon Independent Health	53.0% (46.6% - 59.5%)
Doctors of the Coast South	47.2% (40.8% - 53.6%)
Douglas County IPA	38.1% (31.7% - 44.5%)
FamilyCare	34.6% (27.7% - 41.5%)
Intercommunity Health Network	46.8% (40.6% - 53.0%)
Kaiser Permanente	43.0% (34.6% - 51.3%)
Lane County IPA	37.0% (30.8% - 43.1%)
Marion-Polk Community	54.6% (48.1% - 61.1%)
Medicaid-Open Card	53.6% (46.3% - 60.8%)
Mid-Rogue Community Health Plan	49.4% (42.9% - 55.8%)
Oregon Health Management Services	48.6% (42.1% - 55.2%)
Providence Health Plan	60.1% (52.3% - 67.9%)
Tuality Health Alliance	54.9% (48.2% - 61.6%)

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

Figure B30 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 B30
Unadjusted Question Summary Rates for the Rating of Health Plan

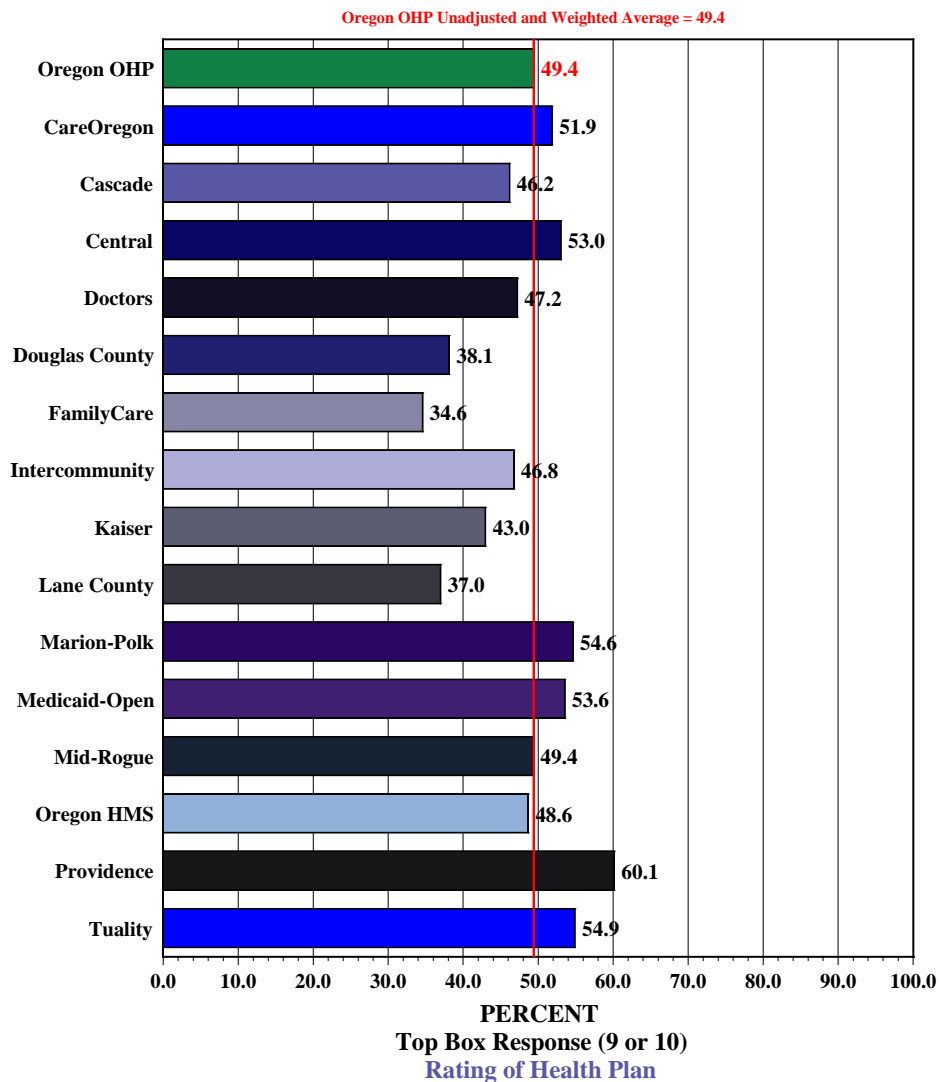
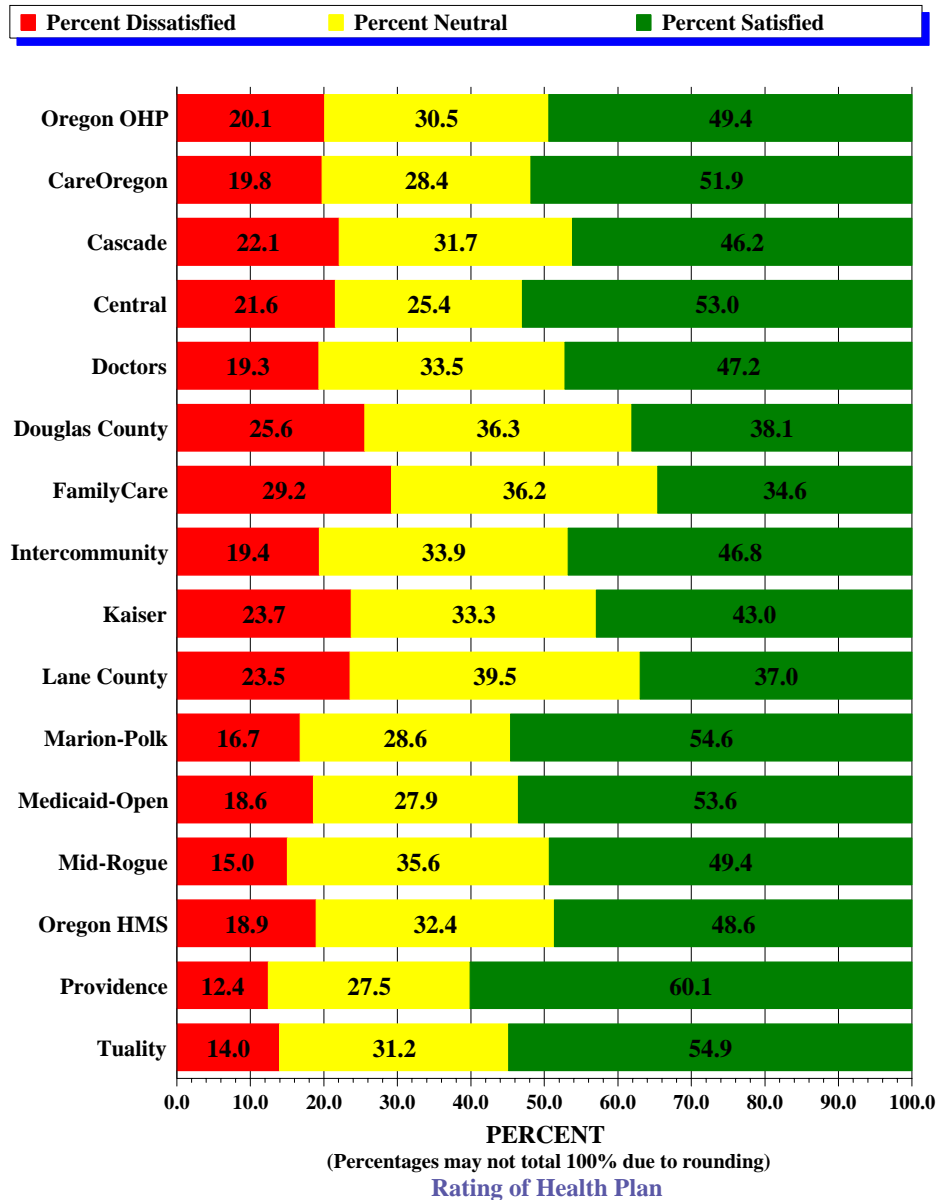


Figure B31 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Health Plan global rating for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B31
Unadjusted Satisfaction Proportions for the Rating of Health Plan**



Rating of All Health Care

Table B35 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.

Table B35 Unadjusted Child Medicaid Three-Point Mean Scores for the Rating of All Health Care	
2003 RATING OF ALL HEALTH CARE UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.519 (2.475 - 2.563)
CareOregon	2.459 (2.346 - 2.573)
Cascade Comprehensive Care	2.577 (2.475 - 2.680)
Central Oregon Independent Health	2.482 (2.361 - 2.602)
Doctors of the Coast South	2.555 (2.456 - 2.654)
Douglas County IPA	2.419 (2.290 - 2.548)
FamilyCare	2.328 (2.193 - 2.464)
Intercommunity Health Network	2.585 (2.482 - 2.687)
Kaiser Permanente	2.482 (2.333 - 2.631)
Lane County IPA	2.535 (2.429 - 2.641)
Marion-Polk Community	2.624 (2.525 - 2.724)
Medicaid-Open Card	2.565 (2.444 - 2.687)
Mid-Rogue Community Health Plan	2.591 (2.489 - 2.692)
Oregon Health Management Services	2.603 (2.501 - 2.704)
Providence Health Plan	2.636 (2.530 - 2.743)
Tuality Health Alliance	2.578 (2.472 - 2.684)

Table B36 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.”⁹

Table B36	
Unadjusted Question Summary Rates for the Rating of All Health Care Using “9 or 10” Top Box Scoring	
2003	
RATING OF ALL HEALTH CARE	
UNADJUSTED QUESTION SUMMARY RATE	
(95% CI)	
Oregon Health Plan	63.0% (59.9% - 66.0%)
CareOregon	58.1% (50.1% - 66.1%)
Cascade Comprehensive Care	68.5% (61.4% - 75.5%)
Central Oregon Independent Health	61.3% (53.1% - 69.5%)
Doctors of the Coast South	64.0% (56.7% - 71.4%)
Douglas County IPA	58.8% (50.5% - 67.1%)
FamilyCare	53.7% (45.3% - 62.2%)
Intercommunity Health Network	69.6% (62.7% - 76.5%)
Kaiser Permanente	60.0% (49.5% - 70.5%)
Lane County IPA	64.2% (56.7% - 71.6%)
Marion-Polk Community	69.8% (62.4% - 77.2%)
Medicaid-Open Card	66.1% (57.4% - 74.8%)
Mid-Rogue Community Health Plan	67.5% (60.1% - 75.0%)
Oregon Health Management Services	69.2% (62.0% - 76.5%)
Providence Health Plan	68.2% (59.4% - 76.9%)
Tuality Health Alliance	65.2% (57.1% - 73.3%)

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

Figure B32 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 B32
Unadjusted Question Summary Rates for the Rating of All Health Care

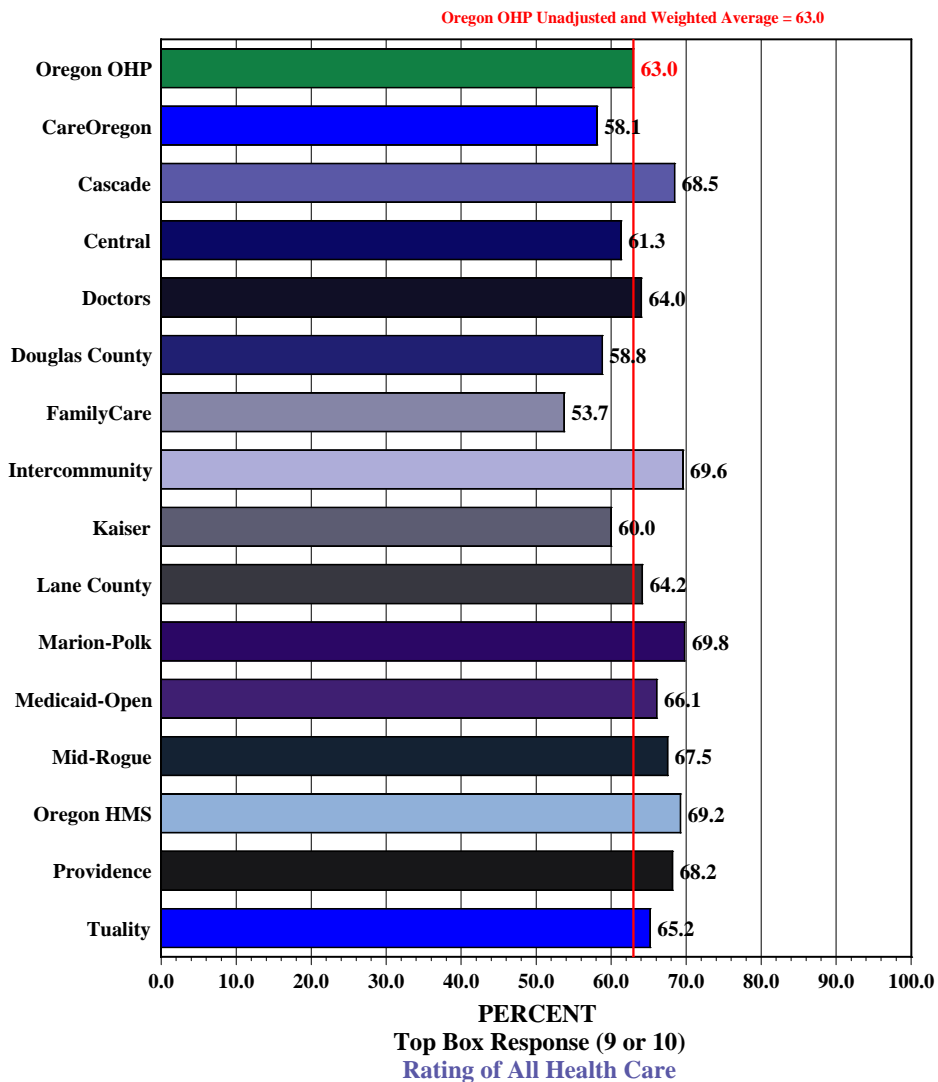
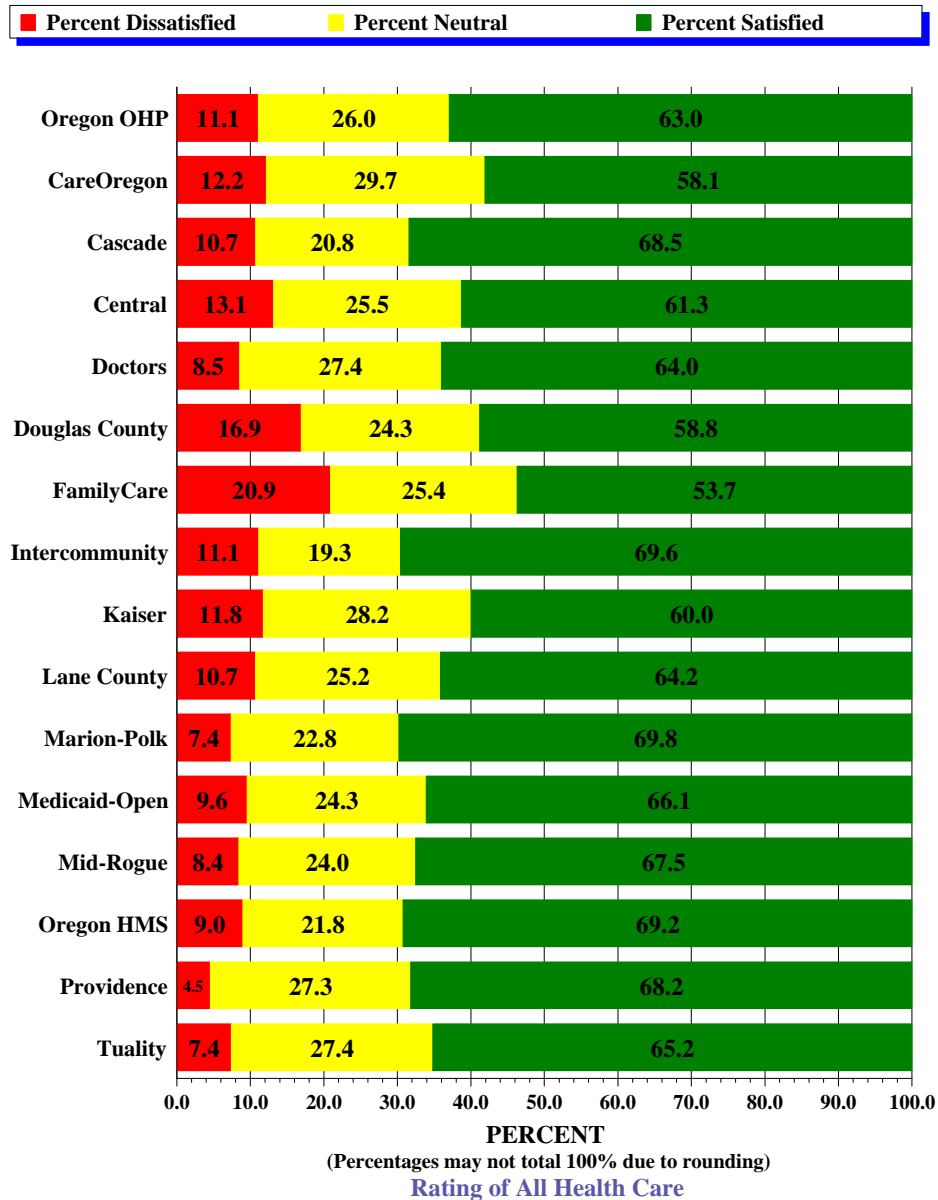


Figure B33 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of All Health Care global rating for the OHP plan-level average and the 15 plans serving OHP members.

Figure B33
Unadjusted Satisfaction Proportions for the Rating of All Health Care



Rating of Personal Doctor

Table B37 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.

Table B37	
Unadjusted Child Medicaid Three-Point Mean Scores for the Rating of Personal Doctor	
2003 RATING OF PERSONAL DOCTOR UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.505 (2.467 - 2.544)
CareOregon	2.453 (2.352 - 2.555)
Cascade Comprehensive Care	2.615 (2.533 - 2.697)
Central Oregon Independent Health	2.534 (2.440 - 2.628)
Doctors of the Coast South	2.536 (2.444 - 2.628)
Douglas County IPA	2.389 (2.278 - 2.501)
FamilyCare	2.361 (2.228 - 2.494)
Intercommunity Health Network	2.488 (2.392 - 2.583)
Kaiser Permanente	2.529 (2.382 - 2.675)
Lane County IPA	2.498 (2.408 - 2.588)
Marion-Polk Community	2.626 (2.538 - 2.714)
Medicaid-Open Card	2.557 (2.451 - 2.663)
Mid-Rogue Community Health Plan	2.457 (2.363 - 2.552)
Oregon Health Management Services	2.505 (2.407 - 2.604)
Providence Health Plan	2.492 (2.369 - 2.615)
Tuality Health Alliance	2.434 (2.328 - 2.540)

Table B38 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.”¹⁰

Table B38	
Unadjusted Question Summary Rates for the Rating of Personal Doctor Using “9 or 10” Top Box Scoring	
2003	
RATING OF PERSONAL DOCTOR UNADJUSTED QUESTION SUMMARY RATE (95% CI)	
Oregon Health Plan	60.5% (57.6% - 63.4%)
CareOregon	55.8% (48.4% - 63.3%)
Cascade Comprehensive Care	67.0% (60.5% - 73.5%)
Central Oregon Independent Health	61.2% (54.1% - 68.4%)
Doctors of the Coast South	63.8% (57.2% - 70.3%)
Douglas County IPA	56.8% (49.6% - 63.9%)
FamilyCare	54.9% (46.4% - 63.4%)
Intercommunity Health Network	60.5% (53.8% - 67.2%)
Kaiser Permanente	64.4% (54.2% - 74.5%)
Lane County IPA	58.9% (52.2% - 65.7%)
Marion-Polk Community	69.2% (62.5% - 76.0%)
Medicaid-Open Card	63.6% (55.6% - 71.6%)
Mid-Rogue Community Health Plan	56.3% (49.4% - 63.2%)
Oregon Health Management Services	61.7% (54.7% - 68.7%)
Providence Health Plan	61.7% (53.3% - 70.2%)
Tuality Health Alliance	56.6% (49.2% - 63.9%)

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

Figure B34 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 B34
Unadjusted Question Summary Rates for the Rating of Personal Doctor

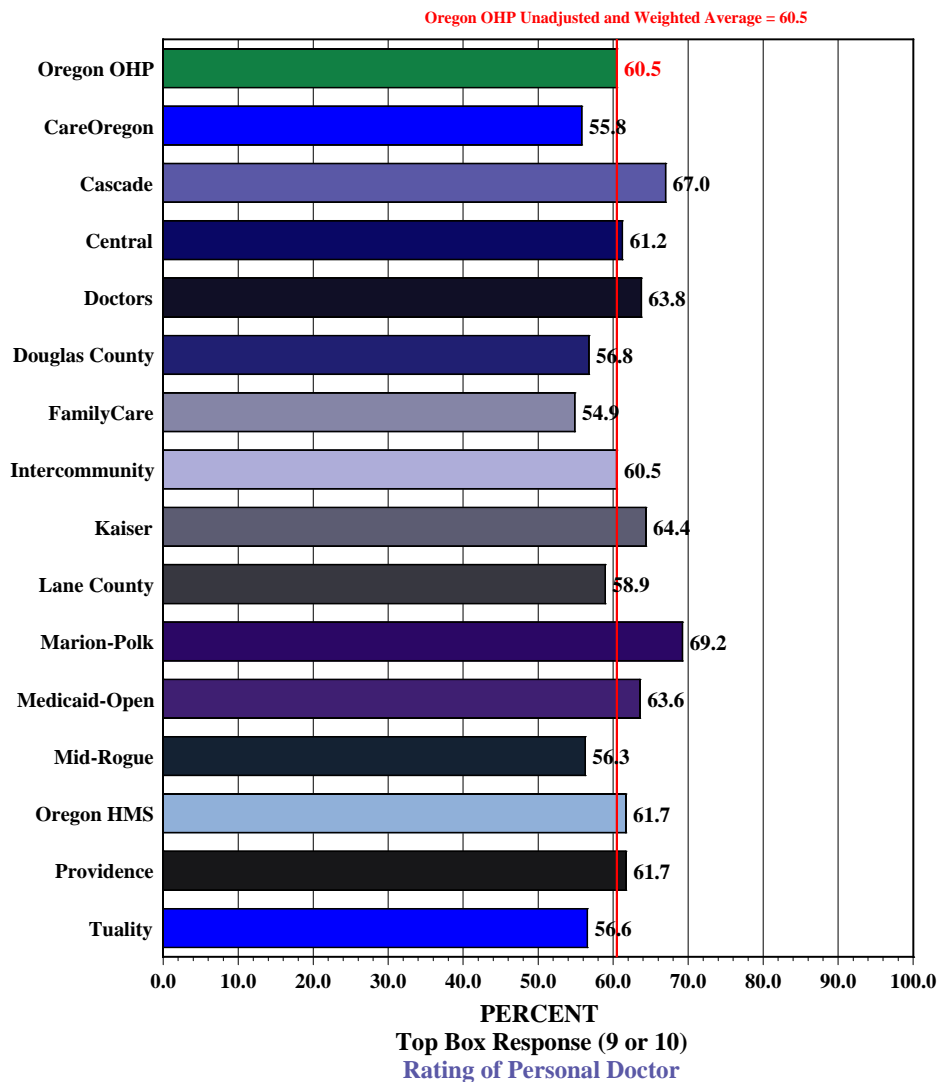
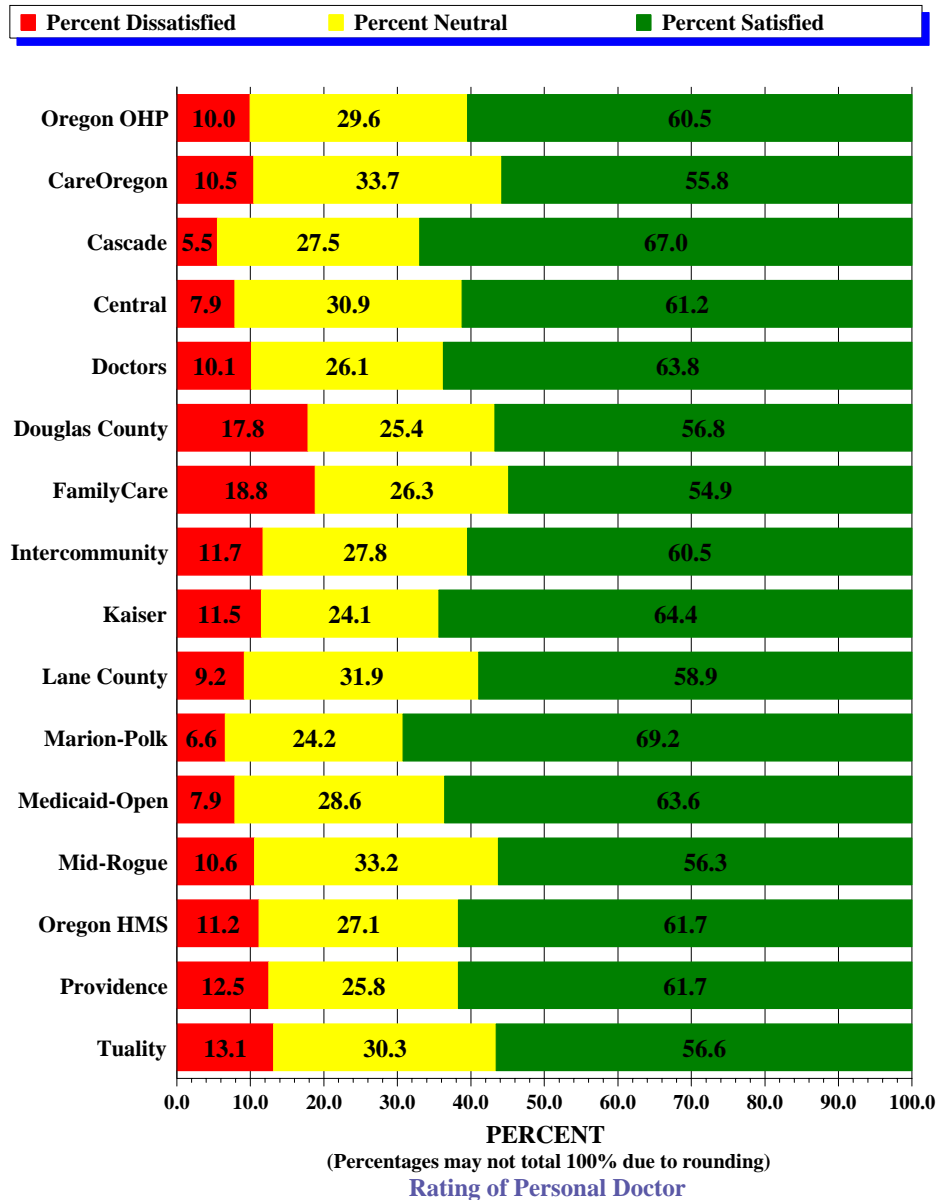


Figure B35 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Personal Doctor global rating for the OHP plan-level average and the 15 plans serving OHP members.

Figure B35
Unadjusted Satisfaction Proportions for the Rating of Personal Doctor



Rating of Specialist

Table B39 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.

Table B39	
Unadjusted Child Medicaid Three-Point Mean Scores for the Rating of Specialist	
2003 RATING OF SPECIALIST UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.509 (2.417 - 2.601)
CareOregon	2.600 (2.370 - 2.830)
Cascade Comprehensive Care	2.519 (2.216 - 2.821)
Central Oregon Independent Health	2.541 (2.346 - 2.736)
Doctors of the Coast South	2.325 (2.088 - 2.562)
Douglas County IPA	2.714 (2.492 - 2.936)
FamilyCare	2.583 (2.322 - 2.845)
Intercommunity Health Network	2.381 (2.150 - 2.612)
Kaiser Permanente	2.450 (2.149 - 2.751)
Lane County IPA	2.417 (2.183 - 2.650)
Marion-Polk Community	2.550 (2.318 - 2.782)
Medicaid-Open Card	2.400 (2.124 - 2.676)
Mid-Rogue Community Health Plan	2.622 (2.430 - 2.813)
Oregon Health Management Services	2.500 (2.286 - 2.714)
Providence Health Plan	2.500 (2.286 - 2.714)
Tuality Health Alliance	2.364 (2.096 - 2.631)

Table B40 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.”¹¹

Table B40	
Unadjusted Question Summary Rates for the Rating of Specialist Using “9 or 10” Top Box Scoring	
2003	
RATING OF SPECIALIST	
UNADJUSTED QUESTION SUMMARY RATE	
(95% CI)	
Oregon Health Plan	62.6% (56.4% - 68.8%)
CareOregon	71.4% (56.2% - 86.6%)
Cascade Comprehensive Care	70.4% (52.8% - 87.9%)
Central Oregon Independent Health	59.5% (43.4% - 75.5%)
Doctors of the Coast South	50.0% (34.3% - 65.7%)
Douglas County IPA	78.6% (63.1% - 94.0%)
FamilyCare	66.7% (47.4% - 85.9%)
Intercommunity Health Network	54.8% (39.5% - 70.0%)
Kaiser Permanente	55.0% (32.6% - 77.4%)
Lane County IPA	45.8% (25.5% - 66.2%)
Marion-Polk Community	70.0% (55.6% - 84.4%)
Medicaid-Open Card	56.7% (38.6% - 74.7%)
Mid-Rogue Community Health Plan	67.6% (52.3% - 82.9%)
Oregon Health Management Services	58.3% (42.0% - 74.7%)
Providence Health Plan	53.6% (34.8% - 72.4%)
Tuality Health Alliance	54.5% (37.3% - 71.8%)

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

Figure B36 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 B36
Unadjusted Question Summary Rates for the Rating of Specialist

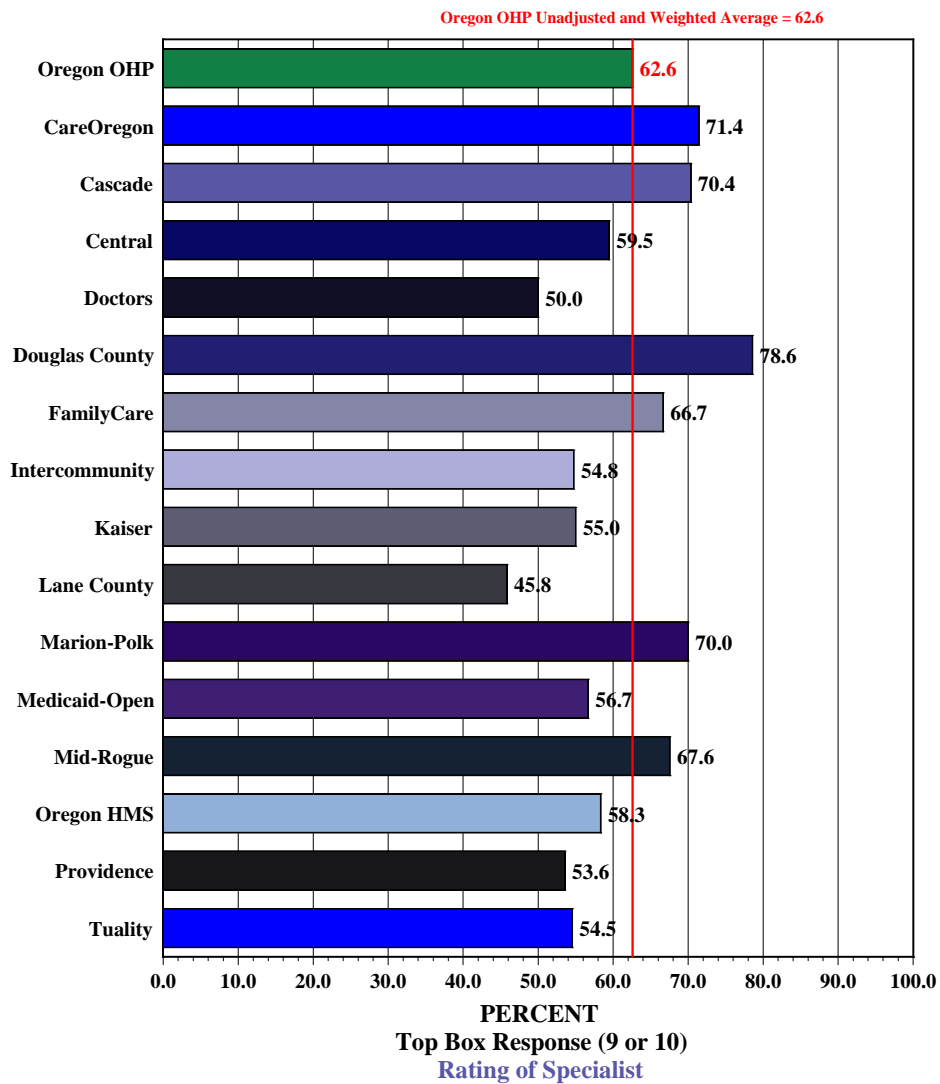
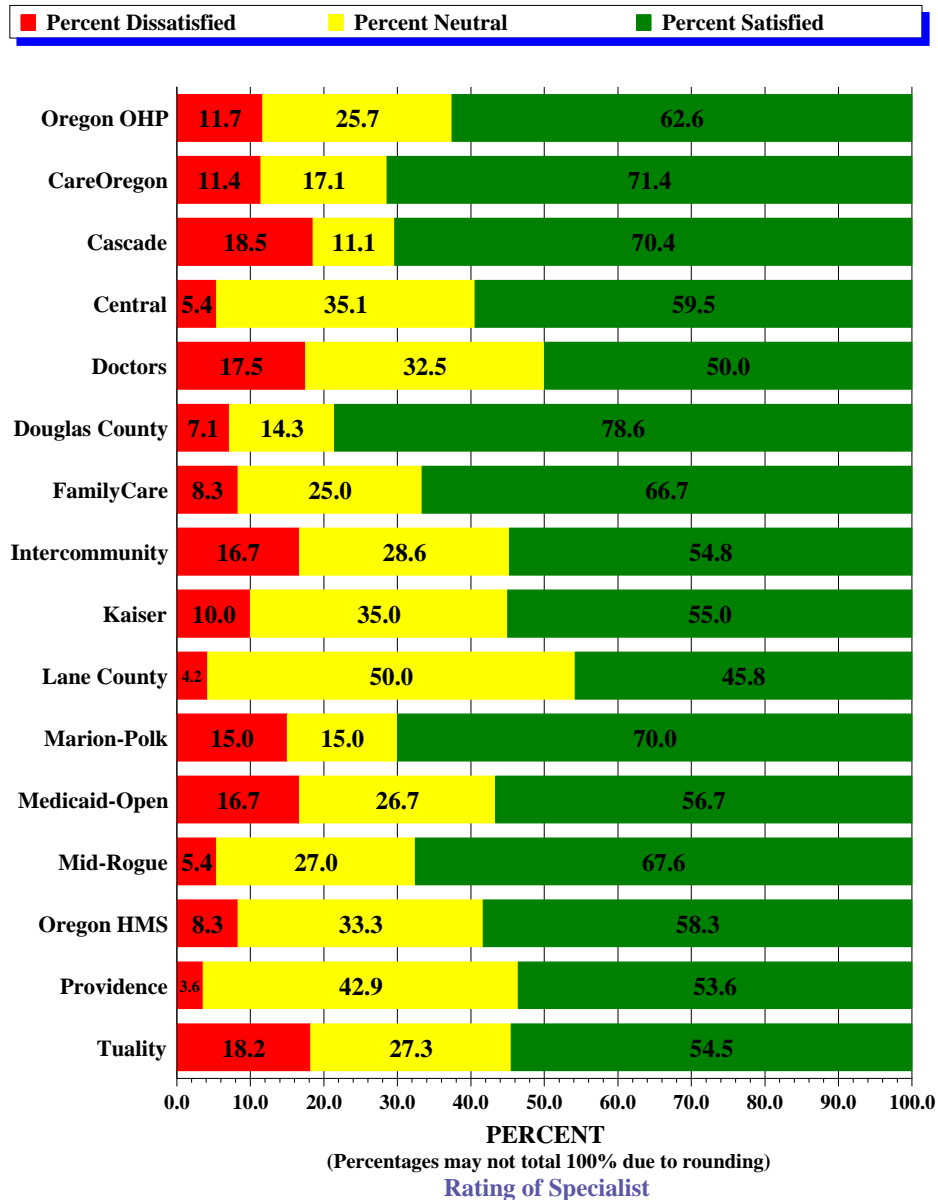


Figure B37 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Rating of Specialist global rating for the OHP plan-level average and the 15 plans serving OHP members.

Figure B37
Unadjusted Satisfaction Proportions for the Rating of Specialist



Getting Needed Care

Table B41 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.

Table B41	
Unadjusted Child Medicaid Three-Point Mean Scores for the Getting Needed Care Composite	
2003 GETTING NEEDED CARE UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.500 (2.449 - 2.550)
CareOregon	2.600 (2.482 - 2.718)
Cascade Comprehensive Care	2.391 (2.247 - 2.535)
Central Oregon Independent Health	2.522 (2.388 - 2.657)
Doctors of the Coast South	2.587 (2.477 - 2.698)
Douglas County IPA	2.379 (2.244 - 2.514)
FamilyCare	2.311 (2.166 - 2.456)
Intercommunity Health Network	2.524 (2.392 - 2.656)
Kaiser Permanente	2.513 (2.365 - 2.660)
Lane County IPA	2.362 (2.190 - 2.535)
Marion-Polk Community	2.524 (2.398 - 2.649)
Medicaid-Open Card	2.395 (2.238 - 2.552)
Mid-Rogue Community Health Plan	2.520 (2.400 - 2.640)
Oregon Health Management Services	2.591 (2.463 - 2.719)
Providence Health Plan	2.646 (2.512 - 2.779)
Tuality Health Alliance	2.583 (2.460 - 2.707)

Table B42 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.”

Table B42	
Unadjusted Global Proportions for the Getting Needed Care Composite Using “Not a Problem” Top Box Scoring	
2003 GETTING NEEDED CARE UNADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	66.1% (61.0% - 71.3%)
CareOregon	72.2% (61.7% - 82.7%)
Cascade Comprehensive Care	59.8% (43.5% - 76.2%)
Central Oregon Independent Health	68.0% (55.2% - 80.7%)
Doctors of the Coast South	69.3% (57.0% - 81.5%)
Douglas County IPA	59.4% (41.6% - 77.3%)
FamilyCare	56.1% (38.8% - 73.4%)
Intercommunity Health Network	67.6% (55.5% - 79.7%)
Kaiser Permanente	64.4% (43.6% - 85.3%)
Lane County IPA	59.9% (41.8% - 77.9%)
Marion-Polk Community	67.8% (56.1% - 79.6%)
Medicaid-Open Card	59.7% (41.4% - 78.0%)
Mid-Rogue Community Health Plan	64.9% (51.5% - 78.2%)
Oregon Health Management Services	70.0% (56.8% - 83.2%)
Providence Health Plan	74.7% (61.8% - 87.6%)
Tuality Health Alliance	68.8% (55.4% - 82.2%)

Figure B38 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 B38
Unadjusted Global Proportions for the Getting Needed Care Composite

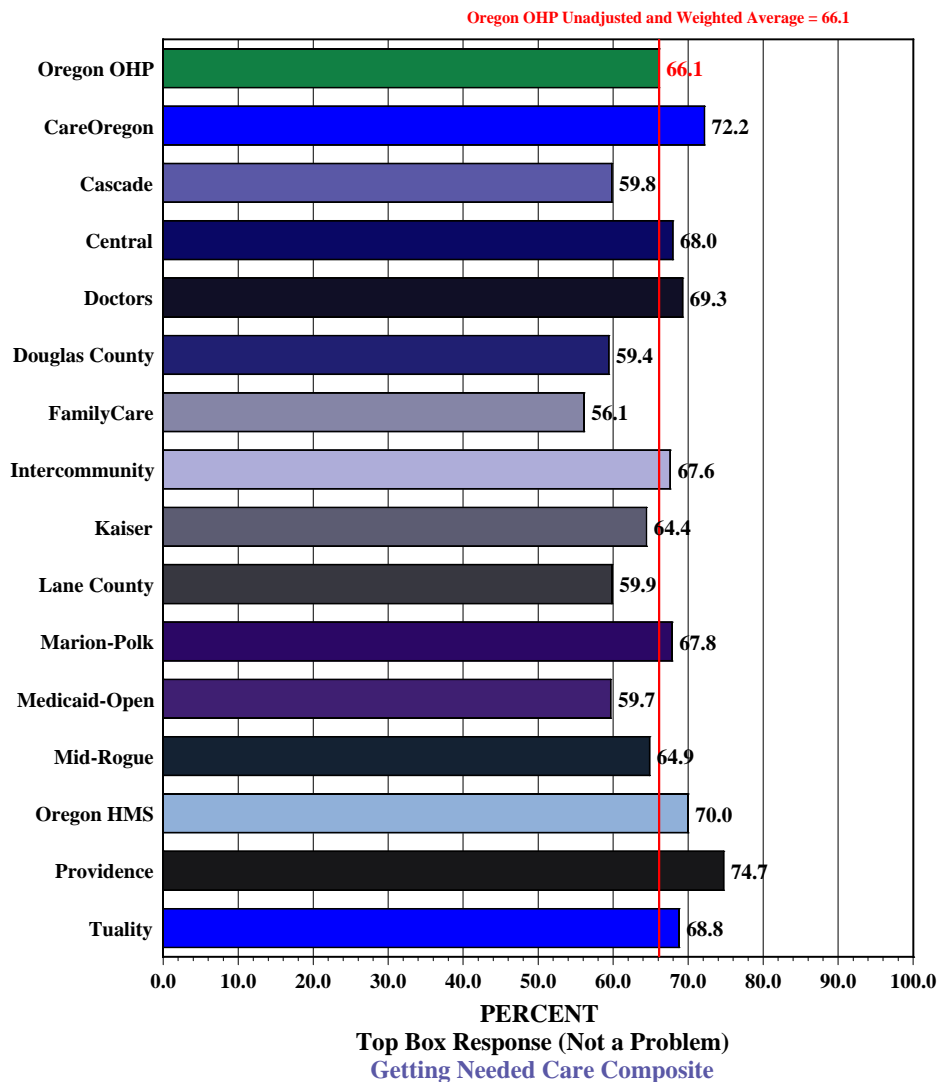
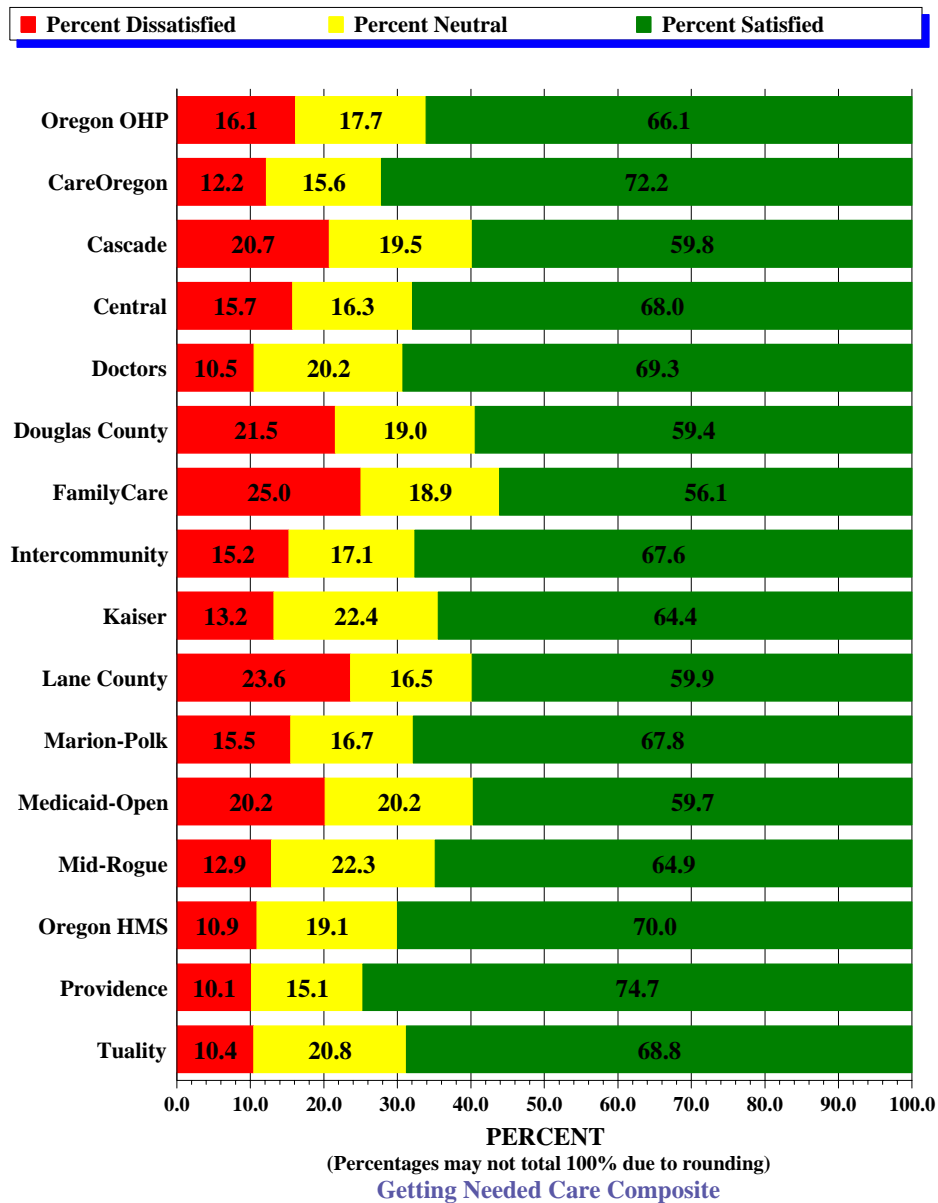


Figure B39 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Getting Needed Care composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B39
Unadjusted Satisfaction Proportions for the Getting Needed Care Composite



Getting Care Quickly

Table B43 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.

Table B43	
Unadjusted Child Medicaid Three-Point Mean Scores for the Getting Care Quickly Composite	
2003 GETTING CARE QUICKLY UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.305 (2.268 - 2.342)
CareOregon	2.271 (2.179 - 2.362)
Cascade Comprehensive Care	2.347 (2.261 - 2.433)
Central Oregon Independent Health	2.254 (2.153 - 2.355)
Doctors of the Coast South	2.351 (2.270 - 2.431)
Douglas County IPA	2.215 (2.116 - 2.315)
FamilyCare	2.229 (2.122 - 2.336)
Intercommunity Health Network	2.336 (2.253 - 2.419)
Kaiser Permanente	2.274 (2.156 - 2.392)
Lane County IPA	2.341 (2.254 - 2.427)
Marion-Polk Community	2.336 (2.236 - 2.435)
Medicaid-Open Card	2.331 (2.222 - 2.441)
Mid-Rogue Community Health Plan	2.361 (2.268 - 2.453)
Oregon Health Management Services	2.402 (2.316 - 2.488)
Providence Health Plan	2.420 (2.318 - 2.523)
Tuality Health Alliance	2.378 (2.289 - 2.468)

Table B44 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.”

Table B44	
Unadjusted Global Proportions for the Getting Care Quickly Composite Using “Always” Top Box Scoring	
2003 GETTING CARE QUICKLY UNADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	50.8% (48.4% - 53.2%)
CareOregon	50.1% (44.2% - 56.1%)
Cascade Comprehensive Care	52.2% (46.6% - 57.8%)
Central Oregon Independent Health	49.3% (43.2% - 55.4%)
Doctors of the Coast South	52.6% (47.4% - 57.9%)
Douglas County IPA	46.8% (40.9% - 52.7%)
FamilyCare	47.3% (40.9% - 53.7%)
Intercommunity Health Network	50.2% (44.7% - 55.7%)
Kaiser Permanente	47.2% (39.4% - 55.0%)
Lane County IPA	50.7% (45.2% - 56.1%)
Marion-Polk Community	54.5% (48.6% - 60.4%)
Medicaid-Open Card	50.6% (43.2% - 58.0%)
Mid-Rogue Community Health Plan	55.1% (49.5% - 60.7%)
Oregon Health Management Services	55.2% (49.3% - 61.1%)
Providence Health Plan	58.3% (51.5% - 65.1%)
Tuality Health Alliance	53.7% (47.8% - 59.6%)

Figure B40 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 B40
Unadjusted Global Proportions for the Getting Care Quickly Composite**

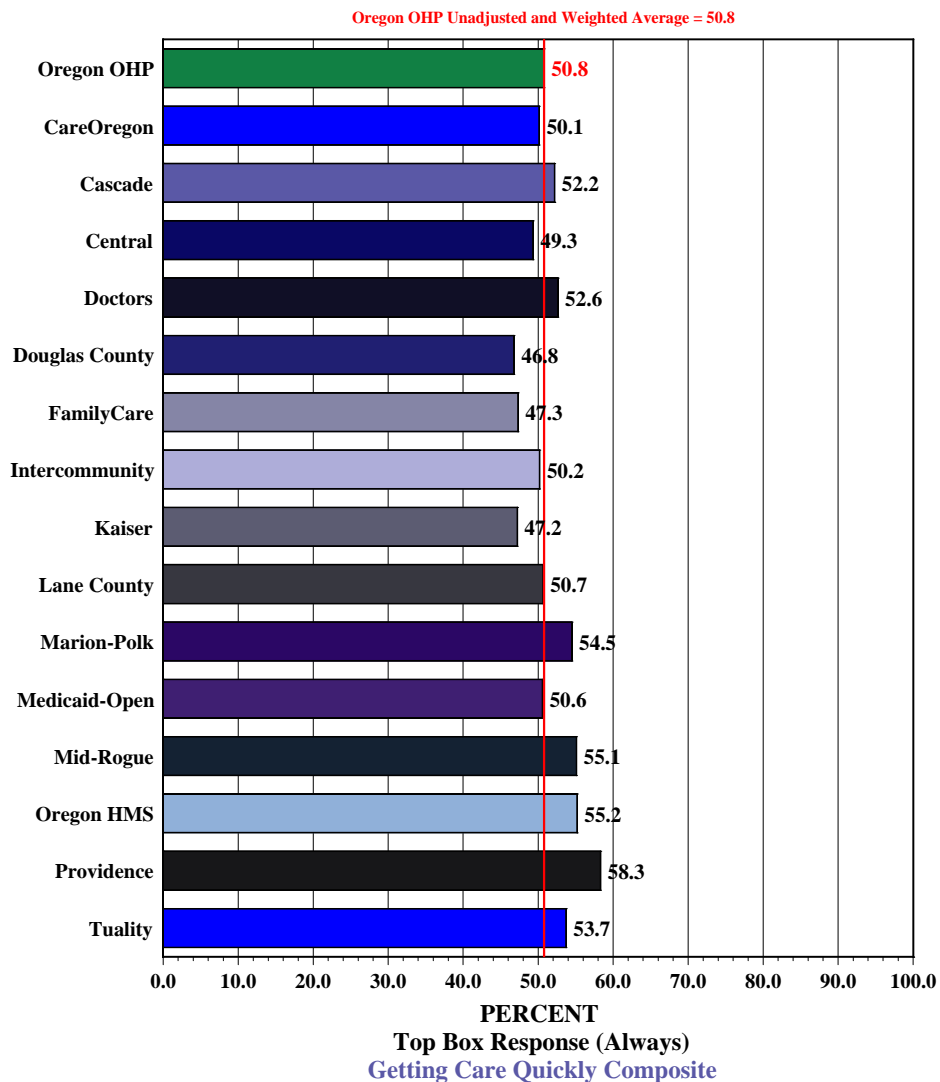
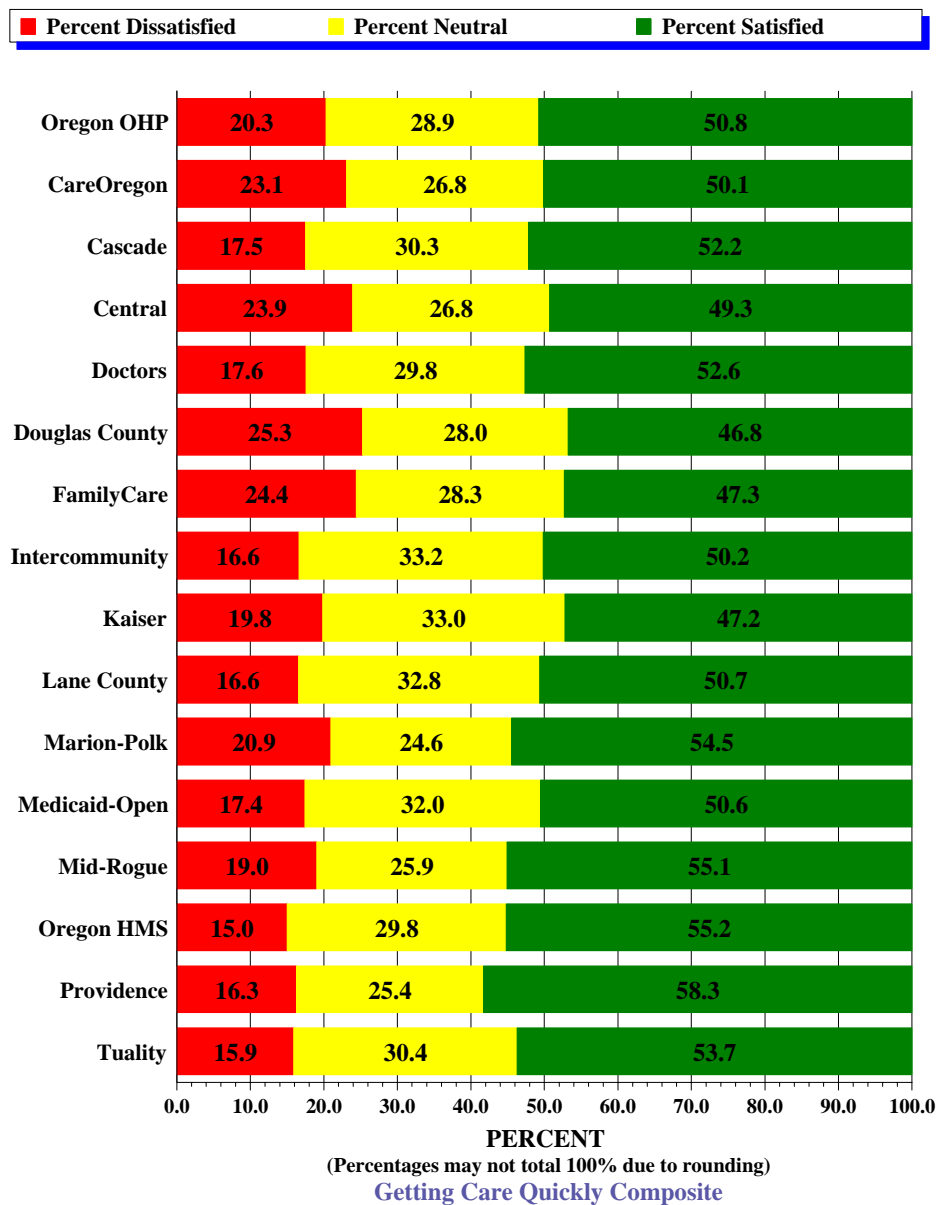


Figure B41 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Getting Care Quickly composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B41
Unadjusted Satisfaction Proportions for the Getting Care Quickly Composite**



How Well Doctors Communicate

Table B45 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.

Table B45	
Unadjusted Child Medicaid Three-Point Mean Scores for the How Well Doctors Communicate Composite	
2003 HOW WELL DOCTORS COMMUNICATE UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.543 (2.511 - 2.574)
CareOregon	2.508 (2.427 - 2.589)
Cascade Comprehensive Care	2.553 (2.471 - 2.635)
Central Oregon Independent Health	2.532 (2.442 - 2.622)
Doctors of the Coast South	2.623 (2.546 - 2.701)
Douglas County IPA	2.426 (2.322 - 2.530)
FamilyCare	2.481 (2.386 - 2.577)
Intercommunity Health Network	2.547 (2.463 - 2.631)
Kaiser Permanente	2.482 (2.360 - 2.604)
Lane County IPA	2.573 (2.490 - 2.656)
Marion-Polk Community	2.556 (2.481 - 2.631)
Medicaid-Open Card	2.605 (2.520 - 2.691)
Mid-Rogue Community Health Plan	2.559 (2.478 - 2.641)
Oregon Health Management Services	2.635 (2.561 - 2.709)
Providence Health Plan	2.596 (2.503 - 2.689)
Tuality Health Alliance	2.517 (2.420 - 2.615)

Table B46 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.”

Table B46	
Unadjusted Global Proportions for the How Well Doctors Communicate Composite Using “Always” Top Box Scoring	
2003	
HOW WELL DOCTORS COMMUNICATE	
UNADJUSTED GLOBAL PROPORTION	
(95% CI)	
Oregon Health Plan	64.0% (61.7% - 66.4%)
CareOregon	61.0% (55.1% - 66.8%)
Cascade Comprehensive Care	65.2% (59.8% - 70.7%)
Central Oregon Independent Health	64.6% (58.5% - 70.8%)
Doctors of the Coast South	70.2% (64.5% - 75.8%)
Douglas County IPA	58.5% (51.8% - 65.1%)
FamilyCare	60.4% (53.6% - 67.1%)
Intercommunity Health Network	66.3% (60.8% - 71.8%)
Kaiser Permanente	60.7% (52.4% - 69.1%)
Lane County IPA	67.4% (61.6% - 73.2%)
Marion-Polk Community	64.1% (58.6% - 69.7%)
Medicaid-Open Card	67.4% (60.6% - 74.1%)
Mid-Rogue Community Health Plan	63.6% (57.2% - 70.1%)
Oregon Health Management Services	69.1% (63.3% - 75.0%)
Providence Health Plan	68.2% (61.5% - 74.9%)
Tuality Health Alliance	63.6% (57.1% - 70.0%)

Figure B42 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 B42
Unadjusted Global Proportions for the
How Well Doctors Communicate Composite

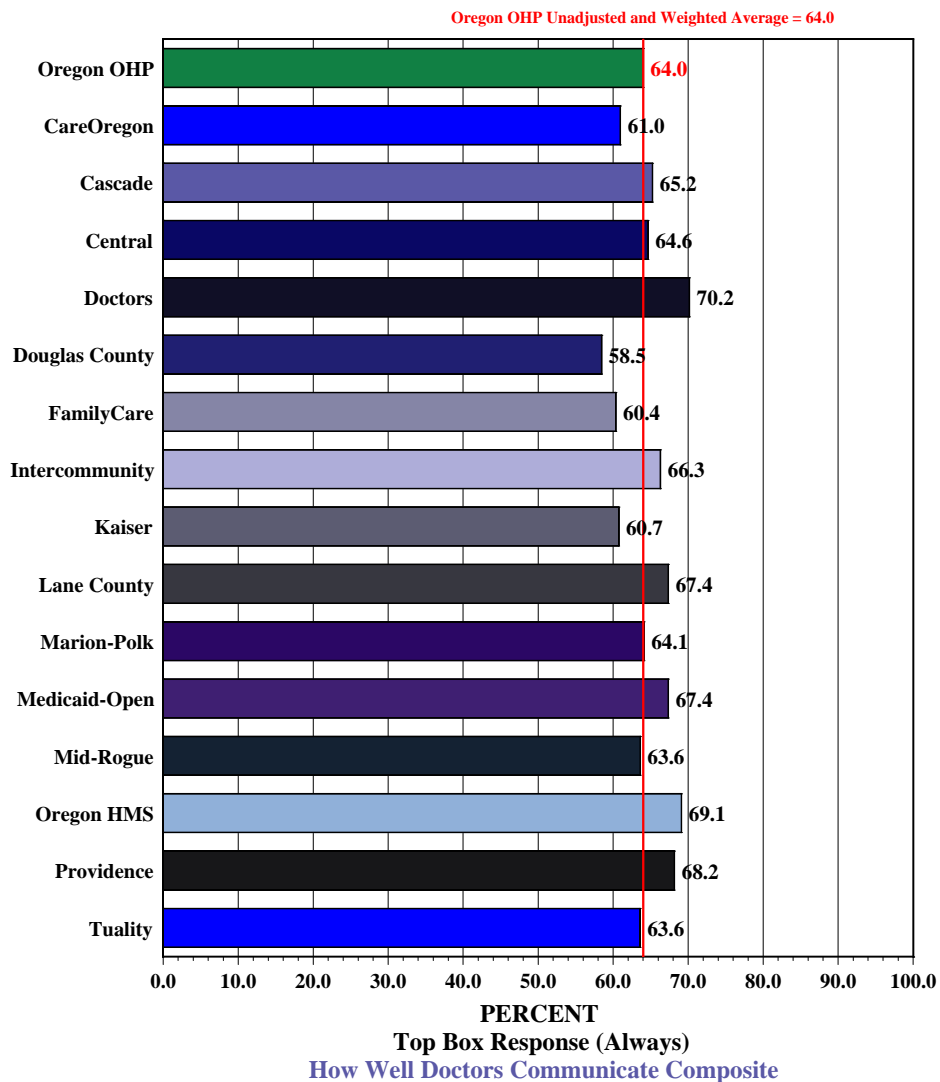
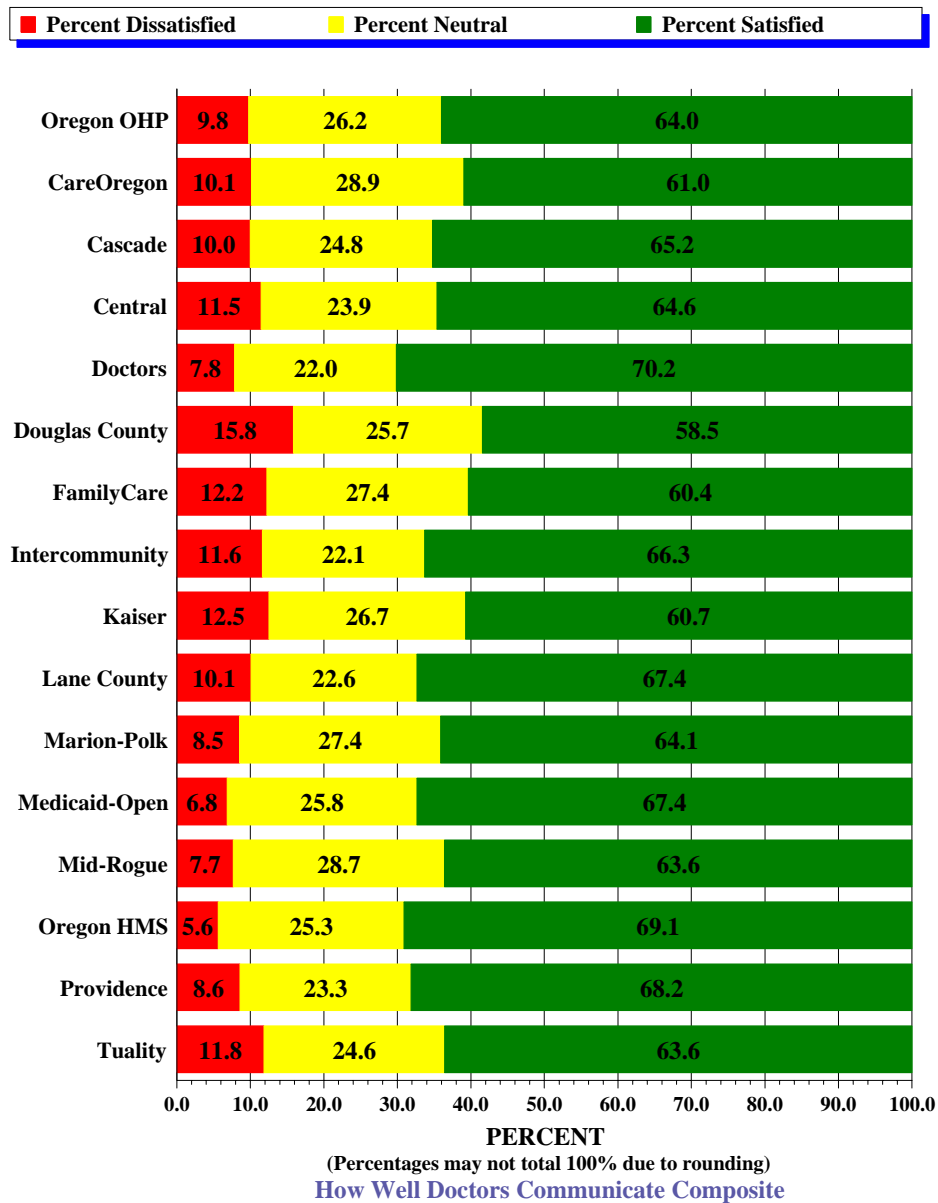


Figure B43 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the How Well Doctors Communicate composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B43
Unadjusted Satisfaction Proportions for the
How Well Doctors Communicate Composite**



Courteous and Helpful Office Staff

Table B47 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.

Table B47	
Unadjusted Child Medicaid Three-Point Mean Scores for the Courteous and Helpful Office Staff Composite	
2003 COURTEOUS AND HELPFUL OFFICE STAFF UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.581 (2.544 - 2.617)
CareOregon	2.547 (2.457 - 2.637)
Cascade Comprehensive Care	2.667 (2.582 - 2.752)
Central Oregon Independent Health	2.496 (2.383 - 2.609)
Doctors of the Coast South	2.637 (2.553 - 2.721)
Douglas County IPA	2.486 (2.372 - 2.599)
FamilyCare	2.500 (2.382 - 2.618)
Intercommunity Health Network	2.627 (2.546 - 2.707)
Kaiser Permanente	2.483 (2.348 - 2.617)
Lane County IPA	2.627 (2.538 - 2.716)
Marion-Polk Community	2.589 (2.505 - 2.673)
Medicaid-Open Card	2.638 (2.532 - 2.744)
Mid-Rogue Community Health Plan	2.696 (2.610 - 2.782)
Oregon Health Management Services	2.759 (2.692 - 2.826)
Providence Health Plan	2.683 (2.582 - 2.785)
Tuality Health Alliance	2.559 (2.459 - 2.660)

Table B48 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.”

Table B48	
Unadjusted Global Proportions for the Courteous and Helpful Office Staff Composite Using “Always” Top Box Scoring	
2003	
COURTEOUS AND HELPFUL OFFICE STAFF	
UNADJUSTED GLOBAL PROPORTION	
(95% CI)	
Oregon Health Plan	66.9% (64.3% - 69.6%)
CareOregon	62.4% (55.6% - 69.3%)
Cascade Comprehensive Care	74.7% (68.9% - 80.5%)
Central Oregon Independent Health	63.6% (56.3% - 70.9%)
Doctors of the Coast South	70.6% (64.5% - 76.8%)
Douglas County IPA	62.7% (55.5% - 69.9%)
FamilyCare	65.3% (57.9% - 72.7%)
Intercommunity Health Network	71.1% (65.6% - 76.7%)
Kaiser Permanente	60.5% (51.3% - 69.7%)
Lane County IPA	70.9% (64.7% - 77.2%)
Marion-Polk Community	65.6% (59.0% - 72.1%)
Medicaid-Open Card	72.1% (64.7% - 79.5%)
Mid-Rogue Community Health Plan	76.1% (70.0% - 82.3%)
Oregon Health Management Services	79.5% (74.2% - 84.7%)
Providence Health Plan	75.7% (68.6% - 82.8%)
Tuality Health Alliance	65.2% (58.0% - 72.3%)

Figure B44 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 B44
Unadjusted Global Proportions for the
Courteous and Helpful Office Staff Composite

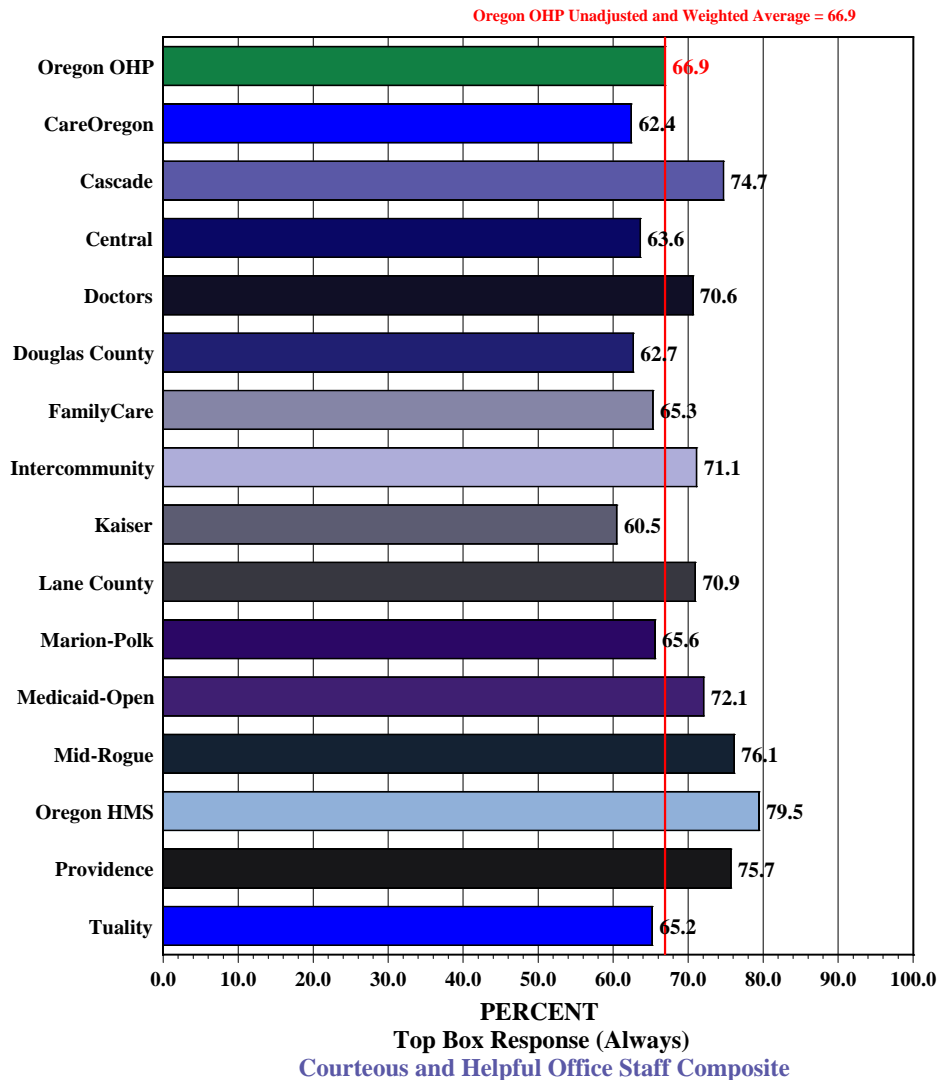
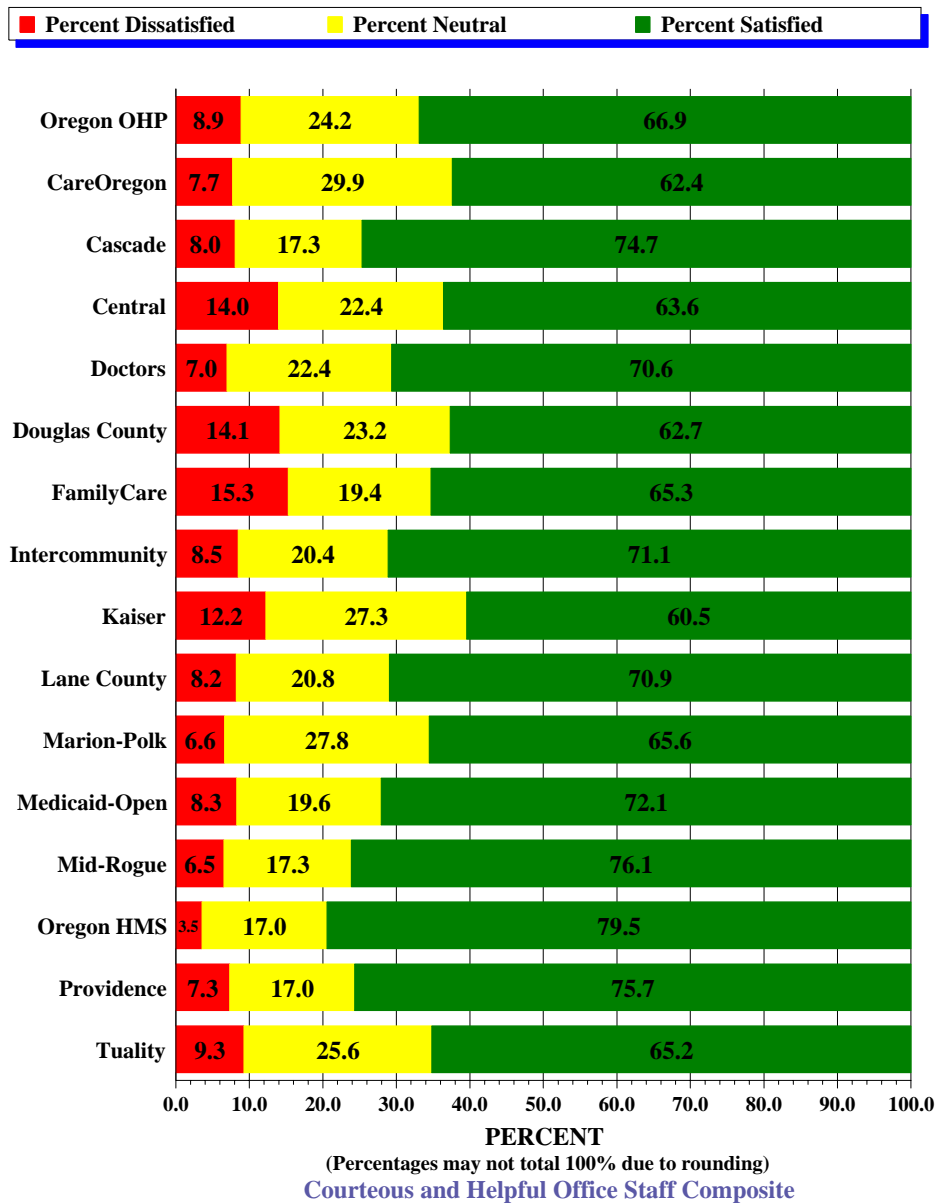


Figure B45 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Courteous and Helpful Office Staff composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B45
Unadjusted Satisfaction Proportions for the
Courteous and Helpful Office Staff Composite**



Customer Service

Table B49 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.

Table B49	
Unadjusted Child Medicaid Three-Point Mean Scores for the Customer Service Composite	
2003 CUSTOMER SERVICE UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.502 (2.450 - 2.553)
CareOregon	2.574 (2.450 - 2.697)
Cascade Comprehensive Care	2.505 (2.375 - 2.635)
Central Oregon Independent Health	2.469 (2.348 - 2.591)
Doctors of the Coast South	2.502 (2.383 - 2.621)
Douglas County IPA	2.525 (2.405 - 2.644)
FamilyCare	2.482 (2.341 - 2.623)
Intercommunity Health Network	2.438 (2.312 - 2.564)
Kaiser Permanente	2.457 (2.283 - 2.631)
Lane County IPA	2.352 (2.211 - 2.494)
Marion-Polk Community	2.602 (2.495 - 2.708)
Medicaid-Open Card	2.430 (2.267 - 2.592)
Mid-Rogue Community Health Plan	2.656 (2.506 - 2.807)
Oregon Health Management Services	2.537 (2.413 - 2.661)
Providence Health Plan	2.545 (2.405 - 2.686)
Tuality Health Alliance	2.416 (2.252 - 2.581)

Table B50 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.”

Table B50	
Unadjusted Global Proportions for the Customer Service Composite Using “Not a Problem” Top Box Scoring	
2003 CUSTOMER SERVICE UNADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	62.9% (57.2% - 68.6%)
CareOregon	67.5% (54.6% - 80.4%)
Cascade Comprehensive Care	64.7% (50.5% - 78.9%)
Central Oregon Independent Health	58.9% (44.3% - 73.4%)
Doctors of the Coast South	61.3% (47.7% - 75.0%)
Douglas County IPA	63.4% (50.5% - 76.3%)
FamilyCare	60.4% (42.6% - 78.2%)
Intercommunity Health Network	60.3% (45.8% - 74.7%)
Kaiser Permanente	61.0% (42.4% - 79.5%)
Lane County IPA	53.1% (35.0% - 71.2%)
Marion-Polk Community	67.5% (54.8% - 80.2%)
Medicaid-Open Card	59.6% (40.4% - 78.8%)
Mid-Rogue Community Health Plan	73.9% (59.6% - 88.2%)
Oregon Health Management Services	64.3% (50.1% - 78.4%)
Providence Health Plan	65.2% (49.3% - 81.0%)
Tuality Health Alliance	62.2% (44.9% - 79.5%)

Figure B46 depicts the unadjusted global proportions for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B46
Unadjusted Global Proportions for the Customer Service Composite**

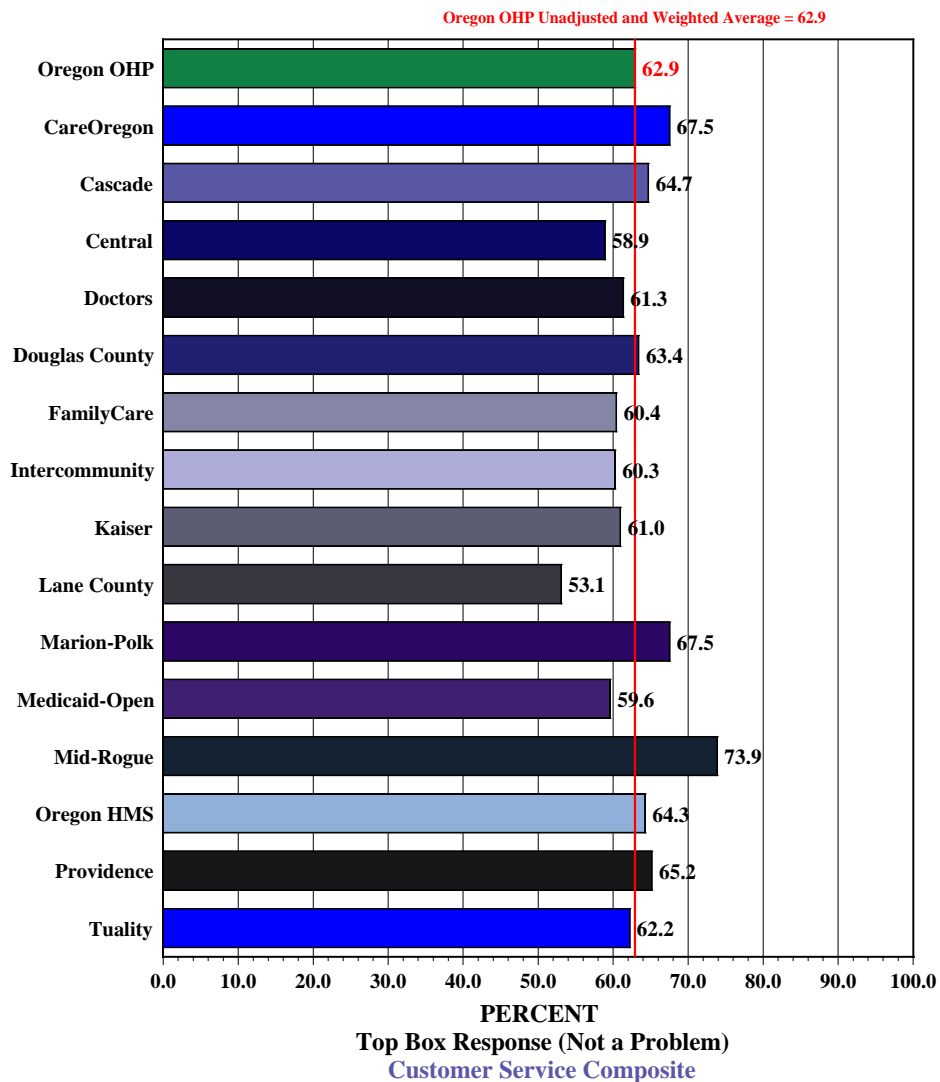
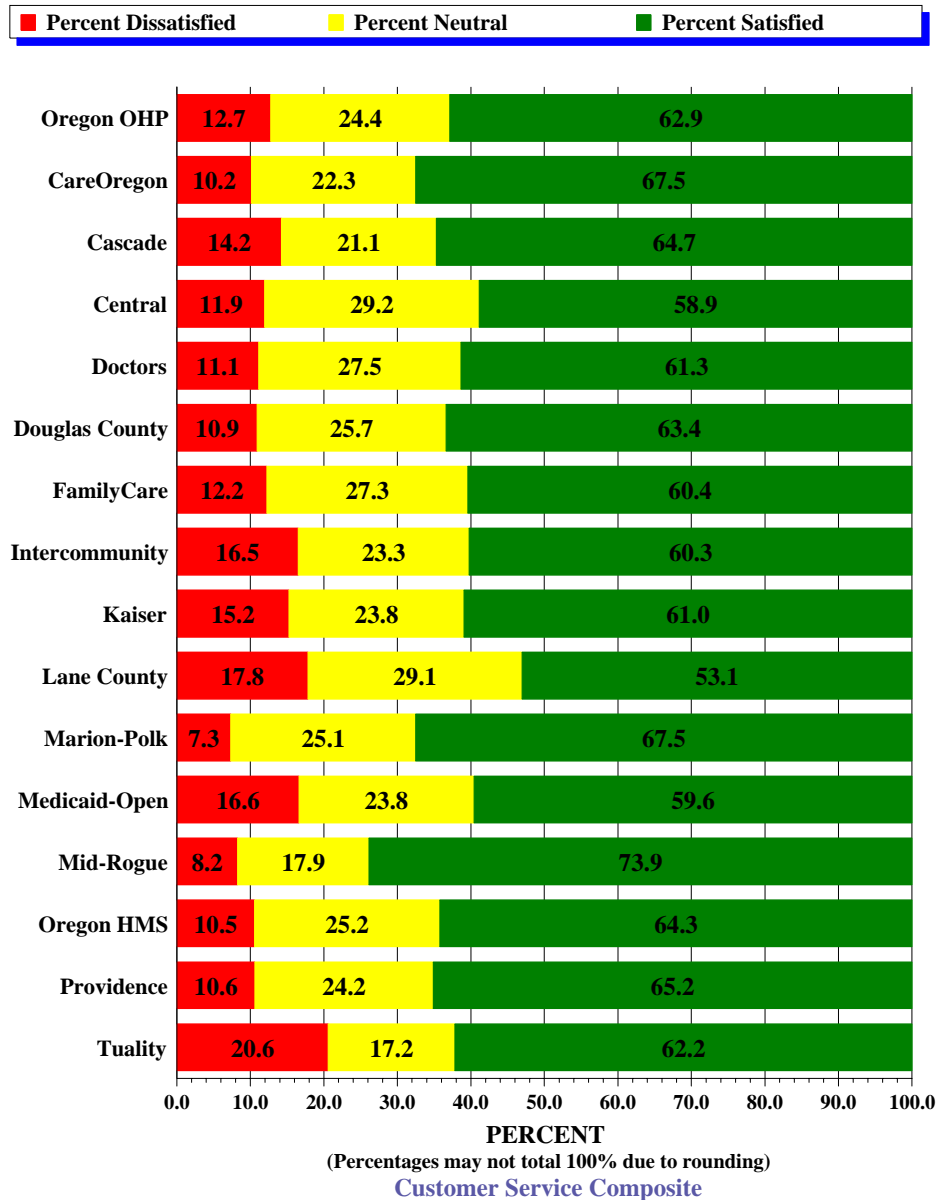


Figure B47 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Customer Service composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B47
Unadjusted Satisfaction Proportions for the Customer Service Composite



Access to Prescription Medicines

Table B51 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Access to Prescription Medicines CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Table B51 Unadjusted Child Medicaid Three-Point Mean Scores for the Access to Prescription Medicines CCC Composite	
2003 ACCESS TO PRESCRIPTION MEDICINES UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.632 (2.555 - 2.709)
CareOregon	2.658 (2.473 - 2.843)
Cascade Comprehensive Care	2.615 (2.440 - 2.791)
Central Oregon Independent Health	2.632 (2.417 - 2.846)
Doctors of the Coast South	2.500 (2.325 - 2.675)
Douglas County IPA	2.682 (2.523 - 2.841)
FamilyCare	2.595 (2.387 - 2.802)
Intercommunity Health Network	2.661 (2.500 - 2.822)
Kaiser Permanente	2.543 (2.325 - 2.761)
Lane County IPA	2.700 (2.539 - 2.861)
Marion-Polk Community	2.788 (2.643 - 2.934)
Medicaid-Open Card	2.469 (2.205 - 2.733)
Mid-Rogue Community Health Plan	2.621 (2.441 - 2.800)
Oregon Health Management Services	2.807 (2.704 - 2.910)
Providence Health Plan	2.632 (2.444 - 2.819)
Tuality Health Alliance	2.821 (2.679 - 2.962)

Table B52 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Access to Prescription Medicines CCC 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 Access to Prescription Medicines CCC composite, a response of “Not a problem” is considered a “top box” response.”

Table B52	
Unadjusted Global Proportions for the Access to Prescription Medicines CCC Composite Using “Not a Problem” Top Box Scoring	
2003	
ACCESS TO PRESCRIPTION MEDICINES	
UNADJUSTED GLOBAL PROPORTION	
(95% CI)	
Oregon Health Plan	71.7% (63.5% - 79.9%)
CareOregon	71.1% (50.5% - 91.6%)
Cascade Comprehensive Care	75.4% (61.4% - 89.4%)
Central Oregon Independent Health	73.7% (54.4% - 92.9%)
Doctors of the Coast South	62.5% (43.4% - 81.6%)
Douglas County IPA	78.8% (66.2% - 91.4%)
FamilyCare	67.6% (44.9% - 90.2%)
Intercommunity Health Network	74.6% (59.5% - 89.6%)
Kaiser Permanente	62.9% (37.0% - 88.7%)
Lane County IPA	76.0% (60.3% - 91.7%)
Marion-Polk Community	84.6% (72.9% - 96.3%)
Medicaid-Open Card	62.5% (35.2% - 89.8%)
Mid-Rogue Community Health Plan	74.1% (58.8% - 89.5%)
Oregon Health Management Services	80.7% (67.9% - 93.5%)
Providence Health Plan	68.4% (46.5% - 90.3%)
Tuality Health Alliance	84.6% (71.1% - 98.2%)

Figure B48 depicts the unadjusted global proportions for the Access to Prescription Medicines CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B48
Unadjusted Global Proportions for the
Access to Prescription Medicines CCC Composite

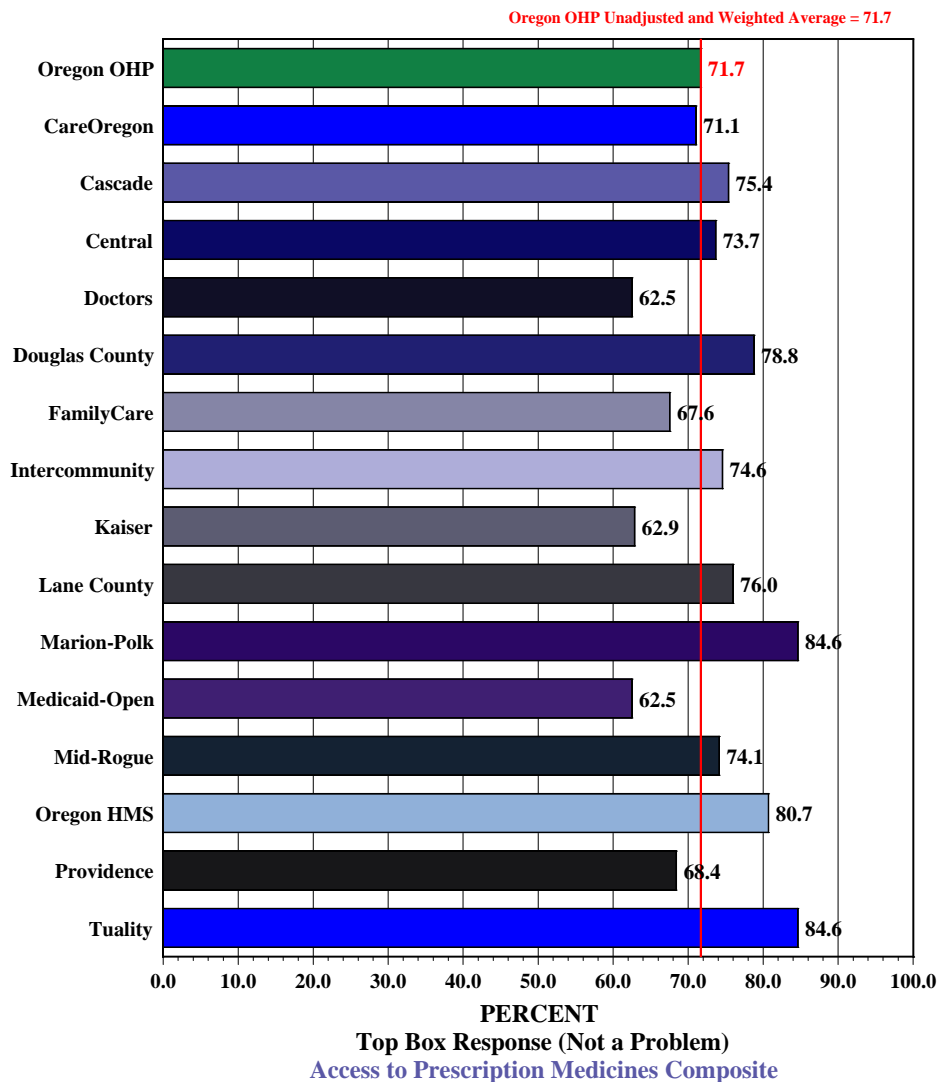
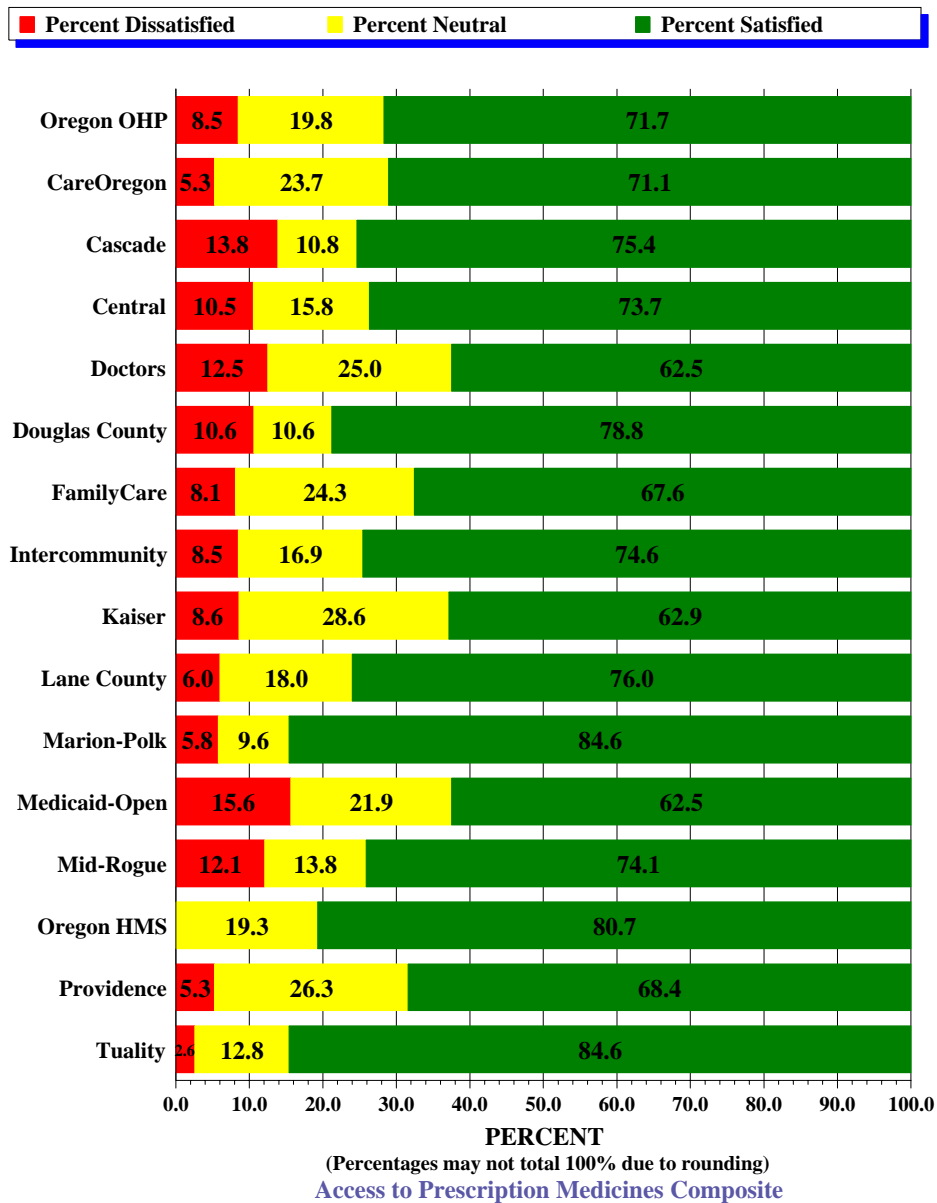


Figure B49 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Access to Prescription Medicines CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B49
Unadjusted Satisfaction Proportions for the
Access to Prescription Medicines CCC Composite



Access to Specialized Services

Table B53 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Access to Specialized Services CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Table B53	
Unadjusted Child Medicaid Three-Point Mean Scores for the Access to Specialized Services CCC Composite	
2003 ACCESS TO SPECIALIZED SERVICES UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.243 (2.127 - 2.360)
CareOregon	2.400 (2.099 - 2.701)
Cascade Comprehensive Care	2.211 (1.987 - 2.434)
Central Oregon Independent Health	2.348 (2.067 - 2.629)
Doctors of the Coast South	2.511 (2.244 - 2.778)
Douglas County IPA	2.408 (2.153 - 2.663)
FamilyCare	2.026 (1.553 - 2.499)
Intercommunity Health Network	2.453 (2.271 - 2.635)
Kaiser Permanente	2.177 (1.812 - 2.541)
Lane County IPA	1.823 (1.545 - 2.101)
Marion-Polk Community	2.061 (1.659 - 2.463)
Medicaid-Open Card	2.173 (1.883 - 2.463)
Mid-Rogue Community Health Plan	2.518 (2.289 - 2.747)
Oregon Health Management Services	2.299 (2.042 - 2.555)
Providence Health Plan	2.363 (1.937 - 2.788)
Tuality Health Alliance	2.154 (1.831 - 2.476)

Table B54 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Access to Specialized Services CCC 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 Access to Specialized Services CCC composite, a response of “Not a problem” is considered a “top box” response.”

Table B54	
Unadjusted Global Proportions for the Access to Specialized Services CCC Composite Using “Not a Problem” Top Box Scoring	
2003	
ACCESS TO SPECIALIZED SERVICES UNADJUSTED GLOBAL PROPORTION (95% CI)	
Oregon Health Plan	54.3% (40.9% - 67.6%)
CareOregon	64.7% (39.9% - 89.4%)
Cascade Comprehensive Care	49.7% (21.0% - 78.4%)
Central Oregon Independent Health	57.0% (23.5% - 90.6%)
Doctors of the Coast South	70.7% (47.9% - 93.5%)
Douglas County IPA	53.3% (12.9% - 93.8%)
FamilyCare	44.3% †
Intercommunity Health Network	62.4% (37.2% - 87.6%)
Kaiser Permanente	49.1% †
Lane County IPA	37.1% †
Marion-Polk Community	47.6% †
Medicaid-Open Card	47.9% (10.5% - 85.4%)
Mid-Rogue Community Health Plan	65.7% (38.8% - 92.5%)
Oregon Health Management Services	55.5% (24.9% - 86.1%)
Providence Health Plan	60.0% (24.0% - 96.1%)
Tuality Health Alliance	45.0% †

† Please note, the plan-level confidence interval is not presented for this measure due to a small number of respondents and/or a large degree of variance.

Figure B50 depicts the unadjusted global proportions for the Access to Specialized Services CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B50
Unadjusted Global Proportions for the
Access to Specialized Services CCC Composite

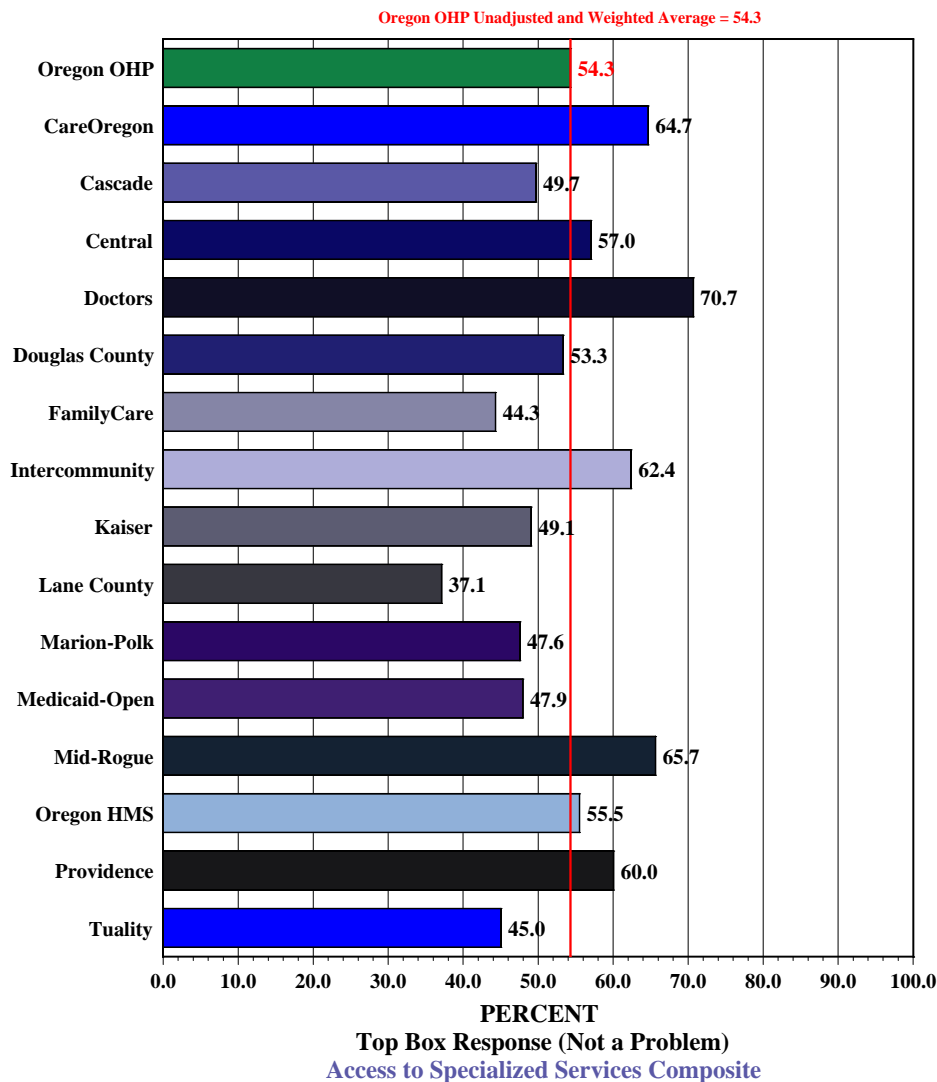
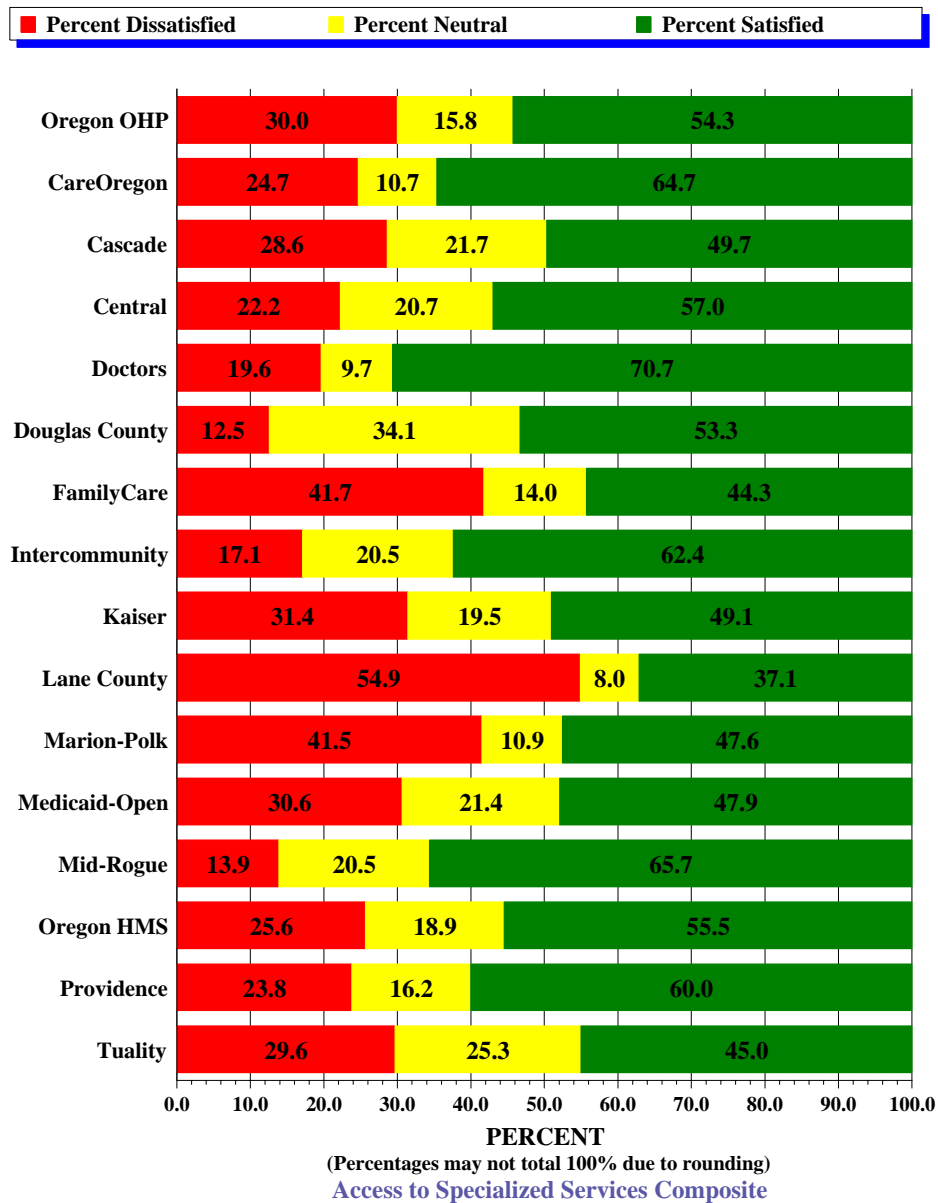


Figure B51 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Access to Specialized Services CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B51
Unadjusted Satisfaction Proportions for the
Access to Specialized Services CCC Composite



Personal Doctor Who Knows Child

Table B55 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Personal Doctor Who Knows Child CCC composite for the OHP plan-level average and the 15 plans serving OHP members. Please note, the Personal Doctor Who Knows Child CCC composite consists of a question with Yes/No response categories where a response of “Yes” is given a score of “1” and a response of “No” is given a score of “0.” Therefore, this composite has a maximum mean score of 1.0, and three-point means cannot be calculated for this composite.

Table B55 Unadjusted Child Medicaid Three-Point Mean Scores for the Personal Doctor Who Knows Child CCC Composite	
2003 PERSONAL DOCTOR WHO KNOWS CHILD UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	0.567 (0.542 - 0.593)
CareOregon	0.546 (0.483 - 0.610)
Cascade Comprehensive Care	0.620 (0.560 - 0.681)
Central Oregon Independent Health	0.585 (0.520 - 0.649)
Doctors of the Coast South	0.655 (0.593 - 0.717)
Douglas County IPA	0.553 (0.487 - 0.619)
FamilyCare	0.467 (0.394 - 0.540)
Intercommunity Health Network	0.610 (0.548 - 0.672)
Kaiser Permanente	0.570 (0.484 - 0.656)
Lane County IPA	0.575 (0.511 - 0.639)
Marion-Polk Community	0.612 (0.547 - 0.677)
Medicaid-Open Card	0.534 (0.460 - 0.607)
Mid-Rogue Community Health Plan	0.582 (0.518 - 0.647)
Oregon Health Management Services	0.628 (0.564 - 0.693)
Providence Health Plan	0.678 (0.603 - 0.753)
Tuality Health Alliance	0.613 (0.547 - 0.679)

Table B56 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Personal Doctor Who Knows Child CCC 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 Personal Doctor Who Knows Child CCC composite, a response of “Yes” is considered a “top box” response.”

Table B56	
Unadjusted Global Proportions for the Personal Doctor Who Knows Child CCC Composite Using “Yes” Top Box Scoring	
2003	
PERSONAL DOCTOR WHO KNOWS CHILD	
UNADJUSTED GLOBAL PROPORTION	
(95% CI)	
Oregon Health Plan	56.7% (54.2% - 59.3%)
CareOregon	54.6% (48.3% - 61.0%)
Cascade Comprehensive Care	62.0% (56.0% - 68.1%)
Central Oregon Independent Health	58.5% (52.0% - 64.9%)
Doctors of the Coast South	65.5% (59.3% - 71.7%)
Douglas County IPA	55.3% (48.7% - 61.9%)
FamilyCare	46.7% (39.4% - 54.0%)
Intercommunity Health Network	61.0% (54.8% - 67.2%)
Kaiser Permanente	57.0% (48.4% - 65.6%)
Lane County IPA	57.5% (51.1% - 63.9%)
Marion-Polk Community	61.2% (54.7% - 67.7%)
Medicaid-Open Card	53.4% (46.0% - 60.7%)
Mid-Rogue Community Health Plan	58.2% (51.8% - 64.7%)
Oregon Health Management Services	62.8% (56.4% - 69.3%)
Providence Health Plan	67.8% (60.3% - 75.3%)
Tuality Health Alliance	61.3% (54.7% - 67.9%)

Figure B52 depicts the unadjusted global proportions for the Personal Doctor Who Knows Child CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B52
Unadjusted Global Proportions for the
Personal Doctor Who Knows Child CCC Composite

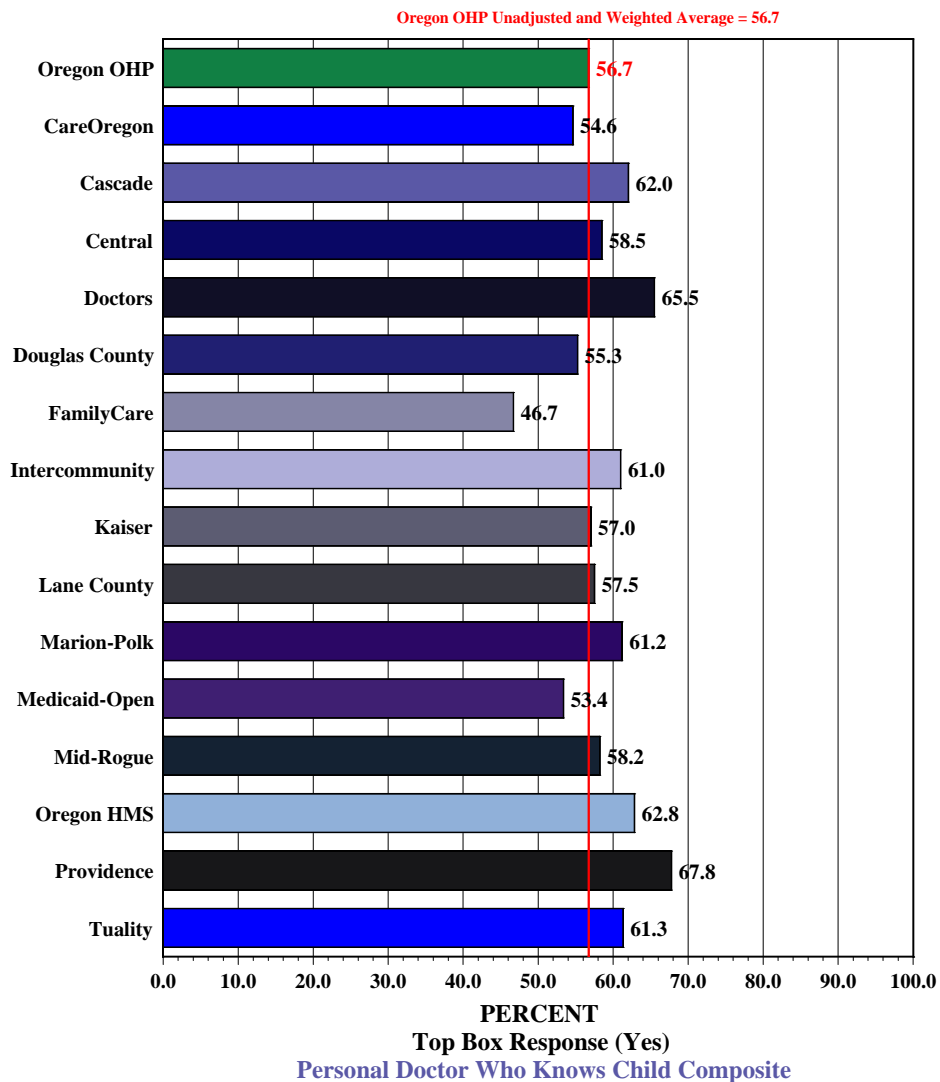
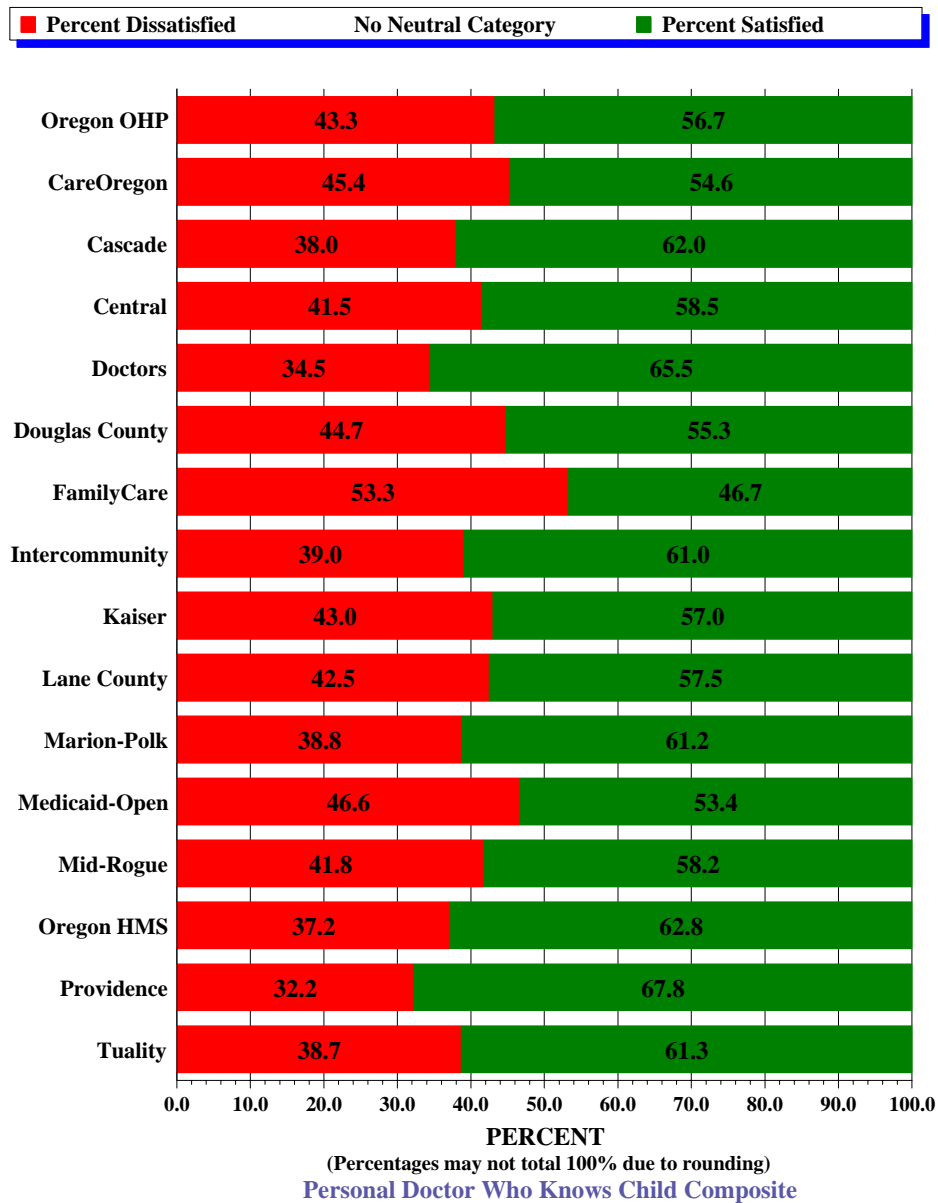


Figure B53 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Personal Doctor Who Knows Child CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B53
Unadjusted Satisfaction Proportions for the
Personal Doctor Who Knows Child CCC Composite



Shared Decision Making

Table B57 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Shared Decision Making CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Table B57	
Unadjusted Child Medicaid Three-Point Mean Scores for the Shared Decision Making CCC Composite	
2003 SHARED DECISION MAKING UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	2.573 (2.532 - 2.614)
CareOregon	2.517 (2.410 - 2.623)
Cascade Comprehensive Care	2.542 (2.435 - 2.649)
Central Oregon Independent Health	2.607 (2.498 - 2.717)
Doctors of the Coast South	2.720 (2.634 - 2.805)
Douglas County IPA	2.540 (2.427 - 2.653)
FamilyCare	2.526 (2.409 - 2.644)
Intercommunity Health Network	2.573 (2.470 - 2.676)
Kaiser Permanente	2.465 (2.304 - 2.626)
Lane County IPA	2.620 (2.515 - 2.725)
Marion-Polk Community	2.574 (2.471 - 2.677)
Medicaid-Open Card	2.637 (2.530 - 2.745)
Mid-Rogue Community Health Plan	2.653 (2.555 - 2.751)
Oregon Health Management Services	2.731 (2.645 - 2.817)
Providence Health Plan	2.600 (2.481 - 2.719)
Tuality Health Alliance	2.541 (2.426 - 2.655)

Table B58 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Shared Decision Making CCC 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 Shared Decision Making CCC composite, a response of “Always” is considered a “top box” response.”

Table B58	
Unadjusted Global Proportions for the Shared Decision Making CCC Composite Using “Always” Top Box Scoring	
2003	
SHARED DECISION MAKING	
UNADJUSTED GLOBAL PROPORTION	
(95% CI)	
Oregon Health Plan	66.3% (63.3% - 69.4%)
CareOregon	61.1% (53.2% - 68.9%)
Cascade Comprehensive Care	66.7% (59.5% - 73.8%)
Central Oregon Independent Health	69.6% (61.8% - 77.4%)
Doctors of the Coast South	77.4% (71.0% - 83.9%)
Douglas County IPA	64.2% (56.2% - 72.3%)
FamilyCare	63.9% (55.7% - 72.1%)
Intercommunity Health Network	68.4% (61.4% - 75.4%)
Kaiser Permanente	62.8% (52.5% - 73.1%)
Lane County IPA	72.8% (65.8% - 79.7%)
Marion-Polk Community	65.5% (57.9% - 73.2%)
Medicaid-Open Card	69.0% (60.5% - 77.6%)
Mid-Rogue Community Health Plan	72.7% (65.5% - 79.8%)
Oregon Health Management Services	78.2% (71.7% - 84.7%)
Providence Health Plan	68.2% (59.4% - 76.9%)
Tuality Health Alliance	64.4% (56.3% - 72.5%)

Figure B54 depicts the unadjusted global proportions for the Shared Decision Making CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B54
Unadjusted Global Proportions for the
Shared Decision Making CCC Composite**

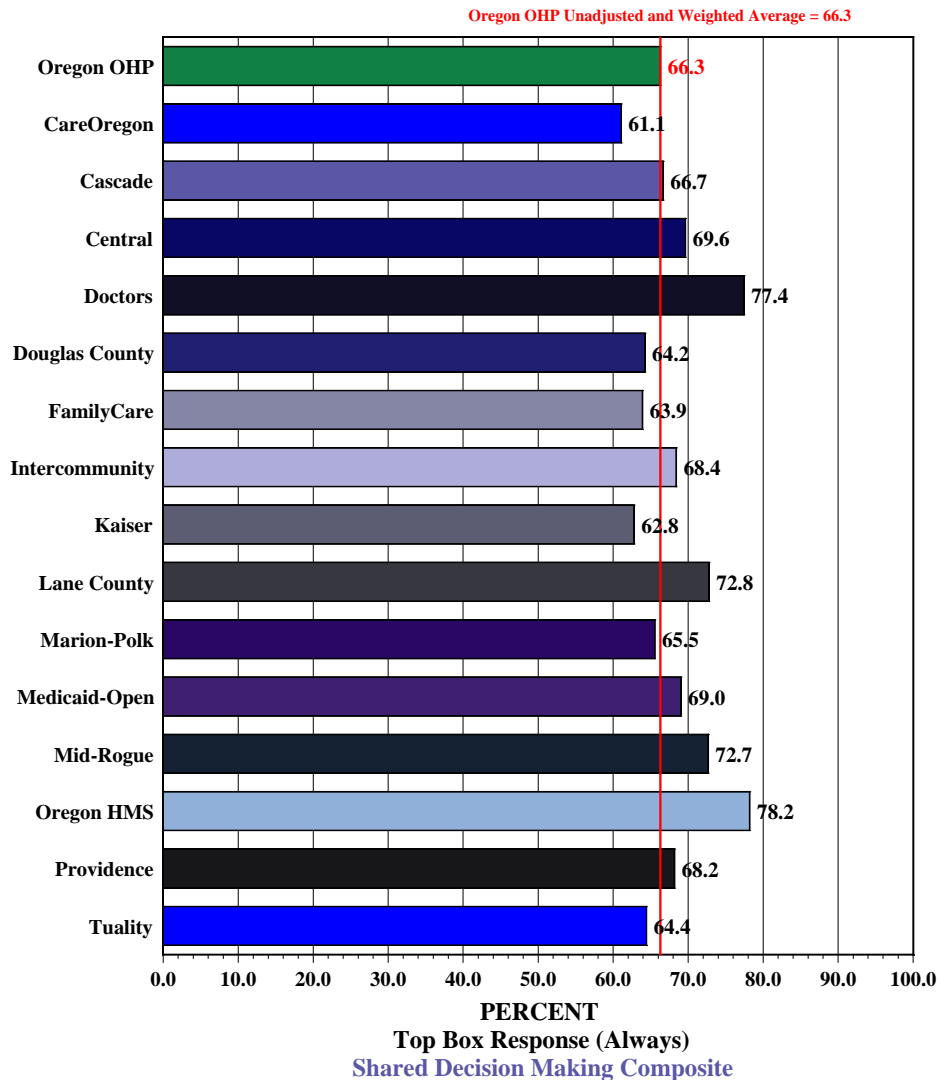
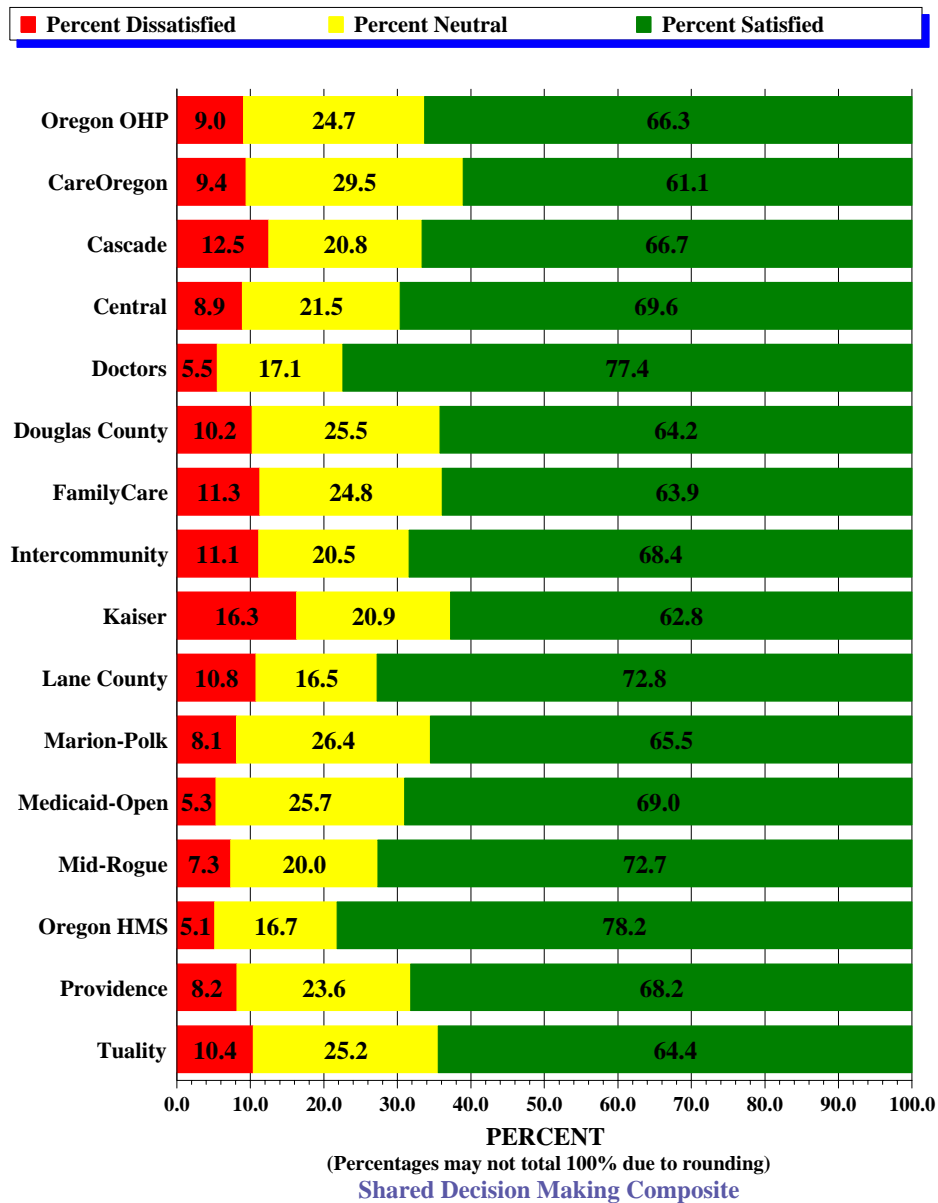


Figure B55 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Shared Decision Making CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

**Figure B55
Unadjusted Satisfaction Proportions for the
Shared Decision Making CCC Composite**



Coordination of Care

Table B59 depicts the unadjusted three-point mean scores and 95% confidence intervals (95% CI) for the Coordination of Care CCC composite for the OHP plan-level average and the 15 plans serving OHP members. Please note, the Coordination of Care CCC composite consists of questions with Yes/No response categories where a response of “Yes” is given a score of “1” and a response of “No” is given a score of “0.” Therefore, this composite has a maximum mean score of 1.0, and three-point means cannot be calculated for this composite.

Table B59 Unadjusted Child Medicaid Three-Point Mean Scores for the Coordination of Care CCC Composite	
2003 COORDINATION OF CARE UNADJUSTED MEAN SCORE (95% CI)	
Oregon Health Plan	0.680 (0.638 - 0.722)
CareOregon	0.670 (0.573 - 0.767)
Cascade Comprehensive Care	0.732 (0.623 - 0.842)
Central Oregon Independent Health	0.751 (0.656 - 0.847)
Doctors of the Coast South	0.814 (0.739 - 0.889)
Douglas County IPA	0.786 (0.685 - 0.887)
FamilyCare	0.568 (0.344 - 0.792)
Intercommunity Health Network	0.775 (0.677 - 0.873)
Kaiser Permanente	0.519 (0.312 - 0.725)
Lane County IPA	0.696 (0.586 - 0.806)
Marion-Polk Community	0.635 (0.508 - 0.761)
Medicaid-Open Card	0.663 (0.542 - 0.784)
Mid-Rogue Community Health Plan	0.622 (0.479 - 0.765)
Oregon Health Management Services	0.719 (0.629 - 0.808)
Providence Health Plan	0.817 (0.729 - 0.904)
Tuality Health Alliance	0.780 (0.662 - 0.898)

Table B60 presents the unadjusted global proportion and 95% confidence interval (95% CI) for the Coordination of Care CCC 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 Coordination of Care CCC composite, a response of “Yes” is considered a “top box” response.”

Table B60	
Unadjusted Global Proportions for the Coordination of Care CCC Composite Using “Yes” Top Box Scoring	
2003	
COORDINATION OF CARE	
UNADJUSTED GLOBAL PROPORTION	
(95% CI)	
Oregon Health Plan	68.0% (63.8% - 72.2%)
CareOregon	67.0% (57.3% - 76.7%)
Cascade Comprehensive Care	73.2% (62.3% - 84.2%)
Central Oregon Independent Health	75.1% (65.6% - 84.7%)
Doctors of the Coast South	81.4% (73.9% - 88.9%)
Douglas County IPA	78.6% (68.5% - 88.7%)
FamilyCare	56.8% (34.4% - 79.2%)
Intercommunity Health Network	77.5% (67.7% - 87.3%)
Kaiser Permanente	51.9% (31.2% - 72.5%)
Lane County IPA	69.6% (58.6% - 80.6%)
Marion-Polk Community	63.5% (50.8% - 76.1%)
Medicaid-Open Card	66.3% (54.2% - 78.4%)
Mid-Rogue Community Health Plan	62.2% (47.9% - 76.5%)
Oregon Health Management Services	71.9% (62.9% - 80.8%)
Providence Health Plan	81.7% (72.9% - 90.4%)
Tuality Health Alliance	78.0% (66.2% - 89.8%)

Figure B56 depicts the unadjusted global proportions for the Coordination of Care CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B56
Unadjusted Global Proportions for the
Coordination of Care CCC Composite

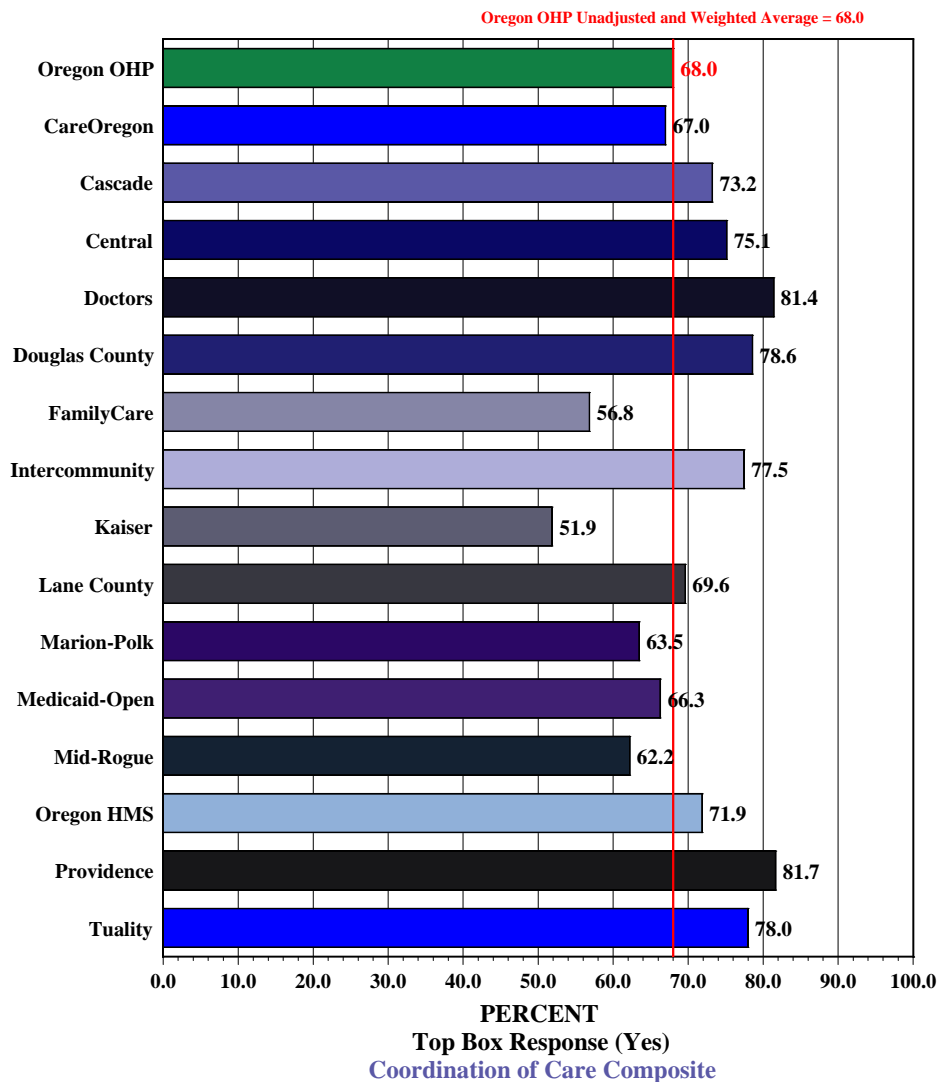
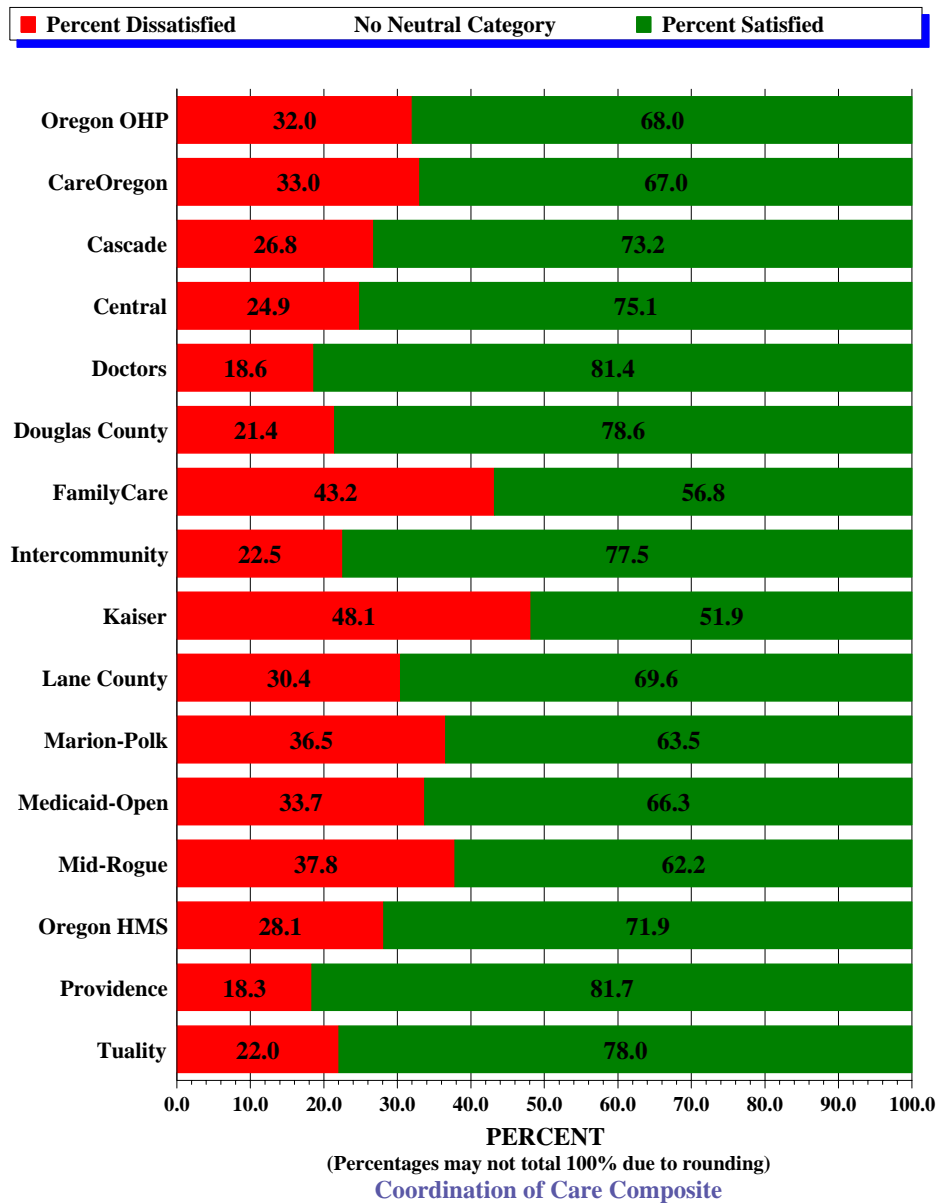


Figure B57 depicts the unadjusted proportion of respondents satisfied, neutral, or dissatisfied for the Coordination of Care CCC composite for the OHP plan-level average and the 15 plans serving OHP members.

Figure B57
Unadjusted Satisfaction Proportions for the
Coordination of Care CCC 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 D22.

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 B61, on page B124, displays the *Item-Level High Priorities* identified for OHP.

Table B61
Oregon Health Plan Item-Level High Priorities

- Q7. Problem getting a satisfactory doctor or nurse for your child
- Q11. Problem seeing a specialist for your child
- Q28. Problem with delays in child's care while waiting for health plan approval
- Q56. Problem getting special therapy for your child
- Q58. Problem getting treatment or counseling for your child
- Q65. Problem finding or understanding information in written materials
- Q67. Problem getting help when calling child's health plan's customer service
- Q70. Problem with paperwork for your child's health plan
- Q76. Problem getting your child's prescription medicine

For OHP, the median problem score is 0.23 and the median correlation with the overall rating of health plan item is 0.28. Table B62, on page B125, 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.

Table B62		
Oregon Health Plan Item-Level Priority Analysis Results		
COMPOSITE ITEM	PROBLEM SCORE	CORRELATION WITH RATING OF HEALTH PLAN
Q7. Problem getting a satisfactory doctor or nurse for your child	0.27	0.36
Q8. Doctor or nurse did not discuss how child is feeling, growing, or behaving	0.41	0.17
Q11. Problem seeing a specialist for your child	0.38	0.33
Q16. Never/sometimes got help for your child when calling during regular office hours	0.11	0.30
Q18. Never/sometimes got needed care right away for illness/injury for your child as soon as wanted	0.13	0.34
Q21. Not counting the times your child needed health care right away, never/sometimes got appointment as soon as wanted	0.15	0.21
Q26. Problem getting care believed necessary for your child	0.21	0.34
Q28. Problem with delays in child's care while waiting for health plan approval	0.52	0.38
Q29. Never/sometimes taken to the exam room within 15 minutes of child's appointment	0.38	0.14
Q30. Office staff never/sometimes treated you and your child with courtesy and respect	0.07	0.15
Q31. Office staff never/sometimes as helpful as they should be	0.11	0.25
Q32. Child's providers never/sometimes listened carefully to you	0.09	0.28
Q34. Child's providers never/sometimes explained things in an understandable way	0.09	0.17
Q35. Child's providers never/sometimes showed respect for what you had to say	0.08	0.27
Q38. Providers never/sometimes explained things in an understandable way for your child	0.11	0.17
Q39. Providers never/sometimes spent enough time with your child	0.13	0.26
Q40. Child's providers never/sometimes involved you as much as you wanted	0.09	0.21
Q44. Providers did not help in contacting child's school or daycare	0.10	0.24
Q54. Problem getting special medical equipment for your child	0.46	0.28
Q56. Problem getting special therapy for your child	0.47	0.49
Q58. Problem getting treatment or counseling for your child	0.44	0.34
Q60. Providers or health plan did not help coordinate child's care	0.46	0.23
Q65. Problem finding or understanding information in written materials	0.36	0.41
Q67. Problem getting help when calling child's health plan's customer service	0.47	0.39
Q70. Problem with paperwork for your child's health plan	0.30	0.28
Q76. Problem getting your child's prescription medicine	0.26	0.29

Additional information on the Item-Level Priority Analysis can be found beginning on page D22.

CHILD PROFILES

The following tables, B63 – B67, depict the demographic characteristics of the OHP *child members* whose parent or caretaker **completed** the CAHPS® 3.0H Child Medicaid Survey.¹² Age, gender, and race/ethnicity information are derived from OMAP administrative data. Hispanic ethnicity and general health status information are derived from responses to the CAHPS® Survey. Please note, question-specific responses are included on the CD-ROM broken out by major demographic categories.

Table B63						
Distribution of Child Age in Years						
	LESS THAN 2	2 TO 4	5 TO 7	8 TO 10	11 TO 13	14 TO 17
Oregon Health Plan (N = 3,219)	15.8%	15.0%	19.6%	18.3%	17.2%	14.1%
CareOregon (N = 243)	18.5%	16.5%	23.5%	16.5%	16.0%	9.1%
Cascade Comprehensive Care (N = 249)	14.1%	16.5%	19.7%	18.9%	14.1%	16.9%
Central Oregon Independent Health (N = 232)	18.1%	15.5%	16.8%	21.6%	16.4%	11.6%
Doctors of the Coast South (N = 233)	16.7%	10.7%	19.7%	16.3%	20.6%	15.9%
Douglas County IPA (N = 223)	17.9%	13.5%	18.4%	16.1%	17.5%	16.6%
FamilyCare (N = 185)	13.5%	15.7%	14.6%	22.2%	16.2%	17.8%
Intercommunity Health Network (N = 248)	16.5%	16.5%	20.6%	16.5%	17.3%	12.5%
Kaiser Permanente (N = 135)	12.6%	13.3%	13.3%	21.5%	18.5%	20.7%
Lane County IPA (N = 238)	15.6%	14.7%	22.7%	17.6%	16.4%	13.0%
Marion-Polk Community (N = 227)	17.2%	16.7%	22.0%	15.4%	16.3%	12.3%
Medicaid-Open Card (N = 183)	18.6%	15.8%	15.8%	21.3%	19.7%	8.7%
Mid-Rogue Community Health Plan (N = 233)	13.7%	12.0%	18.9%	18.0%	18.9%	18.5%
Oregon Health Management Services (N = 222)	9.5%	10.4%	17.1%	21.6%	25.7%	15.8%
Providence Health Plan (N = 153)	14.4%	21.6%	20.3%	19.0%	11.1%	13.7%
Tuality Health Alliance (N = 215)	18.1%	17.2%	26.0%	15.3%	12.1%	11.2%

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

¹² Due to sampling issues, children with a date of birth of January 1, 2000 through December 31, 2000, were not included in the random sample. However, children from all appropriate age categories are represented in the results due to the time lag between the drawing of the sample and the administration of the survey

Table B64
Distribution of Child Gender

	MALE	FEMALE
Oregon Health Plan (N = 3,219)	52.0%	48.0%
CareOregon (N = 243)	49.0%	51.0%
Cascade Comprehensive Care (N = 249)	51.4%	48.6%
Central Oregon Independent Health (N = 232)	51.7%	48.3%
Doctors of the Coast South (N = 233)	43.8%	56.2%
Douglas County IPA (N = 223)	58.7%	41.3%
FamilyCare (N = 185)	54.6%	45.4%
Intercommunity Health Network (N = 248)	52.8%	47.2%
Kaiser Permanente (N = 135)	52.6%	47.4%
Lane County IPA (N = 238)	54.6%	45.4%
Marion-Polk Community (N = 227)	49.8%	50.2%
Medicaid-Open Card (N = 183)	49.2%	50.8%
Mid-Rogue Community Health Plan (N = 233)	49.4%	50.6%
Oregon Health Management Services (N = 222)	53.6%	46.4%
Providence Health Plan (N = 153)	52.9%	47.1%
Tuality Health Alliance (N = 215)	56.7%	43.3%
<i>Please note, percentages may not total 100% due to rounding.</i>		

Table B65
Distribution of Child Race/Ethnicity

	WHITE	BLACK	HISPANIC	ASIAN	NATIVE AMERICAN	OTHER
Oregon Health Plan (N = 3,219)	72.8%	2.9%	19.3%	1.4%	2.0%	1.7%
CareOregon (N = 243)	51.0%	5.8%	35.8%	3.7%	2.1%	1.6%
Cascade Comprehensive Care (N = 249)	69.1%	2.8%	18.9%	0.8%	6.8%	1.6%
Central Oregon Independent Health (N = 232)	70.3%	0.9%	26.3%	0.0%	1.7%	0.9%
Doctors of the Coast South (N = 233)	91.8%	0.4%	5.6%	0.0%	1.7%	0.4%
Douglas County IPA (N = 223)	91.0%	0.4%	5.8%	0.4%	0.9%	1.3%
FamilyCare (N = 185)	74.6%	5.4%	15.1%	2.7%	0.0%	2.2%
Intercommunity Health Network (N = 248)	82.3%	1.6%	12.5%	1.2%	0.8%	1.6%
Kaiser Permanente (N = 135)	65.9%	11.9%	14.8%	3.7%	0.7%	3.0%
Lane County IPA (N = 238)	80.3%	2.5%	12.6%	1.3%	1.7%	1.7%
Marion-Polk Community (N = 227)	54.6%	0.9%	41.0%	0.9%	1.8%	0.9%
Medicaid-Open Card (N = 183)	56.8%	4.9%	29.5%	0.5%	6.0%	2.2%
Mid-Rogue Community Health Plan (N = 233)	92.7%	0.0%	4.7%	0.0%	1.3%	1.3%
Oregon Health Management Services (N = 222)	85.1%	0.5%	7.2%	1.4%	2.3%	3.6%
Providence Health Plan (N = 153)	71.2%	9.8%	12.4%	4.6%	0.0%	2.0%
Tuality Health Alliance (N = 215)	48.8%	2.3%	45.1%	1.4%	0.5%	1.9%

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.

Table B66
Distribution of Child Hispanic Ethnicity

	HISPANIC	NOT HISPANIC
Oregon Health Plan (N = 3,189)	24.8%	75.2%
CareOregon (N = 241)	40.7%	59.3%
Cascade Comprehensive Care (N = 248)	27.8%	72.2%
Central Oregon Independent Health (N = 232)	29.3%	70.7%
Doctors of the Coast South (N = 229)	10.5%	89.5%
Douglas County IPA (N = 221)	9.5%	90.5%
FamilyCare (N = 184)	20.7%	79.3%
Intercommunity Health Network (N = 246)	19.9%	80.1%
Kaiser Permanente (N = 132)	22.7%	77.3%
Lane County IPA (N = 237)	19.8%	80.2%
Marion-Polk Community (N = 223)	45.3%	54.7%
Medicaid-Open Card (N = 181)	32.6%	67.4%
Mid-Rogue Community Health Plan (N = 230)	11.3%	88.7%
Oregon Health Management Services (N = 222)	12.2%	87.8%
Providence Health Plan (N = 149)	17.4%	82.5%
Tuality Health Alliance (N = 214)	50.9%	49.1%
<i>Please note, percentages may not total 100% due to rounding.</i>		

Table B67
Distribution of Reported Child Health Status

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
Oregon Health Plan (N = 3,193)	39.4%	34.9%	19.5%	5.6%	0.6%
CareOregon (N = 240)	41.3%	31.3%	22.1%	5.0%	0.4%
Cascade Comprehensive Care (N = 247)	39.3%	34.4%	19.0%	6.5%	0.8%
Central Oregon Independent Health (N = 228)	43.9%	26.8%	22.4%	6.1%	0.9%
Doctors of the Coast South (N = 232)	33.6%	39.2%	20.7%	6.0%	0.4%
Douglas County IPA (N = 223)	36.3%	39.0%	21.1%	3.6%	0.0%
FamilyCare (N = 185)	37.3%	35.1%	22.2%	5.4%	0.0%
Intercommunity Health Network (N = 244)	35.2%	38.9%	20.9%	4.1%	0.8%
Kaiser Permanente (N = 134)	32.8%	33.6%	28.4%	5.2%	0.0%
Lane County IPA (N = 237)	44.7%	33.8%	14.8%	5.9%	0.8%
Marion-Polk Community (N = 221)	40.7%	30.3%	20.4%	7.7%	0.9%
Medicaid-Open Card (N = 183)	38.3%	31.7%	21.3%	7.1%	1.6%
Mid-Rogue Community Health Plan (N = 231)	46.3%	34.6%	13.9%	4.8%	0.4%
Oregon Health Management Services (N = 222)	42.3%	39.6%	14.0%	3.6%	0.5%
Providence Health Plan (N = 152)	38.8%	38.2%	15.1%	7.2%	0.7%
Tuality Health Alliance (N = 214)	36.9%	37.4%	19.2%	6.1%	0.5%

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

RESPONDENT PROFILES

The following tables, B68 – B71, depict the demographic characteristics of the *respondents* who **completed** the CAHPS® 3.0H Child Medicaid Survey on behalf of OHP child members. Relationship to child, age, gender, and education information are derived from responses to the CAHPS® Survey. In general, the demographics of a response group influence the overall results.^{13, 14} 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.

Table B68				
Distribution of Respondent Relationship to Child				
	PARENT	GRANDPARENT	AUNT OR UNCLE	OTHER
Oregon Health Plan (N = 3,141)	87.2%	6.4%	1.2%	5.2%
CareOregon (N = 239)	93.7%	2.5%	1.3%	2.5%
Cascade Comprehensive Care (N = 246)	83.7%	7.7%	0.4%	8.1%
Central Oregon Independent Health (N = 225)	87.6%	4.9%	1.8%	5.8%
Doctors of the Coast South (N = 229)	83.8%	5.2%	2.2%	8.7%
Douglas County IPA (N = 220)	87.7%	8.6%	0.9%	2.7%
FamilyCare (N = 183)	85.8%	4.9%	1.1%	8.2%
Intercommunity Health Network (N = 241)	89.2%	6.6%	1.7%	2.5%
Kaiser Permanente (N = 130)	85.4%	5.4%	1.5%	7.7%
Lane County IPA (N = 234)	90.2%	4.3%	0.9%	4.7%
Marion-Polk Community (N = 218)	90.8%	4.6%	1.4%	3.2%
Medicaid-Open Card (N = 178)	80.3%	10.1%	1.1%	8.4%
Mid-Rogue Community Health Plan (N = 224)	87.1%	8.0%	0.4%	4.5%
Oregon Health Management Services (N = 212)	84.9%	9.9%	0.9%	4.2%
Providence Health Plan (N = 150)	89.3%	4.0%	1.3%	5.3%
Tuality Health Alliance (N = 212)	86.8%	9.0%	0.9%	3.3%
<i>Please note, percentages may not total 100% due to rounding.</i>				

¹³ 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.

¹⁴ 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.

Table B69
Distribution of Respondent Age in Years

	UNDER 18	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 OR OLDER
Oregon Health Plan (N = 3,193)	3.8%	10.2%	35.5%	30.8%	12.4%	7.3%
CareOregon (N = 238)	5.5%	11.8%	39.5%	29.0%	9.7%	4.6%
Cascade Comprehensive Care (N = 249)	2.4%	12.9%	40.2%	26.9%	10.0%	7.6%
Central Oregon Independent Health (N = 230)	1.3%	9.1%	38.3%	33.5%	13.0%	4.8%
Doctors of the Coast South (N = 232)	3.4%	13.4%	27.2%	30.6%	16.4%	9.1%
Douglas County IPA (N = 223)	4.0%	10.8%	35.9%	30.9%	12.1%	6.3%
FamilyCare (N = 184)	3.3%	10.9%	33.2%	30.4%	14.7%	7.6%
Intercommunity Health Network (N = 247)	5.7%	10.9%	36.4%	31.2%	8.5%	7.3%
Kaiser Permanente (N = 135)	5.9%	8.9%	28.9%	31.1%	14.8%	10.4%
Lane County IPA (N = 236)	3.8%	9.7%	38.6%	33.5%	10.6%	3.8%
Marion-Polk Community (N = 224)	4.0%	11.2%	38.4%	33.5%	7.6%	5.4%
Medicaid-Open Card (N = 181)	2.8%	4.4%	38.1%	29.8%	12.7%	12.2%
Mid-Rogue Community Health Plan (N = 230)	3.5%	9.1%	27.4%	34.8%	17.4%	7.8%
Oregon Health Management Services (N = 219)	4.6%	5.9%	26.5%	33.3%	20.5%	9.1%
Providence Health Plan (N = 151)	3.3%	10.6%	43.7%	26.5%	9.3%	6.6%
Tuality Health Alliance (N = 214)	3.7%	11.2%	40.7%	24.8%	10.3%	9.3%

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

Table B70
Distribution of Respondent Gender

	MALE	FEMALE
Oregon Health Plan (N = 3,205)	11.0%	89.0%
CareOregon (N = 242)	11.2%	88.8%
Cascade Comprehensive Care (N = 249)	11.6%	88.4%
Central Oregon Independent Health (N = 230)	10.9%	89.1%
Doctors of the Coast South (N = 232)	10.3%	89.7%
Douglas County IPA (N = 223)	9.0%	91.0%
FamilyCare (N = 184)	13.6%	86.4%
Intercommunity Health Network (N = 246)	10.2%	89.8%
Kaiser Permanente (N = 134)	10.4%	89.6%
Lane County IPA (N = 236)	11.0%	89.0%
Marion-Polk Community (N = 226)	11.1%	88.9%
Medicaid-Open Card (N = 183)	10.4%	89.6%
Mid-Rogue Community Health Plan (N = 232)	9.9%	90.1%
Oregon Health Management Services (N = 222)	15.8%	84.2%
Providence Health Plan (N = 151)	7.9%	92.1%
Tuality Health Alliance (N = 215)	10.2%	89.8%
<i>Please note, percentages may not total 100% due to rounding.</i>		

Table B71				
Distribution of Respondent Education				
	NOT A HIGH SCHOOL GRADUATE	HIGH SCHOOL GRADUATE	SOME COLLEGE	COLLEGE GRADUATE
Oregon Health Plan (N = 3,192)	24.8%	36.7%	32.3%	6.2%
CareOregon (N = 240)	37.1%	35.8%	22.5%	4.6%
Cascade Comprehensive Care (N = 246)	24.4%	35.0%	34.6%	6.1%
Central Oregon Independent Health (N = 229)	22.7%	36.7%	34.5%	6.1%
Doctors of the Coast South (N = 231)	20.8%	37.7%	37.7%	3.9%
Douglas County IPA (N = 223)	18.8%	48.0%	30.0%	3.1%
FamilyCare (N = 183)	29.0%	33.9%	30.6%	6.6%
Intercommunity Health Network (N = 246)	18.7%	32.5%	41.5%	7.3%
Kaiser Permanente (N = 135)	17.0%	35.6%	36.3%	11.1%
Lane County IPA (N = 236)	20.8%	33.5%	35.2%	10.6%
Marion-Polk Community (N = 224)	34.8%	32.6%	25.9%	6.7%
Medicaid-Open Card (N = 183)	26.8%	38.3%	27.3%	7.7%
Mid-Rogue Community Health Plan (N = 232)	21.6%	39.2%	37.1%	2.2%
Oregon Health Management Services (N = 221)	19.0%	37.1%	39.4%	4.5%
Providence Health Plan (N = 149)	19.5%	41.6%	27.5%	11.4%
Tuality Health Alliance (N = 214)	37.9%	35.0%	22.0%	5.1%

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

Recommendations

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 All Health Care, Rating of Personal Doctor, Getting Needed Care, and Courteous and Helpful Office Staff. *Item-Level High Priorities* are presented on page C30.

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	★	High			
FamilyCare	★	High			
Intercommunity Health Network	★★	Moderate			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★	High			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★	Moderate			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★★	Low			
Tuality Health Alliance	★★	Moderate			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="text-align: center; width: 33%;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="text-align: center; width: 33%;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse 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.

Table C2 Overall Satisfaction Ratings and Priority Assignments Rating of All Health 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	★	High			
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	★★★	Low			
Tuality Health Alliance	★★	Moderate			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center; vertical-align: top;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center; vertical-align: top;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center; vertical-align: top;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse 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.

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

Access to Prescription Medicines

Table C10 depicts the priority assignments for the Access to Prescription Medicines CCC composite for the 15 plans serving OHP members.

Table C10 Overall Satisfaction Ratings and Priority Assignments Access to Prescription Medicines					
	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>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="text-align: center; width: 33%;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="text-align: center; width: 33%;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

At the member level, issues that involve obtaining a prescription principally drive this CCC composite.

These issues include:

- obtaining a prescription for medicine from a doctor
- difficulty in getting the prescription filled

In order to improve member satisfaction with access to prescription medicines, quality improvement activities should target those obstacles that impede members' ability to access prescription medicines. Other potential actions could include producing a flowchart of the process from the parent's or caretaker's view from beginning to end, which could aid in identifying any barriers or unnecessary steps in obtaining a prescription.

Access to Specialized Services

Table C11 depicts the priority assignments for the Access to Specialized Services CCC composite for the 15 plans serving OHP members.

Table C11 Overall Satisfaction Ratings and Priority Assignments Access to Specialized Services					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★★	Low			
Douglas County IPA	★★	Moderate			
FamilyCare	★★	Moderate			
Intercommunity Health Network	★★★	Low			
Kaiser Permanente	★★	Moderate			
Lane County IPA	★	High			
Marion-Polk Community	★★	Moderate			
Medicaid-Open Card	★★	Moderate			
Mid-Rogue Community Health Plan	★★★	Low			
Oregon Health Management Services	★★	Moderate			
Providence Health Plan	★★	Moderate			
Tuality Health Alliance	★★	Moderate			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="text-align: center; width: 33%;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="text-align: center; width: 33%;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

At the member level, issues involving specialized services principally drive this CCC composite.

These issues include:

- obtaining special medical equipment
- obtaining special therapy
- obtaining treatment or counseling

In order to improve member satisfaction with access to specialized services, quality improvement activities should target training providers on how to best inform parents or caretakers of specialized services. Other potential actions could include a flowchart of the process from the parent's or caretaker's view from beginning to end, identifying barriers or unnecessary steps; and developing a pamphlet that informs parents or caretakers of the specific steps to follow when specialized services are required.

Personal Doctor Who Knows Child

Table C12 depicts the priority assignments for the Personal Doctor Who Knows Child CCC composite for the 15 plans serving OHP members.

Table C12 Overall Satisfaction Ratings and Priority Assignments Personal Doctor Who Knows Child					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★★	Low			
Douglas County IPA	★★	Moderate			
FamilyCare	★	High			
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	★★★	Low			
Providence Health Plan	★★★	Low			
Tuality Health Alliance	★★	Moderate			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="text-align: center; width: 33%;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="text-align: center; width: 33%;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

At the member level, face-to-face interactions with doctors principally drive this CCC composite.

These issues include:

- attentiveness of doctor to a child's feelings, growth, and behavior
- discussions with a doctor regarding a child

In order to improve member satisfaction with a personal doctor who knows the child, quality improvement activities should target careful listening by doctors; increased communication by doctors to parents or caretakers regarding a child's feelings, growth, and behavior; and spending a sufficient amount of time with parents or caretakers during the child's visit. Other potential actions could include specialized training for providers and reviewing performance expectations and guidelines with providers.

Shared Decision Making

Table C13 depicts the priority assignments for the Shared Decision Making CCC composite for the 15 plans serving OHP members.

Table C13 Overall Satisfaction Ratings and Priority Assignments Shared Decision Making					
	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>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; text-align: center;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="width: 33%; text-align: center;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="width: 33%; text-align: center;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

At the member level, issues regarding decision making principally drive this CCC composite.

These issues include:

- involving parents or caretakers in decision making regarding a child
- listening to parents or caretakers

In order to improve member satisfaction with shared decision making, quality improvement activities should target increased communication between health providers and parents or caretakers regarding a child's care and treatment. A health provider's attentiveness to a child as well as carefully listening to and respecting the concerns of parents or caretakers may help to improve member satisfaction. Other potential actions could include providing parents or caretakers with more information regarding treatment options.

Coordination of Care

Table C14 depicts the priority assignments for the Coordination of Care CCC composite for the 15 plans serving OHP members.

Table C14 Overall Satisfaction Ratings and Priority Assignments Coordination of Care					
	STAR RATING	PRIORITY			
CareOregon	★★	Moderate			
Cascade Comprehensive Care	★★	Moderate			
Central Oregon Independent Health	★★	Moderate			
Doctors of the Coast South	★★★	Low			
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	★★★	Low			
Tuality Health Alliance	★★	Moderate			
<p>What do the stars represent?</p> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;"> Statistically Better than the OHP Average of 15 Plans ★★★ </td> <td style="text-align: center; width: 33%;"> Statistically Not Different from the OHP Average of 15 Plans ★★ </td> <td style="text-align: center; width: 33%;"> Statistically Worse than the OHP Average of 15 Plans ★ </td> </tr> </table>			Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★
Statistically Better than the OHP Average of 15 Plans ★★★	Statistically Not Different from the OHP Average of 15 Plans ★★	Statistically Worse than the OHP Average of 15 Plans ★			

At the member level, issues regarding helping parents or caretakers with a child's care principally drive this CCC composite.

These issues include:

- contacting a child's school or daycare
- coordinating care among different providers

In order to improve member satisfaction with the coordination of care, quality improvement activities should target increased communication by health providers or health plans regarding ways in which they can aid in a child's care. Other potential actions could include asking parents or caretakers to identify the assistance they would like to receive from their child's health plan or health providers pertaining to coordination of care. Quality improvement initiatives focused on having health providers and plans explain how care is coordinated to parents or caretakers may help to improve member satisfaction.

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 B61, on page B124, there are nine *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 for your child
- Q11. Problem seeing a specialist for your child
- Q28. Problem with delays in child's care while waiting for health plan approval
- Q56. Problem getting special therapy for your child
- Q58. Problem getting treatment or counseling for your child
- Q65. Problem finding or understanding information in written materials
- Q67. Problem getting help when calling child's health plan's customer service
- Q70. Problem with paperwork for your child's health plan
- Q76. Problem getting your child's prescription medicines

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 parents or caretakers of Child 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 samples of parents or caretakers of Child 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

SURVEY OVERVIEW

In 2003, Oregon DHS Office of Medical Assistance Programs (OMAP) contracted with OMPRO to assist in administering the CAHPS[®] 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[®] Surveys.

The goals of the CAHPS[®] 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[®] 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[®] 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 child member satisfaction was the CAHPS[®] 3.0 Child Medicaid Survey. The CAHPS[®] 3.0 Surveys are a set of standardized surveys that assess patient perspectives on care. Originally, CAHPS[®] 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[®] 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).¹ This new group (the CAHPS[®] II Grantees) are charged with the continued evolution of CAHPS[®] products. AHRQ and the members of the new consortium formed the CAHPS[®] Instrument Panel to re-evaluate and update the CAHPS[®] Surveys and to improve the state-of-the-art methods for assessing members' experiences with care.² The result of this re-evaluation and update process was the development of the CAHPS[®] 3.0 Surveys. The overarching goal of the CAHPS[®] 3.0 Surveys is to effectively and efficiently obtain information from the person receiving care. AHRQ sponsors the National CAHPS[®] Benchmarking Database (NCBD), which is a national repository for data from the CAHPS[®] family of surveys.

The sampling and data collection procedures for the CAHPS[®] 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

¹ 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.

² National Committee for Quality Assurance. *HEDIS[®] 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 Child 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 Child Medicaid Survey was fielded September through November 2003 for OHP child 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 Child Medicaid CAHPS® Survey included 97 questions that can be summarized by 14 measures of satisfaction. These measures included four global rating questions, five composite measures, and five CCC 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, five composite measures, and five CCC composite measures included in the OHP Child Medicaid CAHPS® Survey.

Table D1 Global and Composite Measures		
GLOBAL RATINGS	COMPOSITE SCORES	CCC COMPOSITE SCORES
Rating of Health Plan	Getting Needed Care	Access to Prescription Medicines
Rating of All Health Care	Getting Care Quickly	Access to Specialized Services
Rating of Personal Doctor	How Well Doctors Communicate	Personal Doctor Who Knows Child
Rating of Specialist	Courteous and Helpful Office Staff	Shared Decision Making
	Customer Service	Coordination of Care

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 17 years and younger (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 child surveys were mailed out for the 15 participating plans in the State of Oregon.

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 D4, depicts the survey administration timeframe.

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

- ① Were age 17 years or younger 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.

Table D2 CAHPS® 3.0 Survey Timeframe	
Basic Tasks for Conducting the Survey	Date
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[®] 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 #71).

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 D3. Please note, the exclusion criteria utilized for Oregon CAHPS[®] 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 #71**.
- 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[®] 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 Child Medicaid CAHPS® Survey included 97 questions that can be summarized by 14 measures of satisfaction. These measures included four global rating questions, five composite measures, and five CCC composite measures. The following is a list of the survey questions that comprised each measure.

GLOBAL RATINGS	RESPONSE CATEGORIES
Rating of Personal Doctor	
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 child's personal doctor or nurse?	0-10 Scale
Rating of Specialist	
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 your child's specialist?	0-10 Scale
Rating of All Health Care	
Q41 Using any number from 0 to 10, where 0 is the worst health care possible, and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?	0-10 Scale
Rating of Health Plan	
Q71 Using any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible, what number would you use to rate your child's health plan?	0-10 Scale
COMPOSITE SCORES	
Getting Needed Care	
Q7 Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?	A big problem, A small problem, Not a problem
Q11 In the last 6 months, how much of a problem, if any, was it to see a specialist that your child 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 care for your child that 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 your child's health care while you waited for approval from your child's health plan?	A big problem, A small problem, Not a problem

COMPOSITE SCORES (CONTINUED)

Getting Care Quickly		
Q16	In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?	Never, Sometimes, Usually, Always
Q18	In the last 6 months, when your child needed care right away for an illness, injury, or condition how often did your child get care as soon as you wanted?	Never, Sometimes, Usually, Always
Q21	In the last 6 months, not counting the times your child needed health care right away, how often did your child get an appointment for health care as soon as you wanted?	Never, Sometimes, Usually, Always
Q29	In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?	Never, Sometimes, Usually, Always
How Well Doctors Communicate		
Q32	In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?	Never, Sometimes, Usually, Always
Q34	In the last 6 months, how often did your child's 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 your child's doctors or other health providers show respect for what you had to say?	Never, Sometimes, Usually, Always
Q38	In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?	Never, Sometimes, Usually, Always
Q39	In the last 6 months, how often did doctors or other health providers spend enough time with your child?	Never, Sometimes, Usually, Always
Courteous and Helpful Office Staff		
Q30	In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?	Never, Sometimes, Usually, Always
Q31	In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?	Never, Sometimes, Usually, Always
Customer Service		
Q65	In the last 6 months, how much of a problem, if any, was it to find or understand information (about how your health plan works in written material or on the Internet)?	A big problem, A small problem, Not a problem
Q67	In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?	A big problem, A small problem, Not a problem
Q70	In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?	A big problem, A small problem, Not a problem

CHRONIC CONDITIONS COMPOSITE SCORES	RESPONSE CATEGORIES
Access to Prescription Medicines	
Q76 In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine?	A big problem, A small problem, Not a problem
Access to Specialized Services	
Q54 In the last 6 months, how much of a problem, if any, was it to get special medical equipment for your child?	A big problem, A small problem, Not a problem
Q56 In the last 6 months, how much of a problem, if any, was it to get special therapy for your child?	A big problem, A small problem, Not a problem
Q58 In the last 6 months, how much of a problem, if any, was it to get this treatment or counseling for your child?	A big problem, A small problem, Not a problem
Family Centered Care: Personal Doctor or Nurse Who Knows Child	
Q8 In the last 6 months, did your child's personal doctor or nurse talk with you about how your child is feeling, growing or behaving?	Yes, No
Family Centered Care: Shared Decision Making	
Q40 When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?	Never, Sometimes, Usually, Always
Coordination of Care	
Q44 In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	Yes, No
Q60 In the last 6 months, did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among these different providers or services?	Yes, No

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, variances, and 95% confidence intervals 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) and the five CCC composite scores (Access to Prescription Medicines, Access to Specialized Services, Personal Doctor Who Knows Child, Shared Decision Making, and Coordination of Care). 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.

The Personal Doctor Who Knows Child and Coordination of Care CCC composites consist of questions with Yes/No response categories where a response of “Yes” is given a score of “1” and a response of “No” is given a score of “0.” Therefore, these composites have a maximum mean score of 1.0, and three-point means cannot be calculated for these composites. 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_i members responding to question i
x_{ij} = 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_i members responding to question i
x_{ij} = 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:

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

**Table D3
Determining Three-Point Score Values**

GLOBAL RATINGS: 0 - 10 FORMAT	
<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
COMPOSITE SCORES: A BIG PROBLEM/A SMALL PROBLEM/NOT A PROBLEM FORMAT	
<i>Response Category</i>	<i>Score Values</i>
A big problem	1
A small problem	2
Not a problem	3
COMPOSITE SCORES: NEVER/SOMETIMES/USUALLY/ALWAYS FORMAT	
<i>Response Category</i>	<i>Score Values</i>
Never	1
Sometimes	1
Usually	2
Always	3
COMPOSITE SCORES: YES/NO FORMAT	
<i>Response Category</i>	<i>Score Values</i>
Yes	1
No	0

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 D15, 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. For the Access to Prescription Medicines and Access to Specialized Services CCC composites, responses of “Not a problem” are assigned a score value of 1, and all other response choices are assigned a value of 0. For the Personal Doctor Who Knows Child and Coordination of Care CCC composites, responses of “Yes” are assigned a score value of 1, and all other response choices are assigned a value of 0. For the Shared Decision Making CCC composite, responses of “Always” are assigned a score value of 1, and all other response choices are assigned a value of 0. Table D4, on page D15, 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.

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

i = 1, ..., m questions in a composite
j = 1, ..., n_i members responding to question i
x_{ij} = 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_i members responding to question i
x_{ij} = 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.

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

Table D4	
Determining Question Summary Rate and Global Proportion Score Values	
GLOBAL RATINGS: 0 - 10 FORMAT	
<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
COMPOSITE SCORES: A BIG PROBLEM/A SMALL PROBLEM/NOT A PROBLEM FORMAT	
<i>Response Category</i>	<i>Score Values</i>
A big problem	0
A small problem	0
Not a problem	1
COMPOSITE SCORES: NEVER/SOMETIMES/USUALLY/ALWAYS FORMAT	
<i>Response Category</i>	<i>Score Values</i>
Never	0
Sometimes	0
Usually	0
Always	1
COMPOSITE SCORES: YES/NO FORMAT	
<i>Response Category</i>	<i>Score Values</i>
Yes	1
No	0

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.” The Personal Doctor Who Knows Child and Coordination of Care CCC composites consist of questions with Yes/No response categories where a response of “Yes” is classified as “satisfied” and a response of “No” is classified as “dissatisfied.” No neutral classification exists for these composites.

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_i members responding to question i
x_{ij} = 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.^{3, 4} 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 child population utilizing overall child health status, child age, respondent educational level, and respondent age.⁵ 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 Child 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.

³ 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.

⁴ 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.

⁵ Overall health status is derived from member responses to question 72 on the survey. Educational level is derived from member responses to question 90 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[®] 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[®] Survey and Reporting Kit 3.0.⁶

CASE-MIX ADJUSTMENT

The model below illustrates the adjustment of a response to a single item i in the CAHPS[®] 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 ; β_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; μ_{ip} is an intercept parameter for plan p ; and ε_{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:

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

⁶ 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 β_i is the regression coefficient vector for item i .

The adjusted plan p mean, μ_{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, μ_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[®] 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 Δ_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, on page D23, depicts problem score assignments for the different response categories.

Table D5 Assignment of Problem Scores		
A BIG PROBLEM/A SMALL PROBLEM/NOT A PROBLEM FORMAT		
<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
YES/NO FORMAT		
<i>Response Category</i>	<i>Classification</i>	<i>Code</i>
Yes	Not a problem	0
No	Problem	1
No answer	Not classified	Missing
NEVER/SOMETIMES/USUALLY/ALWAYS FORMAT		
<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, μ , is subtracted from each score, X , and then divided by the standard deviation, σ .

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.

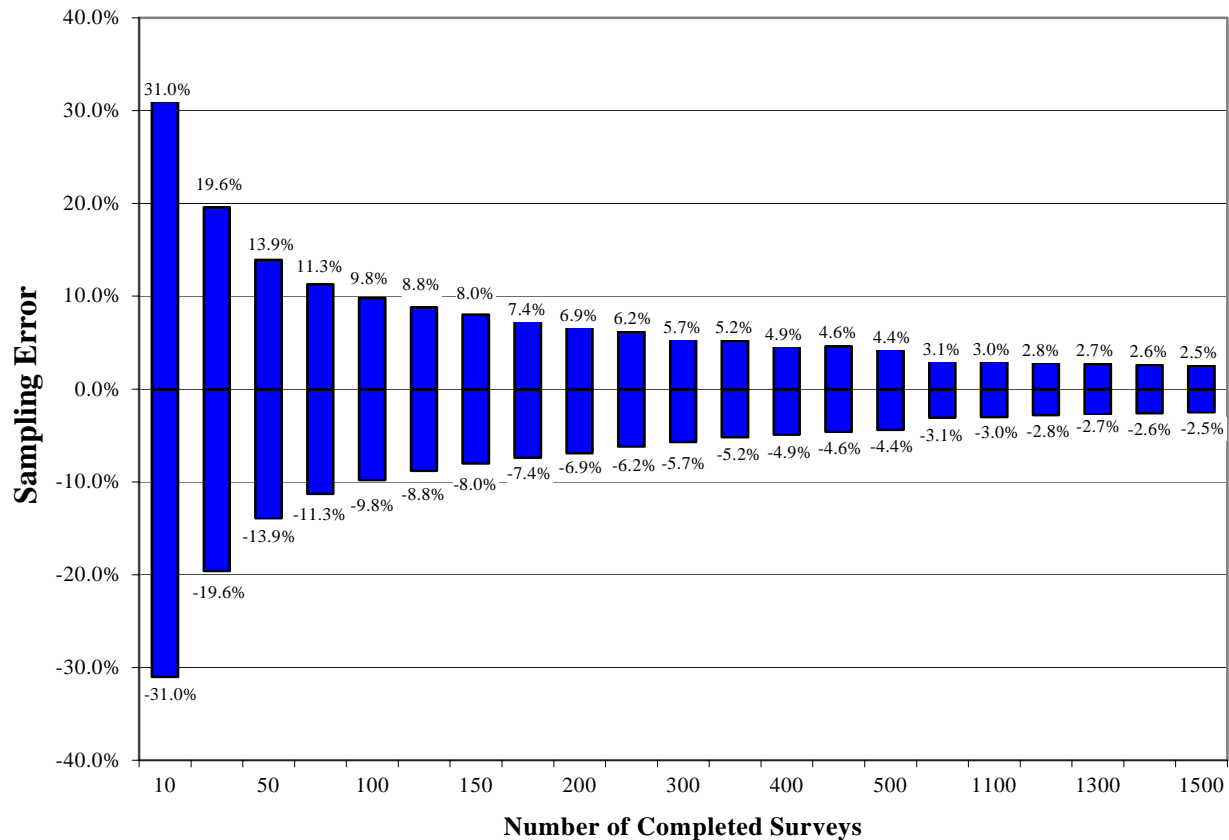
SAMPLING ERROR

The interpretation of CAHPS[®] 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[®] 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 11 to 13, 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 ± 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 D26, 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 ± 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 child health status, sample-file derived child age, respondent education, and sample-file derived respondent 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

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[®] Child 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, Inc. 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** ↓

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

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

3. How many months or years in a row has your child been in this 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 CHILD'S PERSONAL DOCTOR OR NURSE

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

- 4. A personal doctor or nurse is the health provider who knows your child 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 child's personal doctor or nurse? If your child has more than one personal doctor or nurse, choose the person your child sees most often.

- 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 child's personal doctor or nurse?

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

- 6. Did your child 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 for your child you are happy with?

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

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

- Yes
- No

- 9. In the last 6 months, did a doctor or other health provider talk to you about how to prevent your child from getting tooth decay?

- Yes
- No
- My child had no visits in the last 6 months

GETTING HEALTH CARE FROM A SPECIALIST

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

- 10. 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 your child needed to see a specialist?

- Yes → **Go to Question 11**
- No → **Go to Question 12**

11. In the last 6 months, how much of a problem, if any, was it to see a specialist that your child needed to see?

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

12. In the last 6 months, did your child see a specialist?

- Yes → *Go to Question 13*
- No → *Go to Question 15*

13. We want to know your rating of the specialist your child saw most often in the last 6 months.

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

- Yes
- No

**YOUR CHILD'S 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 your child?

- 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 for your child?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, when your child needed care right away for an illness, injury or condition, how long did your child 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 your child would see for health care.

In the last 6 months, not counting the times your child needed health care right away, did you make any appointments for your child 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 the times your child needed health care right away, how often did your child 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 your child needed health care right away, how many days did your child 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 your child go to an emergency room?

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

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

- None → *Go to Question 42*
- 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 your child 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 care for your child that you or a doctor believed necessary?

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

27. In the last 6 months, did your child 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 your child's health care while you waited for approval from your child's health plan?

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

29. In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her appointment?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

31. In the last 6 months, how often were office staff at your child's 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 your child's 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 your child's doctors or other health providers because you spoke different languages?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes → *Go to Question 37*
- No → *Go to Question 39*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

40. When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much as you wanted?

- Never
- Sometimes
- Usually
- Always

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

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

Worst Best
Possible Possible

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

- Yes → *Go to Question 43*
- No → *Go to Question 45*

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

- Yes → *Go to Question 44*
- No → *Go to Question 45*

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

- Yes
- No

45. 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 your child's doctors or other health providers?

- Yes → *Go to Question 46*
- No → *Go to Question 47*

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

- Never
- Sometimes
- Usually
- Always

47. In the last 6 months, did your child need an interpreter to help him or her speak with doctors or other health providers?

- Yes → *Go to Question 48*
- No → *Go to Question 49*

48. In the last 6 months, when your child needed an interpreter to help him or her speak with doctors or other health providers, how often did he or she get one?

- Never
- Sometimes
- Usually
- Always

49. Is your child 2 years old or younger?

- Yes → *Go to Question 50*
- No → *Go to Question 53*

50. Reminders from the doctor's office or clinic, or from the health plan can come to you by mail, by telephone, or in-person during a visit.

After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

- Yes
- No

51. Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?

- Yes → *Go to Question 52*
- No → *Go to Question 53*

52. Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?

- Yes
- No

SPECIALIZED SERVICES

53. In the last 6 months, did you get or try to get any special medical equipment or devices for your child, such as a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment?

- Yes → *Go to Question 54*
- No → *Go to Question 55*

54. In the last 6 months, how much of a problem, if any, was it to get special medical equipment for your child?

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

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

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

56. In the last 6 months, how much of a problem, if any, was it to get special therapy for your child?

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

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

- Yes → *Go to Question 58*
- No → *Go to Question 59*

58. In the last 6 months, how much of a problem, if any, was it to get this treatment or counseling for your child?

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

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

- Yes → *Go to Question 60*
- No → *Go to Question 61*

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

- Yes
- No

61. 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

YOUR CHILD'S HEALTH PLAN

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

62. You can get information about your child's plan services in writing, by telephone, on the Internet, or in-person.

Did you get any information about your child's health plan before you signed him or her up for it?

- Yes → *Go to Question 63*
- No → *Go to Question 64*

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

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

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

- Yes → *Go to Question 65*
- No → *Go to Question 66*

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

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

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

- Yes → *Go to Question 67*
- No → *Go to Question 68*

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

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

68. In the last 6 months, have you called or written to your child's health plan with a complaint or problem?

- Yes
- No

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

- Yes → Go to Question 70
- No → Go to Question 71

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

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

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

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

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes → Go to Question 74
- No → Go to Question 77

74. Is this because of any medical, behavioral or other health condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

75. In the last 6 months, did your child get a prescription for medicine or did you refill a prescription for your child?

- Yes → Go to Question 76
- No → Go to Question 77

76. In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine?

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

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

- Yes → Go to Question 78
- No → Go to Question 79

78. Is this because of any medical, behavioral or other health condition that has lasted or is expected to last at least 12 months?
- Yes
 - No
79. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
- Yes → *Go to Question 80*
 - No → *Go to Question 81*
80. Is this because of any medical, behavioral or other health condition that has lasted or is expected to last for at least 12 months?
- Yes
 - No
81. Does your child need or get special therapy, such as physical, occupational or speech therapy?
- Yes → *Go to Question 82*
 - No → *Go to Question 83*
82. Is this because of any medical, behavioral or other health condition that has lasted or is expected to last for at least 12 months?
- Yes
 - No

83. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling that has lasted or is expected to last for at least 12 months?
- Yes
 - No
84. What is your child's age now?
- Less than 1 year old
 - YEARS OLD (Write in.)
85. Is your child male or female?
- Male
 - Female
86. Is your child of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 - No, Not Hispanic or Latino
87. What is your child's race? Please mark one or more.
- White
 - Black or African-American
 - Asian
 - Native Hawaiian or other Pacific Islander
 - American Indian or Alaska Native
 - Other
88. What is your age now?
- Under 18
 - 18 to 24
 - 25 to 34
 - 35 to 44
 - 45 to 54
 - 55 to 64
 - 65 to 74
 - 75 or older

89. Are you male or female?
- Male
 - Female
90. 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
91. What language do you mainly speak at home?
- English
 - Spanish
 - Some other language (please print)
-
92. What language does your child mainly speak at home?
- English
 - Spanish
 - Some other language (please print)
-
93. How are you related to the child?
- Mother or father
 - Grandparent
 - Aunt or uncle
 - Older brother or sister
 - Other relative
 - Legal guardian
 - Someone else (please print)
-
94. Are you listed as the child's payee or guardian on Medicaid records?
- Yes
 - No

95. Did someone help you complete this survey?
- Yes → **Go to Question 96**
 - No → **Go to Question 97**
96. 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)
-
97. 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 ↓

Por favor conteste las preguntas por el/la niño/a que esta nombrado/a en la carta. Por favor no dé respuestas referente a ningún otro niño/a.

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

3. ¿Por cuántos meses o años seguidos ha estado inscrito/a su niño/a 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

EL DOCTOR O ENFERMERA PERSONAL DE SU NIÑO/A

Las siguientes preguntas se refieren a la atención médica de su niño/a. No incluya la atención que recibió su niño/a cuando él o ella estuvo internado/a en un hospital. No incluya las veces que su niño/a recibió atención dental.

4. Un doctor o enfermera personal es el profesional de salud que mejor conoce a su niño/a. Puede ser un médico general, un médico especialista, una enfermera practicante o un asistente médico. ¿Tiene usted una persona que considera el doctor o enfermera personal de su niño/a? Si su niño/a tiene más de un doctor o enfermera niño/a ve más seguido.

- 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 al doctor o enfermera personal de su niño/a ahora?

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

6. ¿Tenía su niño/a 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

8. En los últimos 6 meses, ¿habló con usted el doctor o enfermera personal de su niño/a sobre cómo se estaba sintiendo, creciendo, o comportando su niño/a?

- Sí
 No

9. En los últimos 6 meses, ¿algún doctor u otro profesional de salud le habló acerca de como prevenir que a su niño/a le salgan caries?

- Sí
 No
 Mi niño/a no ha tenido visitas en los últimos 6 meses

OBTENER ATENCIÓN MÉDICA DE UN ESPECIALISTA

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

10. 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 su niño/a necesitaba ver a un especialista?

- Sí → *Pase a la Pregunta 11a*
 No → *Pase a la Pregunta 12*

- 11a. En los últimos 6 meses, ¿tuvo algún problema para ver un especialista que su niño/a necesitaba ver?
- Sí → *Pase a la Pregunta 11b*
 - No → *Pase a la Pregunta 12*
- 11b. ¿Qué tanto problema tuvo?
- Mucho problema
 - Poco problema
 - Ningún problema
12. En los últimos 6 meses, ¿vio su niño/a a un especialista?
- Sí → *Pase a la Pregunta 13*
 - No → *Pase a la Pregunta 15*
13. Queremos saber cómo califica al especialista que su niño/a 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 de su niño/a?
-
- 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 su niño/a vio más seguido el mismo doctor que el doctor personal de su niño/a?
- Sí
 - No

LA ATENCIÓN MÉDICA DE SU NIÑO/A 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 su niño/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 necesitaba para su niño/a?
- Nunca
 - A veces
 - Normalmente
 - Siempre
17. En los últimos 6 meses, ¿tuvo su niño/a una enfermedad, herida, o condición que necesitó atención inmediata?
- Sí → *Pase a la Pregunta 18*
 - No → *Pase a la Pregunta 20*
18. En los últimos 6 meses, cuando su niño/a necesitó atención inmediata para una enfermedad, herida, o condición, ¿qué tan seguido recibió su niño/a atención tan pronto como usted quería?
- Nunca
 - A veces
 - Normalmente
 - Siempre

19. En los últimos 6 meses, cuando su niño/a necesitó atención inmediata para una enfermedad, herida, o condición, ¿cuánto tiempo tuvo que esperar su niño/a 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, o cualquier otra persona que su niño/a visitaría para su atención médica.
- En los últimos 6 meses, sin contar las veces que su niño/a necesitó atención médica inmediata, ¿hizo alguna cita para su niño/a con un doctor o con otro profesional de salud para atención médica?
- Sí → *Pase a la Pregunta 21*
 - No → *Pase a la Pregunta 23*
21. En los últimos 6 meses, sin contar las veces que su niño/a necesitó atención médica inmediata, ¿qué tan seguido consiguió su niño/a 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 su niño/a necesitó atención médica inmediata, ¿cuántos días tuvo que esperar su niño/a 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 su niño/a a una sala de urgencias o de emergencia?
- Ninguna
 - 1
 - 2
 - 3
 - 4
 - 5 a 9
 - 10 o más
24. En los últimos 6 meses (sin contar las veces que su niño/a fue a una sala de urgencias o de emergencia), ¿cuántas veces fue su niño/a a un consultorio médico o a una clínica?
- Ninguna → *Pase a la Pregunta 42*
 - 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 su niño/a 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 para su niño/a 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 su niño/a 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 en la atención médica de su niño/a mientras esperaba aprobación del plan de salud de su niño/a?

- 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 y a su niño/a con cortesía y respeto el personal de oficina del consultorio médico o de la clínica de su niño/a?

- 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 del consultorio médico o de la clínica de su niño/a?

- 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 de su niño/a?

- Nunca
- A veces
- Normalmente
- Siempre

33. En los últimos 6 meses, ¿qué tan seguido fue difícil para usted entender o hablar con los doctores o los otros profesionales de salud de su niño/a 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 su niño/a de forma que usted pudiera entender?

- Nunca
- A veces
- Normalmente
- Siempre

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

- Nunca
- A veces
- Normalmente
- Siempre

36. ¿Puede hablar su niño/a con los doctores sobre su atención médica?

- Sí → *Pase a la Pregunta 37*
- No → *Pase a la Pregunta 39*

37. En los últimos 6 meses, ¿qué tan seguido fue difícil para su niño/a entender o hablar con los doctores o los otros profesionales de salud debido a que ellos hablaban idiomas diferentes?

- Nunca
- A veces
- Normalmente
- Siempre

38. En los últimos 6 meses, ¿qué tan seguido le explicaron las cosas los doctores o los otros profesionales de salud de su niño/a de forma que su niño/a pudiera entender?

- Nunca
- A veces
- Normalmente
- Siempre

39. En los últimos 6 meses, ¿qué tan seguido pasaron suficiente tiempo con su niño/a los doctores o los otros profesionales de salud?

- Nunca
- A veces
- Normalmente
- Siempre

40. Cuando se tomaron decisiones en los últimos 6 meses, ¿qué tan seguido le involucraron a usted tanto como quería, los doctores o los otros profesionales de salud de su niño/a?

- Nunca
- A veces
- Normalmente
- Siempre

41. 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 la atención médica de su niño/a 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 | | |

42. ¿Está matriculado(a) actualmente su niño/a en algún tipo de escuela o guardería/cuidado infantil?

- Sí → *Pase a la Pregunta 43*
- No → *Pase a la Pregunta 45*

43. En los últimos 6 meses, necesitó que los doctores o los otros profesionales de salud de su niño/a se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño/a?
- Sí → *Pase a la Pregunta 44*
 - No → *Pase a la Pregunta 45*
44. En los últimos 6 meses, ¿consiguió la ayuda de los doctores o los otros profesionales de salud que necesitó para ponerse en contacto con la escuela o guardería de su niño/a?
- Sí
 - No
45. 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 ayudarlo a hablar con los doctores o los otros profesionales de salud de su niño/a?
- Sí → *Pase a la Pregunta 46*
 - No → *Pase a la Pregunta 47*
46. En los últimos 6 meses, cuando usted necesitó un(a) intérprete para ayudarlo a hablar con los doctores o los otros profesionales de salud de su niño/a, ¿qué tan seguido consiguió uno(a)?
- Nunca
 - A veces
 - Normalmente
 - Siempre

47. En los últimos 6 meses, ¿ necesitó su niño/a un(a) intérprete para ayudarlo a hablar con doctores u otros profesionales de salud?
- Sí → *Pase a la Pregunta 48*
 - No → *Pase a la Pregunta 49*
48. En los últimos 6 meses, cuando su niño/a necesitó un(a) intérprete para ayudarlo a hablar con los doctores o los otros profesionales de salud, ¿qué tan seguido consiguió uno(a)?
- Nunca
 - A veces
 - Normalmente
 - Siempre
49. ¿Tiene su niño/a 2 años de edad o menos?
- Sí → *Pase a la Pregunta 50*
 - No → *Pase a la Pregunta 53*
50. Usted puede recibir recordatorios del consultorio médico, de la clínica o del plan de salud por correo, teléfono o en persona durante una consulta médica. Después de que nació su niño/a, ¿recibió usted algún recordatorio para llevarlo/la a un examen médico general, para ver cómo estaba o para recibir inyecciones o gotas?
- Sí
 - No
51. Desde que nació su niño/a, ¿ha tenido una consulta médica con un doctor u otro profesional de salud para un examen médico general, para ver cómo estaba o para recibir inyecciones o gotas?
- Sí → *Pase a la Pregunta 52*
 - No → *Pase a la Pregunta 53*

52. ¿Consiguió usted una cita para la primera consulta médica de su niño/a con un doctor u otro profesional de salud para un examen médico general o para recibir inyecciones o gotas, tan pronto como quería?

- Sí
- No

SERVICIOS ESPECIALIZADOS

53. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño/a, tal como un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno?

- Sí → *Pase a la Pregunta 54a*
- No → *Pase a la Pregunta 55*

54a. En los últimos 6 meses, ¿tuvo algún problema para conseguir equipo o dispositivos médicos especiales para su niño/a?

- Sí → *Pase a la Pregunta 54b*
- No → *Pase a la Pregunta 55*

54b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

55. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño/a, tal como terapia física, ocupacional o del habla?

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

56a. En los últimos 6 meses, ¿tuvo algún problema para conseguir terapia especial para su niño/a?

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

56b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

57. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño/a, para un problema emocional, del desarrollo o del comportamiento?

- Sí → *Pase a la Pregunta 58a*
- No → *Pase a la Pregunta 59*

58a. En los últimos 6 meses, ¿tuvo algún problema para conseguir este tratamiento o consejería para su niño/a?

- Sí → *Pase a la Pregunta 58b*
- No → *Pase a la Pregunta 59*

58b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

59. En los últimos 6 meses, ¿recibió su niño/a atención de más de un tipo de profesional de salud, o usó más de un tipo de servicio de salud?

- Sí → *Pase a la Pregunta 60*
- No → *Pase a la Pregunta 61*

60. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño/a, le ayudó a coordinar la atención médica de su niño/a entre estos profesionales o servicios diferentes?

- Sí
- No

61. **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

**EL PLAN DE SALUD
DE SU NIÑO/A**

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

62. Se puede conseguir información sobre los servicios del plan de salud de su niño/a por escrito, por teléfono, en la Internet, o en persona. ¿Consiguió usted alguna información sobre el plan de salud de su niño/a antes de que lo/la inscribió en el plan?
- Sí → *Pase a la Pregunta 63*
 - No → *Pase a la Pregunta 64*
63. ¿Cuánta de la información que le dieron a usted antes de que inscribió su niño/a en el plan estuvo correcta?
- Toda
 - La mayoría
 - Alguna parte
 - Ninguna
64. En los últimos 6 meses, ¿buscó alguna información en materiales escritos o en la Internet sobre cómo funciona el plan de salud de su niño/a?
- Sí → *Pase a la Pregunta 65a*
 - No → *Pase a la Pregunta 66*

- 65a. En los últimos 6 meses, ¿tuvo algún problema para encontrar o comprender la información?
- Sí → *Pase a la Pregunta 65b*
 - No → *Pase a la Pregunta 66*
- 65b. ¿Qué tanto problema tuvo?
- Mucho problema
 - Poco problema
 - Ningún problema
66. En los últimos 6 meses, ¿llamó al servicio al cliente del plan de salud para conseguir información o ayuda para su niño/a?
- Sí → *Pase a la Pregunta 67a*
 - No → *Pase a la Pregunta 68*
- 67a. En los últimos 6 meses, ¿tuvo algún problema para conseguir la ayuda que necesitaba cuando llamó al servicio al cliente del plan de salud de su niño/a?
- Sí → *Pase a la Pregunta 67b*
 - No → *Pase a la Pregunta 68*
- 67b. ¿Qué tanto problema tuvo?
- Mucho problema
 - Poco problema
 - Ningún problema
68. En los últimos 6 meses, ¿ha llamado o escrito al plan de salud de su niño/a con una queja o un problema?
- Sí
 - No
69. En los últimos 6 meses, ¿tuvo que llenar algún papel para el plan de salud de su niño/a?
- Sí → *Pase a la Pregunta 70a*
 - No → *Pase a la Pregunta 71*

70a. En los últimos 6 meses, ¿tuvo usted algún problema con llenar papeles para el plan de salud de su niño/a?

- Sí → *Pase a la Pregunta 70b*
- No → *Pase a la Pregunta 71*

70b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

71. 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 al plan de salud de su niño/a?

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

SOBRE SU NIÑO/A Y USTED

72. En general, ¿cómo calificaría la salud general de su niño/a ahora?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

73. ¿Actualmente necesita o usa su niño/a una medicina recetada por un doctor (aparte de vitaminas)?

- Sí → *Pase a la Pregunta 74*
- No → *Pase a la Pregunta 77*

74. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud que ha durado o se espera que dure por lo menos 12 meses?

- Sí
- No

75. En los últimos 6 meses, ¿consiguió su niño/a una receta para medicina o repitió usted una receta para su niño/a?

- Sí → *Pase a la Pregunta 76a*
- No → *Pase a la Pregunta 77*

76a. En los últimos 6 meses, ¿tuvo algún problema para conseguir la medicina recetada de su niño/a?

- Sí → *Pase a la Pregunta 76b*
- No → *Pase a la Pregunta 77*

76b. ¿Qué tanto problema tuvo?

- Mucho problema
- Poco problema
- Ningún problema

77. ¿Necesita o usa su niño/a más servicios médicos, de salud mental o educativos de lo que sea normal para la mayoría de los niños de la misma edad?

- Sí → *Pase a la Pregunta 78*
- No → *Pase a la Pregunta 79*

78. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud que ha durado o se espera que dure por lo menos 12 meses?

- Sí
- No

79. ¿Es su niño/a limitado/a o impedido/a de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- Sí → *Pase a la Pregunta 80*
- No → *Pase a la Pregunta 81*

80. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud que ha durado o se espera que dure por lo menos 12 meses?
- Sí
 - No
81. ¿Necesita o recibe su niño/a terapia especial, tal como terapia física, ocupacional o del habla?
- Sí → *Pase a la Pregunta 82*
 - No → *Pase a la Pregunta 83*
82. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud que ha durado o se espera que dure por lo menos 12 meses?
- Sí
 - No
83. ¿Tiene su niño/a algún problema emocional, del desarrollo, o de comportamiento que ha durado o se espera que dure por lo menos 12 meses para el cual necesita o recibe tratamiento o consejería?
- Sí
 - No
84. ¿Cuántos años tiene su niño/a ahora?
- Menos de un año
 - AÑOS (Escriba)
85. ¿Es su niño/a de sexo masculino o femenino?
- Masculino
 - Femenino
86. ¿Es su niño/a de origen o ascendencia hispana o latina?
- Si hispano/a o latino/a
 - No hispano/a ni latino/a

87. ¿De qué raza es su niño/a? 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
88. ¿Cuántos años tiene usted ahora?
- Menos de 18
 - 18 a 24
 - 25 a 34
 - 35 a 44
 - 45 a 54
 - 55 a 64
 - 65 a 74
 - 75 o mayor
89. ¿Es usted hombre o mujer?
- Hombre
 - Mujer
90. ¿Cuál es el 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
91. ¿Qué idioma habla usted principalmente en casa?
- Inglés
 - Español
 - Algún otro idioma (por favor use letras de imprenta)

92. ¿Qué idioma habla su niño/a principalmente en casa?

- Inglés
- Español
- Algún otro idioma (por favor use letras de imprenta)

93. ¿Cuál es su relación o parentesco al (a la) niño(a)?

- Madre o padre
- Abuelo/a
- Tío o Tía
- Hermano/a mayor
- Otro pariente
- Tutor/guardián legal
- Otra persona (por favor use letras de imprenta)

94. ¿Está usted registrado/a como beneficiario/a o guardián/tutor del/de la niño/a en los registros de Medicaid?

- Sí
- No

95. ¿Alguien le ayudó a completar esta encuesta?

- Sí → *Pase a la Pregunta 96*
- No → *Pase a la Pregunta 97*

96. ¿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. (por favor use letras de imprenta)

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

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

The following section presents the member-level response frequencies (cross-tabulations) on each survey question for those children whose parent or caretaker completed an Oregon CAHPS[®] 3.0 Child Medicaid Member Satisfaction Survey on their behalf. The total frequency distribution is displayed for each question, as well as the frequency distribution broken out by gender, age, race/ethnicity, respondent education, and general health. Please note, the TOTAL columns include respondents that may be missing gender, age, race/ethnicity, respondent 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

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

Age

Child age information is based on administrative data provided by OMAP. Members are categorized as *Less than 1*, *1-3*, *4-7*, *8-12*, or *13-17* years old.

Race and Ethnicity

Child race and ethnicity information is based on administrative data provided by OMAP. Child 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.

Respondent Education

Respondent education information is based on parent or caretaker responses to question 90 of the Oregon CAHPS[®] 3.0 Child Medicaid Member Satisfaction Survey. Respondents 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 “8th 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

Child general health information is based on responses to question 72 of the Oregon CAHPS[®] 3.0 Child Medicaid Member Satisfaction Survey. Child 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 1

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 3,219 (%) 100.0	1,673 100.0	1,546 100.0	186 100.00	575 100.00	860 100.00	976 100.00	622 100.00	2,332 100.0	92 100.00	607 100.00	44 100.00	63 100.00	54 100.00	791 100.00	2,203 100.0	198 100.00	2,374 100.0	622 100.00	197 100.00
2	(N) 0 (%) 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
Total	(N) 3,219 (%) 100.0	1,673 100.0	1,546 100.0	186 100.00	575 100.00	860 100.00	976 100.00	622 100.00	2,332 100.0	92 100.00	607 100.00	44 100.00	63 100.00	54 100.00	791 100.00	2,203 100.0	198 100.00	2,374 100.0	622 100.00	197 100.00

1. Our records show that your child is 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 3

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 167 (%) 5.31	73 4.46	94 6.25	14 7.61	30 5.31	35 4.18	52 5.46	36 5.95	129 5.68	6 6.59	26 4.36	1 2.27	3 4.84	2 3.77	29 3.78	124 5.75	14 7.29	119 5.13	33 5.44	12 6.25
2	(N) 217 (%) 6.90	120 7.33	97 6.45	14 7.61	47 8.32	67 8.00	54 5.67	35 5.79	151 6.65	9 9.89	38 6.38	3 6.82	4 6.45	10 18.87	43 5.60	161 7.46	11 5.73	152 6.55	51 8.40	12 6.25
3	(N) 654 (%) 20.81	324 19.78	330 21.93	151 82.07	135 23.89	135 16.13	139 14.60	94 15.54	480 21.14	21 23.08	113 18.96	10 22.73	14 22.58	9 16.98	153 19.92	446 20.68	48 25.00	498 21.47	109 17.96	43 22.40
4	(N) 1,198 (%) 38.12	638 38.95	560 37.21	5 2.72	349 61.77	314 37.51	333 34.98	197 32.56	854 37.60	30 32.97	238 39.93	17 38.64	25 40.32	22 41.51	288 37.50	830 38.48	68 35.42	887 38.25	238 39.21	66 34.38
5	(N) 907 (%) 28.86	483 29.49	424 28.17	0 0.00	4 0.71	286 34.17	374 39.29	243 40.17	657 28.93	25 27.47	181 30.37	13 29.55	16 25.81	10 18.87	255 33.20	596 27.63	51 26.56	663 28.59	176 29.00	59 30.73
Total	(N) 3,143 (%) 100.0	1,638 100.0	1,505 100.0	184 100.00	565 100.00	837 100.00	952 100.00	605 100.00	2,271 100.0	91 100.00	596 100.00	44 100.00	62 100.00	53 100.00	768 100.00	2,157 100.0	192 100.00	2,319 100.0	607 100.00	192 100.00

3. How many months or years in a row has your child been in this 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 4

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 2,623 (%) 84.97	1,369 85.19	1,254 84.73	155 87.08	491 88.15	699 84.62	775 83.24	503 84.54	2,006 88.45	68 78.16	412 74.23	28 68.29	49 80.33	43 82.69	575 77.91	1,860 87.20	171 88.60	1,954 85.59	496 83.22	155 83.33
2	(N) 464 (%) 15.03	238 14.81	226 15.27	23 12.92	66 11.85	127 15.38	156 16.76	92 15.46	262 11.55	19 21.84	143 25.77	13 31.71	12 19.67	9 17.31	163 22.09	273 12.80	22 11.40	329 14.41	100 16.78	31 16.67
Total	(N) 3,087 (%) 100.0	1,607 100.0	1,480 100.0	178 100.0	557 100.0	826 100.0	931 100.0	595 100.0	2,268 100.0	87 100.0	555 100.0	41 100.0	61 100.0	52 100.0	738 100.0	2,133 100.0	193 100.0	2,283 100.0	596 100.0	186 100.0

4. A personal doctor or nurse is the health provider who knows your child 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 child's personal doctor or nurse? If your child has more than one personal doctor or nurse, choose the person your child sees most often.
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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 5

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH			
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	7 0.27	4 0.30	3 0.24	0 0.00	1 0.21	1 0.15	5 0.65	0 0.00	6 0.30	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	5 0.27	1 0.60	1 0.05	4 0.82	2 1.31
1	(N) (%)	8 0.31	6 0.44	2 0.16	1 0.65	3 0.62	3 0.44	0 0.00	1 0.20	6 0.30	0 0.00	1 0.25	1 3.70	0 0.00	0 0.00	3 0.53	5 0.27	0 0.00	7 0.36	1 0.21	0 0.00
2	(N) (%)	10 0.39	4 0.30	6 0.49	1 0.65	1 0.21	3 0.44	1 0.13	4 0.81	10 0.51	0 0.00	0 0.00	0 0.00	0 0.00	2 0.35	8 0.44	0 0.00	6 0.31	3 0.62	1 0.65	
3	(N) (%)	17 0.66	6 0.44	11 0.89	0 0.00	3 0.62	5 0.73	8 1.04	1 0.20	14 0.71	0 0.00	2 0.49	1 3.70	0 0.00	0 0.00	4 0.70	12 0.65	1 0.60	10 0.52	3 0.62	4 2.61
4	(N) (%)	16 0.62	11 0.81	5 0.40	1 0.65	3 0.62	6 0.87	3 0.39	3 0.61	15 0.76	0 0.00	1 0.25	0 0.00	0 0.00	2 0.35	14 0.76	0 0.00	12 0.62	2 0.41	2 1.31	
5	(N) (%)	126 4.87	64 4.74	62 5.02	5 3.25	22 4.54	32 4.66	42 5.48	25 5.06	96 4.85	3 4.48	23 5.67	2 7.41	1 2.04	0 0.00	28 4.93	88 4.80	9 5.42	81 4.19	32 6.60	11 7.19
6	(N) (%)	95 3.67	53 3.93	42 3.40	7 4.55	20 4.12	23 3.35	28 3.66	17 3.44	78 3.94	3 4.48	11 2.71	1 3.70	1 2.04	1 2.38	19 3.35	67 3.65	9 5.42	59 3.06	24 4.95	11 7.19
7	(N) (%)	235 9.09	128 9.48	107 8.66	9 5.84	50 10.31	48 6.99	70 9.14	58 11.74	193 9.76	7 10.45	27 6.65	3 11.11	3 6.12	1 2.38	37 6.51	183 9.97	14 8.43	167 8.65	54 11.13	13 8.50
8	(N) (%)	500 19.33	262 19.41	238 19.26	31 20.13	100 20.62	126 18.34	149 19.45	94 19.03	405 20.48	8 11.94	57 14.04	6 22.22	8 16.33	15 35.71	86 15.14	369 20.11	44 26.51	382 19.78	85 17.53	30 19.61
9	(N) (%)	439 16.98	226 16.74	213 17.23	25 16.23	83 17.11	107 15.57	131 17.10	93 18.83	325 16.43	12 17.91	78 19.21	2 7.41	14 28.57	6 14.29	98 17.25	309 16.84	30 18.07	329 17.04	87 17.94	20 13.07
10	(N) (%)	1,133 43.81	586 43.41	547 44.26	74 48.05	199 41.03	333 48.47	329 42.95	198 40.08	830 41.96	34 50.75	206 50.74	11 40.74	22 44.90	19 45.24	289 50.88	775 42.23	58 34.94	877 45.42	190 39.18	59 38.56
Total	(N) (%)	2,586 100.0	1,350 100.0	1,236 100.0	154 100.00	485 100.00	687 100.00	766 100.00	494 100.00	1,978 100.0	67 100.00	406 100.00	27 100.00	49 100.00	42 100.00	568 100.00	1,835 100.0	166 100.00	1,931 100.0	485 100.00	153 100.00

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 child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 6

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,162 (%) 45.18	608 45.37	554 44.97	85 56.29	229 47.51	305 44.79	320 42.05	223 44.87	861 43.82	28 41.79	218 53.43	11 40.74	25 52.08	11 26.83	280 49.30	814 44.63	60 36.59	868 45.28	209 43.09	74 48.68
2	(N) 1,410 (%) 54.82	732 54.63	678 55.03	66 43.71	253 52.49	376 55.21	441 57.95	274 55.13	1,104 56.18	39 58.21	190 46.57	16 59.26	23 47.92	30 73.17	288 50.70	1,010 55.37	104 63.41	1,049 54.72	276 56.91	78 51.32
Total	(N) 2,572 (%) 100.0	1,340 100.0	1,232 100.0	151 100.00	482 100.00	681 100.00	761 100.00	497 100.00	1,965 100.0	67 100.00	408 100.00	27 100.00	48 100.00	41 100.00	568 100.00	1,824 100.0	164 100.00	1,917 100.0	485 100.00	152 100.00

6. Did your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 7

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	184 9.94	95 9.91	89 9.97	11 12.64	31 9.90	42 8.45	60 10.12	40 11.05	153 11.32	6 10.34	16 4.91	4 13.79	2 5.71	1 2.56	28 6.29	144 11.36	10 8.00	113 8.28	52 14.13	16 14.81
2 (N) (%)	314 16.95	163 17.00	151 16.91	17 19.54	50 15.97	76 15.29	100 16.86	71 19.61	241 17.84	8 13.79	41 12.58	9 31.03	6 17.14	6 15.38	63 14.16	236 18.61	12 9.60	219 16.04	65 17.66	28 25.93
3 (N) (%)	1,354 73.11	701 73.10	653 73.12	59 67.82	232 74.12	379 76.26	433 73.02	251 69.34	957 70.84	44 75.86	269 82.52	16 55.17	27 77.14	32 82.05	354 79.55	888 70.03	103 82.40	1,033 75.68	251 68.21	64 59.26
Total (N) (%)	1,852 100.0	959 100.00	893 100.00	87 100.00	313 100.00	497 100.00	593 100.00	362 100.00	1,351 100.0	58 100.00	326 100.00	29 100.00	35 100.00	39 100.00	445 100.00	1,268 100.0	125 100.00	1,365 100.0	368 100.00	108 100.00

7. Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse for your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 8

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,851 (%) 58.95	977 59.72	874 58.11	160 86.96	400 71.05	497 59.17	503 53.06	291 48.10	1,354 59.62	55 61.11	328 55.22	19 44.19	42 66.67	38 70.37	438 56.37	1,279 59.49	119 63.30	1,361 58.87	360 59.31	118 60.20
2	(N) 1,289 (%) 41.05	659 40.28	630 41.89	24 13.04	163 28.95	343 40.83	445 46.94	314 51.90	917 40.38	35 38.89	266 44.78	24 55.81	21 33.33	16 29.63	339 43.63	871 40.51	69 36.70	951 41.13	247 40.69	78 39.80
Total	(N) 3,140 (%) 100.0	1,636 100.0	1,504 100.0	184 100.00	563 100.00	840 100.00	948 100.00	605 100.00	2,271 100.0	90 100.00	594 100.00	43 100.00	63 100.00	54 100.00	777 100.00	2,150 100.00	188 100.00	2,312 100.0	607 100.00	196 100.00

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

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 9

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,490 (%) 47.91	796 49.11	694 46.61	111 60.33	320 57.45	439 52.57	408 43.78	212 35.22	1,031 45.60	34 37.36	322 56.20	21 48.84	35 55.56	32 59.26	403 53.38	996 46.59	76 39.58	1,119 48.74	274 45.67	89 46.60
2	(N) 1,244 (%) 40.00	637 39.30	607 40.77	62 33.70	180 32.32	290 34.73	404 43.35	308 51.16	933 41.26	49 53.85	202 35.25	16 37.21	20 31.75	17 31.48	277 36.69	863 40.36	97 50.52	861 37.50	279 46.50	93 48.69
3	(N) 376 (%) 12.09	188 11.60	188 12.63	11 5.98	57 10.23	106 12.69	120 12.88	82 13.62	297 13.14	8 8.79	49 8.55	6 13.95	8 12.70	5 9.26	75 9.93	279 13.05	19 9.90	316 13.76	47 7.83	9 4.71
Total	(N) 3,110 (%) 100.0	1,621 100.0	1,489 100.0	184 100.0	557 100.0	835 100.0	932 100.0	602 100.0	2,261 100.0	91 100.0	573 100.0	43 100.0	63 100.0	54 100.0	755 100.0	2,138 100.0	192 100.0	2,296 100.0	600 100.0	191 100.0

9. In the last 6 months, did a doctor or other health provider talk to you about how to prevent your child from getting tooth decay?

- 1 = Yes
- 2 = No
- 3 = My child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 10

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 622 (%) 19.73	338 20.58	284 18.80	38 20.77	107 18.97	140 16.55	183 19.30	154 25.16	463 20.23	18 19.78	107 18.23	4 9.09	9 14.29	12 22.64	136 17.73	432 19.95	45 23.08	340 14.63	176 28.85	99 51.03
2	(N) 2,531 (%) 80.27	1,304 79.42	1,227 81.20	145 79.23	457 81.03	706 83.45	765 80.70	458 74.84	1,826 79.77	73 80.22	480 81.77	40 90.91	54 85.71	41 77.36	631 82.27	1,733 80.05	150 76.92	1,984 85.37	434 71.15	95 48.97
Total	(N) 3,153 (%) 100.0	1,642 100.0	1,511 100.0	183 100.00	564 100.00	846 100.00	948 100.00	612 100.00	2,289 100.0	91 100.00	587 100.00	44 100.00	63 100.00	53 100.00	767 100.00	2,165 100.0	195 100.00	2,324 100.0	610 100.00	194 100.00

10. 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 your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 11

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 121 (%) 19.80	60 18.13	61 21.79	7 19.44	14 13.33	26 18.84	35 19.55	39 25.49	101 22.15	4 22.22	12 11.43	0 0.00	0 0.00	2 16.67	14 10.61	93 21.78	12 27.91	56 16.77	34 19.88	27 27.27
2	(N) 114 (%) 18.66	56 16.92	58 20.71	8 22.22	20 19.05	25 18.12	34 18.99	27 17.65	86 18.86	2 11.11	21 20.00	1 33.33	1 12.50	1 8.33	25 18.94	79 18.50	8 18.60	62 18.56	32 18.71	18 18.18
3	(N) 376 (%) 61.54	215 64.95	161 57.50	21 58.33	71 67.62	87 63.04	110 61.45	87 56.86	269 58.99	12 66.67	72 68.57	2 66.67	7 87.50	9 75.00	93 70.45	255 59.72	23 53.49	216 64.67	105 61.40	54 54.55
Total	(N) 611 (%) 100.00	331 100.00	280 100.00	36 100.00	105 100.00	138 100.00	179 100.00	153 100.00	456 100.00	18 100.00	105 100.00	3 100.00	8 100.00	12 100.00	132 100.00	427 100.00	43 100.00	334 100.00	171 100.00	99 100.00

11. In the last 6 months, how much of a problem, if any, was it to see a specialist that your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 12

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 482 (%) 15.26	267 16.24	215 14.20	26 14.29	87 15.40	116 13.66	145 15.25	108 17.68	350 15.24	14 15.56	85 14.53	6 13.64	8 12.70	12 22.22	88 11.46	348 16.02	39 20.21	283 12.15	126 20.55	69 35.94
2	(N) 2,676 (%) 84.74	1,377 83.76	1,299 85.80	156 85.71	478 84.60	733 86.34	806 84.75	503 82.32	1,947 84.76	76 84.44	500 85.47	38 86.36	55 87.30	42 77.78	680 88.54	1,824 83.98	154 79.79	2,046 87.85	487 79.45	123 64.06
Total	(N) 3,158 (%) 100.0	1,644 100.0	1,514 100.0	182 100.00	565 100.00	849 100.00	951 100.00	611 100.00	2,297 100.0	90 100.00	585 100.00	44 100.00	63 100.00	54 100.00	768 100.00	2,172 100.0	193 100.00	2,329 100.0	613 100.00	192 100.00

12. In the last 6 months, did your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 13

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	2 0.42	1 0.38	1 0.47	0 0.00	0 0.00	0 0.00	1 0.69	1 0.93	1 0.29	1 7.14	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	2 0.57	0 0.00	2 0.71	0 0.00	0 0.00
1 (N) (%)	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00
2 (N) (%)	3 0.62	1 0.38	2 0.93	0 0.00	1 1.15	1 0.87	1 0.69	0 0.00	2 0.57	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1 1.15	0 0.00	1 2.56	3 1.06	0 0.00	0 0.00
3 (N) (%)	9 1.87	8 3.01	1 0.47	2 7.69	2 2.30	1 0.87	1 0.69	3 2.78	8 2.29	0 0.00	1 1.19	0 0.00	0 0.00	0 0.00	2 2.30	6 1.72	1 2.56	4 1.42	2 1.59	3 4.35
4 (N) (%)	10 2.08	5 1.88	5 2.33	0 0.00	0 0.00	2 1.74	3 2.07	5 4.63	9 2.57	0 0.00	1 1.19	0 0.00	0 0.00	0 0.00	4 4.60	6 1.72	0 0.00	2 0.71	4 3.17	3 4.35
5 (N) (%)	22 4.57	9 3.38	13 6.05	0 0.00	4 4.60	7 6.09	6 4.14	5 4.63	9 2.57	2 14.29	6 7.14	1 16.67	2 25.00	2 16.67	6 6.90	13 3.74	3 7.69	13 4.61	4 3.17	4 5.80
6 (N) (%)	9 1.87	7 2.63	2 0.93	1 3.85	4 4.60	0 0.00	3 2.07	1 0.93	8 2.29	0 0.00	1 1.19	0 0.00	0 0.00	0 0.00	8 2.30	1 2.56	8 2.84	0 0.00	1 1.45	
7 (N) (%)	42 8.73	23 8.65	19 8.84	2 7.69	6 6.90	10 8.70	18 12.41	6 5.56	32 9.14	2 14.29	6 7.14	1 16.67	1 12.50	0 0.00	8 9.20	31 8.91	3 7.69	19 6.74	16 12.70	6 8.70
8 (N) (%)	91 18.92	46 17.29	45 20.93	3 11.54	14 16.09	22 19.13	28 19.31	24 22.22	73 20.86	2 14.29	9 10.71	0 0.00	1 12.50	4 33.33	10 11.49	73 20.98	6 15.38	51 18.09	26 20.63	14 20.29
9 (N) (%)	66 13.72	40 15.04	26 12.09	3 11.54	16 18.39	15 13.04	17 11.72	15 13.89	51 14.57	1 7.14	11 13.10	1 16.67	1 12.50	1 8.33	9 10.34	54 15.52	3 7.69	41 14.54	19 15.08	6 8.70
10 (N) (%)	227 47.19	126 47.37	101 46.98	15 57.69	40 45.98	57 49.57	67 46.21	48 44.44	157 44.86	6 42.86	49 58.33	3 50.00	3 37.50	5 41.67	47 54.02	155 44.54	21 53.85	139 49.29	55 43.65	32 46.38
Total (N) (%)	481 100.00	266 100.00	215 100.00	26 100.00	87 100.00	115 100.00	145 100.00	108 100.00	350 100.00	14 100.00	84 100.00	6 100.00	8 100.00	12 100.00	87 100.00	348 100.00	39 100.00	282 100.00	126 100.00	69 100.00

13. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible, and 10 is the best specialist possible, what number would you use to rate your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 14

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 71 (%) 14.85	36 13.53	35 16.51	4 15.38	14 16.28	19 16.52	21 14.69	13 12.04	30 8.65	3 21.43	29 34.12	4 66.67	1 14.29	1 8.33	21 23.86	45 13.01	2 5.41	36 12.81	21 16.94	13 18.84
2	(N) 407 (%) 85.15	230 86.47	177 83.49	22 84.62	72 83.72	96 83.48	122 85.31	95 87.96	317 91.35	11 78.57	56 65.88	2 33.33	6 85.71	11 91.67	67 76.14	301 86.99	35 94.59	245 87.19	103 83.06	56 81.16
Total	(N) 478 (%) 100.00	266 100.00	212 100.00	26 100.00	86 100.00	115 100.00	143 100.00	108 100.00	347 100.00	14 100.00	85 100.00	6 100.00	7 100.00	12 100.00	88 100.00	346 100.00	37 100.00	281 100.00	124 100.00	69 100.00

14. In the last 6 months, was the specialist your child saw most often the same doctor as your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 15

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,668 (%) 52.80	858 52.25	810 53.39	126 68.48	321 56.91	432 51.00	482 50.68	307 50.08	1,329 57.86	44 48.89	202 34.41	15 34.88	35 55.56	32 59.26	326 42.28	1,209 55.74	122 62.89	1,185 50.88	356 57.98	118 61.46
2	(N) 1,491 (%) 47.20	784 47.75	707 46.61	58 31.52	243 43.09	415 49.00	469 49.32	306 49.92	968 42.14	46 51.11	385 65.59	28 65.12	28 44.44	22 40.74	445 57.72	960 44.26	72 37.11	1,144 49.12	258 42.02	74 38.54
Total	(N) 3,159 (%) 100.0	1,642 100.0	1,517 100.0	184 100.00	564 100.00	847 100.00	951 100.00	613 100.00	2,297 100.0	90 100.00	587 100.00	43 100.00	63 100.00	54 100.00	771 100.00	2,169 100.00	194 100.00	2,329 100.0	614 100.00	192 100.00

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 your child?

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 16

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 34 (%) 2.05	17 1.99	17 2.11	1 0.80	9 2.81	9 2.10	10 2.07	5 1.63	27 2.03	1 2.27	6 3.02	0 0.00	0 0.00	0 0.00	7 2.17	25 2.07	2 1.64	21 1.78	8 2.26	5 4.24
2	(N) 154 (%) 9.27	73 8.54	81 10.04	14 11.20	31 9.69	35 8.18	48 9.96	26 8.47	115 8.67	5 11.36	23 11.56	6 40.00	2 5.88	2 6.25	28 8.67	114 9.45	11 9.02	81 6.85	53 14.97	17 14.41
3	(N) 427 (%) 25.69	220 25.73	207 25.65	36 28.80	70 21.88	109 25.47	135 28.01	77 25.08	335 25.24	15 34.09	60 30.15	2 13.33	6 17.65	5 15.63	85 26.32	306 25.37	32 26.23	281 23.77	115 32.49	30 25.42
4	(N) 1,047 (%) 63.00	545 63.74	502 62.21	74 59.20	210 65.63	275 64.25	289 59.96	199 64.82	850 64.05	23 52.27	110 55.28	7 46.67	26 76.47	25 78.13	203 62.85	761 63.10	77 63.11	799 67.60	178 50.28	66 55.93
Total	(N) 1,662 (%) 100.0	855 100.00	807 100.00	125 100.00	320 100.00	428 100.00	482 100.00	307 100.00	1,327 100.0	44 100.00	199 100.00	15 100.00	34 100.00	32 100.00	323 100.00	1,206 100.0	122 100.00	1,182 100.0	354 100.00	118 100.00

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

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 17

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,036 (%) 32.85	543 33.07	493 32.61	67 36.41	202 35.75	255 30.11	301 31.75	211 34.59	832 36.25	31 34.07	119 20.38	13 29.55	18 29.03	18 33.33	193 25.13	757 34.90	81 41.97	703 30.22	229 37.42	94 49.21
2	(N) 2,118 (%) 67.15	1,099 66.93	1,019 67.39	117 63.59	363 64.25	592 69.89	647 68.25	399 65.41	1,463 63.75	60 65.93	465 79.62	31 70.45	44 70.97	36 66.67	575 74.87	1,412 65.10	112 58.03	1,623 69.78	383 62.58	97 50.79
Total	(N) 3,154 (%) 100.0	1,642 100.0	1,512 100.0	184 100.00	565 100.00	847 100.00	948 100.00	610 100.00	2,295 100.0	91 100.00	584 100.00	44 100.00	62 100.00	54 100.00	768 100.00	2,169 100.00	193 100.00	2,326 100.0	612 100.00	191 100.00

17. In the last 6 months, did your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 18

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 4.37	19 3.53	26 5.31	2 2.99	6 3.02	15 5.91	14 4.67	8 3.83	36 4.35	3 9.68	6 5.17	0 0.00	0 0.00	0 0.00	7 3.66	31 4.11	7 8.86	22 3.14	13 5.75	8 8.60
2	(N) 91 (%) 8.84	47 8.72	44 8.98	7 10.45	19 9.55	18 7.09	25 8.33	22 10.53	70 8.45	6 19.35	11 9.48	2 15.38	0 0.00	0 0.00	16 8.38	67 8.89	6 7.59	47 6.71	26 11.50	16 17.20
3	(N) 218 (%) 21.19	114 21.15	104 21.22	14 20.90	40 20.10	46 18.11	70 23.33	48 22.97	162 19.57	5 16.13	38 32.76	5 38.46	2 11.11	5 27.78	47 24.61	157 20.82	13 16.46	142 20.29	57 25.22	17 18.28
4	(N) 675 (%) 65.60	359 66.60	316 64.49	44 65.67	134 67.34	175 68.90	191 63.67	131 62.68	560 67.63	17 54.84	61 52.59	6 46.15	16 88.89	13 72.22	121 63.35	499 66.18	53 67.09	489 69.86	130 57.52	52 55.91
Total	(N) 1,029 (%) 100.0	539 100.00	490 100.00	67 100.00	199 100.00	254 100.00	300 100.00	209 100.00	828 100.00	31 100.00	116 100.00	13 100.00	18 100.00	18 100.00	191 100.00	754 100.00	79 100.00	700 100.00	226 100.00	93 100.00

18. In the last 6 months, when your child needed care right away for an illness, injury, or condition how often did your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 19

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH			
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	669 66.11	364 68.68	305 63.28	51 78.46	148 74.37	174 69.60	180 61.22	116 56.86	532 65.52	15 48.39	86 74.78	6 46.15	14 77.78	14 77.78	115 60.85	501 67.79	51 64.56	485 70.39	125 56.82	52 55.91
2	(N) (%)	149 14.72	82 15.47	67 13.90	9 13.85	26 13.07	35 14.00	48 16.33	31 15.20	117 14.41	9 29.03	13 11.30	4 30.77	3 16.67	2 11.11	32 16.93	105 14.21	11 13.92	99 14.37	41 18.64	9 9.68
3	(N) (%)	78 7.71	34 6.42	44 9.13	1 1.54	9 4.52	13 5.20	32 10.88	23 11.27	65 8.00	3 9.68	6 5.22	2 15.38	0 0.00	1 5.56	16 8.47	54 7.31	7 8.86	49 7.11	19 8.64	9 9.68
4	(N) (%)	37 3.66	16 3.02	21 4.36	1 1.54	3 1.51	14 5.60	9 3.06	10 4.90	29 3.57	1 3.23	5 4.35	1 7.69	1 5.56	0 0.00	9 4.76	26 3.52	2 2.53	19 2.76	10 4.55	7 7.53
5	(N) (%)	39 3.85	18 3.40	21 4.36	2 3.08	7 3.52	10 4.00	10 3.40	10 4.90	33 4.06	2 6.45	3 2.61	0 0.00	0 0.00	1 5.56	7 3.70	29 3.92	3 3.80	16 2.32	16 7.27	7 7.53
6	(N) (%)	19 1.88	9 1.70	10 2.07	1 1.54	6 3.02	1 0.40	7 2.38	4 1.96	16 1.97	0 0.00	2 1.74	0 0.00	0 0.00	0 0.00	4 2.12	12 1.62	2 2.53	11 1.60	5 2.27	3 3.23
7	(N) (%)	21 2.08	7 1.32	14 2.90	0 0.00	0 0.00	3 1.20	8 2.72	10 4.90	20 2.46	1 3.23	0 0.00	0 0.00	0 0.00	6 3.17	12 1.62	3 3.80	10 1.45	4 1.82	6 6.45	
Total	(N) (%)	1,012 100.0	530 100.00	482 100.00	65 100.00	199 100.00	250 100.00	294 100.00	204 100.00	812 100.00	31 100.00	115 100.00	13 100.00	18 100.00	18 100.00	189 100.00	739 100.00	79 100.00	689 100.00	220 100.00	93 100.00

19. In the last 6 months, when your child needed care right away for an illness, injury or condition, how long did your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 20

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,774 (%) 55.93	908 55.10	866 56.82	141 76.63	342 60.42	452 53.43	503 52.29	336 54.72	1,348 58.38	51 55.43	273 46.59	22 51.16	33 53.23	31 57.41	385 49.81	1,254 57.60	119 60.71	1,266 53.96	365 59.84	131 68.23
2	(N) 1,398 (%) 44.07	740 44.90	658 43.18	43 23.37	224 39.58	394 46.57	459 47.71	278 45.28	961 41.62	41 44.57	313 53.41	21 48.84	29 46.77	23 42.59	388 50.19	923 42.40	77 39.29	1,080 46.04	245 40.16	61 31.77
Total	(N) 3,172 (%) 100.0	1,648 100.0	1,524 100.0	184 100.00	566 100.00	846 100.00	962 100.00	614 100.00	2,309 100.0	92 100.00	586 100.00	43 100.00	62 100.00	54 100.00	773 100.00	2,177 100.0	196 100.00	2,346 100.0	610 100.00	192 100.00

20. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else your child would see for health care. In the last 6 months, not counting the times your child needed health care right away, did you make any appointments for your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 21

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 2.83	23 2.55	27 3.13	4 2.86	8 2.34	13 2.91	16 3.19	9 2.69	37 2.76	5 10.20	4 1.48	1 4.55	1 3.03	2 6.45	7 1.82	36 2.89	7 5.88	34 2.70	8 2.21	8 6.11
2	(N) 210 (%) 11.90	98 10.88	112 12.98	18 12.86	45 13.16	59 13.20	43 8.58	45 13.47	137 10.21	8 16.33	47 17.34	7 31.82	3 9.09	1 3.23	49 12.76	140 11.24	14 11.76	126 10.00	60 16.57	20 15.27
3	(N) 580 (%) 32.88	308 34.18	272 31.52	43 30.71	114 33.33	139 31.10	174 34.73	110 32.93	452 33.68	10 20.41	93 34.32	5 22.73	6 18.18	11 35.48	125 32.55	416 33.41	36 30.25	398 31.59	131 36.19	49 37.40
4	(N) 924 (%) 52.38	472 52.39	452 52.38	75 53.57	175 51.17	236 52.80	268 53.49	170 50.90	716 53.35	26 53.06	127 46.86	9 40.91	23 69.70	17 54.84	203 52.86	653 52.45	62 52.10	702 55.71	163 45.03	54 41.22
Total	(N) 1,764 (%) 100.0	901 100.00	863 100.00	140 100.00	342 100.00	447 100.00	501 100.00	334 100.00	1,342 100.00	49 100.00	271 100.00	22 100.00	33 100.00	31 100.00	384 100.00	1,245 100.00	119 100.00	1,260 100.00	362 100.00	131 100.00

21. In the last 6 months, not counting the times your child needed health care right away, how often did your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 22

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH			
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	318 18.50	164 18.59	154 18.40	28 21.21	74 21.96	88 20.14	85 17.53	43 13.11	211 16.19	6 12.24	87 32.71	2 9.09	7 21.88	1 3.23	80 21.45	211 17.37	23 20.00	222 18.11	72 20.17	20 16.00
2	(N) (%)	321 18.67	159 18.03	162 19.35	16 12.12	56 16.62	81 18.54	112 23.09	56 17.07	246 18.88	11 22.45	43 16.17	4 18.18	8 25.00	8 25.81	78 20.91	226 18.60	16 13.91	226 18.43	68 19.05	25 20.00
3	(N) (%)	425 24.72	217 24.60	208 24.85	31 23.48	68 20.18	106 24.26	123 25.36	97 29.57	330 25.33	11 22.45	59 22.18	6 27.27	9 28.13	6 19.35	100 26.81	301 24.77	20 17.39	311 25.37	84 23.53	28 22.40
4	(N) (%)	306 17.80	165 18.71	141 16.85	20 15.15	71 21.07	66 15.10	76 15.67	73 22.26	242 18.57	11 22.45	35 13.16	2 9.09	4 12.50	6 19.35	54 14.48	220 18.11	26 22.61	221 18.03	68 19.05	15 12.00
5	(N) (%)	160 9.31	82 9.30	78 9.32	14 10.61	29 8.61	48 10.98	44 9.07	25 7.62	118 9.06	7 14.29	18 6.77	8 36.36	0 0.00	8 25.81	25 6.70	122 10.04	12 10.43	108 8.81	39 10.92	13 10.40
6	(N) (%)	131 7.62	62 7.03	69 8.24	16 12.12	24 7.12	35 8.01	30 6.19	26 7.93	109 8.37	3 6.12	16 6.02	0 0.00	2 6.25	1 3.23	28 7.51	90 7.41	13 11.30	95 7.75	21 5.88	14 11.20
7	(N) (%)	58 3.37	33 3.74	25 2.99	7 5.30	15 4.45	13 2.97	15 3.09	8 2.44	47 3.61	0 0.00	8 3.01	0 0.00	2 6.25	1 3.23	8 2.14	45 3.70	5 4.35	43 3.51	5 1.40	10 8.00
Total	(N) (%)	1,719 100.0	882 100.00	837 100.00	132 100.00	337 100.00	437 100.00	485 100.00	328 100.00	1,303 100.0	49 100.00	266 100.00	22 100.00	32 100.00	31 100.00	373 100.00	1,215 100.0	115 100.00	1,226 100.0	357 100.00	125 100.00

22. In the last 6 months, not counting the times your child needed health care right away, how many days did your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 23

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	2,592 81.43	1,325 79.96	1,267 83.03	137 74.86	441 77.64	711 83.45	812 84.06	491 79.97	1,874 81.16	71 78.02	494 82.75	39 90.70	50 80.65	41 75.93	621 79.62	1,791 82.12	157 80.51	1,945 82.70	490 79.93	139 72.02
1 (N) (%)	425 13.35	246 14.85	179 11.73	30 16.39	90 15.85	109 12.79	115 11.90	81 13.19	307 13.30	16 17.58	76 12.73	3 6.98	12 19.35	9 16.67	105 13.46	285 13.07	33 16.92	310 13.18	82 13.38	28 14.51
2 (N) (%)	101 3.17	57 3.44	44 2.88	8 4.37	26 4.58	18 2.11	21 2.17	28 4.56	82 3.55	1 1.10	12 2.01	0 0.00	0 0.00	4 7.41	30 3.85	68 3.12	1 0.51	66 2.81	23 3.75	11 5.70
3 (N) (%)	33 1.04	11 0.66	22 1.44	3 1.64	2 0.35	8 0.94	11 1.14	9 1.47	27 1.17	0 0.00	6 1.01	0 0.00	0 0.00	0 0.00	10 1.28	23 1.05	0 0.00	19 0.81	8 1.31	5 2.59
4 (N) (%)	19 0.60	10 0.60	9 0.59	3 1.64	6 1.06	4 0.47	3 0.31	3 0.49	13 0.56	1 1.10	4 0.67	1 2.33	0 0.00	0 0.00	9 1.15	8 0.37	2 1.03	8 0.34	5 0.82	6 3.11
5 (N) (%)	8 0.25	5 0.30	3 0.20	1 0.55	3 0.53	2 0.23	2 0.21	0 0.00	3 0.13	1 1.10	4 0.67	0 0.00	0 0.00	0 0.00	3 0.38	4 0.18	1 0.51	1 0.04	3 0.49	4 2.07
6 (N) (%)	5 0.16	3 0.18	2 0.13	1 0.55	0 0.00	0 0.00	2 0.21	2 0.33	3 0.13	1 1.10	1 0.17	0 0.00	0 0.00	0 0.00	2 0.26	2 0.09	1 0.51	3 0.13	2 0.33	0 0.00
Total (N) (%)	3,183 100.0	1,657 100.0	1,526 100.0	183 100.00	568 100.00	852 100.00	966 100.00	614 100.00	2,309 100.0	91 100.00	597 100.00	43 100.00	62 100.00	54 100.00	780 100.00	2,181 100.0	195 100.00	2,352 100.0	613 100.00	193 100.00

23. In the last 6 months, how many times did your child go to an emergency room?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 24

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	1,011 32.16	534 32.66	477 31.61	26 14.61	140 24.82	288 34.33	347 36.34	210 34.54	686 30.01	29 31.87	244 41.92	15 34.88	17 26.98	13 24.53	298 39.16	662 30.61	44 22.68	792 34.06	168 27.63	43 22.75
1 (N) (%)	892 28.37	477 29.17	415 27.50	48 26.97	178 31.56	254 30.27	263 27.54	149 24.51	645 28.22	25 27.47	160 27.49	12 27.91	25 39.68	16 30.19	198 26.02	621 28.71	64 32.99	716 30.80	138 22.70	32 16.93
2 (N) (%)	599 19.05	305 18.65	294 19.48	49 27.53	121 21.45	136 16.21	173 18.12	120 19.74	453 19.82	20 21.98	92 15.81	9 20.93	7 11.11	13 24.53	128 16.82	431 19.93	35 18.04	433 18.62	128 21.05	34 17.99
3 (N) (%)	293 9.32	137 8.38	156 10.34	25 14.04	57 10.11	68 8.10	88 9.21	55 9.05	226 9.89	9 9.89	39 6.70	1 2.33	10 15.87	5 9.43	63 8.28	206 9.52	21 10.82	205 8.82	69 11.35	19 10.05
4 (N) (%)	142 4.52	72 4.40	70 4.64	14 7.87	27 4.79	35 4.17	39 4.08	27 4.44	119 5.21	3 3.30	13 2.23	3 6.98	2 3.17	1 1.89	28 3.68	99 4.58	14 7.22	84 3.61	37 6.09	17 8.99
5 (N) (%)	155 4.93	79 4.83	76 5.04	10 5.62	27 4.79	46 5.48	37 3.87	35 5.76	125 5.47	4 4.40	20 3.44	2 4.65	0 0.00	3 5.66	32 4.20	109 5.04	13 6.70	76 3.27	50 8.22	29 15.34
6 (N) (%)	52 1.65	31 1.90	21 1.39	6 3.37	14 2.48	12 1.43	8 0.84	12 1.97	32 1.40	1 1.10	14 2.41	1 2.33	2 3.17	2 3.77	14 1.84	35 1.62	3 1.55	19 0.82	18 2.96	15 7.94
Total (N) (%)	3,144 100.0	1,635 100.0	1,509 100.0	178 100.00	564 100.00	839 100.00	955 100.00	608 100.00	2,286 100.0	91 100.00	582 100.00	43 100.00	63 100.00	53 100.00	761 100.00	2,163 100.0	194 100.00	2,325 100.0	608 100.00	189 100.00

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

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 25

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,123 (%) 52.90	574 52.37	549 53.46	77 50.66	191 45.05	265 48.53	345 57.02	245 61.87	892 55.92	37 59.68	126 37.84	12 42.86	20 43.48	25 62.50	198 43.23	824 55.08	90 60.00	733 48.03	271 62.01	110 75.34
2	(N) 1,000 (%) 47.10	522 47.63	478 46.54	75 49.34	233 54.95	281 51.47	260 42.98	151 38.13	703 44.08	25 40.32	207 62.16	16 57.14	26 56.52	15 37.50	260 56.77	672 44.92	60 40.00	793 51.97	166 37.99	36 24.66
Total	(N) 2,123 (%) 100.0	1,096 100.0	1,027 100.0	152 100.00	424 100.00	546 100.00	605 100.00	396 100.00	1,595 100.0	62 100.00	333 100.00	28 100.00	46 100.00	40 100.00	458 100.00	1,496 100.0	150 100.00	1,526 100.0	437 100.00	146 100.00

25. In the last 6 months, did you or a doctor believe your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 26

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	103 9.21	49 8.58	54 9.87	5 6.49	10 5.24	22 8.37	32 9.36	34 13.88	88 9.90	7 19.44	4 3.20	0 0.00	1 5.00	2 8.00	9 4.55	85 10.37	8 8.99	43 5.89	32 11.90	25 22.73
2 (N) (%)	127 11.36	64 11.21	63 11.52	11 14.29	20 10.47	37 14.07	29 8.48	30 12.24	102 11.47	3 8.33	16 12.80	3 25.00	0 0.00	2 8.00	20 10.10	95 11.59	11 12.36	76 10.41	37 13.75	13 11.82
3 (N) (%)	888 79.43	458 80.21	430 78.61	61 79.22	161 84.29	204 77.57	281 82.16	181 73.88	699 78.63	26 72.22	105 84.00	9 75.00	19 95.00	21 84.00	169 85.35	640 78.05	70 78.65	611 83.70	200 74.35	72 65.45
Total (N) (%)	1,118 100.0	571 100.00	547 100.00	77 100.00	191 100.00	263 100.00	342 100.00	245 100.00	889 100.00	36 100.00	125 100.00	12 100.00	20 100.00	25 100.00	198 100.00	820 100.00	89 100.00	730 100.00	269 100.00	110 100.00

26. In the last 6 months, how much of a problem, if any, was it to get care for your child that 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 27

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 456 (%) 21.62	235 21.60	221 21.65	18 12.00	69 16.71	114 20.84	147 24.30	108 27.41	353 22.27	13 21.31	63 18.98	5 18.52	5 10.87	11 27.50	83 18.16	324 21.82	43 28.86	255 16.78	135 31.25	60 41.96
2	(N) 1,653 (%) 78.38	853 78.40	800 78.35	132 88.00	344 83.29	433 79.16	458 75.70	286 72.59	1,232 77.73	48 78.69	269 81.02	22 81.48	41 89.13	29 72.50	374 81.84	1,161 78.18	106 71.14	1,265 83.22	297 68.75	83 58.04
Total	(N) 2,109 (%) 100.0	1,088 100.0	1,021 100.0	150 100.00	413 100.00	547 100.00	605 100.00	394 100.00	1,585 100.0	61 100.00	332 100.00	27 100.00	46 100.00	40 100.00	457 100.00	1,485 100.0	149 100.00	1,520 100.0	432 100.00	143 100.00

27. In the last 6 months, did your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 28

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	111 24.50	63 26.81	48 22.02	2 11.11	8 11.76	25 21.93	39 26.71	37 34.58	95 27.07	7 53.85	7 11.29	0 0.00	1 20.00	0 0.00	10 12.20	87 27.02	13 30.23	51 20.16	35 26.12	24 40.00
2 (N) (%)	124 27.37	62 26.38	62 28.44	5 27.78	17 25.00	34 29.82	36 24.66	32 29.91	96 27.35	4 30.77	16 25.81	1 20.00	1 20.00	5 45.45	26 31.71	83 25.78	14 32.56	67 26.48	42 31.34	14 23.33
3 (N) (%)	218 48.12	110 46.81	108 49.54	11 61.11	43 63.24	55 48.25	71 48.63	38 35.51	160 45.58	2 15.38	39 62.90	4 80.00	3 60.00	6 54.55	46 56.10	152 47.20	16 37.21	135 53.36	57 42.54	22 36.67
Total (N) (%)	453 100.00	235 100.00	218 100.00	18 100.00	68 100.00	114 100.00	146 100.00	107 100.00	351 100.00	13 100.00	62 100.00	5 100.00	5 100.00	11 100.00	82 100.00	322 100.00	43 100.00	253 100.00	134 100.00	60 100.00

28. In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 29

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 379 (%) 17.99	187 17.22	192 18.81	24 15.89	86 20.48	99 18.17	112 18.70	58 14.80	245 15.48	19 31.15	95 28.44	4 15.38	5 10.87	7 18.42	101 22.20	242 16.29	32 21.77	269 17.74	78 17.97	29 20.00
2	(N) 417 (%) 19.79	210 19.34	207 20.27	31 20.53	76 18.10	112 20.55	104 17.36	94 23.98	311 19.65	10 16.39	68 20.36	10 38.46	9 19.57	6 15.79	93 20.44	292 19.65	29 19.73	282 18.60	102 23.50	32 22.07
3	(N) 775 (%) 36.78	405 37.29	370 36.24	56 37.09	150 35.71	184 33.76	231 38.56	154 39.29	607 38.34	19 31.15	107 32.04	6 23.08	11 23.91	19 50.00	175 38.46	543 36.54	51 34.69	553 36.48	164 37.79	52 35.86
4	(N) 536 (%) 25.44	284 26.15	252 24.68	40 26.49	108 25.71	150 27.52	152 25.38	86 21.94	420 26.53	13 21.31	64 19.16	6 23.08	21 45.65	6 15.79	86 18.90	409 27.52	35 23.81	412 27.18	90 20.74	32 22.07
Total	(N) 2,107 (%) 100.0	1,086 100.0	1,021 100.0	151 100.00	420 100.00	545 100.00	599 100.00	392 100.00	1,583 100.0	61 100.00	334 100.00	26 100.00	46 100.00	38 100.00	455 100.00	1,486 100.0	147 100.00	1,516 100.0	434 100.00	145 100.00

29. In the last 6 months, how often was your child taken to the exam room within 15 minutes of his or her 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 30

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	28 1.32	9 0.82	19 1.85	4 2.63	7 1.65	7 1.28	4 0.66	6 1.52	18 1.13	0 0.00	7 2.08	1 3.57	0 0.00	1 2.50	7 1.52	18 1.21	2 1.34	18 1.18	7 1.61	3 2.05
2 (N) (%)	116 5.47	64 5.84	52 5.07	8 5.26	27 6.38	33 6.02	33 5.48	15 3.79	78 4.90	9 14.75	20 5.93	4 14.29	2 4.44	0 0.00	24 5.22	80 5.36	9 6.04	63 4.13	38 8.74	15 10.27
3 (N) (%)	352 16.60	184 16.79	168 16.39	28 18.42	74 17.49	91 16.61	91 15.12	68 17.17	233 14.64	9 14.75	92 27.30	8 28.57	4 8.89	2 5.00	77 16.74	249 16.68	22 14.77	220 14.42	97 22.30	32 21.92
4 (N) (%)	1,625 76.61	839 76.55	786 76.68	112 73.68	315 74.47	417 76.09	474 78.74	307 77.53	1,262 79.32	43 70.49	218 64.69	15 53.57	39 86.67	37 92.50	352 76.52	1,146 76.76	116 77.85	1,225 80.28	293 67.36	96 65.75
Total (N) (%)	2,121 100.0	1,096 100.0	1,025 100.0	152 100.0	423 100.0	548 100.0	602 100.0	396 100.0	1,591 100.0	61 100.0	337 100.0	28 100.0	45 100.0	40 100.0	460 100.0	1,493 100.0	149 100.0	1,526 100.0	435 100.0	146 100.0

30. In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 31

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 2.26	15 1.36	33 3.21	5 3.29	15 3.55	8 1.45	12 1.99	8 2.01	33 2.07	0 0.00	11 3.27	1 3.57	0 0.00	1 2.50	12 2.61	29 1.94	5 3.33	27 1.77	14 3.19	6 4.11
2	(N) 186 (%) 8.75	100 9.10	86 8.37	17 11.18	38 9.00	50 9.09	56 9.27	25 6.28	126 7.89	11 18.03	35 10.42	6 21.43	4 8.70	1 2.50	41 8.91	131 8.75	11 7.33	97 6.35	61 13.90	28 19.18
3	(N) 570 (%) 26.81	297 27.02	273 26.58	37 24.34	141 33.41	162 29.45	132 21.85	98 24.62	400 25.06	16 26.23	122 36.31	8 28.57	9 19.57	10 25.00	135 29.35	394 26.32	36 24.00	396 25.93	131 29.84	39 26.71
4	(N) 1,322 (%) 62.18	687 62.51	635 61.83	93 61.18	228 54.03	330 60.00	404 66.89	267 67.09	1,037 64.97	34 55.74	168 50.00	13 46.43	33 71.74	28 70.00	272 59.13	943 62.99	98 65.33	1,007 65.95	233 53.08	73 50.00
Total	(N) 2,126 (%) 100.0	1,099 100.0	1,027 100.0	152 100.0	422 100.0	550 100.0	604 100.0	398 100.0	1,596 100.0	61 100.0	336 100.0	28 100.0	46 100.0	40 100.0	460 100.0	1,497 100.0	150 100.0	1,527 100.0	439 100.0	146 100.0

31. In the last 6 months, how often were office staff at your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 32

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 37 (%) 1.74	15 1.37	22 2.14	6 3.95	10 2.36	8 1.46	8 1.33	5 1.26	27 1.69	1 1.64	6 1.78	2 7.14	0 0.00	0 0.00	9 1.95	26 1.74	1 0.67	16 1.05	12 2.75	8 5.48
2	(N) 160 (%) 7.53	81 7.38	79 7.68	12 7.89	31 7.31	40 7.29	51 8.46	26 6.55	114 7.15	7 11.48	26 7.69	6 21.43	4 8.70	1 2.56	32 6.93	113 7.56	13 8.67	74 4.84	58 13.27	26 17.81
3	(N) 503 (%) 23.67	263 23.97	240 23.35	36 23.68	110 25.94	128 23.32	138 22.89	91 22.92	372 23.34	10 16.39	93 27.51	6 21.43	6 13.04	10 25.64	109 23.59	353 23.63	35 23.33	345 22.58	115 26.32	41 28.08
4	(N) 1,425 (%) 67.06	738 67.27	687 66.83	98 64.47	273 64.39	373 67.94	406 67.33	275 69.27	1,081 67.82	43 70.49	213 63.02	14 50.00	36 78.26	28 71.79	312 67.53	1,002 67.07	101 67.33	1,093 71.53	252 57.67	71 48.63
Total	(N) 2,125 (%) 100.0	1,097 100.0	1,028 100.0	152 100.0	424 100.0	549 100.0	603 100.0	397 100.0	1,594 100.0	61 100.0	338 100.0	28 100.0	46 100.0	39 100.0	462 100.0	1,494 100.0	150 100.0	1,528 100.0	437 100.0	146 100.0

32. In the last 6 months, how often did your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 33

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,871 (%) 88.17	977 88.98	894 87.30	131 87.33	354 83.69	487 88.87	544 89.92	355 89.65	1,488 93.53	59 95.16	210 62.50	20 71.43	41 89.13	39 97.50	356 77.06	1,363 91.29	138 93.24	1,387 90.95	359 82.15	114 78.08
2	(N) 132 (%) 6.22	66 6.01	66 6.45	9 6.00	38 8.98	39 7.12	29 4.79	17 4.29	51 3.21	2 3.23	68 20.24	6 21.43	2 4.35	0 0.00	56 12.12	67 4.49	6 4.05	76 4.98	39 8.92	16 10.96
3	(N) 56 (%) 2.64	23 2.09	33 3.22	7 4.67	16 3.78	11 2.01	14 2.31	8 2.02	17 1.07	0 0.00	34 10.12	1 3.57	1 2.17	1 2.50	23 4.98	29 1.94	2 1.35	25 1.64	20 4.58	10 6.85
4	(N) 63 (%) 2.97	32 2.91	31 3.03	3 2.00	15 3.55	11 2.01	18 2.98	16 4.04	35 2.20	1 1.61	24 7.14	1 3.57	2 4.35	0 0.00	27 5.84	34 2.28	2 1.35	37 2.43	19 4.35	6 4.11
Total	(N) 2,122 (%) 100.0	1,098 100.0	1,024 100.0	150 100.0	423 100.0	548 100.0	605 100.0	396 100.0	1,591 100.0	62 100.0	336 100.0	28 100.0	46 100.0	40 100.0	462 100.0	1,493 100.0	148 100.0	1,525 100.0	437 100.0	146 100.0

33. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 34

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 74 (%) 3.48	28 2.55	46 4.48	5 3.29	17 4.01	15 2.74	22 3.64	15 3.77	45 2.82	4 6.56	15 4.44	4 14.29	2 4.35	3 7.50	16 3.46	50 3.34	7 4.67	46 3.01	20 4.57	7 4.79
2	(N) 114 (%) 5.36	65 5.91	49 4.77	11 7.24	30 7.08	28 5.11	24 3.97	21 5.28	73 4.58	2 3.28	30 8.88	5 17.86	2 4.35	0 0.00	33 7.14	73 4.88	6 4.00	58 3.80	37 8.45	16 10.96
3	(N) 446 (%) 20.98	239 21.75	207 20.16	31 20.39	106 25.00	116 21.17	113 18.71	80 20.10	307 19.26	8 13.11	103 30.47	6 21.43	4 8.70	9 22.50	103 22.29	308 20.60	26 17.33	285 18.65	115 26.26	44 30.14
4	(N) 1,492 (%) 70.18	767 69.79	725 70.59	105 69.08	271 63.92	389 70.99	445 73.68	282 70.85	1,169 73.34	47 77.05	190 56.21	13 46.43	38 82.61	28 70.00	310 67.10	1,064 71.17	111 74.00	1,139 74.54	266 60.73	79 54.11
Total	(N) 2,126 (%) 100.0	1,099 100.0	1,027 100.0	152 100.0	424 100.0	548 100.0	604 100.0	398 100.0	1,594 100.0	61 100.0	338 100.0	28 100.0	46 100.0	40 100.0	462 100.0	1,495 100.0	150 100.0	1,528 100.0	438 100.0	146 100.0

34. In the last 6 months, how often did your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 35

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 29 (%) 1.36	8 0.73	21 2.04	2 1.32	5 1.18	10 1.82	7 1.16	5 1.26	23 1.44	0 0.00	4 1.19	1 3.57	0 0.00	0 0.00	5 1.08	22 1.47	1 0.67	13 0.85	8 1.83	7 4.79
2	(N) 142 (%) 6.68	65 5.91	77 7.50	15 9.87	26 6.15	37 6.74	43 7.11	21 5.28	105 6.58	4 6.45	18 5.34	7 25.00	4 8.70	2 5.13	22 4.77	104 6.95	14 9.33	75 4.90	50 11.44	16 10.96
3	(N) 464 (%) 21.81	243 22.09	221 21.52	29 19.08	104 24.59	115 20.95	123 20.33	93 23.37	356 22.31	13 20.97	74 21.96	3 10.71	3 6.52	8 20.51	92 19.96	337 22.51	28 18.67	305 19.93	114 26.09	41 28.08
4	(N) 1,492 (%) 70.15	784 71.27	708 68.94	106 69.74	288 68.09	387 70.49	432 71.40	279 70.10	1,112 69.67	45 72.58	241 71.51	17 60.71	39 84.78	29 74.36	342 74.19	1,034 69.07	107 71.33	1,137 74.31	265 60.64	82 56.16
Total	(N) 2,127 (%) 100.0	1,100 100.0	1,027 100.0	152 100.0	423 100.0	549 100.0	605 100.0	398 100.0	1,596 100.0	62 100.0	337 100.0	28 100.0	46 100.0	39 100.0	461 100.0	1,497 100.0	150 100.0	1,530 100.0	437 100.0	146 100.0

35. In the last 6 months, how often did your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 36

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,442 (%) 68.21	742 67.89	700 68.56	4 2.63	111 26.43	403 74.08	554 91.87	370 93.67	1,128 71.21	44 70.97	191 56.85	19 67.86	27 60.00	23 57.50	293 64.11	1,036 69.58	103 69.13	1,046 68.91	301 68.72	84 58.33
2	(N) 672 (%) 31.79	351 32.11	321 31.44	148 97.37	309 73.57	141 25.92	49 8.13	25 6.33	456 28.79	18 29.03	145 43.15	9 32.14	18 40.00	17 42.50	164 35.89	453 30.42	46 30.87	472 31.09	137 31.28	60 41.67
Total	(N) 2,114 (%) 100.0	1,093 100.0	1,021 100.0	152 100.00	420 100.00	544 100.00	603 100.00	395 100.00	1,584 100.0	62 100.00	336 100.00	28 100.00	45 100.00	40 100.00	457 100.00	1,489 100.0	149 100.00	1,518 100.0	438 100.00	144 100.00

36. Is your child able to talk with doctors about his or her 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 37

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	1,313 91.75	678 91.99	635 91.50	3 75.00	97 87.39	361 90.25	509 92.88	343 93.21	1,055 94.45	42 95.45	145 75.92	16 84.21	25 92.59	22 95.65	244 83.56	963 93.68	98 97.03	975 94.02	257 85.95	72 85.71
2 (N) (%)	73 5.10	38 5.16	35 5.04	1 25.00	7 6.31	26 6.50	24 4.38	15 4.08	41 3.67	2 4.55	24 12.57	3 15.79	0 0.00	1 4.35	28 9.59	41 3.99	2 1.98	39 3.76	24 8.03	9 10.71
3 (N) (%)	25 1.75	11 1.49	14 2.02	0 0.00	4 3.60	9 2.25	8 1.46	4 1.09	12 1.07	0 0.00	12 6.28	0 0.00	1 3.70	0 0.00	12 4.11	12 1.17	1 0.99	10 0.96	11 3.68	3 3.57
4 (N) (%)	20 1.40	10 1.36	10 1.44	0 0.00	3 2.70	4 1.00	7 1.28	6 1.63	9 0.81	0 0.00	10 5.24	0 0.00	1 3.70	0 0.00	8 2.74	12 1.17	0 0.00	13 1.25	7 2.34	0 0.00
Total (N) (%)	1,431 100.0	737 100.00	694 100.00	4 100.00	111 100.00	400 100.00	548 100.00	368 100.00	1,117 100.0	44 100.00	191 100.00	19 100.00	27 100.00	23 100.00	292 100.00	1,028 100.0	101 100.00	1,037 100.0	299 100.00	84 100.00

37. In the last 6 months, how often did your child have a hard time speaking with or understanding doctors 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 38

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%) 44 3.08	26 3.55	18 2.59	1 25.00	4 3.64	22 5.54	12 2.19	5 1.36	27 2.42	3 6.82	13 6.84	1 5.26	0 0.00	0 0.00	11 3.82	29 2.82	4 3.96	26 2.51	13 4.39	4 4.76
2	(N) (%) 107 7.50	56 7.64	51 7.35	0 0.00	21 19.09	31 7.81	38 6.92	17 4.63	80 7.17	2 4.55	18 9.47	2 10.53	2 7.69	3 13.04	24 8.33	77 7.49	6 5.94	72 6.95	24 8.11	8 9.52
3	(N) (%) 370 25.93	193 26.33	177 25.50	1 25.00	28 25.45	108 27.20	132 24.04	101 27.52	286 25.65	11 25.00	57 30.00	4 21.05	1 3.85	7 30.43	78 27.08	267 25.97	21 20.79	251 24.23	92 31.08	25 29.76
4	(N) (%) 906 63.49	458 62.48	448 64.55	2 50.00	57 51.82	236 59.45	367 66.85	244 66.49	722 64.75	28 63.64	102 53.68	12 63.16	23 88.46	13 56.52	175 60.76	655 63.72	70 69.31	687 66.31	167 56.42	47 55.95
Total	(N) (%) 1,427 100.0	733 100.00	694 100.00	4 100.00	110 100.00	397 100.00	549 100.00	367 100.00	1,115 100.0	44 100.00	190 100.00	19 100.00	26 100.00	23 100.00	288 100.00	1,028 100.0	101 100.00	1,036 100.0	296 100.00	84 100.00

38. In the last 6 months, how often did doctors or other health providers explain things in a way your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 39

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 75 (%) 3.54	46 4.21	29 2.83	11 7.28	17 4.06	23 4.20	17 2.82	7 1.76	47 2.96	5 8.06	20 5.99	1 3.57	1 2.17	0 0.00	18 3.95	49 3.28	7 4.67	42 2.77	20 4.56	11 7.53
2	(N) 201 (%) 9.49	96 8.78	105 10.25	14 9.27	50 11.93	55 10.05	50 8.29	32 8.06	142 8.94	2 3.23	45 13.47	4 14.29	1 2.17	3 7.50	54 11.84	130 8.71	13 8.67	108 7.11	66 15.03	24 16.44
3	(N) 710 (%) 33.54	372 34.03	338 33.01	49 32.45	165 39.38	187 34.19	183 30.35	126 31.74	498 31.36	25 40.32	142 42.51	11 39.29	14 30.43	13 32.50	162 35.53	502 33.65	39 26.00	485 31.95	167 38.04	55 37.67
4	(N) 1,131 (%) 53.42	579 52.97	552 53.91	77 50.99	187 44.63	282 51.55	353 58.54	232 58.44	901 56.74	30 48.39	127 38.02	12 42.86	30 65.22	24 60.00	222 48.68	811 54.36	91 60.67	883 58.17	186 42.37	56 38.36
Total	(N) 2,117 (%) 100.0	1,093 100.0	1,024 100.0	151 100.00	419 100.00	547 100.00	603 100.00	397 100.00	1,588 100.0	62 100.00	334 100.00	28 100.00	46 100.00	40 100.00	456 100.00	1,492 100.0	150 100.00	1,518 100.0	439 100.00	146 100.00

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

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 40

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%) 64 3.03	31 2.84	33 3.23	5 3.33	16 3.81	14 2.57	16 2.66	13 3.27	36 2.26	2 3.23	24 7.27	0 0.00	0 0.00	1 2.50	26 5.75	33 2.21	4 2.67	37 2.44	17 3.90	9 6.16
2	(N) (%) 131 6.20	75 6.87	56 5.48	9 6.00	36 8.57	32 5.87	34 5.66	20 5.04	81 5.09	7 11.29	28 8.48	8 29.63	3 6.52	2 5.00	29 6.42	87 5.83	13 8.67	60 3.95	53 12.16	17 11.64
3	(N) (%) 467 22.10	243 22.25	224 21.94	36 24.00	94 22.38	124 22.75	123 20.47	90 22.67	325 20.44	17 27.42	97 29.39	7 25.93	6 13.04	8 20.00	103 22.79	335 22.44	22 14.67	299 19.70	122 27.98	42 28.77
4	(N) (%) 1,451 68.67	743 68.04	708 69.34	100 66.67	274 65.24	375 68.81	428 71.21	274 69.02	1,148 72.20	36 58.06	181 54.85	12 44.44	37 80.43	29 72.50	294 65.04	1,038 69.52	111 74.00	1,122 73.91	244 55.96	78 53.42
Total	(N) (%) 2,113 100.0	1,092 100.0	1,021 100.0	150 100.0	420 100.0	545 100.0	601 100.0	397 100.0	1,590 100.0	62 100.0	330 100.0	27 100.0	46 100.0	40 100.0	452 100.0	1,493 100.0	150 100.0	1,518 100.0	436 100.0	146 100.0

40. When decisions were made in the last 6 months, how often did your child's doctors or other health providers involve you as much 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 41

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 6 (%) 0.28	1 0.09	5 0.49	0 0.00	2 0.47	1 0.18	2 0.33	1 0.25	4 0.25	1 1.61	1 0.30	0 0.00	0 0.00	0 0.00	1 0.22	3 0.20	2 1.33	3 0.20	3 0.68	0 0.00
1	(N) 5 (%) 0.24	3 0.27	2 0.19	1 0.66	1 0.24	0 0.00	3 0.50	0 0.00	5 0.31	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	5 0.33	0 0.00	0 0.00	3 0.68	2 1.38
2	(N) 13 (%) 0.61	8 0.73	5 0.49	1 0.66	2 0.47	5 0.91	3 0.50	2 0.50	13 0.82	0 0.00	0 0.00	0 0.00	0 0.00	1 0.22	12 0.80	0 0.00	6 0.39	1 0.23	5 3.45	
3	(N) 24 (%) 1.13	16 1.46	8 0.78	2 1.32	6 1.42	7 1.28	5 0.83	4 1.01	15 0.94	2 3.23	4 1.19	0 0.00	1 2.17	1 2.50	5 1.09	16 1.07	2 1.33	11 0.72	9 2.05	4 2.76
4	(N) 25 (%) 1.18	7 0.64	18 1.75	2 1.32	6 1.42	7 1.28	5 0.83	5 1.26	23 1.44	2 3.23	0 0.00	0 0.00	0 0.00	1 0.22	23 1.54	1 0.67	12 0.79	7 1.60	4 2.76	
5	(N) 84 (%) 3.96	37 3.38	47 4.58	7 4.61	12 2.84	19 3.47	25 4.15	21 5.29	64 4.02	2 3.23	14 4.18	3 11.11	1 2.17	0 0.00	24 5.24	54 3.61	6 4.00	45 2.95	25 5.71	12 8.28
6	(N) 72 (%) 3.39	34 3.11	38 3.70	5 3.29	12 2.84	17 3.11	20 3.32	18 4.53	51 3.20	2 3.23	15 4.48	1 3.70	1 2.17	1 2.50	13 2.84	49 3.28	9 6.00	32 2.10	27 6.16	13 8.97
7	(N) 142 (%) 6.69	80 7.31	62 6.04	11 7.24	29 6.87	36 6.58	42 6.97	24 6.05	115 7.22	3 4.84	13 3.88	3 11.11	5 10.87	1 2.50	19 4.15	104 6.96	17 11.33	96 6.30	33 7.53	12 8.28
8	(N) 381 (%) 17.96	208 19.00	173 16.86	25 16.45	84 19.91	102 18.65	100 16.58	70 17.63	290 18.22	8 12.90	58 17.31	6 22.22	5 10.87	9 22.50	77 16.81	273 18.27	26 17.33	272 17.85	81 18.49	26 17.93
9	(N) 460 (%) 21.69	231 21.10	229 22.32	25 16.45	97 22.99	118 21.57	132 21.89	88 22.17	350 21.98	9 14.52	73 21.79	4 14.81	12 26.09	10 25.00	93 20.31	330 22.09	35 23.33	338 22.18	100 22.83	21 14.48
10	(N) 909 (%) 42.86	470 42.92	439 42.79	73 48.03	171 40.52	235 42.96	266 44.11	164 41.31	662 41.58	33 53.23	157 46.87	10 37.04	21 45.65	18 45.00	224 48.91	625 41.83	52 34.67	709 46.52	149 34.02	46 31.72
Total	(N) 2,121 (%) 100.0	1,095 100.0	1,026 100.0	152 100.00	422 100.00	547 100.00	603 100.00	397 100.00	1,592 100.0	62 100.00	335 100.00	27 100.00	46 100.00	40 100.00	458 100.00	1,494 100.0	150 100.00	1,524 100.0	438 100.00	145 100.00

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

0 = 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 42

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 2,408 (%) 75.72	1,252 75.74	1,156 75.70	29 15.76	203 35.87	776 91.29	874 90.85	526 85.11	1,810 78.12	77 83.70	384 65.75	37 86.05	50 79.37	36 66.67	528 68.75	1,711 78.20	155 78.68	1,748 74.48	491 79.84	154 78.97
2	(N) 772 (%) 24.28	401 24.26	371 24.30	155 84.24	363 64.13	74 8.71	88 9.15	92 14.89	507 21.88	15 16.30	200 34.25	6 13.95	13 20.63	18 33.33	240 31.25	477 21.80	42 21.32	599 25.52	124 20.16	41 21.03
Total	(N) 3,180 (%) 100.0	1,653 100.0	1,527 100.0	184 100.00	566 100.00	850 100.00	962 100.00	618 100.00	2,317 100.0	92 100.00	584 100.00	43 100.00	63 100.00	54 100.00	768 100.00	2,188 100.00	197 100.00	2,347 100.0	615 100.00	195 100.00

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

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 43

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 9.35	136 10.93	88 7.65	3 10.34	30 15.08	74 9.57	74 8.49	43 8.24	168 9.33	6 7.79	39 10.24	2 5.56	2 4.00	5 13.89	50 9.52	163 9.58	9 5.84	121 6.97	59 12.07	42 27.27
2	(N) 2,171 (%) 90.65	1,108 89.07	1,063 92.35	26 89.66	169 84.92	699 90.43	798 91.51	479 91.76	1,633 90.67	71 92.21	342 89.76	34 94.44	48 96.00	31 86.11	475 90.48	1,539 90.42	145 94.16	1,616 93.03	430 87.93	112 72.73
Total	(N) 2,395 (%) 100.0	1,244 100.0	1,151 100.0	29 100.00	199 100.00	773 100.00	872 100.00	522 100.00	1,801 100.0	77 100.00	381 100.00	36 100.00	50 100.00	36 100.00	525 100.00	1,702 100.0	154 100.00	1,737 100.0	489 100.00	154 100.00

43. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 44

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	201 89.73	123 90.44	78 88.64	3 100.00	26 86.67	67 90.54	65 87.84	40 93.02	153 91.07	6 100.00	31 79.49	2 100.00	2 100.00	5 100.00	45 90.00	146 89.57	8 88.89	111 91.74	53 89.83	36 85.71
2 (N) (%)	23 10.27	13 9.56	10 11.36	0 0.00	4 13.33	7 9.46	9 12.16	3 6.98	15 8.93	0 0.00	8 20.51	0 0.00	0 0.00	0 0.00	5 10.00	17 10.43	1 11.11	10 8.26	6 10.17	6 14.29
Total (N) (%)	224 100.00	136 100.00	88 100.00	3 100.00	30 100.00	74 100.00	74 100.00	43 100.00	168 100.00	6 100.00	39 100.00	2 100.00	2 100.00	5 100.00	50 100.00	163 100.00	9 100.00	121 100.00	59 100.00	42 100.00

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

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 45

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 6.26	107 6.44	93 6.06	20 10.81	57 10.00	58 6.78	48 4.95	17 2.75	32 1.38	0 0.00	154 25.75	7 16.28	1 1.59	1 1.85	117 14.98	69 3.15	9 4.59	120 5.10	52 8.37	26 13.27
2	(N) 2,997 (%) 93.74	1,555 93.56	1,442 93.94	165 89.19	513 90.00	797 93.22	921 95.05	601 97.25	2,288 98.62	92 100.00	444 74.25	36 83.72	62 98.41	53 98.15	664 85.02	2,124 96.85	187 95.41	2,235 94.90	569 91.63	170 86.73
Total	(N) 3,197 (%) 100.0	1,662 100.0	1,535 100.0	185 100.0	570 100.0	855 100.0	969 100.0	618 100.0	2,320 100.0	92 100.0	598 100.0	43 100.0	63 100.0	54 100.0	781 100.0	2,193 100.0	196 100.0	2,355 100.0	621 100.0	196 100.0

45. 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 your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 46

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	15 7.65	8 7.62	7 7.69	0 0.00	3 5.36	2 3.51	4 8.51	6 37.50	7 23.33	0 0.00	6 3.95	1 14.29	0 0.00	1 100.00	7 6.03	7 10.61	1 11.11	9 7.76	4 7.69	2 7.69
2 (N) (%)	30 15.31	18 17.14	12 13.19	3 15.00	11 19.64	9 15.79	5 10.64	2 12.50	2 6.67	0 0.00	27 17.76	0 0.00	0 0.00	0 0.00	20 17.24	8 12.12	1 11.11	14 12.07	9 17.31	6 23.08
3 (N) (%)	41 20.92	14 13.33	27 29.67	2 10.00	9 16.07	19 33.33	6 12.77	5 31.25	6 20.00	0 0.00	33 21.71	0 0.00	0 0.00	0 0.00	28 24.14	8 12.12	3 33.33	23 19.83	9 17.31	9 34.62
4 (N) (%)	110 56.12	65 61.90	45 49.45	15 75.00	33 58.93	27 47.37	32 68.09	3 18.75	15 50.00	0 0.00	86 56.58	6 85.71	1 100.00	0 0.00	61 52.59	43 65.15	4 44.44	70 60.34	30 57.69	9 34.62
Total (N) (%)	196 100.00	105 100.00	91 100.00	20 100.00	56 100.00	57 100.00	47 100.00	16 100.00	30 100.00	0 0.00	152 100.00	7 100.00	1 100.00	1 100.00	116 100.00	66 100.00	9 100.00	116 100.00	52 100.00	26 100.00

46. In the last 6 months, when you needed an interpreter to help you speak with your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 47

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 114 (%) 3.58	67 4.06	47 3.07	8 4.40	34 6.03	42 4.92	26 2.70	4 0.65	25 1.08	0 0.00	77 13.01	6 13.95	1 1.61	0 0.00	63 8.12	42 1.92	4 2.05	69 2.94	30 4.87	13 6.63
2	(N) 3,066 (%) 96.42	1,583 95.94	1,483 96.93	174 95.60	530 93.97	812 95.08	937 97.30	613 99.35	2,286 98.92	91 100.00	515 86.99	37 86.05	61 98.39	54 100.00	713 91.88	2,140 98.08	191 97.95	2,274 97.06	586 95.13	183 93.37
Total	(N) 3,180 (%) 100.0	1,650 100.0	1,530 100.0	182 100.0	564 100.0	854 100.0	963 100.0	617 100.0	2,311 100.0	91 100.0	592 100.0	43 100.0	62 100.0	54 100.0	776 100.0	2,182 100.0	195 100.0	2,343 100.0	616 100.0	196 100.0

47. In the last 6 months, did your child need an interpreter to help him or her 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 48

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	8 7.14	4 6.06	4 8.70	0 0.00	2 5.88	1 2.44	3 11.54	2 66.67	5 20.83	0 0.00	2 2.60	0 0.00	0 0.00	0 0.00	2 3.23	4 9.76	1 25.00	4 5.97	1 3.33	3 23.08
2 (N) (%)	21 18.75	14 21.21	7 15.22	2 25.00	4 11.76	9 21.95	5 19.23	1 33.33	5 20.83	0 0.00	16 20.78	0 0.00	0 0.00	0 0.00	10 16.13	10 24.39	1 25.00	11 16.42	7 23.33	2 15.38
3 (N) (%)	21 18.75	14 21.21	7 15.22	2 25.00	6 17.65	11 26.83	2 7.69	0 0.00	2 8.33	0 0.00	17 22.08	0 0.00	0 0.00	0 0.00	16 25.81	3 7.32	0 0.00	15 22.39	4 13.33	2 15.38
4 (N) (%)	62 55.36	34 51.52	28 60.87	4 50.00	22 64.71	20 48.78	16 61.54	0 0.00	12 50.00	0 0.00	42 54.55	5 100.00	1 100.00	0 0.00	34 54.84	24 58.54	2 50.00	37 55.22	18 60.00	6 46.15
Total (N) (%)	112 100.00	66 100.00	46 100.00	8 100.00	34 100.00	41 100.00	26 100.00	3 100.00	24 100.00	0 0.00	77 100.00	5 100.00	1 100.00	0 0.00	62 100.00	41 100.00	4 100.00	67 100.00	30 100.00	13 100.00

48. In the last 6 months, when your child needed an interpreter to help him or her speak with doctors or other health providers, how often did he or she 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 49

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 499 (%) 15.70	262 15.87	237 15.52	179 97.81	275 48.67	18 2.13	15 1.56	12 1.94	334 14.42	9 9.89	118 20.21	3 6.82	13 20.97	14 25.93	144 18.75	316 14.44	31 15.90	397 16.93	76 12.30	23 11.92
2	(N) 2,679 (%) 84.30	1,389 84.13	1,290 84.48	4 2.19	290 51.33	829 97.87	948 98.44	608 98.06	1,982 85.58	82 90.11	466 79.79	41 93.18	49 79.03	40 74.07	624 81.25	1,872 85.56	164 84.10	1,948 83.07	542 87.70	170 88.08
Total	(N) 3,178 (%) 100.0	1,651 100.0	1,527 100.0	183 100.00	565 100.00	847 100.00	963 100.00	620 100.00	2,316 100.0	91 100.00	584 100.00	44 100.00	62 100.00	54 100.00	768 100.00	2,188 100.0	195 100.00	2,345 100.0	618 100.00	193 100.00

49. Is your child 2 years old or younger?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 50

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 74.43	195 75.58	163 73.09	140 80.92	190 71.43	12 70.59	7 50.00	9 81.82	232 72.96	6 66.67	89 76.07	2 100.00	11 84.62	13 92.86	112 78.87	224 73.93	17 60.71	288 75.20	51 69.86	16 72.73
2	(N) 123 (%) 25.57	63 24.42	60 26.91	33 19.08	76 28.57	5 29.41	7 50.00	2 18.18	86 27.04	3 33.33	28 23.93	0 0.00	2 15.38	1 7.14	30 21.13	79 26.07	11 39.29	95 24.80	22 30.14	6 27.27
Total	(N) 481 (%) 100.00	258 100.00	223 100.00	173 100.00	266 100.00	17 100.00	14 100.00	11 100.00	318 100.00	9 100.00	117 100.00	2 100.00	13 100.00	14 100.00	142 100.00	303 100.00	28 100.00	383 100.00	73 100.00	22 100.00

50. Reminders from the doctor's office or clinic, or from the health plan can come to you by mail, by telephone, or in-person during a visit. After your child was born, did you get any reminders to bring him or her in for a check-up to see how he or she was doing or for shots or drops?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 51

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 460 (%) 92.74	245 93.51	215 91.88	169 94.94	254 92.70	15 88.24	12 80.00	10 83.33	313 93.99	7 77.78	108 92.31	2 100.00	12 92.31	12 85.71	130 90.91	295 93.95	29 93.55	364 92.15	71 94.67	22 95.65
2	(N) 36 (%) 7.26	17 6.49	19 8.12	9 5.06	20 7.30	2 11.76	3 20.00	2 16.67	20 6.01	2 22.22	9 7.69	0 0.00	1 7.69	2 14.29	13 9.09	19 6.05	2 6.45	31 7.85	4 5.33	1 4.35
Total	(N) 496 (%) 100.00	262 100.00	234 100.00	178 100.00	274 100.00	17 100.00	15 100.00	12 100.00	333 100.00	9 100.00	117 100.00	2 100.00	13 100.00	14 100.00	143 100.00	314 100.00	31 100.00	395 100.00	75 100.00	23 100.00

51. Since your child was born, has he or she gone to a doctor or other health provider for a check-up to see how he or she was doing or for shots or drops?

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 52

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 433 (%) 95.16	232 95.47	201 94.81	157 93.45	242 96.80	14 93.33	11 91.67	9 90.00	289 93.53	7 100.00	106 99.07	2 100.00	11 91.67	12 100.00	122 93.85	279 95.55	26 96.30	345 95.57	64 91.43	21 100.00
2	(N) 22 (%) 4.84	11 4.53	11 5.19	11 6.55	8 3.20	1 6.67	1 8.33	1 10.00	20 6.47	0 0.00	1 0.93	0 0.00	1 8.33	0 0.00	8 6.15	13 4.45	1 3.70	16 4.43	6 8.57	0 0.00
Total	(N) 455 (%) 100.00	243 100.00	212 100.00	168 100.00	250 100.00	15 100.00	12 100.00	10 100.00	309 100.00	7 100.00	107 100.00	2 100.00	12 100.00	12 100.00	130 100.00	292 100.00	27 100.00	361 100.00	70 100.00	21 100.00

52. Did you get an appointment for your child's first visit to a doctor or other health provider for a check-up, or for shots or drops, as soon as you wanted?

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 53

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 3.64	79 4.75	37 2.43	11 5.98	25 4.42	30 3.50	27 2.79	23 3.73	84 3.63	4 4.40	16 2.69	2 4.55	4 6.35	4 7.41	31 3.97	75 3.43	8 4.12	55 2.34	39 6.33	22 11.22
2	(N) 3,073 (%) 96.36	1,585 95.25	1,488 97.57	173 94.02	541 95.58	826 96.50	940 97.21	593 96.27	2,231 96.37	87 95.60	579 97.31	42 95.45	59 93.65	50 92.59	749 96.03	2,113 96.57	186 95.88	2,297 97.66	577 93.67	174 88.78
Total	(N) 3,189 (%) 100.0	1,664 100.0	1,525 100.0	184 100.00	566 100.00	856 100.00	967 100.00	616 100.00	2,315 100.0	91 100.00	595 100.00	44 100.00	63 100.00	54 100.00	780 100.00	2,188 100.0	194 100.00	2,352 100.0	616 100.00	196 100.00

53. In the last 6 months, did you get or try to get any special medical equipment or devices for your child, such as a walker, wheelchair, nebulizer, feeding tubes, 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 54

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	32 28.57	19 25.00	13 36.11	3 27.27	2 8.00	12 41.38	9 37.50	6 26.09	22 26.83	3 75.00	3 21.43	1 50.00	1 25.00	1 25.00	6 21.43	22 29.73	3 37.50	13 24.53	10 27.03	9 40.91
2 (N) (%)	19 16.96	15 19.74	4 11.11	2 18.18	3 12.00	5 17.24	2 8.33	7 30.43	17 20.73	0 0.00	1 7.14	0 0.00	0 0.00	1 25.00	3 10.71	15 20.27	1 12.50	7 13.21	8 21.62	4 18.18
3 (N) (%)	61 54.46	42 55.26	19 52.78	6 54.55	20 80.00	12 41.38	13 54.17	10 43.48	43 52.44	1 25.00	10 71.43	1 50.00	3 75.00	2 50.00	19 67.86	37 50.00	4 50.00	33 62.26	19 51.35	9 40.91
Total (N) (%)	112 100.00	76 100.00	36 100.00	11 100.00	25 100.00	29 100.00	24 100.00	23 100.00	82 100.00	4 100.00	14 100.00	2 100.00	4 100.00	4 100.00	28 100.00	74 100.00	8 100.00	53 100.00	37 100.00	22 100.00

54. In the last 6 months, how much of a problem, if any, was it to get special medical equipment for your child?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 55

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 179 (%) 5.62	116 6.98	63 4.13	5 2.72	29 5.13	60 7.02	51 5.27	34 5.53	136 5.86	2 2.22	29 4.92	2 4.55	5 7.94	4 7.41	34 4.37	132 6.04	12 6.15	97 4.13	45 7.31	35 17.95
2	(N) 3,007 (%) 94.38	1,545 93.02	1,462 95.87	179 97.28	536 94.87	795 92.98	916 94.73	581 94.47	2,183 100.0	88 100.0	560 100.0	42 100.0	58 100.0	50 100.0	744 100.0	2,054 100.0	183 100.0	2,253 100.0	571 100.0	160 100.0
Total	(N) 3,186 (%) 100.0	1,661 100.0	1,525 100.0	184 100.0	565 100.0	855 100.0	967 100.0	615 100.0	2,319 100.0	90 100.0	589 100.0	44 100.0	63 100.0	54 100.0	778 100.0	2,186 100.0	195 100.0	2,350 100.0	616 100.0	195 100.0

55. In the last 6 months, did you get or try to get special therapy for your child, 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 56

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	54 30.51	34 29.57	20 32.26	0 0.00	6 20.69	12 20.00	18 36.00	18 52.94	43 31.62	2 100.00	7 25.00	0 0.00	0 0.00	1 33.33	4 11.76	44 33.85	5 41.67	18 18.75	19 43.18	16 45.71
2 (N) (%)	30 16.95	21 18.26	9 14.52	2 50.00	5 17.24	10 16.67	7 14.00	6 17.65	27 19.85	0 0.00	1 3.57	1 50.00	1 20.00	0 0.00	5 14.71	22 16.92	3 25.00	16 16.67	8 18.18	6 17.14
3 (N) (%)	93 52.54	60 52.17	33 53.23	2 50.00	18 62.07	38 63.33	25 50.00	10 29.41	66 48.53	0 0.00	20 71.43	1 50.00	4 80.00	2 66.67	25 73.53	64 49.23	4 33.33	62 64.58	17 38.64	13 37.14
Total (N) (%)	177 100.00	115 100.00	62 100.00	4 100.00	29 100.00	60 100.00	50 100.00	34 100.00	136 100.00	2 100.00	28 100.00	2 100.00	5 100.00	3 100.00	34 100.00	130 100.00	12 100.00	96 100.00	44 100.00	35 100.00

56. In the last 6 months, how much of a problem, if any, was it to get special therapy for your child?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 57

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 430 (%) 13.50	242 14.60	188 12.31	1 0.54	32 5.67	114 13.35	160 16.58	123 19.90	362 15.62	12 13.19	27 4.58	3 6.82	6 9.52	17 31.48	74 9.52	319 14.59	34 17.44	250 10.64	121 19.61	52 26.80
2	(N) 2,755 (%) 86.50	1,416 85.40	1,339 87.69	183 99.46	532 94.33	740 86.65	805 83.42	495 80.10	1,955 84.38	79 86.81	562 95.42	41 93.18	57 90.48	37 68.52	703 90.48	1,867 85.41	161 82.56	2,099 89.36	496 80.39	142 73.20
Total	(N) 3,185 (%) 100.0	1,658 100.0	1,527 100.0	184 100.00	564 100.00	854 100.00	965 100.00	618 100.00	2,317 100.0	91 100.00	589 100.00	44 100.00	63 100.00	54 100.00	777 100.00	2,186 100.0	195 100.00	2,349 100.0	617 100.00	194 100.00

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

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 58

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	101 23.76	55 23.01	46 24.73	0 0.00	12 37.50	24 21.62	43 27.04	22 18.03	88 24.58	3 25.00	8 29.63	1 33.33	0 0.00	0 0.00	11 15.28	78 24.68	11 32.35	41 16.60	34 28.10	26 52.00
2 (N) (%)	88 20.71	49 20.50	39 20.97	0 0.00	9 28.13	24 21.62	27 16.98	28 22.95	75 20.95	2 16.67	4 14.81	0 0.00	3 50.00	3 18.75	15 20.83	68 21.52	4 11.76	50 20.24	25 20.66	9 18.00
3 (N) (%)	236 55.53	135 56.49	101 54.30	1 100.00	11 34.38	63 56.76	89 55.97	72 59.02	195 54.47	7 58.33	15 55.56	2 66.67	3 50.00	13 81.25	46 63.89	170 53.80	19 55.88	156 63.16	62 51.24	15 30.00
Total (N) (%)	425 100.00	239 100.00	186 100.00	1 100.00	32 100.00	111 100.00	159 100.00	122 100.00	358 100.00	12 100.00	27 100.00	3 100.00	6 100.00	16 100.00	72 100.00	316 100.00	34 100.00	247 100.00	121 100.00	50 100.00

58. In the last 6 months, how much of a problem, if any, was it to get this treatment or counseling for your child?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 59

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 569 (%) 18.07	286 17.43	283 18.78	33 18.13	88 15.80	153 18.11	163 17.07	132 21.67	469 20.53	13 14.29	46 7.84	5 11.63	12 19.35	15 28.30	85 11.02	426 19.78	49 25.00	361 15.53	138 22.77	63 32.64
2	(N) 2,579 (%) 81.93	1,355 82.57	1,224 81.22	149 81.87	469 84.20	692 81.89	792 82.93	477 78.33	1,816 79.47	78 85.71	541 92.16	38 88.37	50 80.65	38 71.70	686 88.98	1,728 80.22	147 75.00	1,963 84.47	468 77.23	130 67.36
Total	(N) 3,148 (%) 100.0	1,641 100.0	1,507 100.0	182 100.00	557 100.00	845 100.00	955 100.00	609 100.00	2,285 100.0	91 100.00	587 100.00	43 100.00	62 100.00	53 100.00	771 100.00	2,154 100.0	196 100.00	2,324 100.0	606 100.00	193 100.00

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

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 60

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 304 (%) 54.29	158 55.83	146 52.71	24 75.00	48 55.81	71 47.02	92 56.79	69 53.49	251 54.45	5 38.46	29 63.04	2 50.00	7 58.33	6 40.00	51 60.71	223 53.35	26 53.06	190 53.67	73 53.28	37 59.68
2	(N) 256 (%) 45.71	125 44.17	131 47.29	8 25.00	38 44.19	80 52.98	70 43.21	60 46.51	210 45.55	8 61.54	17 36.96	2 50.00	5 41.67	9 60.00	33 39.29	195 46.65	23 46.94	164 46.33	64 46.72	25 40.32
Total	(N) 560 (%) 100.00	283 100.00	277 100.00	32 100.00	86 100.00	151 100.00	162 100.00	129 100.00	461 100.00	13 100.00	46 100.00	4 100.00	12 100.00	15 100.00	84 100.00	418 100.00	49 100.00	354 100.00	137 100.00	62 100.00

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

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 61

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 7.00	124 7.60	96 6.35	10 5.43	45 7.99	62 7.45	60 6.26	43 7.10	160 7.01	8 8.70	40 6.83	1 2.38	6 9.84	5 9.43	61 7.93	150 6.96	9 4.66	155 6.67	45 7.45	19 9.84
2 (N) (%)	859 27.33	443 27.14	416 27.53	41 22.28	144 25.58	232 27.88	258 26.93	184 30.36	635 27.81	35 38.04	133 22.70	15 35.71	13 21.31	18 33.96	188 24.45	602 27.94	59 30.57	651 28.02	159 26.32	47 24.35
3 (N) (%)	2,064 65.67	1,065 65.26	999 66.12	133 72.28	374 66.43	538 64.66	640 66.81	379 62.54	1,488 65.18	49 53.26	413 70.48	26 61.90	42 68.85	30 56.60	520 67.62	1,403 65.10	125 64.77	1,517 65.30	400 66.23	127 65.80
Total (N) (%)	3,143 100.0	1,632 100.0	1,511 100.0	184 100.00	563 100.00	832 100.00	958 100.00	606 100.00	2,283 100.0	92 100.00	586 100.00	42 100.00	61 100.00	53 100.00	769 100.00	2,155 100.0	193 100.00	2,323 100.0	604 100.00	193 100.00

61. 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 62

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH			
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	1,543 49.19	797 48.66	746 49.77	103 56.59	304 54.19	416 49.76	441 46.27	279 46.12	1,131 49.58	38 41.76	290 49.74	16 38.10	28 45.90	28 52.83	398 51.82	1,042 48.35	91 48.40	1,156 49.81	280 46.36	96 51.06
2	(N) (%)	1,594 50.81	841 51.34	753 50.23	79 43.41	257 45.81	420 50.24	512 53.73	326 53.88	1,150 50.42	53 58.24	293 50.26	26 61.90	33 54.10	25 47.17	370 48.18	1,113 51.65	97 51.60	1,165 50.19	324 53.64	92 48.94
Total	(N) (%)	3,137 100.0	1,638 100.0	1,499 100.0	182 100.0	561 100.0	836 100.0	953 100.0	605 100.0	2,281 100.0	91 100.0	583 100.0	42 100.0	61 100.0	53 100.0	768 100.0	2,155 100.0	188 100.0	2,321 100.0	604 100.0	188 100.0

62. You can get information about your child's plan services in writing, by telephone, on the Internet, or in-person. Did you get any information about your child's health plan before you signed him or her 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 63

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 55.51	438 56.44	393 54.51	55 53.92	161 54.95	221 54.57	245 57.24	149 55.39	625 57.08	20 52.63	146 51.77	6 37.50	16 57.14	15 57.69	214 54.87	563 55.96	51 57.30	660 58.46	119 44.91	46 50.00
2	(N) (%) 532 35.54	274 35.31	258 35.78	37 36.27	105 35.84	151 37.28	140 32.71	99 36.80	375 34.25	11 28.95	113 40.07	8 50.00	9 32.14	8 30.77	137 35.13	357 35.49	30 33.71	383 33.92	106 40.00	38 41.30
3	(N) (%) 130 8.68	62 7.99	68 9.43	10 9.80	25 8.53	32 7.90	42 9.81	21 7.81	92 8.40	7 18.42	22 7.80	2 12.50	3 10.71	3 11.54	36 9.23	86 8.55	7 7.87	83 7.35	39 14.72	8 8.70
4	(N) (%) 4 0.27	2 0.26	2 0.28	0 0.00	2 0.68	1 0.25	1 0.23	0 0.00	3 0.27	0 0.00	1 0.35	0 0.00	0 0.00	0 0.00	3 0.77	0 0.00	1 1.12	3 0.27	1 0.38	0 0.00
Total	(N) (%) 1,497 100.0	776 100.00	721 100.00	102 100.00	293 100.00	405 100.00	428 100.00	269 100.00	1,095 100.0	38 100.00	282 100.00	16 100.00	28 100.00	26 100.00	390 100.00	1,006 100.0	89 100.00	1,129 100.0	265 100.00	92 100.00

63. How much of the information you were given before you signed your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 64

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 533 (%) 16.74	291 17.58	242 15.83	42 22.95	94 16.61	117 13.73	183 18.90	97 15.77	397 17.16	23 25.00	85 14.38	3 6.82	8 12.70	10 18.87	108 13.94	370 16.93	48 24.37	386 16.41	112 18.24	34 17.53
2	(N) 2,651 (%) 83.26	1,364 82.42	1,287 84.17	141 77.05	472 83.39	735 86.27	785 81.10	518 84.23	1,917 82.84	69 75.00	506 85.62	41 93.18	55 87.30	43 81.13	667 86.06	1,815 83.07	149 75.63	1,966 83.59	502 81.76	160 82.47
Total	(N) 3,184 (%) 100.0	1,655 100.0	1,529 100.0	183 100.00	566 100.00	852 100.00	968 100.00	615 100.00	2,314 100.0	92 100.00	591 100.00	44 100.00	63 100.00	53 100.00	775 100.00	2,185 100.0	197 100.00	2,352 100.0	614 100.00	194 100.00

64. In the last 6 months, did you look for any information about how your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 65

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	55 10.38	31 10.73	24 9.96	4 9.52	9 9.57	14 11.97	20 10.99	8 8.42	43 10.86	4 17.39	5 6.02	0 0.00	2 25.00	0 0.00	4 3.77	44 11.92	6 12.50	32 8.31	19 17.12	4 12.12
2 (N) (%)	134 25.28	61 21.11	73 30.29	10 23.81	21 22.34	26 22.22	47 25.82	30 31.58	103 26.01	5 21.74	20 24.10	1 33.33	3 37.50	1 10.00	25 23.58	96 26.02	12 25.00	87 22.60	36 32.43	11 33.33
3 (N) (%)	341 64.34	197 68.17	144 59.75	28 66.67	64 68.09	77 65.81	115 63.19	57 60.00	250 63.13	14 60.87	58 69.88	2 66.67	3 37.50	9 90.00	77 72.64	229 62.06	30 62.50	266 69.09	56 50.45	18 54.55
Total (N) (%)	530 100.00	289 100.00	241 100.00	42 100.00	94 100.00	117 100.00	182 100.00	95 100.00	396 100.00	23 100.00	83 100.00	3 100.00	8 100.00	10 100.00	106 100.00	369 100.00	48 100.00	385 100.00	111 100.00	33 100.00

65. 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 66

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 615 (%) 19.33	324 19.60	291 19.04	41 22.40	115 20.28	165 19.34	166 17.20	128 20.88	450 19.47	15 16.48	119 20.14	10 22.73	7 11.11	8 14.81	135 17.31	427 19.60	47 24.10	407 17.33	140 22.84	67 34.18
2	(N) 2,566 (%) 80.67	1,329 80.40	1,237 80.96	142 77.60	452 79.72	688 80.66	799 82.80	485 79.12	1,861 80.53	76 83.52	472 79.86	34 77.27	56 88.89	46 85.19	645 82.69	1,752 80.40	148 75.90	1,941 82.67	473 77.16	129 65.82
Total	(N) 3,181 (%) 100.0	1,653 100.0	1,528 100.0	183 100.00	567 100.00	853 100.00	965 100.00	613 100.00	2,311 100.0	91 100.00	591 100.00	44 100.00	63 100.00	54 100.00	780 100.00	2,179 100.0	195 100.00	2,348 100.0	613 100.00	196 100.00

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

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 67

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	132 21.71	66 20.69	66 22.84	15 38.46	17 14.91	36 22.09	34 20.61	30 23.62	97 21.70	4 26.67	24 20.51	0 0.00	3 60.00	1 12.50	19 14.18	97 22.93	13 28.89	87 21.64	28 20.29	16 23.88
2 (N) (%)	155 25.49	76 23.82	79 27.34	8 20.51	32 28.07	48 29.45	43 26.06	24 18.90	124 27.74	2 13.33	22 18.80	3 30.00	0 0.00	3 37.50	26 19.40	112 26.48	16 35.56	103 25.62	39 28.26	13 19.40
3 (N) (%)	321 52.80	177 55.49	144 49.83	16 41.03	65 57.02	79 48.47	88 53.33	73 57.48	226 50.56	9 60.00	71 60.68	7 70.00	2 40.00	4 50.00	89 66.42	214 50.59	16 35.56	212 52.74	71 51.45	38 56.72
Total (N) (%)	608 100.00	319 100.00	289 100.00	39 100.00	114 100.00	163 100.00	165 100.00	127 100.00	447 100.00	15 100.00	117 100.00	10 100.00	5 100.00	8 100.00	134 100.00	423 100.00	45 100.00	402 100.00	138 100.00	67 100.00

67. In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 68

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 5.02	85 5.09	76 4.95	14 7.57	31 5.41	40 4.67	43 4.42	33 5.34	118 5.08	6 6.59	29 4.82	1 2.27	2 3.17	4 7.55	31 3.94	117 5.33	12 6.09	96 4.07	38 6.12	26 13.20
2	(N) 3,044 (%) 94.98	1,584 94.91	1,460 95.05	171 92.43	542 94.59	816 95.33	930 95.58	585 94.66	2,207 94.92	85 93.41	573 95.18	43 97.73	61 96.83	49 92.45	755 96.06	2,078 94.67	185 93.91	2,265 95.93	583 93.88	171 86.80
Total	(N) 3,205 (%) 100.0	1,669 100.0	1,536 100.0	185 100.00	573 100.00	856 100.00	973 100.00	618 100.00	2,325 100.0	91 100.00	602 100.00	44 100.00	63 100.00	53 100.00	786 100.00	2,195 100.0	197 100.00	2,361 100.0	621 100.00	197 100.00

68. In the last 6 months, have you called or written to your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 69

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,365 (%) 43.06	698 42.28	667 43.91	95 51.91	254 45.04	345 40.64	411 42.72	260 42.48	988 42.81	33 36.67	277 47.27	18 40.91	22 35.48	17 31.48	310 40.31	956 43.85	89 45.64	993 42.40	268 43.86	90 46.39
2	(N) 1,805 (%) 56.94	953 57.72	852 56.09	88 48.09	310 54.96	504 59.36	551 57.28	352 57.52	1,320 57.19	57 63.33	309 52.73	26 59.09	40 64.52	37 68.52	459 59.69	1,224 56.15	106 54.36	1,349 57.60	343 56.14	104 53.61
Total	(N) 3,170 (%) 100.0	1,651 100.0	1,519 100.0	183 100.00	564 100.00	849 100.00	962 100.00	612 100.00	2,308 100.0	90 100.00	586 100.00	44 100.00	62 100.00	54 100.00	769 100.00	2,180 100.0	195 100.00	2,342 100.0	611 100.00	194 100.00

69. In the last 6 months, did you have to fill out any paperwork for your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 70

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	92 6.81	42 6.08	50 7.59	9 9.57	14 5.58	27 7.89	24 5.93	18 6.98	64 6.53	6 19.35	18 6.59	0 0.00	2 9.09	1 6.25	16 5.16	67 7.10	8 9.20	62 6.30	19 7.17	10 11.36
2 (N) (%)	307 22.74	157 22.72	150 22.76	19 20.21	57 22.71	74 21.64	101 24.94	56 21.71	251 25.61	3 9.68	37 13.55	4 22.22	5 22.73	5 31.25	59 19.03	226 23.97	20 22.99	211 21.44	71 26.79	24 27.27
3 (N) (%)	951 70.44	492 71.20	459 69.65	66 70.21	180 71.71	241 70.47	280 69.14	184 71.32	665 67.86	22 70.97	218 79.85	14 77.78	15 68.18	10 62.50	235 75.81	650 68.93	59 67.82	711 72.26	175 66.04	54 61.36
Total (N) (%)	1,350 100.0	691 100.00	659 100.00	94 100.00	251 100.00	342 100.00	405 100.00	258 100.00	980 100.00	31 100.00	273 100.00	18 100.00	22 100.00	16 100.00	310 100.00	943 100.00	87 100.00	984 100.00	265 100.00	88 100.00

70. In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 71

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 23 (%) 0.71	9 0.54	14 0.91	1 0.54	2 0.35	6 0.70	7 0.72	7 1.13	14 0.60	2 2.17	7 1.15	0 0.00	0 0.00	0 0.00	8 1.01	13 0.59	2 1.01	15 0.63	2 0.32	4 2.03
1	(N) 13 (%) 0.40	5 0.30	8 0.52	2 1.08	3 0.52	2 0.23	3 0.31	3 0.48	10 0.43	0 0.00	3 0.49	0 0.00	0 0.00	0 0.00	2 0.25	10 0.45	1 0.51	5 0.21	5 0.80	3 1.52
2	(N) 24 (%) 0.75	15 0.90	9 0.58	2 1.08	6 1.04	5 0.58	9 0.92	2 0.32	19 0.81	3 3.26	1 0.16	0 0.00	0 0.00	1 1.85	2 0.25	21 0.95	1 0.51	15 0.63	6 0.96	2 1.02
3	(N) 43 (%) 1.34	21 1.26	22 1.42	3 1.61	6 1.04	7 0.81	17 1.74	10 1.61	31 1.33	3 3.26	7 1.15	0 0.00	1 1.59	0 0.00	9 1.14	31 1.41	2 1.01	26 1.10	11 1.77	5 2.54
4	(N) 78 (%) 2.42	42 2.51	36 2.33	5 2.69	10 1.74	21 2.44	25 2.56	17 2.73	67 2.87	4 4.35	4 0.66	2 4.55	1 1.59	0 0.00	11 1.39	62 2.81	5 2.53	50 2.11	17 2.73	10 5.08
5	(N) 242 (%) 7.52	122 7.29	120 7.76	11 5.91	30 5.22	69 8.02	77 7.89	55 8.84	200 8.58	6 6.52	22 3.62	5 11.36	2 3.17	4 7.41	45 5.69	182 8.26	12 6.06	149 6.28	62 9.97	27 13.71
6	(N) 220 (%) 6.83	120 7.17	100 6.47	12 6.45	43 7.48	55 6.40	66 6.76	44 7.07	177 7.59	5 5.43	27 4.45	3 6.82	3 4.76	3 5.56	38 4.80	162 7.35	18 9.09	148 6.23	58 9.32	13 6.60
7	(N) 389 (%) 12.08	195 11.66	194 12.55	21 11.29	75 13.04	109 12.67	123 12.60	61 9.81	317 13.59	11 11.96	36 5.93	6 13.64	10 15.87	6 11.11	72 9.10	271 12.30	43 21.72	286 12.05	82 13.18	19 9.64
8	(N) 647 (%) 20.10	346 20.68	301 19.47	29 15.59	103 17.91	179 20.81	200 20.49	136 21.86	500 21.44	17 18.48	87 14.33	5 11.36	21 33.33	14 25.93	125 15.80	478 21.70	41 20.71	480 20.22	122 19.61	44 22.34
9	(N) 501 (%) 15.56	256 15.30	245 15.85	28 15.05	94 16.35	118 13.72	159 16.29	102 16.40	373 15.99	13 14.13	93 15.32	5 11.36	6 9.52	8 14.81	121 15.30	351 15.93	26 13.13	394 16.60	88 14.15	16 8.12
10	(N) 1,039 (%) 32.28	542 32.15	497 32.15	72 38.71	203 35.30	289 33.60	290 29.71	185 29.74	624 26.76	28 30.43	320 52.72	18 40.91	19 30.16	18 33.33	358 45.26	622 28.23	47 23.74	806 33.95	169 27.17	54 27.41
Total	(N) 3,219 (%) 100.0	1,673 100.0	1,546 100.0	186 100.00	575 100.00	860 100.00	976 100.00	622 100.00	2,332 100.0	92 100.00	607 100.00	44 100.00	63 100.00	54 100.00	791 100.00	2,203 100.0	198 100.00	2,374 100.0	622 100.00	197 100.00

71. Using any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible, what number would you use to rate your child's health plan?
0 = Worst health plan possible —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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 72

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 39.43	629 37.98	630 40.99	101 54.59	255 44.74	359 42.14	356 36.66	188 30.57	956 41.19	30 32.97	203 34.18	13 29.55	27 42.86	22 40.74	284 36.60	878 40.02	89 45.18	1,259 53.03	0 0.00	0 0.00
2	(N) 34.92	598 36.11	517 33.64	50 27.03	195 34.21	292 34.27	356 36.66	222 36.10	834 35.93	39 42.86	171 28.79	17 38.64	24 38.10	20 37.04	230 29.64	812 37.01	63 31.98	1,115 46.97	0 0.00	0 0.00
3	(N) 19.48	318 19.20	304 19.78	27 14.59	94 16.49	150 17.61	201 20.70	150 24.39	411 17.71	15 16.48	158 26.60	10 22.73	11 17.46	11 20.37	189 24.36	391 17.82	36 18.27	0 0.00	622 100.00	0 0.00
4	(N) 5.57	102 6.16	76 4.94	7 3.78	24 4.21	44 5.16	53 5.46	50 8.13	108 4.65	6 6.59	57 9.60	3 6.82	1 1.59	1 1.85	71 9.15	96 4.38	9 4.57	0 0.00	0 0.00	178 90.36
5	(N) 0.60	9 0.54	10 0.65	0 0.00	2 0.35	7 0.82	5 0.51	5 0.81	12 0.52	1 1.10	5 0.84	1 2.27	0 0.00	0 0.00	2 0.26	17 0.77	0 0.00	0 0.00	0 0.00	19 9.64
Total	(N) 100.0	1,656 100.0	1,537 100.0	185 100.00	570 100.00	852 100.00	971 100.00	615 100.00	2,321 100.0	91 100.00	594 100.00	44 100.00	63 100.00	54 100.00	776 100.00	2,194 100.0	197 100.00	2,374 100.0	622 100.00	197 100.00

72. In general, how would you rate your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 73

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 821 (%) 25.68	456 27.45	365 23.76	25 13.59	93 16.29	198 23.16	286 29.51	219 35.44	651 28.06	29 31.52	86 14.41	8 18.18	14 22.22	20 37.04	156 20.00	591 26.96	61 30.81	444 18.83	256 41.42	114 58.16
2	(N) 2,376 (%) 74.32	1,205 72.55	1,171 76.24	159 86.41	478 83.71	657 76.84	683 70.49	399 64.56	1,669 71.94	63 68.48	511 85.59	36 81.82	49 77.78	34 62.96	624 80.00	1,601 73.04	137 69.19	1,914 81.17	362 58.58	82 41.84
Total	(N) 3,197 (%) 100.0	1,661 100.0	1,536 100.0	184 100.00	571 100.00	855 100.00	969 100.00	618 100.00	2,320 100.0	92 100.00	597 100.00	44 100.00	63 100.00	54 100.00	780 100.00	2,192 100.0	198 100.00	2,358 100.0	618 100.00	196 100.00

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

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 74

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 664 (%) 81.87	373 82.34	291 81.28	12 48.00	66 74.16	152 77.16	245 86.57	189 87.10	542 84.03	24 82.76	59 71.08	3 37.50	10 71.43	17 89.47	116 76.32	486 83.08	53 86.89	345 78.77	218 85.16	95 86.36
2	(N) 147 (%) 18.13	80 17.66	67 18.72	13 52.00	23 25.84	45 22.84	38 13.43	28 12.90	103 15.97	5 17.24	24 28.92	5 62.50	4 28.57	2 10.53	36 23.68	99 16.92	8 13.11	93 21.23	38 14.84	15 13.64
Total	(N) 811 (%) 100.00	453 100.00	358 100.00	25 100.00	89 100.00	197 100.00	283 100.00	217 100.00	645 100.00	29 100.00	83 100.00	8 100.00	14 100.00	19 100.00	152 100.00	585 100.00	61 100.00	438 100.00	256 100.00	110 100.00

74. Is this because of any medical, behavioral or other health condition that has lasted or is expected to last for at least 12 months?

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 75

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 734 (%) 89.95	410 90.31	324 89.50	21 84.00	82 90.11	175 88.38	259 91.52	197 89.95	595 91.54	26 89.66	65 78.31	6 75.00	12 85.71	19 100.00	130 84.97	538 91.19	55 91.67	392 89.09	234 91.76	102 89.47
2	(N) 82 (%) 10.05	44 9.69	38 10.50	4 16.00	9 9.89	23 11.62	24 8.48	22 10.05	55 8.46	3 10.34	18 21.69	2 25.00	2 14.29	0 0.00	23 15.03	52 8.81	5 8.33	48 10.91	21 8.24	12 10.53
Total	(N) 816 (%) 100.00	454 100.00	362 100.00	25 100.00	91 100.00	198 100.00	283 100.00	219 100.00	650 100.00	29 100.00	83 100.00	8 100.00	14 100.00	19 100.00	153 100.00	590 100.00	60 100.00	440 100.00	255 100.00	114 100.00

75. In the last 6 months, did your child get a prescription for medicine or did you refill a prescription for your child?

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 76

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	62 8.52	38 9.31	24 7.50	1 5.00	5 6.10	20 11.43	20 7.81	16 8.21	49 8.29	4 15.38	6 9.52	0 0.00	0 0.00	1 5.26	6 4.65	51 9.55	3 5.56	23 5.91	18 7.73	20 20.00
2 (N) (%)	129 17.72	78 19.12	51 15.94	2 10.00	15 18.29	34 19.43	45 17.58	33 16.92	104 17.60	4 15.38	8 12.70	3 50.00	3 25.00	6 31.58	18 13.95	100 18.73	10 18.52	51 13.11	49 21.03	26 26.00
3 (N) (%)	537 73.76	292 71.57	245 76.56	17 85.00	62 75.61	121 69.14	191 74.61	146 74.87	438 74.11	18 69.23	49 77.78	3 50.00	9 75.00	12 63.16	105 81.40	383 71.72	41 75.93	315 80.98	166 71.24	54 54.00
Total (N) (%)	728 100.00	408 100.00	320 100.00	20 100.00	82 100.00	175 100.00	256 100.00	195 100.00	591 100.00	26 100.00	63 100.00	6 100.00	12 100.00	19 100.00	129 100.00	534 100.00	54 100.00	389 100.00	233 100.00	100 100.00

76. In the last 6 months, how much of a problem, if any, was it to get your child's prescription medicine?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 77

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 530 (%) 16.67	305 18.47	225 14.72	12 6.49	54 9.52	134 15.78	196 20.40	134 21.68	443 19.14	15 16.48	38 6.42	4 9.30	9 14.52	17 32.69	88 11.38	395 18.08	43 21.94	244 10.39	185 30.13	97 50.00
2	(N) 2,650 (%) 83.33	1,346 81.53	1,304 85.28	173 93.51	513 90.48	715 84.22	765 79.60	484 78.32	1,871 80.86	76 83.52	554 93.58	39 90.70	53 85.48	35 67.31	685 88.62	1,790 81.92	153 78.06	2,105 89.61	429 69.87	97 50.00
Total	(N) 3,180 (%) 100.0	1,651 100.0	1,529 100.0	185 100.00	567 100.00	849 100.00	961 100.00	618 100.00	2,314 100.0	91 100.00	592 100.00	43 100.00	62 100.00	52 100.00	773 100.00	2,185 100.0	196 100.00	2,349 100.0	614 100.00	194 100.00

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

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 78

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 449 (%) 86.68	273 91.00	176 80.73	8 72.73	48 90.57	111 86.05	166 86.01	116 87.88	385 88.91	12 80.00	26 68.42	2 50.00	7 87.50	16 94.12	71 85.54	339 87.15	38 88.37	194 81.17	157 87.71	94 97.92
2	(N) 69 (%) 13.32	27 9.00	42 19.27	3 27.27	5 9.43	18 13.95	27 13.99	16 12.12	48 11.09	3 20.00	12 31.58	2 50.00	1 12.50	1 5.88	12 14.46	50 12.85	5 11.63	45 18.83	22 12.29	2 2.08
Total	(N) 518 (%) 100.00	300 100.00	218 100.00	11 100.00	53 100.00	129 100.00	193 100.00	132 100.00	433 100.00	15 100.00	38 100.00	4 100.00	8 100.00	17 100.00	83 100.00	389 100.00	43 100.00	239 100.00	179 100.00	96 100.00

78. Is this because of any medical, behavioral or other health condition that has lasted or is expected to last at least 12 months?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 79

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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)	419	247	172	9	39	105	151	115	332	16	44	8	5	10	83	299	33	174	158	80
(%)	13.18	14.95	11.26	4.86	6.88	12.34	15.66	18.76	14.35	17.39	7.47	18.60	7.94	18.52	10.71	13.69	16.84	7.40	25.82	41.24
2 (N)	2,761	1,405	1,356	176	528	746	813	498	1,982	76	545	35	58	44	692	1,885	163	2,177	454	114
(%)	86.82	85.05	88.74	95.14	93.12	87.66	84.34	81.24	85.65	82.61	92.53	81.40	92.06	81.48	89.29	86.31	83.16	92.60	74.18	58.76
Total (N)	3,180	1,652	1,528	185	567	851	964	613	2,314	92	589	43	63	54	775	2,184	196	2,351	612	194
(%)	100.0	100.0	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

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

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 80

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 360 (%) 87.38	214 88.80	146 85.38	3 33.33	30 78.95	93 90.29	131 88.51	103 90.35	301 91.21	14 87.50	28 68.29	4 50.00	4 100.00	8 88.89	64 79.01	263 89.46	32 96.97	137 81.55	142 90.45	76 95.00
2	(N) 52 (%) 12.62	27 11.20	25 14.62	6 66.67	8 21.05	10 9.71	17 11.49	11 9.65	29 8.79	2 12.50	13 31.71	4 50.00	0 0.00	1 11.11	17 20.99	31 10.54	1 3.03	31 18.45	15 9.55	4 5.00
Total	(N) 412 (%) 100.00	241 100.00	171 100.00	9 100.00	38 100.00	103 100.00	148 100.00	114 100.00	330 100.00	16 100.00	41 100.00	8 100.00	4 100.00	9 100.00	81 100.00	294 100.00	33 100.00	168 100.00	157 100.00	80 100.00

80. Is this because of any medical, behavioral or other health condition that has lasted or is expected to last for at least 12 months?

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 81

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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 (%) 7.34	153 9.23	81 5.29	1 0.54	35 6.19	88 10.30	74 7.63	36 5.87	188 8.11	1 1.09	27 4.55	3 6.98	7 11.11	6 11.11	42 5.41	171 7.82	19 9.64	132 5.59	61 9.97	39 20.53
2	(N) 2,953 (%) 92.66	1,504 90.77	1,449 94.71	184 99.46	530 93.81	766 89.70	896 92.37	577 94.13	2,129 91.89	91 98.91	566 95.45	40 93.02	56 88.89	48 88.89	735 94.59	2,017 92.18	178 90.36	2,228 94.41	551 90.03	151 79.47
Total	(N) 3,187 (%) 100.0	1,657 100.0	1,530 100.0	185 100.00	565 100.00	854 100.00	970 100.00	613 100.00	2,317 100.0	92 100.00	593 100.00	43 100.00	63 100.00	54 100.00	777 100.00	2,188 100.0	197 100.00	2,360 100.0	612 100.00	190 100.00

81. Does your child need or get 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 82

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 178 (%) 78.07	116 78.38	62 77.50	1 100.00	27 81.82	63 74.12	58 78.38	29 82.86	147 79.89	1 100.00	20 74.07	1 33.33	3 60.00	5 83.33	28 70.00	132 79.04	17 89.47	94 72.87	48 81.36	34 89.47
2	(N) 50 (%) 21.93	32 21.62	18 22.50	0 0.00	6 18.18	22 25.88	16 21.62	6 17.14	37 20.11	0 0.00	7 25.93	2 66.67	2 40.00	1 16.67	12 30.00	35 20.96	2 10.53	35 27.13	11 18.64	4 10.53
Total	(N) 228 (%) 100.00	148 100.00	80 100.00	1 100.00	33 100.00	85 100.00	74 100.00	35 100.00	184 100.00	1 100.00	27 100.00	3 100.00	5 100.00	6 100.00	40 100.00	167 100.00	19 100.00	129 100.00	59 100.00	38 100.00

82. Is this because of any medical, behavioral or other health condition that has lasted or is expected to last for at least 12 months?

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 83

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 530 (%) 16.64	313 18.89	217 14.19	3 1.62	48 8.48	129 15.11	201 20.83	149 24.19	443 19.19	18 19.78	35 5.83	6 13.64	11 17.46	16 29.63	94 11.99	399 18.31	36 18.18	305 12.97	149 24.31	70 35.90
2	(N) 2,656 (%) 83.36	1,344 81.11	1,312 85.81	182 98.38	518 91.52	725 84.89	764 79.17	467 75.81	1,866 80.81	73 80.22	565 94.17	38 86.36	52 82.54	38 70.37	690 88.01	1,780 81.69	162 81.82	2,047 87.03	464 75.69	125 64.10
Total	(N) 3,186 (%) 100.0	1,657 100.0	1,529 100.0	185 100.0	566 100.0	854 100.0	965 100.0	616 100.0	2,309 100.0	91 100.0	600 100.0	44 100.0	63 100.0	54 100.0	784 100.0	2,179 100.0	198 100.0	2,352 100.0	613 100.0	195 100.0

83. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling that has lasted or is expected to last for at least 12 months?

- 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 84

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH			
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	228 7.20	121 7.35	107 7.03	173 96.11	49 8.73	4 0.47	2 0.21	0 0.00	159 6.88	4 4.40	49 8.39	1 2.44	6 9.68	5 9.43	56 7.30	153 7.01	15 7.73	182 7.79	36 5.88	9 4.62
2	(N) (%)	571 18.02	296 17.98	275 18.07	6 3.33	509 90.73	51 6.03	4 0.41	1 0.16	385 16.65	14 15.38	133 22.77	4 9.76	13 20.97	17 32.08	151 19.69	384 17.60	31 15.98	449 19.21	95 15.52	24 12.31
3	(N) (%)	628 19.82	325 19.74	303 19.91	0 0.00	3 0.53	623 73.64	1 0.10	1 0.16	418 18.08	16 17.58	155 26.54	11 26.83	10 16.13	9 16.98	158 20.60	428 19.62	33 17.01	476 20.37	106 17.32	41 21.03
4	(N) (%)	593 18.72	306 18.59	287 18.86	0 0.00	0 0.00	168 19.86	424 43.98	1 0.16	437 18.90	15 16.48	111 19.01	8 19.51	9 14.52	11 20.75	141 18.38	415 19.02	35 18.04	452 19.34	106 17.32	31 15.90
5	(N) (%)	566 17.87	303 18.41	263 17.28	0 0.00	0 0.00	0 0.00	529 54.88	37 6.00	441 19.07	21 23.08	77 13.18	9 21.95	13 20.97	5 9.43	121 15.78	403 18.47	42 21.65	399 17.07	124 20.26	39 20.00
6	(N) (%)	582 18.37	295 17.92	287 18.86	1 0.56	0 0.00	0 0.00	4 0.41	577 93.52	472 20.42	21 23.08	59 10.10	8 19.51	11 17.74	6 11.32	140 18.25	399 18.29	38 19.59	379 16.22	145 23.69	51 26.15
Total	(N) (%)	3,168 100.0	1,646 100.0	1,522 100.0	180 100.0	561 100.0	846 100.0	964 100.0	617 100.0	2,312 100.0	91 100.0	584 100.0	41 100.0	62 100.0	53 100.0	767 100.0	2,182 100.0	194 100.0	2,337 100.0	612 100.0	195 100.0

84. What is your child's age now?

- 1 = Less than 2
- 2 = 2 to 4
- 3 = 5 to 7
- 4 = 8 to 10
- 5 = 11 to 13
- 6 = 14 to 17

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 85

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 1,661 (%) 51.95	1,633 98.02	28 1.83	98 52.69	303 52.79	445 52.17	503 52.07	312 50.49	1,186 51.08	48 53.33	331 55.17	20 46.51	34 53.97	32 59.26	404 51.60	1,139 51.99	108 54.55	1,213 51.38	320 52.03	111 56.63
2	(N) 1,536 (%) 48.05	33 1.98	1,503 98.17	88 47.31	271 47.21	408 47.83	463 47.93	306 49.51	1,136 48.92	42 46.67	269 44.83	23 53.49	29 46.03	22 40.74	379 48.40	1,052 48.01	90 45.45	1,148 48.62	295 47.97	85 43.37
Total	(N) 3,197 (%) 100.0	1,666 100.0	1,531 100.0	186 100.00	574 100.00	853 100.00	966 100.00	618 100.00	2,322 100.0	90 100.00	600 100.00	43 100.00	63 100.00	54 100.00	783 100.00	2,191 100.0	198 100.00	2,361 100.0	615 100.00	196 100.00

85. Is your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 86

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH			
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	415 24.97	377 24.69	49 26.34	185 32.40	250 29.24	209 21.68	99 16.15	154 6.66	5 5.56	592 97.85	5 11.90	5 8.06	17 32.08	386 49.42	363 16.58	29 14.87	507 21.52	200 32.68	70 35.71	
2	(N) (%)	1,247 75.03	1,150 75.31	137 73.66	386 67.60	605 70.76	755 78.32	514 83.85	2,159 93.34	85 94.44	13 2.15	37 88.10	57 91.94	36 67.92	395 50.58	1,826 83.42	166 85.13	1,849 78.48	412 67.32	126 64.29	
Total	(N) (%)	3,189 100.0	1,662 100.0	1,527 100.0	186 100.0	571 100.0	855 100.0	964 100.0	613 100.0	2,313 100.0	90 100.0	605 100.0	42 100.0	62 100.0	53 100.0	781 100.0	2,189 100.0	195 100.0	2,356 100.0	612 100.0	196 100.0

86. Is your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 87

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH			
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	230 7.48	116 7.25	114 7.73	11 6.25	46 8.52	61 7.54	69 7.36	43 7.04	139 6.00	28 30.43	38 7.85	3 6.82	13 20.97	8 15.09	40 5.63	172 8.00	17 8.81	170 7.43	43 7.35	15 8.29
2	(N) (%)	2,221 72.25	1,140 71.25	1,081 73.34	133 75.57	365 67.59	562 69.47	690 73.56	471 77.09	2,047 88.31	2 2.17	126 26.03	1 2.27	9 14.52	26 49.06	423 59.49	1,648 76.69	140 72.54	1,703 74.43	392 67.01	115 63.54
3	(N) (%)	81 2.64	48 3.00	33 2.24	3 1.70	10 1.85	20 2.47	28 2.99	20 3.27	14 0.60	60 65.22	2 0.41	0 0.00	1 1.61	2 3.77	11 1.55	59 2.75	9 4.66	58 2.53	17 2.91	6 3.31
4	(N) (%)	32 1.04	13 0.81	19 1.29	0 0.00	4 0.74	11 1.36	8 0.85	9 1.47	3 0.13	0 0.00	1 0.21	26 59.09	0 0.00	2 3.77	9 1.27	21 0.98	2 1.04	19 0.83	9 1.54	4 2.21
5	(N) (%)	19 0.62	12 0.75	7 0.47	1 0.57	4 0.74	5 0.62	7 0.75	2 0.33	8 0.35	0 0.00	1 0.21	9 20.45	1 1.61	0 0.00	2 0.28	14 0.65	3 1.55	15 0.66	3 0.51	1 0.55
6	(N) (%)	96 3.12	53 3.31	43 2.92	7 3.98	20 3.70	28 3.46	27 2.88	14 2.29	42 1.81	0 0.00	14 2.89	0 0.00	36 58.06	2 3.77	25 3.52	63 2.93	6 3.11	75 3.28	16 2.74	4 2.21
7	(N) (%)	395 12.85	218 13.63	177 12.01	21 11.93	91 16.85	122 15.08	109 11.62	52 8.51	65 2.80	2 2.17	302 62.40	5 11.36	2 3.23	13 24.53	201 28.27	172 8.00	16 8.29	248 10.84	105 17.95	36 19.89
Total	(N) (%)	3,074 100.0	1,600 100.0	1,474 100.0	176 100.00	540 100.00	809 100.00	938 100.00	611 100.00	2,318 100.00	92 100.00	484 100.00	44 100.00	62 100.00	53 100.00	711 100.00	2,149 100.00	193 100.00	2,288 100.00	585 100.00	181 100.00

87. What is your child's 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 88

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 121 (%) 3.79	52 3.13	69 4.51	8 4.35	10 1.75	23 2.69	42 4.32	38 6.21	99 4.27	5 5.43	8 1.33	6 13.64	1 1.61	0 0.00	42 5.38	73 3.32	4 2.05	76 3.22	31 5.05	13 6.63
1	(N) 325 (%) 10.18	166 9.99	159 10.39	75 40.76	171 29.95	66 7.73	9 0.93	4 0.65	235 10.13	3 3.26	66 10.98	2 4.55	8 12.90	7 12.96	101 12.93	208 9.47	12 6.15	267 11.33	46 7.49	9 4.59
2	(N) 1,135 (%) 35.55	608 36.58	527 34.42	75 40.76	255 44.66	435 50.94	310 31.89	60 9.80	744 32.08	38 41.30	299 49.75	14 31.82	18 29.03	14 25.93	278 35.60	795 36.20	54 27.69	878 37.25	189 30.78	59 30.10
3	(N) 982 (%) 30.75	523 31.47	459 29.98	21 11.41	91 15.94	212 24.82	380 39.09	278 45.42	747 32.21	24 26.09	170 28.29	10 22.73	16 25.81	12 22.22	238 30.47	677 30.83	64 32.82	689 29.23	216 35.18	67 34.18
4	(N) 397 (%) 12.43	201 12.09	196 12.80	3 1.63	29 5.08	81 9.48	149 15.33	135 22.06	319 13.76	12 13.04	43 7.15	3 6.82	8 12.90	9 16.67	75 9.60	284 12.93	35 17.95	275 11.67	87 14.17	34 17.35
5	(N) 165 (%) 5.17	77 4.63	88 5.75	2 1.09	11 1.93	26 3.04	52 5.35	74 12.09	127 5.48	7 7.61	10 1.66	6 13.64	6 9.68	9 16.67	27 3.46	117 5.33	21 10.77	116 4.92	35 5.70	13 6.63
6	(N) 58 (%) 1.82	29 1.74	29 1.89	0 0.00	3 0.53	9 1.05	25 2.57	21 3.43	39 1.68	3 3.26	5 0.83	3 6.82	5 8.06	3 5.56	19 2.43	35 1.59	4 2.05	49 2.08	8 1.30	1 0.51
7	(N) 10 (%) 0.31	6 0.36	4 0.26	0 0.00	1 0.18	2 0.23	5 0.51	2 0.33	9 0.39	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	1 0.13	7 0.32	1 0.51	7 0.30	2 0.33	0 0.00
Total	(N) 3,193 (%) 100.0	1,662 100.0	1,531 100.0	184 100.0	571 100.0	854 100.0	972 100.0	612 100.0	2,319 100.0	92 100.0	601 100.0	44 100.0	62 100.0	54 100.0	781 100.0	2,196 100.0	195 100.0	2,357 100.0	614 100.0	196 100.0

88. What is your age now?

- 0 = Under 18
- 1 = 18 to 24
- 2 = 25 to 34
- 3 = 35 to 44
- 4 = 45 to 54
- 5 = 55 to 64
- 6 = 65 to 74
- 7 = 75 or older

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 89

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 351 (%) 10.95	220 13.21	131 8.51	11 5.91	43 7.56	97 11.32	117 12.01	83 13.41	245 10.52	9 9.78	67 11.07	11 25.00	8 12.70	8 14.81	91 11.52	234 10.64	23 11.68	272 11.50	57 9.24	15 7.61
2	(N) 2,854 (%) 89.05	1,446 86.79	1,408 91.49	175 94.09	526 92.44	760 88.68	857 87.99	536 86.59	2,084 89.48	83 90.22	538 88.93	33 75.00	55 87.30	46 85.19	699 88.48	1,966 89.36	174 88.32	2,093 88.50	560 90.76	182 92.39
Total	(N) 3,205 (%) 100.0	1,666 100.0	1,539 100.0	186 100.00	569 100.00	857 100.00	974 100.00	619 100.00	2,329 100.0	92 100.00	605 100.00	44 100.00	63 100.00	54 100.00	790 100.00	2,200 100.0	197 100.00	2,365 100.0	617 100.00	197 100.00

89. 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 90

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH			
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	289 9.05	144 8.66	145 9.48	11 6.01	50 8.82	98 11.52	86 8.83	44 7.13	49 2.10	4 4.35	228 37.56	5 11.36	0 0.00	3 5.56	289 36.54	0 0.00	0 0.00	157 6.66	79 12.82	44 22.56
2	(N) (%)	502 15.73	259 15.58	243 15.88	33 18.03	109 19.22	114 13.40	144 14.78	102 16.53	340 14.58	11 11.96	122 20.10	4 9.09	15 23.81	10 18.52	502 63.46	0 0.00	0 0.00	357 15.15	110 17.86	29 14.87
3	(N) (%)	1,172 36.72	607 36.52	565 36.93	75 40.98	213 37.57	312 36.66	349 35.83	223 36.14	910 39.02	27 29.35	177 29.16	18 40.91	22 34.92	18 33.33	0 0.00	1,172 53.20	0 0.00	904 38.37	209 33.93	55 28.21
4	(N) (%)	1,031 32.30	542 32.61	489 31.96	51 27.87	165 29.10	277 32.55	329 33.78	209 33.87	875 37.52	40 43.48	63 10.38	13 29.55	20 31.75	20 37.04	0 0.00	1,031 46.80	0 0.00	786 33.36	182 29.55	58 29.74
5	(N) (%)	139 4.35	81 4.87	58 3.79	10 5.46	19 3.35	38 4.47	47 4.83	25 4.05	114 4.89	6 6.52	13 2.14	1 2.27	4 6.35	1 1.85	0 0.00	0 0.00	139 70.20	107 4.54	26 4.22	6 3.08
6	(N) (%)	59 1.85	29 1.74	30 1.96	3 1.64	11 1.94	12 1.41	19 1.95	14 2.27	44 1.89	4 4.35	4 0.66	3 6.82	2 3.17	2 3.70	0 0.00	0 0.00	59 29.80	45 1.91	10 1.62	3 1.54
Total	(N) (%)	3,192 100.0	1,662 100.0	1,530 100.0	183 100.0	567 100.0	851 100.0	974 100.0	617 100.0	2,332 100.0	92 100.0	607 100.0	44 100.0	63 100.0	54 100.0	791 100.0	2,203 100.0	198 100.0	2,356 100.0	616 100.0	195 100.0

90. 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 91

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	2,604 82.69	1,352 82.54	1,252 82.86	144 79.56	423 75.81	670 79.48	822 85.63	545 89.79	2,241 97.48	86 94.51	138 23.67	20 50.00	62 98.41	47 88.68	443 57.83	1,979 91.16	172 89.58	2,004 86.08	457 76.04	130 67.01
2 (N) (%)	461 14.64	243 14.84	218 14.43	30 16.57	125 22.40	151 17.91	115 11.98	40 6.59	8 0.35	0 0.00	438 75.13	0 0.00	1 1.59	4 7.55	302 39.43	140 6.45	9 4.69	271 11.64	124 20.63	53 27.32
3 (N) (%)	84 2.67	43 2.63	41 2.71	7 3.87	10 1.79	22 2.61	23 2.40	22 3.62	50 2.17	5 5.49	7 1.20	20 50.00	0 0.00	2 3.77	21 2.74	52 2.40	11 5.73	53 2.28	20 3.33	11 5.67
Total (N) (%)	3,149 100.0	1,638 100.0	1,511 100.0	181 100.00	558 100.00	843 100.00	960 100.00	607 100.00	2,299 100.0	91 100.00	583 100.00	40 100.00	63 100.00	53 100.00	766 100.00	2,171 100.0	192 100.00	2,328 100.0	601 100.00	194 100.00

91. 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 92

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 2,667 (%) 85.84	1,391 86.13	1,276 85.52	143 79.89	427 77.08	686 83.35	848 89.36	563 93.52	2,240 97.56	88 97.78	187 34.00	29 76.32	63 100.00	49 92.45	487 65.99	1,997 92.45	172 89.58	2,039 88.81	481 80.30	134 72.04
2	(N) 363 (%) 11.68	183 11.33	180 12.06	27 15.08	111 20.04	119 14.46	81 8.54	25 4.15	8 0.35	0 0.00	348 63.27	0 0.00	0 0.00	1 1.89	234 31.71	115 5.32	8 4.17	213 9.28	96 16.03	41 22.04
3	(N) 77 (%) 2.48	41 2.54	36 2.41	9 5.03	16 2.89	18 2.19	20 2.11	14 2.33	48 2.09	2 2.22	15 2.73	9 23.68	0 0.00	3 5.66	17 2.30	48 2.22	12 6.25	44 1.92	22 3.67	11 5.91
Total	(N) 3,107 (%) 100.0	1,615 100.0	1,492 100.0	179 100.0	554 100.0	823 100.0	949 100.0	602 100.0	2,296 100.0	90 100.0	550 100.0	38 100.0	63 100.0	53 100.0	738 100.0	2,160 100.0	192 100.0	2,296 100.0	599 100.0	186 100.0

92. What language does your child 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 93

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 2,740 (%) 87.23	1,428 87.34	1,312 87.12	173 95.05	501 88.36	756 89.15	815 86.43	495 82.36	1,965 86.41	73 82.02	574 95.51	38 86.36	43 70.49	30 60.00	700 90.21	1,873 87.08	150 78.13	2,028 87.45	518 85.48	169 88.95
2	(N) 201 (%) 6.40	93 5.69	108 7.17	2 1.10	36 6.35	55 6.49	59 6.26	49 8.15	158 6.95	6 6.74	20 3.33	1 2.27	6 9.84	8 16.00	48 6.19	141 6.56	10 5.21	152 6.55	40 6.60	9 4.74
3	(N) 37 (%) 1.18	23 1.41	14 0.93	1 0.55	6 1.06	4 0.47	14 1.48	12 2.00	28 1.23	4 4.49	3 0.50	0 0.00	2 3.28	0 0.00	10 1.29	22 1.02	5 2.60	24 1.03	12 1.98	1 0.53
4	(N) 7 (%) 0.22	4 0.24	3 0.20	0 0.00	1 0.18	0 0.00	2 0.21	4 0.67	7 0.31	0 0.00	0 0.00	0 0.00	0 0.00	0 0.00	3 0.39	3 0.14	1 0.52	7 0.30	0 0.00	0 0.00
5	(N) 5 (%) 0.16	3 0.18	2 0.13	0 0.00	0 0.00	1 0.12	3 0.32	1 0.17	3 0.13	0 0.00	1 0.17	1 2.27	0 0.00	0 0.00	1 0.13	4 0.19	0 0.00	3 0.13	2 0.33	0 0.00
6	(N) 51 (%) 1.62	32 1.96	19 1.26	3 1.65	7 1.23	10 1.18	20 2.12	11 1.83	36 1.58	3 3.37	0 0.00	2 4.55	6 9.84	4 8.00	5 0.64	37 1.72	9 4.69	39 1.68	10 1.65	1 0.53
7	(N) 100 (%) 3.18	52 3.18	48 3.19	3 1.65	16 2.82	22 2.59	30 3.18	29 4.83	77 3.39	3 3.37	3 0.50	2 4.55	4 6.56	8 16.00	9 1.16	71 3.30	17 8.85	66 2.85	24 3.96	10 5.26
Total	(N) 3,141 (%) 100.0	1,635 100.0	1,506 100.0	182 100.00	567 100.00	848 100.00	943 100.00	601 100.00	2,274 100.0	89 100.00	601 100.00	44 100.00	61 100.00	50 100.00	776 100.00	2,151 100.0	192 100.00	2,319 100.0	606 100.00	190 100.00

93. How are you related to the child?

- 1 = Mother or father
- 2 = Grandparent
- 3 = Aunt or uncle
- 4 = Older brother or sister
- 5 = Other relative
- 6 = Legal guardian
- 7 = Someone else

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 94

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 2,818 (%) 91.23	1,476 92.13	1,342 90.25	168 94.38	505 91.65	750 91.46	855 90.29	540 91.06	2,047 91.26	81 94.19	550 93.70	31 81.58	53 85.48	42 79.25	710 91.85	1,937 91.67	157 85.79	2,079 91.14	541 90.92	176 92.15
2	(N) 271 (%) 8.77	126 7.87	145 9.75	10 5.62	46 8.35	70 8.54	92 9.71	53 8.94	196 8.74	5 5.81	37 6.30	7 18.42	9 14.52	11 20.75	63 8.15	176 8.33	26 14.21	202 8.86	54 9.08	15 7.85
Total	(N) 3,089 (%) 100.0	1,602 100.0	1,487 100.0	178 100.00	551 100.00	820 100.00	947 100.00	593 100.00	2,243 100.0	86 100.00	587 100.00	38 100.00	62 100.00	53 100.00	773 100.00	2,113 100.00	183 100.00	2,281 100.0	595 100.00	191 100.00

94. Are you listed as the child's payee or guardian on Medicaid records?

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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 95

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) 74 (%) 2.32	43 2.59	31 2.02	4 2.15	4 0.70	13 1.52	29 2.98	24 3.91	45 1.94	0 0.00	12 1.99	9 20.45	5 7.94	1 1.85	32 4.08	37 1.69	3 1.52	49 2.08	16 2.59	7 3.59
2	(N) 3,120 (%) 97.68	1,616 97.41	1,504 97.98	182 97.85	564 99.30	841 98.48	943 97.02	590 96.09	2,275 98.06	91 100.00	590 98.01	35 79.55	58 92.06	53 98.15	752 95.92	2,155 98.31	195 98.48	2,308 97.92	601 97.41	188 96.41
Total	(N) 3,194 (%) 100.0	1,659 100.0	1,535 100.0	186 100.00	568 100.00	854 100.00	972 100.00	614 100.00	2,320 100.0	91 100.00	602 100.00	44 100.00	63 100.00	54 100.00	784 100.00	2,192 100.00	198 100.00	2,357 100.0	617 100.00	195 100.00

95. 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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 Child Medicaid Member Satisfaction Survey
Oregon Health Plan Child Population
Oregon Health Plan State Total - 15 OHP Plans
Question 96

Survey Response	Total	GENDER		AGE					RACE AND ETHNICITY						RESPONDENT EDUCATION			GENERAL HEALTH		
		Male	Female	< 1	1-3	4-7	8-12	13-17	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) (%)	22 30.14	13 30.95	9 29.03	0 0.00	0 0.00	1 7.69	10 34.48	11 47.83	12 26.67	0 0.00	3 25.00	4 44.44	1 25.00	0 0.00	12 37.50	7 19.44	1 33.33	12 25.00	6 37.50	4 57.14
2 (N) (%)	16 21.92	10 23.81	6 19.35	0 0.00	1 25.00	7 53.85	5 17.24	3 13.04	7 15.56	0 0.00	6 50.00	2 22.22	1 25.00	0 0.00	10 31.25	5 13.89	1 33.33	10 20.83	4 25.00	1 14.29
3 (N) (%)	9 12.33	5 11.90	4 12.90	0 0.00	1 25.00	2 15.38	3 10.34	3 13.04	8 17.78	0 0.00	1 8.33	0 0.00	0 0.00	4 12.50	5 13.89	0 0.00	8 16.67	0 0.00	1 14.29	
4 (N) (%)	7 9.59	4 9.52	3 9.68	1 25.00	0 0.00	0 0.00	2 6.90	4 17.39	4 8.89	0 0.00	0 0.00	1 11.11	1 25.00	1 100.00	2 6.25	5 13.89	0 0.00	10.42	0.00	14.29
5 (N) (%)	12 16.44	6 14.29	6 19.35	1 25.00	1 25.00	1 7.69	7 24.14	2 8.70	10 22.22	0 0.00	0 0.00	2 22.22	0 0.00	3 9.38	8 22.22	1 33.33	7 14.58	5 31.25	0 0.00	
6 (N) (%)	7 9.59	4 9.52	3 9.68	2 50.00	1 25.00	2 15.38	2 6.90	0 0.00	4 8.89	0 0.00	2 16.67	0 0.00	1 25.00	0 0.00	1 3.13	6 16.67	0 0.00	12.50	6.25	0.00
Total (N) (%)	73 100.00	42 100.00	31 100.00	4 100.00	4 100.00	13 100.00	29 100.00	23 100.00	45 100.00	0 0.00	12 100.00	9 100.00	4 100.00	1 100.00	32 100.00	36 100.00	3 100.00	48 100.00	16 100.00	7 100.00

96. 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 respondent education and general health columns are based on parent or caretaker responses to the corresponding survey items. The TOTAL column includes respondents that may be missing gender, age, race, respondent 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%.