

Community Health Solutions of America

CAHPS® 5.0H Child Medicaid with Chronic Conditions Report

June 2013



Community Health Solutions of America

CAHPS® 5.0H Medicaid Children with Chronic Conditions

Summary Report

June 2013

Introduction. Results from fielding the HEDIS®/CAHPS® 5.0H Survey for Community Health Solutions of America (CHSA) provide a comprehensive tool for assessing consumers' experiences with the health plan. This report is designed to allow the health plan to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology, a graphic presentation of key results for rating questions, composites and Effectiveness of Care Measures and a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. A copy of the questionnaire is found as an appendix.

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

Results. This report summarizes the findings of the Medicaid children with chronic conditions 5.0H CAHPS survey conducted for CHSA. The survey instrument was comprised of the standard child Medicaid questions, with the addition of the Children with Chronic Conditions (CCC) measurement set. Attempts were made to survey 1,650 member households from the general population and 1840 member households from a population likely to have a child with a chronic condition. Member households were contacted by mail and telephone during the period March 8, 2013 through May 20, 2013, using a mixed-mode procedure and standard questionnaire.

The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA). NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

The survey drew as potential respondents the parents or caretakers of child members of CHSA who were continuously enrolled in the plan for at least 6 months as of December 31, 2012, with no more than one enrollment gap of 45 days or less. From this sample frame, a two-stage random sample was drawn. In the first stage, 1650 child members were randomly selected from the entire sample frame, representing children from the general population. In the second stage, a supplemental sample of 1840 child members was drawn from among a subset of children more likely to have a chronic condition, based on claims or care encounters that met specific diagnostic or service criteria. A total of 1650 cases was drawn. The survey was offered in

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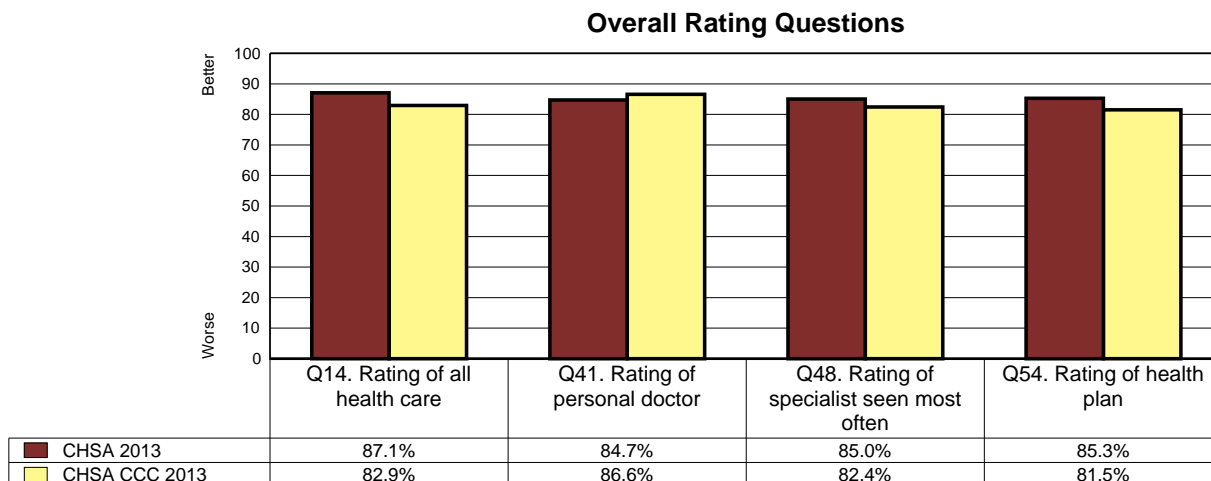
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English and Spanish. Questionnaires were considered complete if respondents did not answer 'No' to Q1 and provided a valid response to at least one item in the questionnaire. Complete interviews were obtained from 407 CHSA members, and the response rate was 24.8%.

In the presentation of results, general population respondents are those from the general sample who fulfilled completeness requirements. The CCC population respondents are those whose responses to the survey-based screening tool indicated that the child has a chronic condition. CCC population respondents may come from the general sample or the supplemental sample. The general population and CCC population groups are not mutually exclusive. If a child member sampled as part of the general population is identified as having a chronic condition based on responses to the instrument's screening tool, the child's responses will be included in both the general and CCC groups in the results.

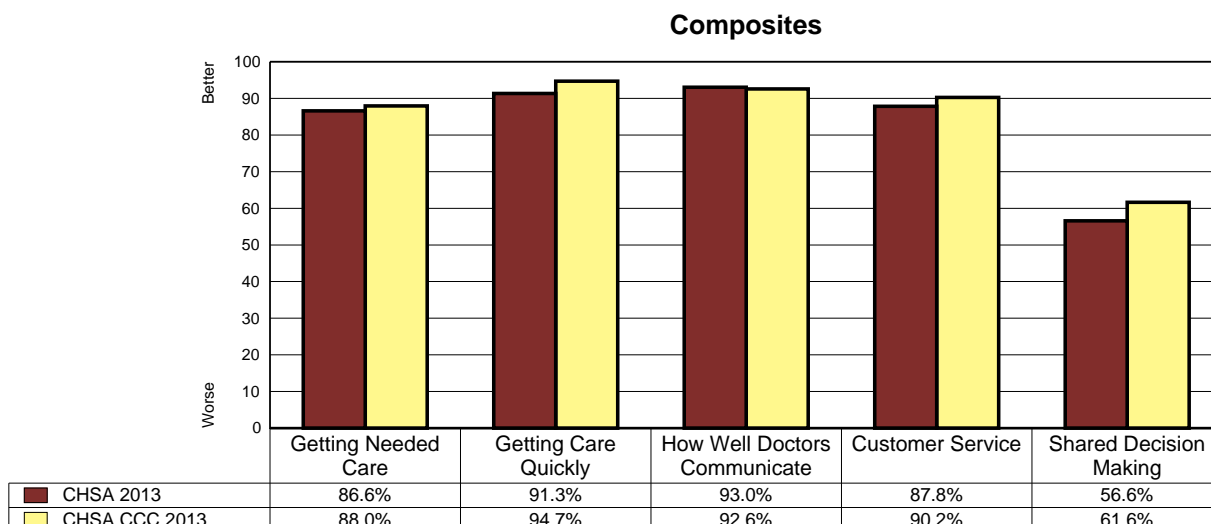
SUMMARY OF OVERALL RATING QUESTIONS

Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as the proportion of members whose response was an achievement. Results are presented for the general child population as well as the population of children with chronic conditions.



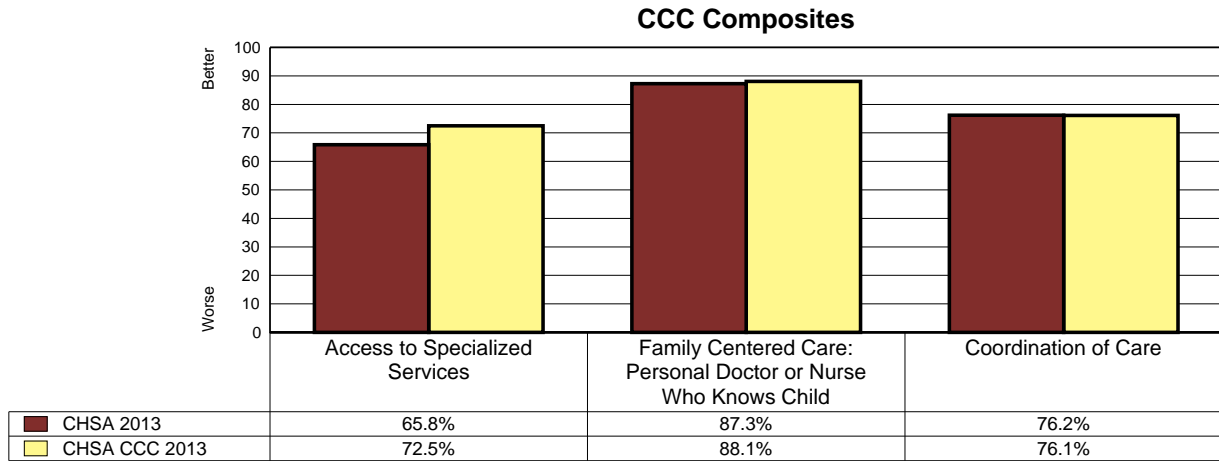
SUMMARY OF COMPOSITES

A composite score is calculated for each of five standard domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the plan performed across the domain. In the table below, proportions of positive responses are reported as achievement scores. Responses of "Yes" and "A lot" are considered achievements for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements. Results are presented for the general child population as well as the population of children with chronic conditions.



SUMMARY OF CCC COMPOSITES

A composite score is calculated for the three domains specific to children with chronic conditions: Access to Specialized Services, Family-Centered Care: Personal Doctor who Knows your Child, and Coordination of Care. In the table below, proportions of positive responses are reported as achievement scores. The Access to Specialized Care composite reflects response options of "Usually" or "Always" in the achievement score. The Family-Centered Care and Coordination of Care composites are based on 'Yes' as the achievement. Results are presented for the general child population as well as the population of children with chronic conditions.



Sample Disposition

	CHSA 2013
First mailing - sent	1650
*First mailing - usable survey returned	182
Second mailing - sent	1420
*Second mailing - usable survey returned	105
*Phone - usable surveys	120
Total - usable surveys	407
†Ineligible: According to population criteria‡	11
†Ineligible: Language barrier	1
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	0
Bad phone number/bad address	561
Refusal/Returned survey blank	44
Nonresponse - Unavailable by mail and phone	626
Adjusted Response Rate	24.8%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

Q1. Our records show that your child is now in Community Health Solutions of America Is that right?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	394	100.0%	391	100.0%
No	0	0.0%	0	0.0%
Total	394	100.0%	391	100.0%
Not Answered	13		9	

Your Child's Health Care in the Last 6 Months

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	154	39.2%	198	50.5%
No	239	60.8%	194	49.5%
Total	393	100.0%	392	100.0%
Not Answered	14		8	

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Never	1	0.7%	1	0.5%
● Sometimes	14	10.0%	9	4.8%
● Usually	23	16.4%	16	8.6%
● Always	102	72.9%	160	86.0%
Total	140	100.0%	186	100.0%
Not Answered	14		12	
Reporting Category	Getting Care Quickly			
Achievement Score	89.3%		94.6%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	273	70.2%	330	83.5%
No	116	29.8%	65	16.5%
Total	389	100.0%	395	100.0%
Not Answered	18		5	

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

Responses by Question

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

- Q6.** In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Never	1	0.4%	2	0.7%
● Sometimes	16	6.3%	14	4.6%
● Usually	36	14.1%	44	14.3%
● Always	203	79.3%	247	80.5%
Total	256	100.0%	307	100.0%
Not Answered	17		23	
Reporting Category	Getting Care Quickly			
Achievement Score	93.4%		94.8%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
None	85	22.2%	43	11.1%
1 time	82	21.4%	62	16.0%
2 times	100	26.1%	88	22.7%
3 times	50	13.1%	65	16.8%
4 times	32	8.4%	47	12.1%
5 to 9 times	31	8.1%	67	17.3%
10 or more times	3	0.8%	16	4.1%
Total	383	100.0%	388	100.0%
Not Answered	24		12	

- Q8.** In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Yes	199	68.4%	242	71.6%
● No	92	31.6%	96	28.4%
Total	291	100.0%	338	100.0%
Not Answered	7		7	
Reporting Category	Single Items			
Achievement Score	68.4%		71.6%	

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

Responses by Question

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

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Never	9	3.1%	5	1.5%
● Sometimes	24	8.4%	29	8.6%
● Usually	45	15.7%	48	14.2%
● Always	209	72.8%	255	75.7%
Total	287	100.0%	337	100.0%
Not Answered	11		8	
Reporting Category	Single Items			
Achievement Score	88.5%		89.9%	

- Q10.** In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	78	27.1%	134	40.1%
No	210	72.9%	200	59.9%
Total	288	100.0%	334	100.0%
Not Answered	10		11	

- Q11.** When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Not at all	2	2.6%	2	1.5%
● A little	5	6.5%	10	7.6%
● Some	20	26.0%	34	25.8%
● A lot	50	64.9%	86	65.2%
Total	77	100.0%	132	100.0%
Not Answered	1		2	
Reporting Category	Shared Decision Making			
Achievement Score	64.9%		65.2%	

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

Responses by Question

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

Q12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Not at all	17	22.7%	21	16.0%
● A little	8	10.7%	16	12.2%
● Some	25	33.3%	42	32.1%
● A lot	25	33.3%	52	39.7%
Total	75	100.0%	131	100.0%
Not Answered	3		3	
Reporting Category	Shared Decision Making			
Achievement Score	33.3%		39.7%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Yes	55	71.4%	104	80.0%
● No	22	28.6%	26	20.0%
Total	77	100.0%	130	100.0%
Not Answered	1		4	
Reporting Category	Shared Decision Making			
Achievement Score	71.4%		80.0%	

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Worst health care possible	0	0.0%	2	0.6%
● 1	0	0.0%	0	0.0%
● 2	0	0.0%	0	0.0%
● 3	1	0.3%	7	2.1%
● 4	0	0.0%	2	0.6%
● 5	12	4.2%	10	2.9%
● 6	10	3.5%	12	3.5%
● 7	14	4.9%	25	7.4%
● 8	46	16.1%	48	14.2%
● 9	41	14.3%	50	14.7%
● Best health care possible	162	56.6%	183	54.0%
Total	286	100.0%	339	100.0%
Not Answered	12		6	
Reporting Category	Ratings			
Rating (8, 9 and 10)	87.1%		82.9%	

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

Responses by Question

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

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	1	0.3%	2	0.6%
<input type="radio"/> Sometimes	24	8.4%	28	8.3%
<input type="radio"/> Usually	47	16.4%	66	19.5%
<input checked="" type="radio"/> Always	215	74.9%	242	71.6%
Total	287	100.0%	338	100.0%
Not Answered	11		7	
Reporting Category	Getting Needed Care			
Achievement Score	91.3%		91.1%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	281	72.4%	326	82.1%
No	107	27.6%	71	17.9%
Total	388	100.0%	397	100.0%
Not Answered	19		3	

Q17. 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?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	16	6.1%	46	15.2%
No	247	93.9%	256	84.8%
Total	263	100.0%	302	100.0%
Not Answered	18		24	

Q18. 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?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input checked="" type="radio"/> Yes	15	93.8%	44	95.7%
<input type="radio"/> No	1	6.3%	2	4.3%
Total	16	100.0%	46	100.0%
Not Answered	0		0	
Reporting Category	Coordination of Care			
Achievement Score	93.8%		95.7%	

Response scored as: Achievement Room for improvement

Responses by Question

Specialized Services

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	16	4.2%	52	13.2%
No	369	95.8%	342	86.8%
Total	385	100.0%	394	100.0%
Not Answered	22		6	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Never	4	26.7%	7	13.7%
● Sometimes	2	13.3%	8	15.7%
● Usually	2	13.3%	12	23.5%
● Always	7	46.7%	24	47.1%
Total	15	100.0%	51	100.0%
Not Answered	1		1	
Reporting Category	Access to Specialized Services			
Achievement Score	60.0%		70.6%	

- Q21.** Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Yes	9	60.0%	36	72.0%
● No	6	40.0%	14	28.0%
Total	15	100.0%	50	100.0%
Not Answered	1		2	
Reporting Category	Single Items			
Achievement Score	60.0%		72.0%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	20	5.2%	52	13.2%
No	365	94.8%	343	86.8%
Total	385	100.0%	395	100.0%
Not Answered	22		5	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Specialized Services (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	3	15.8%	9	17.6%
<input type="radio"/> Sometimes	1	5.3%	4	7.8%
<input type="radio"/> Usually	3	15.8%	9	17.6%
<input type="radio"/> Always	12	63.2%	29	56.9%
Total	19	100.0%	51	100.0%
Not Answered	1		1	
Reporting Category	Access to Specialized Services			
Achievement Score	78.9%		74.5%	

Q24. Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Yes	14	73.7%	33	63.5%
<input type="radio"/> No	5	26.3%	19	36.5%
Total	19	100.0%	52	100.0%
Not Answered	1		0	
Reporting Category	Single Items			
Achievement Score	73.7%		63.5%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	42	10.9%	135	34.1%
No	342	89.1%	261	65.9%
Total	384	100.0%	396	100.0%
Not Answered	23		4	

Response scored as: Achievement Room for improvement

Responses by Question

Specialized Services (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	9	22.0%	18	13.8%
<input type="radio"/> Sometimes	8	19.5%	18	13.8%
<input type="radio"/> Usually	4	9.8%	24	18.5%
<input type="radio"/> Always	20	48.8%	70	53.8%
Total	41	100.0%	130	100.0%
Not Answered	1		5	
Reporting Category	Access to Specialized Services			
Achievement Score	58.5%		72.3%	

Q27. Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Yes	26	63.4%	74	57.8%
<input type="radio"/> No	15	36.6%	54	42.2%
Total	41	100.0%	128	100.0%
Not Answered	1		7	
Reporting Category	Single Items			
Achievement Score	63.4%		57.8%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	74	19.5%	120	30.8%
No	306	80.5%	269	69.2%
Total	380	100.0%	389	100.0%
Not Answered	27		11	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Yes	41	58.6%	64	56.6%
<input type="radio"/> No	29	41.4%	49	43.4%
Total	70	100.0%	113	100.0%
Not Answered	4		7	
Reporting Category	Coordination of Care			
Achievement Score	58.6%		56.6%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	318	83.0%	342	86.4%
No	65	17.0%	54	13.6%
Total	383	100.0%	396	100.0%
Not Answered	24		4	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
None	49	16.1%	29	8.7%
1 time	76	25.0%	59	17.7%
2 times	76	25.0%	88	26.3%
3 times	37	12.2%	53	15.9%
4 times	36	11.8%	40	12.0%
5 to 9 times	27	8.9%	52	15.6%
10 or more times	3	1.0%	13	3.9%
Total	304	100.0%	334	100.0%
Not Answered	14		8	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Never	5	2.0%	6	2.0%
● Sometimes	9	3.6%	13	4.3%
● Usually	40	15.8%	35	11.6%
● Always	199	78.7%	248	82.1%
Total	253	100.0%	302	100.0%
Not Answered	2		3	
Reporting Category	Communication			
Achievement Score	94.5%		93.7%	

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

Responses by Question

Your Child's Personal Doctor (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	2	0.8%	4	1.3%
<input type="radio"/> Sometimes	12	4.7%	15	5.0%
<input type="radio"/> Usually	36	14.2%	34	11.2%
<input type="radio"/> Always	203	80.2%	250	82.5%
Total	253	100.0%	303	100.0%
Not Answered	2		2	
Reporting Category	Communication			
Achievement Score	94.5%		93.7%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	1	0.4%	5	1.7%
<input type="radio"/> Sometimes	12	4.7%	11	3.6%
<input type="radio"/> Usually	29	11.5%	30	9.9%
<input type="radio"/> Always	211	83.4%	257	84.8%
Total	253	100.0%	303	100.0%
Not Answered	2		2	
Reporting Category	Communication			
Achievement Score	94.9%		94.7%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	168	67.2%	233	77.4%
No	82	32.8%	68	22.6%
Total	250	100.0%	301	100.0%
Not Answered	5		4	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	1	0.6%	2	0.9%
<input type="radio"/> Sometimes	16	9.6%	16	6.9%
<input type="radio"/> Usually	32	19.2%	38	16.4%
<input type="radio"/> Always	118	70.7%	176	75.9%
Total	167	100.0%	232	100.0%
Not Answered	1		1	
Reporting Category	Single Items			
Achievement Score	89.8%		92.2%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	9	3.6%	8	2.6%
<input type="radio"/> Sometimes	20	8.0%	28	9.3%
<input type="radio"/> Usually	56	22.4%	50	16.6%
<input type="radio"/> Always	165	66.0%	216	71.5%
Total	250	100.0%	302	100.0%
Not Answered	5		3	
Reporting Category	Communication			
Achievement Score	88.4%		88.1%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Yes	203	81.5%	253	84.6%
<input type="radio"/> No	46	18.5%	46	15.4%
Total	249	100.0%	299	100.0%
Not Answered	6		6	
Reporting Category	Family Centered Care			
Achievement Score	81.5%		84.6%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	88	35.5%	127	42.2%
No	160	64.5%	174	57.8%
Total	248	100.0%	301	100.0%
Not Answered	7		4	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

Q40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Never	7	8.4%	11	8.8%
● Sometimes	10	12.0%	11	8.8%
● Usually	21	25.3%	27	21.6%
● Always	45	54.2%	76	60.8%
Total	83	100.0%	125	100.0%
Not Answered	5		2	
Reporting Category	Single Items			
Achievement Score	79.5%		82.4%	

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Worst personal doctor possible	2	0.7%	3	0.9%
● 1	1	0.3%	0	0.0%
● 2	0	0.0%	2	0.6%
● 3	0	0.0%	2	0.6%
● 4	7	2.3%	6	1.8%
● 5	9	3.0%	8	2.4%
● 6	9	3.0%	10	3.0%
● 7	18	6.0%	14	4.2%
● 8	40	13.3%	39	11.6%
● 9	32	10.6%	38	11.3%
● Best personal doctor possible	183	60.8%	213	63.6%
Total	301	100.0%	335	100.0%
Not Answered	17		7	
Reporting Category	Ratings			
Rating (8, 9 and 10)	84.7%		86.6%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	66	21.9%	238	71.7%
No	236	78.1%	94	28.3%
Total	302	100.0%	332	100.0%
Not Answered	16		10	

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

Responses by Question

Your Child's Personal Doctor (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input checked="" type="radio"/> Yes	60	90.9%	215	91.5%
<input type="radio"/> No	6	9.1%	20	8.5%
Total	66	100.0%	235	100.0%
Not Answered	0		3	
Reporting Category	Family Centered Care			
Achievement Score	90.9%		91.5%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input checked="" type="radio"/> Yes	59	89.4%	207	88.1%
<input type="radio"/> No	7	10.6%	28	11.9%
Total	66	100.0%	235	100.0%
Not Answered	0		3	
Reporting Category	Family Centered Care			
Achievement Score	89.4%		88.1%	

Getting Health Care From Specialists

- Q45.** Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	83	22.3%	138	35.5%
No	290	77.7%	251	64.5%
Total	373	100.0%	389	100.0%
Not Answered	34		11	

Response scored as: Achievement Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Never	1	1.2%	3	2.2%
● Sometimes	14	16.9%	18	13.0%
● Usually	19	22.9%	29	21.0%
● Always	49	59.0%	88	63.8%
Total	83	100.0%	138	100.0%
Not Answered	0		0	
Reporting Category	Getting Needed Care			
Achievement Score	81.9%		84.8%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
None	3	3.6%	6	4.4%
1 specialist	62	74.7%	82	59.9%
2 specialists	16	19.3%	33	24.1%
3 specialists	1	1.2%	7	5.1%
4 specialists	0	0.0%	2	1.5%
5 or more specialists	1	1.2%	7	5.1%
Total	83	100.0%	137	100.0%
Not Answered	0		1	

Q48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%
● 1	0	0.0%	0	0.0%
● 2	0	0.0%	0	0.0%
● 3	0	0.0%	2	1.5%
● 4	2	2.5%	5	3.8%
● 5	3	3.8%	3	2.3%
● 6	3	3.8%	5	3.8%
● 7	4	5.0%	8	6.1%
● 8	11	13.8%	16	12.2%
● 9	9	11.3%	18	13.7%
● Best specialist possible	48	60.0%	74	56.5%
Total	80	100.0%	131	100.0%
Not Answered	0		0	
Reporting Category	Ratings			
Rating (8, 9 and 10)	85.0%		82.4%	

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

Responses by Question

Your Child's Health Plan

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	84	22.5%	110	28.4%
No	289	77.5%	278	71.6%
Total	373	100.0%	388	100.0%
Not Answered	34		12	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	3	3.7%	2	1.9%
<input type="radio"/> Sometimes	12	14.6%	14	13.1%
<input type="radio"/> Usually	12	14.6%	22	20.6%
<input type="radio"/> Always	55	67.1%	69	64.5%
Total	82	100.0%	107	100.0%
Not Answered	2		3	
Reporting Category	Customer Service			
Achievement Score	81.7%		85.0%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	2	2.4%	2	1.8%
<input type="radio"/> Sometimes	3	3.6%	3	2.8%
<input type="radio"/> Usually	9	10.8%	15	13.8%
<input type="radio"/> Always	69	83.1%	89	81.7%
Total	83	100.0%	109	100.0%
Not Answered	1		1	
Reporting Category	Customer Service			
Achievement Score	94.0%		95.4%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	78	21.0%	94	24.2%
No	293	79.0%	294	75.8%
Total	371	100.0%	388	100.0%
Not Answered	36		12	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan (continued)

PQ53. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q37 = 'No', based on NCQA scoring guidelines.]

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Never	3	0.8%	3	0.8%
● Sometimes	11	3.0%	8	2.1%
● Usually	12	3.3%	28	7.3%
● Always	340	92.9%	346	89.9%
Total	366	100.0%	385	100.0%
Not Answered	5		3	
Reporting Category	Single Items			
Achievement Score	96.2%		97.1%	

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Worst health plan possible	1	0.3%	5	1.3%
● 1	0	0.0%	0	0.0%
● 2	0	0.0%	1	0.3%
● 3	2	0.5%	4	1.0%
● 4	5	1.3%	4	1.0%
● 5	12	3.2%	12	3.0%
● 6	12	3.2%	17	4.3%
● 7	23	6.2%	30	7.6%
● 8	66	17.7%	69	17.5%
● 9	56	15.0%	49	12.4%
● Best health plan possible	196	52.5%	203	51.5%
Total	373	100.0%	394	100.0%
Not Answered	34		6	
Reporting Category	Ratings			
Rating (8, 9 and 10)	85.3%		81.5%	

Prescription Medications

Q55. In the last 6 months, did your child get a prescription for medicine or did you refill a prescription for your child?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	225	60.2%	346	87.4%
No	149	39.8%	50	12.6%
Total	374	100.0%	396	100.0%
Not Answered	33		4	

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

Responses by Question

Prescription Medications (continued)

Q56. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Never	3	1.4%	3	0.9%
<input type="radio"/> Sometimes	14	6.3%	24	7.0%
<input type="radio"/> Usually	33	14.9%	57	16.6%
<input type="radio"/> Always	171	77.4%	259	75.5%
Total	221	100.0%	343	100.0%
Not Answered	4		3	
Reporting Category	Single Items			
Achievement Score	92.3%		92.1%	

Q57. Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	121	56.0%	196	58.7%
No	95	44.0%	138	41.3%
Total	216	100.0%	334	100.0%
Not Answered	9		12	

About Your Child and You

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
<input type="radio"/> Excellent	148	39.1%	87	22.1%
<input type="radio"/> Very Good	128	33.8%	112	28.4%
<input type="radio"/> Good	81	21.4%	129	32.7%
<input type="radio"/> Fair	21	5.5%	62	15.7%
<input type="radio"/> Poor	1	0.3%	4	1.0%
Total	379	100.0%	394	100.0%
Not Answered	28		6	
Reporting Category	Single Items			
Achievement Score	72.8%		50.5%	

Response scored as: Achievement Room for improvement

Responses by Question

About Your Child and You (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
● Excellent	197	51.7%	97	24.6%
● Very Good	91	23.9%	87	22.1%
● Good	61	16.0%	110	27.9%
● Fair	28	7.3%	80	20.3%
● Poor	4	1.0%	20	5.1%
Total	381	100.0%	394	100.0%
Not Answered	26		6	
Reporting Category	Single Items			
Achievement Score	75.6%		46.7%	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	125	33.2%	347	87.6%
No	251	66.8%	49	12.4%
Total	376	100.0%	396	100.0%
Not Answered	31		4	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	91	75.8%	338	98.0%
No	29	24.2%	7	2.0%
Total	120	100.0%	345	100.0%
Not Answered	5		2	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	75	84.3%	328	98.2%
No	14	15.7%	6	1.8%
Total	89	100.0%	334	100.0%
Not Answered	2		4	

Response scored as: ● Achievement ● Room for improvement

Responses by Question

About Your Child and You (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	56	15.1%	194	49.7%
No	316	84.9%	196	50.3%
Total	372	100.0%	390	100.0%
Not Answered	35		10	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	47	87.0%	186	97.4%
No	7	13.0%	5	2.6%
Total	54	100.0%	191	100.0%
Not Answered	2		3	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	45	95.7%	185	99.5%
No	2	4.3%	1	0.5%
Total	47	100.0%	186	100.0%
Not Answered	0		0	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	37	9.9%	115	29.3%
No	338	90.1%	277	70.7%
Total	375	100.0%	392	100.0%
Not Answered	32		8	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	27	73.0%	106	93.0%
No	10	27.0%	8	7.0%
Total	37	100.0%	114	100.0%
Not Answered	0		1	

Responses by Question

About Your Child and You (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	27	100.0%	105	99.1%
No	0	0.0%	1	0.9%
Total	27	100.0%	106	100.0%
Not Answered	0		0	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	24	6.3%	84	21.3%
No	355	93.7%	310	78.7%
Total	379	100.0%	394	100.0%
Not Answered	28		6	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	14	60.9%	70	85.4%
No	9	39.1%	12	14.6%
Total	23	100.0%	82	100.0%
Not Answered	1		2	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	14	100.0%	68	97.1%
No	0	0.0%	2	2.9%
Total	14	100.0%	70	100.0%
Not Answered	0		0	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	50	13.3%	180	46.0%
No	325	86.7%	211	54.0%
Total	375	100.0%	391	100.0%
Not Answered	32		9	

Responses by Question

About Your Child and You (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	42	87.5%	168	96.0%
No	6	12.5%	7	4.0%
Total	48	100.0%	175	100.0%
Not Answered	2		5	

NQ74. What is your child's age?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Less than 1 year old	8	2.1%	4	1.0%
1 to 2 years old	47	12.4%	19	4.8%
3 to 4 years old	57	15.0%	38	9.6%
5 to 7 years old	71	18.7%	69	17.4%
8 to 10 years old	59	15.6%	95	23.9%
11 to 13 years old	59	15.6%	83	20.9%
14 to 18 years old	78	20.6%	89	22.4%
Total	379	100.0%	397	100.0%
Not Answered	28		3	

Q75. Is your child male or female?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Male	199	52.4%	232	58.6%
Female	181	47.6%	164	41.4%
Total	380	100.0%	396	100.0%
Not Answered	27		4	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes, Hispanic or Latino	45	12.1%	23	5.9%
No, Not Hispanic or Latino	326	87.9%	368	94.1%
Total	371	100.0%	391	100.0%
Not Answered	36		9	

Responses by Question

About Your Child and You (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	182	48.1%	242	61.1%
No	196	51.9%	154	38.9%
Total	378	100.0%	396	100.0%
Not Answered	29		4	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	167	44.2%	158	39.9%
No	211	55.8%	238	60.1%
Total	378	100.0%	396	100.0%
Not Answered	29		4	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	9	2.4%	3	0.8%
No	369	97.6%	393	99.2%
Total	378	100.0%	396	100.0%
Not Answered	29		4	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	1	0.3%	0	0.0%
No	377	99.7%	396	100.0%
Total	378	100.0%	396	100.0%
Not Answered	29		4	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	9	2.4%	5	1.3%
No	369	97.6%	391	98.7%
Total	378	100.0%	396	100.0%
Not Answered	29		4	

Responses by Question

About Your Child and You (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	31	8.2%	13	3.3%
No	347	91.8%	383	96.7%
Total	378	100.0%	396	100.0%
Not Answered	29		4	

Q78. What is your age?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Under 18	17	4.5%	26	6.6%
18 to 24	33	8.8%	21	5.3%
25 to 34	141	37.6%	139	35.2%
35 to 44	116	30.9%	118	29.9%
45 to 54	43	11.5%	54	13.7%
55 to 64	15	4.0%	24	6.1%
65 to 74	10	2.7%	11	2.8%
75 or older	0	0.0%	2	0.5%
Total	375	100.0%	395	100.0%
Not Answered	32		5	

Q79. Are you male or female?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Male	30	7.9%	27	6.8%
Female	349	92.1%	370	93.2%
Total	379	100.0%	397	100.0%
Not Answered	28		3	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
8th grade or less	21	5.6%	16	4.1%
Some high school but did not graduate	66	17.5%	82	20.8%
High school graduate or GED	146	38.7%	145	36.8%
Some college or 2-year degree	118	31.3%	127	32.2%
4-year college graduate	21	5.6%	19	4.8%
More than 4-year college degree	5	1.3%	5	1.3%
Total	377	100.0%	394	100.0%
Not Answered	30		6	

Responses by Question

About Your Child and You (continued)

Q81. How are you related to the child?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Mother or father	343	91.5%	334	86.8%
Grandparent	17	4.5%	31	8.1%
Aunt or uncle	7	1.9%	7	1.8%
Older brother or sister	2	0.5%	0	0.0%
Other relative	0	0.0%	0	0.0%
Legal guardian	4	1.1%	9	2.3%
Someone else	2	0.5%	4	1.0%
Total	375	100.0%	385	100.0%
Not Answered	32		15	

Q82. Did someone help you complete this survey?

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	8	2.8%	10	3.3%
No	277	97.2%	292	96.7%
Total	285	100.0%	302	100.0%
Not Answered	2		6	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	3	37.5%	6	60.0%
No	5	62.5%	4	40.0%
Total	8	100.0%	10	100.0%
Not Answered	0		0	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	1	12.5%	1	10.0%
No	7	87.5%	9	90.0%
Total	8	100.0%	10	100.0%
Not Answered	0		0	

Responses by Question

About Your Child and You (continued)

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	1	12.5%	3	30.0%
No	7	87.5%	7	70.0%
Total	8	100.0%	10	100.0%
Not Answered	0		0	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	3	37.5%	3	30.0%
No	5	62.5%	7	70.0%
Total	8	100.0%	10	100.0%
Not Answered	0		0	

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

	CHSA 2013		CHSA CCC 2013	
	N	%	N	%
Yes	2	25.0%	3	30.0%
No	6	75.0%	7	70.0%
Total	8	100.0%	10	100.0%
Not Answered	0		0	



Community Health Solutions
of America



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

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

If you want to know more about this study, please call 1-877-455-3396.

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 Community Health Solutions of America, Inc. Is that right?

Yes → *Go to Question 3*
 No

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



YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

Yes
 No → **Go to Question 5**

4. In the last 6 months, when your child **needed care right away**, how often did your child get care as soon as he or she needed?

Never
 Sometimes
 Usually
 Always

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

Yes
 No → **Go to Question 7**

6. In the last 6 months, when you made an appointment for a **check-up or routine care** for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

Never
 Sometimes
 Usually
 Always

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

None → **Go to Question 16**
 1 time
 2
 3
 4
 5 to 9
 10 or more times

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

Yes
 No

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → **Go to Question 14**

11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Not at all
 A little
 Some
 A lot

12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might **not** want your child to take a medicine?

Not at all
 A little
 Some
 A lot

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

Yes
 No



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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Care Possible Best Health Care Possible

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No

SPECIALIZED SERVICES

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

- Yes
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always



27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?
- Yes
 No
28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?
- Yes
 No → *Go to Question 30*
29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?
- Yes
 No

YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?
- Yes
 No → *Go to Question 45*
31. In the last 6 months, how many times did your child visit his or her personal doctor for care?
- None → *Go to Question 41*
 1 time
 2
 3
 4
 5 to 9
 10 or more times
32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- Never
 Sometimes
 Usually
 Always

33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
 Sometimes
 Usually
 Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
 Sometimes
 Usually
 Always
35. Is your child able to talk with doctors about his or her health care?
- Yes
 No → *Go to Question 37*
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
 Sometimes
 Usually
 Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 Sometimes
 Usually
 Always
38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
 No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
 No → *Go to Question 41*



YOUR CHILD'S HEALTH PLAN

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

49. In the last 6 months, did you get information or help from customer service at your child's health plan?
- Yes
 No → *Go to Question 52*
50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- Never
 Sometimes
 Usually
 Always
51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- Never
 Sometimes
 Usually
 Always
52. In the last 6 months, did your child's health plan give you any forms to fill out?
- Yes
 No → *Go to Question 54*
53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- Never
 Sometimes
 Usually
 Always
54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?
- Yes
 No → *Go to Question 58*
56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- Never
 Sometimes
 Usually
 Always
57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- Yes
 No

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
- Excellent
 Very Good
 Good
 Fair
 Poor
59. In general, how would you rate your child's overall mental or emotional health?
- Excellent
 Very Good
 Good
 Fair
 Poor
60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- Yes
 No → *Go to Question 63*



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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*

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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

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

75. Is your child male or female?

- Male
- Female

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

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

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

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other



78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

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

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

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

THANK YOU

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

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

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

