



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Program Child Survey

CAHPS® 5.0 Report

June 2017



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The CAHPS® 5.0H Survey is a comprehensive tool for assessing parents'/caregivers' experiences with the Georgia Medicaid Program's services for children (GMPSC). DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the CAHPS® 5.0H Child Survey. The survey instrument consists of forty-eight questions addressing areas such as getting care quickly, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences with their care. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always." Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experiences: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist DCH in identifying strengths and weaknesses in their quality of care and services.
2. Provide DCH with a way to assess where resources can best be allocated to improve weaknesses.
3. Show DCH the effects of their improvement efforts over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. The question text in the CAHPS® survey instrument uses the term health plan throughout the survey. In this report the term 'health plan' will refer to the GMPSC.

Correlations with overall GMPSC satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

Statistical significance tests were run comparing the GMPSC's 2015 scores with each year of trend - 2016 and 2017. Trend comparisons are presented in the *Executive Summary*, *Trend Analysis*, *Graphs*, and the *Responses by Question* sections of the report.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite items correlate to all general rating questions, and where improvements could help increase not only overall satisfaction with the program, but member satisfaction with doctors, specialists and care.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, small numbers of responses could be collected due to skip patterns inherent in the

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instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey is the most comprehensive tool available for assessing consumers' experiences with the care provided by their state Medicaid programs. The CAHPS® survey provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of a child survey conducted for the GMPSC. Attempts were made to survey 1,650 member households by mail and telephone during the period from February 7, 2017 through April 23, 2017, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 27.38%.

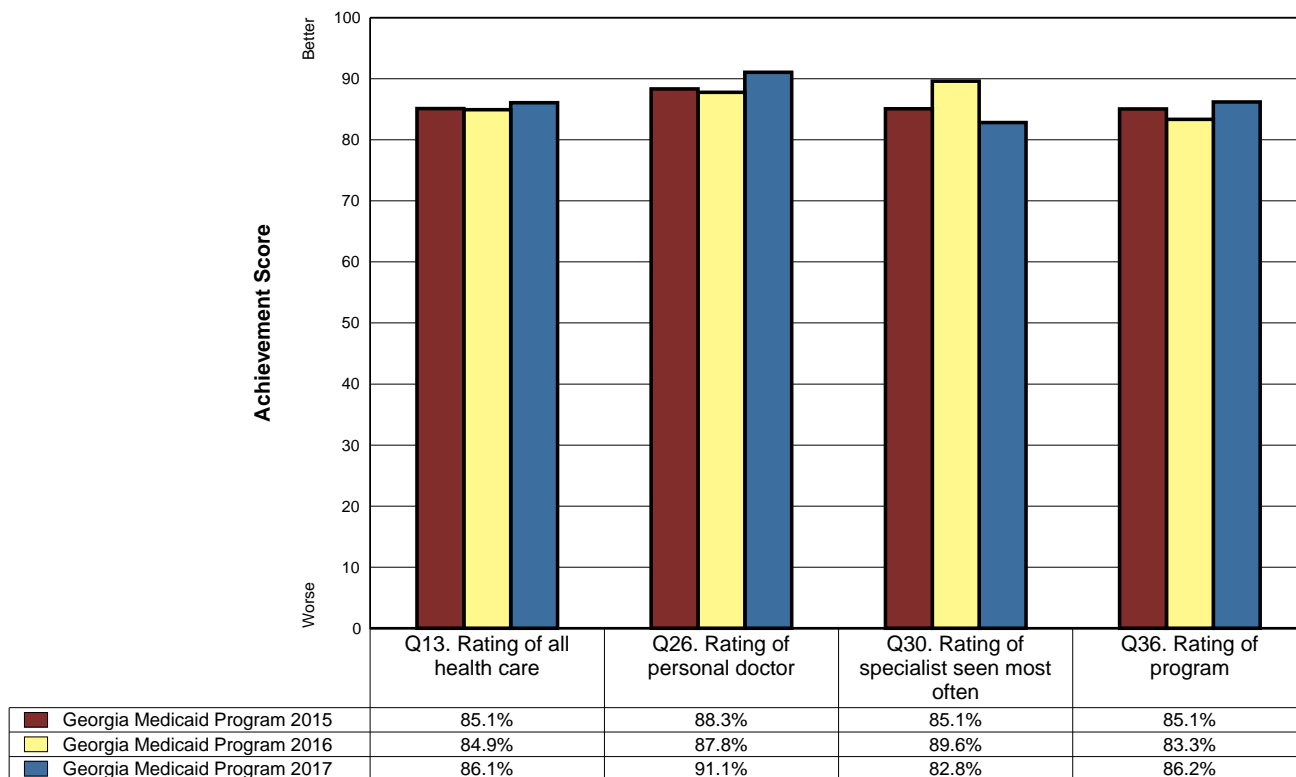
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

SUMMARY OF OVERALL RATING QUESTIONS

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 a proportion of members whose response was an achievement. Ratings are presented for the 2015, 2016 and 2017 GMPSC.

Statistical testing is between the GMPSC's 2015 ratings and each year of trend. When there is a statistically significant difference between the ratings, an arrow is placed above the trend bar. If there are no arrows, there are not statistically significant differences between the ratings.

Overall Rating Questions



% of respondents reporting ratings of 8, 9 or 10

↕ Statistically significantly higher/lower than Georgia Medicaid Program 2015

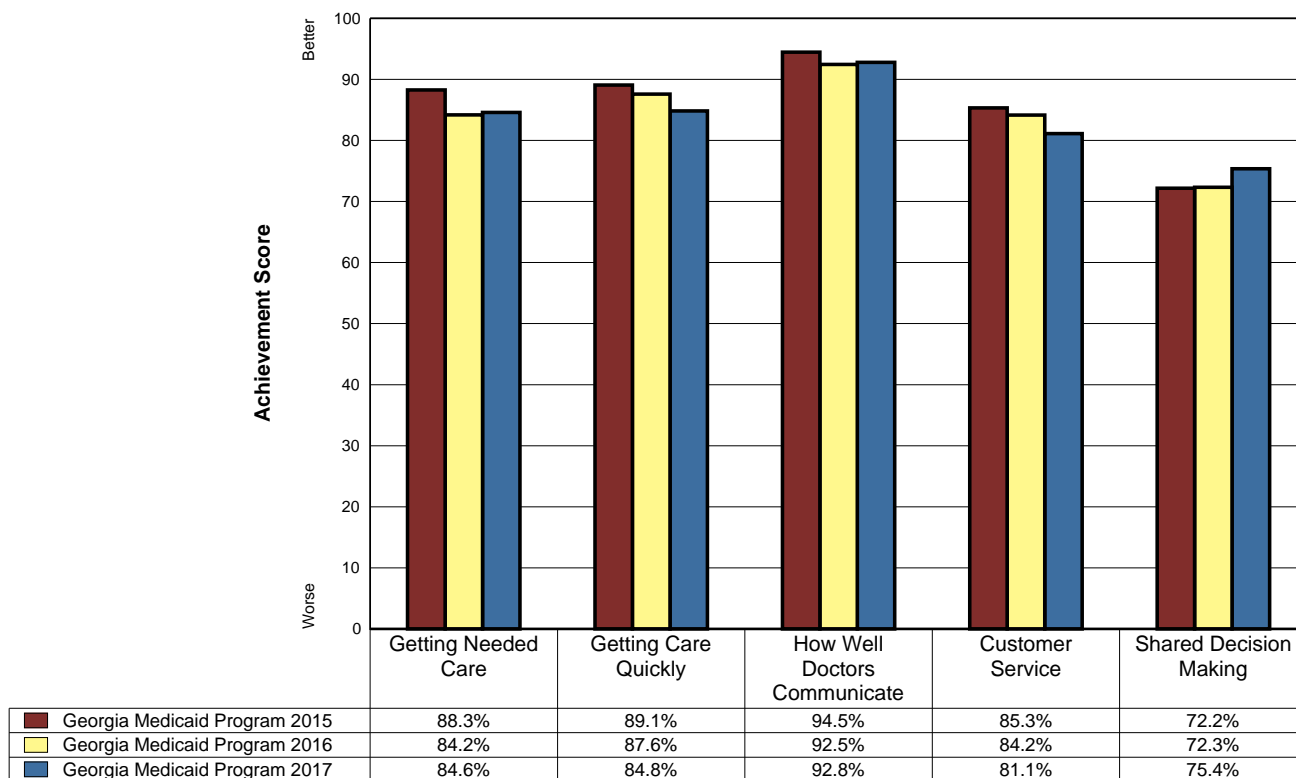
SUMMARY OF COMPOSITES

For each of the five domains of member experience (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making), a composite score is calculated. The composite scores are intended to give a summary assessment of how the services provided by the GMPSC met or did not meet the needs of the children enrolled in the program.

In this table, proportions of positive responses are reported as achievement scores (see the *Methodology* section for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "Yes" are considered achievements for the Shared Decision Making composite.

Three years of composite scores are presented for the GMPSC. Statistical testing is between the GMPSC's 2015 scores and each year of trend. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are not statistically significant differences between the scores.

Composites



% of respondents reporting satisfaction

↕ Statistically significantly higher/lower than Georgia Medicaid Program 2015

Parent/Respondent Profile

Questionnaire response data was used to provide a demographic snapshot of age, gender and education for the parent/proxy respondents. Parent/proxy race/ethnicity is not collected in the child survey. The child's race/ethnicity is collected in the survey and presented in the profile. The total of all categories for the child's ethnicity is more than 100% because the data is from a combination of the data collected for Q41 and Q42 which allows respondents to choose multiple ethnicities.

Demographic Characteristics

<i>Parent/Respondent Age (years)</i>	CHMD 2017	CHMD 2016
Under 24	9.7%	11.6%
25 to 34	30.0%	35.5%
35 to 44	39.4%	32.6%
45 to 54	12.6%	10.3%
55 to 64	5.1%	6.2%
65 to 74	2.4%	3.6%
75 or older	1.0%	0.2%

<i>Parent/Respondent Gender</i>	CHMD 2017	CHMD 2016
Male	11.6%	7.1%
Female	88.4%	92.9%

<i>Highest grade or level of school completed</i>	CHMD 2017	CHMD 2016
8th grade or less	12.2%	12.2%
Some high school, but did not graduate	15.8%	14.3%
High school graduate or GED	32.1%	32.5%
Some college or 2-year college	29.7%	31.3%
4-year college graduate	5.6%	5.5%
More than 4-year college degree	4.6%	4.1%

<i>Child Ethnicity</i>	CHMD 2017	CHMD 2016
White	45.7%	48.8%
Black or African American	44.4%	43.5%
Asian	3.6%	4.3%
American Indian or Alaska Native	4.7%	2.8%
Hispanic or Latino	32.0%	29.8%
Native Hawaiian or Other Pacific Islander	1.8%	1.8%
Other	13.0%	12.0%

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the GMPSC is based on Q36, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

The following table displays the ten questions most highly correlated with the GMPSC enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the GMPSC's achievement score, and the correlation with overall satisfaction with the services for children under the GMPSC. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. (See the *Methodology* section of the report for definitions of correlation and achievement scores.)

Question	CHMD Achievement Score	Correlation w/ satisfaction
Q12. Doctor/provider definitely asked what you thought was best for child	71.0	0.33
Q37. Excellent or very good rating of child's overall health	75.5	0.33
Q28. Usually or always got appointments with specialists as soon as child needed	76.9	0.30
Q32. Customer service from child's health plan usually or always gave needed information or help	73.6	0.27
Q14. Usually or always easy to get the care, tests or treatment child needed	85.8	0.24
Q38. Excellent or very good rating of child's overall mental or emotional health	72.6	0.24
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	88.5	0.23
Q19. Personal doctor usually or always showed respect for what you had to say	96.4	0.23
Q4. Usually or always got urgent care as soon as child needed	91.7	0.22
Q35. Forms from child's health plan were usually or always easy to fill out	93.0	0.18

Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1650
*First mailing - usable survey returned	139
Second mailing - sent	1450
*Second mailing - usable survey returned	63
*Phone - usable surveys	227
Total - usable surveys	429
†Ineligible: According to population criteria‡	37
†Ineligible: Language barrier	6
†Ineligible: Deceased	0
Bad address and bad phone number	45
Refusal	51
†Incomplete survey - mail or phone	40
Nonresponse - Unavailable by mail or phone	1042
Response Rate	27.38%

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$

Methodology

The survey drew, as potential respondents, the parents/caretakers of children under the age of 18 who were covered by the GMPSC. Respondents were surveyed in English or Spanish.

The survey was administered over an 11-week period using a standardized mixed-mode (mail and telephone) protocol, based on CAHPS® guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	February 7, 2017
2	1st mailing of reminder postcards:	February 14, 2017
3	2nd mailing of survey packets:	March 7, 2017
4	2nd mailing of reminder postcards:	March 14, 2017
5	Phone field:	April 3, 2017
6	Mail and phone field terminated:	April 23, 2017

Sampling Frame

A random sample of 1650 cases was drawn of parents/caretakers of children enrolled in the GMPSC. To be eligible, children had to be under the age of 18, and had to be continuously enrolled for at least 6 months as of November 30, 2016, with no more than one enrollment gap of up to 45 days. Survey materials were addressed to the parent or guardian of the child member.

Selection of Cases for Analysis

The CAHPS®/NCQA protocol was used to define complete surveys. Surveys were considered complete if the survey response did not indicate the member was ineligible and if a valid response was provided to at least three out of five questions designated as required for completeness. The questions required for completeness are listed below, with their locations in the child questionnaire, respectively, as well as the topics addressed by each question.

- Q03. Did your child have an injury or illness that needed care right away?
- Q15. Does your child have a personal doctor?
- Q27. Did you make an appointment for your child to see a specialist?
- Q31. Did you get information or help from customer service at your child's health plan?
- Q36. What number would you use to rate your child's health plan?

Complete interviews were obtained from 429 parents/caretakers of children enrolled in the GMPSC. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 27.38%.

Questionnaire

The survey instrument selected for the project was the CAHPS® 5.0H Child Survey. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS® 5.0H Child Survey for use in assessing the performance of health plans and Medicaid programs. The questionnaire consisted of forty-eight core questions. The majority of items addressed domains of members' experiences such as getting care quickly, communicating with doctors, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the GMPSC.

Definition of Achievement Scores

Members' responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8," "9," or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the GMPSC to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are also presented using only the response option "Always" (instead of both "Usually" and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options "9" and "10" as achievements. The alternate scores are displayed in the *Graphs* section of the report.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. The following is a list of the questions that comprise each composite:

Getting Needed Care

- Q14. Usually or always easy to get the care, tests or treatment child needed
- Q28. Usually or always got appointments with specialists as soon as child needed

Getting Care Quickly

- Q4. Usually or always got urgent care as soon as child needed
- Q6. Usually or always got appt. for routine care as soon as child needed

How Well Doctors Communicate

- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q22. Personal doctor usually or always spent enough time with child

Customer Service

- Q32. Customer service from child's health plan usually or always gave needed information or help
- Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect

Shared Decision Making

- Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine
- Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine
- Q12. Doctor/provider definitely asked what you thought was best for child

Comparisons: Current Year and Trending

The GMPSC's 2015 results are compared to the GMPSC's 2016 and 2017 results. When available, trend data with significance testing is presented in the *Executive Summary* and *Graphs* sections.

The GMPSC's top box rating and composite scores are compared to the child Medicaid rating and composite top box percentiles from the CAHPS® Benchmarking Database in the *CAHPS® Database Comparisons* section of the report.

Top box scores are created by calculating the percentage of survey respondents who chose the most positive response category for a given item's response scale. A response of "Always" is used to calculate the top box composite measures. The top box composite measures are calculated by averaging the top box scores on the items within the composite. For ratings questions, the top box score is calculated using the responses of "9" or "10."

The CAHPS® scores were obtained from data submitted directly to the CAHPS® database by State Medicaid agencies and individual health plans. The 2016 child comparative database includes 79,058 respondents from 132 child Medicaid sample submissions.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS® survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other increases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the GMPSC, correlations are computed between responses to specific performance-related items and Q36, which is the rating question in the survey instrument measuring overall satisfaction with the GMPSC. In the context of this report, coefficients greater than or equal to 0.4 are considered more highly correlated with satisfaction (medium to high); coefficients less than 0.4 represent lower correlations with satisfaction (medium to low).

Trend Analysis - Higher Scores - 2016 vs. 2015

HIGHER SCORES - STATISTICALLY SIGNIFICANT

No questions for the GMPSC had higher 2016 scores that were statistically significant compared to 2015 scores.

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the GMPSC follow. Achievement scores for these questions were higher than 2015, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2016 Score	CHMD 2015 Score	% Point Change	Composite Group
Q4. Usually or always got urgent care as soon as child needed	94.7%	88.2%	+6.5	Getting Care Quickly
Q30. Rating of specialist seen most often	89.6%	85.1%	+4.5	Ratings
Q12. Doctor/provider definitely asked what you thought was best for child	73.7%	70.0%	+3.7	Shared Decision Making
Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine	58.3%	55.6%	+2.7	Shared Decision Making
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	92.2%	91.2%	+1.0	Customer Service
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	91.8%	90.8%	+1.0	Single Items
Q35. Forms from child's health plan were usually or always easy to fill out	94.5%	94.3%	+0.2	Single Items

Trend Analysis - Lower Scores - 2016 vs. 2015

Scores for the GMPSC that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

In 2016, these questions had lower scores that **were statistically significant** when compared to 2015. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2016 Score	CHMD 2015 Score	% Point Change	Composite Group
Q38a. Child had a flu shot or flu spray in the nose since July 1, [Previous Year]	45.7%	57.3%	-11.5	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the GMPSC follow. Scores for these questions were lower than last period, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2016 Score	CHMD 2015 Score	% Point Change	Composite Group
Q25. Personal doctor usually or always seemed informed about care child got from other providers	76.1%	85.9%	-9.7	Single Items
Q28. Usually or always got appointments with specialists as soon as child needed	73.3%	78.9%	-5.7	Getting Needed Care
Q8. Doctor talked about specific things to prevent illness in child	67.7%	72.9%	-5.2	Single Items
Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine	85.3%	90.0%	-4.7	Shared Decision Making
Q14. Usually or always easy to get the care, tests or treatment child needed	86.1%	89.4%	-3.3	Getting Needed Care
Q32. Customer service from child's health plan usually or always gave needed information or help	76.6%	79.8%	-3.2	Customer Service
Q22. Personal doctor usually or always spent enough time with child	86.4%	89.4%	-3.1	Communication
Q18. Personal doctor usually or always listened carefully to you	94.1%	96.6%	-2.6	Communication
Q6. Usually or always got appt. for routine care as soon as child needed	86.8%	89.1%	-2.4	Getting Care Quickly
Q17. Personal doctor usually or always explained things in a way that was easy to understand	93.1%	95.2%	-2.1	Communication
Q38. Excellent or very good rating of child's overall mental or emotional health	71.4%	73.3%	-1.9	Single Items

Trend Analysis - Lower Scores - 2016 vs. 2015

(continued)

Question	CHMD 2016 Score	CHMD 2015 Score	% Point Change	Composite Group
Q36. Rating of program	83.3%	85.1%	-1.7	Ratings
Q37. Excellent or very good rating of child's overall health	73.6%	75.2%	-1.5	Single Items
Q21. Doctor usually or always explained things in a way that was easy for child to understand	93.5%	94.1%	-0.6	Single Items
Q19. Personal doctor usually or always showed respect for what you had to say	96.1%	96.6%	-0.6	Communication
Q26. Rating of personal doctor	87.8%	88.3%	-0.6	Ratings
Q13. Rating of all health care	84.9%	85.1%	-0.2	Ratings

Trend Analysis - Higher Scores - 2017 vs. 2015

HIGHER SCORES - STATISTICALLY SIGNIFICANT

No questions for the GMPSC have higher 2017 scores that are statistically significant compared to 2015 scores.

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the GMPSC follow. Achievement scores for these questions are higher than 2015, but the change is **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2017 Score	CHMD 2015 Score	% Point Change	Composite Group
Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine	62.4%	55.6%	+6.8	Shared Decision Making
Q4. Usually or always got urgent care as soon as child needed	91.7%	88.2%	+3.5	Getting Care Quickly
Q26. Rating of personal doctor	91.1%	88.3%	+2.7	Ratings
Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine	92.6%	90.0%	+2.6	Shared Decision Making
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	92.1%	90.8%	+1.3	Single Items
Q36. Rating of program	86.2%	85.1%	+1.1	Ratings
Q12. Doctor/provider definitely asked what you thought was best for child	71.0%	70.0%	+1.0	Shared Decision Making
Q13. Rating of all health care	86.1%	85.1%	+1.0	Ratings
Q37. Excellent or very good rating of child's overall health	75.5%	75.2%	+0.3	Single Items
Q21. Doctor usually or always explained things in a way that was easy for child to understand	94.3%	94.1%	+0.2	Single Items

Trend Analysis - Lower Scores - 2017 vs. 2015

Scores for the GMPSC that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

In 2017, these questions have lower scores that **are statistically significant** when compared to 2015. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2017 Score	CHMD 2015 Score	% Point Change	Composite Group
Q38a. Child had a flu shot or flu spray in the nose since July 1, [Previous Year]	48.2%	57.3%	-9.0	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the GMPSC follow. Scores for these questions are lower than last period, but the change is **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2017 Score	CHMD 2015 Score	% Point Change	Composite Group
Q32. Customer service from child's health plan usually or always gave needed information or help	73.6%	79.8%	-6.3	Customer Service
Q6. Usually or always got appt. for routine care as soon as child needed	83.7%	89.1%	-5.4	Getting Care Quickly
Q25. Personal doctor usually or always seemed informed about care child got from other providers	81.6%	85.9%	-4.3	Single Items
Q14. Usually or always easy to get the care, tests or treatment child needed	85.8%	89.4%	-3.6	Getting Needed Care
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	88.5%	91.2%	-2.7	Customer Service
Q17. Personal doctor usually or always explained things in a way that was easy to understand	92.7%	95.2%	-2.4	Communication
Q30. Rating of specialist seen most often	82.8%	85.1%	-2.2	Ratings
Q18. Personal doctor usually or always listened carefully to you	94.4%	96.6%	-2.2	Communication
Q28. Usually or always got appointments with specialists as soon as child needed	76.9%	78.9%	-2.1	Getting Needed Care
Q22. Personal doctor usually or always spent enough time with child	87.7%	89.4%	-1.7	Communication
Q35. Forms from child's health plan were usually or always easy to fill out	93.0%	94.3%	-1.3	Single Items

Trend Analysis - Lower Scores - 2017 vs. 2015

(continued)

Question	CHMD 2017 Score	CHMD 2015 Score	% Point Change	Composite Group
Q38. Excellent or very good rating of child's overall mental or emotional health	72.6%	73.3%	-0.7	Single Items
Q8. Doctor talked about specific things to prevent illness in child	72.4%	72.9%	-0.5	Single Items
Q19. Personal doctor usually or always showed respect for what you had to say	96.4%	96.6%	-0.2	Communication

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS® surveys used to assess program performance. They provide an overall picture of what members think of the program, their doctors, their care, and how well they are being served by the program and its providers. A correlation analysis allows the program to delve into the relationship between the ratings and composite items. (See the *Methodology* section for definitions of correlation and achievement scores.)

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, DCH can see how the rank order of each item changes from one rating to another. For example, factors most important to enrollees when rating their personal doctor may be different than for the specialist. DCH can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a program's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, achievement scores, and the distribution of members' responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are "Always", "Usually", or "Yes." Negative responses are "Sometimes", "Never", or "No." For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-Making composite items, the achievement score is based only on the "Yes" response options.

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how enrollees' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help programs make informed choices about quality improvement efforts.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q12 Shared Decision Making	71%	0.45	Q18 Communication	94%	0.44	Q28 Getting Needed Care	77%	0.55	Q12 Shared Decision Making	71%	0.33
2	Q32 Customer Service	74%	0.33	Q33 Customer Service	89%	0.41	Q22 Communication	88%	0.43	Q28 Getting Needed Care	77%	0.30
3	Q28 Getting Needed Care	77%	0.32	Q22 Communication	88%	0.38	Q18 Communication	94%	0.40	Q32 Customer Service	74%	0.27
4	Q22 Communication	88%	0.30	Q19 Communication	96%	0.37	Q14 Getting Needed Care	86%	0.38	Q14 Getting Needed Care	86%	0.24
5	Q18 Communication	94%	0.28	Q12 Shared Decision Making	71%	0.35	Q32 Customer Service	74%	0.35	Q33 Customer Service	89%	0.23
6	Q14 Getting Needed Care	86%	0.26	Q17 Communication	93%	0.33	Q17 Communication	93%	0.33	Q19 Communication	96%	0.23
7	Q4 Getting Care Quickly	92%	0.24	Q28 Getting Needed Care	77%	0.31	Q6 Getting Care Quickly	84%	0.30	Q4 Getting Care Quickly	92%	0.22
8	Q6 Getting Care Quickly	84%	0.22	Q32 Customer Service	74%	0.28	Q19 Communication	96%	0.30	Q18 Communication	94%	0.15
9	Q19 Communication	96%	0.22	Q14 Getting Needed Care	86%	0.28	Q12 Shared Decision Making	71%	0.26	Q22 Communication	88%	0.11
10	Q33 Customer Service	89%	0.21	Q6 Getting Care Quickly	84%	0.23	Q33 Customer Service	89%	0.19	Q17 Communication	93%	0.09

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q12. 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?	0.45	71%	71%	(na)	(na)	29%
2	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.33	74%	52%	22%	21%	5%
3	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.32	77%	56%	20%	18%	6%
4	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.30	88%	68%	19%	10%	3%
5	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.28	94%	82%	12%	6%	0%
6	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.26	86%	65%	21%	12%	3%
7	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?	0.24	92%	80%	12%	8%	0%
8	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?	0.22	84%	71%	12%	15%	1%
9	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.22	96%	87%	10%	3%	1%
10	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.21	89%	72%	17%	9%	3%

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.44	94%	82%	12%	6%	0%
2	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.41	89%	72%	17%	9%	3%
3	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.38	88%	68%	19%	10%	3%
4	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.37	96%	87%	10%	3%	1%
5	Q12. 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?	0.35	71%	71%	(na)	(na)	29%
6	Q17. 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?	0.33	93%	78%	15%	7%	0%
7	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.31	77%	56%	20%	18%	6%
8	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.28	74%	52%	22%	21%	5%
9	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.28	86%	65%	21%	12%	3%
10	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?	0.23	84%	71%	12%	15%	1%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.55	77%	56%	20%	18%	6%
2	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.43	88%	68%	19%	10%	3%
3	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.40	94%	82%	12%	6%	0%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.38	86%	65%	21%	12%	3%
5	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.35	74%	52%	22%	21%	5%
6	Q17. 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?	0.33	93%	78%	15%	7%	0%
7	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?	0.30	84%	71%	12%	15%	1%
8	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.30	96%	87%	10%	3%	1%
9	Q12. 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?	0.26	71%	71%	(na)	(na)	29%
10	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.19	89%	72%	17%	9%	3%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q12. 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?	0.33	71%	71%	(na)	(na)	29%
2	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.30	77%	56%	20%	18%	6%
3	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.27	74%	52%	22%	21%	5%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.24	86%	65%	21%	12%	3%
5	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.23	89%	72%	17%	9%	3%
6	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.23	96%	87%	10%	3%	1%
7	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?	0.22	92%	80%	12%	8%	0%
8	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.15	94%	82%	12%	6%	0%
9	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.11	88%	68%	19%	10%	3%
10	Q17. 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?	0.09	93%	78%	15%	7%	0%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the GMPSC's achievement scores and their correlation with overall program satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall GMPSC satisfaction. (See the *Methodology* section of the report for definition of correlation.)

With respect to achievement scores, higher scores are obviously better. However, in regards to correlations, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall GMPSC satisfaction. For example, if one composite is more highly correlated with overall GMPSC satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall program satisfaction over time. Conversely, if an item is weakly correlated with overall program satisfaction, altering services in that domain won't significantly alter ratings of the GMPSC.

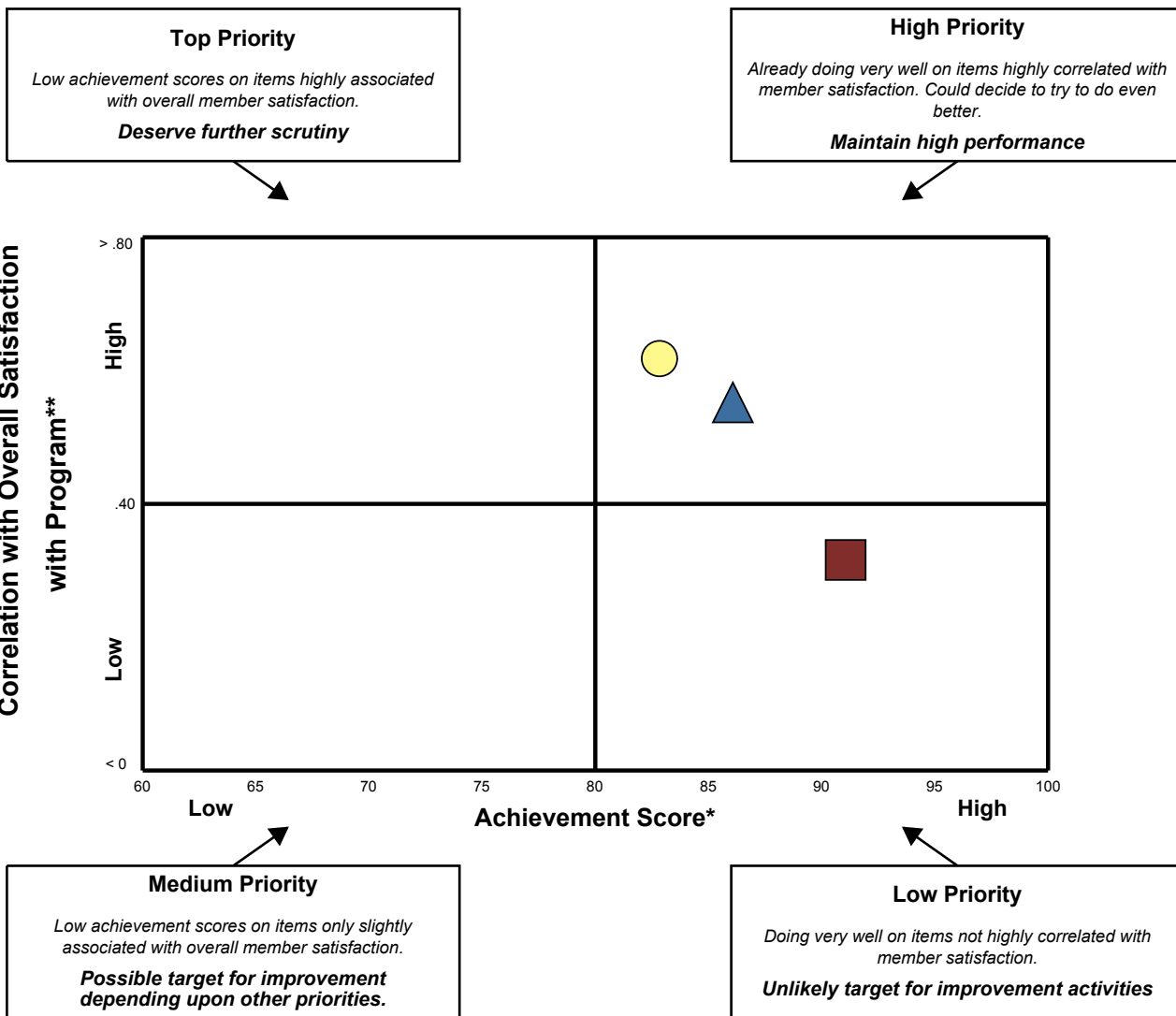
Overall satisfaction with the GMPSC is based on Q36, which asks respondents to rate their experience with their GMPSC, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to 0.4 are considered "highly correlated" with GMPSC satisfaction; coefficients less than 0.4 are considered lower correlations with program satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a 0.4 correlation horizontal axis.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with overall member satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with member satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix Ratings



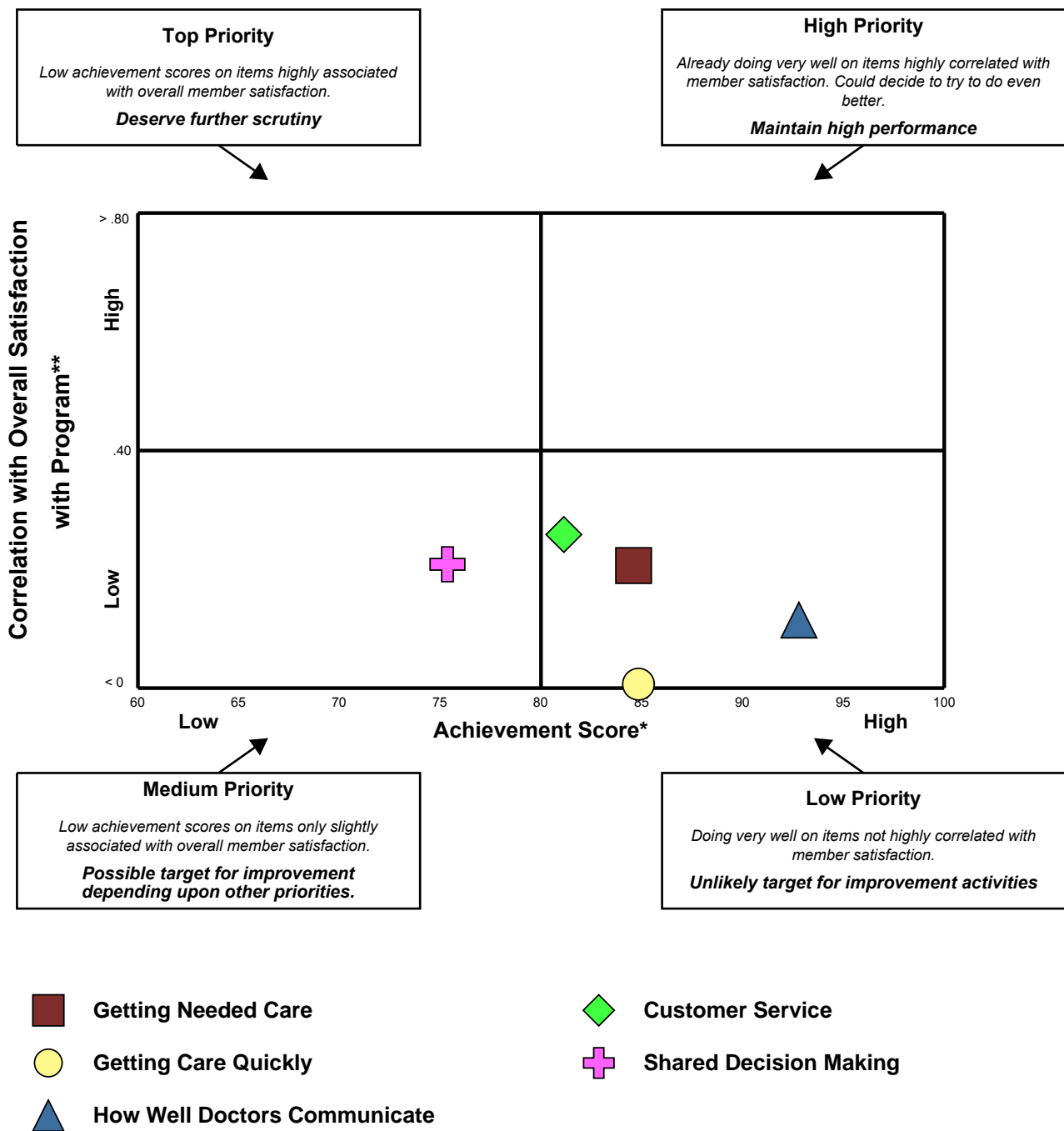
Rating of Personal Doctor or Nurse
 Rating of Specialist

Rating of All Health Care From All Doctors and Other Health Providers

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

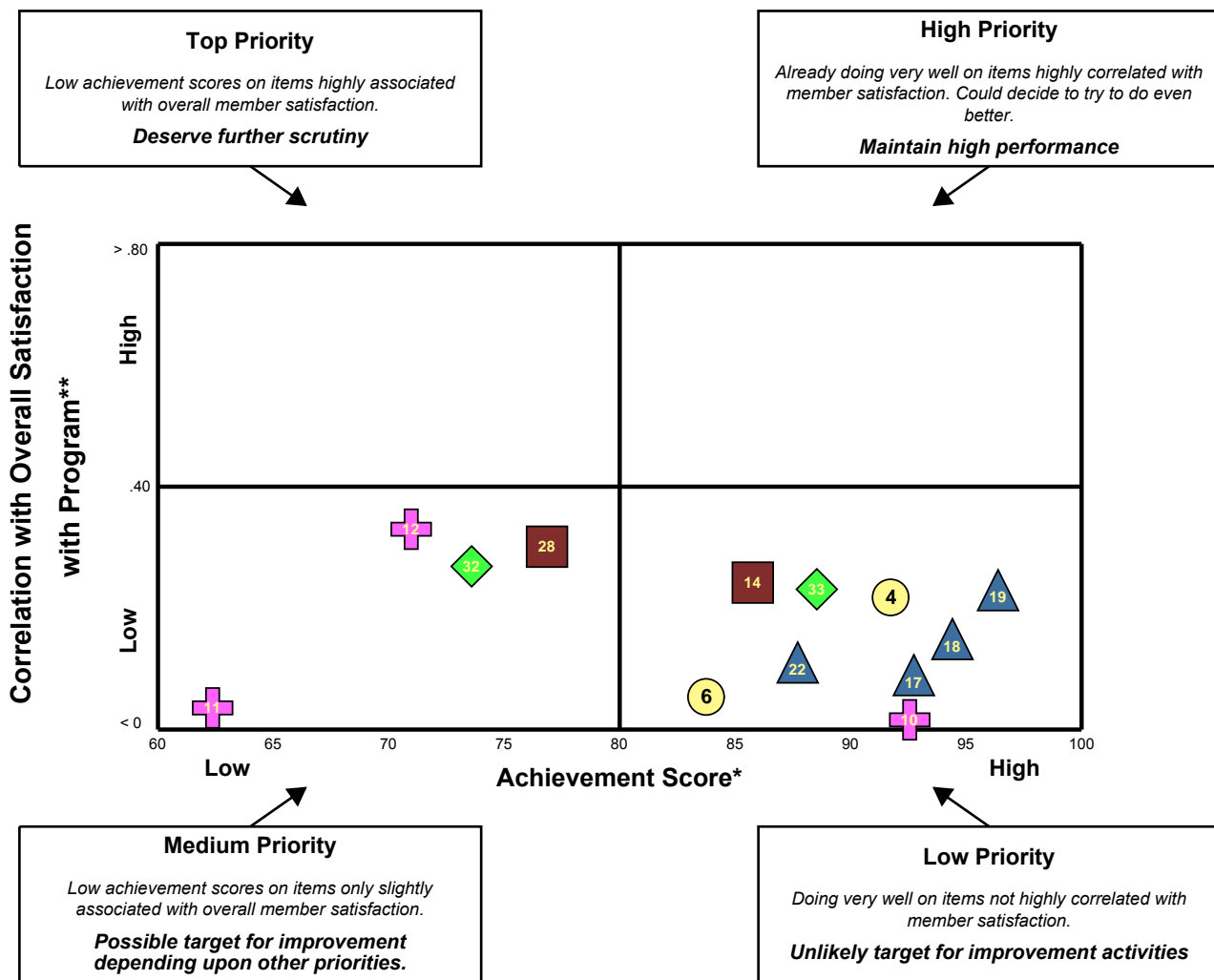
Composite Measures



* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Items



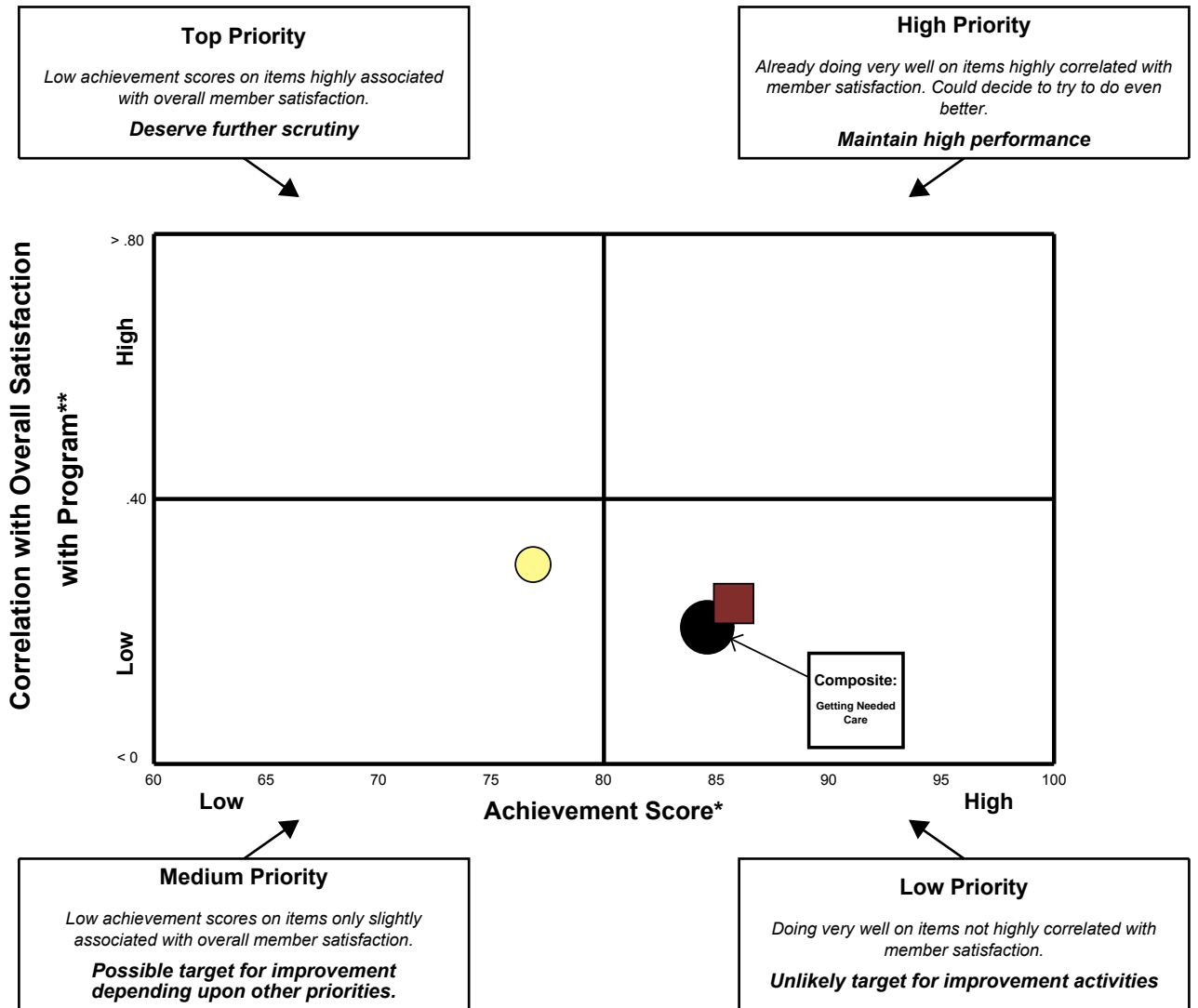
- **Getting Needed Care**
 Q14. Usually or always easy to get the care, tests or treatment child needed
 Q28. Usually or always got appointments with specialists as soon as child needed
- **Getting Care Quickly**
 Q4. Usually or always got urgent care as soon as child needed
 Q6. Usually or always got appt. for routine care as soon as child needed
- ▲ **Communication**
 Q17. Personal doctor usually or always explained things in a way that was easy to understand
 Q18. Personal doctor usually or always listened carefully to you
 Q19. Personal doctor usually or always showed respect for what you had to say
 Q22. Personal doctor usually or always spent enough time with child

- ◆ **Customer Service**
 Q32. Customer service from child's health plan usually or always gave needed information or help
 Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect
- + **Shared Decision Making**
 Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine
 Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine
 Q12. Doctor/provider definitely asked what you thought was best for child

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Needed Care



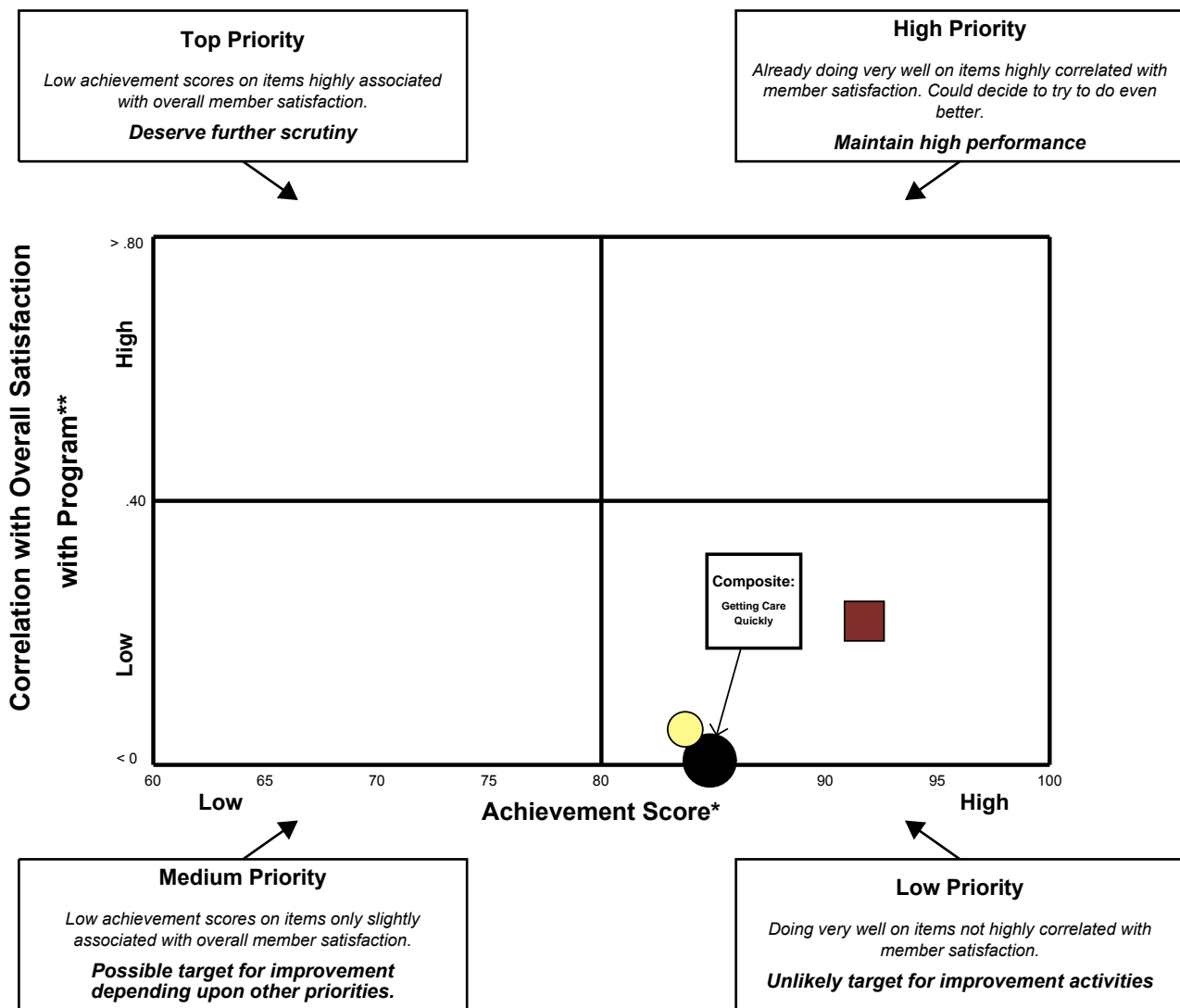
Q14. Usually or always easy to get the care, tests or treatment child needed

Q28. Usually or always got appointments with specialists as soon as child needed

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Care Quickly



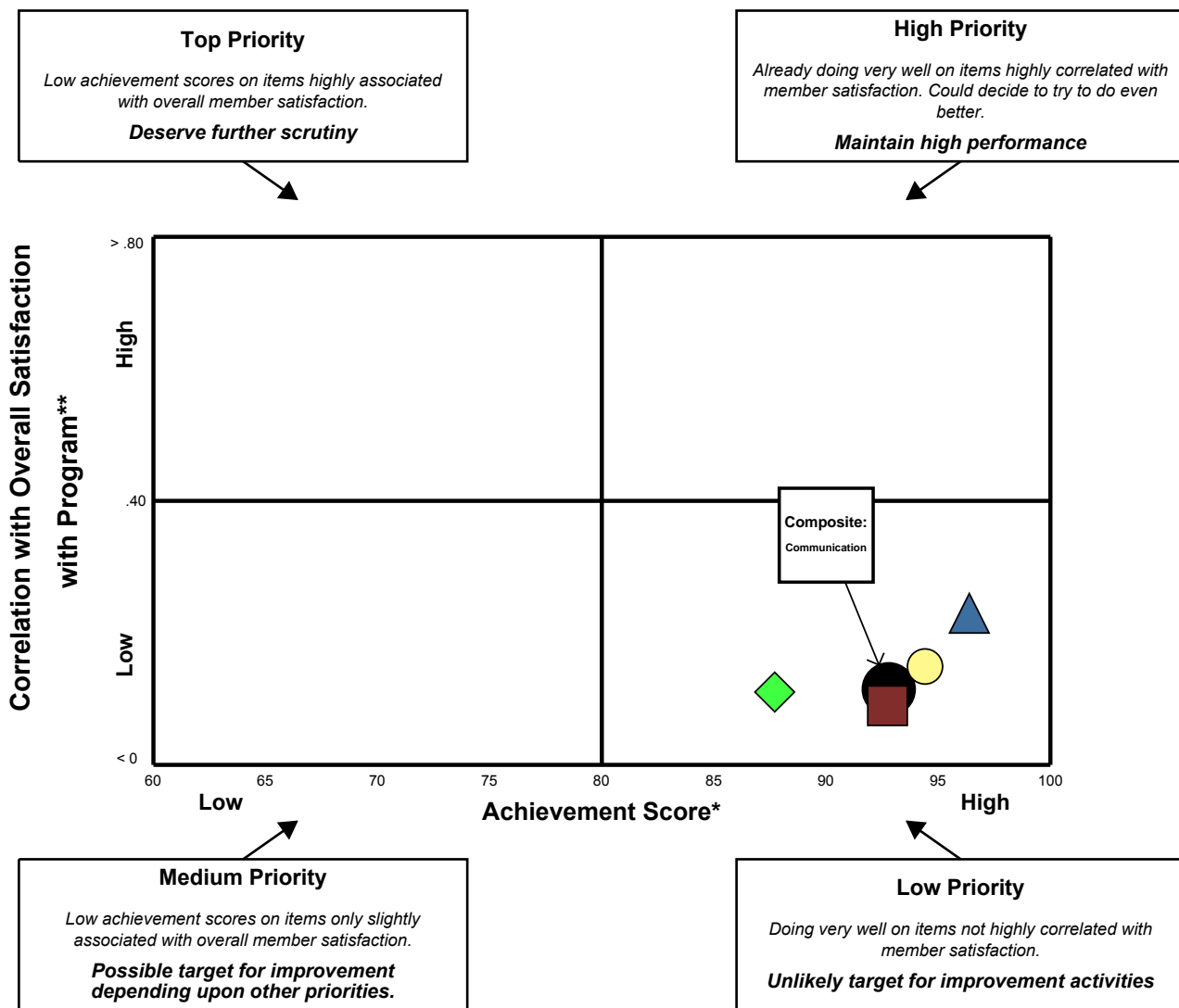
Q4. Usually or always got urgent care as soon as child needed

Q6. Usually or always got appt. for routine care as soon as child needed

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

How Well Doctors Communicate



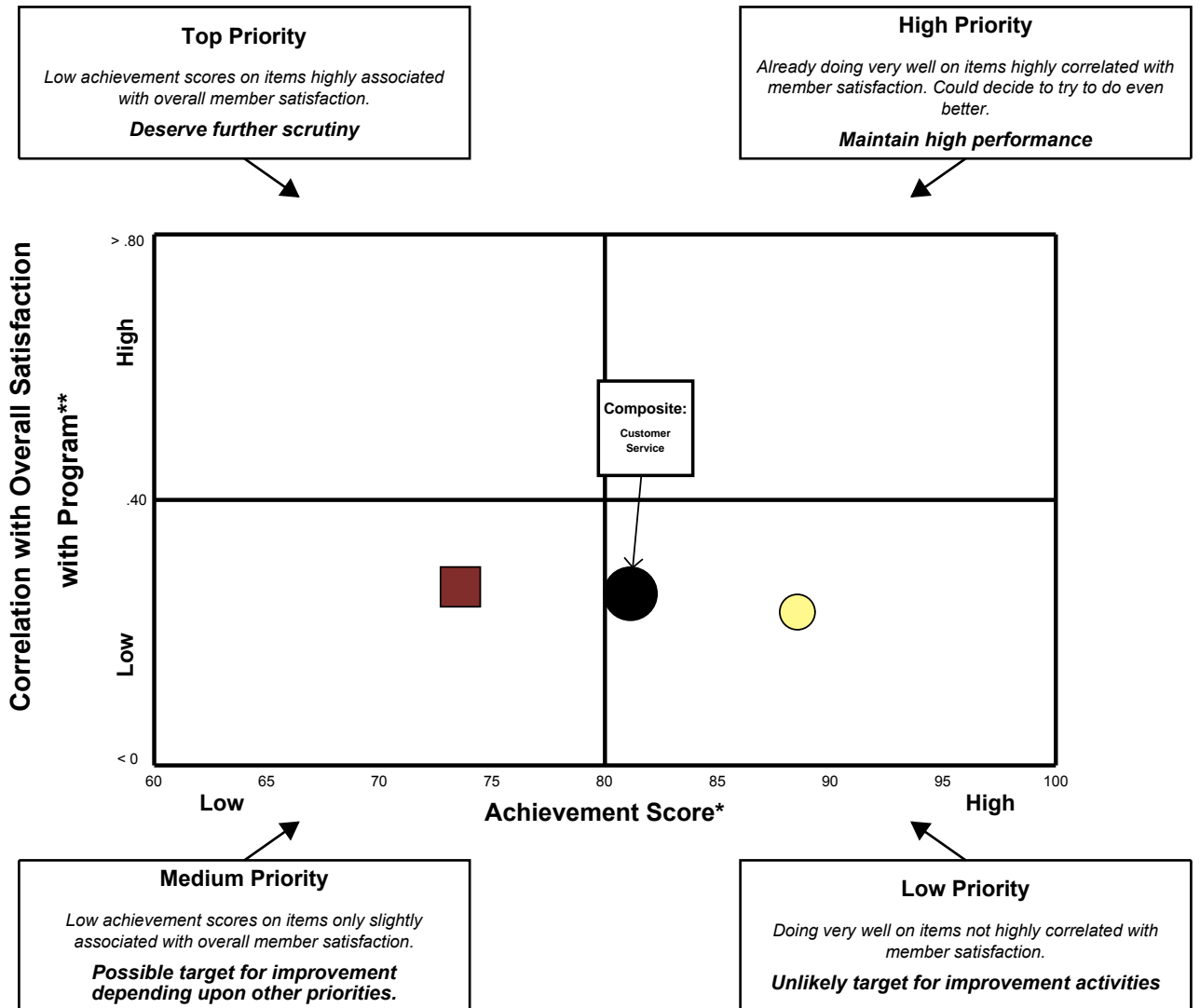
- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you

- Q19. Personal doctor usually or always showed respect for what you had to say
- Q22. Personal doctor usually or always spent enough time with child

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

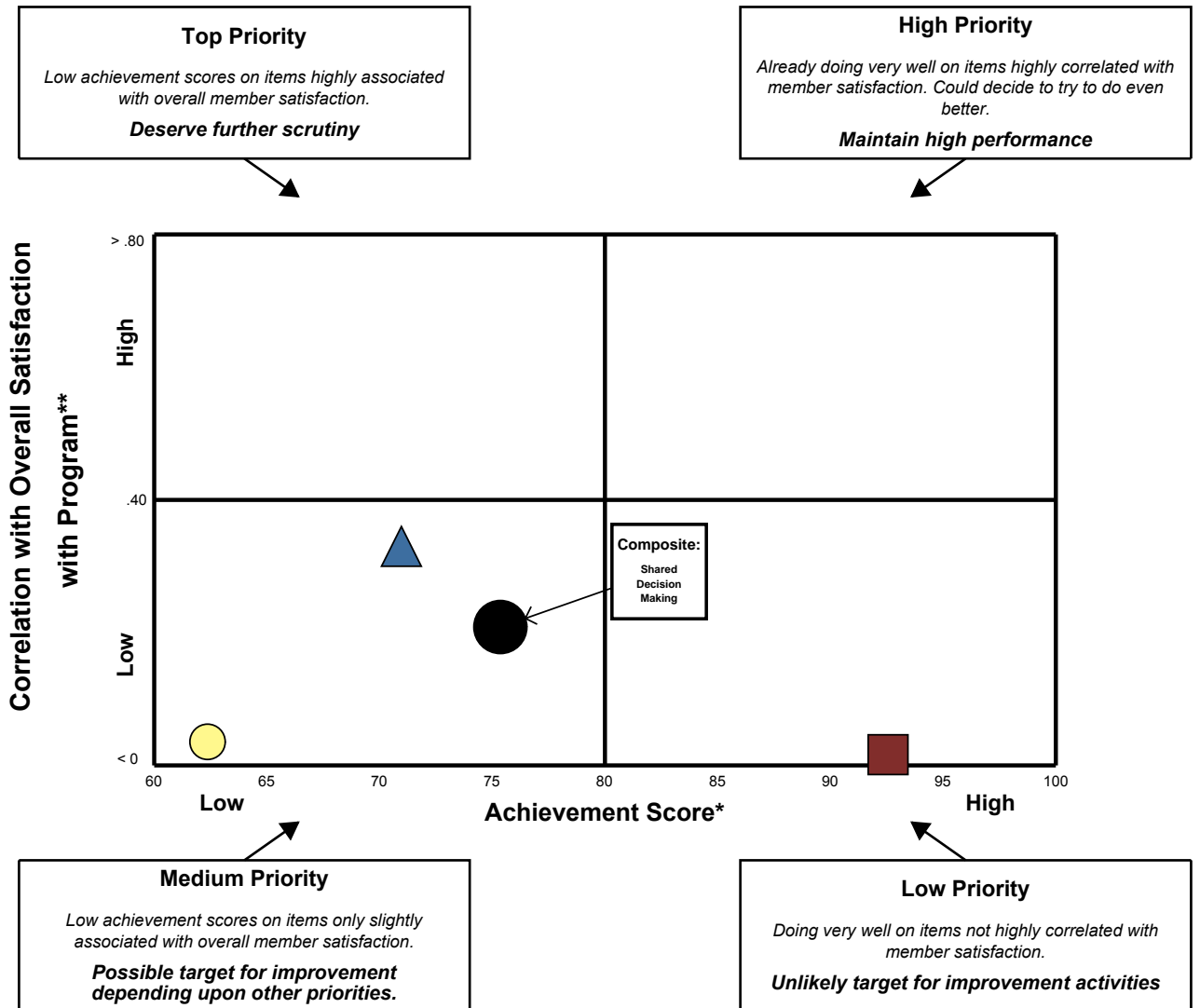
Customer Service



* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Shared Decision Making



- Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine
- Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine

- Q12. Doctor/provider definitely asked what you thought was best for child

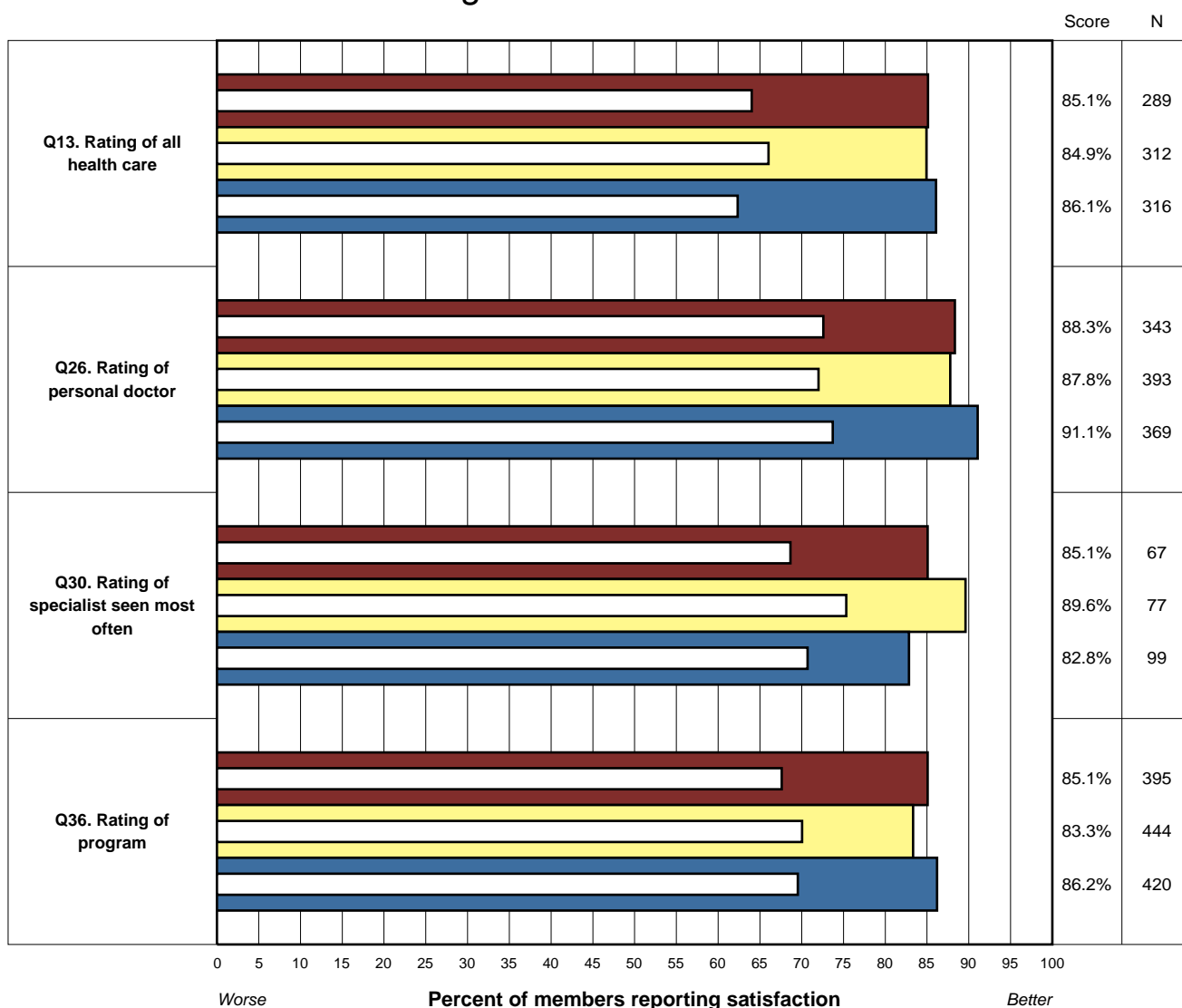
* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Overall Rating Questions

The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists and health care. In the following tables, proportions of respondents assigning ratings of "8," "9," or "10" are reported as achievement scores. The "N" is the total number of respondents that provided a valid answer to the rating question. Three years of results for the GMPSC are presented.

Statistical testing is between the GMPSC's 2015 ratings and the 2016 and the 2017 ratings. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are not statistically significant differences between the scores.

Overall Rating Questions - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2015
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

■ CHMD 2015 ■ CHMD 2016 ■ CHMD 2017

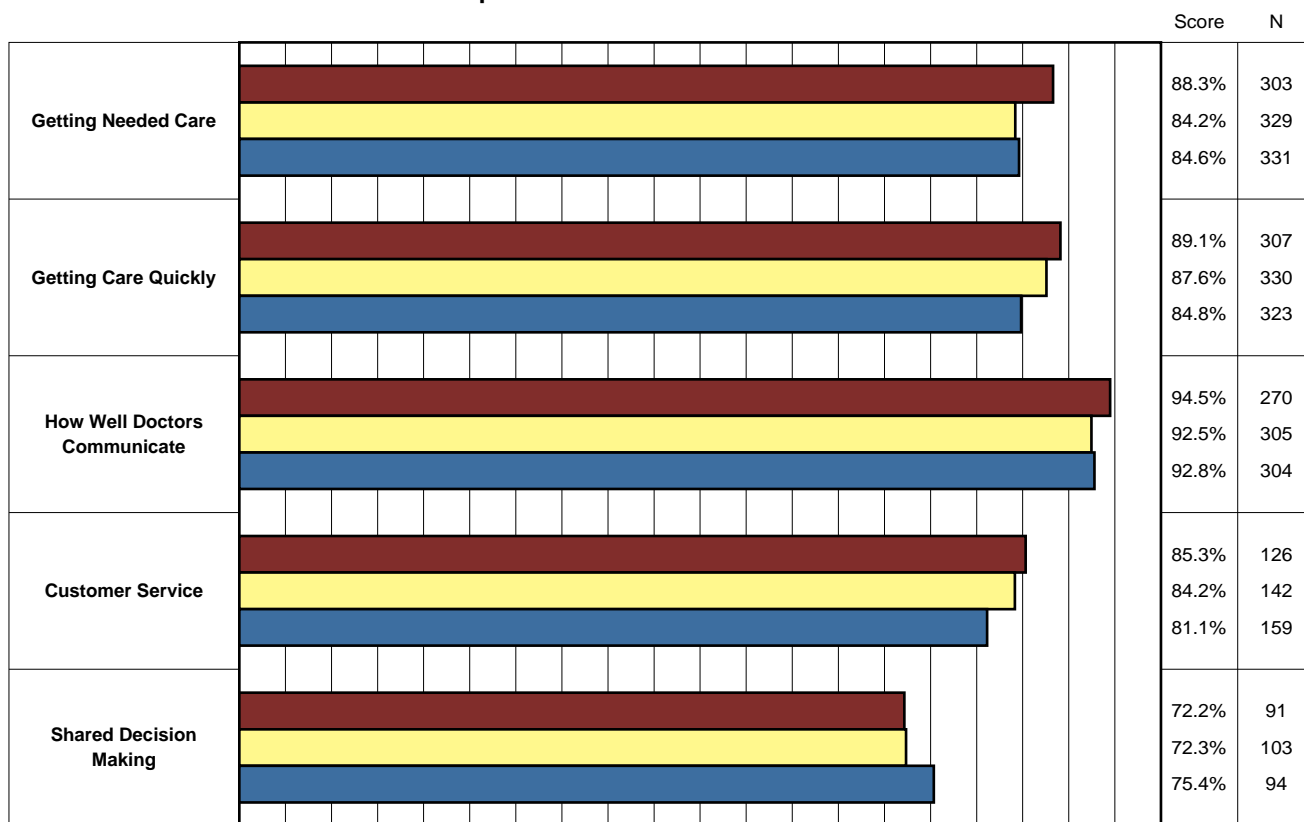
COMPOSITES

The CAHPS® 5.0H survey has five composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the composite score is the number of members who appropriately answered at least one question within that composite.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "Yes" for the Shared Decision Making composite.

For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section. Three years of composite scores are presented for the GMPSC. Statistical testing is between the GMPSC's 2015 scores and the 2016 and the 2017 scores. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are not statistically significant differences between the scores.

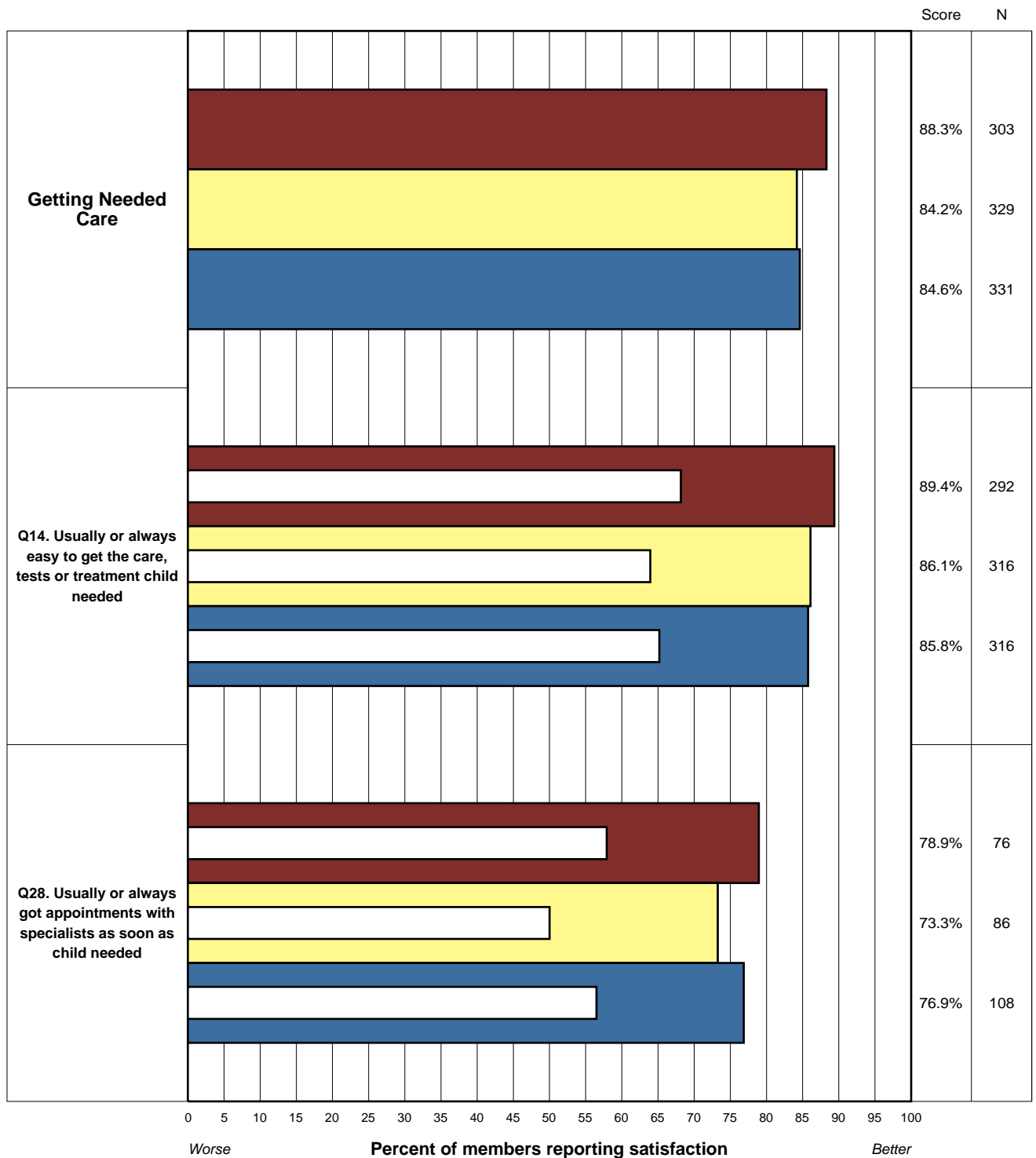
Composites - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2015

■ CHMD 2015 ■ CHMD 2016 ■ CHMD 2017

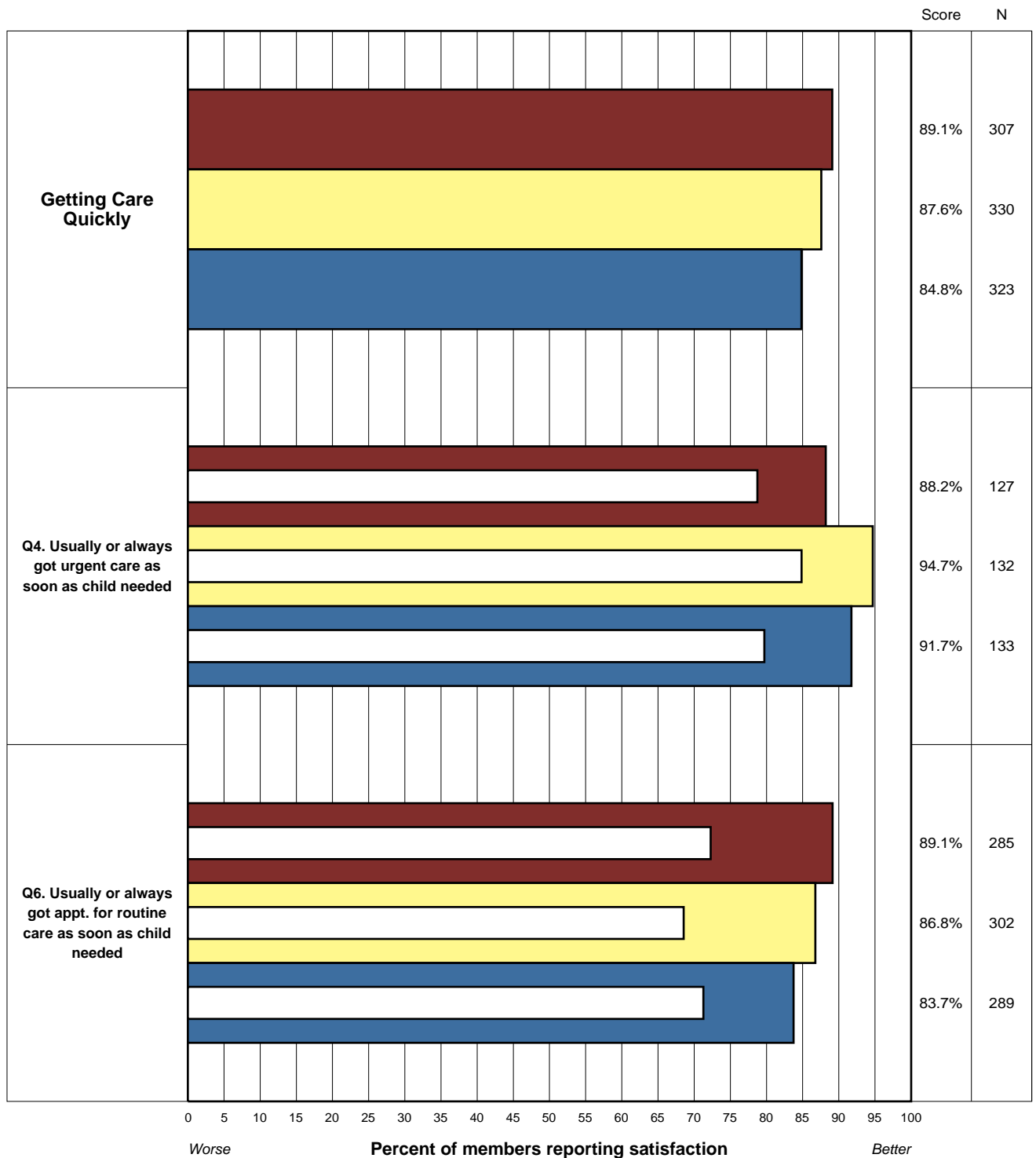
Getting Needed Care - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2015 CHMD 2016 CHMD 2017

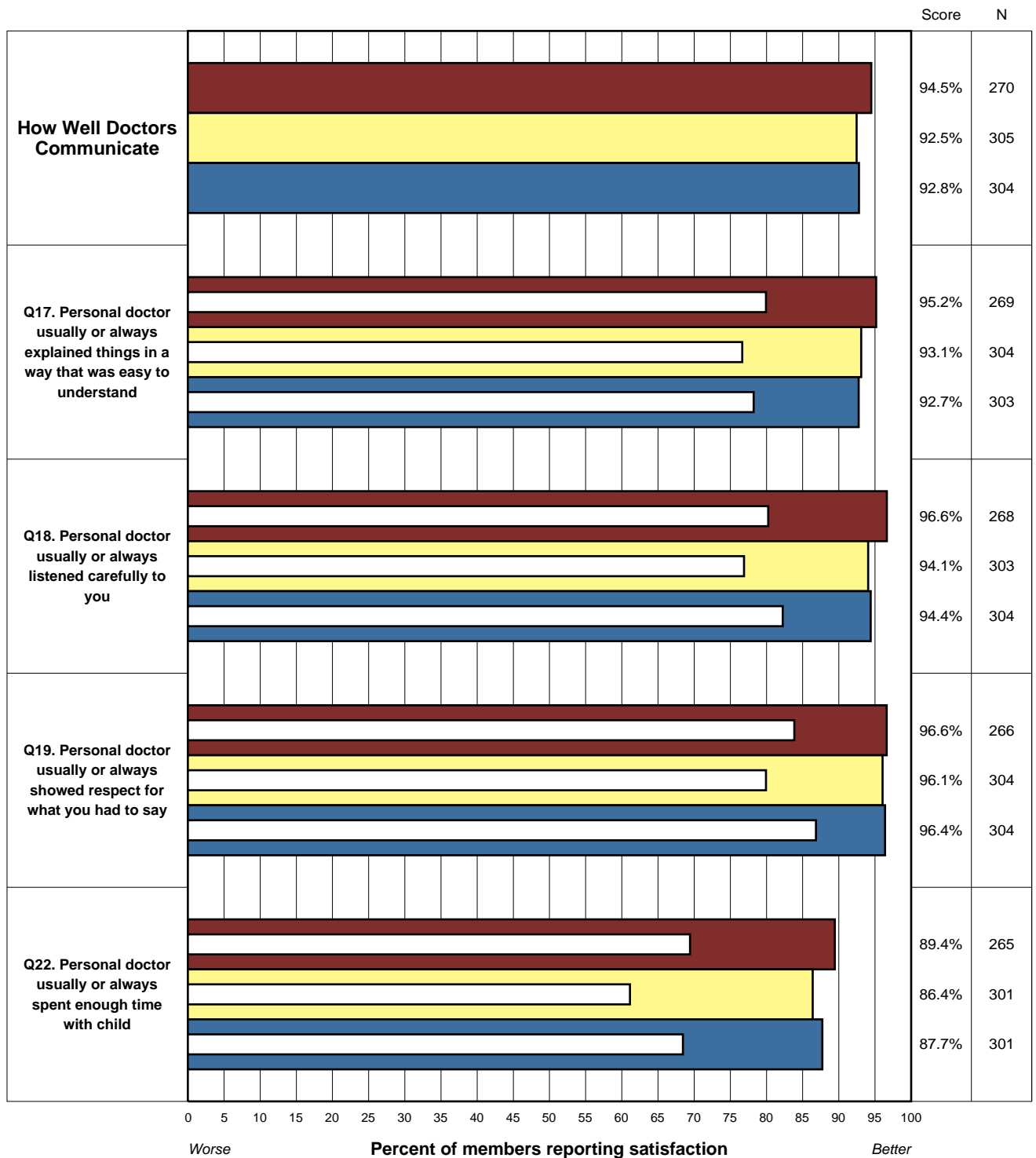
Getting Care Quickly - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2015 CHMD 2016 CHMD 2017

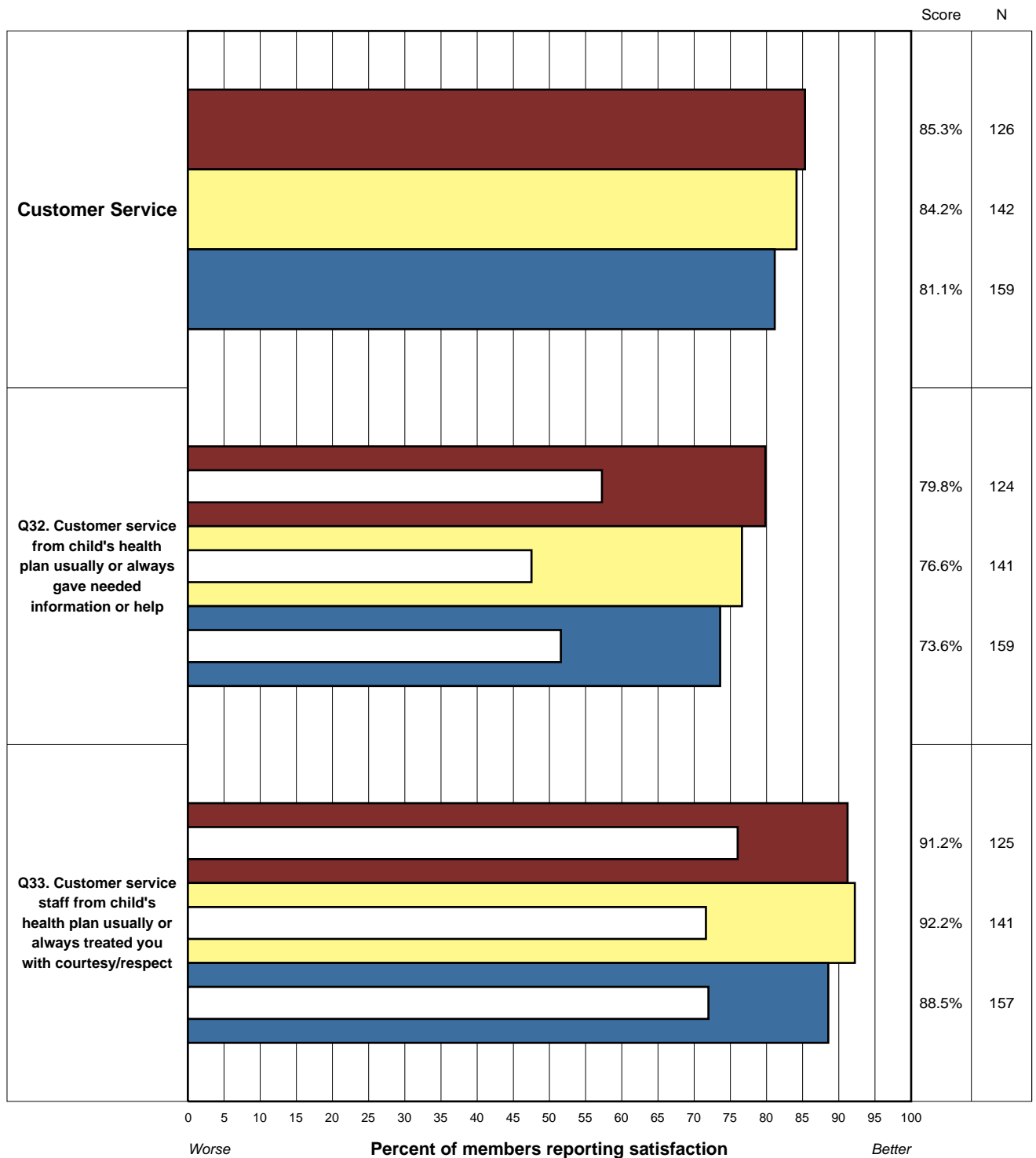
How Well Doctors Communicate - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ CHMD 2015 ■ CHMD 2016 ■ CHMD 2017

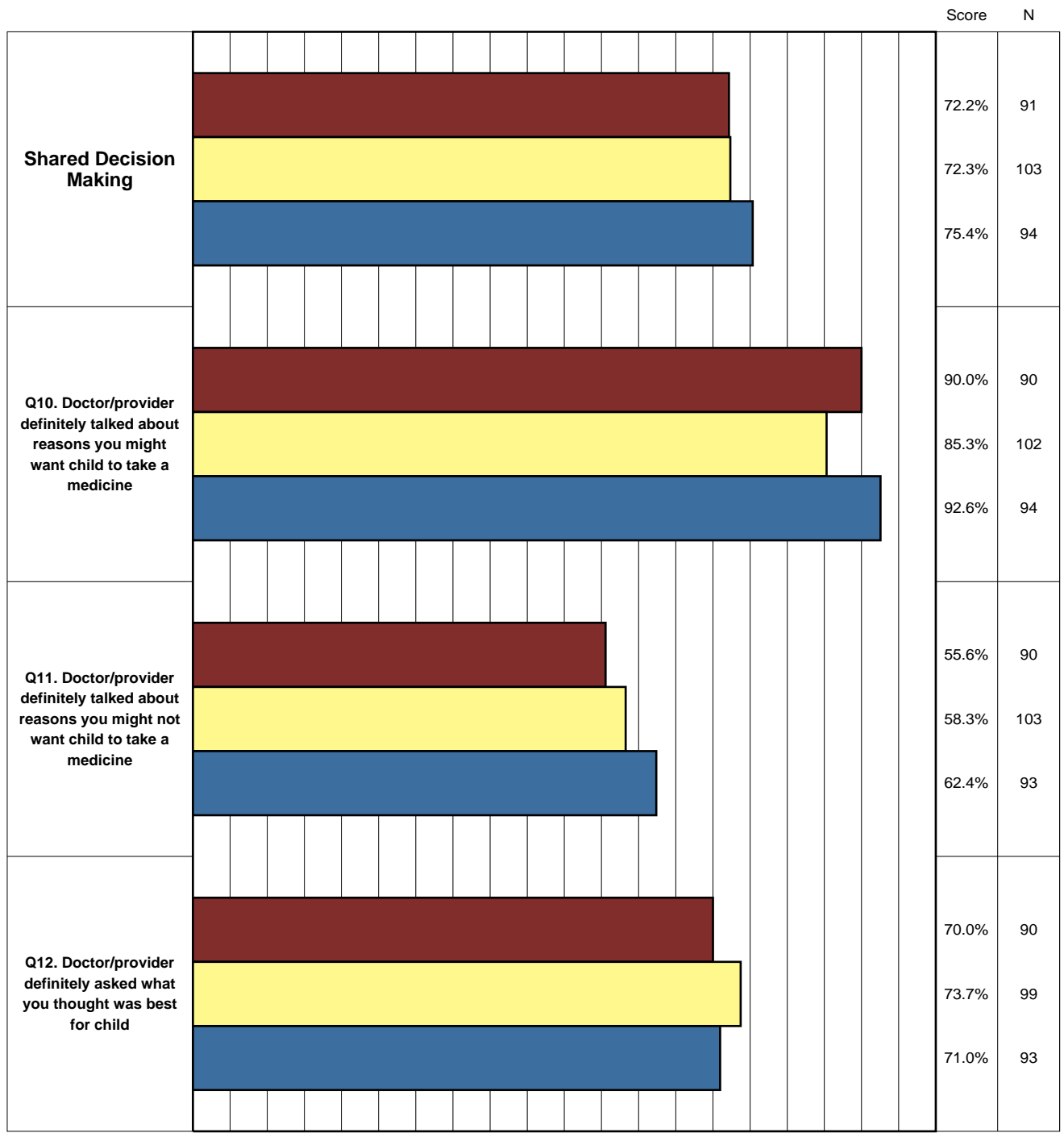
Customer Service - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ CHMD 2015 ■ CHMD 2016 ■ CHMD 2017

Shared Decision Making - Achievement Scores

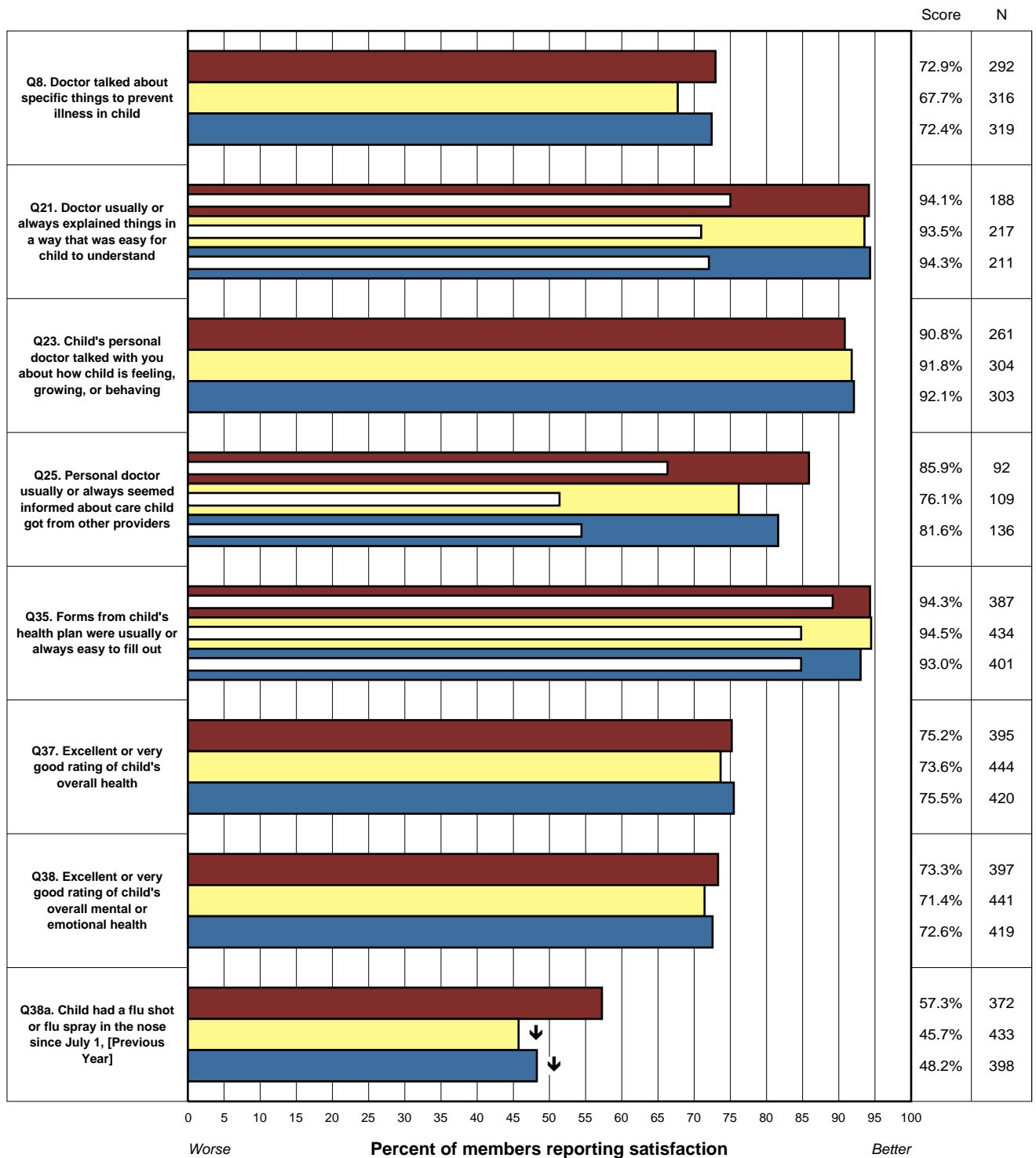


0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100
 Worse **Percent of members reporting satisfaction** Better

↕ Statistically significantly higher/lower than CHMD 2015

■ CHMD 2015 ■ CHMD 2016 ■ CHMD 2017

Single Item Measures - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ CHMD 2015 ■ CHMD 2016 ■ CHMD 2017

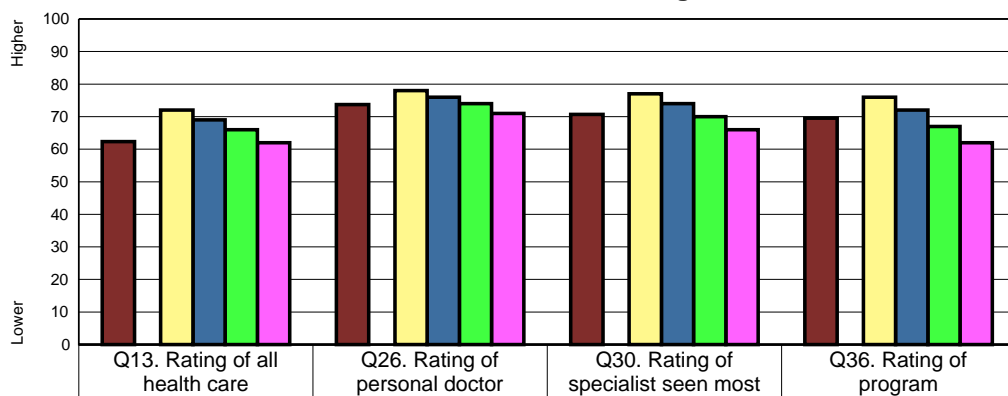
CAHPS® DATABASE BENCHMARKS - TOP BOX SCORES OVERALL RATING QUESTIONS

Response options for the four overall rating questions range from 0 (worst) to 10 (best). The CAHPS® Database calculates top box scores for question items and composites. A top box score is the percentage of respondents that chose the most positive response for a given item response scale. For the overall rating questions, the top box score is represented by the responses of "9" and "10."

The 2016 CAHPS® Database percentile scores presented here represent the percentage of child Medicaid programs and health plans that scored at or below a particular top box score. For example, the 50th percentile, or the median, is the top box score at or below which 50% of all health plan top box scores fall. Percentiles range from 0 to 100, for CAHPS® Health Plan reporting, the 90th, 75th, 50th, and 25th percentiles are presented for the ratings. For a description of the CAHPS® Database please see the *Methodology* section of the report.

The GMPSC's 2017 top box scores for the rating questions are presented along with the 2016 CAHPS® Database percentiles for the child Medicaid programs and health plans. There is no member level data available for the CAHPS® Database, so significance testing is not possible.

CAHPS® Database Overall Rating Questions



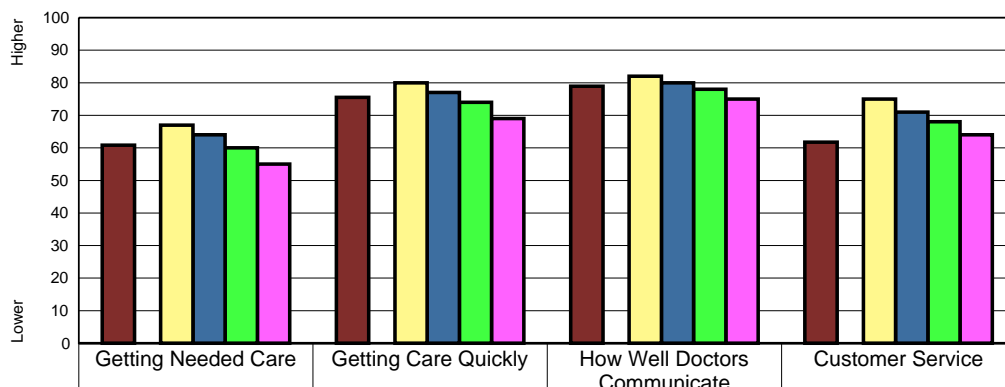
CHMD 2017	62.3%	73.7%	70.7%	69.5%
CAHPS® 2016 90th Percentile	72.0%	78.0%	77.0%	76.0%
CAHPS® 2016 75th Percentile	69.0%	76.0%	74.0%	72.0%
CAHPS® 2016 50th Percentile	66.0%	74.0%	70.0%	67.0%
CAHPS® 2016 25th Percentile	62.0%	71.0%	66.0%	62.0%

CAHPS® DATABASE - SUMMARY OF COMPOSITES

Response options for the composite measures range from Never to Always. The response of "Always" is used to calculate the CAHPS® Database top box score for individual questions. A top box score is calculated for four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite top box scores are designed to give a summary assessment of how the GMPSC performed across each domain. Composite top box scores are calculated by averaging the top box scores on the items within the composite.

The GMPSC's 2017 top box scores for the composites are presented along with the 2016 CAHPS® Database percentiles for the child Medicaid programs and health plans. There is no member level data available for the CAHPS® Database so significance testing is not possible.

CAHPS® Database Composites



CHMD 2017	60.8%	75.5%	78.9%	61.8%
CAHPS® 2016 90th Percentile	67.0%	80.0%	82.0%	75.0%
CAHPS® 2016 75th Percentile	64.0%	77.0%	80.0%	71.0%
CAHPS® 2016 50th Percentile	60.0%	74.0%	78.0%	68.0%
CAHPS® 2016 25th Percentile	55.0%	69.0%	75.0%	64.0%

Note: Composites constructed using question-level scoring in accordance with NCQA reporting guidelines.

Responses by Question

Q1. Our records show that your child is now in Gerogia Medicaid. Is that right?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	420	100.0%	450	100.0%	427	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	420	100.0%	450	100.0%	427	100.0%
Not Answered	7		1		2	

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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	138	33.2%	142	31.6%	145	34.6%
No	278	66.8%	308	68.4%	274	65.4%
Total	416	100.0%	450	100.0%	419	100.0%
Not Answered	11		1		10	

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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
<input type="radio"/> Never	3	2.4%	0	0.0%	0	0.0%
<input type="radio"/> Sometimes	12	9.4%	7	5.3%	11	8.3%
<input checked="" type="radio"/> Usually	12	9.4%	13	9.8%	16	12.0%
<input checked="" type="radio"/> Always	100	78.7%	112	84.8%	106	79.7%
Total	127	100.0%	132	100.0%	133	100.0%
Not Answered	11		10		12	
Reporting Category	Getting Care Quickly					
Achievement Score	88.2%		94.7%		91.7%	
Correlation with Satisfaction	0.137		0.118		0.218	
Priority Rating	Low		Low		Low	

Response scored as: Room for Improvement Achievement

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

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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	299	72.2%	320	72.1%	306	72.2%
No	115	27.8%	124	27.9%	118	27.8%
Total	414	100.0%	444	100.0%	424	100.0%
Not Answered	13		7		5	

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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
<input type="radio"/> Never	3	1.1%	3	1.0%	4	1.4%
<input type="radio"/> Sometimes	28	9.8%	37	12.3%	43	14.9%
<input type="radio"/> Usually	48	16.8%	55	18.2%	36	12.5%
<input checked="" type="radio"/> Always	206	72.3%	207	68.5%	206	71.3%
Total	285	100.0%	302	100.0%	289	100.0%
Not Answered	14		18		17	
Reporting Category	Getting Care Quickly					
Achievement Score	89.1%		86.8%		83.7%	
Correlation with Satisfaction	0.155		0.192		0.054	
Priority Rating	Low		Low		Low	

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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
None	102	25.3%	119	27.1%	88	21.2%
1 time	107	26.6%	99	22.6%	121	29.2%
2 times	79	19.6%	106	24.1%	87	21.0%
3 times	47	11.7%	53	12.1%	51	12.3%
4 times	27	6.7%	23	5.2%	27	6.5%
5 to 9 times	28	6.9%	31	7.1%	32	7.7%
10 or more times	13	3.2%	8	1.8%	9	2.2%
Total	403	100.0%	439	100.0%	415	100.0%
Not Answered	24		12		14	

Response scored as: Room for Improvement Achievement

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

- 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?**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Yes	213	72.9%	214	67.7%	231	72.4%
● No	79	27.1%	102	32.3%	88	27.6%
Total	292	100.0%	316	100.0%	319	100.0%
Not Answered	9		4		8	
Reporting Category	Single Items					
Achievement Score	72.9%		67.7%		72.4%	
Correlation with Satisfaction	0.078		0.071		0.024	
Priority Rating	Medium		Medium		Medium	

- Q9. 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?**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	91	31.0%	104	33.1%	95	30.0%
No	203	69.0%	210	66.9%	222	70.0%
Total	294	100.0%	314	100.0%	317	100.0%
Not Answered	7		6		10	

- Q10. Did a doctor or other health provider talk about the reasons you might want your child to take a medicine?**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Yes	81	90.0%	87	85.3%	87	92.6%
● No	9	10.0%	15	14.7%	7	7.4%
Total	90	100.0%	102	100.0%	94	100.0%
Not Answered	1		2		1	
Reporting Category	Shared Decision Making					
Achievement Score	90.0%		85.3%		92.6%	
Correlation with Satisfaction	-0.016		0.014		0.016	
Priority Rating	Low		Low		Low	

○ Response scored as: ● Room for Improvement ● Achievement

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

Q11. Did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	50	55.6%	60	58.3%	58	62.4%
<input type="radio"/> No	40	44.4%	43	41.7%	35	37.6%
Total	90	100.0%	103	100.0%	93	100.0%
Not Answered	1		1		2	
Reporting Category	Shared Decision Making					
Achievement Score	55.6%		58.3%		62.4%	
Correlation with Satisfaction	-0.029		0.035		0.036	
Priority Rating	Medium		Medium		Medium	

Q12. 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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	63	70.0%	73	73.7%	66	71.0%
<input type="radio"/> No	27	30.0%	26	26.3%	27	29.0%
Total	90	100.0%	99	100.0%	93	100.0%
Not Answered	1		5		2	
Reporting Category	Shared Decision Making					
Achievement Score	70.0%		73.7%		71.0%	
Correlation with Satisfaction	0.316		-0.026		0.330	
Priority Rating	Medium		Medium		Medium	

Response scored as: Room for Improvement Achievement

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

Q13. 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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Worst health care possible	0	0.0%	0	0.0%	1	0.3%
● 1	0	0.0%	0	0.0%	0	0.0%
● 2	1	0.3%	0	0.0%	1	0.3%
● 3	4	1.4%	1	0.3%	0	0.0%
● 4	2	0.7%	2	0.6%	1	0.3%
● 5	10	3.5%	18	5.8%	10	3.2%
● 6	2	0.7%	8	2.6%	12	3.8%
● 7	24	8.3%	18	5.8%	19	6.0%
● 8	61	21.1%	59	18.9%	75	23.7%
● 9	56	19.4%	66	21.2%	49	15.5%
● Best health care possible	129	44.6%	140	44.9%	148	46.8%
Total	289	100.0%	312	100.0%	316	100.0%
Not Answered	12		8		11	
Reporting Category	Ratings					
Achievement Score	85.1%		84.9%		86.1%	
Correlation with Satisfaction	0.513		0.672		0.552	
Priority Rating	High		High		High	

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Never	4	1.4%	8	2.5%	8	2.5%
● Sometimes	27	9.2%	36	11.4%	37	11.7%
● Usually	62	21.2%	70	22.2%	65	20.6%
● Always	199	68.2%	202	63.9%	206	65.2%
Total	292	100.0%	316	100.0%	316	100.0%
Not Answered	9		4		11	
Reporting Category	Getting Needed Care					
Achievement Score	89.4%		86.1%		85.8%	
Correlation with Satisfaction	0.278		0.400		0.242	
Priority Rating	Low		Low		Low	

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

Your Child's Personal Doctor

Q15. 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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	361	89.1%	407	91.1%	388	91.5%
No	44	10.9%	40	8.9%	36	8.5%
Total	405	100.0%	447	100.0%	424	100.0%
Not Answered	22		4		5	

Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
None	75	21.7%	84	21.6%	64	17.4%
1 time	99	28.7%	120	30.8%	118	32.1%
2 times	74	21.4%	88	22.6%	95	25.8%
3 times	41	11.9%	39	10.0%	40	10.9%
4 times	23	6.7%	24	6.2%	21	5.7%
5 to 9 times	27	7.8%	31	8.0%	24	6.5%
10 or more times	6	1.7%	3	0.8%	6	1.6%
Total	345	100.0%	389	100.0%	368	100.0%
Not Answered	16		18		20	

Q17. 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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Never	5	1.9%	5	1.6%	1	0.3%
● Sometimes	8	3.0%	16	5.3%	21	6.9%
● Usually	41	15.2%	50	16.4%	44	14.5%
● Always	215	79.9%	233	76.6%	237	78.2%
Total	269	100.0%	304	100.0%	303	100.0%
Not Answered	1		1		1	
Reporting Category	Communication					
Achievement Score	95.2%		93.1%		92.7%	
Correlation with Satisfaction	0.171		0.187		0.090	
Priority Rating	Low		Low		Low	

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

Your Child's Personal Doctor (continued)**Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	2	0.7%	4	1.3%	0	0.0%
<input checked="" type="radio"/> Sometimes	7	2.6%	14	4.6%	17	5.6%
<input checked="" type="radio"/> Usually	44	16.4%	52	17.2%	37	12.2%
<input checked="" type="radio"/> Always	215	80.2%	233	76.9%	250	82.2%
Total	268	100.0%	303	100.0%	304	100.0%
Not Answered	2		2		0	
Reporting Category	Communication					
Achievement Score	96.6%		94.1%		94.4%	
Correlation with Satisfaction	0.186		0.226		0.149	
Priority Rating	Low		Low		Low	

Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	3	1.1%	3	1.0%	2	0.7%
<input checked="" type="radio"/> Sometimes	6	2.3%	9	3.0%	9	3.0%
<input checked="" type="radio"/> Usually	34	12.8%	49	16.1%	29	9.5%
<input checked="" type="radio"/> Always	223	83.8%	243	79.9%	264	86.8%
Total	266	100.0%	304	100.0%	304	100.0%
Not Answered	4		1		0	
Reporting Category	Communication					
Achievement Score	96.6%		96.1%		96.4%	
Correlation with Satisfaction	0.169		0.280		0.230	
Priority Rating	Low		Low		Low	

Q20. Is your child able to talk with doctors about his or her health care?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	190	70.6%	218	71.7%	212	70.2%
No	79	29.4%	86	28.3%	90	29.8%
Total	269	100.0%	304	100.0%	302	100.0%
Not Answered	1		1		2	

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q21. 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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Never	3	1.6%	0	0.0%	2	0.9%
● Sometimes	8	4.3%	14	6.5%	10	4.7%
● Usually	36	19.1%	49	22.6%	47	22.3%
● Always	141	75.0%	154	71.0%	152	72.0%
Total	188	100.0%	217	100.0%	211	100.0%
Not Answered	2		1		1	
Reporting Category	Single Items					
Achievement Score	94.1%		93.5%		94.3%	
Correlation with Satisfaction	0.164		0.360		0.107	
Priority Rating	Low		Low		Low	

Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Never	8	3.0%	6	2.0%	8	2.7%
● Sometimes	20	7.5%	35	11.6%	29	9.6%
● Usually	53	20.0%	76	25.2%	58	19.3%
● Always	184	69.4%	184	61.1%	206	68.4%
Total	265	100.0%	301	100.0%	301	100.0%
Not Answered	5		4		3	
Reporting Category	Communication					
Achievement Score	89.4%		86.4%		87.7%	
Correlation with Satisfaction	0.264		0.210		0.110	
Priority Rating	Low		Low		Low	

Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Yes	237	90.8%	279	91.8%	279	92.1%
● No	24	9.2%	25	8.2%	24	7.9%
Total	261	100.0%	304	100.0%	303	100.0%
Not Answered	9		1		1	
Reporting Category	Single Items					
Achievement Score	90.8%		91.8%		92.1%	
Correlation with Satisfaction	-		-		-	
Priority Rating	-		-		-	

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

Your Child's Personal Doctor (continued)

Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	94	35.5%	111	36.5%	140	46.5%
No	171	64.5%	193	63.5%	161	53.5%
Total	265	100.0%	304	100.0%	301	100.0%
Not Answered	5		1		3	

Q25. In the last 6 months, how often did your child's personal doctor spend informed and up-to-date about the care your child got from these doctors or other health providers?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Never	4	4.3%	7	6.4%	5	3.7%
● Sometimes	9	9.8%	19	17.4%	20	14.7%
● Usually	18	19.6%	27	24.8%	37	27.2%
● Always	61	66.3%	56	51.4%	74	54.4%
Total	92	100.0%	109	100.0%	136	100.0%
Not Answered	2		2		4	
Reporting Category	Single Items					
Achievement Score	85.9%		76.1%		81.6%	
Correlation with Satisfaction	0.224		0.288		0.085	
Priority Rating	Low		Medium		Low	

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

Your Child's Personal Doctor (continued)

Q26. 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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Worst personal doctor possible	1	0.3%	0	0.0%	0	0.0%
● 1	0	0.0%	0	0.0%	0	0.0%
● 2	0	0.0%	1	0.3%	0	0.0%
● 3	1	0.3%	0	0.0%	3	0.8%
● 4	2	0.6%	0	0.0%	0	0.0%
● 5	9	2.6%	10	2.5%	9	2.4%
● 6	8	2.3%	9	2.3%	8	2.2%
● 7	19	5.5%	28	7.1%	13	3.5%
● 8	54	15.7%	62	15.8%	64	17.3%
● 9	51	14.9%	64	16.3%	56	15.2%
● Best personal doctor possible	198	57.7%	219	55.7%	216	58.5%
Total	343	100.0%	393	100.0%	369	100.0%
Not Answered	18		14		19	
Reporting Category	Ratings					
Achievement Score	88.3%		87.8%		91.1%	
Correlation with Satisfaction	0.466		0.405		0.316	
Priority Rating	High		High		Low	

Getting Health Care From Specialists

Q27. 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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	76	18.9%	89	19.9%	114	27.1%
No	326	81.1%	358	80.1%	307	72.9%
Total	402	100.0%	447	100.0%	421	100.0%
Not Answered	25		4		8	

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

Getting Health Care From Specialists (continued)

Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Never	7	9.2%	2	2.3%	6	5.6%
● Sometimes	9	11.8%	21	24.4%	19	17.6%
● Usually	16	21.1%	20	23.3%	22	20.4%
● Always	44	57.9%	43	50.0%	61	56.5%
Total	76	100.0%	86	100.0%	108	100.0%
Not Answered	0		3		6	
Reporting Category	Getting Needed Care					
Achievement Score	78.9%		73.3%		76.9%	
Correlation with Satisfaction	0.285		0.214		0.301	
Priority Rating	Medium		Medium		Medium	

Q29. How many specialists has your child seen in the last 6 months?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
None	7	9.2%	7	8.3%	8	7.5%
1 specialist	39	51.3%	50	59.5%	65	60.7%
2	20	26.3%	17	20.2%	23	21.5%
3	5	6.6%	7	8.3%	6	5.6%
4	1	1.3%	1	1.2%	2	1.9%
5 or more specialists	4	5.3%	2	2.4%	3	2.8%
Total	76	100.0%	84	100.0%	107	100.0%
Not Answered	0		5		7	

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

Getting Health Care From Specialists (continued)

Q30. 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?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%	1	1.0%
● 1	0	0.0%	0	0.0%	1	1.0%
● 2	0	0.0%	0	0.0%	0	0.0%
● 3	0	0.0%	1	1.3%	1	1.0%
● 4	0	0.0%	0	0.0%	2	2.0%
● 5	1	1.5%	1	1.3%	3	3.0%
● 6	1	1.5%	1	1.3%	2	2.0%
● 7	8	11.9%	5	6.5%	7	7.1%
● 8	11	16.4%	11	14.3%	12	12.1%
● 9	13	19.4%	12	15.6%	16	16.2%
● Best specialist possible	33	49.3%	46	59.7%	54	54.5%
Total	67	100.0%	77	100.0%	99	100.0%
Not Answered	2		0		0	
Reporting Category	Ratings					
Achievement Score	85.1%		89.6%		82.8%	
Correlation with Satisfaction	0.446		0.062		0.618	
Priority Rating	High		Low		High	

Your Child's Health Plan

Q31. In the last 6 months, did you get information or help from customer service at your child's health plan?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	128	32.2%	144	32.5%	162	38.4%
No	269	67.8%	299	67.5%	260	61.6%
Total	397	100.0%	443	100.0%	422	100.0%
Not Answered	30		8		7	

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

Your Child's Health Plan (continued)

Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	2	1.6%	4	2.8%	8	5.0%
<input checked="" type="radio"/> Sometimes	23	18.5%	29	20.6%	34	21.4%
<input checked="" type="radio"/> Usually	28	22.6%	41	29.1%	35	22.0%
<input checked="" type="radio"/> Always	71	57.3%	67	47.5%	82	51.6%
Total	124	100.0%	141	100.0%	159	100.0%
Not Answered	4		3		3	
Reporting Category	Customer Service					
Achievement Score	79.8%		76.6%		73.6%	
Correlation with Satisfaction	0.309		0.356		0.269	
Priority Rating	Medium		Medium		Medium	

Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	4	3.2%	4	2.8%	4	2.5%
<input checked="" type="radio"/> Sometimes	7	5.6%	7	5.0%	14	8.9%
<input checked="" type="radio"/> Usually	19	15.2%	29	20.6%	26	16.6%
<input checked="" type="radio"/> Always	95	76.0%	101	71.6%	113	72.0%
Total	125	100.0%	141	100.0%	157	100.0%
Not Answered	3		3		5	
Reporting Category	Customer Service					
Achievement Score	91.2%		92.2%		88.5%	
Correlation with Satisfaction	0.208		0.315		0.231	
Priority Rating	Low		Low		Low	

Q34. In the last 6 months, did your child's health plan give you any forms to fill out?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	104	26.5%	129	29.5%	143	35.0%
No	288	73.5%	308	70.5%	265	65.0%
Total	392	100.0%	437	100.0%	408	100.0%
Not Answered	35		14		21	

Response scored as: Room for Improvement Achievement

Your Child's Health Plan (continued)

- Q35. 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 Q34='No', based on NCQA scoring guidelines.]

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Never	9	2.3%	7	1.6%	3	0.7%
● Sometimes	13	3.4%	17	3.9%	25	6.2%
● Usually	20	5.2%	42	9.7%	33	8.2%
● Always	345	89.1%	368	84.8%	340	84.8%
Total	387	100.0%	434	100.0%	401	100.0%
Not Answered	5		3		7	
Reporting Category	Single Items					
Achievement Score	94.3%		94.5%		93.0%	
Correlation with Satisfaction	0.042		0.115		0.176	
Priority Rating	Low		Low		Low	

- Q36. 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?**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Worst health plan possible	0	0.0%	2	0.5%	1	0.2%
● 1	0	0.0%	1	0.2%	0	0.0%
● 2	1	0.3%	1	0.2%	1	0.2%
● 3	3	0.8%	1	0.2%	6	1.4%
● 4	4	1.0%	4	0.9%	1	0.2%
● 5	10	2.5%	16	3.6%	11	2.6%
● 6	9	2.3%	13	2.9%	12	2.9%
● 7	32	8.1%	36	8.1%	26	6.2%
● 8	69	17.5%	59	13.3%	70	16.7%
● 9	75	19.0%	84	18.9%	67	16.0%
● Best health plan possible	192	48.6%	227	51.1%	225	53.6%
Total	395	100.0%	444	100.0%	420	100.0%
Not Answered	32		7		9	
Reporting Category	Ratings					
Achievement Score	85.1%		83.3%		86.2%	

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

About Your Child and You

Q37. In general, how would you rate your child's overall health?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Excellent	166	42.0%	174	39.2%	177	42.1%
● Very Good	131	33.2%	153	34.5%	140	33.3%
● Good	77	19.5%	97	21.8%	69	16.4%
● Fair	18	4.6%	18	4.1%	30	7.1%
● Poor	3	0.8%	2	0.5%	4	1.0%
Total	395	100.0%	444	100.0%	420	100.0%
Not Answered	32		7		9	
Reporting Category	Single Items					
Achievement Score	75.2%		73.6%		75.5%	
Correlation with Satisfaction	0.112		0.177		0.329	
Priority Rating	Medium		Medium		Medium	

Q38. In general, how would you rate your child's overall mental or emotional health?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Excellent	188	47.4%	195	44.2%	202	48.2%
● Very Good	103	25.9%	120	27.2%	102	24.3%
● Good	75	18.9%	85	19.3%	73	17.4%
● Fair	26	6.5%	28	6.3%	33	7.9%
● Poor	5	1.3%	13	2.9%	9	2.1%
Total	397	100.0%	441	100.0%	419	100.0%
Not Answered	30		10		10	
Reporting Category	Single Items					
Achievement Score	73.3%		71.4%		72.6%	
Correlation with Satisfaction	0.165		0.124		0.238	
Priority Rating	Medium		Medium		Medium	

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

About Your Child and You (continued)

Q38a. Has your child had either a flu shot or flu spray in the nose since July 1, [Previous Year]?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
● Yes	213	57.3%	198	45.7%	192	48.2%
● No	159	42.7%	235	54.3%	206	51.8%
● Don't know	23		9		18	
Total	372	100.0%	433	100.0%	398	100.0%
Not Answered	32		9		13	
Reporting Category	Single Items					
Achievement Score	57.3%		45.7%		48.2%	
Correlation with Satisfaction	0.004		0.027		0.126	
Priority Rating	Medium		Medium		Medium	

NQ39. What is your child's age?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Less than 1 year old	7	1.8%	10	2.3%	11	2.6%
1 to 2 years old	45	11.4%	48	10.9%	39	9.4%
3 to 4 years old	47	11.9%	57	12.9%	45	10.8%
5 to 7 years old	78	19.8%	68	15.4%	76	18.3%
8 to 10 years old	78	19.8%	80	18.1%	61	14.7%
11 to 13 years old	65	16.5%	81	18.4%	89	21.4%
14 to 19 years old	74	18.8%	97	22.0%	95	22.8%
Total	394	100.0%	441	100.0%	416	100.0%
Not Answered	33		10		13	

Q40. Is your child male or female?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Male	196	49.4%	247	55.9%	223	53.3%
Female	201	50.6%	195	44.1%	195	46.7%
Total	397	100.0%	442	100.0%	418	100.0%
Not Answered	30		9		11	

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

About Your Child and You (continued)**Q41. Is your child of Hispanic or Latino origin or descent?**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes, Hispanic or Latino	108	27.8%	129	29.8%	132	32.0%
No, Not Hispanic or Latino	280	72.2%	304	70.2%	281	68.0%
Total	388	100.0%	433	100.0%	413	100.0%
Not Answered	39		18		16	

Q42.1. What is your child's race? Response: White.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	167	45.1%	195	48.8%	176	45.7%
No	203	54.9%	205	51.3%	209	54.3%
Total	370	100.0%	400	100.0%	385	100.0%
Not Answered	57		51		44	

Q42.2. What is your child's race? Response: Black or African-American.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	174	47.0%	174	43.5%	171	44.4%
No	196	53.0%	226	56.5%	214	55.6%
Total	370	100.0%	400	100.0%	385	100.0%
Not Answered	57		51		44	

Q42.3. What is your child's race? Response: Asian.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	10	2.7%	17	4.3%	14	3.6%
No	360	97.3%	383	95.8%	371	96.4%
Total	370	100.0%	400	100.0%	385	100.0%
Not Answered	57		51		44	

About Your Child and You (continued)**Q42.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	2	0.5%	7	1.8%	7	1.8%
No	368	99.5%	393	98.3%	378	98.2%
Total	370	100.0%	400	100.0%	385	100.0%
Not Answered	57		51		44	

Q42.5. What is your child's race? Response: American Indian or Alaska Native.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	16	4.3%	11	2.8%	18	4.7%
No	354	95.7%	389	97.3%	367	95.3%
Total	370	100.0%	400	100.0%	385	100.0%
Not Answered	57		51		44	

Q42.6. What is your child's race? Response: Other.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	42	11.4%	48	12.0%	50	13.0%
No	328	88.6%	352	88.0%	335	87.0%
Total	370	100.0%	400	100.0%	385	100.0%
Not Answered	57		51		44	

Q43. What is your age?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Under 18	22	5.6%	25	5.7%	22	5.3%
18 to 24	24	6.2%	26	5.9%	18	4.3%
25 to 34	153	39.2%	156	35.5%	124	30.0%
35 to 44	122	31.3%	143	32.6%	163	39.4%
45 to 54	42	10.8%	45	10.3%	52	12.6%
55 to 64	19	4.9%	27	6.2%	21	5.1%
65 to 74	6	1.5%	16	3.6%	10	2.4%
75 or older	2	0.5%	1	0.2%	4	1.0%
Total	390	100.0%	439	100.0%	414	100.0%
Not Answered	37		12		15	

About Your Child and You (continued)**Q44. Are you male or female?**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Male	46	11.5%	31	7.1%	48	11.6%
Female	353	88.5%	407	92.9%	366	88.4%
Total	399	100.0%	438	100.0%	414	100.0%
Not Answered	28		13		15	

Q45. What is the highest grade or level of school that you have completed?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
8th grade or less	41	10.6%	53	12.2%	50	12.2%
Some high school but did not graduate	49	12.6%	62	14.3%	65	15.8%
High school graduate or GED	141	36.3%	141	32.5%	132	32.1%
Some college or 2-year degree	113	29.1%	136	31.3%	122	29.7%
4-year college graduate	22	5.7%	24	5.5%	23	5.6%
More than 4-year college degree	22	5.7%	18	4.1%	19	4.6%
Total	388	100.0%	434	100.0%	411	100.0%
Not Answered	39		17		18	

Q46. How are you related to the child?

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Mother or father	348	89.5%	386	90.4%	368	89.8%
Grandparent	27	6.9%	29	6.8%	34	8.3%
Aunt or uncle	1	0.3%	4	0.9%	2	0.5%
Older brother or sister	4	1.0%	0	0.0%	1	0.2%
Other relative	1	0.3%	0	0.0%	0	0.0%
Legal guardian	6	1.5%	6	1.4%	5	1.2%
Someone else	2	0.5%	2	0.5%	0	0.0%
Total	389	100.0%	427	100.0%	410	100.0%
Not Answered	38		24		19	

About Your Child and You (continued)**Q47. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	20	9.8%	16	6.6%	18	8.9%
No	185	90.2%	226	93.4%	184	91.1%
Total	205	100.0%	242	100.0%	202	100.0%
Not Answered	5		3		0	

Q48.1. How did that person help you? Response: Read the questions to me.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	6	35.3%	7	43.8%	5	29.4%
No	11	64.7%	9	56.3%	12	70.6%
Total	17	100.0%	16	100.0%	17	100.0%
Not Answered	8		3		1	

Q48.2. How did that person help you? Response: Wrote down the answers I gave.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	5	29.4%	4	25.0%	3	17.6%
No	12	70.6%	12	75.0%	14	82.4%
Total	17	100.0%	16	100.0%	17	100.0%
Not Answered	8		3		1	

Q48.3. How did that person help you? Response: Answered the questions for me.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	2	11.8%	1	6.3%	3	17.6%
No	15	88.2%	15	93.8%	14	82.4%
Total	17	100.0%	16	100.0%	17	100.0%
Not Answered	8		3		1	

About Your Child and You (continued)**Q48.4.** How did that person help you? Response: Translated the questions into my language.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	11	64.7%	12	75.0%	10	58.8%
No	6	35.3%	4	25.0%	7	41.2%
Total	17	100.0%	16	100.0%	17	100.0%
Not Answered	8		3		1	

Q48.5. How did that person help you? Response: Helped in some other way.

	CHMD 2015		CHMD 2016		CHMD 2017	
	N	%	N	%	N	%
Yes	0	0.0%	1	6.3%	3	17.6%
No	17	100.0%	15	93.8%	14	82.4%
Total	17	100.0%	16	100.0%	17	100.0%
Not Answered	8		3		1	



Your privacy is protected. The research staff will not share your personal information with anyone without your OK. Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

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

If you want to know more about this study, please call 1-877-455-7161.

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 Georgia Medicaid. 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 15*
 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, 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 13*

- 10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 Yes
 No

- 11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
 Yes
 No



12. 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

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

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

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

- Never
- Sometimes
- Usually
- Always

YOUR CHILD'S PERSONAL DOCTOR

15. 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 27*

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

- None → *Go to Question 26*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. 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

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

- Never
- Sometimes
- Usually
- Always

19. 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

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

- Yes
- No → *Go to Question 22*



21. 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

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

- Never
- Sometimes
- Usually
- Always

23. 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

24. 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 26**

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

- Never
- Sometimes
- Usually
- Always

26. 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?

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 31**

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

- Never
- Sometimes
- Usually
- Always



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

- None → *Go to Question 31*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

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

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

33. 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

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

- Yes
- No → *Go to Question 36*

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

- Never
- Sometimes
- Usually
- Always

36. 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

YOUR CHILD'S HEALTH PLAN

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

31. 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 34*

32. 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

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor



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

- Excellent
- Very good
- Good
- Fair
- Poor

38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2016?

- Yes
- No
- Don't know

39. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

40. Is your child male or female?

- Male
- Female

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

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

42. 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

43. 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

44. Are you male or female?

- Male
- Female

45. 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

46. How are you related to the child?

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

47. Did someone help you complete this survey?

- Yes → **Go to Question 48**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**



◆ **48. 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

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



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