



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Georgia Medicaid Program

## CAHPS® 5.0 Child Medicaid Summary Report

June 2017



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**Introduction.** The CAHPS® 5.0H Survey is a comprehensive tool for assessing parents'/caregivers' experiences with Georgia Medicaid Program's services for children (GMPSC). This report is designed to allow the Medicaid program to look at summaries of members' experiences using two types of presentations. First, this executive summary presents a brief description of the survey methodology, a graphic presentation of key results for rating questions and composites, and a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. A copy of the questionnaire is found as an appendix.

Assessing consumers' experiences in this report is accomplished with the use of achievement scores and composite scores. Member responses to survey questions are summarized as achievement scores. Responses indicating a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. The lower the achievement score, the greater the need for the GMPSC to improve. Composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making.

### Results

This report summarizes the findings of the child Medicaid 5.0 CAHPS survey conducted for the GMPSC. Attempts were made to survey 1650 member households by mail and telephone during the period February 7, 2017 through April 23, 2017, using a mixed-mode procedure and standard questionnaire. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the parents or caretakers of child members of GMPSC who were continuously enrolled in the plan for at least 6 months as of November 30, 2016, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1650 cases was drawn. The survey was offered in English and Spanish. Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's 2016 completeness requirements. Complete interviews were obtained from 429 GMPSC members, and the response rate was 27.4%.

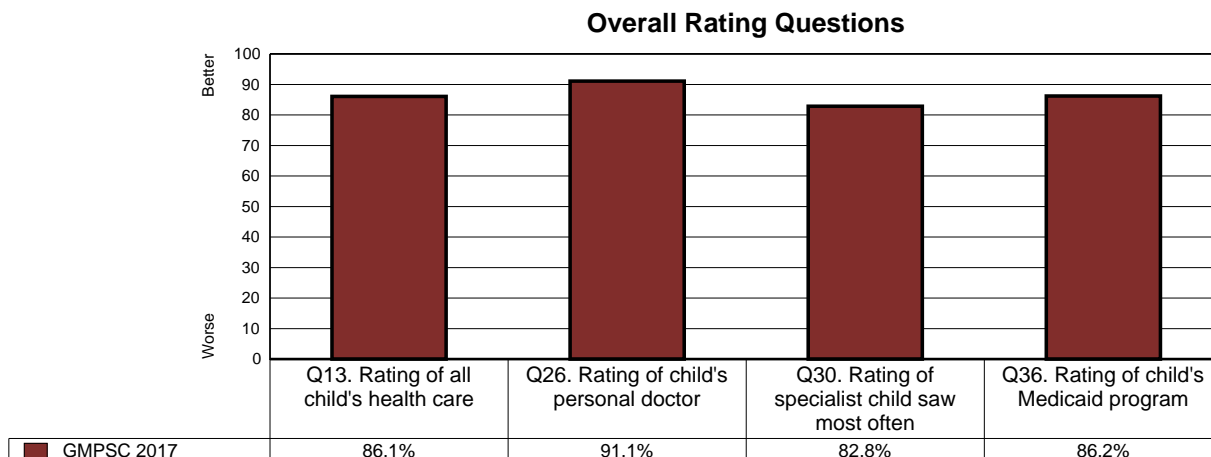
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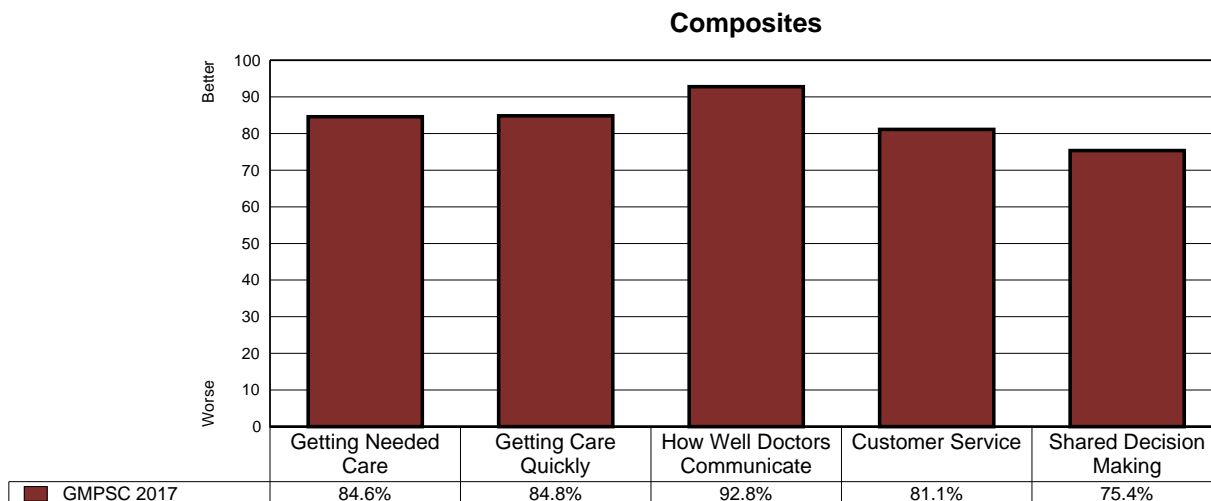
### SUMMARY OF OVERALL RATING QUESTIONS

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



### SUMMARY OF COMPOSITES

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



## Sample Disposition

	GMPSC 2017
First mailing - sent	1650
*First mailing - usable survey returned	139
Second mailing - sent	1450
*Second mailing - usable survey returned	63
*Phone - usable surveys	227
<b>Total - usable surveys</b>	<b>429</b>
†Ineligible: According to population criteria‡	37
†Ineligible: Language barrier	6
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	0
Invalid address and phone number	45
Refusal	51
†Incomplete survey - mail or phone	40
<b>Adjusted Response Rate</b>	<b>27.4%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

## Responses by Question

**Q1. Our records show that your child is now in Georgia Medicaid Program. Is that right?**

	GMPSC 2017	
	N	%
Yes	427	100.0%
No	0	0.0%
<b>Total</b>	427	100.0%
Not Answered	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?**

	GMPSC 2017	
	N	%
Yes	145	34.6%
No	274	65.4%
<b>Total</b>	419	100.0%
Not Answered	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?**

	GMPSC 2017	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	11	8.3%
<input checked="" type="radio"/> Usually	16	12.0%
<input checked="" type="radio"/> Always	106	79.7%
<b>Total</b>	133	100.0%
Not Answered	12	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	91.7%	

**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?**

	GMPSC 2017	
	N	%
Yes	306	72.2%
No	118	27.8%
<b>Total</b>	424	100.0%
Not Answered	5	

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

## Responses by Question

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

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

	GMPSC 2017	
	N	%
<input type="radio"/> Never	4	1.4%
<input type="radio"/> Sometimes	43	14.9%
<input type="radio"/> Usually	36	12.5%
<input type="radio"/> Always	206	71.3%
<b>Total</b>	289	100.0%
Not Answered	17	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	83.7%	

- 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?

	GMPSC 2017	
	N	%
None	88	21.2%
1 time	121	29.2%
2	87	21.0%
3	51	12.3%
4	27	6.5%
5 to 9	32	7.7%
10 or more times	9	2.2%
<b>Total</b>	415	100.0%
Not Answered	14	

- 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?

	GMPSC 2017	
	N	%
<input type="radio"/> Yes	231	72.4%
<input type="radio"/> No	88	27.6%
<b>Total</b>	319	100.0%
Not Answered	8	
<b>Reporting Category</b>	Single Items	
Achievement Score	72.4%	

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

## Responses by Question

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

- Q9.** In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	GMPSC 2017	
	N	%
Yes	95	30.0%
No	222	70.0%
<b>Total</b>	317	100.0%
Not Answered	10	

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

	GMPSC 2017	
	N	%
<input checked="" type="radio"/> Yes	87	92.6%
<input type="radio"/> No	7	7.4%
<b>Total</b>	94	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	92.6%	

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

	GMPSC 2017	
	N	%
<input checked="" type="radio"/> Yes	58	62.4%
<input type="radio"/> No	35	37.6%
<b>Total</b>	93	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	62.4%	

- 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?

	GMPSC 2017	
	N	%
<input checked="" type="radio"/> Yes	66	71.0%
<input type="radio"/> No	27	29.0%
<b>Total</b>	93	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	71.0%	

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

## Responses by Question

### 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?

	GMPSC 2017	
	N	%
● Worst health care possible	1	0.3%
● 1	0	0.0%
● 2	1	0.3%
● 3	0	0.0%
● 4	1	0.3%
● 5	10	3.2%
● 6	12	3.8%
● 7	19	6.0%
● 8	75	23.7%
● 9	49	15.5%
● Best health care possible	148	46.8%
<b>Total</b>	316	100.0%
Not Answered	11	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	86.1%	

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

	GMPSC 2017	
	N	%
● Never	8	2.5%
● Sometimes	37	11.7%
● Usually	65	20.6%
● Always	206	65.2%
<b>Total</b>	316	100.0%
Not Answered	11	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	85.8%	

### Your Child's Personal Doctor

**Q15.** A personal doctor is the one your child would see if he or she needs a check-up, has a health problem, or gets sick or hurt. Does your child have a personal doctor?

	GMPSC 2017	
	N	%
Yes	388	91.5%
No	36	8.5%
<b>Total</b>	424	100.0%
Not Answered	5	

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



# Responses by Question

## Your Child's Personal Doctor (continued)

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

	GMPSC 2017	
	N	%
None	64	17.4%
1 time	118	32.1%
2	95	25.8%
3	40	10.9%
4	21	5.7%
5 to 9	24	6.5%
10 or more times	6	1.6%
<b>Total</b>	368	100.0%
Not Answered	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?**

	GMPSC 2017	
	N	%
● Never	1	0.3%
● Sometimes	21	6.9%
● Usually	44	14.5%
● Always	237	78.2%
<b>Total</b>	303	100.0%
Not Answered	1	
<b>Reporting Category</b>	Communication	
Achievement Score	92.7%	

**Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?**

	GMPSC 2017	
	N	%
● Never	0	0.0%
● Sometimes	17	5.6%
● Usually	37	12.2%
● Always	250	82.2%
<b>Total</b>	304	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	94.4%	

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

## Responses by Question

### *Your Child's Personal Doctor (continued)*

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

	GMPSC 2017	
	N	%
<input type="radio"/> Never	2	0.7%
<input type="radio"/> Sometimes	9	3.0%
<input type="radio"/> Usually	29	9.5%
<input type="radio"/> Always	264	86.8%
<b>Total</b>	304	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	96.4%	

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

	GMPSC 2017	
	N	%
Yes	212	70.2%
No	90	29.8%
<b>Total</b>	302	100.0%
Not Answered	2	

**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?

	GMPSC 2017	
	N	%
<input type="radio"/> Never	2	0.9%
<input type="radio"/> Sometimes	10	4.7%
<input type="radio"/> Usually	47	22.3%
<input type="radio"/> Always	152	72.0%
<b>Total</b>	211	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	94.3%	

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

## Responses by Question

### *Your Child's Personal Doctor* (continued)

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

	GMPSC 2017	
	N	%
<input type="radio"/> Never	8	2.7%
<input type="radio"/> Sometimes	29	9.6%
<input type="radio"/> Usually	58	19.3%
<input type="radio"/> Always	206	68.4%
<b>Total</b>	301	100.0%
Not Answered	3	
<b>Reporting Category</b>	Communication	
Achievement Score	87.7%	

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

	GMPSC 2017	
	N	%
Yes	279	92.1%
No	24	7.9%
<b>Total</b>	303	100.0%
Not Answered	1	

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

	GMPSC 2017	
	N	%
Yes	140	46.5%
No	161	53.5%
<b>Total</b>	301	100.0%
Not Answered	3	

**Q25.** 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?

	GMPSC 2017	
	N	%
<input type="radio"/> Never	5	3.7%
<input type="radio"/> Sometimes	20	14.7%
<input type="radio"/> Usually	37	27.2%
<input type="radio"/> Always	74	54.4%
<b>Total</b>	136	100.0%
Not Answered	4	
<b>Reporting Category</b>	Single Items	
Achievement Score	81.6%	

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

## Responses by Question

### *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?

	GMPSC 2017	
	N	%
<input type="radio"/> Worst personal doctor possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	3	0.8%
<input type="radio"/> 4	0	0.0%
<input type="radio"/> 5	9	2.4%
<input type="radio"/> 6	8	2.2%
<input type="radio"/> 7	13	3.5%
<input checked="" type="radio"/> 8	64	17.3%
<input checked="" type="radio"/> 9	56	15.2%
<input checked="" type="radio"/> Best personal doctor possible	216	58.5%
<b>Total</b>	369	100.0%
Not Answered	19	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	91.1%	

### *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?

	GMPSC 2017	
	N	%
Yes	114	27.1%
No	307	72.9%
<b>Total</b>	421	100.0%
Not Answered	8	

- 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?

	GMPSC 2017	
	N	%
<input type="radio"/> Never	6	5.6%
<input type="radio"/> Sometimes	19	17.6%
<input checked="" type="radio"/> Usually	22	20.4%
<input checked="" type="radio"/> Always	61	56.5%
<b>Total</b>	108	100.0%
Not Answered	6	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	76.9%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Getting Health Care From Specialists (continued)

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

	GMPSC 2017	
	N	%
None	8	7.5%
1 specialist	65	60.7%
2	23	21.5%
3	6	5.6%
4	2	1.9%
5 or more specialists	3	2.8%
<b>Total</b>	107	100.0%
Not Answered	7	

**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?

	GMPSC 2017	
	N	%
● Worst specialist possible	1	1.0%
● 1	1	1.0%
● 2	0	0.0%
● 3	1	1.0%
● 4	2	2.0%
● 5	3	3.0%
● 6	2	2.0%
● 7	7	7.1%
● 8	12	12.1%
● 9	16	16.2%
● Best specialist possible	54	54.5%
<b>Total</b>	99	100.0%
Not Answered	0	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	82.8%	

### 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?

	GMPSC 2017	
	N	%
Yes	162	38.4%
No	260	61.6%
<b>Total</b>	422	100.0%
Not Answered	7	

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

## Responses by Question

### *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?

	GMPSC 2017	
	N	%
<input type="radio"/> Never	8	5.0%
<input type="radio"/> Sometimes	34	21.4%
<input type="radio"/> Usually	35	22.0%
<input type="radio"/> Always	82	51.6%
<b>Total</b>	159	100.0%
Not Answered	3	
<b>Reporting Category</b>	Customer Service	
Achievement Score	73.6%	

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

	GMPSC 2017	
	N	%
<input type="radio"/> Never	4	2.5%
<input type="radio"/> Sometimes	14	8.9%
<input type="radio"/> Usually	26	16.6%
<input type="radio"/> Always	113	72.0%
<b>Total</b>	157	100.0%
Not Answered	5	
<b>Reporting Category</b>	Customer Service	
Achievement Score	88.5%	

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

	GMPSC 2017	
	N	%
Yes	143	35.0%
No	265	65.0%
<b>Total</b>	408	100.0%
Not Answered	21	

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

# Responses by Question

## Your Child's Health Plan (continued)

**PQ35.** 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.]

	GMPSC 2017	
	N	%
● Never	3	0.7%
● Sometimes	25	6.2%
● Usually	33	8.2%
● Always	340	84.8%
<b>Total</b>	401	100.0%
Not Answered	7	
<b>Reporting Category</b>	Single Items	
Achievement Score	93.0%	

**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?

	GMPSC 2017	
	N	%
● Worst health plan possible	1	0.2%
● 1	0	0.0%
● 2	1	0.2%
● 3	6	1.4%
● 4	1	0.2%
● 5	11	2.6%
● 6	12	2.9%
● 7	26	6.2%
● 8	70	16.7%
● 9	67	16.0%
● Best health plan possible	225	53.6%
<b>Total</b>	420	100.0%
Not Answered	9	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	86.2%	

○ Response scored as: ● Achievement ● Room for improvement

## Responses by Question

### About Your Child and You

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

	GMPSC 2017	
	N	%
● Excellent	177	42.1%
● Very Good	140	33.3%
● Good	69	16.4%
● Fair	30	7.1%
● Poor	4	1.0%
<b>Total</b>	420	100.0%
Not Answered	9	
<b>Reporting Category</b>	Single Items	
Achievement Score	75.5%	

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

	GMPSC 2017	
	N	%
● Excellent	202	48.2%
● Very Good	102	24.3%
● Good	73	17.4%
● Fair	33	7.9%
● Poor	9	2.1%
<b>Total</b>	419	100.0%
Not Answered	10	
<b>Reporting Category</b>	Single Items	
Achievement Score	72.6%	

**Q39.** What is your child's age?

	GMPSC 2017	
	N	%
Less than 1 year old	11	2.6%
1 to 2 years old	39	9.4%
3 to 4 years old	45	10.8%
5 to 7 years old	76	18.3%
8 to 10 years old	61	14.7%
11 to 13 years old	89	21.4%
14 to 19 years old	95	22.8%
<b>Total</b>	416	100.0%
Not Answered	13	

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



## Responses by Question

### *About Your Child and You* (continued)

**Q40. Is your child male or female?**

	GMPSC 2017	
	N	%
Male	223	53.3%
Female	195	46.7%
<b>Total</b>	<b>418</b>	<b>100.0%</b>
Not Answered	11	

**Q41. Is your child of Hispanic or Latino origin or descent?**

	GMPSC 2017	
	N	%
Yes, Hispanic or Latino	132	32.0%
No, Not Hispanic or Latino	281	68.0%
<b>Total</b>	<b>413</b>	<b>100.0%</b>
Not Answered	16	

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

	GMPSC 2017	
	N	%
Yes	176	45.7%
No	209	54.3%
<b>Total</b>	<b>385</b>	<b>100.0%</b>
Not Answered	44	

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

	GMPSC 2017	
	N	%
Yes	171	44.4%
No	214	55.6%
<b>Total</b>	<b>385</b>	<b>100.0%</b>
Not Answered	44	

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

	GMPSC 2017	
	N	%
Yes	14	3.6%
No	371	96.4%
<b>Total</b>	<b>385</b>	<b>100.0%</b>
Not Answered	44	

## Responses by Question

### *About Your Child and You* (continued)

**Q42.4.** What is your child's race? Response: Native Hawaiian or other Pacific Islander.

	GMPSC 2017	
	N	%
Yes	7	1.8%
No	378	98.2%
<b>Total</b>	<b>385</b>	<b>100.0%</b>
Not Answered	44	

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

	GMPSC 2017	
	N	%
Yes	18	4.7%
No	367	95.3%
<b>Total</b>	<b>385</b>	<b>100.0%</b>
Not Answered	44	

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

	GMPSC 2017	
	N	%
Yes	50	13.0%
No	335	87.0%
<b>Total</b>	<b>385</b>	<b>100.0%</b>
Not Answered	44	

**Q43.** What is your age?

	GMPSC 2017	
	N	%
Under 18	22	5.3%
18 to 24	18	4.3%
25 to 34	124	30.0%
35 to 44	163	39.4%
45 to 54	52	12.6%
55 to 64	21	5.1%
65 to 74	10	2.4%
75 or older	4	1.0%
<b>Total</b>	<b>414</b>	<b>100.0%</b>
Not Answered	15	

## Responses by Question

### *About Your Child and You (continued)*

**Q44. Are you male or female?**

	GMPSC 2017	
	N	%
Male	48	11.6%
Female	366	88.4%
<b>Total</b>	414	100.0%
Not Answered	15	

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

	GMPSC 2017	
	N	%
8th grade or less	50	12.2%
Some high school but did not graduate	65	15.8%
High school graduate or GED	132	32.1%
Some college or 2-year degree	122	29.7%
4-year college graduate	23	5.6%
More than 4-year college degree	19	4.6%
<b>Total</b>	411	100.0%
Not Answered	18	

**Q46. How are you related to the child?**

	GMPSC 2017	
	N	%
Mother or father	368	89.8%
Grandparent	34	8.3%
Aunt or uncle	2	0.5%
Older brother or sister	1	0.2%
Other relative	0	0.0%
Legal guardian	5	1.2%
Someone else	0	0.0%
<b>Total</b>	410	100.0%
Not Answered	19	

**Q47. Did someone help you complete this survey?**

	GMPSC 2017	
	N	%
Yes	18	8.9%
No	184	91.1%
<b>Total</b>	202	100.0%
Not Answered	0	

## Responses by Question

### *About Your Child and You* (continued)

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

	GMPSC 2017	
	N	%
Yes	5	29.4%
No	12	70.6%
<b>Total</b>	17	100.0%
Not Answered	1	

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

	GMPSC 2017	
	N	%
Yes	3	17.6%
No	14	82.4%
<b>Total</b>	17	100.0%
Not Answered	1	

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

	GMPSC 2017	
	N	%
Yes	3	17.6%
No	14	82.4%
<b>Total</b>	17	100.0%
Not Answered	1	

**Q48.4.** How did that person help you? Response: Translated the questions into my language.

	GMPSC 2017	
	N	%
Yes	10	58.8%
No	7	41.2%
<b>Total</b>	17	100.0%
Not Answered	1	

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

	GMPSC 2017	
	N	%
Yes	3	17.6%
No	14	82.4%
<b>Total</b>	17	100.0%
Not Answered	1	

# Custom Questions

## About You

**Q38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2016?**

	GMPSC 2017	
	N	%
<input checked="" type="radio"/> Yes	192	48.2%
<input checked="" type="radio"/> No	206	51.8%
<input checked="" type="radio"/> Don't know	18	
<b>Total</b>	398	100.0%
Not Answered	13	
<b>Reporting Category</b>	Single Items	
Achievement Score	48.2%	

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



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.



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





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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