



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Georgia Medicaid Program Child Survey

## CAHPS® 5.0 Report

June 2016



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Ann Arbor, MI 48108

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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. 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. 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' experience: 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 efforts to improve 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 Georgia Medicaid Program's services for children.

Correlations with overall Medicaid program 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 Georgia Medicaid Program's 2014 scores with each year of trend. 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 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 Georgia Medicaid Program. Attempts were made to survey 1,650 member households by mail and telephone during the period from February 9, 2016 through April 26, 2016, 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 27.75%

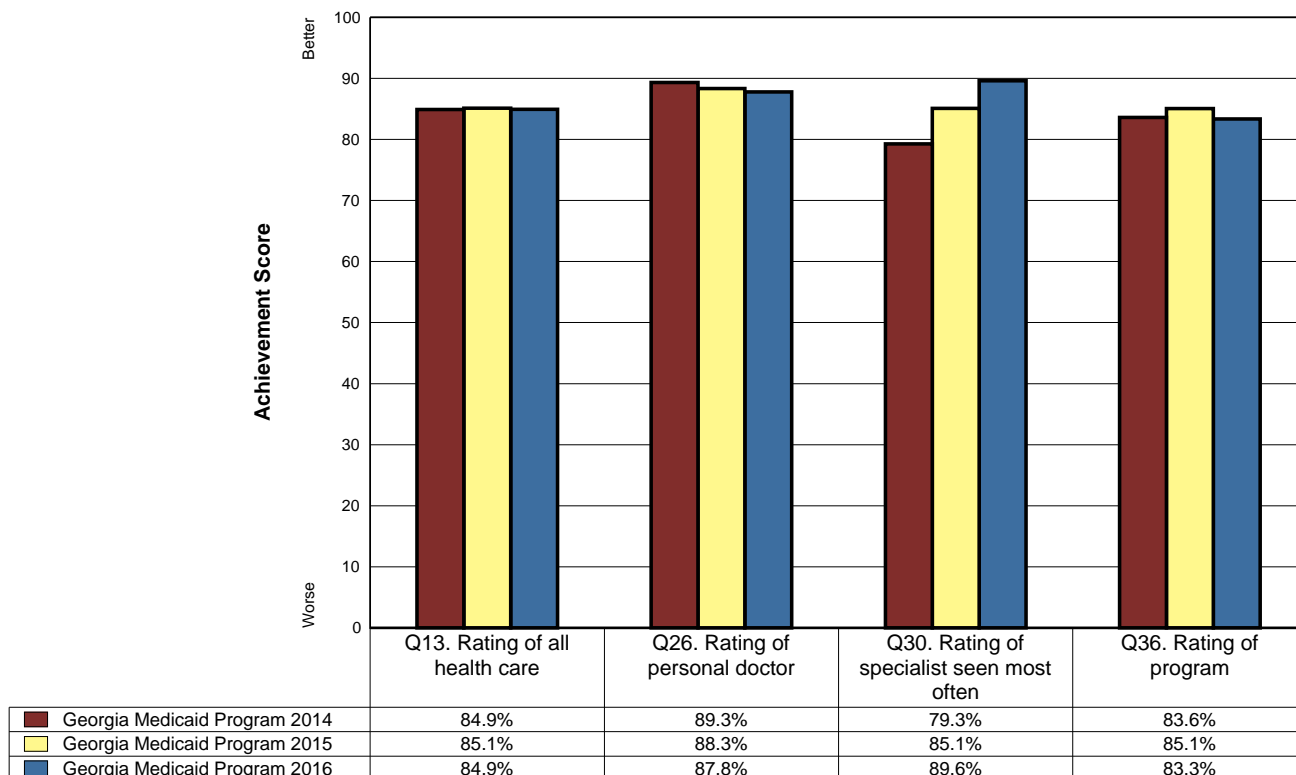
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

**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 2014, 2015 and 2016 Georgia Medicaid Program's services for children.

Statistical testing is between the Georgia Medicaid Program's 2014 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 is not a statistically significant difference between the ratings.

**Overall Rating Questions**



**% of respondents reporting ratings of 8, 9 or 10**

↕ Statistically significantly higher/lower than Georgia Medicaid Program 2014

**SUMMARY OF COMPOSITES**

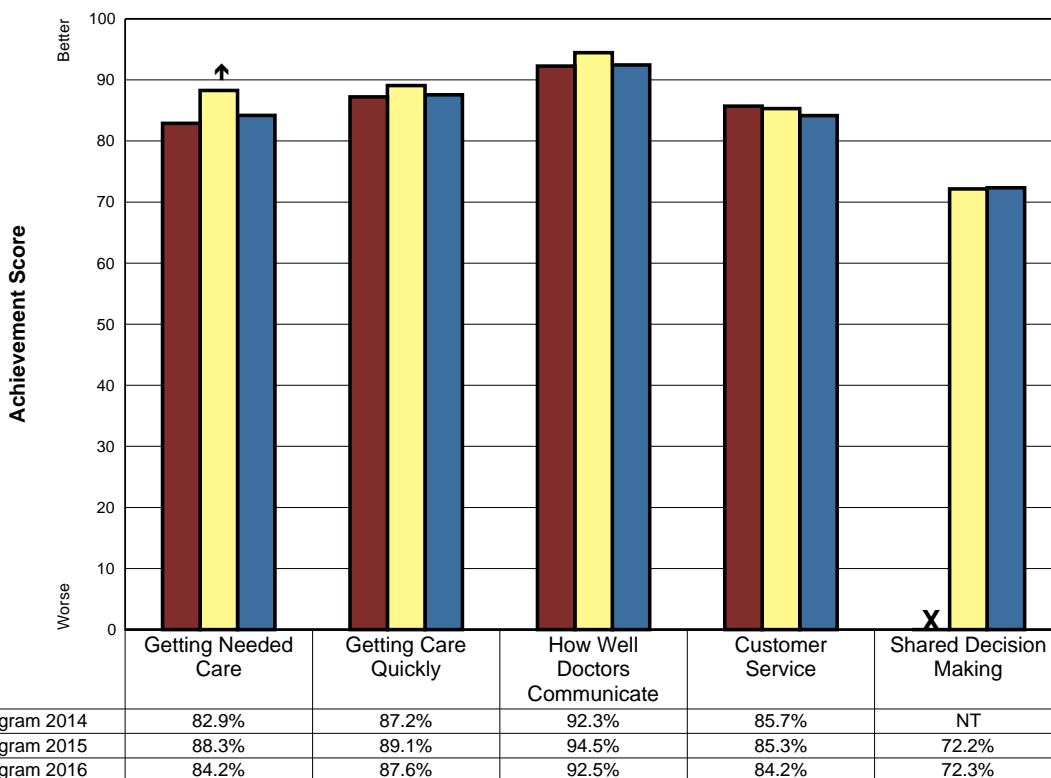
For each of the five domains of member experience (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making), a composite score is calculated. The composite scores are intended to give a summary assessment of how the services provided by the Georgia Medicaid Program 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.

In 2015, CAHPS® revised the Shared Decision Making composite. The question text and response options changed for two of the three questions within the composite. Due to these changes we can only compare the 2015 Shared Decision Making results to 2016.

Three years of composite scores are presented for the Georgia Medicaid Program's services for children. Statistical testing is between the Georgia Medicaid Program's 2014 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 is not a statistically significant difference between the scores.

**Composites**



**% of respondents reporting satisfaction**

↕ Statistically significantly higher/lower than Georgia Medicaid Program 2014  
 NT/X: No trend data available.

## 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

<b><i>Parent/Respondent Age (years)</i></b>	CHMD 2016	CHMD 2015
Under 24	11.6%	11.8%
25 to 34	35.5%	39.2%
35 to 44	32.6%	31.3%
45 to 54	10.3%	10.8%
55 to 64	6.2%	4.9%
65 to 74	3.6%	1.5%
75 or older	0.2%	0.5%

<b><i>Parent/Respondent Gender</i></b>	CHMD 2016	CHMD 2015
Male	7.1%	11.5%
Female	92.9%	88.5%

<b><i>Highest grade or level of school completed</i></b>	CHMD 2016	CHMD 2015
8th grade or less	12.2%	10.6%
Some high school, but did not graduate	14.3%	12.6%
High school graduate or GED	32.5%	36.3%
Some college or 2-year college	31.3%	29.1%
4-year college graduate	5.5%	5.7%
More than 4-year college degree	4.1%	5.7%

<b><i>Child Ethnicity</i></b>	CHMD 2016	CHMD 2015
White	48.8%	45.1%
Black or African American	43.5%	47.0%
Asian	4.3%	2.7%
American Indian or Alaska Native	2.8%	4.3%
Hispanic or Latino	29.8%	27.8%
Native Hawaiian or Other Pacific Islander	1.8%	0.5%
Other	12.0%	11.4%

## Items Most Highly Correlated with Satisfaction

Overall satisfaction with the Medicaid Program 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 Georgia Medicaid Program's enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Georgia Medicaid Program's achievement score, and the correlation with overall satisfaction with the services for children under the Georgia Medicaid Program. 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
Q14. Usually or always easy to get the care, tests or treatment child needed	86.1	0.40
Q21. Doctor usually or always explained things in a way that was easy for child to understand	93.5	0.36
Q32. Customer service from child's health plan usually or always gave needed information or help	76.6	0.36
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	92.2	0.31
Q25. Personal doctor usually or always seemed informed about care child got from other providers	76.1	0.29
Q19. Personal doctor usually or always showed respect for what you had to say	96.1	0.28
Q18. Personal doctor usually or always listened carefully to you	94.1	0.23
Q28. Usually or always got appointments with specialists as soon as child needed	73.3	0.21
Q22. Personal doctor usually or always spent enough time with child	86.4	0.21
Q6. Usually or always got appt. for routine care as soon as child needed	86.8	0.19



## Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1650
*First mailing - usable survey returned	149
Second mailing - sent	1423
*Second mailing - usable survey returned	96
*Phone - usable surveys	206
Total - usable surveys	451
†Ineligible: According to population criteria‡	21
†Ineligible: Language barrier	4
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	0
Bad address and bad phone number	49
Refusal	43
Incomplete survey - mail or phone	49
Nonresponse - Unavailable by mail or phone	1033
<b>Response Rate</b>	<b>27.75%</b>

\*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 19 who were covered by the Georgia Medicaid Program. 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 9, 2016
2	1st mailing of reminder postcards:	February 16, 2016
3	2nd mailing of survey packets:	March 10, 2016
4	2nd mailing of reminder postcards:	March 17, 2016
5	Phone field:	April 5, 2016
6	Mail and phone field terminated:	April 26, 2016

### Sampling Frame

A random sample of 1650 cases was drawn of parents/caretakers from the Georgia Medicaid Program's services for children. To be eligible, children had to be under the age of 19, and had to be continuously enrolled for at least 6 months as of November 30, 2015, with no more than one enrollment gap of 45 days or less. 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 adult and child questionnaires, respectively, as well as the topics addressed by each question.

- Q03/03. Did you have an injury or illness that needed care right away?
- Q15/15. Do you/your child have a personal doctor?
- Q24/27. Did you make an appointment for you/your child to see a specialist?
- Q28/--. Did you look for information in written materials or on the Internet about how your plan works?
- Q--/31. Did you get information or help from customer service at your child's health plan?
- Q42/36. What number would you use to rate your/your child's health plan?

Complete interviews were obtained from 451 parents/caretakers of children enrolled in the Georgia Medicaid Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 27.75%.

### 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 member experience such as getting care quickly, communicating with doctors, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the Medicaid Program.

## Definition of Achievement Scores

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 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 Medicaid program 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. 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 Georgia Medicaid Program's 2014 results are compared to the Georgia Medicaid Program's 2015 and 2016 results. When available, trend data with significance testing is presented in the *Executive Summary* and *Graphs* sections. Due to changes to the 2015 CAHPS® survey no trend data is available for the Shared Decision Making composite in 2014.

The Georgia Medicaid Program's top box rating and composite scores are compared to the CAHPS® Database (formally known as the National CAHPS® Benchmarking Database) rating and composite top box percentiles 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 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 2015 child comparative database includes 91,049 respondents from 136 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 Medicaid program, 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 Medicaid program. 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 - 2015 vs. 2014

Improvements in the scores of the Georgia Medicaid Program's services for children scores are shown below. Scores are presented in order of greatest change first.

### HIGHER SCORES - STATISTICALLY SIGNIFICANT

In 2015 these questions had **higher scores that are statistically significant** when compared to 2014 scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2015 Score	CHMD 2014 Score	% Point Change	Composite Group
Q18. Personal doctor usually or always listened carefully to you	96.6%	92.8%	+3.8	Communication

### HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the Georgia Medicaid Program's services for children follow. Achievement scores for these questions are higher than 2014, 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 2015 Score	CHMD 2014 Score	% Point Change	Composite Group
Q30. Rating of specialist seen most often	85.1%	79.3%	+5.8	Ratings
Q28. Usually or always got appointments with specialists as soon as child needed	78.9%	73.7%	+5.3	Getting Needed Care
Q39. Child had a flu shot or flu spray in the nose since July 1, 2015	57.3%	52.2%	+5.1	Single Items
Q14. Usually or always easy to get the care, tests or treatment child needed	89.4%	84.9%	+4.4	Getting Needed Care
Q21. Doctor usually or always explained things in a way that was easy for child to understand	94.1%	90.0%	+4.1	Single Items
Q8. Doctor talked about specific things to prevent illness in child	72.9%	69.4%	+3.6	Single Items
Q6. Usually or always got appt. for routine care as soon as child needed	89.1%	86.1%	+3.0	Getting Care Quickly
Q17. Personal doctor usually or always explained things in a way that was easy to understand	95.2%	92.5%	+2.6	Communication
Q22. Personal doctor usually or always spent enough time with child	89.4%	87.4%	+2.1	Communication
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	90.8%	89.1%	+1.7	Single Items
Q25. Personal doctor usually or always seemed informed about care child got from other providers	85.9%	84.3%	+1.5	Single Items

## Trend Analysis - Higher Scores - 2015 vs. 2014

(continued)

Question	CHMD 2015 Score	CHMD 2014 Score	% Point Change	Composite Group
Q36. Rating of program	85.1%	83.6%	+1.5	Ratings
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	91.2%	89.9%	+1.3	Customer Service
Q37. Excellent or very good rating of child's overall health	75.2%	73.9%	+1.3	Single Items
Q35. Forms from child's health plan were usually or always easy to fill out	94.3%	93.9%	+0.4	Single Items
Q19. Personal doctor usually or always showed respect for what you had to say	96.6%	96.3%	+0.4	Communication
Q13. Rating of all health care	85.1%	84.9%	+0.2	Ratings

## Trend Analysis - Lower Scores - 2015 vs. 2014

### LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for children had lower scores in 2015 that were statistically significant compared to 2014 scores.

### LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the Georgia Medicaid Program's services for children follow. Scores for these questions were 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 2015 Score	CHMD 2014 Score	% Point Change	Composite Group
Q4. Usually or always got urgent care as soon as child needed	88.2%	94.4%	-6.2	Getting Care Quickly
Q32. Customer service from child's health plan usually or always gave needed information or help	79.8%	82.0%	-2.2	Customer Service
Q12. Doctor/provider definitely asked what you thought was best for child	70.0%	71.6%	-1.6	Shared Decision Making
Q38. Excellent or very good rating of child's overall mental or emotional health	73.3%	74.4%	-1.1	Single Items
Q26. Rating of personal doctor	88.3%	89.3%	-1.0	Ratings

## Trend Analysis - Higher Scores - 2016 vs. 2014

### HIGHER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for children had lower 2016 scores that were statistically significant compared to 2014 scores.

### HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the Georgia Medicaid Program's services for children follow. Achievement scores for these questions are higher than 2014, 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 2016 Score	CHMD 2014 Score	% Point Change	Composite Group
Q30. Rating of specialist seen most often	89.6%	79.3%	+10.3	Ratings
Q21. Doctor usually or always explained things in a way that was easy for child to understand	93.5%	90.0%	+3.5	Single Items
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	91.8%	89.1%	+2.6	Single Items
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	92.2%	89.9%	+2.3	Customer Service
Q12. Doctor/provider definitely asked what you thought was best for child	73.7%	71.6%	+2.2	Shared Decision Making
Q18. Personal doctor usually or always listened carefully to you	94.1%	92.8%	+1.2	Communication
Q14. Usually or always easy to get the care, tests or treatment child needed	86.1%	84.9%	+1.1	Getting Needed Care
Q6. Usually or always got appt. for routine care as soon as child needed	86.8%	86.1%	+0.7	Getting Care Quickly
Q35. Forms from child's health plan were usually or always easy to fill out	94.5%	93.9%	+0.6	Single Items
Q17. Personal doctor usually or always explained things in a way that was easy to understand	93.1%	92.5%	+0.5	Communication
Q4. Usually or always got urgent care as soon as child needed	94.7%	94.4%	+0.3	Getting Care Quickly



## Trend Analysis - Lower Scores - 2016 vs. 2014

### LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for children had lower scores in 2016 that were statistically significant compared to 2014 scores.

### LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the Georgia Medicaid Program's services for children follow. Scores for these questions were 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 2016 Score	CHMD 2014 Score	% Point Change	Composite Group
Q25. Personal doctor usually or always seemed informed about care child got from other providers	76.1%	84.3%	-8.2	Single Items
Q39. Child had a flu shot or flu spray in the nose since July 1, 2015	45.7%	52.2%	-6.5	Single Items
Q32. Customer service from child's health plan usually or always gave needed information or help	76.6%	82.0%	-5.4	Customer Service
Q38. Excellent or very good rating of child's overall mental or emotional health	71.4%	74.4%	-3.0	Single Items
Q8. Doctor talked about specific things to prevent illness in child	67.7%	69.4%	-1.6	Single Items
Q26. Rating of personal doctor	87.8%	89.3%	-1.5	Ratings
Q22. Personal doctor usually or always spent enough time with child	86.4%	87.4%	-1.0	Communication
Q28. Usually or always got appointments with specialists as soon as child needed	73.3%	73.7%	-0.4	Getting Needed Care
Q36. Rating of program	83.3%	83.6%	-0.3	Ratings
Q37. Excellent or very good rating of child's overall health	73.6%	73.9%	-0.3	Single Items
Q19. Personal doctor usually or always showed respect for what you had to say	96.1%	96.3%	-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 member 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	Q14 Getting Needed Care	86%	0.47	Q18 Communication	94%	0.48	Q22 Communication	86%	0.30	Q14 Getting Needed Care	86%	0.40
2	Q22 Communication	86%	0.38	Q19 Communication	96%	0.44	Q4 Getting Care Quickly	95%	0.28	Q32 Customer Service	77%	0.36
3	Q19 Communication	96%	0.37	Q22 Communication	86%	0.42	Q17 Communication	93%	0.26	Q33 Customer Service	92%	0.31
4	Q18 Communication	94%	0.36	Q17 Communication	93%	0.38	Q18 Communication	94%	0.23	Q19 Communication	96%	0.28
5	Q33 Customer Service	92%	0.34	Q14 Getting Needed Care	86%	0.37	Q19 Communication	96%	0.23	Q18 Communication	94%	0.23
6	Q17 Communication	93%	0.29	Q33 Customer Service	92%	0.27	Q33 Customer Service	92%	0.18	Q28 Getting Needed Care	73%	0.21
7	Q4 Getting Care Quickly	95%	0.25	Q6 Getting Care Quickly	87%	0.20	Q14 Getting Needed Care	86%	0.16	Q22 Communication	86%	0.21
8	Q6 Getting Care Quickly	87%	0.24	Q12 Shared Decision Making	74%	0.17	Q32 Customer Service	77%	0.06	Q6 Getting Care Quickly	87%	0.19
9	Q32 Customer Service	77%	0.15	Q4 Getting Care Quickly	95%	0.16	Q28 Getting Needed Care	73%	0.06	Q17 Communication	93%	0.19
10	Q28 Getting Needed Care	73%	0.13	Q32 Customer Service	77%	0.14	Q6 Getting Care Quickly	87%	-0.02	Q4 Getting Care Quickly	95%	0.12

## Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.47	86%	64%	22%	11%	3%
2	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.38	86%	61%	25%	12%	2%
3	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%	80%	16%	3%	1%
4	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.36	94%	77%	17%	5%	1%
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?	0.34	92%	72%	21%	5%	3%
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?	0.29	93%	77%	16%	5%	2%
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?	0.25	95%	85%	10%	5%	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?	0.24	87%	69%	18%	12%	1%
9	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?	0.15	77%	48%	29%	21%	3%
10	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?	0.13	73%	50%	23%	24%	2%

## 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?	0.48	94%	77%	17%	5%	1%
2	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.44	96%	80%	16%	3%	1%
3	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.42	86%	61%	25%	12%	2%
4	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?	0.38	93%	77%	16%	5%	2%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.37	86%	64%	22%	11%	3%
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?	0.27	92%	72%	21%	5%	3%
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?	0.20	87%	69%	18%	12%	1%
8	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?	0.17	74%	74%	(na)	(na)	26%
9	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?	0.16	95%	85%	10%	5%	0%
10	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?	0.14	77%	48%	29%	21%	3%

## Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.30	86%	61%	25%	12%	2%
2	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?	0.28	95%	85%	10%	5%	0%
3	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?	0.26	93%	77%	16%	5%	2%
4	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.23	94%	77%	17%	5%	1%
5	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%	80%	16%	3%	1%
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?	0.18	92%	72%	21%	5%	3%
7	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.16	86%	64%	22%	11%	3%
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?	0.06	77%	48%	29%	21%	3%
9	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?	0.06	73%	50%	23%	24%	2%
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?	-0.02	87%	69%	18%	12%	1%

## Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.40	86%	64%	22%	11%	3%
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?	0.36	77%	48%	29%	21%	3%
3	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.31	92%	72%	21%	5%	3%
4	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.28	96%	80%	16%	3%	1%
5	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.23	94%	77%	17%	5%	1%
6	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?	0.21	73%	50%	23%	24%	2%
7	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.21	86%	61%	25%	12%	2%
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?	0.19	87%	69%	18%	12%	1%
9	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?	0.19	93%	77%	16%	5%	2%
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?	0.12	95%	85%	10%	5%	0%

### PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the Medicaid program'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 Medicaid program satisfaction. (See the *Methodology* section of the report for definition of correlation.)

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, 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 Medicaid program satisfaction. For example, if one composite is more highly correlated with overall Medicaid program 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 Medicaid program.

Overall satisfaction with the Georgia Medicaid Program's services for children is based on Q36, which asks respondents to rate their experience with their Medicaid Program, 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 Medicaid program 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.

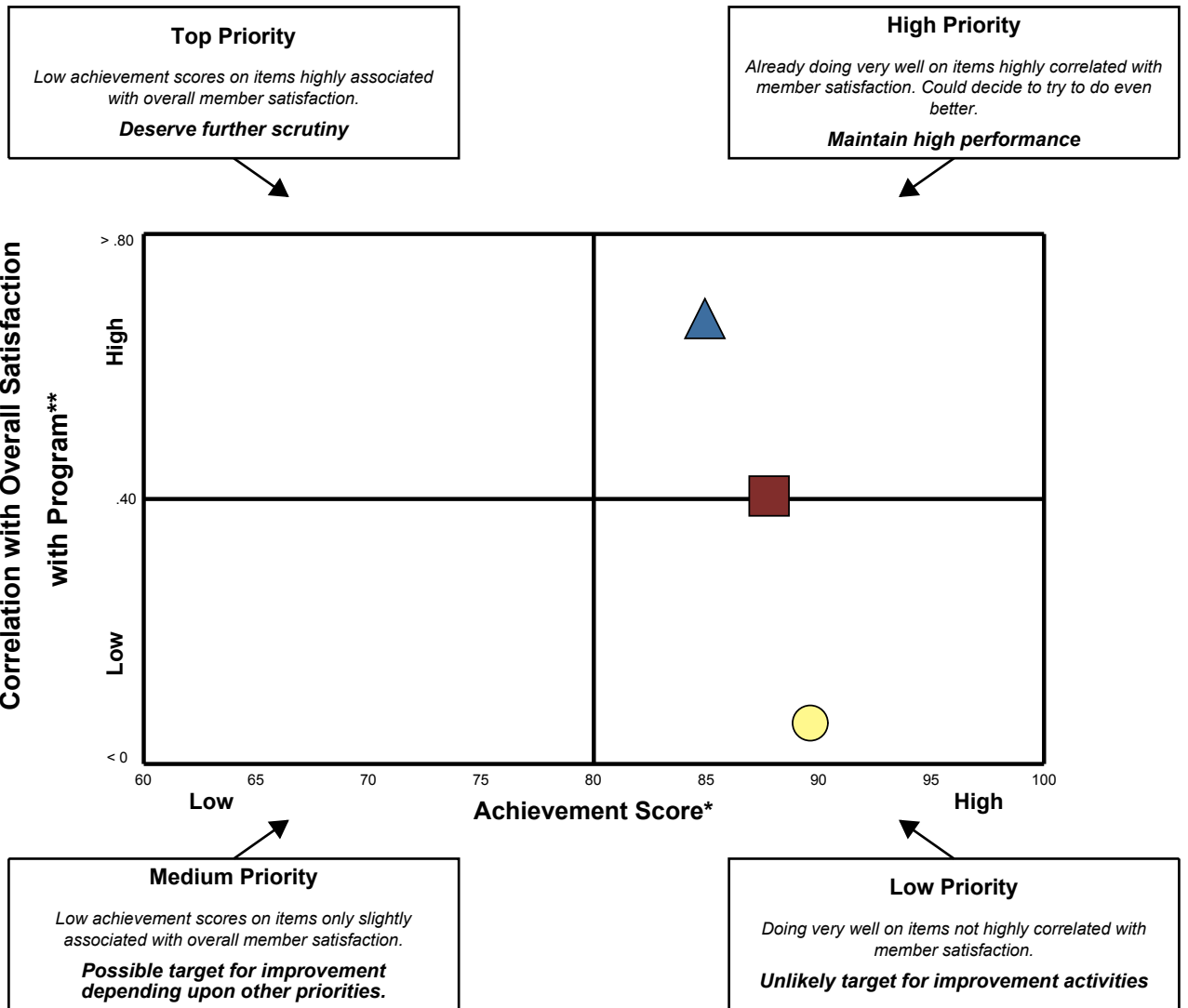
<b>Association with Overall Satisfaction**</b>	<b>High</b>	<p><b>Top Priority</b></p> <p><i>Low achievement scores on items highly associated with overall member satisfaction.</i></p> <p><b>Deserve further scrutiny</b></p>	<p><b>High Priority</b></p> <p><i>Already doing very well on items highly correlated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

\* 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



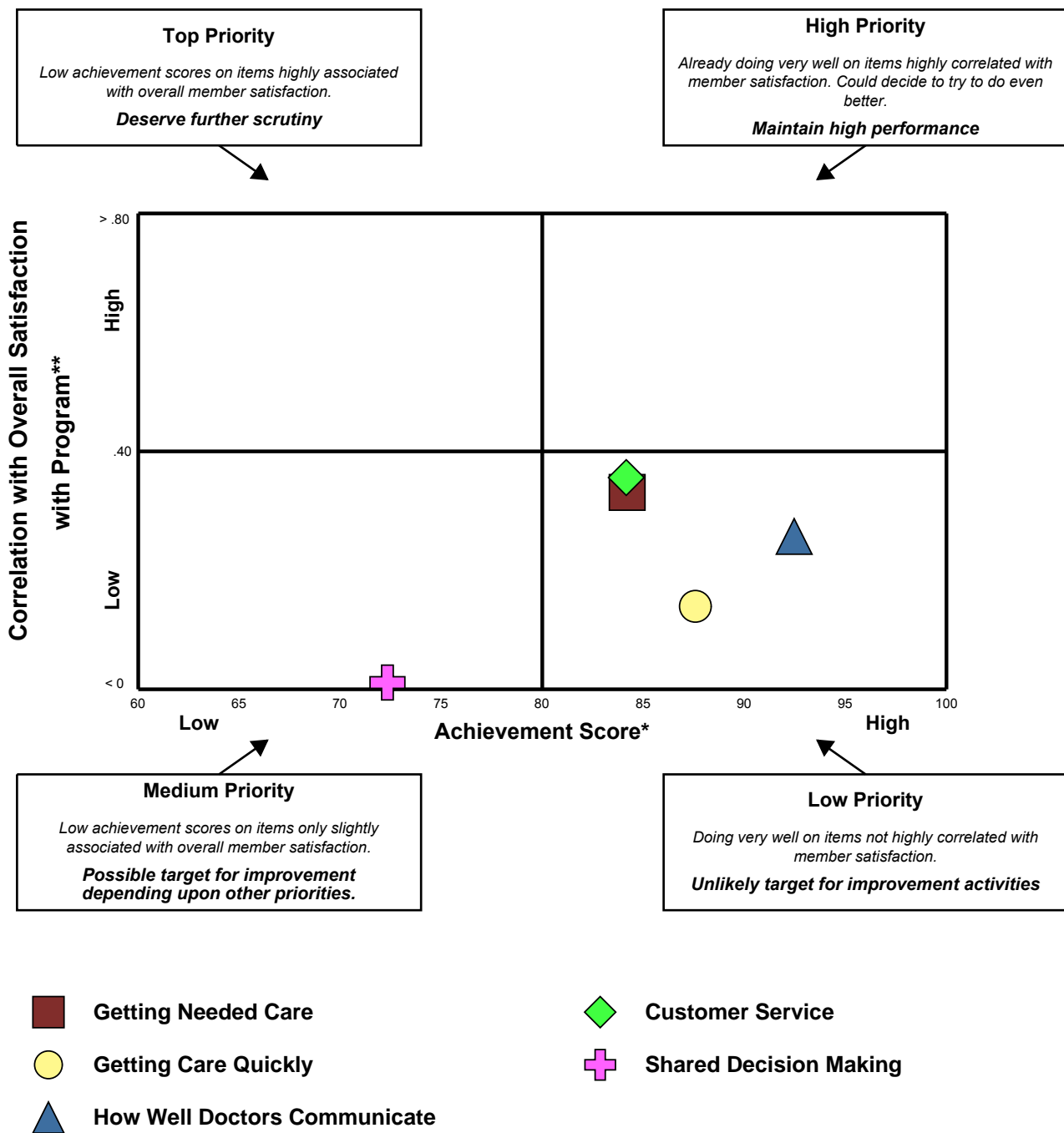
■ Rating of Personal Doctor or Nurse  
 ● Rating of Specialist

▲ 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

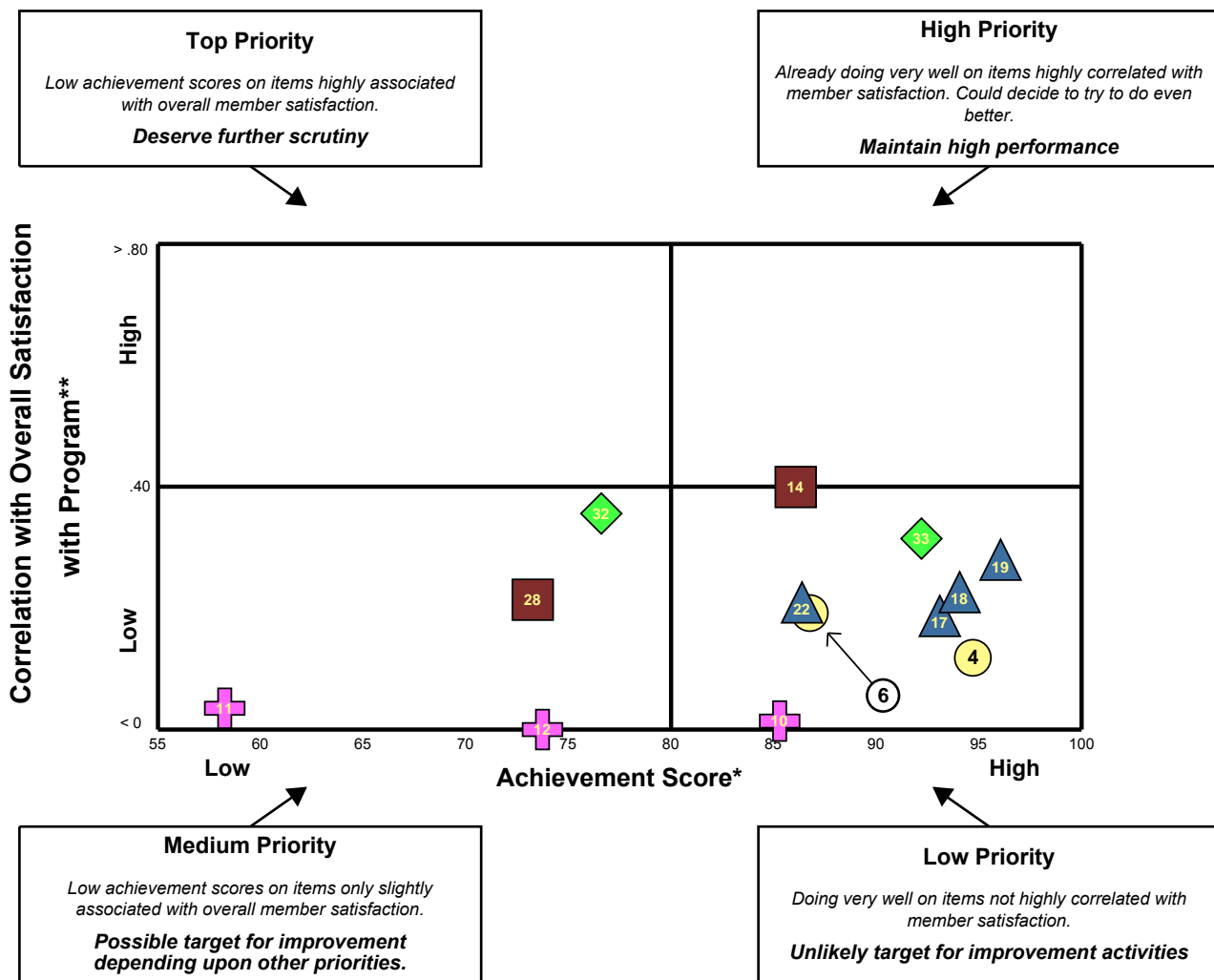
## Composite Measures



\* 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

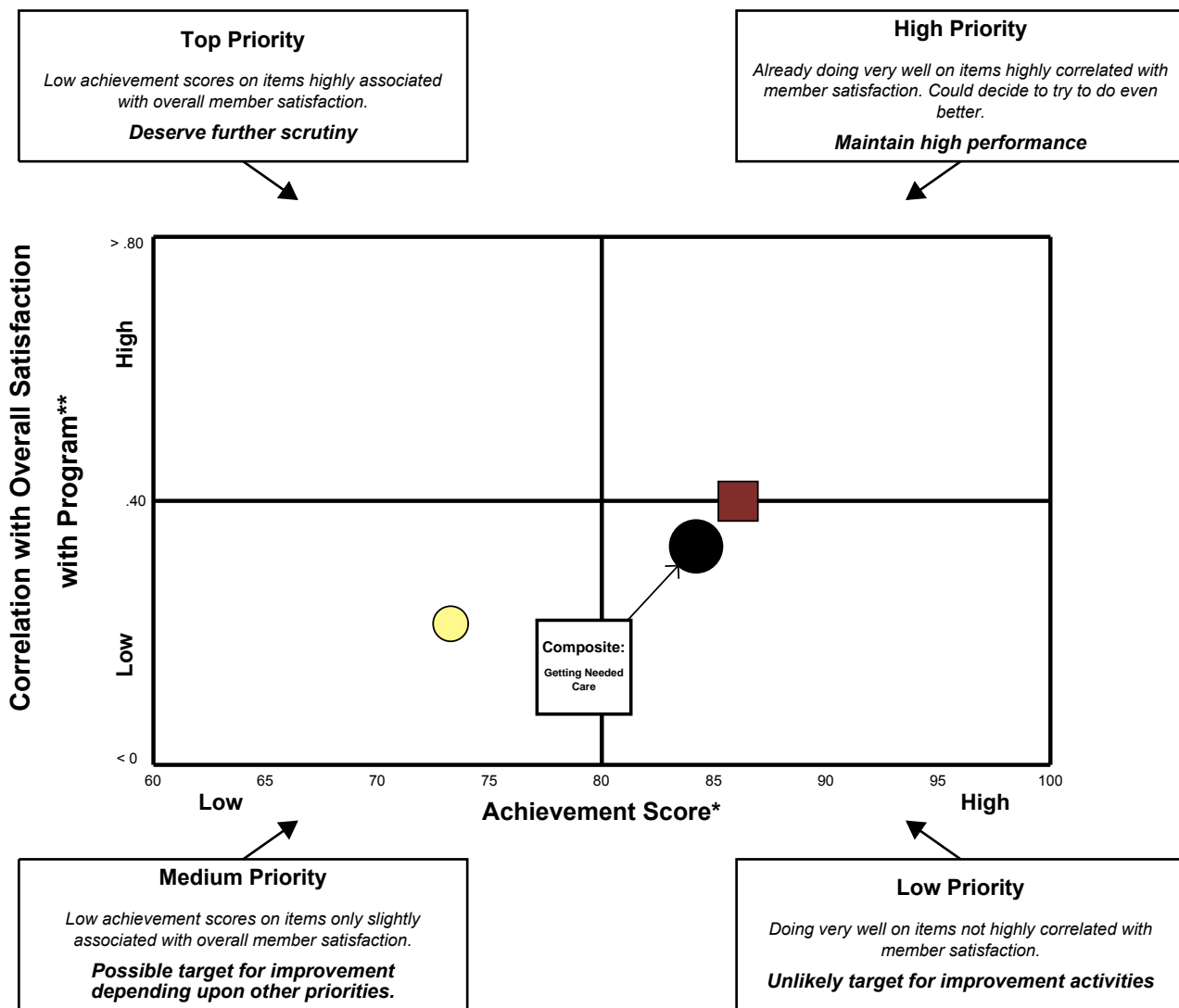


- **Getting Needed Care**  
Q14. Usually or always easy to get the care, tests or treatment child needed  
Q28. Usually or always got appointments with specialists as soon as child needed
- **Getting Care Quickly**  
Q4. Usually or always got urgent care as soon as child needed  
Q6. Usually or always 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



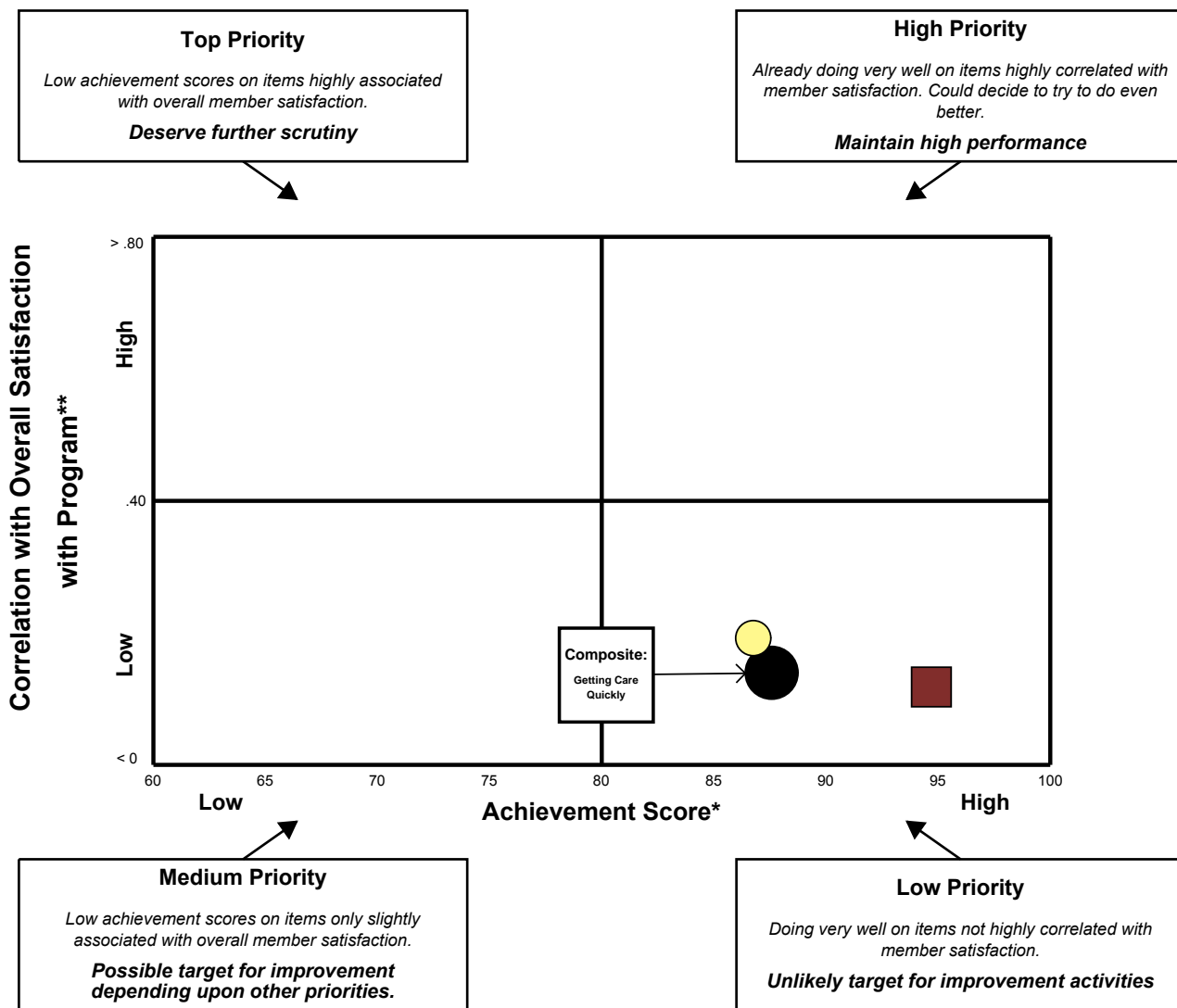
Q14. Usually or always easy to get the care, tests or treatment child needed

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



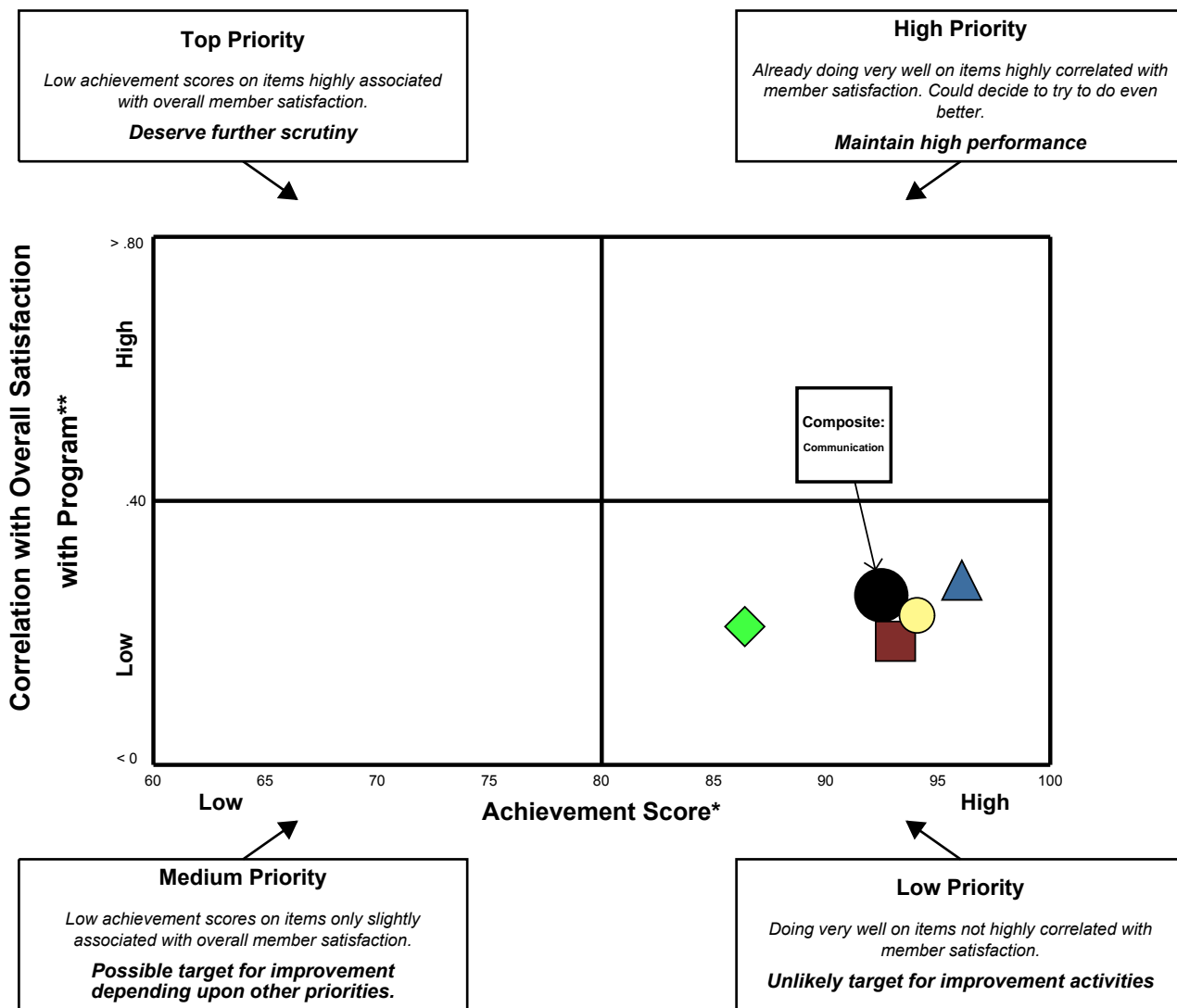
■ Q4. Usually or always got urgent care as soon as child needed

● 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

▲ Q19. Personal doctor usually or always showed respect for what you had to say

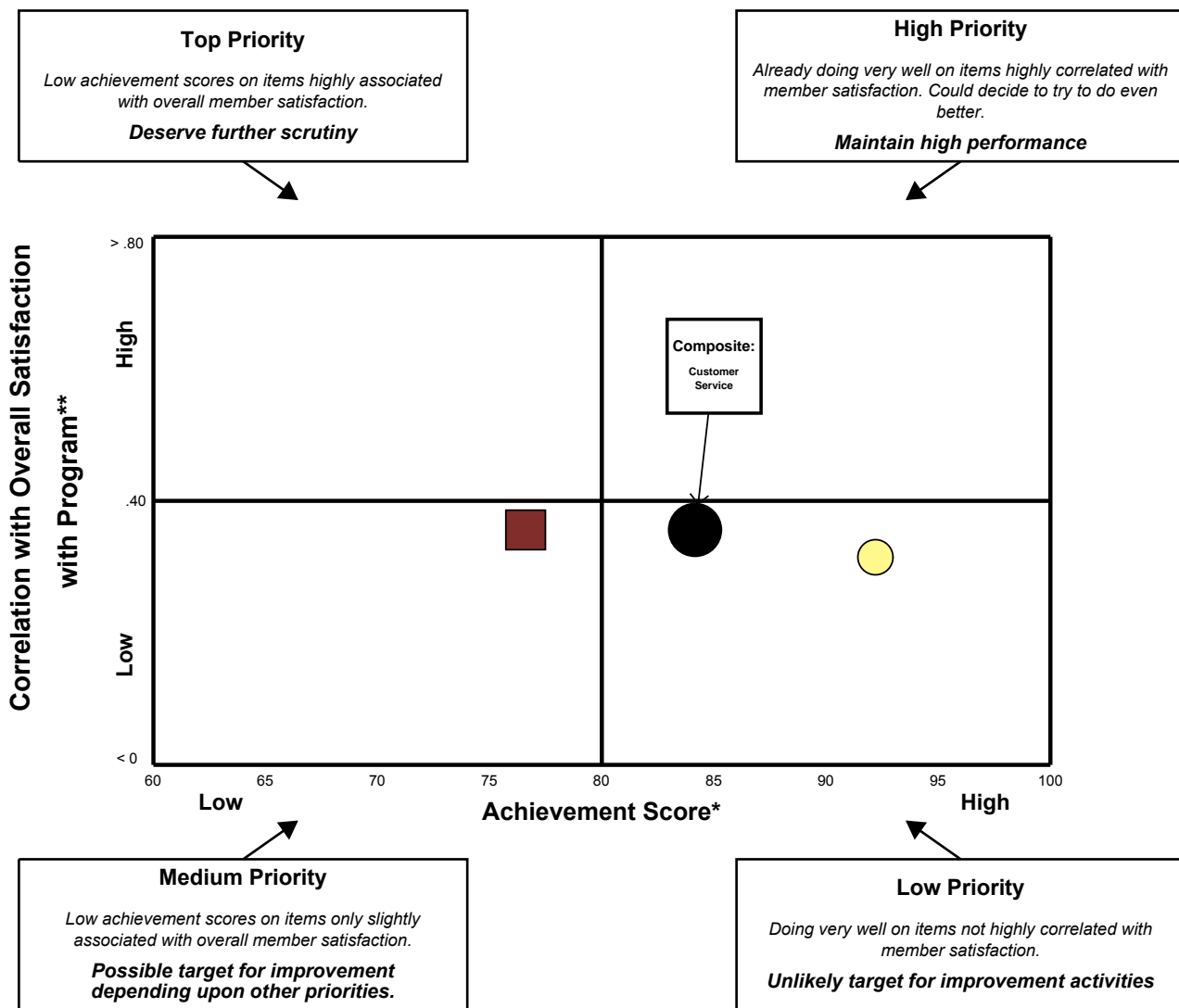
● Q18. Personal doctor usually or always listened carefully to you

◆ 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



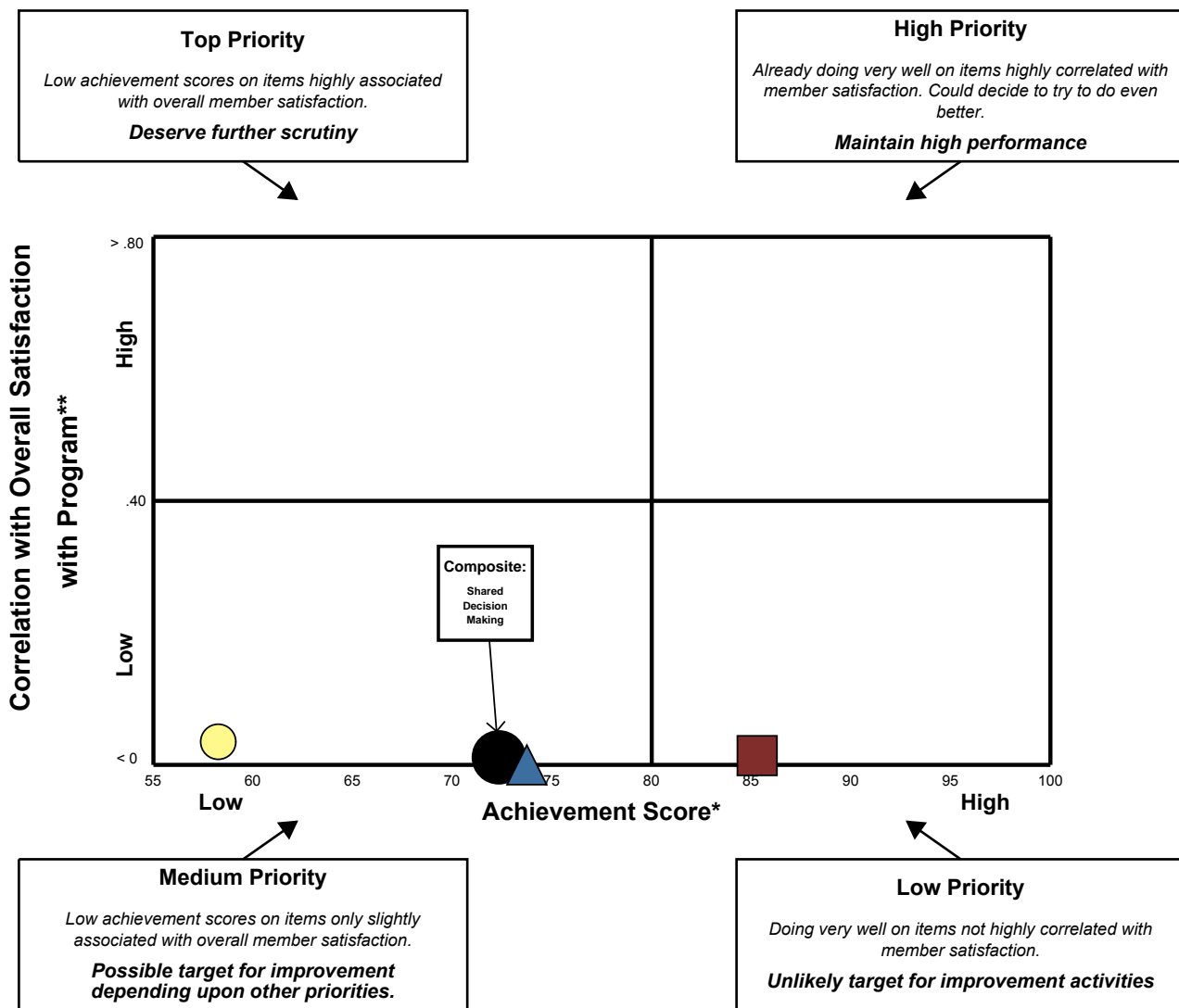
Q32. Customer service from child's health plan usually or always gave needed information or help

Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect

\* 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.

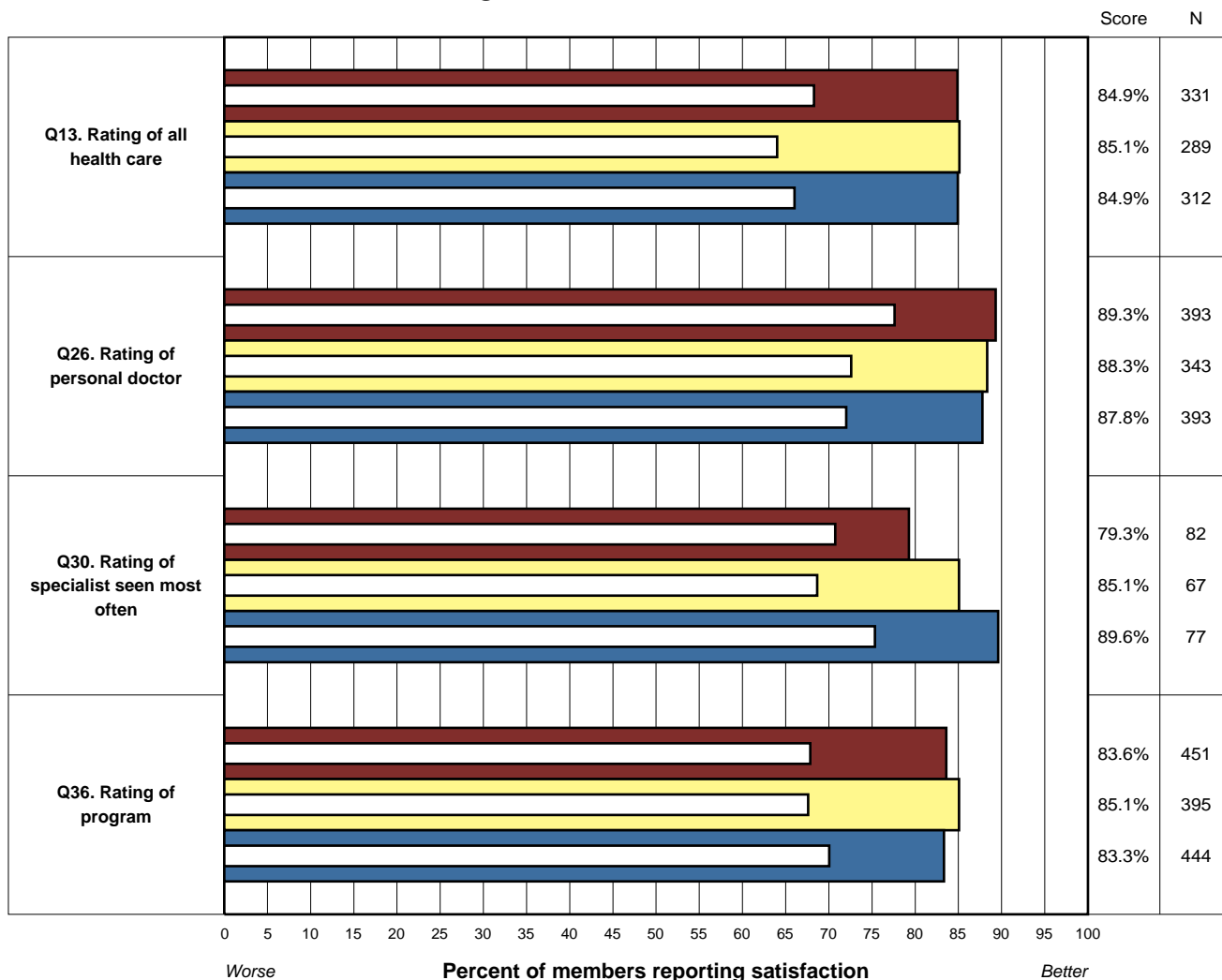


# Overall Rating Questions

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 Georgia Medicaid Program's services for children are presented.

Statistical testing is between the Georgia Medicaid Program's 2014 ratings and the 2015 and the 2016 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 is not a statistically significant difference between the scores.

## Overall Rating Questions - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2014  
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

CHMD 2014 CHMD 2015 CHMD 2016

# COMPOSITES

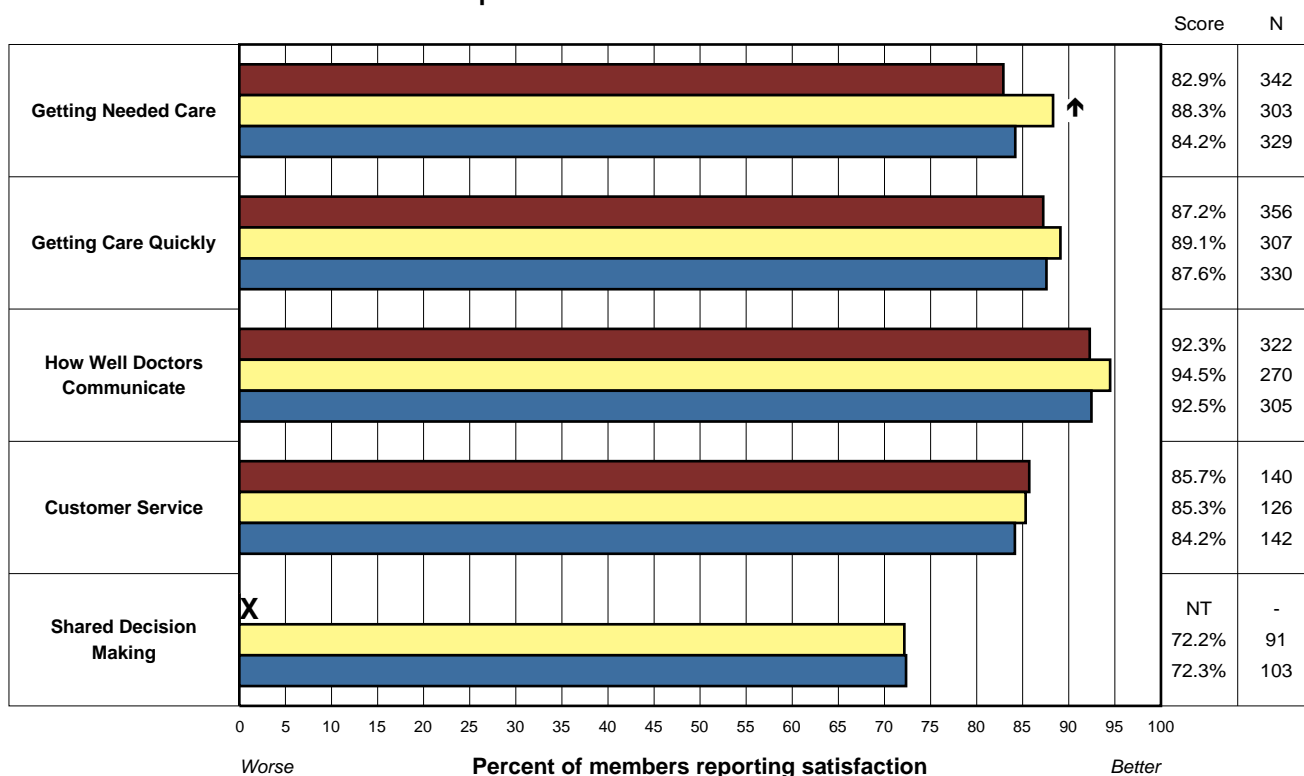
The CAHPS® 5.0H survey has five composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the composite score is 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.

In 2015, CAHPS® revised the Shared Decision Making composite. The question text and response options changed for two of the three questions within the composite. Due to these changes we can only compare the 2015 Shared Decision Making results to 2016.

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 Georgia Medicaid Program's services for children. Statistical testing is between the Georgia Medicaid Program's 2014 scores and the 2015 and the 2016 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 is not a statistically significant difference between the scores.

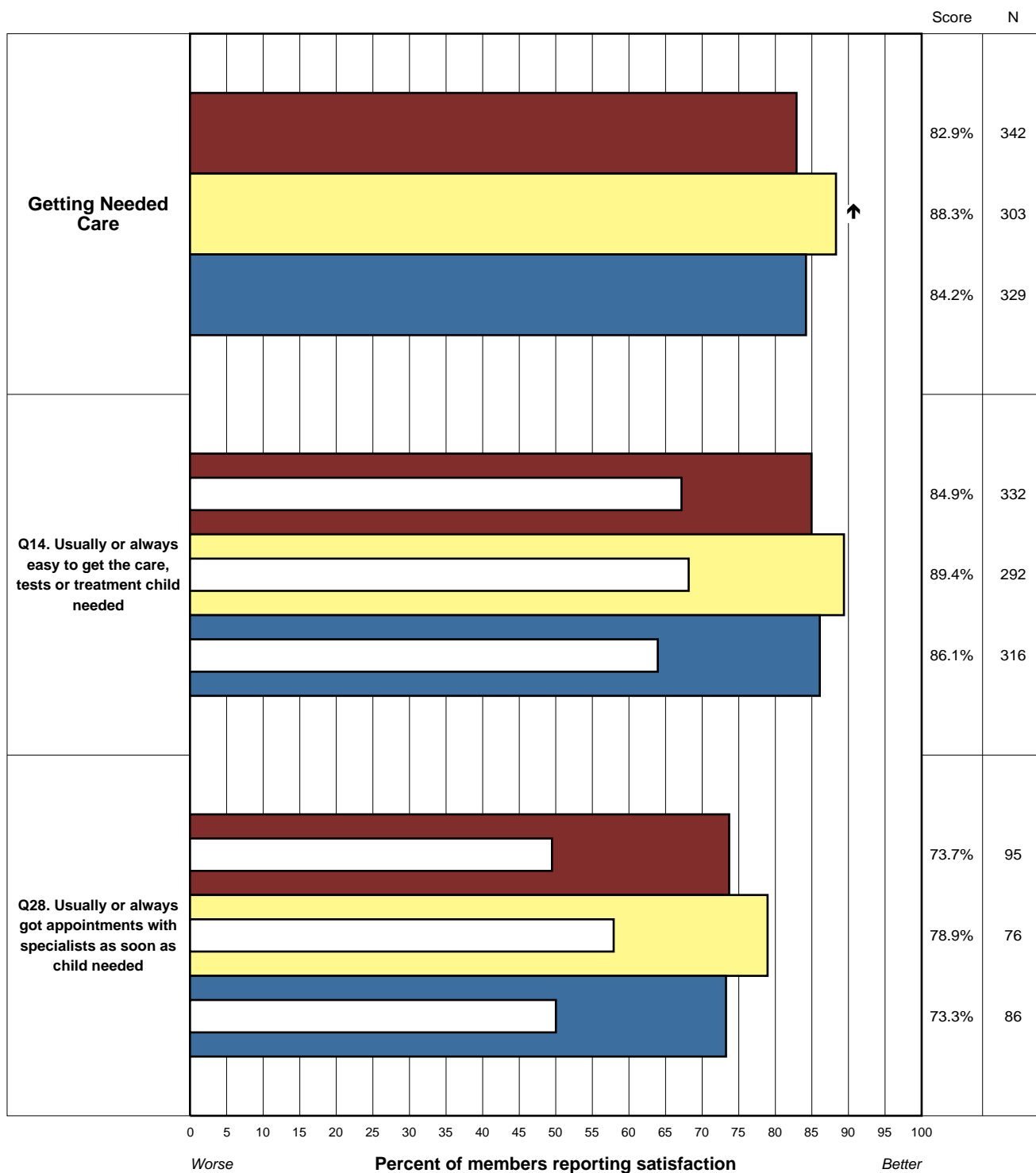
## Composites - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2014  
 X/NT Trend data not available

CHMD 2014 CHMD 2015 CHMD 2016

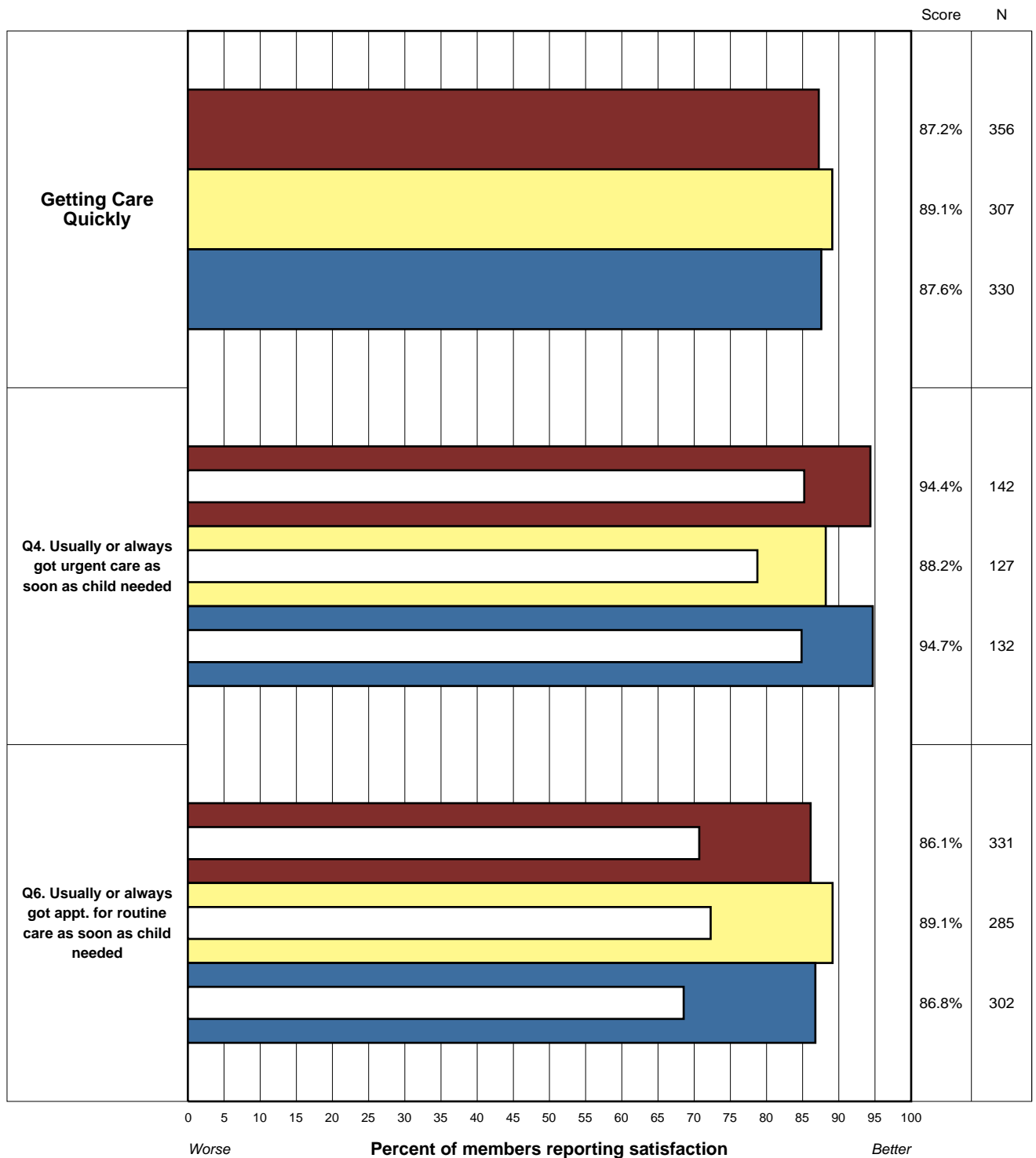
### Getting Needed Care - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2014  
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2014      CHMD 2015      CHMD 2016

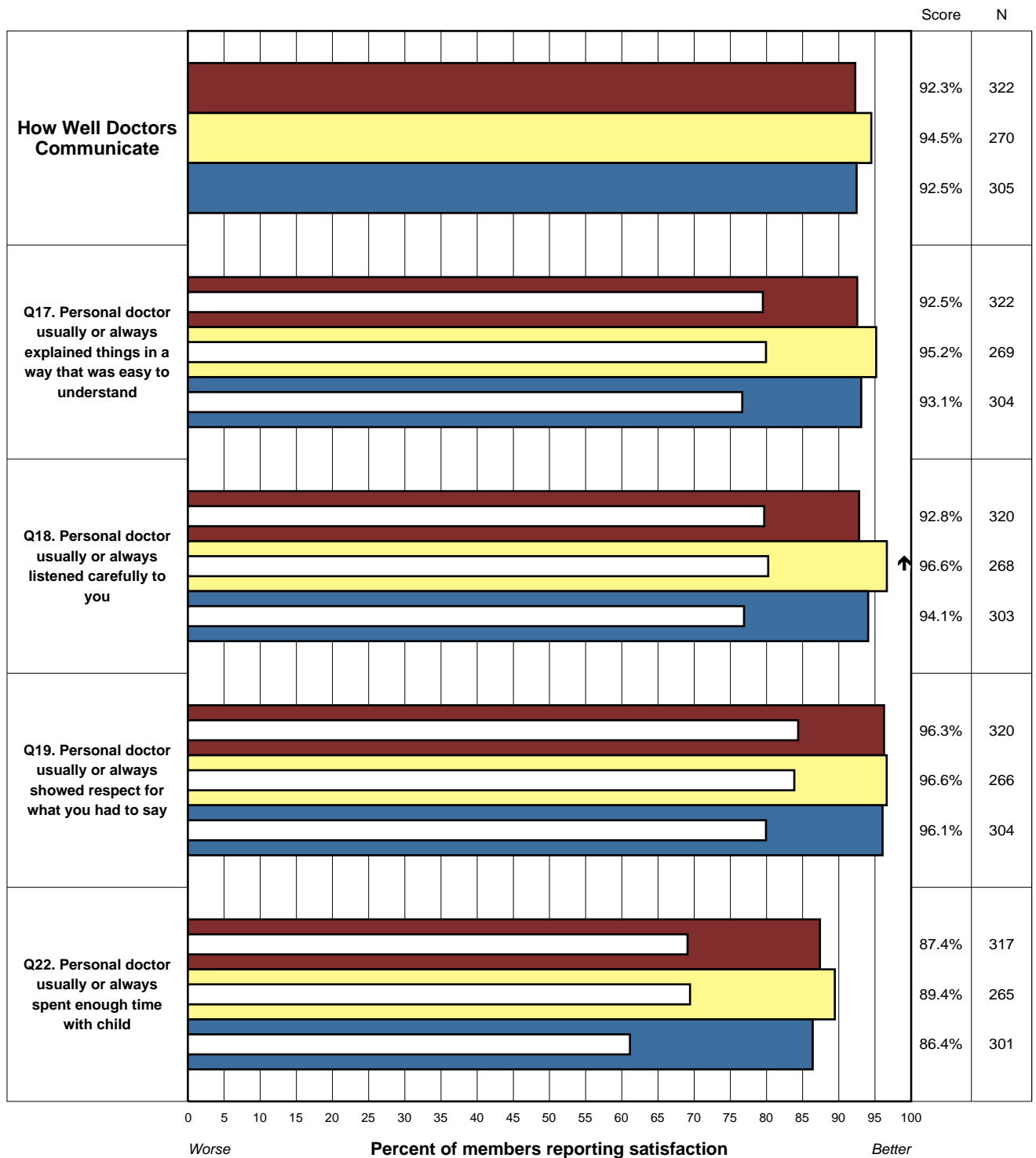
### Getting Care Quickly - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2014  
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2014      CHMD 2015      CHMD 2016

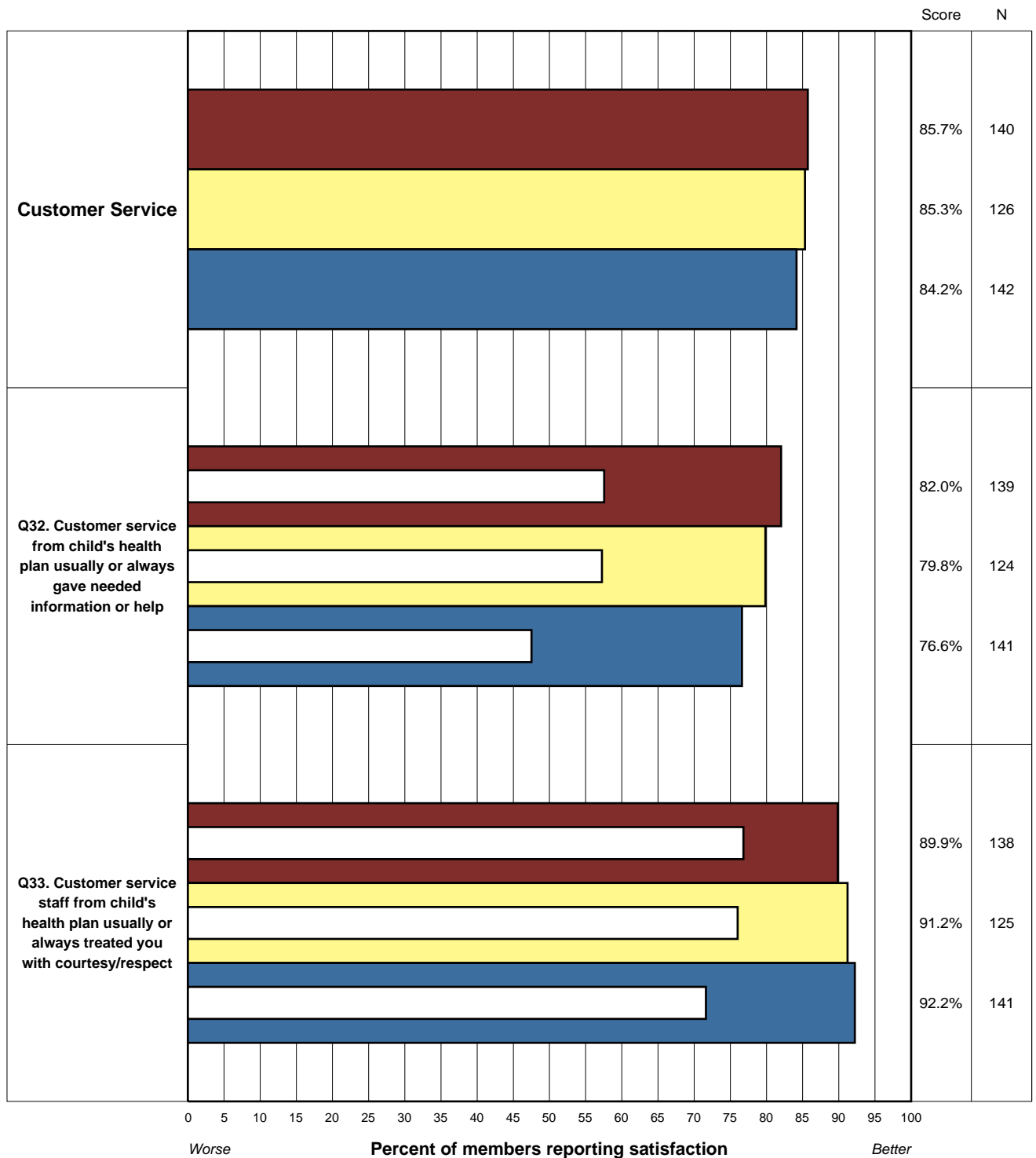
## How Well Doctors Communicate - Achievement Scores



↑ Statistically significantly higher/lower than CHMD 2014  
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2014      CHMD 2015      CHMD 2016

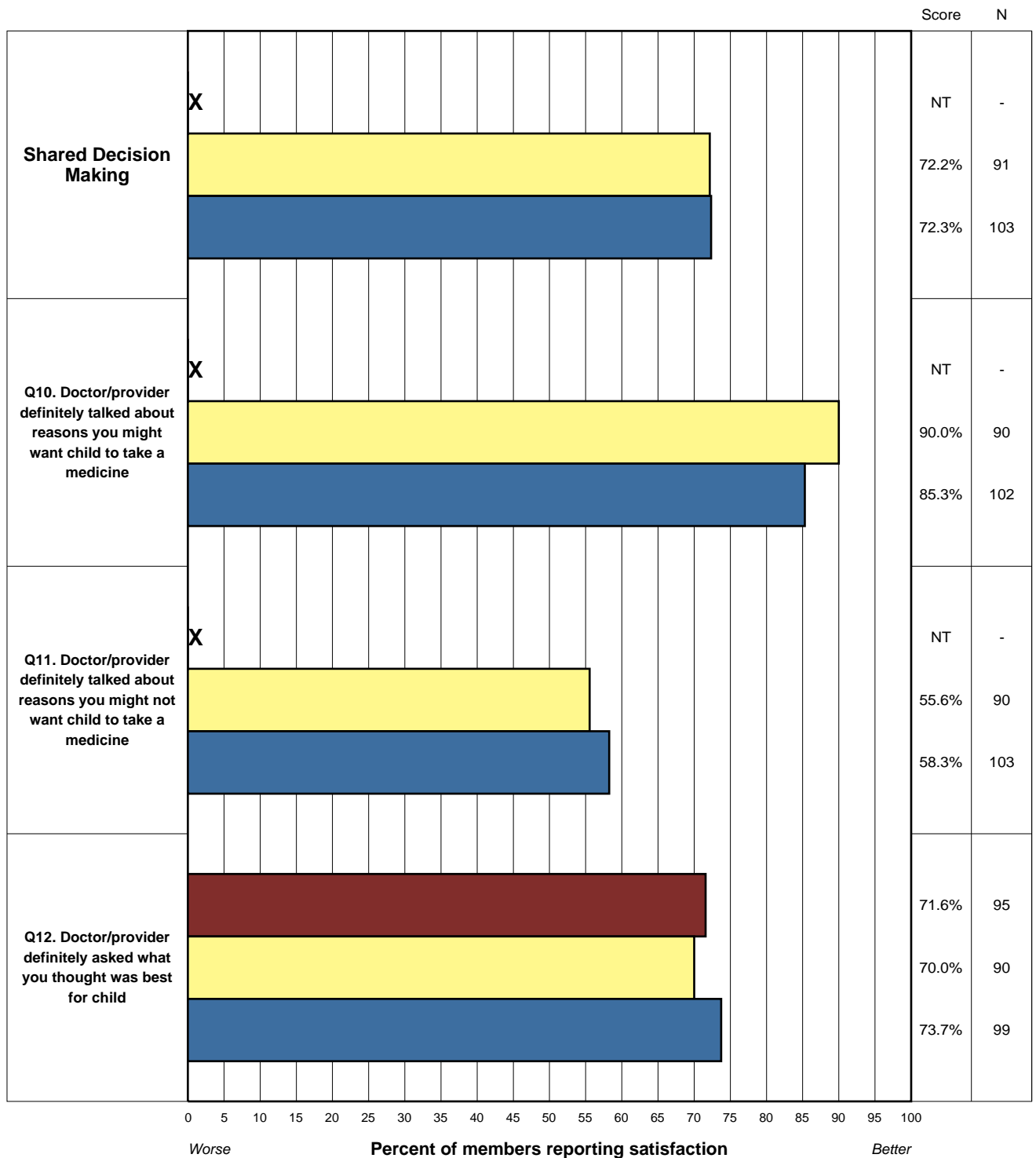
### Customer Service - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2014  
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2014      CHMD 2015      CHMD 2016

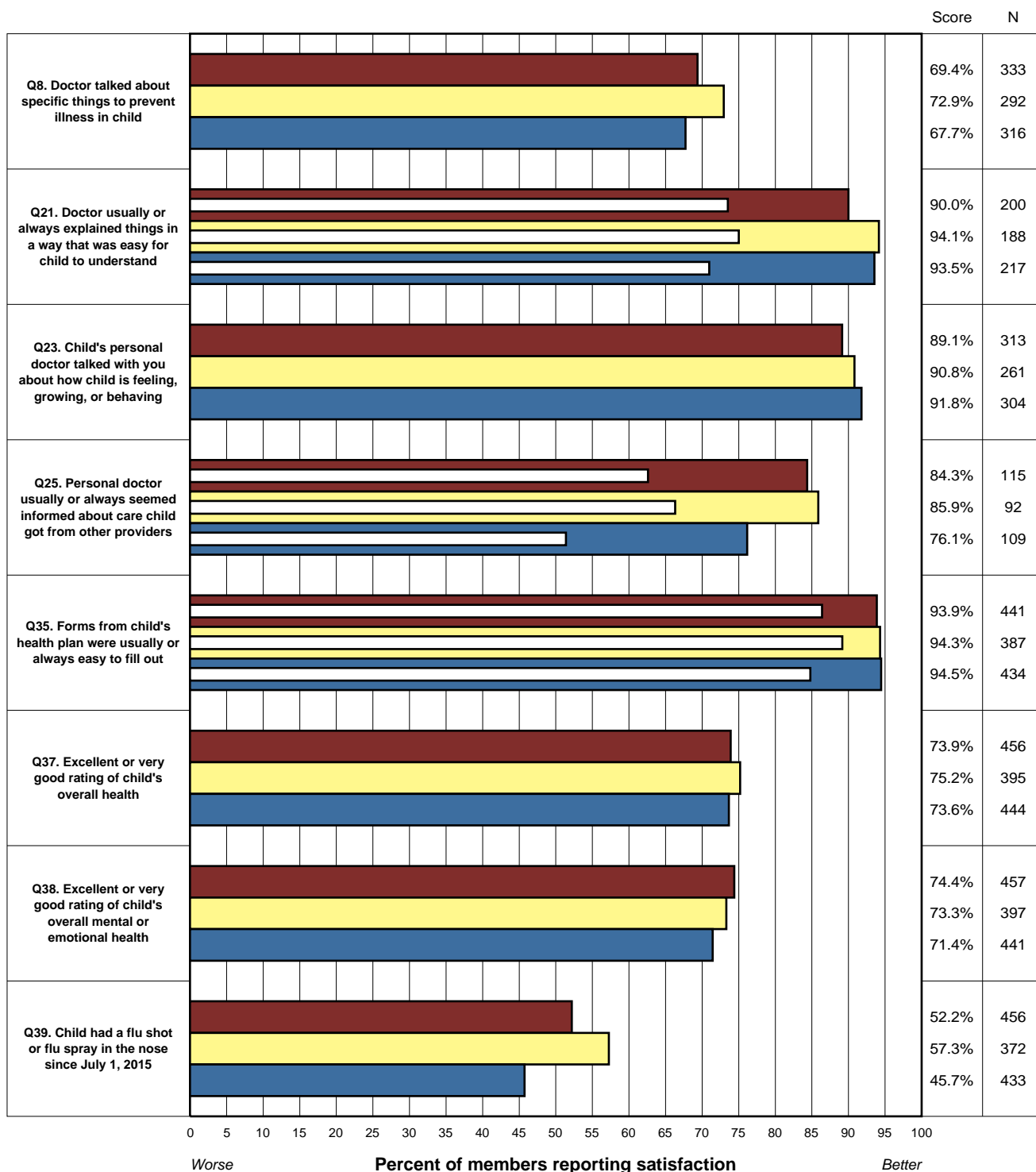
### Shared Decision Making - Achievement Scores



↑ Statistically significantly higher/lower than CHMD 2014  
 X/NT Trend data not available

CHMD 2014 CHMD 2015 CHMD 2016

### Single Item Measures - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2014  
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ CHMD 2014      ■ CHMD 2015      ■ CHMD 2016



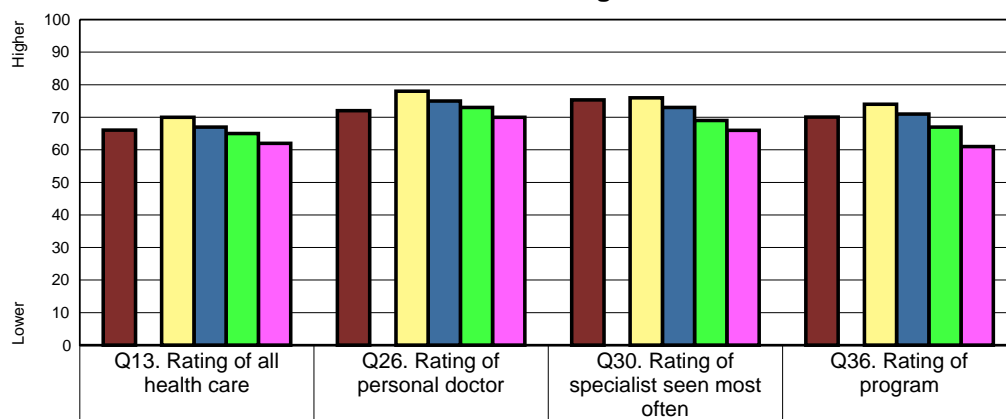
**CAHPS® DATABASE BENCHMARKS - TOP BOX SCORES OVERALL RATING QUESTIONS**

Response options for the four overall rating questions range from 0 (worst) to 10 (best). The CAHPS® Database (formally known as the National CAHPS® Benchmarking 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 2015 NCBD 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 Medicaid CAHPS® database please see the *Methodology* section of the report.

The Georgia Medicaid Program's 2016 top box scores for the rating questions are presented along with the 2015 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.

**NCBD Overall Rating Questions**



CHMD 2016	66.0%	72.0%	75.3%	70.0%
NCBD 2015 90th Percentile	70.0%	78.0%	76.0%	74.0%
NCBD 2015 75th Percentile	67.0%	75.0%	73.0%	71.0%
NCBD 2015 50th Percentile	65.0%	73.0%	69.0%	67.0%
NCBD 2015 25th Percentile	62.0%	70.0%	66.0%	61.0%

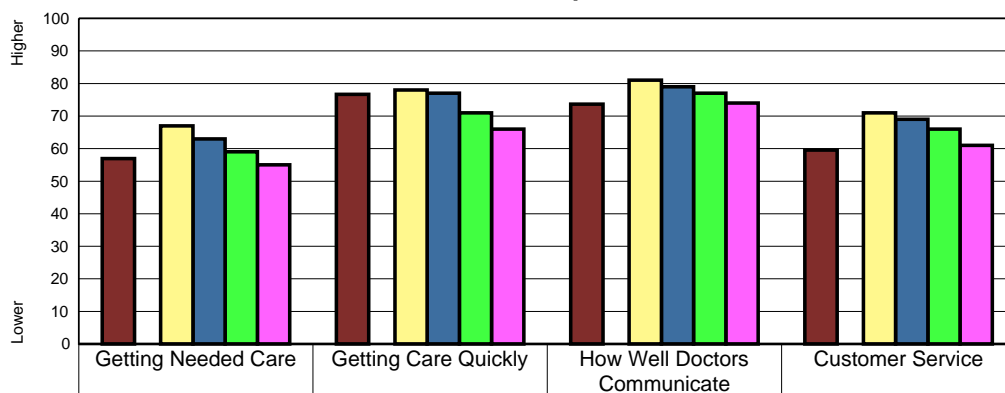
**NCBD BENCHMARKS - SUMMARY OF COMPOSITES**

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 Georgia Medicaid Program performed across each domain. Composite top box scores are calculated by averaging the top box scores on the items within the composite.

The 2015 NCBD percentiles 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 Georgia Medicaid Program's 2016 top box scores for the composites are presented along with the 2015 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.

**NCBD Composites**



CHMD 2016	57.0%	76.7%	73.7%	59.6%
NCBD 2015 90th Percentile	67.0%	78.0%	81.0%	71.0%
NCBD 2015 75th Percentile	63.0%	77.0%	79.0%	69.0%
NCBD 2015 50th Percentile	59.0%	71.0%	77.0%	66.0%
NCBD 2015 25th Percentile	55.0%	66.0%	74.0%	61.0%

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 [Georgia Medicaid/PeachCare for Kids]. Is that right?**

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	492	100.0%	420	100.0%	450	100.0%
No	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	492	100.0%	420	100.0%	450	100.0%
Not Answered	7		7		1	

## 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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	156	32.3%	138	33.2%	142	31.6%
No	327	67.7%	278	66.8%	308	68.4%
<b>Total</b>	483	100.0%	416	100.0%	450	100.0%
Not Answered	16		11		1	

**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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	0	0.0%	3	2.4%	0	0.0%
● Sometimes	8	5.6%	12	9.4%	7	5.3%
● Usually	13	9.2%	12	9.4%	13	9.8%
● Always	121	85.2%	100	78.7%	112	84.8%
<b>Total</b>	142	100.0%	127	100.0%	132	100.0%
Not Answered	14		11		10	
<b>Reporting Category</b>	<b>Getting Care Quickly</b>					
Achievement Score	94.4%		88.2%		94.7%	
Correlation with Satisfaction	0.278		0.137		0.118	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	358	75.2%	299	72.2%	320	72.1%
No	118	24.8%	115	27.8%	124	27.9%
<b>Total</b>	<b>476</b>	<b>100.0%</b>	<b>414</b>	<b>100.0%</b>	<b>444</b>	<b>100.0%</b>
Not Answered	23		13		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?**

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
<input type="radio"/> Never	5	1.5%	3	1.1%	3	1.0%
<input type="radio"/> Sometimes	41	12.4%	28	9.8%	37	12.3%
<input type="radio"/> Usually	51	15.4%	48	16.8%	55	18.2%
<input checked="" type="radio"/> Always	234	70.7%	206	72.3%	207	68.5%
<b>Total</b>	<b>331</b>	<b>100.0%</b>	<b>285</b>	<b>100.0%</b>	<b>302</b>	<b>100.0%</b>
Not Answered	27		14		18	
<b>Reporting Category</b>	<b>Getting Care Quickly</b>					
Achievement Score	86.1%		89.1%		86.8%	
Correlation with Satisfaction	0.223		0.155		0.192	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
None	119	25.6%	102	25.3%	119	27.1%
1 time	108	23.3%	107	26.6%	99	22.6%
2 times	110	23.7%	79	19.6%	106	24.1%
3 times	51	11.0%	47	11.7%	53	12.1%
4 times	32	6.9%	27	6.7%	23	5.2%
5 to 9 times	32	6.9%	28	6.9%	31	7.1%
10 or more times	12	2.6%	13	3.2%	8	1.8%
<b>Total</b>	<b>464</b>	<b>100.0%</b>	<b>403</b>	<b>100.0%</b>	<b>439</b>	<b>100.0%</b>
Not Answered	35		24		12	

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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Yes	231	69.4%	213	72.9%	214	67.7%
● No	102	30.6%	79	27.1%	102	32.3%
<b>Total</b>	333	100.0%	292	100.0%	316	100.0%
Not Answered	12		9		4	
<b>Reporting Category</b>	Single Items					
Achievement Score	69.4%		72.9%		67.7%	
Correlation with Satisfaction	0.093		0.078		0.071	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	97	29.1%	91	31.0%	104	33.1%
No	236	70.9%	203	69.0%	210	66.9%
<b>Total</b>	333	100.0%	294	100.0%	314	100.0%
Not Answered	12		7		6	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Yes	0		81	90.0%	87	85.3%
● No	0		9	10.0%	15	14.7%
<b>Total</b>	0		90	100.0%	102	100.0%
Not Answered	0		1		2	
<b>Reporting Category</b>	Shared Decision Making					
Achievement Score	-		90.0%		85.3%	
Correlation with Satisfaction	-		-0.016		0.014	
Priority Rating	-		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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	0		50	55.6%	60	58.3%
<input type="radio"/> No	0		40	44.4%	43	41.7%
<b>Total</b>	0		90	100.0%	103	100.0%
Not Answered	0		1		1	
<b>Reporting Category</b>	Shared Decision Making					
Achievement Score	-		55.6%		58.3%	
Correlation with Satisfaction	-		-0.029		0.035	
Priority Rating	-		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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	68	71.6%	63	70.0%	73	73.7%
<input type="radio"/> No	27	28.4%	27	30.0%	26	26.3%
<b>Total</b>	95	100.0%	90	100.0%	99	100.0%
Not Answered	2		1		5	
<b>Reporting Category</b>	Shared Decision Making					
Achievement Score	71.6%		70.0%		73.7%	
Correlation with Satisfaction	-0.003		0.316		-0.026	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Worst health care possible	2	0.6%	0	0.0%	0	0.0%
● 1	1	0.3%	0	0.0%	0	0.0%
● 2	2	0.6%	1	0.3%	0	0.0%
● 3	1	0.3%	4	1.4%	1	0.3%
● 4	2	0.6%	2	0.7%	2	0.6%
● 5	7	2.1%	10	3.5%	18	5.8%
● 6	15	4.5%	2	0.7%	8	2.6%
● 7	20	6.0%	24	8.3%	18	5.8%
● 8	55	16.6%	61	21.1%	59	18.9%
● 9	62	18.7%	56	19.4%	66	21.2%
● Best health care possible	164	49.5%	129	44.6%	140	44.9%
<b>Total</b>	331	100.0%	289	100.0%	312	100.0%
Not Answered	14		12		8	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	84.9%		85.1%		84.9%	
Correlation with Satisfaction	0.465		0.513		0.672	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	8	2.4%	4	1.4%	8	2.5%
● Sometimes	42	12.7%	27	9.2%	36	11.4%
● Usually	59	17.8%	62	21.2%	70	22.2%
● Always	223	67.2%	199	68.2%	202	63.9%
<b>Total</b>	332	100.0%	292	100.0%	316	100.0%
Not Answered	13		9		4	
<b>Reporting Category</b>	<b>Getting Needed Care</b>					
Achievement Score	84.9%		89.4%		86.1%	
Correlation with Satisfaction	0.306		0.278		0.400	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	421	89.4%	361	89.1%	407	91.1%
No	50	10.6%	44	10.9%	40	8.9%
<b>Total</b>	471	100.0%	405	100.0%	447	100.0%
Not Answered	28		22		4	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
None	77	19.3%	75	21.7%	84	21.6%
1 time	125	31.3%	99	28.7%	120	30.8%
2 times	97	24.3%	74	21.4%	88	22.6%
3 times	47	11.8%	41	11.9%	39	10.0%
4 times	23	5.8%	23	6.7%	24	6.2%
5 to 9 times	23	5.8%	27	7.8%	31	8.0%
10 or more times	8	2.0%	6	1.7%	3	0.8%
<b>Total</b>	400	100.0%	345	100.0%	389	100.0%
Not Answered	21		16		18	

**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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	5	1.6%	5	1.9%	5	1.6%
● Sometimes	19	5.9%	8	3.0%	16	5.3%
● Usually	42	13.0%	41	15.2%	50	16.4%
● Always	256	79.5%	215	79.9%	233	76.6%
<b>Total</b>	322	100.0%	269	100.0%	304	100.0%
Not Answered	1		1		1	
<b>Reporting Category</b>	<b>Communication</b>					
Achievement Score	92.5%		95.2%		93.1%	
Correlation with Satisfaction	0.126		0.171		0.187	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	4	1.3%	2	0.7%	4	1.3%
● Sometimes	19	5.9%	7	2.6%	14	4.6%
● Usually	42	13.1%	44	16.4%	52	17.2%
● Always	255	79.7%	215	80.2%	233	76.9%
<b>Total</b>	320	100.0%	268	100.0%	303	100.0%
Not Answered	3		2		2	
<b>Reporting Category</b>	Communication					
Achievement Score	92.8%		96.6%		94.1%	
Correlation with Satisfaction	0.171		0.186		0.226	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	4	1.3%	3	1.1%	3	1.0%
● Sometimes	8	2.5%	6	2.3%	9	3.0%
● Usually	38	11.9%	34	12.8%	49	16.1%
● Always	270	84.4%	223	83.8%	243	79.9%
<b>Total</b>	320	100.0%	266	100.0%	304	100.0%
Not Answered	3		4		1	
<b>Reporting Category</b>	Communication					
Achievement Score	96.3%		96.6%		96.1%	
Correlation with Satisfaction	0.191		0.169		0.280	
Priority Rating	Low		Low		Low	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	203	64.2%	190	70.6%	218	71.7%
No	113	35.8%	79	29.4%	86	28.3%
<b>Total</b>	316	100.0%	269	100.0%	304	100.0%
Not Answered	7		1		1	

○ **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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	3	1.5%	3	1.6%	0	0.0%
● Sometimes	17	8.5%	8	4.3%	14	6.5%
● Usually	33	16.5%	36	19.1%	49	22.6%
● Always	147	73.5%	141	75.0%	154	71.0%
<b>Total</b>	200	100.0%	188	100.0%	217	100.0%
Not Answered	3		2		1	
<b>Reporting Category</b>	Single Items					
Achievement Score	90.0%		94.1%		93.5%	
Correlation with Satisfaction	0.221		0.164		0.360	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	10	3.2%	8	3.0%	6	2.0%
● Sometimes	30	9.5%	20	7.5%	35	11.6%
● Usually	58	18.3%	53	20.0%	76	25.2%
● Always	219	69.1%	184	69.4%	184	61.1%
<b>Total</b>	317	100.0%	265	100.0%	301	100.0%
Not Answered	6		5		4	
<b>Reporting Category</b>	Communication					
Achievement Score	87.4%		89.4%		86.4%	
Correlation with Satisfaction	0.164		0.264		0.210	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Yes	279	89.1%	237	90.8%	279	91.8%
● No	34	10.9%	24	9.2%	25	8.2%
<b>Total</b>	313	100.0%	261	100.0%	304	100.0%
Not Answered	10		9		1	
<b>Reporting Category</b>	Single Items					
Achievement Score	89.1%		90.8%		91.8%	
Correlation with Satisfaction	0.126		-		-	
Priority Rating	Low		-		-	

○ **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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	118	37.3%	94	35.5%	111	36.5%
No	198	62.7%	171	64.5%	193	63.5%
<b>Total</b>	316	100.0%	265	100.0%	304	100.0%
Not Answered	7		5		1	

**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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	7	6.1%	4	4.3%	7	6.4%
● Sometimes	11	9.6%	9	9.8%	19	17.4%
● Usually	25	21.7%	18	19.6%	27	24.8%
● Always	72	62.6%	61	66.3%	56	51.4%
<b>Total</b>	115	100.0%	92	100.0%	109	100.0%
Not Answered	3		2		2	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	84.3%		85.9%		76.1%	
Correlation with Satisfaction	0.118		0.224		0.288	
Priority Rating	Low		Low		Medium	

○ **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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Worst personal doctor possible	1	0.3%	1	0.3%	0	0.0%
● 1	0	0.0%	0	0.0%	0	0.0%
● 2	2	0.5%	0	0.0%	1	0.3%
● 3	2	0.5%	1	0.3%	0	0.0%
● 4	2	0.5%	2	0.6%	0	0.0%
● 5	8	2.0%	9	2.6%	10	2.5%
● 6	12	3.1%	8	2.3%	9	2.3%
● 7	15	3.8%	19	5.5%	28	7.1%
● 8	46	11.7%	54	15.7%	62	15.8%
● 9	74	18.8%	51	14.9%	64	16.3%
● Best personal doctor possible	231	58.8%	198	57.7%	219	55.7%
<b>Total</b>	393	100.0%	343	100.0%	393	100.0%
Not Answered	28		18		14	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	89.3%		88.3%		87.8%	
Correlation with Satisfaction	0.470		0.466		0.405	
Priority Rating	High		High		High	

### 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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	97	21.5%	76	18.9%	89	19.9%
No	355	78.5%	326	81.1%	358	80.1%
<b>Total</b>	452	100.0%	402	100.0%	447	100.0%
Not Answered	47		25		4	

○ **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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	8	8.4%	7	9.2%	2	2.3%
● Sometimes	17	17.9%	9	11.8%	21	24.4%
● Usually	23	24.2%	16	21.1%	20	23.3%
● Always	47	49.5%	44	57.9%	43	50.0%
<b>Total</b>	95	100.0%	76	100.0%	86	100.0%
Not Answered	2		0		3	
<b>Reporting Category</b>	<b>Getting Needed Care</b>					
Achievement Score	73.7%		78.9%		73.3%	
Correlation with Satisfaction	0.196		0.285		0.214	
Priority Rating	Medium		Medium		Medium	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
None	10	10.8%	7	9.2%	7	8.3%
1 specialist	62	66.7%	39	51.3%	50	59.5%
2	12	12.9%	20	26.3%	17	20.2%
3	6	6.5%	5	6.6%	7	8.3%
4	2	2.2%	1	1.3%	1	1.2%
5 or more specialists	1	1.1%	4	5.3%	2	2.4%
<b>Total</b>	93	100.0%	76	100.0%	84	100.0%
Not Answered	4		0		5	

○ **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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%	0	0.0%
● 1	1	1.2%	0	0.0%	0	0.0%
● 2	0	0.0%	0	0.0%	0	0.0%
● 3	1	1.2%	0	0.0%	1	1.3%
● 4	0	0.0%	0	0.0%	0	0.0%
● 5	6	7.3%	1	1.5%	1	1.3%
● 6	3	3.7%	1	1.5%	1	1.3%
● 7	6	7.3%	8	11.9%	5	6.5%
● 8	7	8.5%	11	16.4%	11	14.3%
● 9	12	14.6%	13	19.4%	12	15.6%
● Best specialist possible	46	56.1%	33	49.3%	46	59.7%
<b>Total</b>	82	100.0%	67	100.0%	77	100.0%
Not Answered	1		2		0	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	79.3%		85.1%		89.6%	
Correlation with Satisfaction	0.495		0.446		0.062	
Priority Rating	Top		High		Low	

### 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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	148	32.5%	128	32.2%	144	32.5%
No	308	67.5%	269	67.8%	299	67.5%
<b>Total</b>	456	100.0%	397	100.0%	443	100.0%
Not Answered	43		30		8	

○ **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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
<input type="radio"/> Never	7	5.0%	2	1.6%	4	2.8%
<input type="radio"/> Sometimes	18	12.9%	23	18.5%	29	20.6%
<input type="radio"/> Usually	34	24.5%	28	22.6%	41	29.1%
<input type="radio"/> Always	80	57.6%	71	57.3%	67	47.5%
<b>Total</b>	139	100.0%	124	100.0%	141	100.0%
Not Answered	9		4		3	
<b>Reporting Category</b>	Customer Service					
Achievement Score	82.0%		79.8%		76.6%	
Correlation with Satisfaction	0.377		0.309		0.356	
Priority Rating	Low		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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
<input type="radio"/> Never	4	2.9%	4	3.2%	4	2.8%
<input type="radio"/> Sometimes	10	7.2%	7	5.6%	7	5.0%
<input type="radio"/> Usually	18	13.0%	19	15.2%	29	20.6%
<input type="radio"/> Always	106	76.8%	95	76.0%	101	71.6%
<b>Total</b>	138	100.0%	125	100.0%	141	100.0%
Not Answered	10		3		3	
<b>Reporting Category</b>	Customer Service					
Achievement Score	89.9%		91.2%		92.2%	
Correlation with Satisfaction	0.259		0.208		0.315	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	130	29.1%	104	26.5%	129	29.5%
No	317	70.9%	288	73.5%	308	70.5%
<b>Total</b>	447	100.0%	392	100.0%	437	100.0%
Not Answered	52		35		14	

**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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Never	7	1.6%	9	2.3%	7	1.6%
● Sometimes	20	4.5%	13	3.4%	17	3.9%
● Usually	33	7.5%	20	5.2%	42	9.7%
● Always	381	86.4%	345	89.1%	368	84.8%
<b>Total</b>	441	100.0%	387	100.0%	434	100.0%
Not Answered	6		5		3	
<b>Reporting Category</b>	Single Items					
Achievement Score	93.9%		94.3%		94.5%	
Correlation with Satisfaction	0.093		0.042		0.115	
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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Worst health plan possible	3	0.7%	0	0.0%	2	0.5%
● 1	2	0.4%	0	0.0%	1	0.2%
● 2	4	0.9%	1	0.3%	1	0.2%
● 3	5	1.1%	3	0.8%	1	0.2%
● 4	3	0.7%	4	1.0%	4	0.9%
● 5	12	2.7%	10	2.5%	16	3.6%
● 6	18	4.0%	9	2.3%	13	2.9%
● 7	27	6.0%	32	8.1%	36	8.1%
● 8	71	15.7%	69	17.5%	59	13.3%
● 9	80	17.7%	75	19.0%	84	18.9%
● Best health plan possible	226	50.1%	192	48.6%	227	51.1%
<b>Total</b>	451	100.0%	395	100.0%	444	100.0%
Not Answered	48		32		7	
<b>Reporting Category</b>	Ratings					
Achievement Score	83.6%		85.1%		83.3%	

○ **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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Excellent	195	42.8%	166	42.0%	174	39.2%
● Very Good	142	31.1%	131	33.2%	153	34.5%
● Good	96	21.1%	77	19.5%	97	21.8%
● Fair	23	5.0%	18	4.6%	18	4.1%
● Poor	0	0.0%	3	0.8%	2	0.5%
<b>Total</b>	456	100.0%	395	100.0%	444	100.0%
Not Answered	43		32		7	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	73.9%		75.2%		73.6%	
Correlation with Satisfaction	0.285		0.112		0.177	
Priority Rating	Medium		Medium		Medium	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Excellent	227	49.7%	188	47.4%	195	44.2%
● Very Good	113	24.7%	103	25.9%	120	27.2%
● Good	78	17.1%	75	18.9%	85	19.3%
● Fair	38	8.3%	26	6.5%	28	6.3%
● Poor	1	0.2%	5	1.3%	13	2.9%
<b>Total</b>	457	100.0%	397	100.0%	441	100.0%
Not Answered	42		30		10	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	74.4%		73.3%		71.4%	
Correlation with Satisfaction	0.149		0.165		0.124	
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, 2015?**

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
● Yes	238	52.2%	213	57.3%	198	45.7%
● No	202	44.3%	159	42.7%	235	54.3%
● Don't know	16	3.5%	23		9	
<b>Total</b>	456	100.0%	372	100.0%	433	100.0%
Not Answered	43		32		9	
<b>Reporting Category</b>	Single Items					
Achievement Score	52.2%		57.3%		45.7%	
Correlation with Satisfaction	0.063		0.004		0.027	
Priority Rating	Medium		Medium		Medium	

**NQ39. What is your child's age?**

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Less than 1 year old	22	4.8%	7	1.8%	10	2.3%
1 to 2 years old	51	11.2%	45	11.4%	48	10.9%
3 to 4 years old	59	12.9%	47	11.9%	57	12.9%
5 to 7 years old	92	20.1%	78	19.8%	68	15.4%
8 to 10 years old	83	18.2%	78	19.8%	80	18.1%
11 to 13 years old	66	14.4%	65	16.5%	81	18.4%
14 to 19 years old	84	18.4%	74	18.8%	97	22.0%
<b>Total</b>	457	100.0%	394	100.0%	441	100.0%
Not Answered	42		33		10	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Male	242	53.1%	196	49.4%	247	55.9%
Female	214	46.9%	201	50.6%	195	44.1%
<b>Total</b>	456	100.0%	397	100.0%	442	100.0%
Not Answered	43		30		9	

○ **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 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes, Hispanic or Latino	114	25.8%	108	27.8%	129	29.8%
No, Not Hispanic or Latino	328	74.2%	280	72.2%	304	70.2%
<b>Total</b>	442	100.0%	388	100.0%	433	100.0%
Not Answered	57		39		18	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	192	44.5%	167	45.1%	195	48.8%
No	239	55.5%	203	54.9%	205	51.3%
<b>Total</b>	431	100.0%	370	100.0%	400	100.0%
Not Answered	68		57		51	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	202	46.9%	174	47.0%	174	43.5%
No	229	53.1%	196	53.0%	226	56.5%
<b>Total</b>	431	100.0%	370	100.0%	400	100.0%
Not Answered	68		57		51	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	16	3.7%	10	2.7%	17	4.3%
No	415	96.3%	360	97.3%	383	95.8%
<b>Total</b>	431	100.0%	370	100.0%	400	100.0%
Not Answered	68		57		51	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	3	0.7%	2	0.5%	7	1.8%
No	428	99.3%	368	99.5%	393	98.3%
<b>Total</b>	431	100.0%	370	100.0%	400	100.0%
Not Answered	68		57		51	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	16	3.7%	16	4.3%	11	2.8%
No	415	96.3%	354	95.7%	389	97.3%
<b>Total</b>	431	100.0%	370	100.0%	400	100.0%
Not Answered	68		57		51	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	59	13.7%	42	11.4%	48	12.0%
No	372	86.3%	328	88.6%	352	88.0%
<b>Total</b>	431	100.0%	370	100.0%	400	100.0%
Not Answered	68		57		51	

**Q43. What is your age?**

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Under 18	41	9.1%	22	5.6%	25	5.7%
18 to 24	34	7.6%	24	6.2%	26	5.9%
25 to 34	157	34.9%	153	39.2%	156	35.5%
35 to 44	140	31.1%	122	31.3%	143	32.6%
45 to 54	44	9.8%	42	10.8%	45	10.3%
55 to 64	18	4.0%	19	4.9%	27	6.2%
65 to 74	13	2.9%	6	1.5%	16	3.6%
75 or older	3	0.7%	2	0.5%	1	0.2%
<b>Total</b>	450	100.0%	390	100.0%	439	100.0%
Not Answered	49		37		12	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Male	42	9.2%	46	11.5%	31	7.1%
Female	414	90.8%	353	88.5%	407	92.9%
<b>Total</b>	456	100.0%	399	100.0%	438	100.0%
Not Answered	43		28		13	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
8th grade or less	46	10.3%	41	10.6%	53	12.2%
Some high school but did not graduate	72	16.1%	49	12.6%	62	14.3%
High school graduate or GED	163	36.4%	141	36.3%	141	32.5%
Some college or 2-year degree	134	29.9%	113	29.1%	136	31.3%
4-year college graduate	23	5.1%	22	5.7%	24	5.5%
More than 4-year college degree	10	2.2%	22	5.7%	18	4.1%
<b>Total</b>	448	100.0%	388	100.0%	434	100.0%
Not Answered	51		39		17	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Mother or father	387	87.8%	348	89.5%	386	90.4%
Grandparent	35	7.9%	27	6.9%	29	6.8%
Aunt or uncle	4	0.9%	1	0.3%	4	0.9%
Older brother or sister	1	0.2%	4	1.0%	0	0.0%
Other relative	3	0.7%	1	0.3%	0	0.0%
Legal guardian	11	2.5%	6	1.5%	6	1.4%
Someone else	0	0.0%	2	0.5%	2	0.5%
<b>Total</b>	441	100.0%	389	100.0%	427	100.0%
Not Answered	58		38		24	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	16	6.3%	20	9.8%	16	6.6%
No	238	93.7%	185	90.2%	226	93.4%
<b>Total</b>	254	100.0%	205	100.0%	242	100.0%
Not Answered	5		5		3	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	8	53.3%	6	35.3%	7	43.8%
No	7	46.7%	11	64.7%	9	56.3%
<b>Total</b>	15	100.0%	17	100.0%	16	100.0%
Not Answered	6		8		3	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	2	13.3%	5	29.4%	4	25.0%
No	13	86.7%	12	70.6%	12	75.0%
<b>Total</b>	15	100.0%	17	100.0%	16	100.0%
Not Answered	6		8		3	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	1	6.7%	2	11.8%	1	6.3%
No	14	93.3%	15	88.2%	15	93.8%
<b>Total</b>	15	100.0%	17	100.0%	16	100.0%
Not Answered	6		8		3	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	8	53.3%	11	64.7%	12	75.0%
No	7	46.7%	6	35.3%	4	25.0%
<b>Total</b>	15	100.0%	17	100.0%	16	100.0%
Not Answered	6		8		3	

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

	CHMD 2014		CHMD 2015		CHMD 2016	
	N	%	N	%	N	%
Yes	2	13.3%	0	0.0%	1	6.3%
No	13	86.7%	17	100.0%	15	93.8%
<b>Total</b>	15	100.0%	17	100.0%	16	100.0%
Not Answered	6		8		3	



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.



- 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/PeachCare for Kids]. 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, 2015?

- 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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