



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Program Child Survey

CAHPS® 5.0 Report

July 2015



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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 2013 scores with the 2014 and 2015 Georgia Medicaid Program's scores. 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 March 17, 2015 through June 1, 2015, 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 26.3%

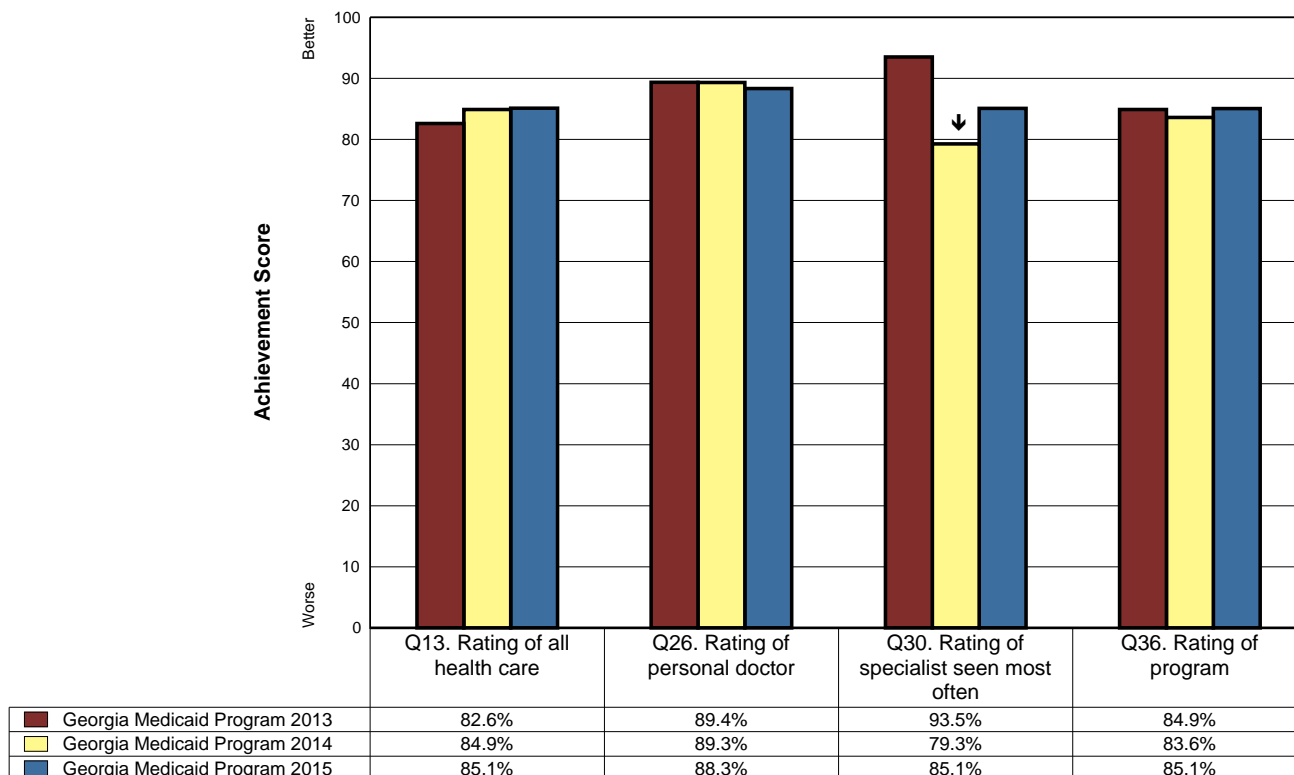
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

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 2013, 2014 and the 2015 Georgia Medicaid Program's services for children.

Statistical testing is between the Georgia Medicaid Program 2013 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 2013

SUMMARY OF COMPOSITES

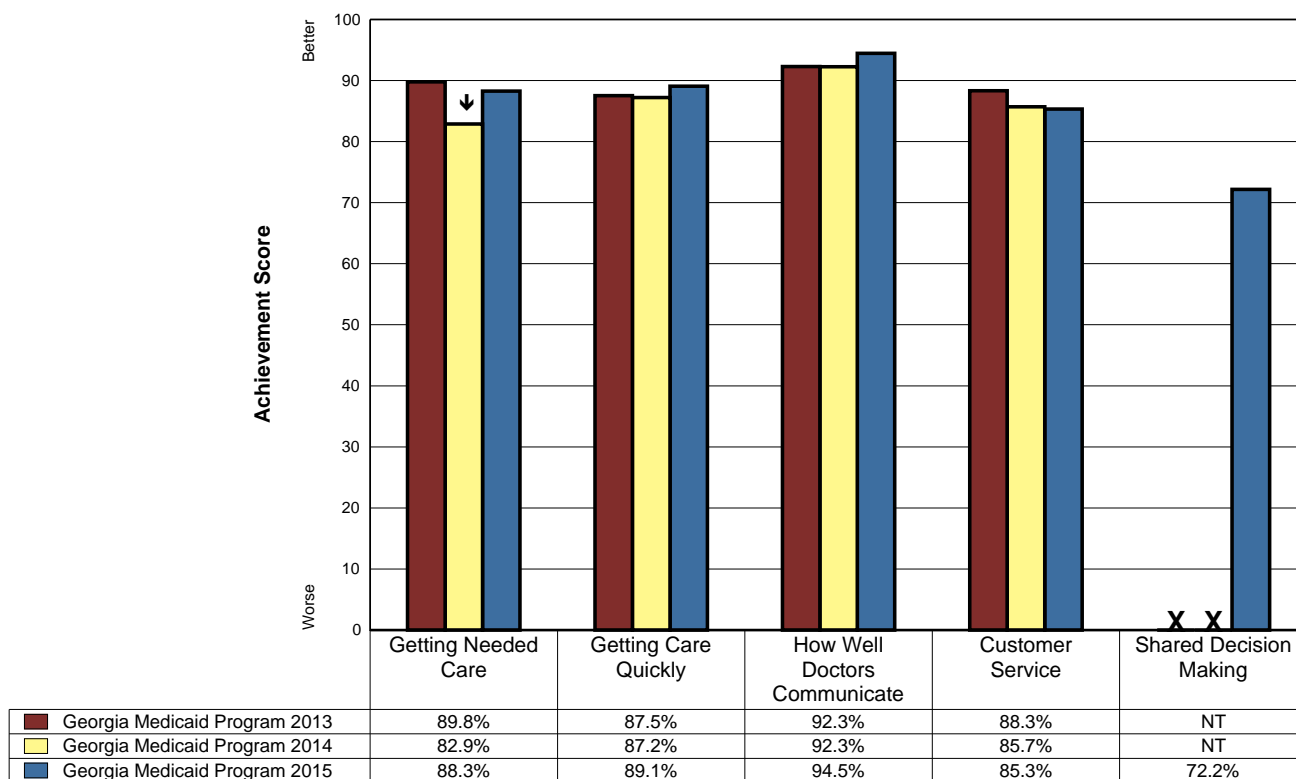
For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for children under the Georgia Medicaid Program performed across the domain.

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 questions and response option text. Two of the questions changed from a reference of "How much did a doctor discuss why or why not you might want your child to take a medicine" to "Did a doctor talk to you..". The response options for these two questions changed from a scale of "Not at all to A Lot" to a "Yes/No" response option. Due to these changes there is no trend available for the Shared Decision Making composite. In 2014 the Shared Decision Making score for the Georgia Medicaid Program's services for children was 51.6% using the old question text and response options.

Three years of composite scores are presented for the Georgia Medicaid Program's services for children. Statistical testing is between the Georgia Medicaid Program 2013 scores and the 2014 and the 2015 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



% of respondents reporting satisfaction

↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2013
 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

<i>Parent/Respondent Age (years)</i>	CHMD 2015	CHMD 2014
Under 24	11.8%	16.7%
25 to 34	39.2%	34.9%
35 to 44	31.3%	31.1%
45 to 54	10.8%	9.8%
55 to 64	4.9%	4.0%
65 to 74	1.5%	2.9%
75 or older	0.5%	0.7%

<i>Parent/Respondent Gender</i>	CHMD 2015	CHMD 2014
Male	11.5%	9.2%
Female	88.5%	90.8%

<i>Highest grade or level of school completed</i>	CHMD 2015	CHMD 2014
8th grade or less	10.6%	10.3%
Some high school, but did not graduate	12.6%	16.1%
High school graduate or GED	36.3%	36.4%
Some college or 2-year college	29.1%	29.9%
4-year college graduate	5.7%	5.1%
More than 4-year college degree	5.7%	2.2%

<i>Child Ethnicity</i>	CHMD 2015	CHMD 2014
White	45.1%	44.5%
Black or African American	47.0%	46.9%
Asian	2.7%	3.7%
American Indian or Alaska Native	4.3%	3.7%
Hispanic or Latino	27.8%	25.8%
Native Hawaiian or Other Pacific Islander	0.5%	0.7%
Other	11.4%	13.7%

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 child 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
Q12. Doctor/provider definitely asked what you thought was best for child	70.0	0.32
Q32. Customer service from child's health plan usually or always gave needed information or help	79.8	0.31
Q28. Usually or always got appointments with specialists as soon as child needed	78.9	0.29
Q14. Usually or always easy to get the care, tests or treatment child needed	89.4	0.28
Q22. Personal doctor usually or always spent enough time with child	89.4	0.26
Q25. Personal doctor usually or always seemed informed about care child got from other providers	85.9	0.22
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	91.2	0.21
Q18. Personal doctor usually or always listened carefully to you	96.6	0.19
Q17. Personal doctor usually or always explained things in a way that was easy to understand	95.2	0.17
Q19. Personal doctor usually or always showed respect for what you had to say	96.6	0.17

Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1650
*First mailing - usable survey returned	115
Second mailing - sent	1434
*Second mailing - usable survey returned	95
*Phone - usable surveys	217
Total - usable surveys	427
†Ineligible: According to population criteria‡	21
†Ineligible: Language barrier	6
†Ineligible: Deceased	0
Bad address and/or bad phone number	171
Refusal	31
Nonresponse - Unavailable by mail or phone	994
Response Rate	26.31%

*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 a 10-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:	March 17, 2015
2	1st mailing of reminder postcards:	March 24, 2015
3	2nd mailing of survey packets:	April 14, 2015
4	2nd mailing of reminder postcards:	April 21, 2015
5	Phone field:	May 12, 2015
6	Mail and phone field terminated:	June 1, 2015

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 December 31, 2014, 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 and Response Rate

CAHPS® protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least one question. Complete interviews were obtained from 427 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 26.3%.

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.

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 calculated 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. 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 2013 results are compared to the Georgia Medicaid Program's 2014 and the 2015 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 2015.

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.

A comparison of the Georgia Medicaid Program's rating and composite top box scores to the 2014 National CAHPS® Benchmarking database (NCBD) top box scores is presented in the *NCBD Benchmark Comparisons* section of the report. The child Medicaid NCBD scores were obtained from data submitted directly to the CAHPS® database by State Medicaid agencies and individual health plans. The 2014 child comparative database includes 60,153 respondents from 100 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 decreases. 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 .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Trend Analysis - Higher Scores - 2014 vs. 2013

HIGHER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for children had statistically significantly higher scores compared to 2013.

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 2013, 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 2014 Score	CHMD 2013 Score	% Point Change	Composite Group
Q25. Personal doctor usually or always seemed informed about care child got from other providers	84.3%	78.2%	+6.1	Single Items
Q4. Usually or always got urgent care as soon as child needed	94.4%	90.7%	+3.6	Getting Care Quickly
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	89.1%	86.4%	+2.8	Single Items
Q13. Rating of all health care	84.9%	82.6%	+2.3	Ratings
Q37. Excellent or very good rating of child's overall health	73.9%	72.6%	+1.3	Single Items
Q22. Personal doctor usually or always spent enough time with child	87.4%	86.1%	+1.3	Communication
Q19. Personal doctor usually or always showed respect for what you had to say	96.3%	95.5%	+0.7	Communication

Trend Analysis - Lower Scores - 2014 vs. 2013

Scores for the Georgia Medicaid Program's services for children that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2014 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2014 Score	CHMD 2013 Score	% Point Change	Composite Group
Q30. Rating of specialist seen most often	79.3%	93.5%	-14.2	Ratings
Q14. Usually or always easy to get the care, tests or treatment child needed	84.9%	91.5%	-6.6	Getting Needed Care

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 2014 Score	CHMD 2013 Score	% Point Change	Composite Group
Q28. Usually or always got appointments with specialists as soon as child needed	73.7%	81.4%	-7.7	Getting Needed Care
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	89.9%	94.4%	-4.5	Customer Service
Q12. Doctor/provider definitely asked what you thought was best for child	71.6%	75.7%	-4.1	Shared Decision Making
Q18. Personal doctor usually or always listened carefully to you	92.8%	94.9%	-2.1	Communication
Q35. Forms from child's health plan were usually or always easy to fill out	93.9%	95.4%	-1.5	Single Items
Q36. Rating of program	83.6%	84.9%	-1.3	Ratings
Q17. Personal doctor usually or always explained things in a way that was easy to understand	92.5%	93.3%	-0.8	Communication
Q8. Doctor talked about specific things to prevent illness in child	69.4%	70.1%	-0.7	Single Items
Q38. Excellent or very good rating of child's overall mental or emotional health	74.4%	74.8%	-0.4	Single Items
Q6. Usually or always got appt. for routine care as soon as child needed	86.1%	86.5%	-0.3	Getting Care Quickly

Trend Analysis - Lower Scores - 2014 vs. 2013

(continued)

Question	CHMD 2014 Score	CHMD 2013 Score	% Point Change	Composite Group
Q21. Doctor usually or always explained things in a way that was easy for child to understand	90.0%	90.3%	-0.3	Single Items
Q32. Customer service from child's health plan usually or always gave needed information or help	82.0%	82.2%	-0.2	Customer Service

Trend Analysis - Higher Scores - 2015 vs. 2013

HIGHER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for children had statistically significantly higher scores compared to 2013.

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 2013, 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 2013 Score	% Point Change	Composite Group
Q25. Personal doctor usually or always seemed informed about care child got from other providers	85.9%	78.2%	+7.7	Single Items
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	90.8%	86.4%	+4.4	Single Items
Q21. Doctor usually or always explained things in a way that was easy for child to understand	94.1%	90.3%	+3.9	Single Items
Q22. Personal doctor usually or always spent enough time with child	89.4%	86.1%	+3.3	Communication
Q8. Doctor talked about specific things to prevent illness in child	72.9%	70.1%	+2.8	Single Items
Q6. Usually or always got appt. for routine care as soon as child needed	89.1%	86.5%	+2.7	Getting Care Quickly
Q37. Excellent or very good rating of child's overall health	75.2%	72.6%	+2.6	Single Items
Q13. Rating of all health care	85.1%	82.6%	+2.5	Ratings
Q17. Personal doctor usually or always explained things in a way that was easy to understand	95.2%	93.3%	+1.8	Communication
Q18. Personal doctor usually or always listened carefully to you	96.6%	94.9%	+1.7	Communication
Q19. Personal doctor usually or always showed respect for what you had to say	96.6%	95.5%	+1.1	Communication
Q36. Rating of program	85.1%	84.9%	+0.2	Ratings

Trend Analysis - Lower Scores - 2015 vs. 2013

LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the Georgia Medicaid Program's services for children had statistically significantly lower scores compared to 2013.

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 2013 Score	% Point Change	Composite Group
Q30. Rating of specialist seen most often	85.1%	93.5%	-8.4	Ratings
Q12. Doctor/provider definitely asked what you thought was best for child	70.0%	75.7%	-5.7	Shared Decision Making
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	91.2%	94.4%	-3.2	Customer Service
Q4. Usually or always got urgent care as soon as child needed	88.2%	90.7%	-2.6	Getting Care Quickly
Q28. Usually or always got appointments with specialists as soon as child needed	78.9%	81.4%	-2.4	Getting Needed Care
Q32. Customer service from child's health plan usually or always gave needed information or help	79.8%	82.2%	-2.4	Customer Service
Q14. Usually or always easy to get the care, tests or treatment child needed	89.4%	91.5%	-2.2	Getting Needed Care
Q38. Excellent or very good rating of child's overall mental or emotional health	73.3%	74.8%	-1.5	Single Items
Q35. Forms from child's health plan were usually or always easy to fill out	94.3%	95.4%	-1.1	Single Items
Q26. Rating of personal doctor	88.3%	89.4%	-1.0	Ratings

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', 'A lot', or 'Yes', followed by 'Some' or 'Usually'. Negative responses are 'A Little' or 'Sometimes' and 'Not at All', '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 top-most response options, 'A Lot' or 'Yes'.

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	Q4 Getting Care Quickly	88%	0.38	Q22 Communication	89%	0.44	Q22 Communication	89%	0.39	Q12 Shared Decision Making	70%	0.32
2	Q32 Customer Service	80%	0.36	Q19 Communication	97%	0.44	Q32 Customer Service	80%	0.34	Q32 Customer Service	80%	0.31
3	Q14 Getting Needed Care	89%	0.30	Q18 Communication	97%	0.43	Q10 Shared Decision Making	90%	0.26	Q28 Getting Needed Care	79%	0.29
4	Q12 Shared Decision Making	70%	0.29	Q12 Shared Decision Making	70%	0.37	Q4 Getting Care Quickly	88%	0.25	Q14 Getting Needed Care	89%	0.28
5	Q6 Getting Care Quickly	89%	0.28	Q32 Customer Service	80%	0.35	Q6 Getting Care Quickly	89%	0.24	Q22 Communication	89%	0.26
6	Q19 Communication	97%	0.28	Q11 Shared Decision Making	56%	0.32	Q28 Getting Needed Care	79%	0.23	Q33 Customer Service	91%	0.21
7	Q33 Customer Service	91%	0.26	Q17 Communication	95%	0.31	Q19 Communication	97%	0.21	Q18 Communication	97%	0.19
8	Q11 Shared Decision Making	56%	0.26	Q6 Getting Care Quickly	89%	0.27	Q33 Customer Service	91%	0.18	Q17 Communication	95%	0.17
9	Q22 Communication	89%	0.24	Q14 Getting Needed Care	89%	0.25	Q14 Getting Needed Care	89%	0.18	Q19 Communication	97%	0.17
10	Q18 Communication	97%	0.21	Q4 Getting Care Quickly	88%	0.22	Q17 Communication	95%	0.14	Q6 Getting Care Quickly	89%	0.16

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	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?	0.38	88%	79%	9%	9%	2%
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	80%	57%	23%	19%	2%
3	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.30	89%	68%	21%	9%	1%
4	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.29	70%	70%	(na)	(na)	30%
5	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.28	89%	72%	17%	10%	1%
6	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.28	97%	84%	13%	2%	1%
7	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.26	91%	76%	15%	6%	3%
8	Q11. Did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	0.26	56%	56%	(na)	(na)	44%
9	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.24	89%	69%	20%	8%	3%
10	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.21	97%	80%	16%	3%	1%

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	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.44	89%	69%	20%	8%	3%
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	97%	84%	13%	2%	1%
3	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.43	97%	80%	16%	3%	1%
4	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.37	70%	70%	(na)	(na)	30%
5	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.35	80%	57%	23%	19%	2%
6	Q11. Did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	0.32	56%	56%	(na)	(na)	44%
7	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?	0.31	95%	80%	15%	3%	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?	0.27	89%	72%	17%	10%	1%
9	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.25	89%	68%	21%	9%	1%
10	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.22	88%	79%	9%	9%	2%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.39	89%	69%	20%	8%	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?	0.34	80%	57%	23%	19%	2%
3	Q10. Did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.26	90%	90%	(na)	(na)	10%
4	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	88%	79%	9%	9%	2%
5	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.24	89%	72%	17%	10%	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?	0.23	79%	58%	21%	12%	9%
7	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.21	97%	84%	13%	2%	1%
8	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	91%	76%	15%	6%	3%
9	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.18	89%	68%	21%	9%	1%
10	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.14	95%	80%	15%	3%	2%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.32	70%	70%	(na)	(na)	30%
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?	0.31	80%	57%	23%	19%	2%
3	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.29	79%	58%	21%	12%	9%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.28	89%	68%	21%	9%	1%
5	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.26	89%	69%	20%	8%	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?	0.21	91%	76%	15%	6%	3%
7	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.19	97%	80%	16%	3%	1%
8	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?	0.17	95%	80%	15%	3%	2%
9	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.17	97%	84%	13%	2%	1%
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?	0.16	89%	72%	17%	10%	1%

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".

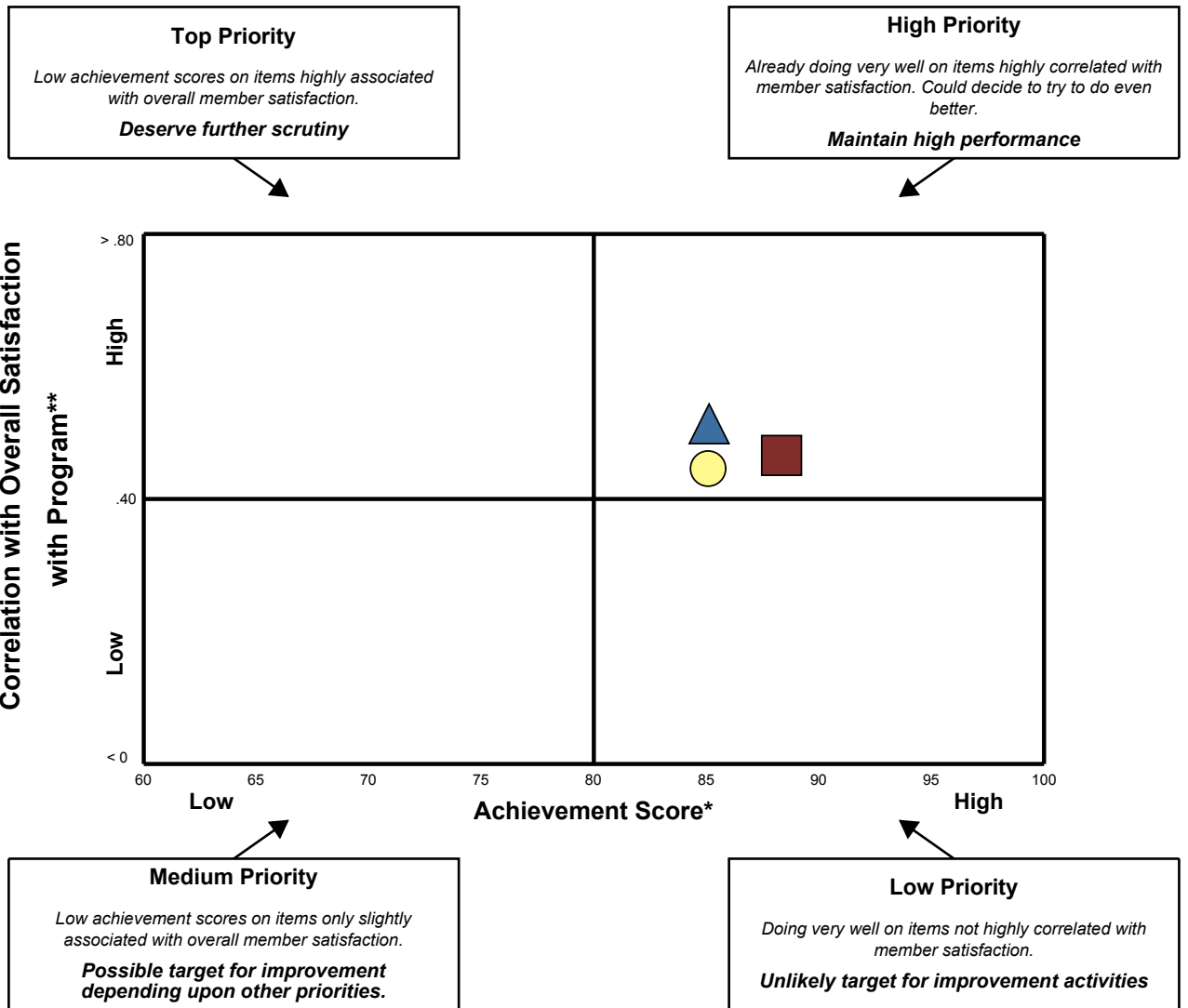
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than .4 are considered lower correlations with 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 .4 correlation horizontal axis.

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

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

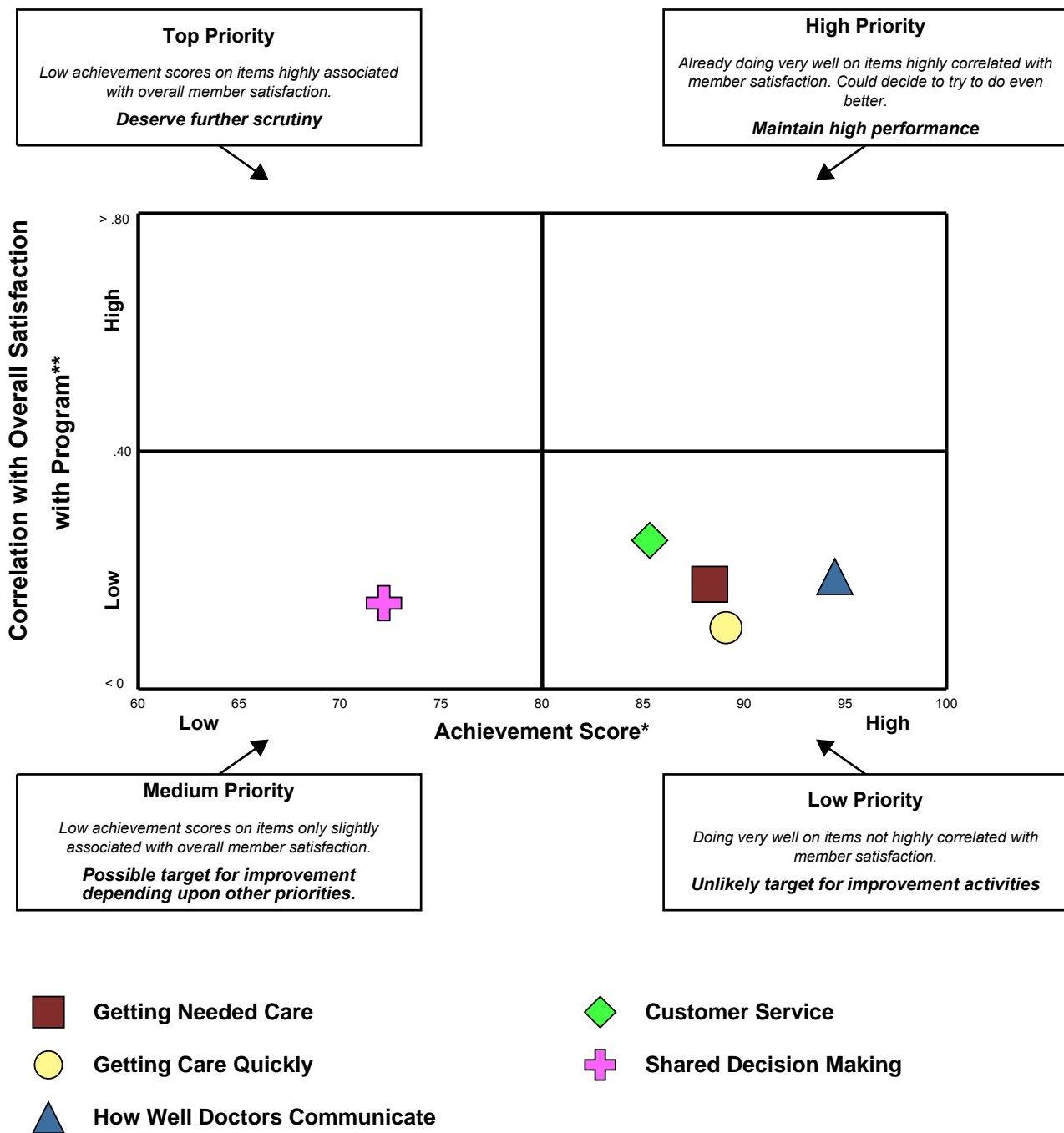
Priority Matrix Ratings



* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

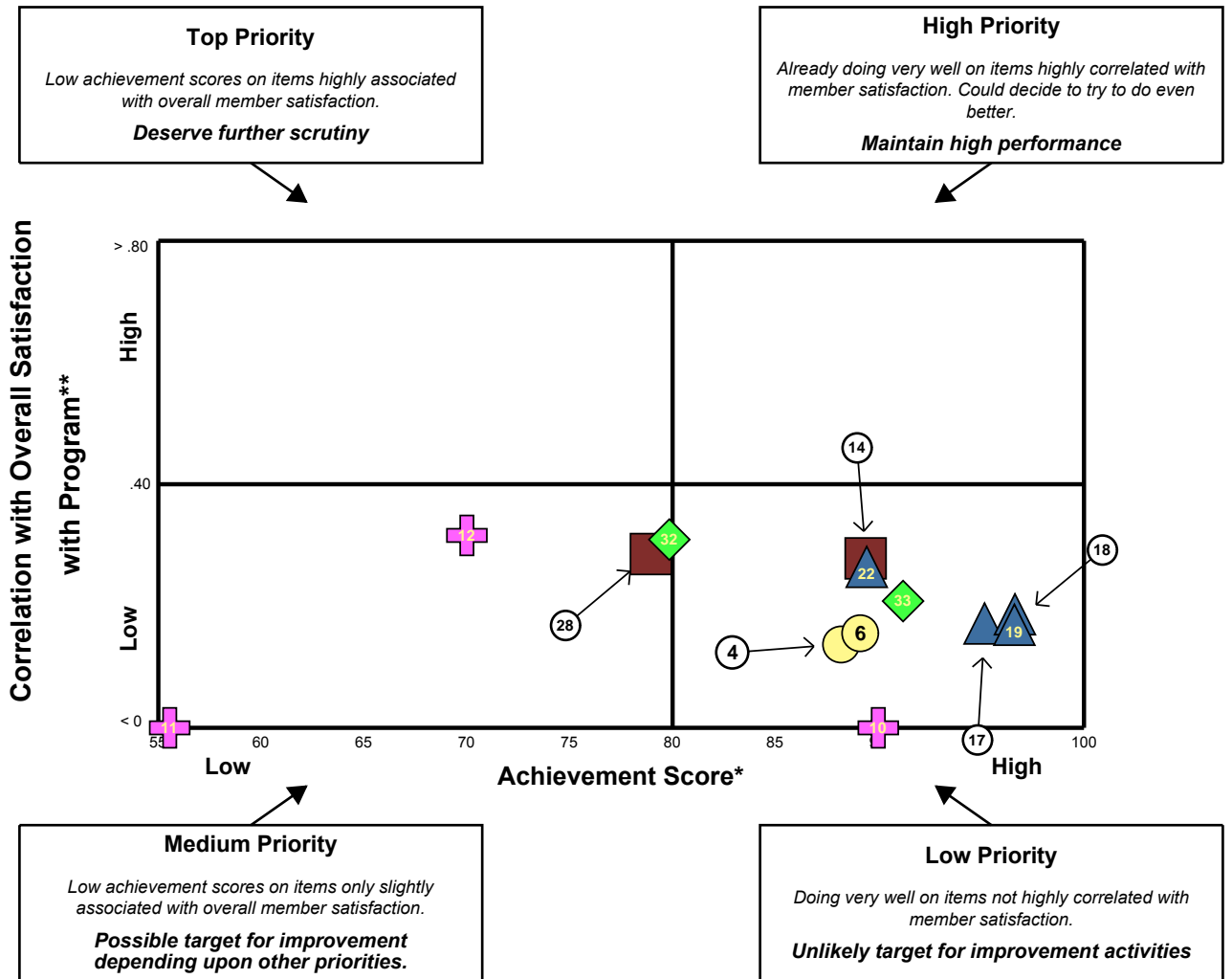
Composite Measures



* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Items

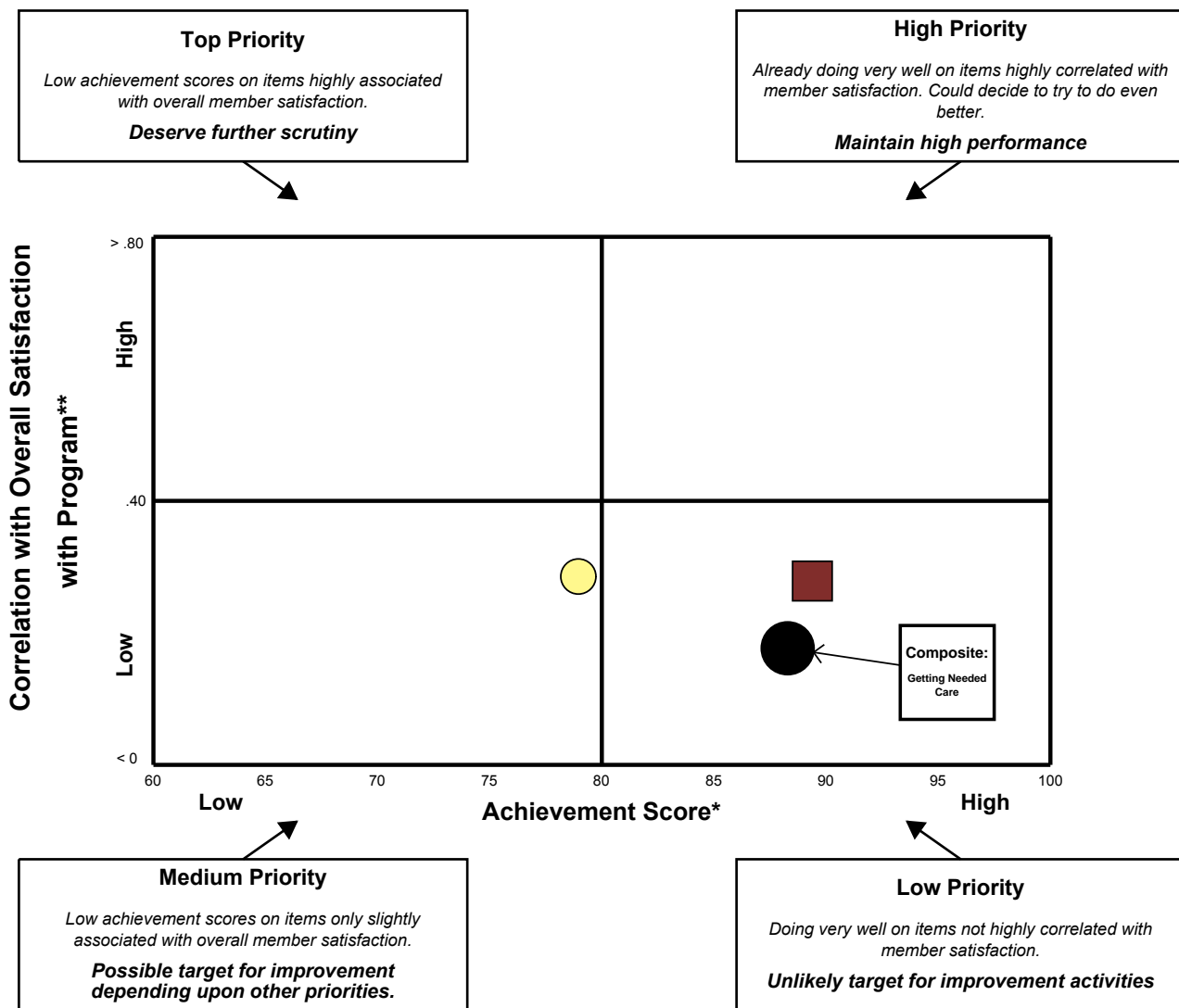


- **Getting Needed Care**
Q14. Usually or always easy to get the care, tests or treatment child needed
Q28. Usually or always got appointments with specialists as soon as child needed
- **Getting Care Quickly**
Q4. Usually or always got urgent care as soon as child needed
Q6. Usually or always got appt. 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 .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Needed Care



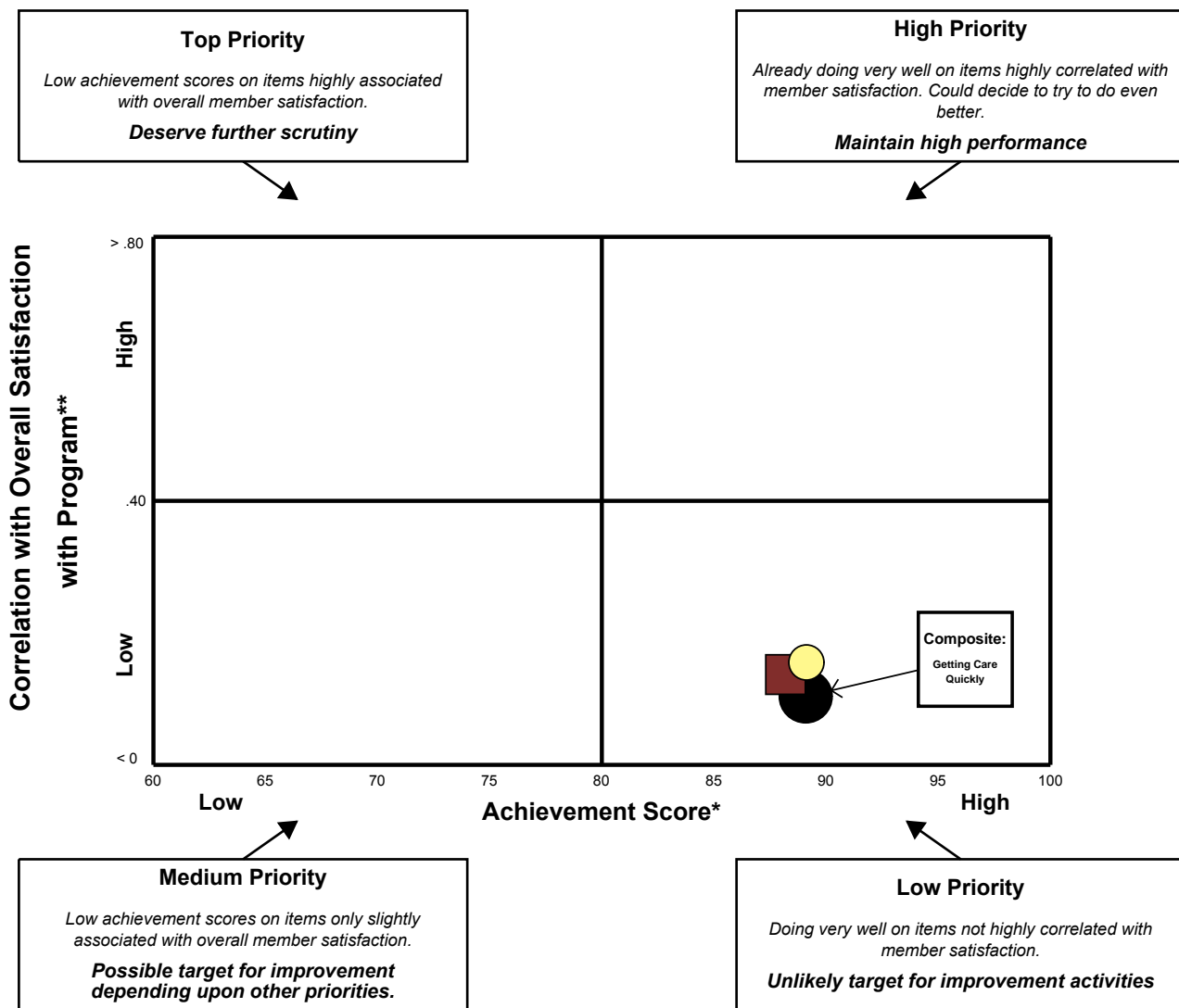
Q14. Usually or always easy to get the care, tests or treatment child needed

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 .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Care Quickly



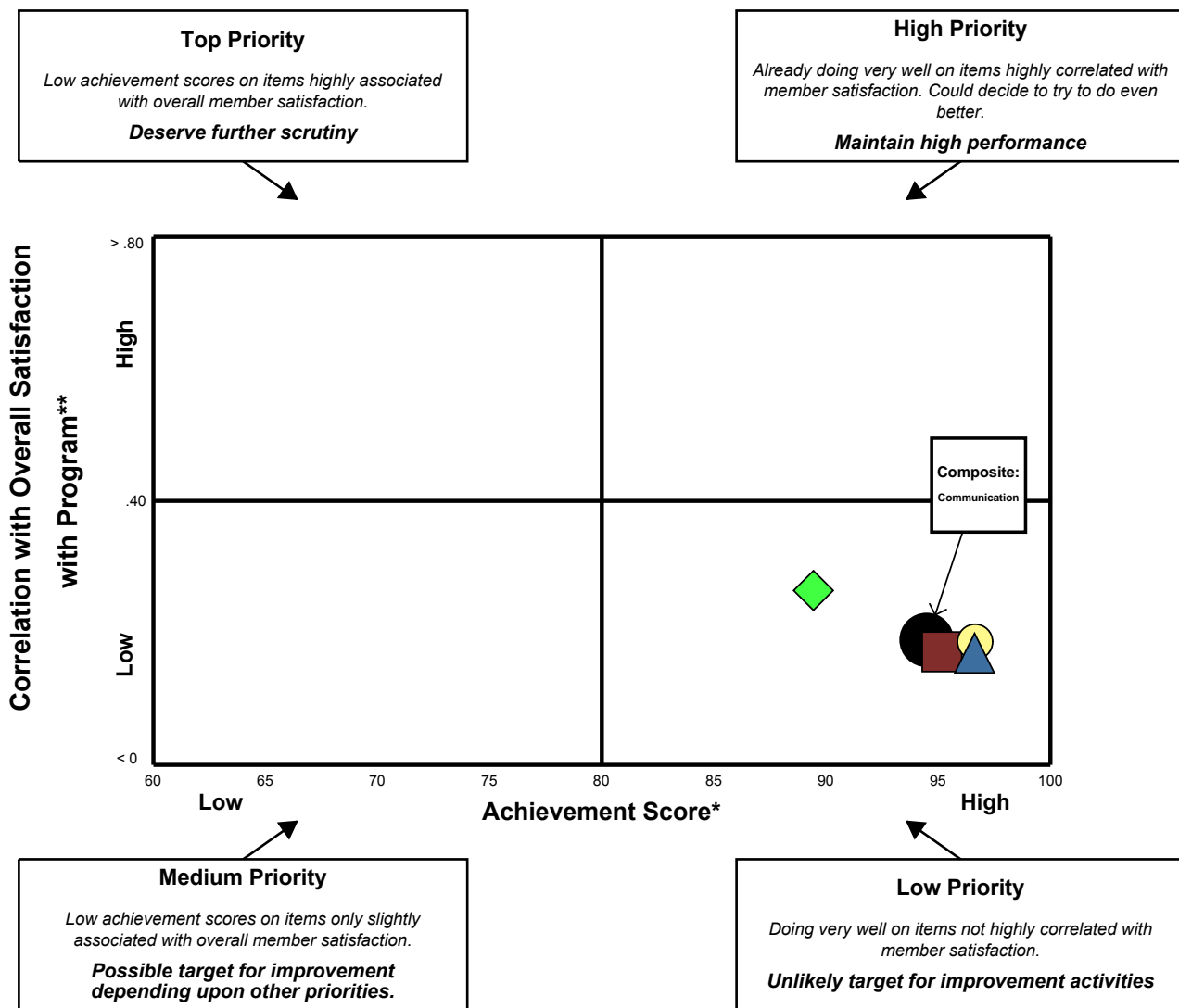
Q4. Usually or always got urgent care as soon as child needed

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 .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

How Well Doctors Communicate



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

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

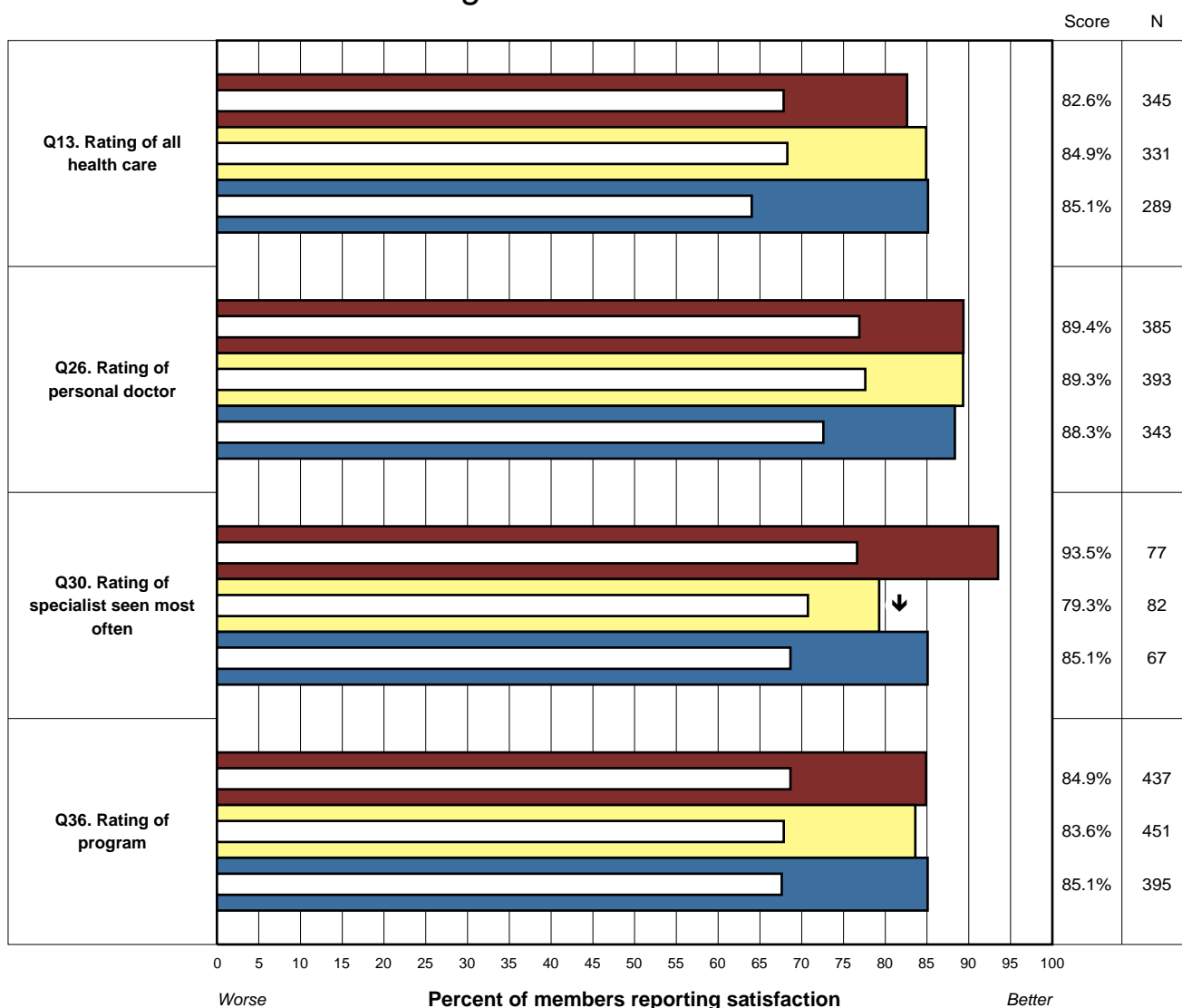
* An achievement score is ranked "high" when score is 80 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

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. Three years of results for the Georgia Medicaid Program’s services for children are presented.

Statistical testing is between the Georgia Medicaid Program 2013 ratings and the 2014 and the 2015 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 2013
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

CHMD 2013 CHMD 2014 CHMD 2015

COMPOSITES

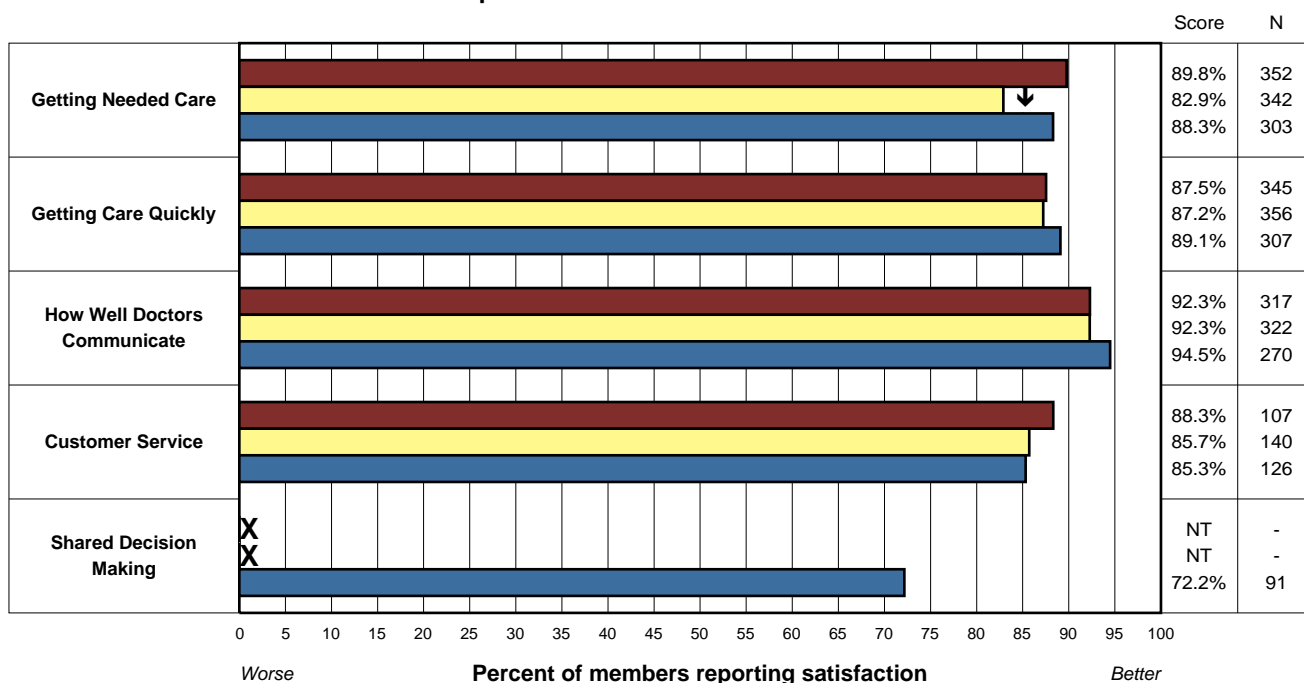
The CAHPS® 5.0H survey has five composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

The 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.

CAHPS® revised the Shared Decision Making questions and response option text in 2015. Two of the questions changed from a reference of "How much did a doctor discuss why or why not you might want to take a medicine" to "Did a doctor talk to you..". The response options for these two questions changed from a scale of "Not at all to A Lot" to a "Yes/No" response choice. Due to these changes there is no trend available for the Shared Decision Making composite. In 2014 the Shared Decision Making score for the Georgia Medicaid Program's services for children was 51.6% using the old question text and response options.

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 2013 scores and the 2014 and the 2015 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.

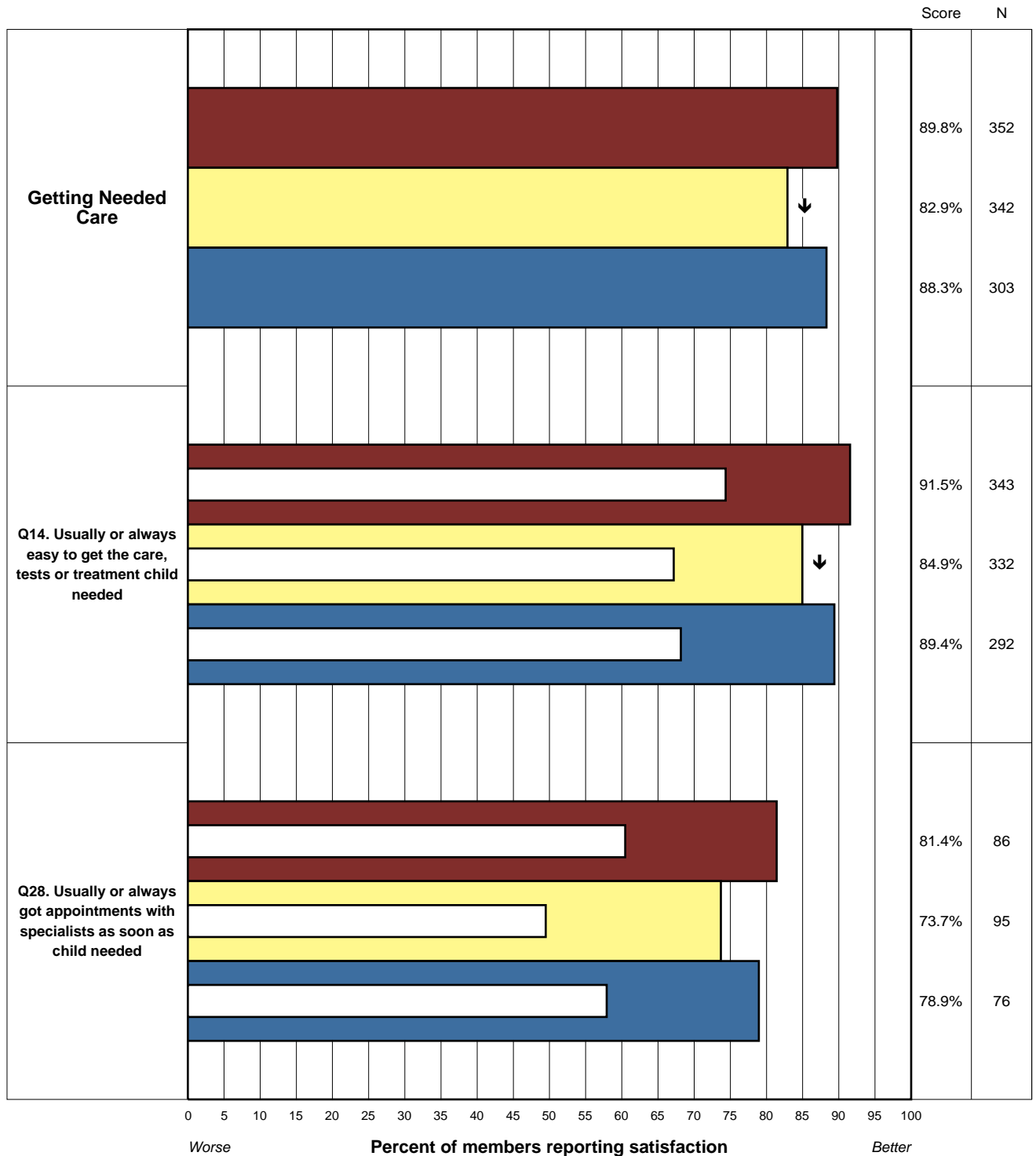
Composites - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2013
 X/NT Trend data not available

■ CHMD 2013 ■ CHMD 2014 ■ CHMD 2015

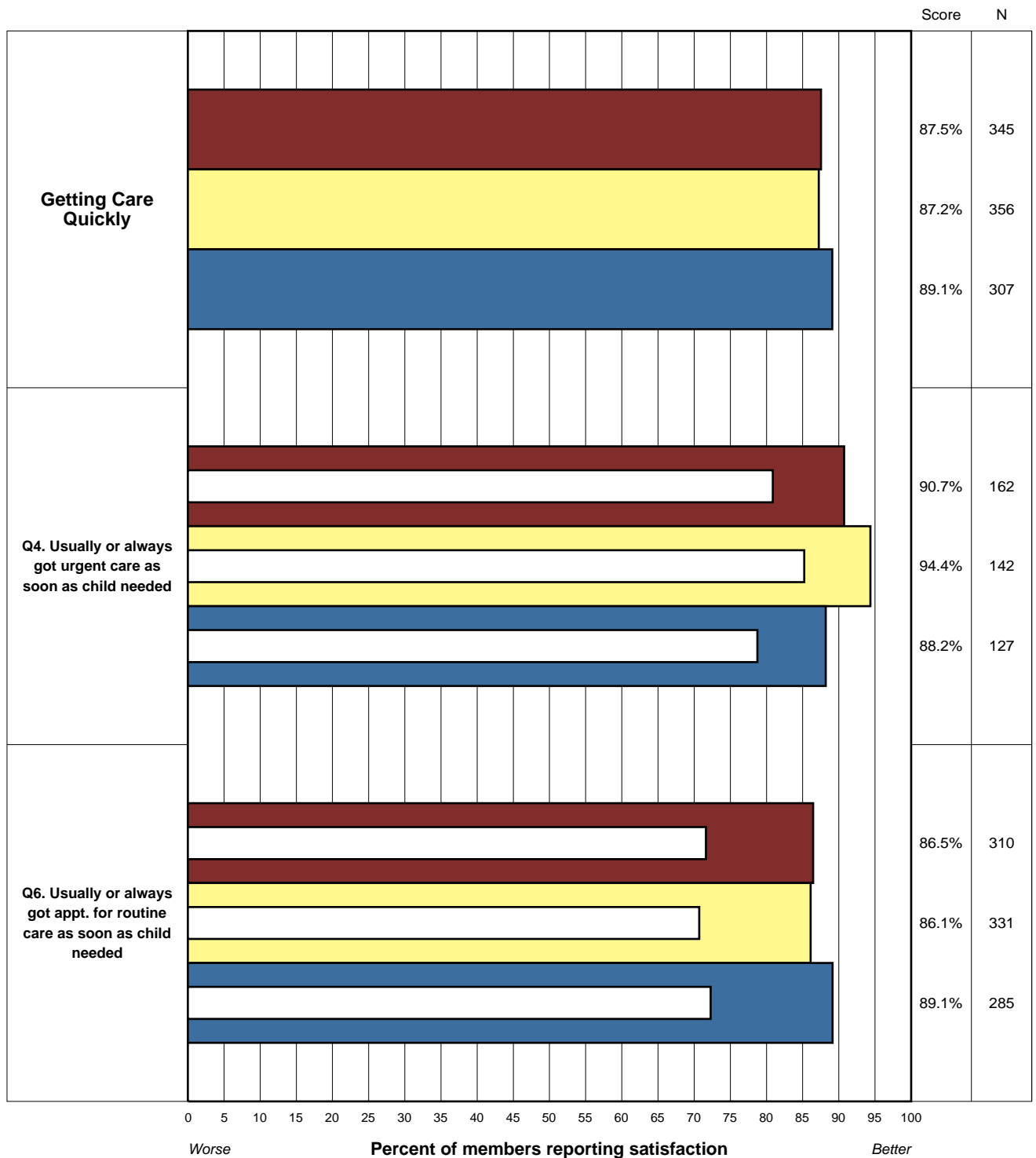
Getting Needed Care - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2013
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2013 CHMD 2014 CHMD 2015

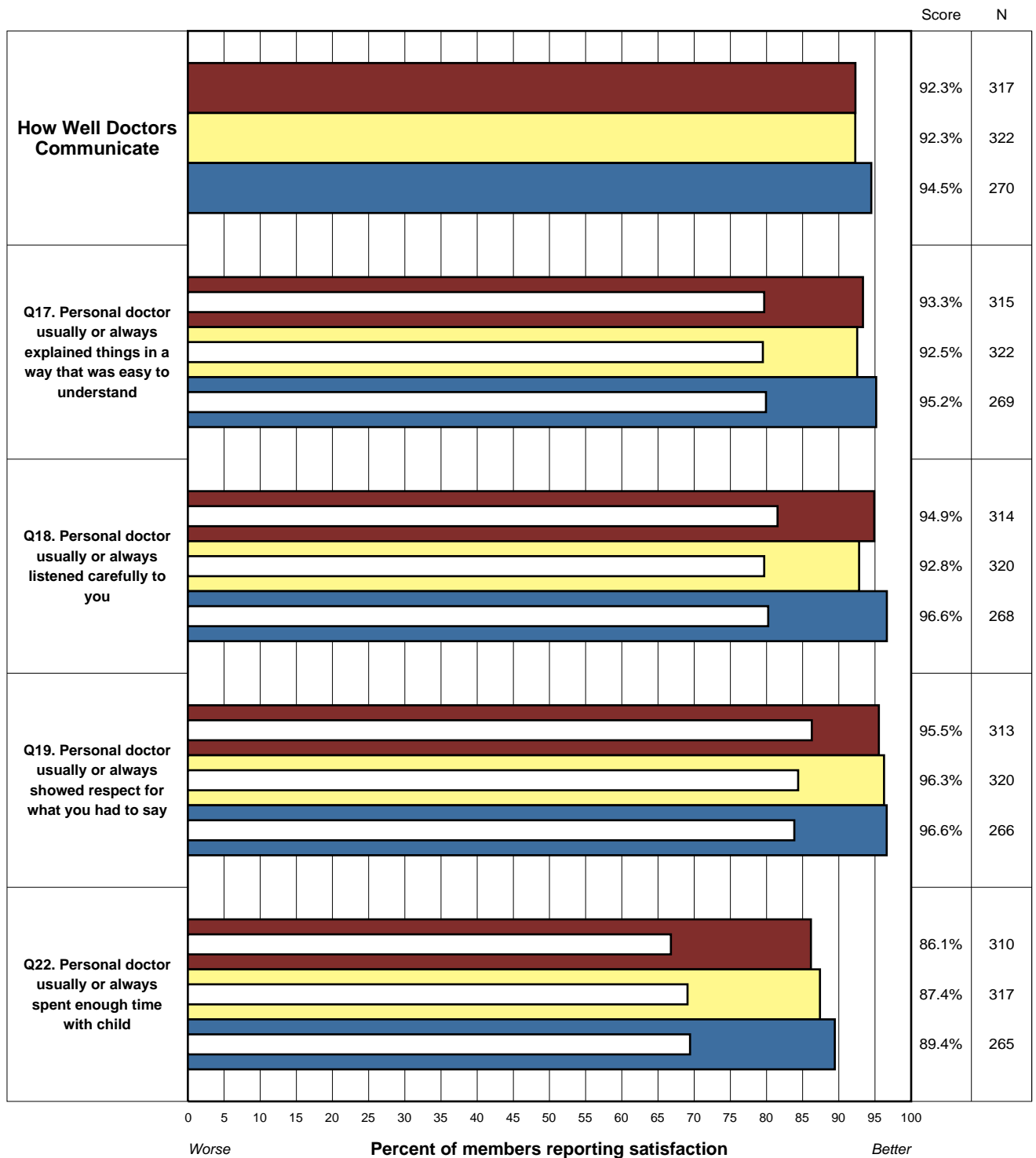
Getting Care Quickly - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2013
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2013 CHMD 2014 CHMD 2015

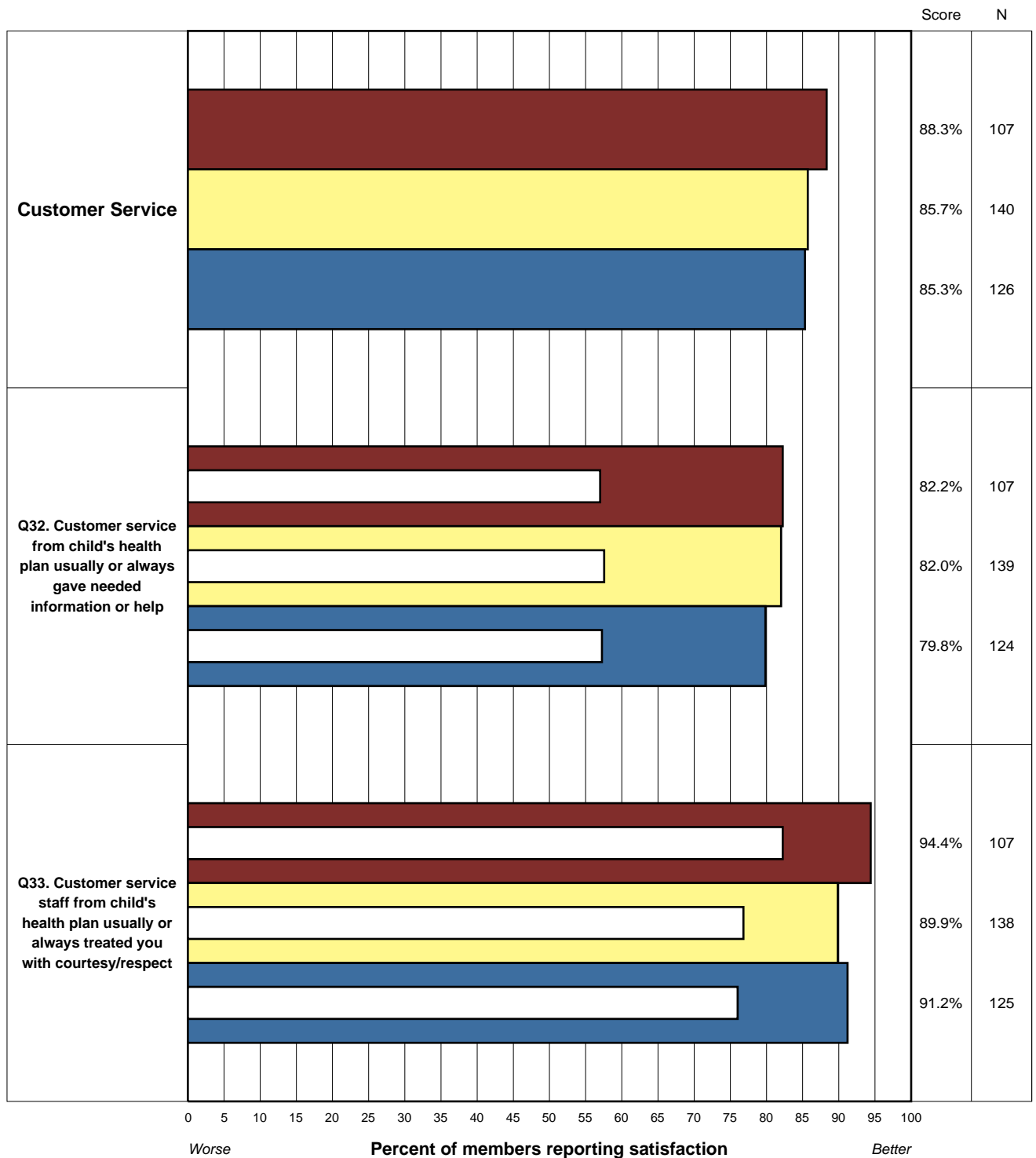
How Well Doctors Communicate - Achievement Scores



↕ Statistically significantly higher/lower than CHMD 2013
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ CHMD 2013 ■ CHMD 2014 ■ CHMD 2015

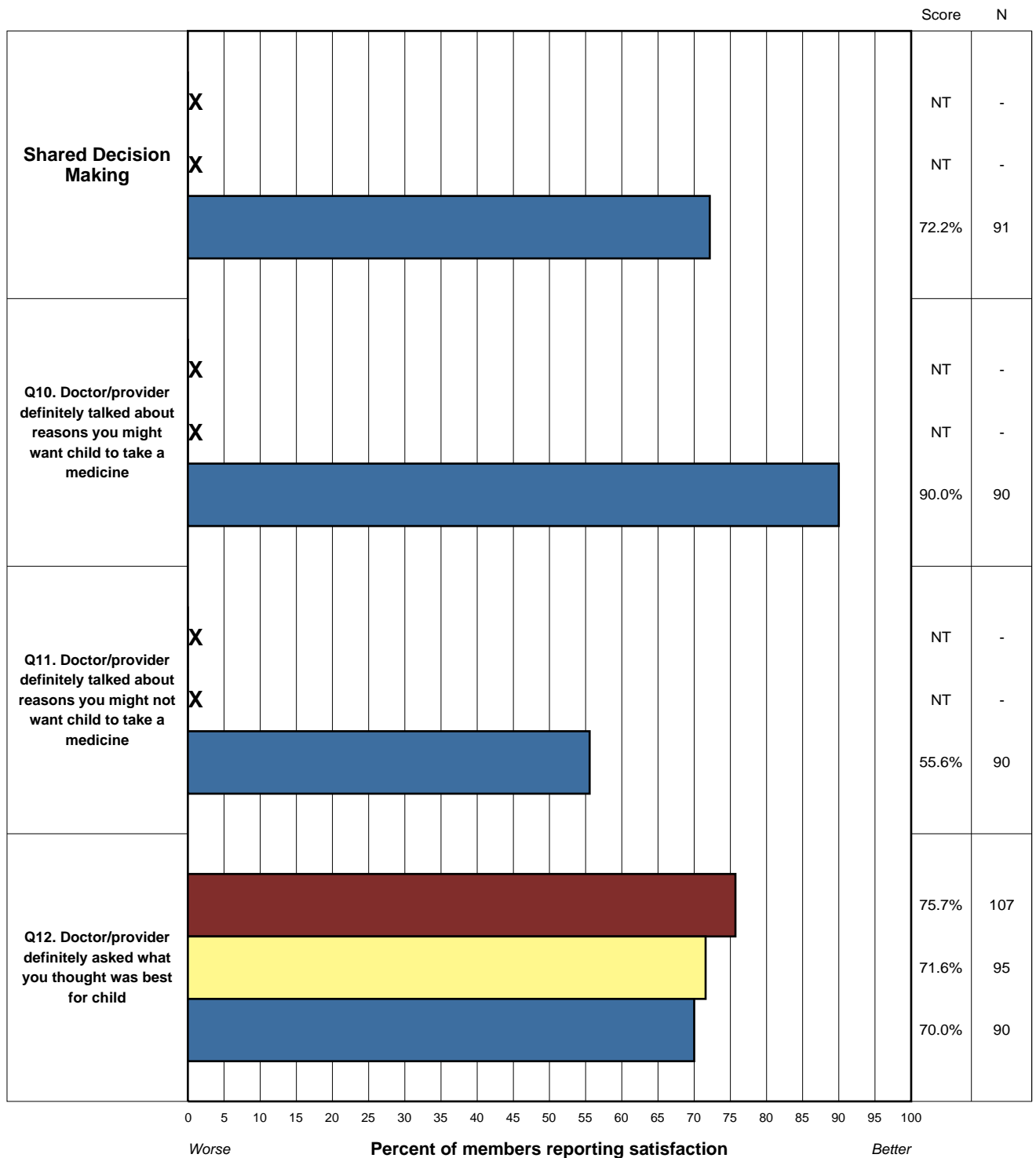
Customer Service - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2013
 Note: Hollow portion of bar represents proportions giving a response of Always.

CHMD 2013 CHMD 2014 CHMD 2015

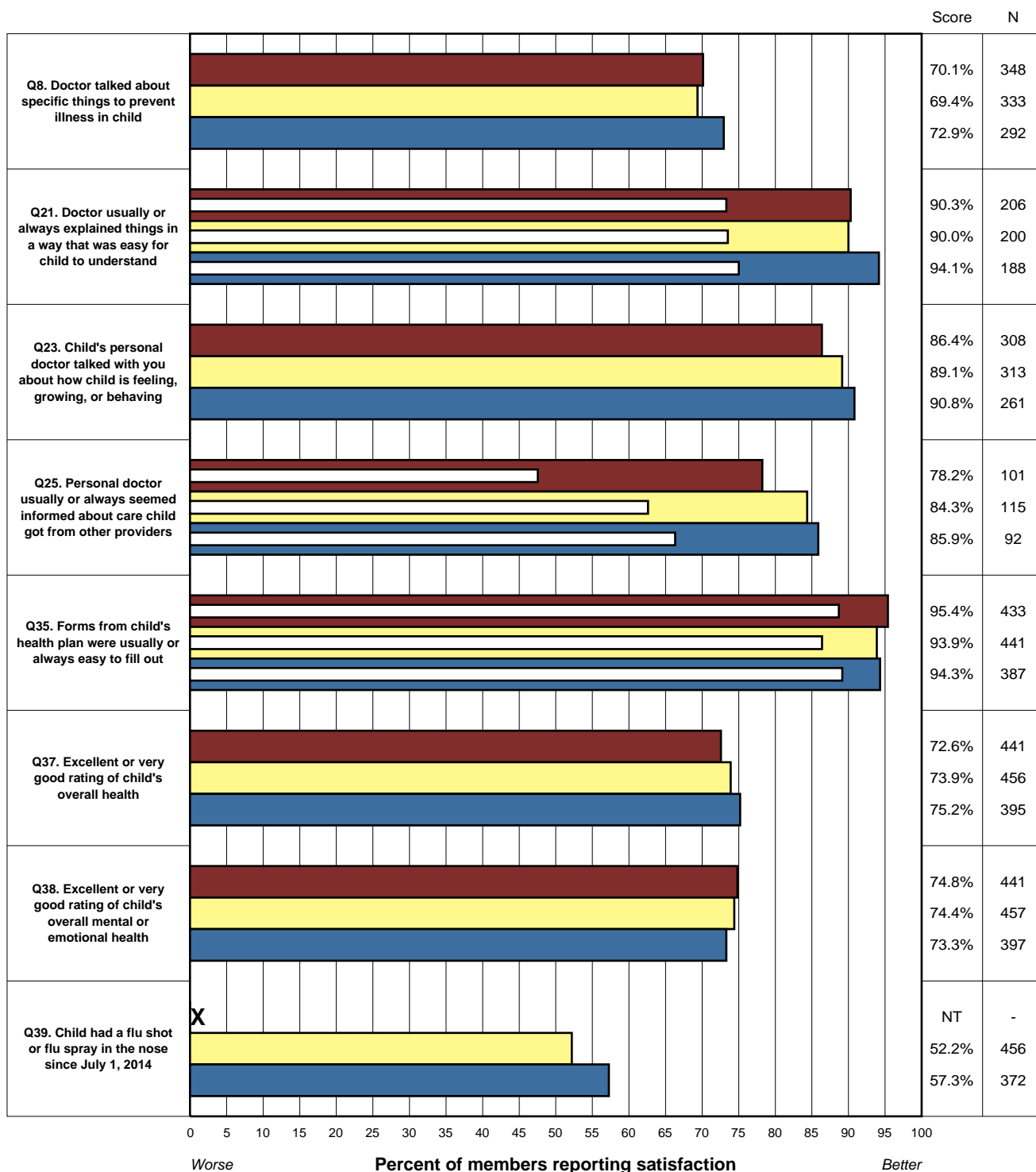
Shared Decision Making - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2013
 X/NT Trend data not available

■ CHMD 2013 ■ CHMD 2014 ■ CHMD 2015

Single Item Measures - Achievement Scores



↑↓ Statistically significantly higher/lower than CHMD 2013
 X/NT Trend data not available
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ CHMD 2013
 ■ CHMD 2014
 ■ CHMD 2015

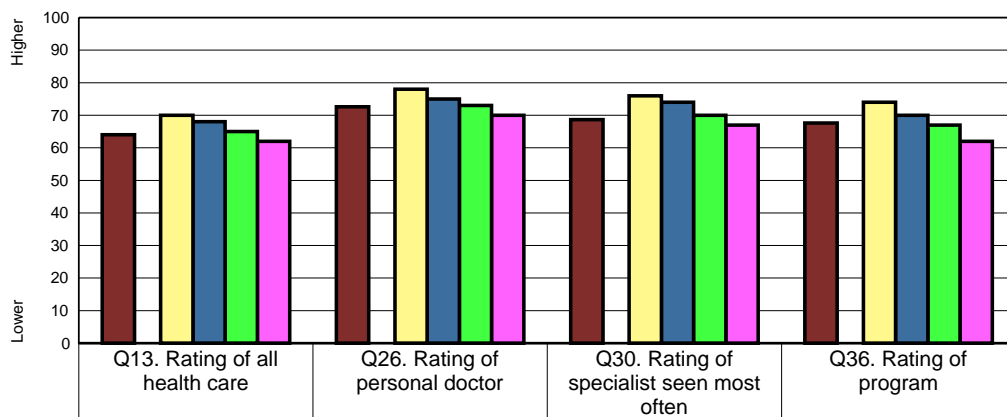
NCBD BENCHMARKS - TOP BOX SCORES OVERALL RATING QUESTIONS

Response options for the four overall rating questions range from 0 (worst) to 10 (best). NCBD (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 2014 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 services for children 2015 top box scores for the rating questions are presented along with the 2014 NCBD percentiles for the child state Medicaid programs and health plans. No significance testing was possible, given the formats for these data.

NCBD Overall Rating Questions



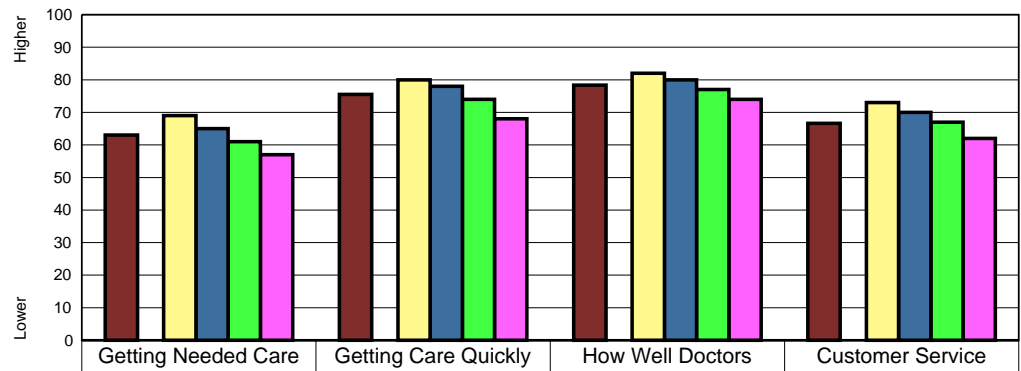
CHMD 2015	64.0%	72.6%	68.7%	67.6%
NCBD 2015 90th Percentile	70.0%	78.0%	76.0%	74.0%
NCBD 2015 75th Percentile	68.0%	75.0%	74.0%	70.0%
NCBD 2015 50th Percentile	65.0%	73.0%	70.0%	67.0%
NCBD 2015 25th Percentile	62.0%	70.0%	67.0%	62.0%

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 NCBD top box score for individual questions. A top box score is calculated for each of 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 CHMD performed across each domain. Composite top box scores are calculated by averaging the top box scores on the items with in the composite.

The Georgia Medicaid Program's services for children 2015 top box scores for the composites are presented along with the 2014 NCBD percentiles for the child Medicaid programs and health plans. No significance testing was possible, given the formats for these data.

NCBD Composites



	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Customer Service
CHMD 2015	63.0%	75.5%	78.4%	66.6%
NCBD 2015 90th Percentile	69.0%	80.0%	82.0%	73.0%
NCBD 2015 75th Percentile	65.0%	78.0%	80.0%	70.0%
NCBD 2015 50th Percentile	61.0%	74.0%	77.0%	67.0%
NCBD 2015 25th Percentile	57.0%	68.0%	74.0%	62.0%

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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	485	100.0%	492	100.0%	420	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	485	100.0%	492	100.0%	420	100.0%
Not Answered	2		7		7	

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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	166	34.8%	156	32.3%	138	33.2%
No	311	65.2%	327	67.7%	278	66.8%
Total	477	100.0%	483	100.0%	416	100.0%
Not Answered	10		16		11	

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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	1	0.6%	0	0.0%	3	2.4%
<input type="radio"/> Sometimes	14	8.6%	8	5.6%	12	9.4%
<input type="radio"/> Usually	16	9.9%	13	9.2%	12	9.4%
<input type="radio"/> Always	131	80.9%	121	85.2%	100	78.7%
Total	162	100.0%	142	100.0%	127	100.0%
Not Answered	4		14		11	
Reporting Category	Getting Care Quickly					
Achievement Score	90.7%		94.4%		88.2%	
Correlation with Satisfaction	0.228		0.278		0.137	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	325	67.7%	358	75.2%	299	72.2%
No	155	32.3%	118	24.8%	115	27.8%
Total	480	100.0%	476	100.0%	414	100.0%
Not Answered	7		23		13	

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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Never	6	1.9%	5	1.5%	3	1.1%
● Sometimes	36	11.6%	41	12.4%	28	9.8%
● Usually	46	14.8%	51	15.4%	48	16.8%
● Always	222	71.6%	234	70.7%	206	72.3%
Total	310	100.0%	331	100.0%	285	100.0%
Not Answered	15		27		14	
Reporting Category	Getting Care Quickly					
Achievement Score	86.5%		86.1%		89.1%	
Correlation with Satisfaction	0.150		0.223		0.155	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
None	109	23.5%	119	25.6%	102	25.3%
1 time	113	24.4%	108	23.3%	107	26.6%
2 times	0	0.0%	110	23.7%	79	19.6%
3 times	0	0.0%	51	11.0%	47	11.7%
4 times	0	0.0%	32	6.9%	27	6.7%
5 to 9 times	0	0.0%	32	6.9%	28	6.9%
10 or more times	8	1.7%	12	2.6%	13	3.2%
Total	464	100.0%	464	100.0%	403	100.0%
Not Answered	23		35		24	

○ **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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	244	70.1%	231	69.4%	213	72.9%
<input type="radio"/> No	104	29.9%	102	30.6%	79	27.1%
Total	348	100.0%	333	100.0%	292	100.0%
Not Answered	7		12		9	
Reporting Category	Single Items					
Achievement Score	70.1%		69.4%		72.9%	
Correlation with Satisfaction	0.082		0.093		0.078	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	111	32.2%	97	29.1%	91	31.0%
No	234	67.8%	236	70.9%	203	69.0%
Total	345	100.0%	333	100.0%	294	100.0%
Not Answered	10		12		7	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	0		0		81	90.0%
<input type="radio"/> No	0		0		9	10.0%
Total	0		0		90	100.0%
Not Answered	0		0		1	
Reporting Category	Shared Decision Making					
Achievement Score	-		-		90.0%	
Correlation with Satisfaction	-		-		-0.016	
Priority Rating	-		-		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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	0		0		50	55.6%
<input type="radio"/> No	0		0		40	44.4%
Total	0		0		90	100.0%
Not Answered	0		0		1	
Reporting Category Shared Decision Making						
Achievement Score	-		-		55.6%	
Correlation with Satisfaction	-		-		-0.029	
Priority Rating	-		-		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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	81	75.7%	68	71.6%	63	70.0%
<input type="radio"/> No	26	24.3%	27	28.4%	27	30.0%
Total	107	100.0%	95	100.0%	90	100.0%
Not Answered	4		2		1	
Reporting Category Shared Decision Making						
Achievement Score	75.7%		71.6%		70.0%	
Correlation with Satisfaction	0.214		-0.003		0.316	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Worst health care possible	0	0.0%	2	0.6%	0	0.0%
● 1	1	0.3%	1	0.3%	0	0.0%
● 2	1	0.3%	2	0.6%	1	0.3%
● 3	4	1.2%	1	0.3%	4	1.4%
● 4	4	1.2%	2	0.6%	2	0.7%
● 5	10	2.9%	7	2.1%	10	3.5%
● 6	12	3.5%	15	4.5%	2	0.7%
● 7	28	8.1%	20	6.0%	24	8.3%
● 8	51	14.8%	55	16.6%	61	21.1%
● 9	59	17.1%	62	18.7%	56	19.4%
● Best health care possible	175	50.7%	164	49.5%	129	44.6%
Total	345	100.0%	331	100.0%	289	100.0%
Not Answered	10		14		12	
Reporting Category	Ratings					
Achievement Score	82.6%		84.9%		85.1%	
Correlation with Satisfaction	0.575		0.465		0.513	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Never	4	1.2%	8	2.4%	4	1.4%
● Sometimes	25	7.3%	42	12.7%	27	9.2%
● Usually	59	17.2%	59	17.8%	62	21.2%
● Always	255	74.3%	223	67.2%	199	68.2%
Total	343	100.0%	332	100.0%	292	100.0%
Not Answered	12		13		9	
Reporting Category	Getting Needed Care					
Achievement Score	91.5%		84.9%		89.4%	
Correlation with Satisfaction	0.271		0.306		0.278	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	402	88.4%	421	89.4%	361	89.1%
No	53	11.6%	50	10.6%	44	10.9%
Total	455	100.0%	471	100.0%	405	100.0%
Not Answered	32		28		22	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
None	73	18.7%	77	19.3%	75	21.7%
1 time	98	25.1%	125	31.3%	99	28.7%
2 times	0	0.0%	97	24.3%	74	21.4%
3 times	0	0.0%	47	11.8%	41	11.9%
4 times	0	0.0%	23	5.8%	23	6.7%
5 to 9 times	0	0.0%	23	5.8%	27	7.8%
10 or more times	6	1.5%	8	2.0%	6	1.7%
Total	391	100.0%	400	100.0%	345	100.0%
Not Answered	11		21		16	

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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Never	4	1.3%	5	1.6%	5	1.9%
● Sometimes	17	5.4%	19	5.9%	8	3.0%
● Usually	43	13.7%	42	13.0%	41	15.2%
● Always	251	79.7%	256	79.5%	215	79.9%
Total	315	100.0%	322	100.0%	269	100.0%
Not Answered	3		1		1	
Reporting Category	Communication					
Achievement Score	93.3%		92.5%		95.2%	
Correlation with Satisfaction	0.119		0.126		0.171	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Never	4	1.3%	4	1.3%	2	0.7%
● Sometimes	12	3.8%	19	5.9%	7	2.6%
● Usually	42	13.4%	42	13.1%	44	16.4%
● Always	256	81.5%	255	79.7%	215	80.2%
Total	314	100.0%	320	100.0%	268	100.0%
Not Answered	4		3		2	
Reporting Category	Communication					
Achievement Score	94.9%		92.8%		96.6%	
Correlation with Satisfaction	0.102		0.171		0.186	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Never	3	1.0%	4	1.3%	3	1.1%
● Sometimes	11	3.5%	8	2.5%	6	2.3%
● Usually	29	9.3%	38	11.9%	34	12.8%
● Always	270	86.3%	270	84.4%	223	83.8%
Total	313	100.0%	320	100.0%	266	100.0%
Not Answered	5		3		4	
Reporting Category	Communication					
Achievement Score	95.5%		96.3%		96.6%	
Correlation with Satisfaction	0.120		0.191		0.169	
Priority Rating	Low		Low		Low	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	207	66.6%	203	64.2%	190	70.6%
No	104	33.4%	113	35.8%	79	29.4%
Total	311	100.0%	316	100.0%	269	100.0%
Not Answered	7		7		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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	4	1.9%	3	1.5%	3	1.6%
<input type="radio"/> Sometimes	16	7.8%	17	8.5%	8	4.3%
<input type="radio"/> Usually	35	17.0%	33	16.5%	36	19.1%
<input type="radio"/> Always	151	73.3%	147	73.5%	141	75.0%
Total	206	100.0%	200	100.0%	188	100.0%
Not Answered	1		3		2	
Reporting Category	Single Items					
Achievement Score	90.3%		90.0%		94.1%	
Correlation with Satisfaction	0.099		0.221		0.164	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	9	2.9%	10	3.2%	8	3.0%
<input type="radio"/> Sometimes	34	11.0%	30	9.5%	20	7.5%
<input type="radio"/> Usually	60	19.4%	58	18.3%	53	20.0%
<input type="radio"/> Always	207	66.8%	219	69.1%	184	69.4%
Total	310	100.0%	317	100.0%	265	100.0%
Not Answered	8		6		5	
Reporting Category	Communication					
Achievement Score	86.1%		87.4%		89.4%	
Correlation with Satisfaction	0.253		0.164		0.264	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Yes	266	86.4%	279	89.1%	237	90.8%
<input type="radio"/> No	42	13.6%	34	10.9%	24	9.2%
Total	308	100.0%	313	100.0%	261	100.0%
Not Answered	10		10		9	
Reporting Category	Single Items					
Achievement Score	86.4%		89.1%		90.8%	
Correlation with Satisfaction	0.016		0.126		-	
Priority Rating	Low		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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	103	33.4%	118	37.3%	94	35.5%
No	205	66.6%	198	62.7%	171	64.5%
Total	308	100.0%	316	100.0%	265	100.0%
Not Answered	10		7		5	

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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Never	12	11.9%	7	6.1%	4	4.3%
● Sometimes	10	9.9%	11	9.6%	9	9.8%
● Usually	31	30.7%	25	21.7%	18	19.6%
● Always	48	47.5%	72	62.6%	61	66.3%
Total	101	100.0%	115	100.0%	92	100.0%
Not Answered	2		3		2	
Reporting Category	Single Items					
Achievement Score	78.2%		84.3%		85.9%	
Correlation with Satisfaction	0.192		0.118		0.224	
Priority Rating	Medium		Low		Low	

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

Your Child's Personal Doctor (continued)

Q26. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Worst personal doctor possible	1	0.3%	1	0.3%	1	0.3%
● 1	1	0.3%	0	0.0%	0	0.0%
● 2	0	0.0%	2	0.5%	0	0.0%
● 3	1	0.3%	2	0.5%	1	0.3%
● 4	2	0.5%	2	0.5%	2	0.6%
● 5	6	1.6%	8	2.0%	9	2.6%
● 6	8	2.1%	12	3.1%	8	2.3%
● 7	22	5.7%	15	3.8%	19	5.5%
● 8	48	12.5%	46	11.7%	54	15.7%
● 9	69	17.9%	74	18.8%	51	14.9%
● Best personal doctor possible	227	59.0%	231	58.8%	198	57.7%
Total	385	100.0%	393	100.0%	343	100.0%
Not Answered	17		28		18	
Reporting Category	Ratings					
Achievement Score	89.4%		89.3%		88.3%	
Correlation with Satisfaction	0.380		0.470		0.466	
Priority Rating	Low		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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	88	20.0%	97	21.5%	76	18.9%
No	353	80.0%	355	78.5%	326	81.1%
Total	441	100.0%	452	100.0%	402	100.0%
Not Answered	46		47		25	

○ **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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	5	5.8%	8	8.4%	7	9.2%
<input checked="" type="radio"/> Sometimes	11	12.8%	17	17.9%	9	11.8%
<input checked="" type="radio"/> Usually	18	20.9%	23	24.2%	16	21.1%
<input checked="" type="radio"/> Always	52	60.5%	47	49.5%	44	57.9%
Total	86	100.0%	95	100.0%	76	100.0%
Not Answered	2		2		0	
Reporting Category	Getting Needed Care					
Achievement Score	81.4%		73.7%		78.9%	
Correlation with Satisfaction	0.203		0.196		0.285	
Priority Rating	Low		Medium		Medium	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
None	11	12.5%	10	10.8%	7	9.2%
1 specialist	47	53.4%	62	66.7%	39	51.3%
2	24	27.3%	12	12.9%	20	26.3%
3	4	4.5%	6	6.5%	5	6.6%
4	1	1.1%	2	2.2%	1	1.3%
5 or more specialists	1	1.1%	1	1.1%	4	5.3%
Total	88	100.0%	93	100.0%	76	100.0%
Not Answered	0		4		0	

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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%	0	0.0%
● 1	0	0.0%	1	1.2%	0	0.0%
● 2	0	0.0%	0	0.0%	0	0.0%
● 3	0	0.0%	1	1.2%	0	0.0%
● 4	0	0.0%	0	0.0%	0	0.0%
● 5	1	1.3%	6	7.3%	1	1.5%
● 6	2	2.6%	3	3.7%	1	1.5%
● 7	2	2.6%	6	7.3%	8	11.9%
● 8	13	16.9%	7	8.5%	11	16.4%
● 9	13	16.9%	12	14.6%	13	19.4%
● Best specialist possible	46	59.7%	46	56.1%	33	49.3%
Total	77	100.0%	82	100.0%	67	100.0%
Not Answered	0		1		2	
Reporting Category	Ratings					
Achievement Score	93.5%		79.3%		85.1%	
Correlation with Satisfaction	0.352		0.495		0.446	
Priority Rating	Low		Top		High	

Your Child's Health Plan

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	108	24.4%	148	32.5%	128	32.2%
No	334	75.6%	308	67.5%	269	67.8%
Total	442	100.0%	456	100.0%	397	100.0%
Not Answered	45		43		30	

○ **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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	1	0.9%	7	5.0%	2	1.6%
<input type="radio"/> Sometimes	18	16.8%	18	12.9%	23	18.5%
<input type="radio"/> Usually	27	25.2%	34	24.5%	28	22.6%
<input type="radio"/> Always	61	57.0%	80	57.6%	71	57.3%
Total	107	100.0%	139	100.0%	124	100.0%
Not Answered	1		9		4	
Reporting Category	Customer Service					
Achievement Score	82.2%		82.0%		79.8%	
Correlation with Satisfaction	0.155		0.377		0.309	
Priority Rating	Low		Low		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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	2	1.9%	4	2.9%	4	3.2%
<input type="radio"/> Sometimes	4	3.7%	10	7.2%	7	5.6%
<input type="radio"/> Usually	13	12.1%	18	13.0%	19	15.2%
<input type="radio"/> Always	88	82.2%	106	76.8%	95	76.0%
Total	107	100.0%	138	100.0%	125	100.0%
Not Answered	1		10		3	
Reporting Category	Customer Service					
Achievement Score	94.4%		89.9%		91.2%	
Correlation with Satisfaction	0.062		0.259		0.208	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	128	29.2%	130	29.1%	104	26.5%
No	310	70.8%	317	70.9%	288	73.5%
Total	438	100.0%	447	100.0%	392	100.0%
Not Answered	49		52		35	

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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Never	4	0.9%	7	1.6%	9	2.3%
● Sometimes	16	3.7%	20	4.5%	13	3.4%
● Usually	29	6.7%	33	7.5%	20	5.2%
● Always	384	88.7%	381	86.4%	345	89.1%
Total	433	100.0%	441	100.0%	387	100.0%
Not Answered	5		6		5	
Reporting Category	Single Items					
Achievement Score	95.4%		93.9%		94.3%	
Correlation with Satisfaction	0.097		0.093		0.042	
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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Worst health plan possible	0	0.0%	3	0.7%	0	0.0%
● 1	0	0.0%	2	0.4%	0	0.0%
● 2	1	0.2%	4	0.9%	1	0.3%
● 3	2	0.5%	5	1.1%	3	0.8%
● 4	2	0.5%	3	0.7%	4	1.0%
● 5	20	4.6%	12	2.7%	10	2.5%
● 6	17	3.9%	18	4.0%	9	2.3%
● 7	24	5.5%	27	6.0%	32	8.1%
● 8	71	16.2%	71	15.7%	69	17.5%
● 9	66	15.1%	80	17.7%	75	19.0%
● Best health plan possible	0	0.0%	226	50.1%	192	48.6%
Total	437	100.0%	451	100.0%	395	100.0%
Not Answered	50		48		32	
Reporting Category	Ratings					
Achievement Score	84.9%		83.6%		85.1%	

○ **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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Excellent	161	36.5%	195	42.8%	166	42.0%
● Very Good	159	36.1%	142	31.1%	131	33.2%
● Good	99	22.4%	96	21.1%	77	19.5%
● Fair	21	4.8%	23	5.0%	18	4.6%
● Poor	1	0.2%	0	0.0%	3	0.8%
Total	441	100.0%	456	100.0%	395	100.0%
Not Answered	46		43		32	
Reporting Category	Single Items					
Achievement Score	72.6%		73.9%		75.2%	
Correlation with Satisfaction	0.153		0.285		0.112	
Priority Rating	Medium		Medium		Medium	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Excellent	215	48.8%	227	49.7%	188	47.4%
● Very Good	115	26.1%	113	24.7%	103	25.9%
● Good	77	17.5%	78	17.1%	75	18.9%
● Fair	29	6.6%	38	8.3%	26	6.5%
● Poor	5	1.1%	1	0.2%	5	1.3%
Total	441	100.0%	457	100.0%	397	100.0%
Not Answered	46		42		30	
Reporting Category	Single Items					
Achievement Score	74.8%		74.4%		73.3%	
Correlation with Satisfaction	0.120		0.149		0.165	
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, 2014?**

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
● Yes	0		238	52.2%	213	57.3%
● No	0		202	44.3%	159	42.7%
● Don't know	0		16	3.5%	23	
Total	0		456	100.0%	372	100.0%
Not Answered	0		43		32	
Reporting Category	Single Items					
Achievement Score	-		52.2%		57.3%	
Correlation with Satisfaction	-		0.063		0.004	
Priority Rating	-		Medium		Medium	

NQ39. What is your child's age?

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Less than 1 year old	15	3.4%	22	4.8%	7	1.8%
1 to 2 years old	60	13.7%	51	11.2%	45	11.4%
3 to 4 years old	63	14.4%	59	12.9%	47	11.9%
5 to 7 years old	90	20.6%	92	20.1%	78	19.8%
8 to 10 years old	60	13.7%	83	18.2%	78	19.8%
11 to 13 years old	67	15.3%	66	14.4%	65	16.5%
14 to 19 years old	82	18.8%	84	18.4%	0	0.0%
Total	437	100.0%	457	100.0%	394	100.0%
Not Answered	50		42		33	

Q40. Is your child male or female?

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Male	231	53.0%	242	53.1%	196	49.4%
Female	205	47.0%	214	46.9%	201	50.6%
Total	436	100.0%	456	100.0%	397	100.0%
Not Answered	51		43		30	

○ **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 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes, Hispanic or Latino	105	24.3%	114	25.8%	108	27.8%
No, Not Hispanic or Latino	327	75.7%	328	74.2%	280	72.2%
Total	432	100.0%	442	100.0%	388	100.0%
Not Answered	55		57		39	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	186	38.2%	192	44.5%	167	45.1%
No	301	61.8%	239	55.5%	203	54.9%
Total	487	100.0%	431	100.0%	370	100.0%
Not Answered	0		68		57	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	200	41.1%	202	46.9%	174	47.0%
No	287	58.9%	229	53.1%	196	53.0%
Total	487	100.0%	431	100.0%	370	100.0%
Not Answered	0		68		57	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	9	1.8%	16	3.7%	10	2.7%
No	478	98.2%	415	96.3%	360	97.3%
Total	487	100.0%	431	100.0%	370	100.0%
Not Answered	0		68		57	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	1	0.2%	3	0.7%	2	0.5%
No	486	99.8%	428	99.3%	368	99.5%
Total	487	100.0%	431	100.0%	370	100.0%
Not Answered	0		68		57	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	6	1.2%	16	3.7%	16	4.3%
No	481	98.8%	415	96.3%	354	95.7%
Total	487	100.0%	431	100.0%	370	100.0%
Not Answered	0		68		57	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	55	11.3%	59	13.7%	42	11.4%
No	432	88.7%	372	86.3%	328	88.6%
Total	487	100.0%	431	100.0%	370	100.0%
Not Answered	0		68		57	

Q43. What is your age?

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Under 18	17	3.9%	41	9.1%	22	5.6%
18 to 24	47	10.8%	34	7.6%	24	6.2%
25 to 34	158	36.2%	157	34.9%	153	39.2%
35 to 44	139	31.9%	140	31.1%	122	31.3%
45 to 54	53	12.2%	44	9.8%	42	10.8%
55 to 64	16	3.7%	18	4.0%	19	4.9%
65 to 74	5	1.1%	13	2.9%	6	1.5%
75 or older	1	0.2%	3	0.7%	2	0.5%
Total	436	100.0%	450	100.0%	390	100.0%
Not Answered	51		49		37	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Male	26	6.0%	42	9.2%	46	11.5%
Female	410	94.0%	414	90.8%	353	88.5%
Total	436	100.0%	456	100.0%	399	100.0%
Not Answered	51		43		28	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
8th grade or less	41	9.5%	46	10.3%	41	10.6%
Some high school but did not graduate	69	15.9%	72	16.1%	49	12.6%
High school graduate or GED	153	35.3%	163	36.4%	141	36.3%
Some college or 2-year degree	129	29.8%	134	29.9%	113	29.1%
4-year college graduate	27	6.2%	23	5.1%	22	5.7%
More than 4-year college degree	14	3.2%	10	2.2%	22	5.7%
Total	433	100.0%	448	100.0%	388	100.0%
Not Answered	54		51		39	

Q46. How are you related to the child?

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Mother or father	392	92.0%	387	87.8%	348	89.5%
Grandparent	23	5.4%	35	7.9%	27	6.9%
Aunt or uncle	4	0.9%	4	0.9%	1	0.3%
Older brother or sister	1	0.2%	1	0.2%	4	1.0%
Other relative	0	0.0%	3	0.7%	1	0.3%
Legal guardian	5	1.2%	11	2.5%	6	1.5%
Someone else	1	0.2%	0	0.0%	2	0.5%
Total	426	100.0%	441	100.0%	389	100.0%
Not Answered	61		58		38	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	17	3.5%	16	6.3%	20	9.8%
No	240	49.6%	238	93.7%	185	90.2%
Total	484	100.0%	254	100.0%	205	100.0%
Not Answered	3		5		5	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	10	58.8%	8	53.3%	6	35.3%
No	7	41.2%	7	46.7%	11	64.7%
Total	17	100.0%	15	100.0%	17	100.0%
Not Answered	0		6		8	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	7	41.2%	2	13.3%	5	29.4%
No	10	58.8%	13	86.7%	12	70.6%
Total	17	100.0%	15	100.0%	17	100.0%
Not Answered	0		6		8	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	1	5.9%	1	6.7%	2	11.8%
No	16	94.1%	14	93.3%	15	88.2%
Total	17	100.0%	15	100.0%	17	100.0%
Not Answered	0		6		8	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	11	64.7%	8	53.3%	11	64.7%
No	6	35.3%	7	46.7%	6	35.3%
Total	17	100.0%	15	100.0%	17	100.0%
Not Answered	0		6		8	

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

	CHMD 2013		CHMD 2014		CHMD 2015	
	N	%	N	%	N	%
Yes	1	5.9%	2	13.3%	0	0.0%
No	16	94.1%	13	86.7%	17	100.0%
Total	17	100.0%	15	100.0%	17	100.0%
Not Answered	0		6		8	



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 you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned the survey so we don't have to send you reminders.

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

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark ●

Incorrect Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

● Yes → Go to Question 1
○ No

START HERE

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

- 1. Our records show that your child is now in the [Georgia Medicaid/PeachCare for Kids Program]. 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 doctors or other health providers 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?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Care Possible Best Health Care 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 Personal | | | | | | Best Personal | | | | |
| Doctor Possible | | | | | | Doctor 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, 2014?

- 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

THANK YOU

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

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

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



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CVYCE