



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# PeachCare for Kids® Program

## Child Survey

### CAHPS® 5.0 Report

July 2015



---

3975 Research Park Drive  
Ann Arbor, MI 48108

<b>Using This Report</b> . . . . .	1
<b>Executive Summary</b> . . . . .	3
<b>Sample Disposition</b> . . . . .	7
<b>Methodology</b> . . . . .	8
<b>Trend Analysis</b> . . . . .	11
<b>Correlation Analysis</b> . . . . .	15
<b>Priority Matrices</b> . . . . .	21
Ratings . . . . .	22
Composites . . . . .	23
<b>Overall Ratings</b> . . . . .	30
Rating of all health care	
Rating of personal doctor	
Rating of specialist seen most often	
Rating of program	
<b>Standard Composites</b> . . . . .	31
Getting Needed Care . . . . .	32
Getting Care Quickly . . . . .	33
How Well Doctors Communicate . . . . .	34
Customer Service . . . . .	35
Shared Decision Making . . . . .	36
<b>Single Item Measures</b> . . . . .	37
Doctor talked about specific things to prevent illness in child	
Doctor usually or always explained things in a way that was easy for child to understand	
Child's personal doctor talked with you about how child is feeling, growing, or behaving	
Personal doctor usually or always seemed informed about care child got from other providers	
Forms from child's health plan were usually or always easy to fill out	
Excellent or very good rating of child's overall health	
Excellent or very good rating of child's overall mental or emotional health	
Child had a flu shot or flu spray in the nose since July 1, 2014	
<b>NCBD Benchmark Comparison</b> . . . . .	38
<b>Responses by Question</b> . . . . .	40
<b>Appendices</b>	
Appendix A: Sample Questionnaire	

The CAHPS® 5.0H Survey is a comprehensive tool for assessing parents'/caregivers' experiences with the PeachCare for Kids® 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 PeachCare for Kids® 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 PeachCare for Kids® 2013 scores with the 2014 and 2015 PeachCare for Kids® 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

---

**Copyright Notice:** DataStat has created the format and organization of this report and retains that as its sole property, holds the copyright on that portion of the report and conveys no interest in that portion of the report. Users of this report expressly agree not to copy or otherwise disseminate the format or organization which are DataStat's sole property without DataStat's written permission.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

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 PeachCare for Kids® 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 35.7%

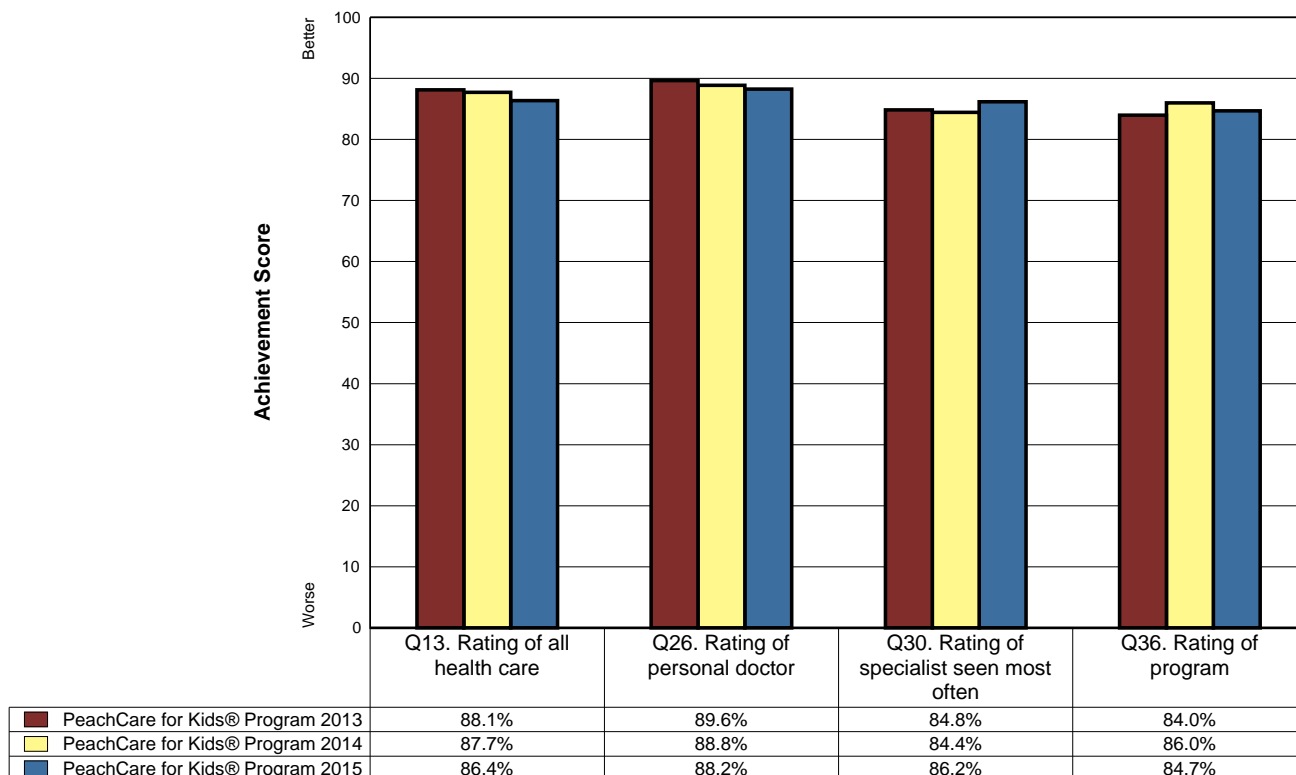
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

**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 PeachCare for Kids® services for children.

Statistical testing is between the PeachCare for Kids® 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 PeachCare for Kids® Program 2013

**SUMMARY OF COMPOSITES**

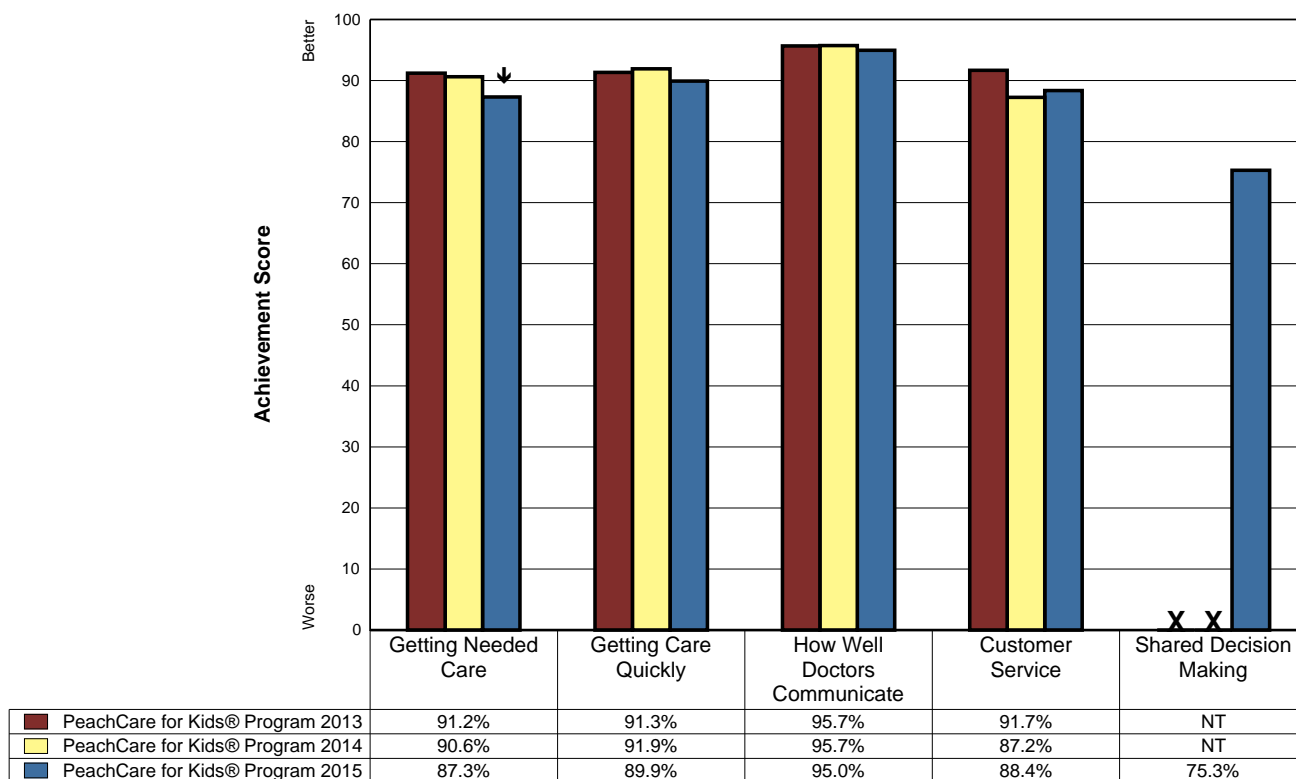
For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for children under the PeachCare for Kids® 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 PeachCare for Kids® services for children was 49.4 using the old question text and response options.

Three years of composite scores are presented for the PeachCare for Kids® services for children. Statistical testing is between the PeachCare for Kids® 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 PeachCare for Kids® 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

<b><i>Parent/Respondent Age (years)</i></b>	PCK® 2015	PCK® 2014
Under 24	8.2%	6.7%
25 to 34	23.4%	25.3%
35 to 44	46.1%	44.0%
45 to 54	19.1%	19.4%
55 to 64	2.5%	3.6%
65 to 74	0.7%	0.7%
75 or older	0.0%	0.3%

<b><i>Parent/Respondent Gender</i></b>	PCK® 2015	PCK® 2014
Male	15.7%	13.4%
Female	84.3%	86.6%

<b><i>Highest grade or level of school completed</i></b>	PCK® 2015	PCK® 2014
8th grade or less	6.2%	9.2%
Some high school, but did not graduate	7.4%	8.2%
High school graduate or GED	25.8%	27.0%
Some college or 2-year college	37.7%	35.9%
4-year college graduate	15.8%	12.3%
More than 4-year college degree	7.1%	7.4%

<b><i>Child Ethnicity</i></b>	PCK® 2015	PCK® 2014
White	52.0%	52.5%
Black or African American	31.0%	31.5%
Asian	10.8%	8.0%
American Indian or Alaska Native	1.9%	1.7%
Hispanic or Latino	23.0%	25.1%
Native Hawaiian or Other Pacific Islander	0.6%	0.3%
Other	11.5%	12.7%

## 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 PeachCare for Kids® enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the PeachCare for Kids® child achievement score, and the correlation with overall satisfaction with the services for children under the PeachCare for Kids® 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	PCK® Achievement Score	Correlation w/ satisfaction
Q32. Customer service from child's health plan usually or always gave needed information or help	83.5	0.37
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	93.6	0.34
Q14. Usually or always easy to get the care, tests or treatment child needed	89.2	0.28
Q25. Personal doctor usually or always seemed informed about care child got from other providers	78.7	0.25
Q6. Usually or always got appt. for routine care as soon as child needed	89.1	0.22
Q22. Personal doctor usually or always spent enough time with child	92.4	0.21
Q12. Doctor/provider definitely asked what you thought was best for child	73.3	0.17
Q35. Forms from child's health plan were usually or always easy to fill out	95.4	0.12
Q21. Doctor usually or always explained things in a way that was easy for child to understand	94.9	0.12
Q37. Excellent or very good rating of child's overall health	83.1	0.12



## Sample Disposition

	PeachCare for Kids® Program
First mailing - sent	1650
*First mailing - usable survey returned	238
Second mailing - sent	1434
*Second mailing - usable survey returned	155
*Phone - usable surveys	183
Total - usable surveys	576
†Ineligible: According to population criteria‡	33
†Ineligible: Language barrier	2
†Ineligible: Deceased	0
Bad address and/or bad phone number	71
Refusal	26
Nonresponse - Unavailable by mail or phone	942
<b>Response Rate</b>	<b>35.67%</b>

\*Included in response rate numerator

†Excluded from response rate denominator

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

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

## Methodology

The survey drew, as potential respondents, the parents/caretakers of children under the age of 19 who were covered by the PeachCare for Kids® 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 PeachCare for Kids® 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 576 parents/caretakers of children enrolled in the PeachCare for Kids® Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 35.7%.

### 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 PeachCare for Kids® 2013 results are compared to the PeachCare for Kids® 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 PeachCare for Kids® 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 CHIP comparative database includes 11,762 respondents from 15 CHIP 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 PeachCare for Kids® services for children had statistically significantly higher scores compared to 2013.

### HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the PeachCare for Kids® 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	PCK® 2014 Score	PCK® 2013 Score	% Point Change	Composite Group
Q12. Doctor/provider definitely asked what you thought was best for child	71.8%	65.5%	+6.3	Shared Decision Making
Q25. Personal doctor usually or always seemed informed about care child got from other providers	81.8%	79.5%	+2.3	Single Items
Q36. Rating of program	86.0%	84.0%	+2.0	Ratings
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	86.1%	84.6%	+1.6	Single Items
Q37. Excellent or very good rating of child's overall health	81.4%	80.0%	+1.4	Single Items
Q6. Usually or always got appt. for routine care as soon as child needed	91.6%	90.3%	+1.3	Getting Care Quickly
Q22. Personal doctor usually or always spent enough time with child	92.8%	92.0%	+0.9	Communication
Q19. Personal doctor usually or always showed respect for what you had to say	97.9%	97.6%	+0.3	Communication

## Trend Analysis - Lower Scores - 2014 vs. 2013

Scores for the PeachCare for Kids® 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 PeachCare for Kids® Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2014 Score	PCK® 2013 Score	% Point Change	Composite Group
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	92.1%	96.8%	-4.7	Customer Service

### LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the PeachCare for Kids® 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	PCK® 2014 Score	PCK® 2013 Score	% Point Change	Composite Group
Q32. Customer service from child's health plan usually or always gave needed information or help	82.3%	86.4%	-4.1	Customer Service
Q38. Excellent or very good rating of child's overall mental or emotional health	81.4%	83.8%	-2.4	Single Items
Q4. Usually or always got urgent care as soon as child needed	92.6%	94.4%	-1.8	Getting Care Quickly
Q28. Usually or always got appointments with specialists as soon as child needed	80.5%	81.9%	-1.4	Getting Needed Care
Q8. Doctor talked about specific things to prevent illness in child	65.6%	67.0%	-1.4	Single Items
Q26. Rating of personal doctor	88.8%	89.6%	-0.8	Ratings
Q35. Forms from child's health plan were usually or always easy to fill out	94.6%	95.4%	-0.7	Single Items
Q17. Personal doctor usually or always explained things in a way that was easy to understand	95.8%	96.4%	-0.6	Communication
Q30. Rating of specialist seen most often	84.4%	84.8%	-0.4	Ratings
Q13. Rating of all health care	87.7%	88.1%	-0.4	Ratings
Q18. Personal doctor usually or always listened carefully to you	96.6%	96.9%	-0.3	Communication
Q14. Usually or always easy to get the care, tests or treatment child needed	92.7%	93.0%	-0.3	Getting Needed Care

## Trend Analysis - Higher Scores - 2015 vs. 2013

### HIGHER SCORES - STATISTICALLY SIGNIFICANT

No questions for the PeachCare for Kids® services for children had statistically significantly higher scores compared to 2013.

### HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the PeachCare for Kids® 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	PCK® 2015 Score	PCK® 2013 Score	% Point Change	Composite Group
Q12. Doctor/provider definitely asked what you thought was best for child	73.3%	65.5%	+7.8	Shared Decision Making
Q37. Excellent or very good rating of child's overall health	83.1%	80.0%	+3.0	Single Items
Q28. Usually or always got appointments with specialists as soon as child needed	83.8%	81.9%	+2.0	Getting Needed Care
Q21. Doctor usually or always explained things in a way that was easy for child to understand	94.9%	93.4%	+1.5	Single Items
Q30. Rating of specialist seen most often	86.2%	84.8%	+1.3	Ratings
Q8. Doctor talked about specific things to prevent illness in child	67.8%	67.0%	+0.8	Single Items
Q36. Rating of program	84.7%	84.0%	+0.7	Ratings
Q38. Excellent or very good rating of child's overall mental or emotional health	84.5%	83.8%	+0.7	Single Items
Q22. Personal doctor usually or always spent enough time with child	92.4%	92.0%	+0.5	Communication
Q35. Forms from child's health plan were usually or always easy to fill out	95.4%	95.4%	+0.1	Single Items

## Trend Analysis - Lower Scores - 2015 vs. 2013

### LOWER SCORES - STATISTICALLY SIGNIFICANT

No questions for the PeachCare for Kids® 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 PeachCare for Kids® 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	PCK® 2015 Score	PCK® 2013 Score	% Point Change	Composite Group
Q14. Usually or always easy to get the care, tests or treatment child needed	89.2%	93.0%	-3.7	Getting Needed Care
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	93.6%	96.8%	-3.2	Customer Service
Q32. Customer service from child's health plan usually or always gave needed information or help	83.5%	86.4%	-2.9	Customer Service
Q13. Rating of all health care	86.4%	88.1%	-1.8	Ratings
Q17. Personal doctor usually or always explained things in a way that was easy to understand	94.9%	96.4%	-1.5	Communication
Q26. Rating of personal doctor	88.2%	89.6%	-1.4	Ratings
Q4. Usually or always got urgent care as soon as child needed	93.1%	94.4%	-1.3	Getting Care Quickly
Q6. Usually or always got appt. for routine care as soon as child needed	89.1%	90.3%	-1.2	Getting Care Quickly
Q19. Personal doctor usually or always showed respect for what you had to say	96.5%	97.6%	-1.1	Communication
Q18. Personal doctor usually or always listened carefully to you	96.0%	96.9%	-0.9	Communication
Q25. Personal doctor usually or always seemed informed about care child got from other providers	78.7%	79.5%	-0.8	Single Items
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	84.3%	84.6%	-0.3	Single Items



## 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	Q6 Getting Care Quickly	89%	0.37	Q22 Communication	92%	0.56	Q33 Customer Service	94%	0.50	Q32 Customer Service	84%	0.37
2	Q22 Communication	92%	0.35	Q19 Communication	96%	0.55	Q17 Communication	95%	0.14	Q33 Customer Service	94%	0.34
3	Q14 Getting Needed Care	89%	0.32	Q18 Communication	96%	0.50	Q32 Customer Service	84%	0.11	Q14 Getting Needed Care	89%	0.28
4	Q33 Customer Service	94%	0.32	Q17 Communication	95%	0.47	Q4 Getting Care Quickly	93%	0.10	Q6 Getting Care Quickly	89%	0.22
5	Q32 Customer Service	84%	0.27	Q6 Getting Care Quickly	89%	0.31	Q22 Communication	92%	0.06	Q22 Communication	92%	0.21
6	Q18 Communication	96%	0.26	Q14 Getting Needed Care	89%	0.29	Q14 Getting Needed Care	89%	0.04	Q12 Shared Decision Making	73%	0.17
7	Q17 Communication	95%	0.23	Q33 Customer Service	94%	0.27	Q18 Communication	96%	0.03	Q10 Shared Decision Making	97%	0.11
8	Q19 Communication	96%	0.22	Q12 Shared Decision Making	73%	0.21	Q28 Getting Needed Care	84%	0.02	Q17 Communication	95%	0.09
9	Q12 Shared Decision Making	73%	0.16	Q10 Shared Decision Making	97%	0.15	Q6 Getting Care Quickly	89%	0.01	Q19 Communication	96%	0.09
10	Q10 Shared Decision Making	97%	0.11	Q32 Customer Service	84%	0.11	Q19 Communication	96%	0.00	Q18 Communication	96%	0.07

## 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	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?	0.37	89%	72%	17%	9%	2%
2	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.35	92%	72%	21%	6%	2%
3	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.32	89%	70%	20%	8%	3%
4	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.32	94%	76%	18%	3%	3%
5	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.27	84%	56%	27%	14%	3%
6	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.26	96%	84%	12%	3%	1%
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?	0.23	95%	84%	11%	5%	1%
8	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.22	96%	88%	9%	3%	1%
9	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.16	73%	73%	(na)	(na)	27%
10	Q10. Did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.11	97%	97%	(na)	(na)	3%

## Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.56	92%	72%	21%	6%	2%
2	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.55	96%	88%	9%	3%	1%
3	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.50	96%	84%	12%	3%	1%
4	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.47	95%	84%	11%	5%	1%
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?	0.31	89%	72%	17%	9%	2%
6	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.29	89%	70%	20%	8%	3%
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?	0.27	94%	76%	18%	3%	3%
8	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.21	73%	73%	(na)	(na)	27%
9	Q10. Did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.15	97%	97%	(na)	(na)	3%
10	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.11	84%	56%	27%	14%	3%

## Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.50	94%	76%	18%	3%	3%
2	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%	84%	11%	5%	1%
3	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.11	84%	56%	27%	14%	3%
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?	0.10	93%	82%	11%	5%	2%
5	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.06	92%	72%	21%	6%	2%
6	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.04	89%	70%	20%	8%	3%
7	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.03	96%	84%	12%	3%	1%
8	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.02	84%	62%	22%	11%	5%
9	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?	0.01	89%	72%	17%	9%	2%
10	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.00	96%	88%	9%	3%	1%

## Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	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?	0.37	84%	56%	27%	14%	3%
2	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.34	94%	76%	18%	3%	3%
3	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.28	89%	70%	20%	8%	3%
4	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.22	89%	72%	17%	9%	2%
5	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.21	92%	72%	21%	6%	2%
6	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.17	73%	73%	(na)	(na)	27%
7	Q10. Did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.11	97%	97%	(na)	(na)	3%
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?	0.09	95%	84%	11%	5%	1%
9	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.09	96%	88%	9%	3%	1%
10	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.07	96%	84%	12%	3%	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 PeachCare for Kids® 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".

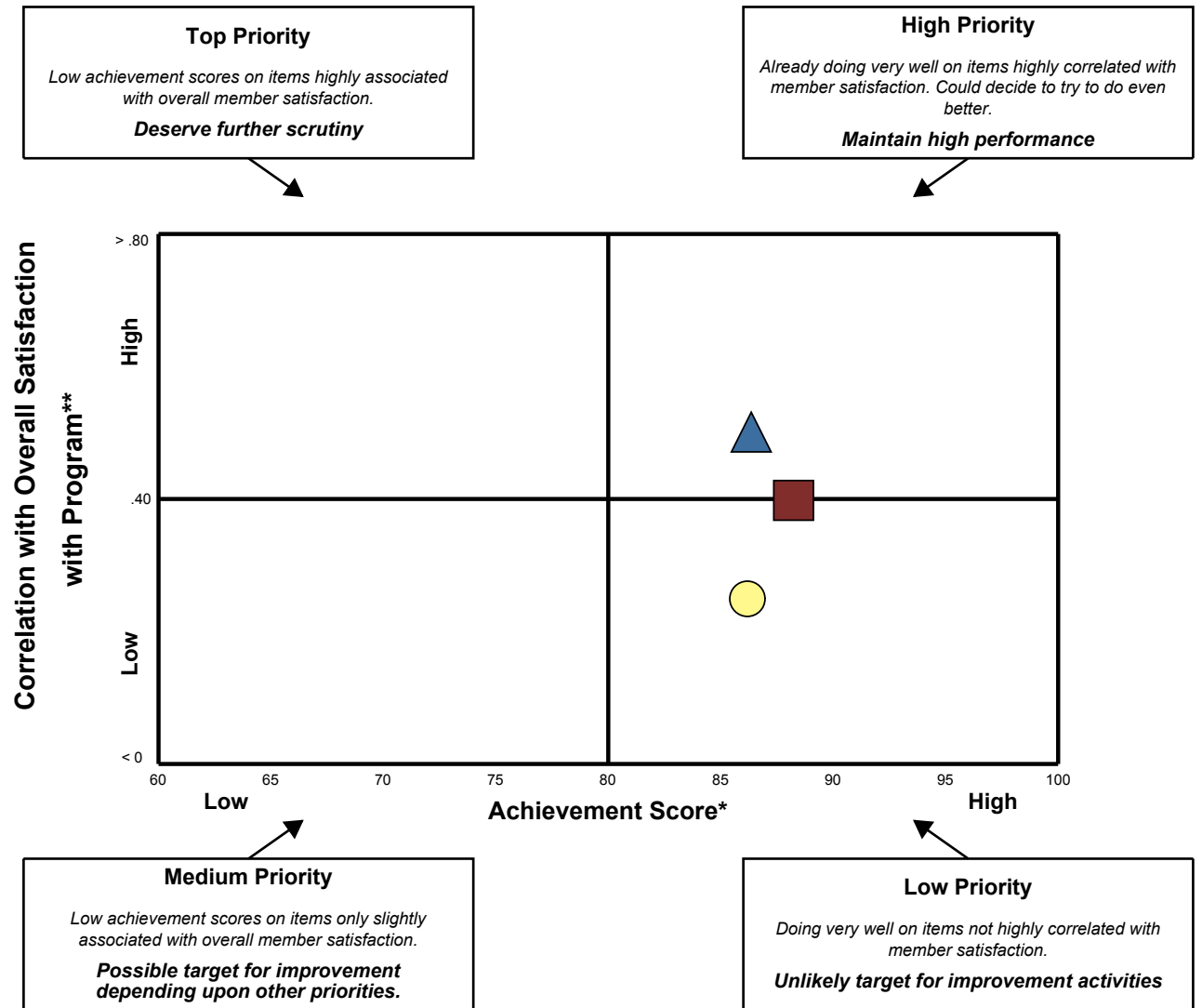
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than .4 are considered lower correlations with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

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

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

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

# Priority Matrix Ratings



■ Rating of Personal Doctor or Nurse  
 ● Rating of Specialist

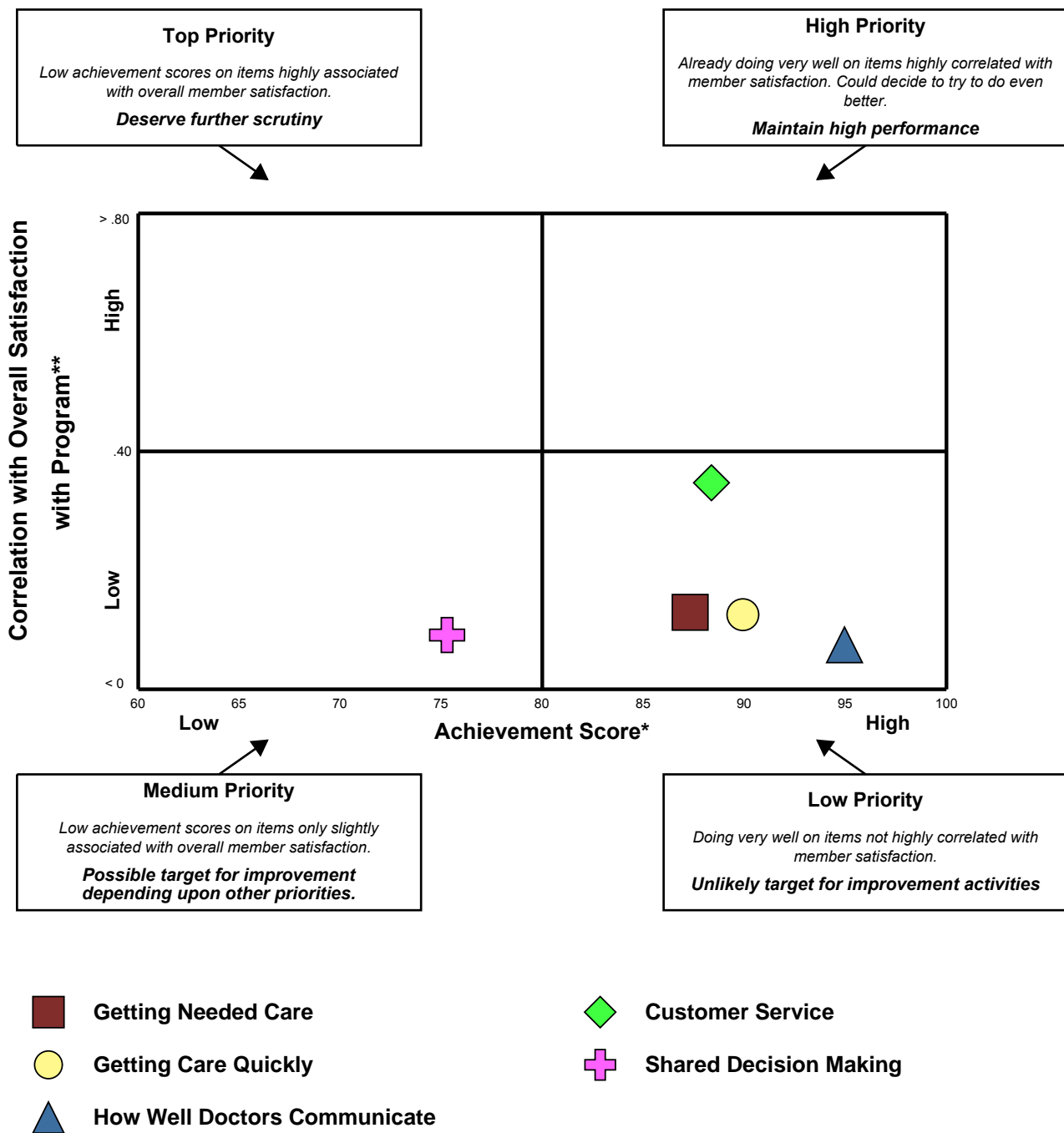
▲ Rating of All Health Care From All Doctors and Other Health Providers

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



## Priority Matrix - CAHPS® 5.0 Composites

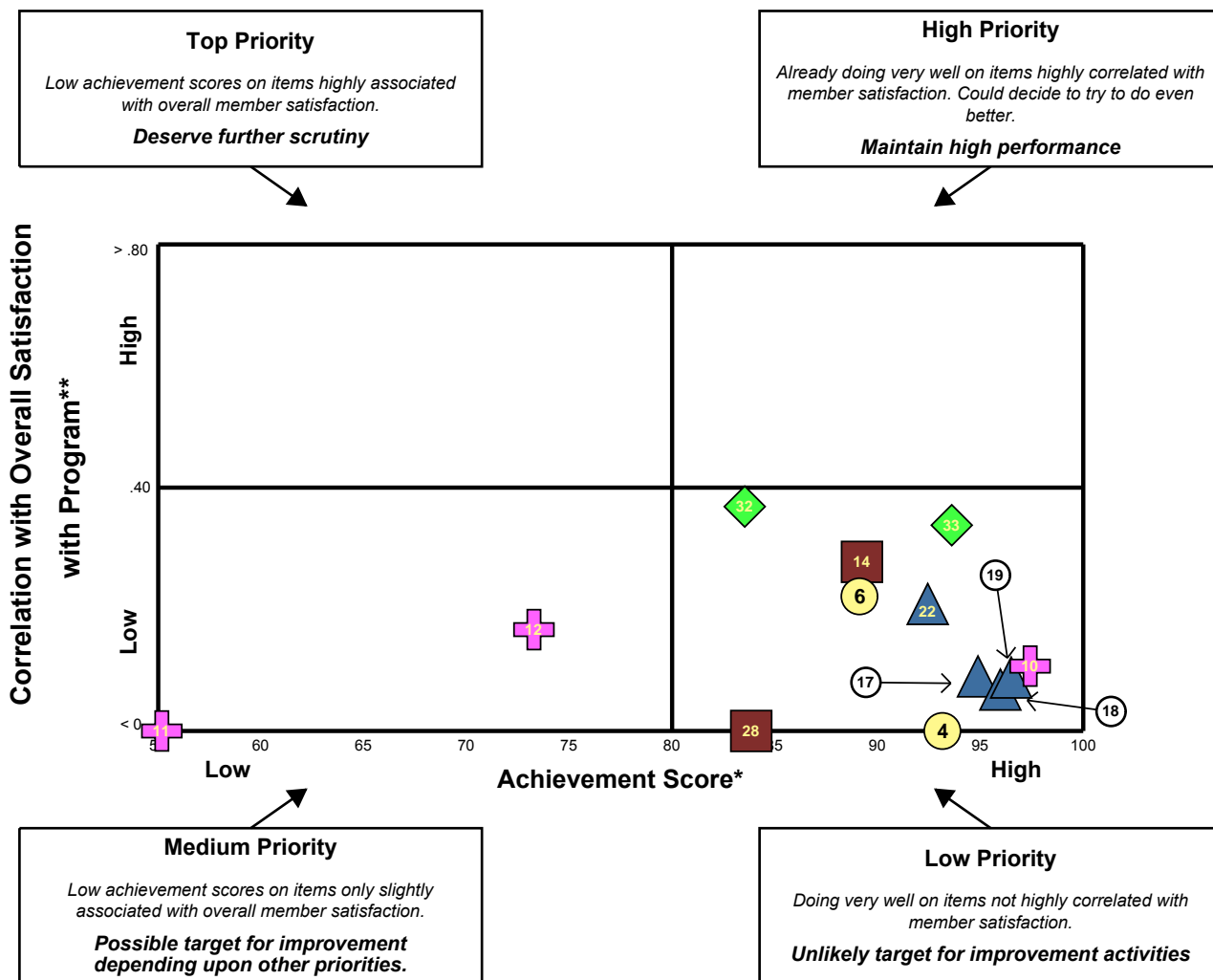
# Composite Measures



\* 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

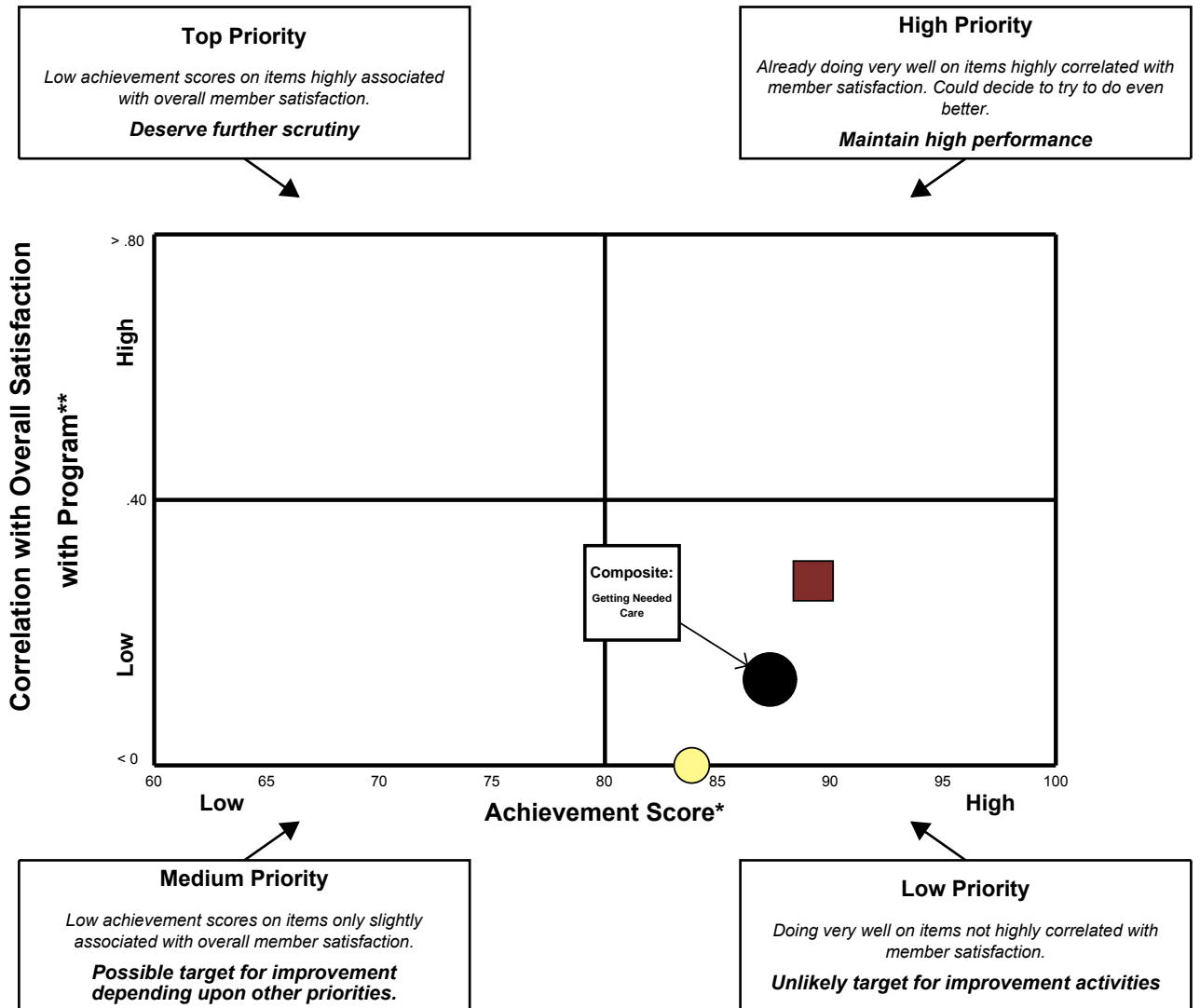


- |   |  |
|---|--|
| <p><span style="color: brown;">■</span> <b>Getting Needed Care</b></p> <p>Q14. Usually or always easy to get the care, tests or treatment child needed<br/>Q28. Usually or always got appointments with specialists as soon as child needed</p> <p><span style="color: yellow;">●</span> <b>Getting Care Quickly</b></p> <p>Q4. Usually or always got urgent care as soon as child needed<br/>Q6. Usually or always got appt. for routine care as soon as child needed</p> <p><span style="color: blue;">▲</span> <b>Communication</b></p> <p>Q17. Personal doctor usually or always explained things in a way that was easy to understand<br/>Q18. Personal doctor usually or always listened carefully to you<br/>Q19. Personal doctor usually or always showed respect for what you had to say<br/>Q22. Personal doctor usually or always spent enough time with child</p> | <p><span style="color: green;">◆</span> <b>Customer Service</b></p> <p>Q32. Customer service from child's health plan usually or always gave needed information or help<br/>Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect</p> <p><span style="color: pink;">+</span> <b>Shared Decision Making</b></p> <p>Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine<br/>Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine<br/>Q12. Doctor/provider definitely asked what you thought was best for child</p> |
|---|--|

\* 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



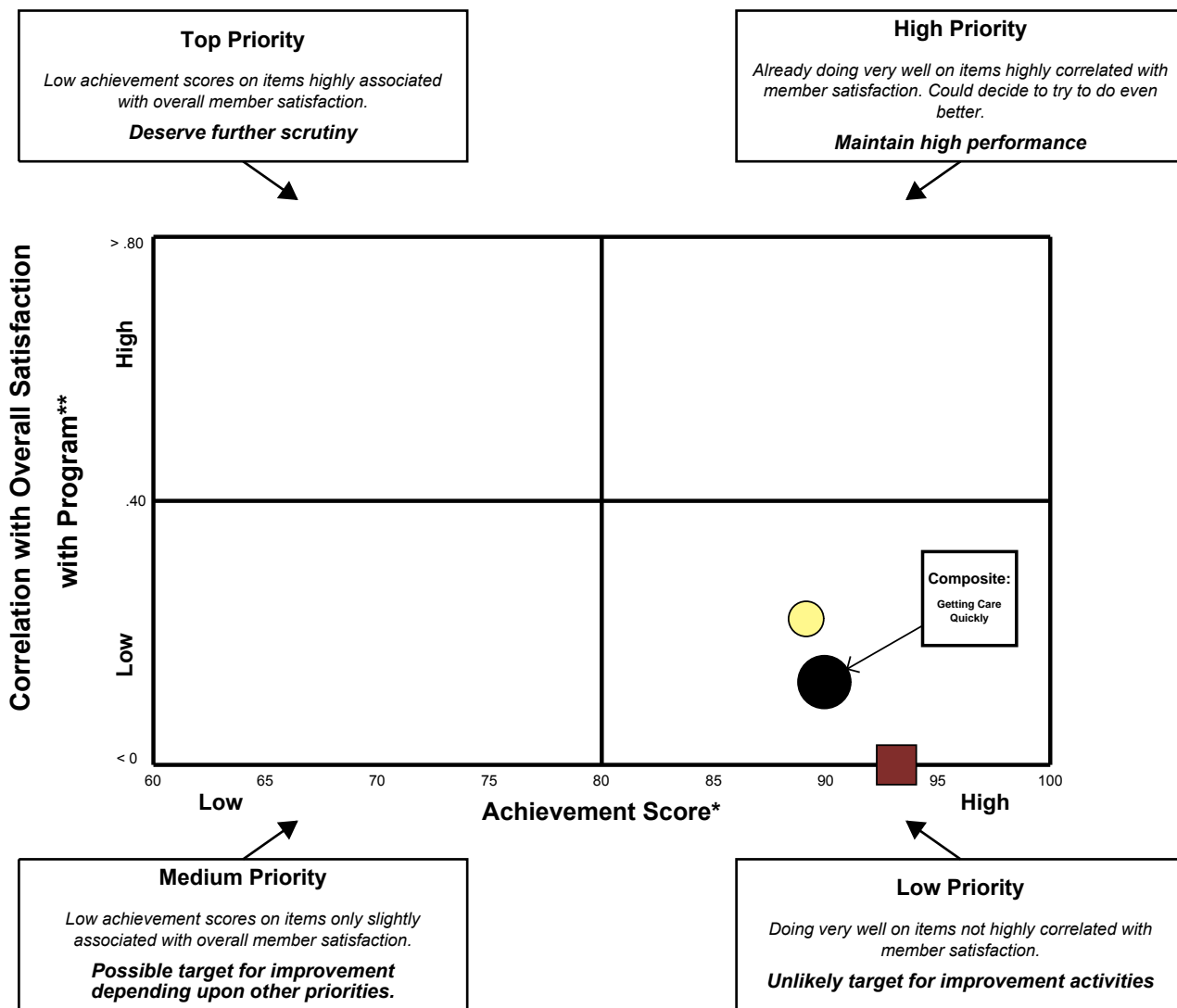
Q14. Usually or always easy to get the care, tests or treatment child needed

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



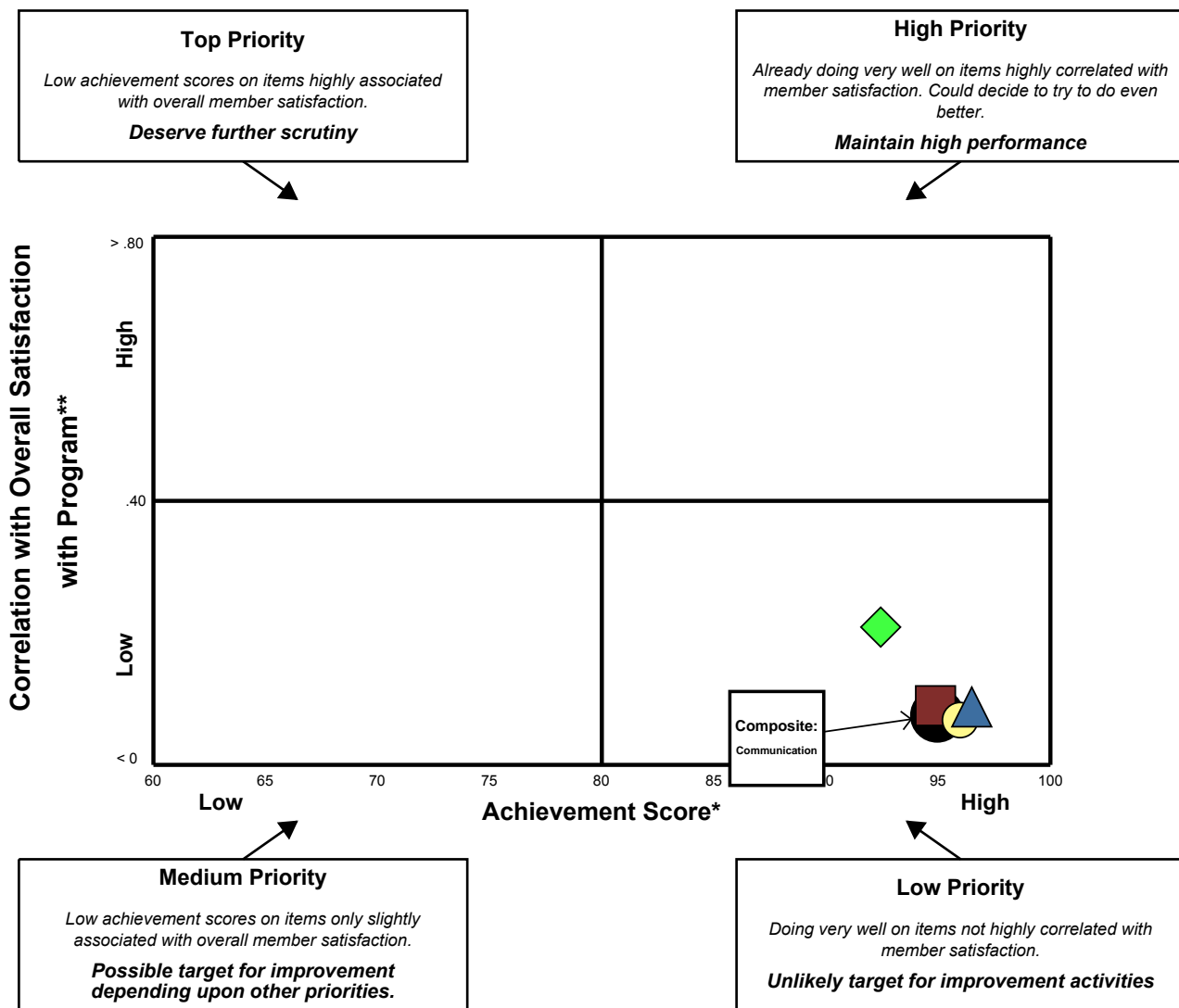
Q4. Usually or always got urgent care as soon as child needed

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



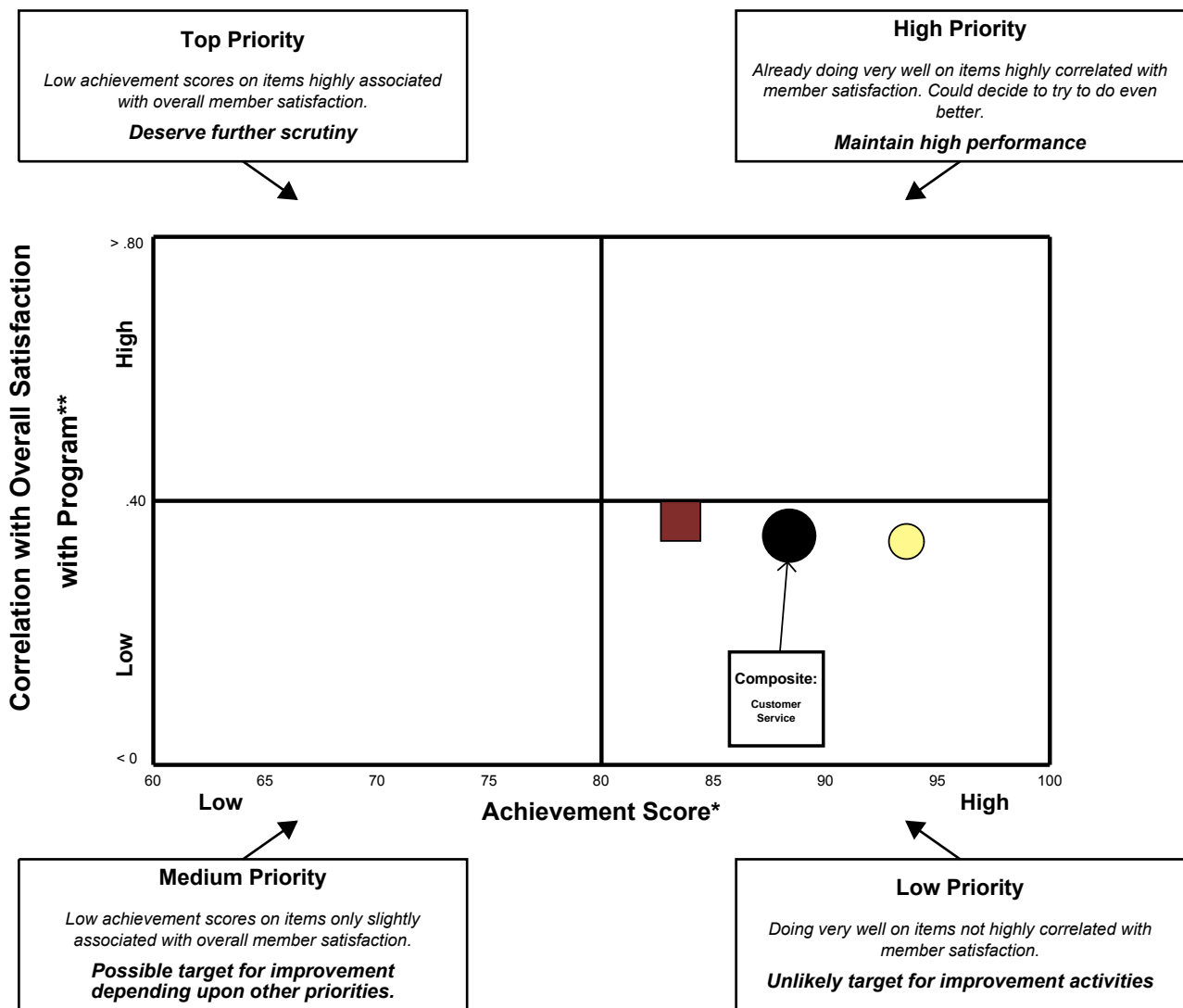
- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you

- 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.

## Priority Matrix - CAHPS® 5.0 Composites

# Customer Service



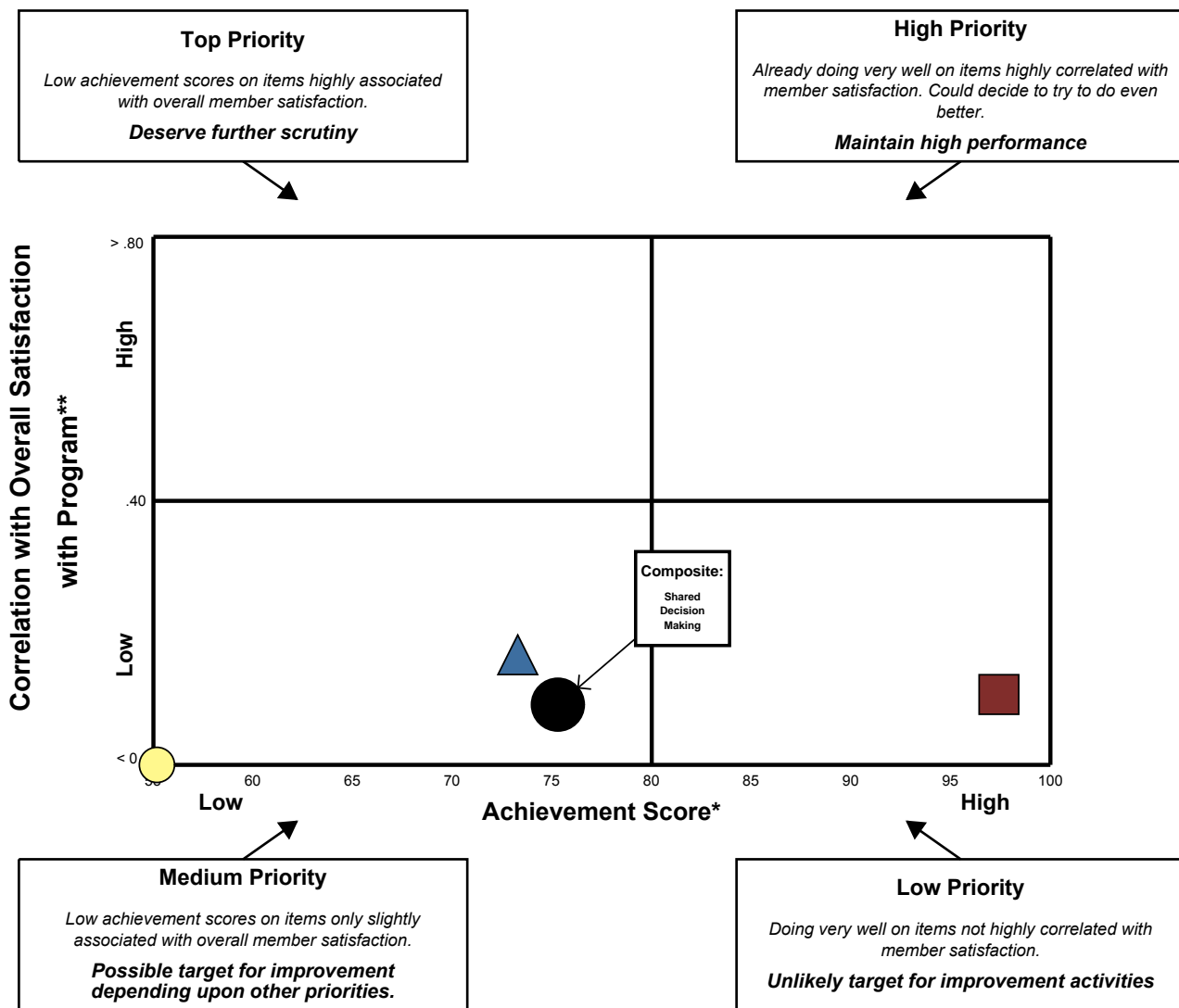
■ Q32. Customer service from child's health plan usually or always gave needed information or help

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

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

## Priority Matrix - CAHPS® 5.0 Composites

# Shared Decision Making



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

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

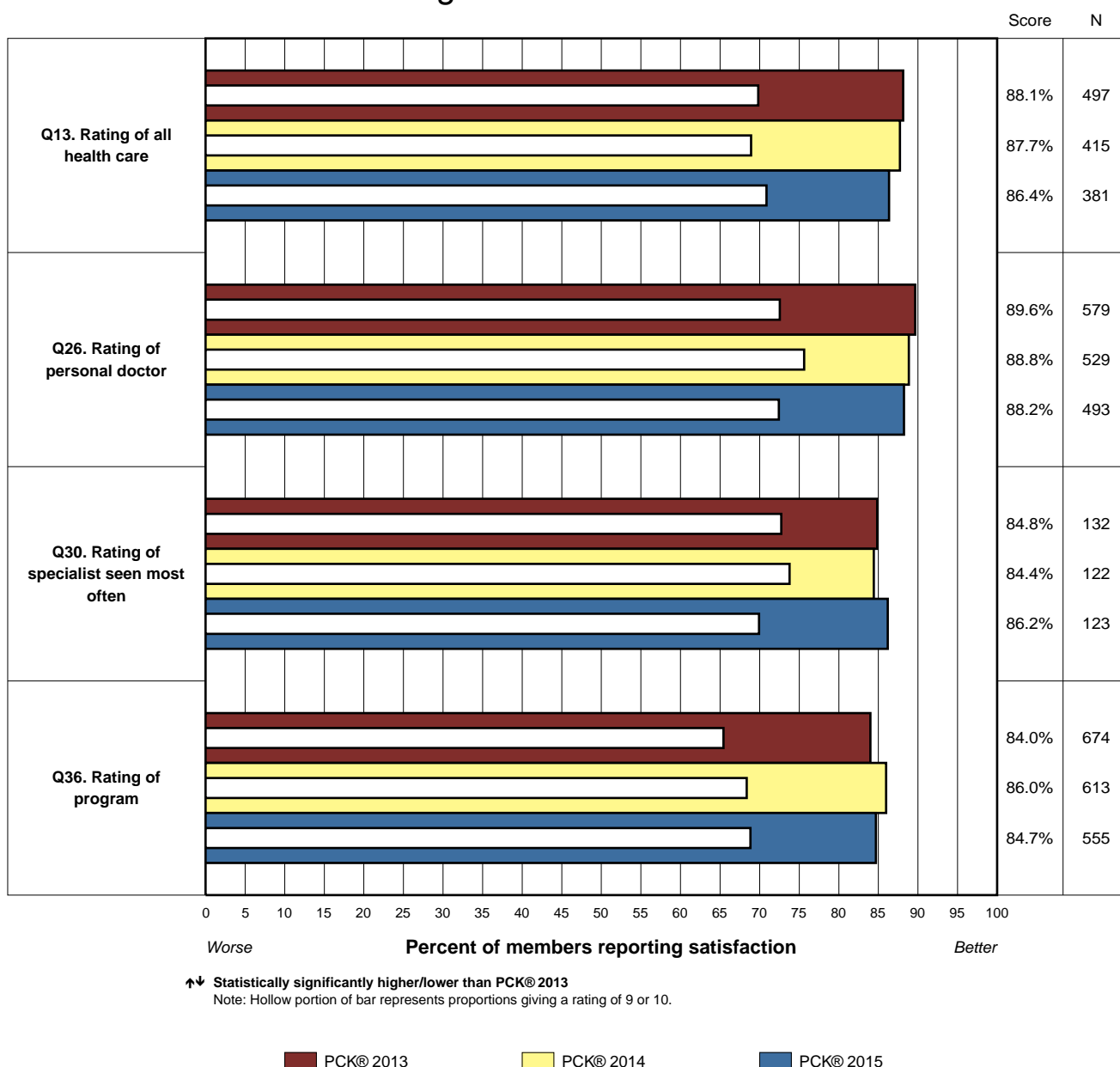
\* An achievement score is ranked "high" when score is 80 or higher.  
 \*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# 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 PeachCare for Kids® services for children are presented.

Statistical testing is between the PeachCare for Kids® 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





# COMPOSITES

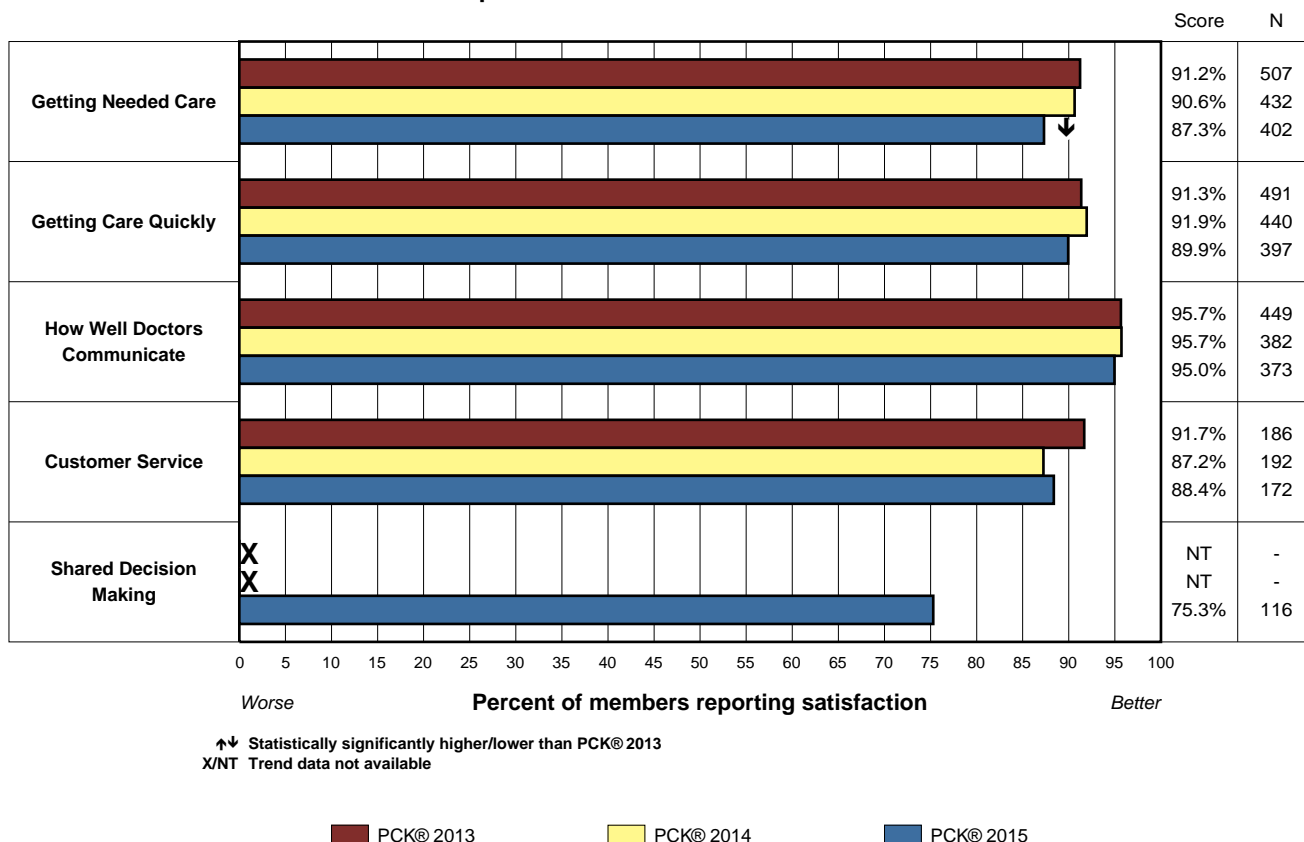
The CAHPS® 5.0H survey has five composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

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.

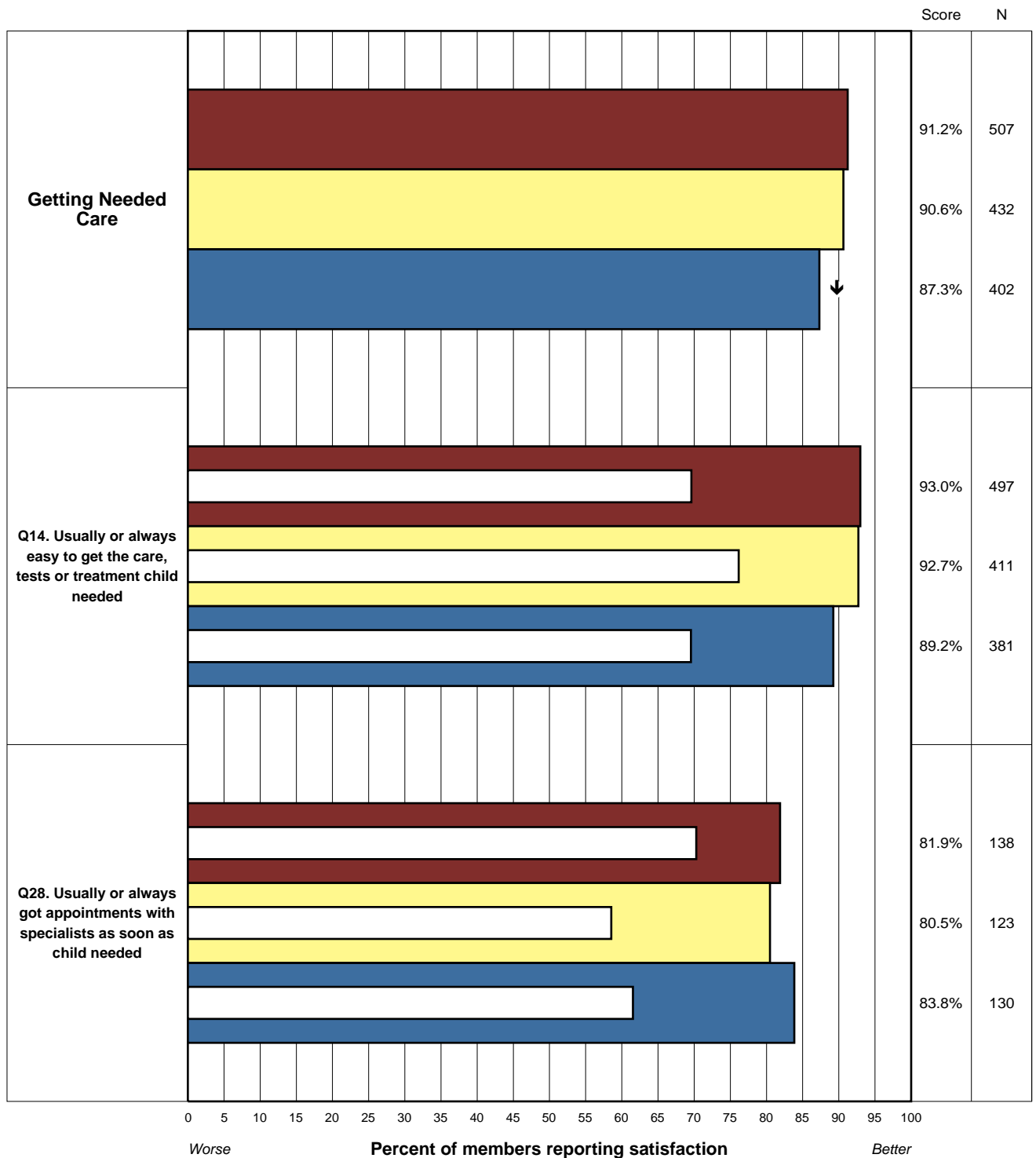
CAHPS® revised the Shared Decision Making questions and response option text in 2015. Two of the questions changed from a reference of "How much did a doctor discuss why or why not you might want to take a medicine" to "Did a doctor talk to you..". The response options for these two questions changed 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 PeachCare for Kids® services for children was 49.4 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 PeachCare for Kids® services for children. Statistical testing is between the PeachCare for Kids® 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



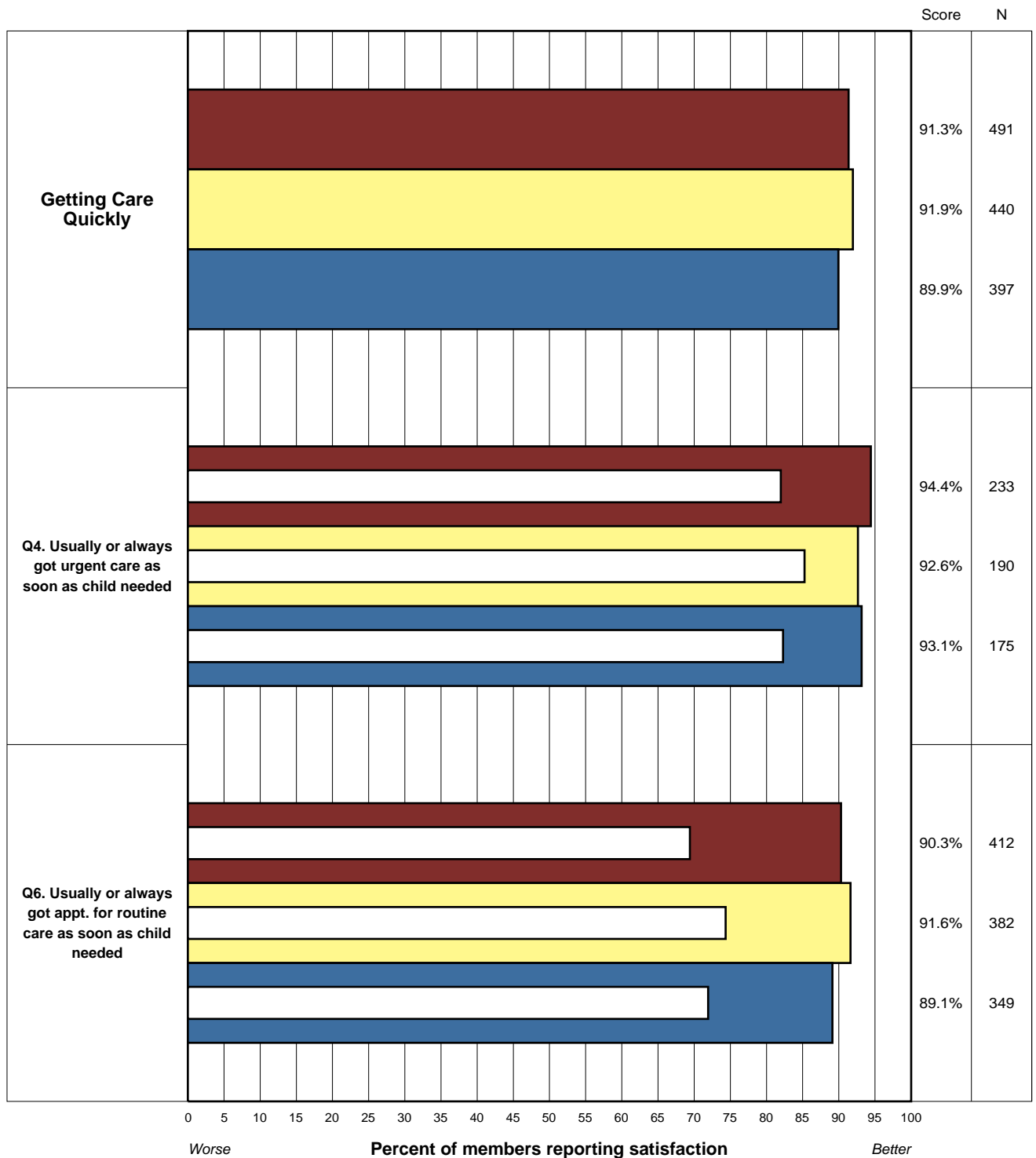
### Getting Needed Care - Achievement Scores



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

■ PCK@ 2013      ■ PCK@ 2014      ■ PCK@ 2015

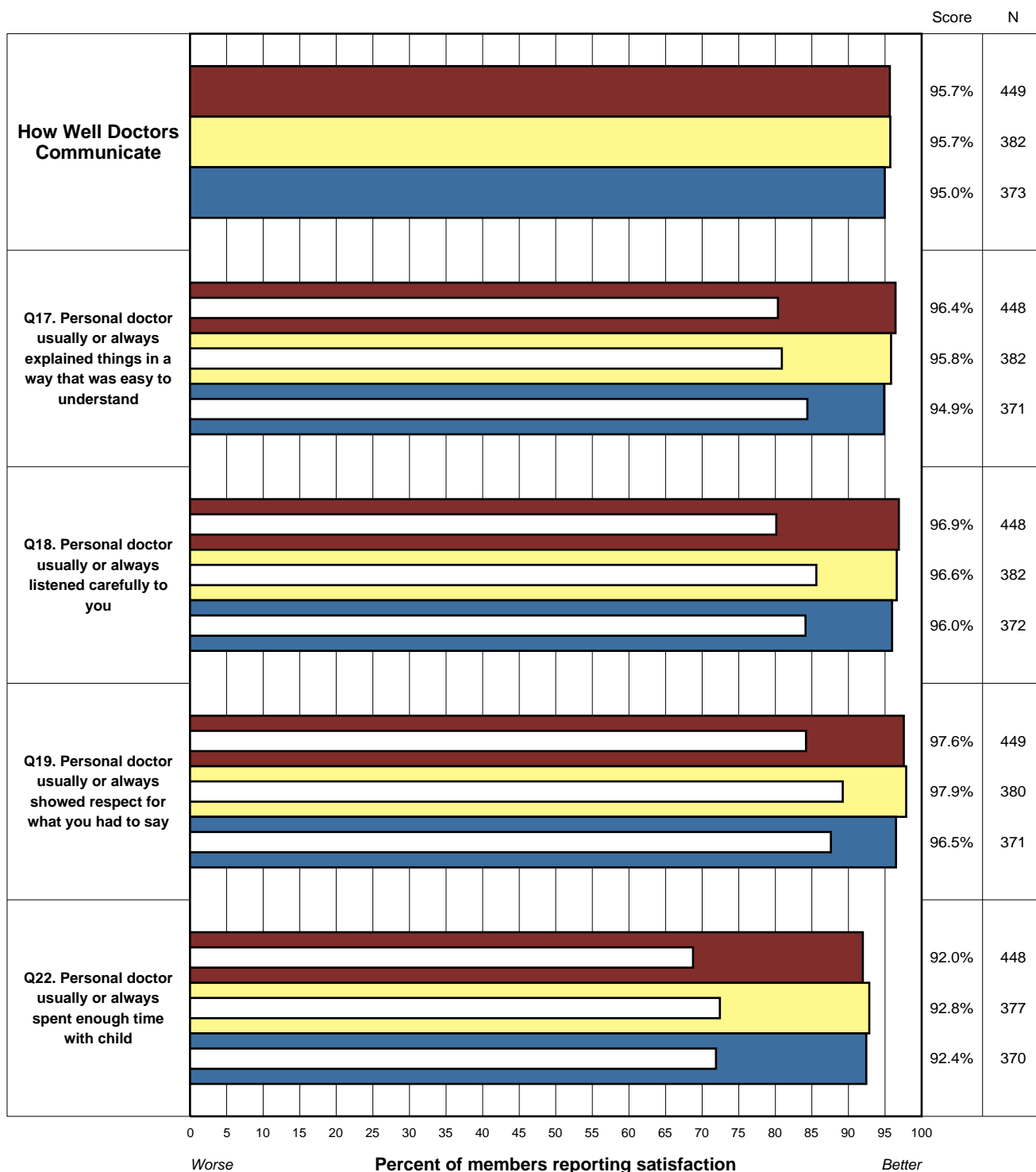
### Getting Care Quickly - Achievement Scores



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

■ PCK® 2013      ■ PCK® 2014      ■ PCK® 2015

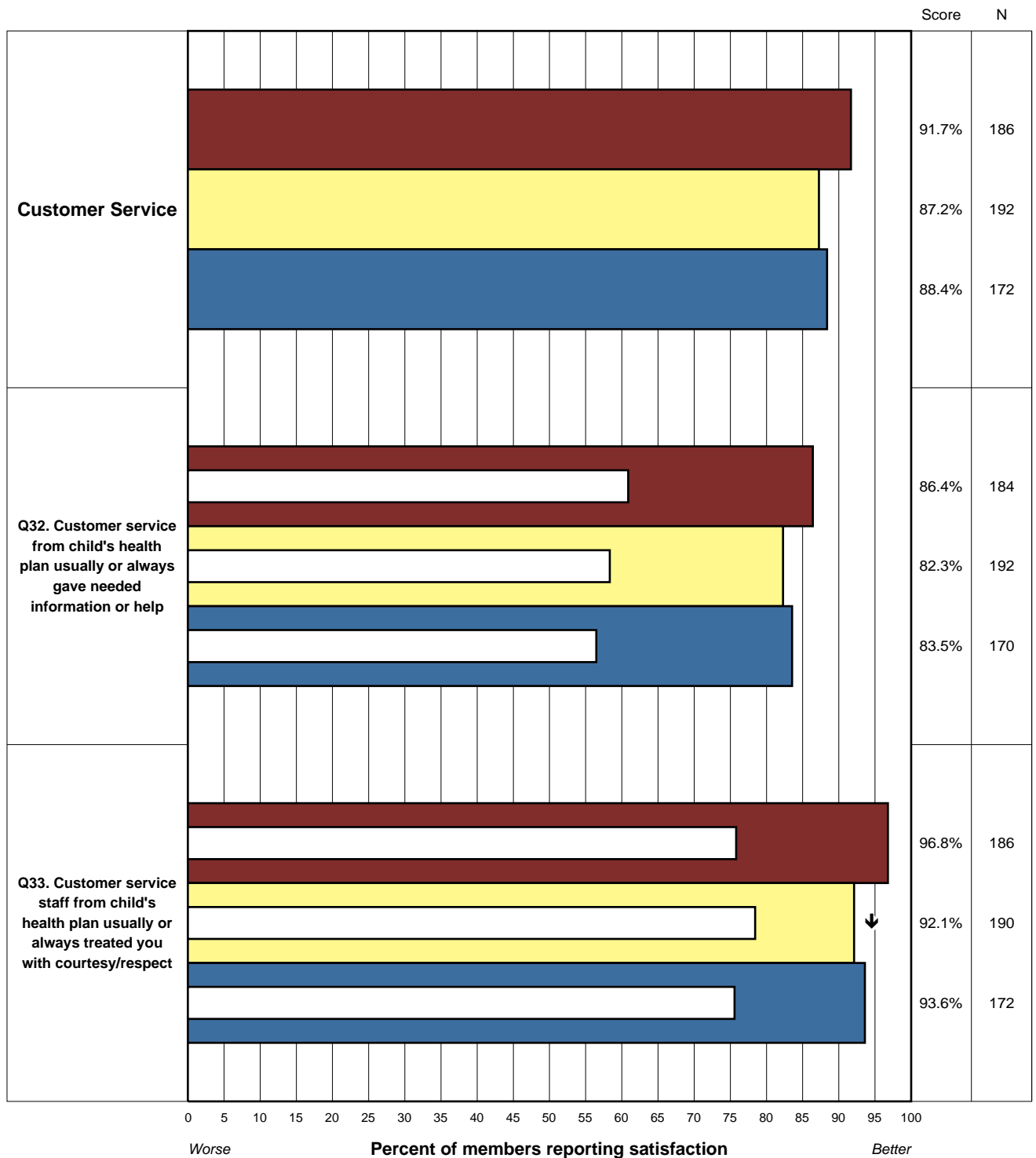
## How Well Doctors Communicate - Achievement Scores



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

■ PCK@ 2013      ■ PCK@ 2014      ■ PCK@ 2015

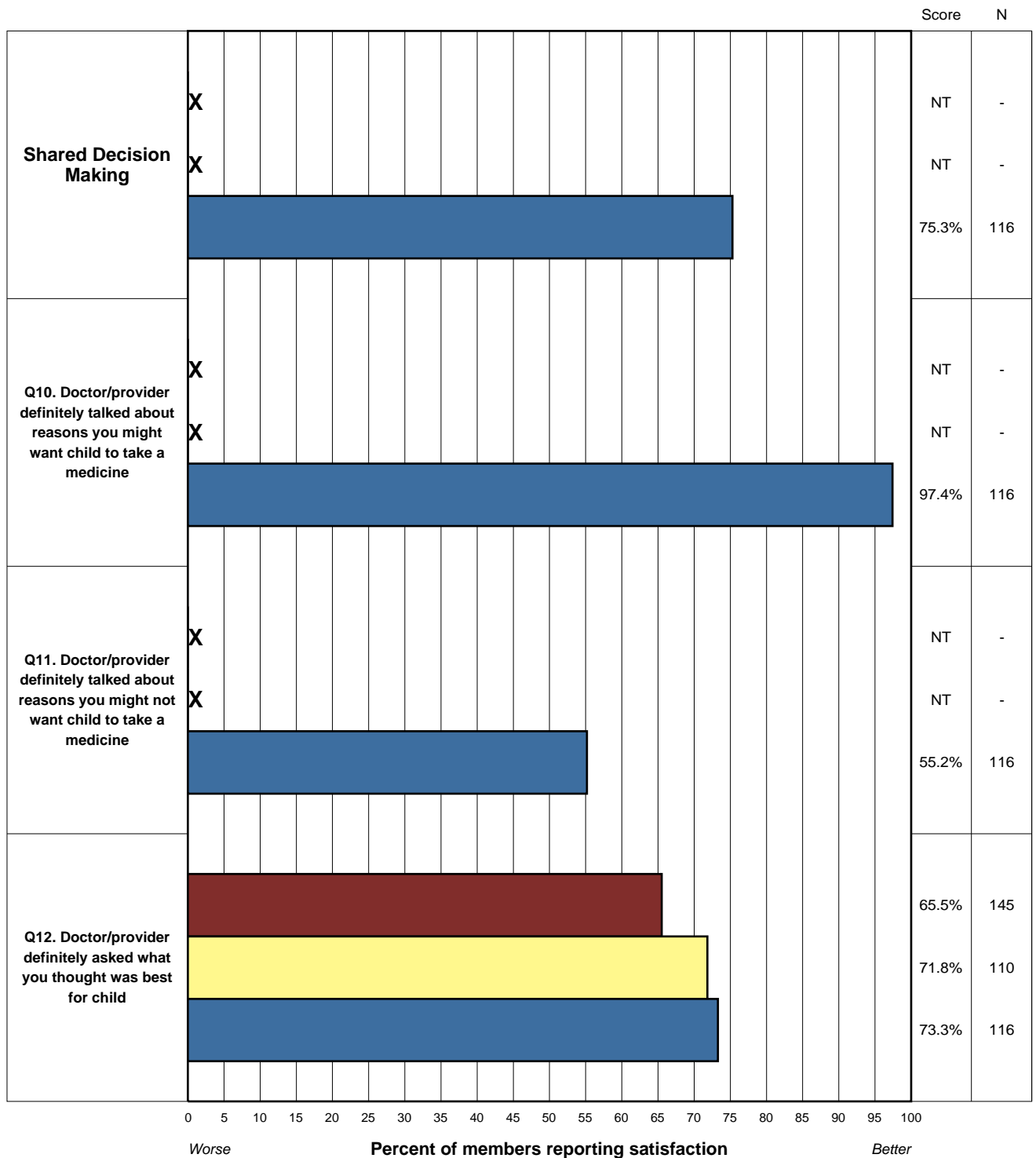
### Customer Service - Achievement Scores



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

■ PCK@ 2013      ■ PCK@ 2014      ■ PCK@ 2015

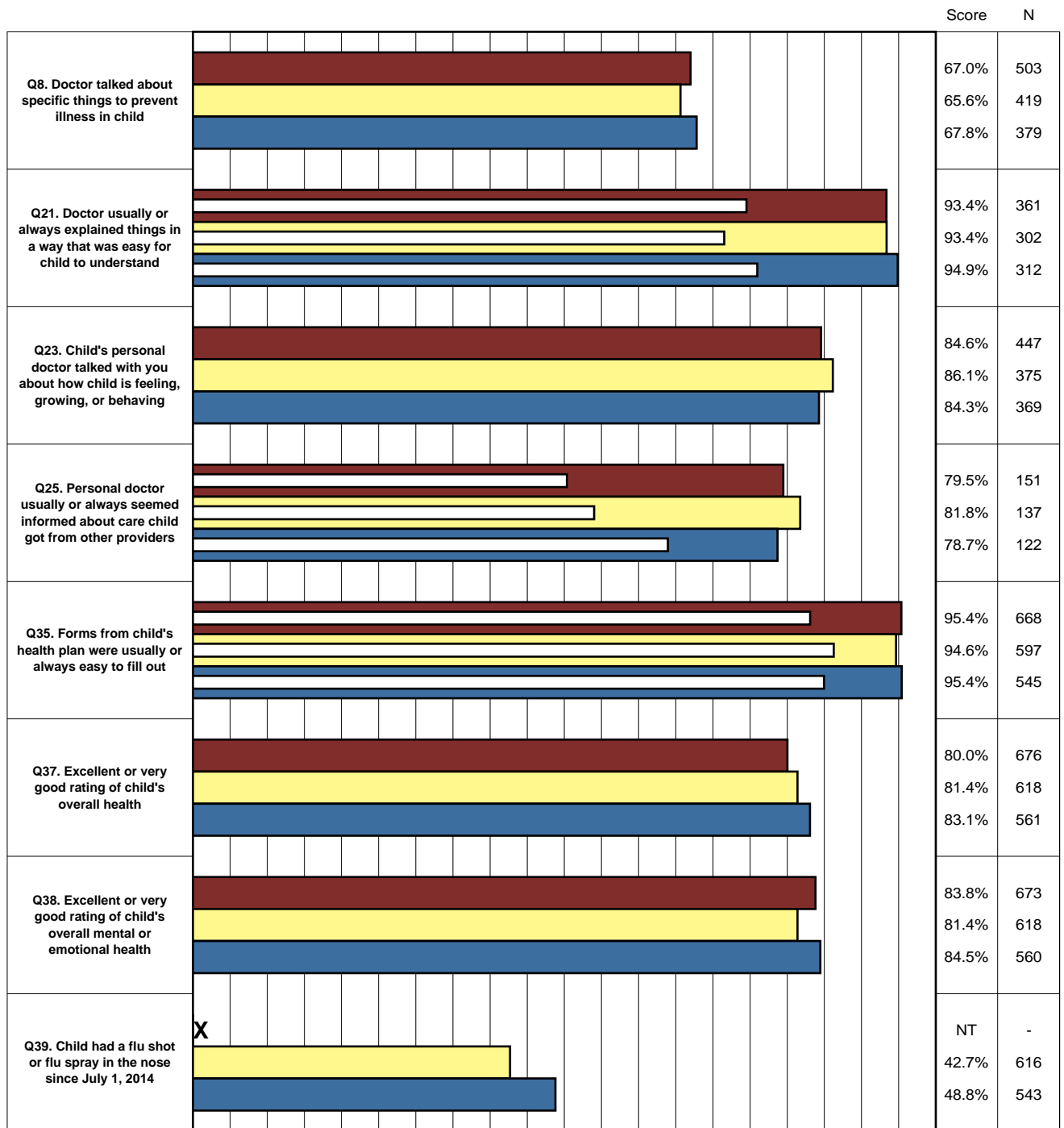
### Shared Decision Making - Achievement Scores



↑ Statistically significantly higher/lower than PCK@ 2013  
 X/NT Trend data not available

■ PCK@ 2013      ■ PCK@ 2014      ■ PCK@ 2015

### Single Item Measures - Achievement Scores



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

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

■ PCK@ 2013      ■ PCK@ 2014      ■ PCK@ 2015

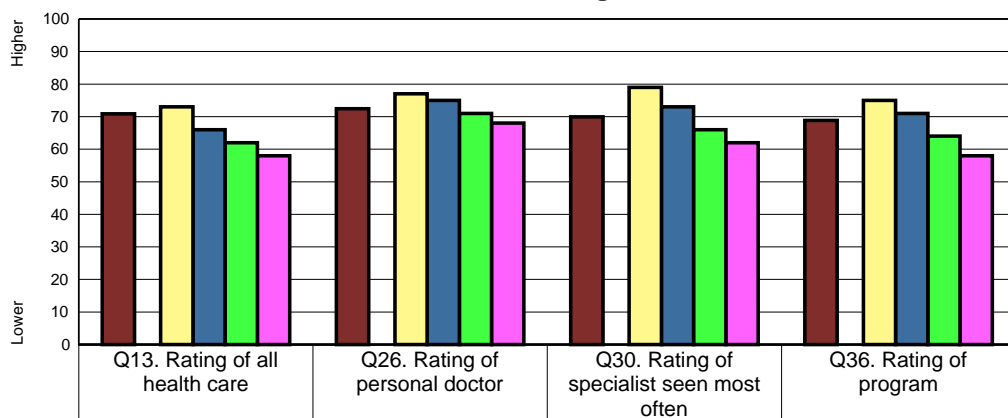
**NCBD BENCHMARKS - TOP BOX SCORES OVERALL RATING QUESTIONS**

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 CHIP programs 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 PeachCare for Kids® services for children 2015 top box scores for the rating questions are presented along with the 2014 NCBD percentiles for the CHIP Programs. No significance testing was possible, given the formats for these data.

**NCBD Overall Rating Questions**



■ PCK® 2015	70.9%	72.4%	69.9%	68.8%
■ NCBD 2015 90th Percentile	73.0%	77.0%	79.0%	75.0%
■ NCBD 2015 75th Percentile	66.0%	75.0%	73.0%	71.0%
■ NCBD 2015 50th Percentile	62.0%	71.0%	66.0%	64.0%
■ NCBD 2015 25th Percentile	58.0%	68.0%	62.0%	58.0%

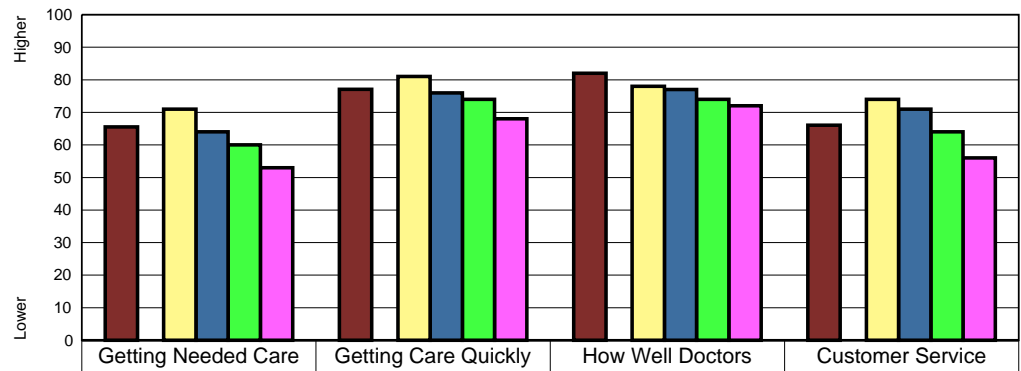


**NCBD BENCHMARKS - SUMMARY OF COMPOSITES**

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 PCK® performed across each domain. Composite top box scores are calculated by averaging the top box scores on the items with in the composite.

The PeachCare for Kids® services for children 2015 top box scores for the composites are presented along with the 2014 NCBD percentiles for the CHIP Programs. No significance testing was possible, given the formats for these data.

**NCBD Composites**



■ PCK® 2015	65.5%	77.1%	82.0%	66.0%
■ NCBD 2015 90th Percentile	71.0%	81.0%	78.0%	74.0%
■ NCBD 2015 75th Percentile	64.0%	76.0%	77.0%	71.0%
■ NCBD 2015 50th Percentile	60.0%	74.0%	74.0%	64.0%
■ NCBD 2015 25th Percentile	53.0%	68.0%	72.0%	56.0%

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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	704	100.0%	634	100.0%	570	100.0%
No	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	704	100.0%	634	100.0%	570	100.0%
Not Answered	5		18		6	

### *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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	255	36.4%	211	33.3%	188	33.1%
No	445	63.6%	423	66.7%	380	66.9%
<b>Total</b>	700	100.0%	634	100.0%	568	100.0%
Not Answered	9		18		8	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	1	0.4%	0	0.0%	4	2.3%
● Sometimes	12	5.2%	14	7.4%	8	4.6%
● Usually	29	12.4%	14	7.4%	19	10.9%
● Always	191	82.0%	162	85.3%	144	82.3%
<b>Total</b>	233	100.0%	190	100.0%	175	100.0%
Not Answered	22		21		13	
<b>Reporting Category</b>	<b>Getting Care Quickly</b>					
Achievement Score	94.4%		92.6%		93.1%	
Correlation with Satisfaction	0.114		0.149		-0.041	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	443	64.2%	409	65.0%	364	64.7%
No	247	35.8%	220	35.0%	199	35.3%
<b>Total</b>	690	100.0%	629	100.0%	563	100.0%
Not Answered	19		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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	0	0.0%	7	1.8%	7	2.0%
<input type="radio"/> Sometimes	40	9.7%	25	6.5%	31	8.9%
<input type="radio"/> Usually	86	20.9%	66	17.3%	60	17.2%
<input checked="" type="radio"/> Always	286	69.4%	284	74.3%	251	71.9%
<b>Total</b>	412	100.0%	382	100.0%	349	100.0%
Not Answered	31		27		15	
<b>Reporting Category</b>	<b>Getting Care Quickly</b>					
Achievement Score	90.3%		91.6%		89.1%	
Correlation with Satisfaction	0.131		0.146		0.221	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
None	177	25.7%	188	30.3%	170	30.5%
1 time	191	27.7%	167	26.9%	167	29.9%
2 times	0	0.0%	127	20.5%	109	19.5%
3 times	0	0.0%	77	12.4%	63	11.3%
4 times	0	0.0%	32	5.2%	29	5.2%
5 to 9 times	0	0.0%	25	4.0%	16	2.9%
10 or more times	11	1.6%	5	0.8%	4	0.7%
<b>Total</b>	689	100.0%	621	100.0%	558	100.0%
Not Answered	20		31		18	

**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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Yes	337	67.0%	275	65.6%	257	67.8%
● No	166	33.0%	144	34.4%	122	32.2%
<b>Total</b>	503	100.0%	419	100.0%	379	100.0%
Not Answered	9		14		9	
<b>Reporting Category</b>	Single Items					
Achievement Score	67.0%		65.6%		67.8%	
Correlation with Satisfaction	0.089		0.072		0.050	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	149	29.7%	113	27.3%	117	30.6%
No	353	70.3%	301	72.7%	265	69.4%
<b>Total</b>	502	100.0%	414	100.0%	382	100.0%
Not Answered	10		19		6	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Yes	0		0		113	97.4%
● No	0		0		3	2.6%
<b>Total</b>	0		0		116	100.0%
Not Answered	0		0		1	
<b>Reporting Category</b>	Shared Decision Making					
Achievement Score	-		-		97.4%	
Correlation with Satisfaction	-		-		0.107	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Yes	0		0		64	55.2%
● No	0		0		52	44.8%
<b>Total</b>	0		0		116	100.0%
Not Answered	0		0		1	
<b>Reporting Category</b>	Shared Decision Making					
Achievement Score	-		-		55.2%	
Correlation with Satisfaction	-		-		-0.032	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Yes	95	65.5%	79	71.8%	85	73.3%
● No	50	34.5%	31	28.2%	31	26.7%
<b>Total</b>	145	100.0%	110	100.0%	116	100.0%
Not Answered	4		3		1	
<b>Reporting Category</b>	Shared Decision Making					
Achievement Score	65.5%		71.8%		73.3%	
Correlation with Satisfaction	0.126		0.185		0.167	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Worst health care possible	0	0.0%	0	0.0%	0	0.0%
● 1	0	0.0%	0	0.0%	0	0.0%
● 2	1	0.2%	0	0.0%	0	0.0%
● 3	2	0.4%	2	0.5%	2	0.5%
● 4	0	0.0%	3	0.7%	1	0.3%
● 5	8	1.6%	12	2.9%	10	2.6%
● 6	16	3.2%	5	1.2%	13	3.4%
● 7	32	6.4%	29	7.0%	26	6.8%
● 8	91	18.3%	78	18.8%	59	15.5%
● 9	125	25.2%	71	17.1%	87	22.8%
● Best health care possible	222	44.7%	215	51.8%	183	48.0%
<b>Total</b>	497	100.0%	415	100.0%	381	100.0%
Not Answered	15		18		7	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	88.1%		87.7%		86.4%	
Correlation with Satisfaction	0.454		0.474		0.501	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	4	0.8%	10	2.4%	10	2.6%
● Sometimes	31	6.2%	20	4.9%	31	8.1%
● Usually	116	23.3%	68	16.5%	75	19.7%
● Always	346	69.6%	313	76.2%	265	69.6%
<b>Total</b>	497	100.0%	411	100.0%	381	100.0%
Not Answered	15		22		7	
<b>Reporting Category</b>	<b>Getting Needed Care</b>					
Achievement Score	93.0%		92.7%		89.2%	
Correlation with Satisfaction	0.289		0.341		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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	599	86.9%	566	90.4%	520	91.5%
No	90	13.1%	60	9.6%	48	8.5%
<b>Total</b>	<b>689</b>	<b>100.0%</b>	<b>626</b>	<b>100.0%</b>	<b>568</b>	<b>100.0%</b>
Not Answered	20		26		8	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
None	129	22.2%	151	28.3%	126	25.3%
1 time	179	30.9%	169	31.6%	187	37.5%
2 times	0	0.0%	103	19.3%	95	19.0%
3 times	0	0.0%	70	13.1%	59	11.8%
4 times	0	0.0%	19	3.6%	20	4.0%
5 to 9 times	0	0.0%	18	3.4%	10	2.0%
10 or more times	7	1.2%	4	0.7%	2	0.4%
<b>Total</b>	<b>580</b>	<b>100.0%</b>	<b>534</b>	<b>100.0%</b>	<b>499</b>	<b>100.0%</b>
Not Answered	19		32		21	

**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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	2	0.4%	2	0.5%	2	0.5%
● Sometimes	14	3.1%	14	3.7%	17	4.6%
● Usually	72	16.1%	57	14.9%	39	10.5%
● Always	360	80.4%	309	80.9%	313	84.4%
<b>Total</b>	<b>448</b>	<b>100.0%</b>	<b>382</b>	<b>100.0%</b>	<b>371</b>	<b>100.0%</b>
Not Answered	3		1		2	
<b>Reporting Category</b>	<b>Communication</b>					
Achievement Score	96.4%		95.8%		94.9%	
Correlation with Satisfaction	0.197		0.129		0.090	
Priority Rating	Low		Low		Low	

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

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

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	0	0.0%	1	0.3%	4	1.1%
● Sometimes	14	3.1%	12	3.1%	11	3.0%
● Usually	75	16.7%	42	11.0%	44	11.8%
● Always	359	80.1%	327	85.6%	313	84.1%
<b>Total</b>	448	100.0%	382	100.0%	372	100.0%
Not Answered	3		1		1	
<b>Reporting Category</b>	Communication					
Achievement Score	96.9%		96.6%		96.0%	
Correlation with Satisfaction	0.232		0.214		0.068	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	1	0.2%	1	0.3%	3	0.8%
● Sometimes	10	2.2%	7	1.8%	10	2.7%
● Usually	60	13.4%	33	8.7%	33	8.9%
● Always	378	84.2%	339	89.2%	325	87.6%
<b>Total</b>	449	100.0%	380	100.0%	371	100.0%
Not Answered	2		3		2	
<b>Reporting Category</b>	Communication					
Achievement Score	97.6%		97.9%		96.5%	
Correlation with Satisfaction	0.204		0.132		0.088	
Priority Rating	Low		Low		Low	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	367	81.7%	307	82.1%	313	84.8%
No	82	18.3%	67	17.9%	56	15.2%
<b>Total</b>	449	100.0%	374	100.0%	369	100.0%
Not Answered	2		9		4	

○ **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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	2	0.6%	2	0.7%	2	0.6%
● Sometimes	22	6.1%	18	6.0%	14	4.5%
● Usually	68	18.8%	66	21.9%	59	18.9%
● Always	269	74.5%	216	71.5%	237	76.0%
<b>Total</b>	361	100.0%	302	100.0%	312	100.0%
Not Answered	6		5		1	
<b>Reporting Category</b>	Single Items					
Achievement Score	93.4%		93.4%		94.9%	
Correlation with Satisfaction	0.236		0.089		0.118	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	6	1.3%	1	0.3%	6	1.6%
● Sometimes	30	6.7%	26	6.9%	22	5.9%
● Usually	104	23.2%	77	20.4%	76	20.5%
● Always	308	68.8%	273	72.4%	266	71.9%
<b>Total</b>	448	100.0%	377	100.0%	370	100.0%
Not Answered	3		6		3	
<b>Reporting Category</b>	Communication					
Achievement Score	92.0%		92.8%		92.4%	
Correlation with Satisfaction	0.181		0.213		0.209	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Yes	378	84.6%	323	86.1%	311	84.3%
● No	69	15.4%	52	13.9%	58	15.7%
<b>Total</b>	447	100.0%	375	100.0%	369	100.0%
Not Answered	4		8		4	
<b>Reporting Category</b>	Single Items					
Achievement Score	84.6%		86.1%		84.3%	
Correlation with Satisfaction	0.101		0.213		-	
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?

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	155	35.1%	142	37.9%	126	34.3%
No	286	64.9%	233	62.1%	241	65.7%
<b>Total</b>	441	100.0%	375	100.0%	367	100.0%
Not Answered	10		8		6	

**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?

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	16	10.6%	9	6.6%	12	9.8%
● Sometimes	15	9.9%	16	11.7%	14	11.5%
● Usually	44	29.1%	38	27.7%	18	14.8%
● Always	76	50.3%	74	54.0%	78	63.9%
<b>Total</b>	151	100.0%	137	100.0%	122	100.0%
Not Answered	4		5		4	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	79.5%		81.8%		78.7%	
Correlation with Satisfaction	0.208		0.208		0.249	
Priority Rating	Medium		Low		Medium	

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

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

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Worst personal doctor possible	0	0.0%	0	0.0%	1	0.2%
● 1	0	0.0%	1	0.2%	0	0.0%
● 2	0	0.0%	1	0.2%	0	0.0%
● 3	2	0.3%	3	0.6%	4	0.8%
● 4	6	1.0%	2	0.4%	3	0.6%
● 5	9	1.6%	10	1.9%	6	1.2%
● 6	11	1.9%	17	3.2%	13	2.6%
● 7	32	5.5%	25	4.7%	31	6.3%
● 8	99	17.1%	70	13.2%	78	15.8%
● 9	117	20.2%	104	19.7%	100	20.3%
● Best personal doctor possible	303	52.3%	296	56.0%	257	52.1%
<b>Total</b>	579	100.0%	529	100.0%	493	100.0%
Not Answered	20		37		27	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	89.6%		88.8%		88.2%	
Correlation with Satisfaction	0.379		0.351		0.398	
Priority Rating	Low		Low		Low	

### Getting Health Care From Specialists

**Q27.** Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	140	20.7%	133	21.5%	131	23.3%
No	536	79.3%	485	78.5%	431	76.7%
<b>Total</b>	676	100.0%	618	100.0%	562	100.0%
Not Answered	33		34		14	

○ **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?

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	5	3.6%	6	4.9%	7	5.4%
● Sometimes	20	14.5%	18	14.6%	14	10.8%
● Usually	16	11.6%	27	22.0%	29	22.3%
● Always	97	70.3%	72	58.5%	80	61.5%
<b>Total</b>	138	100.0%	123	100.0%	130	100.0%
Not Answered	2		10		1	
<b>Reporting Category</b>	<b>Getting Needed Care</b>					
Achievement Score	81.9%		80.5%		83.8%	
Correlation with Satisfaction	0.383		0.355		-0.063	
Priority Rating	Low		Low		Low	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
None	4	2.9%	0	0.0%	5	3.8%
1 specialist	90	66.2%	90	73.2%	99	76.2%
2	31	22.8%	22	17.9%	22	16.9%
3	8	5.9%	8	6.5%	1	0.8%
4	2	1.5%	2	1.6%	2	1.5%
5 or more specialists	1	0.7%	1	0.8%	1	0.8%
<b>Total</b>	136	100.0%	123	100.0%	130	100.0%
Not Answered	4		10		1	

○ **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?

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%	0	0.0%
● 1	2	1.5%	1	0.8%	1	0.8%
● 2	1	0.8%	0	0.0%	2	1.6%
● 3	0	0.0%	2	1.6%	2	1.6%
● 4	0	0.0%	2	1.6%	2	1.6%
● 5	0	0.0%	3	2.5%	1	0.8%
● 6	6	4.5%	1	0.8%	2	1.6%
● 7	11	8.3%	10	8.2%	7	5.7%
● 8	16	12.1%	13	10.7%	20	16.3%
● 9	24	18.2%	25	20.5%	25	20.3%
● Best specialist possible	72	54.5%	65	53.3%	61	49.6%
<b>Total</b>	132	100.0%	122	100.0%	123	100.0%
Not Answered	0		1		2	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	84.8%		84.4%		86.2%	
Correlation with Satisfaction	0.277		0.247		0.249	
Priority Rating	Low		Low		Low	

### Your Child's Health Plan

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	189	28.0%	204	33.2%	175	31.5%
No	485	72.0%	410	66.8%	381	68.5%
<b>Total</b>	674	100.0%	614	100.0%	556	100.0%
Not Answered	35		38		20	

○ **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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	5	2.7%	10	5.2%	5	2.9%
<input type="radio"/> Sometimes	20	10.9%	24	12.5%	23	13.5%
<input type="radio"/> Usually	47	25.5%	46	24.0%	46	27.1%
<input type="radio"/> Always	112	60.9%	112	58.3%	96	56.5%
<b>Total</b>	184	100.0%	192	100.0%	170	100.0%
Not Answered	5		12		5	
<b>Reporting Category</b>	Customer Service					
Achievement Score	86.4%		82.3%		83.5%	
Correlation with Satisfaction	0.348		0.388		0.369	
Priority Rating	Low		Low		Low	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
<input type="radio"/> Never	4	2.2%	3	1.6%	6	3.5%
<input type="radio"/> Sometimes	2	1.1%	12	6.3%	5	2.9%
<input type="radio"/> Usually	39	21.0%	26	13.7%	31	18.0%
<input type="radio"/> Always	141	75.8%	149	78.4%	130	75.6%
<b>Total</b>	186	100.0%	190	100.0%	172	100.0%
Not Answered	3		14		3	
<b>Reporting Category</b>	Customer Service					
Achievement Score	96.8%		92.1%		93.6%	
Correlation with Satisfaction	0.205		0.412		0.338	
Priority Rating	Low		High		Low	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	246	36.6%	190	31.3%	210	38.2%
No	427	63.4%	417	68.7%	340	61.8%
<b>Total</b>	673	100.0%	607	100.0%	550	100.0%
Not Answered	36		45		26	

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.]**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Never	7	1.0%	9	1.5%	3	0.6%
● Sometimes	24	3.6%	23	3.9%	22	4.0%
● Usually	82	12.3%	50	8.4%	57	10.5%
● Always	555	83.1%	515	86.3%	463	85.0%
<b>Total</b>	668	100.0%	597	100.0%	545	100.0%
Not Answered	5		10		5	
<b>Reporting Category</b>	Single Items					
Achievement Score	95.4%		94.6%		95.4%	
Correlation with Satisfaction	0.134		0.234		0.118	
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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Worst health plan possible	0	0.0%	1	0.2%	0	0.0%
● 1	0	0.0%	0	0.0%	1	0.2%
● 2	0	0.0%	1	0.2%	1	0.2%
● 3	3	0.4%	4	0.7%	1	0.2%
● 4	3	0.4%	1	0.2%	5	0.9%
● 5	21	3.1%	22	3.6%	22	4.0%
● 6	28	4.2%	18	2.9%	17	3.1%
● 7	53	7.9%	39	6.4%	38	6.8%
● 8	125	18.5%	108	17.6%	88	15.9%
● 9	139	20.6%	116	18.9%	113	20.4%
● Best health plan possible	0	0.0%	303	49.4%	269	48.5%
<b>Total</b>	674	100.0%	613	100.0%	555	100.0%
Not Answered	35		39		21	
<b>Reporting Category</b>	Ratings					
Achievement Score	84.0%		86.0%		84.7%	

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

### About Your Child and You

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Excellent	297	43.9%	267	43.2%	257	45.8%
● Very Good	244	36.1%	236	38.2%	209	37.3%
● Good	115	17.0%	102	16.5%	79	14.1%
● Fair	15	2.2%	12	1.9%	14	2.5%
● Poor	5	0.7%	1	0.2%	2	0.4%
<b>Total</b>	<b>676</b>	<b>100.0%</b>	<b>618</b>	<b>100.0%</b>	<b>561</b>	<b>100.0%</b>
Not Answered	33		34		15	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	80.0%		81.4%		83.1%	
Correlation with Satisfaction	0.137		0.074		0.115	
Priority Rating	Low		Low		Low	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Excellent	382	56.8%	320	51.8%	311	55.5%
● Very Good	182	27.0%	183	29.6%	162	28.9%
● Good	82	12.2%	94	15.2%	67	12.0%
● Fair	21	3.1%	17	2.8%	18	3.2%
● Poor	6	0.9%	4	0.6%	2	0.4%
<b>Total</b>	<b>673</b>	<b>100.0%</b>	<b>618</b>	<b>100.0%</b>	<b>560</b>	<b>100.0%</b>
Not Answered	36		34		16	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	83.8%		81.4%		84.5%	
Correlation with Satisfaction	0.100		0.127		0.106	
Priority Rating	Low		Low		Low	

○ **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?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
● Yes	0		263	42.7%	265	48.8%
● No	0		328	53.2%	278	51.2%
● Don't know	0		25	4.1%	18	
<b>Total</b>	0		616	100.0%	543	100.0%
Not Answered	0		36		15	
<b>Reporting Category</b>	Single Items					
Achievement Score	-		42.7%		48.8%	
Correlation with Satisfaction	-		0.114		0.099	
Priority Rating	-		Medium		Medium	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Less than 1 year old	3	0.4%	1	0.2%	2	0.4%
1 to 2 years old	26	3.9%	26	4.2%	18	3.2%
3 to 4 years old	49	7.3%	42	6.8%	39	7.0%
5 to 7 years old	109	16.3%	91	14.8%	84	15.0%
8 to 10 years old	129	19.3%	122	19.8%	118	21.1%
11 to 13 years old	158	23.6%	136	22.1%	119	21.3%
14 to 19 years old	195	29.1%	198	32.1%	0	0.0%
<b>Total</b>	669	100.0%	616	100.0%	559	100.0%
Not Answered	40		34		17	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Male	341	50.8%	306	49.5%	301	53.9%
Female	330	49.2%	312	50.5%	257	46.1%
<b>Total</b>	671	100.0%	618	100.0%	558	100.0%
Not Answered	38		34		18	

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

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes, Hispanic or Latino	137	20.6%	154	25.1%	128	23.0%
No, Not Hispanic or Latino	527	79.4%	459	74.9%	428	77.0%
<b>Total</b>	664	100.0%	613	100.0%	556	100.0%
Not Answered	45		39		20	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	389	54.9%	310	52.5%	275	52.0%
No	320	45.1%	280	47.5%	254	48.0%
<b>Total</b>	709	100.0%	590	100.0%	529	100.0%
Not Answered	0		62		47	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	187	26.4%	186	31.5%	164	31.0%
No	522	73.6%	404	68.5%	365	69.0%
<b>Total</b>	709	100.0%	590	100.0%	529	100.0%
Not Answered	0		62		47	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	42	5.9%	47	8.0%	57	10.8%
No	667	94.1%	543	92.0%	472	89.2%
<b>Total</b>	709	100.0%	590	100.0%	529	100.0%
Not Answered	0		62		47	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	4	0.6%	2	0.3%	3	0.6%
No	705	99.4%	588	99.7%	526	99.4%
<b>Total</b>	709	100.0%	590	100.0%	529	100.0%
Not Answered	0		62		47	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	9	1.3%	10	1.7%	10	1.9%
No	700	98.7%	580	98.3%	519	98.1%
<b>Total</b>	709	100.0%	590	100.0%	529	100.0%
Not Answered	0		62		47	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	70	9.9%	75	12.7%	61	11.5%
No	639	90.1%	515	87.3%	468	88.5%
<b>Total</b>	709	100.0%	590	100.0%	529	100.0%
Not Answered	0		62		47	

**Q43. What is your age?**

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Under 18	18	2.7%	32	5.2%	41	7.3%
18 to 24	17	2.6%	9	1.5%	5	0.9%
25 to 34	182	27.4%	155	25.3%	131	23.4%
35 to 44	309	46.5%	269	44.0%	258	46.1%
45 to 54	113	17.0%	119	19.4%	107	19.1%
55 to 64	18	2.7%	22	3.6%	14	2.5%
65 to 74	5	0.8%	4	0.7%	4	0.7%
75 or older	2	0.3%	2	0.3%	0	0.0%
<b>Total</b>	664	100.0%	612	100.0%	560	100.0%
Not Answered	45		40		16	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Male	86	12.8%	83	13.4%	88	15.7%
Female	585	87.2%	535	86.6%	472	84.3%
<b>Total</b>	671	100.0%	618	100.0%	560	100.0%
Not Answered	38		34		16	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
8th grade or less	37	5.6%	56	9.2%	34	6.2%
Some high school but did not graduate	52	7.8%	50	8.2%	41	7.4%
High school graduate or GED	186	28.0%	165	27.0%	142	25.8%
Some college or 2-year degree	269	40.5%	219	35.9%	208	37.7%
4-year college graduate	74	11.1%	75	12.3%	87	15.8%
More than 4-year college degree	46	6.9%	45	7.4%	39	7.1%
<b>Total</b>	664	100.0%	610	100.0%	551	100.0%
Not Answered	45		42		25	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Mother or father	657	98.1%	606	98.7%	554	99.5%
Grandparent	7	1.0%	4	0.7%	1	0.2%
Aunt or uncle	0	0.0%	0	0.0%	0	0.0%
Older brother or sister	2	0.3%	1	0.2%	0	0.0%
Other relative	0	0.0%	0	0.0%	1	0.2%
Legal guardian	3	0.4%	2	0.3%	1	0.2%
Someone else	1	0.1%	1	0.2%	0	0.0%
<b>Total</b>	670	100.0%	614	100.0%	557	100.0%
Not Answered	39		38		19	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	22	3.1%	39	8.7%	20	5.2%
No	492	69.7%	410	91.3%	368	94.8%
<b>Total</b>	706	100.0%	449	100.0%	388	100.0%
Not Answered	3		4		5	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	4	18.2%	9	23.1%	9	45.0%
No	18	81.8%	30	76.9%	11	55.0%
<b>Total</b>	22	100.0%	39	100.0%	20	100.0%
Not Answered	0		4		5	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	1	4.5%	3	7.7%	8	40.0%
No	21	95.5%	36	92.3%	12	60.0%
<b>Total</b>	22	100.0%	39	100.0%	20	100.0%
Not Answered	0		4		5	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	4	18.2%	2	5.1%	2	10.0%
No	18	81.8%	37	94.9%	18	90.0%
<b>Total</b>	22	100.0%	39	100.0%	20	100.0%
Not Answered	0		4		5	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	18	81.8%	26	66.7%	12	60.0%
No	4	18.2%	13	33.3%	8	40.0%
<b>Total</b>	22	100.0%	39	100.0%	20	100.0%
Not Answered	0		4		5	

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

	PCK® 2013		PCK® 2014		PCK® 2015	
	N	%	N	%	N	%
Yes	0	0.0%	2	5.1%	4	20.0%
No	22	100.0%	37	94.9%	16	80.0%
<b>Total</b>	22	100.0%	39	100.0%	20	100.0%
Not Answered	0		4		5	



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

**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

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

**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**



579-08



08

CVYCE