



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid

CAHPS® 5.0 Adult Medicaid Summary Report

July 2014



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Introduction. Results from fielding the CAHPS® 5.0 Survey for Georgia Medicaid (GA-ADMD) provide a comprehensive tool for assessing consumers' experiences with the Medicaid program. This report is designed to allow the Medicaid program to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology, a graphic presentation of key results for rating questions, composites and Effectiveness of Care Measures followed by a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. A copy of the questionnaire is found as an appendix.

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

Results. This report summarizes the findings of the adult Medicaid 5.0 CAHPS survey conducted for GA-ADMD. Attempts were made to survey 1350 member households by mail and telephone during the period March 17, 2014 through May 27, 2014, using a mixed-mode procedure and standard questionnaire. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the adult members of GA-ADMD who were continuously enrolled in the Medicaid program for at least 6 months as of December 31, 2013, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1350 cases was drawn. The survey was offered in English and Spanish.

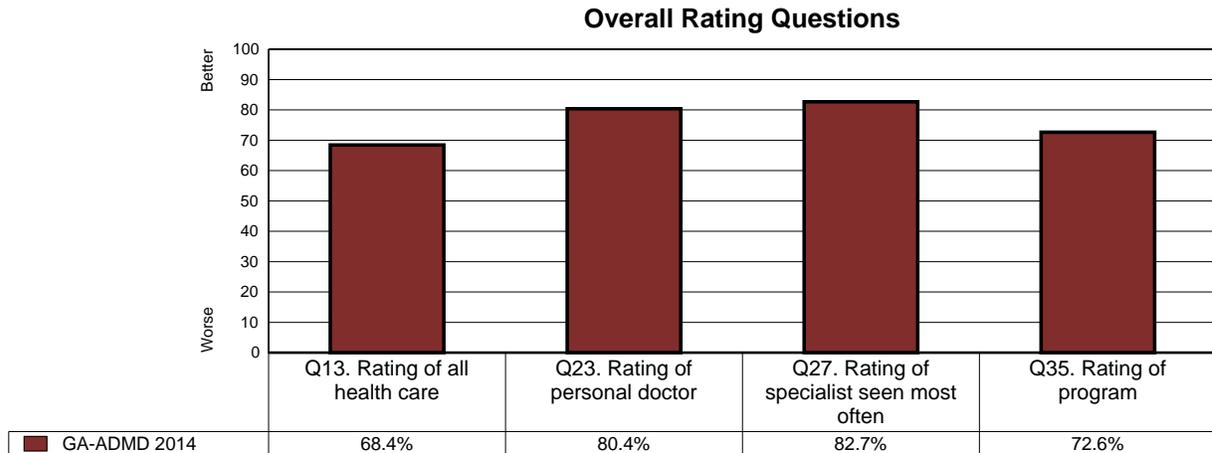
Questionnaires were considered complete if respondents did not answer 'No' to Q1 and provided a valid response to at least one item in the questionnaire. Complete interviews were obtained from 467 GA-ADMD members, and the response rate was 36.9%.

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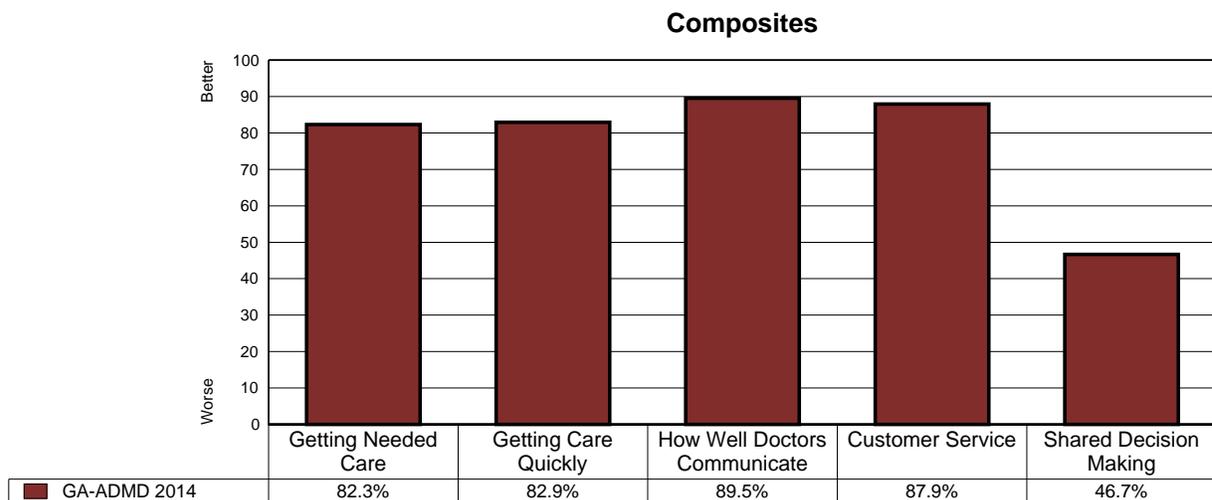
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SUMMARY OF OVERALL RATING QUESTIONS

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



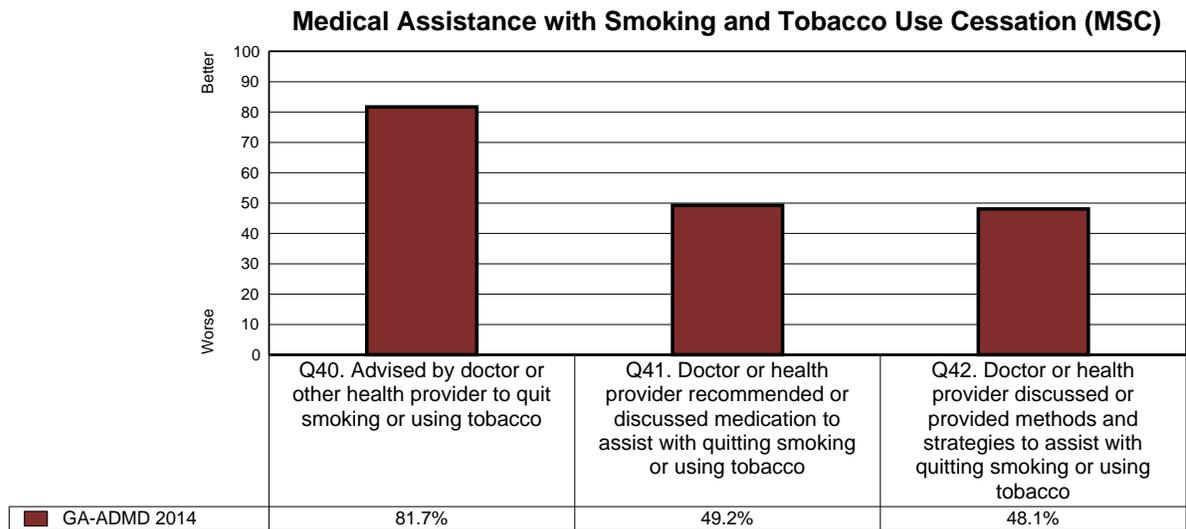
SUMMARY OF COMPOSITES A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the plan performed across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



SUMMARY OF EFFECTIVENESS OF CARE MEASURES

Three Effectiveness of Care Measures are presented below. Two of the measures, Aspirin Use and Discussion and Medical Assistance with Smoking and Tobacco Use Cessation, typically use a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, these measures are presented as single-year scores, rather than rolling averages.

The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; or (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.



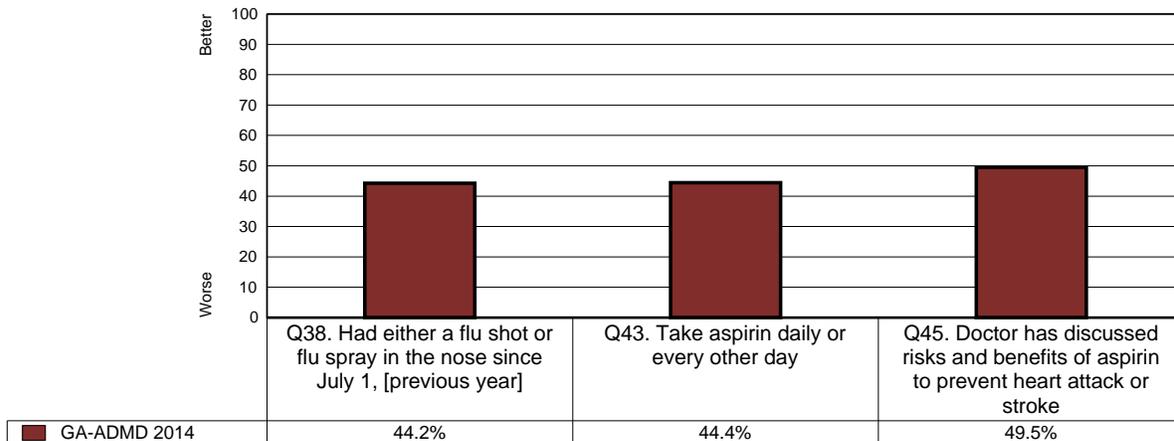
The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members age 18-64 who received an influenza vaccination since July 1 of the measurement year.

The Aspirin Use and Discussion measure assesses different facets of aspirin use in the primary prevention of cardiovascular disease. The measure is based on two questions, one assessing current aspirin use, and the other asking whether a health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke.

The Aspirin Use component includes members in certain risk factor categories who could safely take aspirin (based on the response to Q44), had no cardiovascular disease exclusion (based on the response to Q47), and who answered Q43. The rate represents the proportion of these members who indicated they take aspirin daily or every other day.

The Discussing Aspirin Risks and Benefits component includes members in certain age/gender categories who had no cardiovascular disease exclusion (based on the response to Q47), and who answered Q45. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.

Flu Shot for Adults Ages 18-64 (FSA) / Aspirin Use and Discussion (ASP)



Sample Disposition

	GA-ADMD 2014
First mailing - sent	1350
*First mailing - usable survey returned	239
Second mailing - sent	1105
*Second mailing - usable survey returned	121
*Phone - usable surveys	107
Total - usable surveys	467
†Ineligible: According to population criteria‡	25
†Ineligible: Language barrier	5
†Ineligible: Deceased	6
†Ineligible: Mentally or physically unable to complete survey	47
Bad phone number OR bad address	108
Refusal	38
Nonresponse - Unavailable by mail AND phone	653
Adjusted Response Rate	36.9%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

Q1. Our records show that you are now in Georgia Medicaid. Is that right?

	GA-ADMD 2014	
	N	%
Yes	395	100.0%
No	0	0.0%
Total	395	100.0%
Not Answered	72	

Your Health Care in the Last 6 Months

Q3. In the last 6 months, did you have an illness, injury or condition that needed care right away in a clinic, emergency room or doctor's office?

	GA-ADMD 2014	
	N	%
Yes	200	44.7%
No	247	55.3%
Total	447	100.0%
Not Answered	20	

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	2	1.1%
<input type="radio"/> Sometimes	28	15.3%
<input checked="" type="radio"/> Usually	32	17.5%
<input checked="" type="radio"/> Always	121	66.1%
Total	183	100.0%
Not Answered	17	
Reporting Category	Getting Care Quickly	
Achievement Score	83.6%	

Q5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

	GA-ADMD 2014	
	N	%
Yes	343	77.8%
No	98	22.2%
Total	441	100.0%
Not Answered	26	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

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

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	3	1.0%
<input type="radio"/> Sometimes	49	15.8%
<input type="radio"/> Usually	72	23.2%
<input type="radio"/> Always	186	60.0%
Total	310	100.0%
Not Answered	33	
Reporting Category	Getting Care Quickly	
Achievement Score	83.2%	

- Q7.** In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

	GA-ADMD 2014	
	N	%
None	84	19.4%
1 time	51	11.8%
2	97	22.4%
3	60	13.9%
4	48	11.1%
5 to 9	71	16.4%
10 or more times	22	5.1%
Total	433	100.0%
Not Answered	34	

- Q8.** In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Yes	231	69.2%
<input type="radio"/> No	103	30.8%
Total	334	100.0%
Not Answered	15	
Reporting Category	Single Items	
Achievement Score	69.2%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

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

	GA-ADMD 2014	
	N	%
Yes	130	40.0%
No	195	60.0%
Total	325	100.0%
Not Answered	24	

- Q10.** When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Not at all	3	2.5%
<input type="radio"/> A little	22	18.0%
<input type="radio"/> Some	47	38.5%
<input checked="" type="radio"/> A lot	50	41.0%
Total	122	100.0%
Not Answered	8	
Reporting Category	Shared Decision Making	
Achievement Score	41.0%	

- Q11.** When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Not at all	36	29.0%
<input type="radio"/> A little	12	9.7%
<input type="radio"/> Some	39	31.5%
<input checked="" type="radio"/> A lot	37	29.8%
Total	124	100.0%
Not Answered	6	
Reporting Category	Shared Decision Making	
Achievement Score	29.8%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Care in the Last 6 Months (continued)

- Q12.** When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

	GA-ADMD 2014	
	N	%
<input checked="" type="radio"/> Yes	84	67.7%
<input type="radio"/> No	40	32.3%
Total	124	100.0%
Not Answered	6	
Reporting Category	Shared Decision Making	
Achievement Score	67.7%	

- 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 health care in the last 6 months?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Worst health care possible	1	0.3%
<input type="radio"/> 1	4	1.2%
<input type="radio"/> 2	4	1.2%
<input type="radio"/> 3	3	0.9%
<input type="radio"/> 4	5	1.5%
<input type="radio"/> 5	25	7.7%
<input type="radio"/> 6	20	6.1%
<input type="radio"/> 7	41	12.6%
<input checked="" type="radio"/> 8	63	19.3%
<input checked="" type="radio"/> 9	42	12.9%
<input checked="" type="radio"/> Best health care possible	118	36.2%
Total	326	100.0%
Not Answered	23	
Reporting Category	Ratings	
Rating (8, 9 and 10)	68.4%	

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

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	5	1.5%
<input type="radio"/> Sometimes	43	13.2%
<input checked="" type="radio"/> Usually	87	26.7%
<input checked="" type="radio"/> Always	191	58.6%
Total	326	100.0%
Not Answered	23	
Reporting Category	Getting Needed Care	
Achievement Score	85.3%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor

- Q15.** A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	GA-ADMD 2014	
	N	%
Yes	371	85.5%
No	63	14.5%
Total	434	100.0%
Not Answered	33	

- Q16.** In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	GA-ADMD 2014	
	N	%
None	32	9.4%
1 time	53	15.6%
2	94	27.7%
3	63	18.6%
4	37	10.9%
5 to 9	46	13.6%
10 or more times	14	4.1%
Total	339	100.0%
Not Answered	32	

- Q17.** In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	3	1.0%
<input type="radio"/> Sometimes	33	10.9%
<input checked="" type="radio"/> Usually	45	14.9%
<input checked="" type="radio"/> Always	221	73.2%
Total	302	100.0%
Not Answered	5	
Reporting Category	Communication	
Achievement Score	88.1%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

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

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	2	0.7%
<input type="radio"/> Sometimes	27	8.9%
<input type="radio"/> Usually	36	11.8%
<input type="radio"/> Always	239	78.6%
Total	304	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	90.5%	

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

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	2	0.7%
<input type="radio"/> Sometimes	23	7.6%
<input type="radio"/> Usually	36	11.8%
<input type="radio"/> Always	243	79.9%
Total	304	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	91.8%	

Q20. In the last 6 months, how often did your personal doctor spend enough time with you?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	8	2.7%
<input type="radio"/> Sometimes	30	10.0%
<input type="radio"/> Usually	55	18.3%
<input type="radio"/> Always	207	69.0%
Total	300	100.0%
Not Answered	7	
Reporting Category	Communication	
Achievement Score	87.3%	

Q21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	GA-ADMD 2014	
	N	%
Yes	180	60.2%
No	119	39.8%
Total	299	100.0%
Not Answered	8	

Response scored as: Achievement Room for improvement

Responses by Question

Your Personal Doctor (continued)

Q22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	9	5.2%
<input type="radio"/> Sometimes	14	8.1%
<input type="radio"/> Usually	35	20.3%
<input type="radio"/> Always	114	66.3%
Total	172	100.0%
Not Answered	8	
Reporting Category	Single Items	
Achievement Score	86.6%	

Q23. 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 personal doctor?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Worst personal doctor possible	4	1.2%
<input type="radio"/> 1	3	0.9%
<input type="radio"/> 2	3	0.9%
<input type="radio"/> 3	3	0.9%
<input type="radio"/> 4	1	0.3%
<input type="radio"/> 5	17	5.0%
<input type="radio"/> 6	13	3.8%
<input type="radio"/> 7	23	6.7%
<input type="radio"/> 8	47	13.8%
<input type="radio"/> 9	59	17.3%
<input type="radio"/> Best personal doctor possible	168	49.3%
Total	341	100.0%
Not Answered	30	
Reporting Category	Ratings	
Rating (8, 9 and 10)	80.4%	

Getting Health Care From Specialists

Q24. 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 to see a specialist?

	GA-ADMD 2014	
	N	%
Yes	210	48.1%
No	227	51.9%
Total	437	100.0%
Not Answered	30	

Response scored as: Achievement Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	7	3.6%
<input type="radio"/> Sometimes	31	15.9%
<input type="radio"/> Usually	48	24.6%
<input type="radio"/> Always	109	55.9%
Total	195	100.0%
Not Answered	15	
Reporting Category	Getting Needed Care	
Achievement Score	80.5%	

Q26. How many specialists have you seen in the last 6 months?

	GA-ADMD 2014	
	N	%
None	7	3.7%
1 specialist	91	48.1%
2	38	20.1%
3	31	16.4%
4	13	6.9%
5 or more specialists	9	4.8%
Total	189	100.0%
Not Answered	21	

Q27. We want to know your rating of the specialist you 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?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Worst specialist possible	3	1.7%
<input type="radio"/> 1	2	1.1%
<input type="radio"/> 2	2	1.1%
<input type="radio"/> 3	2	1.1%
<input type="radio"/> 4	2	1.1%
<input type="radio"/> 5	6	3.4%
<input type="radio"/> 6	5	2.8%
<input type="radio"/> 7	9	5.0%
<input type="radio"/> 8	30	16.8%
<input type="radio"/> 9	25	14.0%
<input type="radio"/> Best specialist possible	93	52.0%
Total	179	100.0%
Not Answered	3	
Reporting Category	Ratings	
Rating (8, 9 and 10)	82.7%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan

Q28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	GA-ADMD 2014	
	N	%
Yes	88	20.7%
No	338	79.3%
Total	426	100.0%
Not Answered	41	

Q29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	7	8.3%
<input type="radio"/> Sometimes	20	23.8%
<input type="radio"/> Usually	26	31.0%
<input type="radio"/> Always	31	36.9%
Total	84	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	67.9%	

Q30. In the last 6 months, did you get information or help from your health plan's customer service?

	GA-ADMD 2014	
	N	%
Yes	124	29.2%
No	301	70.8%
Total	425	100.0%
Not Answered	42	

Q31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	2	1.7%
<input type="radio"/> Sometimes	21	17.8%
<input type="radio"/> Usually	24	20.3%
<input type="radio"/> Always	71	60.2%
Total	118	100.0%
Not Answered	6	
Reporting Category	Customer Service	
Achievement Score	80.5%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Health Plan (continued)

Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	GA-ADMD 2014	
	N	%
● Never	2	1.7%
● Sometimes	4	3.4%
● Usually	23	19.3%
● Always	90	75.6%
Total	119	100.0%
Not Answered	5	
Reporting Category	Customer Service	
Achievement Score	95.0%	

Q33. In the last 6 months, did your health plan give you any forms to fill out?

	GA-ADMD 2014	
	N	%
Yes	89	21.2%
No	331	78.8%
Total	420	100.0%
Not Answered	47	

PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on NCQA scoring guidelines.]

	GA-ADMD 2014	
	N	%
● Never	6	1.4%
● Sometimes	19	4.5%
● Usually	27	6.5%
● Always	366	87.6%
Total	418	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	94.0%	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Health Plan (continued)

Q35. 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 health plan?

	GA-ADMD 2014	
	N	%
● Worst health plan possible	5	1.2%
● 1	4	1.0%
● 2	4	1.0%
● 3	4	1.0%
● 4	8	1.9%
● 5	26	6.3%
● 6	22	5.3%
● 7	40	9.7%
● 8	73	17.7%
● 9	60	14.5%
● Best health plan possible	167	40.4%
Total	413	100.0%
Not Answered	54	
Reporting Category	Ratings	
Rating (8, 9 and 10)	72.6%	

About You

Q36. In general, how would you rate your overall health?

	GA-ADMD 2014	
	N	%
● Excellent	24	5.5%
● Very Good	63	14.5%
● Good	135	31.0%
● Fair	152	34.9%
● Poor	61	14.0%
Total	435	100.0%
Not Answered	32	
Reporting Category	Single Items	
Achievement Score	20.0%	

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

Responses by Question

About You (continued)

Q37. In general, how would you rate your overall mental or emotional health?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Excellent	46	10.6%
<input type="radio"/> Very Good	78	18.0%
<input type="radio"/> Good	166	38.3%
<input type="radio"/> Fair	106	24.5%
<input type="radio"/> Poor	37	8.5%
Total	433	100.0%
Not Answered	34	
Reporting Category	Single Items	
Achievement Score	28.6%	

Q38. Have you had either a flu shot or flu spray in the nose since July 1, [previous year]?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Yes	119	44.2%
<input type="radio"/> No	150	55.8%
Don't Know	6	
Total	269	100.0%
Not Answered	21	
Reporting Category	Flu Shot for Adults	
Achievement Score	44.2%	

Q39. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	GA-ADMD 2014	
	N	%
Every day	75	17.5%
Some days	60	14.0%
Not at all	294	68.5%
Don't Know	5	
Total	429	100.0%
Not Answered	33	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

- Q40.** In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	24	18.3%
<input type="radio"/> Sometimes	32	24.4%
<input type="radio"/> Usually	14	10.7%
<input type="radio"/> Always	61	46.6%
Total	131	100.0%
Not Answered	4	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	81.7%	

- Q41.** In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	67	50.8%
<input type="radio"/> Sometimes	33	25.0%
<input type="radio"/> Usually	15	11.4%
<input type="radio"/> Always	17	12.9%
Total	132	100.0%
Not Answered	3	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	49.2%	

- Q42.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	GA-ADMD 2014	
	N	%
<input type="radio"/> Never	67	51.9%
<input type="radio"/> Sometimes	31	24.0%
<input type="radio"/> Usually	11	8.5%
<input type="radio"/> Always	20	15.5%
Total	129	100.0%
Not Answered	6	
Reporting Category	Medical Assistance with Smoking Cessation	
Achievement Score	48.1%	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

Q43. Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	GA-ADMD 2014	
	N	%
<input checked="" type="radio"/> Yes	20	44.4%
<input type="radio"/> No	25	55.6%
Don't know	0	0.0%
Total	45	100.0%
Not Answered	0	
Reporting Category	Aspirin Use and Discussion	
Achievement Score	44.4%	

Q44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

	GA-ADMD 2014	
	N	%
Yes	71	18.8%
No	307	81.2%
Don't know	64	
Total	378	100.0%
Not Answered	25	

Q45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	GA-ADMD 2014	
	N	%
<input checked="" type="radio"/> Yes	53	49.5%
<input type="radio"/> No	54	50.5%
Total	107	100.0%
Not Answered	0	
Reporting Category	Aspirin Use and Discussion	
Achievement Score	49.5%	

Q46.1. Are you aware that you have any of the following conditions? Response: High cholesterol

	GA-ADMD 2014	
	N	%
Yes	185	39.6%
No	282	60.4%
Total	467	100.0%
Not Answered	0	

Response scored as: Achievement Room for improvement

Responses by Question

About You (continued)

Q46.2. Are you aware that you have any of the following conditions? Response: High blood pressure

	GA-ADMD 2014	
	N	%
Yes	276	59.1%
No	191	40.9%
Total	467	100.0%
Not Answered	0	

Q46.3. Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60

	GA-ADMD 2014	
	N	%
Yes	96	20.6%
No	371	79.4%
Total	467	100.0%
Not Answered	0	

Q47.1. Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	GA-ADMD 2014	
	N	%
Yes	42	9.0%
No	425	91.0%
Total	467	100.0%
Not Answered	0	

Q47.2. Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	GA-ADMD 2014	
	N	%
Yes	50	10.7%
No	417	89.3%
Total	467	100.0%
Not Answered	0	

Q47.3. Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	GA-ADMD 2014	
	N	%
Yes	42	9.0%
No	425	91.0%
Total	467	100.0%
Not Answered	0	

Responses by Question

About You (continued)

Q47.4. Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar

	GA-ADMD 2014	
	N	%
Yes	163	34.9%
No	304	65.1%
Total	467	100.0%
Not Answered	0	

Q48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

	GA-ADMD 2014	
	N	%
Yes	172	41.1%
No	247	58.9%
Total	419	100.0%
Not Answered	48	

Q49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

	GA-ADMD 2014	
	N	%
Yes	122	77.2%
No	36	22.8%
Total	158	100.0%
Not Answered	14	

Q50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

	GA-ADMD 2014	
	N	%
Yes	334	79.0%
No	89	21.0%
Total	423	100.0%
Not Answered	44	

Q51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

	GA-ADMD 2014	
	N	%
Yes	285	93.1%
No	21	6.9%
Total	306	100.0%
Not Answered	28	

Responses by Question

About You (continued)

Q52. What is your age?

	GA-ADMD 2014	
	N	%
18 to 24	32	7.4%
25 to 34	31	7.2%
35 to 44	33	7.6%
45 to 54	71	16.4%
55 to 64	100	23.1%
65 to 74	85	19.6%
75 or older	81	18.7%
Total	433	100.0%
Not Answered	34	

Q53. Are you male or female?

	GA-ADMD 2014	
	N	%
Male	148	34.2%
Female	285	65.8%
Total	433	100.0%
Not Answered	34	

Q54. What is the highest grade or level of school that you have completed?

	GA-ADMD 2014	
	N	%
8th grade or less	88	20.6%
Some high school but did not graduate	125	29.3%
High school graduate or GED	133	31.1%
Some college or 2-year degree	63	14.8%
4-year college graduate	9	2.1%
More than 4-year college degree	9	2.1%
Total	427	100.0%
Not Answered	40	

Q55. Are you of Hispanic or Latino origin or descent?

	GA-ADMD 2014	
	N	%
Yes, Hispanic or Latino	25	6.2%
No, Not Hispanic or Latino	376	93.8%
Total	401	100.0%
Not Answered	66	

Responses by Question

About You (continued)

Q56.1. What is your race? Response: White.

	GA-ADMD 2014	
	N	%
Yes	202	46.8%
No	230	53.2%
Total	432	100.0%
Not Answered	35	

Q56.2. What is your race? Response: Black or African-American.

	GA-ADMD 2014	
	N	%
Yes	215	49.8%
No	217	50.2%
Total	432	100.0%
Not Answered	35	

Q56.3. What is your race? Response: Asian.

	GA-ADMD 2014	
	N	%
Yes	11	2.5%
No	421	97.5%
Total	432	100.0%
Not Answered	35	

Q56.4. What is your race? Response: Native Hawaiian or other Pacific Islander.

	GA-ADMD 2014	
	N	%
Yes	2	0.5%
No	430	99.5%
Total	432	100.0%
Not Answered	35	

Q56.5. What is your race? Response: American Indian or Alaska Native.

	GA-ADMD 2014	
	N	%
Yes	16	3.7%
No	416	96.3%
Total	432	100.0%
Not Answered	35	

Responses by Question

About You (continued)

Q56.6. What is your race? Response: Other.

	GA-ADMD 2014	
	N	%
Yes	10	2.3%
No	422	97.7%
Total	432	100.0%
Not Answered	35	

Q57. Did someone help you complete this survey?

	GA-ADMD 2014	
	N	%
Yes	116	33.3%
No	232	66.7%
Total	348	100.0%
Not Answered	12	

Q58.1. How did that person help you? Response: Read the questions to me.

	GA-ADMD 2014	
	N	%
Yes	56	43.8%
No	72	56.3%
Total	128	100.0%
Not Answered	0	

Q58.2. How did that person help you? Response: Wrote down the answers I gave.

	GA-ADMD 2014	
	N	%
Yes	47	36.7%
No	81	63.3%
Total	128	100.0%
Not Answered	0	

Q58.3. How did that person help you? Response: Answered the questions for me.

	GA-ADMD 2014	
	N	%
Yes	38	29.7%
No	90	70.3%
Total	128	100.0%
Not Answered	0	

Responses by Question

About You (continued)

Q58.4. How did that person help you? Response: Translated the questions into my language.

	GA-ADMD 2014	
	N	%
Yes	10	7.8%
No	118	92.2%
Total	128	100.0%
Not Answered	0	

Q58.5. How did that person help you? Response: Helped in some other way.

	GA-ADMD 2014	
	N	%
Yes	5	3.9%
No	123	96.1%
Total	128	100.0%
Not Answered	0	



Your privacy is protected. All information that would let someone identify you or your family will be kept private. DataStat will not share your personal information with anyone without your OK.

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.



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 ↓

1. Our records show that you are now in the Georgia Medicaid Program. Is that right?

- Yes → Go to Question 3
- No

2. What is the name of your health plan? (Please print)



YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

3. In the last 6 months, did you 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 you **needed care right away**, how often did you get care as soon as you needed?

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic?

- Yes
- No → **Go to Question 7**

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

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- 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 a doctor or other health provider talk about specific things you could do to prevent illness?

- Yes
- No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Yes
- No → **Go to Question 13**

10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

- Not at all
- A little
- Some
- A lot

11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might **not** want to take a medicine?

- Not at all
- A little
- Some
- A lot

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- 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 health care in the last 6 months?

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



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

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → Go to Question 24

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → Go to Question 23
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → Go to Question 23

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

- Never
- Sometimes
- Usually
- Always

23. 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 personal doctor?

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

GETTING HEALTH CARE FROM SPECIALISTS

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

24. 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 to see a specialist?

- Yes
- No → Go to Question 28



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

- Never
- Sometimes
- Usually
- Always

26. How many specialists have you seen in the last 6 months?

- None → **Go to Question 28**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

27. We want to know your rating of the specialist you 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 HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
- No → **Go to Question 30**

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

35. 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 health plan?

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



ABOUT YOU

36. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2013?

- Yes
- No
- Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → *Go to Question 43*
- Don't know → *Go to Question 43*

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

43. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- Yes
- No

46. Are you aware that you have any of the following conditions? Mark one or more.

- High cholesterol
- High blood pressure
- Parent or sibling with heart attack before the age of 60



47. Has a doctor ever told you that you have any of the following conditions? Mark one or more.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → **Go to Question 50**

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → **Go to Question 52**

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

52. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

53. Are you male or female?

- Male
- Female

54. 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

55. Are you of Hispanic or Latino origin or descent?

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

56. What is your race? Mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

57. Did someone help you complete this survey?

- Yes → **Go to Question 58**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

58. How did that person help you? Mark one or more.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

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

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

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





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454-08



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