



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Program Child Survey

CAHPS® 5.0H Report

August 2013



3975 Research Park Drive
Ann Arbor, MI 48108

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| Doctor talked about specific things to prevent illness in child | |
| Doctor usually or always answered questions about child's health | |
| Someone from doctor's office helped get special medical equipment or devices for child | |
| Someone from doctor's office helped get therapy for child | |
| Someone from doctor's office helped get treatment or counseling for child | |
| Doctor usually or always explained things in a way that was easy for child to understand | |
| 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 | |
| Usually or Always easy to get prescription medicines for child through health plan | |
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Results from the HEDIS-CAHPS® 5.0H Survey of the parent/caretaker members of the Georgia Medicaid Program provide a comprehensive tool for assessing consumers' experiences with the Medicaid program. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the HEDIS-CAHPS® 5.0H Child Survey which includes the Children with Chronic Conditions (CCC) measurement set. The survey instrument consists of eighty-three 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 HEDIS-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 HEDIS-CAHPS® survey instrument uses the term health plan throughout the survey. Throughout this report the term 'health plan' will refer to the Georgia Medicaid Program's services for children.

Correlations with overall Medicaid program satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

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 questions correlate to all general rating questions, and where improvements could help increase not only overall satisfaction, 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, relatively small numbers of responses could be collected due to skip patterns inherent in the 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.

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

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS 5.0H) is the most comprehensive tool available for assessing consumers' experiences with their state Medicaid programs. HEDIS-CAHPS 5.0H provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

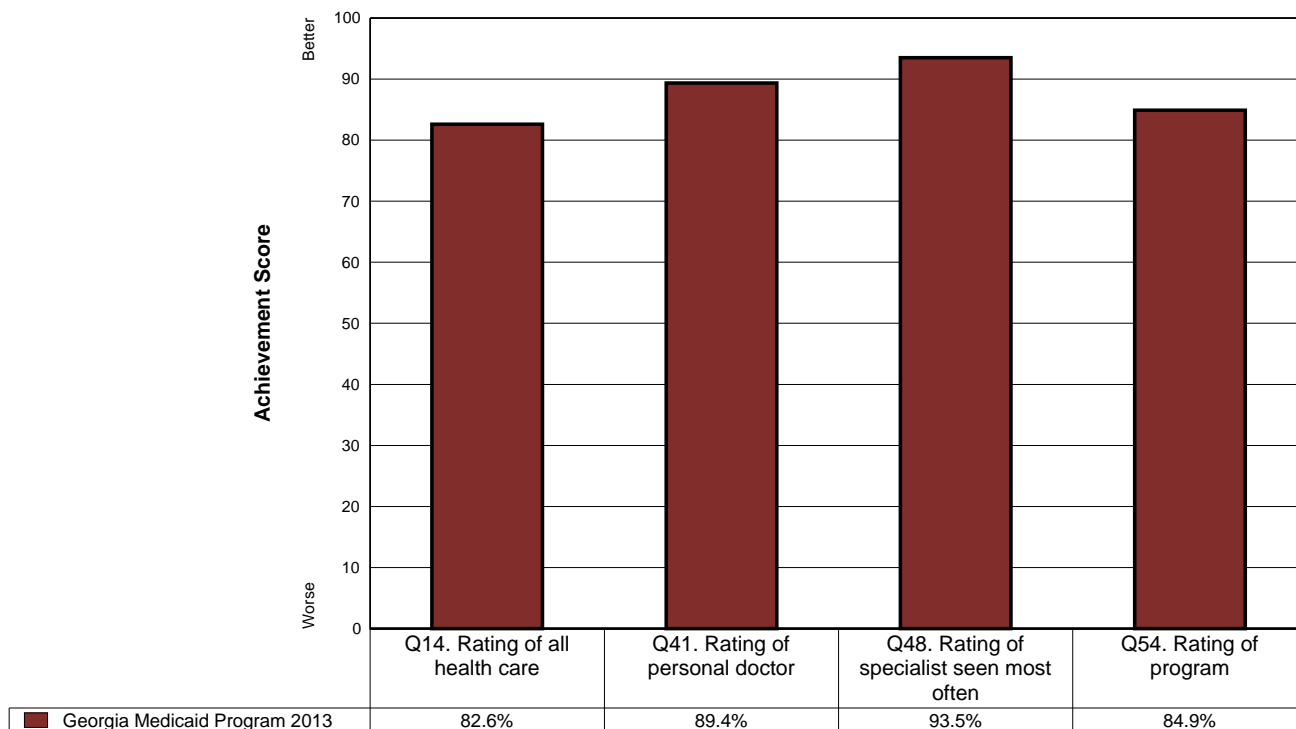
This report summarizes the findings of a child survey conducted for the Georgia Medicaid Program. Attempts were made to survey 1,650 member households by mail and telephone during the period from March 12, 2013 through May 21, 2013, using a standardized survey procedure and questionnaire.

Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality 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. Detailed information regarding protocols and methods can be found in *HEDIS® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

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. The 2013 ratings for the Georgia Medicaid Program's Services for Children are presented below.

Overall Rating Questions

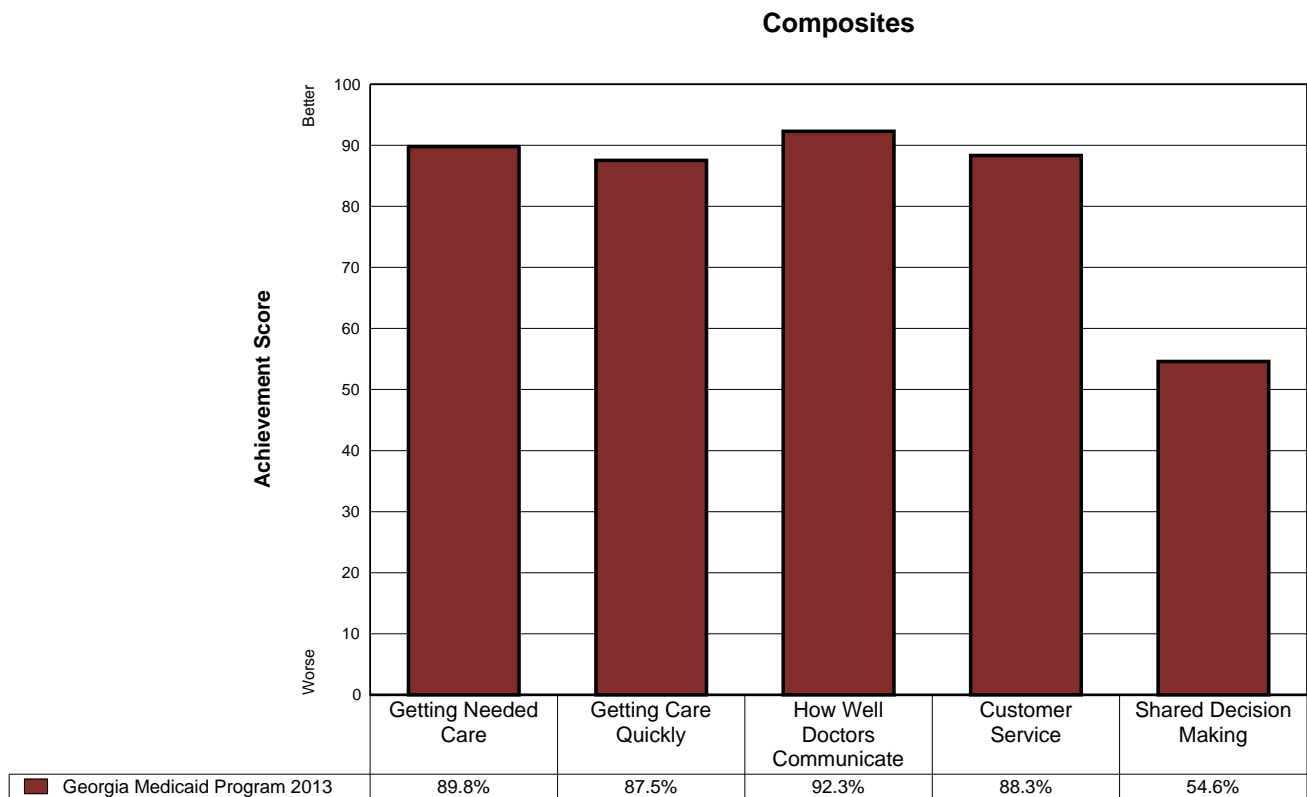


% of respondents reporting ratings of 8, 9 or 10

SUMMARY OF COMPOSITES

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

The 2013 Georgia Medicaid Program's Child composite scores are presented below. In this table, proportions of positive responses are reported as achievement scores (see Appendix A 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 "A Lot" or "Yes" are considered achievements for the Shared Decision Making composite.



% of respondents reporting satisfaction

SUMMARY OF CHILDREN WITH CHRONIC CONDITIONS CAHPS 5.0H COMPOSITES

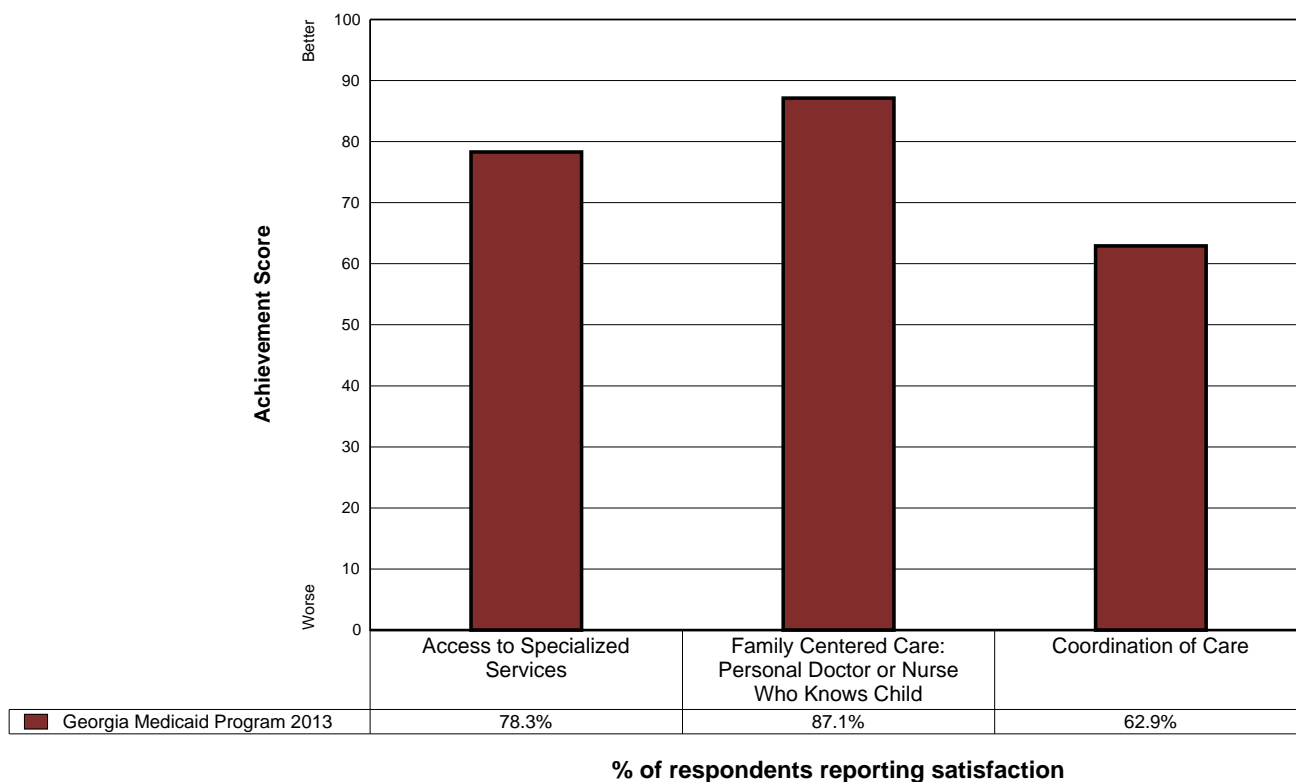
The CAHPS CCC composites summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions.

The Access to Specialized Care composite is composed of questions with response options of 'Never' to 'Always'. Responses of 'Usually' and "Always" are considered achievements for the Access to Specialized Care composite.

The Family Centered Care: Personal Doctor or Nurse Who Knows Child composite and the Coordination of Care composite are composed with response options of "Yes" and "No". For these two composites responses of "Yes" are considered achievements.

The Georgia Medicaid Program's CCC composite scores are presented below.

CCC Composites



Items Most Highly Correlated with Satisfaction

Overall satisfaction with the Medicaid Program is based on Q54, 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 Georgia Medicaid Program's enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Georgia Medicaid Program's child achievement score, and the correlation with overall satisfaction with the services for children under the Georgia Medicaid Program. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. (See Appendix A for definitions of correlation and achievement scores.)

| Question | CHMD Achievement Score | Correlation w/ satisfaction |
|--|------------------------|-----------------------------|
| Q23. Usually/always easy to get therapy for child | 72.4 | 0.52 |
| Q26. Usually/always easy to get treatment or counseling for child | 72.1 | 0.40 |
| Q27. Someone from doctor's office helped get treatment or counseling for child | 61.9 | 0.32 |
| Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare | 89.7 | 0.32 |
| Q56. Usually or Always easy to get prescription medicines for child through health plan | 88.5 | 0.30 |
| Q15. Usually or always easy to get the care, tests or treatment child needed | 91.5 | 0.27 |
| Q24. Someone from doctor's office helped get therapy for child | 58.6 | 0.26 |
| Q37. Personal doctor usually or always spent enough time with child | 86.1 | 0.25 |
| Q4. Usually or always got care as soon as child needed | 90.7 | 0.23 |
| Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child | 75.7 | 0.21 |

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 Appendix A 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, their achievements 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 | Q23 Access to Specialized Services | 72% | 0.68 | Q33 Communication | 95% | 0.55 | Q51 Customer Service | 94% | 0.59 | Q23 Access to Specialized Services | 72% | 0.52 |
| 2 | Q20 Access to Specialized Services | 88% | 0.51 | Q32 Communication | 93% | 0.53 | Q50 Customer Service | 82% | 0.34 | Q26 Access to Specialized Services | 72% | 0.40 |
| 3 | Q15 Getting Needed Care | 92% | 0.49 | Q37 Communication | 86% | 0.52 | Q37 Communication | 86% | 0.30 | Q18 Coordination of Care | 90% | 0.32 |
| 4 | Q37 Communication | 86% | 0.44 | Q34 Communication | 96% | 0.48 | Q13 Shared Decision Making | 76% | 0.26 | Q15 Getting Needed Care | 92% | 0.27 |
| 5 | Q26 Access to Specialized Services | 72% | 0.39 | Q26 Access to Specialized Services | 72% | 0.45 | Q12 Shared Decision Making | 31% | 0.24 | Q37 Communication | 86% | 0.25 |
| 6 | Q33 Communication | 95% | 0.38 | Q15 Getting Needed Care | 92% | 0.36 | Q23 Access to Specialized Services | 72% | 0.23 | Q4 Getting Care Quickly | 91% | 0.23 |
| 7 | Q6 Getting Care Quickly | 86% | 0.36 | Q20 Access to Specialized Services | 88% | 0.31 | Q32 Communication | 93% | 0.19 | Q13 Shared Decision Making | 76% | 0.21 |
| 8 | Q34 Communication | 96% | 0.36 | Q38 Family Centered Care | 86% | 0.29 | Q4 Getting Care Quickly | 91% | 0.19 | Q43 Family Centered Care | 93% | 0.20 |
| 9 | Q32 Communication | 93% | 0.33 | Q6 Getting Care Quickly | 86% | 0.24 | Q34 Communication | 96% | 0.17 | Q46 Getting Needed Care | 81% | 0.20 |
| 10 | Q4 Getting Care Quickly | 91% | 0.32 | Q23 Access to Specialized Services | 72% | 0.23 | Q15 Getting Needed Care | 92% | 0.16 | Q29 Coordination of Care | 54% | 0.18 |

Rating of all health care

| Corr. Rank | Question | Correlation w/ Rating of all health care | Achievement Score | Positive Responses | | Negative Responses | |
|---------------|---|--|----------------------|-----------------------|---------|-----------------------|-------|
| | | | | Always | Usually | Sometimes | Never |
| 1 | Q23. In the last 6 months, how often was it easy to get this therapy for your child? | 0.68 | 72% | 52% | 21% | 14% | 14% |
| 2 | Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child? | 0.51 | 88% | 79% | 9% | 7% | 5% |
| 3 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.49 | 92% | 74% | 17% | 7% | 1% |
| 4 | Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.44 | 86% | 67% | 19% | 11% | 3% |
| 5 | Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child? | 0.39 | 72% | 56% | 16% | 7% | 21% |
| 6 | Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.38 | 95% | 82% | 13% | 4% | 1% |
| 7 | Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? | 0.36 | 86% | 72% | 15% | 12% | 2% |
| 8 | Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.36 | 96% | 86% | 9% | 4% | 1% |
| 9 | Q32. 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? | 0.33 | 93% | 80% | 14% | 5% | 1% |
| 10 | Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed? | 0.32 | 91% | 81% | 10% | 9% | 1% |

Rating of personal doctor

| Corr. Rank | Question | Correlation w/ Rating of personal doctor | Achievement Score | Positive Responses | | Negative Responses | |
|---------------|---|--|----------------------|-----------------------|---------|-----------------------|---------------|
| | | | | Always / Yes | Usually | Sometimes | Never / No |
| 1 | Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you? | 0.55 | 95% | 82% | 13% | 4% | 1% |
| 2 | Q32. 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? | 0.53 | 93% | 80% | 14% | 5% | 1% |
| 3 | Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.52 | 86% | 67% | 19% | 11% | 3% |
| 4 | Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.48 | 96% | 86% | 9% | 4% | 1% |
| 5 | Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child? | 0.45 | 72% | 56% | 16% | 7% | 21% |
| 6 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.36 | 92% | 74% | 17% | 7% | 1% |
| 7 | Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child? | 0.31 | 88% | 79% | 9% | 7% | 5% |
| 8 | Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving? | 0.29 | 86% | 86% | (na) | (na) | 14% |
| 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? | 0.24 | 86% | 72% | 15% | 12% | 2% |
| 10 | Q23. In the last 6 months, how often was it easy to get this therapy for your child? | 0.23 | 72% | 52% | 21% | 14% | 14% |

Rating of specialist seen most often

| Corr. Rank | Question | Correlation w/ Rating of specialist seen most often | Achievement Score | Positive Responses | | Negative Responses | |
|---------------|---|--|----------------------|----------------------------|-------------------|-------------------------|-------------------------------|
| | | | | A Lot / Always / Yes | Some / Usually | A Little / Sometimes | Not at all / Never / No |
| 1 | Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? | 0.59 | 94% | 82% | 12% | 4% | 2% |
| 2 | Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? | 0.34 | 82% | 57% | 25% | 17% | 1% |
| 3 | Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.30 | 86% | 67% | 19% | 11% | 3% |
| 4 | Q13. 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? | 0.26 | 76% | 76% | (na) | (na) | 24% |
| 5 | Q12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine? | 0.24 | 31% | 31% | 23% | 19% | 26% |
| 6 | Q23. In the last 6 months, how often was it easy to get this therapy for your child? | 0.23 | 72% | 52% | 21% | 14% | 14% |
| 7 | Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand? | 0.19 | 93% | 80% | 14% | 5% | 1% |
| 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? | 0.19 | 91% | 81% | 10% | 9% | 1% |
| 9 | Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say? | 0.17 | 96% | 86% | 9% | 4% | 1% |
| 10 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.16 | 92% | 74% | 17% | 7% | 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 | Q23. In the last 6 months, how often was it easy to get this therapy for your child? | 0.52 | 72% | 52% | 21% | 14% | 14% |
| 2 | Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child? | 0.40 | 72% | 56% | 16% | 7% | 21% |
| 3 | Q18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare? | 0.32 | 90% | 90% | (na) | (na) | 10% |
| 4 | Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? | 0.27 | 92% | 74% | 17% | 7% | 1% |
| 5 | Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child? | 0.25 | 86% | 67% | 19% | 11% | 3% |
| 6 | 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? | 0.23 | 91% | 81% | 10% | 9% | 1% |
| 7 | Q13. 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 | 76% | 76% | (na) | (na) | 24% |
| 8 | Q43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life? | 0.20 | 93% | 93% | (na) | (na) | 7% |
| 9 | Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? | 0.20 | 81% | 60% | 21% | 13% | 6% |
| 10 | Q29. In the last 6 months, did anyone from your child's health network, doctor's office, or clinic help coordinate your child's care among these different providers or services? | 0.18 | 54% | 54% | (na) | (na) | 46% |

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 Appendix A for definition of correlation.)

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall Medicaid program satisfaction. For example, if one composite is more highly correlated with overall Medicaid program satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall program satisfaction over time. Conversely, if an item is weakly correlated with overall program satisfaction, altering services in that domain won't significantly alter ratings of the Medicaid program.

Overall satisfaction with the Georgia Medicaid Program's services for children is based on Q54, which asks respondents to rate their experience with their Medicaid Program, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

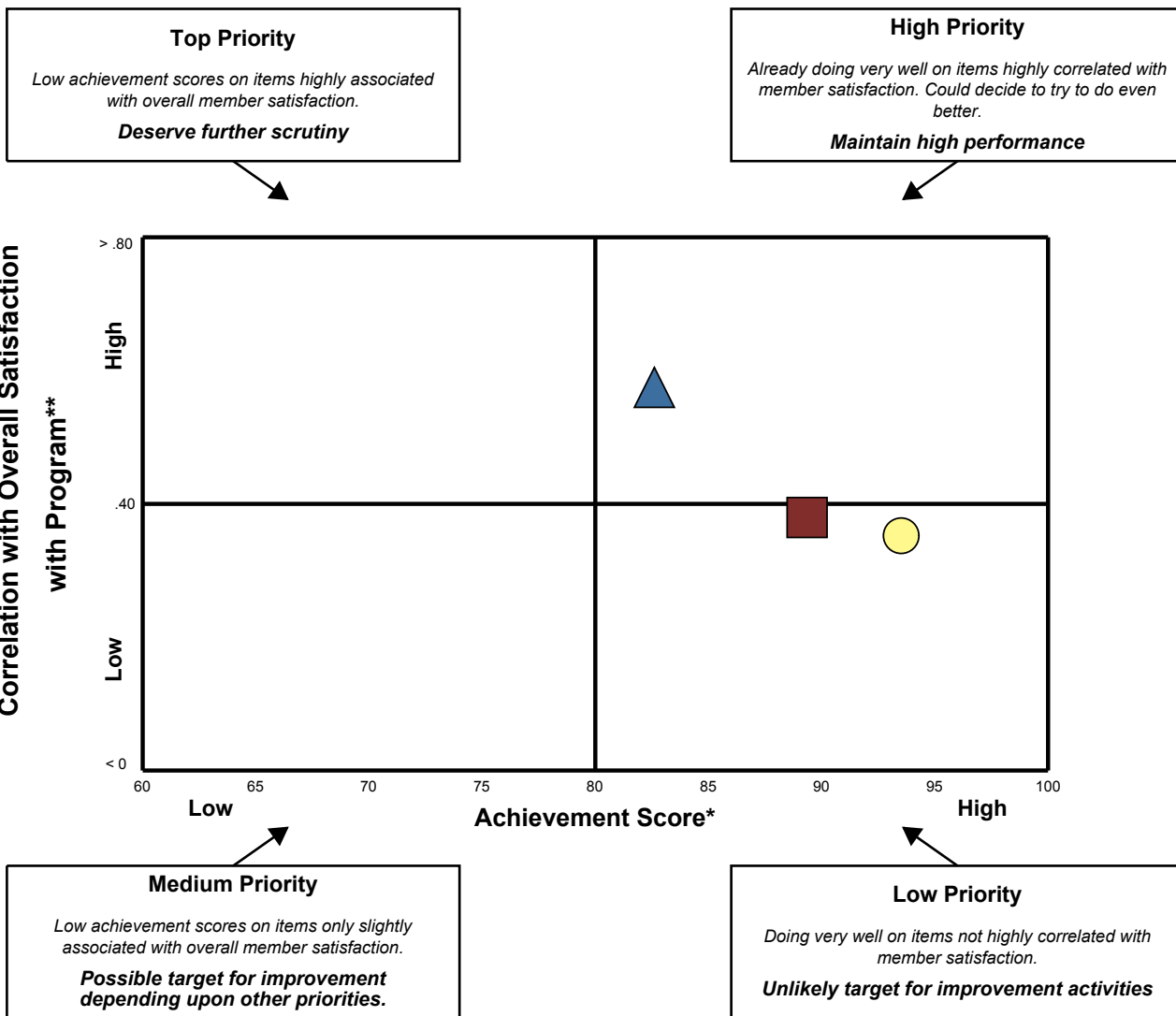
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than .4 are considered lower correlations with program satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

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

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

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

Priority Matrix Ratings



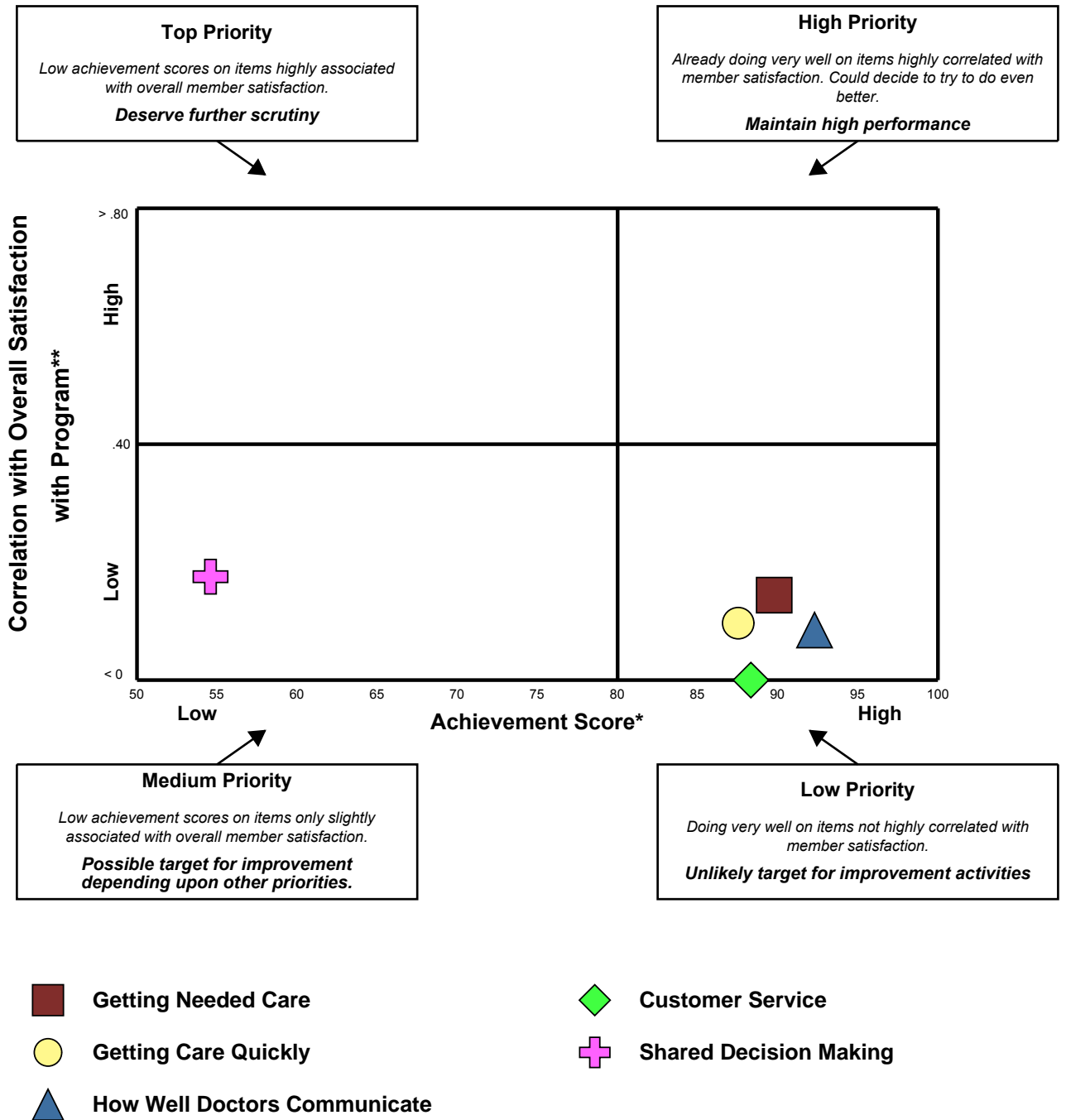
■ Rating of Personal Doctor or Nurse
 ● Rating of Specialist

▲ 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 - Standard CAHPS® 5.0 Composites

Composite Measures

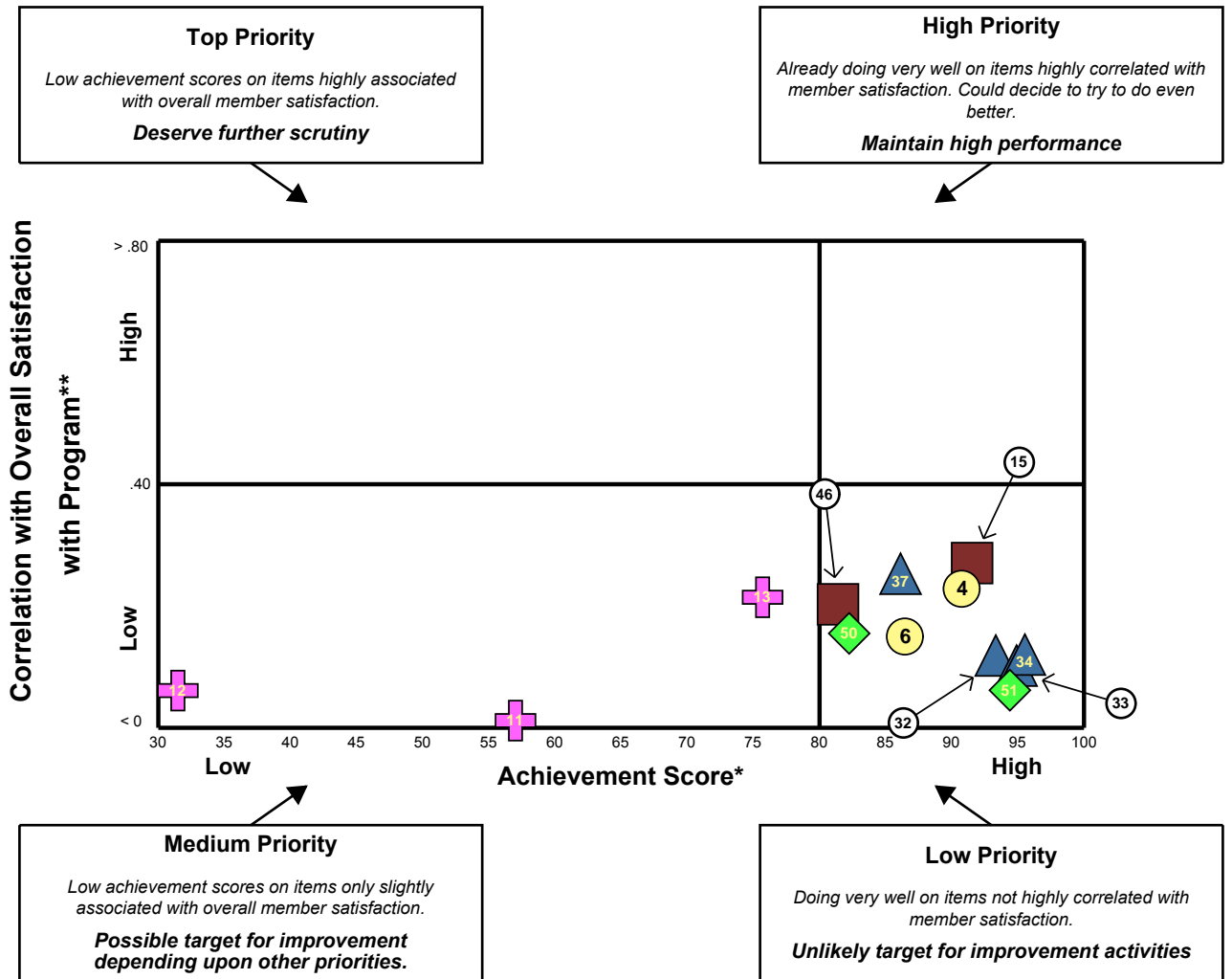


* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - Standard CAHPS® 5.0 Composites

Composite Items



- **Getting Needed Care**
Q15. Usually or always easy to get the care, tests or treatment child needed
Q46. Usually or always got appointments with specialists as soon as child needed
- **Getting Care Quickly**
Q4. Usually or always got care as soon as child needed
Q6. Usually or always got appt. for care as soon as child needed
- ▲ **Communication**
Q32. Personal doctor usually or always explained things in a way that was easy to understand
Q33. Personal doctor usually or always listened carefully to you
Q34. Personal doctor usually or always showed respect for what you had to say
Q37. Personal doctor usually or always spent enough time with child

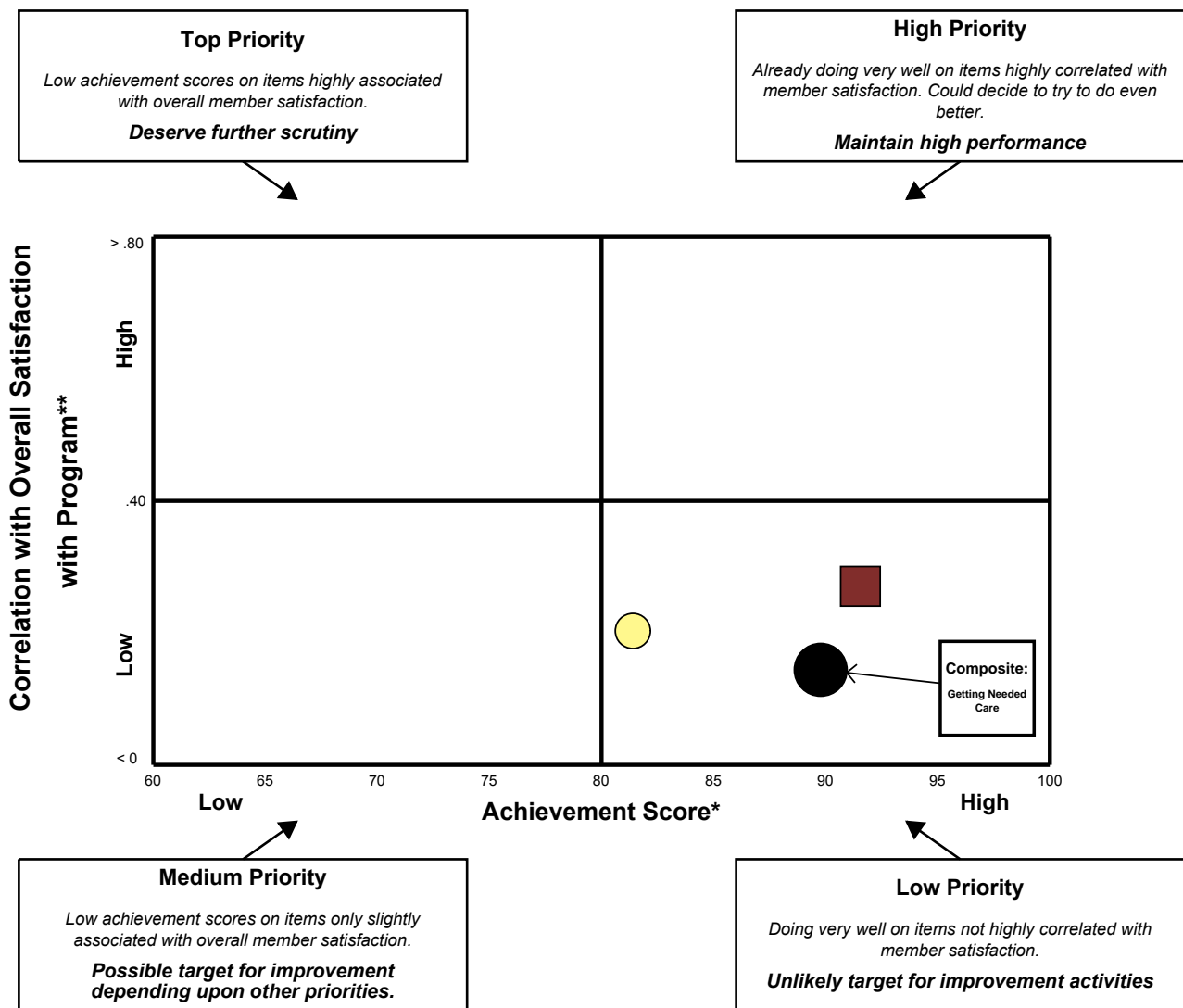
- ◆ **Customer Service**
Q50. Customer service usually or always gave help you needed
Q51. Customer service usually or always treated you with courtesy and respect
- + **Shared Decision Making**
Q11. Doctor talked about reasons you might want child to take a medicine
Q12. Doctor talked about reasons you might not want child to take a medicine
Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

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

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

Priority Matrix - Standard CAHPS® 5.0 Composites

Getting Needed Care



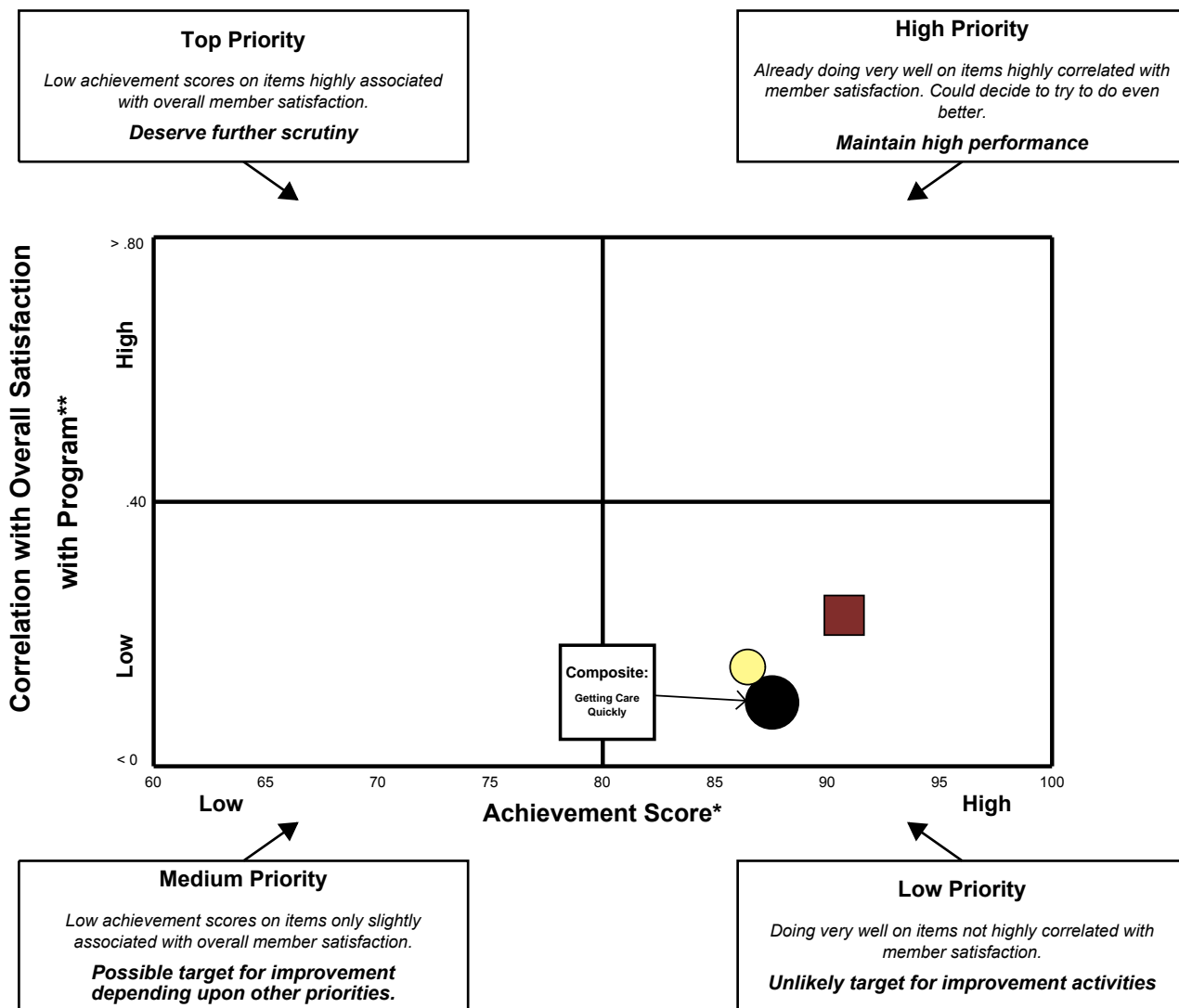
■ Q15. Usually or always easy to get the care, tests or treatment child needed

● Q46. 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 - Standard CAHPS® 5.0 Composites

Getting Care Quickly



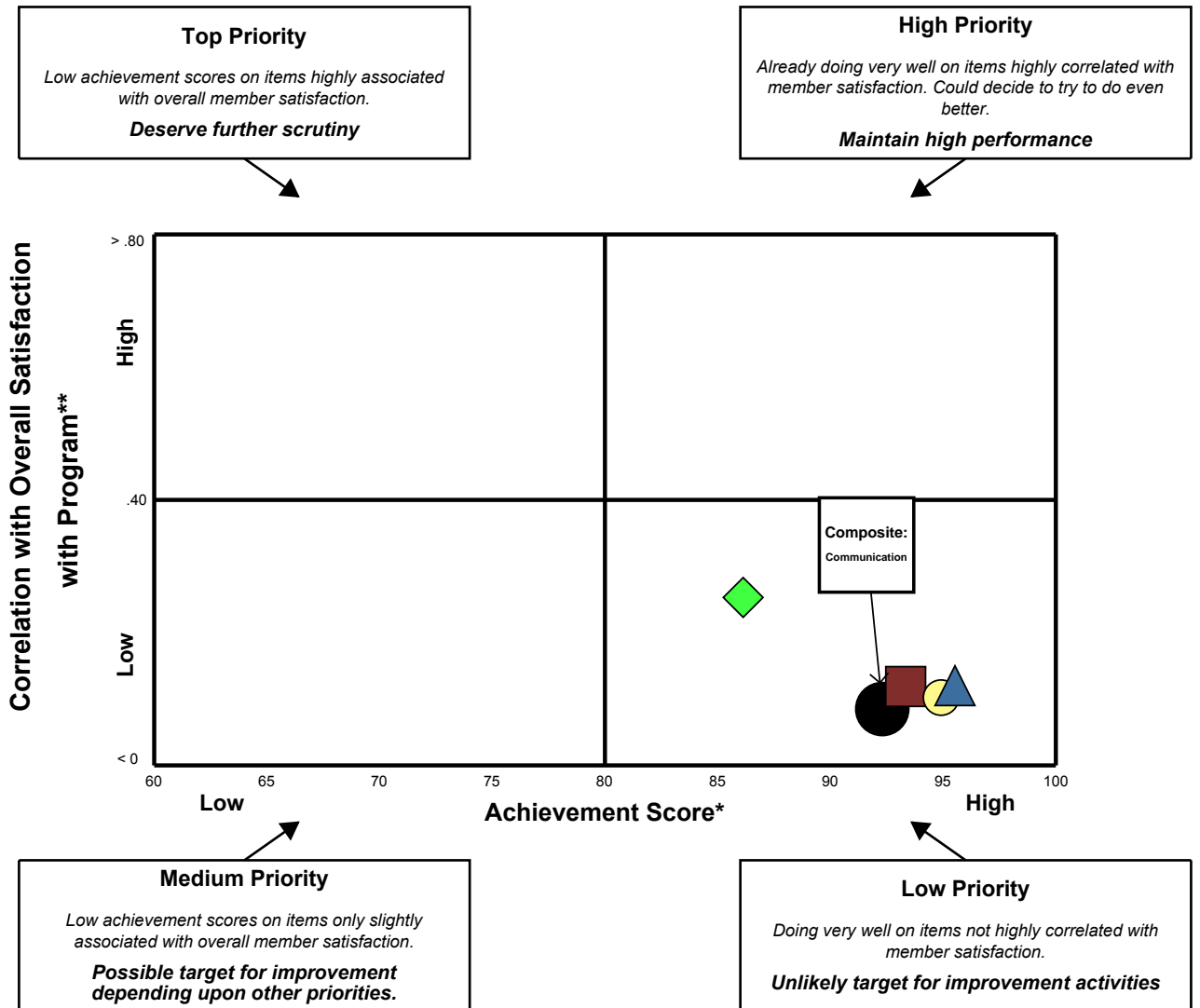
Q4. Usually or always got care as soon as child needed

Q6. Usually or always got appt. for 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 - Standard CAHPS® 5.0 Composites

How Well Doctors Communicate



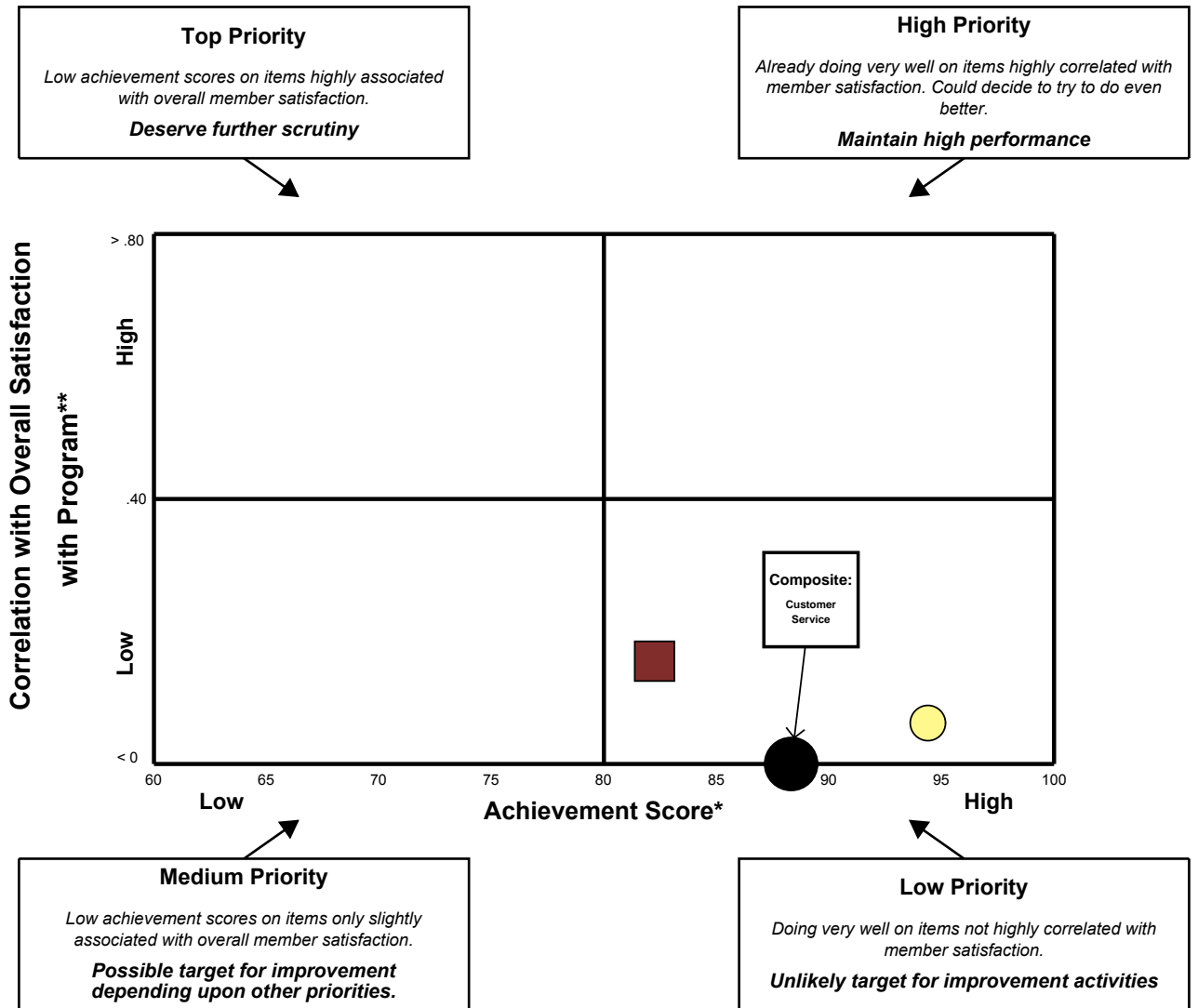
- Q32. Personal doctor usually or always explained things in a way that was easy to understand
- Q33. Personal doctor usually or always listened carefully to you

- Q34. Personal doctor usually or always showed respect for what you had to say
- Q37. 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 - Standard CAHPS® 5.0 Composites

Customer Service



Q50. Customer service usually or always gave help you needed

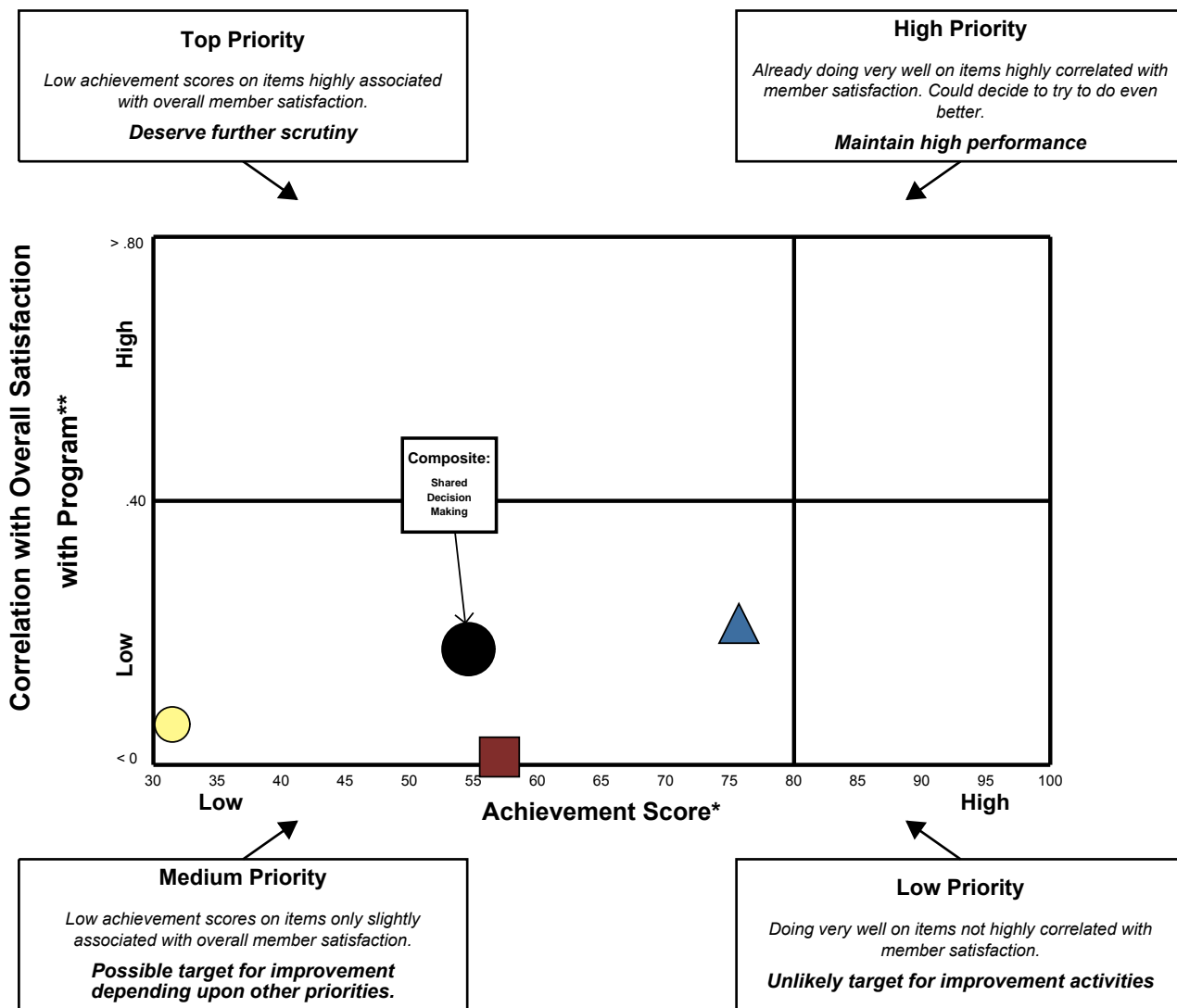
Q51. Customer service usually or always treated you with courtesy and respect

* 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 - Standard CAHPS® 5.0 Composites

Shared Decision Making



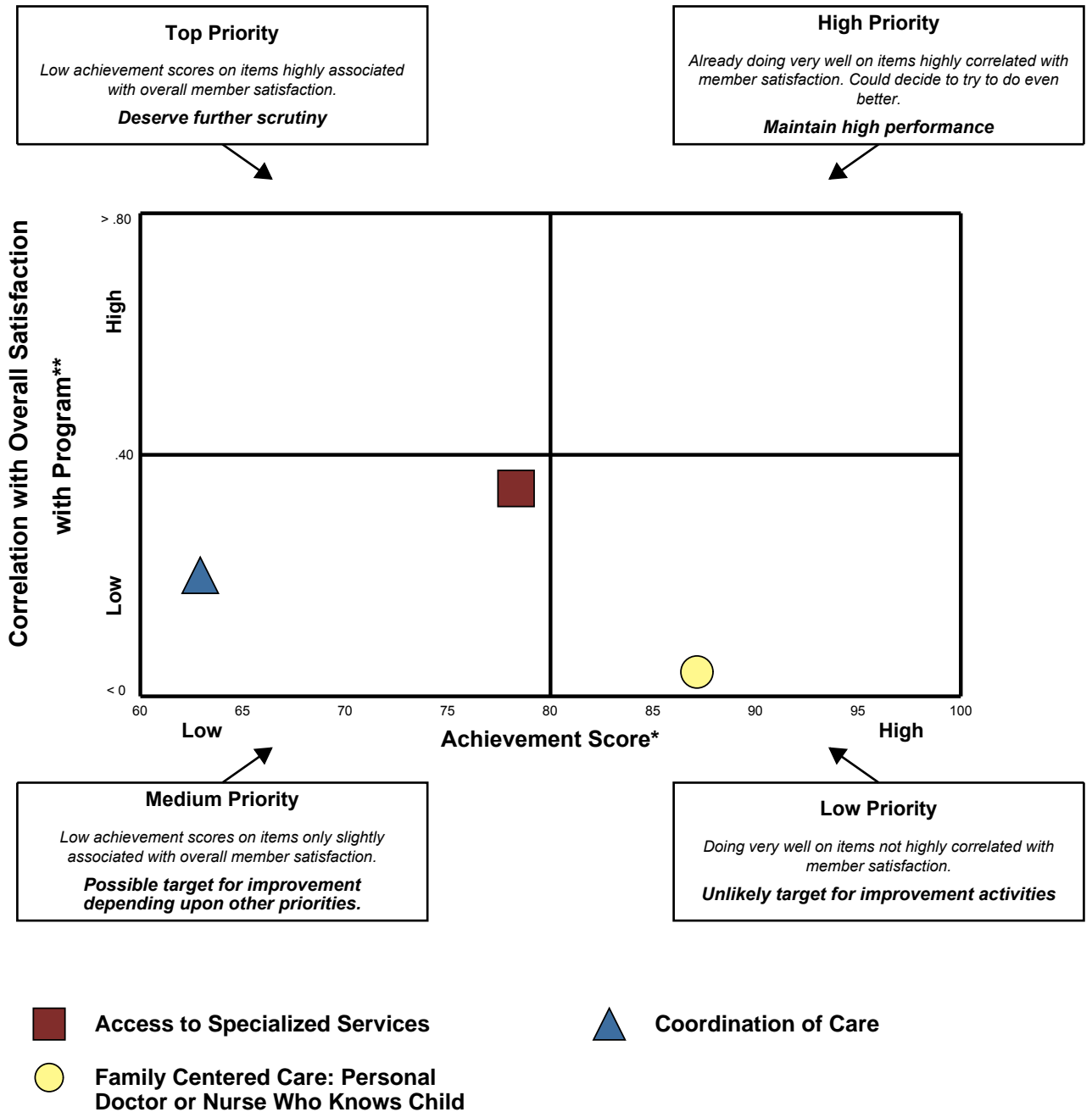
- Q11. Doctor talked about reasons you might want child to take a medicine
- Q12. Doctor talked about reasons you might not want child to take a medicine

- Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

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

Priority Matrix - CCC CAHPS® 5.0 Composites

Composite Measures

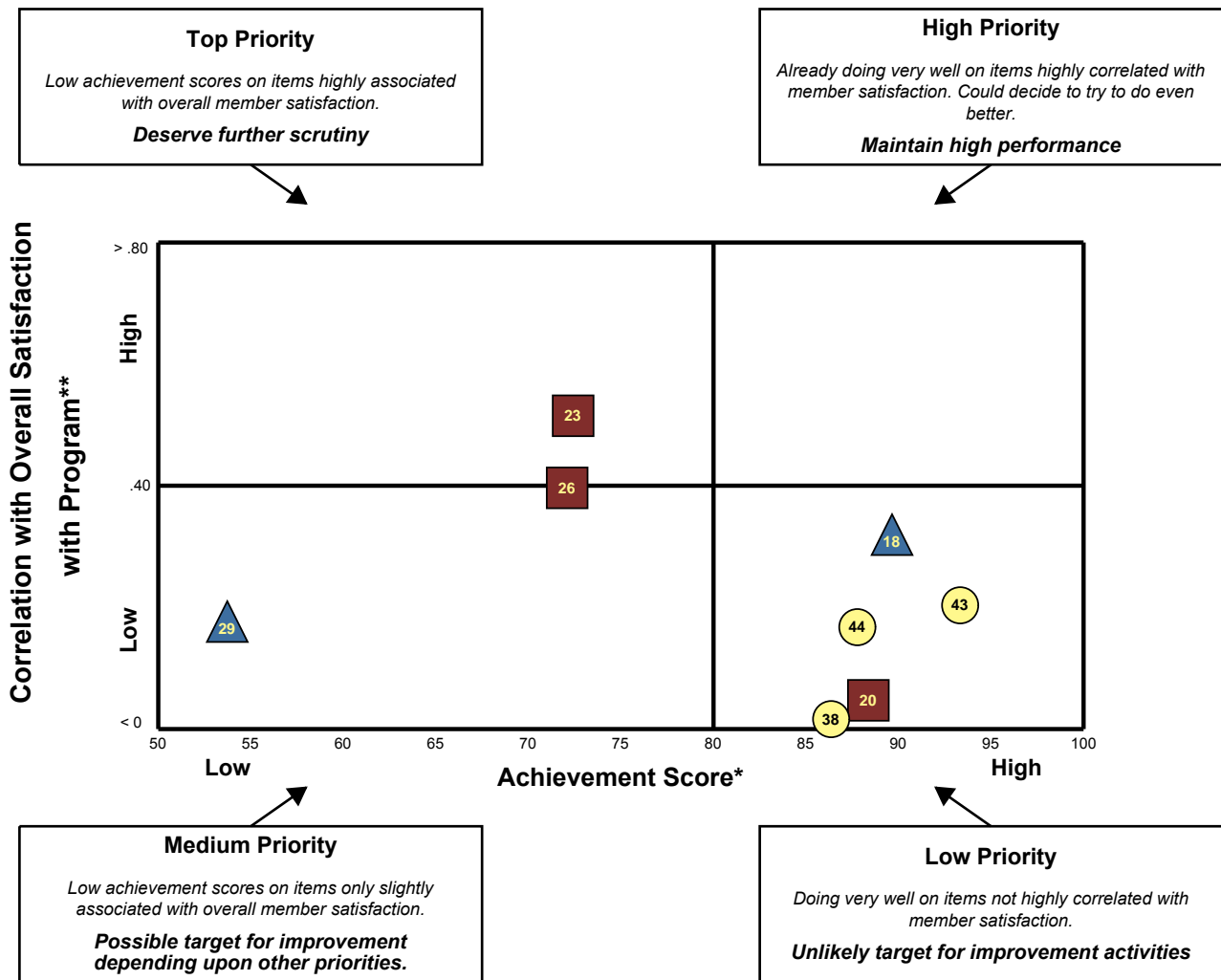


* An achievement score is ranked "high" when score is 80 or higher.

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

Priority Matrix - CCC CAHPS® 5.0 Composites

Composite Items



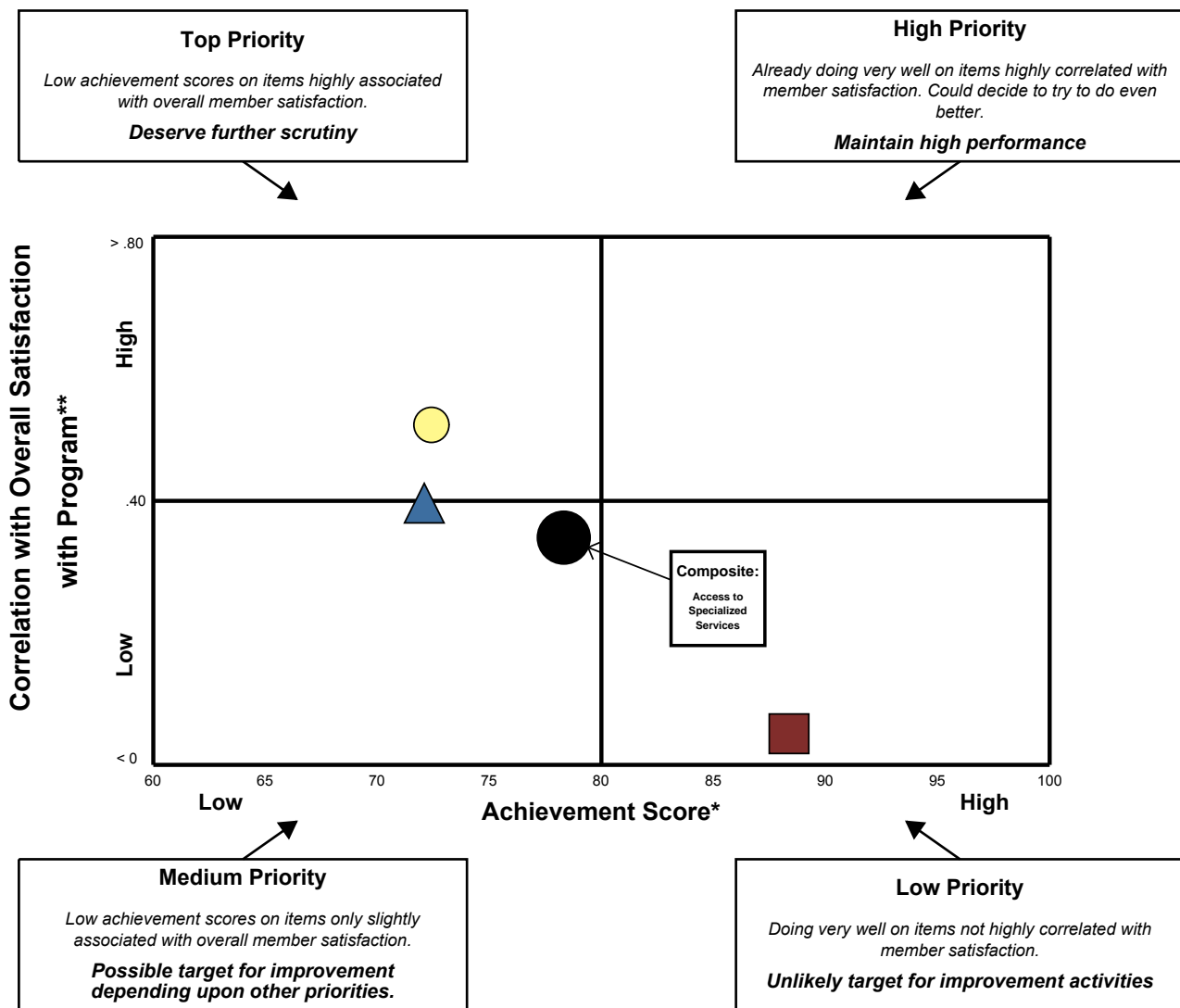
- **Access to Specialized Services**
 Q20. Usually/always easy to get special medical equipment or devices for child
 Q23. Usually/always easy to get therapy for child
 Q26. Usually/always easy to get treatment or counseling for child
- **Family Centered Care**
 Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
 Q43. Doctor understands how health conditions affect child's day-to-day life
 Q44. Doctor understands how health conditions affect family's day-to-day life

- ▲ **Coordination of Care**
 Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare
 Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

* 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 - CCC CAHPS® 5.0 Composites

Access to Specialized Services



■ Q20. Usually/always easy to get special medical equipment or devices for child

▲ Q26. Usually/always easy to get treatment or counseling for child

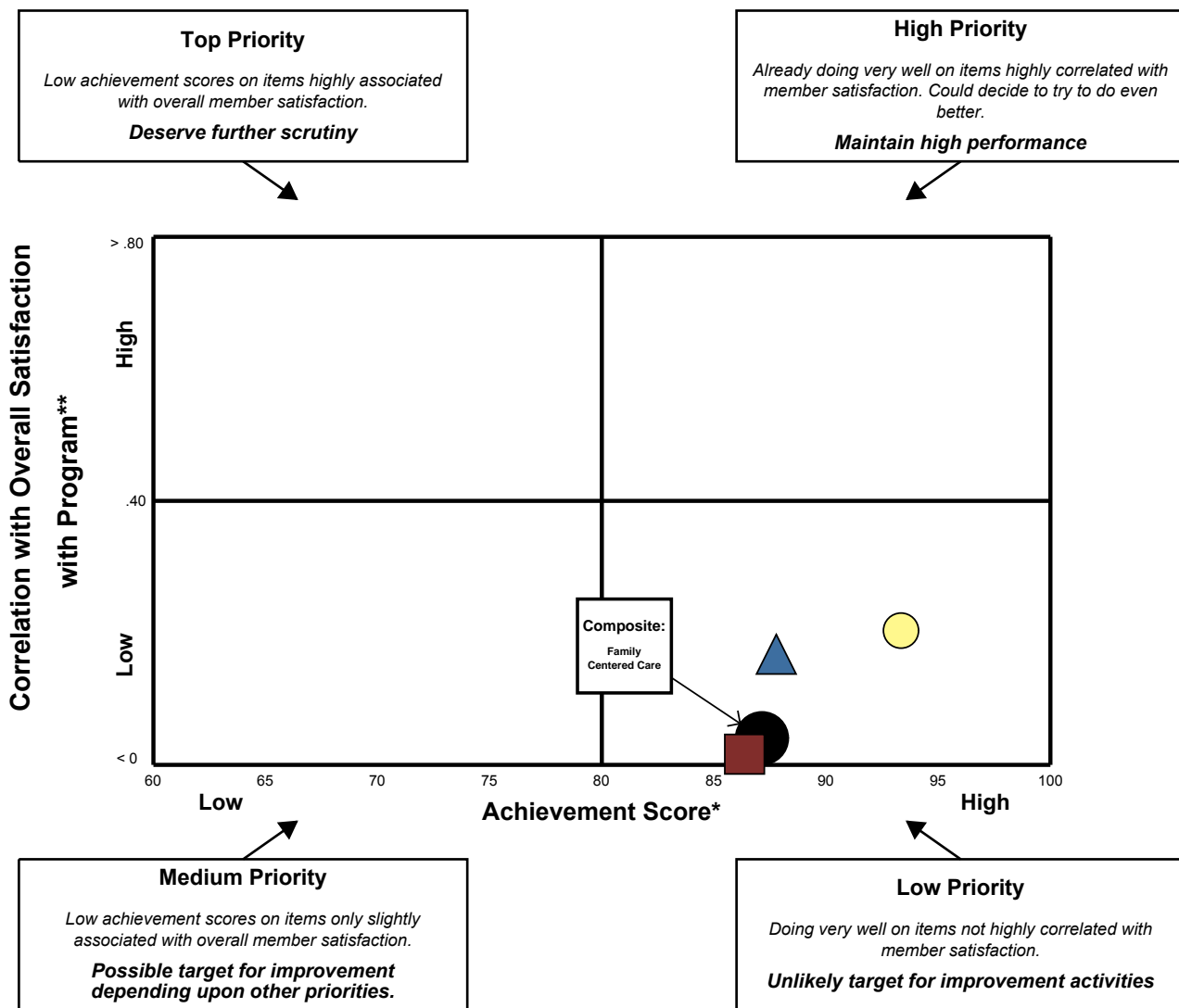
● Q23. Usually/always easy to get therapy for child

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

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

Priority Matrix - CCC CAHPS® 5.0 Composites

Family Centered Care: Personal Doctor Who Knows Child



■ Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving

▲ Q44. Doctor understands how health conditions affect family's day-to-day life

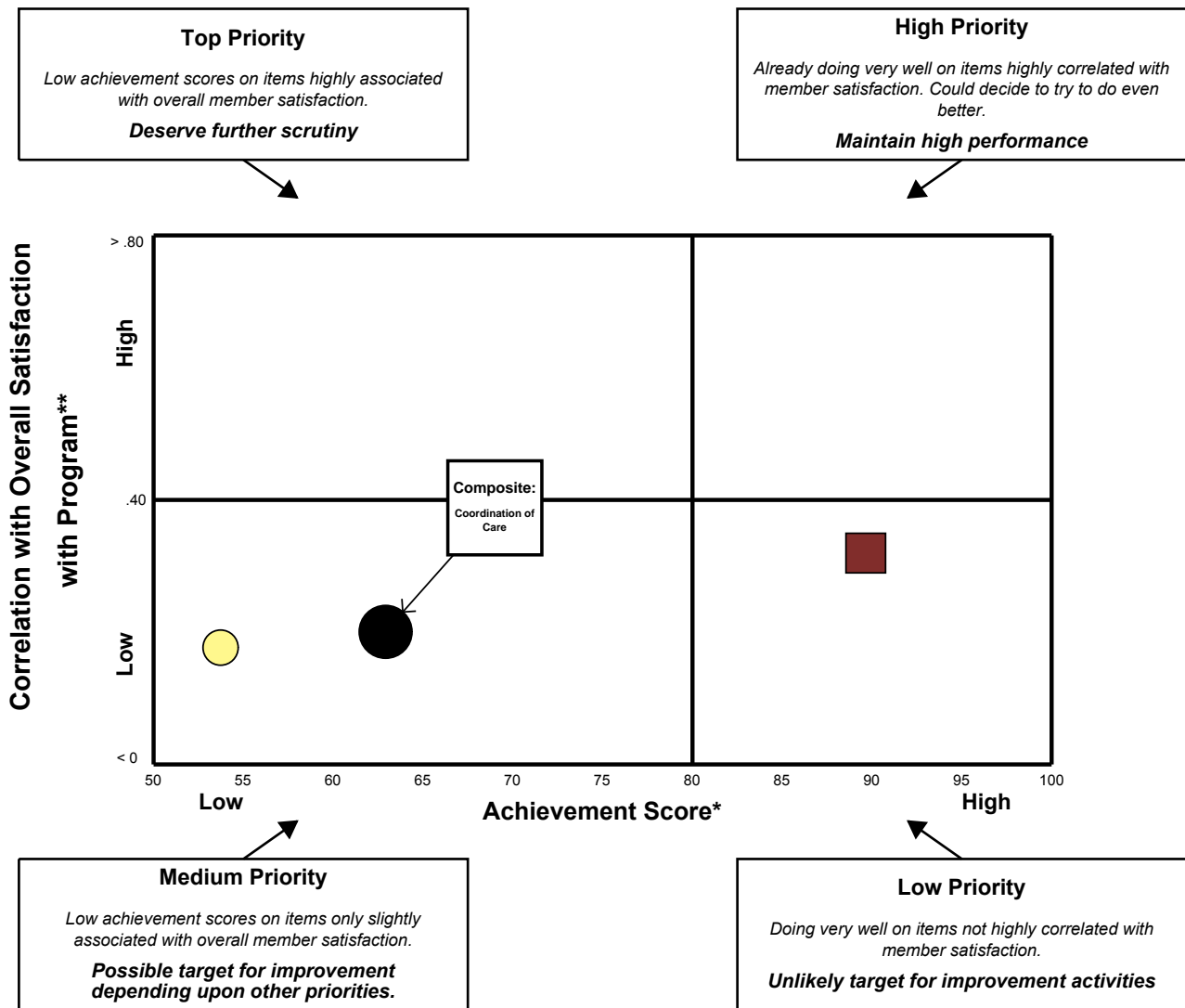
● Q43. Doctor understands how health conditions affect child's day-to-day life

* 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 - CCC CAHPS® 5.0 Composites

Coordination of Care



■ Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare

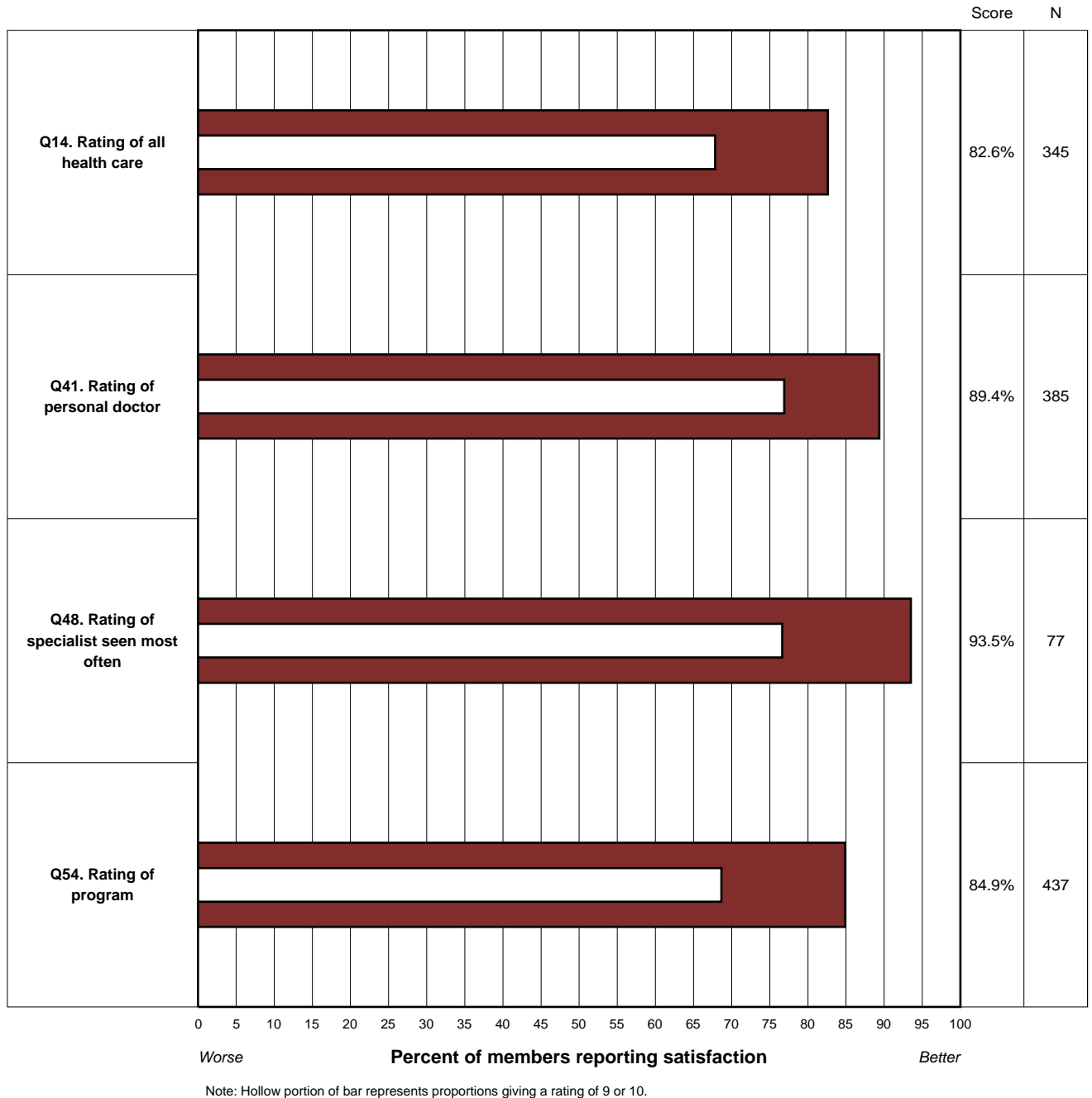
● Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

* 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 Medicaid programs, providers, specialists, and health care. In the tables below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. The ratings for the Georgia Medicaid Program's services for children are presented below.

Overall Rating Questions - Achievement Scores



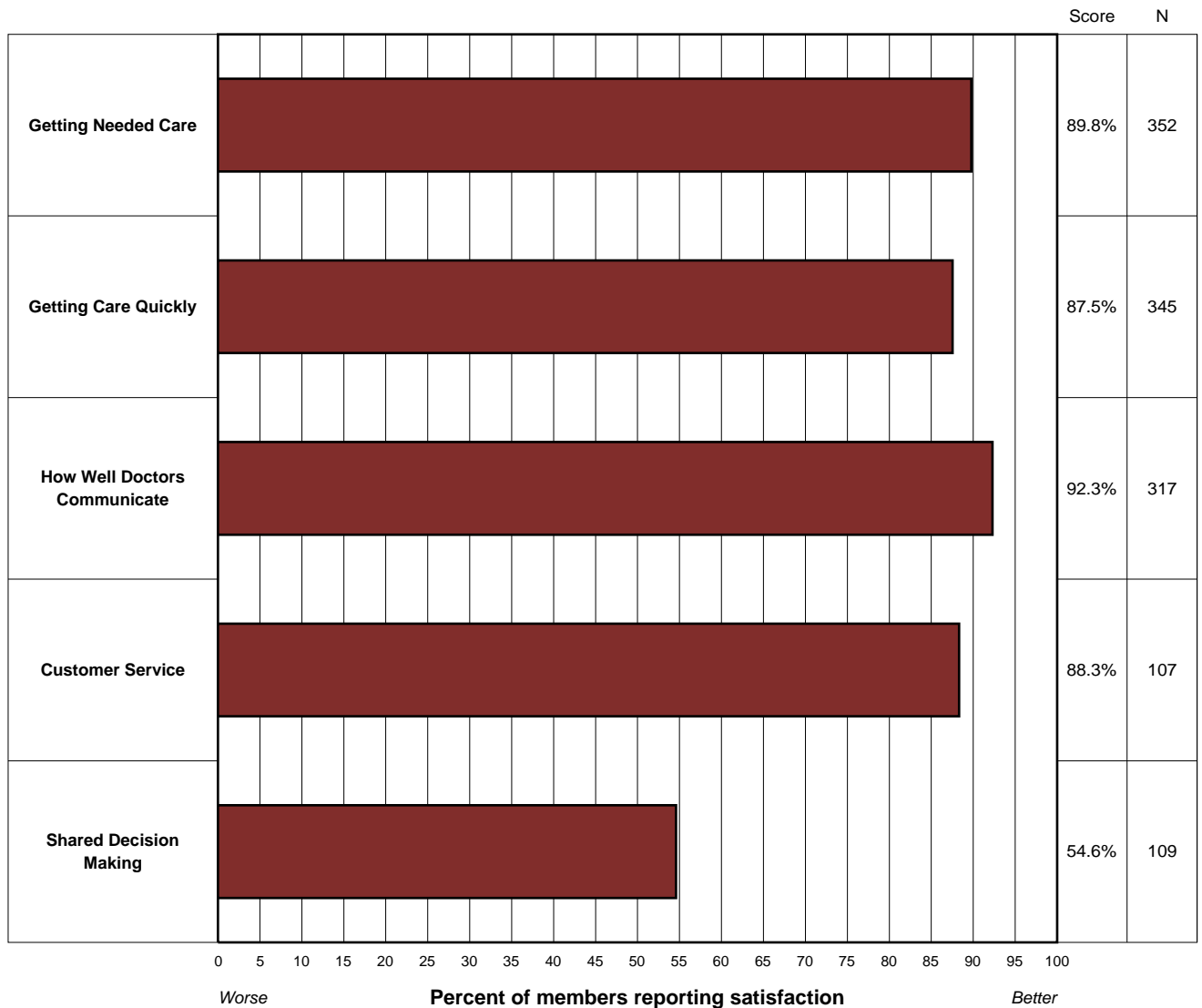
 Georgia Medicaid Program 2013

COMPOSITES

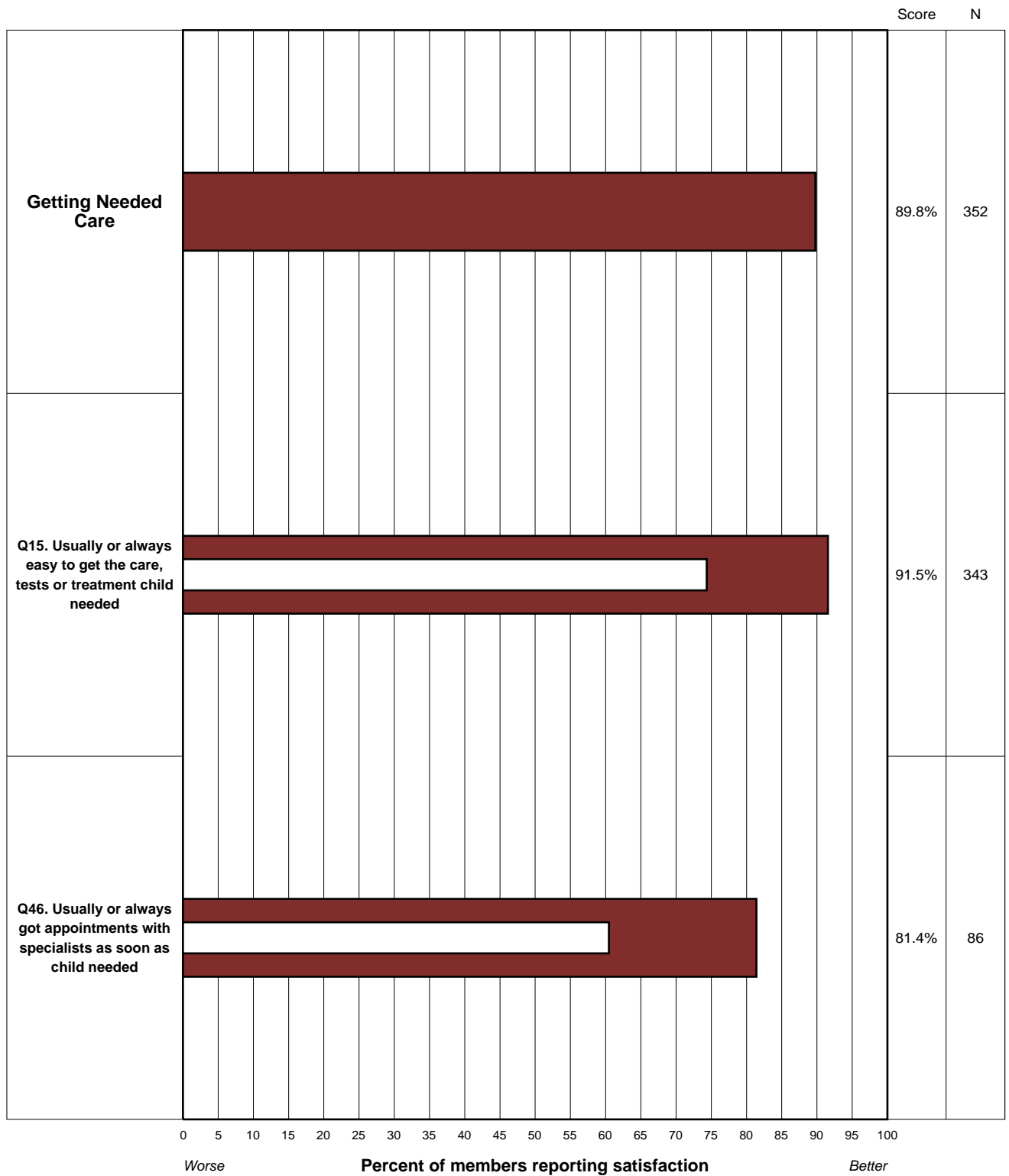
The CAHPS 5.0H survey has five composites, each representing a domain of enrollee experience (see Appendix A for definitions of composites). An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

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 "A Lot" or "Yes" for the Shared Decision Making composite. The composite scores for the Georgia Medicaid Program's services for children are presented below. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Composites - Achievement Scores



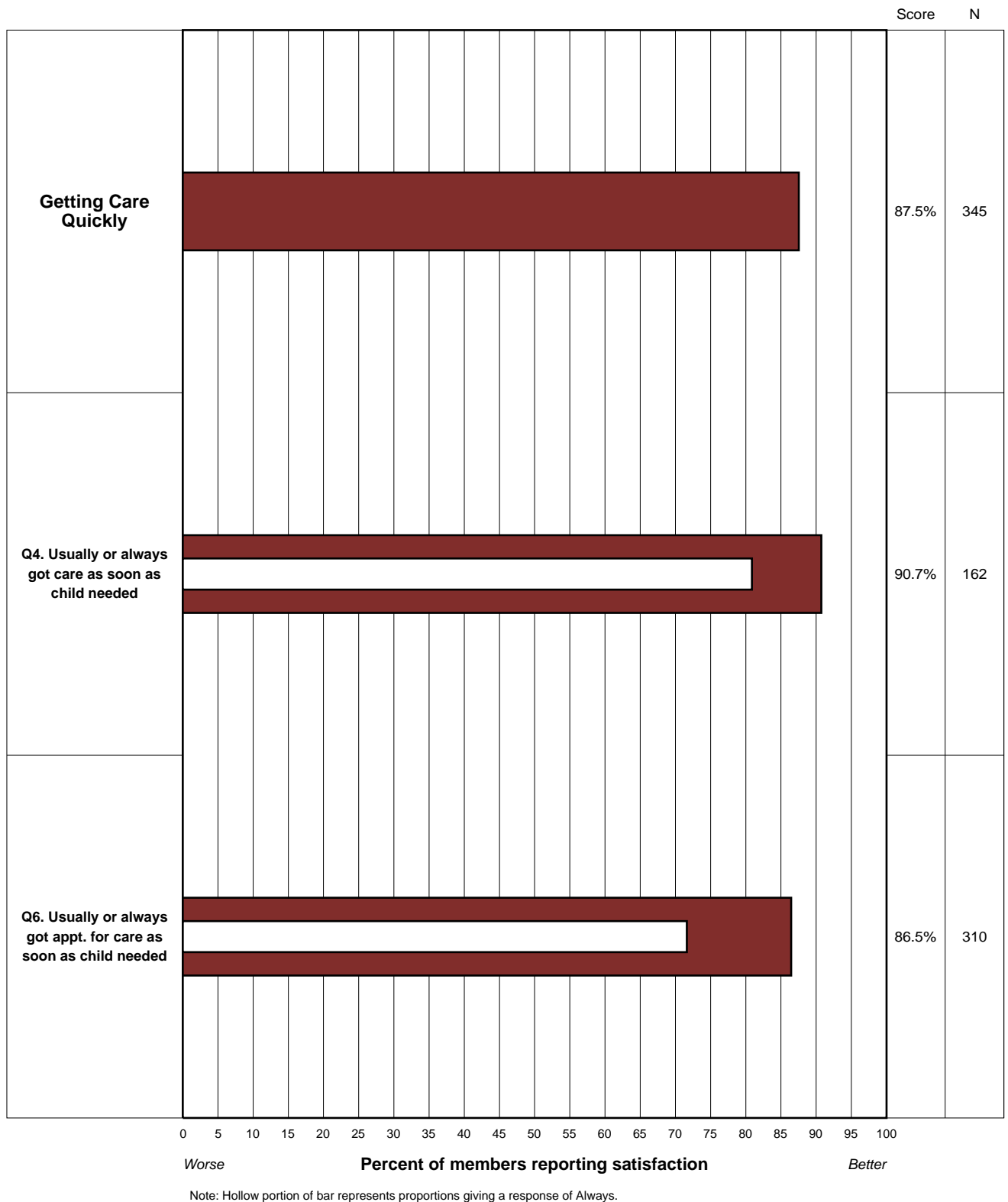
Getting Needed Care - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

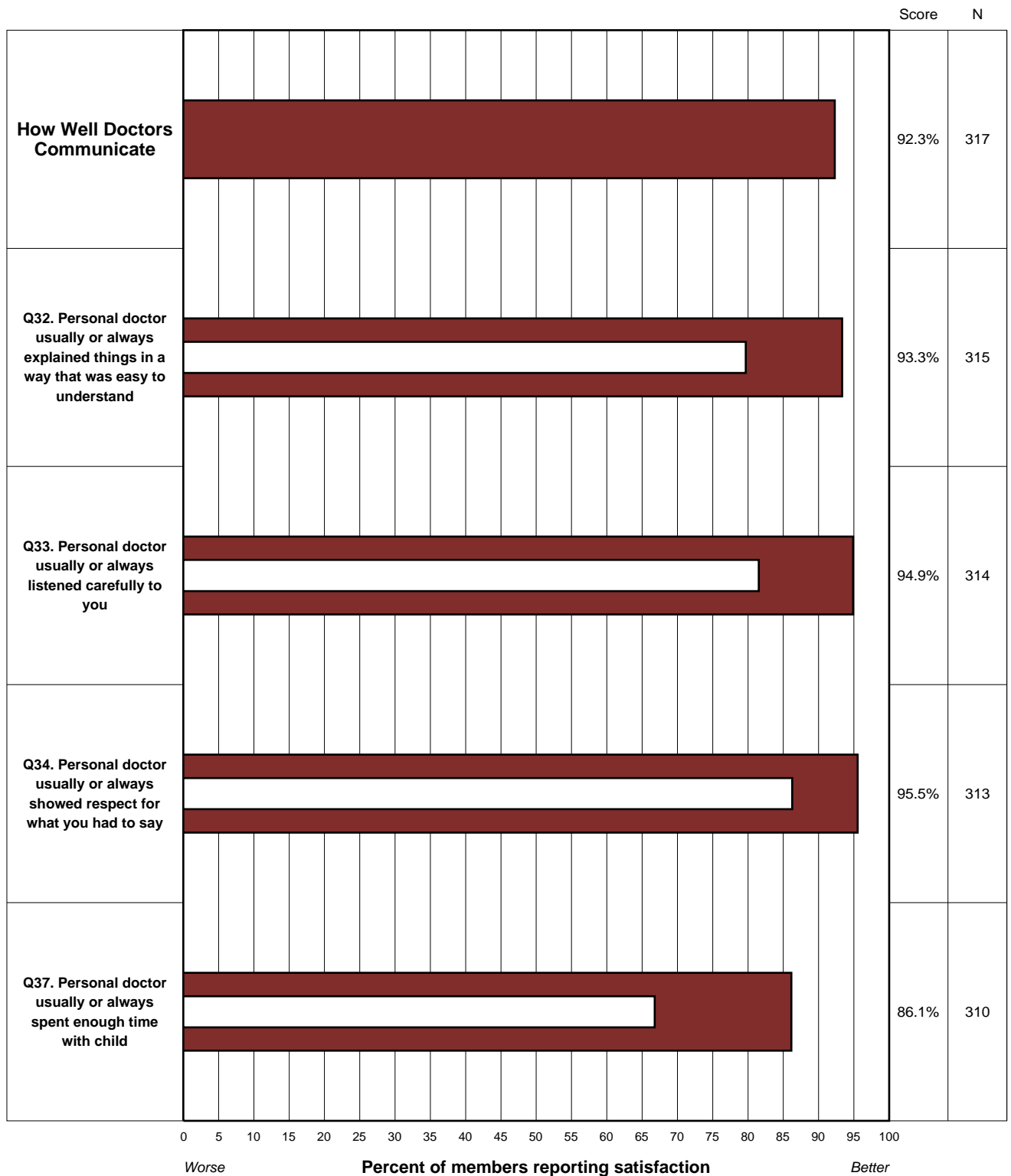
Georgia Medicaid Program 2013

Getting Care Quickly - Achievement Scores



■ Georgia Medicaid Program 2013

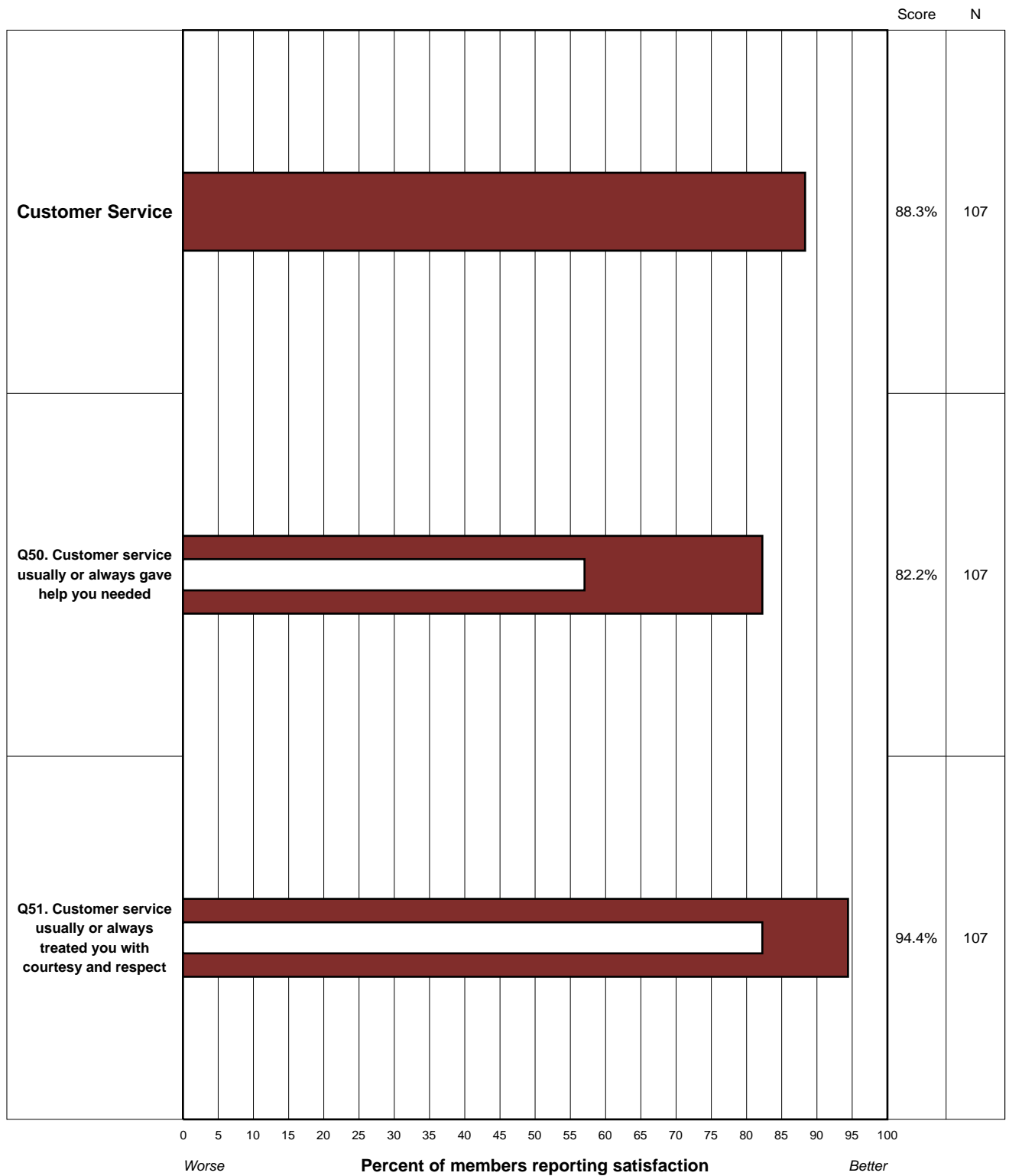
How Well Doctors Communicate - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

■ Georgia Medicaid Program 2013

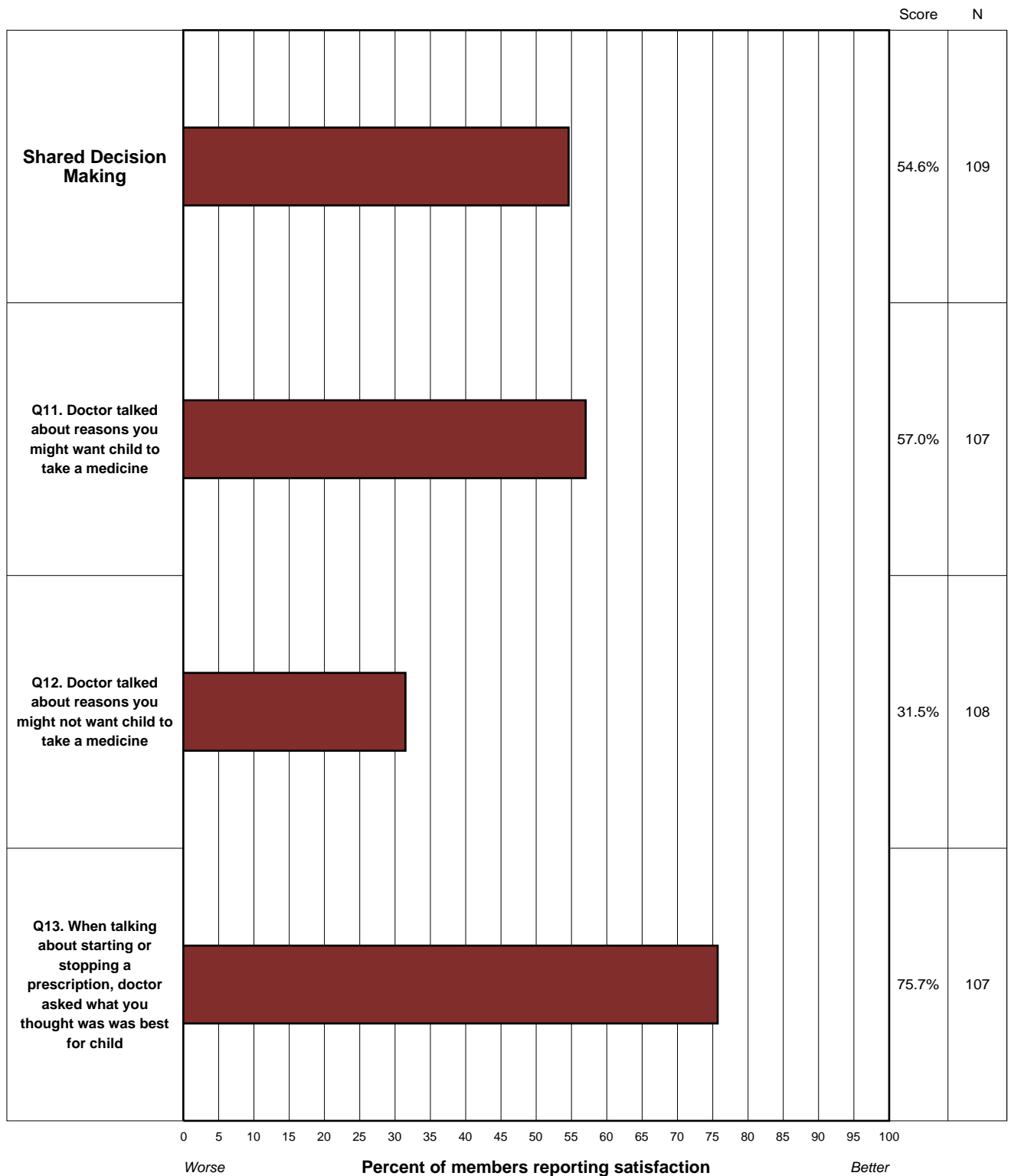
Customer Service - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

■ Georgia Medicaid Program 2013

Shared Decision Making - Achievement Scores



■ Georgia Medicaid Program 2013

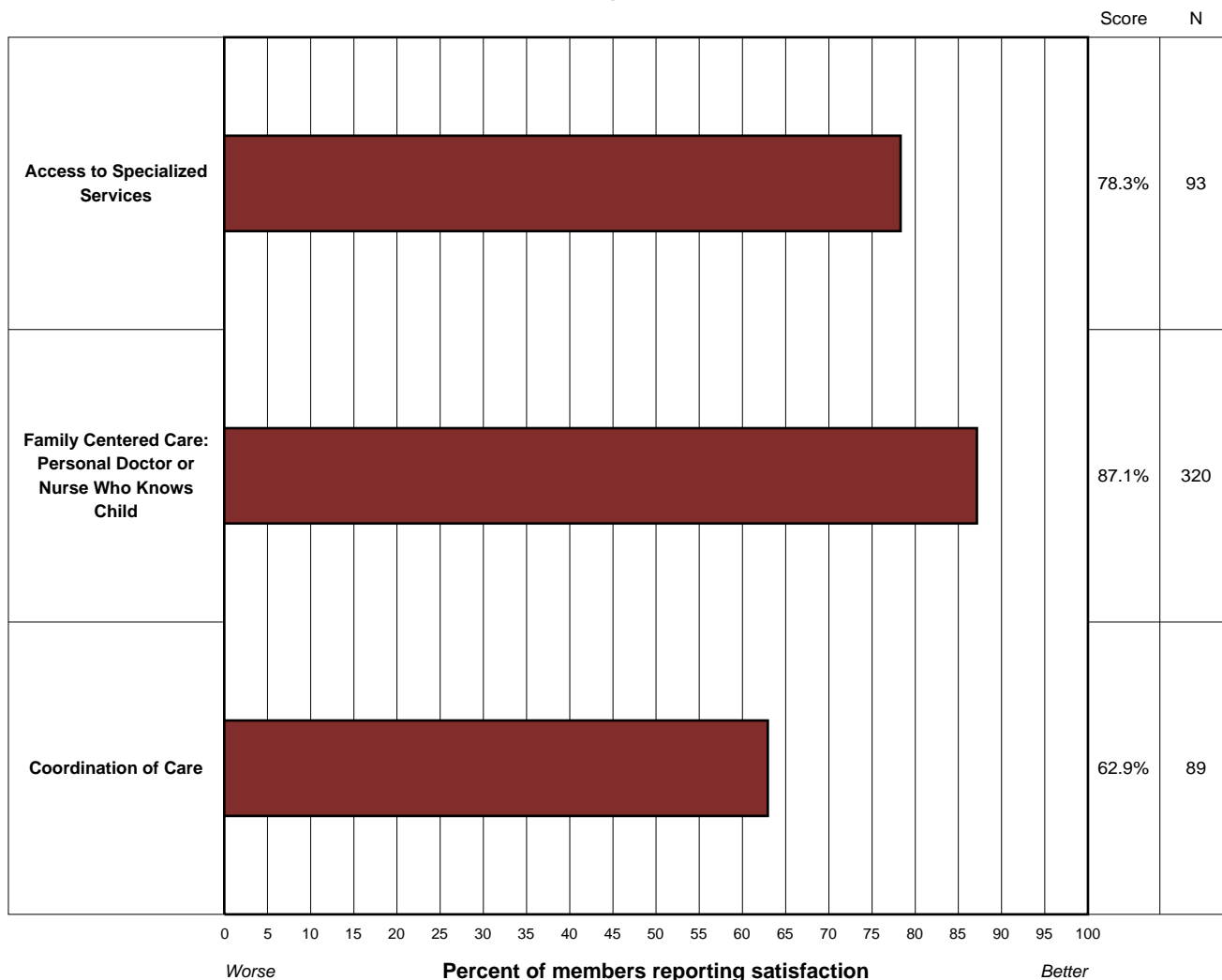
CCC CAHPS® 5.0 COMPOSITES

Each performance related question from the chronic conditions measurement set is grouped with other questions that relate to the same broad domain of performance. For example, the domain, "Access to Specialized Services" includes questions about the enrollees ability to access medical equipment, special therapy and treatment or counseling for their child.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" for the Access to Specialized Services composite. "Yes" is the achievement response for the Coordination of Care and Family Centered Care composites. Scores represent the portion of respondents reporting satisfaction.

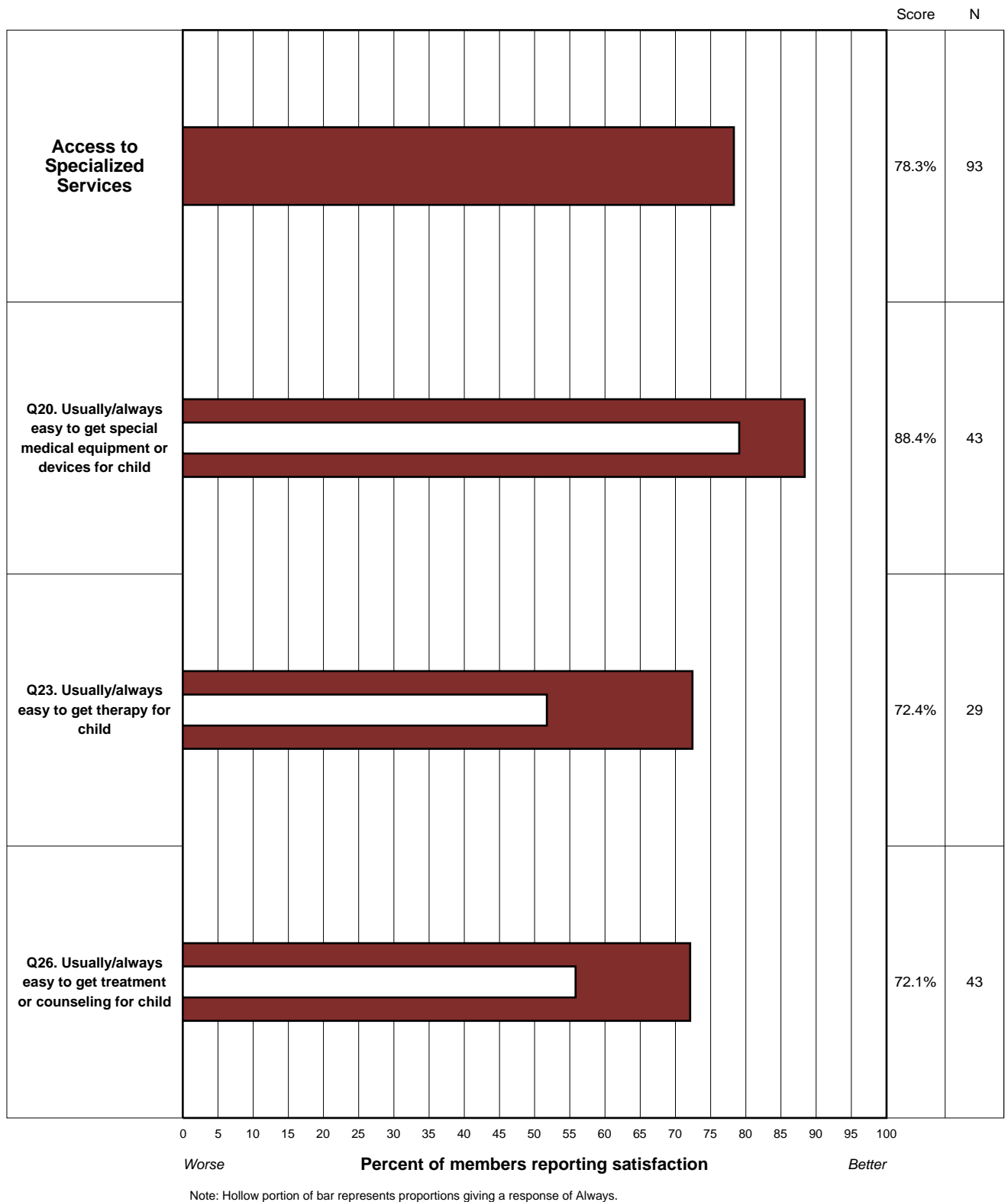
See *Responses by Question* section for assignment of achievement responses by question.

CCC CAHPS® 5.0 Composites - Achievement Scores



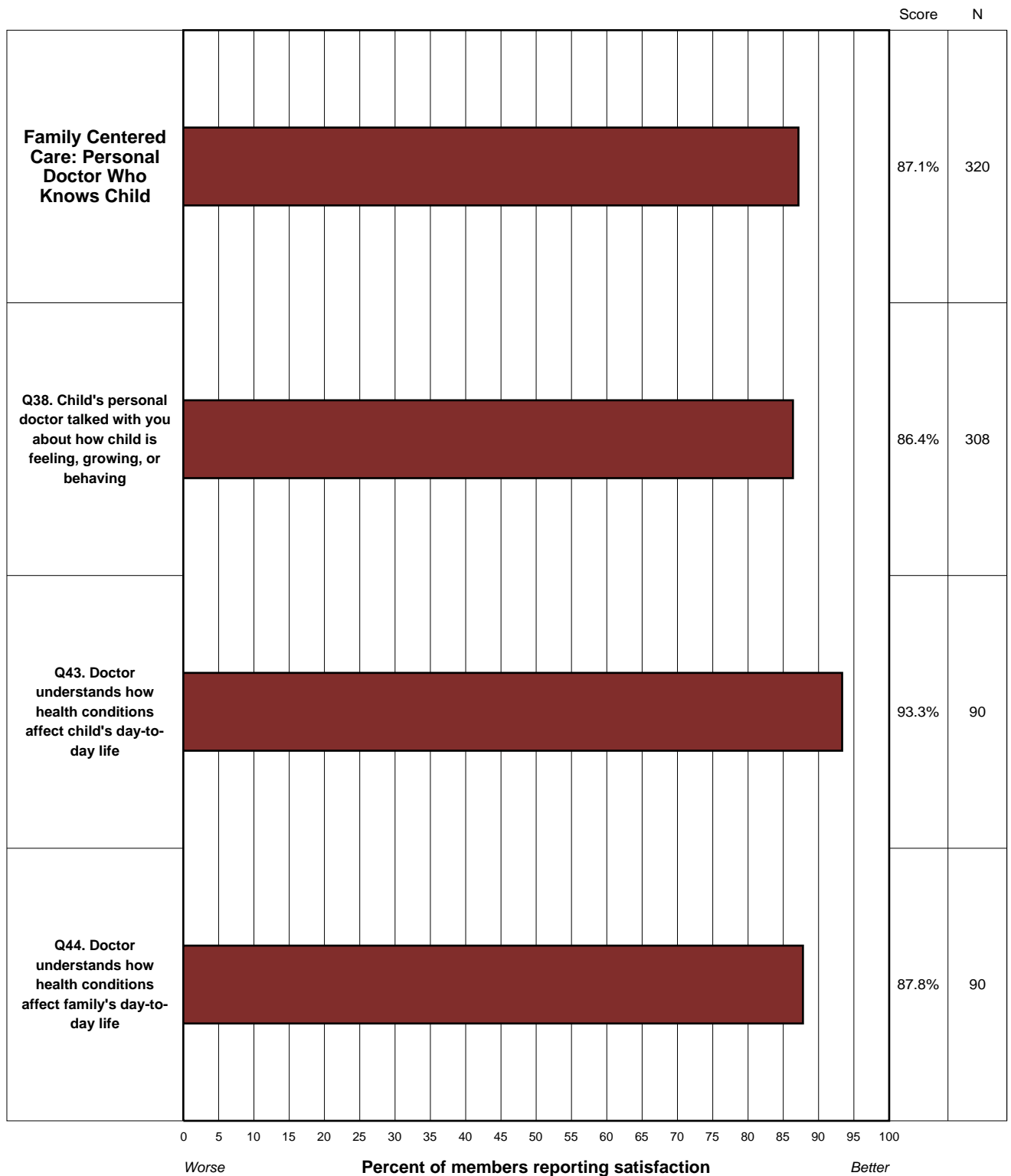
■ Georgia Medicaid Program 2013

Access to Specialized Services - Achievement Scores



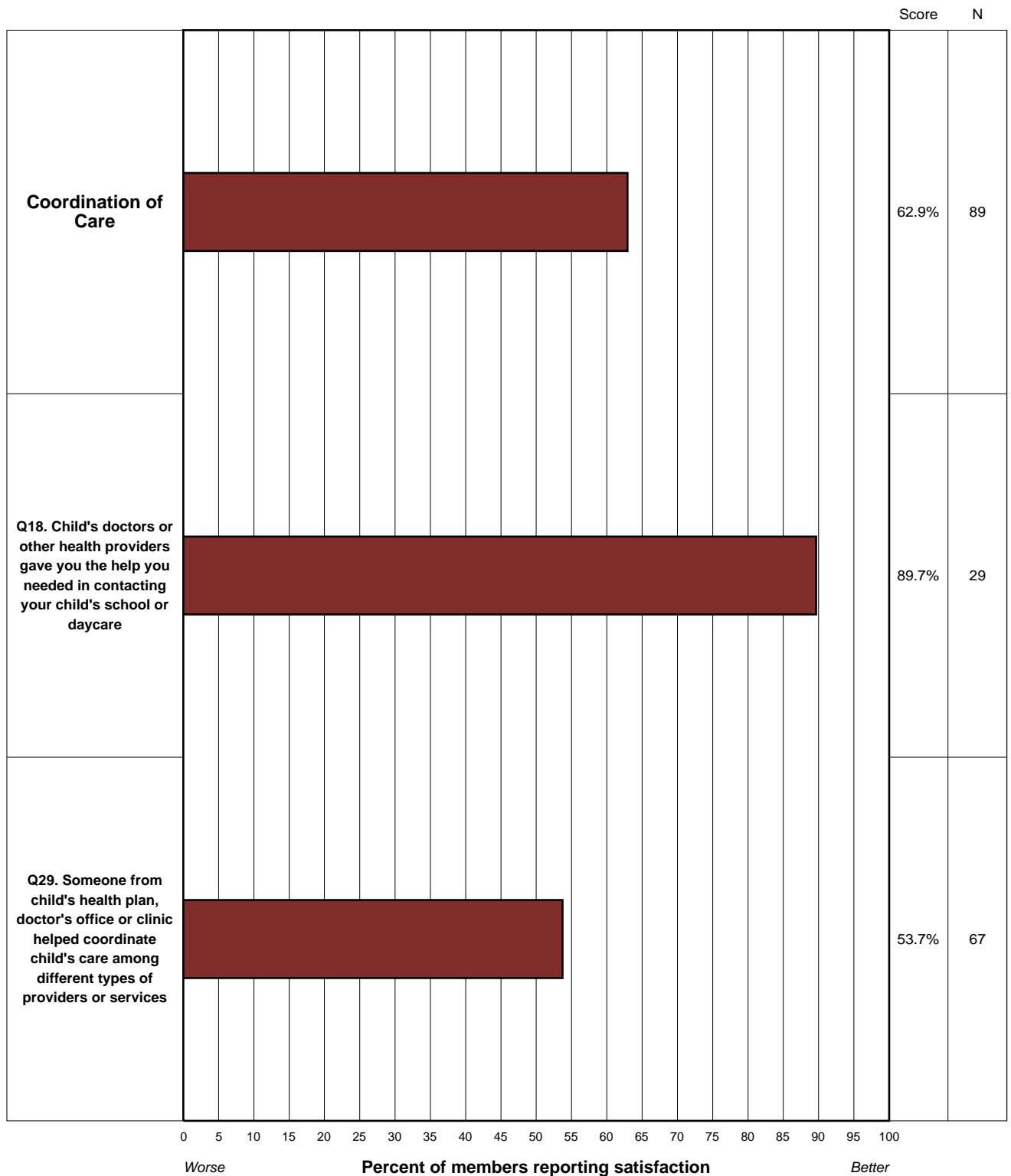
■ Georgia Medicaid Program 2013

Family Centered Care - Achievement Scores



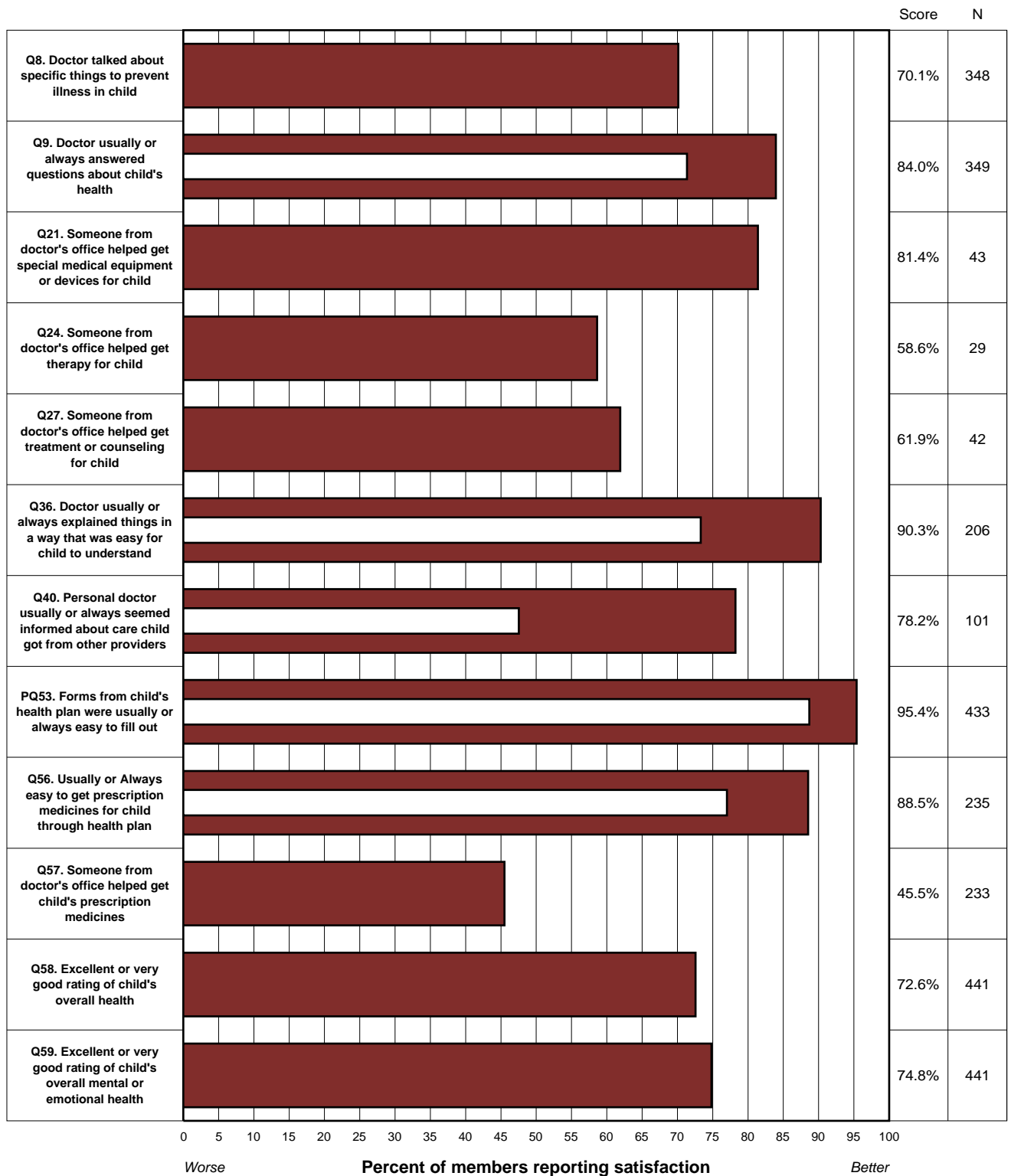
■ Georgia Medicaid Program 2013

Coordination of Care - Achievement Scores



■ Georgia Medicaid Program 2013

Single Item Measures - Achievement Scores



Note: Hollow portion of bar represents proportions giving a response of Always.

Georgia Medicaid Program 2013

Responses by Question

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

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 485 | 100.0% |
| No | 0 | 0.0% |
| Total | 485 | 100.0% |
| Not Answered | 2 | |

Your Child's Health Care in the Last 6 Months

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

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 166 | 34.8% |
| No | 311 | 65.2% |
| Total | 477 | 100.0% |
| Not Answered | 10 | |

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

| | CHMD 2013 | |
|-------------------------------|----------------------|--------|
| | N | % |
| ● Never | 1 | 0.6% |
| ● Sometimes | 14 | 8.6% |
| ● Usually | 16 | 9.9% |
| ● Always | 131 | 80.9% |
| Total | 162 | 100.0% |
| Not Answered | 4 | |
| Reporting Category | Getting Care Quickly | |
| Achievement Score | 90.7% | |
| Correlation with Satisfaction | 0.228 | |
| Priority Rating | Low | |

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

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

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

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 325 | 67.7% |
| No | 155 | 32.3% |
| Total | 480 | 100.0% |
| Not Answered | 7 | |

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

| | CHMD 2013 | |
|--|----------------------|--------|
| | N | % |
| <input type="radio"/> Never | 6 | 1.9% |
| <input type="radio"/> Sometimes | 36 | 11.6% |
| <input checked="" type="radio"/> Usually | 46 | 14.8% |
| <input checked="" type="radio"/> Always | 222 | 71.6% |
| Total | 310 | 100.0% |
| Not Answered | 15 | |
| Reporting Category | Getting Care Quickly | |
| Achievement Score | 86.5% | |
| Correlation with Satisfaction | 0.150 | |
| Priority Rating | Low | |

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

| | CHMD 2013 | |
|------------------|-----------|--------|
| | N | % |
| None | 109 | 23.5% |
| 1 time | 113 | 24.4% |
| 2 times | 88 | 19.0% |
| 3 times | 76 | 16.4% |
| 4 times | 31 | 6.7% |
| 5 to 9 times | 39 | 8.4% |
| 10 or more times | 8 | 1.7% |
| Total | 464 | 100.0% |
| Not Answered | 23 | |

Response scored as: Room for Improvement Achievement

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

Q8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

| | CHMD 2013 | |
|--------------------------------------|--------------|--------|
| | N | % |
| <input checked="" type="radio"/> Yes | 244 | 70.1% |
| <input type="radio"/> No | 104 | 29.9% |
| Total | 348 | 100.0% |
| Not Answered | 7 | |
| Reporting Category | Single Items | |
| Achievement Score | 70.1% | |
| Correlation with Satisfaction | 0.082 | |
| Priority Rating | Medium | |

Q9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

| | CHMD 2013 | |
|--|--------------|--------|
| | N | % |
| <input type="radio"/> Never | 14 | 4.0% |
| <input type="radio"/> Sometimes | 42 | 12.0% |
| <input checked="" type="radio"/> Usually | 44 | 12.6% |
| <input checked="" type="radio"/> Always | 249 | 71.3% |
| Total | 349 | 100.0% |
| Not Answered | 6 | |
| Reporting Category | Single Items | |
| Achievement Score | 84.0% | |
| Correlation with Satisfaction | 0.128 | |
| Priority Rating | Low | |

Q10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 111 | 32.2% |
| No | 234 | 67.8% |
| Total | 345 | 100.0% |
| Not Answered | 10 | |

Response scored as: Room for Improvement Achievement

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

Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?

| | CHMD 2013 | |
|--|------------------------|--------|
| | N | % |
| <input type="radio"/> Not at all | 3 | 2.8% |
| <input type="radio"/> A little | 11 | 10.3% |
| <input type="radio"/> Some | 32 | 29.9% |
| <input checked="" type="radio"/> A lot | 61 | 57.0% |
| Total | 107 | 100.0% |
| Not Answered | 4 | |
| Reporting Category | Shared Decision Making | |
| Achievement Score | 57.0% | |
| Correlation with Satisfaction | 0.012 | |
| Priority Rating | Medium | |

Q12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

| | CHMD 2013 | |
|--|------------------------|--------|
| | N | % |
| <input type="radio"/> Not at all | 28 | 25.9% |
| <input type="radio"/> A little | 21 | 19.4% |
| <input type="radio"/> Some | 25 | 23.1% |
| <input checked="" type="radio"/> A lot | 34 | 31.5% |
| Total | 108 | 100.0% |
| Not Answered | 3 | |
| Reporting Category | Shared Decision Making | |
| Achievement Score | 31.5% | |
| Correlation with Satisfaction | 0.061 | |
| Priority Rating | Medium | |

Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

| | CHMD 2013 | |
|--------------------------------------|------------------------|--------|
| | N | % |
| <input checked="" type="radio"/> Yes | 81 | 75.7% |
| <input type="radio"/> No | 26 | 24.3% |
| Total | 107 | 100.0% |
| Not Answered | 4 | |
| Reporting Category | Shared Decision Making | |
| Achievement Score | 75.7% | |
| Correlation with Satisfaction | 0.214 | |
| Priority Rating | Medium | |

Response scored as: Room for Improvement Achievement

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

Q14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

| | CHMD 2013 | |
|--|-----------|--------|
| | N | % |
| <input type="radio"/> Worst health care possible | 0 | 0.0% |
| <input type="radio"/> 1 | 1 | 0.3% |
| <input type="radio"/> 2 | 1 | 0.3% |
| <input type="radio"/> 3 | 4 | 1.2% |
| <input type="radio"/> 4 | 4 | 1.2% |
| <input type="radio"/> 5 | 10 | 2.9% |
| <input type="radio"/> 6 | 12 | 3.5% |
| <input type="radio"/> 7 | 28 | 8.1% |
| <input checked="" type="radio"/> 8 | 51 | 14.8% |
| <input checked="" type="radio"/> 9 | 59 | 17.1% |
| <input checked="" type="radio"/> Best health care possible | 175 | 50.7% |
| Total | 345 | 100.0% |
| Not Answered | 10 | |
| Reporting Category | Ratings | |
| Achievement Score | 82.6% | |
| Correlation with Satisfaction | 0.575 | |
| Priority Rating | High | |

Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

| | CHMD 2013 | |
|--|---------------------|--------|
| | N | % |
| <input type="radio"/> Never | 4 | 1.2% |
| <input type="radio"/> Sometimes | 25 | 7.3% |
| <input checked="" type="radio"/> Usually | 59 | 17.2% |
| <input checked="" type="radio"/> Always | 255 | 74.3% |
| Total | 343 | 100.0% |
| Not Answered | 12 | |
| Reporting Category | Getting Needed Care | |
| Achievement Score | 91.5% | |
| Correlation with Satisfaction | 0.271 | |
| Priority Rating | Low | |

Response scored as: Room for Improvement Achievement

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

Q16. Is your child now enrolled in any kind of school or daycare?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 322 | 69.1% |
| No | 144 | 30.9% |
| Total | 466 | 100.0% |
| Not Answered | 21 | |

Q17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 30 | 9.7% |
| No | 280 | 90.3% |
| Total | 310 | 100.0% |
| Not Answered | 12 | |

Q18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

| | CHMD 2013 | |
|--------------------------------------|----------------------|--------|
| | N | % |
| <input checked="" type="radio"/> Yes | 26 | 89.7% |
| <input type="radio"/> No | 3 | 10.3% |
| Total | 29 | 100.0% |
| Not Answered | 1 | |
| Reporting Category | Coordination of Care | |
| Achievement Score | 89.7% | |
| Correlation with Satisfaction | 0.320 | |
| Priority Rating | Low | |

Response scored as: Room for Improvement Achievement

Specialized Services

Q19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

| | CHMD 2013 | |
|--------------|------------|---------------|
| | N | % |
| Yes | 44 | 9.5% |
| No | 419 | 90.5% |
| Total | 463 | 100.0% |
| Not Answered | 24 | |

Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

| | CHMD 2013 | |
|---------------------------------|--------------------------------|---------------|
| | N | % |
| <input type="radio"/> Never | 2 | 4.7% |
| <input type="radio"/> Sometimes | 3 | 7.0% |
| <input type="radio"/> Usually | 4 | 9.3% |
| <input type="radio"/> Always | 34 | 79.1% |
| Total | 43 | 100.0% |
| Not Answered | 1 | |
| Reporting Category | Access to Specialized Services | |
| Achievement Score | 88.4% | |
| Correlation with Satisfaction | 0.047 | |
| Priority Rating | Low | |

Q21. Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

| | CHMD 2013 | |
|-------------------------------|--------------|---------------|
| | N | % |
| <input type="radio"/> Yes | 35 | 81.4% |
| <input type="radio"/> No | 8 | 18.6% |
| Total | 43 | 100.0% |
| Not Answered | 1 | |
| Reporting Category | Single Items | |
| Achievement Score | 81.4% | |
| Correlation with Satisfaction | -0.035 | |
| Priority Rating | Low | |

Response scored as: Room for Improvement Achievement

Specialized Services (continued)

Q22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 30 | 6.6% |
| No | 426 | 93.4% |
| Total | 456 | 100.0% |
| Not Answered | 31 | |

Q23. In the last 6 months, how often was it easy to get this therapy for your child?

| | CHMD 2013 | |
|--|-----------|--------|
| | N | % |
| <input type="radio"/> Never | 4 | 13.8% |
| <input type="radio"/> Sometimes | 4 | 13.8% |
| <input checked="" type="radio"/> Usually | 6 | 20.7% |
| <input checked="" type="radio"/> Always | 15 | 51.7% |
| Total | 29 | 100.0% |
| Not Answered | 1 | |
| Reporting Category Access to Specialized Services | | |
| Achievement Score | 72.4% | |
| Correlation with Satisfaction | 0.515 | |
| Priority Rating | Top | |

Q24. Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

| | CHMD 2013 | |
|--|-----------|--------|
| | N | % |
| <input checked="" type="radio"/> Yes | 17 | 58.6% |
| <input type="radio"/> No | 12 | 41.4% |
| Total | 29 | 100.0% |
| Not Answered | 1 | |
| Reporting Category Single Items | | |
| Achievement Score | 58.6% | |
| Correlation with Satisfaction | 0.257 | |
| Priority Rating | Medium | |

Response scored as: Room for Improvement Achievement

Specialized Services (continued)

Q25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental or behavioral problem?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 43 | 9.4% |
| No | 415 | 90.6% |
| Total | 458 | 100.0% |
| Not Answered | 29 | |

Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

| | CHMD 2013 | |
|--|-----------|--------|
| | N | % |
| <input type="radio"/> Never | 9 | 20.9% |
| <input type="radio"/> Sometimes | 3 | 7.0% |
| <input type="radio"/> Usually | 7 | 16.3% |
| <input checked="" type="radio"/> Always | 24 | 55.8% |
| Total | 43 | 100.0% |
| Not Answered | 0 | |
| Reporting Category Access to Specialized Services | | |
| Achievement Score | 72.1% | |
| Correlation with Satisfaction | 0.397 | |
| Priority Rating | Medium | |

Q27. Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

| | CHMD 2013 | |
|--|-----------|--------|
| | N | % |
| <input checked="" type="radio"/> Yes | 26 | 61.9% |
| <input type="radio"/> No | 16 | 38.1% |
| Total | 42 | 100.0% |
| Not Answered | 1 | |
| Reporting Category Single Items | | |
| Achievement Score | 61.9% | |
| Correlation with Satisfaction | 0.324 | |
| Priority Rating | Medium | |

Response scored as: Room for Improvement Achievement

Specialized Services (continued)

Q28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

| | CHMD 2013 | |
|--------------|------------|---------------|
| | N | % |
| Yes | 70 | 15.7% |
| No | 377 | 84.3% |
| Total | 447 | 100.0% |
| Not Answered | 40 | |

Q29. In the last 6 months, did anyone from your child's health network, doctor's office, or clinic help coordinate your child's care among these different providers or services?

| | CHMD 2013 | |
|--------------------------------------|----------------------|---------------|
| | N | % |
| <input checked="" type="radio"/> Yes | 36 | 53.7% |
| <input type="radio"/> No | 31 | 46.3% |
| Total | 67 | 100.0% |
| Not Answered | 3 | |
| Reporting Category | Coordination of Care | |
| Achievement Score | 53.7% | |
| Correlation with Satisfaction | 0.177 | |
| Priority Rating | Medium | |

Your Child's Personal Doctor

Q30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

| | CHMD 2013 | |
|--------------|------------|---------------|
| | N | % |
| Yes | 402 | 88.4% |
| No | 53 | 11.6% |
| Total | 455 | 100.0% |
| Not Answered | 32 | |

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

| | CHMD 2013 | |
|------------------|------------|---------------|
| | N | % |
| None | 73 | 18.7% |
| 1 time | 98 | 25.1% |
| 2 times | 96 | 24.6% |
| 3 times | 53 | 13.6% |
| 4 times | 34 | 8.7% |
| 5 to 9 times | 31 | 7.9% |
| 10 or more times | 6 | 1.5% |
| Total | 391 | 100.0% |
| Not Answered | 11 | |

Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

| | CHMD 2013 | |
|--|---------------|---------------|
| | N | % |
| <input type="radio"/> Never | 4 | 1.3% |
| <input type="radio"/> Sometimes | 17 | 5.4% |
| <input checked="" type="radio"/> Usually | 43 | 13.7% |
| <input checked="" type="radio"/> Always | 251 | 79.7% |
| Total | 315 | 100.0% |
| Not Answered | 3 | |
| Reporting Category | Communication | |
| Achievement Score | 93.3% | |
| Correlation with Satisfaction | 0.119 | |
| Priority Rating | Low | |

Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

| | CHMD 2013 | |
|--|---------------|---------------|
| | N | % |
| <input type="radio"/> Never | 4 | 1.3% |
| <input type="radio"/> Sometimes | 12 | 3.8% |
| <input checked="" type="radio"/> Usually | 42 | 13.4% |
| <input checked="" type="radio"/> Always | 256 | 81.5% |
| Total | 314 | 100.0% |
| Not Answered | 4 | |
| Reporting Category | Communication | |
| Achievement Score | 94.9% | |
| Correlation with Satisfaction | 0.102 | |
| Priority Rating | Low | |

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

| | CHMD 2013 | |
|---|---------------|--------|
| | N | % |
| <input type="radio"/> Never | 3 | 1.0% |
| <input type="radio"/> Sometimes | 11 | 3.5% |
| <input type="radio"/> Usually | 29 | 9.3% |
| <input checked="" type="radio"/> Always | 270 | 86.3% |
| Total | 313 | 100.0% |
| Not Answered | 5 | |
| Reporting Category | Communication | |
| Achievement Score | 95.5% | |
| Correlation with Satisfaction | 0.120 | |
| Priority Rating | Low | |

Q35. Is your child able to talk with doctors about his or her health care?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 207 | 66.6% |
| No | 104 | 33.4% |
| Total | 311 | 100.0% |
| Not Answered | 7 | |

Q36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

| | CHMD 2013 | |
|---|--------------|--------|
| | N | % |
| <input type="radio"/> Never | 4 | 1.9% |
| <input type="radio"/> Sometimes | 16 | 7.8% |
| <input type="radio"/> Usually | 35 | 17.0% |
| <input checked="" type="radio"/> Always | 151 | 73.3% |
| Total | 206 | 100.0% |
| Not Answered | 1 | |
| Reporting Category | Single Items | |
| Achievement Score | 90.3% | |
| Correlation with Satisfaction | 0.099 | |
| Priority Rating | Low | |

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

| | CHMD 2013 | |
|--|---------------|--------|
| | N | % |
| <input type="radio"/> Never | 9 | 2.9% |
| <input type="radio"/> Sometimes | 34 | 11.0% |
| <input checked="" type="radio"/> Usually | 60 | 19.4% |
| <input checked="" type="radio"/> Always | 207 | 66.8% |
| Total | 310 | 100.0% |
| Not Answered | 8 | |
| Reporting Category | Communication | |
| Achievement Score | 86.1% | |
| Correlation with Satisfaction | 0.253 | |
| Priority Rating | Low | |

Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

| | CHMD 2013 | |
|--------------------------------------|----------------------|--------|
| | N | % |
| <input checked="" type="radio"/> Yes | 266 | 86.4% |
| <input type="radio"/> No | 42 | 13.6% |
| Total | 308 | 100.0% |
| Not Answered | 10 | |
| Reporting Category | Family Centered Care | |
| Achievement Score | 86.4% | |
| Correlation with Satisfaction | 0.016 | |
| Priority Rating | Low | |

Q39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 103 | 33.4% |
| No | 205 | 66.6% |
| Total | 308 | 100.0% |
| Not Answered | 10 | |

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q40. 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?

| | CHMD 2013 | |
|--|--------------|--------|
| | N | % |
| <input type="radio"/> Never | 12 | 11.9% |
| <input type="radio"/> Sometimes | 10 | 9.9% |
| <input checked="" type="radio"/> Usually | 31 | 30.7% |
| <input checked="" type="radio"/> Always | 48 | 47.5% |
| Total | 101 | 100.0% |
| Not Answered | 2 | |
| Reporting Category | Single Items | |
| Achievement Score | 78.2% | |
| Correlation with Satisfaction | 0.192 | |
| Priority Rating | Medium | |

Q41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

| | CHMD 2013 | |
|--|-----------|--------|
| | N | % |
| <input type="radio"/> Worst personal doctor possible | 1 | 0.3% |
| <input type="radio"/> 1 | 1 | 0.3% |
| <input type="radio"/> 2 | 0 | 0.0% |
| <input type="radio"/> 3 | 1 | 0.3% |
| <input type="radio"/> 4 | 2 | 0.5% |
| <input type="radio"/> 5 | 6 | 1.6% |
| <input type="radio"/> 6 | 8 | 2.1% |
| <input type="radio"/> 7 | 22 | 5.7% |
| <input checked="" type="radio"/> 8 | 48 | 12.5% |
| <input checked="" type="radio"/> 9 | 69 | 17.9% |
| <input checked="" type="radio"/> Best personal doctor possible | 227 | 59.0% |
| Total | 385 | 100.0% |
| Not Answered | 17 | |
| Reporting Category | Ratings | |
| Achievement Score | 89.4% | |
| Correlation with Satisfaction | 0.380 | |
| Priority Rating | Low | |

Response scored as: Room for Improvement Achievement

Your Child's Personal Doctor (continued)

Q42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 90 | 23.4% |
| No | 295 | 76.6% |
| Total | 385 | 100.0% |
| Not Answered | 17 | |

Q43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

| | CHMD 2013 | |
|--------------------------------------|----------------------|--------|
| | N | % |
| <input checked="" type="radio"/> Yes | 84 | 93.3% |
| <input type="radio"/> No | 6 | 6.7% |
| Total | 90 | 100.0% |
| Not Answered | 0 | |
| Reporting Category | Family Centered Care | |
| Achievement Score | 93.3% | |
| Correlation with Satisfaction | 0.203 | |
| Priority Rating | Low | |

Q44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

| | CHMD 2013 | |
|--------------------------------------|----------------------|--------|
| | N | % |
| <input checked="" type="radio"/> Yes | 79 | 87.8% |
| <input type="radio"/> No | 11 | 12.2% |
| Total | 90 | 100.0% |
| Not Answered | 0 | |
| Reporting Category | Family Centered Care | |
| Achievement Score | 87.8% | |
| Correlation with Satisfaction | 0.168 | |
| Priority Rating | Low | |

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists

Q45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 88 | 20.0% |
| No | 353 | 80.0% |
| Total | 441 | 100.0% |
| Not Answered | 46 | |

Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

| | CHMD 2013 | |
|---------------------------------|---------------------|--------|
| | N | % |
| <input type="radio"/> Never | 5 | 5.8% |
| <input type="radio"/> Sometimes | 11 | 12.8% |
| <input type="radio"/> Usually | 18 | 20.9% |
| <input type="radio"/> Always | 52 | 60.5% |
| Total | 86 | 100.0% |
| Not Answered | 2 | |
| Reporting Category | Getting Needed Care | |
| Achievement Score | 81.4% | |
| Correlation with Satisfaction | 0.203 | |
| Priority Rating | Low | |

Q47. How many specialists has your child seen in the last 6 months?

| | CHMD 2013 | |
|-----------------------|-----------|--------|
| | N | % |
| None | 11 | 12.5% |
| 1 specialist | 47 | 53.4% |
| 2 specialists | 24 | 27.3% |
| 3 specialists | 4 | 4.5% |
| 4 specialists | 1 | 1.1% |
| 5 or more specialists | 1 | 1.1% |
| Total | 88 | 100.0% |
| Not Answered | 0 | |

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

Q48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

| | CHMD 2013 | |
|---|-----------|--------|
| | N | % |
| <input type="radio"/> Worst specialist possible | 0 | 0.0% |
| <input type="radio"/> 1 | 0 | 0.0% |
| <input type="radio"/> 2 | 0 | 0.0% |
| <input type="radio"/> 3 | 0 | 0.0% |
| <input type="radio"/> 4 | 0 | 0.0% |
| <input type="radio"/> 5 | 1 | 1.3% |
| <input type="radio"/> 6 | 2 | 2.6% |
| <input type="radio"/> 7 | 2 | 2.6% |
| <input checked="" type="radio"/> 8 | 13 | 16.9% |
| <input checked="" type="radio"/> 9 | 13 | 16.9% |
| <input checked="" type="radio"/> Best specialist possible | 46 | 59.7% |
| Total | 77 | 100.0% |
| Not Answered | 0 | |
| Reporting Category | Ratings | |
| Achievement Score | 93.5% | |
| Correlation with Satisfaction | 0.352 | |
| Priority Rating | Low | |

Your Child's Health Plan

Q49. In the last 6 months, did you get information or help from customer service at your child's health plan?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 108 | 24.4% |
| No | 334 | 75.6% |
| Total | 442 | 100.0% |
| Not Answered | 45 | |

Response scored as: Room for Improvement Achievement

Your Child's Health Plan (continued)

Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

| | CHMD 2013 | |
|---------------------------------|------------------|--------|
| | N | % |
| <input type="radio"/> Never | 1 | 0.9% |
| <input type="radio"/> Sometimes | 18 | 16.8% |
| <input type="radio"/> Usually | 27 | 25.2% |
| <input type="radio"/> Always | 61 | 57.0% |
| Total | 107 | 100.0% |
| Not Answered | 1 | |
| Reporting Category | Customer Service | |
| Achievement Score | 82.2% | |
| Correlation with Satisfaction | 0.155 | |
| Priority Rating | Low | |

Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

| | CHMD 2013 | |
|---------------------------------|------------------|--------|
| | N | % |
| <input type="radio"/> Never | 2 | 1.9% |
| <input type="radio"/> Sometimes | 4 | 3.7% |
| <input type="radio"/> Usually | 13 | 12.1% |
| <input type="radio"/> Always | 88 | 82.2% |
| Total | 107 | 100.0% |
| Not Answered | 1 | |
| Reporting Category | Customer Service | |
| Achievement Score | 94.4% | |
| Correlation with Satisfaction | 0.062 | |
| Priority Rating | Low | |

Q52. In the last 6 months, did your child's health plan give you any forms to fill out?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 128 | 29.2% |
| No | 310 | 70.8% |
| Total | 438 | 100.0% |
| Not Answered | 49 | |

Response scored as: Room for Improvement Achievement

Your Child's Health Plan (continued)

PQ53. 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 Q37 = 'No', based on NCQA scoring guidelines.]

| | CHMD 2013 | |
|---|--------------|--------|
| | N | % |
| <input type="radio"/> Never | 4 | 0.9% |
| <input type="radio"/> Sometimes | 16 | 3.7% |
| <input type="radio"/> Usually | 29 | 6.7% |
| <input checked="" type="radio"/> Always | 384 | 88.7% |
| Total | 433 | 100.0% |
| Not Answered | 5 | |
| Reporting Category | Single Items | |
| Achievement Score | 95.4% | |
| Correlation with Satisfaction | 0.097 | |
| Priority Rating | Low | |

Q54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

| | CHMD 2013 | |
|--|-----------|--------|
| | N | % |
| <input type="radio"/> Worst health plan possible | 0 | 0.0% |
| <input type="radio"/> 1 | 0 | 0.0% |
| <input type="radio"/> 2 | 1 | 0.2% |
| <input type="radio"/> 3 | 2 | 0.5% |
| <input type="radio"/> 4 | 2 | 0.5% |
| <input type="radio"/> 5 | 20 | 4.6% |
| <input type="radio"/> 6 | 17 | 3.9% |
| <input type="radio"/> 7 | 24 | 5.5% |
| <input type="radio"/> 8 | 71 | 16.2% |
| <input type="radio"/> 9 | 66 | 15.1% |
| <input checked="" type="radio"/> Best health plan possible | 234 | 53.5% |
| Total | 437 | 100.0% |
| Not Answered | 50 | |
| Reporting Category | Ratings | |
| Achievement Score | 84.9% | |

Response scored as: Room for Improvement Achievement

Prescription Medications

Q55. In the last 6 months, did your child get a prescription for medicine or did you refill a prescription for your child?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 237 | 53.3% |
| No | 208 | 46.7% |
| Total | 445 | 100.0% |
| Not Answered | 42 | |

Q56. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

| | CHMD 2013 | |
|--|--------------|--------|
| | N | % |
| <input type="radio"/> Never | 3 | 1.3% |
| <input type="radio"/> Sometimes | 24 | 10.2% |
| <input checked="" type="radio"/> Usually | 27 | 11.5% |
| <input checked="" type="radio"/> Always | 181 | 77.0% |
| Total | 235 | 100.0% |
| Not Answered | 2 | |
| Reporting Category | Single Items | |
| Achievement Score | 88.5% | |
| Correlation with Satisfaction | 0.303 | |
| Priority Rating | Low | |

Q57. Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

| | CHMD 2013 | |
|-------------------------------|--------------|--------|
| | N | % |
| Yes | 106 | 45.5% |
| No | 127 | 54.5% |
| Total | 233 | 100.0% |
| Not Answered | 4 | |
| Reporting Category | Single Items | |
| Achievement Score | 45.5% | |
| Correlation with Satisfaction | 0.117 | |
| Priority Rating | Medium | |

Response scored as: Room for Improvement Achievement

About Your Child and You

Q58. In general, how would you rate your child's overall health?

| | CHMD 2013 | |
|-------------------------------|--------------|--------|
| | N | % |
| ● Excellent | 161 | 36.5% |
| ● Very Good | 159 | 36.1% |
| ● Good | 99 | 22.4% |
| ● Fair | 21 | 4.8% |
| ● Poor | 1 | 0.2% |
| Total | 441 | 100.0% |
| Not Answered | 46 | |
| Reporting Category | Single Items | |
| Achievement Score | 72.6% | |
| Correlation with Satisfaction | 0.153 | |
| Priority Rating | Medium | |

Q59. In general, how would you rate your child's overall mental or emotional health?

| | CHMD 2013 | |
|-------------------------------|--------------|--------|
| | N | % |
| ● Excellent | 215 | 48.8% |
| ● Very Good | 115 | 26.1% |
| ● Good | 77 | 17.5% |
| ● Fair | 29 | 6.6% |
| ● Poor | 5 | 1.1% |
| Total | 441 | 100.0% |
| Not Answered | 46 | |
| Reporting Category | Single Items | |
| Achievement Score | 74.8% | |
| Correlation with Satisfaction | 0.120 | |
| Priority Rating | Medium | |

Q60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 146 | 33.1% |
| No | 295 | 66.9% |
| Total | 441 | 100.0% |
| Not Answered | 46 | |

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

About Your Child and You (continued)**Q61. Is this because of any medical, behavioral or other health condition?**

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 105 | 71.9% |
| No | 41 | 28.1% |
| Total | 146 | 100.0% |
| Not Answered | 0 | |

Q62. Is this a condition that has lasted or is expected to last for at least 12 months?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 91 | 86.7% |
| No | 14 | 13.3% |
| Total | 105 | 100.0% |
| Not Answered | 0 | |

Q63. Does your child need or use more medical care, mental health or educational services than is usual for most children of the same age?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 63 | 14.4% |
| No | 373 | 85.6% |
| Total | 436 | 100.0% |
| Not Answered | 51 | |

Q64. Is this because of any medical, behavioral or other health condition?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 53 | 88.3% |
| No | 7 | 11.7% |
| Total | 60 | 100.0% |
| Not Answered | 3 | |

About Your Child and You (continued)**Q65. Is this a condition that has lasted or is expected to last for at least 12 months?**

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 48 | 92.3% |
| No | 4 | 7.7% |
| Total | 52 | 100.0% |
| Not Answered | 1 | |

Q66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 65 | 15.0% |
| No | 369 | 85.0% |
| Total | 434 | 100.0% |
| Not Answered | 53 | |

Q67. Is this because of any medical, behavioral or other health condition?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 34 | 54.0% |
| No | 29 | 46.0% |
| Total | 63 | 100.0% |
| Not Answered | 2 | |

Q68. Is this a condition that has lasted or is expected to last for at least 12 months?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 33 | 97.1% |
| No | 1 | 2.9% |
| Total | 34 | 100.0% |
| Not Answered | 0 | |

About Your Child and You (continued)

Q69. Does your child need or get special therapy, such as physical, occupational or speech therapy?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 38 | 8.7% |
| No | 399 | 91.3% |
| Total | 437 | 100.0% |
| Not Answered | 50 | |

Q70. Is this because of any medical, behavioral or other health condition?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 24 | 64.9% |
| No | 13 | 35.1% |
| Total | 37 | 100.0% |
| Not Answered | 1 | |

Q71. Is this a condition that has lasted or is expected to last for at least 12 months?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 24 | 100.0% |
| No | 0 | 0.0% |
| Total | 24 | 100.0% |
| Not Answered | 0 | |

Q72. Does your child have any kind of emotional, developmental or behavioral problems for which he or she needs or gets treatment or counseling?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 44 | 10.2% |
| No | 389 | 89.8% |
| Total | 433 | 100.0% |
| Not Answered | 54 | |

About Your Child and You (continued)**Q73. Has this problem lasted or is it expected to last for at least 12 months?**

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 38 | 88.4% |
| No | 5 | 11.6% |
| Total | 43 | 100.0% |
| Not Answered | 1 | |

NQ74. What is your child's age?

| | CHMD 2013 | |
|----------------------|-----------|--------|
| | N | % |
| Less than 1 year old | 15 | 3.4% |
| 1 to 2 years old | 60 | 13.7% |
| 3 to 4 years old | 63 | 14.4% |
| 5 to 7 years old | 90 | 20.6% |
| 8 to 10 years old | 60 | 13.7% |
| 11 to 13 years old | 67 | 15.3% |
| 14 to 18 years old | 82 | 18.8% |
| Total | 437 | 100.0% |
| Not Answered | 50 | |

Q75. Is your child male or female?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Male | 231 | 53.0% |
| Female | 205 | 47.0% |
| Total | 436 | 100.0% |
| Not Answered | 51 | |

Q76. Is your child of Hispanic or Latino origin or descent?

| | CHMD 2013 | |
|----------------------------|-----------|--------|
| | N | % |
| Yes, Hispanic or Latino | 105 | 24.3% |
| No, Not Hispanic or Latino | 327 | 75.7% |
| Total | 432 | 100.0% |
| Not Answered | 55 | |

About Your Child and You (continued)**Q77.1. What is your child's race? Response: White.**

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 186 | 38.2% |
| No | 301 | 61.8% |
| Total | 487 | 100.0% |
| Not Answered | 0 | |

Q77.2. What is your child's race? Response: Black or African-American.

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 200 | 41.1% |
| No | 287 | 58.9% |
| Total | 487 | 100.0% |
| Not Answered | 0 | |

Q77.3. What is your child's race? Response: Asian.

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 9 | 1.8% |
| No | 478 | 98.2% |
| Total | 487 | 100.0% |
| Not Answered | 0 | |

Q77.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 1 | 0.2% |
| No | 486 | 99.8% |
| Total | 487 | 100.0% |
| Not Answered | 0 | |

About Your Child and You (continued)**Q77.5. What is your child's race? Response: American Indian or Alaska Native.**

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 6 | 1.2% |
| No | 481 | 98.8% |
| Total | 487 | 100.0% |
| Not Answered | 0 | |

Q77.6. What is your child's race? Response: Other.

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 55 | 11.3% |
| No | 432 | 88.7% |
| Total | 487 | 100.0% |
| Not Answered | 0 | |

Q78. What is your age?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Under 18 | 17 | 3.9% |
| 18 to 24 | 47 | 10.8% |
| 25 to 34 | 158 | 36.2% |
| 35 to 44 | 139 | 31.9% |
| 45 to 54 | 53 | 12.2% |
| 55 to 64 | 16 | 3.7% |
| 65 to 74 | 5 | 1.1% |
| 75 or older | 1 | 0.2% |
| Total | 436 | 100.0% |
| Not Answered | 51 | |

Q79. Are you male or female?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Male | 26 | 6.0% |
| Female | 410 | 94.0% |
| Total | 436 | 100.0% |
| Not Answered | 51 | |

About Your Child and You (continued)**Q80. What is the highest grade or level of school that you have completed?**

| | CHMD 2013 | |
|---------------------------------------|-----------|--------|
| | N | % |
| 8th grade or less | 41 | 9.5% |
| Some high school but did not graduate | 69 | 15.9% |
| High school graduate or GED | 153 | 35.3% |
| Some college or 2-year degree | 129 | 29.8% |
| 4-year college graduate | 27 | 6.2% |
| More than 4-year college degree | 14 | 3.2% |
| Total | 433 | 100.0% |
| Not Answered | 54 | |

Q81. How are you related to the child?

| | CHMD 2013 | |
|-------------------------|-----------|--------|
| | N | % |
| Mother or father | 392 | 92.0% |
| Grandparent | 23 | 5.4% |
| Aunt or uncle | 4 | 0.9% |
| Older brother or sister | 1 | 0.2% |
| Other relative | 0 | 0.0% |
| Legal guardian | 5 | 1.2% |
| Someone else | 1 | 0.2% |
| Total | 426 | 100.0% |
| Not Answered | 61 | |

Q82. Did someone help you complete this survey?

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 17 | 3.5% |
| No | 240 | 49.6% |
| Total | 484 | 100.0% |
| Not Answered | 3 | |

Q83.1. How did that person help you? Response: Read the questions to me.

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 10 | 58.8% |
| No | 7 | 41.2% |
| Total | 17 | 100.0% |
| Not Answered | 0 | |

About Your Child and You (continued)**Q83.2. How did that person help you? Response: Wrote down the answers I gave.**

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 7 | 41.2% |
| No | 10 | 58.8% |
| Total | 17 | 100.0% |
| Not Answered | 0 | |

Q83.3. How did that person help you? Response: Answered the questions for me.

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 1 | 5.9% |
| No | 16 | 94.1% |
| Total | 17 | 100.0% |
| Not Answered | 0 | |

Q83.4. How did that person help you? Response: Translated the questions into my language.

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 11 | 64.7% |
| No | 6 | 35.3% |
| Total | 17 | 100.0% |
| Not Answered | 0 | |

Q83.5. How did that person help you? Response: Helped in some other way.

| | CHMD 2013 | |
|--------------|-----------|--------|
| | N | % |
| Yes | 1 | 5.9% |
| No | 16 | 94.1% |
| Total | 17 | 100.0% |
| Not Answered | 0 | |

Methodology

The survey drew, as potential respondents, the parent/caretakers of children under the age of 19 who were covered by the Georgia Medicaid Program. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period using a standardized mixed-mode (mail and telephone) protocol, based on NCQA HEDIS 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 12, 2013 |
| 2 | 1st mailing of reminder postcards: | March 19, 2013 |
| 3 | 2nd mailing of survey packets: | April 16, 2013 |
| 4 | 2nd mailing of reminder postcards: | April 23, 2013 |
| 5 | Phone field: | May 7, 2013 |
| 6 | Mail and phone field terminated: | May 21, 2013 |

Sampling Frame

A random sample of 1650 cases was drawn of child members from the Georgia Medicaid Program. 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, 2012, 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

NCQA 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 487 children enrolled in the Georgia Medicaid Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 30.1%. Detailed information regarding protocols and methods can be found in *HEDIS® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

In 2012 there were twenty-eight Child Medicaid CCC survey data files submitted to NCQA. The range of response rates for the twenty-eight data submissions was 18.7% to 39.2%.

Questionnaire

The survey instrument selected for the project was the CAHPS 5.0H Child Survey with the chronic conditions measurement set. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS 5.0H Child Survey for use in assessing the performance of health plans and Medicaid programs. The chronic condition measurement set is the product of a 3 year joint development effort with the intent to create a protocol to identify and survey children with a range of chronic health problems.

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, relatively 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+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

- Q15. Usually or always easy to get the care, tests or treatment child needed
- Q46. Usually or always got appointments with specialists as soon as child needed

Getting Care Quickly

- Q4. Usually or always got care as soon as child needed
- Q6. Usually or always got appt. for care as soon as child needed

How Well Doctors Communicate

- Q32. Personal doctor usually or always explained things in a way that was easy to understand
- Q33. Personal doctor usually or always listened carefully to you
- Q34. Personal doctor usually or always showed respect for what you had to say
- Q37. Personal doctor usually or always spent enough time with child

Customer Service

- Q50. Customer service usually or always gave help you needed
- Q51. Customer service usually or always treated you with courtesy and respect

Shared Decision Making

- Q11. Doctor talked about reasons you might want child to take a medicine
- Q12. Doctor talked about reasons you might not want child to take a medicine
- Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

Children with Chronic Conditions Composites

Three composite scores summarize responses in key areas for the CCC measurement set: Family Centered Care: Personal Doctor or Nurse Who Knows Child, Coordination of Care, and Access to Specialized Services. The Access to Specialized Services composite uses the same scoring guidelines as the traditional CAHPS 5.0H composites. Two of the CCC composites, Family Centered Care: Personal Doctor or Nurse Who Knows Child and Coordination of Care are composed of questions with "Yes" or "No" response options. For these composites global proportions are calculated. Detailed information regarding calculation of the CCC measurement set can be found in HEDIS 2013 Volume 3. Following is a list of the questions that comprise each chronic condition composite:

Access to Specialized Services

Q20. Usually/always easy to get special medical equipment or devices for child

Q23. Usually/always easy to get therapy for child

Q26. Usually/always easy to get treatment or counseling for child

Family Centered Care: Personal Doctor Who Knows Child

Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving

Q43. Doctor understands how health conditions affect child's day-to-day life

Q44. Doctor understands how health conditions affect family's day-to-day life

Coordination of Care

Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare

Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

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 Q54, 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).

Sample Disposition

| | Georgia Medicaid Program |
|--|--------------------------|
| First mailing - sent | 1650 |
| *First mailing - usable survey returned | 162 |
| Second mailing - sent | 1411 |
| *Second mailing - usable survey returned | 98 |
| *Phone - usable surveys | 227 |
| Total - usable surveys | 487 |
| †Ineligible: According to population criteria‡ | 30 |
| †Ineligible: Language barrier | 2 |
| †Ineligible: Deceased | 0 |
| Bad address and/or bad phone number | 138 |
| Refusal | 37 |
| Nonresponse - Unavailable by mail or phone | 956 |
| Response Rate | 30.10% |

*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: $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$



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 ↓

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/Peach Care 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 16**
 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, how often did you have your questions answered by your child's doctors or other health providers?
- Never
 Sometimes
 Usually
 Always
10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
- Yes
 No → **Go to Question 14**
11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?
- Not at all
 A little
 Some
 A lot
12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might **not** want your child to take a medicine?
- Not at all
 A little
 Some
 A lot
13. 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

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?
- Yes
 No
28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?
- Yes
 No → *Go to Question 30*
29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?
- Yes
 No

YOUR CHILD'S PERSONAL DOCTOR

30. 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 45*
31. In the last 6 months, how many times did your child visit his or her personal doctor for care?
- None → *Go to Question 41*
 1 time
 2
 3
 4
 5 to 9
 10 or more times
32. 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

33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
 Sometimes
 Usually
 Always
34. 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
35. Is your child able to talk with doctors about his or her health care?
- Yes
 No → *Go to Question 37*
36. 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
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 Sometimes
 Usually
 Always
38. 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
39. 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 41*



40. 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

41. 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?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Personal Best Personal
Doctor Possible Doctor Possible

42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- Yes
- No → **Go to Question 45**

43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- Yes
- No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- Yes
- No

**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.

45. 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 49**

46. 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

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

- None → **Go to Question 49**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

48. 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 Best Specialist
Possible Possible



YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

49. 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 52*
50. 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
51. 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
52. In the last 6 months, did your child's health plan give you any forms to fill out?
- Yes
 No → *Go to Question 54*
53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- Never
 Sometimes
 Usually
 Always
54. 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

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?
- Yes
 No → *Go to Question 58*
56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?
- Never
 Sometimes
 Usually
 Always
57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?
- Yes
 No

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?
- Excellent
 Very Good
 Good
 Fair
 Poor
59. In general, how would you rate your child's overall mental or emotional health?
- Excellent
 Very Good
 Good
 Fair
 Poor
60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
- Yes
 No → *Go to Question 63*



61. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 63*

62. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
- No → *Go to Question 66*

64. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 66*

65. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
- No → *Go to Question 69*

67. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 69*

68. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

- Yes
- No → *Go to Question 72*

70. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 72*

71. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- Yes
- No → *Go to Question 74*

73. Has this problem lasted or is it expected to last for at least 12 months?

- Yes
- No

74. What is your child's age?

- Less than 1 year old
- YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

76. Is your child of Hispanic or Latino origin or descent?

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

77. 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



78. 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

79. Are you male or female?

- Male
- Female

80. 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

81. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

82. Did someone help you complete this survey?

- Yes → **Go to Question 83**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

83. 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**

