



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

PeachCare for Kids® Program

Child Survey

CAHPS® 5.0 Report

June 2017



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Ann Arbor, MI 48108

Using This Report	1
Executive Summary	3
Sample Disposition	7
Methodology	8
Trend Analysis	11
Correlation Analysis	16
Priority Matrices	22
Ratings	23
Composites	24
Overall Ratings	31
Rating of all health care	
Rating of personal doctor	
Rating of specialist seen most often	
Rating of program	
Standard Composites	32
Getting Needed Care	33
Getting Care Quickly	34
How Well Doctors Communicate	35
Customer Service	36
Shared Decision Making	37
Single Item Measures	38
Doctor talked about specific things to prevent illness in child	
Doctor usually or always explained things in a way that was easy for child to understand	
Child's personal doctor talked with you about how child is feeling, growing, or behaving	
Personal doctor usually or always seemed informed about care child got from other providers	
Forms from child's health plan were usually or always easy to fill out	
Excellent or very good rating of child's overall health	
Excellent or very good rating of child's overall mental or emotional health	
Child had a flu shot or flu spray in the nose since July 1, [Previous Year]	
CAHPS® Database Benchmark Comparison	39
Responses by Question	41
Appendices	
Appendix A: Sample Questionnaire	

The CAHPS® 5.0H Survey is a comprehensive tool for assessing parents'/caregivers' experiences with the PeachCare for Kids® services for children. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the CAHPS® 5.0H Child Survey. The survey instrument consists of forty-eight questions addressing areas such as getting care quickly, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences with their care. 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' experiences: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision Making.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist DCH in identifying strengths and weaknesses in their quality of care and services.
2. Provide DCH with a way to assess where resources can best be allocated to improve weaknesses.
3. Show DCH the effects of their improvement efforts over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. The question text in the CAHPS® survey instrument uses the term health plan throughout the survey. In this report the term 'health plan' will refer to the PeachCare for Kids® services for children.

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

Statistical significance tests were run comparing the PeachCare for Kids® 2015 scores with each year of trend - 2016 and 2017. Trend comparisons are presented in the *Executive Summary*, *Trend Analysis*, *Graphs*, and the *Responses by Question* sections of the report.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite items correlate to all general rating questions, and where improvements could help increase not only overall satisfaction with the program, but member satisfaction with doctors, specialists and care.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, small numbers of responses could be collected due to skip patterns inherent in the

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instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey is the most comprehensive tool available for assessing consumers' experiences with the care provided by their state Medicaid and CHIP programs. The CAHPS® survey provides consumers, purchasers, health plans, state Medicaid and CHIP programs with information about a broad range of key consumer issues.

This report summarizes the findings of a child survey conducted for the PeachCare for Kids® Program - Georgia's standalone CHIP program. Attempts were made to survey 1,650 member households by mail and telephone during the period from February 7, 2017 through April 23, 2017, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 38.07%.

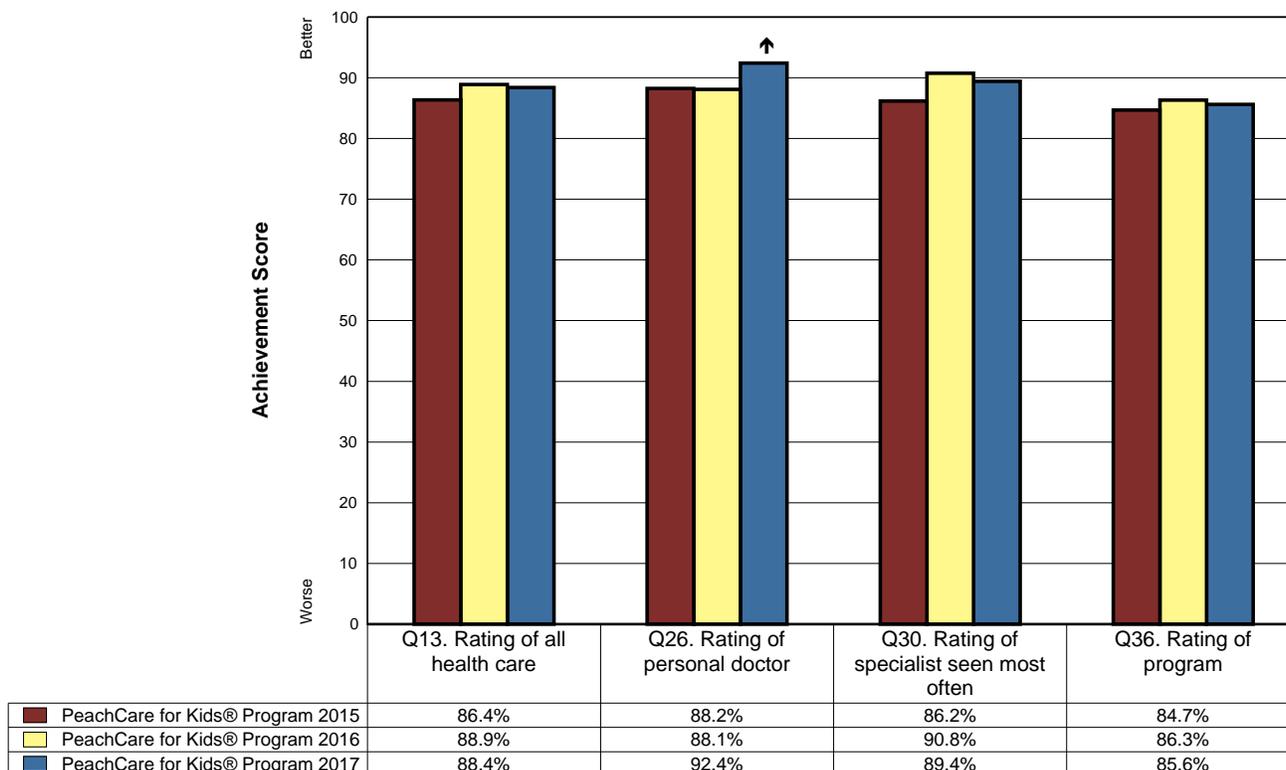
Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. Ratings are presented for the 2015, 2016 and 2017 PeachCare for Kids® Program's services for children.

Statistical testing is between the PeachCare for Kids® 2015 ratings and each year of trend. When there is a statistically significant difference between the ratings, an arrow is placed above the trend bar. If there are no arrows, there are not statistically significant differences between the ratings.

Overall Rating Questions



% of respondents reporting ratings of 8, 9 or 10

↑↓ Statistically significantly higher/lower than PeachCare for Kids® Program 2015

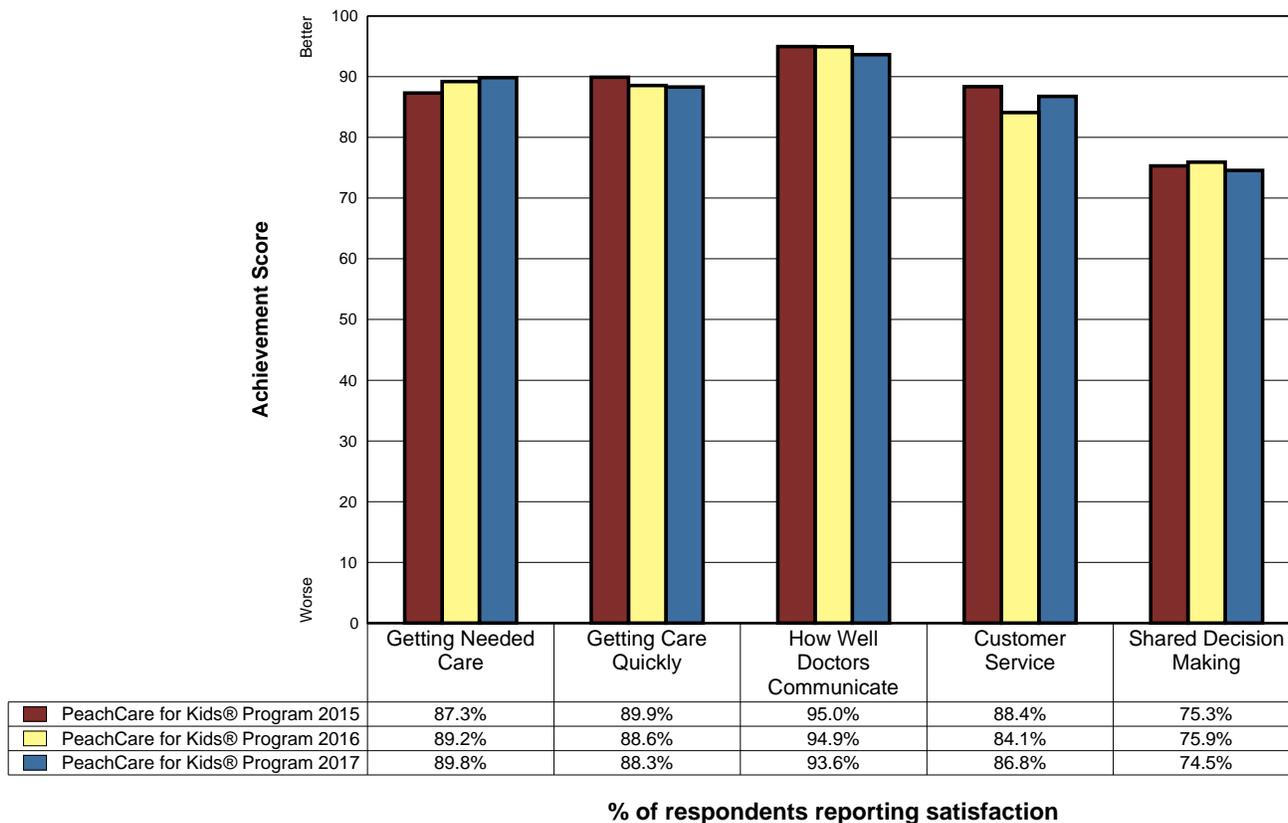
SUMMARY OF COMPOSITES

For each of the five domains of member experience (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making), a composite score is calculated. The composite scores are intended to give a summary assessment of how the services provided by the PeachCare for Kids® Program met or did not meet the needs of the children enrolled in the program.

In this table, proportions of positive responses are reported as achievement scores (see the *Methodology* section for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "Yes" are considered achievements for the Shared Decision Making composite.

Three years of composite scores are presented for the PeachCare for Kids® services for children. Statistical testing is between the PeachCare for Kids® 2015 scores and each year of trend. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are not statistically significant differences between the scores.

Composites



↕ Statistically significantly higher/lower than PeachCare for Kids® Program 2015

Parent/Respondent Profile

Questionnaire response data was used to provide a demographic snapshot of age, gender and education for the parent/proxy respondents. Parent/proxy race/ethnicity is not collected in the child survey. The child's race/ethnicity is collected in the survey and presented in the profile. The total of all categories for the child's ethnicity is more than 100% because the data is from a combination of the data collected for Q41 and Q42 which allows respondents to choose multiple ethnicities.

Demographic Characteristics

<i>Parent/Respondent Age (years)</i>	PCK® 2017	PCK® 2016
Under 24	7.4%	5.2%
25 to 34	23.5%	22.9%
35 to 44	45.6%	49.6%
45 to 54	20.9%	18.3%
55 to 64	2.4%	3.4%
65 to 74	0.2%	0.4%
75 or older	0.0%	0.2%

<i>Parent/Respondent Gender</i>	PCK® 2017	PCK® 2016
Male	14.0%	17.0%
Female	86.0%	83.0%

<i>Highest grade or level of school completed</i>	PCK® 2017	PCK® 2016
8th grade or less	8.1%	7.4%
Some high school, but did not graduate	7.8%	6.1%
High school graduate or GED	24.5%	25.7%
Some college or 2-year college	36.7%	37.8%
4-year college graduate	14.0%	14.8%
More than 4-year college degree	9.0%	8.1%

<i>Child Ethnicity</i>	PCK® 2017	PCK® 2016
White	57.3%	57.0%
Black or African American	26.9%	30.3%
Asian	8.6%	6.8%
American Indian or Alaska Native	2.5%	0.6%
Hispanic or Latino	28.6%	26.2%
Native Hawaiian or Other Pacific Islander	0.5%	0.6%
Other	12.4%	11.3%

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the PeachCare for Kids® Program is based on Q36, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

The following table displays the ten questions most highly correlated with the PeachCare for Kids® members' enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the PeachCare for Kids® achievement score, and the correlation with overall satisfaction with the services for children under the PeachCare for Kids® Program. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. (See the *Methodology* section of the report for definitions of correlation and achievement scores.)

Question	PCK® Achievement Score	Correlation w/ satisfaction
Q32. Customer service from child's health plan usually or always gave needed information or help	79.4	0.43
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	94.5	0.38
Q14. Usually or always easy to get the care, tests or treatment child needed	91.4	0.28
Q28. Usually or always got appointments with specialists as soon as child needed	84.1	0.24
Q21. Doctor usually or always explained things in a way that was easy for child to understand	94.3	0.23
Q4. Usually or always got urgent care as soon as child needed	89.9	0.23
Q19. Personal doctor usually or always showed respect for what you had to say	96.8	0.21
Q25. Personal doctor usually or always seemed informed about care child got from other providers	84.1	0.20
Q18. Personal doctor usually or always listened carefully to you	95.9	0.17
Q22. Personal doctor usually or always spent enough time with child	89.7	0.15

Sample Disposition

	PeachCare for Kids® Program
First mailing - sent	1650
*First mailing - usable survey returned	211
Second mailing - sent	1496
*Second mailing - usable survey returned	163
*Phone - usable surveys	229
Total - usable surveys	603
†Ineligible: According to population criteria‡	24
†Ineligible: Language barrier	11
†Ineligible: Deceased	0
Bad address and bad phone number	9
Refusal	44
†Incomplete survey - mail or phone	31
Nonresponse - Unavailable by mail or phone	928
Response Rate	38.07%

*Included in response rate numerator

†Excluded from response rate denominator

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

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

Methodology

The survey drew, as potential respondents, the parents/caretakers of children under the age of 18 who were covered by the PeachCare for Kids® Program. Respondents were surveyed in English or Spanish.

The survey was administered over an 11-week period using a standardized mixed-mode (mail and telephone) protocol, based on CAHPS® guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	February 7, 2017
2	1st mailing of reminder postcards:	February 14, 2017
3	2nd mailing of survey packets:	March 7, 2017
4	2nd mailing of reminder postcards:	March 14, 2017
5	Phone field:	April 3, 2017
6	Mail and phone field terminated:	April 23, 2017

Sampling Frame

A random sample of 1650 cases was drawn of parents/caretakers of children enrolled in the PeachCare for Kids® Program. To be eligible, children had to be under the age of 18, and had to be continuously enrolled for at least 6 months as of November 30, 2016, with no more than one enrollment gap of up to 45 days. Survey materials were addressed to the parent or guardian of the child member.

Selection of Cases for Analysis

The CAHPS®/NCQA protocol was used to define complete surveys. Surveys were considered complete if the survey response did not indicate the member was ineligible and if a valid response was provided to at least three out of five questions designated as required for completeness. The questions required for completeness are listed below, with their locations in the child questionnaire, respectively, as well as the topics addressed by each question.

- Q03. Did your child have an injury or illness that needed care right away?
- Q15. Does your child have a personal doctor?
- Q27. Did you make an appointment for your child to see a specialist?
- Q31. Did you get information or help from customer service at your child's health plan?
- Q36. What number would you use to rate your child's health plan?

Complete interviews were obtained from 603 parents/caretakers of children enrolled in the PeachCare for Kids® Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 38.07%.

Questionnaire

The survey instrument selected for the project was the CAHPS® 5.0H Child Survey. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS® 5.0H Child Survey for use in assessing the performance of health plans, Medicaid, and CHIP programs. The questionnaire consisted of forty-eight core questions. The majority of items addressed domains of members' experiences such as getting care quickly, communicating with doctors, making decisions about health care, overall satisfaction with health care, and overall satisfaction with the PeachCare for Kids® Program.

Definition of Achievement Scores

Members' 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 PeachCare for Kids® Program to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

For questions with response options "Never", "Sometimes", "Usually", and "Always", alternate achievement scores are also presented using only the response option "Always" (instead of both "Usually and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options "9" and "10" as achievements. The alternate scores are displayed in the *Graphs* section of the report.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. The following is a list of the questions that comprise each composite:

Getting Needed Care

- Q14. Usually or always easy to get the care, tests or treatment child needed
- Q28. Usually or always got appointments with specialists as soon as child needed

Getting Care Quickly

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

How Well Doctors Communicate

- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q22. Personal doctor usually or always spent enough time with child

Customer Service

- Q32. Customer service from child's health plan usually or always gave needed information or help
- Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect

Shared Decision Making

- Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine
- Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine
- Q12. Doctor/provider definitely asked what you thought was best for child

Comparisons: Current Year and Trending

The PeachCare for Kids® 2015 results are compared to the PeachCare for Kids® 2016 and 2017 results. When available, trend data with significance testing is presented in the *Executive Summary* and *Graphs* sections.

The PeachCare for Kids® top box rating and composite scores are compared to the CHIP rating and composite top box percentiles from the CAHPS® Benchmarking Database in the *CAHPS® Database Comparisons* section of the report.

Top box scores are created by calculating the percentage of survey respondents who chose the most positive response category for a given item's response scale. A response of "Always" is used to calculate the top box composite measures. The top box composite measures are calculated by averaging the top box scores on the items within the composite. For ratings questions, the top box score is calculated using the responses of "9" or "10".

The CAHPS® scores were obtained from data submitted directly to the CAHPS® database by State Medicaid and CHIP agencies and individual health plans. The 2016 CHIP comparative database includes 14,999 respondents from 21 CHIP sample submissions.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS® survey, the degree of association can be measured by a number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other increases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the PeachCare for Kids® Program, correlations are computed between responses to specific performance-related items and Q36, which is the rating question in the survey instrument measuring overall satisfaction with the PeachCare for Kids® Program. In the context of this report, coefficients greater than or equal to 0.4 are considered more highly correlated with satisfaction (medium to high); coefficients less than 0.4 represent lower correlations with satisfaction (medium to low).

Trend Analysis - Higher Scores - 2016 vs. 2015

HIGHER SCORES - STATISTICALLY SIGNIFICANT

No questions for the PeachCare for Kids® Program's services for children had higher 2016 scores that were statistically significant compared to 2015 scores.

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the PeachCare for Kids® Program's services for children follow. Achievement scores for these questions were higher than 2015, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2016 Score	PCK® 2015 Score	% Point Change	Composite Group
Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine	60.4%	55.2%	+5.2	Shared Decision Making
Q25. Personal doctor usually or always seemed informed about care child got from other providers	83.3%	78.7%	+4.6	Single Items
Q30. Rating of specialist seen most often	90.8%	86.2%	+4.6	Ratings
Q13. Rating of all health care	88.9%	86.4%	+2.5	Ratings
Q12. Doctor/provider definitely asked what you thought was best for child	75.0%	73.3%	+1.7	Shared Decision Making
Q36. Rating of program	86.3%	84.7%	+1.6	Ratings
Q14. Usually or always easy to get the care, tests or treatment child needed	90.3%	89.2%	+1.0	Getting Needed Care
Q17. Personal doctor usually or always explained things in a way that was easy to understand	95.8%	94.9%	+0.9	Communication
Q38. Excellent or very good rating of child's overall mental or emotional health	85.3%	84.5%	+0.8	Single Items
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	85.0%	84.3%	+0.7	Single Items
Q21. Doctor usually or always explained things in a way that was easy for child to understand	95.6%	94.9%	+0.7	Single Items
Q19. Personal doctor usually or always showed respect for what you had to say	97.1%	96.5%	+0.6	Communication
Q28. Usually or always got appointments with specialists as soon as child needed	84.4%	83.8%	+0.6	Getting Needed Care
Q37. Excellent or very good rating of child's overall health	83.5%	83.1%	+0.4	Single Items
Q18. Personal doctor usually or always listened carefully to you	96.1%	96.0%	+0.1	Communication

Trend Analysis - Lower Scores - 2016 vs. 2015

Scores for the PeachCare for Kids® Program's services for children that had not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

In 2016, these questions had lower scores that **were statistically significant** when compared to 2015. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2016 Score	PCK® 2015 Score	% Point Change	Composite Group
Q38a. Child had a flu shot or flu spray in the nose since July 1, [Previous Year]	41.4%	48.8%	-7.4	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the PeachCare for Kids® Program's services for children follow. Scores for these questions were lower than last period, but the change was **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2016 Score	PCK® 2015 Score	% Point Change	Composite Group
Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine	92.1%	97.4%	-5.3	Shared Decision Making
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	89.0%	93.6%	-4.6	Customer Service
Q32. Customer service from child's health plan usually or always gave needed information or help	79.2%	83.5%	-4.3	Customer Service
Q4. Usually or always got urgent care as soon as child needed	90.6%	93.1%	-2.5	Getting Care Quickly
Q35. Forms from child's health plan were usually or always easy to fill out	93.1%	95.4%	-2.4	Single Items
Q22. Personal doctor usually or always spent enough time with child	91.0%	92.4%	-1.4	Communication
Q6. Usually or always got appt. for routine care as soon as child needed	88.5%	89.1%	-0.6	Getting Care Quickly
Q8. Doctor talked about specific things to prevent illness in child	67.3%	67.8%	-0.5	Single Items
Q26. Rating of personal doctor	88.1%	88.2%	-0.2	Ratings

Trend Analysis - Higher Scores - 2017 vs. 2015

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

HIGHER SCORES - STATISTICALLY SIGNIFICANT

In 2017, these questions have **higher scores that are statistically significant** when compared to 2015 scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2017 Score	PCK® 2015 Score	% Point Change	Composite Group
Q26. Rating of personal doctor	92.4%	88.2%	+4.2	Ratings

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for the PeachCare for Kids® Program's services for children follow. Achievement scores for these questions are higher than 2015, but the change is **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2017 Score	PCK® 2015 Score	% Point Change	Composite Group
Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine	60.9%	55.2%	+5.7	Shared Decision Making
Q25. Personal doctor usually or always seemed informed about care child got from other providers	84.1%	78.7%	+5.4	Single Items
Q30. Rating of specialist seen most often	89.4%	86.2%	+3.2	Ratings
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	87.3%	84.3%	+3.0	Single Items
Q14. Usually or always easy to get the care, tests or treatment child needed	91.4%	89.2%	+2.1	Getting Needed Care
Q13. Rating of all health care	88.4%	86.4%	+2.0	Ratings
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect	94.5%	93.6%	+0.9	Customer Service
Q36. Rating of program	85.6%	84.7%	+0.9	Ratings
Q19. Personal doctor usually or always showed respect for what you had to say	96.8%	96.5%	+0.3	Communication
Q28. Usually or always got appointments with specialists as soon as child needed	84.1%	83.8%	+0.2	Getting Needed Care

Trend Analysis - Lower Scores - 2017 vs. 2015

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

LOWER SCORES - STATISTICALLY SIGNIFICANT

In 2017, these questions have lower scores that **are statistically significant** when compared to 2015. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2017 Score	PCK® 2015 Score	% Point Change	Composite Group
Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine	90.9%	97.4%	-6.5	Shared Decision Making
Q35. Forms from child's health plan were usually or always easy to fill out	92.5%	95.4%	-2.9	Single Items

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for the PeachCare for Kids® Program's services for children follow. Scores for these questions are lower than last period, but the change is **not statistically significant**. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2017 Score	PCK® 2015 Score	% Point Change	Composite Group
Q32. Customer service from child's health plan usually or always gave needed information or help	79.4%	83.5%	-4.1	Customer Service
Q38a. Child had a flu shot or flu spray in the nose since July 1, [Previous Year]	44.7%	48.8%	-4.1	Single Items
Q4. Usually or always got urgent care as soon as child needed	89.9%	93.1%	-3.3	Getting Care Quickly
Q22. Personal doctor usually or always spent enough time with child	89.7%	92.4%	-2.7	Communication
Q17. Personal doctor usually or always explained things in a way that was easy to understand	92.5%	94.9%	-2.4	Communication
Q12. Doctor/provider definitely asked what you thought was best for child	71.3%	73.3%	-2.0	Shared Decision Making
Q8. Doctor talked about specific things to prevent illness in child	66.0%	67.8%	-1.8	Single Items
Q37. Excellent or very good rating of child's overall health	81.5%	83.1%	-1.5	Single Items
Q38. Excellent or very good rating of child's overall mental or emotional health	83.2%	84.5%	-1.2	Single Items
Q6. Usually or always got appt. for routine care as soon as child needed	88.0%	89.1%	-1.1	Getting Care Quickly

Trend Analysis - Lower Scores - 2017 vs. 2015

(continued)

Question	PCK® 2017 Score	PCK® 2015 Score	% Point Change	Composite Group
Q21. Doctor usually or always explained things in a way that was easy for child to understand	94.3%	94.9%	-0.6	Single Items
Q18. Personal doctor usually or always listened carefully to you	95.9%	96.0%	-0.1	Communication

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS® surveys used to assess program performance. They provide an overall picture of what members think of the program, their doctors, their care, and how well they are being served by the program and its providers. A correlation analysis allows the program to delve into the relationship between the ratings and composite items. (See the *Methodology* section for definitions of correlation and achievement scores.)

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, DCH can see how the rank order of each item changes from one rating to another. For example, factors most important to enrollees when rating their personal doctor may be different than for the specialist. DCH can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a program's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, achievement scores, and the distribution of members' responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are "Always", "Usually", or "Yes." Negative responses are "Sometimes", "Never", or "No." For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-Making composite items, the achievement score is based only on the "Yes" response options.

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how enrollees' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help programs make informed choices about quality improvement efforts.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q14 Getting Needed Care	91%	0.40	Q22 Communication	90%	0.51	Q28 Getting Needed Care	84%	0.46	Q32 Customer Service	79%	0.43
2	Q18 Communication	96%	0.38	Q19 Communication	97%	0.48	Q33 Customer Service	95%	0.45	Q33 Customer Service	95%	0.38
3	Q22 Communication	90%	0.38	Q18 Communication	96%	0.46	Q32 Customer Service	79%	0.43	Q14 Getting Needed Care	91%	0.28
4	Q17 Communication	92%	0.35	Q17 Communication	92%	0.38	Q22 Communication	90%	0.31	Q28 Getting Needed Care	84%	0.24
5	Q28 Getting Needed Care	84%	0.33	Q33 Customer Service	95%	0.27	Q14 Getting Needed Care	91%	0.27	Q4 Getting Care Quickly	90%	0.23
6	Q19 Communication	97%	0.32	Q14 Getting Needed Care	91%	0.26	Q6 Getting Care Quickly	88%	0.18	Q19 Communication	97%	0.21
7	Q33 Customer Service	95%	0.28	Q28 Getting Needed Care	84%	0.20	Q19 Communication	97%	0.16	Q18 Communication	96%	0.17
8	Q32 Customer Service	79%	0.27	Q32 Customer Service	79%	0.19	Q17 Communication	92%	0.11	Q22 Communication	90%	0.15
9	Q6 Getting Care Quickly	88%	0.24	Q6 Getting Care Quickly	88%	0.19	Q18 Communication	96%	0.07	Q17 Communication	92%	0.13
10	Q4 Getting Care Quickly	90%	0.14	Q4 Getting Care Quickly	90%	0.06	Q10 Shared Decision Making	91%	0.06	Q12 Shared Decision Making	71%	0.12

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.40	91%	65%	26%	7%	2%
2	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.38	96%	84%	12%	4%	0%
3	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.38	90%	68%	22%	9%	1%
4	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.35	92%	81%	12%	7%	0%
5	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.33	84%	59%	25%	12%	4%
6	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.32	97%	88%	9%	3%	0%
7	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.28	95%	73%	22%	4%	1%
8	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.27	79%	53%	26%	20%	1%
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	88%	67%	21%	10%	2%
10	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.14	90%	78%	11%	8%	3%

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.51	90%	68%	22%	9%	1%
2	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.48	97%	88%	9%	3%	0%
3	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.46	96%	84%	12%	4%	0%
4	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.38	92%	81%	12%	7%	0%
5	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.27	95%	73%	22%	4%	1%
6	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.26	91%	65%	26%	7%	2%
7	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.20	84%	59%	25%	12%	4%
8	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.19	79%	53%	26%	20%	1%
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?	0.19	88%	67%	21%	10%	2%
10	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.06	90%	78%	11%	8%	3%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.46	84%	59%	25%	12%	4%
2	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.45	95%	73%	22%	4%	1%
3	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.43	79%	53%	26%	20%	1%
4	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.31	90%	68%	22%	9%	1%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.27	91%	65%	26%	7%	2%
6	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?	0.18	88%	67%	21%	10%	2%
7	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.16	97%	88%	9%	3%	0%
8	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.11	92%	81%	12%	7%	0%
9	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.07	96%	84%	12%	4%	0%
10	Q10. Did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.06	91%	91%	(na)	(na)	9%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.43	79%	53%	26%	20%	1%
2	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.38	95%	73%	22%	4%	1%
3	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.28	91%	65%	26%	7%	2%
4	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.24	84%	59%	25%	12%	4%
5	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	90%	78%	11%	8%	3%
6	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.21	97%	88%	9%	3%	0%
7	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.17	96%	84%	12%	4%	0%
8	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.15	90%	68%	22%	9%	1%
9	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.13	92%	81%	12%	7%	0%
10	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.12	71%	71%	(na)	(na)	29%

PRIORITY MATRICES

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

With respect to achievement scores, higher scores are obviously better. However, in regards to correlations, 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 PeachCare for Kids® Program satisfaction. For example, if one composite is more highly correlated with overall PeachCare for Kids® 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 PeachCare for Kids® Program.

Overall satisfaction with the PeachCare for Kids® Program's services for children is based on Q36, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible."

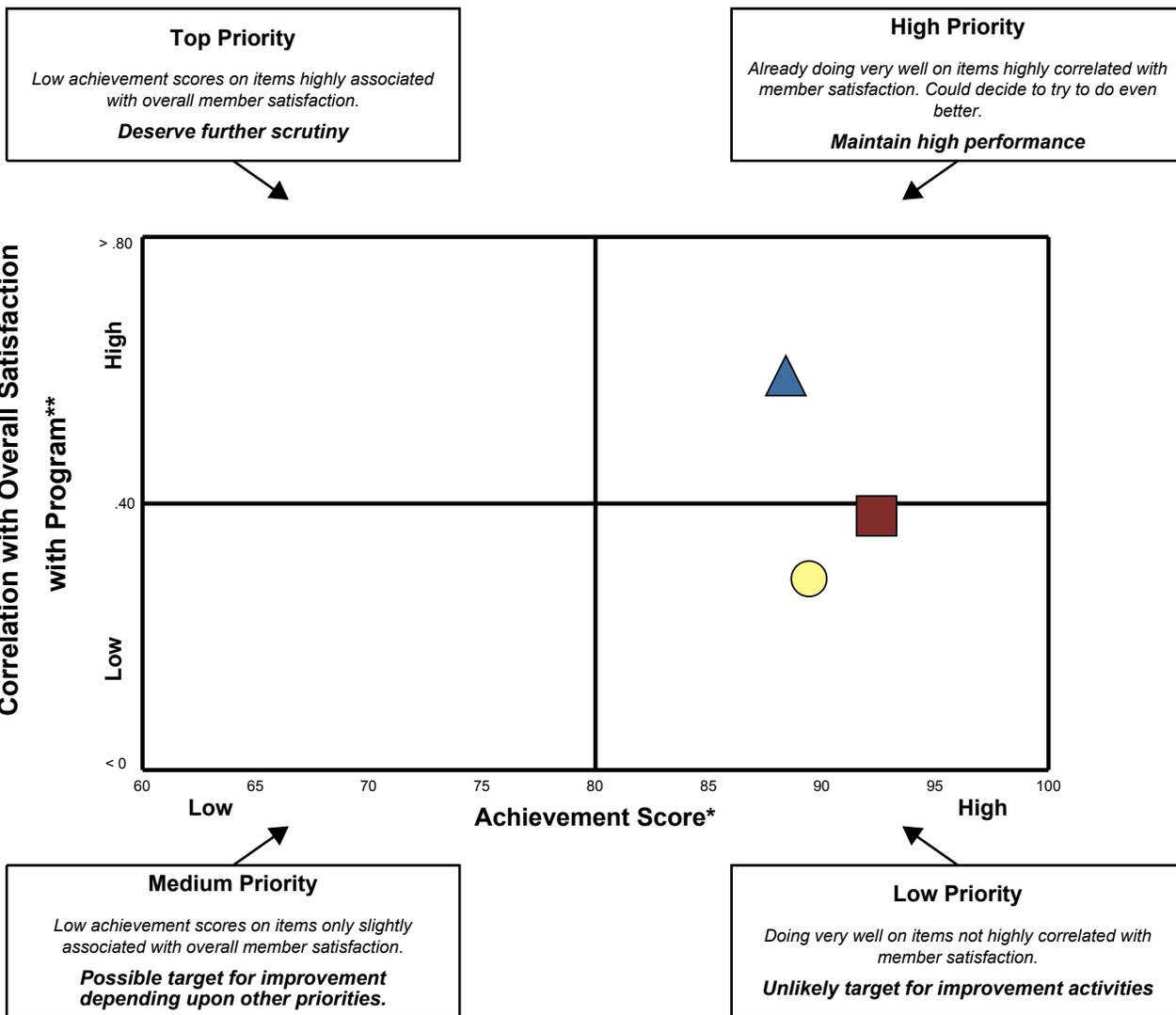
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to 0.4 are considered "highly correlated" with PeachCare for Kids® Program satisfaction; coefficients less than 0.4 are considered lower correlations with program satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a 0.4 correlation horizontal axis.

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 0.4 or higher.

Priority Matrix Ratings



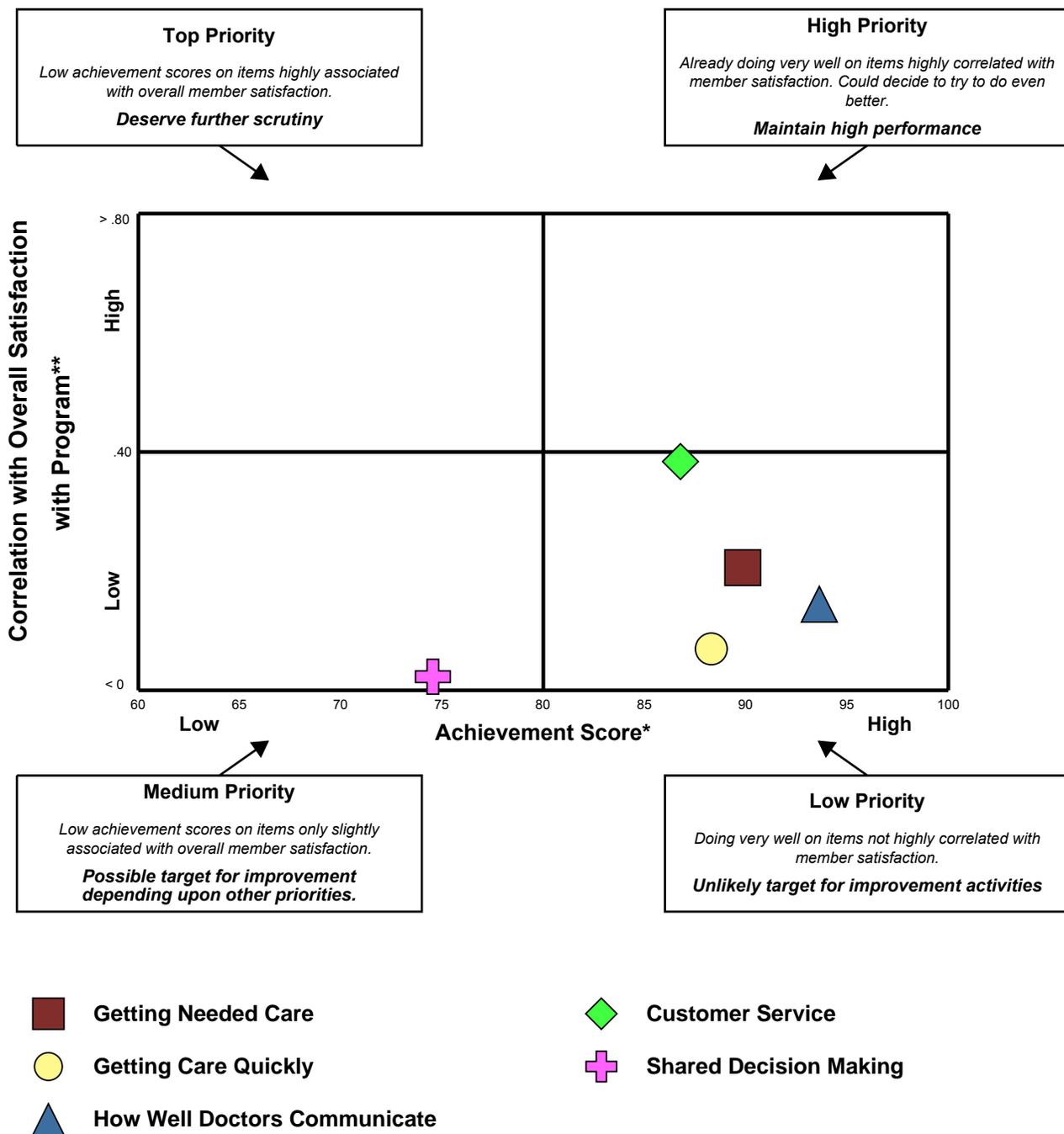
■ Rating of Personal Doctor or Nurse
 ● Rating of Specialist

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

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

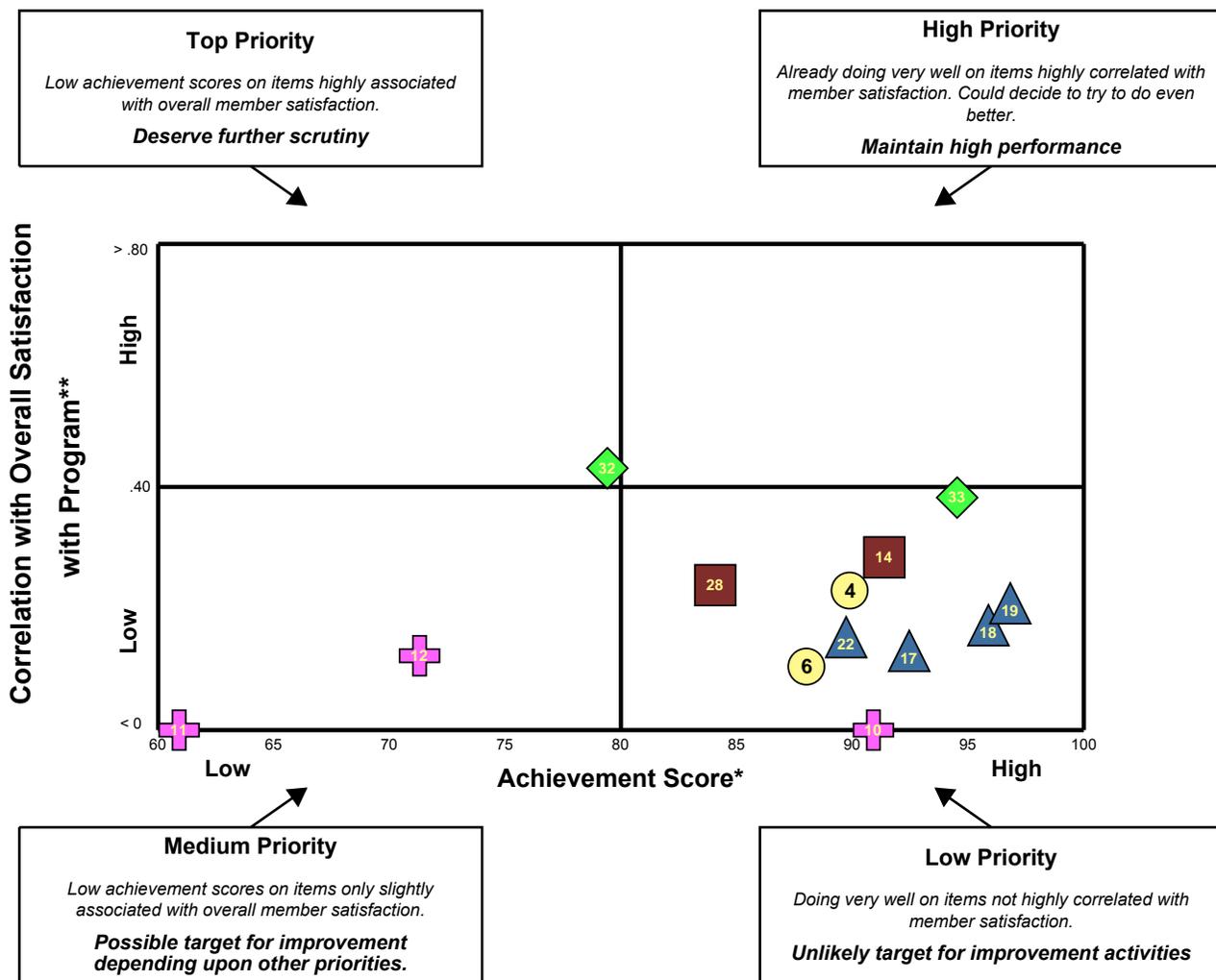
Composite Measures



* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Items



Getting Needed Care

Q14. Usually or always easy to get the care, tests or treatment child needed
Q28. Usually or always got appointments with specialists as soon as child needed



Getting Care Quickly

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



Communication

Q17. Personal doctor usually or always explained things in a way that was easy to understand
Q18. Personal doctor usually or always listened carefully to you
Q19. Personal doctor usually or always showed respect for what you had to say
Q22. Personal doctor usually or always spent enough time with child



Customer Service

Q32. Customer service from child's health plan usually or always gave needed information or help
Q33. Customer service staff from child's health plan usually or always treated you with courtesy/respect



Shared Decision Making

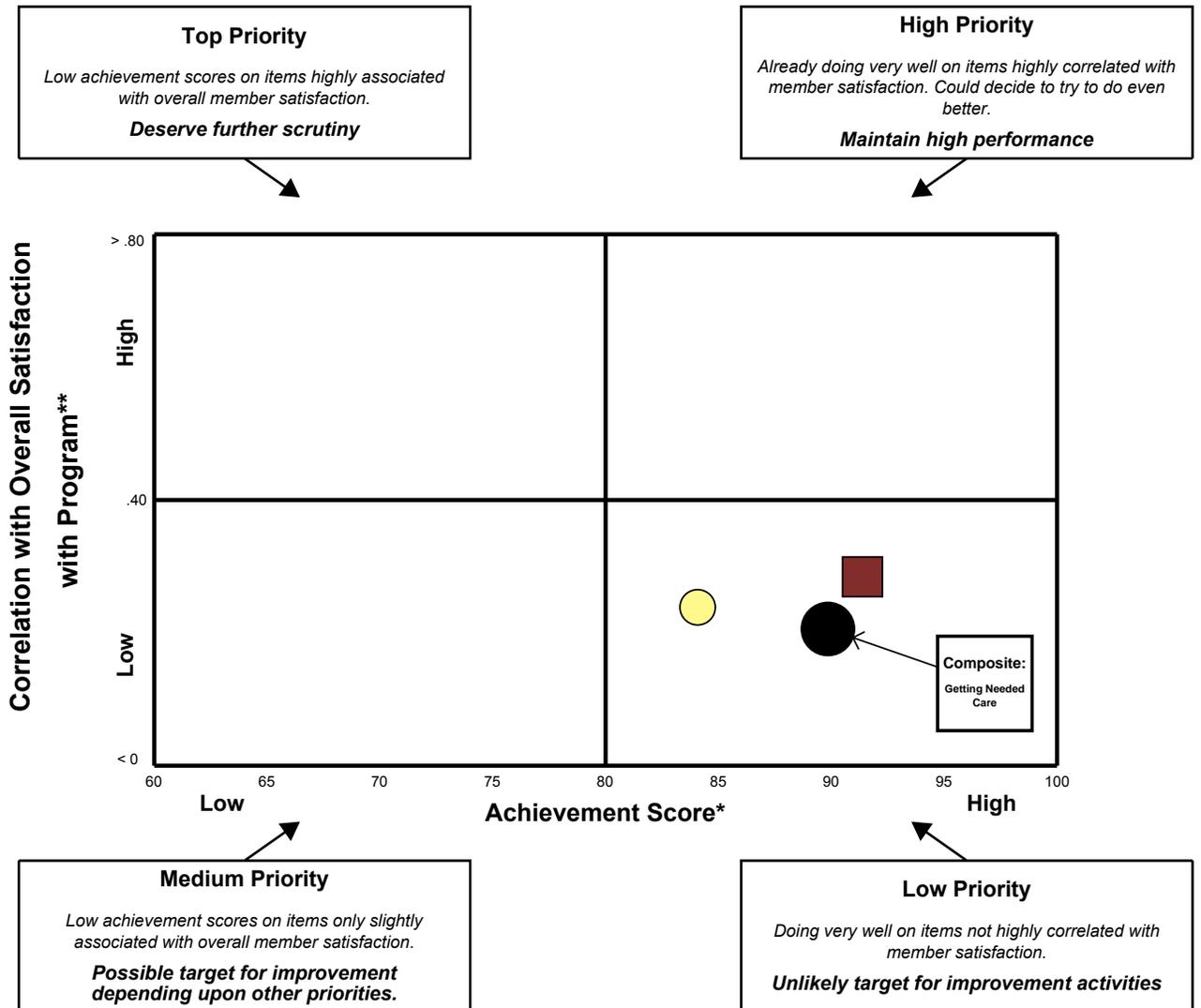
Q10. Doctor/provider definitely talked about reasons you might want child to take a medicine
Q11. Doctor/provider definitely talked about reasons you might not want child to take a medicine
Q12. Doctor/provider definitely asked what you thought was best for child

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

** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Needed Care



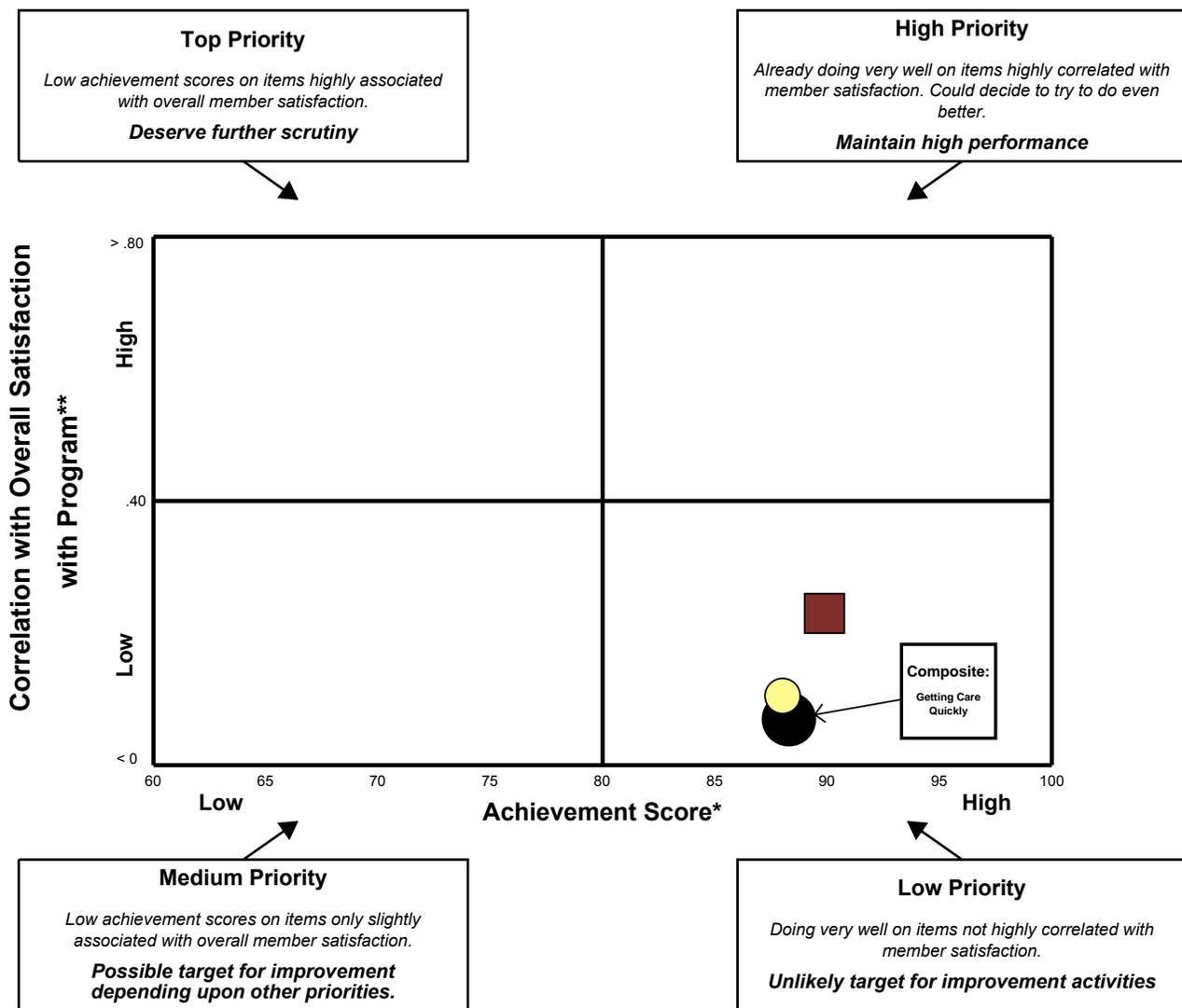
Q14. Usually or always easy to get the care, tests or treatment child needed

Q28. Usually or always got appointments with specialists as soon as child needed

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Care Quickly



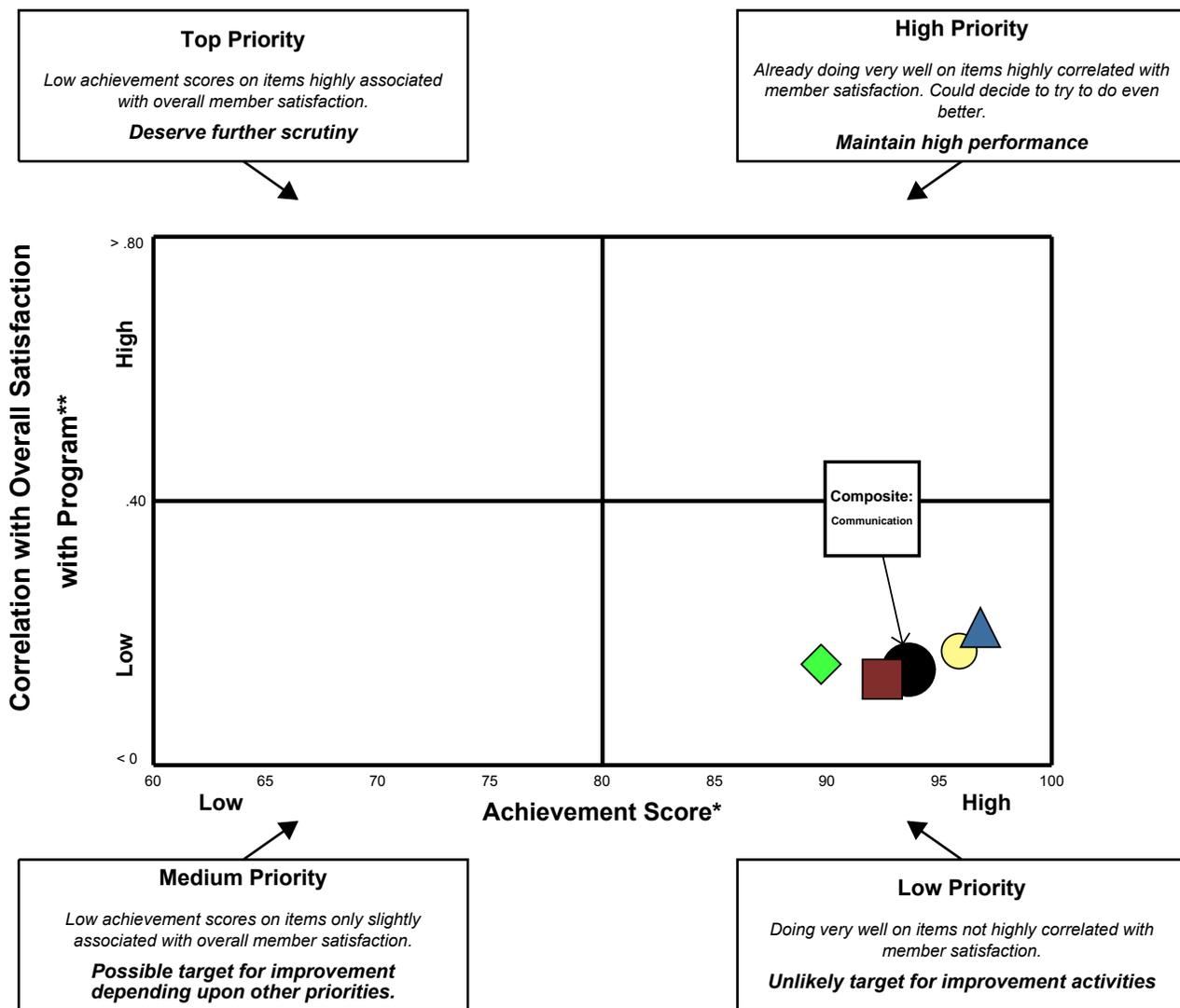
■ Q4. Usually or always got urgent care as soon as child needed

● Q6. Usually or always got appt. for routine care as soon as child needed

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

How Well Doctors Communicate



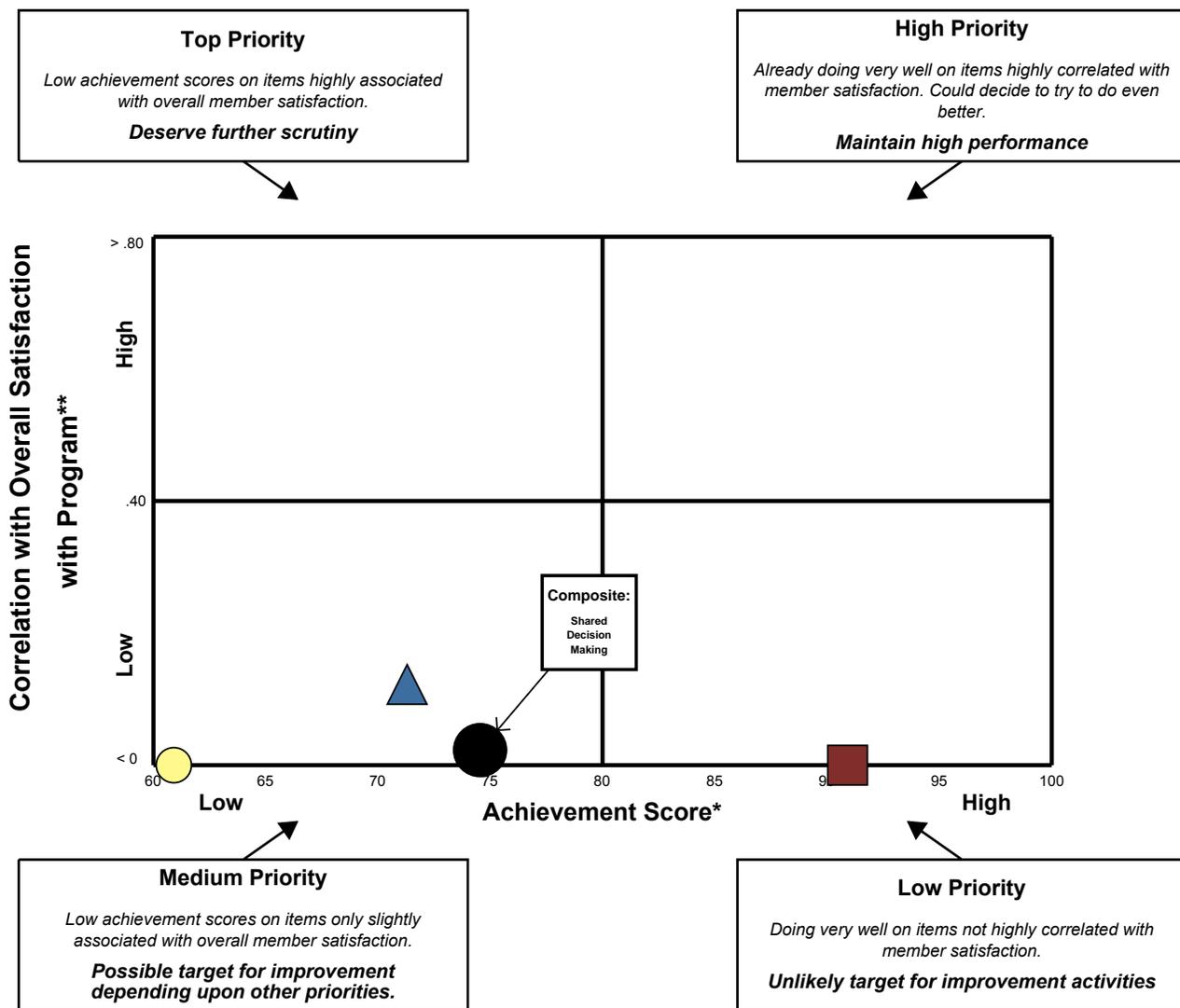
- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you

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

* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Shared Decision Making



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

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

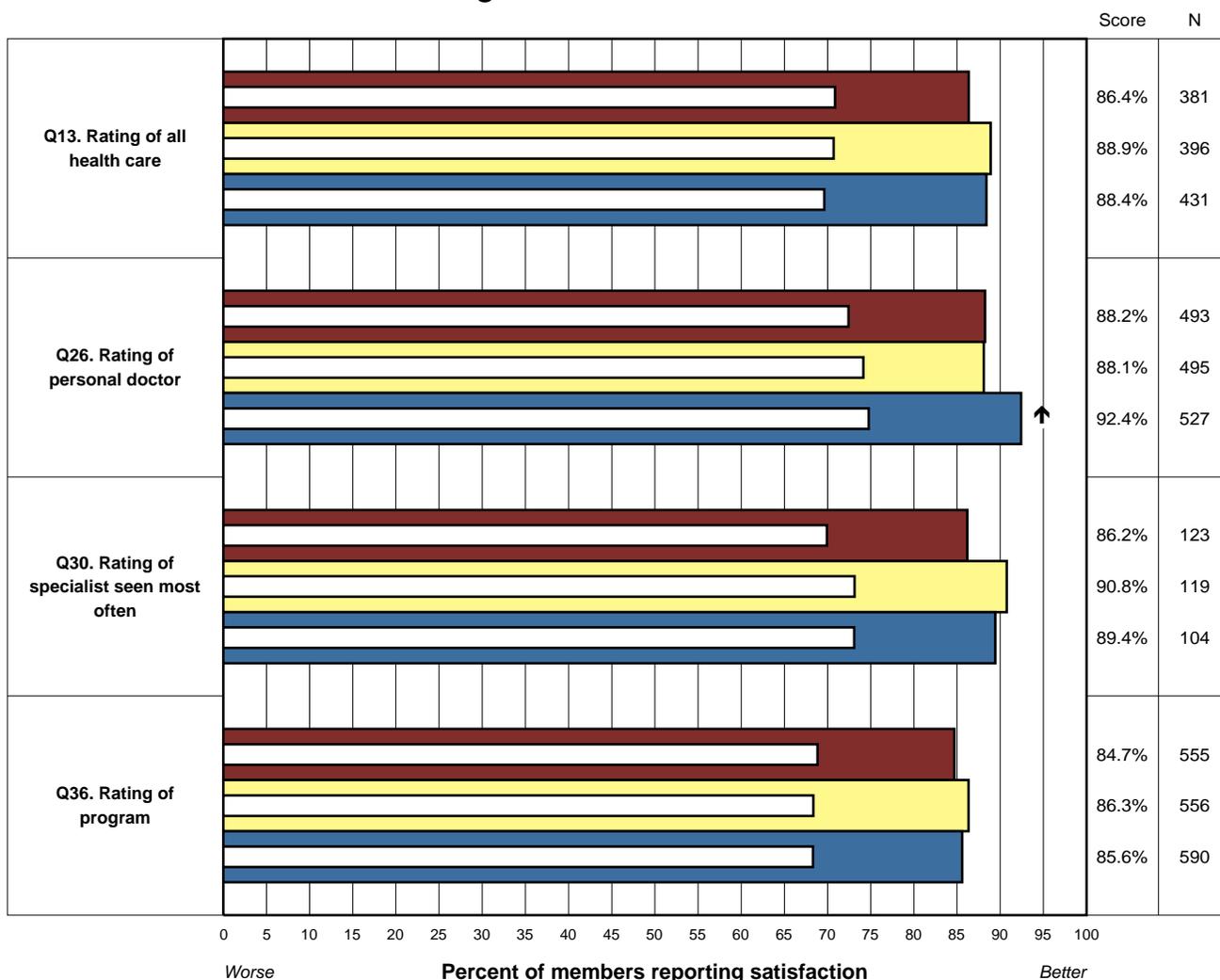
* An achievement score is ranked "high" when score is 80% or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is 0.4 or higher.

Overall Rating Questions

The CAHPS® 5.0H survey uses a 0-10 rating for assessing overall experience with health plans, providers, specialists and health care. In the following tables, proportions of respondents assigning ratings of "8," "9," or "10" are reported as achievement scores. The "N" is the total number of respondents that provided a valid answer to the rating question. Three years of results for the PeachCare for Kids® Program's services for children are presented.

Statistical testing is between the PeachCare for Kids® 2015 ratings and the 2016 and the 2017 ratings. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are not statistically significant differences between the scores.

Overall Rating Questions - Achievement Scores



↕ Statistically significantly higher/lower than PCK® 2015
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

■ PCK® 2015 ■ PCK® 2016 ■ PCK® 2017

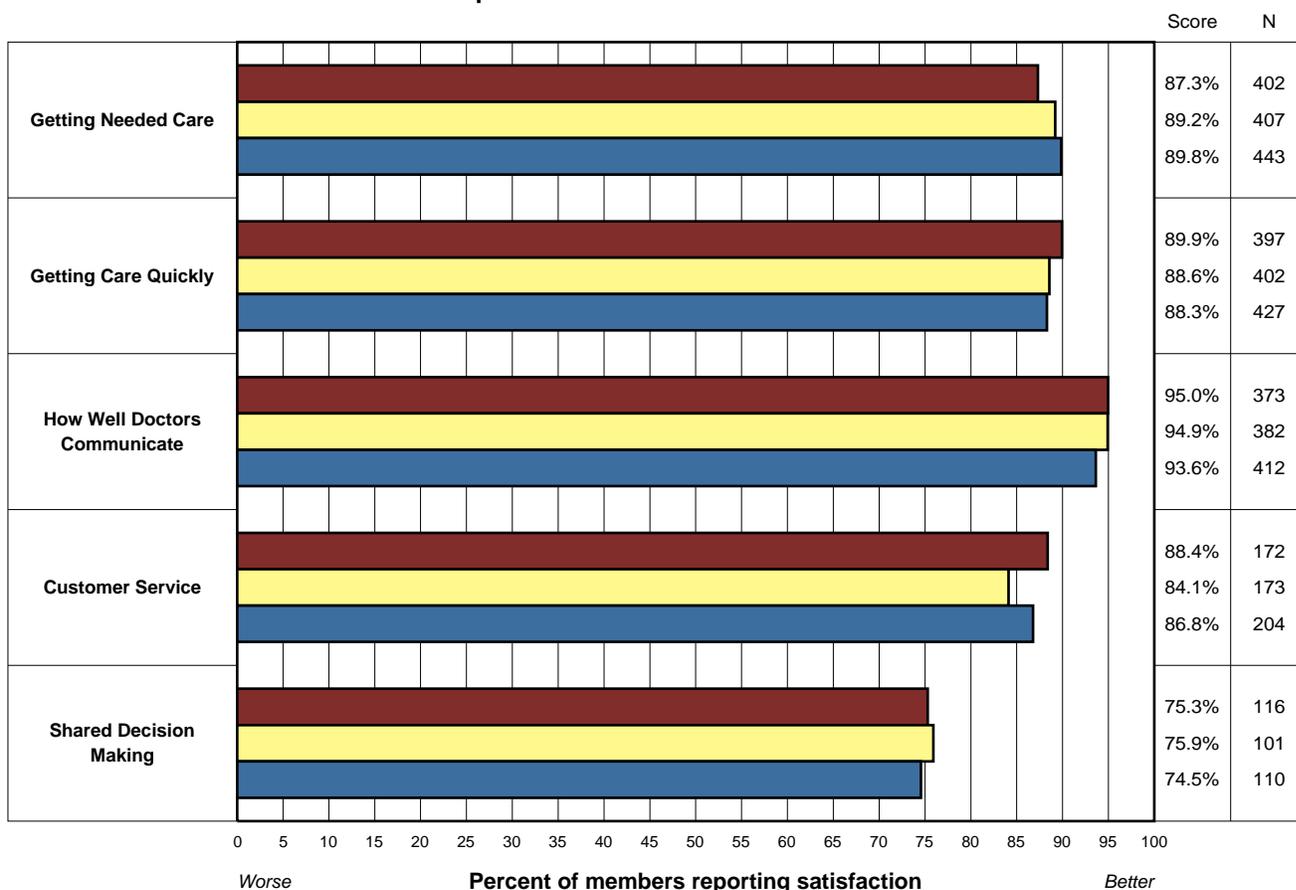
COMPOSITES

The CAHPS® 5.0H survey has five composites, each representing a domain of enrollee experience. An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section. The "N" presented with the composite score is the number of members who appropriately answered at least one question within that composite.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "Yes" for the Shared Decision Making composite.

For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section. Three years of composite scores are presented for the PeachCare for Kids® Program's services for children. Statistical testing is between the PeachCare for Kids® 2015 scores and the 2016 and the 2017 scores. When there is a statistically significant difference between the scores, an arrow is placed above the appropriate bar. If there are no arrows, there are not statistically significant differences between the scores.

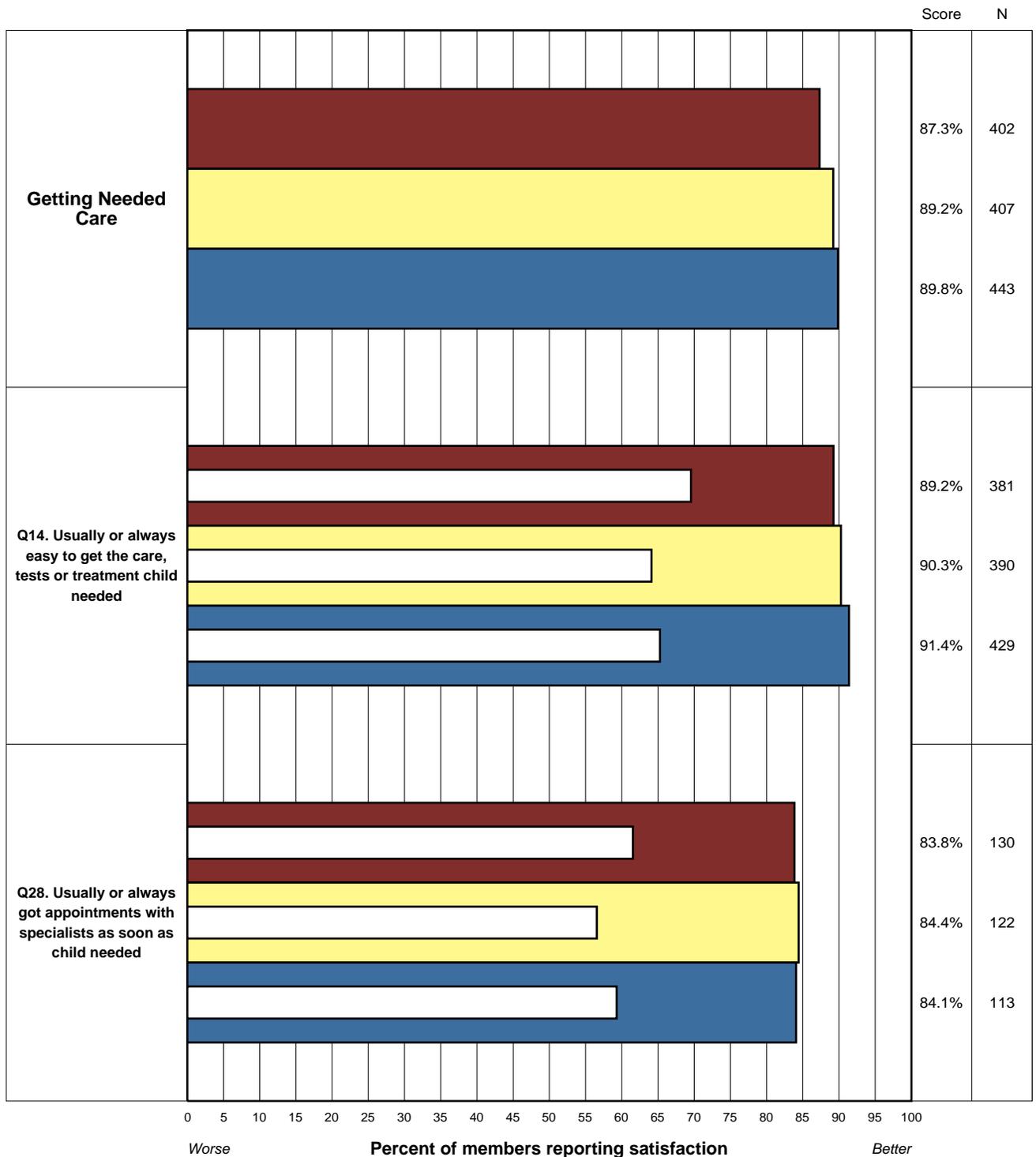
Composites - Achievement Scores



↕ Statistically significantly higher/lower than PCK@ 2015

■ PCK@ 2015
 ■ PCK@ 2016
 ■ PCK@ 2017

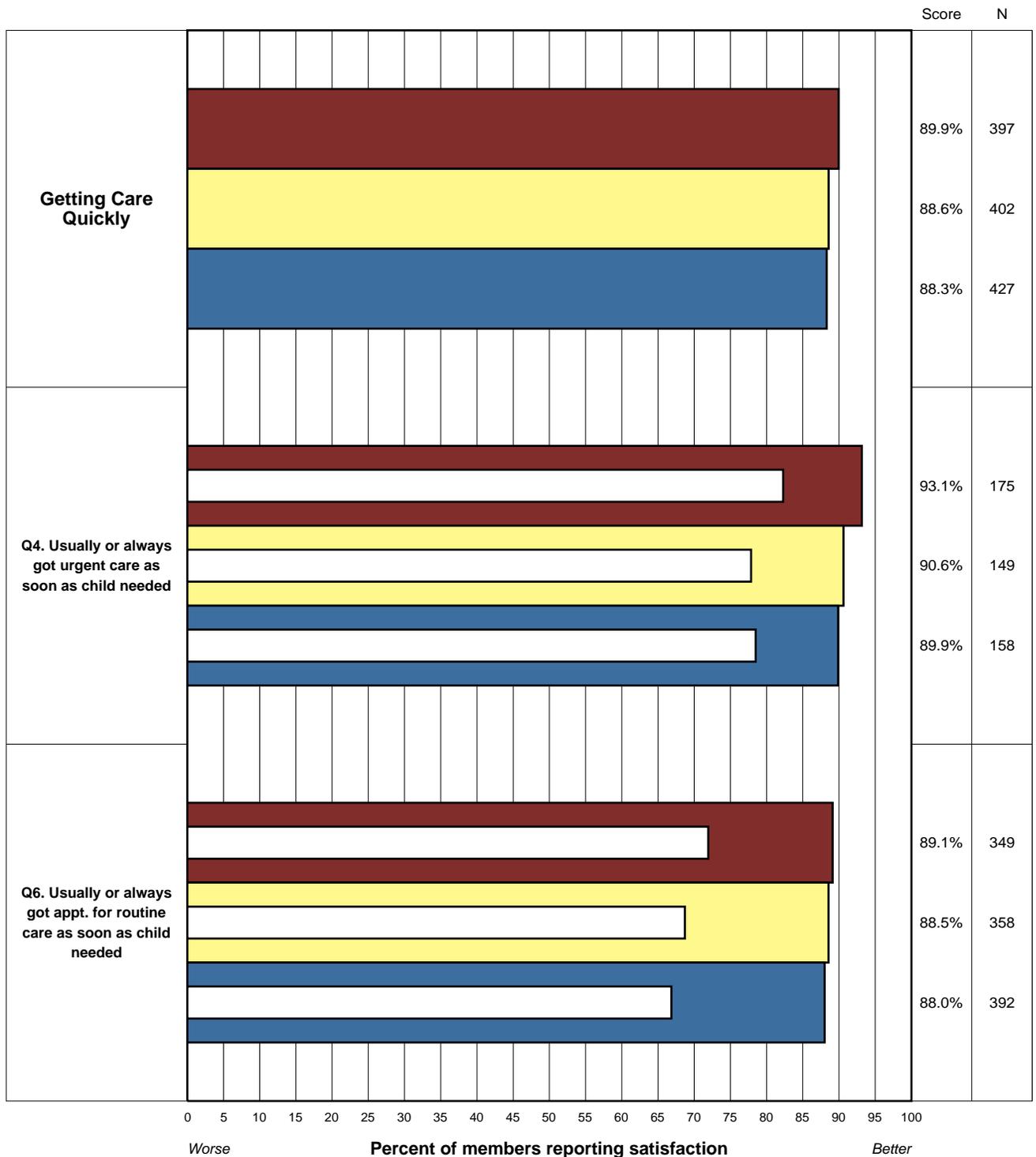
Getting Needed Care - Achievement Scores



↑↓ Statistically significantly higher/lower than PCK@ 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ PCK@ 2015 ■ PCK@ 2016 ■ PCK@ 2017

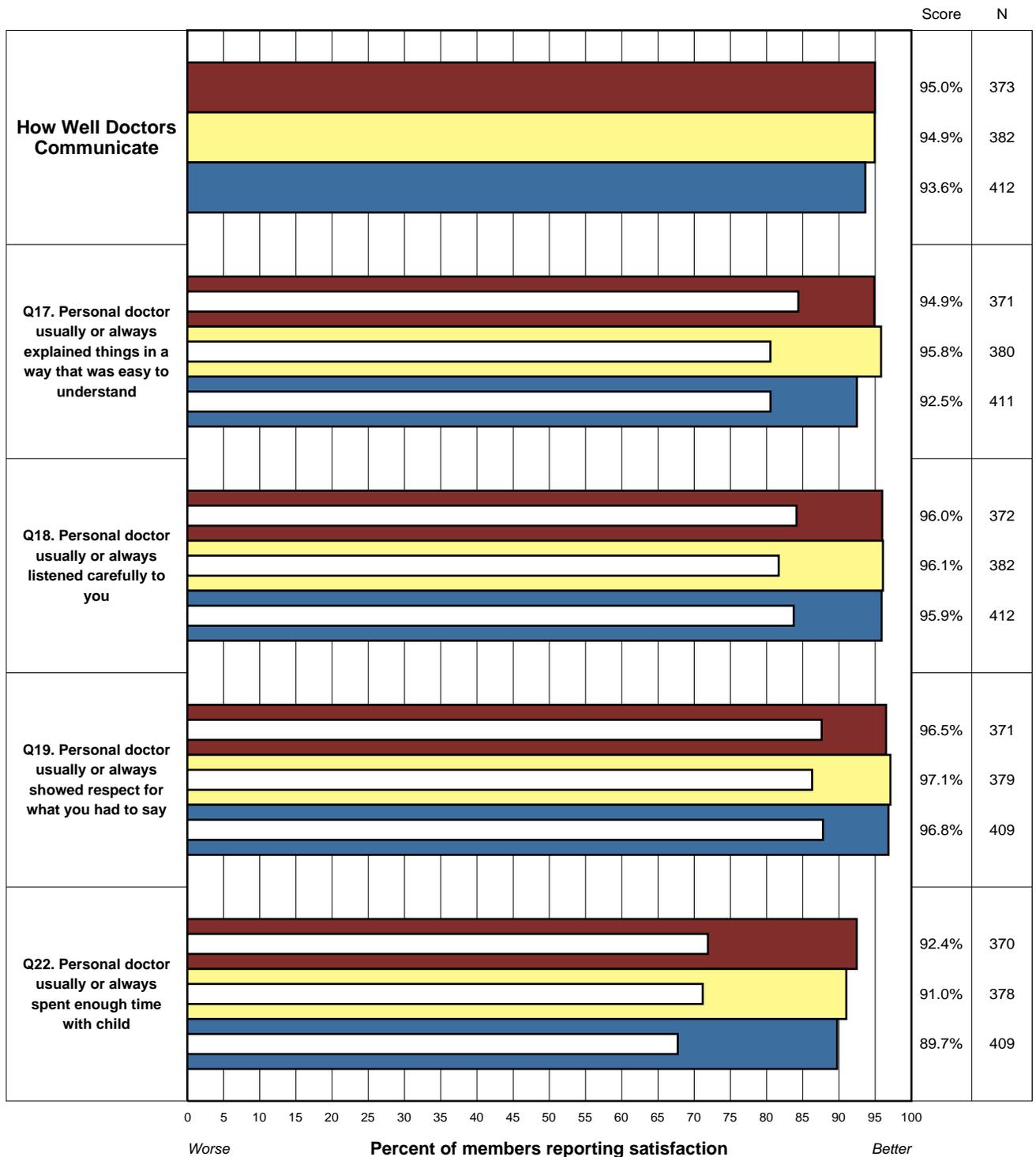
Getting Care Quickly - Achievement Scores



↕ Statistically significantly higher/lower than PCK@ 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ PCK@ 2015 ■ PCK@ 2016 ■ PCK@ 2017

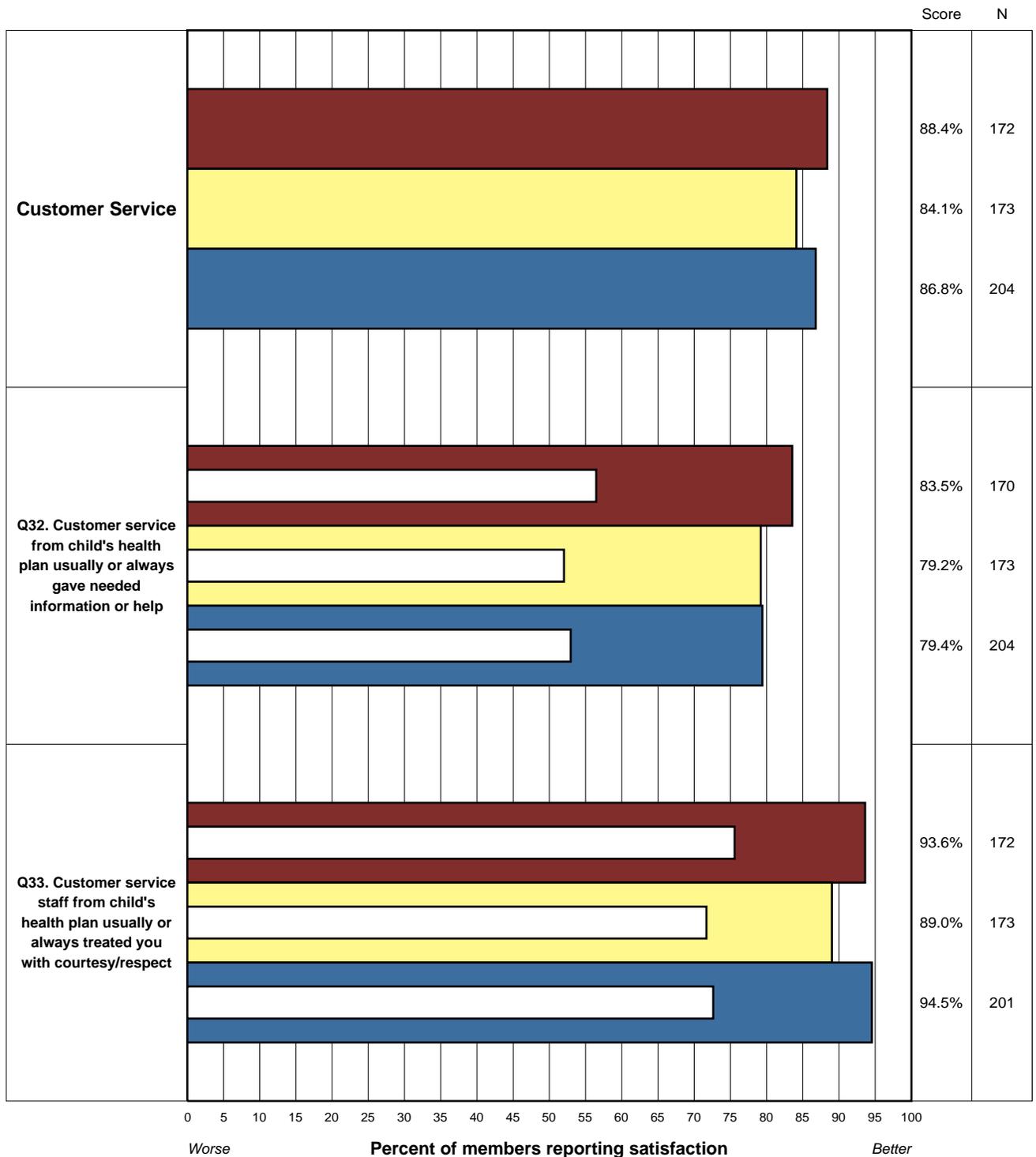
How Well Doctors Communicate - Achievement Scores



↕ Statistically significantly higher/lower than PCK@ 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ PCK@ 2015 ■ PCK@ 2016 ■ PCK@ 2017

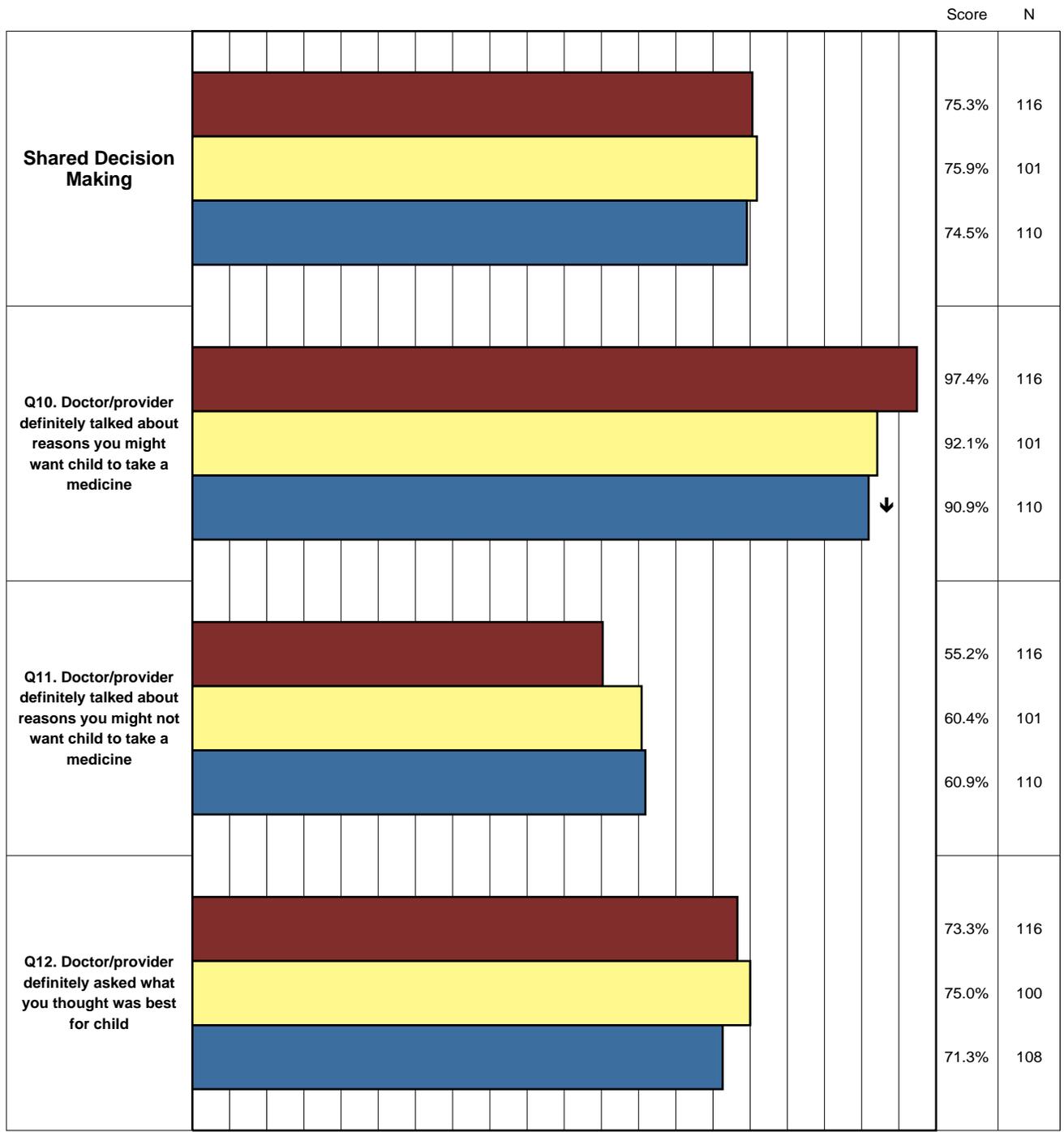
Customer Service - Achievement Scores



↑↓ Statistically significantly higher/lower than PCK@ 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ PCK@ 2015 ■ PCK@ 2016 ■ PCK@ 2017

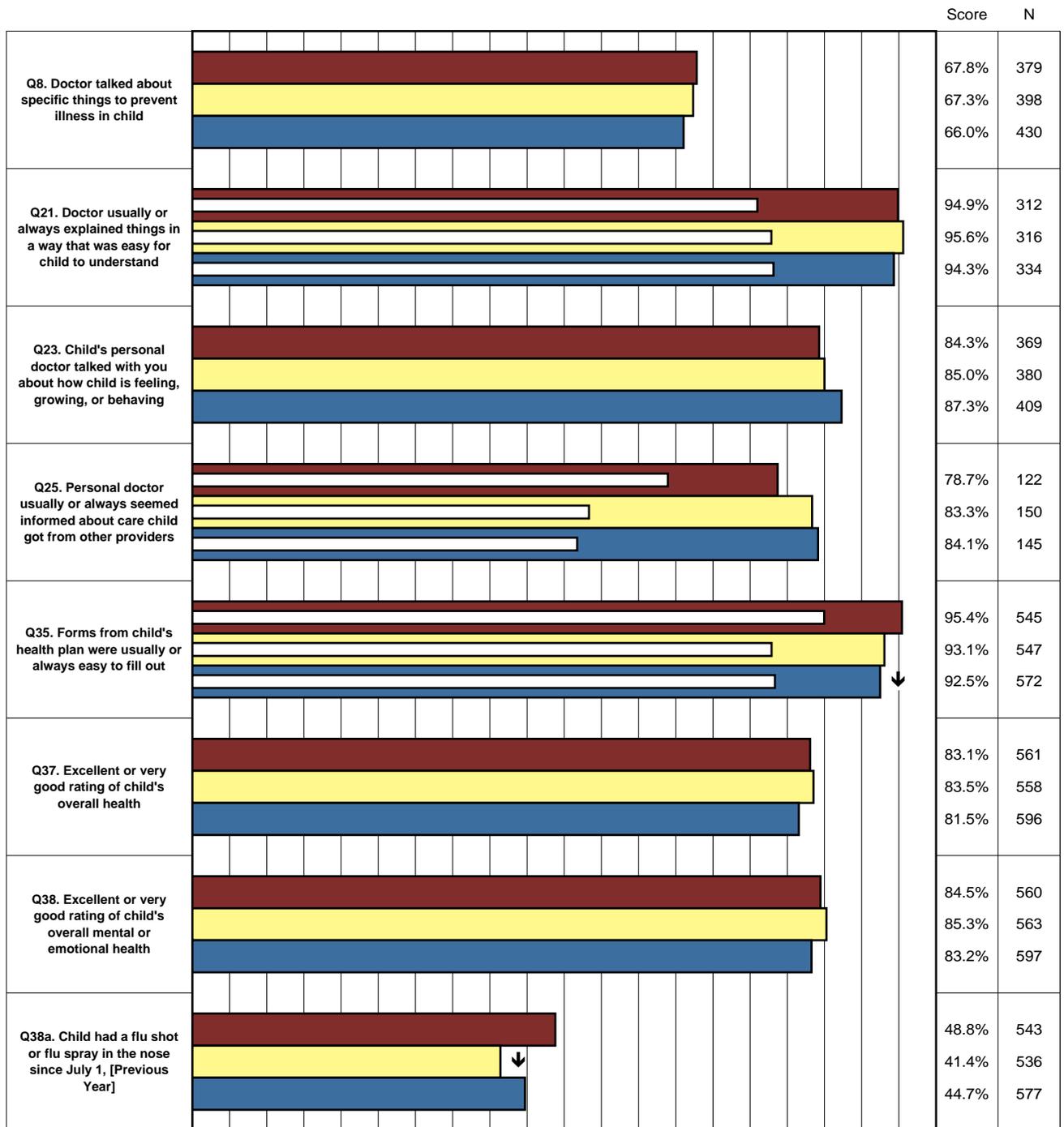
Shared Decision Making - Achievement Scores



↕ Statistically significantly higher/lower than PCK@ 2015

■ PCK@ 2015 ■ PCK@ 2016 ■ PCK@ 2017

Single Item Measures - Achievement Scores



↕ Statistically significantly higher/lower than PCK@ 2015
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ PCK@ 2015 ■ PCK@ 2016 ■ PCK@ 2017

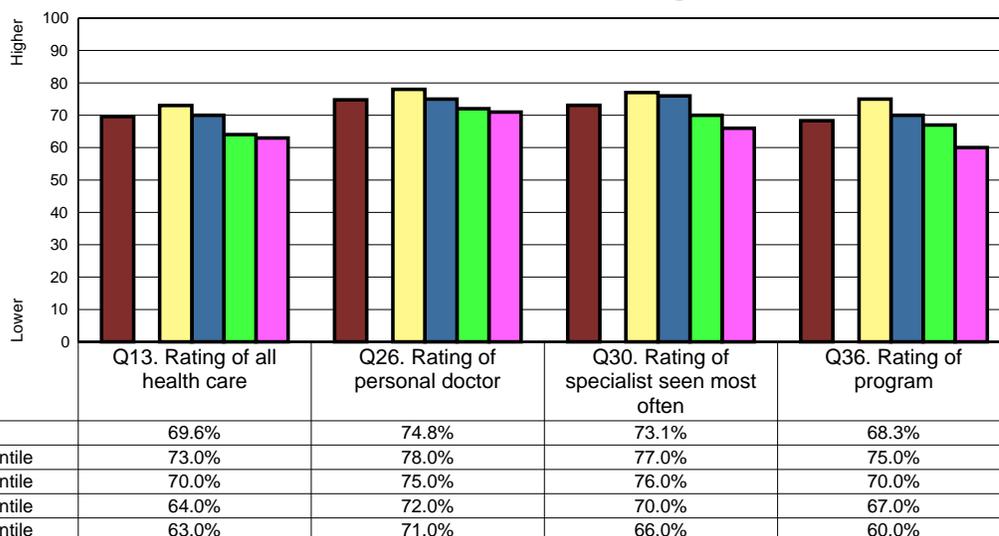
CAHPS® DATABASE BENCHMARKS - TOP BOX SCORES OVERALL RATING QUESTIONS

Response options for the four overall rating questions range from 0 (worst) to 10 (best). The CAHPS® Database calculates top box scores for question items and composites. A top box score is the percentage of respondents that chose the most positive response for a given item response scale. For the overall rating questions, the top box score is represented by the responses of "9" and "10".

The 2016 CAHPS® Database percentile scores presented here represent the percentage of CHIP programs that scored at or below a particular top box score. For example, the 50th percentile, or the median, is the top box score at or below which 50% of all health plan top box scores fall. Percentiles range from 0 to 100, for CAHPS® Health Plan reporting, the 90th, 75th, 50th, and 25th percentiles are presented for the ratings. For a description of the CAHPS® Database please see the *Methodology* section of the report.

The PeachCare for Kids® Program 2017 top box scores for the rating questions are presented along with the 2016 CAHPS® Database percentiles for the CHIP programs and health plans. There is no member level data available for the CAHPS® Database, so significance testing is not possible.

CAHPS® Database Overall Rating Questions

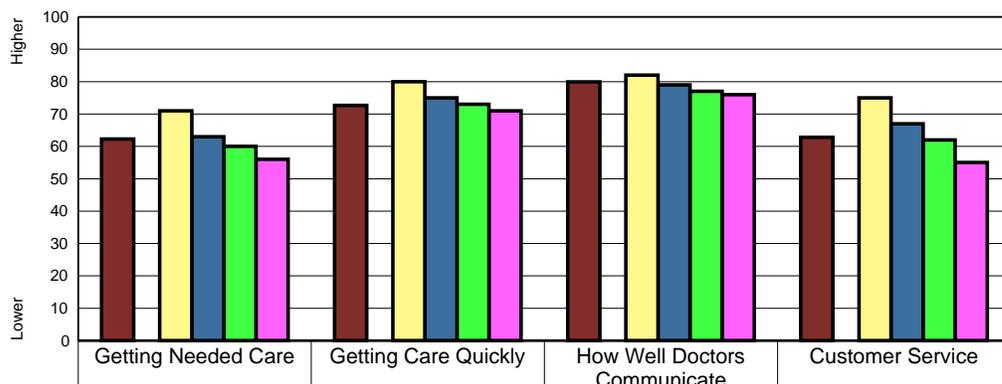


CAHPS® DATABASE - SUMMARY OF COMPOSITES

Response options for the composite measures range from "Never" to "Always." The response of "Always" is used to calculate the CAHPS® Database top box score for individual questions. A top box score is calculated for four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite top box scores are designed to give a summary assessment of how the PeachCare for Kids® Program performed across each domain. Composite top box scores are calculated by averaging the top box scores on the items within the composite.

The PeachCare for Kids® 2017 top box scores for the composites are presented along with the 2016 CAHPS® Database percentiles for the CHIP Programs. There is no member level data available for the CAHPS® Database so significance testing is not possible.

CAHPS® Database Composites



■ PCK® 2017	62.3%	72.7%	79.9%	62.8%
■ CAHPS® 2016 90th Percentile	71.0%	80.0%	82.0%	75.0%
■ CAHPS® 2016 75th Percentile	63.0%	75.0%	79.0%	67.0%
■ CAHPS® 2016 50th Percentile	60.0%	73.0%	77.0%	62.0%
■ CAHPS® 2016 25th Percentile	56.0%	71.0%	76.0%	55.0%

Note: Composites constructed using question-level scoring in accordance with NCQA reporting guidelines.

Responses by Question

Q1. Our records show that your child is now in the PeachCare for Kids Program. Is that right?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	570	100.0%	560	100.0%	599	100.0%
No	0	0.0%	0	0.0%	0	0.0%
Total	570	100.0%	560	100.0%	599	100.0%
Not Answered	6		8		4	

Your Child's Health Care in the Last 6 Months

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	188	33.1%	164	29.0%	173	28.9%
No	380	66.9%	401	71.0%	426	71.1%
Total	568	100.0%	565	100.0%	599	100.0%
Not Answered	8		3		4	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Never	4	2.3%	2	1.3%	4	2.5%
● Sometimes	8	4.6%	12	8.1%	12	7.6%
● Usually	19	10.9%	19	12.8%	18	11.4%
● Always	144	82.3%	116	77.9%	124	78.5%
Total	175	100.0%	149	100.0%	158	100.0%
Not Answered	13		15		15	
Reporting Category	Getting Care Quickly					
Achievement Score	93.1%		90.6%		89.9%	
Correlation with Satisfaction	-0.041		0.137		0.230	
Priority Rating	Low		Low		Low	

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

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

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	364	64.7%	389	69.1%	424	70.8%
No	199	35.3%	174	30.9%	175	29.2%
Total	563	100.0%	563	100.0%	599	100.0%
Not Answered	13		5		4	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
<input type="radio"/> Never	7	2.0%	3	0.8%	8	2.0%
<input type="radio"/> Sometimes	31	8.9%	38	10.6%	39	9.9%
<input type="radio"/> Usually	60	17.2%	71	19.8%	83	21.2%
<input checked="" type="radio"/> Always	251	71.9%	246	68.7%	262	66.8%
Total	349	100.0%	358	100.0%	392	100.0%
Not Answered	15		31		32	
Reporting Category	Getting Care Quickly					
Achievement Score	89.1%		88.5%		88.0%	
Correlation with Satisfaction	0.221		0.192		0.105	
Priority Rating	Low		Low		Low	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
None	170	30.5%	146	26.4%	141	24.2%
1 time	167	29.9%	181	32.7%	171	29.4%
2 times	109	19.5%	112	20.2%	125	21.5%
3 times	63	11.3%	61	11.0%	69	11.9%
4 times	29	5.2%	21	3.8%	42	7.2%
5 to 9 times	16	2.9%	26	4.7%	29	5.0%
10 or more times	4	0.7%	7	1.3%	5	0.9%
Total	558	100.0%	554	100.0%	582	100.0%
Not Answered	18		14		21	

Response scored as: Room for Improvement Achievement

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

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Yes	257	67.8%	268	67.3%	284	66.0%
● No	122	32.2%	130	32.7%	146	34.0%
Total	379	100.0%	398	100.0%	430	100.0%
Not Answered	9		10		11	
Reporting Category	Single Items					
Achievement Score	67.8%		67.3%		66.0%	
Correlation with Satisfaction	0.050		0.055		0.067	
Priority Rating	Medium		Medium		Medium	

Q9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	117	30.6%	101	25.6%	112	26.0%
No	265	69.4%	294	74.4%	318	74.0%
Total	382	100.0%	395	100.0%	430	100.0%
Not Answered	6		13		11	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Yes	113	97.4%	93	92.1%	100	90.9%
● No	3	2.6%	8	7.9%	10	9.1%
Total	116	100.0%	101	100.0%	110	100.0%
Not Answered	1		0		2	
Reporting Category	Shared Decision Making					
Achievement Score	97.4%		92.1%		90.9%	
Correlation with Satisfaction	0.107		-0.042		-0.029	
Priority Rating	Low		Low		Low	

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

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

Q11. Did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Yes	64	55.2%	61	60.4%	67	60.9%
● No	52	44.8%	40	39.6%	43	39.1%
Total	116	100.0%	101	100.0%	110	100.0%
Not Answered	1		0		2	
Reporting Category	Shared Decision Making					
Achievement Score	55.2%		60.4%		60.9%	
Correlation with Satisfaction	-0.032		0.017		-0.052	
Priority Rating	Medium		Medium		Medium	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Yes	85	73.3%	75	75.0%	77	71.3%
● No	31	26.7%	25	25.0%	31	28.7%
Total	116	100.0%	100	100.0%	108	100.0%
Not Answered	1		1		4	
Reporting Category	Shared Decision Making					
Achievement Score	73.3%		75.0%		71.3%	
Correlation with Satisfaction	0.167		0.009		0.122	
Priority Rating	Medium		Medium		Medium	

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

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

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Worst health care possible	0	0.0%	0	0.0%	2	0.5%
● 1	0	0.0%	0	0.0%	0	0.0%
● 2	0	0.0%	1	0.3%	1	0.2%
● 3	2	0.5%	3	0.8%	1	0.2%
● 4	1	0.3%	1	0.3%	2	0.5%
● 5	10	2.6%	3	0.8%	15	3.5%
● 6	13	3.4%	9	2.3%	8	1.9%
● 7	26	6.8%	27	6.8%	21	4.9%
● 8	59	15.5%	72	18.2%	81	18.8%
● 9	87	22.8%	96	24.2%	93	21.6%
● Best health care possible	183	48.0%	184	46.5%	207	48.0%
Total	381	100.0%	396	100.0%	431	100.0%
Not Answered	7		12		10	
Reporting Category	Ratings					
Achievement Score	86.4%		88.9%		88.4%	
Correlation with Satisfaction	0.501		0.477		0.592	
Priority Rating	High		High		High	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Never	10	2.6%	6	1.5%	9	2.1%
● Sometimes	31	8.1%	32	8.2%	28	6.5%
● Usually	75	19.7%	102	26.2%	112	26.1%
● Always	265	69.6%	250	64.1%	280	65.3%
Total	381	100.0%	390	100.0%	429	100.0%
Not Answered	7		18		12	
Reporting Category	Getting Needed Care					
Achievement Score	89.2%		90.3%		91.4%	
Correlation with Satisfaction	0.278		0.255		0.284	
Priority Rating	Low		Low		Low	

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

Your Child's Personal Doctor

Q15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

	PCK@ 2015		PCK@ 2016		PCK@ 2017	
	N	%	N	%	N	%
Yes	520	91.5%	528	93.3%	551	91.5%
No	48	8.5%	38	6.7%	51	8.5%
Total	568	100.0%	566	100.0%	602	100.0%
Not Answered	8		2		1	

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

	PCK@ 2015		PCK@ 2016		PCK@ 2017	
	N	%	N	%	N	%
None	126	25.3%	116	23.3%	113	21.5%
1 time	187	37.5%	206	41.4%	185	35.2%
2 times	95	19.0%	98	19.7%	110	21.0%
3 times	59	11.8%	41	8.2%	70	13.3%
4 times	20	4.0%	19	3.8%	25	4.8%
5 to 9 times	10	2.0%	13	2.6%	19	3.6%
10 or more times	2	0.4%	5	1.0%	3	0.6%
Total	499	100.0%	498	100.0%	525	100.0%
Not Answered	21		30		26	

Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

	PCK@ 2015		PCK@ 2016		PCK@ 2017	
	N	%	N	%	N	%
● Never	2	0.5%	3	0.8%	2	0.5%
● Sometimes	17	4.6%	13	3.4%	29	7.1%
● Usually	39	10.5%	58	15.3%	49	11.9%
● Always	313	84.4%	306	80.5%	331	80.5%
Total	371	100.0%	380	100.0%	411	100.0%
Not Answered	2		2		1	
Reporting Category	Communication					
Achievement Score	94.9%		95.8%		92.5%	
Correlation with Satisfaction	0.090		0.103		0.130	
Priority Rating	Low		Low		Low	

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

Your Child's Personal Doctor (continued)

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Never	4	1.1%	2	0.5%	1	0.2%
● Sometimes	11	3.0%	13	3.4%	16	3.9%
● Usually	44	11.8%	55	14.4%	50	12.1%
● Always	313	84.1%	312	81.7%	345	83.7%
Total	372	100.0%	382	100.0%	412	100.0%
Not Answered	1		0		0	
Reporting Category	Communication					
Achievement Score	96.0%		96.1%		95.9%	
Correlation with Satisfaction	0.068		0.163		0.173	
Priority Rating	Low		Low		Low	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Never	3	0.8%	0	0.0%	2	0.5%
● Sometimes	10	2.7%	11	2.9%	11	2.7%
● Usually	33	8.9%	41	10.8%	37	9.0%
● Always	325	87.6%	327	86.3%	359	87.8%
Total	371	100.0%	379	100.0%	409	100.0%
Not Answered	2		3		3	
Reporting Category	Communication					
Achievement Score	96.5%		97.1%		96.8%	
Correlation with Satisfaction	0.088		0.202		0.208	
Priority Rating	Low		Low		Low	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	313	84.8%	319	84.2%	335	81.7%
No	56	15.2%	60	15.8%	75	18.3%
Total	369	100.0%	379	100.0%	410	100.0%
Not Answered	4		3		2	

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

Your Child's Personal Doctor (continued)

Q21. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Never	2	0.6%	0	0.0%	2	0.6%
● Sometimes	14	4.5%	14	4.4%	17	5.1%
● Usually	59	18.9%	56	17.7%	54	16.2%
● Always	237	76.0%	246	77.8%	261	78.1%
Total	312	100.0%	316	100.0%	334	100.0%
Not Answered	1		3		1	
Reporting Category	Single Items					
Achievement Score	94.9%		95.6%		94.3%	
Correlation with Satisfaction	0.118		0.171		0.233	
Priority Rating	Low		Low		Low	

Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Never	6	1.6%	6	1.6%	4	1.0%
● Sometimes	22	5.9%	28	7.4%	38	9.3%
● Usually	76	20.5%	75	19.8%	90	22.0%
● Always	266	71.9%	269	71.2%	277	67.7%
Total	370	100.0%	378	100.0%	409	100.0%
Not Answered	3		4		3	
Reporting Category	Communication					
Achievement Score	92.4%		91.0%		89.7%	
Correlation with Satisfaction	0.209		0.160		0.153	
Priority Rating	Low		Low		Low	

Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Yes	311	84.3%	323	85.0%	357	87.3%
● No	58	15.7%	57	15.0%	52	12.7%
Total	369	100.0%	380	100.0%	409	100.0%
Not Answered	4		2		3	
Reporting Category	Single Items					
Achievement Score	84.3%		85.0%		87.3%	
Correlation with Satisfaction	-		-		-	
Priority Rating	-		-		-	

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

Your Child's Personal Doctor (continued)

Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	126	34.3%	157	41.5%	148	36.3%
No	241	65.7%	221	58.5%	260	63.7%
Total	367	100.0%	378	100.0%	408	100.0%
Not Answered	6		4		4	

Q25. In the last 6 months, how often did your child's personal doctor spend informed and up-to-date about the care your child got from these doctors or other health providers?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Never	12	9.8%	13	8.7%	6	4.1%
● Sometimes	14	11.5%	12	8.0%	17	11.7%
● Usually	18	14.8%	45	30.0%	47	32.4%
● Always	78	63.9%	80	53.3%	75	51.7%
Total	122	100.0%	150	100.0%	145	100.0%
Not Answered	4		7		3	
Reporting Category	Single Items					
Achievement Score	78.7%		83.3%		84.1%	
Correlation with Satisfaction	0.249		0.321		0.204	
Priority Rating	Medium		Low		Low	

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

Your Child's Personal Doctor (continued)

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Worst personal doctor possible	1	0.2%	1	0.2%	2	0.4%
● 1	0	0.0%	0	0.0%	0	0.0%
● 2	0	0.0%	1	0.2%	1	0.2%
● 3	4	0.8%	1	0.2%	1	0.2%
● 4	3	0.6%	2	0.4%	2	0.4%
● 5	6	1.2%	5	1.0%	6	1.1%
● 6	13	2.6%	16	3.2%	10	1.9%
● 7	31	6.3%	33	6.7%	18	3.4%
● 8	78	15.8%	69	13.9%	93	17.6%
● 9	100	20.3%	98	19.8%	106	20.1%
● Best personal doctor possible	257	52.1%	269	54.3%	288	54.6%
Total	493	100.0%	495	100.0%	527	100.0%
Not Answered	27		33		24	
Reporting Category	Ratings					
Achievement Score	88.2%		88.1%		92.4%	
Correlation with Satisfaction	0.398		0.490		0.382	
Priority Rating	Low		High		Low	

Getting Health Care From Specialists

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	131	23.3%	122	21.6%	116	19.4%
No	431	76.7%	444	78.4%	483	80.6%
Total	562	100.0%	566	100.0%	599	100.0%
Not Answered	14		2		4	

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

Getting Health Care From Specialists (continued)

Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
<input checked="" type="radio"/> Never	7	5.4%	2	1.6%	5	4.4%
<input checked="" type="radio"/> Sometimes	14	10.8%	17	13.9%	13	11.5%
<input checked="" type="radio"/> Usually	29	22.3%	34	27.9%	28	24.8%
<input checked="" type="radio"/> Always	80	61.5%	69	56.6%	67	59.3%
Total	130	100.0%	122	100.0%	113	100.0%
Not Answered	1		0		3	
Reporting Category	Getting Needed Care					
Achievement Score	83.8%		84.4%		84.1%	
Correlation with Satisfaction	-0.063		0.274		0.239	
Priority Rating	Low		Low		Low	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
None	5	3.8%	1	0.8%	5	4.5%
1 specialist	99	76.2%	95	78.5%	80	72.7%
2	22	16.9%	18	14.9%	21	19.1%
3	1	0.8%	5	4.1%	2	1.8%
4	2	1.5%	2	1.7%	1	0.9%
5 or more specialists	1	0.8%	0	0.0%	1	0.9%
Total	130	100.0%	121	100.0%	110	100.0%
Not Answered	1		1		6	

Response scored as: Room for Improvement Achievement

Getting Health Care From Specialists (continued)

- Q30.** We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%	0	0.0%
● 1	1	0.8%	0	0.0%	0	0.0%
● 2	2	1.6%	0	0.0%	0	0.0%
● 3	2	1.6%	0	0.0%	1	1.0%
● 4	2	1.6%	0	0.0%	2	1.9%
● 5	1	0.8%	2	1.7%	3	2.9%
● 6	2	1.6%	4	3.4%	0	0.0%
● 7	7	5.7%	5	4.2%	5	4.8%
● 8	20	16.3%	21	17.6%	17	16.3%
● 9	25	20.3%	20	16.8%	24	23.1%
● Best specialist possible	61	49.6%	67	56.3%	52	50.0%
Total	123	100.0%	119	100.0%	104	100.0%
Not Answered	2		1		1	
Reporting Category	Ratings					
Achievement Score	86.2%		90.8%		89.4%	
Correlation with Satisfaction	0.249		0.429		0.287	
Priority Rating	Low		High		Low	

Your Child's Health Plan

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	175	31.5%	181	32.4%	207	34.7%
No	381	68.5%	377	67.6%	390	65.3%
Total	556	100.0%	558	100.0%	597	100.0%
Not Answered	20		10		6	

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

Your Child's Health Plan (continued)

Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
<input type="radio"/> Never	5	2.9%	5	2.9%	2	1.0%
<input type="radio"/> Sometimes	23	13.5%	31	17.9%	40	19.6%
<input type="radio"/> Usually	46	27.1%	47	27.2%	54	26.5%
<input type="radio"/> Always	96	56.5%	90	52.0%	108	52.9%
Total	170	100.0%	173	100.0%	204	100.0%
Not Answered	5		8		3	
Reporting Category	Customer Service					
Achievement Score	83.5%		79.2%		79.4%	
Correlation with Satisfaction	0.369		0.358		0.431	
Priority Rating	Low		Medium		Top	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
<input type="radio"/> Never	6	3.5%	4	2.3%	2	1.0%
<input type="radio"/> Sometimes	5	2.9%	15	8.7%	9	4.5%
<input type="radio"/> Usually	31	18.0%	30	17.3%	44	21.9%
<input type="radio"/> Always	130	75.6%	124	71.7%	146	72.6%
Total	172	100.0%	173	100.0%	201	100.0%
Not Answered	3		8		6	
Reporting Category	Customer Service					
Achievement Score	93.6%		89.0%		94.5%	
Correlation with Satisfaction	0.338		0.390		0.382	
Priority Rating	Low		Low		Low	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	210	38.2%	226	40.6%	240	41.3%
No	340	61.8%	330	59.4%	341	58.7%
Total	550	100.0%	556	100.0%	581	100.0%
Not Answered	26		12		22	

Response scored as: Room for Improvement Achievement

Your Child's Health Plan (continued)

Q35. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
 [NOTE:Response of 'Always' padded with Q34='No', based on NCQA scoring guidelines.]

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Never	3	0.6%	9	1.6%	4	0.7%
● Sometimes	22	4.0%	29	5.3%	39	6.8%
● Usually	57	10.5%	83	15.2%	81	14.2%
● Always	463	85.0%	426	77.9%	448	78.3%
Total	545	100.0%	547	100.0%	572	100.0%
Not Answered	5		9		9	
Reporting Category	Single Items					
Achievement Score	95.4%		93.1%		92.5%	
Correlation with Satisfaction	0.118		0.129		0.103	
Priority Rating	Low		Low		Low	

Q36. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Worst health plan possible	0	0.0%	1	0.2%	2	0.3%
● 1	1	0.2%	1	0.2%	2	0.3%
● 2	1	0.2%	0	0.0%	2	0.3%
● 3	1	0.2%	3	0.5%	3	0.5%
● 4	5	0.9%	2	0.4%	5	0.8%
● 5	22	4.0%	12	2.2%	14	2.4%
● 6	17	3.1%	15	2.7%	13	2.2%
● 7	38	6.8%	42	7.6%	44	7.5%
● 8	88	15.9%	100	18.0%	102	17.3%
● 9	113	20.4%	116	20.9%	119	20.2%
● Best health plan possible	269	48.5%	264	47.5%	284	48.1%
Total	555	100.0%	556	100.0%	590	100.0%
Not Answered	21		12		13	
Reporting Category	Ratings					
Achievement Score	84.7%		86.3%		85.6%	

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

About Your Child and You

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Excellent	257	45.8%	251	45.0%	246	41.3%
● Very Good	209	37.3%	215	38.5%	240	40.3%
● Good	79	14.1%	85	15.2%	94	15.8%
● Fair	14	2.5%	7	1.3%	16	2.7%
● Poor	2	0.4%	0	0.0%	0	0.0%
Total	561	100.0%	558	100.0%	596	100.0%
Not Answered	15		10		7	
Reporting Category	Single Items					
Achievement Score	83.1%		83.5%		81.5%	
Correlation with Satisfaction	0.115		0.184		0.061	
Priority Rating	Low		Low		Low	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Excellent	311	55.5%	318	56.5%	325	54.4%
● Very Good	162	28.9%	162	28.8%	172	28.8%
● Good	67	12.0%	66	11.7%	82	13.7%
● Fair	18	3.2%	16	2.8%	17	2.8%
● Poor	2	0.4%	1	0.2%	1	0.2%
Total	560	100.0%	563	100.0%	597	100.0%
Not Answered	16		5		6	
Reporting Category	Single Items					
Achievement Score	84.5%		85.3%		83.2%	
Correlation with Satisfaction	0.106		0.112		0.038	
Priority Rating	Low		Low		Low	

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

About Your Child and You (continued)**Q38a. Has your child had either a flu shot or flu spray in the nose since July 1, [Previous Year]?**

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
● Yes	265	48.8%	222	41.4%	258	44.7%
● No	278	51.2%	314	58.6%	319	55.3%
● Don't know	18		25		20	
Total	543	100.0%	536	100.0%	577	100.0%
Not Answered	15		7		6	
Reporting Category	Single Items					
Achievement Score	48.8%		41.4%		44.7%	
Correlation with Satisfaction	0.099		0.055		0.044	
Priority Rating	Medium		Medium		Medium	

NQ39. What is your child's age?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Less than 1 year old	2	0.4%	0	0.0%	3	0.5%
1 to 2 years old	18	3.2%	24	4.3%	29	4.9%
3 to 4 years old	39	7.0%	47	8.4%	51	8.6%
5 to 7 years old	84	15.0%	83	14.8%	95	16.1%
8 to 10 years old	118	21.1%	109	19.4%	123	20.8%
11 to 13 years old	119	21.3%	121	21.5%	112	19.0%
14 to 19 years old	179	32.0%	178	31.7%	177	30.0%
Total	559	100.0%	562	100.0%	590	100.0%
Not Answered	17		6		13	

Q40. Is your child male or female?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Male	301	53.9%	292	52.0%	283	47.8%
Female	257	46.1%	269	48.0%	309	52.2%
Total	558	100.0%	561	100.0%	592	100.0%
Not Answered	18		7		11	

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

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes, Hispanic or Latino	128	23.0%	146	26.2%	169	28.6%
No, Not Hispanic or Latino	428	77.0%	411	73.8%	421	71.4%
Total	556	100.0%	557	100.0%	590	100.0%
Not Answered	20		11		13	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	275	52.0%	303	57.0%	320	57.3%
No	254	48.0%	229	43.0%	238	42.7%
Total	529	100.0%	532	100.0%	558	100.0%
Not Answered	47		36		45	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	164	31.0%	161	30.3%	150	26.9%
No	365	69.0%	371	69.7%	408	73.1%
Total	529	100.0%	532	100.0%	558	100.0%
Not Answered	47		36		45	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	57	10.8%	36	6.8%	48	8.6%
No	472	89.2%	496	93.2%	510	91.4%
Total	529	100.0%	532	100.0%	558	100.0%
Not Answered	47		36		45	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	3	0.6%	3	0.6%	3	0.5%
No	526	99.4%	529	99.4%	555	99.5%
Total	529	100.0%	532	100.0%	558	100.0%
Not Answered	47		36		45	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	10	1.9%	3	0.6%	14	2.5%
No	519	98.1%	529	99.4%	544	97.5%
Total	529	100.0%	532	100.0%	558	100.0%
Not Answered	47		36		45	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	61	11.5%	60	11.3%	69	12.4%
No	468	88.5%	472	88.7%	489	87.6%
Total	529	100.0%	532	100.0%	558	100.0%
Not Answered	47		36		45	

Q43. What is your age?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Under 18	41	7.3%	21	3.8%	37	6.3%
18 to 24	5	0.9%	8	1.4%	7	1.2%
25 to 34	131	23.4%	128	22.9%	139	23.5%
35 to 44	258	46.1%	277	49.6%	270	45.6%
45 to 54	107	19.1%	102	18.3%	124	20.9%
55 to 64	14	2.5%	19	3.4%	14	2.4%
65 to 74	4	0.7%	2	0.4%	1	0.2%
75 or older	0	0.0%	1	0.2%	0	0.0%
Total	560	100.0%	558	100.0%	592	100.0%
Not Answered	16		10		11	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Male	88	15.7%	95	17.0%	83	14.0%
Female	472	84.3%	464	83.0%	511	86.0%
Total	560	100.0%	559	100.0%	594	100.0%
Not Answered	16		9		9	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
8th grade or less	34	6.2%	41	7.4%	48	8.1%
Some high school but did not graduate	41	7.4%	34	6.1%	46	7.8%
High school graduate or GED	142	25.8%	142	25.7%	145	24.5%
Some college or 2-year degree	208	37.7%	209	37.8%	217	36.7%
4-year college graduate	87	15.8%	82	14.8%	83	14.0%
More than 4-year college degree	39	7.1%	45	8.1%	53	9.0%
Total	551	100.0%	553	100.0%	592	100.0%
Not Answered	25		15		11	

Q46. How are you related to the child?

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Mother or father	554	99.5%	548	98.4%	591	99.2%
Grandparent	1	0.2%	7	1.3%	1	0.2%
Aunt or uncle	0	0.0%	0	0.0%	0	0.0%
Older brother or sister	0	0.0%	1	0.2%	0	0.0%
Other relative	1	0.2%	0	0.0%	0	0.0%
Legal guardian	1	0.2%	1	0.2%	1	0.2%
Someone else	0	0.0%	0	0.0%	3	0.5%
Total	557	100.0%	557	100.0%	596	100.0%
Not Answered	19		11		7	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	20	5.2%	29	7.6%	26	7.0%
No	368	94.8%	353	92.4%	346	93.0%
Total	388	100.0%	382	100.0%	372	100.0%
Not Answered	5		3		2	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	9	45.0%	7	24.1%	8	32.0%
No	11	55.0%	22	75.9%	17	68.0%
Total	20	100.0%	29	100.0%	25	100.0%
Not Answered	5		3		1	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	8	40.0%	3	10.3%	4	16.0%
No	12	60.0%	26	89.7%	21	84.0%
Total	20	100.0%	29	100.0%	25	100.0%
Not Answered	5		3		1	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	2	10.0%	3	10.3%	3	12.0%
No	18	90.0%	26	89.7%	22	88.0%
Total	20	100.0%	29	100.0%	25	100.0%
Not Answered	5		3		1	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	12	60.0%	22	75.9%	20	80.0%
No	8	40.0%	7	24.1%	5	20.0%
Total	20	100.0%	29	100.0%	25	100.0%
Not Answered	5		3		1	

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

	PCK® 2015		PCK® 2016		PCK® 2017	
	N	%	N	%	N	%
Yes	4	20.0%	1	3.4%	2	8.0%
No	16	80.0%	28	96.6%	23	92.0%
Total	20	100.0%	29	100.0%	25	100.0%
Not Answered	5		3		1	



Your privacy is protected. The research staff will not share your personal information with anyone without your OK. Personally identifiable information will not be made public and will only be released in accordance with federal laws and regulations.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits your child gets. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

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

SURVEY INSTRUCTIONS

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

Correct Mark ●

Incorrect Marks



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

- Yes → Go to Question 1
- No

↓ START HERE ↓

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

- 1. Our records show that your child is now in the PeachCare for Kids Program. Is that right?

- Yes → Go to Question 3
- No

- 2. What is the name of your child's health plan? (Please print)



**YOUR CHILD'S HEALTH CARE
IN THE LAST 6 MONTHS**

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 Yes
 No → *Go to Question 5*

- 4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 Never
 Sometimes
 Usually
 Always

- 5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 Yes
 No → *Go to Question 7*

- 6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 Never
 Sometimes
 Usually
 Always

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 None → *Go to Question 15*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

- 8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 Yes
 No

- 9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 Yes
 No → *Go to Question 13*

- 10. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 Yes
 No

- 11. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
 Yes
 No



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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 27*

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

- None → *Go to Question 26*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 22*



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 26*

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

- Never
- Sometimes
- Usually
- Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

- Yes
- No → *Go to Question 31*

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

- Never
- Sometimes
- Usually
- Always



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

- Excellent
- Very good
- Good
- Fair
- Poor

38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2016?

- Yes
- No
- Don't know

39. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

40. Is your child male or female?

- Male
- Female

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

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

42. What is your child's race? Mark one or more.

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

43. What is your age?

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

44. Are you male or female?

- Male
- Female

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

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

46. How are you related to the child?

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

47. Did someone help you complete this survey?

- Yes → **Go to Question 48**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**



◆ **48. How did that person help you? Mark one or more.**

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

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

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

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



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